

The Third Place Applied Research

Scientific Committee: Information and Communication Technology

Research Work Title

Modern Integrated Operations Monitoring Platform



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Abstract:

The Modern Integrated Operations Monitoring Platform is an innovative solution for smart service monitoring, enhancing operational and business intelligence for online service providers in the IT sector. Its primary objective is to ensure the continuous delivery of high-quality services. Achieving sustained delivery of a quality service requires stability, optimal availability, and efficient performance of all components involved in service delivery. Therefore, ensuring the quality and efficiency of a service necessitates the continuous monitoring of all influencing components within that service. This platform enables independent monitoring of all influencing components within a service, while also allowing for integrated monitoring by mapping a graph of these components and their interconnections. Utilizing this graph, the platform facilitates root cause analysis and provides insights into Service Level Agreements (SLAs). Monitoring on the platform is conducted at three levels:

- ▶ **Computing Infrastructure Monitoring:** This encompasses performance monitoring of network devices, physical servers, storage devices, virtualization tools, various operating systems, and data center facility equipment
- ▶ **Application Infrastructure Monitoring:** This includes the performance monitoring of databases, web servers, application servers, message queue systems, service provisioning tools, orchestration tools, and enterprise tools.
- ▶ **Business Applications Monitoring:** This includes monitoring of business services, service operations, application performance, and user experience.



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