

# HP IT Executive Scorecard

Software Version: 9.50

Windows® operating system

## Guide to XS Content Acceleration Packs

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# Content Acceleration Pack (CAP) Management

Content Acceleration Packs (CAPs) are ready-to-import packages that include Dashboard pages that display Scorecards and components, KPIs, Metrics, Contexts (universes), data (.CSV files), and documentation for the CAP.

CAPs describe typical stories that show how correct implementation of Executive Scorecard drives Performance Improvement and Cost Reduction for the IT organization. CAPs demonstrate Executive Scorecard capabilities, and helps you add basic elements that can be used to customize your Dashboard.

You can also create your own CAPs.

# Content Acceleration Pack

Content Acceleration Packs (CAPs) are ready-to-import packages that include Dashboard pages that display Scorecards and components, KPIs, Metrics, Contexts (universes), data (.CSV files), and documentation for the CAP.

CAPs describe typical stories that show how correct implementation of Executive Scorecard drives Performance Improvement and Cost Reduction for the IT organization. CAPs demonstrate Executive Scorecard capabilities, and helps you add basic elements that can be used to customize your Dashboard.

You can also create your own CAPs.

## To access:

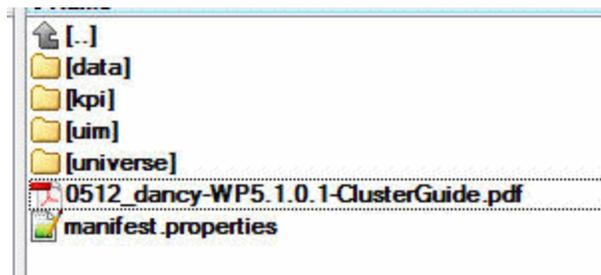
Click **Admin > Content Acceleration Pack > Content Acceleration Pack**



## Learn More

### Content Acceleration Pack Contents

The Content Acceleration Pack ZIP file includes the following directories:



- **data** - contains the .CSV files. The name of the .CSV files to be uploaded provide data for the Content Acceleration Pack KPIs and Metrics. For details, see [Semantic Layer - Excel \(or .CSV\) File Loader](#).
- **kpi** - contains the .XML files that correspond to KPIs and Scorecards. The KPIs and Scorecards are imported into the Studio Active KPIs pane. The Scorecards and relevant KPIs are also displayed in the Dashboard pages after the calculation completes and the relevant page is loaded. For details, see ["Upload a CAP to the Executive Scorecard application" on page 9](#).
- **uim**- contains:
  - **Components** directory - contains the .XML files that correspond to the components that you can add to a page.
  - **Pages** directory - contains the .XML files that describe the pages that are included in the CAP.

You import the components, events, and pages into the Dashboard where they are used to build the Dashboard pages. For details, see ["Upload a CAP to the Executive Scorecard application" on the next page.](#)

- **universe** directory- contains the .XML files that correspond to the Business Contexts (universes). The Content Acceleration Pack installation automatically installs the Business Contexts.
- **<CAP\_documentation>** - the PDF or Microsoft Word document that describes the CAP.
- **manifest.properties** file - includes information about the following items:
  - **UUID.** A unique ID for the Content Acceleration Pack.
  - **Name.** The name of the Content Acceleration Pack. Mandatory.
  - **BCs.** The names of the Business Contexts to be calculated (comma separated).
  - **Description.** The description of the Content Acceleration Pack. Optional
  - **recalculate.date.** The start date of the recalculation. Recalculation is started automatically when you activate the CAP.
  - **bo.in.use.**
    - **false** - The Content Acceleration Pack contents do not include SAP BusinessObjects Enterprise reports.
    - **true** - The Content Acceleration Pack contents include SAP BusinessObjects Enterprise reports.
  - **version.** The version of the Content Acceleration Pack.
  - **publisher.** The name of the creator of the CAP. It can be a single user, an HP partner, or a group in your organization.
  - **xs.version.** The version of Executive Scorecard

#### **Out-of-the-box Content Acceleration Packs**

["VP of Operations Content Acceleration Pack"](#) on page 38 in the *VP of Operations Content Acceleration Pack Guide*

["VP of Applications Content Acceleration Pack"](#) on page 45 in the *VP of Applications Content Acceleration Pack Guide*

["Security Enterprise Architecture Content Acceleration Pack"](#) on page 63 in the *Security Enterprise Architecture Content Acceleration Pack Guide*

["Cloud Optimization Content Acceleration Pack"](#) on page 52 in the *Cloud Optimization Content Acceleration Pack Guide*

["CSA\\_CAP and CSA\\_CAP\\_Demo Content Acceleration Packs"](#) on page 82 in the *Cloud Optimization Content Acceleration Pack Guide*

["SM\\_CAP Content Acceleration Pack"](#) on page 67 in the *Cloud Optimization Content Acceleration Pack Guide*

["SM\\_CAP Content Acceleration Pack"](#) on page 67 in the *SM\_CAP Content Acceleration Pack Guide*

[ITFM\\_CAP Content Acceleration Pack](#) in the *ITFM\_CAP Content Acceleration Pack Guide*

["CSA\\_CAP and CSA\\_CAP\\_Demo Content Acceleration Packs"](#) on page 82 in the *CSA\_CAP Content Acceleration Pack Guide*

["PPM\\_CAP Content Acceleration Pack"](#) on page 108 in the *PPM\_CAP Content Acceleration Pack Guide*

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## View the available CAPs

To view a list of all the CAPs available in the system:

1. In Executive Scorecard, click **Admin > Content Acceleration Pack**.  
The page displays the list of available CAPs. For details, see ["CAP Management Page" on page 13](#).
2. You can now manage (create, upload, delete, download, activate, and deactivate) the CAPs.

## Upload a CAP to the Executive Scorecard application

To upload a CAP to the Executive Scorecard application:

1. Prerequisites:
  - The .ZIP file of the CAP you want to upload is copied in an accessible file system.
  - A corresponding CAP (with the same UUID) does not already exist in the Executive Scorecard application.
2. In Executive Scorecard, click **Admin > Content Acceleration Pack..**

The page displays the list of available CAPs.

3. Click  to open a browser dialog box where you can select the relevant .ZIP file corresponding to CAP you want to upload .
4. Check the **Activate CAP after upload** checkbox if you want to activate the CAP automatically when the upload is completed.

You can now activate the CAP. For details, see ["Activate a CAP" below](#).

## Upload a localized CAP

To upload localized CAPs:

1. Delete the pre-imported out-of-the-box CAPs in the English language.
2. Upload the localized CAPS:
  - **Localized out-of-the-box CAP.** To upload a localized out-of-the-box CAP, proceed as described in ["Upload a CAP to the Executive Scorecard application" on the previous page](#) and specify the location of the out-of-the-box CAP .

**Note:** Localized out-of-the-box CAPs .ZIP files are placed in the relevant language directory during installation:

`<HP_XS>\agora\glassfish\glassfish\domains\BTOA\config\cap\import\languages`

For example, the VPOPS CAP in German is located at:

`<HP_XS>\agora\glassfish\glassfish\domains\btoa\config\cap\import\languages\de_DE\VPOPS_de_DE.zip`

- **Localized user-defined CAP.** To upload a localized user-defined CAP proceed as described in ["Upload a CAP to the Executive Scorecard application" on the previous page](#) and specify the location of the localized CAP you have created.

## Activate a CAP

When you activate a CAP, all the content of the CAP is added to current data (Contexts, KPIs, Pages, etc.) and a recalculation is performed according to the CAP definitions.

To activate a CAP:

1. Prerequisites:
  - The CAP is in the list of available CAPs and is not activated.
2. In Executive Scorecard, click **Admin > Content Acceleration Pack**.
  - The page displays the list of available CAPs.
3. Select the relevant CAP and click **Activate**.
  - You get a notification that the CAP is being activated. Click **Yes** to complete the Activation. It takes a few minutes.

If a CAP that shares the same content was already activated, an alert warns you that activating the new CAP will override the overlapping instances.

Once the activation is complete  is added to the CAP.

4. You can now:

- View the Business Context details in Context Designer. For details, see *Semantic Layer - Context Designer* in the *IT Executive Scorecard Content Reference Guide*.
- View and expand the Scorecard tree in the Active KPIs pane. For details, see *Activate Scorecards, Perspectives, Objectives, Metrics, or KPIs Using Templates* in the *IT Executive Scorecard Business Analyst Guide*.
- View the Scorecard, and KPIs configuration in the Configuration Details, and Calculation Details tabs.

For details, see *Scorecard Configuration Details* in the *IT Executive Scorecard Business Analyst Guide*.

For details, see *KPI or Metric Configuration and Calculation Details* in the *IT Executive Scorecard Business Analyst Guide*.

## Deactivate a CAP

When you deactivate a CAP, all the content of the CAP is deleted.

To deactivate a CAP:

1. Prerequisites:

The CAP is in the list of available CAPs and is activated.

2. In Executive Scorecard, click **Admin > Content Acceleration Pack**.

The page displays the list of available CAPs.

3. Select the relevant CAP and click **Deactivate**.

If the CAP is activated a message is issued to task you to deactivate the CAP before you can delete it.

You get a notification that the CAP is being deactivated.

Once the deactivation is complete, an indication  is added to the CAP.

**Note:** You are notified that the deactivation of a CAP may cause errors in pages and KPIs using this CAP content. All the CAP entities will be deleted if you acknowledge the warning.

## Delete a CAP from the Executive Scorecard application

When you delete a CAP, the CAP is deleted from the Executive Scorecard server and is not listed in

the list of CAPs any more.

To delete a CAP:

1. Prerequisites: The CAP is in the list of available CAPs and is not activated.
2. In Executive Scorecard, click **Admin > Content Acceleration Pack**.
3. Select **Content Acceleration**.  
The page displays the list of available CAPs.
4. Select the relevant CAP and click .  
Once the deletion is complete, the CAP is removed from the list of available CAPs.

## Download a CAP to the user's local system

To download a CAP and save it to the local system to be used in other environments:

1. In Executive Scorecard, click **Admin > Content Acceleration Pack** tab.
2. Select **Content Acceleration**.  
The page displays the list of available CAPs.
3. Click  to open a browser dialog box where you can select where you want to download the CAP.  
The CAP .ZIP file is saved at that location.

## Create a CAP from the Executive Scorecard application data

You can create a new CAP that includes existing Contexts, Scorecards, KPIs and Metrics, and Dashboard pages.

1. Before creating the CAP, make sure you have already created all the relevant Scorecards, KPIs, Metrics, Pages and Contexts that you wish to include in the CAP and that they have been calculated with the expected results. If you find that some content is missing, go back and create it. Once this is done, you can start creating the CAP.
2. In Executive Scorecard, click **Admin > Content Acceleration Pack**.  
The page displays the list of available CAPs.
3. Click  to open a wizard where you can create the CAP. For details, see "[Create Content Acceleration Packs](#)" on page 20.

## Modify a CAP

To modify an existing CAP, it is recommended to create a new CAP with the relevant content and then to delete the existing CAP.

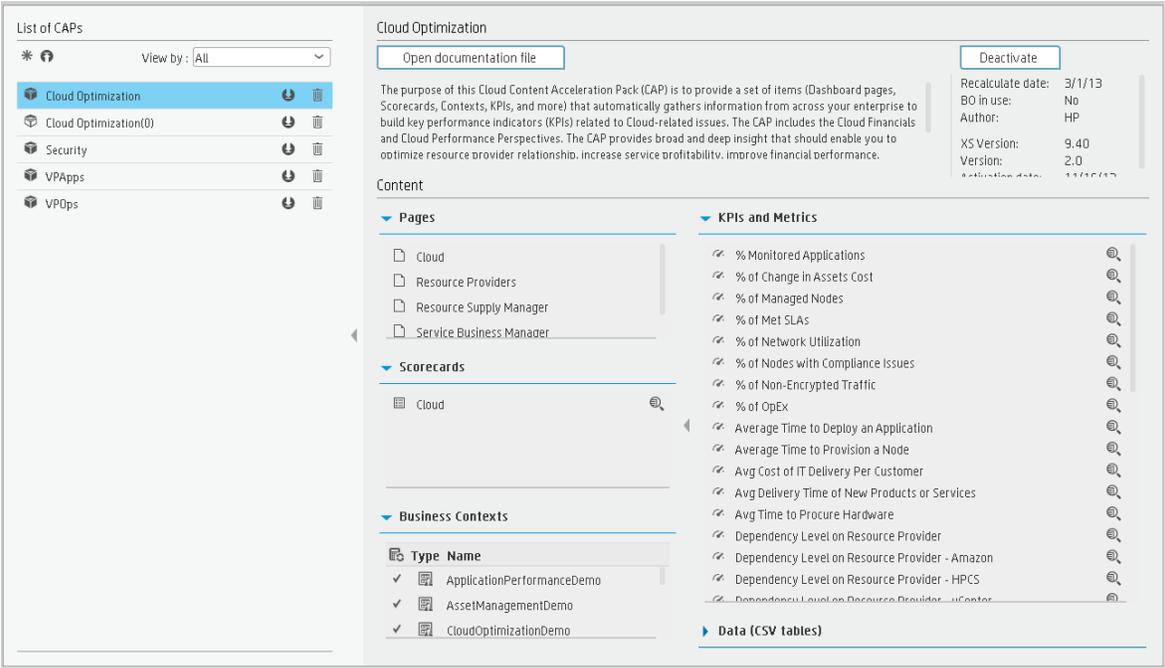
1. In Executive Scorecard, click **Admin > Content Acceleration Pack**.  
The page displays the list of available CAPs.
2. Click  to open a wizard where you can create the CAP. For details, see "[Create Content Acceleration Packs](#)" on page 20.
3. After you have created the new CAP, remove the old CAP.

## Use Case - Create, download, and upload Content Acceleration Packs (CAPs)

For details, see [Use Case - Create, download and upload Content Acceleration Packs \(CAP\)](#) in the *Getting Started with IT Executive Scorecard*.

## UI Description

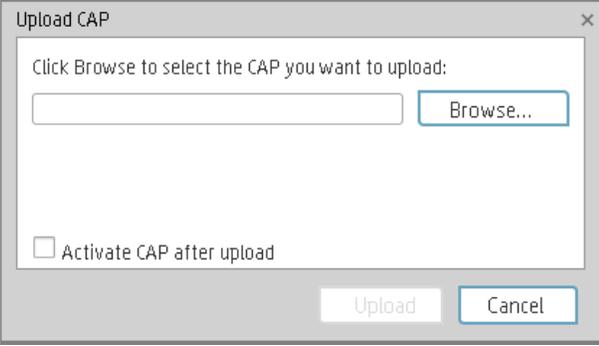
### CAP Management Page



The screenshot displays the CAP Management Page. On the left, a 'List of CAPs' sidebar shows a list of CAPs: 'Cloud Optimization' (selected), 'Cloud Optimization(0)', 'Security', 'VPApps', and 'VPDps'. Each item has a star icon and a trash icon. The main area is titled 'Cloud Optimization' and contains a description, a 'Deactivate' button, and a 'Recalculate date' field. Below this, the 'Content' section is divided into three categories: 'Pages', 'Scorecards', and 'Business Contexts'. The 'Pages' category includes 'Cloud', 'Resource Providers', 'Resource Supply Manager', and 'Service Business Manager'. The 'Scorecards' category includes 'Cloud'. The 'Business Contexts' category includes a table with columns 'Type' and 'Name', listing 'ApplicationPerformanceDemo', 'AssetManagementDemo', and 'CloudOptimizationDemo'. To the right of the 'Pages' and 'Scorecards' sections, there is a 'KPIs and Metrics' section with a list of metrics, each with a checkmark and a search icon. The 'Data (CSV tables)' section is also visible at the bottom right.

### List of CAPs area

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

UI Element	Description
	<p>Click to create a new Content Acceleration Pack. The Create CAPs wizard opens. For details, see "<a href="#">Create Content Acceleration Packs</a>" on page 20.</p>
	<p>Click to upload a .ZIP file from the file system to the Executive Scorecard application. A dialog box opens to enable you to browse to locate the .ZIP file.</p> <p>Before clicking the button make sure that:</p> <ul style="list-style-type: none"> <li>• The .ZIP file of the CAP you want to upload is copied in an accessible file system.</li> <li>• A corresponding CAP (with the same UUID) does not already exist in the Executive Scorecard application.</li> </ul> <p><b>Select Activate CAP after upload</b> to automatically activate the CAP after it completes its upload.</p> 
	<p>Click to download the .ZIP file corresponding to the selected Content Acceleration Pack to the file system.</p> <p>During the creation of a CAP using the wizard, all the contents of the CAP are automatically saved in a .ZIP file.</p>
	<p>Click to delete the corresponding Content Acceleration Pack.</p> <p>Before your click the button, make sure that:</p> <p>The CAP is in the list of available CAPs and is not activated.</p>
<p><b>View by</b></p>	<p>Filter the available Content Packs by their status:</p> <ul style="list-style-type: none"> <li>• <b>All.</b> All statuses.</li> <li>• <b>Activated.</b> Displays the activated Content Packs. Activated Content Packs are indicated by .</li> <li>• <b>Deactivated.</b> Displays the deactivated Content Packs. Deactivated Content Packs are indicated by .</li> </ul>

	<ul style="list-style-type: none"> <li>• <b>Activating.</b> Displays the Content Packs that are in the process of being activated. Activating Content Packs are indicated by .</li> <li>• <b>Deactivating.</b> Displays the Content Packs that are in the process of being deactivated. Deactivating Content Packs are indicated by .</li> </ul>
<b>&lt;List of CAPs&gt;</b>	The list of available CAPs within the Executive Scorecard server.

### CAP Description area

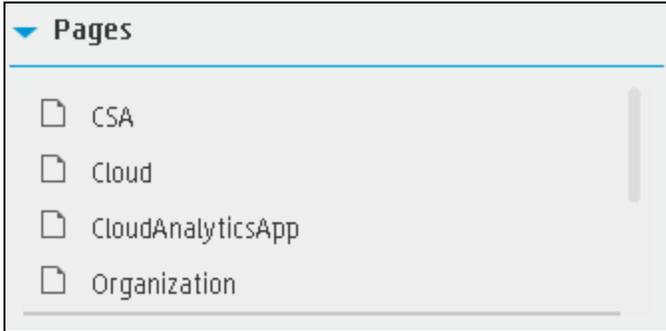
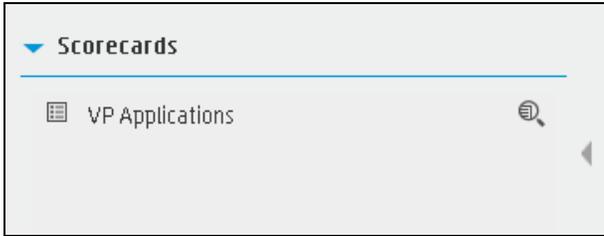
User interface elements are described below (when relevant, unlabeled elements are shown in angle brackets):

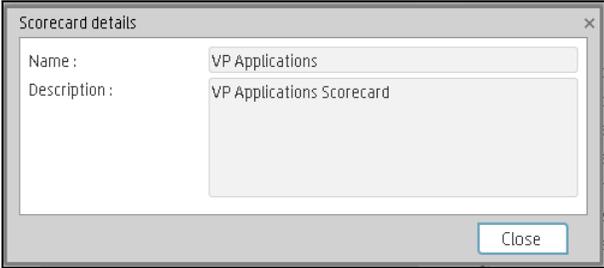
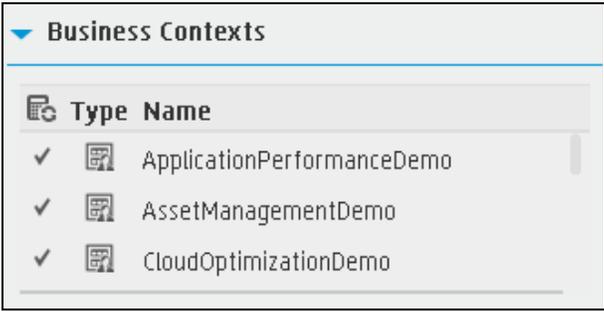
UI Element	Description
<b>&lt;CAP name&gt;</b>	The name of the Content Acceleration Pack. The standard characters are supported: a-z,A-Z,and 0-9.
<b>Description</b>	The description of the Content Acceleration Pack. The standard characters are supported: a-z,A-Z,and 0-9.  <b>Note:</b> Only the beginning of the description is displayed in this field (1000 characters). To view the complete description of the CAP, click the <b>Open documentation file</b> link.
<div style="border: 1px solid black; padding: 5px; width: fit-content; margin-bottom: 5px;">Activate</div> <div style="border: 1px solid black; padding: 5px; width: fit-content;">Deactivate</div>	<p>Click to activate or deactivate the Content Acceleration Pack.</p> <p><b>Note:</b> If the Content Acceleration Pack is already activated the <b>Deactivate</b> button is displayed and vice-versa.</p> <ul style="list-style-type: none"> <li>• When you click <div style="border: 1px solid black; padding: 2px 10px; display: inline-block;">Activate</div>, the system scans the CAP entities (Pages, Scorecards, KPIs, Metrics, Contexts, and data (in .CSV table format)). If such entities already exist in the system because they are part of an activated CAP, a warning is issued so the user can select to continue the activation or not. Note that when the CAP is activated, its entities override the entities already activated in the application (not the templates).</li> <li>• When you click <div style="border: 1px solid black; padding: 2px 10px; display: inline-block;">Deactivate</div>, the system removes the CAP entities (Pages, Scorecards, KPIs, Metrics, user-defined Contexts, and data (in .CSV table format)) except for the Contexts that are out-of-the-box.</li> </ul>
<b>Open documentation</b>	Click to display a detailed description of the Content Acceleration Pack.

<b>file</b>	
<b>Recalculate date</b>	The date from when the CAP's Business Contexts are recalculated when the CAP is activated.
<b>BO in use</b>	<p><b>Yes.</b> The CAP comprises a page or a KPI that includes SAP BusinessObjects Enterprise elements.</p> <p><b>No.</b> The CAP does not comprise a page or a KPI that includes SAP BusinessObjects Enterprise elements.</p>
<b>Author</b>	The user, partner, or company that created the CAP.
<b>XS Version</b>	The version of HP IT Executive Scorecard used when the CAP was created.
<b>Version</b>	The version of the CAP.
<b>Activation date</b> <b>Deactivation date</b>	The date when the CAP was activated, deactivated, or created.

### CAP Description area

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

UI Element	Description
<b>Pages</b>	<p>The list of pages included in the Content Acceleration Pack.</p> 
<b>Scorecards</b>	<p>The list of Scorecards included in the Content Acceleration Pack.</p>  <p> Select a Scorecard and click the button to display the Name and</p>

	<p>Description of the selected Scorecard in the XS Active Configuration tree.</p>  <p><b>Note:</b> The name of the entity in the dialog box might be different from the name in the CAP Management list if the entity name was modified in the Studio or if duplicate entity names were discovered during the CAP activation.</p>
<p><b>Business Contexts</b></p>	<p>The list of Business Contexts included in the Content Acceleration Pack.</p>  <p>The area displays the following information:</p> <ul style="list-style-type: none"> <li>•  - In the recalculation status column, <input checked="" type="checkbox"/> indicates that the corresponding Business Context needs to be recalculated.</li> <li>• <b>Type.</b> In this column, the icon indicates that:             <ul style="list-style-type: none"> <li>•  The CAP's Business Context is out-of-the-box (it is provided with the application).</li> <li>•  The CAP's Business Context is user-defined.</li> </ul> </li> <li>• <b>Name.</b> The name of the Business Context.</li> </ul>
<p><b>KPIs and Metrics</b></p>	<p>The list of KPIs and Metrics included in the CAP.</p>

	<div data-bbox="509 247 1112 787"> <p><b>KPIs and Metrics</b></p> <ul style="list-style-type: none"> <li> % Monitored Applications</li> <li> % of Actual vs Planned Projects Cost</li> <li> % of Actual vs. Planned Executed Tests</li> <li> % of Affected End Users by Application Quality</li> <li> % of Applications Availability</li> <li> % of Approved Project Scope Changes</li> <li> % of Authorized Tests</li> <li> % of Automated Tests</li> <li> % of Change in Project Cost</li> <li> % of Completed Tests</li> <li> % of Critical Defects</li> <li> % of Documented Requirements</li> <li> % of Failed Business Transactions</li> <li> % of Failed Tests</li> <li> % of Healthy Projects</li> <li> % of Incidents Classified as Security Related</li> <li> % of Met CLAC</li> </ul> </div> <p data-bbox="509 814 1360 961">  Select a KPI or Metric and click the button to display the current Name, and Description of the selected KPI or Metric (as specified in the current definition in the Studio). The button is activated only for the KPIs that are included in activated CAPs.         </p> <div data-bbox="509 982 1107 1243"> <p>KPI details</p> <p>Name : % Monitored Applications</p> <p>Description : The number of business applications that are monitored relative to the total number of applications</p> <p>Close</p> </div> <div data-bbox="509 1276 1370 1432" style="background-color: #e0e0e0; padding: 5px;"> <p><b>Note:</b> The name of the entity in the dialog box might be different from the name in the CAP Management list if the entity name was modified in the Studio or if duplicate entity names were discovered during the CAP activation.</p> </div>
<p><b>Data (CSV Tables)</b> <b>dat</b></p>	<p>Click to display the list of all the CSV tables that compose all the Business Context in the Data (CSV Tables).</p>

Data (CSV tables)	
	APPLICATION_DIM_V
	ASSET_FACT_V
	BACKUP_POLICY_DIM_V
	BACKUP_SESSION_FACT_V
	BACKUP_SESSION_RTO_FACT_V
	BILLING_FACT_V
	BUDGET_DIM_V
	BUDGETLINE_DIM_V
	BUSINESS_APP_PERF_FACT_V
	BUSINESS_UNIT_DIM_V
	CLOUD_INF_UTILIZATION_FACT_V
	COMPLIANCE_STATUS_FACT_V
	CONSUMER_DIM_V
	CONTRACT_DIM_V
	COST_FACT_V

# Create Content Acceleration Packs

Content Acceleration Packs (CAPs) are ready-to-import packages that include Dashboard pages that display Scorecards and components, KPIs, Metrics, Contexts (universes), data (.CSV files), and documentation for the CAP.

CAPs describe typical stories that show how correct implementation of Executive Scorecard drives Performance Improvement and Cost Reduction for the IT organization. CAPs demonstrate Executive Scorecard capabilities, and helps you add basic elements that can be used to customize your Dashboard.

You can also create your own CAPs.

## To access:

Click **Admin > Content Acceleration Pack**, and then click  to open a wizard where you can create the CAP.

[Learn More](#)

[Tasks](#)

[UI Description](#)



## Learn More

For details about the Content Accelerations (CAPs) contents, see "[Content Acceleration Pack Contents](#)" on page 7.



## Tasks

# Create a CAP with the Executive Scorecard application data

You can create a new CAP that includes existing Contexts, Scorecards, KPIs and Metrics, Data (via .CSV files), and Dashboard pages.

1. **Prerequisite:** Before creating the CAP, make sure you have already created all the relevant Scorecards, KPIs, Metrics, Pages and Contexts that you wish to include in the CAP and that they have been calculated with the expected results. If you find that some content is missing, go back and create it. Once this is done, you can start creating the CAP.
2. In Executive Scorecard, click **Admin > Content Acceleration Pack**.  
The page displays the list of available CAPs.
3. Click the **Create a new CAP**  button to open the Create Content Acceleration Pack wizard

where you can create the CAP.

Click **Next** and specify the CAP name, author, version, description, recalculation date and link to any relevant document.

Click **Next** and in the **Select Pages** wizard page, select the pages you want to include in this CAP.

**Note:** Once you have selected a Page, the Scorecards, KPIs, and Metrics that are included in that page and the Contexts that are assigned to the KPIs included in the page, are automatically selected. If you want to add to the CAP additional elements like Scorecards, KPIs, and more, click the **Next** button and modify your selection in the other pages of the wizard. Otherwise you can jump directly to the Summary wizard page.

Click **Next** and in the **Select Scorecards** wizard page, select the Scorecards you want to include in this CAP.

Click **Next** and in the **Select KPIs and Metrics** wizard page, select the KPIs and Metrics you want to include in this CAP.

Click **Next** and in the **Select Contexts** wizard page, select the Contexts you want to include in this CAP.

4. Click **Create** to create the CAP. Once the CAP is created you cannot modify it. The new CAP is displayed in the list of CAPs in the CAP Management page. In the right pane you can see the contents of the CAP you have just created. For details, see Content Acceleration Pack.

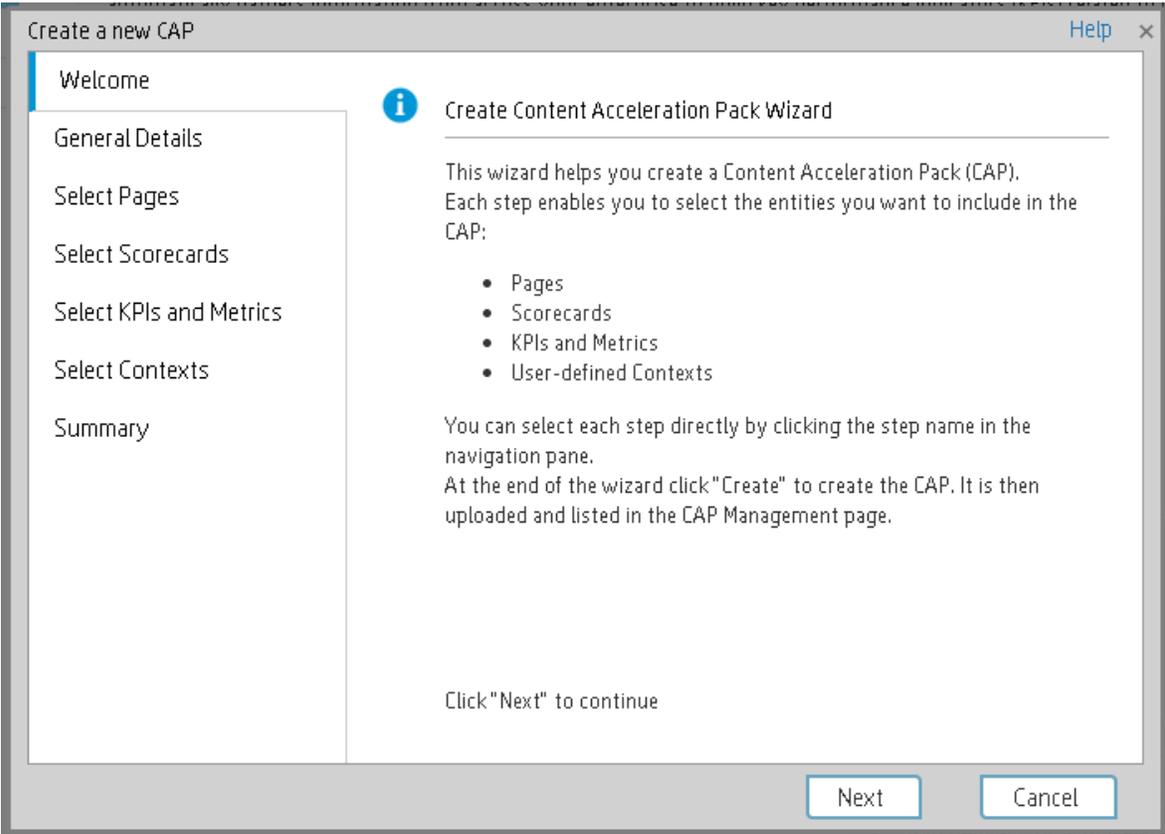
You can then download the generated CAP to a local directory and optionally, delete the CAP from the XS application.

## UI Description

### Create a new CAP wizard

["Welcome Page" on the next page](#) > ["General Details Page" on page 23](#) > ["Select Pages Page" on page 24](#) > ["Select Scorecards Page" on page 25](#) > ["Select KPIs and Metrics Page" on page 27](#) > ["Select Contexts Page" on page 28](#) > ["Summary Page" on page 29](#)

**Welcome Page**



## General Details Page

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

UI Element	Description
<b>Name</b>	The name you want to give to the CAP. The name should be unique. The standard characters are supported: a-z,A-Z,and 0-9. The size of the name is limited to 256 characters.
<b>Author</b>	The name of the creator of the CAP. It can be a single user, an HP partner, or a group in your organization.
<b>Description</b>	The description of the CAP. The size of the description is limited to 1000 characters.
<b>Recalculate date</b>	The date used to recalculate all the Contexts included in the CAP during the CAP activation. Default value is one year back from the CAP upload date. You can delete the default value. If you do not specify a recalculation date, the recalculation is not performed during CAP activation.
<b>Documentation</b>	<b>Attached File.</b> Select to attach a file to the CAP. Click <b>Browse</b> to access the

	<p>location of the CAP documentation. The document can be a Microsoft Word file or a .PDF.</p> <p>When the CAP.ZIP file is created, the document you selected is automatically added to the .ZIP file at the level of the <b>manifest.properties</b> file.</p> <p><b>External Link.</b> Select to provide a link to the external documentation for the CAP. Enter the URL of the documentation.</p> <p>When the CAP.ZIP file is created, the link you added is automatically added to the .ZIP file at the level of the <b>manifest.properties</b> file.</p>
--	--

### Select Pages Page

Select the pages you want to include in the CAP from the **Available** area and click the relevant arrows to move these pages to the **Selected** area. The pages listed in the **Available** area are the pages that already exist in the application.

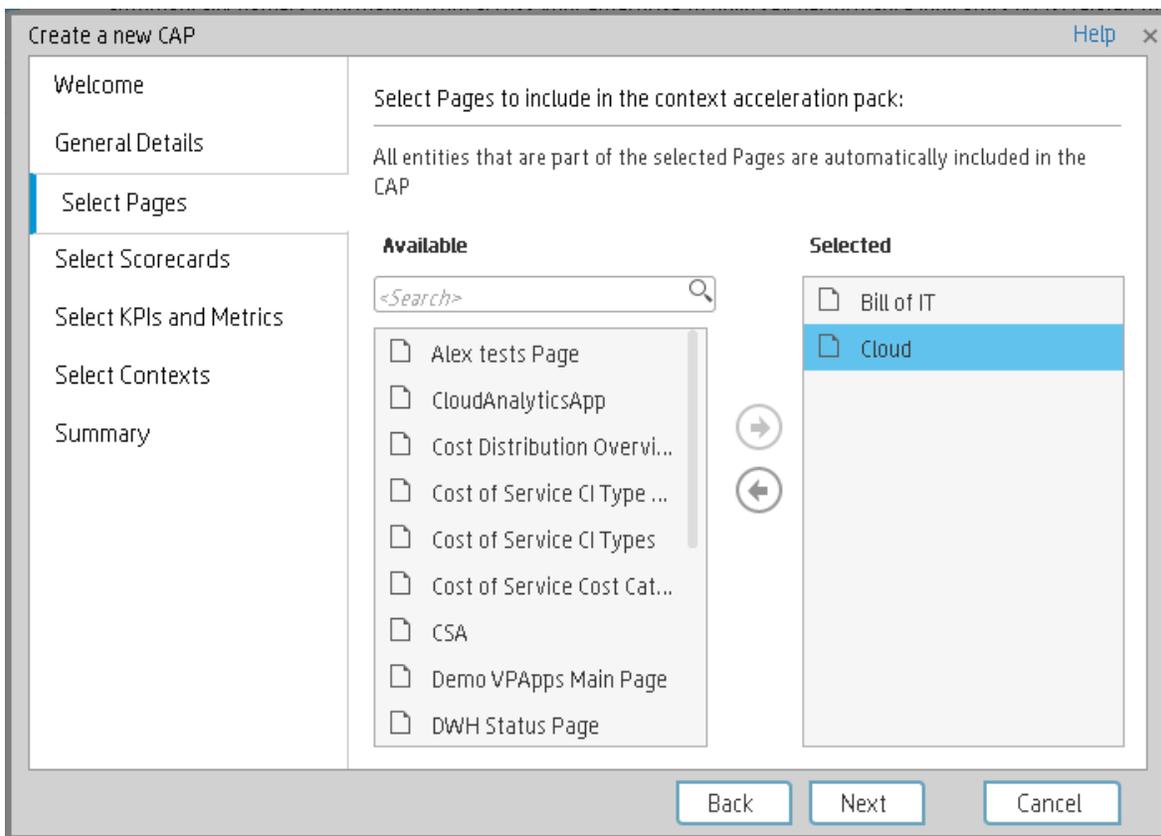
You can select more than one page using the **Shift** button.

To unselect pages, select them in the **Selected** area and click the relevant arrows to move the selected pages back to the **Available** area.

Click the relevant link in the navigation pane to access the corresponding page or click **Next** to open the next page of the wizard.

#### Limitation:

- "Shared KPIs" are KPIs that are reused in different Scorecards. If you share KPIs between CAPs by including pages that include these Scorecards, then after uploading these CAPs to another XS machine, and after activating the first CAP, and while activating the second CAP, the shared KPIs are removed from the Active KPIs hierarchies and from the Scorecard of the CAP that is activated first.  
It is recommended to add all the Scorecards with shared KPIs to each CAP to prevent the removal of the shared KPIs during the activation of the second CAP.  
The same issue may occur during the backup of a CAP with shared KPIs.
- Pages from an activated CAP are listed in the Settings menu of the XS app installed on your tablet or smartphone, only after they are opened in the XS Dashboard.



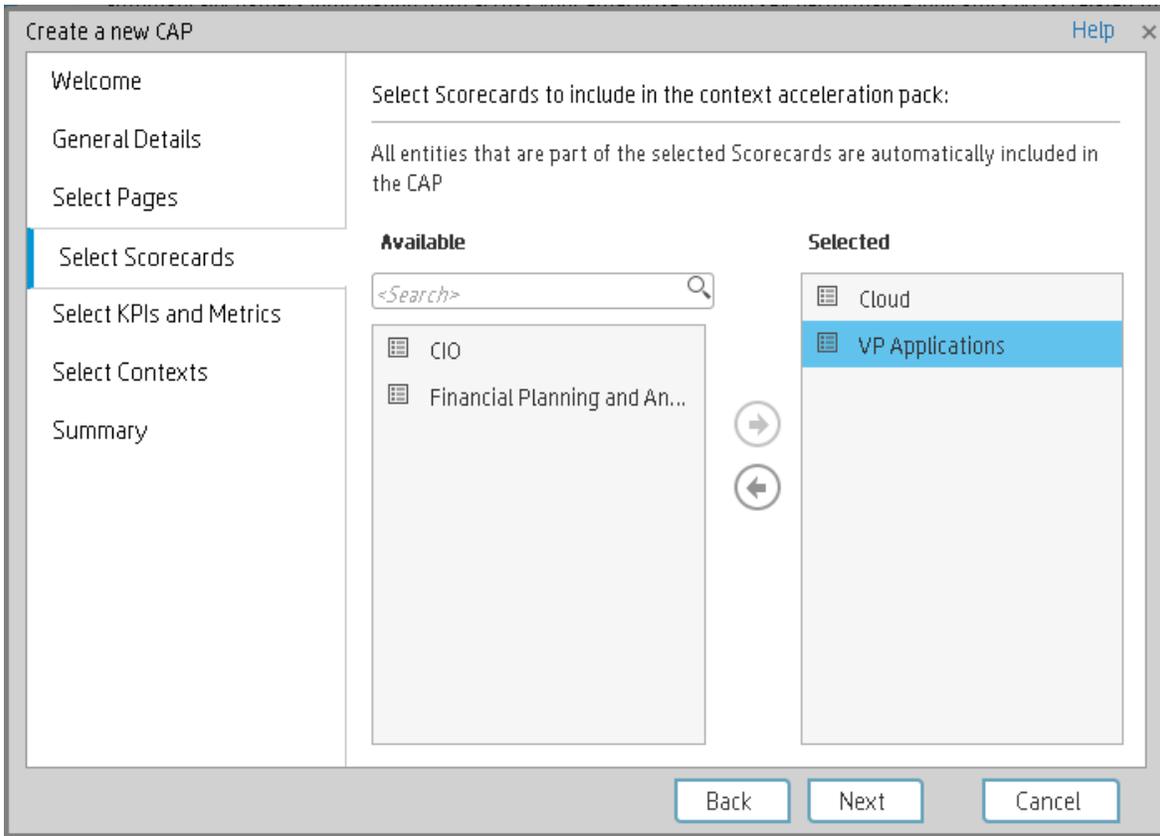
### Select Scorecards Page

Select the Scorecards you want to include in the CAP from the **Available** area and click the relevant arrows to move these Scorecards to the **Selected** area. The Scorecards listed in the **Available** area are the Scorecards that already exist in the application.

You can select more than one Scorecard using the **Shift** button.

To unselect Scorecards, select them in the **Selected** area and click the relevant arrows to move the selected Scorecards back to the **Available** area.

Click the relevant link in the navigation pane to access the corresponding page or click **Next** to open the next page of the wizard.

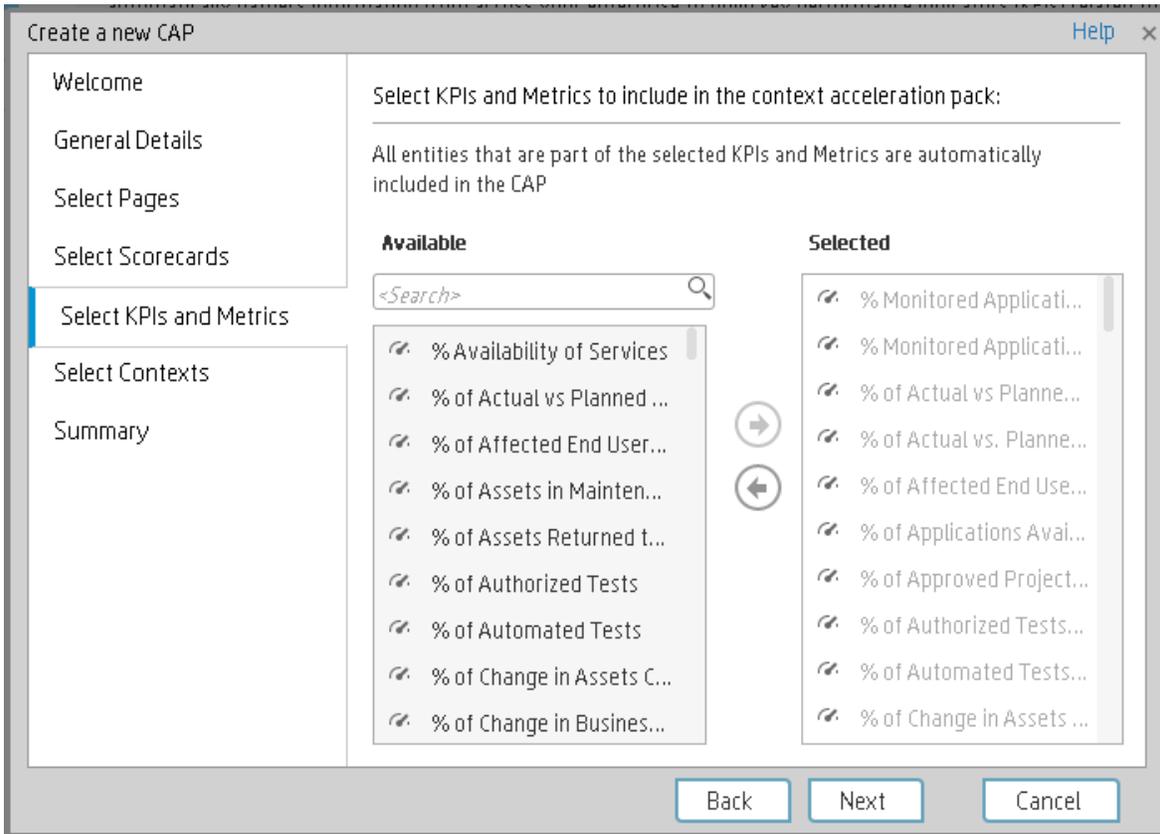


User interface elements are described below (when relevant, unlabeled elements are shown in angle brackets>):

UI Element	Description
<b>Available Scorecards</b>	<p>The list of Scorecards that are already active in the application, that the user has permissions to view, and that have not already been manually selected, or that were not automatically selected as part of the pages that were selected in the <b>Create CAP Wizard - Select Pages</b> page.</p> <p>You can select more than one Scorecard using the <b>Shift</b> button.</p>
<b>Selected Scorecards</b>	<p>The list of Scorecards that you want to include in the CAP.</p> <p><b>Note:</b></p> <ul style="list-style-type: none"> <li>Some Scorecards (that appear as dimmed) are read-only because they are automatically included in the list of Selected Scorecards. These Scorecards were automatically selected because in the <b>Create CAP Wizard - Select Pages</b> wizard page you selected pages that include these Scorecards. You cannot deselect these Scorecards.</li> <li>If you add to the CAP, a Dashboard page that includes a Scorecard, and the Dashboard page already belongs to a CAP that has just been activated, the Scorecard is automatically added to the list of Selected only when the</li> </ul>

	<p>Dashboard page is opened once.</p> <p>You can select more than one Scorecard using the <b>Shift</b> button.</p>
 	<p>Select the Scorecards you want to include in the CAP from the <b>Available</b> area and click the relevant arrows to move these Scorecards to the <b>Selected</b> area. The Scorecards listed in the <b>Available</b> area are the active Scorecards that already exist in the application.</p> <p>To unselect Scorecards, select them in the <b>Selected</b> area and click the relevant arrows to move the selected Scorecards back to the <b>Available</b> area.</p> <p>You can also drag and drop Scorecards from the <b>Available</b> area to the <b>Selected</b> area and vice-versa.</p>
<b>Search</b>	Enter a string to list all the active Scorecards with names that include the string.

### Select KPIs and Metrics Page

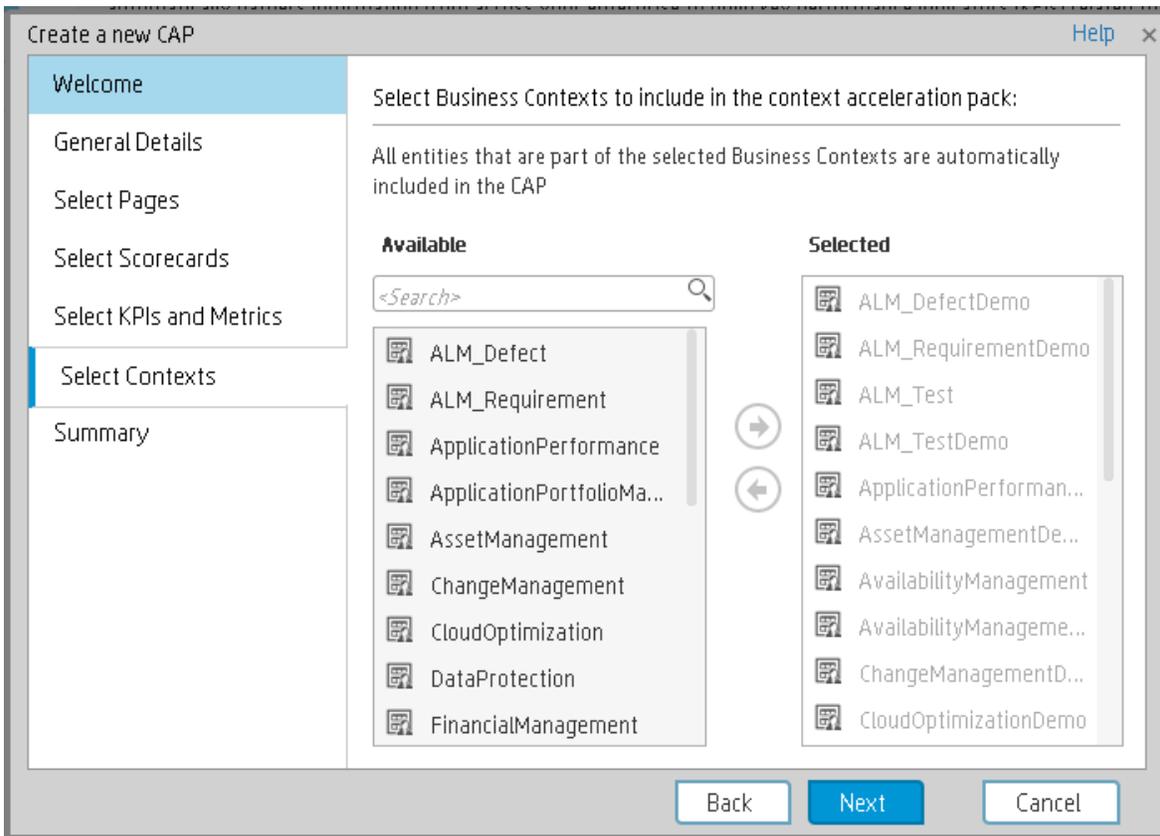


User interface elements are described below (when relevant, unlabeled elements are shown in angle brackets>):

UI Element	Description
------------	-------------

<b>Available</b>	The list of KPIs and Metrics that already exist in the application. You can select more than one KPI or Metric using the <b>Shift</b> button.
<b>Selected</b>	The list of KPIs and Metrics that you want to include in the CAP. KPIs or Metrics that are included in the Scorecards selected in the <b>Create CAP Wizard - Select Scorecards</b> page appear as read-only. They are already listed in the <b>Selected</b> area and you cannot deselect them. You can select more than one KPI or Metric using the <b>Shift</b> button.
 	Select the KPIs and Metrics you want to include in the CAP from the <b>Available</b> area and click the relevant arrows to move these KPIs and Metrics to the <b>Selected</b> area. The KPIs and Metrics listed in the <b>Available</b> area are the active KPIs and Metrics that already exist in the application. To unselect KPIs and Metrics, select them in the <b>Selected</b> area and click the relevant arrows to move the selected KPIs and Metrics back to the <b>Available</b> area. You can also drag and drop KPIs or Metrics from the <b>Available</b> area to the <b>Selected</b> area and vice-versa.
<b>Search</b>	Enter a string to list all the active KPIs or Metrics with names that include the string.

### Select Contexts Page



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

UI Element	Description
<b>Available</b>	<p>The list of available user-defined Contexts that already exist in the application and that are not already selected.</p> <p>You can select more than one Context using the <b>Shift</b> button.</p> <div style="background-color: #f0f0f0; padding: 5px; margin-top: 10px;"> <p><b>Recommended:</b> CSV tables used in Contexts should have unique names across all active Content Acceleration Packs (CAPs). For details on CAPs, see <a href="#">"Content Acceleration Pack" on page 7</a>.</p> </div>
<b>Selected</b>	<p>The list of Contexts that you want to include in the CAP.</p> <p>User-defined contexts that are related to KPIs or Metrics selected in the Create CAP Wizard - Select KPIs and Metrics Page are already pre-selected and cannot be deselected.</p> <p>You can select more than one Context using the <b>Shift</b> button.</p>
 	<p>Select the Contexts you want to include in the CAP from the <b>Available</b> area and click the relevant arrows to move these Contexts to the <b>Selected</b> area. The Contexts listed in the <b>Available</b> area are the Contexts that already exist in the application.</p> <p>To unselect Contexts, select them in the <b>Selected</b> area and click the relevant arrows to move the selected Contexts back to the <b>Available</b> area.</p> <p>You can also drag and drop Contexts from the <b>Available</b> area to the <b>Selected</b> area and vice-versa.</p>
<b>Search</b>	Enter a string to list all the active Contexts with names that include the string.

### Summary Page

The Summary page of the wizard displays all the details of the CAP you just configured.

Expand the areas to display the details of each area.

Click **Back** to change the configuration.

Click **Create** to create the CAP. Once the CAP is created you cannot modify it. The new CAP is displayed in the list of CAPs in the CAP Management page. For details, see ["Content Acceleration Pack" on page 7](#).

Create a new CAP Help x

Welcome  
General Details  
Select Pages  
Select Scorecards  
Select KPIs and Metrics  
Select Contexts  
Summary

**General Details**

Name :

Author :

Version :

Description :

Recalculate date :

▶ Pages

▶ Scorecards

▶ KPIs and Metrics

▶ Contexts

# CAPs Automatic Anti Virus Scans

New custom Content Acceleration Packs (CAPs) may inadvertently include viruses.

Executive Scorecard automatically scans a CAP you are uploading using an out-of-the-box anti virus based on ClamWin (<http://ClamWin.com>).

XS includes an anti virus database (also based on ClamWin) to make sure that the latest anti viruses are used in the provided out-of-the-box anti virus feature. By default, the database is not automatically updated.

Alternatively, you can run your own anti virus using the same XS command instead of running the out-of-the-box anti virus.

## Tasks

This section includes:

- [Work with the out-of-the-box anti virus](#) .....31
- [Work with your own anti virus](#) .....31
- [Manually Update the Virus Database](#) ..... 32

## Work with the out-of-the-box anti virus

The anti virus runs automatically every time you upload a CAP. If a virus is included in the CAP an error message is displayed. You can view the CAP log, located at `<HPXS>\agora\glassfish\glassfish\domains\BTOA\logs\cap.log` to get more information about the virus.

By default, the anti virus database is provided with each version and is not automatically updated.

You can decide to automatically update the anti virus database every Sunday at 12:00 am (midnight). To do so,

1. In the Executive Scorecard application, click **ADMIN > Foundation > Foundation**. For details, see [Foundation](#).
2. In the page that opens, set the **Automatic update of anti virus database** parameter to **true**.

## Work with your own anti virus

If you do not want to use the out-of-the-box anti virus (based on ClamWin) and you want to use your own anti virus:

1. Open the **antiVirusScan.bat** file located at  
**<HPXS>\agora\agora\glassfish\glassfish\domains\BTOA\config\antivirus\**.
2. Replace the command line with the command line that triggers your own anti virus, and click **Save**.

Every time you upload a CAP, the **antiVirusScan.bat** runs and triggers your anti virus detection.

## Manually Update the Virus Database

To manually update the virus database, download the **main.cvd** and **daily.cvd** virus database files from the ClamAV home page at <http://www.clamav.net> and copy them to the ClamWin virus database directory located at:

**<HPXS>\agora\glassfish\glassfish\domains\BTOA\config\antiVirus\clamwin\bin\db**, replacing the existing files.

# Migrate a CAP to XS

A CAP contains only demo data.

To get real data:

1. Activate the relevant integration (select **Admin > Data Source Management**, select the relevant data source and click **Activate**). For details, see [Data Source Management](#).
2. If needed, switch the context of each KPI or Metric in the CAP to the relevant context (click **Studio**, select the KPI or Metric, click the **Calculation Details** tab, and select the relevant context in the **Business Context** list). For details, see [KPI or Metric Configuration and Calculation Details](#) in the *IT Executive Scorecard Business Analyst Guide*.
3. Perform the relevant calculation. For details, see [Calculation](#) in the *IT Executive Scorecard Business Analyst Guide*.

**CAP KPI or Metric Breakdowns:** When the CAP includes KPI or Metric Breakdowns, XS does not allow you to change Contexts. You can then do one of the following:

- Delete the KPI or Metric Breakdowns, then switch the Context for the KPIs and Metrics as explained above, and then recreate the KPI or Metric Breakdowns.
- Go to the Dashboard page of the CAP and replace the CAP KPIs/Metrics used in the CAP page components with the out-of-the-box KPIs/Metrics from the KPI Library.

## Data Files (.CSV Tables)

The data files provided for the VP of Ops, VP of Apps, Cloud Optimization, and Security Enterprise Architecture CAPs are as follows:

Data Files (.CSV Tables)	VP of Ops	VP of Apps	Cloud Optimization	Security Enterprise Architecture
ACTUAL_COST_FACT_V	X	X	N/A	X
APPLICATION_DIM_V	X	X	X	X
ASSET_FACT_V	X	X	X	X
BACKUP_POLICY_DIM_V	X	X	X	X
BACKUP_SESSION_FACT_V	X	X	X	X
BACKUP_SESSION_RTO_FACT_V	X	X	X	X
BILLING_FACT_V	N/A	N/A	X	N/A
BUDGET_DIM_V	X	X	X	X
BUDGETLINE_DIM_V	X	X	X	X
BUSINESS_APP_PERF_FACT_V	X	X	X	X
BUSINESS_APP_STATUS_FACT_V	X	X	N/A	X
BUSINESS_UNIT_DIM_V	N/A	N/A	X	N/A
CHANGE_FACT_V	X	X	N/A	X
COMPLIANCE_STATUS_FACT_V	X	X	X	X
CONSUMER_DIM_V	N/A	N/A	X	N/A
CONTRACT_DIM_V	X	X	X	X
COST_FACT_V	X	X	X	X
COSTCATEGORY_DIM_V	X	X	X	X
COSTCENTER_DIM_V	X	X	X	X
CSA_BILLING_FACT_V	N/A	N/A	N/A	N/A
CYCLE_DIM_V	X	X	N/A	X
DEFECT_FACT_V	N/A	X	N/A	X

<b>Data Files (.CSV Tables)</b>	<b>VP of Ops</b>	<b>VP of Apps</b>	<b>Cloud Optimization</b>	<b>Security Enterprise Architecture</b>
DEMAND_FACT_V	X	X	N/A	X
INCIDENT_FACT_V	X	X	N/A	X
INTERACTION_FACT_V	X	X	N/A	X
ITFUNCTION_DIM_V	X	X	X	X
KPINAME_DIM_V	X	X	X	X
LOCATION_DIM_V	X	X	X	X
MAXIMUM_SERVICE_PROVIDER_OFFERING_V	N/A	N/A	X	N/A
MODEL_DIM_V	X	X	X	X
NODE_DIM_V	X	X	X	X
NODE_METRIC_FACT_V	X	X	X	X
ORGANIZATION_DIM_V	X	X	X	X
PERIOD_DIM_V	X	X	X	X
PERSON_DIM_V	X	X	X	X
POLICY_DIM_V	X	X	X	X
POLICY_REMEDIATION_FACT_V	X	X	X	X
POLICY_RESULT_FACT_V	X	X	X	X
PROBJECTIVE_DIM_V	X	X	X	X
PROGRAM_DIM_V	X	X	X	X
PROJECT_FACT_V	X	X	X	X
PROJECTISSUE_FACT_V	X	X	X	X
PROJECTRISK_FACT_V	X	X	X	X
PROJECTTASK_FACT_V	X	X	X	X
PROPOSAL_FACT_V	X	X	N/A	X
REQUIREMENT_FACT_V	X	X	N/A	X
RESOURCE_PROVIDER_DIM_V	N/A	N/A	X	N/A
RESTORE_SESSION_FACT_V	X	X	X	X

<b>Data Files (.CSV Tables)</b>	<b>VP of Ops</b>	<b>VP of Apps</b>	<b>Cloud Optimization</b>	<b>Security Enterprise Architecture</b>
SCOPECHANGE_FACT_V	X	X	N/A	X
SERVICE_DIM_V	X	X	X	X
SERVICE_BLUEPRINT_DIM_V	N/A	N/A	X	N/A
SERVICE_INSTANCE_DIM_V	N/A	N/A	X	N/A
SERVICE_OFFERING_DIM_V	N/A	N/A	X	N/A
SERVICE_PROVIDER_OFFERING_DIM_V	N/A	N/A	X	N/A
SERVICESTATUS_FACT_V	X	X	N/A	X
SLA_DIM_V	X	X	X	X
SLAOUTAGE_FACT_V	X	X	X	X
SLAOVERALLSTATUS_FACT_V	X	X	X	X
SLASTATUS_FACT_V	X	X	X	X
STATUS_DIM_V	X	X	X	X
SURVEYRESULT_FACT_V	X	X	N/A	X
TEST_FACT_V	X	X	N/A	X
TESTINSTANCE_FACT_V	X	X	N/A	X

# Out-of-the-box Content Acceleration Packs

Content Acceleration Packs (CAPs) are ready-to-import packages that include Dashboard pages that display Scorecards and components, KPIs, Metrics, Contexts (universes), data (from data sources), and documentation for the CAP.

CAPs describe typical stories that show how the correct implementation of Executive Scorecard drives Performance Improvement and Cost Reduction for the IT organization.

CAPs demonstrate Executive Scorecard capabilities, and helps you add basic elements that can be used to customize your Dashboard.

# VP of Operations Content Acceleration Pack

The purpose of the VP of Operations Content Acceleration Pack (CAP) is to provide a set of items (Dashboard pages, Scorecards, Contexts, KPIs, and more) that automatically gathers information from across your enterprise to build key performance indicators (KPIs) related to VP of Operations-related issues. The CAP provides broad and deep insight that should enable you to:

- Create the enterprise infrastructure and operations strategy and aligning it to the business.
- Deliver IT services to the lines of business, end users, and customers at the required cost, service level, and speed.
- Optimize infrastructure and operations to improve productivity, efficiency, service quality, and agility.
- Negotiate and manage all external contracts related to hardware, software, and co-location facilities.

The use case for this Content Acceleration Pack is to provide a 360 Degree Service View.

[Learn More](#)

[Tasks](#)

## Learn More

### **What are Content Packs (CAPs)**

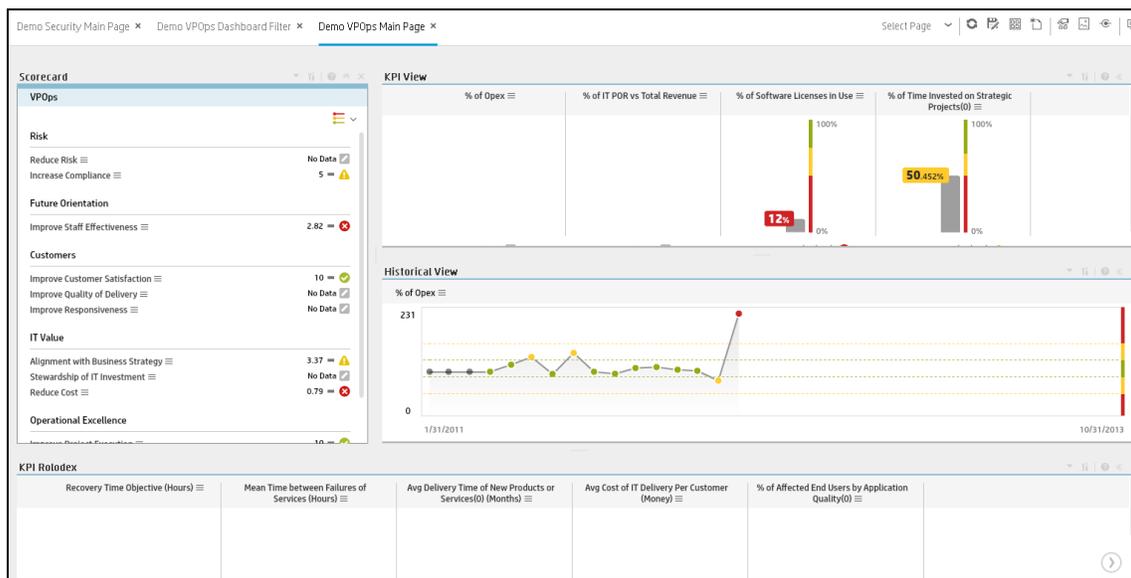
Content Acceleration Packs (CAPs) are ready-to-import packages that include Dashboard pages that display Scorecards and components, KPIs, Metrics, Contexts (universes), data (from data sources), and documentation for the CAP.

CAPs describe typical stories that show how the correct implementation of Executive Scorecard drives Performance Improvement and Cost Reduction for the IT organization.

CAPs demonstrate Executive Scorecard capabilities, and helps you add basic elements that can be used to customize your Dashboard.

### **Pages**

• **Demo VPOps Main Page in Dashboard**



• **Scorecard - VP of Operations**

- **Risk**
  - **Reduce Risk**
  - **Improve Compliance**
- **Future Orientation**
  - **Improve Staff Effectiveness**
- **Customers**
  - **Reduce Risk**
- **Secured IT**
  - **Reduce Risk**
- **IT Value**
  - **Stewardship of IT Investments**
  - **Alignment with Business Strategy**
  - **Improve ROI of Automation**
- **Operational Excellence**
  - **Accelerate Agility**
  - **Achieve Process Excellence**
  - **Improve Process Execution.**

• **KPI View:**

- **Deviation of Planned Work Hours.** The sum of the Actual Effort and the Remaining Estimated Effort, relative to the Planned Effort for project tasks started during the measurement period.

- **% of Healthy Projects.** The number of healthy projects relative to the total number of projects that are ongoing in the current month.
- **% of Projects with Unresolved Urgent Issues.** The number of projects with unresolved urgent issues, relative to the total number of active projects or projects that were completed during the measurement period.
- **% of Project Tasks on Time.** The number of timely project tasks relative to the total number of active project tasks and project tasks completed during the measurement period.

● **Historical View:**

- **% of Projects on Time.** The number of projects, on track or completed on time, relative to the total number of projects on track or projects that were completed during the measurement period, over time.

● **KPI Rolodex:**

- **% of Successful Test Runs.** The number of tests with a Passed execution status in the last run (last test instance) relative to the total number of tests that were planned to be executed.

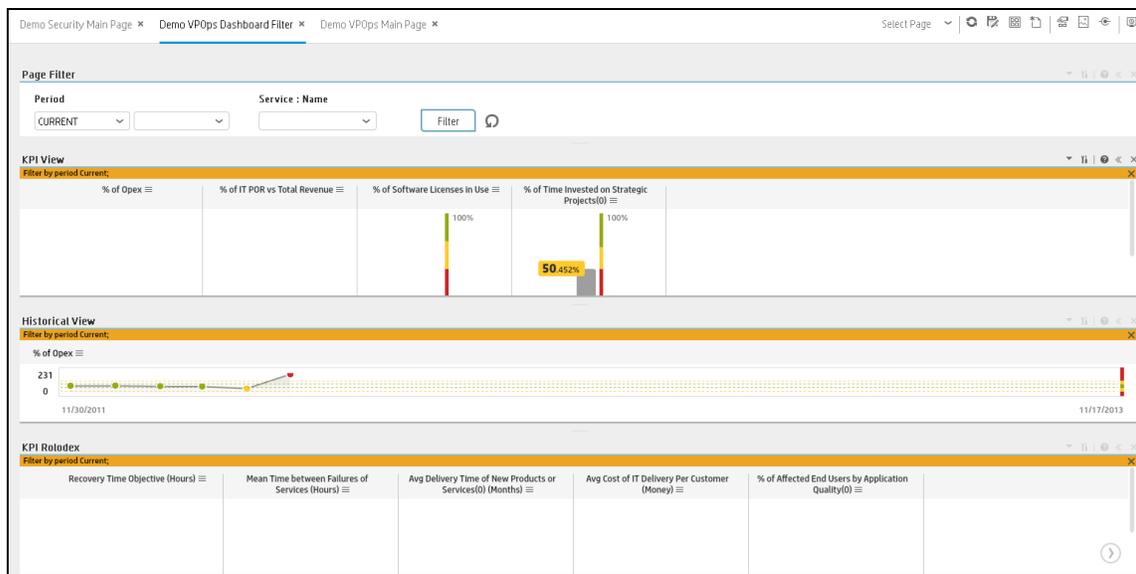
**% of Healthy Projects.** The number of healthy projects relative to the total number of projects that are ongoing in the current month.

**% of Project Effort Done by External Resources.** The number of outsourced projects relative to the total number of projects that are ongoing during the measurement period.

**% of Completed Tests.** The number of executed tests relative to the total number of tests planned to be executed during the measurement period.

**% of Projects with Unresolved Urgent Issues.** The number of projects with unresolved urgent issues, relative to the total number of active projects or projects that were completed during the measurement period.

● **Demo VPOps Dashboard Filter Page in Dashboard**



- **KPI View:**
  - **% of Opex.** The capitalized expense relative to the operational expense.
  - **% of IT POR vs Total Revenue KPI.** The IT Plan Of Record relative to the Total Planned Company Revenue Goal (where the goal is manually entered).
  - **% of Software Licenses in Use.** The number of used software licenses relative to the total number of purchased software licenses.
  - **% of Time Invested in Strategic Projects.** The amount of time invested in strategical projects relative to the total amount of time invested in all projects.
- **Historical View:**
  - **% of Opex.** The capitalized expense relative to the operational expense.
- **KPI Rolodex:**
  - **Recovery Time Objective (Hours).** RTO, also called Mean Time to Recover Business Data. It represents the length of time and service level to which a business process must be restored after a disaster (or disruption) in order to avoid unacceptable consequences associated with a break in business continuity.
  - **Mean Time between failures of Services (Hours).** The average time between service failures.
  - **Avg Delivery Time of New Products or Services (Months).** The average delivery time of new products/services defined as the time it takes from the conception of a project until it is delivered to customer(EndDate and StartDate used in this KPI formula).
  - **Avg Cost of IT Delivery Per Customer (Money).** The average cost of IT delivery per customer calculated as the cost of IT service delivery divided by number of end users or customers.
  - **% of Affected End Users by Application Quality.** The number of users affected by application faults relative to the total number of users during the measurement period.

## Scorecards

- VPOps

### Out-of-the-box Business Contexts

- AssetManagementDemo  
(similar to Asset Management Context)
- AvailabilityManagementDemo  
(similar to Availability Management Context)
- DataProtectionDemo  
(similar to DataProtection Context)
- IncidentManagementDemo  
(similar to [Incident Management Context](#))
- NetworkNodeManagerDemo  
(similar to [NetworkNodeManager Context](#))
- PolicyComplianceDemo  
(similar to [PolicyCompliance Context](#))

- PolicyRemediationDemo  
(similar to [PolicyRemediation Context](#))
- ProjectPortfolioManagementDemo  
(similar to [Project Portfolio Management \(PPM\) Context](#))
- SLMDemo  
(similar to [Service Level Management Context](#))
- ServiceDeskDemo  
(similar to [Service Desk Management Context](#))

#### **KPIs**

- [% of Affected End Users by Application Quality KPI](#)
- [% of OpEx KPI](#)
- [% of Failed Business Transactions KPI](#)
- [% of IT POR vs Total Revenue KPI](#)
- [% of Managed Nodes KPI](#)
- [% of Met SLAs](#)
- [% of Nodes with Compliance Issues KPI](#)
- [% of Non-Encrypted Traffic KPI](#)
- [% of Project Effort Done by External Resources KPI](#)
- [% of Projects on Time KPI](#)
- [% of Software Licenses in Use KPI](#)
- [% of Successful Patches KPI](#)
- [% of Time Invested on Strategic Projects KPI](#)
- [% of Utilization of Network Devices KPI](#)
- [Average Time to Deploy an Application KPI](#)
- [Average Time to Restore KPI](#)
- [Average Cost of IT Delivery Per Customer KPI](#)
- [Average Delivery Time of New Products or Services KPI](#)
- [Average Interaction Closure Duration KPI](#)
- [Average Time to Procure Hardware KPI](#)
- [Backup Success Rate KPI](#)
- [Frequency of Policy Checks KPI](#)
- [Incident Closure Time KPI](#)
- [Mean Time Between Failures of Services KPI](#)
- [Recovery Time Objective KPI](#)

#### **Data Files (CSV Tables)**

The data files or .CSV tables are included in the CAPs themselves and provide the context and data needed by the CAP to show data in the relevant Dashboard page. For details, see "[Data Files \(.CSV Tables\)](#)" on [page 34](#) in the *Content Acceleration Packs Guide*.

#### **Structure**

**Scorecard:** Operational Excellence

- **Perspective:** Customers
  - **Objective:** Improve Responsiveness
  - **Objective:** Improve Customer Satisfaction
  - **Objective:** Improve Quality of Delivery
- **Perspective:** IT Value
  - **Objective:** Alignment with Business Strategy
  - **Objective:** Stewardship of Investment
  - **Objective:**Reduce Cost
- **Perspective:** Operational Excellence
  - **Objective:** Accelerate Agility
  - **Objective:** Increase Automation Adoption
  - **Objective:** Improve Project Execution
  - **Objective:** Achieve Process Excellence
- **Perspective:** Future Orientation
  - **Objective:** Improve Staff Effectiveness
- **Perspective:** Risk
  - **Objective:** Reduce Risk
  - **Objective:** Increase Compliance

## Tasks

This section includes:

- [Upload and manage the Content Acceleration Pack](#) .....43
- [View the VP of Operations CAP-related Dashboard page](#) .....44

# Upload and manage the Content Acceleration Pack

For details, see "[Content Acceleration Pack](#)" on page 7 in the *Content Acceleration Packs Guide*.

## View the VP of Operations CAP-related Dashboard page

1. In the Executive Scorecard application, close all the tabs. The Dashboard is displayed.
2. Click the **Demo VPOPs Main Page** tab. If it is not displayed, click the **Page Gallery**  button in the Dashboard toolbar, double-click the **Demo VPOPs Main Page** icon and close the Page Gallery dialog box. You can also view the **Demo VPOPS Dashboard Filter** page.

# VP of Applications Content Acceleration Pack

The VP of Applications is responsible for developing, growing, and maintaining an organization's portfolio of business software, integration technologies, and application disciplines to drive effective business outcome. The VP of Applications/Application Owner's role has become more strategic to the business, because every line of business relies on applications.

The purpose of the VP of Applications Content Acceleration Pack (CAP) is to provide a set of items (Dashboard pages, Scorecards, Contexts, KPIs, and more) that automatically gathers information from across your enterprise to build key performance indicators (KPIs) related to VP of Applications-related issues. The CAP provides broad and deep insight that should enable you to:

- Reduce the cost of application development.
- Justify the investments.
- Provide explanations for project's delays.
- Provide explanations for application failures in production.
- Analyzing why applications are not meeting business requirements.
- Find the vendors with the best performance.
- Balance available resources with business demands.
- Be faced with the inability to quickly respond to the needs of the business.
- Be faced with the inability to deliver secure applications

If the applications are not aligned with the business, there is no innovation, users go to competitors, and business revenues decline.

The use case for this Content Acceleration Pack is to provide a 360 Degree Application View.

[Learn More](#)

[Tasks](#)

## Learn More

### **What are Content Packs (CAPs)**

Content Acceleration Packs (CAPs) are ready-to-import packages that include Dashboard pages that display Scorecards and components, KPIs, Metrics, Contexts (universes), data (from data sources), and documentation for the CAP.

CAPs describe typical stories that show how the correct implementation of Executive Scorecard drives Performance Improvement and Cost Reduction for the IT organization.

CAPs demonstrate Executive Scorecard capabilities, and helps you add basic elements that can be used to customize your Dashboard.

### **Pages**

## Demo VPApps Main Page in Dashboard



- **Scorecard - VP Applications**

- **Customer**

- Improve Quality of Delivery
    - Improve Customer Satisfaction

- **Secured IT**

- Reduce Risk

- **IT Value**

- Stewardship of IT Investments
    - Alignment with Business Strategy
    - Improve ROI of Automation

- **Future Orientation**

- Improve Knowledge Management
    - Improve Staff Effectiveness

- **Operational Excellence**

- Accelerate Agility
    - Achieve Process Excellence
    - Improve Process Execution.

- **KPI View:**

- **Deviation of Planned Work Hours.** The sum of the Actual Effort and the Remaining Estimated Effort, relative to the Planned Effort for project tasks started during the measurement period.

- **% of Healthy Projects.** The number of healthy projects relative to the total number of projects that are ongoing in the current month.
- **% of Projects with Unresolved Urgent Issues.** The number of projects with unresolved urgent issues, relative to the total number of active projects or projects that were completed during the measurement period.
- **% of Project Tasks on Time.** The number of timely project tasks relative to the total number of active project tasks and project tasks completed during the measurement period.
- **Historical View:**
  - **% of Projects on Time.** The number of projects, on track or completed on time, relative to the total number of projects on track or projects that were completed during the measurement period, over time.
- **KPI Rolodex:**
  - **% of Successful Test Runs.** The number of tests with a Passed execution status in the last run (last test instance) relative to the total number of tests that were planned to be executed.
  - **% of Healthy Projects.** The number of healthy projects relative to the total number of projects that are ongoing in the current month.
  - **% of Project Effort Done by External Resources.** The number of outsourced projects relative to the total number of projects that are ongoing during the measurement period.
  - **% of Completed Tests.** The number of executed tests relative to the total number of tests planned to be executed during the measurement period.
  - **% of Projects with Unresolved Urgent Issues.** The number of projects with unresolved urgent issues, relative to the total number of active projects or projects that were completed during the measurement period.

## Scorecards

- VP Applications

## Out-of-the-box Business Contexts

- ALM\_DefectDemo  
(similar to [ALM\\_Defect Context](#))
- ALM\_RequirementDemo  
(similar to [ALM Requirement Context](#))
- ALM\_TestDemo  
(similar to [ALM Test Context](#))
- ApplicationPerformanceDemo  
(similar to [ApplicationPerformance Context](#))
- AvailabilityManagementDemo  
(similar to [Availability Management Context](#))
- ChangeManagementDemo  
(similar to [Change Management Context](#))
- DemandManagementDemo (similar to [RequestManagement \(DemandManagement\) Context](#))
- FinancialManagementDemo (similar to [Financial Management Context](#))

- IncidentManagementDemo  
(similar to [Incident Management Context](#))
- PolicyComplianceDemo  
(similar to [PolicyCompliance Context](#))
- ProjectPortfolioManagementDemo  
(similar to [Project Portfolio Management \(PPM\) Context](#))
- ServiceDeskDemo  
(similar to [Service Desk Management Context](#))
- SLMDemo  
(similar to [Service Level Management Context](#))

### **KPIs**

- [% of Monitored Applications KPI](#)
- [% of Actual vs Planned Projects Cost KPI](#)
- [% of Actual vs Planned Executed Tests KPI](#)
- [% of Affected End Users by Application Quality KPI](#)
- [% of Applications Availability KPI](#)
- [% of Approved Project Scope Changes](#)
- [% of Authorized Tests KPI](#)
- [% of Automated Tests KPI](#)
- [% of Change in Project Cost KPI](#)
- [% of Completed Tests KPI](#)
- [% of Critical Defects KPI](#)
- [% of Documented Requirements KPI](#)
- [% of Failed Business Transactions KPI](#)
- [% of Failed Tests KPI](#)
- [% of Healthy Projects KPI](#)
- [% of Incidents Classified as Security Related KPI](#)
- [% of Met SLAs](#)
- [% of Met Service Performance KPI](#)
- [% of Project Effort Done by External Resources KPI](#)
- [% of Project Tasks on Time KPI](#)
- [% of Projects Associated with Business Objectives KPI](#)
- [% of Projects Budget at Risk KPI](#)
- [% of Projects on Time KPI](#)
- [% of Projects with Unresolved Urgent Issues KPI](#)
- [% of Rejected Defects KPI](#)
- [% of Reopened Defects KPI](#)
- [% of Requirements Traced to Tests KPI](#)
- [% of Reviewed Requirements KPI](#)

- % of Satisfied Customers KPI
- % of Successful Test Runs KPI
- % of Tested Requirements KPI
- % of Tests Resulting in Defects KPI
- % of Time Invested on Strategic Projects KPI
- Average Age of Active Demands
- Average Age of Active Proposals
- Average Cycle Duration KPI
- Average Time to Evaluate Proposal
- Average Time to Evaluate Scope Change
- Average Time to Resolve Production Defect KPI
- Average Time to Review Requirement KPI
- Average Delivery Time of New Products or Services KPI
- Average Project Initiation Time KPI
- Change Success Rate KPI
- Defect Resolution Time KPI
- Demands Backlog
- Detected vs Closed Defects Ratio KPI
- Deviation of Planned Work Hours KPI
- Deviation of Planned Work Hours KPI
- Downtime % Based on SLAs
- Number of Escaped Defects KPI
- Number of Identified Issues KPI
- Number of Opened Risks KPI
- Project Scope Changes Backlog KPI
- Proposals Backlog KPI
- Ratio of Security Related Nodes KPI
- Time to Resolve Project Scope Change KPI

#### **Data Files (CSV Tables)**

The data files or .CSV tables are included in the CAPs themselves and provide the context and data needed by the CAP to show data in the relevant Dashboard page. For details, see "[Data Files \(.CSV Tables\)](#)" on page 34 in the *Content Acceleration Packs Guide*.

#### **Structure**

**Scorecard:** Operational Excellence

- **Perspective:** Accelerate Agility
  - **Objective:** Achieve Process Excellence
  - **Objective:** Improve Project Execution

- **Objective:** Improve Quality
- **Objective:** Increase Automation Adoption
- **Perspective:** IT Value
  - **Objective:** Alignment with Business Strategy
  - **Objective:** Improve ROI of Automation
  - **Objective:** Stewardship of Investment
- **Perspective:** Customer
  - **Objective:** Improve Customer Satisfaction
  - **Objective:** Improve Quality of Delivery
- **Perspective:** Future Orientation
  - **Objective:** Improve Knowledge Management
  - **Objective:** Improve Staff Effectiveness
- **Perspective:** Secured IT
  - **Objective:** Reduce Risk

## Tasks

This section includes:

- [Upload and manage the Content Acceleration Pack](#) .....50
- [View the VP of Apps CAP-related Dashboard page](#) .....51

# Upload and manage the Content Acceleration Pack

For details, see "[Content Acceleration Pack](#)" on page 7 in the *Content Acceleration Packs Guide*.

## View the VP of Apps CAP-related Dashboard page

1. In the Executive Scorecard application, close all the tabs. The Dashboard is displayed.
2. Click the **Demo VPApps Main Page** tab. If it is not displayed, click the **Page Gallery**  button in the Dashboard toolbar, double-click the **Demo VPApps Main Page** icon and close the Page Gallery dialog box.

# Cloud Optimization Content Acceleration Pack

The purpose of this Cloud Content Acceleration Pack (CAP) is to provide a set of items (Dashboard pages, Scorecards, Contexts, KPIs, and more) that automatically gathers information from across your enterprise to build Key Performance Indicators (KPIs) related to Cloud-related issues. The CAP includes the Cloud Financials and Cloud Performance Perspectives. The CAP provides broad and deep insight that should enable you to optimize resource provider relationships, increase service profitability, improve financial performance, improve data privacy, improve elasticity, accelerate agility, improve reliability, and increase compliance.

This CAP provides a 360 degree Cloud view.

[Learn More](#)

[Tasks](#)

[Reference](#)



## Learn More

### What are Content Packs (CAPs)

Content Acceleration Packs (CAPs) are ready-to-import packages that include Dashboard pages that display Scorecards and components, KPIs, Metrics, Contexts (universes), data (from data sources), and documentation for the CAP.

CAPs describe typical stories that show how the correct implementation of Executive Scorecard drives Performance Improvement and Cost Reduction for the IT organization.

CAPs demonstrate Executive Scorecard capabilities, and helps you add basic elements that can be used to customize your Dashboard.

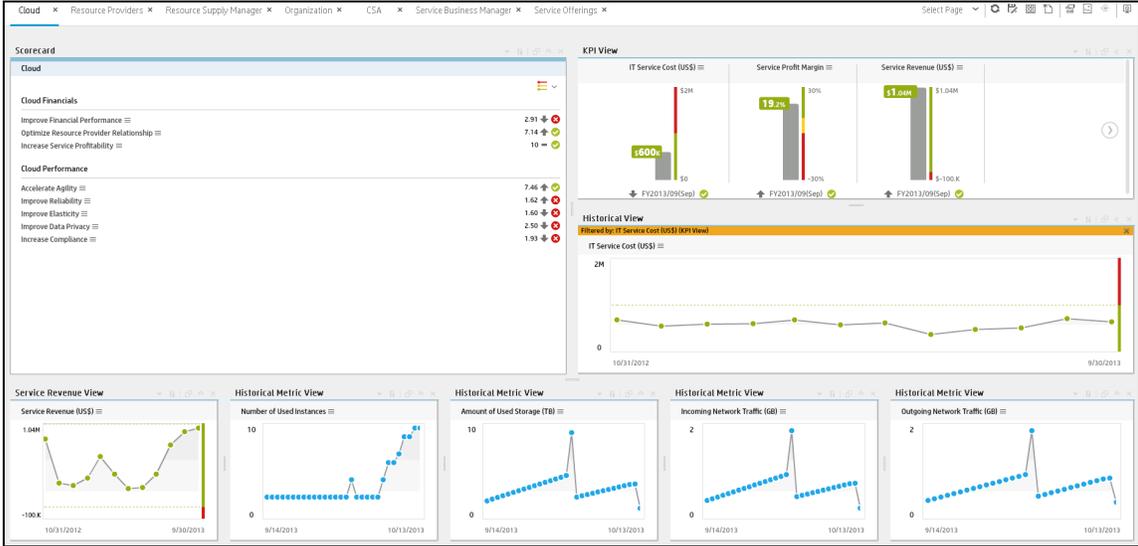
### Pages

The CAP includes the following pages, scorecards, KPIs and Metrics, and data files (.CSV tables).

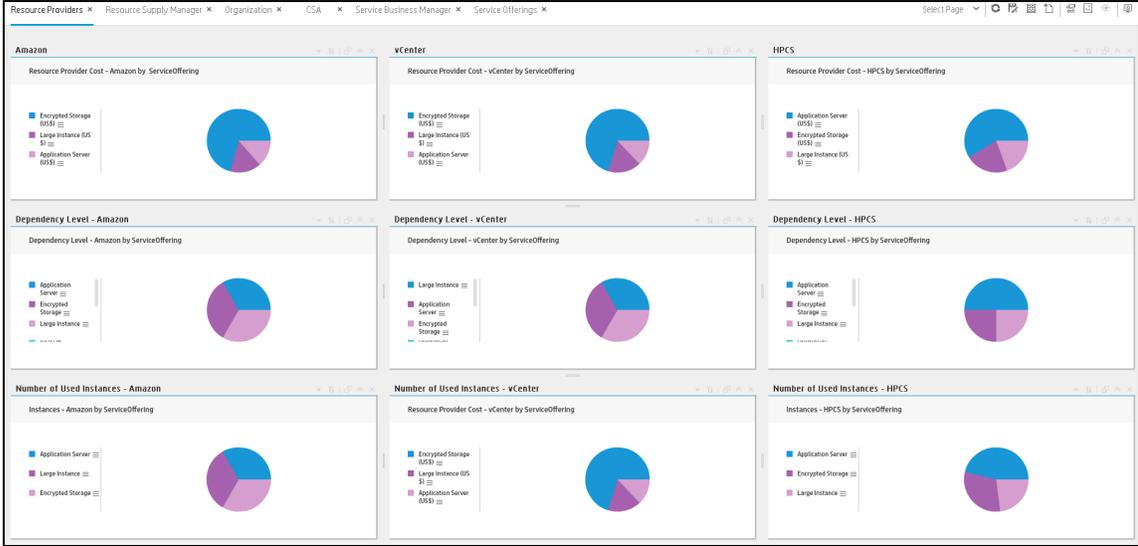
The cross-references in the Out-of-the-box Business Contexts column are to the relevant *IT Executive Scorecard Content Reference Guides*.

The cross-references in the KPIs and Metrics column are to the *IT Executive Scorecard KPIs, Metrics, and Data Lineage Reference Guide*.

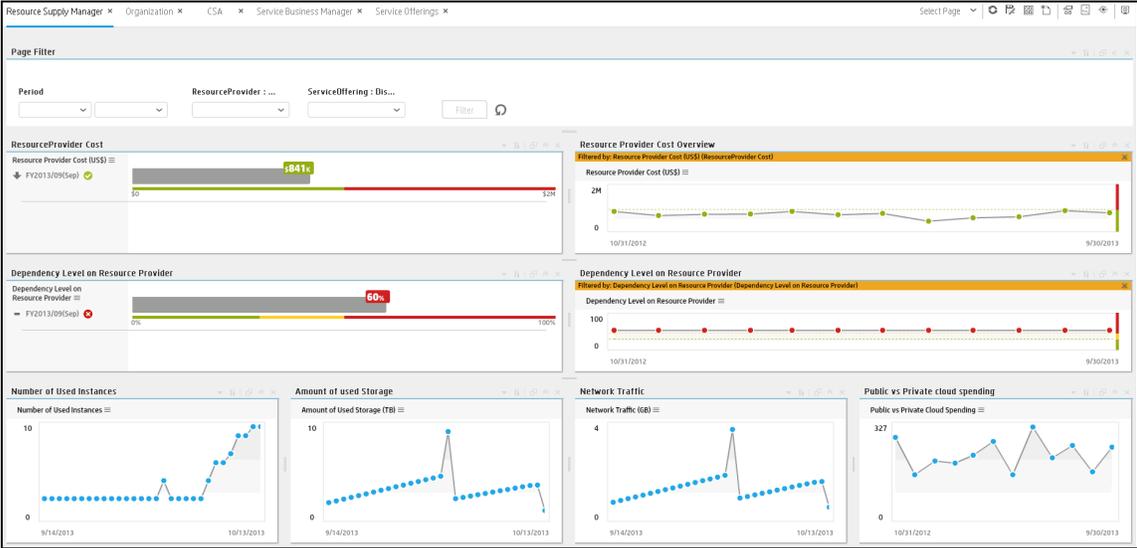
• **Cloud**



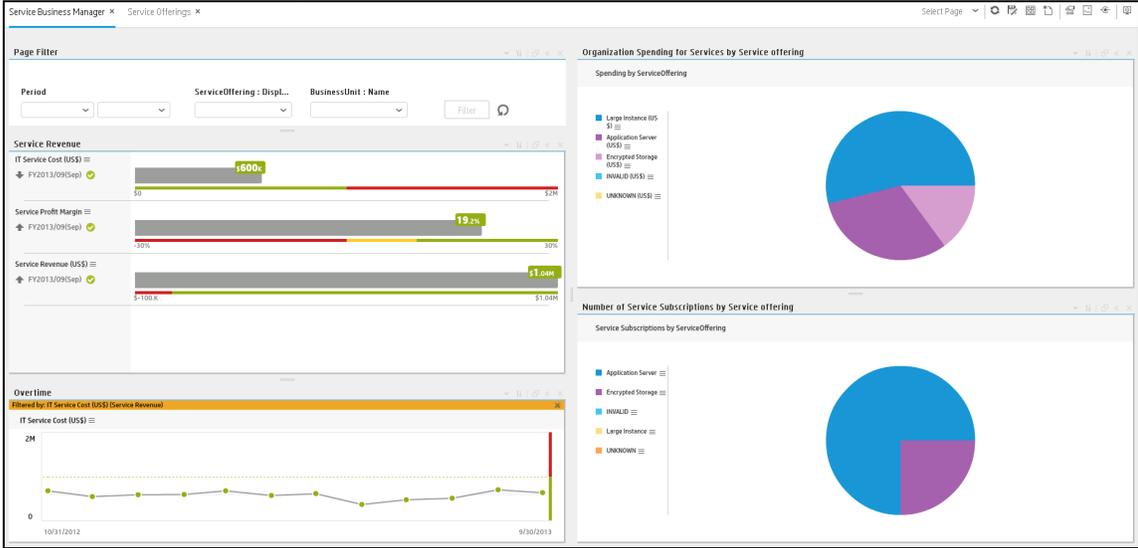
• **Resource Providers**



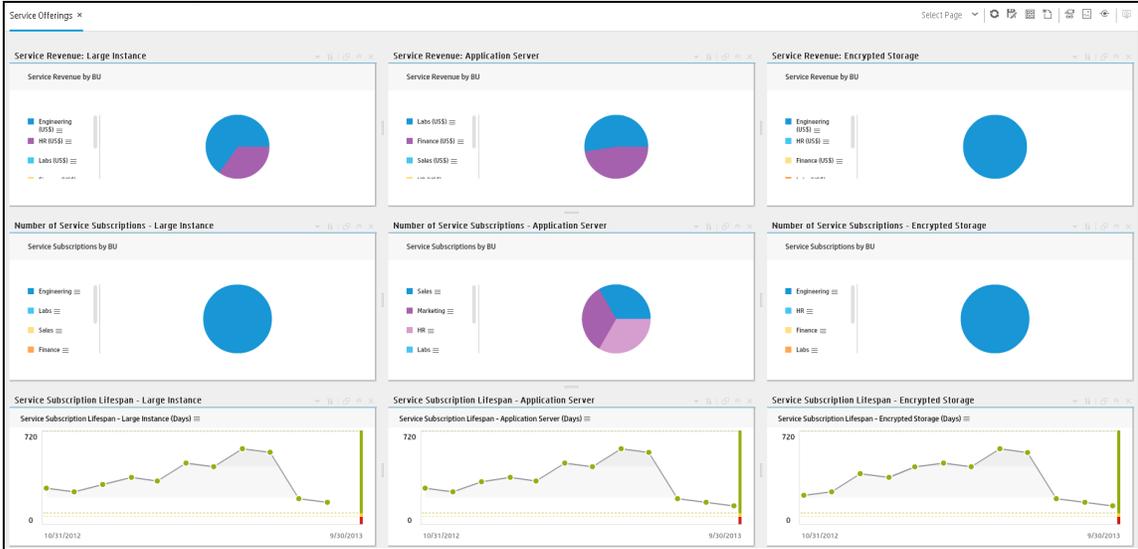
• Resource Supply Manager



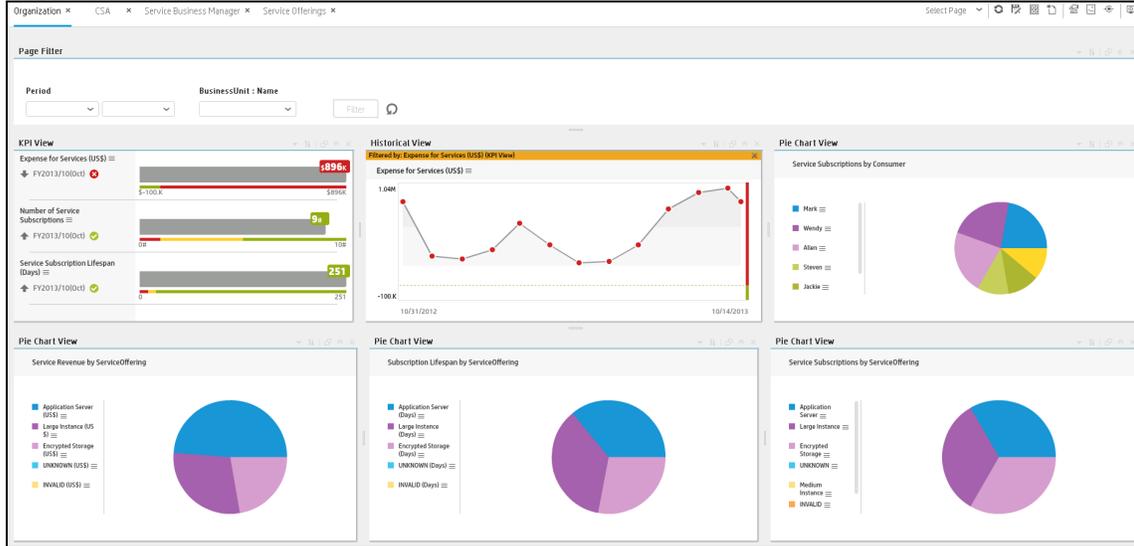
• **Service Business Manager**



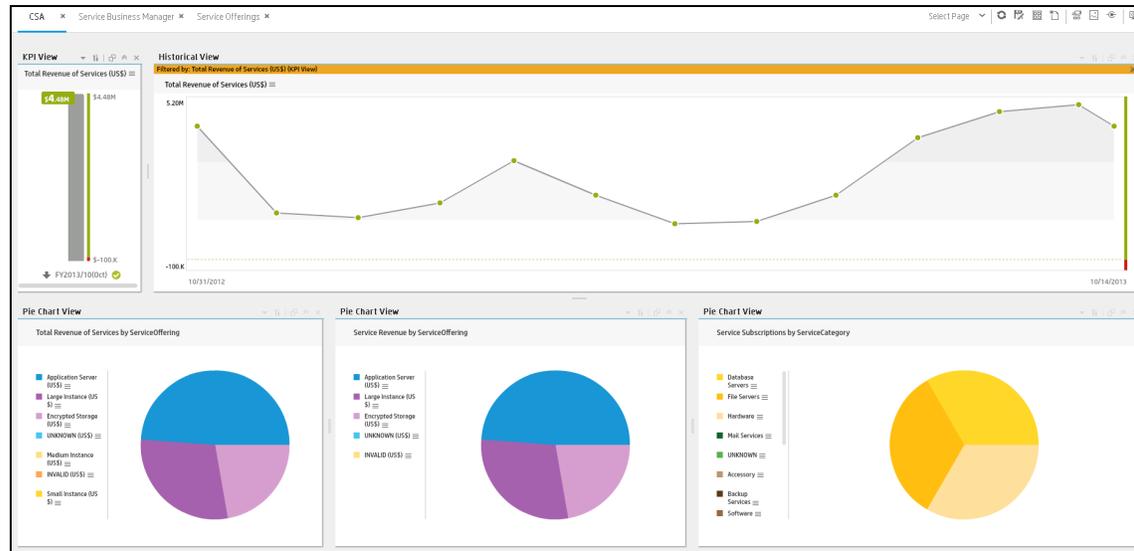
• **Service Offerings**



• **Organization**



• **CSA**



**Scorecards**

- Cloud

**Out-of-the-box Business Contexts**

- ApplicationPerformanceDemo (similar to ApplicationPerformance Context)
- AssetManagementDemo (similar to Asset Management Context)
- CloudOptimizationDemo (similar to CloudOptimization Context)
- DataProtectionDemo (similar to DataProtection Context)
- FinancialManagementDemo (similar to FinancialManagement Context)
- NetworkNodeManagerDemo (similar to NetworkNodeManager Context)
- PolicyComplianceDemo (similar to PolicyCompliance Context)

- PolicyComplianceStatusDemo (similar to PolicyComplianceStatus Context)
- PolicyRemediationDemo (similar to PolicyRemediation Context)
- ProjectPortfolioManagementDemo (similar to Project Portfolio Management (PPM) Context)
- SLMDemo (similar to Service Level Management Context)

#### KPIs

- Average Time to Deploy an Application KPI
- Average Time to Provision a Node KPI
- Average Cost of IT Delivery Per Customer KPI
- Average Delivery Time of New Products or Services KPI
- Average Time to Procure Hardware KPI
- Dependency Level on Resource Provider KPI
- Dependency Level on Resource Provider - Amazon (similar to Dependency Level on Resource Provider KPI filtered for Amazon)
- Dependency Level on Resource Provider - HPV (similar to Dependency Level on Resource Provider KPI filtered for HPV)  
HPV represents Hyper-V.
- Dependency Level on Resource Provider - vCenter (similar to Dependency Level on Resource Provider KPI filtered for vCenter)

**Note:** The formula of the Dependency Level on Resource Provider KPI is:  
PERCENTAGE\_MATH( COUNT\_DISTINCT( ServiceOffering.ServiceOfferingId ,  
MaxServProvOfferingResProvider.LEVEL0 = 'Amazon' ) , COUNT\_DISTINCT(  
ServiceOffering.ServiceOfferingId , ServiceOffering.DisplayLabel <>'INVALID' and  
ServiceOffering.DisplayLabel <> 'UNKNOWN' ) )

It is different from the formula of the OOTB Dependency Level on Resource Provider KPI.

- Frequency of Policy Checks KPI
- IT Service Cost KPI
- Mean Time to Recover from Non-Compliance KPI
- Number of Servers with Non-Encrypted Backup Data KPI
- Number of Service Subscriptions KPI
- Number of Used Instances KPI
- Number of Used Instances - Amazon (similar to Number of Used Instances KPI filtered for Amazon)
- Number of Used Instances - HPCS (similar to Number of Used Instances KPI filtered for HPCS)
- Number of Used Instances - vCenter (similar to Number of Used Instances KPI filtered for vCenter)
- % of Monitored Applications KPI
- % of Change in Assets Cost KPI
- % of Managed Nodes KPI
- % of Met SLAs
- % of Network utilization (similar to % of Utilization of Network Devices KPI)
- % of Nodes with Compliance Issues KPI

- % of Non-Encrypted Traffic KPI
- % of Capex vs OpEx Spending KPI
- % of Server Utilization KPI
- % of Storage Utilization KPI
- Public vs Private Cloud Spending KPI
- Resource Provider Cost KPI
- Resource Provider Cost - Amazon (similar to Resource Provider Cost KPI filtered for Amazon)
- Resource Provider Cost - HPCS(similar to Resource Provider Cost KPI filtered for CSA)
- Resource Provider Cost - vCenter(similar to Resource Provider Cost KPI filtered for vCenter)
- Service Profit Margin KPI
- Service Revenue KPI
- Service Revenue - Application Server (similar to Service Revenue KPI filtered for Application Server)
- Service Revenue - Encrypted Storage (similar to Service Revenue KPI filtered for Encrypted Storage)
- Service Revenue - Large Instance (similar to Service Revenue KPI filtered for Large Instance )
- Service Subscription Lifespan KPI
- Service Subscription Lifespan - Application Server (similar to Service Subscription Lifespan KPI filtered for Application Server)
- Service Subscription Lifespan - Encrypted Storage (similar to Service Subscription Lifespan KPI filtered for Encrypted Storage)
- Service Subscription Lifespan - Large Instance (similar to Service Subscription Lifespan KPI filtered for Large Instance )
- Total Cost of Resource Providers KPI
- Total Cost of Resource Providers - Private (similar to Total Cost of Resource Providers KPI filtered for Private )
- Total Cost of Resource Providers - Public (similar to Total Cost of Resource Providers KPI filtered for Public)
- Total IT Service Cost KPI
- Total Revenue of Services KPI

#### **Metrics**

- Amount of Used Storage Metric
- Incoming Network Traffic Metric
- Network Traffic Metric
- Number of Service Subscriptions KPI
- Number of Service Subscriptions - Application Server (similar to Number of Service Subscriptions KPI filtered for Application Server)
- Number of Service Subscriptions - Encrypted Storage (similar to Number of Service Subscriptions KPI filtered for Encrypted Storage )
- Number of Service Subscriptions - Large Instance (similar to Number of Service Subscriptions KPI

filtered for Large Instance)

- Organization Spending for Services Metric
- Outgoing Network Traffic Metric
- Service Profit Margin by Organization Metric

#### Data Files (.CSV Tables)

The data files or .CSV tables are included in the CAPs themselves and provide the context and data needed by the CAP to show data in the relevant Dashboard page. For details, see Data Files (.CSV Tables) in the *Content Acceleration Packs Guide*.

#### Structure

**Scorecard:** Cloud

- **Perspective:** Cloud Financials
  - **Objective:** Optimize Resource Provider Relationship
  - **Objective:** Increase Service Profitability
  - **Objective:** Increase Financial Performance
- **Perspective:** Cloud Performance
  - **Objective:** Improve Data Privacy
  - **Objective:** Improve Elasticity
  - **Objective:** Accelerate Agility
  - **Objective:** Improve Reliability
  - **Objective:** Increase Compliance

## Tasks

This section includes:

- [Upload and manage the Content Acceleration Pack](#) .....59
- [View the Cloud CAP-related Dashboard page](#) .....60
- [% of Server Utilization KPI](#) .....61
- [Expense for Services KPI](#) .....62

# Upload and manage the Content Acceleration Pack

For details , see Content Acceleration Pack in the *Content Acceleration Packs Guide*.

## View the Cloud CAP-related Dashboard page

1. In the Executive Scorecard application, close all the tabs. The Dashboard is displayed.
2. Click the **Cloud** tab. If it is not displayed, click the **Page Gallery**  button in the Dashboard toolbar, double-click the **Cloud** icon and close the Page Gallery dialog box.

### Reference

The following KPIs are used only in the CloudOptimization CAP:

% of Server Utilization KPI

This is used only in the Cloud Optimization CAP

## % of Server Utilization KPI

<b>Component Type</b>	KPI				
<b>Business Questions</b>	Make sure our resources are utilized efficiently.				
<b>Business Objective</b>	Stewardship of IT Investment				
<b>Description</b>	The average of percentages of servers CPU utilization at instance level.				
<b>Context</b>	CloudOptimization				
<b>Data source</b>	AWSCW				
<b>Formula</b>	AVG( ServiceProviderUtilization.AvgUtilization , ServiceProviderUtilization.UtilizationType = 'CPUUtilization' and PERIOD_ENTITY = ServiceProviderBillingPeriod )				
<b>KPI Formula Filter</b>	N/A				
<b>Unit Type</b>	%				
<b>Time Period</b>	Daily				
<b>Direction</b>	Centralize				
<b>Thresholds</b>	0.00 to 60.00	60.00 to 70.00	60.00 to 70.00	80.00 to 90.00	90.00 to 100.00
<b>Release</b>	9.41				

# Expense for Services KPI

<b>Component Type</b>	KPI	
<b>Business Questions</b>	Track the expense of services and make sure it is aligned with the predicted expenses	
<b>Business Objective</b>	Increase Service Profitability	
<b>Description</b>	The average expense of services which the organization consume	
<b>Context</b>	CloudOptimization	
<b>Data source</b>	CSA	
<b>Formula</b>	RATIO_MATH(SUM(Billing.Amount, PERIOD_ENTITY = BillingPeriod) , COUNT_DISTINCT( ServiceOffering.DisplayLabel, ServiceOffering.DisplayLabel <> 'INVALID' and ServiceOffering.DisplayLabel <> 'UNKNOWN'),0)	
<b>KPI Formula Filter</b>	N/A	
<b>Unit Type</b>	US \$	
<b>Time Period</b>	Monthly	
<b>Direction</b>	Minimize	
<b>Thresholds</b>	- 99999 to 0	0 to 99999
<b>Release</b>	9.41	

# Security Enterprise Architecture Content Acceleration Pack

The purpose of the Security Enterprise Architecture Content Acceleration Pack (CAP) is to provide a set of items (Dashboard pages, Scorecards, Contexts, KPIs, and more) that automatically gathers information from across your enterprise to build key performance indicators (KPIs) related to Security Enterprise Architecture-related issues. The CAP provides broad and deep insight that should enable you to:

- Increase information protection
- Increase compliance
- Justify security investment
- Reduce Risk Reactive
- Reduce Risk Proactive

The use case for this Content Acceleration Pack is to provide a 360 Degree Security View.

[Learn More](#)

[Tasks](#)



## Learn More

### **What are Content Packs (CAPs)**

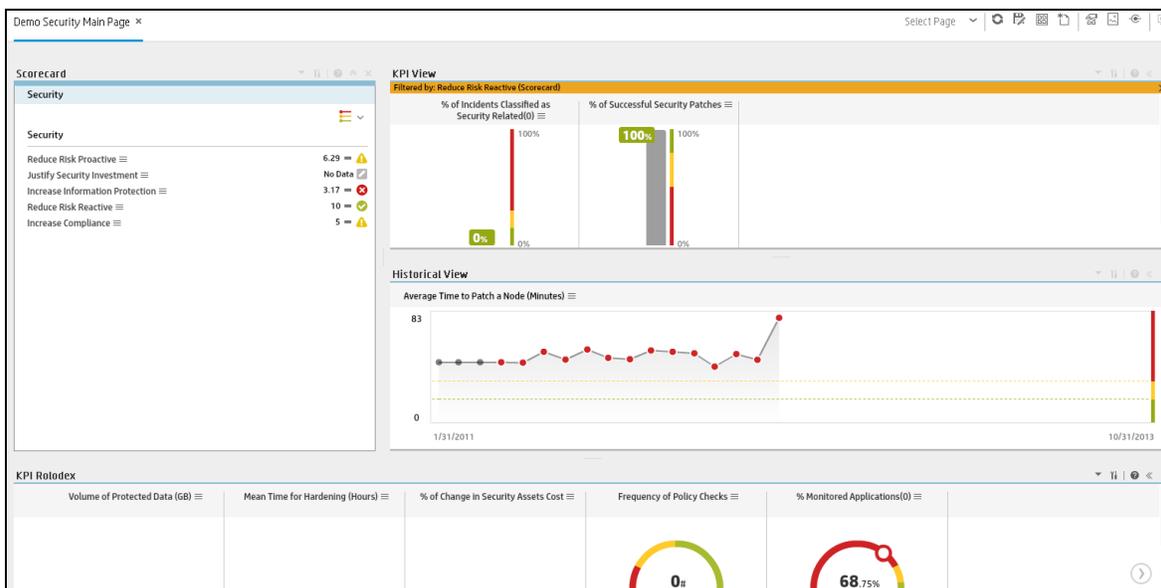
Content Acceleration Packs (CAPs) are ready-to-import packages that include Dashboard pages that display Scorecards and components, KPIs, Metrics, Contexts (universes), data (from data sources), and documentation for the CAP.

CAPs describe typical stories that show how the correct implementation of Executive Scorecard drives Performance Improvement and Cost Reduction for the IT organization.

CAPs demonstrate Executive Scorecard capabilities, and helps you add basic elements that can be used to customize your Dashboard.

### **Pages**

Demo Security Main Page



## Scorecards

- Security

## Out-of-the-box Business Contexts

- ApplicationPerformanceDemo (similar to ApplicationPerformance Context)
- AssetManagementDemo (similar to Asset Management Context)
- DataProtectionDemo (similar to DataProtection Context)
- IncidentManagementDemo (similar to Incident Management Context)
- PolicyComplianceDemo (similar to PolicyCompliance Context)
- PolicyComplianceStatusDemo (similar to PolicyComplianceStatus Context)
- PolicyRemediationDemo (similar to PolicyRemediation Context)

## KPIs

- % of Monitored Applications KPI
- % of Changes in Security Assets Costs (similar to % of Change in Assets Cost KPI but with an additional filter related to security issues)
- % of Incidents Classified as Security Related KPI
- % of Nodes with Compliance Issues KPI
- % of Non-Encrypted Traffic KPI
- % of Nodes with Compliance Issues KPI
- % of Successful Security Patches (similar to % of Successful Patches KPI but with an additional filter related to security issues)

- [Average Time to Patch a Node KPI](#)
- [Frequency of Policy Checks KPI](#)
- [Mean Time for Hardening](#)
- [Number of Servers with Non-Encrypted Backup Data KPI](#)
- [Ratio of Security Related Nodes KPI](#)
- [Volume of Protected Data KPI](#)

### Data Files (CSV Tables)

The data files or .CSV tables are included in the CAPs themselves and provide the context and data needed by the CAP to show data in the relevant Dashboard page. For details, see "[Data Files \(.CSV Tables\)](#)" on page 34 in the *Content Acceleration Packs Guide*.

### Structure

**Scorecard:** Security

- **Perspective:** Increase Compliance
  - **Objective:** Reduce Risk Proactive
  - **Objective:** Increase Information Protection
  - **Objective:** Reduce Risk Reactive
  - **Objective:** Justify Security Investment

## Tasks

This section includes:

- [Upload and manage the Content Acceleration Pack](#) .....65
- [View the Security CAP-related Dashboard page](#) .....65

## Upload and manage the Content Acceleration Pack

For details , see "[Content Acceleration Pack](#)" on page 7 in the *Content Acceleration Packs Guide*.

## View the Security CAP-related Dashboard page

1. In the Executive Scorecard application, close all the tabs. The Dashboard is displayed.
2. Click the **Demo Security Main Page** tab. If it is not displayed, click the **Page Gallery**  button

in the Dashboard toolbar, double-click the **Demo Security Main Page** icon and close the Page Gallery dialog box.

# SM\_CAP Content Acceleration Pack

The purpose of the SM\_CAP Content Acceleration Pack (CAP) is to provide a set of items (Dashboard pages, Scorecards, Contexts, KPIs, Metrics, and more) that automatically gathers information from across your enterprise to build key performance indicators (KPIs) related to SM-related issues with OOTB data from Data Warehouse. The CAP includes the Service Manager Perspectives. The CAP provides broad and deep insight that should enable you to Improve Staff Effectiveness, Improve Responsiveness, Achieve Process Excellence, Improve Quality of Delivery, Improve Customer Satisfaction. This CAP provides a 360 degree HP Service Manager view.

[Learn More](#)[Tasks](#)

## Learn More

### **What are Content Packs (CAPs)**

Content Acceleration Packs (CAPs) are ready-to-import packages that include Dashboard pages that display Scorecards and components, KPIs, Metrics, Contexts (universes), data (from data sources), and documentation for the CAP.

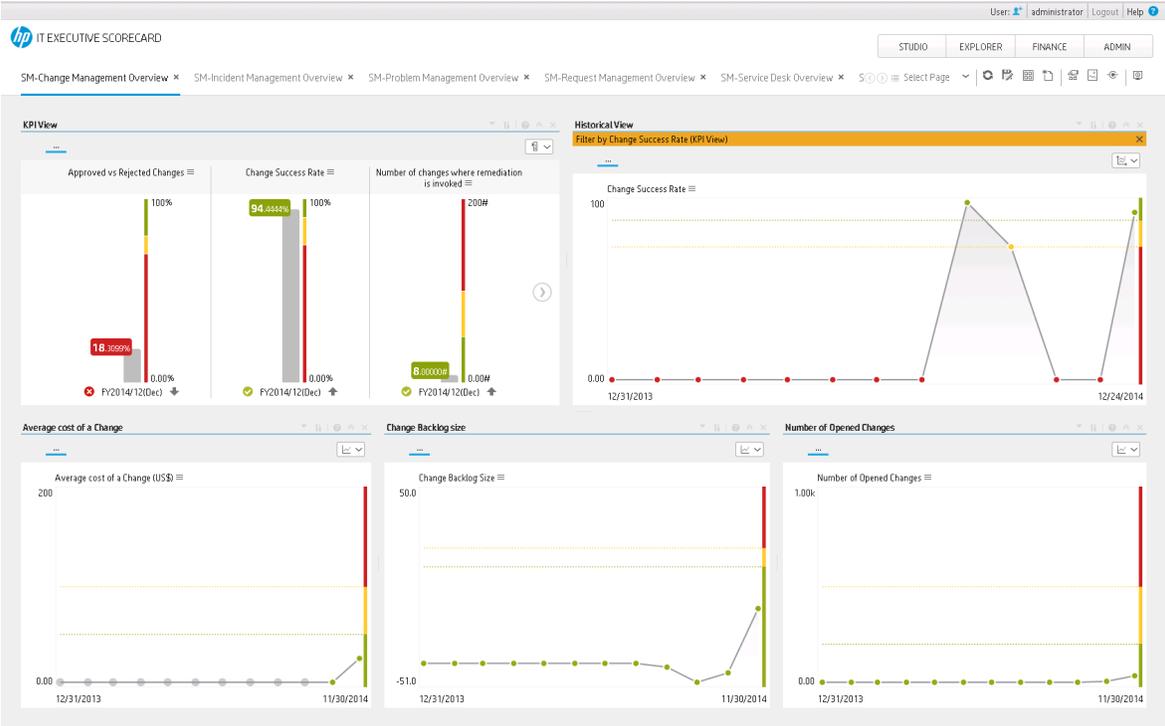
CAPs describe typical stories that show how the correct implementation of Executive Scorecard drives Performance Improvement and Cost Reduction for the IT organization.

CAPs demonstrate Executive Scorecard capabilities, and helps you add basic elements that can be used to customize your Dashboard.

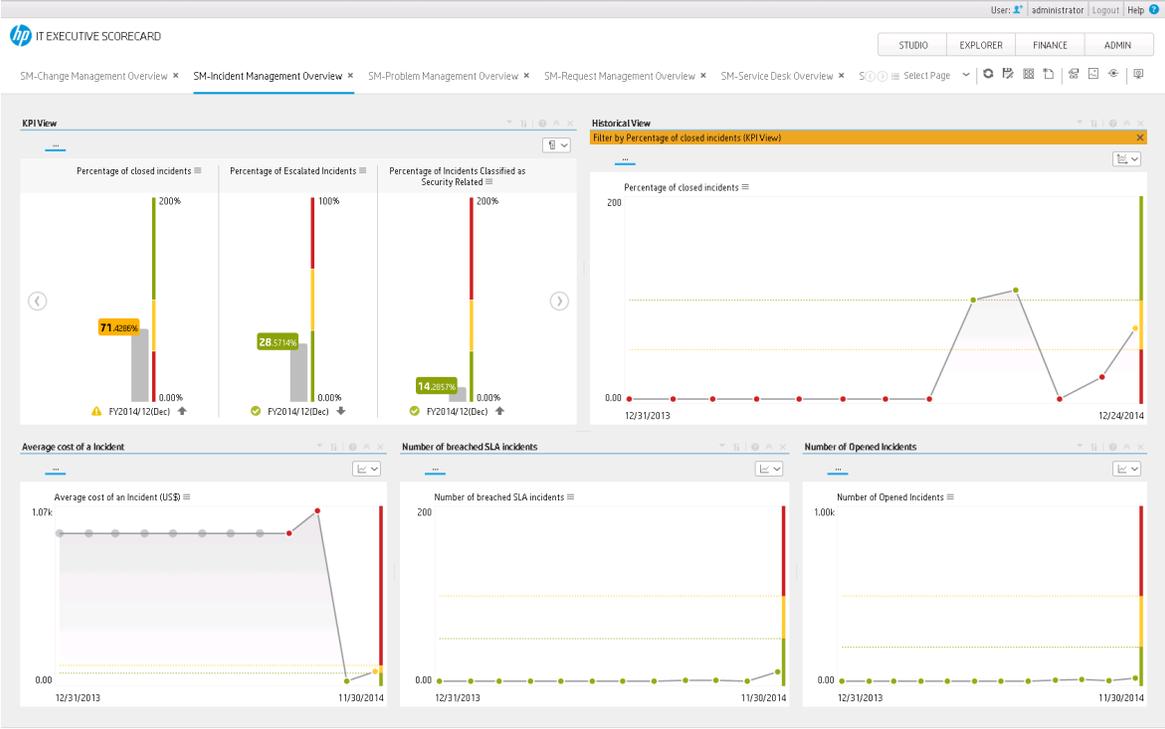
The SM\_CAP CAP includes data from the HP Service Manager data source.

# Pages

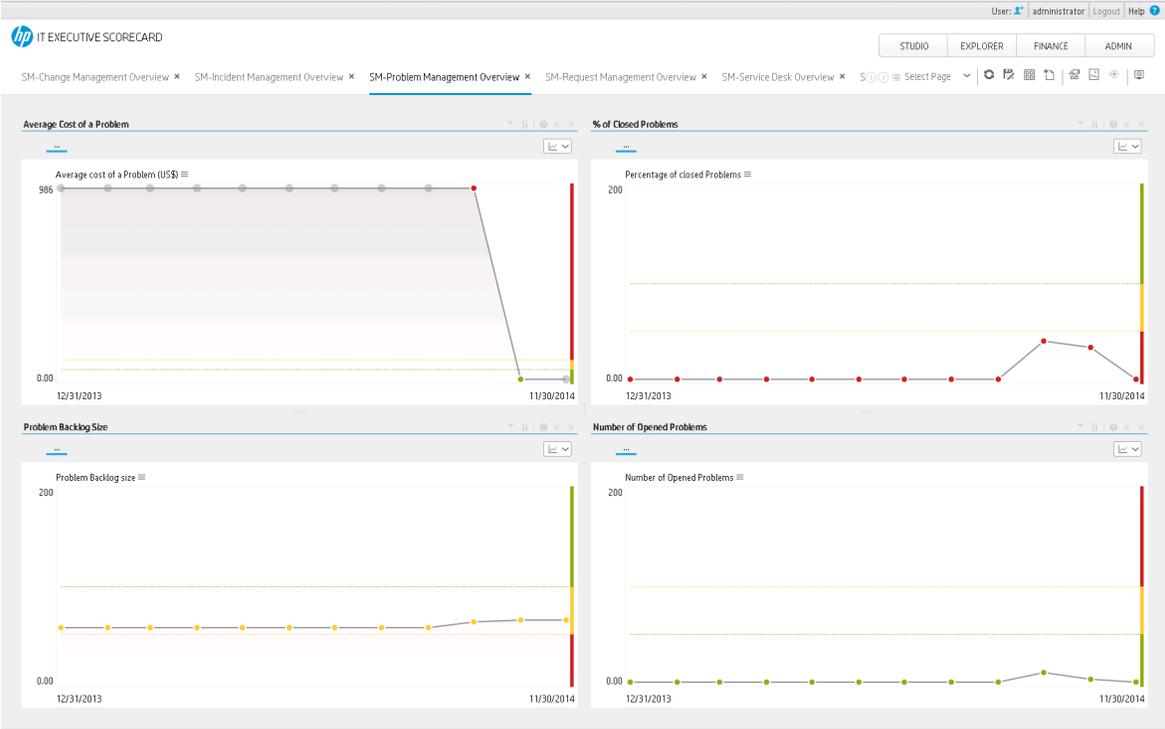
## SM-Change Management Overview



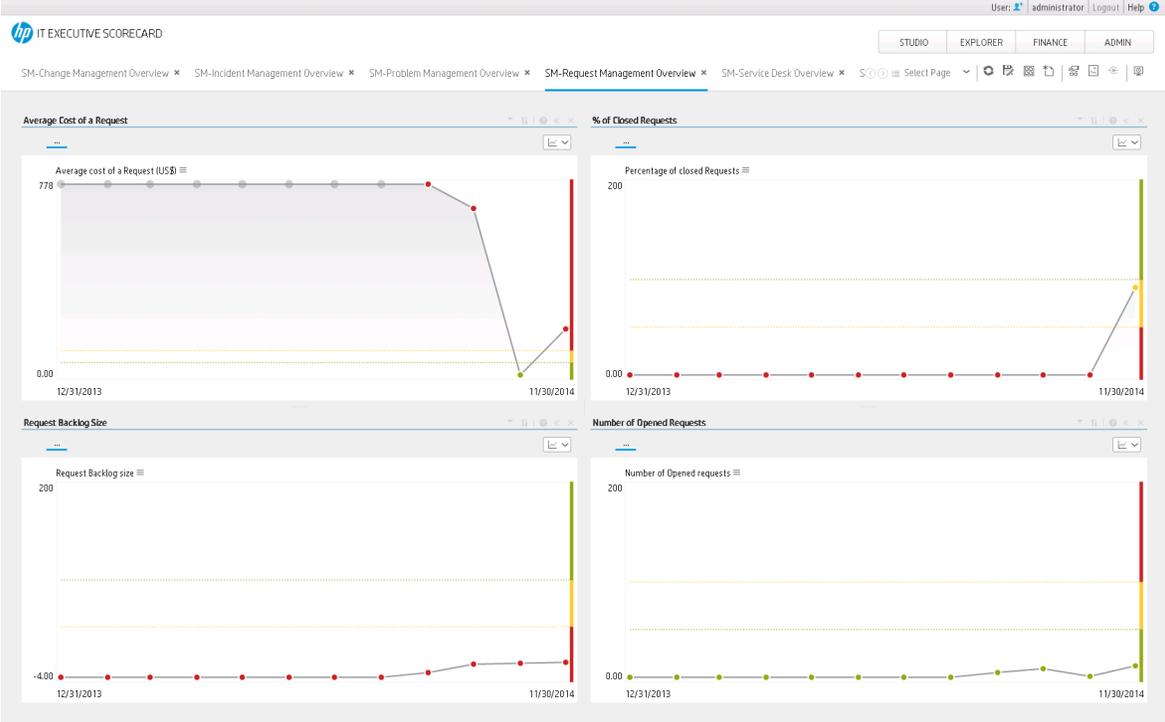
### SM Incident Management Overview



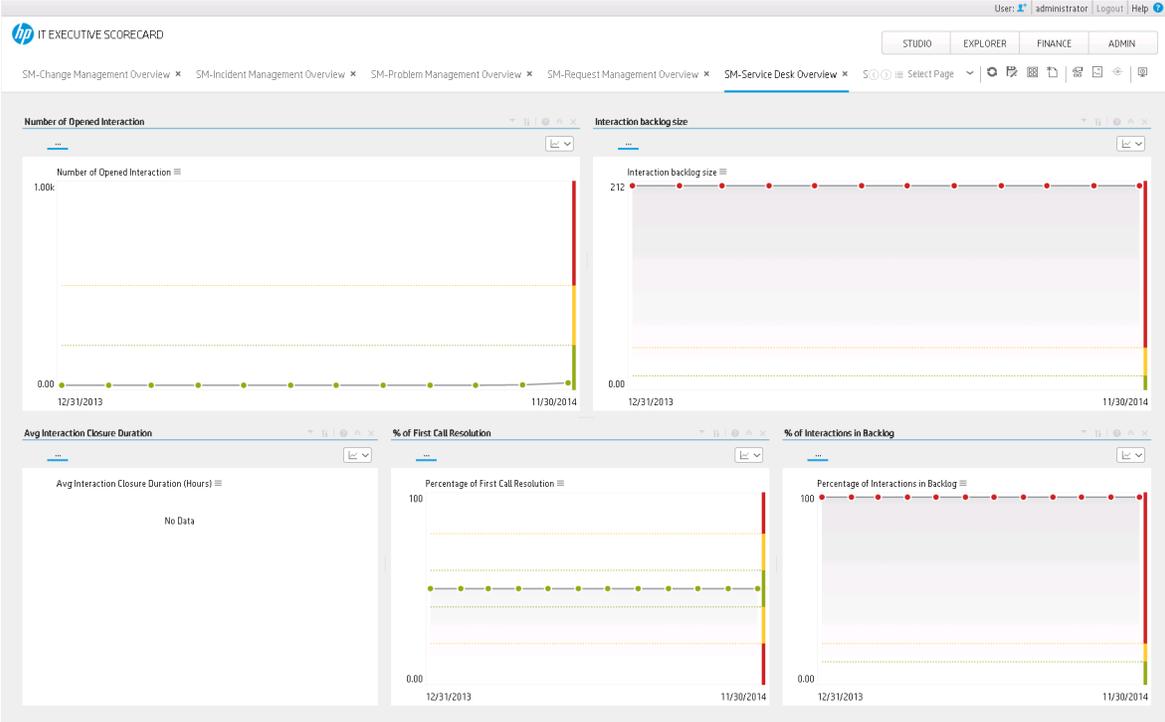
### SM Problem Management Overview



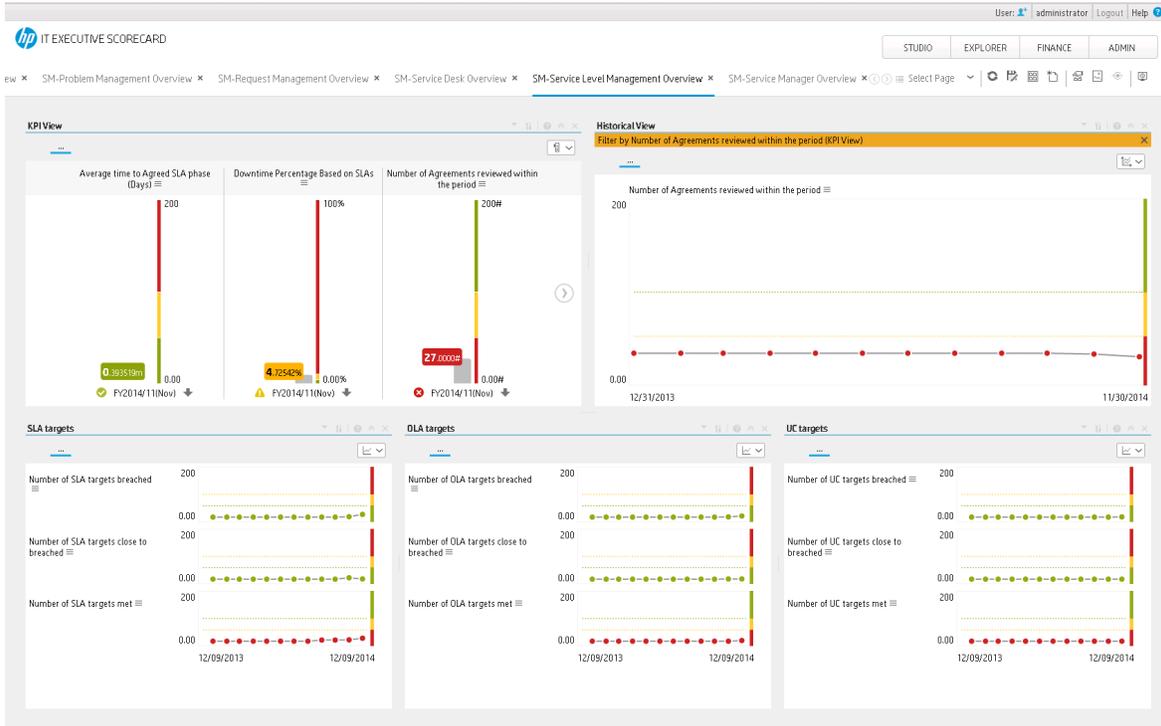
### SM Request Management Overview



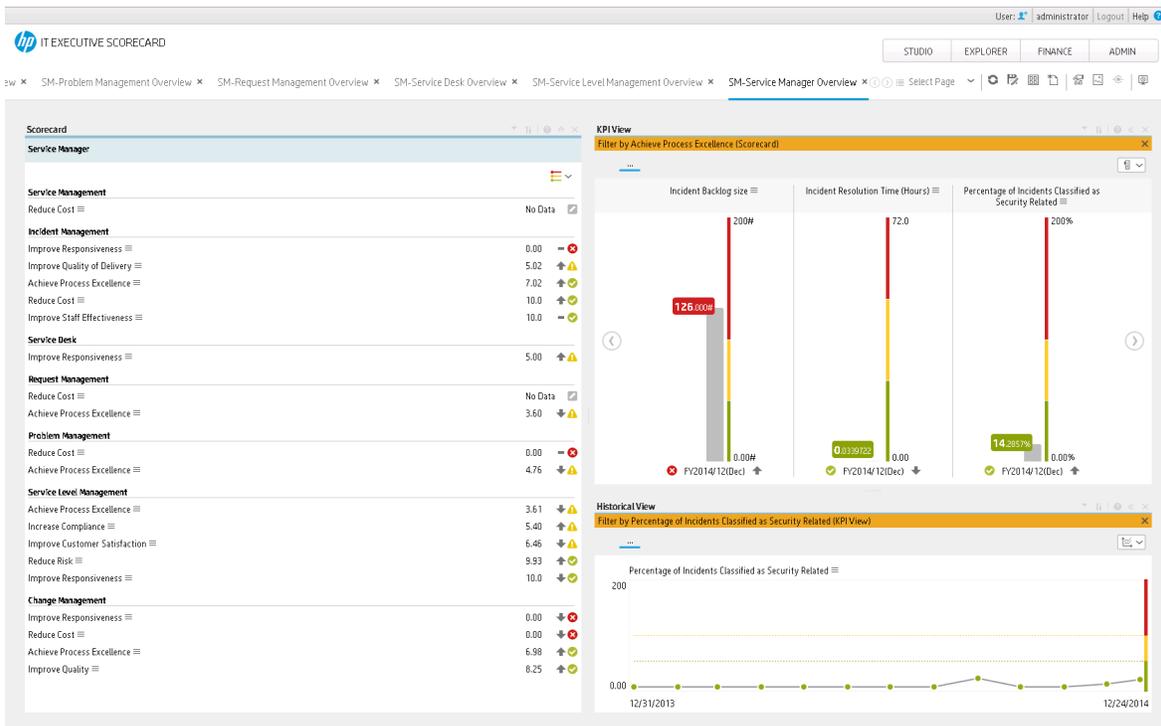
### SM Service Desk Overview



## SM Service Level Management Overview



## SM HP Service Manager Overview



## Scorecards

- Service Manager

## Out-of-the-box Business Contexts

- SM\_ChangeManagement
- SM\_IncidentManagement
- SM\_ProblemManagement
- SM\_RequestManagement
- SM\_ServiceDesk
- SM\_ServiceLevelManagement
- SM\_ServiceManagement
- SM\_SLM

## KPIs

- [Approved vs Rejected Changes KPI](#)
- [Average Cost of a Change KPI](#)
- [Average Cost of a Problem KPI](#)
- [Average Cost of a Request KPI](#)
- [Average Cost of an Incident KPI](#)
- [Average Cost of Service Provisioning KPI](#)
- [Average Outage Duration by Service KPI](#)
- [Average Time to Agreed SLA Phase KPI](#)
- [Avg Interaction Closure Duration KPI](#)
- [Change Backlog Size KPI](#)
- [Change Success Rate KPI](#)
- [Incident Aging KPI](#)
- [Incident Backlog Size KPI](#)
- [Incident Resolution Time KPI](#)
- [Interaction Backlog Size KPI](#)
- [Number of Breached SLA Incidents KPI](#)
- [Number of Breached SLAs with Breached OLAs KPI](#)
- [Number of Breached SLAs With Breached Underpinning Contracts KPI](#)
- [Number of Changes Where Remediation is Invoked KPI](#)
- [Number of Closed Incidents KPI](#)
- [Number of Completed Changes KPI](#)
- [Number of Documented SLAs in Place KPI](#)
- [Number of Failed Changes KPI](#)
- [Number of Incidents Caused by Change KPI](#)
- [Number of OLA Targets Breached KPI](#)
- [Number of OLA Targets Close to Breached KPI](#)

- Number of OLA Targets Met KPI
- Number of Opened Changes KPI
- Number of Opened Incidents KPI
- Number of Opened Interactions KPI
- Number of Opened Problems KPI
- Number of Opened Requests KPI
- Number of Rejected Changes Caused by Incomplete Change Specifications KPI
- Number of Rejected Changes Caused by Incomplete Impact Assessments KPI
- Number of SLA Targets Breached KPI
- Number of SLA Targets Close to Breached KPI
- Number of SLA Targets Met KPI
- Number of UC Targets Breached KPI
- Number of UC Targets Met KPI
- Number of UC Targets Close to Breached KPI
- Percentage of Agreements Reviewed Within the Period KPI
- Percentage of Availability compared to SLTs KPI
- Percentage of Changes Resulting in Outage KPI
- Percentage of Closed Incidents KPI
- Percentage of Closed Problems KPI
- Percentage of Closed Requests KPI
- Percentage of Emergency Changes KPI
- Percentage of Escalated Incidents KPI
- Percentage of First Call Resolution KPI
- Percentage of Improvement Plans Related to Agreements KPI
- Percentage of Incident Response Time Meeting SLT KPI
- Percentage of Incidents Classified as Security Related KPI
- Percentage of Interactions in Backlog KPI
- Percentage of Reopened Incidents KPI
- Percentage of Service based SLAs Agreed KPI
- Percentage of SLAs Due to Expire KPI
- Percentage of Unauthorized Implemented Changes KPI
- Problem Backlog Size KPI
- Request Backlog Size KPI

#### **Breakdowns**

- Percentage of Agreements Reviewed Within the Period KPI
  - Percentage of Agreements reviewed within the period by Agreement Category
- Percentage of Improvement Plans Related to Agreements KPI

- Percentage of improvement plans related to agreement by Agreement Category
- **Number of Opened Requests KPI**
  - Number of Opened requests by Service Name
- **Number of Opened Incidents KPI**
  - Number of Opened Incidents by Service Name
  - Number of Opened Incidents by Location Name
- **Number of Opened Problems KPI**  
Number of Opened Problems - Service Name
- **Change Backlog Size KPI**
  - Change Backlog Size by Service Name
  - Change Backlog Size by Change ApprovalStatus
  - Change Backlog Size by Change Priority
  - Change Backlog Size by Change ChangeCategory
- **Interaction Backlog Size KPI**
  - Interaction backlog size by Interaction Priority
  - Interaction backlog size by Interaction Category
  - Interaction backlog size by Interaction Status
- **Number of Breached SLA Incidents KPI**
  - Incidents Resolution Time by Incident Priority
- **Avg Interaction Closure Duration KPI**
  - Avg Interaction Closure Duration by AssignedToOrganization Name
- **Incident Resolution Time KPI**
  - Incident Resolution Time by Incident Priority
  - Incident Resolution Time - AssignedToOrganization Name

#### **Data Files (CSV Tables)**

This CAP does not use .CSV tables.

Structure

- **Scorecard:** Service Manager

- **Perspective:**Change Management
  - **Objective:**Achieve Process Excellence
    - **KPI:**Number of Rejected Changes Caused by Incomplete Impact Assessments KPI
    - **KPI:**Number of Rejected Changes Caused by Incomplete Change Specifications KPI
    - **KPI:**Change Success Rate KPI
    - **KPI:**Percentage of Unauthorized Implemented Changes KPI
    - **KPI:**Number of Completed Changes KPI
    - **KPI:**Percentage of Changes Resulting in Outage KPI
    - **KPI:**Number of Opened Changes KPI
    - **KPI:**Approved vs Rejected Changes KPI
    - **KPI:**Number of Failed Changes KPI
    - **KPI:**Number of Changes Where Remediation is Invoked KPI
  - **Objective:** Improve Responsiveness
    - **KPI:**Change Backlog Size KPI
  - **Objective:** Improve Quality
    - **KPI:**Percentage of Emergency Changes KPI
  - **Objective:** Reduce Cost
    - **KPI:**Average Cost of a Change KPI
- **Perspective:** Incident Management
  - **Objective:** Achieve Process Excellence
    - **KPI:**Average Cost of a Change KPI
    - **KPI:**Number of Breached SLA Incidents KPI
    - **KPI:**Incident Backlog Size KPI
    - **KPI:**Percentage of Closed Incidents KPI
    - **KPI:**Number of Opened Incidents KPI
    - **KPI:**Incident Resolution Time KPI
    - **KPI:**Percentage of Incidents Classified as Security Related KPI
    - **KPI:**Number of Incidents Caused by Change KPI
  - **Objective:** Improve Quality of Delivery
    - **KPI:**Average Outage Duration by Service KPI
    - **KPI:**Number of Closed Incidents KPI
  - **Objective:** Reduce Cost
    - **KPI:**Average Cost of an Incident KPI
  - **Objective:** Improve Responsiveness
    - **KPI:**Incident Aging KPI
  - **Objective:** Improve Staff Effectiveness
    - **KPI:**Percentage of Reopened Incidents KPI

- **Perspective:** Problem Management
  - **Objective:** Achieve Process Excellence
    - **KPI:**Problem Backlog Size KPI
    - **KPI:**Number of Opened Problems KPI
    - **KPI:** Percentage of Closed Problems KPI
  - **Objective:** Reduce Cost
    - **KPI:**Average Cost of a Problem KPI
- **Perspective:** Request Management
  - **Objective:** Achieve Process Excellence
    - **KPI:**Number of Opened Requests KPI
    - **KPI:**Request Backlog Size KPI
    - **KPI:**Percentage of Closed Requests KPI
  - **Objective:** Reduce Cost
    - **KPI:**Average Cost of a Request KPI
- **Perspective:** Service Desk
  - **Objective:** Improve Responsiveness
    - **KPI:**Percentage of First Call Resolution KPI
    - **KPI:**Interaction Backlog Size KPI
    - **KPI:**Percentage of Interactions in Backlog KPI
    - **KPI:**Avg Interaction Closure Duration KPI
    - **KPI:**Number of Opened Interactions KPI
- **Perspective:** Service Level Management
  - **Objective:** Achieve Process Excellence
    - **KPI:**Percentage of Agreements Reviewed Within the Period KPI
    - **KPI:**Percentage of Improvement Plans Related to Agreements KPI
    - **KPI:**Percentage of SLAs Due to Expire KPI
  - **Objective:** Improve Customer Satisfaction
    - **KPI:**Number of SLA Targets Close to Breached KPI
    - **KPI:**Number of OLA Targets Met KPI
    - **KPI:**Number of UC Targets Breached KPI
    - **KPI:**Number of SLA Targets Met KPI
    - **KPI:**Number of UC Targets Met KPI
    - **KPI:** Number of OLA Targets Close to Breached KPI
    - **KPI:**Number of SLA Targets Breached KPI
    - **KPI:**Number of UC Targets Close to Breached KPI
    - **KPI:**Number of OLA Targets Breached KPI

- **KPI:**Percentage of Availability compared to SLTs KPI
- **KPI:**Percentage of Incident Response Time Meeting SLT KPI
- **Objective:** Increase Compliance
  - **KPI:**Number of Documented SLAs in Place KPI
  - **KPI:**Percentage of Service based SLAs Agreed KPI
- **Objective:** Reduce Risk
  - **KPI:**Number of Breached SLAs With Breached Underpinning Contracts KPI
  - **KPI:**Number of Breached SLAs with Breached OLAs KPI
- **Objective:** Improve Responsiveness
  - **KPI:**Average Time to Agreed SLA Phase KPI
- **Perspective:** Service Management
  - **Objective:**Reduce Cost
    - **KPI:**Average Cost of Service Provisioning KPI

## Tasks

This section includes:

# Upload and manage the Content Acceleration Pack

For details , see "[Content Acceleration Pack](#)" on page 7 in the *Content Acceleration Packs Guide*.

## View the CAP-related Dashboard page

1. In the Executive Scorecard application, close all the tabs. The Dashboard is displayed.
2. Click the tab corresponding to the relevant CAP page (for details, see "[Pages](#)" on page 68) in the Dashboard. If it is not displayed, click the **Page Gallery**  button in the Dashboard toolbar, double-click the relevant page icon and close the Page Gallery dialog box.

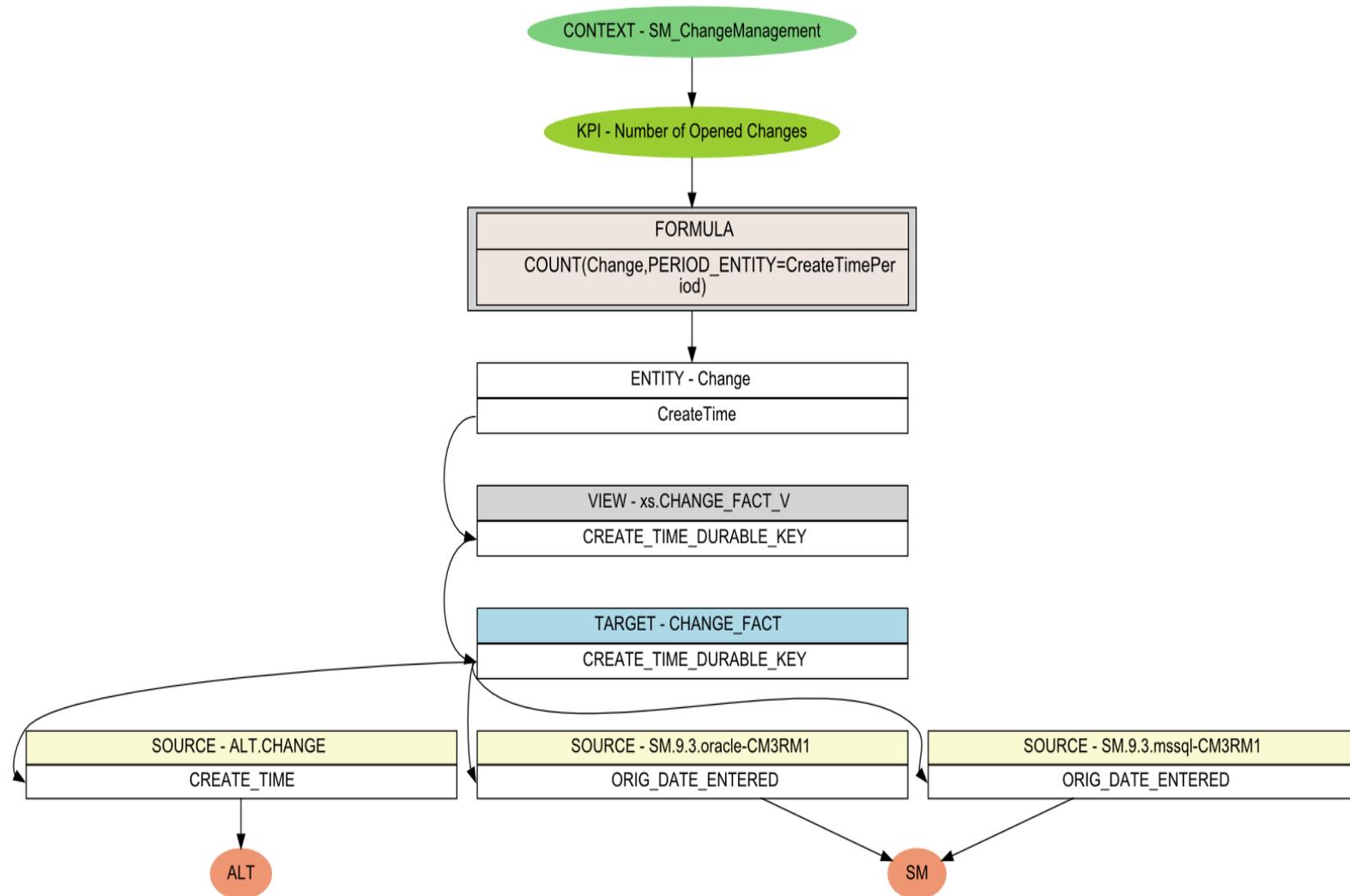
# Interaction Backlog Size KPI

<b>Component Type</b>	KPI
<b>Business Questions</b>	Helps determine an unexpected increase or decrease in interaction activity. Regional managers can use the metric as a template to understand interaction counts in their areas of interest by applying the required filters.
<b>Business Objective</b>	Improve Responsiveness
<b>Description</b>	The trend of the number of interactions. Managers can track the total number of opened interactions within a specified time period to determine the effectiveness of interaction prevention initiatives that include training, automation, proactive processes, and maintenance.
<b>Context</b>	SM_ServiceDesk
<b>Data source</b>	Service Manager
<b>Formula</b>	COUNT(Interaction, Interaction.Status <> 'Closed')
<b>KPI Formula Filter</b>	N/A
<b>Unit Type</b>	#
<b>Time Period</b>	Monthly
<b>Direction</b>	Minimize
<b>Thresholds</b>	
<b>Release</b>	9.50

# Number of Opened Changes KPI

<b>Component Type</b>	KPI		
<b>Business Questions</b>	Improve Service Delivery Performance.		
<b>Business Objective</b>	Achieve Process Excellence		
<b>Description</b>	The amount of new changes opened during the specific period.		
<b>Context</b>	SM_ChangeManagement		
<b>Data source</b>	Service Manager		
<b>Formula</b>	COUNT(Change,PERIOD_ENTITY=CreateTimePeriod)		
<b>KPI Formula Filter</b>	N/A		
<b>Unit Type</b>	#		
<b>Time Period</b>	Monthly		
<b>Direction</b>	Maximize		
<b>Thresholds</b>	0 to 200	200 to 500	500 to 1000
<b>Release</b>	9.50		

# Data Lineage



# Number of Opened Interactions KPI

<b>Component Type</b>	KPI		
<b>Business Questions</b>	Improve Service Delivery Performance.		
<b>Business Objective</b>	Improve Responsiveness		
<b>Description</b>	The amount of new interactions opened during the specific period.		
<b>Context</b>	SM_ServiceDesk		
<b>Data source</b>	Service Manager		
<b>Formula</b>	COUNT(Interaction,PERIOD_ENTITY=CreateTimePeriod)		
<b>KPI Formula Filter</b>	N/A		
<b>Unit Type</b>	#		
<b>Time Period</b>	Monthly		
<b>Direction</b>	Minimize		
<b>Thresholds</b>	0 to 200	200 to 500	500 to 1000
<b>Release</b>	9.50		

## Data Lineage

# CSA\_CAP and CSA\_CAP\_Demo Content Acceleration Packs

The purpose of the CSA\_CAP\_Demo Content Acceleration Pack (CAP) is to be used in Proof-of-Concept (POC) sessions.

The CSA\_CAP\_Demo CAP provides a set of items (Dashboard pages, Scorecards, Contexts, KPIs, Metrics, and more) and mock data (located in a .CSV file) to build key performance indicators (KPIs) related to CSA-related issues. The CAP includes the Cloud Server Automation Perspectives. The CAP provides broad and deep insight that should enable you to Increase Service Profitability, Optimize Resource Provider Relationship, Improve Resource Utilization. This CAP provides a 360 degree CSA view.

The purpose of the CSA\_CAP CAP is to accelerate your out-of-the-box integration with HP Cloud Service Automation.

The CSA\_CAP CAP provides a set of items (Dashboard pages, Scorecards, Contexts, KPIs, Metrics, and more) that automatically gathers information from across your enterprise to build key performance indicators (KPIs) related to CSA-related issues with real data obtained by running ETL. The CAP includes the Cloud Server Automation Perspectives. The CAP provides broad and deep insight that should enable you to Increase Service Profitability, Optimize Resource Provider Relationship, Improve Resource Utilization. This CAP provides a 360 degree CSA view.

[Learn More](#)

[Tasks](#)

## Learn More

### **What are Content Packs (CAPs)**

Content Acceleration Packs (CAPs) are ready-to-import packages that include Dashboard pages that display Scorecards and components, KPIs, Metrics, Contexts (universes), data (from data sources), and documentation for the CAP.

CAPs describe typical stories that show how the correct implementation of Executive Scorecard drives Performance Improvement and Cost Reduction for the IT organization.

CAPs demonstrate Executive Scorecard capabilities, and helps you add basic elements that can be used to customize your Dashboard.

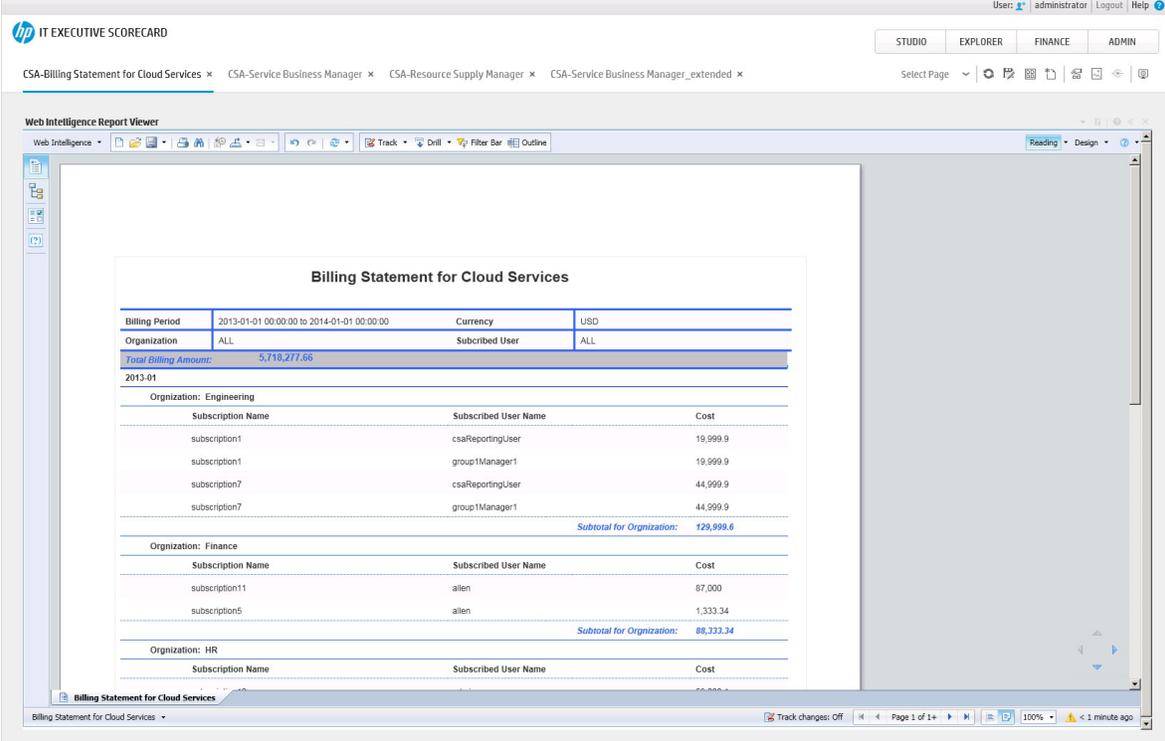
The CSA\_CAP\_Demo and CSA\_CAP CAPs include data from data sources.

### **Report**

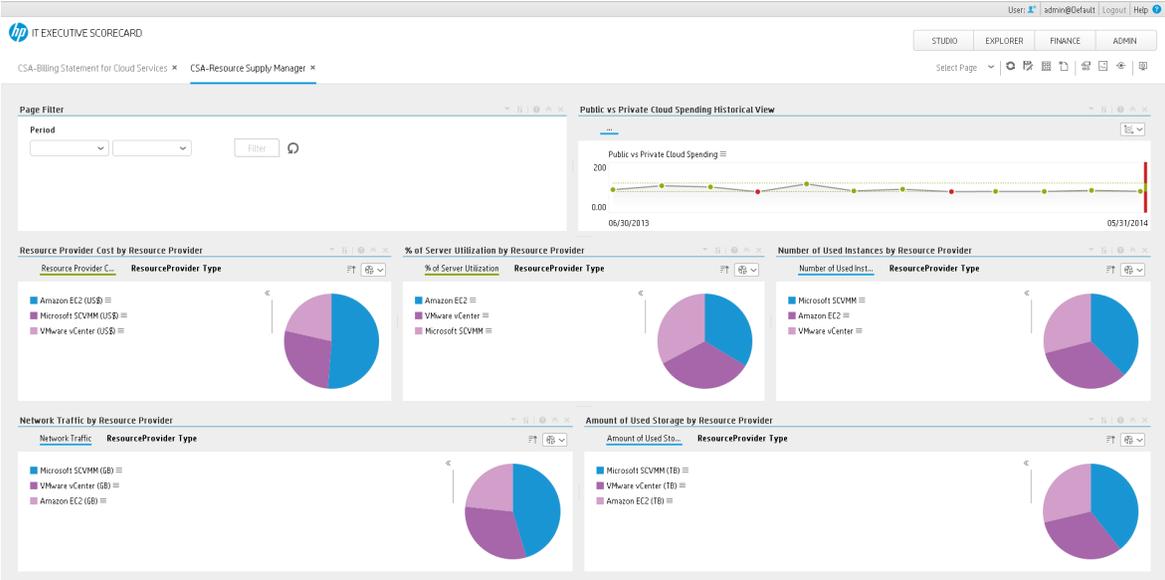
The Billing Statement for Cloud Service report displays the subscription cost incurred by each organization during the time period you specified when you opened the report. for details, see Billing Statement for Cloud Services Report in the *IT Executive Scorecard Reports Reference Guide*.

### **Pages**

### CSA-Billing Statement for Cloud Services



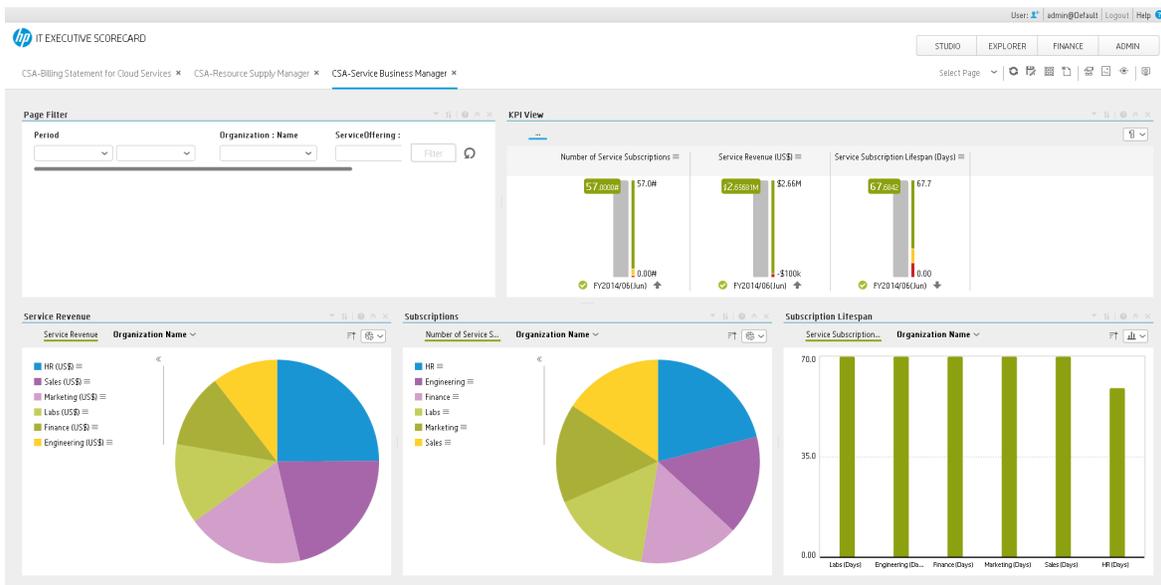
### CSA-Resource Supply Manager



- **Public vs Private Cloud Spending Historical View** - The KPI displays the ratio between the public and the private spending over time.

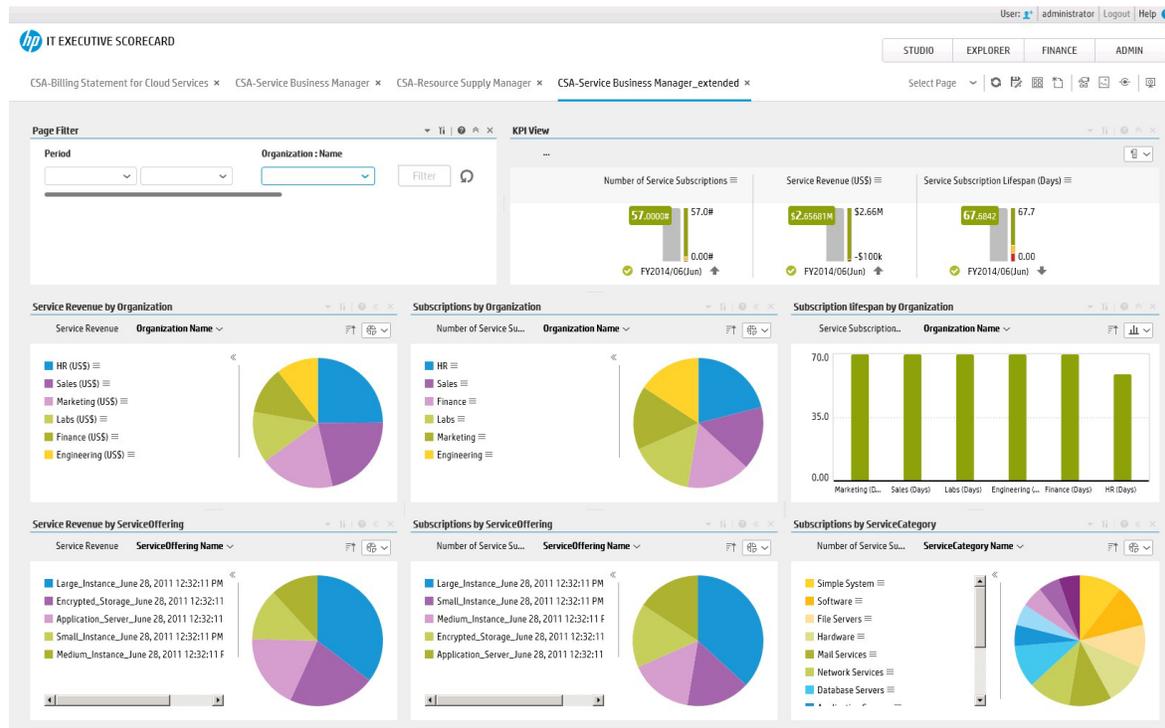
- **Resource Provider Cost by Resource Provider** - The average monthly cost of our resource providers per provider.
- **% of Server Utilization by Resource Provider** - The average of percentages of CPU utilization at instance level per provider.
- **Number of Used Instances by Resource Provider** - The number of dedicated instances running in our hybrid cloud environment, per provider.
- **Network Traffic by Resource Provider** - The total network traffic, per provider.
- **Amount of Used Storage by Resource Provider** - The number of terabytes (TBs) of storage we are currently using., per provider.

## CSA-Service Business Manager



- **KPI View:**
  - **Number of Service Subscriptions.** The number of Service Offering instances.
  - **Service Revenue.** The average revenue of service provided by IT.
  - **Service Subscription lifespan.** The average life-cycle time of a subscription to a service.
- **Service Revenue.** The average revenue of service provided by IT by organization name.
- **Subscriptions.** The number of Service Offering instances by organization name.
- **Subscription Lifespan.** The average life-cycle time of a subscription to a service, by organization name.

## CSA-Service Business Manager\_Extended



- **KPI View:**
  - **Number of Service Subscriptions.** The number of Service Offering instances.
  - **Service Revenue.** The average revenue of service provided by IT.
  - **Service Subscription lifespan.** The average life-cycle time of a subscription to a service.
- **Service Revenue by Organization.** The average revenue of service provided by IT by organization name.
- **Subscription by Organization.** The number of Service Offering instances by organization name.
- **Subscription Lifespan by Organization.** The average life-cycle time of a subscription to a service, by organization name.
- **Service Revenue by Service Offering.** The average revenue of service provided by IT, by service offering.
- **Subscriptions by Service Offering.** The number of subscriptions, by service offering.
- **Subscriptions by Service Category.** The number of subscriptions, by service category.

### Scorecards

- Cloud Server Automation

### Out-of-the-box Business Contexts

- CSA-CloudOptimization and CSA\_CloudOptimization\_Demo  
 ("CSA\_CloudOptimization and CSA\_CloudOptimization\_Demo Contexts" on page 90)

### KPIs

- % of Server Utilization KPI
- Number of Service Subscriptions KPI
- Public vs Private Cloud Spending KPI
- Resource Provider Cost KPI
- Service Revenue KPI
- Service Subscription Lifespan KPI
- Amount of Used Storage Metric
- Network Traffic Metric
- Number of Used Instances KPI

#### **Data Files (CSV Tables)**

The data files or .CSV tables are included in the CAPs themselves and provide the context and data needed by the CAP to show data in the relevant Dashboard page.

- CSA\_BILLING\_FACT\_V
- CSA\_BUSINESS\_UNIT\_DIM\_V
- CSA\_CLOUD\_INF\_UTILIZATION\_FACT\_V
- CSA\_PERIOD\_DIM\_V
- CSA\_RESOURCE\_PROVIDER\_DIM\_V
- CSA\_PERSON\_DIM\_V
- CSA\_SERVICE\_CATEGORY\_DIM\_V
- CSA\_SERVICE\_INSTANCE\_DIM\_V
- CSA\_SERVICE\_OFFERING\_DIM\_V
- CSA\_SERVICE\_PROVIDER\_BILLING\_FACT\_V
- CSA\_SUBSCRIPTION\_DIM\_V

#### **Structure**

**Scorecard:** Cloud Server Automation

- **Perspective:** Resource Supply Manager
  - **Objective:** Improve Resource Utilization
    - **KPI:** % of Server Utilization
  - **Objective:** Optimize Resource Provider Relationship
    - **KPI:** Resource Provider Cost
- **Perspective:** Service Business Manager
  - **Objective:** Increase Service Profitability
    - **KPI:** Service Revenue
    - **KPI:** Service Subscription Lifespan
    - **KPI:** Number of Service Subscriptions

## Tasks

This section includes:

- [Upload and manage the Content Acceleration Pack](#) .....87
- [View the CAP-related Dashboard pages](#) .....87
- [Activate the CSA\\_CAP\\_Demo in XS](#) .....87
- [Deactivate the CSA\\_CAP\\_DEMO and activate the CSA\\_CAP](#) .....89
- [CSA\\_CloudOptimization and CSA\\_CloudOptimization\\_Demo Contexts](#) .....90
  - [CSA\\_CloudOptimization\\_Demo](#) .....91
  - [CSA\\_CloudOptimization](#) .....98
- [% of Server Utilization KPI](#) .....107

## Upload and manage the Content Acceleration Pack

For details , see Content Acceleration Pack in the *Content Acceleration Packs Guide*.

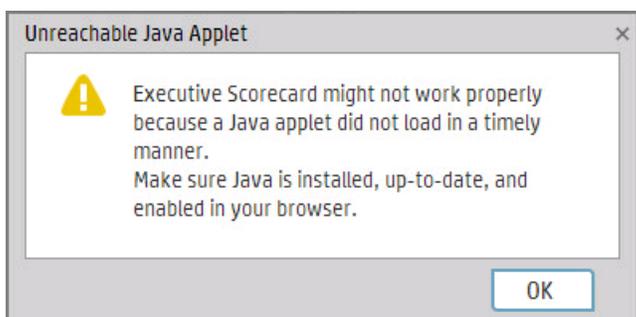
## View the CAP-related Dashboard pages

1. In the Executive Scorecard application, close all the tabs. The Dashboard is displayed.
2. Click the tab corresponding to the relevant CAP page (for details, see "[Pages](#)" on page 82) in the Dashboard. If it is not displayed, click the **Page Gallery**  button in the Dashboard toolbar, double-click the relevant page icon and close the Page Gallery dialog box.

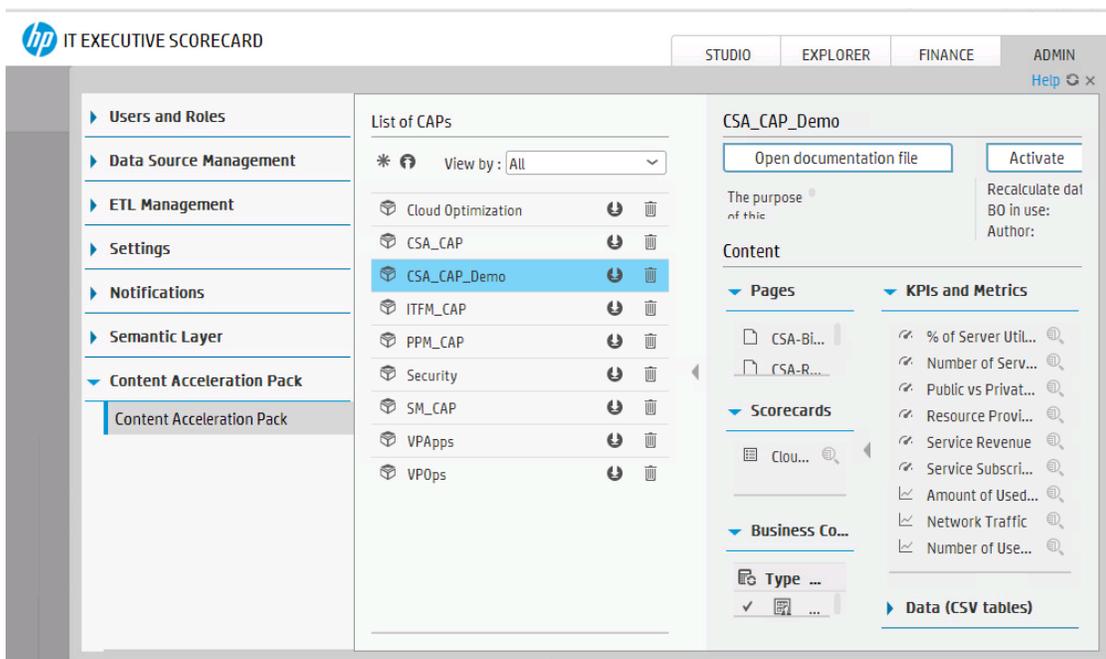
## Activate the CSA\_CAP\_Demo in XS

To activate the CSA\_CAP\_Demo you do not need to connect to a live CSA source.

1. Log on to the XS application.
2. Ignore the **Unreachable Java Applet**. Click **OK**.



3. Click the **Admin > Content Acceleration Pack > Content Acceleration Pack**.



4. Select **CSA\_CAP\_Demo** in the list of CAPs, and click **Activate** to activate the CAP. Click **Yes** to begin the activation process.  
Then wait until the CAP activation is successful.
5. Close the **ADMIN** tab.
6. In the Dashboard, click **Select Page** and select the pages that are relevant for CSA.
  - a. ["CSA\\_CAP and CSA\\_CAP\\_Demo Content Acceleration Packs" on page 82](#)
  - b. ["CSA\\_CAP and CSA\\_CAP\\_Demo Content Acceleration Packs" on page 82](#)
  - c. ["CSA-Billing Statement for Cloud Services" on page 83](#)

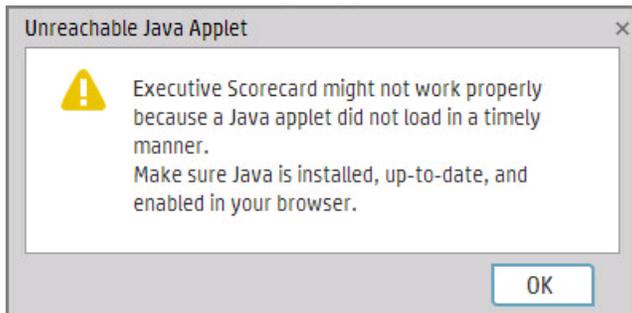
The pages display demo data.

**Note:** If the CSA-Billing Statement for Cloud page displays a blank screen with the title **Web Intelligent Report Viewer** and a shield icon  is displayed in the URL bar (top right-hand corner), click the shield and allow script to run. After a few seconds, the page will display data.

## Deactivate the CSA\_CAP\_DEMO and activate the CSA\_CAP

If you have activated the CSA\_CAP\_DEMO previously, you must deactivate it before you activate the CSA\_CAP CAP.

1. Log on to the XS application.
2. Ignore the **Unreachable Java Applet**. Click **OK**.



3. Click the **Admin > Content Acceleration Pack > Content Acceleration Pack**.
4. Select **CSA\_CAP\_Demo** in the list of CAPs, and click **Deactivate** to deactivate the CAP. Click **Yes** to begin the deactivation process. Then wait until the CAP deactivation is successful.
5. Select **CSA\_CAP** in the list of CAPs, and click **Activate** to activate the CAP. Click **Yes** to begin the activation process. Then wait until the CAP activation is successful.
6. Close the **ADMIN** tab.

# CSA\_CloudOptimization and CSA\_CloudOptimization\_Demo Contexts

The CSA\_CloudOptimization and CSA\_CloudOptimization\_Demo contexts gather data from several data sources: Amazon Web Services, Amazon Web Service CloudWatch, HP Cloud Service Automation, Hyper-V, and vCenter Chargeback Manager.

## To access:

In Executive Scorecard, click **Admin > Semantic Layer > Semantic Layer**. In the Context Management page, click **Launch Context Designer**. In the Context Designer page, click **Open an existing context**, and select the Context.

[Learn More](#)[Tasks](#)[UI Description](#)

## Learn More

### Data sources of the CSA\_CloudOptimization and CSA\_CloudOptimization\_Demo context

The CSA\_CloudOptimization and CSA\_CloudOptimization\_Demo contexts contain the attributes and classes that relate to the following data source:

HP Cloud Service Automation (CSA) is a platform that orchestrates the deployment of computation and infrastructure resources and of complex multi-tier application architectures. HP CSA integrates and leverages the strengths of a hybrid cloud environment, providing the ability to design and deploy enterprise-ready cloud services tailored to the business needs of your organization. It works through a catalog-based subscription process. Subscribers request and modify cloud service offerings with pre-defined pricing and other customer-specific features. Once the request is approved, through a policy-driven process, HP CSA deploys the cloud service offering using a structured lifecycle with pre-defined integration mechanisms for invoking external processes.

The integration with CSA as new content pack provides reporting analysis based on CSA data model.

## Tasks

### Display the Context

1. In Executive Scorecard, click **Admin > Semantic Layer > Semantic Layer**. The Context Management page opens.
2. The list of out-of-the-box Contexts is displayed.
3. Click **Launch Context Designer**.
4. In the Context Designer page that opens, click **Open an existing context**.
5. Select the relevant Context.  
The structure of the Context is displayed.

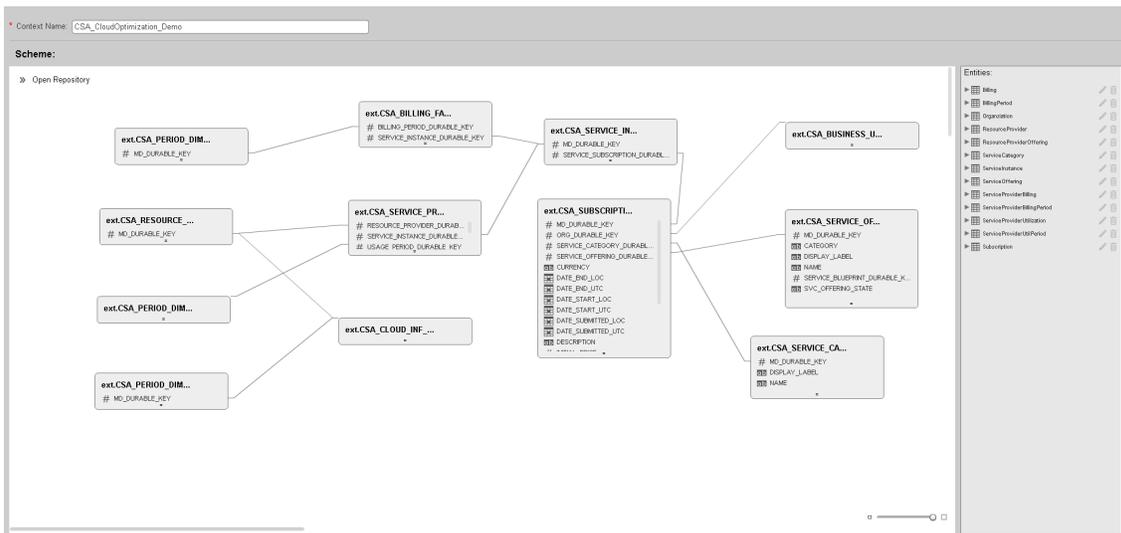
For additional details about Context Designer, see "Semantic Layer - Context Designer" on page 1 in the *IT Executive Scorecard Administrator Guide*.

## Reference

# CSA\_CloudOptimization\_Demo

## Context Tables and Structure

The contexts includes the following tables and relationships:



## Statistics

Entity Count	Field Count	Table Count	Alias Count	Join Count
12	51	12	2	11

## Model Structure

The table lists all the views and fields included in the model even when the corresponding objects have not been selected to be part of the corresponding Context.

TABLE_NAME	COLUMN_NAME	TYPE
ext.CSA_SERVICE_CATEGORY_DIM_V	DISPLAY_LABEL	nvarchar
ext.CSA_SERVICE_CATEGORY_DIM_V	NAME	nvarchar
ext.CSA_PERIOD_DIM_V	PERIODICITY	nvarchar
ext.CSA_PERIOD_DIM_V	Year	nvarchar
ext.CSA_PERIOD_DIM_V	Quarter	nvarchar

TABLE_NAME	COLUMN_NAME	TYPE
ext.CSA_PERIOD_DIM_V	Month	nvarchar
ext.CSA_PERIOD_DIM_V	Week	nvarchar
ext.CSA_PERIOD_DIM_V	Day	nvarchar
ext.CSA_SERVICE_OFFERING_DIM_V	CATEGORY	nvarchar
ext.CSA_SERVICE_OFFERING_DIM_V	DISPLAY_LABEL	nvarchar
ext.CSA_SERVICE_OFFERING_DIM_V	NAME	nvarchar
ext.CSA_SERVICE_OFFERING_DIM_V	MD_DURABLE_KEY	numeric
ext.CSA_SERVICE_OFFERING_DIM_V	SVC_OFFERING_STATE	nvarchar
ext.CSA_SERVICE_INSTANCE_DIM_V	DISPLAY_LABEL	nvarchar
ext.CSA_SERVICE_INSTANCE_DIM_V	NAME	nvarchar
ext.CSA_SERVICE_INSTANCE_DIM_V	SVC_INS_STATE	nvarchar
ext.CSA_BILLING_FACT_V	AMOUNT_BASE	numeric
ext.CSA_BILLING_FACT_V	RECURRING_FLAG	numeric
ext.CSA_RESOURCE_PROVIDER_DIM_V	FLAG_INTERNAL	nvarchar
ext.CSA_RESOURCE_PROVIDER_DIM_V	Name	nvarchar
ext.CSA_RESOURCE_PROVIDER_DIM_V	LEVEL0	nvarchar
ext.CSA_SUBSCRIPTION_DIM_V	DATE_END_LOC	datetime
ext.CSA_SUBSCRIPTION_DIM_V	DATE_START_LOC	datetime
ext.CSA_SUBSCRIPTION_DIM_V	DATE_SUBMITTED_LOC	datetime
ext.CSA_SUBSCRIPTION_DIM_V	INITIAL_PRICE	numeric
ext.CSA_SUBSCRIPTION_DIM_V	NAME	nvarchar
ext.CSA_SUBSCRIPTION_DIM_V	RECURRING_PERIOD	nvarchar
ext.CSA_SUBSCRIPTION_DIM_V	RECURRING_PRICE	numeric
ext.CSA_SUBSCRIPTION_DIM_V	STATUS	nvarchar
ext.CSA_SERVICE_PROVIDER_BILLING_FACT_V	COST_BASE	numeric
ext.CSA_SERVICE_PROVIDER_BILLING_FACT_V	USAGE_QUANTITY	numeric
ext.CSA_SERVICE_PROVIDER_BILLING_FACT_V	USAGE_TYPE	nvarchar

TABLE_NAME	COLUMN_NAME	TYPE
ext.CSA_SERVICE_PROVIDER_BILLING_FACT_V	USAGE_TYPE_CATEGORY	nvarchar
ext.CSA_SERVICE_PROVIDER_BILLING_FACT_V	VIRTUAL_INF_ID	nvarchar
ext.CSA_CLOUD_INF_UTILIZATION_FACT_V	UTILIZATION	numeric
ext.CSA_CLOUD_INF_UTILIZATION_FACT_V	UTILIZATION_TYPE	nvarchar
ext.CSA_CLOUD_INF_UTILIZATION_FACT_V	VIRTUAL_INF_ID	nvarchar
ext.CSA_BUSINESS_UNIT_DIM_V	Name	nvarchar
ext.CSA_BUSINESS_UNIT_DIM_V	ORG_TYPE	nvarchar
ext.CSA_SERVICE_CATEGORY_DIM_V	DISPLAY_LABEL	nvarchar

**Object List**

The table lists all the entities and fields of the model that were selected to be part of the Context.

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
ServiceCategory	DisplayLabel	ext.CSA_SERVICE_CATEGORY_DIM_V	NULL	DISPLAY_LABEL	nvarchar
ServiceCategory	Name	ext.CSA_SERVICE_CATEGORY_DIM_V	NULL	NAME	nvarchar
ServiceProviderBillingPeriod	PERIODICITY	ext.CSA_PERIOD_DIM_V	SERVICE_PROV_BILLING_PERIOD	PERIODICITY	nvarchar
ServiceProviderBillingPeriod	Year	ext.CSA_PERIOD_DIM_V	SERVICE_PROV_BILLING_PERIOD	Year	nvarchar
ServiceProviderBillingPeriod	Quarter	ext.CSA_		Quarter	nvarchar

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
		PERIOD_DIM_V	SERVICE_PROV_BILLING_PERIOD		ar
ServiceProviderBillingPeriod	Month	ext.CSA_PERIOD_DIM_V	SERVICE_PROV_BILLING_PERIOD	Month	nvarchar
ServiceProviderBillingPeriod	Week	ext.CSA_PERIOD_DIM_V	SERVICE_PROV_BILLING_PERIOD	Week	nvarchar
ServiceProviderBillingPeriod	Day	ext.CSA_PERIOD_DIM_V	SERVICE_PROV_BILLING_PERIOD	Day	nvarchar
ServiceOffering	Category	ext.CSA_SERVICE_OFFERING_DIM_V		CATEGORY	nvarchar
ServiceOffering	DisplayLabel	ext.CSA_SERVICE_OFFERING_DIM_V		DISPLAY_LABEL	nvarchar
ServiceOffering	Name	ext.CSA_SERVICE_OFFERING_DIM_V		NAME	nvarchar
ServiceOffering	ServiceOfferingId	ext.CSA_		MD_	

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
		SERVICE_OFFERING_DIM_V		DURABLE_KEY	numeric
ServiceOffering	State	ext.CSA_SERVICE_OFFERING_DIM_V		SVC_OFFERING_STATE	nvarchar
ServiceInstance	DisplayLabel	ext.CSA_SERVICE_INSTANCE_DIM_V		DISPLAY_LABEL	nvarchar
ServiceInstance	Name	ext.CSA_SERVICE_INSTANCE_DIM_V		NAME	nvarchar
ServiceInstance	State	ext.CSA_SERVICE_INSTANCE_DIM_V		SVC_INS_STATE	nvarchar
Billing	Amount	ext.CSA_BILLING_FACT_V		AMOUNT_BASE	numeric
Billing	RecurringFlag	ext.CSA_BILLING_FACT_V		RECURRING_FLAG	numeric
ResourceProvider	IsPrivate	ext.CSA_RESOURCE_PROVIDER_DIM_V		FLAG_INTERNAL	nvarchar
ResourceProvider	Name	ext.CSA_RESOURCE_PROVIDER_DIM_V		Name	nvarchar
ResourceProvider	Type	ext.CSA_RESOURCE_PROVIDER_DIM_V		LEVEL0	nvarchar
Subscription	DateEnd	ext.CSA_		DATE_	

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
		SUBSCRIPTION_DIM_V		END_LOC	datetime
Subscription	DateStart	ext.CSA_SUBSCRIPTION_DIM_V		DATE_START_LOC	datetime
Subscription	DateSubmit	ext.CSA_SUBSCRIPTION_DIM_V		DATE_SUBMITTED_LOC	datetime
Subscription	InitialPrice	ext.CSA_SUBSCRIPTION_DIM_V		INITIAL_PRICE	numeric
Subscription	Name	ext.CSA_SUBSCRIPTION_DIM_V		NAME	nvarchar
Subscription	RecurringPeriod	ext.CSA_SUBSCRIPTION_DIM_V		RECURRING_PERIOD	nvarchar
Subscription	RecurringPrice	ext.CSA_SUBSCRIPTION_DIM_V		RECURRING_PRICE	numeric
Subscription	Status	ext.CSA_SUBSCRIPTION_DIM_V		STATUS	nvarchar
ServiceProviderBilling	Cost	ext.CSA_SERVICE_PROVIDER_BILLING_FACT_V		COST_BASE	numeric
ServiceProviderBilling	UsageQuantity	ext.CSA_SERVICE_PROVIDER_BILLING_FACT_V		USAGE_QUANTITY	numeric
ServiceProviderBilling	UsageType	ext.CSA_SERVICE_PROVIDER_BILLING_FACT_V		USAGE_TYPE	nvarchar

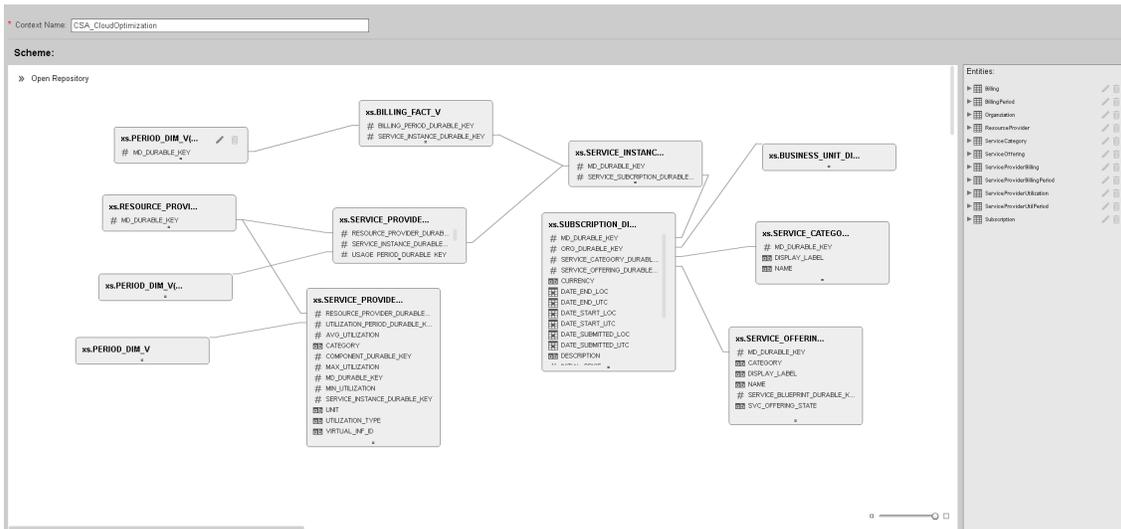
Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
ServiceProviderBilling	UsageTypeCategory	ext.CSA_SERVICE_PROVIDER_BILLING_FACT_V		USAGE_TYPE_CATEGORY	nvarchar
ServiceProviderBilling	VirtualInfraStructureId	ext.CSA_SERVICE_PROVIDER_BILLING_FACT_V		VIRTUAL_INF_ID	nvarchar
ServiceProviderUtilization	AvgUtilization	ext.CSA_CLOUD_INF_UTILIZATION_FACT_V		UTILIZATION	numeric
ServiceProviderUtilization	UtilizationType	ext.CSA_CLOUD_INF_UTILIZATION_FACT_V		UTILIZATION_TYPE	nvarchar
ServiceProviderUtilization	VirtualInfraStructureId	ext.CSA_CLOUD_INF_UTILIZATION_FACT_V		VIRTUAL_INF_ID	nvarchar
Organization	Name	ext.CSA_BUSINESS_UNIT_DIM_V		Name	nvarchar
Organization	Type	ext.CSA_BUSINESS_UNIT_DIM_V		ORG_TYPE	nvarchar
BillingPeriod	PERIODICITY	ext.CSA_PERIOD_DIM_V	BILLING_PERIOD	PERIODICITY	nvarchar
BillingPeriod	Year	ext.CSA_PERIOD_DIM_V	BILLING_PERIOD	Year	nvarchar
BillingPeriod	Quarter	ext.CSA_PERIOD_DIM_V	BILLING_	Quarter	nvarchar

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
			PERIOD		
BillingPeriod	Month	ext.CSA_PERIOD_DIM_V	BILLING_PERIOD	Month	nvarchar
BillingPeriod	Week	ext.CSA_PERIOD_DIM_V	BILLING_PERIOD	Week	nvarchar
BillingPeriod	Day	ext.CSA_PERIOD_DIM_V	BILLING_PERIOD	Day	nvarchar
ServiceProviderUtilPeriod	PERIODICITY	ext.CSA_PERIOD_DIM_V		PERIODICITY	nvarchar
ServiceProviderUtilPeriod	Year	ext.CSA_PERIOD_DIM_V		Year	nvarchar
ServiceProviderUtilPeriod	Quarter	ext.CSA_PERIOD_DIM_V		Quarter	nvarchar
ServiceProviderUtilPeriod	Month	ext.CSA_PERIOD_DIM_V		Month	nvarchar
ServiceProviderUtilPeriod	Week	ext.CSA_PERIOD_DIM_V		Week	nvarchar

## CSA\_CloudOptimization

### Context Tables and Structure

The contexts includes the following tables and relationships:



### Statistics

Entity Count	Field Count	Table Count	Alias Count	Join Count
12	51	12	2	11

### Model Structure

The table lists all the views and fields included in the model even when the corresponding objects have not been selected to be part of the corresponding Context.

TABLE_NAME	COLUMN_NAME	TYPE
xs.SERVICE_CATEGORY_DIM_V	DISPLAY_LABEL	nvarchar
xs.SERVICE_CATEGORY_DIM_V	NAME	nvarchar
xs.PERIOD_DIM_V	PERIODICITY	nvarchar
xs.PERIOD_DIM_V	Year	nvarchar
xs.PERIOD_DIM_V	Quarter	nvarchar
xs.PERIOD_DIM_V	Month	nvarchar
xs.PERIOD_DIM_V	Week	nvarchar
xs.PERIOD_DIM_V	Day	nvarchar
xs.SERVICE_OFFERING_DIM_V	CATEGORY	nvarchar
xs.SERVICE_OFFERING_DIM_V	DISPLAY_LABEL	nvarchar
xs.SERVICE_OFFERING_DIM_V	NAME	nvarchar
xs.SERVICE_OFFERING_DIM_V	MD_DURABLE_KEY	numeric

TABLE_NAME	COLUMN_NAME	TYPE
xs.SERVICE_OFFERING_DIM_V	SVC_OFFERING_STATE	nvarchar
xs.SERVICE_INSTANCE_DIM_V	DISPLAY_LABEL	nvarchar
xs.SERVICE_INSTANCE_DIM_V	NAME	nvarchar
xs.SERVICE_INSTANCE_DIM_V	SVC_INS_STATE	nvarchar
xs.BILLING_FACT_V	AMOUNT_BASE	numeric
xs.BILLING_FACT_V	RECURRING_FLAG	numeric
xs.RESOURCE_PROVIDER_DIM_V	FLAG_INTERNAL	nvarchar
xs.RESOURCE_PROVIDER_DIM_V	Name	nvarchar
xs.RESOURCE_PROVIDER_DIM_V	LEVEL0	nvarchar
xs.SUBSCRIPTION_DIM_V	DATE_END_LOC	datetime
xs.SUBSCRIPTION_DIM_V	DATE_START_LOC	datetime
xs.SUBSCRIPTION_DIM_V	DATE_SUBMITTED_LOC	datetime
xs.SUBSCRIPTION_DIM_V	INITIAL_PRICE	numeric
xs.SUBSCRIPTION_DIM_V	NAME	nvarchar
xs.SUBSCRIPTION_DIM_V	RECURRING_PERIOD	nvarchar
xs.SUBSCRIPTION_DIM_V	RECURRING_PRICE	numeric
xs.SUBSCRIPTION_DIM_V	STATUS	nvarchar
xs.SERVICE_PROVIDER_BILLING_FACT_V	COST_BASE	numeric
xs.SERVICE_PROVIDER_BILLING_FACT_V	USAGE_QUANTITY	numeric
xs.SERVICE_PROVIDER_BILLING_FACT_V	USAGE_TYPE	nvarchar
xs.SERVICE_PROVIDER_BILLING_FACT_V	USAGE_TYPE_CATEGORY	nvarchar
xs.SERVICE_PROVIDER_BILLING_FACT_V	VIRTUAL_INF_ID	nvarchar
xs.SERVICE_PROVIDER_UTILIZATION_FACT_V	UTILIZATION	numeric
xs.SERVICE_PROVIDER_UTILIZATION_FACT_V	UTILIZATION_TYPE	nvarchar
xs.SERVICE_PROVIDER_UTILIZATION_FACT_V	VIRTUAL_INF_ID	nvarchar
xs.BUSINESS_UNIT_DIM_V	Name	nvarchar
xs.BUSINESS_UNIT_DIM_V	ORG_TYPE	nvarchar

**Object List**

The table lists all the entities and fields of the model that were selected to be part of the Context.

Entity Name	Field Name	Source Table	Alias Table Name	DB Column Name	Field Type
ServiceCategory	DisplayLabel	xs.SERVICE_CATEGORY_DIM_V	NULL	DISPLAY_LABEL	nvarchar
ServiceCategory	Name	xs.SERVICE_CATEGORY_DIM_V	NULL	NAME	nvarchar
ServiceProviderBilling Period	PERIODICITY	xs.PERIOD_DIM_V	SERVICE_PROV_BILLING_PERIOD	PERIODICITY	nvarchar
ServiceProviderBilling Period	Year	xs.PERIOD_DIM_V	SERVICE_PROV_BILLING_PERIOD	Year	nvarchar
ServiceProviderBilling Period	Quarter	xs.PERIOD_DIM_V	SERVICE_PROV_BILLING_PERIOD	Quarter	nvarchar
ServiceProviderBilling Period	Month	xs.PERIOD_DIM_V	SERVICE_PROV_BILLING_PERIOD	Month	nvarchar
ServiceProviderBilling Period	Week	xs.PERIOD_DIM_V	SERVICE_PROV_BILLING	Week	nvarchar

Entity Name	Field Name	Source Table	Alias Table Name	DB Column Name	Field Type
			G_PERIOD		
ServiceProviderBillingPeriod	Day	xs.PERIOD_DIM_V	SERVICE_PROV_BILLING_PERIOD	Day	nvarchar
ServiceOffering	Category	xs.SERVICE_OFFERING_DIM_V		CATEGORY	nvarchar
ServiceOffering	DisplayLabel	xs.SERVICE_OFFERING_DIM_V		DISPLAY_LABEL	nvarchar
ServiceOffering	Name	xs.SERVICE_OFFERING_DIM_V		NAME	nvarchar
ServiceOffering	ServiceOfferingId	xs.SERVICE_OFFERING_DIM_V		MD_DURABLE_KEY	numeric
ServiceOffering	State	xs.SERVICE_OFFERING_DIM_V		SVC_OFFERING_STATE	nvarchar
ServiceInstance	DisplayLabel	xs.SERVICE_INSTANCE_DIM_V		DISPLAY_LABEL	nvarchar
ServiceInstance	Name	xs.SERVICE_INSTANCE_DIM_V		NAME	nvarchar
ServiceInstance	State	xs.SERVICE_INSTANCE_DIM_V		SVC_INS_STATE	nvarchar
Billing	Amount	xs.BILLING_FACT_V		AMOUNT_BASE	numeric
Billing	RecurringFlag	xs.BILLING_			

Entity Name	Field Name	Source Table	Alias Table Name	DB Column Name	Field Type
		FACT_V		RECURRING_FLAG	numeric
ResourceProvider	IsPrivate	xs.RESOURCE_PROVIDER_DIM_V		FLAG_INTERNAL	nvarchar
ResourceProvider	Name	xs.RESOURCE_PROVIDER_DIM_V		Name	nvarchar
ResourceProvider	Type	xs.RESOURCE_PROVIDER_DIM_V		LEVEL0	nvarchar
Subscription	DateEnd	xs.SUBSCRIPTION_DIM_V		DATE_END_LOC	datetime
Subscription	DateStart	xs.SUBSCRIPTION_DIM_V		DATE_START_LOC	datetime
Subscription	DateSubmit	xs.SUBSCRIPTION_DIM_V		DATE_SUBMITTED_LOC	datetime
Subscription	InitialPrice	xs.SUBSCRIPTION_DIM_V		INITIAL_PRICE	numeric
Subscription	Name	xs.SUBSCRIPTION_DIM_V		NAME	nvarchar
Subscription	RecurringPeriod	xs.SUBSCRIPTION_DIM_V		RECURRING_PERIOD	nvarchar
Subscription	RecurringPrice	xs.SUBSCRIPTION_DIM_V		RECURRING_PRICE	numeric
Subscription	Status	xs.SUBSCRIPTION_DIM_V		STATUS	nvarchar

Entity Name	Field Name	Source Table	Alias Table Name	DB Column Name	Field Type
ServiceProviderBilling	Cost	xs.SERVICE_PROVIDER_BILLING_FACT_V		COST_BASE	numeric
ServiceProviderBilling	UsageQuantity	xs.SERVICE_PROVIDER_BILLING_FACT_V		USAGE_QUANTITY	numeric
ServiceProviderBilling	UsageType	xs.SERVICE_PROVIDER_BILLING_FACT_V		USAGE_TYPE	nvarchar
ServiceProviderBilling	UsageTypeCategory	xs.SERVICE_PROVIDER_BILLING_FACT_V		USAGE_TYPE_CATEGORY	nvarchar
ServiceProviderBilling	VirtualInfrastructureId	xs.SERVICE_PROVIDER_BILLING_FACT_V		VIRTUAL_INF_ID	nvarchar
ServiceProviderUtilization	AvgUtilization	xs.SERVICE_PROVIDER_UTILIZATION_FACT_V		UTILIZATION	numeric
ServiceProviderUtilization	UtilizationType	xs.SERVICE_PROVIDER_UTILIZATION_FACT_V		UTILIZATION_TYPE	nvarchar
ServiceProviderUtilization	VirtualInfrastructureId	xs.SERVICE_PROVIDER_UTILIZATION_FACT_V		VIRTUAL_INF_ID	nvarchar
Organization	Name	xs.BUSINESS_UNIT_DIM_V		Name	nvarchar
Organization	Type	xs.BUSINESS_UNIT_DIM_V		ORG_TYPE	nvarchar

Entity Name	Field Name	Source Table	Alias Table Name	DB Column Name	Field Type
BillingPeriod	PERIODICITY	xs.PERIOD_DIM_V	BILLING_PERIOD	PERIODICITY	nvarchar
BillingPeriod	Year	xs.PERIOD_DIM_V	BILLING_PERIOD	Year	nvarchar
BillingPeriod	Quarter	xs.PERIOD_DIM_V	BILLING_PERIOD	Quarter	nvarchar
BillingPeriod	Month	xs.PERIOD_DIM_V	BILLING_PERIOD	Month	nvarchar
BillingPeriod	Week	xs.PERIOD_DIM_V	BILLING_PERIOD	Week	nvarchar
BillingPeriod	Day	xs.PERIOD_DIM_V	BILLING_PERIOD	Day	nvarchar
ServiceProviderUtilPeriod	PERIODICITY	xs.PERIOD_DIM_V		PERIODICITY	nvarchar
ServiceProviderUtilPeriod	Year	xs.PERIOD_DIM_V		Year	nvarchar
ServiceProviderUtilPeriod	Quarter	xs.PERIOD_DIM_V		Quarter	nvarchar
ServiceProviderUtilPeriod	Month	xs.PERIOD_DIM_V		Month	nvarchar
ServiceProviderUtilPeriod	Week	xs.PERIOD_DIM_V		Week	nvarchar

Entity Name	Field Name	Source Table	Alias Table Name	DB Column Name	Field Type
					ar
ServiceProviderUtilPeriod	Day	xs.PERIOD_DIM_V		Day	nvarchar

## % of Server Utilization KPI

**Note:** This KPI is currently only available with demo data for the CSA\_CAP and CSA\_CAP\_Demo CAPs.

<b>Component Type</b>	KPI				
<b>Business Questions</b>	Make sure our resources are utilized efficiently				
<b>Business Objective</b>	Node/Infra Service				
<b>Description</b>	The average of percentages of CPU utilization at instance level.				
<b>Context</b>	CSA_CloudOptimization_Demo/CSA_CloudOptimization				
<b>Data source</b>	.csv files/CSA				
<b>Formula</b>	AVG(ServiceProviderUtilization.AvgUtilization , ResourceProvider.Type is not null and ServiceProviderUtilization.UtilizationType ='CPUUtilization' and PERIOD_ENTITY = ServiceProviderUtilPeriod )				
<b>KPI Formula Filter</b>	N/A				
<b>Unit Type</b>	%				
<b>Time Period</b>	Daily				
<b>Direction</b>	Centralize				
<b>Thresholds</b>	0 to 60	60 to 70	70 to 80	80 to 90	90 to 100
<b>Release</b>	9.50				

# PPM\_CAP Content Acceleration Pack

The purpose of this Cloud Content Acceleration Pack (CAP) is to provide a set of items (Dashboard pages, Scorecards, Contexts, KPIs, Metrics, and more) that automatically gathers information from across your enterprise to build key performance indicators (KPIs) related to HP Project and Portfolio Management(PPM)-related issues with out-of-the-box data from Data Warehouse. The CAP includes the Project Portfolio Management Perspectives. The CAP provides broad and deep insight that should enable you to Alignment with Business Strategy, Stewardship of IT Investment, Accelerate Agility, Improve Project Execution. This CAP provides a 360 degree PPM view.

[Learn More](#)[Tasks](#)

## Learn More

### **What are Content Packs (CAPs)**

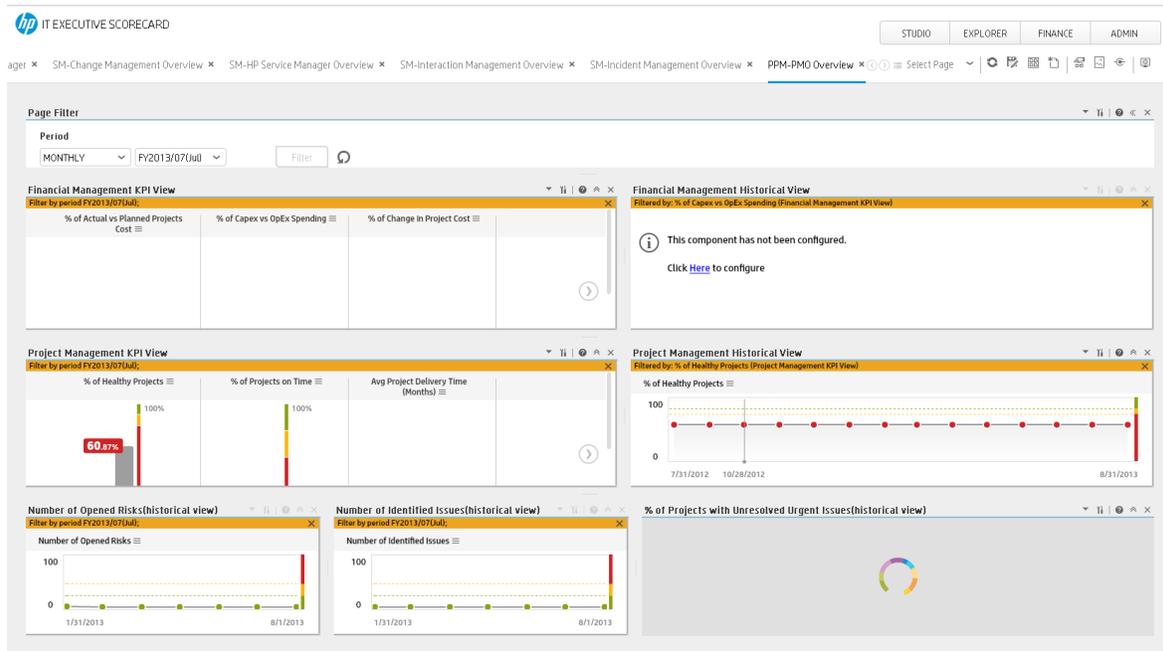
Content Acceleration Packs (CAPs) are ready-to-import packages that include Dashboard pages that display Scorecards and components, KPIs, Metrics, Contexts (universes), data (from data sources), and documentation for the CAP.

CAPs describe typical stories that show how the correct implementation of Executive Scorecard drives Performance Improvement and Cost Reduction for the IT organization.

CAPs demonstrate Executive Scorecard capabilities, and helps you add basic elements that can be used to customize your Dashboard.

### **Pages**

PPM-PMO Overview



## Scorecards

- Cloud Server Automation

## Out-of-the-box Business Contexts

- PPM\_FinancialManagement (similar to the [FinancialManagement Context](#))
- PPM\_ProjectPortfolioManagement (similar to the [Project Portfolio Management \(PPM\) Context](#))

## KPIs

- % of Server Utilization on Amazon Resource Provider
- Amazon Resource Provider Cost (based on [Resource Provider Cost KPI for AWS](#))
- Dependency Level on AWS Resource Provider (based on [Dependency Level on Resource Provider KPI for AWS](#))
- Dependency Level on Hyper-V Resource Provider (based on [Dependency Level on Resource Provider KPI for Hyper-V](#))
- Dependency Level on vCenter Resource Provider (based on [Dependency Level on Resource Provider KPI for vCenter](#))
- Amazon Resource Provider Cost (based on [Resource Provider Cost KPI for Amazon](#))
- [Number of Service Subscriptions KPI](#)
- Number of Used Instances on Amazon Resource Provider (based on [Number of Used Instances KPI for Amazon](#))
- Number of Used Instances on Hyper-V Resource Provider (based on [Number of Used Instances KPI for Hyper-V](#))
- Number of Used Instances on vCenter Resource Provider (based on [Number of Used Instances KPI for vCenter](#))

- [Public vs Private Cloud Spending KPI](#)
- [Service Revenue KPI](#)
- [Service Subscription Lifespan KPI](#)
- vCenter Resource Provider Cost (based on [Resource Provider Cost KPI](#) for vCenter)
- Amount of Used Storage on Amazon Resource Provider (based on [Amount of Used Storage Metric](#) for Amazon)
- Amount of Used Storage on Hyper-V Resource Provider (based on [Amount of Used Storage Metric](#) for Hyper-V)
- Amount of Used Storage on vCenter Resource Provider (based on [Amount of Used Storage Metric](#) for vCenter)
- Network Traffic on Amazon Resource Provider (based on [Network Traffic Metric](#) for Amazon)
- Network Traffic on Hyper-V Resource Provider (based on [Network Traffic Metric](#) for Hyper-V)
- Network Traffic on vCenter Resource Provider (based on [Network Traffic Metric](#) for vCenter)

#### **Data Files (CSV Tables)**

The CAP does not use .CSV tables.

#### **Structure**

**Scorecard:** Project Portfolio Management

- **Perspective:** Financial Management
  - **Objective:**Alignment with Business Strategy
    - **KPI:** % of Capex vs OpEx Spending
  - **Objective:** Stewardship of IT Investment
    - **KPI:** % of Project Budget at Risk
    - **KPI:** % of Change in Project Cost
    - **KPI:** % of Actual vs Planned Project Cost
- **Perspective:** Project Management
  - **Objective:**Accelerate Agility
    - **KPI:** Average Project Delivery Time
  - **Objective:** Improve Project Execution
    - **KPI:** % of Projects on Time
    - **KPI:** % of Projects with Unresolved Urgent Issues
    - **KPI:** Deviation of Planned Work Hours
    - **KPI:** % of Healthy Projects
    - **KPI:** Number of Identified Issues
  - **Objective:** Stewardship of IT Investment
    - **KPI:** Number of Opened Risks

## Tasks

This section includes:

- [Upload and manage the Content Acceleration Pack](#) .....111
- [View the Security CAP-related Dashboard page](#) .....111

## Upload and manage the Content Acceleration Pack

For details , see "[Content Acceleration Pack](#)" on [page 7](#) in the *Content Acceleration Packs Guide*.

## View the Security CAP-related Dashboard page

1. In the Executive Scorecard application, close all the tabs. The Dashboard is displayed.
2. Click the tab corresponding to the CAP page in the Dashboard. If it is not displayed, click the **Page Gallery**  button in the Dashboard toolbar, double-click the relevant page icon and close the Page Gallery dialog box.

# Send Documentation Feedback

If you have comments about this document, you can [contact the documentation team](#) by email. If an email client is configured on this system, click the link above and an email window opens with the following information in the subject line:

**Feedback on Guide to XS Content Acceleration Packs (IT Executive Scorecard 9.50)**

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](mailto:SW-Doc@hp.com).

We appreciate your feedback!

