

# Dokumentation

docs.opennms.org/opennms/releases/20.0.1/guide-user/guide-user.html#

Users Guide

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## 4. Business Service Monitoring

While OpenNMS detects issues in your network by device, interface or service, the *Business Service Monitoring (BSM)* takes it one step further. The *BSM* components allows you to monitor and model high level *Business Services (BS)* and helps quickly identify the most critical problems affecting these. With the *BSM* feature it is possible to model a high level *BS* context around the technical *Service Monitors* provided in *OpenNMS*. To indicate which *BS* is effected an *Operational Status* is calculated.

As an example, let's assume a company runs an online store. Customers enter through a login system, select items, place them in the shopping cart and checkout using a payment system. The whole service is provided by a few web servers and access data from databases. To monitor the status of the databases, a *SQL* service monitor on each database server is configured. For testing the web servers a *HTTP* service monitor is used for each of them. Covering the overall functionality a *Page Sequence Monitor (PSM)* is used to test the login, shop and payment workflow through the provided web portal. A possible representation of the whole system hierarchy is shown in figure [Example scenario for a web shop](#).

*Example scenario for a web shop*

```
graph TD; User[User] --> Login[Login]; User --> Shop[Shop]; User --> Payment[Payment]; Login --> PSM_Login[PSM :: Login]; Shop --> PSM_Shop[PSM :: Shop]; Payment --> PSM_Payment[PSM :: Payment]; PSM_Login --> Web_Server[Web Server]; PSM_Shop --> Web_Server; PSM_Payment --> Web_Server; Web_Server --> web01[web01 :: HTTP]; Web_Server --> web02[web02 :: HTTP]; Web_Server --> web03[web03 :: HTTP]; Web_Server --> Database[Database]; Database --> db01[db01 :: SQL]; Database --> db02[db02 :: SQL];
```

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### Getting Started

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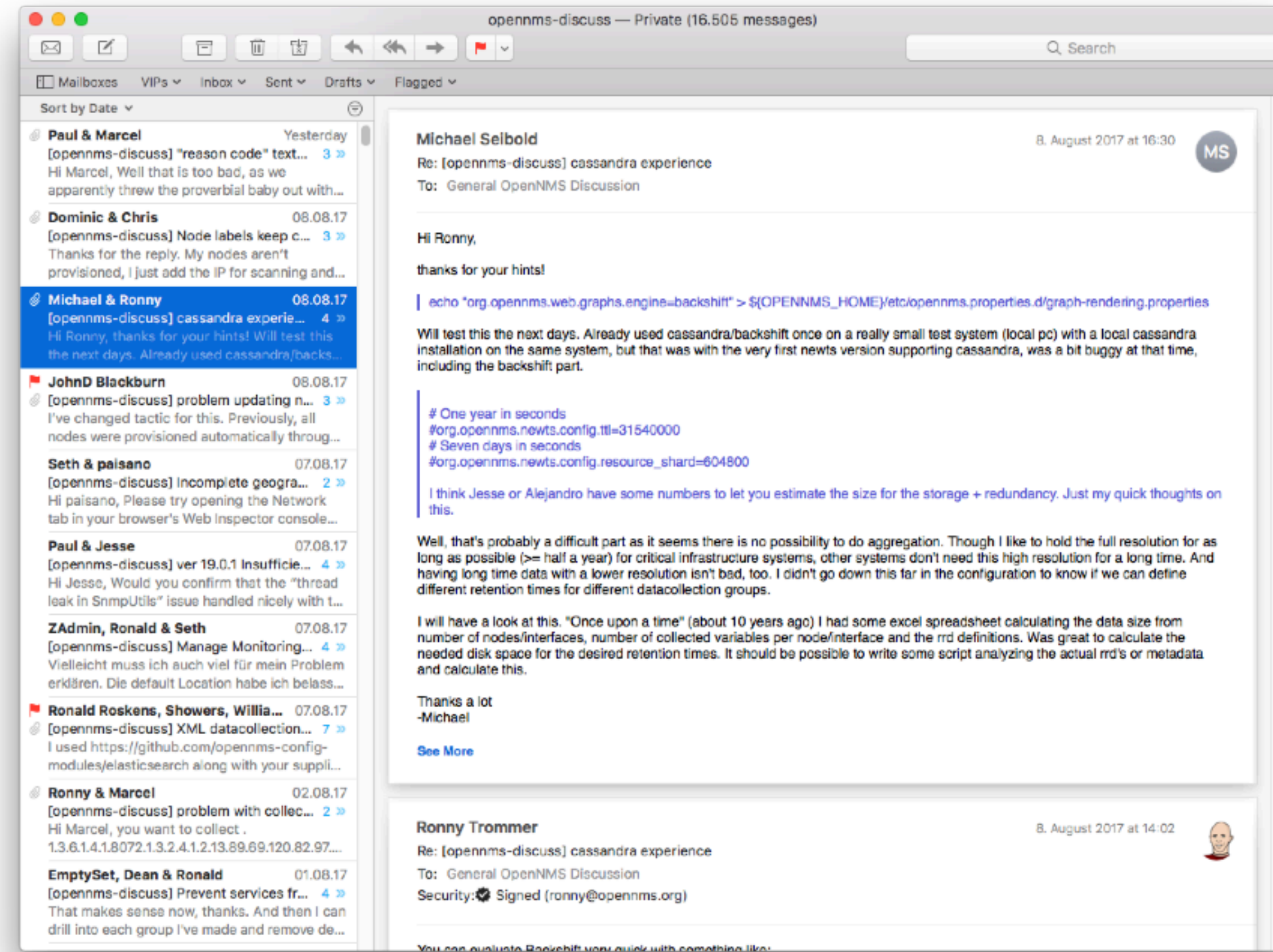
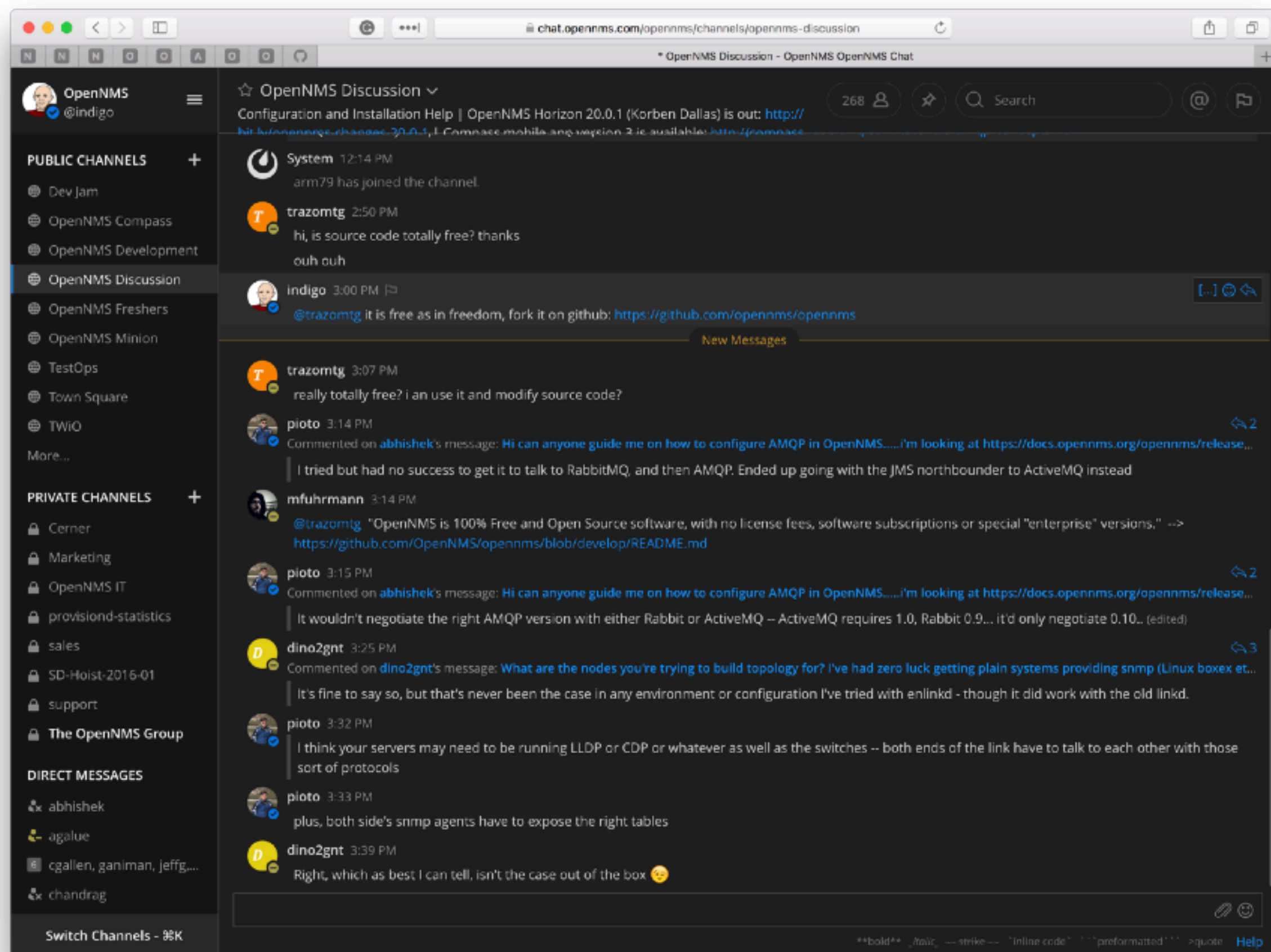
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