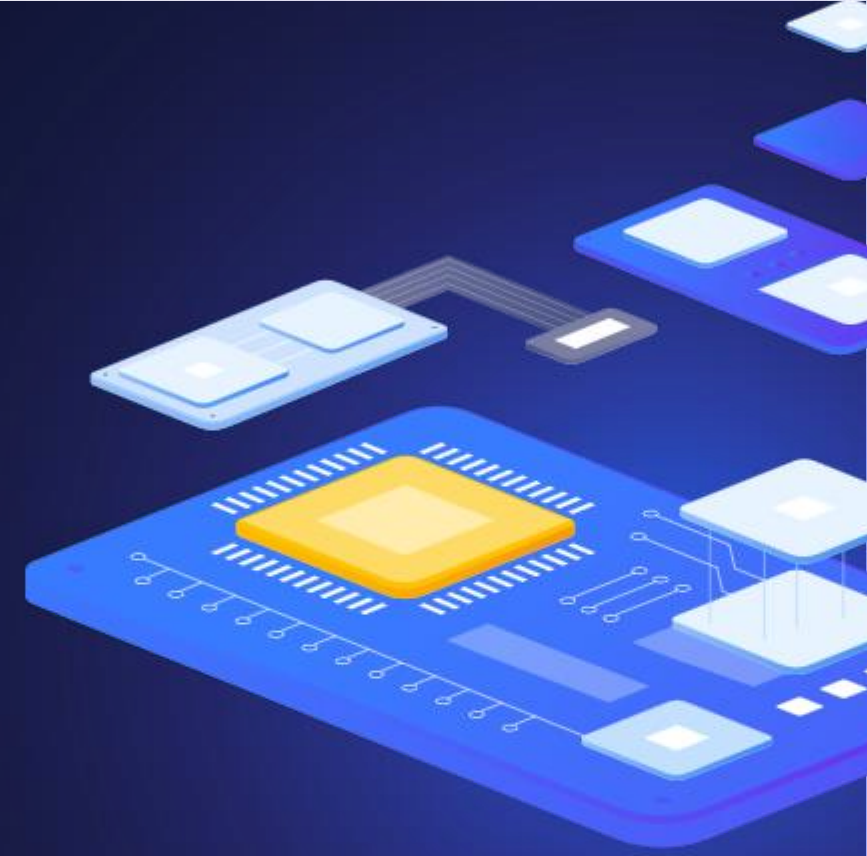**initMAX**

Service monitoring with Zabbix

Services and SLA

all our microphones are muted

ask your questions in Q&A, not in the Chat

use Chat for discussion, networking or applause

1

The purpose

Service monitoring

What is business service monitoring?

❯ In Zabbix, business service monitoring provides a way to monitor your IT infrastructure from a business perspective. It allows you to translate technical details into insights relevant to your business operations.

❯ Display bussiness structure using IT Service Tree

❯ Show root causes of business impact

❯ Calculate SLI for each SLA

Service Terminology:

❯ Service-Level Objective (SLO)
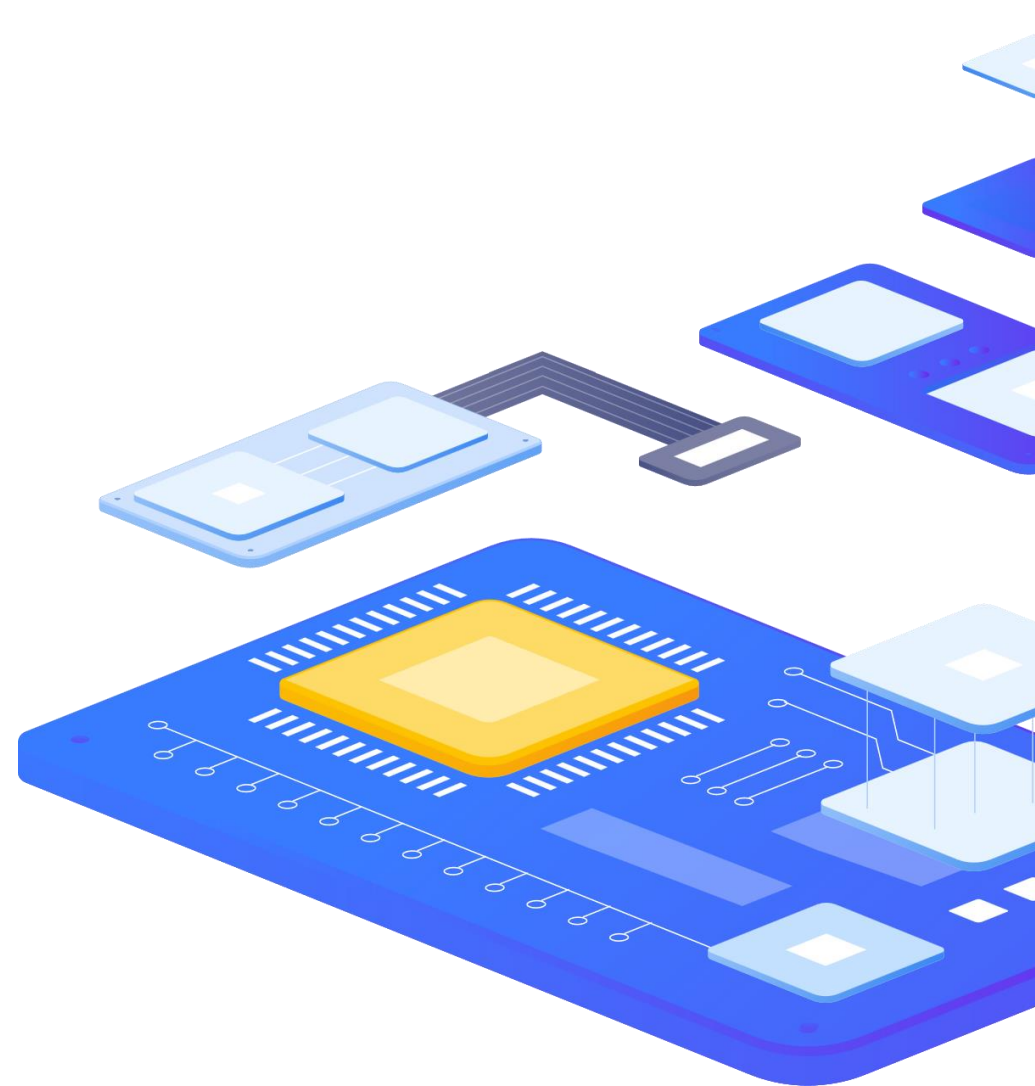
❯ Service-Level Agreement (SLA)

❯ Service-Level Indicator (SLI)
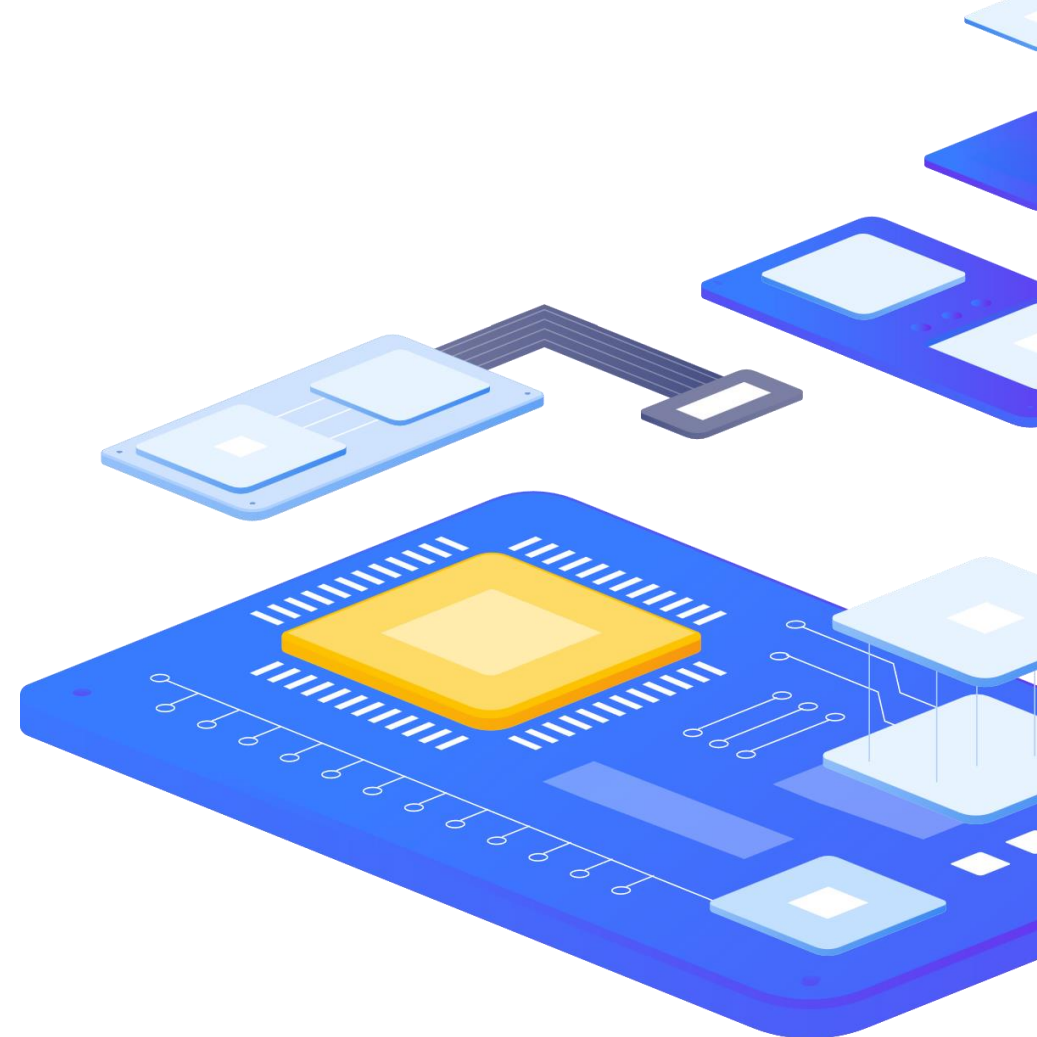
The Purpose of Services

Service state and SLA

› Reliability measurement

› Customer point of view

› Management point of view

Based on:

› Event Tags.

› Service Tags.

› Separate DB structure.

2

Service monitoring
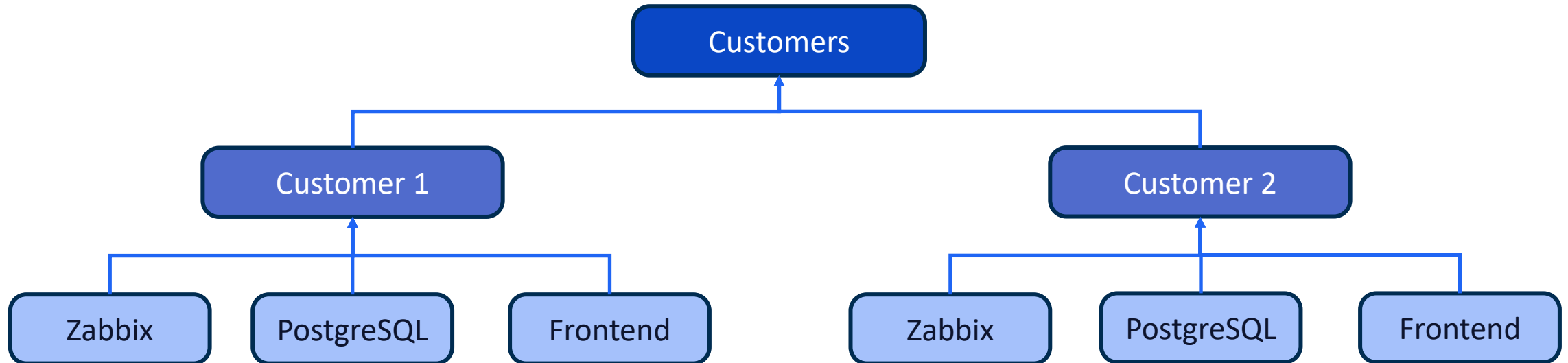
Service Tree

› Service tree represents your service business infrastructure

› Each node of the structure has attribute status. The status is calculated and propagated to upper levels according to the selected algorithm. The status of individual nodes is affected by the status of the mapped problems. Problem mapping is accomplished with tagging.
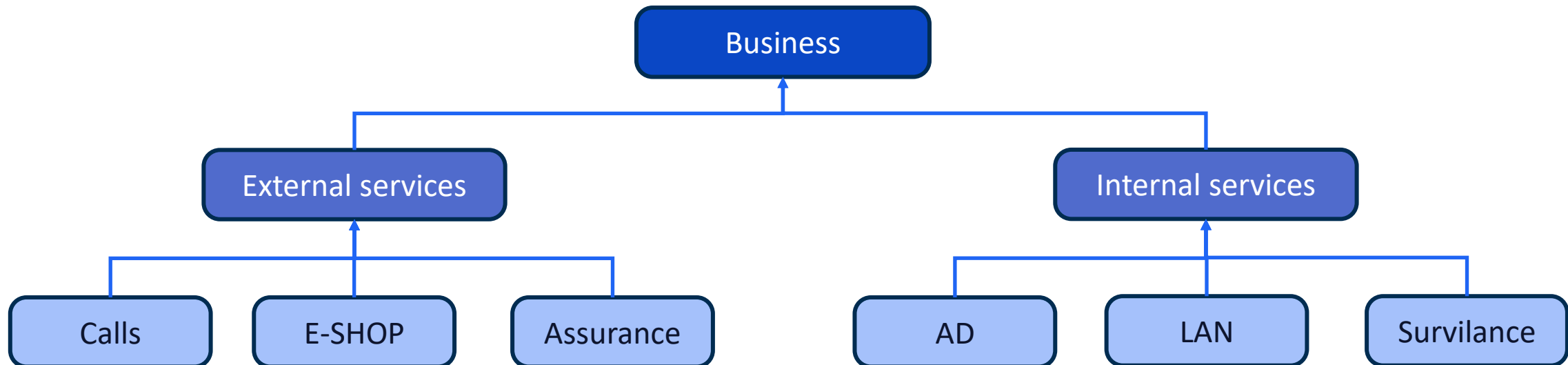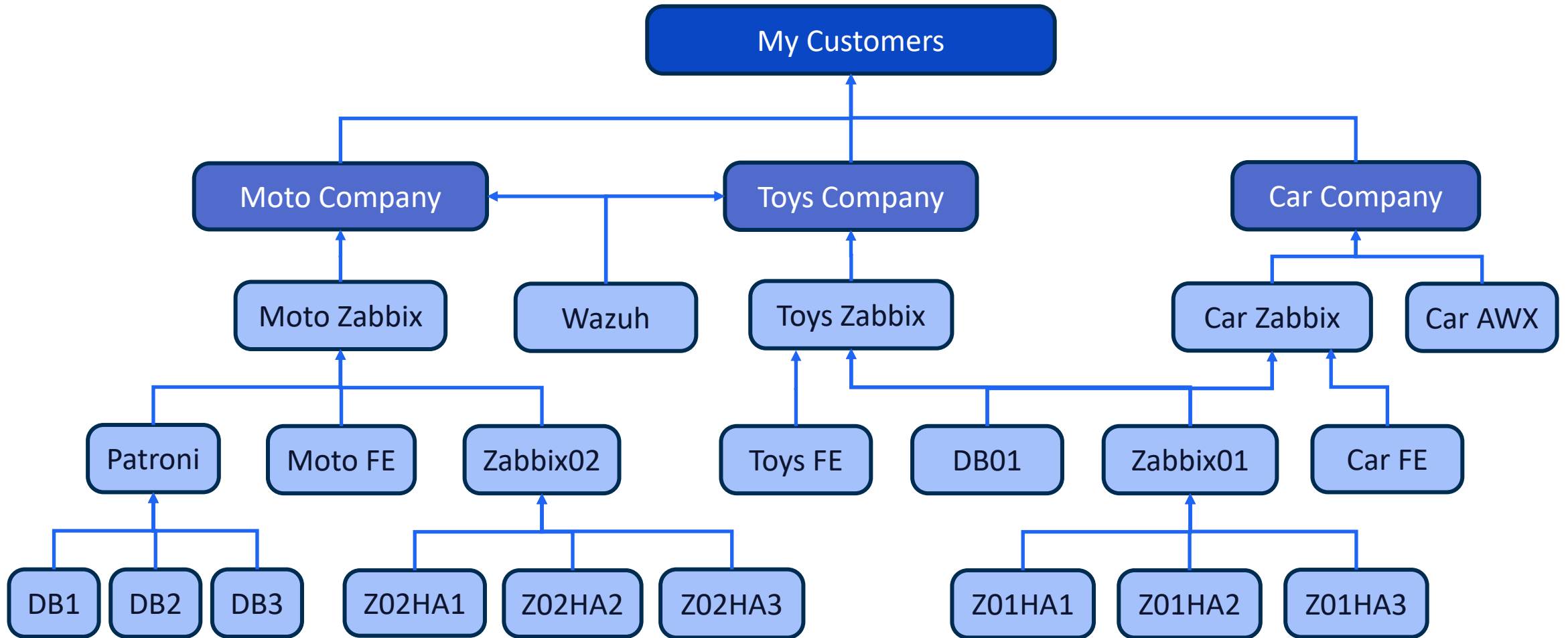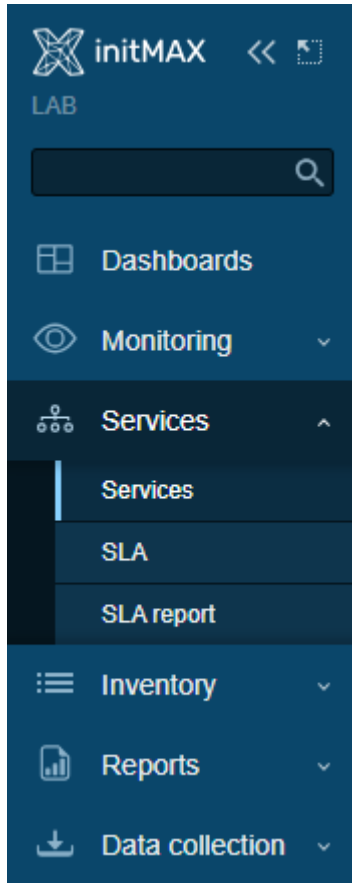
MSP Services

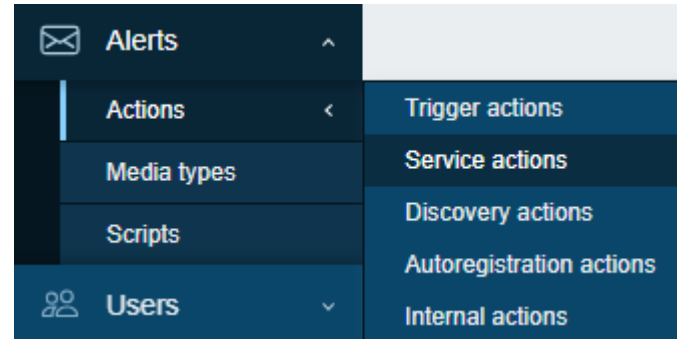› Service tree represents your customers

Demonstration tree

Service Tree Configuration
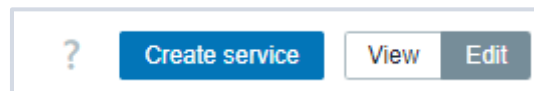
- › Services
  - › Services
  - › SLA
  - › SLA report

- › Alerts
  - › Actions
    - › Service actions

Service Creation

› Service Name

› Parent / Child services

› Problem tags

TAGs

Event Tags

❯ Specify tags to map problem data to the service:
  ❯ Equals - include the specified tag names and values (case-sensitive)
  ❯ Contains - include the specified tag names where the tag values contain the entered string (substring match, case-insensitive)

❯ Tag name matching is always case-sensitive.

❯ All Problem tags must match a problem event

Service Tags

❯ Used to match services with service actions and SLAs.

❯ Specified at the Tags service configuration tab.

Parent / Child tree nodes

Parent nodes

› status is calculated from child nodes by using set of rules

› Status calculations:

   › Most critical of child services (default)

   › Most critical if all children have problem

   › Set status to OK – used with advanced configuration

Child nodes

› status is calculated based on problems matched by event tags

Advanced Service Configuration

› Status propagation
  › Increase severity by 1-5
  › Decrease severity by 1-5
  › Ignore this service
  › Set the status to the predefined severity

› Weight

Advanced Service Configuration

› Aditional rules
  › At least N or N% child services have status above / below some severity
  › If total weight of child services with some severity is above / below a threshold

Notifications

Separate Menu section

Notification based on:

> Service, Service Name, Service Tag Name, Service Tag Value

Event Processing

Service status is calculated by the Service manager process

❯ Service configuration cache - update interval defined in zabbix_server.conf

```
### Option: ServiceManagerSyncFrequency
# How often Zabbix will synchronize configuration of a service manager (in seconds).
#
# Mandatory: no
# Range: 1-3600
# Default:
ServiceManagerSyncFrequency= 60
```

❯ Separate Database tables

3
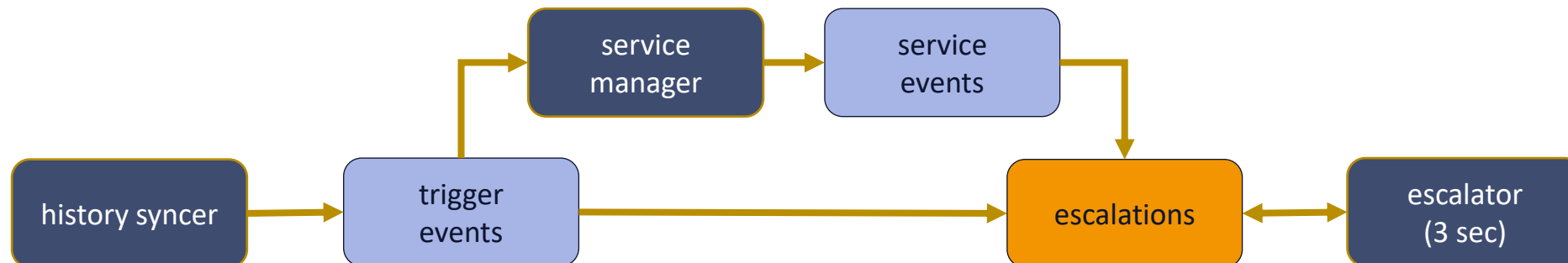
SLA

SLA, SLO, SLI

› Services->SLA menu section allows to configure SLAs for various services.

› An SLA in Zabbix defines:
  › Service level objective (SLO),
  › expected uptime schedule,
  › planned downtimes.

› SLAs and services are matched by service tags.

› The same SLA may be applied to multiple services - performance will be measured for each matching service separately.

› A single service may have multiple SLAs assigned - data for each of the SLAs will be displayed separately.

SLA Configuration

› Predefined 7x24 Schedule

› Custom Schedule

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Permissions and vizualization

Permissions and Roles

Access to services

› Read-write access to services

› Read-write access to services with tag

› Read-only access to services

› Read-only access to services with tag

Permissions and Roles

- Customer Dashboard
- Customer Service Role
- Customer access rights

Services and SLA

SLA Reports and SLA Widget

› Complex SLA overview

5
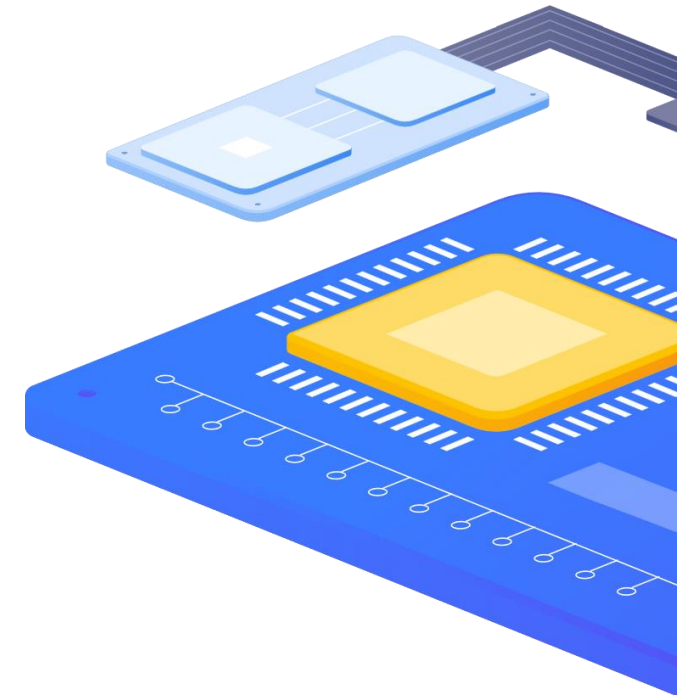
Usage

Services and SLA Usage

❯ Monitor your business performance

❯ Show status to management

❯ Be informed on service state in real-time

❯ Provide customers with critical information about their business services

❯ Documentation:

  ❯ https://www.zabbix.com/documentation/current/en/manual/it_services

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Demonstration

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Questions?

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