HP Operations Manager i
health driven vs. event driven KPIs

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agenda

What is the concept behind different KPIs?

HPs recommendation

Benefits of using both types of KPIs

Event driven vs. Health driven KPIs

What's the difference?

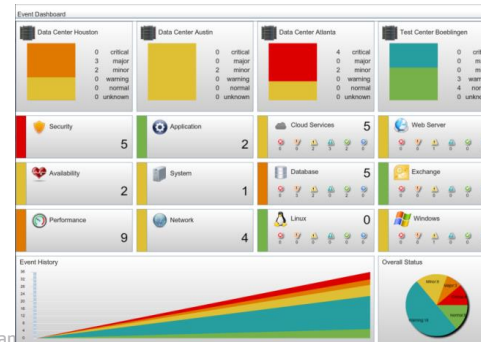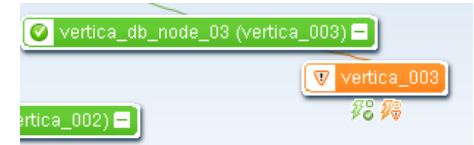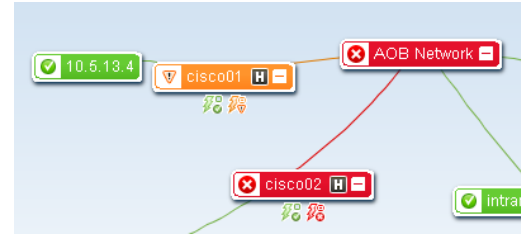| Event driven KPIs	Health driven KPIs
Show **status** based on **event management process** Are there open events?	Show **status** based on **true, probed health** How is the service currently doing?
Directly calculated based on active events	Calculated based on Health Indicators (His) set by incoming events and/or incoming metrics
Severity is determined based on "most critical" active event matching the definition.	Severity is determined by severity of most recent HI value set by incoming data.
Status **not** propagated to parent per default	Status **is** propagated to parent per default
Get's green if all corresponding non-normal events are resolved/closed	Get's green if "normal" HI value is set by incoming data Exceptional: can be reset using API or "reset HI" op.
Examples: • unresolved events KPI • unassigned events KPI • custom event count-based KPI (since 9.21) based on subcategory event attribute	Examples: • System Availability • System Performance

Overall status of a Configuration Item

How is the CI colored within service health UIs?

- Overall status is calculated based on ALL KPIs per default
- It is possible to configure per view:
  - what KPIs will be shown
  - what KPIs will be used to calculate the overall status
→ E.g. It is possible to only use event driven KPIs for overall status

Note: Event Dashboard is purely based on events *(i.e. KPIs are <u>not used</u> for status calculation here)*

Pitfalls

What we observe

- HIs are used even though current health is not constantly probed (e.g. no good event)
  → His will not get "green" when they should
  → Users need to reset HIs manually
- Health driven KPIs are assumed to behave as event driven KPIs
  Status' are assumed to stay in sync rather then being complementary
  → may block opportunity to get value of using different status
- Overall status calculation in views is not adjusted to user needs
- Functionality to introduce custom, event driven KPIs (based on sub-category) is not known
- Functionality to enable status propagation for event driven KPIs is not known

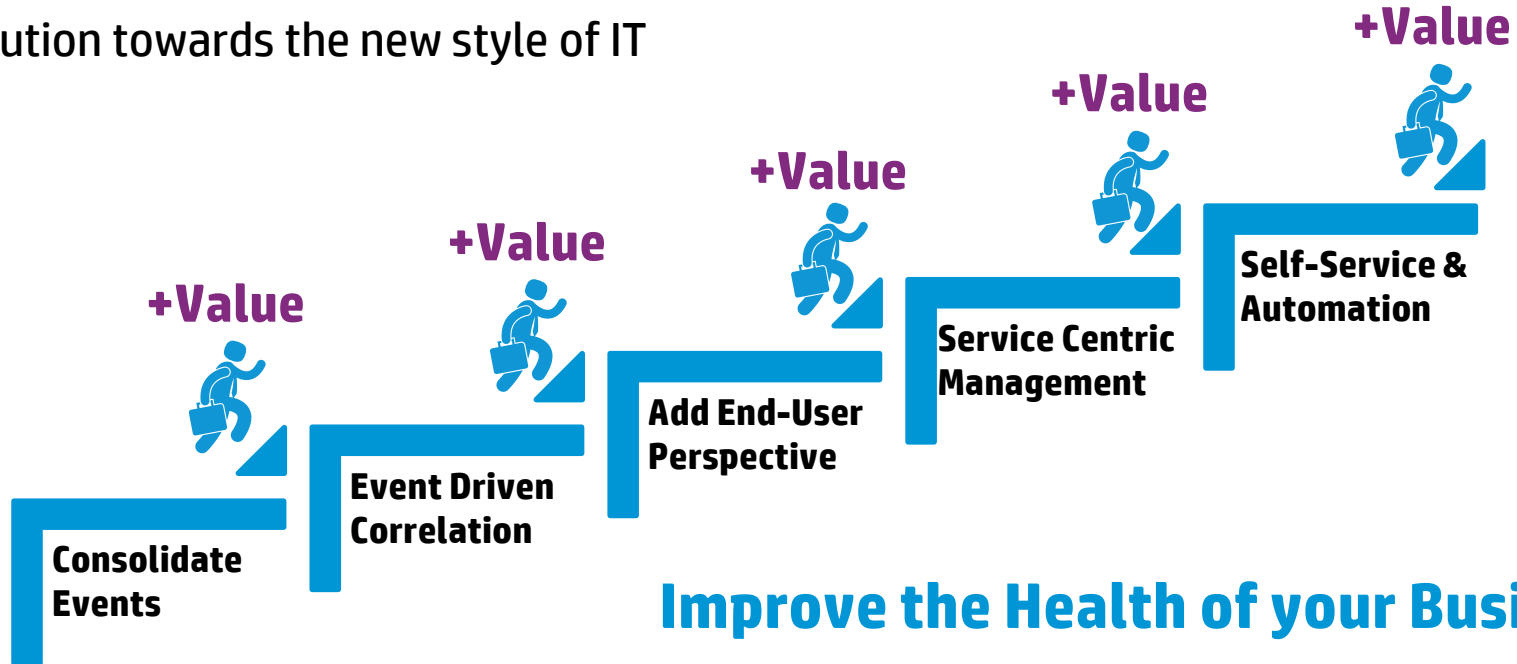→ HP is going to simplify the administration of service health in future

Recommendations

Complementing event driven status with "true" probed health

1. Only set HIs if there is a continuously running monitoring that will also provide a "good" status. Use ETIs otherwise.
2. Use event dashboard for event driven status views
3. Consider health driven KPIs as an <u>additional</u>, <u>complementary</u> status
4. Don't use "reset HI" as a standard operation in your workflows
5. Define what status should drive the overall status of a CI
6. Consider to enable status propagation for event driven KPIs

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Consolidate Events

Event Driven Correlation

Add End-User Perspective

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Improve the Health of your Business with reduced cost and better MTTR

Benefits of using both types of KPIs

Get additional perspectives as needed

- **Event driven status shows exactly what is the status with regards to actionable events (or incidents)**
- **Health driven status can provide additional information about how the service is currently doing**
- **Allows de-coupling of event management process (unassigned, unresolved events) from monitored health**
- **"True" current health is valuable additional validation
E.g. Did the fix really solve the issue?**

Thank you!

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Community: https://hpln.hp.com/group/bsm-community-content