HP IT Executive Scorecard

Software Version: 9.50
Windows ® operating system

Content Reference Guide for the Integration with HP Universal Configuration Management Database

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UCMDB Data Source - Integration and Associated Context

This document describes the integration, contexts, KPIs, Metrics, data lineage, and reports associated with the integration with the HP Universal Configuration Management Database data source.

The HP Universal Configuration Management Database (UCMDB) is based on three key elements: a rich data model, visualization, and federation to additional data repositories. UCMDB provides impact analysis, change tracking, and reporting capabilities to transform UCMDB data into comprehensible, actionable information that helps answer critical questions and solve business problems. UCMDB can provide valuable information about services, and their operational status.

Note: Information about the ALT data source and more general content issues are detailed in the *IT Executive Scorecard Content Reference Guide for the Integration of Alternate Data Sources*.

Data Lineage

For details on how to understand the data lineage graph, see Data Lineage in the *IT Executive Scorecard Content Reference Guide*

UCMDB Data Source

The purpose of the integration of UCMDB 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 **UCMDB** to activate the integration processes for the **UCMDB** 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*.

- **FBI Integration:**

  An extractor using the File Based Integration mechanism that extracts entities from the UCMDB source and generates corresponding flat files. For details, see Data Source Management in the *IT Executive Scorecard Administrator Guide*. The UCMDB FBI extractor is used by both BSM and UCMDB.

- **UCMDB Push Adapter:**

  A package installed on the UCMDB server that can push data into XS Data Warehouse database. The relevant XS information is set when you deploy the push adapter. You can then use the push adapter to access certain data based on the query you configure. For details, see "Access and Deploy the UCMDB Push Adapter" on page 8

Important Information

- UCMDB supports multiple instances of the Content Pack.
- 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**.
- All fields are case-sensitive.

Tasks

This section includes:

"Activate the Integration" on the next page

"Connect to UCMDB on a Secured Connection" on the next page

"Consolidate Between BSM and UCMDB" on the next page

"Access and Deploy the UCMDB Push Adapter" on the next page

Activate the Integration

1. **Important 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 **UCMDB** data source type.
4. Select or enter the configuration parameters.
5. Click **Next** to proceed to the validation page.

Note: Before reactivating the UCMDB data source, click **Edit Settings** and enter the **Username** and **Password**.

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

Connect to UCMDB on a Secured Connection

1. Export the UCMDB SSL certificate to a file. For details, see the UCMDB *Hardening Guide* available in the HP Manual Site.
2. Reveal the UCMDB certificate to Data Warehouse as follows:

   Import the SSL certificate trusted by the UCMDB server into the JDK key store using a tool provided by the JDK called **keytool.exe** by running the command :
   <HP_XS>\jdk\jre\bin\keytool -importcert -alias <alias> -file <file> -keystore <HP_XS>\agora\jdk\jre\lib\security\cacerts -trustcacerts

   Note: The default password for JVM keystore is a 'changeit'. If this password wasn't changed before, use the default keystore password for certificate import.

   Note: From UCMDB version 9.0, UCMDB has a self-signed certificate that allows to connect to UCMDB without a certificate import procedure.
3. Restart the Executive Scorecard server.
4. Select **Is secured** in the activation parameters page.
5. Change the port to a secured port (default is 8080).

Consolidate Between BSM and UCMDB

Business Services and Infrastructure Services are automatically consolidated between BSM and UCMDB during ETL.

Note: You must perform synchronization of BSM and UCMDB before each time you run the ETL, to enable consolidation between these sources.

Access and Deploy the UCMDB Push Adapter

The UCMDB push adapter enables you to access data links and nodes from UCMDB, which are then pushed into the Data Warehouse. You can deploy the push adapter on the UCMDB server and schedule the execution time of the adapter. You can also configure the adapter integration and add an XS integration point in the Integration Studio.

You must deploy the push adapter package when the UCMDB Content Pack is activated in the Data Source Management UI, and before the first run of the ETL in order to get the Node, Application and Services topology from UCMDB.

This section includes the following tasks:

"Deploy the push adapter package in Package Manager" below

"Deployment Limitation" on the next page

"Locate the adapter in Adapter Management" on the next page

"Add the XS integration point in the Integration Studio" on page 10

"Create an integration job (for UCMDB version 9.02 only)" on page 13

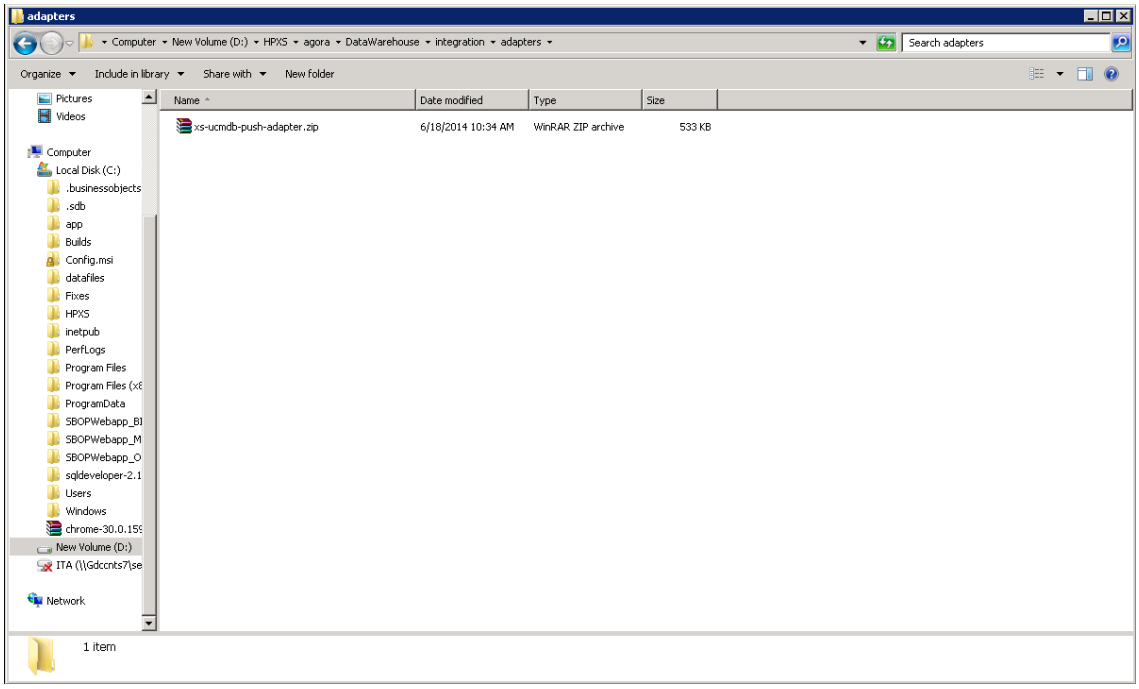
"Edit a push job" on page 14

"Change or add TQL queries" on page 15

Deploy the push adapter package in Package Manager

1. In UCMDB, navigate to **Administration** > **Package Manager**.
2. Select **Deploy package to server (from local disk)** then click **Add**.
3. Select the XS push adapter package from **<HP_ XS>\agora\DataWarehouse\integration\adapters\xs-ucmdb-push-adapter.zip** and then click **Open**.

   The new adapter is deployed and displayed in the Adapters list.



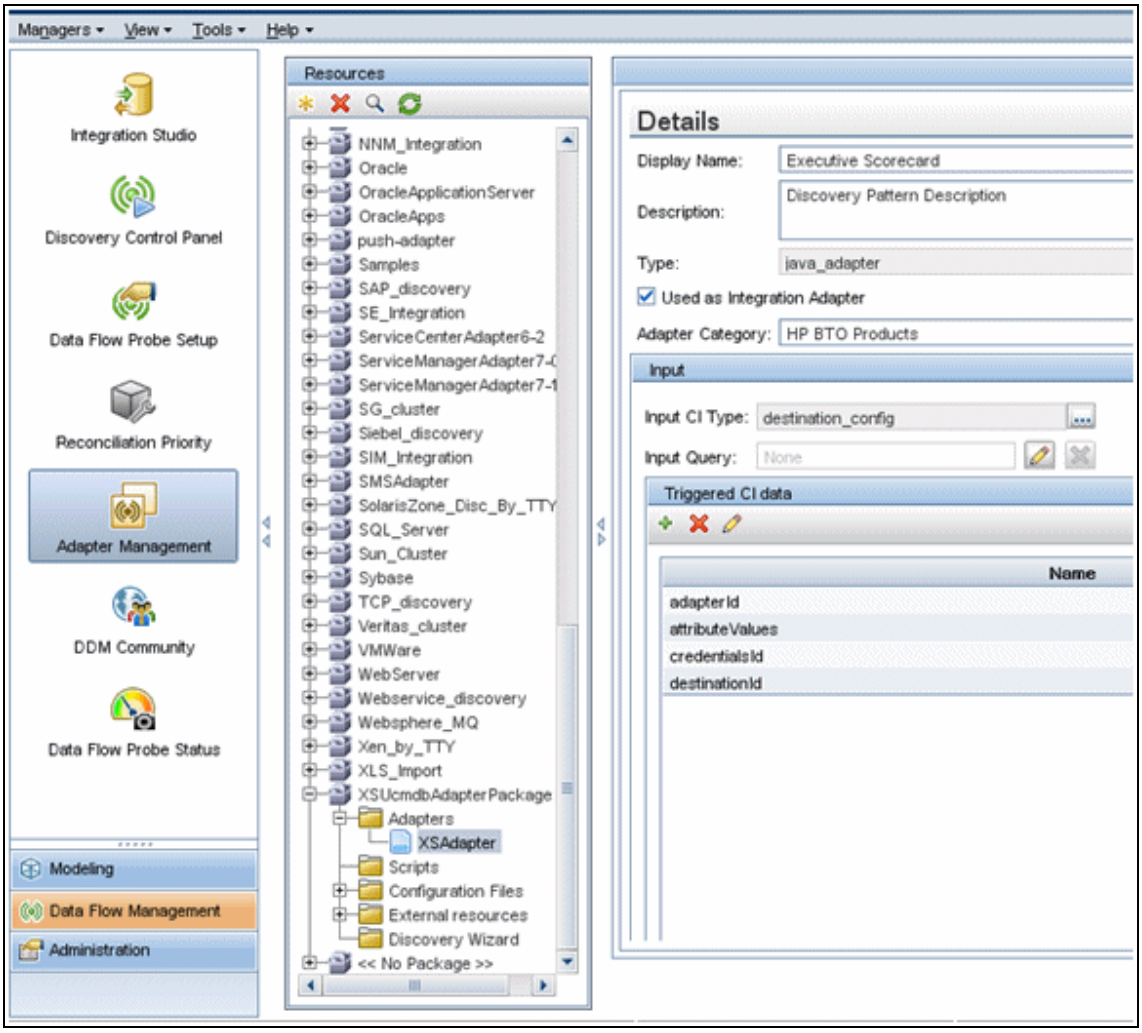
Deployment Limitation

If you deploy an incorrect version of the push adapter you need to redeploy as follows:

1. Delete the relevant Integration Point in **Data Flow Management** > **Integration Studio**.
2. Un-deploy the package in **Administration** > **Package Manager**. If necessary, delete the package directory manually, as follows.
   a. Stop the UCMDB server: **Start** > **All Programs** > **HP UCMDB** > **Stop HP Universal CMDB Server**.
   b. Delete the XS adapter directory, for example, C:\hp\UCMDB\UCMDBServer\runtime\fcmdb\CodeBase\XSAdapter.
   c. Start the UCMDB server: **Start** > **All Programs** > **HP UCMDB** > **Start HP Universal CMDB Server**.
   d. Deploy the adapter package using the Package Manager.

Locate the adapter in Adapter Management

1. In UCMDB, navigate to **Data Flow Management** > **Adapter Management**.
2. Select **XSUcmdbAdapter** in the Resources area.
3. Expand **Adapters** and select **XSAdapter** to check the adapter definition.



Add the XS integration point in the Integration Studio

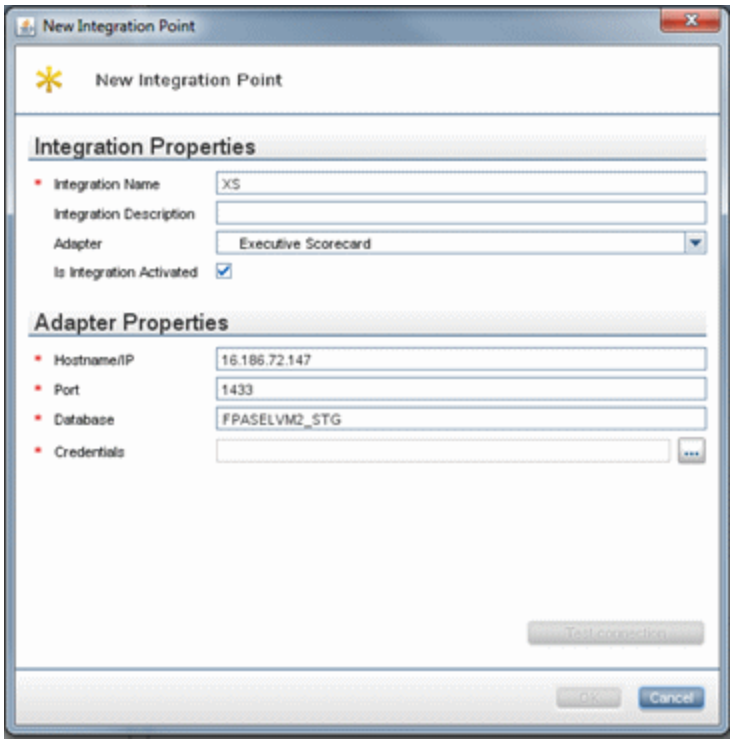
Note: For UCMDB version 10.0, see the procedure below.

1. In UCMDB, navigate to **Data Flow Management** > **Integration Studio**.
2. In the Integration Point area, select **New Integration Point**.
3. Enter the integration name, for example, XS.
4. Select **Executive Scorecard** from the **Adapter** list.
5. In Adapter Properties, enter the following.
   - **Hostname/IP:** The XS database.
   - **Port:** 1433.
   - **Database:** The XS DWH staging database name.
   - **Database Schema: dws**

- **Credentials:** Browse to select **SQL protocol**, and add new credentials. For UCMDB version 9.05 and later, select **Generic DB Protocol(SQL)**.
  i. Enter a user, the Microsoft SQL Server for **Database Type**, leave default values for **Port Number** and **Connection Timeout**, and enter **User** and **Password** to connect to the XS DWH database.
  ii. Click **OK**.
  iii. Select the new created credential and click **OK.**

6. Click **Test Connection**.
7. Click **OK** in the New Integration Point dialog box.
   The new integration point is created and added into Integration Point area.

   Note: If the integration point already exists, a message appears accordingly.

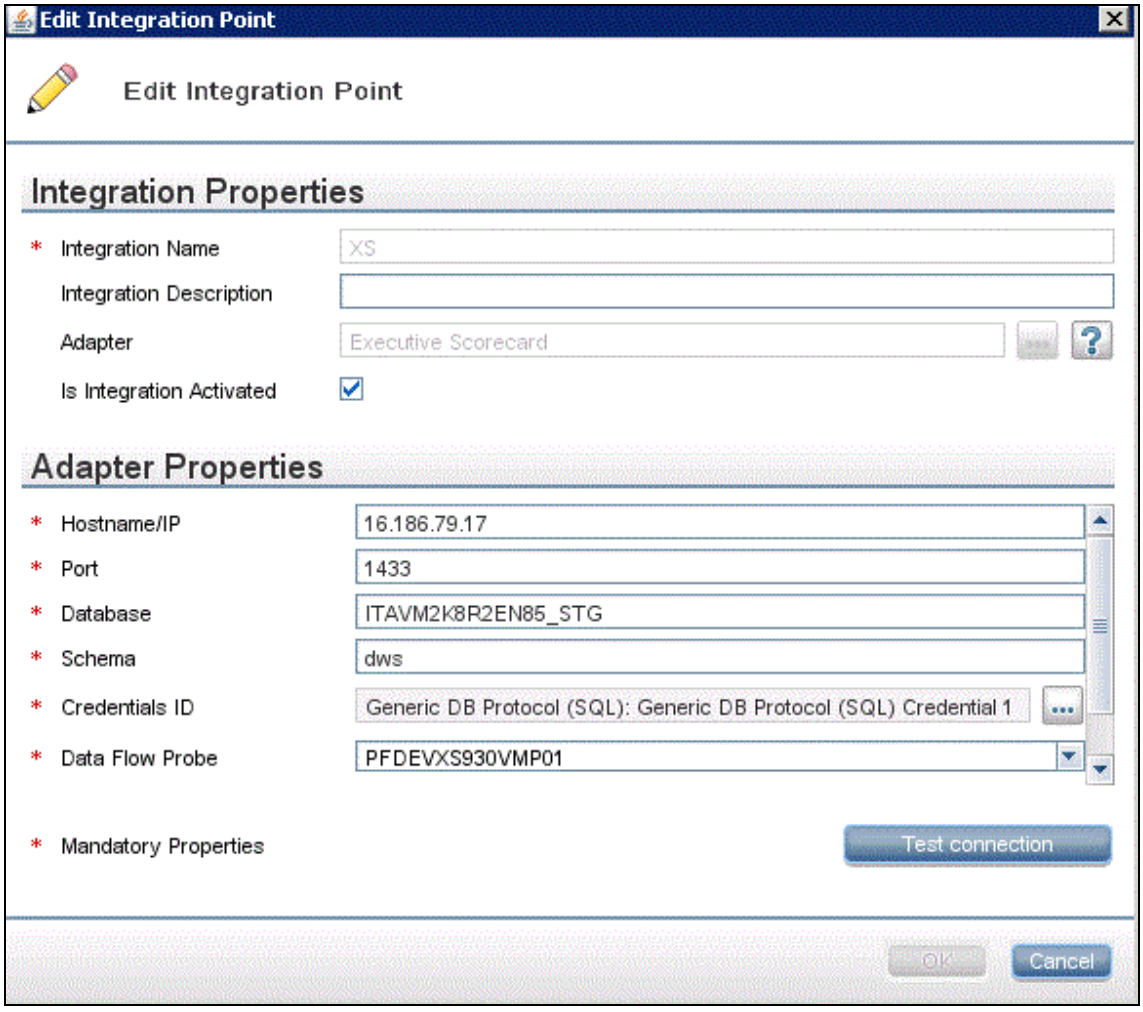


Add an integration point using UCMDB version 10.0

1. In UCMDB, navigate to **Data Flow Management** > **Integration Studio**.
2. In the Integration Point area, select **New Integration Point**.
3. Enter the integration name, for example, XS.
4. Select **Executive Scorecard** and then select **XS push job and federation** from the **Adapter** list.
5. Select the Is Integration Activated checkbox.
6. In Adapter Properties, enter the following.

- **Hostname/IP:** The XS database.
- **Port:** 1433.
- **Database:** The XS DWH staging database name.
- **Schema: dws**
- **Credentials ID:** Browse to select **SQL protocol**, and add new credentials. For UCMDB version 9.05 and later, select **Generic DB Protocol(SQL)**.
  i. Enter a user, the Microsoft SQL Server for **Database Type**, leave default values for **Port Number** and **Connection Timeout**, and enter **User** and **Password** to connect to the XS DWH database.
  ii. Click **OK**.
  iii. Select the new created credential and click **OK.**
- **Data Flow Probe:** Select a Probe that has IP of the XS database in range.

7. Click **Test Connection**.
8. Click **OK** in the New Integration Point dialog box.
   The new integration point is created and added into Integration Point area.

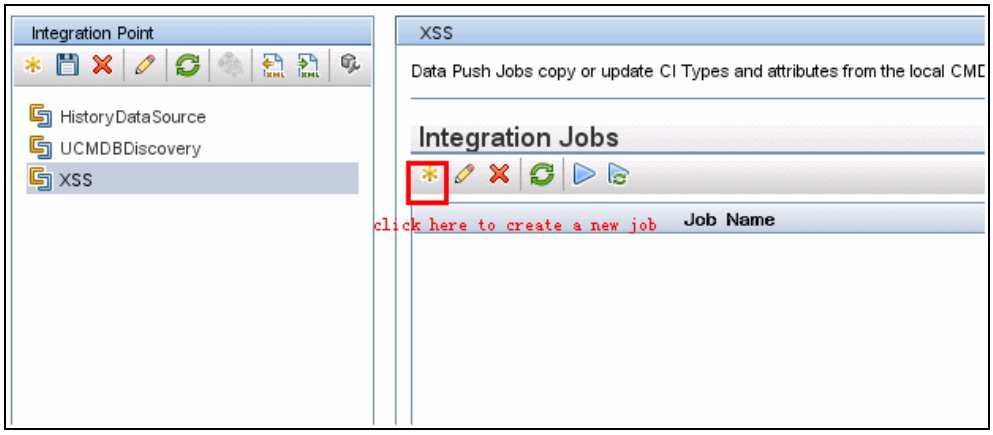


Create an integration job (for UCMDB version 9.02 only)

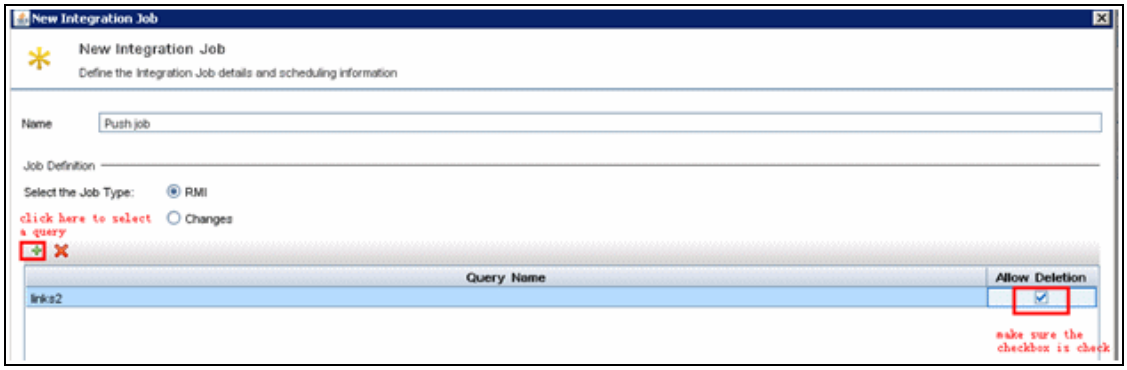
The schedule you create should be synched with the ETL run on XS.

For UCMDB version 9.03 and later, integration jobs are automatically created .

1. In UCMDB, navigate to **Data Flow Management** > **Integration Studio**.
2. Select the **XS** integration point you previously added, in the Integration Point area.
3. In the Integration Jobs area, click **New Integration Job**.



4. Click ✚ to add the queries you want to run.



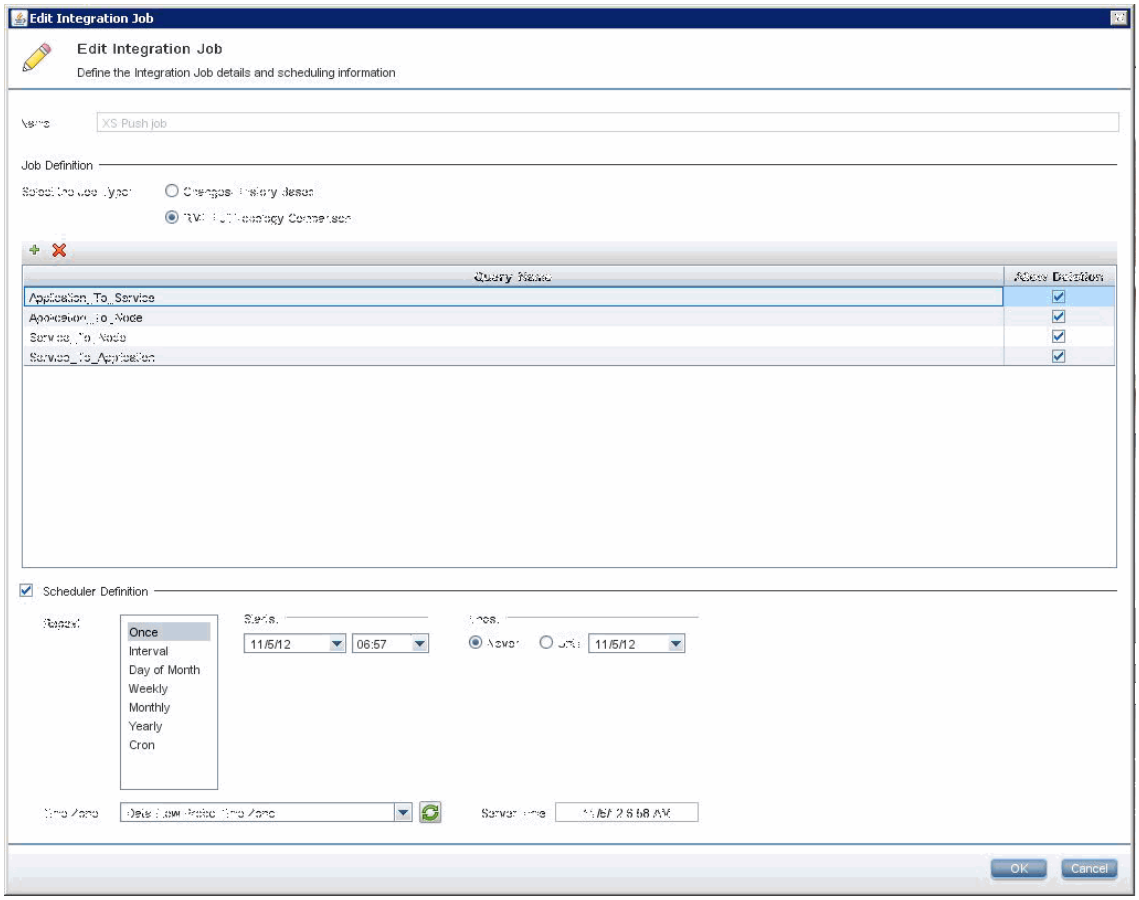
5. In the Scheduler Definition area, select the repeat frequency, start time, end time and time zone for the job and click **OK**. Make sure that the **Allow Deletion** checkbox is selected.

   The integration job is created and displayed in the Integration Jobs area.

Note: You can run and check the status for jobs, including CIs and attribute relationships. If there is nothing to be updated, no records are added in the UCMDB_RUN_CTRL.

Edit a push job

1. In UCMDB, navigate to **Data Flow Management** > **Integration Studio**.
2. Select the job you want to edit from the Integration Point area.
3. Edit the properties and add queries, as required.
4. In the Scheduler Definition area, select the repeat frequency, start time, end time and time zone for the job and click **OK**. Make sure that the **Allow Deletion** checkbox is selected.

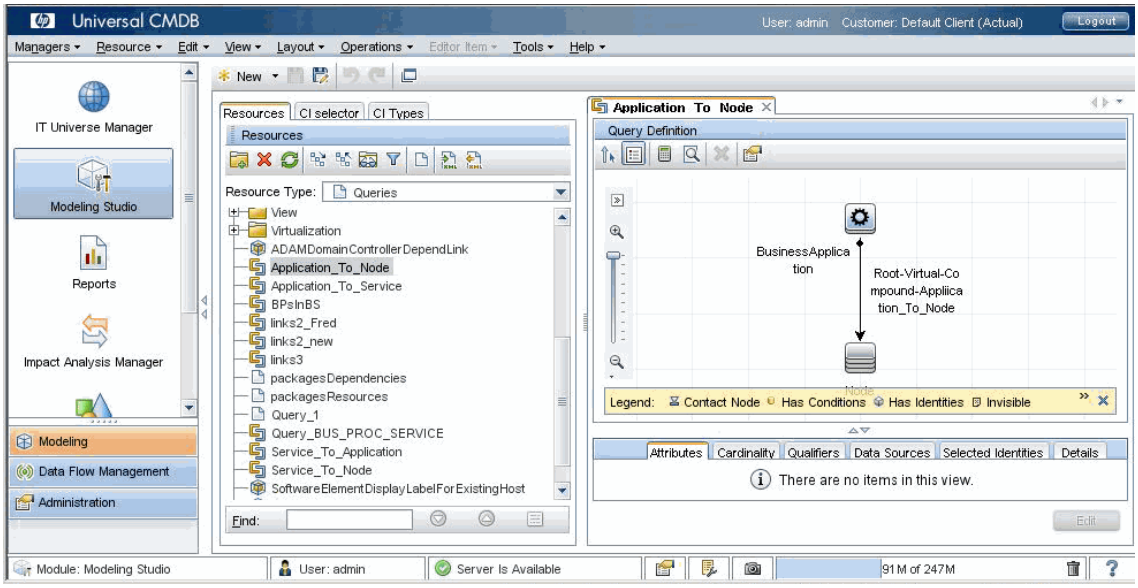


Change or add TQL queries

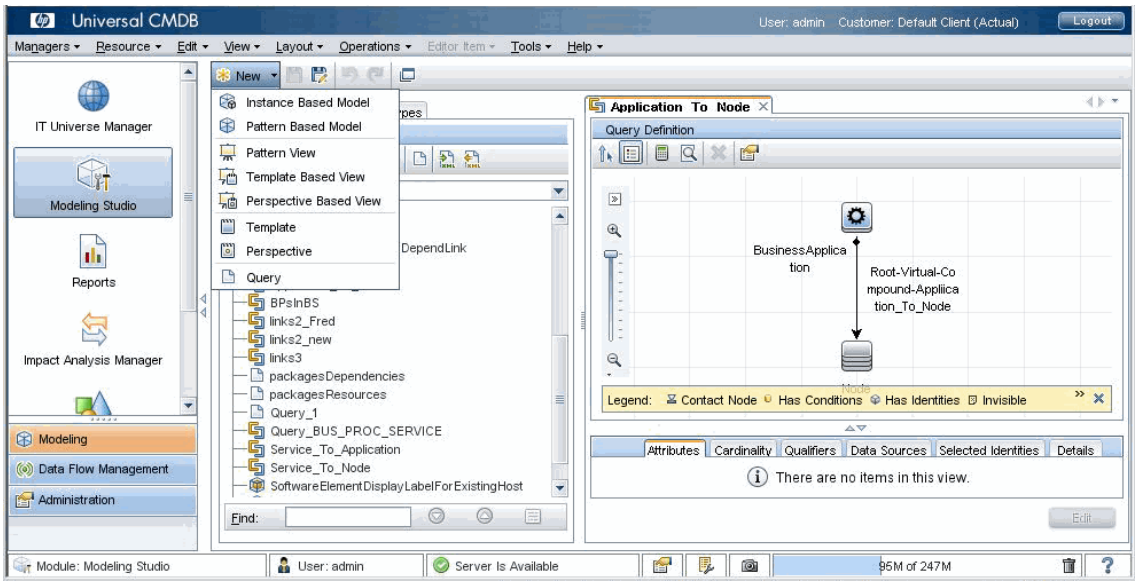
After the Push Adapter is deployed, Application_To_Node, Application_To_Service, Service_To_Application, Service_To_Node are added automatically. You can change these queries or add a new TQL query.

Note: You must use the required naming convention, for example, **Application_To_Node**.

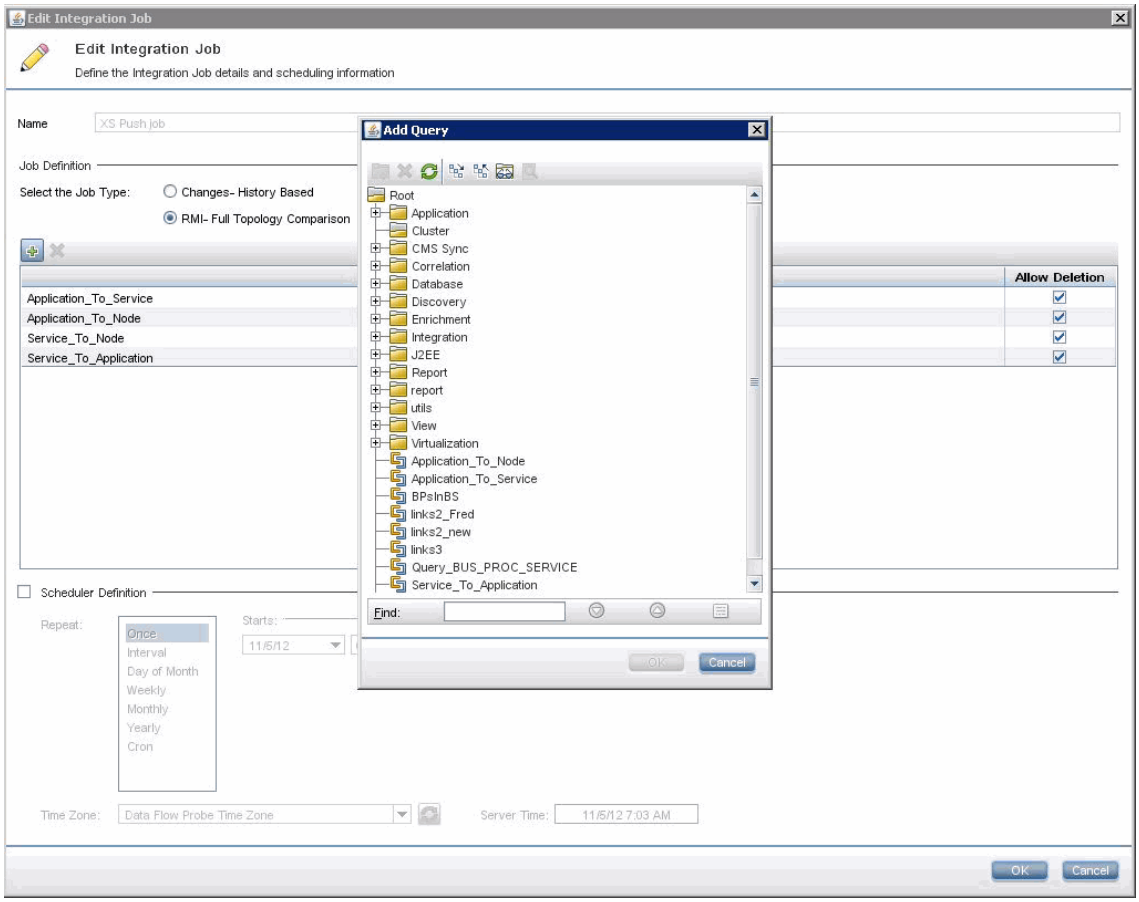
1. In UCMDB, view the XS push adapter list of OOTB queries in the Resources area of the Modeling Studio.
2. You can modify a query by opening the query definitions. Click **Save** and the changes are added to the adapter.



3. Create a new TQL query configuration by clicking .



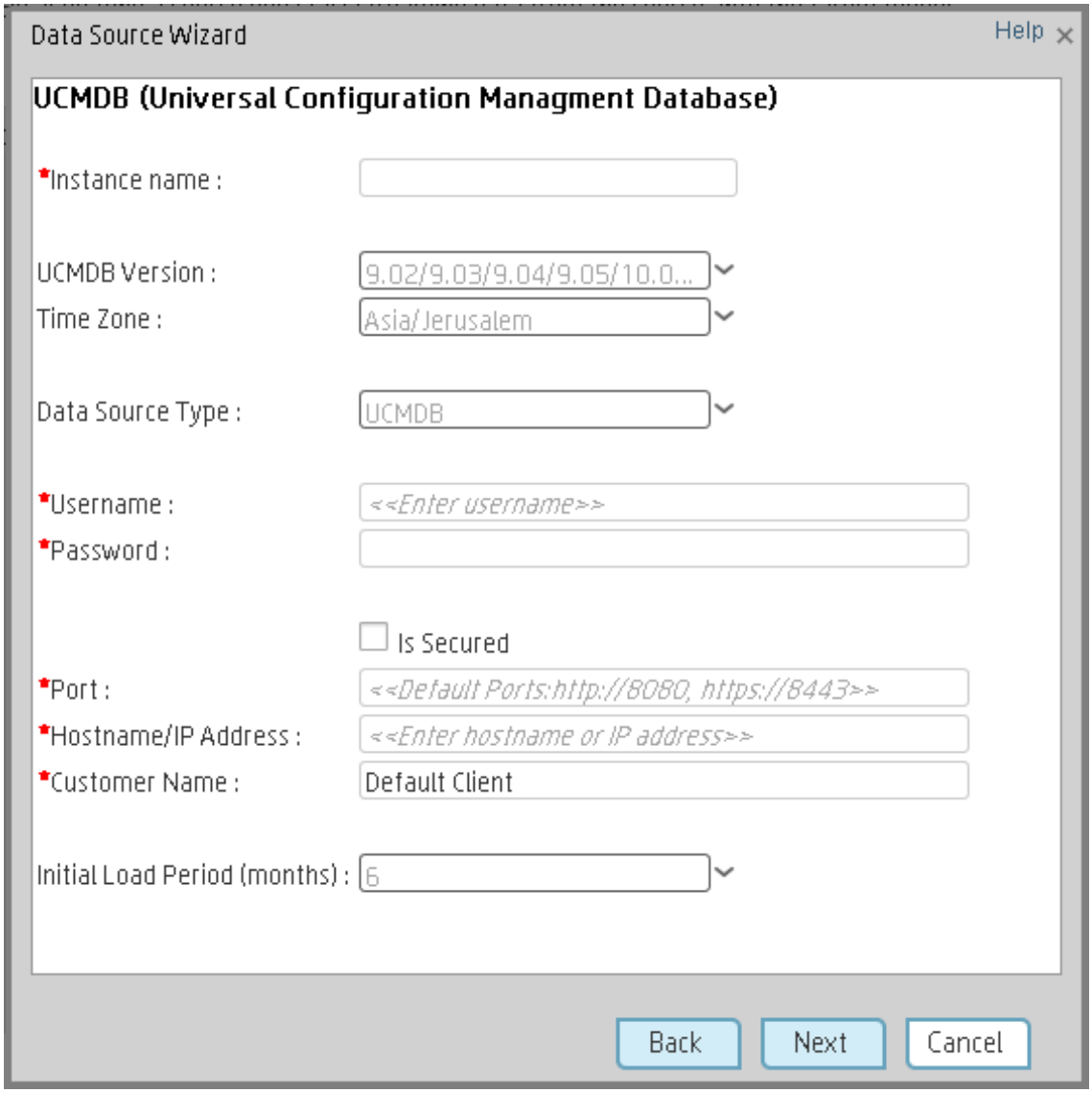
4. Enter a new name and then proceed to editing the query in the XS push job you created in the Integration Studio.
5. Select the job you want to edit from the Integration Point area.
6. Click  to add the new query and click **Save**. The query is added to the XS list.


Edit Integration Job
Edit Integration Job
Define the Integration Job details and scheduling information
Name
XS Push job
Job Definition
Select the Job Type:
Changes- History Based
RMI- Full Topology Comparison
Application_To_Service
Application_To_Node
Service_To_Node
Service_To_Application
Allow Deletion
Add Query
Root
Application
Cluster
CMS Sync
Correlation
Database
Discovery
Enrichment
Integration
J2EE
Report
report
utils
View
Virtualization
Application_To_Node
Application_To_Service
BPsInBS
links2_Fred
links2_new
links3
Query_BUS_PROC_SERVICE
Service_To_Application
Find:
OK
Cancel
Scheduler Definition
Repeat:
Once
Interval
Day of Month
Weekly
Monthly
Yearly
Cron
Starts:
11/5/12
Time Zone:
Data Flow Probe Time Zone
Server Time:
11/5/12 7:03 AM
OK
Cancel

UI Description

UCMDB Activation Page

The data warehouse is connected to HP UCMDB through high-level integration processes. A set of database views enables the extraction of the main UCMDB objects.



Mandatory fields are marked with a red asterisk.

User interface elements are described below:

UI Element	Description
Instance name	Enter a name for the data source instance you are activating.
UCMDB Version	Select the relevant UCMDB version. For details, see the *IT Executive Scorecard Support Matrix*.
Time Zone	Select the time zone for the data source.
Data Source Type	UCMDB This parameter is read only.
Username	Enter the username used to log on to CMDB. You must create a new integration user in UCMDB for integration with XS.
Password	Enter the password used to log on to CMDB. You must create a new integration password in UCMDB for integration with XS.
Is Secured	Select if the server host is secured.
Port	The port number. The default value is 8080.
Hostname/IP Address	Enter the server hostname or IP address of the server where the UCMDB is installed.
Customer Name	Used for tenant client purposes.If no username is given, then **Default Client** is displayed.
Initial Load Period (months)	Select the number of months from which you want the initial data loaded.

Reference

List 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).

RequestManagement (DemandManagement) Context

Request Management is the process of aligning IT service offerings with the needs of IT's customers and clients, as well as with overall business objectives. A catalog and request management system can help IT reduce costs, provide an enhanced user experience, track results more accurately, reduce service desk workload, and improve productivity.

Note: Demand Management is now referred to as Request Management.

HP Universal Configuration Management Database is the data source used by this Context (universe).

The following Context contains the attributes and classes that relate to Request 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*.

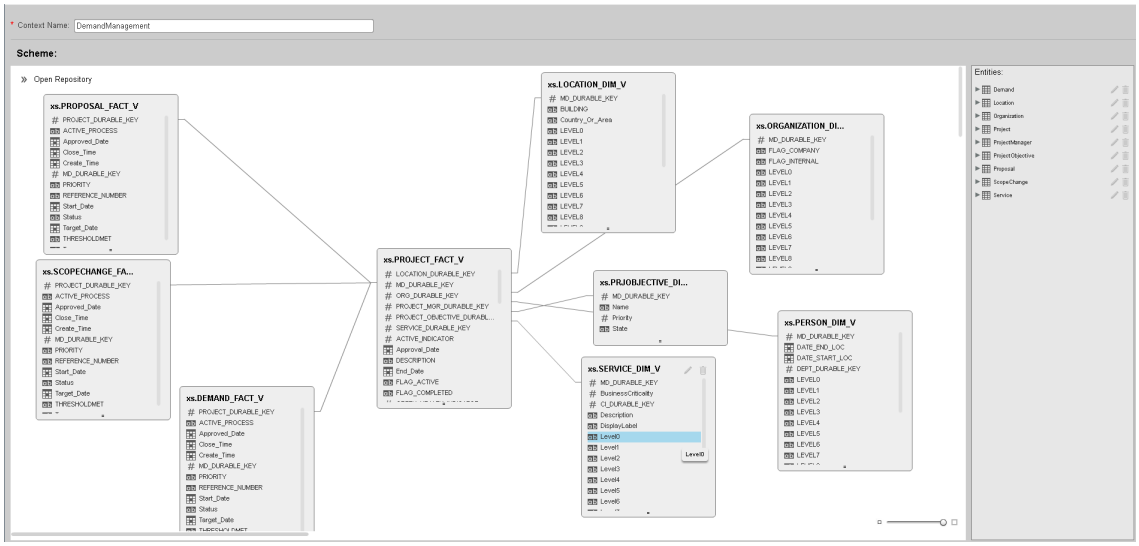
Create a KPI based on the Node entity and break it down by service and/or application

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	113	9		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.DEMAND_FACT_V	ACTIVE_PROCESS	nvarchar
XS.DEMAND_FACT_V	Approved_Date	datetime
XS.DEMAND_FACT_V	Close_Time	datetime
XS.DEMAND_FACT_V	Create_Time	datetime
XS.DEMAND_FACT_V	MD_DURABLE_KEY	numeric
XS.DEMAND_FACT_V	PRIORITY	nvarchar
XS.DEMAND_FACT_V	PROJECT_DURABLE_KEY	numeric

Table Name	Name	Type
XS.DEMAND_FACT_V	REFERENCE_NUMBER	nvarchar
XS.DEMAND_FACT_V	Start_Date	datetime
XS.DEMAND_FACT_V	Status	nvarchar
XS.DEMAND_FACT_V	Target_Date	datetime
XS.DEMAND_FACT_V	THRESHOLDMET	nvarchar
XS.DEMAND_FACT_V	Type	nvarchar
XS.LOCATION_DIM_V	Country_Or_Area	nvarchar
XS.LOCATION_DIM_V	Locality	nvarchar
XS.LOCATION_DIM_V	MD_DURABLE_KEY	numeric
XS.LOCATION_DIM_V	Name	nvarchar
XS.LOCATION_DIM_V	PARENT_DURABLE_KEY	numeric
XS.LOCATION_DIM_V	POSTAL_CODE	nvarchar
XS.LOCATION_DIM_V	Region	nvarchar
XS.LOCATION_DIM_V	Type	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.PERSON_DIM_V	DATE_END_LOC	datetime

Table Name	Name	Type
XS.PERSON_DIM_V	DATE_START_LOC	datetime
XS.PERSON_DIM_V	DEPT_DURABLE_KEY	numeric
XS.PERSON_DIM_V	LEVEL0	nvarchar
XS.PERSON_DIM_V	LEVEL1	nvarchar
XS.PERSON_DIM_V	LEVEL2	nvarchar
XS.PERSON_DIM_V	LEVEL3	nvarchar
XS.PERSON_DIM_V	LEVEL4	nvarchar
XS.PERSON_DIM_V	LEVEL5	nvarchar
XS.PERSON_DIM_V	LEVEL6	nvarchar
XS.PERSON_DIM_V	LEVEL7	nvarchar
XS.PERSON_DIM_V	LEVEL8	nvarchar
XS.PERSON_DIM_V	LEVEL9	nvarchar
XS.PERSON_DIM_V	LOCATION_DURABLE_KEY	numeric
XS.PERSON_DIM_V	MD_DURABLE_KEY	numeric
XS.PERSON_DIM_V	Name	nvarchar
XS.PERSON_DIM_V	PARENT_DURABLE_KEY	numeric
XS.PRJOBJECTIVE_DIM_V	MD_DURABLE_KEY	numeric
XS.PRJOBJECTIVE_DIM_V	Name	nvarchar
XS.PRJOBJECTIVE_DIM_V	Priority	numeric
XS.PRJOBJECTIVE_DIM_V	State	nvarchar
XS.PROJECT_FACT_V	ACTIVE_INDICATOR	numeric
XS.PROJECT_FACT_V	Approval_Date	datetime
XS.PROJECT_FACT_V	DESCRIPTION	nvarchar
XS.PROJECT_FACT_V	End_Date	datetime
XS.PROJECT_FACT_V	FLAG_ACTIVE	nvarchar
XS.PROJECT_FACT_V	FLAG_COMPLETED	nvarchar
XS.PROJECT_FACT_V	GREEN_HEALTH_INDICATOR	numeric

Table Name	Name	Type
XS.PROJECT_FACT_V	HAS_OBJECTIVE_INDICATOR	numeric
XS.PROJECT_FACT_V	HEALTH_INDICATOR	nvarchar
XS.PROJECT_FACT_V	IN_CONTROL_INDICATOR	numeric
XS.PROJECT_FACT_V	Initiation_Date	datetime
XS.PROJECT_FACT_V	Level0	nvarchar
XS.PROJECT_FACT_V	Level1	nvarchar
XS.PROJECT_FACT_V	Level2	nvarchar
XS.PROJECT_FACT_V	Level3	nvarchar
XS.PROJECT_FACT_V	Level4	nvarchar
XS.PROJECT_FACT_V	Level5	nvarchar
XS.PROJECT_FACT_V	Level6	nvarchar
XS.PROJECT_FACT_V	Level7	nvarchar
XS.PROJECT_FACT_V	Level8	nvarchar
XS.PROJECT_FACT_V	Level9	nvarchar
XS.PROJECT_FACT_V	LOCATION_DURABLE_KEY	numeric
XS.PROJECT_FACT_V	MD_DURABLE_KEY	numeric
XS.PROJECT_FACT_V	Name	nvarchar
XS.PROJECT_FACT_V	Name_Alt	nvarchar
XS.PROJECT_FACT_V	ON_TIME_INDICATOR	numeric
XS.PROJECT_FACT_V	ORG_DURABLE_KEY	numeric
XS.PROJECT_FACT_V	PARENT_DURABLE_KEY	numeric
XS.PROJECT_FACT_V	Planned_End_Date	datetime
XS.PROJECT_FACT_V	Planned_Start_Date	datetime
XS.PROJECT_FACT_V	Project_Class	nvarchar
XS.PROJECT_FACT_V	PROJECT_GROUP	nvarchar
XS.PROJECT_FACT_V	PROJECT_MGR_DURABLE_KEY	numeric
XS.PROJECT_FACT_V	PROJECT_OBJECTIVE_DURABLE_KEY	numeric

Table Name	Name	Type
XS.PROJECT_FACT_V	RED_HEALTH_INDICATOR	numeric
XS.PROJECT_FACT_V	RISK_RATING	numeric
XS.PROJECT_FACT_V	Rollout_Date	datetime
XS.PROJECT_FACT_V	SERVICE_DURABLE_KEY	numeric
XS.PROJECT_FACT_V	Start_Date	datetime
XS.PROJECT_FACT_V	STATUS	nvarchar
XS.PROJECT_FACT_V	TOT_ACTUAL_EFFORT	float
XS.PROJECT_FACT_V	TOT_PLANNED_EFFORT	float
XS.PROJECT_FACT_V	TOT_REMAINING_EFFORT	float
XS.PROJECT_FACT_V	Work_Plan_Created_Date	datetime
XS.PROJECT_FACT_V	YELLOW_HEALTH_INDICATOR	numeric
XS.PROPOSAL_FACT_V	ACTIVE_PROCESS	nvarchar
XS.PROPOSAL_FACT_V	Approved_Date	datetime
XS.PROPOSAL_FACT_V	Close_Time	datetime
XS.PROPOSAL_FACT_V	Create_Time	datetime
XS.PROPOSAL_FACT_V	MD_DURABLE_KEY	numeric
XS.PROPOSAL_FACT_V	PRIORITY	nvarchar
XS.PROPOSAL_FACT_V	PROJECT_DURABLE_KEY	numeric
XS.PROPOSAL_FACT_V	REFERENCE_NUMBER	nvarchar
XS.PROPOSAL_FACT_V	Start_Date	datetime
XS.PROPOSAL_FACT_V	Status	nvarchar
XS.PROPOSAL_FACT_V	Target_Date	datetime
XS.PROPOSAL_FACT_V	THRESHOLDMET	nvarchar
XS.PROPOSAL_FACT_V	Type	nvarchar
XS.SCOPECHANGE_FACT_V	ACTIVE_PROCESS	nvarchar
XS.SCOPECHANGE_FACT_V	Approved_Date	datetime
XS.SCOPECHANGE_FACT_V	Close_Time	datetime

Table Name	Name	Type
XS.SCOPECHANGE_FACT_V	Create_Time	datetime
XS.SCOPECHANGE_FACT_V	MD_DURABLE_KEY	numeric
XS.SCOPECHANGE_FACT_V	PRIORITY	nvarchar
XS.SCOPECHANGE_FACT_V	PROJECT_DURABLE_KEY	numeric
XS.SCOPECHANGE_FACT_V	REFERENCE_NUMBER	nvarchar
XS.SCOPECHANGE_FACT_V	Start_Date	datetime
XS.SCOPECHANGE_FACT_V	Status	nvarchar
XS.SCOPECHANGE_FACT_V	Target_Date	datetime
XS.SCOPECHANGE_FACT_V	THRESHOLDMET	nvarchar
XS.SCOPECHANGE_FACT_V	Type	nvarchar
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
XS.SERVICE_DIM_V	MD_DURABLE_KEY	numeric
XS.SERVICE_DIM_V	Name	nvarchar
XS.SERVICE_DIM_V	State	nvarchar

Table Name	Name	Type
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
Demand	ActiveProcess	XS.DEMAND_FACT_V		ACTIVE_PROCESS	STRING
Demand	ApprovedDate	XS.DEMAND_FACT_V		Approved_Date	DATE
Demand	CloseTime	XS.DEMAND_FACT_V		Close_Time	DATE
Demand	CreateTime	XS.DEMAND_FACT_V		Create_Time	DATE
Demand	Priority	XS.DEMAND_FACT_V		PRIORITY	STRING
Demand	ReferenceNumber	XS.DEMAND_FACT_V		REFERENCE_NUMBER	STRING
Demand	StartDate	XS.DEMAND_FACT_V		Start_Date	DATE
Demand	Status	XS.DEMAND_FACT_V		Status	STRING
Demand	TargetDate	XS.DEMAND_FACT_V		Target_Date	DATE
Demand	ThresholdMet	XS.DEMAND_FACT_V		THRESHOLDMET	STRING
Demand	Type	XS.DEMAND_FACT_V		Type	STRING
Location	CountryOrArea	XS.LOCATION_DIM_V		Country_Or_Area	STRING

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
Location	Locality	XS.LOCATION_DIM_V		Locality	STRING
Location	LocationType	XS.LOCATION_DIM_V		Type	STRING
Location	Name	XS.LOCATION_DIM_V		Name	STRING
Location	PostalCode	XS.LOCATION_DIM_V		POSTAL_CODE	STRING
Location	Region	XS.LOCATION_DIM_V		Region	STRING
Organization	Level0	XS.ORGANIZATION_DIM_V		LEVEL0	STRING
Organization	Level1	XS.ORGANIZATION_DIM_V		LEVEL1	STRING
Organization	Level2	XS.ORGANIZATION_DIM_V		LEVEL2	STRING
Organization	Level3	XS.ORGANIZATION_DIM_V		LEVEL3	STRING
Organization	Level4	XS.ORGANIZATION_DIM_V		LEVEL4	STRING
Organization	Level5	XS.ORGANIZATION_DIM_V		LEVEL5	STRING
Organization	Level6	XS.ORGANIZATION_DIM_V		LEVEL6	STRING
Organization	Level7	XS.ORGANIZATION_DIM_V		LEVEL7	STRING
Organization	Level8	XS.ORGANIZATION_DIM_V		LEVEL8	STRING
Organization	Level9	XS.ORGANIZATION_DIM_V		LEVEL9	STRING

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
Organization	Name	XS.ORGANIZATION_DIM_V		Name	STRING
Project	ActiveIndicator	XS.PROJECT_FACT_V		ACTIVE_INDICATOR	NUMERIC
Project	ApprovalDate	XS.PROJECT_FACT_V		Approval_Date	DATE
Project	Class	XS.PROJECT_FACT_V		Project_Class	STRING
Project	Description	XS.PROJECT_FACT_V		DESCRIPTION	STRING
Project	EndDate	XS.PROJECT_FACT_V		End_Date	DATE
Project	FlagActive	XS.PROJECT_FACT_V		FLAG_ACTIVE	STRING
Project	FlagCompleted	XS.PROJECT_FACT_V		FLAG_COMPLETED	STRING
Project	HasObjectiveIndicator	XS.PROJECT_FACT_V		HAS_OBJECTIVE_INDICATOR	NUMERIC
Project	HealthIndicator	XS.PROJECT_FACT_V		HEALTH_INDICATOR	STRING
Project	InControlIndicator	XS.PROJECT_FACT_V		IN_CONTROL_INDICATOR	NUMERIC
Project	InitiationDate	XS.PROJECT_FACT_V		Initiation_Date	DATE
Project	Level0	XS.PROJECT_FACT_V		Level0	STRING
Project	Level1	XS.PROJECT_FACT_V		Level1	STRING
Project	Level2	XS.PROJECT_FACT_V		Level2	STRING

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
Project	Level3	XS.PROJECT_FACT_V		Level3	STRING
Project	Level4	XS.PROJECT_FACT_V		Level4	STRING
Project	Level5	XS.PROJECT_FACT_V		Level5	STRING
Project	Level6	XS.PROJECT_FACT_V		Level6	STRING
Project	Level7	XS.PROJECT_FACT_V		Level7	STRING
Project	Level8	XS.PROJECT_FACT_V		Level8	STRING
Project	Level9	XS.PROJECT_FACT_V		Level9	STRING
Project	Name	XS.PROJECT_FACT_V		Name	STRING
Project	OnTimeIndicator	XS.PROJECT_FACT_V		ON_TIME_INDICATOR	NUMERIC
Project	PlannedEndDate	XS.PROJECT_FACT_V		Planned_End_Date	DATE
Project	PlannedStartDate	XS.PROJECT_FACT_V		Planned_Start_Date	DATE
Project	ProjectGroup	XS.PROJECT_FACT_V		PROJECT_GROUP	STRING
Project	RiskRating	XS.PROJECT_FACT_V		RISK_RATING	NUMERIC
Project	RolloutDate	XS.PROJECT_FACT_V		Rollout_Date	DATE
Project	StartDate	XS.PROJECT_FACT_V		Start_Date	DATE

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
Project	Status	XS.PROJECT_FACT_V		STATUS	STRING
Project	WorkPlanCreatedDate	XS.PROJECT_FACT_V		Work_Plan_Created_Date	DATE
ProjectManager	EndDate	XS.PERSON_DIM_V		DATE_END_LOC	DATE
ProjectManager	Level0	XS.PERSON_DIM_V		LEVEL0	STRING
ProjectManager	Level1	XS.PERSON_DIM_V		LEVEL1	STRING
ProjectManager	Level2	XS.PERSON_DIM_V		LEVEL2	STRING
ProjectManager	Level3	XS.PERSON_DIM_V		LEVEL3	STRING
ProjectManager	Level4	XS.PERSON_DIM_V		LEVEL4	STRING
ProjectManager	Level5	XS.PERSON_DIM_V		LEVEL5	STRING
ProjectManager	Level6	XS.PERSON_DIM_V		LEVEL6	STRING
ProjectManager	Level7	XS.PERSON_DIM_V		LEVEL7	STRING
ProjectManager	Level8	XS.PERSON_DIM_V		LEVEL8	STRING
ProjectManager	Level9	XS.PERSON_DIM_V		LEVEL9	STRING
ProjectManager	Name	XS.PERSON_DIM_V		Name	STRING
ProjectManager	StartDate	XS.PERSON_DIM_V		DATE_START_LOC	DATE

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
ProjectObjective	Name	XS.PRJOBJECTIVE_DIM_V		Name	STRING
ProjectObjective	Priority	XS.PRJOBJECTIVE_DIM_V		Priority	NUMERIC
ProjectObjective	State	XS.PRJOBJECTIVE_DIM_V		State	STRING
Proposal	ActiveProcess	XS.PROPOSAL_FACT_V		ACTIVE_PROCESS	STRING
Proposal	ApprovedDate	XS.PROPOSAL_FACT_V		Approved_Date	DATE
Proposal	CloseTime	XS.PROPOSAL_FACT_V		Close_Time	DATE
Proposal	CreateTime	XS.PROPOSAL_FACT_V		Create_Time	DATE
Proposal	Priority	XS.PROPOSAL_FACT_V		PRIORITY	STRING
Proposal	ReferenceNumber	XS.PROPOSAL_FACT_V		REFERENCE_NUMBER	STRING
Proposal	StartDate	XS.PROPOSAL_FACT_V		Start_Date	DATE
Proposal	Status	XS.PROPOSAL_FACT_V		Status	STRING
Proposal	TargetDate	XS.PROPOSAL_FACT_V		Target_Date	DATE
Proposal	ThresholdMet	XS.PROPOSAL_FACT_V		THRESHOLDMET	STRING
Proposal	Type	XS.PROPOSAL_FACT_V		Type	STRING
ScopeChange	ActiveProcess	XS.SCOPECHANGE_FACT_V		ACTIVE_PROCESS	STRING

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
ScopeChange	ApprovedDate	XS.SCOPECHANGE_FACT_V		Approved_Date	DATE
ScopeChange	CloseTime	XS.SCOPECHANGE_FACT_V		Close_Time	DATE
ScopeChange	CreateTime	XS.SCOPECHANGE_FACT_V		Create_Time	DATE
ScopeChange	Priority	XS.SCOPECHANGE_FACT_V		PRIORITY	STRING
ScopeChange	ReferenceNumber	XS.SCOPECHANGE_FACT_V		REFERENCE_NUMBER	STRING
ScopeChange	StartDate	XS.SCOPECHANGE_FACT_V		Start_Date	DATE
ScopeChange	Status	XS.SCOPECHANGE_FACT_V		Status	STRING
ScopeChange	TargetDate	XS.SCOPECHANGE_FACT_V		Target_Date	DATE
ScopeChange	ThresholdMet	XS.SCOPECHANGE_FACT_V		THRESHOLDMET	STRING
ScopeChange	Type	XS.SCOPECHANGE_FACT_V		Type	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

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
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 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	
Release	9.03

% 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 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

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	0 to 50 | 50 to 75 | 75 to 100
Release	9.03

Number of Servers with Non-Encrypted Backup Data KPI

Component Type	KPI
Business Questions	Make sure our backup procedures are efficient.
Business Objective	Reduce Risk
Description	The total number of servers in the organization that have non-encrypted backup data.
Context	DataProtection
Data source	DP, UCMDB, NNM, NA
Formula	COUNT_DISTINCT(Backup.Node, Backup.Status = 'success' and BackupPolicy.IsEncrypted = 'N')
KPI Formula Filter	N/A
Unit Type	Numbers
Time Period	Monthly
Direction	Maximize
Thresholds	
Release	9.03

Ratio of Security Related Nodes KPI

Component Type	KPI
Business Questions	Make sure our security processes are efficient.
Business Objective	Reduce Risk
Description	The number of security to related nodes relative to the total number of nodes.
Context	PolicyCompliance
Data source	UCMDB
Formula	RATIO_MATH(COUNT(Node, Node.Role = 'Firewall') ,COUNT(Node, *))
KPI Formula Filter	N/A
Unit Type	%
Time Period	Monthly
Direction	Minimize
Thresholds	0 to 5 | 5 to 10 | 10 to 100
Release	9.30

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