

Short Introduction „Nagios Business Process View“ and „Nagios Business Impact Analysis“

Nagios Business Process View

Nagios Business Process View aggregates results of single nagios checks to a bigger union called business process. This is one application available to the customer.

The way You make the conjunctions can be of every type You like, but of course should represent the architecture of Your infrastructure.

The conjunctions can be made in different layers, so that You are able to build a tree view.

In the top level view all applications or business processes are displayed together with the status information for the whole application (OK, WARNING, CRITICAL or UNKNOWN)

Short Summary: All Business Processes

Priority 1
Alerting round the clock (24 x 7)

Business Process	Status	Status Information
WebShop	OK	currently 48 user sessions, 17 anonymous sessions
WebSite	OK	Please note: This afternoon maintenance on WebServer1, Production only on WebServer2

Priority 2
Alerting Monday to Sunday 7:00 to 22:00

Business Process	Status	Status Information
eMail	OK	

Priority 3
Alerting Monday to Thursday 7:00 to 17:00, Friday 7:00 to 15:00

Business Process	Status	Status Information
ERP System	OK	system resource usage 34%
Intranet Portal	OK	currently 61 user sessions

Priority 4
Testsystems -- no Alerting

Business Process	Status	Status Information
Testsystem 1	OK	
Testsystem 2	OK	
Testsystem 3	OK	

[\[Show Trafficlight\]](#)

Language: [de](#) [en](#)

Fertig Lokales Intranet

If now one Business Process goes to CRITICAL, the user can click through the tree down to component with the problem (drill down).

Here You see for example the first layer for "WebShop":

The screenshot shows a web browser window titled "Nagios - Microsoft Internet Explorer bereitgestellt von SDV". The address bar shows "http://dunno/nagios/". The main content area displays "Status: Details for WebShop" and a table with the following data:

Host	Service	Status	Status Information
	Internet Connection	OK	
	Loadbalancer Cluster	OK	
and	DNS Cluster	OK	
	WebShop Frontend Servers	OK	
	ERP System	OK	

Below the table, there is a note: "* The application is available to the customer, if none of the components is in CRITICAL status." A link "[Back to the top]" is also present. In the bottom right corner, the language is set to "de en". The left sidebar contains a navigation menu with sections: General (Home, Documentation), Monitoring (Tactical Overview, Service Detail, Host Detail, Hostgroup Overview, Hostgroup Summary, Hostgroup Grid, Servicegroup Overview, Servicegroup Summary, Servicegroup Grid, Status Map, 3-D Status Map, Business Process View, Business Impact), Service Problems (Service Problems, Host Problems, Network Outages), Reporting (Trends, Availability, Alert Histogram, Alert History, Alert Summary, Notifications, Event Log), and Configuration (View Config).

And one level deeper (here e. g. after a click on "Internet Connection") You see the single components (Nagios Services):

The screenshot shows the Nagios web interface in Microsoft Internet Explorer. The browser title is "Nagios - Microsoft Internet Explorer bereitgestellt von SDV". The address bar shows "http://dunno/nagios/". The main content area is titled "Status: Details for Internet Connection". It features a table with the following data:

Host	Service	Status	Status Information
internetconnection	Provider 1	OK	OK: Provider 1
internetconnection	Provider 2	OK	OK: Provider 2

Below the table, there is a note: "* Redundant components. The Application is available to the customer if at least one component is in status OK or WARNING." A blue link "[Back to the top]" is visible. The language is set to "de en". The left sidebar contains navigation menus for General, Monitoring, Reporting, and Configuration.

(Of course You can define more layers.)

In this way You find very quickly the component having a problem.

If You are not interested in how the components are connected, You can get a component list for every Business Process from the top level view:

The screenshot shows the Nagios web interface in Microsoft Internet Explorer. The browser address bar shows 'http://dunno/nagios/'. The page title is 'Status: Details for WebShop'. On the left is a navigation menu with sections: General (Home, Documentation), Monitoring (Tactical Overview, Service Detail, Host Detail, Hostgroup Overview, Hostgroup Summary, Hostgroup Grid, Servicegroup Overview, Servicegroup Summary, Servicegroup Grid, Status Map, 3-D Status Map, Business Process View, Business Impact, Service Problems, Host Problems, Network Outages), Reporting (Trends, Availability, Alert Histogram, Alert History, Alert Summary, Notifications, Event Log), and Configuration (View Config). The main content area displays a table of hosts and services:

Host	Service	Status	Status Information
appserver1	HTTP	OK	OK: HTTP
appserver2	HTTP	OK	OK: HTTP
db	Select	OK	OK: Select
dns1	DNS	OK	OK: DNS
dns2	DNS	OK	OK: DNS
dns3	DNS	OK	OK: DNS
erp	System Check	OK	OK: System Check
internetconnection	Provider 1	OK	OK: Provider 1
	Provider 2	OK	OK: Provider 2
loadbalancer1	System Health	OK	OK: System Health
loadbalancer2	System Health	OK	OK: System Health
webserver1	HTTPD Slots	OK	OK: HTTPD Slots
	HTTPS	OK	OK: HTTPS
webserver2	HTTPD Slots	OK	OK: HTTPD Slots
	HTTPS	OK	OK: HTTPS

Below the table is a link: [\[Back to the top\]](#). In the bottom right corner, the language is set to [de](#) / [en](#). The status bar at the bottom shows 'Fertig' and 'Lokales Intranet'.

Here again as an example You see the WebShop.

All status information always is the live view of Your system.

Business Impact Analysis

The second part of the application is called Business Impact Analysis. It gives You the possibility of „What would be if...?“ questions.

E. g. what would happen if we would stop service X on server Y now? Which impact would this have to the customer?

On which application we would have an impact, if server Z would totally fail now?

This AddOn takes the same Business Process definitions as the AddOn above, but works with status information the user can set. You have the possibility to set the status for each service or host manually to every value You like.

The GUI is the same as in the AddOn above, so we do not repeat the screen shots here.