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Service Level Status - a new real-time status display for IT services

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Nowadays, IT departments provide, and people use, computing services of an increasingly heterogeneous nature. There is thus a growing need for a status display that groups these different services and reports status and availability in a uniform way. The Service Level Status (SLS) system addresses these needs by providing a web-based display that dynamically shows availability, basic information and statistics about various IT services, as well as the dependencies between them.

This paper first introduces the requirements SLS had to meet, and the main concepts behind it, like service availability and status, Key Performance Indicators (KPIs), sub/meta-services, and service dependencies. It then describes the SLS system architecture, and some interesting implementation details, such as the usage of XML Schemas. Since clear visualization of service availability and status is one of the main goals of SLS, emphasis is put on describing the intuitive web-based user interface.

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