**Terminology:**

1. Availability Monitoring:
   * It obtains the up/down status of a system as an indication if the service is available to users.
2. End to End Monitoring
   * It really means a collection of monitoring so that we know what’s going on from end to end where availability monitoring is the most important part.
3. Synthetic Monitoring
   * It refers to the polling mechanism by an running logic outside of the application to detect if the service is running property by issuing API calls, or through a UI simulator pretending to be a customer to the service you are monitoring.
4. Internal Monitoring
   * It refers to the monitoring done not through synthetic Monitoring. Internal monitoring provides the data from within - the infrastructure, the instrumentation of the application, etc.
5. External Dashboard
   * It’s specific for the SaaS customers to check the service’s status and other information.
   * Not all monitoring data should be exposed on external dashboards.
   * IoT has IoT Customer Communication Center to host the external dashboard for our customers.
     + <https://status.internetofthings.ibmcloud.com/>
6. Application Monitoring
   * It refers to providing insight with the application specific metrics that normally can only be obtained through instrumentation of the application code.
   * The term is used to differentiate the infrastructure or middleware monitoring that are generally common from offering to offering.

**How to implement Monitoring for an offering?**

1. Gain **access** to Grafana and see monitoring in action
   * Production Grafana url (strictly internal for IBM): <https://9.66.246.25:6870/grafana/all/?orgId=2>
   * external dashboard: <https://status.internetofthings.ibmcloud.com/>
2. Understand **monitoring** requirement
   * <https://pages.github.ibm.com/Watson-IoT/IOT-Monitoring/landing/landing-IoTReq.html>
3. Understand the IoT monitoring platform
4. **Acquire** a pin code for your offering
5. Start to collect monitoring data
6. Create dashboard
7. Acquire access to Marmot Admin console and create Alert based on your monitoring metrics
8. On board IoT Customer Communication Center