



cockpit
IT Service Manager

Monitoring - Reports & Statistics

FAQ document

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Introduction

I. Objectives

- To set up dashboards with graphics of metrics
- To monitor the activity of systems and applications over time
- To set up reports that calculate the availability rate of services and applications
- To verify that service level commitments are met
- To set up and manage simplified "Services Weather" reports

Metric dashboards

I. Configuration

Menu: Monitoring > Reports and charts > Dashboards

Principle: Dashboards are views on which it is possible to display graphics from:

- Equipment metrics
To be offered, the metrics must be activated and operational on the equipment
- Database metrics
To be offered, the metrics must be activated and operational on the database
- Metrics from monitoring checks
To be offered, the metrics must be activated and operational at check level - not all monitoring controls have the metrics option

Parameters:

Main fields	
Fields	Information
Organization	The dashboard is single organization When editing a dashboard, in order to modify the organization it is necessary to first delete all its elements ("Elements" tab)
Status	Active / Inactive
Elements	Selection of graphics Click on "Add", select an "Environment" (possibly a piece of "Equipment") to display the available graphics.
Sharing by department	The dashboard can be shared with the departments of the selected organization The end users view the dashboards but cannot modify them

II. Usage

Menu: Monitoring > Reports and charts > Dashboards

Operation:

- Click on "Display graph" to enter the dashboard
- Select the period:
 - Last 24 hours (default value)
 - Last 7 days
 - Last 30 days
 - Last year
- When the message "No data for the selected view" appears, it means no graphic has recorded data for the selected period. The absence of data can be for several reasons:
 - Equipment status: In order for the metrics of a device to be collected, the device status must be set to "Active".
 - Status of the check: The monitoring check must be active.

Note: The metrics of the checks are retrieved even during monitoring schedule disabled periods.

- If the element is unavailable (equipment stopped or application check unavailable)
- Graphics can be downloaded in different formats for reuse on other media
- Use the mouse to select periods in the graphics to zoom in

Availability reports

I. Principles

A. Graphics

The availability report comprises 2 graphics:

- An "Overall Statistics" pie chart representing the entire period selected. The availability and unavailability times are indicated in percentage and number of minutes.
- A "Daily Statistics" bar chart representing the period selected per day. The times of availability and unavailability are indicated in number of minutes per day.

When there is no data for a day this may mean that:

- The status of the availability report is "Inactive"
- The schedule of the service commitment period was disabled on this day

B. Calculation of availability

Cockpit IT Service Manager calculates downtime as follows:

- The period between 2 executions of an unsuccessful check is considered a period of unavailability.
- Example: A check executed every 5 minutes that is unsuccessful between xx:05 and xx:10 generates 6 minutes of unavailability.
- A single alert (a check is unsuccessful and then executes successfully at the next run) generates 1 minute of unavailability.

Cockpit IT Service Manager then calculates the availability rate (percentage) over the selected period and compares it with the service level commitment threshold.

II. Configuration

A. Creating and editing

Menu: Monitoring > Reports and graphics > Availability reports

Principle: An availability report shows the availability rate of an element based on the alerts generated by previously selected monitoring checks:

- If there is no alert, the element is available
- In case of an alert on just one of the selected checks, the element is unavailable

Parameters:

Main fields	
Fields	Information

Organization	The availability report is single organization
Status	Active / Inactive An inactive availability report does not take into account the alerts generated, the daily statistics will be empty.
Service level commitment	Specify a minimum service level threshold in the format "xx.xx", the value being a percentage Example: 90.00% availability rate The service level corresponds to the availability time with respect to the total time of the selected period.
Service commitment period	Indicate in the weekly schedule when the monitoring alerts must be taken into account in the availability calculation: Red period: the monitoring alerts generated are not taken into account for the calculation of availability Green period: the monitoring alerts generated are taken into account for the calculation of availability The granularity is 15 minutes. This schedule has no link to the monitoring checks schedules.
Checks	Select the checks whose alerts will be used as the basis for the availability calculation. A check can only be selected once per report.
Sharing by department	The availability report can be shared: In teams, operators view the availability report but cannot modify it. With departments in the selected organization, the end users view the availability report but cannot change it.

The availability report is based on the alerts generated by the selected monitoring checks, so they must be executed:

- An inactive check will always be considered available
- An active check for which one of the parents is inactive does not execute, it will always be considered available
- Alerts from an "Under test" check and parameter alerts are not taken into account in the availability calculation
- Checking the consistency of the schedules: if the service commitment schedule encompasses large periods during which the schedules of the monitoring checks are paused, the availability rate may be artificially increased.

B. Good practices

Select checks that typify the availability of the elements for which you want to evaluate the level of service delivered.

Example of an application "X" with Web access for users, a database and a process:

- Select the check for the application process and its parent checks:
"Equip. - Ping" / "Unix - Connection test" / "Unix - Process activity"

Note: The correct execution of process checks depends on the status of the parent checks, these checks become critical and are to be included in the services weather report.

- Select the URL of the application:
"Web - HTTP request"
- Select the database connection check
"DB - Connection test"

For monitoring checks, select execution schedules with a relatively high frequency (every 5, 10 or 15 minutes) to gain precision.

III. Viewing reports

Menu: Monitoring > Reports and charts > Availability reports

Principle: To check the availability rate and whether the service level commitment is met over a given period of time.

Operation:

- Click on "View Chart" to view the report
- By default the report is based on the last 15 days
- Select a period in the date and time fields and click on "Select" to update the charts with the new data
- A table displays the main data (organization, number of checks, service level commitment, etc.)
- The "Level of Service" field indicates:
 - Whether the service level commitment has been met over the selected period
 - The level of service delivered as a percentage
- Both graphics can be downloaded in different formats for reuse on other media
- Click on the pie chart to highlight the downtime
- Use the mouse to select periods of the graphic to zoom in

Service status

I. Principles

The status of a services weather report is determined by the latest status of the monitoring checks associated with it:

- All checks are successful, service is operational and the end user sees a sun
- At least one check associated with the "Disrupted" impact is unsuccessful, the service is degraded and the end user sees a cloud
- At least one check associated with the "Unavailable" impact is unsuccessful, the service is unavailable and the end user sees a thunderstorm.

II. Configuration

A. Creating and editing

Menu: Monitoring > Reports and charts > Services weather

Principle: The status of a service is assigned according to the status of the monitoring checks associated with the service.

Parameters:

Parameters	
Field	Information
Organization	A services weather report is single organization
Status	Status (Active / Inactive)
Description	Name of the report, visible by end users
Checks	<p>Select checks: Click "Add", select an "Environment" and possibly a piece of "Equipment" to display the available checks.</p> <p>Associate an impact to each check: Disrupted: The service is degraded but available (the end user sees a cloud) Unavailable: Service is unavailable (th end user sees a thunderstorm)</p>
Sharing by department	The end users of the selected departments view the services weather reports but cannot modify them

Important: The services weather is based on the status of the checks, these must be executed:

- If the check is inactive, its last status will be taken into account
- An active check does not execute if one of the parents is inactive, its last status will be taken into account

B. Good practices

Select the checks that typify the availability status of a service.

Example with a messaging application:

- Select the checks for the services needed for the messaging function, as well as the parent checks:
 - "Equip. - Ping " (impact "Unavailable")
 - "Windows - Connection Test" (impact "Disrupted")
 - "Windows - Service activity" (impact "Unavailable")

Note: The correct execution of the service checks depends on the status of the parent checks, these checks become critical and are to be included in the services weather report.

- Select the SMTP connection check:
 - "Web - SMTP Connection" (impact "Unavailable")
- Select the mail URL check (in the case of Webmail):
 - "Web - HTTP request" or "Web – Scenario" (impact "Unavailable")

III. Viewing the weather

Principle: The services weather is for the end users; to view the result of the settings, connect to the portal as an end user.

Menu: Monitoring > Service status

Operation:

- The boxes correspond to different services weather reports
- The "Unavailable" and "Disrupted" reports appear at the top of the page

Document end