

# Application Note

## Manage Data Using Boards

### Overview

Data visualization is one of the most important features of a monitoring system, but visualizing the health of your applications and devices is not enough. To effectively monitor your network, you need to be able to visualize data in a meaningful context.

Vantage DX Analytics provides two ways to organize your monitoring data:

- Boards
- Business services

This application note explains how you can use boards to provide context for your data, provide targeted data for different users, and manage alerts.

For information about how to use VDX Analytics business services to visualize and manage data, see *Manage Data Using Business Services*. If you are new to Vantage DX, you may find it helpful to read *Understanding Vantage DX* for an overview of the solution and its modules. See the **Resources** section at the end of this document for more information.

### Understanding Boards

VDX Analytics boards are a way to group components from one or more monitoring systems or cloud platforms. Boards are flexible and allow you to model your IT environment in the way that best fits your needs. For example, if you have multiple sites or multiple data centers, you can create a board for each location. You can also create boards for business units, or for different types of users. You can create a single board or you can create sub-boards within a higher-level board.

Whether your boards reflect your corporate structure or are organized in some other way, a best practice is to create boards that reflect the most important aspects of your organization, so that the disruptions or failures that would be most critical to your business are easy to monitor. The more critical a component is, the more important it is that you can see and fix it easily.

When you create a board, there are three ways to add objects to it:

- **Manually pin components to the board**—Search for components using the search and filter capabilities, select them and add them to the board.
- **Create membership rules**—VDX Analytics uses the membership rules to dynamically update dashboards so that they reflect changes to your IT infrastructure. For example, you can create a rule that searches for Microsoft System Center Operations Manager (SCOM) computers in the same IP address range and adds them to your board. You can configure exclusions to the rules.

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- **Synch the board with the source system**—Members of the board are determined by the source system. The members of the board and the health state are determined by the source system and are not configurable in VDX Analytics. If members are added or deleted in the source system, or if the health state changes in the source system, the board in VDX Analytics automatically updates.

When you create a board that is not synched to the source system, you can choose the way that you want the health status reported for the board:

- Worst-case
- Best-case
- Percentage-based

After you create a board, you can choose who you want to share the board with. Sharing is based on user roles. You can also schedule maintenance mode for a board, or manually place a board in maintenance mode when you want to temporarily suppress state changes, notifications and incident automation steps.

The following example describe some effective ways that you can use boards.

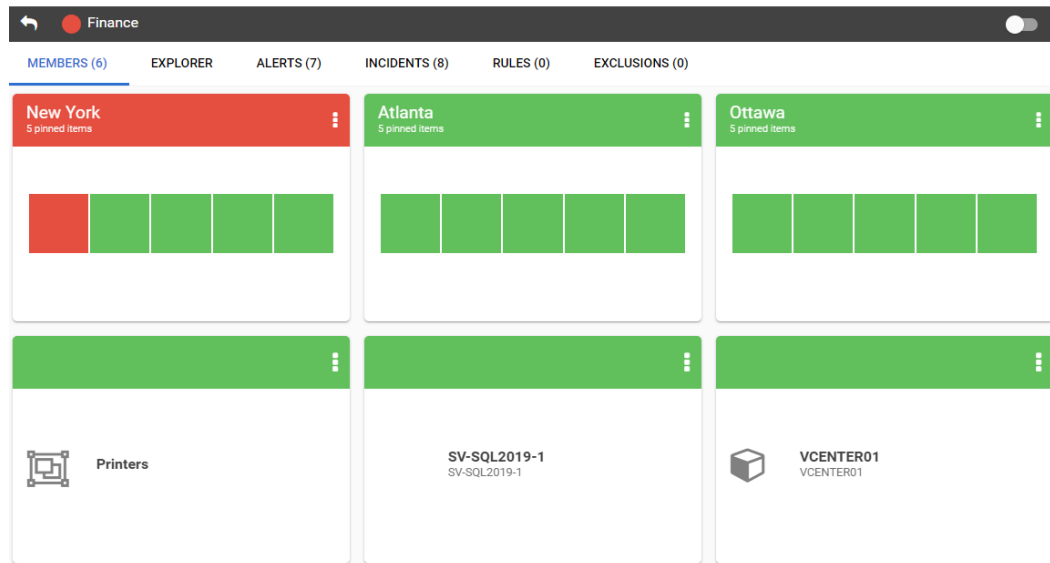
### Example

#### Visualize Relationships

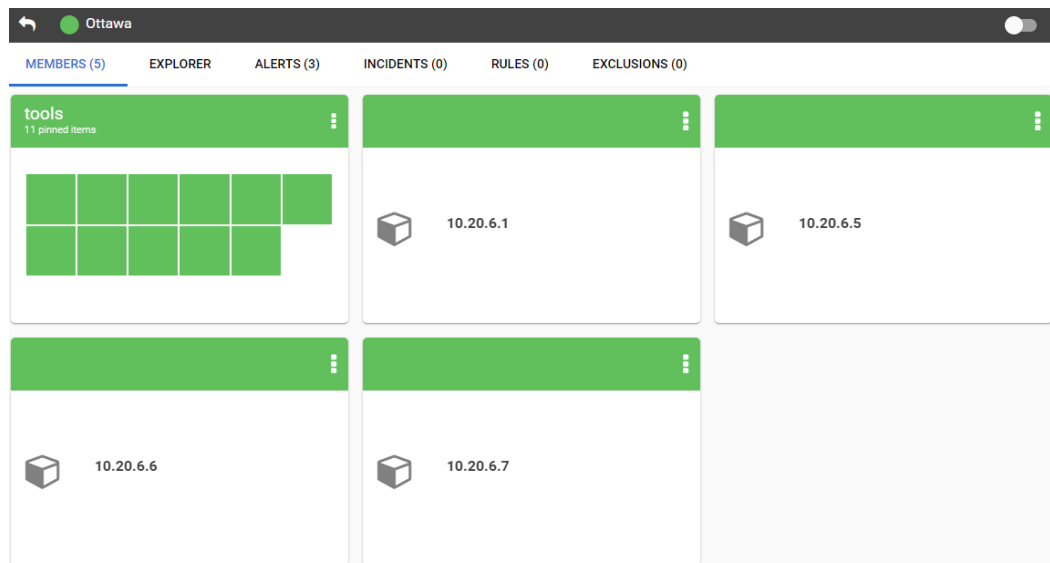
Boards provide context for the data from your monitoring systems and cloud platforms. They allow you to see relationships between components, and they also allow you to map relationships between components and different aspects of your business, such as your locations, customers, or business units. Boards provide context for the data from your monitoring systems and cloud platforms. They allow you to see relationships between components, and they also allow you to map relationships between components and different aspects of your business, such as your locations, customers, or business units.

For example, you can create boards that reflect your corporate structure, with a board for each department. These boards provide a consolidated view of the network components that each department depends on. The following image shows an example of a board for the Finance department, with sub-boards for offices in three different locations.

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Depending on your needs, each location can contain its own sub-boards. The following image shows an example of the sub-boards created for the Ottawa Finance department.



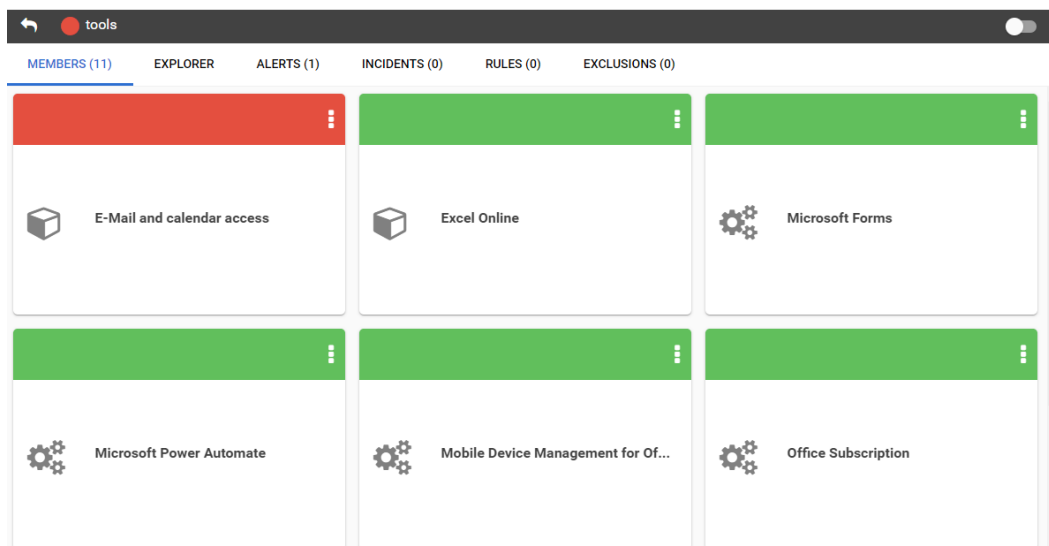
The Ottawa location contains sub-boards for the servers that host its tools, as well as a sub-board for the tools that the department depends on, such as:

- Hosted applications:
  - Excel
  - Visio

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- Word
- Project
- Email and calendars
- Voicemail
- Services:
  - MS Forms
  - SharePoint Online
  - Mobile device management
  - Licensing and renewal information for the Microsoft Office subscription

The following image shows an example of the tools sub-board.



In this example, all of the tools are monitored by Microsoft 365. The servers are monitored by PRTG. VDX Analytics integrates with both Microsoft 365 and PRTG to consolidate data about the components that support the Finance department. This allows you to quickly identify the business locations and business processes that are impacted when issues occur in your network.

You can display the overall health state of the board—as well as the health states of each of the related components—using either NOC mode or non-NOC mode.

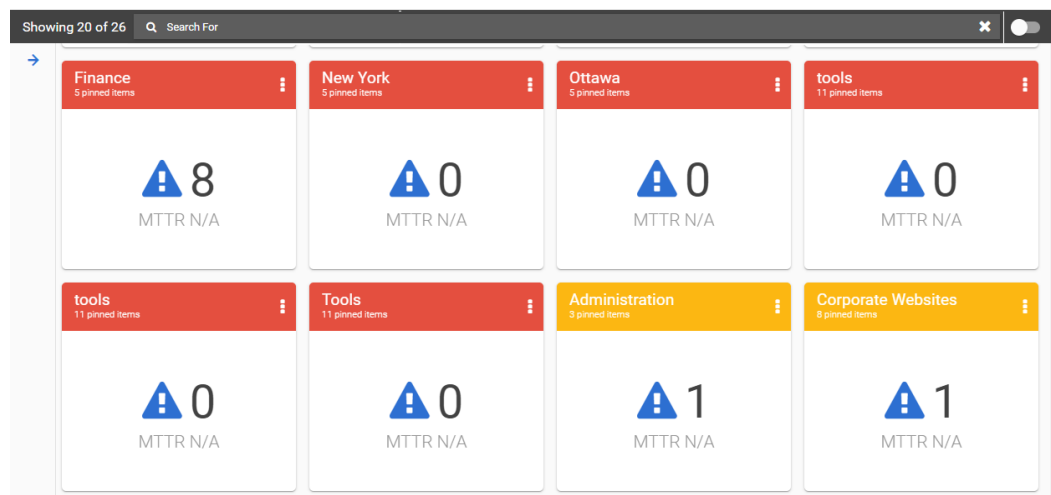
- **Non-NOC mode**—Shows the overall health status of the board, as well as the health state of the individual components pinned to the board.
- **NOC mode**—The color that indicates the overall health status displays as the background of the board or business service.

In addition, you can choose how you want to visualize the health of the objects on the board. The following options are available:

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- **Pie chart**—Displays the health status of individual objects within the board, shown in pie chart form.
- **Heat map**—In non-NOC mode, displays tiles of color that indicate the health status of individual objects within the board, as well as the overall health status of the board. In NOC mode, the background color indicates the health status of the board as a whole.
- **Alerts**—Displays the total number of alerts for all the board objects, plus the Mean Time To Resolution (MTTR).
- **Incidents**—Displays the total number of incidents related to the components.
- **Uptime**—Displays the uptime percentage of the board, calculated over the last 7 days.

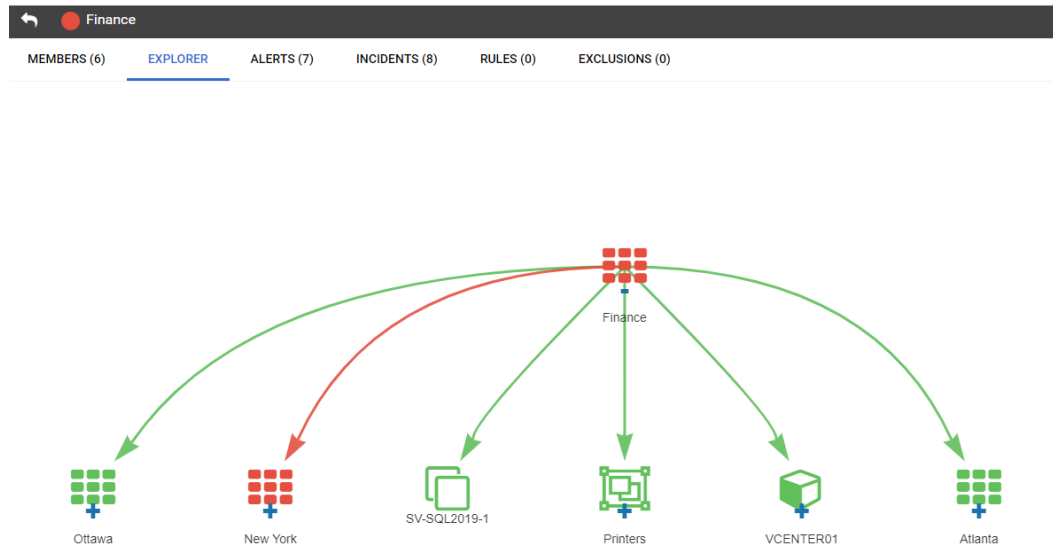
The option you choose applies to all the boards that you have configured. The following image is an example of the Incidents view in non-NOC mode.



In addition to seeing health data from different monitoring systems, you can use the board to visualize infrastructure. If you have groups defined in your monitoring systems—such as VMWare groups in PRTG—you can pin the groups to your VDX Analytics board and use the board Explorer feature to see the underlying infrastructure. The board Explorer creates a tree diagram that you can expand to see the components in sub-boards and groups. The Explorer also includes a Critical Issue Locator that you can click to immediately view the component that is in a critical state.

The following image shows how the Explorer creates a tree diagram of the Finance department board.

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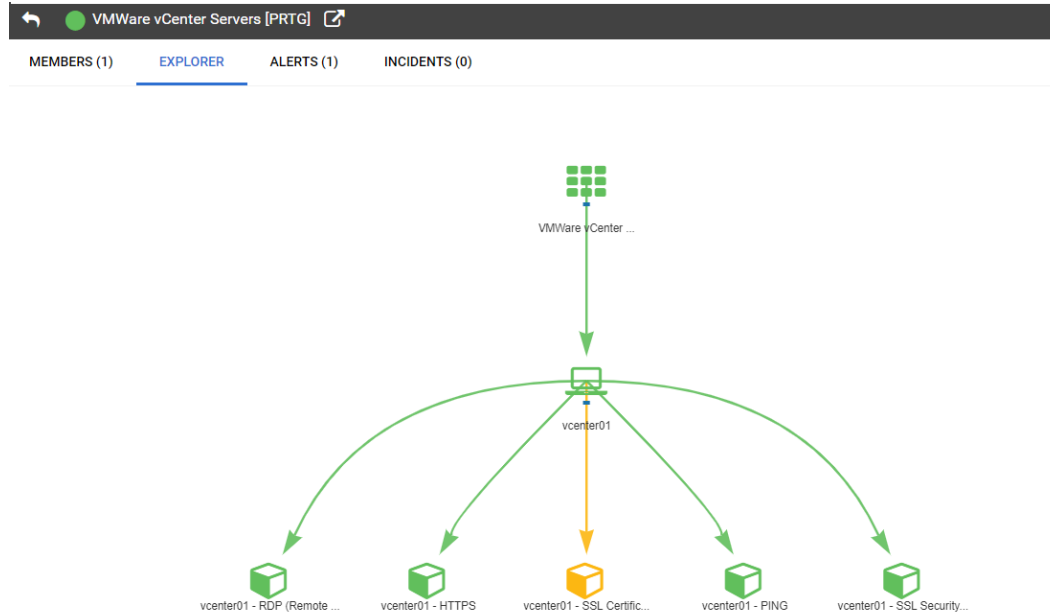


You can expand sub-boards to display the nodes in a tree diagram, as shown in the following image.



The following image shows how the Explorer allows you to see the underlying infrastructure in a VMware group.

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When you use the board Explorer, you can change the layout by dragging items to change how they are displayed. You can hover over the item to see its name, and you can click on an object to open the details pane.

## Organize User-Specific Data

Boards also provide a way of organizing data to meet the needs of specific users in your organization. You can create custom boards for business users, technical administrators, or service desk operators.

For example, if you want to monitor the health of your SQL server, you can create a board that shows the dependencies between your SQL server and other components in your infrastructure. A board for an SQL administrator could include:

- The SQL server.
- The operating system it's running on.
- The hypervisor that the operating system is deployed on.
- The physical server that hypervisor is deployed on.
- The cluster it belongs to.
- The storage and networking resources that support the clusters.
- The backup SQL server.

You can use the board to see the overall health state of the SQL server, as well as the health states of each of the related components. This board can be a standalone or high-level board,

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or it can be a sub-board within a higher-level board that you have created for a location, a customer, or a business unit.

### Consolidate Alerts

You can view all alerts related to the board using the Alerts tab:

MEMBERS (4)		EXPLORER	ALERTS (1)	INCIDENTS (21)	RULES (0)	EXCLUSIONS (0)	
→	Severity ⌵	Target/Message ⌵	State ⌵		Created On ⌵	Last Updated ⌵	Integration Type
	<div></div>	Exchange: labexchange2013 Alarm for sensor SSL Certificate S...	Acknowledged		Mar 10, 2022 2:33 PM	Mar 10, 2022 2:33 PM	PRTG Network Monitor

If you have integrated an ITSM system with VDX Analytics, you can automate the creation of incidents. When you enable this feature, VDX Analytics creates an incident when an alert is raised for a board. Any subsequent alerts for that board are attached to the incident, so that all alerts are consolidated in one incident in your ITSM. If you set up automatic notifications, your support team receives a notification about the incident rather than an overwhelming number of alerts. You can see all active incidents on the Incidents tab:

MEMBERS (4)		EXPLORER	ALERTS (1)	INCIDENTS (21)	RULES (0)	EXCLUSIONS (0)	
➔	Name ⌵	State ⌵	Integration Type		Created On ⌵	Last Updated ⌵	Assigned To ⌵
	INC0010251	New	ServiceNow		Jul 1, 2022 9:02 PM	Jul 6, 2022 10:41 AM	
	INC0010249	New	ServiceNow		Jun 25, 2022 3:54 PM	Jun 30, 2022 11:55 AM	
	INC0010245	New	ServiceNow		Jun 13, 2022 11:11 AM	Jun 25, 2022 1:22 PM	

By default, VDX Analytics resolves all related alerts when the incident is closed.

## Resources

For more information, see the following documents:

- For an overview of the Vantage DX solution and its capabilities, see the *Understanding Vantage DX Application Note*.
- For a comprehensive overview of the Vantage DX solution, see the *Vantage DX Deployment Guide*.
- For detailed information about adding and configuring VDX Analytics integrations, see the *Vantage DX Analytics Integration Guide*.
- For detailed information about how to configure and manage boards, see the *Vantage DX Analytics User Guide*.
- See the following Application Notes for information and examples about key features in Vantage DX:
  - *Manage Data Using Business Services*
  - *Monitoring SLA and Availability*
  - *Monitor and Troubleshoot Teams Call Quality*
  - *Monitor Co-Authoring Platforms*



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- *Identify Call Quality Trends with Dynamic Offices*
- *Monitor a Hybrid Exchange Environment*
- *Customize Monitored Sites in Vantage DX Monitoring*

All documentation is available on the Martello website at:

<https://martellotech.com/documentation/vantage-dx/>

# 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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