

# HP Business Service Management

for the Windows and Linux operating systems

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## Glossary

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# Glossary

This document lists terminology that is used throughout the documentation.

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**Note:** For an additional glossary of RTSM related terminology, see "Glossary" in the *RTSM Administration Guide*.

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## **aggregated data**

Data collected by monitors and processed into manageable chunks, to improve speed and performance of report generation, and to optimize database performance.

## **aggregators**

HP Business Service Management components responsible for aggregating collected performance data that is stored in profile databases.

## **alert**

A notification that makes designated staff aware of performance issues. Alerts can be sent via a variety of media (email, pager, SMS, SNMP trap) and can be configured to trigger a variety of actions.

**alert action**

A set of instructions for SiteScope to perform an action when alert conditions are met. Each alert action is created as an object under a SiteScope alert and an alert can include multiple and dependent alert actions.

**alert dependency**

The ability to specify one or more alerts as being subordinate to another, dominant, alert. When a subordinate alert is triggered after its dominant alert is triggered, HP Business Service Management and SiteScope can suppress the subordinate alert's defined actions.

**audit log**

An administrative log that tracks all the configuration changes made by users.

**availability**

The percentage of time that a business process, monitored infrastructure component, or service is up and running.

**BPM**

See Business Process Monitor.

**BSM**

See HP Business Service Management.

**bus**

The HP Business Service Management component responsible for receiving data published by HP Business Service Management components, and making it available to other HP Business Service Management components that require the data. Components that require the data attach to the bus and subscribe to the relevant data type to retrieve the data.

**Business Logic Engine**

Component that handles calculations and logic for Service Health and Service Level Management. The business logic offline and online aggregators are subcomponents of the Business Logic Engine.



**Business Process Monitor**

An HP Business Service Management data collector that runs profiles and collects performance data by emulating end users performing typical business processes in applications.

**business process profile**

An entity that you define in End User Management Administration. The profile's settings and properties contain the instructions for how to manage the data collected by the Business Process Monitor.

**business process transaction**

Virtual user transactions.

**business rule**

Defines the logic to be performed (by the Business Logic Engine) to calculate the measurement for a KPI or HI.

**CI**

See configuration item.

**CIT**

See configuration item type.

**component**

Within Service Health and MyBSM, these are areas on a page that display information relevant to a user's business tasks.

**configuration item**

A component of the RTSM that represents a physical or logical entity in the system. For example, configuration items (CIs) can represent hardware, software, services, business processes, and so on. The CIs are organized into a hierarchical format based on the dependencies in your organization's IT environment.

**configuration item type**

The category for each configuration item (CI). Each configuration item type (CIT) provides a template for creating the CI and its associated properties.

**configuration item type manager**

The definitions of all the configuration items types (CITs) defined in the system and the relationships that define the connections between them.

**custom data (UDX)**

HP Business Service Management uses a Universal Data Exchange (UDX) framework to integrate data samples from various data sources (including HP data collectors, SiteScope Integration monitors, and third-party data sources) into HP Business Service Management reports. HP Business Service Management uses the term "custom data" to categorize the data brought in using the UDX framework.

**Custom Query Builder**

A Web interface that enables creating reports based on queries to the Generic Reporting Engine API, which extract data from the profile database.

**data aggregation**

The process used by HP Business Service Management to combine data collected by HP Business Service Management monitors into manageable chunks, to improve speed and performance of report generation, and to optimize database performance.

**data collector**

HP Business Service Management collects availability and performance data by deploying monitors throughout an organization's IT infrastructure. The data collectors run those monitors and include Business Process Monitor, Real User Monitor, and SiteScope.

**Data Processing Server**

The HP Business Service Management server responsible for aggregating data, running the Business Logic Engine, and controlling the RTSM.

**defect**

In Service Level Management, Six Sigma, nonconformity in a product or process. In the case of Service Level Management, for availability objectives, a failure is considered a defect; for performance objectives, not meeting the target performance is considered a defect.

**Diagnostics**

See HP Diagnostics.

**downtime**

Events known either in advance or after the fact, that can skew results and, therefore, can be excluded from reports.

**DPMO**

Defects Per Million Opportunities. In Service Level Management, used with Six Sigma calculations. The number of defects observed during a standard production run, divided by the number of opportunities for a defect to be made during that run, multiplied by one million. The aim of Six Sigma is to reach 3.4 defects per million opportunities.

**EMS integration**

The ability of HP Business Service Management to integrate with existing EMS (Enterprise Management Systems) software. HP Business Service Management provides the following types of EMS integration: SiteScope Integration Monitors to integrate alerts and events generated by EMS software into HP Business Service Management reports; EMS adapters to integrate alerts generated by HP Business Service Management into your EMS program, and an EMS Integrations application to create generic EMS integrations or to use out-of-the-box HP OM Event, HP Service Manager, NetScout Event, Node, or Node - Running Software integrations.

**End User Management Administration**

An area of HP Business Service Management administration used to centrally configure and manage Business Process Monitor and Real User Monitor data collectors. Enables enterprise-level administration with global search and replace and view filters.

**event**

In Service Level Management, a sample data type that indicates the status update of a specific entity. Events are usually reported upon a status change or when an update is triggered (not on a periodic basis).

**event type indicator**

Event type indicators (ETIs) are used by the BSM event subsystem to categorize events according to the type of occurrence in the managed IT environment (for example, CPU Load).

Each CI type (CIT) has its corresponding ETIs, defining what is measured on the CIT. Based on the ETI definitions, each event is translated into a particular state (lower than normal, much lower than normal) and severity (Normal, Warning etc.). ETIs that provide CI state information are used to calculate health indicators for the CI.

**Excel reports**

User reports that take advantage of the charting abilities of Microsoft Excel, to display various types of data collected by HP Business Service Management data collectors.

**field mapping**

Configuration files used by SiteScope integration monitors to access data from the monitored environment.

**folding rule**

Folding rules are added to relationships to define the organizational structure of CIs in the topology map, by displaying selected CIs at different levels (layers). There are four folding rules: parent, child, right sibling and left sibling. When no folding rules are defined, the topology map displays all CIs included in a query result on one level. For example, if a query result includes a CI and its child, both CIs are displayed on the same layer in the topology map.

**Gateway Server**

The HP Business Service Management server responsible for running HP Business Service Management applications, reporting, running the Administration Console, receiving data samples from the data collectors, distributing the data to the relevant HP Business Service Management components, and supporting the bus.

**generic data samples**

Event data sent from another application (for example, an enterprise management system), an external data source, or an internal data source (for example, from a Real User Monitor). The data is sent as samples and can be used by Service Level Management and in trend reports.

**group**

In Business Process profile, an entity used to categorize the various host machines running the Business Process Monitor, according to the criteria you are most interested in tracking. For example, if different hosts are connected to different Internet Service Providers (ISPs), you could group your hosts by ISP. Other examples of meaningful groups are network connection, browser type, and department. Groups are used by HP Business Service Management to organize and break down reports on application performance.

**hardening**

Hardening guidelines provide the configuration information required to implement a more secure (hardened) HP Business Service Management platform. For details on these guidelines, refer to the *HP Business Service Management Hardening Guide* PDF.

**health indicator**

Health indicators (HIs) provide fine-grained measurements for the CIs that represent your monitored business elements and processes. Some HIs display business metrics such as backlog and volume, while others display various measurements of performance and availability.

HI status is set by two types of data: event samples (for example, CPU load exceeded threshold), and metric samples (for example, response time = 6 milliseconds). Event-based HIs use an event's ETI severity to generate HI status, while metric-based HIs apply calculation rules to the metrics sent by data collectors to create an calculated HI value.

**health indicator rule**

Type of business rule that determines health indicator (HI) status based on original sample data coming from monitored CIs.

### **HP Business Service Management**

HP's solution for real-time performance and availability monitoring from a business perspective, service level management, end-user management, system availability management, and custom reporting.

### **HP Diagnostics**

An HP Business Service Management application that enables you to monitor the resource usage of J2EE-compliant and .Net application servers.

### **HP Virtual User Generator**

A tool for recording Virtual User scripts. The scripts are run by Business Process profiles to emulate end-user experience and monitor application performance.

### **inheritance relationship**

CITs that inherit the attributes and behavior (such as the label function) of the CIT above it. For example, the Windows and Unix CITs inherit attributes from the Computer CIT.

### **IT universe model**

Part of the RTSM, responsible for holding the CIs and the relationships between the CIs. The IT universe model is organized into a hierarchical format that represents your organization's IT environment.

### **key performance indicator**

A quantifiable measurement calculated for a configuration item and compared against defined objectives. The KPIs help you to monitor how well your business is achieving its objectives, and to track critical performance variables over time.

### **KPI rule**

Type of business rule that determines KPI status based on the calculated results of other KPIs or HIs, rather than from original sample data.

**layout**

Within Service Health and MyBSM, layout refers to how components are arranged on a page; components can be arranged horizontally, vertically, and in tabs.

**location**

Property defined in various contexts (for example geographical location used in the Service Health maps applet, or locations defined for a Business Process Monitor instance) and used to organize data in reports geographically.

**management database**

The HP Business Service Management database used to store system-wide and management-related metadata for the HP Business Service Management environment.

**Mapping Engine**

A component that identifies links between CIs from different data stores that have virtual relationships between them. The identification is performed by reconciling HP Business Service Management CIs and external CIs.

**modeling**

The process of mapping the complex relationships between servers, network, storage, and software, and logical elements such as business services, VPNs, and end users.

**monitor**

In HP Business Service Management, a component used to collect data. Data collectors include Business Process Monitor, Real User Monitor, and SiteScope.

**Monitor Deployment Wizard**

The Monitor Deployment wizard uses pre-defined templates to deploy SiteScope monitors onto existing configuration items in the RTSM.

**monitor run frequency**

The time interval setting for an individual monitor that determines how often SiteScope will execute the monitor action. You set the monitor run frequency using the Frequency setting in Monitor Run Settings. The default for most monitor types is 10 minutes. You should select a monitor run frequency that considers the importance of the system or measurement that is being monitored. Setting a run frequency that is too high can result in monitor skips and other problems if the system being monitored does not respond within the time between monitor runs.

**MyBSM**

A real-time portal that individual users can customize to display key content relevant to them.

**NOA service**

New Offline Aggregator. A service that validates and synchronizes new tasks for the offline aggregator on an hourly basis.

**notification template**

Specifies the information that Business Service Management includes when it sends various types of alert notices.

**objective**

The goal against which availability and performance is measured for a KPI or HI. In Service Level Management, the objective is set per time interval. In Service Health, status is assigned to a KPI or HI based on how well the objective was met.

**ODB**

Operational Database. A deprecated term for RTSM.

A central repository for configuration information that is gathered from the various HP Business Service Management and third-party applications and tools. This information is used when building HP Business Service Management views. The ODB also contains the object repositories used to define CIs and KPIs. For a complete list of ODB-related glossary terms, see "Glossary" in the *RTSM Administration Guide*.



**OLA**

Operational Level Agreement: An internal agreement covering the delivery of services which support the IT organization. This is used to classify SLAs in Service Level Management.

**opportunity**

In Service Level Management, Six Sigma, anything that you inspect, measure, or test on a unit, that provides a chance of allowing a defect. In the case of Service Level Management, a transaction is an opportunity.

**outlier**

An extreme measurement that can distort results. You set thresholds for outlier values and define whether outliers should be excluded from reports or treated as failed transactions.

**page**

Within Service Health and MyBSM, these are collections of several components displayed together, and interacting with one another. Each page is displayed in a tab.

**performance**

A term used to define the quality of a measured entity. For example, the time taken for a transmission from a hub router in New York to a hub router in London by comparison with predefined targets. A performance objective denotes a threshold beyond which a CI is considered to have taken too long. For example, if a home page must download within eight seconds, the objective has failed if performance time is longer than that. Performance can also be used to measure disk space, network load, and so forth.

**Platform Administration**

An area of the Administration Console in which initial and ongoing HP Business Service Management administrative tasks are performed, for example, creating profile databases, configuring alert schemes, defining users and permissions, and defining scheduled reports.

## **PNR**

Point of No Return – A value used in Service Health and Service Level Management to define what percentage of the unavailability time has passed for an SLA, and how much more time may elapse before the SLA is in breach of contract.

## **points**

Product license credits used to enable instances of the different monitor types available in SiteScope. The number of points you purchase will determine the total number of monitor instances and specific system performance metrics or counters that you can monitor. The number of points required will vary according to monitor type and the number of measurements being made per monitor instance.

## **ports**

Ports are used to transmit data between the HP Business Service Management servers, for traffic coming into one of the HP Business Service Management servers from a client server, and to connect and transmit data to external servers. For details on port usage, see the Bus Communication and Port Usage chapter in the *HP Business Service Management Deployment Guide* PDF.

## **profile database**

The HP Business Service Management database(s) used to store raw and aggregated measurement data obtained from the HP Business Service Management data collectors.

## **Purging Manager**

A tool that enables HP Business Service Management to automatically remove historical data from profile databases.

## **QuickTest Professional**

An HP enterprise functional testing tool, used to record tests. The tests form the basis of scripts, run by HP Business Service Management Business Process profiles to emulate end-user experience and monitor application performance. You use QuickTest Professional to record scripts for Web-based applications that include Java applets and ActiveX.

**raw data**

Information collected by HP Business Service Management from various data sources and not yet aggregated.

**Real User Monitor**

An HP Business Service Management data collector that monitors real traffic, enabling you to measure the end-user experience of real users and quantify the business impact of detected performance issues.

**Real User Monitor Engine**

The component of the Real User Monitor data collector that analyzes the data collected by the probe and transmits the data to the Gateway Server.

**Real User Monitor Probe**

A non-intrusive, passive listening device that is plugged into the switch used by the Web servers and is subject to the same traffic the server receives.

**recipient**

Users who are configured to receive alerts, scheduled reports, and package information (HP Software-as-a-Service only) via email, SMS, or pager.

**reconciliation**

The process of resolving data from two or more sources, either by resolving to a common naming schema or resolving data overlap differences within the records to a single answer.

**Release Control**

Release Control provides information on the components in an IT environment that will be impacted by planned changes, proactively sends notifications of the business risk involved in each planned change, and identifies potential collisions between concurrently scheduled changes. Based on this information, the change managers and Change Advisory Board in an organization can evaluate the way in which to proceed with each planned change.

**remote connection**

Connection to a remote system you want to monitor with SiteScope. As an agentless monitoring solution, SiteScope uses a number of protocols and methods to check systems and services on machines or servers other than the machine where SiteScope is installed. This means you will need to know how to connect to the various systems you want to monitor with SiteScope. SiteScope can have a remote connection to servers running Windows or UNIX/Linux operating systems.

**repositories**

Provide definitions for KPIs, HIs, rules, and context menu options in the Business Service Management system. The Repositories GUI (accessible from Service Health Administration or Service Level Management Administration) provides a user interface for viewing and customizing the definitions contained in the repository XML definition files.

**RTSM**

Run-time Service Model. A central repository for configuration items (CIs) that is being populated from the various Business Service Management and third-party applications and tools. These CIs are used when building Business Service Management views. For a complete list of RTSM-related glossary terms, see "Glossary" in the *RTSM Administration Guide*.

**RUM**

See Real User Monitor.

**Run-time Service Model**

See RTSM.

**SAP service**

A service that links data retrieved from SiteScopes and Business Process Monitors to SAP related entities brought from the Data Flow Probe, for HP Business Service Management compatibility.

**script**

A saved set of transactions. You record and save scripts in HP Business Service Management recording tools, such as HP Virtual User Generator.

**script repository**

A central storage in which all Business Process Monitor scripts (recorded with HP Virtual User Generator or QuickTest Professional) are stored. The repository stores scripts into logical groups and enables version control and version updates.

**scripting tools**

HP tools used by administrators to create the scripts that are used by Business Process Monitor to collect data for monitored applications.

**selector**

A filter definition that defines and catches the data samples which are relevant for a Health Indicator. A selector is defined as part of the business rule for a Health Indicator attached to a monitored CI.

**Service Health**

Provides an executive summary of real-time and over time performance information using key performance indicators (KPIs), presented in various formats including tables, charts, and graphs. Enables users to drill down from critical applications and business processes to the underlying IT infrastructure.

**Service Health service**

A service on the Data Processing Server that is responsible for online business logic calculations (service sometimes referred to as Online BLE service).

**Service Level Management**

An HP Business Service Management application that enables users to monitor SLA compliance by comparing SLA objectives to collected performance and availability data.

**Siebel service**

A service that links data retrieved from SiteScopes and Business Process Monitors to Siebel related entities brought from the Data Flow Probe, for HP Business Service Management compatibility.

**signature**

The state of properties in the CI. If changes are made to property values in a CI, the CI signature must also be changed. The CI signature helps detect whether a CI has changed without the need to retrieve and compare all CI properties. Both the CI and CI signature are provided by the appropriate adapter. The adapter is responsible for changing the CI signature when the CI properties are altered.

**SiteScope**

An HP Business Service Management data collector used for collecting performance data from network, application, database, and Web servers.

**SiteScope group**

SiteScope monitors are created within groups. SiteScope groups can contain monitor subgroups to ease the administration of monitoring large multi-server environments. Use groups to organize monitors by any criteria relevant to the monitored environment. For example, monitors can be organized by network connection, browser type, department, location, or monitor type. Groups are used by HP Business Service Management and SiteScope to organize reports and Service Health statistics.

**SiteScope Health**

A set of specially pre-configured monitors that regularly check several key SiteScope logs and configuration files. The SiteScope Health feature is useful in detecting and diagnosing problems with monitors with configuration problems, the resource load on the SiteScope server, and possible errors in the key configuration files. The settings and alerting thresholds can be configured by the user.

**SiteScope measurement**

A measured SiteScope value. Transaction time, database query time, and CPU utilization are all examples of SiteScope measurements.

**SiteScope monitor**

A set of configurations that enables the collection of data for one aspect of the monitored environment (for example, a specific type of server).

**SiteScope monitor run**

One execution of the action defined for an individual monitor. The monitor action is determined by the type of monitor and the configuration settings you select for that monitor. A monitor run returns a measurement result or a status indicating that the intended measurement was not retrieved. The result is recorded to the SiteScope log files and the status of the monitor is updated in the SiteScope interface. How often a monitor is run is an important factor in the usefulness of monitoring and SiteScope performance.

**SiteScope template**

A feature for quickly adding one or more SiteScope monitors based on a set template. You use monitor templates to rapidly deploy sets of monitors that check systems in the infrastructure that share similar characteristics. You can create and customize your own templates to meet the requirements of your organization.

**SLA**

Service Level Agreement. In Service Level Management an agreement, usually between an organization and a service provider, that outlines standards and expectations of service levels.

**source adapters**

Defines an XML file that creates CIs and the CI hierarchy for the monitoring objects in HP Business Service Management, and provides mapping between the created CIs and the incoming data samples.

**Status Snapshot (End User Management)**

Enables you to view worst availability by transaction and location for Business Process Monitor, and worst availability by application as well as the slowest applications for Real User Monitor.

### **System Availability Management Administration**

An area used to centrally configure and manage the SiteScope data collector. Enables enterprise-level administration of multiple SiteScopes with global search and replace, view filters, and the use of templates for rapid monitor deployment.

### **System Health**

An application that runs either independently or as a page in Platform Administration that enables administrators to view performance and availability statistics for, and to manage the workload of, HP Business Service Management servers, data processors, load balancers, and data collectors and the services they are running.

### **system tickets (HP Software-as-a-Service)**

HP Software-as-a-Service operators use system tickets to communicate with customers when the customer's system encounter problems or to inform the customer about scheduled maintenance.

### **Topology Query Language (TQL)**

A language and tool for discovering, organizing, and managing IT infrastructure data. It is used to create queries that retrieve specific data from the Run-time Service Model (RTSM) and display that data. It is a language that enables you to draw conceptual relationships between CIs and create visual images of IT infrastructure resources.

### **transaction**

Any series of steps that an end user performs in an application, whose performance you want to monitor. Transactions are recorded using HP Business Service Management recording tools and saved in scripts. When replayed, transaction response time and availability data is collected. You view transaction performance data in HP Business Service Management reports.

### **transaction availability**

The state of a transaction – transactions that complete (pass) are considered available; transactions that do not complete (fail) are considered not available.



**transaction breakdown**

A function of HP Business Service Management that enables transaction response time data to be broken down and viewed according to time spent on the network, server, and client.

**transaction failure**

A state describing a transaction that does not complete its run, either due to error or time-out.

**transaction response time**

The time it takes for a prerecorded transaction to be completed.

**UC**

Underpinning Contract: A contract with an external supplier covering delivery of services that support the IT organization in their delivery of services. This is used to classify SLAs in Service Level Management.

**upgrade**

HP Business Service Management provides procedures and recommendations to enable you to upgrade your platform to the latest version with the minimum possible interruption to your system and operations. For details, see the *Upgrading the HP Business Service Management Centers and Component and Data Upgrade and Limitations* chapters in the *HP Business Service Management Deployment Guide* PDF.

**view**

A collection of CIs and relationships represented by icons. These CIs and relationships are the result of a TQL query to the RTSM, and are displayed as a view according to display and organizational rules that are assigned to them. Each CI/relationship can be presented in multiple views or by multiple icons in different view layers.

**View Explorer**

A tool used in various applications for displaying, managing, and searching within the CI views.

**Viewsys service**

Viewing system and package manager service, installed on the Data Processing Server. The Viewsys service manages Business Service Management views.

**virtual relationship**

A relationship between two graph nodes that come from different data stores. The instances of these relationships do not exist in any data store and are created during FTQL calculation.

**Virtual User Generator**

See HP Virtual User Generator.

**WebTrace**

An advanced traceroute tool that can cross firewalls. WebTrace helps you identify problems related to network response time.

**wiring**

Within Service Health and MyBSM, wiring refers to how components on a page interact with one another. For example, you can set up a page so that if you select a CI in one component, the other components on the page focus on that CI as well.