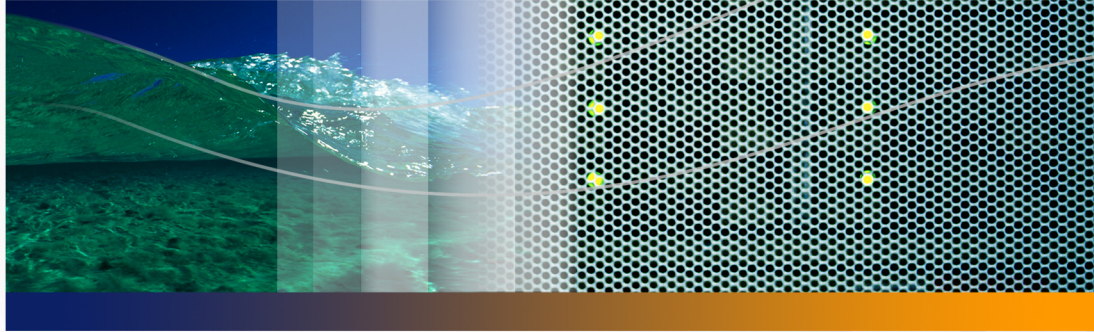


Peregrine Systems, Inc.

BI Portal 5.1



Sample Reports Supplement



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Sample Reports

Peregrine BI Portal includes nineteen sample reports that provide a wide variety of information about your organization. BI Portal sample reports have six categories:

- Change Management
- Incident Management
- Inventory Management
- Root Cause Analysis
- Service Level Management
- Service Management

In addition to the sample reports, you can use the WebIntelligence Reporting module to modify the sample reports and to create custom reports that suit the specific requirements of your business.

Refer to the BI Portal User Guide for more information about creating, saving, running, and publishing sample and custom reports. The guide also has information about running ad hoc queries and creating custom reports.

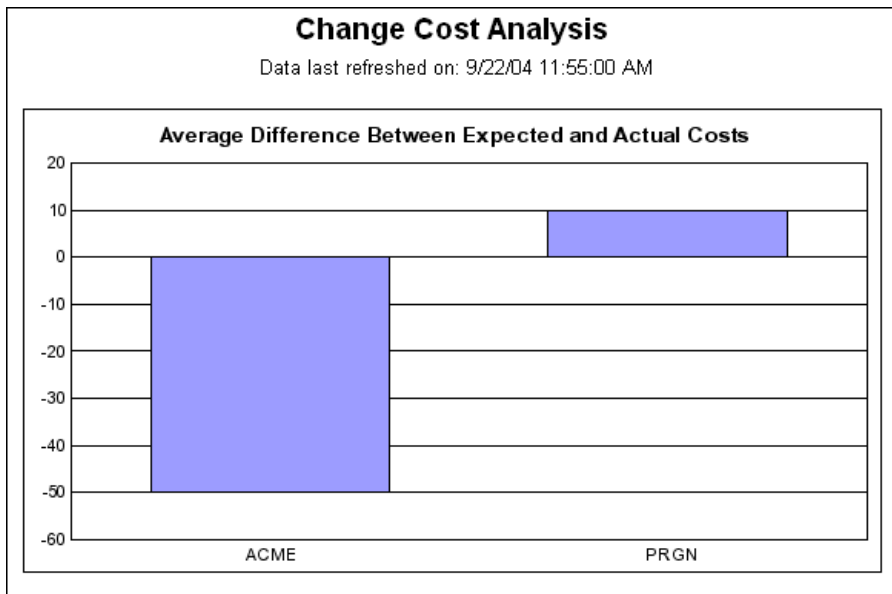
This contains the out-of-box reports and displays the queries using sample data.

Sample reports for Change Management

These reports provide information to help you manage change requests in your organization.

Change Cost Analysis

This bar chart lists differences between expected and actual costs for changes, grouped by Company.



Failed Changes

This report provides a detailed listing of all Changes that were backed out or given an incomplete Completion Code.

Failed Changes	
Data last refreshed on: 7/7/04 2:38:10 PM	
Change Number: C3	
Description:	(none)
Category:	RFC
Planned Start:	Jul 8, 2003 12:00:00 PM
Current Phase:	RFC Implementation
Approval Status:	approved
Closing Comments:	
(none)	
Reason Marked As Failed:	Backed Out

Tasks Under Change

This report provides a detailed listing of all Tasks under the user-specified Change number.

Tasks Under Change C11

Data last refreshed on: 7/7/04 2:39:42 PM

T5

Install IIS and update patches.

Planned Dates: Jul 10, 2003 8:00:00 AM -- Jul 11, 2003 12:00:00 PM

Category: Installation

Requested By:

Priority: 1

Contact Name:

Current Phase: Installation

Coordinator: MAX.MANAGER

Risk Level: 3

Assigned To: LAN SUPPORT 1

Status: closed

Install local web server.

T6

Create user profiles and access rights to wesite.

Planned Dates: Jul 10, 2003 8:00:00 AM -- Jul 11, 2003 12:00:00 PM

Category: Security

Requested By:

Priority: 1

Contact Name: MUSER, AL

Current Phase: Security

Coordinator: MAX.MANAGER

Risk Level: 3

Assigned To: SYSTEMS SUPPORT 2

Status: closed

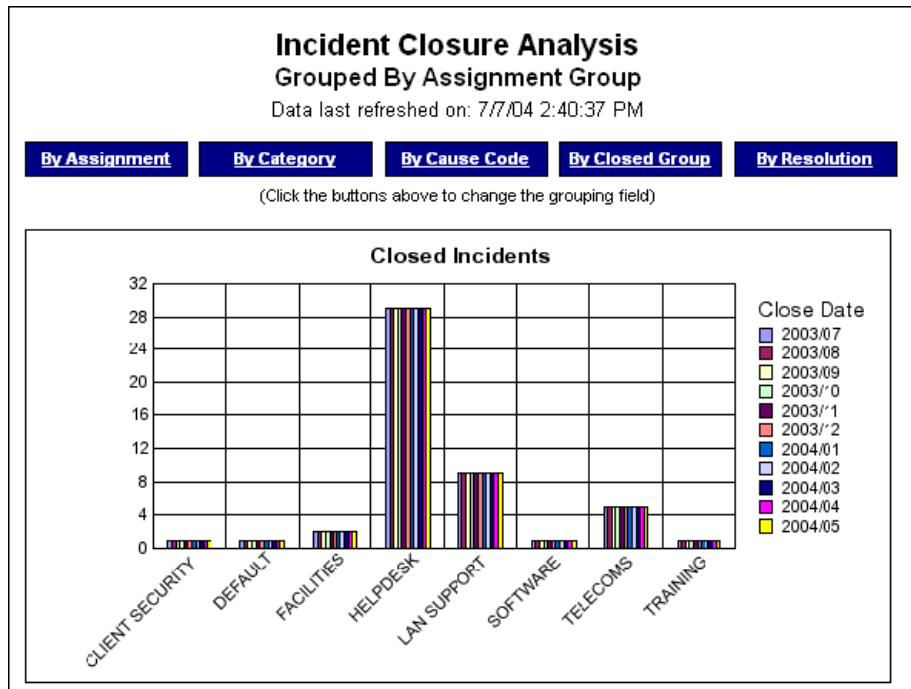
Install local web server.

Sample reports for Incident Management

These reports provide information to help you manage service call incidents in your organization.

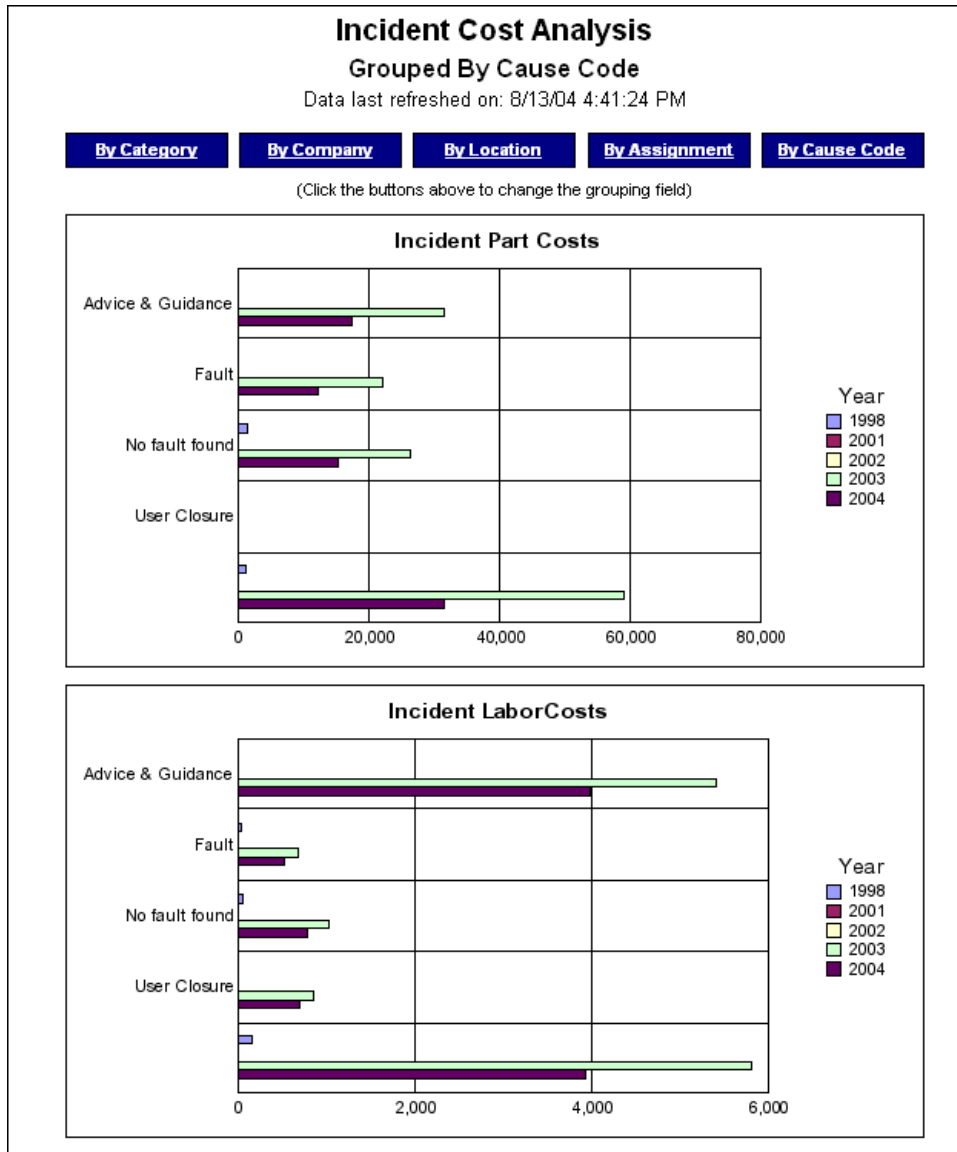
Incident Closure Analysis

This report is a bar chart summary of closed incidents based on one of the following fields: Assignment Group, Category, Cause Code, or Closed Group.



Incident Cost Analysis

This report provides a pair of bar charts listing the Parts and Labor costs associated with Incidents. These costs can be grouped based on user selection by Company, Location, Assignment Group, Category, or Cause Code.



Incident Management Ad Hoc Crosstab

This crosstab report is a summary of all open Incidents grouped by any two of the following user-selectable fields: Assignment Group, Category, Company, Location, and Severity.

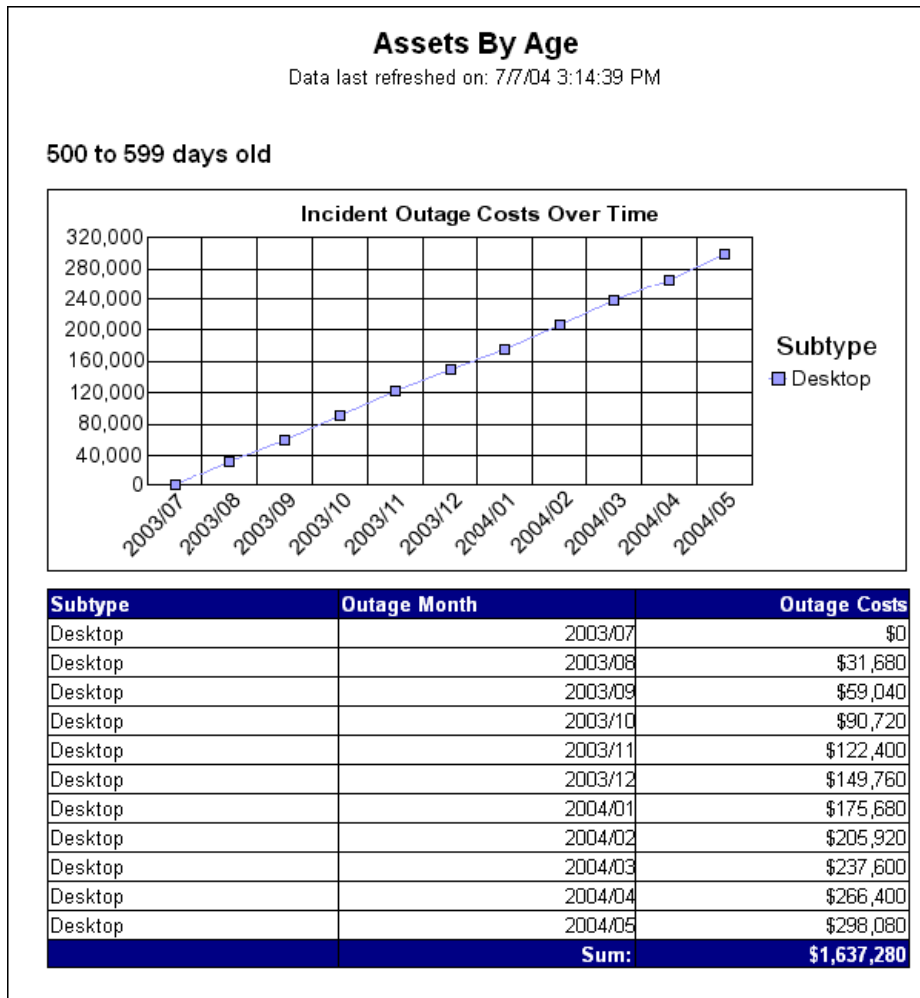
Incident Management Ad Hoc Crosstab					
Grouped on Company and Assignment Group					
Data last refreshed on: 7/7/04 2:42:32 PM					
Horizontal Axis:	Location	Assignment	Category	Company	Severity
Vertical Axis:	Location	Assignment	Category	Company	Severity
(Click on the buttons above to change the grouping fields.)					
	ACME	GENERICOM	PRGN		
CLIENT SECURITY	0	0	0		
DEFAULT	0	0	11		
FACILITIES	0	0	11		
HELPDESK	0	0	33		
LAN SUPPORT	11	0	0		
SOFTWARE	0	0	0		
TELECOMS	0	0	0		
TRAINING	0	0	0		

Sample reports for Inventory Management

These reports provide information to help you manage assets in your organization.

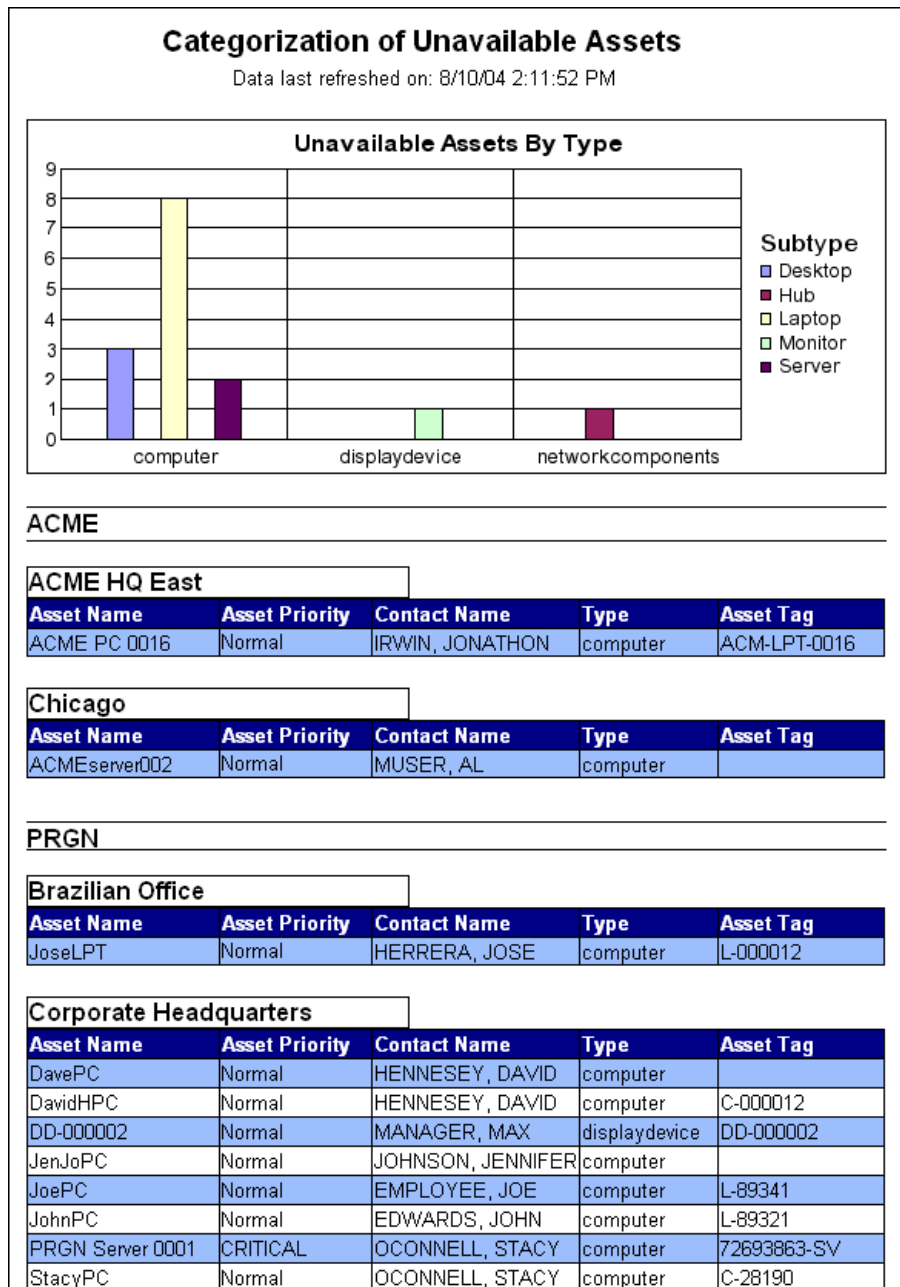
Assets by Age

This report displays a bar chart with a table and is an analysis of the outage costs over time for all assets, grouped by the amount of time since installation.



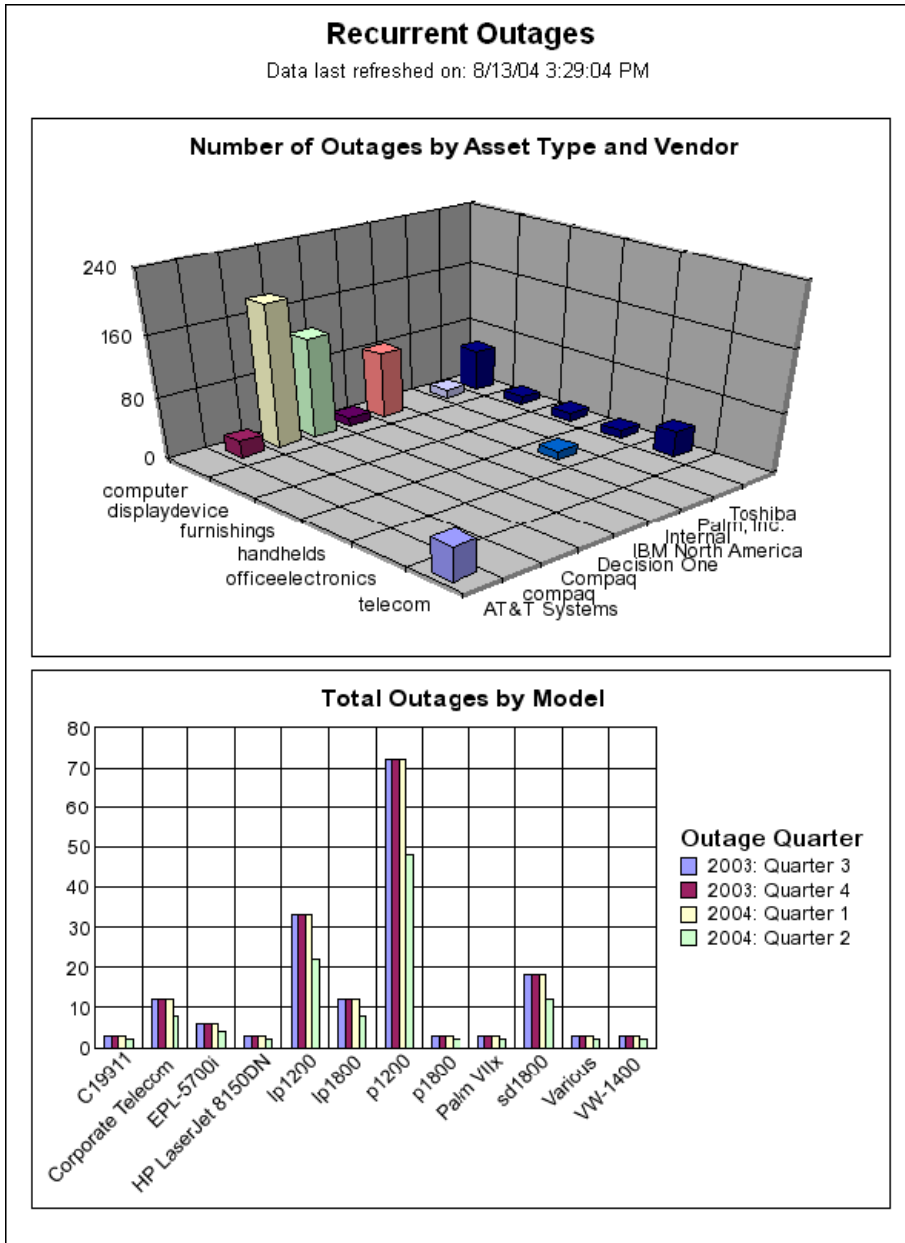
Categorization of Unavailable Assets

This report displays a bar chart with a table and is a summary of unavailable assets (due to repair, upgrade, or move) grouped by type.



Recurrent Outages

This report displays a pair of bar charts that summarize asset downtime, cross-referenced once by Asset Type and Vendor, and again by Model over time.



Sample reports for Root Cause Analysis

These reports provide information to help you manage incident root causes.

Root Cause Analysis Recommendations

This table, grouped by category, displays all Incidents NOT associated with a root cause. Any category comprising more than the user-specified percent of those tickets are flagged as recommended for Root Cause Analysis.

Root Cause Analysis Recommendations			
Threshold of 10%			
Data last refreshed on: 8/5/04 4:37:14 PM			
Category	Subcategory	Percentage	Recommendation
business applications	client dependent	7.92%	Not Required
business applications	enquiry	0.29%	Not Required
client system	hardware	16.72%	Analysis Recommended
client system	software	16.72%	Analysis Recommended
enquiry	business applications	1.61%	Not Required
enquiry	client system	1.91%	Not Required
network	lan	4.11%	Not Required
network	remote communications	3.67%	Not Required
network	wan	0.59%	Not Required
other	client dependent	3.52%	Not Required
printing	consumables	3.23%	Not Required
printing	hardware	3.52%	Not Required
printing	software	1.61%	Not Required
security	virus infection	3.23%	Not Required

Root Cause Cost Analysis

This table is a listing of the Parts and Labor costs for all Incidents associated with root causes, grouped by cause.

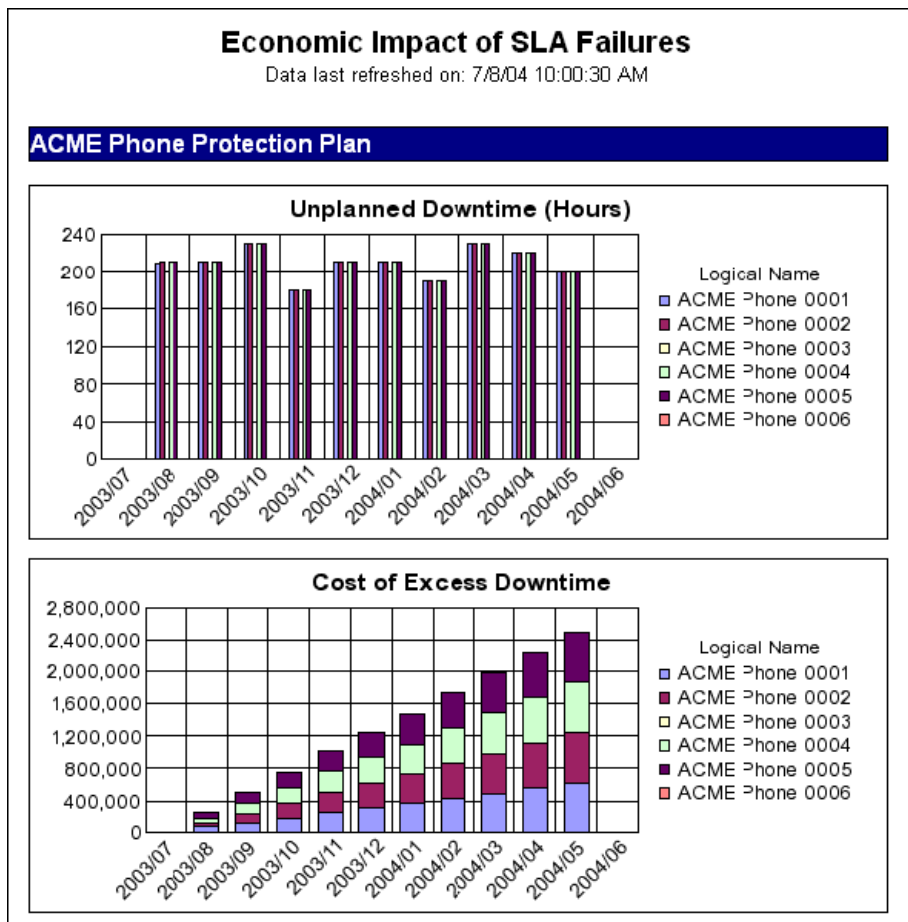
Root Cause Analysis Recommendations			
Threshold of 10%			
Data last refreshed on: 8/5/04 4:37:14 PM			
Category	Subcategory	Percentage	Recommendation
business applications	client dependent	7.92%	Not Required
business applications	enquiry	0.29%	Not Required
client system	hardware	16.72%	Analysis Recommended
client system	software	16.72%	Analysis Recommended
enquiry	business applications	1.61%	Not Required
enquiry	client system	1.91%	Not Required
network	lan	4.11%	Not Required
network	remote communications	3.67%	Not Required
network	wan	0.59%	Not Required
other	client dependent	3.52%	Not Required
printing	consumables	3.23%	Not Required
printing	hardware	3.52%	Not Required
printing	software	1.61%	Not Required
security	virus infection	3.23%	Not Required

Sample reports for Service Level Management

These reports provide information to help you manage service level agreements (SLA).

Economic Impact of SLA Failures

This report displays a pair of bar charts listing the time and money costs incurred by assets that suffered downtime in excess of SLA thresholds, grouped by SLA name.



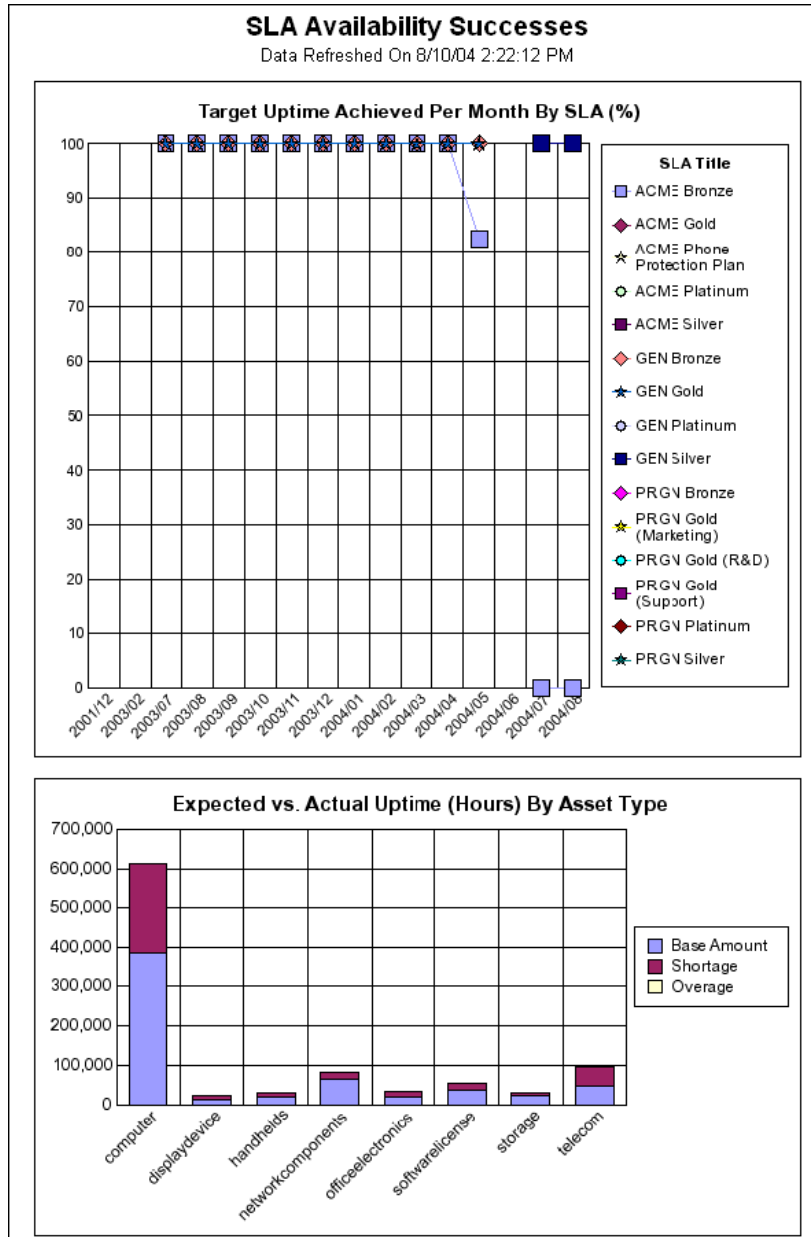
Service Contract Cost Analysis

This table lists each Service Contract, and the monthly Parts and Labor costs for each.

Service Contract Cost Analysis			
Data Refreshed On 8/24/04 3:27:06 PM			
PRGN VIP SERVICE			
Month Worked	Labor Cost	Month Used	Part Costs
2003/07	715		
2003/08	815		
2003/09	765		
2003/10	765		
2003/11	915		
2003/12	870		
2004/01	765		
2004/02	765		
2004/03	805		
2004/04	930		
2004/05	305		

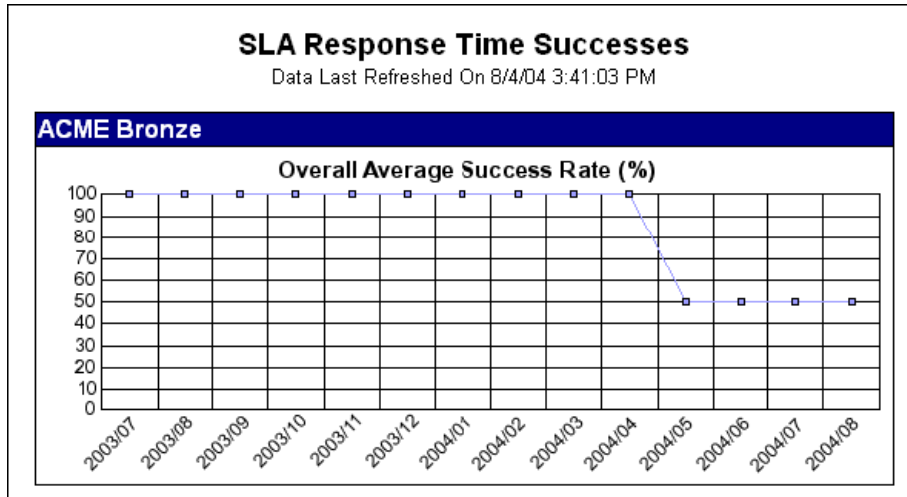
SLA Availability Successes

This report contains a line chart and stacked bar chart with measurements of how well SLA availability requirements have been met.



SLA Response Time Successes

This report is a line chart with measurements of how well SLA response times have been met.

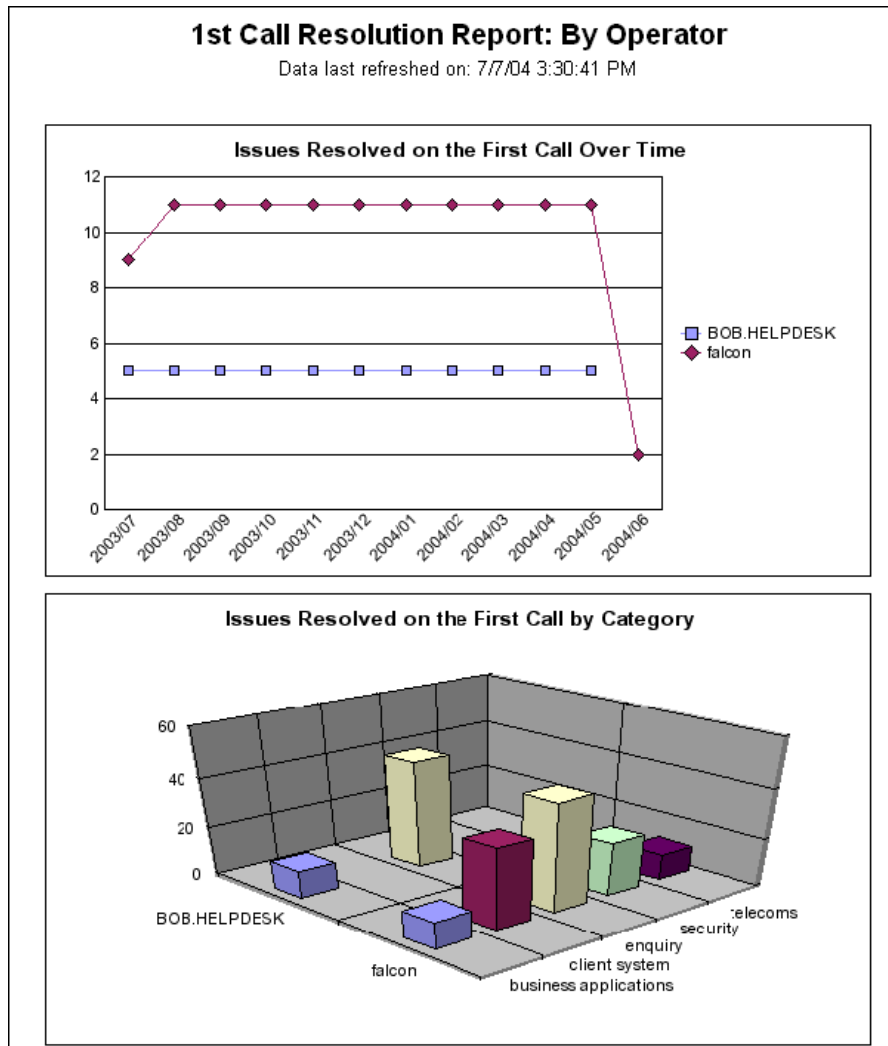


Sample reports for Service Management

These reports provide information to help you manage service calls in your organization.

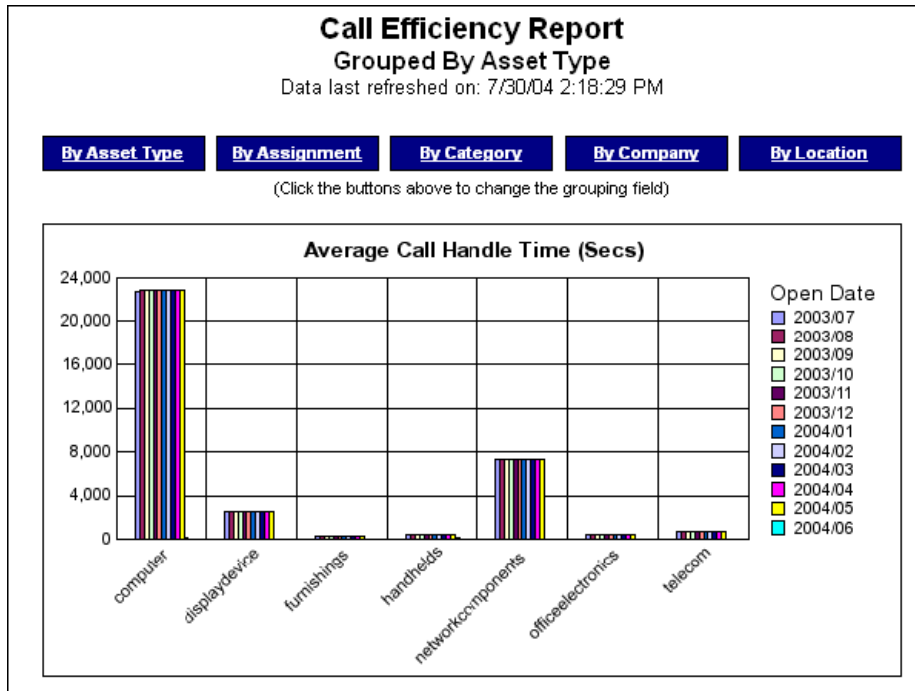
1st Call Resolution Report by Operator

This report displays a line chart and 3-D bar chart of an analysis of the percentage of calls solved without creating Incidents or Changes.



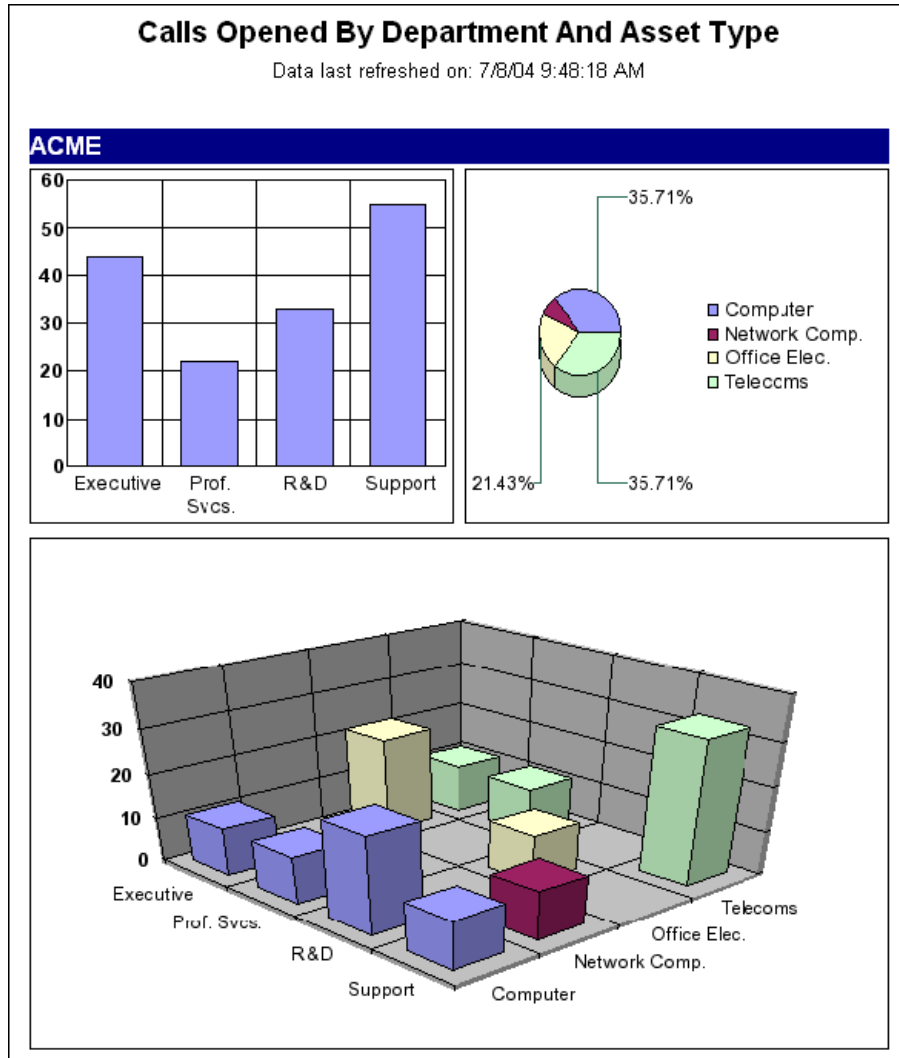
Call Efficiency Report

This bar chart displays an average of the phone call time based on one of the following fields: Asset Type, Assignment Group, Category, Company, Location.



Calls Opened by Department and Asset Type

A bar chart, pie chart, and 3-D bar chart display a summary of the number of calls in the system cross-referenced by the Department making the call and the type of Asset involved.



Service Management Ad Hoc Crosstab

This report is a crosstab summary of all open Calls grouped by any two of the following user-selectable fields: Assignment Group, Category, Company, Location, and Asset Type.

Service Management Ad Hoc Crosstab
Grouped on Company and Asset Type
 Data last refreshed on: 8/19/04 4:24:08 PM

Horizontal Axis: Asset Type Assignment Category Company Location

Vertical Axis: Asset Type Assignment Category Company Location

(Click on the buttons to change the grouping fields.)

	ACME	GENERICOM	PRGN
computer	11	0	66
displaydevice	0	0	0
furnishings	0	0	0
handhelds	0	0	0
networkcomponents	0	0	0
officeelectronics	0	0	0
telecom	0	0	0



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