// we kunnen u ook precies uitleggen wat we doen

maar eerst lossen we uw probleem op

NETCO

Zabbix Ambassadorship

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What are we?

> Since 1996 Netco protects computer systems and computer networks in The Netherlands and abroad.

> From VPNs to geographic load balancing, High-speed intrusion prevention, and filtering millions of spam messages daily.

> Wide customer base: from Telco's, ISP's to small business.

> Zabbix already in use for years, distributed setup, some customers using their own servers that we manage.

- Around 5000 hosts, 4 masters, 3 servers, 5 proxies

Ambassadorship?

> Aren't we all, in this room?

> Real life of an engineer who turned into pointy-haired-dude (aka Zabbix Ambassadorship) since Zabbix 1.4

> The 'fight' against legacy systems – and their users!

Who am I ?

> Used to work as a Systems Engineer and later Backbone Network Engineer @ first ISP in NL

– Zabbix 1.4 & 1.6

> Worked for the largest online auction and shopping company as a Systems engineer and Technical Project Manager.

– Zabbix 1.8

> Now working 2+ years for Netco Technology in charge of IT operations

– Zabbix 2.0

> Geek, Father, Political Science Graduate (International Relations)

Who do we need onboard?

> Engineers

> Management

Engineers – Issues

> Either very busy.... or lazy....or both? ;)

> Some monitoring is already in place

> Monitoring/Alerting can wake you up, NAGios already does this!

> Steep learning curve for Zabbix & many clicks

> Zabbix is a 'data-beast' – harder to troubleshoot

> Zabbix needs a parent -> 'Zabbias' should fix this

> "Yum install nagios"... *sigh*

Engineers – Solutions

>Auto discovery

>Escalation paths in alerting

>Training -> focus on triggers and db model!

>Aggregates – monitor clusters

>Low level discovery – Thank you!

>API, start integrating (racktables?)

>Less templates! (KIS)

Business Metrics
Alerting

Aggregates (cluster)
Alerting

Individual hosts
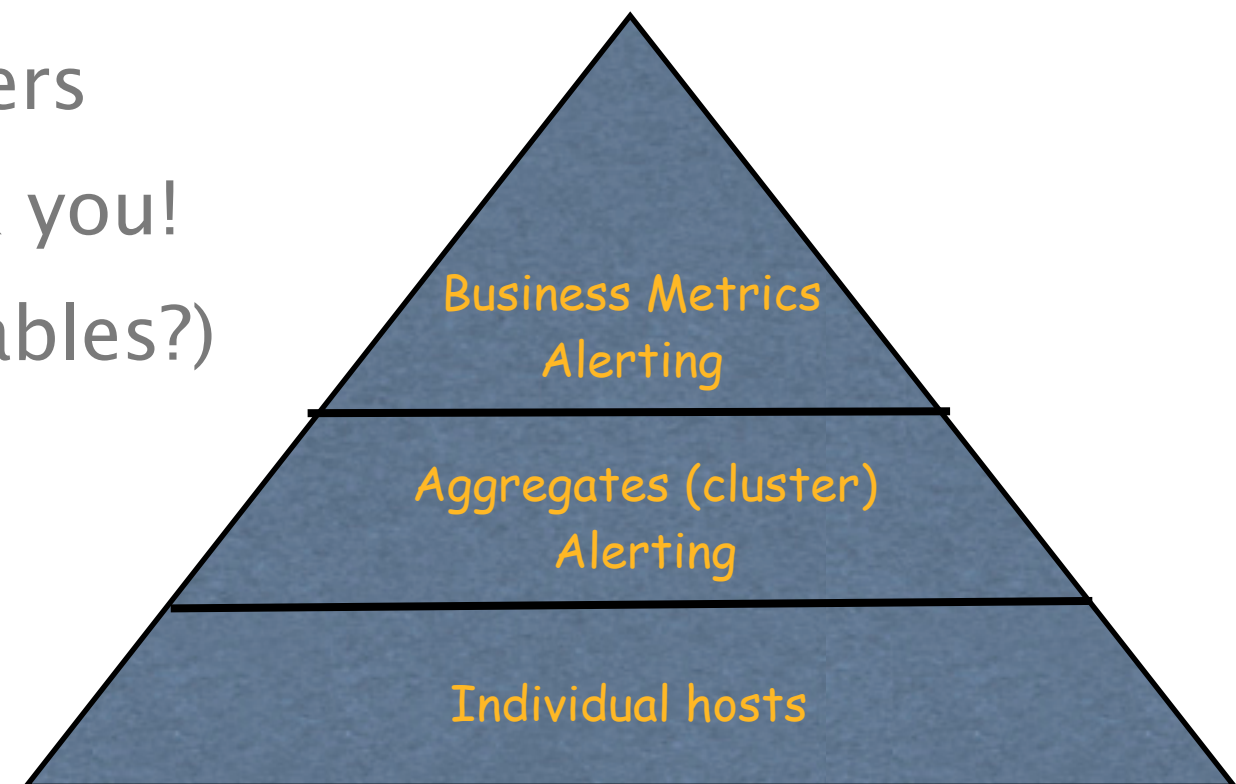
Management – Issues

> "I've invested so much in our current Nagios/Cacti setup"

> "Internal projects only cost money"

> "We need less internal applications, not more"

> "Those are pretty expensive servers that you're asking for"

Management – Solutions

>Maps, the ultimate management pr0n

>SLA reporting, now this is getting interesting

>API, ah we can hook into our CMDB? (asset management)

>Business Metrics, the final fronteer!

>Well...

How to start?

> Start small
- Start collecting, easy on alerts/triggers
- Come up with smart solutions for small issue's first

> Seek the pain
- It's a lot of work, always
- Tweak the setup, trim it down

> Look for organizational leverage
- Don't be the only expert, involve other engineers
- Show results, specially to management

What would be useful?

> Much better reporting, out of the box

> User interface...

> A management dashboard?

> Better SLA support

> Good fact sheets that compare Zabbix to competition

> Standard templates, not so trigger happy

> What do you think?

Questions

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