Dynamic Update of Business Process Locations to SLAs

If you set the Business Process Monitoring source adapter (**Admin > CMDB > Source Manager**) to work with **Transaction/Location** hierarchy structure, the source adapter creates a BPM Transaction from Location CI for each Business Process Monitor location running the transaction. The BPM Transaction from Location CIs are added under the relevant Business Process Step CI.

In Service Level Management, when you add a Business Process Step CI to an SLA, the BPM Transaction from Location CIs that are currently under the Business Process Step CI are automatically included in the SLA. However, SLAs are not dynamically updated, so any BPM Transaction from Location CIs that are added under the Business Process Step in the future are not automatically included in the SLA.

If you want an SLA to include all current and future locations for a transaction, you can use the **Include Locations** option added for SLAs in Business Availability Center 6.8. After applying this option, the SLA is dynamically updated to include results for new locations that are added for Business Process transaction monitors.

To work with the Include Locations option:

1 From the Service Level Agreements page (**Admin > Service Level Management > Service Level Agreements**), open the Create New SLA Wizard or Edit SLA Wizard.

2 At the bottom of the Define SLA Properties page, select the **Include Locations** check box. Click **Next**. (If you are editing an existing SLA, you can click **OK** to save the change and exit the wizard.)

3 In the Select CIs page, add the required Business Process Groups/Steps to the right pane.

At this stage, the right-pane tree displays the child BPM Transaction from Location CIs under each Business Process Step CI that you add to the SLA.
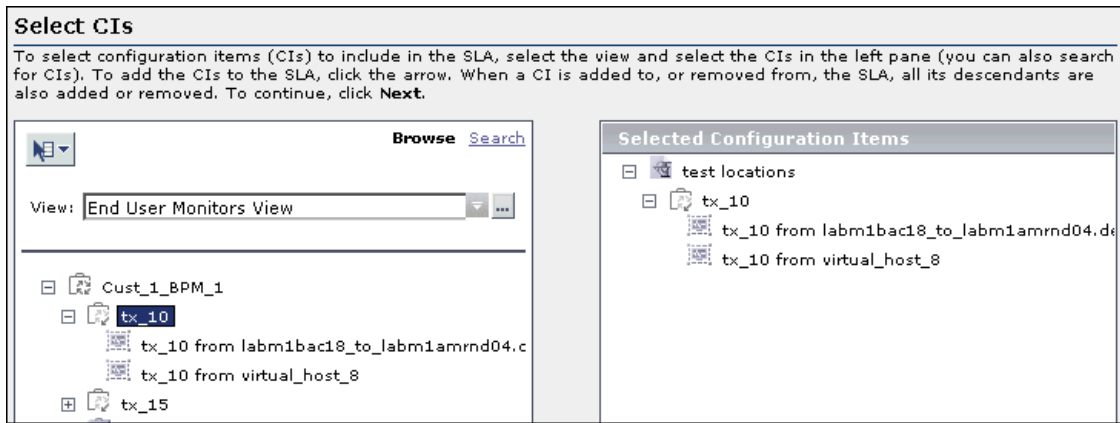
Click **Next**.

4 In the Define KPIs page, you can see the following changes from the regular SLA functionality:

➤ All child BPM Transaction from Location CIs that are under Business Process Step CIs are removed from the SLA.

➤ The rule for each KPI attached to a Business Process Step CI is changed from a group rule to a monitor (leaf) rule. (Service Level Management defines a selector expression on the Business Process Step CI.)

➤ The Response Time KPI is added to each Business Process Step CI.

Define KPIs

Select the CIs in the SLA for which you want to set KPIs. You can define KPIs and outages for multiple CIs in a single definition. To add a KPI, click **Add KPI**. To edit a KPI, click its **Edit** button. To add or edit an outage definition, click **Add Outage** or click its **Edit** button. To define KPIs and outages for multiple CIs in a single definition, click one CI, hold down Ctrl, and click each additional CI to display the Multiple CIs Actions pane. To continue, click **Next**.

	Browse Search
SLA: test locations	
☐ 🏛 test locations	
📄 tx_10	

Item: tx_10

KPIs

KPI▲	Business Rule	Actions
☐ Availability	BPM Average Availability	✏ ✕
☐ Performance	BPM Percentile	✏ ✕
☐ Response Time	BPM Average Response Time	✏ ✕

✕   **Add KPI**

Edit the KPIs as required and click **Next**.

5 Finish defining the SLA as required and save your changes.

To remove Include Locations functionality:

1 From the Service Level Agreements page (**Admin** > **Service Level Management** > **Service Level Agreements**), open the appropriate Edit SLA Wizard.

2 At the bottom of the Define SLA Properties page, clear the **Include Locations** check box. Click **Next**.

3 In the Select CIs page, add again to the SLA all relevant Business Process Steps. The right-pane tree displays the child BPM Transaction from Location CIs under each Business Process Step CI that you add again. Click **Next**.

4 In the Define KPIs page, the following changes are seen:

➤ The child BPM Transaction from Location CIs are included under the Business Process Step CIs, with all their KPIs.

➤ The rule for each KPI attached to a Business Process Step CI is changed from a monitor rule to a group rule. (Service Level Management clears the selector expression defined for the Business Process Step CI.)

➤ The Response Time KPI is removed from each Business Process Step CI.

Edit the KPIs as required and click **Next**.

5 Finish editing the SLA as required and save your changes.

Notes and Limitations

➤ The Include Locations option has no relevance when the Business Process Monitoring source adaptor is set to work in **Regular** hierarchy structure.

➤ If you have changed the default rule or modified rule parameters for a Business Process Step KPI, your changes are overridden when the KPI rule is changed by the Included Locations option.

➤ When the Include Locations option is applied, data is aggregated from all locations to the relevant Business Process Step CI. In the Service Level Management reports, you cannot see a breakdown by locations.

➤ The Include Locations option does not work with Business Process Step CIs created manually in IT Universe Manager.

➤ If you are using the Include Locations option for any of your SLAs, you must upgrade to Business Availability Center 7.01, and not to Business Availability Center 7.0.