

# HP XS for Tablet

For the Windows® operating system

Software Version: 1.10

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## Getting Started Guide

Document Release Date: March 2012

Software Release Date: March 2012



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

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## Release Notes

### What's New in XS for Smartphone and XS for Tablet Version 1.10

Executive Scorecard includes mobile capabilities, powered by HP Anywhere provides you with the capability to manage your objectives and KPIs from your iPhone and Android smartphones (XS for Smartphone) as well as from your iPad tablet (XS for Tablet).

- **Annotation.** You can add/edit annotations.
- **Email/SMS/phone.** You can send emails, SMSs, or call the owner of a KPI or Objective.
- **Multi page select.** XS for Tablet – In a tablet, you can view the Summary Views of selected pages.

### Support Matrix

Executive Scorecard version	XS for Tablet version	XS for Smartphone version	HP Anywhere version
9.03 (Upgrade from 9.02 or from from 9.00 MLU SW Media)	1.10 <b>Platform:</b> iOS 4.0 and later	1.10 <b>Platform:</b> <ul style="list-style-type: none"> <li>• iOS 4.0 and later</li> <li>• Android 2.2 and above</li> </ul>	<p>If you want to work only with the XS for Smartphone and XS for Tablet mini apps(no other HP products miniapps)</p> <ol style="list-style-type: none"> <li>1. Install <b>HP Anywhere 9.00 – Limited DVD</b></li> </ol> <p>The following languages are supported : English, Brazilian Portuguese, French, German, Japanese, and Spanish.</p> <p>If you want to work with the XS for Smartphone or XS for Smartphone mini apps and other HP mini apps:</p> <ol style="list-style-type: none"> <li>1. <b>HP Anywhere 9.00 English SW</b></li> <li>2. Install <b>HP Anywhere 9.01</b></li> <li>3. If you want to work with Brazilian Portuguese, French, German, Japanese, and Spanish: Install <b>HP Anywhere 9.00 &lt;language&gt; SW</b> (should be installed on top of <b>HP Anywhere 9.00 English SW</b>).</li> </ol>

### Localization

The user interface of XS for Smartphone or XS for Tablet has been extended to support multiple languages. This version includes translated sources.

These languages are:

- English
- Brazilian Portuguese
- French
- Spanish
- German
- Japanese

### Notes and Limitations

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**XS for Tablet - When drilling down from a parent KPI without an owner to a Breakdown KPI, an internal server error is issued (QCCR137167)**

**Workaround:** Access the Executive Scorecard application and assign an owner to the KPI.

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**XS for Tablet - Front Page does not load or loads too slowly**

**Workaround:** If the Front Page does not load or loads too slowly on your Tablet, it is recommended to lower the number of pages you selected to display in the Dashboard Pages settings.

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**The relevant annotation is not displayed**

**Limitation:** Only the annotations of the current period are displayed.

For example, if an annotation was entered for a specific entity, during the previous period (the previous month if the KPI periodicity is monthly), the annotation is not displayed due to the limitation.

## HP IT Executive Scorecard on a Tablet (XS for Tablet Mini App) Overview

XS for Tablet allows executives to access significant business information anytime and anywhere. The mini app is designed to focus on those Business Objectives and KPIs that are critical to the business success. Executives can view the up-to-date and over-time results for the relevant Objectives and Key Performance Indicators (KPIs). Using annotations, they can communicate and collaborate with their colleagues to improve these results. Any performance degradation sends notifications to the responsible people via proactive alerts. With XS for Tablet, executives can easily navigate between their different pages to get an instant access to the full picture of their organization performance wherever and whenever they want.

The XS for Tablet mini app enables you to select the relevant Scorecard to view your objective's statuses and trends. You can then drill down, to more detailed information about the KPIs, their values, statuses, trends, and performance over time.

You can also add, edit, or view annotations added to specific KPIs by other senior management. You can send these annotations to the relevant recipient.



### Getting Started with the XS for Tablet Min App

The mini app is the mobilized version of the HP IT Executive Scorecard.

As stakeholders of HP IT Executive Scorecard, when you work outside of an office or without VPN access, you can perform the necessary actions without having to log on to HP IT Executive Scorecard from your mobile devices.

Once you have downloaded and installed HP Anywhere and the relevant mini app, you can log in to HP Anywhere to access available services, including a summary view for each mini app that is applicable to your job role, you can drill down for more details about the relevant Scorecard, and KPIs, you can view a Front Page that displays alerts related to the KPIs you are tracking, and you have the capability to communicate and cooperate with other Executives using annotations related to the KPIs and Objectives you are tracking.

#### Audience

This document is designed for the following audience:

- The administrator. For details, see "[Install and Configure XS for Tablet](#)" (on page 10). Note that the administrator can be the HP Anywhere administrator or the Executive Scorecard administrator or both roles can be combined.
- The Executive end-user. For details, see "[How to Use XS for Tablet](#)" (on page 12).

#### Related Information

The following documents include additional information related to HP Anywhere and the XS for Smartphone and XS for Tablet mini apps:

- *HP Anywhere Installation and Configuration Guide*
- *HP Anywhere Administrator Guide*

These documents are available in the [HP Live Network](https://h20117.www2.hp.com/wiki/) site (<https://h20117.www2.hp.com/wiki/>).

For more information related to HP IT Executive Scorecard, see the following documents:

- *IT Executive Scorecard Installation and Configuration Guide*
- *General Admin Guide*
- *Data Warehouse Admin Guide**General Admin Guide*
- *IT Executive Scorecard Admin Guide**IT Executive Scorecard Business Analyst Guide*
- *IT Executive Scorecard Troubleshooting Guide*
- *IT Executive Scorecard Universe ERDs Guide*
- *IT Executive Scorecard Release Notes*
- *IT Executive Scorecard Support Matrix*

These documents are available in the HP IT Executive Scorecard DVD or on the [HP Software Product Manual Site](http://h20230.www2.hp.com/selfsolve/manuals) (<http://h20230.www2.hp.com/selfsolve/manuals>).

### Install and Configure XS for Tablet

**Note:** This section's audience is the administrator.

This section provides information on how to install and configure XS for Tablet.

#### Install and Configure XS for Tablet

The XS for Tablet mini app runs on the HP Anywhere platform.

To configure XS for Tablet:

1. If you want to work:
  - a. With the XS for Smartphone or XS for Tablet mini apps and other HP mini apps, install HP Anywhere. For installation details, see *HP Anywhere Installation and Configuration Guide*.
  - b. Only with the XS for Smartphone and XS for Tablet mini apps (no other HP products miniapps), proceed as follows:
    - i. Go to [HP Software Support Online \(SSO\)](http://support.openview.hp.com) (<http://support.openview.hp.com>).
    - ii. Log in with your HP Passport
    - iii. Tap the **Downloads** tab.
    - iv. Tap **Software Updates**.
    - v. Tap **My Updates**.
    - vi. Select your SAID in the drop-down list.
    - vii. Check acceptance of T&C and submit.  
  
If a message stating that SAID is invalid is issued, go back to previous page and resubmit until successful.
    - viii. From the Product List, expand **Service Management Center**.
    - ix. Check **HP Executive Scorecard 9.00 SW E-Media** (or the relevant language) and scroll down to **Get software updates**.
    - x. Tap the relevant **Get Software**.
    - xi. Select the HP Anywhere icon on the right.
    - xii. Select whether you want to download directly or via Download Manager.
2. If needed, install HP IT Executive Scorecard. For details, see *IT Executive Scorecard Installation and Configuration Guide*.
  - a. Make sure that your organization is using the HP IT Executive Scorecard version that supports the XS for Tablet mini app.
  - b. Create an HP IT Executive Scorecard user account with necessary access grants.

**Tip:** Do not install HP Anywhere and HP Executive Scorecard on the same server. If you

do the MQ Broker for the first application installed on the server is overwritten by the MQBroker of the second application.

3. Configure the HP Anywhere server and the relevant mini app by specifying the HP IT Executive Scorecard hostname when configuring HP IT Executive Scorecard as a possible data source for the XS for Tablet mini-app. For details, see *HP Anywhere Administrator Guide*.
4. Create in HP Anywhere, an HP Anywhere user account with which to log in to HP Anywhere client from your mobile device. The user account information includes user name, password, HP Anywhere server address, and port number. The user name and password should be the same user name and password as the ones used to access HP IT Executive Scorecard.
5. Publish the download link to your users (the URL is extracted from the given war file). The format used to distribute this URL depends on the customer (SMS, email, QR, and more).

### How to Use XS for Tablet

**Note:** This section audience is the Executive user.

Use the XS for Tablet mini app to display the relevant Scorecard and to view the statuses and trends of the relevant Business Objectives you are interested in. You can then drill down to more detailed information about the Key Performance Indicators (KPIs), their values, statuses, trends, and performance over time. You can also add, edit, or view annotations added to specific KPIs by other senior management.

The client home page (Summary page) provides a summary view for each mini app that is applicable to your job role. This view provides enough information at a glance to make quick decisions and decide if you need to look at more data.

Urgent issues that require attention are listed on a Front Page view provided by the client. This view spans all mini apps installed on the Client making it easy to prioritize tasks. In addition, any alerts that have occurred are shown on the Front Page. From the Front Page view, you can link directly to the point in a mini app where an action can take place.

This section includes the following topics:

- ["Prerequisites for Using the XS for Tablet Mini App" \(on page 12\)](#)
- ["How to Use XS for Tablet" \(on page 12\)](#)
- ["How to Use XS for Tablet" \(on page 12\)](#)
- ["Configure the Mini App" \(on page 14\)](#)
- ["Configure the Mini App Alerts" \(on page 15\)](#)
- ["View Objectives and KPIs Over Time Performance and Related Information" \(on page 18\)](#)
- ["Access Other Mini Apps" \(on page 22\)](#)

#### Prerequisites for Using the XS for Tablet Mini App

Before you can log in to HP Anywhere on your tablet for the first time, the following items should be installed and configured:

- HP Anywhere is installed.
- HP IT Executive Scorecard is installed.
- The administrator has created for you, an HP Anywhere user account with which to log in to HP Anywhere client from your tablet. The user account information includes username, password, HP Anywhere server address and port number. The user name and password should be the same user name and password as the ones used to access HP IT Executive Scorecard.
- Select, in the Dashboard Pages settings in HP Anywhere, the pages you want to display in the Summary View in the tablet. Selecting more than one page provides a Summary View that combines information from all the selected pages. For details, see ["Multi-Page Summary View" \(on page 23\)](#)
- Your tablet has Internet connection.

- Download the HP Anywhere client from the provided link by the admin or download it from Apple store or the Android market place and log into HP Anywhere on the mobile device.
- The HP Anywhere icon should appear on your device.

You can now log in to HP Anywhere and use the XS for Tablet mini app from your tablet.


As a first time user, you need to initialize or complete some required settings on your tablet before you can continue. For details, see ["Configure the Mini App" \(on page 14\)](#).

You can view requests and perform request approval actions. For details, see ["View Objectives and KPIs Over Time Performance and Related Information" \(on page 18\)](#).





You can configure alerts to show on the Front Page of your tablet for issues you are tracking. For details, see ["Configure the Mini App Alerts" \(on page 15\)](#).

### Configure the Mini App

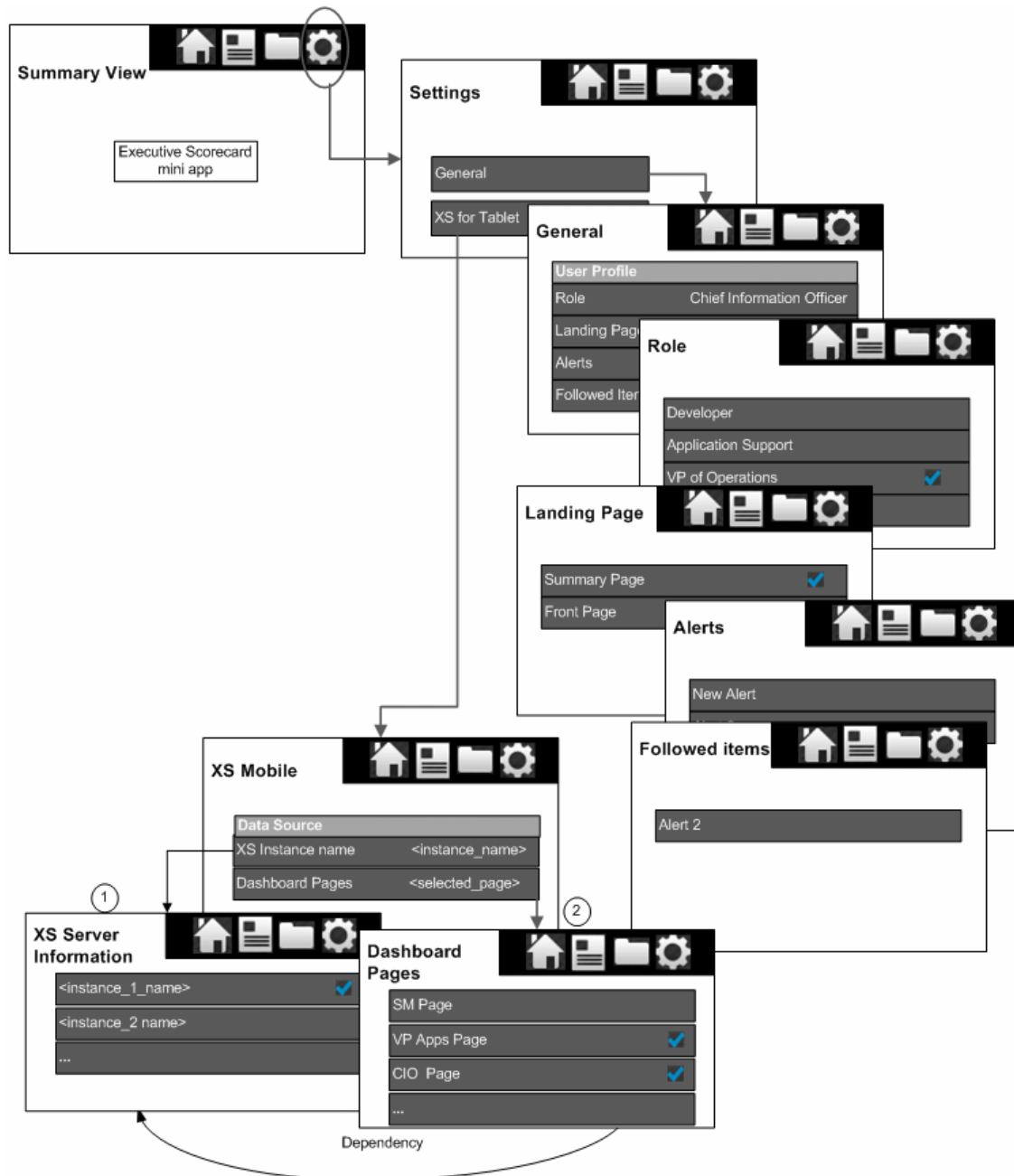
To configure the mini app:

1. Tap the HP Anywhere icon.
2. Enter the user, password, and URL of HP Anywhere (the first time you access the mini app).
3. The **Summary View** displays a list of the mini apps installed on your Tablet and a toolbar:
  - a. Tap .
  - b. Tap **General** to configure the **Role**, **Alerts**, and **Followed Items**, or tap **XS Mobile** to select the **XS Instance** and **Dashboard pages** (CIO, VP Apps, and more).

**Note:** In each page, the toolbar enables you to access other pages in the mini app:

-  to go back to the Summary View from all the other pages.
-  to access the Front Page. For details, see ["Configure the Mini App" \(on page 14\)](#), ["Configure the Mini App Alerts" \(on page 15\)](#) or ["View Objectives and KPIs Over Time Performance and Related Information" \(on page 18\)](#).
-  to view a list of the other mini apps. For details, see ["Access Other Mini Apps" \(on page 22\)](#).
-  to access the Settings page where you can configure the XS for Smartphone mini app. See below for more information.

**Note:** If the multi-page Summary View has been set up on your tablet, it presents the total results for all selected Dashboard pages, Tap it to display the Summary for each separate dashboard page. For details, see ["Multi-Page Summary View" \(on page 23\)](#).





**Note:** The pages listed in the Dashboard Pages settings are the pages defined in the Executive Scorecard Dashboard that contain only one configured Scorecard component, at least one Objective, and at least one KPI component.

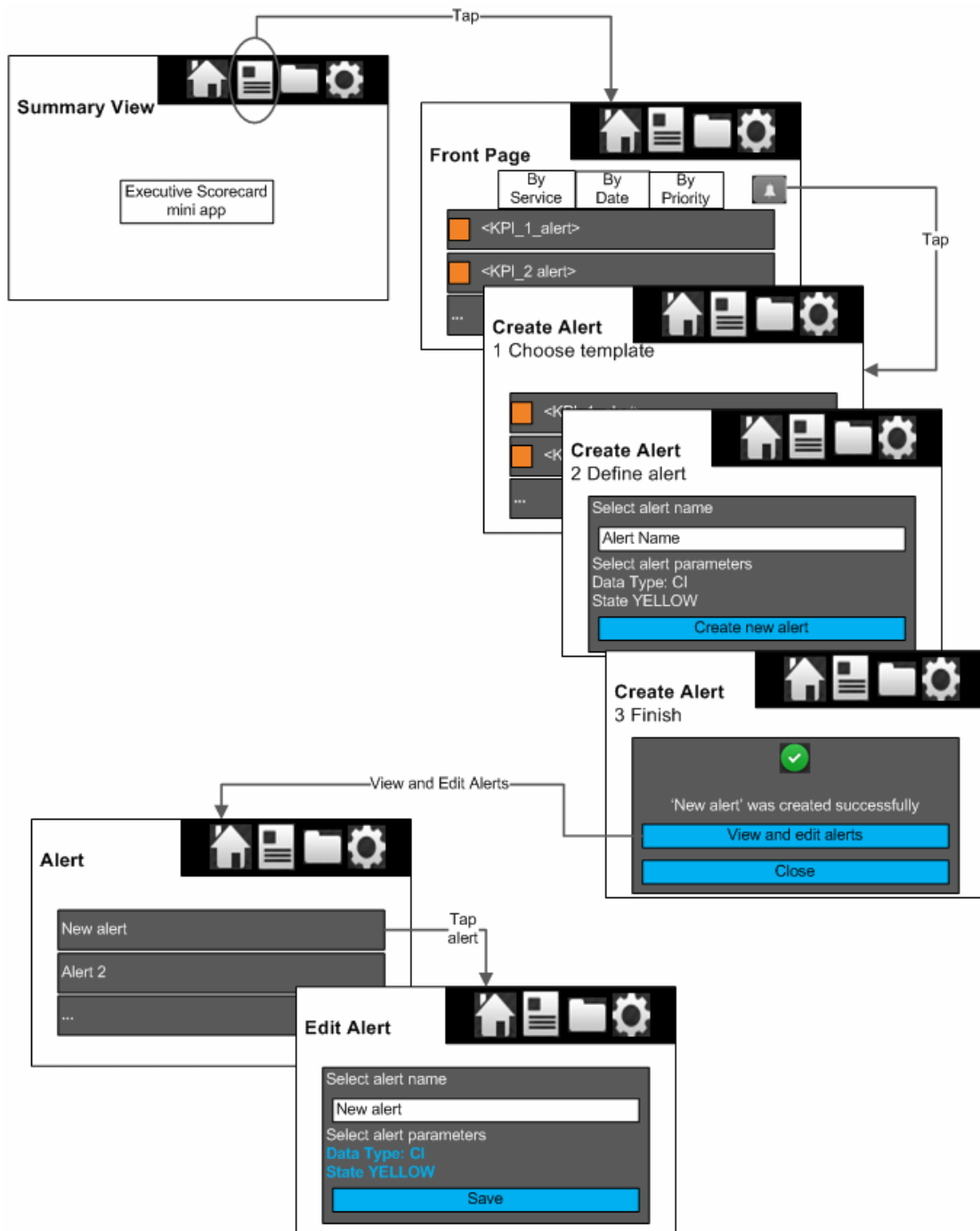
### Configure the Mini App Alerts

To view the alerts by service, date, or priority:

1. Tap the HP Anywhere icon.
2. Enter the user, password, and URL of HP Anywhere (the first time you access the mini app).

3. In the **Summary View**, tap the mini app or  to display the alert information.
4. Tap  to configure, view, or edit the alerts.

**Note:** If the multi-page Summary View has been set up on your tablet, it presents the total results for all selected Dashboard pages, Tap it to display the Summary for each separate dashboard page. For details, see "[Multi-Page Summary View](#)" (on page 23).





You can create an alert template using a KPI or Objective with red status to view, in the Front Page, all the KPIs or Objectives with a status that changed to red.

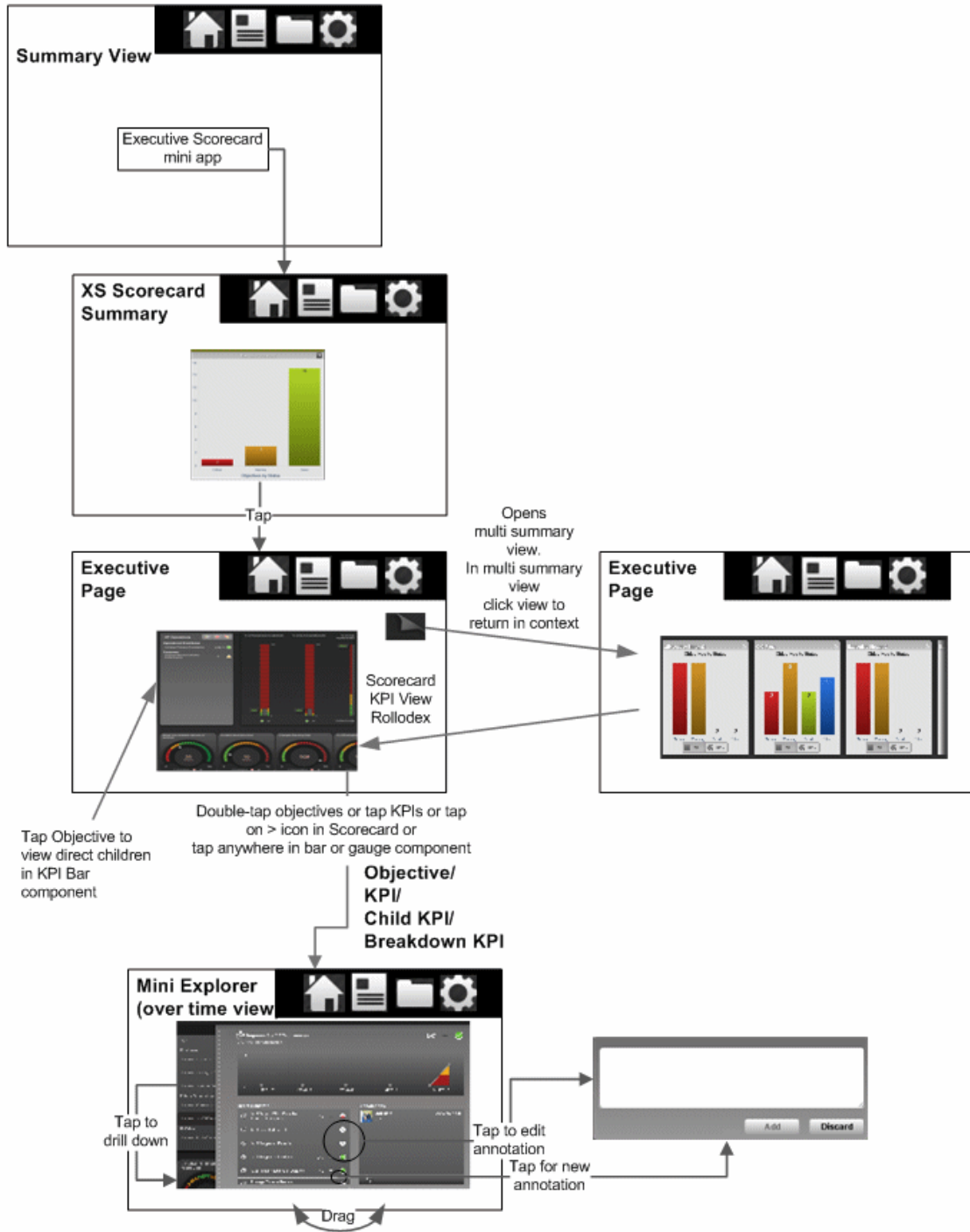
You can select to follow a specific KPI or Objective by swiping it in the Front Page and tapping **Follow this item** (the Executive user can also follow a specific KPI or Objective using the Followed Item setting, for details, see ["Configure the Mini App" \(on page 14\)](#)). If this KPI or Objective changes status to normal, it disappears from the Front Page.

### View Objectives and KPIs Over Time Performance and Related Information

To view Objectives and KPI over time performance and related information:

1. Tap the HP Anywhere icon.
2. Enter the user, password, and URL of HP Anywhere (the first time you access the mini app).
3. In the **Summary View**:
  - a. Tap the mini app to view the Scorecard Summary for KPIs or by Objectives.
  - b. Swipe the graph or tap one of the bars to display the **Scorecard** page.
  - c. Drill down to the **Mini Explorer** view by double-tapping the Objectives or tapping the KPIs. The Mini Explorer view displays over time information about the Objective or KPI, child KPIs information, configuration information, and annotations.
  - d. You can now add or edit annotations.


**Note:** If the multi-page Summary View has been set up on your tablet, it presents the total results for all selected Dashboard pages, Tap it to display the Summary for each separate dashboard page. For details, see ["Multi-Page Summary View" \(on page 23\)](#).



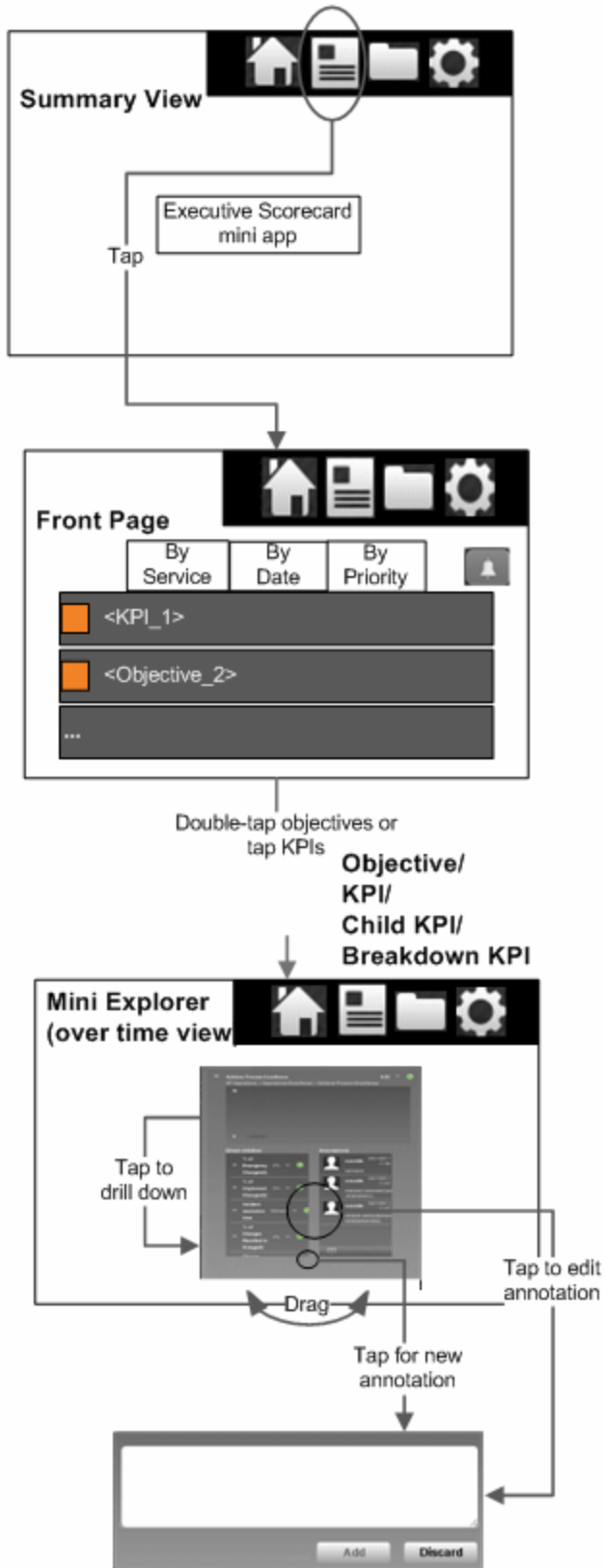
To view alert-related Scorecard and KPIs over time performance and related information:

1. Tap the HP Anywhere icon.
2. Enter the user, password, and URL of HP Anywhere (the first time the user accesses the mini app).

3. In the **Summary View**:

- a. Tap  to access the **Front Page** to view the alerts that were sent to the user.
- b. Tap an alert to display its **Mini Explorer** view including over time information about the Objective or KPI, child KPIs information, configuration information, and annotations.

**Note:** If the multi-page Summary View has been set up on your tablet, it presents the total results for all selected Dashboard pages. Tap it to display the Summary for each separate dashboard page. For details, see ["Multi-Page Summary View" \(on page 23\)](#).



The XS Scorecard Summary page displays a column graph representing either Objectives by Status or KPIs by Status.

The Objectives displayed in the Summary Page with the Objectives by Status format, are the Objectives included in the Scorecard component appearing on the current Executive user Dashboard page.

The Summary Page with the KPIs by Status format displays all the KPIs selected to be displayed in the KPI View, KPI List, Historical View, or KPI Rolodex components appearing on the current Executive user Dashboard page, except for the Scorecard component.


**Note:** If the multi-page Summary View has been set up on your tablet, it presents the total results for all selected Dashboard pages, Tap it to display the Summary for each separate dashboard page. For details, see ["Multi-Page Summary View" \(on page 23\)](#).

The Front Page displays all the Objectives in the corresponding Dashboard page that have a red status and all the KPIs selected to be displayed in the KPI View, KPI List, Historical View, or KPI Rolodex components appearing on the current Executive user Dashboard page, except for the Scorecard component, that have a red status (critical).


Note that KPIs displayed by drilling into an Objective or KPI on the current Executive user Dashboard page, or KPIs that appear in another component on the page, only when clicking an Objective in the Scorecard (wiring) are not displayed in the Summary Page or the Front Page.

### Access Other Mini Apps

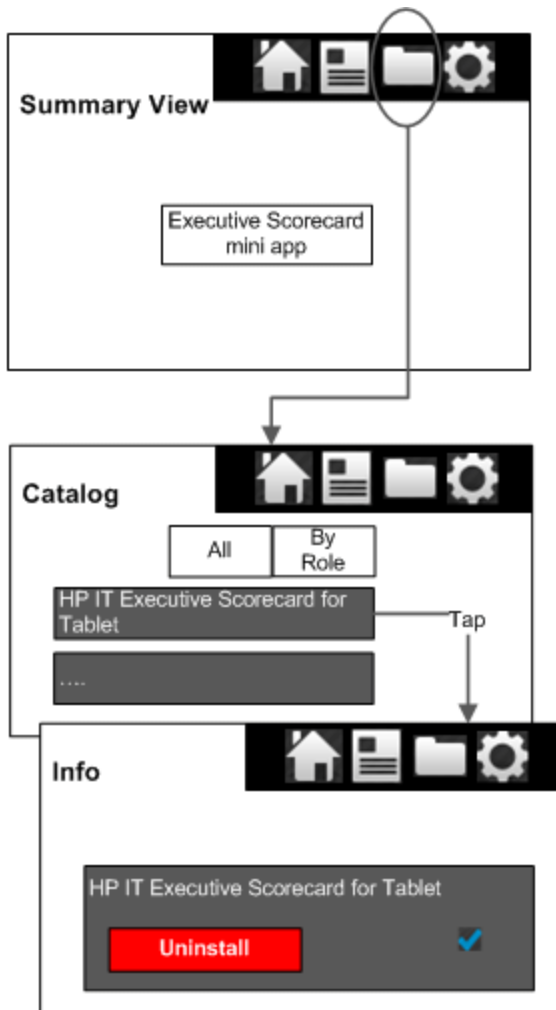
To access other mini apps:

1. Tap the HP Anywhere icon.
2. Enter the user and password.
3. Tap  to view a list of the mini apps installed on your Tablet. To display all the mini app, tap **All**. To display the mini apps for your role, tap **By Role**.

To uninstall the mini app:

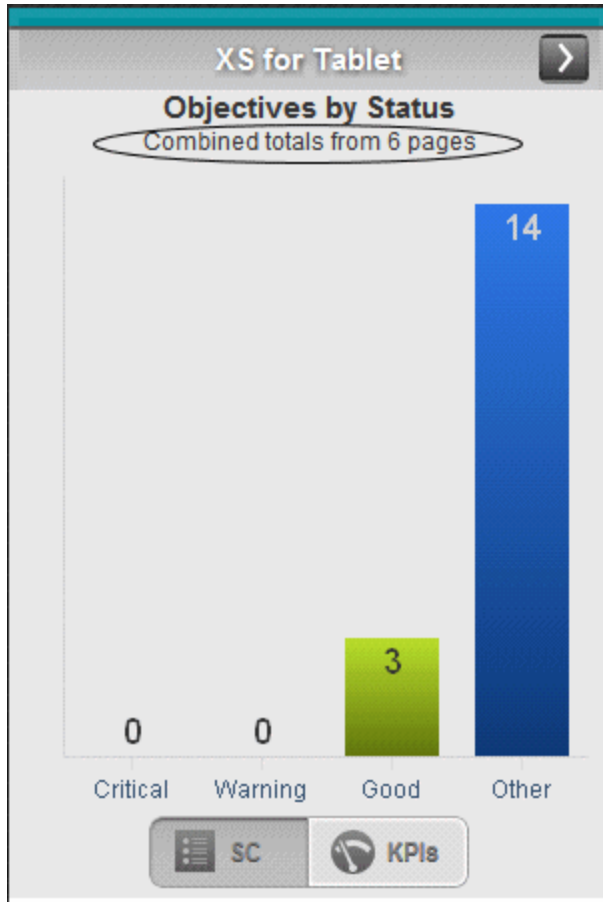
1. Tap the HP Anywhere icon.
2. Enter the user and password.
3. Tap  to uninstall the mini app. For details, see the flowchart in ["Configure the Mini App" \(on page 14\)](#).


**Note:** If the multi-page Summary View has been set up on your tablet, it presents the total results for all selected Dashboard pages, Tap it to display the Summary for each separate dashboard page. For details, see ["Multi-Page Summary View" \(on page 23\)](#).



### Multi-Page Summary View

1. Tap the HP Anywhere icon.
2. Enter the user, password, and URL of HP Anywhere (the first time you access the mini app).
3. View in the **Summary View**, a summary of all the pages that were selected in the Dashboard Pages settings.



4. Click  to view a display of all the Summary Views of the pages selected in the Dashboard Pages settings.

You can then, like in a standalone Summary View, drill-down into the main view by tapping the arrow in the top right corner, tap the Scorecard or KPIs buttons, or tap on the status bar to drill down in context.

For details on using a Summary View, see ["View Objectives and KPIs Over Time Performance and Related Information"](#) (on page 18).



