



Mercury IT Governance Center™
Guide to Documentation

Version: 6.0

MERCURY™



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Chapter 1 Introduction

In This Chapter:

- *About This Document*
 - *Who Should Read This Document*
 - *Mercury IT Governance Center Documentation*
 - *Accessing the Documentation*
 - *Documentation Home Page*
 - *HTML Start Page and Files*
 - *The PDF Files*
 - *Help for Portlets and Request Types*
-

About This Document

This document provides information about the product documentation for release 6.0 of Mercury IT Governance Center™. The document is organized as follows:

- Information in this chapter:
 - *Who Should Read This Document on page 11* lists the audience categories for this document and the rest of the documentation for Mercury IT Governance Center.
 - *Mercury IT Governance Center Documentation on page 12* describes the two major types of product documentation (HTML and PDF files) and tells you how to access them.
- *Chapter 2, Finding Information About Your Mercury IT Governance Center Products, on page 29* describes the products in Mercury IT Governance Center and lists the documents that support them.
- *Chapter 3, Finding Information Based on Your Role or Tasks, on page 43* contains a complete list and description of the documents that are part of the Mercury IT Governance Center product set, categorized by audience type. It also contains typographical conventions used in the documentation set and sources of additional information.

Who Should Read This Document

This book is for all users of Mercury IT Governance Center:

- End users
- Application administrators
- Application developers or configurators
- System or instance administrators
- Database administrators

For More Information

For more information about audience types, see [Audience Types and Documentation Categories](#) on page 44.

Mercury IT Governance Center Documentation

This section explains how to access the Mercury IT Governance Center documentation.

The documentation home page provides an easy link to documentation for end users, application administrators, and system administrators. Documentation for end users and of general interest is provided in HTML and PDF; all other documentation is provided in PDF only. To access an HTML document, click the title of the document. To access a PDF document, click the link next to a PDF icon.

Accessing the Documentation

You can access the documentation home page from the following locations:

- Mercury IT Governance Center standard interface
- Mercury IT Governance Center Workbench™ interface
- Mercury IT Governance Download Center
- `ITG_Home/docs` directory (if you have access to this directory)

Accessing from the Standard Interface

To access the documentation home page from the Mercury IT Governance Center standard interface, scroll to the bottom of the menu bar and click **Product Information > Documentation**, as shown in [Figure 1-1](#).

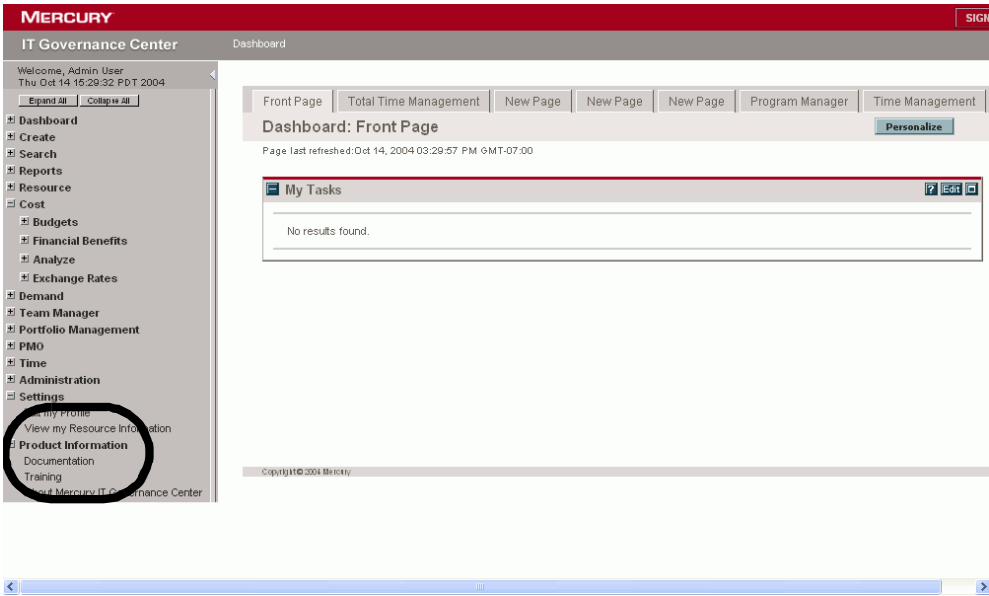


Figure 1-1. Accessing the documentation home page from the standard interface

Accessing from the Workbench

To access the documentation home page from the Mercury IT Governance Workbench, select **Product Information > Documentation** from the Workbench menu, as shown in *Figure 1-2*.

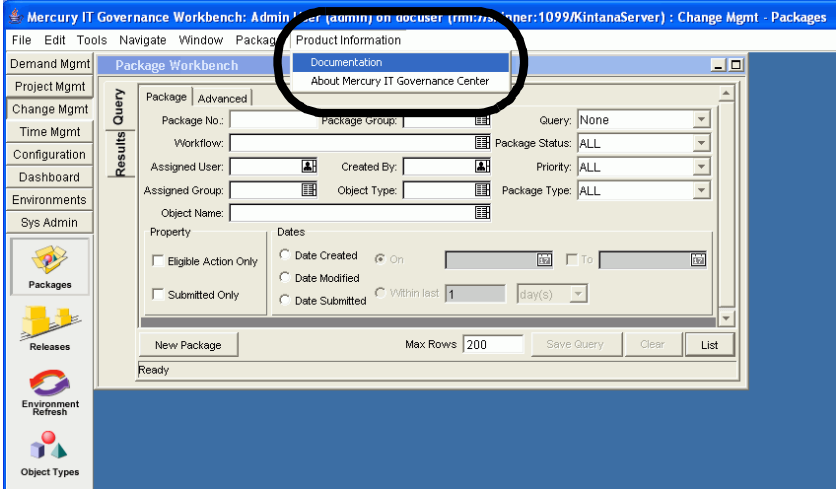


Figure 1-2. Accessing the documentation home page from the Workbench

Accessing at the Mercury IT Governance Download Center

At the IT Governance Download Center you can access the same PDF files as are also available on the Documentation home page and the Extensions Documentation page. The IT Governance Download Center also contains a few documents only available from that location (these documents are identified in *Product Documentation Per Category on page 45*).

To log on to the IT Governance Download Center, go to:

<http://itg.merc-int.com/support/download/login.jsp>

Accessing in the Docs Directory

The `ITG_Home/docs` directory is created and populated during Mercury IT Governance Center product installation or upgrade. This directory contains the same set of documents as are also available from the Mercury IT Governance Center Documentation home page and the Extensions Documentation page.

Because it is a Mercury IT Governance Server directory, `ITG_Home/docs` is likely to be accessible only by system administrators.

Documentation Home Page

Documentation for components (for example, Mercury IT Governance Dashboard™) and for applications (for example, Mercury Change Management™) are available on the Mercury IT Governance Center Documentation home page in two formats:

- HTML (to access, click the title of the document)
- PDF (to access, click the “PDF version” link next to the PDF icon)

Figure 1-3 shows the Mercury IT Governance Center Documentation home page.

Usage examples in *Figure 1-3*:

- *What’s New in Release 6.0* has both HTML and PDF information.
- *System Administration Guide and Reference* has only PDF information.
- Click the title link for the HTML version of *Getting Started*.
- To access the Mercury Change Management Extensions documentation, click the link in the Additional Information section, which takes you to the page shown in *Figure 1-4*.

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Mercury IT Governance Center Documentation

Click a title or link to view a document (available in HTML, PDF, or both).

General Interest

- What's New in Release 6.0 PDF Version
- Guide to Documentation PDF Version
- Getting Started PDF Version
- Key Concepts PDF Version

End Users

- Mercury Change Management User's Guide PDF Version
- Mercury Demand Management User's Guide PDF Version
- Mercury Financial Management User's Guide PDF Version
- Guide to Tracking and Managing IT Demand PDF Version
- Mercury Portfolio Management User's Guide PDF Version
- Mercury Program Management User's Guide PDF Version
- Mercury Project Management User's Guide PDF Version
- Mercury Resource Management User's Guide PDF Version
- Mercury Time Management User's Guide PDF Version

Can't find the information you need?
See [Guide to Documentation](#) for details about your product documentation. Or, open any HTML document and use the [Index](#) and [Search](#) tabs.

System Administration
(for system, instance, and database administrators)

- System Administration Guide and Reference PDF Version
- Document Management Guide and Reference PDF Version

Configuration
(for application administrators, application developers, and configurators)

Guides

- Mercury Change Management: Configuring a Deployment System PDF Version
- Mercury Demand Management: Configuring a Request Resolution System PDF Version
- Configuring IT Demand Tracking and Management PDF Version
- Configuring the Standard Interface PDF Version
- Mercury Portfolio Management Configuration Guide PDF Version
- Mercury Program Management Configuration Guide PDF Version
- Mercury Time Management Configuration Guide PDF Version

Combination Guides and Reference Manuals

- Commands, Tokens, and Validations Guide and Reference PDF Version
- Open Interface Guide and Reference PDF Version
- Reports Guide and Reference PDF Version
- Security Model Guide and Reference PDF Version

Additional Information
(available at the Mercury IT Governance Download Center)

- System Requirements and Compatibility Matrix
- Mercury Change Management Extensions
- Mercury Object Migrator and Mercury GL Migrator
- Release Notes

Figure 1-3. Mercury IT Governance Center Documentation home page

Figure 1-4 shows the Mercury Change Management Extensions Documentation page. The documents on this page are available in PDF format only.

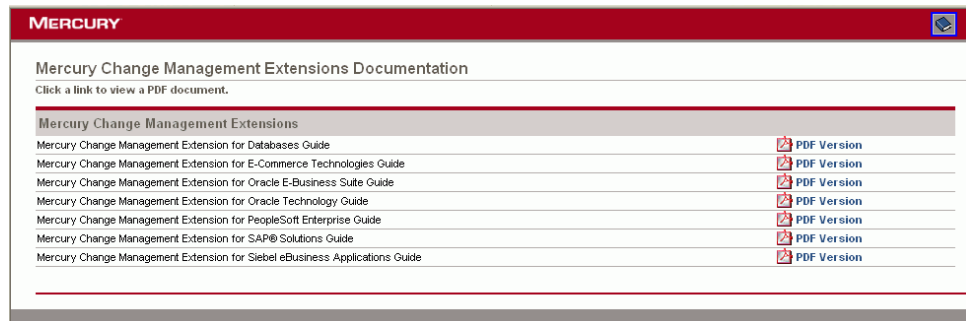


Figure 1-4. Mercury Change Management Extensions Documentation page

HTML Start Page and Files

Clicking an HTML link on the Mercury IT Governance Center Documentation home page (shown in [Figure 1-3](#)) opens the HTML start page shown in [Figure 1-5](#), and also opens a specific document.

The document open in [Figure 1-5](#) is *Getting Started* open to the Logging On to Mercury IT Governance Center topic.

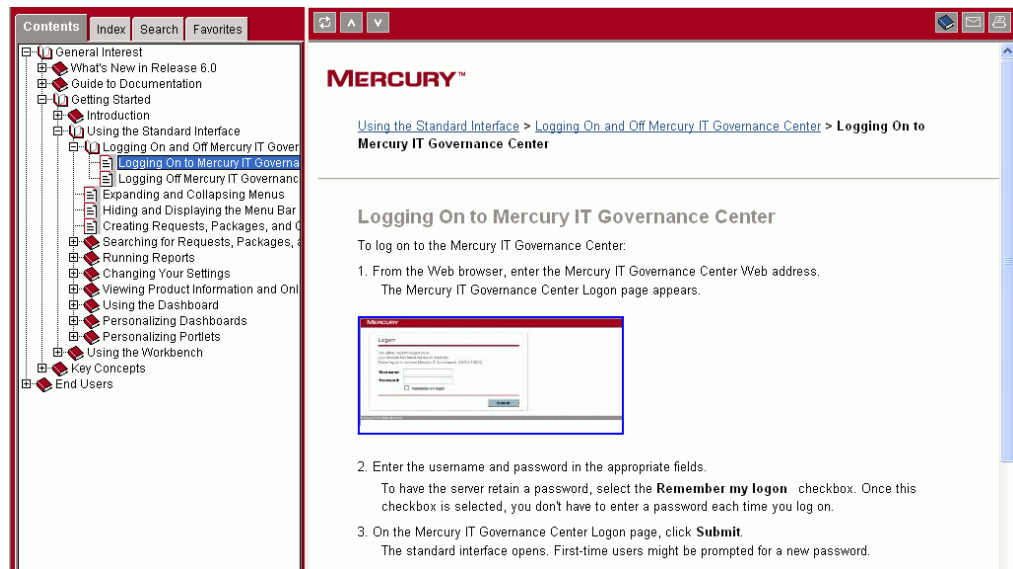




Figure 1-5. Mercury IT Governance Center HTML start page

Buttons on the HTML Start Page

Six buttons on the top of the start page provide the functionality described in [Table 1-1](#).

Table 1-1. Buttons on the HTML start page

Buttons	Description
	<p>From left to right:</p> <ul style="list-style-type: none"> • Show in Contents. Expands the hierarchy in the Contents tab to show the location of the topic being displayed in the content page on the right. Useful if you have reached the current topic using the Index or Search tab, and you want to know the hierarchical context of the topic currently being displayed. • Previous. Goes back to the previous topic. • Next. Goes to the next topic in the hierarchy.
	<p>From left to right:</p> <ul style="list-style-type: none"> • Documentation Home Page. Returns to the documentation home page (shown in Figure 1-3 on page 15). • Feedback. Opens your default email application to enable you to send feedback on the topic you are currently viewing. • Print. Opens a print dialog box to enable you to print the topic you are currently viewing.

Tabs on the HTML Start Page

Once you are on the HTML start page, you can locate available topics by selecting one of the following tabs (shown in [Figure 1-6](#) and described in the following sections):

- **Contents**
- **Index**
- **Search**
- **Favorites**



Figure 1-6. Tabs on the HTML start page

Browsing the Contents

To browse for topics using a table of contents:

1. Click the **Contents** tab.
2. Navigate the hierarchy to the topic of interest.

Click the plus symbol next to a book icon to see an expanded list of the contents.

3. Click the name of the topic you want to see.

Figure 1-7 shows the Support for Unlimited International Calendars topic selected in the **Contents** on the left and displayed on the right.

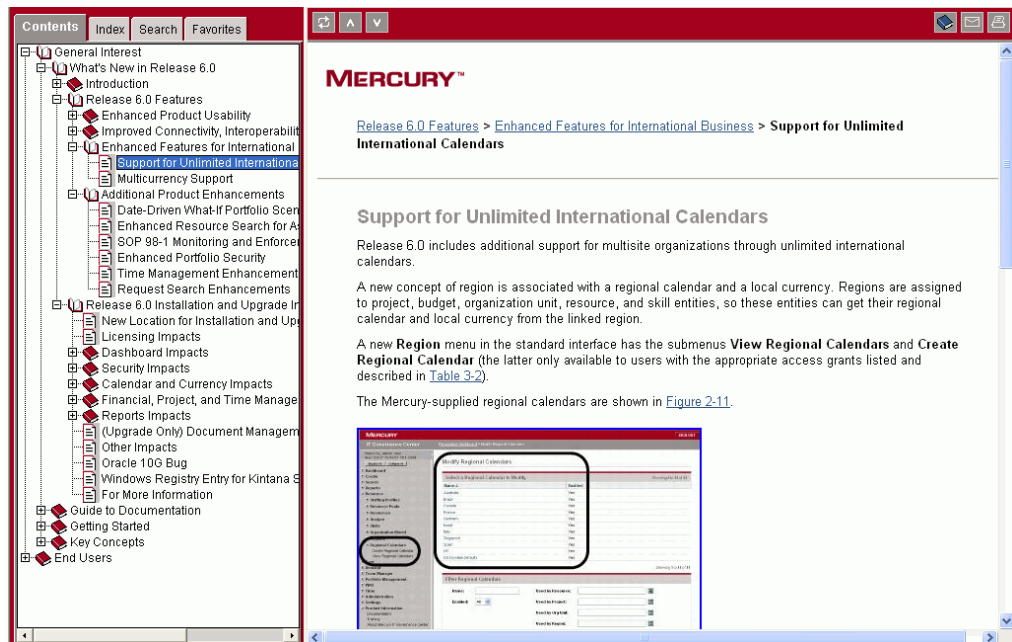


Figure 1-7. Browsing the contents

Viewing an Image at an Enlarged Size

You can view an image as it appears in a document, or at an enlarged size.

To view an image at an enlarged size:

1. Click the image.
2. To return to the normal-sized view of the document, click your browser's **Back** button.

Figure 1-8 shows the Modify Regional Calendars image (displayed at a normal size in Figure 1-7) displayed at an enlarged size.

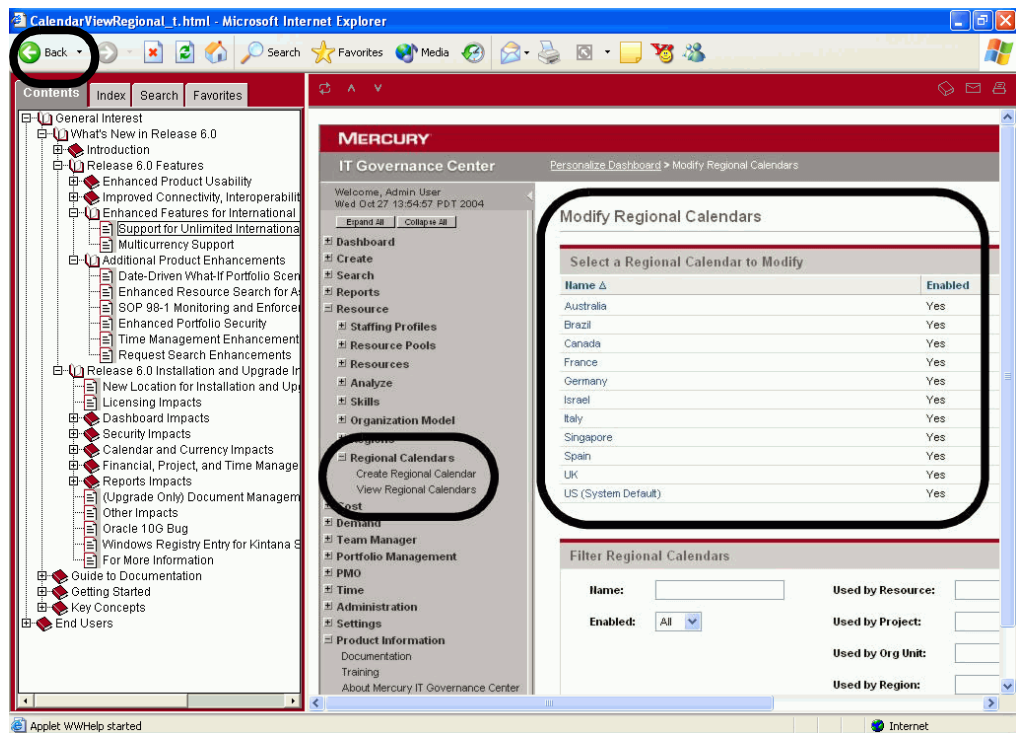


Figure 1-8. Viewing an image

Using the Index

To look for topics in the index:

1. Click the **Index** tab.
2. Select the topic you want to view.
3. Do one of the following:
 - Double-click the topic name.
 - Click the topic name and then click the **Display** button at the bottom of the index list.

Figure 1-9 shows the “authentication” index entry selected on the left, and the Authentication topic displayed on the right.

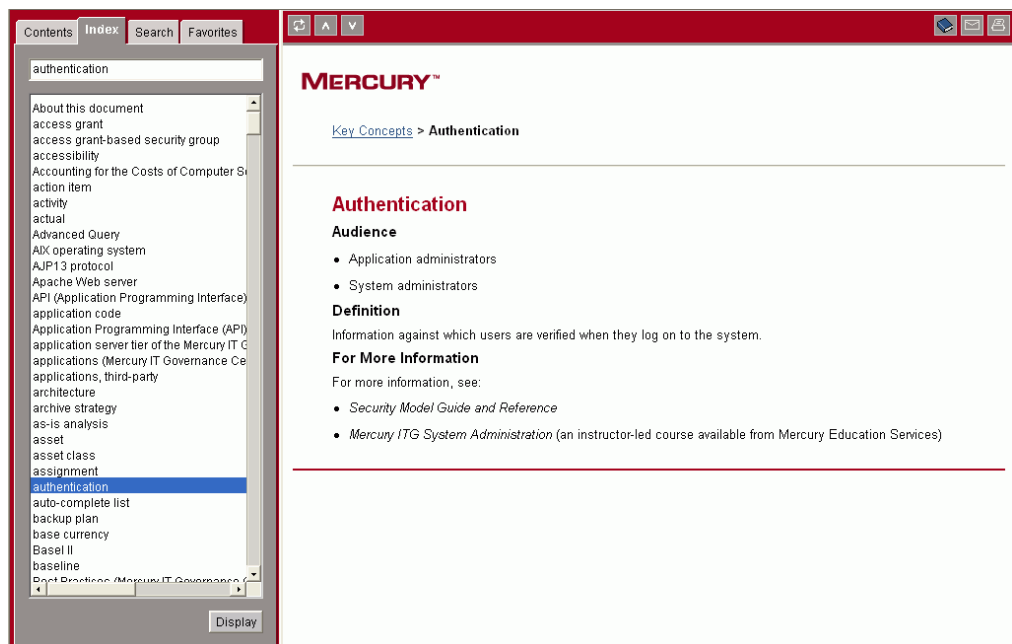


Figure 1-9. Using the index

Using the Search Facility

To access topics using the search facility:

1. Click the **Search** tab.
2. Type in a search string.
3. Click the **Go!** button, which produces a search results list.
4. Click a topic in the list.

Figure 1-10 shows the search results for the string “access grant.” The selected topic, Scenario Comparison Access Grants, is displayed on the right.

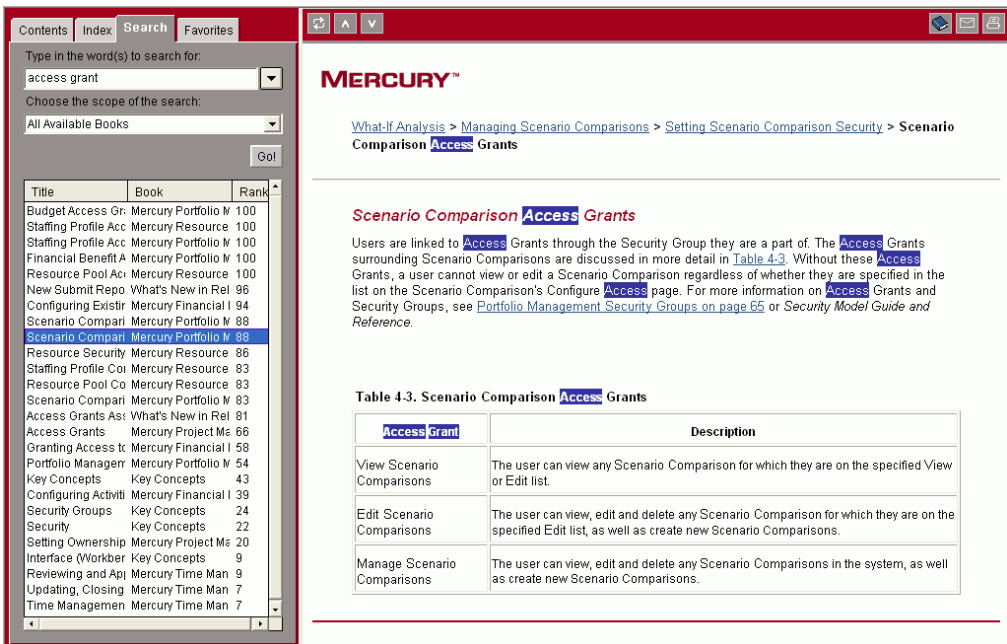


Figure 1-10. Using the search facility

Using the Favorites Tab

The **Favorites** tab enables you to save (bookmark) topics for quick access when you view the documentation at a later time.

To save a favorite topic:

1. While a topic you want to save is displayed, click the **Favorites** tab.
2. Click the **Add** button.

To display a favorite topic:

1. Click the **Favorites** tab.
2. Find the topic you want to see and do one of the following:
 - Double-click the topic.
 - Select the topic and click **Display**.

To remove a topic from the Favorites list:

1. Click the **Favorites** tab.
2. Select the topic you want to remove and click **Remove**.

Figure 1-11 shows the Security Tab topic accessed from the Favorites list.

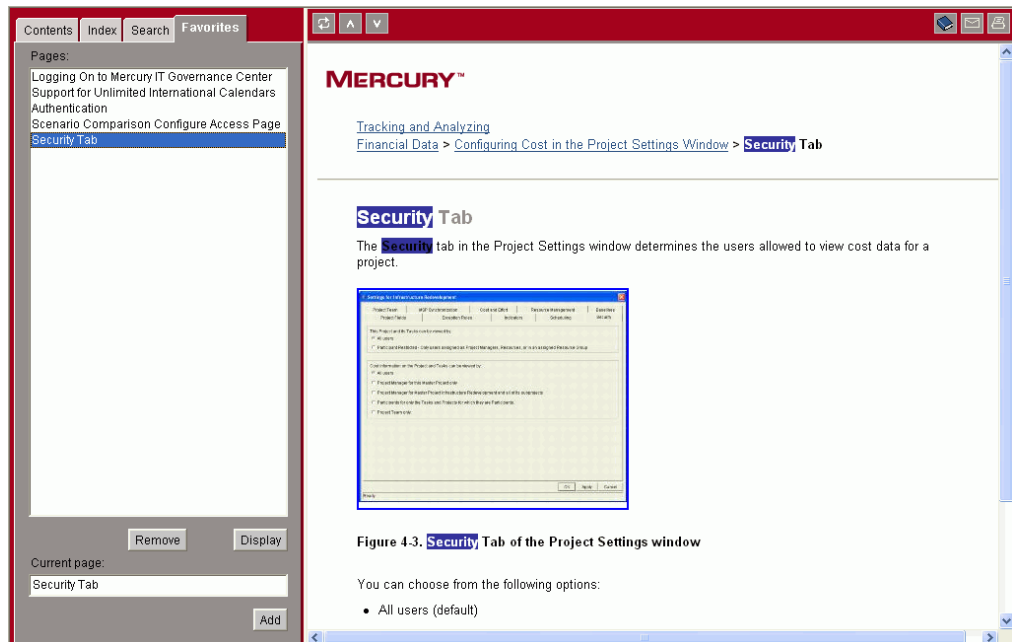


Figure 1-11. Using the Favorites list

The PDF Files

Clicking a PDF link on the documentation home page (see [Figure 1-3](#) on page 15) opens a PDF file in Adobe Reader.

[Figure 1-12](#) shows the bookmarks and title page of *Time Management User's Guide*.

To return to the Documentation home page, click the Documentation Home Page link (highlighted in [Figure 1-12](#)) at the top of the Bookmarks on the left.

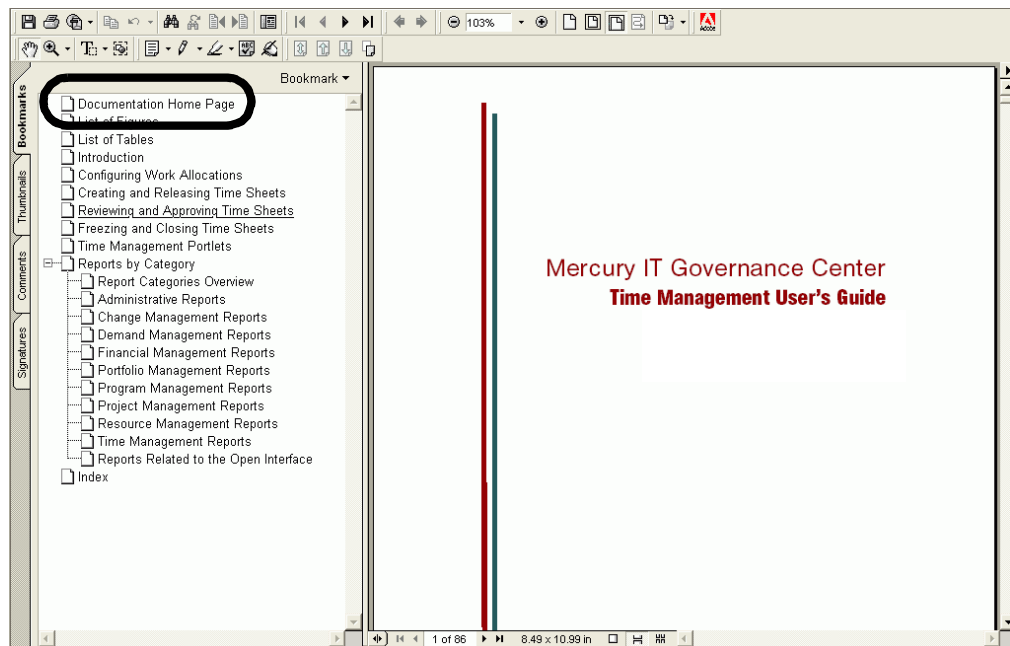


Figure 1-12. *Time Management User's Guide* displayed in Adobe Reader

Figure 1-13 shows the Overview of Freezing and Closing Time Sheets topic of the *Mercury Time Management User's Guide* selected in the Acrobat Reader Bookmarks on the left and displayed on the right.

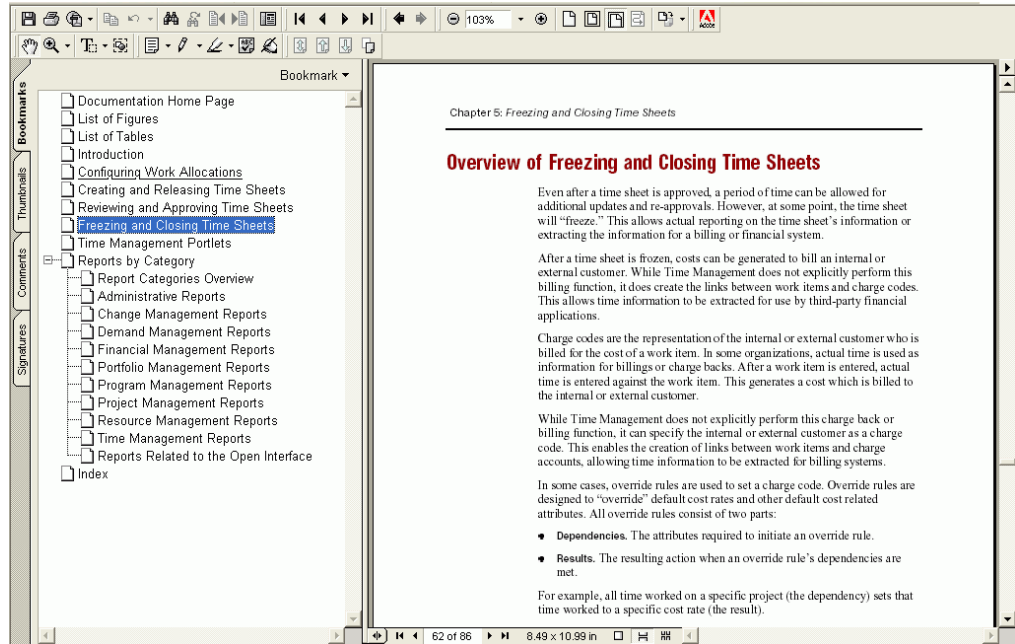


Figure 1-13. Overview of Freezing and Closing Time Sheets topic

Help for Portlets and Request Types

Context-sensitive, interface-level help is available for some of the Mercury IT Governance Center portlets and request types. The help is available through the standard interface.

To access this information, click a help icon (a question mark), as shown in [Figure 1-14](#).

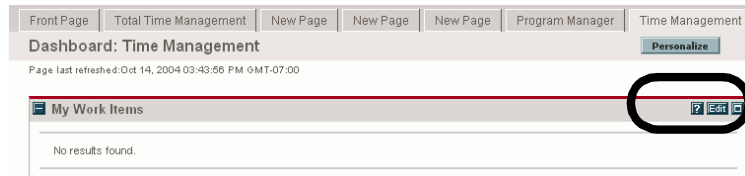


Figure 1-14. Accessing portlet-level help for My Work Items

Clicking the help icon in [Figure 1-14](#) opens a separate browser window that displays the requested information, as shown in [Figure 1-15](#).

Help with My Work Items

TMG - My Work Items Portlet

The TMG - My Work Items portlet is similar to the My Requests and My Packages portlets and does not have any parameters. It lists all the Work Items on open Time Sheets for the user.

This portlet gives users a quick snapshot of what they have been working on and to which they are currently charging time. Items on the portlet list the Work Item information, as well as:

- Current Budget (Hrs): the time budgeted for the work item (if a Work Allocation exists).
- Current Period (Hrs): the total time charged to this Work Item in the current period by the logged-on user.
- All Periods (Hrs): the total time that the logged-on user has charged to date for this item.

Table 1. Edit TMG - My Work Items Portlet Field Definitions

Field Name	Field Definition
Title	
Title	Title of the portlet.
Arrange Data	
Maximum Results Displayed	Determines the maximum number of rows displayed in the portlet.

Figure 1-15. Portlet-level help file for My Work Items

For More Information

For more information about help for portlets and request types, see [Configuring the Standard Interface](#).

Chapter

2

Finding Information About Your Mercury IT Governance Center Products

In This Chapter:

- *Product Descriptions and Supporting Documents*
 - *Mercury IT Governance Center Components and Applications*
 - *Mercury Change Management Extensions and Migrators*
 - *Documentation Applicable to All Mercury IT Governance Center Products*
 - *General Interest Documentation*
 - *Configuration Documentation*
 - *System Administration Documentation*
 - *Additional Information*
-

Product Descriptions and Supporting Documents

This section describes the products available in Mercury IT Governance Center, and the documentation that supports them. The descriptions are organized by product group (that is, Mercury IT Governance Center components and applications, and Mercury Change Management Extensions and Migrators).

For a list of documents that support all Mercury IT Governance Center products, see [Documentation Applicable to All Mercury IT Governance Center Products](#) on page 40.

Mercury IT Governance Center Components and Applications

This section contains descriptions of the Mercury IT Governance Center components and applications.

Mercury IT Governance Interface

Mercury IT Governance Center has two product interfaces:

- Mercury IT Governance Center standard interface (which includes the Mercury IT Governance Dashboard)
- Mercury IT Governance Workbench

Mercury IT Governance Standard Interface

The Mercury IT Governance Center standard interface, which can be viewed using a standard Web browser, provides access to key areas of functionality. You can use the Mercury IT Governance Center standard interface to perform tasks like creating requests and monitoring the progress of a workflow.

Each user's standard interface includes a Dashboard consisting of one or more Dashboard pages. Each page consists of one or more portlets, which are configurable, role-based displays providing relevant summaries and highlighting exception conditions. The portlets automatically capture and display real-time data while work is in progress.

Mercury IT Governance Workbench Interface

The Mercury IT Governance Workbench is a Java applet designed to help application administrators, product configuration experts, and other users perform advanced configuration and processing tasks.

You use Mercury IT Governance Workbench to create packages and workflows, and to configure request types and object types. You can also use the Workbench to query detailed information about specific entities—for example, a particular package.

For More Information

See [Documentation Applicable to All Mercury IT Governance Center Products on page 40](#).

Mercury Change Management

Mercury Change Management automates the migrations and deployments of software code, configurations, and content—for example, Java programs, Oracle Application configurations, and XML content.

For More Information

See:

- [Mercury Change Management: Configuring a Deployment System](#)
- [Mercury Change Management User's Guide](#)
- The documentation listed in [Documentation Applicable to All Mercury IT Governance Center Products on page 40](#)
- The documentation for all of the Mercury Change Management Extensions and Migrators, which is described in [Mercury Change Management Extensions and Migrators on page 36](#)

Mercury Demand Management

Mercury Demand Management™ provides a single application and repository to capture demands made against IT organizations. Information is consolidated from multiple sources so users can view aggregate demand in real time and report against it.

For More Information

See:

- *Mercury Demand Management: Configuring a Request Resolution System*
- *Configuring IT Demand Tracking and Management*
- *Guide to Tracking and Managing IT Demand*
- *Mercury Demand Management User's Guide*
- The documentation listed in [Documentation Applicable to All Mercury IT Governance Center Products](#) on page 40

For More Information

See the documentation listed in [Documentation Applicable to All Mercury IT Governance Center Products](#) on page 40.

Mercury Financial Management

Mercury Financial Management™ supports the complete financial management lifecycle. It covers both operating budgets (including internal staff, outside services, and overhead) and capital budgets (including hardware, software, and facilities).

For More Information

See:

- *Mercury Financial Management User's Guide*
- The documentation listed in [Documentation Applicable to All Mercury IT Governance Center Products](#) on page 40

Mercury Portfolio Management

Mercury Portfolio Management™ provides a real-time governance process that supports strategic, financial, functional, and technical requirements. This product helps align IT portfolios with business strategies to maximize portfolio value.

For More Information

See:

- *Mercury Portfolio Management Configuration Guide*
- *Mercury Portfolio Management User's Guide*
- The documentation listed in [Documentation Applicable to All Mercury IT Governance Center Products](#) on page 40

Mercury Program Management

Mercury Program Management™ helps to make large-scale IT governance activities more efficient. This product helps users to manage program initiation, scope change, risk assessment, and issue resolution. The program management office (PMO) processes built into the product allow users to model and enforce corporate standards while keeping stakeholders and team members aligned at every step.

For More Information

See:

- *Mercury Program Management Configuration Guide*
- *Mercury Program Management User's Guide*
- The documentation listed in [Documentation Applicable to All Mercury IT Governance Center Products](#) on page 40

Mercury Project Management

Mercury Project Management™ enables collaborative project management for repetitive projects (for example, developing new e-commerce functionality). Mercury Project Management integrates project and process control, and uses task-level workflows to augment work breakdown structure with best practices processes.

For More Information

See:

- *Mercury Project Management User's Guide*
- The documentation listed in [Documentation Applicable to All Mercury IT Governance Center Products](#) on page 40

Mercury Resource Management

Mercury Resource Management™ helps balance resource supply (including factors like staffing level and skill base) with demand, thereby giving users visibility and control over both sides of the equation. With Mercury Resource Management, users maximize resource utilization while optimizing project initiation and delivery.

For More Information

See:

- *Mercury Resource Management User's Guide*
- The documentation listed in [Documentation Applicable to All Mercury IT Governance Center Products](#) on page 40

Mercury Time Management

Mercury Time Management™ integrates time and work management. With Mercury Time Management, time reported by staff members is linked to work items, which can improve data integrity, accuracy, and timeliness.

For More Information

See:

- *Mercury Time Management Configuration Guide*
- *Mercury Time Management User's Guide*
- The documentation listed in *Documentation Applicable to All Mercury IT Governance Center Products* on page 40

Mercury Change Management Extensions and Migrators

This section contains descriptions of the Mercury Change Management Extensions and Migrators.

Mercury Change Management Extension for Databases

Mercury Change Management Extension for Databases™ helps to automate change management in the DB2, Sybase, and SQL Server database environments.

For More Information

See:

- *Mercury Change Management Extension for Databases Guide*
- The documentation listed in [Documentation Applicable to All Mercury IT Governance Center Products](#) on page 40

Mercury Change Management Extension for E-Commerce Technologies

Mercury Change Management Extension for E-Commerce Technologies™ helps to automate change management in application environments like Java, C++, HTML, and XML.

For More Information

See:

- *Mercury Change Management Extension for E-Commerce Technologies Guide*
- The documentation listed in [Documentation Applicable to All Mercury IT Governance Center Products](#) on page 40

Mercury Change Management Extension for Oracle E-Business Suite

Mercury Change Management Extension for Oracle® E-Business Suite™ helps to automate change management in the Oracle E-Business Suite environment.

For More Information

See:

- *Mercury Change Management Extension for Oracle E-Business Suite Guide*
- The documentation listed in [Documentation Applicable to All Mercury IT Governance Center Products](#) on page 40

Mercury Change Management Extension for Oracle Technology

Mercury Change Management Extension for Oracle Technology™ helps to automate change management in application environments built using Oracle tools like SQL*Plus, PL/SQL, Oracle Forms, and Oracle Reports.

For More Information

See:

- *Mercury Change Management Extension for Oracle Technology Guide*
- The documentation listed in [Documentation Applicable to All Mercury IT Governance Center Products](#) on page 40

Mercury Change Management Extension for PeopleSoft Enterprise

Mercury Change Management Extension for PeopleSoft® Enterprise™ helps to automate change management in PeopleSoft application environments.

For More Information

See:

- *Mercury Change Management Extension for PeopleSoft Enterprise Guide*
- The documentation listed in [Documentation Applicable to All Mercury IT Governance Center Products](#) on page 40

Mercury Change Management Extension for SAP® Solutions

Mercury Change Management Extension for SAP® Solutions™ helps to automate change management in SAP® application environments.

For More Information

See:

- *Mercury Change Management Extension for SAP® Solutions Guide*
- The documentation listed in [Documentation Applicable to All Mercury IT Governance Center Products](#) on page 40

Mercury Change Management Extension for Siebel eBusiness Applications

Mercury Change Management Extension for Siebel® eBusiness Applications™ helps to automate change management in Siebel application environments.

For More Information

See:

- *Mercury Change Management Extension for Siebel eBusiness Applications Guide*
- The documentation listed in [Documentation Applicable to All Mercury IT Governance Center Products](#) on page 40

Mercury Object Migrator

Mercury Object Migrator™ maintains Oracle Applications Object Library (AOL) setups across database instances.

For More Information

See:

- *Mercury Object Migrator Guide* (available at the IT Governance Download Center)
- The documentation listed in [Documentation Applicable to All Mercury IT Governance Center Products](#) on page 40

Mercury GL Migrator

Mercury GL Migrator™ manages Oracle General Ledger entities across database instances.

For More Information

See:

- *Mercury GL Migrator Guide* (available at the IT Governance Download Center)
- The documentation listed in [Documentation Applicable to All Mercury IT Governance Center Products](#) on page 40

Documentation Applicable to All Mercury IT Governance Center Products

The documents listed in the following sections provide information applicable to all Mercury IT Governance Center products.

The category names in the following sections (for example, General Interest and System Administration) match the category names on the documentation home page.

General Interest Documentation

Documents in the General Interest category include:

- *What's New in Release 6.0*
- *Guide to Documentation* (this document)
- *Getting Started*
- *Key Concepts*

For More Information

For short descriptions of these documents, see [General Interest Documentation on page 45](#).

Configuration Documentation

Documents in the Configuration category include:

- *Configuring the Standard Interface*
- *Commands, Tokens, and Validations Guide and Reference*
- *Open Interface Guide and Reference*
- *Reports Guide and Reference*
- *Security Model Guide and Reference*

For More Information

For short descriptions of these documents, see [Configuration Documentation on page 40](#).

System Administration Documentation

Documents in the System Administration category include:

- *System Administration Guide and Reference*
- *Document Management Guide and Reference*

For More Information

For short descriptions of these documents, see [System Administration Documentation on page 41](#).

Additional Information

Documents in the Additional Information category include:

- *System Requirements and Compatibility Matrix*
- *Release Notes*

For More Information

For short descriptions of these documents, see [System Administration Documentation on page 41](#).

Chapter

3

Finding Information Based on Your Role or Tasks

In This Chapter:

- *Audience Types and Documentation Categories*
 - *Product Documentation Per Category*
 - *General Interest Documentation*
 - *End Users Documentation*
 - *Configuration Documentation*
 - *System Administration Documentation*
 - *Mercury Change Management Extensions and Migrators Documentation*
 - *Typographical Conventions Used in the Documentation Set*
 - *Additional Resources*
 - *Customer Support*
 - *Education Services*
-

Audience Types and Documentation Categories

Table 3-1 maps audience types to documentation categories.

Table 3-1. Audience types mapped to documentation categories

Audience Type	Audience Description	Documentation Category
All users	All users of Mercury IT Governance Center.	General Interest category (All products)
End users	End users of Mercury IT Governance Center.	End Users category (Applications only)
Application administrators	People who plan, set up, and maintain Mercury-based applications and application data (for example, people who maintain user accounts).	Configuration category (All products)
Application developers or configurators	People who configure existing Mercury IT Governance Center applications, and plan and implement new Mercury-based applications.	Configuration category (All products)
System or instance administrators	People who plan, install, upgrade, configure, and maintain Mercury IT Governance Center applications and other software, operating system software, and databases.	System Administration category (All products)
Database administrators	People who administer database systems (for example, people who monitor, back up, and recover database systems).	System Administration category (All products)

The documentation in each of the categories is listed in the next section, *Product Documentation Per Category*.

Product Documentation Per Category

The sections below list and describe the documentation for each of the categories listed in [Audience Types and Documentation Categories](#) on page 44.

General Interest Documentation

Documentation in the General Interest category is listed and described in [Table 3-2](#).

Table 3-2. General Interest documentation

Title	Contents	Access, Filetype, Notes
<i>What's New in Release 6.0</i>	Summary of the product enhancements new in release 6.0 of Mercury IT Governance Center.	New in release 6.0. HTML and PDF files.
<i>Guide to Documentation</i>	Includes information about: <ul style="list-style-type: none"> • Accessing the documentation • Mercury IT Governance Center products and the documentation that supports them • Audience types • Document descriptions 	New in release 6.0. HTML and PDF files. This document.
<i>Getting Started</i>	Basic information about using and navigating the Mercury IT Governance Center products.	Combines content from the release 5.5 documents titled <i>Using the Dashboard</i> and <i>Using the Workbench</i> . HTML and PDF files.
<i>Key Concepts</i>	Includes: <ul style="list-style-type: none"> • Key Mercury IT Governance Center concepts and where to get more information about them • Glossary of key terms 	New in release 6.0. HTML and PDF files.

End Users Documentation

The documentation listed in [Table 3-3](#) supports end users.

Table 3-3. End Users documentation

Title	Contents	Access, Filetype, Notes
<i>Mercury Change Management User's Guide</i>	Topics include: <ul style="list-style-type: none"> • Creating and processing packages • Managing packages, including deleting and copying existing packages 	Titled <i>Processing Packages</i> in release 5.5. HTML and PDF files.
<i>Mercury Demand Management User's Guide</i>	Topics include: <ul style="list-style-type: none"> • Creating and processing requests • Integrating requests and projects 	Titled <i>Processing Requests</i> in release 5.5. HTML and PDF files.
<i>Mercury Financial Management User's Guide</i>	Topics include: <ul style="list-style-type: none"> • Foreign exchange (FX) rates and currencies • Regions • Budgets • Cost data • SOP 98-1 compliance • Capital and operating expense data 	New in release 6.0. HTML and PDF files.
<i>Guide to Tracking and Managing IT Demand</i>	How to view, manage, process, and resolve IT demand using Mercury Demand Management.	Titled <i>Managing Demand</i> in release 5.5. HTML and PDF files.
<i>Mercury Portfolio Management User's Guide</i>	Topics include: <ul style="list-style-type: none"> • Building and viewing portfolios • What-if analyses • User licensing and access 	Titled <i>Managing Your Portfolio</i> in release 5.5. HTML and PDF files.
<i>Mercury Program Management User's Guide</i>	Topics include: <ul style="list-style-type: none"> • Creating entities • Creating and managing programs 	Titled <i>Managing Your Programs</i> in release 5.5. HTML and PDF files.
<i>Mercury Project Management User's Guide</i>	Topics include: <ul style="list-style-type: none"> • Setting up resources and projects • Using templates • Using reports • Integrating with Microsoft Project • Integrating requests and projects 	Titled <i>Managing Your Projects</i> in release 5.5. HTML and PDF files.

Table 3-3. End Users documentation [continued]

Title	Contents	Access, Filetype, Notes
<i>Mercury Resource Management User's Guide</i>	Topics include: <ul style="list-style-type: none">• Modeling your organization• Capacity planning• Operational planning	Titled <i>Managing Your Resources</i> in release 5.5. HTML and PDF files.
<i>Mercury Time Management User's Guide</i>	Topics include: <ul style="list-style-type: none">• Creating work allocations• Entering, reviewing, and approving time sheets	Titled <i>Tracking Your Time</i> in release 5.5. HTML and PDF files.

System Administration Documentation

The documentation listed in [Table 3-4](#) supports system and instance administrators.

Table 3-4. System Administration documentation

Title	Contents	Access, Filetype, Notes
<i>System Administration Guide and Reference</i>	Topics include: <ul style="list-style-type: none"> • Product architecture overview • Installing and configuring the server • Upgrading from prior product releases • Setting up server clusters • Setting up the Workbench as a Java application • Using server reports • Tuning system performance • Maintaining the system • Migrating instances • Migrating entities • System configuration parameters • System directories • Server scripts 	Combines content from the release 5.5 documents titled <i>Migrators Guide and Reference, Installation Guide, Upgrade Guide, and System Administration Guide</i> . PDF file only.
<i>Document Management Guide and Reference</i>	Installing and using the document management functionality in Mercury IT Governance Center.	New in release 6.0. PDF file only.
<i>System Requirements and Compatibility Matrix</i>	Topics include: <ul style="list-style-type: none"> • Hardware and software requirements • Supported platforms • Ancillary and supported third-party software • Desupported platforms and products 	Titled <i>Compatibility Matrix</i> in release 5.5. PDF file only. Available at the IT Governance Download Center.
<i>Release Notes</i>	Known issues in the Mercury IT Governance Center product set.	PDF file only. Available at the IT Governance Download Center.

Configuration Documentation

Documentation listed in [Table 3-5](#) supports user administrators, application developers, and configurators.

Table 3-5. Configuration documentation

Title	Contents	Access, Filetype, Notes
Guides		
<i>Mercury Change Management: Configuring a Deployment System</i>	Use cases for Mercury Change Management. Topics include: <ul style="list-style-type: none"> • Gathering requirements • Configuring object types • Configuring workflows • Defining environments • Creating validations • Creating and processing a release 	Combines content from the release 5.5 documents titled <i>Configuring a Deployment System</i> and <i>Configuring a Release Management System</i> . PDF file only.
<i>Mercury Demand Management: Configuring a Request Resolution System</i>	Use cases for Mercury Demand Management. Topics include: <ul style="list-style-type: none"> • Gathering requirements • Configuring contacts • Configuring workflows • Configuring notification templates • Configuring user data • Configuring requests 	PDF file only.
<i>Configuring IT Demand Tracking and Management</i>	Use cases for Mercury Demand Management. Topics include: <ul style="list-style-type: none"> • Gathering requirements • Configuring a demand set • Configuring workflows • Creating and maintaining modules 	Titled <i>Configuring Demand Tracking</i> in release 5.5. PDF file only.
<i>Configuring the Standard Interface</i>	Topics include: <ul style="list-style-type: none"> • Creating and maintaining portlets • Publishing and distributing modules • JSP directory structure • Altering the HTML layout • Customizing the menu and dashboard templates 	Combines content from the release 5.5 documents titled <i>Configuring the Dashboard</i> and <i>Customizing the Standard Interface</i> . PDF file only.

Table 3-5. Configuration documentation [continued]

Title	Contents	Access, Filetype, Notes
<i>Mercury Portfolio Management Configuration Guide</i>	Topics include: <ul style="list-style-type: none"> • Configuring entities and processes • Using custom metrics • Adjusting scoring keys • Enabling user access 	Titled <i>Configuring Portfolio Management</i> in release 5.5. PDF file only.
<i>Mercury Program Management Configuration Guide</i>	Topics include: <ul style="list-style-type: none"> • Gathering requirements • Configuring request types and workflows • Enabling user access • Customizing menus and templates 	Titled <i>Configuring Program Management</i> in release 5.5. PDF file only.
<i>Mercury Time Management Configuration Guide</i>	Topics include: <ul style="list-style-type: none"> • Integrating time sheet policies • Maintaining resources, activities, charge codes, and override rules • Configuring filters • Integrating Mercury Time Management and Mercury Project Management 	Titled <i>Configuring Time Management</i> in release 5.5. PDF file only.

Table 3-5. Configuration documentation [continued]

Title	Contents	Access, Filetype, Notes
Combination Guides and Reference Manuals		
<i>Commands, Tokens, and Validations Guide and Reference</i>	Usage and reference information about special commands, tokens, and validations.	Titled <i>Commands and Tokens Guide and Reference</i> in release 5.5. PDF file only.
<i>Open Interface Guide and Reference</i>	Usage and reference information about the Mercury IT Governance application programming interface (API), which provides access to data in other systems.	PDF file only.
<i>Reports Guide and Reference</i>	Topics include: <ul style="list-style-type: none"> • Running reports • Report types • Reporting metalayer 	PDF file only.
<i>Security Model Guide and Reference</i>	Topics include: <ul style="list-style-type: none"> • Access grants • License types • Configuration security • Dashboard security 	PDF file only.

Mercury Change Management Extensions and Migrators Documentation

The documentation listed in [Table 3-6](#) supports all audience types except end users.

Table 3-6. Extensions and Migrators documentation

Title	Contents	Access, Filetype, Notes
<i>Mercury Change Management Extension for Databases Guide</i>	Installing, upgrading, configuring, maintaining, and using Mercury Change Management Extension for Databases.	PDF file only.
<i>Mercury Change Management Extension for E-Commerce Technologies Guide</i>	Installing, upgrading, configuring, maintaining, and using Mercury Change Management Extension for E-Commerce Technologies.	PDF file only.
<i>Mercury Change Management Extension for Oracle E-Business Suite Guide</i>	Installing, upgrading, configuring, maintaining, and using Mercury Change Management Extension for Oracle E-Business Suite.	Combines content from <i>Mercury Change Management Extension for Oracle E-Business Suite Administration Guide</i> and <i>Mercury Change Management Extension for Oracle E-Business Suite User Guide</i> in release 5.5. PDF file only.
<i>Mercury Change Management Extension for Oracle Technology Guide</i>	Installing, upgrading, configuring, maintaining, and using Mercury Change Management Extension for Oracle Technology.	PDF file only.
<i>Mercury Change Management Extension for PeopleSoft Enterprise Guide</i>	Installing, upgrading, configuring, maintaining, and using Mercury Change Management Extension for PeopleSoft Enterprise.	PDF file only.
<i>Mercury Change Management Extension for SAP® Solutions Guide</i>	Installing, upgrading, configuring, maintaining, and using Mercury Change Management Extension for SAP® Solutions.	PDF file only.



Table 3-6. Extensions and Migrators documentation [continued]

Title	Contents	Access, Filetype, Notes
<i>Mercury Change Management Extension for Siebel eBusiness Applications Guide</i>	Installing, upgrading, configuring, maintaining, and using Mercury Change Management Extension for Siebel eBusiness Applications.	PDF file only.
<i>Mercury Object Migrator Guide</i> (Available during the first half of 2005)	Installing, upgrading, configuring, maintaining, and using Mercury Object Migrator.	Combines content from the release 5.1 documents titled: <ul style="list-style-type: none"> • <i>Mercury Object*Migrator Installation Guide</i> • <i>Mercury Object*Migrator System Administration Guide</i> • <i>Mercury Object*Migrator Upgrade Guide</i> • <i>Mercury Object*Migrator User Guide</i> PDF file only. Available from the IT Governance Download Center.
<i>Mercury GL Migrator Guide</i> (Available during the first half of 2005)	Installing, upgrading, configuring, maintaining, and using Mercury GL Migrator.	Combines content from the release 2.0 documents titled: <ul style="list-style-type: none"> • <i>Kintana GL*Migrator System Administration Guide</i> • <i>Kintana GL*Migrator Upgrade Guide</i> • <i>Kintana GL*Migrator User's Guide</i> PDF file only. Available from the IT Governance Download Center.

Typographical Conventions Used in the Documentation Set

Table 3-7 lists the typographical conventions used in the documents in the Mercury IT Governance documentation set.

Table 3-7. Typographical conventions used in the documentation set

Element	Description and Convention	Example
Buttons, menus, tabs	Names of interface components that can be clicked (for example, buttons, menus, and tabs) are shown in boldface type.	Apply button
Fields, windows, pages	Names of windows, fields, and pages are shown in a sans-serif font.	New Request window
Code and variables	Code input and output, file names, and directory names are shown in a monospace font. Placeholders and variables for these items are shown in italics, and are typically enclosed in angle brackets.	CauchoConfigFile C: / <ITG_Home> / conf / resin.conf
Cross-references	Cross-references are shown as blue italicized text.	For more information, see Additional Resources on page 55
Links	Links are shown as blue text.	www.mercury.com
Notes	Notes contain highlighted or additional information.	 Note
Warnings	Warnings contain important information and instructions. Failure to follow the instructions may result in loss of data.	 Warning

Additional Resources

The following are additional sources of information about and support in using Mercury IT Governance Center products.

Customer Support

You can access customer support and downloads for Mercury products and additional product information from the Mercury Support Web site, located at:

support.mercury.com

Education Services

Mercury provides a complete training curriculum for Mercury IT Governance Center. For more information, see:

- **Product Information > Training** in the Mercury IT Governance Center standard interface (see *Figure 1-1* on page 13)
- The Mercury Education Services Web site, located at:

www.merc-training.com/main/itg

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