HP IT Executive Scorecard

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Windows ® operating system

Content Reference Guide for the Integration with HP Business Service Management

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Contents

Service Desk Context 5
Reports Associated with the ALM Data Source 16
Reports 16
% of Availability of Services KPI 18
% of Affected End Users by Application Quality KPI 19
% of Applications Availability KPI 20
% of Failed Business Transactions KPI 21
% of Met Application Performance KPI 22
% of Met Service Performance KPI 23
% of Met SLAs 24
% of Monitored Applications KPI 25
% of Non-Encrypted Traffic KPI 26
% of SLAs Planned to be Expired KPI 28
% of SLOs Met KPI 29
Mean Time Between Failures of Services KPI 30
Mean Time to Repair a Service KPI 31

Send Documentation Feedback 33

Service Desk Context

The ServiceDesk functions as the single contact-point for end-user incidents. ServiceDesk handles incidents, problems, and questions, and also provides an interface for other activities such as change requests, maintenance contracts, software licenses, service-level management, configuration management, availability management, financial management, and IT services continuity management

Its goal is to "create" an incident. If there is a direct solution, it attempts to resolve the incident at the first level. If the service desk cannot solve the incident then it is passed to a second or third level group within the incident management system. Incidents can initiate a chain of processes.

The ServiceDesk Management goals include: incident control (life-cycle management of all service requests) and communication (keeping the customer informed of progress and advising on workarounds).

HP Service Manager is the data source used by this Context (universe).

The following universe contains the attributes and classes that relate to Service Desk Management.

To access:

In Executive Scorecard, click **Admin > Semantic Layer > Semantic Layer**. In the Context Management page, click **Launch Context Designer**. In the Context Designer page, click **Open an existing context**, and select the Context.

Tasks | Reference

Tasks

Display the Context

1. In Executive Scorecard, click **Admin > Semantic Layer > Semantic Layer**. The Context Management page opens.
2. The list of out-of-the-box Contexts is displayed.
3. Click **Launch Context Designer**.
4. In the Context Designer page that opens, click **Open an existing context**.
5. Select the relevant Context.

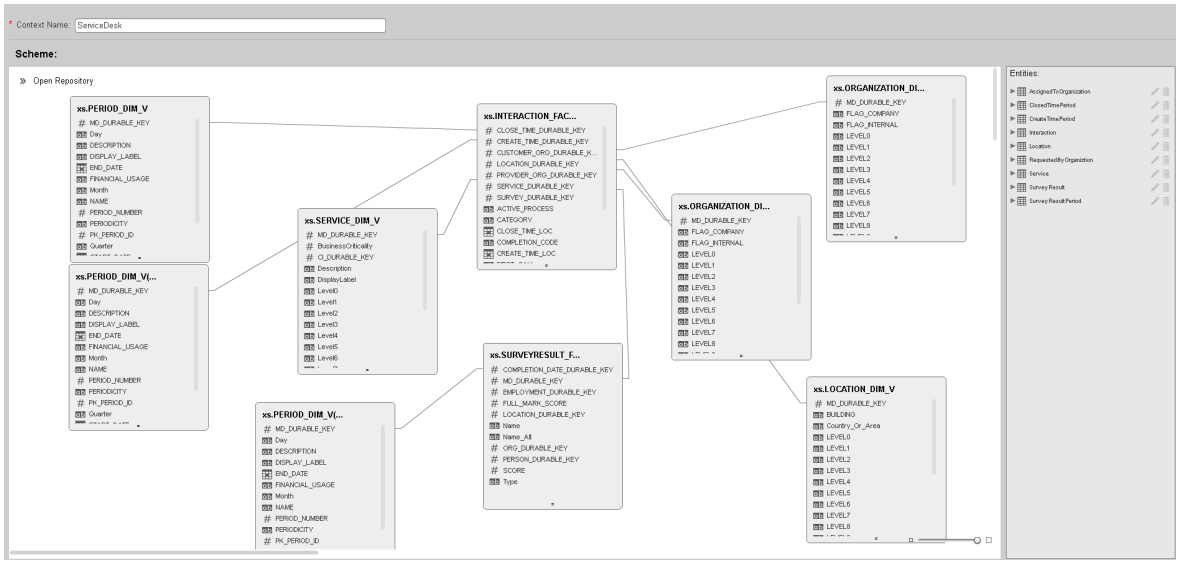
   The structure of the Context is displayed.

For additional details about Context Designer, see Semantic Layer - Context Designer in the *IT Executive Scorecard Administrator Guide*.

Reference

Context Tables and Structure

The context includes the following tables and relationships:



Statistics

Entity Count	Field Count	Table Count	Alias Count	Join Count
8	96	8	3	7

Model Structure

The table lists all the views and fields included in the model even when the corresponding objects have not been selected to be part of the corresponding Context.

Table Name	Name	Type
XS.INTERACTION_FACT_V	ACTIVE_PROCESS	nvarchar
XS.INTERACTION_FACT_V	CATEGORY	nvarchar
XS.INTERACTION_FACT_V	CLOSE_TIME_DURABLE_KEY	numeric
XS.INTERACTION_FACT_V	CLOSE_TIME_LOC	datetime
XS.INTERACTION_FACT_V	COMPLETION_CODE	nvarchar
XS.INTERACTION_FACT_V	CREATE_TIME_DURABLE_KEY	numeric

Table Name	Name	Type
XS.INTERACTION_FACT_V	CREATE_TIME_LOC	datetime
XS.INTERACTION_FACT_V	CUSTOMER_ORG_DURABLE_KEY	numeric
XS.INTERACTION_FACT_V	FIRST_CALL	nvarchar
XS.INTERACTION_FACT_V	MD_DURABLE_KEY	numeric
XS.INTERACTION_FACT_V	PRIORITY	nvarchar
XS.INTERACTION_FACT_V	PROVIDER_ORG_DURABLE_KEY	numeric
XS.INTERACTION_FACT_V	REFERENCE_NUMBER	nvarchar
XS.INTERACTION_FACT_V	SERVICE_DURABLE_KEY	numeric
XS.INTERACTION_FACT_V	Status	nvarchar
XS.INTERACTION_FACT_V	SUBCATEGORY	nvarchar
XS.INTERACTION_FACT_V	SURVEY_DURABLE_KEY	numeric
XS.INTERACTION_FACT_V	Type	nvarchar
XS.INTERACTION_FACT_V	URGENCY	nvarchar
XS.ORGANIZATION_DIM_V	LEVEL0	nvarchar
XS.ORGANIZATION_DIM_V	LEVEL1	nvarchar
XS.ORGANIZATION_DIM_V	LEVEL2	nvarchar
XS.ORGANIZATION_DIM_V	LEVEL3	nvarchar
XS.ORGANIZATION_DIM_V	LEVEL4	nvarchar
XS.ORGANIZATION_DIM_V	LEVEL5	nvarchar
XS.ORGANIZATION_DIM_V	LEVEL6	nvarchar
XS.ORGANIZATION_DIM_V	LEVEL7	nvarchar
XS.ORGANIZATION_DIM_V	LEVEL8	nvarchar
XS.ORGANIZATION_DIM_V	LEVEL9	nvarchar
XS.ORGANIZATION_DIM_V	MD_DURABLE_KEY	numeric
XS.ORGANIZATION_DIM_V	Name	nvarchar
XS.PERIOD_DIM_V	Day	nvarchar
XS.PERIOD_DIM_V	DESCRIPTION	nvarchar

Table Name	Name	Type
XS.PERIOD_DIM_V	DISPLAY_LABEL	nvarchar
XS.PERIOD_DIM_V	END_DATE	datetime
XS.PERIOD_DIM_V	FINANCIAL_USAGE	nvarchar
XS.PERIOD_DIM_V	MD_DURABLE_KEY	numeric
XS.PERIOD_DIM_V	Month	nvarchar
XS.PERIOD_DIM_V	NAME	nvarchar
XS.PERIOD_DIM_V	PERIODICITY	nvarchar
XS.PERIOD_DIM_V	PERIOD_NUMBER	numeric
XS.PERIOD_DIM_V	Quarter	nvarchar
XS.PERIOD_DIM_V	START_DATE	datetime
XS.PERIOD_DIM_V	Week	nvarchar
XS.PERIOD_DIM_V	Year	nvarchar
XS.PERIOD_DIM_V	Year_Number	numeric
XS.SERVICE_DIM_V	BusinessCriticality	numeric
XS.SERVICE_DIM_V	Description	nvarchar
XS.SERVICE_DIM_V	DisplayLabel	nvarchar
XS.SERVICE_DIM_V	Level0	nvarchar
XS.SERVICE_DIM_V	Level1	nvarchar
XS.SERVICE_DIM_V	Level2	nvarchar
XS.SERVICE_DIM_V	Level3	nvarchar
XS.SERVICE_DIM_V	Level4	nvarchar
XS.SERVICE_DIM_V	Level5	nvarchar
XS.SERVICE_DIM_V	Level6	nvarchar
XS.SERVICE_DIM_V	Level7	nvarchar
XS.SERVICE_DIM_V	Level8	nvarchar
XS.SERVICE_DIM_V	Level9	nvarchar
XS.SERVICE_DIM_V	MANAGER_DURABLE_KEY	numeric

Table Name	Name	Type
XS.SERVICE_DIM_V	MD_DURABLE_KEY	numeric
XS.SERVICE_DIM_V	Name	nvarchar
XS.SERVICE_DIM_V	State	nvarchar
XS.SERVICE_DIM_V	Type	nvarchar
XS.SURVEYRESULT_FACT_V	COMPLETION_DATE_DURABLE_KEY	numeric
XS.SURVEYRESULT_FACT_V	EMPLOYMENT_DURABLE_KEY	numeric
XS.SURVEYRESULT_FACT_V	FULL_MARK_SCORE	float
XS.SURVEYRESULT_FACT_V	LOCATION_DURABLE_KEY	numeric
XS.SURVEYRESULT_FACT_V	MD_DURABLE_KEY	numeric
XS.SURVEYRESULT_FACT_V	Name	nvarchar
XS.SURVEYRESULT_FACT_V	Name_Alt	nvarchar
XS.SURVEYRESULT_FACT_V	ORG_DURABLE_KEY	numeric
XS.SURVEYRESULT_FACT_V	PERSON_DURABLE_KEY	numeric
XS.SURVEYRESULT_FACT_V	SCORE	float
XS.SURVEYRESULT_FACT_V	Type	nvarchar

Object List

The table lists all the entities and fields of the model that were selected to be part of the Context.

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
AssignedToOrganization	Level0	XS.ORGANIZATION_DIM_V	Provider_Org	LEVEL0	STRING
AssignedToOrganization	Level1	XS.ORGANIZATION_DIM_V	Provider_Org	LEVEL1	STRING
AssignedToOrganization	Level2	XS.ORGANIZATION_DIM_V	Provider_Org	LEVEL2	STRING
AssignedToOrganization	Level3	XS.ORGANIZATION_DIM_V	Provider_Org	LEVEL3	STRING
AssignedToOrganization	Level4	XS.ORGANIZATION_DIM_V	Provider_Org	LEVEL4	STRING

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
AssignedToOrganization	Level5	XS.ORGANIZATION_DIM_V	Provider_Org	LEVEL5	STRING
AssignedToOrganization	Level6	XS.ORGANIZATION_DIM_V	Provider_Org	LEVEL6	STRING
AssignedToOrganization	Level7	XS.ORGANIZATION_DIM_V	Provider_Org	LEVEL7	STRING
AssignedToOrganization	Level8	XS.ORGANIZATION_DIM_V	Provider_Org	LEVEL8	STRING
AssignedToOrganization	Level9	XS.ORGANIZATION_DIM_V	Provider_Org	LEVEL9	STRING
AssignedToOrganization	Name	XS.ORGANIZATION_DIM_V	Provider_Org	Name	STRING
ClosedTimePeriod	Day	XS.PERIOD_DIM_V		Day	STRING
ClosedTimePeriod	Description	XS.PERIOD_DIM_V		DESCRIPTION	STRING
ClosedTimePeriod	DisplayLabel	XS.PERIOD_DIM_V		DISPLAY_LABEL	STRING
ClosedTimePeriod	EndDate	XS.PERIOD_DIM_V		END_DATE	DATE
ClosedTimePeriod	FinancialUsage	XS.PERIOD_DIM_V		FINANCIAL_USAGE	STRING
ClosedTimePeriod	Month	XS.PERIOD_DIM_V		Month	STRING
ClosedTimePeriod	Name	XS.PERIOD_DIM_V		NAME	STRING
ClosedTimePeriod	Periodicity	XS.PERIOD_DIM_V		PERIODICITY	STRING
ClosedTimePeriod	PeriodNumber	XS.PERIOD_DIM_V		PERIOD_NUMBER	NUMERIC
ClosedTimePeriod	Quarter	XS.PERIOD_DIM_V		Quarter	STRING
ClosedTimePeriod	StartDate	XS.PERIOD_DIM_V		START_DATE	DATE

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
ClosedTimePeriod	Week	XS.PERIOD_DIM_V		Week	STRING
ClosedTimePeriod	Year	XS.PERIOD_DIM_V		Year	STRING
ClosedTimePeriod	YearNumber	XS.PERIOD_DIM_V		Year_Number	NUMERIC
CreateTimePeriod	Day	XS.PERIOD_DIM_V	CreateTimePeriod	Day	STRING
CreateTimePeriod	Description	XS.PERIOD_DIM_V	CreateTimePeriod	DESCRIPTION	STRING
CreateTimePeriod	DisplayLabel	XS.PERIOD_DIM_V	CreateTimePeriod	DISPLAY_LABEL	STRING
CreateTimePeriod	EndDate	XS.PERIOD_DIM_V	CreateTimePeriod	END_DATE	DATE
CreateTimePeriod	FinancialUsage	XS.PERIOD_DIM_V	CreateTimePeriod	FINANCIAL_USAGE	STRING
CreateTimePeriod	Month	XS.PERIOD_DIM_V	CreateTimePeriod	Month	STRING
CreateTimePeriod	Name	XS.PERIOD_DIM_V	CreateTimePeriod	NAME	STRING
CreateTimePeriod	Periodicity	XS.PERIOD_DIM_V	CreateTimePeriod	PERIODICITY	STRING
CreateTimePeriod	PeriodNumber	XS.PERIOD_DIM_V	CreateTimePeriod	PERIOD_NUMBER	NUMERIC
CreateTimePeriod	Quarter	XS.PERIOD_DIM_V	CreateTimePeriod	Quarter	STRING
CreateTimePeriod	StartDate	XS.PERIOD_DIM_V	CreateTimePeriod	START_DATE	DATE
CreateTimePeriod	Week	XS.PERIOD_DIM_V	CreateTimePeriod	Week	STRING
CreateTimePeriod	Year	XS.PERIOD_DIM_V	CreateTimePeriod	Year	STRING
CreateTimePeriod	YearNumber	XS.PERIOD_DIM_V	CreateTimePeriod	Year_Number	NUMERIC

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
Interaction	ActiveProcess	XS.INTERACTION_FACT_V		ACTIVE_PROCESS	STRING
Interaction	Category	XS.INTERACTION_FACT_V		CATEGORY	STRING
Interaction	ClosedTime	XS.INTERACTION_FACT_V		CLOSE_TIME_LOC	DATE
Interaction	CompletionCode	XS.INTERACTION_FACT_V		COMPLETION_CODE	STRING
Interaction	CreateTime	XS.INTERACTION_FACT_V		CREATE_TIME_LOC	DATE
Interaction	FirstCall	XS.INTERACTION_FACT_V		FIRST_CALL	STRING
Interaction	Priority	XS.INTERACTION_FACT_V		PRIORITY	STRING
Interaction	ReferenceNumber	XS.INTERACTION_FACT_V		REFERENCE_NUMBER	STRING
Interaction	Status	XS.INTERACTION_FACT_V		Status	STRING
Interaction	Subcategory	XS.INTERACTION_FACT_V		SUBCATEGORY	STRING
Interaction	Type	XS.INTERACTION_FACT_V		Type	STRING
Interaction	Urgency	XS.INTERACTION_FACT_V		URGENCY	STRING
RequestedByOrganiztion	Level0	XS.ORGANIZATION_DIM_V		LEVEL0	STRING
RequestedByOrganiztion	Level1	XS.ORGANIZATION_DIM_V		LEVEL1	STRING
RequestedByOrganiztion	Level2	XS.ORGANIZATION_DIM_V		LEVEL2	STRING
RequestedByOrganiztion	Level3	XS.ORGANIZATION_DIM_V		LEVEL3	STRING
RequestedByOrganiztion	Level4	XS.ORGANIZATION_DIM_V		LEVEL4	STRING

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
RequestedByOrganiztion	Level5	XS.ORGANIZATION_DIM_V		LEVEL5	STRING
RequestedByOrganiztion	Level6	XS.ORGANIZATION_DIM_V		LEVEL6	STRING
RequestedByOrganiztion	Level7	XS.ORGANIZATION_DIM_V		LEVEL7	STRING
RequestedByOrganiztion	Level8	XS.ORGANIZATION_DIM_V		LEVEL8	STRING
RequestedByOrganiztion	Level9	XS.ORGANIZATION_DIM_V		LEVEL9	STRING
RequestedByOrganiztion	Name	XS.ORGANIZATION_DIM_V		Name	STRING
Service	BusinessCriticality	XS.SERVICE_DIM_V		BusinessCriticality	NUMERIC
Service	Description	XS.SERVICE_DIM_V		Description	STRING
Service	DisplayLabel	XS.SERVICE_DIM_V		DisplayLabel	STRING
Service	Level0	XS.SERVICE_DIM_V		Level0	STRING
Service	Level1	XS.SERVICE_DIM_V		Level1	STRING
Service	Level2	XS.SERVICE_DIM_V		Level2	STRING
Service	Level3	XS.SERVICE_DIM_V		Level3	STRING
Service	Level4	XS.SERVICE_DIM_V		Level4	STRING
Service	Level5	XS.SERVICE_DIM_V		Level5	STRING
Service	Level6	XS.SERVICE_DIM_V		Level6	STRING
Service	Level7	XS.SERVICE_DIM_V		Level7	STRING

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
Service	Level8	XS.SERVICE_DIM_V		Level8	STRING
Service	Level9	XS.SERVICE_DIM_V		Level9	STRING
Service	Name	XS.SERVICE_DIM_V		Name	STRING
Service	State	XS.SERVICE_DIM_V		State	STRING
Service	Type	XS.SERVICE_DIM_V		Type	STRING
SurveyResult	FullMarkScore	XS.SURVEYRESULT_FACT_V		FULL_MARK_SCORE	NUMERIC
SurveyResult	Name	XS.SURVEYRESULT_FACT_V		Name	STRING
SurveyResult	Score	XS.SURVEYRESULT_FACT_V		SCORE	NUMERIC
SurveyResult	Type	XS.SURVEYRESULT_FACT_V		Type	STRING
SurveyResultPeriod	Day	XS.PERIOD_DIM_V	SurveyCompletionPeriod	Day	STRING
SurveyResultPeriod	Description	XS.PERIOD_DIM_V	SurveyCompletionPeriod	DESCRIPTION	STRING
SurveyResultPeriod	DisplayLabel	XS.PERIOD_DIM_V	SurveyCompletionPeriod	DISPLAY_LABEL	STRING
SurveyResultPeriod	EndDate	XS.PERIOD_DIM_V	SurveyCompletionPeriod	END_DATE	DATE
SurveyResultPeriod	FinancialUsage	XS.PERIOD_DIM_V	SurveyCompletionPeriod	FINANCIAL_USAGE	STRING
SurveyResultPeriod	Month	XS.PERIOD_DIM_V	SurveyCompletionPeriod	Month	STRING
SurveyResultPeriod	Name	XS.PERIOD_DIM_V	SurveyCompletionPeriod	NAME	STRING
SurveyResultPeri	Periodicity	XS.PERIOD_	SurveyCompletio	PERIODICI	STRIN

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
od		DIM_V	nPeriod	TY	G
SurveyResultPeriod	PeriodNumber	XS.PERIOD_DIM_V	SurveyCompletionPeriod	PERIOD_NUMBER	NUMERIC
SurveyResultPeriod	Quarter	XS.PERIOD_DIM_V	SurveyCompletionPeriod	Quarter	STRING
SurveyResultPeriod	StartDate	XS.PERIOD_DIM_V	SurveyCompletionPeriod	START_DATE	DATE
SurveyResultPeriod	Week	XS.PERIOD_DIM_V	SurveyCompletionPeriod	Week	STRING
SurveyResultPeriod	Year	XS.PERIOD_DIM_V	SurveyCompletionPeriod	Year	STRING
SurveyResultPeriod	YearNumber	XS.PERIOD_DIM_V	SurveyCompletionPeriod	Year_Number	NUMERIC

Reports Associated with the ALM Data Source

The Web Intelligence reports display information related to the business models provided by the different data sources. The reports can be added to the Web Intelligence Report Viewer component and to the Web Intelligence Static Report Component Viewer component in the Dashboard.

To access:

In the Dashboard, add a Web Intelligence report or an operational report to a Web Intelligence component by configuring the component. For details, see Web Intelligence Report Viewer - Configure Component Dialog Box or Web Intelligence Static Report Component Viewer - Configure Component Dialog Box in the *IT Executive Scorecard Business Analyst Guide*.

The report is then displayed in these components in the Dashboard. For details, see Web Intelligence Report Viewer Component or Web Intelligence Static Report Component Viewer (Display) in the *IT Executive Scorecard Business Analyst Guide*.

Tasks | Reference

Tasks

This section includes:

"Add a Web Intelligence report or an operational report to a Web Intelligence component" below

"Display a Web Intelligence report or an operational report in a page" below

Add a Web Intelligence report or an operational report to a Web Intelligence component

In the Dashboard, add a Web Intelligence report or an operational report to a Web Intelligence component by configuring the component. For details, see Web Intelligence Report Viewer - Configure Component Dialog Box or Web Intelligence Static Report Component Viewer - Configure Component Dialog Box in the *IT Executive Scorecard Business Analyst Guide*.

Display a Web Intelligence report or an operational report in a page

After you have added a Web Intelligence report or an operational report to a Web Intelligence component by configuring the component, these reports are then displayed when these components are added to a page in the Dashboard. For details, see Web Intelligence Report Viewer Component or Web Intelligence Static Report Component Viewer (Display)in the *IT Executive Scorecard Business Analyst Guide*

Reference

Reports

The Web Intelligence report categories are:

- "Interaction Reports" below
- "Service Status Reports" below
- "SLA Reports" below

Interaction Reports

The Interaction reports are based on the business model taken from the HP Service Manager data source.

The reports are:

High Priority Interactions by Customers Report

Number of Interactions by Category Report

Service Status Reports

The Service Status reports are based on the business model taken from the HP Service Manager data source.

The reports are:

- Mean Time Between Failures for Top 3 Services Report

SLA Reports

The SLA reports are based on the business model taken from the HP Service Manager data source.

The reports are:

- SLA Not Met by Consumers Report
- SLA Not Met by Services Report
- Top 3 Services Suppliers Report

% of Availability of Services KPI

Component Type	KPI
Business Questions	Make sure our service availability is meeting customer expectations.
Business Objective	Improve Quality of Delivery
Description	The number of available services relative to the total number of services during the measurement period.
Context	AvailabilityManagement
Data source	BSM
Formula	PERCENTAGE_MATH(SUM(ServiceStatus.Duration, KpiName.Name='Application Availability' and Status.Name= 'ok' and PERIOD_ENTITY=Period), SUM(ServiceStatus.Duration, KpiName.Name='Application Availability' and PERIOD_ENTITY=Period),100)
KPI Formula Filter	N/A
Unit Type	%
Time Period	Monthly
Direction	Maximize
Thresholds	90 to 95 | 95 to 99 | 99 to 100
Release	9.00

% of Affected End Users by Application Quality KPI

Component Type	KPI
Business Questions	Make sure that the number of users not affected by application faults is adequate.
Business Objective	Improve Customer Satisfaction
Description	The number of users affected by application faults relative to the total number of users during the measurement period.
Context	ApplicationPerformance
Data source	BSM
Formula	PERCENTAGE_MATH(SUM(ApplicationPerformance.OpenSessionInError ,PERIOD_ ENTITY=Period), SUM(ApplicationPerformance.OpenSessions ,PERIOD_ENTITY=Period),100)
KPI Formula Filter	N/A
Unit Type	%
Time Period	Monthly
Direction	Minimize
Thresholds	0 to 5 | 5 to 30 | 30 to 100
Release	9.02

% of Applications Availability KPI

Component Type	KPI
Business Questions	Make sure our application availability procedures are efficient.
Business Objective	Improve Customer Satisfaction
Description	The number of available applications relative to the total number of applications during the measurement period.
Context	AvailabilityManagement
Data source	BSM
Formula	PERCENTAGE_MATH(SUM(BusinessAppStatus.Duration, KpiName.Name='Application Availability' and Status.Name= 'ok' and PERIOD_ENTITY=Period),SUM(BusinessAppStatus.Duration, KpiName.Name='Application Availability' and PERIOD_ENTITY=Period),100)
KPI Formula Filter	N/A
Unit Type	%
Time Period	Monthly
Direction	Maximize
Thresholds	90 to 95 | 95 to 99 | 99 to 100
Release	9.02

% of Failed Business Transactions KPI

Component Type	KPI
Business Questions	Make sure that the number of successful transactions in all critical applications is adequate.
Business Objective	Improve Quality of Delivery
Description	The number of failed transactions in all critical applications relative to the total number of transactions in all critical applications during the measurement period.
Context	ApplicationPerformance
Data source	BSM
Formula	PERCENTAGE_MATH(SUM(ApplicationPerformance.FailedTransaction , PERIOD_ENTITY=Period), SUM(ApplicationPerformance.TotalTransaction , PERIOD_ENTITY=Period),100)
KPI Formula Filter	N/A
Unit Type	%
Time Period	Monthly
Direction	Minimize
Thresholds	0 to 5 | 5 to 10 | 10 to 100
Release	9.02

% of Met Application Performance KPI

Component Type	KPI
Business Questions	Make sure our critical application performance is adequate.
Business Objective	Improve Customer Satisfaction
Description	The number of critical applications with an Application Performance KPI with an OK status relative to the total number of critical applications with an Application Performance KPI with any status.
Context	AvailabilityManagement
Data source	BSM
Formula	PERCENTAGE_MATH(SUM(BusinessAppStatus.Duration, KpiName.Name= 'Application Performance' and Status.Name= 'ok'), SUM(BusinessAppStatus.Duration, KpiName.Name= 'Application Performance'), 100)
KPI Formula Filter	N/A
Unit Type	%
Time Period	Monthly
Direction	Maximize
Thresholds	0 to 90 | 90 to 95 | 95 to 100
Release	9.02

% of Met Service Performance KPI

Component Type	KPI
Business Questions	Make sure our service performance is meeting expectations.
Business Objective	Improve Customer Satisfaction
Description	The number of periods when service performance was met, relative to the total number of periods included in the measurement period.
Context	AvailabilityManagement
Data source	BSM
Formula	PERCENTAGE_MATH(SUM(ServiceStatus.Duration, KpiName.Name= 'Application Performance' and Status.Name= 'ok' and PERIOD_ENTITY=Period),SUM(ServiceStatus.Duration, KpiName.Name= 'Application Performance' and PERIOD_ENTITY=Period),100)
KPI Formula Filter	N/A
Unit Type	%
Time Period	Monthly
Direction	Maximize
Thresholds	0 to 90 | 90 to 99 | 99 to 100
Release	9.00

% of Met SLAs

Component Type	KPI
Business Questions	Make sure that our SLAs meet the goal, over time.
Business Objective	Improve Customer Satisfaction
Description	The number of met SLAs relative to the total number of SLAs that are ongoing during the measurement period.
Context	SLM
Data source	BSM and SM
Formula	Percentage(SLAOverAllStatus, Status.Name= 'ok' and Period.Periodicity =KPI_PERIODICITY_TYPE And PERIOD_ENTITY=Period, Period.Periodicity = KPI_PERIODICITY_TYPE And PERIOD_ ENTITY=Period,100)
KPI Formula Filter	N/A
Unit Type	%
Time Period	Monthly
Direction	Maximize
Thresholds	0 to 90 | 90 to99 | 99 to 100
Release	9.00

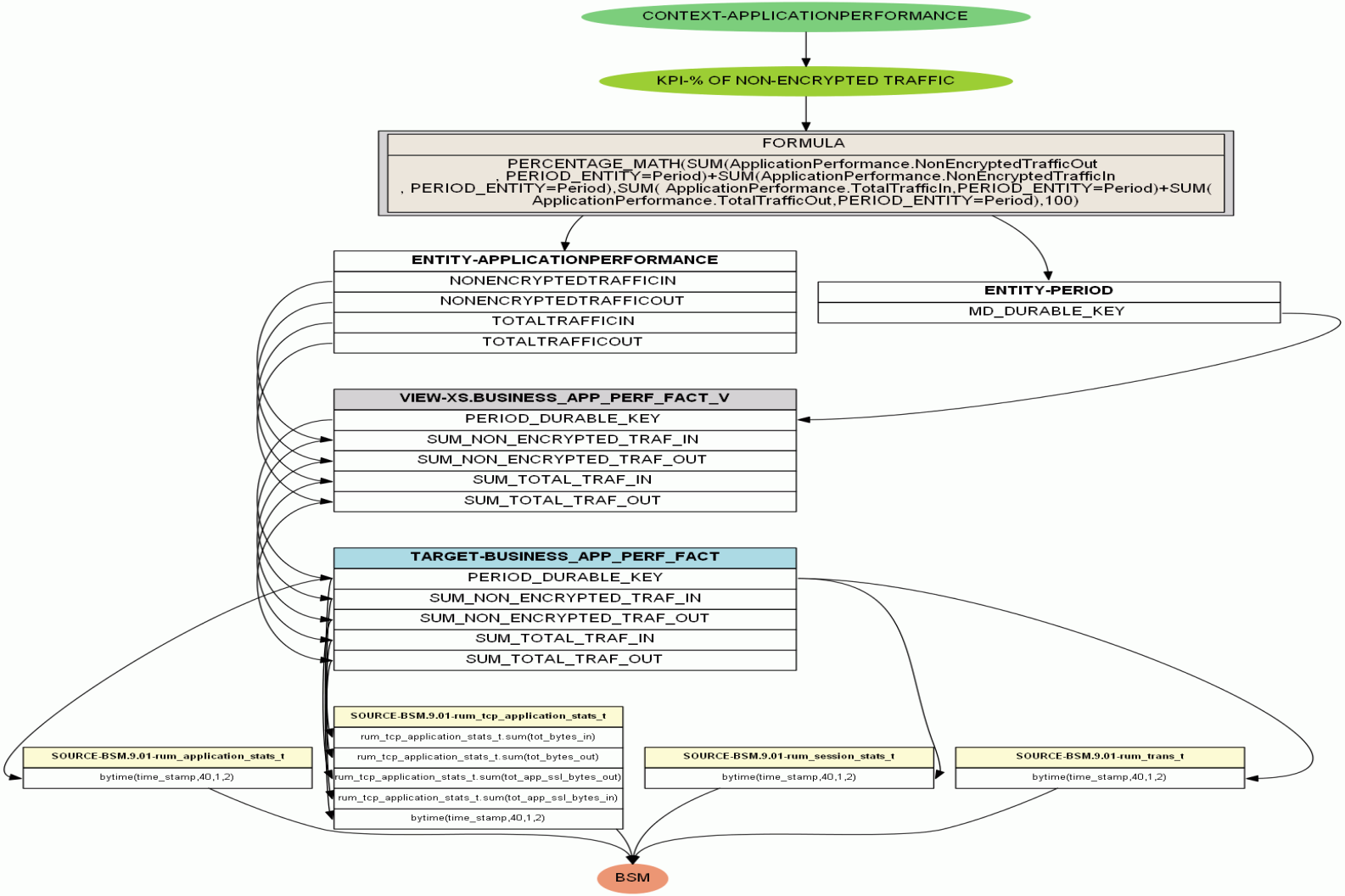
% of Monitored Applications KPI

Component Type	KPI
Business Questions	Make sure our business application monitoring procedures are efficient.
Business Objective	Reduce Risk
Description	The number of business applications that are monitored relative to the total number of applications.
Context	ApplicationPerformance
Data source	BSM, UCMDB
Formula	PERCENTAGE_MATH(COUNT(Application.ApplicationId , Application.Monitoredby <> 'NULL') , COUNT(Application.ApplicationId ,*) ,100)
KPI Formula Filter	
Unit Type	%
Time Period	Monthly
Direction	Maximize
Thresholds	0 to 80 | 80 to 90 | 90 to 100
Release	9.02

% of Non-Encrypted Traffic KPI

Component Type	KPI
Business Questions	Make sure that the quantity of encrypted traffic is adequate.
Business Objective	Reduce Risk
Description	The quantity of non-encrypted traffic relative to the total traffic during the measurement period based on Real User Monitor (RUM) captured data.
Context	ApplicationPerformance
Data source	BSM
Formula	PERCENTAGE_MATH(SUM(ApplicationPerformance.NonEncryptedTrafficOut , PERIOD_ ENTITY=Period)+SUM(ApplicationPerformance.NonEncryptedTrafficIn , PERIOD_ ENTITY=Period),SUM(ApplicationPerformance.TotalTrafficIn,PERIOD_ENTITY=Period)+SUM(ApplicationPerformance.TotalTrafficOut,PERIOD_ENTITY=Period),100)
KPI Formula Filter	N/A
Unit Type	%
Time Period	Monthly
Direction	Minimize
Thresholds	0 to 5 | 5 to 10 | 10 to 100
Release	9.02

Data Lineage



% of SLAs Planned to be Expired KPI

Component Type	KPI
Business Questions	Make sure we are providing the best service to our customers. Make sure our services are up to date.
Business Objective	Achieve Process Excellence
Description	The number of SLAs that according to plan, should expire in the current period relative to the total number of SLAs.
Context	SLM
Data source	SM, BSM
Formula	PERCENTAGE(SLA, SLA.State='Running' and SLA.EndDate IN_PERIOD , SLA.Name <> 'INVALID' and SLA.Name <> 'UNKNOWN')
KPI Formula Filter	N/A
Unit Type	%
Time Period	Monthly
Direction	Minimize
Thresholds	0 to 50 | 50 to 75 | 75 to 100
Release	9.00

% of SLOs Met KPI

Component Type	KPI
Business Questions	Make sure the processes for IT responses to incidents within the SLAs are efficient.
Business Objective	Improve Customer Satisfaction
Description	The number of service level objectives for IT process activities that were met, relative to the total number of IT process activities during the measurement period.
Context	SLM
Data source	SM, BSM
Formula	PERCENTAGE_MATH(SUM(SLAStatus.ObjMetCount,KpiName.Name='Incident Response Time' And PERIOD_ENTITY=Period),SUM(SLAStatus.ObjCount,KpiName.Name ='Incident Response Time' And PERIOD_ENTITY=Period),100)
KPI Formula Filter	N/A
Unit Type	%
Time Period	Monthly
Direction	Maximize
Thresholds	0 to 95 | 95 to 99 | 99 to 100
Release	9.00

Mean Time Between Failures of Services KPI

Component Type	KPI
Business Questions	Enables service managers to identify the most troublesome incidents, determine how to address the incident categories that have the lowest mean time between failures (MTBF), and continuously improve the most frequently occurring incident categories.
Business Objective	Improve Quality of Delivery
Description	The average time between service failures.
Context	AvailabilityManagement
Data source	BSM
Formula	DATE_CONVERT('s','h', RATIO_MATH(SUM(ServiceStatus.Duration, Status.Name='ok' And PERIOD_ ENTITY=Period),COUNT_DISTINCT(ServiceStatus.StatusStartTime, Status.Name='ok' And PERIOD_ENTITY=Period)))
KPI Formula Filter	KpiName.Name = 'Application Availability'
Unit Type	Hours
Time Period	Monthly
Direction	Maximize
Thresholds	0 to 24 | 24 to 36 | 36 to 96
Release	9.00

Mean Time to Repair a Service KPI

Component Type	KPI
Business Questions	The Mean Time to Repair (MTTR) report illustrates the influence of the average incident time, in hours, needed to resolve incidents of a particular category so that service managers can determine which issues require additional training or which third-party relationships to address. The subclass of the report enables service managers to determine which types of issues are most difficult to resolve. Managers learn where training or third-party support is necessary. They can focus on issues that take longer to address but do not necessarily occur in large numbers.
Business Objective	Improve Responsiveness
Description	This KPI helps Call Center managers and Service managers identify the top incident categories by their MTTR for the organization. Managers can then assign and train resources to address the state of the organization's support activities and lead any issues where trends dictate that particular incident categories are more visible whether there are relationships between the trends of difficult issues to address based on their resolution times.
Context	AvailabilityManagement
Data source	BSM
Formula	DATE_CONVERT('s','h', RATIO_MATH(SUM(ServiceStatus.Duration, Status.Name='Critical' and PERIOD_ ENTITY=Period),COUNT_DISTINCT(ServiceStatus.StatusStartTime, Status.Name='Critical' and PERIOD_ENTITY=Period)))
KPI Formula Filter	KpiName.Name = 'Application Availability'
Unit Type	Hours

Time Period	Monthly
Direction	Minimize
Thresholds	0 to 12 | 12 to 24 | 24 to 48
Release	9.00

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