

# Traverse Service Level Management

Monitoring SLAs for services and infrastructure

## Service Level Agreement (SLA) Manager Overview

Traverse has a flexible Service Level Agreement (SLA) Manager for tracking compliance against user-defined SLA metrics. SLA Manager monitors and measures SLAs from a business service perspective, enables identifying trends and avoiding failures using proactive reporting, and measures business impact of infrastructure issues. The SLA compliance for service level metrics is calculated and displayed in a real-time dashboard. Additionally, there are multiple SLA reports that can be generated ondemand using Traverse's flexible reporting framework.

SLA Manager has been designed to accommodate complex, distributed IT services in today's enterprise. While traditional SLA reporting tools can give the status of a individual metric (such as internet connectivity), Traverse can measure SLA compliance of end-to-end IT services while keeping time of day and weekend schedules as part of its calculation. As an example, users can measure the SLA compliance of an eCommerce service or financial payroll application which has a server farm, a complex fault-tolerant network and a database in a remote location.

Traverse provides a rich set of SLA features:

- Create complex SLA metrics to reflect end-to-end IT or business services, combining values consisting of one or more device tests
- Specify the hour of day and day of week during which the SLA should be calculated to avoid weekends and non-business hours in the calculations
- Specify the length of the SLA compliance time interval as a day, week or month
- Specify the time interval before the downtime is counted towards an SLA violation (e.g. a small outage of less than 30 seconds does not count towards an SLA violation)

## SLA for End-to-end Services

In addition to specifying and monitoring SLAs for individual metrics (such as link uptime or database response time), users can create SLAs for end-to-end IT services using Traverse's unique Business Service Containers. Along with the composite metrics feature in Traverse, users can monitor SLAs for all aspects of the business.

## SLA Schedules – Time of Day

The SLA metrics calculations can be defined so that the SLA is only calculated for specific time periods, such as 9-5 Mon – Fri, and ignored for all other times. The calculation windows/schedules are customizable and the user can specify the time of day and day of week in calculating the SLA metrics.

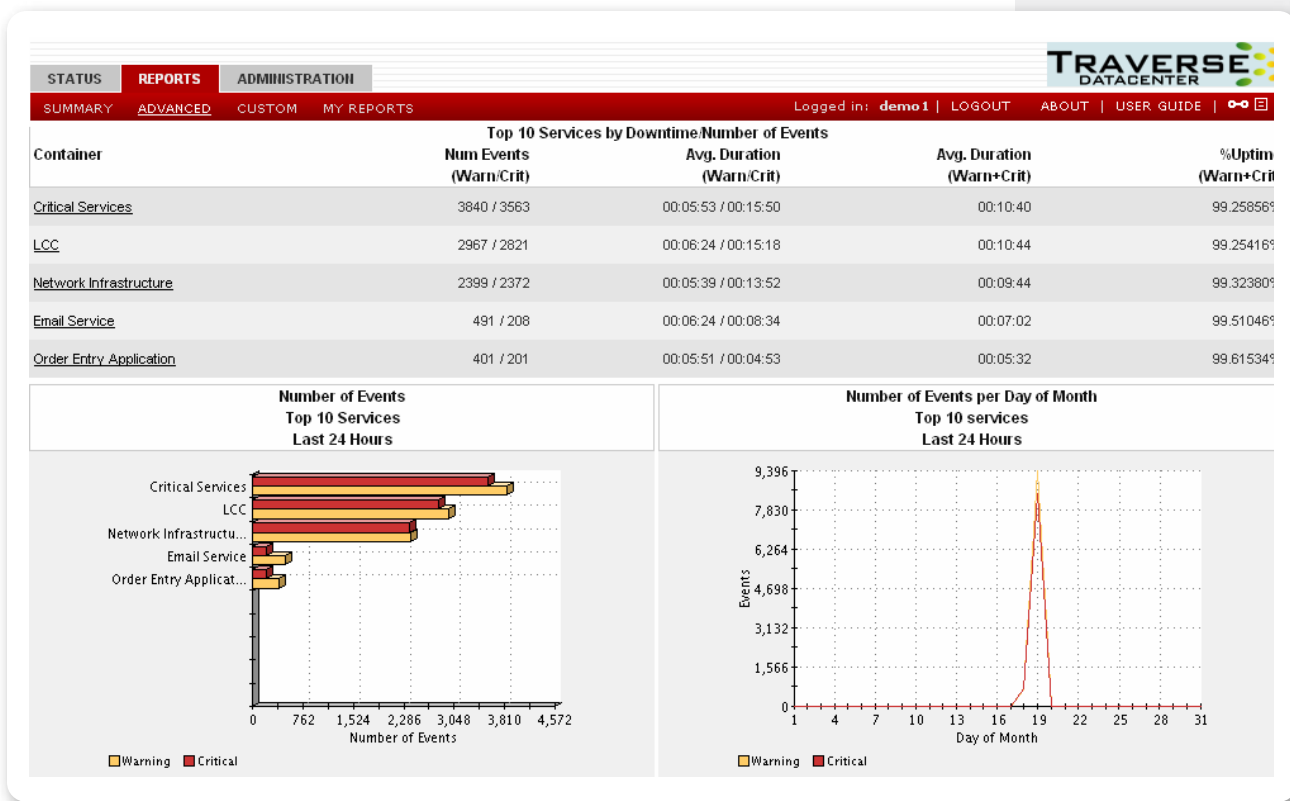
## Avoid False Alarms or 'Slips'

Users can specify whether small outages (as defined by users) are to be excluded from SLA violation calculations.

## Real-time Dashboard

The SLA dashboard displays the amount of time that a metric is within the SLA threshold, and also displays how close the metric is to violating the defined SLA. This information is updated in real time, and users can drill down to see details instantly.





## SLA Reports

In addition to the real-time SLA dashboard, Traverse offers a variety of SLA reports that can be generated ondemand or automatically using Traverse’s reporting engine:

- **Business Impact Report:** Displays services impacted by events and general event information.
- **Device Unavailability (Packet Loss) Report:** The Unavailability Report is based on device availability as measured by the ICMP packet loss test. The report shows how many times and for how long packet loss tests were in the critical or unreachable states. The SLA threshold for the packet loss test is used to determine when the test was in critical state. This report shows the top 30 devices by amount of unavailability, displaying total time unavailable and the unavailable percentage.
- **Device Instability Report:** The Device Instability report displays the top ten services affected by number of events. The report consists of the frequency distribution of the events during each hour of the day, each day of the week/month and duration of events.
- **Container Instability Report:** The Container Instability report displays the top ten services affected by number of events. The report consists of the frequency distribution of the events during each hour of the day, each day of the week/month and duration of events.

## ABOUT TRAVERSE

Traverse is a next-generation monitoring solution from Kaseya, a global software solution provider with over 10,000 customers globally. Traverse’s patented technology offers a distributed, scalable monitoring platform with rich data analytics and unified cloud & network management. Traverse allows enterprises and Managed Service Providers to optimize their IT operations with faster mean time to resolution for slow or failed IT services within their infrastructure. Customers leveraging Traverse include the Fortune 100 as well as small-sized and medium-sized businesses worldwide. For more information, visit [www.traverse-monitoring.com](http://www.traverse-monitoring.com)

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