Managed Service Edition
Lars Michelsen
What, why, how?

Managed Service Edition
What is „Managed Service“?

- Provide monitoring services for 3rd parties
- Operating is not done by the end user
- End user: Read only, Create reports
Requirements

• Distributed Check_MK
  → All sites have the whole configuration

• Managed Service Edition
  → Confidential configuration
Managed Service Edition

- Extended Enterprise Edition
- Same versioning and releases
- Will be added with 1.4.x
Major Features

- Customer management
- Site-individual configuration
- Customizable logo
- Customizable design
- Transparent migration from CEE
Naming

- Check_MK Managed Service Edition
- CME
- Provider
- Customer
CME Architecture

- Only central notifications
- Multiple sites per customer possible
  - Central view for customer planned
Objects
Customer-aware objects

- Global Settings
- Sites (Hosts, Folders)
- Users
- LDAP connections
- Groups (Contact, Host, Service)
- Passwords
- Event Console Rules
Global objects

- Already planned to be customer-aware
  - BI aggregations
  - Host tags
Global objects

- Roles
- Timeperiods
- Extensions (MKPs)
- Alert handlers
- Custom attributes (Hosts, Users)
Object scopes

Global → All sites
Provider → Provider sites
Customer → Customer sites
GUI changes for Provider

- Customer dashboard
- Customer snapin
- Customer filters
- Some painters
How to
Migrate
Migration from CEE

- Update site to CME
- All objects are assigned to the Provider
  - No operational change yet
- Assign site to customer
- At least one user: Global or customer
- Make related objects customer-specific
Live Demo
The Future
Roadmap

- Viewer sites for customers
- Recursive deletion of customers
- Customer-oriented standard views
Thanks for listening!

YOUR FEEDBACK IS WELCOME