

The logo consists of a blue square containing the text "Sam Knows" in white, stacked vertically.

Sam
Knows

Measuring Broadband America: Fixed Collaborative Meeting

Federal Communications Commission

445 12th Street, SW Washington, DC 20554

10th March 2016



MBA Platform Monitoring Tool



Overview

[Introduction to the MBA server monitoring tool.](#)

In response to feedback from the Measuring Broadband America collaborative SamKnows has developed a server monitoring tool that can be used by all stakeholders to review the health of the platform.

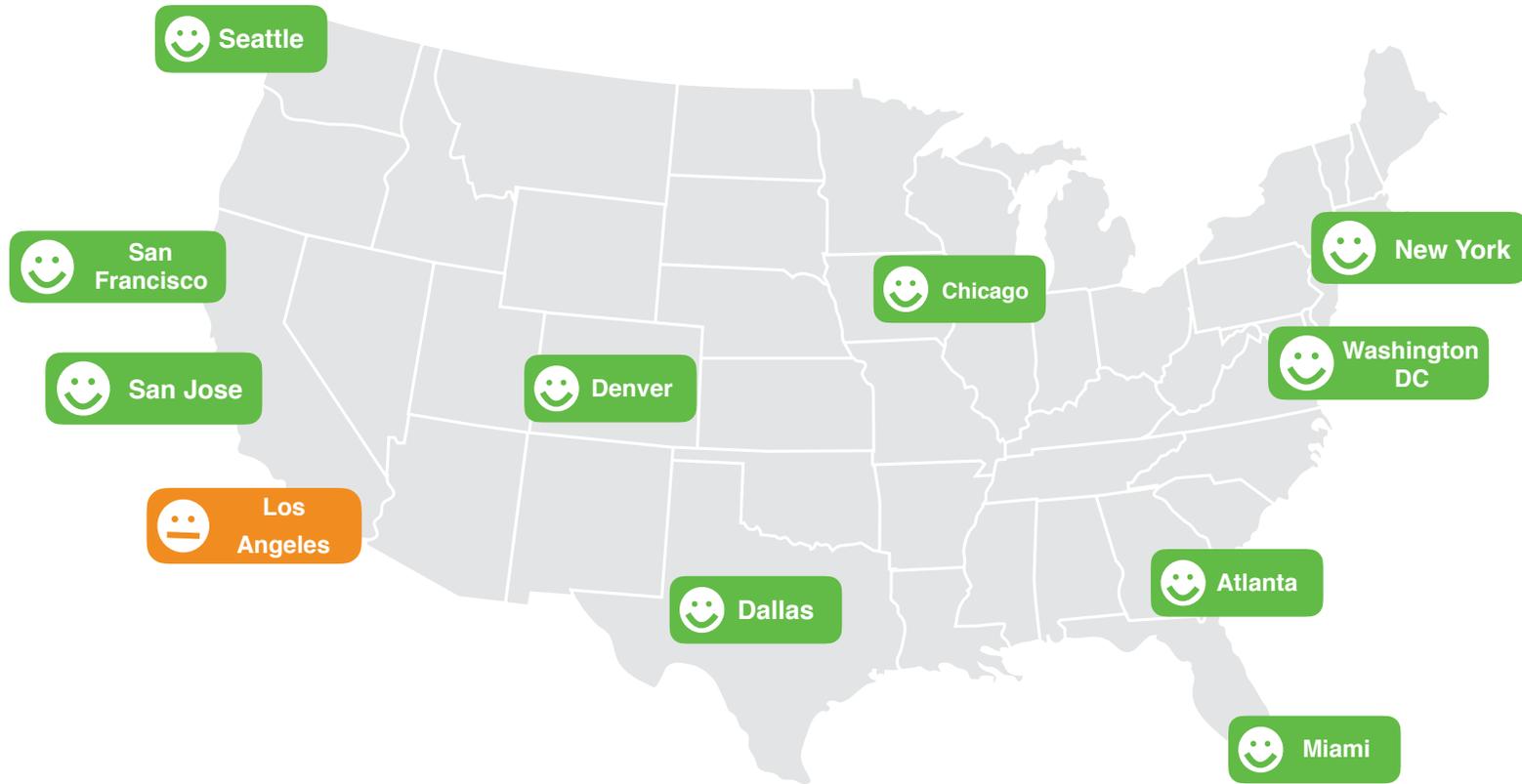
The aim of this dashboard is to present real time data on the status of the platform as well as providing a more detailed level of information on any issues that may arise. Set thresholds have been developed and will be reviewed with both Level 3 and M-Labs to ensure they are able to work with this design.

The dashboard has been created using a simple interface to allow for a quick assessment on the health of the MBA platform. This presentation includes mock ups of the proposed server status pages that will be presented to the viewer. This dashboard will show where servers are operating without any problems as well as highlighting areas where there could be issues. Any area that has an 'Amber' alert can be expanded to show the specific details of the issue as well as the severity.



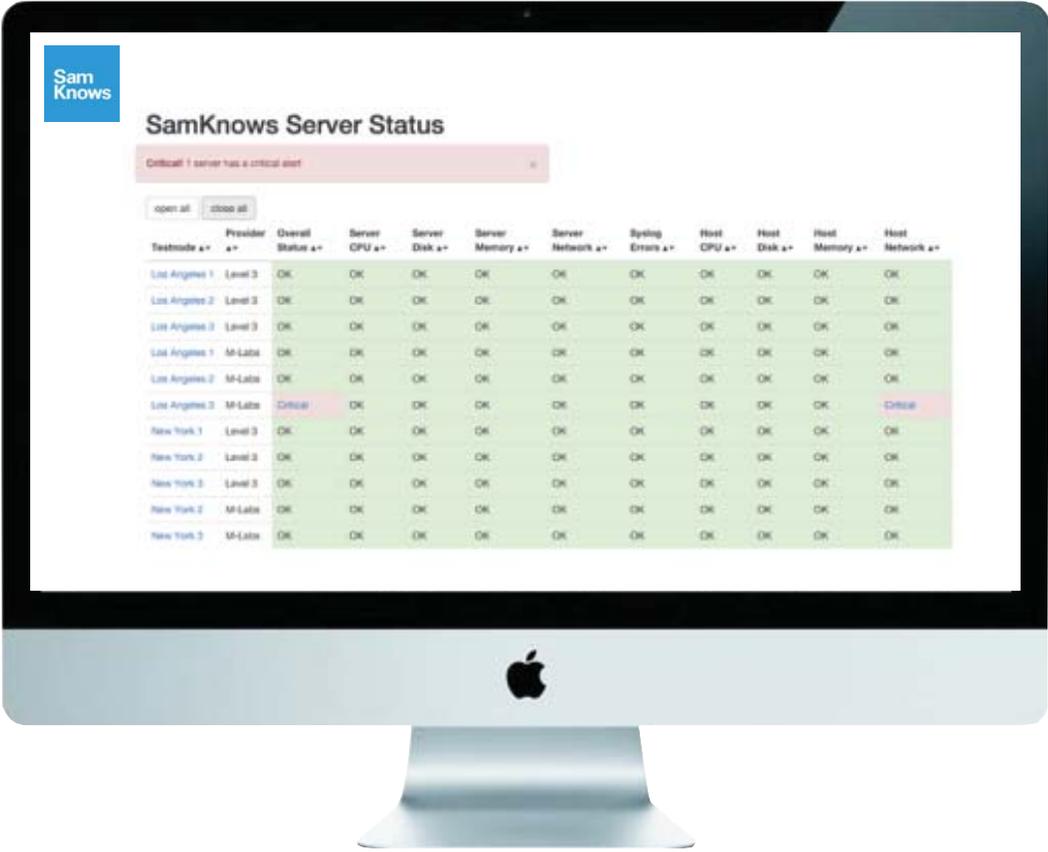
Dashboard for MBA Platform Monitoring Tool

Mock up of the dashboard viewers will see when logging into the MBA Server Monitoring dashboard.



SamKnows Server Status

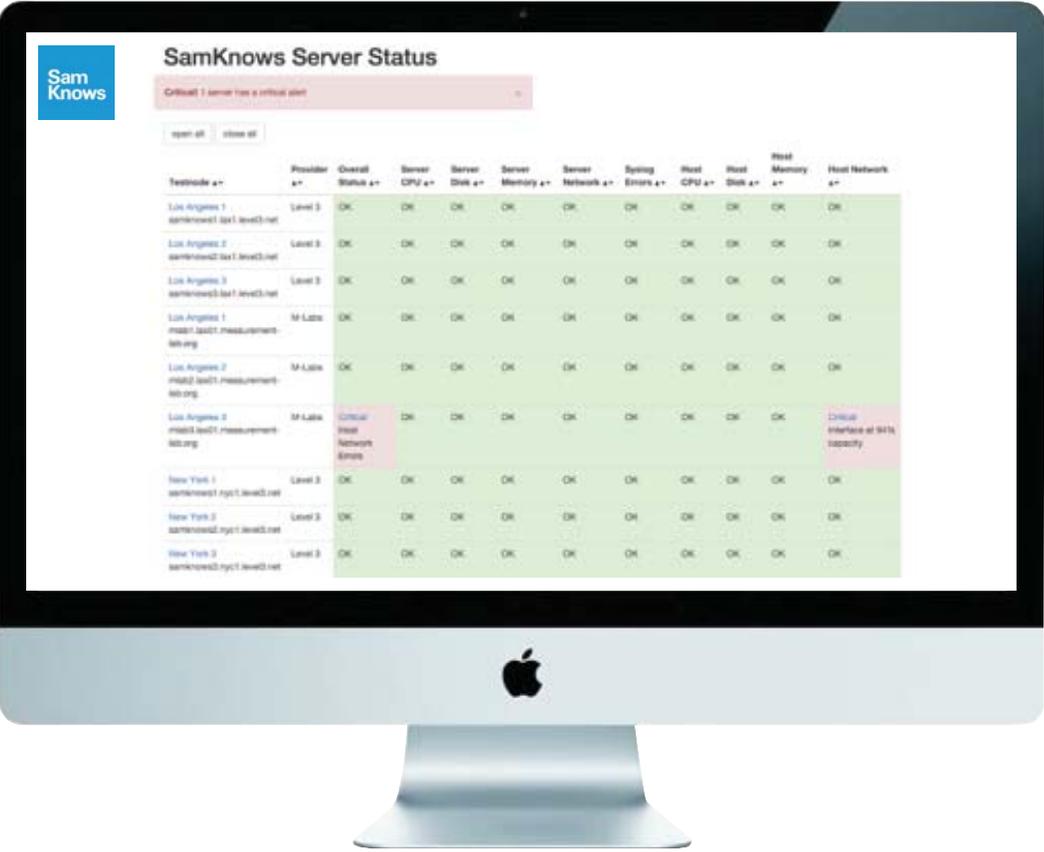
Dashboard mockups created to show health of servers



Users will see this page after clicking on any ‘problem’ areas as highlighted on the splashpage. This will display a list of individual servers along with an overview of where an issue may have occurred. This is intended to provide a deeper level of understanding around where exactly the problem has occurred as well as the cause. Each cell can be expanded to show additional information around the nature of the issue. This is demonstrated on slide 7.

SamKnows Server Status

Dashboard mockups created to show health of servers



This view shows the dashboard with expanded status updates. Where an issue has been flagged then additional information will be provided. As shown in the table on the right hand side, descriptions of the type of problem will be included to give a better understanding of the issues being faced.

Server Status History Log

Issue log to provide a status history of all problems reported on servers.



Host Network Errors
Target: Los Angeles 3



Raid Controller Issue
Target: Dallas, TX 2



Memory Capacity
Target: New York 3

A history log will also form part of the dashboard and will provide more detailed information on the type of issue, the date and time it occurred as well as which servers were affected.



Table of Definitions

Columns used in the server monitoring grid with associated definitions.

Header	Definition
Testnode	The location of the testnode that can be expanded to show the hostname.
Provider	Which one of our partners is hosting the testnode.
Overall Status	A sortable column that shows the aggregate health of the server.
Server CPU	How much load the server is under.
Server Disk	Space issues on the VM and drive / raid errors on a standalone server, including IO operations.
Server Memory	How much available memory the server has.
Server Network	Network utilisation on a VM and any link errors on a standalone server, including speed/duplex issues and port error rates.
Syslog Errors	Any alerts in the messages logs that could indicate an issue.
Host CPU	How much load the virtual machine host is under.
Host Disk	Any space, physical drive or raid errors.
Host Memory	Available memory on the VM host.
Host Network	Network utilisation and link errors.



Key Dates

Key Dates for MBA Project

Key Process Dates for 2016

- 2016 MBA Report Key Dates
- 2017 MBA Report Key Dates

March 14, 2016

First draft of charts created and reviewed.

May 2, 2016

SamKnows requests ISP subscriber data. **If ISPs send up to date subscriber data then SamKnows may weight results by market share.**

June 13, 2016

ISPs send out recruitment emails.

March 25, 2016

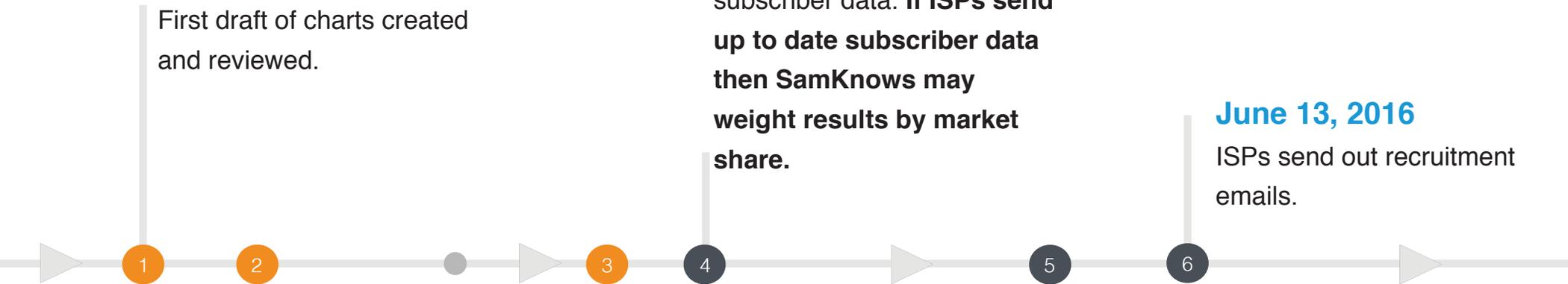
Amendments & Review Process

April 21, 2016

Final draft of charts created for report.

May 17, 2016

Sample plan sent to ISPs.





MBA Assisted Research Study

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