

HP IT Executive Scorecard

For the Windows® operating system

Software Version: 9.00 MLU SW Media

IT Executive Scorecard Admin Guide

Document Release Date: November 2011

Software Release Date: November 2011



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Getting Started

HP IT Executive Scorecard is a strategy enabler.

HP IT Executive Scorecard enables executives to continuously improve their business by measuring what happened and what is happening, analyzing that information, and planning new strategies using the gathered information. This enables a better strategy execution resulting in a reduction of cost and risk, and an increase in quality and value.

Product Goals

HP IT Executive Scorecard provides:

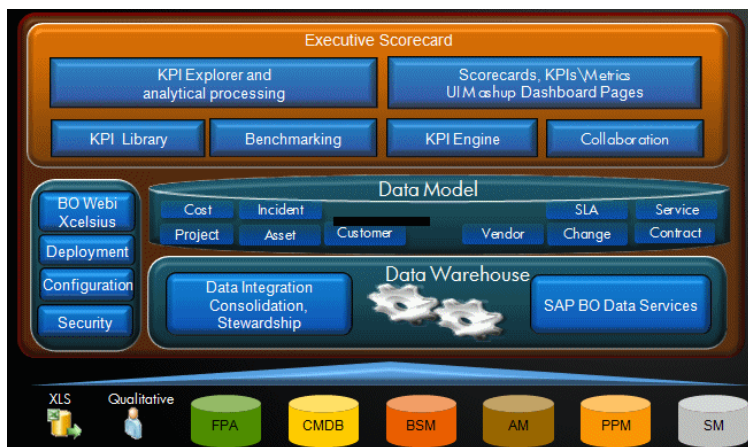
- Cascaded Objectives (Scorecards) that provide the means to define IT goals and objectives.
- Performance Measurements (KPIs and metrics) that measure performance and how the IT goals and objectives are met.
- Actionable insights into performance improvements (KPIs and Data Level Analytics) that increase the performance improvement planning effectiveness via collaboration.
- Actionable insights on the performance measurements that impact the Cascading Scorecards.
- Traceability into the performance measurement and then into the actionable insights.

HP IT Executive Scorecard Contents

HP IT Executive Scorecard:

- Is driven by the business personas challenges.
- Is aligned with the IT objectives of these challenges.
- Is based on industry standards: Information Technology Infrastructure Library (ITIL), Control Objectives for Information and related Technology (COBIT), and more.
- Its Key Performance Indicators (KPIs) are based on the IT Data Model.
- Its analytics results are presented in a Dashboard.

HP IT Executive Scorecard Solution



HP IT Executive Scorecard includes a data warehouse with data from a number of products. The data is gathered and analysis performed to present a set of dashboards and reports with actionable insights for executives such as CIO and VP of Operations.

The data sources of the data warehouse can be HP software products such as HP Business Service Management (BSM), HP Universal Configuration Management Database (UCMDB), Service Level Management (SLM), HP Service Manager (SM), HP Asset Manager (AM) and HP Project and Portfolio Management as well as third party open source products.

The HP IT Executive Scorecard application provides the executive with a tool that enables to measure to which extent their organizations objectives have been achieved and to analyze and decide where to put the effort to improve these objectives.

Reporting Strategy

HP IT Executive Scorecard provides:

- Strategic measurements in the HP IT Executive Scorecard Dashboard:
 - Persona-based dashboards
 - Scorecards
 - Cascaded Scorecards
 - KPI Library (templates)
 - KPI engine
- Strategy Analytics:
 - Long term and eagle eye view analytics
 - Executive and decision maker users
 - Based on an IT Data Warehouse
 - Universes compliant with the IT Data Model
 - May correlate multi-products data.
- Operational reports:
 - Real-time or near real-time access to data.
 - Users are the same as the operational product users.
 - Silo reporting solution.

HP IT Executive Scorecard Components

HP IT Executive Scorecard includes several components:

- The Studio where the administrator creates and manages all the building elements that are used to create the displayed pages and components of the executive Dashboard.
- The Dashboard mashup where the administrator configures how to display the information that the executive wants to see. The information is displayed on pages that can include one or more components. The administrator can configure the pages, the components, and the interactions of these components with each other.
- The Dashboard, where the executives can view how well their required objectives are doing, and from where the executive can drill down to subordinates pages to breakdown the information and get a better understanding of the situation.
- The Explorer, where the executives can view more detailed information about their Objectives and KPIs, and can access other reports or external pages that display other facets of the situation. The executives usually access the Explorer tab in context, by drilling down from the relevant Objectives or KPIs in the Dashboard components.

In addition, HP IT Executive Scorecard includes an Admin tab, where the administrator selects or configure the relevant settings. For details, see the *General Admin Guide* and ["Configure Scorecard Settings " \(on page 287\)](#).

Depending on their permissions the administrator and the executives can view, manage, or administrate tabs, pages, components, and more.

Getting Started with the HP IT Executive Scorecard Studio and Dashboard

The following topics provide the main steps to follow to get started with the Studio and the Dashboard:

- [Configure the Relevant Users and their Permissions](#)
- [Plan the Executive Dashboard](#)
- [Create the Dashboard Contents](#)
- [Enrich the Dashboard Contents](#)
- [Prepare the Dashboard Display](#)
- [View and Analyze the Business Objectives](#)
- [Perform the Maintenance of Executive Scorecard](#)
- [Localize and Globalize Executive Scorecard](#)

Plan the Executive Dashboard

This part includes the following topics:

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Learn About the Executive Personas

The Dashboard is part of the HP IT Executive Scorecard agenda. It provides the IT executives with the capability to measure the performance of their IT organization.

Executive Personas

The figure below represents the executive personas who are potential users of the Dashboard.



These personas represent potential roles and not necessarily individuals; in some enterprises a single individual may combine several personas or a persona may be split among several individuals. In addition, the names of personas are merely labels of convenience; what is important is the definition of the persona.

For example, major US corporations, particularly in the financial services and media industries, have a similar structure with a CIO per Business Unit and Operations & Infrastructure centralized in a shared services organization. In such a structure, one of the responsibilities of the Business Unit CIO is the Application Development for the business unit. The same Business Unit CIO uses the shared services from Operations in support of the Business Unit live applications. In such a configuration, the CIO is likely to want to see a dashboard that covers only these items as well as the same information through a full-lifecycle

Business Service (or Application Service) lens, seeing Application Development and Operations as lifecycle stages of a single Business Service entity.

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Chief Information Officer (CIO) Business Challenges

A Chief Information Officer (CIO) is usually responsible for the information technology and computer systems that support enterprise goals. A CIO is usually a key contributor in formulating strategic goals.

Business Challenges

A CIO business challenges are usually:

- Align IT value and strategy to the business.
- Define and implement improvement goals in terms of delivery, costs, risk, and quality, by eliminating waste from the process.
- Improve and understand the business and explain what IT does in business terms.

If IT delivery is not aligned with the business, there is no innovation, users go to competitors, and business revenues decline.

Day in the life of a CIO

HP IT Executive Scorecard provides:

- **Cascaded Objectives (Scorecards).** The CIO sets an objective for the staff to improve the alignment with the business and to improve the stewardship of IT investments.
- **Performance Measurements (KPIs and metrics).** The CIO measures the performance of the next KPIs to improve the alignment with the business: % of projects with business objectives, % of discretionary spending, and % of projects on budget.
- **Actionable insights into performance improvements (KPIs and Data Level Analytics).** The CIO can get more insight on the organizations whose projects are not aligned with the business. The CIO can collaborate with the PMO regarding investments that are not aligned with the business.

Dashboard out-of-the-box CIO page

A CIO out-of-the-box page is available in the Dashboard. For details on that page, see ["CIO Out-of-the-Box Page" \(on page 256\)](#).

For details on the KPIs, see ["Reference: KPIs" \(on page 313\)](#).

VP of Operations Business Challenges

The Directors of Operations are responsible for maintaining the uptime and performance of all business services within the enterprise.

Business Challenges

A VP of Operations business challenges are usually:

- Create and optimize the enterprise infrastructure and operations strategy and align it to the business.
- Deliver to the customers IT services that need to be aligned at the cost, as well as the required service level and speed.
- Negotiate and manage all external contracts and vendors related to hardware software, and services.
- Plan, design, and implement IT processes, and procedures to align with infrastructure demands.

If IT delivery is not aligned with the business, there is no innovation, users go to competitors, and business revenues decline.

Day in the life of a VP of Operations

HP IT Executive Scorecard provides:

- **Cascaded objectives (Scorecards).** The CIO sets an objective for the VP of Operations to reduce the cost of the operations and infrastructure. The VP of Operations cascades the objective to his subordinates.
- **Performance measurements (KPIs and metrics).** The VP of Operations measures the performance of the next KPIs that relates to cost reduction: [% of Change in Assets Cost](#), [% of Change in Projects Cost](#), and [% of Project Effort Done by External Resources](#).
- **Actionable insights into performance improvements (KPIs and Data Level Analytics).** The VP of Operations can:
 - Get insights on the costs that can be reduced.
 - Collaborate on the vendors that supply the most costly assets.
 - Get more insight on the suppliers of those assets (amount of time they supplied assets with low quality and compare to other suppliers performance).

Dashboard out-of-the-box VP of Operations page

A VP of Operations out-of-the-box page is available in the Dashboard. For details on that page, see ["VP of Operations Page" \(on page 260\)](#).

For details on the KPIs, see ["Reference: KPIs" \(on page 313\)](#).

VP of Applications Business Challenges

The VP of Applications are responsible for developing, growing, and maintaining an organization's portfolio of business software, integration technologies, and application disciplines to drive effective business outcome. The VP of Applications/Application Owner's role has become more strategic to the business, due to the fact that every line of business relies on applications.

Business Challenges

A VP of Applications business challenges are usually:

- Reduce the cost of application development.
- Justify the investments.
- Provide explanations for project's delays.
- Provide explanations for application failures in production.
- Analyzing why applications are not meeting business requirements.
- Find the vendors with the best performance.
- Balance available resources with business demands.
- Be faced with the inability to quickly respond to the needs of the business.
- Be faced with the inability to deliver secure applications

If the applications are not aligned with the business, there is no innovation, users go to competitors, and business revenues decline.

Day in the life of a VP of Applications

HP IT Executive Scorecard provides:

- **Cascaded objectives (Scorecards).** The CIO sets an objective for the VP of Applications to reduce the cost of the applications. The VP of Applications cascades the objective to his subordinates.
- **Performance measurements (KPIs and metrics).** The VP of Applications measures the performance of the next KPIs that relates to cost reduction: [% of Change in Assets Cost](#), [% of Change in Projects Cost](#), and [% of Project Effort Done by External Resources](#).
- **Actionable insights into performance improvements (KPIs and Data Level Analytics).** The VP of Applications can:
 - Get insights on the costs that can be reduced.
 - Collaborate on the vendors that supply the most costly assets (applications).
 - Get more insight on the suppliers of those assets (amount of time they supplied assets with low quality and compare to other suppliers performance).

Dashboard out-of-the-box VP of Applications page

A VP of Applications out-of-the-box page is available in the Dashboard. For details on that page, see ["VP of Applications Page" \(on page 262\)](#).

For details on the KPIs, see ["Reference: KPIs" \(on page 313\)](#).

Project Manager Officer (PMO) Business Challenges

The Project Management Officers (PMOs), in a business or professional enterprise, define and maintain the standards of process, generally related to project management, within the organization.

Business Challenges

A PMO business challenges are usually to:

- Ensure that the projects are aligned with the organizational business goals and motivate the entire organization.
- Provide the processes to the business demands and requirements.
- Ensure the coordination and communication between all project parties, in order for the project to complete on time, within budget, and with high quality.

Day in the life of a PMO

HP IT Executive Scorecard provides:

- **Cascaded objectives (Scorecards).** The CIO sets an objective for the PMO to improve project execution in order to reduce the cost, risk, and increase IT value, and quality. The PMO cascades the objectives to the departmental program and portfolio managers.
- **Performance measurements (KPIs and metrics).** The PMO measures the performance of the next KPIs to achieve the planned project execution improvement : [% of Projects Budget at Risk](#), [% of Projects on Time](#), and [Deviation % of Planned Work Hours](#).
- **Actionable insights into performance improvements (KPIs and Data Level Analytics).** The PMO can get more insight on the organizations whose projects are not delivered on time and can collaborate with the program managers of the problematic projects.

Dashboard out-of-the-box PMO page

A PMO out-of-the-box page is available in the Dashboard. For details on that page, see "[PMO page](#)" ([on page 269](#)).

For details on the KPIs, see "[Reference: KPIs](#)" ([on page 313](#)).

Director of Service Management Business Challenges

The Directors of Service Management are responsible for the definition of the processes within the organization as well as the implementation and execution of those processes. Therefore, they are responsible for the core IT Service Management (ITSM) processes (such as incident, problem, and change management) that support the delivery of services to the business. They are also responsible for responding to internal and external audits.

Business Challenges

The Director of Service Management is faced with budget constraints and an ever increasing demand from the business:

1. High cost of service desk (support)
2. Inability to reduce severity of outages/slow time to resolution
3. Inability to communicate IT value to the business

4. Inability to adequately respond to internal or external audits
5. Inability to track software licenses and equipment distribution
6. Inability to proactively identify and isolate the root-cause of incidents
7. Inability to prioritize incidents based on the impact to the business instead of on "who asks first".

Dashboard out-of-the-box Director of Service Management page

A Director of Service Management out-of-the-box page is available in the Dashboard. For details on that page, see ["Director of Service Management Page" \(on page 266\)](#).

For details on the KPIs, see ["Reference: KPIs" \(on page 313\)](#).

Business Relationships Manager (BRM) Business Challenges

The Business Relationships Managers (BRMs) are responsible for liaising between IT and the business. The BRMs are responsible for understanding the business, assisting in the prioritization of projects, ensuring that the projects align with the technology that best provides maximum return on investment, and directing the IT strategy to support the overall business strategy. Business Relationship Management differs from Customer Relationship Management (CRM) in that BRM is an advocate for the business within IT without the external influences to sell product and keep a deal going.

Business Challenges

A BRM business challenges are usually to:

- Predict the impact of a project delay from business calendar perspective or from service stabilization, that causes end users to search for other vendors.
- Increase customer satisfaction and handle the critical issues between IT and their customers.
- Present customers with what they are paying for.
- Understand the value of increasing ongoing IT investments from the perspective of their customers.

Day in the life of a BRM

HP IT Executive Scorecard provides:

- **Cascaded objectives (Scorecards).** The CIO sets an objective for the BRM to align customers expectations on project deliveries and executions. The BRM cascades the objectives to the departmental business relationship managers.
- **Performance measurements (KPIs and metrics).** The BRM measures the performance of the next KPIs to track project execution; for example, [% of Healthy Projects](#), [% of Projects on Time](#), and ["Reference: KPIs" \(on page 313\)](#).
- **Actionable insights into performance improvements (KPIs and Data Level Analytics).** The BRM can get more insight regarding the different projects that are not delivered on time. The BRM can add annotations for the program manager regarding the project that is not delivered on time, and can ask for explanations regarding this delay, in order to understand how to align with the customer expectations .

Dashboard out-of-the-box BRM page

A BRM out-of-the-box page is available in the Dashboard. For details on that page, see "[BRM Page](#)" (on page 273)"[PMO page](#)" (on page 269).

For details on the KPIs, see "[Reference: KPIs](#)" (on page 313).

Learn About the Executive Dashboard

The Dashboard contains for each executive persona the specific pages that have been created or customized to answer their requests and challenges.

Out-of-the-box Pages

The Dashboard contains out-of-the-box pages for:

- **Chief Information Officer (CIO).** For details, see "[Chief Information Officer \(CIO\) Business Challenges](#)" (on page 21).
- **VP of Operations.** For details, see "[VP of Operations Business Challenges](#)" (on page 22).
- **Project Manager Officer (PMO).** For details, see "[Project Manager Officer \(PMO\) Business Challenges](#)" (on page 24).
- **Director of Service Management.** For details, see "[Director of Service Management Business Challenges](#)" (on page 24).
- **Business Relationships Manager (BRM).** For details, see "[Business Relationships Manager \(BRM\) Business Challenges](#)" (on page 25).

These pages include the elements that represent the most common objectives of these executives. For details about these pages content, see "[View and Analyze Results User Interface](#)" (on page 249).

Out-of-the-box Capabilities

The HP IT Executive Scorecard Dashboard provides the following out-of-the-box capabilities:

- **Pages and components.** HP IT Executive Scorecard provides out-of-the-box Dashboard pages and out-of-the-box components that can be added to existing pages. You can use all these components as is or you can customize them to create your customized Dashboard display.
- **Drill down to other pages.** From their pages, the executives can cascade to their direct report's pages for a breakdown of the objectives that they measure.
- **Drill down to more detailed information.** The executives can drill down from any element (using pies, bubbles, charts, gauges, scorecard, etc...) in order to perform analytical processing on the critical results.
- **Annotations.** This functionality allows the executives to add notes in the business context of any element that can be viewed later on during strategic planning meeting, or staff meetings.

Customization

After presenting the out-of-the-box pages and components to the relevant executive and discussing the executive's requirements, the administrator can customize the pages, components, and their contents. The administrator can:

- Add pages.
- Customize the pages by adding components or removing components.
- Link the components using wiring.
- Manage the elements in the components, filter for some elements, change the time frame, and more.

Learn About the SAP BusinessObjects Enterprise for IT Executive Scorecard Universe

A SAP BusinessObjects Enterprise for IT Executive Scorecard Universe represents a business universe.

A universe or context is a set of entities. Each entity is a set of fields. Each field can be a dimension, measure, or fact. It can be measured.

A formula calculates, for a specified time period, using the values of specific entities, a value that represents a specific aspect of the business. The value is given to a Key Performance Indicator (KPI). The KPI represents the specific aspect of the business.

Each universe includes a number of KPIs. The KPIs are the building blocks of the Studio and the KPI engine.

The universes are as follows:

- AvailabilityManagement
- ALM_Defect
- ALM_Requirement
- ALM_Test
- AssetManagement
- DemandManagement
- ChangeManagement
- FinancialManagement
- IncidentManagement
- ProjectPortfolioManagement
- RequestManagement
- ServiceDesk
- SLM
- XSMetrics1.0

For details about the Universes and their contents, see *IT Executive Scorecard Universe ERDs Guide*.

IT Data Model

A data model is an abstract model that documents and organizes the business data for communication between team members and is used as a plan for developing applications, specifically how data is stored and accessed.

The IT Data Model (also known as the Conceptual Data Model) defines business concepts, entities, terms, facts, and relationships.

The entities used in HP IT Executive Scorecard are based on the IT Data Model (not 100% compliant). The entities are described in the universes. For details, see *IT Executive Scorecard Universe ERDs Guide*.

Learn About the Scorecard KPI Engine

The Scorecard KPI engine works with KPIs and Objectives. For concept details about KPIs, see ["Learn About KPIs and Metrics" \(on page 102\)](#). For concept details about Objectives, see ["Learn About Objectives" \(on page 90\)](#)

The Scorecard KPI engine discovers data coming from contexts (data sources).

A KPI provides the status of Objectives. The status can be a value, a percentage, or other. The statuses are normalized.

Each KPI receives a score. Depending on the score, the Objective is fulfilled or not.

Example:

If the Objective is Professionalism, the KPIs can be based on the following measurements. An employee is professional when:

- The number of open bugs assigned to the employee should be less than 100 during the measurement period. A Number of Open Bugs with a threshold of 100 measures that objective element. If the employee has 120 open bugs, the Score of the KPI is 80%.
- The employee should create 10 features during the measurement period. A Create 10 Features KPI, with a threshold of 9, measures that objective element. If the employee has opened only 9 features, the score of the Create 10 Features KPI is 90%.
- The employee should take 2 courses during the measurement period. A 2 Courses KPI with a threshold of 1 measures that objective element. If the employee has taken only one course, the score of the Take 2 Courses KPI is 50%.

The score of the Professionalism Objective is the average of the scores of its KPIs: 70%.

Scores can be calculated using one of the following rules:

- **Worst child.** The Objective score is the worst score of all the KPIs assigned to the parent Objective (when the Objective has child KPIs) or of the Objectives assigned to the parent Objective.

- **Best child.** The Objective score is the best score of all the KPIs assigned to the parent Objective (when the Objective has child KPIs) or of the Objectives assigned to the parent Objective.
- **Weighted average.** The Objective score is the average of the scores of the KPIs assigned to the parent Objective (when the Objective has child KPIs) or of the child Objectives multiplied by the relevant weights.

This section includes the following topics:

Learn About KPIs and Metrics	29
Learn About KPI Formula and Filter, Threshold, Value, and Score	30
Learn About Objectives	30
Learn About Perspectives	31
Learn About Scorecards	31
Learn About Balanced Scorecard	32

Learn About KPIs and Metrics

Key Performance Indicators (KPIs) reflect and measure key drivers of business value. Value drivers represent activities that, when executed properly, guarantee future success. Value drivers move the organization in the right direction to achieve its stated financial and organizational goals.

Examples of value drivers might be “high customer satisfaction” or “excellent product quality.”

Additional information about KPIs and Metrics

A KPI is a metric, but a metric is not always a KPI. The key difference is that KPIs always reflect strategic value drivers whereas metrics represent the measurement of any business activity. Metrics always show a number that reflects performance. KPIs put that performance in context. Usually metrics are not matched against a threshold.

KPIs reflect how well the organization is doing in areas that most impact financial measures valued by shareholders, such as profitability and revenues.

A KPI evaluates the performance according to expectations. The context is provided using:

1. **Thresholds.** Upper and lower ranges of acceptable performance.
2. **Targets.** Predefined gains, such as 10% new customers per quarter.
3. **Benchmarks.** Based on industry wide measures or various methodologies, such as Six Sigma.
4. **Trend.** The direction of the performance of the KPI, either “up,” “down,” or “static.”

An example of a metric could be a MTTR (mean time to recover) which measures the average time between the occurrence of a set of incidents and their resolution, compared to a defined threshold. For example: ‘MTTR less than one hour’.

KPIs measure key drivers of business values using a formula. For details, see "[Learn About KPI Formula and Filter, Threshold, Value, and Score](#)" (on page 113).

KPI templates (out of the box or customized) help you create new KPIs by activating the KPI templates. For details, see "[How to Create and Activate KPIs Using Templates](#)" (on page 75).

A complete list of KPIs is available in "[Reference: KPIs](#)" (on page 313).

Learn About KPI Formula and Filter, Threshold, Value, and Score

This section describes the information related to a KPI:

- **Formula, Filter, and KPI Value.** The Scorecard KPI engine calculates the **value** of the KPI using the **formula** specified for the KPI and provides the KPI's **status** and **score** using the thresholds specified for the KPI. You can also build KPI filters to restrict the range of the formula by selecting specific values for the variables used in the formula.
- **Threshold.** The engine compares the KPI **value** to the KPI **threshold**, and calculates the KPI status.
- **Status.** The KPI **status** can be **Error**, **Warning**, or **Good**.
- **Score.** The KPI value is translated into a score using the threshold specified for the KPI. All the **scores** are normalized to the same scale to enable the calculation of an Objective that is based on the **scores** of KPI's from different types. The **score** reflects the **status** of the business **value** and its relative distance from the **threshold**:
 - All the parent child rule calculations are based on the scores of their children.
 - The KPI score represents how well the KPI is doing compared to the business Objective. For details, see "[Learn About Objectives](#)" (on page 90).

Example: A KPI calculates a percentage (%) and its thresholds are Good from 90% and up. When the KPI has a value of 90%-100%, the KPI's status is Good. The score for 85% is higher than the score for 65%, and the score for 97% is higher than the score for 93% even though the status is the same, this enables showing the trend of KPIs and Objectives even if the status remains the same.

For task details, see "[Modify a KPI Formula or Filter](#)" (on page 112).

For user interface details, see "[Formula Builder Dialog Box](#)" (on page 115) or "[Filter Builder Dialog Box](#)" (on page 123).

Learn About Objectives

An Objective represents an overall performance goal that is defined by an executive. An Objective is a heading for a group of KPIs of different types that can represent different aspects of the goal.

For example, if an executive wants to measure the IT department responsiveness, an Objective that measures different aspects of the responsiveness of the IT department is created.

Each aspect is measured by a different KPI type (for example: PC purchase time, and more). These KPIs provide values, trends, and statuses.

An Objective always shows the status of a performance goal, but does not display a performance actual value. In a typical Scorecard, Objectives show cumulative performance indicators that roll up the scores of KPIs. On a Scorecard, Objectives appear at the top level of a KPI hierarchy.

Objectives should be “SMART” (Specific, Measurable, Action-Oriented, Realistic, and Time Bound). This distinction makes it possible to know if you have met your objective.

For example, if your Reduce Costs Objective is about cost reduction, your organization may not hit the mark or may go too far. Objectives have both a negative and positive impact on organizational behavior. The “Smarter” your goal, the less variation you will experience in your results. A better objective would be for example, reduce IT operating expenses by 20% in 2011. This new objective gives you a targeted expense to reduce, a percentage goal, a time period and an organization. It meets the criteria and is achievable.

Learn About Perspectives

A Perspective represents one of the strategies included in a Scorecard.

Every Scorecard definition includes out-of-the-box definitions as well as Perspectives that include Objectives that are linked to KPIs.

A Perspective represents a group of Objectives that can help the executive track and analyze the relevant business issue.

Learn About Scorecards

A Scorecard is a high-level snapshot (visual summary) of any organizational performance. Scorecards display a collection of Objectives, and assess the performance of the organization by viewing the status of Objectives.

A Scorecard is a way to map and translate complex business information into something that is understandable to everyone. The methodology starts with targets defined by the organization, followed by Scorecard Objectives.

The following table shows how core Scorecard elements relate to key performance questions.

Scorecard Element	Key Performance Question	Example
Perspective\Strategy	What is the strategy trying to achieve? Example: Operational excellence.	For details about Perspectives, see " Learn About Perspectives " (on page 90). A Scorecard can include one or more Perspectives.
Objective	What is the objective trying to achieve? Example: Increase responsiveness in IT to service requests for PC orders by 20% in 2010.	For details about Objectives, see " Learn About Objectives " (on page 90). A Perspective can include one or more Objectives.
KPI	How will performance be measured? Example: Time to order, configure, and install PC.	For details about KPIs, see " Learn About KPIs and Metrics " (on page 102). An Objective can include more than one KPI.
Threshold	What performance level is required?	24 hours.

Out-of-the-box templates of Scorecards, Perspectives, Objectives, and KPIs are provided. These templates correspond to business elements. For details, see "[Learn About the KPI Library](#)" (on page 41).

Active Scorecards, Perspectives, Objectives, and KPIs display real data in the Dashboard. For details, see "[Learn About the Active KPIs](#)" (on page 41).

Learn About Balanced Scorecard

A balanced scorecard should translate a business units mission and strategy into tangible objectives and measures.

Balanced scorecards strive to present an immediately comprehensible picture of a complete organizational strategy. This approach recognizes that the different aspects of a business all influence each other. A balanced scorecard examines performance from several critical perspectives.

The balanced scorecards can be a great resource for managing the IT function, as they expose all the perspectives that are crucial to the executive.

Typically, a balanced scorecard depicts the following perspectives:

IT value perspective.

The name IT value comes from the motivation to expose the value of IT to the business. It's main

role is also to expose to the organization executives the alignment between IT and the business.

The IT value perspective portray the economic results of previous business decisions and actions. Financial metrics generally lag behind actions, and therefore might not necessarily reflect the business as it is run today. However, financial metrics often determine whether a particular strategy is successful.

Financial metrics are often reflective of the stage of a businesses life-cycle (Growth, Sustain, and Harvest). Growth financial requirements may focus on the percentage growth rates in revenues and sales growth rates in target markets, customer groups, and regions. Businesses in the sustain stage may measure return on investment, return on capital employed, and economic value added. Harvest stage analytics are designed to measure the businesses ability to maximize cash flow back to the corporation. Core financial metrics are commonly related to profitability (such as operating income, return on capital employed, and economic value added). Other financial metrics can be related to shareholder values (ROI, and Financial Risk Management) or measurements (revenue growth and mix, cost reduction/productivity improvement, and asset utilization).

Other IT value perspectives can be:

- Any significant forecast can have a real impact on the profitability of the overall enterprise.
- It is important for the executive to always know where the IT stands in relation to the expense forecast.
- Keeping expenses in line with expectations is crucial.
- The executive may be tracking specific cost reduction objectives. A set of financially-oriented objectives and metrics is a critical component of any useful Dashboard.
- How does my spending relate plan versus region.

Customer perspective

This perspective is often the second perspective to be defined when creating a balanced scorecard. This perspective focuses on aligning core customer outcome measurements; satisfaction, loyalty, retention, acquisition, and profitability to targeted customers and market segments. These value propositions represent the drivers, the lead indicators, for the core customer outcome measurements. "What must the company deliver to its customers to achieve high degrees of satisfaction, retention, acquisition, and, eventually, market share?" Alternate measurements within a customer segment can be either the share of wallet, segment-by-segment, or customer-by-customer. Beyond the core customer metrics, customer value propositions can be organized into three categories; product/service attributes, customer relationship, and image and reputation.

For example:

- Metrics for Product/service attributes could be: service, price, and quality.
- Metrics for Customer relationship could be: delivery to the customer, response and delivery time and customer experience.
- Metrics for Image could be: market share, brand recognition.

Operational excellence perspective.

The operational perspective reflects the internal business processes that support the strategy.

Once the financial and customer perspectives have been designed, the customer's perspective will define their internal perspective. Typically, customers might not notice these processes directly, but business must excel at these processes to succeed. Looking at these critical business processes with a lean and six sigma lens, consumers of the BSC see supplemental measures of quality, yield, throughput, and cycle time that quantify potential financial and customer objectives such as reducing costs and improving the customer's experience. By removing waste and defects from end-to-end critical business processes, organizations can identify opportunities to mature their processes (sigma level or maturity scales) and reduce risk and cost. Another metric: Break Even Time (BET), can be a useful measurement of the product development cycle. This measurement stresses the importance of productivity while also capturing and comparing productivity. This measurement is an indicator rather than an outcome measurement.

Other perspectives can be:

- Executives must constantly inspect and refine the IT organization's internal processes to ensure efficiency, predictability, and long term scalability.
- Key internal IT processes may include project management, change management, support management, and network management.
- There may also be specific cycle time reduction or quality initiatives tracked at this perspective.
- Objectives and metrics related to internal process improvement are an important part of a executive balanced view of IT maturation.

Future orientation perspective

The future orientation perspective covers the human infrastructure of the organization and is the final perspective to be developed. It comes last because as you define the other strategies and objectives you may determine that there are gaps and opportunities to develop the organization. This perspective addresses performance indicators that concern employees, systems, and organizational procedures.

The three primary categories within learning and growth are employee capabilities, information systems capabilities, and motivation empowerment and alignment. Three core employee measurements are employee satisfaction, employee retention, and employee productivity. There may be variations on these metrics based on the related strategies.

For example, employee productivity may be segmented by types of employees or the ratio of those types could also be supplemental. Opportunities to re-skill the workplace may be additional measures based on new technologies, frameworks, or customer segments. Organizational objectives around learning or skills inventories based on roles could be measured as well. Gaps could result in development or outsourcing opportunities.

Other perspectives can be:

- Investment in people within the IT organization is crucial for the long term success.
- Training in pursuit of technical certification or increased capability is a very good indicator of the level of commitment that management has to the development of IT employees.
- Other key indicators include salary competitiveness, employee satisfaction, and employee turnover.
- Where is my team strong and weak?

- Am I growing staff by moving them around?
- What are the total people resources of IT and how do they divide out for Full Time Employees versus Contractors and for Onshore versus Offshore?

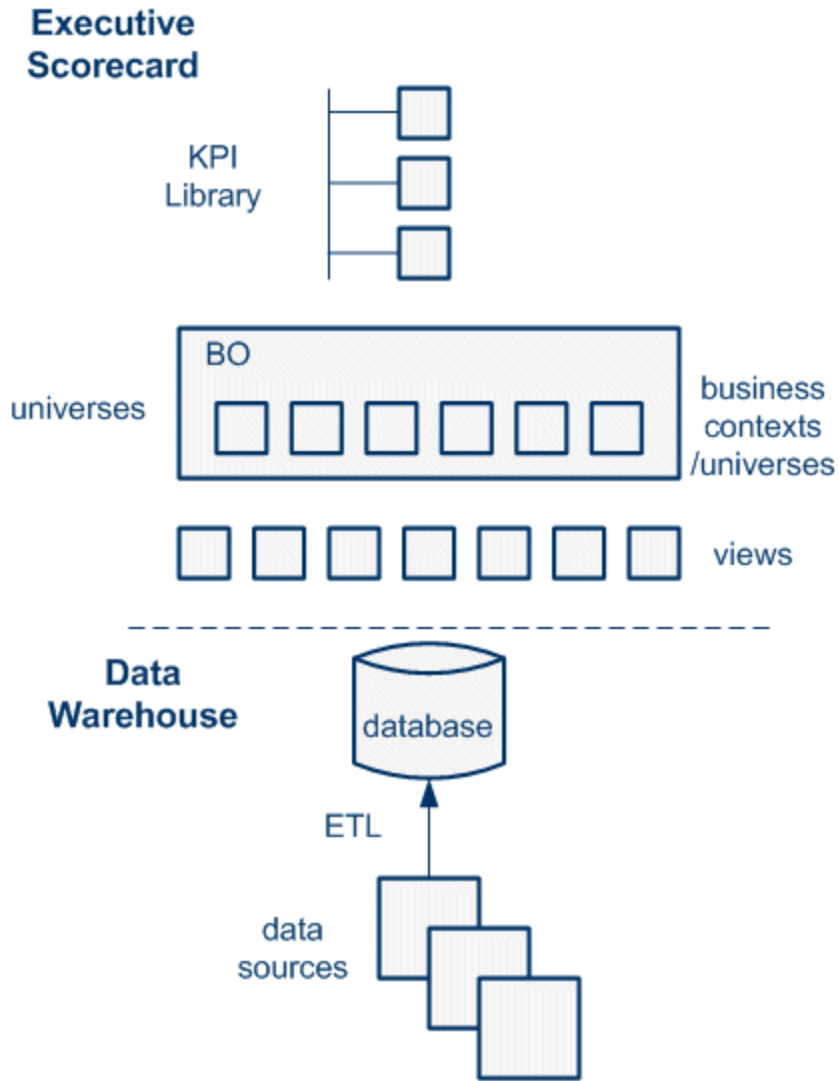
User-Orientation Perspective

- The executive direct customers are the senior managers of the business units.
- It is very important that the executive be in touch with the customer perspective on IT effectiveness.
- Measuring the reliability of the systems the customers depend upon.
- Support levels, project status, and overall satisfaction ratings should also be measured.
- How is my customers' satisfaction improving over time?
- How are the quantifiable elements of customer service stacking up—SLA, Request, and Projects?
- How well am I managing the customer's money?

HP IT Executive Scorecard Architecture

HP IT Executive Scorecard is a Java enterprise application. It has a large, web-based application that runs inside of a JEE6 Application Server (glassfish). Command line tools that are run to process some of the data as it collects it from the end systems and stores it in the Data Warehouse database. For details on the command lines, see the *Data Warehouse Admin Guide*.

A number of open source 3rd party jars are used for the product. These jars are used in the standard Java way by including them in the classpath and accessing them with their published APIs.



For details on the KPI Library, see "[Learn About the KPI Library](#)" (on page 41).

For details on universes (business contexts), see "[Learn About Business Contexts](#)" (on page 160).

For details on Data Warehouse, ETLs, and data sources, see the *Data Warehouse Admin Guide*.

Create the Dashboard Contents

This section includes the following topics:

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Use Out-of-Box Templates to Create the Dashboard	61
Create Active Scorecards, Perspectives, Objectives, and KPIs in the Active KPIs Pane	85
Use Folders and KPI Templates to Create the Dashboard	131
Recalculate Displayed Values after Configuration Change	132
Schedule the Business Context Calculations	137

Create the Executive Dashboard Contents

You use the Studio to create and manage all the elements that are displayed on the Dashboard, as well as their interactions with each other: wiring, drill downs, and other features.

This section describes how to create the Executive Dashboard contents using the Studio.

The Executive Dashboard includes Scorecards, Perspectives, Objectives, and KPIs.

This section includes the following topics:

How to Create the Dashboard Contents	37
Learn about the Studio	41
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How to Create the Dashboard Contents

This task describes how to create the Executive Dashboard contents using the Studio.

The Executive Dashboard includes Scorecards, Perspectives, Objectives, and KPIs.

This task includes the following steps

1. ["Prerequisite - Interview the Dashboard End-User" \(on page 38\)](#)
2. ["Import out-of-the-box templates - optional" \(on page 38\)](#)
3. ["Activate Scorecards, their Perspectives, Objectives, and KPIs - optional" \(on page 38\)](#)
4. ["How to Create the Dashboard Contents" \(on page 37\)](#)
5. ["Create Active KPIs" \(on page 38\)](#)

6. ["Create Active Scorecards, their Perspectives, and Objectives" \(on page 38\)](#)
7. ["Customize KPIs" \(on page 38\)](#)
8. ["Enrich the Executive Dashboard Display" \(on page 39\)](#)
9. ["Calculate for the current period, recalculate for the historical period, or schedule the calculation" \(on page 39\)](#)
10. ["Out-of-the-box Dashboard" \(on page 39\)](#)
11. ["Prepare the Dashboard Display" \(on page 40\)](#)

1. **Prerequisite - Interview the Dashboard End-User**

To design the end-user's scorecards, you must interview the end-user to understand what are his business objectives.

For details, see ["Learn About the Executive Dashboard" \(on page 26\)](#).

2. **Import out-of-the-box templates - optional**

When you start HP IT Executive Scorecard, the out-of-the-box Scorecard, Perspective, Objective, KPI templates, Folders, Orphan KPI templates, components, and Dashboard pages are automatically imported into the KPI Library pane.

You may want to import additional templates, for example, if you have upgraded to a new version and you want to keep your former templates. For details, see ["How to Import or Export Trees and Nodes" \(on page 297\)](#)

3. **Activate Scorecards, their Perspectives, Objectives, and KPIs - optional**

Activate the relevant Scorecards, their Perspectives, Objectives, and KPI templates by dragging the corresponding templates from the KPI Library pane to the Active KPI Pane. For details, see ["Create and Activate a Node Using a Node Template" \(on page 62\)](#) or ["How to Create and Activate KPIs Using Templates" \(on page 75\)](#).

You can also create active KPIs by dragging the corresponding KPI templates from Folders. For details, see ["How to Create a New Node" \(on page 86\)](#).

4. **Create Active Scorecards, their Perspectives, and Objectives**

You can create new active Scorecards, their Perspectives, and Objectives. For details, see ["How to Create a New Node" \(on page 86\)](#).

5. **Create Active KPIs**

You can create new active KPIs. For details, see ["How to Create and Activate a New KPI by Cloning an Existing KPI" \(on page 101\)](#).

6. **Customize Scorecards, their Perspectives, and Objectives**

You can customize out-of-the-box Scorecards, their Perspectives, and Objectives. For details, see ["How to Customize an Active Scorecard, Perspective, or Objective" \(on page 88\)](#).

7. **Customize KPIs**

You can customize KPIs by:

- Changing a KPI's configuration. For details, see "[Configuration Details Tab for a KPI](#)" (on page 107) or "[Calculation Details Tab](#)" (on page 104).
- Directly creating active KPIs and assigning them to Objectives. For details, see "[How to Create and Activate a New KPI by Cloning an Existing KPI](#)" (on page 101).
- Changing their Business Context of a KPI. For details, see "[Modify a KPI's Business Context](#)" (on page 125).
- Changing the formula used to calculate the KPI. For details, see "[Modify a KPI Formula or Filter](#)" (on page 112).
- Changing the filter used to limit the range of data used in the calculation of the KPI. For details, see "[Modify a KPI Formula or Filter](#)" (on page 112).
- Change the thresholds to recalculate the status of a KPI. For details, see "[Recalculate Displayed Values after Configuration Change](#)" (on page 132).

8. Enrich the Executive Dashboard Display

You can enrich the Executive Dashboard display by:

- Creating cascading Scorecards that enable the Executive to drilldown to lower levels of the same Scorecard. For details, see "[How to Create Cascading Scorecards](#)" (on page 155).
- Creating breakdowns of KPIs to obtain more detailed information about the KPI's measurements. For details, see "[How to Create a Breakdown KPI](#)" (on page 142)"[How to Create a Breakdown KPI](#)" (on page 142) or "[How to Create a Breakdown KPI of a Breakdown KPI](#)" (on page 142).
- Managing overrides. For details, see "[How to Manage Overrides](#)" (on page 148).
- Adding additional information to the KPI or to an Objective. For details, see "[Provide Additional Information for a KPI or an Objective](#)" (on page 152).

9. Calculate for the current period, recalculate for the historical period, or schedule the calculation

After you complete the customization and enrichment of the Scorecards and their contents, you can either:

- Wait for the automatic scheduled calculation to take place.
- Activate the calculation of the values, statuses, and scores of the KPIs to display the resulting information in the Dashboard. For details, see "[Recalculate Displayed Values after Configuration Change](#)" (on page 132).
- Activate the recalculation of the values, statuses, and scores of the KPIs for a historical (past) period to display the resulting information in the Dashboard. For details, see "[Recalculate Displayed Values after Configuration Change](#)" (on page 132).

You can schedule the calculation of specific business context automatically. For details, see "[Schedule the Business Context Calculations](#)" (on page 137).

10. Out-of-the-box Dashboard

The Executive can view the relevant information on the out-of-the-box pages in the Dashboard. For details, see ["View and Analyze the Business Objectives" \(on page 243\)](#).

11. **Prepare the Dashboard Display**

You can also create pages, enrich pages with additional components, create components, and wire the components so selecting a specific element in one component impacts the display of other components in the page. For details, see ["How to Prepare the Dashboard Display" \(on page 164\)](#).

Learn about the Studio

The Studio is the environment you use to build the Dashboard display.

The Studio includes:

- The KPI Library pane that is a repository of the Scorecard, Perspective, Objective, and KPI templates, and of Folders.
- The Active KPIs pane that shows the active Scorecards, Perspectives, Objectives, and KPIs that you have selected to be displayed in the Dashboard.
- The Configuration details tab that presents the configuration of the selected element, and a Calculation tab that presents the calculation configuration of the selected KPI.

To create the display you can activate out-of-the-box templates, or you can create your own elements directly in the Active KPIs pane. For task details, see "[How to Create the Dashboard Contents](#)" (on page 37).

This section includes the following topics:

Learn About the KPI Library	41
Learn About the Active KPIs	41
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Learn About the KPI Library

The KPI Library is part of the Studio. It provides out-of-the-box Scorecard, Perspective, Objective, and KPI templates, as well as Folders.

Scorecard templates and their contents represent recommendations on the business aspect they represent and the information they should display.

You can use the templates as the basis for active Scorecard, Perspective, Objective, and KPI that are used to create the Dashboard display and to show data that enables the end-user to see if the enterprise objectives are met or not.

The KPI Library pane can contain several trees. A tree can be a Scorecard tree or a folder tree. A folder tree includes only folders and KPIs.

For concept details about trees, see "[Learn About Trees](#)" (on page 42).

Learn About the Active KPIs

The Active KPIs pane is part of the Studio. It contains the active Scorecards, Perspectives, Objectives, and KPIs, as well as Breakdown KPIs.

Active Scorecard, Perspective, Objectives, and KPIs are the building blocks of the elements (components and pages) the Executive end-user views in the Dashboard.

The Active KPIs pane includes out-of-the-box active Scorecards, Perspectives, Objectives, and KPIs.

You can add to the pool of out-of-the-box elements that are used to create the Dashboard display, by dragging the relevant Scorecard, Perspective, Objective, and KPI templates from the KPI Library pane to the Active KPIs pane.

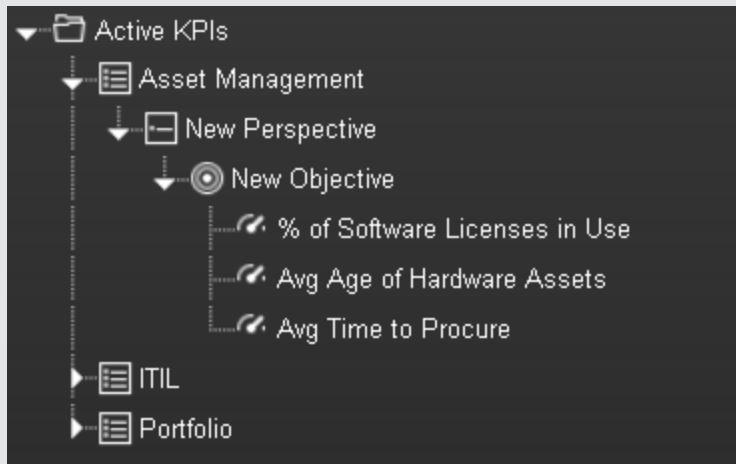
The Active KPIs pane contains only one tree that can include one or more Scorecards and their contents, as well as individual KPIs (Orphan KPIs). Orphan KPIs are used when the user does not work with Scorecards, Perspectives, and Objectives. For concept details about the Scorecard tree, see "[Learn About Trees](#)" (on page 42).

You can modify the active entities in the Active KPIs pane. For task details, see "[Create Active Scorecards, Perspectives, Objectives, and KPIs in the Active KPIs Pane](#)" (on page 85).

Learn About Trees








In the Studio's KPI Library pane or Active KPIs pane, you can view the template or active Scorecards, Perspectives, Objectives, Folders, and KPIs organized in **tree** structures.

For example:




The KPI Library pane may include several trees. These trees can include Scorecards and Orphan KPIs or Folders and Orphan KPIs. Orphan Template KPIs are KPIs that are not included in any Objective in the relevant Scorecard tree or in any Folder in the relevant Folder tree. So for each Scorecard tree or Folder, the Orphan KPIs can be different.

The Active KPIs pane includes one tree that can include one or more Scorecard trees as well as Orphan KPIs.

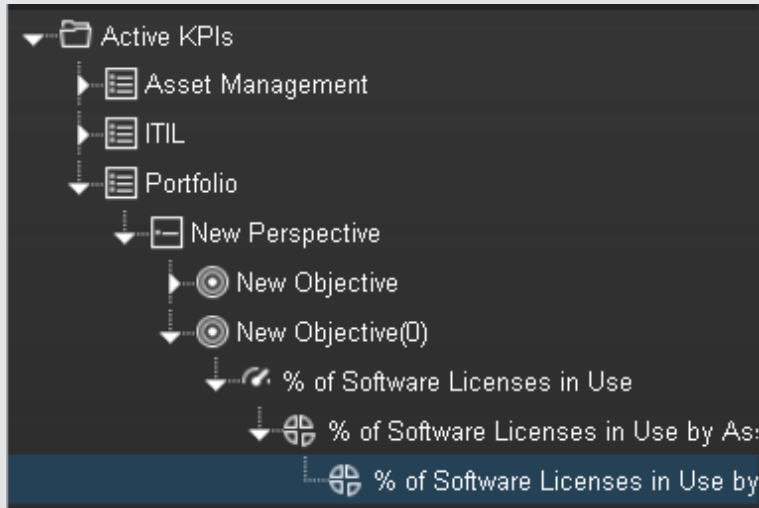
Scorecards are indicated by  or . Each Scorecard is in itself a tree that can include a number of Perspectives (indicated by  or ). Each Perspective includes a number of Objectives (indicated by  or ). Each Objective includes either child Objectives or KPIs (but not both). KPIs are indicated by .

The names of the nodes (Scorecards, Perspectives, Objectives, and KPIs) are unique for the same hierarchical level. For details, see "[Learn About Scorecard, Perspective, Objective, and KPI Unique Names](#)" (on page 91).

Each KPI can include KPI Breakdowns (indicated by ) KPI Breakdowns can also include KPI Breakdowns.

Note: Breakdown KPIs can be configured for active KPIs; they do not exist in the KPI Library. They are displayed only in the Active KPIs pane. For details, see ["Learn About Breakdown KPIs" \(on page 143\)](#).

For example:



In the Active KPIs pane, you can add active KPIs, Objectives, and Perspectives to existing Scorecards. For task details, see ["How to Create the Dashboard Contents" \(on page 37\)](#).

Learn About Templates

Out-of-the-box templates of Scorecards, Perspectives, Objectives, and KPIs, are available in the KPI Library pane. For details about Scorecards, see [Learn about Scorecards](#). For details about Perspectives, see [Learn about Perspectives](#). For details about Objectives, see [Learn about Objectives](#). For details about KPIs, see [Learn about KPIs](#).

The pane also includes out-of-the-box Folders; for details, see ["Learn About Folders" \(on page 131\)](#).

The templates are built to represent the most common business facets of an enterprise.

You can create new templates by importing new templates or updated templates. For details, see ["Import or Export Trees" \(on page 297\)](#).

Each template has a unique name.

This section includes the following topics:

Configuration Details Tab for a Scorecard Template	44
Configuration Details Tab for a Perspective Template	45
Configuration Details Tab for an Objective Template	46
Calculation Details Tab for a KPI Template	48
Configuration Details Tab for a KPI Template	50

Configuration Details Tab for a Scorecard Template

This page displays configuration information for the selected Scorecard template in the KPI Library pane.

For concept information about Scorecards, see ["Learn About Scorecards" \(on page 89\)](#).



To access	Click a Scorecard in the KPI Templates pane.
Relevant tasks	"Learn About Templates" (on page 43)

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

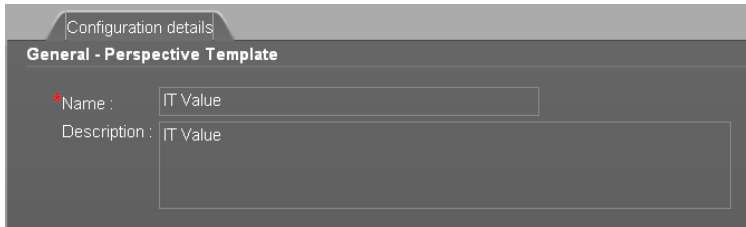
General - Scorecard Template

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

UI Element	Description
Name	The name of the Scorecard template. Limitations: The maximum number of characters is 250.
Description	The description of the Scorecard. Limitations: The maximum number of characters is 1000.
Id	The Id of the Scorecard. It is automatically assigned. This information is displayed only when in debug mode. To set the debug mode, click Admin > Scorecard Settings > XS Settings , and in Debug Mode , select the Application Debug Mode setting.
Type	The type of Scorecard. It is automatically assigned. This information is displayed only when in debug mode. To set the debug mode, click Admin > Scorecard Settings > XS Settings , and in Debug Mode , select the Application Debug Mode setting.

Configuration Details Tab for a Perspective Template

This page enables you to display the configuration of a Perspective template.



To access	Click a Perspective in the KPI Library pane or in the Active KPIs pane.
Relevant tasks	"Learn About Templates" (on page 43)

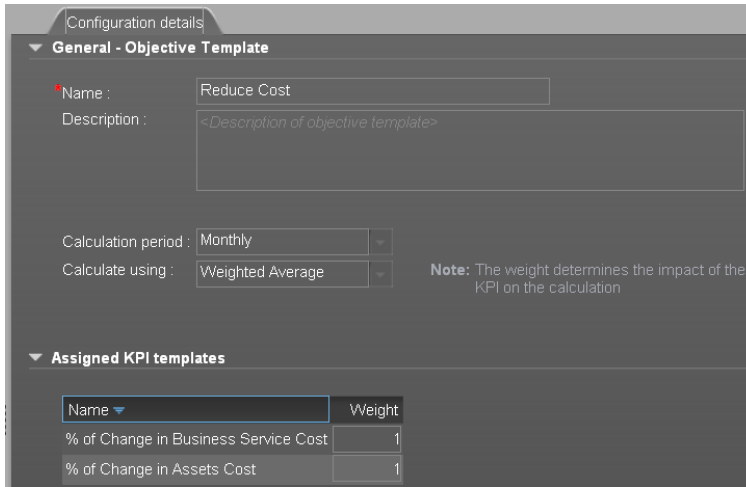
General - Perspective

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

UI Element	Description
Name	The name of the active Perspective template. Limitations: The maximum number of characters is 250.
Description	The description of the Perspective. Limitations: The maximum number of characters is 1000.
Id	The Id of the Perspective. It is automatically assigned. This information is displayed only when in debug mode. To set the debug mode, click Admin > Scorecard Settings > XS Settings , and in Debug Mode , select the Application Debug Mode setting.
Type	The type of Perspective. It is automatically assigned.. This information is displayed only when in debug mode. To set the debug mode, click Admin > Scorecard Settings > XS Settings , and in Debug Mode , select the Application Debug Mode setting.

Configuration Details Tab for an Objective Template

This page displays configuration information for the selected Objective template.



General - Objective

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

UI Element	Description
Name	The name of the Objective template. Limitations: The maximum number of characters is 250.
Description	The description of the Objective template. Limitations: The maximum number of characters is 1000.
Id	The ID number of the Objective. It is automatically assigned. This information is displayed only when in debug mode. To set the debug mode, click Admin > Scorecard Settings > XS Settings , and in Debug Mode , select the Application Debug Mode setting.
Type	The type of the Objective. It is automatically assigned. This information is displayed only when in debug mode. To set the debug mode, click Admin > Scorecard Settings > XS Settings , and in Debug Mode , select the Application Debug Mode setting.
Calculation Period	The calculation period of the Objective template.

UI Element	Description
Calculate Using	<p>The type of rule to use to calculate the Objective's score according to the scores of its children. You can select:</p> <ul style="list-style-type: none"> • Worst child. The Objective score is the worst score of all the KPIs assigned to the parent Objective (when the Objective has child KPIs) or of the Objectives assigned to the parent Objective. • Best child. The Objective score is the best score of all the KPIs assigned to the parent Objective (when the Objective has child KPIs) or of the Objectives assigned to the parent Objective. • Weighted average. The Objective score is the average of the scores of the KPIs assigned to the parent Objective (when the Objective has child KPIs) or of the child Objectives multiplied by the relevant weights. When you select this rule, an additional column (Weight) where the user can configure the weight of each child (Objective or KPI) for the weighted average calculation. When you select this value a note is displayed explaining what is weighted average.

Assigned KPIs or Assigned KPI Templates

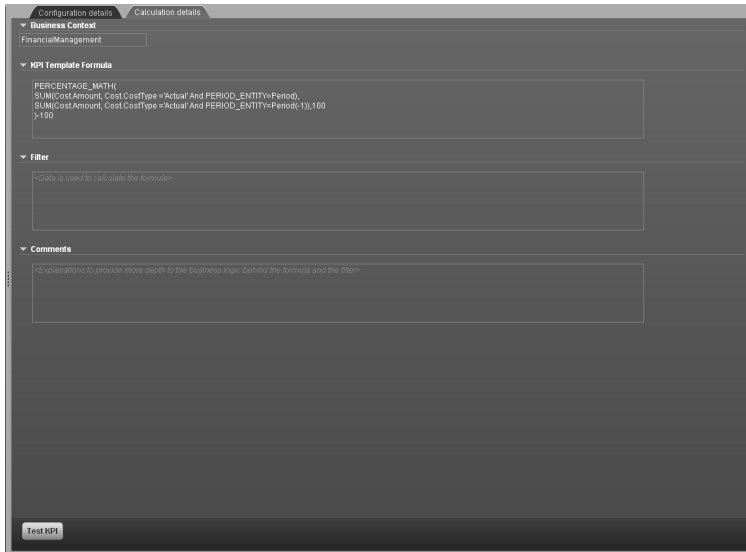
This section lists the KPI templates as assigned to the selected Objective template.

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

UI Element	Description
<Table>	<p>The table lists:</p> <ul style="list-style-type: none"> • Name. The KPI templates assigned to the Objective template. • Weight. The weight of the KPI used in the calculation of the Objective score.

Calculation Details Tab for a KPI Template

This page displays the calculation details for the selected KPI template.



To access	Select a KPI template in the KPI Library pane and click the Calculation Details tab.
Important information	Note: All the values and thresholds of the Studio KPIs depend on their definition in the Configuration details and Calculation details tabs.
Relevant tasks	"Learn About Templates" (on page 43)

Business Context

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

UI Element	Description
<Business context>	The box displays the Business Context of the KPI template.

KPI Template Formula

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

UI Element	Description
KPI Formula	The formula used to calculate the value of the KPI.

Filter

You use the Filter area to limit the range of data used for the KPI's calculation.

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

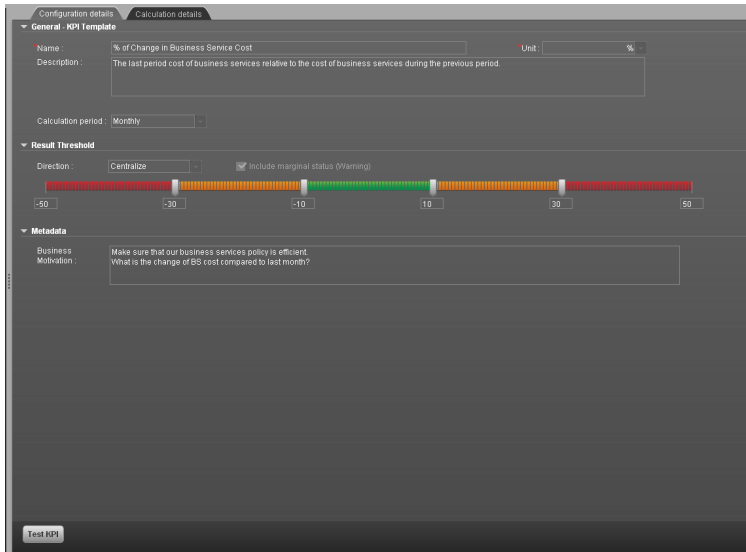
UI Element	Description
Filter	The filter that limits the range of data on which the KPI is to be calculated.

Comments

The Comments area may include a description of the formula and its purpose.

Configuration Details Tab for a KPI Template

This page displays the configuration details of the selected KPI template.



To access	Click a KPI in the KPI Library pane, the Configuration Details tab for the selected KPI or KPI template opens automatically.
Important information	Note: All the values and thresholds of the Studio KPIs depend on their definition in the Configuration details and Calculation details tabs.
Relevant tasks	"Learn About Templates" (on page 43)

General KPIs

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

UI Element	Description
Name	The name of the KPI template. Limitations: The maximum number of characters is 250.
Description	The description of the KPI template. Limitations: The maximum number of characters is 1000.
Calculation Period	The time period used to calculate the value of the KPI (using the formula specified in the Calculation details tab).

Result Threshold

User interface elements are described below (when relevant, unlabeled elements are shown in

angle brackets):

UI Element	Description
Direction	<p>It can be:</p> <ul style="list-style-type: none"> • Centralize. When the status of the KPI is best when it has either a specific value or its value is in a specific range, and higher or lower values are worse. • Minimize. When the status of the KPI is best when it is low. • Maximize. When the status of the KPI is best when it is high.
Threshold	<p>The relevant thresholds are displayed in the boxes attached to the arrows. The threshold is used to assign a status to the KPI. For details on statuses, see "Learn About KPI Formula and Filter, Threshold, Value, and Score" (on page 113).</p> <p>An empty lowest and highest ends means that the threshold is an infinite value (minus infinity and plus infinity). In such a case, the threshold uses the lowest and highest historical values of the KPI template.</p> <p>Note: The Threshold fields values increase from left to right.</p>
Include marginal status (yellow)	<p>This option is selected when the status of the KPI can be Good, Warning, or Error.</p> <p>This option is not selected when the status of the KPI is either Good, or Error.</p>

Metadata

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

UI Element	Description
Business Motivation	The business motivation of the KPI.

Learn About Folders

Folders are used as containers (organizers) for KPI templates. Folders are populated with either KPI templates or other Folders (not both). The same KPI template can belong to more than one Folder.

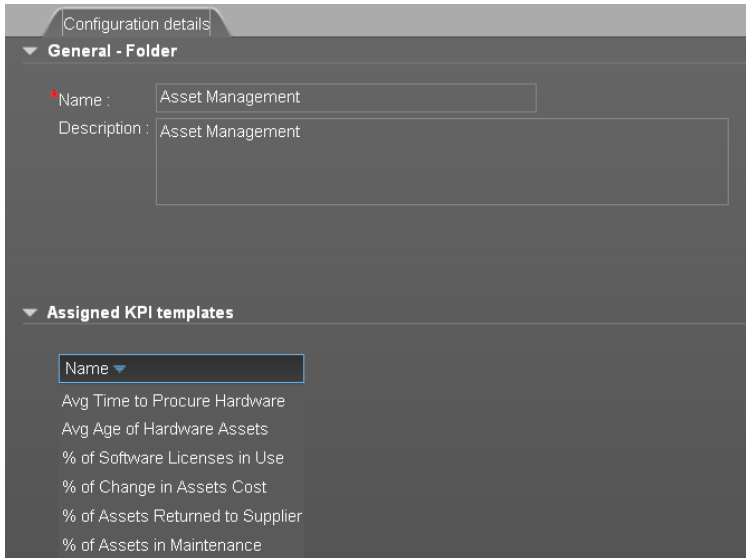
You use Folders and their KPIs when you do not work with Scorecards and you want to use the Folder's KPIs to create the Dashboard Contents. For details, see "[Use Folders and KPI Templates to Create the Dashboard](#)" (on page 131).

This section includes the following topics:

Configuration Details Tab for a Folder..... 52

Configuration Details Tab for a Folder

This page displays configuration information for the selected Folder.



To access	Click a Folder in the KPI Templates pane.
Relevant tasks	"Use Folders and KPI Templates to Create the Dashboard" (on page 131)

General - Folder

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

UI Element	Description
Name	The name of the Folder. Limitations: The maximum number of characters is 250.
Description	The description of the Folder. Limitations: The maximum number of characters is 1000.
Id	The ID number of the Folder. It is automatically assigned. This information is displayed only when in debug mode. To set the debug mode, click Admin > Scorecard Settings > XS Settings , and in Debug Mode , select the Application Debug Mode setting.
Type	The type of the Folder. It is automatically assigned. This information is displayed only when in debug mode. To set the debug mode, click Admin > Scorecard Settings > XS Settings , and in Debug Mode , select the Application Debug Mode setting.

Assigned KPIs

This section lists the KPIs assigned to the selected Folder.

Note: This section is displayed only if the Folder does not have child Folders.

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

UI Element	Description
Name	The table lists the KPIs templates assigned to the Folder.

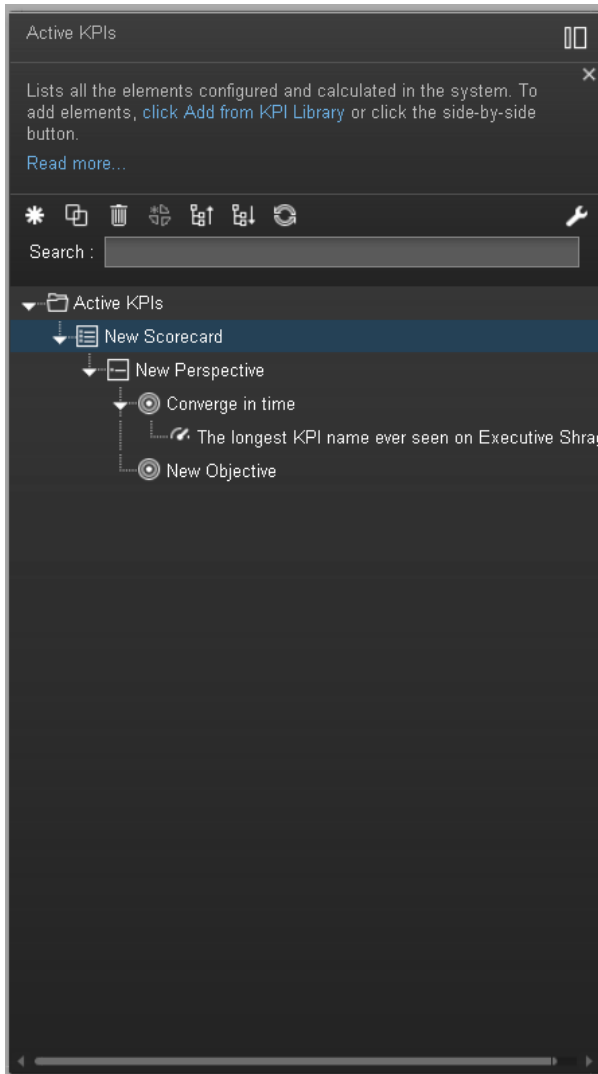
Create the Executive Dashboard Contents User Interface


This section includes (in alphabetical order):

Active KPIs Pane.....	54
KPI Library Pane.....	59

Active KPIs Pane

This pane displays the tree of active Scorecards, Perspectives, Objectives, and KPIs and the standalone KPIs.

















<p>To access</p>	<p>Click the Studio tab. If the Active KPIs pane is not displayed (it is displayed by default), click the Toggle Side By Side button  in the toolbar of the KPI Library pane.</p>
<p>Important information</p>	<p>When you select an element in the Active KPIs pane, the rightmost pane in the Studio displays the configuration of the selected element.</p> <p>For a Scorecard, see "Configuration Details Tab for a Scorecard" (on page 93).</p> <p>For a Perspective, see "Configuration Details Tab for a Perspective" (on page 96).</p> <p>For an Objective, see "Configuration Details Tab for an Objective" (on page 98).</p>

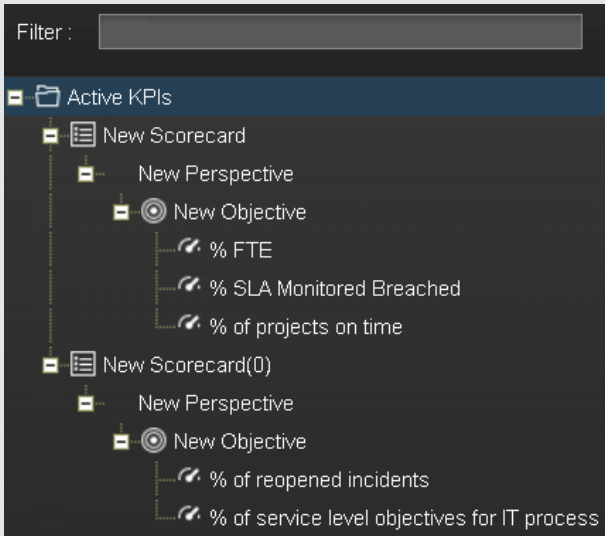
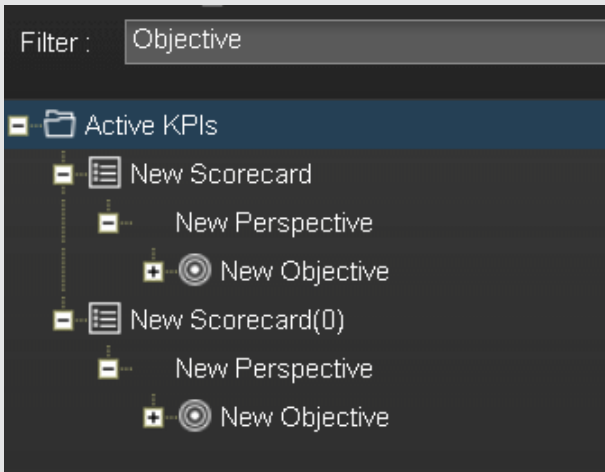
	<p>For a KPI, see "Configuration Details Tab for a KPI" (on page 107) or "Calculation Details Tab" (on page 104).</p> <p>Note: The contents of a field are automatically validated when you type in the relevant information where fields can be empty.</p>
Relevant tasks	<p>"How to Create the Dashboard Contents" (on page 37)</p>



Toolbar

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

UI Element	Description
	<p>Show trees side-by-side. If the KPI Library pane or the Active KPIs pane is closed, click the  button to open the closed pane (or click the vertical KPI Library or Active KPIs buttons). The pane is then displayed side-by-side with the other pane and with the Configuration/Calculation details tabs.</p> <p>If the KPI Library pane and the Active KPIs pane are both open, click:</p> <ul style="list-style-type: none"> The Hide the active KPIs  button to hide the Active KPIs pane. The Hide the KPI Library  button to hide the KPI Library.
	<p>Create New Node. Click to display a menu that enables you to select:</p> <ul style="list-style-type: none"> Scorecard. A new Scorecard is displayed at the bottom of the tree. The Configuration tab for the Scorecard is displayed in the Configuration pane where you can enter the details for the new Scorecard. For details, see "Configuration Details Tab for a Scorecard" (on page 93). Perspective. A new Perspective is displayed at the bottom of the tree under the selected Scorecard. The Configuration tab for the Perspective is displayed in the Configuration pane where you can enter the details for the new Perspective. For details, see "Configuration Details Tab for a Perspective" (on page 96). Objective. A new Objective is displayed at the bottom of the tree under the selected Perspective. The Configuration tab for the Objective is displayed in the Configuration pane where you can enter the details for the new Objective. For details, see "Configuration Details Tab for an Objective" (on page 98).
	<p>Create a copy of the current entity. Select an entity in the tree and click the button to duplicate the entity. The entity is created in the tree below the original entity, with the same name. A number between parenthesis is added at the end of the entity's name (for example: MTTR(0)).</p>
	<p>Delete Currently Selected Node. Select the Scorecard, Perspective, Objective, KPI, or KPI Breakdown you want to delete and click the button.</p>

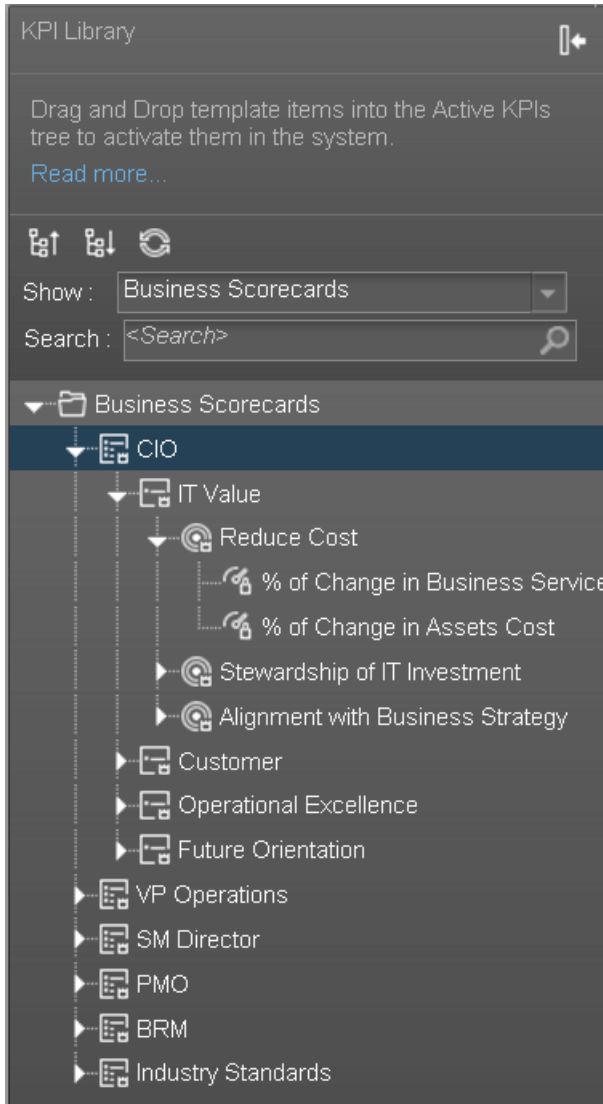
UI Element	Description
	<p>Create KPI Breakdown. The list of available entities for the KPI is displayed.</p> <p>To create a Breakdown KPI you can do one of the following:</p> <ul style="list-style-type: none"> • Right-click the relevant KPI or Breakdown KPI, select Breakdown and then select the entity and dimension in the list that opens. • Select the relevant KPI or Breakdown KPI, and click the button in the tool bar. In the list of entities and dimensions that open select the relevant entity and dimension. <p>To understand Breakdown KPIs, see "Learn About Breakdown KPIs" (on page 143).</p>
	<p>Calculation options. Displays the calculation options:</p> <p> Calculate now. Calculates all KPIs and Objectives values, statuses, and scores in the selected universe. The Calculate Now dialog box opens where you select the universe and confirm that you want to perform the calculation for the current time period. For details, see "How to Perform a Calculation After Configuration Change" (on page 132).</p> <p> Recalculate. Recalculates the selected entity for the selected historical (past) time period. The recalculation period is limited to up to a year in the past. The Recalculate dialog box opens where you can specify the universe and the time frame. For user interface details, see "Recalculate Dialog Box" (on page 136). For task details, see "Recalculate Displayed Values after Configuration Change" (on page 132).</p> <p> Schedule context calculation. Opens the Business Context Calculation Scheduling dialog box where you can schedule the context calculation. For details, see "Schedule the Business Context Calculations" (on page 137).</p>
	<p>Collapses and expands the tree nodes.</p>
	<p>Refresh the tree. Click to refresh the display of the tree.</p>
<p>Search</p>	<p>Enter the relevant string to search for all the elements (Scorecards, Perspectives, Objectives, KPIs, and Breakdown KPIs) in the tree, whose name includes the string.</p> <p>The filter returns the section of tree from the root down to the element whose name includes the specified string (path). It does not include elements that are not directly part of that path. The child subtree of the element is collapsed and displayed under the element.</p> <p>If more than one element includes the specified string, the paths to these elements are also displayed.</p>


UI Element	Description
	<p>For example, if the tree is as follows:</p>  <p>After searching for the string: Objective, the resulting tree is as follows:</p> 
<p><tree></p>	<p>The pane displays the active tree with the relevant Scorecards, Perspectives, Objectives, and KPIs.</p> <p>It can also include Orphan KPIs and Breakdown KPIs.</p> <p>Note:</p> <ul style="list-style-type: none"> You can move tree nodes (Scorecards, Perspectives, Objectives, and KPIs) by dragging and dropping them in the relevant location in the tree. For example, you can drag a KPI from an Objective to another Objective.

UI Element	Description
	<ul style="list-style-type: none">• You cannot drag a Breakdown KPI from one KPI to another.• You can drag an Orphan KPI to an Objective, but you cannot drag a KPI assigned to an Objective to change it into an Orphan KPI.• When you are performing a drag and drop operations:<ul style="list-style-type: none">▪ The  icon indicates that the drop is not allowed.▪ The  % of Software Licenses in Use icon indicates that the drop is allowed.

KPI Library Pane







This pane displays the trees of available Scorecard, Perspective, Objective, and KPI templates, as well as Folders, and Orphan KPI templates.

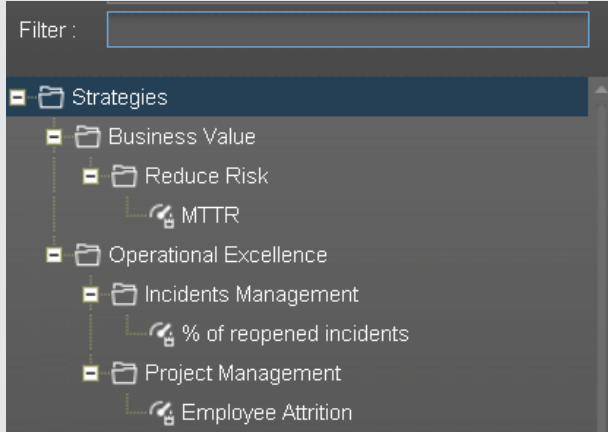
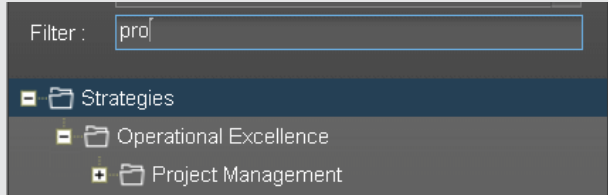


<p>To access</p>	<p>Click the Studio tab. If the KPI Library pane is not displayed, click the Toggle Side By Side button  in the toolbar of the Active KPIs pane or click the vertical KPI Library button (on the left of the Studio).</p>
<p>Important information</p>	<p>When you select an element in the KPI Library pane, the rightmost pane in the Studio displays the configuration of the selected element.</p> <ul style="list-style-type: none"> • For a Scorecard template, see "Configuration Details Tab for a Scorecard" (on page 93).

	<ul style="list-style-type: none"> • For a Perspective template, see "Configuration Details Tab for a Perspective" (on page 96). • For an Objective template, see "Configuration Details Tab for an Objective" (on page 98). • For a KPI, see "Configuration Details Tab for a KPI" (on page 107) or "Calculation Details Tab" (on page 104). <p>Note: The contents of fields is automatically validated when you type in the relevant information where fields can be empty.</p>
Relevant tasks	"How to Create the Dashboard Contents" (on page 37)

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

UI	
Element	Description
	<p>Show trees side-by-side. If the KPI Library pane or the Active KPIs pane is closed, click the  button to open the closed pane (or click the vertical KPI Library or Active KPIs buttons). The pane is then displayed side-by-side with the other pane and with the Configuration/Calculation details tabs.</p> <p>If the KPI Library pane and the Active KPIs pane are both open, click:</p> <ul style="list-style-type: none"> • The Hide the active KPIs  button to hide the Active KPIs pane. • The Hide the KPI Library  button to hide the KPI Library.
	<p>Refresh the tree. Click to refresh the display of the tree.</p> <ul style="list-style-type: none"> • "Configuration Details Tab for a Folder" (on page 52) • "Configuration Details Tab for a Scorecard" (on page 93) • "Configuration Details Tab for a Perspective" (on page 96) • "Configuration Details Tab for an Objective" (on page 98)
	Collapse and expands the tree nodes.
<Tree>	The tree displays the hierarchy of Scorecard templates, Perspective templates, Objective templates, and KPI templates. It can also display Folders and their KPI templates, and Orphan KPI templates. For concept details, see " Learn About Trees " (on page 42).
Show	Displays the current template tree.

UI	
Element	Description
	<p>Note: To change the selection, click the arrow to the right of the box and select the template you want to display in the list of templates.</p>
Search	<p>Enter the relevant string to search for all the elements (Scorecard, Perspective, Objective, and KPI templates, Orphan KPI templates, and Folders) in the tree, whose name includes the string.</p> <p>The filter returns the section of tree from the root down to the element whose name includes the specified string (path). It does not include elements that are not directly part of that path. The child subtree of the element is collapsed and displayed under the element.</p> <p>If more than one element includes the specified string, the paths to these elements are also displayed.</p> <p>Example: If the tree is as follows:</p>  <p>After searching for the string: pro, the resulting tree is as follows:</p> 

Use Out-of-Box Templates to Create the Dashboard

HP IT Executive Scorecard provides out-of-the-box Scorecard, Perspective, Objective, and KPI templates in the KPI Library.

You can activate the out-of-the-box templates by dragging them from the KPI Library pane to the Active KPIs pane, if, for example, you have modified the active elements and you want to create a

new set of active elements based on the template or you want to activate and modify specific elements.

The activated elements display the corresponding data in the relevant components in Dashboard.

This section includes the following topics:

Create and Activate a Node Using a Node Template	62
Create and Activate a KPI Using a KPI Template	75

Create and Activate a Node Using a Node Template

An activated Scorecard displays, in the Dashboard, how well the corresponding objectives are met.

HP IT Executive Scorecard provides out-of-the-box Scorecard templates in the KPI Library. You can use the out-of-the-box Scorecard templates to create active Scorecards in the Active KPIs pane... To understand Scorecards, see "[Learn About Scorecards](#)" (on page 89).

HP IT Executive Scorecard provides out-of-the-box Perspective templates in the KPI Library. You can use the out-of-the-box Perspective templates to create active Perspectives in the Active KPIs pane.. To understand Perspectives, see "[Learn About Perspectives](#)" (on page 90).

HP IT Executive Scorecard provides out-of-the-box Objective templates in the KPI Library. You can use the out-of-the-box Objective templates to create active Objectives in the Active KPIs pane.. To understand Objectives, see "[Learn About Objectives](#)" (on page 90).

Note: In the following sections, "node" represents Scorecards, Perspectives, or Objectives.

In addition, you can create and activate a KPI. For details, see "[Create, Manage, and Remove KPIs](#)" (on page 101).

This section includes the following topics:

How to Create an Active Scorecard, Perspective, or Objective Using Templates	62
Learn About Scorecards	64
Learn About Perspectives	65
Learn About Objectives	65
Learn About Scorecard, Perspective, Objective, and KPI Unique Names	65
Create and Activate a New Node User Interface	66

How to Create an Active Scorecard, Perspective, or Objective Using Templates

You can create an active node (Scorecard, Perspective, or Objective) using the corresponding template.

You can also create active nodes directly in the Active KPIs pane. For details, see "[Create Active Scorecards, Perspectives, Objectives, and KPIs in the Active KPIs Pane](#)" (on page 85).

Note: For details on creating and activating a KPI, see ["Create, Manage, and Remove KPIs" \(on page 101\)](#).


This task includes the following steps

1. ["Create an Active Node" \(on page 63\)](#)
2. ["Display and modify a node's properties" \(on page 63\)](#)
3. ["Populate the node" \(on page 63\)](#)

1. Create an Active Node

You can create an active copy of the node template by dragging the template from the KPI Library pane to the Active KPIs pane. You can then modify the active copy in the Active KPIs pane.

To create a node using a node template, proceed as follows:

- a. Click the **Studio** button (top right corner) to open the Studio.
- b. You must work with the KPI Library pane and the Active KPIs pane side-by-side, so if necessary, click the **Toggle side-by-side view** button  to display the **KPI Library** pane and the **Active KPIs** pane side by side.
- c. Select **Scorecard template tree** in the **Show:** list. The KPI Library pane displays the Scorecard template tree and Orphan KPIs.
- d. To create the active node, click the relevant node template in the Scorecard tree in the KPI Library pane and drag it to the Active KPIs pane.

You can drag and drop nodes from the KPI Library pane to the Active KPIs pane:

- The Scorecard template anywhere in the Active KPIs pane.
- The Perspective template only to the relevant Scorecard.
- The Objective template only to the relevant Perspective or to another Objective if the target Objective does not include KPIs.

This creates a working copy of the node template with all its sub-tree structure. The new node is given a unique name. For details about the unique names, see ["Learn About Scorecard, Perspective, Objective, and KPI Unique Names" \(on page 91\)](#).

2. Display and modify a node's properties

With the cursor on the new node in the Active KPIs pane, you can enter the new node's properties in the Configuration Details tab and click the **Save** button to save the changes.

For details, see ["Configuration Details Tab for a Scorecard" \(on page 93\)](#).

For details, see ["Configuration Details Tab for a Perspective" \(on page 96\)](#).

For details, see ["Configuration Details Tab for an Objective" \(on page 98\)](#).

3. Populate the node

The new node includes the subtree of the template you used to create it.

Depending on the type of node you created you can add or remove the following from the node tree:

- Perspectives. For details, see ["Create a New Active Node" \(on page 86\)](#).
- Objectives. For details, see ["Create a New Active Node" \(on page 86\)](#).
- KPIs. For details, see ["Create, Manage, and Remove KPIs" \(on page 101\)](#).
- Breakdown KPIs. For details, see ["Create and Manage Breakdown KPIs" \(on page 141\)](#).

Learn About Scorecards

A Scorecard is a high-level snapshot (visual summary) of any organizational performance. Scorecards display a collection of Objectives, and assess the performance of the organization by viewing the status of Objectives.

A Scorecard is a way to map and translate complex business information into something that is understandable to everyone. The methodology starts with targets defined by the organization, followed by Scorecard Objectives.

The following table shows how core Scorecard elements relate to key performance questions.

Scorecard Element	Key Performance Question	Example
Perspective\Strategy	What is the strategy trying to achieve? Example: Operational excellence.	For details about Perspectives, see "Learn About Perspectives" (on page 90) . A Scorecard can include one or more Perspectives.
Objective	What is the objective trying to achieve? Example: Increase responsiveness in IT to service requests for PC orders by 20% in 2010.	For details about Objectives, see "Learn About Objectives" (on page 90) . A Perspective can include one or more Objectives.
KPI	How will performance be measured? Example: Time to order, configure, and install PC.	For details about KPIs, see "Learn About KPIs and Metrics" (on page 102) . An Objective can include more than one KPI.
Threshold	What performance level is required?	24 hours.

Out-of-the-box templates of Scorecards, Perspectives, Objectives, and KPIs are provided. These templates correspond to business elements. For details, see ["Learn About the KPI Library" \(on page 41\)](#).

Active Scorecards, Perspectives, Objectives, and KPIs display real data in the Dashboard. For details, see ["Learn About the Active KPIs " \(on page 41\)](#).

Learn About Perspectives

A Perspective represents one of the strategies included in a Scorecard.

Every Scorecard definition includes out-of-the-box definitions as well as Perspectives that include Objectives that are linked to KPIs.

A Perspective represents a group of Objectives that can help the executive track and analyze the relevant business issue.

Learn About Objectives

An Objective represents an overall performance goal that is defined by an executive. An Objective is a heading for a group of KPIs of different types that can represent different aspects of the goal.

For example, if an executive wants to measure the IT department responsiveness, an Objective that measures different aspects of the responsiveness of the IT department is created.

Each aspect is measured by a different KPI type (for example: PC purchase time, and more). These KPIs provide values, trends, and statuses.

An Objective always shows the status of a performance goal, but does not display a performance actual value. In a typical Scorecard, Objectives show cumulative performance indicators that roll up the scores of KPIs. On a Scorecard, Objectives appear at the top level of a KPI hierarchy.

Objectives should be "SMART" (Specific, Measurable, Action-Oriented, Realistic, and Time Bound). This distinction makes it possible to know if you have met your objective.

For example, if your Reduce Costs Objective is about cost reduction, your organization may not hit the mark or may go too far. Objectives have both a negative and positive impact on organizational behavior. The "Smarter" your goal, the less variation you will experience in your results. A better objective would be for example, reduce IT operating expenses by 20% in 2011. This new objective gives you a targeted expense to reduce, a percentage goal, a time period and an organization. It meets the criteria and is achievable.

Learn About Scorecard, Perspective, Objective, and KPI Unique Names

The name of each entity (Scorecard, Perspective, Objective, or KPI) must be unique but the context in which it needs to be unique is different.

Scorecard names must be unique in the same active tree.

When you drag and drop a Scorecard template to the Active KPIs pane you create an active copy of the Scorecard template with all its sub-tree structure. If a Scorecard with the same name already exists in the Active KPIs pane, the name of the newly added Scorecard gets the (n) suffix (where

n=0 the first time and n gets incremented if necessary).

Perspective names must be unique in the same Scorecard.

When you drag and drop a Perspective template to the Active KPIs pane, you create an active copy of the Perspective template. The new Perspective must have a unique name in the Scorecard tree. If the Perspective does not already exist in the Scorecard tree, it is given the same name as the Perspective template. If a Perspective with the same name already exists in the same Scorecard tree, the name of the newly added Perspective gets the (n) suffix (where n=0 the first time and n gets incremented if necessary).

Objective names must be unique under the same parent (Perspective or Objective).

When you drag and drop an Objective template to the Active KPIs pane, you create an active copy of the Objective template. The new Objective must have a unique name in the Perspective or Objective tree. If the Objective does not already exist in the Perspective or Objective tree, it is given the same name as the Objective template. If an Objective with the same name already exists in the same Perspective or Objective tree, the name of the newly added Objective gets the (n) suffix (where n=0 the first time and n gets incremented if necessary).

KPI names must be unique in the same active tree.

When you drag and drop a KPI template to the Active KPIs pane, you create an active copy of the KPI template. The new KPI must have a unique name in the Active KPIs pane. If the KPI does not already exist in the tree, it is given the same name as the KPI template. If a KPI with the same name already exists in the same tree, the name of the newly added KPI gets the (n) suffix (where n=0 the first time and n gets incremented if necessary). The same KPI might be assigned to several Objectives.

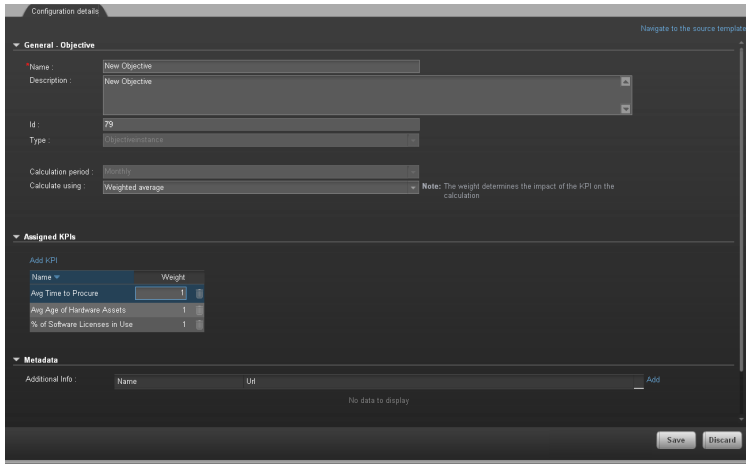
Create and Activate a New Node User Interface

This section includes (in alphabetical order):

Configuration Details Tab for an Objective.....	67
Configuration Details Tab for a Perspective.....	71
Configuration Details Tab for a Scorecard.....	73

Configuration Details Tab for an Objective

This page displays configuration information for the selected active Objective.



To access	Click an Objective in the Active KPIs pane.
Important information	Active KPIs pane: After you have created, modified, or deleted an entity in the Active KPIs pane, the changes affect the Dashboard after a 5 minutes maximum (this time period is configurable in Admin > Scorecard Settings > XS Settings > Configuration reload rate(Minutes)). If you run a calculation after making modifications that affect the results of a KPI, the changes automatically affect the Dashboard.
Relevant tasks	"Create a New Active Node" (on page 86)

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

UI Element	Description
Navigate to the source template	Moves the cursor to the template that was used to create the current Objective, in the KPI Library pane. The details of the template are displayed in the Configuration Details pane.
<Areas>	"General - Objective" (on page 67) "Assigned KPIs" (on page 69) "Metadata" (on page 69)
Save	Click to save the changes.
Discard	Click to discard the changes you have made since the last Save operation.

General - Objective

User interface elements are described below (when relevant, unlabeled elements are shown in

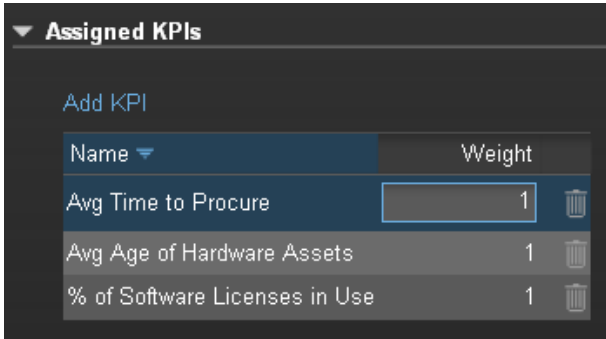
angle brackets):

UI Element	Description
Name	<p>The name of the active Objective.</p> <p>Limitations:</p> <ul style="list-style-type: none"> • The characters: \ / : * ? " < > are not supported. • The maximum number of characters is 250.
Description	<p>The description of the Objective.</p> <p>Limitations: The maximum number of characters is 1000.</p>
Id	<p>The ID number of the Objective. It is automatically assigned.</p> <p>This information is displayed only when in debug mode. To set the debug mode, click Admin > Scorecard Settings > XS Settings, and in Debug Mode, select the Application Debug Mode setting.</p>
Type	<p>The type of the Objective. It is automatically assigned.</p> <p>This information is displayed only when in debug mode. To set the debug mode, click Admin > Scorecard Settings > XS Settings, and in Debug Mode, select the Application Debug Mode setting.</p>
Calculation Period	<p>The calculation period of the Objective.</p> <p>Note: Since an Objective and its children must have the same calculation period, you can modify the value in this field only when the Objective does not have child KPIs or Objectives.</p>
Calculate Using	<p>The type of rule to use to calculate the Objective's score according to the scores of its children. You can select:</p> <ul style="list-style-type: none"> • Worst child. The Objective score is the worst score of all the KPIs assigned to the parent Objective (when the Objective has child KPIs) or of the Objectives assigned to the parent Objective. • Best child. The Objective score is the best score of all the KPIs assigned to the parent Objective (when the Objective has child KPIs) or of the Objectives assigned to the parent Objective. • Weighted average. The Objective score is the average of the scores of the KPIs assigned to the parent Objective (when the Objective has child KPIs) or of the child Objectives multiplied by the relevant weights. When you select this rule, an additional column (Weight) where the user can configure the weight of each child (Objective or KPI) for the weighted average calculation. When you select this value a note is displayed explaining what is weighted average.

Assigned KPIs

This section lists the KPIs assigned to the selected active Objective.



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

UI Element	Description												
Add KPI	Click to open the Assign KPI to Objective dialog box where you can assign the relevant KPIs to the current Objective. For details, see " Assign KPIs to Objective Dialog Box " (on page 130).												
<Table>	<p>The table lists:</p> <ul style="list-style-type: none"> • Name. The KPIs assigned to the Objective. • Weight. This column is displayed only when you select Weighted Average in the Calculate Using field in the General - Objective area. Enter the weight you want to use for the KPI in the calculation of the Objective score. You can click the Weight value in the Assigned KPIs table to open a box where you can change the weight. After you have changed the value of the weight, the Save and Discard buttons are enabled. To save the changes you must save the Objective by clicking Save.  <p>The screenshot shows a table titled "Assigned KPIs" with two columns: "Name" and "Weight". The "Name" column has a dropdown arrow. The "Weight" column has a text input field and a trash icon. The rows are:</p> <table border="1"> <thead> <tr> <th>Name</th> <th>Weight</th> <th></th> </tr> </thead> <tbody> <tr> <td>Avg Time to Procure</td> <td>1</td> <td></td> </tr> <tr> <td>Avg Age of Hardware Assets</td> <td>1</td> <td></td> </tr> <tr> <td>% of Software Licenses in Use</td> <td>1</td> <td></td> </tr> </tbody> </table> <ul style="list-style-type: none"> • Click to unassign the KPI. The list of KPIs in the Assign KPIs area is immediately updated. The Save and Discard buttons becomes enabled. To save the changes you must save the Objective by clicking Save. 	Name	Weight		Avg Time to Procure	1		Avg Age of Hardware Assets	1		% of Software Licenses in Use	1	
Name	Weight												
Avg Time to Procure	1												
Avg Age of Hardware Assets	1												
% of Software Licenses in Use	1												

Metadata

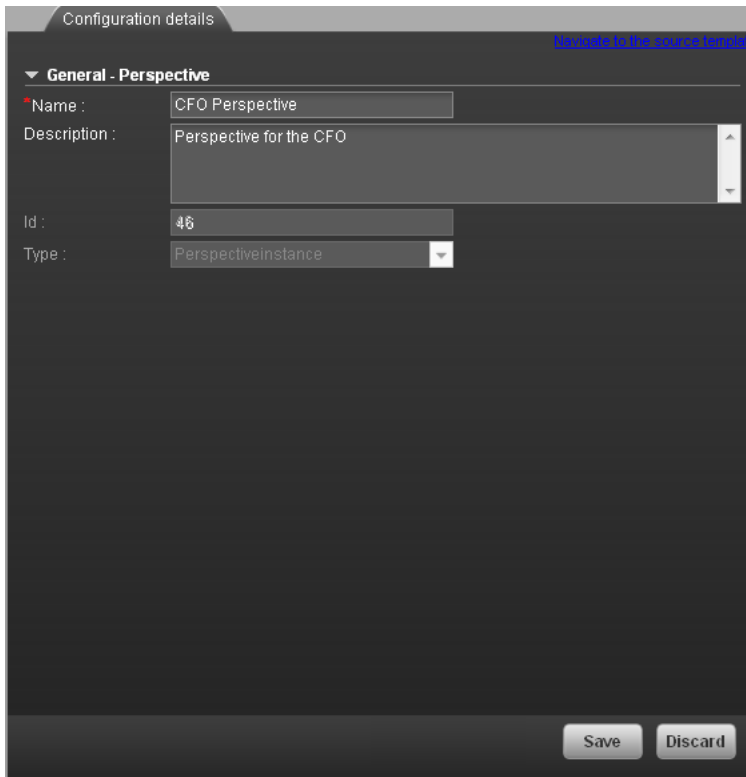
User interface elements are described below (when relevant, unlabeled elements are shown in angle brackets):

UI Element	Description
Additional Info	<p>Lists the additional information available for the Objective. It can be links to BO or Xcelcius reports, external links, or links to Dashboard pages.</p> <p>The table includes:</p>

UI Element	Description
	<ul style="list-style-type: none"> • Name. The name of the link or the reports. • URL. The hyperlink to access additional external information. •  Click to open the Edit Info Link dialog box where you can edit the selected additional information. For details, see "Add/Edit Info Link Dialog Box" (on page 154). •  Click to delete the selected additional information.
Owner	<p>The owner of the active Objective.</p> <div style="background-color: #f0f0f0; padding: 5px;"> <p>Note: The list of available owners corresponds to the users that were defined in Admin > Users and Roles > User Management. For details, see How to Manage Users and Groups in the <i>General Admin Guide</i>.</p> </div>
Add Info	<div style="background-color: #f0f0f0; padding: 5px;"> <p>Note: This information is displayed only for Active Objectives.</p> </div> <p>Click to open the Add Info Link dialog box where you can add additional information for the Objective. For details, see "Add/Edit Info Link Dialog Box" (on page 154).</p>

Configuration Details Tab for a Perspective

This page enables you to display the configuration of an active Perspective.



To access	Click a Perspective in the Active KPIs pane.
Important information	Active KPIs pane: After you have created, modified, or deleted an entity in the Active KPIs pane, the changes affect the Dashboard after a 5 minutes maximum (this time period is configurable in Admin > Scorecard Settings > XS Settings > Configuration reload rate(Minutes)). If you run a calculation after making modifications that affect the results of a KPI, the changes automatically affect the Dashboard.
Relevant tasks	"Create a New Active Node" (on page 86)

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

UI Element	Description
Navigate to the source template	Moves the cursor to the template that was used to create the current Perspective, in the KPI Library pane. The details of the template are displayed in the Configuration Details pane. Note: : This option is displayed only for activated Perspectives.

UI Element	Description
<Areas>	"General - Perspective" (on page 72)
Save	Click to save the changes.
Discard	Click to discard the changes you have made since the last Save operation.

General - Perspective

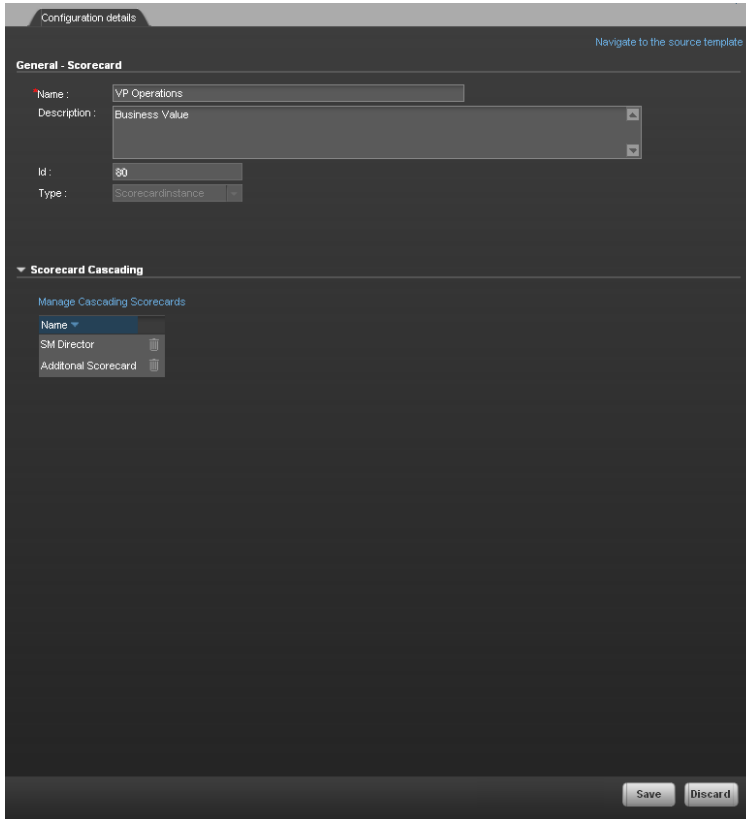
User interface elements are described below (when relevant, unlabeled elements are shown in angle brackets):

UI Element	Description
Name	<p>The name of the active Perspective.</p> <p>Limitations:</p> <ul style="list-style-type: none"> • The characters: \ / : * ? " < > are not supported. • The maximum number of characters is 250.
Description	<p>The description of the Perspective.</p> <p>Limitations: The maximum number of characters is 1000.</p>
Id	<p>The Id of the Perspective. It is automatically assigned.</p> <p>This information is displayed only when in debug mode. To set the debug mode, click Admin > Scorecard Settings > XS Settings, and in Debug Mode, select the Application Debug Mode setting.</p>
Type	<p>The type of Perspective. It is automatically assigned..</p> <p>This information is displayed only when in debug mode. To set the debug mode, click Admin > Scorecard Settings > XS Settings, and in Debug Mode, select the Application Debug Mode setting.</p>

Configuration Details Tab for a Scorecard

This page displays configuration information for the selected active Scorecard in the Active KPIs pane.

For concept information about Scorecards, see "[Learn About Scorecards](#)" (on page 89).



To access	Click a Scorecard in the Active KPIs pane.
Important information	Active KPIs pane: After you have created, modified, or deleted an entity in the Active KPIs pane, the changes affect the Dashboard after a 5 minutes maximum (this time period is configurable in Admin > Scorecard Settings > XS Settings > Configuration reload rate(Minutes)). If you run a calculation after making modifications that affect the results of a KPI, the changes automatically affect the Dashboard.
Relevant tasks	"Create a New Active Node" (on page 86) "Create Cascading Scorecards" (on page 155)

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

UI Element	Description
Navigate to the source template	Moves the cursor to the template that was used to create the current Scorecard, in the KPI Library pane. The details of the template are displayed in the Configuration Details pane. Note: : This option is displayed only for activated Scorecards.
<Areas>	"General - Scorecard" (on page 74) "Cascading Scorecard" (on page 74)
Save	Click to save the changes.
Discard	Click to discard the changes you have made since the last Save operation.

General - Scorecard


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

UI Element	Description
Name	The name of the active Scorecard. Limitations: <ul style="list-style-type: none"> The characters: \ / : * ? " < > are not supported. The maximum number of characters is 250.
Description	The description of the Scorecard. Limitations: The maximum number of characters is 1000.
Id	The Id of the Scorecard. It is automatically assigned. This information is displayed only when in debug mode. To set the debug mode, click Admin > Scorecard Settings > XS Settings , and in Debug Mode , select the Application Debug Mode setting.
Type	The type of Scorecard. It is automatically assigned. This information is displayed only when in debug mode. To set the debug mode, click Admin > Scorecard Settings > XS Settings , and in Debug Mode , select the Application Debug Mode setting.

Cascading Scorecard

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

UI Element	Description
Manage	Click to open the Manage Cascading Scorecards dialog box where you can

UI Element	Description
Cascading Scorecards	select the Scorecards that are to be the target Scorecards for the drilldown from the current Scorecard. For details, see " Manage Cascading Scorecards Dialog Box " (on page 159).
Name	The name of the Cascading Scorecard.
Remove	Click the relevant Remove  button to remove the selected Scorecard from the list of Cascading Scorecards.

Create and Activate a KPI Using a KPI Template

HP IT Executive Scorecard provides out-of-the-box KPI templates in the KPI Library. You can drag KPI templates from the KPI Library to the Active KPIs pane to activate the KPIs.

This section includes the following topics:

How to Create and Activate KPIs Using Templates	75
Learn About KPIs and Metrics	76
Create and Manage KPIs User Interface	76

How to Create and Activate KPIs Using Templates

This task includes the following steps

1. "[Create and Activate a KPI](#)" (on page 75)
2. "[Display and modify a KPI's properties](#)" (on page 75)
3. "[Results](#)" (on page 76)

Create and Activate a KPI

You can create a copy of the KPI template by dragging the template to the Active KPIs pane. You can then modify the active copy in the Active KPIs pane.

To create a KPI using a KPI template, proceed as follows:

1. Click the **Studio** button (top right corner) to open the Studio.
2. Click the **KPI Library** bar to open the KPI Library.
3. Select **KPIs** in the **Show:** list. The list of KPIs is displayed under the **Show:** box.
4. To create the active KPI, click the relevant KPI template in the KPI tree in the KPI Library pane and drag it to the Active KPIs pane. This creates a working copy of the KPI template. Once the KPI is located in the Active KPIs pane it is activated, and the relevant data is displayed in the relevant components in the Dashboard.

Display and modify a KPI's properties

To change the KPI's properties (name and description), click the KPI in the Active KPIs pane's tree. The properties are displayed in the Properties pane. For details, see "[Configuration Details Tab for a KPI](#)" (on page 107) or "[Calculation Details Tab](#)" (on page 104).

You can also change the way the KPI performs its calculations. For details, see ["Modify a KPI Formula or Filter" \(on page 112\)](#)

If you make changes to a KPI's definition, you can test your changes using the **Test KPI** button in the Calculation Details tab. For details, see ["How to Test Changes Made to a KPI Configuration" \(on page 126\)](#).

Results

The KPI information is displayed in the relevant components in the Dashboard.

Learn About KPIs and Metrics

Key Performance Indicators (KPIs) reflect and measure key drivers of business value. Value drivers represent activities that, when executed properly, guarantee future success. Value drivers move the organization in the right direction to achieve its stated financial and organizational goals.

Examples of value drivers might be "high customer satisfaction" or "excellent product quality."

Additional information about KPIs and Metrics

A KPI is a metric, but a metric is not always a KPI. The key difference is that KPIs always reflect strategic value drivers whereas metrics represent the measurement of any business activity. Metrics always show a number that reflects performance. KPIs put that performance in context. Usually metrics are not matched against a threshold.

KPIs reflect how well the organization is doing in areas that most impact financial measures valued by shareholders, such as profitability and revenues.

A KPI evaluates the performance according to expectations. The context is provided using:

1. **Thresholds.** Upper and lower ranges of acceptable performance.
2. **Targets.** Predefined gains, such as 10% new customers per quarter.
3. **Benchmarks.** Based on industry wide measures or various methodologies, such as Six Sigma.
4. **Trend.** The direction of the performance of the KPI, either "up," "down," or "static."

An example of a metric could be a MTTR (mean time to recover) which measures the average time between the occurrence of a set of incidents and their resolution, compared to a defined threshold. For example: 'MTTR less than one hour'.

KPIs measure key drivers of business values using a formula. For details, see ["Learn About KPI Formula and Filter, Threshold, Value, and Score" \(on page 113\)](#).

KPI templates (out of the box or customized) help you create new KPIs by activating the KPI templates. For details, see ["How to Create and Activate KPIs Using Templates" \(on page 75\)](#).

A complete list of KPIs is available in ["Reference: KPIs" \(on page 313\)](#).

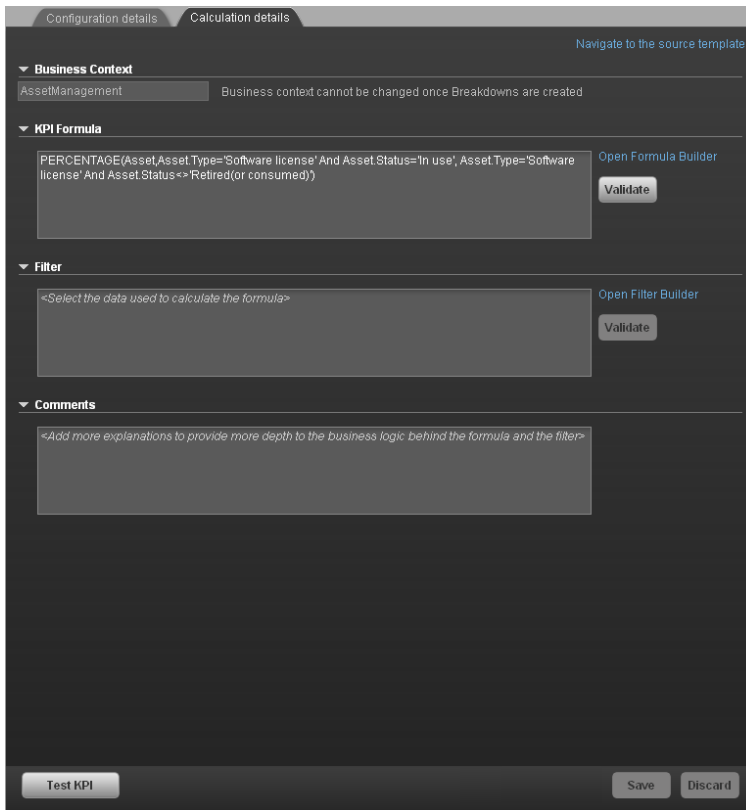
Create and Manage KPIs User Interface

This section includes (in alphabetical order):

Calculation Details Tab.....	78
Configuration Details Tab for a KPI.....	81

Calculation Details Tab

This page displays the calculation details for the selected KPI.

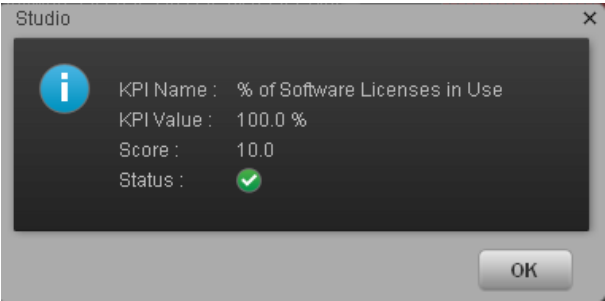


To access	Select a KPI template in the KPI Library pane or a KPI in the Active KPIs pane and click the Calculation Details tab.
Important information	<p>Active KPIs pane: After you have created, modified, or deleted an entity in the Active KPIs pane, the changes affect the Dashboard after a 5 minutes maximum (this time period is configurable in Admin > Scorecard Settings > XS Settings > Configuration reload rate(Minutes)). If you run a calculation after making modifications that affect the results of a KPI, the changes automatically affect the Dashboard.</p> <p>Note: All the values and thresholds of the Studio KPIs depend on their definition in the Configuration details and Calculation details tabs. You can modify the definitions.</p>
Relevant tasks	<p>"How to Create and Activate KPIs Using Templates" (on page 75)</p> <p>"Create, Manage, and Remove KPIs" (on page 101)</p>

General Information

User interface elements are described below (when relevant, unlabeled elements are shown in

angle brackets):

UI Element	Description
Navigate to the source template	<p>Moves the cursor to the template that was used to create the current KPI, in the KPI Library pane. The details of the template are displayed in the Configuration Details pane.</p> <p>Note: This option is displayed only for activated KPIs.</p>
<Areas>	<p>"Business Context " (on page 79)</p> <p>"KPI Formula" (on page 80)</p> <p>"Filter " (on page 80)</p> <p>"Comments" (on page 80)</p>
Test KPI	<p>After you make changes to the KPI configuration, click Save to save your changes. The Test KPI button is enabled. Click it to test the changes you made to the KPI configuration. The KPI value is calculated and displayed in a popup window. The window displays the new value, score, and status of the modified KPI. The result is not saved to the database.</p>  <p>Note: The button is disabled for Breakdown KPIs.</p>
Save	Click to save the changes.
Discard	Click to discard the changes you have made since the last Save operation.

Business Context

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

UI Element	Description
<Business	The box displays the Business Context you selected.

UI Element	Description
context>	
Select business context	<p>Click to open the Business Context dialog box, where you select the Business Context. That selection determines the business entities that are the basis of the calculation of the KPI value and defines the entities used in the formula. For details, see "Modify a KPI's Business Context" (on page 125).</p> <p>Note: This link is displayed only when no Breakdown KPI has been defined for the KPI. If the KPI already has a Breakdown KPI then a message indicates why you cannot change the business context.</p>

KPI Formula

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

UI Element	Description
KPI Formula	The formula used to calculate the value of the KPI.
Validate	Click to validate the formula that appears in the Formula box.
Open Formula Builder	Click to open the Formula Builder dialog box where you can build the relevant formula to calculate the value of the KPI. For user interface details, see "Formula Builder Dialog Box" (on page 115)

Filter

You use the Filter area to limit the range of data used for the KPI's calculation.

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

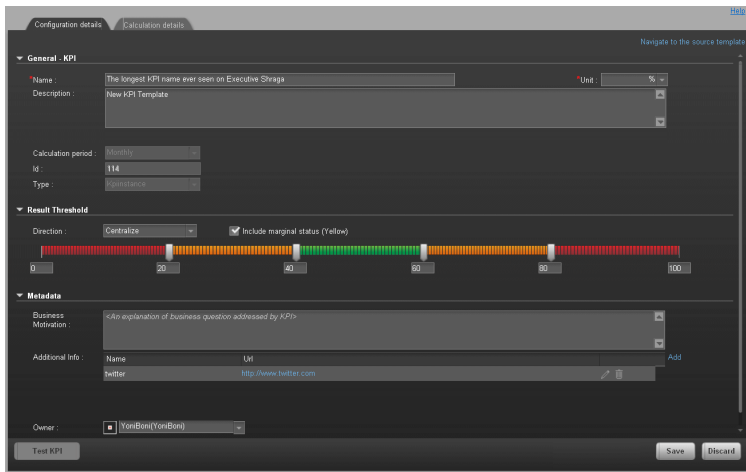
UI Element	Description
Filter	Specify the filter to limit the range of data you want the KPI to be calculated on.
Validate	Click to validate the filter.
Open Filter Builder	Click to open the Filter Builder dialog box where you can build the relevant filter that limits the range of the data the KPI calculation is based on. For user interface details, see "Filter Builder Dialog Box" (on page 123)


Comments

Use the Comments area to enter a description of the formula and its purpose in your own words.

Configuration Details Tab for a KPI

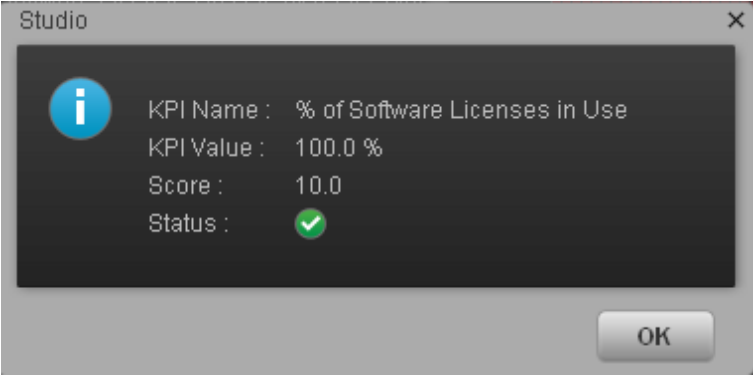
This page displays the configuration details of the selected KPI.



To access	Click a KPI in the Active KPIs pane, the Configuration Details tab for the selected KPI opens automatically.
Important information	<p>You can permanently delete a KPI by clicking on the Delete  button in the toolbar or by selecting the Delete right-click menu option. For details, see "How to Delete KPIs" (on page 102).</p> <p>Active KPIs pane: After you have created, modified, or deleted an entity in the Active KPIs pane, the changes affect the Dashboard after a 5 minutes maximum (this time period is configurable in Admin > Scorecard Settings > XS Settings > Configuration reload rate(Minutes)). If you run a calculation after making modifications that affect the results of a KPI, the changes automatically affect the Dashboard.</p> <div style="background-color: #f0f0f0; padding: 10px; margin-top: 10px;"> <p>Note: All the values and thresholds of the Studio KPIs depend on their definition in the Configuration details and Calculation details tabs. You can modify the definitions.</p> </div>
Relevant tasks	<p>"How to Assign/Unassign KPIs to/from Objectives" (on page 128)</p> <p>"Create, Manage, and Remove KPIs" (on page 101)</p>

General Information

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

UI Element	Description
Navigate to the source template	<p>Moves the cursor to the template that was used to create the active KPI, in the KPI Library pane. The details of the template are displayed in the Configuration Details pane.</p> <p>Note: This option is displayed only for activated KPIs. It is not displayed for Breakdown KPIs.</p>
<Areas>	<p>"General KPIs" (on page 82)</p> <p>"Result Threshold" (on page 83)</p> <p>"Metadata" (on page 84)</p>
Test KPI	<p>After you change the KPI configuration, click Save to save your changes. The Test KPI button is enabled. Click it to test the changes you made to the KPI configuration. The KPI value is calculated and displayed in a popup window. The window displays the new value, score, and status of the modified KPI. The result is not saved to the database.</p>  <p>Note:</p> <p>The button is disabled for Breakdown KPIs.</p> <p>For details on calculations, see "Learn About KPI Formula and Filter, Threshold, Value, and Score" (on page 113).</p>
Save	Click to save the changes.
Discard	Click to discard the changes you have made since the last Save operation.

General KPIs

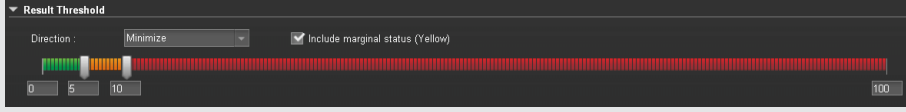

User interface elements are described below (when relevant, unlabeled elements are shown in angle brackets>):

UI Element	Description
Name	The name of the KPI or of the KPI template. Limitations: <ul style="list-style-type: none"> • The characters: \ / : * ? " < > are not supported. • The maximum number of characters is 250.
Unit	The unit of the KPI's value.
Description	The description of the KPI. Limitations: The maximum number of characters is 1000.
Calculation Period	The time period used to calculate the value of the KPI (using the formula specified in the Calculation details tab).
Id	The Id of the KPI. It is automatically assigned. This information is displayed only when in debug mode. To set the debug mode, click Admin > Scorecard Settings > XS Settings , and in Debug Mode , select the Application Debug Mode setting.
Type	The type of the KPI. It is automatically assigned. This information is displayed only when in debug mode. To set the debug mode, click Admin > Scorecard Settings > XS Settings , and in Debug Mode , select the Application Debug Mode setting.

Result Threshold

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



UI Element	Description
Direction	Select: <ul style="list-style-type: none"> • Centralize. When the status of the KPI is best when it has either a specific value or its value is in a specific range, and higher or lower values are worse. • Minimize. When the status of the KPI is best when it is low. • Maximize. When the status of the KPI is best when it is high. <div style="background-color: #f0f0f0; padding: 10px; margin-top: 10px;"> <p>Example:</p> <ul style="list-style-type: none"> • If you are measuring the Employee Attrition rate, the lower the value the best the attrition rate, so you would select Direction=Minimize. • If you are measuring revenue, the higher the value, the best the revenue, so you would select Direction=Maximize. </div>

UI Element	Description
<p>Threshold</p>	<p>Slide the arrows to select the relevant thresholds in the boxes attached to the arrows. The threshold is used to assign a status to the KPI. For details on statuses, see "Learn About KPI Formula and Filter, Threshold, Value, and Score" (on page 113).</p> <p>You can also enter the value by typing text in the box. The slider adjusts automatically.</p> <p>You can leave the lowest and highest ends empty to indicate an infinite value (minus infinity and plus infinity). In such a case, the threshold uses the lowest and highest historical values of the KPI or of the KPI template.</p> <div data-bbox="435 661 1369 808" style="background-color: #f0f0f0; padding: 5px;"> <p>Note: All the threshold values use of the lowest and highest ends uses float precision (Java Floating Point), so for example, a value of 999999 is rounded to 1000000.</p> </div> <div data-bbox="435 829 1369 1018" style="background-color: #f0f0f0; padding: 5px;"> <p>Example: As the measurement unit of the Employee Attrition rate is a percentage, the limits of the threshold are 0 and 100. You can decide that a good attrition rate for your company or group is between 0% to 5% (green), a warning rate is between 5% and 10% (yellow), and a bad rate is between 10% and 100% (red).</p> </div>  <div data-bbox="435 1176 1369 1281" style="background-color: #f0f0f0; padding: 5px;"> <p>Note: The Threshold fields are validated when you enter values. The values must increase from left to right.</p> </div>
<p>Include marginal status (yellow)</p>	<p>Select when the status of the KPI can be Good, Warning, or Error.</p> <p>Clear when the status of the KPI is either Good, or Error.</p> <div data-bbox="435 1417 1369 1627" style="background-color: #f0f0f0; padding: 5px;"> <p>Note: When you select Direction=Centralize and the Include marginal status (yellow) option, the thresholds include two warning areas as follows:</p> </div>  <div data-bbox="435 1659 1369 1764" style="background-color: #f0f0f0; padding: 5px;"> <p>Note: The Threshold fields are validated when you enter values. The values must increase from left to right.</p> </div>

Metadata

User interface elements are described below (when relevant, unlabeled elements are shown in

angle brackets):

UI Element	Description
Business Motivation	Enter the business motivation of the KPI.
Additional Info	<p>Note: This information is displayed only for Active KPIs.</p> <p>Lists the additional information available for the KPI. It can be links to BO or Xcelsius reports, external links, or links to Dashboard pages.</p> <p>The table includes:</p> <ul style="list-style-type: none"> • Name. The name of the link or the reports. • URL. The hyperlink to access additional external information. •  Click to open the Edit Info Link dialog box where you can edit the selected additional information. For details, see "Add/Edit Info Link Dialog Box" (on page 154). •  Click to delete the selected additional information.
Owner	<p>The owner of the active KPI.</p> <p>Note: The list of available owners corresponds to the users that were defined in Admin > Users and Roles > User Management. For details, see How to Manage Users and Groups in the <i>General Admin Guide</i>.</p>
Add Info	<p>Note: : this information is displayed only for Active KPIs.</p> <p>Click to open the Add Info Link dialog box where you can add additional information for the KPI. For details, see "Add/Edit Info Link Dialog Box" (on page 154).</p>

Create Active Scorecards, Perspectives, Objectives, and KPIs in the Active KPIs Pane

An activated Scorecard displays, in the Dashboard relevant Scorecard component, how well the corresponding objectives are met.

In the Active KPIs pane, you can create new nodes, clone existing nodes, or customize nodes.

Note: In the following sections, "node" represents Scorecards, Perspectives, or Objectives.

You can also create and activate nodes using templates. For details, see ["How to Create an Active Scorecard, Perspective, or Objective Using Templates" \(on page 62\)](#).

You can create new KPIs only by cloning existing KPIs. For details, see ["How to Create and Activate a New KPI by Cloning an Existing KPI" \(on page 101\)](#).

This section includes the following topics:

Create a New Active Node	86
Create, Manage, and Remove KPIs	101
Customize KPIs	111
Assign/Unassign a KPI to/from an Objective	128

Create a New Active Node

This section includes the following topics:

How to Create a New Node	86
How to Customize an Active Scorecard, Perspective, or Objective	88
How to Delete a Node	88
Learn About Scorecards	89
Learn About Perspectives	90
Learn About Objectives	90
Learn About Scorecard, Perspective, Objective, and KPI Unique Names	91
Create and Activate a New Node User Interface	92

How to Create a New Node

HP IT Executive Scorecard provides out-of-the-box Scorecard templates in the KPI Library. You can drag the out-of-the-box Scorecard templates from the KPI Library to the Active KPIs pane to activate them. In the Active KPIs pane, you can then customize, clone, or create new Scorecards. To understand Scorecards, see ["Learn About Scorecards" \(on page 89\)](#).

HP IT Executive Scorecard provides out-of-the-box Perspective templates in the KPI Library. You can use the out-of-the-box Perspective templates from the KPI Library to the Active KPIs pane to activate them. In the Active KPIs pane, you can then customize, clone, or create new Perspectives. To understand Perspectives, see ["Learn About Perspectives" \(on page 90\)](#).

HP IT Executive Scorecard provides out-of-the-box Objective templates in the KPI Library. You can use the out-of-the-box Objective templates from the KPI Library to the Active KPIs pane to activate them. In the Active KPIs pane, you can then customize, clone, or create new Objectives. To understand Objectives, see ["Learn About Objectives" \(on page 90\)](#).

In addition, you can create and activate a KPI. For details, see ["Create, Manage, and Remove KPIs" \(on page 101\)](#).


Note: In the following sections, "node" represents Scorecards, Perspectives, or Objectives.

To create a new node:

1. ["Create and activate a node" \(on page 87\)](#)
2. ["Display and modify a node's properties" \(on page 87\)](#)
3. ["Populate the node" \(on page 87\)](#)

1. Create and activate a node

To create a new active node, proceed as follows:

- a. Click the **Studio** button (top right corner) to open the Studio.
- b. In the **Active KPIs** pane, click the **Create a new node**  button.
- c. Select the **Scorecard**, **Perspective**, or **Objective** option in the menu that opens. Depending on your selection, the following happens in the **Active KPIs** pane:
 - o A **New Scorecard** node is added at the bottom of the tree in the **Active KPIs** pane. The new Scorecard has an automatically generated unique name. The Scorecard is automatically selected in the tree.
 - o A **New Perspective** node is added at the bottom of the Scorecard tree you selected before adding the Perspective (the option to create a new Perspective is only available if you have already selected a Scorecard). The new Perspective has an automatically generated unique name. The Perspective is automatically selected in the tree.
 - o A **New Objective** node is added at the bottom of the Perspective you selected before adding the Objective (the option to create a new Objective is only available if you have already selected a Perspective). The new Objective has an automatically generated unique name. The Objective is automatically selected in the tree.

Note: The new Objective can also be created at the bottom of the Objective you have selected, if the selected Objective does not already have KPIs.

For details on the unique name, see ["Learn About Scorecard, Perspective, Objective, and KPI Unique Names" \(on page 91\)](#).

2. Display and modify a node's properties

The new node is selected and the details are displayed in the Configuration Details pane.

Enter the node's details and click **Create** to create the node. If you click **Cancel**, the node is removed from the tree. If you try to navigate away from the Configuration Details pane, you are prompted to create the node or to cancel the creation.

For details, see ["Configuration Details Tab for a Scorecard" \(on page 93\)](#).

For details, see ["Configuration Details Tab for a Perspective" \(on page 96\)](#).

For details, see ["Configuration Details Tab for an Objective" \(on page 98\)](#).

3. Populate the node

Depending on the type of node, you can also add/remove the following nodes:

- Perspectives. For details, see ["Create a New Active Node" \(on page 86\)](#).
- Objectives. For details, see ["Create a New Active Node" \(on page 86\)](#).
- KPIs. For details, see ["Create, Manage, and Remove KPIs" \(on page 101\)](#).
- Breakdowns. For details, see ["Create and Manage Breakdown KPIs" \(on page 141\)](#).

How to Customize an Active Scorecard, Perspective, or Objective

You can customize existing active Scorecards, Perspectives, and Objectives in the Active KPIs pane.

Note: In the following sections, "node" represents Scorecards, Perspectives, or Objectives.

To customize the node:

1. Select the relevant node. Its details are displayed in the Configuration Details pane.
2. Modify the node's details and click **Save** to save the changes. If you try to navigate away from the Configuration Details pane, you are prompted to create the node or to cancel the creation. For details, see ["Configuration Details Tab for a Scorecard" \(on page 93\)](#).

For details, see ["Configuration Details Tab for a Perspective" \(on page 96\)](#).

For details, see ["Configuration Details Tab for an Objective" \(on page 98\)](#).


3. Depending on the type of node, you can also populate the node by adding or removing the following nodes:
 - Perspectives. For details, see ["Create a New Active Node" \(on page 86\)](#).
 - Objectives. For details, see ["Create a New Active Node" \(on page 86\)](#).
 - KPIs. For details, see ["Create, Manage, and Remove KPIs" \(on page 101\)](#).
 - Breakdowns. For details, see ["Create and Manage Breakdown KPIs" \(on page 141\)](#).

How to Delete a Node

You can permanently delete a node (Scorecard, Perspective, or Objective).

For details on deleting a KPI, see ["Create, Manage, and Remove KPIs" \(on page 101\)](#).

To permanently delete a node:

1. In the Active KPIs pane, do one of the following:
 - Select the relevant node and click the **Delete the currently selected entity** button  in the pane toolbar.
 - Right-click the relevant node and select the **Delete** menu option.
2. You are prompted to select one of the following options:
 - **Delete all elements including KPIs. KPIs that are assigned to Objectives in other subtrees will not be deleted.** Deleting the node also deletes its subtree and the KPIs in the subtree. KPIs that are assigned to Objectives in other subtrees are not deleted. If the KPIs in the subtree of the node you want to delete also belong to another subtree, the KPIs are not deleted from the other subtree.

For example, if Objective A and B both include KPI C, when you delete Objective A, KPI C remains in Objective B's subtree.
 - **Delete all elements except for the KPIs.** Deleting the node also deletes its subtree but does not delete the KPIs in its subtree. These KPIs remain in the other subtree structures. They become Orphan KPIs if they don't exist in any other subtrees.
2. When you are prompted to approve the deletion, click **Yes**. The tree is immediately updated.

Learn About Scorecards

A Scorecard is a high-level snapshot (visual summary) of any organizational performance. Scorecards display a collection of Objectives, and assess the performance of the organization by viewing the status of Objectives.

A Scorecard is a way to map and translate complex business information into something that is understandable to everyone. The methodology starts with targets defined by the organization, followed by Scorecard Objectives.

The following table shows how core Scorecard elements relate to key performance questions.

Scorecard Element	Key Performance Question	Example
Perspective\Strategy	What is the strategy trying to achieve? Example: Operational excellence.	For details about Perspectives, see " Learn About Perspectives " (on page 90). A Scorecard can include one or more Perspectives.
Objective	What is the objective trying to achieve? Example: Increase responsiveness in IT to service requests for PC orders by 20% in 2010.	For details about Objectives, see " Learn About Objectives " (on page 90). A Perspective can include one or more Objectives.
KPI	How will performance be measured? Example: Time to order, configure, and install PC.	For details about KPIs, see " Learn About KPIs and Metrics " (on page 102). An Objective can include more than one KPI.
Threshold	What performance level is required?	24 hours.

Out-of-the-box templates of Scorecards, Perspectives, Objectives, and KPIs are provided. These templates correspond to business elements. For details, see "[Learn About the KPI Library](#)" (on page 41).

Active Scorecards, Perspectives, Objectives, and KPIs display real data in the Dashboard. For details, see "[Learn About the Active KPIs](#)" (on page 41).

Learn About Perspectives

A Perspective represents one of the strategies included in a Scorecard.

Every Scorecard definition includes out-of-the-box definitions as well as Perspectives that include Objectives that are linked to KPIs.

A Perspective represents a group of Objectives that can help the executive track and analyze the relevant business issue.

Learn About Objectives

An Objective represents an overall performance goal that is defined by an executive. An Objective is a heading for a group of KPIs of different types that can represent different aspects of the goal.

For example, if an executive wants to measure the IT department responsiveness, an

Objective that measures different aspects of the responsiveness of the IT department is created.

Each aspect is measured by a different KPI type (for example: PC purchase time, and more). These KPIs provide values, trends, and statuses.

An Objective always shows the status of a performance goal, but does not display a performance actual value. In a typical Scorecard, Objectives show cumulative performance indicators that roll up the scores of KPIs. On a Scorecard, Objectives appear at the top level of a KPI hierarchy.

Objectives should be “SMART” (Specific, Measurable, Action-Oriented, Realistic, and Time Bound). This distinction makes it possible to know if you have met your objective.

For example, if your Reduce Costs Objective is about cost reduction, your organization may not hit the mark or may go too far. Objectives have both a negative and positive impact on organizational behavior. The “Smarter” your goal, the less variation you will experience in your results. A better objective would be for example, reduce IT operating expenses by 20% in 2011. This new objective gives you a targeted expense to reduce, a percentage goal, a time period and an organization. It meets the criteria and is achievable.

Learn About Scorecard, Perspective, Objective, and KPI Unique Names

The name of each entity (Scorecard, Perspective, Objective, or KPI) must be unique but the context in which it needs to be unique is different.

Scorecard names must be unique in the same active tree.

When you drag and drop a Scorecard template to the Active KPIs pane you create an active copy of the Scorecard template with all its sub-tree structure. If a Scorecard with the same name already exists in the Active KPIs pane, the name of the newly added Scorecard gets the (n) suffix (where n=0 the first time and n gets incremented if necessary).

Perspective names must be unique in the same Scorecard.

When you drag and drop a Perspective template to the Active KPIs pane, you create an active copy of the Perspective template. The new Perspective must have a unique name in the Scorecard tree. If the Perspective does not already exist in the Scorecard tree, it is given the same name as the Perspective template. If a Perspective with the same name already exists in the same Scorecard tree, the name of the newly added Perspective gets the (n) suffix (where n=0 the first time and n gets incremented if necessary).

Objective names must be unique under the same parent (Perspective or Objective).

When you drag and drop an Objective template to the Active KPIs pane, you create an active copy of the Objective template. The new Objective must have a unique name in the Perspective or Objective tree. If the Objective does not already exist in the Perspective or Objective tree, it is given the same name as the Objective template. If an Objective with the same name already exists in the same Perspective or Objective tree, the name of the newly added Objective gets the (n) suffix (where n=0 the first time and n gets incremented if necessary).

KPI names must be unique in the same active tree.

When you drag and drop a KPI template to the Active KPIs pane, you create an active copy of the KPI template. The new KPI must have a unique name in the Active KPIs pane. If the KPI does not already exist in the tree, it is given the same name as the KPI template. If a KPI with the same name already exists in the same tree, the name of the newly added KPI gets the (n) suffix (where n=0 the first time and n gets incremented if necessary). The same KPI might be assigned to several Objectives.

Create and Activate a New Node User Interface

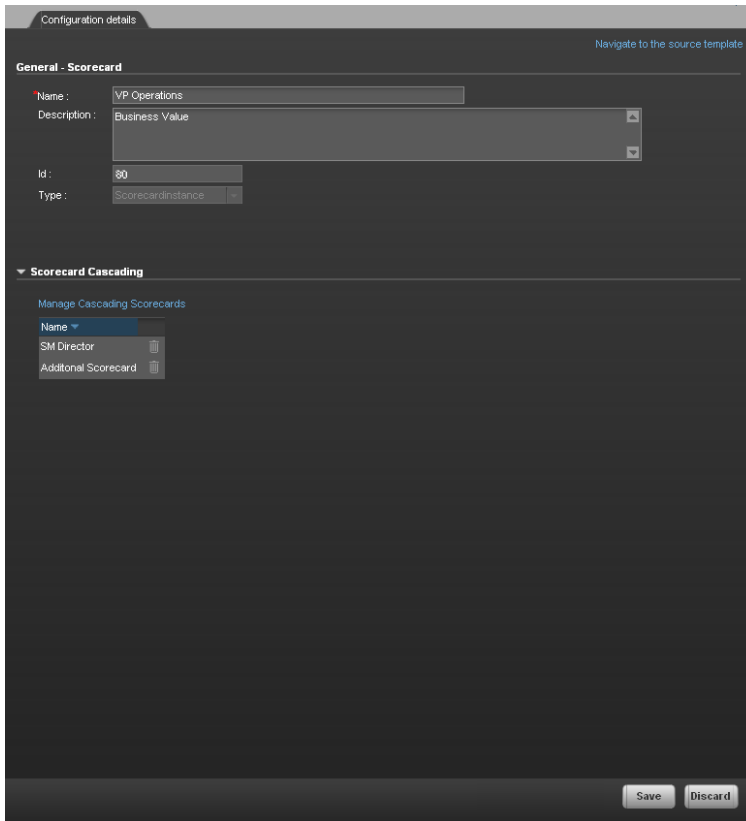
This section includes (in alphabetical order):

Configuration Details Tab for a Scorecard.....	93
Configuration Details Tab for a Perspective.....	96
Configuration Details Tab for an Objective.....	98

Configuration Details Tab for a Scorecard

This page displays configuration information for the selected active Scorecard in the Active KPIs pane.

For concept information about Scorecards, see "[Learn About Scorecards](#)" (on page 89).



To access	Click a Scorecard in the Active KPIs pane.
Important information	Active KPIs pane: After you have created, modified, or deleted an entity in the Active KPIs pane, the changes affect the Dashboard after a 5 minutes maximum (this time period is configurable in Admin > Scorecard Settings > XS Settings > Configuration reload rate(Minutes)). If you run a calculation after making modifications that affect the results of a KPI, the changes automatically affect the Dashboard.
Relevant tasks	"Create a New Active Node" (on page 86) "Create Cascading Scorecards" (on page 155)

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

UI Element	Description
Navigate to the source template	Moves the cursor to the template that was used to create the current Scorecard, in the KPI Library pane. The details of the template are displayed in the Configuration Details pane. Note: : This option is displayed only for activated Scorecards.
<Areas>	"General - Scorecard" (on page 94) "Cascading Scorecard" (on page 94)
Save	Click to save the changes.
Discard	Click to discard the changes you have made since the last Save operation.

General - Scorecard


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

UI Element	Description
Name	The name of the active Scorecard. Limitations: <ul style="list-style-type: none"> The characters: \ / : * ? " < > are not supported. The maximum number of characters is 250.
Description	The description of the Scorecard. Limitations: The maximum number of characters is 1000.
Id	The Id of the Scorecard. It is automatically assigned. This information is displayed only when in debug mode. To set the debug mode, click Admin > Scorecard Settings > XS Settings , and in Debug Mode , select the Application Debug Mode setting.
Type	The type of Scorecard. It is automatically assigned. This information is displayed only when in debug mode. To set the debug mode, click Admin > Scorecard Settings > XS Settings , and in Debug Mode , select the Application Debug Mode setting.

Cascading Scorecard

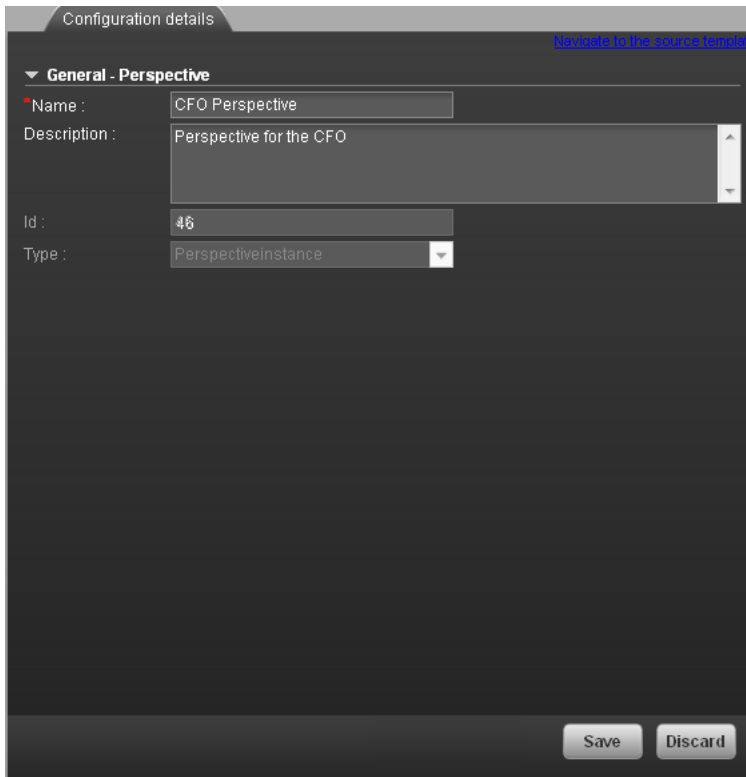
User interface elements are described below (when relevant, unlabeled elements are shown in angle brackets):

UI Element	Description
Manage	Click to open the Manage Cascading Scorecards dialog box where you can

UI Element	Description
Cascading Scorecards	select the Scorecards that are to be the target Scorecards for the drilldown from the current Scorecard. For details, see " Manage Cascading Scorecards Dialog Box " (on page 159).
Name	The name of the Cascading Scorecard.
Remove	Click the relevant Remove  button to remove the selected Scorecard from the list of Cascading Scorecards.

Configuration Details Tab for a Perspective

This page enables you to display the configuration of an active Perspective.



To access	Click a Perspective in the Active KPIs pane.
Important information	Active KPIs pane: After you have created, modified, or deleted an entity in the Active KPIs pane, the changes affect the Dashboard after a 5 minutes maximum (this time period is configurable in Admin > Scorecard Settings > XS Settings > Configuration reload rate(Minutes)). If you run a calculation after making modifications that affect the results of a KPI, the changes automatically affect the Dashboard.
Relevant tasks	"Create a New Active Node" (on page 86)

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

UI Element	Description
Navigate to the source template	Moves the cursor to the template that was used to create the current Perspective, in the KPI Library pane. The details of the template are displayed in the Configuration Details pane. Note: : This option is displayed only for activated Perspectives.

UI Element	Description
<Areas>	"General - Perspective" (on page 97)
Save	Click to save the changes.
Discard	Click to discard the changes you have made since the last Save operation.

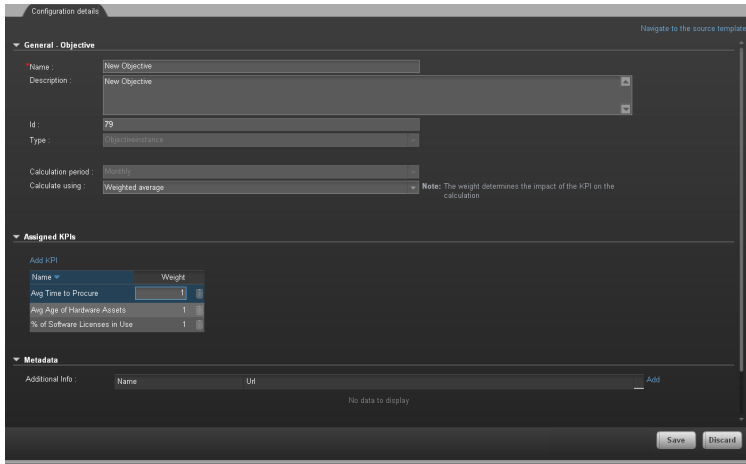
General - Perspective

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

UI Element	Description
Name	<p>The name of the active Perspective.</p> <p>Limitations:</p> <ul style="list-style-type: none"> • The characters: \ / : * ? " < > are not supported. • The maximum number of characters is 250.
Description	<p>The description of the Perspective.</p> <p>Limitations: The maximum number of characters is 1000.</p>
Id	<p>The Id of the Perspective. It is automatically assigned.</p> <p>This information is displayed only when in debug mode. To set the debug mode, click Admin > Scorecard Settings > XS Settings, and in Debug Mode, select the Application Debug Mode setting.</p>
Type	<p>The type of Perspective. It is automatically assigned..</p> <p>This information is displayed only when in debug mode. To set the debug mode, click Admin > Scorecard Settings > XS Settings, and in Debug Mode, select the Application Debug Mode setting.</p>

Configuration Details Tab for an Objective

This page displays configuration information for the selected active Objective.



To access	Click an Objective in the Active KPIs pane.
Important information	Active KPIs pane: After you have created, modified, or deleted an entity in the Active KPIs pane, the changes affect the Dashboard after a 5 minutes maximum (this time period is configurable in Admin > Scorecard Settings > XS Settings > Configuration reload rate(Minutes)). If you run a calculation after making modifications that affect the results of a KPI, the changes automatically affect the Dashboard.
Relevant tasks	"Create a New Active Node" (on page 86)

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

UI Element	Description
Navigate to the source template	Moves the cursor to the template that was used to create the current Objective, in the KPI Library pane. The details of the template are displayed in the Configuration Details pane.
<Areas>	"General - Objective" (on page 98) "Assigned KPIs" (on page 100) "Metadata" (on page 100)
Save	Click to save the changes.
Discard	Click to discard the changes you have made since the last Save operation.

General - Objective

User interface elements are described below (when relevant, unlabeled elements are shown in

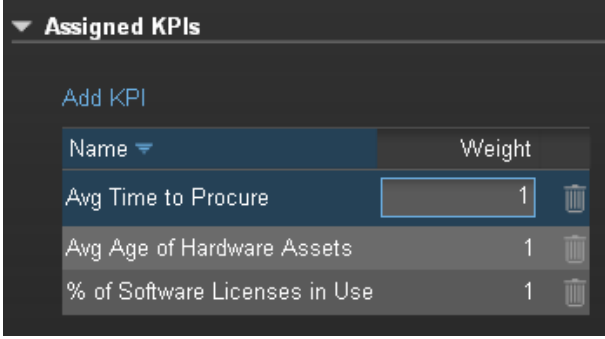
angle brackets):

UI Element	Description
Name	<p>The name of the active Objective.</p> <p>Limitations:</p> <ul style="list-style-type: none"> • The characters: \ / : * ? " < > are not supported. • The maximum number of characters is 250.
Description	<p>The description of the Objective.</p> <p>Limitations: The maximum number of characters is 1000.</p>
Id	<p>The ID number of the Objective. It is automatically assigned.</p> <p>This information is displayed only when in debug mode. To set the debug mode, click Admin > Scorecard Settings > XS Settings, and in Debug Mode, select the Application Debug Mode setting.</p>
Type	<p>The type of the Objective. It is automatically assigned.</p> <p>This information is displayed only when in debug mode. To set the debug mode, click Admin > Scorecard Settings > XS Settings, and in Debug Mode, select the Application Debug Mode setting.</p>
Calculation Period	<p>The calculation period of the Objective.</p> <p>Note: Since an Objective and its children must have the same calculation period, you can modify the value in this field only when the Objective does not have child KPIs or Objectives.</p>
Calculate Using	<p>The type of rule to use to calculate the Objective's score according to the scores of its children. You can select:</p> <ul style="list-style-type: none"> • Worst child. The Objective score is the worst score of all the KPIs assigned to the parent Objective (when the Objective has child KPIs) or of the Objectives assigned to the parent Objective. • Best child. The Objective score is the best score of all the KPIs assigned to the parent Objective (when the Objective has child KPIs) or of the Objectives assigned to the parent Objective. • Weighted average. The Objective score is the average of the scores of the KPIs assigned to the parent Objective (when the Objective has child KPIs) or of the child Objectives multiplied by the relevant weights. When you select this rule, an additional column (Weight) where the user can configure the weight of each child (Objective or KPI) for the weighted average calculation. When you select this value a note is displayed explaining what is weighted average.

Assigned KPIs

This section lists the KPIs assigned to the selected active Objective.



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

UI Element	Description												
Add KPI	Click to open the Assign KPI to Objective dialog box where you can assign the relevant KPIs to the current Objective. For details, see " Assign KPIs to Objective Dialog Box " (on page 130).												
<Table>	<p>The table lists:</p> <ul style="list-style-type: none"> • Name. The KPIs assigned to the Objective. • Weight. This column is displayed only when you select Weighted Average in the Calculate Using field in the General - Objective area. Enter the weight you want to use for the KPI in the calculation of the Objective score. You can click the Weight value in the Assigned KPIs table to open a box where you can change the weight. After you have changed the value of the weight, the Save and Discard buttons are enabled. To save the changes you must save the Objective by clicking Save.  <p>The screenshot shows a table titled "Assigned KPIs" with two columns: "Name" and "Weight". The "Name" column has a dropdown arrow. The "Weight" column has a text input field and a trash icon. The rows are:</p> <table border="1"> <thead> <tr> <th>Name</th> <th>Weight</th> <th></th> </tr> </thead> <tbody> <tr> <td>Avg Time to Procure</td> <td>1</td> <td></td> </tr> <tr> <td>Avg Age of Hardware Assets</td> <td>1</td> <td></td> </tr> <tr> <td>% of Software Licenses in Use</td> <td>1</td> <td></td> </tr> </tbody> </table> <ul style="list-style-type: none"> • Click to unassign the KPI. The list of KPIs in the Assign KPIs area is immediately updated. The Save and Discard buttons becomes enabled. To save the changes you must save the Objective by clicking Save. 	Name	Weight		Avg Time to Procure	1		Avg Age of Hardware Assets	1		% of Software Licenses in Use	1	
Name	Weight												
Avg Time to Procure	1												
Avg Age of Hardware Assets	1												
% of Software Licenses in Use	1												

Metadata

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

UI Element	Description
Additional Info	<p>Lists the additional information available for the Objective. It can be links to BO or Xcelcius reports, external links, or links to Dashboard pages.</p> <p>The table includes:</p>

UI Element	Description
	<ul style="list-style-type: none"> • Name. The name of the link or the reports. • URL. The hyperlink to access additional external information. •  Click to open the Edit Info Link dialog box where you can edit the selected additional information. For details, see "Add/Edit Info Link Dialog Box" (on page 154). •  Click to delete the selected additional information.
Owner	<p>The owner of the active Objective.</p> <p>Note: The list of available owners corresponds to the users that were defined in Admin > Users and Roles > User Management. For details, see How to Manage Users and Groups in the <i>General Admin Guide</i>.</p>
Add Info	<p>Note: This information is displayed only for Active Objectives.</p> <p>Click to open the Add Info Link dialog box where you can add additional information for the Objective. For details, see "Add/Edit Info Link Dialog Box" (on page 154).</p>

Create, Manage, and Remove KPIs

Executive Scorecard provides out-of-the-box KPI templates in the KPI Library. You can use the out-of-the-box KPIs, you can customize them, or you can create new KPIs. You can also remove KPIs.

This section includes the following tasks:

How to Create and Activate a New KPI by Cloning an Existing KPI	101
How to Delete KPIs	102
Learn About KPIs and Metrics	102
Create and Manage KPIs User Interface	103



How to Create and Activate a New KPI by Cloning an Existing KPI

This task includes the following steps

1. ["Create and Activate KPIs by Cloning Existing KPIs" \(on page 102\)](#)
2. ["Display and modify a KPI's properties" \(on page 102\)](#)
3. ["Results " \(on page 102\)](#)

1. Create and Activate KPIs by Cloning Existing KPIs

To create a new active KPI, proceed as follows:

- a. Click the **Studio** button (top right corner) to open the Studio.
- b. In the **Active KPIs** pane, right-click the KPI you want to clone and click the **Clone**  option or select the KPI and click the **Clone**  button in the Active KPIs toolbar. The cloned KPI is added at the bottom of the list of KPIs for the Objective. Its name is followed by (n) where n represents the number of clones created from the same KPI. You can modify the KPI name.

2. Display and modify a KPI's properties

To change the KPI's properties (name and description), click the KPI in the Active KPIs pane's tree. The properties are displayed in the Properties pane. For details, see "[Configuration Details Tab for a KPI](#)" (on page 107) or "[Calculation Details Tab](#)" (on page 104).

You can also change the way the KPI performs its calculations. For details, see "[Modify a KPI Formula or Filter](#)" (on page 112).


If you change a KPI definition, you can test your changes using the Test KPI button in the Calculation Details tab. For details, see "[How to Test Changes Made to a KPI Configuration](#)" (on page 126).

3. Results

The KPI displays its information in the relevant components in the Dashboard.

How to Delete KPIs

To permanently delete an existing active KPI:

1. Click the **Studio** button (top right corner) to open the Studio.
2. In the **Active KPIs** pane, you can do one of the following:
 - Select the relevant KPI, and click the **Delete the currently selected node**  button in the Active KPIs toolbar.
 - Right-click the relevant KPI, and select the **Delete** option in the menu that opens.
3. If the selected KPI is:
 - The child of an Objective, when you are prompted to accept the deletion, you can select to:
 - Un-assign this specific KPI from the Objective when you click **Yes**.
 - Delete this KPI from the system. If you select this option, all the listed active KPI instances are removed when you click **Yes**.
 - An Orphan KPI, the KPI is deleted when you click **Yes**.

Learn About KPIs and Metrics

Key Performance Indicators (KPIs) reflect and measure key drivers of business value. Value drivers represent activities that, when executed properly, guarantee future success. Value drivers move the organization in the right direction to achieve its stated financial and organizational goals.

Examples of value drivers might be “high customer satisfaction” or “excellent product quality.”

Additional information about KPIs and Metrics

A KPI is a metric, but a metric is not always a KPI. The key difference is that KPIs always reflect strategic value drivers whereas metrics represent the measurement of any business activity. Metrics always show a number that reflects performance. KPIs put that performance in context. Usually metrics are not matched against a threshold.

KPIs reflect how well the organization is doing in areas that most impact financial measures valued by shareholders, such as profitability and revenues.

A KPI evaluates the performance according to expectations. The context is provided using:

1. **Thresholds.** Upper and lower ranges of acceptable performance.
2. **Targets.** Predefined gains, such as 10% new customers per quarter.
3. **Benchmarks.** Based on industry wide measures or various methodologies, such as Six Sigma.
4. **Trend.** The direction of the performance of the KPI, either “up,” “down,” or “static.”

An example of a metric could be a MTTR (mean time to recover) which measures the average time between the occurrence of a set of incidents and their resolution, compared to a defined threshold. For example: ‘MTTR less than one hour’.

KPIs measure key drivers of business values using a formula. For details, see "[Learn About KPI Formula and Filter, Threshold, Value, and Score](#)" (on page 113).

KPI templates (out of the box or customized) help you create new KPIs by activating the KPI templates. For details, see "[How to Create and Activate KPIs Using Templates](#)" (on page 75).

A complete list of KPIs is available in "[Reference: KPIs](#)" (on page 313).

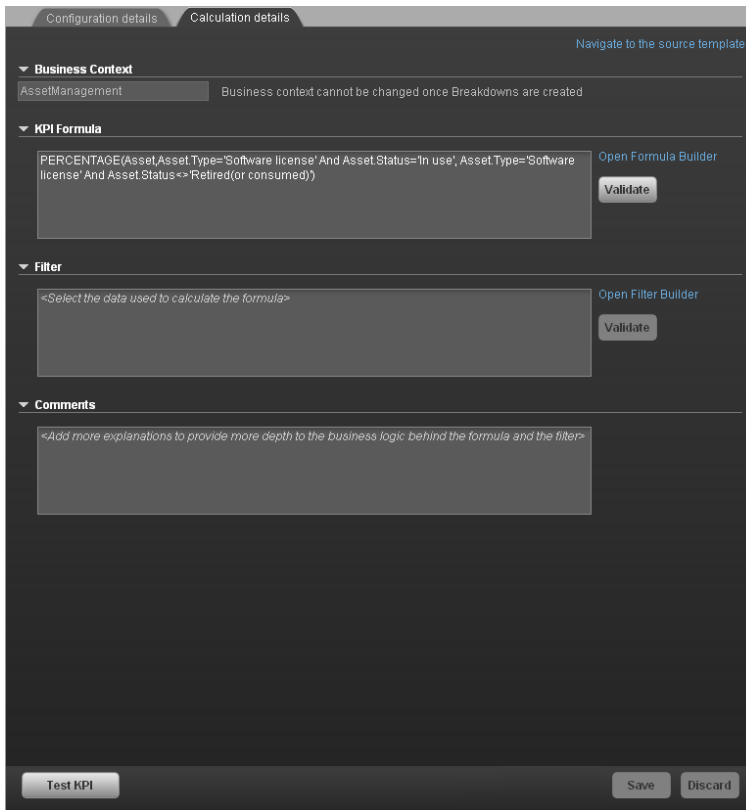
Create and Manage KPIs User Interface

This section includes (in alphabetical order):

Calculation Details Tab	104
Configuration Details Tab for a KPI	107

Calculation Details Tab

This page displays the calculation details for the selected KPI.

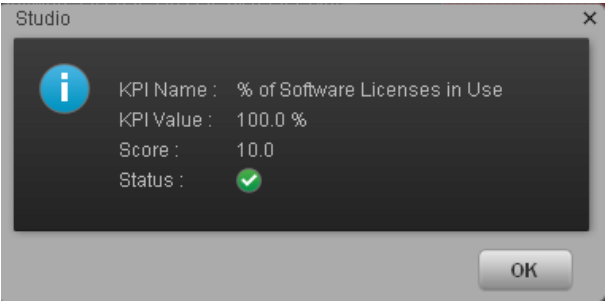


To access	Select a KPI template in the KPI Library pane or a KPI in the Active KPIs pane and click the Calculation Details tab.
Important information	<p>Active KPIs pane: After you have created, modified, or deleted an entity in the Active KPIs pane, the changes affect the Dashboard after a 5 minutes maximum (this time period is configurable in Admin > Scorecard Settings > XS Settings > Configuration reload rate(Minutes)). If you run a calculation after making modifications that affect the results of a KPI, the changes automatically affect the Dashboard.</p> <p>Note: All the values and thresholds of the Studio KPIs depend on their definition in the Configuration details and Calculation details tabs. You can modify the definitions.</p>
Relevant tasks	<p>"How to Create and Activate KPIs Using Templates" (on page 75)</p> <p>"Create, Manage, and Remove KPIs" (on page 101)</p>

General Information

User interface elements are described below (when relevant, unlabeled elements are shown in

angle brackets):

UI Element	Description
Navigate to the source template	<p>Moves the cursor to the template that was used to create the current KPI, in the KPI Library pane. The details of the template are displayed in the Configuration Details pane.</p> <p>Note: This option is displayed only for activated KPIs.</p>
<Areas>	<p>"Business Context " (on page 105)</p> <p>"KPI Formula" (on page 106)</p> <p>"Filter " (on page 106)</p> <p>"Comments" (on page 106)</p>
Test KPI	<p>After you make changes to the KPI configuration, click Save to save your changes. The Test KPI button is enabled. Click it to test the changes you made to the KPI configuration. The KPI value is calculated and displayed in a popup window. The window displays the new value, score, and status of the modified KPI. The result is not saved to the database.</p>  <p>Note: The button is disabled for Breakdown KPIs.</p>
Save	Click to save the changes.
Discard	Click to discard the changes you have made since the last Save operation.

Business Context

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

UI Element	Description
<Business	The box displays the Business Context you selected.

UI Element	Description
context>	
Select business context	<p>Click to open the Business Context dialog box, where you select the Business Context. That selection determines the business entities that are the basis of the calculation of the KPI value and defines the entities used in the formula. For details, see "Modify a KPI's Business Context" (on page 125).</p> <p>Note: This link is displayed only when no Breakdown KPI has been defined for the KPI. If the KPI already has a Breakdown KPI then a message indicates why you cannot change the business context.</p>

KPI Formula

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

UI Element	Description
KPI Formula	The formula used to calculate the value of the KPI.
Validate	Click to validate the formula that appears in the Formula box.
Open Formula Builder	Click to open the Formula Builder dialog box where you can build the relevant formula to calculate the value of the KPI. For user interface details, see "Formula Builder Dialog Box" (on page 115)

Filter

You use the Filter area to limit the range of data used for the KPI's calculation.

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

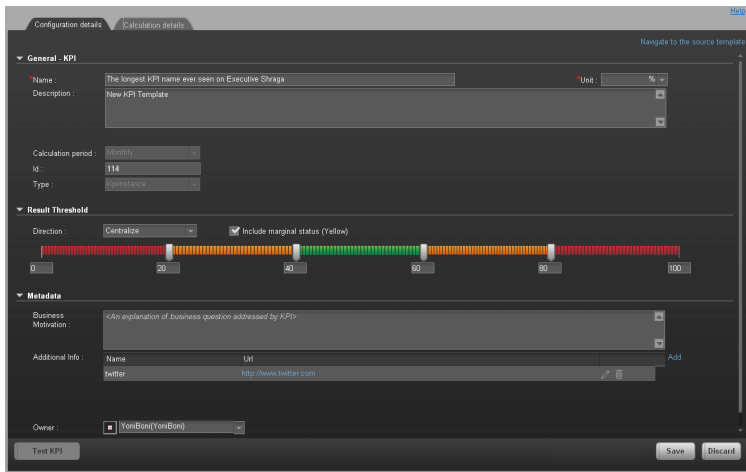
UI Element	Description
Filter	Specify the filter to limit the range of data you want the KPI to be calculated on.
Validate	Click to validate the filter.
Open Filter Builder	Click to open the Filter Builder dialog box where you can build the relevant filter that limits the range of the data the KPI calculation is based on. For user interface details, see "Filter Builder Dialog Box" (on page 123)


Comments

Use the Comments area to enter a description of the formula and its purpose in your own words.

Configuration Details Tab for a KPI

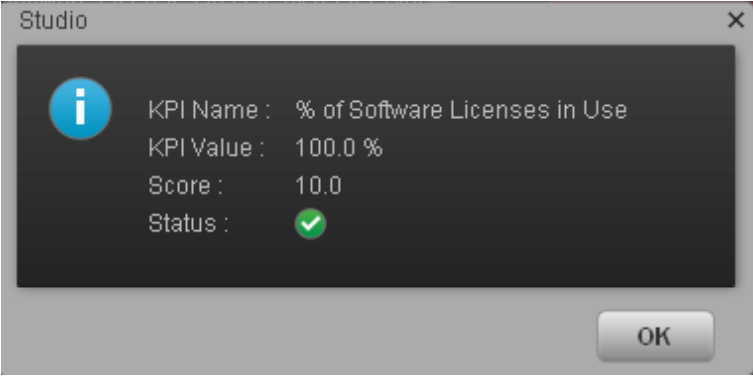
This page displays the configuration details of the selected KPI.



To access	Click a KPI in the Active KPIs pane, the Configuration Details tab for the selected KPI opens automatically.
Important information	<p>You can permanently delete a KPI by clicking on the Delete  button in the toolbar or by selecting the Delete right-click menu option. For details, see "How to Delete KPIs" (on page 102).</p> <p>Active KPIs pane: After you have created, modified, or deleted an entity in the Active KPIs pane, the changes affect the Dashboard after a 5 minutes maximum (this time period is configurable in Admin > Scorecard Settings > XS Settings > Configuration reload rate(Minutes)). If you run a calculation after making modifications that affect the results of a KPI, the changes automatically affect the Dashboard.</p> <div style="background-color: #f0f0f0; padding: 10px; margin-top: 10px;"> <p>Note: All the values and thresholds of the Studio KPIs depend on their definition in the Configuration details and Calculation details tabs. You can modify the definitions.</p> </div>
Relevant tasks	<p>"How to Assign/Unassign KPIs to/from Objectives" (on page 128)</p> <p>"Create, Manage, and Remove KPIs" (on page 101)</p>

General Information

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

UI Element	Description
Navigate to the source template	<p>Moves the cursor to the template that was used to create the active KPI, in the KPI Library pane. The details of the template are displayed in the Configuration Details pane.</p> <p>Note: This option is displayed only for activated KPIs. It is not displayed for Breakdown KPIs.</p>
<Areas>	<p>"General KPIs" (on page 108)</p> <p>"Result Threshold" (on page 109)</p> <p>"Metadata" (on page 110)</p>
Test KPI	<p>After you change the KPI configuration, click Save to save your changes. The Test KPI button is enabled. Click it to test the changes you made to the KPI configuration. The KPI value is calculated and displayed in a popup window. The window displays the new value, score, and status of the modified KPI. The result is not saved to the database.</p>  <p>Note:</p> <p>The button is disabled for Breakdown KPIs.</p> <p>For details on calculations, see "Learn About KPI Formula and Filter, Threshold, Value, and Score" (on page 113).</p>
Save	Click to save the changes.
Discard	Click to discard the changes you have made since the last Save operation.

General KPIs

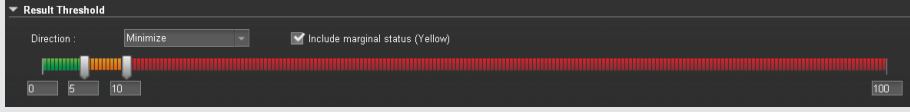
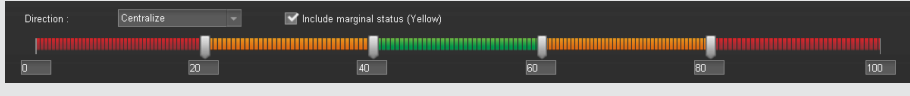
User interface elements are described below (when relevant, unlabeled elements are shown in angle brackets>):

UI Element	Description
Name	The name of the KPI or of the KPI template. Limitations: <ul style="list-style-type: none"> • The characters: \ / : * ? " < > are not supported. • The maximum number of characters is 250.
Unit	The unit of the KPI's value.
Description	The description of the KPI. Limitations: The maximum number of characters is 1000.
Calculation Period	The time period used to calculate the value of the KPI (using the formula specified in the Calculation details tab).
Id	The Id of the KPI. It is automatically assigned. This information is displayed only when in debug mode. To set the debug mode, click Admin > Scorecard Settings > XS Settings , and in Debug Mode , select the Application Debug Mode setting.
Type	The type of the KPI. It is automatically assigned. This information is displayed only when in debug mode. To set the debug mode, click Admin > Scorecard Settings > XS Settings , and in Debug Mode , select the Application Debug Mode setting.

Result Threshold

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



UI Element	Description
Direction	Select: <ul style="list-style-type: none"> • Centralize. When the status of the KPI is best when it has either a specific value or its value is in a specific range, and higher or lower values are worse. • Minimize. When the status of the KPI is best when it is low. • Maximize. When the status of the KPI is best when it is high. <div style="background-color: #f0f0f0; padding: 10px; margin-top: 10px;"> <p>Example:</p> <ul style="list-style-type: none"> • If you are measuring the Employee Attrition rate, the lower the value the best the attrition rate, so you would select Direction=Minimize. • If you are measuring revenue, the higher the value, the best the revenue, so you would select Direction=Maximize. </div>

UI Element	Description
<p>Threshold</p>	<p>Slide the arrows to select the relevant thresholds in the boxes attached to the arrows. The threshold is used to assign a status to the KPI. For details on statuses, see "Learn About KPI Formula and Filter, Threshold, Value, and Score" (on page 113).</p> <p>You can also enter the value by typing text in the box. The slider adjusts automatically.</p> <p>You can leave the lowest and highest ends empty to indicate an infinite value (minus infinity and plus infinity). In such a case, the threshold uses the lowest and highest historical values of the KPI or of the KPI template.</p> <p>Note: All the threshold values use of the lowest and highest ends uses float precision (Java Floating Point), so for example, a value of 999999 is rounded to 1000000.</p> <p>Example: As the measurement unit of the Employee Attrition rate is a percentage, the limits of the threshold are 0 and 100. You can decide that a good attrition rate for your company or group is between 0% to 5% (green), a warning rate is between 5% and 10% (yellow), and a bad rate is between 10% and 100% (red).</p>  <p>Note: The Threshold fields are validated when you enter values. The values must increase from left to right.</p>
<p>Include marginal status (yellow)</p>	<p>Select when the status of the KPI can be Good, Warning, or Error. Clear when the status of the KPI is either Good, or Error.</p> <p>Note: When you select Direction=Centralize and the Include marginal status (yellow) option, the thresholds include two warning areas as follows:</p>  <p>Note: The Threshold fields are validated when you enter values. The values must increase from left to right.</p>

Metadata

User interface elements are described below (when relevant, unlabeled elements are shown in

angle brackets):

UI Element	Description
Business Motivation	Enter the business motivation of the KPI.
Additional Info	<p>Note: This information is displayed only for Active KPIs.</p> <p>Lists the additional information available for the KPI. It can be links to BO or Xcelsius reports, external links, or links to Dashboard pages.</p> <p>The table includes:</p> <ul style="list-style-type: none"> • Name. The name of the link or the reports. • URL. The hyperlink to access additional external information. •  Click to open the Edit Info Link dialog box where you can edit the selected additional information. For details, see "Add/Edit Info Link Dialog Box" (on page 154). •  Click to delete the selected additional information.
Owner	<p>The owner of the active KPI.</p> <p>Note: The list of available owners corresponds to the users that were defined in Admin > Users and Roles > User Management. For details, see How to Manage Users and Groups in the <i>General Admin Guide</i>.</p>
Add Info	<p>Note: : this information is displayed only for Active KPIs.</p> <p>Click to open the Add Info Link dialog box where you can add additional information for the KPI. For details, see "Add/Edit Info Link Dialog Box" (on page 154).</p>

Customize KPIs

You can customize a KPI by changing its formula and filter. For details, see ["Modify a KPI Formula or Filter" \(on page 112\)](#).

You can also change its business context. For details, see ["Modify a KPI's Business Context" \(on page 125\)](#).

This section includes the following topics:

Modify a KPI Formula or Filter	112
Modify a KPI's Business Context	125

Modify a KPI Formula or Filter

You can change the existing formula of a KPI to customize it to the end-user's needs. You can also create a formula to calculate the value of the KPI.

In addition you can restrict the range of the formula by selecting, in the filter, specific values for the variables used in the formula.

This section includes the following topics:

How to Modify a KPI's Formula or Filter	112
How to Test Changes Made to a KPI Configuration	112
Learn About KPI Formula and Filter, Threshold, Value, and Score	113
Create and Manage KPIs User Interface	114

How to Modify a KPI's Formula or Filter

You can modify a KPI's formula or filter.

To modify the KPI formula:

1. In the Active KPIs pane, select the relevant KPI. The Configuration Details and Calculation Details tabs are displayed.
2. Click the **Calculations details** tab. For details, see ["Calculation Details Tab" \(on page 104\)](#).
3. You can, in the Formula area:
 - a. Use the Formula Builder to help you create the relevant formula; click the **Builder** button to open the Formula Builder dialog box. For details, see ["Formula Builder Dialog Box" \(on page 115\)](#).
 - b. Enter the new formula or modify the existing formula directly in the Formula area.
4. Click the **Validate** button to validate the formula.
5. Click **Save** to save the change.

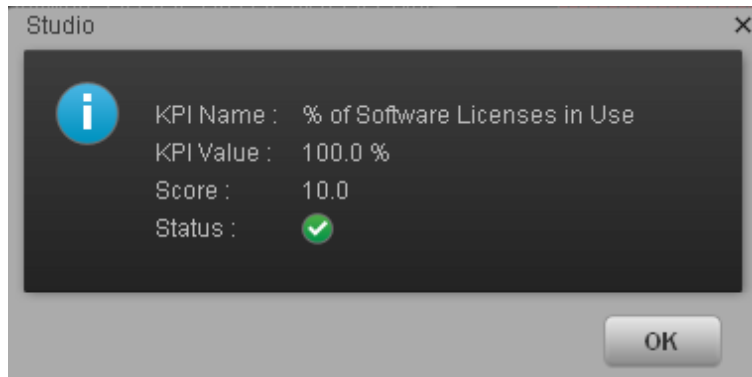
To modify the KPI filter:

1. In the Active KPIs pane, select the relevant KPI. The Configuration Details and Calculation Details tabs are displayed.
2. Click the **Calculations details** tab. For details, see ["Calculation Details Tab" \(on page 104\)](#).
3. You can, in the Filter area:
 - a. Use the Filter Builder to help you create the relevant filter; click the **Builder** button to open the Filter Builder dialog box. For details, see ["Filter Builder Dialog Box" \(on page 123\)](#).
 - b. Enter the new filter or modify the existing filter directly in the Filter area.
4. Click the **Validate** button to validate the filter.
5. Click **Save** to save the change.

How to Test Changes Made to a KPI Configuration

When you change a KPI's formula or thresholds, you must test that the changes are valid.

1. After you have changed the configuration of a KPI in the Calculation details tab (for details, see "[Calculation Details Tab](#)" (on page 104)) or in the Configuration details tab (for details, see "[Configuration Details Tab for a KPI](#)" (on page 107), click **Save** to save your changes. The **Test KPI** button is enabled.
2. Click the **Test KPI** button to test the changes you made to the KPI configuration. The KPI value is calculated and displayed in a popup window. The window displays the new value, score, and status of the modified KPI. The result is not saved to the database.



3. Click **OK** to return to the Configuration details or Calculation details tab.

Learn About KPI Formula and Filter, Threshold, Value, and Score

This section describes the information related to a KPI:

- **Formula, Filter, and KPI Value.** The Scorecard KPI engine calculates the **value** of the KPI using the **formula** specified for the KPI and provides the KPI's **status** and **score** using the thresholds specified for the KPI. You can also build KPI filters to restrict the range of the formula by selecting specific values for the variables used in the formula.
- **Threshold.** The engine compares the KPI **value** to the KPI **threshold**, and calculates the KPI status.
- **Status.** The KPI **status** can be **Error**, **Warning**, or **Good**.
- **Score.** The KPI value is translated into a score using the threshold specified for the KPI. All the **scores** are normalized to the same scale to enable the calculation of an Objective that is based on the **scores** of KPI's from different types. The **score** reflects the **status** of the business **value** and its relative distance from the **threshold**:
 - All the parent child rule calculations are based on the scores of their children.
 - The KPI score represents how well the KPI is doing compared to the business Objective. For details, see "[Learn About Objectives](#)" (on page 90).

Example: A KPI calculates a percentage (%) and its thresholds are Good from 90% and up. When the KPI has a value of 90%-100%, the KPI's status is Good. The score for 85% is higher than the score for 65%, and the score for 97% is higher than the score for 93% even though the status is the same, this enables showing the trend of KPIs and Objectives even if the status remains the same.

For task details, see "[Modify a KPI Formula or Filter](#)" (on page 112).

For user interface details, see ["Formula Builder Dialog Box" \(on page 115\)](#) or ["Filter Builder Dialog Box" \(on page 123\)](#).

Create and Manage KPIs User Interface

This section includes (in alphabetical order):

Formula Builder Dialog Box	115
Filter Builder Dialog Box	123

Formula Builder Dialog Box

This page enables you to build KPI formulas.



To access	Click Open Formula Builder in the Calculation Tab in the Properties pane of a KPI.
Important information	<ul style="list-style-type: none"> • The KPI Formula language is case-insensitive. • Field values are case-sensitive. • Formulas include single quotes only for entity field values and string primitives (numbers, characters between double-quotes, and dates).
Relevant tasks	"Modify a KPI Formula or Filter" (on page 112)

Functions

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

UI Element	Description
Functions	<ul style="list-style-type: none"> • Aggregating. The list of aggregating functions you can use in the KPI formula. For details, see "Aggregating Functions" (on page 116). • Mathematical. The list of mathematical functions you can use in the KPI formula. For details, see "Mathematical Functions" (on page 117). • Date Constants. The list of date constants you can use in the KPI formula. For details, see "Date constant" (on page 119).
Add	<ul style="list-style-type: none"> • Click the Add button under the Functions box to add the selected function to the formula box at the end of the current expression. • Click the Add button under the Variables box to add the selected variable to the formula box at the end of the current expression.

• Aggregating Functions

The aggregating functions are as follows:

UI Element	Description
SUM	<p>Formula: SUM(<EntityName>.<FieldName>, <Filter Expression>)</p> <p>Returns the sum of the field values of the entities that satisfy the condition specified in the Filter Expression.</p> <p>Example: SUM(Cost.Amount, Cost.CostType="Actual")</p>
MIN	<p>Formula: MIN(<EntityName>.<FieldName>, <Filter Expression>)</p> <p>Returns the lowest value of the field values of the entities that satisfy the condition specified by the Filter Expression.</p> <p>Example: MIN(Cost.Amount, Cost.CostType="Actual")</p>
MAX	<p>Formula: MAX(<EntityName>.<FieldName>, <Filter Expression>)</p> <p>Returns the highest value of the field values of the entities that satisfy the condition specified by the Filter Expression.</p> <p>Example: MAX(Cost.Amount, Cost.CostType="Actual")</p>
AVG	<p>Formula: AVG (<EntityName>.<FieldName>, <Filter Expression>)</p> <p>Returns the average of the field values of the entities that satisfy the condition specified by the Filter Expression.</p> <p>Example: AVG(Cost.Amount, Cost.CostType="Actual")</p>

UI Element	Description
COUNT	<p>Formula: COUNT (<Entity Name>, <Filter Expression>)</p> <p>Returns the number of entities that satisfy the condition specified by the Filter Expression.</p> <p>Example: COUNT(Cost, Cost.CostType ='Actual')</p>
COUNT_DISTINCT	<p>Formula: COUNT_DISTINCT (<Entity Name>.<Field Name>, <Filter Expression>)</p> <p>Returns the number of distinct values of the field in all the entities that satisfy the condition specified by the Filter Expression.</p> <p>Example: COUNT_DISTINCT(Service.Name, Service.Name <> 'UNKNOWN')</p>
PERCENTAGE	<p>Formula: PERCENTAGE ((<Entity Name>, <Filter Expression1>, <Filter Expression2>, defaultValue)</p> <p>Returns the ratio, expressed as percentage, of the number of entities that satisfy the condition specified by Filter Expression1 to the number of entities that satisfy the condition specified by Filter Expression 2.</p> <p>defaultValue is optional and can be either an integer or a float number. By default, the defaultValue is 0; this is the value that is returned if the denominator equals 0. You can change the default value.</p> <p>Example: PERCENTAGE(Cost, Cost.CostType="Actual", Cost.CostType="Planned", 0)</p>

• **Mathematical Functions**

The mathematical functions are as follows:

UI Element	Description
SUM_MATH	<p>Formula: SUM_MATH (arg1, arg2, arg3, ...)</p> <p>Returns the sum of the set of arguments.</p> <p>Example: SUM_MATH(6.36, 11.02, 51, -2.44, MAX(Cost.Amount, Cost.CostType='Actual'))</p>
MIN_MATH	<p>Formula: MIN_MATH (arg1, arg2, ...)</p> <p>Returns the lowest value of the set of arguments.</p>

UI Element	Description
	<p>Example: MIN_MATH(SUM(Cost.Amount, Cost.CostType='Actual'), SUM(Cost.Amount, Cost.CostType='Planned'))</p>
<p>MAX_MATH</p>	<p>Formula: MAX_MATH (arg1, arg2, ...)</p> <p>Returns the highest value of the set of arguments.</p> <p>Example: MAX_MATH(COUNT(Incident, Incident.Status='Open'), COUNT(Incident, Incident.Status='Reopened'))</p>
<p>AVG_MATH</p>	<p>Formula: AVG_MATH (arg1, arg2, ...)</p> <p>Returns the arithmetic average of the set of arguments.</p> <p>Example: AVG_MATH(6.36, 11.02, 51, -2.44, SUM(Cost.Amount, Cost.CostType='Actual'))</p>
<p>PERCENTAGE_MATH</p>	<p>Formula: PERCENTAGE_MATH(numerator,denominator, defaultValue)</p> <p>Returns the ratio, expressed as percentage of arguments: (numerator / denominator) * 100.</p> <p>defaultValue is optional and can be either an integer of a float number.</p> <p>By default, the defaultValue is 0; this is the value that is returned if the denominator equals 0. You can change the default value.</p> <p>Example: PERCENTAGE_MATH(Defect, Defect.severity = "High", *)</p>
<p>RATIO_MATH</p>	<p>Formula: RATIO_MATH(numeratorVal,denominatorVal, defaultValue)</p> <p>The function divides numerator by denominator. If denominator is 0 then the function returns defaultValue, or zero if <defaultValue> is not provided.</p> <p>defaultValue is optional and can be either an integer of a float number.</p> <p>By default, the defaultValue is 0; this is the value that is returned if the denominator equals 0. You can change the default value.</p> <p>Example: RATIO_MATH(SUM(Cost.Amount, Cost.CostType='Actual'), SUM(Cost.Amount, Cost.CostType='Planned'),0)</p>

UI Element	Description
DATE_CONVERT	<p>Formula: DATE_CONVERT(<sourceFormat>, <destinationFormat>, <Mathematical Date Function>)</p> <p>Converts the results of <Mathematical Date Function> from the source format into the destination format.</p> <p>Source Format can be one of the following: 'MS', 'S', 'M', 'H'.</p> <p>Destination Format can be one of the following: 'S', 'M', 'H', 'D'. 'MS' = Millisecond, 'S' = Second, 'M' = Minute, 'H' = Hour, 'D' = Day</p> <p>Example: DATE_CONVERT('MS','H', AVG(Incident.OutageEnd, PERIOD_ENTITY=OutageStartPeriod) - AVG(Incident.OutageStart,PERIOD_ENTITY=OutageStartPeriod))</p>

- **Date constant**

The dates are as follows:

UI Element	Description
IN_PERIOD	<p>Formula: <EntityName>.<FieldName> IN_PERIOD</p> <p>Use in Filter expressions to specify the condition relative to the start of the calculation period defined for the KPI. The condition is related to the KPI time period.</p> <p>Example: COUNT(Incident, Incident.openDate IN_PERIOD) The incidents that are counted are those that opened during the current time period. If the KPI's time frame is "weekly", the formula counts only the incidents opened per week.</p>
END_PERIOD	<p>Formula: <EntityName>.<FieldName> conditional operator END_PERIOD</p> <p>Use in Filter expressions to specify the condition relative to the end of the calculation period defined for the KPI. The condition is related to the KPI time period.</p> <p>Example: COUNT(Incident, Incident.openDate <= END_PERIOD) The incidents that are counted are those that opened until the date the KPI's time period ends.</p>
PERIOD_ENTITY	<p>Formula: PERIOD_ENTITY=Period</p>

UI Element	Description
	<p>Use in Filter expressions to specify the entity that represents the PERIOD table that calculation are based on.</p> <p>Some of the Universes are built as Data Warehouses, which means that they already store aggregated values per period. You can specify in this field, the entity in the Universe that corresponds to the Period you want to use. The content of that entity determines the entries that are filtered for the calculation.</p> <p>Example: COUNT(Incident, PERIOD_ENTITY = CreateTimePeriod)</p>
KPI_PERIODICITY_TYPE	<p>Formula: KPI_PERIODICITY_TYPE=Period</p> <p>A constant that is replaced by the specific KPI's Periodicity Type that is to be used for the calculation.</p> <p>Example: COUNT(Incident, CreateTimePeriod.Periodicity = KPI_PERIODICITY_TYPE)</p>
NOW	<p>A constant that is replaced by the current calculation date during the calculation.</p> <p>Example: COUNT(Incident, NOW - Incident.CreateTime > 5*DAY)</p>
HOUR	<p>A constant that is replaced by the one hour during the calculation.</p> <p>Example: COUNT(Incident, NOW - Incident.CreateTime > 5*HOUR)</p>
DAY	<p>A constant that is replaced by the one day during the calculation.</p> <p>Example: COUNT(Incident, NOW - Incident.CreateTime > 5*DAY)</p>
WEEK	<p>A constant that is replaced by the one week during the calculation.</p> <p>Example: COUNT(Incident, NOW - Incident.CreateTime > 5*WEEK)</p>

Variables

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

UI Element	Description
Variables	The list of variables you can use in the KPI formula.

UI Element	Description
	The list displays the entities and fields of the Universe that corresponds to the Business context you selected in the Calculation details tab for the KPI or KPI template.
<Search>	Enter a string to filter for the entities and fields whose name includes the string.
Add	<ul style="list-style-type: none"> Click the Add button under the Functions box to add the selected function to the formula box at the end of the current expression. Click the Add button under the Variables box to add the selected variable to the formula box at the end of the current expression.

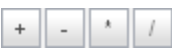


Description


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

UI Element	Description
Description	A description of the function you have selected in the Functions area.

<Formula>

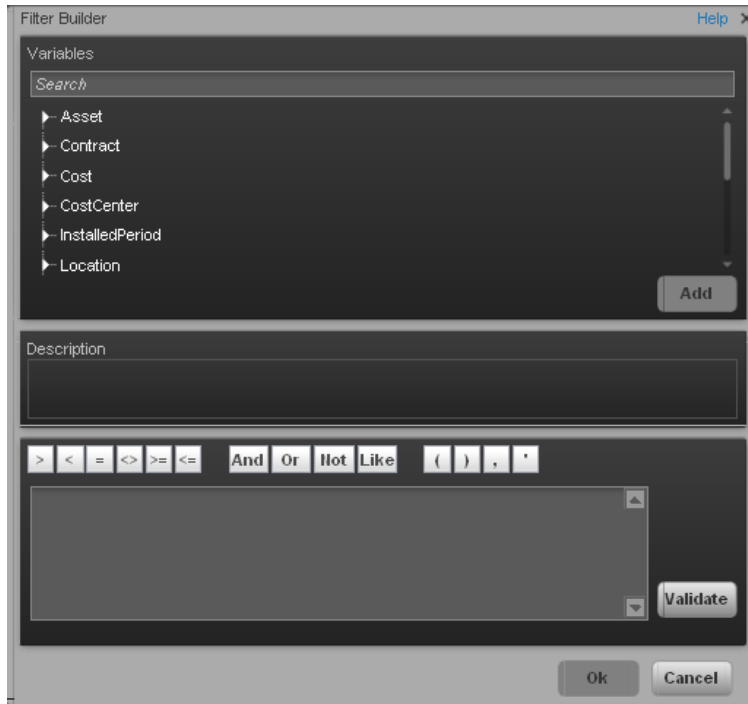
User interface elements are described below (when relevant, unlabeled elements are shown in angle brackets):

UI Element	Description
	Use these buttons to enter the relevant regular operations into the formula.
	Use these buttons to enter the relevant conditional operators into the formula. The conditional operators are: <ul style="list-style-type: none"> = (equal) Syntax: op1 = op2 > (greater than) Syntax: op1 > op2 < (smaller than) Syntax: op1 < op2 >= (greater than or equal to) Syntax: op1 >= op2 <= (smaller than or equal to) Syntax: op1 <= op2 <> (not equal) Syntax: op1 <> op2
	Use these buttons to enter the relevant logical operators into the formula. The logical operators are: <ul style="list-style-type: none"> like Syntax: operand like char % Matches a specific pattern. % is a wildcard character meaning 'match any characters'. Applicable on string type operand.

UI Element	Description
	<ul style="list-style-type: none"> • AND. Syntax: (expr1) AND (expr2) Logical AND • OR. Syntax: (expr1) OR(expr2) Logical OR • NOT. Syntax: NOT (expr) Returns the opposite of a boolean expression.
	Use these buttons to enter the corresponding elements into the formula.
<Formula box>	The formula appears as you are building it using the variables, functions and buttons.
Validate	Click to validate the formula.
OK/Cancel	<p>Click:</p> <ul style="list-style-type: none"> • OK to transfer the selected formula to the Formula box of the Calculation details tab. • Cancel to cancel the changes. <p>Note: In the Calculation details tab, the Save and Discard buttons becomes enabled and you can click Save to save the changes.</p>

Filter Builder Dialog Box


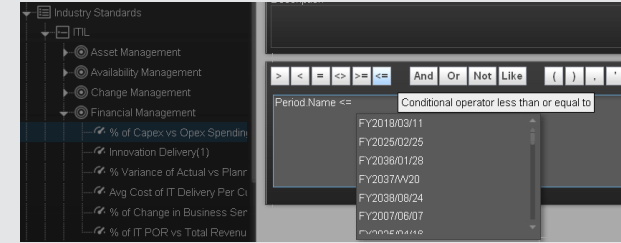
This page enables you to build KPI filters to restrict the range of the formula by selecting, in the filter, specific values for the variables used in the formula.





To access	Click the Filter Builder button in the Calculation Tab in the Properties pane of a KPI.
Important information	<ul style="list-style-type: none"> • The KPI Filter language is case-insensitive except for the values of the fields. • Filters include single quotes only for string primitives (characters between double-quotes, and dates). • Field values are case-sensitive.
Relevant tasks	"Modify a KPI Formula or Filter" (on page 112)

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

UI Element	Description
Variables	<p>The list of variables you can use in the KPI filter.</p> <p>The list displays the entities and fields in the Universe that corresponds to the Business context you selected in the Calculation details tab for the KPI.</p>

UI Element	Description
<Search>	Enter a string to filter for the entities and fields whose name includes the string.
Description	A description of the variable you have selected in the Variables area.
	<p>Use these buttons to enter the corresponding conditional operators in the filter. The conditional operators are:</p> <ul style="list-style-type: none"> • = (equal) Syntax: op1 = op2 • > (greater than) Syntax: op1 > op2 • < (smaller than) Syntax: op1 < op2 • >= (greater than or equal to) Syntax: op1 >= op2 • <= (smaller than or equal to) Syntax: op1 <= op2 • <> (not equal) Syntax: op1 <> op2 <p>Note: When a list of specific values has been assigned to a variable in SAP BusinessObjects Enterprise for IT Executive Scorecard, the auto-complete feature is enabled for the variable, so that when you select the variable and one of the conditional operators, the list of values assigned to the variable is displayed. You can then select one of the values, or you can enter free text. The maximum number of values that are displayed is 100. For details, see Connect an External Data Store to the IT Executive Scorecard Application in the <i>General Admin Guide</i>.</p> 

UI Element	Description
	<p>Use these buttons to enter the corresponding logical operators into the filter. The logical operators are:</p> <ul style="list-style-type: none"> • like Syntax: operand like char% Matches a specific pattern. % is a wildcard character meaning 'match any characters'. It is applicable on string type operand. • AND. Syntax: (expr1) AND (expr2) Logical AND • OR. Syntax: (expr1) OR(expr2) Logical OR • NOT. Syntax: NOT (expr) Returns the opposite of a boolean expression.
	<p>Use these buttons to enter the corresponding elements into the filters.</p>
<Filter box>	<p>The filter appears as you are building it using the variables, functions and buttons.</p>
Validate	<p>Click to validate the filter.</p>
OK/Cancel	<p>Click:</p> <ul style="list-style-type: none"> • OK to transfer the selected formula to the Filter box of the Calculation details tab. <p>Note: In the Calculation details tab, the Save and Discard buttons becomes enabled and you can click Save to save the changes.</p> <ul style="list-style-type: none"> • Cancel to cancel the changes.

Modify a KPI's Business Context

A KPI's business context or universe represents a global business facet related to the aspect of business the KPI represents.

For example, the [% of Assets in Maintenance KPI](#) represents one aspect of the AssetManagement universe.

You can change the business context of a KPI when you clone the KPI, or change its formula.

You can also add a business context and attach KPIs to the new business context. For details, see ["How to Add a Business Context to the Studio" \(on page 160\)](#).


This section includes the following topics:

How to Modify a KPI's Business Context	126
How to Test Changes Made to a KPI Configuration	126
Learn About Business Contexts	126

How to Modify a KPI's Business Context

You can modify a KPI's business context.

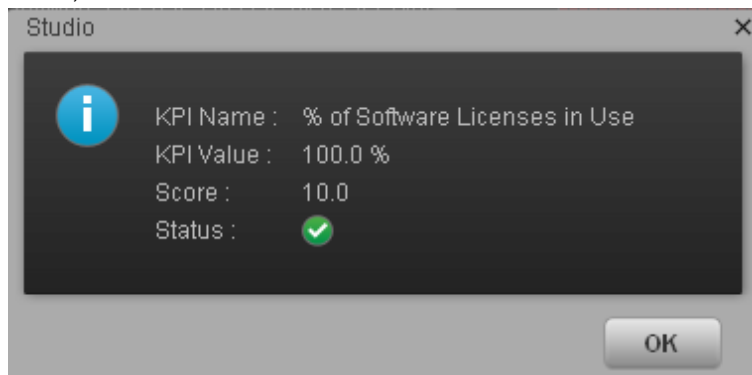
To change the business context of a KPI:

1. Select the relevant KPI in the Active KPIs pane.
2. Optionally, clone the KPI by clicking the **Create a copy of the current entity**  button. A KPI with the same name followed by an index number between parenthesis is created in the same Objective.
3. In the Calculation details tab for the KPI, click **Select business context**.
4. In the Business Context dialog box, select the new business context, in the **Select the business context** link. Click **OK**.
5. If necessary, modify the formula and/or the filter. For details, see "[Modify a KPI Formula or Filter](#)" (on page 112).

How to Test Changes Made to a KPI Configuration

When you change a KPI's formula or thresholds, you must test that the changes are valid.

1. After you have changed the configuration of a KPI in the Calculation details tab (for details, see "[Calculation Details Tab](#)" (on page 104)) or in the Configuration details tab (for details, see "[Configuration Details Tab for a KPI](#)" (on page 107)), click **Save** to save your changes. The **Test KPI** button is enabled.
2. Click the **Test KPI** button to test the changes you made to the KPI configuration. The KPI value is calculated and displayed in a popup window. The window displays the new value, score, and status of the modified KPI. The result is not saved to the database.



3. Click **OK** to return to the Configuration details or Calculation details tab.

Learn About Business Contexts

A SAP BusinessObjects universe is a business representation of an organization's data that helps end-users access data using common business terms. A universe is the result of a semantic layer of metadata that creates a business oriented view of the data. A universe contains a schema of the

tables that make up the dimension and measurement objects. A universe is an interface between the data warehouse and the analytics that display the data.

Universes are made up of objects and classes that are mapped to the source data and are accessed through queries and reports. They correspond to the business contexts used in HP IT Executive Scorecard.

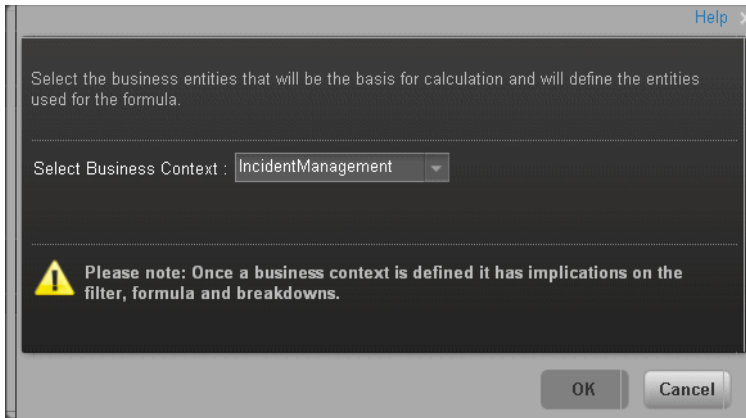
Each universe includes classes (entities), objects with a dimension attribute, and relationships between the entities. The entity's values are used in the calculation of values and statuses of the Key Performance Indicators (KPIs) that represent them. The KPIs are the building blocks used by the HP IT Executive Scorecard engine and the Studio.

If you want to change the formula of a KPI, you must be aware of the relationships in the context (universe) of the KPI. For details, see "[Learn About the SAP BusinessObjects Enterprise for IT Executive Scorecard Universe](#)" (on page 27) and "[Reference: KPIs](#)" (on page 313).

The contexts, entities, and dimensions that are displayed and used in the Studio are part of the universes that are located in the **XS_Studio** library.

Select Business Context Dialog Box

This page enables you to select the relevant business context for the KPI. For a list of KPIs and their business contexts, see ["Reference: KPIs" \(on page 313\)](#).



To access	Click Select business context in the Calculation details tab for a selected active KPI or for a KPI template.
Relevant tasks	"Modify a KPI's Business Context" (on page 125)

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

UI Element	Description
Select Business Context	Select the relevant business context. The business context determines the business entities that are available to be used in the formula used to calculate the value of the KPI.

Assign/Unassign a KPI to/from an Objective

You can assign a KPI to an Objective . You can also unassign a KPI from an Objective.

This section includes the following topics:

How to Assign/Unassign KPIs to/from Objectives	128
Assign KPIs to Objective Dialog Box	130

How to Assign/Unassign KPIs to/from Objectives


This task includes the following steps:

- ["Assign a KPI to an Objective " \(on page 129\)](#)
- ["Unassign a KPI from an Objective" \(on page 129\)](#)

Assign a KPI to an Objective

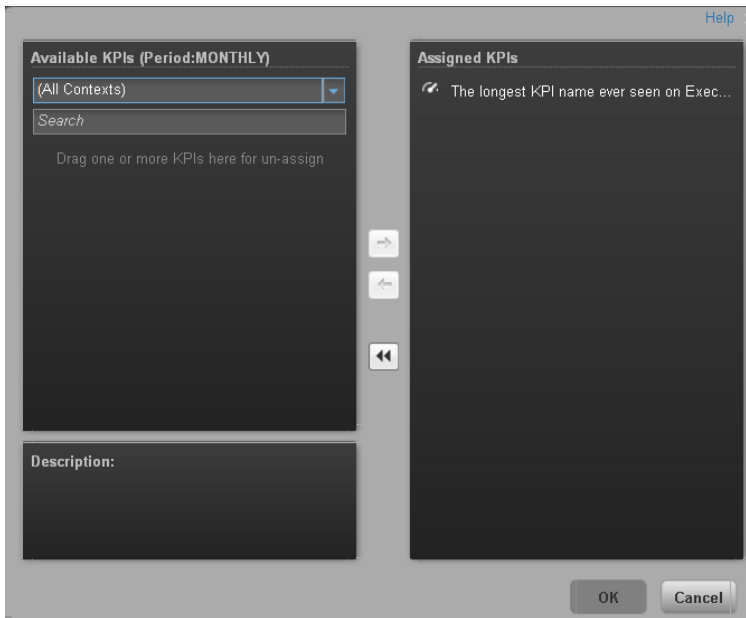
1. In the Active KPIs pane, select an Objective.
2. In the Configuration Details tab, click the **Add KPI** link.
3. In the **Assign KPI to Objective** dialog box, move the relevant KPI from the **Available KPIs** area to the **Assigned KPIs** area.
4. Click **OK**. The **Assign KPI to Objective** dialog box closes.
5. The KPI immediately appears in the Assigned KPIs list in the Configuration Details tab. The **Save** and **Discard** buttons are enabled. To save the changes click **Save**
6. The tree in the Active KPIs pane is refreshed and the changes are displayed.

Unassign a KPI from an Objective

1. In the Active KPIs pane, select an Objective.
2. In the Configuration Details tab, in the **Assigned KPIs** section, click the **Un-assign**  button for the relevant KPI. The KPI immediately disappears from the KPIs table.
3. To save the changes you must save the Objective by clicking **Save**.


Assign KPIs to Objective Dialog Box

This dialog box enables you to assign KPIs to an Objective.



To access	In the Configuration details tab for an Objective, click the Add link.
Relevant tasks	"How to Assign/Unassign KPIs to/from Objectives" (on page 128)

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

UI Element	Description
Available KPIs	Lists the KPIs available to be assigned to the Objective. You can: <ul style="list-style-type: none"> Select the relevant context in the <All Contexts> list to display the KPIs relevant for the selected context. The period in the title represents the filter performed on the list of KPIs, to display only the KPIs that you can assign to the objective (since the calculation period in the objective and KPIs under it must match). Enter a string in the <Search> box to filter for the KPIs whose name includes the string.
Assigned KPIs	Lists the KPIs that you want to assign to the Objective.
Description	The description of the KPI selected in the Available KPIs area.
	Select the relevant KPI and move it to the relevant field using the buttons.
OK	Click to assign the selected KPIs. The list of KPIs in the Assigned KPIs area

UI Element	Description
	is immediately updated. The Save and Discard buttons becomes enabled. To save the changes you must save the Folder by clicking Save .

Use Folders and KPI Templates to Create the Dashboard

Folders are used as containers (organizers) for the KPI templates. You usually use Folders when you do not work with Scorecards. Folders include one or more KPI templates. The same KPI template can belong to more than one Folder.


This section includes the following topics:

How to Activate a Folder KPI Template	131
Learn About Folders	131

How to Activate a Folder KPI Template

You can create an active a KPI by dragging a Folder KPI template from the KPI Library to the Active KPIs pane. You can then modify the active copy in the Active KPIs pane.

To create a KPI using a Folder KPI template, proceed as follows:

1. Click the **Studio** button (top right corner) to open the Studio.
2. You must work with the KPI Library pane and the Active KPIs pane side-by-side, so if necessary, click the **Toggle side-by-side view** button  to display the **KPI Library** pane and the **Active KPIs** pane side by side.
3. Select **Folder template tree** in the **Show:** list. The KPI Library pane displays the Folder template tree and Orphan KPIs.
4. To create the active node, click the relevant KPI template in the Folder tree in the KPI Library pane and drag it to the Active KPIs pane.

This creates an active copy of the KPI template. The new KPI is given a unique name. For details about the unique names, see "[Learn About Scorecard, Perspective, Objective, and KPI Unique Names](#)" (on page 91).

Learn About Folders

Folders are used as containers (organizers) for KPI templates. Folders are populated with either KPI templates or other Folders (not both). The same KPI template can belong to more than one Folder.

You use Folders and their KPIs when you do not work with Scorecards and you want to use the Folder's KPIs to create the Dashboard Contents. For details, see "[Use Folders and KPI Templates to Create the Dashboard](#)" (on page 131).

This section includes the following topics:

Recalculate Displayed Values after Configuration Change

If you have configured an active KPI and you have modified or configured its formula, filter, or threshold, the value, status, and trend of the KPI, and of the related Objectives, Perspectives, and Scorecards, must be recalculated to display the corresponding data, in the Dashboard. You can either perform the calculation for the current period of each KPI in the selected business context or a historical calculation for each KPI in the selected business context and selected period. For details, see "[Learn About Calculation and Recalculation](#)" (on page 134).

This section includes the following topics:

How to Perform a Calculation After Configuration Change	132
How to Perform a Recalculation	133
Learn About Calculation and Recalculation	134
Recalculate Displayed Values User Interface	134

How to Perform a Calculation After Configuration Change

This task includes the following steps:

- "[Prerequisite](#)" (on page 132)
- "[Calculate for the current period](#)" (on page 132)
- "[Results](#)" (on page 133)



1. Prerequisite

You have created or modified the formula, filter, or threshold definition of a KPI. For details, see "[Configuration Details Tab for a KPI](#)" (on page 107) or "[Calculation Details Tab](#)" (on page 104).

2. Calculate for the current period

When you change the definition of a KPI (formula or threshold), the change impacts the KPI's value and impacts the Objectives, Perspectives, and Scorecards related to the KPI. You may want to perform the calculation for each KPI in the selected business context for the period specified in the KPI configuration, so the impact of the change is felt immediately in the results displayed in the Dashboard.

To calculate the current data:

- In the Active KPIs pane, click the **Calculation options**  button in the Active KPIs toolbar, and select the **Calculate now**  option.
- In the Calculate Now dialog box that opens, select the relevant context and click **Calculate**. For user interface details, see "[Calculate Now Dialog Box](#)" (on page 135).
- Select the **I understand the implications of this process and would like to proceed with the calculation** option to proceed with the calculation.

The calculation is performed for all KPIs and Objectives with the selected context (universe).

Note:

- The calculation deletes the data that was available for the same period as the period selected for the calculation.
- No backup is available.

3. Results

The calculated data is displayed in the relevant components in the Dashboard.

How to Perform a Recalculation

This task includes the following steps:

- ["Prerequisite" \(on page 133\)](#)
- ["Recalculate historical information" \(on page 133\)](#)
- ["Results" \(on page 134\)](#)



1. Prerequisite

You have created or modified the formula, filter, or threshold definition of a KPI. For details, see ["Configuration Details Tab for a KPI" \(on page 107\)](#) or ["Calculation Details Tab" \(on page 104\)](#).

2. Recalculate historical information

When you change the definition of a KPI (formula or threshold), the change impacts the KPI's value and impacts the Objectives, Perspectives, and Scorecards related to the KPI. You may want to recalculate the historical (past) information related to the KPI.

To recalculate the historical (past) information:

- In the Active KPIs pane, select the KPI you have modified.
- Click the **Calculation options**  button in the Active KPIs toolbar, and select the **Recalculate**  option.
- In the Recalculate dialog box that opens, select the relevant context and click **Calculate**. For details, see ["Recalculate Dialog Box" \(on page 136\)](#).
- Select the **I understand the implications of this process and would like to proceed with the calculation** option to proceed with the recalculation.

The historical recalculation is performed for the KPIs configured on the relevant context for the selected context (datasource). You specify the date from which the historical calculation is performed. The calculations are performed for one year back from the selected date up to the current date.

Note:

- Recalculations cannot be performed in parallel. To perform a new recalculation you must wait until the current recalculation finishes.
- The recalculation process is CPU-heavy. It should be performed only when necessary.

3. **Results**

The recalculated data is displayed in the relevant components in the Dashboard.

Learn About Calculation and Recalculation

If you have configured an active KPI and you have modified or configured its formula, filter, or threshold, the value, status, and trend of the KPI and related Objectives, Perspectives, and Scorecards must be recalculated to display the relevant data, in the Dashboard. You can either wait for the scheduled engine calculation to occur or you can perform a recalculation. For details on the scheduled calculation, see ["How to Schedule Calculations" \(on page 137\)](#).

Additional details

Depending on the change and what it means for the Dashboard, you may want to:

- **Recalculate the current information.** When you change the definition of a KPI (formula or threshold), the change impacts the KPI's value and impacts the Objectives, Perspectives, and Scorecards related to the KPI. It may impact the information that is currently displayed in the Dashboard, or you might want to view the impact of the change on the current display. You can perform the calculation using the **Calculate now** feature, for each context for which you have configured KPIs. For details, see ["Recalculate Displayed Values after Configuration Change" \(on page 132\)](#).
- **Recalculate historical information.** When you change the definition of a KPI (formula, filter, or threshold), the change impacts the KPI's value and impacts the Objectives, Perspectives, and Scorecards related to the KPI. You may want to recalculate the historical (past) information related to the KPI you have changed. You can perform the calculation using the **Recalculate** feature, for each context for which you have configured KPIs. For details, see ["Recalculate Displayed Values after Configuration Change" \(on page 132\)](#).

Note: When you change a KPI's formula, filter, or thresholds, you can test that the changes are valid. For details, see ["How to Test Changes Made to a KPI Configuration" \(on page 126\)](#).

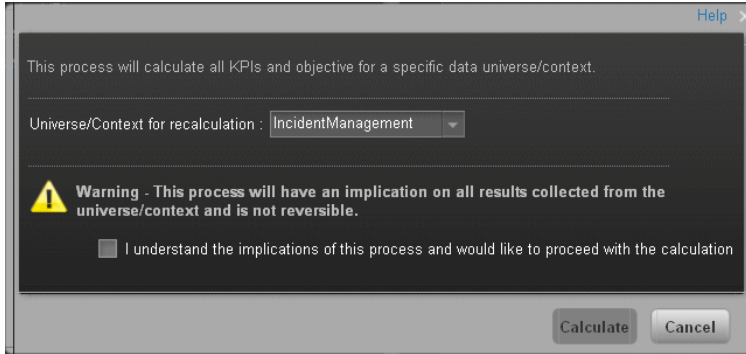
Recalculate Displayed Values User Interface



This section includes (in alphabetical order):

Calculate Now Dialog Box	135
Recalculate Dialog Box	136

Calculate Now Dialog Box

This dialog box enables you to calculate all the KPIs, Objectives, Perspectives, and Scorecards values, trends, and statuses, for the selected business context and for the time period of each KPI within the same business context.



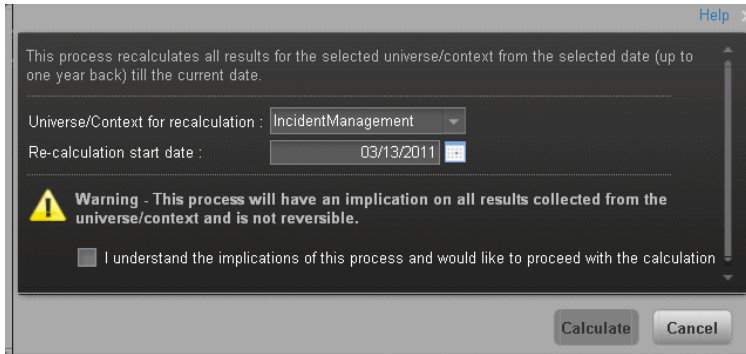
To access	Select the relevant KPI, click the Calculation options  button, and select the  Calculate now option, in the Active KPIs pane.
Relevant tasks	"Recalculate Displayed Values after Configuration Change" (on page 132)



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

UI Element	Description
Universe/context for recalculation	Select the relevant context (data source) you want to use for the recalculation.
I understand the implications of this process and would like to proceed with the calculation	Select this option to proceed with the calculation.
Calculate	Click to start the calculation. Limitations: For limitations, see "Recalculate Displayed Values after Configuration Change" (on page 132) .

Recalculate Dialog Box

This dialog box enables you to specify how to recalculate all the KPIs, Objectives, Perspectives, and Scorecards values, trends, and statuses, for the context of the KPI whose formula, filter, or threshold you have modified, from the selected date (up to one year back) till the current date.



To access	Select the relevant KPI, click the Calculation options  button, and select the  Recalculate option, in the Active KPI pane.
Important information	You can recalculate all results for the selected universe/context from the selected date (up to one year back) till the current date.
Relevant tasks	"Recalculate Displayed Values after Configuration Change" (on page 132)

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

UI Element	Description
Universe/context for recalculation	Select the relevant universe/context for which you want to recalculate all results.
Recalculation start date	Select the date from which to start the historical recalculation. The recalculation is performed for the period starting from the specified date till the current date. Limitation: The recalculation period is limited to 1 year back from the date you specified in the Recalculation Start Date .
I understand the implications of this process and would like to proceed with the calculation	Select this option to proceed with the recalculation.
Calculate	Click to start the recalculation. Limitations: For limitations, see " Recalculate Displayed Values after Configuration Change " (on page 132).

Schedule the Business Context Calculations



You can schedule to run the business context calculations periodically. This means that the values, statuses, trends, and scores of the KPIs associated with the business context are calculated and the Scorecards and components in the Dashboard reflect these calculations and results.

This section includes the following topics:

How to Schedule Calculations	137
Business Context Calculation Scheduling Dialog Box	139

How to Schedule Calculations

To schedule a business context calculation:

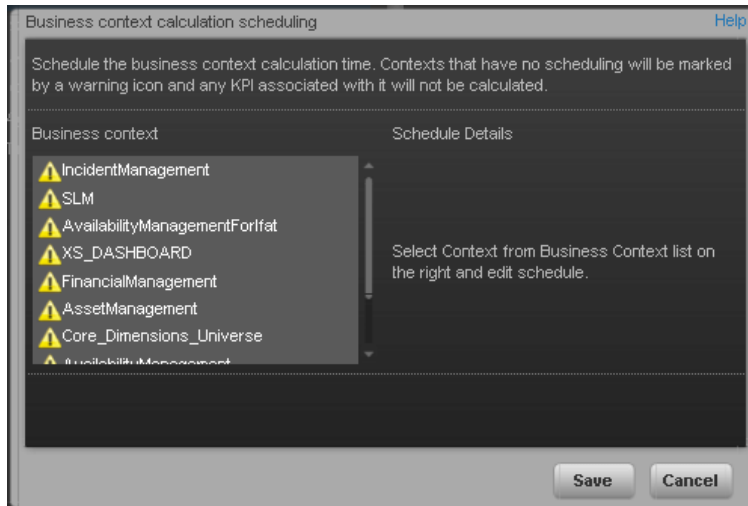
1. In the Active KPIs pane, select the relevant KPI, click the **Calculation options**  button, and select the **Schedule context calculation**  option.
2. In the Business Context Calculation Scheduling dialog box, select the relevant business context in the list, and in the Schedule details area, enter the day and time of the scheduled calculation. Click **Save**. For details, see "[Business Context Calculation Scheduling Dialog Box](#)" (on page 139).



At the scheduled time, the following processes take place:

- The calculations of the KPIs associated with the business context are performed for the current period.
- The Objectives including these KPIs are also calculated for the current period.
- The Scorecards and components that include these KPIs are refreshed when you open the Dashboard.


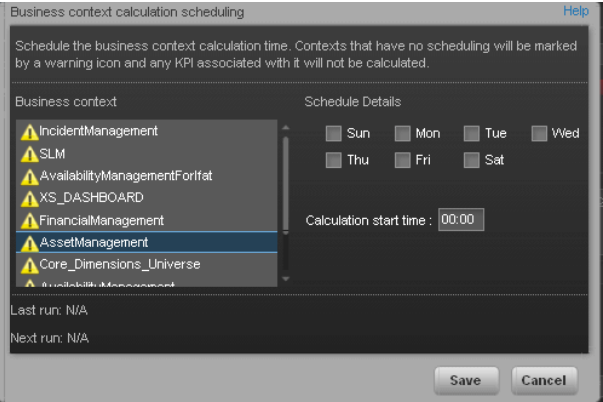
Business Context Calculation Scheduling Dialog Box

This dialog box enables you to specify how to recalculate all results for the selected universe/context from the selected date (up to one year back) till the current date.



To access	Select the relevant KPI, click the Calculation options  button, and select the Schedule context calculation  option, in the Active KPI pane.
Important information	<p>At the scheduled time, the following processes take place:</p> <ul style="list-style-type: none"> • The calculations of the KPIs associated with the business context are performed for the current period. • The Objectives including these KPIs are also calculated for the current period. • The Scorecards and components that include these KPIs are refreshed when you open the Dashboard.
Relevant tasks	"How to Schedule Calculations" (on page 137)

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

UI Element	Description
<p>Business context</p>	<p>In the list of business contexts, select the business context for which you want to schedule the calculations.</p> <p>Note: Contexts that have not been assigned a calculation schedule have a  icon. Their KPIs have not been calculated.</p> <p>The Schedule details area is displayed as follows:</p> 
<p>Schedule details</p>	<p>Select the days of the week when you want to perform the business context calculations.</p>
<p>Calculation start time</p>	<p>Enter the time when you want to start the business context calculation.</p>
<p>Last run</p>	<p>The date and time when the last calculation was performed.</p>
<p>Next run</p>	<p>The date and time when the next calculation is to be performed.</p>

Enrich the Dashboard Contents

This section includes the following topics:

Enrich the Executive Dashboard Contents	141
Create and Manage Breakdown KPIs	141
Manage Overrides	148
Provide Additional Information for a KPI or an Objective	152
Create Cascading Scorecards	155
Add a Business Context to the Studio	160

Enrich the Executive Dashboard Contents

You can enrich the Executive Dashboard contents by:

- Creating cascading Scorecards that enable the Executive to drilldown to lower levels of the same Scorecard. For details, see ["Create Cascading Scorecards" \(on page 155\)](#).
- Creating breakdowns of KPIs to obtain more detailed information about the KPI's measurements. For details, see ["How to Create a Breakdown KPI" \(on page 142\)](#) or ["How to Create a Breakdown KPI of a Breakdown KPI" \(on page 142\)](#)
- Specify owners and thresholds for specific dimension's values of Breakdown KPIs so only some users can view some of the breakdowns and some users may have different thresholds for the Breakdown KPIs. For details, see ["How to Manage Overrides" \(on page 148\)](#) or ["Learn about Overrides" \(on page 149\)](#).
- Provide additional information for a KPI, such as links to other pages, BO or Xcelsius reports, or external URLs. For details, see ["Provide Additional Information for a KPI or an Objective" \(on page 152\)](#).

Create and Manage Breakdown KPIs

You can create and manage Breakdowns for a KPI according to the KPI's dimensions.

This section includes the following topics:



How to Create a Breakdown KPI	142
How to Create a Breakdown KPI of a Breakdown KPI	142
How to Remove a Breakdown	143
Learn About Breakdown KPIs	143
Configuration Details Tab for a Breakdown KPI	145

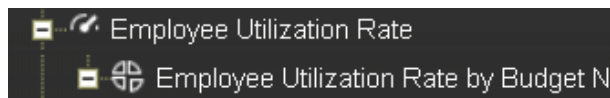
How to Create a Breakdown KPI

You can create and manage Breakdowns for a KPI.

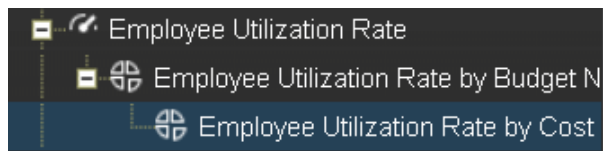
For concept details about Breakdowns, see ["Learn About Breakdown KPIs" \(on page 143\)](#).

To create a KPI Breakdown, proceed as follows:

1. Click the **Studio** button (top right corner) to open the Studio.
2. In the Active KPIs pane, perform one of the following actions:
 - Select the relevant KPI, and click the **Create a breakdown for the KPI**  button in the toolbar.
 - Right-click the relevant KPI, and select **Breakdown** in the menu that opens.
3. In the list of entities that opens, select the required dimension.
4. The Breakdown KPI is inserted as a child of the KPI with the Breakdown  icon.



5. You can add more breakdown levels depending on the selected dimensions. The dimensions you selected in higher levels of the breakdown are disabled for lower levels. For details, see ["How to Create a Breakdown KPI of a Breakdown KPI" \(on page 142\)](#).






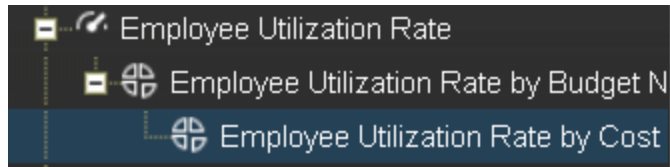
How to Create a Breakdown KPI of a Breakdown KPI

You can create and manage Breakdown KPIs for a Breakdown KPI.

For concept details about Breakdowns, see ["Learn About Breakdown KPIs" \(on page 143\)](#).

To create a Breakdown of a Breakdown, proceed as follows:



1. Click the **Studio** button (top right corner) to open the Studio.
2. In the Active KPIs pane, perform one of the following actions:
 - Select the relevant Breakdown KPI, and click the **Create a breakdown for the KPI**  button in the toolbar.
 - Right-click the relevant Breakdown KPI, and select  **Breakdown** in the menu that opens.
3. In the menu that opens, select the required entity, and if relevant select the required dimension. A new Breakdown KPI is inserted as a child of the Breakdown KPI in the relevant Scorecard tree with the **Breakdown**  icon.



4. You can add more breakdown levels depending on the selected dimensions. The dimensions you selected in higher levels of the breakdown are disabled for lower levels.

How to Remove a Breakdown

To remove a Breakdown, proceed as follows:

1. Click the **Studio** button (top right corner) to open the Studio.
2. In the Active KPIs pane, perform one of the following actions:
 - Select the relevant Breakdown KPI, and click the **Delete the currently selected node**  button in the toolbar.
 - Right-click the relevant Breakdown KPI, and select  **Delete** option in the menu that opens. If you select a Breakdown KPI that has child Breakdown KPIs, these Breakdown KPIs are also deleted after you confirm the action.
3. Confirm the deletion when you are prompted to do so.

Learn About Breakdown KPIs

A KPI represents a business context (universe). The value of the KPI is calculated based on the entities (facts or dimensions) that provide information on the business context. A business context can include lots of facts or dimensions.

For example, the Attrition Rate KPI for the whole company is composed of the attrition rates for each organization in the company, and those are composed of the attrition rates of each group in the organization. The Attrition rate KPI is calculated using the number of employees in the company and the number of employees who have left the company to pursue other interests or who have retired.

Another example is a ticket that includes information about the department, the subject, the location of the problem, and additional information.

The administrator creates multiple levels of KPI Breakdowns depending on the definition of the KPI and on the KPI's universe. These definitions provide the different levels of breakdown that enable you to obtain very detailed information.

For example, the executive wants to know what is the attrition rate for the whole enterprise. If the dimensions of the Attrition Rate KPI are organizations in the enterprise, groups, and location, then the administrator can create Breakdown KPIs of the attrition rate per organization, and groups, and then per location. This would provide the executive with the capability to drilldown from the attrition rate for the whole enterprise, through the organizations and sub-organizations of the enterprise to the attrition rate of the smallest organization in a specific location.

In the Studio, you can configure Breakdowns of KPIs according to their dimensions. For each KPI, a list of the relevant entities is provided in a menu and the dimensions of these entities in submenus. KPIs can have many levels of breakdowns (limited to 6 levels).

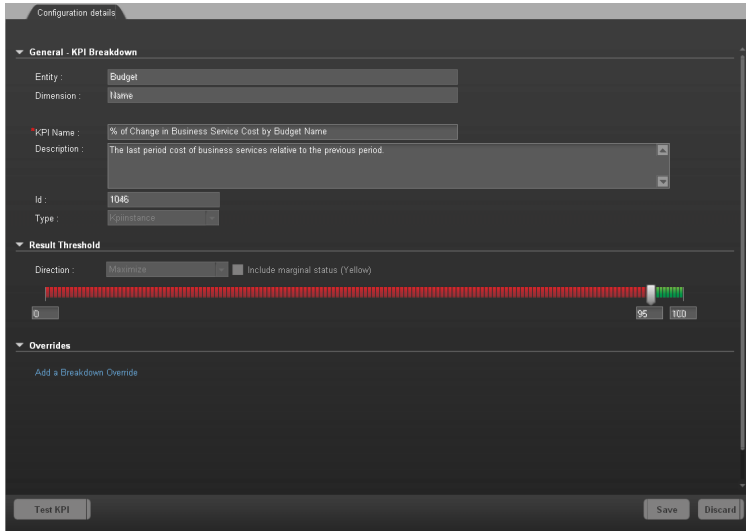
Note: When you configure the breakdown you are locking the context of the KPI for which you are creating the Breakdown because the Breakdown inherits the definitions of the KPIs (for example, the Period definition). You cannot specify a different definition for the Breakdown, and you cannot change the definition of the KPI for which you have created Breakdowns. To unlock the KPI's context you must remove the Breakdown.

For task details, see ["Create and Manage Breakdown KPIs" \(on page 141\)](#).

For user interface details, see ["Configuration Details Tab for a Breakdown KPI" \(on page 145\)](#).

Configuration Details Tab for a Breakdown KPI

This page displays the configuration details of the selected Breakdown KPI. For concept details about Breakdown KPIs, see ["Learn About Breakdown KPIs" \(on page 143\)](#).



To access	Select a Breakdown KPI in the Active KPIs pane.
Important information	"Learn About Breakdown KPIs" (on page 143)
Relevant tasks	"Create and Manage Breakdown KPIs" (on page 141)

General Information

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

UI Element	Description
<Areas>	"General - KPI Breakdown" (on page 145) "Result Threshold" (on page 146) "Overrides" (on page 147) "Configuration Details Tab for a Breakdown KPI" (on page 145)
Test KPI	Note: The button is disabled for Breakdown KPIs.
Save	Click to save the changes.
Discard	Click to discard the changes you have made since the last Save operation.

General - KPI Breakdown

User interface elements are described below (when relevant, unlabeled elements are shown in

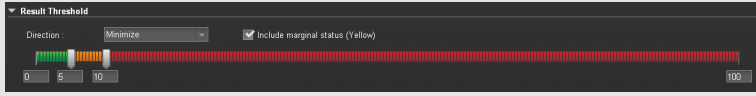
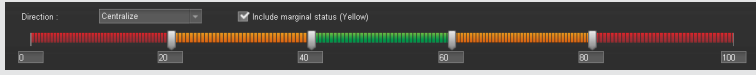
angle brackets):

UI Element	Description
Entity	The name of the entity you selected when creating the Breakdown KPI.
Dimension	The name of the dimension you selected when creating the Breakdown KPI.
Name	The name of the Breakdown KPI. Its format is <KPI_name> by <entity_name> <dimension_name>.
Description	The description of the KPI. Limitations: The maximum number of characters is 1000.
Id	The type of the parent KPI. It is automatically assigned. This information is displayed only when in debug mode. To set the debug mode, click Admin > Scorecard Settings > XS Settings , and in Debug Mode , select the Application Debug Mode setting.
Type	The type of the parent KPI. It is automatically assigned. This information is displayed only when in debug mode. To set the debug mode, click Admin > Scorecard Settings > XS Settings , and in Debug Mode , select the Application Debug Mode setting.

Result Threshold

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




UI Element	Description
Direction	Displays the threshold direction selected for the parent KPI. For details, see " Configuration Details Tab for a KPI " (on page 107). <div style="background-color: #f0f0f0; padding: 10px;"> <p>Example:</p> <ul style="list-style-type: none"> • If you are measuring the Employee Attrition rate, the lower the value the best the attrition rate, so you would select Direction=Minimize. • If you are measuring revenue, the higher the value, the best the revenue, so you would select Direction=Maximize. </div>
Threshold	Displays the threshold values selected for the parent KPI. For details, see " Configuration Details Tab for a KPI " (on page 107). Enter in each of the boxes the values to be used as a threshold. The threshold is used to assign a status to the KPI. For details on statuses, see " Learn About KPI Formula and Filter, Threshold, Value, and Score " (on page 113).

UI Element	Description
	<p>Example: As the measurement unit of the Employee Attrition rate is a percentage, the limits of the threshold are 0 and 100. You can decide that a good attrition rate for your company or group is between 0% to 5% (green), a warning rate is between 5% and 10% (yellow), and a bad rate is between 10% and 100% (red).</p> 
<p>Include marginal status (yellow)</p>	<p>Displays whether you selected this option or not when you configured the parent KPI. For details, see "Configuration Details Tab for a KPI" (on page 107).</p> <p>Select when the status of the KPI can be Good, Warning, or Error.</p> <p>Clear when the status of the KPI is either Good, or Error.</p> <p>Note: When you select Direction=Centralize and the Include marginal status (yellow) option, the thresholds include two warning areas as follows:</p>  <p>Note:</p> <ul style="list-style-type: none"> • The Threshold fields are validated when you enter values. • You must assign the values in increasing order from left to right.

Overrides

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

UI Element	Description
<p>Add a breakdown override</p>	<p>Click to open the Add a Breakdown Override dialog box. For details, see "Add or Edit a Breakdown Override Dialog Box" (on page 151).</p>
<p>Name</p>	<p>The name of the override you just created. Its format is: <KPI_name>: <result_kpi_to_override></p>

UI Element	Description
	
	Edit. Click to edit the selected override. For details, see "Add or Edit a Breakdown Override Dialog Box" (on page 151) .
	Remove. Click to delete the selected override.

Manage Overrides

This section includes the following topics:

How to Manage Overrides	148
Learn about Overrides	149
Add or Edit a Breakdown Override Dialog Box	151

How to Manage Overrides

You can override a KPI's owners and thresholds for specific dimension's values of the KPI's Breakdown KPIs.

The override enables the end-user to add, in the Explorer, annotations for the owner of the Breakdown KPI instead of for the owner of the parent KPI. The parent KPI and the Breakdown KPI have the same thresholds but you can use the override so that to configure different thresholds to better fine-tune the monitoring of the objectives of an enterprise department and its different sections.

For concept details about Breakdowns, see ["Learn about Overrides" \(on page 149\)](#).

To create an override:

1. Select in the Active KPI pane, the relevant Breakdown KPI.
2. In the Configuration details pane for that KPI, click **Add a Breakdown Override** link in the Override area.
3. In the Add Breakdown Override dialog box that opens, select the relevant **Result KPI to Override**, enter the relevant thresholds and select the owner. For details about the user interface, see ["Add or Edit a Breakdown Override Dialog Box" \(on page 151\)](#)
4. Click **OK**. The dialog box closes and the new override is displayed in the Override area of the Configuration details pane of the Breakdown KPI.
5. To save the change, click **Save** in the Configuration details pane.

Learn about Overrides

When you configure a Breakdown KPI, its configuration (for example, formula, or period) is the same as the parent KPI's configuration. For details on Breakdown KPIs, see "[Learn About Breakdown KPIs](#)" (on page 143).

You may want to have a different threshold or owner for specific "branches" of the Breakdown KPIs. In addition, you may want to change the thresholds of some of the Breakdown KPIs.

Example

For example if you define a breakdown by Incident Status for the MTTR KPI, the Dashboard displays information about:

- MTTR
 - MTTR New
 - MTTR Open
 - MTTR Fixed
 - MTTR Closed

Where **Open**, **New**, **Closed**, and **Fixed** are the values of the incident status.

If you create a breakdown of breakdown by Priority for the MTTR by Incident Status Breakdown KPI, the Dashboard displays information about:

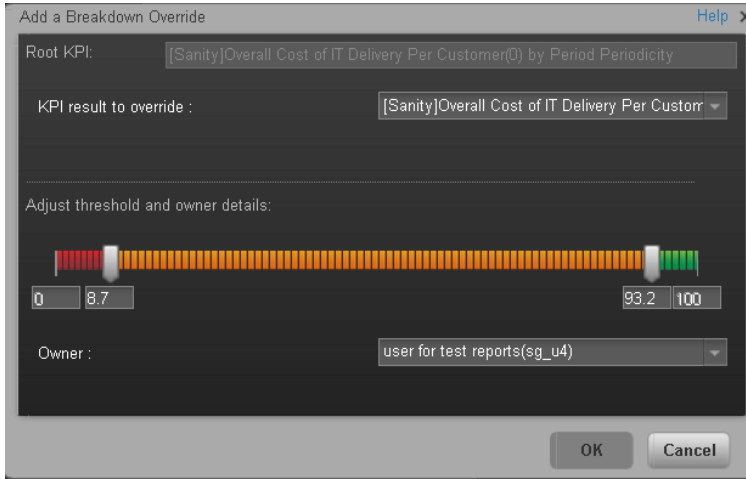
- MTTR
- MTTR New
 - MTTR New High
 - MTTR New Medium
 - MTTR New Low
- MTTR Open
 - MTTR Open High
 - MTTR Open Medium
 - MTTR Open Low
- MTTR Fixed
 - MTTR Fixed High
 - MTTR Fixed Medium
 - MTTR Fixed Low
- MTTR Closed
 - MTTR Closed High
 - MTTR Closed Medium
 - MTTR Closed Low


Where **High**, **Medium**, and **Low** are the values of the priority.

As you can specify a different threshold or owner to Breakdown KPIs using overrides, you might want to assign MTTR New to a specific owner, and MTTR Fixed High to another owner with different thresholds to better monitor MTTR.

Add or Edit a Breakdown Override Dialog Box

This page displays the override details of the selected Breakdown KPI. For concept details about overrides, see ["Learn about Overrides" \(on page 149\)](#).



To access	<p>In the Configuration details tab of a Breakdown KPI click the Add a Breakdown Override link in the Overrides area.</p> <p>In the Overrides area of the Configuration details tab of a Breakdown KPI, click the Edit  button.</p>
Important information	<p>Overrides work only for the dimension's value you select in the Result KPI to Override field.</p> <p>Override configurations are not propagated to:</p> <ul style="list-style-type: none"> • The parent KPI or parent Breakdown KPI. • Other dimension's values for the same Breakdown KPI. • The child Breakdown KPIs.
Relevant tasks	<p>"How to Manage Overrides" (on page 148)</p>

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

UI Element	Description
Root KPI	Displays the name of the parent KPI.
KPI result to Override	The field lists the values of the dimension you selected for the Breakdown KPI. You can assign a different threshold, and a different owner for each one of the dimension's values.
Adjust threshold	Slide the arrows to select the relevant thresholds in the boxes attached to the arrows. The threshold is used to assign a status to the Breakdown KPI.

UI Element	Description
and owner details	<p>Note: You can only modify the central values of the threshold. You cannot modify the lowest and highest ends. The lowest and highest ends as well as the threshold structure (minimize, maximize, centralize, or Include marginal status (yellow)) can only be configured at the level of the parent KPI.</p> <p>For details on statuses, see "Learn About KPI Formula and Filter, Threshold, Value, and Score" (on page 113).</p>
Owner	Select the owner of the override.
OK	<p>Click to save the changes. The override information is added to the Overrides area in the Configuration details tab of the Breakdown KPI. The changes are saved only after you click the Save button in that tab.</p> <p>After you save the change, the Breakdown KPI appears in the Overrides area in the Configuration details tab. You can then edit or delete these overrides from that list.</p>
Cancel	Click to discard the changes you have made.

Provide Additional Information for a KPI or an Objective

This section includes the following topics:

How to Provide Additional Information for a KPI or an Objective	152
Learn About a KPI or Objective Additional Information	153
Add/Edit Info Link Dialog Box	154

How to Provide Additional Information for a KPI or an Objective

You can provide additional information for active KPIs or Objectives. That information can be links to other Dashboard pages, external pages, BO reports, or Xcelsius reports.

To add additional information for the KPI or the Objective:

1. Select in the Active KPI pane, the relevant KPI or Objective.
2. In the Configuration details pane for that KPI or Objective, click **Add** link in the **Metadata** area.
3. In the **Add** dialog box that opens, select the information type. The fields in the lower section of the dialog box change depending on the information type. Enter the relevant information. For details about the user interface, see ["Add/Edit Info Link Dialog Box" \(on page 154\)](#).
4. Click **Add**. The dialog box closes and the new information is displayed in the **Metadata** area of the Configuration details pane of the KPI or Objective.
5. To save the change, click **Save**.
The end-user can view and access the additional information by selecting the relevant active KPI or Objective in the Explorer tab. The additional information is listed in the rightmost pane of the Explorer tab. For details, see ["Explorer Tab" \(on page 276\)](#).

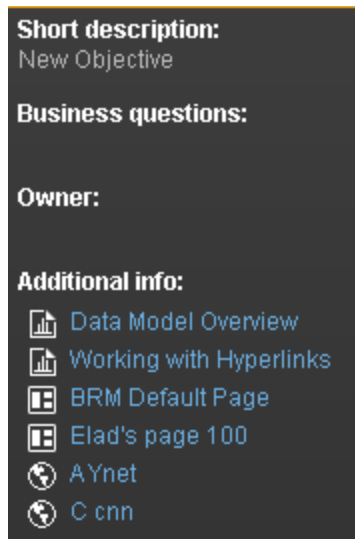
Learn About a KPI or Objective Additional Information

You can add information to a KPI or to an Objective configuration. That information can be a link to:

- A relevant Dashboard page.
- An external URL.
- A BO reports that can provide more information about the KPI or the Objective; for example, its value over time.
- An Xcelcius report configured in the system.

To add more information to a KPI or an Objective, see ["How to Provide Additional Information for a KPI or an Objective" \(on page 152\)](#).

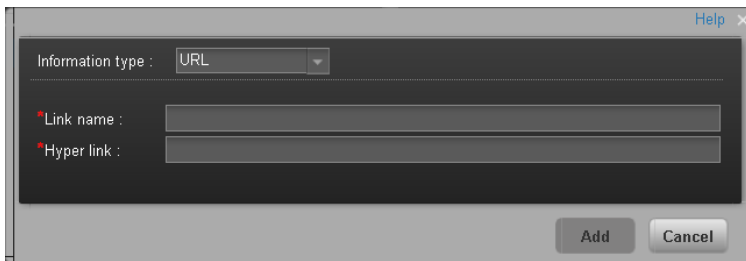
This additional information can help the Executive by providing external information related to a KPI or an Objective, or more details about the KPI or Objective's value, status, and score, in the right pane of the Explorer tab.




It is also available by clicking the **Additional info**  icon in KPI or Objective tooltips. For details, see ["KPI Tooltip" \(on page 250\)](#) or ["Objective Tooltip" \(on page 253\)](#)

Add/Edit Info Link Dialog Box

This page provides the capability to specify additional information for an active KPI or Objective.



To access	In the Configuration details tab of an active KPI or Objective, click the Add link in the Additional Info area or click the Edit  button.
Relevant tasks	"How to Provide Additional Information for a KPI or an Objective" (on page 152)

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

UI Element	Description
Information type	<p>Select the type of information you want to provide:</p> <ul style="list-style-type: none"> • External link. When you want the user to access an external link from the KPI in the Dashboard. • BO report. When you want the user to access the selected BO report from the KPI in the Dashboard. • Dashboard page. When you want the user to open a specific page in the Dashboard. • Xcelsius report. When you want the user to access the Xcelsius report from the KPI or Objective in the Dashboard.
Link name	<p>Note: This field appears when you select External link in the Information type list.</p> <p>Enter the name of the link as you want it to appear in the Additional Info table in the Metadata area in the Configuration details tab.</p>
URL	<p>Note: This field appears when you select External link in the Information type list.</p> <p>Enter the URL of the external page you want the user to open.</p>
Report name	<p>Note: This field appears when you select BO report or Xcelsius report in the Information type list.</p>

UI Element	Description
	Select the relevant report from the list of all the reports the user has permission to see.
Dashboard page	<p>Note: This field appears when you select Dashboard page in the Information type list.</p> <p>Select the relevant Dashboard page from the list of all the pages that are currently configured in the Dashboard that the user has permission to see.</p>
Add/Cancel	Click Add . The dialog box closes and the new information is displayed in the Metadata area of the Configuration details pane of the KPI. You can then save the changes by clicking Save .

Create Cascading Scorecards

This section includes the following topics:

How to Create Cascading Scorecards	155
Learn About Cascading Scorecards	156
Manage Cascading Scorecards Dialog Box	159

How to Create Cascading Scorecards

This task describes how to enable an executive to check (drilldown to) the Scorecard of a subordinate in the company's hierarchy.

For concept details, see ["Learn About Cascading Scorecards" \(on page 156\)](#).

This section includes the following topics:

- ["Configure the Cascading Scorecards for a Scorecard" \(on page 155\)](#)
- ["Remove a Cascading Scorecard" \(on page 156\)](#)

Configure the Cascading Scorecards for a Scorecard


To configure the Cascading Scorecards of a specific Scorecard, you must have more than one activated Scorecards in the Active KPIs pane.

1. To provide the executive with the capability of drilling down to a subordinate's Scorecard, both Scorecards have to be defined in the Studio and have to be active Scorecards.
2. In the Active KPIs pane, select the parent Scorecard from which the executive can drilldown.
3. In the corresponding **Configuration Details** pane, click the **Manage Cascading Scorecards** link.
4. In the **Manage Cascading Scorecards** dialog box that opens, move the relevant Scorecards from the **Available Scorecards** to the **Assigned Scorecards** areas and click **OK**.
5. The **Manage Cascading Scorecards** dialog box closes.

6. The Cascading Scorecards immediately appears in the Cascading Scorecards list in the Configuration Details tab. The **Save** and **Discard** buttons are enabled. To save the changes click **Save**. If the Scorecard component is already part of the page, the user must refresh the page to see the Cascading Scorecard.

Remove a Cascading Scorecard

To remove a Cascading Scorecard so it is not assigned to the parent Scorecard:

1. In the Active KPIs pane, select the parent Scorecard.
2. In the corresponding **Configuration Details** pane, in the **Manage Cascading Scorecards** area, click the **Remove**  button of the relevant Cascading Scorecard. The Cascading Scorecard is immediately removed from the list in the **Manage Cascading Scorecards** area.
3. The **Save** and **Discard** buttons are enabled. To save the changes click **Save**.

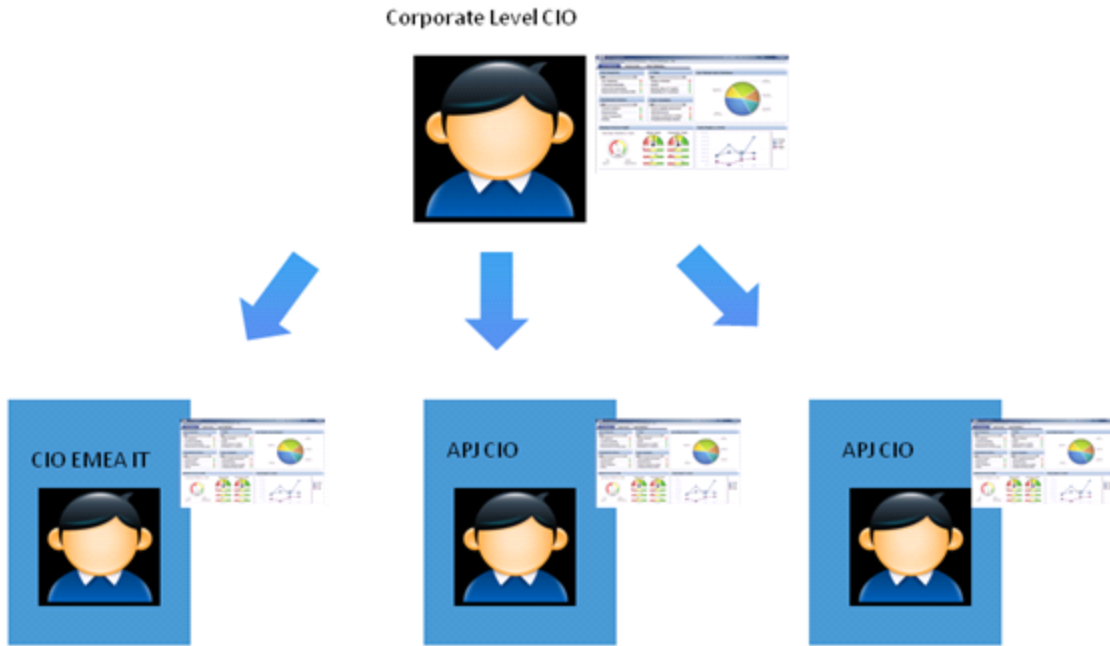
Note: You can also click the **Manage Cascading Scorecards** link, and in the **Manage Cascading Scorecards** dialog box that opens, move the relevant Scorecards from the **Assigned Scorecards** to the **Available Scorecards** areas and click **OK**. The **Manage Cascading Scorecards** dialog box closes. The cascading Scorecard is immediately removed from the list in the **Manage Cascading Scorecards** area. The **Save** and **Discard** buttons are enabled. To save the changes click **Save**.

Learn About Cascading Scorecards

Cascading is the ability of the Scorecard to track performance measurement in a top-down approach based on Scorecard objective ownership. This allows executives to measure their direct reports's performance by cascading from their Scorecard to the Scorecard of their direct report Scorecard objectives.

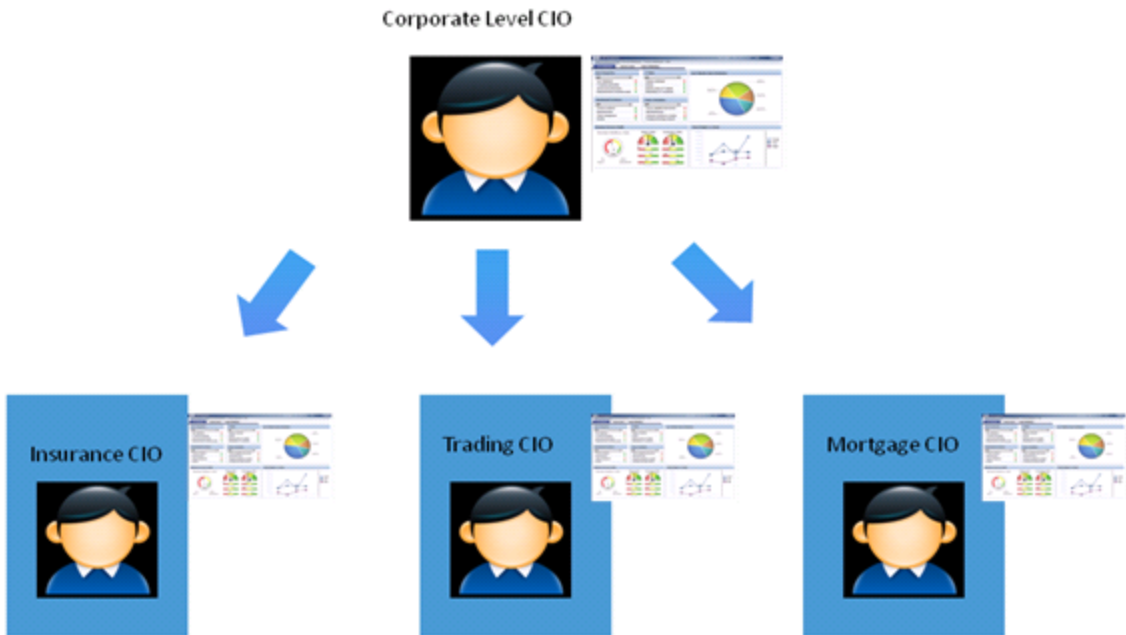
Geographical Distribution.

In large organizations, the role of the CIO is often extended across divisions or branches of the company with some centralized IT functions and some functions distributed among the departments.



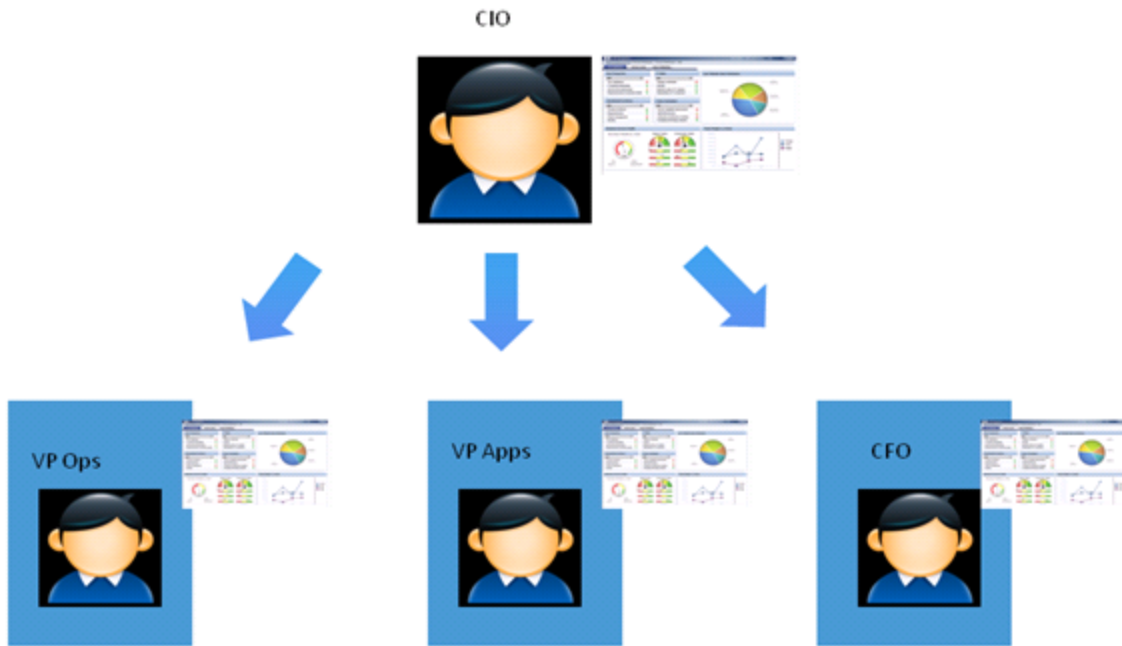
Functional Distribution of IT.

A company with many large divisions may have a single “Office of the CIO” at the corporate level coupled with “Divisional CIOs” having dual reporting responsibilities to the Business Unit GM and the Corporate CIO.



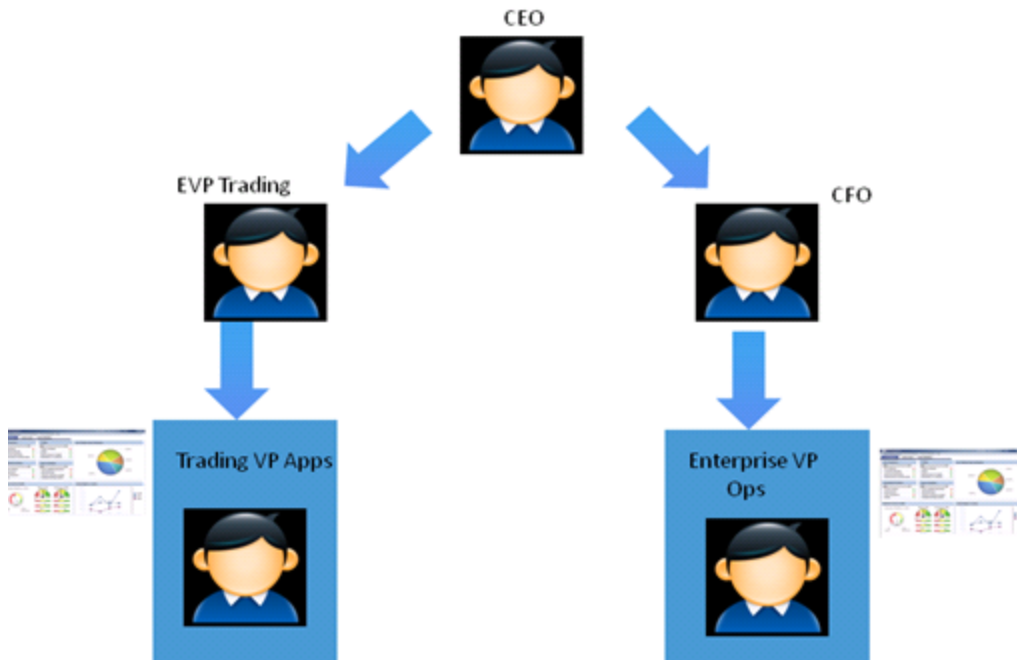
Organizational Distribution of IT.

The CIO can measure his direct reports (Head of infrastructure and operations).



Decentralized Distribution of IT.

A common model in US Financial Service and Media is decentralized IT function with Infrastructure/Operations shared services, sometimes with no Enterprise-level CIO.

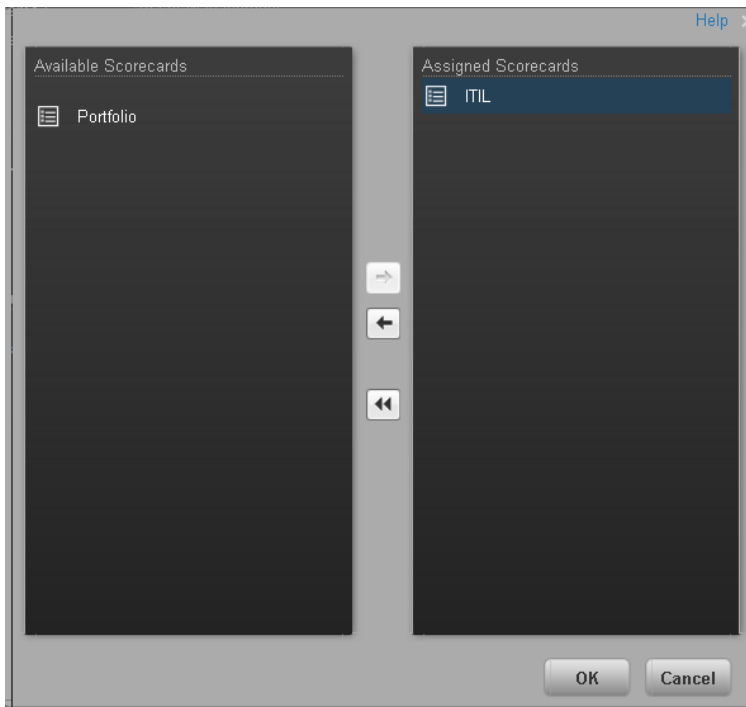


For task details, see ["How to Create Cascading Scorecards"](#) (on page 155).

For user interface details, see ["Manage Cascading Scorecards Dialog Box"](#) (on page 159) or ["Configuration Details Tab for a Scorecard"](#) (on page 93).


Manage Cascading Scorecards Dialog Box

This dialog box enables you to assign Cascading Scorecards to the selected Scorecard.



To access	In the Configuration details tab for a Scorecard, click the Manage Cascading Scorecards link.
Relevant tasks	"How to Create Cascading Scorecards" (on page 155)

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

UI Element	Description
Available Scorecards	Lists the Scorecards available to be assigned as Cascading Scorecards of the parent Scorecard.
Assigned Scorecards	Lists the Scorecards that you have selected to become the Cascading Scorecards of the parent Scorecard.
	Select the relevant Scorecard and move it to the relevant field using the buttons.
OK	Click to assign the selected Scorecards. The list of Scorecards in the Cascading Scorecards area is immediately updated. The Save and Discard buttons becomes enabled. To save the changes you must click Save in the Configuration details tab.

Add a Business Context to the Studio

This section includes the following topics:

How to Add a Business Context to the Studio	160
Learn About Business Contexts	160
Reference: Universe Creation Guidelines	161

How to Add a Business Context to the Studio

A KPI's business context or universe represents a global business facet related to the aspect of business the KPI represents.

For example, the [% of Assets in Maintenance](#) KPI represents one aspect of the AssetManagement universe.

You can add a business context to the Studio and the XS engine and attach KPIs to the new business context in the Studio.

To add a universe (context) to Executive Studio

1. Make sure you have modeled the data structure in your database.
2. Add the universe using the BO Designer according to the Universe Creation Guidelines. For details, see ["Reference: Universe Creation Guidelines" \(on page 161\)](#).
3. Export the universe to the XS_Studio folder in your BO CMS (Central Management Server) using the BO Designer .
4. To load the universe to the Studio library you can do one of the following:
 - Run the JMX reload metadata.
 - i. Make sure you have JDK installed.
 - ii. Run **jconsole** in the **Start** menu.
 - iii. In the window that opens, select the **Remote Process** option, enter **<host_name>:<port_number>** and click **Connect**.
 - iv. After the application completes its loading, click the **MBeans** tab.
 - v. Click **com.hp.btoe.studio.jmx**.
 - vi. Click **loadMetaData**.
 - Note that if you do not click **loadMetaData**, the change will be performed by an automatic update after 24 hours or 7 days depending on your configuration. You can modify the configuration using the **Meta Data reload rate (Days)** parameter in the **XS Settings** section of the Admin Tab. For details, see ["XS Settings Page" \(on page 292\)](#).
5. You can now design active or template entities, create the formulas and filters for the KPIs, and more.

Learn About Business Contexts

A SAP BusinessObjects universe is a business representation of an organization's data that helps

end-users access data using common business terms. A universe is the result of a semantic layer of metadata that creates a business oriented view of the data. A universe contains a schema of the tables that make up the dimension and measurement objects. A universe is an interface between the data warehouse and the analytics that display the data.

Universes are made up of objects and classes that are mapped to the source data and are accessed through queries and reports. They correspond to the business contexts used in HP IT Executive Scorecard.

Each universe includes classes (entities), objects with a dimension attribute, and relationships between the entities. The entity's values are used in the calculation of values and statuses of the Key Performance Indicators (KPIs) that represent them. The KPIs are the building blocks used by the HP IT Executive Scorecard engine and the Studio.

If you want to change the formula of a KPI, you must be aware of the relationships in the context (universe) of the KPI. For details, see ["Learn About the SAP BusinessObjects Enterprise for IT Executive Scorecard Universe" \(on page 27\)](#) and ["Reference: KPIs" \(on page 313\)](#).

The contexts, entities, and dimensions that are displayed and used in the Studio are part of the universes that are located in the **XS_Studio** library.

Reference: Universe Creation Guidelines

This section explains how you can create Universes that can be used by the HP IT Executive Scorecard Studio and the XS Engine.

Guidelines

1. Folders represent the name of the entity that is presented.
2. Classes in the folder represent the attributes of that entity.
3. Classes should be of type Date, String, or Numeric.
4. Entities (represented by folders) in the same universe must have a relationship between them.
5. Hierarchical relationships should be flattened to attributes (Level1, Level2, ...). These relationships can be defined in a joined table.

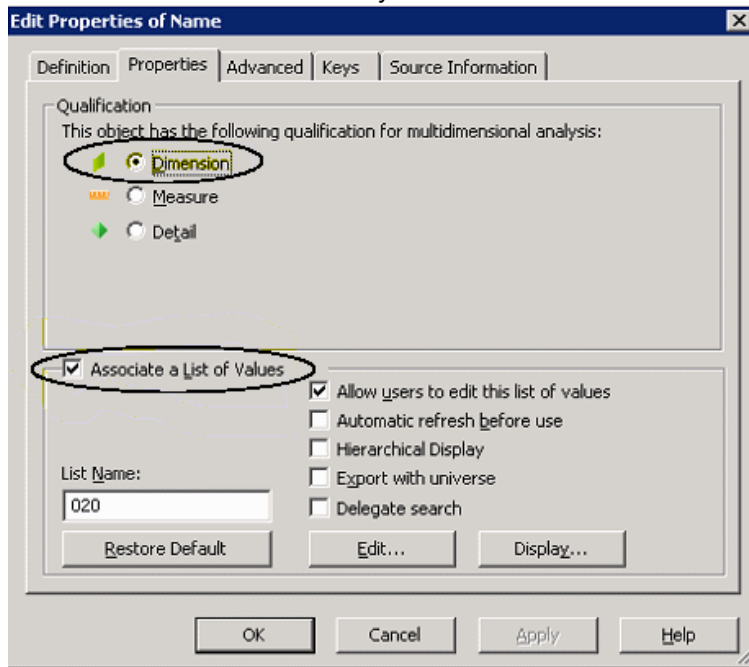
Limitations

1. No current support for folders within folders or other hierarchies.
2. Ensure that there aren't multiple joins between entities represented in the Universe (This is a Universe limitation). Use aliases to copy.
3. Folder names should be unique.
4. Count, in a formula, can only be performed on Numeric and String fields.
5. Conditions on objects not supported.
6. Details on objects not supported.
7. Do not put mappings in the universe – where fields are translated from the value in the database to the value that the universe returns.

Field Types

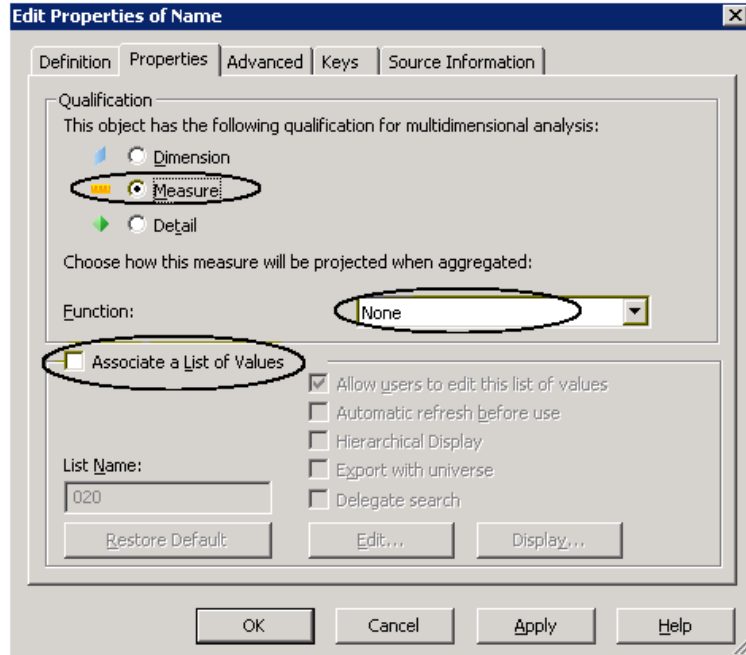
- **Dimensions**

- Fields that can be broken down per KPIs should be marked as Dimensions – See the top mark in the figure below.
- If the field can only have a limited set of values, then turn on the List of Values field below – see the second mark in the figure below. The studio will only show the first 100 values.
- Warning - this should only be turned on for fields that have a small set of values – all the values will be loaded into memory in the studio.



- **Measures**

- Fields that are only used as measures in KPI formulas should be marked as Measures. Make sure to configure as in figure below.



Prepare the Dashboard Display

This section includes the following topics:

How to Prepare the Dashboard Display	164
Learn about the Dashboard	164
Manage Pages	166
Add a Page to the Dashboard	170
Configure a Page Layout	173

How to Prepare the Dashboard Display

You can prepare and customize the Dashboard display by:

- Using out-of-the-box pages. For details, see ["View and Analyze Results User Interface" \(on page 249\)](#).
- Adding pages. For details, see ["How to Add a Page to the Dashboard" \(on page 170\)](#).
- Customizing pages by adding or removing out-of-the-box components. For details, see ["Add Components to a Page User Interface" \(on page 186\)](#).
- Creating components and adding them to pages. For details, see ["How to Add Components to a Dashboard Page" \(on page 185\)](#).
- Setting up wiring between components. For details, see ["How to Set Up Wiring Between Components" \(on page 237\)](#).
- Create new components. For details, see ["How to Create an External Component" \(on page 230\)](#).

Learn about the Dashboard

Dashboard administrators can create role-based workspaces for different types of senior management users.

The Dashboard 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 the interaction of the page components with one another.

Note: Note: When configuring the layout of a page, you can repeatedly split the layout up to 4 times (to produce up to 16 boxes).

The Dashboard workspace includes the following:

Pages

Pages are collections of components displayed together, and interacting with one another. You can

open pages from the Page Gallery, which contains out-of-the-box pages and custom pages grouped by categories. For details, see ["View and Analyze Results User Interface" \(on page 249\)](#).

You can also easily create new pages using the available components and external components. For details, see ["Add a Page to the Dashboard" \(on page 170\)](#).

Note: The administrator configures the **Max number of open pages** and the **Maximum number of active pages**, so if the user opens 5 pages and the maximum number of open pages is set at 3, Dashboard deactivates the 2 least viewed pages to save on browser memory. The pages are reactivated as soon as they are selected by the viewer. The default is unlimited and the administrator configures these settings in **Admin > Foundation Settings > Pages**. For details, see ["How to Modify the Maximum Number of Pages" \(on page 286\)](#).

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 a Page Layout" \(on page 173\)](#) or ["How to Configure Page Layout – Use-Case Scenario" \(on page 174\)](#).

Note: When configuring the layout of a page, you can repeatedly split the layout up to 4 times (to produce up to 16 boxes).

Components

These are areas on a page that display information relevant to Dashboard users' business tasks. The Component Gallery contains application components that can be used within the Dashboard, grouped by their source applications. For details, see ["Add Components to a Page User Interface" \(on page 186\)](#). 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" \(on page 230\)](#).

Note: You can add to a page, as many components as you want. The weight of the component may impact the browser performance.

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 KPI in one component, the other components on the page focus on that KPI as well. Default pages have predefined wiring.

You can define wiring for non-out-of-the-box pages. For details, see ["How to Set Up Wiring Between Components" \(on page 237\)](#).

Personalization

You can personalize a page by adding a picture of the page owner. For details, see ["How to Personalize the Dashboard" \(on page 241\)](#).

Manage Pages

Dashboard provides out-of-the-box pages and components. You can customize a Dashboard display by customizing these pages and components. You can also create your own pages and components and combine them to create a customized Dashboard.




This section includes the following topics:

How to Open a Page	166
How to Close a Page or Delete a Page	166
How to Modify Page Categories	166
Page Gallery Dialog Box	169


How to Open a Page

Dashboard is provided with default pages. For details, see "[View and Analyze Results User Interface](#)" (on page 249). The default pages are located in the Page Gallery, together with any pages you have created and saved.

To open a page, you can:

- Click the relevant tab.
- Click  in the Dashboard toolbar, and in the Page Gallery that opens, right-click the page and select  **Open page** option. You can also double-click the relevant page or click the page thumbnail and then the **Open page**  button in the Page Gallery toolbar. For details on how to use the Page Gallery, see "[Page Gallery Dialog Box](#)" (on page 169).

How to Close a Page or Delete a Page

To close a page, click the close  button in the page tab. The page is closed in your workspace, but it is not removed from the Page Gallery.

To delete a page from the page gallery, click the **Page Gallery**  button, select the page, and delete it.

For user interface details, see "[Page Gallery Dialog Box](#)" (on page 169).

How to Modify Page Categories

Dashboard contains default categories within the Page Gallery to help you organize pages.

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

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

For user interface details regarding pages, see "[Page Gallery Dialog Box](#)" (on page 169).

Note: Categories are not mutually exclusive; you can assign a page to more than one

category.


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

How to Create a New Category	167
How to Rename a User-Defined Category	167
How to Delete a User-Defined Category	167
How to Assign a Page to a Category	167
How to Modify the Category Assignments of a Page	168

How to Create a New Category

Dashboard is provided with categories to which pages are assigned.


To add a new category:

1. Click the Page Gallery button on the Page Management toolbar, then click the **New Category**  button (on the left section of the dialog box).
2. In the New Category dialog box, enter the name of the new category.
3. Click **OK**.

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

How to Rename a User-Defined Category

To rename a user-defined category:

1. Select the category and click the **Edit Category Name**  button.
2. In the Edit Category dialog box, change the name of the category.
3. Click **OK**.


Note that default categories (marked with a  icon) cannot be renamed.

How to Delete a User-Defined Category


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

Note that default categories (marked with a  icon) cannot be deleted.

How to Assign a Page to a Category

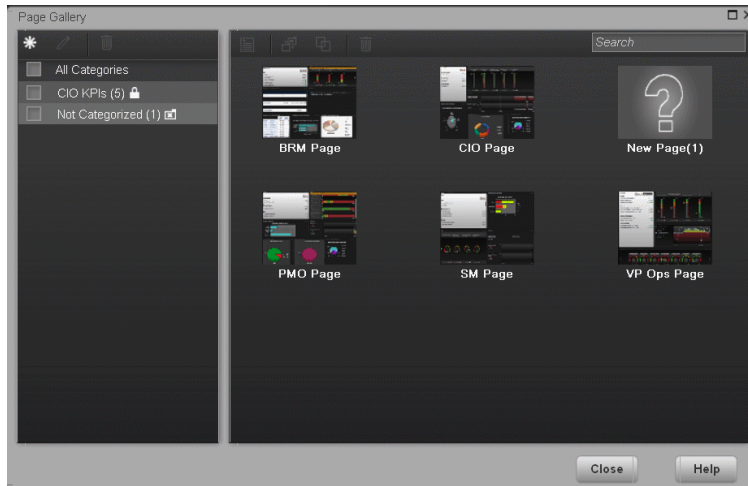
To assign a page to a category, right-click the page and select the  **Categorize** (page or component) option. In the Categorize Page dialog box that opens, select one or more categories to which you want to assign the page or component, and click **OK**.


How to Modify the Category Assignments of a Page

To change the category assignments of a page, right-click it and select the  **Categorize** (page or component) option. In the Categorize Page dialog box that opens, modify the selection of categories, and click **OK**.

Page Gallery Dialog Box




This dialog box enables you to select a page and open it in the Dashboard 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 Dashboard, click the Page Gallery  button.
Important information	To open a page in the Dashboard workspace, double-click a page within the Page Gallery.
Relevant tasks	"How to Prepare the Dashboard Display" (on page 164)

Categories (left side)





User interface elements are described below:

UI Element	Description
	New Category. Click to create a new category; you can then assign pages to this category. For details see "How to Modify the Category Assignments of a Page" (on page 168) .
	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: <ul style="list-style-type: none"> • A number following the category name shows how many pages are in the category.

	<ul style="list-style-type: none"> •  indicates that the category is a default category, and cannot be renamed or deleted. •  indicates that this category groups all the pages that are not assigned to a category. <p>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.</p> <p>Note that categories are not mutually exclusive; you can assign a page to more than one category.</p>
--	---

Pages (right side)

User interface elements are described below:

UI	
Element	Description
	Open Page. Select a page and click to open it in the Dashboard workspace.
	Categorize Page. Select a page and click to assign it to a category.
	<p>Clone Page. Select a page and click to create a copy of the page. You can then make changes to the page and save it with a new name.</p> <p>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.</p>
	Delete Page. Select a page and click to delete it from the gallery.
Pages	This shows the default pages available for display in Dashboard, as well as custom pages that you have saved. You can select a page and use the toolbar to edit page definitions, or double-click a page to open it in the Dashboard workspace.
Search box	Type a text string to search for a specific page.

Add a Page to the Dashboard

This section includes the following topics:



How to Add a Page to the Dashboard	170
Save to Page Gallery Dialog Box	172

How to Add a Page to the Dashboard

Dashboard is provided with default pages. For details, see "[View and Analyze Results User Interface](#)" (on page 249). The default pages are located in the Page Gallery, together with any pages you have created and saved.

You can also add a new page to the Dashboard.

To add a page, you can:

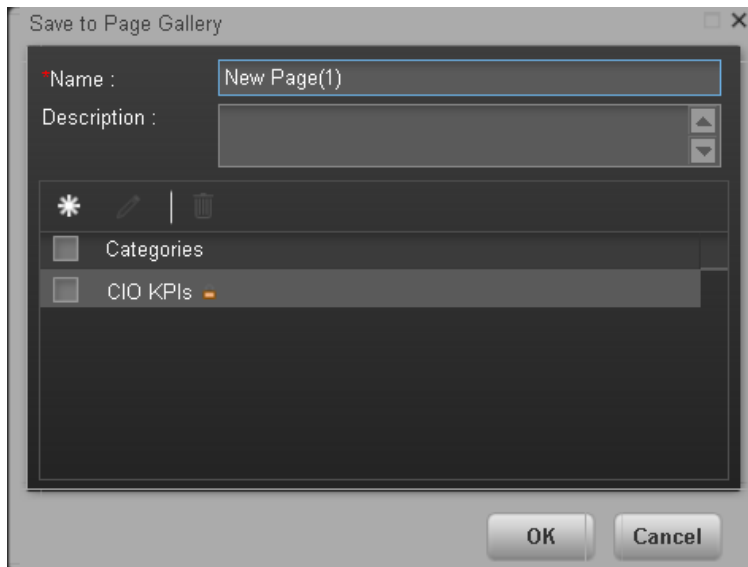
1. Click the **New Page**  button in the Dashboard toolbar.
2. In the New Page tab that opens, you can format the page. For details, see ["How to Configure a Page Layout" \(on page 173\)](#).
3. To save the page, click the **Save or Save As**  button.
4. In the Save to Page Gallery dialog box that opens, enter the name, description, and categories of the page. For details, see ["Save to Page Gallery Dialog Box" \(on page 172\)](#).
The new page is now listed in the Page Gallery.


The new page also appears in the Dashboard as a new tab.

5. To display the page, in Dashboard, click the **Page Gallery**  button in the Dashboard toolbar. For details, see ["Page Gallery Dialog Box" \(on page 169\)](#).

Save to Page Gallery Dialog Box

This dialog box enables you to save a page to the Page Gallery.



To access	In Dashboard, click the Save or Save As  button.
Relevant tasks	"How to Prepare the Dashboard Display" (on page 164)


User interface elements are described below:

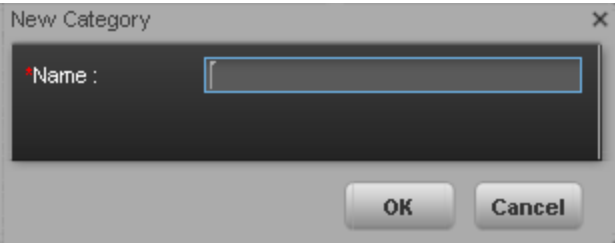

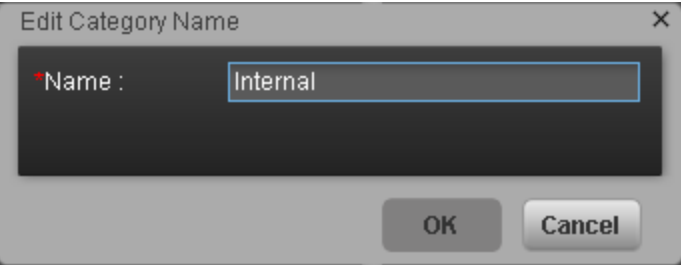


UI Element	Description
Name	Enter the name of the page as you want it to appear in the tab and in the Page Gallery.
Description	Enter the description of the page.

<Categories>

Select the categories where you want the page to appear. You can select more than one category. You can also create new categories.

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

UI Element	Description
	New category. Click to create a new category. The New Category dialog box opens where you can enter the name of a new category and click OK to save it.

UI Element	Description
	
	<p>Edit Category Name. Select the relevant category, and click the button to edit the category. The Edit Category Name dialog box opens where you can change the name of the category and click OK to save the change.</p> 
	<p>Delete Category. Select the relevant category, and click the button to delete it.</p>
<p><List of categories></p>	<p>The area lists the available categories.</p> <p>Note:</p> <ul style="list-style-type: none"> • When you select/clear Categories all categories are selected/unselected. •  indicates that you cannot edit the corresponding category.

Configure a Page Layout

This section includes the following topics:

How to Configure a Page Layout	173
How to Configure Page Layout – Use-Case Scenario	174

How to Configure a Page Layout

In the Dashboard, in the relevant page tab, you can configure how the components are displayed.

You can configure the page with:

- A horizontal layout (the components are displayed side by side)
- A vertical layout (the components are displayed one above the other).

- A combination of horizontal and vertical layout.
- Tabs (the components are displayed in tabs).

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.

For user interface details, see "Layout Tools" in "[Dashboard Workspace](#)" (on page 177)..

For an example of a layout definition, see "[How to Configure Page Layout – Use-Case Scenario](#)" (on page 174).

How to Configure Page Layout – Use-Case Scenario

The following section provides an example of how an administrator configures the layout of components on a page.

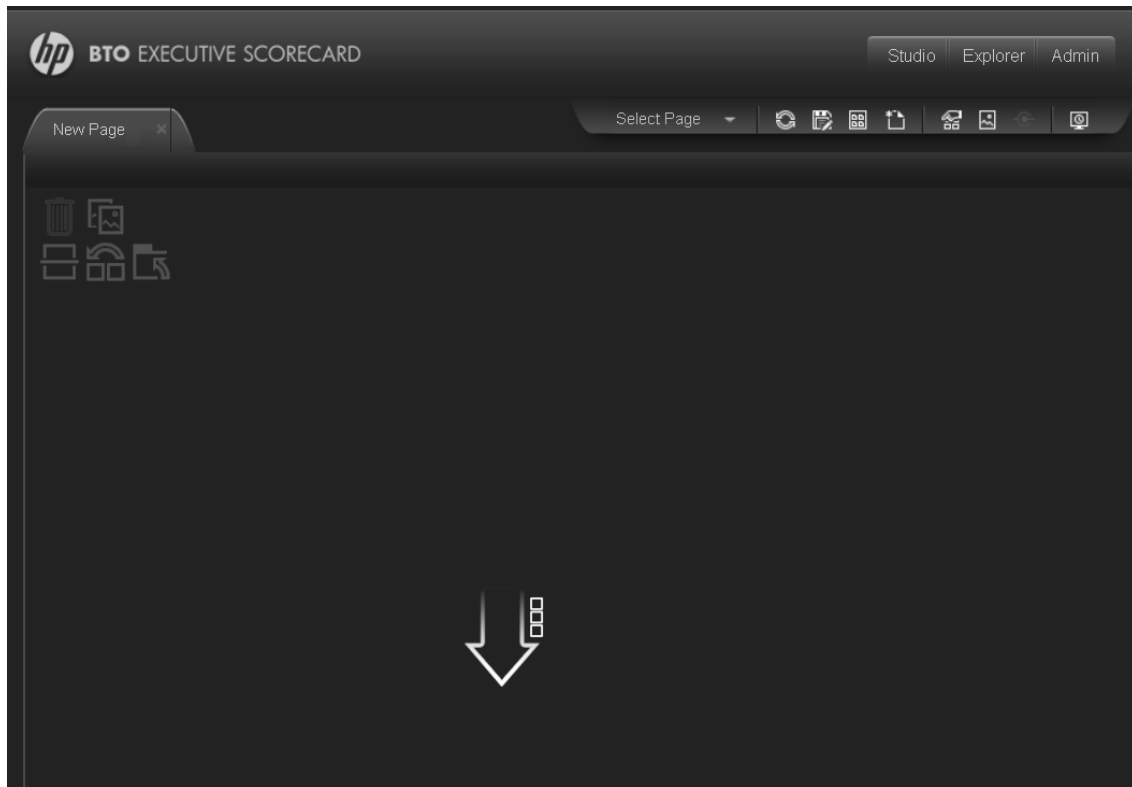
It is recommended that you plan in advance which components you want to place on your page and how they should be arranged, and then configure your page layout accordingly.

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.

Open a page

Adam opens a new page, which has a single vertical layout by default:

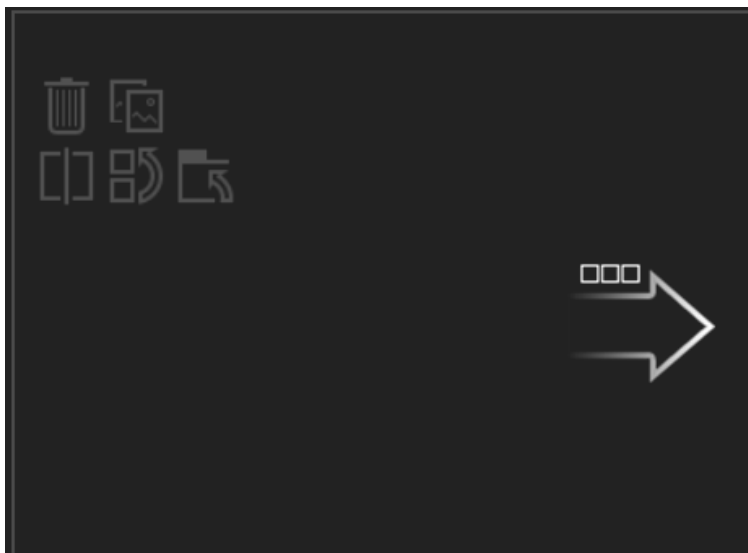


Switch the page layout to horizontal


From the layout tools in the upper left area, he clicks **Switch to Horizontal**.



The layout is now oriented horizontally:



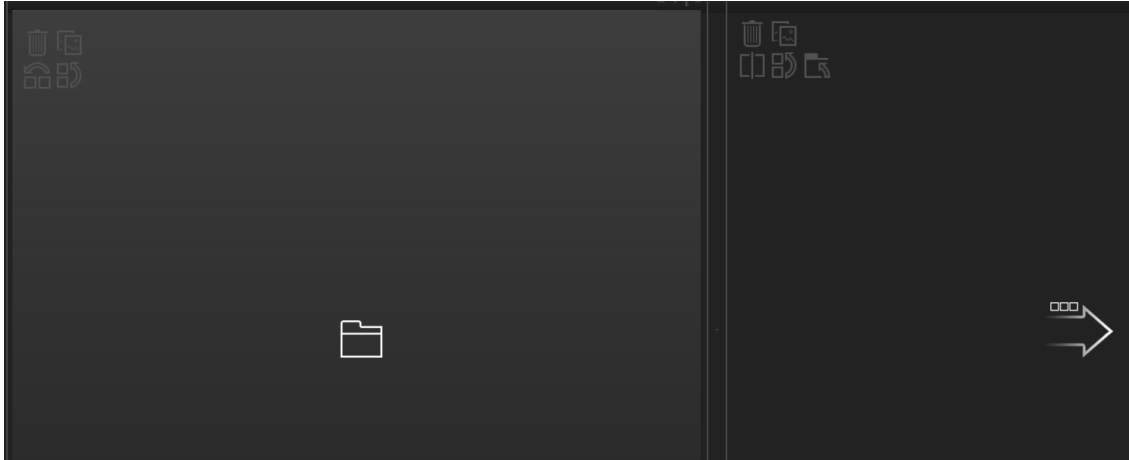
Split the page

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



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:

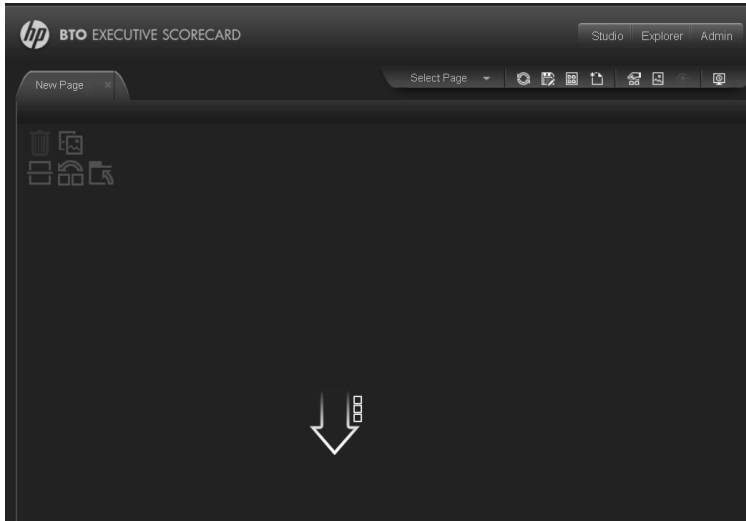


Result

Within the layout, Adam can now add components to the two areas; the components added to the left side of the screen are displayed in tabs, and the components added to the right side are displayed vertically:

Dashboard Workspace









The Dashboard workspace enables you to view default pages, and to create new pages containing components. Each page is displayed as a tab within the workspace.



To access	Dashboard is displayed when you log in HP IT Executive Scorecard. You can also access the display by closing the other tabs.
Important information	<p>For a list of default pages, see "View and Analyze Results User Interface" (on page 249).</p> <p>For a list of default components, see "Add Components to a Page User Interface" (on page 186).</p> <p>The Page Management toolbar on the upper right side of the workspace, enables you to create pages, add components to pages, and define how components interact between one another. For details, see "Page Management Toolbar" (on page 178).</p> <p>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. For details, see "Layout Tools" (on page 179).</p> <p>The component toolbar on the upper right of each component enables you to administer the component. For details, see "Component Toolbar" (on page 180).</p>
Relevant tasks	"How to Configure a Page Layout" (on page 173)

Page Management Toolbar

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

UI Element	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 filtered.
	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 169).
	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 " Add a Page to the Dashboard " (on page 170).
	Edit Page Layout. Click to modify the layout of an existing page. The current layout of the page is displayed. You can use the Layout tools in the top left corner of each layout to modify the layout areas. For details, see " Layout Tools " (on page 179). Exit Editing. When you are done, click this button to stop editing.
	Components. Click to open the Component Gallery. It 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 183).
	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 240).
	Start/Stop Slideshow. Click to start a slideshow of open pages. A dialog box enables you to define how often the pages are rotated.

Slideshow ✖

Click OK to start the slideshow. To stop the slideshow, click the slideshow button again.







Rotate between pages every :


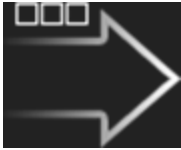


If Dashboard includes multiple pages, up to 5 of the most popular pages are immediately available for display when you switch to them. The other pages are least viewed pages, meaning that are silently deactivated in the background. When you select them, it might take a few seconds until they load and display their content.

If a slideshow is running, click this button to stop the slideshow.

Layout Tools




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




UI Element	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 183) .
	Split. Click to divide a vertical layout into two layouts, one above the other. Note: When configuring the layout of a page, you can repeatedly split the layout up to 4 times (to produce up to 16 boxes).
	Split. Click to divide a horizontal layout into two layouts, side by side. Note: When configuring the layout of a page, you can repeatedly split the layout up to 4 times (to produce up to 16 boxes).
	Switch to Vertical. Click to change the layout from vertical or tabbed to horizontal. Components placed in this area will be added one above the other.
	Switch to Horizontal. Click to change the layout from horizontal or tabbed to vertical. Components placed in this area will be added side by side.

	<p>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.</p>
<p>Layout Icons:</p>	
	<p><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.</p>
	<p><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.</p>
	<p><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.</p>

Component Toolbar

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

<div style="background-color: #003366; color: white; padding: 5px;"> UI Element Description </div>	
	<p>Click to open one of the following:</p> <ul style="list-style-type: none"> • Preferences. Enables you to rename a component, and customize refresh rates. • Wiring. Enables you to customize how this component interacts with the other components on the page. For details, see "Wiring Dialog Box" (on page 240). • Refresh. Click to manually refresh the component. • Help. Click to access help on the component. <div style="background-color: #e0e0e0; padding: 5px; margin-top: 10px;"> <p>Note: : Depending on the component, some of these options may not be available.</p> </div>
	<p>Click to define filtering for the component, when a component supports internal filtering.</p>
	<p>Click to display the component in a separate popup window.</p> <div style="background-color: #e0e0e0; padding: 5px; margin-top: 10px;"> <p>Note: : The popup window that opens supports wiring, and data refresh.</p> </div>

	<p>Click to temporarily collapse a component (the button on the left is for horizontal components; the button on the right is for vertical components).</p>
	<p>Click to restore a collapsed component (the button on the left is for horizontal components; the button on the right is for vertical components).</p> <p>Note: : When you collapse a horizontal layout, it collapses into a narrow stripe. Click the stripe to restore the component.</p>
	<p>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.</p>

Add Components to a Page

This section includes the following topics:

How to Modify Component Categories	181
How to Add Components to a Dashboard Page	185
Add Components to a Page User Interface	186

How to Modify Component Categories

Dashboard contains default categories within the Components Gallery to help you organize components.

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

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

For user interface details regarding components, see "[Component Gallery Dialog Box](#)" (on page 183).


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

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

How to Create a New Category	182
How to Rename a User-Defined Category	182
How to Delete a User-Defined Category	182
How to Assign a Component to a Category	182
How to Modify Category Assignments of a Component	182
Component Gallery Dialog Box	183

How to Create a New Category


Dashboard is provided with categories to which components are assigned. To add a new category:

1. Click the ComponentsGallery button on the Page Management toolbar, then click the **New Category**  button (on the left section of the dialog box).
2. In the New Category dialog box, enter the name of the new category.
3. Click **OK**.

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

How to Rename a User-Defined Category

To rename a user-defined category:

1. Select the category and click the **Edit Category Name**  button.
2. In the Edit Category dialog box, change the name of the category.
3. Click **OK**.


Note that default categories (marked with a  icon) cannot be renamed.

How to Delete a User-Defined Category


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

Note that default categories (marked with a  icon) cannot be deleted.

How to Assign a Component to a Category

To assign a component to a category, select it and select the **Categorize**  button in the toolbar (right side). In the Categorize Component dialog box that opens, select one or more categories to which you want to assign the page or component, and click **OK**.


How to Modify Category Assignments of a Component

To change the category assignments of a component, select it and select the **Categorize**  button in the toolbar (right side). In the Categorize Component dialog box that opens, modify the selection of categories, and click **OK**.

Component Gallery Dialog Box


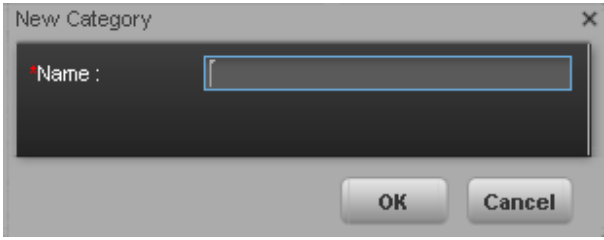

Use the dialog box to add components to a page in the Dashboard.

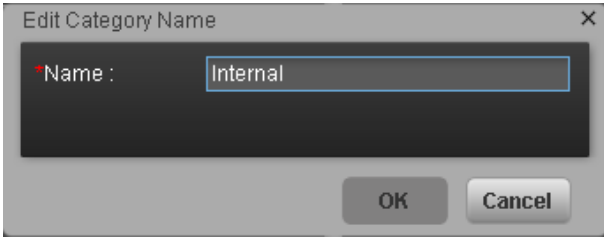





To access	In the Executive Dashboard, click the Components  button.
Relevant tasks	"How to Add Components to a Dashboard Page" (on page 185)

Left Pane





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

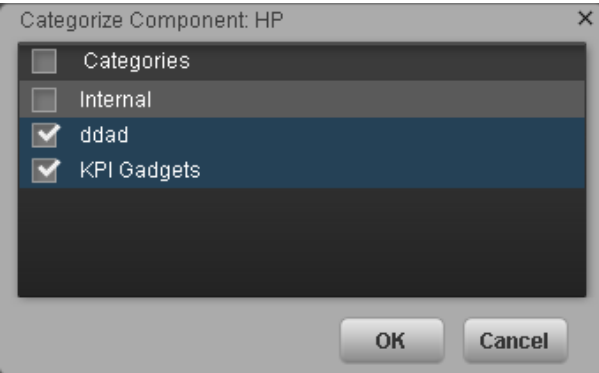

UI Element	Description
	<p>New category. Click to create a new category. The New Category dialog box opens where you can enter the name of a new category and click OK to save it.</p> 
	<p>Edit Category Name. Select the relevant category, and click the button to edit the category. The Edit Category Name dialog box opens where you can change the name of the category and click OK to save the change.</p>

UI Element	Description
	
	Delete Category. Select the relevant category, and click the button to delete it.
<List of categories>	<p>The pane lists the categories.</p> <p>Note:</p> <ul style="list-style-type: none"> • When you select/clear Categories all categories are selected/unselected. •  indicates that you cannot edit the corresponding category. •  indicates that this category groups all the components that are not assigned to a category.

Right Pane

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



UI Element	Description
	Add External Component. Click to add an external component to the gallery of components. The New Component dialog box opens. For details, see " New/Edit Component Dialog Box " (on page 232).
	Edit Component Properties. Select the relevant component, and click the button to edit the component. The Edit Component dialog box opens where you can change the selected component configuration. For details, see " New/Edit Component Dialog Box " (on page 232).
	Delete Component. Select the relevant component, and click the button to delete it.
	Categorize Component. Select the relevant component, and click the button to specify the component's category. The Categorize Component dialog box opens where you can select one or more categories.


UI Element	Description
	
Search	Enter a string to display all the components whose name includes the string.
Component	<p>The dialog box displays snapshots of the components that are available.</p> <p>An external component displays a question mark in the Component Gallery.</p> 

How to Add Components to a Dashboard Page

Dashboard is provided with default components, as described in ["Add Components to a Page User Interface" \(on page 186\)](#). The default components are located in the Component Gallery, together with any external components you have added.

To add a component to a page:

1. In the Executive Dashboard, select the relevant page (click the **Page Gallery**  button if the page you want does not already appear in the Dashboard).
2. Click the **Components**  button.
3. In the Component Gallery page that opens, double-click a component to place it in the layout area, or select a component and drag it to an area on the page, and close the Component Gallery page. For user interface details, see ["Component Gallery Dialog Box" \(on page 183\)](#).
 - If the target area is hidden by the Component Gallery dialog box, click the Component Gallery 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.

4. You can add the following components:
 - KPI List component. For details, see ["KPI List Component" \(on page 208\)](#).
 - Historical View component. For details, see ["Historical View Component" \(on page 192\)](#).
 - KPI Rolodex component. For details, see ["KPI Rolodex Component " \(on page 213\)](#).
 - KPI View component. For details, see ["KPI View Component" \(on page 201\)](#).
 - Scorecard component. For details, see ["Scorecard Component" \(on page 218\)](#).
 - Web Intelligence Full Report Viewer component. For details, see ["Web Intelligence Full Report Viewer Component" \(on page 222\)](#).
 - Xcelsius Report component. For details, see ["Xcelsius Report Viewer Component" \(on page 229\)](#).
 - Web Intelligence Static Report Viewer component. For details, see ["Web Intelligence Static Report Viewer \(Display\)" \(on page 226\)](#).
5. In the component, click the **Filter**  button:
 - KPI List component filter. For details, see ["KPI List - Configure Component Dialog Box" \(on page 205\)](#).
 - Historical View component filter. For details, see ["Historical View Component Filter Dialog Box" \(on page 188\)](#).
 - KPI Rolodex component. For details, see ["KPI Rolodex - Configure Component Dialog Box" \(on page 210\)](#).
 - KPI View component. For details, see ["KPI View - Configure Component Dialog Box" \(on page 196\)](#).
 - Scorecard component. For details, see ["Scorecard - Configure Component Dialog Box" \(on page 216\)"Scorecard Component" \(on page 218\)](#).
 - Web Intelligence Full Report Viewer component. For details, see ["Web Intelligence Full Report Viewer - Configure Component Dialog Box" \(on page 221\)"Web Intelligence Full Report Viewer Component" \(on page 222\)](#).
 - Xcelsius Report component. For details, see ["Xcelsius Report Viewer - Configure Component Dialog Box" \(on page 228\)](#).
 - Web Intelligence Static Reports Viewer component. For details, see ["Web Intelligence Static Report Viewer - Configure Component Dialog Box" \(on page 224\)](#).
6. In the component Filter dialog box that opens, select the information you want to display and click **OK**.
7. The component displays the required information.

Add Components to a Page User Interface

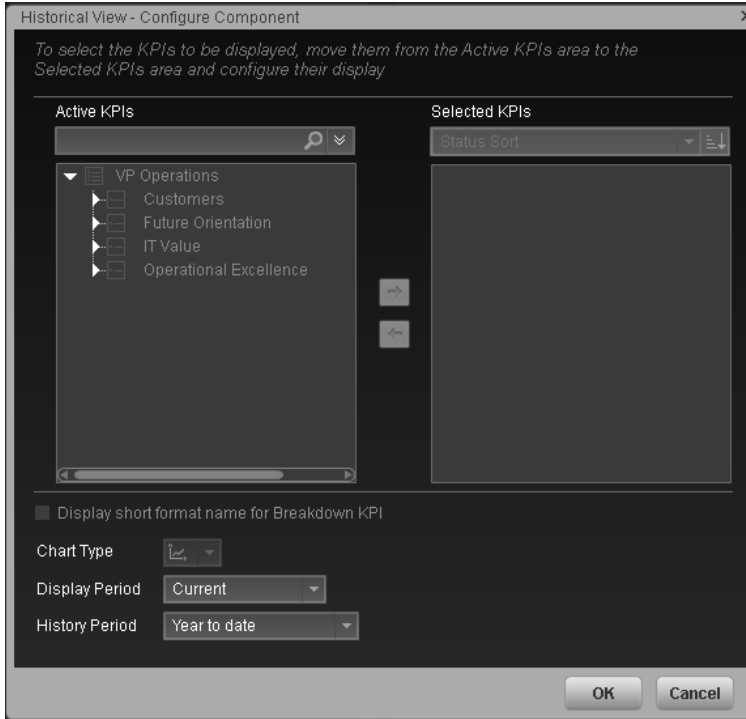
This section includes (in alphabetical order):


Historical View Component Filter Dialog Box	188
Historical View Component	192
KPI View - Configure Component Dialog Box	196
KPI View Component	201

KPI List - Configure Component Dialog Box	205
KPI List Component	208
KPI Rolodex - Configure Component Dialog Box	210
KPI Rolodex Component	213
Scorecard - Configure Component Dialog Box	216
Scorecard Component	218
Web Intelligence Full Report Viewer - Configure Component Dialog Box	221
Web Intelligence Full Report Viewer Component	222
Web Intelligence Static Report Viewer - Configure Component Dialog Box	224
Web Intelligence Static Report Viewer (Display)	226
Xcelsius Report Viewer - Configure Component Dialog Box	228
Xcelsius Report Viewer Component	229


Historical View Component Filter Dialog Box





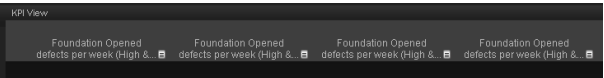
Use the dialog box to configure the Historical View Component component displayed in the Dashboard.

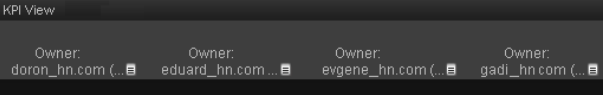


To access	In the Historical View component in the Dashboard, click the Filter  button.
Relevant tasks	"How to Add Components to a Dashboard Page" (on page 185)

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

UI Element	Description
<Search>	<p>Enter the relevant string to display, in the tree, only the KPIs whose name includes the string.</p> <p>In addition, the child KPIs of the filtered KPIs are also listed even when the child KPIs names do not include the string.</p>
	<p>Expand the query. Opens additional fields to help you refine the component's filter:</p> <ul style="list-style-type: none"> • Status: Select one of the All, Good, Warning, or Error values to display only the KPIs with the selected status, in the Active KPIs area. • Type: Select either KPIs or Objectives to display: <ul style="list-style-type: none"> ▪ Only the KPIs with the selected status. ▪ The Objectives and those of their KPIs that have the selected status.

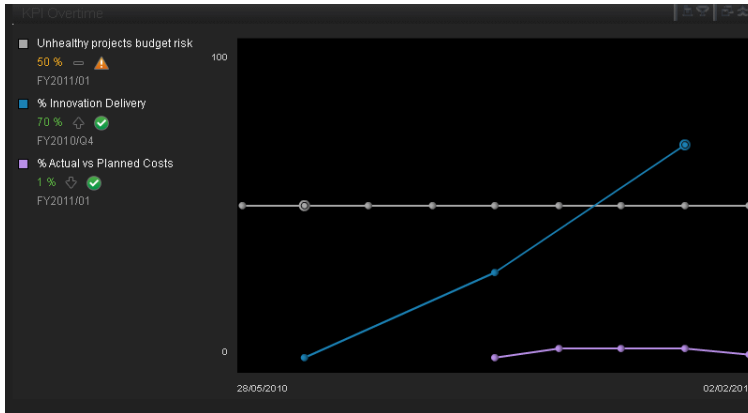
UI Element	Description
<p>Active KPIs</p>	<p>The left-side box lists all the active Scorecards, Perspectives, Objectives, and their KPIs, and Breakdown KPIs listed in the Active KPIs pane in the Studio. The KPIs are highlighted.</p> <p>To select/unselect the KPIs you want to display in the report, use the right and left arrows  to move the KPIs from the Available KPIs to the Selected KPIs and back. You can also double-click the KPI to move it from one box to the other.</p>
<p>Selected KPIs</p>	<p>The right-side box lists all the selected KPIs that you want to display in the component.</p> <p>To select/unselect the KPIs you want to display in the report, use the right and left arrows  to move the KPIs from the Available KPIs to the Selected KPIs and back. You can also double-click the KPI to move it from one box to the other.</p>
<p><Status sort></p>	<p>Select :</p> <ul style="list-style-type: none"> • Alphabetical sort to sort the selected KPIs in ascending alphabetical order. You can then click  to select the ascending or descending order. • Status sort to sort the selected KPIs according to their status (KPIs with the Error status, followed by KPIs with a Warning status, and then KPIs with a Good status).
<p></p>	<p>Click to display the KPIs in ascending or descending alphabetical order.</p>
<p>Display short format name for Breakdown KPI</p>	<p>Note:</p> <ul style="list-style-type: none"> • You can select this option only when Breakdown KPIs have been defined and you have moved at least one of them to the Selected KPIs list. • The name of a Breakdown KPI can be long because it is composed of the name of the KPI followed by the names of the entity and dimension you selected when you created it. <p>In the Dashboard components, this can cause problems because the complete name of the Breakdown KPI is not displayed.</p>  <p>To display, in the component, only the name of the entity and dimension instead of the complete name of the Breakdown KPI:</p> <ol style="list-style-type: none"> 1. Move the relevant Breakdown KPI to the Selected KPIs area. The Display short format name for Breakdown KPI option is enabled. 2. Select the Display short format name for Breakdown KPI option and click OK.

UI Element	Description
	<p>The component display shows the short names of the Breakdown KPIs. A tooltip displays the full name of the Breakdown KPIs.</p>  <p>For details on Breakdown KPIs, see "Learn About Breakdown KPIs" (on page 143).</p>
Chart Type	<p>The line chart option is the only available option.</p>
Display Period	<p>Select to display, in the component, for the KPIs selected to be displayed in the report, one of the following options:</p> <ul style="list-style-type: none"> • Current. The values of the KPIs whose calculation period has completed as well as, for KPIs whose calculations are still proceeding, the values from the previous period, depending on the time period selected in the Overtime Period list. • <Longest_period>. Each KPI has its own period (as configured in the Configuration details tab in the Studio). When you move KPIs from the Available KPIs to the Selected KPIs area in the filter, the longest period for all the selected KPIs is displayed as an additional option near the Display Period field. <div style="background-color: #f0f0f0; padding: 10px; margin: 10px 0;"> <p>For example if one of the selected KPI's period is Weekly and another is Yearly, the Display Period field lists: Current, Yearly, and Last Closed.</p> </div> <p>When you select the <Longest_period> another field opens on the right. It lists only the corresponding periods when KPI's values, statuses, and scores were calculated by the engine. For example, if you select Quarterly, and the engine did not calculate the value of any KPI with the Quarterly period during the first and second quarters of 2008, these periods are not listed in the second field of the Display Period field. This list is independent from the selected KPIs.</p> <ul style="list-style-type: none"> • Last Closed. The values of only the KPIs whose calculation period has completed for the time period selected in the Overtime Period list.
Overtime Period	<p>Select one of the following options:</p> <ul style="list-style-type: none"> • Half a year to date. The report's display period starts 6 months prior to the current date. • Year to date. The report's display period starts 1 year prior to the current date. • 2 years to date. The report's display period starts 2 years prior to the current date. • 3 years to date. The report's display period starts 3 years prior to the current date.

UI Element	Description
	<p>Note:</p> <ul style="list-style-type: none">• The leftmost point on the X-axis (beginning of the report's time frame) corresponds to the first day of the Overtime Period from the last date of the period selected in the Display Period field. <p>For example, if you select the 4th Quarter of 2010 in the Display Period field, and 2 years to date in the Overtime Period field, the rightmost point in the X-axis is the end of the 4th Quarter of 2010 (December 31st, 2010), and the leftmost point is the last day of the 4th Quarter of 2008 (December 31st, 2008).</p> <ul style="list-style-type: none">• Each point in the chart between the two end points represents the end of a Quarter between December 31st, 2008, and December 31st, 2010.• The rightmost point on the X-axis (end of the report's time frame) corresponds to the last day of the period selected in the Display Period field.• If you are displaying the Historical View component for one KPI only and that KPI has no data at the beginning of the selected time frame, the leftmost point on the X-axis corresponds to the first day the KPI has data.• If the report includes more than one chart, the X-axis spans the whole selected time frame.

Historical View Component

The KPI Overtime component displays the over time value, trend, status of the KPIs you selected in the Historical View Component Filter.



To access	View the report in the relevant page in the Dashboard
Relevant tasks	"How to Add Components to a Dashboard Page" (on page 185)






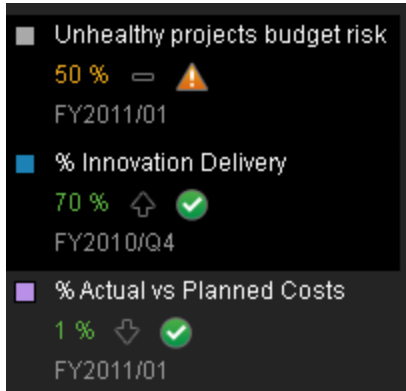

Component Toolbar

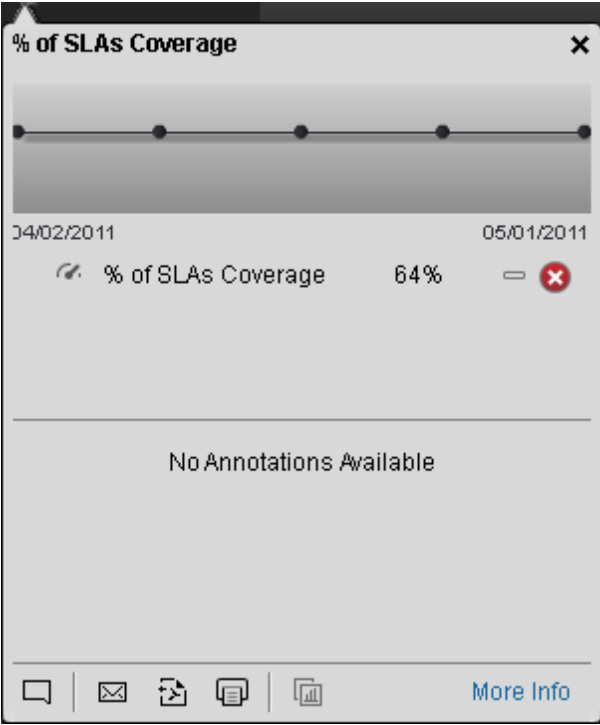


User interface elements are described below (when relevant, unlabeled elements are shown in angle brackets>):

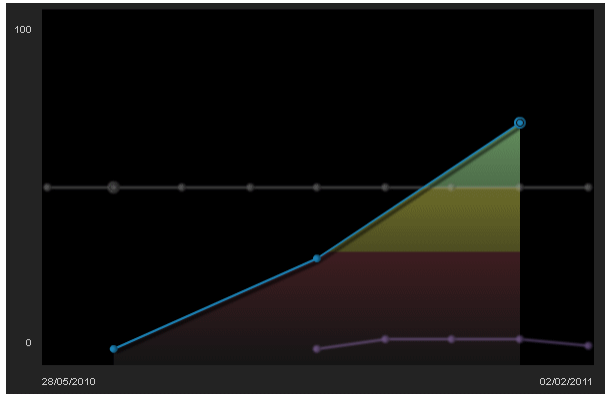
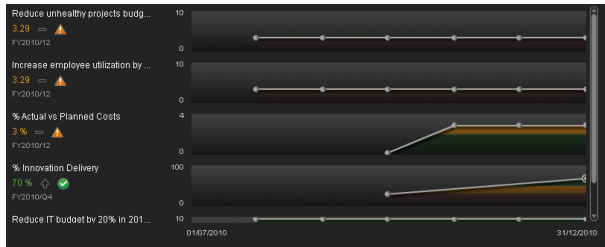
UI Element	Description
	<p>Component Menu. Opens a menu where you can select:</p> <ul style="list-style-type: none"> Preferences. Depending on the component you are current configuring, opens the <component_name> Preferences dialog box where you can change the name of the component in the page by changing the name in the Name field and clicking OK. Wiring. Depending on the component you are currently configuring, opens the Wiring dialog box where you can wire the current component to other components. For details, see "Wiring Dialog Box" (on page 240). Help. Opens the online documentation page relevant to the component you are currently configuring.
	Configure Component. Opens the Component Filter dialog box for the relevant component.
	Open in a new window. Opens the component in a new window.
	<p>Collapse component. Collapses the component.</p> <p>To expand the collapsed component, click the button on the collapsed component.</p>
	Remove Component. Removes the component from the page.

Component Contents

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

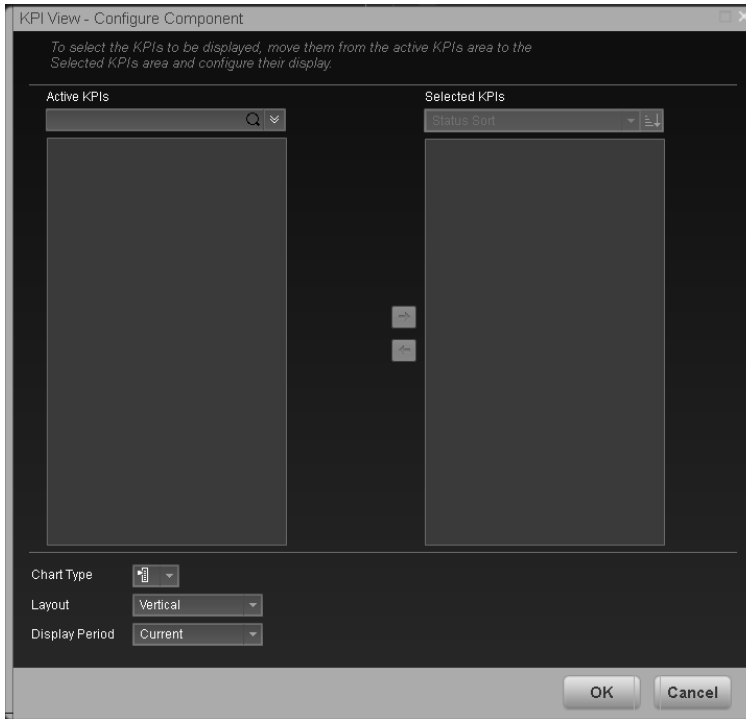
UI Element	Description
<Legend>	<p>The legend displays for each selected KPI:</p> <ul style="list-style-type: none"> • The color used to represent the KPI in the graph. • The name of the KPI. Double-click the name to open the Explorer tab filtered for the selected element. • The value of the KPI with its unit. • The trend  is calculated over the period currently displayed. • The status of the KPI during the period currently displayed: <ul style="list-style-type: none"> ▪  indicates that the status is Good. ▪  indicates that the status is Warning. ▪  indicates that the status is Error. ▪  indicates that the status was not calculated or that there was an error in the calculation. 
	<p>Indicates that this KPI value has an annotation.</p> <p>When you move the mouse over such a point, a tooltip displays the annotation information related to the point. For details, see "KPI Tooltip" (on page 250).</p>


UI Element	Description
	 <p>The tooltip displays a maximum of three annotations. If there are more than 3 annotations, the first 2 are displayed followed by More.... Click More... open the Explorer tab in context, to view the whole list of annotations. For details, see "Explorer Tab" (on page 276).</p>
	<p>Indicates a regular "point" corresponding to a division of the time period selected for the report.</p> <p>Double-click the "point" to display the KPI's detailed information in the Explorer tab for the period of time defined by the "point". For details, see "Explorer Tab" (on page 276).</p>
	<p>(yellow point) Indicates that there is no calculated data for the selected KPI for the selected period. This can be due to an incorrect formula (for example: division by zero), an arithmetic error, or other reasons.</p> <p>Double-click the problematic point to open the Explorer page and to display at the top of the page, a short description of the reason why there is no data for that point.</p>
<p><Threshold></p>	<p>Click the relevant KPI in the legend to bring the KPI chart into focus and to display the thresholds of the KPI.</p>

UI Element	Description
	
<p><Y-axis></p>	<p>The Y-axis displays the values of the KPI in the relevant unit.</p> <p>If the report includes more than one KPI and:</p> <ul style="list-style-type: none"> • The KPIs all have the same unit, the graph has one Y-axis. • The KPIs have two different units, the graph shows one Y-axis showing one unit on the left, and one Y-axis showing the values in the other unit on the right. • The KPIs have more than three units, the report displays one graph per KPI. 
<p><X-axis></p>	<p>The X-axis displays the time frame selected for the report, split into equal segments, depending on the For details, see "Historical View Component Filter Dialog Box" (on page 188).</p>


KPI View - Configure Component Dialog Box





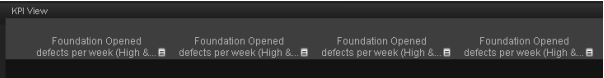
Use the dialog box to configure the KPI View component displayed in the Dashboard.

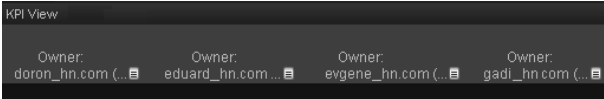

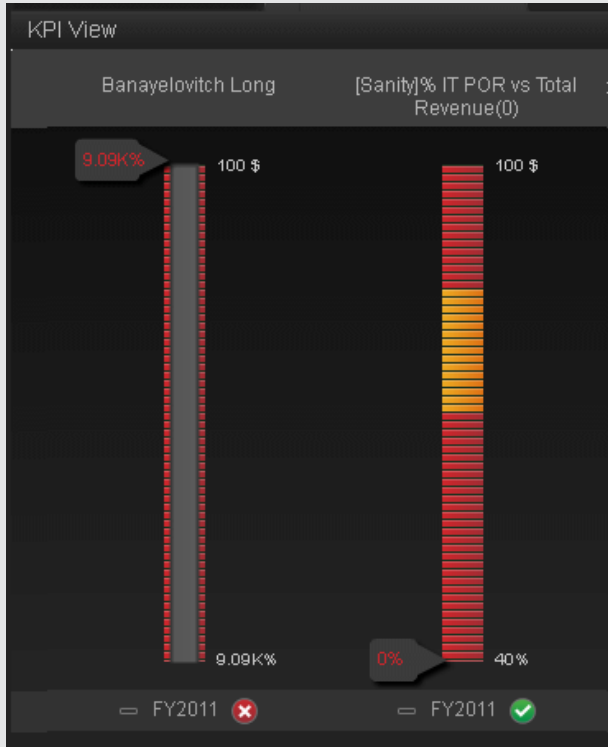



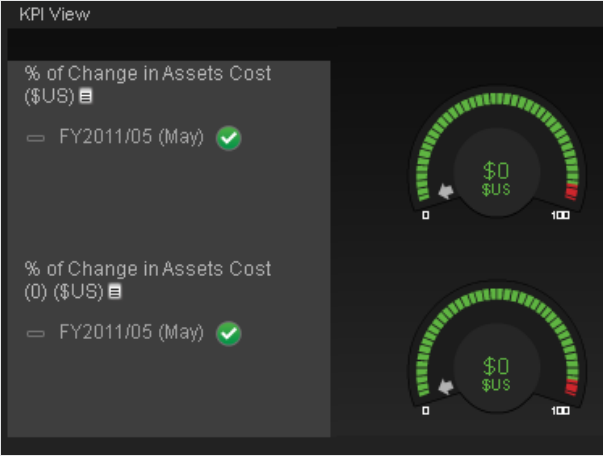
To access	In the KPI View component in the Dashboard, click the Filter  button.
Relevant tasks	"How to Add Components to a Dashboard Page" (on page 185)

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

UI Element	Description
<Search>	<p>Enter the relevant string to display, in the tree in the Active KPIs box, only the KPIs whose name includes the string.</p> <p>In addition, the child KPIs of the filtered KPIs are also listed even when the child KPIs names do not include the string.</p>
	<p>Expand the query. Opens additional fields to help you refine the component's filter:</p> <ul style="list-style-type: none"> • Status: Select one of the All, Good, Warning, or Error values to display only the KPIs with the selected status, in the Active KPIs area. • Type: Select: <ul style="list-style-type: none"> ▪ KPIs. To display Only the KPIs with the selected status. ▪ Objectives. The Objectives and those of their KPIs that have the selected status.

UI Element	Description
<p>Active KPIs</p>	<p>The left-side box lists all the active Scorecards, Perspectives, Objectives, and their KPIs, and Breakdown KPIs listed in the Active KPIs pane in the Studio. The KPIs are highlighted.</p> <p>To select/unselect the KPIs you want to display in the report, use the right and left arrows  to move the KPIs from the Available KPIs to the Selected KPIs and back. You can also double-click the KPI to move it from one box to the other.</p>
<p>Selected KPIs</p>	<p>The right-side box lists all the selected KPIs that you want to display in the KPI Overtime report.</p> <p>To select/unselect the KPIs you want to display in the report, use the right and left arrows  to move the KPIs from the Available KPIs to the Selected KPIs and back. You can also double-click the KPI to move it from one box to the other.</p>
<p><Status sort></p>	<p>Select :</p> <ul style="list-style-type: none"> • Alphabetical sort to sort the selected KPIs in ascending alphabetical order. You can then click  to select the ascending or descending order. • Status sort to sort the selected KPIs according to their status (KPIs with the Error status, followed by KPIs with a Warning status, and then KPIs with a Good status).
	<p>Click to display the KPIs in ascending or descending alphabetical order.</p>
<p>Display short format name for Breakdown KPI</p>	<p>Note:</p> <ul style="list-style-type: none"> • You can select this option only when Breakdown KPIs have been defined and you have moved at least one of them to the Selected KPIs list. • The name of a Breakdown KPI can be long because it is composed of the name of the KPI followed by the names of the entity and dimension you selected when you created it. <p>In the Dashboard components, this can cause problems because the complete name of the Breakdown KPI is not displayed.</p>  <p>To display, in the component, only the name of the entity and dimension instead of the complete name of the Breakdown KPI:</p> <ol style="list-style-type: none"> 1. Move the relevant Breakdown KPI to the Selected KPIs area. The Display short format name for Breakdown KPI option is enabled. 2. Select the Display short format name for Breakdown KPI option and click OK.

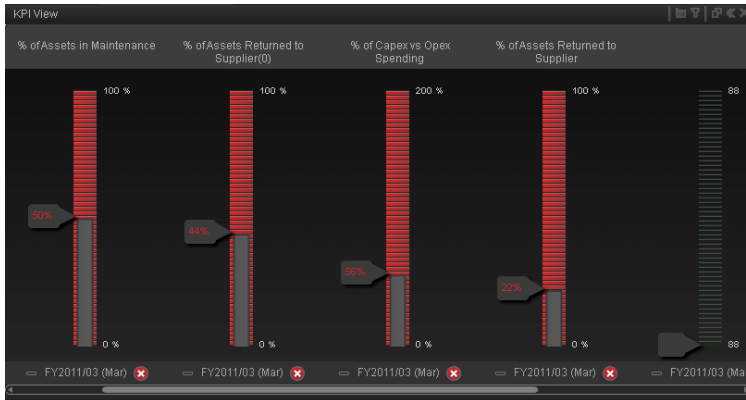
UI Element	Description
	<p>The component display shows the short names of the Breakdown KPIs. A tooltip displays the full name of the Breakdown KPIs.</p>  <p>For details on Breakdown KPIs, see "Learn About Breakdown KPIs" (on page 143).</p>
<p>Chart Type</p>	<p>Select one of the following options:</p> <ul style="list-style-type: none">  Bar. The display is a bar, layed out horizontally, or vertically, depending on your selection in the Layout field. <p>For example, when you select Layout=Vertical and Chart Type=Bar, the result is as follows:</p> 

UI Element	Description
	<ul style="list-style-type: none">  Gauge. The display is a set of gauges, layed out horizontally, or vertically, depending on your selection in the Layout field. <p>For example, when you select Layout=Horizontal and Chart Type=Gauge, the result is as follows:</p> 
<p>Layout</p>	<p>Select:</p> <ul style="list-style-type: none"> Vertical. The layout of the results is vertical (KPI name above graph). Horizontal. The layout of the results is horizontal (KPI name on the left of the graph).
<p>Display Period</p>	<p>Select to display, in the component, for the KPIs selected to be displayed in the report, one of the following options:</p> <ul style="list-style-type: none"> Current. The values of the KPIs whose calculation period has completed as well as, for KPIs whose calculations are still proceeding, the values from the previous period, depending on the time period selected in the Overtime Period list. <Longest_period>. Each KPI has its own period (as configured in the Configuration details tab in the Studio). When you move KPIs from the Available KPIs to the Selected KPIs area in the filter, the longest period for all the selected KPIs is displayed as an additional option near the Display Period field. <p>For example if one of the selected KPI's period is Weekly and another is Yearly, the Display Period field lists: Current, Yearly, and Last Closed.</p> <p>When you select the <Longest_period> another field opens on the right. It lists only the corresponding periods when KPI's values, statuses, and scores were calculated by the engine. This list is independent from the selected KPIs.</p>

UI Element	Description
	<p>For example, if you select Quarterly, and the engine did not calculate the value of any KPI with the Quarterly period during the first and second quarters of 2008, these periods are not listed in the second field of the Display Period field.</p> <ul style="list-style-type: none">• Last Closed. The values of only the KPIs whose calculation period has completed for the time period selected in the Overtime Period list.

KPI View Component

The KPI View component displays the list of selected KPIs and their value, trend, and status for the measurement period in bar or gauge format.






To access	In the Dashboard, access the component, or a page where the component is located " KPI View - Configure Component Dialog Box " (on page 196).
Relevant tasks	"How to Add Components to a Dashboard Page" (on page 185)

Component Toolbar

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








UI Element	Description
	<p>Component Menu. Opens a menu where you can select:</p> <ul style="list-style-type: none"> Preferences. Depending on the component you are currently configuring, opens the <component_name> Preferences dialog box where you can change the name of the component in the page by changing the name in the Name field and clicking OK. Wiring. Depending on the component you are currently configuring, opens the Wiring dialog box where you can wire the current component to other components. For details, see "Wiring Dialog Box" (on page 240). Help. Opens the online documentation page relevant to the component you are currently configuring.
	Configure Component. Opens the Component Filter dialog box for the relevant component.
	Open in a new window. Opens the component in a new window.







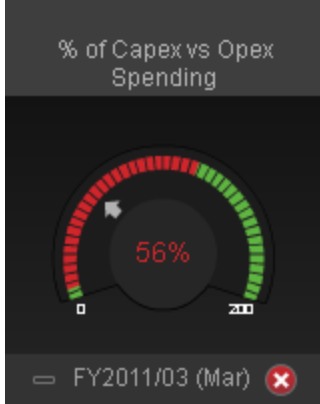
UI	
Element	Description
	<p>Collapse component. Collapses the component.</p> <p>To expand the collapsed component, click the  button on the collapsed component.</p>
	<p>Remove Component. Removes the component from the page.</p>

Component Contents

Depending on the configuration you selected in the KPI View - Configure Component dialog box, the KPI View displays a bar or a gauge for each selected KPI.

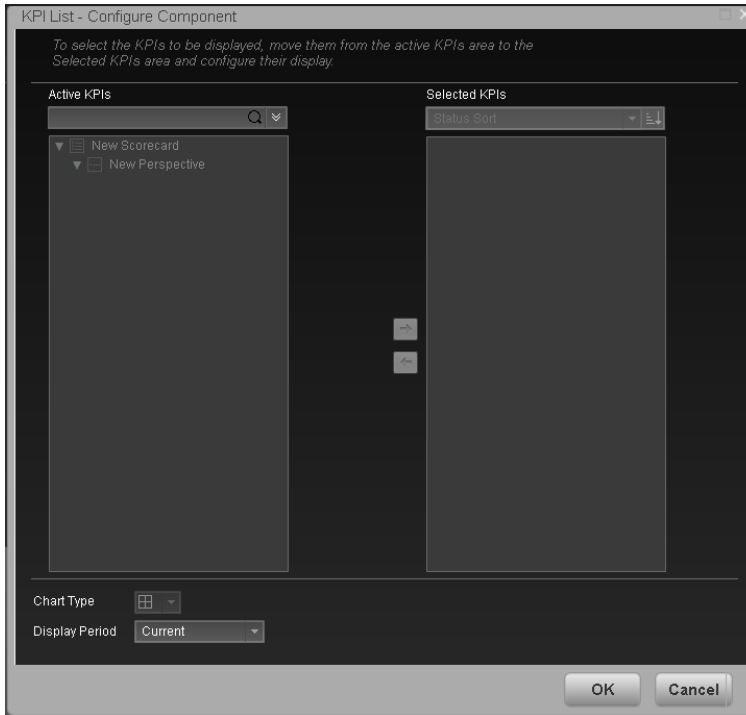
User interface elements are described below (when relevant, unlabeled elements are shown in angle brackets>):


UI Element	Description
<bars>	<p>The bar displays for each KPI:</p> <ul style="list-style-type: none"> • The title (above the bar for vertical layout or to the left of the bar for a horizontal layout) is the name of the KPI. Double-click the title to open the Explorer tab filtered for the selected KPI. •  (or  when a new annotation has been added to the KPI) Move the cursor above the icon to display the KPI tooltip that provides detailed information about the KPI and access to the Explorer in the context of the KPI. For details, see "KPI Tooltip" (on page 250). • The value (at the top of the colored bar for vertical layout or to the right of the bar for a horizontal layout) represent the highest threshold value. • The value (at the bottom of the colored bar for vertical layout or to the left of the bar for a horizontal layout) represent the lowest threshold value. • The colors of the small bars represent the thresholds defined for the KPI. • The arrow indicates the value of the KPI with its unit. The color of the text corresponds to the KPI status. • The text (at the bottom of the bar for vertical layout or under the KPI name on the left of the bar for a horizontal layout) indicates the display period of the KPI. • The icon to the left of the display period indicates the trend  calculated over the display period. • The icon to the left of the display period indicates the status of the KPI during the display period: <ul style="list-style-type: none"> ▪  indicates that the status is Good. ▪  indicates that the status is Warning. ▪  indicates that the status is Error. ▪  indicates that the status was not calculated or that there was an error in the calculation.

UI Element	Description
<Gauge>	<p>The bar displays for each KPI:</p> <ul style="list-style-type: none"> • The title (above the gauge for vertical layout or to the left of the gauge for a horizontal layout) is the name of the KPI. Double-click the title to open the Explorer tab filtered for the selected KPI. •  (or  when a new annotation has been added to the KPI) Move the cursor above the icon to display the KPI tooltip that provides detailed information about the KPI and access to the Explorer in the context of the KPI. For details, see "KPI Tooltip" (on page 250). • The value (to the right of the gauge) represent the highest threshold value. • The value (to the left of the gauge) represent the lowest threshold value. • The colors of the small bars represent the thresholds defined for the KPI. • The arrow indicates the value. • The value in the center of the gauge displays the value of the KPI with its unit. The color of the text corresponds to the KPI status. • The text (at the bottom of the gauge for vertical layout or under the KPI name on the left of the gauge for a horizontal layout) indicates the display period of the KPI. • The icon to the left of the display period indicates the trend  calculated over the display period. • The icon to the left of the display period indicates the status of the KPI during the display period: <ul style="list-style-type: none"> ▪  indicates that the status is Good. ▪  indicates that the status is Warning. ▪  indicates that the status is Error. 


KPI List - Configure Component Dialog Box





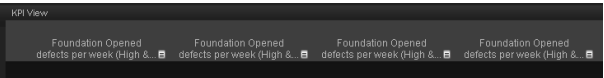
Use the dialog box to configure the KPI List component displayed in the Dashboard.

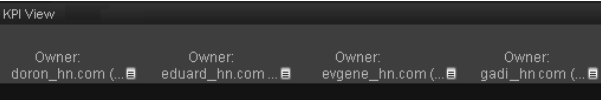

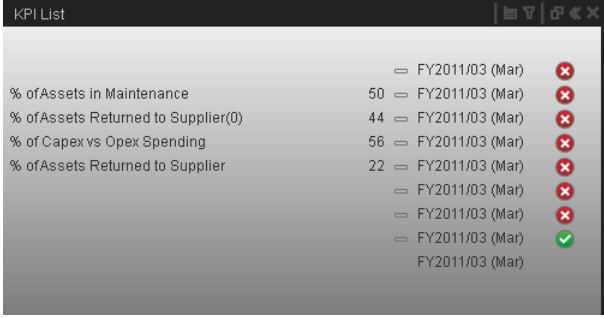


To access	In the KPI List component in the Dashboard, click the Filter  button.
Relevant tasks	"How to Add Components to a Dashboard Page" (on page 185)

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

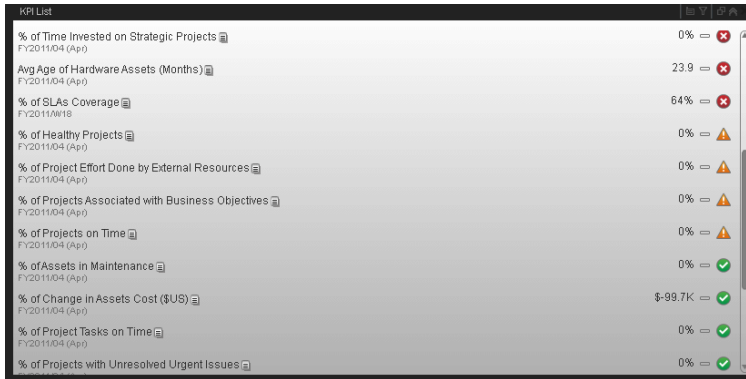
UI Element	Description
<Search>	<p>Enter the relevant string to display, in the tree, only the KPIs whose name includes the string.</p> <p>In addition, the child KPIs of the filtered KPIs are also listed even when the child KPIs names do not include the string.</p>
	<p>Expand the query. Opens additional fields to help you refine the component's filter:</p> <ul style="list-style-type: none"> • Status: Select one of the All, Good, Warning, or Error values to display only the KPIs with the selected status, in the Active KPIs area. • Type: Select: <ul style="list-style-type: none"> ▪ KPIs. To display only the KPIs with the selected status. ▪ Objectives. To display only the Objectives and those of their KPIs that have the selected status.

UI Element	Description
<p>Active KPIs</p>	<p>The left-side box lists all the active Scorecards, Perspectives, Objectives, and their KPIs, and Breakdown KPIs listed in the Active KPIs pane in the Studio. The KPIs are highlighted.</p> <p>To select/unselect the KPIs you want to display in the report, use the right and left arrows  to move the KPIs from the Available KPIs to the Selected KPIs and back. You can also double-click the KPI to move it from one box to the other.</p>
<p>Selected KPIs</p>	<p>The right-side box lists all the selected KPIs that you want to display in the component.</p> <p>To select/unselect the KPIs you want to display in the report, use the right and left arrows  to move the KPIs from the Available KPIs to the Selected KPIs and back. You can also double-click the KPI to move it from one box to the other.</p>
<p><Status sort></p>	<p>Select :</p> <ul style="list-style-type: none"> • Alphabetical sort to sort the selected KPIs in ascending alphabetical order. You can then click  to select the ascending or descending order. • Status sort to sort the selected KPIs according to their status (KPIs with the Error status, followed by KPIs with a Warning status, and then KPIs with a Good status).
	<p>Click to display the KPIs in ascending or descending alphabetical order.</p>
<p>Display short format name for Breakdown KPI</p>	<p>Note:</p> <ul style="list-style-type: none"> • You can select this option only when Breakdown KPIs have been defined and you have moved at least one of them to the Selected KPIs list. • The name of a Breakdown KPI can be long because it is composed of the name of the KPI followed by the names of the entity and dimension you selected when you created it. <p>In the Dashboard components, this can cause problems because the complete name of the Breakdown KPI is not displayed.</p>  <p>To display, in the component, only the name of the entity and dimension instead of the complete name of the Breakdown KPI:</p> <ol style="list-style-type: none"> 1. Move the relevant Breakdown KPI to the Selected KPIs area. The Display short format name for Breakdown KPI option is enabled. 2. Select the Display short format name for Breakdown KPI option and click OK.

UI Element	Description
	<p>The component display shows the short names of the Breakdown KPIs. A tooltip displays the full name of the Breakdown KPIs.</p>  <p>For details on Breakdown KPIs, see "Learn About Breakdown KPIs" (on page 143).</p>
<p>Chart Type</p>	<p>One option is available</p> <ul style="list-style-type: none">  List. The display is list of selected KPIs with their data, as follows: 
<p>Display Period</p>	<p>Select to display, in the component, for the KPIs selected to be displayed in the report, one of the following options:</p> <ul style="list-style-type: none"> Current. The values of the KPIs whose calculation period has completed as well as, for KPIs whose calculations are still proceeding, the values from the previous period, depending on the time period selected in the Overtime Period list. <Longest_period>. Each KPI has its own period (as configured in the Configuration details tab in the Studio). When you move KPIs from the Available KPIs to the Selected KPIs area in the filter, the longest period for all the selected KPIs is displayed as an additional option near the Display Period field. For example if one of the selected KPI's period is Weekly and another is Yearly, the Display Period field lists: Current, Yearly, and Last Closed. <p>When you select the <Longest_period> another field opens on the right. It lists only the corresponding periods when KPI's values, statuses, and scores were calculated by the engine. For example, if you select Quarterly, and the engine did not calculate the value of any KPI with the Quarterly period during the first and second quarters of 2008, these periods are not listed in the second field of the Display Period field. This list is independent from the selected KPIs.</p> <ul style="list-style-type: none"> Last Closed. The values of only the KPIs whose calculation period has completed for the time period selected in the Overtime Period list.

KPI List Component

The KPI List component displays the list of selected KPIs and their value, trend, and status for the measurement period.





To access	In the Dashboard, access the KPI List component or a page where the component is located.
Relevant tasks	"How to Add Components to a Dashboard Page" (on page 185)

Component Toolbar









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

UI Element	Description
	<p>Component Menu. Opens a menu where you can select:</p> <ul style="list-style-type: none"> Preferences. Depending on the component you are current configuring, opens the <component_name> Preferences dialog box where you can change the name of the component in the page by changing the name in the Name field and clicking OK. Wiring. Depending on the component you are currently configuring, opens the Wiring dialog box where you can wire the current component to other components. For details, see "Wiring Dialog Box" (on page 240). Help. Opens the online documentation page relevant to the component you are currently configuring.
	Configure Component. Opens the Component Filter dialog box for the relevant component.
	Open in a new window. Opens the component in a new window.
	Collapse. Collapses the component.

UI Element	Description
	To expand the collapsed component, click the Expand  button on the collapsed component.
	Remove Component. Removes the component from the page.

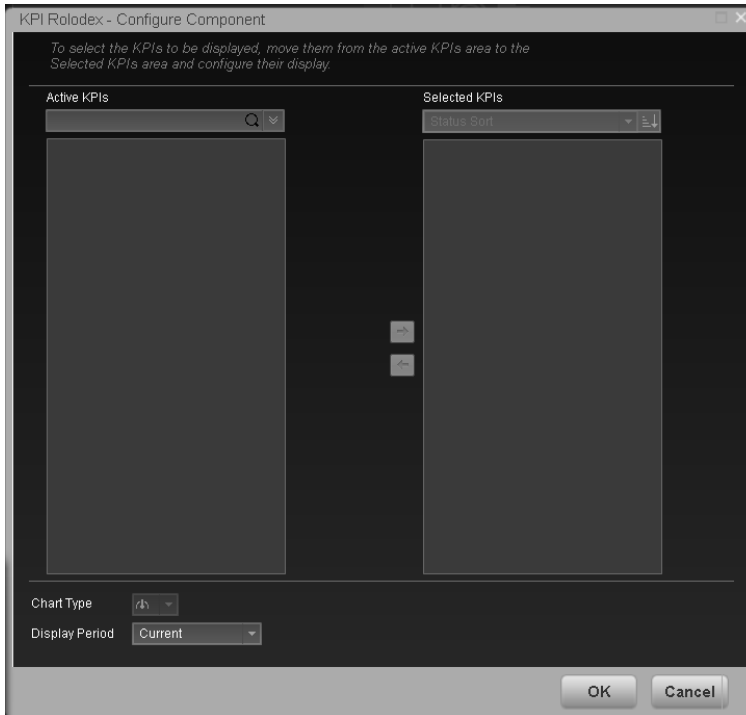
<Component Contents>


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

UI Element	Description
<Component contents>	<p>The following information is displayed for each KPI, from left to right:</p>  <ul style="list-style-type: none"> • The name of the KPI. Double-click the name to open the Explorer tab filtered for the selected element. •  (or  when a new annotation has been added to the KPI) Move the cursor above the icon to display the KPI tooltip that provides detailed information about the KPI and access to the Explorer in the context of the KPI. For details, see "KPI Tooltip" (on page 250). • The value of the KPI. •  The trend icon indicates the trend of the KPI value calculated over the display period. • The current period or the last period depending on your selection in Display Period in the KPI List - Configure Component Dialog Box. For details, see "KPI List - Configure Component Dialog Box" (on page 205). • The status of the KPI during the display period. It can be: <ul style="list-style-type: none"> ▪  indicates that the status is Good. ▪  indicates that the status is Warning. ▪  indicates that the status is Error. ▪  indicates that the status is No data, meaning that the status was not calculated or that there was an error in the calculation. <p>Note: Move the mouse over the status icon to display the score.</p>
<Tooltip>	Move the mouse over the name of a KPI in the list to display a tooltip that include detailed information about the KPI. For details, see "KPI Tooltip" (on page 250) .



KPI Rolodex - Configure Component Dialog Box





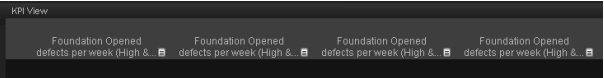
Use the dialog box to configure the KPI Rolodex component displayed in the Dashboard.

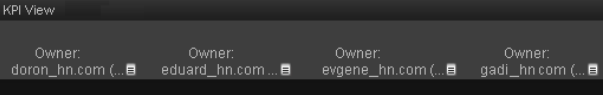



To access	In the KPI Rolodex component in the Dashboard, click the Filter  button.
Relevant tasks	"How to Add Components to a Dashboard Page" (on page 185)

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

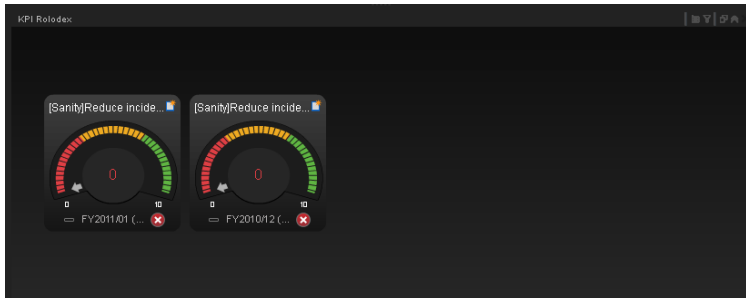
UI Element	Description
	<p>Enter the relevant string to display, in the tree, only the KPIs whose name includes the string.</p> <p>In addition, the child KPIs of the filtered KPIs are also listed even when the child KPIs names do not include the string.</p>
	<p>Expand the query. Opens additional fields to help you refine the component's filter:</p> <ul style="list-style-type: none"> • Status: Select one of the All, Good, Warning, or Error values to display only the KPIs with the selected status, in the Active KPIs area. • Type: Select either KPIs or Objectives to display: <ul style="list-style-type: none"> ▪ Only the KPIs with the selected status. ▪ The Objectives and those of their KPIs that have the selected status.

UI Element	Description
<p>Active KPIs</p>	<p>The left-side box lists all the active Scorecards, Perspectives, Objectives, and their KPIs, and Breakdown KPIs listed in the Active KPIs pane in the Studio. The KPIs are highlighted.</p> <p>To select/unselect the KPIs you want to display in the report, use the right and left arrows  to move the KPIs from the Available KPIs to the Selected KPIs and back. You can also double-click the KPI to move it from one box to the other.</p>
<p>Selected KPIs</p>	<p>The right-side box lists all the selected KPIs that you want to display in the KPI Overtime report.</p> <p>To select/unselect the KPIs you want to display in the report, use the right and left arrows  to move the KPIs from the Available KPIs to the Selected KPIs and back. You can also double-click the KPI to move it from one box to the other.</p>
<p><Status sort></p>	<p>Select :</p> <ul style="list-style-type: none"> • Alphabetical sort to sort the selected KPIs in ascending alphabetical order. You can then click  to select the ascending or descending order. • Status sort to sort the selected KPIs according to their status (KPIs with the Error status, followed by KPIs with a Warning status, and then KPIs with a Good status).
	<p>Click to display the KPIs in ascending or descending alphabetical order.</p>
<p>Display short format name for Breakdown KPI</p>	<p>Note:</p> <ul style="list-style-type: none"> • You can select this option only when Breakdown KPIs have been defined and you have moved at least one of them to the Selected KPIs list. • The name of a Breakdown KPI can be long because it is composed of the name of the KPI followed by the names of the entity and dimension you selected when you created it. <p>In the Dashboard components, this can cause problems because the complete name of the Breakdown KPI is not displayed.</p>  <p>To display, in the component, only the name of the entity and dimension instead of the complete name of the Breakdown KPI:</p> <ol style="list-style-type: none"> 1. Move the relevant Breakdown KPI to the Selected KPIs area. The Display short format name for Breakdown KPI option is enabled. 2. Select the Display short format name for Breakdown KPI option and click OK.

UI Element	Description
	<p>The component display shows the short names of the Breakdown KPIs. A tooltip displays the full name of the Breakdown KPIs.</p>  <p>For details on Breakdown KPIs, see "Learn About Breakdown KPIs" (on page 143).</p>
Chart Type	<p> Gauge. The display is a set of gauges, layed out horizontally.</p>
Display Period	<p>Select to display, in the component, for the KPIs selected to be displayed in the report, one of the following options:</p> <ul style="list-style-type: none"> • Current. The values of the KPIs whose calculation period has completed as well as, for KPIs whose calculations are still proceeding, the values from the previous period, depending on the time period selected in the Overtime Period list. • <Longest_period>. Each KPI has its own period (as configured in the Configuration details tab in the Studio). When you move KPIs from the Available KPIs to the Selected KPIs area in the filter, the longest period for all the selected KPIs is displayed as an additional option near the Display Period field. For example if one of the selected KPI's period is Weekly and another is Yearly, the Display Period field lists: Current, Yearly, and Last Closed. <p>When you select the <Longest_period> another field opens on the right. It lists only the corresponding periods when KPI's values, statuses, and scores were calculated by the engine. This list is independent from the selected KPIs.</p> <div style="background-color: #f0f0f0; padding: 10px; margin: 10px 0;"> <p>For example, if you select Quarterly, and the engine did not calculate the value of any KPI with the Quarterly period during the first and second quarters of 2008, these periods are not listed in the second field of the Display Period field.</p> </div> <ul style="list-style-type: none"> • Last Closed. The values of only the KPIs whose calculation period has completed for the time period selected in the Overtime Period list.

KPI Rolodex Component

The KPI Rolodex component displays the selected and their value, trend, and status for the measurement period in gauge format.



To access	In the Dashboard, access the component or a page where the component is located.
Relevant tasks	"How to Add Components to a Dashboard Page" (on page 185)









Component Toolbar

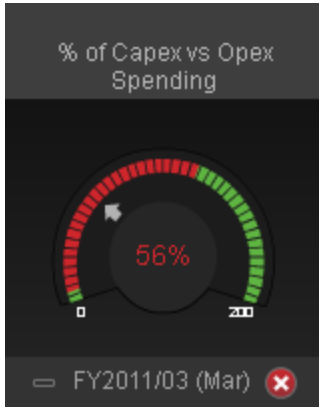

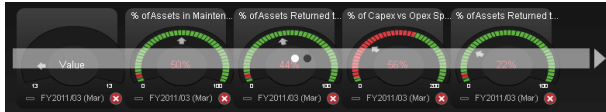
User interface elements are described below (when relevant, unlabeled elements are shown in angle brackets>):

UI	
Element	Description
	<p>Component Menu. Opens a menu where you can select:</p> <ul style="list-style-type: none"> Preferences. Depending on the component you are current configuring, opens the <component_name> Preferences dialog box where you can change the name of the component in the page by changing the name in the Name field and clicking OK. Wiring. Depending on the component you are currently configuring, opens the Wiring dialog box where you can wire the current component to other components. For details, see "Wiring Dialog Box" (on page 240). Help. Opens the online documentation page relevant to the component you are currently configuring.
	<p>Configure Component. Opens the Component Filter dialog box for the relevant component. For details, see "KPI Rolodex - Configure Component Dialog Box" (on page 210).</p>
	<p>Open in a new window. Opens the component in a new window.</p>
	<p>Collapse component. Collapses the component.</p> <p>To expand the collapsed component, click the button on the collapsed component.</p>
	<p>Remove Component. Removes the component from the page.</p>

<Component Contents>

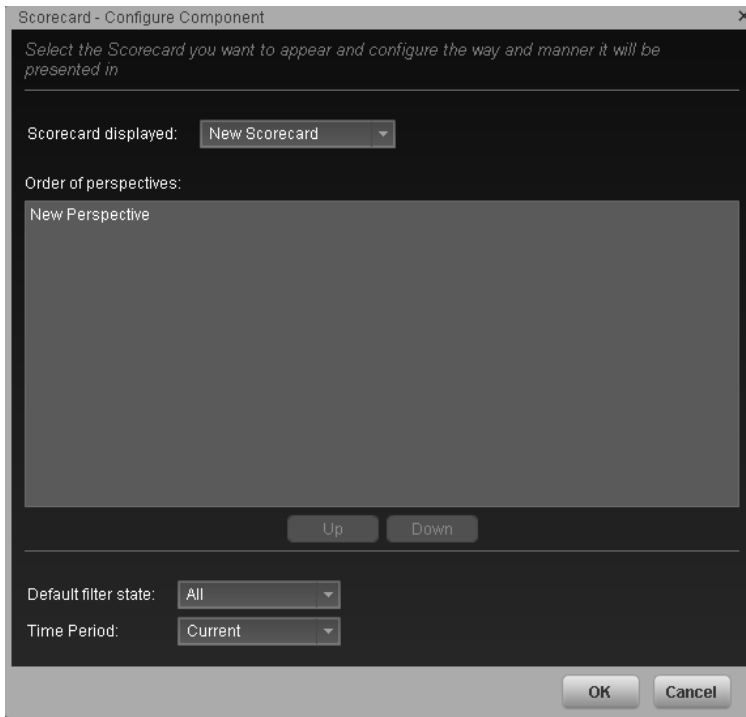
User interface elements are described below (when relevant, unlabeled elements are shown in angle brackets>):


UI Element	Description
<Component contents>	<p>The component displays a gauge for each selected KPI. The order of the gauges in the component, correspond to the order of the KPIs in the Selected KPIs area in the KPI Rolodex - Configure Component dialog box. For details, see "KPI Rolodex - Configure Component Dialog Box" (on page 210).</p> <ul style="list-style-type: none"> • The name of the KPI above the gauge. Double-click the name to open the Explorer tab filtered for the selected element. •  move the cursor above the icon to display the KPI tooltip that provides detailed information about the KPI and access to the Explorer in the context of the KPI. For details, see "KPI Tooltip" (on page 250). •  (or  when a new annotation has been added to the KPI) Move the cursor above the icon to display the KPI tooltip that provides detailed information about the KPI and access to the Explorer in the context of the KPI. For details, see "KPI Tooltip" (on page 250). • The value (to the right of the gauge) represent the highest threshold value. • The value (to the left of the gauge) represent the lowest threshold value. • The colors of the small bars represent the thresholds defined for the KPI. • The arrow indicates the KPI value. • The value in the center of the gauge displays the value of the KPI with its unit. The color of the text corresponds to the KPI status. • The text at the bottom of the gauge indicates the display period of the KPI. • The icon to the left of the display period indicates the trend  calculated over the display period. • The icon to the left of the display period indicates the status of the KPI during the display period: <ul style="list-style-type: none"> ▪  indicates that the status is Good. ▪  indicates that the status is Warning. ▪  indicates that the status is Error. ▪  indicates that status was not calculated or that there was an error in the calculation.

UI Element	Description
	
<p><Tooltip></p>	<p>Move the mouse over the name of a KPI to display a tooltip that include additional information about the KPI. For details, see "KPI Tooltip" (on page 250).</p>
	<p>Use the arrows to scroll between the "pages" of gauges. The width of the "page" or the number of gauges displayed on a "page" depend on the width of the component in the Dashboard.</p> <p>When you get to the leftmost page, the left arrow disappears. When you get to the rightmost page, the right arrow disappears.</p>
<p><Page indicator></p>	<p>When the Rolodex component includes more than one page, to see what page is currently displayed, move the mouse over the arrow (right or left) to display a white ribbon with dots. The white dot indicates the page that is currently displayed (in the example, the first page) and the black dots indicate the number of other pages in the component (one black dot per page). The order of black and white dots indicate the location of the current page in the component.</p> 

Scorecard - Configure Component Dialog Box

Use the dialog box to configure the Scorecard you want to display in the Scorecard component.



To access	In the Scorecard component in the Dashboard, click the Filter  button.
Relevant tasks	"How to Add Components to a Dashboard Page" (on page 185)

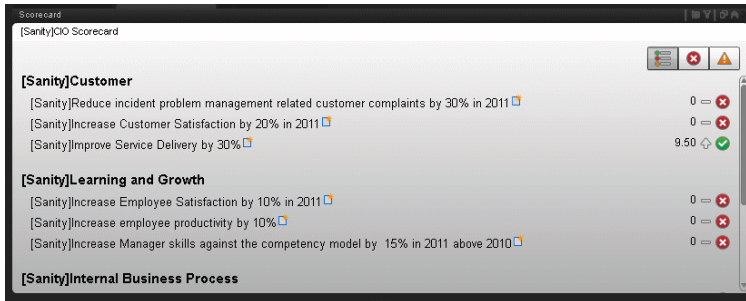
User interface elements are described below (when relevant, unlabeled elements are shown in angle brackets>):

UI Element	Description
Scorecard displayed	Select the Scorecard you want to display in the component. The list of the Scorecard's Perspectives is displayed in the Order of Perspectives box.
Order of perspectives	Select a Perspective and use the Up and Down buttons to order the Perspectives as you want to display them in the Scorecard component in the Dashboard.
Default filter state	Select the icon that is automatically selected in the Scorecard display: <ul style="list-style-type: none"> • All • Warning • Exception

UI Element	Description
<p>Display Period</p>	<p>Select to display, in the component, for the KPIs selected to be displayed in the report, one of the following options:</p> <ul style="list-style-type: none"> • Current. The values of the KPIs whose calculation period has completed as well as, for KPIs whose calculations are still proceeding, the values from the previous period, depending on the time period selected in the Overtime Period list. • <Longest_period>. Each KPI has its own period (as configured in the Configuration details tab in the Studio). When you move KPIs from the Available KPIs to the Selected KPIs area in the filter, the longest period for all the selected KPIs is displayed as an additional option near the Display Period field. <p style="background-color: #f0f0f0; padding: 5px;">For example if one of the selected KPI's period is Weekly and another is Yearly, the Display Period field lists: Current, Yearly, and Last Closed.</p> <p>When you select the <Longest_period> another field opens on the right. It lists only the corresponding periods when KPI's values, statuses, and scores were calculated by the engine. This list is independent from the selected KPIs.</p> <p style="background-color: #f0f0f0; padding: 5px;">For example, if you select Quarterly, and the engine did not calculate the value of any KPI with the Quarterly period during the first and second quarters of 2008, these periods are not listed in the second field of the Display Period field.</p> <ul style="list-style-type: none"> • Last Closed. The values of only the KPIs whose calculation period has completed for the time period selected in the Overtime Period list.

Scorecard Component

The Scorecard component (Balanced Scorecard) displays the list of selected Perspectives and their Objectives with their value, trend, and status for the measurement period.



To access	In the Dashboard, access the Scorecard component or a page where the component is located.
Relevant tasks	"How to Add Components to a Dashboard Page" (on page 185)

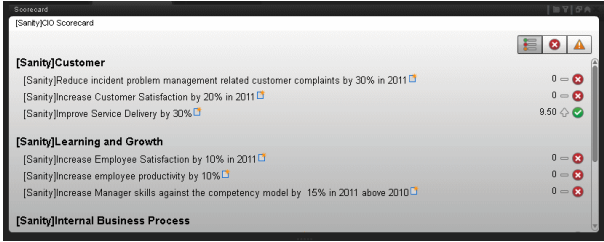








Component Toolbar


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

UI Element	Description
	<p>Component Menu. Opens a menu where you can select:</p> <ul style="list-style-type: none"> Preferences. Depending on the component you are currently configuring, opens the <component_name> Preferences dialog box where you can change the name of the component in the page by changing the name in the Name field and clicking OK. Wiring. Depending on the component you are currently configuring, opens the Wiring dialog box where you can wire the current component to other components. For details, see "Wiring Dialog Box" (on page 240). Help. Opens the online documentation page relevant to the component you are currently configuring.
	Configure Component. Opens the Scorecard - Component Filter dialog box for the relevant component. For details, see "Scorecard - Configure Component Dialog Box" (on page 216) .
	Open in a new window. Opens the component in a new window.
	<p>Collapse component. Collapses the component.</p> <p>To expand the collapsed component, click the button on the collapsed component.</p>
	Remove Component. Removes the component from the page.

<Component Contents>

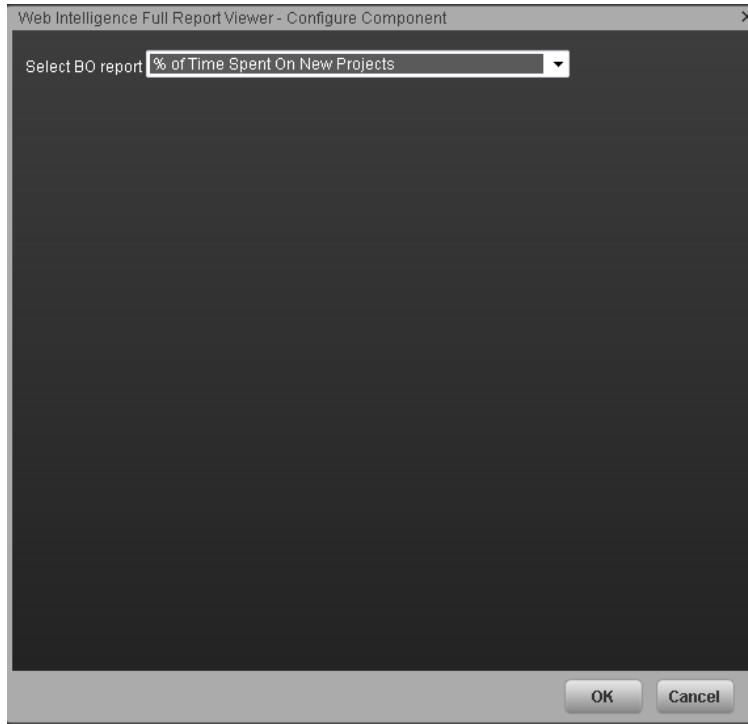
User interface elements are described below (when relevant, unlabeled elements are shown in angle brackets>):

UI Element	Description
<p><Component contents></p>	<p>The following information is displayed, from left to right:</p>  <p>The screenshot shows a scorecard titled '[Sanity]OO Scorecard'. It lists several objectives under different perspectives:</p> <ul style="list-style-type: none"> [Sanity]Customer <ul style="list-style-type: none"> [Sanity]Reduce incident problem management related customer complaints by 30% in 2011 (Score: 0, Status: Error) [Sanity]Increase Customer Satisfaction by 20% in 2011 (Score: 0, Status: Error) [Sanity]Improve Service Delivery by 30% (Score: 9.50, Status: Good) [Sanity]Learning and Growth <ul style="list-style-type: none"> [Sanity]Increase Employee Satisfaction by 10% in 2011 (Score: 0, Status: Error) [Sanity]Increase employee productivity by 10% (Score: 0, Status: Error) [Sanity]Increase Manager skills against the competency model by 15% in 2011 above 2010 (Score: 0, Status: Error) [Sanity]Internal Business Process
	<ul style="list-style-type: none"> • The name of the Scorecard. Double-click the name to open the Explorer tab filtered for the selected element. •  Indicates that the Scorecard has Cascading (subordinate) Scorecards. Click the arrow to display the list of the Cascading Scorecards and select the relevant one to display its information. To return to the parent Scorecard, click the X to close the Cascading Scorecard display. Note that you can only access one level down (meaning that if the Cascading Scorecard has subordinates, to access their information, you must create a Scorecard component for the first level of CascadingScorecard). • The name of the Perspective you selected in the Scorecard - Component Filter dialog box. For details, see "Scorecard - Configure Component Dialog Box" (on page 216). • The Perspective's Objectives, sorted by status (with the error status first) with: <ul style="list-style-type: none"> ▪ The score of the Objective. ▪  (or  when a new annotation has been added to the Objective) Move the cursor above the icon to display the Objective tooltip that provides detailed information about the Objective and access to the Explorer in the context of the Objective. For details, see "Objective Tooltip" (on page 253)"KPI Tooltip" (on page 250). ▪  The trend icon that indicates the trend of the Objective over the display period. ▪ The status of the Objective during the display period. It can be: <ul style="list-style-type: none"> ○  indicates that the status is Good. ○  indicates that the status is Warning. ○  indicates that the status is Error. ○  indicates that status was not calculated or that there was an error in the calculation.

UI Element	Description
	<p>Click the left button to display all Objective's statuses (Good, Warning, or Error).</p> <p>Click the middle button to display only the Objectives with an Error Status.</p> <p>Click the right button to display only the Objectives with a Warning status.</p> <p>The default selection is configured in the Default filter state field in the Scorecard - Component Filter dialog box. For details, see "Scorecard - Configure Component Dialog Box" (on page 216).</p>
<p><Tooltip></p>	<p>Move the mouse over the name of an Objective in the list to display a tooltip that include detailed information about the KPI. For details, see "Objective Tooltip" (on page 253).</p>

Web Intelligence Full Report Viewer - Configure Component Dialog Box

This dialog box enables you to select the relevant report to be displayed in the Web Intelligence Full Report Viewer component.



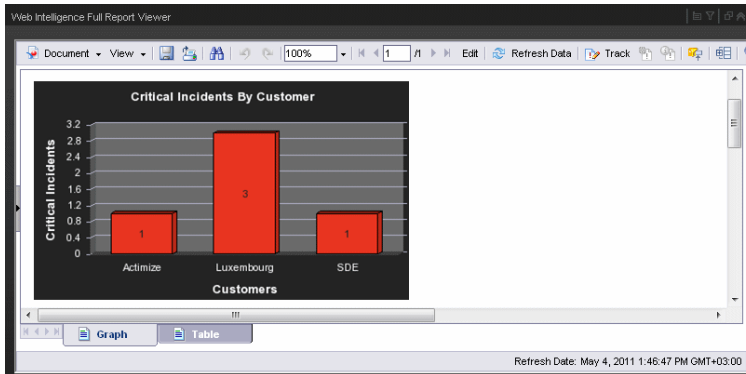
To access	In the Dashboard, in the Web Intelligence Full Report Viewer component click the Configure Component button.
Important Information	<p>A Web Intelligence Full Report Viewer component displays only one BO report. If you want to display more than one BO Report in the Dashboard, you can create multiple Web Intelligence Full Report Viewer components and rename each component.</p> <p>The size of Web Intelligence reports can impact how the reports are displayed in the Dashboard page. The sizes are 374 pixels (width) x 199 pixels (height), 583 pixels (width) x 204 pixels (height), or 374 pixels (width) x 324 pixels (height). The description of each Web Intelligence report includes its size. For details, see "Reference: Web Intelligence Reports" (on page 313).</p>
Relevant tasks	"How to Add Components to a Dashboard Page" (on page 185)

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

UI Element	Description
<Report List>	Select the BO report you want to display in the Web Intelligence Full Report Viewer component. For details about the reports, see "Reference: Web Intelligence Reports" (on page 313) .

Web Intelligence Full Report Viewer Component





This component enables the user to view the selected BO report.



To access	In the Dashboard, access the relevant Web Intelligence Full Report Viewer component or a page where the component is located.
Important Information	<p>A Web Intelligence Full Report Viewer component displays only one BO report. If you want to display more than one Web Intelligence Full Report Viewer in the Dashboard, you can create multiple Web Intelligence Full Report Viewer components and rename each component.</p> <p>The size of Web Intelligence reports can impact how the reports are displayed in the Dashboard page. The sizes are 374 pixels (width) x 199 pixels (height), 583 pixels (width) x 204 pixels (height), or 374 pixels (width) x 324 pixels (height). The description of each Web Intelligence report includes its size. For details, see "Reference: Web Intelligence Reports" (on page 313).</p>
Relevant tasks	"How to Add Components to a Dashboard Page" (on page 185)

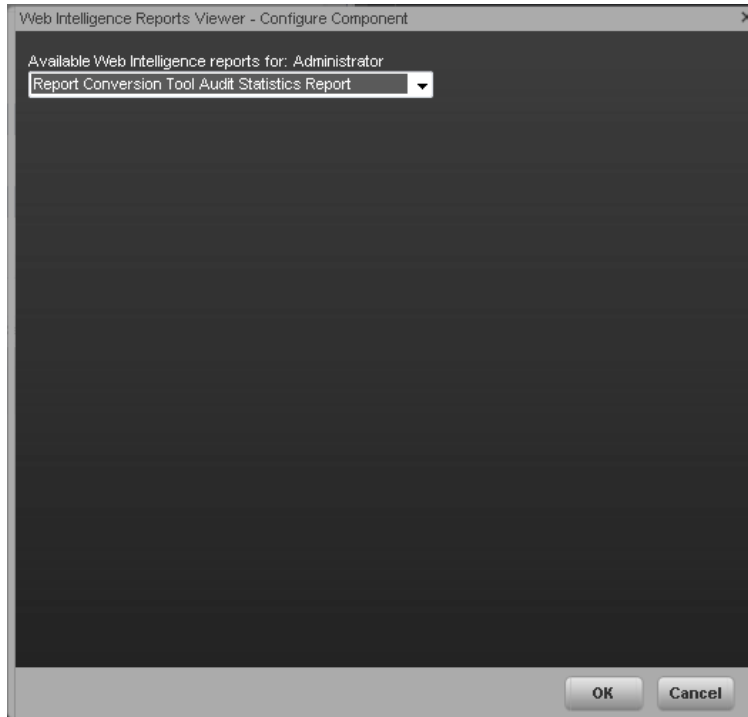
User interface elements are described below (when relevant, unlabeled elements are shown in angle brackets>):

UI Element	Description
	<p>Component Menu. Opens a menu where you can select:</p> <ul style="list-style-type: none"> Preferences. Depending on the component you are currently configuring, opens the <component_name> Preferences dialog box where you can change the name of the component in the page by changing the name in the Name field and clicking OK. Wiring. Depending on the component you are currently configuring, opens the Wiring dialog box where you can wire the current component to other components. For details, see "Wiring Dialog Box" (on page 240). Help. Opens the online documentation page relevant to the component you are currently configuring.
	Configure Component. Opens the BO Report Viewer - Configure

UI Element	Description
	Component dialog box for the relevant component. For details, see "Web Intelligence Full Report Viewer - Configure Component Dialog Box" (on page 221) .
	Open in a new window. Opens the component in a new window.
	Collapse. Collapses the component. To expand the collapsed component, click the Expand  button on the collapsed component.
	Remove Component. Removes the component from the page.
<Component contents>	The selected report is displayed in the component. For details about the reports, see "Reference: Web Intelligence Reports" (on page 313) .

Web Intelligence Static Report Viewer - Configure Component Dialog Box

This dialog box enables you to select the relevant report to be displayed in the Web Intelligence Static Report Viewer component.



To access	In the Dashboard, in the Web Intelligence Static Reports Viewer component click the Configure Component button.
Important Information	<p>A Web Intelligence Static Report Viewer component displays only one BO report. If you want to display more than one BO report in the Dashboard, you can create multiple Web Intelligence Static Report Viewer components and rename each component.</p> <p>You can create your own BO reports using BO and display them in the Web Intelligence Reports Static Viewer component. For details, see BO documentation.</p> <div style="background-color: #f0f0f0; padding: 5px;"> <p>Note: To view a list of the available Xcelsius reports, you must copy the reports .swf files to the following location: <HPXS_home_directory>\agora\Xcelsius folder.</p> </div> <p>The component analyzes the original BO report and returns tables and graphs. The tables become tables in html format, the graphs become images in the Web Intelligence Static Report Viewer component. The structure of the original BO report may also be changed as tables are moved to the beginning of the Web Intelligence Static Report Viewer component display and graphs are moved to the end of the component display.</p>

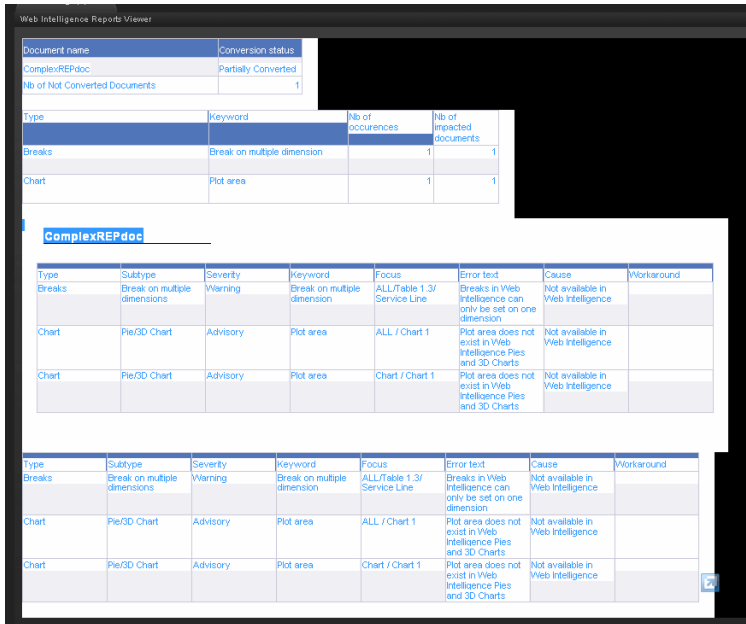
	The size of Web Intelligence reports can impact how the reports are displayed in the Dashboard page. The sizes are 374 pixels (width) x 199 pixels (height), 583 pixels (width) x 204 pixels (height), or 374 pixels (width) x 324 pixels (height). The description of each Web Intelligence report includes its size. For details, see "Reference: Web Intelligence Reports" (on page 313) .
Relevant tasks	"How to Add Components to a Dashboard Page" (on page 185)

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

UI Element	Description
<Report List>	Select the BO report you want to display in the Web Intelligence Static Report Viewer component. For details, see "Reference: Web Intelligence Reports" (on page 313) .


Web Intelligence Static Report Viewer (Display)









This component enables the user to view a selected BO report. You can create your own BO reports and display them in the Dashboard using the Web Intelligence Static Report Viewer component.



To access	In the Dashboard, access the Web Intelligence Static Report Viewer component or a page where the component is located.
Important Information	<p>A Web Intelligence Static Report Viewer component displays only one BO report. If you want to display more than one BO report in the Dashboard, you can create multiple Web Intelligence Static Report Viewer components and rename each component.</p> <p>You can create your own BO reports using BO and display them in the Web Intelligence Static Report Viewer component. For details, see BO documentation.</p> <p>The size of Web Intelligence reports can impact how the reports are displayed in the Dashboard page. The sizes are 374 pixels (width) x 199 pixels (height), 583 pixels (width) x 204 pixels (height), or 374 pixels (width) x 324 pixels (height). The description of each Web Intelligence report includes its size. For details, see "Reference: Web Intelligence Reports" (on page 313).</p>
Relevant tasks	"How to Add Components to a Dashboard Page" (on page 185)

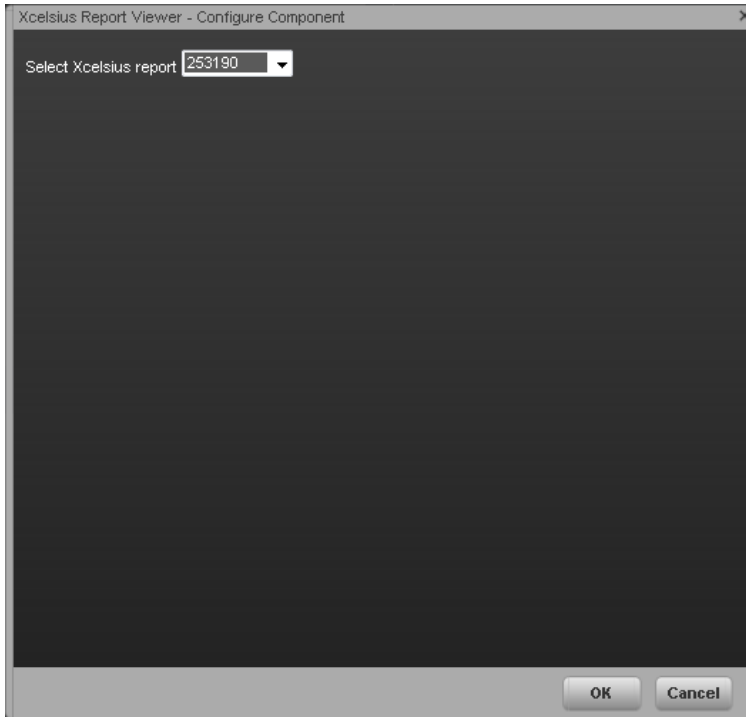
User interface elements are described below (when relevant, unlabeled elements are shown in angle brackets>):

UI Element	Description
	Component Menu. Opens a menu where you can select:

UI Element	Description
	<p> Preferences. Depending on the component you are currently configuring, opens the <component_name> Preferences dialog box where you can change the name of the component in the page by changing the name in the Name field and clicking OK.</p> <p> Wiring. Depending on the component you are currently configuring, opens the Wiring dialog box where you can wire the current component to other components. For details, see "Wiring Dialog Box" (on page 240).</p> <p> Help. Opens the online documentation page relevant to the component you are currently configuring.</p>
	Configure Component. Opens the Xcelsius Report Viewer - Configure Component dialog box for the relevant component. For details, see " Xcelsius Report Viewer - Configure Component Dialog Box " (on page 228).
	Open in a new window. Opens the component in a new window.
	Collapse component. Collapses the component. To expand the collapsed component, click the  button on the collapsed component.
	Remove Component. Removes the component from the page.
<Component contents>	The selected report is displayed in the component. For details, see " Reference: Web Intelligence Reports " (on page 313).

Xcelsius Report Viewer - Configure Component Dialog Box

This dialog box enables you to select the relevant report to be displayed in the Xcelsius Report Viewer component.



To access	In the Dashboard, in the Xcelsius Report component click the Configure Component button.
Important Information	<p>An Xcelsius Report component displays only one Xcelsius report. If you want to display more than one Xcelsius Report in the Dashboard, you can create multiple Xcelsius Report components and rename each component.</p> <p>Xcelsius Reports files have a .swf suffix.</p> <p>Note: To view a list of the available Xcelsius reports, you must copy the reports .swf files to the following location: <HPXS_home_directory>\agora\Xcelsius folder.</p>
Relevant tasks	"How to Add Components to a Dashboard Page" (on page 185)

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










UI Element	Description
<Report List>	Select the Xcelsius report you want to display in the Xcelsius Report Viewer component. For details, see the <i>Data Warehouse Admin Guide</i> .

Xcelsius Report Viewer Component

This component enables the user to view the selected Xcelsius report.

To access	In the Dashboard, access the Xcelsius Report component or a page where the component is located.
Important Information	<p>An Xcelsius Report component displays only one Xcelsius report. If you want to display more than one Xcelsius Report in the Dashboard, you can create multiple Xcelsius Report components and rename each component.</p> <p>Note: To view a list of the available Xcelsius reports, you must copy the reports .swf files to the following location: <HPXS_home_directory>\agora\Xcelsius folder.</p>
Relevant tasks	"How to Add Components to a Dashboard Page" (on page 185)

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

UI Element	Description
	<p>Component Menu. Opens a menu where you can select:</p> <ul style="list-style-type: none">  Preferences. Depending on the component you are currently configuring, opens the <component_name> Preferences dialog box where you can change the name of the component in the page by changing the name in the Name field and clicking OK.  Wiring. Depending on the component you are currently configuring, opens the Wiring dialog box where you can wire the current component to other components. For details, see "Wiring Dialog Box" (on page 240).  Help. Opens the online documentation page relevant to the component you are currently configuring.
	Configure Component. Opens the Xcelsius Report Viewer - Configure Component dialog box for the relevant component. For details, see "Xcelsius Report Viewer - Configure Component Dialog Box" (on page 228) .
	Open in a new window. Opens the component in a new window.
	<p>Collapse. Collapses the component.</p> <p>To expand the collapsed component, click the Expand  button on the collapsed component.</p>
	Remove Component. Removes the component from the page.
<Component contents>	The selected report is displayed in the component. For details, see the <i>Data Warehouse Admin Guide</i> .

Create an External Component

This section includes the following topics:

How to Create an External Component	230
New/Edit Component Dialog Box	232

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 "[Create a Component Using a Dynamic URL – Use-Case Scenario](#)".

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

This task includes the following steps:




- "[Create a simple URL component](#)" (on page 230)
- "[Create a dynamic URL](#)" (on page 230)


Create a simple URL component

1. In the Dashboard, click the **Components**  button in the Dashboard toolbar, or in an empty component of the Dashboard, click the **Add Component**  button.
2. In the Component Gallery dialog box that opens, click the **Add External Component**  button.
3. In the New Component dialog box that opens, enter the name, URL, and description, and click **OK**. For user interface details, see "[New/Edit Component Dialog Box](#)" (on page 232).
4. Optionally. In the Categorize Component area, select one or more categories to which you want the component assigned.

The new component is added to the Component Gallery, and can then be added to any page.

Create a dynamic URL

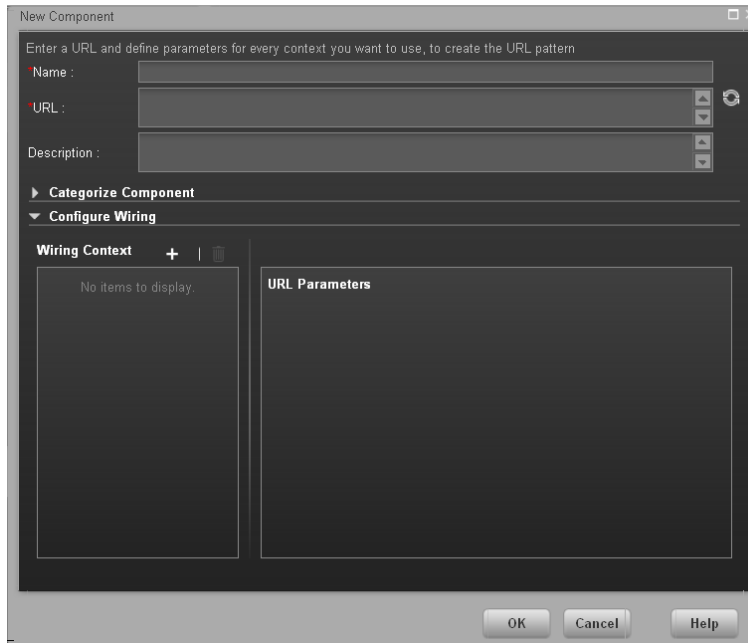
1. In the Dashboard, click the **Components**  button in the Dashboard toolbar, or in an empty component of the Dashboard, click the **Add Component**  button.
2. In the Component Gallery dialog box that opens, click the **Add External Component**  button.



3. In the New Component dialog box that opens, enter a name for the component and the static portion of the URL.
4. Optionally. In the **Categorize Component** area, select one or more categories to which you want the component assigned.
5. In the **Wiring Context** area, select one or more contexts whose attributes can be used to define the URL pattern. For details, see ["New/Edit Component Dialog Box" \(on page 232\)](#).
6. In the **URL Parameters and Values** area, click the **New Parameter**  button.
7. In the **New Parameter** dialog box that opens select the URL Part (the area of the URL where you want to add the parameter), and the name of the parameter, and click **OK**. The parameter is added to the **URL Parameter and Value** table.
8. Drag the relevant attribute from the **Attributes** list. The attributes displayed in the list are based on the contexts you selected in the Wiring Context area.
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.
9. Click **OK** to save the component.

The new component is added to the Component Gallery, and can then be added to any page.

New/Edit Component Dialog Box


Use the dialog box to create a new Dashboard component or to edit an existing Dashboard component.



To access	In the Component Gallery, click the Add External Component  button or select a component and click the Edit Component Properties  button.
Important Information	URLs for external components must begin with one of the following: https://, http://, or ftp://.
Relevant tasks	"How to Add Components to a Dashboard Page" (on page 185)

<Upper Pane>

User interface elements are described below:

UI Element	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.

UI Element	Description
	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 .
Description	The description of the component.




Categorize Component Area

Click on the drop down element to display a list of the existing categories. You can select one or more categories. You can also create new categories. For details, see the Left Pane section of the ["Component Gallery Dialog Box" \(on page 183\)](#).

Configure Wiring

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


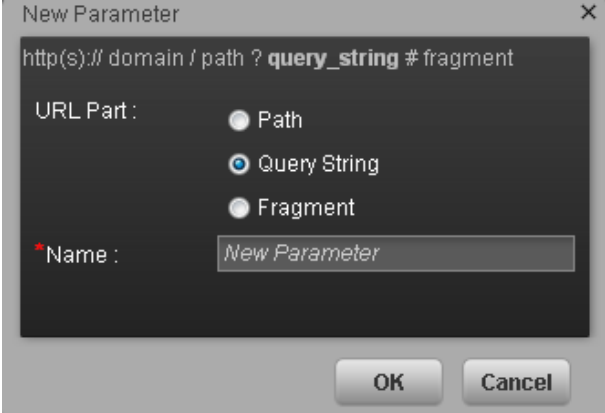
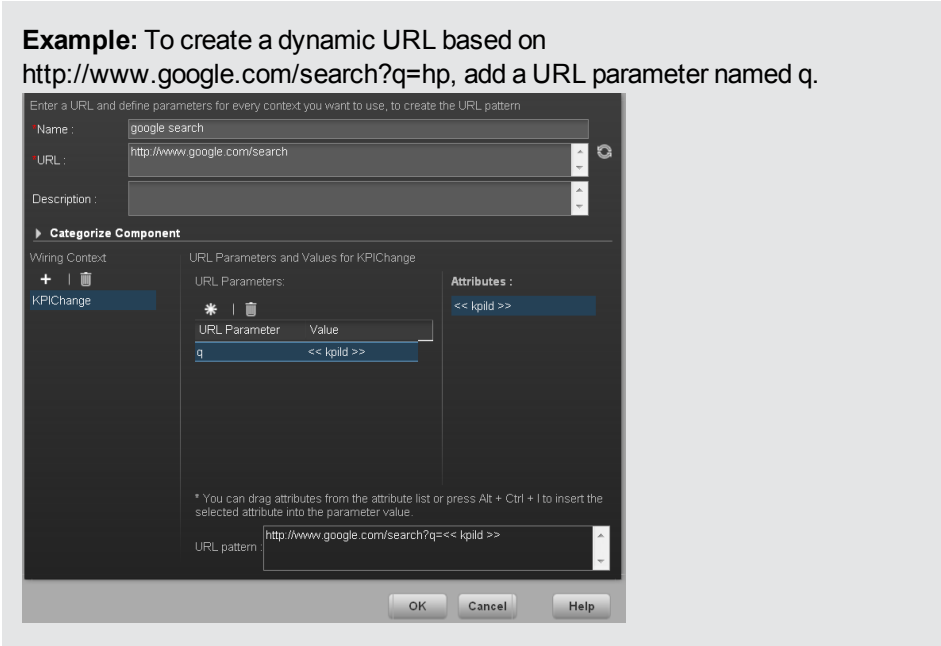
User interface elements are described below:


UI Element	Description
Wiring Context	Lists the wiring contexts you have already configured. Each line represents a context whose attributes can be used to create the URL pattern.
	<p>Add Context. Click to add a context whose attributes can be used to define the URL pattern.</p> <p>Note: You must enter a URL in the URL box before you click the Add Context button.</p> <p>The Select Contexts dialog box enables you to select which context to add.</p>  <p>You can select:</p> <ul style="list-style-type: none"> • KPIChange. The context is sent to the target component, when you select a KPI in the source component. • ObjectiveChanged. The context is sent to the target component, when you select an Objective in the source component.
	<p>Remove. Select a wiring context and click the button to remove it from the list.</p>

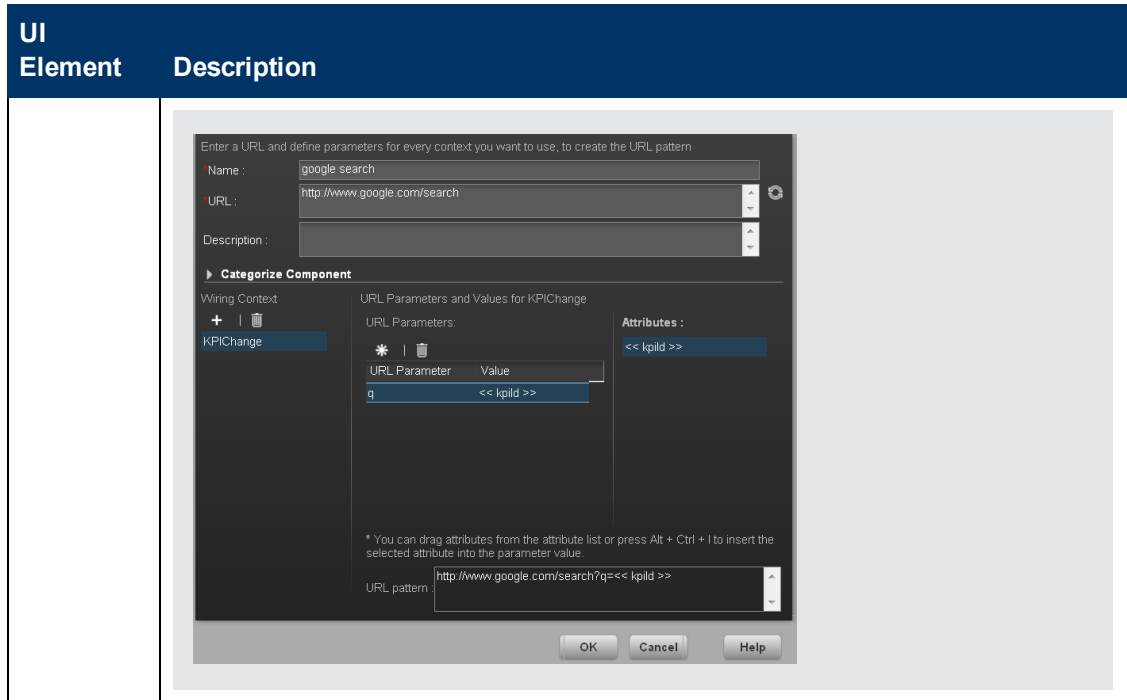
URL Parameters and Values Area for KPIChange or ObjectiveChanged

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 Element	Description
	<p>New Parameters. Click to add a URL parameter. Select the area of the URL where you want to add the parameter in the URL Part:</p> <p>Path. The parameter is used in the path part of the URL.</p> <p>Query String. The parameter is used in the query string of the URL.</p> <p>Fragment. The parameter is used in the rest of the URL.</p> <p>Type the parameter name in the Name box in the URL Parameters dialog box that appears.</p>  <p>Example: To create a dynamic URL based on http://www.google.com/search?q=hp, add a URL parameter named q.</p> 

UI Element	Description
	<p>Remove. Select a URL parameter and click this button to remove it from the list.</p>
<p>URL Parameter and Value</p>	<p>Lists the URL parameters you have already configured.</p> <p>Each line represents the name of a URL parameter which is used to create the URL pattern, and its value. After defining a parameter name, drag an attribute from the Attributes area to the Value area of the URL parameter.</p> <p>To edit a parameter value, click the value itself and edit its contents.</p>
<p>Attributes</p>	<p>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.</p> <ul style="list-style-type: none"> • If you select KPIChange in the Wiring Context area, the attribute <<kpild>> is available to build your URL pattern. The parameter represents the ID of the KPI on which you click in the source component to run the external URL with the ID of the KPI as a parameter. • If you select ObjectiveChanges in the Wiring Context area, the attributes <<id>> and <<type>> are available to build your URL pattern. The <<id>> parameter represents the ID of the Objective and the <<type>> parameter represents the type of the Objective on which you click in the source component to run the external URL with the ID of the KPI as a parameter. <p>To use an attribute as the value of a URL parameter, drag the attribute from this area to the Value area of the parameter.</p>
<p>URL Pattern</p>	<p>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.</p> <p>Example: The result of the creation of a dynamic URL based on http://www.google.com/search?q=.</p>



Set Up Wiring Between Components

This section includes the following topics:

How to Set Up Wiring Between Components	237
Wiring Dialog Box	240

How to Set Up Wiring Between Components


Component wiring defines how the components on the same Dashboard page can interact with each other. When two components are wired and the first component sends a wiring context indicating what has changed in the first component, then the second component responds to this change.

For example, the selection of one KPI in the KPI View component causes the display of the details of the same KPI in the Historical View component on the same page, if the two components are wired and the KPI View component is the source.

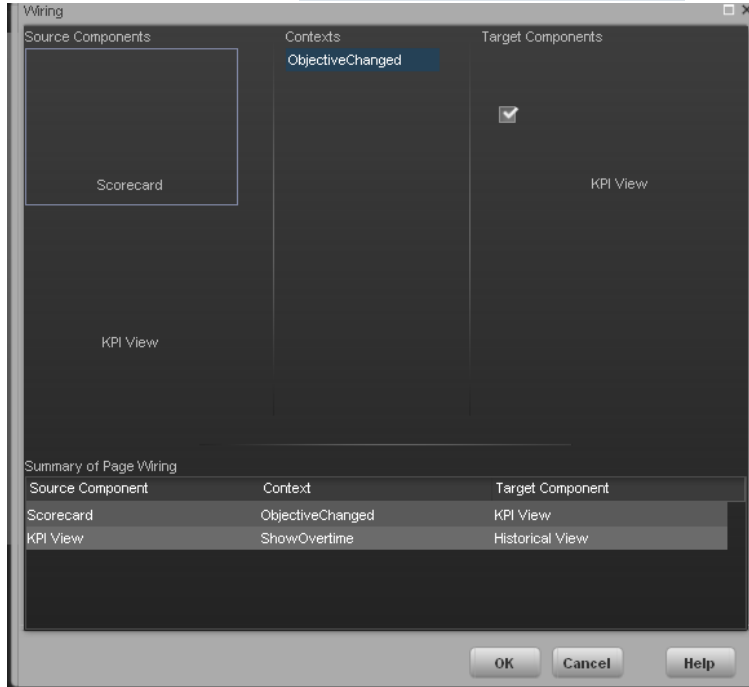
Note that if you select an Objective in the Scorecard component, the details of all the Objective's KPIs are displayed in the components that are wired to the Scorecard component on the same page.

Out-of-the-box pages have predefined wiring; you can also modify their default wiring definitions.

To configure the wiring between components on a page:

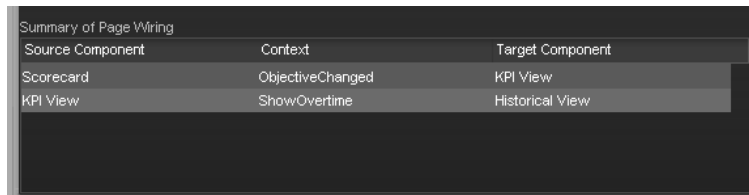
1. In Dashboard, open the relevant page, and click the **Wiring**  button in the Dashboard toolbar. The Wiring dialog box appears. For user interface details, see "[Wiring Dialog Box](#)" (on [page 240](#)). The Wiring button is usually disabled for out-of-the-box pages that are read-only.


2. The **Source Components** on the left side of the Wiring dialog box lists the components whose wiring context is to be sent to one or more target components. Select the relevant source component. For example, select Scorecard.
3. The **Contexts** box lists the contexts that can be sent from the selected source component. Select the relevant context. For example, select ObjectiveChanged. For a list of the contexts and their description, see ["Wiring Dialog Box" \(on page 240\)](#).



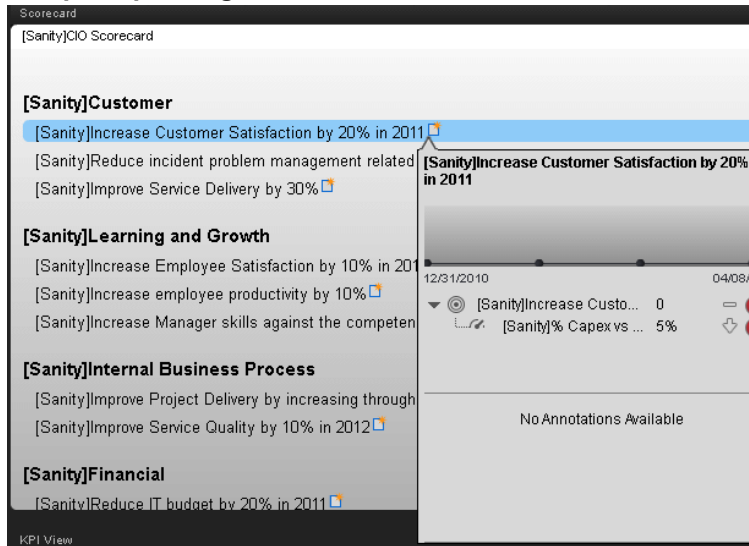
4. In the list of Target Components on the right side of the Wiring dialog box, select one or more component that will receive contexts from the source component. For example, select KPI View.
5. Click **OK**.

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

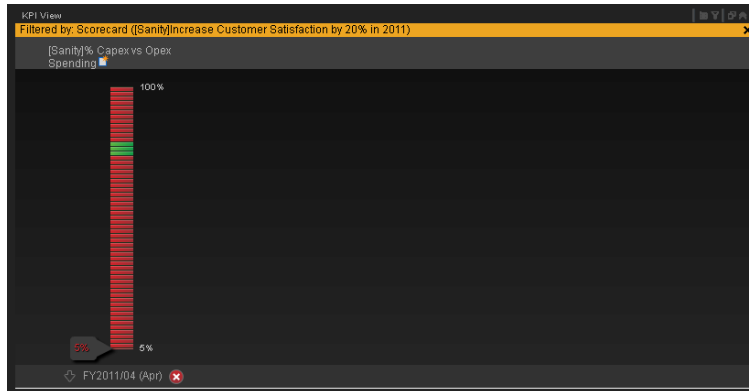


6. In the Dashboard page, move the cursor over the  icon of the relevant objective in the Scorecard component. The tooltip displays the KPIs of the Objective, for example: **% Capex**

vs Opex Spending.



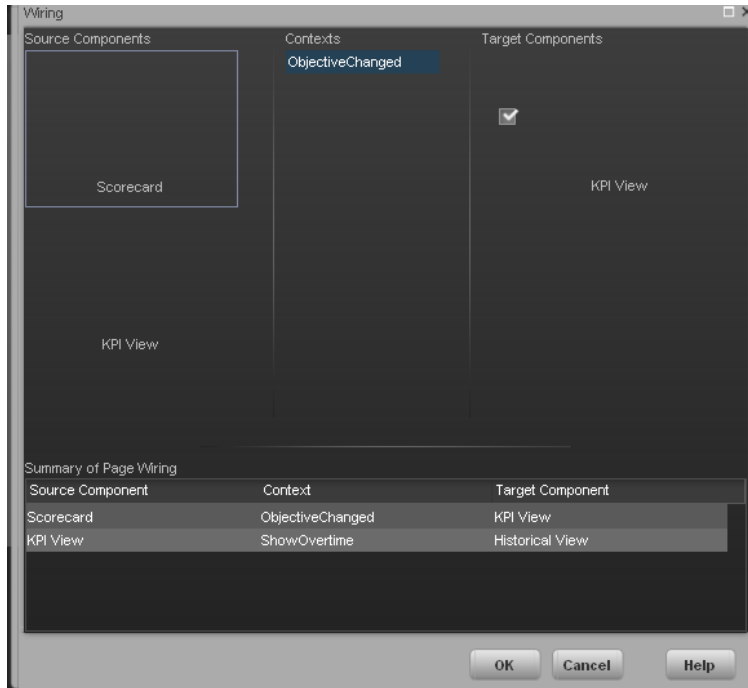
7. In the Scorecard component, click the relevant Objective. The KPI View component that is wired to the Scorecard component immediately refreshes to display the KPI View for the Objective's KPIs, for example: **% Capex vs Opex Spending**. In addition, the time period of the KPI View component is reset to the Scorecard time period. A message indicates that the display of the KPI View is wired to the Scorecard component.



8. To restore the original display of the KPI View component, click X on the yellow message.

Wiring Dialog Box

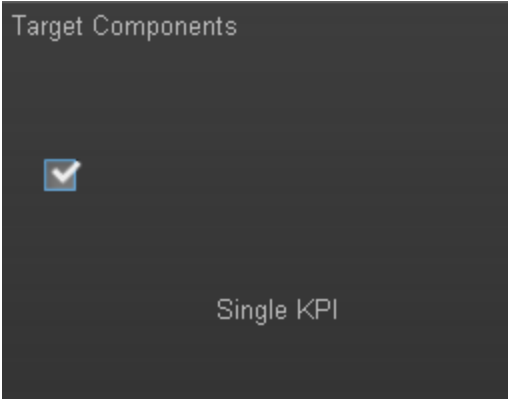
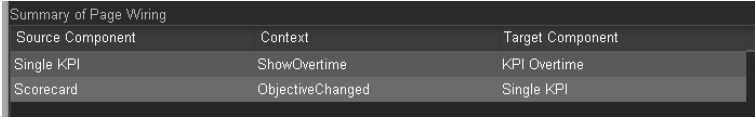
This dialog box enables you to define the wiring between the components on a page, that determines how components interact with one another. After you place components on a page, you can use this dialog to define the source components that are to send contexts to target components. When you finish setting up the wiring, save the page.



To access	Click the Wiring  button located in the Dashboard toolbar.
Relevant tasks	"How to Set Up Wiring Between Components" (on page 237)

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

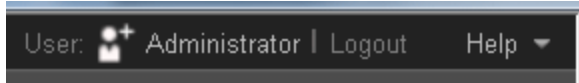
UI Element	Description
Source components	This column displays all of the page components that have the ability to send contexts to other components. Select a source component, then select the context and the target components.
Contexts	<p>After you select a source component in the left column, the context box contains a list of the contexts that can be sent from this source to the target components.</p> <p>Select the context you want to send to one or more targets, and then select the target component.</p> <p>The contexts are:</p> <ul style="list-style-type: none"> • ShowOvertime. When the user selects a KPI in the KPI Viewer component, a

	<p>ShowOvertime event is published. The Historical View component wired to the KPI Viewer component receives that event and its display is updated to show the selected KPI's history.</p> <ul style="list-style-type: none"> • ObjectiveChanged. When the user selects an Objective in the Scorecard component, an ObjectiveChanged event is published. The KPI Viewer component that is wired to the Scorecard component receives that event and update its display to show the details of Objective's children (Objectives, KPIs, or Breakdown KPIs). 									
<p>Target components</p>	<p>This column displays all the page components that have the ability to receive contexts from other components on the page.</p> <p>After you select a source component and context, this displays all of the page components with the ability to receive this context from the specified source.</p> <p>Select one or more target components that can receive contexts from the source component by clicking the check box.</p> 									
<p>Summary of page wiring</p>	<p>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.</p>  <table border="1"> <thead> <tr> <th>Source Component</th> <th>Context</th> <th>Target Component</th> </tr> </thead> <tbody> <tr> <td>Single KPI</td> <td>ShowOvertime</td> <td>KPI Overtime</td> </tr> <tr> <td>Scorecard</td> <td>ObjectiveChanged</td> <td>Single KPI</td> </tr> </tbody> </table>	Source Component	Context	Target Component	Single KPI	ShowOvertime	KPI Overtime	Scorecard	ObjectiveChanged	Single KPI
Source Component	Context	Target Component								
Single KPI	ShowOvertime	KPI Overtime								
Scorecard	ObjectiveChanged	Single KPI								

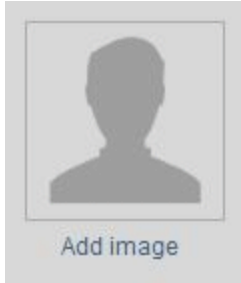
How to Personalize the Dashboard

To add the user's picture to the Dashboard frame.

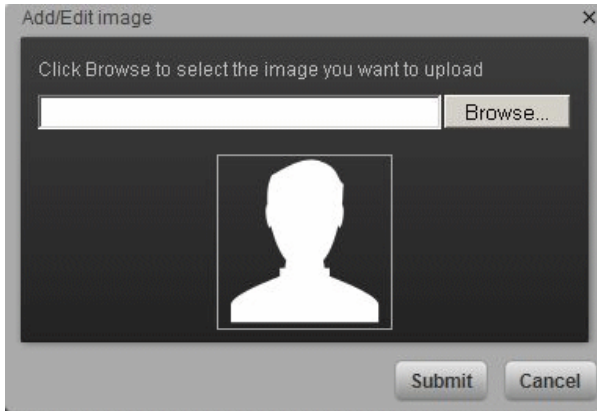
1. Move the cursor above the graphic next to **User:**



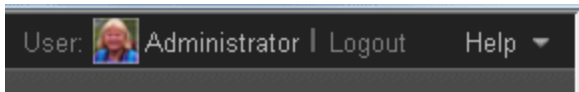
2. Click the **Add Image** button that is displayed.



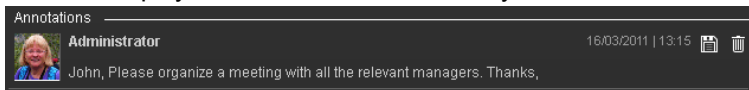
3. In the **Add/Edit image** dialog box that opens, locate the relevant picture. The image is displayed in the dialog box. The change is saved only when you click **Submit**.



The relevant picture is now displayed in the Dashboard frame.



It is also displayed in the annotations sent by the same user.



Limitations

You can only upload images as follows:

- The size of the picture must be less than 5 MB.
- The allowed extensions are: .png, .jpg, .jpeg, .gif, .tif, or .bmp
- For best display, the recommended image ratio is 3 x 4.

During the image upload, the image is automatically resized to 100 x 100 pixels and the size of the file is reduced.

View and Analyze the Business Objectives

This section includes the following topics:

How to View the Resulting Displays	243
Learn about the Explorer Page	248
View and Analyze Results User Interface	249

How to View the Resulting Displays

In the relevant pages in Dashboard, you can view and analyze the business objectives you set for yourself and your department or enterprise. This information is displayed in the relevant Scorecards and components.

Once the Administrator has set up the relevant pages in Dashboard, you can view the information contained in the pages and analyze it using the capabilities described below.

This section includes the following topics:

- ["View the relevant objectives in your pages" \(on page 243\)](#)
- ["Analyze your objectives using the components on your pages" \(on page 244\)](#)
- ["Drill down to your subordinate's Scorecards" \(on page 244\)](#)
- ["Display more information about a specific Objective or KPI" \(on page 245\)](#)
- ["Use the wiring feature to display more details about a KPI" \(on page 246\)](#)
- ["Drill down to more details about the Objectives or KPIs in the Explorer tab" \(on page 246\)](#)
- ["Understand the meaning of an Objective or KPI" \(on page 246\)](#)
- ["How to View the Resulting Displays" \(on page 243\)](#)
- ["How to View the Resulting Displays" \(on page 243\)](#)
- ["Add annotations to a specific Objective or KPI" \(on page 247\)](#)
- ["Print, email, or PDF the relevant annotation" \(on page 248\)](#)
- ["How to View the Resulting Displays" \(on page 243\)](#)
- ["How to View the Resulting Displays" \(on page 243\)](#)

View the relevant objectives in your pages

The administrator has prepared pages for your use. These pages reflect the objectives you set for yourself or your department.

In the Dashboard, click the relevant tab. It includes several components that can enable you to analyze these objectives.

Analyze your objectives using the components on your pages

Depending on your permissions, the pages may include Scorecard components. Each Scorecard component represents the results of the list of selected Perspectives and their Objectives with their value, trend, and status for the measurement period. It represents strategic goals for the organization headed by the executive for whom the page was created. For details, see ["Scorecard Component" \(on page 218\)](#).

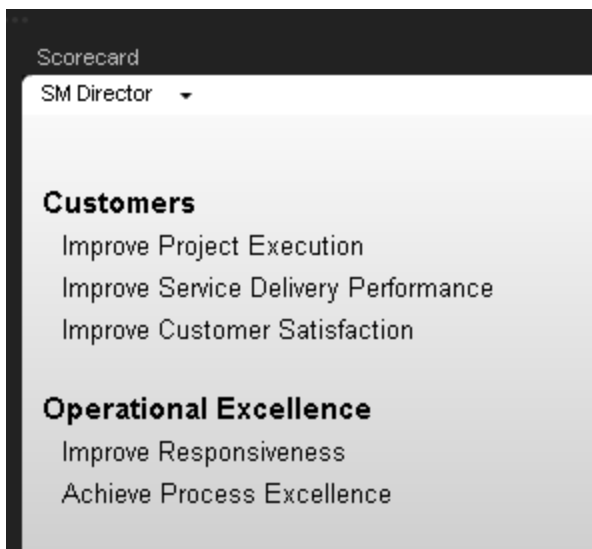
In addition, the pages may include other components that provide additional information:

- KPI List component. For details, see ["KPI List Component" \(on page 208\)](#).
- Historical View component. For details, see ["Historical View Component" \(on page 192\)](#).
- KPI Rolodex component. For details, see ["KPI Rolodex Component" \(on page 213\)](#).
- KPI View component. For details, see ["KPI View Component" \(on page 201\)](#).
- Scorecard component. For details, see ["Scorecard Component" \(on page 218\)](#).
- Web Intelligence Full Report Viewer component. For details, see ["Web Intelligence Full Report Viewer Component" \(on page 222\)](#).
- Xcelsius Report component. For details, see ["Xcelsius Report Viewer Component" \(on page 229\)](#).
- Web Intelligence Reports Viewer component. For details, see ["Web Intelligence Static Report Viewer \(Display\)" \(on page 226\)](#).

Drill down to your subordinate's Scorecards

If the administrator has prepared the relevant capability, you can drill down from your Scorecard to your subordinate Scorecard.

If the Scorecard component you are analyzing has drilldowns to subordinate (cascading) Scorecards, a small black arrow is displayed to the right of the Scorecard title.




Click the arrow to display the list of subordinate Scorecards and select the relevant one to display it.

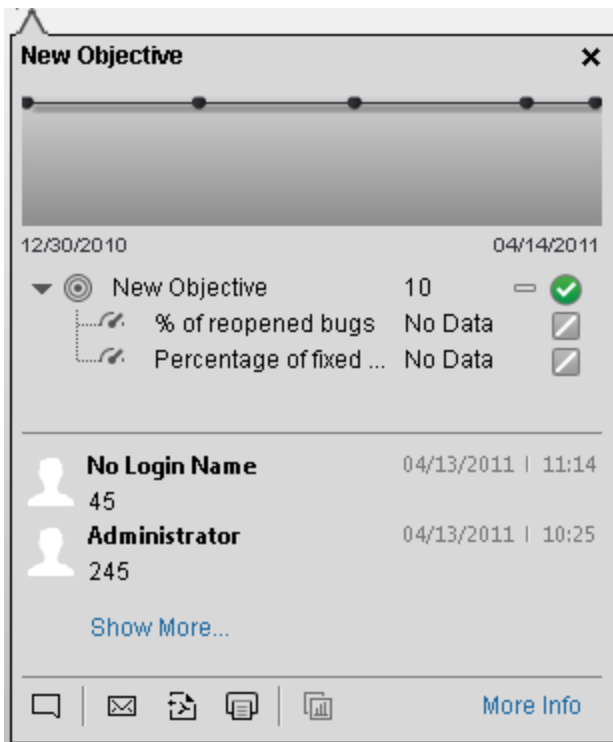
To return to the parent Scorecard, click the X to close the subordinate Scorecard display. Note that you can only access one level down (meaning that if the subordinate Scorecard has subordinates, to access their information, you must create a Scorecard component for the first level of subordinate Scorecard).


For details, see ["Learn About Scorecards" \(on page 89\)](#).

Display more information about a specific Objective or KPI

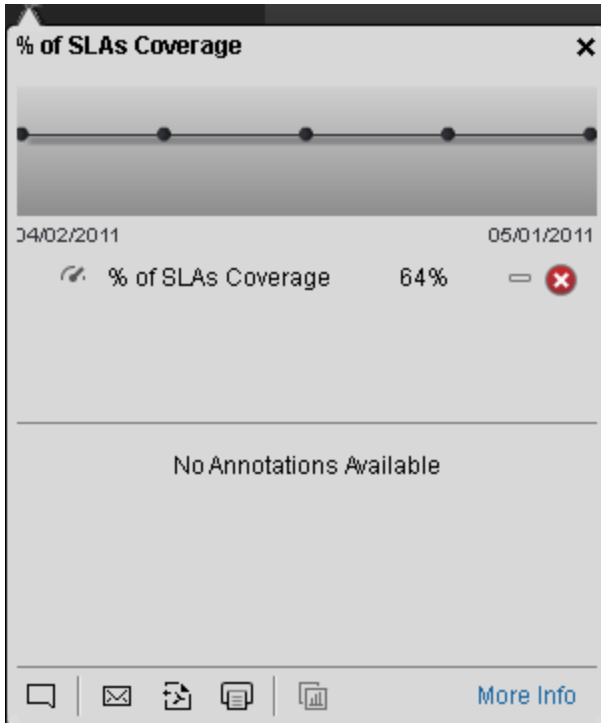
From a Scorecard component, move the cursor above the  icon at the end of the Objective's name to view over time information about the Objective, details about the Objective's KPIs and the annotations added to the Scorecard by users.

You can also add annotations, send the tooltip by email, PDF it, or print it. For details, see ["Objective Tooltip" \(on page 253\)](#).



From any other out-of-the-box component, moving the cursor above the  icon at the end of the KPI's name to view over time information about the KPI, its value, trend, and status, and the annotations added to the KPI by other users.

You can also add annotations, send the tooltip by email, PDF it, or print it. For details, see ["KPI Tooltip" \(on page 250\)](#).



Use the wiring feature to display more details about a KPI

Component wiring defines how components on the same page interact with each other. When two components are wired, you may select one element on the first component, and immediately, the second component's display changes to view the relevant information for the selected element.

For example, you select one KPI in the KPI View component that is wired to the Historical View and the details of the same KPI are immediately displayed in the Historical View component, on the same page, using the format of the Historical View component.

For details, see ["How to Set Up Wiring Between Components" \(on page 237\)](#)

Drill down to more details about the Objectives or KPIs in the Explorer tab

From an Objective or KPI tooltip, click **More Info** to open the Explorer tab filtered for the Objective or KPI. The Explorer tab provides over time information, details about the Objective or KPI's configuration, the complete list of annotations, the location of the Objective or KPI in the active tree, and a Goal map for the element.

You can also click the Explorer tab to display the same kind of information for all the active Scorecards and KPIs in the HP IT Executive Scorecard. For details, see ["Explorer Tab" \(on page 276\)](#).

Understand the meaning of an Objective or KPI

The Objectives that are displayed in the pages and components represent the overall performance goal that you want to track. For details, see ["Learn About Objectives" \(on page 90\)](#).

The Objectives include groups of KPIs of different types that can represent different aspects of the goal. For details, see ["Learn About KPIs and Metrics" \(on page 102\)](#).

For example, if you want to measure the IT department responsiveness, you create an Objective that measures different aspects of the IT department related to responsiveness. Each aspect is measured by a different KPI types (for example: project initiation time, PC purchase time, and more). These KPIs provide values, trends, and statuses that help you track your goals.

Drilldown to Breakdown KPI information

A KPI represents a business context. The value of the KPI is calculated based on the entities (facts or dimensions) that provide information on the business context. A business context can include lots of facts or dimensions.

The administrator creates multiple levels of KPI Breakdowns depending on the definition of the KPI and on the KPI's business context. These definitions provide the different levels of Breakdown that enable you to obtain very detailed information about the business aspect that you are measuring.

For details, see ["Learn About Breakdown KPIs" \(on page 143\)](#).

Access Explorer to display detailed information about a selected KPI or Objective


You can view more detailed information for a selected KPI or Objective by moving the cursor over the relevant item in the page, component, or Scorecard component, in the Dashboard. In the tooltip that opens, click **More info**. The Explorer tab opens for the selected item.

You can also click the **Explorer** tab to display the Active KPIs tree, and by clicking the Objectives and KPIs in the tree, display detailed information about the selected item in the Explorer tab.

The information includes the items description, value or score, value over time, annotations sent by other users, links to relevant pages, external URLs, reports, and more.

For additional details, see ["Explorer Tab" \(on page 276\)](#).

Add annotations to a specific Objective or KPI

1. In Explorer, click the relevant Objective or KPI in the Active KPIs tree.
2. Examine the information displayed in the Explorer Details, Calculation Details, Goal Map tabs.
3. If you have comments, click the **Add annotation**  button at the bottom of the Annotations area.
4. In the box that opens, enter your annotation, and click **Add** to add the annotation to the list of annotations in the Annotations area.



5. The annotation is added to the list.



For additional details, see ["Explorer Tab" \(on page 276\)](#).

Print, email, or PDF the relevant annotation

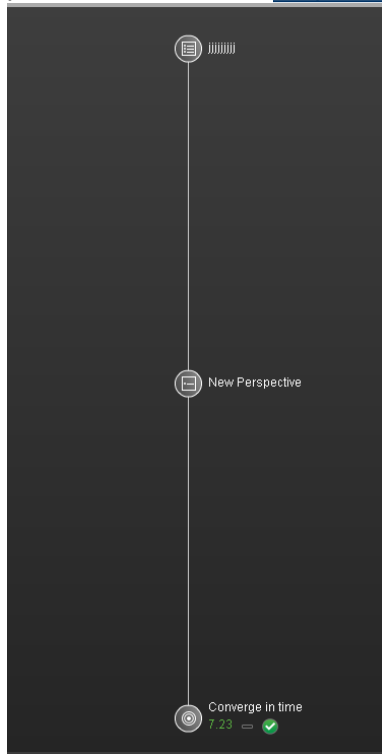
You can email the owner of the Objective or KPI you are analyzing.

You can also save a snapshot of the information displayed in the Explorer details tab (chart, annotations, and additional information for the KPI or Objective), in PDF format, or you can print that snapshot.

For additional details, see ["Explorer Tab" \(on page 276\)](#)

Understand the impact of one KPI on Objectives, Perspectives, and Scorecards

1. In Explorer, click the relevant Objective or KPI in the Active KPIs tree.
2. Examine the information displayed in the Goal Map tab. The Goal Map provides a tree of nodes that represents the display of the impact of the selected KPI on the relevant Objectives, Perspectives, and Scorecards, or of the selected Objective on the relevant Perspectives, and Scorecards. The Goal Map displays the impact configuration only for the current period of the selected KPI or Objective. The information displayed on the Goal Map depends on the user permission. You can double-click on a node (KPI or Objective) to select the KPI or Objective in the Active Tree and to display the Explorer Details tab for the selected node and the current period. For details, see ["Explorer Tab" \(on page 276\)](#).



Learn about the Explorer Page

You use the Explorer page to view detailed KPI and Objective information. You can access the page by clicking the **Explorer** tab in HP IT Executive Scorecard.

You can also access the Explorer page from the Objective or KPI tooltip in the Dashboard. For details, see ["Objective Tooltip" \(on page 253\)](#) or ["KPI Tooltip" \(on page 250\)](#).

The Explorer page includes the following features:

- The **Active KPIs** pane lists all the Scorecards, Perspectives, Objectives, and their KPIs, Breakdown KPIs, and Orphan KPIs, active in the HP IT Executive Scorecard. You click one of the Objectives or KPIs to display their detailed information in the other panes. The pane also displays information about the status, trend, and score of the nodes.
- The **Explorer** tab displays KPI and Objective over time information for the current period as defined in the Objective or KPI configuration. You can also display past information by selecting a past period of time.
- The **Calculation Details** tab displays the information from the KPI Calculation tab in the Studio such as the formula used to calculate the KPI status, filter information, and thresholds.
- The **Goal Map** tab provides a tree of nodes that represents the impact of the selected KPI on the relevant Objectives, Perspectives, and Scorecards, or of the selected Objective on the relevant Perspectives, and Scorecards.
- The **Annotations** area enables you to view the annotations attached to the selected Objective or KPI and to add annotations if needed.
- The **Additional Information** area displays the additional information for the KPI and Objective as configured in the Studio.

For details, see ["Explorer Tab" \(on page 276\)](#).

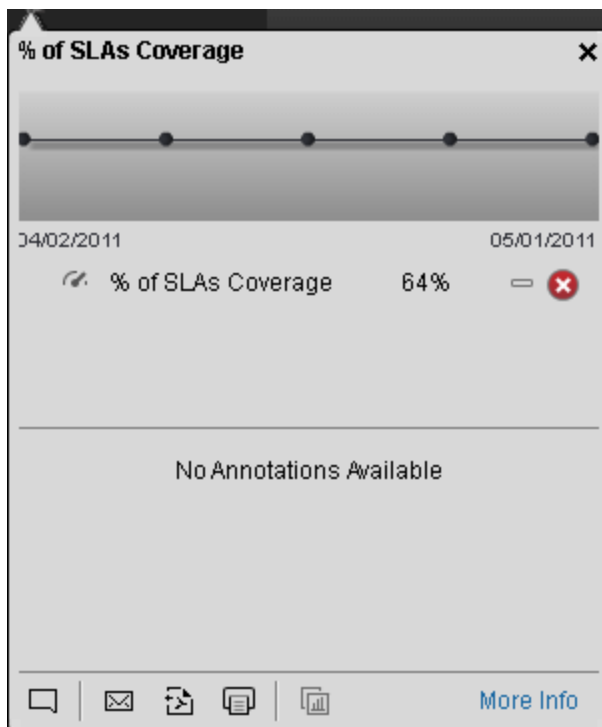
View and Analyze Results User Interface

This section includes the following topics:

KPI Tooltip	250
Objective Tooltip	253
CIO Out-of-the-Box Page	256
VP of Operations Page	260
VP of Applications Page	262
Director of Service Management Page	266
PMO page	269
BRM Page	273
Explorer Tab	276

KPI Tooltip




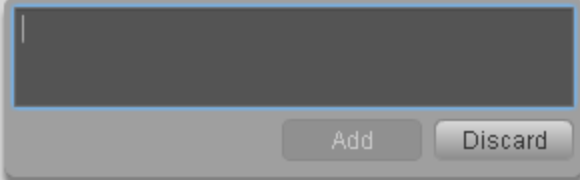

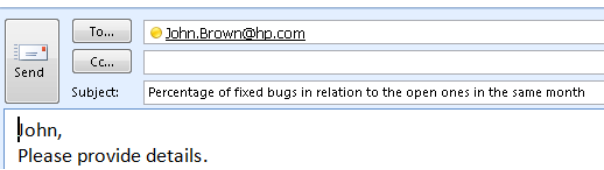

The KPI Tooltip displays detailed information about the KPI.






To access	Move the cursor above the name of a KPI in a Dashboard component.
Important information	<p>When a KPI does not display data because there is no calculated data (for example, the formula is incorrect, or includes a division by zero), the KPI Tooltip is available but displays No data and clicking the KPI in the KPI Tooltip displays the Explorer tab with a short explanation of the No data problem.</p> <p>When a KPI does not display data because the calculation period corresponds to a time when the KPI had not yet been configured in the Studio, the KPI Tooltip is not available.</p>
Relevant tasks	"View and Analyze the Business Objectives" (on page 243)

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

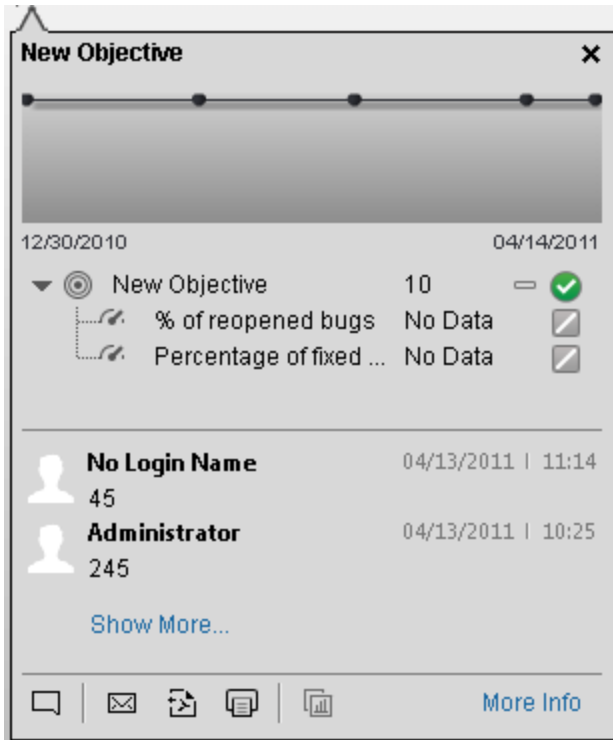
UI Element	Description
Name>	The name of the KPI.
<Over Time value>	The graph displays the over time value of the KPI for 5 periods in the past from the current period. The periods displayed are based on the period configured for the KPI.

UI Element	Description
	<p>For example, if the KPI period is 1 month, the graph displays the value of the KPI over the past 5 months.</p>  <p>A large point  in the graph indicates that an annotation was added to that point. Move the cursor above the point to see the annotation.</p> <p>You can add a new annotation to the over time chart only if there is already an annotation attached to the over time chart. To add an annotation to the chart, you can click the More info link to open Explorer filtered for the selected KPI.</p>
<p><KPI and Breakdown KPIs></p>	<p>This section displays:</p> <ul style="list-style-type: none"> • The name of the KPI, its value, trend, and status. • If the KPI has 3 Breakdown KPIs or less, the 3 Breakdown KPIs with the lowest score are displayed in the tooltip with their name, value, trend, and status. • If the KPI has more than 3 Breakdown KPIs, a Show more link appears below the list of Breakdown KPIs. Click the link to open Explorer filtered for the selected KPI, where you can see all the Breakdown KPIs of the selected KPI.
<p>Annotations</p>	<p>Lists the last 3 annotations sent by all users (including the current user). If more than 3 annotations have been sent for the selected KPI, only 2 are displayed followed by a Show more link. Click the link to open Explorer filtered for the selected KPI, where you can see all the annotations of the selected KPI.</p>
	<p>Add annotation. Opens a box where you can add your annotation:</p>  <p>Enter the text of the annotation and click Add to add the annotation to the list or Discard to discard the annotation.</p>
	<p>Send mail. Opens an Outlook email, with the owner of the selected Objective, KPI, or Breakdown KPI listed in the To box, Regarding: <Objective_KPI_Breakdown_KPI_name> in the Subject box, and the text of the latest annotation in the body of the email.</p> 
	<p>Save snapshot. Opens your list of directories, where you can select the location of the PDF you are creating.</p>

UI Element	Description
	Print. Opens a dialog box where you can select and configure the printer, and send the tooltip to print.
	Reports. Opens a popup that lists all the additional info configured for the KPI: reports, Dashboard pages, or external URLs. 
More Info	Click to open Explorer filtered by the selected KPI.

Objective Tooltip



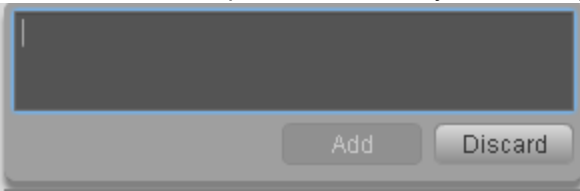

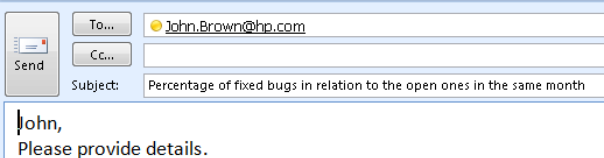
The Objective Tooltip displays detailed information about the Objective.







To access	Move the cursor above the name of an Objective in a Dashboard component.
Important information	<p>When an Objective displays data but some of its KPIs do not have calculated data (for example, their formula is incorrect, or includes a division by zero), the Objective Tooltip is available but displays Objective has been calculated with partial data and clicking the Objective in the Objective Tooltip displays the Explorer tab with the same message.</p> <p>When an Objective does not display data because none of its KPIs has data, the Objective Tooltip is available.</p> <p>When an Objective does not display data because the calculation period of the Objective corresponds to a time when none of its KPIs had not yet been configured in the Studio, the Objective Tooltip is not available.</p>
Relevant tasks	"View and Analyze the Business Objectives" (on page 243)

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

UI Element	Description
Name >	The name of the Objective.

UI Element	Description
<p><Over Time value></p>	<p>The graph displays the over time value of the Objective for 5 periods in the past from the current period. The periods displayed are based on the period configured for the Objective.</p> <p>For example, if the Objective period is 1 month, the graph displays the value of the Objective over the past 5 months.</p> <p>A large point  in the graph indicates that an annotation was added to that point. Move the cursor above the point to see the annotation.</p> <p>You can add a new annotation to the over time chart only if there is already an annotation attached to the over time chart. To add an annotation to the chart, you can click the More info link to open Explorer filtered for the selected Objective.</p>
<p><KPI and Breakdown KPIs></p>	<p>This section displays:</p> <ul style="list-style-type: none"> • The name of the Objective, its value, trend, and status. • If the Objective has 3 KPIs or less, the 3 KPIs with the lowest score are displayed in the tooltip with their name, value, trend, and status. • If the Objective has more than 3 KPIs, a Show more link appears below the list of KPIs. Click the link to open Explorer filtered for the selected Objective, where you can see all the KPIs of the selected Objective.
<p>Annotations</p>	<p>Lists the last 3 annotations sent by all users (including the current user). If more than 3 annotations have been sent for the selected Objective, only 2 are displayed followed by a Show more link. Click the link to open Explorer filtered for the selected Objective, where you can see all the annotations of the selected Objective.</p>
<p></p>	<p>Add annotation. Opens a box where you can add your annotation:</p>  <p>Enter the text of the annotation and click Add to add the annotation to the list or Discard to discard the annotation.</p>
<p></p>	<p>Send mail. Opens an Outlook email, with the owner of the selected Objective, KPI, or Breakdown KPI listed in the To box, Regarding: <Objective_KPI_Breakdown_KPI_name> in the Subject box, and the text of the latest annotation in the body of the email.</p> 

UI Element	Description
	Save snapshot. Opens your list of directories, where you can select the location of the PDF you are creating.
	Print. Opens a dialog box where you can select and configure the printer, and send the tooltip to print.
	Reports. Opens a popup that lists all the additional info configured for the Objective: reports, Dashboard pages, or external URLs. 
More Info	Click to open Explorer filtered by the selected Objective.

CIO Out-of-the-Box Page

The CIO page provides the tools that help the CIO plan, expand and monitor the strategies that help managing the business challenges of that role.

The following information describes the out-of-the-box CIO page available in HP IT Executive Scorecard Dashboard.

This section includes the following topics:

- ["Organizational Goals and Challenges" \(on page 256\)](#)
- ["CIO Page Scorecard Contents" \(on page 256\)](#)
- ["Analytics" \(on page 258\)](#)
- ["Page Layout" \(on page 259\)](#)

Organizational Goals and Challenges

The CIO's organizational goals are described in "[Chief Information Officer \(CIO\) Business Challenges" \(on page 21\)](#)"[Director of Service Management Business Challenges" \(on page 24\)](#).

- Ensure that the projects aligned with organizational business goals and motivate the entire organization forward
- Provide the processes to the business demands and requirements
- Ensure coordination and communication between all project parties, in order that the project will end on time, budget and quality

CIO Page Scorecard Contents

The Scorecard component appearing on the CIO Page includes the following strategies, objectives, and KPIs:

Strategy	Objective	KPI
IT Value	Reduce Cost	<ul style="list-style-type: none"> • % of Change in Business Service Cost • % of Change in Assets Cost
	Stewardship of IT Investment	<ul style="list-style-type: none"> • % Variance of Actual vs Planned Costs • Avg Cost of IT Delivery Per Customer • % of IT POR vs Total Revenue • % of Projects Budget at Risk • % Actual vs Planned Projects Cost
	Alignment with Business Strategy	<ul style="list-style-type: none"> • % of Capex vs Opex Spending • Innovation Delivery • % of Time Invested on Strategic Projects • % of Projects Associated with Business Objectives

Strategy	Objective	KPI
Customer	Improve Service Delivery Performance	<ul style="list-style-type: none"> • % of Available Services • % of Met Service Performance • Avg Outage Duration • Mean Time Between Failures of Services • Mean Time To Repair a Service • Number of Opened Incidents • Number of Closed Incidents
	Improve Customer Satisfaction	<ul style="list-style-type: none"> • % of Met SLAs • % of Service level Objectives for Met IT Process Activities • Downtime % of SLA • % of Satisfied Customers
Operational Excellence	Improve Project Execution	<ul style="list-style-type: none"> • % of Healthy Projects • % of Project Tasks on Time • % of Projects on Time • % of Projects with Unresolved Urgent Issues • Avg Delivery Time of New Products or Services • Avg Project Initiation Time • Deviation % of Planned Work Hours
	Improve Responsiveness	<ul style="list-style-type: none"> • % of FCR • Avg Time to Procure Hardware • Incident Aging • % of Interactions in Backlog • Avg Interaction Closure Duration
	Achieve Process Excellence	<ul style="list-style-type: none"> • % of Reopened Incidents • % of Emergency Changes • % of SLA Expirations • Avg Age of Hardware Assets

Strategy	Objective	KPI
		<ul style="list-style-type: none"> • Change Success Rate • % of Unauthorized Implemented Changes • % of Escalated Incidents • % of Assets in Maintenance • % of Assets Returned to Supplier • % of Changes Resulted in Outage • % of Unplanned Changes • Changes Backlog Size • Number of Completed Changes • Incidents Backlog Size • Incident Resolution Time • % of Software Licenses in Use
Future Orientation	Improve Staff Effectiveness	<ul style="list-style-type: none"> • % of Project Effort Done by External Resources

Analytics

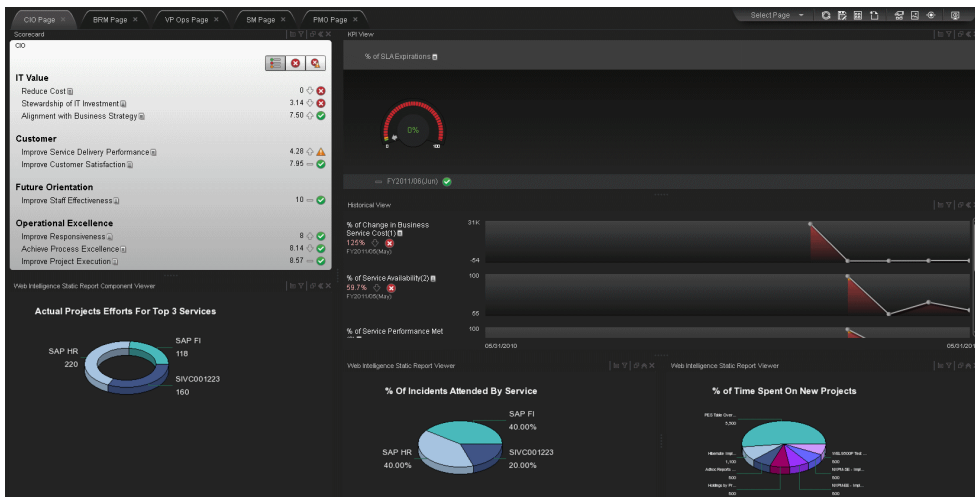
The following information is provided in the BO reports that are displayed using the Web Intelligence Full Report Viewer components. For details, see ["Web Intelligence Full Report Viewer Component" \(on page 222\)](#).

- ["Physical to Virtual Server Ratio Report" \(on page 338\)](#)
- ["Server Growth Rate Report" \(on page 339\)](#)
- ["Total Number of Servers Report" \(on page 340\)](#)
- ["Mean Time Between Failures for Top 3 Services Report" \(on page 362\)](#)
- ["Emergency Changes by Services Report" \(on page 341\)](#)
- ["Number of Incidents Caused by Changes vs Total Number of Incidents" \(on page 345\)](#)
- ["Number of Incidents Caused by Changes vs Total Number of Incidents" \(on page 345\)](#)
- ["Percentage of Breached Incidents Report" \(on page 346\)](#)
- ["Critical Incidents by Customer Report" \(on page 342\)](#)
- ["Critical Incidents for Top 3 Services Report" \(on page 343\)](#)
- ["Incident Closure Time for the Top 3 Services Report" \(on page 344\)](#)
- ["Actual Project Efforts for Top 3 Services Report" \(on page 355\)](#)
- ["Actual vs. Planned Cost for Top 3 Projects Report" \(on page 356\)](#)

- Cost Allocation by Business Objective
- ["Project Delay by Top 3 Most Costly Projects Report" \(on page 360\)](#)
- ["Project Health for Active Projects Report" \(on page 361\)](#)
- ["Percentage of Service Requests Posted via Web \(Self-Help\) Report" \(on page 348\)](#)
- ["High Priority Interactions by Customers Report" \(on page 349\)](#)
- ["SLA Not Met by Consumers Report" \(on page 363\)](#)
- ["SLA Not Met by Top 3 Services Report" \(on page 364\)](#)
- ["Top 3 Services Suppliers Report" \(on page 365\)](#)

Page Layout

For example, a typical out-of-the-box CIO page is as follows:



VP of Operations Page

The VP of Operations page provides the tools that help the VP of Operations plan, expand and monitor the strategies that help managing the business challenges of that role.

The following information describes the out-of-the-box VP of Operations page available in HP IT Executive Scorecard Dashboard.

This section includes the following topics:

- ["Organizational Goals and Challenges" \(on page 260\)](#)
- ["VP of Operations Scorecard" \(on page 260\)](#)
- ["Analytics" \(on page 261\)](#)
- ["Page Layout" \(on page 262\)](#)

Organizational Goals and Challenges

The VP of Operations organizational goals are described in ["VP of Operations Business Challenges" \(on page 22\)](#).

- Ensure that the projects aligned with organizational business goals and motivate the entire organization forward
- Provide the processes to the business demands and requirements
- Ensure coordination and communication between all project parties, in order that the project will end on time, budget and quality

VP of Operations Scorecard

The Scorecard component appearing on the VP of Operations Page includes the following strategies, objectives, and KPIs. For details on the KPIs, see ["Reference: KPIs" \(on page 313\)](#).

Strategy	Objective	KPI
IT Value	Reduce Cost	<ul style="list-style-type: none"> • % of Change in Assets Cost
	Stewardship of IT Investment	<ul style="list-style-type: none"> • % Actual vs Planned Projects Cost
Customer	Improve Service Delivery Performance	<ul style="list-style-type: none"> • % of Available Services • % of Met Service Performance • Avg Outage Duration • Mean Time Between Failures of Services • Mean Time To Repair a Service • Number of Opened Incidents • Number of Closed Incidents
	Improve Customer Satisfaction	<ul style="list-style-type: none"> • % of Met SLAs

Strategy	Objective	KPI
		<ul style="list-style-type: none"> • % of Service level Objectives for Met IT Process Activities • Downtime % of SLA • % of Satisfied Customers
Operational Excellence	Improve Responsiveness	<ul style="list-style-type: none"> • % of FCR • Avg Time to Procure Hardware • Incident Aging • % of Interactions in Backlog • Avg Interaction Closure Duration
	Achieve Process Excellence	<ul style="list-style-type: none"> • ■ % of Reopened Incidents ■ % of Emergency Changes ■ % of SLA Expirations ■ Avg Age of Hardware Assets ■ Change Success Rate • ■ Change Success Rate ■ % of Unauthorized Implemented Changes ■ % of Escalated Incidents ■ % of Assets in Maintenance ■ % of Assets Returned to Supplier ■ % of Changes Resulted in Outage ■ % of Unplanned Changes ■ Changes Backlog Size ■ Number of Completed Changes ■ Incidents Backlog Size ■ Incident Resolution Time ■ % of Software Licenses in Use

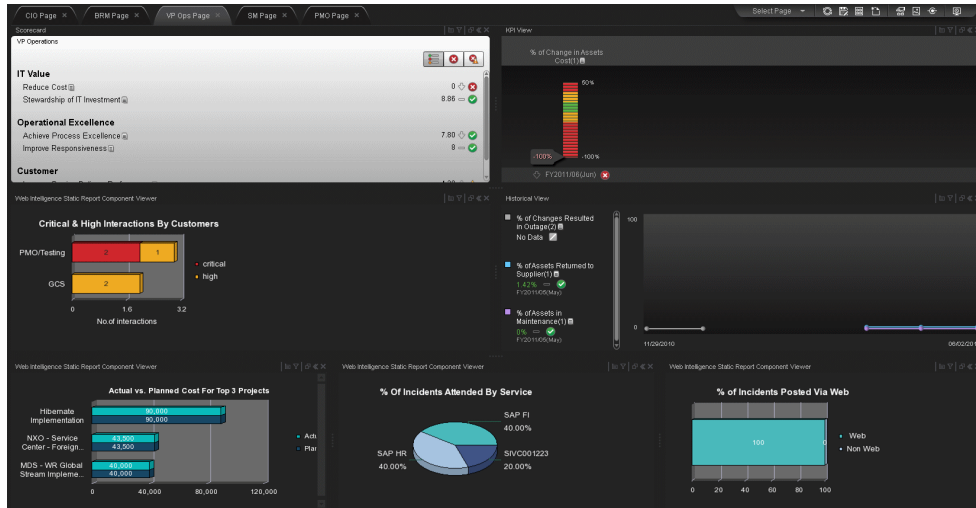
Analytics

The following information is provided in the BO reports that are displayed using the Web Intelligence Full Report Viewer components. For details, see ["Web Intelligence Full Report Viewer Component" \(on page 222\)](#).

- ["Mean Time Between Failures for Top 3 Services Report" \(on page 362\)](#)
- ["Top 3 Services Suppliers Report" \(on page 365\)](#)
- ["Critical Incidents for Top 3 Services Report" \(on page 343\)](#)
- ["Total Number of Servers Report" \(on page 340\)](#)

Page Layout

For example, a typical out-of-the-box VP of Operations page looks as follows:



VP of Applications Page

The VP of Applications page provides the tools that help the VP of Applications plan, expand and monitor the strategies that help managing the business challenges of that role.

The following information describes the out-of-the-box VP of Applications page available in HP IT Executive Scorecard Dashboard.

This section includes the following topics:

- ["Organizational Goals and Challenges" \(on page 262\)](#)
- ["VP of Applications Scorecard" \(on page 263\)](#)
- ["Analytics" \(on page 264\)](#)
- ["Page Layout" \(on page 265\)](#)

Organizational Goals and Challenges

The VP of Applications organizational goals are described in ["VP of Applications Business Challenges" \(on page 22\)](#).

- Ensure that the projects aligned with organizational business goals and motivate the entire organization forward
- Provide the processes to the business demands and requirements

- Ensure coordination and communication between all project parties, in order that the project will end on time, budget and quality

VP of Applications Scorecard

The Scorecard component appearing on the VP of Applications Page includes the following strategies, objectives, and KPIs. For details on the KPIs, see "[Reference: KPIs](#)" (on page 313).

Strategy	Objective	KPI
Customer	Improve Customer Satisfaction	<ul style="list-style-type: none"> • % of Approved Project Scope Changes • Demands Backlog • Project Scope Changes Backlog • Proposals Backlog
	Improve Project Execution	<ul style="list-style-type: none"> • % of Healthy Projects • % of Projects on Time • % of Projects with Unresolved Urgent Issues • Detected vs. Closed Defect Ratio
Customer	Improve Quality of Delivery	<ul style="list-style-type: none"> • Average Time to Resolve Production Defect • Mean time between failures of services • Mean time to repair a service
Future Orientation	Improve Knowledge Management	<ul style="list-style-type: none"> • % of Documented Requirements
	Improve Staff Effectiveness	<ul style="list-style-type: none"> • % of Rejected Defects • % of Reopened Defects • % of Tests Resulting in Defects • Average Time to Review Requirement • Defect Resolution Time
IT Value	Alignment with Business Strategy	<ul style="list-style-type: none"> • % of Projects Associated with Business Objectives • % of Time Invested on Strategic Projects • Innovation Delivery
	Improve ROI of Automation	<ul style="list-style-type: none"> • % of Failed Tests • % of Successful Test Runs

Strategy	Objective	KPI
	Stewardship of IT Investment	<ul style="list-style-type: none"> • % of Actual vs Planned Projects Cost • % of Change in Project Cost • % of IT POR vs Total Revenue • % of Projects Budget at Risk
Operational Excellence	Accelerate Agility	<ul style="list-style-type: none"> • Average Age of Active Demands • Average Age of Active Proposals • Average Cycle Duration • Avg Delivery Time of New Products or Services • Avg Project Initiation Time • Average Time to Evaluate Proposal • Average Time to Evaluate Scope Change • Time to Resolve Project Scope Change
	Achieve Process Excellence	<ul style="list-style-type: none"> • % of Authorized Tests • % of Completed Tests • % of Requirements Traced to Tests • % of Reviewed Requirements • % of Tested Requirements
	Improve Quality	<ul style="list-style-type: none"> • % of Actual vs. Planned Tests Executed • % of Critical Defects • Number of Escaped Defects
	Increase Automation Adoption	<ul style="list-style-type: none"> • % of Automated Tests

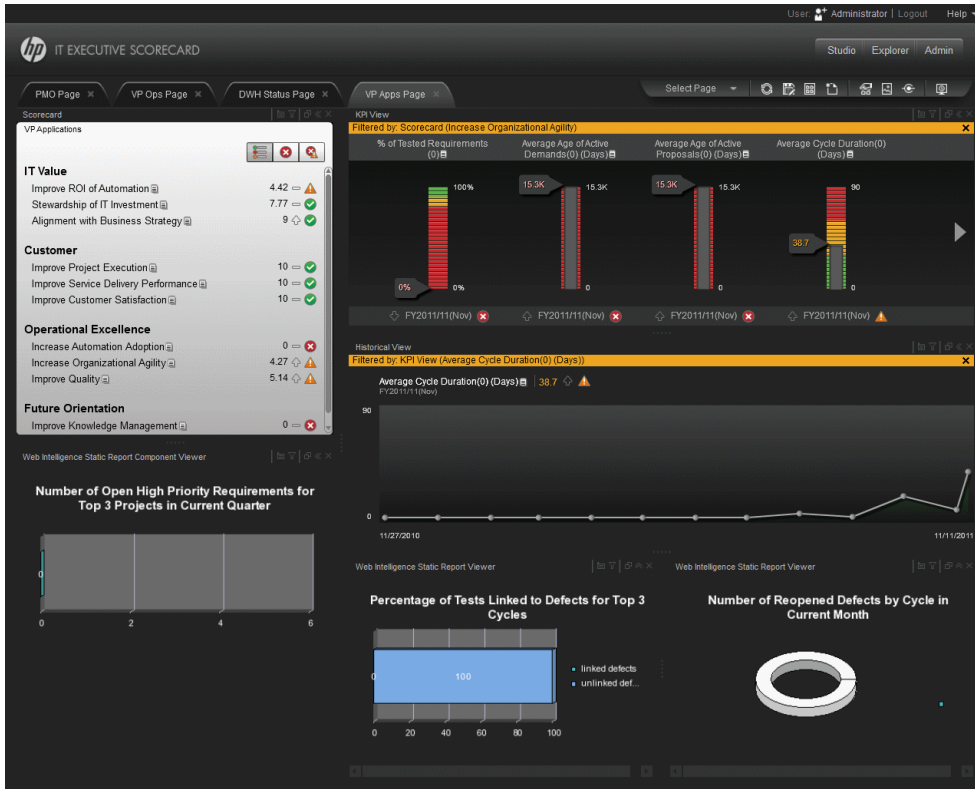
Analytics

The following information is provided in the BO reports that are displayed using the Web Intelligence Full Report Viewer components. For details, see ["Web Intelligence Full Report Viewer Component" \(on page 222\)](#).

- ["Number of Open High Priority Requirements for Top 3 Projects Report" \(on page 324\)](#)
- ["Percentage of Tests Linked to Defects for Top 3 Cycles Report" \(on page 336\)](#)
- ["Number of Reopened Defects by Cycle Report" \(on page 321\)](#)

Page Layout

For example, a typical out-of-the-box VP of Applications page looks as follows:



Director of Service Management Page

BRM

The following information describes the out-of-box Director of Service Management page available in HP IT Executive Scorecard Dashboard.

This section includes the following topics:

- ["Organizational Goals and Challenges" \(on page 266\)](#)
- ["Director of Service Management Page Scorecard" \(on page 266\)](#)
- ["Analytics" \(on page 267\)](#)
- ["Page Layout" \(on page 267\)](#)

Organizational Goals and Challenges

The Director of Service Management's organizational goals are described in ["Director of Service Management Business Challenges" \(on page 24\)](#).

Director of Service Management Page Scorecard

The Scorecard component appearing on the Director of Service Management Page includes the following strategies, objectives, and KPIs. For details about the KPIs, see ["Reference: KPIs" \(on page 313\)](#).

Strategy	Objective	KPI
IT Value	Reduce Cost	<ul style="list-style-type: none"> • % of Change in Business Service Cost
	Stewardship of IT Investment	<ul style="list-style-type: none"> • Avg Cost of IT Delivery Per Customer
Customer	Improve Customer Satisfaction	<ul style="list-style-type: none"> • % of Met SLAs • % of Satisfied Customers • % of Service level Objectives for Met IT Process Activities • Downtime % of SLA
	Improve Service Delivery Performance	<ul style="list-style-type: none"> • % of Available Services • % of Met Service Performance • Avg Outage Duration • Number of Closed Incidents • Number of Opened Incidents • Mean Time To Repair a Service • Mean Time Between Failures of Services
Operational Excellence	Achieve Process Excellence	<ul style="list-style-type: none"> • % of Reopened Incidents

Strategy	Objective	KPI
		<ul style="list-style-type: none"> • % of Emergency Changes • % of Escalated Incidents • % of SLA Expirations • Incidents Backlog Size • % of Unauthorized Implemented Changes • Change Success Rate • % of Unplanned Changes • % of Changes Resulted in Outage
	Improve Project Execution	<ul style="list-style-type: none"> • Avg Delivery Time of New Products or Services
	Improve Responsiveness	<ul style="list-style-type: none"> • % of FCR_ • % of Interactions in Backlog • Incident Aging • Avg Interaction Closure Duration

Analytics

The following information is provided in the BO reports that are displayed using the Web Intelligence Full Report Viewer components. For details, see "[Web Intelligence Full Report Viewer Component](#)" (on page 222).

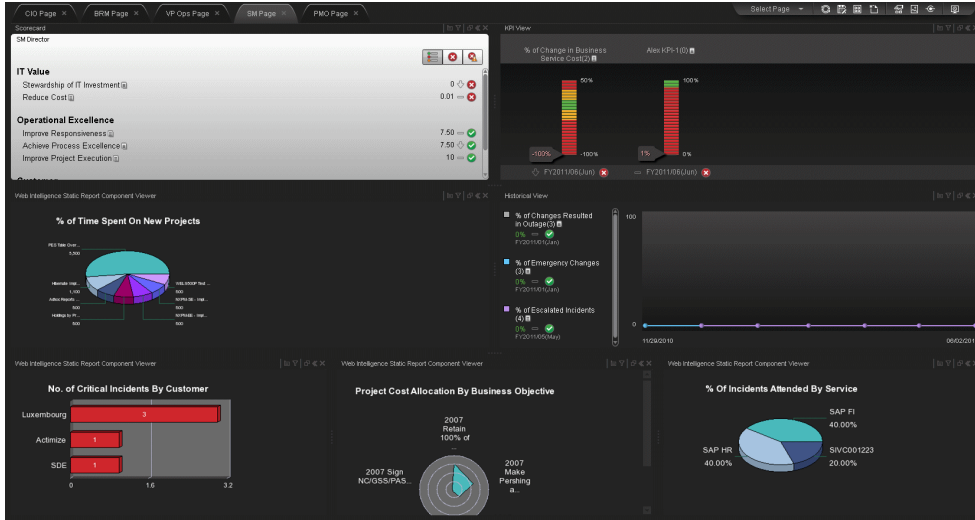
- ["SLA Not Met by Consumers Report"](#) (on page 363)
- ["Critical Incidents by Customer Report"](#) (on page 342)
- ["Top 3 Services Suppliers Report"](#) (on page 365)
- ["Mean Time Between Failures for Top 3 Services Report"](#) (on page 362)

Page Layout

For example, a typical out-of-the-box Director of Service Management page is as follows:

IT Executive Scorecard Admin Guide

View and Analyze the Business Objectives



PMO page

The Project Manager Officer (PMO) page provides the tools that help the PMO plan, expand and monitor the strategies that help managing the business challenges of that role.

The following information describes the out-of-box PMO page available in HP IT Executive Scorecard Dashboard.

- ["Organizational Goals and Challenges" \(on page 269\)](#)
- ["PMO Page Scorecard" \(on page 269\)](#)
- ["Analytics" \(on page 270\)](#)
- ["Page Layout" \(on page 270\)](#)
- ["PMO User story - Scenario" \(on page 270\)](#)

Organizational Goals and Challenges

The PMO's organizational goals are described in ["Project Manager Officer \(PMO\) Business Challenges" \(on page 24\)](#).

PMO Page Scorecard

The Scorecard component appearing on the PMO Page includes the following strategies, objectives, and KPIs. For details on the KPIs, see ["Reference: KPIs" \(on page 313\)](#).

Strategy	Objective	KPI
IT Value	Alignment with Business Strategy	<ul style="list-style-type: none"> • % of Capex vs Opex Spending • % of Projects Associated with Business Objectives • % of Time Invested on Strategic Projects • Innovation Delivery
	Stewardship of IT Investment	<ul style="list-style-type: none"> • % Actual vs Planned Projects Cost • % of Change in Projects Cost • % of IT POR vs Total Revenue • % of Projects Budget at Risk
Operational Excellence	Achieve Process Excellence	<ul style="list-style-type: none"> • % of Software Licenses in Use
	Improve Project Execution	<ul style="list-style-type: none"> • % of Healthy Projects • % of Project Tasks on Time • % of Projects on Time • % of Projects with Unresolved Urgent

Strategy	Objective	KPI
		Issues <ul style="list-style-type: none"> • Avg Delivery Time of New Products or Services • Avg Project Initiation Time • Deviation % of Planned Work Hours
Future Orientation	Improve Staff Effectiveness	<ul style="list-style-type: none"> • % of Project Effort Done by External Resources

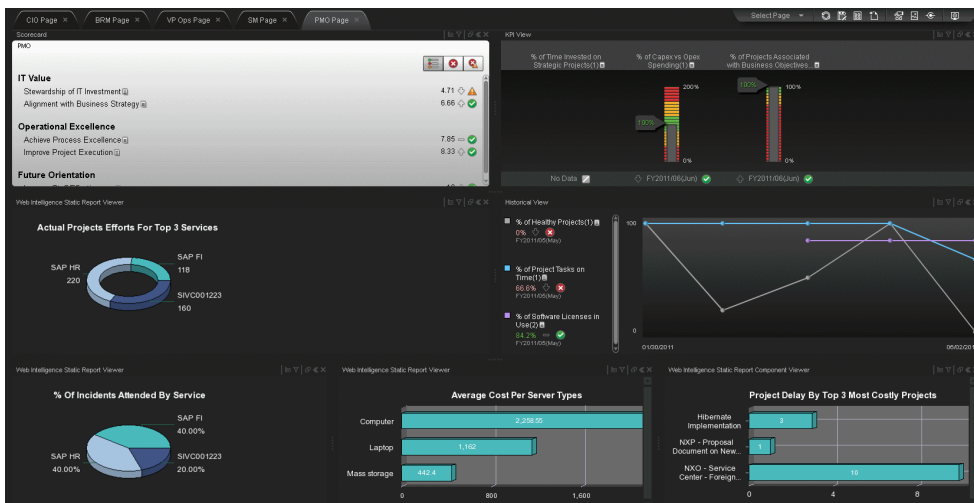
Analytics

The following information is provided in the BO reports that are displayed using the Web Intelligence Full Report Viewer components. For details, see ["Web Intelligence Full Report Viewer Component" \(on page 222\)](#) and .

- ["Actual vs. Planned Cost for Top 3 Projects Report" \(on page 356\)](#)
- ["Project Health for Active Projects Report" \(on page 361\)](#)
- ["Actual Project Efforts for Top 3 Services Report" \(on page 355\)](#)
- ["Percentage of Time Spent on New Projects Report" \(on page 358\)](#)

Page Layout

For example, a typical out-of-the-box PMO page looks as follows:



PMO User story - Scenario

1. Dan is the CIO. While preparing for a monthly project review with his PMO, he logs in to his HP IT Executive Scorecard to gain insights on how his organization met its IT business objectives.

2. While checking the performance of his IT organization, Dan looks at his Operational Excellence Perspective and sees that the status of the Improve Project Execution objective is red.
3. To understand why he has not met his Project Execution objective, Dan would like to view the Scorecard of his direct report, Peter. Peter's Scorecard includes the cascaded objectives provided by Dan.
4. Peter is the Project Manager Officer responsible for the entire project execution within IT. Dan accesses Peter's Scorecard to get additional insights as to the possible reasons for not meeting the set objective.
5. Dan views a negative trend in project performance over the past few months ([% of Projects on Time](#) and [% of Healthy Projects](#)), and checks the annotations section to see whether a plan is in place.
6. He writes up a new annotation to Peter requesting clarifications. "Peter – Appears like we have poor project execution performance, please provide insight and set a plan by EOW".
7. Peter receives an email from Dan regarding the problematic KPIs. He accesses his Dashboard in context.
8. Peter sees that the Improve Project Execution objective is red. He also sees that the status of Stewardship of IT Investments objective is red.
9. To understand why he has not met his Project Execution and Stewardship of IT Investments Objectives, he would like to get more insight on the KPIs performance.
10. He accesses the KPI explorer in the context of the "improve project execution" objective. He sees that the reason for not meeting the objective is due to the low percentage of healthy projects and projects delivered on time.
11. He also sees a negative trend for those KPIs over the past few months, and checks the annotations section to see whether a plan is in place.
12. He also sees that the reason for not meeting the Stewardship of IT Investment objective is due to high percentage of budget assigned to at-risk projects.
13. He also sees a negative trend in the budget for projects that have been at risk over the past few months, and checks the annotations section to see action items.
14. Peter expands the KPIs to a breakdown by Organization, and then by region, and realizes that he needs to contact Samuel the Program Manager in a Michigan organization that is responsible for the implementation of the Trading service. Peter identifies this easily as Samuel is the owner of those KPIs.
15. He writes up a new annotation to Samuel requesting clarifications and action items regarding the health of the project he is responsible for: "Samuel – Appears like we have poor project execution performance, please provide insight and set action items accordingly by EOW".
16. Samuel receives an email from Peter regarding the problematic KPI. He accesses his Dashboard in context, and is directed to the KPI Explorer.
17. Peter also sends a notification to Jack. Jack is the Business Relationships Manager who works with the hedge funds organization that is dependent on the delivery, quality, risk, and cost of critical projects for the Trading service.

18. He writes up another annotation to Jack requesting that he be on top of the project health issues and that he aligns expectations with the customer. “Jack – Appears like we have some health issues with the delivery of the Trading service project, please make sure you are on top of those issues, work with Samuel, and align expectations with the hedge funds LOB manager.”
19. Samuel writes up a new annotation both to Peter and Jack that he is on top of the issue and will initiate a task force to analyze and provide a get-well plan. “Setting a task force to handle this issue and provide action items accordingly”.
20. Optional, drill down to PPM:
 - a. Samuel the program manager scheduled a meeting with the team that is responsible for the implementation of the Trading Service project.
 - b. Samuel opens the HP IT Executive Scorecard to view the KPIs that indicate the bad performance, including trends, and past annotations.
 - c. From this context Samuel selects a link to the PPM operational reports that present all delayed tasks, unexpected issues, and unavailable resources in the relevant pool for the last year since the project started.
 - d. The team then brainstorm on some potential functionality that can be reduced from the project.
 - e. Samuel contacts Jack in order to schedule a meeting with the Hedge Funds LOB manager to align expectations regarding functionality to be removed or consider delay in project delivery.

BRM Page

The Business Relationships Manager (BRM) page provides the tools that help the BRM plan, expand and monitor the strategies that help managing the business challenges of that role.

The following information describes the out-of-the-box BRM available in HP IT Executive Scorecard Dashboard.

This section includes the following topics:

- ["Organizational Goals and Challenges" \(on page 273\)](#)
- ["BRM Page Scorecard" \(on page 273\)](#)
- ["BRM Page" \(on page 273\)](#)
- ["Analytics" \(on page 274\)](#)

Organizational Goals and Challenges

The BRMs's organizational goals are described in ["Business Relationships Manager \(BRM\) Business Challenges" \(on page 25\)](#).

BRM Page Scorecard

The Scorecard component appearing on the BRM Page includes the following strategies, objectives, and KPIs:

Strategy	Objective	KPI
Customer	Improve Customer Satisfaction	<ul style="list-style-type: none"> • % of Met SLAs • % of Satisfied Customers • % of Service level Objectives for Met IT Process Activities • Downtime % of SLA
	Improve Service Delivery Performance	<ul style="list-style-type: none"> • % of Service Availability • % of Service Performance Met • Avg Outage Duration • Number of Closed Incidents • Number of Opened Incidents • Mean Time To Repair a Service • Mean Time Between Failures of Services
Operational Excellence	Achieve Process Excellence	<ul style="list-style-type: none"> • % of Reopened Incidents • % of Escalated Incidents • % of SLA Expirations

Strategy	Objective	KPI
		<ul style="list-style-type: none"> • Incidents Backlog Size • Incident Resolution Time
	Improve Responsiveness	<ul style="list-style-type: none"> • % of FCR • % of Interactions in Backlog • Incident Aging • Avg Interaction Closure Duration

Analytics

The following information is provided in the BO reports that are displayed using the Web Intelligence Full Report Viewer components. For details, see ["Web Intelligence Full Report Viewer Component" \(on page 222\)](#).

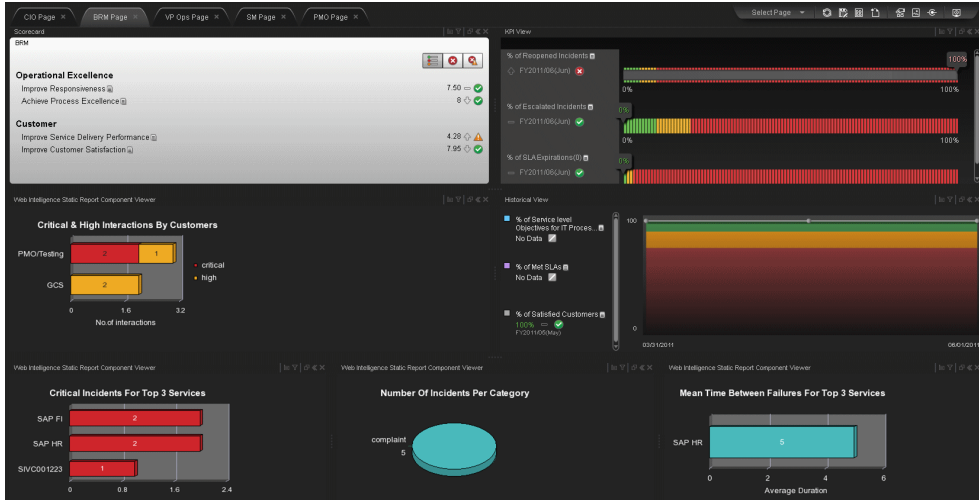
- ["Mean Time Between Failures for Top 3 Services Report" \(on page 362\)](#)
- ["Number of Incidents Caused by Changes vs Total Number of Incidents" \(on page 345\)](#)
- ["Critical Incidents by Customer Report" \(on page 342\)](#)
- ["Percentage of Breached Incidents Report" \(on page 346\)](#)
- ["Incident Closure Time for the Top 3 Services Report" \(on page 344\)](#)
- ["Percentage of Incidents Attended by Service Report" \(on page 347\)](#)
- ["Critical Incidents for Top 3 Services Report" \(on page 343\)](#)
- ["No. of Interactions by Category in Last Quarter Report" \(on page 350\)](#)
- ["Percentage of Service Requests Posted via Web \(Self-Help\) Report" \(on page 348\)](#)
- ["High Priority Interactions by Customers Report" \(on page 349\)](#)
- ["SLA Not Met by Consumers Report" \(on page 363\)](#)
- ["SLA Not Met by Top 3 Services Report" \(on page 364\)](#)

Page Layout

For example, a typical out-of-the-box BRM page is as follows:

IT Executive Scorecard Admin Guide

View and Analyze the Business Objectives

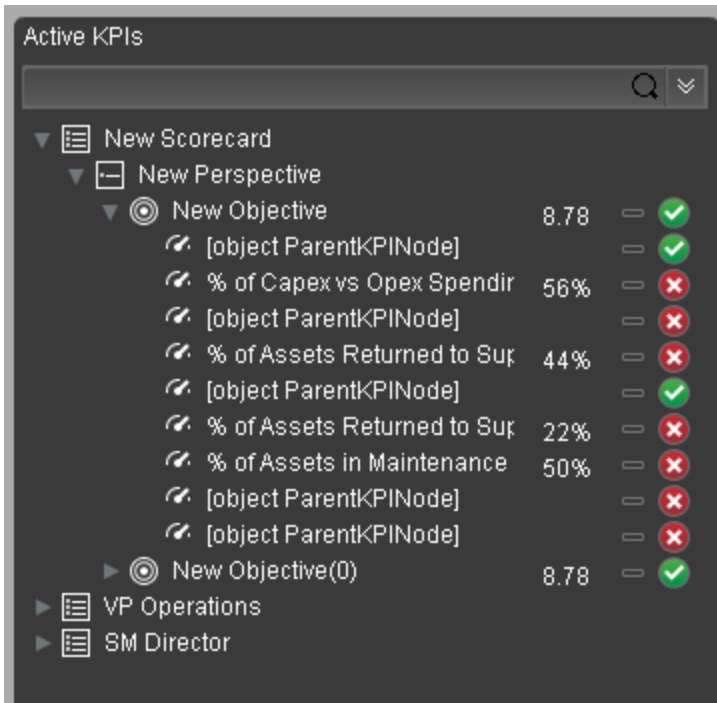


Explorer Tab

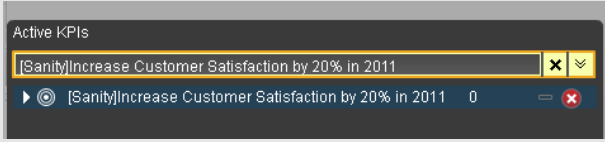
Use the tab to display detailed KPI and Objective information.





To access	<ul style="list-style-type: none"> • Click the Explorer tab to access detailed information about all the Objectives and KPIs that are active in Executive Studio. • Click More info in the Scorecard tooltip or KPI tooltip to access detailed information about the specific Objective or KPI. • Double-click a point in the Historical View component to open the Explorer tab for the period of time corresponding to that point and to the KPI. For details, see "Historical View Component" (on page 192). • Double-click a KPI name in any of the components. For details, see "Add Components to a Page User Interface" (on page 186). • Double-click a KPI name in the Scorecard component. For details, see "Scorecard Component" (on page 218).
Important information	<p>If you do not have permission to display the Explorer tab, then when you double-click a point in the KPI Overtime component or the KPI name in the other components, then the Explorer tab displays only the details for the selected KPI. You are not able to display all the nodes in the Active tree.</p> <p>Click the X in the top right corner of the Explorer tab to display the complete Dashboard.</p> <p>The page includes the following areas:</p> <ul style="list-style-type: none"> "Active KPIs" (on page 277) "Explorer Details Tab" (on page 278) "Calculation Details Tab" (on page 280) "Annotations Area" (on page 282) "<Additional Information> Area" (on page 284) "Goal Map Tab" (on page 281)
Relevant tasks	<ul style="list-style-type: none"> "How to View the Resulting Displays" (on page 243)

Active KPIs



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

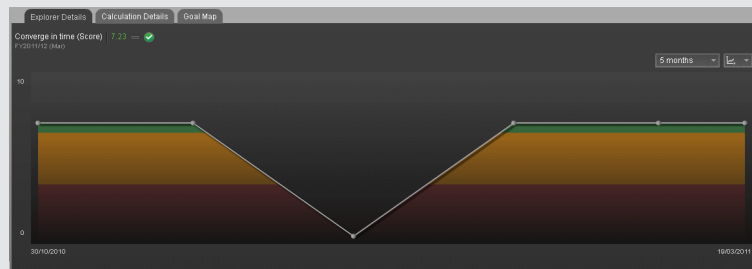
UI Element	Description
<Search>	<p>Enter the relevant string to display, in the tree, the nodes whose name includes the string.</p> <p>In addition, the child nodes of the filtered nodes are also listed even when the child node names do not include the string.</p> <p>Note: If the display is filtered (in case you accessed the Explorer from one of the components in the Dashboard, the <Search> box displays information about the filter. For example:</p> 
<Expand>	<p>Expand the query. Opens additional fields to help you refine the component's filter:</p> <ul style="list-style-type: none"> • Status: Select one of the All, Good, Warning, or Error values to display only the KPIs with the selected status, in the Active KPIs area.

UI Element	Description
	<ul style="list-style-type: none"> • Type: Select: <ul style="list-style-type: none"> ▪ KPIs. To display only the KPIs with the selected status. ▪ Objectives. To display only the Objectives and those of their KPIs that have the selected status.
<p>Active KPIs</p>	<p>The pane lists all the Scorecards, Perspectives, Objectives, and their KPIs, Breakdown KPIs, and Orphan KPIs, active in the HP IT Executive Scorecard.</p> <p>You click one of the Objectives or KPIs to display their detailed information in the other panes.</p> <p>The area also displays on the right of the pane, for each Objective, KPI, or Breakdown KPI:</p> <ul style="list-style-type: none"> • The name of the Objective, KPI, or Breakdown KPI. • The value of the Objective, KPI, or Breakdown KPI. •  The trend icon indicates the trend of the value calculated over the current period. • The status of the Objective, KPI, or Breakdown KPI, during the current period. It can be: <ul style="list-style-type: none"> ▪  indicates that the status is Good. ▪  indicates that the status is Warning. ▪  indicates that the status is Error.











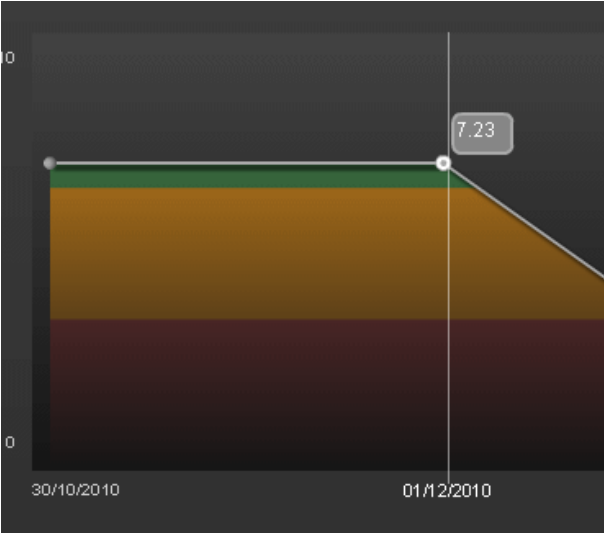
Explorer Details Tab


The tab displays KPI and Objective over time information for the current period as defined in the Objective or KPI configuration. You can also display past information by selecting a past period of time.

The figure below shows an example of Explorer details for an Objective.



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

UI Element	Description
<p><Objective or KPI details></p>	<p>The title on the top left corner lists:</p> <ul style="list-style-type: none"> • The name of the Objective or KPI. • The value of the Objective or KPI. •  The trend icon indicates the trend of the value calculated over the current period configured for the selected Objective and KPI. • The status of the Objective or KPI, during the current period. It can be: <ul style="list-style-type: none"> ▪  indicates that the status is Good. ▪  indicates that the status is Warning. ▪  indicates that the status is Error. <p>The current period corresponding to the period specified for the Objective or KPI.</p>
	<p>To display historical information, select the relevant past periods of time corresponding to the period configured for the Objective or KPI.</p>
	<p>Select one of the following chart types:</p> <ul style="list-style-type: none">  to display the information in line chart format.  to display the information in bar chart format.  to display the information in table format.
	<p>Indicates a regular "point" corresponding to a division of the time period.</p> <p>You can move the cursor above the graph to display a line that shows the exact date of a specific point.</p> 

UI Element	Description
	(yellow point) Indicates that there is no calculated data for the selected KPI for the selected period. This can be due to an incorrect formula (for example: division by zero), an arithmetic error, or other reasons. Double-click the problematic point to open the Explorer page where a short description of the reason why there is no data for that point, is displayed at the top of the page.
<Threshold>	The chart automatically displays the thresholds for the selected Objective.
<Y-axis>	The Y-axis displays the values of the Objective or KPI in the relevant unit.
<X-axis>	The X-axis displays the time frame of the Objective or KPI, split into equal segments " Historical View Component Filter Dialog Box " (on page 188).

Calculation Details Tab

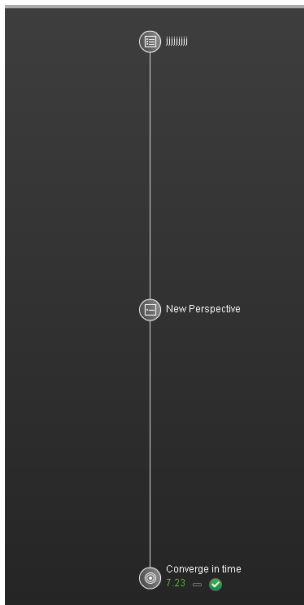


User interface elements are described below (when relevant, unlabeled elements are shown in angle brackets>):

UI Element	Description
Formula	The formula used to calculate the value of the Objective, KPI, or Breakdown KPI.
Filter	The filter used to limit the range of data used to calculate Objective, KPI or Breakdown KPI.
Thresholds	The threshold definition of the Objective, KPI or Breakdown KPI.
Unit	The unit of the Objective, KPI or Breakdown KPI.
Period	The period of the Objective, KPI or Breakdown KPI.
Calculated by	The type of rule used to calculate the Objective's score according to the score of its children. It can be: <ul style="list-style-type: none"> • Worst child. The Objective score is the worst score of all the KPIs assigned to the parent Objective (when the Objective has child KPIs) or of the Objectives assigned to the parent Objective. • Best child. The Objective score is the best score of all the KPIs assigned to the parent Objective (when the Objective has child KPIs) or of the Objectives assigned to the parent Objective.

UI Element	Description
	<ul style="list-style-type: none"> • Weighted average. The Objective score is the average of the scores of the KPIs assigned to the parent Objective (when the Objective has child KPIs) or of the child Objectives multiplied by the relevant weights. When you select this rule, an additional column (Weight) where the user can configure the weight of each child (Objective or KPI) for the weighted average calculation. When you select this value a note is displayed explaining what is weighted average.

Goal Map Tab




The Goal Map provides a tree of nodes that represents the display of the impact of the selected KPI on the relevant Objectives, Perspectives, and Scorecards, or of the selected Objective on the relevant Perspectives, and Scorecards.




The Goal Map displays the impact configuration only for the current period of the selected KPI or Objective.

In addition, the display of the Goal Map depends on the user permission.

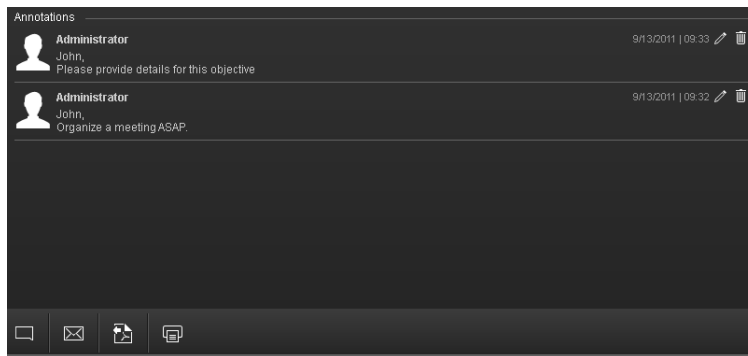
You can double-click on a node (KPI or Objective) to select the KPI or Objective in the Active Tree and to display the Explorer Details tab for the selected node and the current period.

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

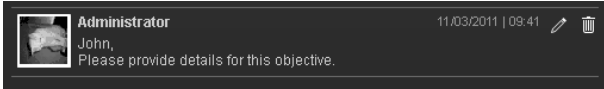
UI Element	Description
	<p>Represents the parent Scorecard of the selected KPI or Objective.</p> <p>The name of the Scorecard is displayed near the icon.</p>



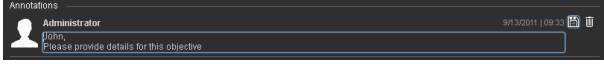


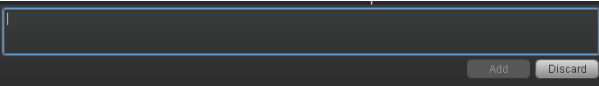

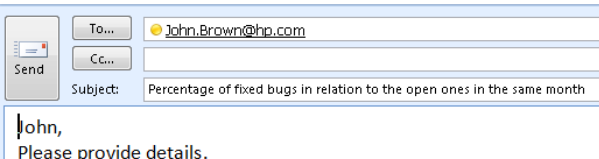


UI Element	Description
	Represents the parent Perspective of the selected KPI or Objective. The name of the Perspective is displayed near the icon.
	Represents one of the following: <ul style="list-style-type: none"> The selected Objective. The name, score, trend, and status of the Objective is displayed near the icon. The parent Objective of the selected KPI.
	Represents the selected KPI. The name, value, trend, and status of the KPI is displayed near the icon.
<Toolbar>	For details, see " Annotations Area " (on page 282).

Annotations Area

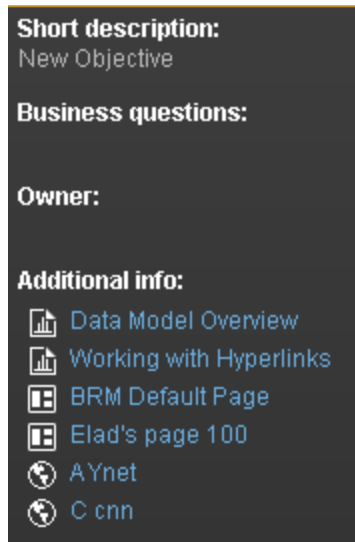


User interface elements are described below (when relevant, unlabeled elements are shown in angle brackets>):

UI Element	Description
<Annotation>	<p>Lists the annotations sent for the selected Objective or KPI. The annotation includes the sender's name and photo (if available), the date and time when the annotation was sent, and the contents of the annotation.</p>  <p>The listed annotations correspond to the annotations entered by users for the selected period of time (current period of time in addition to the historical period of time selected in the graph).</p> <p>The sender can also:</p>

UI Element	Description
	<ul style="list-style-type: none"> • Edit  an annotation. An edit box opens around the text of the annotation. A Save  icon is displayed.  <ul style="list-style-type: none"> • Discard  an annotation. A confirmation message is issued. Click OK to discard.
	<p>Add annotation. Opens a box where you can add your annotation:</p>  <p>Enter the text of the annotation and click Add to add the annotation to the list or Discard to discard the annotation.</p>
	<p>Send mail. Opens an Outlook email, with the owner of the selected Objective, KPI, or Breakdown KPI listed in the To box, Regarding: <Objective_KPI_Breakdown_KPI_name> in the Subject box, and the text of the latest annotation in the body of the email.</p> 
	<p>Save snapshot. Opens your list of directories, where you can select the location of the PDF you are creating.</p>
	<p>Print. Displays the Print dialog box where you can select the printer and how to print the annotation.</p> <p>The printout includes:</p> <ul style="list-style-type: none"> • The graph area with the tab that was selected while you clicked the Print button. • The Annotations Area. • The Additional Information Area relevant for the selected tab.

<Additional Information> Area



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

UI Element	Description
Short description	The description of the Objective, KPI, or Breakdown KPI selected in the Active KPIs pane.
Business motivation	The business motivation of the Objective, KPI, or Breakdown KPI selected in the Active KPIs pane.
Owner	The owner of the Objective, KPI, or Breakdown KPI selected in the Active KPIs pane.
Additional info	Links to external pages, Dashboard pages, BO or Xcelsius reports as configured in the Objective or KPI's configuration.

Perform the Maintenance of HP IT Executive Scorecard

This section includes the following topics:

Add Additional Pages to Dashboard and Grant Permissions	285
How to Configure User Permissions in Dashboard	285
How to Modify the Maximum Number of Pages	286
How to Show or Hide Debug Properties	286
Configure Scorecard Settings	287
Localize and Globalize Executive Scorecard	295
Import or Export Trees	297
Import or Export Out-of-the-box Pages, Components, and Events	309

Add Additional Pages to Dashboard and Grant Permissions

Users can be granted permissions to perform the following operations on user-defined pages and components: **View page**, **Manage Page** (change and delete specific page) and **Administrate pages** (add pages and full control on all pages in the system).

To create a new page in the Dashboard :

1. Contact your administrator who creates the relevant page in HP IT Executive Scorecard. For details, see [User Management Page](#) in *General Admin*.
2. The administrator should define the page Instance and Resource and give you the needed permissions to update the page. For details, see [How to Manage Resources](#) in *General Admin*.
3. The administrator gives you (the Dashboard designer) the needed permissions to update the page. For details, see "[How to Configure User Permissions in Dashboard](#)" (on page 285) in *General Admin*.
4. The administrator gives the relevant user (executive) the needed permissions to view the page. For details, see "[How to Configure User Permissions in Dashboard](#)" (on page 285) in *General Admin*.

How to Configure User Permissions in Dashboard

The maintenance of HP IT Executive Scorecard is performed using the Admin tab.

Permissions to work with Dashboard components and pages are defined in **Admin > Users and Roles > User Management**.

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

- **Predefined Pages.** These pages are defined out-of-the-box. They have a pre-defined layout but entities are not selected. Users with the relevant permissions can select the relevant entities using the component filters. Depending on their permissions, users can change the component layout in the page and the selections in the component filters. Note that out-of-the-box pages cannot be deleted. More information about the permissions is available in [Select a Permission Page](#) in *General Admin*.
- **User Pages and User Components.** Users can be granted permissions to perform the following operations on user-defined pages and components: **View page**, **Manage Page** (change and delete specific page) and **Administrate pages** (add pages and full control on all pages in the system).

For details, see [User Management Page](#) in *General Admin*.

How to Modify the Maximum Number of Pages

The maintenance of HP IT Executive Scorecard is performed using the Admin tab.

By default, an unlimited number of pages can be open at the same time.

If you have multiple pages open, up to 5 of the most popular pages are immediately available for display when you switch to them.

The other pages are least viewed pages, meaning that are silently deactivated in the background. When you select them, it might take a few seconds until they load and display their content.

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 maximum number of open pages:

1. Select **Applications > Admin > Foundation Settings > Pages**.
2. Modify the **Maximum number of open pages** entry as needed.

For details, see [Foundation Settings](#) in *General Admin*.

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

Modify the maximum number of active pages

To modify the maximum number of active pages:

1. Select **Applications > Admin > Foundation Settings > Pages**.
2. Modify the **Maximum number of loaded pages** entry as needed.

For details, see [Foundation Settings](#) in *General Admin*

How to Show or Hide Debug Properties

The maintenance of HP IT Executive Scorecard is performed using the Admin tab.

To display or hide the debug properties (ID and Type) displayed in the Configuration details tab for all templates or active nodes, select **Admin > Scorecard Settings > XS Settings > Debug Mode**, and:

- Select the **Application Debug Mode** option to display the debug information in the Configuration details tabs.
- Clear the **Application Debug Mode** option to hide the debug information in the Configuration details tabs.

Configure Scorecard Settings

The Scorecard Settings enables you to define various HP IT Executive Scorecard settings and includes the following pages:

Dashboard Settings Page

Enables you to set the settings for the Dashboard, where an executive can view the progress of the required objectives. For details, see ["Dashboard Settings Page" \(on page 288\)](#).

Score Thresholds Page

Enables you to set the score thresholds for the KPIs in the HP IT Executive Scorecard. For details, see ["Score Thresholds Page" \(on page 290\)](#).

XS Settings Page

Enables you to set various scorecard settings. The HP IT Executive Scorecard is a way to map and translate complex business information into something that's understandable to everyone. For details, see ["XS Settings Page" \(on page 292\)](#).

Engine Settings Page

Enables you to configure settings for the HP IT Executive Scorecard KPI engine, which performs discovery on data coming from contexts (data sources). For details, see ["Engine Settings Page" \(on page 294\)](#).

This section includes the following topics:

How to Configure Dashboard Settings	287
How to Configure Score Thresholds	289
How to Configure XS Settings	291
How to Configure Engine Settings	293

How to Configure Dashboard Settings

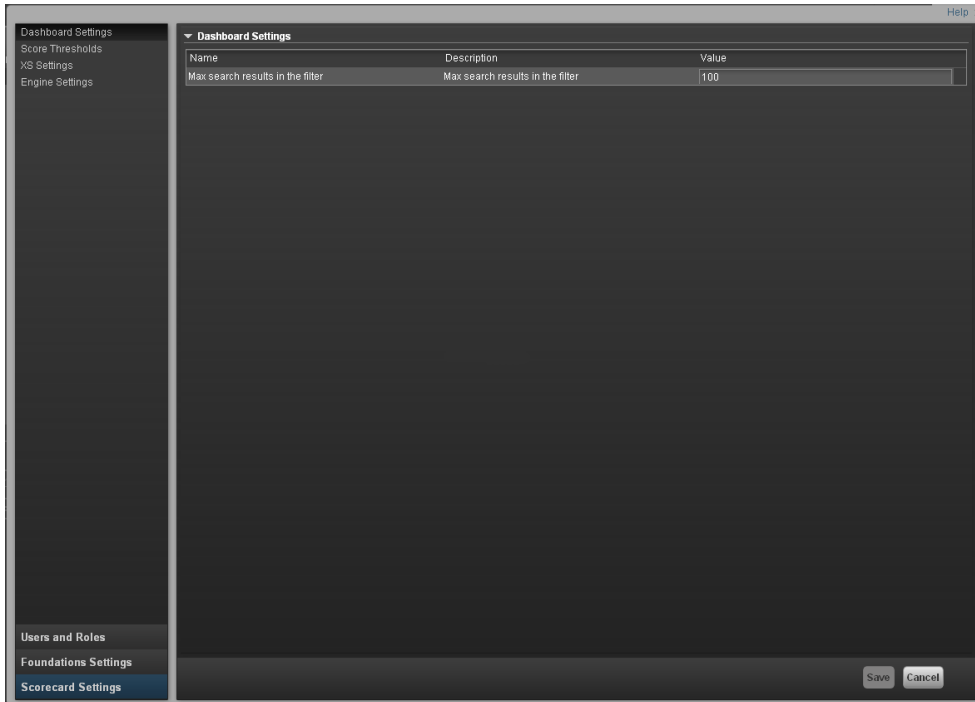
This page enables you to configure Dashboard settings according to the following task:

Set Dashboard Settings

1. Select **Admin > Scorecard Settings > Dashboard Settings**.
2. Click the row of the relevant setting and enter the value.
3. Click **Save** to save your settings.

Dashboard Settings Page

This page enables you to configure specific dashboard settings .



To access	Select Admin > Scorecard Settings > Dashboard Settings
Relevant Tasks	"How to Configure Dashboard Settings" (on page 287)

Dashboard Settings Table

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

Name	The name of the dashboard feature.
Description	The description of the dashboard feature.
Value	The current dashboard feature value . Click the relevant row and enter a value.

Dashboard Settings Parameters

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

UI Element	Description
Max search results in the filter	The maximum number of search results allowed in the filter. The default value is 1000 .

How to Configure Score Thresholds

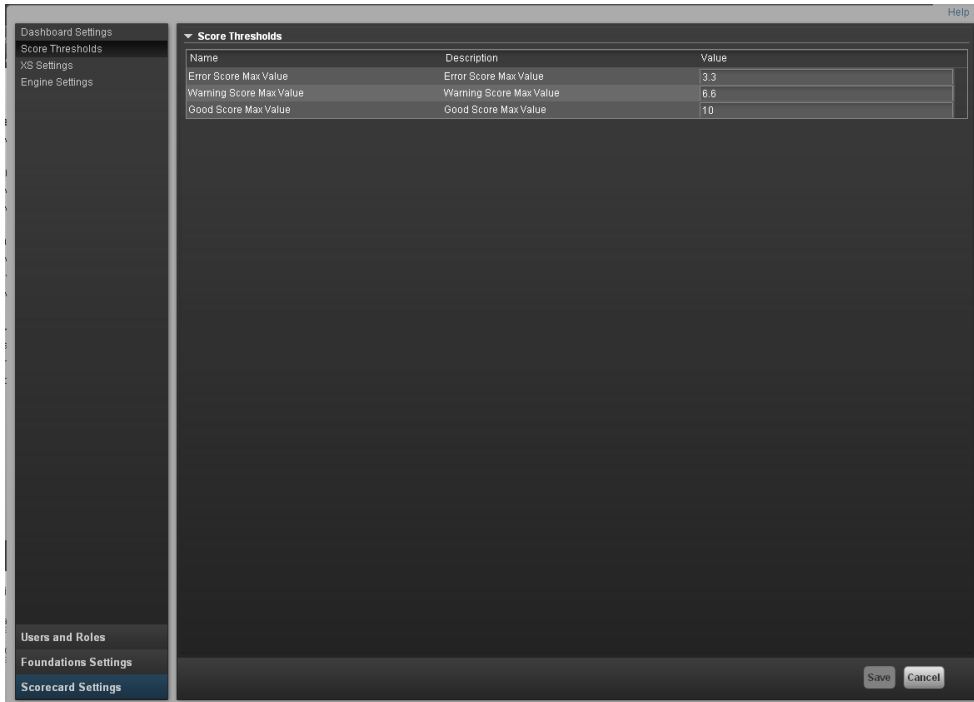
This page enables you to configure the KPI score thresholds according to the following task:

Set Score Thresholds

1. Select **Admin > Scorecard Settings > Score Thresholds**.
2. Click the row of the relevant score threshold and enter the value.
3. Click **Save** to save your settings.

Score Thresholds Page

This page enables you to configure the score threshold settings for the KPIs in HP IT Executive Scorecard.



To access	Select Admin > Scorecard Settings > Score Thresholds
Relevant Tasks	"How to Configure Score Thresholds" (on page 289)

Score Thresholds Table

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

Name	The name of the score setting.
Description	The description of the score threshold.
Value	The current score threshold value . Click the relevant row and enter a value.

Score Threshold Parameters

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

Note: Each **Score Max Value** must be greater than 0 and less than the next one (**Error Score**

Max Value < Warning Score Max Value < Good Score Max Value)

UI Element	Description
Error Score Max Value	<p>The maximum value on the KPI scale, below which the value is scored as an error. KPIs that score values equal to or below this value, receive an error score.</p> <p>Example: If the maximum error score is 3.3, then a score on the scale from 0 - 3.3 is an error. Default: 3.3</p>
Warning Score Max Value	<p>The maximum value on the KPI scale, below which the value is scored as a warning. KPIs that score values equal to or below this value, receive a warning score.</p> <p>Example: If the maximum warning score is 6.6, then a score on the scale from 3.3 - 6.6, is a warning. Default: 6.6</p>
Good Score Max Value	<p>The maximum value on the KPI scale, below which the value is scored as good. KPIs that score values equal to or below this value, receive a good score.</p> <p>Example: If the maximum good score is 6.6, then a score on the scale from 6.6 - 10, is good. Default: 10</p>

How to Configure XS Settings

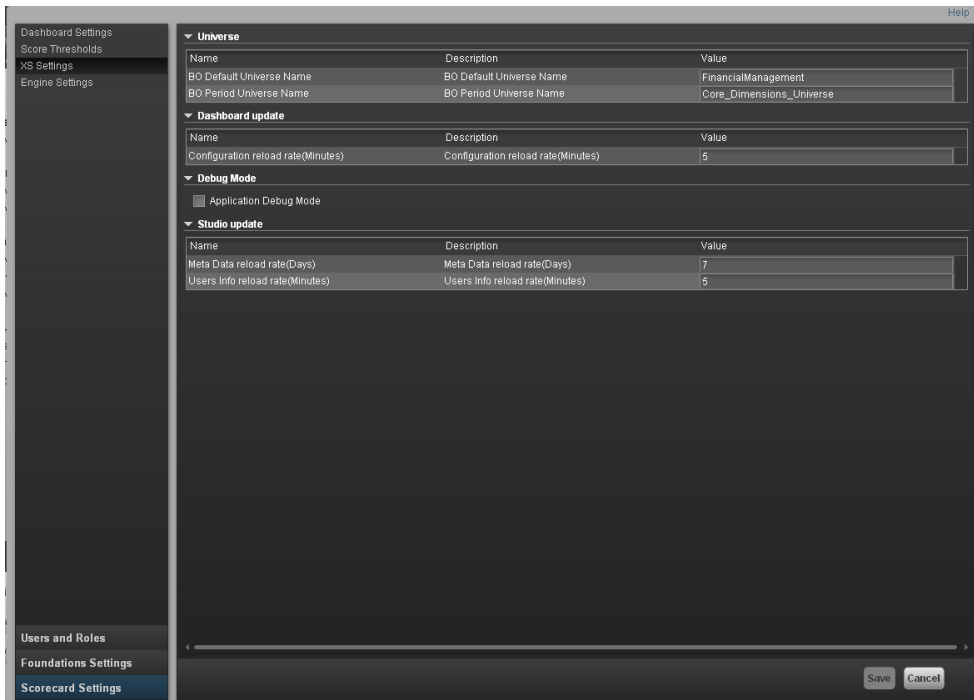
The XS Settings page enables you to configure specific HP IT Executive Scorecard settings according to the following task:

To configure XS settings:

1. Select **Admin > Scorecard Settings > XS Settings**.
2. Click the row of the relevant setting and enter the value.
3. Click **Save** to save your settings.

XS Settings Page

This page enables you to configure specific XS settings .



To access	Select Admin > Scorecard Settings > XS Settings .
Relevant Tasks	"How to Configure XS Settings" (on page 291)

XS Settings Table

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

Name	The name of the XS setting.
Description	The description of the XS setting.
Value	The current XS setting value . Click the relevant row and enter a value.

Universe Parameters

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

UI Element	Description
BO Default Universe Name	The business object default universe name. The default value is FinancialManagement .
BO Period Universe Name	The business object period universe name. The default value is Core_Dimensions_Universe .

Dashboard Update Parameters

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

UI Element	Description
Configuration Reload rate (Minutes)	The configuration reload rate in minutes. The default value is 5 minutes.

Debug Mode Parameters

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

UI Element	Description
Application Debug Mode	Select to activate the debug mode.

Studio Update Parameters

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

UI Element	Description
Meta Data reload rate (Days)	The number of days after which the meta data is reloaded. The default value is 7 .
Users Info Reload Rate (Minutes)	The number of minutes after which user info is reloaded. The default value is 5 minutes.

How to Configure Engine Settings

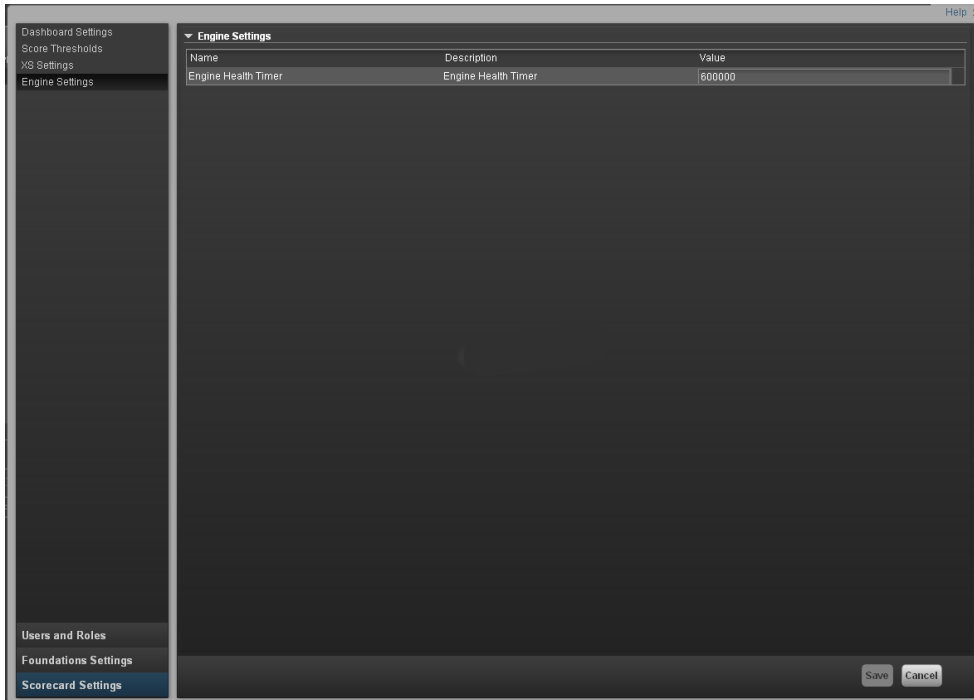
The **Engine Settings** page enables you to configure specific engine settings according to the following task:

Set Engine Values:

1. Select **Admin > Scorecard Settings > Engine Settings**.
2. Click the row of the relevant engine function and enter the value in milliseconds.
3. Click **Save** to save your settings.

Engine Settings Page

This page enables you to configure the engine settings for HP IT Executive Scorecard.



To access	Select Admin > Scorecard Settings > Engine Settings
Relevant Tasks	"How to Configure Engine Settings" (on page 293)

Engine Settings Table

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

UI Element	Description
Name	The name of the engine setting.
Description	The description of the engine setting.
Value	The current engine setting value . Click the relevant row and enter a value.

Engine Settings Parameters

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

UI Element	Description
Engine Health Timer	The amount of time in milliseconds, after which KPI calculations are sent. The default value is 600,000, which equals 10 minutes.

Localize and Globalize Executive Scorecard

You can localize and globalize Executive Scorecard. The user interface of HP Executive Scorecard supports multiple languages.

Out-of-the-box KPI Library Pane Contents

The localized installation adds the language libraries of Excel files in specific folders. You copy and then import these files to display the out-of-the-box template Scorecards, Perspectives, Objectives, Folders, and KPIs in the KPI Library in the selected language.

To localize the out-of-the box content of the KPI Library: Scorecards, Perspectives, Objectives, and KPIs, proceed as follows:

Prerequisite

You have performed the installation and post-installation procedures or the upgrade to the current version.

Copy the libraries

- In the Executive Scorecard server, locate in the `<XS_server>\agora\glassfish\glassfish\domains\BTOA\config\kpi_templates\import\languages` folder, the files relevant to the language you want to install. The files can be:
 - `KPILib_<lang>_<country_code>.xlsx`
 - `BusinessScorecardsWithNames_<lang>_<country_code>.xlsx`
 - `HPPortfolio_<lang>.xlsx`
 - `IndustryStandardWithNames_<lang>_<country_code>.xlsx`,

where `lang` is the language code and `country_code` is the code of the country:

Language	Language Code	Country Code
Portuguese	pt	BR
French	fr	FR
Spanish	es	ES
German	de	DE
Japanese	ja	JP

- Copy these files to the `<XS_server>\agora\glassfish\glassfish\domains\BTOA\config\kpi_templates\import\load` folder.

3. Import the out-of-the-box language files using the **KPI Loader > importKPIs()** procedure described in "[How to Import or Export Trees and Nodes](#)" (on page 297).

Out-of-the-box Dashboard Content (Pages and Components)

The localized installation adds the language libraries of XML files in specific folders. You copy and then import these files to display the out-of-the-box template pages and components in the selected language, in the Dashboard.

To localize the out-of-the box pages and components, proceed as follows:

Prerequisite

You have performed the installation and post-installation procedures or the upgrade to the current version.

Copy the libraries

1. In the Executive Scorecard server, locate in the **<XS_server>\agora\glassfish\glassfish\domains\BTOA\config\ui mashup\import\languages** folder the files relevant to the language you want to install. The files can be:
 - **Components_<lang>_<country_code>.uim.xml**
 - **Pages_<lang>_<country_code>.uim.xml**,

where **lang** is the language code and **country_code** is the code of the country:

Language	Language Code	Country Code
Portuguese	pt	BR
French	fr	FR
Spanish	es	ES
German	de	DE
Japanese	ja	JP

2. Copy these files to the **<XS_server>\agora\glassfish\glassfish\domains\BTOA\config\ui mashup\import\to load** folder.

Tip:

If the folder contains several sets of files (for different languages), it is recommended to keep in the folder only the required set of language files and to move the other files outside the folder to prevent the loading of both set of language files and an unknown result.

3. Import the out-of-the-box language files (**only for the pages and components - events are not localized**) using the relevant procedure described in "[How to Import or Export Out-of-the-box Pages, Components, and Events](#)" (on page 309).

Import or Export Trees

This section includes the following topics:

How to Import or Export Trees and Nodes	297
Learn About Importing or Exporting Trees	299
Reference - XML Files Used in Import and Export Operations	301

How to Import or Export Trees and Nodes

You can import existing template trees or sub-trees, active trees, active sub-trees, or orphan KPIs into the KPI Library or the Active KPIs pane.

You can export complete trees (with their Scorecards, Perspectives, Objectives, and KPIs) from the KPI Library or from the Active KPIs pane.

The import or export flows are meant to be used when moving from staging to production and not as a way to update system configuration. If you want to use the import or export flows to update the system configuration, you must delete all the nodes in the active KPIs pane, before performing the import operation.

The import and export flows are also meant to be used for localization purposes, when you want to work with other languages than English.

To learn about importing and exporting nodes, see "[Learn About Importing or Exporting Trees](#)" (on page 299).

To import a node:

1. Before importing any entity, you must create a XML file with appropriate structure. For details, see "[Learn About Importing or Exporting Trees](#)" (on page 299).
2. Save the XML file to:
 - `<XS_server>\agora\glassfish\glassfish\domains\BTOA\config\kpitemplates\import\load\` folder for importing to the KPI Library pane.
 - `<XS_server>\agora\glassfish\glassfish\domains\BTOA\config\kpicomfiguration\import\load\` folder for importing to the Active KPIs pane.
3. Make sure you have JDK installed.
4. Run `jconsole` in the `<XS_server>\agora\jdk\bin`.
5. In the window that opens, select the **Remote Process** option, enter `<host_name>:<port_number>` and click **Connect**.
6. After the application completes its loading, click the **MBeans** tab.
7. Click `com.hp.btoe.studio.jmx`.
8. You can now:
 - **Import the tree structure or the Orphan KPIs to the Active KPIs pane.** Expand **KPILoader**, select the **Operations** branch, and click **importKPIs**. In the Operation

invocation area, click the **importKPIs** button.

If the import operation is successful, the message **Method successfully invoked** is returned, and the imported entity is displayed in the Active KPIs pane in the Studio.

In addition, the XML file is moved to the
<XS_server>\agora\glassfish\glassfish\domains\BTOA\
config\kpiconfiguration\import\loaded\ folder.

If the import operation fails, an explanation of the failure is added in the relevant file in the
<XS_server>\agora\glassfish\glassfish\domains\BTOA\
config\kpitemplates\import\errors\ folder.

Note that the message **Method successfully invoked** might be displayed in some cases in case of failure of the import operation. For details, see "[Learn About Importing or Exporting Trees](#)" (on page 299).

- **Import KPIs from an Excel file.** Expand **KPILoader**, select the **Operations** branch, and click **importKPIsFromExcel**. In the Operation invocation area, click the **importKPIsFromExcel** button. If successful, the message **Method successfully invoked** is returned.
- **Import the template tree or Orphan KPI Templates to the KPI Library.** Expand **KPITemplateLoader**, select the **Operations** branch, and click **importKPITemplates**. In the Operation invocation area, click the **importKPITemplates** button.

If the import operation is successful, the message **Method successfully invoked** is returned, and the imported entity is displayed in the KPI Library pane in the Studio.

In addition, the XML file is moved to
<XS_server>\agora\glassfish\glassfish\domains\BTOA\config\kpitemplates\
import\loaded\ folder.

If the import operation fails, an explanation of the failure is added in the relevant file in the
<XS_server>\agora\glassfish\glassfish\domains\BTOA\config\kpitemplates\
import\errors\ folder.

Note that the message **Method successfully invoked** might be displayed in some cases in case of failure of the import operation. For details, see "[Learn About Importing or Exporting Trees](#)" (on page 299).

- **Import KPITemplates From Excel.** Expand **KPITemplateLoader** and click **importKPITemplatesFromExcel**. In the Operation invocation area, click the **importKPITemplatesFromExcel** button. If the import operation is successful, the message **Method successfully invoked** is returned.

Note: If information is missing from the Load directory, part of the import operation might not be performed.

Example:

- If one or more of the KPI XML files are missing from the `<XS_server>\agora\glassfish\glassfish\domains\Config\KPITemplate\Import\Load` directory, the trees that include the missing KPIs (represented by the `configuration.xml` or by the `<tree_name>.xml` files) are not imported. In addition, the relevant error files are entered in the `<XS_server>\agora\glassfish\glassfish\domains\Config\KPITemplate\ Import\Errors` directory. For additional details about the directories, see ["Learn About Importing or Exporting Trees" \(on page 299\)](#).
- If one or more of the mandatory properties of a KPI (for example, the formula) are missing from the `<XS_server>\agora\glassfish\glassfish\domains\Config\KPITemplate\ Import\Load` directory, the KPI is not imported. In addition, the relevant error files are entered in the `<XS_server>\agora\glassfish\glassfish\domains\Config\KPITemplate\ Import\Errors` directory. For additional details about the directories, see ["Learn About Importing or Exporting Trees" \(on page 299\)](#).

To export a node:

1. Make sure you have JDK installed.
2. Run `jconsole` in `<XS_server>\agora\jdk\bin`.
3. In the window that opens, select the **Remote Process** option, enter `<host_name>:<port_number>` and click **Connect**.
4. After the application completes its loading, click the **MBeans** tab.
5. Click `com.hp.btoe.studio.jmx`.
6. You can now:
 - **Export active KPIs from the Active KPIs pane.** Expand **KPIExport**, select the **Operations** branch, and click **exportKPIs**. In the Operation invocation area, click the **exportKPIs** button. If the export operation is successful, the message **Method successfully invoked** is returned, and the result is XML files in the `<XS_server>\agora\glassfish\glassfish\domains\BTOA\config\kpicomfiguration\export\` folder.
 - **Export KPITemplate from the KPI Library pane.** Expand **KPITemplateExport**, select the **Operations** branch, and click **exportKPITemplates**. In the Operation invocation area, click the **exportKPITemplates** button. If the export operation is successful, the message **Method successfully invoked** is returned, and the result is XML files in the `<XS_server>\agora\glassfish\glassfish\domains\BTOA\config\kpitemplates\export\` folder.

For details about the structure of the XML files, see ["Reference - XML Files Used in Import and Export Operations" \(on page 301\)](#).

Learn About Importing or Exporting Trees

You use the import or export feature when you want to import or export out-of-the-box templates, automatically update existing templates, or import new templates, or active trees into the Executive Studio.

The import and export feature is the process used to move from staging environment to production.

The export feature collects the contents of the Active KPIs tree (Scorecards, Perspectives, Objectives, KPIs, and Orphan KPIs) or of the KPI Library trees (Scorecard, Perspective, Objective, and KPI templates, Folders, and Orphan KPIs). It converts the contents to a configuration.xml file that describes the structure of the active tree or to a <tree_name>.xml file for each tree in the KPI Library. These files include the UUID and KPI name of the KPIs included in the trees. In addition, the process creates a <kpi_name>.xml file per KPI in the system; that file describes the configuration of the KPI. The XML files are created in a specific directory on the machine. For details about the directory, see ["Template Locations" \(on page 300\)](#)

The import feature collects the content of a specific directory on the machine. The directory can include configuration.xml files, and <kpi_name>.xml files according to the same format used by the export feature or can include .xml files (the structure of these files should follow the XSD legal model; for details, see ["Reference - XML Files Used in Import and Export Operations" \(on page 301\)](#)) with other names. The import feature uses these files to upload the information in the specific area in the Active KPIs tree or in the KPI Library trees. For details about the directory, see ["Template Locations" \(on page 300\)](#).

The import and export operations work with XML files with a specific structure. Each configuration.xml file includes information about the hierarchy from the lowest node to the tree root. That information is used to add the new node is added to the relevant location in the relevant tree, or the imported node overrides the relevant node. Each <KPI_name>.xml file includes information about the KPI configuration. That information is used so that the relevant configuration and calculation details are added to the relevant KPI. For details about the XML file structure, see ["Reference - XML Files Used in Import and Export Operations" \(on page 301\)](#).

The export operation uses the KPI's UUID to identify the KPI.

In addition, you can import KPIs from Excel files. You can use this capability to import KPIs without consideration about their location in the tree. You can also create an .xml file that provides information about a tree structure and that refers to KPIs that are imported from the Excel file. The import feature uses these files to upload the information in the specific area in the Active KPIs tree or in the KPI Library trees. For details about the directory, see ["Template Locations" \(on page 300\)](#)

Note: When the server on which the Executive Studio is located starts, if the system detects files in the
<XS_server>\agora\glassfish\glassfish\domains\Config\KPI Template\ Import directory, it automatically uploads that information. This feature is used when you logon to the Executive Studio for the first time, to upload the out-of-the-box templates.

Template Locations

When working with XML files, the files are located in the following directories:

- <XS_server>\agora\glassfish\glassfish\domains\Config\KPIConfiguration\Export or Import for files corresponding to nodes in the Active KPI pane.
- <XS_server>\agora\glassfish\glassfish\domains\Config\KPITemplate\ Export or Import for files corresponding to template nodes in the KPI Library.

The Import directory includes the **Error**, **Load**, and **Loaded** directories.

Before you import a tree, the relevant XML files or the KPI Excel files must be located in the **Load** directory. After the import operation, the file is moved to:

- The **Loaded** directory if the import operation succeeds.
- The **Error** directory if the import operation fails. In this case, an error file explaining the problem is added to the Error directory.

Reference - XML Files Used in Import and Export Operations

Import and export work with XML files. The XML files have the following structures:

Example of a KPI XML File:

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<KPI tenantId="0">
  <name>% Actual vs Planned Costs</name>
  <description>The actual costs relative to the budgeted costs of
an activity.
</description>
  <type>LEAF</type>
  <period>MONTHLY</period>
  <dimension></dimension>
  <formula>PERCENTAGE_MATH(
SUM(Cost.Amount, Cost.CostType='Actual' and PERIOD_ENTITY=Period),
SUM(Cost.Amount, Cost.CostType='Planned' and PERIOD_ENTITY=Period)
)
  </formula>

  <thresholdType type="MINIMIZE">
    <rangeFrom>0.0</rangeFrom>
    <rangeTo>4.0</rangeTo>
    <goodFrom>0.0</goodFrom>
    <goodTo>2.0</goodTo>
    <warningFrom>2.0</warningFrom>
    <warningTo>3.0</warningTo>
  </thresholdType>
  <unit>%</unit>
  <filter></filter>
  <dataSource>test</dataSource>
  <uuid>3c7a1c22-5c10-4703-a22b-4a1eac317a5c</uuid>
</KPI>
```

Where:

Tag	Explanation	Example
<name>	The name of the KPI. Limit: <ul style="list-style-type: none"> The name can be up to 265 characters or symbols. The forward slash (/) symbol is not supported. 	<name>% Actual vs Planned Costs</name>
<description>	The description of the KPI Limit: <ul style="list-style-type: none"> The name can be up to 1000 characters or symbols. The forward slash (/) symbol is not supported. 	<description> The actual costs relative to the budgeted costs of an activity.</description>
<type>	This is type of the entity. It can be: <ul style="list-style-type: none"> LEAF PARENT BREAKDOWN BD_PARENT Note: The entry must be in uppercase.	<type>LEAF</type>
<period>	The period of the KPI. It can be: <ul style="list-style-type: none"> WEEKLY 	<period>MONTHLY</period>

	<ul style="list-style-type: none"> ● MONTHLY ● QUARTERLY ● YEARLY <p>Note: The entry must be in uppercase.</p> <p>For details, see "Configuration Details Tab for a KPI" (on page 107).</p>	
<p>< businessQuestions ></p>	<p>The Business motivation displayed in the Metadata area in the KPI's Configuration details tab.</p> <p>For details, see "Configuration Details Tab for a KPI" (on page 107).</p> <p>Limit:</p> <ul style="list-style-type: none"> ● The name can be up to 1000 characters or symbols. ● The forward slash (/) symbol is not supported. 	<p><businessQuestions>What are the actual cost and planned cost values? What is the percentage of actual versus planned spending? How do the actual versus planned costs measure against the thresholds? Is actual versus planned spending on target or in the minimum or maximum</businessQuestions></p>
<p><comments></p>	<p>The comments displayed in the Comments area in the KPI's Calculation details tab.</p> <p>For details, see "Calculation Details Tab" (on page 104).</p>	<p><comments>My comments</comments></p>
<p><formula></p>	<p>The formula used to</p>	<p><formula>PERCENTAGE_</p>

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	calculate the value of the KPI.	MATH(SUM(Cost.Amount, Cost.CostType='Actual' and PERIOD_ENTITY=Period), 100000)</formula>
<thresholdType type=" ">	<p>The direction of the Result threshold. It can be:</p> <ul style="list-style-type: none"> ● MAXIMIZE ● CENTRALIZE ● MINIMIZE <p>Note: The entry must be in uppercase.</p> <p>For details, see "Configuration Details Tab for a KPI" (on page 107).</p>	<thresholdType type="MAXIMIZE"> % and 10% (green), and a bad rate is between 10% and 100% (red).
<rangeFrom>	Lower value of the error range.	<rangeFrom>0.0</rangeFrom>
<rangeTo>	Higher value of the error range.	<rangeTo>100.0</rangeTo>
<goodFrom>	Lower value of the good range.	<goodFrom>90.0</goodFrom>
<goodTo>	Higher value of the good range.	<goodTo>100.0</goodTo>
<warningFrom>	Lower value of the warning range.	<warningFrom>80.5</warningFrom>
<warningTo>	Higher value of the warning range.	<warningTo>90.0</warningTo>

<p><unit></p>	<p>The KPI's unit. It can be:</p> <ul style="list-style-type: none"> • % • \$US (The entry must be in uppercase.) • Days (The entry must be init cap.) 	<p><unit>%</unit> <unit>\$US</unit> <unit>Days</unit></p>
<p><filter></p>	<p>The formula used to calculate the KPI's value.</p>	<p><filter>Budget.Name = 1</filter></p>
<p><dataSource></p>	<p>The business context/universe. The business context/universe's entities are the basis of the calculation and provide the entities used in the formula.</p>	<p><dataSource>FinancialManagement</dataSource></p>
<p><uuid></p>	<p>Set UUID to identify the KPI. You can set your own UUID for the KPI. For example <uuid>This is MY KPI</uuid></p>	<p><uuid>1c9eab96-5013-412c-a428-17a1ae39317b</uuid></p>

Example of a Folder tree XML File:

```
<?xml version="1.0" encoding="UTF-8"?>
<tree xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
      xsi:noNamespaceSchemaLocation="../xsd/templates/Template_
tree.xsd" name="Industry Standard" tenantId="0">
  <folder name="ITIL" description="ITIL">
    <folder name="Asset Management" description="Asset
Management">
      <template name="Average Age of Hardware Assets"/>
    </folder>
```

```
<folder name="Change Management" description="Change
Management">
  <template name="Change Risk"/>
</folder>
<folder name="Financial Management" description="Financial
Management">
  <template name="% of budget deviation relative to total
budget"/>
  <template name="% Project Budget over or under"/>
  <template name="Actual vs. budgeted costs"/>
</folder>
<folder name="Incident Management" description="Financial
Management">
  <template name="% of escalated incidents"/>
  <template name="% incidents solved within SLA time"/>
</folder>
<folder name="Problem Management" description="Financial
Management">
  <template name="% of problems resolved on time"/>
</folder>
</folder>
<folder name="All working KPI's" description="just a copy of
all tempaltes">
  <template name="% of Reopened Incidents"/>
  <template name="% of critical and high incidents"/>
</folder>
</tree>
```

Example of a Scorecard tree XML File:

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<tree xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:noNamespaceSchemaLocation="../xsd/templates/Template_
tree.xsd" name="Industry Standard" tenantId="0">
  <scorecard name="CIO Scorecard" description="Business Value">
    <perspective name="Customer" description="?">
      <objective name="Reduce incident/problem management
related customer complaints by 30% in 2011"
        rule="BEST_CHILD" period="MONTHLY">
        <template name="% of Reopened Incidents"/>
        <template name="% of escalated incidents"/>
      </objective>
      <objective name="Improve Service Delivery by 30%"
rule="BEST_CHILD" period="MONTHLY">
        <template name="% of Service Level Objectives for
```

```
Met IT Process Activities"/>
    <template name="Service request avg response
time"/>
    <template name="Service request backlog"/>
</objective>
<objective name="Increase Customer Satisfaction by 20%
in 2011" rule="BEST_CHILD" period="MONTHLY">
    <template name="Reported exceptions to SLA"/>
    <template name="Customer Satisfaction"/>
    <template name="Critical time outage"/>
</objective>
</perspective>
<perspective name="Internal Business Process"
description="?">
    <objective name="Improve Project Delivery by increasing
throughput by 15%" rule="BEST_CHILD"
    period="MONTHLY">
        <template name="Employee Utilization Rate"/>
        <template name="% of projects on time"/>
        <template name="Deviation % of Planned Work
Hours"/>
        <template name="TTM"/>
    </objective>
</perspective>
<perspective name="Financial" description="?">
    <objective name="Reduce unhealthy projects budget risk
by 10% in 2011" rule="BEST_CHILD" period="MONTHLY">
        <template name="Unhealthy projects"/>
        <template name="% of Capital Exposure at Risk"/>
        <template name="Unhealthy projects budget risk"/>
    </objective>
    <objective name="Increase Employee Utilization by 3% in
1st Qtr 2011" rule="BEST_CHILD" period="MONTHLY">
        <template name="Employee Utilization Rate"/>
        <template name="FCR"/>
    </objective>
    <objective name="Reduce IT budget by 20% in 2011"
rule="BEST_CHILD" period="MONTHLY">
        <template name="% FTE"/>
        <template name="Service Actual to Plan"/>
        <template name="% Outages/Total SLA uptime"/>
        <template name="Business Service Cost Reduction"/>
    </objective>
</perspective>
<perspective name="Learning and Growth" description="?">
    <objective name="Increase Manager skills against the
```

```
competency model by 15% in 2011 above 2010"
    rule="BEST_CHILD" period="MONTHLY">
    <template name="Percentage of managers meeting or
exceeding leadership competency model"/>
  </objective>
  <objective name="Increase Employee Satisfaction by 10%
in 2011" rule="BEST_CHILD" period="MONTHLY">
    <template name="Employee Attrition"/>
    <template name="Job Satisfaction"/>
    <template name="Employee Satisfaction"/>
  </objective>
  <objective name="Increase employee productivity by 10%"
rule="BEST_CHILD" period="MONTHLY">
    <template name="Employee Utilization Rate"/>
  </objective>
</perspective>
</scorecard>
</tree>
```

Example of a KPI Excel File:

The Excel table must include the following columns in the following order:

- ID
- KPI
- Description
- Business Questions
- Context
- Formula
- Unit Type
- Time Period
- Direction
- Range From
- Range To
- Good From
- Good To
- Warning From
- Warning To

For details about the above column contents, see "[Configuration Details Tab for a KPI](#)" (on page 107) and "[Calculation Details Tab](#)" (on page 104).

Import or Export Out-of-the-box Pages, Components, and Events

This section includes the following topics:

How to Import or Export Out-of-the-box Pages, Components, and Events..... 309

Learn About Importing or Exporting Pages, Components, and Events..... 312

How to Import or Export Out-of-the-box Pages, Components, and Events

You can import existing out-of-the-box pages, components and events into the Dashboard page.

The import or export flows are meant to be used for localization purposes (when you want to work with other languages than English) or when moving from staging to production and not as a way to update system configuration.

To learn about importing and exporting pages, components, and events, see "[Learn About Importing or Exporting Pages, Components, and Events](#)" (on page 312).

To import pages, components, or events:

1. Make sure you have JDK installed.
2. Run **jconsole** in the **Start** menu.
3. In the window that opens, select the **Remote Process** option, enter **<host_name>:<port_number>** and click **Connect**.
4. After the application completes its loading, click the **MBeans** tab.
5. Click **Foundations**.
6. To import all the pages, components, and events at once, expand **UIMDataLoader**, select **Operations** and in the Operation invocation area, click the **loadAllData** button.
Or, you can also import pages, components and events separately as follows:

- **Import the pages.** Expand **Foundations > UIMDataLoader**, and select **Operations**. In the Operation invocation area, click the **loadPagesData** button.

If the import operation is successful, the message **Method successfully invoked** is returned, and the imported entities are displayed in the Page Gallery.

In addition, the XML file is moved to the **<XS_server>\agora\glassfish\glassfish\domains\BTOA\config\uimashup\import\loaded** folder.

If the import operation fails, an explanation of the failure is added in the relevant file in the `<XS_server>\agora\glassfish\glassfish\domains\BTOA\config\uimashup\import\errors\` folder.

Note that the message **Method successfully invoked** might be displayed in some cases in case of failure of the import operation. For details, see "[Learn About Importing or Exporting Trees](#)" (on page 299).

Note: If you want to import pages in another language, the existing (English) categories are not removed, so both translated and non-translated categories appear in the list of categories. To select the categories you want to delete, expand **Foundations > UIMDataLoader**, and select **Operations**. In the Operation invocation area, click the **displayAllCachedGalleryCategories** button to view the current categories to display a table that lists all the out-of-the-box categories. Once you know which categories you want to delete, expand **Foundations > UIMDataLoader**, and select **Operations**. In the Operation invocation area, click the **deletePageCategoryByName** button and specify the relevant page category you want to delete.

- **Import the components.** Expand **Foundations > UIMDataLoader** and select **Operations**. In the Operation invocation area, click the **loadComponentsGallery** button. If successful, the message **Method successfully invoked** is returned, and the imported entities are displayed in the Component Gallery..

In addition, the XML file is moved to the `<XS_server>\agora\glassfish\glassfish\domains\BTOA\config\uimashup\import\loaded\` folder.

If the import operation fails, an explanation of the failure is added in the relevant file in the `<XS_server>\agora\glassfish\glassfish\domains\BTOA\config\uimashup\import\errors\` folder.

Note that the message **Method successfully invoked** might be displayed in some cases in case of failure of the import operation. For details, see "[Learn About Importing or Exporting Trees](#)" (on page 299).

Note: If you want to import components in another language, the existing (English) categories are not removed, so both translated and non-translated categories appear in the list of categories. To select the categories you want to delete, expand **Foundations > UIMDataLoader**, and select **Operations**. In the Operation invocation area, click the **displayAllCachedGalleryCategories** button to view the current categories. Once you know which categories you want to delete, expand **Foundations > UIMDataLoader**, and select **Operations**. In the Operation invocation area, click the **deleteComponentCategoryByName** button and specify the relevant component category you want to delete.

- **Import the events.** Expand **Foundations > UIMDataLoader**, and select **Operations**. In the Operation invocation area, click the **loadEvents** button.

If the import operation is successful, the message **Method successfully invoked** is returned.

In addition, the XML file is moved to

<XS_server>\agora\glassfish\glassfish\domains\BTOA\config\uimashup\import\loaded folder.

If the import operation fails, an explanation of the failure is added in the relevant file in the **<XS_server>\agora\glassfish\glassfish\domains\BTOA\config\uimashup\import\errors** folder.

Note that the message **Method successfully invoked** might be displayed in some cases in case of failure of the import operation. For details, see "[Learn About Importing or Exporting Trees](#)" (on page 299).

Note:

- If information is missing from the Load directory, part of the import operation might not be performed.
- When a file is copied to the **<XS_server>\agora\glassfish\glassfish\domains\BTOA\config\uimashup\import\loaded** folder during the import process, a timestamp (Milliseconds since midnight, January 1, 1970 UTC) is added to its name, for example: **Components_pt_BR_130810232011.xml**. This way, you can see which file is currently assigned to the database.

To export pages, components, or events:

1. Make sure you have JDK installed.
2. Run **jconsole** in the **Start** menu.
3. In the window that opens, select the **Remote Process** option, enter **<host_name>:<port_number>** and click **Connect**.
4. After the application completes its loading, click the **MBeans** tab.
5. Click **Foundations**.
6. You can now:
 - **Export pages.** Expand **Foundations > UIMDataLoader** and select **Operations**. In the Operation invocation area, click the **exportPages** button and specify the **pathToExportLocation**. If the export operation is successful, the message **Method successfully invoked** is returned, and the result is XML files in the folder you specified.
 - **Export components and events.** Expand **Foundations > UIMDataLoader** and select **Operations**. In the Operation invocation area, click the **exportMetaData** button and specify the **pathToExportLocation**. If the export operation is successful, the message **Method successfully invoked** is returned, and the result is XML files in the folder you specified.

Learn About Importing or Exporting Pages, Components, and Events

You use the import or export feature when you want to import or export out-of-the-box pages, components, or events into the Dashboard.

Out-of-the-box pages are available in the Dashboard. Pages can include components. Components in a page can be wired and can interact with each other using events. For details, about the Dashboard, see "[Learn about the Dashboard](#)" (on page 164).

The import and export feature is the process used to move from the staging environment to production.

The export feature collects the contents of the pages, components, and events. It converts the contents to **components.uim.xml**, **pages.uim.xml**, and **events.uim.xml** files that describes the structure and content of the pages, components, and events. These files include the UUID of the pages and components.

The export operation uses the page, component, or event UUID to identify the page, component, or event.

The import feature collects the contents of a specific directory on the machine. The directory can include **components.uim.xml**, **pages.uim.xml**, and **events.uim.xml** files according to the same format used by the export feature. The import feature uses these files to upload the information into the database.

After the import operation, the file is moved to:

- The **Loaded** directory if the import operation succeeds.
- The **Errors** directory if the import operation fails.

Note: When the server on which the Dashboard is located starts, if the system detects files in the `<XS_server>\agora\glassfish\glassfish\domains\BTOA\uimashup\import\toload` directory, it automatically uploads that information.

Reference

This section includes the following topics:

Reference: KPIs	313
Reference: Web Intelligence Reports	313

Reference: KPIs

The KPIs available in the HP IT Executive Scorecard are listed in the [KPI Library in Excel format](#)

Reference: Web Intelligence Reports

The Web Intelligence reports display information related to the business models provided by the different data sources. The reports can be added to the Web Intelligence Full Report Viewer component and to the Web Intelligence Static Report Viewer component in the Dashboard.

This section describes the Web Intelligence reports categories:

ALM Defect Reports	313
ALM Requirement Reports	324
ALM Test Instance Reports	327
Asset Reports	336
Change Reports	340
Incident Reports	341
Interaction Reports	348
Operational Reports	350
Project Reports	354
Service Status Reports	361
SLA Reports	362

ALM Defect Reports

These reports are based on the business model taken from the HP Application Lifecycle Management data source.

The ALM Defect reports provide information about the defects. A defect is characterized by the location where it was detected. The statuses and cycles that appear in the reports have been defined in Application Lifecycle Management.

This category of Web Intelligence reports includes the following reports:

Average Cycle Duration for Top 3 Active Projects Report	314
Average Defect Fix Duration for Urgent Severity by Project in Current Quarter Report	315
Average Fix Time per Defect for Top 3 Active Projects Report	315

Average Number of Cycles per Active Project Report 316

Defects Opened vs Closed for Active Project with Most Defects in Current Quarter Report 317

Defects Opened vs Closed for Top 3 Active Projects in Current Quarter Report 317

Defects Reopened per Severity for Top 3 Active Projects Report 318

Number of Defects per Status for Top 3 Projects Report 319

Number of Detected Defects per Cycle for Top 3 Active Projects Report 319

Number of Prolonged Defects for Top 3 Projects Report 320

Number of Reopened Defects by Cycle Report 321

Percentage of Non-Reproducible Urgent Defects for Top 3 Active Projects in Current Quarter Report 322

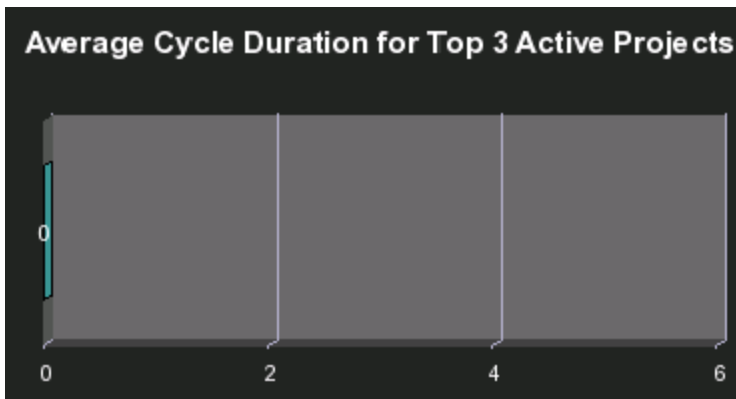
Percentage of Reopened Defects for Top 3 Active Projects Report 322

Total Fix Time per Project for Top 3 Active Projects Report 323

Average Cycle Duration for Top 3 Active Projects Report

The report displays the average duration, in days, of the project cycle for the 3 active projects with the longest average cycle duration. Each active project is represented by a horizontal bar. The length of the bar indicates the average duration of the project cycle.

The report can be displayed in graphic or table format.



<p>To access</p>	<p>In the Dashboard, add this report to a Web Intelligence component by configuring the component. For details, see "Web Intelligence Full Report Viewer - Configure Component Dialog Box" (on page 221) or "Web Intelligence Static Report Viewer - Configure Component Dialog Box" (on page 224).</p> <p>The report is then displayed in these components in the Dashboard. For details, see "Web Intelligence Full Report Viewer Component" (on page 222) or "Web Intelligence Static Report Viewer (Display)" (on page 226).</p> <p>Note: The size of the report display is: 583 pixels (width) x 204 pixels (height).</p>
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Relevant tasks	"How to Add Components to a Dashboard Page" (on page 185)
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Average Defect Fix Duration for Urgent Severity by Project in Current Quarter Report

The report displays the average time it takes, in hours, to fix an urgent severity defect by active project for the current fiscal quarter. Each project is represented by a slice of the pie, the number close to the slice displays the average defect fix duration, and the legend lists the project names.

The report can be displayed in graphic or table format.

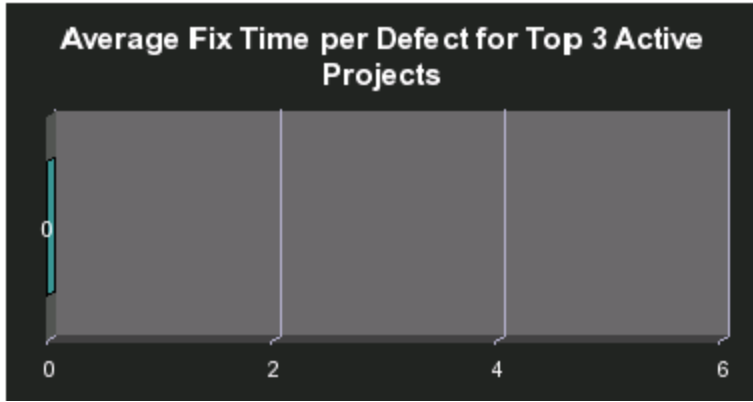


To access	<p>In the Dashboard, add this report to a Web Intelligence component by configuring the component. For details, see "Web Intelligence Full Report Viewer - Configure Component Dialog Box" (on page 221) or "Web Intelligence Static Report Viewer - Configure Component Dialog Box" (on page 224).</p> <p>The report is then displayed in these components in the Dashboard. For details, see "Web Intelligence Full Report Viewer Component" (on page 222) or "Web Intelligence Static Report Viewer (Display)" (on page 226).</p> <div style="background-color: #f0f0f0; padding: 5px; margin-top: 10px;"> <p>Note: The size of the report display is: 583 pixels (width) x 204 pixels (height).</p> </div>
Relevant tasks	"How to Add Components to a Dashboard Page" (on page 185)

Average Fix Time per Defect for Top 3 Active Projects Report

The report displays the average time it takes, in hours, to fix a defect with any severity for the 3 active projects with the highest average time. Each project is represented by a horizontal bar and each bar displays the corresponding average defect fix duration.

The report can be displayed in graphic or table format.



[Top 3 Active Projects](#)

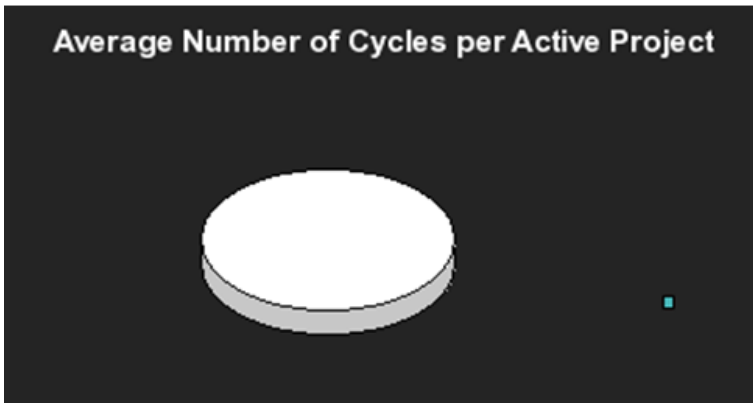
[Average Fix Time per Defect for](#)

<p>To access</p>	<p>In the Dashboard, add this report to a Web Intelligence component by configuring the component. For details, see "Web Intelligence Full Report Viewer - Configure Component Dialog Box" (on page 221) or "Web Intelligence Static Report Viewer - Configure Component Dialog Box" (on page 224).</p> <p>The report is then displayed in these components in the Dashboard. For details, see "Web Intelligence Full Report Viewer Component" (on page 222) or "Web Intelligence Static Report Viewer (Display)" (on page 226).</p> <p>Note: The size of the report display is: 583 pixels (width) x 204 pixels (height).</p>
<p>Relevant tasks</p>	<p>"How to Add Components to a Dashboard Page" (on page 185)</p>

Average Number of Cycles per Active Project Report

The report displays the average number of cycles that have been performed for each active project. Each project is represented by a slice of the pie, the number close to the slice displays the average number of cycles, and the legend lists the project names.

The report can be displayed in graphic or table format.



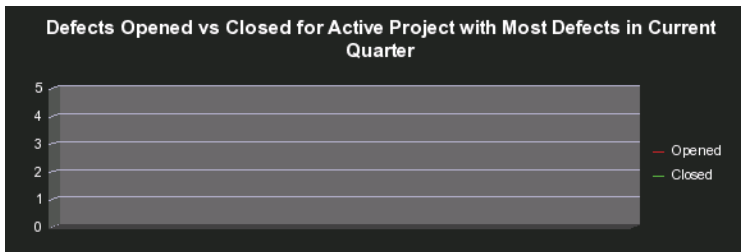
<p>To access</p>	<p>In the Dashboard, add this report to a Web Intelligence component by configuring the</p>
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	<p>component. For details, see "Web Intelligence Full Report Viewer - Configure Component Dialog Box" (on page 221) or "Web Intelligence Static Report Viewer - Configure Component Dialog Box" (on page 224).</p> <p>The report is then displayed in these components in the Dashboard. For details, see "Web Intelligence Full Report Viewer Component" (on page 222) or "Web Intelligence Static Report Viewer (Display)" (on page 226).</p> <p>Note: The size of the report display is: 583 pixels (width) x 204 pixels (height).</p>
Relevant tasks	"How to Add Components to a Dashboard Page" (on page 185)

Defects Opened vs Closed for Active Project with Most Defects in Current Quarter Report

The report displays the amount of open and closed defects over time, for the current fiscal quarter, with a day granularity, for the project with the largest difference between open and closed defects. The red line represents the open defects. The green line represents the closed defects. The legend lists the type of defect (open or closed).

The report can be displayed in graphic or table format.



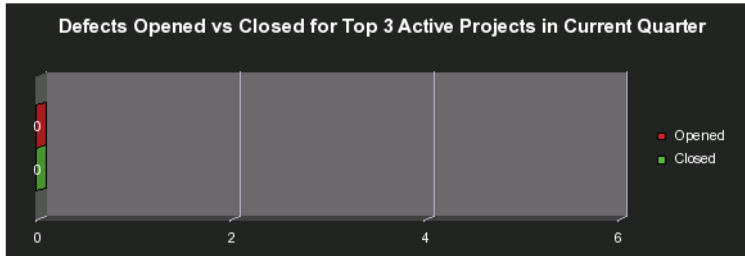
To access	<p>In the Dashboard, add this report to a Web Intelligence component by configuring the component. For details, see "Web Intelligence Full Report Viewer - Configure Component Dialog Box" (on page 221) or "Web Intelligence Static Report Viewer - Configure Component Dialog Box" (on page 224).</p> <p>The report is then displayed in these components in the Dashboard. For details, see "Web Intelligence Full Report Viewer Component" (on page 222) or "Web Intelligence Static Report Viewer (Display)" (on page 226).</p> <p>Note: The size of the report display is: 374 pixels (width) x 324 pixels (height).</p>
Relevant tasks	"How to Add Components to a Dashboard Page" (on page 185)

Defects Opened vs Closed for Top 3 Active Projects in Current Quarter Report

The report displays the number of open defects and the number of closed defects for the 3 projects active during the current quarter. The 3 projects are the projects with the largest difference between

their number of open and close defects. Each project is represented by two bars, the red bar represents the number of open defects, the green bar represents the number of closed defects. The legend lists the type of defect (open or closed).

The report can be displayed in graphic or table format.

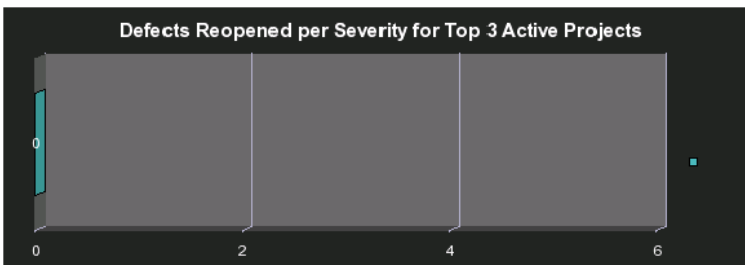


<p>To access</p>	<p>In the Dashboard, add this report to a Web Intelligence component by configuring the component. For details, see "Web Intelligence Full Report Viewer - Configure Component Dialog Box" (on page 221) or "Web Intelligence Static Report Viewer - Configure Component Dialog Box" (on page 224).</p> <p>The report is then displayed in these components in the Dashboard. For details, see "Web Intelligence Full Report Viewer Component" (on page 222) or "Web Intelligence Static Report Viewer (Display)" (on page 226).</p> <p>Note: The size of the report display is: 374 pixels (width) x 324 pixels (height).</p>
<p>Relevant tasks</p>	<p>"How to Add Components to a Dashboard Page" (on page 185)</p>

Defects Reopened per Severity for Top 3 Active Projects Report

The report displays the number of defects that have been reopened per severity for the 3 projects with the highest number of reopened defects. The report displays a bar for each one of the three projects. The bars are divided into sections corresponding to the different severities. Each section displays the number of reopened defects for the severity. The legend lists the severities.

The report can be displayed in graphic or table format.



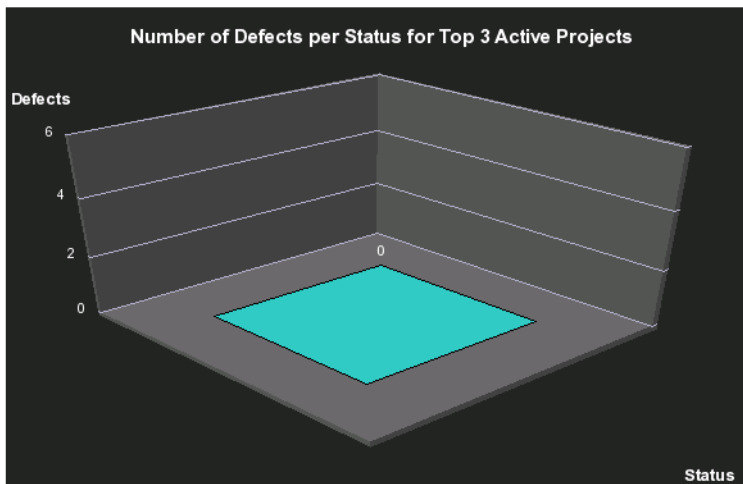
<p>To access</p>	<p>In the Dashboard, add this report to a Web Intelligence component by configuring the component. For details, see "Web Intelligence Full Report Viewer - Configure Component Dialog Box" (on page 221) or "Web Intelligence Static Report Viewer - Configure Component Dialog Box" (on page 224).</p>
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	<p>The report is then displayed in these components in the Dashboard. For details, see "Web Intelligence Full Report Viewer Component" (on page 222) or "Web Intelligence Static Report Viewer (Display)" (on page 226).</p> <p>Note: The size of the report display is: 374 pixels (width) x 324 pixels (height).</p>
Relevant tasks	"How to Add Components to a Dashboard Page" (on page 185)

Number of Defects per Status for Top 3 Projects Report

The report displays the number of defects per status for the 3 active projects with the highest number of defects. The x-axis represents the projects names, the y-axis represents the number of defects, and the z-axis represents the statuses.

The report can be displayed in graphic or table format.



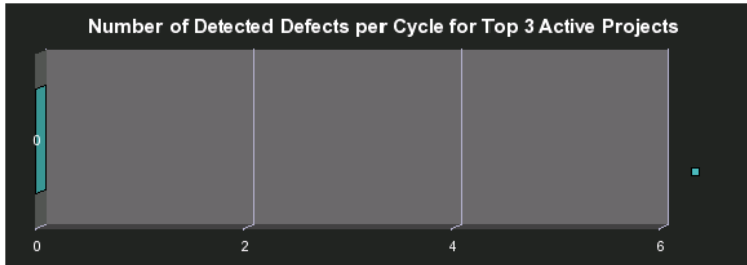
To access	<p>In the Dashboard, add this report to a Web Intelligence component by configuring the component. For details, see "Web Intelligence Full Report Viewer - Configure Component Dialog Box" (on page 221) or "Web Intelligence Static Report Viewer - Configure Component Dialog Box" (on page 224).</p> <p>The report is then displayed in these components in the Dashboard. For details, see "Web Intelligence Full Report Viewer Component" (on page 222) or "Web Intelligence Static Report Viewer (Display)" (on page 226).</p> <p>Note: The size of the report display is: 374 pixels (width) x 324 pixels (height).</p>
Relevant tasks	"How to Add Components to a Dashboard Page" (on page 185)

Number of Detected Defects per Cycle for Top 3 Active Projects Report

The report displays the number of defects detected in each cycle for the 3 active projects with the highest number of defects. The report displays a horizontal bar per active project, each bar is split

into sections corresponding to the cycles, and each section displays the number of defects detected during that cycle. The legend lists the cycles.

The report can be displayed in graphic or table format.



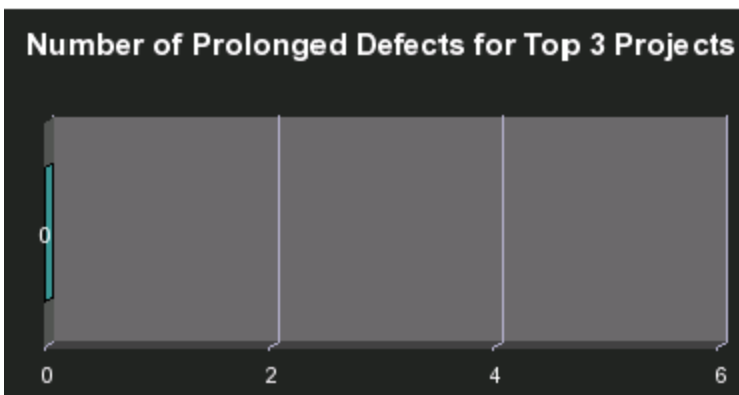
<p>To access</p>	<p>In the Dashboard, add this report to a Web Intelligence component by configuring the component. For details, see "Web Intelligence Full Report Viewer - Configure Component Dialog Box" (on page 221) or "Web Intelligence Static Report Viewer - Configure Component Dialog Box" (on page 224).</p> <p>The report is then displayed in these components in the Dashboard. For details, see "Web Intelligence Full Report Viewer Component" (on page 222) or "Web Intelligence Static Report Viewer (Display)" (on page 226).</p> <div style="background-color: #f0f0f0; padding: 5px; border: 1px solid #ccc;"> <p>Note: The size of the report display is: 374 pixels (width) x 199 pixels (height).</p> </div>
<p>Relevant tasks</p>	<p>"How to Add Components to a Dashboard Page" (on page 185)</p>

Number of Prolonged Defects for Top 3 Projects Report

A defect is prolonged if it is still not currently fixed, or if it was fixed after its estimated time.

The report displays the number of prolonged defects for the 3 projects with the highest number of prolonged defects. The report displays a horizontal bar per active project, each bar displays the number of prolonged defects corresponding to the project.

The report can be displayed in graphic or table format.



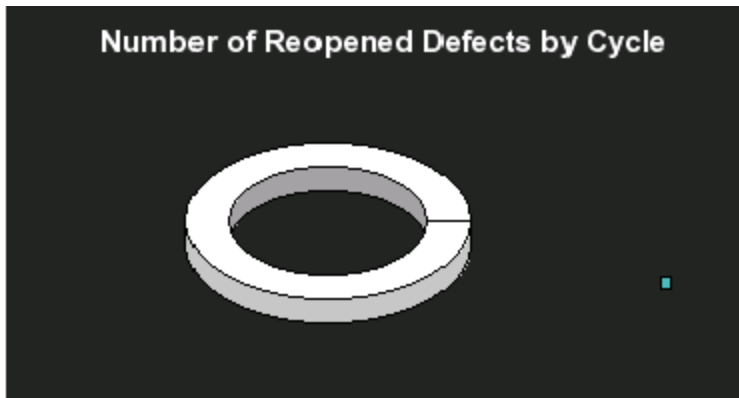
<p>To access</p>	<p>In the Dashboard, add this report to a Web Intelligence component by configuring the</p>
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	<p>component. For details, see "Web Intelligence Full Report Viewer - Configure Component Dialog Box" (on page 221) or "Web Intelligence Static Report Viewer - Configure Component Dialog Box" (on page 224).</p> <p>The report is then displayed in these components in the Dashboard. For details, see "Web Intelligence Full Report Viewer Component" (on page 222) or "Web Intelligence Static Report Viewer (Display)" (on page 226).</p> <p>Note: The size of the report display is: 583 pixels (width) x 204 pixels (height).</p>
<p>Relevant tasks</p>	<p>"How to Add Components to a Dashboard Page" (on page 185)</p>

Number of Reopened Defects by Cycle Report

The report displays the number of defects that were reopened for each cycle of each active project. The report displays a ring per cycle, and each ring displays the number of reopened defects. The legend lists the cycles.

The report can be displayed in graphic or table format.

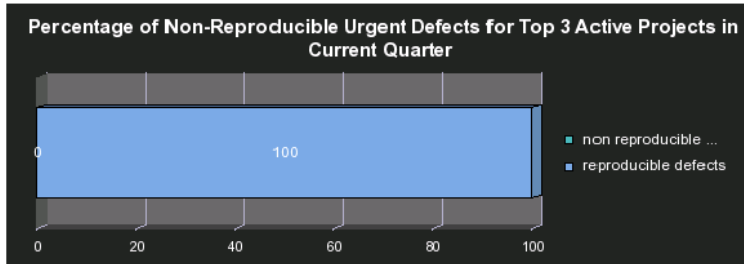


<p>To access</p>	<p>In the Dashboard, add this report to a Web Intelligence component by configuring the component. For details, see "Web Intelligence Full Report Viewer - Configure Component Dialog Box" (on page 221) or "Web Intelligence Static Report Viewer - Configure Component Dialog Box" (on page 224).</p> <p>The report is then displayed in these components in the Dashboard. For details, see "Web Intelligence Full Report Viewer Component" (on page 222) or "Web Intelligence Static Report Viewer (Display)" (on page 226).</p> <p>Note: The size of the report display is: 583 pixels (width) x 204 pixels (height).</p>
<p>Relevant tasks</p>	<p>"How to Add Components to a Dashboard Page" (on page 185)</p>

Percentage of Non-Reproducible Urgent Defects for Top 3 Active Projects in Current Quarter Report

The report displays the percentage of non-reproducible urgent defects versus the percentage of reproducible defects, for the 3 projects with the highest percentage of non-reproducible urgent defects, that are active in the current fiscal quarter. The report displays, for each project, a bar scaled from 0 to 100, where one section of the bar represents the percentage of non-reproducible urgent defects and the other section the percentage of reproducible urgent defects.

The report can be displayed in graphic or table format.

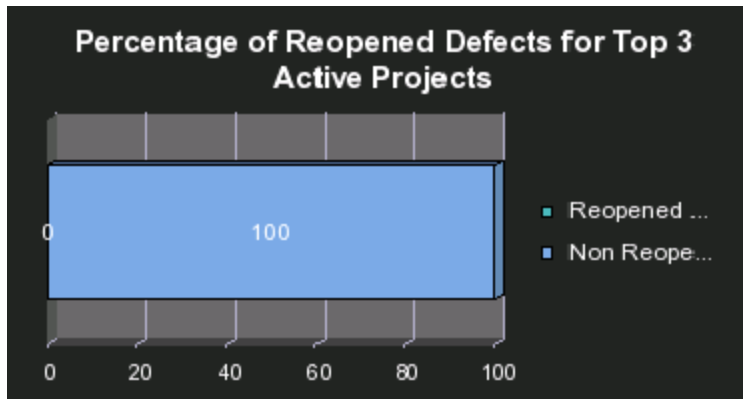


<p>To access</p>	<p>In the Dashboard, add this report to a Web Intelligence component by configuring the component. For details, see "Web Intelligence Full Report Viewer - Configure Component Dialog Box" (on page 221) or "Web Intelligence Static Report Viewer - Configure Component Dialog Box" (on page 224).</p> <p>The report is then displayed in these components in the Dashboard. For details, see "Web Intelligence Full Report Viewer Component" (on page 222) or "Web Intelligence Static Report Viewer (Display)" (on page 226).</p> <div style="background-color: #f0f0f0; padding: 5px; margin-top: 10px;"> <p>Note: The size of the report display is: 374 pixels (width) x 199 pixels (height).</p> </div>
<p>Relevant tasks</p>	<p>"How to Add Components to a Dashboard Page" (on page 185)</p>

Percentage of Reopened Defects for Top 3 Active Projects Report

The report displays the percentage of reopened defects versus the percentage of non-reopened defects, for the 3 active projects with the highest percentage of reopened defects. The report displays, for each project, a bar scaled from 0 to 100, where one section of the bar represents the number of reopened defects and the other section the number of defects that were not reopened.

The report can be displayed in graphic or table format.

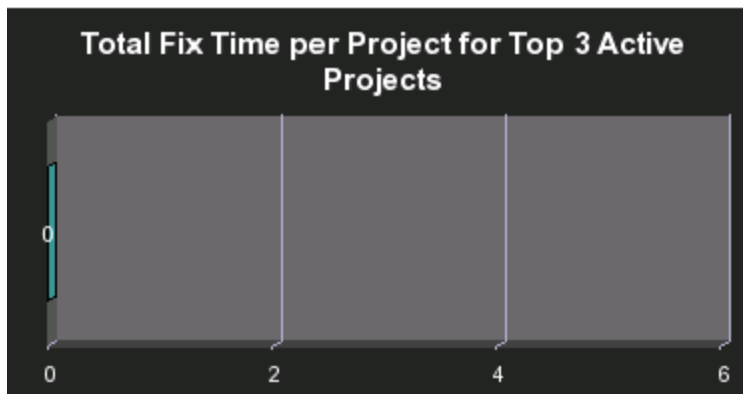


<p>To access</p>	<p>In the Dashboard, add this report to a Web Intelligence component by configuring the component. For details, see "Web Intelligence Full Report Viewer - Configure Component Dialog Box" (on page 221) or "Web Intelligence Static Report Viewer - Configure Component Dialog Box" (on page 224).</p> <p>The report is then displayed in these components in the Dashboard. For details, see "Web Intelligence Full Report Viewer Component" (on page 222) or "Web Intelligence Static Report Viewer (Display)" (on page 226).</p> <p>Note: The size of the report display is: 583 pixels (width) x 204 pixels (height).</p>
<p>Relevant tasks</p>	<p>"How to Add Components to a Dashboard Page" (on page 185)</p>

Total Fix Time per Project for Top 3 Active Projects Report

The report displays the time it took, in hours, to fix all the defects for the 3 active projects with the longest defect fix time. The report displays, for each project, a bar that indicates, in hours, the time it took to fix all the defects of the corresponding project.

The report can be displayed in graphic or table format.



<p>To access</p>	<p>In the Dashboard, add this report to a Web Intelligence component by configuring the component. For details, see "Web Intelligence Full Report Viewer - Configure Component Dialog Box" (on page 221) or "Web Intelligence Static Report Viewer -</p>
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	<p>Configure Component Dialog Box" (on page 224).</p> <p>The report is then displayed in these components in the Dashboard. For details, see "Web Intelligence Full Report Viewer Component" (on page 222) or "Web Intelligence Static Report Viewer (Display)" (on page 226).</p> <p>Note: The size of the report display is: 583 pixels (width) x 204 pixels (height).</p>
<p>Relevant tasks</p>	<p>"How to Add Components to a Dashboard Page" (on page 185)</p>

ALM Requirement Reports

These reports are based on the business model taken from the HP Application Lifecycle Management data source.

The ALM Requirement reports provide information about the requirements. The statuses and cycles that appear in the reports have been defined in Application Lifecycle Management.

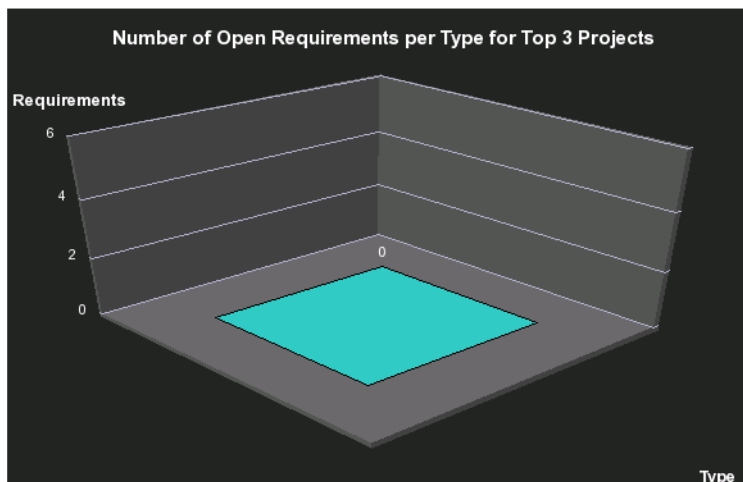
This category of Web Intelligence reports includes the following reports:

- Number of Open High Priority Requirements for Top 3 Projects Report 324**
- Number of Open Requirements per Type for Top 3 Projects Report 325**
- Number of Requirements per Cycle for Top 3 Projects in Current Quarter Report 326**
- Number of Requirements per Status for Top 3 Projects in Current Quarter Report ... 326**

Number of Open High Priority Requirements for Top 3 Projects Report

The report displays the number of open high priority requirements per type of requirement, for the 3 active projects with the largest number of open requirements. The report displays a bar for each one of the three projects. The bars indicate the number of open high priority requirements for the project. The legend lists the projects.

The report can be displayed in graphic or table format.

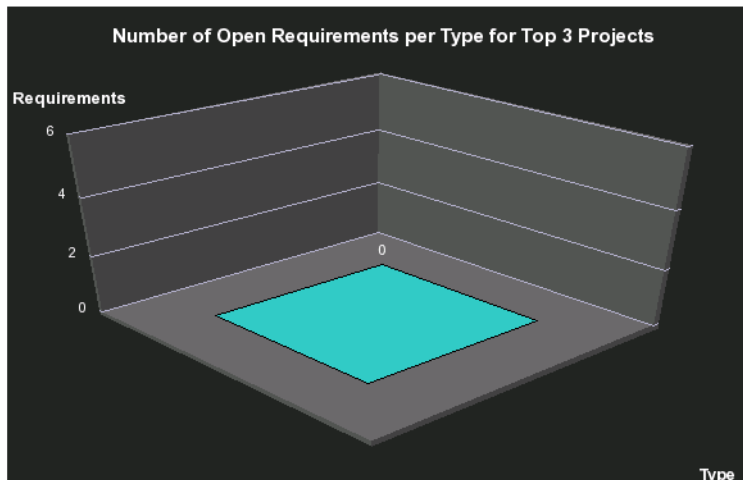


<p>To access</p>	<p>In the Dashboard, add this report to a Web Intelligence component by configuring the component. For details, see "Web Intelligence Full Report Viewer - Configure Component Dialog Box" (on page 221) or "Web Intelligence Static Report Viewer - Configure Component Dialog Box" (on page 224).</p> <p>The report is then displayed in these components in the Dashboard. For details, see "Web Intelligence Full Report Viewer Component" (on page 222) or "Web Intelligence Static Report Viewer (Display)" (on page 226).</p> <div style="background-color: #f0f0f0; padding: 5px; margin-top: 10px;"> <p>Note: The size of the report display is: 374 pixels (width) x 324 pixels (height).</p> </div>
<p>Relevant tasks</p>	<p>"How to Add Components to a Dashboard Page" (on page 185)</p>

Number of Open Requirements per Type for Top 3 Projects Report

The report displays the number of open requirements, for the 3 active or inactive projects with the highest number of open requirements. The x-axis represents the project names, the y-axis represents the number of requirements, and the z-axis represents the types of requirements.

The report can be displayed in graphic or table format.

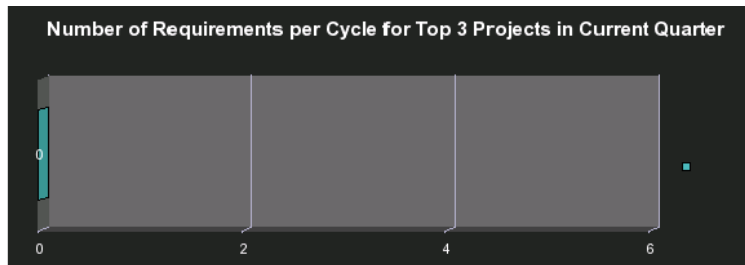


<p>To access</p>	<p>In the Dashboard, add this report to a Web Intelligence component by configuring the component. For details, see "Web Intelligence Full Report Viewer - Configure Component Dialog Box" (on page 221) or "Web Intelligence Static Report Viewer - Configure Component Dialog Box" (on page 224).</p> <p>The report is then displayed in these components in the Dashboard. For details, see "Web Intelligence Full Report Viewer Component" (on page 222) or "Web Intelligence Static Report Viewer (Display)" (on page 226).</p> <div style="background-color: #f0f0f0; padding: 5px; margin-top: 10px;"> <p>Note: The size of the report display is: 374 pixels (width) x 324 pixels (height).</p> </div>
<p>Relevant tasks</p>	<p>"How to Add Components to a Dashboard Page" (on page 185)</p>

Number of Requirements per Cycle for Top 3 Projects in Current Quarter Report

The report displays the number of requirements, per cycle, for the 3 projects with the highest number of requirements, that are active or inactive in the current fiscal quarter. The report displays, for each project, a bar with sections representing the cycles, and each section indicates the number of requirements corresponding to the cycle. The legend lists the cycles.

The report can be displayed in graphic or table format.

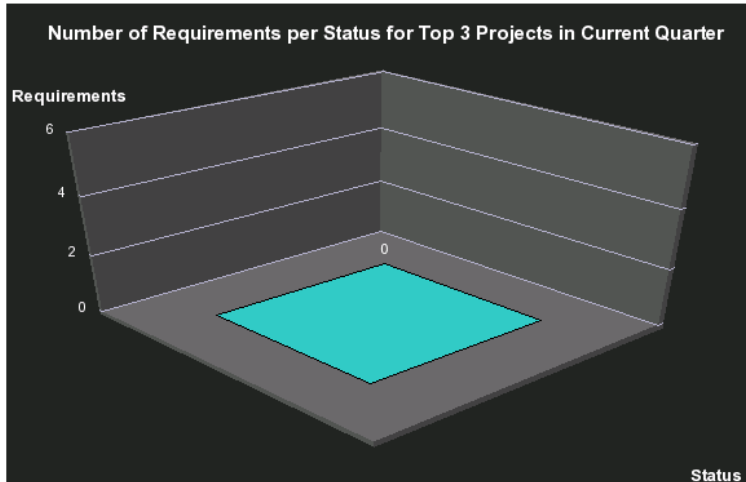


<p>To access</p>	<p>In the Dashboard, add this report to a Web Intelligence component by configuring the component. For details, see "Web Intelligence Full Report Viewer - Configure Component Dialog Box" (on page 221) or "Web Intelligence Static Report Viewer - Configure Component Dialog Box" (on page 224).</p> <p>The report is then displayed in these components in the Dashboard. For details, see "Web Intelligence Full Report Viewer Component" (on page 222) or "Web Intelligence Static Report Viewer (Display)" (on page 226).</p> <div style="background-color: #f0f0f0; padding: 5px; margin-top: 10px;"> <p>Note: The size of the report display is: 374 pixels (width) x 199 pixels (height).</p> </div>
<p>Relevant tasks</p>	<p>"How to Add Components to a Dashboard Page" (on page 185)</p>

Number of Requirements per Status for Top 3 Projects in Current Quarter Report

The report displays the number of open requirements, per requirement status, for the 3 projects with the highest number of requirements, that active or inactive in the current fiscal quarter. The x-axis represents the project names, the y-axis represents the number of requirements, and the z-axis represents the statuses.

The report can be displayed in graphic or table format.



<p>To access</p>	<p>In the Dashboard, add this report to a Web Intelligence component by configuring the component. For details, see "Web Intelligence Full Report Viewer - Configure Component Dialog Box" (on page 221) or "Web Intelligence Static Report Viewer - Configure Component Dialog Box" (on page 224).</p> <p>The report is then displayed in these components in the Dashboard. For details, see "Web Intelligence Full Report Viewer Component" (on page 222) or "Web Intelligence Static Report Viewer (Display)" (on page 226).</p> <div style="background-color: #f0f0f0; padding: 5px; margin-top: 10px;"> <p>Note: The size of the report display is: 374 pixels (width) x 324 pixels (height).</p> </div>
<p>Relevant tasks</p>	<p>"How to Add Components to a Dashboard Page" (on page 185)</p>

ALM Test Instance Reports

These reports are based on the business model taken from the HP Application Lifecycle Management data source.

The ALM Test Instance reports provide information about the tests that are created to test specific features and test instances that are run to test specific features in specific conditions. The statuses and cycles that appear in the reports have been defined in Application Lifecycle Management.

This category of Web Intelligence reports includes the following reports:

Average Delay in Test Instance Run for Top 3 Active Projects Report	328
Average Delay in Test Instance Run by Cycle Report	328
Number of Cycles by Active Project Report	329
Number of Irrelevant Tests by Test Status Report	330
Number of Tests by Test Status for Top 3 Active Projects Report	331
Number of Tests by Test Status for Top 3 Cycles Report	331
Number of Tests by Test Type for Top 3 Active Projects Report	332
Number of Tests by Test Type for Top 3 Cycles Report	333

Percentage of Test Instances Linked to Defects for Top 3 Active Projects Report 333

Percentage of Test Instances Linked to Defects for Top 3 Cycles Report 334

Percentage of Tests Linked to Defects for Top 3 Active Projects Report 335

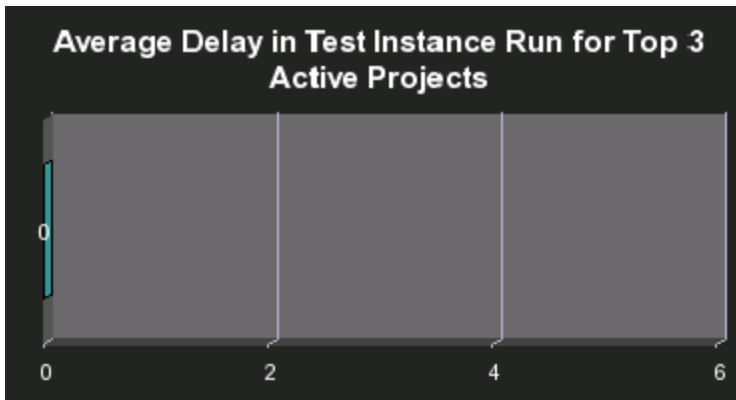
Percentage of Tests Linked to Defects for Top 3 Cycles Report 336

Average Delay in Test Instance Run for Top 3 Active Projects Report

A test is delayed when it is still running after it should have been completed or it is still running at measurement time.

The report displays the average delay in test instance run for the 3 active projects with the highest average delay. The report displays, for each project, a bar that represents the average delay.

The report can be displayed in graphic or table format.



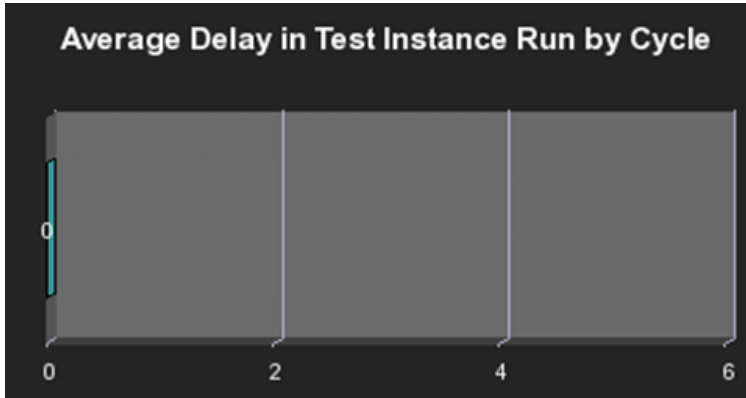
<p>To access</p>	<p>In the Dashboard, add this report to a Web Intelligence component by configuring the component. For details, see "Web Intelligence Full Report Viewer - Configure Component Dialog Box" (on page 221) or "Web Intelligence Static Report Viewer - Configure Component Dialog Box" (on page 224).</p> <p>The report is then displayed in these components in the Dashboard. For details, see "Web Intelligence Full Report Viewer Component" (on page 222) or "Web Intelligence Static Report Viewer (Display)" (on page 226).</p> <p>Note: The size of the report display is: 583 pixels (width) x 204 pixels (height).</p>
<p>Relevant tasks</p>	<p>"How to Add Components to a Dashboard Page" (on page 185)</p>

Average Delay in Test Instance Run by Cycle Report

A test is delayed when it is still running after it should have been completed or it is still running at measurement time.

The report displays the average delay in test instance run for the 3 cycles with the highest average delay. The report displays, for each cycle, a bar that represents the average delay.

The report can be displayed in graphic or table format.

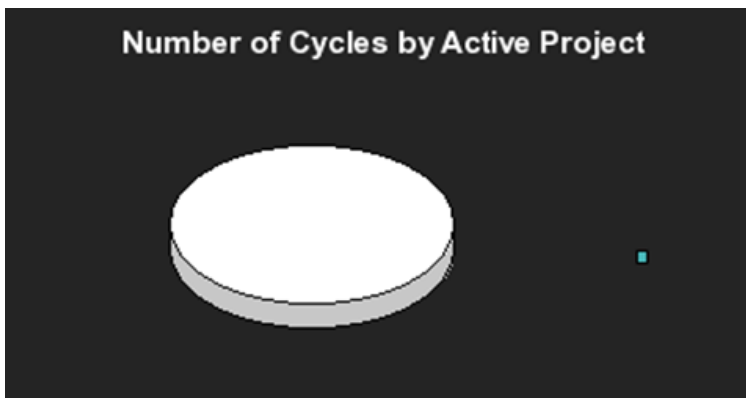


<p>To access</p>	<p>In the Dashboard, add this report to a Web Intelligence component by configuring the component. For details, see "Web Intelligence Full Report Viewer - Configure Component Dialog Box" (on page 221) or "Web Intelligence Static Report Viewer - Configure Component Dialog Box" (on page 224).</p> <p>The report is then displayed in these components in the Dashboard. For details, see "Web Intelligence Full Report Viewer Component" (on page 222) or "Web Intelligence Static Report Viewer (Display)" (on page 226).</p> <div style="background-color: #f0f0f0; padding: 5px; border: 1px solid #ccc;"> <p>Note: The size of the report display is: 583 pixels (width) x 204 pixels (height).</p> </div>
<p>Relevant tasks</p>	<p>"How to Add Components to a Dashboard Page" (on page 185)</p>

Number of Cycles by Active Project Report

The report displays the number of cycles that occurred in currently active projects. The pie displays a slice for each active project and the number near each slice represents the number of cycles that occurred for the corresponding active project. The legend lists the project names.

The report can be displayed in graphic or table format.



<p>To access</p>	<p>In the Dashboard, add this report to a Web Intelligence component by configuring the component. For details, see "Web Intelligence Full Report Viewer - Configure Component Dialog Box" (on page 221) or "Web Intelligence Static Report Viewer -</p>
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	<p>Configure Component Dialog Box" (on page 224).</p> <p>The report is then displayed in these components in the Dashboard. For details, see "Web Intelligence Full Report Viewer Component" (on page 222) or "Web Intelligence Static Report Viewer (Display)" (on page 226).</p> <p>Note: The size of the report display is: 583 pixels (width) x 204 pixels (height).</p>
Relevant tasks	"How to Add Components to a Dashboard Page" (on page 185)

Number of Irrelevant Tests by Test Status Report

An irrelevant test is a test that is not linked to a defect or to a requirement.

The report displays the number of irrelevant tests by test status for each status that indicates that the test has not succeeded. The ring displays sections for each one of the relevant statuses and each section displays the number of irrelevant tests. The legend lists the statuses.

The report can be displayed in graphic or table format.

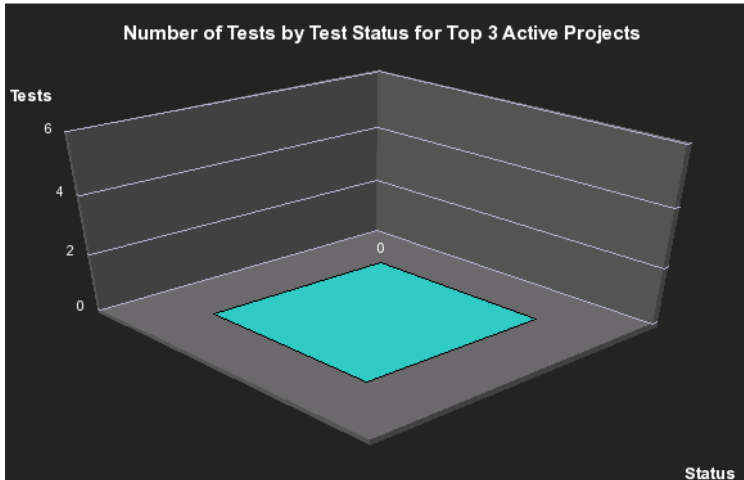


To access	<p>In the Dashboard, add this report to a Web Intelligence component by configuring the component. For details, see "Web Intelligence Full Report Viewer - Configure Component Dialog Box" (on page 221) or "Web Intelligence Static Report Viewer - Configure Component Dialog Box" (on page 224).</p> <p>The report is then displayed in these components in the Dashboard. For details, see "Web Intelligence Full Report Viewer Component" (on page 222) or "Web Intelligence Static Report Viewer (Display)" (on page 226).</p> <p>Note: The size of the report display is: 583 pixels (width) x 204 pixels (height).</p>
Relevant tasks	"How to Add Components to a Dashboard Page" (on page 185)

Number of Tests by Test Status for Top 3 Active Projects Report

The report displays the number of tests by test status for the 3 active projects with the highest number of tests. The x-axis represents the projects names, the y-axis represents the number of tests, and the z-axis represents the test statuses.

The report can be displayed in graphic or table format.

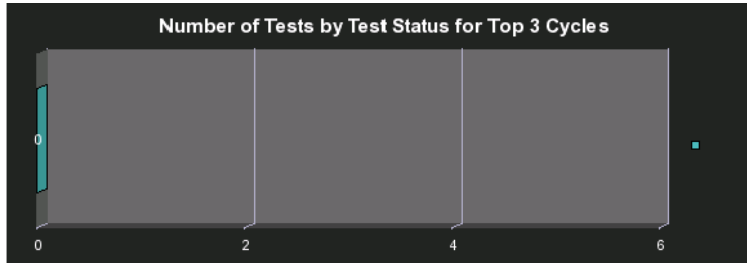


<p>To access</p>	<p>In the Dashboard, add this report to a Web Intelligence component by configuring the component. For details, see "Web Intelligence Full Report Viewer - Configure Component Dialog Box" (on page 221) or "Web Intelligence Static Report Viewer - Configure Component Dialog Box" (on page 224).</p> <p>The report is then displayed in these components in the Dashboard. For details, see "Web Intelligence Full Report Viewer Component" (on page 222) or "Web Intelligence Static Report Viewer (Display)" (on page 226).</p> <p>Note: The size of the report display is: 374 pixels (width) x 324 pixels (height).</p>
<p>Relevant tasks</p>	<p>"How to Add Components to a Dashboard Page" (on page 185)</p>

Number of Tests by Test Status for Top 3 Cycles Report

The report displays the number of tests by test status for the 3 cycles wit the highest number of tests. The report displays bars for each cycle, each bar displays sections corresponding to the test statuses, and each section displays the number of corresponding tests. The legend lists the statuses.

The report can be displayed in graphic or table format.

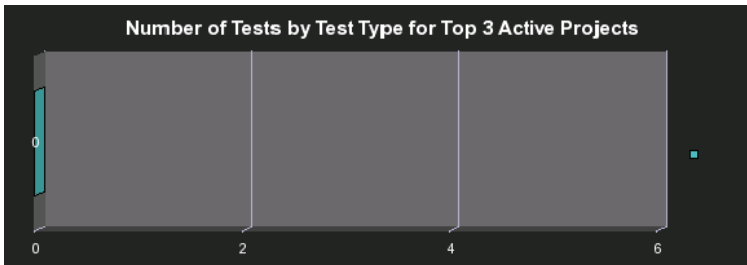


<p>To access</p>	<p>In the Dashboard, add this report to a Web Intelligence component by configuring the component. For details, see "Web Intelligence Full Report Viewer - Configure Component Dialog Box" (on page 221) or "Web Intelligence Static Report Viewer - Configure Component Dialog Box" (on page 224).</p> <p>The report is then displayed in these components in the Dashboard. For details, see "Web Intelligence Full Report Viewer Component" (on page 222) or "Web Intelligence Static Report Viewer (Display)" (on page 226).</p> <div style="background-color: #f0f0f0; padding: 5px; margin-top: 10px;"> <p>Note: The size of the report display is: 374 pixels (width) x 199 pixels (height).</p> </div>
<p>Relevant tasks</p>	<p>"How to Add Components to a Dashboard Page" (on page 185)</p>

Number of Tests by Test Type for Top 3 Active Projects Report

The report displays the number of tests by test type for the 3 active projects with the highest number of tests. The report displays bars for each currently active project, each bar displays sections corresponding to the test types, and each section displays the number of corresponding tests. The legend lists the types.

The report can be displayed in graphic or table format.

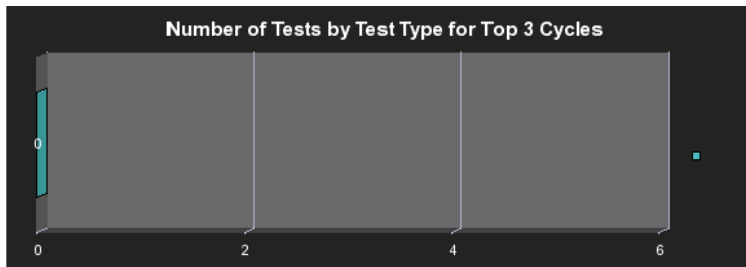


<p>To access</p>	<p>In the Dashboard, add this report to a Web Intelligence component by configuring the component. For details, see "Web Intelligence Full Report Viewer - Configure Component Dialog Box" (on page 221) or "Web Intelligence Static Report Viewer - Configure Component Dialog Box" (on page 224).</p> <p>The report is then displayed in these components in the Dashboard. For details, see "Web Intelligence Full Report Viewer Component" (on page 222) or "Web Intelligence Static Report Viewer (Display)" (on page 226).</p> <p>Note: The size of the report display is: 374 pixels (width) x 199 pixels (height).</p>
<p>Relevant tasks</p>	<p>"How to Add Components to a Dashboard Page" (on page 185)</p>

Number of Tests by Test Type for Top 3 Cycles Report

The report displays the number of tests by test type for the 3 cycles with the highest number of tests. The report displays bars for each cycle, each bar displays sections corresponding to the test types, and each section displays the number of corresponding tests. The legend lists the types.

The report can be displayed in graphic or table format.



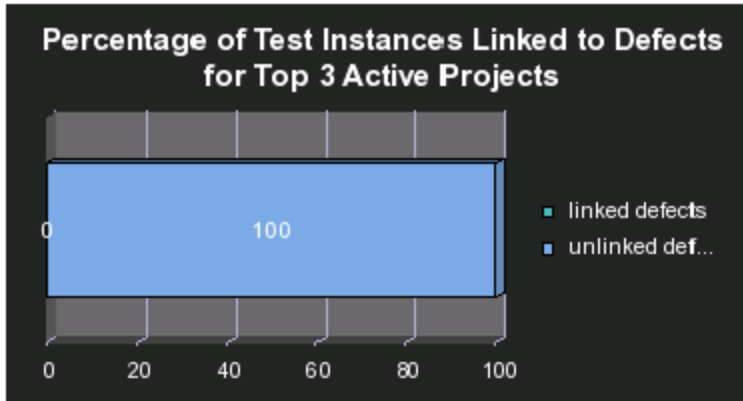
<p>To access</p>	<p>In the Dashboard, add this report to a Web Intelligence component by configuring the component. For details, see "Web Intelligence Full Report Viewer - Configure Component Dialog Box" (on page 221) or "Web Intelligence Static Report Viewer - Configure Component Dialog Box" (on page 224).</p> <p>The report is then displayed in these components in the Dashboard. For details, see "Web Intelligence Full Report Viewer Component" (on page 222) or "Web Intelligence Static Report Viewer (Display)" (on page 226).</p> <p>Note: The size of the report display is: 374 pixels (width) x 199 pixels (height).</p>
<p>Relevant tasks</p>	<p>"How to Add Components to a Dashboard Page" (on page 185)</p>

Percentage of Test Instances Linked to Defects for Top 3 Active Projects Report

The report displays the number of test instances linked by defects for the 3 currently active projects with the highest number of test instances. The report displays bars scaled from 0 to 100, for each

active project, and each bar includes one section that displays the number of test instances linked to defects, the other section displays the number of test instances that are not linked to defects.

The report can be displayed in graphic or table format.

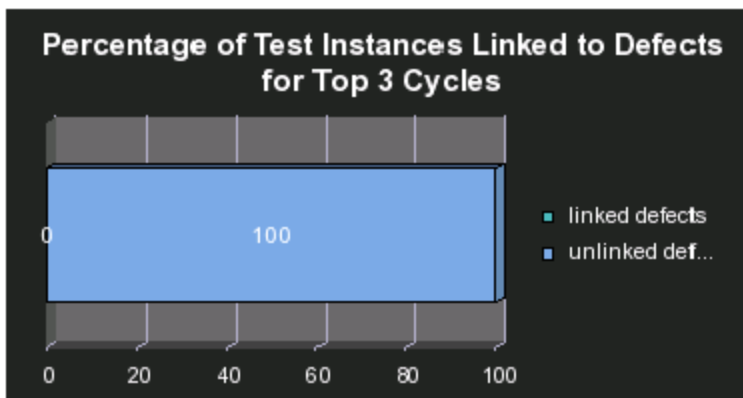


<p>To access</p>	<p>In the Dashboard, add this report to a Web Intelligence component by configuring the component. For details, see "Web Intelligence Full Report Viewer - Configure Component Dialog Box" (on page 221) or "Web Intelligence Static Report Viewer - Configure Component Dialog Box" (on page 224).</p> <p>The report is then displayed in these components in the Dashboard. For details, see "Web Intelligence Full Report Viewer Component" (on page 222) or "Web Intelligence Static Report Viewer (Display)" (on page 226).</p> <p>Note: The size of the report display is: 583 pixels (width) x 204 pixels (height).</p>
<p>Relevant tasks</p>	<p>"How to Add Components to a Dashboard Page" (on page 185)</p>

Percentage of Test Instances Linked to Defects for Top 3 Cycles Report

The report displays the number of test instances linked by defects for the 3 cycles wit the highest number of test instances. The report displays bars scaled from 0 to 100, for each cycle, each bar includes one section that displays the number of test instances linked to defects, the other section displays the number of test instances that are not linked to defects.

The report can be displayed in graphic or table format.

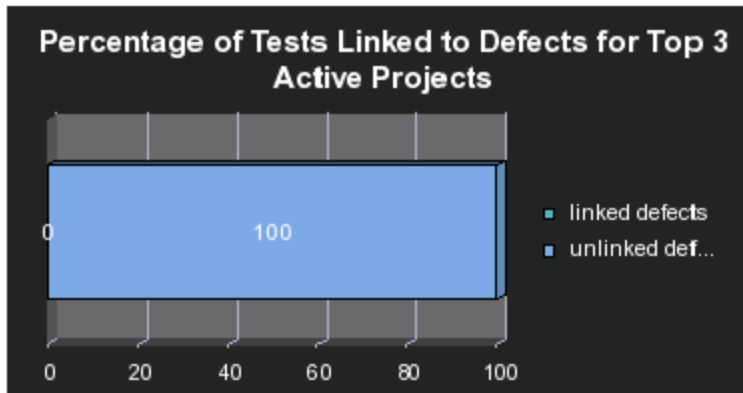


<p>To access</p>	<p>In the Dashboard, add this report to a Web Intelligence component by configuring the component. For details, see "Web Intelligence Full Report Viewer - Configure Component Dialog Box" (on page 221) or "Web Intelligence Static Report Viewer - Configure Component Dialog Box" (on page 224).</p> <p>The report is then displayed in these components in the Dashboard. For details, see "Web Intelligence Full Report Viewer Component" (on page 222) or "Web Intelligence Static Report Viewer (Display)" (on page 226).</p> <div style="background-color: #f0f0f0; padding: 5px; margin-top: 10px;"> <p>Note: The size of the report display is: 583 pixels (width) x 204 pixels (height).</p> </div>
<p>Relevant tasks</p>	<p>"How to Add Components to a Dashboard Page" (on page 185)</p>

Percentage of Tests Linked to Defects for Top 3 Active Projects Report

The report displays the percentage of test linked to defects for the 3 currently active projects with the highest percentage of tests linked to defects. The report displays bars scaled from 0 to 100, for each active project and each bar includes one section that displays the number of tests linked to defects, the other section displays the number of tests that are not linked to defects.

The report can be displayed in graphic or table format.

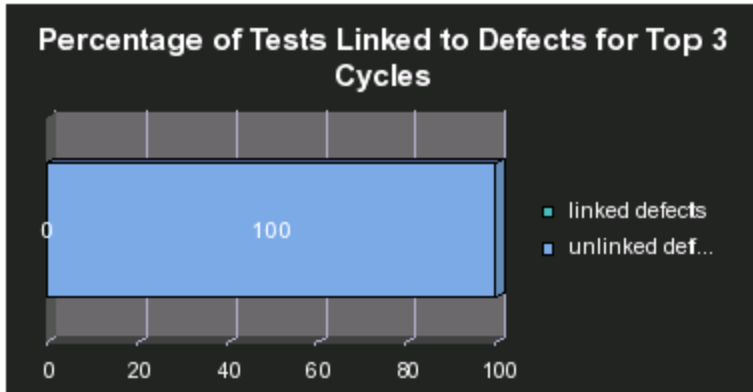


<p>To access</p>	<p>In the Dashboard, add this report to a Web Intelligence component by configuring the component. For details, see "Web Intelligence Full Report Viewer - Configure Component Dialog Box" (on page 221) or "Web Intelligence Static Report Viewer - Configure Component Dialog Box" (on page 224).</p> <p>The report is then displayed in these components in the Dashboard. For details, see "Web Intelligence Full Report Viewer Component" (on page 222) or "Web Intelligence Static Report Viewer (Display)" (on page 226).</p> <div style="background-color: #f0f0f0; padding: 5px; margin-top: 10px;"> <p>Note: The size of the report display is: 583 pixels (width) x 204 pixels (height).</p> </div>
<p>Relevant tasks</p>	<p>"How to Add Components to a Dashboard Page" (on page 185)</p>

Percentage of Tests Linked to Defects for Top 3 Cycles Report

The report displays the number of tests linked to defects for the 3 cycles with the highest number of tests linked to defects. The report displays bars scaled from 0 to 100, for each cycle and each bar includes one section that displays the number of tests linked to defects, the other section displays the number of tests that are not linked to defects.

The report can be displayed in graphic or table format.



<p>To access</p>	<p>In the Dashboard, add this report to a Web Intelligence component by configuring the component. For details, see "Web Intelligence Full Report Viewer - Configure Component Dialog Box" (on page 221) or "Web Intelligence Static Report Viewer - Configure Component Dialog Box" (on page 224).</p> <p>The report is then displayed in these components in the Dashboard. For details, see "Web Intelligence Full Report Viewer Component" (on page 222) or "Web Intelligence Static Report Viewer (Display)" (on page 226).</p> <p>Note: The size of the report display is: 583 pixels (width) x 204 pixels (height).</p>
<p>Relevant tasks</p>	<p>"How to Add Components to a Dashboard Page" (on page 185)</p>

Asset Reports

These reports are based on the business model taken from the HP Asset Manager data source.

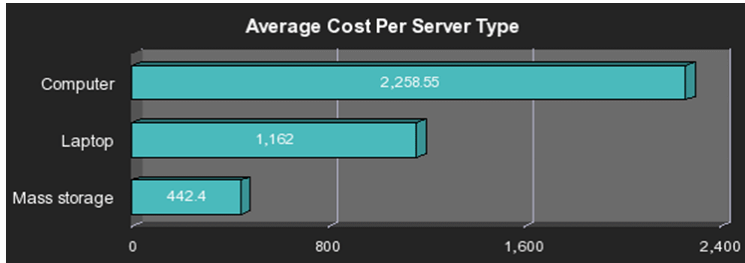
This category of Web Intelligence reports includes the following reports:

Average Cost Per Server Types Report	337
Physical to Virtual Server Ratio Report	338
Server Growth Rate Report	339
Total Number of Servers Report	340

Average Cost Per Server Types Report

The report displays the average cost of all the assets connected to the server, per server type.

The report can be displayed in graphic or table format.

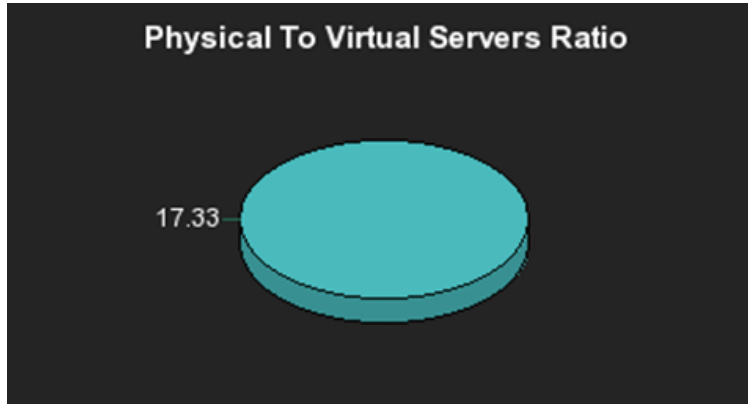


<p>To access</p>	<p>In the Dashboard, add this report to a Web Intelligence component by configuring the component. For details, see "Web Intelligence Full Report Viewer - Configure Component Dialog Box" (on page 221) or "Web Intelligence Static Report Viewer - Configure Component Dialog Box" (on page 224).</p> <p>You can then display the report and its data in the relevant component in the Dashboard. For details, see "Web Intelligence Full Report Viewer Component" (on page 222) or "Web Intelligence Static Report Viewer (Display)" (on page 226).</p> <div style="background-color: #f0f0f0; padding: 5px; border: 1px solid #ccc;"> <p>Note: The size of the report display is: 374 pixels (width) x 199 pixels (height).</p> </div>
<p>Relevant tasks</p>	<p>"How to Add Components to a Dashboard Page" (on page 185)</p>

Physical to Virtual Server Ratio Report

The report displays the number of physical servers divided by the number of virtual servers for all types of server.

The report can be displayed in graphic or table format.

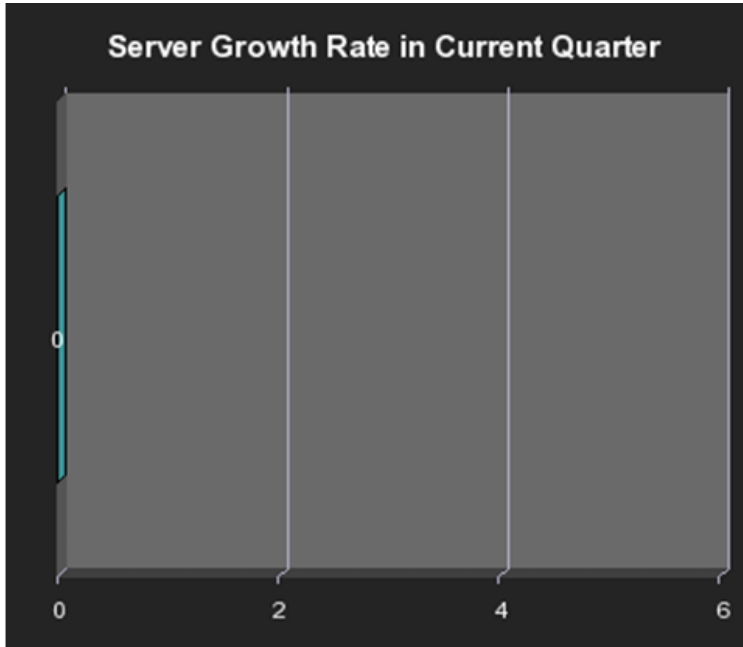


<p>To access</p>	<p>In the Dashboard, add this report to a Web Intelligence component by configuring the component. For details, see "Web Intelligence Full Report Viewer - Configure Component Dialog Box" (on page 221) or "Web Intelligence Static Report Viewer - Configure Component Dialog Box" (on page 224).</p> <p>You can then display the report and its data in the relevant component in the Dashboard. For details, see "Web Intelligence Full Report Viewer Component" (on page 222) or "Web Intelligence Static Report Viewer (Display)" (on page 226).</p> <div style="background-color: #f0f0f0; padding: 5px; margin-top: 10px;"> <p>Note: The size of the report display is: 374 pixels (width) x 199 pixels (height).</p> </div>
<p>Relevant tasks</p>	<p>"How to Add Components to a Dashboard Page" (on page 185)</p>

Server Growth Rate Report

The report displays the number of servers that were added to the pool of servers from the beginning of the current fiscal quarter till today.

The report can be displayed in graphic or table format.



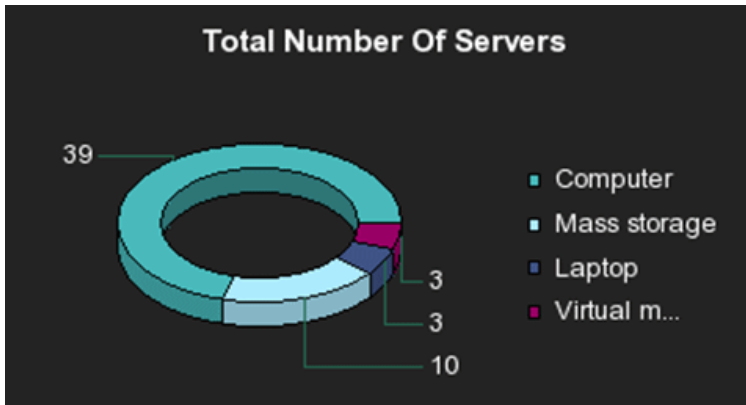
<p>To access</p>	<p>In the Dashboard, add this report to a Web Intelligence component by configuring the component. For details, see "Web Intelligence Full Report Viewer - Configure Component Dialog Box" (on page 221) or "Web Intelligence Static Report Viewer - Configure Component Dialog Box" (on page 224).</p> <p>You can then display the report and its data in the relevant component in the Dashboard. For details, see "Web Intelligence Full Report Viewer Component" (on page 222) or "Web Intelligence Static Report Viewer (Display)" (on page 226).</p> <p>Note: The size of the report display is: 374 pixels (width) x 324 pixels (height).</p>
<p>Relevant tasks</p>	<p>"How to Add Components to a Dashboard Page" (on page 185)</p>

Total Number of Servers Report

The report displays the total number of servers broken down by type. The ring displays sections for each one of the relevant servers and each section displays the number of total number of servers of that type.

The legend lists the server types.

The report can be displayed in graphic or table format.



<p>To access</p>	<p>In the Dashboard, add this report to a Web Intelligence component by configuring the component. For details, see "Web Intelligence Full Report Viewer - Configure Component Dialog Box" (on page 221) or "Web Intelligence Static Report Viewer - Configure Component Dialog Box" (on page 224).</p> <p>You can then display the report and its data in the relevant component in the Dashboard. For details, see "Web Intelligence Full Report Viewer Component" (on page 222) or "Web Intelligence Static Report Viewer (Display)" (on page 226).</p> <p>Note: The size of the report display is: 583 pixels (width) x 204 pixels (height).</p>
<p>Relevant tasks</p>	<p>"How to Add Components to a Dashboard Page" (on page 185)</p>

Change Reports

These reports are based on the business model taken from the HP Service Manager data source.

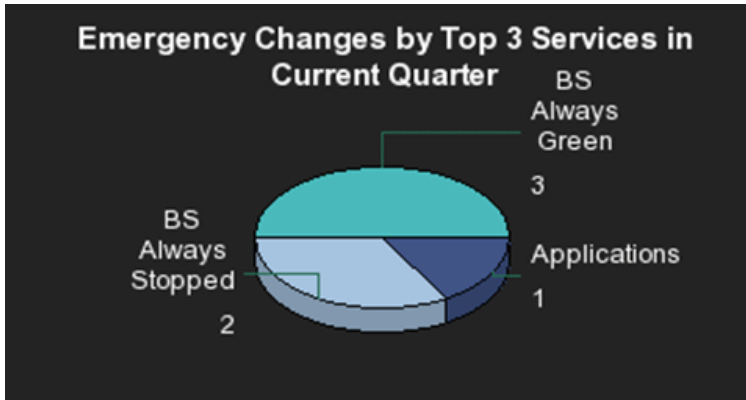
This category of Web Intelligence reports includes the following reports:

Emergency Changes by Services Report	341
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Emergency Changes by Services Report

The report displays the number of emergency changes, by type of change, performed from the beginning of the current fiscal quarter till today, by the 3 services with the largest number of emergency changes, in descending order. An emergency change is a change with a critical or high status.

The report can be displayed in graphic or table format.



<p>To access</p>	<p>In the Dashboard, add this report to a Web Intelligence component by configuring the component. For details, see "Web Intelligence Full Report Viewer - Configure Component Dialog Box" (on page 221) or "Web Intelligence Static Report Viewer - Configure Component Dialog Box" (on page 224).</p> <p>The report is then displayed in these components in the Dashboard. For details, see "Web Intelligence Full Report Viewer Component" (on page 222) or "Web Intelligence Static Report Viewer (Display)" (on page 226).</p> <p>Note: The size of the report display is: 583 pixels (width) x 204 pixels (height).</p>
<p>Relevant tasks</p>	<p>"How to Add Components to a Dashboard Page" (on page 185)</p>

Incident Reports

These reports are based on the business model taken from the HP Service Manager data source.

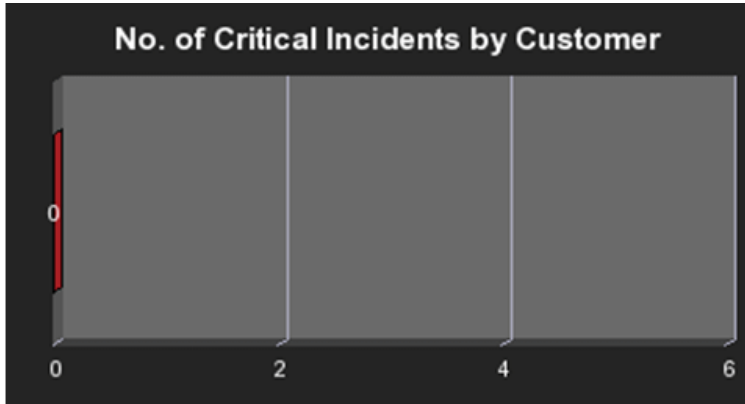
This category of Web Intelligence reports includes the following reports:

Critical Incidents by Customer Report	342
Critical Incidents for Top 3 Services Report	343
Incident Closure Time for the Top 3 Services Report	344
Number of Incidents Caused by Changes vs Total Number of Incidents	345
Percentage of Breached Incidents Report	346
Percentage of Incidents Attended by Service Report	347
Percentage of Service Requests Posted via Web (Self-Help) Report	348

Critical Incidents by Customer Report

The report displays the number of critical incidents that were opened, per customer, from the time the customer has been added to the pool of customers.

The report can be displayed in graphic or table format.



<p>To access</p>	<p>In the Dashboard, add this report to a Web Intelligence component by configuring the component. For details, see "Web Intelligence Full Report Viewer - Configure Component Dialog Box" (on page 221) or "Web Intelligence Static Report Viewer - Configure Component Dialog Box" (on page 224).</p> <p>The report is then displayed in these components in the Dashboard. For details, see "Web Intelligence Full Report Viewer Component" (on page 222) or "Web Intelligence Static Report Viewer (Display)" (on page 226).</p> <p>Note: The size of the report display is: 583 pixels (width) x 204 pixels (height).</p>
<p>Relevant tasks</p>	<p>"How to Add Components to a Dashboard Page" (on page 185)</p>

Critical Incidents for Top 3 Services Report

The report displays the number of critical incidents for the 3 services with the highest number of critical incident, in descending order.

The report can be displayed in graphic or table format.

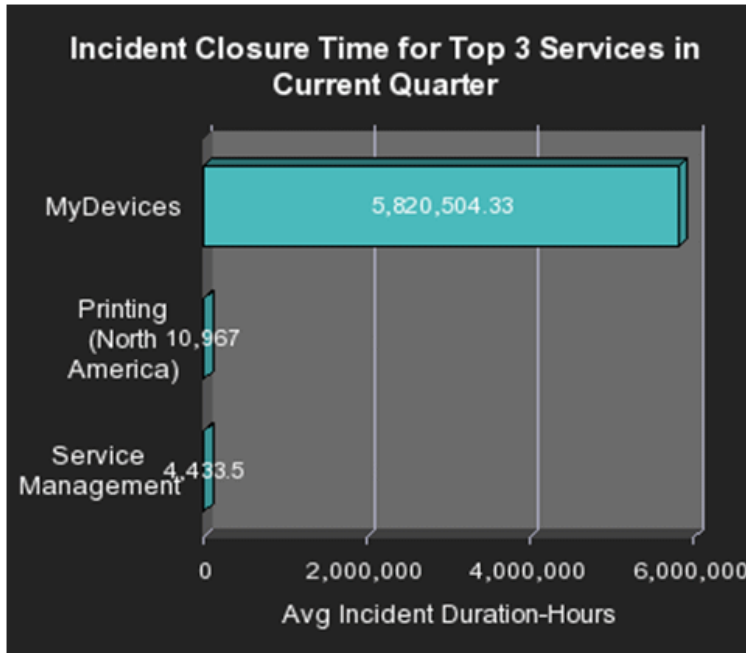


<p>To access</p>	<p>In the Dashboard, add this report to a Web Intelligence component by configuring the component. For details, see "Web Intelligence Full Report Viewer - Configure Component Dialog Box" (on page 221) or "Web Intelligence Static Report Viewer - Configure Component Dialog Box" (on page 224).</p> <p>The report is then displayed in these components in the Dashboard. For details, see "Web Intelligence Full Report Viewer Component" (on page 222) or "Web Intelligence Static Report Viewer (Display)" (on page 226).</p> <p>Note: The size of the report display is: 583 pixels (width) x 204 pixels (height).</p>
<p>Relevant tasks</p>	<p>"How to Add Components to a Dashboard Page" (on page 185)</p>

Incident Closure Time for the Top 3 Services Report

The report displays the time it took to close incidents, in descending order, for the 3 services with the highest closure time from the beginning of the current fiscal quarter till today, in descending order.

The report can be displayed in graphic or table format.



<p>To access</p>	<p>In the Dashboard, add this report to a Web Intelligence component by configuring the component. For details, see "Web Intelligence Full Report Viewer - Configure Component Dialog Box" (on page 221) or "Web Intelligence Static Report Viewer - Configure Component Dialog Box" (on page 224).</p> <p>The report is then displayed in these components in the Dashboard. For details, see "Web Intelligence Full Report Viewer Component" (on page 222) or "Web Intelligence Static Report Viewer (Display)" (on page 226).</p> <div style="background-color: #f0f0f0; padding: 5px; border: 1px solid #ccc;"> <p>Note: The size of the report display is: 374 pixels (width) x 324 pixels (height).</p> </div>
<p>Relevant tasks</p>	<p>"How to Add Components to a Dashboard Page" (on page 185)</p>

Number of Incidents Caused by Changes vs Total Number of Incidents

The report displays the number of incidents caused by changes divided by the total number of incidents that occurred from the beginning of the current fiscal quarter till today.

The report can be displayed in graphic or table format.

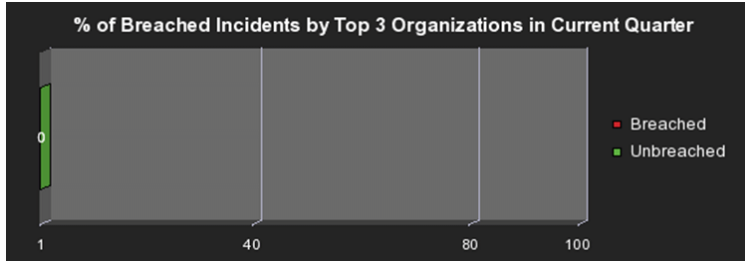


<p>To access</p>	<p>In the Dashboard, add this report to a Web Intelligence component by configuring the component. For details, see "Web Intelligence Full Report Viewer - Configure Component Dialog Box" (on page 221) or "Web Intelligence Static Report Viewer - Configure Component Dialog Box" (on page 224).</p> <p>The report is then displayed in these components in the Dashboard. For details, see "Web Intelligence Full Report Viewer Component" (on page 222) or "Web Intelligence Static Report Viewer (Display)" (on page 226).</p> <p>Note: The size of the report display is: 583 pixels (width) x 204 pixels (height).</p>
<p>Relevant tasks</p>	<p>"How to Add Components to a Dashboard Page" (on page 185)</p>

Percentage of Breached Incidents Report

The report displays the percentage of incidents breached by the 3 organizations with the highest number of breached incidents that occurred from the beginning of the current fiscal quarter till today, in descending order.

The report can be displayed in graphic or table format.

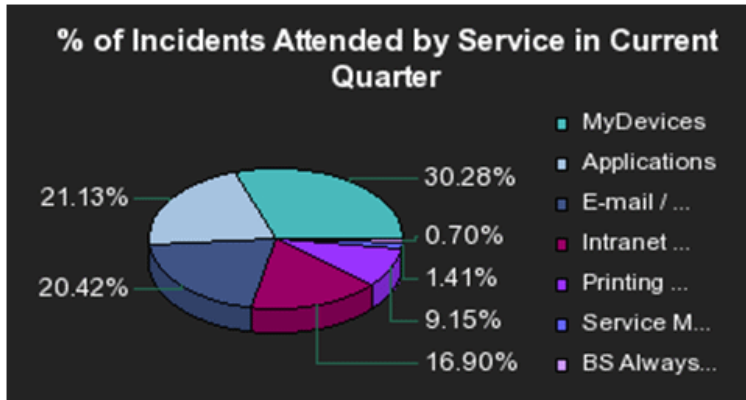


<p>To access</p>	<p>In the Dashboard, add this report to a Web Intelligence component by configuring the component. For details, see "Web Intelligence Full Report Viewer - Configure Component Dialog Box" (on page 221) or "Web Intelligence Static Report Viewer - Configure Component Dialog Box" (on page 224).</p> <p>The report is then displayed in these components in the Dashboard. For details, see "Web Intelligence Full Report Viewer Component" (on page 222) or "Web Intelligence Static Report Viewer (Display)" (on page 226).</p> <div style="background-color: #f0f0f0; padding: 5px; margin-top: 10px;"> <p>Note: The size of the report display is: 374 pixels (width) x 199 pixels (height).</p> </div>
<p>Relevant tasks</p>	<p>"How to Add Components to a Dashboard Page" (on page 185)</p>

Percentage of Incidents Attended by Service Report

The report displays the percentage of incidents attended by a service from the beginning of the current fiscal quarter till today. The legend lists the names of the services.

The report can be displayed in graphic or table format.

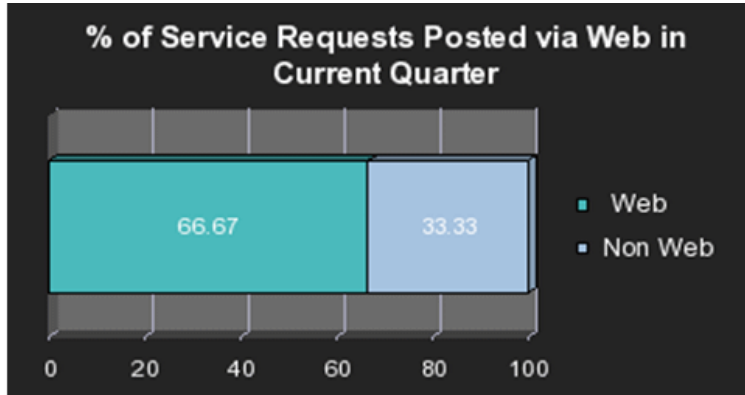


<p>To access</p>	<p>In the Dashboard, add this report to a Web Intelligence component by configuring the component. For details, see "Web Intelligence Full Report Viewer - Configure Component Dialog Box" (on page 221) or "Web Intelligence Static Report Viewer - Configure Component Dialog Box" (on page 224).</p> <p>The report is then displayed in these components in the Dashboard. For details, see "Web Intelligence Full Report Viewer Component" (on page 222) or "Web Intelligence Static Report Viewer (Display)" (on page 226).</p> <div style="background-color: #f0f0f0; padding: 5px; border: 1px solid #ccc;"> <p>Note: The size of the report display is: 583 pixels (width) x 204 pixels (height).</p> </div>
<p>Relevant tasks</p>	<p>"How to Add Components to a Dashboard Page" (on page 185)</p>

Percentage of Service Requests Posted via Web (Self-Help) Report

The report represents the number of service requests posted via the web (self-help) divided by the total number of service requests that occurred from the beginning of the current fiscal quarter till today.

The report can be displayed in graphic or table format.



<p>To access</p>	<p>In the Dashboard, add this report to a Web Intelligence component by configuring the component. For details, see "Web Intelligence Full Report Viewer - Configure Component Dialog Box" (on page 221) or "Web Intelligence Static Report Viewer - Configure Component Dialog Box" (on page 224).</p> <p>The report is then displayed in these components in the Dashboard. For details, see "Web Intelligence Full Report Viewer Component" (on page 222) or "Web Intelligence Static Report Viewer (Display)" (on page 226).</p> <p>Note: The size of the report display is: 374 pixels (width) x 199 pixels (height).</p>
<p>Relevant tasks</p>	<p>"How to Add Components to a Dashboard Page" (on page 185)</p>

Interaction Reports

These reports are based on the business model taken from the Service Level Management data source.

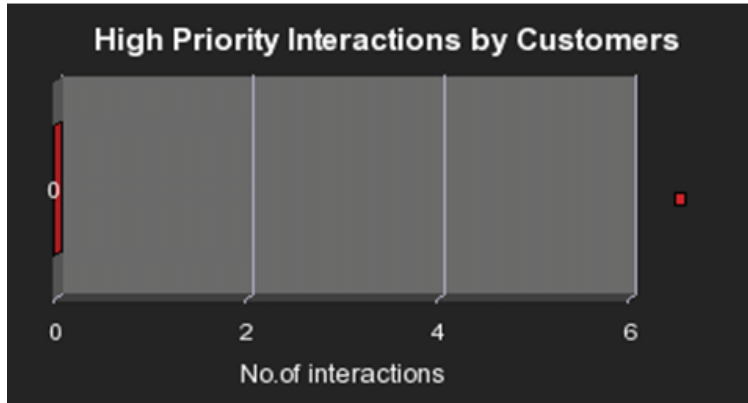
This category of Web Intelligence reports includes the following reports:

High Priority Interactions by Customers Report	349
No. of Interactions by Category in Last Quarter Report	350

High Priority Interactions by Customers Report

The report displays the high priority interactions per customers in descending order. An interaction represents any conversation between the Help Desk and a customer. An interaction is always registered in the context of another object (for example: problem, incident, or request for change). The legend lists the priorities.

The report can be displayed in graphic or table format.

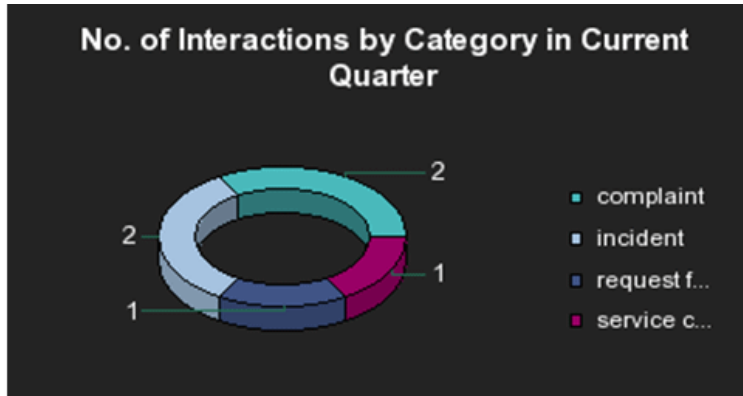


<p>To access</p>	<p>In the Dashboard, add this report to a Web Intelligence component by configuring the component. For details, see "Web Intelligence Full Report Viewer - Configure Component Dialog Box" (on page 221) or "Web Intelligence Static Report Viewer - Configure Component Dialog Box" (on page 224).</p> <p>The report is then displayed in these components in the Dashboard. For details, see "Web Intelligence Full Report Viewer Component" (on page 222) or "Web Intelligence Static Report Viewer (Display)" (on page 226).</p> <div style="background-color: #f0f0f0; padding: 5px; margin-top: 10px;"> <p>Note: The size of the report display is: 374 pixels (width) x 199 pixels (height).</p> </div>
<p>Relevant tasks</p>	<p>"How to Add Components to a Dashboard Page" (on page 185)</p>

No. of Interactions by Category in Last Quarter Report

The report represents the number of interactions per category from the beginning of the current fiscal quarter till today. An interaction represents any conversation between the Help Desk and a customer. An interaction is always registered in the context of another object (for example: problem, incident, or request for change). The legend lists the categories.

The report can be displayed in graphic or table format.



<p>To access</p>	<p>In the Dashboard, add this report to a Web Intelligence component by configuring the component. For details, see "Web Intelligence Full Report Viewer - Configure Component Dialog Box" (on page 221) or "Web Intelligence Static Report Viewer - Configure Component Dialog Box" (on page 224).</p> <p>The report is then displayed in these components in the Dashboard. For details, see "Web Intelligence Full Report Viewer Component" (on page 222) or "Web Intelligence Static Report Viewer (Display)" (on page 226).</p> <p>Note: The size of the report display is: 374 pixels (width) x 199 pixels (height).</p>
<p>Relevant tasks</p>	<p>"How to Add Components to a Dashboard Page" (on page 185)</p>

Operational Reports

These reports are based on the business model corresponding to the KPI universe.

This category of Web Intelligence reports includes the following reports:

KPI Status Report	351
Objective Status Report	353

KPI Status Report

The report displays KPI-related data from the KPI universe.

The report can be displayed in graphic or table format.

KPI Status Report from: August 7, 2011

KPIName	Context	KPI Trend Description	CalculationValue	KPIScore	Status description
Avg Age of Hardware Assets	AssetManagement	Positive	6.63	3.91	YELLOW
Avg Age of Hardware Assets(0)	AssetManagement	Positive	6.63	3.81	YELLOW
Avg Cost of IT Delivery Per Customer	FinancialManagement	Neutral	0	0	RED
Avg Cost of IT Delivery Per Customer(0)	FinancialManagement	Neutral	0	0	RED
Avg Delivery Time of New Products or Services	ProjectPortfolioManagement	Neutral	0	10	GREEN
Avg Delivery Time of New Products or Services(0)	ProjectPortfolioManagement	Neutral	0	10	GREEN
Avg Delivery Time of New Products or Services(1)	ProjectPortfolioManagement	Neutral	0	10	GREEN
Avg Interaction Closure Duration	ServiceDesk	Neutral	0	10	GREEN
Avg Interaction Closure Duration(0)	ServiceDesk	Neutral	0	10	GREEN
Avg Outage Duration Per Incident	IncidentManagement	Neutral	0	10	GREEN
Avg Outage Duration Per Incident(0)	IncidentManagement	Neutral	0	10	GREEN
Avg Project Initiation Time	ProjectPortfolioManagement	Neutral	0	10	GREEN
Avg Project Initiation Time(0)	ProjectPortfolioManagement	Neutral	0	10	GREEN

To access	<p>In the Dashboard, add this report to a Web Intelligence component by configuring the component. For details, see "Web Intelligence Full Report Viewer - Configure Component Dialog Box" (on page 221) or "Web Intelligence Static Report Viewer - Configure Component Dialog Box" (on page 224).</p> <p>The report is then displayed in these components in the Dashboard. For details, see "Web Intelligence Full Report Viewer Component" (on page 222) or "Web Intelligence Static Report Viewer (Display)" (on page 226).</p> <div style="background-color: #f0f0f0; padding: 5px; margin-top: 10px;"> <p>Note: The size of the report display is: 583 pixels (width) x 204 pixels (height).</p> </div>
Relevant tasks	<p>"How to Add Components to a Dashboard Page" (on page 185)</p>

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

UI Element	Description
KPI Name	The name of the KPI.
Context	The universe (context) of the KPI.
KPI Trend Description	The KPI trend.
KPI Score	The KPI score.
CalculationValue	The value of the KPI calculated by the KPI formula.
Status description	The status of the KPI. It can be: <ul style="list-style-type: none"> Yellow (warning)

UI Element	Description
	<ul style="list-style-type: none"><li data-bbox="574 254 737 281">• Green (OK)<li data-bbox="574 306 753 333">• Red (critical)<li data-bbox="574 359 834 386">• <no color> (no data)

Objective Status Report

The report displays Objective-related data from the KPI universe.

The report can be displayed in graphic or table format.

ScorecardName	PerspectiveName	BusinessObjectiveName	Objective Trend Description	BusinessObjectiveScore	Objective Status Description
CIO	Customer	Improve Customer Satisfaction	Neutral	7.87	Green
CIO	Customer	Improve Service Delivery Performance	Positive	4.88	Yellow
CIO	Future Orientation	Improve Staff Effectiveness	Neutral	10	Green
CIO	IT Value	Alignment with Business Strategy	Neutral	10	Green
CIO	IT Value	Reduce Cost	Neutral	10	Green
CIO	IT Value	Stewardship of IT Investment	Neutral	6.48	Yellow
CIO	Operational Excellence	Achieve Process Excellence	Positive	8.88	Green
CIO	Operational Excellence	Improve Project Execution	Neutral	10	Green
CIO	Operational Excellence	Improve Responsiveness	Neutral	10	Green
Industry Standards	ITIL	Asset Management	Positive	8.88	Green
Industry Standards	ITIL	Availability Management	Positive	3.51	Yellow
Industry Standards	ITIL	Change Management	Neutral	9.75	Green

To access	<p>In the Dashboard, add this report to a Web Intelligence component by configuring the component. For details, see "Web Intelligence Full Report Viewer - Configure Component Dialog Box" (on page 221) or "Web Intelligence Static Report Viewer - Configure Component Dialog Box" (on page 224).</p> <p>The report is then displayed in these components in the Dashboard. For details, see "Web Intelligence Full Report Viewer Component" (on page 222) or "Web Intelligence Static Report Viewer (Display)" (on page 226).</p> <div style="background-color: #f0f0f0; padding: 5px; margin-top: 10px;"> <p>Note: The size of the report display is: 583 pixels (width) x 204 pixels (height).</p> </div>
Relevant tasks	<p>"How to Add Components to a Dashboard Page" (on page 185)</p>

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

UI Element	Description
ScorecardName	The name of the Scorecard.
PerspectiveName	The name of the Perspective.
BusinessObjectiveName	The name of the Objective.
Objective Trend Description	The trend of the Objective.
BusinessObjectiveScore	The score of the Objective.
Objective Status Description	<p>The status of the Objective. It can be:</p> <ul style="list-style-type: none"> • Yellow (warning) • Green (OK)

UI Element	Description
	<ul style="list-style-type: none"> • Red (critical) • <no color> (no data)

Project Reports

These reports are based on the business model taken from the HP Project and Portfolio Management data source.

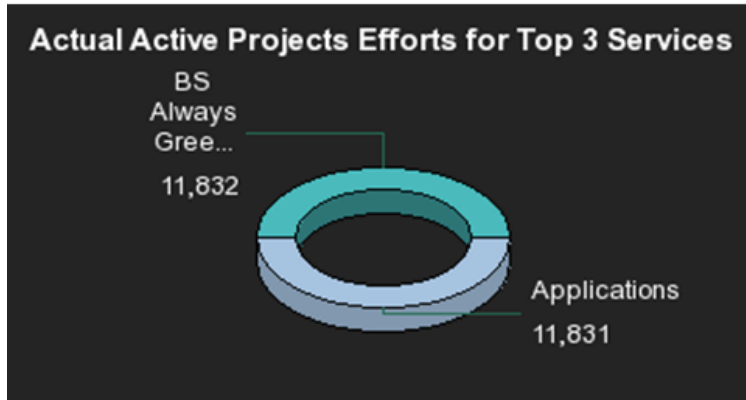
This category of Web Intelligence reports includes the following reports:

Actual Project Efforts for Top 3 Services Report	355
Actual vs. Planned Cost for Top 3 Projects Report	356
Average Cost of Active Project by Location and Organization Report	356
Percentage of Time Spent on New Projects Report	358
Project Cost Allocation by Business Objective Report	359
Project Delay by Top 3 Most Costly Projects Report	360
Project Health for Active Projects Report	361

Actual Project Efforts for Top 3 Services Report

The report displays the actual active project efforts for the 3 services with the highest number of invested days, in descending order. A project effort represents the number of days, from the beginning of the project till today, that have been already been invested in the project.

The report can be displayed in graphic or table format.

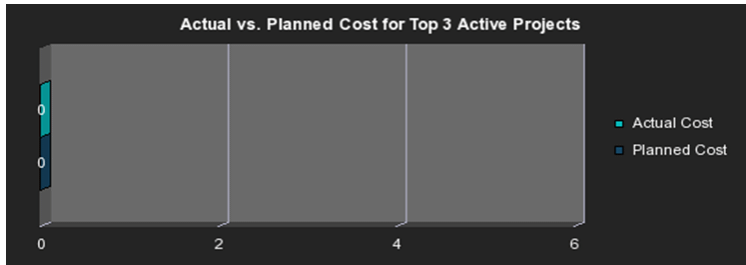


<p>To access</p>	<p>In the Dashboard, add this report to a Web Intelligence component by configuring the component. For details, see "Web Intelligence Full Report Viewer - Configure Component Dialog Box" (on page 221) or "Web Intelligence Static Report Viewer - Configure Component Dialog Box" (on page 224).</p> <p>You can then display the report and its data in the relevant component in the Dashboard. For details, see "Web Intelligence Full Report Viewer Component" (on page 222) or "Web Intelligence Static Report Viewer (Display)" (on page 226).</p> <p>Note: The size of the report display is: 583 pixels (width) x 204 pixels (height).</p>
<p>Relevant tasks</p>	<p>"How to Add Components to a Dashboard Page" (on page 185)</p>

Actual vs. Planned Cost for Top 3 Projects Report

The report displays the actual vs. planned cost for the 3 active projects with the highest actual cost. The active projects are displayed in descending order. For each active project, the top bar represents the actual cost and the lower bar represents the planned cost.

The report can be displayed in graphic or table format.

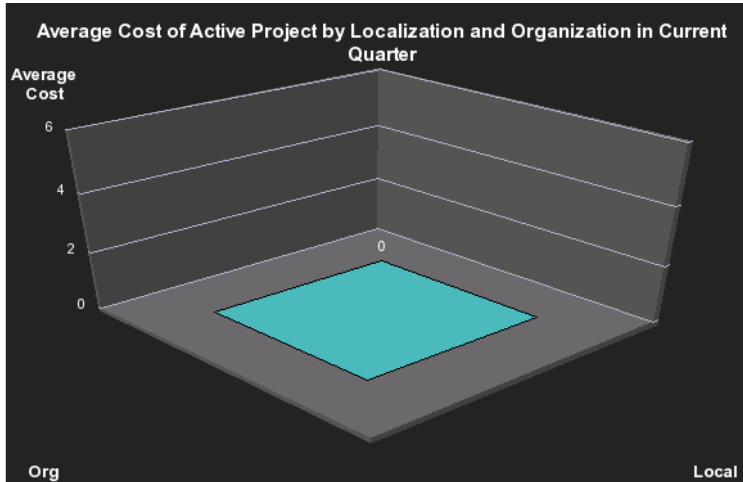


<p>To access</p>	<p>In the Dashboard, add this report to a Web Intelligence component by configuring the component. For details, see "Web Intelligence Full Report Viewer - Configure Component Dialog Box" (on page 221) or "Web Intelligence Static Report Viewer - Configure Component Dialog Box" (on page 224).</p> <p>You can then display the report and its data in the relevant component in the Dashboard. For details, see "Web Intelligence Full Report Viewer Component" (on page 222) or "Web Intelligence Static Report Viewer (Display)" (on page 226).</p> <p>Note: The size of the report display is: 374 pixels (width) x 199 pixels (height).</p>
<p>Relevant tasks</p>	<p>"How to Add Components to a Dashboard Page" (on page 185)</p>

Average Cost of Active Project by Location and Organization Report

The report displays the average cost of the projects that are currently active by location and organization.

The x-axis represents the organizations, the y-axis represents the average cost, and the z-axis represents the locations.

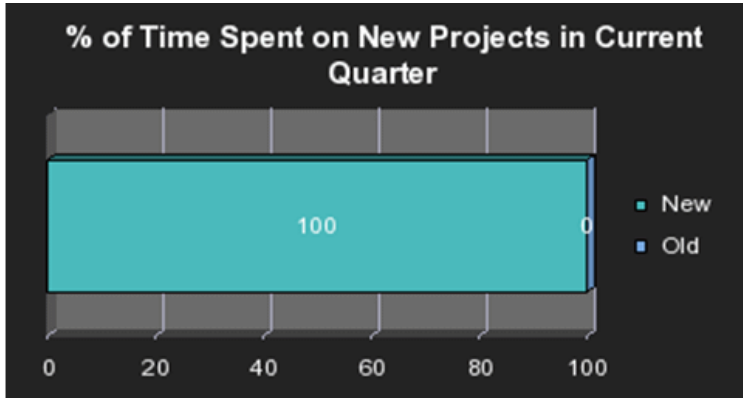


<p>To access</p>	<p>In the Dashboard, add this report to a Web Intelligence component by configuring the component. For details, see "Web Intelligence Full Report Viewer - Configure Component Dialog Box" (on page 221) or "Web Intelligence Static Report Viewer - Configure Component Dialog Box" (on page 224).</p> <p>You can then display the report and its data in the relevant component in the Dashboard. For details, see "Web Intelligence Full Report Viewer Component" (on page 222) or "Web Intelligence Static Report Viewer (Display)" (on page 226).</p> <div style="background-color: #f0f0f0; padding: 5px; margin-top: 10px;"> <p>Note: The size of the report display is: 583 pixels (width) x 204 pixels (height).</p> </div>
<p>Relevant tasks</p>	<p>"How to Add Components to a Dashboard Page" (on page 185)</p>

Percentage of Time Spent on New Projects Report

The report displays the time spent on new projects divided by the total time spent on projects from the beginning of the current fiscal quarter till today.

The report can be displayed in graphic or table format.

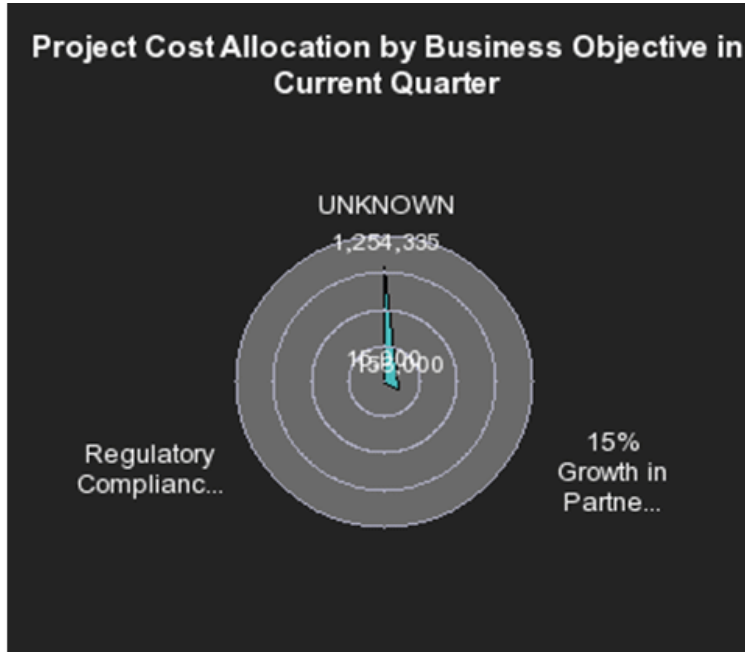


<p>To access</p>	<p>In the Dashboard, add this report to a Web Intelligence component by configuring the component. For details, see "Web Intelligence Full Report Viewer - Configure Component Dialog Box" (on page 221) or "Web Intelligence Static Report Viewer - Configure Component Dialog Box" (on page 224).</p> <p>The report is then displayed in these components in the Dashboard. For details, see "Web Intelligence Full Report Viewer Component" (on page 222) or "Web Intelligence Static Report Viewer (Display)" (on page 226).</p> <div style="background-color: #f0f0f0; padding: 5px; margin-top: 10px;"> <p>Note: The size of the report display is: 583 pixels (width) x 204 pixels (height).</p> </div>
<p>Relevant tasks</p>	<p>"How to Add Components to a Dashboard Page" (on page 185)</p>

Project Cost Allocation by Business Objective Report

The report displays the project cost allocation for the 3 business objectives with the highest cost, from the beginning of the current fiscal quarter till today.

The report can be displayed in graphic or table format.

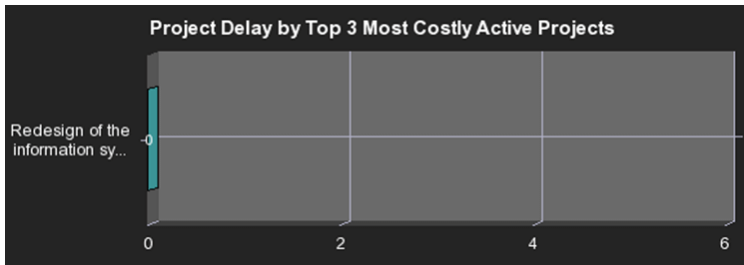


<p>To access</p>	<p>In the Dashboard, add this report to a Web Intelligence component by configuring the component. For details, see "Web Intelligence Full Report Viewer - Configure Component Dialog Box" (on page 221) or "Web Intelligence Static Report Viewer - Configure Component Dialog Box" (on page 224).</p> <p>The report is then displayed in these components in the Dashboard. For details, see "Web Intelligence Full Report Viewer Component" (on page 222) or "Web Intelligence Static Report Viewer (Display)" (on page 226).</p> <p>Note: The size of the report display is: 374 pixels (width) x 324 pixels (height).</p>
<p>Relevant tasks</p>	<p>"How to Add Components to a Dashboard Page" (on page 185)</p>

Project Delay by Top 3 Most Costly Projects Report

The report displays the project delay by the top 3 most costly active projects from the beginning of the current fiscal quarter till today. The delay is calculated as the time between the current date and the planned end date if the current date has passed the planned end date, or between the actual end date of the project and the planned end date if the project is completed and the actual end date has passed the planned end date.

The report can be displayed in graphic or table format.



<p>To access</p>	<p>In the Dashboard, add this report to a Web Intelligence component by configuring the component. For details, see "Web Intelligence Full Report Viewer - Configure Component Dialog Box" (on page 221) or "Web Intelligence Static Report Viewer - Configure Component Dialog Box" (on page 224).</p> <p>The report is then displayed in these components in the Dashboard. For details, see "Web Intelligence Full Report Viewer Component" (on page 222) or "Web Intelligence Static Report Viewer (Display)" (on page 226).</p> <p>Note: The size of the report display is: 374 pixels (width) x 199 pixels (height).</p>
<p>Relevant tasks</p>	<p>"How to Add Components to a Dashboard Page" (on page 185)</p>

Project Health for Active Projects Report

The report displays the project health of active projects. Project health information is provided by the HP Project and Portfolio Management data source.

The pie graph provides the following information:

- Good health is represented by the green color.
- Impacted health is represented by the yellow color.
- Compromised health is represented by the red color.

The legend lists the types of health.

The report can be displayed in graphic or table format.



<p>To access</p>	<p>In the Dashboard, add this report to a Web Intelligence component by configuring the component. For details, see "Web Intelligence Full Report Viewer - Configure Component Dialog Box" (on page 221) or "Web Intelligence Static Report Viewer - Configure Component Dialog Box" (on page 224).</p> <p>The report is then displayed in these components in the Dashboard. For details, see "Web Intelligence Full Report Viewer Component" (on page 222) or "Web Intelligence Static Report Viewer (Display)" (on page 226).</p> <p>Note: The size of the report display is: 374 pixels (width) x 199 pixels (height).</p>
<p>Relevant tasks</p>	<p>"How to Add Components to a Dashboard Page" (on page 185)</p>

Service Status Reports

These reports are based on the business model taken from the Service Level Management data source.

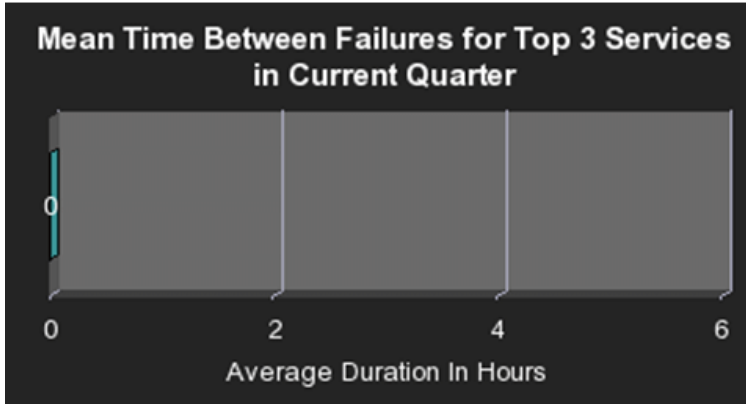
This category of Web Intelligence reports includes the following reports:

Mean Time Between Failures for Top 3 Services Report 362

Mean Time Between Failures for Top 3 Services Report

The report represents the Mean Time Between Failures (MTBF) for the top 3 services from the beginning of the current fiscal quarter till today.

The report can be displayed in graphic or table format.



<p>To access</p>	<p>In the Dashboard, add this report to a Web Intelligence component by configuring the component. For details, see "Web Intelligence Full Report Viewer - Configure Component Dialog Box" (on page 221) or "Web Intelligence Static Report Viewer - Configure Component Dialog Box" (on page 224).</p> <p>The report is then displayed in these components in the Dashboard. For details, see "Web Intelligence Full Report Viewer Component" (on page 222) or "Web Intelligence Static Report Viewer (Display)" (on page 226).</p> <div style="background-color: #f0f0f0; padding: 5px; margin-top: 10px;"> <p>Note: The size of the report display is: 583 pixels (width) x 204 pixels (height).</p> </div>
<p>Relevant tasks</p>	<p>"How to Add Components to a Dashboard Page" (on page 185)</p>

SLA Reports

These reports are based on the business model taken from the Service Level Management data source.

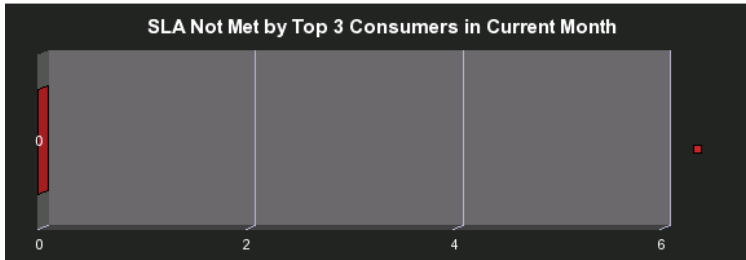
This category of Web Intelligence reports includes the following reports:

SLA Not Met by Consumers Report	363
SLA Not Met by Top 3 Services Report	364
Top 3 Services Suppliers Report	365

SLA Not Met by Consumers Report

The report displays the number of non-met SLAs for the top 3 consumers or customers using services monitored by these SLAs. The legend lists the SLA statuses.

The report can be displayed in graphic or table format.

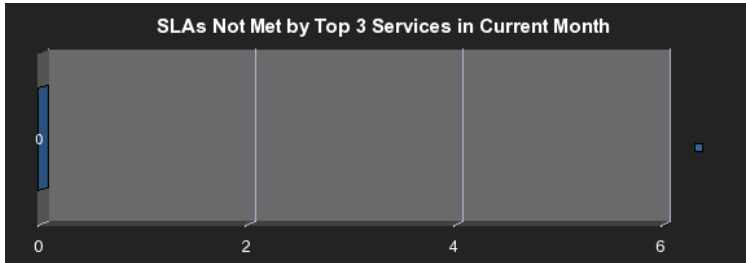


<p>To access</p>	<p>In the Dashboard, add this report to a Web Intelligence component by configuring the component. For details, see "Web Intelligence Full Report Viewer - Configure Component Dialog Box" (on page 221) or "Web Intelligence Static Report Viewer - Configure Component Dialog Box" (on page 224).</p> <p>You can then display the report and its data in the relevant component in the Dashboard. For details, see "Web Intelligence Full Report Viewer Component" (on page 222) or "Web Intelligence Static Report Viewer (Display)" (on page 226).</p> <p>Note: The size of the report display is: 374 pixels (width) x 199 pixels (height).</p>
<p>Relevant tasks</p>	<p>"How to Add Components to a Dashboard Page" (on page 185)</p>

SLA Not Met by Top 3 Services Report

The report displays the number of non-met SLAs for the top 3 service providers with the most non-met SLAs, from the beginning of the current fiscal quarter till today. The legend lists the SLA statuses.

The report can be displayed in graphic or table format.



<p>To access</p>	<p>In the Dashboard, add this report to a Web Intelligence component by configuring the component. For details, see "Web Intelligence Full Report Viewer - Configure Component Dialog Box" (on page 221) or "Web Intelligence Static Report Viewer - Configure Component Dialog Box" (on page 224).</p> <p>You can then display the report and its data in the relevant component in the Dashboard. For details, see "Web Intelligence Full Report Viewer Component" (on page 222) or "Web Intelligence Static Report Viewer (Display)" (on page 226).</p> <div style="background-color: #f0f0f0; padding: 5px; margin-top: 10px;"> <p>Note: The size of the report display is: 374 pixels (width) x 199 pixels (height).</p> </div>
<p>Relevant tasks</p>	<p>"How to Add Components to a Dashboard Page" (on page 185)</p>

Top 3 Services Suppliers Report

The report displays the top 3 service suppliers from the beginning of the current fiscal quarter till today. The legend lists the suppliers.

The report can be displayed in graphic or table format.



<p>To access</p>	<p>In the Dashboard, add this report to a Web Intelligence component by configuring the component. For details, see "Web Intelligence Full Report Viewer - Configure Component Dialog Box" (on page 221) or "Web Intelligence Static Report Viewer - Configure Component Dialog Box" (on page 224).</p> <p>You can then display the report and its data in the relevant component in the Dashboard. For details, see "Web Intelligence Full Report Viewer Component" (on page 222) or "Web Intelligence Static Report Viewer (Display)" (on page 226).</p> <p>Note: The size of the report display is: 583 pixels (width) x 204 pixels (height).</p>
<p>Relevant tasks</p>	<p>"How to Add Components to a Dashboard Page" (on page 185)</p>

Glossary

C

cycle

The cycles that appear in the reports have been defined in Application Lifecycle Management.

D

Dashboard

Dashboards are reporting tools that consolidate, aggregate, and arrange measurements and metrics on a single screen so information can be monitored at-a-glance.

Data model

Data models describe the source, extraction, consolidation, and target components for a single entity.

Data Warehouse

Data warehouses are a repository of integrated information that is available for queries and analysis. Users can run queries against a database without having to know anything about the underlying data structures in the database.

defect

A defect is characterized by the location where it was detected.

Dimension

Dimensions are entities that describe, qualify, or otherwise add meaning to facts in a star schema fact table. Dimensions are the items in the analysis of facts by product, market, time, and period, for

example. 2 Dimensions describe the measurements (facts) that business users want to analyze.

F

FPA

Financial Planning and Analysis

H

Historical data

Historical data is data from previous time periods. It is used for trend analysis and for comparisons to other time periods.

M

Measurement

A measurement is any quantitative data that is loaded on demand to Executive Scorecard based on a KPI or any report requirement. A measurement can be either an aggregation (example – amount of incidents for each service for the last hour) or a single sample per domain definition (example - project total expenses).

Metric

1 Metrics measure quality. They establish and collect measurements of success or failure. 2 The executable that collects the measures and generates the status. The ABC application provides an interface for the executable to store metrics.

O

Organization

Organizations are parts of your business that provide a product or service to an internal or external customer. It can be an entire business unit, a cost or profit center, or a functional department. It is an entity that adds value directly or indirectly to your customer community.

views that enable you to see published and up-to-date allocation cost and planned cost data as well as unpublished data or published data that is not up-to-date. The views also ensure the consistency of data warehouse quality by showing only data that is successfully extracted, transformed, and loaded. Analytic views provide the mechanism to reduce the dependencies of analytic semantic models to data warehouse physical models.

R

Report

Reports are pre-defined documents that target a specific audience or user.

S

status

The statuses that appear in the reports have been defined in Application Lifecycle Management.

T

test

Tests are the model created to test specific features. Test instances correspond to tests that are run in specific conditions. They can be run once or several times in a cycle.

U

Universe

The universe is the result of a semantic layer of metadata that creates a business oriented view of the data. The universe contains a schema of the tables and joins that make up the universe and dimension and measurement objects. The universe is an interface between the data warehouse and the analytics that display the data. The universe contains analytic

