

Summary

Current implementation of services was designed long time ago, it is rather limited and has significant limitations. Major limitations are:

- scalability: it does not scale well, also bad user experience when number of services exceeds few hundreds
- hard to configure: mapping based on triggers does not work well and requires significant effort
- very limited visualization: no graphical representation of services, no good reporting
- limited SLA calculation rules
- no alerting in case of service status changes
- user permissions: all or nothing

Proposed functionality will introduce user right for the service tree.

Zabbix acceptance

Current implementation of Services must be extended to support:

1. User roles must be extended to support optional access to Services:
 - a. Enabled [x]: yes (default), no
 - b. Read-only access:
 - i. Optional list of parent services for read-only access: none, "root" (default) or list of services
 - ii. Optional tag and tag value to match parent services for read-only access
 - iii. Parent service must match first or second condition
 - c. Create and edit access:
 - i. Optional list of parent services for create and edit (read-write) access: none (default), "root" or list of services
 - ii. Optional tag and tag value to match parent services
 - iii. Parent service must match first or second condition
 - d. Child services inherit permissions of parent services
 - e. Read-write access takes precedence over read-only access
2. Zabbix UI (Monitoring→Services and SLA reports) and API must respect user permissions

Nonfunctional requirements

1. The functionality must scale to 100K of services

Use cases

1. I want to allow users to have read-only access to some services and read-write access to other services

Decisions made

1. N/A

Open questions

1. N/A

Changes log

- **1.1**
 - various minor improvements and rephrasing to clarify things
- **1.2**
 - two separate configuration sections for read-only and read-write access