

# Widget SLA

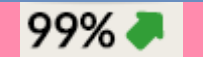
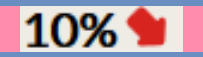
## Description

The SLA widget displays the availability (%) of the chosen element (cluster, host or check) for the last 7 days. The duration time for compute last 7 days percent is between now and 00h00 last 7 days.

2 SLA values are present:

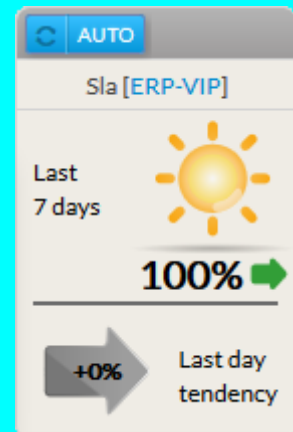
- Last 7 days

The arrow close to the percent show the element SLA variation

-  The state of the element is OK, the SLA is increasing.
-  The state of the element is not OK, the SLA is decreasing.

Between 99% to 100% :

- Status = OK.
- Icon = Sun



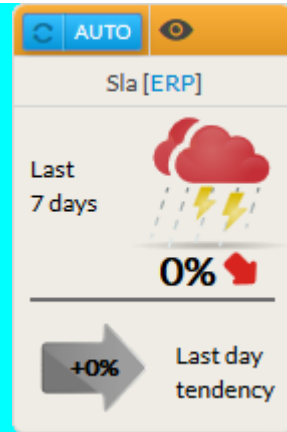
Between 97% and 99% (not included => 98,9%) :

- Status = Warning.
- Icon = Orange clouds hiding the sun.



Between 0% and 97% (not included => 97,9%) :

- Status = Critical.
- A red cloud with lightning will be displayed.



- The previous day trend:
  - It displays the SLA trend during the last day.

The previous day trend ( T\_Day ) is the comparison between current day ( A\_Day ) element availability and last day availability ( A\_Lday ) .

$$T\_Day = A\_Day - A\_Lday$$

| Day trend ( T_Day ) | Arrow             |
|---------------------|-------------------|
| +0% < T_Day +100%   | Last day tendency |
| T_Day = +0%         | Last day tendency |
| -2% T_Day < 0%      | Last day tendency |
| -100% T_Day < -2%   | Last day tendency |

Example :

- The element with availability at 80% the last day and 90% today : The arrow is green points upwards with the text +10%
- The element with availability at 90% the last day and 80% today : The arrow is red points downwards with the text -10%
- The element with availability at 90% the last day and 89% today : The arrow is orange points downwards with the text -1%
- The element with availability at 100% the last day and 100% today : The arrow is gray horizontal with the text 0%

## Usage

As the SLA refers to the availability of an element, a click on the widget will open the Detail panel of this element in the historic tab (see the [Host Detail View](#) and [History Tab](#) chapter for more details).

## Compute

Exemple of compute for the last 7 days percents at 10h00:

|                 |      |      |        |
|-----------------|------|------|--------|
| current day     | 100% | * 10 | = 1000 |
| current day - 1 | 80%  | * 24 | = 1920 |
| current day - 2 | 90%  | * 24 | = 2160 |
| current day - 3 | 90%  | * 24 | = 2160 |
| current day - 4 | 85%  | * 24 | = 2040 |
| current day - 5 | 90%  | * 24 | = 2160 |
| current day - 6 | 100% | * 24 | = 2400 |
|                 |      | 154  | 13840  |

154 : hours in the last 7 days

138,40 : uptime hours in the last 7 days

$13840/154 = 89\%$

## Configuration

1. Select a host or cluster name in the first list.
  - The total number of hosts and clusters will be displayed near "Select Host/Cluster" ( **1**).
  - If no host selected yet, the list of available hosts will automatically opened.
  - You can search (filter) for a host name, typing into the input on top of the list ( **3**).
  - You can clean the current selection by clicking on the swipe icon ( **2**).
2. Once your element is selected, if you want to monitor a specific check, you just have to select check name inside the second list.
3. When configured, press the SUBMIT button

