Application Note

Manage Data Using Business Services

Overview

Many business-critical services depend on a wide range of applications and devices to work together. Some services may depend on internal resources like on-site Exchange servers for corporate email. Other services may depend on cloud-based resources like the Microsoft 365 suite of services and applications. Whether on-premises or cloud-based or a combination of both, your company's IT organization must monitor the performance of all of these business-critical resources and be able to address problems before they impact end users. IT organizations also need to report on the performance and availability of all of these resources.

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

ITIL has defined management practices for business services. Based on the ITIL practices, Vantage DX Analytics provides tools that allow you to monitor business-critical service performance.

This application note explains how you can use business services to:

- provide context for your data
- provide targeted data for different ITIL perspectives
- monitor and report on SLA data
- manage alerts.

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 Business Services

Business services are services that you deliver to your internal and external customers. Business services range from accounts receivable and email to VoIP calls and web sites.

Business service management (BSM) is a way of mapping the devices and applications that work together to support specific business services. When you map devices and applications to a business service, you can monitor your organization's IT resources in the context of the business

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workflow where those resources are used. For each business service that you define, you can map the IT components to the following ITIL workflow perspectives:

- End User
- Application
- Infrastructure
- Supplier services (other services that impact the current business service)

You can choose the way that you want the health status reported for each of the perspectives:

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

By mapping your network resources this way, you are able to view targeted, relevant information quickly. For example, a server may host several applications, some of which are not relevant to your business service. If you are monitoring the entire server and an unrelated application triggers a critical issue, you receive alerts even though your application is in a healthy state. By mapping IT components to perspectives, you can focus on the components that are relevant to a business-critical service and receive alerts that impact that service specifically. The perspectives also help you quickly identify the source of the problem and whether end users are impacted by the issue.

Example

The business services feature in VDX Analytics allows you to create business services and map your IT resources according to ITIL perspectives, and then view the health state of each perspective.

The following image shows an example of the Business Services page listing business services with the health states for the overall business service, and for each perspective.

	Name	End-U...	Applic...	Infrast...	Suppli...	Alerts	Incide...	SLA	
☐	✓ Teams Direct Routing	✓	✗	✗	⊘	1578	22	99.843%	⋮
☐	✓ Teams Service Ottawa	✓	✗	✓	⊘	2634	40	93.063%	⋮
☐	✓ Teams VIP	✓	✓	✓	✓	2562	35	90.525%	⋮

*24 Business Services — CREATE — GENERATE SLA REPORT*

You can open a business service and use the SLA tab to view SLA information for each business service to monitor and report on SLA performance metrics, as shown in the following example:

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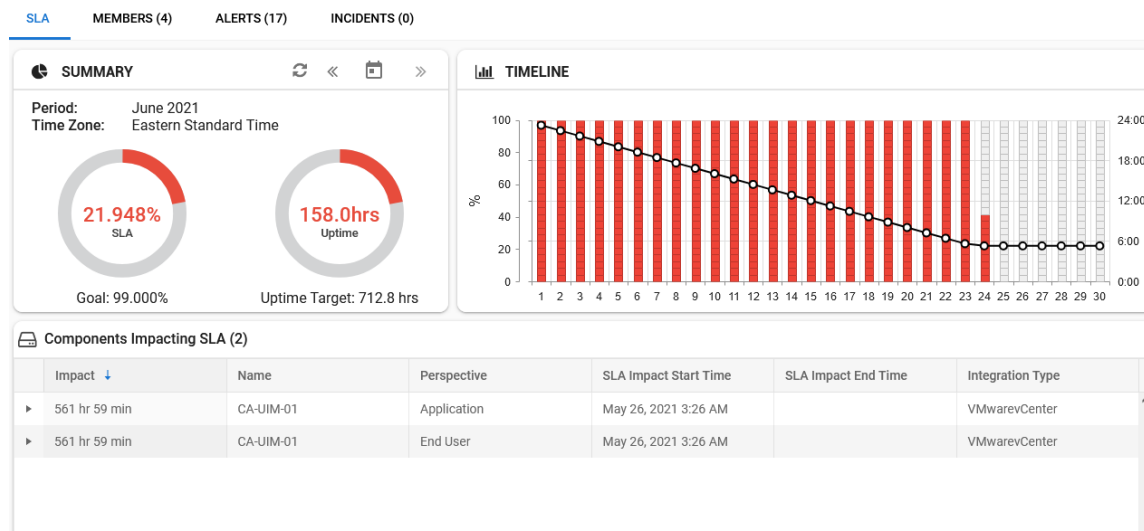
For more information about managing SLA performance in VDX Analytics, see the **Resources** section at the end of this document.

You can use the Members tab to see a heat map of the components within each perspective:
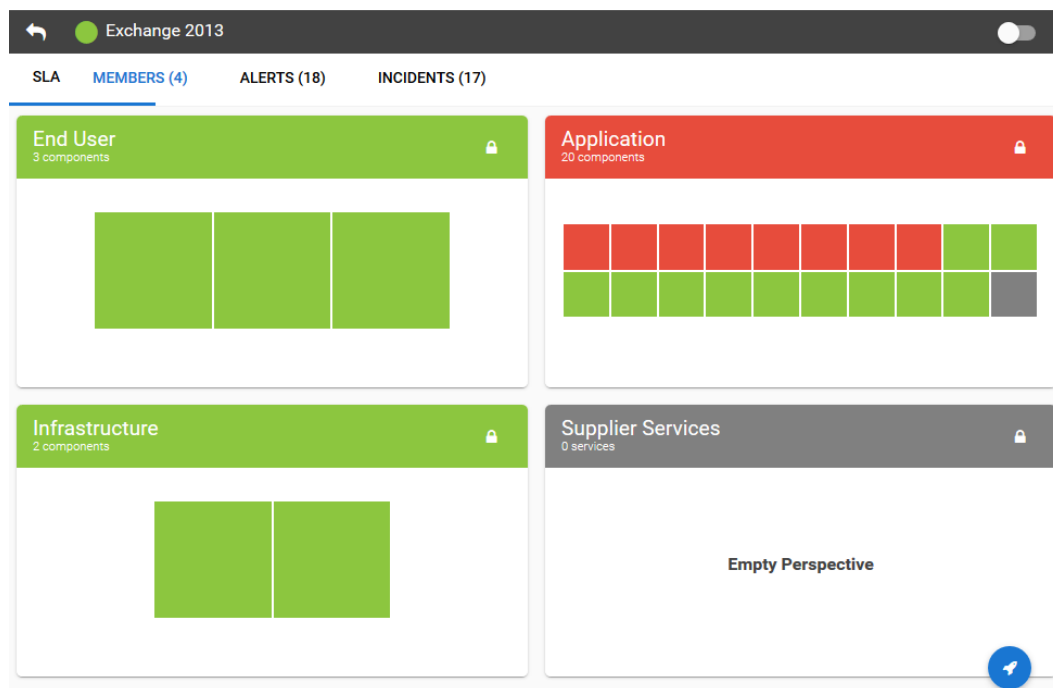
You can click on a perspective to see the components that are assigned to that perspective and quickly identify which ones are in a unhealthy state:

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Detailed information is available when you click on a component to open it:

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You can go directly from the VDX Analytics interface to the source monitoring system for the component, as shown in the image below:
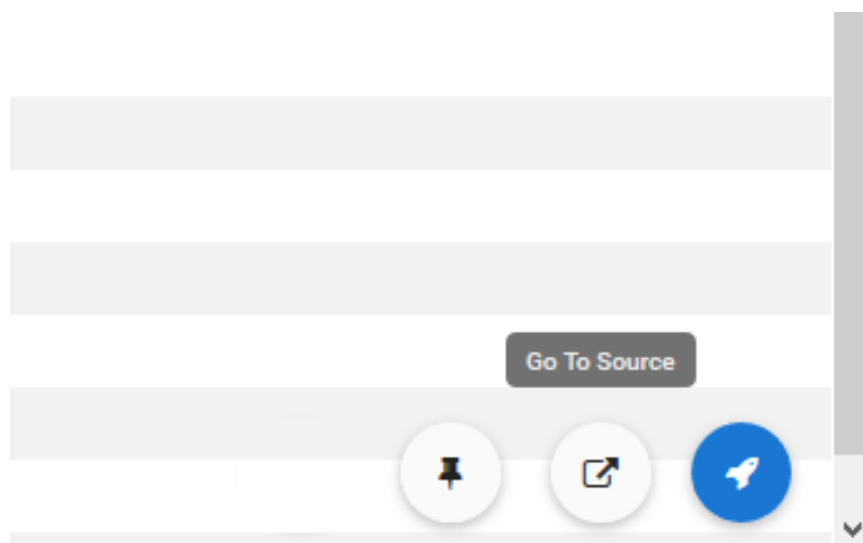
You can view all alerts related to the business service using the Alerts tab:

	Severity	Target/Message	State	Created On	Last Updated	Integration Type
SLA	MEMBERS (4)	ALERTS (1)	INCIDENTS (35)			
→	🔴	Microsoft Teams Advanced on... *Critical issue on Teams Advanced*	Open	Jul 5, 2022 4:10 PM	Jul 5, 2022 4:25 PM	Vantage DX Monitoring

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 business service. Any subsequent alerts for that business service are attached to the incident, so that all alerts are consolidated in one incident in your ITSM. You can see all active incidents on the Incidents tab:

	Name	State	Integration Type	Created On	Last Updated	Assigned To
SLA	MEMBERS (4)	ALERTS (1)	INCIDENTS (35)			
→	INC0010252	Active	ServiceNow	Jul 1, 2022 9:02 PM	Jul 5, 2022 5:39 AM	David Loo (Service Desk)
	INC0010253	Active	ServiceNow	Jul 1, 2022 9:02 PM	Jul 1, 2022 9:02 PM	Beth Anglin (Service Desk)
	INC0010248	Active	ServiceNow	Jun 25, 2022 3:54 PM	Jun 28, 2022 1:55 AM	David Loo (Service Desk)

Use Case Examples

The following are examples of how you can create a business service in VDX Analytics to monitor your company's implementation of business-critical services:

Hybrid On-Premises and Cloud-Based Environment

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Your environment may contain a mix of on-premises and cloud-based applications, such as on-premises Exchange servers and cloud-based Microsoft 365 applications. In this example, you could structure your business service as follows:

- **End-User perspective**—Monitor the data from Vantage DX Monitoring robots that are testing the Exchange MAPI and SMTP Gateway workloads.
- **Application perspective**—Monitor Exchange Online service health data from the VDX Analytics Microsoft 365 integration. Also monitor SMTP service health data from Nagios.
- **Infrastructure perspective**— Monitor the paths between your business sites and Outlook.Office365.com from Vantage DX Diagnostics probes. Also monitor the SSL certificate of the on-premises Exchange server from PRTG Network Monitor.

Microsoft Cloud-Based Co-Authoring Environment

Your co-authoring environment may include the options to co-author directly in Sharepoint or OneDrive, or access the underlying Sharepoint and OneDrive functionality through MS Teams. In this example, you could structure your business service as follows:

- **End-User perspective**—Monitor the Vantage DX Monitoring robots that are testing the OneDrive, SharePoint Page, and Teams Advanced workloads.
- **Application perspective**—Monitor MS Teams components and OneDrive for Business health data from the VDX Analytics Microsoft 365 integration. Also monitor the Vantage DX Monitoring robots that are testing the OneDrive, SharePoint Page, and Teams Advanced workloads in your Azure environment.
- **Infrastructure perspective**— Monitor the Vantage DX Diagnostics probes that are detecting network path information from your business sites to the Microsoft data center. Also monitor your DNS and DHCP server health data from PRTG Network Monitor.

For detailed examples about how to implement these use cases, see the **Resources** section at the end of this document.

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 business services, see the *Vantage DX Analytics User Guide*.
- See the following Application Notes for information and examples about key features in Vantage DX:

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- *Manage Data Using Boards*
- *Monitoring SLA and Availability*
- *Monitor and Troubleshoot Teams Call Quality*
- *Monitor Co-Authoring Platforms*
- *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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