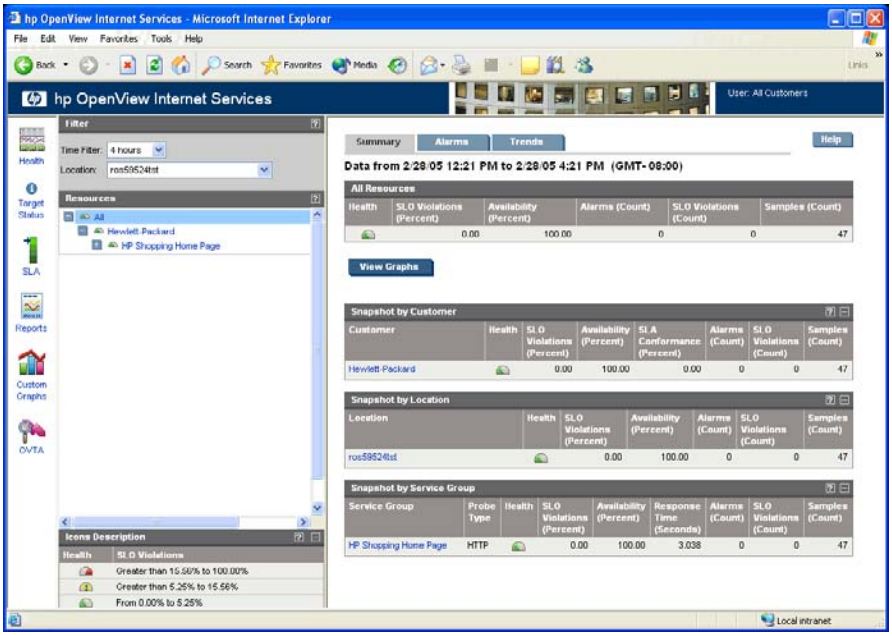
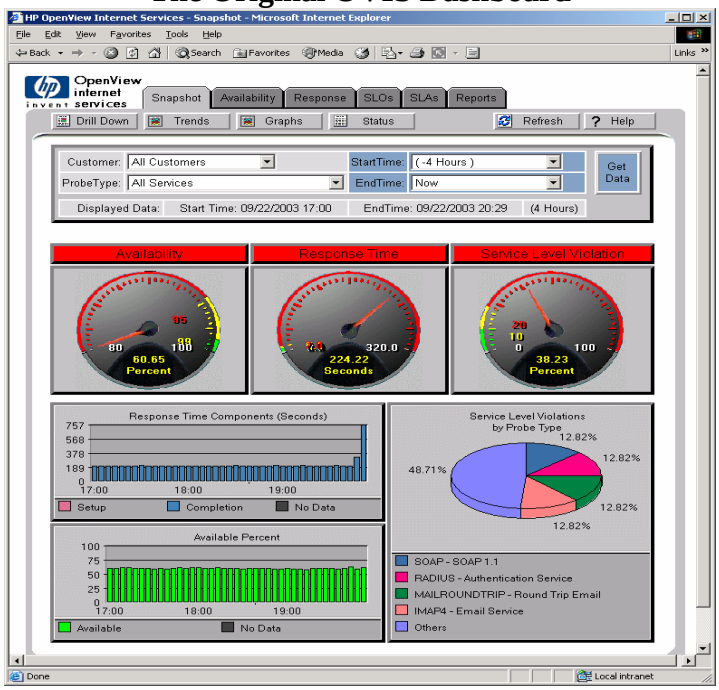
The New OVIS Dashboard

This document provides an overview of the exciting, new OV Internet Services Dashboard.
(Please refer to the Release Notes for a detailed list of what's new in the current version of OVIS.)

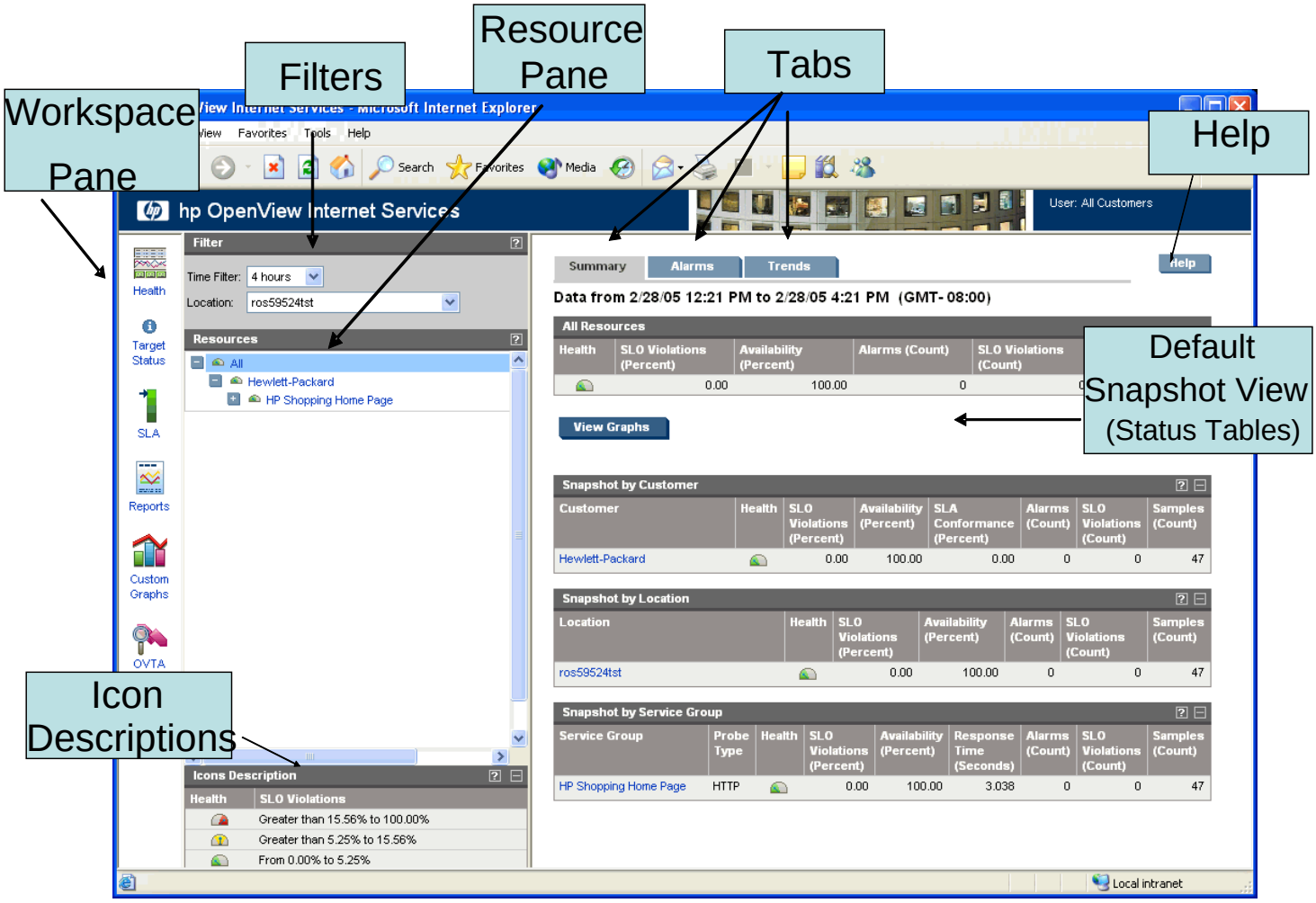
The OVIS Dashboard GUI - NEW!!!



The Original OVIS Dashboard



An Overview of the Dashboard

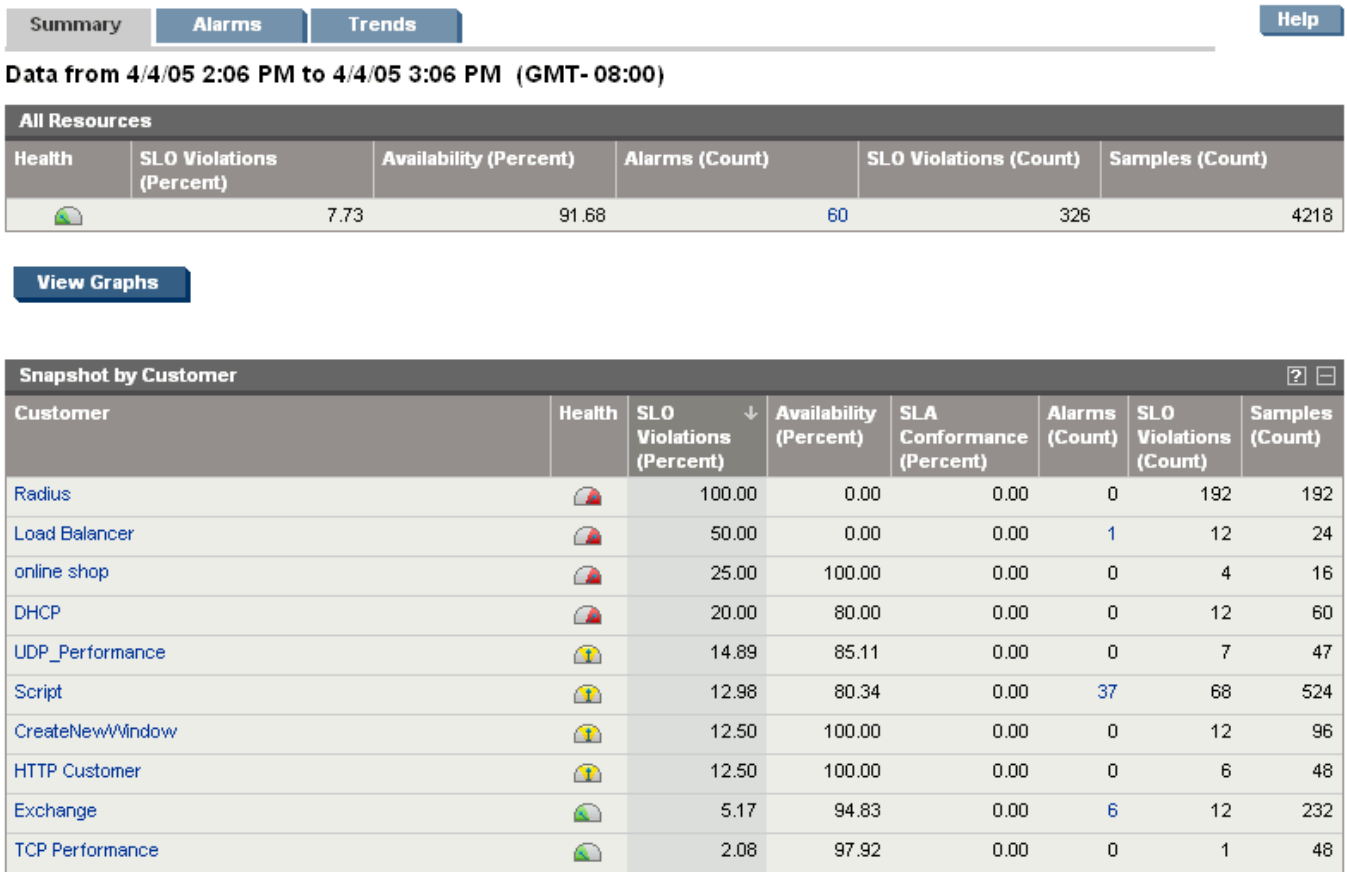


Highlights

- Advanced data summarization provides far more information at-a-glance than before.
- The **Workspace pane** provides access to the OVIS console, OVIS SLAs and various integrated components (Reporting, Graphing, OVTA, etc.).
- The **Filters** allow users to drill in on a specific Timeframe or Probe Location.
- The **Resource pane** allows users to drill down on a given Customer, Service Group or Target (or view all).
- The **Summary tab** provides access to information in Overview form (default) or in Graph form.
- The **Alarms tab** provides access to OVIS alarms generated by Service Level Objective (SLO) violations. It also provides direct access to Troubleshooting Insight Packages (TIPs) for advanced problem diagnosis and direct access to OVTA (which will be launched in context).
- The **Trends tab** provides access to five key graphs based on statistical data that has been collected.

The remaining pages provide detailed screenshots to acquaint you with the new Dashboard.

Health Workspace - Summary Tab



In place of the three gauges which were formerly displayed on the main OVIS dashboard, users first see a series of **Data Tables** by default. Bar graphs may be viewed by clicking on the "**View Graphs**" button.

Summary Tab – View Snapshot Tables

The first Data Table provides a summary view **Snapshot by Customer.** See the screenshot above for an example.

The summary will be sorted by **Health** which is based on the percentage of SLO (Service Level Objective) violations. For example, the worst percentage of SLO violations is shown first in order to draw attention to the environments needing the most immediate attention. The Health icon descriptions are shown below:

In addition to seeing a summary view sorted by **Customer**, users may scroll down further to see summary Snapshots by **Probe Location** and by **Service Group**.

Columns may be sorted by clicking on a given column heading (e.g. to sort by number of SLO violations rather than percent SLO violations). The various Tables can be hidden by clicking on the associated icon in the upper right hand side of the table.

Snapshot By Location

Location	Health	SLO Violations (Percent)	Availability (Percent)	Alarms (Count)	SLO Violations (Count)	Samples
admin.corp.hp.com		50.00	50.00	0	47	94
ROSE.corp.hp.com		5.62	88.81	16	95	1689
ovrsunt8.corp.hp.com		2.14	100.00	14	3	140
OVRNT7.corp.hp.com		0.00	100.00	0	0	92

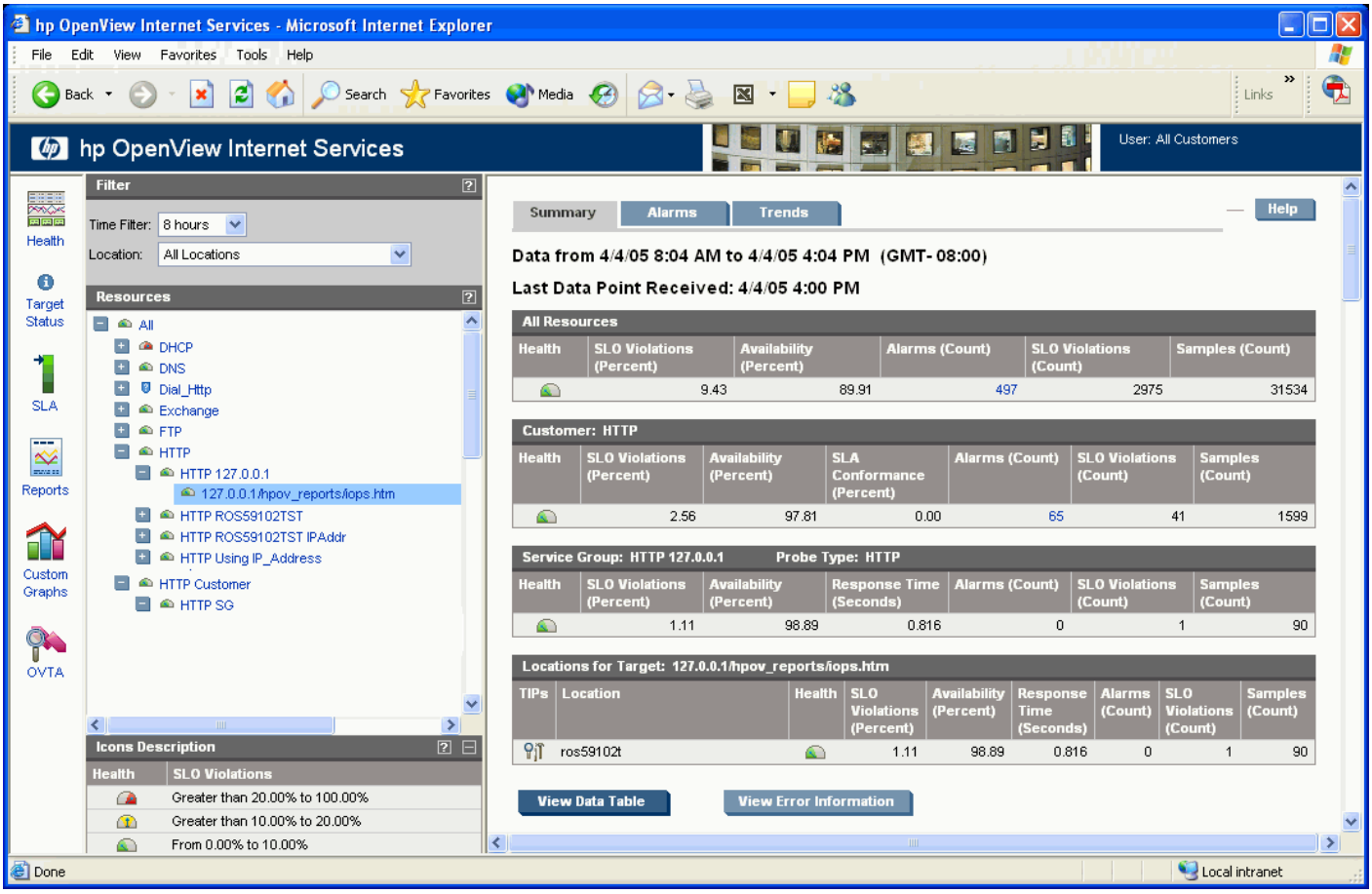
Snapshot By Service Group

Service Group	Probe Type	Health	SLO Violations (Percent)	Availability (Percent)	Response Time (Seconds)	Alarms (Count)	SLO Violations (Count)	Samples
ldaps_group	LDAP		100.00	0.00	0.00	0	47	47
NTP	NTP		100.00	0.00	0.00	0	47	47
tftp	TFTP		50.00	50.00	0.02	0	47	94
HTTP Using IP_Address	HTTP		6.38	100.00	0.63	14	3	47
IMAP	IMAP4		2.13	97.87	1.01	0	1	47
TCP 2003	ANYTCP		0.00	100.00	0.04	0	0	47
TCP	ANYTCP		0.00	100.00	0.18	0	0	47
DNS Matching	DNS		0.00	100.00	0.01	0	0	47
Window DNS	DNS		0.00	100.00	0.02	0	0	47
exchange 2003	EXCHANGE		0.00	100.00	1.15	0	0	47
exchange 2003 RoundTrip	EXCHANGE		0.00	100.00	1.34	0	0	47
FTP	FTP		0.00	100.00	0.19	0	0	47
FTP Linux 8	FTP		0.00	100.00	0.11	2	0	47
Windows 2003	FTP		0.00	100.00	0.06	0	0	47
Windows FTP	FTP		0.00	0.00	0.00	0	0	47
HTTP 127	HTTP		0.00	100.00	0.26	0	0	47
HTTP 2003	HTTP		0.00	100.00	0.15	0	0	47
HTTPS	HTTPS		0.00	100.00	0.26	0	0	47
ICMP 2003	ICMP		0.00	100.00	0.00	0	0	47

Summary Tab – View Drill-Down Data

In addition to viewing the high-level summary of data, users may drill down to the Service Group or Service Target level to view various Tables and graphs. An easy way of doing this is by selecting the Service Target of interest from the **Resources Pane**.

Example: **Viewing detailed HTTP Service Target data with the Summary Tab**



First, we select an HTTP target from the Resource Pane. In this example the **Customer** "HTTP" has a **Service Group** "HTTP 127.0.0.1" and a related **Service Target** "127.0.0.1/hpov_reports/…" Once we highlight the service target, the **Summary Tab** reflects details specific to the service target.

The following screenshots show the information available by scrolling through this Service Target-specific screen.

Example: **Viewing detailed HTTP Service Target data with the Summary Tab (cont.)**

Summary | Alarms | Trends — Help

Data from 4/4/05 8:04 AM to 4/4/05 4:04 PM (GMT- 08:00)

Last Data Point Received: 4/4/05 4:00 PM

All Resources

Health	SLO Violations (Percent)	Availability (Percent)	Alarms (Count)	SLO Violations (Count)	Samples (Count)
	9.43	89.91	497	2975	31534

Customer: HTTP

Health	SLO Violations (Percent)	Availability (Percent)	SLA Conformance (Percent)	Alarms (Count)	SLO Violations (Count)	Samples (Count)
	2.56	97.81	0.00	65	41	1599

Service Group: HTTP 127.0.0.1 Probe Type: HTTP

Health	SLO Violations (Percent)	Availability (Percent)	Response Time (Seconds)	Alarms (Count)	SLO Violations (Count)	Samples (Count)
	1.11	98.89	0.816	0	1	90

Locations for Target: 127.0.0.1/hpov_reports/iops.htm

TIPs	Location	Health	SLO Violations (Percent)	Availability (Percent)	Response Time (Seconds)	Alarms (Count)	SLO Violations (Count)	Samples (Count)
	ros59102t		1.11	98.89	0.816	0	1	90

View Data Table | View Error Information

The **View Data Table button** provides information on the metrics collected and summarized.

Time Series Data for Target: 127.0.0.1/hpov_reports/iops.htm

Date Time ↓	Samples	SLO Violations (Count)	Availability (Percent)	Response Time (Seconds)	Setup Time (Seconds)	Throughput (KBytes/Sec)	DNS Setup Time (Seconds)	Connect Time (Seconds)	Server Response Time (Seconds)
4/5/05 10:55 AM	0	No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data
4/5/05 10:50 AM	1	0	100	0.419	0.350	77.403	0.349	0.001	0.006
4/5/05 10:45 AM	1	0	100	1.027	0.358	7.950	0.354	0.004	0.139
4/5/05 10:40 AM	1	0	100	1.196	0.919	19.200	0.913	0.006	0.020

Example: **Viewing detailed HTTP Service Target data with the Summary Tab (cont.)**

The **View Error Information button** provides information on errors detected for the service target.

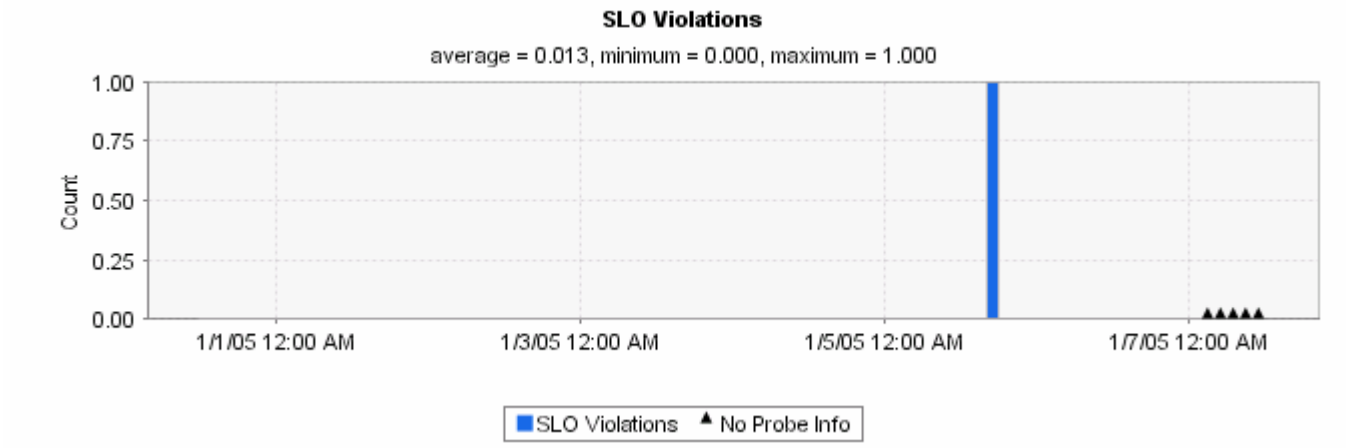
Return to Top

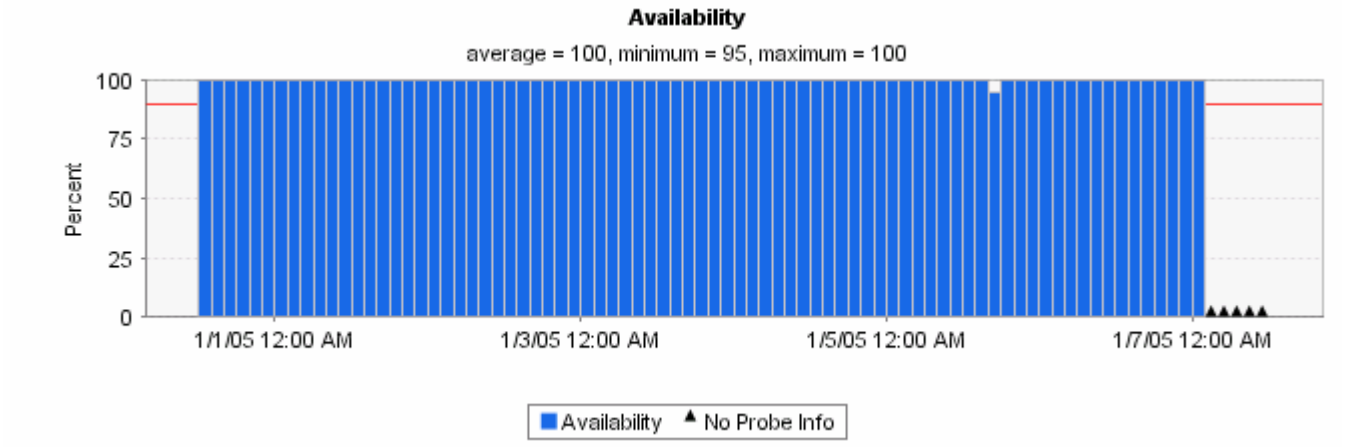
ERROR INFORMATION

Errors from 12/31/04 11:10 AM to 1/7/05 11:10 AM (GMT-08:00)

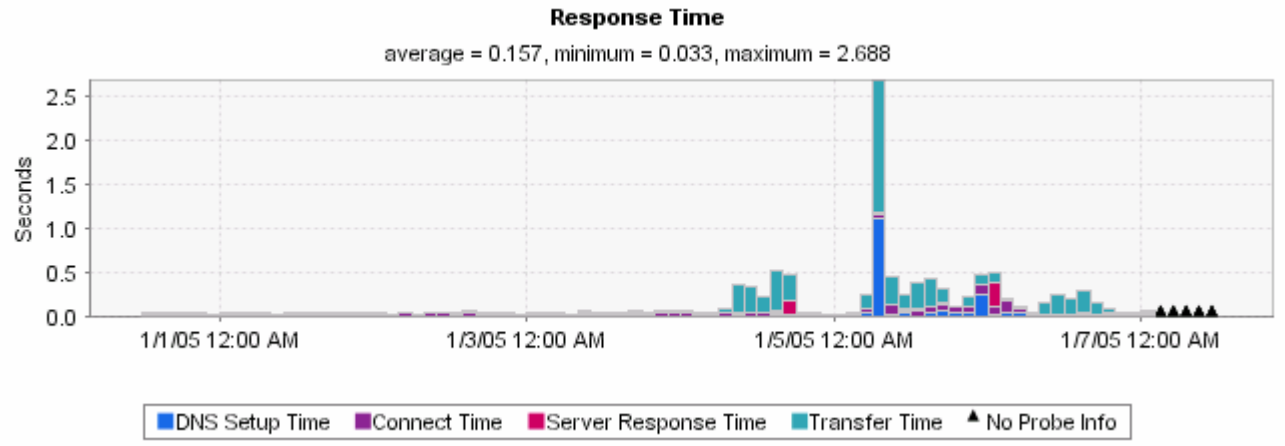
Time	Error Information
1/5/05 5:45 PM	[Probe Timeout after 45 second(s)] [URL] http://127 :80/hpov_reports/iops.htm [PROXY] web-proxy.rose.hp.com:8088

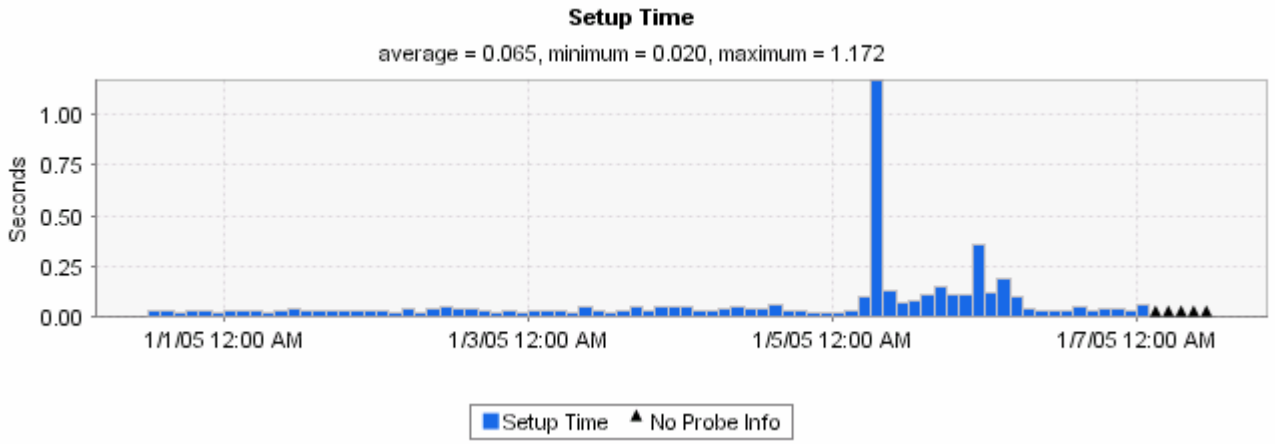
Additional HTTP service target graphs are displayed below.

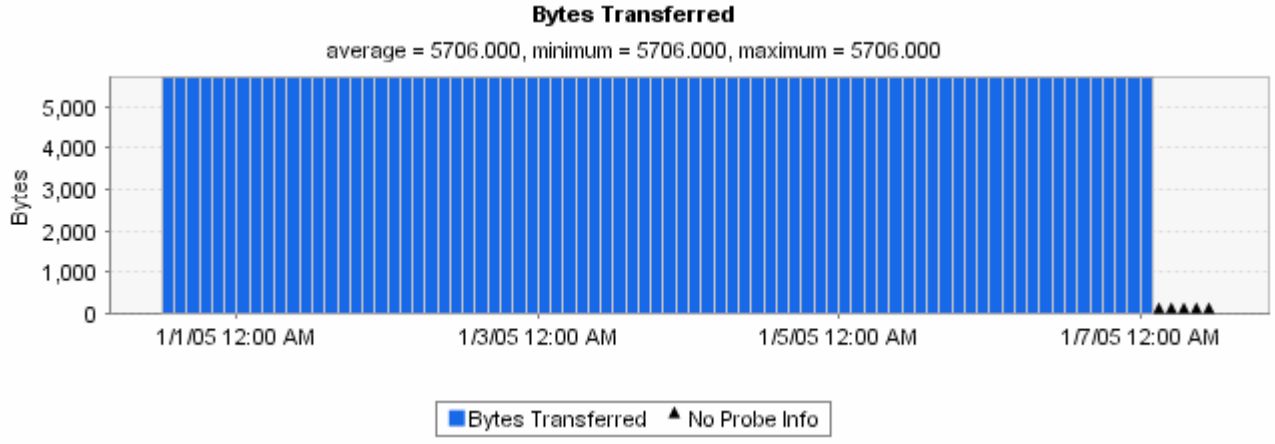




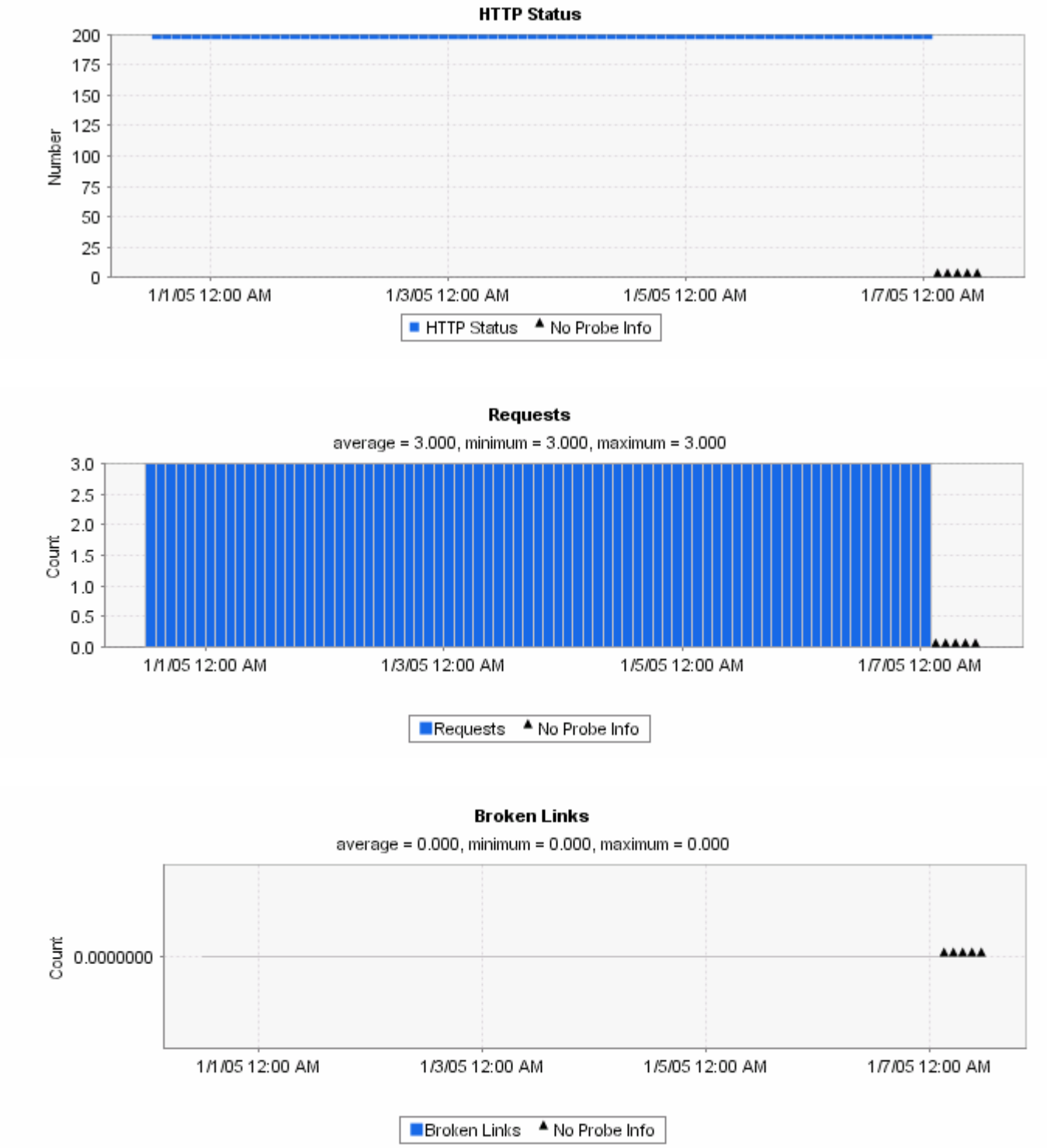
Example: **Viewing detailed HTTP Service Target data with the Summary Tab (cont.)**





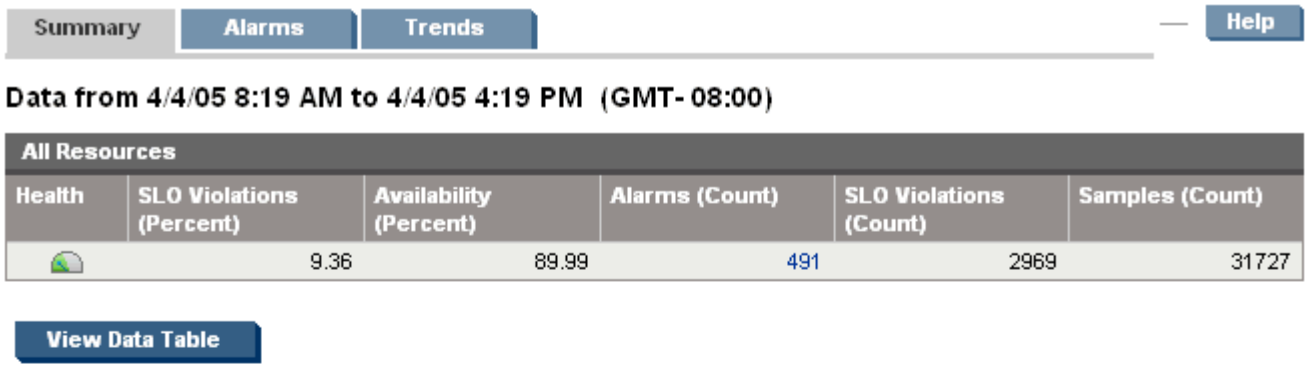


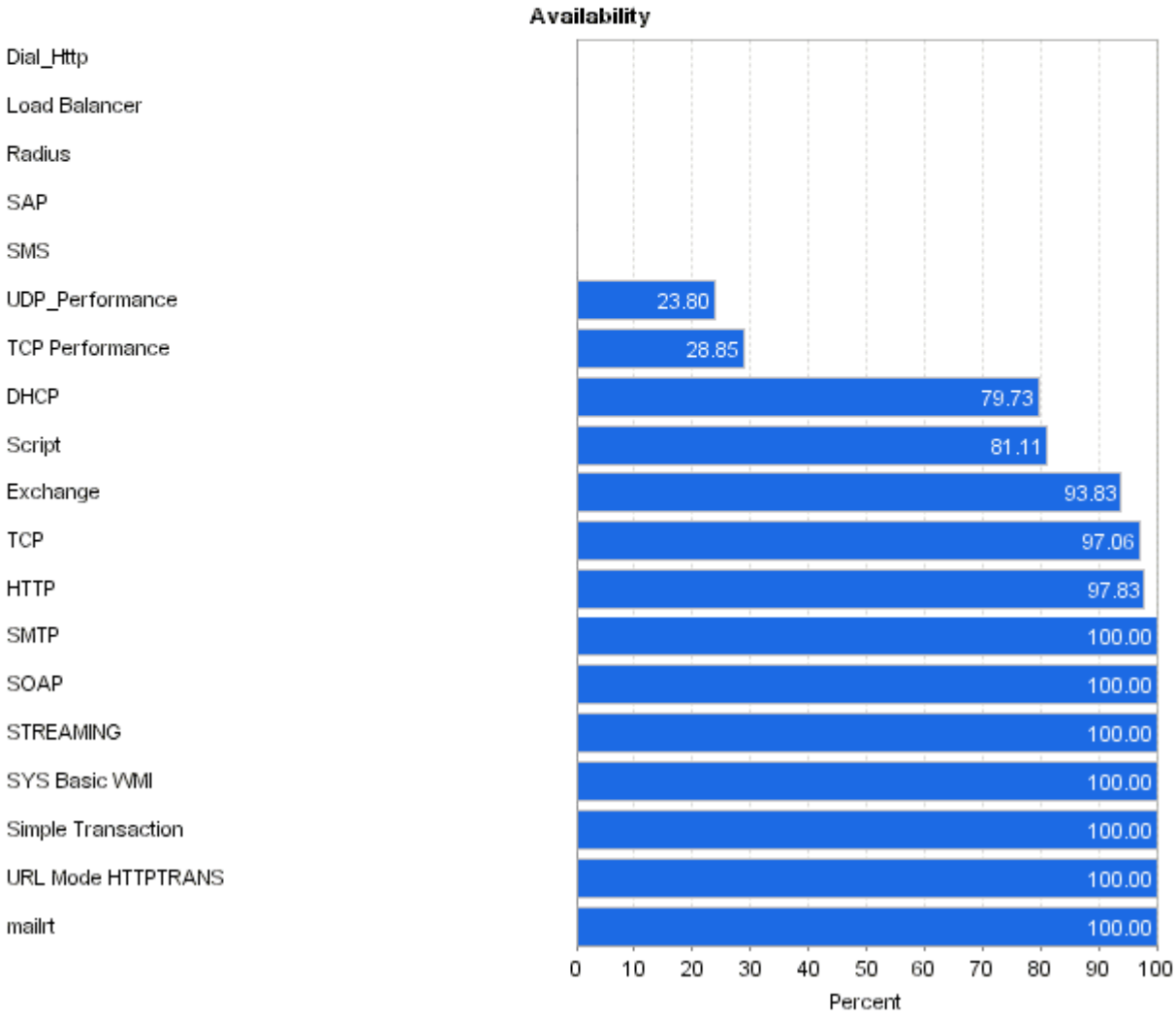
Example: **Viewing detailed HTTP Service Target data with the Summary Tab (cont.)**

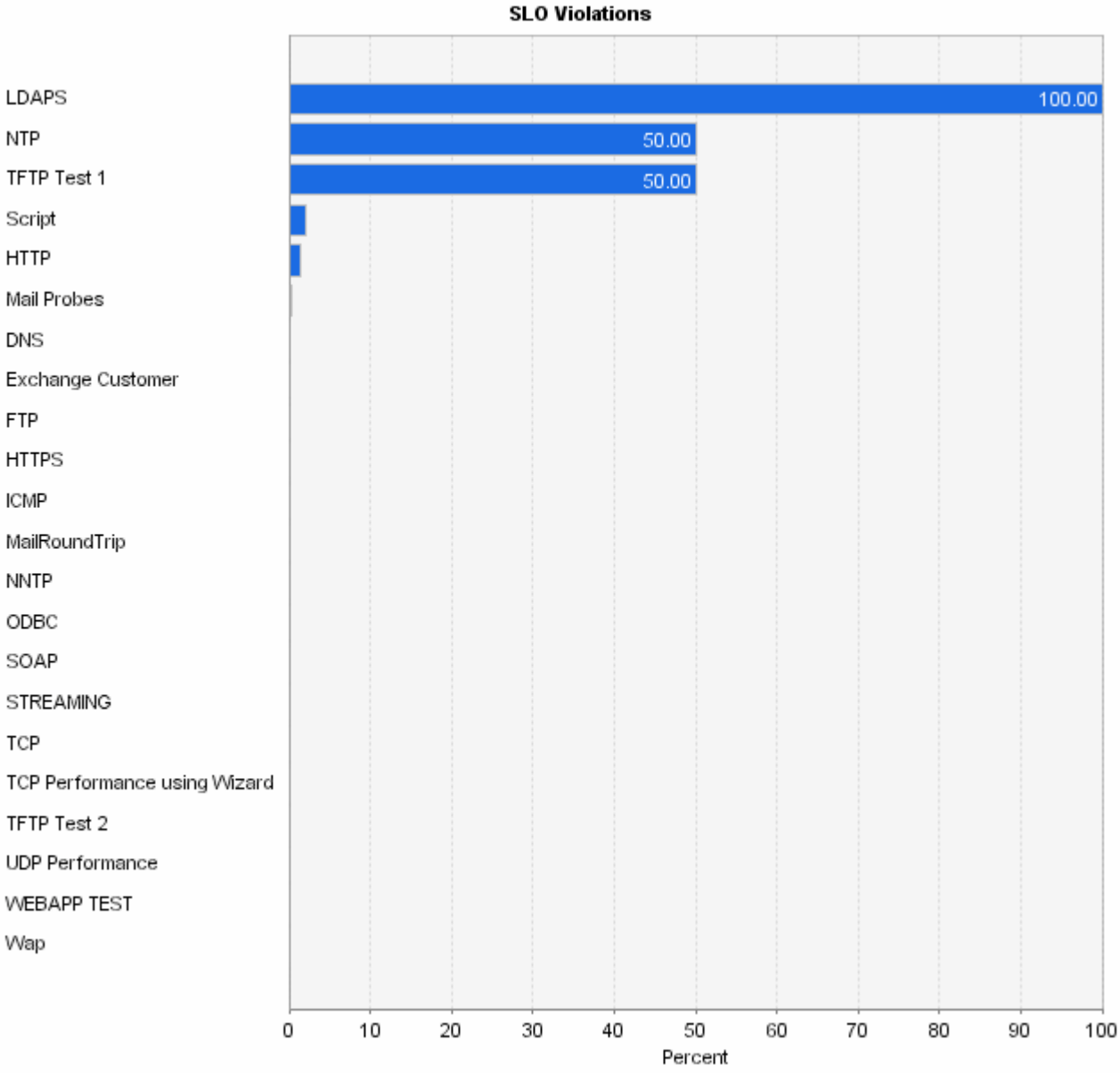


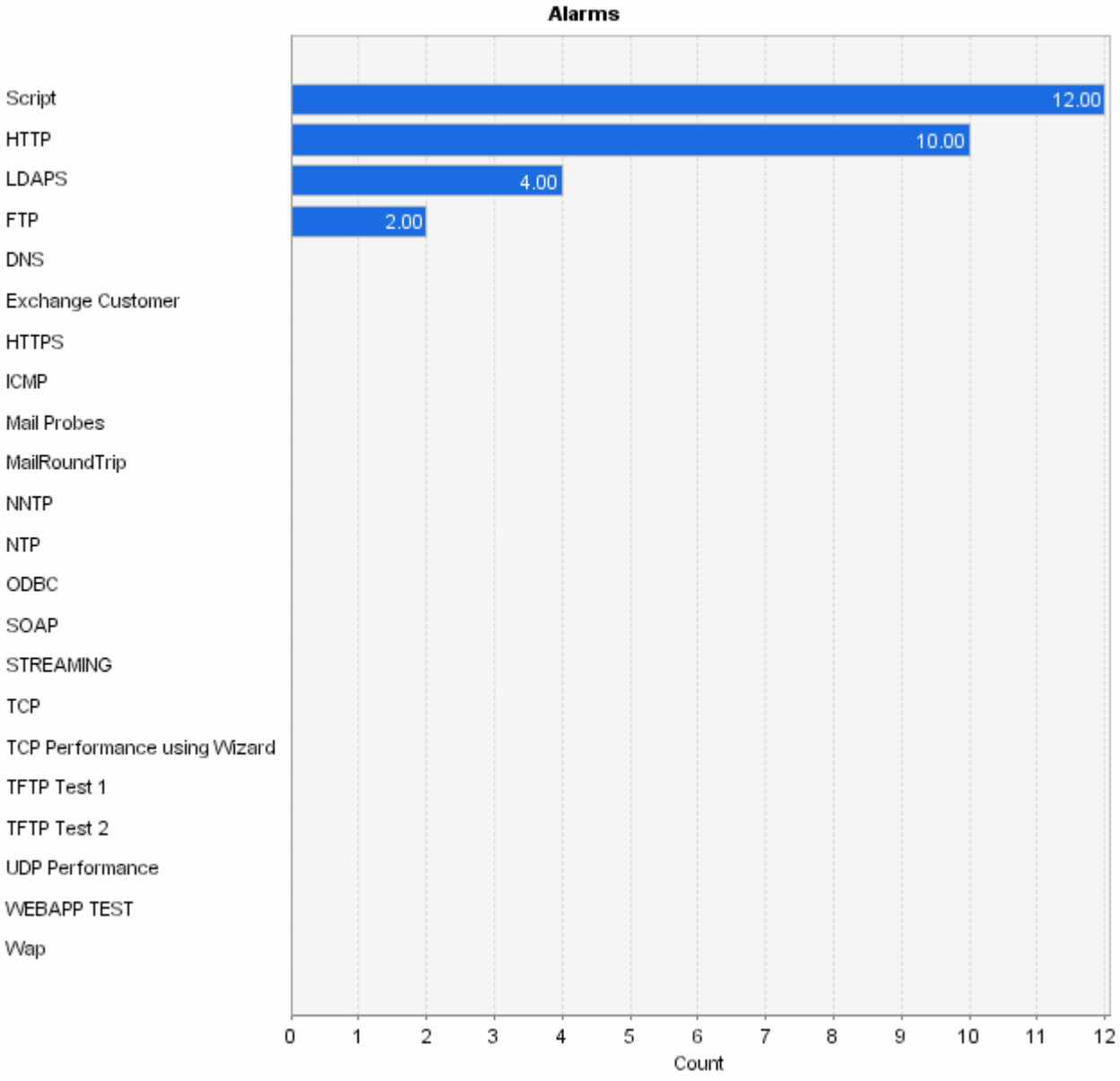
Summary Tab – View Graphs

When users click on "**View Graphs**" from the Status Tables snapshot view, they may view bar graphs for **Availability**, **SLO Violations** or **Alarms**.

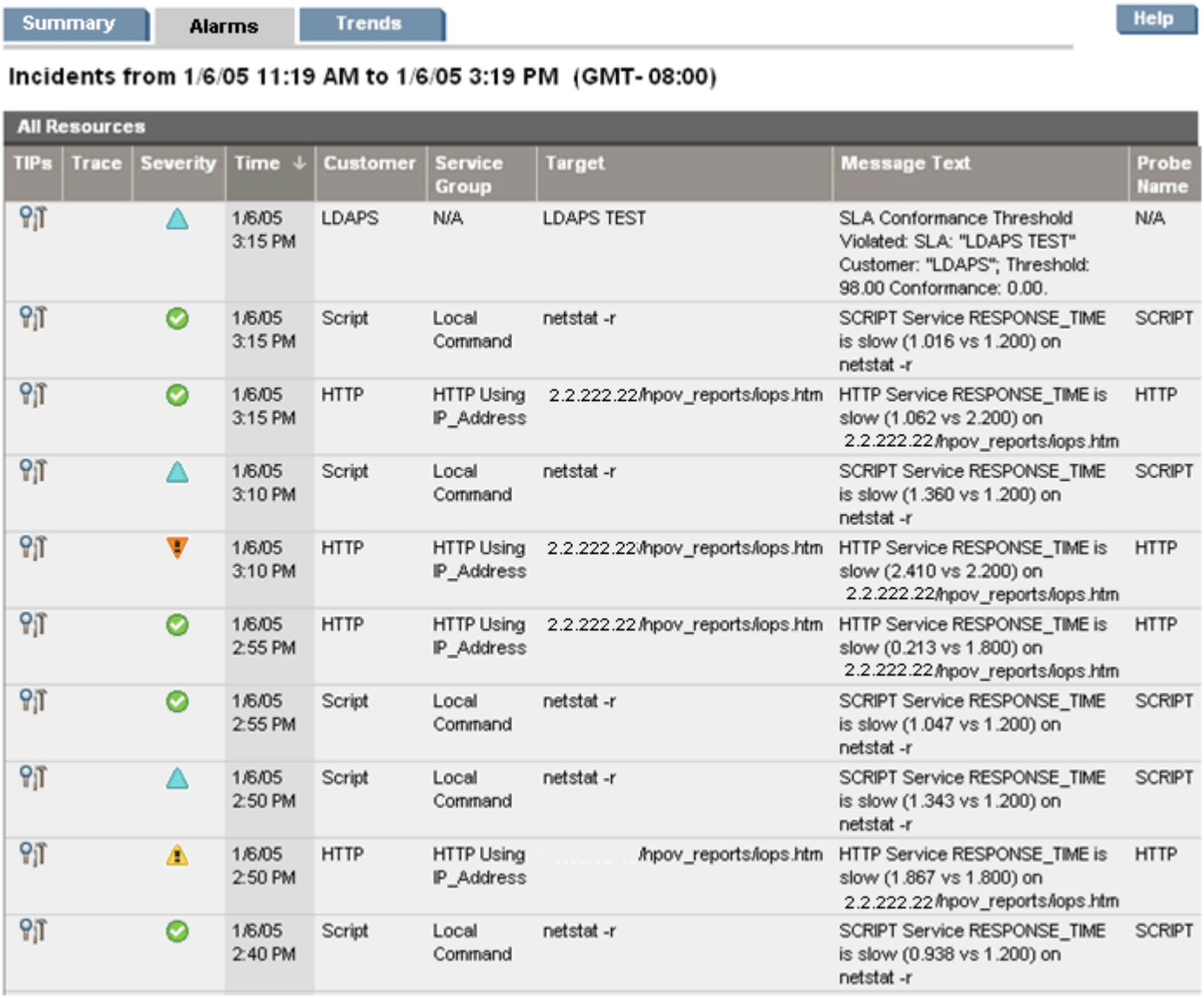





SLO Violations
LDAPS
NTP
TFTP Test 1
Script
HTTP
Mail Probes
DNS
Exchange Customer
FTP
HTTPS
ICMP
MailRoundTrip
NNTP
ODBC
SOAP
STREAMING
TCP
TCP Performance using Wizard
TFTP Test 2
UDP Performance
WEBAPP TEST
Wap
100.00
50.00
50.00
0
10
20
30
40
50
60
70
80
90
100
Percent


Alarms
Script
HTTP
LDAPS
FTP
DNS
Exchange Customer
HTTPS
ICMP
Mail Probes
MailRoundTrip
NNTP
NTP
ODBC
SOAP
STREAMING
TCP
TCP Performance using Wizard
TFTP Test 1
TFTP Test 2
UDP Performance
WEBAPP TEST
Wap
12.00
10.00
4.00
2.00
0
1
2
3
4
5
6
7
8
9
10
11
12
Count

Health Workspace - Alarms Tab



Summary | Alarms | Trends | Help

Incidents from 1/6/05 11:19 AM to 1/6/05 3:19 PM (GMT- 08:00)

All Resources

TIPs	Trace	Severity	Time ↓	Customer	Service Group	Target	Message Text	Probe Name
			1/6/05 3:15 PM	LDAPS	N/A	LDAPS TEST	SLA Conformance Threshold Violated: SLA: "LDAPS TEST" Customer: "LDAPS"; Threshold: 98.00 Conformance: 0.00.	N/A
			1/6/05 3:15 PM	Script	Local Command	netstat -r	SCRIPT Service RESPONSE_TIME is slow (1.016 vs 1.200) on netstat -r	SCRIPT
			1/6/05 3:15 PM	HTTP	HTTP Using IP_Address	2.2.222.22/hpov_reports/iops.htm	HTTP Service RESPONSE_TIME is slow (1.062 vs 2.200) on 2.2.222.22/hpov_reports/iops.htm	HTTP
			1/6/05 3:10 PM	Script	Local Command	netstat -r	SCRIPT Service RESPONSE_TIME is slow (1.360 vs 1.200) on netstat -r	SCRIPT
			1/6/05 3:10 PM	HTTP	HTTP Using IP_Address	2.2.222.22/hpov_reports/iops.htm	HTTP Service RESPONSE_TIME is slow (2.410 vs 2.200) on 2.2.222.22/hpov_reports/iops.htm	HTTP
			1/6/05 2:55 PM	HTTP	HTTP Using IP_Address	2.2.222.22/hpov_reports/iops.htm	HTTP Service RESPONSE_TIME is slow (0.213 vs 1.800) on 2.2.222.22/hpov_reports/iops.htm	HTTP
			1/6/05 2:55 PM	Script	Local Command	netstat -r	SCRIPT Service RESPONSE_TIME is slow (1.047 vs 1.200) on netstat -r	SCRIPT
			1/6/05 2:50 PM	Script	Local Command	netstat -r	SCRIPT Service RESPONSE_TIME is slow (1.343 vs 1.200) on netstat -r	SCRIPT
			1/6/05 2:50 PM	HTTP	HTTP Using IP_Address	/hpov_reports/iops.htm	HTTP Service RESPONSE_TIME is slow (1.867 vs 1.800) on 2.2.222.22/hpov_reports/iops.htm	HTTP
			1/6/05 2:40 PM	Script	Local Command	netstat -r	SCRIPT Service RESPONSE_TIME is slow (0.938 vs 1.200) on netstat -r	SCRIPT

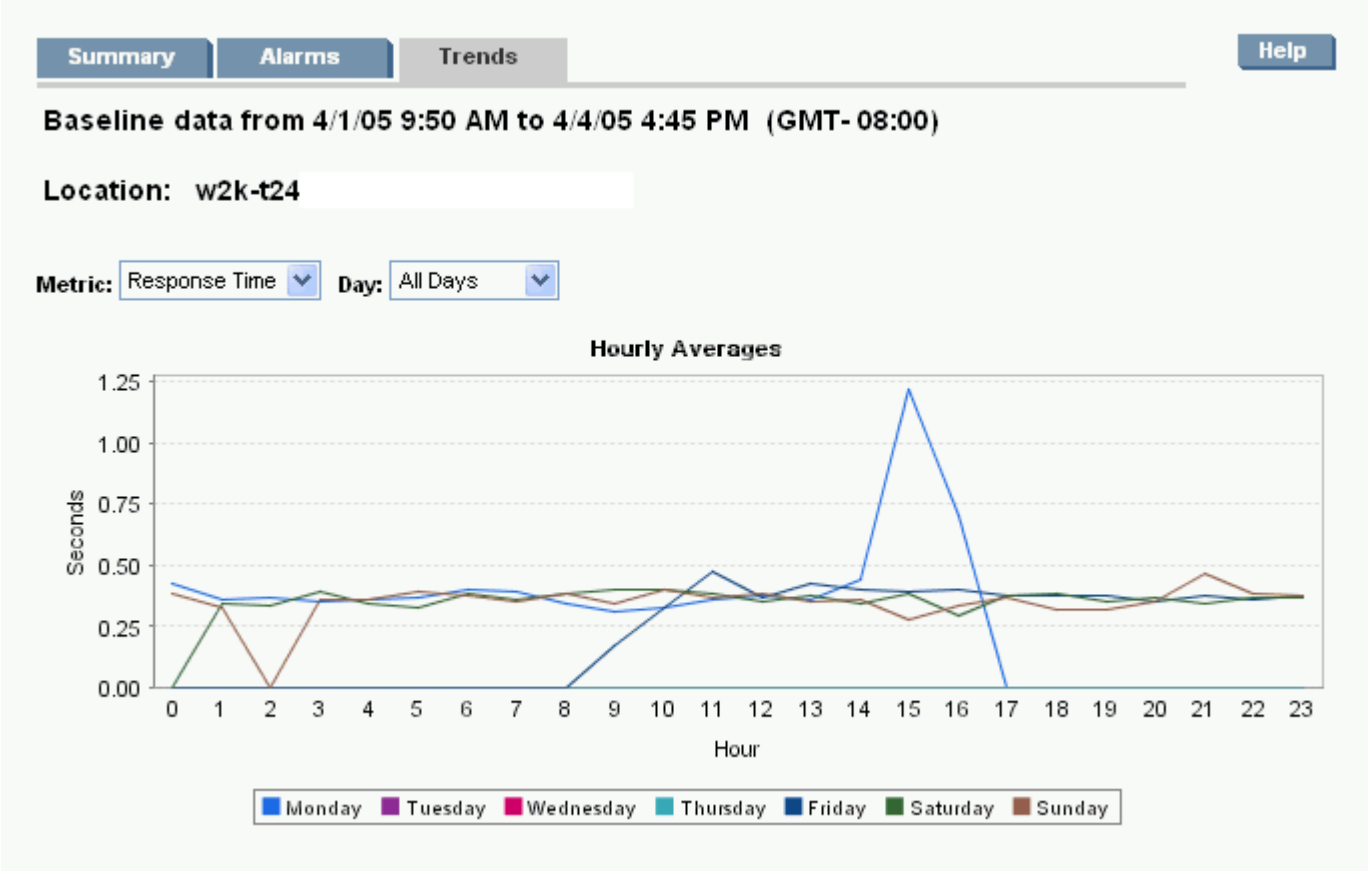
Alarms are sorted by timestamp and severity. By clicking on any column header (with the exception of the "TIPs" column), users can sort the incidents by that column. For example, users can sort in descending order of alarm severity by selecting the "Severity" column. The Severity icons are defined as follows:

indicates alarm severity of Critical
indicates alarm severity of Major
indicates alarm severity of Minor
indicates alarm severity of Warning
indicates alarm severity of Normal

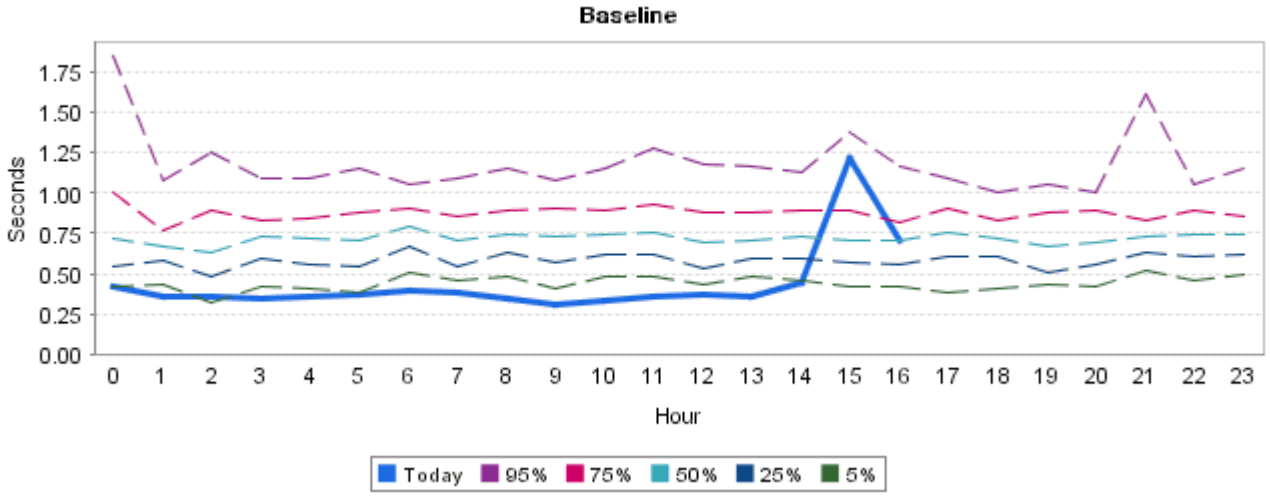
HP OpenView **Troubleshooting Insight Packages (TIPs)** make it possible for you to quickly troubleshoot problems reported by OVIS. A TIP automatically executes one or more commands to collect information that enhances your troubleshooting process. TIPs allow you to reduce your mean time to problem resolution (MTTR) for internet services monitored by OVIS. Predefined troubleshooting commands can be run on probe systems against various target systems to collect information which assists in identifying the problem. In addition to typical commands such as Ping, TraceRoute, NSLookup, results of running more sophisticated Windows-based WMI commands (WMIC) and Unix-based custom scripts can be easily integrated into the OVIS Dashboard environment for better troubleshooting.

Please refer to the TIPs What's New paper for more detailed information on this topic. The paper is located with the OVIS documentation and is accessible via the OVIS Configuration Manager.

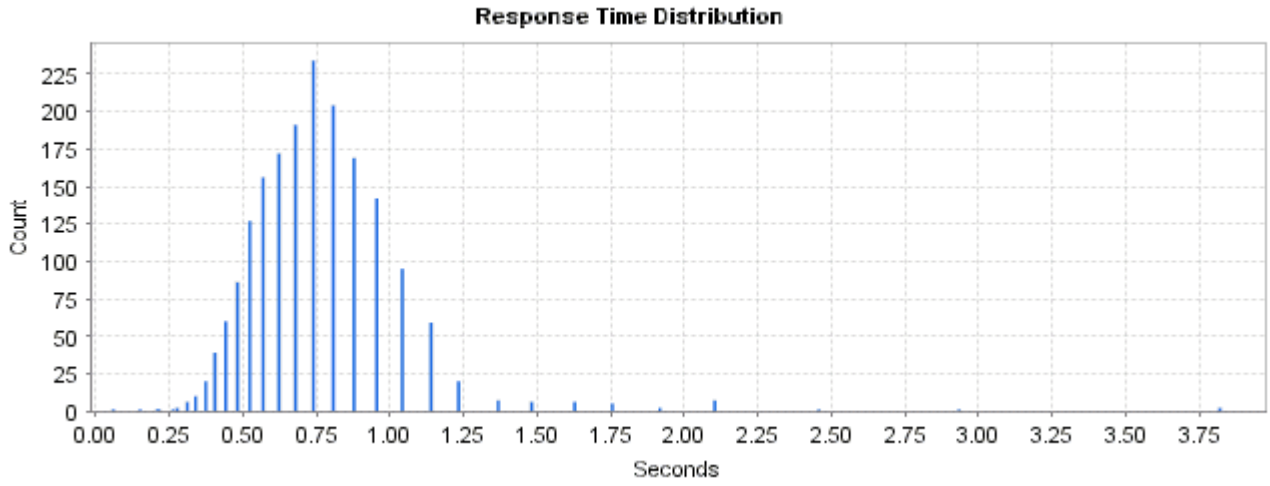
Health Workspace - Trends Tab



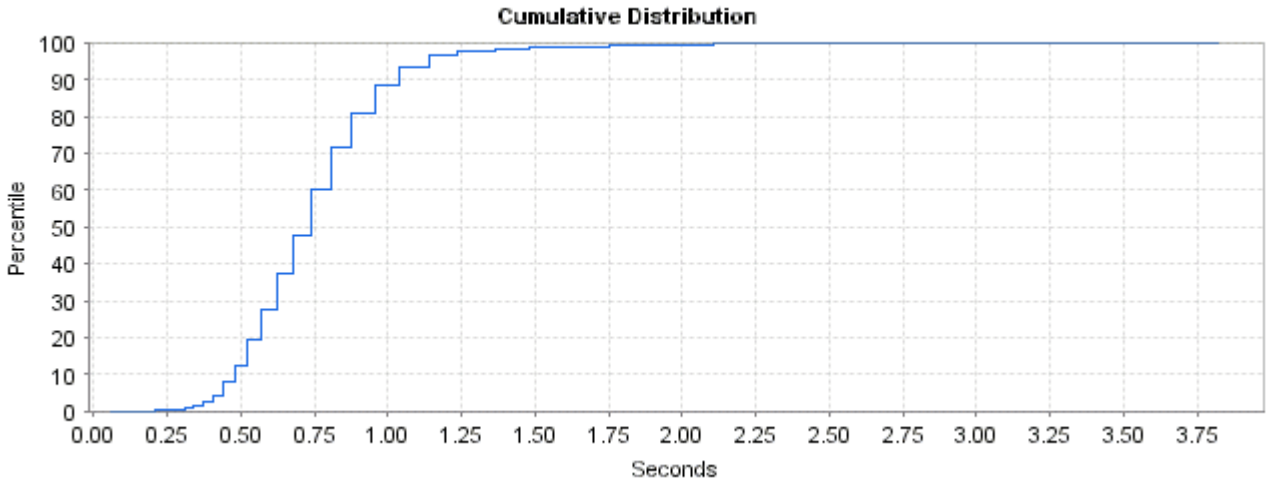
Hourly Averages - shows the average values for the metric for each hour of the day. One line is displayed for each day of the week. Even if you have selected a single day of the week for display, this graph will still show the values for each day of the week, but the day of the week you've selected will have a bold colored line.



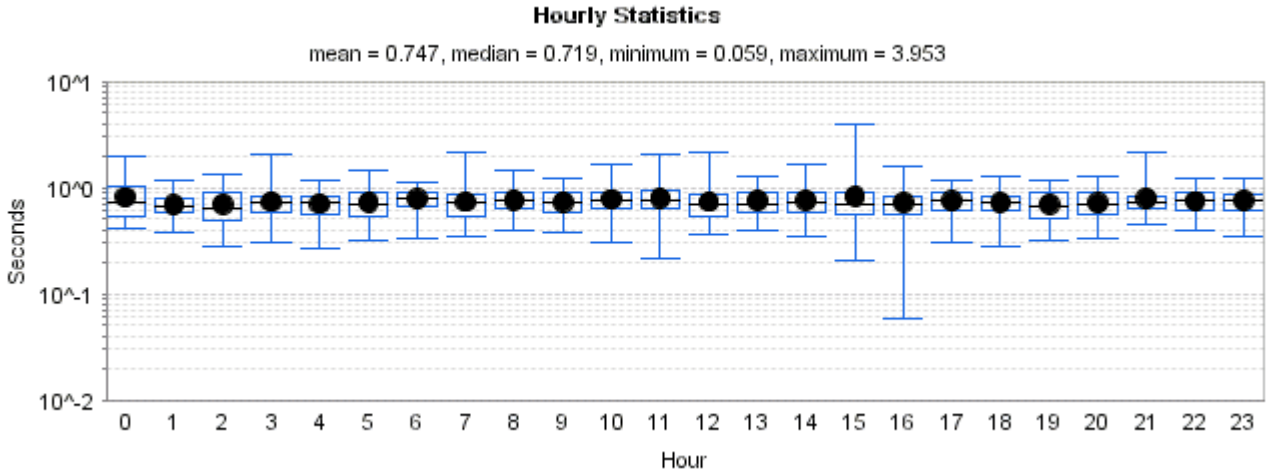
Baseline - shows how today's values for the metric compare to typical values for this metric for each hour of the day. Typical values are determined based on the data in the date range. So for example, the graph shows the purple line which indicates that 95% of the time the metric is that value or lower, the red line indicates that 75% of the time the metric is that value or lower, etc. If you select a single day of the week from the drop down box at the top of the page, this graph shows that day's data for the metric compared to typical values for that day of the week.



Response Time Distribution - shows the number of times the metric was a particular value during the date range (for example, Response Time was 2.2 seconds, 38 times during the date range). This gives you a histogram where you can easily see the most common metric value during the date range.



Cumulative Distribution - shows the percentage of times the metric was a particular value or less (for example, Response Time was 2.2 seconds or less 80% of the time). With this graph you can see the overall quality of service. The larger the area under the curve the better the service was. Note that this graph shows actual availability so that if the availability was 90% then the line will go up to 90% only, not 100%.



Hourly Statistics - shows the mean, median, normal, maximum and minimum values for the metric for each hour of the day. The dot indicates the mean metric value for that hour of the day. The black line indicates the median value. The blue line above the box indicates the normal maximum value. The blue line below the box indicates the normal minimum value. The box around the dot indicates values between the 25% and 75% percentiles. In statistics, this type of graph is called a box-and-whisker plot. From this type of graph you can see the center, the spread, and the overall range of distribution. The graph shows a measure of central location (the median), two measures of dispersion (the range and inter-quartile range) and the skewness (from the orientation of the median relative to the quartiles).