

# Service Level Agreement Violation

## Virtual Multimedia Resource Function

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### Operating Instructions

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# 1 Overview

This instruction concerns alarm handling.

## 1.1 Service Level Agreement Violation Alarm Description

The alarm is a primary alarm. The severity of the alarm is Minor. The alarm is issued by the *MrfInstance* MO.

The Service Level Agreement (SLA) Violation alarm indicates that the cloud infrastructure allocated for the vMRF VNF does not meet the minimum requirements listed in *vMRF Infrastructure Requirements*. The following items are monitored every 10 seconds:

- swap memory used (%)

The alarm is raised if one of the monitored items exceeds its fixed high threshold value. The fixed threshold values are shown in [Table 1](#).

*Table 1 SLA Threshold Values*

SLA Item	High Threshold Value	Low Threshold Value
Swap memory used	3%	2%

The item exceeding the threshold value is indicated in the `Additional Text` field of the alarm.

The possible alarm causes and alarm locations are explained in [Table 2](#).

*Table 2 Alarm Causes*

Cause	Description	Reason	Location	Impact
High threshold for SLA values exceeded.	The vMRF VM allocated too little memory.  The compute host hosting the vMRF VM is also hosting other VMs.	At least 3% of the available swap memory is used.	vMRF VM	Possible negative impact on QoS related to vMRF services.

The alarm is ceased in the following case:

- The monitored item is below its low threshold value for at least 30 seconds.

The alarm attributes are listed and explained in [Table 3](#).



Table 3 Alarm Attributes

Attribute Name	Attribute Value
Major Type	193
Minor Type	5308428
Managed Object Class	MrfInstance
Managed Object Instance	ManagedElement=1,MediaResourceFunction=1,MrfResource=1,MrfInstance=<mrf_instance>
Specific Problem	Service Level Agreement Violation
Event Type	QualityOfServiceAlarm (3)
Probable Cause	ThresholdCrossed (351)
Additional Text	Minimum infrastructure requirements for a VM are not met for:<List of exceeded thresholds for swap memory used [%]>; uuid:<uuid> <sup>(1)</sup>
Perceived Severity	minor (5)

(1) <uuid> is the identity of the Virtual Machine from which the alarm is issued.



## 2 Cease the Service Level Agreement Violation Alarm

### Steps

1. Check the details of the Service Level Agreement Violation alarm and note the item indicated in the `Additional Text` field of the alarm.
2. Contact the Cloud Administrator to allocate the required amount of resources for the vMRF VNF indicated in the `Additional Text` field, as described in *vMRF Infrastructure Requirements*. Further actions are outside the scope of this instruction. Continue to [Perform Concluding Routines](#) on page 3.

### 2.1 Perform Concluding Routines

#### Steps

1. Make a report.
2. The job is completed.