# HP Business Service Management

for the Windows operating system

Software Version: 9.01

## Using MyBSM

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

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# Table of Contents

Table of Contents

# Welcome to This Guide

This guide describes how to use MyBSM to view information from various Business Service Management applications and reports.

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➤ How This Guide Is Organized on page 10

➤ Who Should Read This Guide on page 10

➤ How Do I Find the Information That I Need? on page 10

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# How This Guide Is Organized

The guide contains the following parts:

**Chapter 1**     **Working With MyBSM**

Provides an overview of MyBSM, and describes how to use MyBSM to create role-based workspaces to view information from various Business Service Management applications and reports.

**Chapter 2**     **MyBSM Default Pages and Components**

Describes the default pages and components available in MyBSM from various BSM applications.

# Who Should Read This Guide

This guide is intended for the following users of HP Business Service Management:

➤ HP Business Service Management administrators

➤ HP Business Service Management end users

Readers of this guide should be knowledgeable about navigating and using enterprise applications, and be familiar with HP Business Service Management and enterprise monitoring and management concepts.

# How Do I Find the Information That I Need?

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You can access the Documentation Library by doing the following:

➤ In Business Service Management, select **Help** > **Documentation Library**.

➤ From a Business Service Management Gateway Server machine, select **Start** > **Programs** > **HP Business Service Management** > **Documentation**.

## Topic Types

Within this guide, each subject area is organized into topics. A topic contains a distinct module of information for a subject. The topics are generally classified according to the type of information they contain.

This structure is designed to create easier access to specific information by dividing the documentation into the different types of information you may need at different times.

Three main topic types are in use: **Concepts**, **Tasks**, and **Reference**. The topic types are differentiated visually using icons.

| Topic Type | Description | Usage |
|---|---|---|
| **Concepts** | Background, descriptive, or conceptual information. | Learn general information about what a feature does. |

| Topic Type | Description | Usage |
|---|---|---|
| **Tasks** | **Instructional Tasks.** Step-by-step guidance to help you work with the application and accomplish your goals. Some task steps include examples, using sample data.<br><br>Task steps can be with or without numbering:<br><br>➤ **Numbered steps.** Tasks that are performed by following each step in consecutive order.<br>➤ **Non-numbered steps.** A list of self-contained operations that you can perform in any order. | ➤ Learn about the overall workflow of a task.<br>➤ Follow the steps listed in a numbered task to complete a task.<br>➤ Perform independent operations by completing steps in a non-numbered task. |
| | **Use-case Scenario Tasks.** Examples of how to perform a task for a specific situation. | Learn how a task could be performed in a realistic scenario. |

| Topic Type | Description | Usage |
|---|---|---|
| **Reference** | **General Reference**. Detailed lists and explanations of reference-oriented material. | Look up a specific piece of reference information relevant to a particular context. |
| | **User Interface Reference.** Specialized reference topics that describe a particular user interface in detail. Selecting **Help on this page** from the Help menu in the product generally open the user interface topics. | Look up specific information about what to enter or how to use one or more specific user interface elements, such as a window, dialog box, or wizard. |
| **Troubleshooting and Limitations** | **Troubleshooting and Limitations**. Specialized reference topics that describe commonly encountered problems and their solutions, and list limitations of a feature or product area. | Increase your awareness of important issues before working with a feature, or if you encounter usability problems in the software. |

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# 1

# Working With MyBSM

**This chapter includes:**

**Concepts**

➤ MyBSM Overview on page 16

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➤ User Permissions in MyBSM on page 17

**Tasks**

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➤ How to Create an External Component on page 25

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➤ How to Modify Page and Component Categories on page 29

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**Reference**

➤ MyBSM User Interface on page 32

# Concepts

## 🔩 MyBSM Overview

MyBSM is a customizable Web 2.0 user environment for working with HP Business Service Management. MyBSM administrators can create role-based workspaces for different types of users such as operations users, and senior management. The MyBSM workspace provides smooth interactions between different BSM applications and reports.

The MyBSM administrator sets up pages that include components that are of interest to specific users or groups of users. For each page, the administrator defines the layout of components on the page, and their interaction with one another.

For definitions of these MyBSM terms, see "MyBSM Glossary" on page 16.

## 🔩 MyBSM Glossary

The MyBSM workspace includes the following:

➤ **Components**. These are areas on a page that display information relevant to MyBSM users' business tasks.

The Component Gallery contains application components that can be used within MyBSM, grouped by their source applications. For details, see "Available BSM Components" on page 50.

You can add components to a page from the Component Gallery. You can also add external URL-based components, which can interact with other components on a page. For details, see "How to Create an External Component" on page 25.

➤ **Pages.** Pages are collections of several components displayed together, and interacting with one another.

You can open pages from the Page Gallery, which contains out-of-the-box pages grouped by applications. For details, see "Default Pages" on page 48.

You can also easily create new pages using the available components and external components. For details, see "How to Create Your MyBSM Workspace" on page 18.

➤ **Wiring.** Within a page, components can pass information to one another, so that one component can react to a change in another. For example, you can set up a page so that if you select a CI in one component, the other components on the page focus on that CI as well.

Default pages have wiring predefined; you can define wiring for non-default pages. For details, see "How to Set Up Wiring Between Components" on page 28.

➤ **Layout.** The layout refers to how components are arranged on a page; components can be arranged horizontally, vertically, and in tabs. For details, see "How to Configure Page Layout – Use-Case Scenario" on page 21.

# User Permissions in MyBSM

Permissions to work with MyBSM components and pages are defined in **Admin** > **Platform** > **Users and Permissions**. For details on this topic, see "Permissions Overview" in *Platform Administration*.

The operations that can be defined for a user are dependent on the area within MyBSM, as follows:

➤ **Predefined Pages**. These pages are defined out-of-the-box. Users cannot add, modify, or remove components on these pages. The only operation that can be defined via user permissions is **View**, to enable a user to view these pages.

➤ **User Pages and User Components**. Users can be granted permissions to perform the following operations on user-defined pages and components: **Add**, **Change**, **View**, **Delete**, and **Full Control**.

# Tasks

## ⚓ How to Create Your MyBSM Workspace

This section describes how to set up MyBSM. The following tasks are optional, and can be performed in any order.

➤ "Open a page" on page 18

➤ "Configure the layout of a page" on page 18

➤ "Add components to a page" on page 19

➤ "Define how components interact with one another" on page 20

➤ "Add an external component to the Component Gallery" on page 20

➤ "Modify categories of pages and components" on page 20

### Open a page

MyBSM is provided with default pages from various applications. For details, see "Default Pages" on page 48. The default pages are located in the Page Gallery, together with any pages you have created and saved.

➤ To open a page, select the page from the Page Selector dropdown list on the Page Management toolbar, on the upper right area of your workspace. You can also type part of the page name in the Page Selector, to limit the number of pages in the dropdown list.

➤ To create a new page, click the **New Page** button on the Page Management toolbar.

### Configure the layout of a page

After you open a page, you can configure how the components will be arranged on the page. MyBSM enables you to define each layout as horizontal (components are displayed side by side), vertical (components are displayed one above the other), or in tabbed areas.

For user interface details, see "Layout Tools" on page 34.

For an example of defining layout, see in "How to Configure Page Layout – Use-Case Scenario" on page 21.

### Add components to a page

MyBSM is provided with default components from various applications, as described in "Available BSM Components" on page 50. The default components are located in the Component Gallery, together with any external components you have added.

You can add a component to a page in one of two ways:

➤ Within an empty layout area, click the **Add Component** button. Within the Component Gallery, double-click a component to place it in the layout area.

➤ Click the **Open Component Gallery** button on the Page Management toolbar. Select a component in the Component Gallery, and drag it to an area on the page.

For user interface details, see "Component Gallery Dialog Box" on page 40.

When adding components to a page, note the following:

➤ If the target area is hidden by the Component Gallery dialog box, click on the dialog box title bar and drag it to another location on your screen.

➤ If you are dragging a new component to a target area that already has a component defined, drag the new component to the title bar of the target area, and not to the part of the component that is colored white.

➤ To prevent performance issues, MyBSM enables you to open up to 10 reports on one page. To change this setting, go to **Admin** > **Platform** > **Setup and Maintenance** > **Infrastructure Settings**, select **Foundations** > **Reporting**, and modify the **Maximum number of reports in MyBSM** setting.

### Add an external component to the Component Gallery

You can add a URL as a component within MyBSM. Open a page, and click the **Open Component Gallery** button on the Page Management toolbar.

Click the **Add External Component** button, and define the component as described in "How to Create an External Component" on page 25. The new component is added to the Component Gallery, and can then be added to any page.

For user interface details, see "New/Edit Component Dialog Box" on page 42.

### Define how components interact with one another

The interaction between components on a page in MyBSM is called **wiring**. After you place components on a page, you can define how components interact with one another. Default pages have wiring predefined; you can also modify default wiring definitions.

For task details, see "How to Set Up Wiring Between Components" on page 28. For user interface details, see "Wiring Dialog Box" on page 45.

### Modify categories of pages and components

MyBSM contains default categories within the Page Gallery and the Components Gallery to help you organize pages and components. You can add categories, edit or delete user-defined categories, and add or remove pages and components from categories.

For task details, see "How to Modify Page and Component Categories" on page 29.

# ✷ How to Configure Page Layout – Use-Case Scenario

The following section provides an example of how to configure the layout of components on a page. The layout defines the appearance of the page—how many areas are on the page, whether components are arranged horizontally, vertically, in tabbed areas, and so on.

It is recommended that you plan in advance which components you want to place on your page and how they should be arranged, and then configure your page layout accordingly.

### 1 Background

Adam, an administrator at ACME corporation, wants to set up a page with two components in tabs on the left side of the page, and a vertical area (with components arranged one above the other) on the right side of the page.
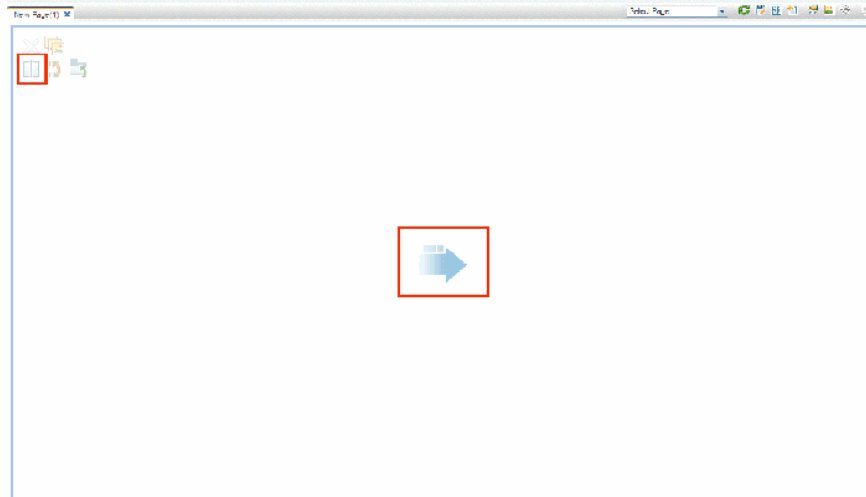
### 2 Open a page

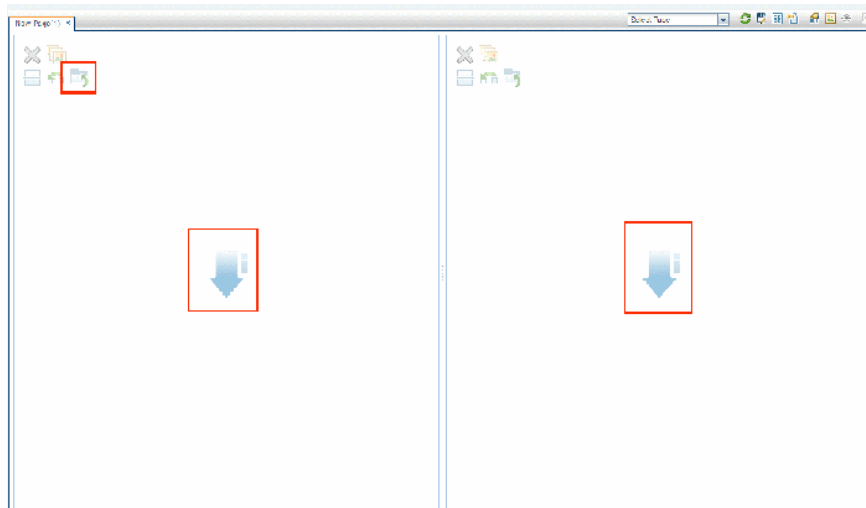Adam opens a new page, which has a single vertical layout by default:
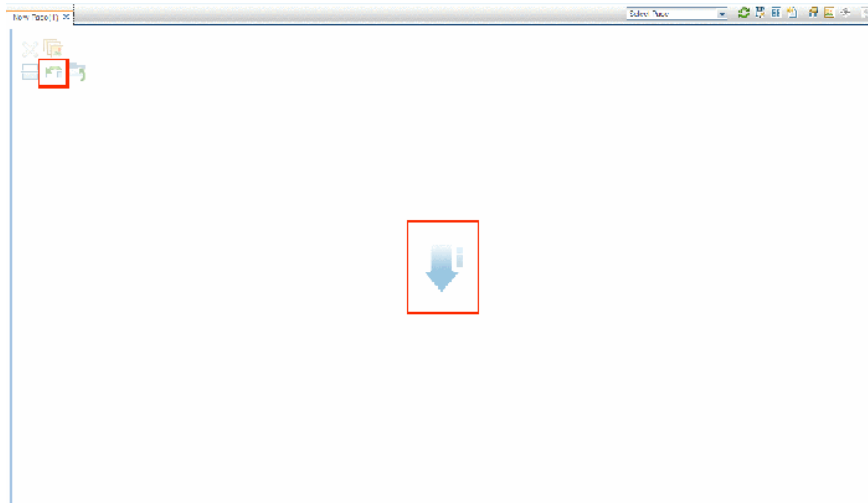
### 3 **Switch the page layout to horizontal**

From the layout tools in the upper left area, he clicks **Switch to Horizontal**. The layout is now oriented horizontally:
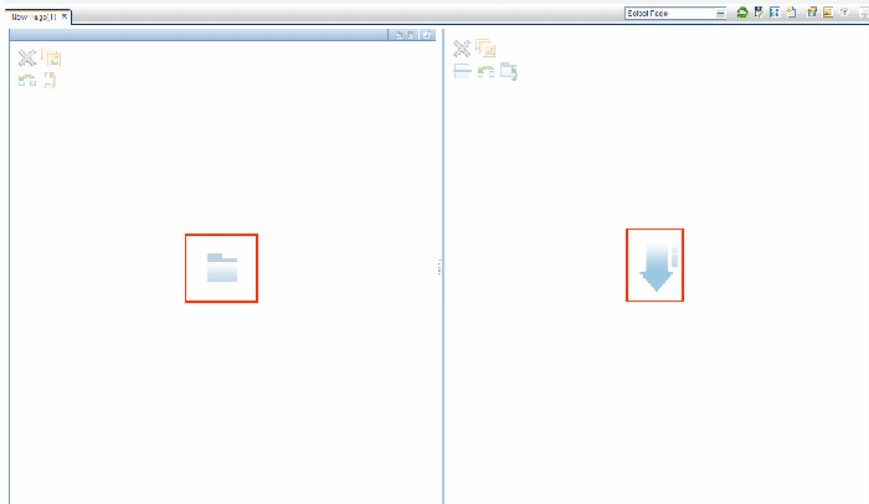


### 4 **Split the page**

Adam then clicks **Split** to divide the layout into a left and right pane:

### 5 **Create a tab layout in the left pane**

Within the layout on the left side, he clicks **Switch to tabs** to create a tabbed area in the left pane:

## 6  Result

Within the layout, Adam now adds components to the two areas; the components added to the left side of the screen (Top View and Topology Map) are displayed in tabs, and the components added to the right side (Hierarchy and Geographical Map) are displayed vertically:
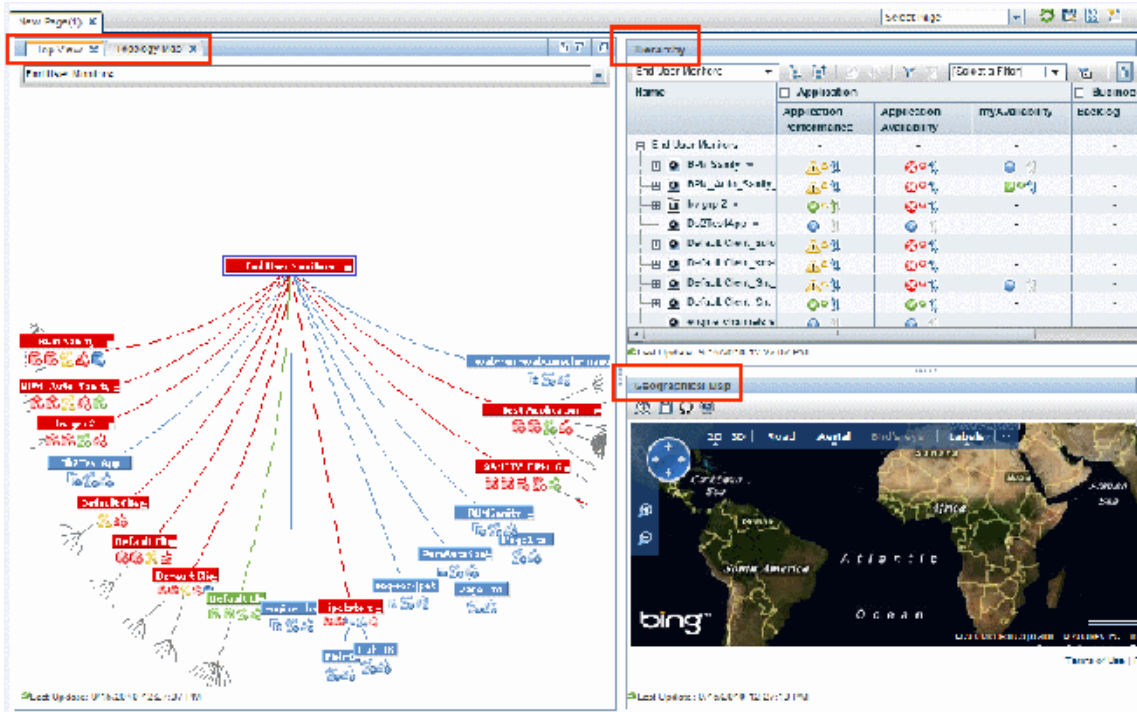
# 🔨 How to Create an External Component

The following task describes how to create a component using a URL. You can use a static URL, where the component simply opens the URL that you enter. You can also create a dynamic URL, where the component URL responds to other components on the page.

For a scenario which shows how to create a component based on a dynamic URL, see "How to Create a Component Using a Dynamic URL – Use-Case Scenario" on page 27.

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**Note:** The URL for an external component must begin with one of the following: https://, http://, or ftp://

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This task includes the following steps:

➤ "Open the Add Component dialog box" on page 25

➤ "Define the static part of the URL" on page 25

➤ "Categorize the component (optional)" on page 26

➤ "Define the dynamic part of the URL" on page 26

## 1 Open the Add Component dialog box

Open the Component Gallery, and click the **Add External Component** button on the Component Gallery toolbar. The **New Component** dialog box appears; for user interface details, see "New/Edit Component Dialog Box" on page 42.

## 2 Define the static part of the URL

In the upper area of the **New Component** dialog box, enter a name for the component and the component's URL.

➤ To create a component using a static URL, enter the full URL.

➤ To create a component using a dynamic URL, enter the static portion of the URL only.

### 3 **Categorize the component (optional)**

In the **Categorize Component** area, select one or more categories to which you want the component assigned. Note that this is optional.

### 4 **Define the dynamic part of the URL**

If you are creating a component using a dynamic URL, perform the following steps:

**a** In the **Wiring Context** area, select one or more contexts whose attributes can be used to define the URL pattern, as follows:

➤ Select **CIChange** if the URL should respond to a component where CIs are selected.

➤ Select **ViewChange** if the URL should respond to a component where views are selected.

**b** In the **URL Parameters and Values** area, add one or more URL parameters which are used to define the URL pattern.

The **Attributes** list contains a list of attributes that can be used to build the URL pattern, based on the contexts you selected in the **Wiring Context** area.

**c** Drag attributes from the **Attributes** list into the **Value** areas of URL parameters, in order to use the attributes as the parameter values.

The **URL Pattern** area shows the dynamic URL you have built, using the static URL in the upper area of the dialog box, and the URL parameters that you defined.

# �è How to Create a Component Using a Dynamic URL – Use-Case Scenario

Jane is an administrator in the ACME corporation, and she wants to set up a page in MyBSM as follows: the left side of the page will display the Service Health Topology Map, and the right side of the page will display the ACME Support directory.

When a CI is selected in Topology Map, the Support directory will display details on whom to contact when this CI is in a problematic state.

The dynamic URL of the ACME Support directory is http://www.acme.com/support/search?q=<contact person>

1 Jane opens a new page, and divides it into two panes. She opens the Component Gallery, and drags Topology Map into the left pane. She then clicks the **Add External Component** button on the Component Gallery toolbar.

2 In the upper area of the **Add Component** dialog box, she types ACME Support as the component name, and enters the static portion of the Support directory URL: http://www.acme.com/support/search.

3 In the **Wiring Context** area, Jane adds **CIChange** to the list of contexts, so that the Support directory will respond when a CI is selected in the Topology Map.

4 In the **URL Parameters and Values** area, she adds a URL parameter named q.

The ACME corporation uses a CI attribute called <<CIContact>>, to define whom to contact when a CI is problematic. The **Attributes** list includes the attribute <<CIContact>>. Jane drags this attribute to the **Value** field of the parameter named q.

The URL Pattern now shows the following: http://www.acme.com/support/search?q=<<CIContact>>

5 Jane clicks **OK** to save the component, and then drags the ACME Support component into the right pane.

6 Jane then clicks the **Wiring** button on the Page Management toolbar, and defines the page wiring so that the Topology Map source component sends CIChange contexts to the ACME Support target component.

When a CI is selected in Topology Map, the Support directory displays details on whom to contact regarding the CI.

# ☝ How to Set Up Wiring Between Components

The following task describes how to configure the wiring between components on a page. Wiring defines how components interact with each other.

A component can send a wiring context to another component indicating what has changed in the first component, and the second component can respond to this change. For example, suppose View Selector is defined as a source component which sends the **CIChange** wiring context to Top View (target component). When you select a CI in View Selector, Top View focuses on this CI as well.

Default pages have wiring predefined; you can also modify default wiring definitions.

### 1 Open the Wiring dialog box

Open the page whose wiring you want to configure, and click the **Manage Wiring** button on the Page Management toolbar. The **Wiring** dialog box appears; for user interface details, see "Wiring Dialog Box" on page 45.

### 2 Select a source component for wiring

From the list of **Source Components** on the left side of the Wiring dialog box, select a component whose contexts will be sent to one or more target components.

### 3 Select a context to send from the source component

The list of **Context Types** shows which contexts can be sent from the selected source component. Select **CIChange** to control which components are notified when a different CI is selected in the source component, or select **ViewChange** to control which components are notified when a different view is selected in the source.

**4 Select target components for wiring**

From the list of **Target Components** on the right side of the Wiring dialog box, select one or more component that will receive contexts from the source component.

The **Summary of Page Wiring** area displays all of the wiring defined for the page.

To define wiring for this page from additional source components, repeat the above steps as required.

# How to Modify Page and Component Categories

This section describes how to work with categories within the Page Gallery and Components Gallery to help you organize pages and components.

You can add categories, edit or delete user-defined categories, and add or remove pages and components from categories.

➤ For user interface details regarding pages, see "Page Gallery Dialog Box" on page 37.

➤ For user interface details regarding components, see "Component Gallery Dialog Box" on page 40.

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**Note:** Categories are not mutually exclusive; you can assign a page or a component to more than one category.

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The following tasks are optional, and can be performed in any order:

➤ "Create a new category" on page 30

➤ "Rename or delete a user-defined category" on page 30

➤ "Assign a page or component to a category" on page 30

➤ "Modify category assignments of a page or component" on page 30

### Create a new category

MyBSM is provided with categories to which pages and components are assigned. To add a new category, click the **Components** or **Page Gallery** button on the Page Management toolbar, then click the **New Category** button. Type a name for the new category.

You can then assign existing pages and components to the category, or add new external components to the category.

### Rename or delete a user-defined category

To rename a user-defined category, select the category and click the **Edit Category Name** button.

To delete a user-defined category, select the category and click the **Delete Category** button.

Note that default categories cannot be renamed or deleted.

### Assign a page or component to a category

To assign a page or component to a category, select it and click the corresponding **Categorize** (page or component) button. Select one or more categories to which you want the page or component assigned.

### Modify category assignments of a page or component

To change the category assignments of a page or component, select the page or component and click the corresponding **Categorize** (page or component) button. Modify which categories the page or component is assigned to as needed.

# 🪓 How to Modify the Maximum Number of Pages

By default, up to 10 pages can be open at the same time. If you have multiple pages open, up to 5 pages are refreshed automatically (based on which pages were accessed most recently); any additional open pages are refreshed when you select them.

These limits apply both to MyBSM and Service Health.

This section describes how to modify these limits. Note that if you increase these limits, performance may be impaired.

### Modify the maximum number of open pages

To modify the open pages limit in MyBSM and Service Health, select **Admin > Platform > Setup and Maintenance > Infrastructure Settings**.

➤ Select **Applications > MyBSM**.

➤ In the **MyBSM - General** area, modify the **Maximum number of open pages** entry as needed.

Note that if you increase the maximum number of pages, performance may be impaired.

### Modify the maximum number of active pages

To modify the number of pages automatically refreshed in MyBSM and Service Health, select **Admin > Platform > Setup and Maintenance > Infrastructure Settings**.

➤ Select **Applications > MyBSM**.

➤ In the **MyBSM - General** area, modify the **Maximum number of active pages** entry as needed.

# Reference

## 🔍 MyBSM User Interface

This section includes:

➤ MyBSM Workspace on page 32

➤ Page Gallery Dialog Box on page 37

➤ Component Gallery Dialog Box on page 40

➤ New/Edit Component Dialog Box on page 42

➤ Wiring Dialog Box on page 45

## 🔍 MyBSM Workspace

The MyBSM workspace enables you to view default pages from BSM applications, and to create new pages containing BSM components and external components. Each page is displayed as a tab within the workspace. For a list of default pages, see "Default Pages" on page 48. For a list of default BSM components, see "Available BSM Components" on page 50.

| To access | Select **MyBSM** in the Business Service Management menu bar. |
|---|---|
| **Relevant tasks** | "How to Create Your MyBSM Workspace" on page 18 |

## Page Management Toolbar

The Page Management toolbar on the upper right of the workspace, enables you to create pages, add components to pages, and define how components interact between one another.

User interface elements are described below:

| UI Elements | Description |
|---|---|
| **<Page Selector>** | Select a page from this dropdown list to open the page in your workspace. The list contains the pages that are defined in the Page Gallery. |
| | If you start typing a page name in this box, the list is narrowed. |
| | **Refresh.** Click to refresh the page. |
| | **Save or Save As.** Click to save the current page to the Page Gallery. A dialog box enables you to name the page, give the page a description, and select a category for the page. |
| | The description appears as a tooltip for the page, within the Page Gallery. |
| | **Page Gallery.** Click to open the Page Gallery. The Page Gallery contains default pages, as well as pages you have saved. You can then edit page definitions, or open pages. For user interface details, see "Page Gallery Dialog Box" on page 37. |
| | **New Page.** Click to create a new page. |
| | After opening a new page you can configure its layout, add components to the page, and define wiring between the components. For task details, see "How to Create Your MyBSM Workspace" on page 18. |
| | **Edit Page Layout.** Click to modify the layout of an existing page. Use the Layout tools in the top left corner of each layout to modify the layout areas. |
| | **Exit Editing.** When you are done, click this button to stop editing. |

| UI Elements | Description |
|---|---|
| | **Components.** Click to open the Component Gallery, which contains default components, as well as components you have added. You can then edit component definitions, or add components to a page. For user interface details, see "Component Gallery Dialog Box" on page 40. |
| | **Page Wiring.** Click to define the wiring between components; this determines how components interact with one another. For user interface details, see "Wiring Dialog Box" on page 45. |
| | **Start/Stop Slideshow.** Click to start a slideshow of open pages. A dialog box enables you to define how often the pages are rotated. Pages are refreshed before they are displayed. If a slideshow is running, click this button to stop the slideshow. |

## Layout Tools

When a layout is empty, the layout tools on the upper left area enable you to define the layout. Icons in the center of the layout indicate the type of layout: horizontal, vertical, or tabbed.

User interface elements are described below:

| UI Elements | Description |
|---|---|
| **Layout Tools** | |
| | **Remove Layout.** Click to remove a layout from the page. |
| | **Add Component.** Click to open the Component Gallery. You can then double-click a component to place it in the layout area. For user interface details, see "Component Gallery Dialog Box" on page 40. |

| UI Elements | Description |
|---|---|
| | **Split.** Click to divide a vertical layout into two layouts, one above the other. |
| | **Split.** Click to divide a horizontal layout into two layouts, side by side. |
| | **Switch to Horizontal.** Click to change the layout from vertical or tabbed to horizontal. Components placed in this area will be added side by side. |
| | **Switch to Vertical.** Click to change the layout from horizontal or tabbed to vertical. Components placed in this area will be added one above the other. |
| | **Switch to Tabs.** Click to change the layout from vertical or horizontal, to a tab layout. Components placed in this area will be added as tabs. |
| **Layout Icons** | |
| | **<Horizontal layout>.** This icon in the center of a layout indicates that the layout is horizontal. Components placed in this area will be added side by side. |
| | **<Vertical layout>.** This icon in the center of a layout indicates that the layout is vertical. Components placed in this area will be added one above the other. |
| | **<Tabbed layout>.** This icon in the center of a layout indicates that the layout is horizontal. Components placed in this area will be added as tabs. |

## Component Toolbar

The component toolbar on the upper right of each component enables you to administer the component.

User interface elements are described below:

| UI Elements | Description |
| --- | --- |
| | Click to open one of the following: <br><br> ➤ **Preferences.** Enables you to rename a component, and customize refresh rates. <br> ➤ **Wiring.** Enables you to customize how this component interacts with the other components on the page. For details, see "Wiring Dialog Box" on page 45. <br> ➤ **Refresh.** Click to manually refresh the component. <br> ➤ **Help.** Click to access help on the component. <br><br> **Note:** Depending on the component, some of these options may not be available. |
| | Click to define filtering for the component, when a component supports internal filtering. |
| | Click to display the component in a separate popup window. <br><br> **Note:** The popup window that opens does not support wiring, and refresh of data. |
| | Click to temporarily collapse a component (the button on the left is for horizontal components; the button on the right is for vertical components). |

| UI Elements | Description |
|---|---|
| ≫ ⩔ | Click to restore a collapsed component (the button on the left is for horizontal components; the button on the right is for vertical components). |
| | **Note:** When you collapse a horizontal layout, it collapses into a narrow stripe. Click the stripe to restore the component. |
| ✖ | In a vertical or horizontal layout, click to close a component and remove it from the page. |
| | In a tabbed layout each tab has a button which closes the tab; the main close button removes the layout. |

# Page Gallery Dialog Box

This dialog box enables you to select a page and open it in the MyBSM workspace, and to manage the Page Gallery. Within the Page Gallery, pages are assigned to categories. You can add, edit, or delete page categories; assign pages to categories; and open, edit, or delete pages.

| To access | In MyBSM, click the **Page Gallery** 🔲 button. |
|---|---|
| **Important information** | To open a page in the MyBSM workspace, double-click a page within the Page Gallery. |
| **Relevant tasks** | "How to Create Your MyBSM Workspace" on page 18 |

## Categories (left side)

User interface elements are described below:

| UI Elements | Description |
|---|---|
| ✳ | **New Category.** Click to create a new category; you can then assign pages to this category. For details see "How to Modify Page and Component Categories" on page 29. |
| ✏ | **Edit Category Name.** Select a user-defined category and click to rename (default categories cannot be renamed). |
| ✖ | **Delete Category.** Select a user-defined category and click to delete (default categories cannot be deleted). |
| **Categories** | This contains a list of categories to which pages are assigned. A category can have the following indications after its name:<br><br>➤ A number following the category name shows how many pages are in the category.<br>➤ A lock icon following the category name shows that the category is a default category, and cannot be renamed or deleted.<br><br>You can use the toolbar to manage a category, or select a category to display its pages on the right side of the dialog box.<br><br>Note that categories are not exclusive; you can assign a page to more than one category. |

# Pages (right side)

User interface elements are described below:

| UI Elements | Description |
|---|---|
|  | **Open Page.** Select a page and click to open it in the MyBSM workspace. |
|  | **Categorize Page.** Select a page and click to assign it to a category. |
|  | **Clone Page.** Select a page and click to create a copy of it; you can then make changes to the page and save it with a new name.<br><br>A dialog box enables you to name the new page, give the page a description, and select a category for the page. The description appears as a tooltip for the page within the Page Gallery. |
|  | **Delete Page.** Select a page and click to delete it from the gallery. |
| **Pages** | This shows the default pages available for display in MyBSM, as well as custom pages that you have saved.<br><br>You can select a page and use the toolbar to edit page definitions, or double-click a page to open it in the MyBSM workspace. |
| **Search box** | Type a text string to search for a specific page. |

# 🔍 Component Gallery Dialog Box

After you open a page, this dialog box enables you to manage components, and to open them in the MyBSM workspace. Within this dialog box you can modify component categories, assign components to categories, and open, edit, or delete components.

| To access | In MyBSM, click the **Components** 🖼 button. |
|---|---|
| **Important information** | To open a component in the MyBSM workspace, select a component and drag it to your page.<br><br>The components displayed by default are those for which you have appropriate licenses. For details, see "Available BSM Components" on page 50. |
| **Relevant tasks** | "How to Create Your MyBSM Workspace" on page 18 |

## Categories (left side)

User interface elements are described below:

| UI Elements | Description |
|---|---|
| ✳ | **New Category.** Click to create a new category; you can then assign components to this category. For details see "How to Modify Page and Component Categories" on page 29. |
| ✏ | **Edit Category Name.** Select a user-defined category and click to rename (default categories cannot be renamed). |

| UI Elements | Description |
|---|---|
| ❌ | **Delete Category.** Select a user-defined category and click to delete (default categories cannot be deleted). |
| **Categories** | This contains a list of categories to which components are assigned. A category can have the following indications after its name: |
| | ➤ A number following the category name shows how many components are in the category. |
| | ➤ A lock icon following the category name shows that the category is a default category, and cannot be renamed or deleted. |
| | You can use the toolbar to manage a category, or select a category to display its assigned components on the right side of the dialog box. |
| | Note that categories are not exclusive; you can assign a component to more than one category. |

## Components (right side)

User interface elements are described below:

| UI Elements | Description |
|---|---|
| ✳ | **Add External Component.** Click to add a new component based on a URL. This opens a dialog box where you define the new component. For details, see "New/Edit Component Dialog Box" on page 42. You can add any URL as a component. |
| ✏ | **Edit Component Properties.** Select an external component and click this button to edit the component's definitions. For details, see "New/Edit Component Dialog Box" on page 42. |
| 🗃 | **Categorize Component.** Select a component and click this button to assign it to a category. |

| UI Elements | Description |
|---|---|
| ✖ | **Delete Component.** Select a component and click this button to delete it from the gallery. |
| **Components** | This shows the default components available for display in MyBSM, as well as external components that you have added.<br><br>Select a component and use the toolbar to edit component definitions, or drag the component onto the page. |
| **Search box** | Type a text string to search for a specific component. |

# New/Edit Component Dialog Box

This dialog box enables you to define a component based on an external URL. You can set up wiring to use attributes from contexts sent by other components to define the URL's pattern, such as CI attributes.

| To access | Access the Component Gallery and click **Add External Component**, or select an external component and click **Edit Component Properties**. |
|---|---|
| **Important Information** | URLs for external components must begin with one of the following: https://, http://, or ftp://.<br><br>If a URL is saved with a different prefix, the BSM session will hang. |
| **Relevant tasks** | "How to Create an External Component" on page 25 |
| **See also** | "How to Create a Component Using a Dynamic URL – Use-Case Scenario" on page 27 |

### **<Upper Pane>**

User interface elements are described below:

| UI Elements | Description |
|---|---|
|  | **Refresh.** If you have edited the static part of the URL, click refresh to update the URL pattern below. |
| **Name** | Enter the name you want to assign to the component. |
| **URL** | Enter the URL of the component. If you are creating a dynamic URL using parameters, enter the static part of the URL here. |
| | For example, the URL to search for the string hp in Google.com uses the following format: http://www.google.com/search?q=hp |
| | The static part of this URL is the section before the question mark: http://www.google.com/search |

### **Categorize Component Area**

(Optional) Select one or more categories to which you want the component assigned.

### **Wiring Context Area**

This area enables you to select one or more contexts whose attributes will be used to define the URL pattern.

If you select CIChange, CI attributes can be used to define the URL. If you select ViewChange, the view name can be used as an attribute.

User interface elements are described below:

| UI Elements (A-Z) | Description |
|---|---|
| ✚ | **Add.** Click to add a context whose attributes can be used to define the URL pattern. A dialog box enables you to select which context to add. |
| ✖ | **Remove.** Select a context and click this button to remove it from the list. |
| **<Context>** | Each line represents a context whose attributes can be used to create the URL pattern. |

### URL Parameters and Values Area

This area enables you to add URL parameters and values to build the URL pattern, using wiring context attributes.

User interface elements are described below:

| UI Elements | Description |
|---|---|
| ✳ | **Add.** Click to add a URL parameter. Type the parameter name in the dialog box that appears. For example, to create a dynamic URL based on http://www.google.com/search?q=hp, add a URL parameter named q. |
| ✖ | **Remove.** Select a URL parameter and click this button to remove it from the list. |
| **Attributes** | This contains a list of the attributes that can be used to build the URL pattern. This list is dependent on the contexts you select in the Wiring Context area. For example, if you select CIChange in the Wiring Context area, the attribute <<cild>> is available to build your URL pattern. To use an attribute as the value of a URL parameter, drag the attribute from this area to the **Value** area of the parameter. |

| UI Elements | Description |
|---|---|
| **URL Parameter and Value** | Each line represents the name of a URL parameter which is used to create the URL pattern, and its value.<br><br>After defining a parameter name, drag an attribute from the **Attributes** area to the **Value** area of the parameter.<br><br>To edit a parameter name or value, click the parameter or value itself and edit its contents. |
| **URL Pattern** | This shows the URL pattern that was built using the static URL that you entered in the URL field, and the URL parameters that you defined in the URL Parameters area. |

# Wiring Dialog Box

This dialog box enables you to define wiring between the components on a page, which determine how components interact with one another. After you place components on a page, you can use this dialog to define which components (sources) send contexts to which components (targets). When you finish setting up your wiring, save the page.

For example, suppose View Selector is defined as a source component which sends the **CIChange** wiring context to Top View (target component). When you select a CI in View Selector, Top View focuses on this CI as well.

| To access | In MyBSM, click the **Wiring** ⓒ button. |
|---|---|
| **Relevant tasks** | "How to Set Up Wiring Between Components" on page 28 |

User interface elements are described below:

| UI Elements (A-Z) | Description |
|---|---|
| **Contexts** | After you select a source component, this contains a list of the contexts that can be sent from this source to the target components. |
| | Select the context which you want sent to one or more targets, then select the target components. |
| **Source Components** | This displays all of the components on the page that have the ability to send contexts to other components. |
| | Select a source component, then select context and target components. |
| | **Note:** This list will be empty if no components on the page have the ability to send information to other components. To resolve this, add a component to the page which enables you to select a CI or a view, such as Top View or View Selector. |
| **Summary of Page Wiring** | This displays a summary of the wiring that has been defined for the page. Each line shows a source, the context it sends, and the target component receiving this context from this source. |
| **Target Components** | After you select a source component and context, this displays all of the components on the page that have the ability to receive this context from the specified source. |
| | Select one or more target components which will receive contexts from the source component. |

# 2

# MyBSM Default Pages and Components

**This chapter includes:**

**Reference**

➤ Default Pages on page 48

➤ Available BSM Components on page 50

➤ EUM Pages User Interface on page 69

# Reference

## 🔍 Default Pages

The following are the default (predefined) pages within MyBSM. You can open a page using the Page Selector drop-down list on the toolbar, or from the Page Gallery.

You can also create custom pages using components of your choice. For details on how to work with MyBSM pages and components, see "How to Create Your MyBSM Workspace" on page 18.

Some pages have a single component with a built-in view selector; others have multiple components where one component is used to select views or CIs for the other components. For details on each of the components, see "Available BSM Components" on page 50.

For details on the EUM pages, see "EUM Pages User Interface" on page 69.

**Note:** You can only access pages for which you have permissions, as described in "User Permissions in MyBSM" on page 17.

| Page | Description |
| --- | --- |
| **End User Management** | |
| **EUM Application Status** | Displays application online status, together with over time status of the application, transactions and related locations, from both real user and synthetic user perspectives. |
| **EUM High-Level Status** | Displays a high-level view of multiple applications and locations and their end user status, from both real user and synthetic user perspectives. |
| **EUM Transaction Analysis** | Enables you to select any application transactions and view response time and availability over time, response time breakdown, and error details. |

| Page | Description |
|---|---|
| **Operations Management** | |
| **Action Perspective** | Displays the actions that are available for a selected event, its related CI, or the node that hosts the CI. Actions include Tools, Run Books, Custom Actions, and Performance Graphs. |
| **Event Perspective** | Displays a summary of the events that occur in the operating environment you are monitoring, as well as detailed information about selected events. |
| **Health Perspective** | Displays the health of related CIs in the context of events. The event selected in the Event Browser determines what is displayed in the Health Top View pane and Health Indicators pane. <br><br> The page helps you understand the health status of an object, show you which business rules and KPIs are being used, and how the health status of the selected object affects the health of related CIs. |
| **Performance Perspective** | Enables you to draw graphs from templates and create ad hoc graphs by selecting required metrics from a metric list, which is populated based on the CI you have selected. |
| **Service Health** | |
| **360° View** | Displays comprehensive data in one central location, regarding a selected CI. The page includes the Hierarchy component on the top pane, and the KPIs, Business Impact, Alerts, and Changes and Incidents components as tabs in the lower pane. |
| **Custom Image** | Displays icons representing CIs in the view on a custom image. |
| **Geographic Map** | Displays an association between geographical locations and status indicators within a geographical map. |
| **Neighborhood Map** | Displays the parent CIs and child CIs of a selected CI, in an interactive hierarchical graphic. |
| **Topology Map** | Displays the CIs within a view in an interactive hierarchical graphic. Topology Map display links between CIs, and enables you to view CIs divided into layers or groups. |
| **Top View** | Displays the CIs within a view in a hierarchical, top-down graphic. |

| Page | Description |
|------|-------------|
| **Service Level Management** | |
| **Service Level Management** | Provides you with a status snapshot of your SLAs; for each SLA you can see its SLM summary report, and current and historic status snapshot. |

# ⚛ Available BSM Components

Components from different applications can be added to MyBSM pages. The following section describes the available BSM components. For user interface details, see "Component Gallery Dialog Box" on page 40.

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**Note:** To access components from an application, you must have a license for that application.

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You can add components from the following applications:

➤ "Business Process Insight" on page 51

➤ "End User Management" on page 51

➤ "NNMi" on page 60

➤ "Operations Management" on page 61

➤ "Report Builders" on page 62

➤ "Service Health" on page 62

➤ "Service Level Management" on page 64

➤ "SOA" on page 66

➤ "System Availability Management" on page 68

➤ "Transaction Management" on page 68

## Business Process Insight

| Component Name | Description |
|---|---|
| **Business Process Diagram** | Displays the overall status of the health of your Business Process. For details, see "BPI Components in MyBSM" in *Using Business Process Insight*.<br><br>Note: You can only select one BPI process for display within a single MyBSM page. To display additional processes, open additional pages. |
| **Business Process Instance Violations** | Displays information about the violations for Business Process instances. For details, see "BPI Components in MyBSM" in *Using Business Process Insight*. |
| **Business Process Overtime** | Displays information about the volume (throughput), backlog (active process value) and health of a selected Business Process CI over a specific time interval. For details, see "BPI Components in MyBSM" in *Using Business Process Insight*. |
| **Business Process Summary** | Displays the summary data for a selected Business Process. For details, see "BPI Components in MyBSM" in *Using Business Process Insight*. |

## End User Management

| Component Name | Description |
|---|---|
| **Application Health Alerts Count Over Time** | Displays, for the selected application, the number of alerts that occurred over the specified time range, organized by time and severity. For details, see "Application Health Report" in *Using End User Management*. |
| **Application Health Alerts Summary** | Displays, for the selected application, a summary of the number of alerts that occurred over the specified time range, organized by severity. For details, see "Application Health Report" in *Using End User Management*. |

| Component Name | Description |
| --- | --- |
| **Application Health Availability** | Displays the total number of, and the percentage of available transaction hits, action hits, or connections over time. For details, see "Application Health Report" in *Using End User Management*. |
| **Application Health Business Summary** | Displays the overall status of the transactions by availability and performance and also by location, over time. For details, see "Application Health Report" in *Using End User Management*. |
| **Application Health Distribution** | Displays the performance and availability of the servers, end-user groups, and locations for the selected application. For details, see "Application Health Report" in *Using End User Management*. |
| **Application Health Performance** | Displays the total number of transaction hits, action hits, or requests, and the percentage of available hits or requests by status, over time. For details, see "Application Health Report" in *Using End User Management*. |
| **Application Health Sessions** | Displays the total number of sessions for the application for the selected time period and out of those, the percentage of sessions with availability or performance problems. For details, see "Application Health Report" in *Using End User Management*. |
| **Application Summary** | Displays the overall status of the selected applications by availability and performance, and also by location, over time. For details, see "Application Summary Report" in *Using End User Management*. |
| **BPM Error Summary Distribution by Location / BPM Custom Attributes** | Displays a summary of errors organized by location or BPM custom attributes. For details, see "BPM Error Summary Report" in *Using End User Management*. |
| **BPM Error Summary Distribution by Transaction** | Displays a summary of errors organized by transaction. For details, see "BPM Error Summary Report" in *Using End User Management*. |

| Component Name | Description |
| --- | --- |
| **BPM Performance Matrix** | Displays a distribution of transaction response times—organized by transaction or location—over a specified period of time. For details, see "BPM Performance Over Time Report" in *Using End User Management*. |
| **BPM Performance Status** | Displays a high level overview of application performance status, by listing the performance status of the configured transactions for the selected applications. For details, see "BPM Performance Status Report" in *Using End User Management*. |
| **BPM Triage Raw Data Error Log** | Displays a detailed log of the errors that occurred in selected Business Process Monitor transactions, during a given time period. For details, see "Error Log" in *Using End User Management*. |
| **BPM Triage Raw Data Location Response Time** | Displays the response times of synthetic user transactions, over time. For details, see "Triage Report" in *Using End User Management*. |
| **BPM Triage Transaction Breakdown** | Displays the response time for real user transactions broken down into categories, as well as the number of transaction hits, over time. For details, see "Triage Report" in *Using End User Management*. |
| **Location Summary** | Displays the performance and availability status of the selected applications by end-user location. For details, see "Location Summary Report" in *Using End User Management*. |
| **Location Summary - Geographic Map** | Displays a geographical map showing the high level status of the selected applications at the selected locations. For details, see "Location Summary Report" in *Using End User Management*. |
| **Location Summary Transaction Breaches** | Displays details of transactions included in the selected applications that breached their total time threshold. For details, see "Location Summary Report" in *Using End User Management*. |

| Component Name | Description |
|---|---|
| **Location Summary Transaction Failures** | Displays details transactions included in the selected applications that failed. For details, see "Location Summary Report" in *Using End User Management*. |
| **Metrics Over Time** | Enables you to select one or two metrics for selected applications, and view their behavior over a period of time. For details, see "Metrics Over Time Report" in *Using End User Management*. |
| **Performance Analysis Transaction Performance** | Displays a color-coded bar that breaks down the selected applications' transaction times into categories. For details, see "Performance Analysis Report" in *Using End User Management*. |
| **RUM Action Over Time Availability** | Displays the total number of action hits and the percentage of available action hits over the selected time period. For details, see "Action Over Time Report" in *Using End User Management*. |
| **RUM Action Over Time Events** | Displays the total number of events that occurred on the action over the selected time period. For details, see "Action Over Time Report" in *Using End User Management*. |
| **RUM Action Over Time Performance** | Displays the total number of action hits, the percentage of available action hits, and the number of available actions hits whose total time was less than or equal to the action's total time threshold, over the selected time period. For details, see "Action Over Time Report" in *Using End User Management*. |
| **RUM Action Over Time Response Time Breakdown** | Displays the total number of action hits and the response time broken down by categories, over the selected time period. For details, see "Action Over Time Report" in *Using End User Management*. |
| **RUM Action Summary Availability** | Displays availability data for specific actions. For details, see "RUM Action Summary Report" in *Using End User Management*. |

| Component Name | Description |
|---|---|
| **RUM Action Summary Performance** | Displays performance data for specific actions. For details, see "RUM Action Summary Report" in *Using End User Management*. |
| **RUM Application Infrastructure Over Time Application Traffic** | Displays details of the traffic requests for a selected server over the course of time. For details, see "Application Infrastructure Over Time Report" in *Using End User Management*. |
| **RUM Application Infrastructure Over Time Server Availability** | Displays details of server availability over the course of time. For details, see "Application Infrastructure Over Time Report" in *Using End User Management*. |
| **RUM Application Infrastructure Over Time Server Requests** | Displays details of the server requests for a selected server over the course of time. For details, see "Application Infrastructure Over Time Report" in *Using End User Management*. |
| **RUM Application Infrastructure Over Time TCP Server Errors** | Displays details of the packets with server errors for a selected server over the course of time. For details, see "Application Infrastructure Over Time Report" in *Using End User Management*. |
| **RUM Application Infrastructure Over Time Traffic Throughput** | Displays details of the total traffic throughput for the applications on the selected server over the course of time. For details, see "Application Infrastructure Over Time Report" in *Using End User Management*. |
| **RUM Application Infrastructure Summary Actions** | Displays performance and availability data about the selected applications' actions on the servers and running software elements. For details, see "RUM Application Infrastructure Summary Report" in *Using End User Management*. |
| **RUM Application Infrastructure Summary Highlights** | Displays general information about the servers and running software used by the selected applications. For details, see "RUM Application Infrastructure Summary Report" in *Using End User Management*. |

| Component Name | Description |
| --- | --- |
| **RUM Application Infrastructure Summary Network** | Displays the server and running software TCP performance and availability data. For details, see "RUM Application Infrastructure Summary Report" in *Using End User Management*. |
| **RUM Application Infrastructure Summary Request-Response** | Displays performance data about the server and running software element requests and responses. For details, see "RUM Application Infrastructure Summary Report" in *Using End User Management*. |
| **RUM Application Summary** | Displays data for specific actions. For details, see "RUM Action Summary Report" in *Using End User Management*. |
| **RUM End Users by Transaction Availability** | Displays availability data for each end-user group that ran the selected transaction. For details, see "RUM Transaction Summary Report" in *Using End User Management*. To access the End Users By Transaction report, open the Transaction Summary report, select a transaction, and click the **End User by Transaction** button. |
| **RUM End Users By Transaction Highlights** | Displays general data for each end-user group that ran the selected transaction. For details, see "RUM Transaction Summary Report" in *Using End User Management*. To access the End Users By Transaction report, open the Transaction Summary report, select a transaction, and click the **End User by Transaction** button. |
| **RUM End Users by Transaction Performance** | Displays performance data for each end-user group that ran the selected transaction. For details, see "RUM Transaction Summary Report" in *Using End User Management*. To access the End Users By Transaction report, open the Transaction Summary report, select a transaction, and click the **End User by Transaction** button. |
| **RUM Event Analysis by Actions** | Displays data for a selected event type, broken down by actions. For details, see "Event Analysis Report" in *End User Management*. |

| Component Name | Description |
|---|---|
| **RUM Event Analysis by End User Groups** | Displays data for a selected event type, broken down by end-user groups. For details, see "Event Analysis Report" in *End User Management*. |
| **RUM Event Analysis by Servers** | Displays data for a selected event type, broken down by servers. For details, see "Event Analysis Report" in *End User Management*. |
| **RUM Event Analysis Over Time** | Displays the number of events that occurred over the specified time range, organized by time and name. For details, see "Event Analysis Report" in *Using End User Management*. |
| **RUM Event Summary Application Errors** | Displays, for the selected application, the number of events that occurred over the specified time range, organized by time and name. For details, see "RUM Event Summary Report" in *Using End User Management*. |
| **RUM Event Summary By Category** | Displays the number of events that occurred over the specified time range, organized by time and category. For details, see "RUM Event Summary Report" in *Using End User Management*. |
| **RUM Event Summary Informational Events** | Displays a summary of informational events in selected applications. For details, see "RUM Event Summary Report" in *Using End User Management*. |
| **RUM Event Summary Performance Events** | Displays a summary of performance events in selected applications. For details, see "RUM Event Summary Report" in *Using End User Management*. |
| **RUM Tier Summary Actions** | Displays performance and availability data of tier actions of selected applications. For details, see "RUM Tier Summary Report" in *Using End User Management*. |
| **RUM Tier Summary Highlights** | Displays key information for the configured tiers of selected applications. For details, see "RUM Tier Summary Report" in *Using End User Management*. |

| Component Name | Description |
|---|---|
| **RUM Tier Summary Network** | Displays tier network data of selected applications. For details, see "RUM Tier Summary Report" in *Using End User Management.* |
| **RUM Tier Summary Request-Response** | Displays tier request-response data of selected applications. For details, see "RUM Tier Summary Report" in *Using End User Management.* |
| **RUM Transaction Over Time Availability** | Displays details of the availability for the selected transaction, over time. For details, see "Transaction Over Time Report" in *Using End User Management.* |
| **RUM Transaction Over Time Breakdown** | Displays details of the breakdown for the selected transaction, over time. For details, see "Transaction Over Time Report" in *Using End User Management.* |
| **RUM Transaction Over Time Hits Availability** | Displays details of the availability for the selected transaction, over time. For details, see "Transaction Over Time Report" in *Using End User Management.* |
| **RUM Transaction Over Time Performance** | Displays details of the performance for the selected transaction, over time. For details, see "Transaction Over Time Report" in *Using End User Management.* |
| **RUM Transaction Summary Availability** | Displays the availability data for the specific transactions. For details, see "RUM Transaction Summary Report" in *Using End User Management.* |
| **RUM Transaction Summary Highlights** | Displays general data for specific transactions. For details, see "RUM Transaction Summary Report" in *Using End User Management.* |
| **RUM Transaction Summary Performance** | Displays the performance data for the specific transactions. For details, see "RUM Transaction Summary Report" in *Using End User Management.* |
| **RUM Triage Raw Data Location Response Time** | Displays the response times of real user transactions, over time. For details, see "Triage Report" in *Using End User Management.* |

| Component Name | Description |
|---|---|
| **RUM Triage Transaction Breakdown** | Displays the response time for synthetic user transactions broken down into categories, as well as the number of transaction hits, over time. For details, see "Triage Report" in *Using End User Management*. |
| **Status Snapshot Least Available Applications** | Displays least available applications from selected applications, for the last day. For details, see "Status Snapshot" in *Using End User Management*. |
| **Status Snapshot Least Available Locations** | Displays least available locations for selected applications, for the last day. For details, see "Status Snapshot" in *Using End User Management*. |
| **Status Snapshot Least Available Transactions** | Displays least available transactions from selected applications, for the last day. For details, see "Status Snapshot" in *Using End User Management*. |
| **Status Snapshot Slowest Applications** | Displays the slowest applications from selected applications, for the last day. For details, see "Status Snapshot" in *Using End User Management*. |
| **Triage Transaction by Location** | Displays an in-depth picture of the performance of transactions grouped by locations. For details, see "Triage Report" in *Using End User Management*. |

### NNMi

To access the NNMi components, you must have the appropriate licenses installed. NNMi components are only displayed if you have configured a connection to an NNM server (**Admin** > **Platform** > **Setup and Maintenance** > **Infrastructure Settings** > **Foundations** > **Integrations with other applications** > **HP NNM**).

Wiring between NNMi and BSM components is only enabled if an NNMi-BSM integration has been implemented. For details, see "Integrate HP Network Node Manager i (NNMi) with BSM" in *Solutions and Integrations*.

| Component Name | Description |
|---|---|
| **Layer 2 Neighbor View** | Shows a map view of a selected device and its connector devices within a specified number of hops from the selected device. This view is useful for understanding the switch connectivity between devices. |
| **Layer 3 Neighbor View** | Shows a map view of a selected device and it connector devices within a specified number of hops from the selected device. This view is useful for understanding the router connectivity between devices. |
| **MPLS VPN Inventory** | This is an enterprise customer view of how their sites are connected via service provided MPLS networks. |
| **Open Key Incidents** | Shows the incidents that are most important to network operators, and that often require more immediate action. |
| **Overall Network Health (Node Group Overview)** | Displays a map containing all (top-level) Node Groups that do not have parent Node Groups. |
| **Overall Network Health - Routers** | Displays a Node Group Map of the Router connectivity in your network. |

| Component Name | Description |
|---|---|
| **Overall Network Health - Switches** | Displays a Node Group map of the Switches connectivity in your network. |
| **Router Redundancy Groups Inventory** | Shows the available Router Redundancy Groups created by the NNMi administrator. Each Router Redundancy Group is a set of two or more routers that use one or more virtual IP addresses to help ensure that information packets reach their intended destination. |

## Operations Management

| Component Name | Description |
|---|---|
| **Action Panel** | Displays a list of the Actions (Tools, Run Books, Custom Actions, and Performance Graphs) applicable to a selected event, its related CI, or the node that hosts the CI. For details, see "Actions Pane" in *Using Operations Manager i*. |
| **Event Browser** | Displays a summary of all the events that have occurred in the operating environment you are monitoring. For details, see "Event Browser and the Event Perspective" in *Using Operations Manager i*. |
| **Health Indicators** | Displays a list of the health indicators used to calculate the health of the configuration item to which a selected event belongs. For details, see "Health Indicators Pane" in *Using Operations Manager i*. |
| **Health Top View** | Displays a topological view of the configuration items affected by the event selected in the Event Browser pane. For details, see "Health Top View" in *Using Operations Manager i*. |

| Component Name | Description |
|---|---|
| **Model Explorer** | Displays the contents of the configuration item database and enables you to configure filters that determine how you view the contents of the database. For details, see "Model Explorer" in *Using Operations Manager i*. |
| **Performance** | Enables you to draw graphs from templates and create ad hoc graphs by selecting required metrics from a metric list, which is populated based on the CI you have selected. For details, see "Performance Perspective Page" in *Using Operations Manager i*. |

## Report Builders

| Component Name | Description |
|---|---|
| **Open Query Builder** | Displays a table of data retrieved from the database, answering to a Generic Reporting Engine API query. For details, see "Build a Custom Query Using Custom Query Builder" in *Reports*. |
| **Service Report** | Displays a personalized table report constructed over several data sources. For details, see "Service Report" in *Reports*. |

## Service Health

| Component Name | Description |
|---|---|
| **Alerts** | Displays the CI status alerts triggered by the selected CI. For details, see "Alerts Component" in *Using Service Health*. |
| **Business Impact** | Displays the business CIs and SLAs that are impacted by the selected CI. For details, see "Business Impact Component" in *Using Service Health*. |

| Component Name | Description |
| --- | --- |
| **Changes and Incidents** | Displays the incidents opened for the selected CI, as well as planned changes and actual changes made to the CI. For details, see "Changes and Incidents Component" in *Using Service Health*. |
| **Custom Image** | Displays a user-defined custom image that describes the real world that a view represents, with the view's CIs represented by real-time status indicators in the image. For details, see "Custom Image Component User Interface" in *Using Service Health*. |
| **Geographical Map** | Displays, on a geographical map, real-time status indicators at the geographical location assigned to the view's CIs. The status indicator shows the worst status of the CIs at the geographical location. For details, see "Geographical Map" in *Using Service Health*. |
| **Health Indicators** | Displays details regarding the health indicators that are used to calculate and set the current status of a selected CI. For details, see "Health Indicator Component"in *Using Service Health*. |
| **Hierarchy** | Displays a hierarchy of CIs in a view, the KPIs assigned to each CI, and their KPI statuses. For details, see "Hierarchy Component" in *Using Service Health*. |
| **KPIs** | Displays KPI status over time for a selected CI. For details, see "KPIs Component" in *Using Service Health*. |
| **KPIs Distribution Over Time Report** | Displays the distribution over time of the status of selected CIs and KPIs. For details, see "KPIs Distribution Over Time Report" in *Using Service Health*. |
| **KPIs Over Time Report** | Displays the status or value, over time, of selected CIs and KPIs. For details, see "KPIs Over Time Report" in *Using Service Health*. |

| Component Name | Description |
|---|---|
| **KPIs Summary Report** | Displays the status summary of selected CIs and KPIs accessible from the Service Health application. For details, see "KPIs Summary Report" in *Using Service Health*. |
| **KPIs Trend Report** | Displays the status trend of selected CIs and KPIs accessible from the Service Health application. For details, see "KPIs Trend Report" in *Using Service Health*. |
| **Neighborhood Map** | Displays the parent CIs and child CIs of a selected CI, in an interactive hierarchical graphic. For details, see "Neighborhood Map" in *Using Service Health*. |
| **Top View** | Displays CI bars that represent real-time IT performance metrics mapped onto business applications, linked by lines that represent relationships between CIs. For details, see "Top View" in *Using Service Health*. |
| **Topology Map** | Displays the CIs within a view in an interactive hierarchical graphic. Topology Map display links between CIs, and enables you to view CIs divided into layers or groups. For details, see "Topology Map" in *Using Service Health*. |
| **View Selector** | Contains a list of views and CI hierarchies in each view. The component enables you to select a view and to select CIs, or to search for a CI. View Selector is used with other components which respond to view or CI selection. For details, see "View Selector" in *Using Service Health*. |

## Service Level Management

| Component Name | Description |
|---|---|
| **Current Status** | Displays the latest status of the ten worst-performing SLAs. For details, see "Current Periods Pane" in *Using Service Level Management*. |

| Component Name | Description |
|---|---|
| **Historic Status** | Displays the worst-performing SLAs for the past six months. For details, see "Status Snapshot Report" in *Using Service Level Management*. |
| **SLA Selector** | Displays an instance of Model Explorer, fixed on the SLAs view. This component can be used to select an SLA, for wiring to other SLM components. |
| **SLA Status** | Displays the SLA forecast status for the end of a calculation period, compared with the current SLA status. For details, see "SLA Status Report" in *Using Service Level Management*. |
| **SLA Summary** | Displays a list of SLAs and their statuses, filtered by KPI, time interval, calendar, or time period. For details, see "SLAs Summary Report" in *Using Service Level Management*. |
| **SLM CI Impact** | Displays the results for a CI across all SLAs in which the CI is defined, filtered by KPI, time interval, calendar, or time period. For details, see "CI Impact Report" in *Using Service Level Management*. |
| **SLM CI Status** | Displays the results for a CI and its descendants. For details, see "CI Status Report" in *Using Service Level Management*. |
| **SLM CI Summary** | Displays a summary of all CIs for a specific SLA. For details, see "CI Summary Report" in *Using Service Level Management*. |
| **SLM CIs Over Time** | Displays CIs over a time period, for a selected SLA. For details, see "CIs Over Time Report" in *Using Service Level Management*. |
| **SLM Outage Breakdown** | Displays breakdown of all outages for selected CIs for one SLA, for specific calendar. For details, see "Outage Breakdown Report" in *Using Service Level Management*. |

| Component Name | Description |
|---|---|
| SLM Outage Summary | Displays the periods of time during which measurements (transaction, monitor, sample) failed, that is, did not meet criteria defined in the KPI's business rule. For details, see "Outage Summary Report" in *Using Service Level Management*. |
| SLM Outages Distribution | Displays a distribution of outages for selected CIs. For details, see "Outage Distribution Report" in *Using Service Level Management*. |
| SLM Time Range Summary | Displays the status of four levels of CIs: a CI's status (can be an SLA) and the statuses of the CI's children, organized by time range, for a selected KPI and calendar. For details, see "Time Range Comparison Report" in *Using Service Level Management*. |

## SOA

| Component Name | Description |
|---|---|
| Least Active Web Service/Operation | Displays the five Web services/operations that received the lowest number of calls (that is, were least used), during the selected time frame of the report. For details, see "Top Metrics Report" in *Solutions and Integrations*. |
| Least Available Web Service/Operation | Displays the availability of the five Web services/operations with the lowest availability, during the selected time frame of the report. For details, see "Top Metrics Report" in *Solutions and Integrations*. |
| Most Active Web Service/Operation | Displays the five Web services/operations with the highest number of calls, during the selected time frame of the report. For details, see "Top Metrics Report" in *Solutions and Integrations*. |
| Slowest Web Service/Operation | Displays the five slowest Web services/operations in the selected time frame of the report. For details, see "Top Metrics Report" in *Solutions and Integrations*. |

| Component Name | Description |
|---|---|
| **SOA Consumer Summary** | Displays specific metrics for all of the consumers accessing the selected Web services or operations in a selected view. For details, see "Consumer Summary Report" in *Solutions and Integrations*. |
| **SOA Metrics Over Time** | Displays the performance, over time, measuring access to selected Web services or operations, by a server, or a consumer. For details, see "Metrics Over Time Report" in *Solutions and Integrations*. |
| **SOA Server Summary** | Displays the health metrics for all of the servers on which the selected Web services or operations are running. For details, see "Server and Endpoint Summary Report" in *Solutions and Integrations*. |
| **SOA Worst Consumers** | Displays the successful and faulty calls of the worst five consumers accessing the selected Web services, operations, or servers. For details, see "Consumer Summary Report" in *Solutions and Integrations*. |
| **SOA Worst Servers** | Displays the successful and faulty calls of the worst five servers accessing the selected Web services, operations, or consumer. For details, see "Server and Endpoint Summary Report" in *Solutions and Integrations*. |
| **Web Service/Operation With Most SOAP Faults** | Displays the five Web services/operations with the largest number of received SOAP faults, during the selected time frame of the report. For details, see "Top Metrics Report" in *Solutions and Integrations* |
| **Web Service/Operation With Slowest Number of Calls** | Displays the five Web services/operations with the highest number of slow calls, in the selected time frame of the report. For details, see "Top Metrics Report" in *Solutions and Integrations* |
| **Web Services/Operations Health Summary** | Displays health metrics for the selected Web services, or operations in a selected view. For details, see "Health Report" in *Solutions and Integrations*. |

## System Availability Management

| Component Name | Description |
|---|---|
| **Cross-Performance Report** | Displays infrastructure machine-related data, collected by the SiteScope data collector, from more than one SiteScope server filtered by monitored servers, monitor types, and measurements. For details, see "Cross-Performance Report" in *Using System Availability Management*. |

## Transaction Management

| Component Name | Description |
|---|---|
| **Transaction Capacity Planning Graph** | Displays transactional throughput data, and projects future capacity levels. For details, see "Transaction Over Time Report" in *Using Transaction Management*. |
| **Transaction Measurement Correlation Graph** | Displays the time period on the x-axis, and the units for the selected measurements on the y-axes. Each point on the graph shows the total or average for the preceding time period. For details, see "Transaction Over Time Report" in *Using Transaction Management*. |
| **Transaction State Graph** | Displays the time period on the x-axis, and percentage on the y-axis. A separate bar is shown for each transaction state during each time period included in the graph. For details, see "Transaction Over Time Report" in *Using Transaction Management*. |
| **Transaction Summary table** | Displays metrics for selected business transactions. The metrics (calculated by either volume or by monetary value, depending on the selected mode) are shown broken down by different transaction. For details, see "Transaction Summary Report" in *Using Transaction Management*. |
| **Transaction Topology** | Displays a diagram showing the flow of a Business Transaction. For details, see "Aggregated Topology" in *Using Transaction Management*. |

| Component Name | Description |
|---|---|
| **Transaction Volume Analysis Graph** | Displays transaction volume and counts of successful, late, and failed transactions. For details, see "Transaction Over Time Report" in *Using Transaction Management*. |
| **Transaction Volume/Response Graph** | Displays a graph of transaction volume and end-to-end response time for the selected transaction. The transaction volume is the count of transaction instances. For details, see "Transaction Over Time Report" in *Using Transaction Management*. |

# 🔎 EUM Pages User Interface

This section includes:

➤ EUM High-Level Status Page on page 70

➤ EUM Application Status Page on page 71

➤ EUM Transaction Analysis Page on page 72

# 🔍 EUM High-Level Status Page

This page displays a high-level view of multiple applications and locations and their end user status, from both real user and synthetic user perspectives.

This page is useful for users such as NOC, LOB, or Application Support managers who are interested in seeing overall status over multiple applications and locations.

| | |
|---|---|
| **To access** | Within **MyBSM**, open the **EUM High-Level Status** page. |
| **Important information** | This predefined page was created for your convenience. You can easily build custom pages using different components if you want to see other types of EUM information. For details, see "How to Create Your MyBSM Workspace" on page 18. |
| **See also** | "MyBSM User Interface" on page 32 |

User interface elements are described below:

| UI Elements | Description |
|---|---|
| **Application Status** | Displays the overall status of the selected applications by availability and performance, and also by location, over time. For details, see "Application Summary Report" in *Using End User Management*. |
| **Location Status** | Displays the performance and availability status of the selected applications by end-user location. For details, see "Location Summary Report" in *Using End User Management*. |

# 🔍 EUM Application Status Page

This page displays online application status, together with over time status of the application, transactions and related locations, from both real user and synthetic user perspectives.

This page is useful for application support or application owners or managers who would like to see both online status and over time status.

| To access | Within **MyBSM**, open the **EUM Application Status** page. |
|---|---|
| **Important information** | This predefined page was created for your convenience. You can easily build custom pages using different components if you want to see other types of EUM information. For details, see "How to Create Your MyBSM Workspace" on page 18. |
| **See also** | "MyBSM User Interface" on page 32 |

User interface elements are described below:

| UI Elements | Description |
|---|---|
| **Application Status** | Displays the overall status of the selected applications by availability and performance, and also by location, over time. For details, see "Application Summary Report" in *Using End User Management*. |
| **Hierarchy** | Displays a hierarchy of CIs in a view, the KPIs assigned to each CI, and their KPI statuses. For details, see "Hierarchy Component" in *Using Service Health*. |
| **Location Status** | Displays the performance and availability status of the selected applications by end-user location. For details, see "Location Summary Report" in *Using End User Management*. |
| **Transaction Status** | Displays the overall status of the transactions by availability and performance and also by location, over time. For details, see "Application Health Report" in *Using End User Management*. |

# 🔍 EUM Transaction Analysis Page

This page enables you to analyze end user issues in synthetic transactions.

The page enables you to select an application transaction, and view response time, availability over time, response time breakdown, and error details.

| To access | Within **MyBSM**, open the **EUM Transaction Analysis** page. |
|---|---|
| **Important information** | This predefined page was created for your convenience. You can easily build custom pages using different components if you want to see other types of EUM information. For details, see "How to Create Your MyBSM Workspace" on page 18. |
| **See also** | "MyBSM User Interface" on page 32 |

User interface elements are described below:

| UI Elements | Description |
|---|---|
| **Error Details** | Displays a detailed log of the errors that occurred in selected Business Process Monitor transactions, during a given time period. For details, see "Error Log" in *Using End User Management*. |
| **Overall Transaction Performance** | Displays a high level overview of application performance status, by listing the performance status of the configured transactions for the selected applications. For details, see "BPM Performance Status Report" in *Using End User Management*. |
| **Performance Matrix** | Displays a distribution of transaction response times— organized by transaction or location—over a specified period of time. For details, see "BPM Performance Over Time Report" in *Using End User Management*. |
| **Response Time over Time** | Displays transaction response time over a period of time. For details, see "Metrics Over Time Report" in *Using End User Management*. |

| UI Elements | Description |
|---|---|
| **Service Availability Over Time** | Displays service availability over a period of time. For details, see "Metrics Over Time Report" in *Using End User Management.* |
| **Transaction Breakdown over Time** | Displays transaction breakdown over a period of time. For details, see "Metrics Over Time Report" in *Using End User Management.* |

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