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## Creating a Tiered Service Offering

ScienceLogic version 12.2.0

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# Chapter

# 1

## Creating a Tiered Service Offering

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### Overview

This manual describes how a service provider might configure SL1 to offer their customers a managed service for the devices that are hosted by the provider or on a customer site.



In this example, there are three initial configuration steps:

1. Creating Product SKUs
2. Creating Device Templates
3. Creating User Policies

After performing the initial configuration, you can provision a new customer by:

1. Creating an Organization record
2. Aligning Product SKUs to the Organization record
3. Creating and running a Discovery Session that includes the appropriate Device Template
4. Creating a user account for the customer

Use the following menu options to navigate the SL1 user interface:

- To view a pop-out list of menu options, click the menu icon ()
- To view a page containing all of the menu options, click the Advanced menu icon ().

This chapter covers the following topics:

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## Levels of Service

In this example, customers will be offered three tiers of service:

- **Bronze**, which includes the availability and latency monitoring that SL1 automatically performs for every device.
- **Silver**, which includes additional monitoring capabilities, including CPU, physical memory, file system and interface statistics collection.
- **Gold**, which includes more frequent Interface statistics collection and additional, device/application specific, collection. For example, gold-level monitoring for an Apache Web Server might include:
  - Port monitoring policies for ports 80 and 443
  - A web content verification policy
  - A system process monitoring policy for the "httpd" process.

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## Steps to Configure the Tiered Service

This manual describes the following steps for creating and offering the example service:

1. **Creating Product SKUs.** SL1 uses **SKUs** to track the products and services that are associated with the devices, organizations, interfaces, and assets in the system. In this example, a product SKU is created for each type of device for each level of service. For example, this example includes a product SKU for "Gold Level Apache/Linux Server Monitoring". When a new customer is provisioned, the product SKUs for the services that they subscribed to are manually aligned with that customer's organization record.
2. **Creating Device Templates.** In SL1, you use **device templates** to save a set of parameters for monitoring a device. For example, a device template can specify the availability protocol, interface monitoring settings, and device/application-specific monitoring settings for a device. You can use the device template to reconfigure multiple devices or device groups, or to specify the initial configuration for all devices discovered using a specific discovery session. In this example, a device template is configured for each type of device for each level of service. For example, this example includes a device template for "Gold Level Apache/Linux Web Servers". When a new customer is provisioned, the appropriate device template is selected in the discovery session(s) that will discover that customer's devices. If you select a device template in a discovery session, all monitoring settings in the device template are automatically applied to each discovered device.
3. **Creating User Policies.** In SL1, user policies allow you to define a set of user account properties and permissions to re-use for multiple user accounts. When you create a user account, you can use a user policy to quickly apply settings to the new user account. User policies have a dynamic relationship with their member user accounts. When you make a change to a user policy, the user accounts associated with that user policy are automatically updated. In this example, a single user policy is defined that grants customer-level access to the system. When a new customer is provisioned, the user policy is used to create a user account for the new customer.

4. **Provisioning a New Customer.** The following provisioning process is used in this example:

- An organization is created for the customer.
- The product SKUs for the services the customer subscribed to are aligned with the organization. Because each product SKU in this example specifies a service level and a type of device, a customer could subscribe to a different service level for each type of device. For example, a customer might subscribe to gold service for their Database Servers and silver service for their Apache/Linux Web Servers.
- A discovery session is created for each type of customer device. For example, one discovery session that includes all the customer's Apache Web Servers, one discovery session that includes all the customer's Database Servers, and so on. The appropriate device template is selected based on the product SKU's listed in the customer's organization record.
- A user account is created for the customer. The pre-configured user policy is used to create the user account.

**NOTE:** This manual describes how to provision devices manually. You could configure an automatic provisioning process using the ScienceLogic API.

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# Chapter

# 2

## Configuring Product SKUs



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### Overview

SL1 uses **SKUs** to track the products and services that are associated with the devices, organizations, interfaces, and assets in the system.

In this example, a product SKU is created for each type of device for each level of service. For example, this example includes a product SKU for "Gold Level Apache/Linux Server Monitoring". When a new customer is provisioned, the product SKUs for the services that they subscribed to are manually aligned with that customer's organization record.

Use the following menu options to navigate the SL1 user interface:

- To view a pop-out list of menu options, click the menu icon (.
- To view a page containing all of the menu options, click the Advanced menu icon (  ).

This chapter covers the following topics:

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<a href="#">Example Product SKU Definitions</a> .....	7

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## Creating a Product SKU

To create a product SKU for this example, perform the following steps:

1. Go to the **Product Catalog** page (Registry > Service Provider Utilities > Product Catalog or Registry > Business Services > Product Catalog in the Classic user interface).
2. Click **[Create]** in the top right of the page. The **Add Product** page appears:
3. In the **Add Product** page, enter values in the following fields. See the [Example Product SKU Definitions](#) for section for a list of example values:
  - **Product Name**. Name of the product. For example, "Bronze Level Apache Web Server Monitoring".
  - **SKU Identifier**. A numeric identifier for the product based on your business requirements and processes.
  - **Product Class**. Description of the type of product. System administrators can click the plus icon or use the **Select Objects Editor** page (System > Customize > Select Objects) to customize the list of possible choices in this field.
  - **Addendum/Description**. Additional identification for the SKU. Can be up to 24 characters in length.
  - **For Entity Type**. The element for which you are creating a product. In this example, product SKUs are associated with customer organizations. Select *Organization* in this field.
4. Click **[Save]** to save the new product SKU.
5. Optionally, you can track the cost for each service by entering values in the following fields and then click **[Save]** again:
  - **Non-Recurring Cost**. Any initial, non-recurring cost associated with the product. Can be up to 12 characters in length.
  - **Monthly Recurring Cost**. Monthly recurring cost associated with the product.

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## Example Product SKU Definitions

The following table lists example values for product SKUs that match the device templates described in [Configuring Device Templates](#):

Product Name	Product Class	SKU Identifier	Addendum/Description
Bronze-Level Monitoring	Managed Network Management Services	BRNZ-ALL	Bronze: All Devices
Silver-Level Net-SNMP Monitoring	Managed Network Management Services	SILV-NETSNMP	Silver: Net-SNMP
Gold-Level Apache/Net-SNMP Monitoring	Managed Network Management Services	GOLD-APACHE	Gold: Apache/Net-SNMP

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# Chapter

# 3

## Configuring Device Templates

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### Overview



In SL1, you use **device templates** to save a set of parameters for monitoring a device.

For example, a device template can specify the availability protocol, interface monitoring settings, and device/application-specific monitoring settings for a device. You can use the device template to reconfigure multiple devices or device groups, or to specify the initial configuration for all devices discovered using a specific discovery session.

In this example, a device template is configured for each type of device for each level of service. For example, this example includes a device template for "Gold Level Apache/Linux Web Servers". When a new customer is provisioned, the appropriate device template is selected in the discovery session(s) that will discover that customer's devices.

If you select a device template in a discovery session, all monitoring settings in the device template are automatically applied to each discovered device.

Use the following menu options to navigate the SL1 user interface:

- To view a pop-out list of menu options, click the menu icon (.
- To view a page containing all of the menu options, click the Advanced menu icon (  ).

This chapter covers the following topics:

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<a href="#">Example Silver-Level Net SNMP Template</a> .....	9
<a href="#">Example Gold-Level Apache/Linux Web Server Template</a> .....	10



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## Device Templates for a Monitoring Service

To create device templates for your monitoring service, you need to determine:

- The levels of service that you want to offer and the monitoring capabilities that you want to include at each level.
- The types of devices that will be monitored. For a level of service, you might need to create a device template for each type of device. For example, if you include TCP/IP port monitoring with a particular level of service, you would need to create a device template for web servers (ports 80 and 443), mail servers (port 25), MySQL servers (port 3306), and so on.

**TIP:** Try discovering some test devices to determine which Dynamic Applications, TCP/IP ports, system processes, Windows services, and other monitoring options are applicable for each type of device.

For the bronze level of service in this example, which includes availability and latency monitoring, no device template is required. To monitor availability and latency without collecting other statistics, such as interface, file system, CPU, and physical memory utilization, you can discover a device using only the ICMP (ping) protocol. For an example of how to create a discovery session that discovers devices using only the ICMP protocol ("pingable" devices), see [Provisioning a New Customer](#).

The following sections describe how to configure the silver level and gold level templates for this example.

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## Example Silver-Level Net SNMP Template

In this example, the following monitors are included in the silver-level service:

- **Availability and latency statistics.** SL1 will automatically perform these collections for all devices.
- **File system utilization statistics.** If an applicable device is discovered using SNMP, SL1 will automatically perform file system collection every 5 minutes.
- **Interface utilization statistics.** If an applicable device is discovered using SNMP, SL1 will automatically perform interface collection every 15 minutes.
- **CPU utilization statistics.** In SL1 systems, this collection is performed using Dynamic Applications. Dynamic Applications are customizable policies that tell the system what data to collect from devices, how to present that data, and when to generate alerts based on the data.
- **Memory utilization statistics.** In SL1 systems, this collection is performed using Dynamic Applications.

For a tiered service, you will want to limit what is monitored on each device. As a result, this example disables automatic alignment of Dynamic Applications during initial discovery. Instead, the Dynamic Applications for CPU and Memory utilization statistics are applied using a device template. This section describes how to configure a silver-level device template for devices that support Net-SNMP, which includes most Linux and Solaris devices.

To configure the example silver-level device template for Net-SNMP devices:

1. Go to the **Configuration Templates** page (Devices > Templates or Registry > Devices > Templates in the Classic user interface) page.
  2. Click **[Create]**. The **Device Template Editor** page is displayed. By default, all fields in the **[Config]** tab are disabled and will not be modified for the devices to which the template is applied.
  3. For a tiered service, you will want to limit what is monitored on each device. By default, the system will automatically attempt to align Dynamic Applications with each discovered device during nightly auto-discovery. To disable nightly auto-discovery for the devices to which this template is aligned, *enable* the following fields by selecting the field name:
    - **Dynamic Discovery**
    - **Auto-Update**
- When you enable each field, they are unchecked by default. Un-checking these checkboxes for a device disables nightly auto-discovery for that device.
- For this example, all the other fields in the **[Config]** tab are left disabled. During discovery, SL1 will supply appropriate default settings in these fields.
4. To configure the Dynamic Applications that will be aligned to the devices to which this template is applied, click the **[Dyn Apps]** tab.
  5. In the **Subtemplate Selection** pane, select *Add New Dynamic App Sub-Template*.
  6. In the **Align Dynamic Application With** field, select *All devices*. The selected Dynamic Application will be aligned to all devices to which this template is applied.
  7. In the **Dynamic Application** field, select *Net-SNMP: CPU*. This Dynamic Application monitors CPU utilization on devices that support Net-SNMP. If you are configuring a device template for a different type of device, you could select a Dynamic Application that is applicable to that device in this field.
  8. To enable the **Credentials** field, select its label. The Net-SNMP: CPU Dynamic Application uses SNMP to collect data. Select *Default SNMP credential* in this field.
  9. To configure memory utilization collection, repeat steps 5 - 8, selecting *Net-SNMP: Swap* in the **Dynamic Application** field.
  10. In the **Template Name** field at the top, type a name for the template. For example, "Silver-Level Net-SNMP".
  11. To save the device template, click **[Save]**.

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## Example Gold-Level Apache/Linux Web Server Template

In this example, the gold-level service includes all monitoring included in the silver-level, plus more frequent Interface utilization collection and additional, device-specific collection. The template described in this section includes gold-level monitoring for an Apache Web Server running on a device that supports Net-SNMP. This example includes the following monitors in the gold-level service:

- Port monitoring policies for ports 80 and 443
- A web content verification policy
- A system process monitoring policy for the "httpd" process

To configure the example gold-level template for an Apache Web Server running on a device that supports Net-SNMP, perform the following steps:

1. To include all monitoring included in the silver-level service, perform steps 1-9 from [Example Silver-Level Net-SNMP Template](#).
2. To configure more frequent Interface collection, click the **[Interface]** tab.
3. In the **Apply Settings To** field, select *All interfaces on device*.
4. To enable the **Collection State** field, select its label. Select *Enabled* in this field.
5. To enable the **Collection Frequency** field, select its label. To perform more frequent collection for gold-level devices, select *5 min.* in this field.
6. To configure the port monitoring policies, click the **[Port Policies]** tab.
7. In the **Subtemplate Selection** pane, select *Add New Port Sub-Template*.
8. In the **Port / Service** field, select *80 / http*. Leave all fields set to the default values, which will add the policy to the management IP address for all devices to which the template is applied. SL1 will collect availability information for the port every 5 minutes.
9. In the **Subtemplate Selection** pane, select *Add New Port Sub-Template*.
10. In the **Port / Service** field, select *443 / https*. Leave all fields set to the default values, which will add the policy to the management IP address for all devices to which the template is applied. SL1 will collect availability information for the port every 5 minutes.
11. To configure the web content monitoring policy, click the **[CV Policies]** tab.
12. In the **Subtemplate Selection** pane, select *Add New CV Sub-Template*.
13. Supply values in the following fields:
  - **Policy Name**. Enter a name for the policy in this field. For example "Standard Gold-Level Monitor".
  - **State**. Select *Enabled* in this field.
  - **Uniform Resource Locator (URL)**. Enter "http://%D" in this field. When SL1 performs collection for this policy, the IP address of the device for which collection is being performed will be substituted in to the %D value.
  - **Error Code**. If you expect all monitored devices to return a specific HTTP status code, select that status code in this field. This example assumes all monitored devices will return the most common healthy status code. Select *200 OK* in this field. SL1 will generate an alert if a web site returns a status code other than the one selected.

**NOTE:** This example does not have specific requirements for the other settings defined in this page. You can leave the remaining fields set to the default values.

14. To configure the system process monitoring policy, click the **[Proc Policies]** tab.
15. In the **Subtemplate Selection** pane, select *Add New Process Sub-Template*.
16. Supply values in the following fields:

- **Add Policy To.** Select *All Devices* in this field.
- **Process Name.** Select *httpd* in this field. If *httpd* has not been discovered as a running process for any device discovered in the system, select the plus icon (+), then enter "httpd" in this field.
- **Alert if Found.** Select *No* in this field. The system will generate an event if the *httpd* process is not running on a monitored device.

**NOTE:** This example does not have specific requirements for the other settings defined in this page. You can leave the remaining fields set to the default values.

17. Type a name for the template in the **Template Name** field. For example, "Gold-Level Apache/Net-SNMP".
18. To save the device template, click **[Save]**.

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# Chapter

# 4

## Configuring User Policies

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
### Overview

In SL1, user policies allow you to define a set of user account properties and permissions to re-use for multiple user accounts. When you create a user account, you can use a user policy to quickly apply settings to the new user account.

User policies have a dynamic relationship with their member user accounts. When you make a change to a user policy, the user accounts associated with that user policy are automatically updated.

In this example, a single user policy is defined that grants customer-level access to the system. When a new customer is provisioned, the user policy is used to create a user account for the new customer.

Use the following menu options to navigate the SL1 user interface:

- To view a pop-out list of menu options, click the menu icon (.
- To view a page containing all of the menu options, click the Advanced menu icon (.

This chapter covers the following topics:

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<i>Editing a User Policy</i> .....	14
<i>Editing an Access Key</i> .....	15

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## Using the Default User Policies

SL1 includes a set of sample user policies that are created when SL1 is installed. These sample user policies are intended as a starting point for you to create a set of user policies to meet your needs. If you edit the sample user policies, your changes will not be overwritten when you upgrade SL1.

The sample user policies use a sample set of **access keys**. An access key is a customized group of privileges that allow a user to perform actions in SL1. Each privilege, called an **access hook**, typically grants a single action, such as viewing a specific page or editing a specific entity.

Access hooks are grouped into access keys for easier management and alignment with users. SL1 includes 28 sample access keys by default. Similar to the default user policies, these access keys are intended as a starting point for you to create a set of access keys to meet your needs. If you edit the sample access keys, your changes will not be overwritten when you upgrade SL1.

This example uses the default "End User" user policy, which grants limited, view-only access to the user interface. This user policy was designed primarily to be used by customers of service providers.

The "End User" user policy is assigned access keys that allow associated users to:


- Use the basic user tools, including the Finder tool and User Preferences
- View, create, and add notes to tickets
- View dashboards that other users have shared with them
- View their organization record and user accounts associated with their organization
- View performance data and events for their devices
- View data about IT Services that other users have shared with them

The following sections describe how you can customize the default "End User" user policy and the default access keys to meet your needs.

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## Editing a User Policy

To edit a user policy, including removing or adding permissions, perform the following steps:


1. Go to the **User Policies** page (Registry > Accounts > User Policies). The page displays the default user policies and any additional user policies that have been configured in SL1.
2. Click the wrench icon () for the user policy you want to edit. For this example, edit the "End User" user policy. The **User Policy Properties Editor** page is displayed. Some fields have been disabled in the default user policies; disabled fields appear grayed out in the **User Policy Properties Editor** page. When you disable a field in a user policy, that field can be edited on a per-user account basis for all user accounts that are associated with the user policy. For example, if you are using a single user policy for multiple customers, you would leave the **Organization** field disabled; you would align each customer account with the corresponding customer organization when you create their user account. To enable or disable a field, select the field name.

3. To customize the user policy, you can edit the value in one or more fields in this page. A common customization is adding and removing access keys. The right pane in the **User Policy Properties Editor** page lists all the access keys in the platform; select the checkboxes for the access keys that you want to grant to your customers. You might want to remove some of the default access keys based on your use of SL1. For example, if you are not using the asset management feature, you might want to remove the "Asset - View" and "Asset - Administration" access keys.
4. Click **[Save]** to save your changes.

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## Editing an Access Key

To change the permissions that are granted by a specific access key, perform the following steps:

1. Go to the **Access Keys** page (System > Manage > Access Keys).
2. Click the wrench icon () next to the access key that you want to edit. For example, select the "Devices - Information View" access key. This access key grants view-only access to performance data and events for devices. The **Key/Hook Alignment Editor** is displayed.
3. The **Aligned Access Hooks** field displays the access hooks that are granted by this access key. The **Unaligned Access Hooks** field displays all the other access hooks that are available in the platform:
  - To add an access hook to the access key, select the access hook in the **Unaligned Access Hooks** field, then select the right arrow button (**[>>]**).
  - To remove an access hook from the access key, select the access hook in the **Aligned Access Hooks** field, then select the left arrow button (**[<<]**).
  - For example, the "Devices - Information View" includes the *Dev:View Profile* access hook. This access hook allows a user to view the **[Profile]** tab in the **Device Reports** panel. If you do not want your customers to have access to this tab, select *Dev:View Profile* in the **Aligned Access Hooks** field, then select the left arrow button (**[<<]**).
4. Click **[Save]** to save your changes.

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# Chapter

# 5



## Provisioning a New Customer

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### Overview

This chapter describes how to provision a customer that has subscribed to a monitoring service.

Use the following menu options to navigate the SL1 user interface:

- To view a pop-out list of menu options, click the menu icon (.
- To view a page containing all of the menu options, click the Advanced menu icon (  ).

This chapter covers the following topics:

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## Creating an Organization and Aligning Product SKUs

The first step for provisioning a new customer is to create an organization record. All of the main entity types in a SL1 system are associated with an organization. In this example, the monitoring services that a customer has subscribed to are tracked by aligning the product SKUs for the services to the customer's organization record. The personnel responsible for discovering that customer's devices in the SL1 system can then view the customer's product subscriptions to determine which device template to include in the discovery session.

To create an organization and align product SKUs, perform the following steps:

1. Go to the **Organizational Account Administration** page (Registry > Accounts > Organizations).
2. Click **[Create]**. The **Add Organizational Record** page is displayed in a new window.
3. Based on your business requirements, supply values in the fields in this page. The required field is:
  - **Organization Name**. Type the name of the customer.
4. Click **[Save]**.
5. To align the SKUs for the monitoring services that customer has subscribed to the organization record, select the **[Actions]** button on the **Organization Properties** page and select *Product Catalog*. The **Product Catalog** modal page appears.
6. Select the checkbox for each SKU to which the customer has subscribed.
7. Click **[Save]** and close the **Product Catalog** modal page.
8. Click **[Refresh]** on the **Organization Properties** page. The selected SKUs appear in the **Product Usage List** pane.

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## Creating a Discovery Session for Pingable Devices

In this example, Bronze-level monitoring includes only availability and latency monitoring. To create a discovery session that uses only the ICMP protocol to discover devices, perform the following steps:

1. Go to the **Discovery Control Panel** page (System > Manage > Classic Discovery or System > Manage > Discovery in the Classic user interface).
2. Click **[Create]**. The **Discovery Session Editor** page appears.
3. Supply values in the following fields:
  - **IP Address/Hostname Discovery List**. Enter the IP addresses or hostnames for the customer's devices.
  - **Initial Scan Level**. Select *0. Model Device Only* in this field. For a tiered service, you will want to limit what is monitored on each device. Choosing this option disables automatic alignment of Dynamic Applications during initial discovery.
  - **Discover Non-SNMP**. By default, the system will not create device records for devices that respond only to ICMP requests. Select this checkbox to enable discovery of "pingable" devices.

- **Collection Server PID.** Select the Data Collector that will run the discovery session. All devices discovered using this discovery session will be monitored by the Collector Group that includes this Data Collector. If you are using an All-In-One Appliance, leave this field set to the default value.
- **Organization.** Select the customer's organization. All devices discovered using this discovery session will be associated with this organization.

**NOTE:** This example does not have specific requirements for the other settings defined in this page. You can leave the remaining fields set to the default values or select values based on your business requirements.

4. Click **[Save]**.
5. Close the **Discovery Session Editor** page.
6. Click **[Reset]** in the **Discovery Control Panel** page. The new discovery session is displayed in the list of discovery sessions.
7. To run the discovery session, click its lightning bolt icon ().

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## Creating a Discovery Session that includes a Device Template


In this example, you must include a device template in the discovery session when you discover devices with silver-level or gold-level monitoring. As part of the provisioning process, personnel should check the SKUs associated with the organization record to determine which device template should be included in each discovery session.

To create a discovery session that includes a device template:

1. Go to the **Discovery Control Panel** page (System > Manage > Classic Discovery or System > Manage > Discovery in the Classic user interface).
2. Click **[Create]**. The **Discovery Session Editor** page appears.
3. Supply values in the following fields:
  - **IP Address Discovery List.** Enter the IP addresses or hostnames for the customer's devices.
  - **SNMP Credentials.** Select the SNMP credentials that the system should use to communicate with the customer's devices.
  - **Initial Scan Level.** Select *0. Model Device Only* in this field. For a tiered service, you will want to limit what is monitored on each device. Choosing this option disables automatic alignment of Dynamic Applications during initial discovery.
  - **Collection Server PID.** Select the Data Collector that will run the discovery session. All devices discovered using this discovery session will be monitored by the Collector Group that includes this Data Collector. If you are using an All-In-One Appliance, leave this field set to the default value.
  - **Organization.** Select the customer's organization. All devices discovered using this discovery session will be associated with this organization.

- **Apply Device Template.** Select the device template to apply to all devices discovered using this discovery session.

**NOTE:** This example does not have specific requirements for the other settings defined in this page. You can leave the remaining fields set to the default values or select values based on your business requirements.

4. Click **[Save]**.
5. Close the **Discovery Session Editor** page.
6. Click **[Reset]** in the **Discovery Control Panel** page. The new discovery session is displayed in the list of discovery sessions.
7. To run the discovery session, click its lightning bolt icon ().

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## Creating a User Account

To create a user account using the pre-defined "End User" user policy:

1. Go to the **User Accounts** page (Registry > Accounts > User Accounts).
2. Click **[Create]**. The **Create New Account** page appears:
3. Supply values in the following fields:
  - **First Name.** Type the first name of the customer.
  - **Last Name.** Type the last name of the customer.
  - **Account Login Name.** Type a username for the customer. This is the username that the customer will use to log in to the user interface.
  - **Primary Email.** Type the email address of the customer.
  - **Password.** Type an initial password for the user account. If you leave the **Require Password Reset** checkbox selected, the customer will log in with this password and will immediately be prompted to change their password.
  - **Confirm Password.** Type the initial password again.
  - **Organization.** Select the organization that you created for this customer.
  - **Account Type.** To align the account with a user policy, select *Policy Membership* in this field.
  - **Account Templates.** Select the user policy for this account. For example, select *End User*.

**NOTE:** This example does not have specific requirements for the other settings defined in this page. You can leave the remaining fields set to the default values or select values based on your business requirements.

4. Click **[Save]**. Click **[OK]** in the pop-up window that appears.

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