

Application Note

Business Services and SLA Performance Data on Martello iQ

Overview

Many business-critical services depend on a wide range of applications and devices to work together. Some business-critical services may be customer-facing, such as websites and order entry systems. Other services may support internal business processes, such as corporate email or financial reporting. IT organizations must monitor these business-critical services and be able to address problems before they impact the end user. IT organizations also need to report on the performance and availability of these services.

ITIL has defined management practices for business services. Based on the ITIL practices, Martello iQ provides tools that allow you to monitor business-critical services, quickly identify problems, and report on service availability.

This application note provides information about how you can use Martello iQ to model, monitor, and report on business services.

Understanding Business Services

Business services are services that you deliver to your internal and external customers. Business services range from accounts receivable and email to VoIP calls and web sites.

Business service management (BSM) is a way of mapping the devices and applications that work together to support specific business services. When you map devices and applications to a business service, you can monitor your organization's IT resources in the context of the business workflow where those resources are used. For each business service that you define, you can map the IT components to the following perspectives:

- End User
- Application
- Infrastructure
- Supplier services (other services that impact the current business service)

By mapping your network resources this way, you are able to view targeted, relevant information quickly.



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For example, a server may host several applications, some of which are not relevant to your business service. If you are monitoring the entire server and an unrelated application triggers a critical issue, you receive alerts even though your application is in a healthy state. By mapping IT components to perspectives, you can focus on the components that are relevant to a business-critical service and receive alerts that impact that service specifically. The perspectives also help you quickly identify the source of the problem and whether end users are impacted by the issue.

Create and Monitor Business Services

The business services feature in Martello iQ allows you to create business services and map your IT resources according to ITIL perspectives, and then view the health state of each perspective.

24 Business Services [Toggle]				
Name	End-User	Application	Infrastructure	
Office 365	✓	✓	✓	⋮
Windows DNS	✓	✓	✓	⋮

You can open a business service to see a heat map of the components within each perspective:

← Exchange 2013
[Toggle]

MEMBERS (4)
ALERTS (18)
INCIDENTS (17)
SLA

End User
3 components

Application
20 components

Infrastructure
2 components

Supplier Services
0 services

Empty Perspective

+

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You can click on a perspective to see the components that are assigned to that perspective and quickly identify which ones are in an unhealthy state:

The screenshot shows the 'Application' dashboard for 'Exchange 2013'. At the top, there are navigation tabs for MEMBERS (20), ALERTS (18), INCIDENTS (17), RULES (1), and EXCLUSIONS (0). Below these are four component cards, each with a red header and a server icon:

- CAS and Edge - All Servers (Exchange 2013)
- CAS and Edge - Transport (Exchange 2013)
- Client - EAC (Exchange 2013)
- Client - OWA (Exchange 2013)

Detailed information is available when you click on a component to open it.

The screenshot shows the detailed view for the 'CAS and Edge - All Servers (Exchange 2013) - Group'. The top navigation bar includes PROPERTIES, MEMBERS (1), EXPLORER, ALERTS (5), INCIDENTS (1), BOARDS (0), and SERVICES (1). The main content area displays several key metrics:

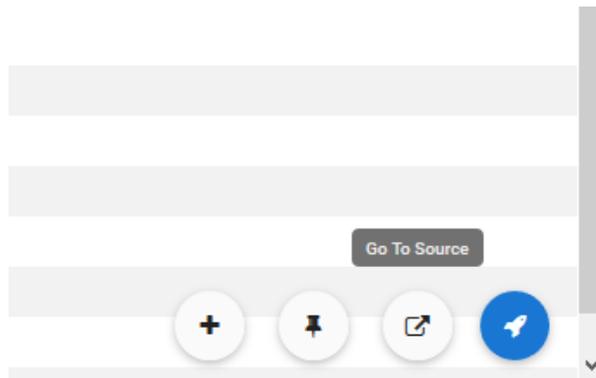
- OPEN INCIDENTS:** 1 (with a warning icon), MTTR 0h
- UPTIME LAST 7 DAYS:** 0.00%, Last Week 0.00%
- OPEN ALERTS:** 5 (with a warning icon), MTTR 0h
- CURRENT STATE CHANGED:** 12 days ago
- SOURCE TYPE:** Group
- SOURCE RETRIEVED FROM:** Microsoft System Center Operations Manager Demo Europe

Below the metrics is a section titled 'Raw Properties' with the following data:

Object Display Name	CAS and Edge - All Servers (Exchange 2013)
Full Name	Group_540fceb86f954b4f8e0b6d25c84efb21
Id	5a5bfd9c-466d-2161-e521-ed9213814f24
Management Group Name	SC12R20M
Time Added	2018-08-29T15:02:52.2472347
Object Status	System.ConfigItem.ObjectStatusEnum.Active

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You can go directly from the Martello iQ interface to the source monitoring system for the component, as shown in the image below:



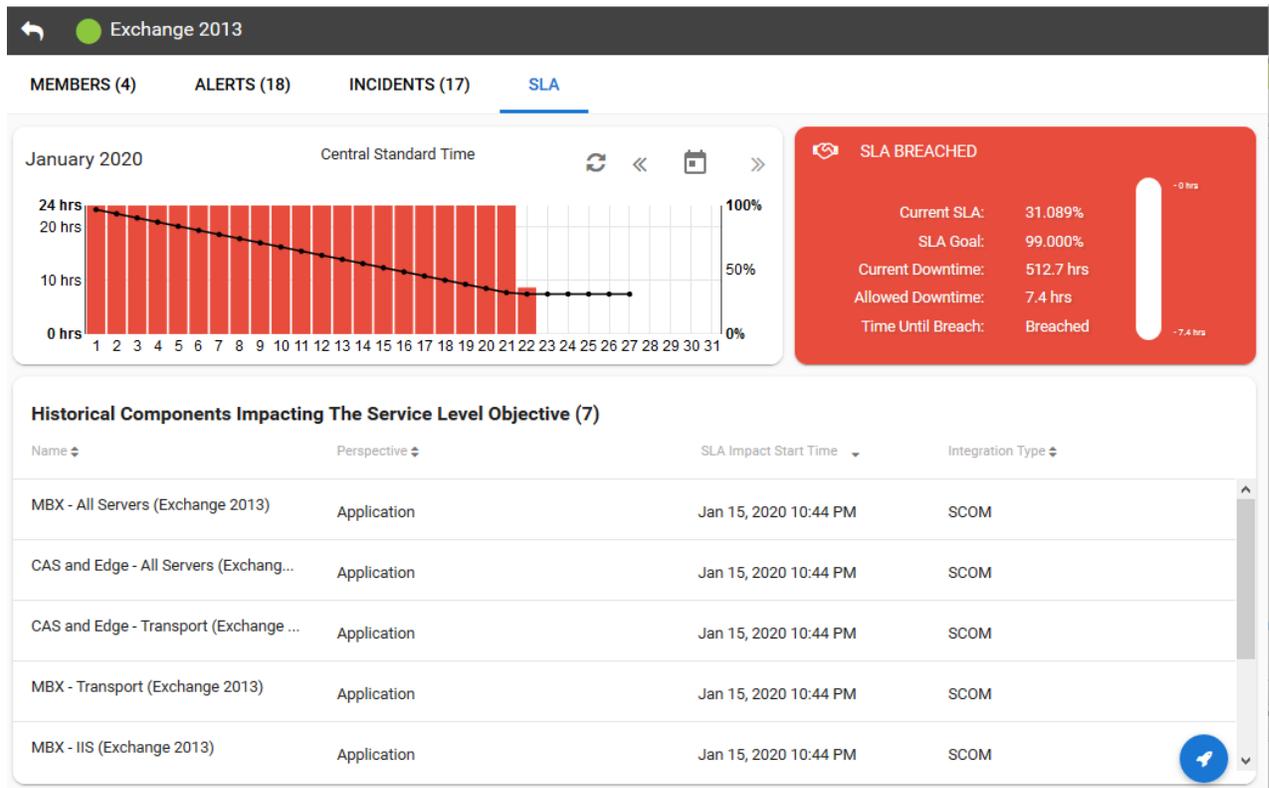
Configure Service Level Objectives and Report on Availability

You can configure Service Level Objectives (SLO) for each business service. Martello iQ uses the SLO settings to calculate and display data about the availability of business services and Service Level Agreement (SLA) performance. The SLA tab provides the following details about the availability of each business service:

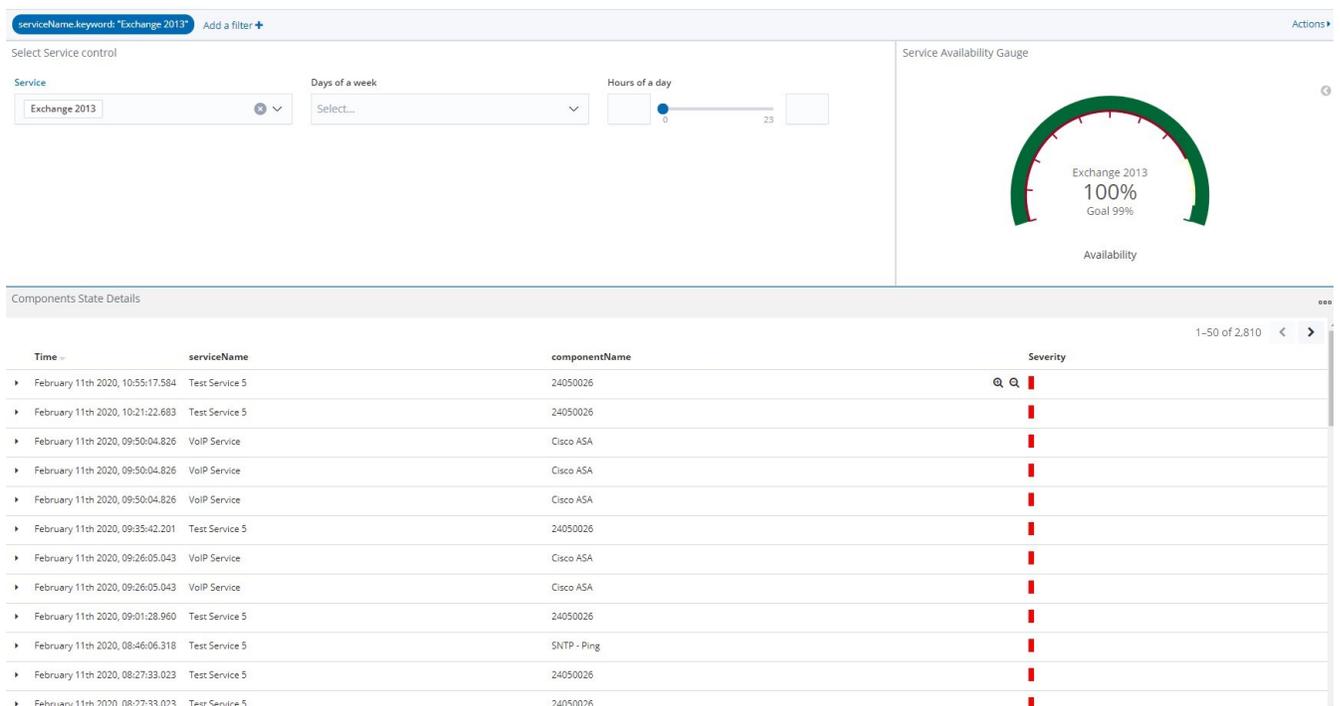
- A bar graph that shows the availability of the service over the period of time specified in the SLO settings. A line graph that shows the SLA goal is overlaid on the bar graph.
- A summary of the current SLA status, including:
 - The availability as a percentage of the SLA goal.
 - The SLA goal.
 - The amount downtime that has occurred in the specified time period.
 - The allowed amount of downtime in the specified time period.
 - The amount of time remaining before the SLA goal is breached.
- A list of the components that have impacted the SLA during the period of time specified in the SLO settings.

The following image shows an example of the SLA performance data that is displayed in Martello iQ.

Business Services and SLA Performance Data on Martello iQ



You can also view the report in Kibana:



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Examples

The following examples show how you can use business services in Martello iQ to monitor business-critical services.

Web-based Order Entry System

- **End-User perspective**—Monitor the login form on the website using synthetic transactions from System Center Operations Manager.
- **Application perspective**—Monitor databases and the .NET framework.
- **Infrastructure perspective**—Monitor the computers and network devices that support the website.

Skype for Business

- **End-User perspective**—Monitor the login form on the Skype for Business web portal, using synthetic transactions from System Center Operations Manager.
- **Application perspective**—Monitor the Active Directory (AD) domains and AD domain controllers.
- **Infrastructure perspective**—Monitor the computer where Active Directory is installed.
- **Supplier Services perspective**—Monitor the DNS service, which is a related service that impacts the Skype for Business Service.

Resources

Full configuration information is available in the *Martello iQ User Guide*.

For information about using iQ's incident management features in conjunction with business services, see the *Martello iQ Incident Management Application Note*.

For information about using boards to model your data, see the *Manage Complex Data in Martello iQ Application Note*.

All documents are available on the Martello website at:

<https://martellotech.com/documentation/martello-iq/>

About Martello Technologies

Martello Technologies Group Inc. (TSXV: MTLO) is a technology company that provides digital experience monitoring (DEM) solutions. The company develops products and solutions that provide monitoring and analytics on the performance of real-time applications on networks, while giving IT teams and service providers control and visibility of their entire IT infrastructure. Martello's products include unified communications performance analytics software and IT analytics software.

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