

HP Business Availability Center

for the Windows and Solaris operating systems

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Glossary

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Glossary

This document lists terminology that is used throughout the documentation.

adapter

The component responsible for the retrieval and update of data in a data store. The adapter is aware of how specific data in the data store is modelled and knows the vendor specific protocol for communication with the data store.

aggregated data

Data collected by monitors and processed into manageable chunks, to improve speed and performance of report generation, and to optimize database performance.

aggregators

HP Business Availability Center components responsible for aggregating collected performance data that is stored in profile databases.

alert

A notification that makes designated staff aware of performance issues. Alerts can be sent via a variety of media (e-mail, pager, SMS, SNMP trap) and can be configured to trigger a variety of actions.

alert action

A set of instructions for SiteScope to perform an action when alert conditions are met. Each alert action is created as an object under a SiteScope alert and an alert can include multiple and dependent alert actions.

alert dependency

The ability to specify one or more alerts as being subordinate to another, dominant, alert. When a subordinate alert is triggered after its dominant alert is triggered, HP Business Availability Center and SiteScope can suppress the subordinate alert's defined actions.

audit log

An administrative log that tracks all the configuration changes made by users.

availability

The percentage of time that a business process, monitored infrastructure component, or service is up and running.

bus

The HP Business Availability Center component responsible for receiving data published by HP Business Availability Center components, and making it available to other HP Business Availability Center components that require the data. Components that require the data attach to the bus and subscribe to the relevant data type to retrieve the data.

Business Logic Engine

Component that handles calculations and logic for Dashboard and Service Level Management, and is responsible for generating CIs for a Dynamic Node Factory. The business logic offline and online aggregators are subcomponents of the Business Logic Engine.

Business Process Monitor

An HP Business Availability Center data collector that runs profiles and collects performance data by emulating end users performing typical business processes in applications.

business process profile

An entity that you define in End User Management Administration. The profile's settings and properties contain the instructions for how to manage the data collected by the Business Process Monitor.

business process transaction

Virtual user transactions.

business rule

Defines the logic to be performed (by the Business Logic Engine) to calculate the measurement for a KPI.

category

In End User Management Administration, System Availability Management Administration, and SiteScope, a user-defined value that can be assigned to any element in the deployment hierarchy and is used to aid in managing monitors across an enterprise.

CDM

Configuration Data Model. A Dashboard component, installed on the Gateway Server. The CDM is a central repository for configuration information that is gathered from the various HP Business Availability Center and third-party applications and tools. This information is used to build Dashboard views.

CDM service

The CDM (configuration data model) service is responsible for adding data collector entities to the CMDB. The service is sometimes referred to as Source Adapters service.

Central Repository Service

A central storage in which all Business Process Monitor scripts (recorded with HP Virtual User Generator or QuickTest Professional) are stored. The repository stores scripts into logical groups and enables version control and version updates.

Change Control Management

Change Control Management provides information on the components in an IT environment that will be impacted by planned changes, proactively sends notifications of the business risk involved in each planned change, and identifies potential collisions between concurrently scheduled changes. Based on this information, the change managers and Change Advisory Board in an organization can evaluate the way in which to proceed with each planned change.

CI

See configuration item.

CIT

See configuration item type.

CMDB

Configuration Management Database. A central repository for configuration information that is gathered from the various HP Business Availability Center and third-party applications and tools. This information is used when building HP Business Availability Center views. The CMDB also contains the object repositories used to define CIs and KPIs.

CMDB service

A configuration data model that includes Business Availability Center components, installed on the Data Processing Server. The CMDB is a central repository for configuration information that is gathered from the various Business Availability Center and third-party applications and tools. This information is used to build Business Availability Center views.

configuration item

A component of the CMDB that represents a physical or logical entity in the system. For example, configuration items (CIs) can represent hardware, software, services, business processes, and so on. The CIs are organized into a hierarchical format based on the dependencies in your organization's IT environment.

configuration item type

The category for each configuration item (CI). Each configuration item type (CIT) provides a template for creating the CI and its associated properties.

configuration item type manager

The definitions of all the configuration items types (CITs) defined in the system and the relationships that define the connections between them.

configuration management database (CMDB)

The core information repository of HP Universal CMDB. The CMDB stores and handles the infrastructure data collected and updated by Discovery or data collectors. The information concerning discovered CIs and relationships is deposited, grouped, and updated in the form of CIT definitions according to ITIL methodology.

configuration management history database

For storage of changes, over time, of the CMDB configuration items (CIs). Users can view CI changes as well as snapshots.

custom data (UDX)

HP Business Availability Center uses a Universal Data Exchange (UDX) framework to integrate data samples from various data sources (including HP data collectors, SiteScope Integration monitors, and third-party data sources) into HP Business Availability Center reports. HP Business Availability Center uses the term “custom data” to categorize the data brought in using the UDX framework.

Custom Query Builder

A Web interface that enables creating reports based on queries to the Generic Reporting Engine API, which extract data from the profile database.

Dashboard

Provides an executive summary of real-time and over time performance information using Key Performance Indicators (KPI's), presented in various formats including tables, charts, and graphs. Enables user to drill down from critical applications and business processes to the underlying IT infrastructure.

Dashboard service

A service on the Data Processing Server that is responsible for online business logic calculations (service sometimes referred to as Online BLE service).

data aggregation

The process used by HP Business Availability Center to combine data collected by HP Business Availability Center monitors into manageable chunks, to improve speed and performance of report generation, and to optimize database performance.

data collector

HP Business Availability Center collects availability and performance data by deploying monitors throughout an organization's IT infrastructure. The data collectors run those monitors and include Business Process Monitor, Real User Monitor, and SiteScope.

Data Processing Server

The HP Business Availability Center server responsible for aggregating data, running the Business Logic Engine, and controlling the HP Universal CMDB.

data store

Any data store system, such as CMDB, DB, and so on.

defect

In Service Level Management, Six Sigma, nonconformity in a product or process. In the case of Service Level Management, for availability objectives, a failure is considered a defect; for performance objectives, not meeting the target performance is considered a defect.

Diagnostics

See HP Diagnostics.

Discovery job

Jobs include pattern parameters, scheduling information, and TQL assignments. This separation between Discovery jobs and Discovery patterns enables the reuse and upgrade of patterns. All customization resides in the job which means that one pattern can be used for different schedules and with different parameters. (In versions earlier than 7.0, a job included both the Discovery pattern and the Discovery pattern configuration.)

Discovery module

One or more Discovery jobs that together enable the discovery of a specific technology or application. See Job Configuration (Discovery).

Discovery pattern

An XML file that executes a Discovery task. A Discovery pattern contains a definition of the CIs and the relationships that are created with each specific pattern. The definitions are taken from the CIT model (see configuration item type manager).

Discovery Probe

The main discovery component responsible for requesting Discovery tasks from the HP Business Availability Center server, dispatching them to the IT components, and sending the results back to the HP Universal CMDB through the server. The Discovery Probe gateway (GW) is the module which acts as a channel between the Discovery Probe Manager and the HP Business Availability Center server. One Discovery Probe GW can connect to several Discovery Probe Managers. The Discovery Probe Manager is the module which runs the Discovery jobs. Usually, the Discovery Probe Manager and the Discovery Probe GW run as one process.

domain (Discovery)

A logical term for a customer site where each IP address is individual, that is, each domain must contain unique IP addresses. There are two types of domains: customer, for a specific customer site that contains private IP addresses; external, for the Internet (public) domain that contains all the IP addresses that are not included in the customer site.

Domain Configuration (Discovery)

The Discovery application that enables you to set up Discovery probes and edit existing probes and protocols.

downtime

Events known either in advance or after the fact, that can skew results and, therefore, can be excluded from reports.

DPMO

Defects Per Million Opportunities. In Service Level Management, used with Six Sigma calculations. The number of defects observed during a standard production run, divided by the number of opportunities for a defect to be made during that run, multiplied by one million. The aim of Six Sigma is to reach 3.4 defects per million opportunities.

Dynamic Node Factory

Template used by HP Business Availability Center to dynamically create CIs and build hierarchies based on incoming data samples.

EMS integration

The ability of HP Business Availability Center to integrate with existing EMS (Enterprise Management Systems) software. HP Business Availability Center provides the following types of EMS integration: SiteScope Integration Monitors to integrate alerts and events generated by EMS software into HP Business Availability Center reports; EMS adapters to integrate alerts generated by HP Business Availability Center into your EMS program, and an EMS Integrations application to create generic EMS integrations or to use out-of-the-box HP OVO, Service Center, Host, or Application <--> Host integrations.

End User Management Administration

An area of HP Business Availability Center administration used to centrally configure and manage Business Process Monitor and Real User Monitor data collectors. Enables enterprise-level administration with global search and replace and view filters.

event

In Service Level Management, a sample data type that indicates the status update of a specific entity. Events are usually reported upon a status change or when an update is triggered (not on a periodic basis).

Excel reports

User reports that take advantage of the charting abilities of Microsoft Excel, to display various types of data collected by HP Business Availability Center data collectors.

federated CMDB

CMDB implementations often involve federation, the inclusion of data into the CMDB from other sources, in such a way that the source of the data retains control of the data.

federated TQL (FTQL)

A TQL which contains external CITs in its definition.

fields mapping

Configuration files used by SiteScope integration monitors to access data from the monitored environment.

folding rule

Folding rules are added to relationships to define the organizational structure of CIs in the topology map, by displaying selected CIs at different levels (layers). There are four folding rules: parent, child, right sibling and left sibling. When no folding rules are defined, the topology map displays all CIs included in a query result on one level. For example, if a query result includes a CI and its child, both CIs are displayed on the same layer in the topology map.

Gateway Server

The HP Business Availability Center server responsible for running HP Business Availability Center applications, reporting, running the Administration Console, receiving data samples from the data collectors, distributing the data to the relevant HP Business Availability Center components, and supporting the Bus.

generic data samples

Event data sent from another application (for example, an enterprise management system), an external data source, or an internal data source (for example, from a Real User Monitor). The data is sent as samples and can be used by Service Level Management and in trend reports.

group

In Business Process profile, an entity used to categorize the various host machines running the Business Process Monitor, according to the criteria you are most interested in tracking. For example, if different hosts are connected to different Internet Service Providers (ISPs), you could group your hosts by ISP. Other examples of meaningful groups are network connection, browser type, and department. Groups are used by HP Business Availability Center to organize and break down reports on application performance.

group rule

(For Service Level Management) Type of business rule that can be added to an SLA or to all CIs in the hierarchy, apart from the leaf node. See also monitor rule, sibling rule.

HP Business Availability Center

HP's solution for real-time performance and availability monitoring from a business perspective, service level management, end-user management, system availability management, and custom reporting.

HP Diagnostics

An HP Business Availability Center application that enables you to monitor the resource usage of J2EE-compliant and .Net application servers.

HP Universal CMDB

An application that enables you to manage and display all the topological objects contained in a managed world. It can precisely identify and report problems in the managed world at any topology level, from the service level down to the level of individual objects. HP Universal CMDB views are integrated into Dashboard.

inheritance relationship

CITs that inherit the attributes and behavior (such as the label function) of the CIT above it. For example, the IPserver and IPclient CITs inherit attributes from the IPport CIT.

instance view

A type of view that is built using the IT Universe editor, by adding and defining CI instances and relationships directly within the view. All new CIs and relationships are created in the view and in the CMDB, and may impact other views.

IT universe model

Part of the CMDB, responsible for holding the CIs and the relationships between the CIs. The IT universe model is organized into a hierarchical format that represents your organization's IT environment.

Job Configuration (Discovery)

Enables the discovery of a specific technology or application. For example, Job Configuration can discover network components such as IPs, servers, switches, and routers. Job Configuration manages the Discovery process by defining the Discovery scope, defining the protocols, defining the connection data for the protocols, and activating the Discovery jobs.

job execution policy (Discovery)

A blackout period when jobs in a Discovery should not run.

Key Performance Indicator

A quantifiable measurement calculated for a configuration item and compared against defined objectives. The KPIs help you to monitor how well your business is achieving its objectives, and to track critical performance variables over time.

location

Property defined in various contexts (for example geographical location used in the Dashboard maps applet, or locations defined for a Business Process Monitor instance) and used to organize data in reports geographically.

management database

The HP Business Availability Center database used to store system-wide and management-related metadata for the HP Business Availability Center environment.

modeling

The process of mapping the complex relationships between servers, network, storage, and software, and logical elements such as business services, VPNs, and end users.

monitor

In HP Business Availability Center, a component used to collect data. Data collectors include Business Process Monitor, Real User Monitor, and SiteScope.

Monitor Deployment Wizard

The Monitor Deployment wizard uses pre-defined templates to deploy SiteScope monitors onto existing configuration items in the CMDB.

monitor rule

(For Service Level Management) Type of business rule that can be added to a leaf node. See also group rule, sibling rule.

monitor run frequency

The time interval setting for an individual monitor that determines how often SiteScope will execute the monitor action. You set the monitor run frequency using the Update every setting in a monitor configuration. The default for most monitor types is 10 minutes. You should select a monitor run frequency that considers the importance of the system or measurement that is being monitored. Setting a run frequency that is too high can result in monitor skips and other problems if the system being monitored does not respond within the time between monitor runs.

My BAC

A real-time portal that individual users can customize to display key content relevant to them.

NOA service

New Offline Aggregator. A service that validates and synchronizes new tasks for the offline aggregator on an hourly basis.

notification template

Specifies the information that Business Availability Center includes when it sends various types of alert notices.

objective

The goal against which availability and performance is measured for a KPI. In Service Level Management, the objective is set per time interval. In Dashboard, status is assigned to a KPI based on how well the objective was met.

OID (Discovery)

A vendor's authoritative identification number assigned to devices in a network for SNMP identification purposes.

An identifier, usually a string of integers, that uniquely identifies a particular object in a system.

opportunity

In Service Level Management, Six Sigma, anything that you inspect, measure, or test on a unit, that provides a chance of allowing a defect. In the case of Service Level Management, a transaction is an opportunity.

outlier

An extreme measurement that can distort results. You set thresholds for outlier values and define whether outliers should be excluded from reports or treated as failed transactions.

package

A package contain definitions, resources, and tools that enable you to discover IT infrastructure resources such as network extensions, applications, and databases.

Package Manager

Package Manager enables you to create a package out of existing resources or edit an existing one. You can deploy a package to make its resources available for use in the system or undeploy a package in which case a package's resources are not in the system.

pattern view

The pattern view enables the query to the CMDB by defining topology query language (TQL) queries (see topology query language).

performance

A term used to define the quality of a measured entity. For example, the time taken for a transmission from a hub router in NY to a hub router in London by comparison with predefined targets. A performance objective denotes a threshold beyond which a CI is considered to have taken too long. For example, if a home page must download within eight seconds, the objective has failed if performance time is longer than that. Performance can also be used to measure disk space, network load, and so forth.

Platform Administration

An area of the Administration Console in which initial and ongoing HP Business Availability Center administrative tasks are performed, for example, creating profile databases, configuring alert schemes, defining users and permissions, and defining scheduled reports.

PNR

Point of No Return – A value used in Dashboard and Service Level Management to define what percentage of the unavailability time has passed for an SLA, and how much more time may elapse before the SLA is in breach of contract.

points

Product license credits used to enable instances of the different monitor types available in SiteScope. The number of points you purchase will determine the total number of monitor instances and specific system performance metrics or counters that you can monitor. The number of points required will vary according to monitor type and the number of measurements being made per monitor instance.

profile

A set of properties that instructs HP Business Availability Center how and when to collect performance data. You create Business Process Monitor profiles in End User Management Administration.

profile database

The HP Business Availability Center database(s) used to store raw and aggregated measurement data obtained from the HP Business Availability Center data collectors.

Purging Manager

A tool that enables HP Business Availability Center to automatically remove historical data from profile databases.

QuickTest Professional

An HP enterprise functional testing tool, used to record tests. The tests form the basis of scripts, run by HP Business Availability Center Business Process profiles to emulate end-user experience and monitor application performance. You use QuickTest Professional to record scripts for Web-based applications that include Java applets and ActiveX.

raw data

Information collected by HP Business Availability Center from various data sources and not yet aggregated.

Real User Monitor

An HP Business Availability Center data collector that monitors real traffic, enabling you to measure the end-user experience of real users and quantify the business impact of detected performance issues.

Real User Monitor Engine

The component of the Real User Monitor data collector that analyzes the data collected by the probe and transmits the data to the Gateway Server.

Real User Monitor Probe

A non-intrusive, passive listening device that is plugged into the switch used by the Web servers and is subject to the same traffic the server receives.

recipient

Users who are configured to receive alerts, scheduled reports, and package information (HP Managed Software Solutions only) via e-mail, SMS, or pager.

remote connection

Connection to a remote systems you want to monitor with SiteScope. As an agentless monitoring solution, SiteScope uses a number of protocols and methods to check systems and services on machines or servers other than the machine where SiteScope is installed. This means you will need to know how to connect to the various systems you want to monitor with SiteScope. SiteScope can have a remote connection to servers running Windows or UNIX/Linux operating systems.

repositories

Provide definitions for KPIs, rules, context menus, context menu options, and tooltips in the Business Availability Center system. The Repositories GUI (accessible from Dashboard Administration or Service Level Management Administration) provides a user interface for viewing and customizing the definitions contained in the repository XML definition files.

Resource Configuration (Discovery)

The Discovery application that enables you to configure the resources needed to run a discovery.

SAP service

A service that links data retrieved from SiteScopes and Business Process Monitors to SAP related entities brought from the Discovery Probe, for HP Business Availability Center compatibility.

script

A saved set of transactions. You record and save scripts in HP Business Availability Center recording tools, such as Virtual User Generator.

script repository

In HP Managed Software Solutions, a central storage in which all Business Process Monitor scripts (recorded with HP Virtual User Generator or QuickTest Professional) are stored.

scripting tools

HP tools used by administrators to create the scripts that are used by Business Process Monitor to collect data for monitored applications.

selector

A filter definition that defines and catches the data samples which are relevant for a KPI. A selector is defined as part of the monitor rule for a KPI attached to a monitor-type CI, or as part of a Dynamic Node Factory CI definition.

Service Level Management

An HP Business Availability Center application that enables users to monitor SLA compliance by comparing SLA objectives to collected performance and availability data.

sibling rule

(For Service Level Management) Type of business rule that requires the results of a sibling rule, before performing its own calculation. See also monitor rule, group rule.

Siebel service

A service that links data retrieved from SiteScopes and Business Process Monitors to Siebel related entities brought from the Discovery Probe, for HP Business Availability Center compatibility.

SiteScope

An HP Business Availability Center data collector used for collecting performance data from network, application, database, and Web servers.

SiteScope group

SiteScope monitors are created within groups. SiteScope groups can contain monitor subgroups to ease the administration of monitoring large multi-server environments. Use groups to organize monitors by any criteria relevant to the monitored environment. For example, monitors can be organized by network connection, browser type, department, location, or monitor type. Groups are used by HP Business Availability Center and SiteScope to organize reports and Dashboard statistics.

SiteScope Health

A set of specially pre-configured monitors that regularly check several key SiteScope logs and configuration files. The SiteScope Health feature is useful in detecting and diagnosing problems with monitors with configuration problems, the resource load on the SiteScope server, and possible errors in the key configuration files. The settings and alerting thresholds can be configured by the user.

SiteScope measurement

A measured SiteScope value. Transaction time, database query time, and CPU utilization are all examples of SiteScope measurements.

SiteScope monitor

A set of configurations that enables the collection of data for one aspect of the monitored environment (for example, a specific type of server).

SiteScope monitor run

One execution of the action defined for an individual monitor. The monitor action is determined by the type of monitor and the configuration settings you select for that monitor. A monitor run returns a measurement result or a status indicating that the intended measurement was not retrieved. The result is recorded to the SiteScope log files and the status of the monitor is updated in the SiteScope interface. How often a monitor is run is an important factor in the usefulness of monitoring and SiteScope performance.

SiteScope template

A feature for quickly adding one or more SiteScope monitors based on a set template. You use monitor templates to rapidly deploy sets of monitors that check systems in the infrastructure that share similar characteristics. You can create and customize your own templates to meet the requirements of your organization.

SLA

Service Level Agreement. In Service Level Management an agreement, usually between an organization and a service provider, that outlines standards and expectations of service levels.

source adapters

Defines an XML file that creates CIs and the CI hierarchy for the monitoring objects in HP Business Availability Center, and provides mapping between the created CIs and the incoming data samples.

Status Snapshot (Discovery)

Enables you to view current information on all active jobs running on the Discovery probes.

System Availability Management Administration

An area used to centrally configure and manage the SiteScope data collector. Enables enterprise-level administration of multiple SiteScopes with global search and replace, view filters, and the use of templates for rapid monitor deployment.

System Health

An application that runs either independently or as a page in Platform Administration that enables administrators to view performance and availability statistics for, and to manage the workload of, HP Business Availability Center servers, data processors, load balancers, and data collectors and the services they are running.

system report

A report that is based on a specific Report TQL query. The report display statistics about a query results and can be defined to display very detailed and focused information.

system tickets (HP Managed Software Solutions)

HP Managed Software Solutions operators use system tickets to communicate with customers when the customer's system encounter problems or to inform the customer about scheduled maintenance.

Topology Query Language (TQL)

A language and tool for discovering, organizing, and managing IT infrastructure data. It is used to create queries that retrieve specific data from the configuration management database (CMDB) and display that data. It is a language that enables you to draw conceptual relationships between CIs and create visual images of IT infrastructure resources.

transaction

Any series of steps that an end user performs in an application, whose performance you want to monitor. Transactions are recorded using HP Business Availability Center recording tools and saved in scripts. When replayed, transaction response time and availability data is collected. You view transaction performance data in HP Business Availability Center reports.

transaction availability

The state of a transaction – transactions that complete (pass) are considered available; transactions that do not complete (fail) are considered not available.

transaction breakdown

A function of HP Business Availability Center that enables transaction response time data to be broken down and viewed according to time spent on the network, server, and client.

transaction failure

A state describing a transaction that does not complete its run, either due to error or time-out.

transaction response time

The time it takes for a prerecorded transaction to be completed.

Trigger CIs

Following installation, the network on which the Discovery Probe is located, the host on which the Discovery Probe resides, and the host's IP address are automatically discovered and a CI is created for each of these objects. These discovered CIs are placed in the CMDB. They act as triggers that activate a Discovery job. Every time a Discovery job is activated, the job discovers more CIs, which in turn are used as triggers for other Discovery jobs. This process continues until the entire IT infrastructure is discovered and mapped.

Trigger nodes

A node can be defined as a trigger node in Correlation Manager. Correlation Manager enables you to simulate how infrastructure changes you want to make impact your system. A node defined as a trigger node is the root cause node, or the node that represents the changes you want to make to the system.

Trigger TQLs

Define which specific CIs should be the trigger CIs for a job.

view

Facilitates the management of the CIs in the IT Universe model of the CMDB. The CIs in a view are a subset of the overall CMDB. There are two types of views: pattern or instance views. In IT Universe Manager, views are selected and displayed using the View Explorer.

View Explorer

A tool used in various applications for displaying, managing, and searching within the CI views.

Viewsys service

Viewing system and package manager service, installed on the Data Processing Server. The Viewsys service manages Business Availability Center views.

Virtual User Generator

A tool for recording Virtual User scripts. The scripts are run by Business Process profiles to emulate end-user experience and monitor application performance.

WebTrace

An advanced traceroute tool that can cross firewalls. WebTrace helps you identify problems related to network response time.