



# Business SLA

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## Calculations and Formulae

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# 1 Business Service/SLA

## 1.1 Introduction

Motadata monitors and computes the health of the network to help achieve the acceptable targets as defined by the customer. With Motadata, you only need to define the criteria of acceptance and the system provide you with necessary and actionable details. The SLA module uses following components to identify the health of the network.

- **Monitors:** The system that will be monitored under SLA
- **KPI:** (Key performance indicator) the process in the monitor for which calculations will be performed.
- **Target:** The value is acceptability criteria (in percentage)
- **Alerts:** The information about the network/monitor health with actionable details
- **Compliance:** The green colored clear alert that is generated when a monitor's KPI is achieved
- **Violation:** The red colored critical alert that is generated when a monitor's KPI is not achieved
- **Time:** Duration for which the calculation is performed.

## 1.2 Calculations and Formulae

The SLA screen shows the summary and details of an SLA. The details are either static or computed. The computations are performed at the backend and use following formulae for results:

Static Details	Calculated Details
Business Service	Achieved
SLA Target	Start Date Time
Business Hour	Modified Date Time
SLA Type	Compliance Time
SLA Status	Violation Time
Actions	Compliance Period
	SLA Trend
	Total Monitoring Time
	Elapsed Time
	Remaining Time
	Time to Compliance
	Time to Violation

### 1.2.1 Compliance Summary

#### Static Details

- **Business Service:**

Name of the SLA defined by the customer. It is defined while creating SLA

- SLA Target:

Target value defined by the customer. It is defined while creating SLA

- Business Hour:

The total duration of computation as defined by the customer. It is defined while creating SLA.

- SLA Type:

SLA type (daily/weekly/monthly/quarterly) as defined by the customer. It is defined while creating SLA.

- SLA Status:

Current status of SLA. It is enabled when a new SLA is created.

- Actions:

Email when SLA target is not achieved. Email address is defined by the customer while creating the SLA.

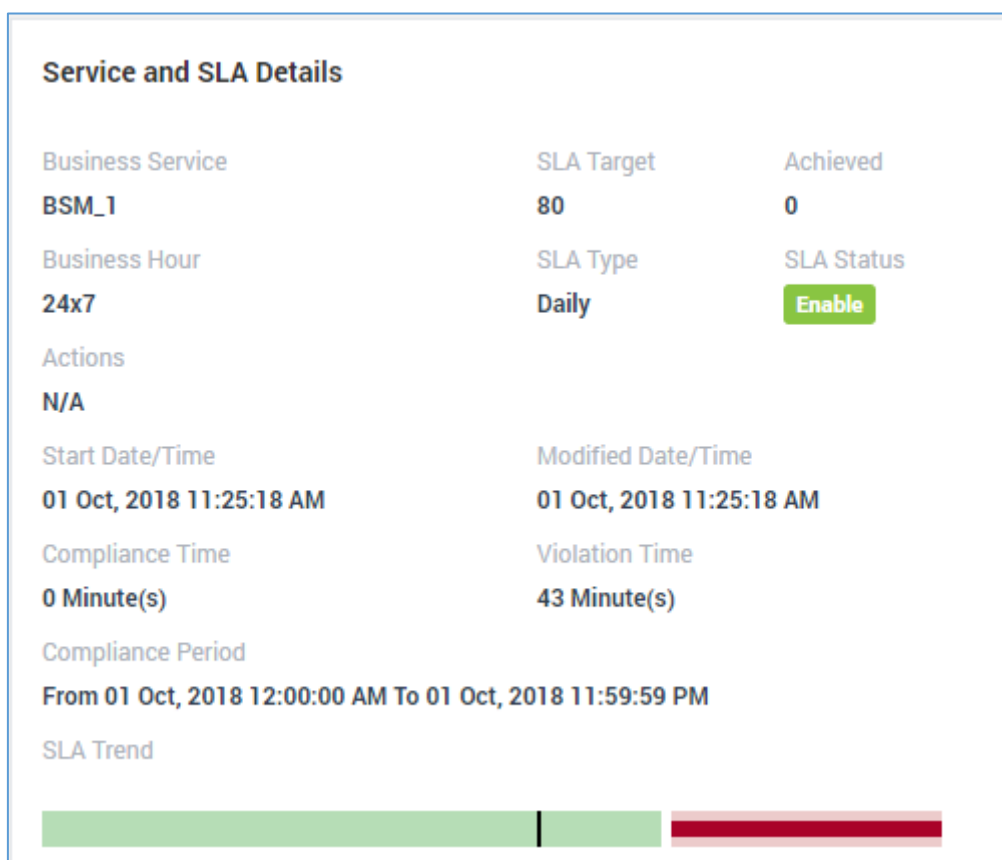


Figure 1: Service and SLA Details

### Calculated Details

- Achieved

It is the percentage of total monitoring time for which the monitor was compliant. It is calculated as:

$$Achieved = Compliance \frac{Time}{Total\ Monitoring\ time} * 100$$

- Start Date/Time:

Date and time when the SLA is configured. It is automatically computed by the system.

- Modified Date/Time:

Date and time when SLA was last changed. It is automatically computed by the system.

- Compliance Time

The time duration for which all the all the monitors displayed green colored clear alerts.

- Violation Time

The time duration for which any one of the monitors displayed red colored critical alert.

- Compliance Period

Shows the starting date-time and ending date-time of the compliance cycle. The calculation for 24x7 business hours is:

- Daily: 12:00 AM to 11:59:59 PM on the same date.
- Weekly: Monday 12:00 AM to Sunday 11:59:59 PM
- Monthly: 1<sup>st</sup> date of month 12:00 AM to the last date of month 11:59:59 PM
- Quarterly: 1<sup>st</sup> date of quarter month 12:00 AM to last date of quarter month 11:59:59 PM

For example: If you started the SLA on 1<sup>st</sup> October 2018 11:00:00 AM daily, the compliance start date will be 1<sup>st</sup> October 2018 12:00 AM. When business hours are defined, the starting time and ending time will be replaced with respect to the business hours.

- SLA Trend

The graphical representation of SLA showing the ratio of compliance and violation of KPI. The green color shows compliance percentage and the red color shows the violation percentage.



## 1.2.2 Compliance Details

Compliance Details	
Total Monitoring Time	12 Hour(s),34 Minute(s)
Elapsed Time	50 Minute(s)
Remaining Time	11 Hour(s),44 Minute(s)
Time to Compliance	10 Hour(s),3 Minute(s)
Time to Violation	1 Hour(s),48 Minute(s)

Figure 2: Compliance Details

- Total Monitoring Time

It is the duration for which the SLA will run the monitor. In 24x7 hours scenario, the total monitoring time will be:

$$\begin{aligned} \text{Total Monitoring Time} \\ = \text{Ending date and time of compliance} - \text{Last modified date and time} \end{aligned}$$

In business hours scenario, the time is computed based on the business hours (configured from admin section) for the selected SLA type.

- Elapsed Time

It is the duration for which system is monitored. It is calculated as:

$$\text{Elapsed time} = \text{current server time} - \text{last modified date time}$$

- Remaining Time

It is the duration that is remaining for monitoring. It is calculated as:

$$\text{Remaining Time} = \text{Total Monitoring Time} - \text{Elapsed Time}$$

- Time to Compliance

The remaining time duration to achieve the SLA target. To understand it, let's take an example:

- Total monitoring time = 24 hours (1660 minutes)
- Target = 80 (in percentage)
- Elapsed Time = 1 hour (60 minutes)

The time to compliance will be 80% of total monitoring time - compliance time. The generic calculation is (in minutes):

$$\text{Time to compliance} = \left( \text{Total monitoring time} * \frac{\text{Target}}{100} \right) - \text{Compliance time}$$

- Time to Violation

Similar to the time of compliance, the time to violation will be 20% (100 - target value) of total monitoring time - violation time. The generic calculation is (in minutes):

$$\textit{Time to violation} = \left( \textit{Total monitoring time} * \frac{(100 - \textit{target})}{100} \right) - \textit{violation time}$$

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Motadata is industry's first IT ops solution that truly correlates the metric, flow and log events and turns them into actionable insights. Our global customers from Telecom, Government and Enterprise domain, rely on Motadata for proactively monitor their network infrastructure.

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