

HP Service Manager

For the Windows®, HP-UX, AIX, Linux and Solaris Operating Systems

Software Version: 7.00

ReportCenter Guide

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Documentation Updates

This manual's title page contains the following identifying information:

- Software version number, which indicates the software version
- Document release date, which changes each time the document is updated
- Software release date, which indicates the release date of this version of the software

To check for recent updates, or to verify that you are using the most recent edition of a document, go to:

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You will also receive updated or new editions if you subscribe to the appropriate product support service. Contact your HP sales representative for details.

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Please visit the HP product support web site at:

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This web site provides contact information and details about the products, services, and support that HP offers.

HP online software support provides customer self-solve capabilities. It provides a fast and efficient way to access interactive technical support tools needed to manage your business. As a valuable support customer, you can benefit by using the support site to:

- Search for knowledge documents of interest
- Submit enhancement requests online
- Download software patches
- Submit and track progress on support cases
- Manage a support contract
- Look up HP support contacts
- Review information about available services
- Enter discussions with other software customers
- Research and register for software training

Most of the support areas require that you register as an HP Passport user and log in. Many also require a support contract.

To find more information about access levels, go to:

http://www.hp.com/managementsoftware/access_level

To register for an HP Passport ID, go to:

<http://www.managementsoftware.hp.com/passport-registration.html>

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Introducing ReportCenter

ReportCenter works with Crystal Enterprise XI to provide improved reports and Business objects for the batch scheduling of reports. For additional information about Business Objects, go to

<http://www.businessobjects.com>

This guide contains information about:

- What you need to know on page 7
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- Installation requirements on page 9
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- Service Desk and operations trending reports on page 13
- Report examples

What you need to know

To run HP Service Manager ReportCenter reports with Crystal Reports, you need a working knowledge of the following:

- HP Service Manager 7.0
- Crystal Reports
- The Service Manager ODBC driver.

To create reports you need a working knowledge of your DBMS or RDBMS, as well as a general understanding of HP Service Manager applications and utilities.

Additional documentation

For additional information about any of these concepts, see the following:

- For information about a particular RDBMS, see the vendor documentation for your database type.
- For database configuration, see the *HP Service Manager Installation Guide*.
- For information about HP Service Manager administration and configuration, and customizing the HP Service Manager product, see the HP Service Manager Help.

ReportCenter overview

ReportCenter is no longer shipped as a separate application. In HP Service Manager 7.0, ReportCenter works with Crystal Reports to provide detailed reports that help maximize the abilities of your organization. Data monitoring and tracking, using Service Manager data from your environment, provide valuable insight to daily operations. Sample reports are provided so that you can build the reports into any reporting system.

The intention of this reporting package is to provide users with realistic examples of business reporting requirements. Each report is intended to meet the analytical needs of a generic Service Manager business user. All reports in the package can be executed on an HP Service Manager 7.0 out-of-box (OOB) system. The OOB reports are intended to be used as a starting point for the development of more detailed, customer-specific reports.

Installation requirements

The following components must be installed prior to using ReportCenter:

- Crystal Enterprise XI or Business Objects XI
- HP Service Manager 7.0 ODBC driver

For additional information about installing and configuring the Service Manager ODBC driver, see the *HP Service Manager Installation Guide*. For Service Manager ODBC driver troubleshooting and best practices, see the Help topics packaged with Service Manager product.

Compatibility

This reporting and analysis package was developed using the following software applications and is considered compatible with these versions only.

- Service Manager 7.0 RTE
- Service Manager 7.0 ODBC Driver
- Service Manager 7.0 Applications
- Crystal Reports XI, Developer or Professional Edition

Out-of-box report compatibility

With the appropriate developer license for Crystal Reports XI, all OOB report files (*.rpt) can be customized to meet the needs of your business. Non-Crystal Reports users can review the PDF file for each report to determine which *queries*, *joins*, and *filters* were used for the development of the report. They can then use these details to recreate similar reports using their own queries, joins, and filters. Queries interact with any application compatible with the Service Manager 7.0 ODBC driver.

For additional compatibility information for Hewlett-Packard products, see the HP product support site at:

h20230.www2.hp.com/new_access_levels.jsp

Packaging and file location

The Service Manager 7.0 Reporting and Analysis Package is located in the /ReportCenter directory on the installation image or by clicking Download Crystal Report files from the Autorun installation screen. This directory contains a set of 20 Crystal Reports XI report files (*.rpt).

Out-of-box (OOB) examples by application

The following tables describe the available application-specific reports. The report files (*.rpt) can be opened in Crystal Reports and then edited accordingly, or modified to suit your needs. Reports with examples can be viewed by clicking on the link in the first column.

Knowledge Management reports

Report Name	Business User	Description
Knowledge Management participation	Management Employees	Describes the number of times Knowledge Management was used to resolve an incident, was viewed but required updating prior to usage, or was not available and needed to be created.
Knowledge Management return on investment (ROI)	Management	Used to track return on investment of the Knowledge Management System (KMS). Key indicators are first contact resolution, first level resolution, and total service cost for each resolved issue.
Knowledge Management self-service	Management Administrators	Used to track the use of the Knowledge Management System by Self Service Users. Key indicators include the total number of Web visits and the total number of Web users.
Knowledge Management demand-driven self-service	Management Administrators	Determines the effectiveness of the Knowledge Management System at answering the demands of the Self Service User. Key indicators include the number of times an article is viewed versus the number of times the article is actually used. The final chart in the series indicates the gap between indicators. Large gaps could indicate that KMS searches need to be optimized or that modifications to the article are necessary.
Knowledge Management value	Management	Tracks issues resolved by users and the number of times the user resolved an issue using the Knowledge Management application. This report can be sorted by groups and the data can be retrieved by employees.
Knowledge Management monitoring	Management Administrators	Describes the number of knowledge articles created over a specified time period.
Appendix 1, Closed incidents by knowledge and operator	Management Administrators Staff	Tracks all incidents closed over a specified time period. Incidents can be grouped by operator or incidents that required Knowledge Management to resolve.
Knowledge Contribution by Operator	Management	Similar to the Knowledge Management Monitoring report but adds the ability to specify articles created by specific operators.

Licensing and user activity reports

Report Name	Business User	Description
License usage	Management Administrators	Used to analyze the appropriate license fit for the business unit. Key points are license usage by module, license usage by operator, module usage by operator, and maximum license usage by module.
Operator Knowledge Usage and Issue Resolution	Management Administrators Staff	Describes the number of times Knowledge Management was used to close related issues over a specified period of time. This report is grouped by department and data is displayed by operator.

Service Level Management (SLM) reports

Report Name	Business User	Description
SLA performance over time	Management Staff	Used to track monthly SLA performance for both availability and response service level objectives. Key data indicators are average availability performance, average response performance, and average overall performance.
SLA breaches over time	Management Staff	Used to determine the effectiveness of the Service Level Objectives (SLOs) in place for a specified service level agreement. Key data points include number of times an objective was breached over the month, number of configuration items (CIs) affected by the breaches, and average response time for each objective. This report can be filtered on a particular SLO.
Service Level Outages (SLOs) over time	Management Staff	Used to determine the monthly availability performance of SLOs in place for a specified SLA. One key data point is the number of times an availability objective is breached over a period of one month. Average availability statistics are listed in comparison to the expected availability statistics. If the expected availability is not met, a potential issue flag is indicated in the report next to the SLO name.

Configuration Management (CH) reports

Report Name	Business User	Description
Configuration Item Summary Report	Management Administrators Staff	Used to review Configuration Items (CIs) that are a part of the infrastructure and their usage across groups and owners. Key data points are total number of CIs per owner group and total number of CIs per responsible owner.
Configuration Relationship Report	Management Administrators Staff	Used to describe the upstream and downstream relationships between your CIs. Key indicators include relationship type, whether or not the item is affected by an outage, and related CIs.

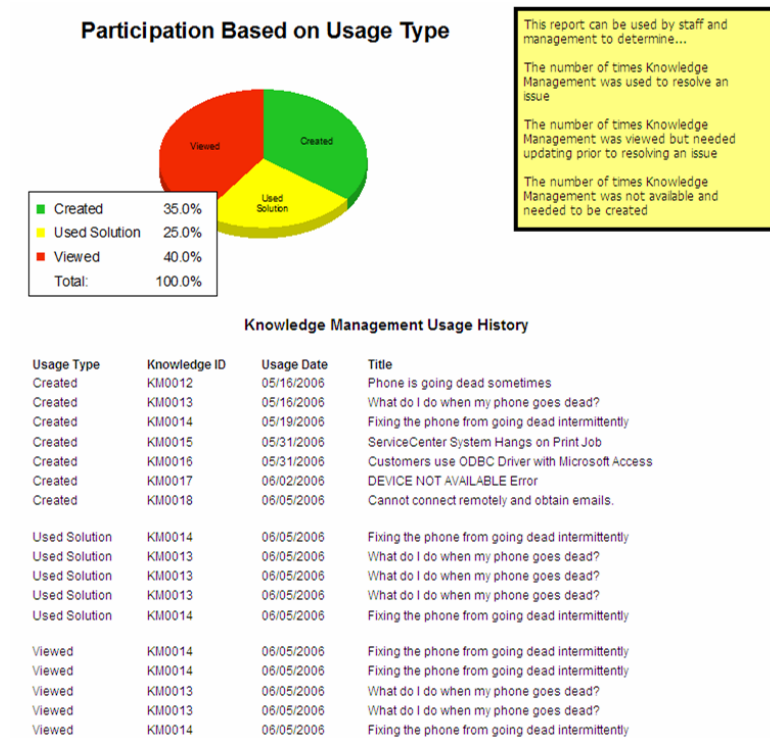
Service Desk and operations trending reports

Report Name	Business User	Description
Open and closed Service Desk interactions over time	Management Administrators Staff	Used to analyze the performance of the Service Desk for the business unit. Key data points include total Number of opened service interactions, total number of closed service interactions, and average resolution time.
Opened and Closed Incidents over Time	Management Administrators Staff	Used to analyze Incident Management performance. Key data points include the total number of opened incidents, total number of closed incidents, and average resolution time.
Opened and Closed Problems over Time Report	Management Administrators Staff	Used to analyze Problem Management and <i>root cause</i> modules. Key data points include total number of opened problems and known errors, total number of closed problems and known errors, and average resolution time.
Opened and Closed Change Requests over Time Report	Management Administrators Staff	Used to analyze Change Management (ChM) performance. Key data points include total number of opened change requests, total number of closed change requests, and average resolution time.
Service Interactions Resulting in Related Issues over Time Report	Management Staff	Describes the effectiveness of the Service Desk by analyzing the service interactions opened for a specified time period. In addition, it determines which of the interactions resulted in additional follow-up work through the creation of related incidents or change requests.

Report examples

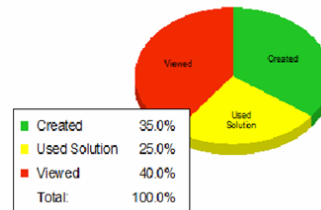
The report examples used in this document describe reports created and displayed in HTML format with a view of how the reports display when real data is mapped to the fields. The HTML views are flat and are not associated with specific data, they are only provided as example output to provide a clear understanding of the data reported.

Knowledge Management participation

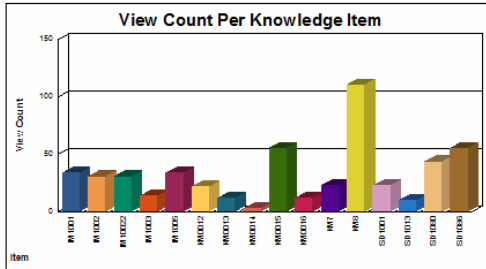


Purpose	The purpose of this report is to describe how efficient the current Knowledge Base is when used to resolve Service Desk interactions.	
Tables	kmdocumentm1 kmusagehistorym1	
Fields	kmdocumentm1.id kmdocumentm1.title kmusagehistorym1.usagetype kmusagehistorym1.sysmodtime	unique identifier of knowledge article knowledge article title type of use date/time article was used
Join Fields	kmdocumentm1.id = kmusagehistorym1.kmid	
Filter Condition	kmusagehistorym1.usagetype="Created" or kmusagehistorym1.usagetype="Viewed" or kmusagehistorym1.usagetype="Used Solution"	
Group Field	kmusagehistorym1.usagetype	
Parameters	Start Date	End Date

Participation Based on Usage Type

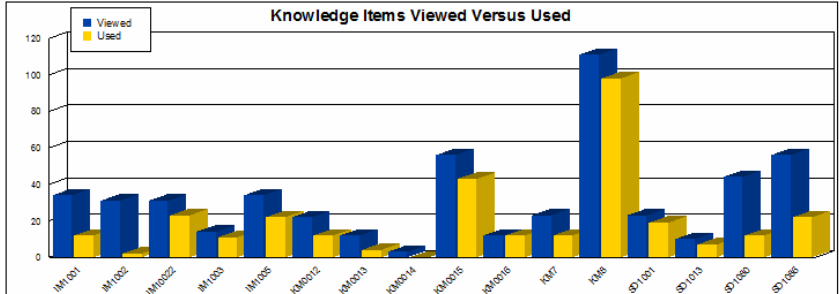
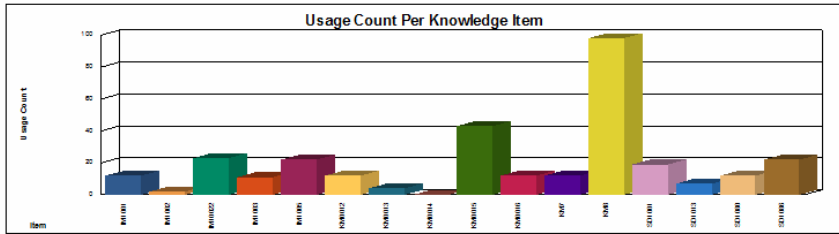


Knowledge Management demand-driven self-service

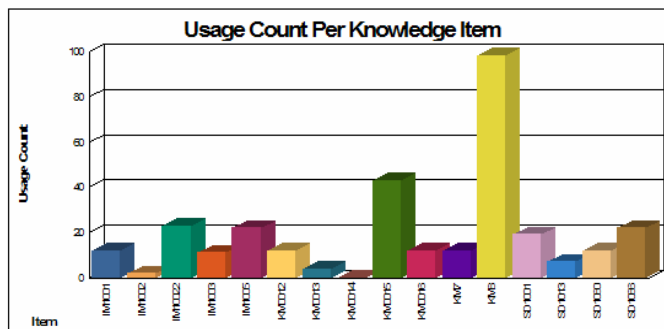
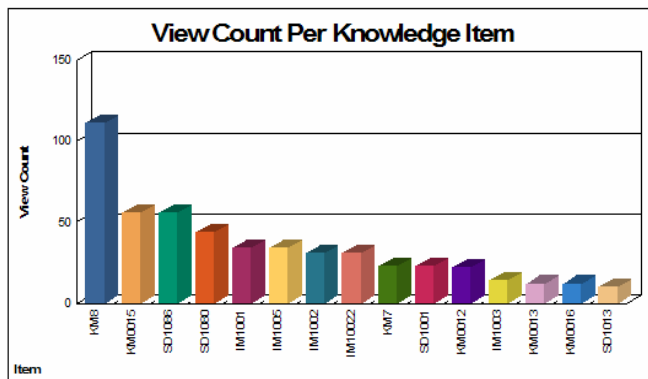
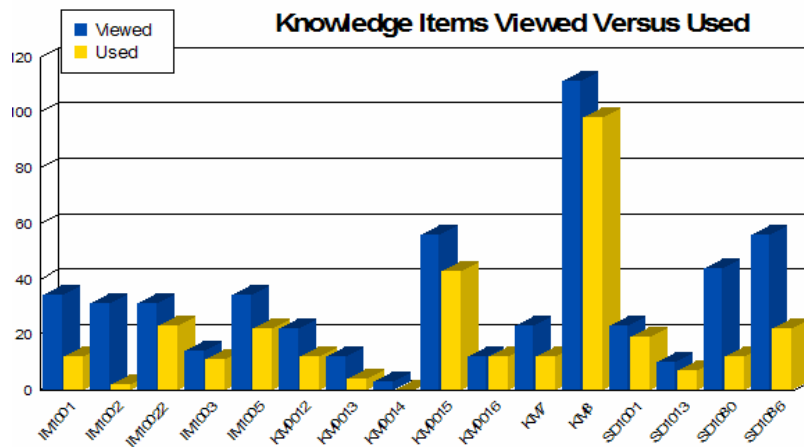


This report can be used by management and administrators to determine the effectiveness of the Knowledge Management System at answering the demands of the Self Service User. Key indicators include the number of times an article is viewed versus the number of times the article is actually used. The final chart indicates the gap between these indicators. Large gaps could indicate that KMS searches need to be optimized or that modifications to the article are necessary.

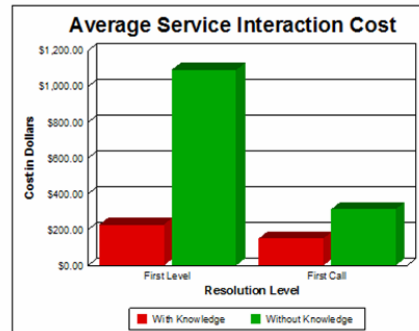
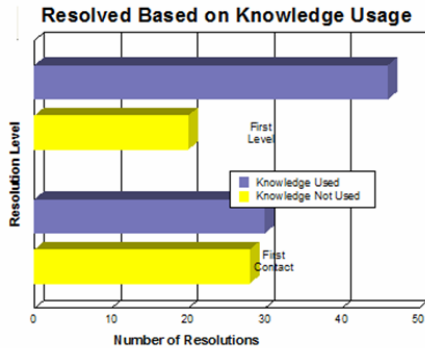
[Click Here for Report Details](#)



KCS Knowledge Management Demand Driven Self-Service Report data sources		
Purpose	This report can be used by management and administrators to determine the effectiveness of the Knowledge Management System at answering the demands of the Self Service User. Key indicators include the number of times an article is viewed versus the number of times the article is actually used. The final chart indicates the gap between these indicators. Large gaps could indicate that KMS searches need to be optimized or that modifications to the article are necessary.	
Tables	kmusagestatsm1	
Fields	id	unique number identifier of knowledge article
	usage.count	number of times article was used for resolution
	view.count	number of time article was viewed for resolution
Join Fields	not applicable	
Filter Condition	not applicable	
Group Fields	id	
Parameters	not applicable	



Knowledge Management return on investment (ROI)



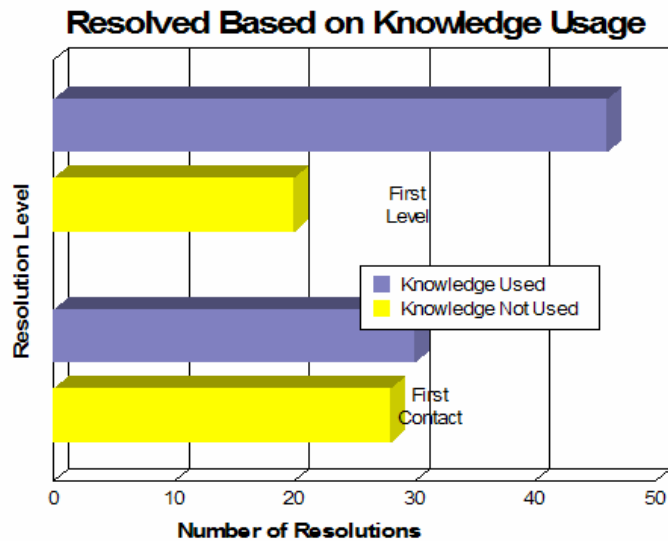
This report can be used by your organization to track return on investment for your Knowledge Management System. Key data points are

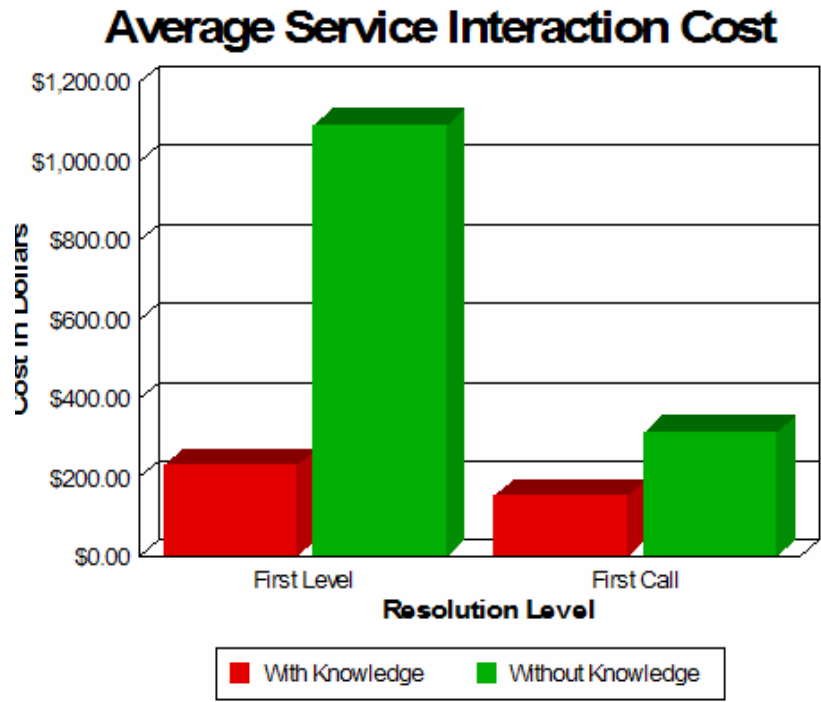
- first contact resolution
- first level resolution
- service cost per resolved issue

Knowledge Management Resolution History				
Knowledge ID	Interaction	Title	Time to Resolve	Service Cost
KM0014	SD1018	Job abended during power surge.	0:01:11	123.54
KM6	SD1089	Monitor is getting more and more dim, and sometimes loses color entirely.	0:00:14	123.76
KM7	SD1020	Open problem report per assignment group not working. Client getting report	0:00:34	121.22
KM7	SD1020	Open problem report per assignment group not working. Client getting report	0:00:34	121.22
KM0014	SD1019	Client created a spread sheet that worked yesterday. Today the expense	0:00:26	234.54
KM0014	SD1019	Client created a spread sheet that worked yesterday. Today the expense	0:00:26	234.54
KM7	SD1084	Loses contact with the tape drive intermittently...	0:00:26	123.76
KM0014	SD1017	Client's totals don't balance. His algorithm may be off.	0:01:11	134.54
KM0014	SD1016	Testing IMS program. User gets half way through the program it blows up. She is not sure what the abort code. She will call back.	0:00:36	124.54
KM0014	SD1016	Testing IMS program. User gets half way through the program it blows up. She is not sure what the abort code. She will call back.	0:00:36	124.54
KM0014	SD1014	Lfscan job abended with an svc99 error. Need to check into	0:01:36	234.54
KM0014	SD1013	Cannot read information on disk. Messages of "can't read" and "can't seek"	0:26:04	134.54
KM0014	SD1013	Cannot read information on disk. Messages of "can't read" and "can't seek"	0:26:04	134.54
KM0014	SD1011	On multi-part forms, the printer jams and will not feed paper.	0:01:11	434.54
KM0013	SD1030	Bad simms on client. Fails memory check.	0:01:00	347.87
KM8	SD1069	Can not get connected the the main production system.	0:00:27	321.22
KM8	SD1068	When the users login, every once a while they get garbage on the screen.	0:00:37	321.22

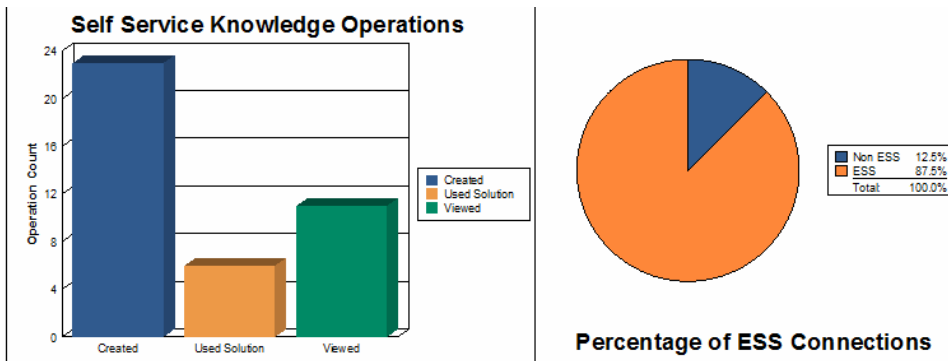
Data for the ROI

KCS ROI Report Data		
Purpose	The purpose of this report is to relate the return on investment (ROI) of the Knowledge Management System base on interaction activity with the Service Desk. The Resolved Based on Knowledge Usage chart details the total number of interactions that were resolved grouped by first contact and first level stages with and without use of the knowledge base. The Average Service Interaction Cost is a bar level chart showing the average business cost of resolving these issues grouped by whether or not the knowledge base was used. The cost should be calculated based on the operator billing rate and customer service contract. This value should be stored in the svc.cost field of the incidents table.	
Tables	incidentsm1	
Fields	incident.id	unique number identifier of service interaction
	first.call	boolean indicator indicating that interaction was resolved during first contact with customer
	open	string indicating if interaction is open or closed
	handle.time	duration interaction was handled by helpdesk
	kpf.id	unique id of the knowledge article
	svc.cost	total cost of resolving the interaction
Join Fields	not applicable	
Filter Condition	incidentsm1.open="Closed"	
	Option 1	close.time between Start Date and End Date
	Option 2	open.time between Start Date and End Date
	Option 3	severity=critical or severity=urgent
	Option 4	severity=medium or severity=low
Group Fields	first.call kpf.id	
Parameters	Start Date End Date	





Knowledge Management self-service

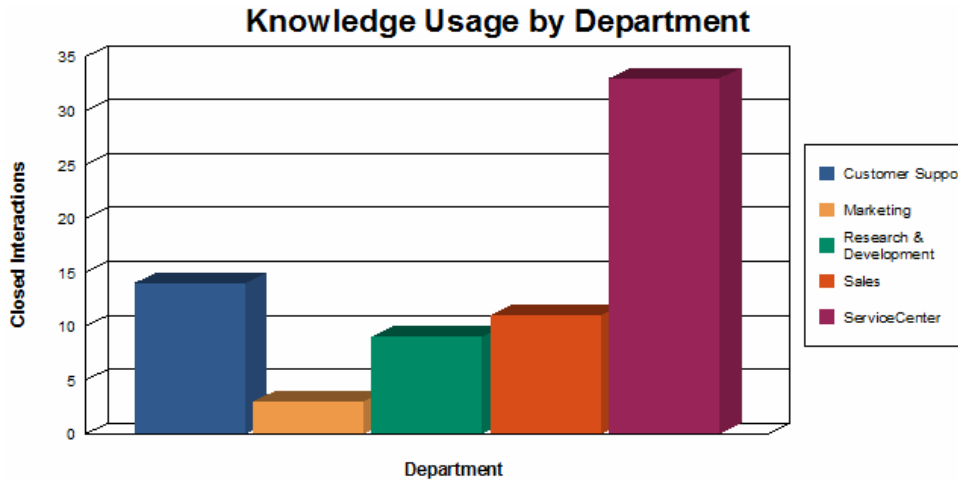


This report can be used by your organization to track the usage of the Knowledge Management System by Self-Service Users. Key data points include total number of web visits and web escalations.

ServiceCenter Connections by User

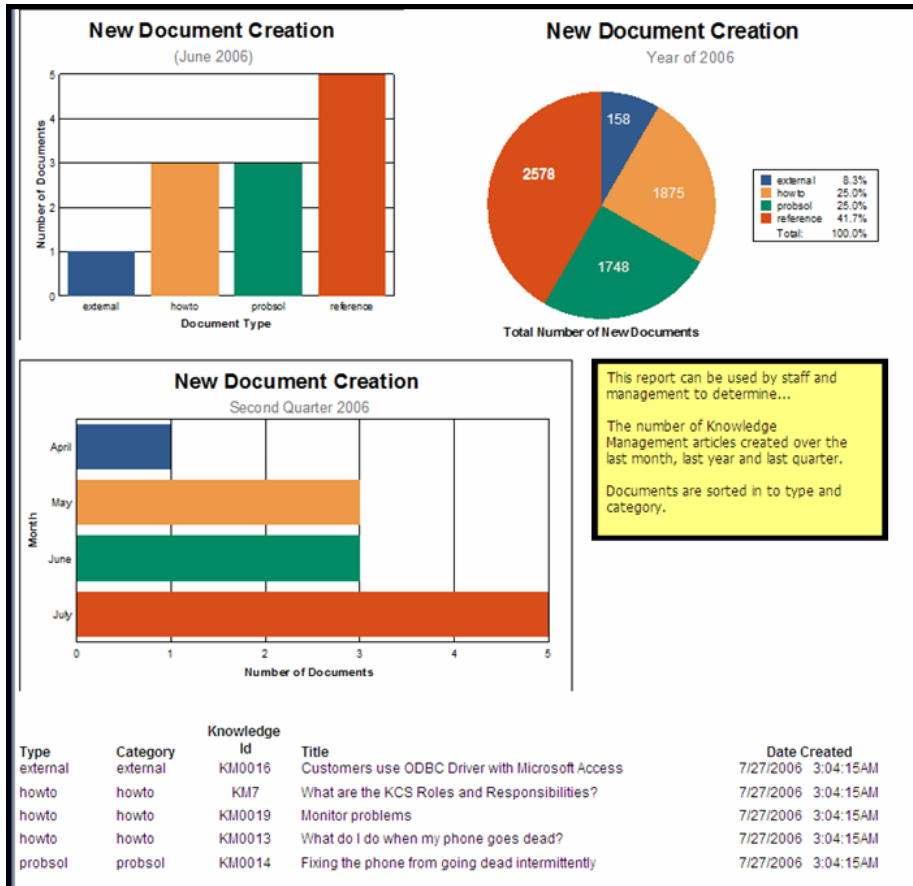
Username	Operation	Connect Type	Details
Amy Collins	Used Solution	NON ESS	
Amy Collins	Used Solution	NON ESS	
Amy Collins	Used Solution	NON ESS	
Melanie Thomas	Created	NON ESS	
Melanie Thomas	Created	NON ESS	
Amy Collins	Used Solution	ESS	Escalated
Amy Collins	Used Solution	ESS	
Jason Terry	Created	ESS	
Jason Terry	Created	ESS	
Jason Terry	Created	ESS	
Jason Terry	Created	ESS	
Jason Terry	Created	ESS	
Melanie Thomas	Created	ESS	
Melanie Thomas	Created	ESS	
Melanie Thomas	Created	ESS	
Melanie Thomas	Created	ESS	
Melanie Thomas	Created	ESS	

Knowledge Management value



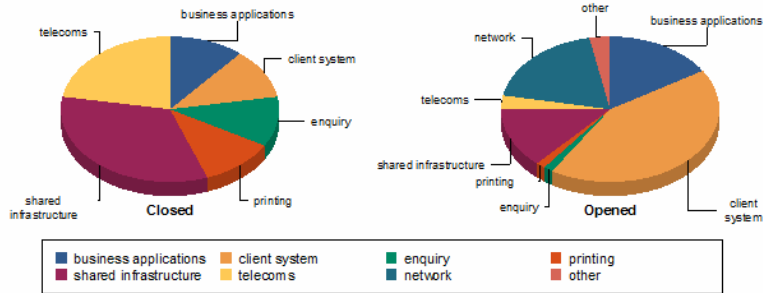
Operator	Department	Interaction	Category	Severity	Knowledge ID	
REVIEWER, ROB	Research & Development	SD1072	client system	4	KM0017	
REVIEWER, ROB	Research & Development	SD1079	shared infrastructure	2	KM0017	
REVIEWER, ROB	Research & Development	SD1076	network	3	KM0017	
REVIEWER, ROB	Research & Development	SD1078	client system	4	KM0017	
REVIEWER, ROB	Research & Development	SD1073	network	4	KM0017	
REVIEWER, ROB	Research & Development	SD1074	client system	4	KM0017	
REVIEWER, ROB	Research & Development	SD1071	client system	4	KM0017	
REVIEWER, ROB	Research & Development	SD1070	telecoms	4	KM0017	
REVIEWER, ROB	Research & Development	SD1077	business applications	4	KM0017	
Total Closed Interactions		9	Total Closed with Knowledge			9
OWNER, OTTO	Sales	SD1043	shared infrastructure	2		
OWNER, XAVIER	Sales	SD1051	network	3	KM0013	
OWNER, XAVIER	Sales	SD1056	client system	4	KM0013	
OWNER, XAVIER	Sales	SD1052	client system	4	KM0013	
OWNER, XAVIER	Sales	SD1053	network	4	KM0013	
OWNER, XAVIER	Sales	SD1054	network	4	KM0013	
OWNER, XAVIER	Sales	SD1055	business applications	4	KM0013	
OWNER, XAVIER	Sales	SD1057	client system	4	KM0013	
OWNER, XAVIER	Sales	SD1058	client system	4	KM0013	
OWNER, XAVIER	Sales	SD1059	network	3	KM0013	
OWNER, XAVIER	Sales	SD1050	client system	4	KM0013	
Total Closed Interactions		11	Total Closed with Knowledge			10
Jennifer Falcon	ServiceCenter	SD1055	shared infrastructure	2	K3I8	
Jennifer Falcon	ServiceCenter	SD1054	client system	4	K3I8	
Jennifer Falcon	ServiceCenter	SD1053	shared infrastructure	2	K3I8	
Jennifer Falcon	ServiceCenter	SD1052	client system	4	K3I8	
Jennifer Falcon	ServiceCenter	SD1051	business applications	4	K3I8	
Jennifer Falcon	ServiceCenter	SD1050	telecoms	4	K3I8	
Jennifer Falcon	ServiceCenter	SD1067	network	3	K3I8	
Jennifer Falcon	ServiceCenter	SD1058	network	3	K3I8	
Jennifer Falcon	ServiceCenter	SD1013	shared infrastructure	2	KM0014	
Jennifer Falcon	ServiceCenter	SD1011	printing	4	KM0014	
Jennifer Falcon	ServiceCenter	SD1014	shared infrastructure	2	KM0014	
Jennifer Falcon	ServiceCenter	SD1027	other	3	K3I7	
Jennifer Falcon	ServiceCenter	SD1026	client system	4	K3I7	
Jennifer Falcon	ServiceCenter	SD1025	other	2	K3I7	
Jennifer Falcon	ServiceCenter	SD1022	network	3	K3I7	
Jennifer Falcon	ServiceCenter	SD1023	business applications	2	K3I7	
Jennifer Falcon	ServiceCenter	SD1024	business applications	4	K3I7	
Jennifer Falcon	ServiceCenter	SD1017	business applications	4	KM0014	
Jennifer Falcon	ServiceCenter	SD1019	client system	4	KM0014	
Jennifer Falcon	ServiceCenter	SD1020	client system	4	K3I7	
Jennifer Falcon	ServiceCenter	SD1056	enquiry	4	K3I8	
Jennifer Falcon	ServiceCenter	SD1018	client system	4	KM0014	
Jennifer Falcon	ServiceCenter	SD1059	network	4	K3I8	
Jennifer Falcon	ServiceCenter	SD1021	business applications	4	K3I7	
Jennifer Falcon	ServiceCenter	SD11001	printing	4	KM0013	
Jennifer Falcon	ServiceCenter	SD1008	client system	4		
Jennifer Falcon	ServiceCenter	SD1009	client system	4		
Jennifer Falcon	ServiceCenter	SD1009	client system	4		
Jennifer Falcon	ServiceCenter	SD1005	network	4		
Jennifer Falcon	ServiceCenter	SD1006	printing	4		
Jennifer Falcon	ServiceCenter	SD1007	shared infrastructure	4		
Jennifer Falcon	ServiceCenter	SD1093	client system	4		
Jennifer Falcon	ServiceCenter	SD1002	network	4		
Total Closed Interactions		33	Total Closed with Knowledge			25

Knowledge Management monitoring



Closed incidents by knowledge and operator

Opened and Closed Incidents by Category

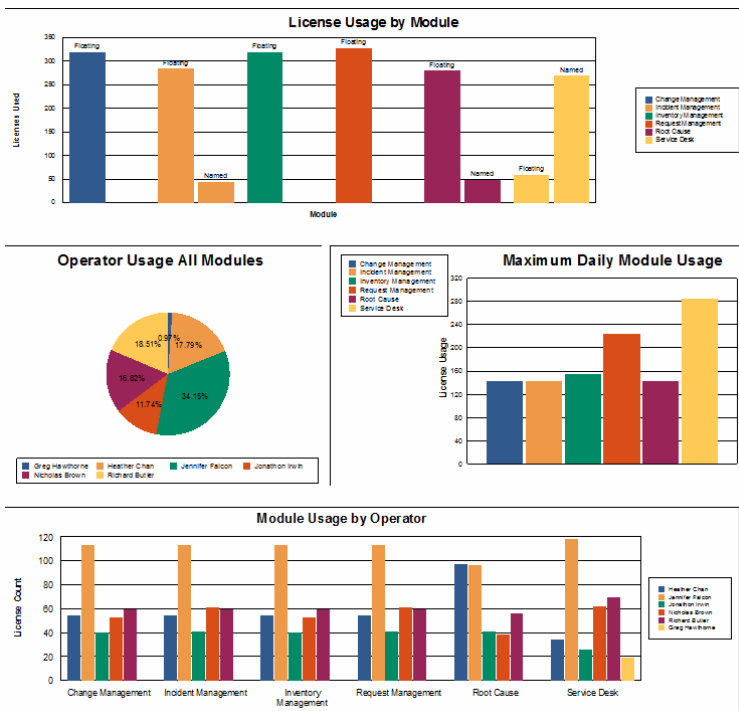


This report can be used by staff, management, and executives to track the number of incidents opened and closed over a specified time period. User can select a date range as well as specific categories.

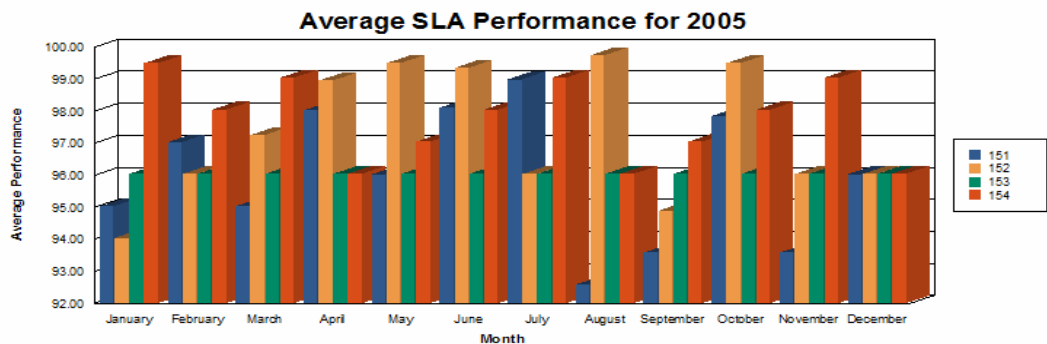
Data for the Incident Open/Closed report based on Knowledge

Category	Incident	Title	Related time	State
Business applications	IM1008	Client's totals don't balance. His algorithm may be off.	6/28/2006 3:52:15PM	Closed
client system	IM1034	Job aborted - job logs have error messages	6/28/2006 3:54:29PM	Closed
enquiry	IM1077	Wants to know how to set up a daisy chain of tape drives, CD roms, and	6/28/2006 3:55:14PM	Closed
printing	IM1004	On multi-part forms, the printer jams and will not feed	6/28/2006 3:13:41AM	Closed
shared infrastructure	IM1023	*Received an svc99 error in the JES log for the PNMS	6/28/2006 3:53:39PM	Closed
shared infrastructure	IM1307	Caller reports format payup01 does not allow updates	6/28/2006 3:54:10PM	Closed
telecoms	IM1064	Cannot read information on disk. Messages of "can't read	6/28/2006 3:45:08PM	Closed
telecoms	IM1007	Carrier is temporarily shutting down line for repair. restored	6/28/2006 3:54:48PM	Closed
Business applications	IM1037	Phone is non-functional intermittently.	6/28/2006 3:12:45AM	Closed
Business applications	IM1064	Caller is periodically losing connection to mainframe applications.	12/29/2000 10:47:11PM	Opened
Business applications	IM1007	An abort occurred while processing an lmap job.	12/29/2000 11:49:15PM	Opened
Business applications	IM1015	Testing IMS program. User gets half way through the program it blows up.	12/29/2000 6:29:04PM	Opened
Business applications	IM1044	Accounts created in the last month are not showing up on the monthly change	12/29/2000 6:51:02PM	Opened
Business applications	IM1066	Job schedule was changed without notifying applications	12/29/2000 11:06:23PM	Opened
Business applications	IM1014	Client cannot logon to sps. Possible password problem. Possible user error	12/29/2000 6:46:41PM	Opened
Business applications	IM1031	System administrator deleted the operator file.	12/29/2000 9:44:33PM	Opened
Business applications	IM1036	Customer can't access contact records in SPS by company	12/29/2000 10:44:11PM	Opened
Business applications	IM1012	Caller has lost connection to mainframe. 502 error code	12/29/2000 6:37:23PM	Opened
Business applications	IM1050	Client tried to set up category without using the category	12/29/2000 11:14:32PM	Opened
client system	IM1078	Caller forgot password to log in to SPS.	12/30/2000 12:32:57AM	Opened
client system	IM1009	Monitor is getting more and more dim, and sometimes	12/29/2000 6:33:51PM	Opened

License usage



SLA performance over time

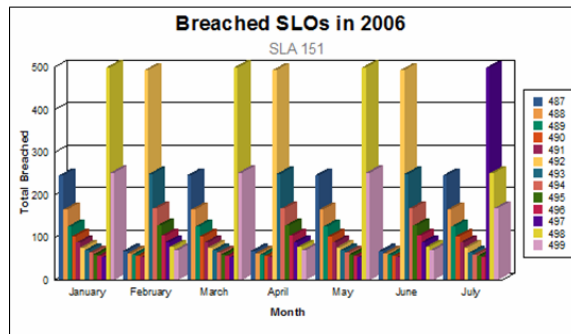


This report can be used by management and your organization to track Monthly SLA Performance for both Availability and Response SLOs. Key data points are average availability, average response, and average overall performances.

Month	SLA #	SLA Title	Average Availability Performance	Average Response Performance	Average Overall Performance
June	153	ACME Standard Silver Agreement	93.66	98.42	96.04
June	154	ACME Standard Bronze Level Agreement	93.66	98.43	98.05
July	151	ACME Standard Platinum Agreement	93.65	98.41	98.99
July	152	ACME Standard Gold Agreement	93.66	98.42	96.04
July	153	ACME Standard Silver Agreement	93.66	98.42	96.04
July	154	ACME Standard Bronze Level Agreement	93.66	98.43	99.05
August	151	ACME Standard Platinum Agreement	93.65	98.41	92.58
August	152	ACME Standard Gold Agreement	93.66	98.42	99.75
August	153	ACME Standard Silver Agreement	93.66	98.42	96.04
August	154	ACME Standard Bronze Level Agreement	93.66	98.43	96.05
September	151	ACME Standard Platinum Agreement	93.65	98.41	93.58
September	152	ACME Standard Gold Agreement	93.66	98.42	94.89
September	153	ACME Standard Silver Agreement	93.66	98.42	96.04
September	154	ACME Standard Bronze Level Agreement	93.66	98.43	97.05
October	151	ACME Standard Platinum Agreement	93.65	98.41	97.85
October	152	ACME Standard Gold Agreement	93.66	98.42	99.50
October	153	ACME Standard Silver Agreement	93.66	98.42	96.04
October	154	ACME Standard Bronze Level Agreement	93.66	98.43	98.05
November	151	ACME Standard Platinum Agreement	93.65	98.41	93.58
November	152	ACME Standard Gold Agreement	93.66	98.42	96.04
November	153	ACME Standard Silver Agreement	93.66	98.42	96.04
November	154	ACME Standard Bronze Level Agreement	93.66	98.43	99.05
December	151	ACME Standard Platinum Agreement	93.65	98.41	96.03
December	152	ACME Standard Gold Agreement	93.66	98.42	96.04
December	153	ACME Standard Silver Agreement	93.66	98.42	96.04
December	154	ACME Standard Bronze Level Agreement	93.66	98.43	96.05

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October	154	ACME Standard Bronze Level Agreement	93.66	98.43	98.05
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November	154	ACME Standard Bronze Level Agreement	93.66	98.43	99.05
December	151	ACME Standard Platinum Agreement	93.65	98.41	96.03
December	152	ACME Standard Gold Agreement	93.66	98.42	96.04
December	153	ACME Standard Silver Agreement	93.66	98.42	96.04
December	154	ACME Standard Bronze Level Agreement	93.66	98.43	96.05

SLA breaches over time

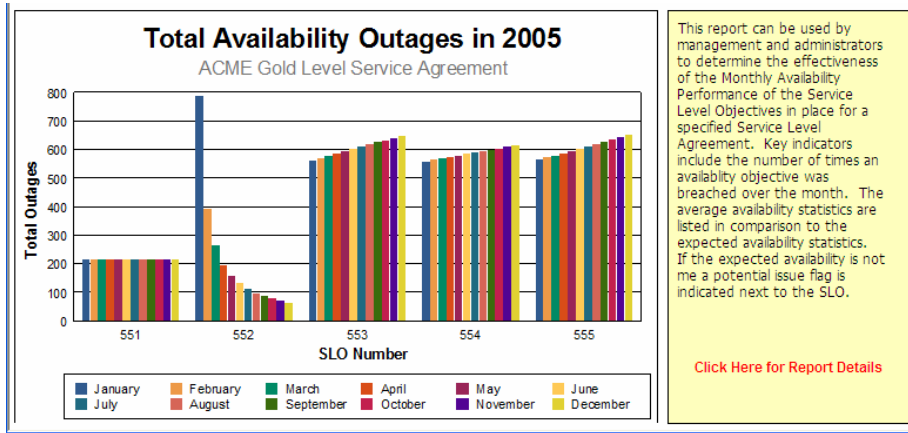


This report can be used by management and administrators to determine the effectiveness of the Service Level Objectives in place for a specified Service Level Agreement. Key indicators include the number of times an objective was breached over the month and the number of CIs affected by the breaches. The average response time for each objective and the success rate are also displayed.

The report allows the user to choose a specific SLA to filter the data to a manageable level.

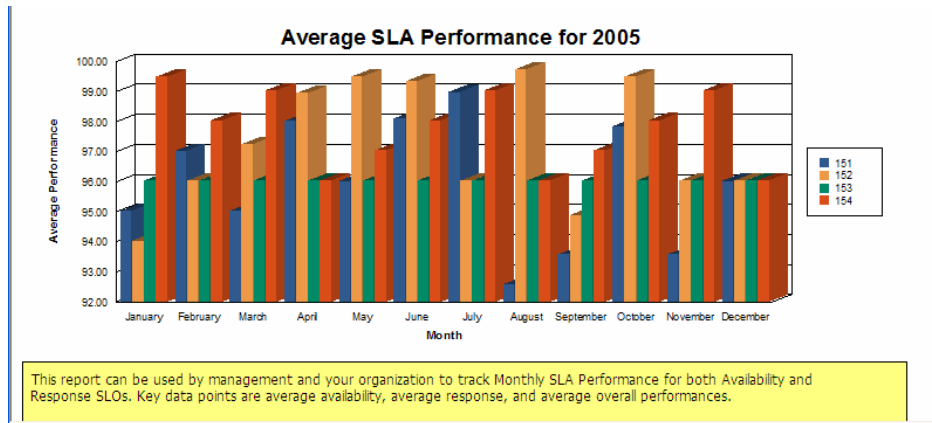
Month	Year	SLO	Title	Mean Response	Success Rate	Affected CIs	Times Breached
January	2006	487	MAC Implementation	0:04:06	87.00	55	246
February	2006	487	MAC Implementation	0:01:09	87.00	24	69
March	2006	487	MAC Implementation	0:04:06	87.00	53	246
April	2006	487	MAC Implementation	0:01:09	87.00	22	69
May	2006	487	MAC Implementation	0:04:06	87.00	51	246
June	2006	487	MAC Implementation	0:01:09	87.00	16	69
July	2006	487	MAC Implementation	0:04:06	87.00	57	246
January	2006	488	Configure Server Drive	0:02:46	87.00	41	166
February	2006	488	Configure Server Drive	0:01:03	87.00	25	63
March	2006	488	Configure Server Drive	0:02:46	87.00	39	166
April	2006	488	Configure Server Drive	0:01:03	87.00	23	63
May	2006	488	Configure Server Drive	0:02:46	87.00	37	166
June	2006	488	Configure Server Drive	0:01:03	87.00	17	63
July	2006	488	Configure Server Drive	0:02:46	87.00	43	166
January	2006	489	Backup Server Drive	0:02:06	87.00	33	126
February	2006	489	Backup Server Drive	0:00:59	87.00	14	59
March	2006	489	Backup Server Drive	0:02:06	87.00	31	126
April	2006	489	Backup Server Drive	0:00:59	87.00	22	59
May	2006	489	Backup Server Drive	0:02:06	87.00	29	126
June	2006	489	Backup Server Drive	0:00:59	87.00	16	59
July	2006	489	Backup Server Drive	0:02:06	87.00	35	126
January	2006	490	Platinum - Service Desk Escalation	0:01:43	87.00	31	103
February	2006	490	Platinum - Service Desk Escalation	0:00:56	87.00	15	56
March	2006	490	Platinum - Service Desk Escalation	0:01:43	87.00	29	103
April	2006	490	Platinum - Service Desk Escalation	0:00:56	87.00	23	56
May	2006	490	Platinum - Service Desk Escalation	0:01:43	87.00	27	103
June	2006	490	Platinum - Service Desk Escalation	0:00:56	87.00	17	56

Service Level Outages (SLOs) over time



Month	SLO #	Outages	Average Outage Duration	Actual Availability Duration	Expected Availability Duration	Actual Availability Percentage	Expected Availability Percentage	
January	551	215	5:00:11	6:03:00	5:00:00	98.90	99.50	Potential Issue
January	552	789	12:00:00	8:44:23	11:00:00	91.80	96.50	Potential Issue
January	553	561	0:00:00	0:00:00	0:00:00	100.00		
January	554	559	15:54:55	11:13:22	0:00:00	100.00	99.50	
January	555	563	12:11:45	11:34:22	0:00:00	98.90	99.90	Potential Issue
February	551	215	5:00:11	6:03:00	5:00:00	98.90	99.50	Potential Issue
February	552	394	12:00:00	9:14:11	11:00:00	92.50	96.50	Potential Issue
February	553	569	0:00:00	0:00:00	0:00:00	100.00		
February	554	564	0:00:00	8:00:00	8:00:00	100.00		
February	555	571	11:23:32	0:00:00	0:00:00	98.40	99.90	Potential Issue
March	551	215	5:00:11	6:03:00	5:00:00	98.90	99.50	Potential Issue
March	552	263	12:00:00	9:22:54	11:00:00	92.10	96.50	Potential Issue
March	553	577	0:00:00	0:00:00	0:00:00	100.00		
March	554	569	0:00:00	5:22:56	16:00:00	100.00		
March	555	579	0:00:00	0:00:00	0:00:00	100.00	99.90	
April	551	215	5:00:11	6:03:00	5:00:00	98.90	99.50	Potential Issue
April	552	197	12:00:00	9:14:11	11:00:00	92.50	96.50	Potential Issue
April	553	585	0:00:00	23:00:00	23:00:00	100.00		
April	554	574	0:00:00	0:00:00	0:00:00	100.00		
April	555	587	0:00:00	23:00:00	0:00:00	100.00	99.90	
May	551	215	5:00:11	6:03:00	5:00:00	98.90	99.50	Potential Issue
May	552	157	12:00:00	9:14:11	11:00:00	92.50	96.50	Potential Issue
May	553	593	0:00:00	0:00:00	0:00:00	100.00		

Service Level Agreement (SLA) performance over time



Open and closed Service Desk interactions over time

