

HP Executive Scorecard

For the Windows® operating system

Software Version: 9.03

Universe ERDs Guide

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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 universe entity relationship diagrams (ERDs) are logical views of the universe data models. The ERDs are interactive and contain details about the tables and classes used in the universe.

Reference: Universes (Contexts)

HP IT Executive Scorecards includes out-of-the-box universes (contexts) that correspond to specific aspects of the business. The entities in these contexts are IT Data Model-compliant. For details about IT Data Model, see "[IT Data Model](#)" in *IT Executive Scorecard Admin Guide*.

To plan the integration of the relevant data sources and the activation of the corresponding content packs, you should:

1. Learn about KPIs (for details, see "[Learn About KPIs and Metrics](#)" in *IT Executive Scorecard Admin Guide*).
2. Consult the list of KPIs (for details, see the [KPI Library in Excel format](#) - you can sort the list according to the business context).

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3. Learn about the KPIs and their relation to universes (business contexts) (for details, see "[Learn About Business Contexts](#)" in *IT Executive Scorecard Admin Guide*).
4. Understand the structure of the universes (business contexts). For details, see "[Learn About the SAP BusinessObjects Enterprise for IT Executive Scorecard Universe](#)" in *IT Executive Scorecard Universe ERDs Guide*.
5. Consult the table below to understand the link between the business context, the data source, and the content pack that need to be integrated with Executive Scorecard to bring in the requested information from the data source.

Universe (Business Context)	Data Source (Content Pack)	Description
ALM_Defect	HP Application Lifecycle Management - For details, see "Integrate the ALM Data Source" in <i>Data Warehouse Admin Guide</i> .	<p>HP Application Lifecycle Management empowers IT to manage the core application lifecycle, from requirements through deployment, granting application teams the crucial visibility and collaboration needed for predictable, repeatable, and adaptable delivery of modern applications. ALM supports you through all phases of the application lifecycle management. By integrating the tasks involved in application management, it enables you to better align IT with your business needs.</p> <p>For details on the universe, see ALM Defect Universe in PDF format.</p> <p>This document is available in the PDFs directory in the Installation DVD, or it is accessible from the Home page in the online documentation library or from the HP Software Product Manual Site (http://h20230.www2.hp.com/selfsolve/manuals).</p> <p>To view a list of the KPIs based on data gathered from this data source, their description, their formula and the business questions they answer, open the List of KPIs, and sort it according to the business context. For details, see the KPI Library in Excel format.</p> <p>This document is available in the PDFs directory in the Installation DVD, or it is accessible from the Home page in the online documentation library or from the HP Software Product Manual Site (http://h20230.www2.hp.com/selfsolve/manuals).</p>

Universe (Business Context)	Data Source (Content Pack)	Description
ALM_Requirement	<p>HP Application Lifecycle Management - For details, see "Integrate the ALM Data Source" in <i>Data Warehouse Admin Guide</i>.</p>	<p>HP Application Lifecycle Management empowers IT to manage the core application lifecycle, from requirements through deployment, granting application teams the crucial visibility and collaboration needed for predictable, repeatable, and adaptable delivery of modern applications. ALM supports you through all phases of the application lifecycle management. By integrating the tasks involved in application management, it enables you to better align IT with your business needs.</p> <p>For details on the universe, see ALM Requirement Universe in PDF format.</p> <p>This document is available in the PDFs directory in the Installation DVD, or it is accessible from the Home page in the online documentation library or from the HP Software Product Manual Site (http://h20230.www2.hp.com/selfsolve/manuals).</p> <p>To view a list of the KPIs based on data gathered from this data source, their description, their formula and the business questions they answer, open the List of KPIs, and sort it according to the business context. For details, see the KPI Library in Excel format.</p> <p>This document is available in the PDFs directory in the Installation DVD, or it is accessible from the Home page in the online documentation library or from the HP Software Product Manual Site (http://h20230.www2.hp.com/selfsolve/manuals).</p>

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ALM_Test	<p>HP Application Lifecycle Management - For details, see "Integrate the ALM Data Source" in <i>Data Warehouse Admin Guide</i>.</p>	<p>HP Application Lifecycle Management empowers IT to manage the core application lifecycle, from requirements through deployment, granting application teams the crucial visibility and collaboration needed for predictable, repeatable, and adaptable delivery of modern applications. ALM supports you through all phases of the application lifecycle management. By integrating the tasks involved in application management, it enables you to better align IT with your business needs.</p> <p>For details on the universe, see ALM Test Universe in PDF format.</p> <p>This document is available in the PDFs directory in the Installation DVD, or it is accessible from the Home page in the online documentation library or from the HP Software Product Manual Site (http://h20230.www2.hp.com/selfsolve/manuals).</p> <p>To view a list of the KPIs based on data gathered from this data source, their description, their formula and the business questions they answer, open the List of KPIs, and sort it according to the business context. For details, see the KPI Library in Excel format.</p> <p>This document is available in the PDFs directory in the Installation DVD, or it is accessible from the Home page in the online documentation library or from the HP Software Product Manual Site (http://h20230.www2.hp.com/selfsolve/manuals).</p>

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ApplicationPerformance	<p>HP Business Service Management -</p> <p>For details, see "Integrate with BSM as a Data Source" in <i>Data Warehouse Admin Guide</i>.</p>	<p>The goal of the ApplicationPerformance universe is to allow organizations to sustain the IT application-availability to support the business at a justifiable cost.</p> <p>For details on the universe, see ApplicationPerformance Universe in PDF format.</p> <p>This document is available in the PDFs directory in the Installation DVD, or it is accessible from the Home page in the online documentation library or from the HP Software Product Manual Site (http://h20230.www2.hp.com/selfsolve/manuals).</p> <p>To view a list of the KPIs based on data gathered from this data source, their description, their formula and the business questions they answer, open the List of KPIs, and sort it according to the business context. For details, see the KPI Library in Excel format.</p> <p>This document is available in the PDFs directory in the Installation DVD, or it is accessible from the Home page in the online documentation library or from the HP Software Product Manual Site (http://h20230.www2.hp.com/selfsolve/manuals).</p>

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AssetManagement	<p>HP Asset Manager - For details, see "Integrate with AM as a Data Source" (on page 1) in <i>Data Warehouse Admin Guide</i>.</p>	<p>HP Asset Manager empowers IT to track, measure, and control IT service assets.</p> <p>Asset Management includes the Software Asset Management and the Hardware Asset Management.</p> <p>Software Asset Management is the practice of integrating people, processes and technology to allow software licenses and usage to be systematically tracked, evaluated and managed. Its goal is to reduce IT expenditures, human resource overhead and risks inherent in owning and managing software assets.</p> <p>Hardware Asset Management includes overseeing software and hardware that comprise an organization's computers and network. The goal of Hardware Asset Management is to maintain effective hardware inventory controls that are critical to efforts to control software.</p> <p>For details on the universe, see Asset Management Universe in PDF format.</p> <p>This document is available in the PDFs directory in the Installation DVD, or it is accessible from the Home page in the online documentation library or from the HP Software Product Manual Site (http://h20230.www2.hp.com/selfsolve/manuals).</p> <p>To view a list of the KPIs based on data gathered from this data source, their description, their formula and the business questions they answer, open the List of KPIs, and sort it according to the business context. For details, see the KPI Library in Excel format.</p> <p>This document is available in the PDFs directory in the Installation DVD, or it is accessible from the Home page in the online documentation library or from the HP Software Product Manual Site (http://h20230.www2.hp.com/selfsolve/manuals).</p>

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AvailabilityManagement	HP Business Service Management - For details, see "Integrate with BSM as a Data Source" in <i>Data Warehouse Admin Guide</i> .	<p>The goal of an Availability Management universe is to allow organizations to sustain the IT service-availability to support the business at a justifiable cost.</p> <p>For details on the universe, see AvailabilityManagement Universe in PDF format.</p> <p>This document is available in the PDFs directory in the Installation DVD, or it is accessible from the Home page in the online documentation library or from the HP Software Product Manual Site (http://h20230.www2.hp.com/selfsolve/manuals).</p> <p>To view a list of the KPIs based on data gathered from this data source, their description, their formula and the business questions they answer, open the List of KPIs, and sort it according to the business context. For details, see the KPI Library in Excel format.</p> <p>This document is available in the PDFs directory in the Installation DVD, or it is accessible from the Home page in the online documentation library or from the HP Software Product Manual Site (http://h20230.www2.hp.com/selfsolve/manuals).</p>

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PolicyRemediation	HP Server Automation - For details, see "Integrate the SA Data Source" and "Integrate the NA Data Source" in <i>Data Warehouse Admin Guide</i> .	<p>HP Server Automation (SA) automates critical areas of your data center's server management including server discovery, operating system and software provisioning, application configuration, software compliance, audit and compliance, operating system patching and reporting. SA allows you to make changes more safely and consistently because you can model and validate changes before you actually commit the changes to a managed server. SA also provides methods to ensure that modifications you plan for your managed servers work the first time because they have been tested before being applied, thereby reducing downtime.</p> <p>For details on the universes, see PolicyRemediation Universe in PDF format.</p> <p>This document is available in the PDFs directory in the Installation DVD, or it is accessible from the Home page in the online documentation library or from the HP Software Product Manual Site (http://h20230.www2.hp.com/selfsolve/manuals).</p> <p>To view a list of the KPIs based on data gathered from this data source, their description, their formula and the business questions they answer, open the List of KPIs, and sort it according to the business context. For details, see the KPI Library in Excel format.</p> <p>This document is available in the PDFs directory in the Installation DVD, or it is accessible from the Home page in the online documentation library or from the HP Software Product Manual Site (http://h20230.www2.hp.com/selfsolve/manuals).</p>

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PolicyCompliance	HP Server Automation - For details, see "Integrate the SA Data Source" and "Integrate the NA Data Source" in <i>Data Warehouse Admin Guide</i> .	<p>HP Server Automation (SA) automates critical areas of your data center's server management including server discovery, operating system and software provisioning, application configuration, software compliance, audit and compliance, operating system patching and reporting. SA allows you to make changes more safely and consistently because you can model and validate changes before you actually commit the changes to a managed server. SA also provides methods to ensure that modifications you plan for your managed servers work the first time because they have been tested before being applied, thereby reducing downtime.</p> <p>For details on the universe, see PolicyCompliance Universe in PDF format.</p> <p>This document is available in the PDFs directory in the Installation DVD, or it is accessible from the Home page in the online documentation library or from the HP Software Product Manual Site (http://h20230.www2.hp.com/selfsolve/manuals).</p> <p>To view a list of the KPIs based on data gathered from this data source, their description, their formula and the business questions they answer, open the List of KPIs, and sort it according to the business context. For details, see the KPI Library in Excel format.</p> <p>This document is available in the PDFs directory in the Installation DVD, or it is accessible from the Home page in the online documentation library or from the HP Software Product Manual Site (http://h20230.www2.hp.com/selfsolve/manuals).</p>

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<p>ChangeManagement</p>	<p>HP Service Manager - For details, see "Integrate with SM as a Data Source" in <i>Data Warehouse Admin Guide</i>.</p>	<p>Change Management aims to ensure that standardized methods and procedures are used for efficient handling of all changes with a minimal disruption of services, a reduction in back-out activities, and the economic utilization of resources involved in the change.</p> <p>For details on the universe, see Change Management Universe in PDF format.</p> <p>This document is available in the PDFs directory in the Installation DVD, or it is accessible from the Home page in the online documentation library or from the HP Software Product Manual Site (http://h20230.www2.hp.com/selfsolve/manuals).</p> <p>To view a list of the KPIs based on data gathered from this data source, their description, their formula and the business questions they answer, open the List of KPIs, and sort it according to the business context. For details, see the KPI Library in Excel format.</p> <p>This document is available in the PDFs directory in the Installation DVD, or it is accessible from the Home page in the online documentation library or from the HP Software Product Manual Site (http://h20230.www2.hp.com/selfsolve/manuals).</p>

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DataProtection	HP Data Protector - For details, see "Integrate the DP Data Source" in Data Warehouse Admin Guide.	<p>HP Data Protector (DP) reduces backup and recovery complexity and cost by protecting virtual and physical applications on all servers. HP Data Protector gives you powerful software reduplication and sophisticated multi-site reporting to improve storage utilization and performance. Simple snapshot functionality fully automates recovery, without restrictive backup windows.</p> <p>For details on the universe, see DataProtection Universe in PDF format.</p> <p>This document is available in the PDFs directory in the Installation DVD, or it is accessible from the Home page in the online documentation library or from the HP Software Product Manual Site (http://h20230.www2.hp.com/selfsolve/manuals).</p> <p>To view a list of the KPIs based on data gathered from this data source, their description, their formula and the business questions they answer, open the List of KPIs, and sort it according to the business context. For details, see the KPI Library in Excel format.</p> <p>This document is available in the PDFs directory in the Installation DVD, or it is accessible from the Home page in the online documentation library or from the HP Software Product Manual Site (http://h20230.www2.hp.com/selfsolve/manuals).</p>

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FinancialManagement	<p>HP Project and Portfolio Management - For details, see "Integrate with PPM as a Data Source" in <i>Data Warehouse Admin Guide</i>.</p>	<p>IT Financial Management ensures that the IT infrastructure is obtained at the most effective price (which does not necessarily mean the cheapest) and calculates the cost of providing IT services so that an organization can understand the costs of its IT services. These costs may then be recovered from the customer of the service.</p> <p>The information imported from resource management data includes resource, time sheet, and assignment data includes resource, time sheet, and assignment data.</p> <p>For details on the universe, see Financial Management Universe in PDF format.</p> <p>This document is available in the PDFs directory in the Installation DVD, or it is accessible from the Home page in the online documentation library or from the HP Software Product Manual Site (http://h20230.www2.hp.com/selfsolve/manuals).</p> <p>To view a list of the KPIs based on data gathered from this data source, their description, their formula and the business questions they answer, open the List of KPIs, and sort it according to the business context. For details, see the KPI Library in Excel format.</p> <p>This document is available in the PDFs directory in the Installation DVD, or it is accessible from the Home page in the online documentation library or from the HP Software Product Manual Site (http://h20230.www2.hp.com/selfsolve/manuals).</p>

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IncidentManagement	HP Service Manager - For details, see "Integrate with SM as a Data Source" in <i>Data Warehouse Admin Guide</i> .	<p>Incident Management aims to restore normal service operation as quickly as possible and minimize the adverse effect on business operations, thus ensuring that the best possible levels of service - quality and availability - are maintained. 'Normal service operation' is defined here as service operation within Service Level Agreement (SLA) limits. An 'Incident' is any event which is not part of the standard operation of the service and which causes, or may cause, an interruption or a reduction of the quality of the service.</p> <p>The objective of Incident Management is to restore normal operations as quickly as possible with the least possible impact on either the business or the user, at a cost-effective price.</p> <p>For details on the universe, see Incident Management Universe in PDF format.</p> <p>This document is available in the PDFs directory in the Installation DVD, or it is accessible from the Home page in the online documentation library or from the HP Software Product Manual Site (http://h20230.www2.hp.com/selfsolve/manuals).</p> <p>To view a list of the KPIs based on data gathered from this data source, their description, their formula and the business questions they answer, open the List of KPIs, and sort it according to the business context. For details, see the KPI Library in Excel format.</p> <p>This document is available in the PDFs directory in the Installation DVD, or it is accessible from the Home page in the online documentation library or from the HP Software Product Manual Site (http://h20230.www2.hp.com/selfsolve/manuals).</p>

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NetworkNodeManager	<p>HP Network Node Manager - For details, see "Integrate the NNM Data Source" in Data Warehouse Admin Guide.</p>	<p>HP Network Node Manager provides multi-tenancy and root-cause analysis data, to help reduce costs and increase network performance.</p> <p>HP Network Node Manager (NNM) is an HP software product designed to aid network administration and to consolidate network management activities. Activities include the ongoing discovery of network nodes, monitoring events, and providing network fault management.</p> <p>The NNMi series software contains a toolset to help you maintain a healthy network across your organization. NNMi can discover network nodes (such as switches and routers) on an ongoing basis, providing an up-to-date representation of the network topology.</p> <p>For details on the universe, see NetworkNodeManager Universe in PDF format.</p> <p>This document is available in the PDFs directory in the Installation DVD, or it is accessible from the Home page in the online documentation library or from the HP Software Product Manual Site (http://h20230.www2.hp.com/selfsolve/manuals).</p> <p>To view a list of the KPIs based on data gathered from this data source, their description, their formula and the business questions they answer, open the List of KPIs, and sort it according to the business context. For details, see the KPI Library in Excel format.</p> <p>This document is available in the PDFs directory in the Installation DVD, or it is accessible from the Home page in the online documentation library or from the HP Software Product Manual Site (http://h20230.www2.hp.com/selfsolve/manuals).</p>

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PPMCustomization	HP Project and Portfolio Management - For details, see "Integrate with PPM as a Data Source" in <i>Data Warehouse Admin Guide</i> .	<p>The PPMCustomization universe enables customers to use parameter fields and user configured data of Request Management for their requirements. Customers could define their own business to support their own KPIs based on this universe.</p> <p>For details on the universe, see PPMCustomization Universe in PDF format.</p> <p>This document is available in the PDFs directory in the Installation DVD, or it is accessible from the Home page in the online documentation library or from the HP Software Product Manual Site (http://h20230.www2.hp.com/selfsolve/manuals).</p> <p>To view a list of the KPIs based on data gathered from this data source, their description, their formula and the business questions they answer, open the List of KPIs, and sort it according to the business context. For details, see the KPI Library in Excel format.</p> <p>This document is available in the PDFs directory in the Installation DVD, or it is accessible from the Home page in the online documentation library or from the HP Software Product Manual Site (http://h20230.www2.hp.com/selfsolve/manuals).</p>

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ProjectPortfolioManagement	<p>HP Project and Portfolio Management - For details, see "Integrate with PPM as a Data Source" in <i>Data Warehouse Admin Guide</i>.</p>	<p>Project Portfolio Management ensures that the IT Projects are managed in an appropriate way and that the organization investment is aligned to its strategic objectives and business goals. This insight can help the executives focus on the execution of their projects.</p> <p>For details on the universe, see Project Portfolio Management Universe in PDF format.</p> <p>This document is available in the PDFs directory in the Installation DVD, or it is accessible from the Home page in the online documentation library or from the HP Software Product Manual Site (http://h20230.www2.hp.com/selfsolve/manuals).</p> <p>To view a list of the KPIs based on data gathered from this data source, their description, their formula and the business questions they answer, open the List of KPIs, and sort it according to the business context. For details, see the KPI Library in Excel format.</p> <p>This document is available in the PDFs directory in the Installation DVD, or it is accessible from the Home page in the online documentation library or from the HP Software Product Manual Site (http://h20230.www2.hp.com/selfsolve/manuals).</p>

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RequestManagement (Demand Management)	HP Universal Configuration Management Database - For details, see "Integrate with UCMDB as a Data Source" in <i>Data Warehouse Admin Guide</i> .	<p>Request Management is the process of aligning IT service offerings with the needs of IT's customers and clients, as well as with overall business objectives. A catalog and request management system can help IT reduce costs, provide an enhanced user experience, track results more accurately, reduce service desk workload, and improve productivity.</p> <p>For details on the universe, see Demand Management Universe in PDF format.</p> <p>This document is available in the PDFs directory in the Installation DVD, or it is accessible from the Home page in the online documentation library or from the HP Software Product Manual Site (http://h20230.www2.hp.com/selfsolve/manuals).</p> <p>To view a list of the KPIs based on data gathered from this data source, their description, their formula and the business questions they answer, open the List of KPIs, and sort it according to the business context. For details, see the KPI Library in Excel format.</p> <p>This document is available in the PDFs directory in the Installation DVD, or it is accessible from the Home page in the online documentation library or from the HP Software Product Manual Site (http://h20230.www2.hp.com/selfsolve/manuals).</p>

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ServiceDesk	<p>HP Service Manager - For details, see "Integrate with SM as a Data Source" in <i>Data Warehouse Admin Guide</i>.</p>	<p>The ServiceDesk functions as the single contact-point for end-user incidents. ServiceDesk handles incidents, problems, and questions, and also provides an interface for other activities such as change requests, maintenance contracts, software licenses, service-level management, configuration management, availability management, financial management, and IT services continuity management</p> <p>Its goal is to "create" an incident. If there is a direct solution, it attempts to resolve the incident at the first level. If the service desk cannot solve the incident then it is passed to a second or third level group within the incident management system. Incidents can initiate a chain of processes.</p> <p>The ServiceDesk Management goals include: incident control (life-cycle management of all service requests) and communication (keeping the customer informed of progress and advising on workarounds).</p> <p>For details on the universe, see Service Desk Management Universe in PDF format.</p> <p>This document is available in the PDFs directory in the Installation DVD, or it is accessible from the Home page in the online documentation library or from the HP Software Product Manual Site (http://h20230.www2.hp.com/selfsolve/manuals).</p> <p>To view a list of the KPIs based on data gathered from this data source, their description, their formula and the business questions they answer, open the List of KPIs, and sort it according to the business context. For details, see the KPI Library in Excel format.</p> <p>This document is available in the PDFs directory in the Installation DVD, or it is accessible from the Home page in the online documentation library or from the HP Software Product Manual Site (http://h20230.www2.hp.com/selfsolve/manuals).</p>

Universe (Business Context)	Data Source (Content Pack)	Description
SLM	HP Business Service Management and HP Service Manager - For details, see "Integrate with BSM as a Data Source" and "Integrate with SM as a Data Source" in <i>Data Warehouse Admin Guide</i> .	<p>Service Level Management (SLM) provides for continual identification, monitoring and review of the levels of IT services specified in the Service Level Agreements (SLAs). Service Level Management ensures that arrangements are in place with internal IT Support-Providers and external suppliers in the form of Operational Level Agreements (OLAs) and Underpinning Contracts (UCs), respectively. The process involves assessing the impact of change upon service quality and SLAs. Service Level Management is responsible for ensuring that the agreed IT services are delivered when and where they are supposed to be, liaising with Availability Management, Capacity Management, Incident Management and Problem Management to ensure that the required levels and quality of service are achieved within the resources agreed with Financial Management, producing and maintaining a Service Catalog (a list of standard IT service options and agreements made available to customers), and ensuring that appropriate IT Service Continuity plans exist to support the business and its continuity requirements.</p> <p>The Service Level Manager goal is to provide the agreed services in a cost-effective, secure and efficient manner.</p> <p>For details on the universe, see SLM Universe in PDF format.</p> <p>This document is available in the PDFs directory in the Installation DVD, or it is accessible from the Home page in the online documentation library or from the HP Software Product Manual Site (http://h20230.www2.hp.com/selfsolve/manuals).</p> <p>To view a list of the KPIs based on data gathered from this data source, their description, their formula and the business questions they answer, open the List of KPIs, and sort it according to the business context. For details, see the KPI Library in Excel format.</p> <p>This document is available in the PDFs directory in the Installation DVD, or it is accessible from the Home page in the online documentation library or from the HP Software Product Manual Site (http://h20230.www2.hp.com/selfsolve/manuals).</p>

