HP IT Executive Scorecard

For the Windows ® operating system

Software Version: 9.40

Reports Reference Guide

Document Release Date: June 2013

Software Release Date: June 2013

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Contents

Getting Started with Reports

The *XS Reports Reference Guide* provides information on all the reports available in Executive Scorecard.

You can:

- **Create categories for the Webi reports.** Categories are used to classify the different Webi reports in the list of reports to be added to a component in Dashboard. For details, see "Webi Report Categories" on page 11.

- Create a Dashboard page, add a Web Intelligence Report Viewer component and to the Web Intelligence Static Report Component Viewer component and select one of the following reports:

  - "ABC Operational Reports " on page 14 - ABC operational reports report different aspects of ABC governance of ETL job streams.

  - " Data Model Reports" on page 31 - DWH Data Model reports provide an overview of the current status of the DWH configuration, detailed model definition descriptions and generated schema descriptions.

  - "Financial Performance Reports" on page 44 - The reports provide an organization CIO, IT Financial Manager, IT Financial Analyst, and IT Manager with a view of how their business services, organizations, customers, and programs are doing from the perspective of staying within their defined financial Plan of Record (PoR), and more.

  - "Web Intelligence Reports and Operational Reports" on page 95 - The Web Intelligence reports display information related to the business models provided by the different data sources. The reports can be added to the Web Intelligence Report Viewer component and to the Web Intelligence Static Report Component Viewer component in the Dashboard.

Webi Report Categories

In the Context Management Console (CMC) application you can manage Categories. A Category flag provides the option to assign each metric to the relevant categories. The categories are useful to classify the different Webi reports in the list of reports to be added to a component in Dashboard. For example, you can add a category per business context, ALM, Asset, and more.

To access:

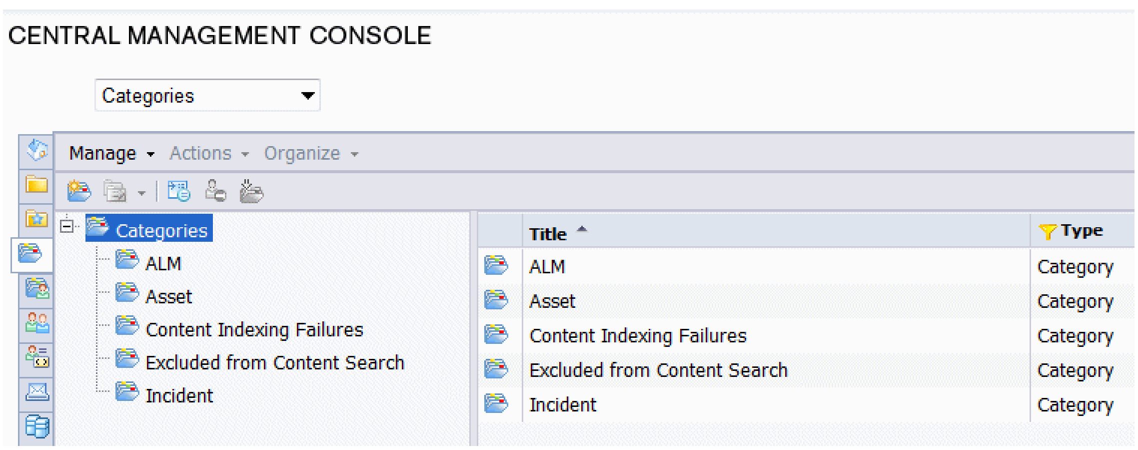
Access the CMC console.

Tasks

Create categories

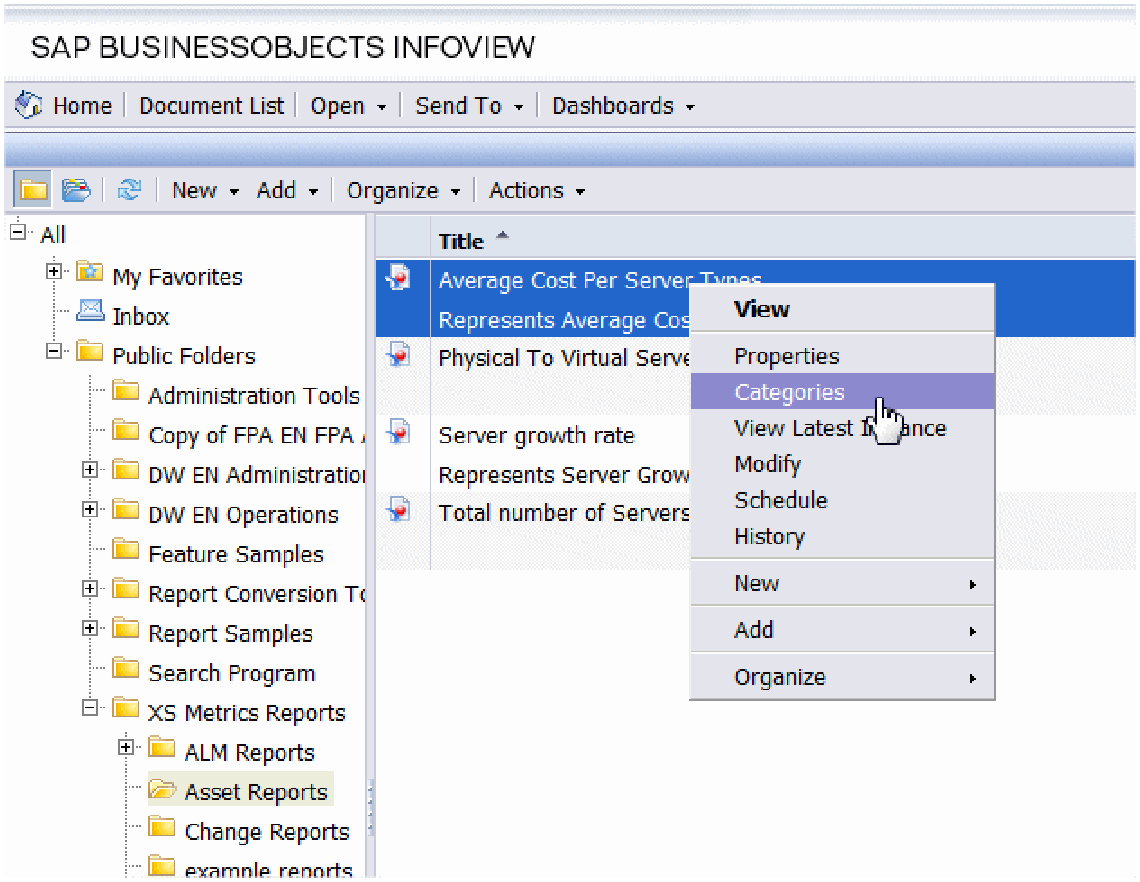
1. Access the CMC console.

2. Create the categories:

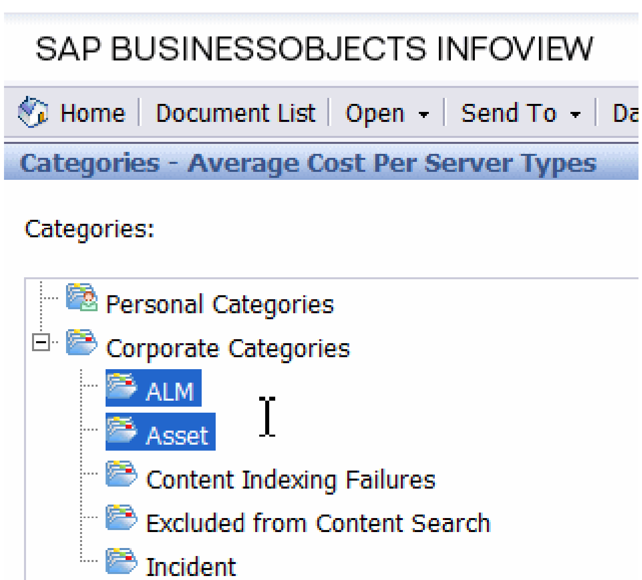


3. You can now associated metrics (reports) and categories. You can assign more than one category to a report.

a. Right-click the relevant Webi report.

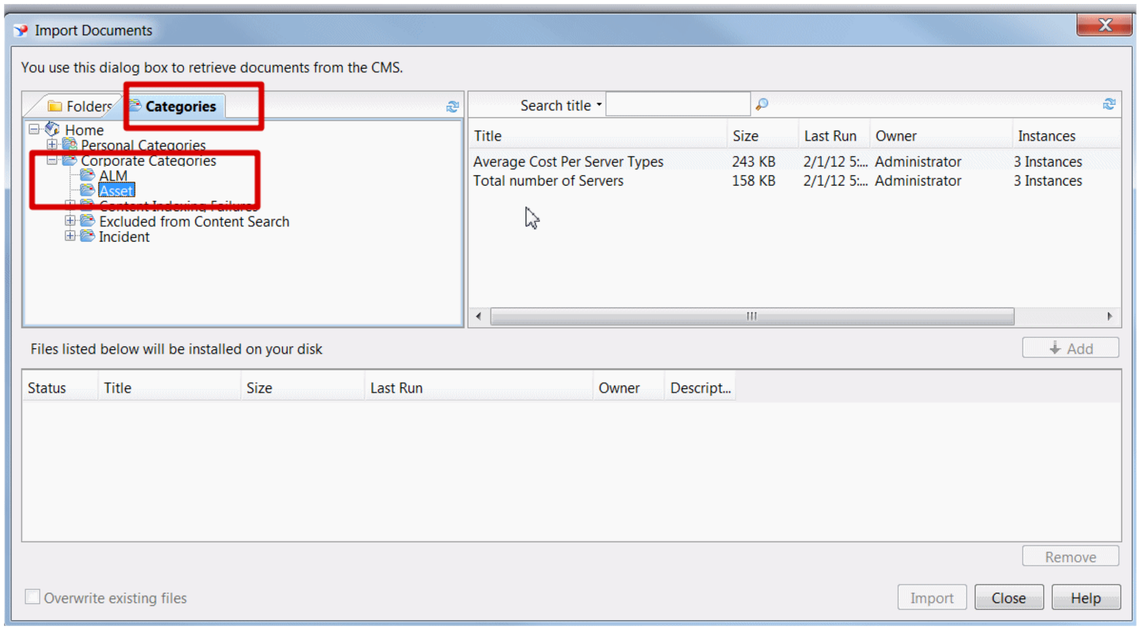


b. Select the relevant categories for the selected report, and click **OK**



c. Click **File**> **Import from CMS**.

d. When you open the “Web Intelligence Rich Client” you can see all the Webi reports that are relevant to the specific category.



ABC Operational Reports

ABC operational reports report different aspects of ABC governance of ETL job streams. The objectives of these reports are to display:

- ETL stream definitions, such as catalogs, stream, and stream step information.
- Operational information about ETL batch jobs and processes.

Operational reports include:

"Audit Reports" on the next page

"Control Reports" on page 20

Audit Reports

ABC Audit reports display ETL audit measure and metric information. You can define the length of time included in the audit history by specifying the number of days in the **Batch run history** field. The typical user is the data warehouse administrator or an HP Support engineer. Run the reports after multiple ETL runs produce historical results.

The following Audit reports are available:

"ABC Reports - Consolidation Tables Activity " on the next page

"ABC Reports - Source Extraction Tables Activity " on page 17

"ABC Reports - Dimension Tables Activity " on page 19

ABC Reports - Consolidation Tables Activity

The Job Streams Consolidations Activity report displays volume information ETL consolidation.

Tasks

Display the volume information ETL consolidation

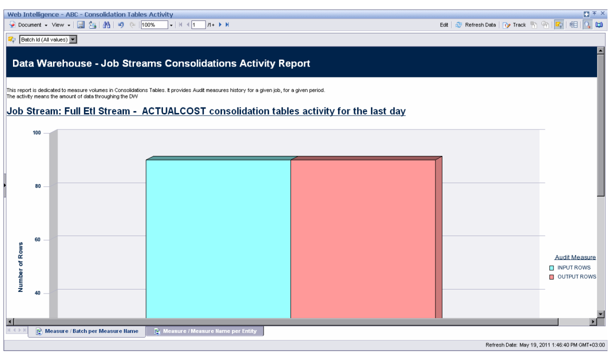
1. In the SAP BusinessObjects InfoView, select **Public Folders** > **DW EN Administration** > **Audit Reports > ABC - Consolidation Tables Activity**.

2. In the Prompts dialog box, select or enter the number of days of history to appear in the report in the **Batch run history** field. The default value is **1** day.

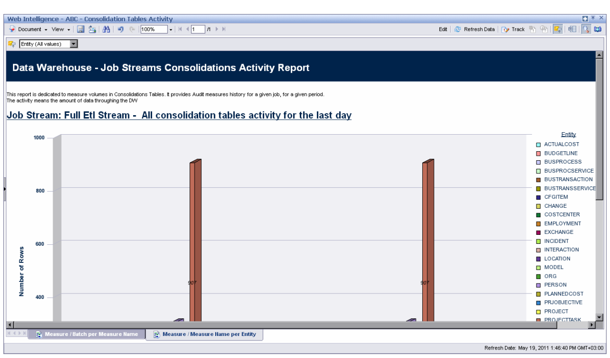
3. Click **Run Query**.

> **Note:** You can navigate between the tabs and select a view of the data by entity if you click the drop-down list box at the top of the report and select **All values**, or a single entity.

The **Measure / Batch per Measure Name** tab displays a bar chart view of the number of input rows and output rows for each affected consolidation table by batch ID and start time over the specified duration.



The **Measure / Measure Name per Entity** tab measures job stream activity for the amount of days selected.



ABC Reports - Source Extraction Tables Activity

This report shows the ETL activity on the source data tables.

Tasks

Display the source data tables

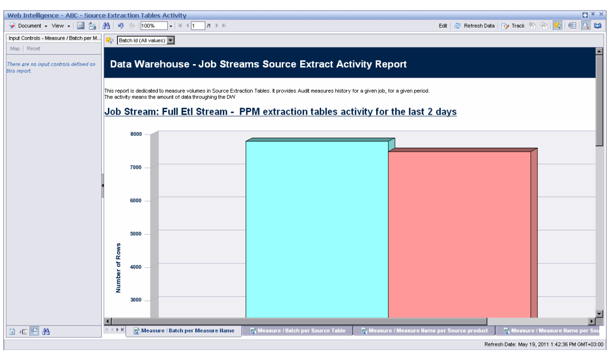
1. In the SAP BusinessObjects InfoView, select **Public Folders** > **DW EN Administration** > **Audit Reports > ABC - Source Extraction Tables Activity**.

2. In the Prompts dialog box, select or enter the number of days of history to appear in the report in the **Batch run history** field. The default value is **2** days.

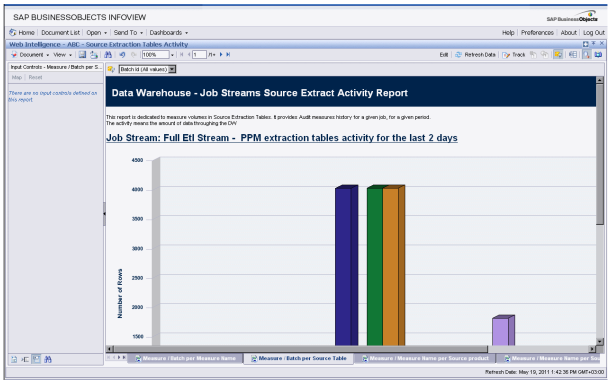
3. Click **Run Query**.

> **Note:** You can navigate between the tabs and select a view of the data by the number of sources. Click the drop-down list box at the top of the report and select **All values**, or a specific number of sources.

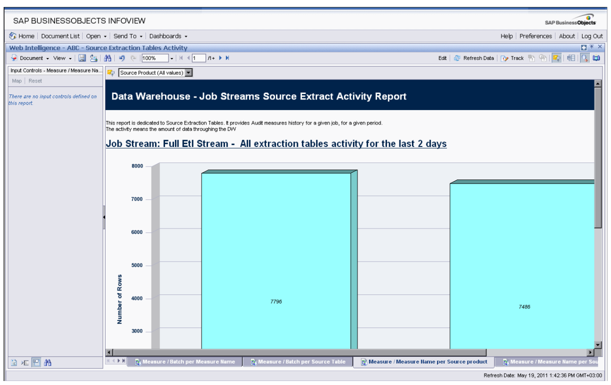
The **Measure / Batch per Measure Name** tab displays a bar chart view of the measures processed from source tables over the specified duration.



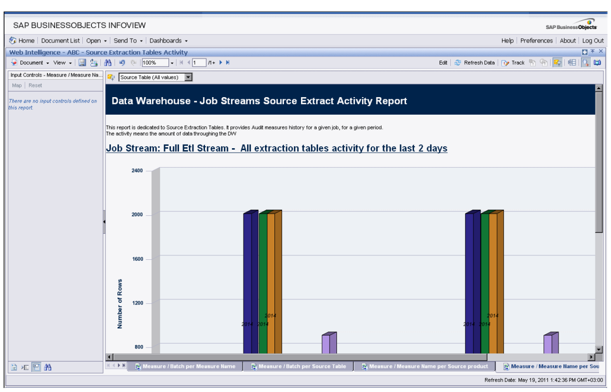
The **Measure / Batch per Source Table** tab displays a bar chart view of the number of data rows in source tables processed over the specified duration.



The **Measure / Measure Name per Source Product** tab displays a bar chart view of the extraction activity by source over the specified duration.



The **Measure / Measure Name per Source Table** tab da bar chart view of the extraction activity by source over the specified duration.



ABC Reports - Dimension Tables Activity

This report measures the volume of data processed by the data warehouse.

Tasks

Display the volume of data processed by the Data Warehouse

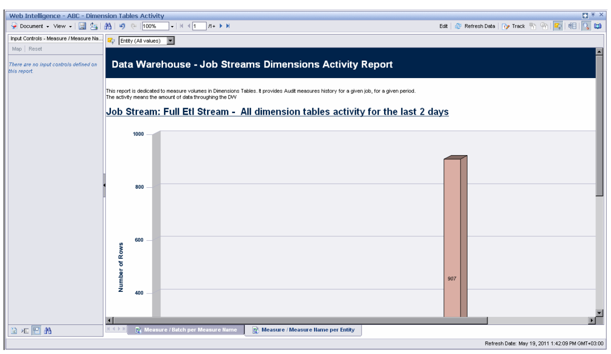
1. In the SAP BusinessObjects InfoView, select **Public Folders** > **DW EN Administration** > **Audit Reports > ABC - Dimension Tables Activity**.

2. In the Prompts dialog box, select or enter the number of days of history to appear in the report in the **Batch run history** field. The default value is **1** day.

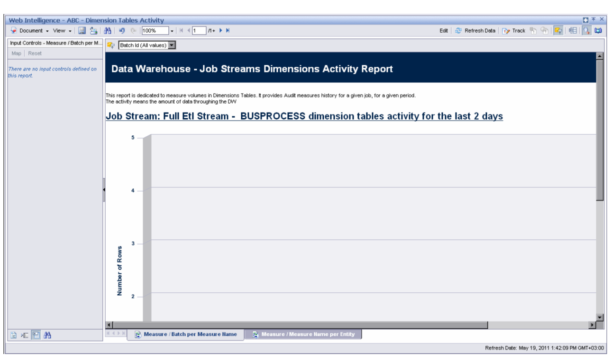
3. Click **Run Query**.

> **Note:** You can navigate between the tabs and select a view of the data by the number of sources or the entity. Click the drop-down list box at the top of the report and select **All values**, or a specific entity.

The **Measure / Batch per Measure Name** tab displays a bar chart view of the number of rows processed for each dimension table by batch ID and start time over the specified duration.



The **Measure / Measure Name per Entity** tab displays a bar chart view of the number of rows processed by entity over the specified duration.



Control Reports

Control reports describe historic or operational aspects of the data warehouse. Historic reports contain status information gathered over time for analysis and performance improvements. Operational reports contain snapshot information about current jobs and other data warehouse activity. You can edit, save, or export the following ABC Control reports.

Note: If the ABC database runs on a different system than SAP Business Objects Data Services, and these two systems run in different timezones, you may see a discrepancy in the Duration column on the Control reports. For example, if you check a Control report while a step is processing, the report might show that the step has been processing for several hours even though the step has actually been running for only minutes. Once the step terminates, however, the duration becomes accurate.

The following Control reports are available:

"ABC - Operational Status Report" on the next page

"ABC - Operational Status History Report" on page 23

"ABC - Operational Duration History Report" on page 25

"ABC - Model Definitions Report" on page 27

"ABC - Job Details Report" on page 28

"ABC - Batch Details Report" on page 30

ABC - Operational Status Report

The ABC Operational Status report displays the runtime information about the out-of-box Upstream.xml file, which contains all the job stream steps for a complete ETL run.

Tasks

Display the volume of data processed by the Data Warehouse

1. In the DWH Status page, click the **Select page** arrow and select **DWH Status Page** > **ABC-Op. Status**.

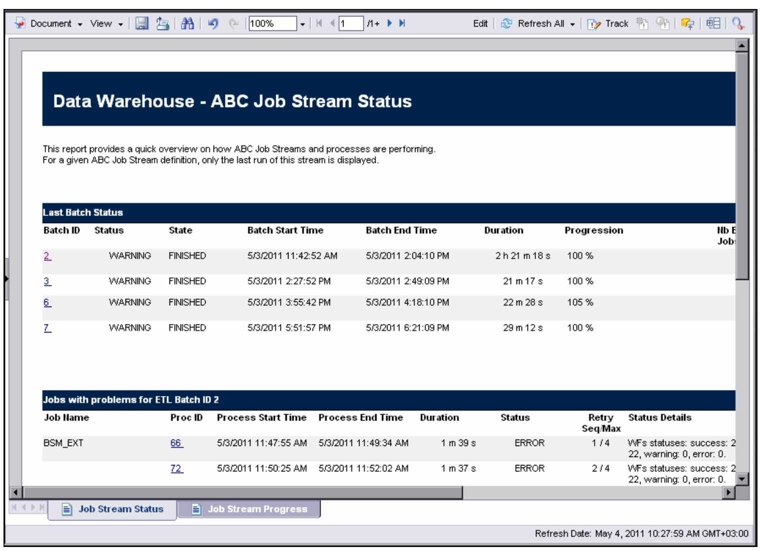
   The ABC Operational Status report is one of the three reports displayed in the DWH main page. It includes two tabs (Job Stream Status and Job Stream Progress).

2. Click the relevant tab.

UI Description

Job Stream Status Tab

Displays the performance of ABC job streams and process, as follows:

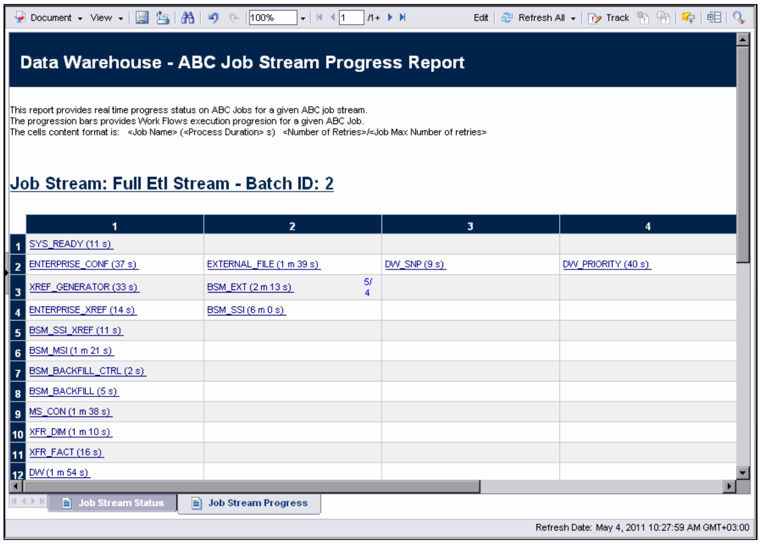


UI Element	Description
Last Batch Status	The status details of the last batch run.
Batch ID .	Click the **Batch ID** value in the first column. A dialog box opens, enabling you to access the ABC Batch Control report. For details, see"ABC - Batch Details Report" on page 30.

UI Element	Description
Jobs With Problems for ETL Batch ID	The job details for each specific batch listed in the **Batch ID** column.

Job Stream Progress Tab

Displays the runtime status of each job stream step , as follows:



UI Element	Description
<Job Name> (<Process Durations>)	The job name and the length of the job in seconds. Click any ETL job name to display the ETL Job Process Audit report, which shows all audit measures and metrics associated with that Process ID. For details, see "ABC - Job Details Report" on page 28.

ABC - Operational Status History Report

This report displays a batch run history for ABC ETL job streams during a specified period. The report shows run-time duration, status, and error frequency.

Tasks

Display the batch run history for ABC ETL job streams during a specified period

1. In the DWH Status page, click the **Select page** arrow and select **DWH Status Page** > **ABC-Op. Status History**.

2. In the Prompts dialog box, enter the number of days for the batch history.

3. Click **Run Query**.

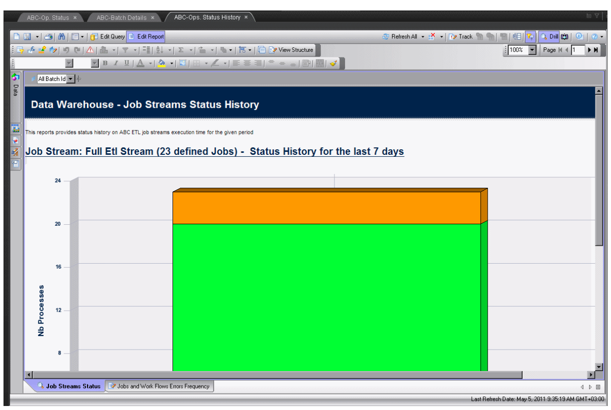
   The ABC - Operational Status History report is one of three reports displayed in the DWH main page.

4. Click the relevant tab (**Job Stream Status History** tab or **Job and Work flows Errors Frequency** tab).

UI Description

Job Stream Status History tab

Displays the status history of ABC job streams and process.



Status Values:

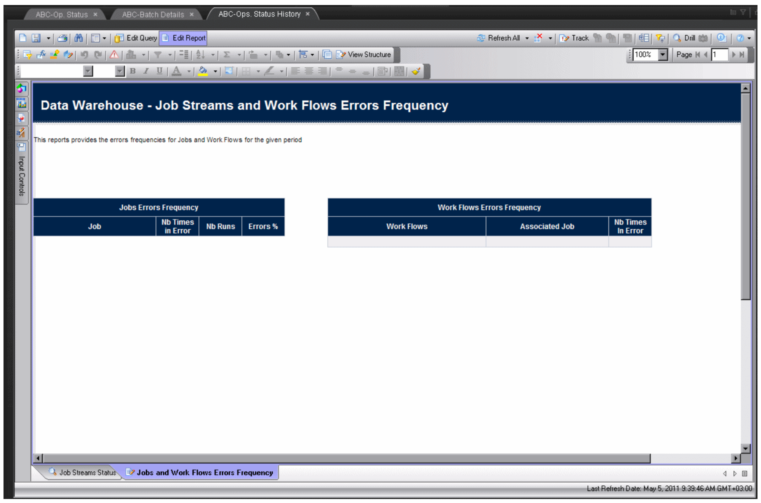
- **Success (Green):** The number of jobs with no error condition or inconsistency detected.

- **Warning (Orange):** The number of jobs where a minor error condition exists, although there are no data inconsistencies or corruption detected, and, there is no loss of data.

- **Error (Red):** The number of jobs with a critical error status.
- **Max Time Exceeded (Pink):** Number of jobs that exceed max execution time.
- **Remaining:** Number of jobs that are waiting to be started.

Job and Work flows Errors Frequency tab

Displays the job and workflow errors frequency, (in descending order). The reports lists only jobs and workflows that produce error conditions.



ABC - Operational Duration History Report

This report describes the duration history of job stream batches during a specified period.

Tasks

Display the duration history of job stream batches during a specified period

1. In the SAP BusinessObjects InfoView, select **Public Folders** > **DW EN Operations** > **Control Reports** > **ABC - Operational Duration History**.

2. In the Prompts dialog box, enter the relevant X and Y values in the following fields:

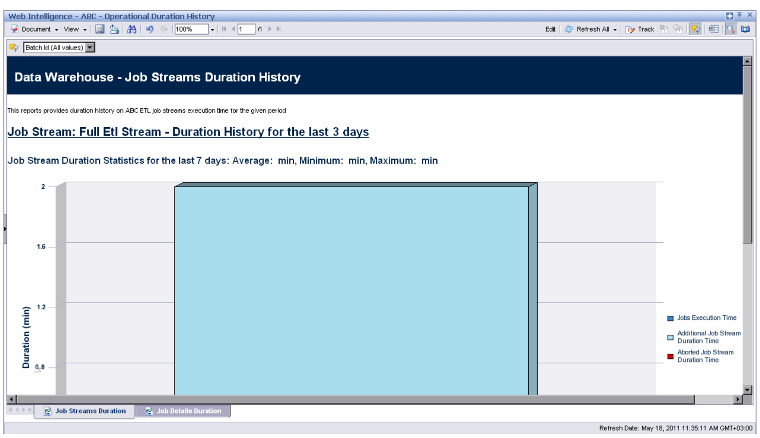
   - **Batch run history for last X days (Enter X):**

   - **Batch Statistics for last Y days (Enter Y):**

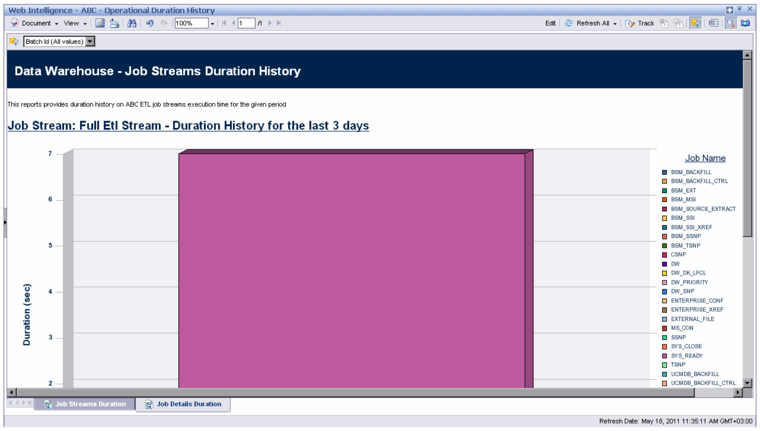
3. Click **Run Query**.

4. Click the relevant tab (**Job Streams Duration** tab or **Job Details Duration** tab).

   The **Job Streams Duration** tab displays historical job stream information. The aborted job streams are red.

   The **Job Details Duration** tab displays the amount of time consumed by individual jobs within the job stream.


Web Intelligence - ABC - Operational Duration History
Data Warehouse - Job Streams Duration History
This reports provides duration history on ABC ETL job streams execution time for the given period
Job Stream: Full Etl Stream - Duration History for the last 3 days
Duration (sec)
Job Name
BSM_BACKFILL
BSM_BACKFILL_CTRL
BSM_EXT
BSM_MSI
BSM_SOURCE_EXTRACT
BSM_SSI
BSM_SSI_XREF
BSM_SSNP
BSM_TSNP
CSNP
DW
DW_DK_LFCL
DW_PRIORITY
DW_SNP
ENTERPRISE_CONF
ENTERPRISE_XREF
EXTERNAL_FILE
MS_CON
SSNP
SYS_CLOSE
SYS_READY
TSNP
UCMDB_BACKFILL
UCMDB_BACKFILL_CTRL
Job Streams Duration
Job Details Duration
Refresh Date: May 18, 2011 11:35:11 AM GMT+03:00

ABC - Model Definitions Report

The ABC Model Definitions report displays the executable catalogs to be processed by ABC.

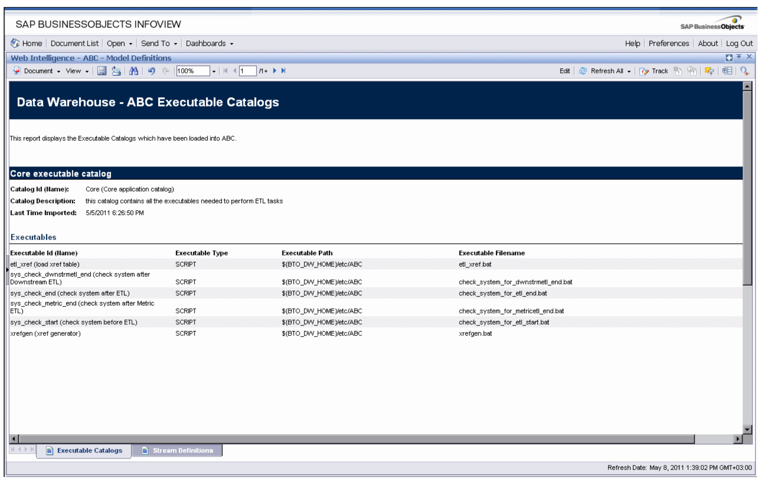
Tasks

Display the executable catalogs to be processed by ABC

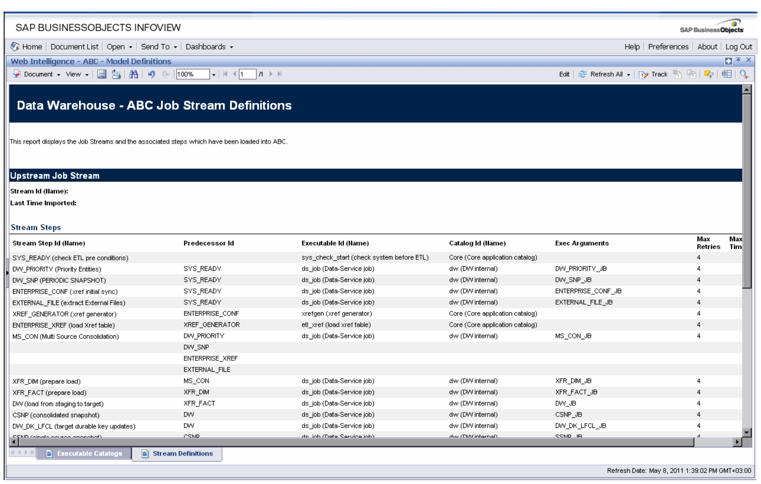
1. In the SAP BusinessObjects InfoView, select **Public Folders** > **DW EN Operations** > **Control Reports** > **ABC - Model Definitions.**.

2. Click the relevant tab (**Executable Catalogs** tab or **Stream Definitions** tab).

   The **Executable Catalogs** tab displays the executable catalogs that have been loaded into ABC.



   The **Stream Definitions** tab displays the Job Streams and the associated steps that have been loaded into ABC.



ABC - Job Details Report

The ABC Job Details report displays operation information, such as the Stream Step ID and workflow information.

Tasks

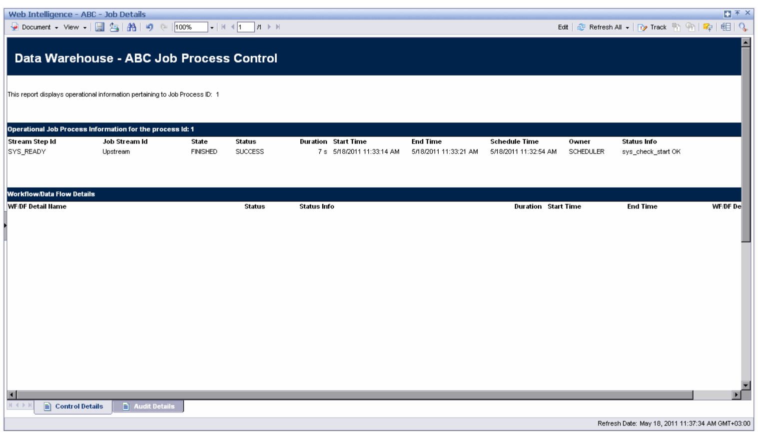
Display the executable catalogs to be processed by ABC

1. In the SAP BusinessObjects InfoView, select **Public Folders** > **DW EN Operations** > **Control Reports** > **ABC - Job Details**.

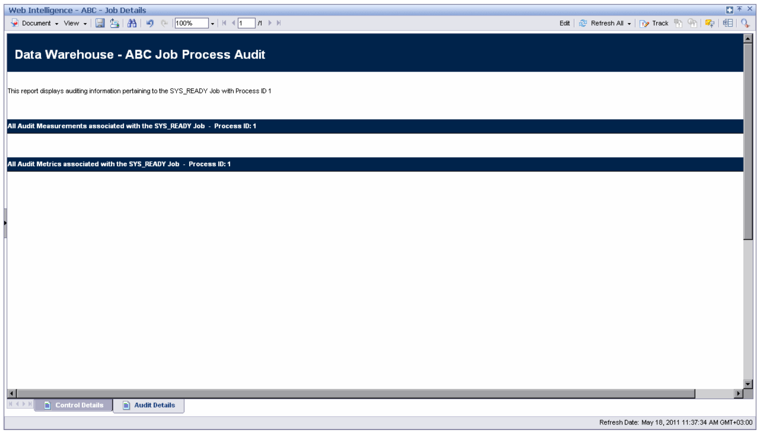
2. In the Prompts dialog box, select one or more **Process Ids** from the left list box or enter a **Process Id** value and click **Search**. Click the **Right arrow** to move it into the **Enter the Process ID** list.

3. Click the relevant tab (**Control Details** tab or **Audit Details** tab).

   The **Control Details** tab displays operational information related to job process IDs.



   The **Stream Definitions** tab displays audit information related to specific jobs. For details, see "ABC - Batch Details Report" on page 30.


Web Intelligence - ABC - Job Details
Document
View
100%
Edit
Refresh All
Track
Data Warehouse - ABC Job Process Audit
This report displays auditing information pertaining to the SYS_READY Job with Process ID 1
All Audit Measurements associated with the SYS_READY Job - Process ID: 1
All Audit Metrics associated with the SYS_READY Job - Process ID: 1
Control Details
Audit Details
Refresh Date: May 18, 2011 11:37:34 AM GMT+03:00

ABC - Batch Details Report

This report displays control information for a batch job. It reports the defined Upstream and allocationmetric (for FPA) job streams.

Tasks

Display the control information for a batch job

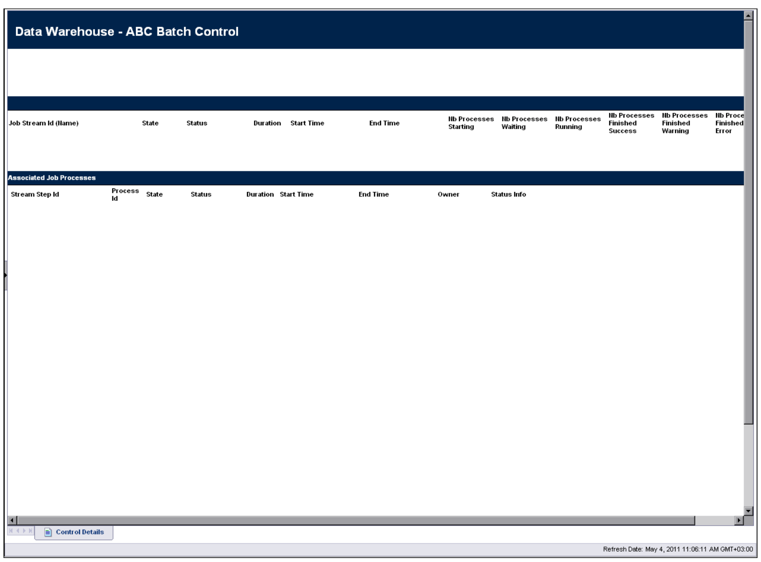
1. In the DWH Status page, click the **Select page** arrow and select **DWH Status Page**>**ABC-Batch Details**.

2. In the Prompts dialog box, select one or more **Batch Ids** from the left list box or enter an **Batch Id** value and click  **Search**. Click the **Right arrow** to move it into the **Select Batch Id** list.

3. Click **Run Query**.

   The ABC - Batch Details Report is one of three reports displayed in the DWH main page.

4. The **ABC Batch Control** tab displays the various batch jobs.



5. Click the relevant value in the **Process ID** column and the ABC Job Process Audit opens to display all audit measures and metrics associated with that Process ID.

   For details, see "ABC - Job Details Report" on page 28.

Data Model Reports

DWH Data Model reports provide:

- An overview of the current status of the DWH configuration.
- Detailed model definition descriptions.
- Generated schema descriptions.

The typical user of the Data Model reports is the DWH administrator, developer, or anyone interested in gathering information about the current state of the data warehouse.

The following Data Model reports are available:

View the Fact and Dimension Data Model

This query produces a complete view of extraction path for every fact and dimension entity. Run this report after you deploy a new application. It is the entry point for all data model reports. The links in the report enable you to link to reports that provide more detail.

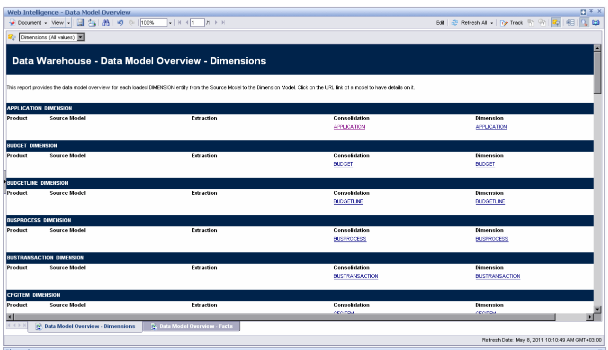
Tasks

Display the dimension data model for the specific entities

1. In the SAP BusinessObjects InfoView, select **Public Folders** > **DW EN Administration** > **Data Model Reports** > **Data Model Overview**.

2. Select the **Data Model Overview - Dimensions** tab.

   The **Data Model Overview - Dimensions** tab displays the dimension data model for the specific entities when extracted from multiple sources and consolidated into a target dimension.

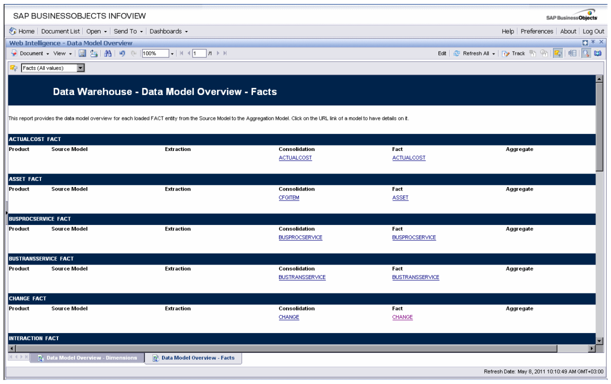
   

Display the data model for overview for each loaded FACT entity

1. In the SAP BusinessObjects InfoView, select **Public Folders** > **DW EN Administration** > **Data Model Reports** > **Data Model Overview**.

2. Select the **Data Model Overview - Facts** tab.

   The **Data Model Overview - Facts** tab displays the data model overview for each loaded FACT entity from the Source Model to the Aggregation Model.


SAP BUSINESSOBJECTS INFOVIEW
SAP BusinessObjects
Home | Document List | Open | Send To | Dashboards
Help | Preferences | About | Log Out
Web Intelligence - Data Model Overview
Document View 100% 1 /1
Edit Refresh All Track
Facts (All values)
Data Warehouse - Data Model Overview - Facts
This report provides the data model overview for each loaded FACT entity from the Source Model to the Aggregation Model. Click on the URL link of a model to have details on it.
ACTUALCOST FACT
Product Source Model Extraction Consolidation Fact Aggregate
ACTUALCOST ACTUALCOST
ASSET FACT
Product Source Model Extraction Consolidation Fact Aggregate
CFGITEM ASSET
BUSPROCSERVICE FACT
Product Source Model Extraction Consolidation Fact Aggregate
BUSPROCSERVICE BUSPROCSERVICE
BUSTRANSSERVICE FACT
Product Source Model Extraction Consolidation Fact Aggregate
BUSTRANSSERVICE BUSTRANSSERVICE
CHANGE FACT
Product Source Model Extraction Consolidation Fact Aggregate
CHANGE CHANGE
INTERACTION FACT
Data Model Overview - Dimensions
Data Model Overview - Facts
Refresh Date: May 8, 2011 10:10:49 AM GMT+03:00

Extraction Model Details

The report shows the details for a selected extraction model.

Tasks

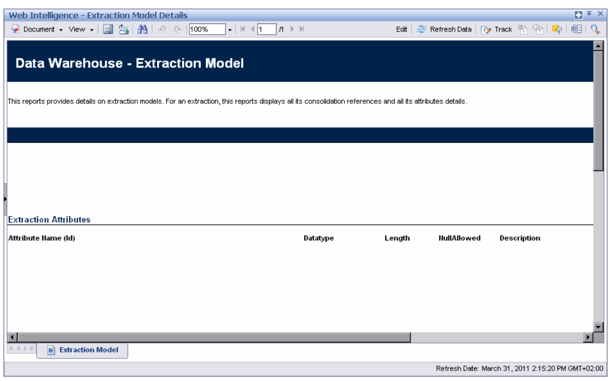
Display the details for a selected extraction model

1. In the SAP BusinessObjects InfoView, select **Public Folders** > **DW EN Administration** > **Data Model Reports** > **Extraction Model Details**.

2. In the Prompts dialog box, select one or more **Extraction Ids** from the left list box or enter an **Extraction Id** value and click  **Search**. Click the **Right arrow** to move it into the **Select Extraction Model** list.

3. Click **Run Query**.

   The Extraction Model tab displays details about the aggregated measures.



Consolidation Model Details Report

This report provides details on consolidation models.

Consolidation Model Details shows the final attributes for the selected entity, including the data type, length, and whether null values are permitted.

Tasks

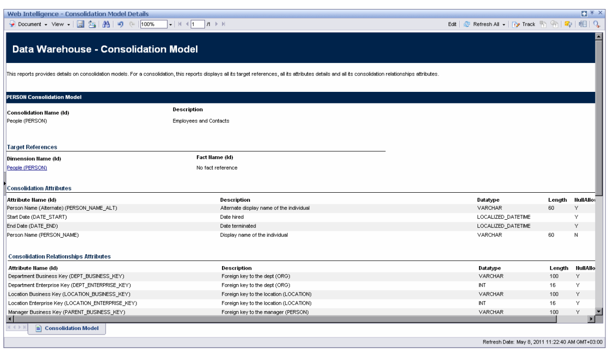
Display the consolidation model details:

1. In the SAP BusinessObjects InfoView, select **Public Folders** > **DW EN Administration** > **Data Model Reports** > **Consolidation Model Details**.

2. In the Prompts dialog box, select one or more **Consolidation Ids** from the left list box or enter a **Consolidation Id** value and click  **Search**.Click the **Right arrow** to move it into the **Select Consolidation Model** list. For example, select **PERSON**.

3. Click **Run Query**.

   The Consolidation Model tab displays all its target references, attributes details, and consolidation relationship attributes.



Dimension Model Details

When you select a dimension, the Dimension Model Details report displays the dimension attributes, hierarchies, and associated dimensions.

Tasks

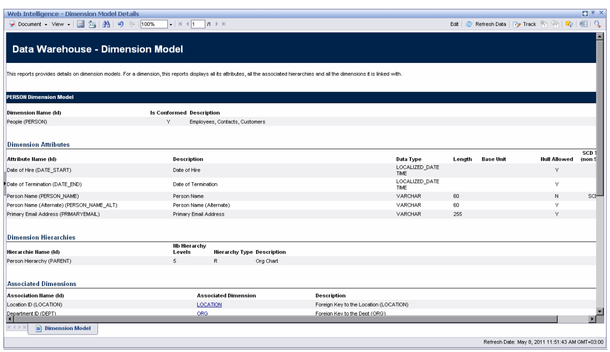
Display the dimension model details:

1. In the SAP BusinessObjects InfoView, select **Public Folders** > **DW EN Administration** > **Data Model Reports** > **Dimension Model Details**.

2. In the Prompts dialog box, select one or more **Dimension Ids** from the left list box or enter an **Dimension Id** value and click **Search**. Click the **Right arrow** to move it into the **Select Dimension Model** list. For example, select **PERSON**.

3. Click **Run Query**.

   The Data Model Overview - Dimensions tab provides details on dimension models. Displays all its attributes, associated hierarchies, and all of the dimensions it is linked with.



Fact Model Report

The report shows the details for a selected fact model.

Tasks

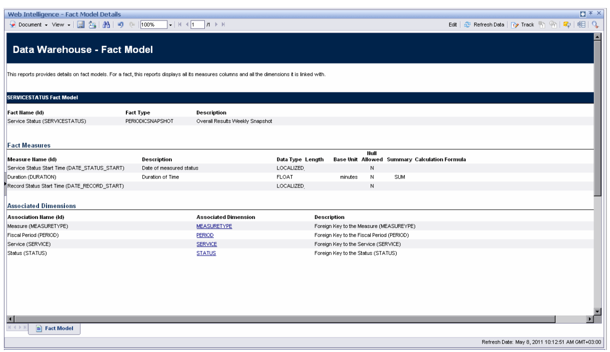
Display the fact model details:

1. In the SAP BusinessObjects InfoView, select **Public Folders** > **DW EN Administration** > **Data Model Reports** > **Fact Model Details.**

2. In the Prompts dialog box, select one or more **Fact Ids** from the left list box or enter an **Fact Id** value and click  **Search**.Click the **Right arrow** to move it into the **Select Fact Model** list. For example, select **SERVICESTATUS**.

3. Click **Run Query**.

   The Fact Model tab displays fact measures and the dimensions they are linked to.



Source Model Details

This report provides details on Data Source models as well as Data Source mapping details.

Tasks

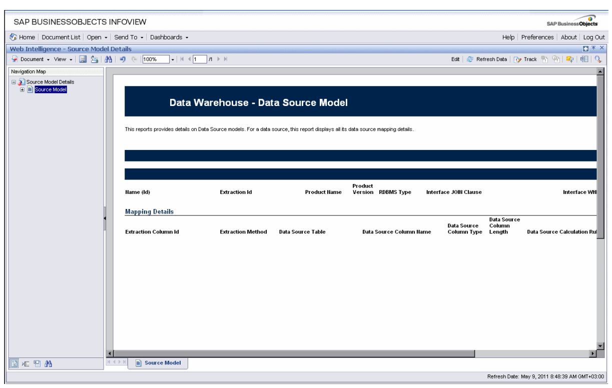
Display the source model details:

1. In the SAP BusinessObjects InfoView, select **Public Folders** > **DW EN Administration** > **Data Model Reports** > **Source Model Details.**

2. In the Prompts dialog box, select one or more **Source Model Ids** from the left list box or enter an **Source Model Id** value and click  **Search**.Click the **Right arrow** to move it into the **Select Source Model** list.

3. Click **Run Query**.

   The Source Model tab displays the data source model details.



Aggregation Model Details Report

This report shows aggregation model details in a summary format that is organized by aggregate details.

Tasks

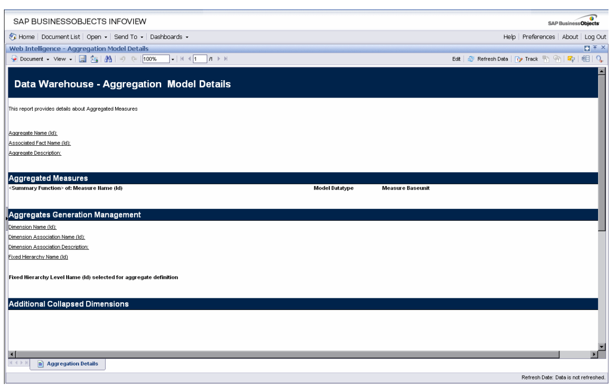
Display the aggregation model details

1. In the SAP BusinessObjects InfoView, select **Public Folders** > **DW EN Administration** > **Data Model Reports** > **Aggregation Model Details**.

2. In the Prompts dialog box, select one or more **Aggregate Ids** from the left list box or enter an **Aggregate Id** value and click **Search**. Click the **Right arrow** to move it into the **Select Aggregation Model** list.

3. Click **Run Query**.

   The Aggregation Details tab displays details about the aggregated measures.



Platform Physical Schemas

This report enables you to diagnose whether the ETL staging or target models are aligned with the metadata.

To access:

In the SAP BusinessObjects InfoView, select **Public Folders** > **DW EN Administration** > **Data Model Reports** > **Platform Physical Schemas**.

The Platform Physical Schemas report has five information tabs:

- **Data Integration Interface (DII).** Shows connection information for the data sources and status of the generated views.
- **Staging Source - Extract Identity.** For each data source, shows the status of the extraction process, including the number of extraction tables created and defined.
- **Staging Source - Consolidation.** Shows the status of the consolidation tables by application.
- **Staging Target.** Shows the status of the data warehouse target staging tables organized by application.
- **DW Target.** Shows the status of the target data warehouse tables and views.

Learn More

This report may take some time to load.

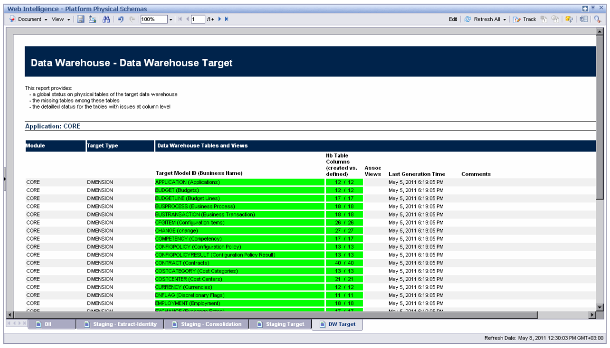
In the tabs, red and green color cues help you locate problems and issues quickly. Run this report after you deploy a new application. An HP Support engineer can diagnose the platform state after a model customization.

UI Description

DII tab

This report displays:

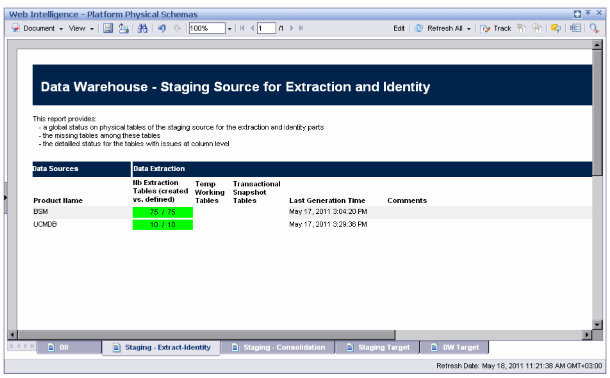
- Global status of the SQL script generation process for DII database views.
- Detailed information about any error condition that might have been detected during the generation process.



Note: This tab is not relevant for non database data sources, for example, BSM and uCMDB.

Staging Extract Identity- tab

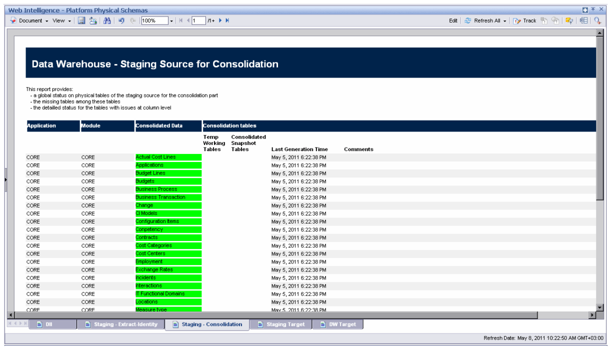
Displays the number of extraction tables created and defined for each data source and whether table errors occurred during the ETL process.



Staging - Consolidation tab

This report displays:

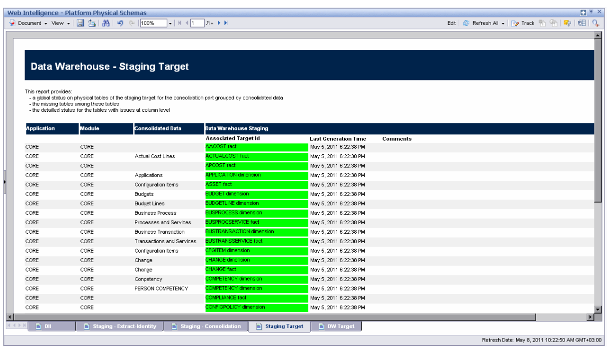
- Global status on physical tables of the staging source for the consolidation part.
- The missing tables among these.
- The number of extraction tables created and defined for each data source and whether table errors occurred during the ETL process.



Staging - Target tab

This report displays

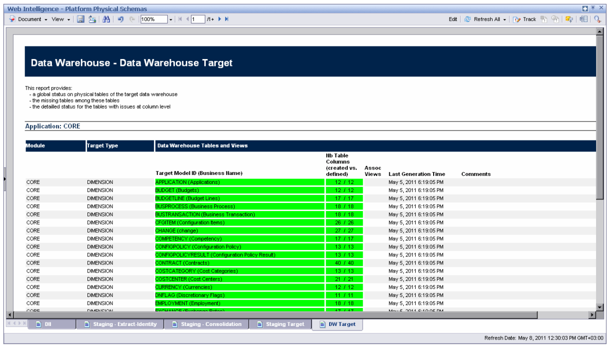
- Status of the ETL staging tables.
- The missing tables among these.
- The detailed status for the tables with issues at column level.



DW Target tab

This report displays:

- Global status on physical tables of the target data warehouse.
- The missing tables among these.
- The detailed status of the tables with issues at column level.


Web Intelligence - Platform Physical Schemas
Document View
Edit Refresh All Track
Data Warehouse - Data Warehouse Target
This report provides:
- a global status on physical tables of the target data warehouse
- the missing tables among these tables
- the detailled status for the tables with issues at column level
Application: CORE
Module
Target Type
Data Warehouse Tables and Views
Target Model ID (Business Name)
Nb Table Columns (created vs. defined)
Assoc Views
Last Generation Time
Comments
CORE DIMENSION APPLICATION (Applications) 12 / 12 May 5, 2011 6:19:05 PM
CORE DIMENSION BUDGET (Budgets) 12 / 12 May 5, 2011 6:19:05 PM
CORE DIMENSION BUDGETLINE (Budget Lines) 17 / 17 May 5, 2011 6:19:05 PM
CORE DIMENSION BUSPROCESS (Business Process) 18 / 18 May 5, 2011 6:19:05 PM
CORE DIMENSION BUSTRANSACTION (Business Transaction) 18 / 18 May 5, 2011 6:19:05 PM
CORE DIMENSION CFGITEM (Configuration Items) 26 / 26 May 5, 2011 6:19:05 PM
CORE DIMENSION CHANGE (change) 27 / 27 May 5, 2011 6:19:05 PM
CORE DIMENSION COMPETENCY (Competency) 17 / 17 May 5, 2011 6:19:05 PM
CORE DIMENSION CONFIGPOLICY (Configuration Policy) 13 / 13 May 5, 2011 6:19:05 PM
CORE DIMENSION CONFIGPOLICYRESULT (Configuration Policy Result) 13 / 13 May 5, 2011 6:19:05 PM
CORE DIMENSION CONTRACT (Contracts) 40 / 40 May 5, 2011 6:19:05 PM
CORE DIMENSION COSTCATEGORY (Cost Categories) 13 / 13 May 5, 2011 6:19:05 PM
CORE DIMENSION COSTCENTER (Cost Centers) 21 / 21 May 5, 2011 6:19:05 PM
CORE DIMENSION CURRENCY (Currencies) 12 / 12 May 5, 2011 6:19:05 PM
CORE DIMENSION DNFLAG (Discretionary Flags) 11 / 11 May 5, 2011 6:19:05 PM
CORE DIMENSION EMPLOYMENT (Employment) 18 / 18 May 5, 2011 6:19:05 PM
DII
Staging - Extract-Identity
Staging - Consolidation
Staging Target
DW Target
Refresh Date: May 8, 2011 12:30:03 PM GMT+03:00

Financial Performance Reports

You can view the financial performance of your organization in the following pages in Dashboard.

You can also add these reports in the Web Intelligence Report Viewer component and to the Web Intelligence Static Report Component Viewer or Web Intelligence Report Viewer components in the Dashboard. For details, see The Web Intelligence Static Report Viewer Component and The Web Intelligence Report Viewer Component in the *Business Analyst Guide*.

This section includes:

Cost Distribution Overview Page

The Cost Distribution Overview page in the Dashboard provides an organization's CIO, IT Financial Manager, IT Financial Analyst, and IT Manager with a view of how their business services, organizations, customers, and programs are doing from the perspective of staying within their defined financial Plan of Record (PoR).

The page displays actual versus planned performance for customers, IT organizations, business services, and programs, and cost categories that have the highest positive variance.

Use the page to help answer business questions such as these:

- What is the actual versus planned cost for the customers, IT organizations, business services, programs, and projects with the biggest budgets?
- What customers, IT organizations, business services, programs, and projects have the highest positive cost variance?
- How accurate is our planning?
- In what areas were expenses greater than anticipated?
- What are the capitalized expenses compared to the operational expenses (CapEx or OpEx)?
- What are the discretionary expenses compared to the non-discretionary expenses?

The data source is HP Asset Manager and HP Project and Portfolio Management.

To access:

In the Dashboard, click the **Cost Distribution Overview** tab, if it is displayed, or click the **Page Gallery** button in the Dashboard toolbar, and drag the **Cost Distribution Overview** page outside the **Page Gallery** box, and close the box.

Learn More

- The interactive dashboard dynamically updates the charts when you choose a business service, organization, program, or customer, change the option to view monthly or quarterly costs, drill down to get more details, or select a Program, Operation, Supplier, or Cost Category tab.
- The Financial Planning and Analysis data is gathered from the relevant data sources (HP Project and Portfolio Management and HP Asset Manager) and calculated according to the KPIs related to the FinancialManagement Context (universe). These KPIs have KPI Breakdowns for the Business Service, Organization, Customer, and Program dimension. These KPI Breakdowns are used to provide information about the Business Services, Organization, Customers, and Programs in the Cost Distribution Overview page in the Dashboard.
- The Cost Distribution Overview page in the Dashboard includes three tiers containing financial components. The first tier displays a high level view of the data for the selected year. The second tier is a monthly drill down of the first tier. The third tier shows charts and tables that provide a more detailed view of the data.

Tasks

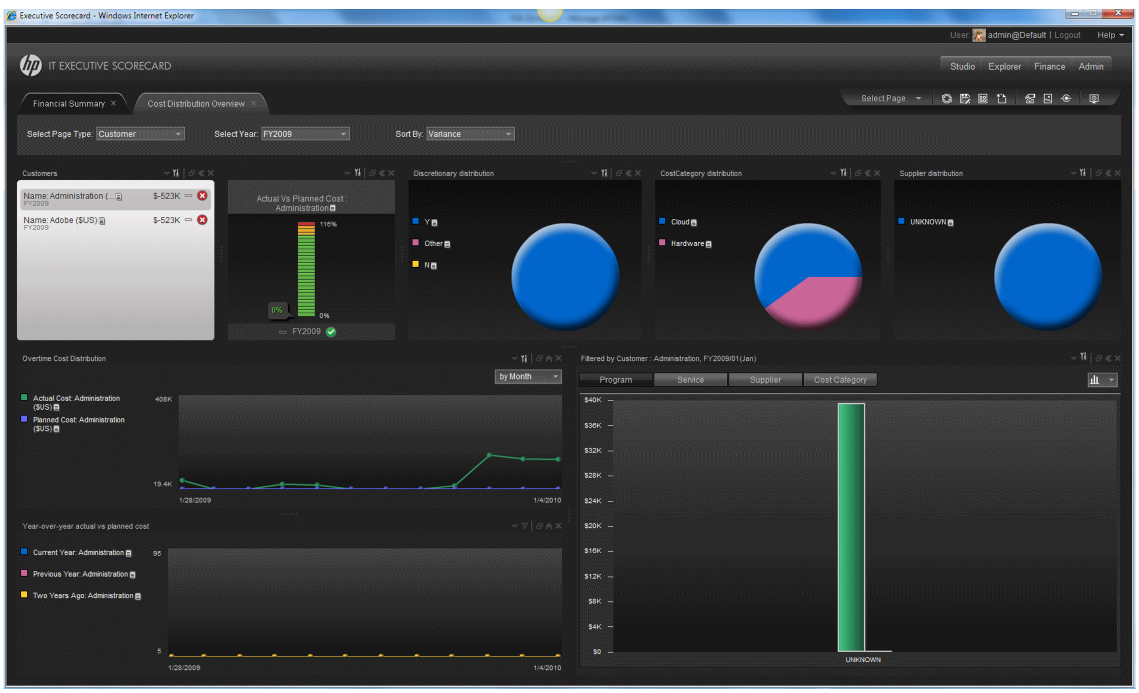
View the Cost Distribution Overview report in the relevant Dashboard page. For details, see To access.

UI Description

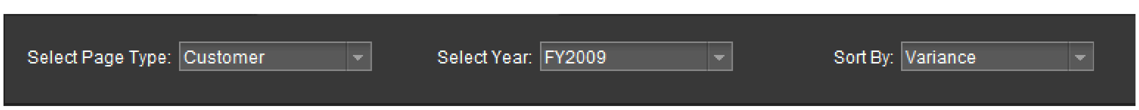
Cost Distribution Overview Page

This page provides an organization's CIO, IT Financial Manager, IT Financial Analyst, or IT Manager with a financial overview of the Business Services, Organizations, Programs, or Customers from the perspective of staying between its defined Financial Plan of Record (PoR).

Tip: The Dashboard reports display data based on the default allocation scenario (the scenario that is assigned the Affects Dashboard option). Before a scenario is assigned the option, or after the option has been removed from the current default scenario (meaning that there is no default scenario), the Dashboard reports display data that is based on raw data obtained from Data Warehouse.



<Page Filter>



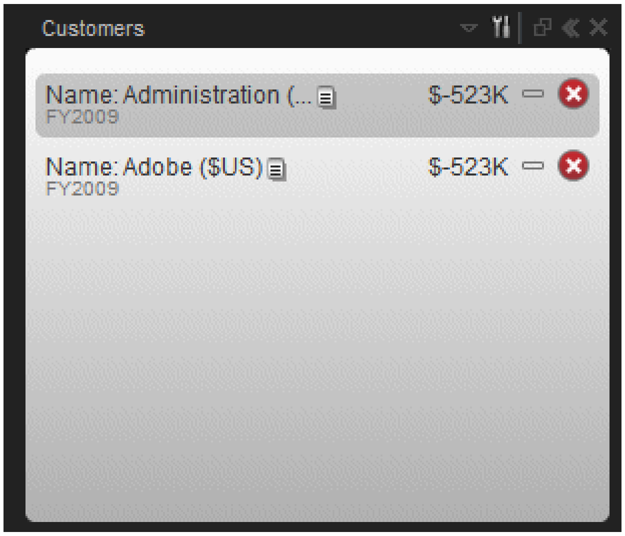
User interface elements are described below (when relevant, unlabeled elements are shown in angle brackets):

UI Element	Description
Select Page Type	Select one of the following types.This can be: • **Business Service** • **Organization** • **Program** • **Customer** When you select one item, the data in the page represents the distribution of cost per Business Service, Organization, Program, or Customer. The data in the page is refreshed in each one of the displayed components each time you select a different item in the Select Page Type field.
Select Year	Select the fiscal year for which you want to see data. Lists the past two years and the current year. The data in the page is refreshed in each one of the displayed components each time you select a different item in the Select Year field.
Sort By	Select how to sort the information by highest planned costs. The drop down options determine the order of the list: • **Plan.** Lists the business services, organizations, programs, or customers, by plan. • **Variance.** Lists the business services, organizations, programs, or customers, by the business services, operations, programs, or customers, that are most over-budget. • **Name.** Lists the business services, organizations, programs, or customers, by alphabetical order. This is case-sensitive, meaning that all uppercase terms appear first. For example, APAC precedes Administration. The data in the page is refreshed in each one of the displayed components each time you select a different item in the **Sort By** field. When you select **Sort By Plan**, the data that is displayed in the first tier of the Financial Summary report is provided by the Planned Cost Allocation in the Allocations. The data in the rest of the report is provided by both the Planned and Actual Cost Allocations in the Allocations. When you select **Sort By Variance** or **Sort By Name**, the data that is displayed in the first tier of the Financial Summary report is provided by the Actual Cost Allocation in the Allocations. The data in the rest of the report is provided by both the Planned and Actual Cost Allocations in the Allocations. For details about allocations, see Define an Allocation Scenario.

Business Services/Organizations/Programs/Customers

This component shows a list of all the business services, organizations, programs, or customers in your enterprise, corresponding to the selected page type, available in the selected fiscal year, and sorted according to the selected sort type in the page filter.

When you select an element in this component, the data in the rest of the page is refreshed in each one of the other components displayed on the page.



User interface elements are described below (when relevant, unlabeled elements are shown in angle brackets):

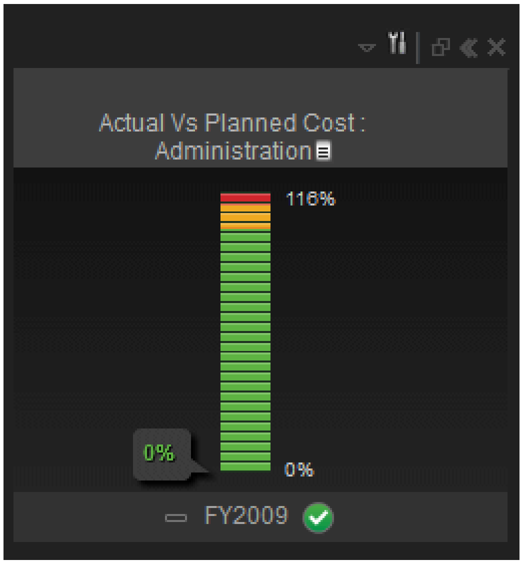
UI Element	Description
<Element>	• The name of the element. The business services, organizations, programs, or customers correspond to KPIs. • The value of the element for the selected fiscal year. • (or when a new annotation has been added to the element) Move the cursor above the icon to display the element tooltip that provides detailed information about the element and access to the Explorer tab in the context of the element. For details, see Display More Information About a Specific Objective or KPI in the *Business Analyst Guide*. The trend icon that indicates the trend of the element over the selected year. The colors preceding the element identify the state of the plan: • indicates that the actual cost is within 100% of the plan. • indicates that the actual cost is between 100 - 110% of the plan. • indicates that the actual cost is over 110% of the plan. The items that are listed (services, organizations, programs and customers) are the items that were selected as target values in the current allocation scenario. For details, see Allocation Management.

Actual Cost Vs Planned Cost

The component displays the total IT planned costs versus actual costs for the selected date and the selected business service, organization, program, or customer.

The chart can help answer the following business questions:

- Is the business service, organization, program, or customer staying within the PoR?
- How much spending does the business service, organization, program, or customer have left in the PoR?



User interface elements are described below (when relevant, unlabeled elements are shown in angle brackets):

UI Element	Description

<KPI>	The business services, organizations, programs, or customers correspond to KPIs.
	
	The chart displays:
	
	• Above the bar, the name of the selected Business Service, Organization, Program, or Customer selected in the **Business Service/Organization/Program/Customer List** component. Double-click the title to open the Explorer tab filtered for the selected KPI. For details, see Explorer in the *Business Analyst Guide*.
	
	• (or when a new annotation has been added to the business service, organization, program, or customer). Move the cursor above the icon to display the business service, organization, program, or customer tooltip that provides detailed information about the item and access to the Explorer page in the context of the item. For details, see Explorer in the *Administrator Guide*.
	
	• The vertical scale lists the percentage of planned versus actual cost:
	  ▪ **(green)** Actual costs within 100% of the plan are green.
	  ▪ **(yellow)** Actual costs between 100 - 110% are yellow.
	  ▪ **(red)** Actual costs over 110% are red.
	
	• The value (percentage) at the top of the colored bar represents the highest threshold value of the business service, organization, program, or customer. The value (percentage) at the bottom of the colored bar, represents the lowest threshold value of the business service, organization, program, or customer.The percentage indicates the actual cost divided by the plan cost multiplied by 100.
	
	• The colors of the small bars represent the thresholds defined for the business service, organization, program, or customer.
	
	• The arrow indicates the value of the business service, organization, program, or customer with its unit. The color of the text corresponds to the item status.
	
	• The text at the bottom of the bar indicates the display period of the business service, organization, program, or customer.
	
	• The icon to the left of the display period indicates the trend calculated over the display period.
	
	• The icon to the right of the display period indicates the status of the business service, organization, program, or customer during the display period:
	  ▪ indicates that the status is **Good**.
	  ▪ indicates that the status is **Warning**.

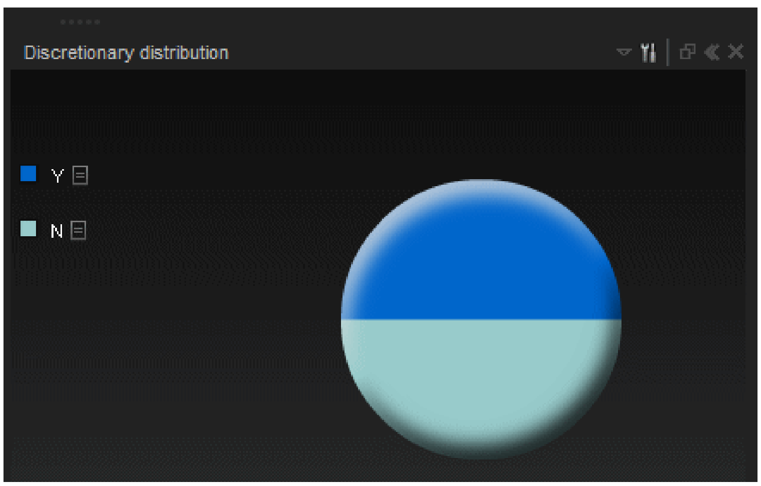
UI Element	Description
	▪ indicates that the status is **Critical**. ▪ indicates that the status was not calculated or that there was en error in the calculation.

Discretionary Distribution

The component enables you to view the distribution of your total discretionary and non-discretionary costs for the selected year.

The chart can help answer this business question:

- What percentage of the actual cost is discretionary versus non-discretionary?



UI Element	Description
<Legend>	The legend identifies which section of the pie chart shows discretionary spending, non-discretionary spending, and other spending. It includes: • The color of the slice followed by the name of the selected Business Service, Organization, Program, or Customer Breakdown, followed by the dimension (discretionary, non-discretionary, or other). Double-click the name to open the Explorer tab filtered for the selected element. For details, see View and Analyze Results in the Explorer Page in the *Business Analyst Guide*. • (or when a new annotation has been added to the KPI) Move the cursor above the icon to display the tooltip that provides detailed information about the KPI and access to the Explorer page in the context of the KPI. For details, see View and Analyze Results in the Explorer Page in the *Business Analyst Guide*.

UI Element	Description
<Pie>	Each type of spending is represented by a slice of the pie.
<Tooltip>	Move the mouse over the pie slices to display a tooltip that includes the percentage of discretionary costs and non-discretionary costs for the year-to-date.

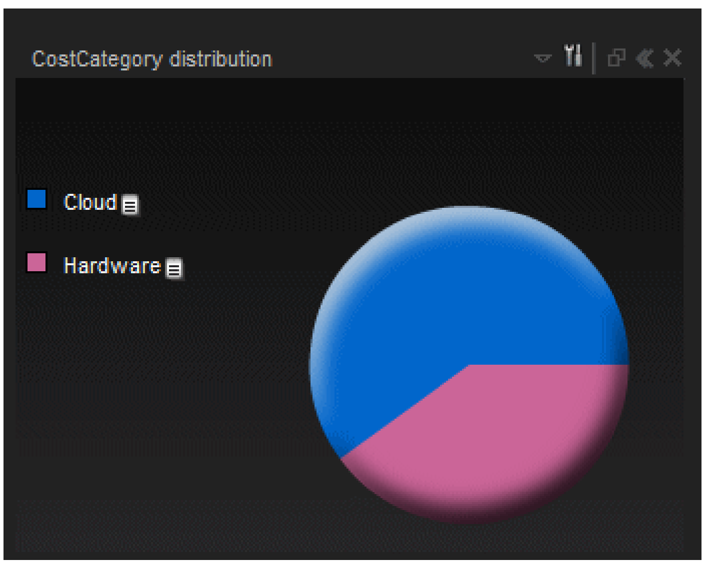
CostCategory Distribution

The component enables you to view the actual cost distribution by cost category for the selected year.

The chart can help answer these business questions:

- What is the allocation of the actual cost by category?
- Which categories account for the majority of the business service, operation, program, or customer actual cost?
- What percent of the actual cost is for all other cost categories?

The pie displays up to 6 slices, with 5 slices representing the 5 categories with the highest cost and the 6th slice representing the cost of all the other categories.



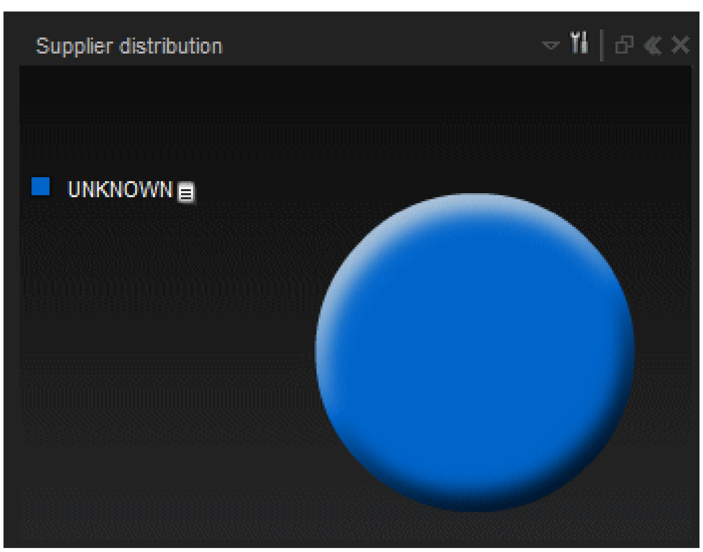
UI Element	Description
<Legend>	• The color of the slice followed by the name of the corresponding category. Double-click the name to open the Explorer tab filtered for the selected element. For details, see View and Analyze Results in the Explorer Page in the *Business Analyst Guide*. • (or when a new annotation has been added to the KPI) Move the cursor above the icon to display the tooltip that provides detailed information about the KPI and access to the Explorer page in the context of the KPI. For details, see View and Analyze Results in the Explorer Page in the *Business Analyst Guide*.
<Pie>	Each category is represented by a slice of the pie.
<Tooltip>	Move the mouse over the pie slices to display a tooltip that include detailed information about the selected item. 

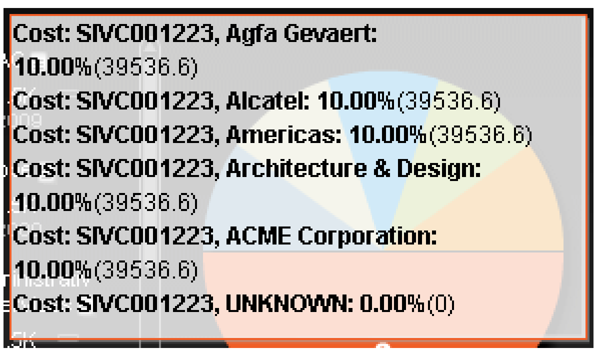
Supplier Distribution

The component enables you to view the cost distribution of the top five suppliers listed by the highest actual cost for the selected year.

The chart can help answer these business questions:

- What suppliers are consuming the majority of the actual cost?
- What percent of the actual cost is for all other suppliers?



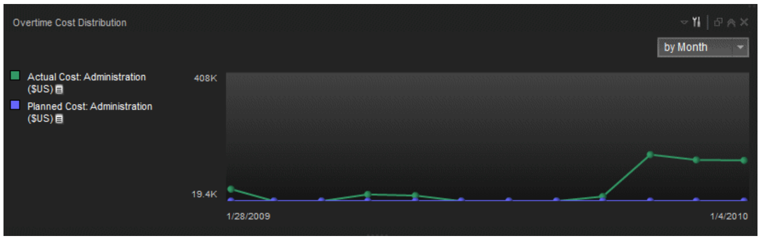
UI Element	Description
<Legend>	The legend identifies the supplier. It includes: • The color of the slice followed by the name of the corresponding supplier. Double-click the name to open the Explorer tab filtered for the selected element. For details, see View and Analyze Results in the Explorer Page in the *Business Analyst Guide*. • (or when a new annotation has been added to the supplier) Move the cursor above the icon to display the tooltip that provides detailed information about the supplier and access to the Explorer page in the context of the supplier. For details, see View and Analyze Results in the Explorer Page in the *Business Analyst Guide*.
<Pie>	The top 5 suppliers are each represented by a slice of the pie. The rest of the suppliers are represented by the bottom slice.
<Tooltip>	Move the mouse over the pie chart to view the allocation of the actual cost by supplier and identify the majority of the actual costs. The tooltip for the large bottom slice displays the percentage of actual costs for all other suppliers. 

Overtime Cost Distribution Component

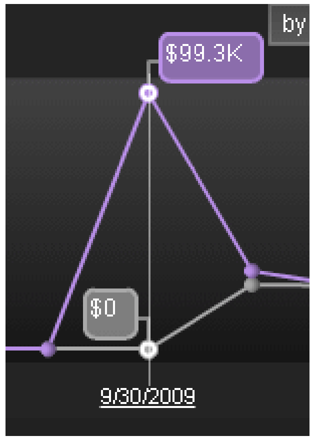
This component displays the planned cost versus the actual cost month-by-month (or quarter-by-quarter) for the selected Business Service, Organization, Program, or Customers. The chart starts with the first month of the selected fiscal year. You have the option to display the information quarterly.

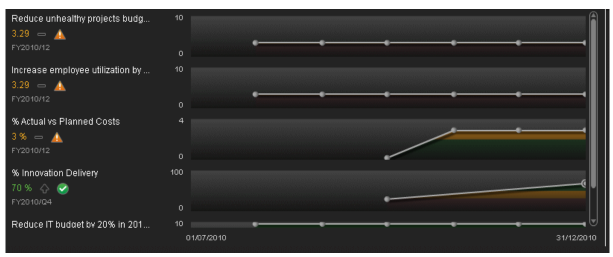
The chart can help answer the following business questions:

- How well is the business service, organization, program, or customer staying within the plan on a monthly and quarterly basis?
- When did actual spending exceed the plan?



UI Element	Description
<Legend>	The legend displays for the selected item: • The name of the selected item. • The color used to represent the type of cost in the graph. • The type of cost followed by the name of the selected item. • The unit. • (or when a new annotation has been added to the KPI) Move the cursor above the icon to display the tooltip that provides detailed information about the KPI and access to the Explorer in the context of the KPI. For details, see View and Analyze Results in the Explorer Page in the *Business Analyst Guide*. When data is not available for one or more of the KPIs, the corresponding line does not appear in the graph.
	Indicates a regular "point" corresponding to a division of the time period selected for the report. Click the relevant data-point on this graph to update data in the <Actual and Planned Cost for Programs, Organizations, Suppliers, and Cost Categories> chart for the period (month or quarter) corresponding to the data-point. Double-click the "point" to display the KPI's detailed information in the Explorer tab for the period of time defined by the "point". For details, see View and Analyze Results in the Explorer Page in the *Business Analyst Guide*.

<table>
<tr><th>UI Element</th><th>Description</th></tr>
<tr><td><Values></td><td>Hover above the relevant point in the graph to display the exact planned or actual costs at that point in time.


</td></tr>
<tr><td><Y-axis></td><td>The Y-axis displays the values of the costs in the relevant unit.


</td></tr>
<tr><td><X-axis></td><td>The X-axis displays the time frame you selected (fiscal year), split into months.</td></tr>
</table>

Year-Over-Year Actual vs Planned Cost

This component displays, for up to 3 years (current, previous, and two years ago) the year-over-year ratio of actual (spent) per month (or quarter) vs planned total cost for the fiscal year, for the selected item. The chart starts with the first month of the selected fiscal year. You have the option to display the information quarterly. This chart enables the business analyst to compare monthly/quarterly costs spending over the years.

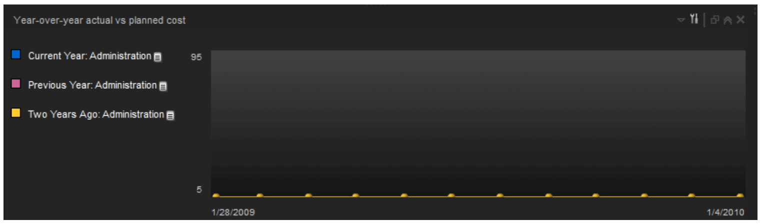
The chart can help answer the following business question:

- How well is the business service, organization, customer, or program staying within the budget based on historical spending of the budget?

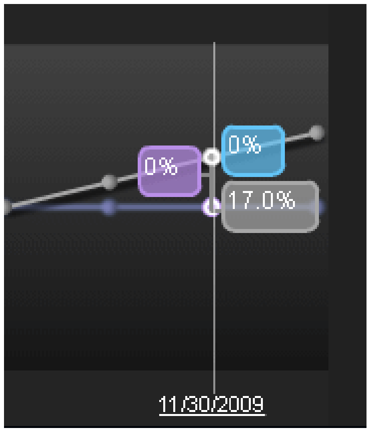
The percentage is the cumulative amount spent divided by the entire year's amount planned times 100.

Example: If the actual cost for January was 10 and 100 was planned, the percentage is 10%. If the actual cost in February was 15, the percentage displayed is 25% (the sum of January and

February divided by the year's planned amount). If 120 was spent over the year and 100 was planned, the percentage displayed will be 120%. Note that no icon will appear on the chart if data does not exist for that period.



UI Element	Description
<Legend>	The legend displays for the selected item: • The color used to represent the year in the graph. • The year. • The name of the selected item. • (or when a new annotation has been added to the KPI) Move the cursor above the icon to display the tooltip that provides detailed information about the KPI and access to the Explorer in the context of the KPI. For details, see View and Analyze Results in the Explorer Page in the *Business Analyst Guide*. When you move the mouse over a point in the graph, a tooltip displays the value of the variance at that point and the exact corresponding date.
	Indicates a regular "point" corresponding to a division of the time period selected for the report. Click the relevant data-point on this graph to update data in the <Actual and Planned Cost for Programs, Organizations, Suppliers, and Cost Categories> chart for the period (month or quarter) corresponding to the data-point. Double-click the "point" to display the KPI's detailed information in the Explorer tab for the period of time defined by the "point". For details, see View and Analyze Results in the Explorer Page in the *Business Analyst Guide*.

UI Element	Description
<Values>	Click the relevant point in the graph to displays the exact actual (spent) vs planned cost at that point in time. 
<Y-axis>	The highest amount on the vertical axis represents the maximum percentage of the budget used for a month or quarter period within the current year and previous two years.
<X-axis>	The month or the quarter.

Filtered by <context : item, time-frame>

The four tabs in this chart enable you to view actual and plan costs for the selected IT business service, organization, program, or customer for Programs, Organizations, Suppliers, and Cost Categories corresponding to the page type you selected (according to the table below). The chart or table displays information corresponding the month or quarter or the data-point you selected in the Overtime Cost Distribution Component or Year-over-Year Actual Cost Vs Planned Cost Component.

The chart can help answer these business questions:

- Where is the IT business service, organization, program, or customer spending?
- Where does actual cost exceed the plan?
- What is the state of this IT business service's programs, organizations, supplier, and cost category?

Toolbar

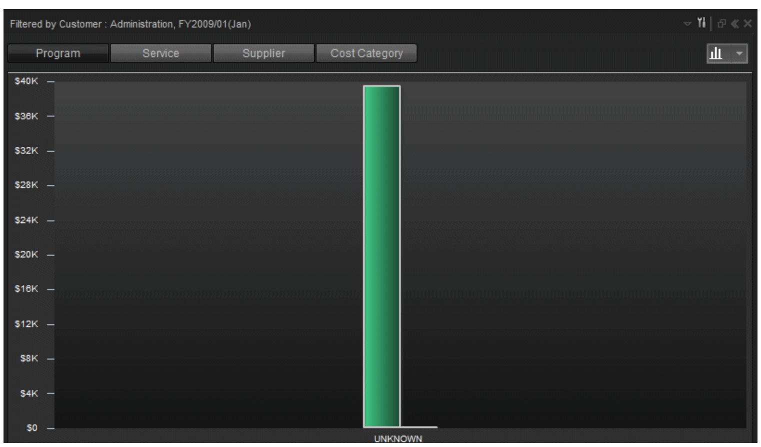
UI Element	Description
	Select the table or chart format. For details, see "Chart Format" on the next page or "Table Format" on page 61.

<table>
<tr><th>UI Element</th><th>Description</th></tr>
<tr><td><Tabs></td><td>The tabs enable you to view actual and planned costs for the selected IT business service by program, operation, supplier, or cost category.

This component is directly impacted by the selections in the page filter; depending on the page type you selected in the Select Page Type in the filter, different tabs are displayed in this component:

<table>
<tr><th>Page Type</th><th>Tabs</th></tr>
<tr><td>Business Service</td><td>Program, Organization, Supplier, Cost Category</td></tr>
<tr><td>Organization</td><td>Program, Service, Supplier, Cost Category</td></tr>
<tr><td>Program</td><td>Organization, Service, Supplier, Cost Category</td></tr>
<tr><td>Customers</td><td>Program, Service, Supplier, Cost Category</td></tr>
</table>
</td></tr>
</table>

Chart Format



UI Element	Description
<Legend>	The legend identifies the costs: • Actual costs: Green • Planned costs: Purple
<Tabs>	The tabs enable you to view actual and planned costs for the selected IT business service by program, organization, supplier, or cost category.
<Bars>	The bars display the actual and planned costs for the selected Programs, Organization, Supplier, or Cost Category.

UI Element	Description
<X-axis>	List the programs, the organizations, the suppliers, or the cost categories.
<Y-axis>	The cost in the unit of the selected item.

Table Format

Using data from the selected Program, Organization, Supplier, or Cost Category tab, the table shows the details of plan versus actual for the selected business service, organization, program, or customer area.

UI Element	Description
<Table>	The table shows the actual and plan costs of programs, organizations, supplier, or cost category. An icon to the left of each name indicates how well the business service area is staying within the PoR. • Actual costs within 100% of the plan are green. • Actual costs between 100 - 110% are yellow. • Actual costs over 110% are red. **Note:** Click any column header to sort the column by ascending or descending order.

Financial Summary Page

The Financial Summary Page in the Dashboard provides an organization's CIO, IT Financial Manager, IT Financial Analyst, and IT Manager with a view of how their business services, organizations, customers, and programs are doing from the perspective of staying within their defined financial Plan of Record (PoR).

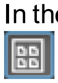
The page displays information all costs independently of their context (Business Service, Organization, Program, or Customer).

Use the page to help answer business questions such as these:

- What is the actual versus planned cost for the Business Services, Organizations, Programs, or Customers with the biggest budgets?
- How accurate is our planning?
- In what areas were expenses greater than anticipated?
- What are the capitalized expenses compared to the operational expenses (CapEx or OpEx)?
- What are the discretionary expenses compared to the non-discretionary expenses?
- What is the year over year comparison of actual versus planned costs between top 10 locations?

The data source is HP Asset Manager and HP Project and Portfolio Management.

To access:

In the Dashboard, click the **Financial Summary** tab, if it is displayed, or click the **Page Gallery**  button in the Dashboard toolbar, and drag the **Financial Summary** page outside the **Page Gallery** box, and close the box.

Learn More

- The interactive dashboard dynamically updates the charts when you select a different year, change the option to view monthly or quarterly costs, or drill down to get more details.
- The Financial Planning and Analysis data is gathered from the relevant data sources (HP Project and Portfolio Management and HP Asset Manager) and calculated according to the finance KPIs related to the FinancialManagement Context (universe). These KPIs have KPI Breakdowns. The KPI Breakdowns are used to provide overview data in the Financial Summary page in the Dashboard.
- The Financial Summary page in the Dashboard includes three tiers containing financial components. The first tier displays a high level view of the data for the selected year. The second tier is a monthly drill down of the first tier. The third tier shows charts and tables that provide a more detailed view of the data.

Tasks

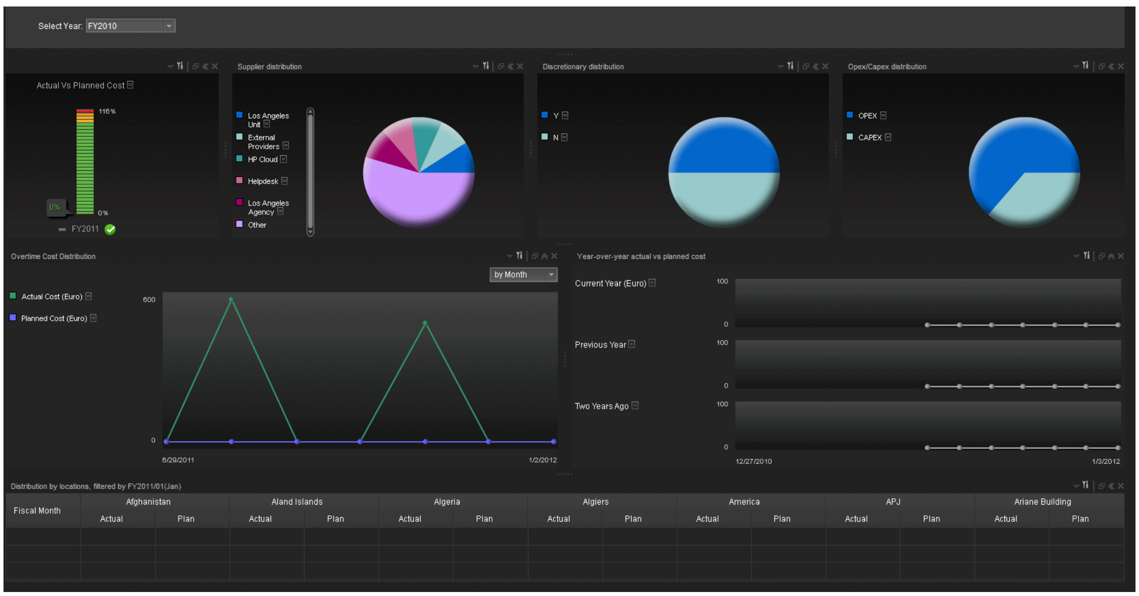
View the Financial Summary report in the relevant Dashboard page. For details, see To access.

UI Description

Financial Summary Page

This page provides an organization's CIO, IT Financial Manager, IT Financial Analyst, or IT Manager with a financial overview of the actual and planned costs per selected fiscal year from the perspective of staying between its defined Financial Plan of Record (PoR).

Tip: The Dashboard reports display data based on the default allocation scenario (the scenario that is assigned the Affects Dashboard option). Before a scenario is assigned the option, or after the option has been removed from the current default scenario (meaning that there is no default scenario), the Dashboard reports display data that is based on raw data obtained from Data Warehouse.



<Page Filter>

User interface elements are described below (when relevant, unlabeled elements are shown in angle brackets):

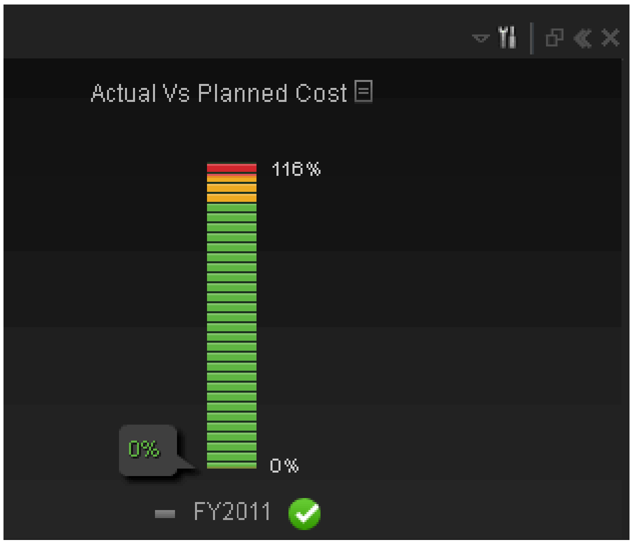
UI Element	Description

Select Year	Select the fiscal year for which you want to see data. Lists the past two years and the current year. The data in the page is refreshed in each one of the displayed components each time you select a different item in the Select Year field.

Actual Cost Vs Planned Cost

The component displays the total IT planned costs versus actual costs for the selected year.

The chart can help answer the following business question: Are the costs staying within the PoR?



User interface elements are described below (when relevant, unlabeled elements are shown in angle brackets):

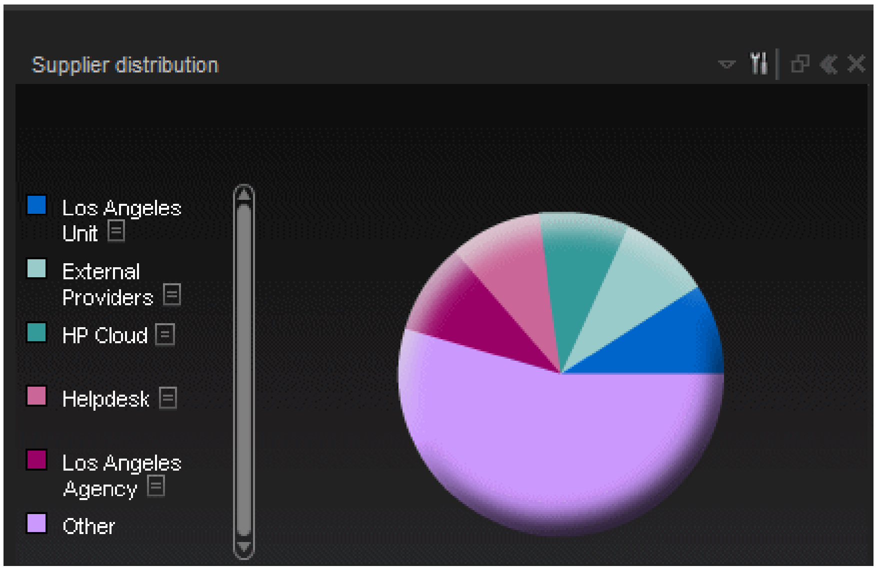
UI Element	Description
<Actual vs Planned Cost>	The total actual cost for the year divided by the total planned cost for the year. The chart displays: • (or when a new annotation has been added to the corresponding KPI). Move the cursor above the icon to display a tooltip that provides detailed information about the item and access to the Analytic tab in the context of the item. For details, see View and Analyze Results in the Explorer Page in the *Business Analyst Guide*. • The vertical scale lists the percentage of planned versus actual cost: ▪ **(green)** Actual costs within 100% of the plan are green. ▪ **(yellow)** Actual costs between 100 - 110% are yellow. ▪ **(red)** Actual costs over 110% are red. • The value (percentage) at the top of the colored bar represents the highest threshold value of the actual cost. The value (percentage) at the bottom of the colored bar, represents the lowest threshold value of the actual cost .The percentage indicates the actual cost divided by the plan cost multiplied by 100. • The colors of the small bars represent the thresholds defined for the actual cost and the planned cost. • The arrow indicates the value of the total actual cost for the year divided by the planned cost for the year. The color of the text corresponds to the item status. • The text at the bottom of the bar indicates the selected year. • The icon to the left of the display period indicates the trend calculated over the display period. • The icon to the right of the display period indicates the status of the actual cost for the year divided by the planned cost for the year: ▪ indicates that the status is **Good**(when the actual cost is less than the planned cost). ▪ indicates that the status is **Warning**. ▪ indicates that the status is **Critical**. ▪ indicates that the status was not calculated or that there was an error in the calculation.

Supplier Distribution

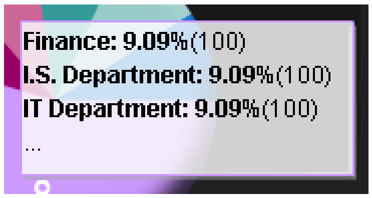
The component enables you to view the cost distribution of the top five suppliers listed by the highest actual cost for the selected year.

The chart can help answer these business questions:

- What suppliers are consuming the majority of the actual cost?
- What percent of the actual cost is for all other suppliers?



UI Element	Description
<Legend>	The legend identifies the supplier. It includes: • The color of the slice followed by the name of the corresponding supplier. Double-click the name to open the Explorer tab filtered for the selected element. For details, see View and Analyze Results in the Explorer Page in the *Business Analyst Guide*. • (or when a new annotation has been added to the supplier) Move the cursor above the icon to display the tooltip that provides detailed information about the supplier and access to the Explorer page in the context of the supplier. For details, see View and Analyze Results in the Explorer Page in the *Business Analyst Guide*.
<Pie>	The top 5 suppliers are each represented by a slice of the pie. The rest of the suppliers are represented by the bottom slice.

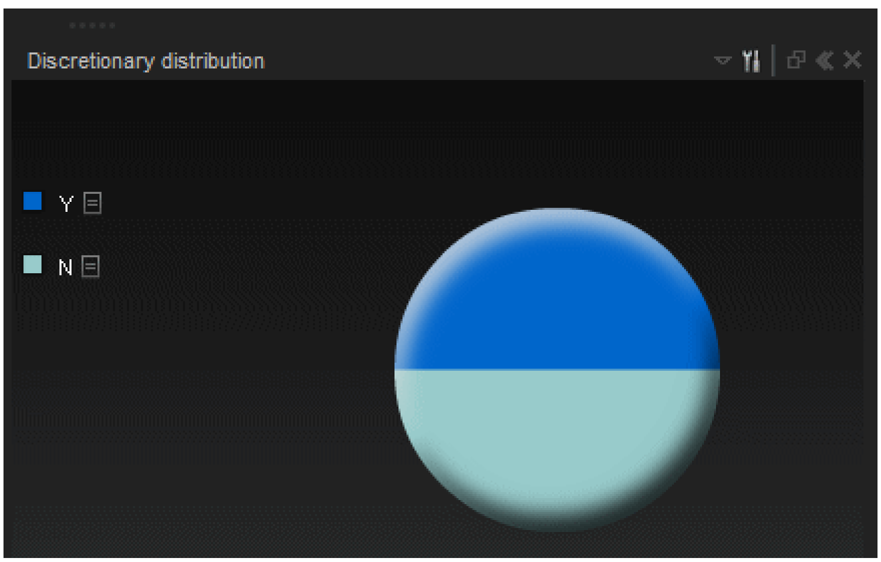
UI Element	Description
<Tooltip>	Move the mouse over the pie chart to view the allocation of the actual cost by supplier and identify the majority of the actual costs. The tooltip for the large bottom slice displays the percentage of actual costs for the other main suppliers. Three dots indicate that there are more suppliers. 

Discretionary Distribution

The component enables you to view the distribution of your total discretionary and non-discretionary costs for the selected year.

The chart can help answer this business question:

- What percentage of the actual cost is discretionary versus non-discretionary?

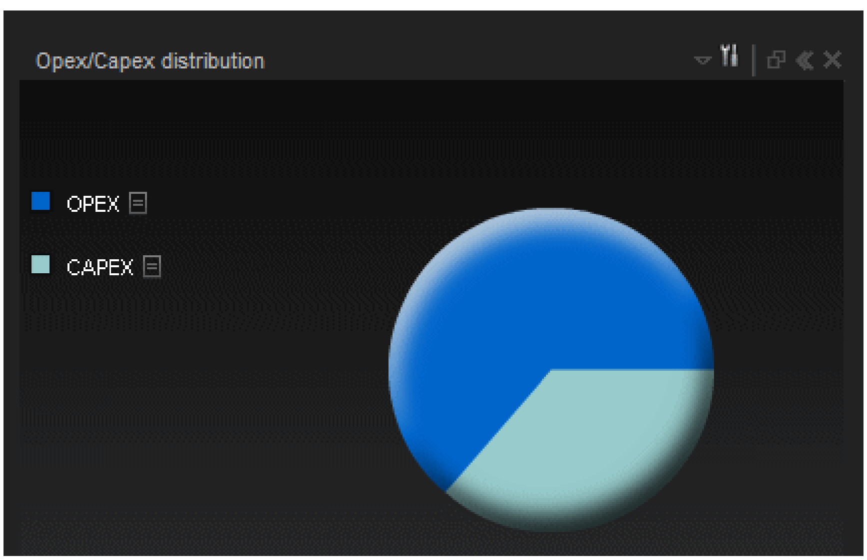


UI Element	Description
<Legend>	The legend identifies the supplier. It includes: • The color of the slice followed by the name of the corresponding supplier. Double-click the name to open the Explorer tab filtered for the selected element. For details, see View and Analyze Results in the Explorer Page in the *Business Analyst Guide*. • (or when a new annotation has been added to the supplier) Move the cursor above the icon to display the tooltip that provides detailed information about the supplier and access to the Explorer page in the context of the supplier. For details, see View and Analyze Results in the Explorer Page in the *Business Analyst Guide*.
<Pie>	Each KPI dimension is represented by a slice of the pie. One slice of the pie represents the actual discretionary costs for the year (Y), the non-discretionary costs for the year (N), and the other costs for the year (Other).
<Tooltip>	Move the mouse over the pie slices to display a tooltip that includes the percentage of discretionary costs and non-discretionary costs for the year-to-date.

Opex/Capex Distribution

The component enables you to view the opex and capex total costs for the selected year.

The chart can help answer the following business question: How much does your company spend in investments (CAPEX) and in operating costs (OPEX).



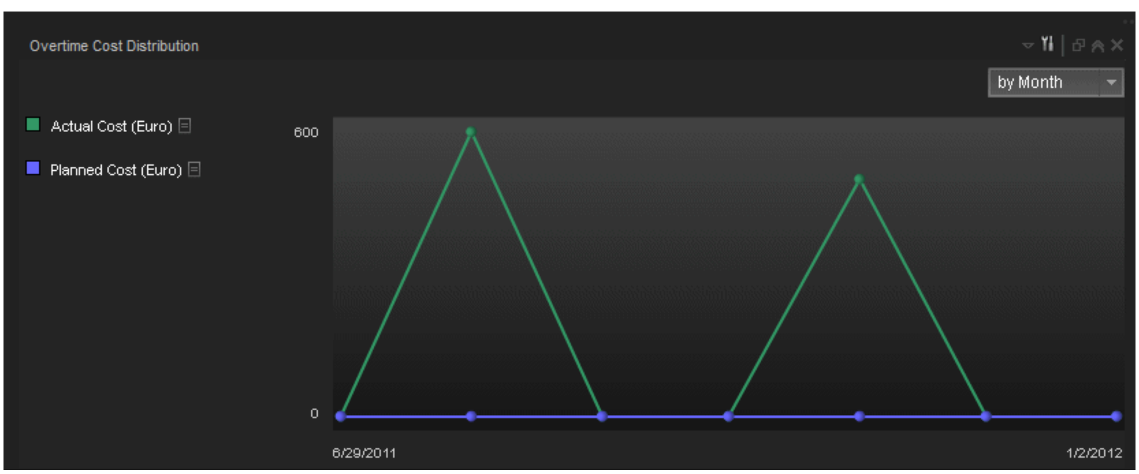
UI Element	Description
<Legend>	The legend identifies the supplier. It includes: • The color of the slice followed by the name of the corresponding supplier. Double-click the name to open the Explorer tab filtered for the selected element. For details, see View and Analyze Results in the Explorer Page in the *Business Analyst Guide*. • (or when a new annotation has been added to the supplier) Move the cursor above the icon to display the tooltip that provides detailed information about the supplier and access to the Explorer page in the context of the supplier. For details, see View and Analyze Results in the Explorer Page in the *Business Analyst Guide*.
<Pie>	One slice represents the total Opex cost for the year, the other slice represents the total Capex cost for the year.
<Tooltip>	Move the mouse over the pie slices to display a tooltip that include detailed information about the selected item.

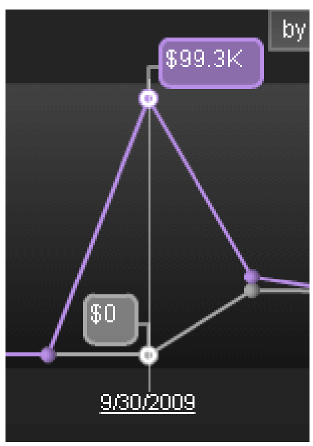
Overtime Cost Distribution Component

This component displays the planned cost versus the actual cost month-by-month (or quarter-by-quarter). The chart starts with the first month of the selected fiscal year. You have the option to display the information quarterly.

The chart can help answer the following business questions:

- How well are the planned costs staying within the plan on a monthly and quarterly basis?
- When did actual spending exceed the plan?



UI Element	Description
<Legend>	The legend displays for the selected item: • The color used to represent the type of cost in the graph. • The type of cost followed by the unit. •  (or  when a new annotation has been added to the KPI) Move the cursor above the icon to display the tooltip that provides detailed information about the KPI and access to the Explorer in the context of the KPI. For details, see View and Analyze Results in the Explorer Page in the *Business Analyst Guide*. When data is not available for one or more of the KPIs, the corresponding line does not appear in the graph.
	Indicates a "point" corresponding to a division of the time period selected for the report. Click the relevant data-point on this graph to update data in the table below. Hover above the relevant point in the graph to display the exact planned or actual costs at that point in time. 
<Y-axis>	The Y-axis displays the values of the costs in the relevant unit.
<X-axis>	The X-axis displays the time frame you selected (fiscal year), split into months or quarters.

Year-Over-Year Actual vs Planned Cost Component

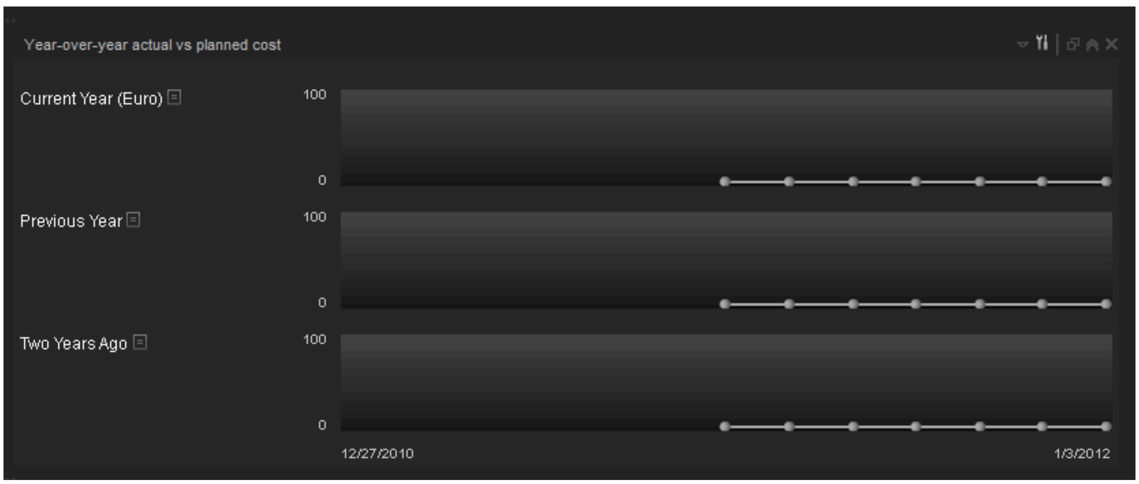
This component displays, for up to 3 years (current, previous, and two years ago) the year-over-year ratio of actual (spent) per month (or quarter) vs planned total cost for the fiscal year. The chart starts with the first month of the selected fiscal year. You have the option to display the information quarterly. This chart enables the business analyst to compare monthly/quarterly costs spending over the years.

The chart can help answer the following business question:

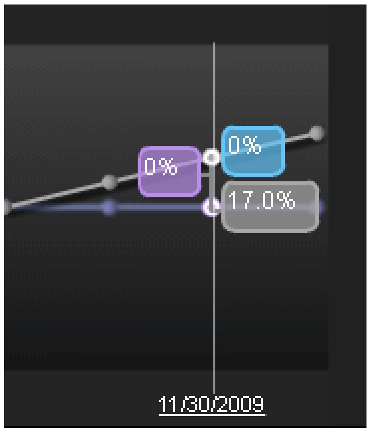
- How well is the actual cost staying within the budget based on historical spending of the budget?

The percentage is the cumulative amount spent divided by the entire year's amount planned times 100.

Example: If the actual cost for January was 10 and 100 was planned, the percentage is 10%. If the actual cost in February was 15, the percentage displayed is 25% (the sum of January and February divided by the year's planned amount). If 120 was spent over the year and 100 was planned, the percentage displayed will be 120%. Note that no icon will appear on the chart if data does not exist for that period.



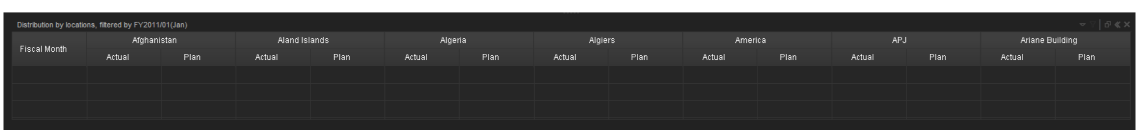
UI Element	Description
<Legend>	The legend identifies the supplier. It includes: • The color of the slice followed by the name of the corresponding supplier. Double-click the name to open the Explorer tab filtered for the selected element. For details, see View and Analyze Results in the Explorer Page in the *Business Analyst Guide*. • (or when a new annotation has been added to the supplier) Move the cursor above the icon to display the tooltip that provides detailed information about the supplier and access to the Explorer page in the context of the supplier. For details, see View and Analyze Results in the Explorer Page in the *Business Analyst Guide*. When you move the mouse over a point in the graph, a tooltip displays the value of the variance at that point and the exact corresponding date.

UI Element	Description
	Indicates a regular "point" corresponding to a division of the time period selected for the report. Click the relevant data-point on this graph to update data in the table below. Click the relevant point in the graph to displays the exact actual (spent) cost, the planned cost, and the variance for the year at that point in time. 
<Y-axis>	The highest amount on the vertical axis represents the maximum percentage of the budget used for a month or quarter period within the current year and previous two years.
<X-axis>	The month or the quarter.

Distribution by ....

The table displays month-by-month or quarter-by-quarter data for 3 years (the currently selected year and the 2 previous years if data is available). For better analysis, comparison data by Locations is displayed in one row.

Click a point in the Overtime Cost Distribution Component or on the Year-Over-Year Actual vs Planned Cost Component, to refresh the data displayed in the table.



UI Element	Description
<Table>	The table shows for the Fiscal Month or Fiscal Quarter the actual and planned cost per location. If the actual cost is higher than the planned cost by more than 10%, the row background becomes red. If the actual cost is higher than the planned cost by up to 10%, the row background becomes yellow. When the year is selected the table first row is the first month of the year.

Bill of IT

You can use the Bill of IT Web Intelligence (Webi) report to display the cost of each one of the top 10 business services used by the selected customer during the selected fiscal year. The top 10 business services correspond to the business services with the highest cost. When you refresh the data in the report, you are prompted for the customer name and the fiscal year.

The data source is HP Asset Manager and HP Project and Portfolio Management.

To access:

In the Dashboard, you can do one of the following:

- Click the **Bill of IT** tab, if it is displayed.
- Click the **Page Gallery** button in the Dashboard toolbar, double-click the **Bill of IT** page in the **Page Gallery** box, and close the box.
- Click the **Page Gallery** button in the Dashboard toolbar, and drag the **Bill of IT** page outside the **Page Gallery** box, and close the box.
- Click in the Dashboard toolbar, and add a Web Intelligence Report Viewer component that includes the Bill of IT report.
- Click Refresh Data to open the Prompts dialog box where you can select another filter for the report.

Learn More

- The page displays a Web Intelligence Report Component Viewer component that includes the Bill of IT report.
- Click to get the latest information stored in the report.
- Click Refresh Data to open the Prompts dialog box where you can select another filter for the report. The top section of the Prompts dialog box displays the current selection. To modify the filter, select one of the items in the top section and click the **Refresh Values** button to list the relevant values in the middle left box. Select the relevant value and click the right-pointing arrow to display the value you selected in the middle right box. You can enter a search pattern and click to to search for a specific value in the list of values. Click **Run Query** to return to the report filtered using the selected values.

Note: The audience for the Bill of IT report is usually the Chief Financial Officer (CFO).

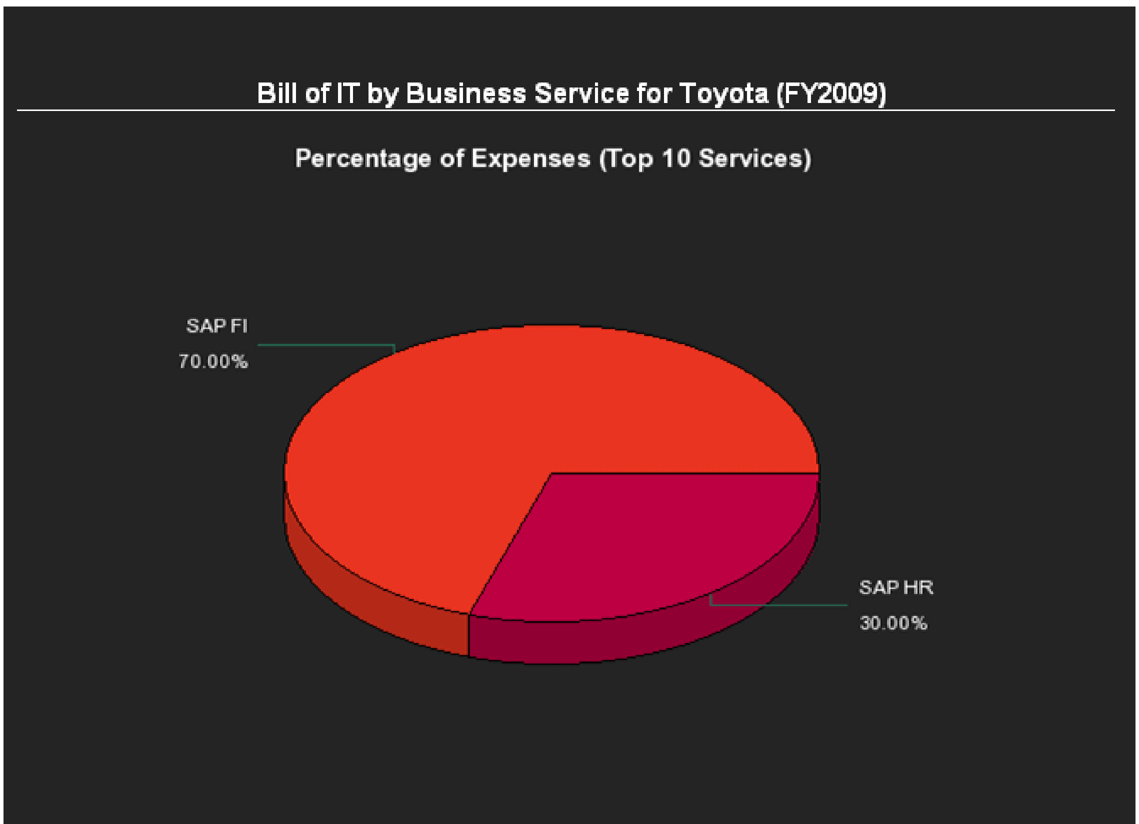
Tasks

View the Bill of IT report in the relevant Dashboard page. For details, see To access.

UI Description

Bill of IT Page

Tip: The Dashboard reports display data based on the default allocation scenario (the scenario that is assigned the Affects Dashboard option). Before a scenario is assigned the option, or after the option has been removed from the current default scenario (meaning that there is no default scenario), the Dashboard reports display data that is based on raw data obtained from Data Warehouse.



Business Service	Percentage of Cost	Planned Cost	Actual Cost	Variance From Plan	Status
SAP FI	70.00%	0.00	436,572.50	436,572.50	Over Budget
SAP HR	30.00%	0.00	187,102.50	187,102.50	Over Budget
	TOTAL AMOUNT	**0.00**	**623,675.01**	**623,675.01**	**Over Budget**

Pie Chart

User interface elements are described below (when relevant, unlabeled elements are shown in angle brackets):

UI Element	Description
<Pie slice>	Each pie slice represents the percentage of the actual cost for one of the top 10 business services used by the selected customer over the selected fiscal year.

Table

User interface elements are described below (when relevant, unlabeled elements are shown in angle brackets):

UI Element	Description
<Percentage>	The percentage of the actual cost for the customer's top 10 business services.
Business Service	The name of the business service
Actual Cost	The actual cost for the customer's top 10 business services.
Planned Cost	The planned cost for the customer's top 10 business services.
Variance from Plan	The actual cost - planned cost for the customer's top 10 business services.
Status	The status of the Business Service. This can be: **Over Budget**, **Compliant**, or **10% Over Budget**.

Prompts

The Prompts dialog box enables you to select other conditions for the display of the page.

The top section of the Prompts dialog box displays the current selection.

To modify the filter, select one of the items in the top section and click the **Refresh Values** button to list the relevant values in the middle left box. Select the relevant value and click the right-pointing arrow to display the value you selected in the middle right box.

You can enter a search pattern and click to search for a specific value in the list of values.

Click **Run Query** to return to the report filtered using the selected values.

Cost of Service Cost Categories Page

You can use the Cost of Service Cost Categories Web Intelligence (Webi) report to display, per selected fiscal year, and per selected business service, the cost breakdown by cost category. When you select the report, you are prompted for the business service and the fiscal year.

The data source is HP Asset Manager and HP Project and Portfolio Management.

To access:

In the Dashboard, you can do one of the following:

- Click the **Cost of Service Cost Categories** tab, if it is displayed.
- Click the **Page Gallery** button in the Dashboard toolbar, double-click the **Cost of Service Cost Categories** page in the **Page Gallery** box, and close the box.
- Click the **Page Gallery** button in the Dashboard toolbar, and drag the **Cost of Service Cost Categories** page outside the **Page Gallery** box, and close the box.
- Click in the Dashboard toolbar, and add a Web Intelligence Report Viewer component that includes the **Cost of Service Cost Categories** report.
- Click Refresh Data to open the Prompts dialog box where you can select another filter for the report.

Learn More

- The page displays a Web Intelligence Report Component Viewer component that includes the Service Decomposition by Cost Category report.
- Click to get the latest information stored in the report.
- Click Refresh Data to open the Prompts dialog box where you can select another filter for the report.

> **Note:** The audience for the Cost of Service Cost Categories report is usually the IT Financial Manager.

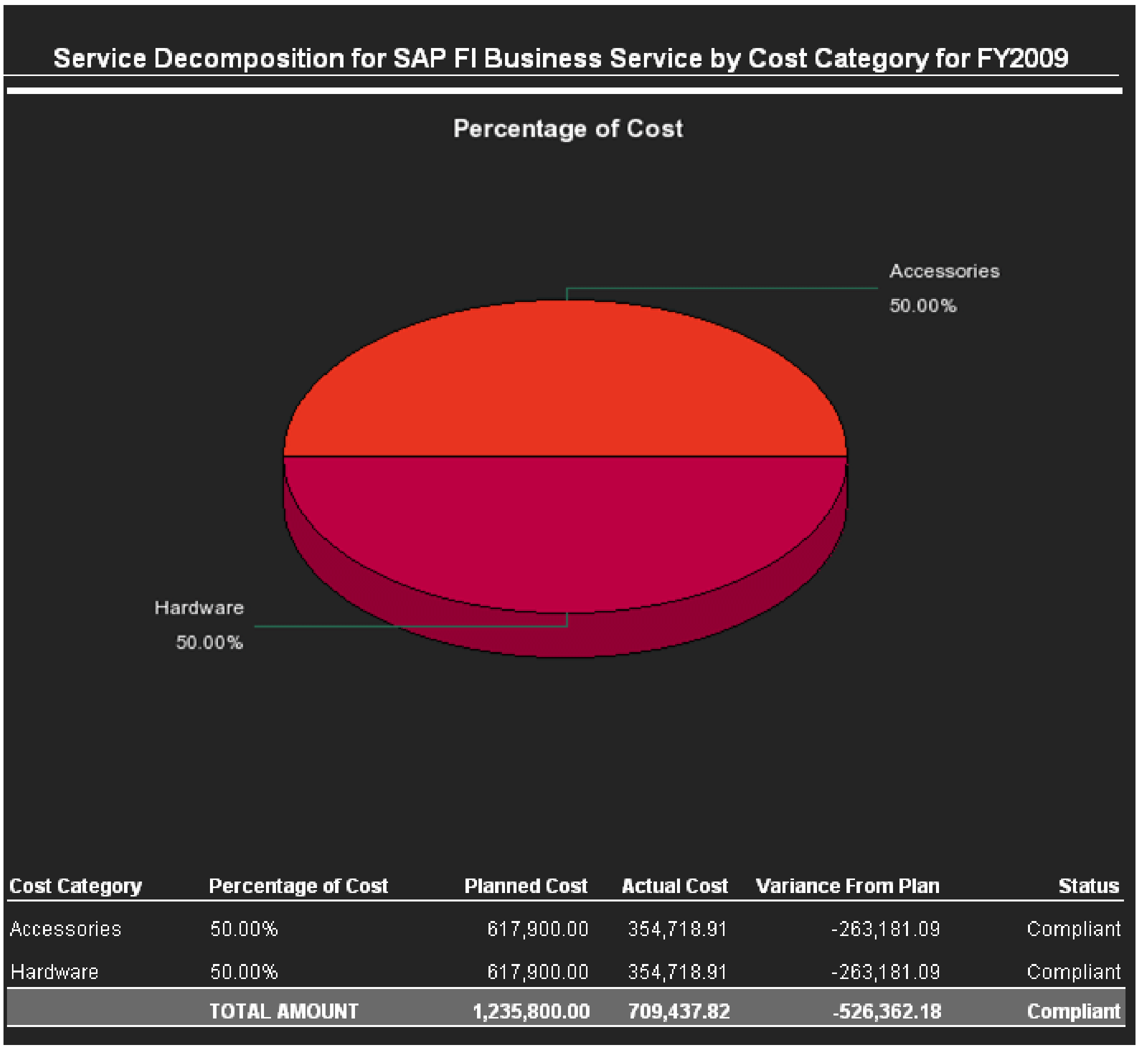
Tasks

View the Cost of Service Cost Categories report in the relevant Dashboard page. For details, see To access.

UI Description

Cost of Service Cost Categories

Tip: The Dashboard reports display data based on the default allocation scenario (the scenario that is assigned the Affects Dashboard option). Before a scenario is assigned the option, or after the option has been removed from the current default scenario (meaning that there is no default scenario), the Dashboard reports display data that is based on raw data obtained from Data Warehouse.



Pie Chart

User interface elements are described below (when relevant, unlabeled elements are shown in angle brackets):

UI Element	Description
<Pie slice>	Each pie slice represents the cost of the relevant cost category relative to the total cost of the selected business service for the selected fiscal year. A slice where actual costs exceed planned costs is red.

Table

User interface elements are described below (when relevant, unlabeled elements are shown in angle brackets):

UI Element	Description
Cost Category	The cost category.
Percentage of Cost	The percentage of the actual cost for the Cost Category for the selected fiscal year and business service.
Planned Cost	The planned cost of the relevant Cost Category for the selected fiscal year and business service.
Actual Cost	The actual cost of the Cost Category for the selected fiscal year and business service.
Variance from Plan	The difference between the Actual Cost value and the Planned Cost value for the selected fiscal year and business service.
Status	The status of the variance from plan of the cost category. This can be: **Over Budget**, **10% Over Budget**, or **Compliant**.
Total Amount	**Actual Cost** shows the total actual cost of all cost categories for the selected fiscal year and business service. **Planned Cost** field shows the total planned cost of all cost categories for the selected fiscal year and business service. **Variance from Plan** field shows the difference between the **Actual Cost** value and the **Planned Cost** value for all cost categories for the selected fiscal year and business service. Status shows the global status of all the cost categories for the selected fiscal year and business service. The actual amounts may be larger than the amounts shown on the Cost of Service CI Types report due to cost categories amounts with no associated CI type.

Prompts

The Prompts dialog box enables you to select other conditions for the display of the page.

The top section of the Prompts dialog box displays the current selection.

To modify the filter, select one of the items in the top section and click the **Refresh Values** button to list the relevant values in the middle left box. Select the relevant value and click the right-pointing arrow to display the value you selected in the middle right box.

You can enter a search pattern and click to search for a specific value in the list of values.

Click **Run Query** to return to the report filtered using the selected values.

Cost of Service CI Types Page

You can use the Cost of Service CI Types Web Intelligence (Webi) report to display, per selected fiscal year, per selected business service, and per selected cost category, the cost breakdown by CI Type. When you select the report, you are prompted for the business service, the fiscal year, and the cost category. The cost categories are: Hardware, Software, and Licenses. For example, the Hardware cost category may include different CI Types: Computer, Printer, or Server.

The data source is HP Asset Manager and HP Project and Portfolio Management.

To access:

In the Dashboard, you can do one of the following:

- Click the **Cost of Service CI Types** tab, if it is displayed.
- Click the **Page Gallery** button in the Dashboard toolbar, double-click the **Cost of Service CI Types** page in the **Page Gallery** box, and close the box.
- Click the **Page Gallery** button in the Dashboard toolbar, and drag the **Cost of Service CI Types** page outside the **Page Gallery** box, and close the box.
- Click in the Dashboard toolbar, and add a Web Intelligence Report Viewer component that includes the **Cost of Service CI Types** report.
- Click Refresh Data to open the Prompts dialog box where you can select another filter for the report.

Learn More

- The page displays a Web Intelligence Report Component Viewer component that includes the Cost of Service CI Types report.
- Click to get the latest information stored in the report.
- Click Refresh Data to open the Prompts dialog box where you can select another filter for the report.

Note: The audience for the Cost of Service CI Types report is usually the IT Financial Manager.

Tasks

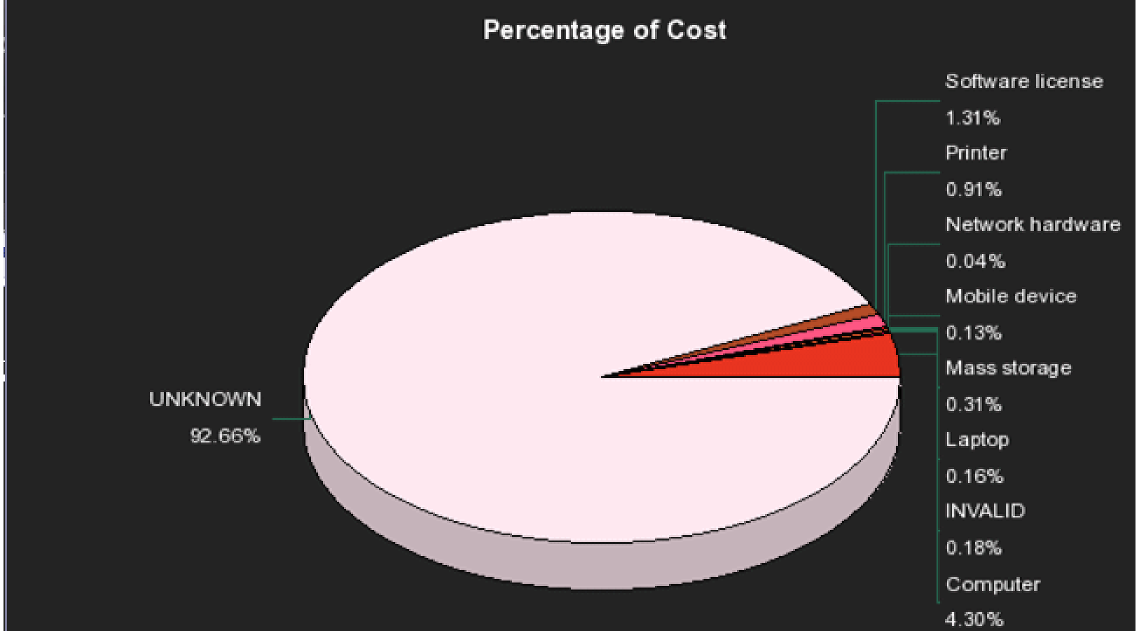
View the Cost of Service CI Types report in the relevant Dashboard page. For details, see To access.

UI Description

Cost of Service CI Types

Tip: The Dashboard reports display data based on the default allocation scenario (the scenario that is assigned the Affects Dashboard option). Before a scenario is assigned the option, or after the option has been removed from the current default scenario (meaning that there is no default scenario), the Dashboard reports display data that is based on raw data obtained from Data Warehouse.

Service Decomposition for Cost Category: Accessories by CI Type for FY2009



CI Type	Percentage of Cost	Qty	Actual Cost	Avg Cost	Total Cost by CI Type
UNKNOWN	92.66%	1	328,679.82	328,679.82	1,314,719.27
Computer	4.30%	18	15,245.18	846.95	3,387.82
Software license	1.31%	90	4,646.78	51.63	206.52
Printer	0.91%	3	3,215.00	1,071.67	4,286.67
Mass storage	0.31%	10	1,106.01	110.60	442.40
INVALID	0.18%	1	634.17	634.17	2,536.66
Laptop	0.16%	2	581.00	290.50	1,162.00
Mobile device	0.13%	6	474.45	79.08	316.30
Network hardware	0.04%	11	136.51	12.41	49.64
	TOTAL AMOUNT	**142**	**354718.91**	**2498.02**	**9992.08**

Pie Chart

User interface elements are described below (when relevant, unlabeled elements are shown in angle brackets):

UI Element	Description
<Pie slice>	Each pie slice represents the cost of the relevant CI Type relative to the total cost of the selected cost category,business service, and fiscal year.

Table

User interface elements are described below (when relevant, unlabeled elements are shown in angle brackets):

UI Element	Description
CI Type	The CI Type.
Percentage of Cost	The actual cost of the CI Type relative to the total cost of the selected cost category, business service, and fiscal year.
Qty	The number of items of the CI Type. For example, the number of computers in the Hardware Cost Category.
Actual Cost	The cost of the CI Type for the selected cost category, business service, and fiscal year.
Avg Cost	The actual cost of the CI Type divided by the number of items in the selected Cost Category.
Total Cost by CI Type	The total cost of the relevant CI Type across all the Cost Categories.
Total Amount	In the Total Amounts row: • **Qty** shows the total amount of items listed in the table. • **Actual Cost** shows the total of the Actual Costs of all the CI Types. • **Avg Cost** shows the average of all the Avg Cost values for all the CI Types. • **Total Cost by CI Type** shows the total cost for each CI Type without for all business services and cost categories.

Prompts

The Prompts dialog box enables you to select other conditions for the display of the page.

The top section of the Prompts dialog box displays the current selection.

To modify the filter, select one of the items in the top section and click the **Refresh Values** button to list the relevant values in the middle left box. Select the relevant value and click the right-pointing arrow to display the value you selected in the middle right box.

You can enter a search pattern and click to search for a specific value in the list of values.

Click **Run Query** to return to the report filtered using the selected values.

Cost of Service CI Types Models Page

You can use the Cost of Service CI Type Models Web Intelligence (Webi) report to display, per selected fiscal year, business service, cost category, and CI Type, the cost breakdown by Fiscal Year, Business Service, Cost Category, and Model. When you select the report, you are prompted for the business service, the fiscal year, the cost category, and the CI Type. The cost categories are: Hardware, Software, and Licenses. For example, the Hardware cost category may include different CI Types: Computer, Printer, or Server. Each CI Type includes several Models.

The data source is HP Asset Manager and HP Project and Portfolio Management.

To access:

In the Dashboard, you can do one of the following:

- Click the **Cost of Service CI Type Models** tab, if it is displayed.
- Click the **Page Gallery** button in the Dashboard toolbar, double-click the **Cost of Service CI Type Models** page in the **Page Gallery** box, and close the box.
- Click the **Page Gallery** button in the Dashboard toolbar, and drag the **Cost of Service CI Type Models** page outside the **Page Gallery** box, and close the box.
- Click in the Dashboard toolbar, and add a Web Intelligence Report Viewer component that includes the **Cost of Service CI Type Models** report.
- Click Refresh Data in the toolbar to display the Prompts dialog box where you can select the elements you want to display.

Learn More

- The page displays a Web Intelligence Report Component Viewer component that includes the Cost of Service CI Type Models report.
- Click to get the latest information stored in the report.
- Click Refresh Data to open the Prompts dialog box where you can select another filter for the report.

Note: The audience for the Cost of Service CI Type Models report is usually the IT Financial Manager.

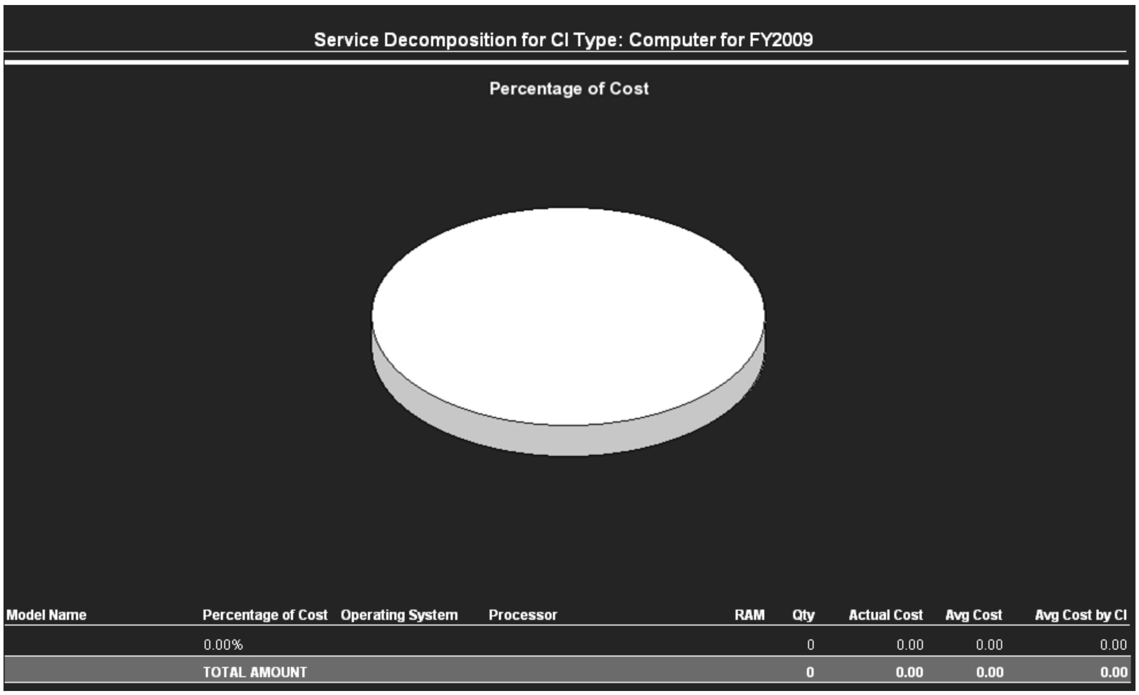
Tasks

View the Cost of Service CI Type Models report in the relevant Dashboard page. For details, see To access.

UI Description

Cost of Service CI Type Models Page

Tip: The Dashboard reports display data based on the default allocation scenario (the scenario that is assigned the Affects Dashboard option). Before a scenario is assigned the option, or after the option has been removed from the current default scenario (meaning that there is no default scenario), the Dashboard reports display data that is based on raw data obtained from Data Warehouse.



Pie Chart

User interface elements are described below (when relevant, unlabeled elements are shown in angle brackets):

UI Element	Description
<Pie slice>	Each pie slice represents the cost of the relevant Model relative to the total cost of the selected CI Type, cost category, business service, and fiscal year.

Table

User interface elements are described below (when relevant, unlabeled elements are shown in angle brackets):

UI Element	Description
Model Name	The name of the models included in the selected CI Type and cost category.
Percentage of Cost	The actual cost of the specific model (KPI) relative to the total cost of the selected CI Type, cost category, business service, and fiscal year.
<CI Type KPIs>	The values of the KPIs of the CI Type. For example, for the Computer CI Type in the Hardware Cost Category, the KPIs can be: Operating System, Processor, and RAM. The Model Name CI Type may have different values: Desktop HP dx6050 and Desktop Ultra flat HP DC7100. The Operating System CI Type represents the operating systems used by the different models of computers.
Qty	The number of items of the specific model.
Actual Cost	The total cost of the specific model.
Avg Cost	The total cost for the specific model divided by the value of the number of items.
Avg Cost by CI	The average cost of all CI Types across all Cost Categories.
Total Amount	In the Total Amount row: • **Qty** shows the total amount of items listed in the table. • **Actual Cost** shows the total cost of all the items in all the models. • **Avg Cost** shows the value of the **Actual Cost** divided by the value of **Qty**. • **Avg Cost by CI** shows the average cost of all CIs of any type across the entire data warehouse without filters. This amount may include types that do not appear in the report because they do not match the business service and cost category filters.

Prompts

The dialog box enables you to select other conditions for the Service Decomposition by CI Type Detail.

The Prompts dialog box enables you to select other conditions for the display of the page.

The top section of the Prompts dialog box displays the current selection.

To modify the filter, select one of the items in the top section and click the **Refresh Values**  button to list the relevant values in the middle left box. Select the relevant value and click the right-pointing arrow to display the value you selected in the middle right box.

You can enter a search pattern and click  to search for a specific value in the list of values.

Click **Run Query** to return to the report filtered using the selected values.

Multi-Dimensional Cost Comparison Analysis Report

You can use the Multi-Dimensional Cost Comparison Analysis Web Intelligence (Webi) report to display, in separate graphs and tables, for each quarter of the selected fiscal years, for the selected Customer/Business Service/Organization/Supplier:

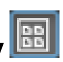
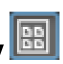
- The variance in amount between the planned and actual costs of each one of the 10 Customers/Business Services/Organizations/Suppliers with the highest variance for the selected time period.
- The variance in percentage between the planned and actual costs of each one of the 10 Customers/Business Services/Organizations/Suppliers with the highest variance for the selected time period.
- The actual cost of each one of the 10 Customers/Business Services/Organizations/Suppliers with the highest actual cost for the selected time period.
- The planned cost of each one of the 10 Customers/Business Services/Organizations/Suppliers with the highest planned cost for the selected time period.

When you refresh the data in the report, you are prompted for the fiscal years you want to display in the report.

The data source is HP Asset Manager and HP Project and Portfolio Management.

To access:

In the Dashboard, you can do one of the following:

- Click the **Multi-Dimensional Cost Comparison Analysis** tab, if it is displayed.
- Click the **Page Gallery**  button in the Dashboard toolbar, double-click the **Multi-Dimensional Cost Comparison Analysis** page in the **Page Gallery** box, and close the box.
- Click the **Page Gallery**  button in the Dashboard toolbar, and drag the **Multi-Dimensional Cost Comparison Analysis** page outside the **Page Gallery** box, and close the box.
- Click the **Customers/Business Services/Organizations/Suppliers** tab at the bottom of the report.
- Click  to open the Prompts dialog box where you can select another filter for the report.

Learn More

- The page displays a Web Intelligence Report Viewer component that includes the Multi-Dimensional Cost Comparison Analysis report.

- Click  to get the latest information stored in the report.
- Click  to open the Prompts dialog box where you can select another filter for the report.

Note: The audience for the Multi-Dimensional Cost Comparison Analysis report is usually the CIO, IT Financial Manager, IT Financial Analyst, or IT Manager.

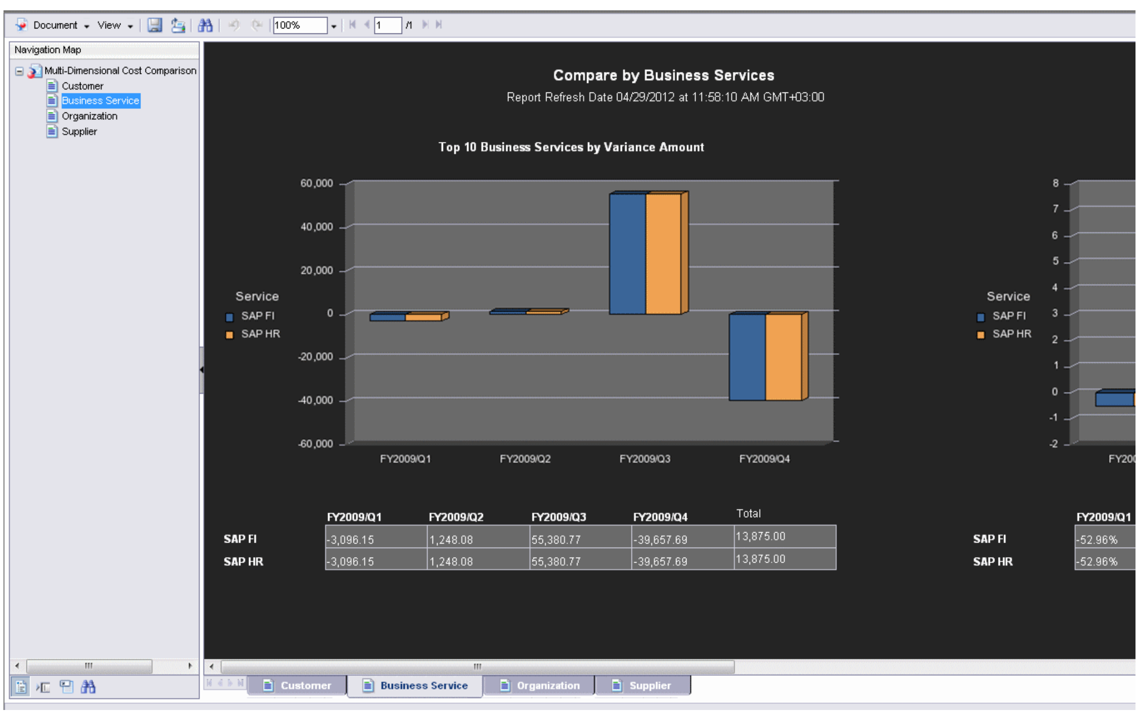
Tasks

View the Multi-Dimensional Cost Comparison Analysis report in the relevant Dashboard page. For details, see To access.

UI Description

Multi-Dimensional Cost Comparison Analysis Report

Tip: The Dashboard reports display data based on the default allocation scenario (the scenario that is assigned the Affects Dashboard option). Before a scenario is assigned the option, or after the option has been removed from the current default scenario (meaning that there is no default scenario), the Dashboard reports display data that is based on raw data obtained from Data Warehouse.



Top 10 Customers/Business Services/Organizations/Suppliers by Variance Amount Chart

User interface elements are described below (when relevant, unlabeled elements are shown in angle brackets):

UI Element	Description
Bar	Each bar represents the variance in amount between the quarterly planned and actual costs of the relevant 10 Customers/Business Services/Organizations/Suppliers with the highest variance for the selected time period. A bar is displayed only when data is available for the time period and the selected Customers/Business Services/Organizations/Suppliers.
<Legend>	The legend provides a list of the relevant Customers/Business Services/Organizations/Suppliers and the color that represents them in the bar chart.
X-axis	The quarters for the selected fiscal years.
Y-axis	The variance information in amount.
<Table>	The table displays, for each one of the relevant 10 Customers/Business Services/Organizations/Suppliers with the highest variance for the selected time period, the variance in amount between the quarterly actual costs/planned costs for each quarter of the selected fiscal years.

Top 10 Customers/Business Services/Organizations/Suppliers by Variance Percentage Chart

User interface elements are described below (when relevant, unlabeled elements are shown in angle brackets):

UI Element	Description
Bar	Each bar represents the variance in percentage between the quarterly planned and actual costs of the relevant 10 Customers/Business Services/Organizations/Suppliers with the highest variance for the selected time period. A bar is displayed only when data is available for the time period and the selected Customers/Business Services/Organizations/Suppliers.
<Legend>	The legend provides a list of the relevant Customers/Business Services/Organizations/Suppliers and the color that represents them in the bar chart.
X-axis	The quarters for the selected fiscal years.

UI Element	Description
Y-axis	The variance information in percentage.
<Table>	The table displays, for each one of the of the relevant 10 Customers/Business Services/Organizations/Suppliers with the highest variance for the selected time period, the variance in percentage between the quarterly planned and actual costs for each quarter of the selected fiscal years.

Top 10 Customers/Business Services/Organizations/Suppliers by Planned Cost Chart

User interface elements are described below (when relevant, unlabeled elements are shown in angle brackets):

UI Element	Description
Bar	Each bar represents the planned cost for each one of the 10 Customers/Business Services/Organizations/Suppliers with the highest planned cost for the selected time period. A bar is displayed only when data is available for the time period and the selected Customers/Business Services/Organizations/Suppliers.
<Legend>	The legend provides a list of the relevant Customers/Business Services/Organizations/Suppliers and the color that represents them in the bar chart.
X-axis	The quarters for the selected fiscal years.
Y-axis	The planned cost information.
<Table>	The table displays, for each one of the 10 Customers/Business Services/Organizations/Suppliers with the highest planned cost for the selected time period, the planned quarterly cost for each quarter of the selected fiscal years.

Top 10 Customers/Business Services/Organizations/Suppliers by Actual Cost Chart

User interface elements are described below (when relevant, unlabeled elements are shown in angle brackets):

UI Element	Description
Bar	Each bar represents the actual cost for each one of the 10 Customers/Business Services/Organizations/Suppliers with the highest actual cost for the selected time period. A bar is displayed only when data is available for the time period and the selected Customers/Business Services/Organizations/Suppliers.

UI Element	Description
<Legend>	The legend provides a list of the relevant Customers/Business Services/Organizations/Suppliers and the color that represents them in the bar chart.
X-axis	The quarters for the selected fiscal years.
Y-axis	The actual cost information.
<Table>	The table displays, for each one of the 10 Customers/Business Services/Organizations/Suppliers with the highest actual cost for the selected time period, the actual quarterly cost for each quarter of the selected fiscal years.

Prompts

The dialog box enables you to select another period for the Multi-Dimensional Cost Comparison Analysis report.

The Prompts dialog box enables you to select other conditions for the display of the page.

The top section of the Prompts dialog box displays the current selection.

To modify the filter, select one of the items in the top section and click the **Refresh Values** button to list the relevant values in the middle left box. Select the relevant value and click the right-pointing arrow to display the value you selected in the middle right box.

You can enter a search pattern and click to search for a specific value in the list of values.

Click **Run Query** to return to the report filtered using the selected values.

Web Intelligence Reports and Operational Reports

The Web Intelligence reports display information related to the business models provided by the different data sources. The reports can be added to the Web Intelligence Report Viewer component and to the Web Intelligence Static Report Component Viewer component in the Dashboard.

To access:

In the Dashboard, add a Web Intelligence report or an operational report to a Web Intelligence component by configuring the component. For details, see Web Intelligence Report Viewer - Configure Component Dialog Box or Web Intelligence Static Report Component Viewer - Configure Component Dialog Box in the *Business Analyst Guide*.

The report is then displayed in these components in the Dashboard. For details, see Web Intelligence Report Viewer Component or Web Intelligence Static Report Component Viewer (Display) in the *Business Analyst Guide*.

Tasks

This section includes:

"Add a Web Intelligence report or an operational report to a Web Intelligence component" below

"Display a Web Intelligence report or an operational report in a page" below

Add a Web Intelligence report or an operational report to a Web Intelligence component

In the Dashboard, add a Web Intelligence report or an operational report to a Web Intelligence component by configuring the component. For details, see Web Intelligence Report Viewer - Configure Component Dialog Box or Web Intelligence Static Report Component Viewer - Configure Component Dialog Boxin the *Business Analyst Guide*.

Display a Web Intelligence report or an operational report in a page

After you have added a Web Intelligence report or an operational report to a Web Intelligence component by configuring the component, these reports are then displayed when these components are added to a page in the Dashboard. For details, see Web Intelligence Report Viewer Component or Web Intelligence Static Report Component Viewer (Display)in the *Business Analyst Guide*

UI Description

The Web Intelligence report categories are:

- "ALM Defect Reports" on the next page
- "Web Intelligence Reports and Operational Reports" above
- "Web Intelligence Reports and Operational Reports" above

- "Web Intelligence Reports and Operational Reports" on the previous page
- "Web Intelligence Reports and Operational Reports" on the previous page
- "Asset Reports" on page 98
- "Change Reports" on page 98
- "Incident Reports" on page 98
- "Interaction Reports" on page 98
- "Operational Reports" on page 100
- "Project Reports" on page 99
- "Service Status Reports" on page 99
- "SLA Reports" on page 99
- "Studio Analysis Reports" on page 99
- "Operational Reports" on page 100

ALM Defect Reports

The ALM Defect reports are based on the business model taken from the HP Application Lifecycle Management data source.Thees provide information about the defects. The statuses and cycles that appear in the reports have been defined in Application Lifecycle Management.

The reports are:

- "Average Cycle Duration for Top 3 Active Projects Report" on page 106
- "Average Defect Fix Duration for Urgent Severity by Project in Current Quarter Report" on page 107
- "Average Fix Time per Defect for Top 3 Active Projects Report" on page 110
- "Average Number of Cycles per Active Project Report" on page 111
- "Defects Opened vs Closed for Active Project with Most Defects in Current Quarter Report" on page 117
- "Defects Opened vs Closed for Top 3 Active Projects in Current Quarter Report" on page 118
- "Defects Reopened per Severity for Top 3 Active Projects Report" on page 119
- "Number of Defects per Status for Top 3 Active Projects Report" on page 138
- "Number of Detected Defects per Cycle for Top 3 Active Projects Report" on page 139

- "Number of Prolonged Defects for Top 3 Projects Report" on page 145
- "Number of Reopened Defects by Cycle Report" on page 146
- "Percentage of Non-Reproducible Defects for Top 3 Active Projects in Current Quarter Report" on page 157
- "Percentage of Reopened Defects for Top 3 Active Projects Report" on page 158
- "Total Fix Time per Project for Top 3 Active Projects Report" on page 174

ALM Requirement Reports

The ALM Requirement reports are based on the business model taken from the HP Application Lifecycle Management data source. They provide information about the requirements. The statuses and cycles that appear in the reports have been defined in Application Lifecycle Management.

The reports are:

- "Number of Open High Priority Requirements for Top 3 Projects Report" on page 143
- "Number of Open Requirements per Type for Top 3 Projects Report" on page 144
- "Number of Requirements per Cycle for Top 3 Projects in Current Quarter Report" on page 147
- "Number of Requirements per Status for Top 3 Projects in Current Quarter Report" on page 148

ALM Test Instance Reports

The ALM Test Instance reports are based on the business model taken from the HP Application Lifecycle Management data source. They provide information about the tests that are created to test specific features and test instances that are run to test specific features in specific conditions. The statuses and cycles that appear in the reports have been defined in Application Lifecycle Management.

The reports are:

- "Average Delay in Test Instance Run for Top 3 Active Projects Report" on page 109
- "Average Delay in Test Instance Run for Top 3 Cycles Report" on page 108
- "Number of Cycles by Active Project Report" on page 137
- "Number of Irrelevant Tests by Test Status Report" on page 142
- "Number of Tests by Test Status for Top 3 Active Projects Report" on page 149
- "Number of Tests by Test Status for Top 3 Cycles Report" on page 150
- "Number of Tests by Test Type for Top 3 Active Projects Report" on page 151
- "Number of Tests by Test Type for Top 3 Cycles Report" on page 152

- "Percentage of Test Instances Linked to Defects for Top 3 Active Projects Report" on page 160
- "Percentage of Test Instances Linked to Defects for Top 3 Cycles Report" on page 161
- "Percentage of Tests Linked to Defects for Top 3 Active Projects Report" on page 162
- "Percentage of Tests Linked to Defects for Top 3 Cycles Report" on page 163

Asset Reports

The Asset reports are based on the business model taken from the HP Asset Manager data source.

The reports are:

- "Average Cost Per Server Types Report" on page 105
- "Physical to Virtual Server Ratio Report" on page 165
- "Total Number of Servers Report" on page 175
- "Server Growth Rate Report" on page 170

Change Reports

The Change reports are based on the business model taken from the HP Service Manager data source.

The reports are:

- "Emergency Changes by Services Report" on page 120

Incident Reports

The Incident reports are based on the business model taken from the HP Service Manager data source.

The reports are:

- "Critical Incidents by Customer Report" on page 115
- "Critical Incidents for Top 3 Services Report" on page 116
- "Incident Closure Time for the Top 3 Services Report" on page 126
- "Number of Incidents Caused by Changes vs Total Number of Incidents Report" on page 140
- "Percentage of Breached Incidents Report" on page 155
- "Percentage of Incidents Attended by Service Report" on page 156
- "Percentage of Service Requests Posted via Web (Self-Help) Report" on page 159

Interaction Reports

The Interaction reports are based on the business model taken from the Service Level Management data source.

The reports are:

Project Reports

The Project reports are based on the business model taken from the HP Project and Portfolio Management data source.

The reports are:

Service Status Reports

The Service Status reports are based on the business model taken from the Service Level Management data source.

The reports are:

SLA Reports

The SLA reports are based on the business model taken from the Service Level Management data source.

The reports are:

Studio Analysis Reports

Use the Studio Analysis reports to analyze the contents of the Studio.

The reports are:

- "Active KPI Analysis" on the facing page
- "Context Summary" on page 113
- "Context Summary Details " on page 114
- "Field Search in KPI and Context" on page 121
- "Field in KPI Formula " on page 122
- "KPIs per Context Report" on page 128
- "KPI Templates Report" on page 132
- "KPI Template Details Report" on page 133
- "KPI Tree Hierarchy Report" on page 134

Operational Reports

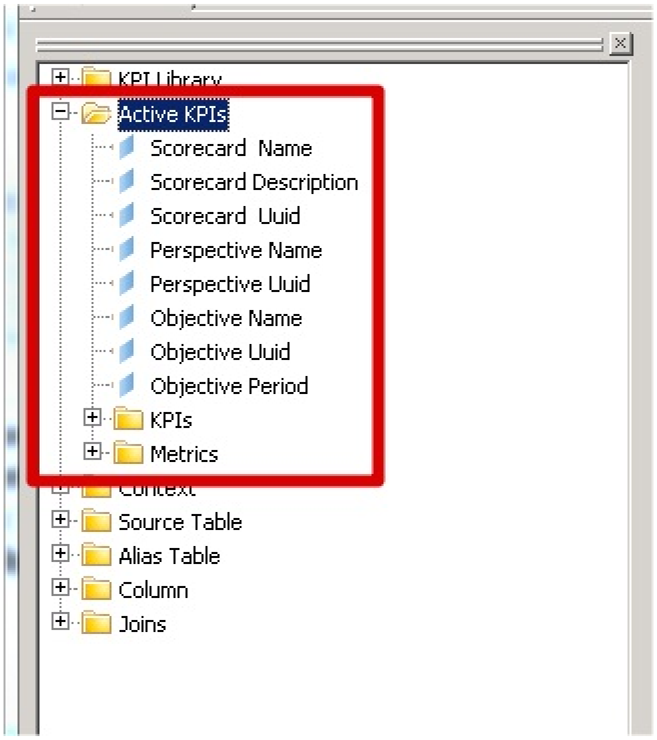
The Operational reports are based on the business model corresponding to the KPI universe.

The reports are:

- "KPI Status Report" on page 131
- "Objective Status Report" on page 153

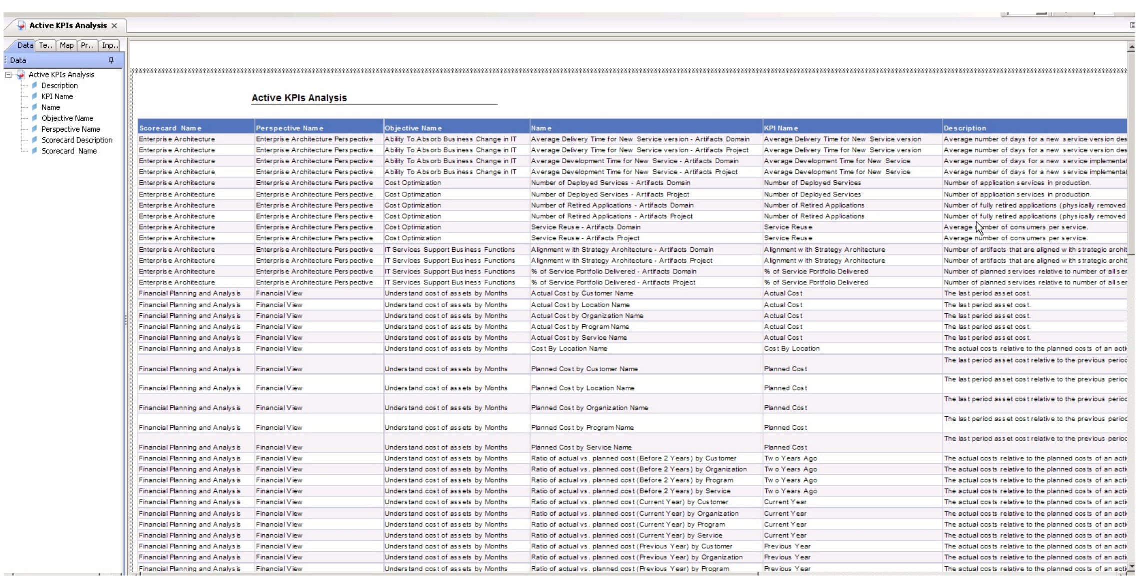
Active KPI Analysis

The following entities were added to the StudioAnalysis universe in SAP BusinessObjects Enterprise enabling you to easily produce an Active KPI analysis report by dragging the node to the report page.



Example: The report displays the details for the entities under the Active KPIs Analysis node.

For details on how to use this report, see in the *Administrator Guide*.

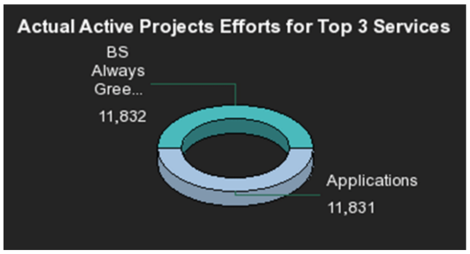


Actual Project Efforts for Top 3 Services Report

The report displays the actual active project efforts for the 3 services with the highest number of invested days, in descending order. A project effort represents the number of days, from the beginning of the project till today, that have been already been invested in the project.

The report can be displayed in graphic or table format.

Note: The size of the report display is: 583 pixels (width) x 204 pixels (height).

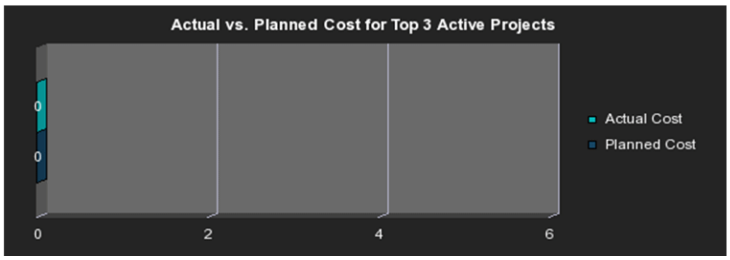


Actual vs. Planned Cost for Top 3 Projects Report

The report displays the actual vs. planned cost for the 3 active projects with the highest actual cost. The active projects are displayed in descending order. For each active project, the top bar represents the actual cost and the lower bar represents the planned cost.

The report can be displayed in graphic or table format.

> **Note:** The size of the report display is: 374 pixels (width) x 199 pixels (height).

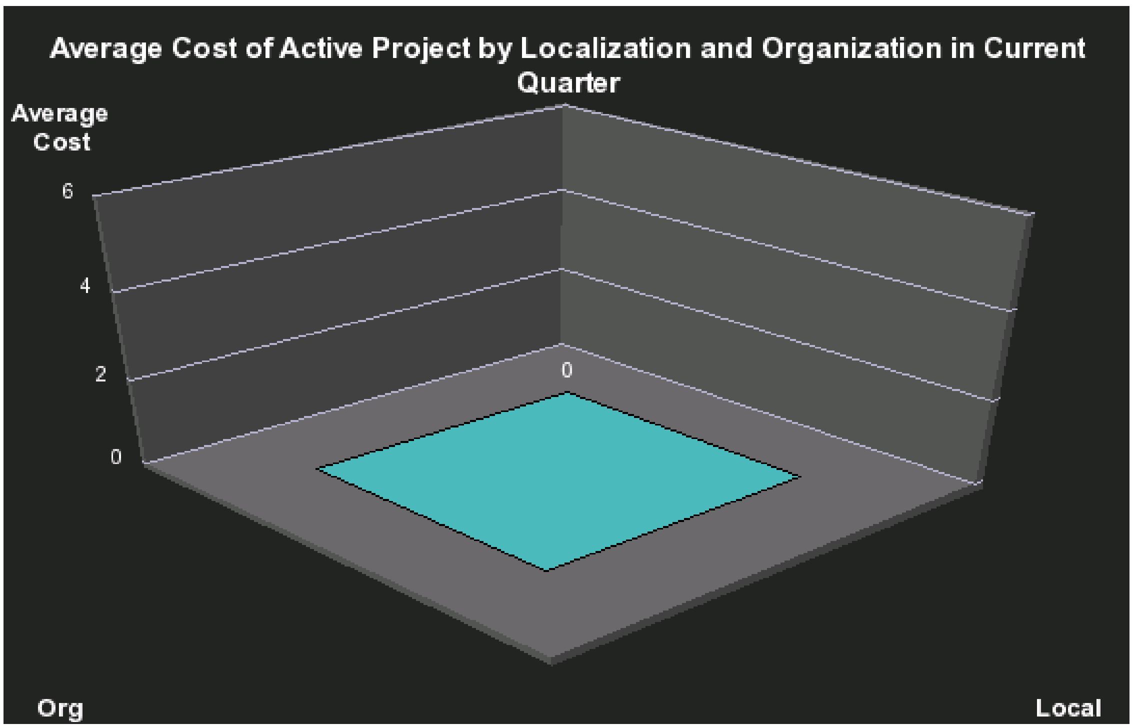


Average Cost of Active Project by Location and Organization in Current Quarter Report

The report displays the average cost of the projects that are currently active by location and organization.

The x-axis represents the organizations, the y-axis represents the average cost, and the z-axis represents the locations.

Note: The size of the report display is: 583 pixels (width) x 204 pixels (height).

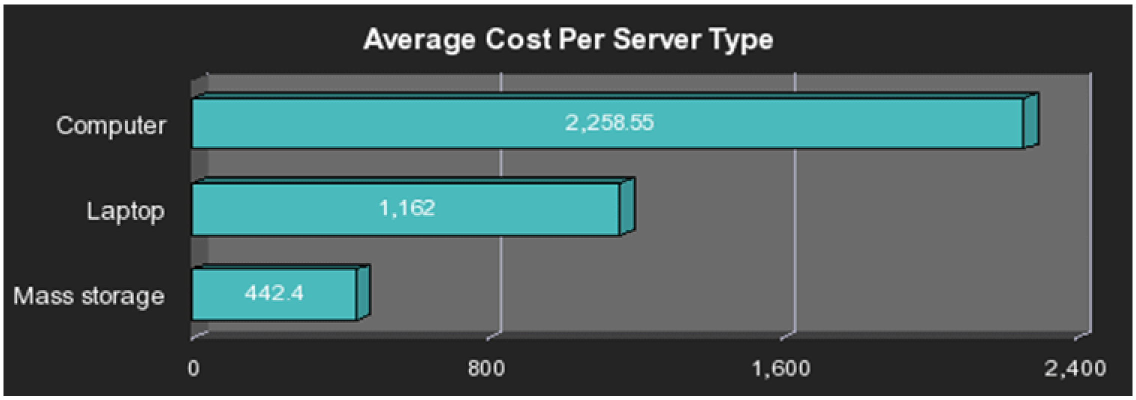


Average Cost Per Server Types Report

The report displays the average cost of all the assets connected to the server, per server type.

The report can be displayed in graphic or table format.

Note: The size of the report display is: 374 pixels (width) x 199 pixels (height).

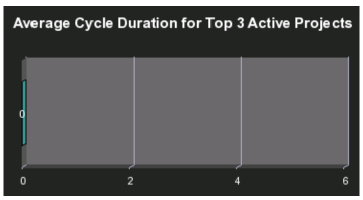


Average Cycle Duration for Top 3 Active Projects Report

The report displays the average duration, in days, of the project cycle for the 3 active projects with the longest average cycle duration. Each active project is represented by a horizontal bar. The length of the bar indicates the average duration of the project cycle.

The report can be displayed in graphic or table format.

Note: The size of the report display is: 583 pixels (width) x 204 pixels (height).

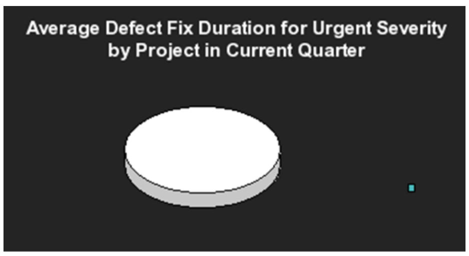


Average Defect Fix Duration for Urgent Severity by Project in Current Quarter Report

The report displays the average time it takes, in hours, to fix an urgent severity defect by active project for the current fiscal quarter. Each project is represented by a slice of the pie, the number close to the slice displays the average defect fix duration, and the legend lists the project names.

The report can be displayed in graphic or table format.

Note: The size of the report display is: 583 pixels (width) x 204 pixels (height).



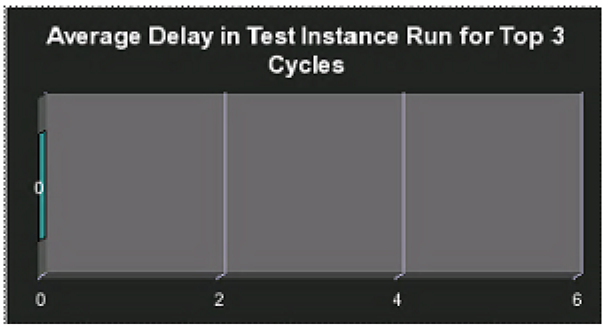
Average Delay in Test Instance Run for Top 3 Cycles Report

A test is delayed when it is still running after it should have been completed or it is still running at measurement time.

The report displays the average delay in test instance run for the 3 cycles with the highest average delay. The report displays, for each cycle, a bar that represents the average delay.

The report can be displayed in graphic or table format.

> **Note:** The size of the report display is: 583 pixels (width) x 204 pixels (height).



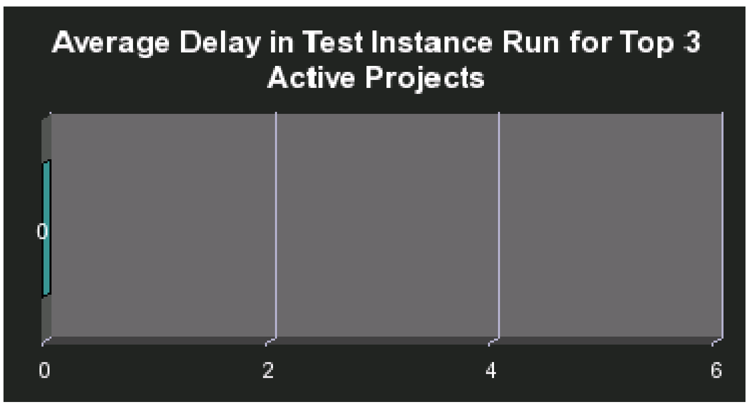
Average Delay in Test Instance Run for Top 3 Active Projects Report

A test is delayed when it is still running after it should have been completed or it is still running at measurement time.

The report displays the average delay in test instance run for the 3 active projects with the highest average delay. The report displays, for each project, a bar that represents the average delay.

The report can be displayed in graphic or table format.

Note: The size of the report display is: 583 pixels (width) x 204 pixels (height).

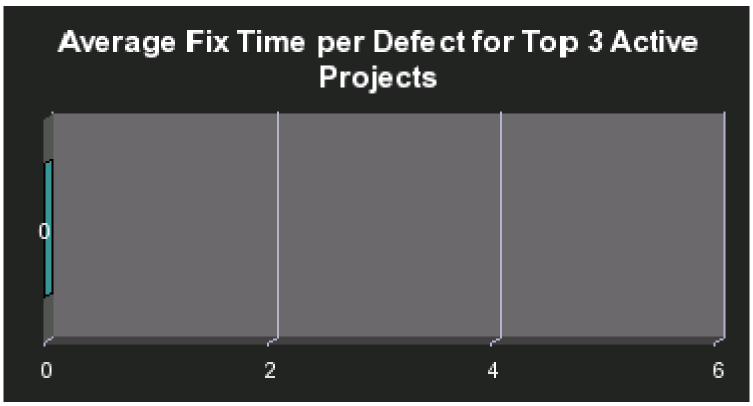


Average Fix Time per Defect for Top 3 Active Projects Report

The report displays the average time it takes, in hours, to fix a defect with any severity for the 3 active projects with the highest average time. Each project is represented by a horizontal bar and each bar displays the corresponding average defect fix duration.

The report can be displayed in graphic or table format.

> **Note:** The size of the report display is: 583 pixels (width) x 204 pixels (height).

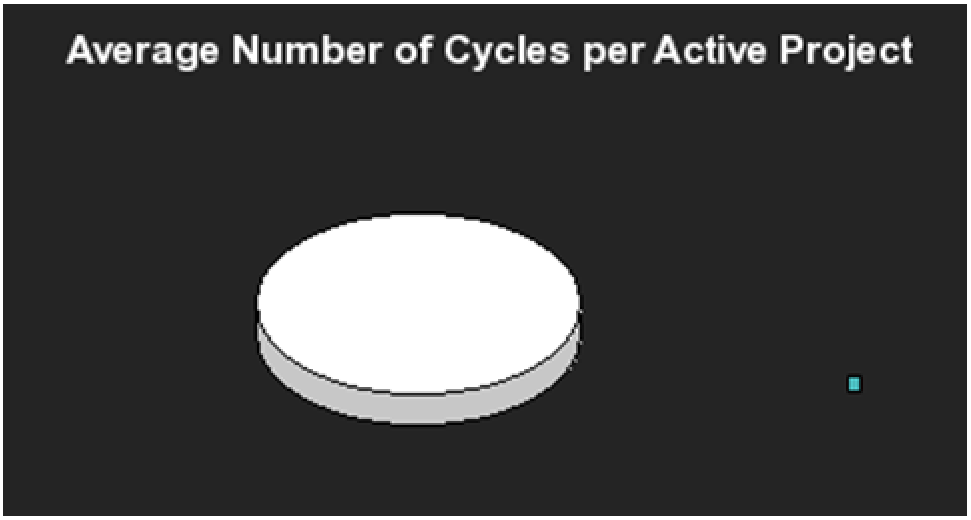


Average Number of Cycles per Active Project Report

The report displays the average number of cycles that have been performed for each active project. Each project is represented by a slice of the pie, the number close to the slice displays the average number of cycles, and the legend lists the project names.

The report can be displayed in graphic or table format.

Note: The size of the report display is: 583 pixels (width) x 204 pixels (height).



Breakdowns Report

This report is used in the KPI Breakdown component that you can add to the Dashboard. It is meaningless used on its own.

For details, see KPI Breakdowns in the *Business Analyst Guide*.

Context Summary

The report displays the list of the Contexts currently defined in Executive Scorecard.

The report displays the name of the Context, the number of entities, the number of fields, the number of tables, the number of aliases, and the number of joins.

For details on how to use this report, see in the *Administrator Guide*.

Context Summary

Context Name	Entity Count	Field Count	Table Count	Alias Count	Join Count
ApplicationPortfolioManagen	1	17	2		1
AvailabilityManagement	7	44	7		8

Context Summary Details

The report displays the tables and fields that are included in the selected Context. You are prompted to select a specific Context.

The report displays for the selected Context, the name of the Context, the names of its entities, fields, source tables, alias tables, database column names.

For details on how to use this report, see in the *Administrator Guide*.

Context Summary Details

Context Name	Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
ApplicationPortfolio	APM_APPLICATION	ActiveProcess	XS.APM_APPLICATION_DIM_V		ACTIVE_PROCESS	STRING
ApplicationPortfolio	APM_APPLICATION	Approved_Date	XS.APM_APPLICATION_DIM_V		Approved_Date	DATE
ApplicationPortfolio	APM_APPLICATION	Availability	XS.APM_APPLICATION_FACT_V		Availability	NUMERIC
ApplicationPortfolio	APM_APPLICATION	Close_Time	XS.APM_APPLICATION_DIM_V		Close_Time	DATE
ApplicationPortfolio	APM_APPLICATION	Create_Time	XS.APM_APPLICATION_DIM_V		Create_Time	DATE
ApplicationPortfolio	APM_APPLICATION	Disposition	XS.APM_APPLICATION_FACT_V		Disposition	STRING
ApplicationPortfolio	APM_APPLICATION	ExpectedEndOfLifeI	XS.APM_APPLICATION_FACT_V		Expected_End_of_Life_Date	DATE
ApplicationPortfolio	APM_APPLICATION	Maintainability	XS.APM_APPLICATION_FACT_V		Maintainability	NUMERIC
ApplicationPortfolio	APM_APPLICATION	Performance	XS.APM_APPLICATION_FACT_V		Performance	NUMERIC
ApplicationPortfolio	APM_APPLICATION	PlacedInServiceDat	XS.APM_APPLICATION_FACT_V		Placed_in_Service_Date	DATE
ApplicationPortfolio	APM_APPLICATION	Prioruty	XS.APM_APPLICATION_DIM_V		PRIORITY	STRING
ApplicationPortfolio	APM_APPLICATION	REFERENCE_NUM	XS.APM_APPLICATION_DIM_V		REFERENCE_NUMBER	STRING
ApplicationPortfolio	APM_APPLICATION	Start_Date	XS.APM_APPLICATION_DIM_V		Start_Date	DATE
ApplicationPortfolio	APM_APPLICATION	Status	XS.APM_APPLICATION_DIM_V		Status	STRING
ApplicationPortfolio	APM_APPLICATION	Target_Date	XS.APM_APPLICATION_DIM_V		Target_Date	DATE
ApplicationPortfolio	APM_APPLICATION	THRESHOLDMET	XS.APM_APPLICATION_DIM_V		THRESHOLDMET	STRING
ApplicationPortfolio	APM_APPLICATION	Type	XS.APM_APPLICATION_DIM_V		Type	STRING

Critical Incidents by Customer Report

The report displays the number of critical incidents that were opened, per customer, from the time the customer has been added to the pool of customers.

The report can be displayed in graphic or table format.

Note: The size of the report display is: 583 pixels (width) x 204 pixels (height).

Critical Incidents for Top 3 Services Report

The report displays the number of critical incidents for the 3 services with the highest number of critical incident, in descending order.

The report can be displayed in graphic or table format.

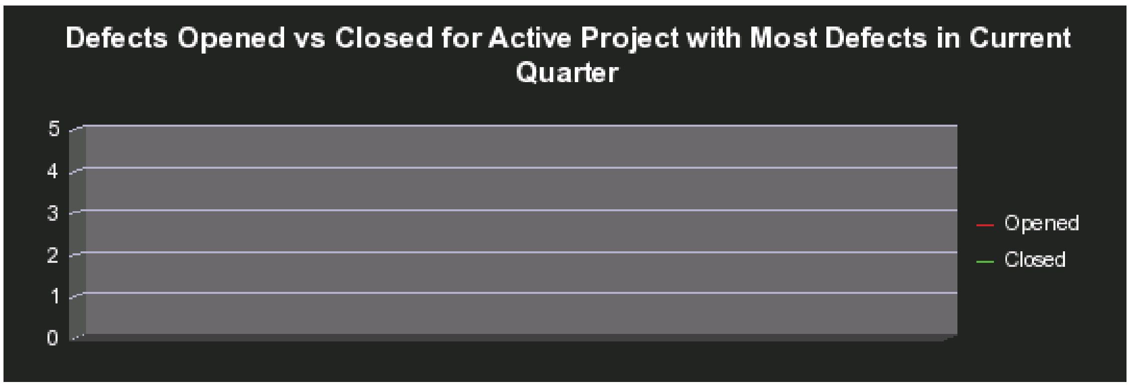
Note: The size of the report display is: 583 pixels (width) x 204 pixels (height).

Defects Opened vs Closed for Active Project with Most Defects in Current Quarter Report

The report displays the amount of open and closed defects over time, for the current fiscal quarter, with a day granularity, for the project with the largest difference between open and closed defects. The red line represents the open defects. The green line represents the closed defects. The legend lists the type of defect (open or closed).

The report can be displayed in graphic or table format.

Note: The size of the report display is: 374 pixels (width) x 324 pixels (height).

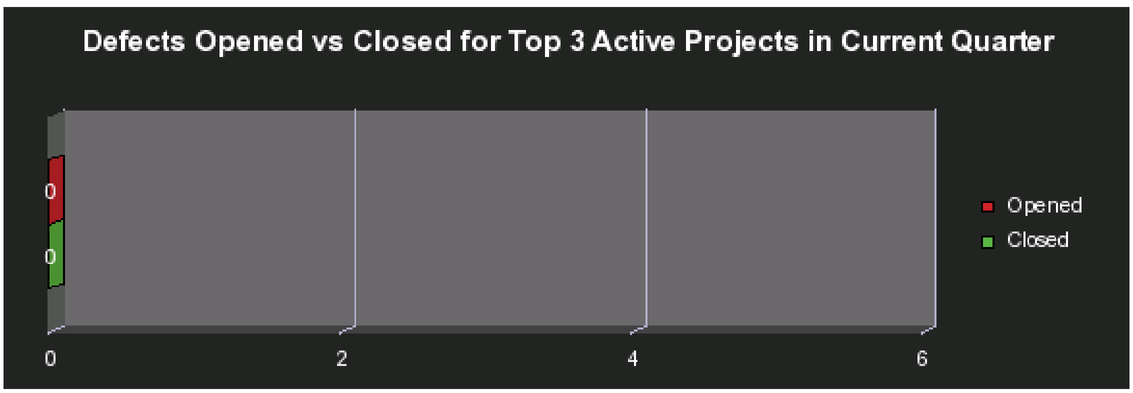


Defects Opened vs Closed for Top 3 Active Projects in Current Quarter Report

The report displays the number of open defects and the number of closed defects for the 3 projects active during the current quarter. The 3 projects are the projects with the largest difference between their number of open and close defects. Each project is represented by two bars, the red bar represents the number of open defects, the green bar represents the number of closed defects. The legend lists the type of defect (open or closed).

The report can be displayed in graphic or table format.

Note: The size of the report display is: 374 pixels (width) x 324 pixels (height).

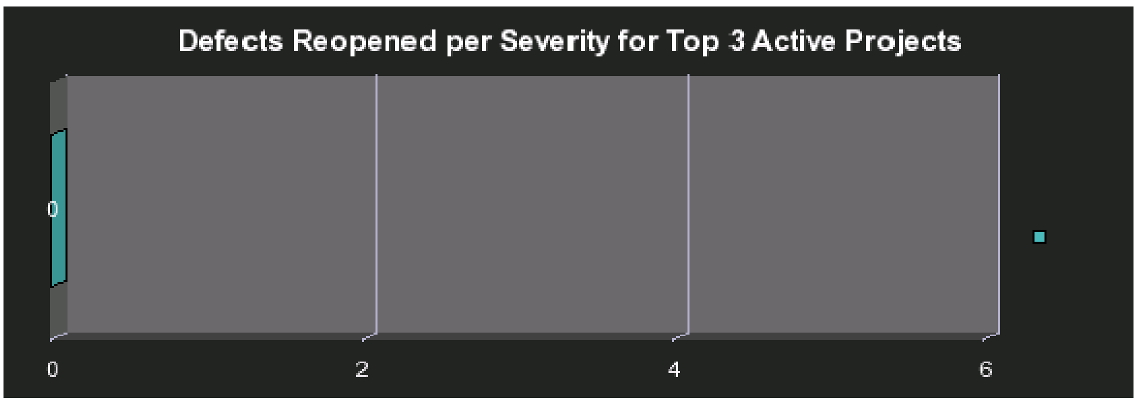


Defects Reopened per Severity for Top 3 Active Projects Report

The report displays the number of defects that have been reopened per severity for the 3 projects with the highest number of reopened defects. The report displays a bar for each one of the three projects. The bars are divided into sections corresponding to the different severities. Each section displays the number of reopened defects for the severity. The legend lists the severities.

The report can be displayed in graphic or table format.

Note: The size of the report display is: 374 pixels (width) x 324 pixels (height).

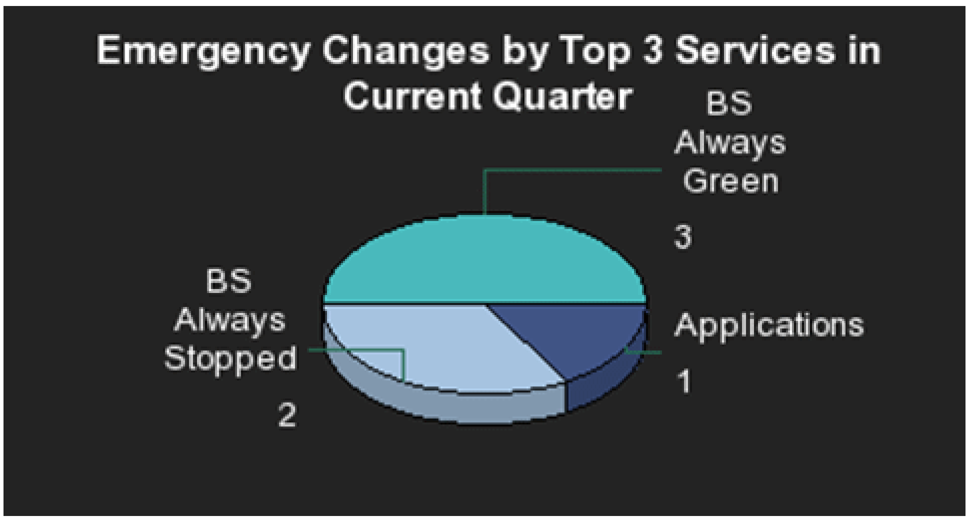


Emergency Changes by Services Report

The report displays the number of emergency changes, by type of change, performed from the beginning of the current fiscal quarter till today, by the 3 services with the largest number of emergency changes, in descending order. An emergency change is a change with a critical or high status.

The report can be displayed in graphic or table format.

> **Note:** The size of the report display is: 583 pixels (width) x 204 pixels (height).



Field Search in KPI and Context

The report displays a list of fields whose names include the specified string and the Contexts that include these fields.

For details on how to use this report, see in the *Administrator Guide*.

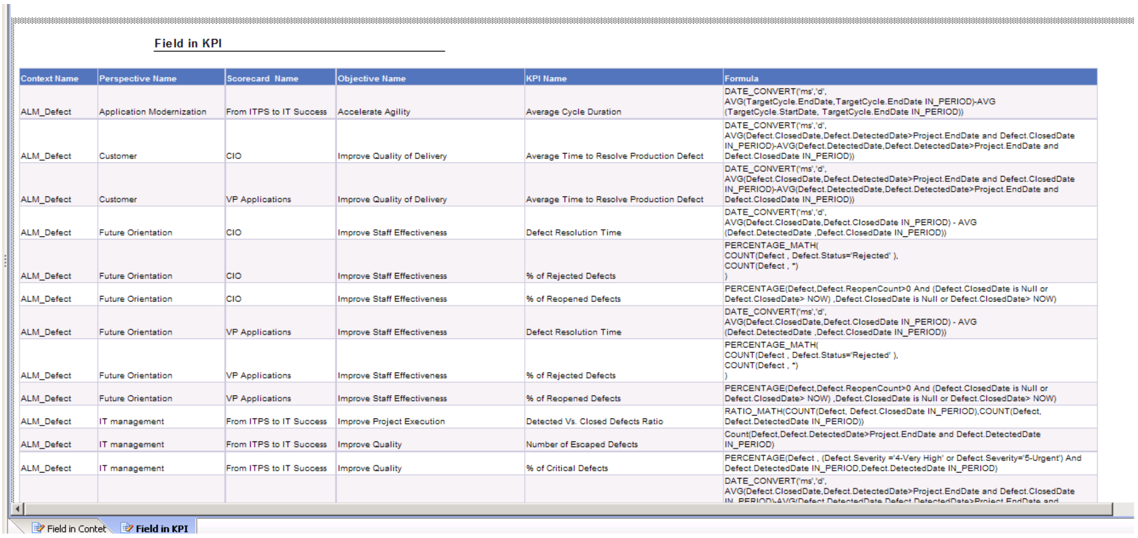
Web Intelligence Static Report Viewer

Context Name	Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name
ALM_Defect	Cycle	EndDate	xs.CYCLE_DIM_V		END_DATE
ALM_Defect	Cycle	Name	xs.CYCLE_DIM_V		CYCLE_NAME
ALM_Defect	Cycle	ProjectGroup	xs.CYCLE_DIM_V		PROJECT_GROUP
ALM_Defect	Cycle	StartDate	xs.CYCLE_DIM_V		START_DATE
ALM_Defect	Defect	ActualFixTime	xs.DEFECT_DIM_V		ACTUAL_FIX_TIME
ALM_Defect	Defect	ClosedDate	xs.DEFECT_DIM_V		CLOSED_DATE
ALM_Defect	Defect	DefectSummary	xs.DEFECT_DIM_V		DEFECT_SUMMARY
ALM_Defect	Defect	DetectedDate	xs.DEFECT_DIM_V		DETECTED_DATE
ALM_Defect	Defect	EstimatedFixTime	xs.DEFECT_DIM_V		ESTIMATED_FIX_TIME
ALM_Defect	Defect	IsReproducible	xs.DEFECT_DIM_V		FLAG_REPRODUCE
ALM_Defect	Defect	Priority	xs.DEFECT_DIM_V		PRIORITY

Field in KPI Formula

The report displays a list of fields whose names include the specified string and the KPIs whose formulas include these fields.

For details on how to use this report, see in the *Administrator Guide*.



Field in KPI

Context Name	Perspective Name	Scorecard Name	Objective Name	KPI Name	Formula
ALM_Defect	Application Modernization	From ITPS to IT Success	Accelerate Agility	Average Cycle Duration	DATE_CONVERT('ms','d', AVG(TargetCycle.EndDate,TargetCycle.EndDate IN_PERIOD)-AVG (TargetCycle.StartDate, TargetCycle.EndDate IN_PERIOD))
ALM_Defect	Customer	CIO	Improve Quality of Delivery	Average Time to Resolve Production Defect	DATE_CONVERT('ms','d', AVG(Defect.ClosedDate,Defect.DetectedDate>Project.EndDate and Defect.ClosedDate IN_PERIOD)-AVG(Defect.DetectedDate,Defect.DetectedDate>Project.EndDate and Defect.ClosedDate IN_PERIOD))
ALM_Defect	Customer	VP Applications	Improve Quality of Delivery	Average Time to Resolve Production Defect	DATE_CONVERT('ms','d', AVG(Defect.ClosedDate,Defect.DetectedDate>Project.EndDate and Defect.ClosedDate IN_PERIOD)-AVG(Defect.DetectedDate,Defect.DetectedDate>Project.EndDate and Defect.ClosedDate IN_PERIOD))
ALM_Defect	Future Orientation	CIO	Improve Staff Effectiveness	Defect Resolution Time	DATE_CONVERT('ms','d', AVG(Defect.ClosedDate,Defect.ClosedDate IN_PERIOD) - AVG (Defect.DetectedDate ,Defect.ClosedDate IN_PERIOD))
ALM_Defect	Future Orientation	CIO	Improve Staff Effectiveness	% of Rejected Defects	PERCENTAGE_MATH(COUNT(Defect , Defect.Status='Rejected'), COUNT(Defect , *))
ALM_Defect	Future Orientation	CIO	Improve Staff Effectiveness	% of Reopened Defects	PERCENTAGE(Defect,Defect.ReopenCount>0 And (Defect.ClosedDate is Null or Defect.ClosedDate> NOW) ,Defect.ClosedDate is Null or Defect.ClosedDate> NOW)
ALM_Defect	Future Orientation	VP Applications	Improve Staff Effectiveness	Defect Resolution Time	DATE_CONVERT('ms','d', AVG(Defect.ClosedDate,Defect.ClosedDate IN_PERIOD) - AVG (Defect.DetectedDate ,Defect.ClosedDate IN_PERIOD))
ALM_Defect	Future Orientation	VP Applications	Improve Staff Effectiveness	% of Rejected Defects	PERCENTAGE_MATH(COUNT(Defect , Defect.Status='Rejected'), COUNT(Defect , *))
ALM_Defect	Future Orientation	VP Applications	Improve Staff Effectiveness	% of Reopened Defects	PERCENTAGE(Defect,Defect.ReopenCount>0 And (Defect.ClosedDate is Null or Defect.ClosedDate> NOW) ,Defect.ClosedDate is Null or Defect.ClosedDate> NOW)
ALM_Defect	IT management	From ITPS to IT Success	Improve Project Execution	Detected Vs. Closed Defects Ratio	RATIO_MATH(COUNT(Defect, Defect.ClosedDate IN_PERIOD),COUNT(Defect, Defect.DetectedDate IN_PERIOD))
ALM_Defect	IT management	From ITPS to IT Success	Improve Quality	Number of Escaped Defects	Count(Defect,Defect.DetectedDate>Project.EndDate and Defect.DetectedDate IN_PERIOD)
ALM_Defect	IT management	From ITPS to IT Success	Improve Quality	% of Critical Defects	PERCENTAGE(Defect , (Defect.Severity ='4-Very High' or Defect.Severity='5-Urgent') And Defect.DetectedDate IN_PERIOD,Defect.DetectedDate IN_PERIOD)
					DATE_CONVERT('ms','d', AVG(Defect.ClosedDate,Defect.DetectedDate>Project.EndDate and Defect.ClosedDate

Field in Contet | Field in KPI

Generic Bar Bottom Report

This report is used in the KPI Breakdown component that you can add to the Dashboard. It is meaningless used on its own.

For details, see KPI Breakdowns in the *Business Analyst Guide*.

Generic Bar Top Report

This report is used in the KPI Breakdown component that you can add to the Dashboard. It is meaningless used on its own.

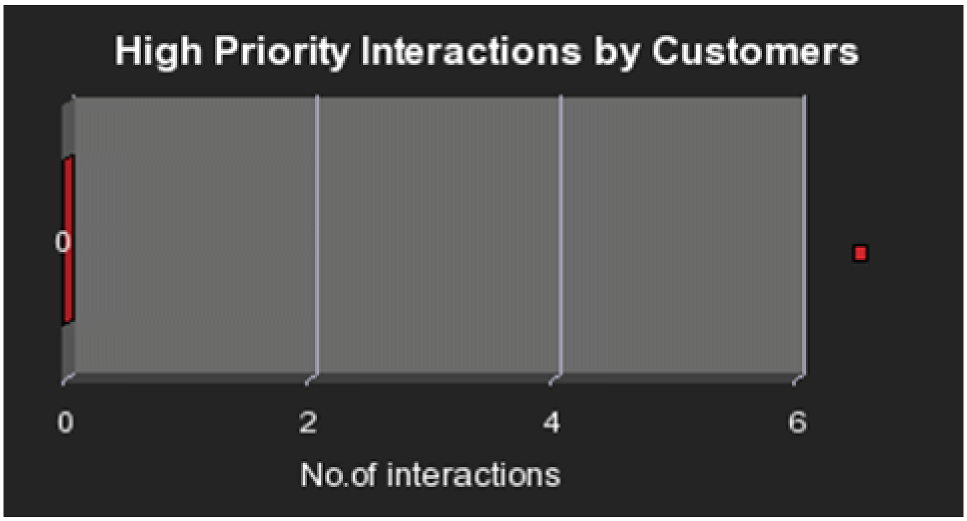
For details, see KPI Breakdowns in the *Business Analyst Guide*.

High Priority Interactions by Customers Report

The report displays the high priority interactions per customers in descending order. An interaction represents any conversation between the Help Desk and a customer. An interaction is always registered in the context of another object (for example: problem, incident, or request for change). The legend lists the priorities.

The report can be displayed in graphic or table format.

> **Note:** The size of the report display is: 374 pixels (width) x 199 pixels (height).

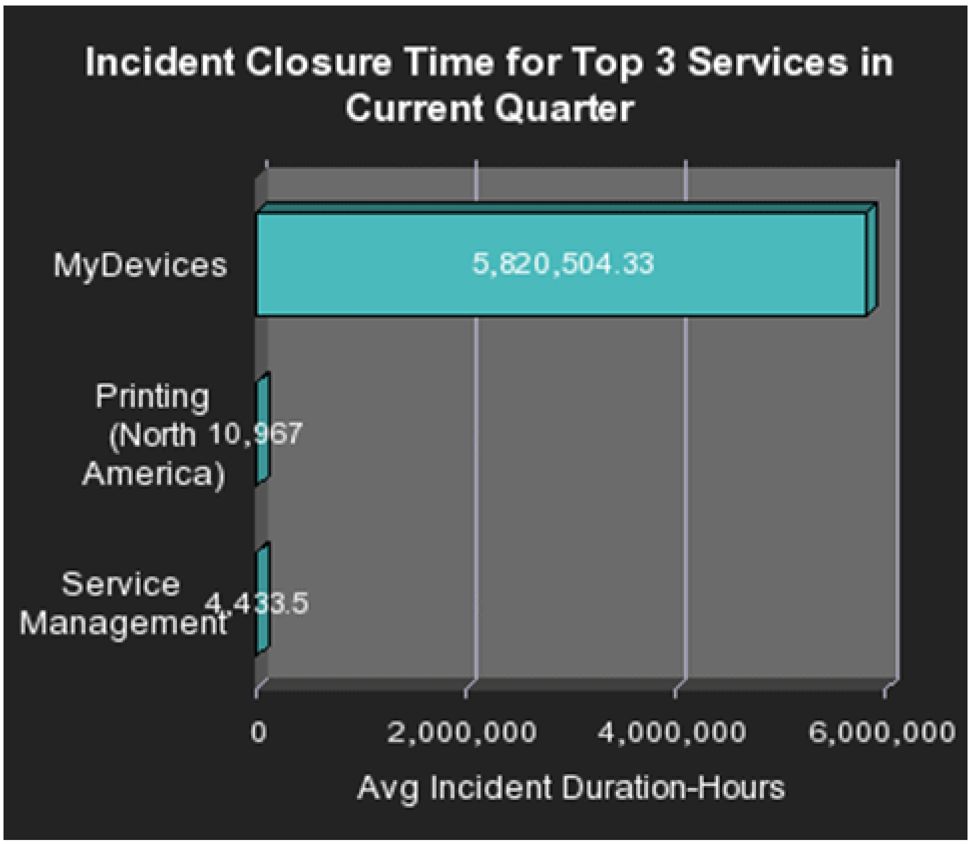


Incident Closure Time for the Top 3 Services Report

The report displays the time it took to close incidents, in descending order, for the 3 services with the highest closure time from the beginning of the current fiscal quarter till today, in descending order.

The report can be displayed in graphic or table format.

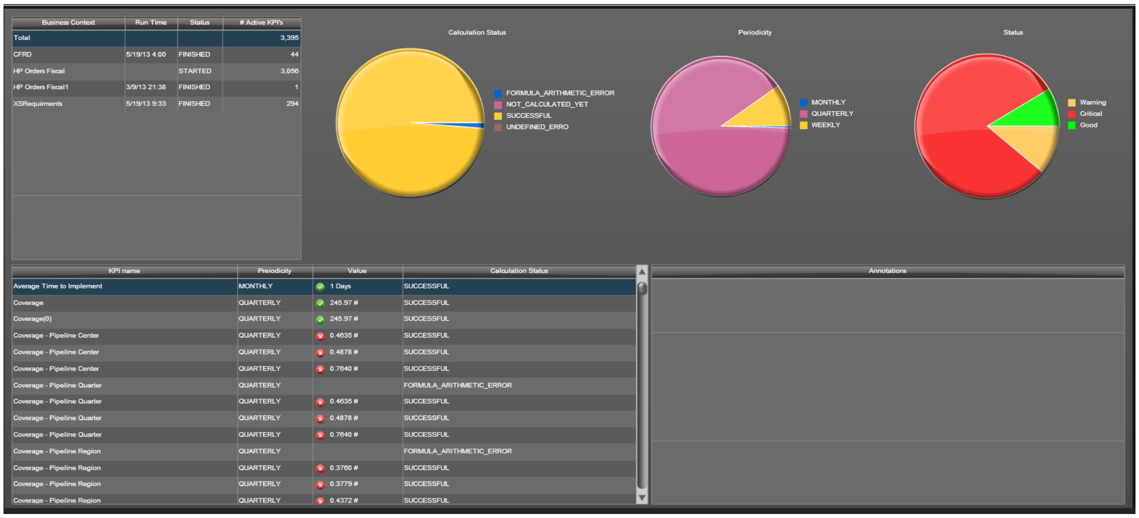
> **Note:** The size of the report display is: 374 pixels (width) x 324 pixels (height).



KPI Audit

The report displays the audit of context and KPI calculations.

- The top area displays the context calculation audit: the business contexts, run time, status, number of Active KPIs, calculation status, periodicity, status.
- The bottom area displays the KPI calculation audit: the name of the KPI, the periodicity, value, and calculation status of the KPIs, and the annotations.



KPIs per Context Report

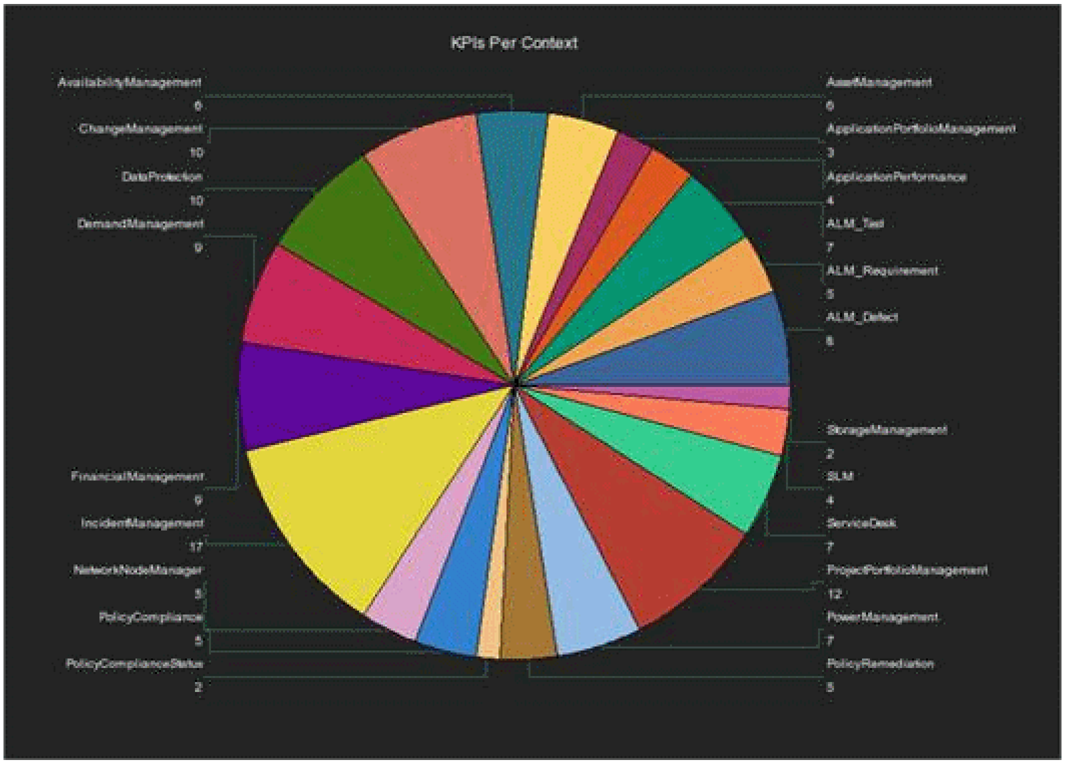
The report displays the list of the KPIs of a selected Contexts currently defined in Executive Scorecard.

The report displays, in table format, the list of Contexts, and their KPIs. In graph format, each slice represents a Context, and the number near the name of the Context indicates the number of KPIs in that Context.

For details on how to use this report, see in the *Administrator Guide*.

Context Name	KPI Name
ALM_Defect	Average Cycle Duration
ALM_Defect	Average Time to Resolve Production Defect
ALM_Defect	Defect Resolution Time
ALM_Defect	Detected Vs. Closed Defects Ratio
ALM_Defect	Number of Escaped Defects
ALM_Defect	% of Critical Defects
ALM_Defect	% of Rejected Defects
ALM_Defect	% of Reopened Defects
ALM_Requirement	Average Time to Review Requirement
ALM_Requirement	% of Documented Requirements
ALM_Requirement	% of Requirements Traced to Tests
ALM_Requirement	% of Reviewed Requirements
ALM_Requirement	% of Tested Requirements
ALM_Test	% of Actual vs. Planned Executed Tests
ALM_Test	% of Authorized Tests
ALM_Test	% of Automated Tests
ALM_Test	% of Completed Tests
ALM_Test	% of Failed Tests
ALM_Test	% of Successful Test Runs
ALM_Test	% of Tests Resulting in Defects
ApplicationPerformance	% Monitored Applications
ApplicationPerformance	% of Affected End Users by Application Quality
ApplicationPerformance	% of Failed Business Transactions
ApplicationPerformance	% of Non-Encrypted Traffic
ApplicationPortfolioManagement	Average Availability Rating
ApplicationPortfolioManagement	Average Maintainability Rating
ApplicationPortfolioManagement	Average Performance Rating
AssetManagement	Avg Age of Hardware Assets

Graph **Table**

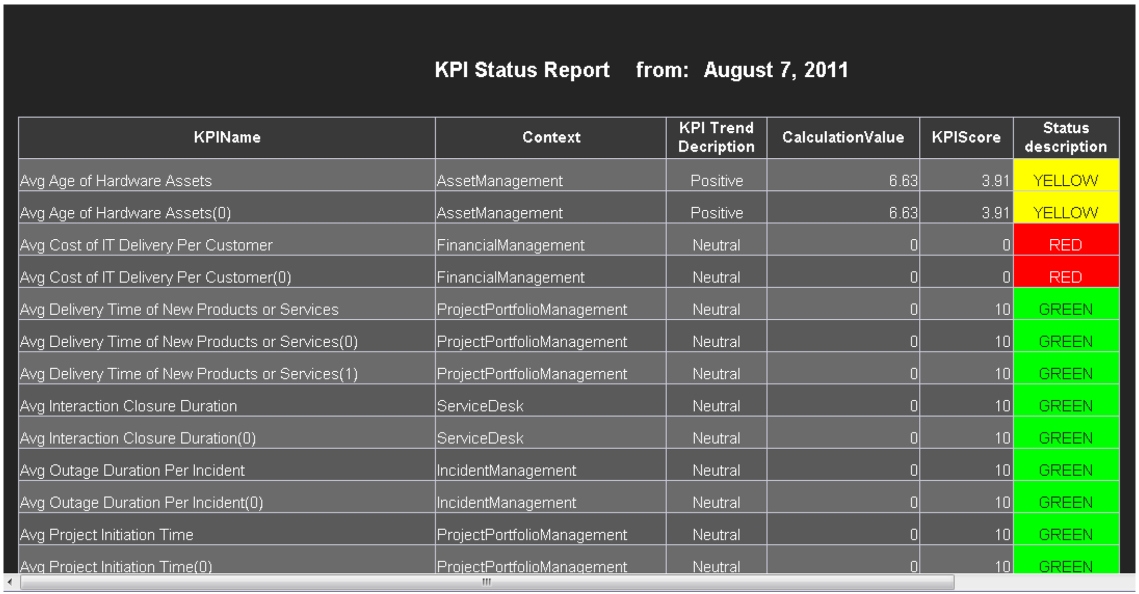

KPIs Per Context
AvailabilityManagement
6
ChangeManagement
10
DataProtection
10
DemandManagement
9
FinancialManagement
9
IncidentManagement
17
NetworkNodeManager
5
PolicyCompliance
5
PolicyComplianceStatus
2
AssetManagement
6
ApplicationPortfolioManagement
3
ApplicationPerformance
4
ALM_Test
7
ALM_Requirement
5
ALM_Defect
8
StorageManagement
2
SLM
4
ServiceDesk
7
ProjectPortfolioManagement
12
PowerManagement
7
PolicyRemediation
5

KPI Status Report

This report is based on the business model corresponding to the KPI universe.

The report displays KPI-related data from the KPI universe.

The report can be displayed in graphic or table format.



KPI Status Report from: August 7, 2011

KPIName	Context	KPI Trend Decription	CalculationValue	KPIScore	Status description
Avg Age of Hardware Assets	AssetManagement	Positive	6.63	3.91	YELLOW
Avg Age of Hardware Assets(0)	AssetManagement	Positive	6.63	3.91	YELLOW
Avg Cost of IT Delivery Per Customer	FinancialManagement	Neutral	0	0	RED
Avg Cost of IT Delivery Per Customer(0)	FinancialManagement	Neutral	0	0	RED
Avg Delivery Time of New Products or Services	ProjectPortfolioManagement	Neutral	0	10	GREEN
Avg Delivery Time of New Products or Services(0)	ProjectPortfolioManagement	Neutral	0	10	GREEN
Avg Delivery Time of New Products or Services(1)	ProjectPortfolioManagement	Neutral	0	10	GREEN
Avg Interaction Closure Duration	ServiceDesk	Neutral	0	10	GREEN
Avg Interaction Closure Duration(0)	ServiceDesk	Neutral	0	10	GREEN
Avg Outage Duration Per Incident	IncidentManagement	Neutral	0	10	GREEN
Avg Outage Duration Per Incident(0)	IncidentManagement	Neutral	0	10	GREEN
Avg Project Initiation Time	ProjectPortfolioManagement	Neutral	0	10	GREEN
Avg Project Initiation Time(0)	ProjectPortfolioManagement	Neutral	0	10	GREEN

Note: The size of the report display is: 583 pixels (width) x 204 pixels (height).

User interface elements are described below (when relevant, unlabeled elements are shown in angle brackets):

UI Element	Description
KPI Name	The name of the KPI.
Context	The Context (universe) of the KPI.
KPI Trend Description	The KPI trend.
KPI Score	The KPI score.
CalculationValue	The value of the KPI calculated by the KPI formula.
Status description	The status of the KPI. It can be: • Yellow (warning) • Green (OK) • Red (critical) • <no color> (no data)

KPI Templates Report

The report displays the list of the KPI templates that are currently in the KPIs Library pane.

The report displays the name of the KPI, its description, its Business Questions, the name of the Context, and Formula.

For details on how to use this report, see in the *Administrator Guide*.

KPI Templates

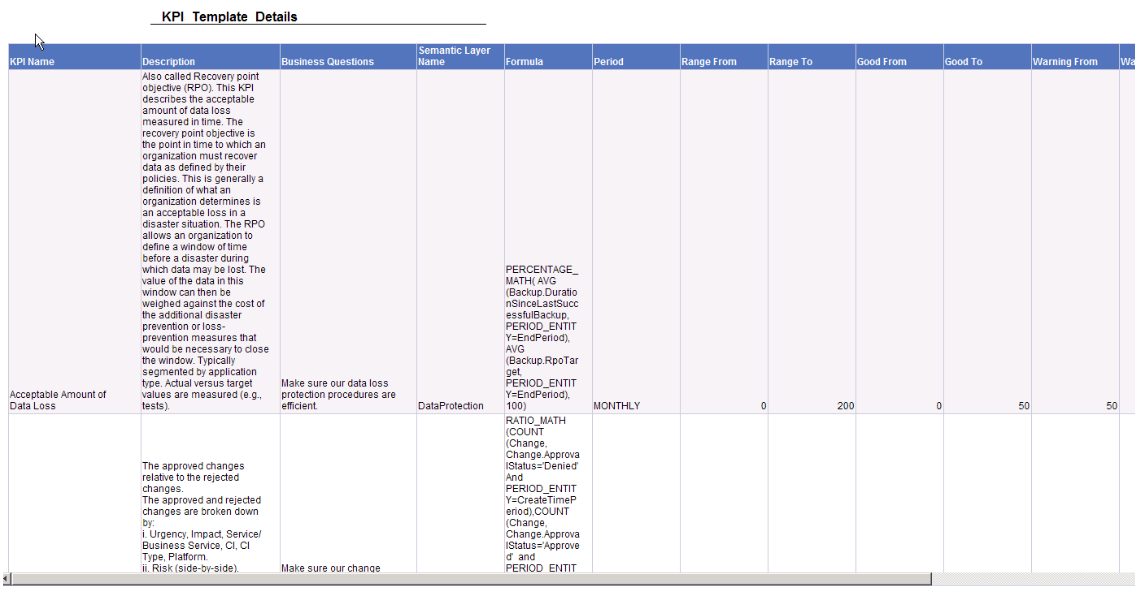
KPI Name	Description	Business Questions	Semantic Layer Name	Formula
Average Cycle Duration	time-to-market perspective.	Make sure that the agile best practices are followed.	ALM_Defect	AVG(TargetCycle.EndDate,TargetCycle.EndDate IN_PERIOD)-AVG (TargetCycle.StartDate, TargetCycle.EndDate IN_PERIOD))
Average Time to Resolve Production Defect	Production Defect is a post release defect (detected after the release end date).	Make sure our post-release defect resolution procedures are efficient.	ALM_Defect	Defect.ClosedDate IN_PERIOD)-AVG (Defect.DetectedDate,Defect.DetectedDate>Project.EndDate and Defect.ClosedDate IN_PERIOD))
Defect Resolution Time	The average time it takes to close a defect.	Make sure our defect resolution procedures are efficient.	ALM_Defect	DATE_CONVERT('ms','d', AVG(Defect.ClosedDate,Defect.ClosedDate IN_PERIOD) - AVG (Defect.DetectedDate ,Defect.ClosedDate IN_PERIOD))
Detected Vs. Closed Defects Ratio	The ratio between detected defects and closed defects	The ratio is expected to decline as approaching the release date. Make sure our defect detection and closure procedures are efficient.	ALM_Defect	RATIO_MATH(COUNT(Defect, Defect.ClosedDate IN_PERIOD),COUNT (Defect, Defect.DetectedDate IN_PERIOD))
Number of Escaped Defects	discovery date is after the release).	Make sure our pre-production quality testing procedures are efficient.	ALM_Defect	Count(Defect,Defect.DetectedDate>Project.EndDate and Defect.DetectedDate IN_PERIOD)
% of Critical Defects	defects ('Urgent' and 'Very High' Statuses) relative to the total number of defects.	Make sure our defect resolution procedures are efficient.	ALM_Defect	PERCENTAGE(Defect , (Defect.Severity ='4-Very High' or Defect.Severity='5-Urgent') And Defect.DetectedDate IN_PERIOD,Defect.DetectedDate IN_PERIOD)
% of Rejected Defects	The number of rejected defects relative to the total number of defects opened	Make sure our defect rejection procedures are efficient.	ALM_Defect	COUNT(Defect , Defect.Status='Rejected'), COUNT(Defect , *))
% of Reopened Defects	relative to the total number of logged defects.	Make sure our defect correction procedure is efficient.	ALM_Defect	PERCENTAGE(Defect,Defect.ReopenCount>0 And (Defect.ClosedDate is Null or Defect.ClosedDate> NOW) ,Defect.ClosedDate is Null or Defect.ClosedDate> NOW)
Average Time to Review Requirement	The average time spent to review and approve a requirement.	Make sure the requirement reviewing procedures are efficient.	ALM_Requirement	DATE_CONVERT('ms','d', AVG(Requirement.ReviewDate,Requirement.ReviewDate IN_PERIOD) - AVG (Requirement.CreatedDate, Requirement.ReviewDate IN_PERIOD))
% of Documented Requirements	requirements with attachments or descriptions larger than 50 words.	Make sure our requirement documentation coverage is adequate.	ALM_Requirement	PERCENTAGE(Requirement, (Requirement.DocumentationWordCount>50 Or Requirement.HasAttachmentIndicator ='Y') AND Requirement.CreatedDate IN_PERIOD ,Requirement.CreatedDate IN_PERIOD)
% of Requirements Traced to Tests	KPI periodicity is monthly, the cycle duration should be a month or less).	Make sure our requirement testing procedures are efficient.	ALM_Requirement	PERCENTAGE(Requirement,(Requirement.CoverageStatus<>'Not Covered' or Requirement.CoverageStatus<>'N/A') And Cycle.StartDate IN_PERIOD, Cycle.StartDate IN_PERIOD)
% of Reviewed Requirements	planned to be reviewed during the measurement period.	Make sure that the requirement review procedures are efficient.	ALM_Requirement	PERCENTAGE(Requirement,Requirement.ReviewStatus='Reviewed' And Requirement.ReviewDate IN_PERIOD,Requirement.ReviewDate IN_PERIOD)
	of requirements. By default, the KPI is based on cycles; if the organization does not use	Do my projects fulfill their promises? Do they deliver the promised scope?		

KPI Template Details Report

The report displays the list of the KPI templates that are currently in the KPIs Library pane, their Context, Data Source, Business Question, Formula, Thresholds, and more.

The report displays the name of the KPI, its description, its Business Questions, the name of the Context, the Formula, period, range, thresholds, type and unit.

For details on how to use this report, see in the *Administrator Guide*.



KPI Template Details

KPI Name	Description	Business Questions	Semantic Layer Name	Formula	Period	Range From	Range To	Good From	Good To	Warning From	Wa
Acceptable Amount of Data Loss	Also called Recovery point objective (RPO). This KPI describes the acceptable amount of data loss measured in time. The recovery point objective is the point in time to which an organization must recover data as defined by their policies. This is generally a definition of what an organization determines is an acceptable loss in a disaster situation. The RPO allows an organization to define a window of time before a disaster during which data may be lost. The value of the data in this window can then be weighed against the cost of the additional disaster prevention or loss-prevention measures that would be necessary to close the window. Typically segmented by application type. Actual versus target values are measured (e.g., tests).	Make sure our data loss protection procedures are efficient.	DataProtection	PERCENTAGE_MATH(AVG (Backup.DurationSinceLastSuccessfulBackup, PERIOD_ENTITY=EndPeriod), AVG (Backup.RpoTarget, PERIOD_ENTITY=EndPeriod), 100)	MONTHLY	0	200	0	50	50	
	The approved changes relative to the rejected changes. The approved and rejected changes are broken down by: i. Urgency, Impact, Service/ Business Service, CI, CI Type, Platform. ii. Risk (side-by-side).	Make sure our change		RATIO_MATH (COUNT (Change, Change.ApprovalStatus='Denied' And PERIOD_ENTITY=CreateTimePeriod),COUNT (Change, Change.ApprovalStatus='Approved' and PERIOD_ENTIT							

KPI Tree Hierarchy Report

The report displays the hierarchy trees in the KPIs Library. The report displays for each tree, the names of the Scorecards, Perspectives, Objectives, and KPIs.

For details on how to use this report, see in the *Administrator Guide*.

KPI Tree Hierarchy

Tree Name	Scorecard Name	Perspective Name	Objective Name	KPI Name
Business Scorecards	BRM	Customer	Improve Customer Satisfaction	Downtime % of SLAs
Business Scorecards	BRM	Customer	Improve Customer Satisfaction	% of Met SLAs
Business Scorecards	BRM	Customer	Improve Customer Satisfaction	% of Problems by Cause Type
Business Scorecards	BRM	Customer	Improve Customer Satisfaction	% of Satisfied Customers
Business Scorecards	BRM	Customer	Improve Customer Satisfaction	% of Service Level Objectives for Met IT Process Activities
Business Scorecards	BRM	Customer	Improve Service Delivery Performance	Avg Outage Duration
Business Scorecards	BRM	Customer	Improve Service Delivery Performance	Mean Time between Failures of Services
Business Scorecards	BRM	Customer	Improve Service Delivery Performance	Mean Time to Repair a Service
Business Scorecards	BRM	Customer	Improve Service Delivery Performance	Number of Closed Incidents
Business Scorecards	BRM	Customer	Improve Service Delivery Performance	Number of Opened Incidents
Business Scorecards	BRM	Customer	Improve Service Delivery Performance	% of Available Services
Business Scorecards	BRM	Customer	Improve Service Delivery Performance	% of Met Service Performance
Business Scorecards	BRM	Operational Excellence	Achieve Process Excellence	Incident Resolution Time
Business Scorecards	BRM	Operational Excellence	Achieve Process Excellence	Incidents Backlog Size
Business Scorecards	BRM	Operational Excellence	Achieve Process Excellence	% of Escalated Incidents
Business Scorecards	BRM	Operational Excellence	Achieve Process Excellence	% of Reopened Incidents
Business Scorecards	BRM	Operational Excellence	Achieve Process Excellence	% of SLAs Planned to be Expired
Business Scorecards	BRM	Operational Excellence	Improve Responsiveness	Avg Interaction Closure Duration
Business Scorecards	BRM	Operational Excellence	Improve Responsiveness	Incident Aging
Business Scorecards	BRM	Operational Excellence	Improve Responsiveness	% of FCR
Business Scorecards	BRM	Operational Excellence	Improve Responsiveness	% of Interactions in Backlog
Business Scorecards	CIO	Customer	Improve Customer Satisfaction	Demands Backlog
Business Scorecards	CIO	Customer	Improve Customer Satisfaction	Downtime % of SLAs
Business Scorecards	CIO	Customer	Improve Customer Satisfaction	Network Latency
Business Scorecards	CIO	Customer	Improve Customer Satisfaction	% of Affected End Users by Application Quality
Business Scorecards	CIO	Customer	Improve Customer Satisfaction	% of Applications Availability
Business Scorecards	CIO	Customer	Improve Customer Satisfaction	% of Approved Project Scope Changes
Business Scorecards	CIO	Customer	Improve Customer Satisfaction	% of Met Application Performance

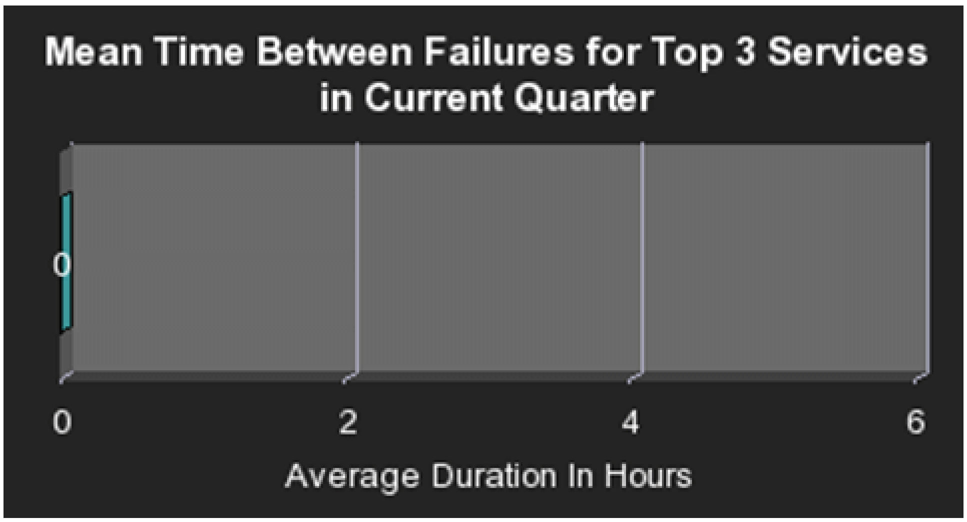
Trees to KPI Hierarch

Mean Time Between Failures for Top 3 Services Report

The report represents the Mean Time Between Failures (MTBF) for the top 3 services from the beginning of the current fiscal quarter till today.

The report can be displayed in graphic or table format.

Note: The size of the report display is: 583 pixels (width) x 204 pixels (height).

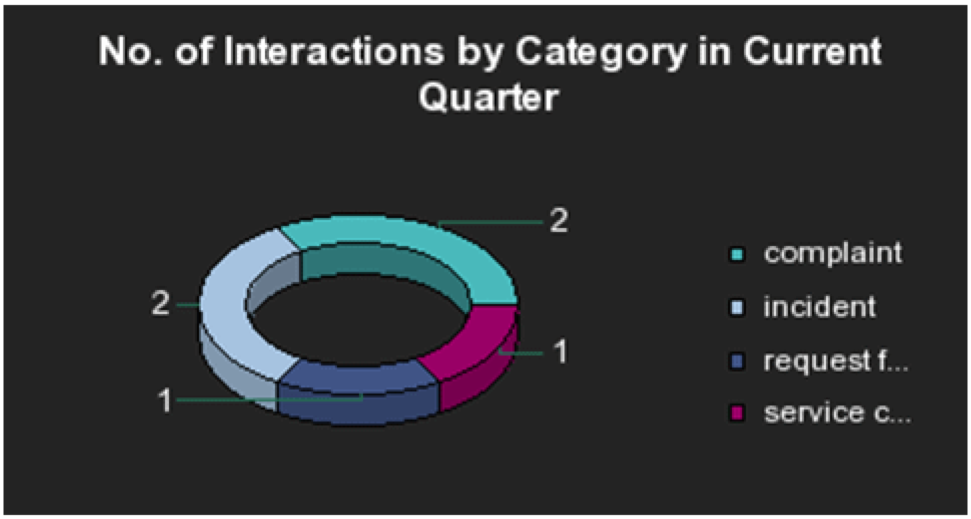


Number of Interactions by Category Report

The report represents the number of interactions per category from the beginning of the current fiscal quarter till today. An interaction represents any conversation between the Help Desk and a customer. An interaction is always registered in the context of another object (for example: problem, incident, or request for change). The legend lists the categories.

The report can be displayed in graphic or table format.

> **Note:** The size of the report display is: 374 pixels (width) x 199 pixels (height).

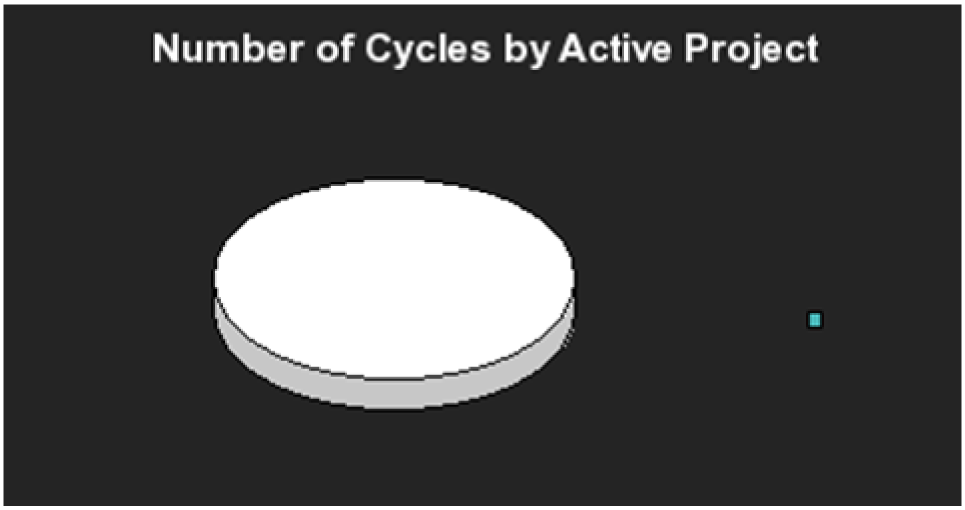


Number of Cycles by Active Project Report

The report displays the number of cycles that occurred in currently active projects. The pie displays a slice for each active project and the number near each slice represents the number of cycles that occurred for the corresponding active project. The legend lists the project names.

The report can be displayed in graphic or table format.

> **Note:** The size of the report display is: 583 pixels (width) x 204 pixels (height).

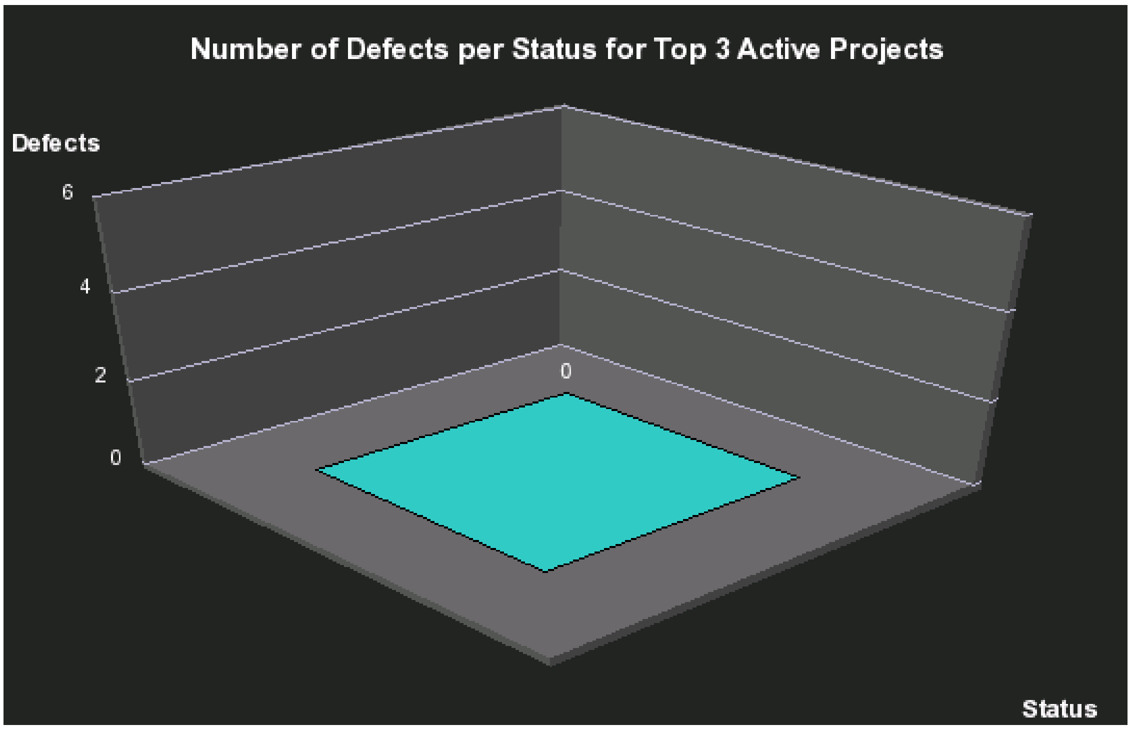


Number of Defects per Status for Top 3 Active Projects Report

The report displays the number of defects per status for the 3 active projects with the highest number of defects. The x-axis represents the projects names, the y-axis represents the number of defects, and the z-axis represents the statuses.

The report can be displayed in graphic or table format.

> **Note:** The size of the report display is: 374 pixels (width) x 324 pixels (height).

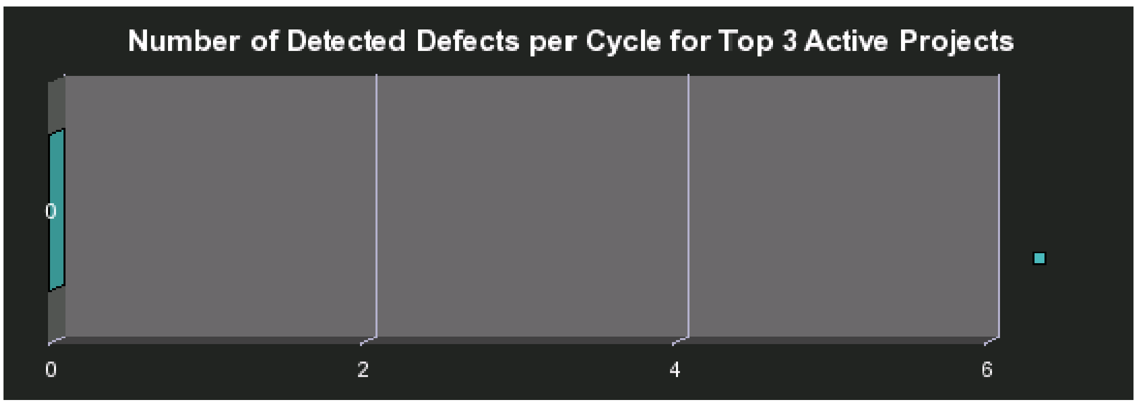


Number of Detected Defects per Cycle for Top 3 Active Projects Report

The report displays the number of defects detected in each cycle for the 3 active projects with the highest number of defects. The report displays a horizontal bar per active project, each bar is split into sections corresponding to the cycles, and each section displays the number of defects detected during that cycle. The legend lists the cycles.

The report can be displayed in graphic or table format.

> **Note:** The size of the report display is: 374 pixels (width) x 199 pixels (height).

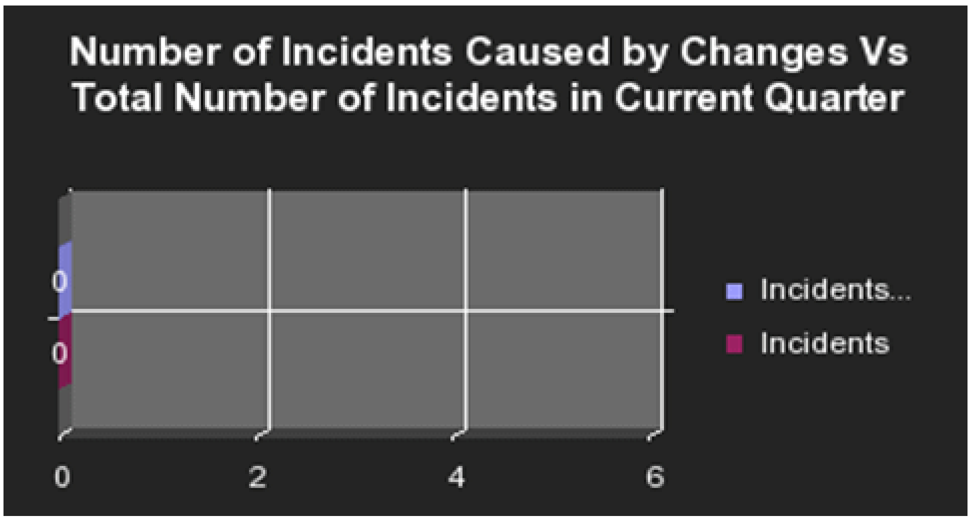


Number of Incidents Caused by Changes vs Total Number of Incidents Report

The report displays the number of incidents per category caused by changes divided by the total number of incidents that occurred from the beginning of the current fiscal quarter till today.

The report can be displayed in graphic or table format.

Note: The size of the report display is: 583 pixels (width) x 204 pixels (height).

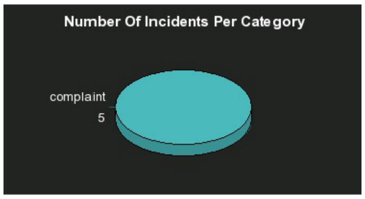


Number of Interactions per Category Report

The report represents the number of interactions per category. An interaction represents any conversation between the Help Desk and a customer. An interaction is always registered in the context of another object (for example: problem, incident, or request for change). The legend lists the categories.

The report can be displayed in graphic or table format.

> **Note:** The size of the report display is: 374 pixels (width) x 199 pixels (height).



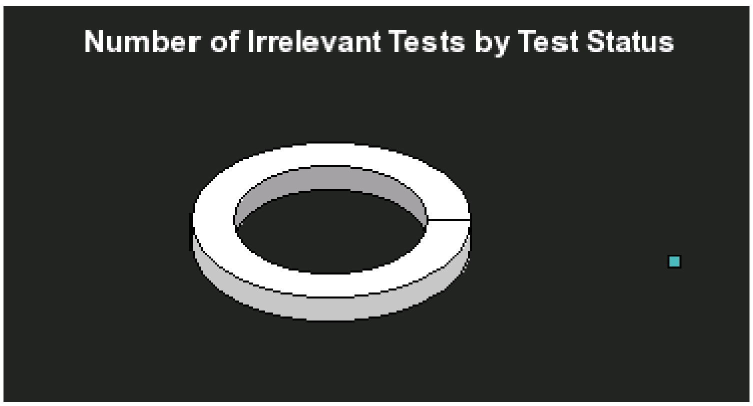
Number of Irrelevant Tests by Test Status Report

An irrelevant test is a test that is not linked to a defect or to a requirement.

The report displays the number of irrelevant tests by test status for each status that indicates that the test has not succeeded. The ring displays sections for each one of the relevant statuses and each section displays the number of irrelevant tests.The legend lists the statuses.

The report can be displayed in graphic or table format.

> **Note:** The size of the report display is: 583 pixels (width) x 204 pixels (height).

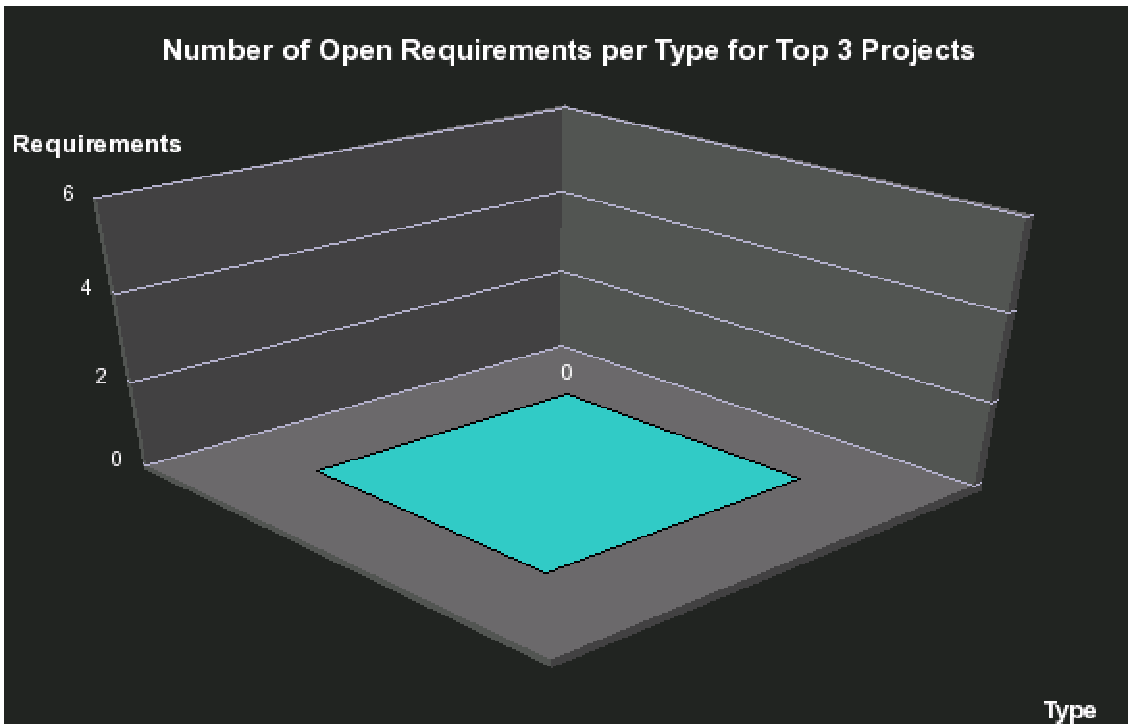


Number of Open High Priority Requirements for Top 3 Projects Report

The report displays the number of open high priority requirements per type of requirement, for the 3 active projects with the largest number of open requirements. The report displays a bar for each one of the three projects. The bars indicate the number of open high priority requirements for the project. The legend lists the projects.

The report can be displayed in graphic or table format.

> **Note:** The size of the report display is: 374 pixels (width) x 324 pixels (height).

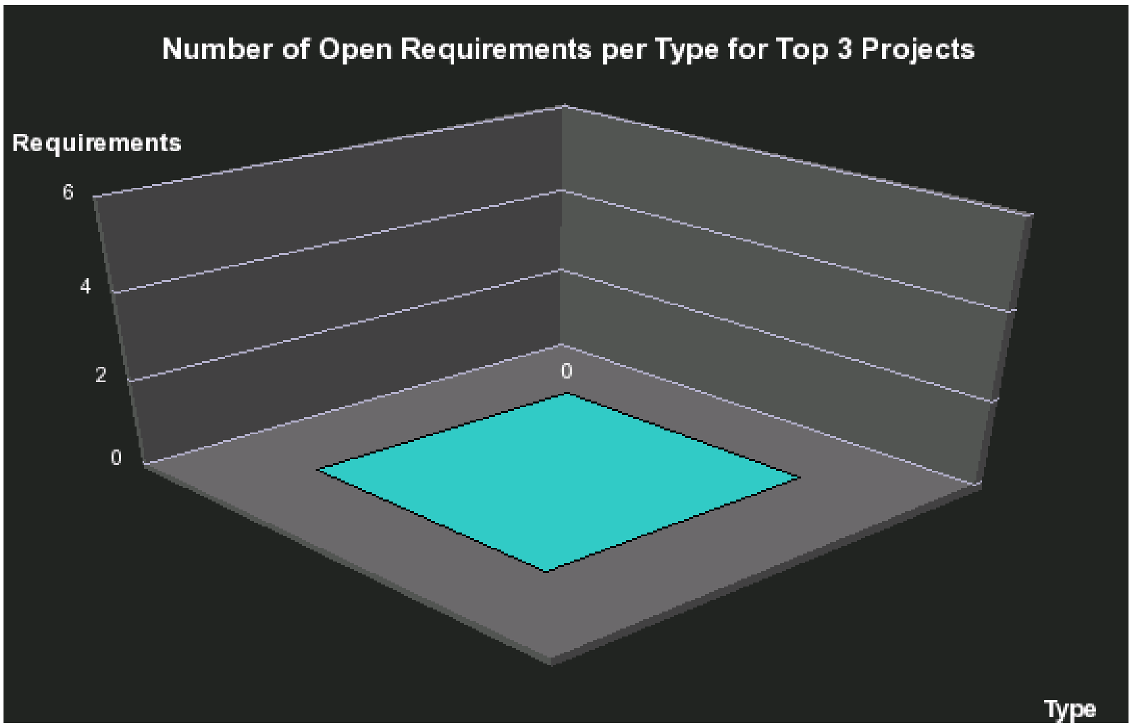


Number of Open Requirements per Type for Top 3 Projects Report

The report displays the number of open requirements, for the 3 active or inactive projects with the highest number of open requirements. The x-axis represents the project names, the y-axis represents the number of requirements, and the z-axis represents the types of requirements.

The report can be displayed in graphic or table format.

Note: The size of the report display is: 374 pixels (width) x 324 pixels (height).



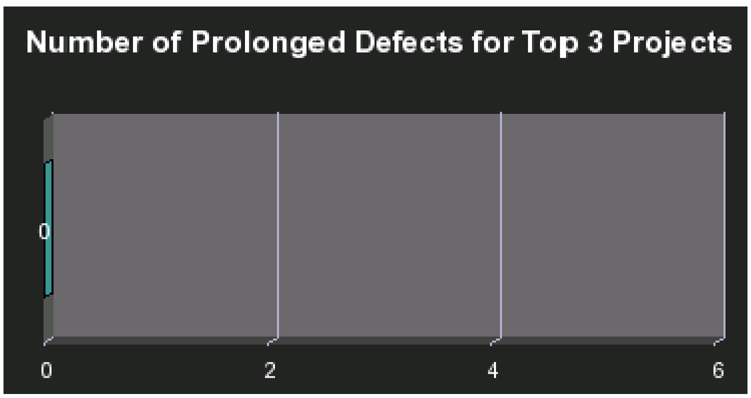
Number of Prolonged Defects for Top 3 Projects Report

A defect is prolonged if it is still not currently fixed, or if it was fixed after its estimated time.

The report displays the number of prolonged defects for the 3 projects with the highest number of prolonged defects. The report displays a horizontal bar per active project, each bar displays the number of prolonged defects corresponding to the project.

The report can be displayed in graphic or table format.

> **Note:** The size of the report display is: 583 pixels (width) x 204 pixels (height).

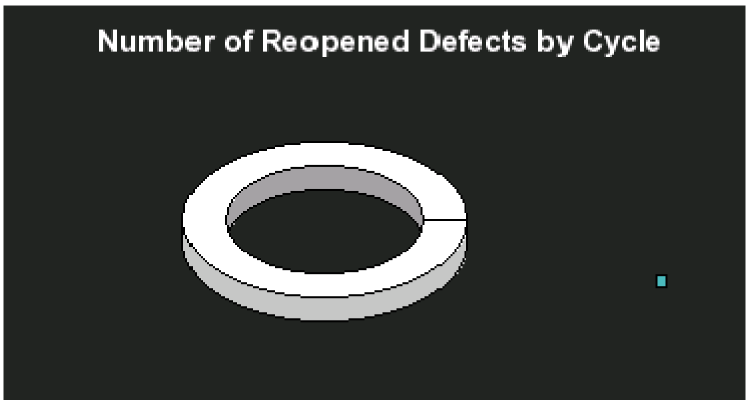


Number of Reopened Defects by Cycle Report

The report displays the number of defects that were reopened for each cycle of each active project. The report displays a ring per cycle, and each ring displays the number of reopened defects. The legend lists the cycles.

The report can be displayed in graphic or table format.

Note: The size of the report display is: 583 pixels (width) x 204 pixels (height).

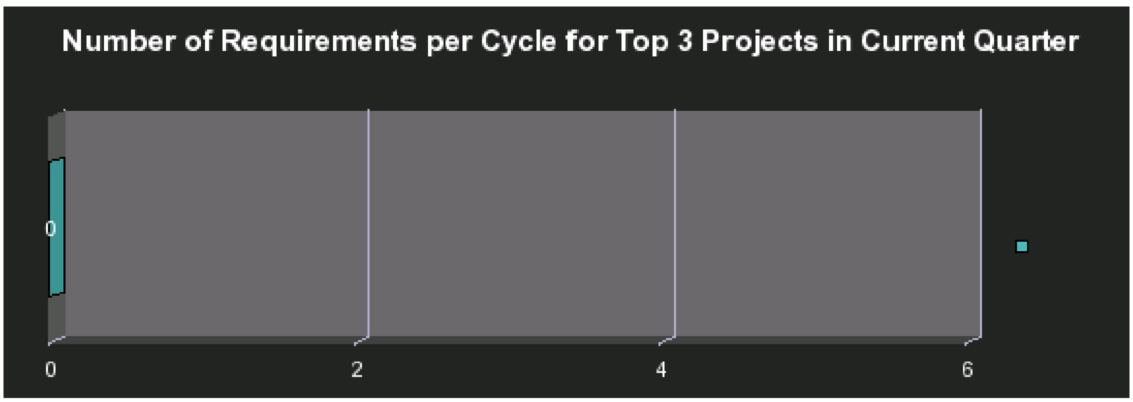


Number of Requirements per Cycle for Top 3 Projects in Current Quarter Report

The report displays the number of requirements, per cycle, for the 3 projects with the highest number of requirements, that are active or inactive in the current fiscal quarter. The report displays, for each project, a bar with sections representing the cycles, and each section indicates the number of requirements corresponding to the cycle. The legend lists the cycles.

The report can be displayed in graphic or table format.

Note: The size of the report display is: 374 pixels (width) x 199 pixels (height).

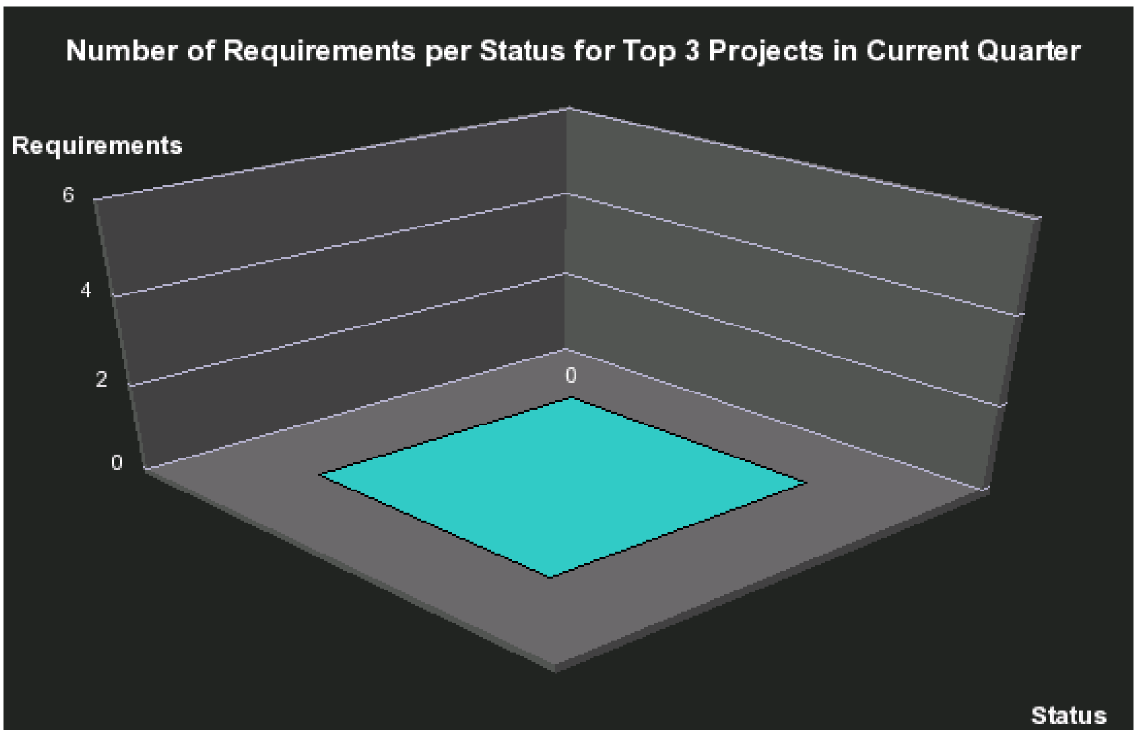


Number of Requirements per Status for Top 3 Projects in Current Quarter Report

The report displays the number of open requirements, per requirement status, for the 3 projects with the highest number of requirements, that active or inactive in the current fiscal quarter. The x-axis represents the project names, the y-axis represents the number of requirements, and the z-axis represents the statuses.

The report can be displayed in graphic or table format.

Note: The size of the report display is: 374 pixels (width) x 324 pixels (height).

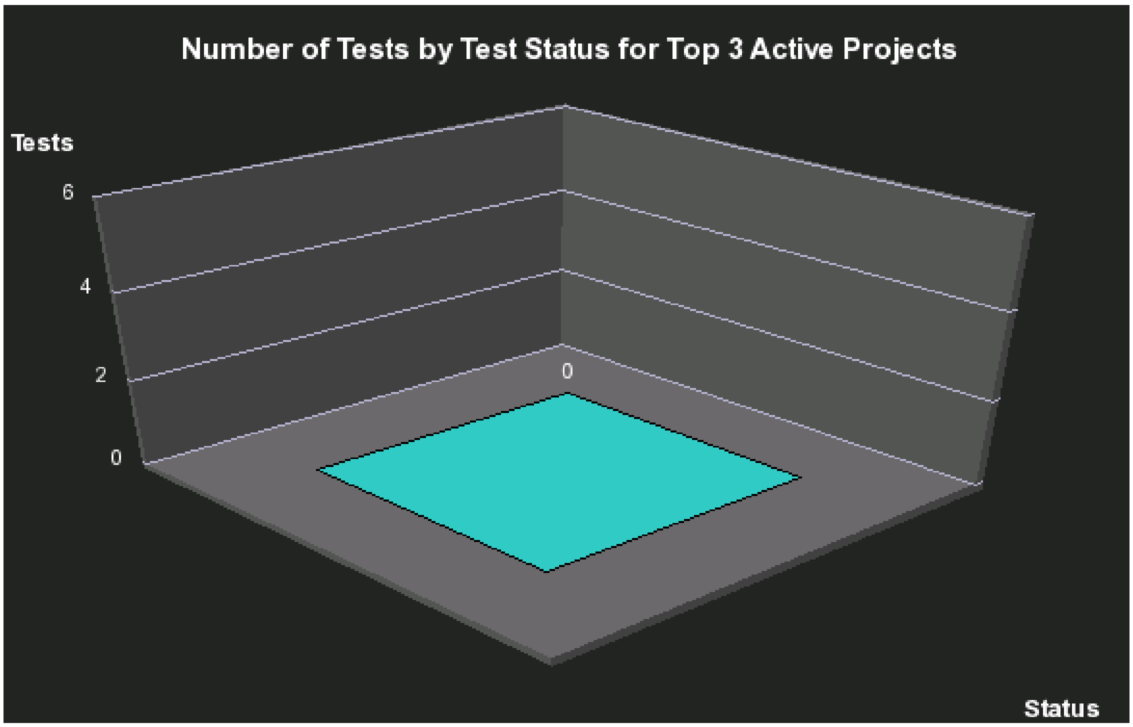


Number of Tests by Test Status for Top 3 Active Projects Report

The report displays the number of tests by test status for the 3 active projects with the highest number of tests. The x-axis represents the projects names, the y-axis represents the number of tests, and the z-axis represents the test statuses.

The report can be displayed in graphic or table format.

Note: The size of the report display is: 374 pixels (width) x 324 pixels (height).

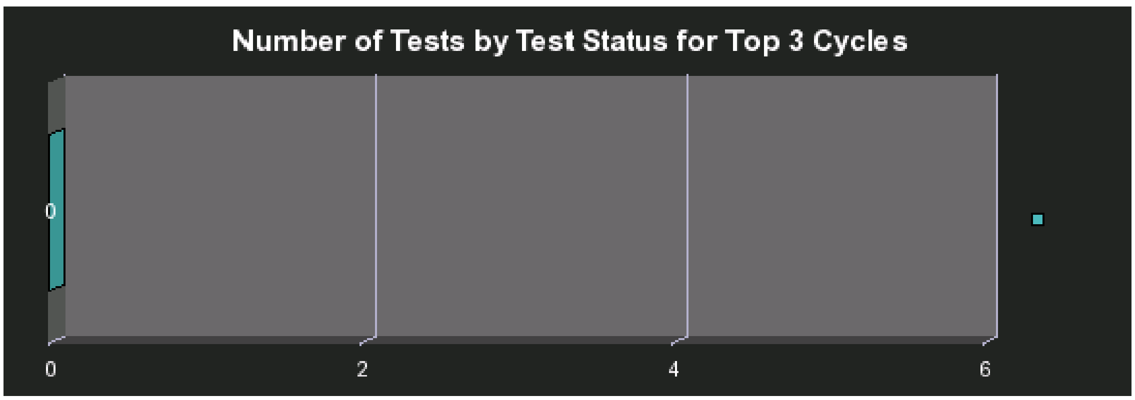


Number of Tests by Test Status for Top 3 Cycles Report

The report displays the number of tests by test status for the 3 cycles wit the highest number of tests. The report displays bars for each cycle, each bar displays sections corresponding to the test statuses, and each section displays the number of corresponding tests. The legend lists the statuses.

The report can be displayed in graphic or table format.

> **Note:** The size of the report display is: 374 pixels (width) x 199 pixels (height).

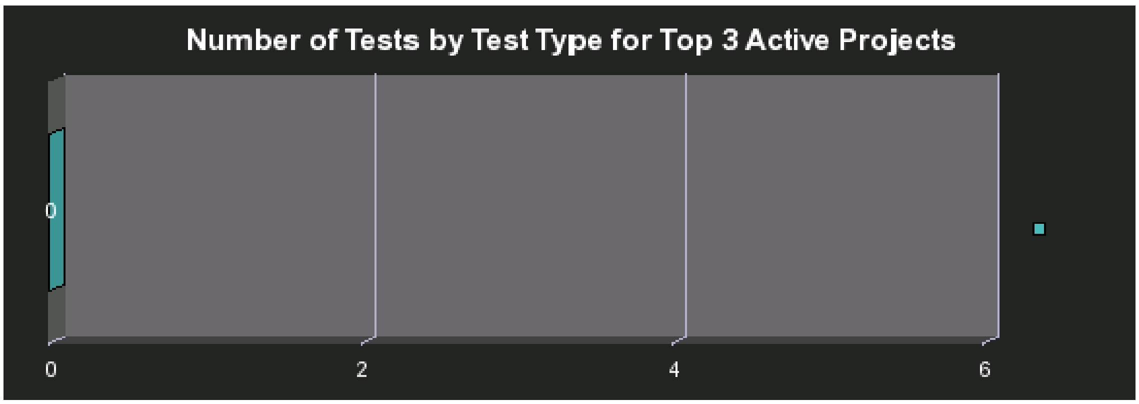


Number of Tests by Test Type for Top 3 Active Projects Report

The report displays the number of tests by test type for the 3 active projects with the highest number of tests. The report displays bars for each currently active project, each bar displays sections corresponding to the test types, and each section displays the number of corresponding tests. The legend lists the types.

The report can be displayed in graphic or table format.

Note: The size of the report display is: 374 pixels (width) x 199 pixels (height).

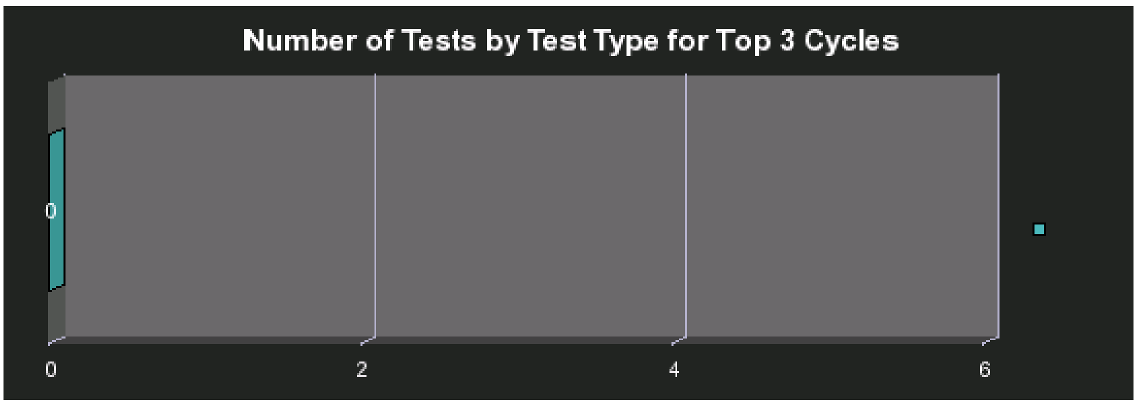


Number of Tests by Test Type for Top 3 Cycles Report

The report displays the number of tests by test type for the 3 cycles with the highest number of tests. The report displays bars for each cycle, each bar displays sections corresponding to the test types, and each section displays the number of corresponding tests. The legend lists the types.

The report can be displayed in graphic or table format.

Note: The size of the report display is: 374 pixels (width) x 199 pixels (height).

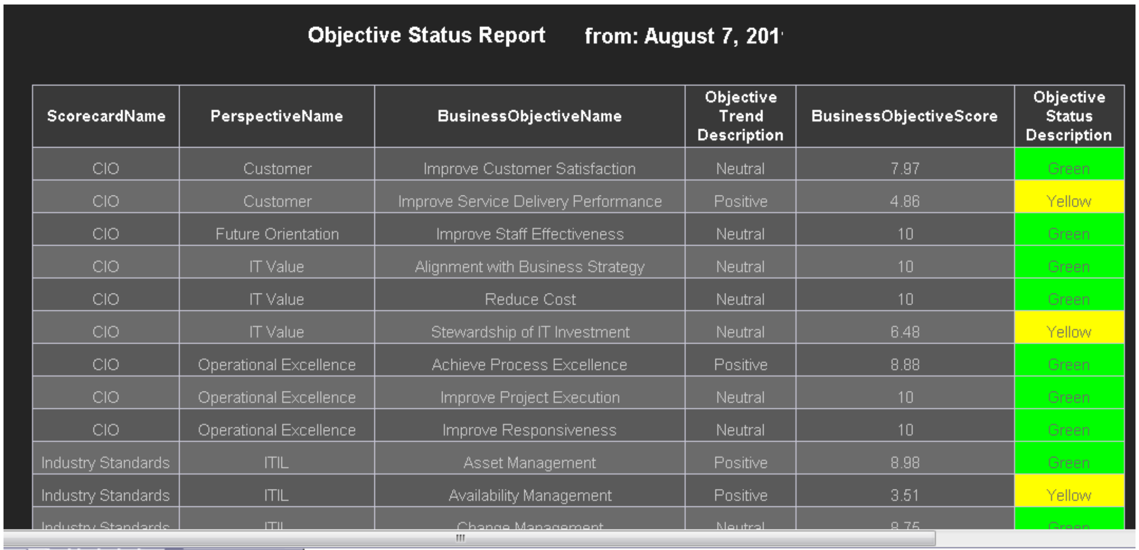


Objective Status Report

This report is based on the business model corresponding to the KPI universe.

The report displays Objective-related data from the KPI universe.

The report can be displayed in graphic or table format.



Objective Status Report from: August 7, 201

ScorecardName	PerspectiveName	BusinessObjectiveName	Objective Trend Description	BusinessObjectiveScore	Objective Status Description
CIO	Customer	Improve Customer Satisfaction	Neutral	7.97	Green
CIO	Customer	Improve Service Delivery Performance	Positive	4.86	Yellow
CIO	Future Orientation	Improve Staff Effectiveness	Neutral	10	Green
CIO	IT Value	Alignment with Business Strategy	Neutral	10	Green
CIO	IT Value	Reduce Cost	Neutral	10	Green
CIO	IT Value	Stewardship of IT Investment	Neutral	6.48	Yellow
CIO	Operational Excellence	Achieve Process Excellence	Positive	8.88	Green
CIO	Operational Excellence	Improve Project Execution	Neutral	10	Green
CIO	Operational Excellence	Improve Responsiveness	Neutral	10	Green
Industry Standards	ITIL	Asset Management	Positive	8.98	Green
Industry Standards	ITIL	Availability Management	Positive	3.51	Yellow
Industry Standards	ITIL	Change Management	Neutral	8.75	Green

Note: The size of the report display is: 583 pixels (width) x 204 pixels (height).

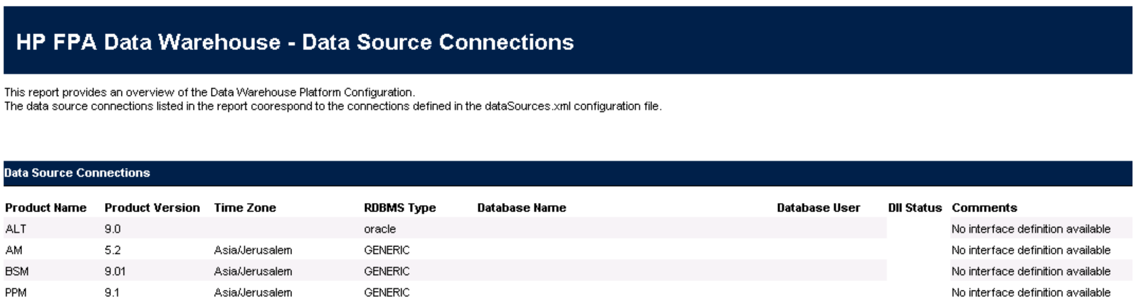
User interface elements are described below (when relevant, unlabeled elements are shown in angle brackets):

UI Element	Description
ScorecardName	The name of the Scorecard.
PerspectiveName	The name of the Perspective.
BusinessObjectiveName	The name of the Objective.
Objective Trend Description	The trend of the Objective.
BusinessObjectiveScore	The score of the Objective.
Objective Status Description	The status of the Objective. It can be: • Yellow (warning) • Green (OK) • Red (critical) • <no color> (no data)

Platform Configuration Report

The Platform Configuration report lists all the active Content Packs in the Data Warehouse, their version, time zone, RDBMS type, database names, users, and more.

This report is obsolete. For more details about the Content Packs and the integrations with data sources, click **Admin** > **Data Source Management**, then click **Add data source**. For details, see Data Source Management in the *Administrator Guide*.



HP FPA Data Warehouse - Data Source Connections

This report provides an overview of the Data Warehouse Platform Configuration.
The data source connections listed in the report coorespond to the connections defined in the dataSources.xml configuration file.

Data Source Connections

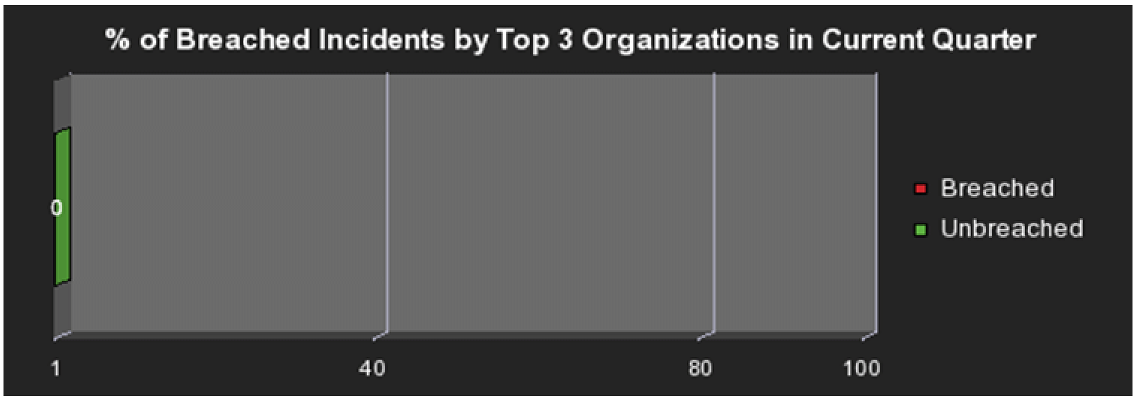
Product Name	Product Version	Time Zone	RDBMS Type	Database Name	Database User	DII Status	Comments
ALT	9.0		oracle				No interface definition available
AM	5.2	Asia/Jerusalem	GENERIC				No interface definition available
BSM	9.01	Asia/Jerusalem	GENERIC				No interface definition available
PPM	9.1	Asia/Jerusalem	GENERIC				No interface definition available

Percentage of Breached Incidents Report

The report displays the percentage of incidents breached by the 3 organizations with the highest number of breached incidents that occurred from the beginning of the current fiscal quarter till today, in descending order.

The report can be displayed in graphic or table format.

> **Note:** The size of the report display is: 374 pixels (width) x 199 pixels (height).

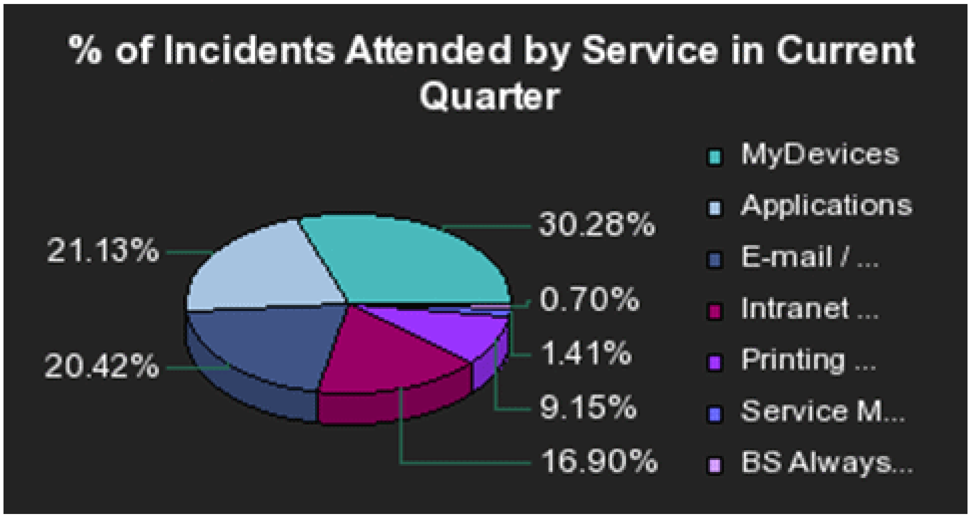


Percentage of Incidents Attended by Service Report

The report displays the percentage of incidents attended by a service from the beginning of the current fiscal quarter till today. The legend lists the names of the services.

The report can be displayed in graphic or table format.

> **Note:** The size of the report display is: 583 pixels (width) x 204 pixels (height).

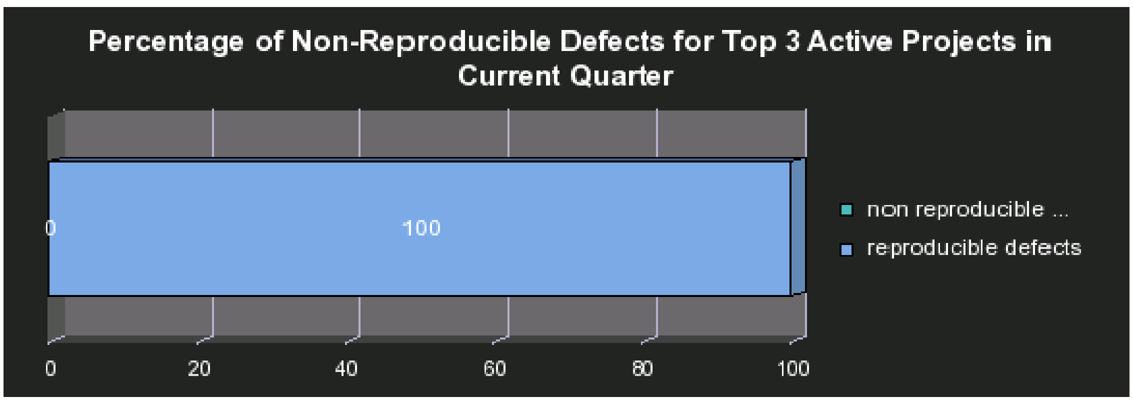


Percentage of Non-Reproducible Defects for Top 3 Active Projects in Current Quarter Report

The report displays the percentage of non-reproducible defects versus the percentage of reproducible defects, for the 3 projects with the highest number of non-reproductible defects, that are active in the current fiscal quarter. The report displays, for each project, a bar scaled from 0 to 100, where one section of the bar represents the number of non-reproducible defects and the other section the number of reproducible defects.

The report can be displayed in graphic or table format.

Note: The size of the report display is: 374 pixels (width) x 199 pixels (height).

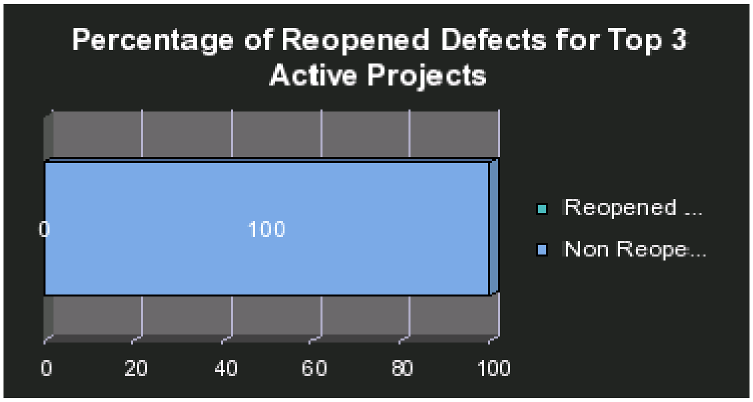


Percentage of Reopened Defects for Top 3 Active Projects Report

The report displays the percentage of reopened defects versus the percentage of non-reopened defects, for the 3 active projects with the highest percentage of reopened defects. The report displays, for each project, a bar scaled from 0 to 100, where one section of the bar represents the number of reopened defects and the other section the number of defects that were not reopened.

The report can be displayed in graphic or table format.

> **Note:** The size of the report display is: 583 pixels (width) x 204 pixels (height).

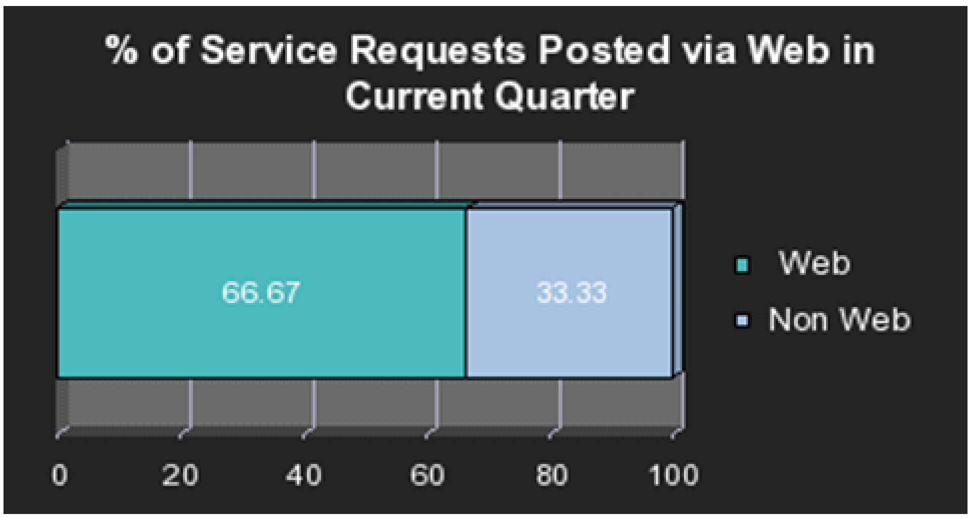


Percentage of Service Requests Posted via Web (Self-Help) Report

The report represents the number of service requests posted via the web (self-help) divided by the total number of service requests that occurred from the beginning of the current fiscal quarter till today.

The report can be displayed in graphic or table format.

Note: The size of the report display is: 374 pixels (width) x 199 pixels (height).

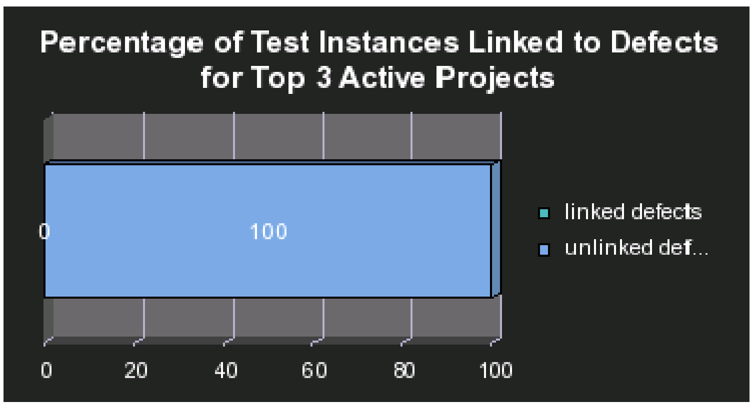


Percentage of Test Instances Linked to Defects for Top 3 Active Projects Report

The report displays the number of test instances linked by defects for the 3 currently active projects with the highest number of test instances. The report displays bars scaled from 0 to 100, for each active project, and each bar includes one section that displays the number of test instances linked to defects, the other section displays the number of test instances that are not linked to defects.

The report can be displayed in graphic or table format.

Note: The size of the report display is: 583 pixels (width) x 204 pixels (height).

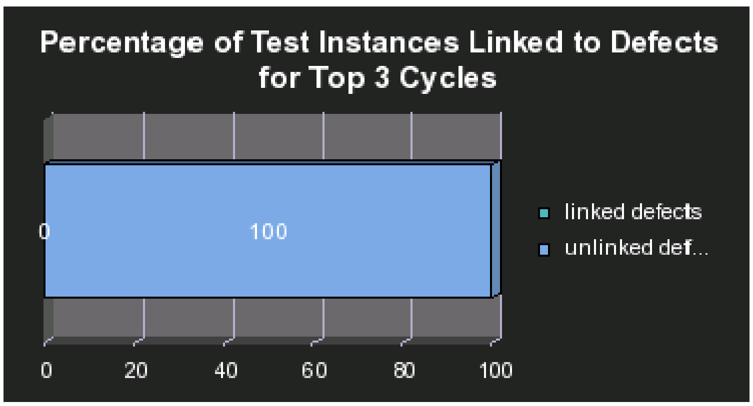


Percentage of Test Instances Linked to Defects for Top 3 Cycles Report

The report displays the number of test instances linked by defects for the 3 cycles wit the highest number of test instances. The report displays bars scaled from 0 to 100, for each cycle, each bar includes one section that displays the number of test instances linked to defects, the other section displays the number of test instances that are not linked to defects.

The report can be displayed in graphic or table format.

> **Note:** The size of the report display is: 583 pixels (width) x 204 pixels (height).

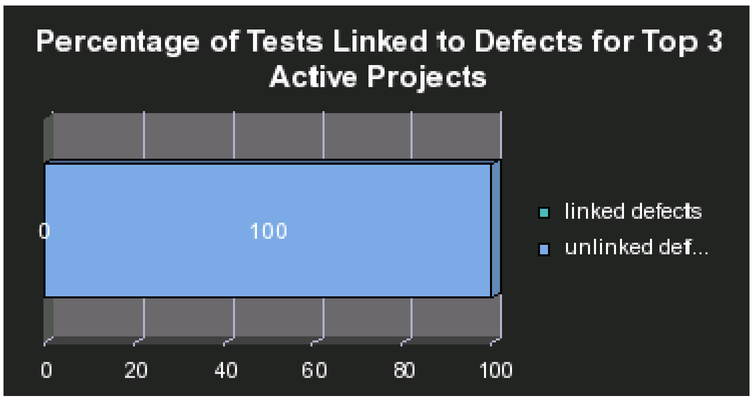


Percentage of Tests Linked to Defects for Top 3 Active Projects Report

The report displays the percentage of test linked to defects for the 3 currently active projects with the highest percentage of tests linked to defects. The report displays bars scaled from 0 to 100, for each active project and each bar includes one section that displays the number of tests linked to defects, the other section displays the number of tests that are not linked to defects.

The report can be displayed in graphic or table format.

Note: The size of the report display is: 583 pixels (width) x 204 pixels (height).

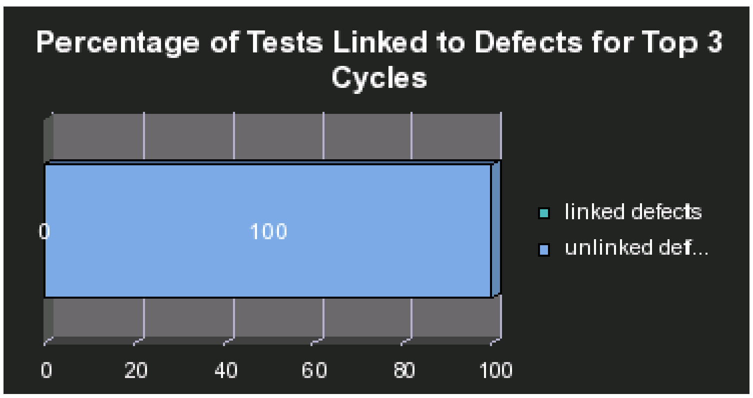


Percentage of Tests Linked to Defects for Top 3 Cycles Report

The report displays the number of tests linked to defects for the 3 cycles with the highest number of tests linked to defects. The report displays bars scaled from 0 to 100, for each cycle and each bar includes one section that displays the number of tests linked to defects, the other section displays the number of tests that are not linked to defects.

The report can be displayed in graphic or table format.

Note: The size of the report display is: 583 pixels (width) x 204 pixels (height).

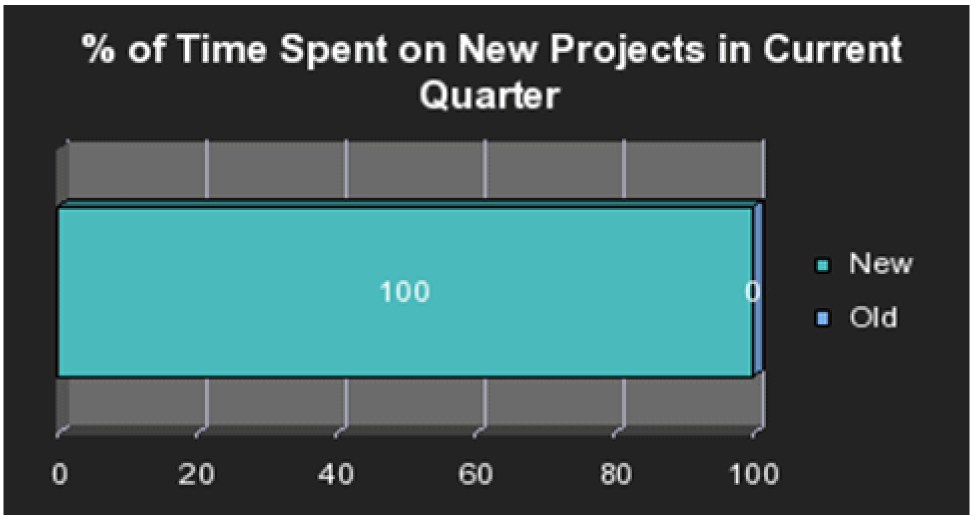


Percentage of Time Spent on New Projects Report

The report displays the time spent on new projects divided by the total time spent on projects from the beginning of the current fiscal quarter till today.

The report can be displayed in graphic or table format.

> **Note:** The size of the report display is: 583 pixels (width) x 204 pixels (height).

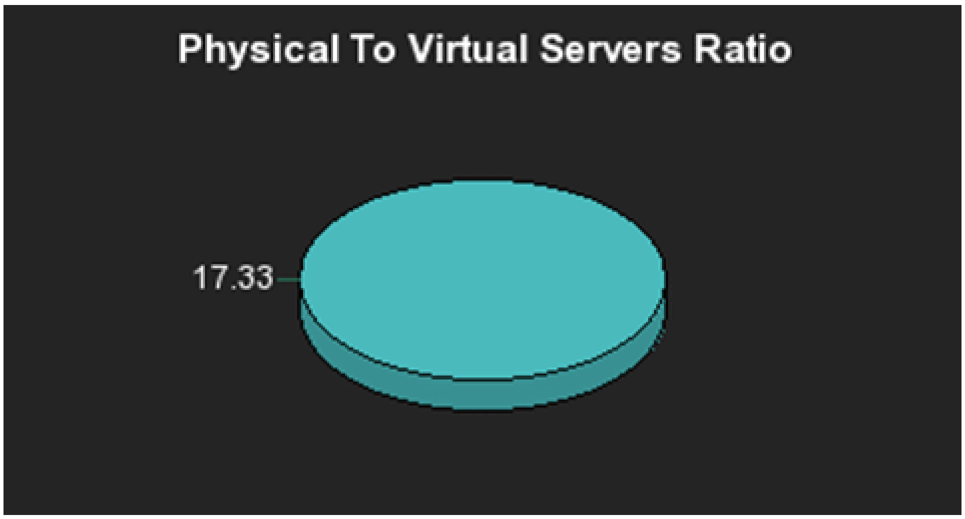


Physical to Virtual Server Ratio Report

The report displays the number of physical servers divided by the number of virtual servers for all types of server.

The report can be displayed in graphic or table format.

Note: The size of the report display is: 374 pixels (width) x 199 pixels (height).

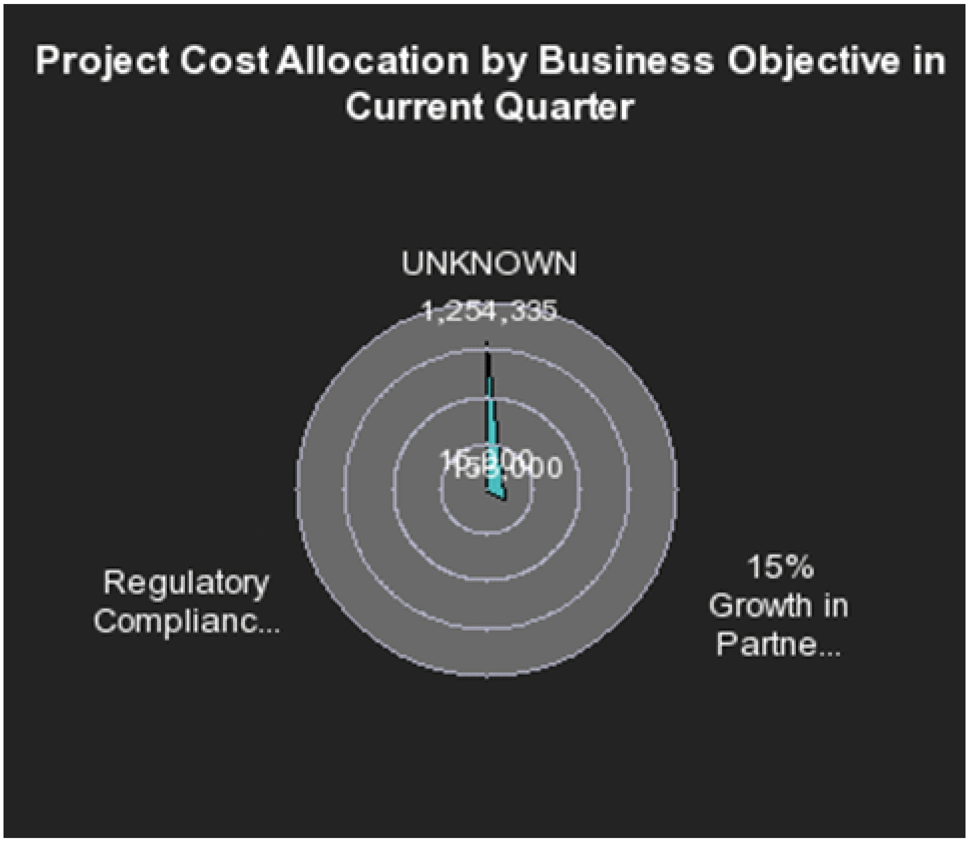


Project Cost Allocation by Business Objective Report

The report displays the project cost allocation for the 3 business objectives with the highest cost, from the beginning of the current fiscal quarter till today.

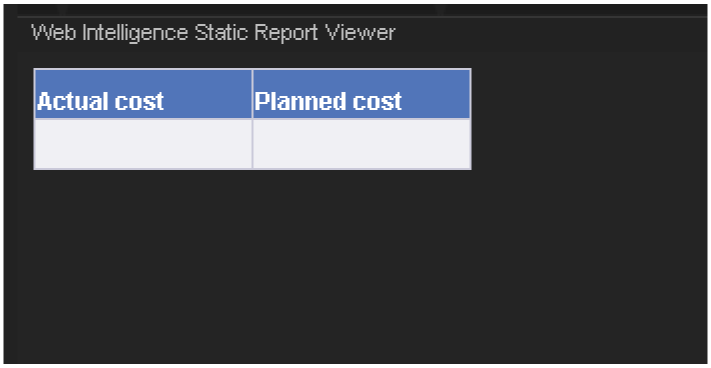
The report can be displayed in graphic or table format.

Note: The size of the report display is: 374 pixels (width) x 324 pixels (height).



Project Cost Reduction

The report displays the project actual cost and the number of requirements. It helps you select the number of requirements you can remove to reduce the actual cost to the planned cost.

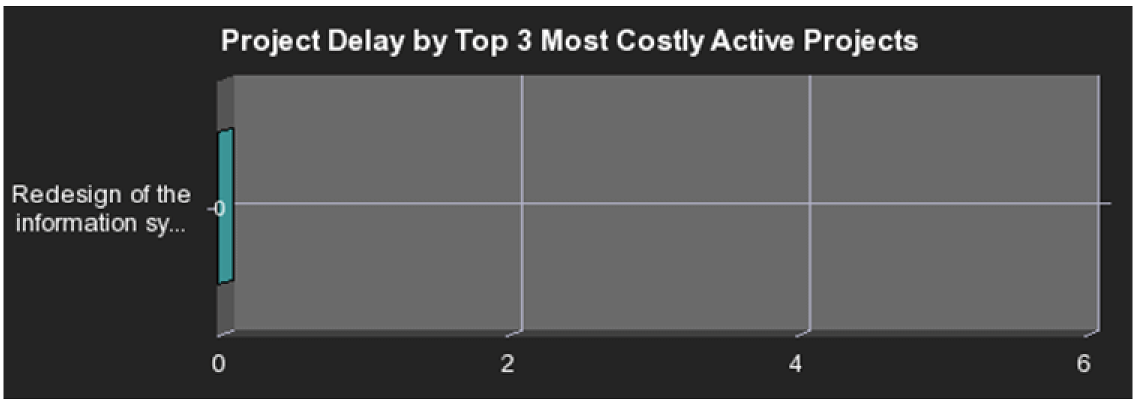


Project Delay by Top 3 Most Costly Projects Report

The report displays the project delay by the top 3 most costly active projects from the beginning of the current fiscal quarter till today. The delay is calculated as the time between the current date and the planned end date if the current date has passed the planned end date, or between the actual end of the project and the planned end date if the project is completed and the actual end date has passed the planned end date.

The report can be displayed in graphic or table format.

Note: The size of the report display is: 374 pixels (width) x 199 pixels (height).



Project Health for Active Projects Report

The report displays the project health of active projects. Project health information is provided by the HP Project and Portfolio Management data source.

The pie graph provides the following information:

- Good health is represented by the green color.
- Impacted health is represented by the yellow color.
- Compromised health is represented by the red color.

The legend lists the types of health.

The report can be displayed in graphic or table format.

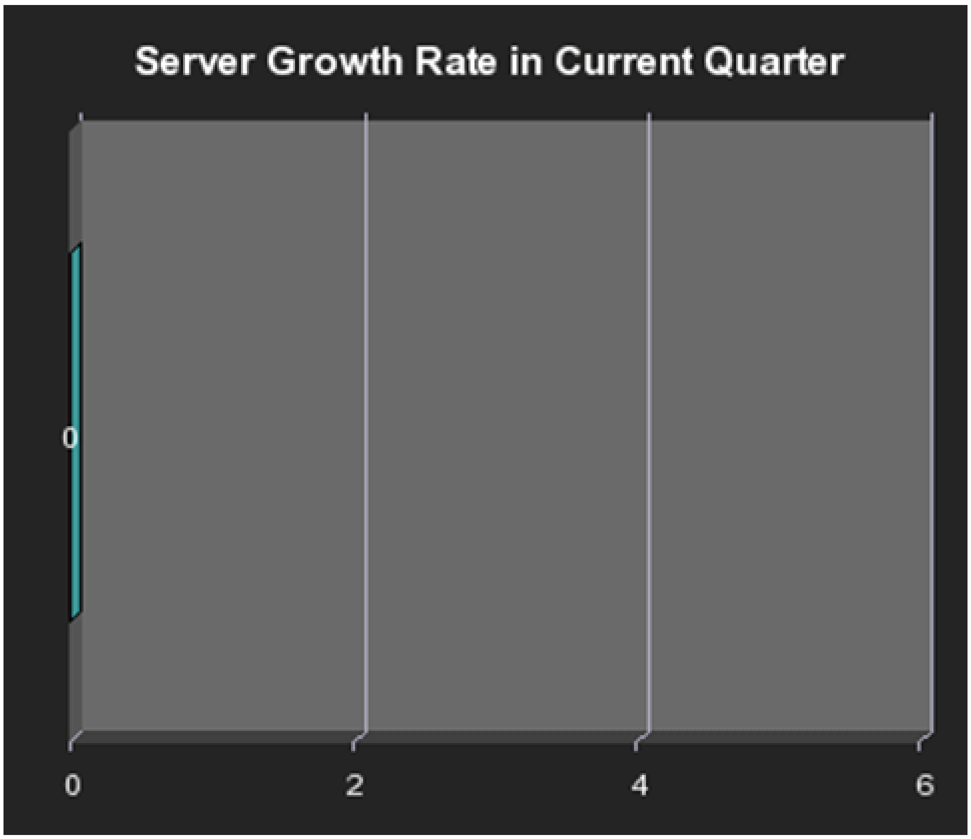
Note: The size of the report display is: 374 pixels (width) x 199 pixels (height).

Server Growth Rate Report

The report displays the number of servers that were added to the pool of servers from the beginning of the current fiscal quarter till today.

The report can be displayed in graphic or table format.

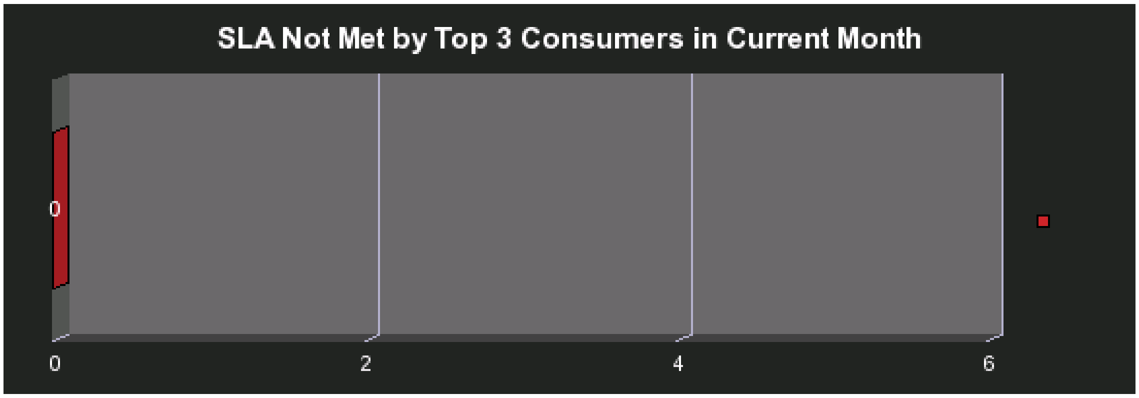
> **Note:** The size of the report display is: 374 pixels (width) x 324 pixels (height).



SLA Not Met by Consumers Report

The report displays the number of non-met SLAs for the top 3 consumers or customers using services monitored by these SLAs. The legend lists the SLA statuses.

The report can be displayed in graphic or table format.

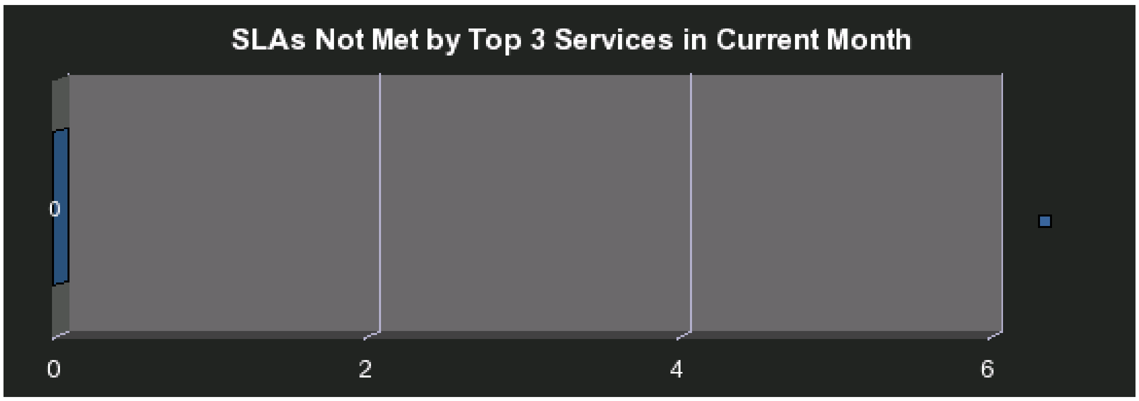


SLA Not Met by Services Report

The report displays the number of non-met SLAs by services, from the beginning of the current fiscal quarter till today. The legend lists the SLA statuses.

The report can be displayed in graphic or table format.

Note: The size of the report display is: 374 pixels (width) x 199 pixels (height).



Top 3 Services Suppliers Report

The report displays the top 3 service suppliers from the beginning of the current fiscal quarter till today. The legend lists the suppliers.

The report can be displayed in graphic or table format.

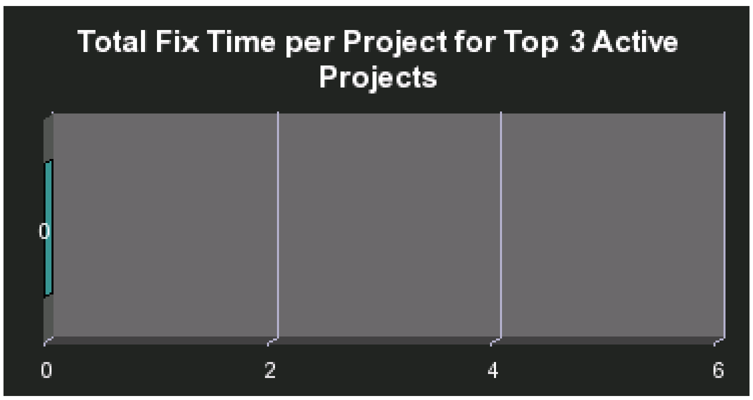
> **Note:** The size of the report display is: 583 pixels (width) x 204 pixels (height).

Total Fix Time per Project for Top 3 Active Projects Report

The report displays the time it took, in hours, to fix all the defects for the 3 active projects with the longest defect fix time. The report displays, for each project, a bar that indicates, in hours, the time it took to fix all the defects of the corresponding project.

The report can be displayed in graphic or table format.

Note: The size of the report display is: 583 pixels (width) x 204 pixels (height).



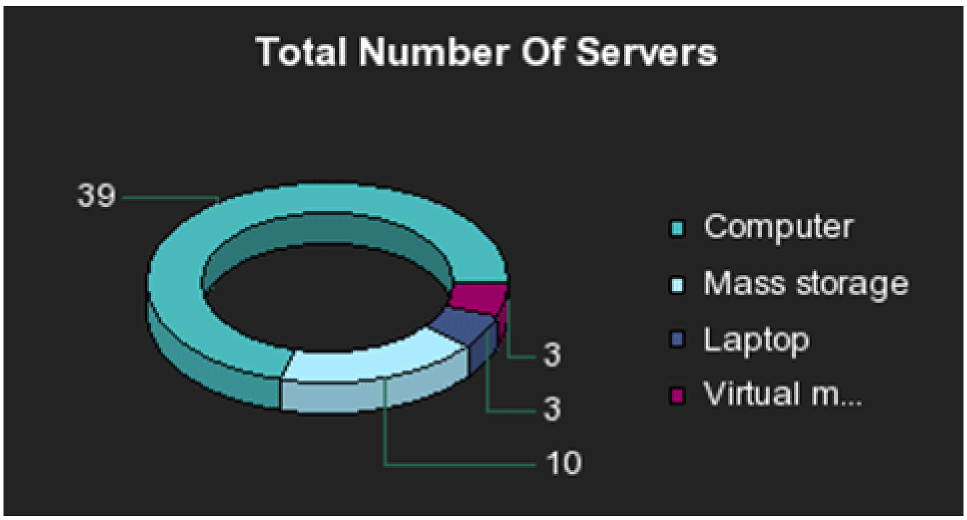
Total Number of Servers Report

The report displays the total number of servers broken down by type. The ring displays sections for each one of the relevant servers and each section displays the number of total number of servers of that type.

The legend lists the server types.

The report can be displayed in graphic or table format.

Note: The size of the report display is: 583 pixels (width) x 204 pixels (height).



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Feedback on IT Executive Scorecard, 9.40 Reports Reference Guide

Just add your feedback to the email and click send.

If no email client is available, copy the information above to a new message in a web mail client, and send your feedback to SW-Doc@hp.com.