HP IT Executive Scorecard

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Windows ® operating system

Content Reference Guide for the Integration with HP Insight Control

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Incident Management Context

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

The following universe contains the attributes and classes that relate to Incident 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" below

"Create a KPI based on the Node entity and break it down by service and/or application" below

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*.

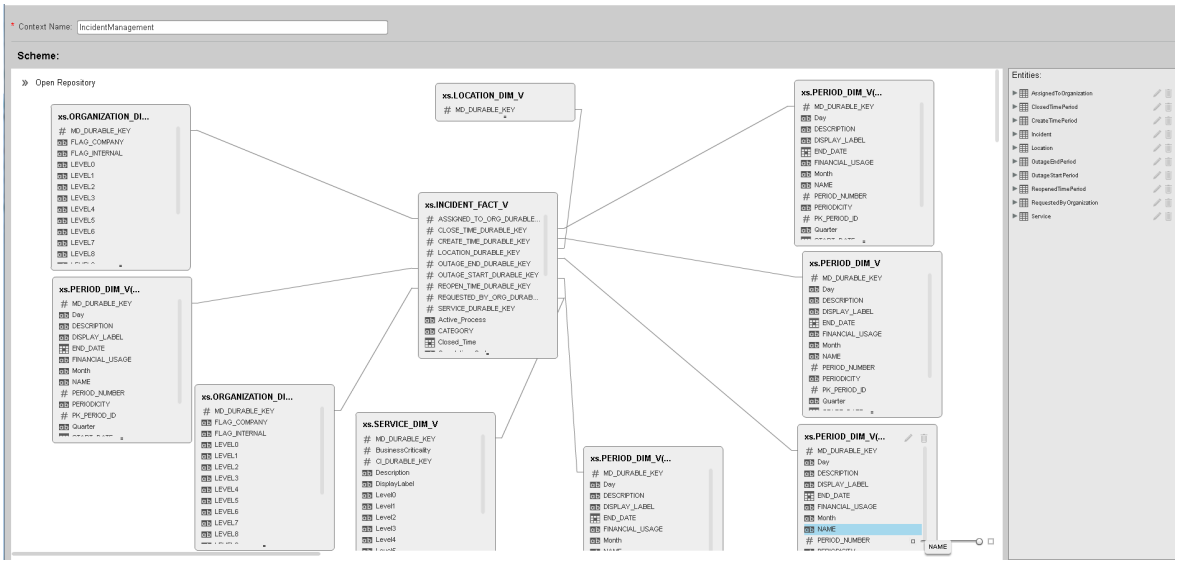
Create a KPI based on the Node entity and break it down by service and/or application

The Context includes the Node entity, so you can create a KPI based on that entity and then break it down by service and/or application.
Do not create a Service to Application drill down or an Application to Service drill down.

Reference

Context Tables and Structure

The context includes the following tables and relationships:



Statistics

Entity Count	Field Count	Table Count	Alias Count	Join Count
9	124	9	5	8

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.INCIDENT_FACT_V	Active_Process	nvarchar
XS.INCIDENT_FACT_V	ASSIGNED_TO_ORG_DURABLE_KEY	numeric
XS.INCIDENT_FACT_V	CATEGORY	nvarchar
XS.INCIDENT_FACT_V	Closed_Time	datetime
XS.INCIDENT_FACT_V	CLOSE_TIME_DURABLE_KEY	numeric
XS.INCIDENT_FACT_V	Completion_Code	nvarchar

Table Name	Name	Type
XS.INCIDENT_FACT_V	Create_Time	datetime
XS.INCIDENT_FACT_V	CREATE_TIME_DURABLE_KEY	numeric
XS.INCIDENT_FACT_V	ESCALATION	nvarchar
XS.INCIDENT_FACT_V	Impact_Scope	nvarchar
XS.INCIDENT_FACT_V	Incident_Status	nvarchar
XS.INCIDENT_FACT_V	Incident_Type	nvarchar
XS.INCIDENT_FACT_V	MD_DURABLE_KEY	numeric
XS.INCIDENT_FACT_V	Outage_End	datetime
XS.INCIDENT_FACT_V	OUTAGE_END_DURABLE_KEY	numeric
XS.INCIDENT_FACT_V	Outage_Start	datetime
XS.INCIDENT_FACT_V	OUTAGE_START_DURABLE_KEY	numeric
XS.INCIDENT_FACT_V	PRIORITY	nvarchar
XS.INCIDENT_FACT_V	PROBLEM_DURABLE_KEY	numeric
XS.INCIDENT_FACT_V	Reference_Number	nvarchar
XS.INCIDENT_FACT_V	Reopened_Time	datetime
XS.INCIDENT_FACT_V	REOPEN_TIME_DURABLE_KEY	numeric
XS.INCIDENT_FACT_V	REQUESTED_BY_ORG_DURABLE_KEY	numeric
XS.INCIDENT_FACT_V	SERVICE_DURABLE_KEY	numeric
XS.INCIDENT_FACT_V	SUBCATEGORY	nvarchar
XS.INCIDENT_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

Table Name	Name	Type
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
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

Table Name	Name	Type
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
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

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		LEVEL0	STRING
AssignedToOrganization	Level1	XS.ORGANIZATION_DIM_V		LEVEL1	STRING
AssignedToOrganization	Level2	XS.ORGANIZATION_DIM_V		LEVEL2	STRING
AssignedToOrganization	Level3	XS.ORGANIZATION_DIM_V		LEVEL3	STRING
AssignedToOrganization	Level4	XS.ORGANIZATION_DIM_V		LEVEL4	STRING
AssignedToOrganization	Level5	XS.ORGANIZATION_DIM_V		LEVEL5	STRING
AssignedToOrganization	Level6	XS.ORGANIZATION_DIM_V		LEVEL6	STRING
AssignedToOrganiz	Level7	XS.ORGANIZA		LEVEL7	STRIN

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
ation		TION_DIM_V			G
AssignedToOrganization	Level8	XS.ORGANIZATION_DIM_V		LEVEL8	STRING
AssignedToOrganization	Level9	XS.ORGANIZATION_DIM_V		LEVEL9	STRING
AssignedToOrganization	Name	XS.ORGANIZATION_DIM_V		Name	STRING
ClosedTimePeriod	Day	XS.PERIOD_DIM_V	CloseTimePeriod	Day	STRING
ClosedTimePeriod	Description	XS.PERIOD_DIM_V	CloseTimePeriod	DESCRIPTION	STRING
ClosedTimePeriod	DisplayLabel	XS.PERIOD_DIM_V	CloseTimePeriod	DISPLAY_LABEL	STRING
ClosedTimePeriod	EndDate	XS.PERIOD_DIM_V	CloseTimePeriod	END_DATE	DATE
ClosedTimePeriod	FinancialUsage	XS.PERIOD_DIM_V	CloseTimePeriod	FINANCIAL_USAGE	STRING
ClosedTimePeriod	Month	XS.PERIOD_DIM_V	CloseTimePeriod	Month	STRING
ClosedTimePeriod	Name	XS.PERIOD_DIM_V	CloseTimePeriod	NAME	STRING
ClosedTimePeriod	Periodicity	XS.PERIOD_DIM_V	CloseTimePeriod	PERIODICITY	STRING
ClosedTimePeriod	PeriodNumber	XS.PERIOD_DIM_V	CloseTimePeriod	PERIOD_NUMBER	NUMERIC
ClosedTimePeriod	Quarter	XS.PERIOD_DIM_V	CloseTimePeriod	Quarter	STRING
ClosedTimePeriod	StartDate	XS.PERIOD_DIM_V	CloseTimePeriod	START_DATE	DATE
ClosedTimePeriod	Week	XS.PERIOD_DIM_V	CloseTimePeriod	Week	STRING
ClosedTimePeriod	Year	XS.PERIOD_DIM_V	CloseTimePeriod	Year	STRING

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

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
Incident	ClosedTime	XS.INCIDENT_FACT_V		Closed_Time	DATE
Incident	CompletionCode	XS.INCIDENT_FACT_V		Completion_Code	STRING
Incident	CreateTime	XS.INCIDENT_FACT_V		Create_Time	DATE
Incident	Escalation	XS.INCIDENT_FACT_V		ESCALATION	STRING
Incident	ImpactScope	XS.INCIDENT_FACT_V		Impact_Scope	STRING
Incident	OutageEnd	XS.INCIDENT_FACT_V		Outage_End	DATE
Incident	OutageStart	XS.INCIDENT_FACT_V		Outage_Start	DATE
Incident	Priority	XS.INCIDENT_FACT_V		PRIORITY	STRING
Incident	ReferenceNumber	XS.INCIDENT_FACT_V		Reference_Number	STRING
Incident	ReopenedTime	XS.INCIDENT_FACT_V		Reopened_Time	DATE
Incident	Status	XS.INCIDENT_FACT_V		Incident_Status	STRING
Incident	Subcategory	XS.INCIDENT_FACT_V		SUBCATEGORY	STRING
Incident	Type	XS.INCIDENT_FACT_V		Incident_Type	STRING
Incident	Urgency	XS.INCIDENT_FACT_V		URGENCY	STRING
OutageEndPeriod	Day	XS.PERIOD_DIM_V	OutageEndPeriod	Day	STRING
OutageEndPeriod	Description	XS.PERIOD_DIM_V	OutageEndPeriod	DESCRIPTION	STRING
OutageEndPeriod	DisplayLabel	XS.PERIOD_DIM_V	OutageEndPeriod	DISPLAY_LABEL	STRING

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

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

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
ReopenedTimePeriod	Quarter	XS.PERIOD_DIM_V	ReopenTimePeriod	Quarter	STRING
ReopenedTimePeriod	StartDate	XS.PERIOD_DIM_V	ReopenTimePeriod	START_DATE	DATE
ReopenedTimePeriod	Week	XS.PERIOD_DIM_V	ReopenTimePeriod	Week	STRING
ReopenedTimePeriod	Year	XS.PERIOD_DIM_V	ReopenTimePeriod	Year	STRING
ReopenedTimePeriod	YearNumber	XS.PERIOD_DIM_V	ReopenTimePeriod	Year_Number	NUMERIC
RequestedByOrganization	Level0	XS.ORGANIZATION_DIM_V	RequestedByOrg	LEVEL0	STRING
RequestedByOrganization	Level1	XS.ORGANIZATION_DIM_V	RequestedByOrg	LEVEL1	STRING
RequestedByOrganization	Level2	XS.ORGANIZATION_DIM_V	RequestedByOrg	LEVEL2	STRING
RequestedByOrganization	Level3	XS.ORGANIZATION_DIM_V	RequestedByOrg	LEVEL3	STRING
RequestedByOrganization	Level4	XS.ORGANIZATION_DIM_V	RequestedByOrg	LEVEL4	STRING
RequestedByOrganization	Level5	XS.ORGANIZATION_DIM_V	RequestedByOrg	LEVEL5	STRING
RequestedByOrganization	Level6	XS.ORGANIZATION_DIM_V	RequestedByOrg	LEVEL6	STRING
RequestedByOrganization	Level7	XS.ORGANIZATION_DIM_V	RequestedByOrg	LEVEL7	STRING
RequestedByOrganization	Level8	XS.ORGANIZATION_DIM_V	RequestedByOrg	LEVEL8	STRING
RequestedByOrganization	Level9	XS.ORGANIZATION_DIM_V	RequestedByOrg	LEVEL9	STRING
RequestedByOrganization	Name	XS.ORGANIZATION_DIM_V	RequestedByOrg	Name	STRING
Service	BusinessCriticality	XS.SERVICE_DIM_V		BusinessCriticality	NUMERIC

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
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
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

% of Actual vs Planned Projects Cost KPI

Component Type	KPI
Business Questions	Make sure our business agility from the projects perspective is efficient.
Business Objective	Stewardship of IT Investment
Description	The actual costs relative to the planned projects cost.
Context	FinancialManagement
Data source	PPM, AM, AWS, VCM, HPV, IC
Formula	PERCENTAGE_MATH(SUM(Cost.Amount, Cost.CostType ='Actual' And Project.StartDate IN_PERIOD), SUM(Cost.Amount, Cost.CostType ='Planned' And Project.StartDate IN_PERIOD),100)
KPI Formula Filter	N/A
Unit Type	%
Time Period	Monthly
Direction	Centralize
Thresholds	50 to 75 | 75 to 90 | 90 to 105 | 105 to 120 | 120 to 150
Release	9.00

% of Change in Business Service Cost KPI

Component Type	KPI
Business Questions	Make sure that our business services policy is efficient. What is the change of BS cost compared to last month?
Business Objective	Stewardship of IT Investment
Description	The last period cost of business services relative to the cost of business services during the previous period.
Context	FinancialManagement
Data source	PPM, VCM, HPV, IC, AM, AWS
Formula	PERCENTAGE_MATH(SUM(Cost.Amount, Cost.CostType ='Actual' And PERIOD_ENTITY=Period), SUM(Cost.Amount, Cost.CostType ='Actual' And PERIOD_ENTITY=Period(-1)),100)-100
KPI Formula Filter	N/A
Unit Type	%
Time Period	Monthly
Direction	Centralize
Thresholds	50 to 75 | 75 to 90 | 90 to 105 | 105 to 120 | 120 to 150
Release	9.00

% of Change in Project Cost KPI

Component Type	KPI
Business Questions	Make sure that our project costing policy is efficient.
Business Objective	Stewardship of IT Investment
Description	The change in the cost of projects during the last period relative to the change in the cost of projects during the previous period.
Context	FinancialManagement
Data source	PPM, IC, AM, ALM
Formula	PERCENTAGE_MATH(SUM(Cost.Amount, Project.Name<> 'INVALID' And Project.Name <> 'UNKNOWN' And Cost.CostType ='actual' And PERIOD_ENTITY =Period), SUM(Cost.Amount, Project.Name<> 'INVALID' And Project.Name <> 'UNKNOWN' And Cost.CostType ='actual' And PERIOD_ENTITY =Period(-1)),100)-100
KPI Formula Filter	N/A
Unit Type	%
Time Period	Monthly
Direction	Centralize
Thresholds	- 50 to -30 | -30 to -10 | 90 to 105 | 10 to 30 | 30 to 50
Release	9.00

% of IT POR vs Total Revenue KPI

Component Type	KPI
Business Questions	Make sure we are on target for spending against the corporate plan.
Business Objective	Stewardship of IT Investment
Description	The IT Plan Of Record relative to the Total Planned Company Revenue Goal (where the goal is manually entered).
Context	FinancialManagement
Data source	PPM, VCM, AM, IC, HPV, AWS
Formula	PERCENTAGE_MATH(SUM(Cost.Amount,Cost.CostType='Actual' and PERIOD_ ENTITY=Period),100000,20)
KPI Formula Filter	N/A
Unit Type	%
Time Period	Monthly
Direction	Centralize
Thresholds	0 to 5 | 5 to 15 | 15 to 25 | 25 to 35 | 35 to 100
Release	9.00

% of Managed Nodes KPI

Component Type	KPI
Business Questions	Reduce the risk by increasing the percentage of managed Devices. Breakdown by Node Role: servers, network devices and storage devices.
Business Objective	Increase Compliance
Description	The number of managed nodes relative to the total number of nodes.
Context	PolicyCompliance
Data source	SA, NA, UCMDB, DP, IC, NNM
Formula	PERCENTAGE(Node,Node.IsManaged='Y', Node.Name <> 'INVALID' And Node.Name <> 'UNKNOWN')
KPI Formula Filter	N/A
Unit Type	%
Time Period	Monthly
Direction	Maximize
Thresholds	0 to 50 | 50 to 75 | 75 to 100
Release	9.03

% of Nodes with Compliance Issues KPI

Component Type	KPI
Business Questions	Make sure our node compliance procedures are efficient.
Business Objective	Increase Compliance
Description	The number of nodes that were not compliant during the KPI Period relative to the total number of nodes.
Context	PolicyCompliance
Data source	SA, NA, DP, UCMDB, NNM, IC
Formula	PERCENTAGE_MATH(COUNT_DISTINCT(Node.Name, PolicyResult.ComplianceStatus='In_breach' AND Node.IsDropped ='N' AND PolicyResult.ComputedResultDate IN_PERIOD), COUNT_DISTINCT (Node.Name,Node.IsDropped ='N' AND PolicyResult.ComputedResultDate IN_PERIOD),0)
KPI Formula Filter	N/A
Unit Type	%
Time Period	Monthly
Direction	Minimize
Thresholds	0 to 10 | 10 to 25 | 25 to 100
Release	9.03

% of Capex vs OpEx Spending KPI

Component Type	KPI
Business Questions	How does Capex spending compare to Opex spending? Is the organization within its PoR for capital (Capex) and operating (Opex) expenses? What percentage of spending is capital expenses versus operating expenses? Where is the organization spending the majority of its actual expenses: on capital or on operating expenses?
Business Objective	Alignment with Business Strategy
Description	The capitalized expense relative to the operational expense.
Context	FinancialManagement
Data source	PPM, AM, VCM, IC, HPV, AWS
Formula	PERCENTAGE_MATH(SUM(Cost.Amount, Cost.ExpenseType = 'CAPEX' and PERIOD_ENTITY=Period),SUM(Cost.Amount, Cost.ExpenseType = 'OPEX' and PERIOD_ENTITY=Period),100)
KPI Formula Filter	N/A
Unit Type	%
Time Period	Monthly
Direction	Centralize
Thresholds	0 to 40 | 40 to 80 | 80 to 120 | 120 to 160 | 160 to 200
Release	9.00

% of Projects Budget at Risk KPI

Component Type	KPI
Business Questions	Make sure our project budget is attributed to healthy projects.
Business Objective	Stewardship of IT Investment
Description	The budget of unhealthy or risky projects relative to the total budget of projects that are ongoing during the measurement period.
Context	FinancialManagement
Data source	PPM
Formula	PERCENTAGE_MATH(SUM(Cost.Amount,Project.RiskRating <> '0' And Project.StartDate IN_PERIOD), SUM(Cost.Amount,Project.StartDate IN_PERIOD))
KPI Formula Filter	N/A
Unit Type	%
Time Period	Monthly
Direction	Minimize
Thresholds	0 to 10 | 10 to 20 | 20 to 100
Release	9.00

% Variance of Actual vs Planned Costs KPI

Component Type	KPI
Business Questions	Make sure the actual costs of an activity stay on track. What is the percentage of actual versus planned spending? How do the actual versus planned costs stay in the defined boundaries?
Business Objective	Stewardship of IT Investment
Description	The actual costs relative to the planned costs of an activity.
Context	FinancialManagement
Data source	PPM, VCM, AM, IC, HPV, AWS
Formula	PERCENTAGE_MATH(SUM(Cost.Amount,Cost.CostType='Actual' and PERIOD_ENTITY=Period), SUM (Cost.Amount,Cost.CostType='Planned' and PERIOD_ENTITY=Period),100)-100
KPI Formula Filter	N/A
Unit Type	%
Time Period	Monthly
Direction	Centralize
Thresholds	-50 to -30 | 75 to 90 | -10 to 10 | 10 to 30 | 30 to 100
Release	9.00

Average Cooling Cost of a Node KPI

Component Type	KPI
Business Questions	Make sure the cooling cost of the nodes is under control.
Business Objective	Reduce Cost
Description	The average cost of cooling per node, calculated as the total cooling cost of all the nodes whether they are monitored by the Data Center or not, divided by the number of nodes.
Context	PowerManagement
Data source	IC
Formula	RATIO_MATH(SUM(Cost.Amount , CostCategory.Name ='Cooling Consumption' And PERIOD_ ENTITY = CostPeriod), COUNT_DISTINCT(Node.NodeName , Node.NodeName <>'UNKNOWN' And Node.NodeName <>'INVALID' And Node.FlagIsDropped = 'N'),0)
KPI Formula Filter	N/A
Unit Type	$US
Time Period	Monthly
Direction	Minimize
Thresholds	0 to 50 | 50 to 100 | 100 to 150
Release	9.31

Average Cooling Cost of Data Center Nodes KPI

Component Type	KPI
Business Questions	Make sure the cooling cost of the Data Center is under control.
Business Objective	Reduce Cost
Description	The average cooling cost of a Data Center, calculated as the total cooling cost of the nodes monitored by the Data Center divided by the number of nodes.
Context	PowerManagement
Data source	IC
Formula	RATIO_MATH(SUM(Cost.Amount , CostCategory.Name ='Cooling Consumption' And CostLocation.Name <>'UNKNOWN' And CostLocation.Name <>'INVALID' And PERIOD_ENTITY = CostPeriod), COUNT_DISTINCT(CostLocation.Name , CostLocation.Type = 'data_center'),0)
KPI Formula Filter	N/A
Unit Type	$US
Time Period	Monthly
Direction	Minimize
Thresholds	0 to 50 | 50 to 100 | 100 to 150
Release	9.31

Average Cost of IT Delivery Per Customer KPI

Component Type	KPI
Business Questions	Make sure our IT delivery costs are on track.
Business Objective	Stewardship of IT Investment
Description	The average cost of IT delivery per customer calculated as the cost of IT service delivery divided by number of end users or customers.
Context	FinancialManagement
Data source	PPM
Formula	SUM(Cost.Amount,Cost.CostType='Actual' and PERIOD_ENTITY=Period)/Count (Customer,Customer.Name <> 'UNKNOWN' And Customer.Name <> 'INVALID')
KPI Formula Filter	N/A
Unit Type	Money
Time Period	Monthly
Direction	Centralize
Thresholds	0 to 1500 | 75 to 90 | 1500 to 3000 | 3000 to 5000 | > 5000
Release	9.00

Average Electricity Consumption of a Node KPI

Component Type	KPI
Business Questions	Make sure the electricity consumption of the nodes is under control.
Business Objective	Reduce Cost
Description	The average electricity consumption of a node, calculated as the total electricity consumption of all the nodes whether they are monitored by a Data Center or not divided by the number of nodes.
Context	PowerManagement
Data source	IC
Formula	RATIO_MATH(SUM(Consumption.Consumption, Consumption.ConsumptionCategory ='Power Consumption' And Consumption.DateEffective IN_PERIOD),COUNT_DISTINCT(Node.NodeName , Node.NodeName <> 'UNKNOWN' And Node.NodeName <> 'INVALID' And Node.FlagIsDropped = 'N'),0)
KPI Formula Filter	N/A
Unit Type	kWh
Time Period	Monthly
Direction	Minimize
Thresholds	0 to 50 | 50 to 100 | 100 to 150
Release	9.31

Average Electricity Consumption of Data Center Nodes KPI

Component Type	KPI
Business Questions	Make sure the electricity consumption of the Data Center is under control.
Business Objective	Reduce Cost
Description	The average electricity consumption of a Data Center, calculated as the total electricity consumption of the nodes monitored by the Data Center, divided by the number of nodes.
Context	PowerManagement
Data source	IC
Formula	RATIO_MATH(SUM(Consumption.Consumption, Consumption.ConsumptionCategory ='Power Consumption' And ConsumptionLocation.Name <>'UNKNOWN' And ConsumptionLocation.Name <>'INVALID' And Consumption.DateEffective IN_PERIOD),COUNT_DISTINCT (ConsumptionLocation.Name,ConsumptionLocation.Type = 'data_center'),0)
KPI Formula Filter	N/A
Unit Type	kWh
Time Period	Monthly
Direction	Minimize
Thresholds	0 to 50 | 50 to 100 | 100 to 150
Release	9.31

Average Electricity Cost of a Node KPI

Component Type	KPI
Business Questions	Make sure the cost of electricity of the nodes is under control.
Business Objective	Reduce Cost
Description	The average electricity cost of a node, calculated as the total cost of the electricity used by all the nodes whether they are monitored by the Data Center or not, divided by the number of nodes.
Context	PowerManagement
Data source	IC
Formula	RATIO_MATH(SUM(Cost.Amount , CostCategory.Name ='Power Consumption' And PERIOD_ ENTITY = CostPeriod), COUNT_DISTINCT(Node.NodeName , Node.NodeName <>'UNKNOWN' And Node.NodeName <>'INVALID' And Node.FlagIsDropped = 'N'),0)
KPI Formula Filter	N/A
Unit Type	$US
Time Period	Monthly
Direction	Minimize
Thresholds	0 to 50 | 50 to 100 | 100 to 150
Release	9.31

Average Electricity Cost of Data Center Nodes KPI

Component Type	KPI
Business Questions	Make sure the cost of the electricity used by the Data Center is under control.
Business Objective	Reduce Cost
Description	The average electricity cost of a Data Center, calculated as the total cost of electricity used by the nodes monitored by the Data Center divided by the number of nodes.
Context	PowerManagement
Data source	IC
Formula	RATIO_MATH(SUM(Cost.Amount , CostCategory.Name ='Power Consumption' And CostLocation.Name <>'UNKNOWN' And CostLocation.Name <>'INVALID' And PERIOD_ENTITY = CostPeriod), COUNT_DISTINCT(CostLocation.Name , CostLocation.Type = 'data_center') ,0)
KPI Formula Filter	N/A
Unit Type	$US
Time Period	Monthly
Direction	Minimize
Thresholds	0 to 50 | 50 to 100 | 100 to 150
Release	9.31

Innovation Delivery KPI

Component Type	KPI
Business Questions	Make sure our discretionary spending is aligned with our innovation goals. What are the discretionary and non-discretionary values for the fiscal period? How does discretionary spending compare to non-discretionary spending? What is the percentage of total discretionary and non-discretionary spending?
Business Objective	Alignment with Business Strategy
Description	The discretionary cost divided by the actual cost.
Context	FinancialManagement
Data source	PPM, AM, VCM, IC, HPV, AWS
Formula	PERCENTAGE_MATH(SUM(Cost.Amount, Cost.IsDiscretionary='Y' and PERIOD_ ENTITY=Period),SUM(Cost.Amount,PERIOD_ENTITY=Period),30)
KPI Formula Filter	N/A
Unit Type	%
Time Period	Monthly
Direction	Centralize
Thresholds	0 to 10 | 10 to 20 | 20 to 40 | 40 to 50 | 50 to 100
Release	9.00

Number of Servers Being Backed Up KPI

Component Type	KPI
Business Questions	Make sure our backup procedures are efficient.
Business Objective	Reduce Risk
Description	The number of servers being backed up
Context	DataProtection
Data source	DP, NA, UCMDB, NNM, IC, SA
Formula	COUNT_DISTINCT(Node.Name, Backup.Status = 'success')
KPI Formula Filter	N/A
Unit Type	Number
Time Period	Monthly
Direction	Maximize
Thresholds	
Release	9.03

Total Power Cost of Data Center Nodes KPI

Component Type	KPI
Business Questions	Make sure the total cost of the power used by the Data Center is under control.
Business Objective	Reduce Cost
Description	The total power cost of a Data Center, including the total electricity cost and total cooling cost of all the nodes monitored by the Data Center.
Context	PowerManagement
Data source	IC
Formula	RATIO_MATH(SUM(Cost.Amount , (CostCategory.Name='Power Consumption' or CostCategory.Name='Cooling Consumption') and CostLocation.Name<>'UNKNOWN' and CostLocation.Name<>'INVALID' and CostLocation.Type='data_center' And PERIOD_ENTITY = CostPeriod),COUNT_DISTINCT(CostLocation.Name , CostLocation.Type = 'data_center') ,0)
KPI Formula Filter	N/A
Unit Type	$US
Time Period	Monthly
Direction	Minimize
Thresholds	0 to 50 | 50 to 100 | 100 to 150
Release	9.31

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