

PANDORA FMS
E N T E R P R I S E

**Service
monitoring**
with Pandora FMS Enterprise

SERVICE MONITORING

1. Service monitoring with Pandora FMS

1.1 The concept of service monitoring

A service is a way to group your IT resources basis on their functionalities. For example a service could be your official website, your CRM system, your support application, or even your printers. Services are logical groups which can include hosts, routers, switches, firewalls, CRMs, ERPs, webs and of course another services. You can see what is a service more clearly with the following example.

Chip Company sells computer through it's website all around the world, and it has three big department: Online Shop, Support and Management.

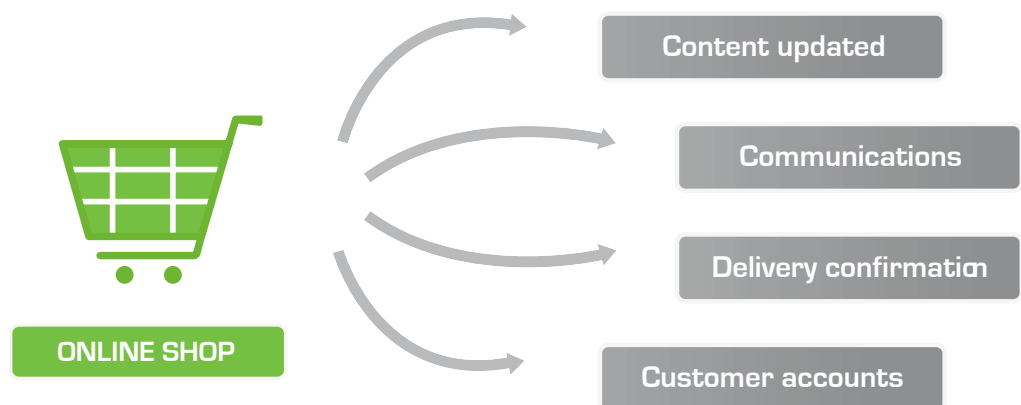


As you can see there are three services which are offered to customers: Online Shop, Support and, indirectly, Management. All services are crucial for the business because if one fails the others can be affected and the company could lost a lot of money even customers. And at the end as you know a happy customers could give back to your company more customers.

To monitor the service of Chip Company we need to know more in deep each service.

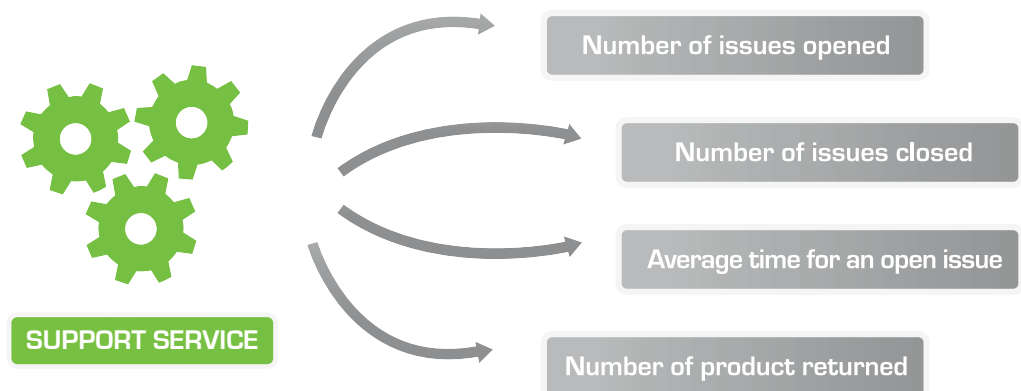
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The **Online Shop** department is responsible to guarantee that the shop website is online, that all products prices are right, create the product categories and overall to ensure that all information about products, delivery and payment methods is right on the website to make easy the shopping. From this service we want to monitor the following parameters:



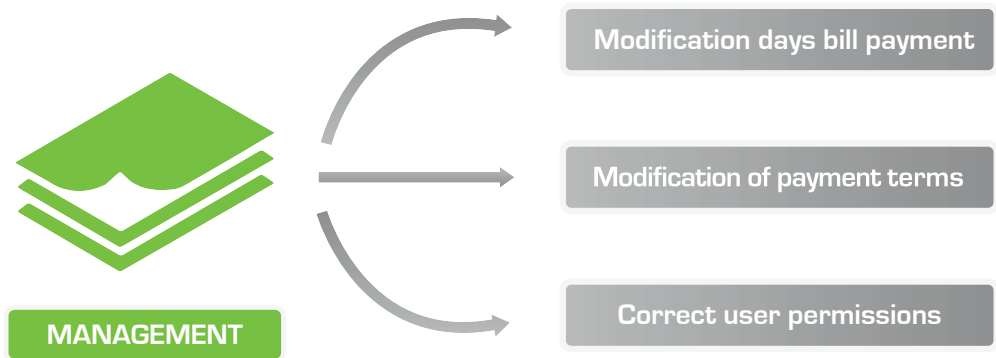
The **Support** department have to solve all customer's problems with the computers they had bought. Some tasks of this department are: helping customers to configure their computers, manage the replacement of computer parts and manage the return of products delivered.

This department joined to Online Shop are the services in the client side so they are very important to be perceived as a high quality company. From the support service we want to monitor the following parameter:



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The third department is **Management** inside it there is Marketing, Commercial, HHRR and other department focused on internal management. Their principal job is ensure all process inside the organization are right. The services of this department are crucial because is the coordinator of all departments. The most interesting parameters for Management services are:



To monitor our services we make some maps thanks to Pandora FMS Visual Console and the pictures we have about services hierarchy of Chip Company. This maps are calculated in real time, so you will always know the status of your services everytime. First of all we made the map of each service.

The next picture shows the map of Online Shop service with the status of each parameter. As you can see the parameter called Content Updated has a red dot and it means there is a problem with it. About the other parameters we can say they are right because they have green dots. With the green arrow you can go to the map of general view, you will see it in the next steps.



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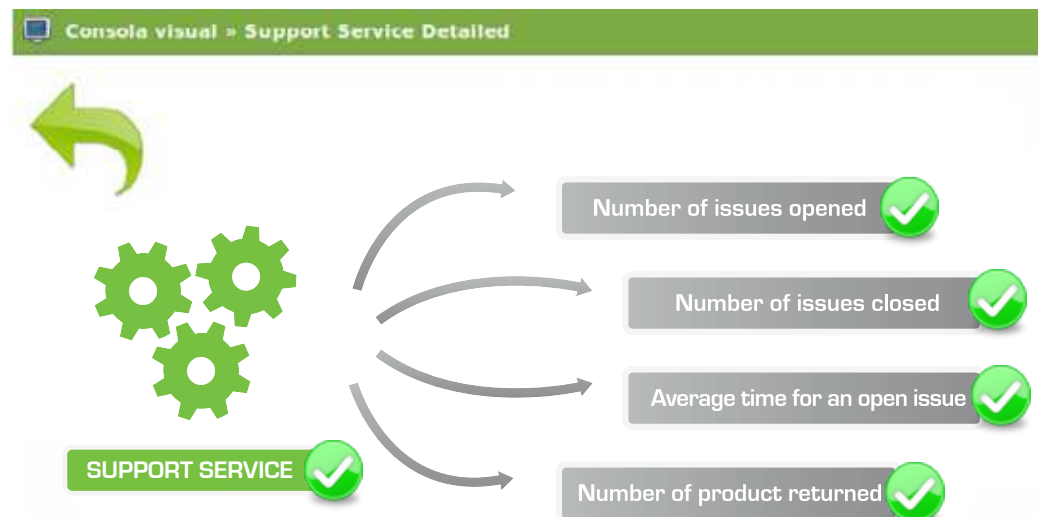
If you want to see what is the problem you can click on the red dot and you will see the technical view with which you can know more about the problem. This technical view shows the data gathered by Pandora FMS from a lot of sources such as: CRM, ERP, SAP Servers, Databases (MySQL, Oracle, etc), even from devices like PC, servers and routers.

Último contacto / Remoto 2:45 minutos / 2011-02-23 10:50:01
Siguiente contacto con el agente

LISTA COMPLETA DE MONITORES

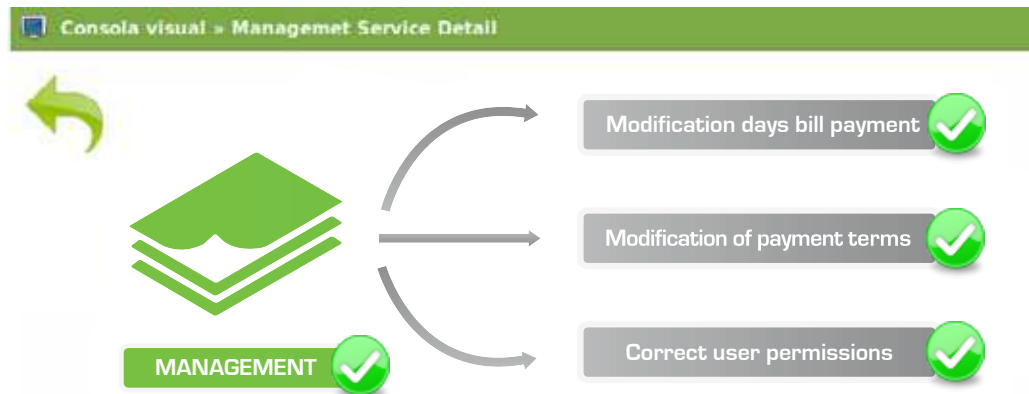
| F | P | Tipo | Nombre módulo | Descripción | Estado | Datos | Gráfico | Último contacto |
|----------------|---|------|---------------|-----------------------------------|----------|-------|---------|-----------------|
| | | | Accounts | Status of user accounts | OK | 1 | | 2:45 minutos |
| | | | Delivery | Status of deliveries confirmat... | OK | 1 | | 2:45 minutos |
| System | | | | | | | | |
| | | | CPU_Usage | Porcentaje CPU usage | OK | 16 | | 2:45 minutos |
| | | | Disk_Usage | Porcentaje of Disk used | OK | 48 | | 2:45 minutos |
| | | | RAM_Usage | Porcentaje of RAM used | OK | 47 | | 2:45 minutos |
| Aplicac | | | | | | | | |
| | | | Content_OK | Check web content for correct... | CRITICAL | 0 | | 2:45 minutos |
| | | | Port_OK | Check Apache Port | OK | 1 | | 2:45 minutos |

We also made another maps for Support Service which you can see in the picture below. As you can see all the important parameters of Support service are ok because all of them have green dots.



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To finish with the services map we made the service map for Management Service which you can see in the next picture. Again it shows all the important parameters with their dots in this case all the dots are green so that means the parameters of the service are right.



Furthermore we made a general map with all the services, you can see it in the next picture. In this map you can see the service hierarchy of Chip Company with the status of each service. Also, if you click on each dot you will see the specific map of each service. With all these maps we have created a full navigation map of all the service of Chip Company. The status of each service is the same that is showed in the specific map for each service and as you can see Management and Support service are ok but Online Shop Service has problems, as you can see the status of the services climbs up inside the hierarchy until the top.

