Business Service Monitoring 2.1

Increase real-time observability, fix critical business services before they break, suppress alert storms with radically-improved BSM 2.1 views and functionality.

Business Service Monitoring (BSM) has been a feature of Opsview monitoring for a while. Some customers have literally hundreds of BSM views; many others have just a handful; and some customers are not using BSM at all. Yet.

You can use a BSM view to describe a critical business service, like say your Webstore, your database services, your Azure VPN. A BSM view collects and connects all of the hosts that together, support that end-to-end service. At a glance, you can see where one service check, on one host might cause the entire service to fail. You can use that knowledge to react quickly to fix a specific issue, to restore that critical business service, or you can build redundancy into your service provision, so that one small failure won't cause one big outage.

You can also use a BSM view to partition your IT estate – wherever that happens to be. We have many managed service provider (MSP) customers who create one BSM view for each of their customers, and use this to monitor and maintain their customers' IT estates. They then report and maintain end-customer service level agreements (SLAs).

What's new in BSM 2.1

BSM 2.1 represents a radical improvement in business service monitoring. The new BSM views increase observability into your IT estate, provide views for IT Ops directors and above, and provide detailed problem views for system administrators to speed to root cause and remediation.
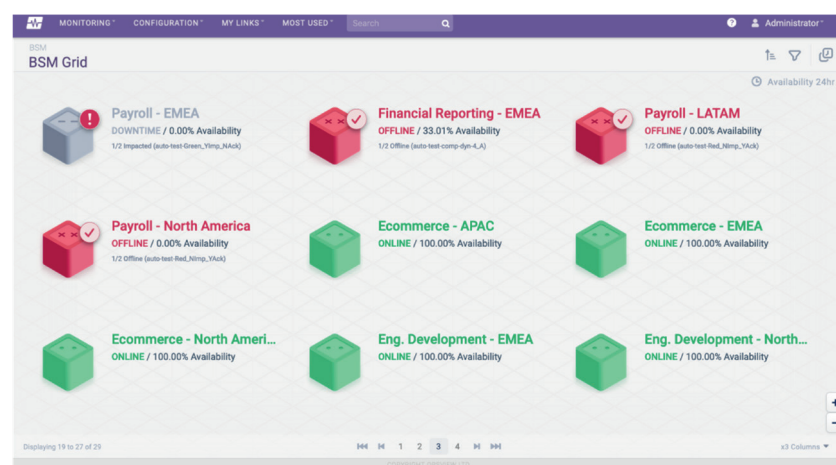
The BSM Grid View – your entire IT estate, all of your critical business services, all in one place.

Think of this as your business-at-a-glance view. Here you will see the health of all of your end-to-end business services in one place, in real time. Your senior management might have this on their iPad, on their office wall, or maybe even in your company's reception area.

As an IT Operations Director, you will want this view on your big, Operations Center screens.

The BSM Detailed View – expand the view of a business service; understand and investigate; get to the root cause quickly

Click to navigate quickly to where your issues lie. See what has caused a critical service to move to a warning state or to fail completely. If your webstore or database service just stopped, you'll want to understand why, and get it fixed quickly. Real-time availability counters help you understand how the service might be degrading, and allowing you to focus your attention on what us the most critical to bring that business service, and your business, back online.

The BSM Problem View – remove the noise, just see the problems

If you have a lot of warnings and alerts going off, you'll want to sort the signal from the noise. The problem filter allows you to do just that. A click of a button will collapse the BSM detailed view into just where the host checks are failing and the hosts that are affected. Prioritize your fixes, understand dependencies, bring hosts, sub-services and end-to-end services back online.
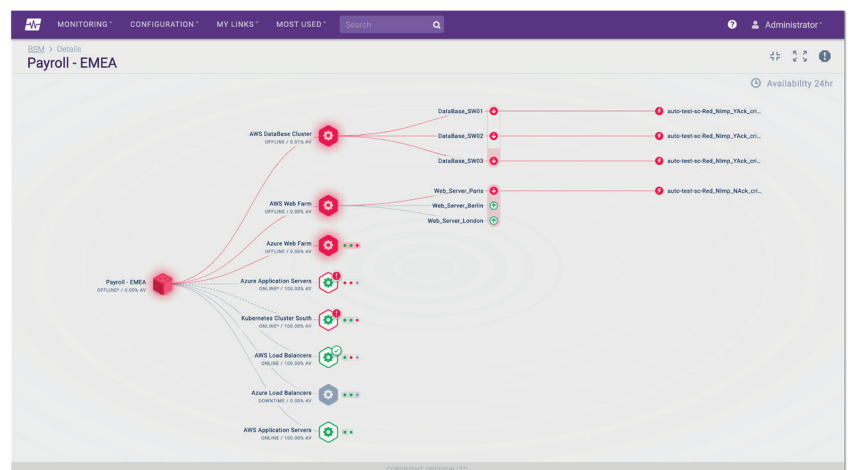
BSM Jump-Start Services package

Want to ensure maximum observability? Need help creating your first BSM views? As you will be monitoring critical business services or end-customer estates, it is important to create those first few BSMs views in an efficient and effective way. With this Services package, an Opsview consultant will review your IT estate and work with you to build in best practice to the creation, usage and maintenance of BSM.

FIND OUT MORE

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