

# HP XS for Smartphone

For the Windows® operating system

Software Version: 1.20

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## Getting Started Guide

Document Release Date: May 2012

Software Release Date: May 2012



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# Documentation Updates

The title page of this document 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.

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**[http://h20230.www2.hp.com/new\\_access\\_levels.jsp](http://h20230.www2.hp.com/new_access_levels.jsp)**

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# Release Notes for XS for Smartphone and XS for Tablet

## What's New in Version 1.20

Executive Scorecard includes mobile capabilities, powered by HP Anywhere provides you with the capability to manage your objectives and KPIs from your iPhone and Android smartphones (XS for Smartphone) as well as from your iPad tablet (XS for Tablet).

- **Annotation.** You can add/edit annotations.
- **Email/SMS/phone.** You can send emails, SMSs, or call the owner of a KPI or Objective.
- **Multi page select.** XS for Tablet – In a tablet, you can view the Summary Views of selected pages.

**Note:** The latest version of the mini app is available in [HP Live Network](#).

## Support Matrix

Executive Scorecard version	XS for Tablet version	XS for Smartphone version	HP Anywhere version
9.31	1.20 <b>Platform:</b> iOS 4.0 and later	1.20 <b>Platform:</b> <ul style="list-style-type: none"><li>• iOS 4.0 and later</li><li>• Android 2.2 and above</li></ul>	If you want to work only with the XS for Smartphone and XS for Tablet mini apps(no other HP products miniapps), install <b>HP Anywhere 9.00 – Limited</b> .  If you want to work with the XS for Smartphone or XS for Smartphone mini apps and other HP mini apps, install <b>HP Anywhere 9.01</b> .  The following languages are supported: English, Brazilian Portuguese, French, German, Japanese, and Spanish.

## Localization

The user interface of XS for Smartphone or XS for Tablet has been extended to support multiple languages. This version includes translated sources.

These languages are:

- English
- Brazilian Portuguese
- French
- German
- Japanese
- Spanish

## Notes and Limitations

**XS for Tablet - When drilling down from a parent KPI without an owner to a KPI Breakdown, an internal server error is issued (QCCR137167)**

**Workaround:** Access the Executive Scorecard application and assign an owner to the KPI.

**XS for Tablet - Front Page does not load or loads too slowly**

**Workaround:** If the Front Page does not load or loads too slowly on your Tablet, it is recommended to lower the number of pages you selected to display in the Dashboard Pages settings.

**The relevant annotation is not displayed**

**Limitation:** Only the annotations of the current period are displayed.

For example, if an annotation was entered for a specific entity, during the previous period (the previous month if the KPI periodicity is monthly), the annotation is not displayed due to the limitation.

## HP IT Executive Scorecard on a Smartphone (XS for Smartphone Mini App) Overview

XS for Smartphone allows executives to access significant business information anytime and anywhere. The mini app is designed to focus on those Business Objectives and Key Performance Indicators (KPIs) that are critical to the business success. Executives can view the up-to-date and over-time results for the relevant Objectives and KPIs. Using annotations, they can communicate and collaborate with their colleagues to improve these results. Any performance degradation sends notifications to the responsible people via proactive alerts.

The XS for Smartphone mini app enables you to select the relevant Scorecard to view your objective's statuses and trends. You can then drill down, to more detailed information about the KPIs, their values, statuses, trends, and performance over time.

You can also add, edit, or view annotations added to specific Objectives or KPIs by other senior management.

You can send these annotations to the relevant recipient.



# Getting Started with the XS for Smartphone Mini App

The mini app is the mobilized version of the HP IT Executive Scorecard.

As stakeholders of HP IT Executive Scorecard, when you work outside of an office or without VPN access, you can perform the necessary actions without having to log on to HP IT Executive Scorecard from your mobile devices.

Once you have downloaded and installed HP Anywhere and the relevant mini app, you can log in to HP Anywhere to access available services, including a summary view for each mini app that is applicable to your job role, you can drill down for more details about the relevant Scorecard, and KPIs, you can view a Front Page that displays alerts related to the KPIs you are tracking, and you have the capability to communicate and cooperate with other Executives using annotations related to the KPIs and Objectives you are tracking.

## Audience

This document is designed for the following audience:

- The administrator. For details, see "[Install and Configure XS for Smartphone](#)" on page 11. Note that the administrator can be the HP Anywhere administrator or the Executive Scorecard administrator or both roles can be combined.
- The Executive end-user. For details, see "[How to Use XS for Smartphone](#)" on page 13.

## Related Information

The following documents include additional information related to HP Anywhere and the XS for Smartphone and XS for Tablet mini apps:

- *HP Anywhere Installation and Configuration Guide*
- *HP Anywhere Administrator Guide*

These documents are available in the [HP Live Network](https://h20117.www2.hp.com/wiki/) site (<https://h20117.www2.hp.com/wiki/>).

- For more information related to HP IT Executive Scorecard, see the following documents:
- *IT Executive Scorecard Installation and Configuration Guide or Upgrade Guide*
- *Administrator Guide*
- *Business Analyst Guide*
- *IT Executive Scorecard Troubleshooting Guide* in Excel format
- *IT Executive Scorecard Release Notes*
- *IT Executive Scorecard Support Matrix* or

These documents are available in the HP IT Executive Scorecard DVD or on the [HP Software Product Manual Site](http://h20230.www2.hp.com/selfsolve/manuals) (<http://h20230.www2.hp.com/selfsolve/manuals>).

To replace the current documentation in your system with the recently updated documentation obtained from the Manual site, proceed as follows:

- Copy the online help to the <HPXS>\agora\docs\<language\_country\_code>\directory where <language\_country\_code> is: **en\_US** for English language documentation and ja\_JP for Japanese language documentation.
- Copy the PDFs to the <HPXS>\agora\docs\<language\_country\_code>\pdfs\ directory where <language\_country\_code> is: **en\_US** for English language documentation and ja\_JP for Japanese language documentation.
- Copy the post-install online help to the <HPXS>\agora\configwizard\docs\ directory.

## Install and Configure XS for Smartphone

**Note:** This section's audience is the administrator.

This section provides information on how to install and configure XS for Smartphone.

### Install and Configure XS for Smartphone

The XS for Smartphone mini app runs on the HP Anywhere platform.

To configure XS for Smartphone:

1. If you want to work:
  - a. With the XS for Smartphone or XS for Tablet mini apps and other HP mini apps, install HP Anywhere. For installation details, see *HP Anywhere Installation and Configuration Guide*.
  - b. Only with the XS for Smartphone and XS for Tablet mini apps (no other HP products miniapps), proceed as follows:
    - i. Go to [HP Software Support Online \(SSO\)](http://support.openview.hp.com) (<http://support.openview.hp.com>).
    - ii. Log in with your HP Passport
    - iii. Tap the **Downloads** tab.
    - iv. Tap **Software Updates**.
    - v. Tap **My Updates**.
    - vi. Select your SAID in the drop-down list.
    - vii. Check acceptance of T&C and submit.  
  
If a message stating that SAID is invalid is issued, go back to previous page and resubmit until successful.
    - viii. From the Product List, expand **Service Management Center**.
    - ix. Check **HP Executive Scorecard 9.30 SW E-Media** (or the relevant language) and scroll down to **Get software updates**.
    - x. Tap the relevant **Get Software**.
    - xi. Select the HP Anywhere icon on the right.
    - xii. Select whether you want to download directly or via Download Manager.
2. If needed, install HP IT Executive Scorecard. For details, see *IT Executive Scorecard Installation and Configuration Guide*.
  - a. Make sure that your organization is using the HP IT Executive Scorecard version that supports the XS for Smartphone mini app.
  - b. Create an HP IT Executive Scorecard user account with necessary access grants.

**Tip:** Do not install HP Anywhere and HP Executive Scorecard on the same server. If you

do the MQ Broker for the first application installed on the server is overwritten by the MQBroker of the second application.

3. Configure the HP Anywhere server and the relevant mini app by specifying the HP IT Executive Scorecard hostname when configuring HP IT Executive Scorecard as a possible data source for the XS for Smartphone mini-app. For details, see *HP Anywhere Administrator Guide*.
4. Create in HP Anywhere, an HP Anywhere user account with which to log in to HP Anywhere client from your mobile device. The user account information should include user name, password, HP Anywhere server address, and port number. The user name and password should be the same user name and password as the ones used to access HP IT Executive Scorecard.
5. Publish the download link to your users (the URL is extracted from the given war file). The format used to distribute this URL depends on the customer (SMS, email, QR, and more).

## How to Use XS for Smartphone

**Note:** This section audience is the Executive user.

Use the XS for Smartphone mini app to display the relevant Scorecard and to view the statuses and trends of the Business Objectives you are interested in. You can then drill down to more detailed information about the Key Performance Indicators (KPIs), their values, statuses, trends, and performance over time. You can also add, edit, or view annotations added to specific KPIs by other senior management.

The Client home page (Summary page) provides a summary view for each mini app that is applicable to your job role. This view provides enough information at a glance to make quick decisions and decide if you need to look at more data.

Urgent issues that require attention are listed on a Front Page view provided by the Client. This view spans all mini apps installed on the Client making it easy to prioritize tasks. In addition, any alerts that have occurred are shown on the Front Page. From the Front Page view, you can link directly to the point in a mini app where an action can take place.

This section includes the following topics:

- ["Prerequisites for Using the XS for Smartphone Mini App" below](#)
- ["How to Use XS for Smartphone" above](#)
- ["How to Use XS for Smartphone" above](#)
- ["Configure the Mini App" on next page](#)
- ["Configure the Mini App Alerts" on page 16](#)
- ["View Objectives and KPIs Over Time Performance and Related Information" on page 18](#)
- ["Access Other Mini Apps" on page 20](#)


### Prerequisites for Using the XS for Smartphone Mini App

Before you can log in to HP Anywhere on your mobile device for the first time, the following items should be installed and configured:





- HP Anywhere is installed.
- HP IT Executive Scorecard is installed.
- The administrator has created for you an HP Anywhere user account with which to log in to HP Anywhere client from your mobile device. The user account information includes a user name, password, HP Anywhere server address, and port number. The user name and password should be the same user name and password as the ones used to access HP IT Executive Scorecard.
- Your mobile device has Internet connection.
- Download the HP Anywhere client from the provided link by the admin or download it from Apple store or the Android market place and log into HP Anywhere on the mobile device.
- The HP Anywhere icon should appear on your device.

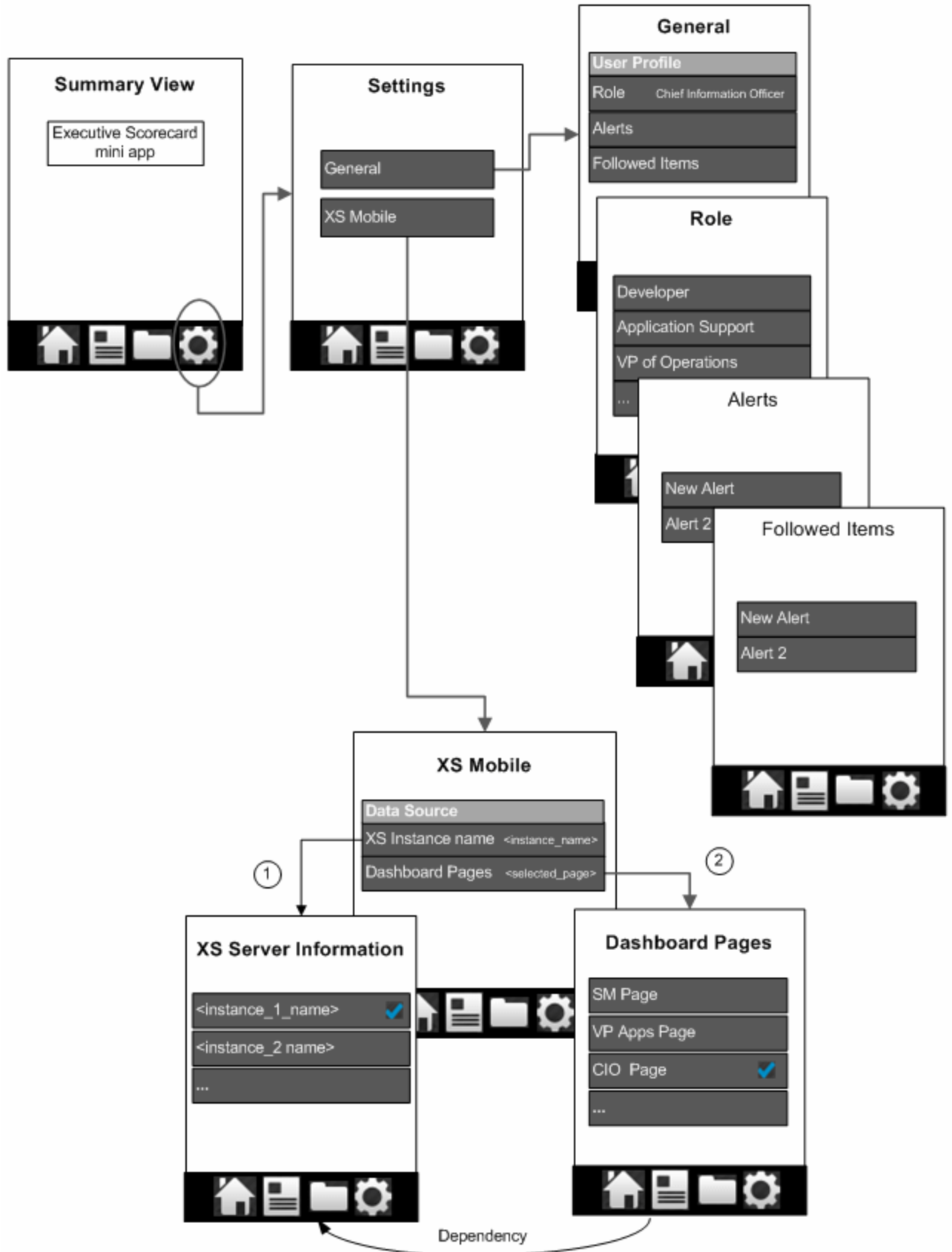
### Configure the Mini App

To configure the mini app:

1. Tap the HP Anywhere icon.
2. Enter the user, password, and URL of HP Anywhere (the first time the user accesses the mini app).
3. The **Summary View** displays a list of the mini apps installed on your Smartphone and a toolbar.
  - a. Tap .
  - b. Tap **General** to configure the **Role**, **Alerts**, and **Followed Items**, or tap **XS Mobile** to select the **XS Instance** and **Dashboard pages** (CIO, VP Apps, and more).



**Note:** In each page, the toolbar enables you to access other pages in the mini app:

-  to go back to the Summary View from all the other pages.
-  to access the Front Page. For details, see ["Configure the Mini App Alerts"](#) on page 16 or ["View Objectives and KPIs Over Time Performance and Related Information"](#) on page 18.
-  to view a list of the other mini apps. For details, see ["Access Other Mini Apps"](#) on page 20.
-  to access the Settings page where you can configure the XS for Smartphone mini app. See below for more information.




### Configure the Mini App Alerts

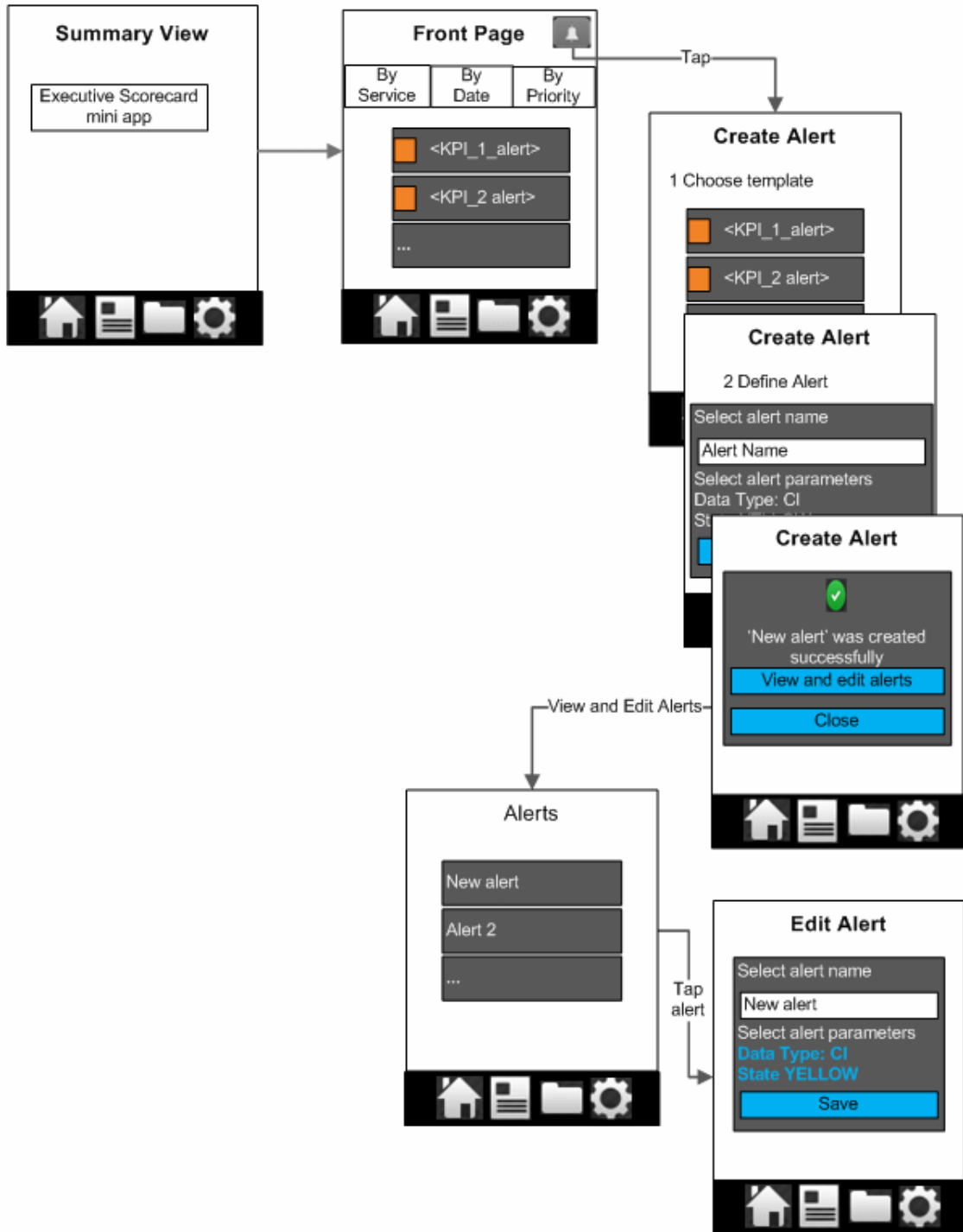
To view the alerts by service, date, or priority:

1. Tap the HP Anywhere icon.
2. Enter the user, password, and URL of HP Anywhere (the first time the user accesses the mini app).
3. In the **Summary View**, tap the mini app or  to display the alert information.
4. Tap  to configure, view, or edit the alerts.

To configure, view, or edit the alerts:

1. Tap the HP Anywhere icon.
2. Enter the user, password, and URL of HP Anywhere (the first time the user accesses the mini app).
3. In the **Summary View**, tap  to open the alert wizard.







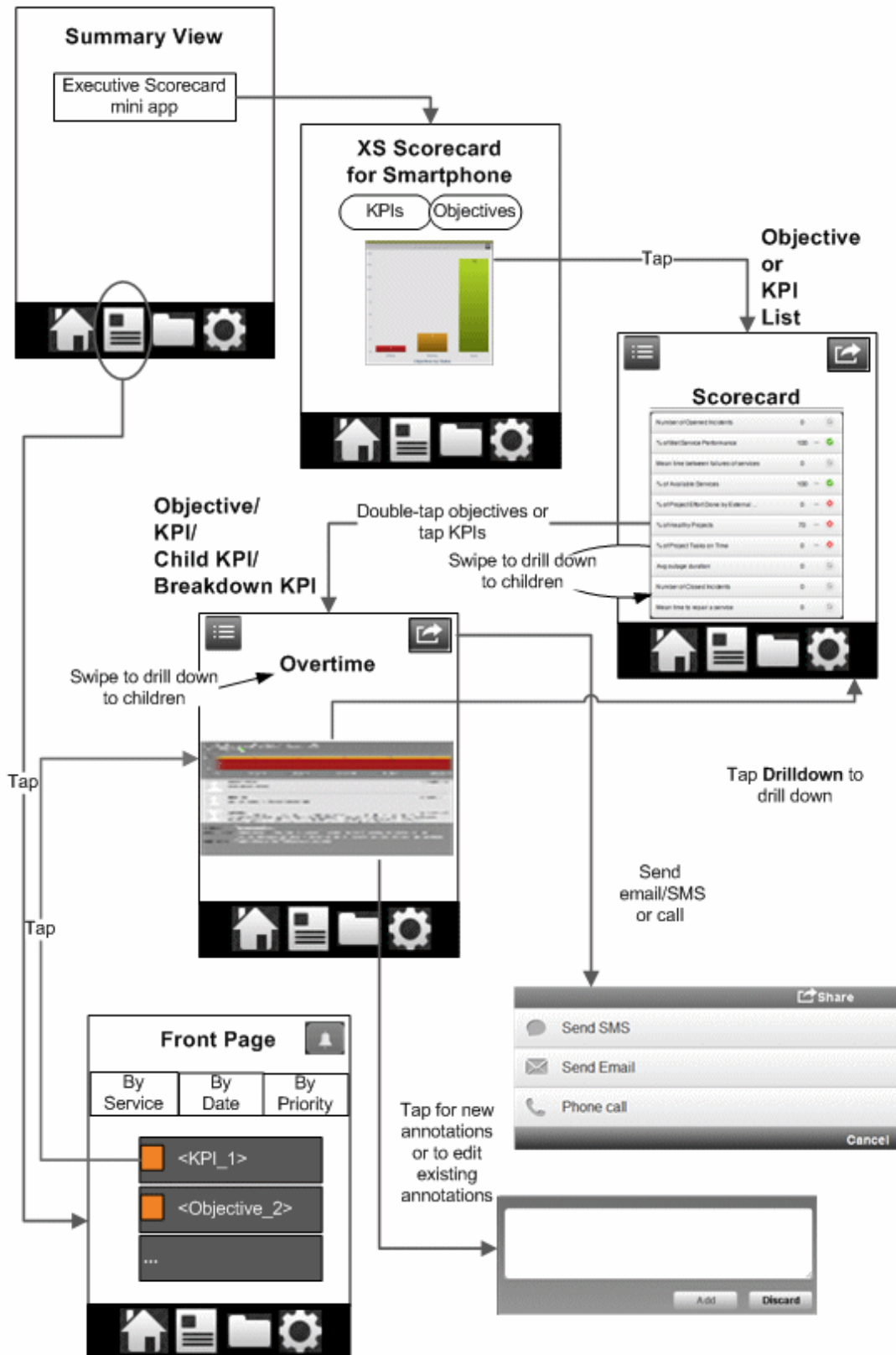
### View Objectives and KPIs Over Time Performance and Related Information

To view Objectives and KPIs over time performance and related information:

1. Tap the HP Anywhere icon.
2. Enter the user, password, and URL of HP Anywhere (the first time the user accesses the mini app).
3. In the **Summary View**:
  - a. Tap the mini app to view the XS Scorecard for Mobile by KPIs or by Objectives.
  - b. Swipe the graph or tap one of the bars to display the **Scorecard** page.
  - c. Drill down to the **Overtime** view by double-tapping the Objectives or tapping the KPIs. The 360 view displays over time information about the Objective or KPI, child KPIs information, configuration information, and annotations.
  - d. You can now add or edit annotations.

To view alert-related Scorecard and KPIs over time performance and related information:

1. Tap the HP Anywhere icon.
2. Enter the user, password, and URL of HP Anywhere (the first time the user accesses the mini app).
3. In the **Summary View**:
  - a. Tap  to access the **Front Page** to view the alerts that were sent to the user.
  - b. Tap an alert to display its **Overtime** view including over time information about the Objective or KPI, child KPIs information, configuration information, and annotations.
  - c. Tap  to:
    - Send an email to the owner of the currently displayed Objective or KPI with the name of the Objective or KPI as the default Subject of the email. You can modify the subject of the email and you can enter the relevant information in the email body.
    - Send an SMS to the mobile phone of the owner of the currently displayed Objective or KPI.
    - Call the owner of the currently displayed Objective or KPI.



The Summary Page displays a column graph representing either Objectives by Status or KPIs by Status.




The Objectives displayed in the Summary Page with the Objectives by Status format, are the Objectives included in the Scorecard component appearing on the current Executive user Dashboard page.

The Summary Page with the KPIs by Status format displays all the KPIs selected to be displayed in the KPI View, KPI List, Historical View, or KPI Rolodex components appearing on the current Executive user Dashboard page, except for the Scorecard component.

**Note:** If the multi-page Summary View has been set up on your tablet, it presents the total results for all selected Dashboard pages, Tap it to display the Summary for each separate dashboard page. For details, see ["How to Use XS for Smartphone" on page 13](#).

The Front Page displays all the Objectives in the corresponding Dashboard page that have a red status and all the KPIs selected to be displayed in the KPI View, KPI List, Historical View, or KPI Rolodex components appearing on the current Executive user Dashboard page, except for the Scorecard component, that have a red status (critical).


Note that KPIs displayed by drilling into an Objective or KPI on the current Executive user Dashboard page, or KPIs that appear in another component on the page, only when clicking an Objective in the Scorecard (wiring) are not displayed in the Summary Page or the Front Page.

In the Executive Scorecard page that displays the Scorecard component, the filter enables you to display all the Objectives () , only the Objectives with Critical status () , or the Objectives with Warning or Critical status (). If you swipe Objectives in the Scorecard, you open the drilldown page of the Objective where the filter is also available.


In the Executive Scorecard page that displays the KPIs component, the filter capability is also available. If you swipe a KPI, you open the drilldown page of the KPI (displaying KPI Breakdowns) where the filter is also available.

### Access Other Mini Apps

To access other mini apps:

1. Tap the HP Anywhere icon.
2. Enter the user and password.
3. Tap  to view a list of the mini apps installed on your Smartphone. To display all the mini app, tap **All**. To display the mini apps for your role, tap **By Role**.

To uninstall the mini app:

1. Tap the HP Anywhere icon.
2. Enter the user and password.
3. Tap  to uninstall the mini app. For details, see the flowchart in ["Configure the Mini App" on page 14](#).

