HP Business Service Management

Software Version: 9.26

BPM Location Naming – Best Practices

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Chapter 1: Introduction

Location is vital to real estate. We all know that beach-front property has a higher premium than a location in a small town. Location is also important in Business Service Management (BSM).

In Business Service Manager 9.x, locations are stored in Run-time Service Model (RTSM) as Configuration Items (CIs). The Location Manager is used to define geographical and logical location CIs and assign them ranges of IP addresses. Location CIs can be attached to any other CI. They are used, for example, to attach a location to a Business Process Monitor (BPM) agent or a page discovered automatically by Real User Monitor (RUM).

Locations may be nested under other locations, creating a hierarchical tree (for example: Country > State > City). This means you can enhance your locations with logical locations (for example: Building > Floor > Room). This gives you the flexibility and granularity to associate the exact location for your CIs.

The location feature enables you to view real time statuses on the Geographic Map for BPM-related data that appears in the EUM Locations Summary report.

Location capability helps you to identify if application issues are related to:

- A specific location (which can mean network related issues)

- Multiple locations (which can mean it is an application related issue or a global network issue)

In addition, working with locations offers you a better user experience by viewing the application status on Geographic Map, especially for applications accessed and monitored from different locations.

Chapter 2: Creating Locations

There are several ways to populate locations in RTSM:

- **Automatically from Data Collectors** – Locations are an integral part of End Users Monitoring (EUM). Both Business Process Management (BPM) and Real User Management (RUM) report locations to BSM.

  You can create location CIs in BPM and assign them a location when connecting your BPM Agent to BSM.

You can change the location of your BPM Agent even after connecting it to BSM. This can be done from
EUM Admin > Settings > Select a different location from Location Manager.
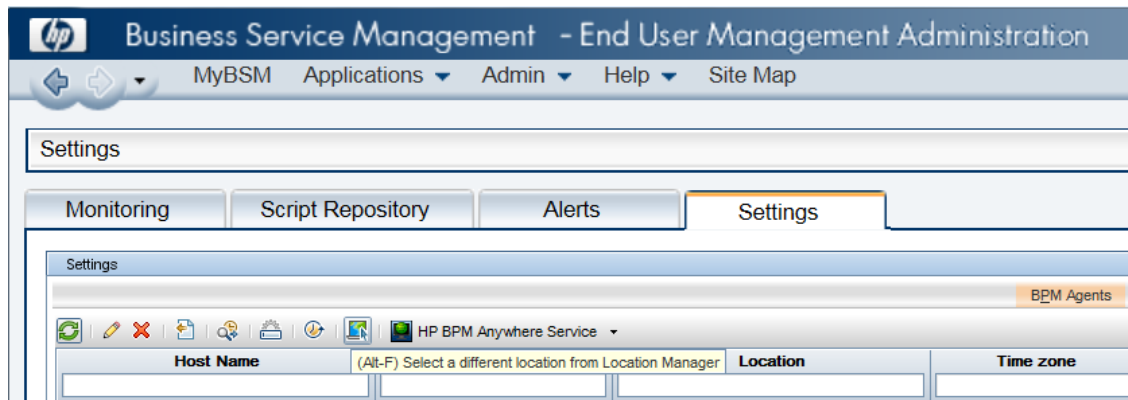
RUM creates a location CI for each end user's IP address it receives from the network traffic, according to an internal mapping table. This mapping is done based on IP ranges and their associated location information. You can also define End User Groups and associate them with locations. This is useful when there are intranet IPs.
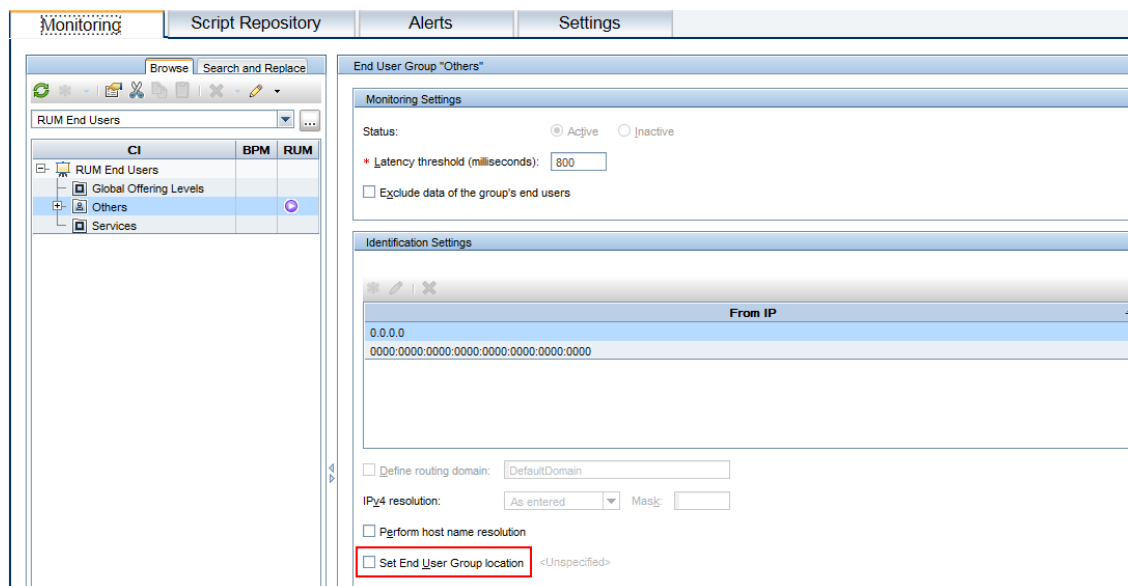
- **Synchronization from Configuration Management System (CMS)** – Since locations are CIs, you can synchronize them from the CMS if you discovered them in the CMS. Note that the out of the box integration Topology Query Language (TQL) used to synchronize CIs from RTSM to CMS will populate the Locations CIs, especially for those CIs created by EUM.

- **Manually in Location Manager** – In Platform Administration, you can access the Location Manager where you can manual create new locations, delete existing locations, and cut and paste a location into a new place in the hierarchy.
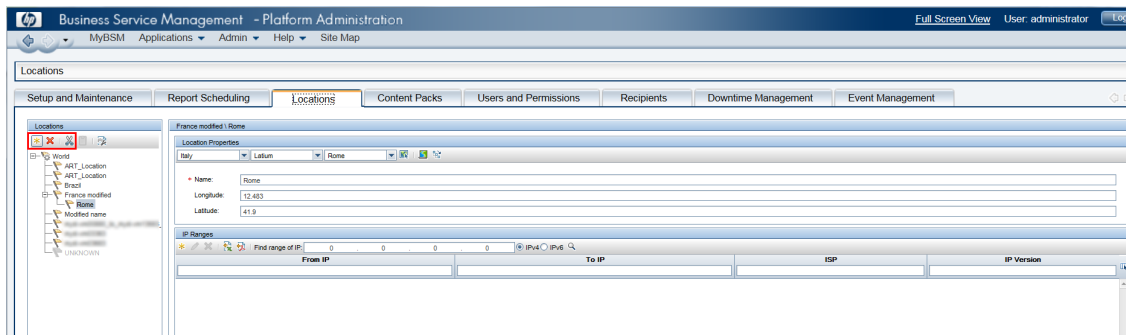
- **Location Manager JMX Console** – If you have an external system which stores location information, you can populate all the locations into the Location Manager via the JMX console. You just need to convert the external system data into XML format. You can create several locations in the Location Manager UI, and then retrieve the locations in XML format from the JMX console in order to determine the exact format to use in order to import the locations.
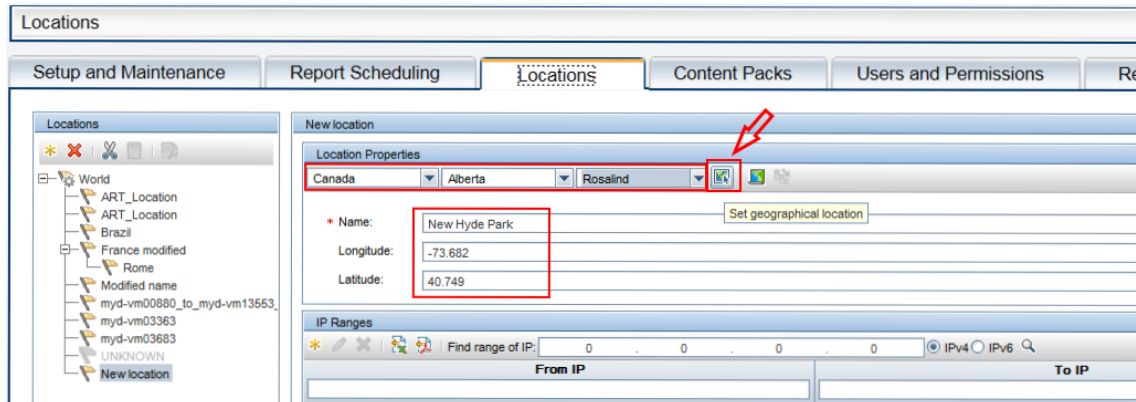
  The Location Manager JMX console can be found on both the gateway and data processing servers in the BSM-Platform section.

Chapter 3: Viewing Data on the Geographic Map

In order to view a location's related data on the Geographic Map, you need to specify the geographical coordinates for the location. Location CIs created by RUM, automatically have geographical coordinates assigned to them. Other locations will not have geographical coordinates assigned, and you will need to provide this information.
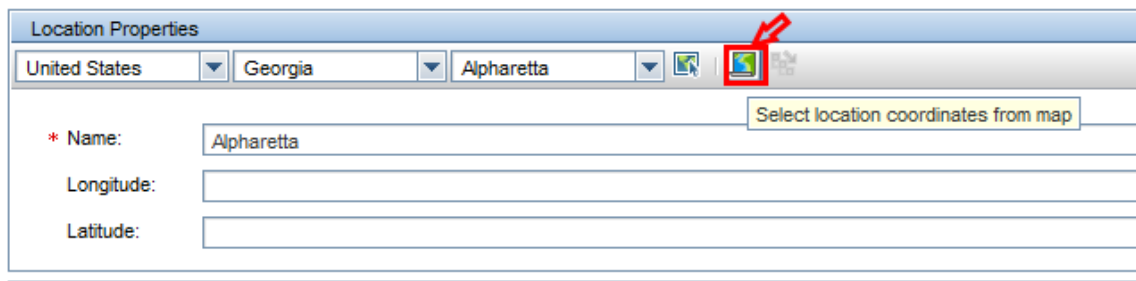
There are two ways to assign geographical coordinates to a location. You perform both methods in the Location Manager in Platform Administration.

- In the Locations tab of Platform Administration, select the Country, State and City in the Locations Properties area in the Locations tab. Click the **Set geographical location** button. This operation will populate the location name and override any existing name. Click the **Save** button.
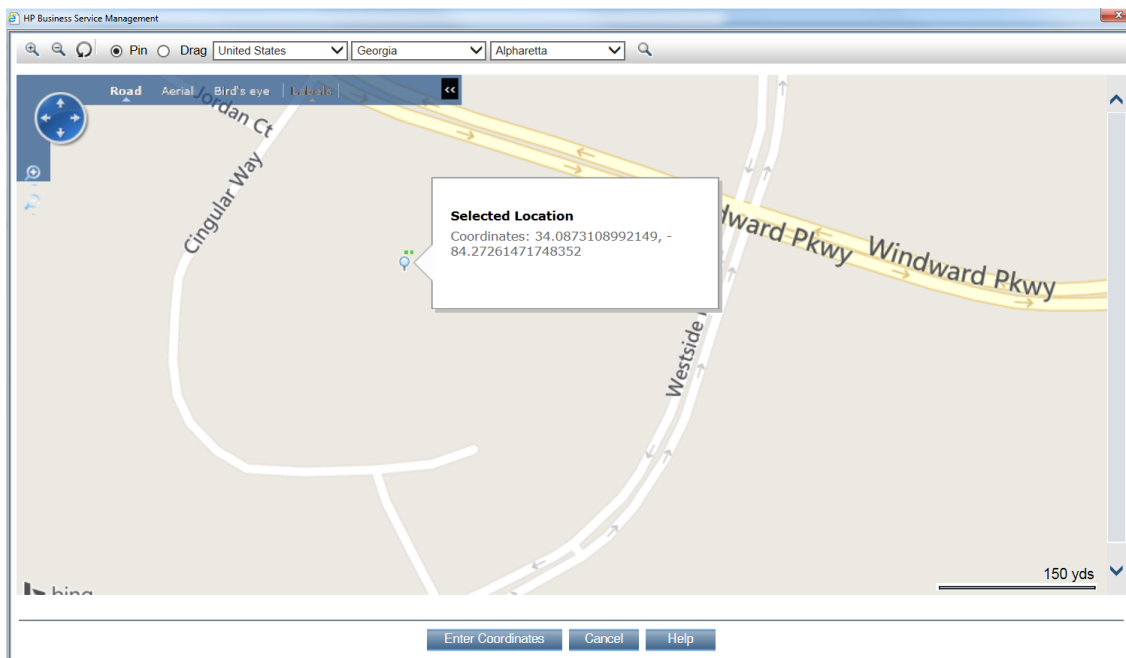

- Open the geographic map and put the pin on the map in the desired place. Click the **Enter Coordinates** button after placing the pin on the map.

Note: If the location does not have geographical coordinates, it will inherit them from the closest parent location.

# Chapter 4: Displaying Data on the Geographic Map in BSM Components

There are three components in BSM which can display data on the Geographic Map:

- **Service Health Geographic Map** – Service Health displays all CIs which are associated with a location on the Geographic Map. A CI is associated with a location by creating a membership relationship from the Location CI to the CI. Service Health then displays the worst status of all KPIs, of all the CIs associated with the Location, on the Geographic Map.

- **EUM Locations Summary with Geographic Map** – This is basically an EUM report which displays EUM data (BPM and/or RUM) for EUM CIs (Business Application, Business Transaction Flow and Business Transaction) on the Geographic Map. When access from MyBSM you should configure the component and specify the time period you want (default is Past Day), as well as the CI selector component (such as View Explorer, Top View, Hierarchy, etc.) which will trigger the CI change in MyBSM.

- **RUM Mobile Health report in EUM** – The RUM Mobile Health report displays RUM locations on a geographic map.

Chapter 5: Best Practices

- Even though you can associate any CI in RTSM with a location, you should only do this for physical CIs. It does not make sense to associate a Business Application (a logical CI) to location(s) for several reasons:

  - It does not reflect the EUM configuration, so it will require additional maintenance for you.

  - In many cases, the logical CI is not bound to a specific location. In addition, with the dynamic changes in your environment, the application can frequently move to a different location or data center.

  - It will not reflect the correct status of the location in Service Health.

- Service Health provides a breakdown in Local Impact View (LIV). One of the breakdown types is *by-location*. The location information in LIV cannot be displayed on the Service Health Geographic Map because it is not a real CI. You can create a MyBSM page with the Service Health component to display the LIV (such as in Top View or Hierarchy) alongside the EUM Locations Summary with the Geographic Map component. In this way you will see the current status of each transaction-by-location in Service Health, as well as its location on the Geographic Map based on historical data (for example: Past Hour).
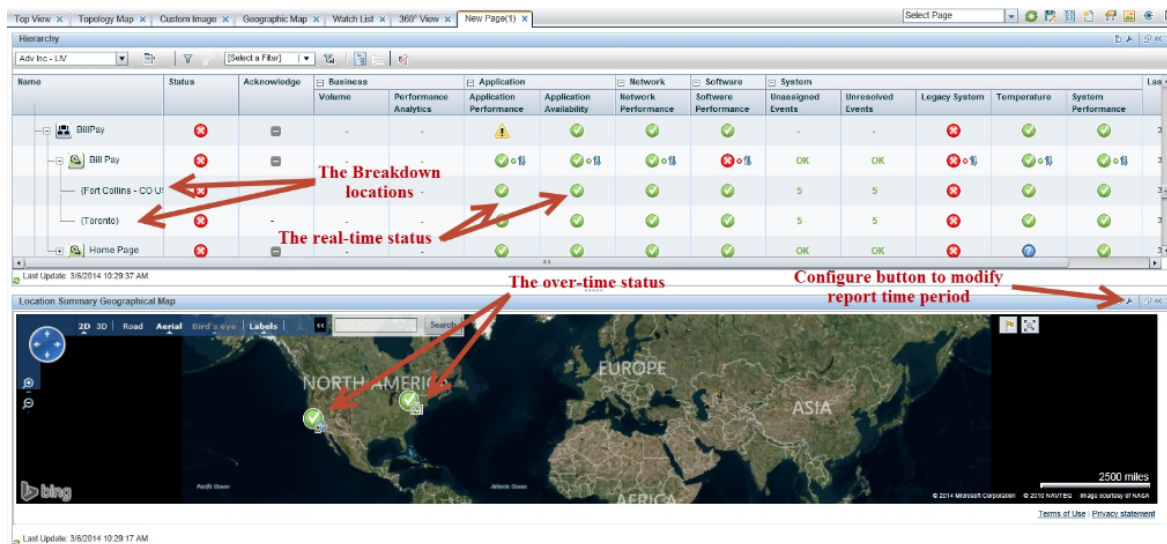
- If your BSM system does not have Internet connectivity, you can still use the Geographic Map. You need to edit the Infrastructure Setting **Use Virtual Earth** in Platform Administration. This setting will cause the Geographic Map to use the local applet map instead of the Bing map.

- You can also view the Geographic data in Google Earth. Just click the **Export to Google Earth** button from the Geographic Map. The instructions for how to import the data in Google Earth will be

displayed. The following is an example of how the data looks in Google Earth.
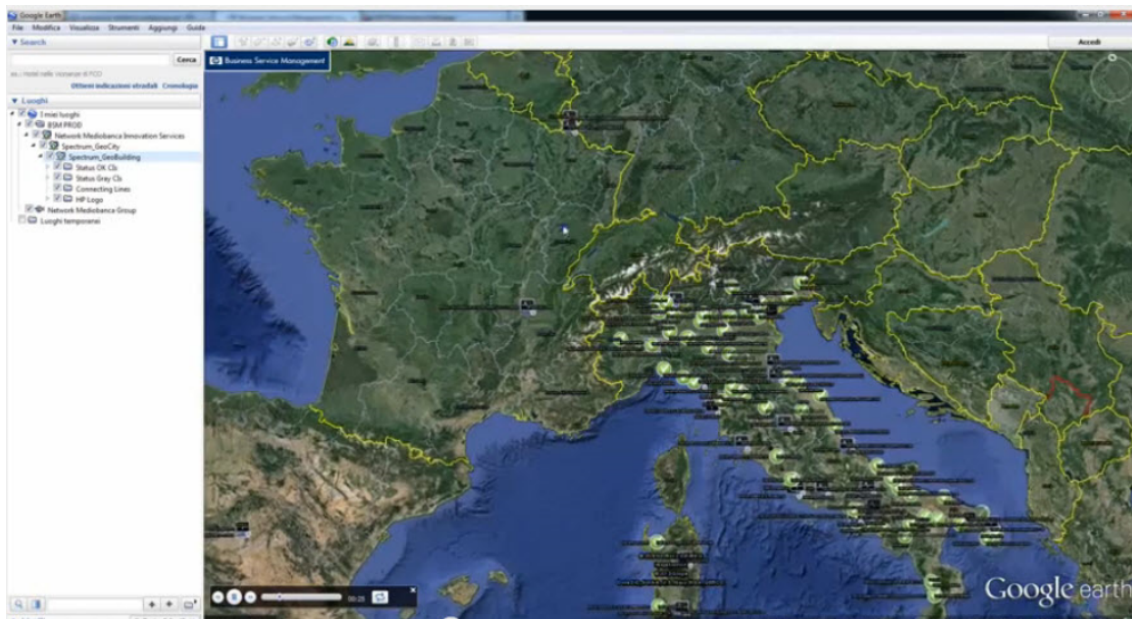
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