

HP Business Service Management

For the for the Windows® and Linux operating systems

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User Engagement for HP Operations Manager i User Guide

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Chapter 1

User Engagement Overview

The innovative User Engagement feature applies game dynamics to add extra stimulation to Operations Management users by providing business-enhancing challenges, accelerating operations bridge efficiency and user know-how. Successful progress through the various achievements is rewarded with Achievements and real-time notifications of great performance, helping to provide extra motivation to better engage with Operations Management which improves users' performance in their daily work. Timelines are available to record each user's progress and collection of Achievements. Almost everyone is motivated by at least one of the types of challenges that game dynamics includes, for example, achievement, competition, status, and closure, and this makes User Engagement such a powerful feature.

By setting business-orientated achievements that Operations Management users work towards, and rewarding them for accomplishing the desired tasks, the most appropriate skills are being learned and the most important tasks are being completed while a level of engagement and excitement is being added to daily tasks. Users can watch as their efforts fill their achievement progress bars, and map their progress through their tasks and challenges in their dashboard. Completion of every new achievement can be accompanied with a popup notification providing immediate feedback of good performance.

User Engagement employs intrinsic motivations to help drive Operations Management users to achieve their set goals without the need to provide external benefits, which are generally accepted to only provide transient value. People naturally want to be successful and be seen to be successful. User Engagement provides the framework to help users learn how to use Operations Management and perform their daily tasks to a higher standard, being noticed for their achievements, so increasing the enjoyment and involvement in their work.

User Engagement administrators can select, configure, and enable built-in achievements tailored to the needs of their various Operations Management users. Users can work their way through their first-level achievements and once these have been successfully completed, they are invited to attempt the next level of achievements, increasing their perception of achievement and progress.

Using User Engagement

Using gaming technology, User Engagement adds fascination to your work and recognizes your achievements as you learn to use HP Operations Manager i and become progressively more knowledgeable.

All normal User Engagement users (Operations Management users without User Engagement administration rights) can access their Timeline and Achievement pages from the User Engagement Dashboard page in the Operations Management application area.

Note: The User Engagement Dashboard page is usually created and configured by your User Engagement administrator. For details, see "[Creating the User Engagement Dashboard Page](#)" on page 17.

You must add the User Engagement Dashboard page to your Operations Management workspace. For details, see "[Adding the User Engagement Dashboard Page to Your Workspace](#)" on page 18.

User Engagement is divided into the following main administration areas (User Engagement administration rights required):

- Global settings: **Admin > Operations Management > Setup > User Engagement > Configuration**
- User accounts: **Admin > Operations Management > Setup > User Engagement > Users**
- Achievements: **Admin > Operations Management > Operations Console > Achievements**

Users with User Engagement administration rights can also access the User Engagement home page (🏠), which provides you with an alternative entry point to the main User Engagement areas.

- **My Dashboard**

Lists your achievements, running and completed.

- **Tune Achievements**

Displays the available achievements to activate and tune.

- **Administration**

User Engagement administrators configure the basic behavior for your organization, set up and manage users.

Timeline

The Timeline page displays a diary of your User Engagement achievements.

Learn More

The Timeline page is used to show the history of your achievements. What you achieved today, last week, and so on. This is a personal timeline that only the owner has access to. It is not shared with anyone else.

You can also see your still-to-be-completed assignments in "[Achievements](#)" below.




The diary is divided into the following views:

- **Today**
Shows your latest achievements.
- **Yesterday**
Shows the summary of your achievements for the previous day.
- **Last Week**
Shows the summary of your achievements and progress for the 7 day period up to the day before yesterday.
- **Last Month**
Shows the summary of your achievements and progress for the previous calendar month.
- **This Year**
Shows the summary of your achievements and progress for the current calendar year.
- **Last Year**
Shows the summary of your achievements and progress for the previous calendar year.

To access:

Select **My Dashboard** from the User Engagement home page.

UI Reference

UI Element	Description
	Home: Open the User Engagement home page.
	Avatar: Opens the User Details page for the current user.
	User Engagement Configuration: Opens the Privacy and Notifications page for the current user.

Achievements

The Achievements page displays an overview of all running achievements grouped by categories. Each category is displayed with a progress bar.

The assigned achievements help you to focus on and explore the Operations Management features that are most relevant to you at the moment in more detail. This is a personal achievements list that only the owner has access to. It is not shared with anyone else.

You can also see your completed assignments in "[Timeline](#)" on the previous page.

To access:

Select **Achievements** from the User Engagement Dashboard page.




Tasks

Viewing Achievements for a Category

To view all running achievements for a category, click the drop down bar for a category for which you want to view all available achievements.

Your currently active achievements associated with the category are displayed including achievements that you have completed.

UI Reference

UI Element	Description
	Home: Opens the User Engagement home page. Only visible to users with User Engagement administration rights.
	Avatar: Opens the User Details page for the current user.
	User Engagement Configuration: Opens the Privacy and Notifications page for the current user.

Managing My User Engagement User Account

The User Details page specifies your login name, avatar name, and email address.

You can change your avatar from this page and your password for your account, if it was created in User Engagement.

To access:

Click the  button.

Tasks

Changing Your Password

Note: You can only change your user account password if the user account was created in User Engagement. All other accounts are created automatically by BSM's lightweight single sign-on feature and cannot be changed in User Engagement.

To change your User Engagement user password, complete the following steps:

1. Click **Change Password**.
2. Enter your existing password.
3. Enter a new password and confirm.
4. Click **OK**.

Uploading an Avatar



To upload an avatar for your User Engagement account, complete the following steps:

1. Click **Upload Image**.
2. Browse to the location of the avatar file that you want to upload and select the file.

Note: Supported image formats are JPG, PNG or GIF. Your image will be cropped to a square.

3. Click **OK**.

UI Reference

UI Element	Description
	Avatar: Opens the User Details page for the current user.
	User Engagement Configuration: Opens the Privacy and Notifications page for the current user.
Change Password	Displays the Change Password dialog box where you can change your user account password if the user account was created in User Engagement. All other accounts are created automatically by BSM's lightweight single sign-on feature and cannot be changed in User Engagement.
Upload Image	Displays the Upload Image dialog box where you can change your avatar image.
Remove Avatar	Displays the Confirmation dialog box where you can delete your avatar image. Only displayed if an avatar image is uploaded for the user.
Login	Your unique user name used to log on to the User Engagement user interface. This the same login as for BSM and cannot be edited.
Avatar Name	Your avatar name, displayed in User Engagement and used to represent you.
Email	Your email address is helpful for administration information, for example, to help reset forgotten passwords.

Privacy and Notifications

The Privacy and Notifications configuration page includes the basic User Engagement controls for your user account:

To access:

Click the  button.

Learn More

You can at anytime choose to participate in User Engagement achievements and configure your account appropriately.

Notifications are used to give you timely, positive feedback of your achievement, for example, after creating your first tool. As you become more experienced and your achievements are from a higher level, becoming progressively more involved, notifications will be received less often, but will display your greater achievements. The difficulty of any achievement can be configured by setting appropriate thresholds. Some achievements are designed for tasks that Operations Management users often need to do, for example, solving problems and closing the associated events. You can configure a challenge to close 200 events a month. Achieving this will raise a positive notification

and can enter the user for the next level of achievement; 500 closed events in this month. Other achievements may be configured to reward Operations Manager administrators for creating effective rules or tools. For example, an administrator that created the tool that is used very often to help solve problems can be rewarded with an achievement and notified immediately, for example, when the tool is used 100 times.

Privacy

Enable User Engagement participation and notifications:

- **Participate**

Enable this setting to record your running achievement progress and awarded achievements.

- **Delete History**

Resets your User Engagement collected product usage data. This deletes all earned achievements, and achievement progress data for your account. This action is not reversible.



Notifications

Enable User Engagement notification options:

Use popups to notify me

Enable this setting to receive notification of gaining a new achievement using non-blocking popups. Popups have a link to your Timeline page.

UI Reference

UI Element	Description
	Avatar: Opens the User Details page for the current user.
	User Engagement Configuration: Opens the Privacy and Notifications page for the current user.

Tuning Achievements

The Achievements page displays an overview of available challenges grouped by business objectives or categories.

Note: Only users with User Engagement administration rights can access this page.

- **By Business Objective**

Displays a drop down bar for each configured objective. Selecting an objective displays the configured achievements associated with the objective.

- **By Category**

Displays a drop down bar for each configured category. Selecting a category displays the configured achievements associated with the category.

To access:

Select **Admin > Operations Management > Operations Console > Achievements**

or

Tune Achievements from the User Engagement home page

Tasks

Filtering Achievements

To show only running, paused, or disabled achievements, select the appropriate filter:

 — Show running achievements

 — Show paused achievements

 — Show disabled achievements

You can apply any combination of filters. A filter is active if its background is gray.

Controlling All Achievements in a Category or Objective

You can see the number of running, paused, and disabled achievements in the header buttons of each category or objective.

Use these buttons to pause, run, or disable with one click all achievements in the associated category or objective.

Configuring an Achievement

To open the Status dialog box and configure an achievement, complete the following steps:

1. Click the  button for the achievement that you want to configure.

The Configuration dialog box for the selected achievement opens.

2. Change the state of the selected achievement by selecting the appropriate button:

▶ Run Achievement

Running achievements are visible to all Operations Management users.

|| Pause Achievement

Pausing an achievement halts collection of data for this achievement and freezes the current values. Running the achievement again continues the collection of data for this achievement from the point it was paused.

You might want to pause achievements for the following reasons:

- Before content pack uploads (as this might add many artifacts that will be counted for the user that uploaded the content pack).
- Before exceptional mass operations (like closing thousands of events after an event storm).
- When large parts of the participating users are away to avoid unfair conditions.

⊖ Disable Achievement

Disabling an achievement results in all users who have been assigned this achievement to lose it and all counters associated with this achievement are reset.

Disable achievements only if you want to delete all achievement data! Disabled achievements no longer appear, for example, in users' Timelines.

3. Adjust the Tune setting and conditions that you want to change.

You can change Tune conditions for running achievements, but this does not have any affect on completed achievements.

4. Click **Save** to accept your changes.

Manually Granting an Achievement


You can manually grant an achievement to a user, for example, for the following reasons:

- If a user accidentally disabled the data collection.
- If an experienced employee joined the team and does not need to start with low-level achievements.


To manually grant an achievement to a user, complete the following steps:

1. Click the  button for the achievement that you want to award to a user.

The Configuration dialog box for the selected achievement opens.

2. Add user to the Users list as appropriate for the selected achievement by entering a valid user name and click .

The change is accepted immediately.











Note: Remove unwanted users using the associated  button.

3. Click **Save** or **Cancel** to close the Configuration dialog box.

UI Reference








Achievements Page

The Achievements page enables you to maintain an overview of your configured achievements and control which achievements are active and running, and assigned to which users.

UI Element	Description
	Home: Opens the User Engagement home page.
	Avatar: Opens the User Details page for the current user.
	User Engagement Configuration: Opens the User Engagement configuration area.
	Show Running: Shows only the running achievements.
	Show Paused: Shows only the paused achievements.
	Show Disabled: Shows only the disabled achievements.
By Business Objective	Displays a drop down bar for each configured objective. Selecting an objective displays the configured achievements associated with the objective.
By Category	Displays a drop down bar for each configured achievement category. Selecting a category displays the configured achievements associated with the category.
	<p>Displays a value for the state of achievements within each category or business objective. You can get an overview of how many achievements are running, paused, and disabled.</p> <p>For each business objective or category, you can globally enable, pause or disable all associated achievements using the buttons in the title bar of the business objective or category:</p> <ul style="list-style-type: none">  — Enable all achievements  — Pause all achievements  — Disable all achievements






Achievement Panel

The Achievement panels enables you to maintain an overview of the status of individual achievements and control whether they are active and running, and assigned to how many users.

UI Element	Description
	User: Indicates the number of users participating in an active achievement.
 Indicators	Running/Paused/Disabled Indicators: Indicates the achievement status.
 Buttons	<p>You can enable, pause, disable, or configure an achievement using the buttons included in the achievement:</p> <ul style="list-style-type: none">  — Enables the selected achievement  — Pauses the selected achievement  — Disables the selected achievement  — Opens the Configure page for the selected achievement

Configure: Achievement Dialog Box

The Configure: <achievement name> dialog box enables you to activate and tune achievements.

UI Element	Description
Status	<p> Run: Enables an achievement. Enabling an achievement makes it visible to the associated users as identified in the Users list. User contribution towards this achievement are tracked.</p> <p> Pause: Pauses an achievement. Pausing an achievement halts collection of data for this achievement and freezes the current values. Running the achievement again continues the collection of data for this achievement from the point it was paused.</p> <p> Disable: Disables an achievement. Disabling an achievement removes it from the list of users' achievements. If you disable an achievement, you also delete all records of users' progress on this achievement.</p>
Tune	<p>Counter: The task to be completed to complete the achievement.</p> <p>Condition: Target for the achievement to be met. Adjust the associated condition of the counter used to award this achievement.</p> <p>Reset Counters: All counter values for all users assigned to the selected achievement are reset.</p>
Users	<p>Displays the list of users assigned to the selected achievement.</p> <p> Remove User: Removes the associated user from the achievement.</p> <p>Add User: Adds user to the Users list for the selected achievement by entering a valid user name and clicking  to accept.</p>

Chapter 4

Administering User Engagement

Note: The administration pages are available only to users with User Engagement administration rights.

A User Engagement administrator is responsible for setting up the users who are to participate in achievements and configure the default behavior of User Engagement.

User Engagement Administration is divided into the following areas:

- "Configuring User Engagement" on the next page
- "User Administration" on page 19

For information on creating the User Engagement dashboard page, see "Creating the User Engagement Dashboard Page" below.

For information on the User Engagement Infrastructure Settings, see "Infrastructure Settings for User Engagement" on page 21.

Creating the User Engagement Dashboard Page

Before your Operations Management users can start using User Engagement, you must create the User Engagement Dashboard page and allow your users add this page to their workspace (Applications > Operations Management).

This task shows you how to create the User Engagement Dashboard page.

To create a User Engagement Dashboard page:

1. Select **New Page** to create the User Engagement Dashboard page using the MyBSM controls from one of the following locations:
 - **MyBSM** in the Business Service Management menu bar
 - **Applications > Operations Management**
2. Select **Add Component** to open the Component Gallery and select the category **OM**.
3. Select the **User Engagement Dashboard** component and drag it to your page.
4. Click **Close** to close the Component Gallery.
5. Save your page to the Page Gallery.

Tip: Use a name for the new page that helps users to identify the page, for example, `User Engagement Dashboard`.

Add a helpful description. For example, `User Engagement application dashboard containing the Timeline and the Achievement pages.`

Save your page to the category **Operations Management** so that all OM-related pages can be easily identified.

6. Grant users appropriate permissions to add the **User Engagement Dashboard** page to their workspace in **Admin > Platform > Users and Permissions**.

Adding the User Engagement Dashboard Page to Your Workspace

Before you can start using User Engagement, you must add the User Engagement Dashboard page to your workspace (Applications > Operations Management).

This task shows you how to add the User Engagement Dashboard page to your workspace.

Note: To add user-defined MyBSM pages, an administrator must grant you appropriate permissions in **Admin > Platform > Users and Permissions**.

To add the User Engagement Dashboard page to your workspace:

1. Open the Operations Management application: **Applications > Operations Management**.
2. Open the **Select Page** menu and select the User Engagement Dashboard page (in our example, `User Engagement Dashboard`).

The User Engagement Dashboard page is added as a new tab to your workspace.

Configuring User Engagement

The Configuration page includes the basic User Engagement controls.

To access:

Select **Admin > Operations Management > Setup > User Engagement > Configuration**

or

Administration from the User Engagement home page and select the **Configuration** tab

User Defaults

Enable User Engagement user options:

Note: The following settings are enabled by default and only apply to new users. The settings already being used by existing users override these settings.

- **Participate by default**

Select to automatically include all users in User Engagement. Each user is able to actively choose whether to participate or not and override this default. For details, see "[Privacy and Notifications](#)" on page 11.

- **Use popups to notify users by default**

Select to automatically send popup notifications of achievements included all users. Each user is able to actively override this default. If the default is not selected, each user must individually request notifications. For details, see "[Privacy and Notifications](#)" on page 11.

Reset Data

Resets User Engagement collected product usage data. This deletes all earned achievements, exploration progress data, and challenge progress data for all users. This action is not reversible.

User Administration

The Users page displays all configured User Engagement users.

New users in User Engagement are created automatically whenever they perform an action in Operations Management which is associated with an Achievement or if they open the User Engagement interface from within BSM. There is usually no need to create them manually. However, this page is useful for granting administration rights to existing users, or for creating dedicated administrative users that do not exist in BSM.

Note: The built-in administrator account cannot be deleted and the administrative rights cannot be removed. However, the password can be changed. It is recommended that the default password for the user `admin` is changed immediately.

Initially, the built-in administrator (`admin`) is the only user with User Engagement administration rights. Log on to BSM with this user and configure other users as User Engagement administrators.

To access:

Select **Admin > Operations Management > Setup > User Engagement > Users**

or

Administration from the User Engagement home page and select the **Users** tab

User accounts are composed of the following components:

Avatar Name

Name displayed in User Engagement for the selected user.

Login

User name used to access the associated user account in User Engagement for the selected user.

Email

Email address of the selected user.

Tasks

Manually Creating a User


Note: There is usually no need to create users manually in User Engagement. However, you might want to create dedicated administrative users that do not exist in BSM.

To create a new User Engagement user, complete the following steps:

1. Click **Add new user**.
2. Enter a unique login name.
A valid login name consists of 1-40 letters, digits or the following the special characters:
!, _, and .
3. Enter a password and confirm.
4. Enter an avatar name for the user which is the name visible from within User Engagement for this user.
5. Enter the email address for the user.
User Engagement administrators can use this information for communication purposes.
6. Select the additional roles that the user requires:
Administrator - Can change global settings and administrate users.
7. Click **OK**.

Editing a User


To edit the properties of an existing User Engagement user, complete the following steps:

1. Click  **Edit User** for the user that you want to modify.
2. Make the required modifications.
3. Click **OK**.

Deleting a User






Note: It is not possible to delete the user under which you are currently logged on, nor is it possible to delete the account of the built-in administrator (`admin`).

To delete an existing User Engagement user, complete the following steps:

1. Click  **Edit User** for the user that you want to modify.
2. Make the required modifications.
3. Click **OK**.

UI Reference

The Users page enables you to maintain an overview of your configured users.

UI Element	Description
	Home: Opens the User Engagement home page.
	Avatar: Opens the User Details page for the current user.
	User Engagement Configuration: Opens the Privacy and Notifications page for the current user.
Add new user	Opens the Add User dialog box.
	Edit User: Opens the Edit user dialog box.
	Delete User: Deletes the selected user.
Login	User name used to access the associated user account in User Engagement for the associated user.
Password	Password for the User Engagement user account.
Confirm	Confirm password field for the User Engagement user account when changing the user account password.
Avatar Name	Name displayed in User Engagement for the associated user.
Email	Email address of the associated user used for notifications.


Infrastructure Settings for User Engagement

The Infrastructure Settings Manager page for User Engagement page enables you to view and modify the default configuration for User Engagement. The settings displayed on this page determine how User Engagement behaves and performs. Changing settings can affect the performance of both the application itself and the underlying platform. Only users with both the required background knowledge and access permission should attempt to change these settings.

Note: Modified values are displayed in **bold** text. In some cases, the changes you make are not effective immediately. You might have to restart the browser session or a server process.

To Access:

1. Select **Admin > Platform > Setup and Maintenance > Infrastructure Settings**
2. Select **Applications** and use the list to set the administration context to **Operations Management**

Note: To change an existing or default setting, click the  button behind the setting.

Gamification

The Gamification Settings contain the available configurations used to specify how to configure User Engagement.

The following elements are included in the Gamification Settings pane.

UI Element (A-Z)	Description
Alias	Alias of the certificate to use in the key store (<i>Internal setting - cannot be changed</i>).
Enable Gamification	Enables User engagement. Events information is sent to User Engagement server.
Key Store File Name	Path to the key store in the file system (<i>Internal setting - cannot be changed</i>).
Key Store Password	Password to read the key store file (<i>Internal setting - cannot be changed</i>).
Trust Store File Name	Path to the trust store in the file system (<i>Internal setting - cannot be changed</i>).
Trust Store Password	Password to read the trust store file (<i>Internal setting - cannot be changed</i>).
URL	Link to the User Engagement Server (<i>Internal setting - cannot be changed</i>).