HP Business Availability Center

for the Windows and Solaris operating systems

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EMS Events Availability Rule for Service Level Management

The EMS Events Availability rule is a new business rule for Service Level Management. This rule calculates status for a System Availability KPI that is assigned to an EMS Monitor CI.

EMS monitors send event type samples which include an event ID and severity value. Each event is categorized as a failure or non-failure event based on its severity: if the severity is equal or higher than the value of the rule's **Lowest severity failure value** parameter, the event is a failure; if the severity is lower than the parameter value the event is a non-failure.

The KPI's initial status (before any sample is received) is Available. The KPI's status is Available as long as no failure-type events exist for the KPI.

The rule result is as follows: Total time the KPI is in Available status / total calculation time.

Within the Business Rule Repository, the rule uses the following settings:

- **Lowest severity failure value** rule parameter. At this value (or worse severity), the severity indicates failure. Enter one of the following parameter values: **SEVERITY_WARNING**, **SEVERITY_MINOR**, **SEVERITY_MAJOR**, or **SEVERITY_CRITICAL** (default).

  Note that you must type the parameter value exactly as written above.

  (These values correspond to internal SiteScope values of 2-5, where 2 indicates SEVERITY_WARNING and 5 indicates SEVERITY_CRITICAL.)

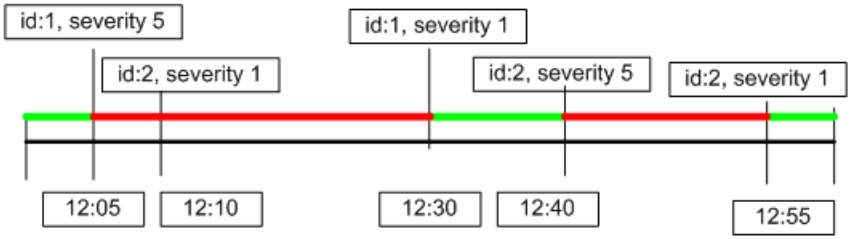
- **Downtime.** The KPI continues to update its status during downtime based on received samples. The time of the downtime is not included in the rule calculation.

- **No data timeout.** The rule does not have a No data timeout parameter.

- The **Samples** additional value, which indicates the number of samples, is not calculated for this rule.

Examples of the EMS Events Availability Rule

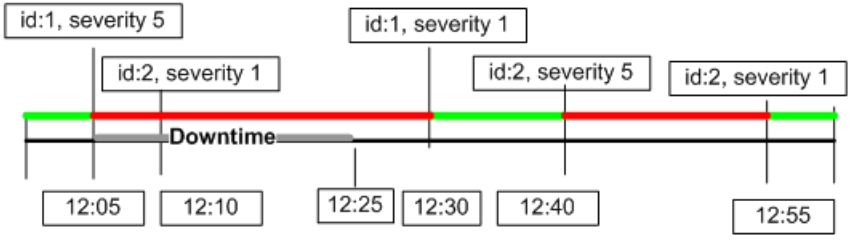
➤ In this example, the **Lowest severity failure value** has been set to SEVERITY_MINOR (internally defined as 3). Higher values indicate not available (5 indicates SEVERITY_CRITICAL) and lower values indicate available.



At 12:05 a sample (Event ID:1) arrives for the CI with severity 5, indicating not available. This status changes when a sample with this Event ID arrives for the CI with severity 1, at 12:30. At 12:40 a sample (Event ID:2) arrives for the CI with severity 5, indicating not available. This status changes when a sample with this Event ID arrives for the CI with severity 1, at 12:55.

The total Available time for the CI is 20 minutes, out of a total calculation time of 60 minutes. The rule calculation result is 33.33% Available.

➤ The following example illustrates the same samples, with a downtime calculation:



A Downtime is configured between 12:05 and 12:25. The total Available time for the CI is 20 minutes, out of a total calculation time of 40 minutes. The rule calculation result is 50% Available.

New Service Level Management Rules for SiteScope Monitor CIs

Status for a SiteScope Monitor CI is calculated from various measurements monitored by that CI. For example, the Disk Space on C SiteScope Monitor CI receives data for two measurements: percent full, and MB free.

If you want to see performance status based on a single measurement type, you can use the System Performance KPI (or Performance Six Sigma KPI), and set filtering for the relevant measurement.

The following rules were added to calculate KPI values for a SiteScope Monitor CI based on a single measurement type:

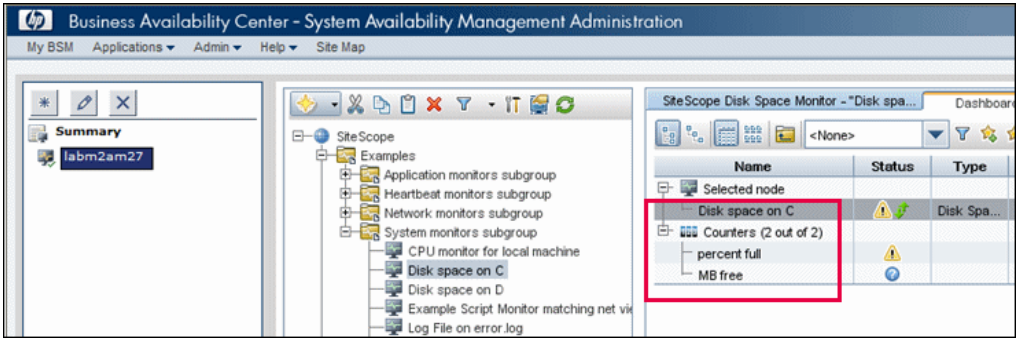
- **SiteScope Monitor Average Value**
- **SiteScope Monitor Max. Value**
- **SiteScope Monitor Min. Value**
- **SiteScope Monitor Percentile**
- **SiteScope Monitor Six Sigma Performance** (using the Performance Six Sigma KPI)

Each of these rules has a **Measurement type** rule parameter, where you define the measurement type used in the calculation.

Filtering by measurement type was also added to two existing rules: **SiteScope Monitor Rule** and **SiteScope Monitor Six Sigma**. In these two rules, if the measurement type field is left blank the rules do not use filtering.

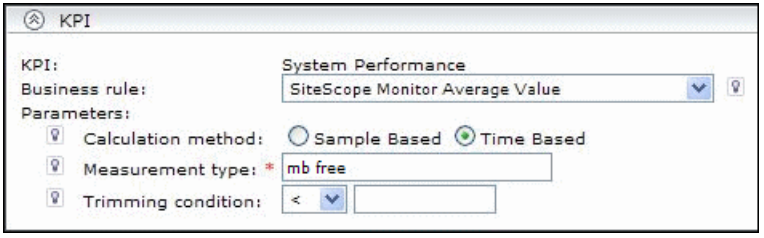
To define measurement type for monitoring:

1 Within System Availability Management, select a SiteScope Monitor CI. The names of the measurement types used to calculate the CI appear within the **Name** column. Write down the name of the measurement type you want to filter.



2 Within the **Admin** > **Service Level Management** > **Agreements Manager** page, open the **Agreement Wizard** or the **Advanced Agreements Options Wizard**. Add the System Performance KPI (or the Performance Six Sigma KPI) to the CI, and assign a SiteScope Monitor rule which filters by measurement type.

3 In the **Measurement type** rule parameter field, enter the name that appears within System Availability Management (this is not case sensitive).



4 Define objectives for the KPI as required.

Validation is performed automatically to verify that the specified measurement type is available for the CI.

New Rule Parameter in Service Level Management for Calculation of Outlier (Timed-Out) Samples

A new rule parameter was added to four Service Level Management rules, to enable users to determine how outlier (timed-out) samples are to be treated in SLA calculation.

The **Timed out samples are considered failures** rule parameter defines whether timed-out samples are considered failures (if the parameter is true), or available (if false). The rule parameter was added to the following rules:

- **BPM Average Availability**
- **BPM Average Response Time**
- **BPM Outage**
- **BPM Percentile**

These rules already have a rule parameter called **Ignore timed out trimming**. These parameters interact as follows:

- If the **Ignore timed out trimming** parameter is *true*, the **Timed out samples are considered failures** parameter setting is not applicable, and the sample is considered available.
- If the **Ignore timed out trimming** parameter is *false* and the **Timed out samples are considered failures** parameter is *true*, outlier (timed-out) samples are considered failures in SLA calculation.
- If the **Ignore timed out trimming** parameter is *false* and the **Timed out samples are considered failures** parameter is *false*, outlier (timed-out) samples are considered available in SLA calculation.