HP IT Executive Scorecard

Software Version: 9.50
Windows ® operating system

Content Reference Guide for the Integration with HP Service Manager

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Contents

SM Data Source - Associated Contexts, KPIs, Metrics, and Reports 5
SM Data Source 6
Activate the Integration 6
Webi Reports Associated with the SM Data Source 14
Add a Web Intelligence report or an operational report to a Web Intelligence component 14
Display a Web Intelligence report or an operational report in a page 14

Send Documentation Feedback 16

SM Data Source - Associated Contexts, KPIs, Metrics, and Reports

This document describes the integration, contexts, KPIs, Metrics, and reports associated with the integration with the HP Service Manager data source.

HP Service Manager (SM) is a comprehensive and fully integrated IT Service Management software suite that enables IT to improve service levels, balance resources, control costs, and mitigate risk exposure to the organization.

The KPIs, Metrics, and contexts related to the SM data source are described in the *SM_CAP Content Acceleration Pack Guide*.

SM Data Source

The purpose of the integration of SM as a data source is to bring quality management information into the Data Warehouse.

To access:

Select **Admin > Data Source Management** then click **Add data source** and select **SM** to activate the integration processes for the **SM** data source.



Learn More

Content Packs and their functionality

To learn about Content Packs and their functionality see, Data Source Management in the *IT Executive Scorecard Administrator Guide*.

Important Information

- The SM Content Pack supports multiple instances.
- **FBI Integration:** An extractor using the File Based Integration mechanism that extracts entities from the source and generates corresponding flat files. For details. see File Based Integration (FBI) in the *IT Executive Scorecard Administrator Guide*.
- All fields are case-sensitive.
- If you work with IT Financial Management (ITFM), this data source is not supported. When you activate this data source, the ITFM application displays **No data**.
- **SM DBdict (Database Dictionary) Interface:** The structure of the SM database may differ according to SM version. The SM FBI extractor uses the DBdict interface containing the map between entities and physical tables. Dbdict interface for HP Service Manager, maintains a logical view of RDBMS tables and columns in the database dictionary. DBdict describes how each table and column in your system is mapped to logical entities within Service Manager. The Service Manager applications use the logical definitions in the database dictionary to query and manage the actual records in your RDBMS. DBDict is used to avoid SM version compatibility issues.

Tasks

Activate the Integration

1. **Prerequisite:**

   The SM data source can have either the Oracle or the SQL Server type.

Note: First day of the week

In Data Warehouse, the first day of the week is set in the Post- Install wizard, and the Period tool is using is as an input to build **PERIOD_DIM** days, weeks, months, and more, as well as relevant hierarchies.

After the administrator has installed Data Warehouse, the administrator selects the cooperation first-day-of-week. If the data source has a different first-day-of-week definition, the administrator should be aware that for weekly periodicity, the linkage to the period key uses the Data Warehouse week definition and not the data source week definition.

2. Select **Admin** > **Data Source Management** then click **Add data source**.
3. The Add Data Source page opens. Select the **SM** data source type.
4. Select or enter the configuration parameters.
5. Click **Next** to proceed to the validation page.

Note: To perform configuration and activation tasks using the Automation tool, see The Automation Tool in the *IT Executive Scorecard Administrator Guide*.

UI Description

SM Activation Page

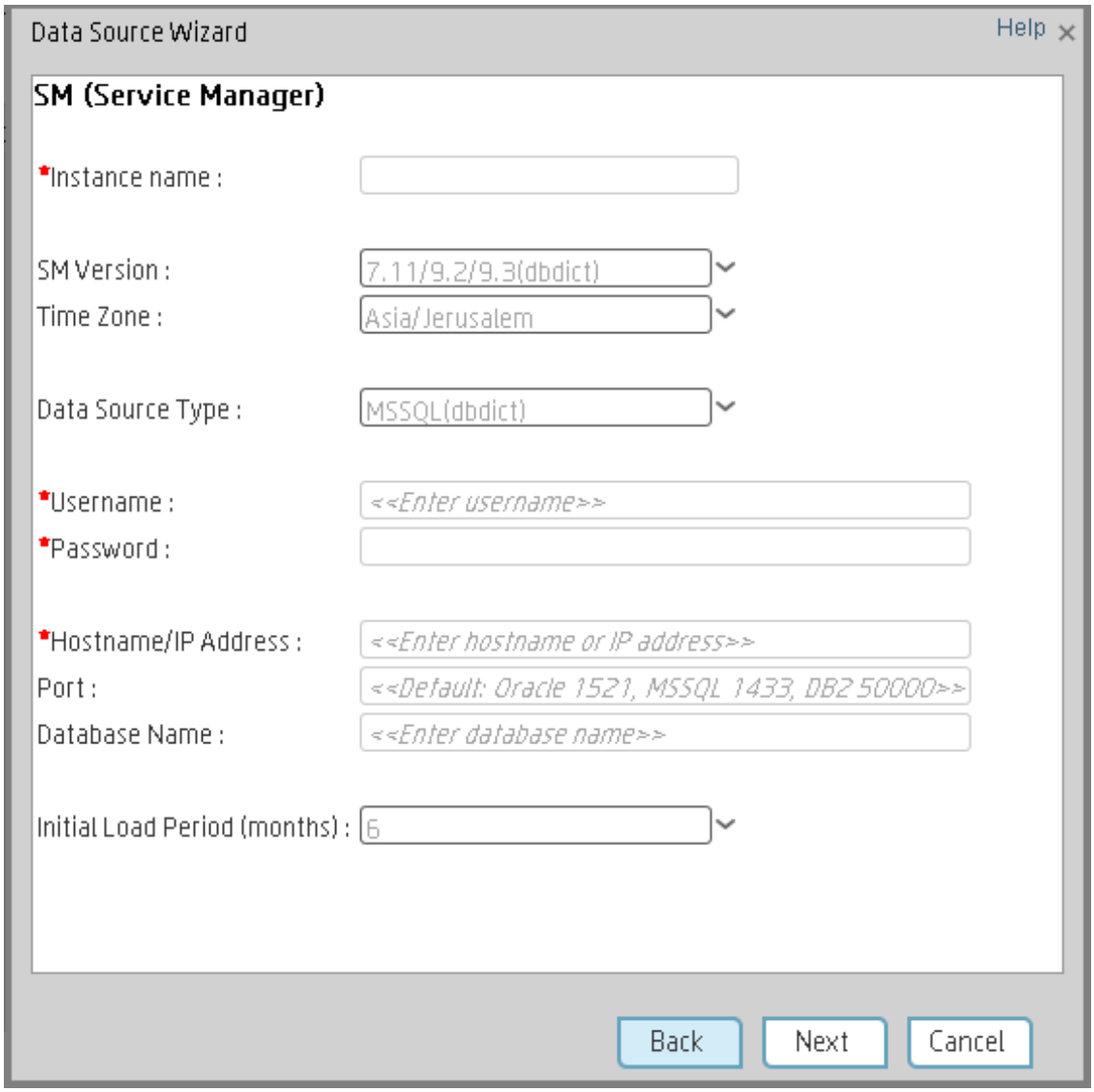
The data warehouse is connected to HP Service Manager through high-level integration processes.

User interface elements are described below:

For the SQL server:

The following is an example of the SM Activation page when HP Service Manager is installed on an SQL server.

Mandatory fields are marked with a red asterisk.



UI Element	Description
Instance name	Enter a name for the data source instance you are activating.
SM Version	Select the relevant SM version. For details, see the *IT Executive Scorecard Support Matrix*. **Note:** For SM7.11, 9.2, 9.3, select 7.11/9.2/9.3.

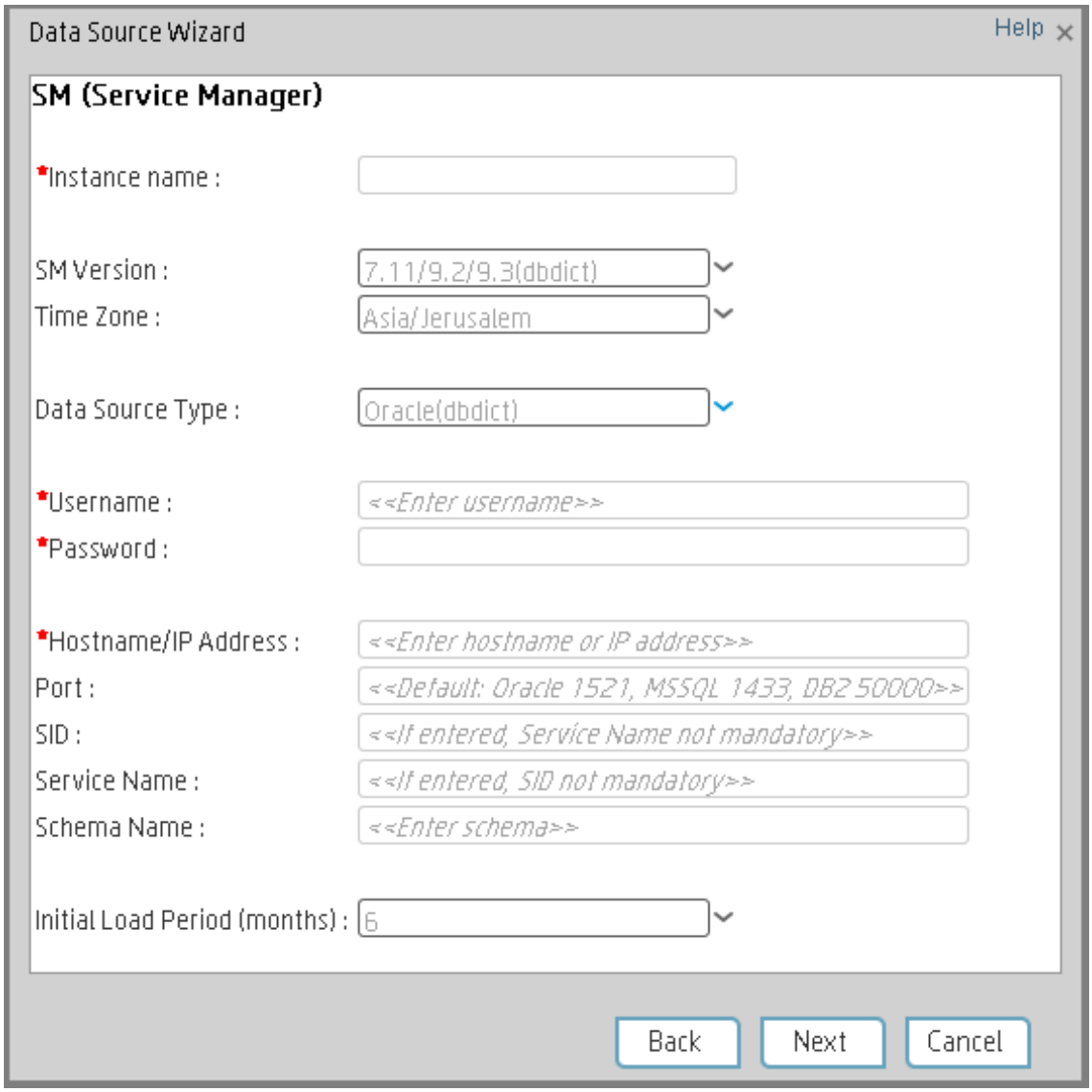
UI Element	Description
Time Zone	**UTC** only.
Data Source Type	• Select **MSSQL(dbdict)**. It is recommended to configure SM to run on an SQL Server through DBdict (SM application interface). • Select **MSSQL.** Configure SM to run on a regular MSSQL server.
Username	Enter your username used to log on to the SM database.
Password	Enter your password used to log on to the SM database.
Hostname/IP Address	Enter the data source hostname or IP address. If you connect to Named Instance, enter: **<host_name or IP Address>\<instance_name>**.
Port	Port for database connections.
Database Name	Enter the name of the database for the MS SQL server.
Initial Load Period (months)	Select the number of months from which you want the initial data loaded.

For the Oracle server:

Note: The Oracle database can have both Server ID (SID) and Service Name properties, but the user should specify only one. If you define the SID, then the SID is used, and if you define Service Name, then Service Name is used. If you define both in the UI, only SID is used.

The following is an example of the SM Activation page when HP Service Manager is installed on an Oracle server.

Mandatory fields are marked with a red asterisk.



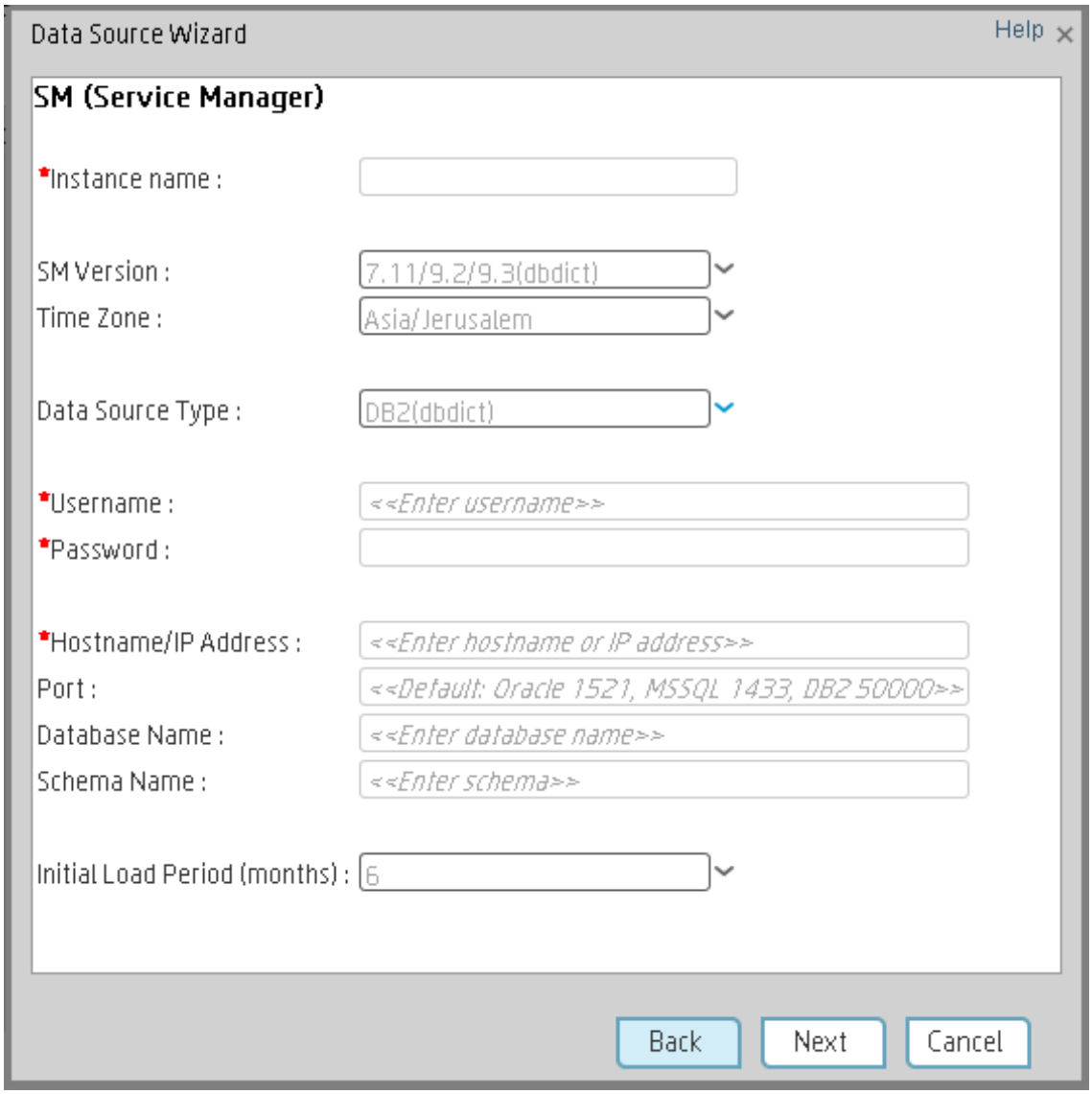
UI Element	Description
Instance name	Enter a name for the data source instance you are activating.
SM Version	Select the relevant SM version. For details, see the *IT Executive Scorecard Support Matrix*. **Note:** For SM7.11, 9.2, 9.3, select 7.11/9.2/9.3.

UI Element	Description
Time Zone	Select the time zone for the data source.
Data Source Type	• Select **Oracle(dbdict)**. It is recommended to configure SM to run on an Oracle Server through DBdict (SM's application interface). • Select **Oracle.** Configure SM to run on a regular Oracle server.
Username	Enter your username used to log on to the SM database.
Password	Enter your password used to log on to the SM database.
Hostname/IP Address	Enter the Oracle server hostname or IP address.
SID	Enter the unique name of the database.
Service Name	Enter the alias used when connecting.
Schema Name	Enter the name of the Schema.
Initial Load Period (months)	Select the number of months from which you want the initial data loaded.

For the DB2 server:

The following is an example of the SM Activation page when HP Service Manager is installed on a DB2 server.

Mandatory fields are marked with a red asterisk.



UI Element	Description
Instance name	Enter a name for the data source instance you are activating.
SM Version	Select the relevant SM version. For details, see the *IT Executive Scorecard Support Matrix*. **Note:** For SM7.11, 9.2, 9.3, select 7.11/9.2/9.3.

UI Element	Description
Time Zone	**UTC** only.
Data Source Type	• Select **DB2(dbdict)**. Configure SM to run on an IBM DB2 database.
Username	Enter your username used to log on to the SM database.
Password	Enter your password used to log on to the SM database.
Hostname/IP Address	Enter the data source hostname or IP address. If you connect to Named Instance, enter: **<host_name or IP Address>\<instance_name>**.
Port	Port for database connections.
Database Name	Enter the name of the database for the MS SQL server.
Initial Load Period (months)	Select the number of months from which you want the initial data loaded.



Reference

List and Flow of Entities

List of Entities in Excel format

This document is available in the PDFs directory in the Installation DVD, is accessible from the Help Center page in the online Help Center (documentation library), or from the HP Software Product Manual Site (http://h20230.www2.hp.com/selfsolve/manuals).

Webi Reports Associated with the SM 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 | UI Description

Tasks

This section includes:

- Add a Web Intelligence report or an operational report to a Web Intelligence component 14
- Display a Web Intelligence report or an operational report in a page 14

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 Boxin 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*

UI Description

Change Reports

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

The reports are:

- Emergency Changes by Services Report

Incident Reports

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

The reports are:

- No. of Critical Incidents by Customer Report
- Critical Incidents for Top 3 Services Report
- Incident Closure Time for the Top 3 Services Report
- Number of Incidents Caused by Changes vs Total Number of Incidents Report
- Percentage of Breached Incidents Report
- Percentage of Incidents Attended by Service Report
- Percentage of Service Requests Posted via Web (Self-Help) Report

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