The Checkmk idea portal

Achievements, present situation and a glimpse into the future

checkmk

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Agenda

01 A brief look back

02 Current topics

03 Plans for the future

A brief look back
What happened so far?

- More than a year ago, we have launched our feature portal.

- Since then, we have implemented 53 suggestions
  → overview next pages

Released suggestions since last idea portal update

Suggestion	Votes
Support AND, OR and NOT for labels in filters	247
Show NetApp Volume Efficiency	90
Make Dashboards also MKP-able	89
Build native integration to MS Teams to send notifications	85
Improve agent bakery performance by disable the build for selected platforms	48
Grafana integration: Support dashboard variables	46
Please support OpenShift for Kubernetes monitoring	45
Automatic registration baked into the Agent	38
mk_logwatch: inform customer if logfile is not readable	37
Restrict site visibility for users to specific sites	28

Released suggestions since last idea portal update

Suggestion	Votes
Support multiple MKP versions in distributed monitoring	26
Make labels available in a cmcdump	24
Filter: add a reset 'x' to all dropdowns in the Filter	23
Support installation of Checkmk from the Marketplace in Azure	22
Improve the selection of contact groups to share views/dashboards/etc with other users	18
Views: Allow regular expressions in joined columns	18
Use the password store consistently across all special agents	17
Show downtime comments in notification email	17
Add possibility to use REST API to add connections for distributed monitoring	16
Dynamically grow the width of the search field	12

Released suggestions since last idea portal update

Add comments for hosts and services via REST-API

GUI: Extend the text field length in all rules and forms in relation to the text to be expected

Sidebar snap-in: Please implement a select all/deselect all for the site snap-in

Provide Checkmk as AMI image on AWS marketplace

Scrollbar visibility and size

AWS S3 as backup destination

Support monitoring AWS EKS Kubernetes

Simplified setup of AWS or Azure monitoring

Help | Articles in the user guide: link to specific page of current screen topic

Support Checkmk in Grafana Cloud (grafana.net)

Status of the Checkmk services: missing rule for "Error: Agent Bakery: Agent Updates are disabled"

Make password store available for integration of nagios plugins

Extend Service Output for NFS Mounts (AIX + Linux)

SAML - Allow the configuration to be performed using the web-interface

Selection filters in feature portal

GUI: Extend the text field length - Additional requests

AWS: Extend EC2 check with CPU Utilization

Dashboard in TV Screen mode

Checkmk Exchange - Reward or Incentive to make extensions native to checkmk

Monitor server hardware using IPMI

Azure Plugin to have selectable sections, like the AWS Plugin

Inventory / Agent should collect information about distributed local checks / plugins

Commands: Define a default expiration time for ACKN

MongoDB: add support for authentication

Schedule Downtime buttons customizable offset time (in hours)

Configurable cisco_asa_failover unhandled state status in Setup

Increase maximum SNMP Timeout

Implemented suggestions - Coming with 2.3

Suggestion	Votes
Podman Container Plugin & Checks	83
PureStorage Integration	29
Enhance built-in printer monitoring for Kyocera	13
Change 'traffic light' symbol for matching rules that are deactivated from grey to yellow	8
Filter on folders should work	6
Add Predictive Monitoring in Distributed Environments	4

In progress suggestions - Coming likely with 2.3

Suggestion	Votes
"Fake check results" should create hard state to test notifications	111
Setup: periodic service discovery rule - automatically update new/changed host labels	70
Add automatic Label depending on Linux Distribution	68
Top 10 hosts dashlet	68
add redfish support in the appliance	67
Implement check_curl for http2 support	46
TOTP codes for 2FA	32
Support for NetApp REST-API instead of old NetApp ONTAPI (ZAPI)	15
Officially support Rancher and RKE2	7

Planned suggestions - Coming likely with 2.3

| Suggestion	Votes
Add agent updater registration role	81
Support AND/OR/NOT for labels in rules	76
Add Site and Customer to the Rule Conditions	65
Add option to have Setup folders listed in a table instead of the default "big icon" view	54
Show user currently activating changes	53
Plugin to monitor MSSQL database server running on Linux	32
Setup folders: sort case insensitive	23
Checkmk Managed Services Edition with Cloud Edition features	20
ESX Snapshot Service Monitoring Rule	3
Show column header once at top and option to fix	3
Add logging of client IP in appliance even if the appliance is behind a load balancer	3

The challenges
Why we need to improve

- More than 800 suggestions, therefore

  - Decreasing usability

  - Hard to find the suggestions which cover a specific topic you're interested in

  - A large "long tail" of suggestions with little to no interaction

- Increasingly challenging with each new suggestion

Your feedback
Our learnings from the Checkmk Conference 9

- Your preferred number of maximum suggestions: between 200 and 500

- Prioritized list rather than a "flat" collection of ideas

- Clear status for suggestions that won't be done right away

- Voting restricted to logged-in users
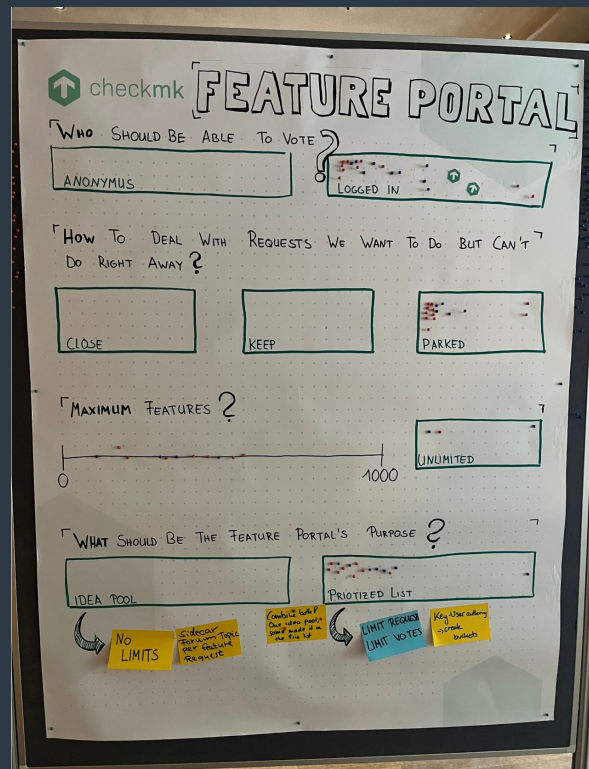
The purpose of the idea portal for us
Workshop results

During an internal brainstorming session, we discovered that the following aspects of the feature portal are most important for us:
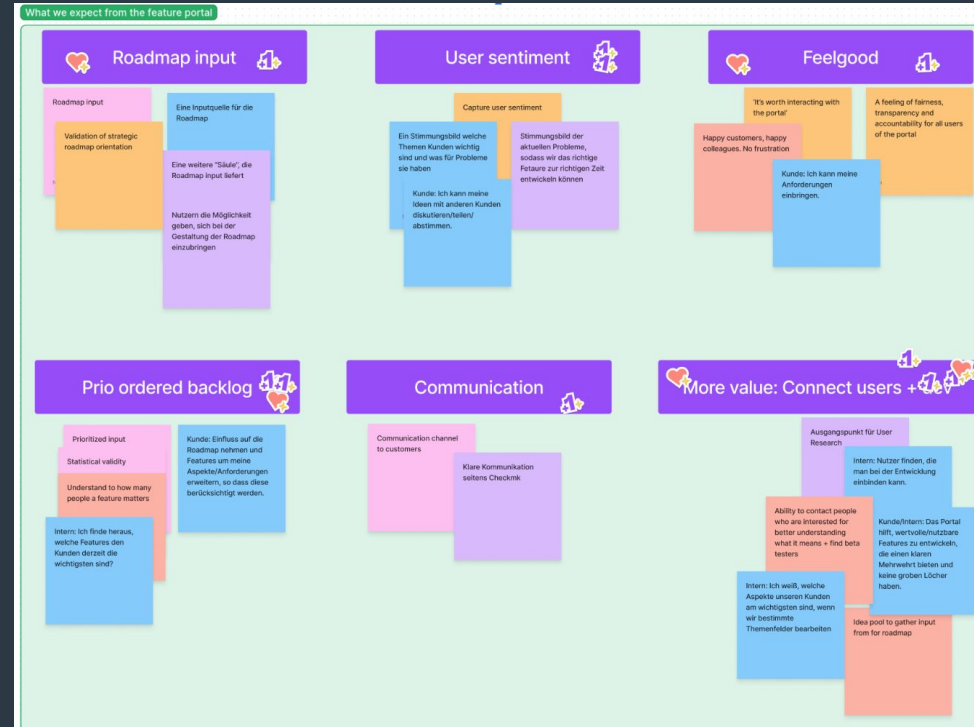
- Communication channel:
  - Customer ↔ Checkmk
  - Customer ↔ Customer
- One source for roadmap input:
  - Collect ideas
  - Give them an order

First aid

What we already did to increase the portal's value

- Introduced tags to make it easier to find topics
  you're particularly interested in.
  Examples:

  - Checks & Agents

  - Reporting

  - Notifications

  - … and many more

- Changed default sorting to mitigate voting bias:
  "most voted first" → "trending suggestions first"

What's next?

Bringing down the numbers - cutting the "long tail"

From October 2023 on, we will introduce regular maintenance for the portal.

As part of this, the following suggestions will get the state "Not planned":

- Suggestions with low user interest:
  created more than 1 year ago with 5 votes or fewer

- Suggestions with no momentum:
  no votes in the last 6 months

What's next?

Coming very soon:

- Clear status for suggestions that won't be done right away (e.g. Mobile App)

Long-term:

- Re-build the portal (new technology), e.g. with logged-in only voting