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Guide to ITBA Content Acceleration Packs

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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:

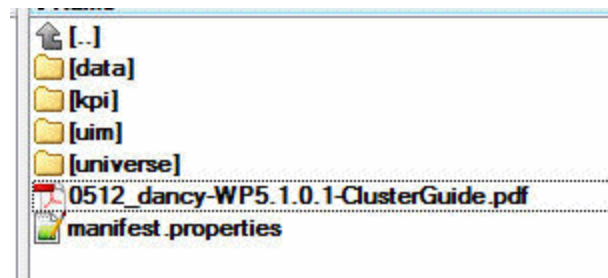
Click **ADMIN > Data Management > Activate CAP** .



Learn More

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 *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 9](#).

- **uim**- contains:
 - **Components** directory - contains the .XML files that correspond to the components that you can add to a page.
 - **Pages** directory - contains the .XML files that describe the pages that are included in the CAP.

You import the components, events, and pages into the Dashboard where they are used to build the Dashboard pages. For details, see ["Upload a CAP to the Business Analytics application" on page 9](#).
- **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 HPE partner, or a group in your organization.
 - **xs.version**. The version of ITBA.

Out-of-the-box Content Acceleration Packs

"VP of Operations Content Acceleration Pack" on page 34

"VP of Applications Content Acceleration Pack" on page 41

"ALM_Demo and ALM Content Acceleration Packs" on page 49

"AM_Demo and AM Content Acceleration Packs" on page 59

"CSA_Demo and CSA Content Acceleration Packs" on page 66

"PPM_Demo and PPM Content Acceleration Packs" on page 88

"SA_Demo and SA Content Acceleration Packs" on page 96

"SM Content Acceleration Pack" on page 103

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View the available CAPs

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


1. In ITBA, click **ADMIN > Data Management > Activate CAP**.

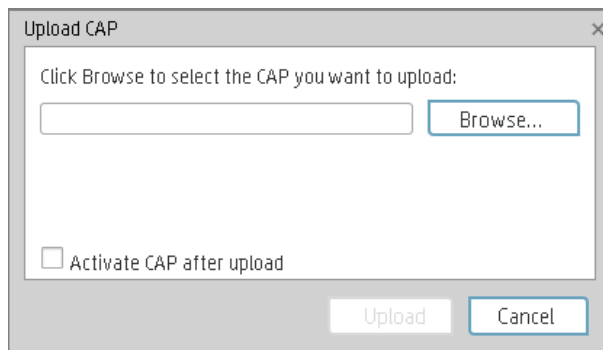
The page displays the list of available CAPs. For details, see ["CAP Management Page" on page 14](#).

2. You can now manage (create, upload, delete, download, activate, and deactivate) the CAPs.

Upload a CAP to the Business Analytics application

To upload a CAP it must be saved to the local system:

1. In Business Analytics, click **ADMIN > Data Management > Activate CAP** tab.
2. Click  to open a browser dialog box where you can select from where you want to upload the CAP.



Select **Activate CAP after upload** to activate the CAP immediately after it has completed its upload.

Once you have uploaded a CAP, you can activate it. 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:
 - o **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](#)" on the previous page and specify the location of the out-of-the-box CAP.

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

<HP-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**

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

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

For details, see KPI or Metric Configuration and Calculation Details in the *Business Analyst 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 ITBA, 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 ITBA 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 ITBA, 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 ITBA, 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 19.

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.

Note: If you modify an existing CAP by adding or removing KPIs or contexts, you need to deactivate the old CAP with the same name before activating the updated CAP.

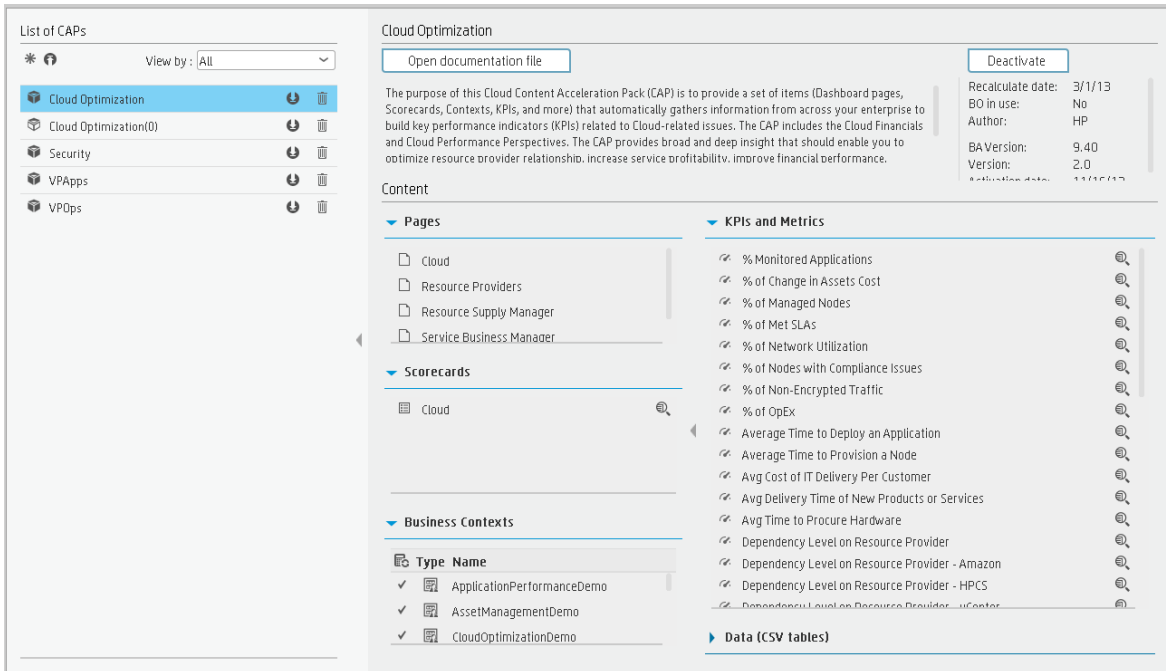
1. In ITBA, click **ADMIN > Data Management > Activate CAP**.
The page displays the list of available CAPs.
2. Click  to open a wizard where you can create the CAP. For details, see "[Create Content Acceleration Packs](#)" on page 19.
3. After you have created the new CAP, remove the old CAP.

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

For details, see Create, download, and upload Content Acceleration Packs (CAPs) in the *Getting Started*.



UI Description

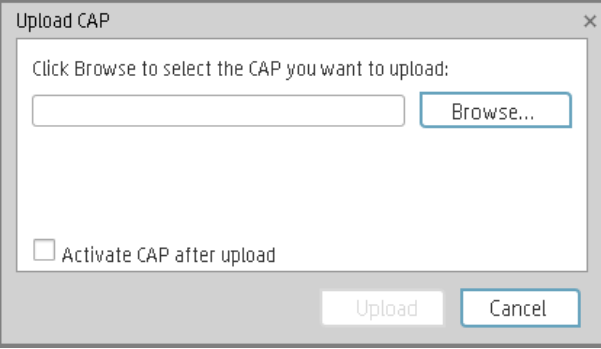






CAP Management Page



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 19 .
	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. Before clicking the button make sure that: <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 ITBA server.</p>

CAP Description area

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






UI Element	Description
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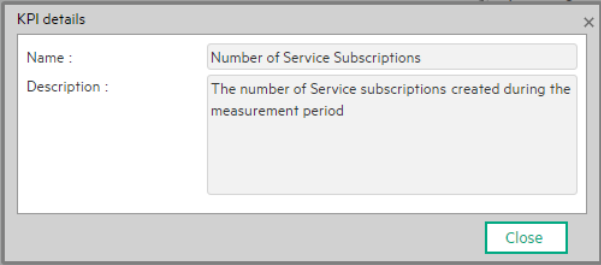
<p><CAP name></p>	<p>The name of the Content Acceleration Pack.</p> <p>The standard characters are supported: a-z,A-Z,and 0-9.</p>
<p>Description</p>	<p>The description of the Content Acceleration Pack.</p> <p>The standard characters are supported: a-z,A-Z,and 0-9.</p> <div style="background-color: #f0f0f0; padding: 5px;"> <p>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.</p> </div>
<div style="border: 1px solid #00a651; padding: 2px; width: fit-content; margin-bottom: 10px;">Activate</div> <div style="border: 1px solid #00a651; padding: 2px; width: fit-content;">Deactivate</div>	<p>Click to activate or deactivate the Content Acceleration Pack.</p> <div style="background-color: #f0f0f0; padding: 5px;"> <p>Note: If the Content Acceleration Pack is already activated the Deactivate button is displayed and vice-versa.</p> </div> <div style="background-color: #f0f0f0; padding: 5px; margin-top: 10px;"> <ul style="list-style-type: none"> When you click <div style="border: 1px solid #00a651; padding: 2px; display: inline-block; margin: 0 5px;">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 #00a651; padding: 2px; display: inline-block; margin: 0 5px;">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. </div>
<p>Open documentation file</p>	<p>Click to display a detailed description of the Content Acceleration Pack.</p>
<p>Recalculate date</p>	<p>The date from when the CAP's Business Contexts are recalculated when the CAP is activated.</p>
<p>BO in use</p>	<p>Yes. The CAP comprises a page or a KPI that includes SAP BusinessObjects Enterprise elements.</p> <p>No. The CAP does not comprise a page or a KPI that includes SAP BusinessObjects Enterprise elements.</p>
<p>Author</p>	<p>The user, partner, or company that created the CAP.</p>
<p>BA Version</p>	<p>The version of IT Business Analytics used when the CAP was created.</p>
<p>Version</p>	<p>The version of the CAP.</p>

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	The list of pages included in the Content Acceleration Pack.
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> <div data-bbox="506 787 1112 1060" style="border: 1px solid gray; padding: 5px; margin: 10px 0;"> <p>Scorecard details</p> <p>Name : Cloud Server Automation</p> <p>Description : Cloud Service Delivery</p> <p style="text-align: right;"><input type="button" value="Close"/></p> </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>
Business Contexts	<p>The list of Business Contexts included in the Content Acceleration Pack.</p> <p>The area displays the following information:</p> <ul style="list-style-type: none"> •  - In the recalculation status column, <input checked="" type="checkbox"/> 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.
KPIs and Metrics	<p>The list of KPIs and Metrics included in the CAP.</p> <p> Select a KPI or Metric and click the button to display the current Name, and Description of the selected KPI or Metric (as specified in the current</p>

	<p>definition in the Studio). The button is activated only for the KPIs that are included in activated CAPs.</p>  <p>The screenshot shows a dialog box titled "KPI details" with a close button in the top right corner. It contains two fields: "Name :" with the value "Number of Service Subscriptions" and "Description :" with the value "The number of Service subscriptions created during the measurement period".</p> <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)</p>	<p>Click to display the list of all the CSV tables that compose all the Business Context in the Data (CSV Tables).</p>

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.

For details about the Content Accelerations (CAPs) contents, see "[Content Acceleration Pack Contents](#)" on page 6.

To access:

Click **Admin > Data Management > Activate CAP**, and then click  to open a wizard where you can create the CAP.

Tasks

UI Description


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 Packs (CAPs).

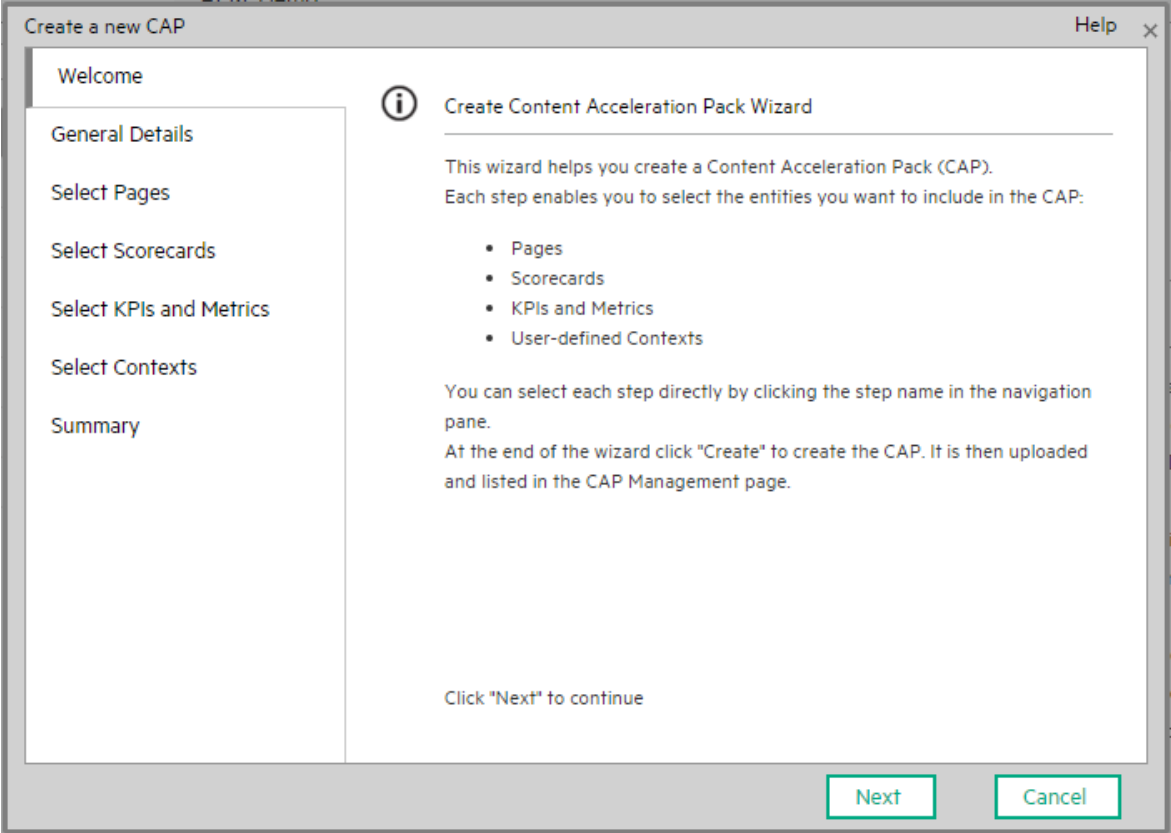
You can then download the generated CAP to a local directory and optionally, delete the CAP from the ITBA application.

UI Description

Create a new CAP wizard

["Welcome Page" on the next page](#) > ["General Details Page" on page 22](#) > ["Select Pages Page" on page 23](#) > ["Select Scorecards Page" on page 24](#) > ["Select KPIs and Metrics Page" on page 26](#) > ["Select Contexts Page" on page 28](#) > ["Summary Page" on page 29](#)

Welcome Page



General Details Page

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

UI Element	Description
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 HPE 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	<p>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> <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.

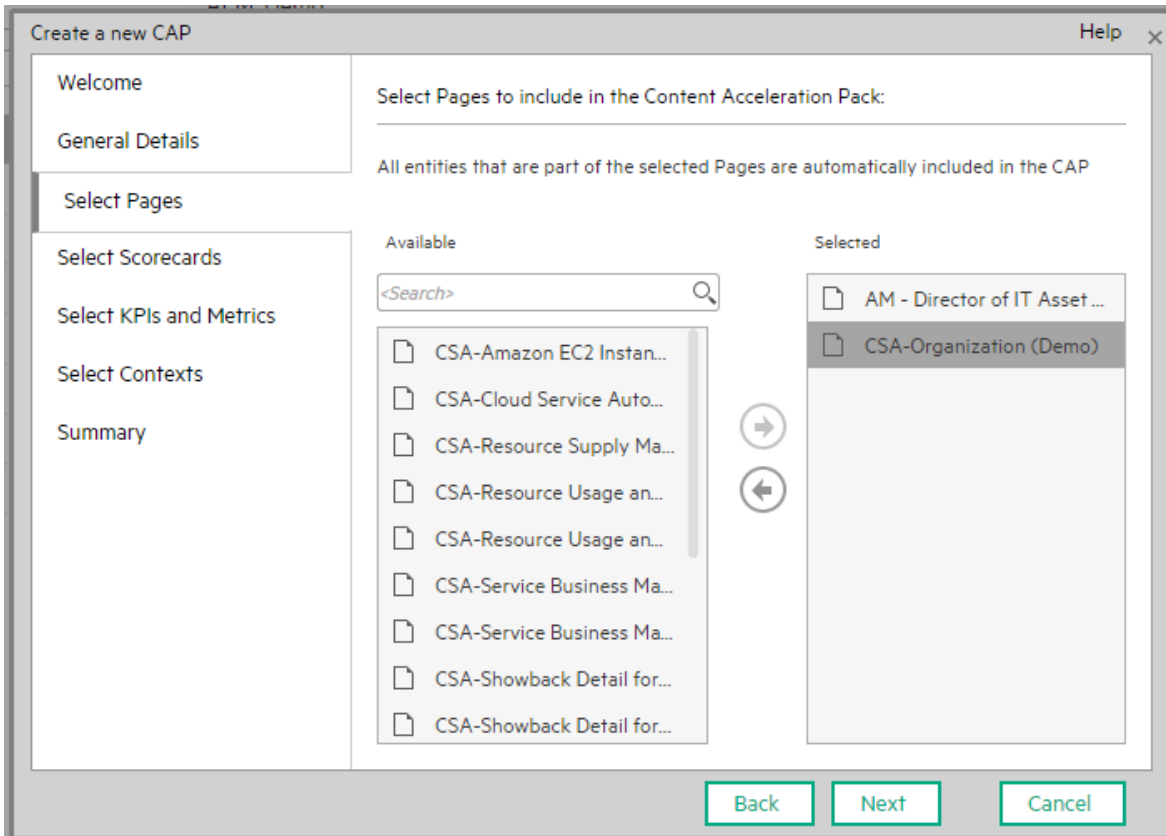
You can select more than one page using the **Shift** button.

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 ITBA 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 ITBA app installed on your device, only after they are opened in the Dashboard.



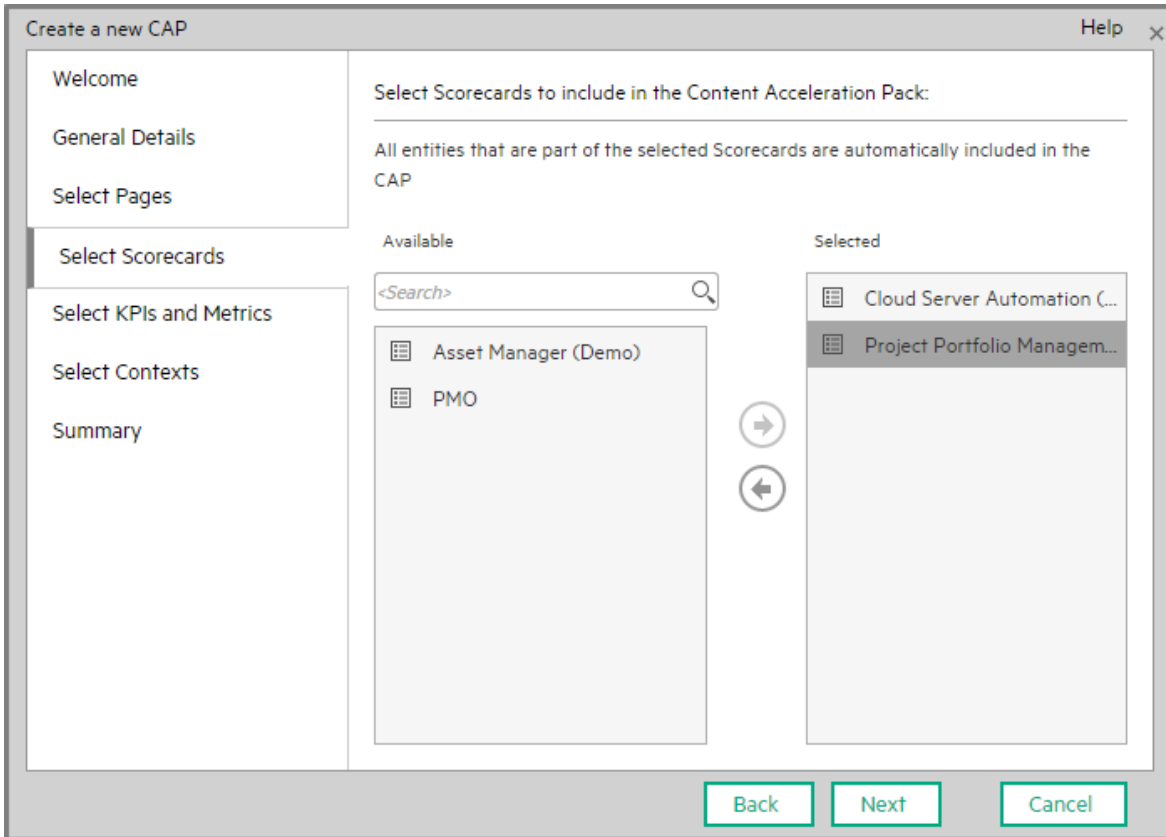
Select Scorecards Page

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.

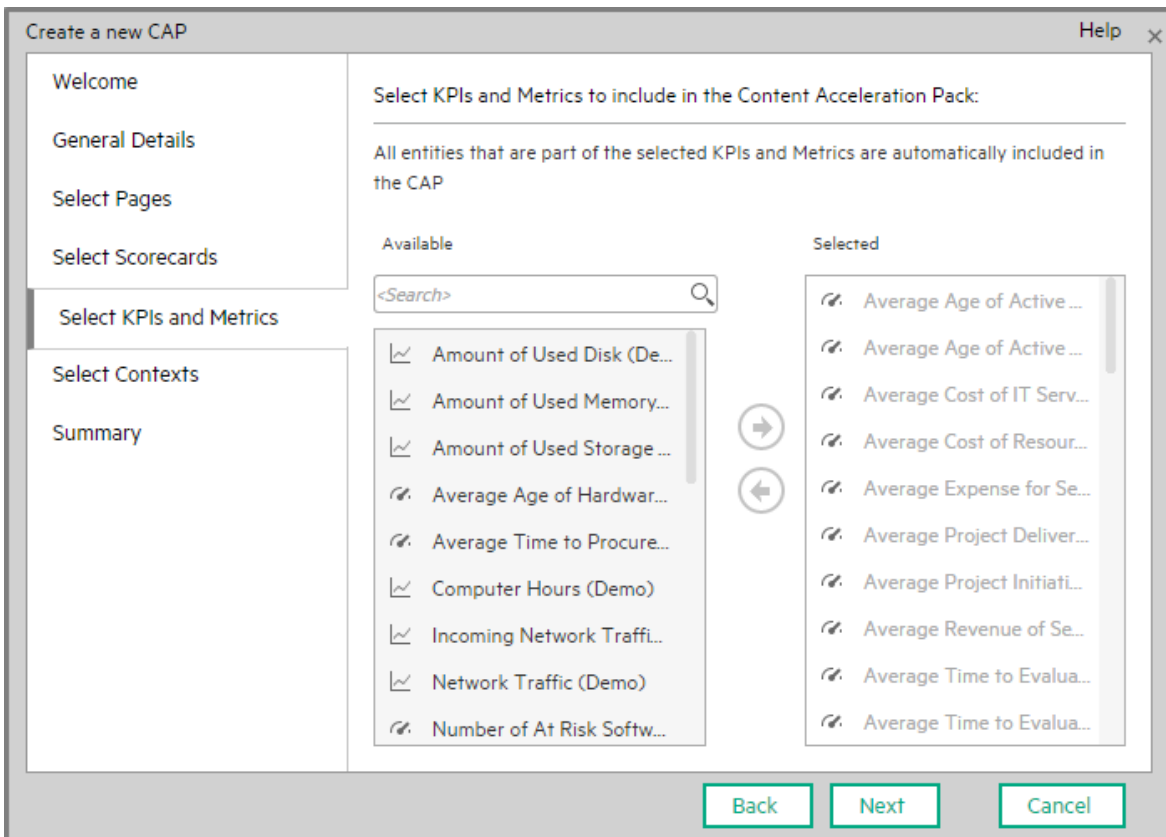


User interface elements are described below (when relevant, unlabeled elements are shown in angle brackets>):



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> <div style="background-color: #f0f0f0; padding: 10px;"> <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 </div>

	<p>cannot deselect these Scorecards.</p> <ul style="list-style-type: none"> If you add to the CAP, a Dashboard page that includes a Scorecard, and the Dashboard page already belongs to a CAP that has just been activated, the Scorecard is automatically added to the list of Selected only when the Dashboard page is opened once. <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>
<p>Search</p>	<p>Enter a string to list all the active Scorecards with names that include the string.</p>

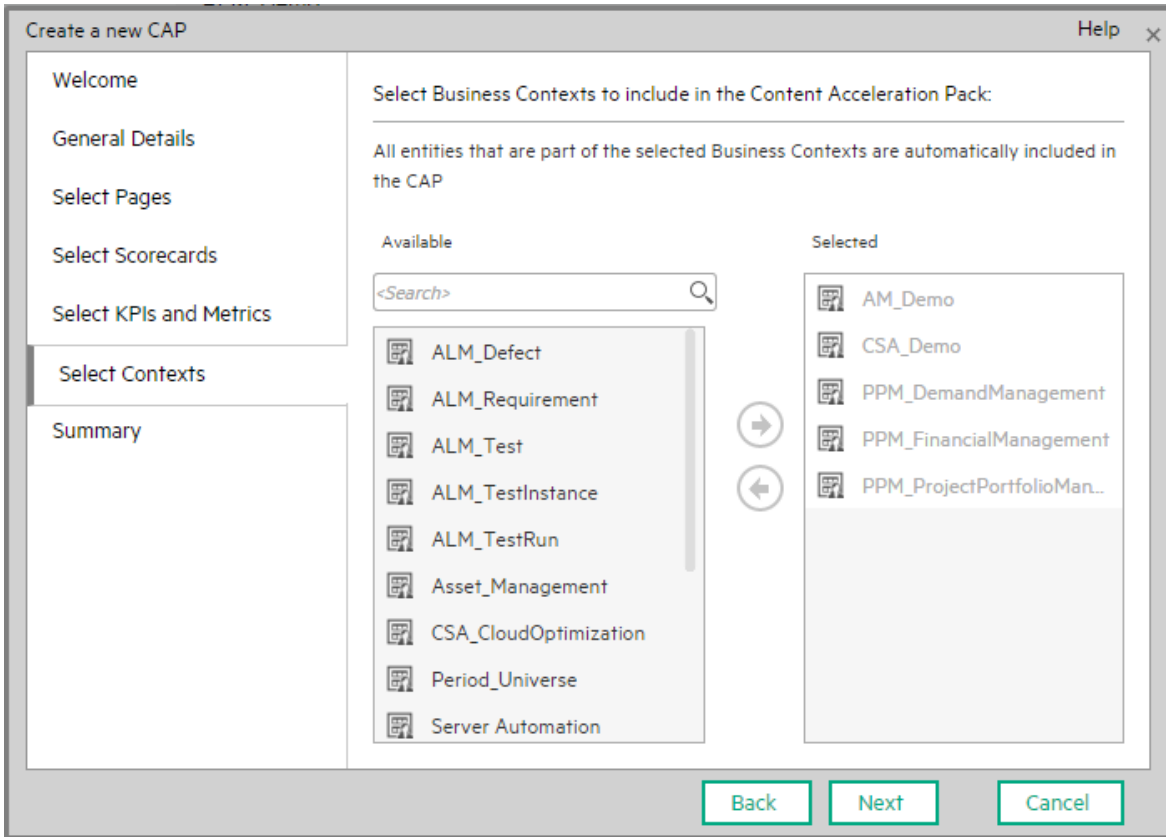
Select KPIs and Metrics Page



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> <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>
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>
Search	Enter a string to list all the active Contexts with names that include the string.

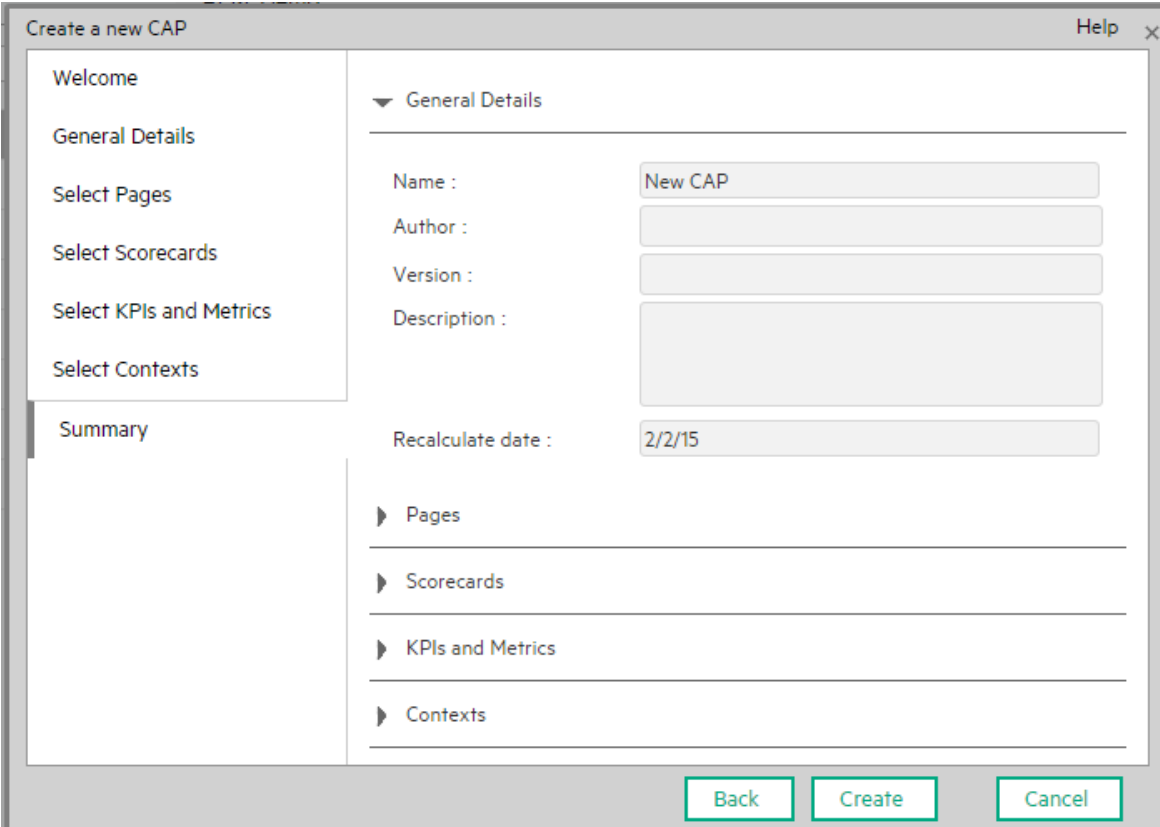
Summary Page

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

Expand the areas to display the details of each area.

Click **Back** to change the configuration.

Click **Create** to create the CAP. Once the CAP is created you cannot modify it. The new CAP is displayed in the list of CAPs in the CAP Management page. For details, see "[Content Acceleration Packs \(CAPs\)](#)" on page 6.



The screenshot shows a wizard window titled "Create a new CAP". The left sidebar contains a list of steps: "Welcome", "General Details", "Select Pages", "Select Scorecards", "Select KPIs and Metrics", "Select Contexts", and "Summary". The "General Details" step is currently selected. The main content area displays the following fields:

- General Details** (expanded)
- Name :
- Author :
- Version :
- Description :
- Recalculate date :
- Pages :
- Scorecards :
- KPIs and Metrics :
- Contexts :

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

CAPs Automatic Anti Virus Scans

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

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

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

Tasks

This section includes:

Work with the out-of-the-box anti virus	30
Work with your own anti virus	31
Manually Update the Virus Database	31

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 **\$HPBA_**
Home\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 ITBA application, click **ADMIN > Settings > Foundation**. For details, see Foundation in the *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 **\$HPBA_Home\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: **\$HPBA_Home\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 corresponding CAP. Both the demo CAP and the CAP can be activated at the same time.
2. 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 *Administrator Guide*.
3. Perform the relevant calculation. For details, see *Calculation* in the *Business Analyst Guide*.

Example for CAP KPI or Metric Breakdowns: When the CAP includes KPI or Metric Breakdowns, ITBA 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 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. You can import them, export them, activate, or deactivate them, or you can create your own.

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 VP of Operations Content Acceleration Pack (CAP) provides 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.

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 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.

What are Content Acceleration Packs (CAPs)

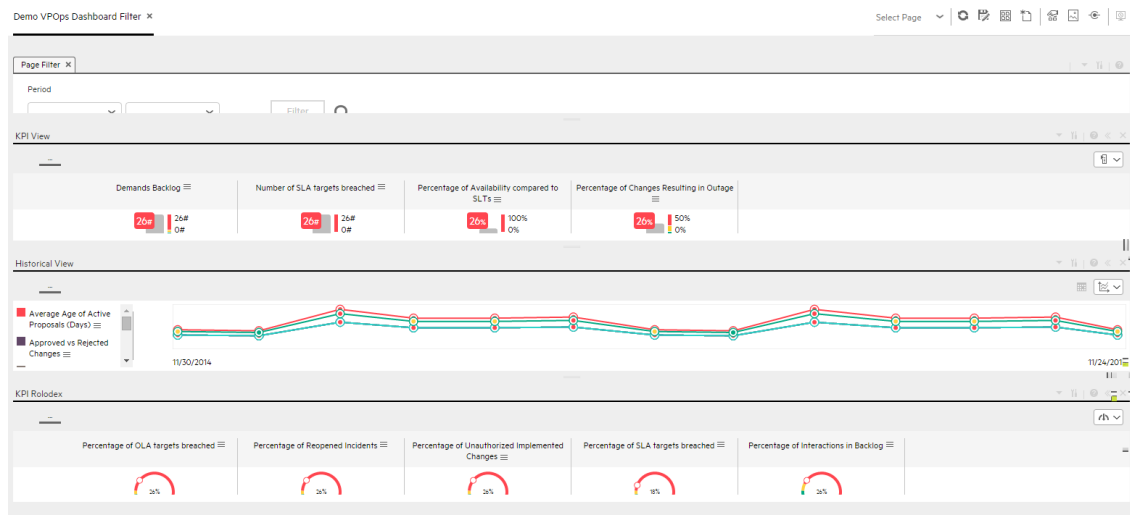
Content Acceleration Packs (CAPs) are packages that include Dashboard pages that display Scorecards and components, KPIs, Metrics, Contexts (universes), data (from .CSV files or from data sources), and documentation for the CAP. You can import them, export them, activate, or deactivate them, or you can create your own.

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

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

View the VP of Operations CAP-related Dashboard page

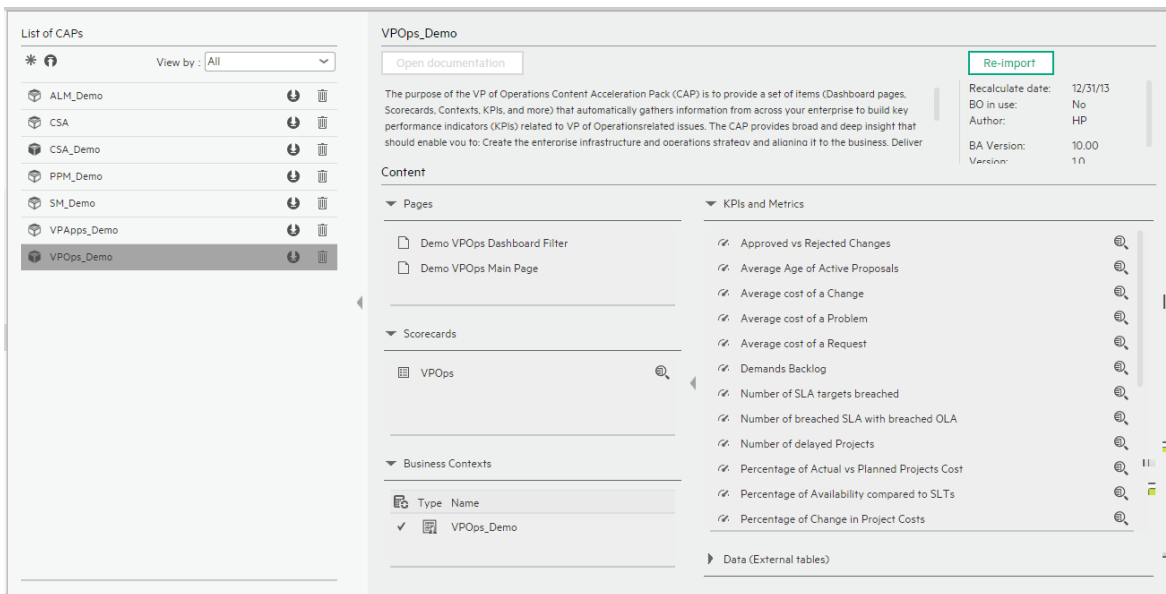
1. In the ITBA application, close all the tabs. The Dashboard is displayed.
2. Click the **Demo VPOps Main Page** tab. If it is not displayed, click the **Page Gallery**  button in the Dashboard toolbar, double-click the **Demo VPOps Main Page** icon and close the Page Gallery dialog box. You can also 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 " Pages " on page 35.
Scorecards	VPOps_Demo VPOps

UI Element	Description
Business Contexts	VPOps_Demo For details, see Reference: Contexts (Universes) in the <i>Content Reference Guide</i> .
KPIs and Metrics	<ul style="list-style-type: none"> <li data-bbox="415 405 1385 667"> <p>• Approved vs Rejected Changes KPI</p> <p>The number of approved changes relative to the number of rejected changes. The approved and rejected changes are broken down by:</p> <ol style="list-style-type: none"> a. Urgency, Impact, Service/Business Service, CI, CI Type, Platform. b. Risk (side-by-side). c. Cost vs. Projected ROI (side-by-side). <li data-bbox="415 684 1385 1073"> <p>• Average Age of Active Proposals KPI</p> <p>The average age of active proposals that are currently waiting for approval during the measurement period.</p> <li data-bbox="415 821 1385 1073"> <p>• Average Cost of a Change KPI</p> <p>The average cost of a change that occurred during the measurement period.</p> <p>Limitation - if the cost change time and the change create time are not recorded in the same measurement period, the KPI will not able to count it.</p> <p>Version Limitation - This KPI is available only if you have SM 9.40 Codeless mode (PD) version.</p> <li data-bbox="415 1094 1385 1346"> <p>• Average Cost of a Problem KPI</p> <p>The average cost of a Problem created during the measurement period.</p> <p>Limitation - if the cost change time and the problem create time are not recorded in the same measurement period, the KPI will not able to count it.</p> <p>Version Limitation - This KPI is available only if you have SM 9.40 Codeless mode (PD) version.</p> <li data-bbox="415 1367 1385 1619"> <p>• Average Cost of a Request KPI</p> <p>The average cost of a Request that was created during the measurement period.</p> <p>Limitation - if the cost change time and the request create time are not recorded in the same measurement period, the KPI will not able to count it.</p> <p>Version Limitation - This KPI is available only if you have SM 9.40 Codeless mode (PD) version.</p> <li data-bbox="415 1640 1385 1724"> <p>• Demands Backlog KPI</p> <p>The number of open demands.</p> <li data-bbox="415 1745 1385 1860"> <p>• Number of SLA Targets Breached KPI</p> <p>The number of Service Level Targets for SLA that were breached during the measurement period.</p>

UI Element	Description
	<p>Version Limitation - This KPI is available only if you have SM 9.40 version.</p> <ul style="list-style-type: none"> <p>• Number of Breached SLA with Breached OLA KPI</p> <p>The number of SLA targets with relevant OLA targets that were both breached during the measurement period.</p> <p>Version Limitation - This KPI is available only if you have SM 9.40 version.</p> <p>• Number of Delayed Projects KPI</p> <p>The number of projects that were delayed during the measurement period.</p> <p>• Percentage of Actual vs Planned Projects Cost KPI</p> <p>The actual project costs relative to the planned project costs during the measurement period.</p> <p>• Percentage of Availability Compared to SLTs KPI</p> <p>The total outage time relative to the total service-based SLT uptime during the measurement period.</p> <p>• Percentage of Change in Project Cost KPI</p> <p>The change in the cost of projects during the last period relative to the change in the cost of projects during the previous period.</p> <p>• Percentage of Changes Resulting in Outage KPI</p> <p>The number of changes opened during the measurement period that resulted in outage, relative to the total number of changes.</p> <p>• Percentage of Healthy Projects KPI</p> <p>The number of healthy projects relative to the total number of projects that are ongoing in the current month.</p> <p>• Percentage of Interactions in Backlog KPI</p> <p>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.</p> <p>• Percentage of OLA Targets Breached KPI</p> <p>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.</p> <p>Version Limitation - This KPI is available only if you have SM 9.40 version.</p> <p>• Percentage of Projects on Time KPI</p> <p>The number of projects completed on time relative to the total number of projects that were completed during the measurement period.</p> <p>• Percentage of Reopened Incidents KPI</p>

UI Element	Description
	<p>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.</p> <ul style="list-style-type: none"> • 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 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 Unauthorized Implemented Changes KPI The number of unplanned changes relative to the total number of changes during the measurement period. • Problem Resolution Time KPI The average time elapsed from the problem creation time till the problem close time. • Total Actual Cost of Projects KPI The total actual cost of projects during the measurement period.
Data (External Tables)	VPOPS_demo

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)

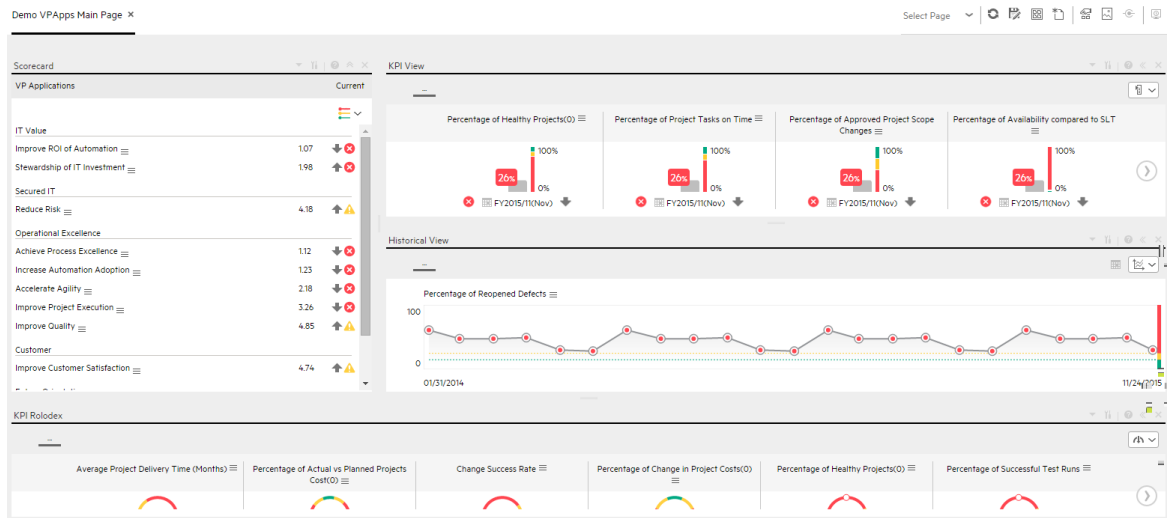
Content Acceleration Packs (CAPs) are packages that include Dashboard pages that display Scorecards and components, KPIs, Metrics, Contexts (universes), data (from .CSV files or from data sources), and documentation for the CAP. You can import them, export them, activate, or deactivate them, or you can create your own.

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	43
View the VP of Apps CAP-related Dashboard page	43
View the Scorecard Structure and KPI and Metric Breakdowns in the Studio	43

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

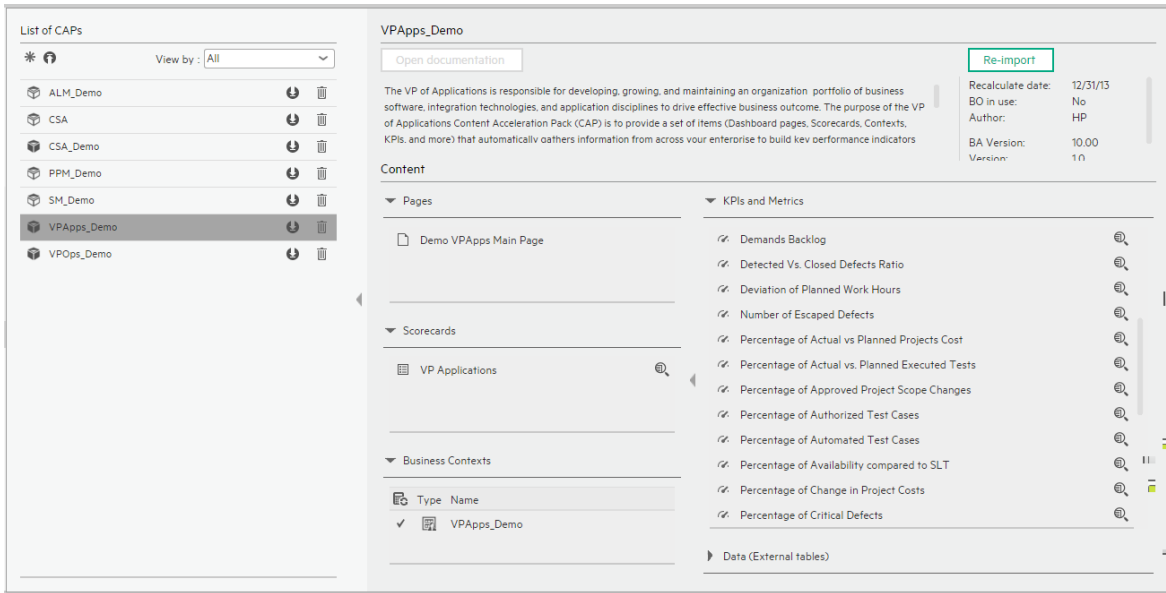
1. In the ITBA application, close all the tabs. The Dashboard is displayed.
2. Click the **Demo VPApps Main Page** tab. If it is not displayed, click the **Page Gallery**  button in the Dashboard toolbar, double-click the **Demo VPApps Main Page** icon and close the Page Gallery dialog box.

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 " Pages " on page 42.
Scorecards	VP Applications
Business Contexts	VPApps_Demo For details, see Reference: Contexts (Universes) in the <i>Content Reference Guide</i> .
KPIs and Metrics	<ul style="list-style-type: none"> 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 Cycle Duration KPI The average cycle duration. This KPI enables you to measure whether the

UI Element	Description
	<p>organization has adopted Agile best practices. Short cycles can lead eventually to more agility from the time-to-market perspective.</p> <ul style="list-style-type: none"> <p>• Average Project Delivery Time KPI</p> <p>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).</p> <p>• Average Project Initiation Time KPI</p> <p>The average time it takes to initiate a project (until all resources are assigned and the planning is completed) during the measurement period.</p> <p>• Average Time to Evaluate Proposals KPI</p> <p>The average duration of proposals from the time they are opened to the time they are closed during the measurement period.</p> <p>• Average Time to Evaluate Scope Change KPI</p> <p>The average duration of scope changes from the time they are opened to the time they are closed during the measurement period.</p> <p>• Average Time to Resolve Production Defect KPI</p> <p>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).</p> <p>• Average Time to Review Requirement KPI</p> <p>The average time spent to review and approve a requirement during the measurement period.</p> <p>• Change Success Rate KPI</p> <p>The number of successful changes relative to the total number of changes performed during the measurement period.</p> <p>• Defect Resolution Time KPI</p> <p>The average time it takes to close a defect during the measurement period.</p> <p>• Demands Backlog KPI</p> <p>The number of open demands.</p> <p>• Detected Vs Closed Defects Ratio KPI</p> <p>The ratio between detected defects and closed defects during the measurement period.</p> <p>• Deviation of Planned Work Hours KPI</p> <p>The sum of the actual effort and the remaining estimated effort, relative to the planned effort for project tasks started during the measurement period.</p>

UI Element	Description
	<ul style="list-style-type: none"> <li data-bbox="415 289 1372 407"> <p>• Number of Escaped Defects KPI</p> <p>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).</p> <li data-bbox="415 428 1372 546"> <p>• Percentage of Actual vs Planned Projects Cost KPI</p> <p>The actual project costs relative to the planned project costs during the measurement period.</p> <li data-bbox="415 567 1372 684"> <p>• Percentage of Actual vs Planned Executed Tests KPI</p> <p>The number of tests that were executed relative to the total number of test instances that were opened during the measurement period.</p> <li data-bbox="415 705 1372 823"> <p>• Percentage of Approved Project Scope Changes KPI</p> <p>The number of scope changes that were approved relative to the total number of scope changes that were closed during the measurement period.</p> <li data-bbox="415 844 1372 961"> <p>• Percentage of Authorized Test Cases KPI</p> <p>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.</p> <li data-bbox="415 982 1372 1100"> <p>• Percentage of Automated Test Cases KPI</p> <p>The number of test cases that were automated relative to the total number of test cases that were created during the measurement period.</p> <li data-bbox="415 1121 1372 1239"> <p>• Percentage of Availability Compared to SLTs KPI</p> <p>The total outage time relative to the total service-based SLT uptime during the measurement period.</p> <li data-bbox="415 1260 1372 1377"> <p>• Percentage of Change in Project Cost KPI</p> <p>The change in the cost of projects during the last period relative to the change in the cost of projects during the previous period.</p> <li data-bbox="415 1398 1372 1541"> <p>• Percentage of Critical Defects KPI</p> <p>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.</p> <li data-bbox="415 1562 1372 1680"> <p>• Percentage of Documented Requirements KPI</p> <p>The number of requirements with attachments or descriptions larger than 50 words relative to the total number of requirements during the measurement period.</p> <li data-bbox="415 1701 1372 1818"> <p>• Percentage of Healthy Projects KPI</p> <p>The number of healthy projects relative to the total number of projects that are ongoing in the current month.</p> <li data-bbox="415 1839 1372 1873"> <p>• Percentage of Incidents Classified as Security Related KPI</p>

UI Element	Description
	<p>The number of incidents classified as security-related relative to the total number of incidents that occurred during the measurement period.</p> <ul style="list-style-type: none"> • Percentage of Project Tasks on Time KPI <p>The number of project tasks completed on time relative to the total number of project tasks completed during the measurement period.</p> <ul style="list-style-type: none"> • Percentage of Projects on Time KPI <p>The number of projects completed on time relative to the total number of projects that were completed during the measurement period.</p> <ul style="list-style-type: none"> • Percentage of Rejected Defects KPI <p>The number of defects that were rejected relative to the total number of defects that were opened during the measurement period.</p> <ul style="list-style-type: none"> • Percentage of Reopened Defects KPI <p>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</p> <ul style="list-style-type: none"> • Percentage of Requirements Traced to Tests KPI <p>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).</p> <ul style="list-style-type: none"> • Percentage of Reviewed Requirements KPI <p>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.</p> <ul style="list-style-type: none"> • Percentage of Successful Test Runs KPI <p>The number of successful test runs relative to the total number of test runs that occurred during the measurement period.</p> <ul style="list-style-type: none"> • Percentage of Tested Requirements KPI <p>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.</p> <ul style="list-style-type: none"> • Percentage of Test Instances Resulting in Defects KPI <p>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.</p> <ul style="list-style-type: none"> • Project Scope Change Backlog KPI

UI Element	Description
	<p>The number of open scope changes.</p> <ul style="list-style-type: none"><li data-bbox="415 338 721 373">• Proposal Backlog KPI <p>The number of open proposals.</p>
Data (External Tables)	VPApps_Demo

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 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.



What are Content Acceleration Packs (CAPs)

Content Acceleration Packs (CAPs) are 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. You can import them, export them, activate, or deactivate them, or you can create your own.

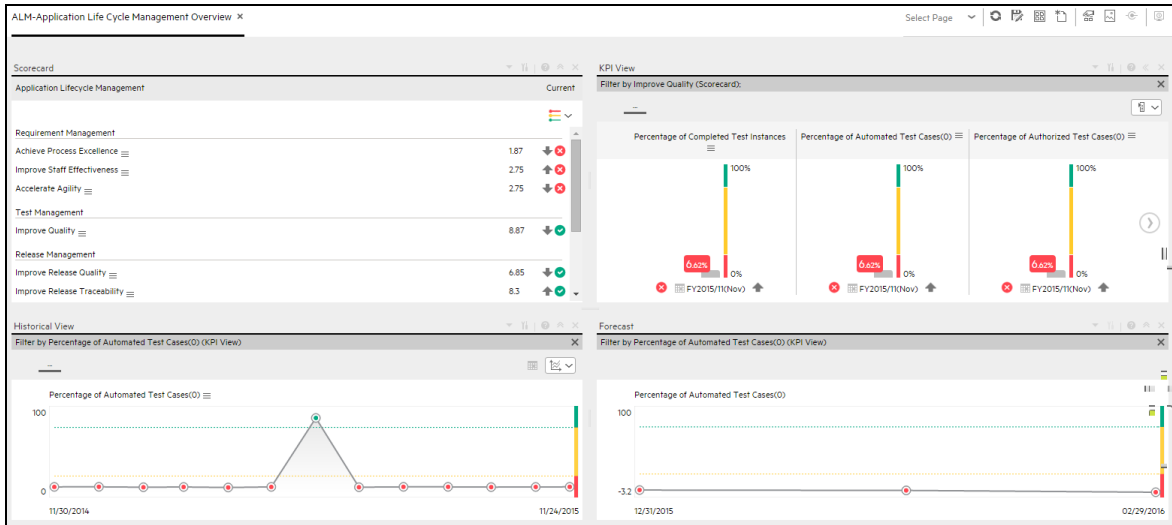
CAPs describe typical stories that show how the correct implementation of Business Analytics drives Performance Improvement and Cost Reduction for the IT organization.

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

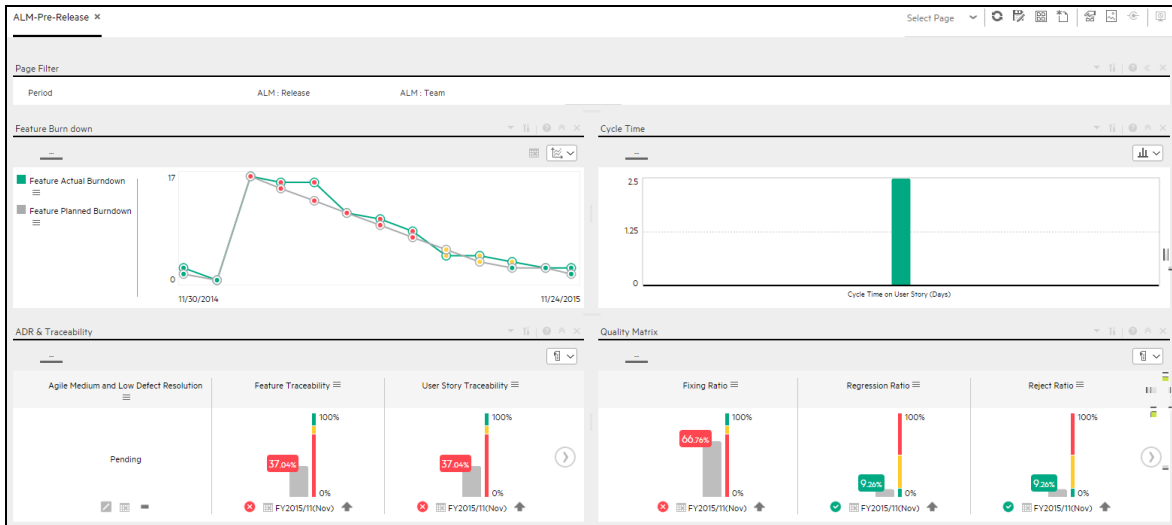
The ALM_Demo is based on data in .csv files that are part of the CAP package and ALM CAPs include data from the Application Lifecycle Management data source.

Pages

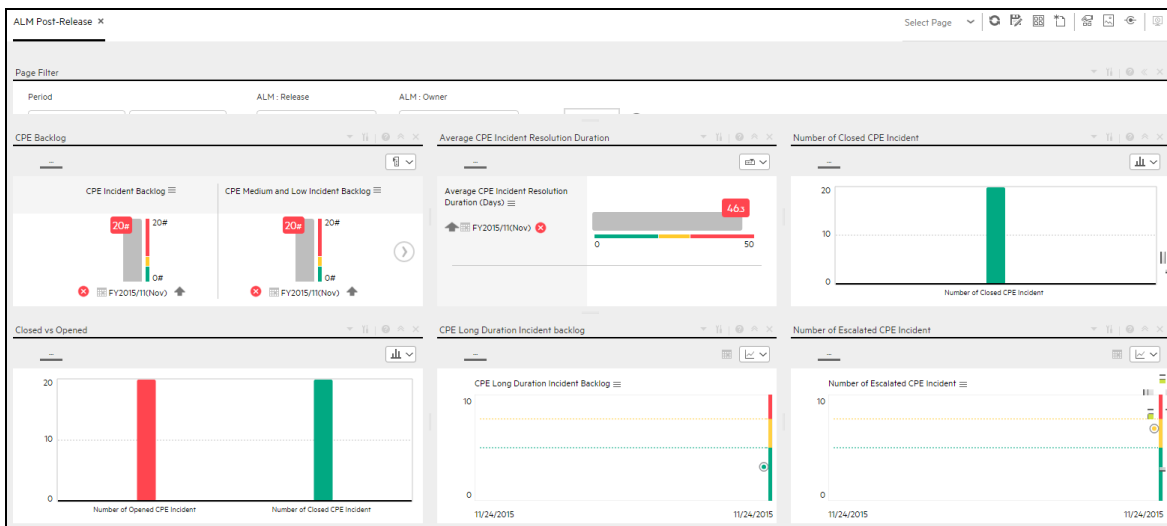
ALM-Application LifeCycle Management Overview Page



ALM-Pre-Release Page



ALM-Post-Release Page



Tasks


This section includes:

Upload and manage the Content Acceleration Pack	51
View the ALM or ALM_Demo CAP-related Dashboard page	51
View the Scorecard Structure and KPI and Metric Breakdowns in the Studio	52
User Story	52
ALM_Demo and ALM	53

Upload and manage the Content Acceleration Pack

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

View the ALM or ALM_Demo CAP-related Dashboard page

1. In the ITBA 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

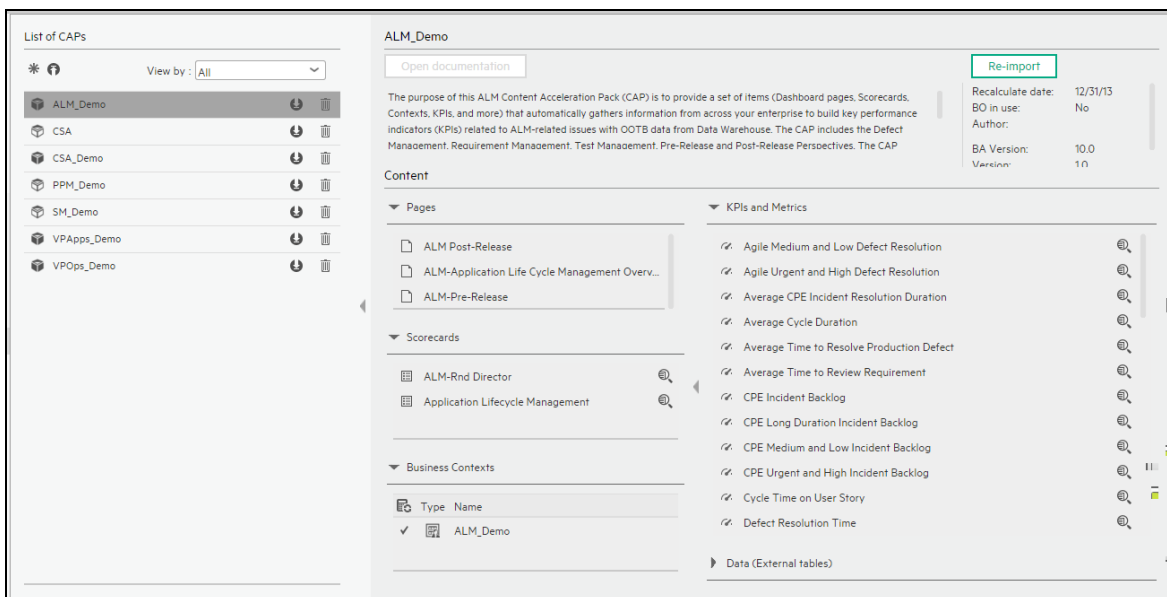
1. Dan is the RnD Director responsible for multiple applications within the IT department. He has a weekly meeting with his team in order to discuss the performance and expectations of the applications that his organization implements. Before the meeting, he logs on to the IT Business Analytics (ITBA) 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

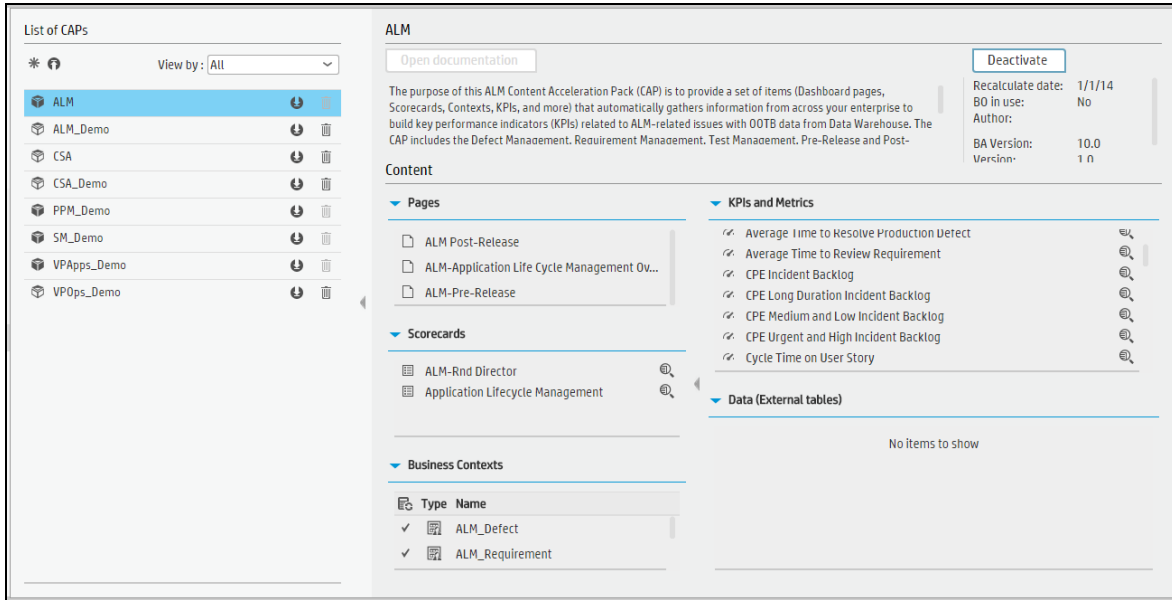
increase.

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 ITBA 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





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

UI Element	Description
Pages	See " Pages " on page 50.
Scorecards	<ul style="list-style-type: none"> Application Lifecycle Management ALM-Rnd Director
Business Contexts	<ul style="list-style-type: none"> ALM_Demo ALM_Defect ALM_Requirement ALM_Test ALM_TestInstance ALM_TestRun <p>For details, see Reference: Contexts (Universes) in the <i>Content Reference Guide</i>.</p>
KPIs and Metrics	<ul style="list-style-type: none"> 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).

UI Element	Description
	<ul style="list-style-type: none"> <li data-bbox="415 289 1373 369"> <p>• Average CPE Incident Resolution Duration KPI</p> <p>The average time needed to close a CPE incident during the measurement period.</p> <li data-bbox="415 394 1373 541"> <p>• Average Cycle Duration KPI</p> <p>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.</p> <li data-bbox="415 567 1373 714"> <p>• Average Time to Resolve Production Defect KPI</p> <p>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).</p> <li data-bbox="415 739 1373 848"> <p>• Average Time to Review Requirement KPI</p> <p>The average time spent to review and approve a requirement during the measurement period.</p> <li data-bbox="415 873 1373 953"> <p>• CPE Incident Backlog KPI</p> <p>The number of open CPE incidents.</p> <li data-bbox="415 978 1373 1058"> <p>• CPE Long Duration Incident Backlog KPI</p> <p>The number of CPE incidents that are still open after 30 days.</p> <li data-bbox="415 1083 1373 1163"> <p>• CPE Medium and Low Incident Backlog KPI</p> <p>The number of open CPE incidents with medium and low severity.</p> <li data-bbox="415 1188 1373 1268"> <p>• CPE Urgent and High Incident Backlog KPI</p> <p>The number of open CPE incidents with urgent and high severity.</p> <li data-bbox="415 1293 1373 1373"> <p>• Cycle Time on User Story KPI</p> <p>The average time needed to implement a User Story.</p> <li data-bbox="415 1398 1373 1478"> <p>• Defect Resolution Time KPI</p> <p>The average time it takes to close a defect during the measurement period.</p> <li data-bbox="415 1503 1373 1612"> <p>• Detected Vs Closed Defects Ratio KPI</p> <p>The ratio between detected defects and closed defects during the measurement period.</p> <li data-bbox="415 1638 1373 1717"> <p>• Feature Actual Burndown KPI</p> <p>The number of actual features that are ongoing.</p> <li data-bbox="415 1743 1373 1822"> <p>• Feature Planned Burndown KPI</p> <p>The number of ongoing planned features.</p> <li data-bbox="415 1848 1373 1877"> <p>• Feature Traceability KPI</p>

UI Element	Description
	<p>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.</p> <ul style="list-style-type: none"> • Fixing Ratio KPI The number of fixed defects relative to the total number of defects. • Number of Closed CPE Incident KPI The number of CPE incidents that were closed during the measurement period. • 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 Opened CPE Incident KPI The number of CPE incidents that were opened during the measurement period. • 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 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 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 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 Documented Requirements KPI

UI Element	Description
	<p>The number of requirements with attachments or descriptions larger than 50 words relative to the total number of requirements during the measurement period.</p> <ul style="list-style-type: none"> • Percentage of Failed Test Instances KPI <p>The number of test instances that failed relative to the total number of test instances that were run during the measurement period.</p> <ul style="list-style-type: none"> • Percentage of Failed Test Runs KPI <p>The number of test runs that failed relative to the total number of test runs that occurred during the measurement period.</p> <ul style="list-style-type: none"> • Percentage of Rejected Defects KPI <p>The number of defects that were rejected relative to the total number of defects that were opened during the measurement period.</p> <ul style="list-style-type: none"> • Percentage of Reopened Defects KPI <p>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</p> <ul style="list-style-type: none"> • Percentage of Requirements Traced to Tests KPI <p>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).</p> <ul style="list-style-type: none"> • Percentage of Reviewed Requirements KPI <p>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.</p> <ul style="list-style-type: none"> • Percentage of Successful Test Cases KPI <p>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.</p> <ul style="list-style-type: none"> • Percentage of Successful Test Instances KPI <p>The number of successful test instances relative to the total number of test instances that occurred during the measurement period.</p> <ul style="list-style-type: none"> • Percentage of Successful Test Runs KPI <p>The number of successful test runs relative to the total number of test runs that occurred during the measurement period.</p> <ul style="list-style-type: none"> • Percentage of Test Instances Resulting in Defects KPI <p>The total number of test instances linked to defects relative to the total number of</p>

UI Element	Description
	<p>test instances that were run during the measurement period. Note that the KPI only counts the test instances that are directly linked to defects.</p> <ul style="list-style-type: none"> <p>• Percentage of Tested Requirements KPI</p> <p>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.</p> <p>• Regression Ratio KPI</p> <p>The number of regression defects relative to the total number of defects.</p> <p>• Reject Ratio KPI</p> <p>The number of rejected defects relative to the total number of defects.</p> <p>• Reopen Ratio KPI</p> <p>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.</p> <p>• User Story Traceability KPI</p> <p>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.</p>
<p>Data (External Tables)</p>	<p>ALM_Demo</p>

AM_Demo and AM Content Acceleration Packs

The purpose of the AM_Demo and AM 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 AM-related issues with OOTB data from Data Warehouse as well as Dashboard pages that display the relevant information. 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 Asset 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.



What are Content Acceleration Packs (CAPs)

Content Acceleration Packs (CAPs) are 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. You can import them, export them, activate, or deactivate them, or you can create your own.

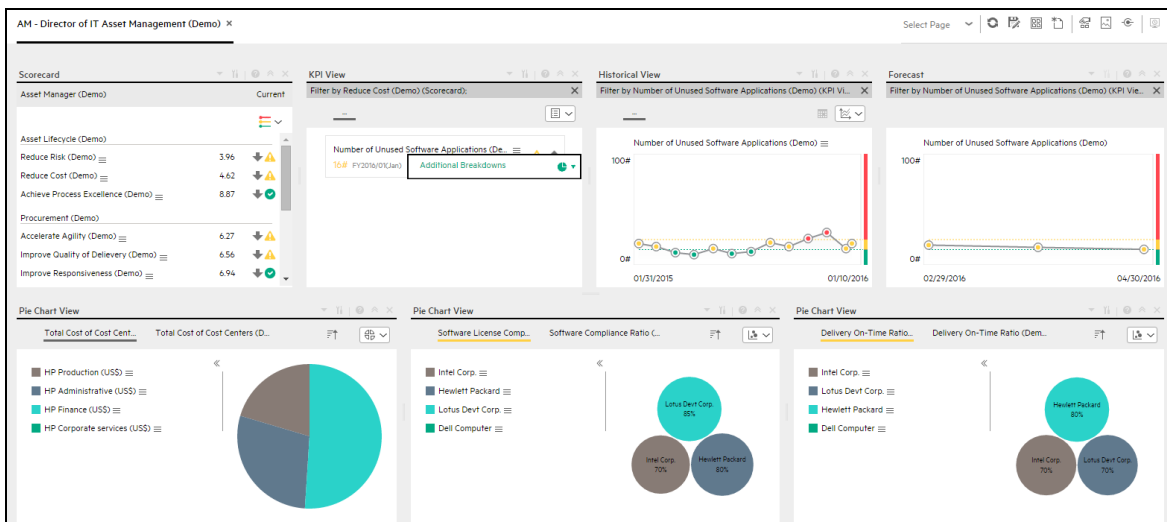
CAPs describe typical stories that show how the correct implementation of Business Analytics drives Performance Improvement and Cost Reduction for the IT organization.

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

The AM_Demo is based on data in .csv files that are part of the CAP package and AM CAPs include data from the Asset Manager data source.

Pages

AM - Director of IT Asset Management Page



Tasks


This section includes:

Upload and manage the Content Acceleration Pack	60
View the AM or AM_Demo CAP-related Dashboard page	61
View the Scorecard Structure and KPI and Metric Breakdowns in the Studio	61
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AM_Demo and AM	62

Upload and manage the Content Acceleration Pack

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

View the AM or AM_Demo CAP-related Dashboard page

1. In the ITBA application, close all the tabs. The Dashboard is displayed.
2. Click the **AM - Director of IT Asset Management** tab. If it is not displayed, select it in **Select Page** or click the **Page Gallery**  button in the Dashboard toolbar, double-click the relevant 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

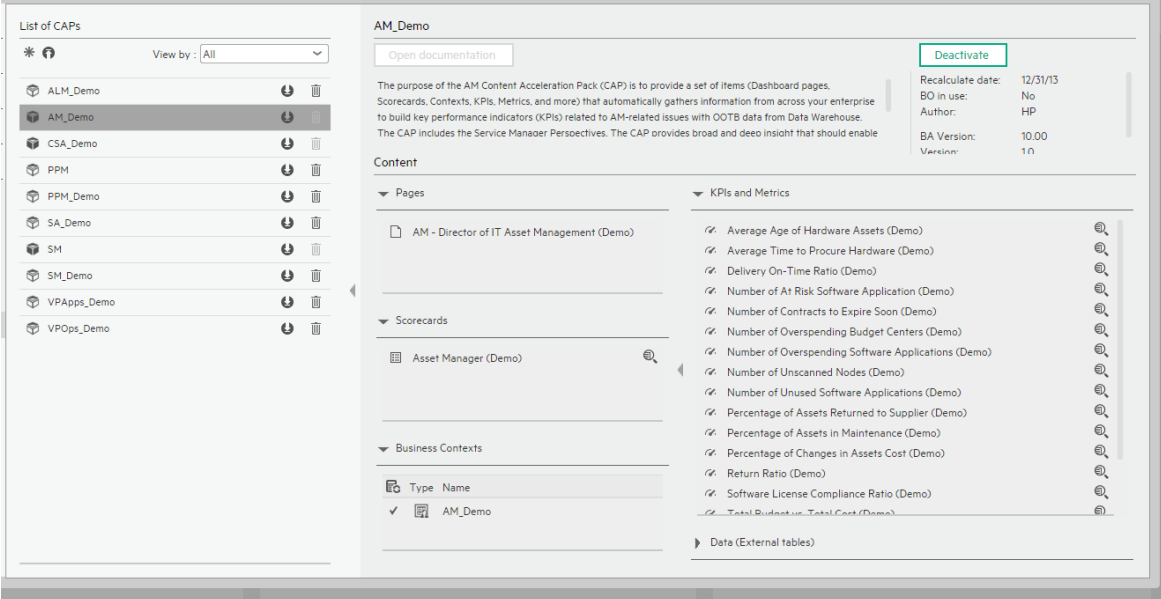
1. Maggie is the IT Director of Asset Management at ABC Inc. She manages the entire asset life-cycle of the IT organization.
2. One of her responsibilities is to ensure that the software licenses are compliant.
3. She logs into the AM – Director of IT Asset Management Dashboard page, and looks at her Scorecard to understand the overall performance of her organization and finds that the **Increase Compliance** Objective under the **Software License** Perspective is **red**.
4. She clicks the Objective and finds that the cause is the **Software Compliance Ratio** KPI that is also **red**.
5. Meanwhile, the Historical View shows, for the **Software License Compliance** KPI , a negative weekly trend for the last two weeks. Based on the current results, the Forecast component also shows a continuously decline for the week after and in the future.
6. Drilling down further, Maggie then looks at the KPI Breakdown called **Software License Compliance Ratio Breakdown by Supplier** in the Pie Chart View and realizes that the **Dell Computer** supplier only meets less than 45 percent of the license compliance ratio and is the

cause of the red ratio of the KPI. She then clicks on the **Dell Computer** legend to open the KPI EXPLORER, where the data shows details about the software count for which licenses are not compliant.

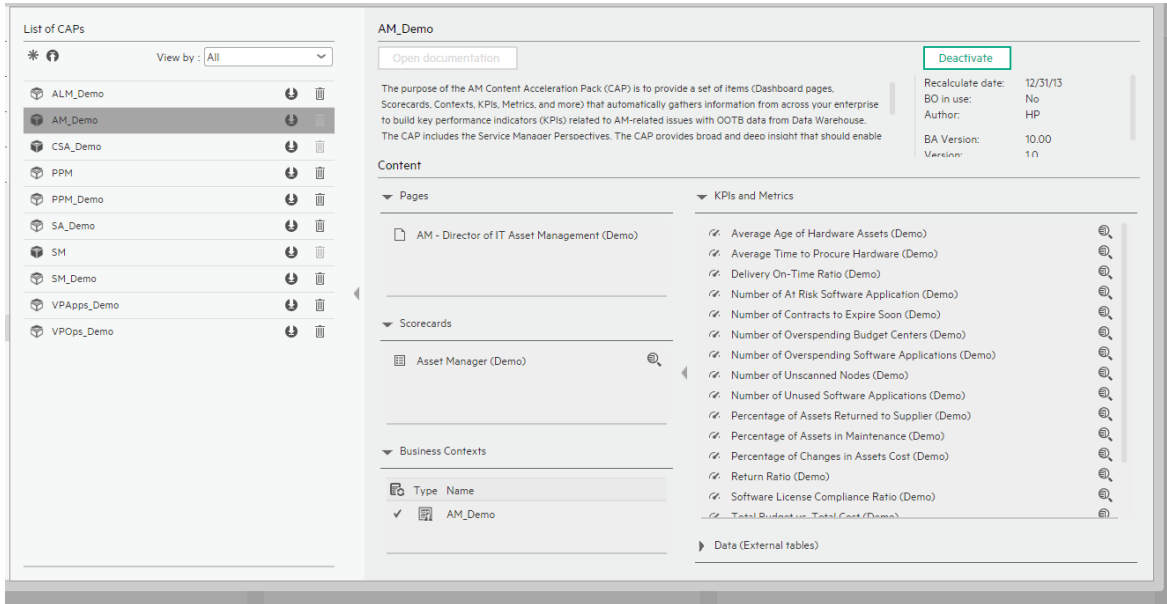
7. Maggie sends an annotation to Richard, the Supplier Manager, requesting clarifications: "Richard – We have poor Software License Compliance performance on “Apache Group” supplier, please provide insight and set a plan by EOW".
8. Richard is responsible for maintaining the license contracts with the Apache Group supplier. When he gets the annotation from Maggie he checks his Scorecard and starts the analysis of the problem.
9. Richard then replies to Maggie that he will initiate a meeting with the supplier to discuss the license contract.

UI Description

AM_Demo and AM



The screenshot displays the 'AM_Demo' Content Acceleration Pack (CAP) configuration page. On the left, a 'List of CAPs' sidebar shows 'AM_Demo' selected. The main panel, titled 'AM_Demo', includes an 'Open documentation' button, a 'Deactivate' button, and a 'Recalculate date' of 12/31/13. Below this is a description of the CAP's purpose. The 'Content' section is divided into three categories: 'Pages' (containing 'AM - Director of IT Asset Management (Demo)'), 'Scorecards' (containing 'Asset Manager (Demo)'), and 'Business Contexts' (containing 'AM_Demo'). A 'KPIs and Metrics' list on the right includes items like 'Average Age of Hardware Assets (Demo)', 'Average Time to Procure Hardware (Demo)', and 'Software License Compliance Ratio (Demo)', each with a status icon and a search icon.



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

UI Element	Description
Pages	See " Pages " on page 60.
Scorecards	<ul style="list-style-type: none"> Asset Manager (Demo) Asset Manager
Business Contexts	<ul style="list-style-type: none"> AM_Demo Asset_Management <p>For details, see Reference: Contexts (Universes) in the <i>Content Reference Guide</i>.</p>
KPIs and Metrics	<p>Note: The Demo CAP includes KPIs with names followed by (Demo). The CAP includes the same KPIs with names that do not include (Demo). The KPIs are the same but have different names so that both the Demo CAP and the CAP can be activated at the same time.</p> <ul style="list-style-type: none"> Average Age of Hardware Assets KPI The average age of hardware assets. 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. Delivery On-Time Ratio KPI

UI Element	Description
	<p>The ratio is calculated as the number of receipt lines for which the delivery is on-time divided by the total number of receipt lines.</p> <ul style="list-style-type: none"> • Number of At Risk Software Applications KPI The number of software applications for which the license count exceeds the license pool. • Number of Contracts to Expire Soon KPI The number of Contracts that will expire in the coming three months. • Number of Overspending Budget Centers KPI The number of budget centers that ran over budget during the last fiscal year, in terms of gap between actual spending vs. budget. • Number of Overspending Software Applications KPI The number of software applications for which the license count is lower than than the license pool. • Number of Unscanned Nodes KPI The number of nodes that have not being scanned for more than 3 months. • Number of Unused Software Applications KPI The number of software applications that were unused for more than three months. • Percentage of Assets Returned to Supplier KPI The number of assets returned to the suppliers relative to the total number of assets. • Percentage of Assets in Maintenance KPI The number of assets in maintenance relative to the total number of assets. • Percentage of Changes in Assets Cost KPI The asset cost in the last period relative to the asset cost in the previous period. • Return Ratio KPI The ratio is calculated as the total quantity of returned assets divided by the total quantity of received assets. • Software License Compliance Ratio KPI The number of software applications where the license count are lower than the license pool divided by the number of software counters. • Total Budget vs. Total Cost KPI The total budget vs the total cost in the last fiscal year. • Work Order Resolution On-Time Ratio KPI

UI Element	Description
	<p>The ratio is calculated as the number of on-time work orders divided by the total number of work orders.</p> <ul style="list-style-type: none"> • Total Cost of Asset KPI <p>The total cost of assets during the measurement period. Supports Breakdown by Cost Center or Asset Type.</p> <ul style="list-style-type: none"> • Total Cost of Cost Centers <p>The total cost of cost centers during the measurement period. Supports Breakdown by Cost Center.</p>
Data (External Tables)	AM_demo

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 Cloud Service Automation view.

The CSA is based on the 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 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. You can import them, export them, activate, or deactivate them, or you can create your own.

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.

Reports

- The CSA-Showback for Cloud Services 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 *Reports Reference Guide*.
- The cloud-related reports (Dashboard pages) provided in the CSA_CAP and CSA_Demo_CAP CAPs combine integrated data from the following data sources Cloud Service Automation (CSA), Amazon Web Services (AWS), Amazon Web Service CloudWatch (AWSCW)

Pages

CAP	Page
CSA_Demo	<ul style="list-style-type: none"> • "CSA - Amazon EC2 Instance Usage and Utilization" on the next page • "CSA-Showback for Cloud Services" on page 69 • "CSA-Showback Detail for Cloud Services" on page 70 • "CSA-Showback for Consumer " on page 71 • "CSA-Showback Detail for Consumer " on page 72 • "CSA-Cloud Service Automation Overview" on page 72 • "CSA-Organization" on page 73 • "CSA-Resource Supply Manager" on page 74 • "CSA-Resource Usage and Utilization for Consumer" on page 75 • "CSA-Resource Usage and Utilization for Resource Supplier Manager" on page 76 • "CSA-Service Business Manager" on page 76 • "CSA-Service Business Manager_Extended" on page 77 • "CSA-World Map" on page 77 • "CSA-US Map" on page 78
CSA	<ul style="list-style-type: none"> • "CSA - Amazon EC2 Instance Usage and Utilization" on the next page

CAP	Page
	<ul style="list-style-type: none"> • "CSA-Showback for Cloud Services" on the next page • "CSA-Showback Detail for Cloud Services" on page 70 • "CSA-Showback for Consumer Organization Admin " on page 70 • "CSA-Showback for Consumer " on page 71 • "CSA-Showback Detail for Consumer " on page 72 • "CSA-Cloud Service Automation Overview" on page 72 • "CSA-Organization" on page 73 • "CSA-Resource Supply Manager" on page 74 • "CSA-Resource Usage and Utilization for Consumer" on page 75 • "CSA-Resource Usage and Utilization for Resource Supplier Manager" on page 76 • "CSA-Service Business Manager" on page 76 • "CSA-Service Business Manager_Extended" on page 77

CSA - Amazon EC2 Instance Usage and Utilization

The data sources are AWS and AWSCW.

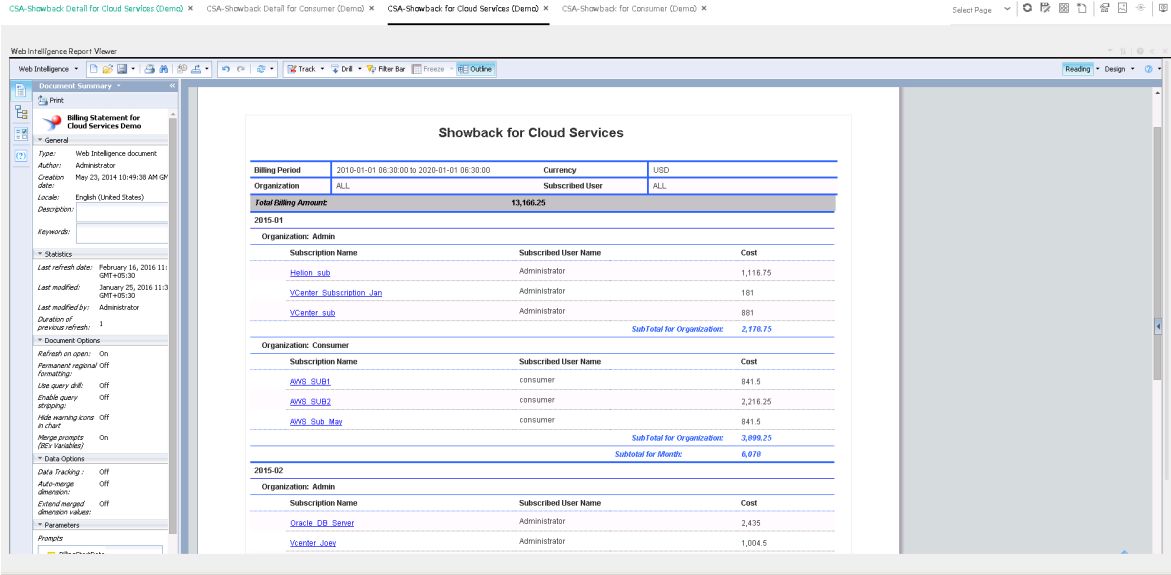
Amazon EC2 Instance									
Period	2013-11-05 to 2017-11-16								
Total Instance(#)	2	Total Instance Cost(\$)	389.28						
Date : 2015-10-16	SubTotal for Date : 27.2								
Instance ID	Instance Type	Consumption			Utilization			Total Cost(\$)	
		Compute (Hours)	Storage (GB)	Networking (GB)	Avg CPU(%)	Min CPU(%)	Max CPU(%)		
ITBA2a8bd08ce	t2.micro	24	20	0.2	65.41	11.21	83.11	12.52	
Wendy-Windows2008	t2.small	24	30	0.51	55.26	36.19	92.7	14.68	
Date : 2015-10-17	SubTotal for Date : 27.2								
Instance ID	Instance Type	Consumption			Utilization			Total Cost(\$)	
		Compute (Hours)	Storage (GB)	Networking (GB)	Avg CPU(%)	Min CPU(%)	Max CPU(%)		
ITBA2a8bd08ce	t2.micro	24	20	0.2	50.49	25.99	86.55	12.52	
Wendy-Windows2008	t2.small	24	30	0.51	66.19	36.71	94.57	14.68	
Date : 2015-10-18	SubTotal for Date : 27.2								
Instance ID	Instance Type	Consumption			Utilization			Total Cost(\$)	
		Compute (Hours)	Storage (GB)	Networking (GB)	Avg CPU(%)	Min CPU(%)	Max CPU(%)		
ITBA2a8bd08ce	t2.micro	24	20	0.2	56.3	36.02	80.8	12.52	
Wendy-Windows2008	t2.small	24	30	0.51	64.91	36.13	76.1	14.68	

CSA-Showback for Cloud Services

The CSA-Showback 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. It also displays the Option Full Name, Property Name, Property Value, and Cost for each selected user subscription. The period granularity of this report is daily. You can search by specific date range, by user name, or by organization name.

The CSA-Showback for Cloud Services report displays the subscription cost incurred by each organization based on demo data.

In the CSA-Showback for Cloud Services report, the modification initial values are not calculated when the subscription is modified with different initial charges - only recurring charges are updated.



CSA-Showback Detail for Cloud Services

The report displays the option and property cost for each selected user subscription. The period granularity of this report is daily. The user can search by specific date range, by user name, by organization name, or by subscription name.

The screenshot shows a Web Intelligence Report Viewer window displaying a report titled "Showback Detail For Cloud Services". The report includes a summary table and a detailed table of subscription costs.

Billing Period	2009-12-31 to 2019-12-31		
Currency	USD	Organization	ALL
Subscribed User	ALL	Subscription Name	ALL
Total Billing Amount:		13,166.25	
Date: 2015-01-01		SubTotal for Date : 3,546	
Org: Admin		SubTotal for Org : 1,224.75	
Person: Administrator		SubTotal for Person : 630.75	

Initial/Recurring Price	Quantity Name	Quantity	Option	Property	Duration	Cost
Initial (10 USD)			[None]	[None]	One Time	10
Initial (30 USD)	No. Of_Server	8	Memory:320	[None]	One Time	240
Initial (40 USD)	No. Of_Server	8	Memory:320	CPU:8	One Time	320
Recurring (1 USD Daily)			[None]	[None]	18 Hour 0 Min 0 Sec	0.75
Recurring (4 USD Daily)	No. Of_Server	8	Memory:320	[None]	18 Hour 0 Min 0 Sec	24
Recurring (5 USD Daily)	No. Of_Server	8	Memory:320	CPU:8	18 Hour 0 Min 0 Sec	36
Subscriptions/Center_sub						SubTotal for Subscription : 497
Initial (10 USD)			[None]	[None]	One Time	10
Initial (25 USD)	No. Of_Server	7	Memory:240	[None]	One Time	175
Initial (40 USD)	No. Of_Server	7	Memory:240	CPU:8	One Time	280
Recurring (1 USD Daily)			[None]	[None]	12 Hour 0 Min 0 Sec	0.5
Recurring (3 USD Daily)	No. Of_Server	7	Memory:240	[None]	12 Hour 0 Min 0 Sec	10.5
Recurring (3 USD Daily)	No. Of_Server	7	Memory:240	CPU:8	12 Hour 0 Min 0 Sec	21
Subscriptions/Center_Subscription_1an						SubTotal for Subscription : 97
Initial (10 USD)			[None]	[None]	One Time	10

CSA-Showback for Consumer Organization Admin

The CSA-Showback 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.

Guide to ITBA Content Acceleration Packs
 CSA_Demo and CSA Content Acceleration Packs

CSA-Showback for Consumer Organization Admin

Web Intelligence Report Viewer

Document Summary

Print

Billing Statement for Consumer Organization Admin

General

Type: Web Intelligence document
 Author: Administrator
 Creation date: October 26, 2014 7:23:43 PM
 Locale: English (United States)
 Description:

Keywords:

Statistics

Last refresh date: December 3, 2015 3:41 PM
 Last modified: November 13, 2015 9:00 AM

Document Options

Refresh on open: On
 Permanent regional Off
 Formatting: On
 Use query drill: Off
 Enable query: Off
 Striping: Off
 Hide missing color: Off
 Merge prompts (REV Variables): On
 Data Options

Data Tracking: Off
 Auto-merge: Off
 Extended merge: Off
 Dimension values: Off
 Parameters

Prompts

Showback for Cloud Services

Billing Period	2009-12-31 05:00:00 to 2018-12-31 05:00:00	Currency	USD
Organization	ALL	Subscribed User	ALL
Total Billing Amount: 7,034,074,782.8871			
2015-07			
Organization: Consumer			
Subscription Name	Subscribed User Name	Cost	
AMIS_E2E_1.0.0	consumer	1,100,2114	
AMIS_E2E_Keep_1.0.0	csa_enguser1	1,290,6514	
Complicate Sub1	csa_enguser1	16,286,273,8426	
Complicate Sub2 month1	csaengadmin	72,371,035,1852	
SUB_OPT_PROD_1.0.0	csa_enguser1	53,882,4925	
Complicate Sub3 - Create Month Option and Property	csaengadmin	56,160,669,2361	
For off propagation name and value (1.0.0)	csa_enguser1	178,3111	
Sub1	csaengadmin	31,197,937,983	
Sub2 - Modify	csaengadmin	57,063,474,0741	
Sub3	csaengadmin	30,931,365,3241	
Sub status (1.0.0)	csa_enguser1	11,849,4213	

Track changes: Off | Page 1 of 14 | 100% | < 1 minute ago

CSA-Showback for Consumer

CSA-Showback Detail for Cloud Services (Demo) | CSA-Showback Detail for Consumer (Demo) | CSA-Showback for Cloud Services (Demo) | CSA-Showback for Consumer (Demo)

Web Intelligence Report Viewer

Document Summary

Print

Showback for Consumer Demo

General

Type: Web Intelligence document
 Author: Administrator
 Creation date: January 14, 2016 7:57:28 AM
 Locale: English (United States)
 Description:

Keywords:

Statistics

Last refresh date: February 16, 2016 11:00 AM
 Last modified: January 25, 2016 1:00 PM

Document Options

Refresh on open: On
 Permanent regional Off
 Formatting: On
 Use query drill: Off
 Enable query: Off
 Striping: Off
 Hide missing color: Off
 Merge prompts (REV Variables): On
 Data Options

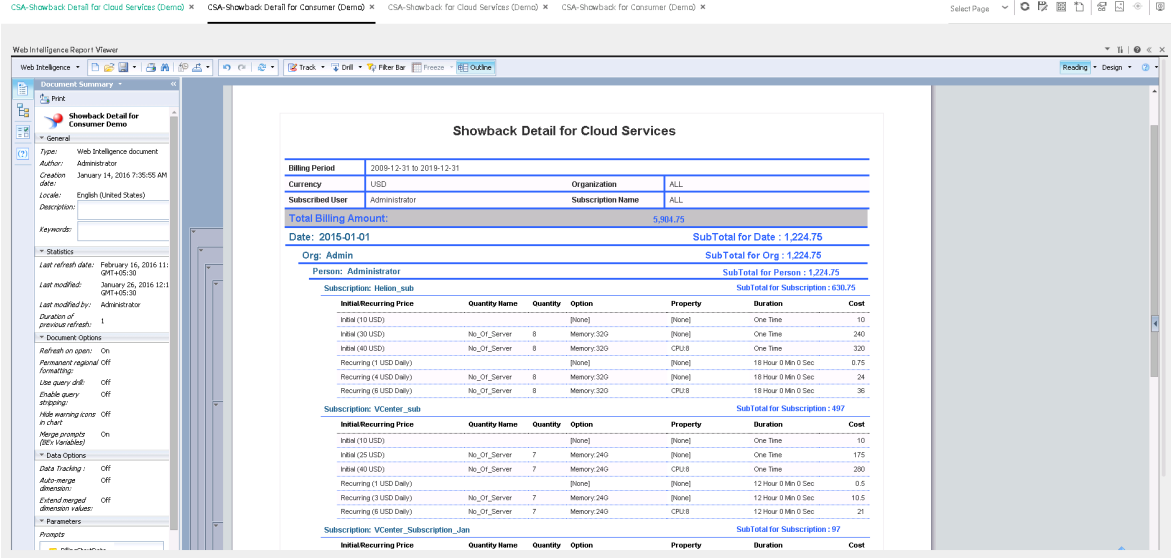
Data Tracking: Off
 Auto-merge: Off
 Extended merge: Off
 Dimension values: Off
 Parameters

Prompts

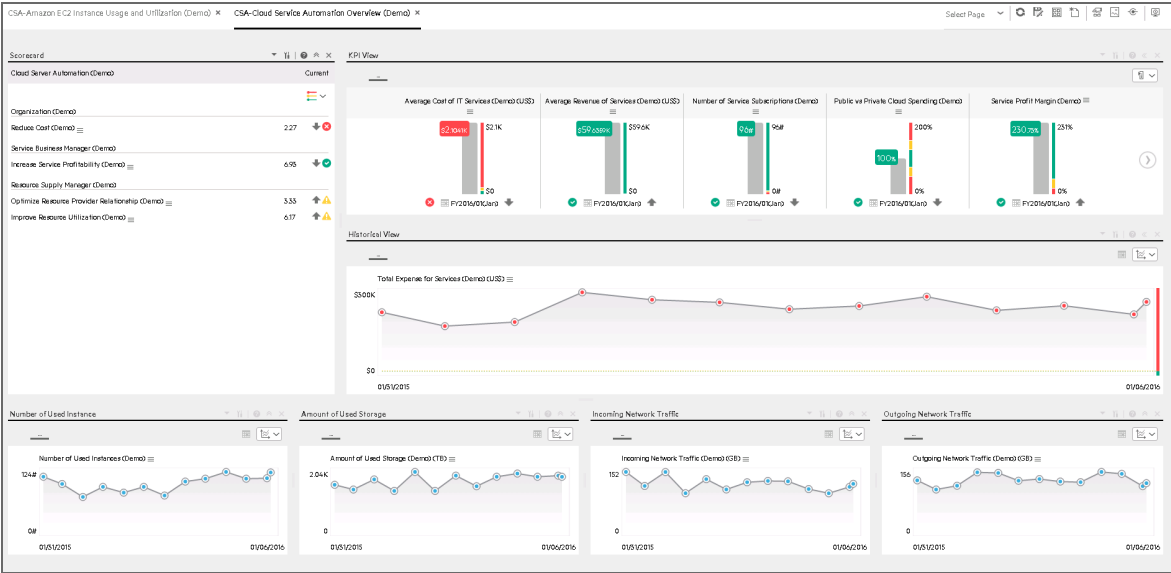
Showback for Cloud Services

Billing Period	2009-12-31 18:30:00 to 2018-12-31 18:30:00	Currency	USD
Organization	ALL	Subscribed User	Administrator
Total Billing Amount: 5,984.75			
2015-01			
Organization: Admin			
Subscription Name	Subscribed User Name	Cost	
Hellon_sub	Administrator	1,116.75	
VCenter_Subscription_Jan	Administrator	161	
VCenter_sub	Administrator	881	
		Sub Total for Organization: 2,776.75	
		Subtotal for Month: 2,776.75	
2015-02			
Organization: Admin			
Subscription Name	Subscribed User Name	Cost	
Oracle_DB_Server	Administrator	2,435	
VCenter_Jobey	Administrator	1,804.5	
VM template_220	Administrator	266.5	
		Sub Total for Organization: 3,726	
		Subtotal for Month: 3,726	

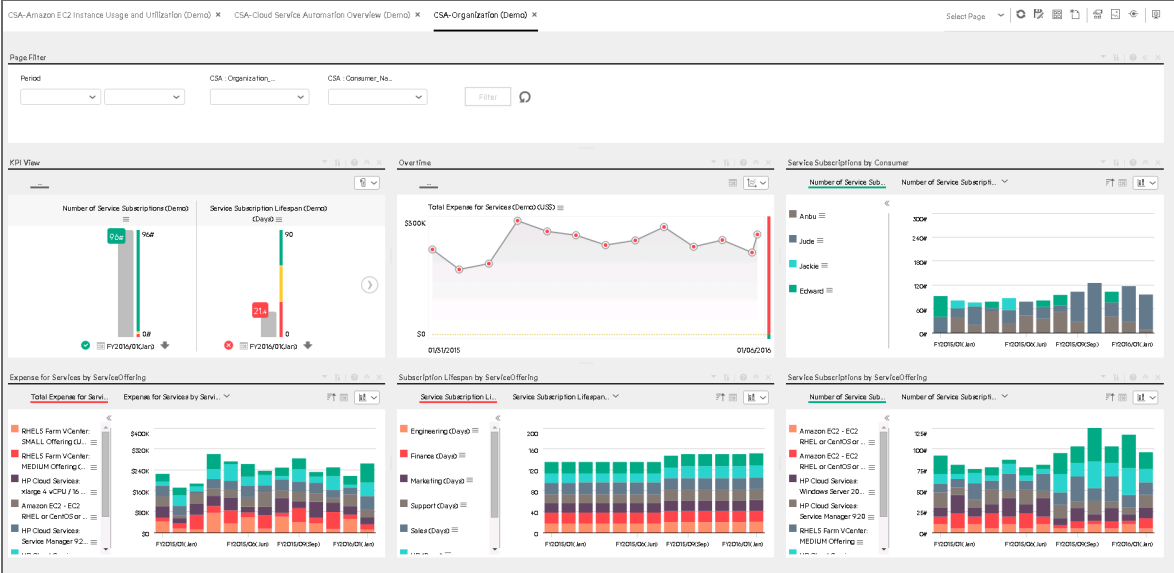
CSA-Showback Detail for Consumer



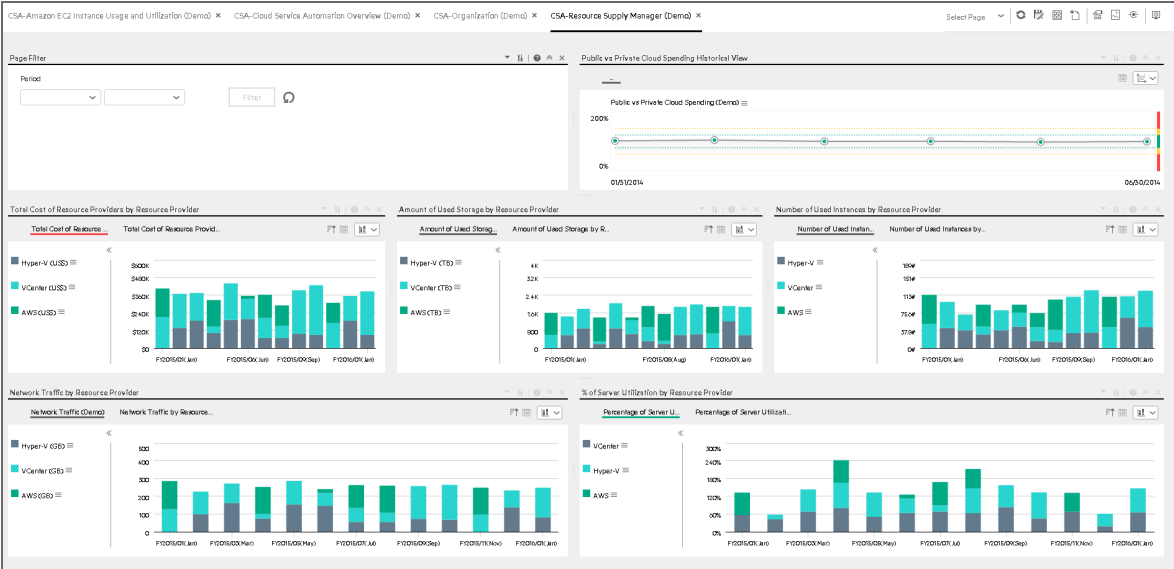
CSA-Cloud Service Automation Overview



CSA-Organization



CSA-Resource Supply Manager



CSA-Resource Usage and Utilization for Consumer

The persona is the resource supply manager, who is responsible for the management of equipment, hardware, and other logistical details of a company or a company's division.

Since the traditional IT is transforming to the new style of IT by moving IT assets to the cloud, His job is to manage each resource provider; deliver the infrastructure service to support the business application and service run in the company; make sure the overall cost of resource provider is under control.

In this report, the private cloud VM instance cost is based on the based rate inputed by user multiplied by real VM usage. Other usage and utilization are directly from VM.

The report only displays the VM that created by CSA subscription, if the VM has no linkage to CSA subscription, it should display on this report.

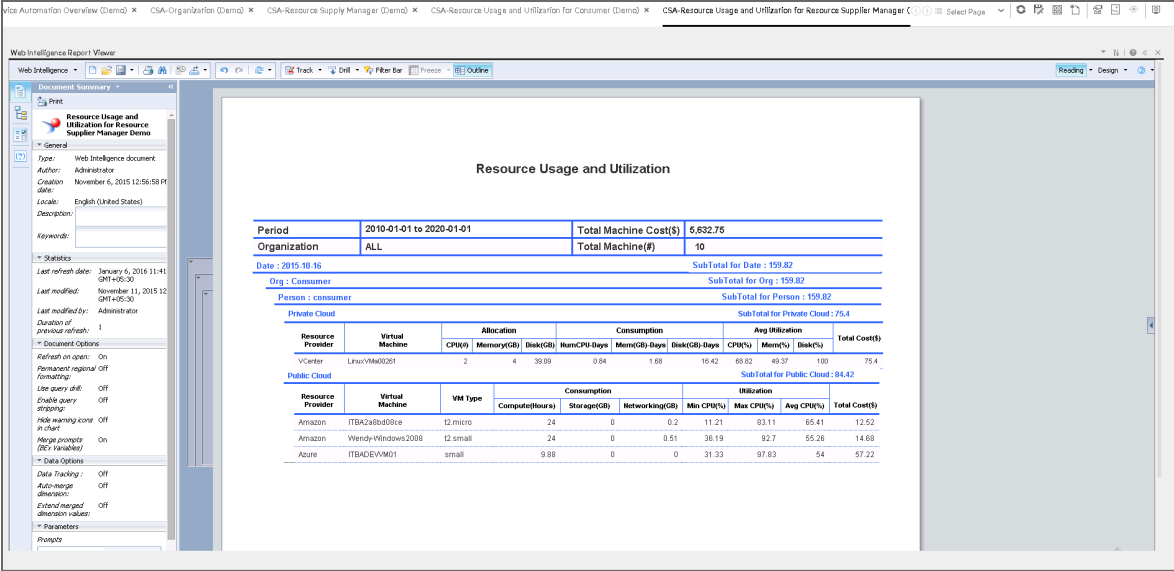
The report is at daily level. User will able to filter start time and end time, organization, resource provider.

The screenshot displays a web application interface with a sidebar on the left containing document metadata and a main content area showing a report titled "Resource Usage and Utilization".

Report Summary:

Period	2019-01-01 to 2020-01-01	User	ALL						
Organization	ALL	Total Machine(#)	10						
Date : 2015-10-16	SubTotal for Date : 4								
Org : Consumer	SubTotal for Org : 4								
Person : consumer	SubTotal for Person : 4								
Private Cloud									
SubTotal for Private Cloud : 1									
Subscription	Resource Provider	Virtual Machine	Allocation	Consumption			Avg Utilization		
LinuxVM	VCenter	LinuxVM00261	CPU(%) 2, Memory(G) 4, Disk(G) 39.09, Mem(CPU) 0.84, Mem(C) 1.60, Disk(C) 16.42, Disk(M) 49.37, Mem(M) 100						
Public Cloud				SubTotal for Public Cloud : 3					
Subscription	Resource Provider	Virtual Machine	VM Type	Consumption			CPU Utilization(%)		
				Compute(Hours)	Storage(GB)	Networking(GB)	Min	Max	Avg
AWS_EE_1.0.0	Amazon	WindyWindows2008	I2.small	24	0	0	0.51	38.19	92.7
AWS_EE_3649_1.0.0	Amazon	ITBA288u08ce	I2.micro	24	0	0	0.2	11.21	83.11
VULHA_sub	Azure	ITBADEVMM01	small	9.89	0	0	0	31.33	97.63

CSA-Resource Usage and Utilization for Resource Supplier Manager

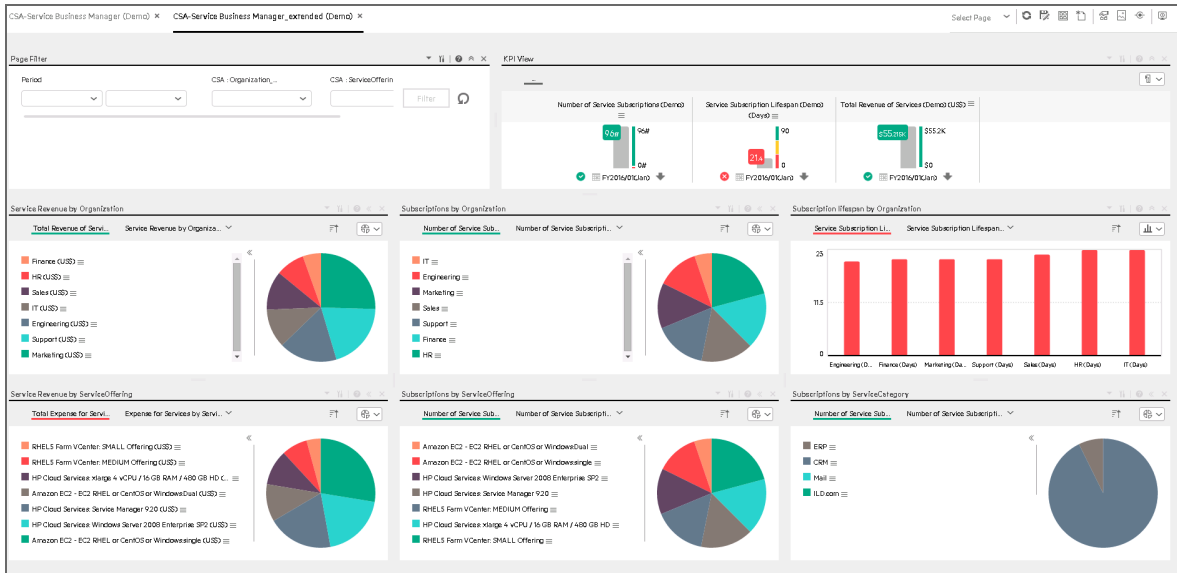


CSA-Service Business Manager



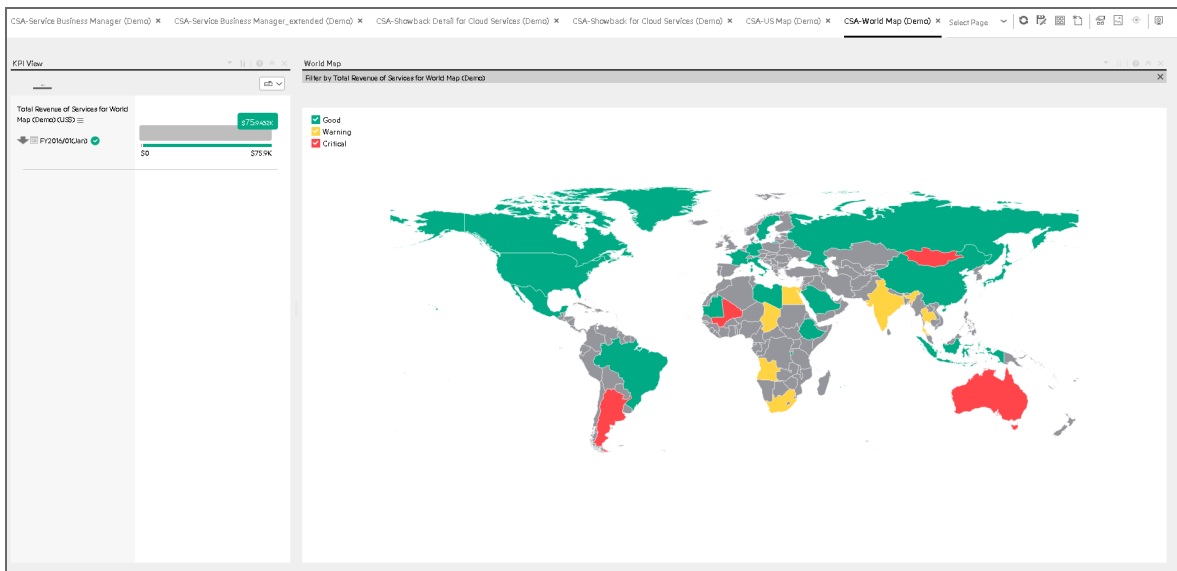
CSA-Service Business Manager_Extended

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



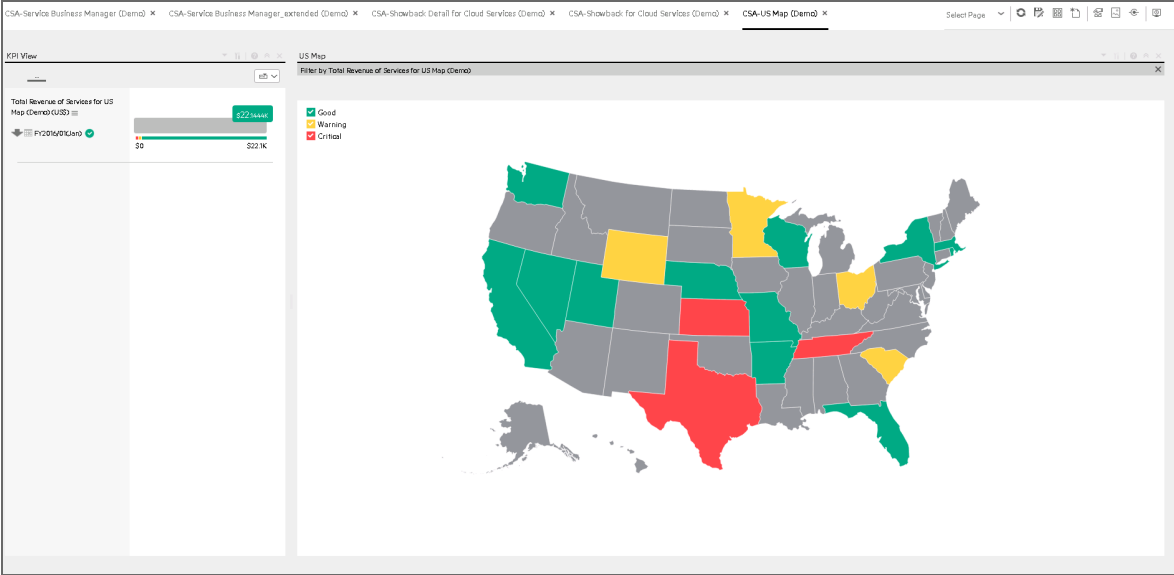
CSA-World Map

This page is only available with the CSA_Demo CAP. For details, see CSA_Demo and CSA Content Acceleration Packs in the *Guide to Content Acceleration Packs*.



CSA-US Map

This page is only available with the CSA_Demo.



Tasks


This section includes:

- Upload and manage the Content Acceleration Pack 78
- View the CAP-related Dashboard pages 79
- View the Scorecard Structure and KPI and Metric Breakdowns in the Studio 79
- Activate the CSA_Demo in ITBA 79
- User Story 1 - Cloud Consumer 80
- User Story 2 - Cloud Service Business Manager 81
- User Story 3 - Marketing Manager 82

Upload and manage the Content Acceleration Pack

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

View the CAP-related Dashboard pages

1. In the ITBA 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 67) 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.

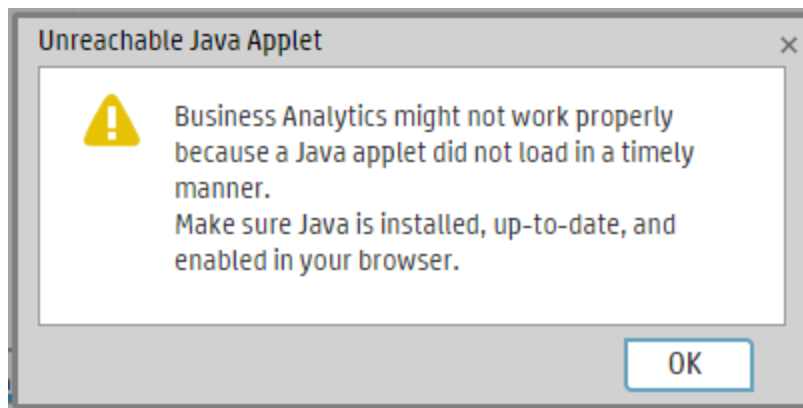
View the Scorecard Structure and KPI and Metric Breakdowns in the Studio

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.

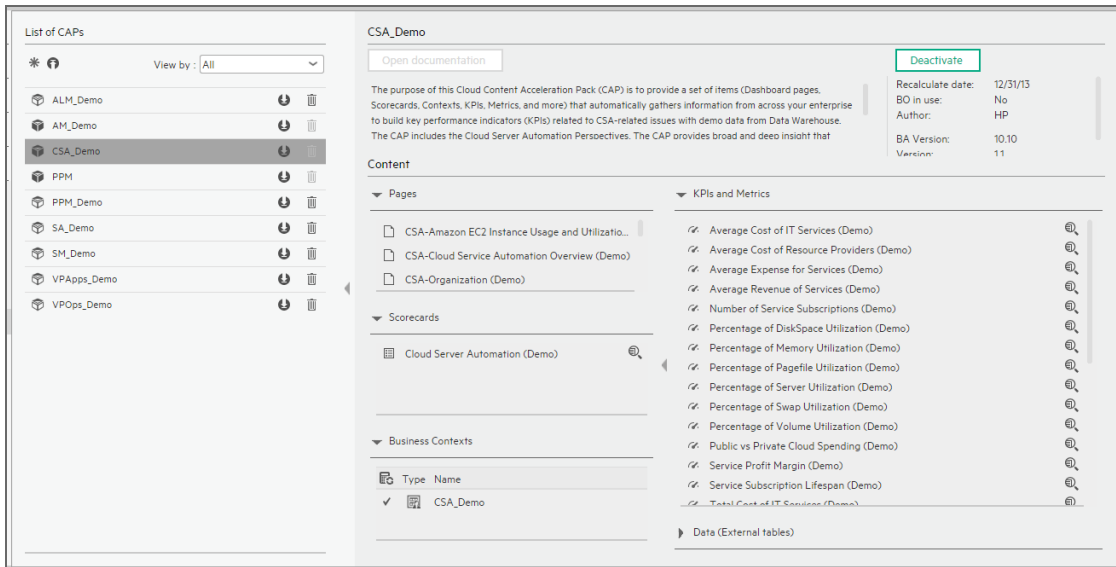
Activate the CSA_Demo in ITBA

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

1. Log on to the ITBA 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 67](#).

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.

User Story 1 - Cloud Consumer

1. Claire is a developer working at ABC Inc. She needs a 5 VM with a pre-loaded Dev environment for load testing and a Python Dev environment. She is unsure how many CPUs to use. She goes to HPE CSA and checks both of them out.

2. She begins working and using the environment for a few weeks. After a while, she notices abnormally slow responses from the performance Test environment. She logs into the ITBA Cloud Consumer dashboard and looks at the AVG CPU util KPI and notices that it is in the red at 90%.
3. She then runs the Resource Usage and Utilization report. A full inventory of all her subscriptions listed by provider and VM name is shown. She notices that all five of her load testing VMs are running at 90% CPU. She looks at the allocation column and realizes she had only allocated four CPUs per VM instead of the needed eight.
4. She logs into CSA, modifies her subscription, and adds the option for eight CPUs from that day onwards.
5. At the end of the month when all her testing and Dev work are done, her manager asks her for an invoice of her services used from the 20th onwards because the cost is a higher than what she normally uses. In her ITBA Cloud Consumer dashboard, she opens the enhanced Showback report and takes a daily report for the month. She is able to show him that she had allocated four CPUs to each VM and that on the 20th she had changed the option to eight CPUs because four was not adequate.

User Story 2 - Cloud Service Business Manager

1. Carlos is the Cloud SBM at ABC. The IT Organization of ABC is responsible for providing various services and applications for the company. Their two main public cloud providers are AWS and Azure.
2. In December, Carlos notices that the Total Cost of IT Services KPI is in the red.
3. He then looks at his Scorecard under Reduce Cost of Infrastructure and looks at the two associated KPIs, Cost of AWS Services and Cost of Azure Services. The status of the Cost of Azure Services KPI is **red**.
4. He goes to EXPLORER and notices that it has been on the rise for the past 3 month.
5. He then looks at the highest month (December) and runs the Resource Usage and utilization.
6. He notices that subscription ABC123 has been allocated eight CPUs and is running at 80% utilization. In the provider column, he confirms that it is from MS Azure.
7. He then runs a what-if analysis on the Reduce Cost of Infra Objective and notices that bringing down the cost of Azure services will greatly improve the Objective.
8. He contacts Rex who is the Cloud Resource Supply manager and discusses how they can bring the cost of services that use VMs with 8 CPUs. Rex notices that the same VM is much cheaper on AWS and modifies the subscription in CSA and sets AWS as the underlying service provider.

9. At the end of January, Carlos logs into his Cloud Service Business Manager dashboard in ITBA and notices the Total Cost of IT Services KPI is back in the green. He then breaks down the KPI by provider and sees that the cost from both providers are in the acceptable range.

User Story 3 - Marketing Manager

1. Michael, the Marketing manager receives an email saying that a user is about to exceed its budget. He starts investigating the issue.
2. He enters the CSA widget that logs him on ITBA. The ITBA shows a dashboard. Michael sees the spikes where the cost is happening by date (real time). He sees that the Amazing services are exceeding their budget. He drills down into Amazon services to see which users are hitting the budget limit (or are close to).
3. He sees that user1 has accrued 80% of his allowed budget. He needs to put a stop to it before the month is over otherwise he will go over budget by approximately 120%.
4. He sends an email to user1 telling him about the situation. User1 logs into CSA to access ITBA. He runs a report on his own subscriptions. He wants to validate that they are in fact Amazon services. He sees 4 Amazon services averaging \$1000 a day.
5. He confirms that the manager was right. He goes back into CSA, and looks up his subscriptions and unsubscribes to the 4 Amazon services to reduce the cost.
6. He now clicks the CO widget and sees all the VMs he has provisioned. He identifies the servers with the lowest computer resources. He selects it to see its utilization and sees the utilization forecast is flat and low. He sees it as a good candidate to use. He modifies the computer resources and uses that EXISTING subscription. (He basically looks for subscribed but underutilized resources and uses them).

UI Description

CSA_Demo and CSA

This screenshot shows the configuration page for the 'CSA_Demo' Content Acceleration Pack (CAP). The interface is divided into several sections:

- List of CAPs:** A sidebar on the left lists various CAPs: ALM, ALM_Demo, CSA, **CSA_Demo** (selected), PPM_Demo, SM_Demo, VPApps_Demo, and VPOps_Demo. Each entry has a refresh and delete icon.
- CSA_Demo Header:** Includes an 'Open documentation' button and a 'Re-import' button.
- Description:** A text block explaining the purpose of the CAP: 'The purpose of this Cloud Content Acceleration Pack (CAP) is to provide a set of items (Dashboard pages, Scorecards, Contexts, KPIs, Metrics, and more) that automatically gathers information from across your enterprise to build key performance indicators (KPIs) related to CSA-related issues with demo data from Data Warehouse. The CAP includes the Cloud Server Automation Perspectives. The CAP provides broad and deep insight that should enable you to increase...'.
- Metadata:** A table on the right shows:

Recalculate date:	12/31/13
BO in use:	No
Author:	HP
BA Version:	10.0
Version:	1.0
- Content:** A central area with expandable sections:
 - Pages:** Includes 'CSA-Billing Statement for Cloud Services', 'CSA-Cloud Service Automation Overview', and 'CSA-Organization'.
 - Scorecards:** Includes 'Cloud Server Automation'.
 - Business Contexts:** A table with columns 'Type' and 'Name', containing one entry: 'CSA_Demo'.
 - KPIs and Metrics:** A list of 11 items, each with a refresh icon and a search icon. The first item, 'Average Cost of IT Services', is selected.
 - Data (External tables):** A section at the bottom right.

This screenshot shows the configuration page for the 'CSA' Content Acceleration Pack (CAP). The interface is similar to the previous one but with different content:

- List of CAPs:** The sidebar lists: ALM, ALM_Demo, **CSA** (selected), CSA_Demo, PPM_Demo, SM_Demo, VPApps_Demo, and VPOps_Demo.
- CSA Header:** Includes an 'Open documentation' button and an 'Import' button.
- Description:** Similar to the previous CAP, explaining its purpose for gathering enterprise information.
- Metadata:** A table on the right shows:

Recalculate date:	12/31/13
BO in use:	No
Author:	HP
BA Version:	10.0
Version:	1.0
- Content:** A central area with expandable sections:
 - Pages:** Includes 'CSA-Billing Statement for Cloud Services', 'CSA-Billing Statement for Consumer Organizati...', and 'CSA-Cloud Service Automation Overview'.
 - Scorecards:** Includes 'Cloud Server Automation'.
 - Business Contexts:** A table with columns 'Type' and 'Name', containing one entry: 'CSA_CloudOptimization'.
 - KPIs and Metrics:** A list of 11 items, each with a refresh icon and a search icon. The third item, 'Number of Service Subscriptions', is selected.
 - Data (External tables):** A section at the bottom right.

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

UI Element	Description
Pages	See " Pages " on page 67.
Scorecards	<ul style="list-style-type: none"> Cloud Server Automation
Business Contexts	<ul style="list-style-type: none"> CSA_CloudOptimization CSA_Demo <p>For details, see Reference: Contexts (Universes) in the <i>Content Reference Guide</i>.</p>
KPIs and Metrics	<p>Note: The Demo CAP includes KPIs with names followed by (Demo). The CAP includes the same KPIs with names that do not include (Demo). The KPIs are the same but have different names so that both the Demo CAP and the CAP can be activated at the same time.</p> <p>KPIs</p> <ul style="list-style-type: none"> Average Cost of IT Services KPI The average cost of services provided by IT. Average Cost of Resource Providers KPI The average cost of the Resource Providers during the measurement period. Average Expense for Services KPI The average expense of services consumed by the organization. Average Revenue of Services KPI The average revenue of services provided by IT during the measurement period. Number of Service Subscriptions KPI The number of Service subscriptions created during the measurement period. Percentage of DiskSpace Utilization KPI The average of percentages of diskspace utilization at instance level. Percentage of Memory Utilization KPI The average of percentages of memory utilization at instance level. Percentage of Pagefile Utilization KPI The average of percentages of pagefile utilization at instance level. Percentage of Server Utilization KPI The average of percentages of CPU utilization at instance level.

UI Element	Description
	<ul style="list-style-type: none"> • Percentage of Swap Utilization KPI The average of percentages of swap utilization at instance level. • Percentage of Volume Utilization KPI The average of percentages of volume utilization at instance level. • Public vs Private Cloud Spending KPI The ratio between the public and the private spending. • Service Profit Margin KPI The profit margin of the services provided by IT during the measurement period. • Service Subscription Lifespan KPI The average lifecycle time of a subscription to a service during the measurement period. • Total Cost of IT Services KPI The total cost of services provided by IT during the measurement period. • 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 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: <ul style="list-style-type: none"> a. 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). b. 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). • Total Revenue of Services for US Map KPI (see Total Revenue of Services KPI) • Total Revenue of Services for World Map KPI (see Total Revenue of Services KPI) <p>Metrics:</p> <ul style="list-style-type: none"> • Amount of Used Disk Metric The product of the amount of disk provisioned and the number of days the VM has

UI Element	Description
	<p>been running. For example, if a VM has been running with 20 GB of hard disk for 5 days, the DiskDays is calculated as $20 \times 5 = 100$ Disk (GB)-Days.</p> <ul style="list-style-type: none"> • Amount of Used Memory Metric The product of the amount of memory allocated and the number of days the VM has been running. For example, if a VM has been running with 4 GB of memory for 5 days, the MemDays is calculated as follows: $5 \times 4 = 20$ Memory (GB)-Days. • Amount of Used Storage Metric The number of TBs of storage that are currently in use. • Compute Hours Metric The number of hours during which the VM has been running. • Incoming Network Traffic Metric Network Download. • Network Traffic Metric Total network traffic. • Number of Used CPUs Metric The product of the number of CPUs and the number of days the VM has been running. For example, if 4 CPUs are used for the first 15 days and 8 CPUs are used for the next 15 days in a month, the CPUDays is calculated as follows: $(4 \times 15) + (8 \times 15) = 180$ CPUDays • Number of Used Instances Metric The number of dedicated instances you are running in your hybrid cloud environment. • Outgoing Network Traffic Metric Network Upload.
<p>Data (External Tables)</p>	<ul style="list-style-type: none"> • CSA_BILLING_FACT_V • CSA_BUSINESS_UNIT_DIM_V • CSA_CLOUD_BILLING_UTIL_FACT_V • CSA_CLOUD_INF_UTILIZATION_FACT_V • CSA_COMPONENT_DIM_V • CSA_CONSUMER_DIM_V • CSA_Demo • CSA_GLOBAL_MAP_DIM_V • CSA_LOCATION_DIM_V • CSA_Map_Demo

UI Element	Description
	<ul style="list-style-type: none">• CSA_NODE_DIM_V• CSA_OPTION_PROPERTY_DIM_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• CSA_REQUEST_OPTION_DIM_V• CSA_SERVICE_REQUEST_DIM_V• CSA_SHOWBACK_DETAIL_FACT_V• CSA_US_MAP_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 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 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. You can import them, export them, activate, or deactivate them, or you can create your own.

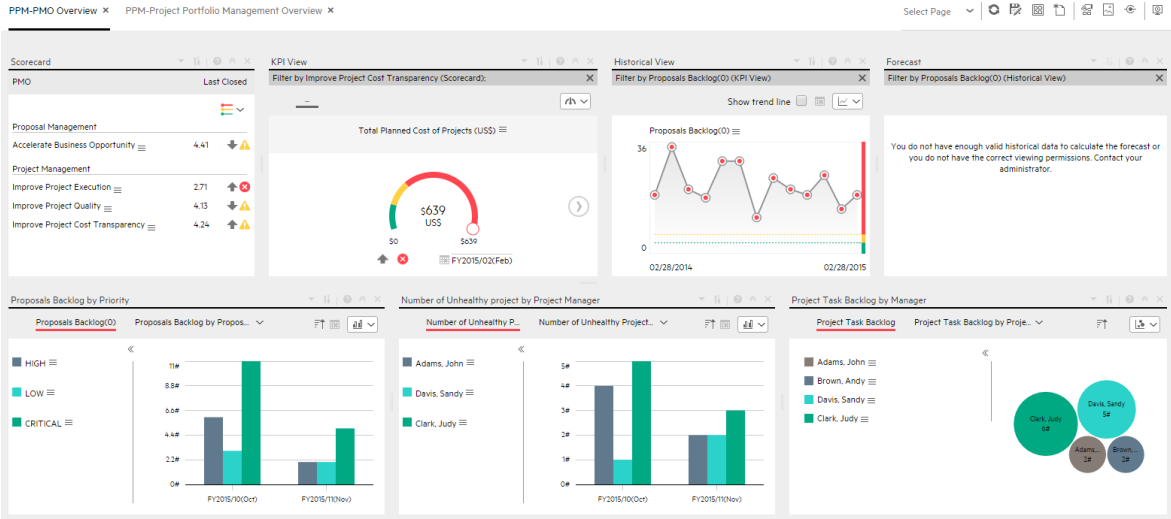
CAPs describe typical stories that show how the correct implementation of Business Analytics drives Performance Improvement and Cost Reduction for the IT organization.

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

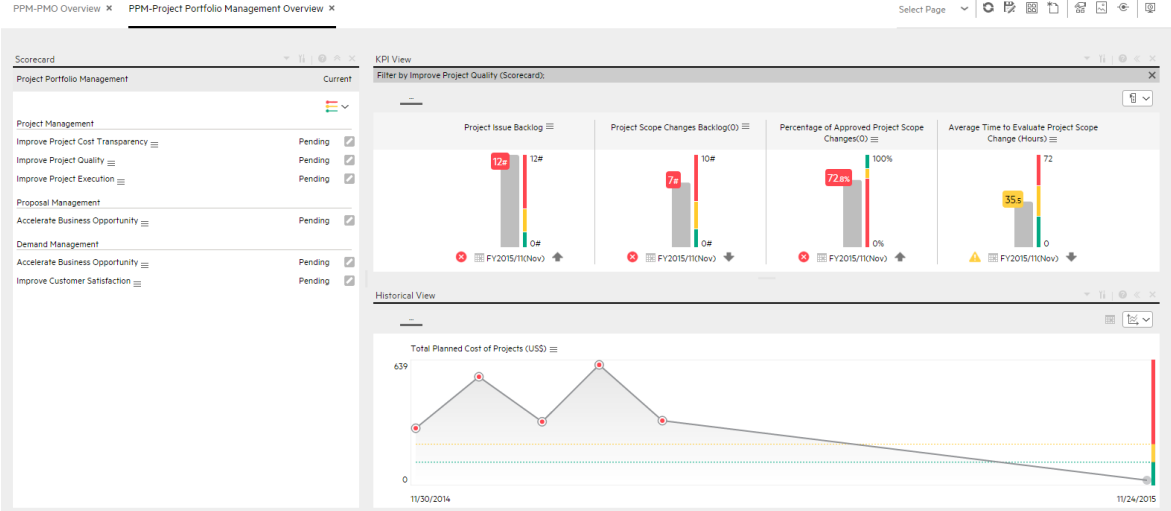
The PPM_Demo is based on data in .csv files that are part of the CAP package and PPM CAPs include data from data sources.

Pages

PPM-PMO Overview



PPM-Project Portfolio Management Overview



Tasks

This section includes:


Upload and manage the Content Acceleration Pack90

View the Security CAP-related Dashboard page	90
View the Scorecard Structure and KPI and Metric Breakdowns in the Studio	90
User Story	90

Upload and manage the Content Acceleration Pack

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

View the Security CAP-related Dashboard page

1. In the ITBA 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 (ITBA) 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 ITBA 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 ITBA 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 and PPM_Demo CAPs

List of CAPs

View by: All

- ALM_Demo
- AM_Demo
- CSA
- CSA_Demo
- PPM
- PPM_Demo**
- SA
- SA_Demo
- SM_Demo
- VPApps_Demo
- VPOps_Demo

PPM_Demo

Open documentation

Activate

Recalculate date: 12/31/13
 BO in use: No
 Author: HP
 BA Version: 10.10
 Version: 11

Content

- Pages**
 - PPM-PMO Overview (Demo)
 - PPM-Project Portfolio Management Overview (De...
- Scorecards**
 - PMO (Demo)
 - Project Portfolio Management (Demo)
- Business Contexts**

Type	Name
<input checked="" type="checkbox"/>	PPM_Demo
- KPIs and Metrics**
 - Average Age of Active Demands (Demo)
 - Average Age of Active Proposals (Demo)
 - Average Project Delivery Time (Demo)
 - Average Project Initiation Time (Demo)
 - Average Time to Evaluate Project Scope Change (Demo)
 - Average Time to Evaluate Proposals (Demo)
 - Capex vs Opex Project Spending (Demo)
 - Demands Backlog (Demo)
 - Deviation of Planned Work Hours (Demo)
 - Number of Delayed Project Tasks (Demo)
 - Number of Delayed Projects (Demo)
 - Number of Unhealthy Projects (Demo)
 - Percentage of Actual vs Planned Projects Cost (Demo)
 - Percentage of Approved Project Scope Changes (Demo)
 - Deviation of Change in Project Costs (Demo)
- Data (External tables)**

List of CAPs

View by: All

- ALM_Demo
- AM_Demo
- CSA
- CSA_Demo
- PPM**
- PPM_Demo
- SA
- SA_Demo
- SM_Demo
- VPApps_Demo
- VPOps_Demo

PPM

Open documentation

Deactivate

Recalculate date: 12/31/13
 BO in use: No
 Author: HP
 BA Version: 10.10
 Version: 11

Content

- Pages**
 - PPM-PMO Overview
 - PPM-Project Portfolio Management Overview
- Scorecards**
 - PMO
 - Project Portfolio Management
- Business Contexts**

Type	Name
<input checked="" type="checkbox"/>	PPM_DemandManagement
<input checked="" type="checkbox"/>	PPM_FinancialManagement
- KPIs and Metrics**
 - Average Age of Active Demands
 - Average Age of Active Proposals
 - Average Project Delivery Time
 - Average Project Initiation Time
 - Average Time to Evaluate Project Scope Change
 - Average Time to Evaluate Proposals
 - Capex vs Opex Project Spending
 - Demands Backlog
 - Deviation of Planned Work Hours
 - Number of Delayed Project Tasks
 - Number of Delayed Projects
 - Number of Unhealthy Projects
 - Percentage of Actual vs Planned Projects Cost
 - Percentage of Approved Project Scope Changes
 - Deviation of Change in Project Costs
- Data (External tables)**

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

UI Element	Description
Pages	See "Pages" on page 89.
Scorecards	<ul style="list-style-type: none"> • PMO • ProjectPortfolioManagement
Business Contexts	<ul style="list-style-type: none"> • PPM_Demo • PPM_Demand Management • PPM_FinancialManagement • PPM_ProjectPortfolioManagement <p>For details, see Reference: Contexts (Universes) in the <i>Content Reference Guide</i>.</p>
KPIs and Metrics	<ul style="list-style-type: none"> • 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 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 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. • Capex vs Opex Project Spending KPI The capitalized expense relative to the operational project expense during the measurement period. • Demands Backlog KPI The number of open demands. • Deviation of Planned Work Hours KPI

UI Element	Description
	<p>The sum of the actual effort and the remaining estimated effort, relative to the planned effort for project tasks started during the measurement period.</p> <ul style="list-style-type: none"> • 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 Unhealthy Projects KPI The number of projects that became unhealthy 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 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 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 Healthy Projects KPI The number of healthy projects relative to the total number of projects that are ongoing in the current month. • 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 on Time KPI The number of projects completed on time relative to the total number of projects that were completed during the measurement period. • 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

UI Element	Description
	<p>The number of open project tasks.</p> <ul style="list-style-type: none"> • Proposal Backlog KPI <p>The number of open proposals.</p> <ul style="list-style-type: none"> • Total Actual Cost of Projects KPI <p>The total actual cost of projects during the measurement period.</p> <ul style="list-style-type: none"> • Total Planned Cost of Projects KPI <p>The total planned cost of projects during the measurement period.</p>
<p>Data (External Tables)</p>	<ul style="list-style-type: none"> • PPM_Demo

SA_Demo and SA Content Acceleration Packs

The purpose of the SA 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 Server Automation Perspectives. The CAP provides a 360 degree Server Automation 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 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. You can import them, export them, activate, or deactivate them, or you can create your own.

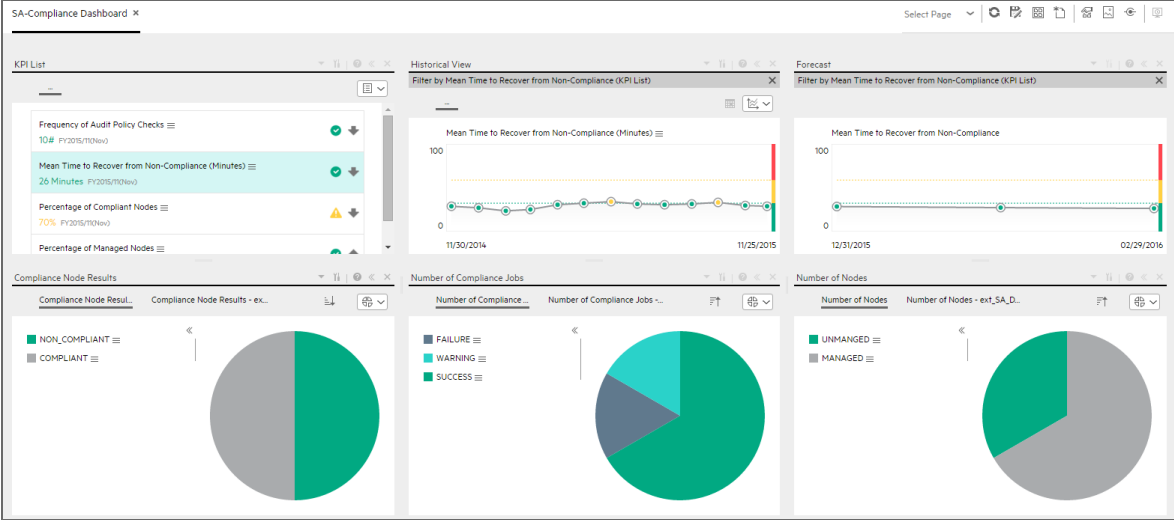
CAPs describe typical stories that show how the correct implementation of Business Analytics drives Performance Improvement and Cost Reduction for the IT organization.

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

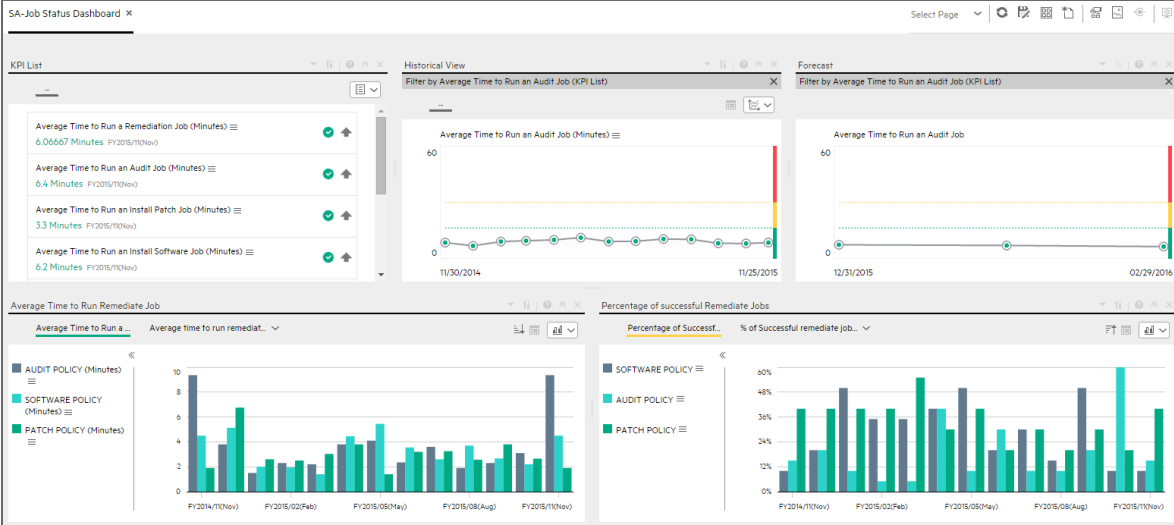
The SA CAP includes data from the Server Automation data source.

Pages

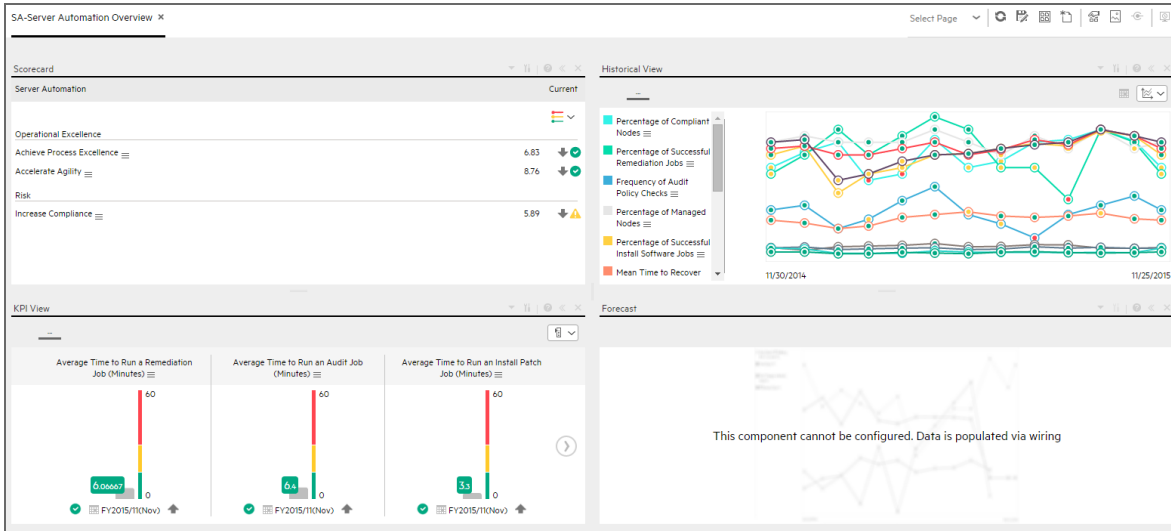
SA-Compliance Dashboard



SA-JOB Status Dashboard



SA-Server Automation Overview



Tasks

This section includes:


Upload and manage the Content Acceleration Pack	98
View the CAP-related Dashboard pages	98
View the Scorecard Structure and KPI and Metric Breakdowns in the Studio	99
User Story	99

Upload and manage the Content Acceleration Pack

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

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 the previous](#)

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. Scott is the IT Security and Compliance Analyst of ABC Inc. IT Security organization.
2. One of his responsibilities is to ensure that all the managed nodes are compliant.
3. Scott logs on the ITBA application and opens the Job Status page in the Dashboard to make sure that all server automation jobs have completed successfully in the last period. He sees that the status of all job-related KPIs is green.
4. Scott then switches to the Compliance Dashboard and looks at the **Percentage of Successful Install Patch Jobs** KPI to see if it meets the target. He finds out that the latest KPI value is **orange**.
5. The Historical View shows the poor weekly performance of the KPI for the past few days. In addition, based on the current results, the Forecast is a continuous decline for the next week and in the future.
6. Drilling into the details, Scott then looks at the **Compliance Node Results** Pie Chart, and understands how many servers are not compliant. He also notices that there are still a couple of nodes that are not compliant causing the red status of the KPI.
7. He then clicks on **Non-compliant** in the legend to open the KPI EXPLORER to see the data set that lists all the servers that are not compliant.
8. Scott decides to setup a meeting with Chris who is the Compliance Manager of the IT organization responsible for enforcing the IT compliance policy. They come up with a plan to return the node compliance status back to normal for all managed nodes.

UI Description

SA_Demo and SA CAPs

List of CAPs

View by: All

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

SA_Demo

Open documentation

Re-import

Recalculate date: 12/31/13
 BO in use: No
 Author: HP
 BA Version: 10.00
 Version: 1.0

Content

Pages

- SA-Compliance Dashboard
- SA-Job Status Dashboard
- SA-Server Automation Overview

Scorecards

- Server Automation

Business Contexts

Type	Name
<input checked="" type="checkbox"/>	SA_Demo

KPIs and Metrics

- Average Time to Run a Remediation Job
- Average Time to Run an Audit Job
- Average Time to Run an Install Patch Job
- Average Time to Run an Install Software Job
- Frequency of Audit Policy Checks
- Mean Time to Recover from Non-Compliance
- Percentage of Compliant Nodes
- Percentage of Managed Nodes
- Percentage of Successful Audit Jobs
- Percentage of Successful Install Patch Jobs
- Percentage of Successful Install Software Jobs
- Percentage of Successful Remediation Jobs

Data (External tables)

List of CAPs

View by: All

- ALM_Demo
- AM_Demo
- CSA
- CSA_Demo
- PPM
- PPM_Demo
- SA**
- SA_Demo
- SM_Demo
- VPApps_Demo
- VPOps_Demo

SA

Open documentation

Activate

Recalculate date: 12/31/13
 BO in use: No
 Author: HP
 BA Version: 10.10
 Version: 1.1

Content

Pages

- SA-Compliance Dashboard
- SA-Job Status Dashboard
- SA-Server Automation Overview

Scorecards

- Server Automation

Business Contexts

Type	Name
<input checked="" type="checkbox"/>	Server Automation

KPIs and Metrics

- Average Time to Run a Remediation Job
- Average Time to Run an Audit Job
- Average Time to Run an Install Patch Job
- Average Time to Run an Install Software Job
- Frequency of Audit Policy Checks
- Mean Time to Recover from Non-Compliance
- Percentage of Compliant Nodes
- Percentage of Managed Nodes
- Percentage of Successful Audit Jobs
- Percentage of Successful Install Patch Jobs
- Percentage of Successful Install Software Jobs
- Percentage of Successful Remediation Jobs
- Compliance Node Results
- Number of Compliance Jobs
- Number of Nodes

Data (External tables)

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

UI Element	Description
Pages	See "Pages" on page 97.
Scorecards	<ul style="list-style-type: none"> • Server Automation
Business Contexts	<ul style="list-style-type: none"> • Server Automation • SA_Demo <p>For details, see Reference: Contexts (Universes) in the <i>Content Reference Guide</i>.</p>
KPIs and Metrics	<p>Note: The Demo CAP includes KPIs with names followed by (Demo). The CAP includes the same KPIs with names that do not include (Demo). The KPIs are the same but have different names so that both the Demo CAP and the CAP can be activated at the same time.</p> <ul style="list-style-type: none"> • Average Time to Run a Remediation Job KPI The average time it takes to run a remediation job. • Average Time to Run an Audit Job KPI The average time it takes to run an audit job. • Average Time to Run an Install Patch Job KPI The average time it takes to run an install patch job. • Average Time to Run an Install Software Job KPI The average time it takes to run an install software job. • Frequency of Audit Policy Checks KPI Measures how frequently compliance checks are running during the measurement period. • Mean Time to Recover from Non-Compliance KPI The length of time it takes and the service level to which a business process must be restored after a non-compliance in order to avoid unacceptable consequences associated with a break in business continuity. • Percentage of Compliant Nodes KPI The number of compliant nodes relative to the total number of nodes. • Percentage of Managed Nodes KPI The number of managed nodes relative to the total number of nodes. • Percentage of Successful Audit Jobs KPI The number of successful audit jobs relative to the total number of audit jobs. • Percentage of Successful Install Patch Jobs KPI

UI Element	Description
	<p>The number of successful patch jobs relative to the total number of patch jobs.</p> <ul style="list-style-type: none"> Percentage of Successful Install Software Jobs KPI The number of successful software jobs relative to the total number of software jobs. Percentage of Successful Remediation Jobs KPI The number of successful remediation jobs relative to the total number of remediation jobs. <p>Metrics</p> <ul style="list-style-type: none"> Compliance Node Results Metric The number of compliance results. Number of Compliance Jobs Metric The number of compliance jobs. Number of Nodes Metric The number of nodes.
Data (External Tables)	SA_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 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 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. You can import them, export them, activate, or deactivate them, or you can create your own.

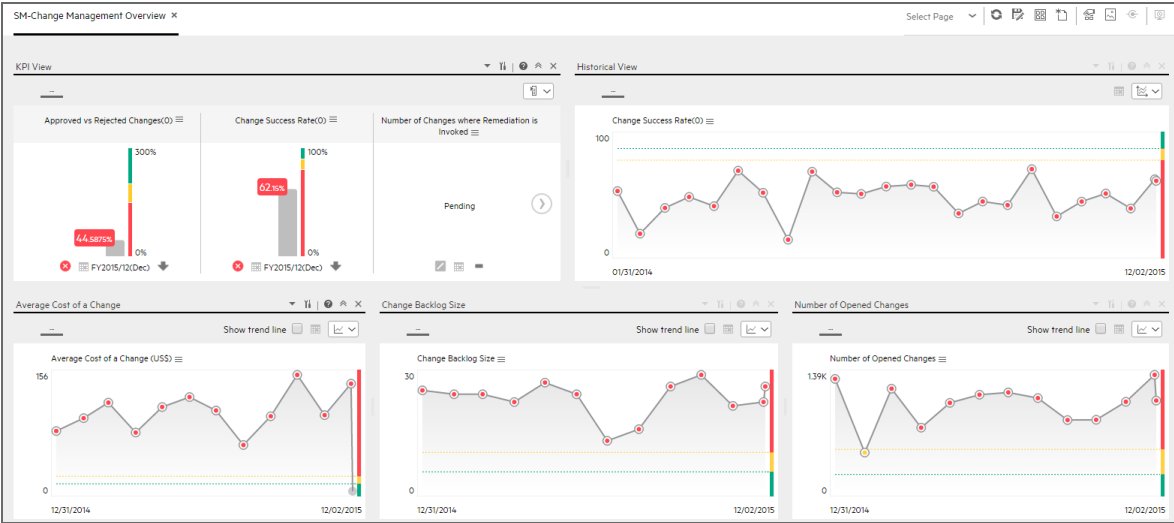
CAPs describe typical stories that show how the correct implementation of Business Analytics drives Performance Improvement and Cost Reduction for the IT organization.

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

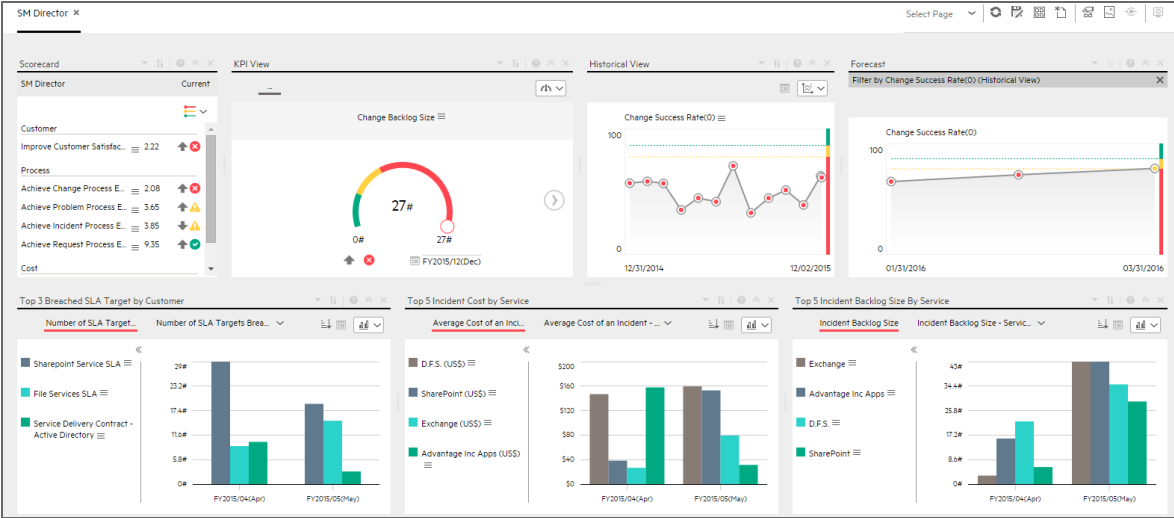
The SM CAP includes data from the Service Manager data source.

Pages

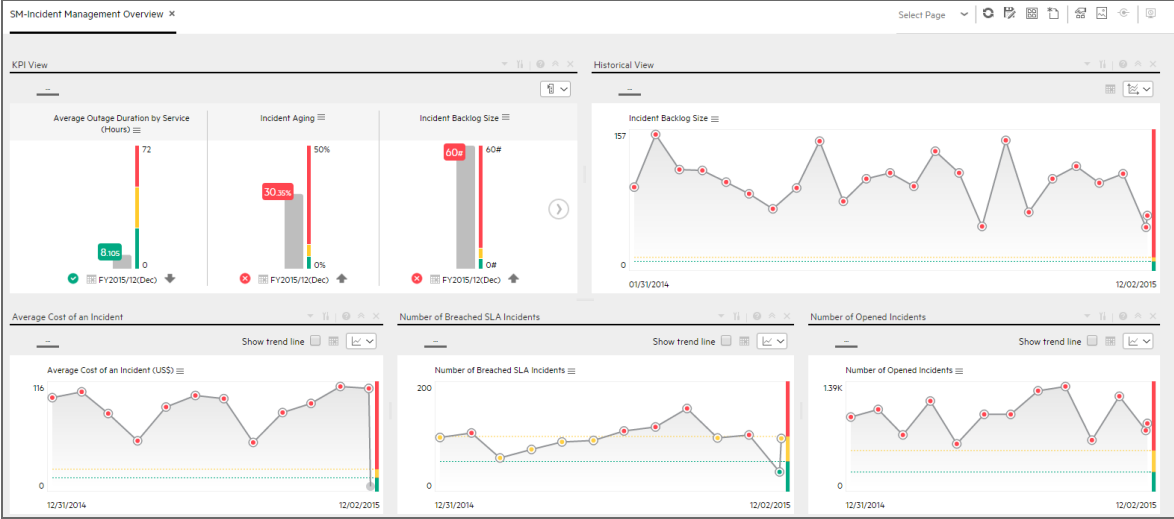
SM-Change Management Overview



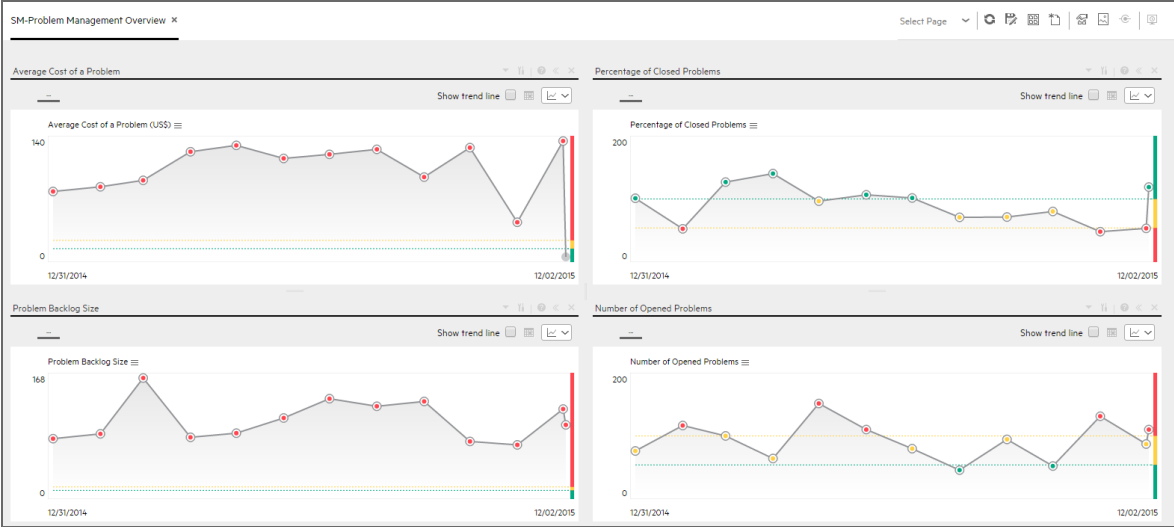
SM Director



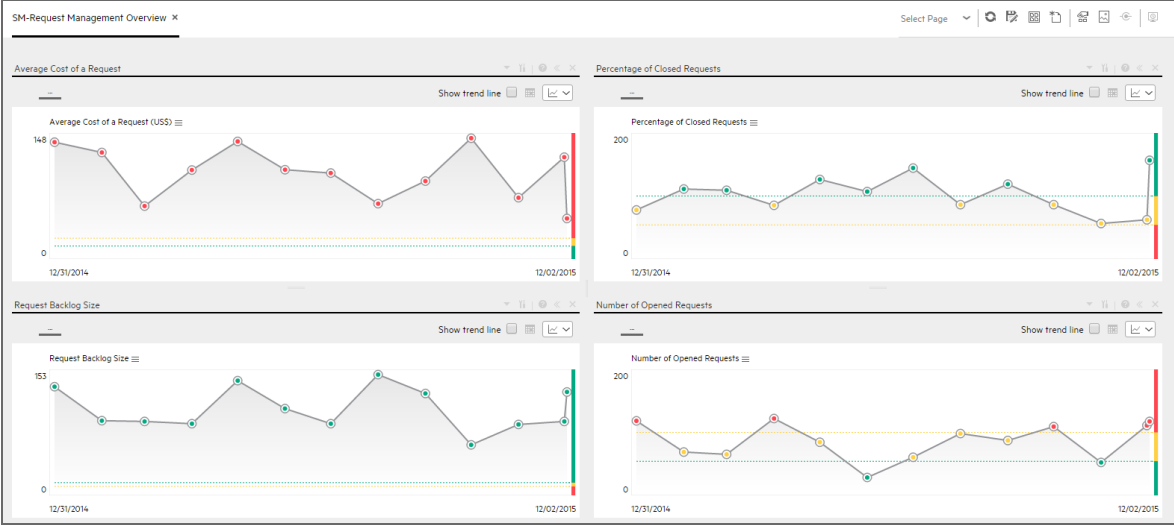
SM-Incident Management Overview



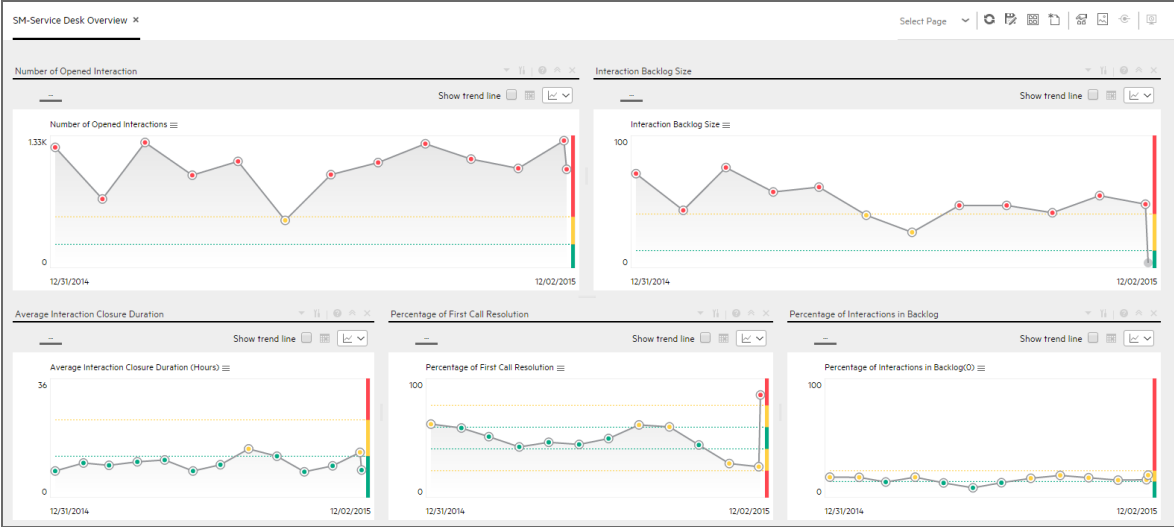
SM-Problem Management Overview



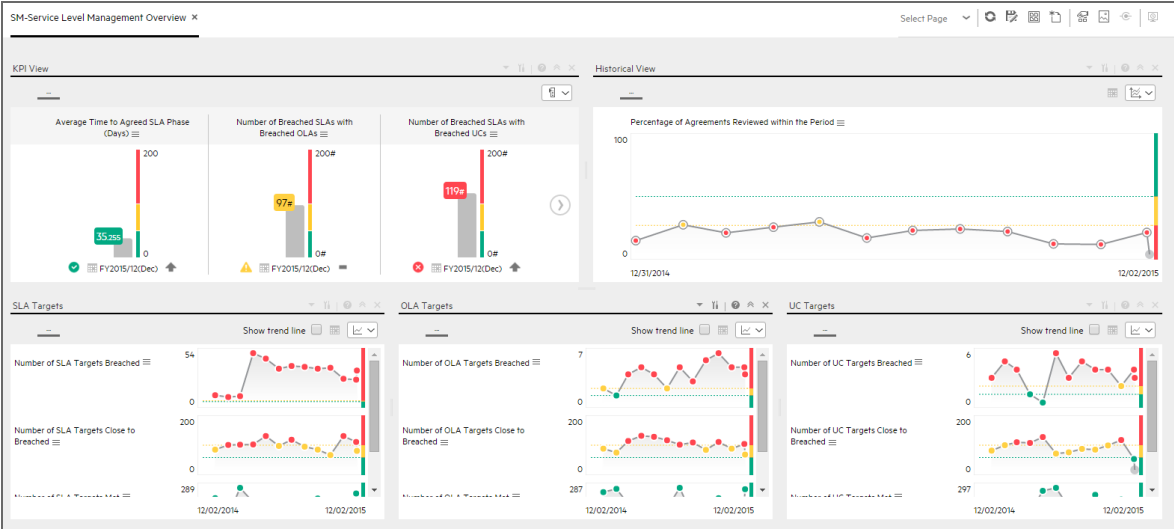
SM-Request Management Overview



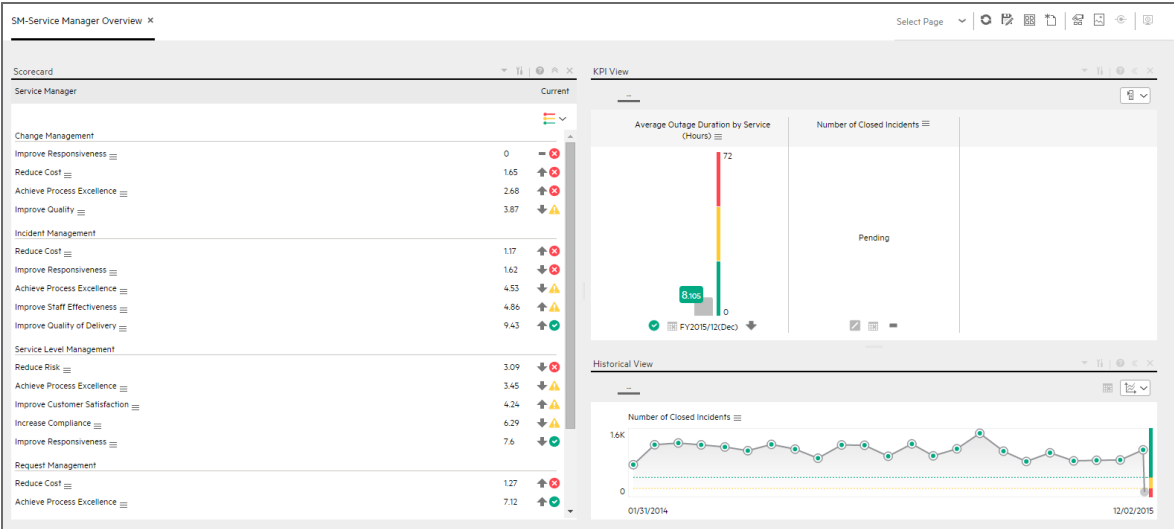
SM-Service Desk Overview



SM-Service Level Management Overview



SM-Service Manager Overview



Tasks

This section includes:


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Upload and manage the Content Acceleration Pack

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

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 104](#)) 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.

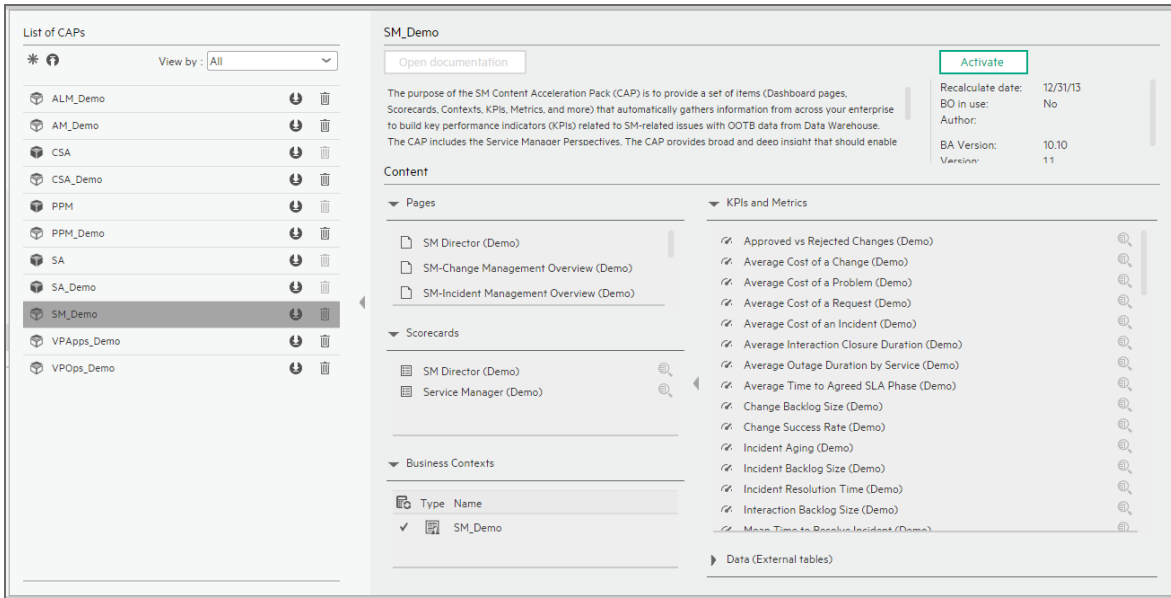
User Story

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 (ITBA) application to understand the overall performance of her organization and check if there are any critical issues on the table
2. She logs into ITBA 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 ITBA 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



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

UI Element	Description
Pages	See " Pages " on page 104.
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>Content Reference Guide</i>.</p>
KPIs and Metrics	<p>Note: The Demo CAP includes KPIs with names followed by (Demo). The CAP includes the same KPIs with names that do not include (Demo). The KPIs are the same but have different names so that both the Demo CAP and the CAP can be activated at the same time.</p> <ul style="list-style-type: none"> Approved vs Rejected Changes KPI

UI Element	Description
	<p>The number of approved changes relative to the number of rejected changes. The approved and rejected changes are broken down by:</p> <ol style="list-style-type: none"> Urgency, Impact, Service/Business Service, CI, CI Type, Platform. Risk (side-by-side). Cost vs. Projected ROI (side-by-side). <ul style="list-style-type: none"> 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 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 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 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 able to count it. Version Limitation - This KPI is available only if you have SM 9.40 Codeless mode (PD) version. Average Interaction Closure Duration KPI The average time elapsed from the interaction creation time till the interaction close time. Average Outage Duration by Service KPI The average duration of outages associated with an incident.

UI Element	Description
	<ul style="list-style-type: none"> <li data-bbox="415 289 946 321">• 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. <li data-bbox="415 478 768 510">• Change Backlog Size KPI The backlog of opened changes. <li data-bbox="415 583 773 615">• Change Success Rate KPI The number of successful changes relative to the total number of changes performed during the measurement period. <li data-bbox="415 720 683 751">• 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. <li data-bbox="415 926 773 957">• 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. <li data-bbox="415 1129 813 1161">• Incident Resolution Time KPI The average time elapsed from the incident creation time till the incident close time. <li data-bbox="415 1266 805 1297">• 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. <li data-bbox="415 1472 883 1503">• Mean Time to Resolve Incident KPI The average time elapsed from the incident creation time till the incident close time. <li data-bbox="415 1608 889 1640">• Mean Time to Resolve Problem KPI The average time elapsed from the problem creation time till the problem close time. <li data-bbox="415 1745 940 1776">• Number of Breached SLA Incidents KPI The number of incidents from the SLA(SLT) category that were opened during the measurement period.

UI Element	Description
	<p>Version Limitation - This KPI is available only if you have SM 9.40 Codeless mode (PD) version.</p> <ul style="list-style-type: none"> <p>• Number of Breached SLA with Breached OLA KPI</p> <p>The number of SLA targets with relevant OLA targets that were both breached during the measurement period.</p> <p>Version Limitation - This KPI is available only if you have SM 9.40 version.</p> <p>• Number of Breached SLA with Breached UC KPI</p> <p>The number of SLA targets with relevant UC targets that were both breached during the measurement period.</p> <p>Version Limitation - This KPI is available only if you have SM 9.40 version.</p> <p>• Number of Changes Where Remediation is Invoked KPI</p> <p>The number of changes where remediation is invoked during the measurement period.</p> <p>Version Limitation - This KPI is available only if you have SM Codeless mode(PD) version.</p> <p>• Number of Closed Incidents KPI</p> <p>The number of incidents closed during the measurement period.</p> <p>• Number of Completed Changes KPI</p> <p>The number of changes that were completed successfully during a measurable period (for example: daily/weekly/monthly).</p> <p>• Number of Documented SLAs in Place KPI</p> <p>The number of Service Level Agreements that were agreed to during the measurement period.</p> <p>Version Limitation - This KPI is available only if you have SM 9.40 version.</p> <p>• Number of Failed Changes KPI</p> <p>The number of changes that failed during the measurement period.</p> <p>• Number of Incidents Caused by Change KPI</p> <p>The number of created incidents caused by change failure that occurred during the measurement period.</p> <p>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.</p> <p>Version Limitation - This KPI is available only if you have SM Codeless mode(PD) version.</p> <p>• Number of OLA Targets Breached KPI</p>

UI Element	Description
	<p>The number of Service Level Targets for Operational Level Agreement that were breached during the measurement period.</p> <p>Version Limitation - This KPI is available only if you have SM 9.40 version.</p> <ul style="list-style-type: none"> • Number of OLA Targets Close to Breached KPI <p>The number of Service Level Targets for Operational Level Agreements that were close to breached during the measurement period.</p> <p>Version Limitation - This KPI is available only if you have SM 9.40 version.</p> <ul style="list-style-type: none"> • Number of OLA Targets Met KPI <p>The number of Service Level Targets for Operational Level Agreements that were met during the measurement period.</p> <p>Version Limitation - This KPI is available only if you have SM 9.40 version.</p> <ul style="list-style-type: none"> • Number of Opened Changes KPI <p>The amount of new changes opened during the specific period.</p> <ul style="list-style-type: none"> • Number of Opened Incidents KPI <p>The amount of new incidents that were opened during the measurement period.</p> <ul style="list-style-type: none"> • Number of Opened Interaction KPI <p>The amount of new interactions that were opened during the specific period.</p> <ul style="list-style-type: none"> • Number of Opened Problems KPI <p>The amount of new problems that were opened during the measurement period.</p> <ul style="list-style-type: none"> • Number of Opened Requests KPI <p>The number of new requests that were opened during the measurement period.</p> <p>Version Limitation - This KPI is available only if you have SM 9.40 Codeless mode (PD) version.</p> <ul style="list-style-type: none"> • Number of Rejected Changes Caused by Incomplete Change Specifications KPI <p>The number of rejected changes caused by incomplete change specifications that occurred during the measurement period.</p> <p>Version Limitation - This KPI is available only if you have SM 9.40 Codeless mode (PD) version.</p> <ul style="list-style-type: none"> • Number of Rejected Changes Caused by Incomplete Impact Assessments KPI <p>The number of rejected changes caused by incomplete impact assessments that occurred during the measurement period.</p> <p>Version Limitation - This KPI is available only if you have SM 9.40 Codeless mode</p>

UI Element	Description
	<p>(PD) version.</p> <ul style="list-style-type: none"> <p>• Number of SLA Targets Breached KPI</p> <p>The number of Service Level Targets for SLA that were breached during the measurement period.</p> <p>Version Limitation - This KPI is available only if you have SM 9.40 version.</p> <p>• Number of SLA Targets Close to Breached KPI</p> <p>The number of Service Level Targets for SLA that were close to breached during the measurement period.</p> <p>Version Limitation - This KPI is available only if you have SM 9.40 version.</p> <p>• Number of SLA Targets Met KPI</p> <p>The number of Service Level Targets for SLA that were met during the measurement period.</p> <p>Version Limitation - This KPI is available only if you have SM 9.40 version.</p> <p>• Number of UC Targets Breached KPI</p> <p>The number of Service Level Targets for Underpinning Contracts that were breached during the measurement period.</p> <p>Version Limitation - This KPI is available only if you have SM 9.40 version.</p> <p>• Number of UC Targets Close to Breached KPI</p> <p>The number of Service Level Targets for Underpinning Contracts that were close to breached during the measurement period.</p> <p>Version Limitation - This KPI is available only if you have SM 9.40 version.</p> <p>• Number of UC Targets Met KPI</p> <p>The number of Service Level Targets for Underpinning Contracts that were met during the measurement period.</p> <p>Version Limitation - This KPI is available only if you have SM 9.40 version.</p> <p>• Percentage of Agreements Reviewed Within the Period KPI</p> <p>The number of agreements with a non-expired review date relative to the total number of agreements.</p> <p>Version Limitation - This KPI is available only if you have SM 9.40 version.</p> <p>• Percentage of Availability Compared to SLTs KPI</p> <p>The total outage time relative to the total service-based SLT uptime during the measurement period.</p> <p>• Percentage of Changes Resulting in Outage KPI</p> <p>The number of changes opened during the measurement period that resulted in</p>

UI Element	Description
	<p>outage, relative to the total number of changes.</p> <ul style="list-style-type: none"> <li data-bbox="415 342 886 373">• Percentage of Closed Incidents KPI <p>The number of incidents that were closed relative to the total number of incidents that were opened during the measurement period.</p> <ul style="list-style-type: none"> <li data-bbox="415 478 891 510">• Percentage of Closed Problems KPI <p>The number of problems that were closed relative to the total number of Problems that were opened during the measurement period.</p> <ul style="list-style-type: none"> <li data-bbox="415 615 886 646">• Percentage of Closed Requests KPI <p>The number of requests that were closed relative to the total number of requests that were opened during the measurement period.</p> <p>Version Limitation - This KPI is available only if you have SM 9.40 Codeless mode (PD) version.</p> <ul style="list-style-type: none"> <li data-bbox="415 835 932 867">• Percentage of Emergency Changes KPI <p>The number of changes of type emergency that occurred compared with the total number of changes that occurred during the measurement period.</p> <p>Version Limitation - This KPI is available only if you have SM Codeless mode(PD) version.</p> <ul style="list-style-type: none"> <li data-bbox="415 1056 919 1087">• Percentage of Escalated Incidents KPI <p>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.</p> <ul style="list-style-type: none"> <li data-bbox="415 1329 932 1360">• Percentage of First Call Resolution KPI <p>(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.</p> <ul style="list-style-type: none"> <li data-bbox="415 1707 1208 1738">• Percentage of Improvement Plans Related to Agreements KPI <p>The number of agreements with service improvement plans relative to number of agreements.</p> <p>Version Limitation - This KPI is available only if you have SM 9.40 version.</p>

UI Element	Description
	<ul style="list-style-type: none"> <li data-bbox="415 289 1170 321"> <p>• Percentage of Incidents Classified as Security Related KPI</p> <p>The number of incidents classified as security-related relative to the total number of incidents that occurred during the measurement period.</p> <li data-bbox="415 428 964 459"> <p>• Percentage of Interactions in Backlog KPI</p> <p>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.</p> <li data-bbox="415 598 959 630"> <p>• Percentage of OLA Targets Breached KPI</p> <p>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.</p> <p>Version Limitation - This KPI is available only if you have SM 9.40 version.</p> <li data-bbox="415 821 924 852"> <p>• Percentage of Reopened Incidents KPI</p> <p>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.</p> <li data-bbox="415 991 956 1022"> <p>• Percentage of SLA Targets Breached KPI</p> <p>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.</p> <li data-bbox="415 1161 922 1192"> <p>• Percentage of SLAs Due to Expire KPI</p> <p>The number of SLAs that, according to plan, should expire in the upcoming three months relative to the total number of active SLAs.</p> <li data-bbox="415 1299 1027 1331"> <p>• Percentage of Service Based SLAs Agreed KPI</p> <p>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.</p> <li data-bbox="415 1438 943 1470"> <p>• Percentage of UC Targets Breached KPI</p> <p>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.</p> <p>Version Limitation - This KPI is available only if you have SM 9.40 version.</p> <li data-bbox="415 1661 1131 1692"> <p>• Percentage of Unauthorized Implemented Changes KPI</p> <p>The number of unplanned changes relative to the total number of changes during the measurement period.</p> <li data-bbox="415 1799 777 1831"> <p>• Problem Backlog Size KPI</p> <p>The backlog of open problems.</p>

UI Element	Description
	<ul style="list-style-type: none"> <li data-bbox="415 289 818 317">• Problem Resolution Time KPI The average time elapsed from the problem creation time till the problem close time. <li data-bbox="415 428 773 455">• 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. <li data-bbox="415 617 764 644">• 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. <li data-bbox="415 890 764 917">• 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. <li data-bbox="415 1163 773 1190">• 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. <li data-bbox="415 1436 769 1463">• 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.
Data (External Tables)	SM Director Service Manager

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