

HP IT Business Analytics

Software Version: 10.00
Linux[®] operating system

Guide to BA Content Acceleration Packs

Document Release Date: May 2015
Software Release Date: May 2015



Legal Notices

Warranty

The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

The information contained herein is subject to change without notice.

Restricted Rights Legend

Confidential computer software. Valid license from HP required for possession, use or copying. Consistent with FAR 12.211 and 12.212, Commercial Computer Software, Computer Software Documentation, and Technical Data for Commercial Items are licensed to the U.S. Government under vendor's standard commercial license.

Copyright Notice

© Copyright 2011-2014 Hewlett-Packard Development Company, L.P.

Trademark Notices

Adobe™ is a trademark of Adobe Systems Incorporated.

Linux® is the registered trademark of Linus Torvalds in the U.S. and other countries.

Red Hat® is a registered trademark of Red Hat, Inc. in the United States and other countries.

CentOS is a registered trademark of Red Hat, Inc. in the United States and other countries.

Java is a registered trademark of Oracle and/or its affiliates.

Oracle® is a registered US trademark of Oracle Corporation, Redwood City, California.

UNIX® is a registered trademark of The Open Group.

This product includes an interface of the 'zlib' general purpose compression library, which is Copyright © 1995-2002 Jean-loup Gailly and Mark Adler.

Documentation Updates

The title page of this document contains the following identifying information:

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

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

<https://softwaresupport.hp.com>

This site requires that you register for an HP Passport and sign in. To register for an HP Passport ID, go to:

<https://hpp12.passport.hp.com/hppcf/createuser.do>

Or click the **the Register** link at the top of the HP Software Support page.

You will also receive updated or new editions if you subscribe to the appropriate product support service.

Contact your HP sales representative for details.

Support

Visit the HP Software Support Online web site at: **<https://softwaresupport.hp.com>**

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

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

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

Most of the support areas require that you register as an HP Passport user and sign in. Many also require a support contract. To register for an HP Passport ID, go to:

<https://hpp12.passport.hp.com/hppcf/createuser.do>

To find more information about access levels, go to:

<https://softwaresupport.hp.com/web/softwaresupport/access-levels>

HP Software Solutions Now accesses the HPSW Solution and Integration Portal Web site. This site enables you to explore HP Product Solutions to meet your business needs, includes a full list of Integrations between HP Products, as well as a listing of ITIL Processes. The URL for this Web site is

<http://h20230.www2.hp.com/sc/solutions/index.jsp>

About this PDF Version of Online Help

This document is a PDF version of the online help. This PDF file is provided so you can easily print multiple topics from the help information or read the online help in PDF format. Because this content was originally created to be viewed as online help in a web browser, some topics may not be formatted properly. Some interactive topics may not be present in this PDF version. Those topics can be successfully printed from within the online help.

Contents

- Content Acceleration Packs (CAPs) 6**
 - View the available CAPs 8
 - Upload a CAP to the Business Analytics application 8
 - Upload a localized CAP 8
 - Activate a CAP 9
 - Deactivate a CAP 10
 - Delete a CAP from the Business Analytics application 10
 - Download a CAP to the user's local system 11
 - Create a CAP from the Business Analytics application data 11
 - Modify a CAP 11
 - Use Case - Create, download, and upload Content Acceleration Packs (CAPs) 12

- Create Content Acceleration Packs 18**
 - Create a CAP with the Business Analytics application data 18

- CAPs Automatic Anti Virus Scans 29**
 - Work with the out-of-the-box anti virus 29
 - Work with your own anti virus 30
 - Manually Update the Virus Database 30

- Switch your CAP from Demo to Real CAP 31**

- Out-of-the-box Content Acceleration Packs 32**

- VP of Operations Content Acceleration Pack 33**
 - Upload and manage the Content Acceleration Pack 35
 - View the VP of Operations CAP-related Dashboard page 35
 - View the Scorecard Structure and KPI and Metric Breakdowns in the Studio 35

- VP of Applications Content Acceleration Pack 38**
 - Upload and manage the Content Acceleration Pack 40
 - View the VP of Apps CAP-related Dashboard page 40
 - View the Scorecard Structure and KPI and Metric Breakdowns in the Studio 40

- ALM_Demo and ALM Content Acceleration Packs 43**
 - Upload and manage the Content Acceleration Pack 45
 - View the ALM or ALM_Demo CAP-related Dashboard page 45
 - View the Scorecard Structure and KPI and Metric Breakdowns in the Studio 46

User Story	46
ALM_Demo and ALM	47
CSA_Demo and CSA Content Acceleration Packs	50
Upload and manage the Content Acceleration Pack	57
View the CAP-related Dashboard pages	57
View the Scorecard Structure and KPI and Metric Breakdowns in the Studio	57
Activate the CSA_Demo in BA	58
Deactivate the CSA_Demo and activate the CSA CAP	59
PPM_Demo and PPM Content Acceleration Packs	63
Upload and manage the Content Acceleration Pack	65
View the Security CAP-related Dashboard page	65
View the Scorecard Structure and KPI and Metric Breakdowns in the Studio	65
User Story	65
SM Content Acceleration Pack	69
Upload and manage the Content Acceleration Pack	74
View the CAP-related Dashboard pages	74
View the Scorecard Structure and KPI and Metric Breakdowns in the Studio	74
User Story	74
Glossary of KPIs and Metrics	79
Send Documentation Feedback	98

Content Acceleration 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 (.CSV files), and documentation for the CAP.

CAPs describe typical stories that show how correct implementation of Business Analytics drives Performance Improvement and Cost Reduction for the IT organization. CAPs demonstrate Business Analytics 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 > Data Management > Activate CAP** .

[Learn More](#)

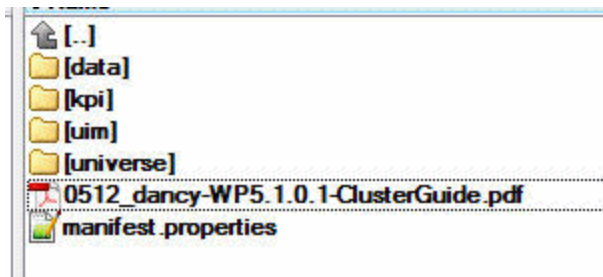
[Tasks](#)

[UI Description](#)

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 in the *BA Content Reference Guide*.
- **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 Business Analytics application](#)" on page 8.

- **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 Business Analytics 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 BA.

Out-of-the-box Content Acceleration Packs

["VP of Operations Content Acceleration Pack" on page 33](#)

["VP of Applications Content Acceleration Pack" on page 38](#)

["ALM_Demo and ALM Content Acceleration Packs" on page 43](#)

["SM Content Acceleration Pack" on page 69](#)

["CSA_Demo and CSA Content Acceleration Packs" on page 50](#)

["PPM_Demo and PPM Content Acceleration Packs" on page 63](#)

Tasks

This section includes:

• View the available CAPs	8
• Upload a CAP to the Business Analytics application	8
• Upload a localized CAP	8
• Activate a CAP	9
• Deactivate a CAP	10
• Delete a CAP from the Business Analytics application	10
• Download a CAP to the user's local system	11
• Create a CAP from the Business Analytics application data	11
• Modify a CAP	11
• Use Case - Create, download, and upload Content Acceleration Packs (CAPs)	12

View the available CAPs

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

1. In BA, click **ADMIN > Data Management > Activate CAP**.
The page displays the list of available CAPs. For details, see "[CAP Management Page](#)" on [page 12](#).
2. You can now manage (create, upload, delete, download, activate, and deactivate) the CAPs.

Upload a CAP to the Business Analytics application

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

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 Business Analytics application](#)" above 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-BA>/ContentPacks/<CP-name>/INBUILT/BI/CAP/LANGUAGES/

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

<HP-BA>/ContentPacks/<CP-name>/INBUILT/BI/CAP/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 Business Analytics 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 Business Analytics, click **ADMIN > Data Management > Activate CAP**.

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 *BA 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 *BA Business Analyst User Guide*.
- View the Scorecard, and KPIs configuration in the Configuration Details, and Calculation Details tabs.

For details, see Scorecard Configuration Details in the *BA Business Analyst User Guide*.

For details, see KPI or Metric Configuration and Calculation Details in the *BA Business Analyst User Guide*.

Deactivate a CAP

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

Note: If you have uploaded and activated a demo CAP, you do not need to deactivate it before you activate the non-demo CAP. Deactivate the demo CAP and the non-demo CAP only if you want to really remove the imported configurations.

To deactivate a CAP:

1. Prerequisites:

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


2. In BA, click **ADMIN > Data Management > Activate CAP..**

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 Business Analytics application

When you delete a CAP, the CAP is deleted from the BA 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 BA, click **ADMIN > Data Management > Activate CAP.**

3. 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 Business Analytics, click **ADMIN > Data Management > Activate CAP** tab.
2. 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 Business Analytics 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 BA, click **ADMIN > Data Management > Activate CAP**.
3. Click  to open a wizard where you can create the CAP. For details, see "[Create Content Acceleration Packs](#)" on page 18.

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 BA, click **ADMIN > Data Management > Activate CAP**.
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 18.
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 (CAPs) in the *Getting Started with BA*.


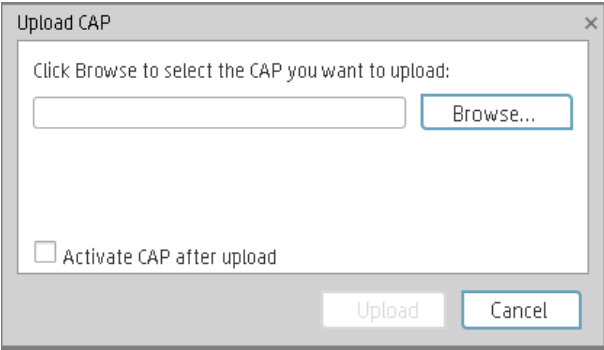






UI Description

CAP Management Page

List of CAPs area

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

UI Element	Description
	Click to create a new Content Acceleration Pack. The Create CAPs wizard opens. For details, see "Create Content Acceleration Packs" on page 18 .

	<p>Click to upload a .ZIP file from the file system to the Business Analytics 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"> • 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 Business Analytics application. <p>Select Activate CAP after upload 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 you click the button, make sure that:</p> <p>The CAP is in the list of available CAPs and is not activated.</p>
<p>View by</p>	<p>Filter the available CAPs by their status:</p> <ul style="list-style-type: none"> • All. All statuses. • Activated. Displays the activated CAPs. Activated CAPs are indicated by . • Deactivated. Displays the deactivated CAPs. Deactivated CAPs are indicated by . • Activating. Displays the CAPs that are in the process of being activated. Activating CAPs are indicated by . • Deactivating. Displays the CAPs that are in the process of being deactivated. Deactivating CAPs are indicated by .
<p><List of CAPs></p>	<p>The list of available CAPs within the BA server.</p>

CAP Description area

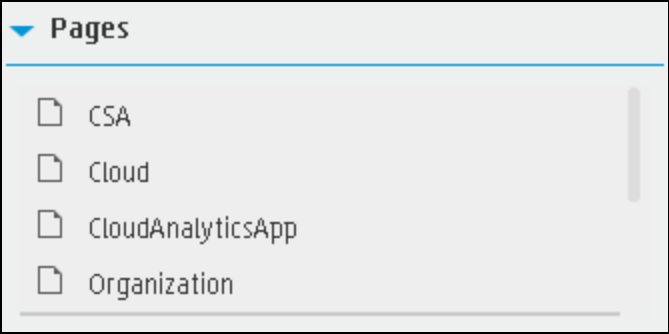
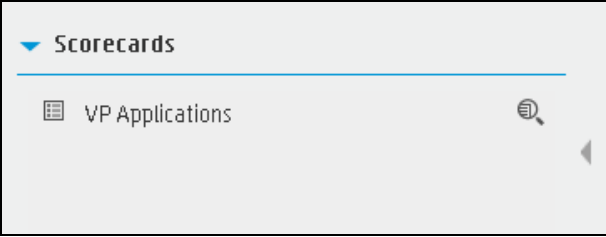

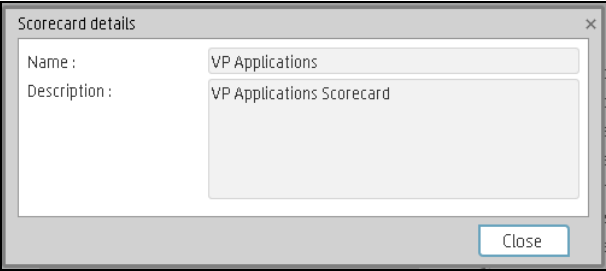
User interface elements are described below (when relevant, unlabeled elements are shown in angle brackets):




















































































































UI Element	Description
<CAP name>	The name of the Content Acceleration Pack. The standard characters are supported: a-z,A-Z,and 0-9.
Description	The description of the Content Acceleration Pack. The standard characters are supported: a-z,A-Z,and 0-9. Note: Only the beginning of the description is displayed in this field (1000 characters). To view the complete description of the CAP, click the Open documentation file link.
<div style="border: 1px solid black; padding: 2px; display: inline-block; margin-bottom: 5px;">Activate</div> <div style="border: 1px solid black; padding: 2px; display: inline-block;">Deactivate</div>	<p>Click to activate or deactivate the Content Acceleration Pack.</p> <p>Note: If the Content Acceleration Pack is already activated the Deactivate button is displayed and vice-versa.</p> <ul style="list-style-type: none"> When you click <div style="border: 1px solid black; padding: 2px; 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). When you click <div style="border: 1px solid black; padding: 2px; 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.
Open documentation file	Click to display a detailed description of the Content Acceleration Pack.
Recalculate date	The date from when the CAP's Business Contexts are recalculated when the CAP is activated.
BO in use	Yes. The CAP comprises a page or a KPI that includes SAP BusinessObjects Enterprise elements. No. The CAP does not comprise a page or a KPI that includes SAP BusinessObjects Enterprise elements.
Author	The user, partner, or company that created the CAP.

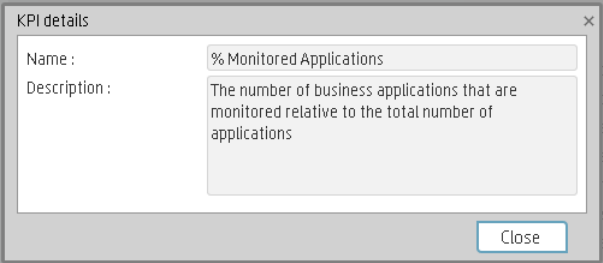
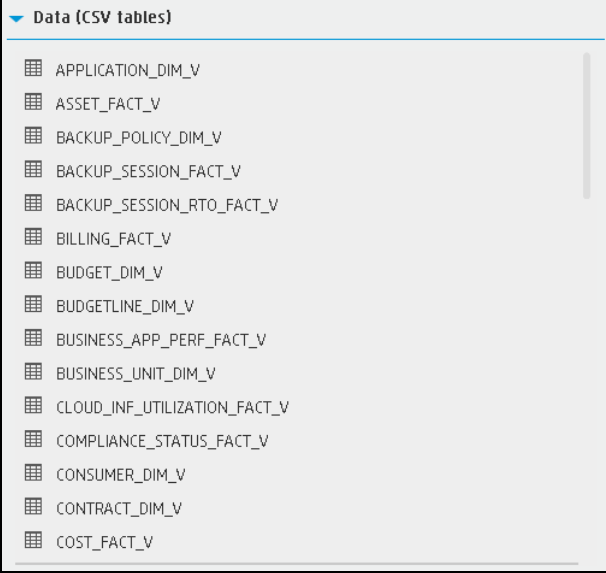
BA Version	The version of HP IT Business Analytics used when the CAP was created.
Version	The version of the CAP.
Activation date Deactivation date	The date when the CAP was activated, deactivated, or created.

CAP Description area

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

UI Element	Description
Pages	<p>The list of pages included in the Content Acceleration Pack.</p> 
Scorecards	<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 Description of the selected Scorecard.</p>  <p>Note: The name of the entity in the dialog box might be different from</p>

	<p>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>Business Contexts</p>	<p>The list of Business Contexts included in the Content Acceleration Pack.</p> <div data-bbox="509 449 1112 756" style="border: 1px solid black; padding: 5px;"> <p>▼ Business Contexts</p> <table border="1"> <thead> <tr> <th>Type</th> <th>Name</th> </tr> </thead> <tbody> <tr> <td>✓ </td> <td>ApplicationPerformanceDemo</td> </tr> <tr> <td>✓ </td> <td>AssetManagementDemo</td> </tr> <tr> <td>✓ </td> <td>CloudOptimizationDemo</td> </tr> </tbody> </table> </div> <p>The area displays the following information:</p> <ul style="list-style-type: none">  - In the recalculation status column, ✓ indicates that the corresponding Business Context needs to be recalculated. Type. In this column, the icon indicates that: <ul style="list-style-type: none">  The CAP's Business Context is out-of-the-box (it is provided with the application).  The CAP's Business Context is user-defined. Name. The name of the Business Context. 	Type	Name	✓ 	ApplicationPerformanceDemo	✓ 	AssetManagementDemo	✓ 	CloudOptimizationDemo																																											
Type	Name																																																			
✓ 	ApplicationPerformanceDemo																																																			
✓ 	AssetManagementDemo																																																			
✓ 	CloudOptimizationDemo																																																			
<p>KPIs and Metrics</p>	<p>The list of KPIs and Metrics included in the CAP.</p> <div data-bbox="509 1239 1112 1774" style="border: 1px solid black; padding: 5px;"> <p>▼ KPIs and Metrics</p> <table border="1"> <tbody> <tr><td></td><td>% Monitored Applications</td><td></td></tr> <tr><td></td><td>% of Actual vs Planned Projects Cost</td><td></td></tr> <tr><td></td><td>% of Actual vs. Planned Executed Tests</td><td></td></tr> <tr><td></td><td>% of Affected End Users by Application Quality</td><td></td></tr> <tr><td></td><td>% of Applications Availability</td><td></td></tr> <tr><td></td><td>% of Approved Project Scope Changes</td><td></td></tr> <tr><td></td><td>% of Authorized Tests</td><td></td></tr> <tr><td></td><td>% of Automated Tests</td><td></td></tr> <tr><td></td><td>% of Change in Project Cost</td><td></td></tr> <tr><td></td><td>% of Completed Tests</td><td></td></tr> <tr><td></td><td>% of Critical Defects</td><td></td></tr> <tr><td></td><td>% of Documented Requirements</td><td></td></tr> <tr><td></td><td>% of Failed Business Transactions</td><td></td></tr> <tr><td></td><td>% of Failed Tests</td><td></td></tr> <tr><td></td><td>% of Healthy Projects</td><td></td></tr> <tr><td></td><td>% of Incidents Classified as Security Related</td><td></td></tr> <tr><td></td><td>% of Met CLAC</td><td></td></tr> </tbody> </table> </div> <p> Select a KPI or Metric and click the button to display the current Name,</p>		% Monitored Applications			% of Actual vs Planned Projects Cost			% of Actual vs. Planned Executed Tests			% of Affected End Users by Application Quality			% of Applications Availability			% of Approved Project Scope Changes			% of Authorized Tests			% of Automated Tests			% of Change in Project Cost			% of Completed Tests			% of Critical Defects			% of Documented Requirements			% of Failed Business Transactions			% of Failed Tests			% of Healthy Projects			% of Incidents Classified as Security Related			% of Met CLAC	
	% Monitored Applications																																																			
	% of Actual vs Planned Projects Cost																																																			
	% of Actual vs. Planned Executed Tests																																																			
	% of Affected End Users by Application Quality																																																			
	% of Applications Availability																																																			
	% of Approved Project Scope Changes																																																			
	% of Authorized Tests																																																			
	% of Automated Tests																																																			
	% of Change in Project Cost																																																			
	% of Completed Tests																																																			
	% of Critical Defects																																																			
	% of Documented Requirements																																																			
	% of Failed Business Transactions																																																			
	% of Failed Tests																																																			
	% of Healthy Projects																																																			
	% of Incidents Classified as Security Related																																																			
	% of Met CLAC																																																			

	<p>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="509 365 1109 625"></div> <p>Note: 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>Data (CSV Tables) dat</p>	<p>Click to display the list of all the CSV tables that compose all the Business Context in the Data (CSV Tables).</p> <div data-bbox="509 926 1112 1495"></div>

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 Business Analytics drives Performance Improvement and Cost Reduction for the IT organization. CAPs demonstrate Business Analytics 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 > Data Management > Activate CAP**, 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 6.



Tasks

Create a CAP with the Business Analytics 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 Business Analytics, click **ADMIN > Data Management > Activate CAP**.
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.

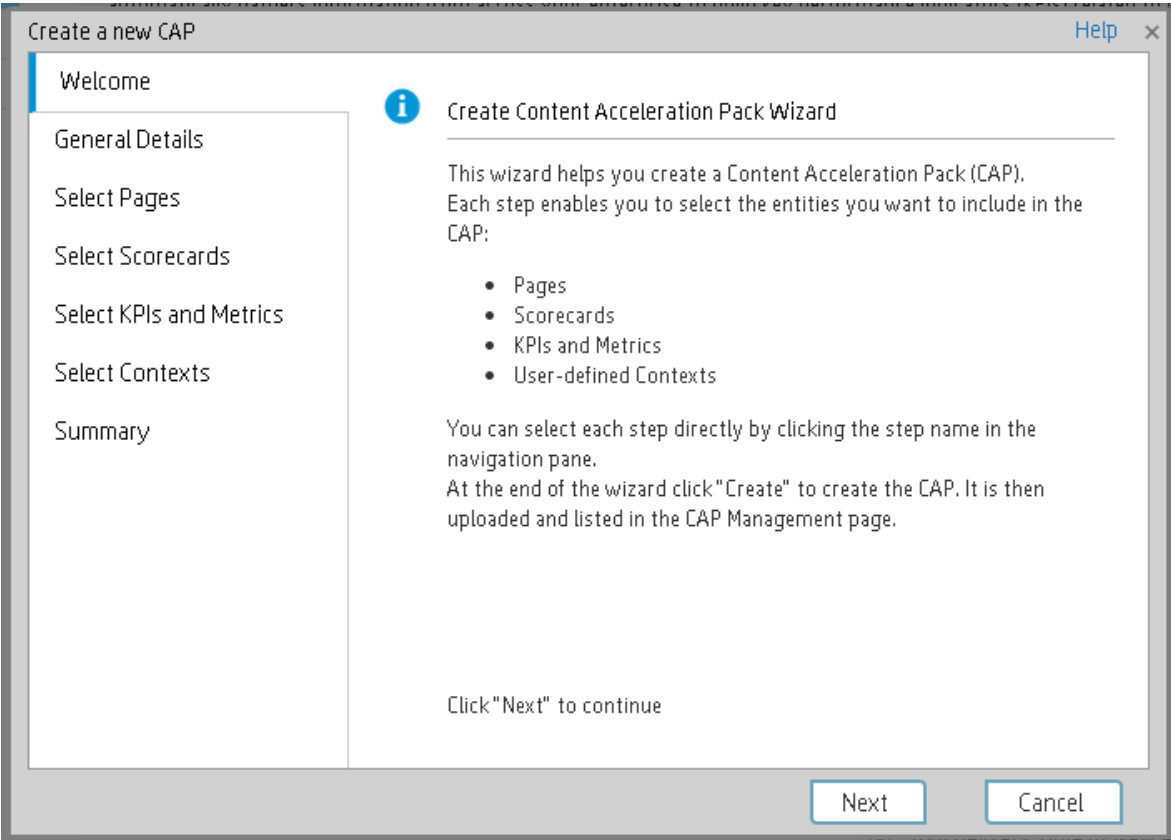
You can then download the generated CAP to a local directory and optionally, delete the CAP from the BA application.

UI Description

Create a new CAP wizard

["Welcome Page" on the next page](#) > ["General Details Page" on page 21](#) > ["Select Pages Page" on page 22](#) > ["Select Scorecards Page" on page 23](#) > ["Select KPIs and Metrics Page" on page 25](#) > ["Select Contexts Page" on page 27](#) > ["Summary Page" on page 28](#)

Welcome Page



General Details Page

The screenshot shows a window titled "Create a new CAP" with a sidebar on the left and a main form area on the right. The sidebar contains the following items: "Welcome", "General Details" (highlighted with a blue bar), "Select Pages", "Select Scorecards", "Select KPIs and Metrics", "Select Contexts", and "Summary". The main form area contains the following fields and controls:

- Name :** A text input field containing "New CAP".
- Author :** A text input field containing "<Author Name>".
- Version :** A text input field containing "<CAP Version>".
- Description :** A large text area containing "<Description of CAP>".
- Recalculate date :** A date input field containing "11/11/12" with a calendar icon to its right.
- Documentation :** A text input field followed by a "Browse..." button.

At the bottom of the window, there are three buttons: "Back", "Next", and "Cancel".

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

UI Element	Description
Name	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.
Author	The name of the creator of the CAP. It can be a single user, an HP partner, or a group in your organization.
Description	The description of the CAP. The size of the description is limited to 1000 characters.
Recalculate date	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.
Documentation	Attached File. Select to attach a file to the CAP. Click Browse to access the location of the CAP documentation. The document can be a Microsoft Word file or a .PDF.

	<p>When the CAP.ZIP file is created, the document you selected is automatically added to the .ZIP file at the level of the manifest.properties file.</p> <p>External Link. 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 manifest.properties 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.

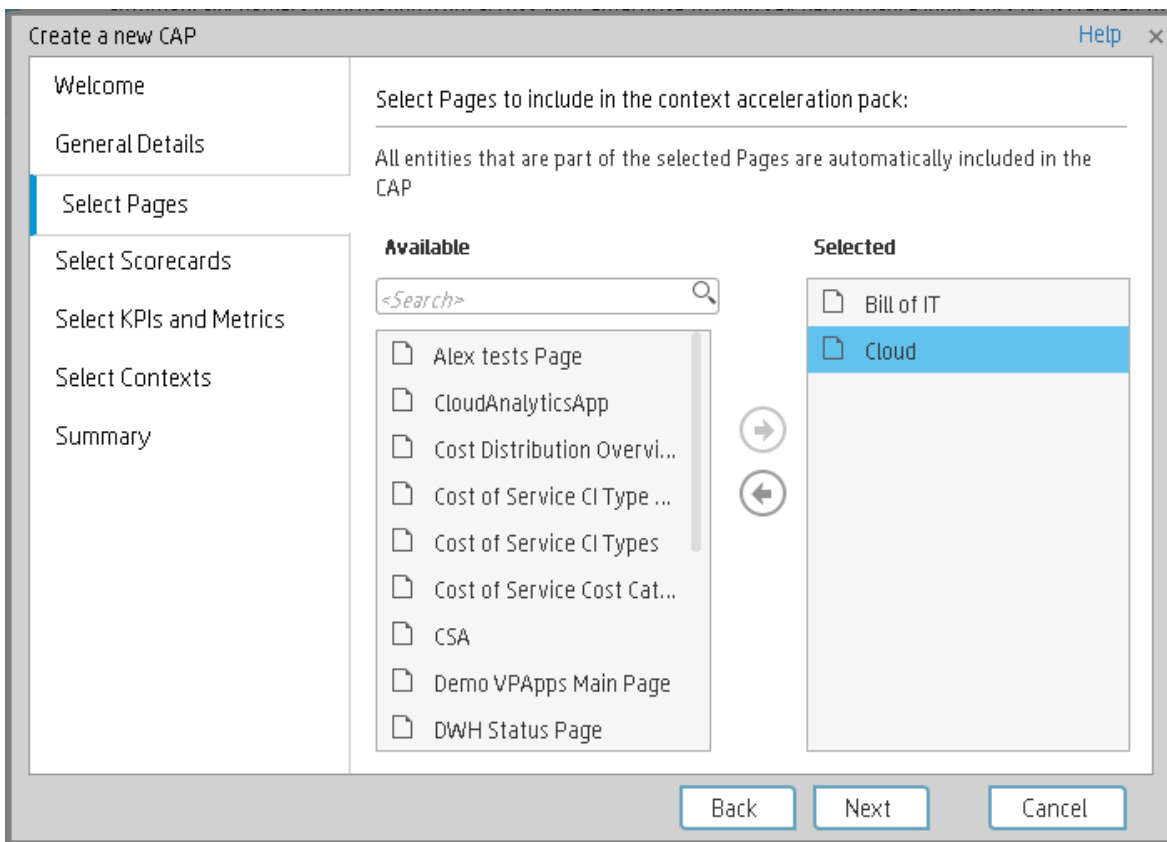
You can select more than one page using the **Shift** button.

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 BA 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 BA app installed on your tablet or smartphone, only after they are opened in the Dashboard.



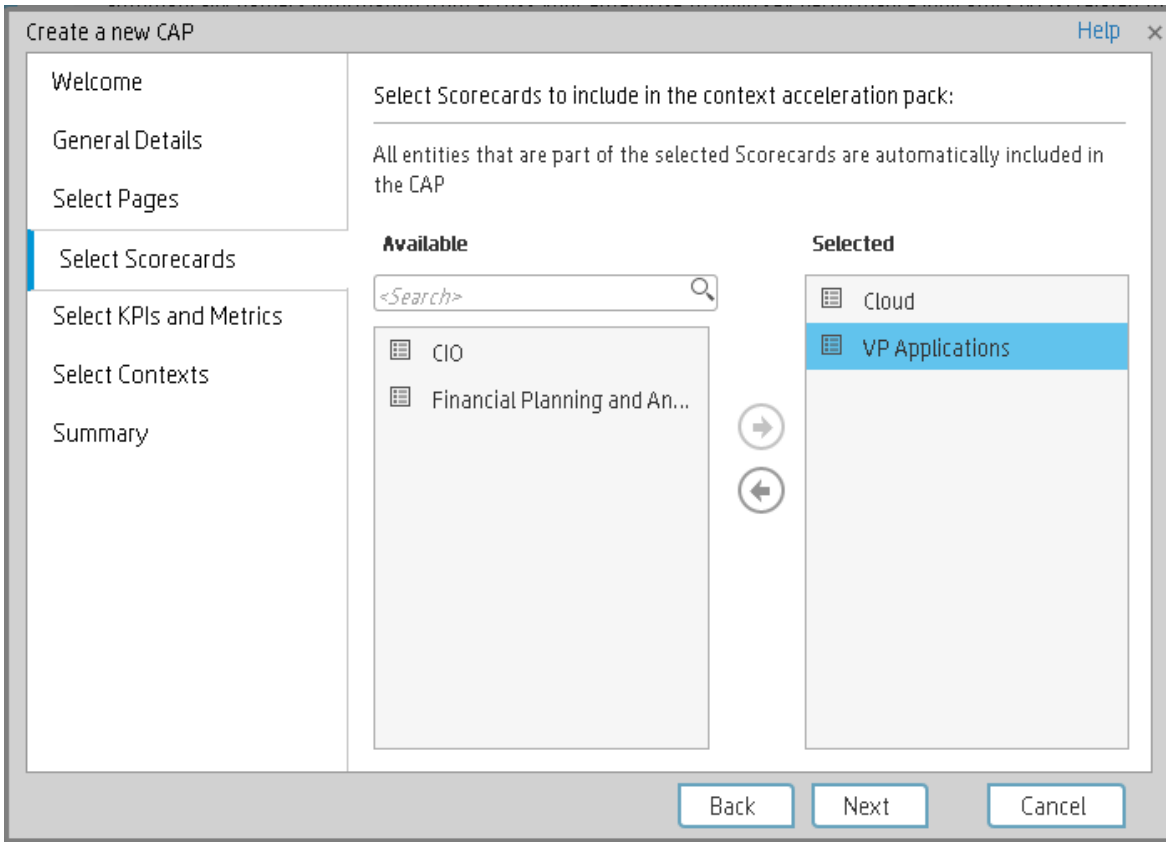
Select Scorecards Page

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.

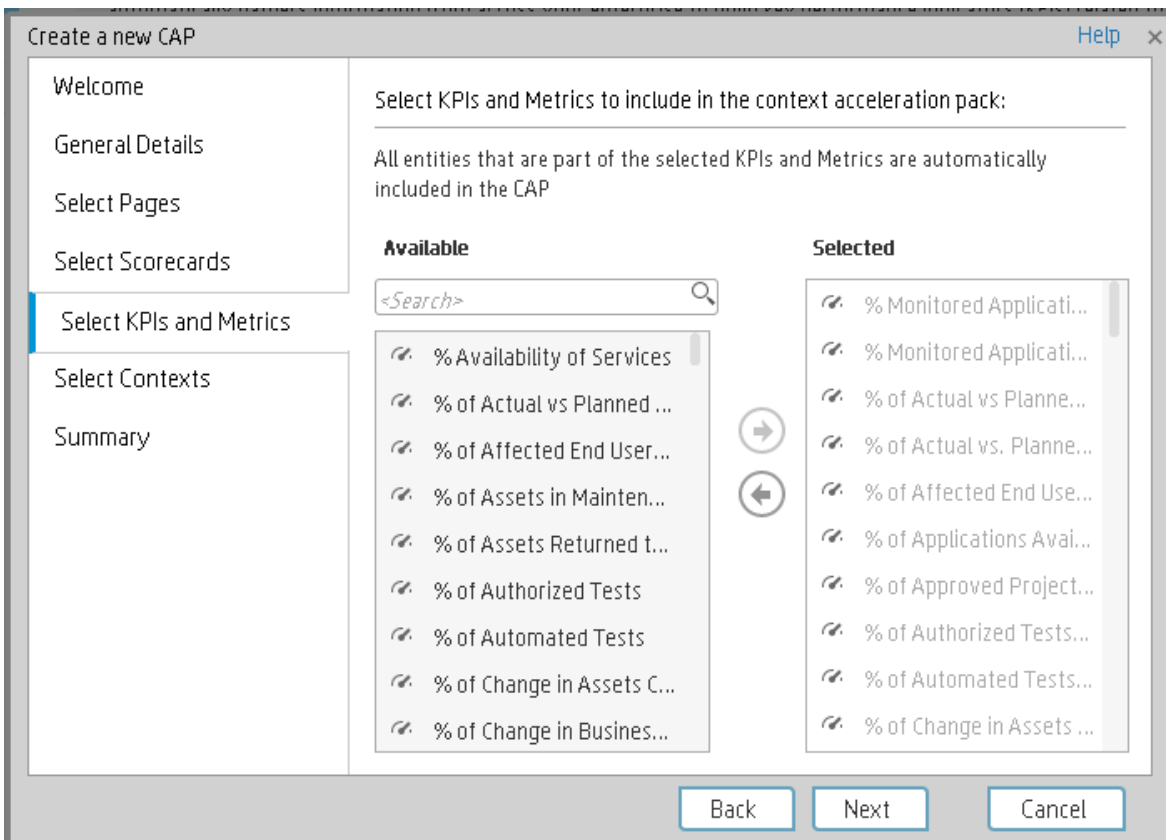


User interface elements are described below (when relevant, unlabeled elements are shown in angle brackets>):



UI Element	Description
Available Scorecards	<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 Create CAP Wizard - Select Pages page.</p> <p>You can select more than one Scorecard using the Shift button.</p>
Selected Scorecards	<p>The list of Scorecards that you want to include in the CAP.</p> <p>Note:</p> <ul style="list-style-type: none"> 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 Create CAP Wizard - Select Pages wizard page you selected pages that include these Scorecards. You cannot deselect these Scorecards. 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

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

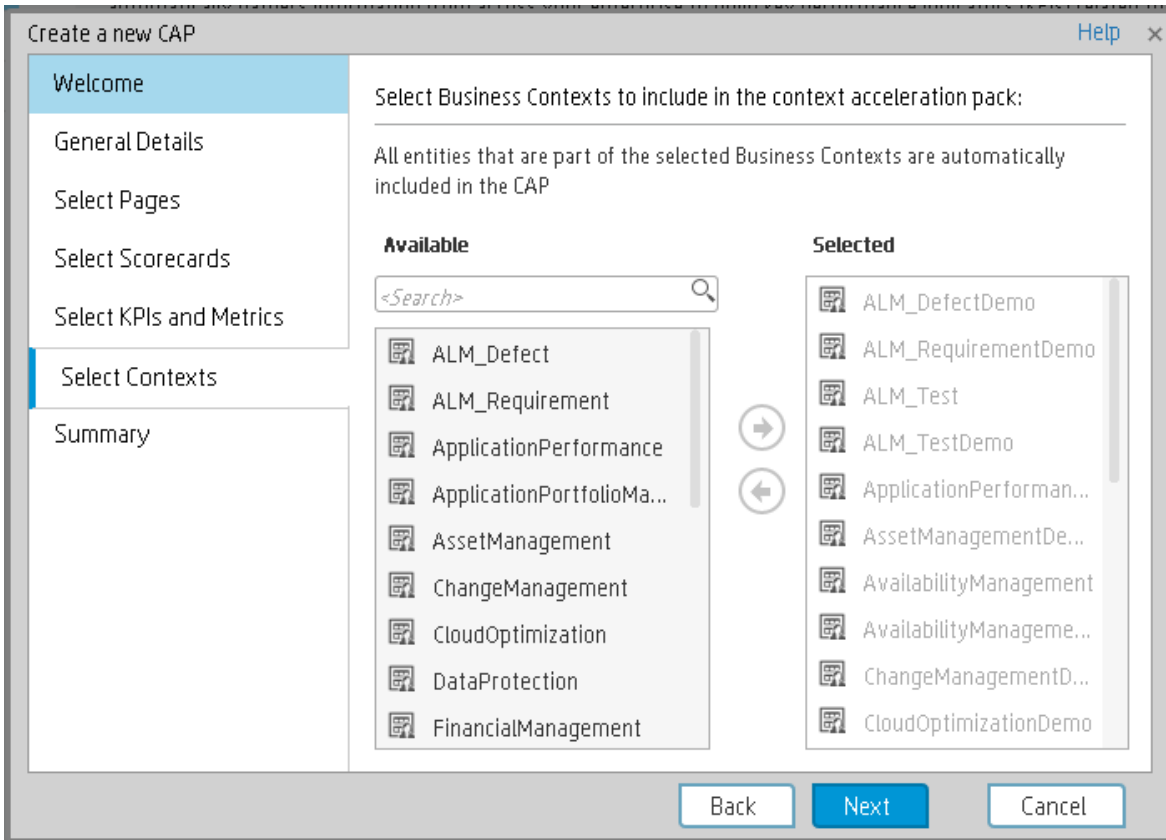
Select KPIs and Metrics Page



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



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

Select Contexts Page



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

UI Element	Description
Available	<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 Shift button.</p> <div style="background-color: #f0f0f0; padding: 5px; margin-top: 10px;"> <p>Recommended: CSV tables used in Contexts should have unique names across all active Content Acceleration Packs (CAPs). For details on CAPs, see "Content Acceleration Packs (CAPs)" on page 6.</p> </div>
Selected	<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 Shift button.</p>

 	<p>Select the Contexts you want to include in the CAP from the Available area and click the relevant arrows to move these Contexts to the Selected area. The Contexts listed in the Available area are the Contexts that already exist in the application.</p> <p>To unselect Contexts, select them in the Selected area and click the relevant arrows to move the selected Contexts back to the Available area.</p> <p>You can also drag and drop Contexts from the Available area to the Selected area and vice-versa.</p>
<p>Search</p>	<p>Enter a string to list all the active Contexts with names that include the string.</p>

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 Packs \(CAPs\)](#)" on page 6.

CAPs Automatic Anti Virus Scans

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

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

BA 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 BA command instead of running the out-of-the-box anti virus.

Tasks

This section includes:

- [Work with the out-of-the-box anti virus](#)29
- [Work with your own anti virus](#)30
- [Manually Update the Virus Database](#) 30

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 **<HP-**

BA>\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 BA application, click **ADMIN > Settings > Foundation**. For details, see Foundation in the *BA Administrator Guide*.
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 **<HP-BA>\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: **<HP-**

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

Switch your CAP from Demo to Real CAP

A Demo CAP contains only demo data.

To get real data:

1. Activate the relevant integration (select **ADMIN > Data Management > Activate CAP**, select the relevant data source and click **Activate**). For details, see *Connect the Data Source* in the *BA Administrator Guide*.
2. Perform the relevant calculation. For details, see *Calculation* in the *BA Business Analyst User Guide*.

CAP KPI or Metric Breakdowns: When the CAP includes KPI or Metric Breakdowns, BA 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.

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 .CSV files or from data sources), and documentation for the CAP.

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

CAPs demonstrate Business Analytics 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.

To access:

Click **Admin > Data Management > Activate CAP**. You can then select the relevant CAP and activate it.

If the CAP you want to activate is not the demo CAP, you must make sure you have installed the relevant Content Pack, connected the relevant data source, optionally configured the consolidations, and run the ETL to see the relevant data in the CAP Dashboard pages.

[Learn More](#)

[Tasks](#)

[UI Description](#)

 [Learn More](#)

What are Content Acceleration Packs (CAPs)

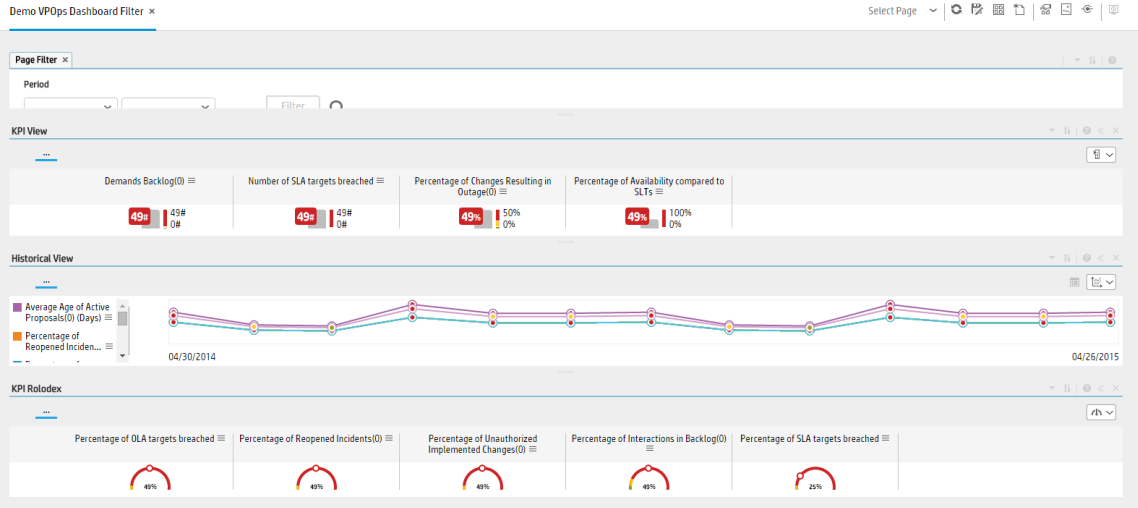
Content Acceleration Packs (CAPs) are ready-to-import packages that include Dashboard pages that display Scorecards and components, KPIs, Metrics, Contexts (universes), data (from .CSV files or from data sources), and documentation for the CAP.

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

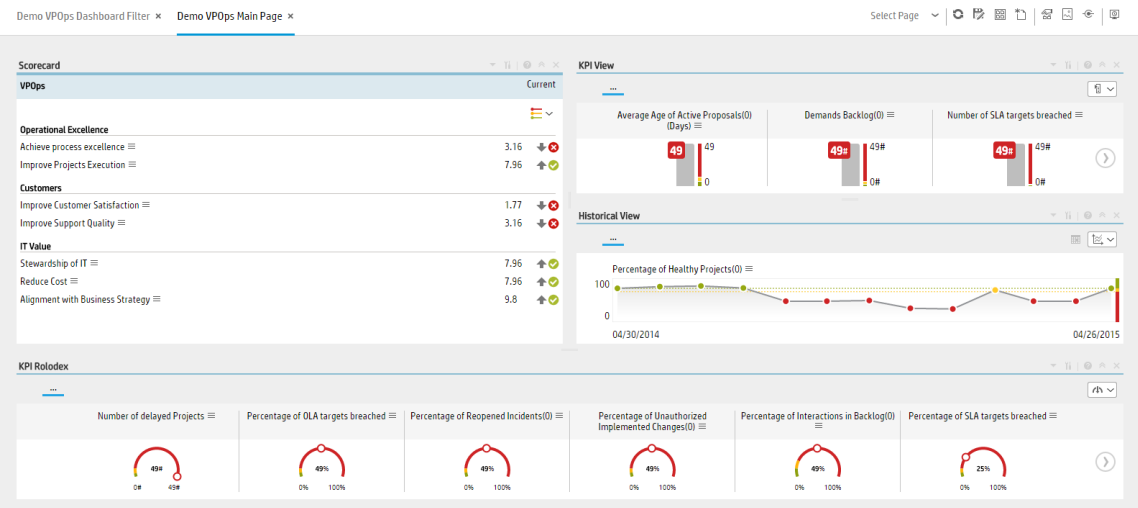
CAPs demonstrate Business Analytics capabilities, and helps you add basic elements that can be used to customize your Dashboard.

Pages

- **Demo VPOps Dashboard Filter**



- **Demo VPOps Main Page**



Tasks


This section includes:

- [Upload and manage the Content Acceleration Pack](#) 35
- [View the VP of Operations CAP-related Dashboard page](#) 35
- [View the Scorecard Structure and KPI and Metric Breakdowns in the Studio](#) 35

Upload and manage the Content Acceleration Pack

For details, see "[Content Acceleration Packs \(CAPs\)](#)" on page 6 in the *Guide to BA Content Acceleration Packs*.

View the VP of Operations CAP-related Dashboard page

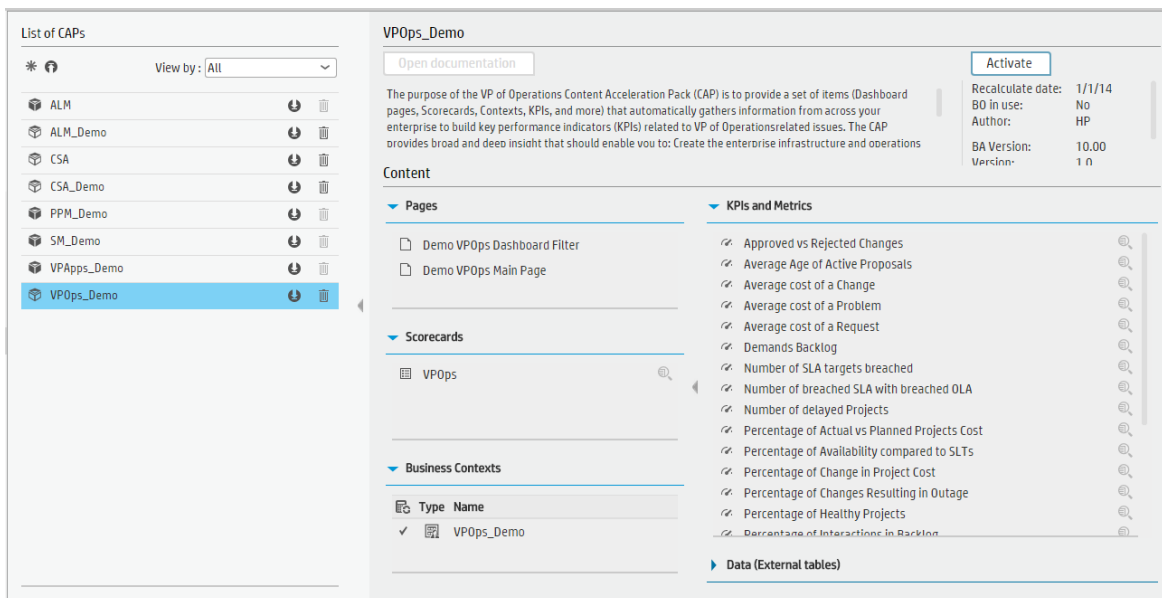
1. In the BA application, close all the tabs. The Dashboard is displayed.
2. Click the **Demo VPOPs Main Page** tab. If it is not displayed, click the **Page Gallery**  button in the Dashboard toolbar, double-click the **Demo VPOPs Main Page** icon and close the Page Gallery dialog box. You can also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

View the Scorecard Structure and KPI and Metric Breakdowns in the Studio

1. Make sure the CAP is activated.
2. In the Business Analytics application, click **Studio**.
3. Expand the relevant Scorecards to view the Scorecards, Perspectives, Objectives, KPIs, KPI Breakdowns structure.

UI Description

VPOps_Demo



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

UI Element	Description
Pages	See " VP of Operations Content Acceleration Pack " on page 33.
Scorecards	VPOps_Demo VPOps
Business Contexts	VPOps_Demo For details, see Reference: Contexts (Universes) in the <i>BA Content Reference Guide</i> .
KPIs and Metrics	<ul style="list-style-type: none"> • "Approved vs Rejected Changes KPI" on page 79 • "Average Age of Active Proposals KPI" on page 79 • "Average Cost of a Change KPI" on page 80 • "Average Cost of a Problem KPI" on page 80 • "Average Cost of a Request KPI" on page 80 • "Demands Backlog KPI" on page 83 • "Number of SLA Targets Breached KPI" on page 87 • "Number of Breached SLA with Breached OLA KPI" on page 84 • "Number of Delayed Projects KPI" on page 85

UI Element	Description
	<ul style="list-style-type: none"> • "Percentage of Actual vs Planned Projects Cost KPI" on page 88 • "Percentage of Availability Compared to SLTs KPI" on page 88 • "Percentage of Change in Project Cost KPI" on page 88 • "Percentage of Changes Resulting in Outage KPI" on page 89 • "Percentage of Healthy Projects KPI" on page 90 • "Percentage of Interactions in Backlog KPI" on page 91 • "Percentage of OLA Targets Breached KPI" on page 91 • "Percentage of Projects on Time KPI" on page 92 • "Percentage of Reopened Incidents KPI" on page 92 • "Percentage of Reviewed Requirements KPI" on page 92 • "Percentage of SLA Targets Breached KPI" on page 93 • "Percentage of Unauthorized Implemented Changes KPI" on page 94 • "Problem Resolution Time KPI" on page 94 • "Total Actual Cost of Projects KPI" on page 95
Data (External Tables)	VPOPS

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.

To access:

Click **Admin > Data Management > Activate CAP**. You can then select the relevant CAP and activate it.

If the CAP you want to activate is not the demo CAP, you must make sure you have installed the relevant Content Pack, connected the relevant data source, optionally configured the consolidations, and run the ETL to see the relevant data in the CAP Dashboard pages.

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

Purpose

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.

What are Content Acceleration Packs (CAPs)

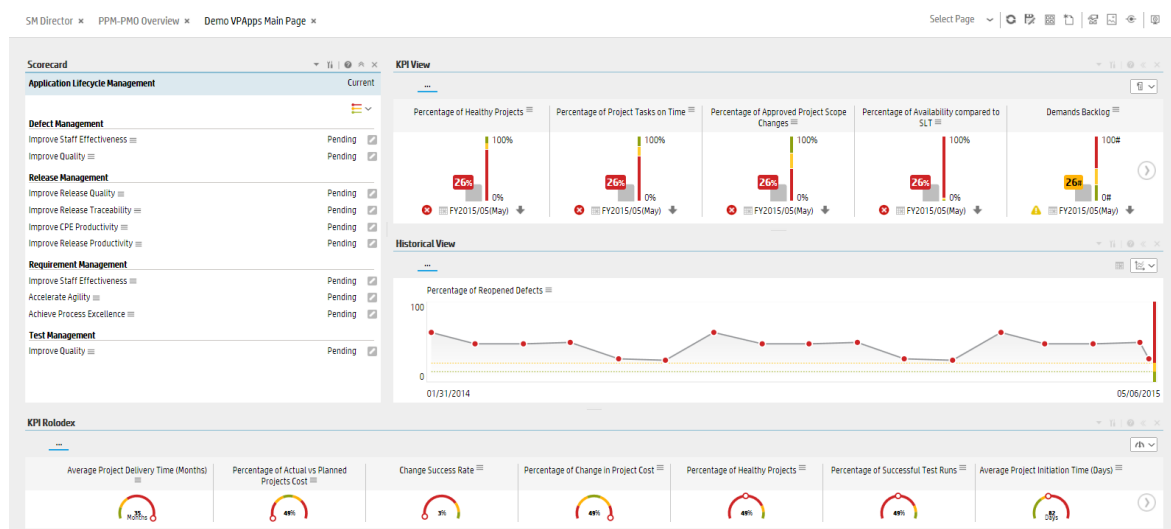
Content Acceleration Packs (CAPs) are ready-to-import packages that include Dashboard pages that display Scorecards and components, KPIs, Metrics, Contexts (universes), data (from .CSV files or from data sources), and documentation for the CAP.

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

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

Pages

Demo VPApps Main Page in Dashboard



Tasks


This section includes:

- [Upload and manage the Content Acceleration Pack](#) 40
- [View the VP of Apps CAP-related Dashboard page](#) 40
- [View the Scorecard Structure and KPI and Metric Breakdowns in the Studio](#) 40

Upload and manage the Content Acceleration Pack

For details, see ["Content Acceleration Packs \(CAPs\)" on page 6](#).

View the VP of Apps CAP-related Dashboard page

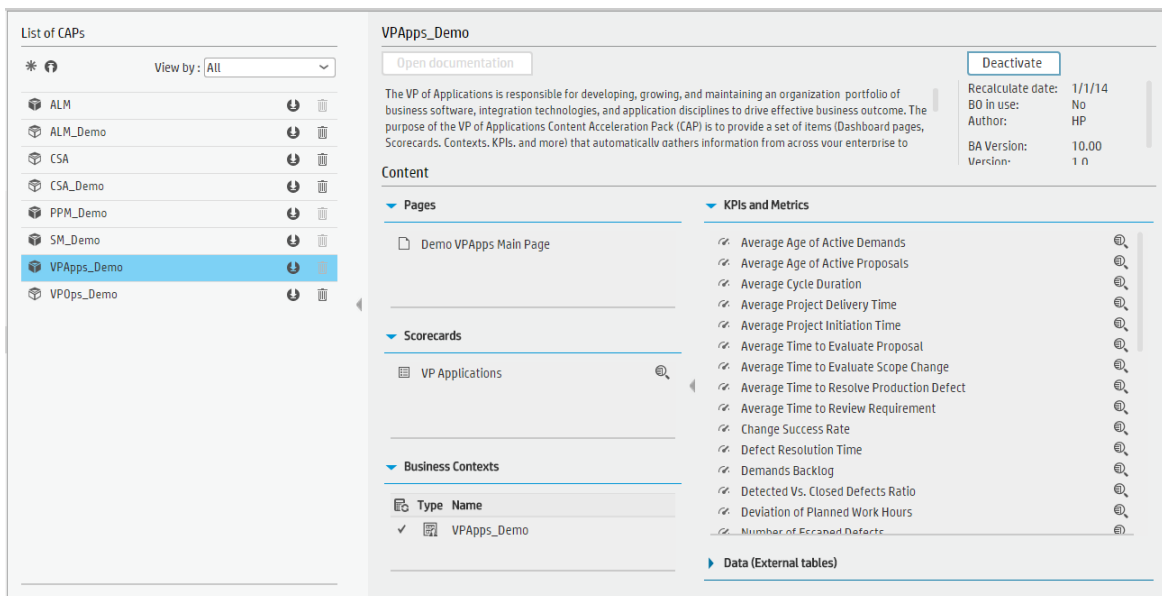
1. In the BA application, close all the tabs. The Dashboard is displayed.
2. Click the **Demo VPApps Main Page** tab. If it is not displayed, click the **Page Gallery**  button in the Dashboard toolbar, double-click the **Demo VPApps Main Page** icon and close the Page Gallery dialog box.

View the Scorecard Structure and KPI and Metric Breakdowns in the Studio

1. Make sure the CAP is activated.
2. In the Business Analytics application, click **Studio**.
3. Expand the relevant Scorecards to view the Scorecards, Perspectives, Objectives, KPIs, KPI Breakdowns structure.

UI Description

VPApps_Demo



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

UI Element	Description
Pages	See "VP of Applications Content Acceleration Pack" on page 38.
Scorecards	VP Applications
Business Contexts	VPApps_Demo For details, see Reference: Contexts (Universes) in the <i>BA Content Reference Guide</i> .
KPIs and Metrics	<ul style="list-style-type: none"> • "Average Age of Active Demands KPI" on page 79 • "Average Age of Active Proposals KPI" on page 79 • "Average Cycle Duration KPI" on page 80 • "Average Project Delivery Time KPI" on page 81 • "Average Project Initiation Time KPI" on page 81 • "Average Time to Evaluate Proposals KPI" on page 82 • "Average Time to Evaluate Project Scope Change KPI" on page 81 • "Average Time to Resolve Production Defect KPI" on page 82 • "Average Time to Review Requirement KPI" on page 82 • "Change Success Rate KPI" on page 82

UI Element	Description
	<ul style="list-style-type: none"> • "Defect Resolution Time KPI" on page 83 • "Demands Backlog KPI" on page 83 • "Detected Vs Closed Defects Ratio KPI" on page 83 • "Deviation of Planned Work Hours KPI" on page 83 • "Number of Escaped Defects KPI" on page 85 • "Percentage of Actual vs Planned Projects Cost KPI" on page 88 • "Percentage of Actual vs Planned Executed Tests KPI" on page 88 • "Percentage of Approved Project Scope Changes KPI" on page 88 • "Percentage of Authorized Test Cases KPI" on page 88 • "Percentage of Automated Test Cases KPI" on page 88 • "Percentage of Availability Compared to SLTs KPI" on page 88 • "Percentage of Change in Project Cost KPI" on page 88 • "Percentage of Critical Defects KPI" on page 89 • "Percentage of Documented Requirements KPI" on page 89 • "Percentage of Healthy Projects KPI" on page 90 • "Percentage of Incidents Classified as Security Related KPI" on page 90 • "Percentage of Project Tasks on Time KPI" on page 91 • "Percentage of Projects on Time KPI" on page 92 • "Percentage of Rejected Defects KPI" on page 92 • "Percentage of Reopened Defects KPI" on page 92 • "Percentage of Requirements Traced to Tests KPI" on page 92 • "Percentage of Reviewed Requirements KPI" on page 92 • "Percentage of Successful Test Runs KPI" on page 93 • "Percentage of Tested Requirements KPI" on page 94 • "Percentage of Test Instances Resulting in Defects KPI" on page 93 • "Project Scope Change Backlog KPI" on page 95 • "Proposal Backlog KPI" on page 95
Data (External Tables)	VPApps

ALM_Demo and ALM Content Acceleration Packs

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

To access:

Click **Admin > Data Management > Activate CAP**. You can then select the relevant CAP and activate it.

If the CAP you want to activate is not the demo CAP, you must make sure you have installed the relevant Content Pack, connected the relevant data source, optionally configured the consolidations, and run the ETL to see the relevant data in the CAP Dashboard pages.

[Learn More](#)

[Tasks](#)

[UI Description](#)



[Learn More](#)

[Learn More](#)

What are Content Acceleration 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 .CSV files or from data sources), and documentation for the CAP.

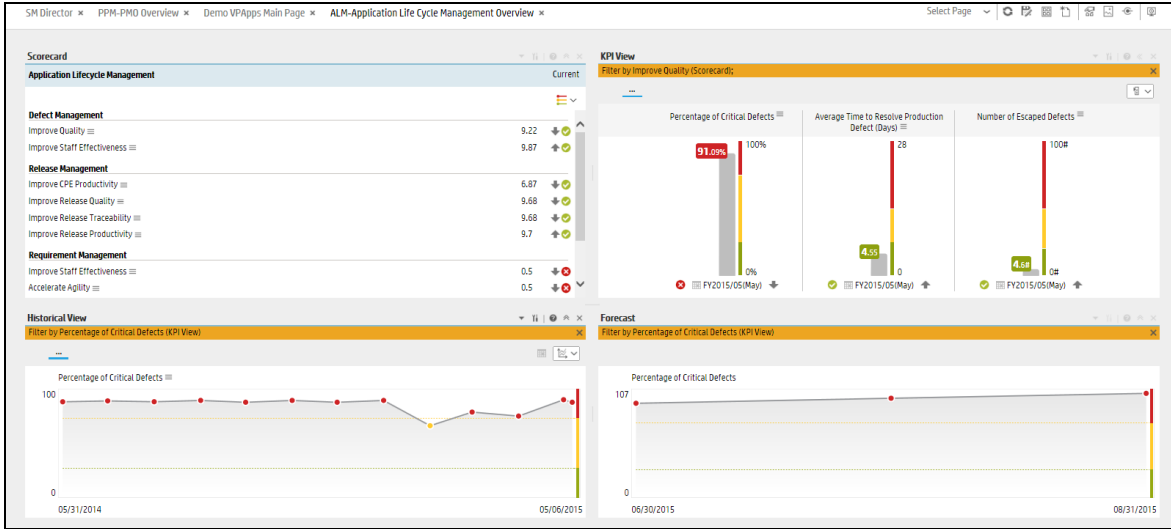
CAPs describe typical stories that show how the correct implementation of Business Analytics drives Performance Improvement and Cost Reduction for the IT organization.

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

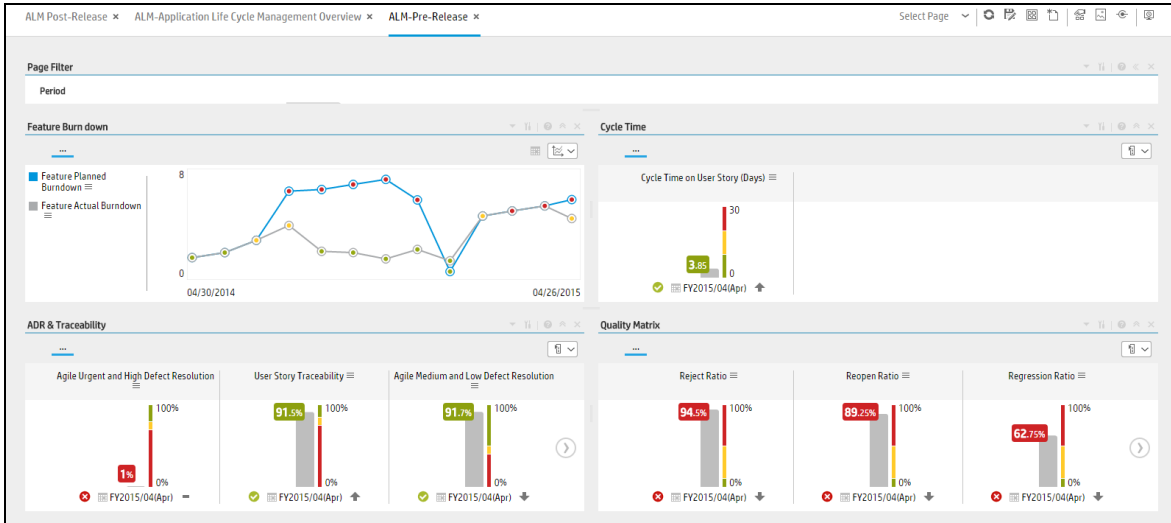
The ALM_Demo is based on data in .csv files that are part of the CAP package and ALM CAPs include data from the HP Application Lifecycle Management data source.

Pages

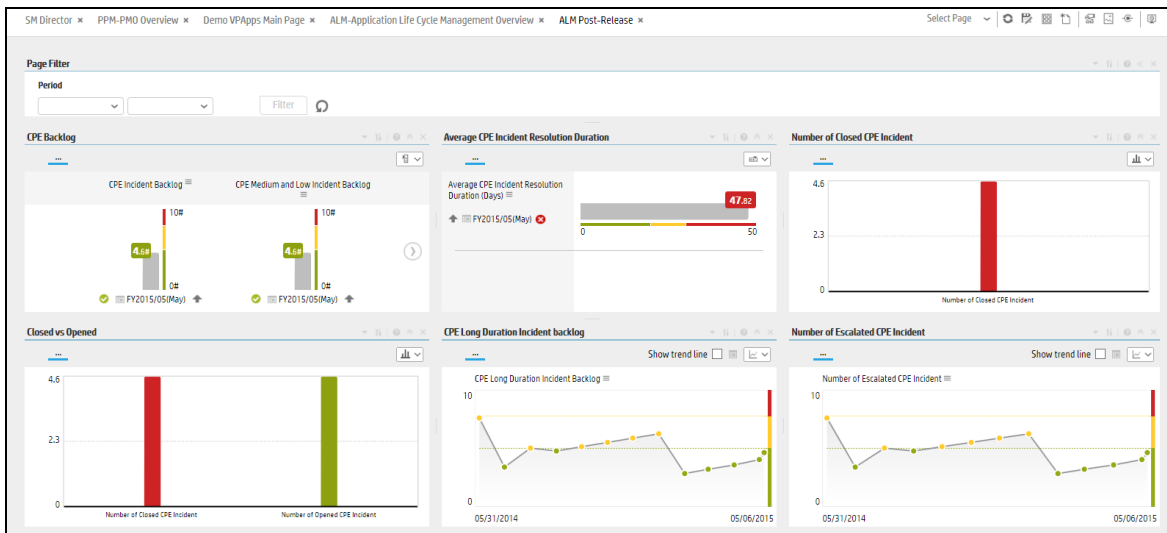
ALM-Application LifeCycle Management Overview Page



ALM-Pre-Release Page



ALM-Post-Release Page



Tasks

This section includes:


- [Upload and manage the Content Acceleration Pack](#) 45
- [View the ALM or ALM_Demo CAP-related Dashboard page](#) 45
- [View the Scorecard Structure and KPI and Metric Breakdowns in the Studio](#) 46
- [User Story](#) 46
- [ALM_Demo and ALM](#) 47

Upload and manage the Content Acceleration Pack

For details, see Content Acceleration Packs (CAPs) in the *Guide to BA Content Acceleration Packs*.

View the ALM or ALM_Demo CAP-related Dashboard page

1. In the BA application, close all the tabs. The Dashboard is displayed.
2. Click the **ALM-Application LifeCycle Management Overview** tab. If it is not displayed, click the

Page Gallery  button in the Dashboard toolbar, double-click the **ALM-Application LifeCycle Management Overview** icon and close the Page Gallery dialog box.

View the Scorecard Structure and KPI and Metric Breakdowns in the Studio

1. Make sure the CAP is activated.
2. In the Business Analytics application, click **Studio**.
3. Expand the relevant Scorecards to view the Scorecards, Perspectives, Objectives, KPIs, KPI Breakdowns structure.

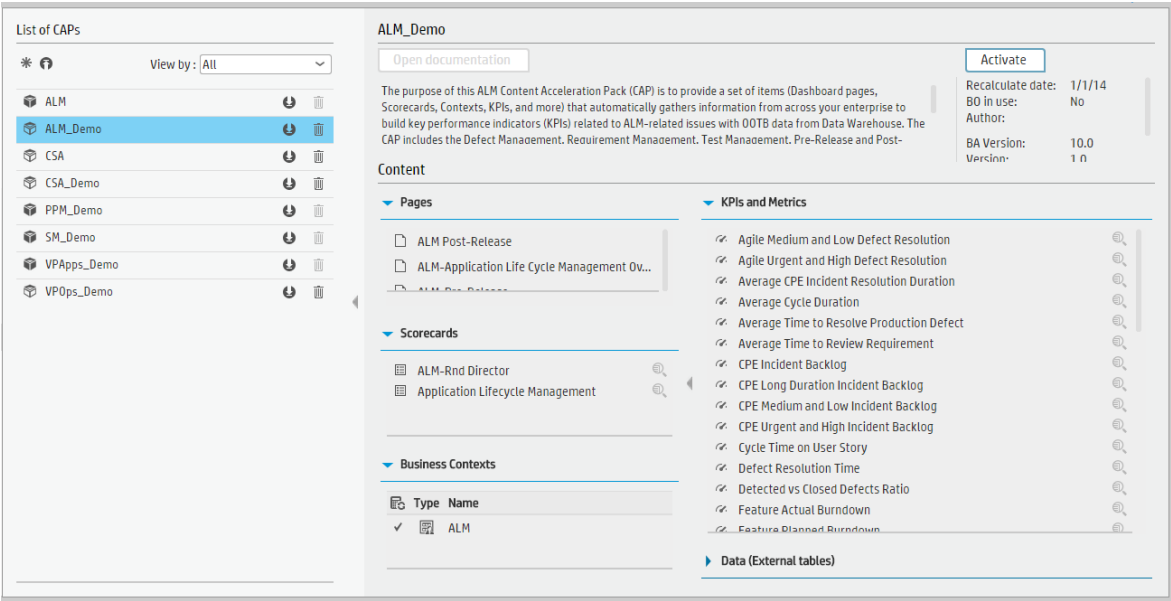
User Story

1. Dan is the RnD Director responsible for multiple applications within the IT department. He has a weekly meeting with his team in order to discuss the performance and expectations of the applications that his organization implements. Before the meeting, he logs on to the IT Business Analytics (BA) application.
2. Dan launches the **ALM-Pre Release** page to view the latest updates of the overall release performance.
3. He starts looking at the KPIs in the **Quality matrix** section, and notices that the **Fixing Ratio** KPI value is very low and does not meet the normal thresholds. Its status is **Red**. Other Quality KPI values are in the normal range.
4. Dan changes the KPI view to display the trend view in order to view the historical trend of the KPI in the component below.
5. He notices that some times in the last few months, the KPI value showed a bad ratio.
6. To understand if there is a specific period in the month that affects the overall ratio, Dan drills down by changing the periodicity to weekly.
7. He finds out that the ratio is overall good, however, at the end and beginning of each month the ratio drops for unknown reasons.
8. Dan wishes to continue his analysis to understand which team is responsible for this situation.
9. He changes the visualization back to Bars and selects the **Fixing Ratio** KPI and clicks the breakdown **by ALM Release** in order to understand which release project may cause the KPI result.
10. He realizes that the **Hercules** release worsened dramatically and caused the value of the KPI to increase.
11. He writes an annotation to Peter, the **PMO** who manage this release project, requesting clarifications.
12. Peter receives an email from Dan regarding the problematic KPI. He logs on to the BA application, checks the same KPI, and sees that the ratio is low.

13. Peter checks the future behavior of the KPI (forecast) and understands that something needs to be done to overcome this issue.
14. He sets a brainstorm meeting with his team to understand why the **Fixing Ratio** decreases at the beginning and at the end of each month and asks the team to come up with reasons why and with a plan.
15. The team finds out that for the past few months, the more experienced engineers attended training workshops at the beginning and at the end of each month, which left the new and not so experienced engineers to deal with defects. This caused a low quality delivery and a low **Fixing Ratio**.

UI Description

ALM_Demo and ALM



List of CAPs

View by: All

- ALM
- ALM_Demo**
- CSA
- CSA_Demo
- PPM_Demo
- SM_Demo
- VPApps_Demo
- VPOps_Demo

ALM_Demo

Open documentation

Activate

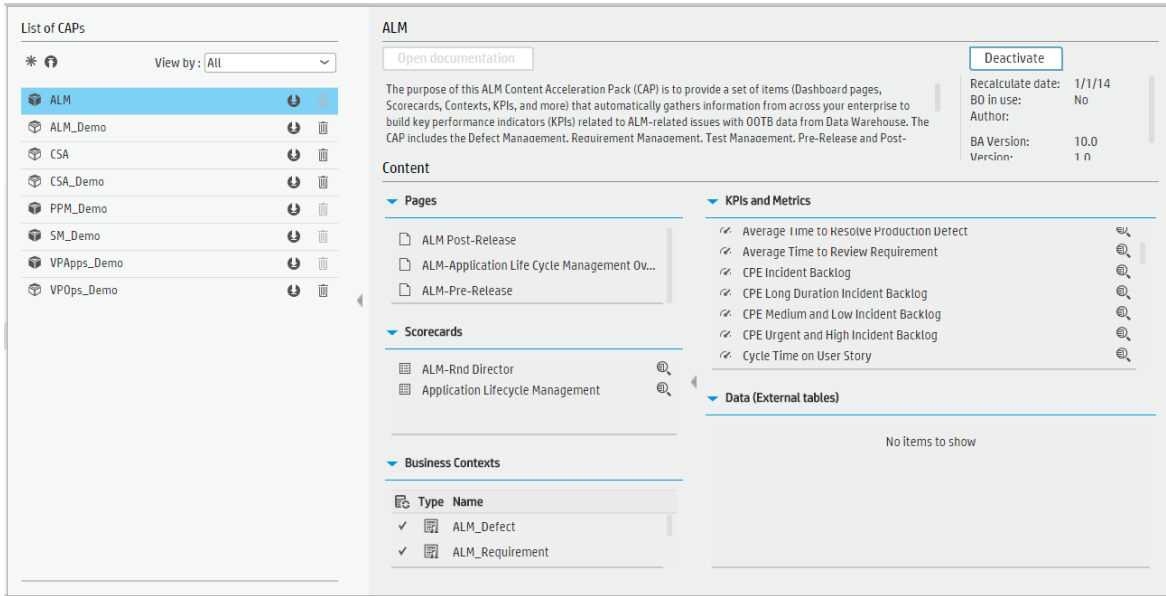
Recalculate date: 1/1/14
 BO in use: No
 Author:
 BA Version: 10.0
 Version: 1.0

The purpose of this ALM 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 ALM-related issues with OOTB data from Data Warehouse. The CAP includes the Defect Management, Requirement Management, Test Management, Pre-Release and Post-Release.

Content

- Pages**
 - ALM Post-Release
 - ALM-Application Life Cycle Management Ov...
 - ALM Post-Release
- Scorecards**
 - ALM-Rnd Director
 - Application Lifecycle Management
- Business Contexts**

Type	Name
✓	ALM
- KPIs and Metrics**
 - Agile Medium and Low Defect Resolution
 - Agile Urgent and High Defect Resolution
 - Average CPE Incident Resolution Duration
 - Average Cycle Duration
 - Average Time to Resolve Production Defect
 - Average Time to Review Requirement
 - CPE Incident Backlog
 - CPE Long Duration Incident Backlog
 - CPE Medium and Low Incident Backlog
 - CPE Urgent and High Incident Backlog
 - Cycle Time on User Story
 - Defect Resolution Time
 - Detected vs Closed Defects Ratio
 - Feature Actual Burndown
 - Feature Planned Burndown
- Data (External tables)**



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

UI Element	Description
Pages	See "ALM_Demo and ALM Content Acceleration Packs" on page 43.
Scorecards	<ul style="list-style-type: none"> Application Lifecycle Management ALM-Rnd Director
Business Contexts	<ul style="list-style-type: none"> ALM_Defect ALM_Requirement ALM_Test ALM_TestInstance ALM_TestRun <p>For details, see Reference: Contexts (Universes) in the <i>BA Content Reference Guide</i>.</p>
KPIs and Metrics	<ul style="list-style-type: none"> "Agile Medium and Low Defect Resolution KPI" on page 79 "Agile Urgent and High Defect Resolution KPI" on page 79 "Average CPE Incident Resolution Duration KPI" on page 80 "Average Cycle Duration KPI" on page 80 "Average Time to Resolve Production Defect KPI" on page 82 "Average Time to Review Requirement KPI" on page 82 "CPE Incident Backlog KPI" on page 82 "CPE Long Duration Incident Backlog KPI" on page 82 "CPE Medium and Low Incident Backlog KPI" on page 82 "CPE Urgent and High Incident Backlog KPI" on page 82

UI Element	Description
	<ul style="list-style-type: none"> • "Cycle Time on User Story KPI" on page 83 • "Defect Resolution Time KPI" on page 83 • "Detected Vs Closed Defects Ratio KPI" on page 83 • "Feature Actual Burndown KPI" on page 83 • "Feature Planned Burndown KPI" on page 83 • "Feature Traceability KPI" on page 83 • "Fixing Ratio KPI" on page 83 • "Number of Closed CPE Incident KPI" on page 85 • "Number of Escalated CPE Incidents KPI" on page 85 • "Number of Escaped Defects KPI" on page 85 • "Number of Opened CPE Incident KPI" on page 86 • "Percentage of Actual vs Planned Executed Tests KPI" on page 88 • "Percentage of Authorized Test Cases KPI" on page 88 • "Percentage of Automated Test Cases KPI" on page 88 • "Percentage of Completed Test Instances KPI" on page 89 • "Percentage of Completed Test Runs KPI" on page 89 • "Percentage of Critical Defects KPI" on page 89 • "Percentage of Documented Requirements KPI" on page 89 • "Percentage of Failed Test Instances KPI" on page 90 • "Percentage of Failed Test Runs KPI" on page 90 • "Percentage of Rejected Defects KPI" on page 92 • "Percentage of Reopened Defects KPI" on page 92 • "Percentage of Requirements Traced to Tests KPI" on page 92 • "Percentage of Reviewed Requirements KPI" on page 92 • "Percentage of Successful Test Cases KPI" on page 93 • "Percentage of Successful Test Instances KPI" on page 93 • "Percentage of Successful Test Runs KPI" on page 93 • "Percentage of Test Instances Resulting in Defects KPI" on page 93 • "Percentage of Tested Requirements KPI" on page 94 • "Number of Opened CPE Incident KPI" on page 86 • "Number of Closed CPE Incident KPI" on page 85 • "Regression Ratio KPI" on page 95 • "Reject Ratio KPI" on page 95 • "Reopen Ratio KPI" on page 95 • "User Story Traceability KPI" on page 97
Data (External Tables)	ALM

CSA_Demo and CSA Content Acceleration Packs

The purpose of the CSA_Demo and CSA Content Acceleration Packs (CAPs) is to provide a set of items (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 OOTB data from Data Warehouse as well as Dashboard pages that display the relevant information. The CAPs include the Cloud Server Automation Perspectives. The CAPs provide 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 HP Cloud Service Automation view.

The CSA is based on the HP Cloud Service Automation, Amazon Web Services, and Amazon Web Service CloudWatchdata sources.

The CSA_Demo takes its data from out-of-the-box .CSV files included in the CAP.

To access:

Click **Admin > Data Management > Activate CAP**. You can then select the relevant CAP and activate it.

If the CAP you want to activate is not the demo CAP, you must make sure you have installed the relevant Content Pack, connected the relevant data source, optionally configured the consolidations, and run the ETL to see the relevant data in the CAP Dashboard pages.

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

 [Learn More](#)

What are Content Acceleration 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 .CSV files or from data sources), and documentation for the CAP.

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

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

The CSA_Demo is based on data in .csv files that are part of the CAP package and CSA 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 CSA-Related Reports in the *BA Reports Reference Guide*.

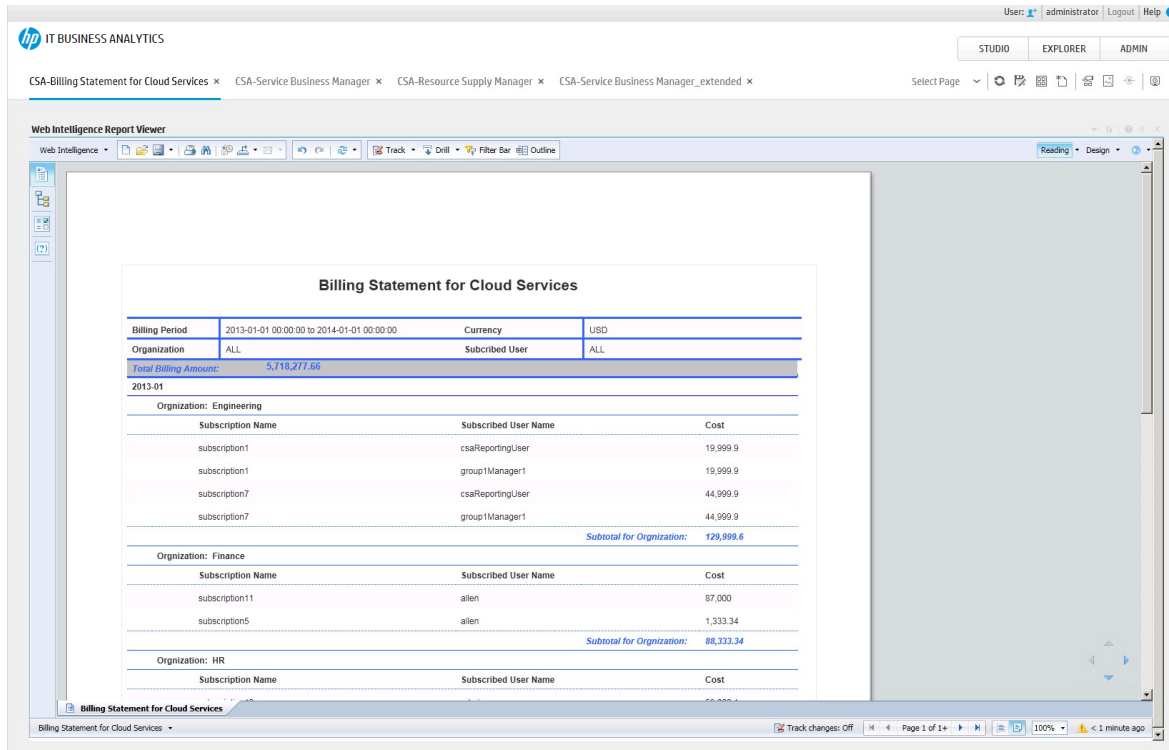
Pages

CAP	Page
CSA_Demo	"CSA-Billing Statement for Cloud Services" below "CSA-Cloud Service Automation Overview" on page 53 "CSA-Organization" on page 53 "CSA-Resource Supply Manager" on page 54 "CSA-Service Business Manager" on page 54 "CSA-Service Business Manager_Extended" on page 55 "CSA-World Map" on page 55 "CSA-US Map" on page 56
CSA	"CSA-Billing Statement for Cloud Services" below "CSA-Billing Statement for Consumer Organization Admin" on the next page "CSA-Cloud Service Automation Overview" on page 53 "CSA-Organization" on page 53 "CSA-Resource Supply Manager" on page 54 "CSA-Service Business Manager" on page 54 "CSA-Service Business Manager_Extended" on page 55

CSA-Billing Statement for Cloud Services

The Billing Statement for Cloud Services report displays the subscription cost incurred, during the time period specified when the user opened the report, by the organizations for which the user has permission.

The Billing Statement for Cloud Services Demo report displays the subscription cost incurred by each organization based on demo data.

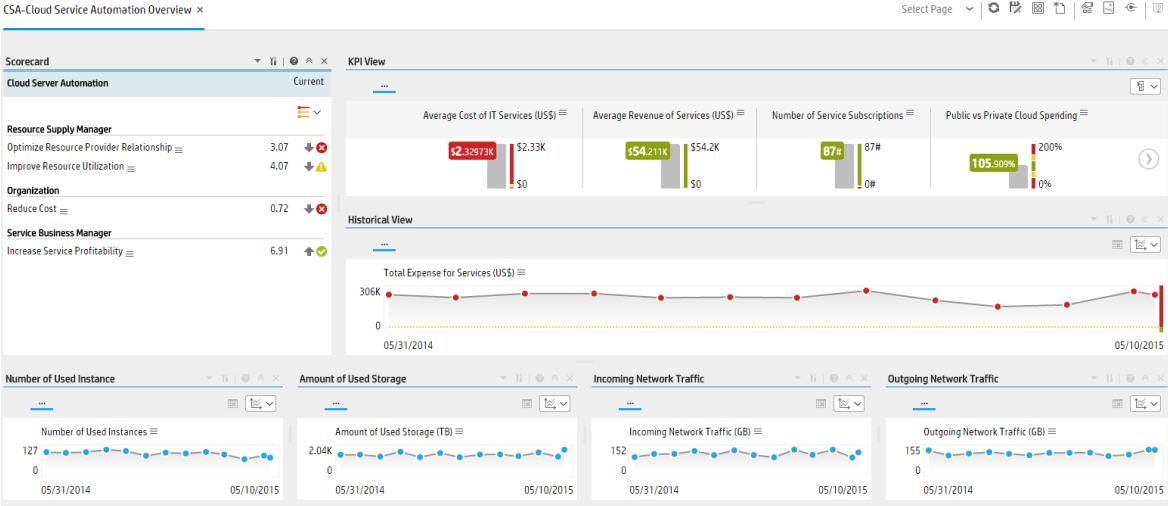


CSA-Billing Statement for Consumer Organization Admin

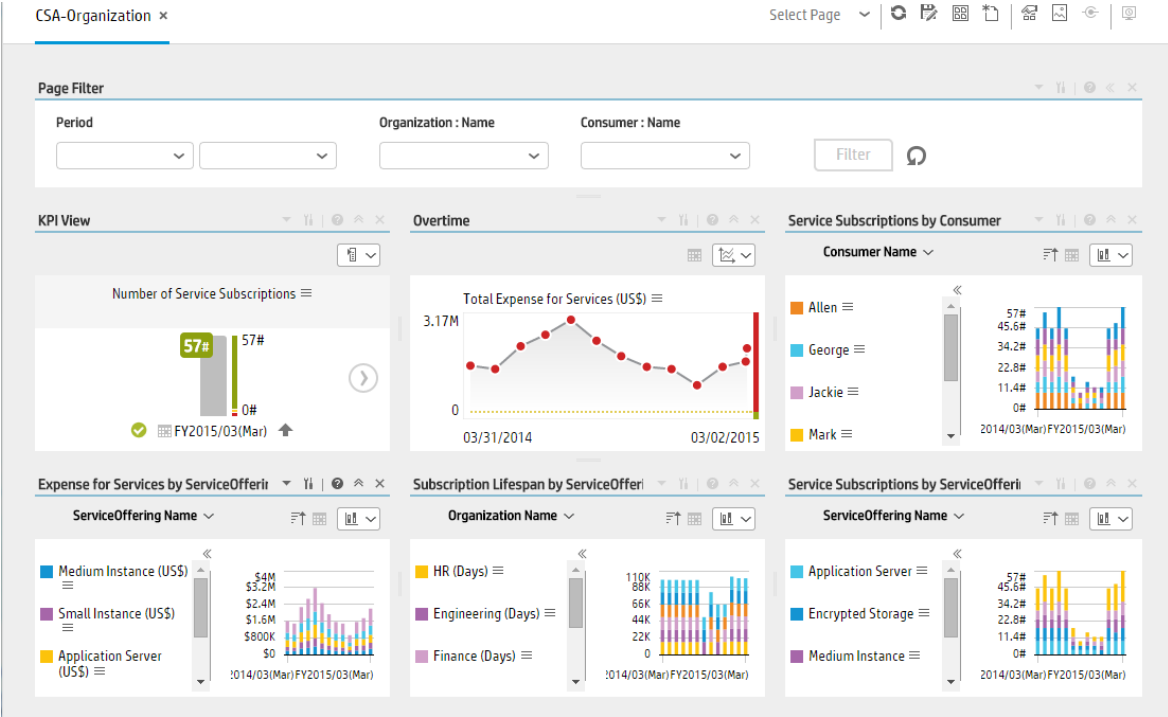
The Billing Statement for Consumer Organization Admin report displays the subscription cost incurred by each organization during the time period you specified when you opened the report for the Admin user.

For details, see "[CSA-Billing Statement for Cloud Services](#)" on the previous page.

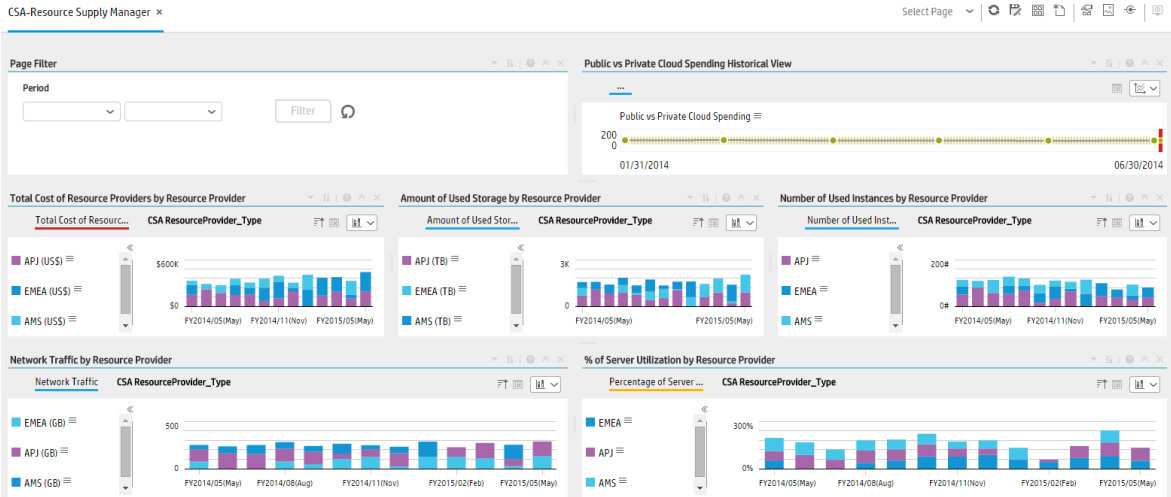
CSA-Cloud Service Automation Overview



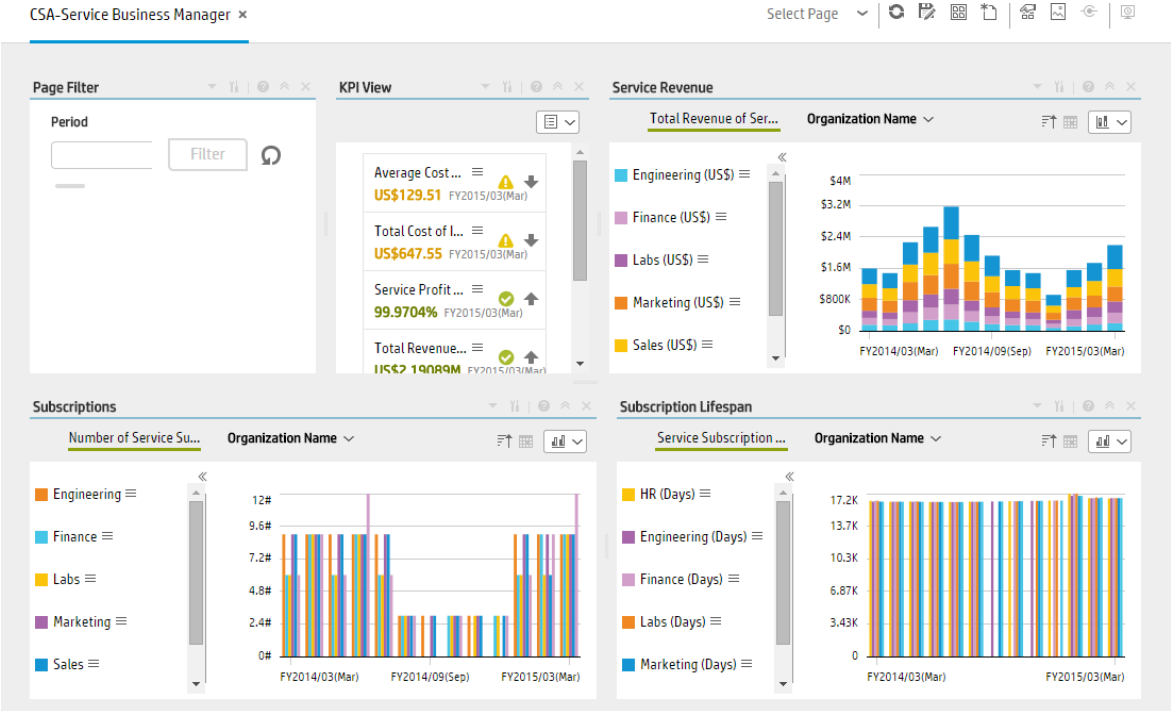
CSA-Organization



CSA-Resource Supply Manager

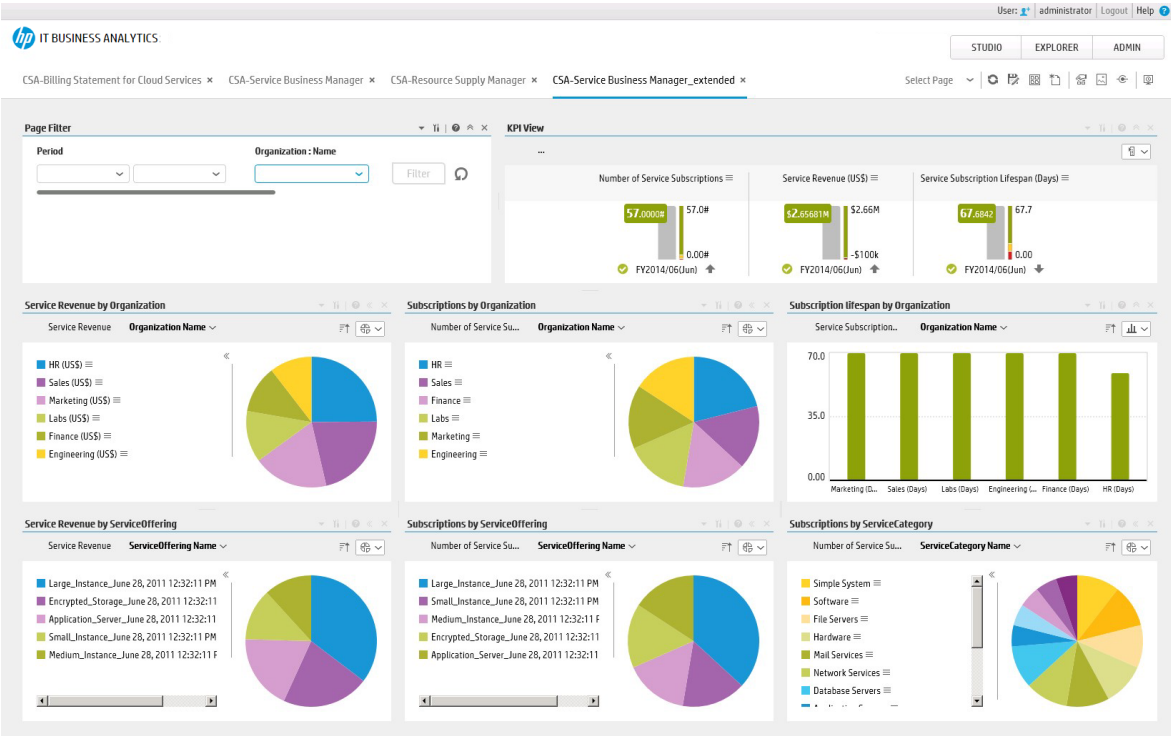


CSA-Service Business Manager



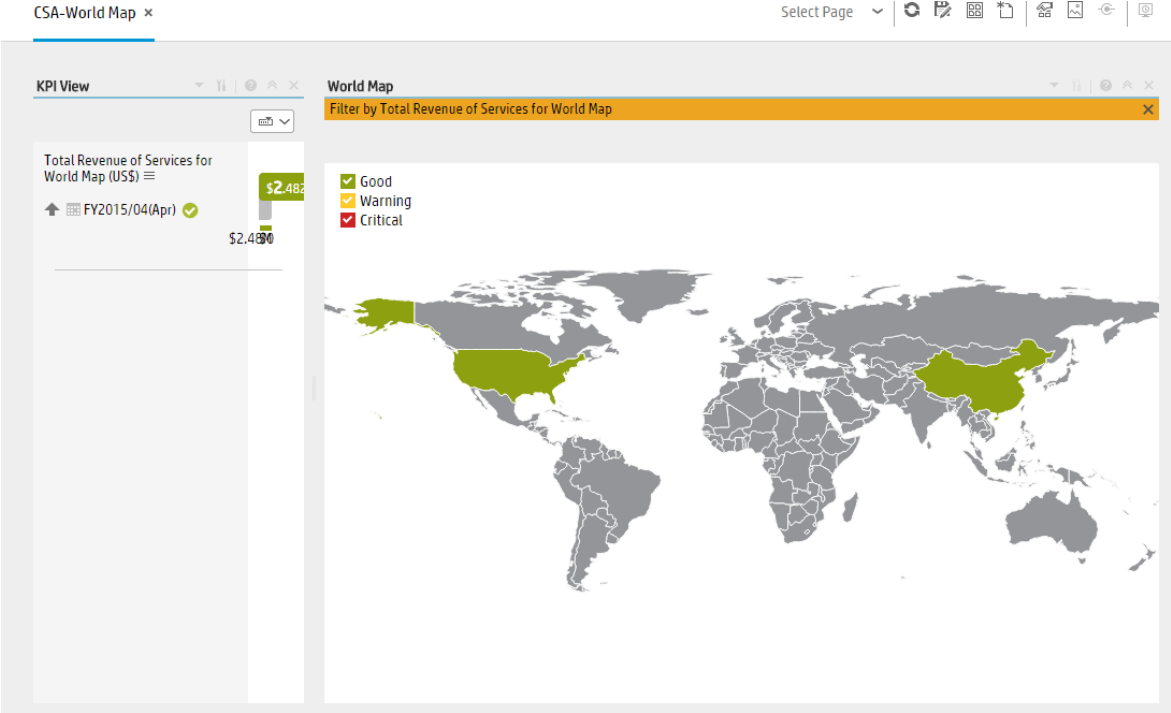
CSA-Service Business Manager_Extended

Note: This page is only available on your mobile device.



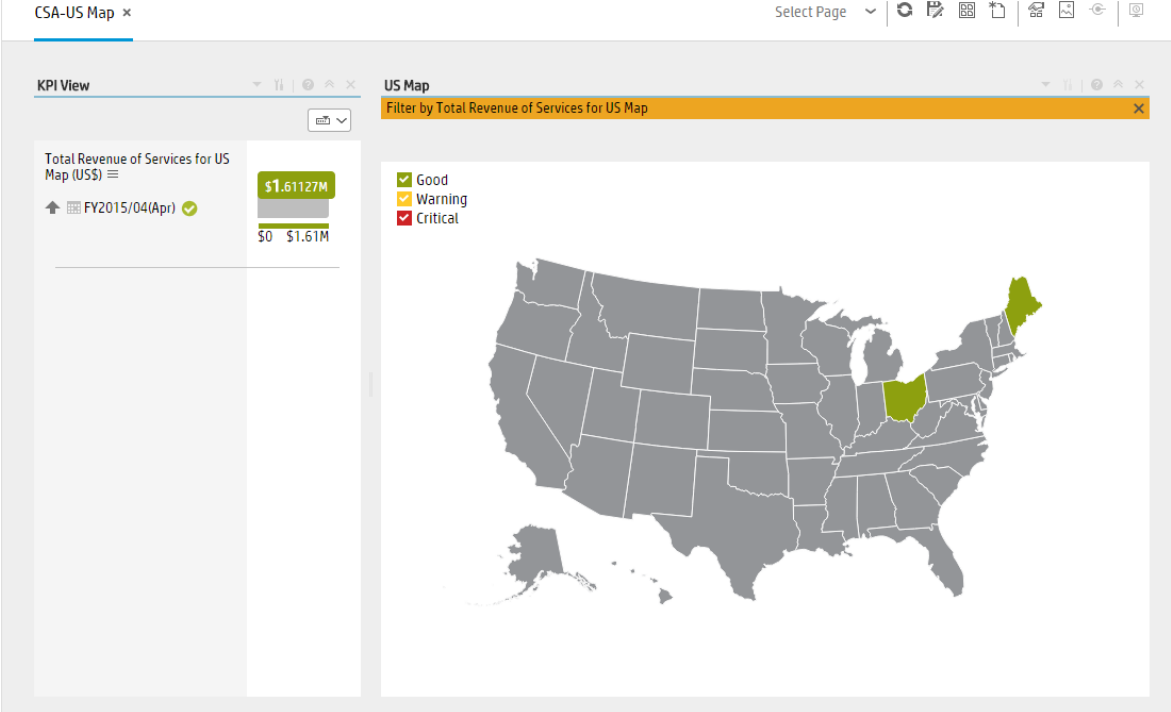
CSA-World Map

Note: This page is only available with the CSA_Demo.



CSA-US Map

Note: This page is only available with the CSA_Demo.



Tasks


This section includes:

- [Upload and manage the Content Acceleration Pack](#)57
- [View the CAP-related Dashboard pages](#)57
- [View the Scorecard Structure and KPI and Metric Breakdowns in the Studio](#)57
- [Activate the CSA_Demo in BA](#)58
- [Deactivate the CSA_Demo and activate the CSA CAP](#)59

Upload and manage the Content Acceleration Pack

For details , see Content Acceleration Packs (CAPs) in the *Guide to BA Content Acceleration Packs*.

View the CAP-related Dashboard pages

1. In the BA 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 51) 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.

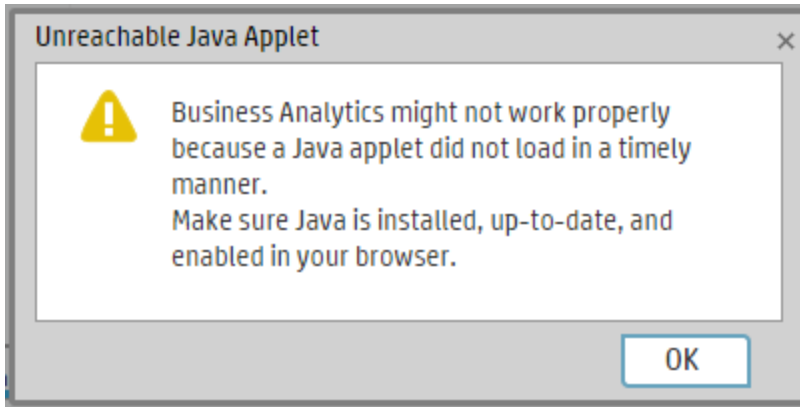
View the Scorecard Structure and KPI and Metric Breakdowns in the Studio

1. Make sure the CAP is activated.
2. In the Business Analytics application, click **Studio**.
3. Expand the relevant Scorecards to view the Scorecards, Perspectives, Objectives, KPIs, KPI Breakdowns structure.

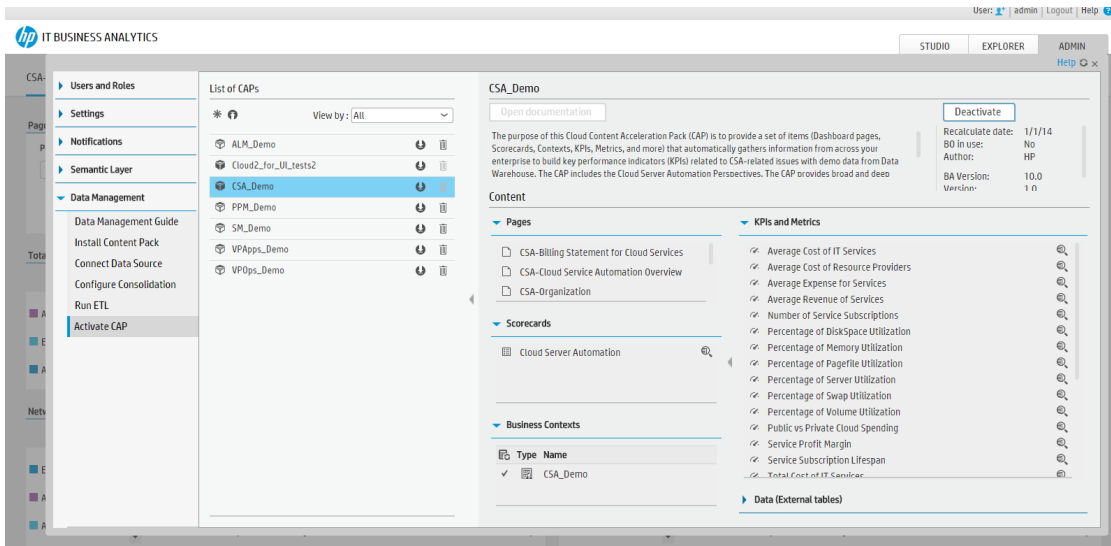
Activate the CSA_Demo in BA

To activate the CSA_Demo you do not need to connect to a live CSA source.

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




3. Click the **ADMIN > Data Management > Activate CAP**.



4. Select **CSA_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. For details, see "[Pages](#)" on page 51.
The pages display demo data.

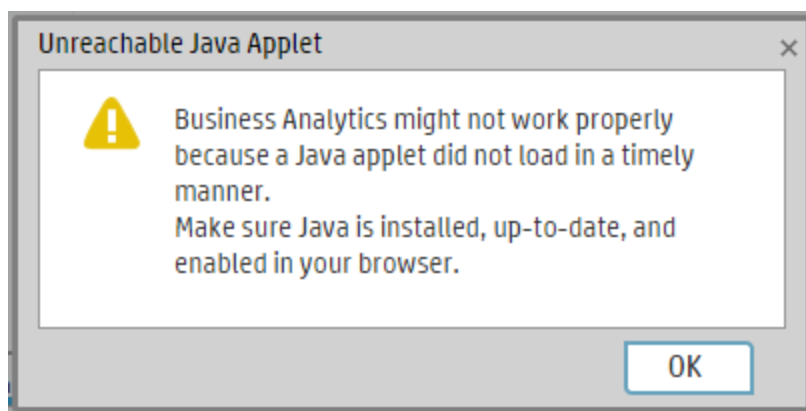
Note: If the CSA-Billing Statement for Cloud page displays a blank screen with the title **Web**

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_Demo and activate the CSA CAP

If you have activated the CSA_Demo previously, you must deactivate it before you activate the CSA CAP.

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



- a. Click the **ADMIN > Data Management > Activate CAP**.
3. Select **CSA_Demo** in the list of CPs, and click **Deactivate** to deactivate the CAP. Click **Yes** to begin the deactivation process.
Then wait until the CAP deactivation is successful.
4. Select **CSA** in the list of CPs, 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.

UI Description

CSA_Demo and CSA

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

UI Element	Description
Pages	See "Pages" on page 51.

UI Element	Description
Scorecards	<ul style="list-style-type: none"> • Cloud Server Automation
Business Contexts	<ul style="list-style-type: none"> • CSA-CloudOptimization • CSA_CloudOptimization_Demo <p>For details, see Reference: Contexts (Universes) in the <i>BA Content Reference Guide</i>.</p>
KPIs and Metrics	<p>KPIs:</p> <ul style="list-style-type: none"> • "Average Cost of IT Services KPI" on page 79 • "Average Cost of Resource Providers KPI" on page 80 • "Average Expense for Services KPI" on page 81 • "Average Revenue of Services KPI" on page 81 • "Number of Service Subscriptions KPI" on page 87 • "Percentage of DiskSpace Utilization KPI" on page 89 • "Percentage of Memory Utilization KPI" on page 91 • "Percentage of Pagefile Utilization KPI" on page 91 • "Percentage of Server Utilization KPI" on page 92 • "Percentage of Swap Utilization KPI" on page 93 • "Percentage of Volume Utilization KPI" on page 94 • "Public vs Private Cloud Spending KPI" on page 95 • "Service Profit Margin KPI" on page 95 • "Service Subscription Lifespan KPI" on page 95 • "Total Cost of IT Services KPI" on page 96 • "Total Cost of Resource Providers KPI" on page 96 • "Total Expense for Services KPI" on page 96 • "Total Revenue of Services KPI" on page 96 • Total Revenue of Services for US Map KPI (see "Total Revenue of Services KPI" on page 96) • Total Revenue of Services for World Map KPI (see "Total Revenue of Services KPI" on page 96) <p>Metrics:</p> <ul style="list-style-type: none"> • "Amount of Used Storage Metric" on page 79 • "Incoming Network Traffic Metric" on page 84 • "Network Download Metric" on page 84 • "Number of Used Instances Metric" on page 87 • "Outgoing Network Traffic Metric" on page 87
Data (External Tables)	<ul style="list-style-type: none"> • CSA_BILLING_FACT_V • CSA_BUSINESS_UNIT_DIM_V

UI Element	Description
	<ul style="list-style-type: none">• 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

PPM_Demo and PPM Content Acceleration Packs

The purpose of the PPM_Demo and PPM Content Acceleration Packs (CAPs) is to provide a set of items (Scorecards, Contexts, KPIs, Metrics, and more) that automatically gathers information from across your enterprise to build key performance indicators (KPIs) related to PPM-related issues with OOTB data from Data Warehouse as well as Dashboard pages that display the relevant information. The CAPs include the Project Portfolio Management Perspectives. The CAPs provide broad and deep insight that should enable you to Align with Business Strategy, improve the Stewardship of IT Investment, Accelerate Agility, and Improve Project Execution. This CAP provides a 360 degree HP Project and Portfolio Managementview.

To access:

Click **Admin > Data Management > Activate CAP**. You can then select the relevant CAP and activate it.

If the CAP you want to activate is not the demo CAP, you must make sure you have installed the relevant Content Pack, connected the relevant data source, optionally configured the consolidations, and run the ETL to see the relevant data in the CAP Dashboard pages.

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

What are Content Acceleration 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 .CSV files or from data sources), and documentation for the CAP.

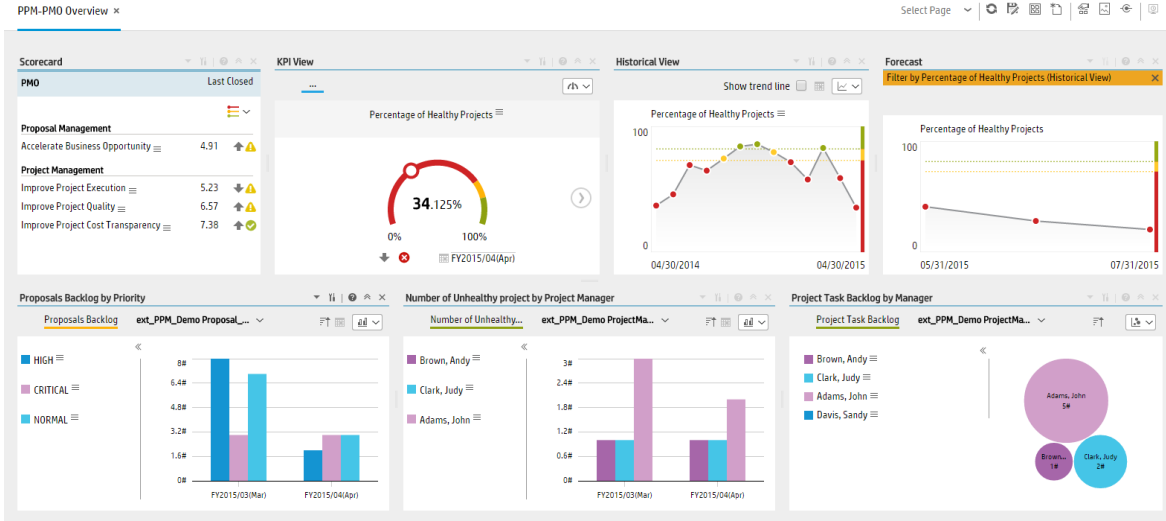
CAPs describe typical stories that show how the correct implementation of Business Analytics drives Performance Improvement and Cost Reduction for the IT organization.

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

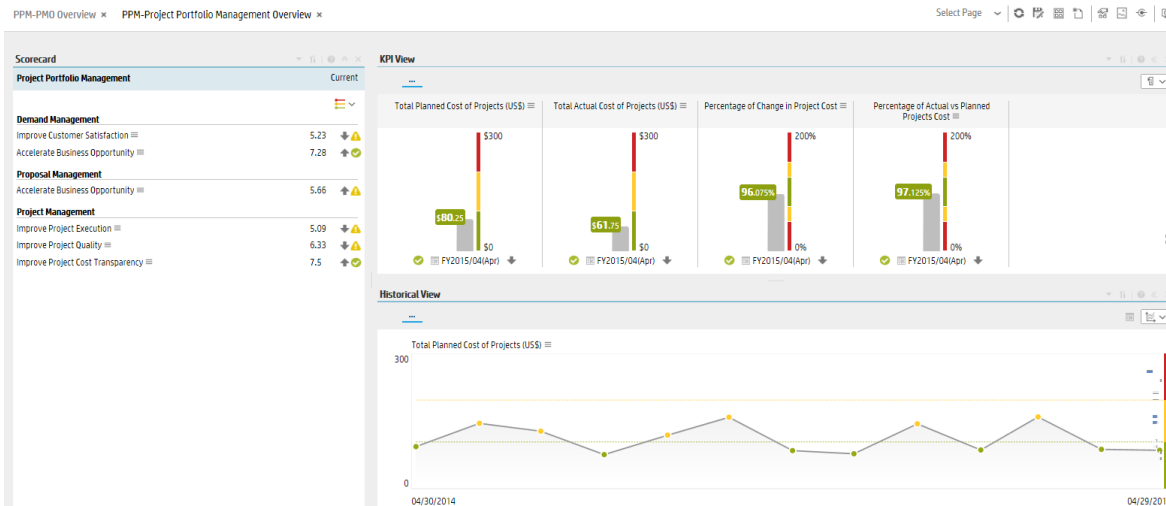
The PPM_Demo is based on data in .csv files that are part of the CAP package and PPM CAPs include data from data sources.

Pages

PPM-PMO, Overview



PPM-Project Portfolio Management Overview



Tasks

This section includes:


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

- [View the Scorecard Structure and KPI and Metric Breakdowns in the Studio](#)65
- [User Story](#)65

Upload and manage the Content Acceleration Pack

For details , see Content Acceleration Packs (CAPs) in the *Guide to BA Content Acceleration Packs*.

View the Security CAP-related Dashboard page

1. In the BA 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.

View the Scorecard Structure and KPI and Metric Breakdowns in the Studio

1. Make sure the CAP is activated.
2. In the Business Analytics application, click **Studio**.
3. Expand the relevant Scorecards to view the Scorecards, Perspectives, Objectives, KPIs, KPI Breakdowns structure.

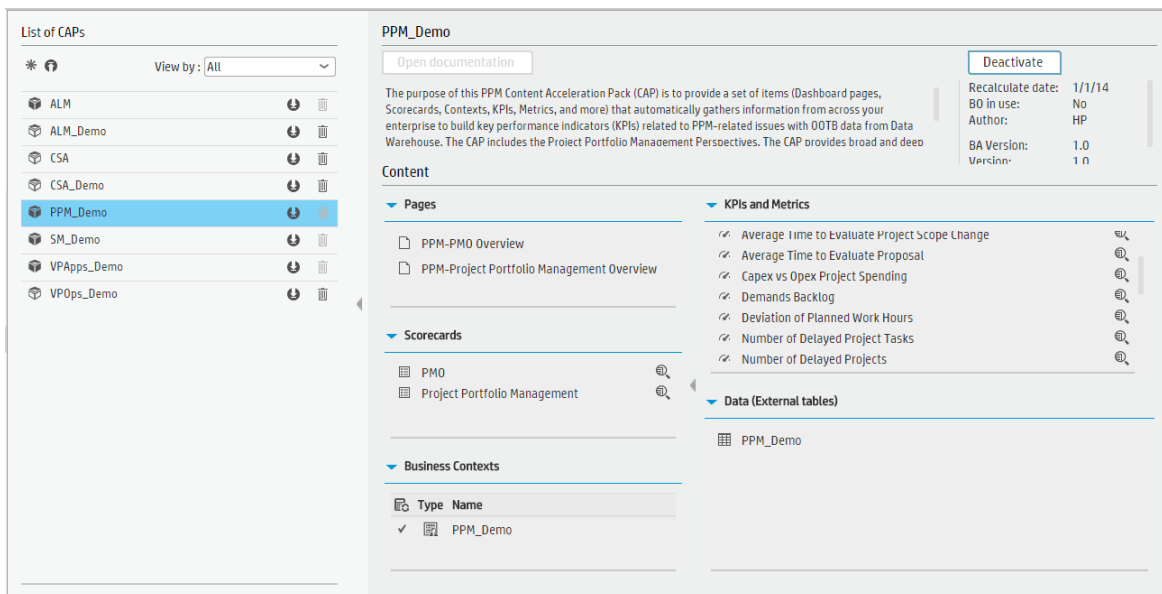
User Story

1. Chris is the Project Management Officer of the IT Operation department. As part of his daily work, he'd like to log into the IT Business Analytics (BA) application to understand the overall performance of the projects and proposals within his organization and check if there is any critical issue on the table.
2. He logs into BA and launches the **PPM-PMO Overview** page to view the latest updates of the overall business performance.
3. Chris starts reviewing the **PMO Scorecard** and under the **Project Management** perspective, he notices that the status of **Improve Project Execution** objective is **Red**.
4. To understand why the **Improve Project Execution** objective was not met, he clicks the objective and checks the related KPI in the KPI View Component. He notices that the reason for not meeting the **Project Execution** objective is due to poor performance of many of the KPIs.
5. Chris decides to start his analysis with the **Number of Delayed Projects** KPI.

6. He clicks the KPI in the **KPI View** component to view the historical trend of the KPI and check its forecast.
7. He notices that lately, the behavior of this KPI got worse.
8. The KPI granularity is **Monthly**. He wishes to find the specific day or week this KPI started to be breached. To do so, he clicks the **Calendar** icon and selects **Weekly**.
9. The historical results of this KPI are now presented in a weekly resolution.
10. He finds out the specific week when the KPI started to breach.
11. Chris also noticed in the **Forecast** component that the KPI will continue to be breached in upcoming months and therefore understands that something needs to be done.
12. He continues the drill down to understand which specific project is causing the delay.
13. He clicks the KPI itself and selects **Project Name** to view a breakdown by projects.
14. Once the component is refreshed with the new data, he changes its view of to **Multiple Historical Trend** to be able to compare between projects.
15. He clicks each one of the projects listed in the legend and finds out that **EPR Financial** project is negatively affecting the main KPI result.
16. Chris writes an annotation to Daniel, the owner of the **EPR Financial** project in the organization, requesting some clarifications.
17. Daniel receives an email from Chris regarding the problematic KPI. He logs on to the BA application, checks the same KPI, and sees that indeed the project has been delayed over and over again during the past few months .
18. Daniel sets a meeting with his team to find out why the project was delayed and together they write a plan to overcome the issues.
19. He writes an annotation back to Chris stating that a plan was set to avoid delays and that Chris will see an improvement very soon.

UI Description

PPM_Demo



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

UI Element	Description
Pages	See "PPM_Demo and PPM Content Acceleration Packs" on page 63.
Scorecards	<ul style="list-style-type: none"> PMO ProjectPortfolioManagement
Business Contexts	<ul style="list-style-type: none"> PPM_Demand Management PPM_FinancialManagement PPM_ProjectPortfolioManagement <p>For details, see Reference: Contexts (Universes) in the <i>BA Content Reference Guide</i>.</p>
KPIs and Metrics	<ul style="list-style-type: none"> "Average Age of Active Demands KPI" on page 79 "Average Age of Active Proposals KPI" on page 79 "Average Project Delivery Time KPI" on page 81 "Average Project Initiation Time KPI" on page 81 "Average Time to Evaluate Proposals KPI" on page 82 "Average Time to Evaluate Project Scope Change KPI" on page 81 "Capex vs Opex Project Spending KPI" on page 82

UI Element	Description
	<ul style="list-style-type: none"> • "Demands Backlog KPI" on page 83 • "Deviation of Planned Work Hours KPI" on page 83 • "Number of Delayed Project Tasks KPI" on page 85 • "Number of Delayed Projects KPI" on page 85 • "Number of Unhealthy Projects KPI" on page 87 • "Percentage of Actual vs Planned Projects Cost KPI" on page 88 • "Percentage of Approved Project Scope Changes KPI" on page 88 • "Percentage of Changes in Project Cost KPI" on page 89 • "Percentage of Healthy Projects KPI" on page 90 • "Percentage of Project Tasks on Time KPI" on page 91 • "Percentage of Projects on Time KPI" on page 92 • "Project Issue Backlog KPI" on page 94 • "Project Risk Backlog KPI" on page 94 • "Project Scope Change Backlog KPI" on page 95 • "Project Task Backlog KPI" on page 95 • "Proposal Backlog KPI" on page 95 • "Total Actual Cost of Projects KPI" on page 95 • "Total Planned Cost of Projects KPI" on page 96
Data (External Tables)	<ul style="list-style-type: none"> • PPM_Demo

SM Content Acceleration Pack

The purpose of the SM 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.

To access:

Click **Admin > Data Management > Activate CAP**. You can then select the relevant CAP and activate it.

If the CAP you want to activate is not the demo CAP, you must make sure you have installed the relevant Content Pack, connected the relevant data source, optionally configured the consolidations, and run the ETL to see the relevant data in the CAP Dashboard pages.

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

What are Content Acceleration 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 .CSV files or from data sources), and documentation for the CAP.

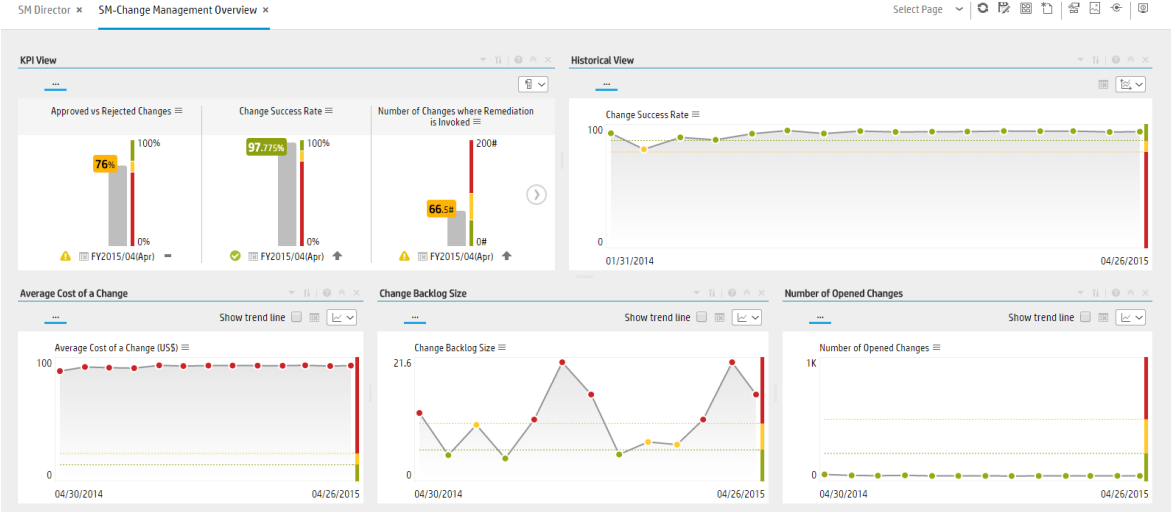
CAPs describe typical stories that show how the correct implementation of Business Analytics drives Performance Improvement and Cost Reduction for the IT organization.

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

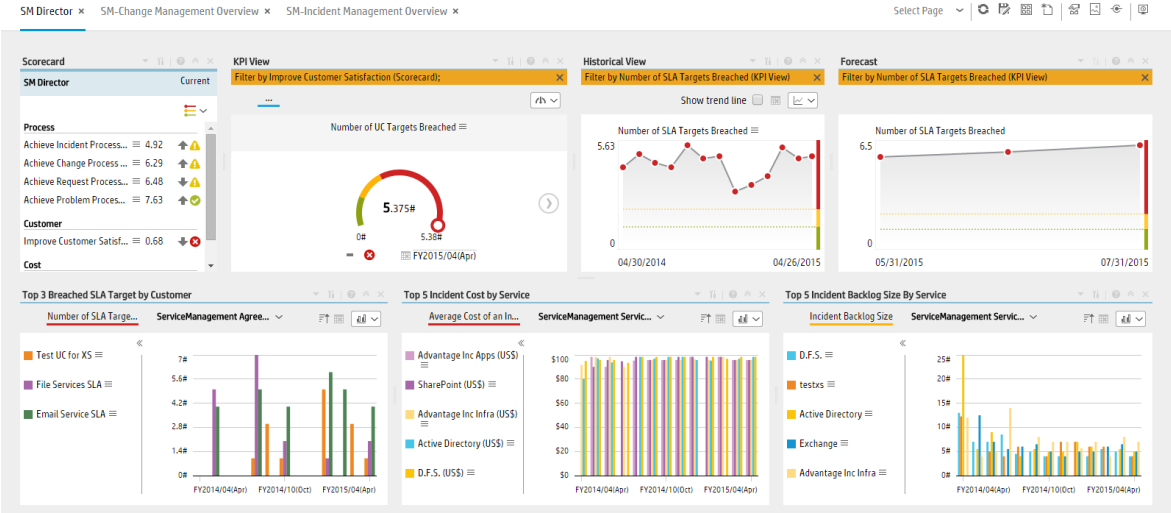
The SM CAP includes data from the HP Service Manager data source.

Pages

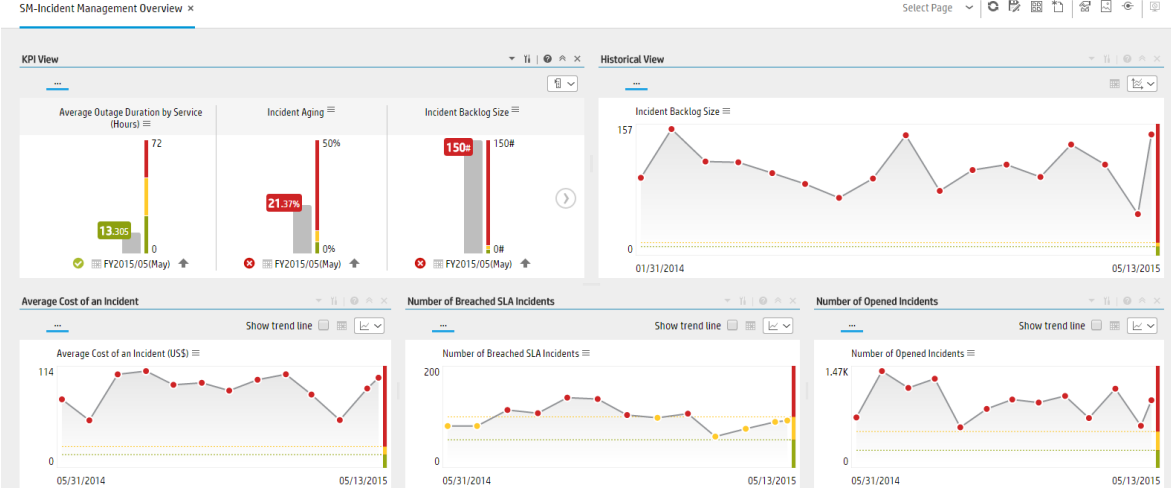
SM-Change Management Overview



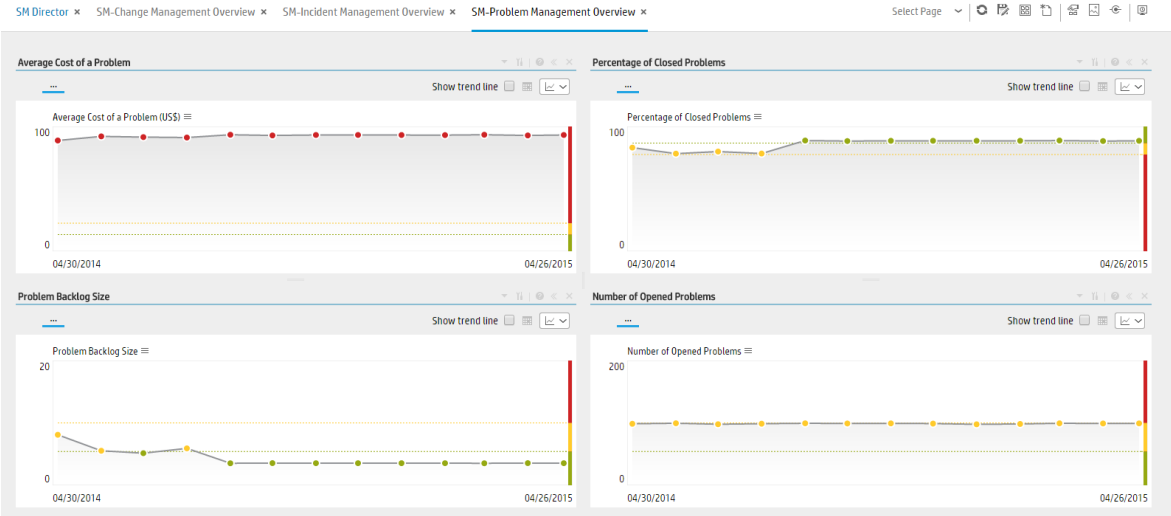
SM Director



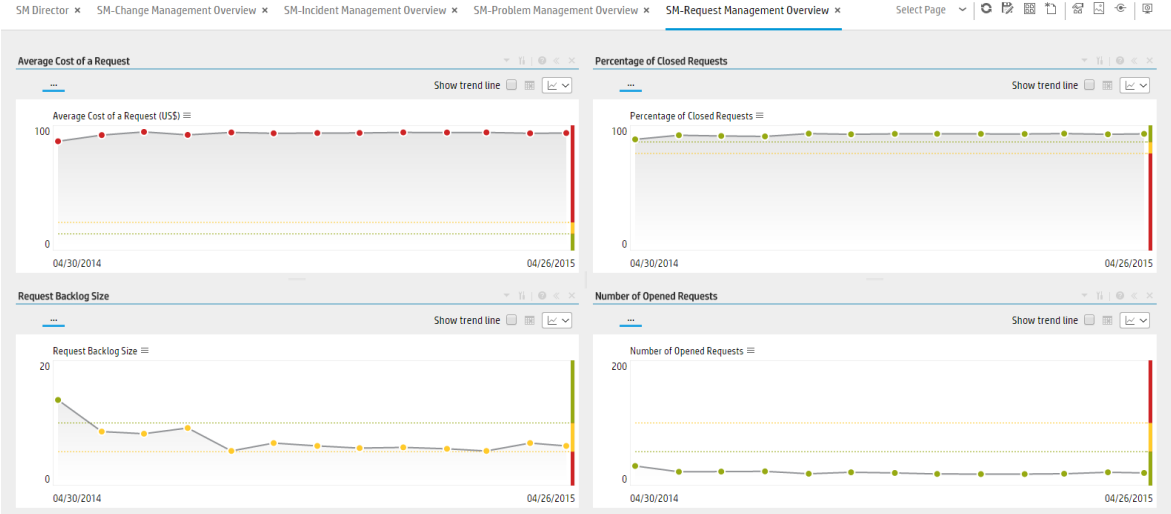
SM-Incident Management Overview



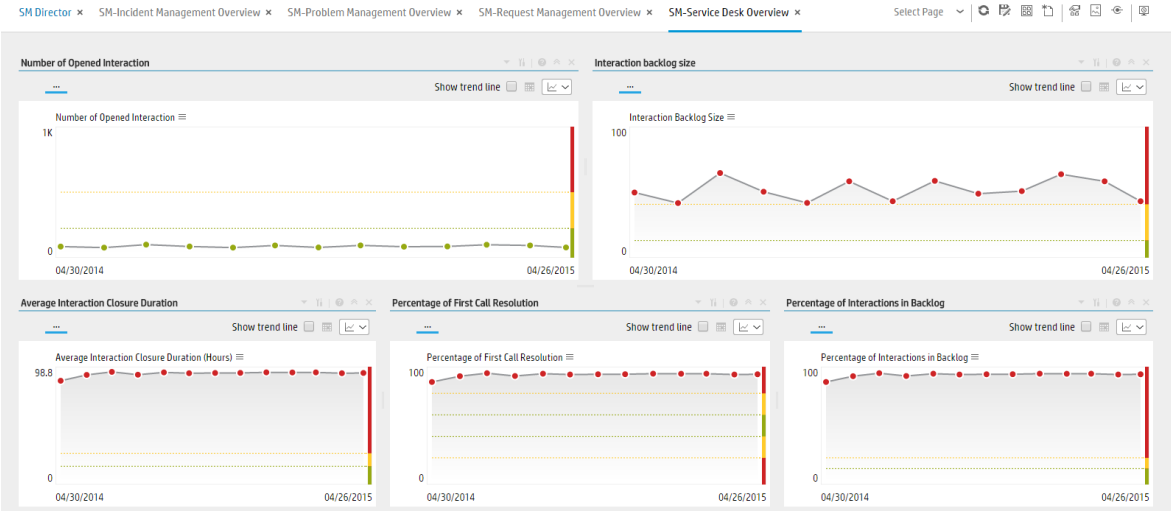
SM-Problem Management Overview



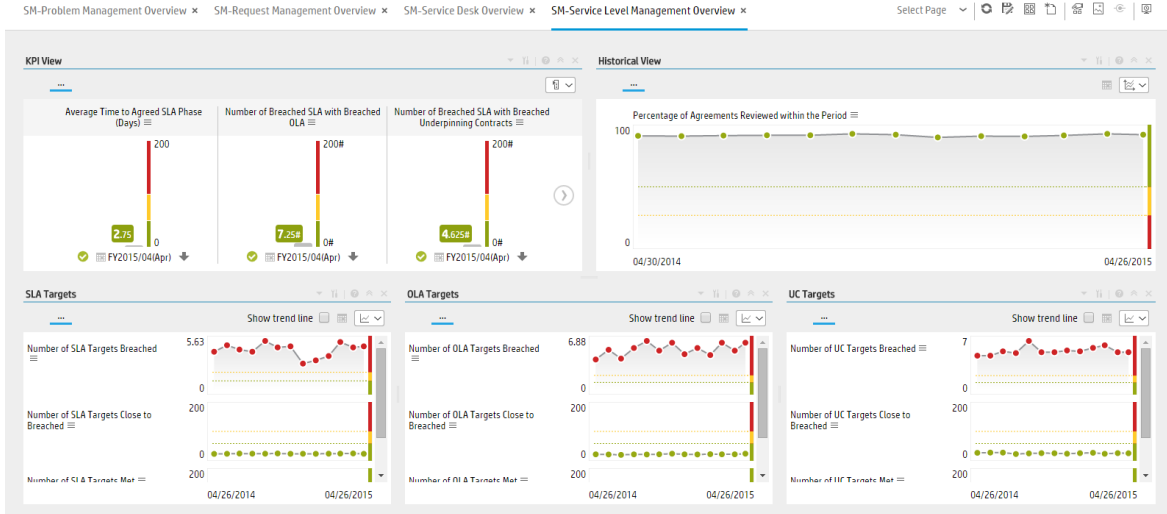
SM-Request Management Overview



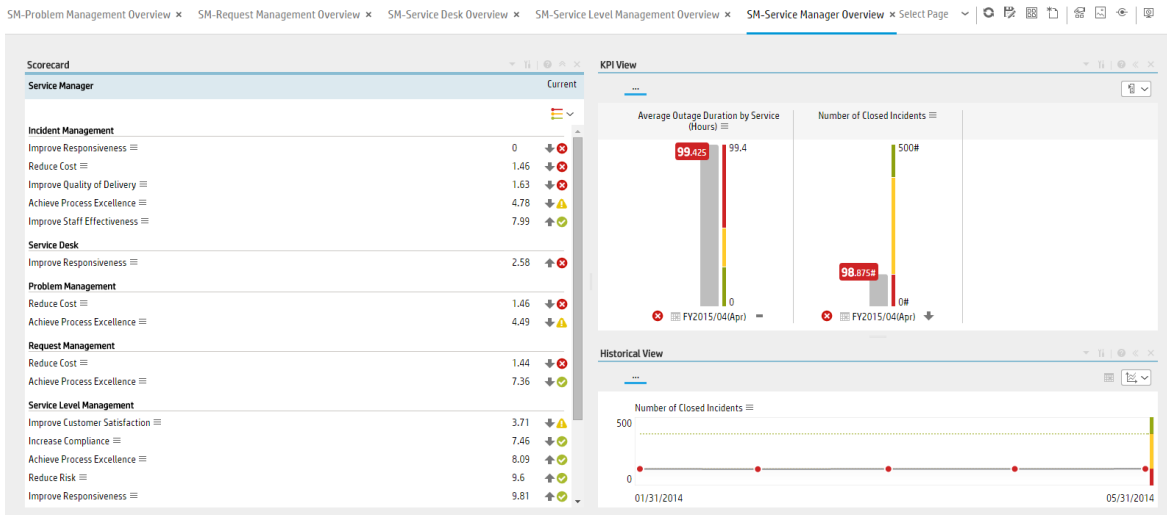
SM-Service Desk Overview



SM-Service Level Management Overview



SM-Service Manager Overview



Tasks

This section includes:


- [Upload and manage the Content Acceleration Pack](#) 74
- [View the CAP-related Dashboard pages](#) 74

- [View the Scorecard Structure and KPI and Metric Breakdowns in the Studio](#)74
- [User Story](#)74

Upload and manage the Content Acceleration Pack

For details , see "[Content Acceleration Packs \(CAPs\)](#)" on page 6 in the *Guide to BA Content Acceleration Packs*.

View the CAP-related Dashboard pages

1. In the Business Analytics 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 70) 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.

View the Scorecard Structure and KPI and Metric Breakdowns in the Studio

1. Make sure the CAP is activated.
2. In the Business Analytics application, click **Studio**.
3. Expand the relevant Scorecards to view the Scorecards, Perspectives, Objectives, KPIs, KPI Breakdowns structure.

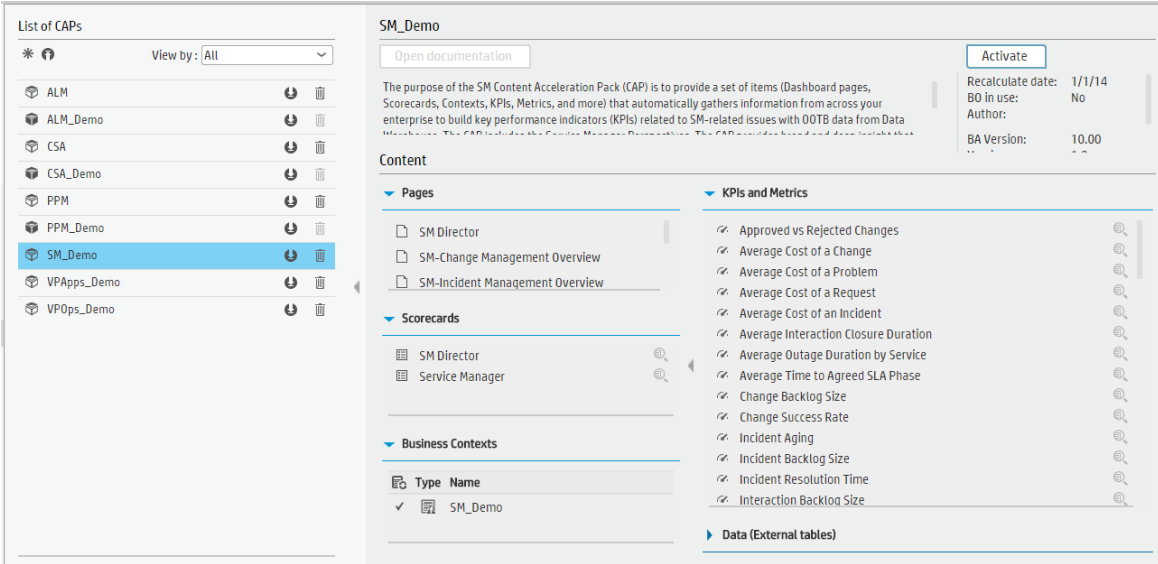
User Story

1. Maggie is the Service Management Director of the IT service department. As part of her daily routine, she'd like to log into the IT Business Analytics (BA) application to understand the overall performance of her organization and check if there are any critical issues on the table
2. She logs into BA and launches the **SM director** page to view the latest updates of the overall business performance.
3. Maggie starts reviewing the **SM Director Scorecard** and under the **Customer** perspective, she notices that the status of **Improve Customer Satisfaction** objective is **Red** and it seems that the trend started in the previous period.
4. To understand why the **Improve Customer Satisfaction** objective was not met, she clicks the objective and checks the related KPI in the KPI View Component. She notices that the reason for not meeting the Customer Satisfaction objective is due to poor SLA and OLA performance.

5. Maggie decides to start her analysis with the **Number of SLA Targets Breached** KPI.
6. She clicks the KPI to view the historical trend of the KPI and check its forecasted behavior.
7. She notices that lately, the behavior of this KPI got worse.
8. The KPI granularity is **Monthly**. She wishes to find the specific day or week this KPI started to be breached. To do so, she clicks the **Calendar** icon and selects **Weekly**.
9. The historical results of this KPI are now presented in a weekly resolution.
10. She finds out the specific week when the KPI started to breach.
11. Maggie also noticed in the **Forecast** component that the KPI will continue to be breached in upcoming months and therefore understands that something needs to be done.
12. She continues the drill down to understand which specific SLA Agreements were breached.
13. She checks the **Top 3 Breached SLA Target by Customer** component and drills down using the **Agreement Name** dimension.
14. Maggie checks the last periods and notices that **Sharepoint Service** agreement is the top target that was breached.
15. She writes an annotation to John, the owner of the **Sharepoint Service** in the organization, requesting clarifications.
16. John receives an email from Maggie regarding the problematic KPI. He logs on to the BA application, checks the same KPI, and sees that the indeed the number of breached **Sharepoint Service** SLAs is high.
17. John is not surprised since lately the Sharepoint service has not been stable due to large number of issues appeared after upgrading to a new version. Most of the issues were already resolved.
18. He writes an annotation back to Maggie stating that the SLA will improve in the upcoming period and that he expects to see an improvement very soon.

UI Description

SM Demo



The screenshot displays the user interface for the SM Demo Content Acceleration Pack (CAP). On the left, a 'List of CAPs' sidebar shows various CAPs, with 'SM_Demo' selected. The main area is titled 'SM_Demo' and contains an 'Open documentation' button, an 'Activate' button, and a table with metadata: 'Recalculate date: 1/1/14', 'BO in use: No', 'Author:', and 'BA Version: 10.00'. Below this, the 'Content' section is organized into several categories: 'Pages' (SM Director, SM-Change Management Overview, SM-Incident Management Overview), 'Scorecards' (SM Director, Service Manager), 'Business Contexts' (SM_Demo), and 'KPIs and Metrics' (Approved vs Rejected Changes, Average Cost of a Change, Average Cost of a Problem, Average Cost of a Request, Average Cost of an Incident, Average Interaction Closure Duration, Average Outage Duration by Service, Average Time to Agreed SLA Phase, Change Backlog Size, Change Success Rate, Incident Aging, Incident Backlog Size, Incident Resolution Time, Interaction Backlog Size). A 'Data (External tables)' section is also visible at the bottom.

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

UI Element	Description
Pages	See "Pages" on page 70.
Scorecards	<ul style="list-style-type: none"> • SM Director • Service Manager
Business Contexts	<ul style="list-style-type: none"> • SM_ServiceManagement • SM_Demo <p>For details, see Reference: Contexts (Universes) in the <i>BA Content Reference Guide</i>.</p>
KPIs and Metrics	<ul style="list-style-type: none"> • "Approved vs Rejected Changes KPI" on page 79 • "Average Cost of a Change KPI" on page 80 • "Average Cost of a Problem KPI" on page 80 • "Average Cost of a Request KPI" on page 80 • "Average Cost of an Incident KPI" on page 80 • "Average Interaction Closure Duration KPI" on page 81 • "Average Outage Duration by Service KPI" on page 81 • "Average Time to Agreed SLA Phase KPI" on page 81 • "Change Backlog Size KPI" on page 82 • "Change Success Rate KPI" on page 82 • "Incident Aging KPI" on page 83 • "Incident Backlog Size KPI" on page 83 • "Incident Resolution Time KPI" on page 84 • "Interaction Backlog Size KPI" on page 84 • "Mean Time to Resolve Incident KPI" on page 84 • "Mean Time to Resolve Problem KPI" on page 84 • "Number of Breached SLA Incidents KPI" on page 84 • "Number of Breached SLA with Breached OLA KPI" on page 84 • "Number of Breached SLA with Breached UC KPI" on page 85 • "Number of Changes Where Remediation is Invoked KPI" on page 85 • "Number of Closed Incidents KPI" on page 85 • "Number of Completed Changes KPI" on page 85 • "Number of Documented SLAs in Place KPI" on page 85 • "Number of Failed Changes" on page 85 • "Number of Incidents Caused by Change" on page 85 • "Number of OLA Targets Breached KPI" on page 86 • "Number of OLA Targets Close to Breached KPI" on page 86

UI Element	Description
	<ul style="list-style-type: none"> • "Number of OLA Targets Met KPI" on page 86 • "Number of Opened Changes KPI" on page 86 • "Number of Opened Incidents KPI" on page 86 • "Number of Opened Interaction KPI" on page 86 • "Number of Opened Problems KPI" on page 86 • "Number of Opened Requests KPI" on page 86 • "Number of Rejected Changes Caused by Incomplete Impact Assessments KPI" on page 86 • "Number of Rejected Changes Caused by Incomplete Change Specifications KPI" on page 86 • "Number of SLA Targets Breached KPI" on page 87 • "Number of SLA Targets Close to Breached KPI" on page 87 • "Number of SLA Targets Met" on page 87 • "Number of UC Targets Breached KPI" on page 87 • "Number of UC Targets Close to Breached KPI" on page 87 • "Number of UC Targets Met KPI" on page 87 • "Percentage of Agreements Reviewed Within the Period KPI" on page 88 • "Percentage of Availability Compared to SLTs KPI" on page 88 • "Percentage of Changes Resulting in Outage KPI" on page 89 • "Percentage of Closed Incidents KPI" on page 89 • "Percentage of Closed Problems KPI" on page 89 • "Percentage of Closed Requests KPI" on page 89 • "Percentage of Emergency Changes KPI" on page 90 • "Percentage of Escalated Incidents KPI" on page 90 • "Percentage of First Call Resolution KPI" on page 90 • "Percentage of Improvement Plans Related to Agreements KPI" on page 90 • "Percentage of Incidents Classified as Security Related KPI" on page 90 • "Percentage of Interactions in Backlog KPI" on page 91 • "Percentage of OLA Targets Breached KPI" on page 91 • "Percentage of Reopened Incidents KPI" on page 92 • "Percentage of SLA Targets Breached KPI" on page 93 • "Percentage of SLAs Due to Expire KPI" on page 93 • "Percentage of Service Based SLAs Agreed KPI" on page 92 • "Percentage of UC Targets Breached KPI" on page 94 • "Percentage of Unauthorized Implemented Changes KPI" on page 94 • "Problem Backlog Size KPI" on page 94 • "Problem Resolution Time KPI" on page 94

UI Element	Description
	<ul style="list-style-type: none">• "Request Backlog Size KPI" on page 95• "Total Cost of Change KPI" on page 96• "Total Cost of Incident KPI" on page 96• "Total Cost of Problem KPI" on page 96• "Total Cost of Request KPI" on page 96
Data (External Tables)	SM Director Service Manager

Glossary of KPIs and Metrics

Actual Cost KPI

The cost of the assets over the last period.

Agile Medium and Low Defect Resolution KPI

The number of medium and low defects resolved within 30 days of the release date relative to the number of defects detected in the release minus the pending defects (unresolved defects younger than 30 days of the release date).

Agile Urgent and High Defect Resolution KPI

The number of high and urgent defects resolved within 30 days of the release date relative to the number of defects detected in the release minus the pending defects (unresolved defects younger than 30 days of the release date).

Amount of Used Storage Metric

The number of TBs of storage that are currently in use.

Approved vs Rejected Changes KPI

The number of approved changes relative to the number of rejected changes. The approved and rejected changes are broken down by: i. Urgency, Impact, Service/Business Service, CI, CI Type, Platform. ii. Risk (side-by-side). iii. Cost vs. Projected ROI (side-by-side).

Available Cost KPI

Total remaining budget, that is, the total planned costs less the total actual costs during the measurement period.

Average Age of Active Demands KPI

The average age of active demands that are currently waiting for approval during the measurement period.

Average Age of Active Proposals KPI

The average age of active proposals that are currently waiting for approval during the measurement period.

Average Age of Hardware Assets KPI

The average age of hardware assets.

Average Availability Rating KPI

Qualitative assessment of availability based on periodic survey results and expert opinion.

Average Cost of IT Services KPI

The average cost of services provided by IT.

Average Cost of a Change KPI

The average cost of a change that occurred during the measurement period.

Limitation - if the cost change time and the change create time are not recorded in the same measurement period, the KPI will not be able to count it.

Version Limitation - This KPI is available only if you have SM 9.40 Codeless mode(PD) version.

Average Cost of a Problem KPI

The average cost of a Problem created during the measurement period.

Limitation - if the cost change time and the problem create time are not recorded in the same measurement period, the KPI will not be able to count it.

Version Limitation - This KPI is available only if you have SM 9.40 Codeless mode(PD) version.

Average Cost of a Request KPI

The average cost of a Request that was created during the measurement period.

Limitation - if the cost change time and the request create time are not recorded in the same measurement period, the KPI will not be able to count it.

Version Limitation - This KPI is available only if you have SM 9.40 Codeless mode(PD) version.

Average Cost of an Incident KPI

The average cost of an Incident that was created during the measurement period.

Limitation - if the cost change time and the incident create time are not recorded in the same measurement period, the KPI will not be able to count it.

Version Limitation - This KPI is available only if you have SM 9.40 Codeless mode(PD) version.

Average Cost of IT Delivery Per Customer KPI

The average cost of IT delivery per customer calculated as the cost of IT service delivery divided by number of end users or customers.

Average Cost of Resource Providers KPI

The average cost of the Resource Providers during the measurement period.

Average Cost of Service Provisioning KPI

The total cost of a problem, change, incident, or request added to the total cost for license and hardware relative to the total number of services that are in use. (Limitation - This KPI will not display data if you do not have the AM module) (Version Limitation - This KPI is available only if you have SM 9.40 Codeless mode(PD) version.

Average CPE Incident Resolution Duration KPI

The average time needed to close a CPE incident during the measurement period.

Average Cycle Duration KPI

The average cycle duration. This KPI enables you to measure whether the organization has adopted

Agile best practices. Short cycles can lead eventually to more agility from the time-to-market perspective.

Average Delivery Time of New Products or Services KPI

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).

Average Expense for Services KPI

The average expense of services consumed by the organization.

Average Interaction Closure Duration KPI

The average time elapsed from the interaction creation time till the interaction close time.

Average Maintainability Rating KPI

The qualitative assessment of maintainability based on periodic survey results and expert opinion.

Average Outage Duration by Service KPI

The average duration of outages associated with an incident.

Average Performance Rating KPI

Qualitative assessment of performance based on periodic survey results and expert opinion.

Average Project Delivery Time KPI

The average project 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).

Average Project Initiation Time KPI

The average time it takes to initiate a project (until all resources are assigned and the planning is completed) during the measurement period.

Average Revenue of Services KPI

The average revenue of services provided by IT during the measurement period.

Average Time to Agreed SLA Phase KPI

The average duration of SLAs from the first time they are "draft" to the time they are "agreed" during the measurement period. (Version Limitation - This KPI is available only if you have SM 9.40 version.

Average Time to Evaluate Project Scope Change KPI

The average duration of scope changes from the time they are opened to the time they are closed during the measurement period.

Average Time to Evaluate Project Scope Change KPI

The average duration of the project scope changes from the time they are opened to the time they are closed during the measurement period.

Average Time to Evaluate Proposals KPI

The average duration of proposals from the time they are opened to the time they are closed during the measurement period.

Average Time to Evaluate Scope Change KPI

The average duration of scope changes from the time they are opened to the time they are closed during the measurement period.

Average Time to Procure Hardware KPI

The average time needed to procure an item defined as the time lag between a request for procurement and the contract signing or the purchase.

Average Time to Resolve Production Defect KPI

The average time needed to fix a defect in production during the measurement period. A production defect is a post-release defect (detected after the release end date).

Average Time to Review Requirement KPI

The average time spent to review and approve a requirement during the measurement period.

Capex vs Opex Project Spending KPI

The capitalized expense relative to the operational project expense during the measurement period.

Change Backlog Size KPI

The backlog of opened changes.

Change Success Rate KPI

The number of successful changes relative to the total number of changes performed during the measurement period.

Cost Per Dimension KPI

The cost of assets during the measurement period, per dimension.

Cost Per Location KPI

FinancialManagement

CPE Long Duration Incident Backlog KPI

The number of CPE incidents that are still open after 30 days.

CPE Incident Backlog KPI

The number of open CPE incidents.

CPE Medium and Low Incident Backlog KPI

The number of open CPE incidents with medium and low severity.

CPE Urgent and High Incident Backlog KPI

The number of open CPE incidents with urgent and high severity.
Cycle Time on User Story KPI The average time needed to implement a User Story.
Defect Resolution Time KPI The average time it takes to close a defect during the measurement period.
Demands Backlog KPI The number of open demands.
Dependency Level on Resource Provider KPI The number of services that depend on a specific resource provider.
Detected Vs Closed Defects Ratio KPI The ratio between detected defects and closed defects during the measurement period.
Deviation of Planned Work Hours KPI The sum of the actual effort and the remaining estimated effort, relative to the planned effort for project tasks started during the measurement period.
Downtime Percentage of SLAs KPI The number of outages relative to the total SLA uptime, during the measurement period.
Feature Actual Burndown KPI The number of actual features that are ongoing.
Feature Planned Burndown KPI The number of ongoing planned features.
Feature Traceability KPI The number of features that are covered by a test case relative to the sum of the number of completed features that are tested and of the number of uncompleted features that are covered by a test case.
Fixing Ratio KPI The number of fixed defects relative to the total number of defects.
Incident Aging KPI The number of open incidents older than 5 days (or any other given time frame) relative to the total number of open incidents. This metric measures the efficiency of the service desk by determining how quickly technicians address the incidents and group the incidents into aging categories.
Incident Backlog Size KPI The trend of the number of incidents. Managers can track the total number of opened incidents within a specified time period to determine the effectiveness of incident prevention initiatives that include training, automation, proactive processes, and maintenance.

Incident Resolution Time KPI

The average time elapsed from the incident creation time till the incident close time.

Incoming Network Traffic Metric

Network Download.

Innovation Delivery KPI

The discretionary cost divided by the actual cost.

Interaction Backlog Size KPI

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.

Mean Time to Resolve Incident KPI

The average time elapsed from the incident creation time till the incident close time.

Mean Time to Resolve Problem KPI

The average time elapsed from the problem creation time till the problem close time.

Network Download Metric

Total network download.

Network Traffic Metric

Total network traffic.

Number of Applications in Lifecycle Categories Metric

The number of Applications in each lifecycle categories, including all four categories for active application (Invest/Sustain/Sunset/Decommission).The number of Applications in each lifecycle categories, including all four categories for active application (Invest/Sustain/Sunset/Decommission).

Number of Applications in Portfolio Metric

The number of applications active during the measurement period. The application assessments and transformations often result in a reduction in the total number of applications.

Number of Breached SLA Incidents KPI

The number of incidents from the SLA(SLT) category that were opened during the measurement period.

Version Limitation - This KPI is available only if you have SM 9.40 Codeless mode(PD) version.

Number of Breached SLA with Breached OLA KPI

The number of SLA targets with relevant OLA targets that were both breached during the measurement period. (Version Limitation - This KPI is available only if you have SM 9.40 version.

Number of Breached SLA with Breached UC KPI

The number of SLA targets with relevant UC targets that were both breached during the measurement period.

Version Limitation - This KPI is available only if you have SM 9.40 version.

Number of Changes Where Remediation is Invoked KPI

The number of changes where remediation is invoked during the measurement period.

Version Limitation - This KPI is available only if you have SM Codeless mode(PD) version.

Number of Closed CPE Incident KPI

The number of CPE incidents that were closed during the measurement period.

Number of Closed Incidents KPI

The number of incidents closed during the measurement period.

Number of Completed Changes KPI

The number of changes that were completed successfully during a measurable period (for example: daily/weekly/monthly).

Number of Delayed Project Tasks KPI

The number of projects tasks that were delayed during the measurement period.

Number of Delayed Projects KPI

The number of projects that were delayed during the measurement period.

Number of Documented SLAs in Place KPI

The number of Service Level Agreements that were agreed to during the measurement period.

Version Limitation - This KPI is available only if you have SM 9.40 version.

Number of Escalated CPE Incidents KPI

The number of escalated CPE incidents that were opened during the measurement period.

Number of Escaped Defects KPI

The number of defects that were not discovered during pre-production quality testing, and were found after the release (their discovery date is after the release).

Number of Failed Changes

The number of changes that failed during the measurement period.

Number of Incidents Caused by Change

The number of created incidents caused by change failure that occurred during the measurement period.

Limitation - If the linkage setup time and the incident create time are not recorded in the same measurement period, the KPI will not able to count it.

Version Limitation - This KPI is available only if you have SM Codeless mode(PD) version.

Number of OLA Targets Breached KPI

The number of Service Level Targets for Operational Level Agreement that were breached during the measurement period.

Version Limitation - This KPI is available only if you have SM 9.40 version.

Number of OLA Targets Close to Breached KPI

The number of Service Level Targets for Operational Level Agreements that were close to breached during the measurement period.

Version Limitation - This KPI is available only if you have SM 9.40 version.

Number of OLA Targets Met KPI

The number of Service Level Targets for Operational Level Agreements that were met during the measurement period.

Version Limitation - This KPI is available only if you have SM 9.40 version.

Number of Opened Changes KPI

The amount of new changes opened during the specific period.

Number of Opened CPE Incident KPI

The number of CPE incidents that were opened during the measurement period.

Number of Opened Incidents KPI

The amount of new incidents that were opened during the measurement period.

Number of Opened Interaction KPI

The amount of new interactions that were opened during the specific period.

Number of Opened Problems KPI

The amount of new problems that were opened during the measurement period.

Number of Opened Requests KPI

The number of new requests that were opened during the measurement period.

Version Limitation - This KPI is available only if you have SM 9.40 Codeless mode(PD) version.

Number of Opened Risks KPI

The number of Risks that are opened during the measurement period.

Number of Rejected Changes Caused by Incomplete Impact Assessments KPI

The number of rejected changes caused by incomplete impact assessments that occurred during the measurement period.

Version Limitation - This KPI is available only if you have SM 9.40 Codeless mode(PD) version.

Number of Rejected Changes Caused by Incomplete Change Specifications KPI

The number of rejected changes caused by incomplete change specifications that occurred during the measurement period.

Version Limitation - This KPI is available only if you have SM 9.40 Codeless mode(PD) version.

Number of Service Subscriptions KPI

The number of Service subscriptions created during the measurement period.

Number of SLA Targets Breached KPI

The number of Service Level Targets for SLA that were breached during the measurement period.

Version Limitation - This KPI is available only if you have SM 9.40 version.

Number of SLA Targets Close to Breached KPI

The number of Service Level Targets for SLA that were close to breached during the measurement period.

Version Limitation - This KPI is available only if you have SM 9.40 version.

Number of SLA Targets Met

The number of Service Level Targets for SLA that were met during the measurement period.

Version Limitation - This KPI is available only if you have SM 9.40 version.

Number of UC Targets Breached KPI

The number of Service Level Targets for Underpinning Contracts that were breached during the measurement period.

Version Limitation - This KPI is available only if you have SM 9.40 version.

Number of UC Targets Close to Breached KPI

The number of Service Level Targets for Underpinning Contracts that were close to breached during the measurement period.

Version Limitation - This KPI is available only if you have SM 9.40 version.

Number of UC Targets Met KPI

The number of Service Level Targets for Underpinning Contracts that were met during the measurement period. Version Limitation - This KPI is available only if you have SM 9.40 version.

Number of Unhealthy Projects KPI

The number of projects that became unhealthy during the measurement period.

Number of Used Instances Metric

The number of dedicated instances you are running in your hybrid cloud environment.

Organization Spending for Services Metric

The average spending of internal or external consumers on IT services.

Outgoing Network Traffic Metric

Network Upload.
Percentage of Actual vs Planned Executed Tests KPI The number of tests that were executed relative to the total number of test instances that were opened during the measurement period.
Percentage of Actual vs Planned Projects Cost KPI The actual project costs relative to the planned project costs during the measurement period.
Percentage of Agreements Reviewed Within the Period KPI The number of agreements with a non-expired review date relative to the total number of agreements. Version Limitation - This KPI is available only if you have SM 9.40 version.
Percentage of Approved Project Scope Changes KPI The number of scope changes that were approved relative to the total number of scope changes that were closed during the measurement period.
Percentage of Assets in Maintenance KPI The number of assets in maintenance relative to the total number of assets.
Percentage of Assets Returned to Supplier KPI The number of assets returned to the suppliers relative to the total number of assets.
Percentage of Authorized Test Cases KPI The number of test cases with a planning status that is ready relative to the total number of test cases that were created during the measurement period.
Percentage of Automated Test Cases KPI The number of test cases that were automated relative to the total number of test cases that were created during the measurement period.
Percentage of Availability Compared to SLTs KPI The total outage time relative to the total service-based SLT uptime during the measurement period.
Percentage of Capex vs Opex Spending KPI The capitalized expense relative to the operational expense.
Percentage of Change in Project Cost KPI The change in the cost of projects during the last period relative to the change in the cost of projects during the previous period.
Percentage of Changes in Assets Cost KPI The asset cost in the last period relative to the asset cost in the previous period.

Percentage of Changes in Business Service Cost KPI

The last period cost of business services relative to the cost of business services during the previous period.

Percentage of Changes in Project Cost KPI

The change in the cost of projects during the last period relative to the change in the cost of projects during the previous period.

Percentage of Changes Resulting in Outage KPI

The number of changes opened during the measurement period that resulted in outage, relative to the total number of changes.

Percentage of Closed Incidents KPI

The number of incidents that were closed relative to the total number of incidents that were opened during the measurement period.

Percentage of Closed Problems KPI

The number of problems that were closed relative to the total number of Problems that were opened during the measurement period.

Percentage of Closed Requests KPI

The number of requests that were closed relative to the total number of requests that were opened during the measurement period.

Version Limitation - This KPI is available only if you have SM 9.40 Codeless mode(PD) version.

Percentage of Completed Test Instances KPI

The number of test instances that were executed relative to the total number of test instances that were planned to be executed during the measurement period.

Percentage of Completed Test Runs KPI

The number of test runs that were executed relative to the total number of test that were run during the measurement period.

Percentage of CPU Utilization KPI

The average of percentages of CPU utilization at instance level.

Percentage of Critical Defects KPI

The number of critical defects ('Urgent' and 'Very High' Statuses) that occurred relative to the total number of defects that were opened during the measurement period.

Percentage of DiskSpace Utilization KPI

The average of percentages of disk space utilization at instance level.

Percentage of Documented Requirements KPI

The number of requirements with attachments or descriptions larger than 50 words relative to the

total number of requirements during the measurement period.

Percentage of Emergency Changes KPI

The number of changes of type emergency that occurred compared with the total number of changes that occurred during the measurement period.

Version Limitation - This KPI is available only if you have SM Codeless mode(PD) version.

Percentage of Escalated Incidents KPI

The number of incidents that were escalated relative to the total number of incidents that were opened during the measurement period. According to the escalation rule in the SM application, based upon the Alerts definition, an incident that has met one of the Alert definitions is considered an escalated incident. This analysis enables organizations to identify inefficiencies in the incident routing process.

Percentage of Failed Test Instances KPI

The number of test instances that failed relative to the total number of test instances that were run during the measurement period.

Percentage of Failed Test Runs KPI

The number of test runs that failed relative to the total number of test runs that occurred during the measurement period.

Percentage of First Call Resolution KPI

(Percentage of first call resolution of service requests) The number of interactions that were solved by the first line without assistance from other support lines, relative to the total number of interactions that occurred during the measurement period. This metric enables organizations to identify the percentage and call counts that the initial customer contact completes for non-Employee Self Service (ESS) calls. The metric is commonly one of the crucial drivers of customer satisfaction. By monitoring first call resolution, Call Center managers can determine how well the service is performing and whether additional staff or knowledge tools are necessary to facilitate high call volumes.

Percentage of Healthy Projects KPI

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

Percentage of Improvement Plans Related to Agreements KPI

The number of agreements with service improvement plans relative to number of agreements.

Version Limitation - This KPI is available only if you have SM 9.40 version.

Percentage of Incidents Classified as Security Related KPI

The number of incidents classified as security-related relative to the total number of incidents that occurred during the measurement period.

Percentage of Incidents Response Time Meeting SLTs KPI

The number of escalated incidents relative to the total incidents opened during the measurement

period. According to the escalation rule in SM application, based upon the Alerts definition, that is if an incident that has met one of the Alert definitions, then it's considered an escalated incident. This analysis enables organizations to identify inefficiencies in the incident routing process.

Percentage of Interactions in Backlog KPI

The number of open interactions that are older than 28 days (or any other given time frame) relative to the total number of open interactions. This number reflects the size of the backlog of old unresolved interactions.

Percentage 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).

Percentage of Memory Utilization KPI

The average of percentages of memory utilization at instance level.

Percentage of Met SLA Targets KPI

The number of met SLAs relative to the total number of SLAs that are ongoing during the measurement period.

Percentage of Met SLAs KPI

The number of met SLAs relative to the total number of SLAs that are ongoing during the measurement period.

Percentage of OLA Targets Breached KPI

The number of Service Level Targets for Operation Level Agreements that were breached during the measurement period relative to the total number of Service Level Targets.

Version Limitation - This KPI is available only if you have SM 9.40 version.

Percentage of Pagefile Utilization KPI

The average of percentages of pagefile utilization at instance level.

Percentage of Project Budgets at Risk KPI

The budget of unhealthy or risky projects relative to the total budget of projects that are ongoing during the measurement period.

Percentage of Project Effort Done by External Resources KPI

The number of outsourced projects relative to the total number of projects that are ongoing during the measurement period.

Percentage of Project Tasks on Time KPI

The number of project tasks completed on time relative to the total number of project tasks completed during the measurement period.

Percentage of Projects Associated with Business Objectives KPI

The number of projects aligned with a business objective relative to the total number of projects that

were started during the measurement period.

Percentage of Projects on Time KPI

The number of projects completed on time relative to the total number of projects that were completed during the measurement period.

Percentage of Projects with Unresolved Urgent Issues KPI

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.

Percentage of Rejected Defects KPI

The number of defects that were rejected relative to the total number of defects that were opened during the measurement period.

Percentage of Reopened Defects KPI

The number of reopened defects (supposedly fixed defects or defects that were once fixed but reappeared) relative to the total number of defects that were logged during the measurement period

Percentage of Reopened Incidents KPI

The number of closed incidents that were reopened, relative to the total number of incidents closed during the measurement period. This KPI is meaningful only if your Incident Management process allows reopening calls.

Percentage of Requirements Traced to Tests KPI

The number of requirements that have a corresponding test relative to the total number of requirements.

Note: The assumption is that a cycle duration is shorter than the KPI periodicity (if a KPI periodicity is monthly, the cycle duration should be a month or less).

Percentage of Reviewed Requirements KPI

The number of business or functional requirements that have been reviewed relative to the total number of business or functional requirements that were planned to be reviewed during the measurement period.

Percentage of Satisfied Customers KPI

The number of satisfied customers relative to the total number of customers. Customer satisfaction is based on the criteria and on customer satisfaction surveys and feedback.

Percentage of Server Utilization KPI

The average of percentages of CPU utilization at instance level.

Percentage of Service Based SLAs Agreed KPI

The number of service-based SLAs agreed relative to the total number of SLAs.

Version Limitation - This KPI is available only if you have SM 9.40 version.

Percentage of SLA Targets Breached KPI

The number of Service Level Targets for SLAs that were breached during the measurement period relative to the total number of Service Level Targets.

Version Limitation - This KPI is available only if you have SM 9.40 version.

Percentage of SLAs Due to Expire KPI

The number of SLAs that, according to plan, should expire in the upcoming three months relative to the total number of active SLAs.

Percentage of SLAs Planned to be Expired KPI

The number of SLAs that according to plan should expire in the current period relative to the total number of SLAs. Calculation at the beginning of the month is meaningful than at the end of the month and recalculation the history data is meaningless because this KPI only see the forecast.

Percentage of SLOs Met KPI

The number of service level objectives for IT process activities that were met, relative to the total number of IT process activities during the measurement period.

Percentage of Software Licenses in Use KPI

The number of used software licenses relative to the total number of purchased software licenses.

Percentage of Successful Test Cases KPI

The number of test cases with a passed execution status in the last run (last test instance) relative to the total number of test cases that were planned to be executed during the measurement period.

Percentage of Successful Test Instances KPI

The number of successful test instances relative to the total number of test instances that occurred during the measurement period.

Percentage of Successful Test Runs KPI

The number of successful test runs relative to the total number of test runs that occurred during the measurement period.

Percentage of Swap Utilization KPI

The average of percentages of swap utilization at instance level.

Percentage of Test Instances Resulting in Defects KPI

The total number of test instances linked to defects relative to the total number of test instances that were run during the measurement period. Note that the KPI only counts the test instances that are directly linked to defects.

Percentage of Test Resulting in Defects KPI

The total number of defects relative to the total number of test that were run during the measurement period. Note that the KPI only counts the test that are directly linked to defects.

Percentage of Tested Requirements KPI

The number of requirements that are actually covered and completed by tests that run, relative to the total number of requirements during the measurement period. Note: By default, the KPI is based on cycles; if the organization does not use cycles the default can be changed to Projects.

Percentage of Time Invested on Strategic Projects KPI

The amount of time invested in strategical projects relative to the total amount of time invested in all projects.

Percentage of UC Targets Breached KPI

The number of Service Level Targets for Underpinning Contracts that were breached during the measurement period relative to the total number of Service Level Targets for UC.

Version Limitation - This KPI is available only if you have SM 9.40 version.

Percentage of Unauthorized Implemented Changes KPI

The number of unplanned changes relative to the total number of changes during the measurement period.

Percentage of Unplanned Implemented Changes KPI

The number of unplanned changes opened during the measurement period, relative to the total number of changes.

Percentage of Variance of Actual vs Planned Costs KPI

The actual costs relative to the planned costs of an activity.

Percentage of Volume Utilization KPI

The average of percentages of volume utilization at instance level.

Planned Cost KPI

The last period asset cost relative to the previous period.

Planned Cost Per Year KPI

The planned cost of assets for the current year.

Problem Backlog Size KPI

The backlog of open problems.

Problem Resolution Time KPI

The average time elapsed from the problem creation time till the problem close time.

Project Issue Backlog KPI

The number of open project issues.

Project Risk Backlog KPI

The number of open risks.

Project Scope Change Backlog KPI The number of open scope changes.
Project Task Backlog KPI The number of open project tasks.
Proposal Backlog KPI The number of open proposals.
Public vs Private Cloud Spending KPI The ratio between the public and the private spending.
Regression Ratio KPI The number of regression defects relative to the total number of defects.
Reject Ratio KPI The number of rejected defects relative to the total number of defects.
Reopen Ratio KPI The number of submitted defects that have been fixed or closed by Dev and then reopened because there are still problems. Defects that are reopened n times will be counted n times.
Request Backlog Size KPI The backlog of opened requests. Version Limitation - This KPI is available only if you have SM 9.40 Codeless mode(PD) version.
Restore Provider Cost KPI The average monthly cost of our resource providers.
Service Profit Margin by Organization Metric The average service profit margin of our internal or external consumers.
Service Profit Margin KPI The profit margin of the services provided by IT during the measurement period.
Service Revenue KPI The average revenue of service provided by IT.
Service Subscription Lifespan KPI The average lifecycle time of a subscription to a service during the measurement period.
Time to Resolve Project Scope Change KPI The average time of Project Scope Change to resolution.
Total Actual Cost of Projects KPI

The total actual cost of projects during the measurement period.

Total Cost of Change KPI

The total cost of a Change created during the measurement period.

Limitation - if cost change time and change create time are not recorded in the same measurement period, the KPI will not able to count it.

Version Limitation - This KPI is available only if you have SM 9.40 Codeless mode(PD) version.

Total Cost of Incident KPI

The total cost of an Incident created during the measurement period.

Limitation - if cost change time and incident create time are not recorded in the same measurement period, the KPI will not able to count it.

Version Limitation - This KPI is available only if you have SM 9.40 Codeless mode(PD) version.

Total Cost of IT Services KPI

The total cost of services provided by IT during the measurement period.

Total Cost of Problem KPI

The total cost of a Problem created during the measurement period.

Limitation - if cost change time and problem create time are not recorded in the same measurement period, the KPI will not able to count it.

Version Limitation - This KPI is available only if you have SM 9.40 Codeless mode(PD) version.

Total Cost of Request KPI

The total cost of a Request created during the measurement period.

Limitation - if cost change time and request create time are not recorded in the same measurement period, the KPI will not able to count it.

Version Limitation - This KPI is available only if you have SM 9.40 Codeless mode(PD) version.

Total Cost of Resource Providers KPI

The total cost of the Resource Providers during the measurement period.

Total Expense for Services KPI

The total expense of services consumed by the organization.

Total Planned Cost of Projects KPI

The total planned cost of projects during the measurement period.

Total Revenue of Services KPI

The total revenue of service provided by IT during the measurement period.

In addition, the following KPIs are also available in the CSA_Demo CAP only:

- **Total Revenue of Services for US Map:** The total revenue of service provided by IT during the measurement period(this KPI is created for US Map component)

- **Total Revenue of Services for World Map:** The total revenue of service provided by IT during the measurement period(this KPI is created for World Map component)

User Story Traceability KPI

The number of user stories that are Validated, Done and don't have "N/A" as QA Status actually covered by test case relative to the total number of user stories that are Validated, Done and don't have "N/A"as QA Status.

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 BA Content Acceleration Packs (IT Business Analytics 10.00)

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.

We appreciate your feedback!

