

Horizon 17



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Users Guide

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1. Service Assurance

This section will cover the basic functionalities how *OpenNMS* monitors availability and latency from applications or management agents. To change the behavior of how *OpenNMS* monitors applications or status information from management agents please see the *Administration Guide*. To extend the *Service Monitor* framework please see the *Development Guide*.

Measuring availability and latency of network services or applications is an important part in fault and performance management. In *OpenNMS* this task is provided by a *Service Monitor* framework. The main component is *Pollerd* which provides the following functionalities:

- Track the status of a management resource or an application for availability calculations
- Measure response times for service quality
- Correlation of node and interface outages based on a [Critical Service](#)

The following image shows the model and representation of availability and response time.

Node

IP-Interface 2

10.23.42.1

ICMP

SMTP

HTTP

IP-Interface 1

192.168.1.1

ICMP

SNMP

Availability

Availability (last 24 hours)			100.000%
10.23.42.1	0 17:00 20:00 23:00 02:00 05:00 08:00 11:00 14:00		100.000%
HTTP			100.000%
ICMP			100.000%
SMTP			100.000%
192.168.1.1	0 17:00 20:00 23:00 02:00 05:00 08:00 11:00 14:00		100.000%
ICMP			100.000%
SNMP			100.000%

ICMP Response Time

50 n

40 n

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