HP IT Executive Scorecard

For the Windows ® operating system

Software Version: 9.30

Content Reference Guide

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Contents

Getting Started with the Content Reference Guide

The Content Reference Guide includes information about HP IT Executive Scorecardcontent.

The guide includes the following topics:

- **SAP BusinessObjects Enterprise Universes.** Basic information about SAP BusinessObjects Enterprise universes is provided in "Learn About the SAP BusinessObjects Enterprise for IT Executive Scorecard Universe" (on page 12)
- **Universes or Contexts.** HP IT Executive Scorecard includes out-of-the-box Context (universes) that correspond to specific aspects of the business. Reference information including details about the structure of these Contexts, the tables that are included in the universes, their relationships, and more are provided in "Reference: Contexts (Universes)" (on page 13).
- **Out-of-the-box KPIs and Metrics.** Reference information about the out-of-the-box KPIs and Metrics and a link to the List of KPIs and Metrics in Excel format is provided in "Out-of-the-Box KPIs and Metrics" (on page 188).
- **Web Intelligence Reports and Operational Reports.** A list of the Webi reports and the Operational reports that can be included in the various Web Intelligence components in the Dashboard as well as their description is provided in "Reference: Web Intelligence Reports and Operational Reports" (on page 189).
- **Integration with the supported data sources.** The Data Warehouse can connect to other products (data sources) and gather data about these products. An integration is available for each product (data source). Detailed information about each integration is provided in "Integrate the Data Sources" (on page 226).

Learn About the SAP BusinessObjects Enterprise for IT Executive Scorecard Universe

A SAP BusinessObjects Enterprise for IT Executive Scorecard Context (universe) represents a business universe.

A 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 some 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: Contexts (Universes)

HP IT Executive Scorecards includes out-of-the-box Context (universes) 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 *Business Analyst Guide*.

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

1. Learn about KPIs and Metrics (for details, see "Learn About KPIs and Metrics" in the *Business Analyst Guide*).
2. Consult the list of KPIs and Metrics (for details, see the KPI Library in Excel format - you can sort the list according to the business context).

   This document is available in the PDFs directory in the Installation DVD, or it is accessible from the Help Center page in the online Help Center (documentation library) or from the HP Software Product Manual Site (http://h20230.www2.hp.com/selfsolve/manuals).
3. Learn about the KPIs or Metrics and their relation to Contexts (for details, see "Add a Business Context to the Studio" in the *Business Analyst Guide*).
4. Understand the structure of the Contexts. For details, see "Learn About the SAP BusinessObjects Enterprise for IT Executive Scorecard Universe" (on page 12) and the links to the Contexts in the table below.
5. Consult the table below to understand the link between the 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.

Context (Universe)	Data Source (Content Pack)	Description
ALM_Defect	HP Application Lifecycle Management - For details, see "Integrate with the ALM Data Source" (on page 226).	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. For details on the Context (universe), see "ALM_Defect Universe" (on page 23).

Context (Universe)	Data Source (Content Pack)	Description
ALM_Requirement	HP Application Lifecycle Management - For details, see "Integrate with the ALM Data Source" (on page 226).	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. For details on the Context (universe), see "ALM Requirement Universe" (on page 33).
ALM_Test	HP Application Lifecycle Management - For details, see "Integrate with the ALM Data Source" (on page 226).	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. For details on the Context (universe), see "ALM Test Universe" (on page 42).
ApplicationPerformance	HP Business Service Management - For details, see "Integrate with the BSM Data Source" (on page 237).	The goal of the ApplicationPerformance Context (universe) is to allow organizations to sustain the IT application-availability to support the business at a justifiable cost. For details on the Context (universe), see "ApplicationPerformance Universe" (on page 51).

Context (Universe)	Data Source (Content Pack)	Description
ApplicationPortfolioManagement	Application Portfolio Management - For details, see "Integrate with the BSM Data Source" (on page 237).	HP Application Portfolio Management (APM) enables IT to assess and prioritize the application portfolio for rationalization and modernization opportunities based on both business goals and IT technology decisions, and then provide ongoing governance through business events such as mergers and acquisitions, divestiture, and IT sourcing strategy changes. APM universe enables customers to use application related fields to measure their objectives in IT organization. For details on the Context (universe), see "ApplicationPerformance Universe" (on page 51).
AssetManagement	HP Asset Manager - For details, see "Integrate with the AM Data Source" (on page 233).	HP Asset Manager empowers IT to track, measure, and control IT service assets. Asset Management includes the Software Asset Management and the Hardware Asset Management. 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. 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. For details on the Context (universe), see "Asset Management Universe" (on page 63).

Context (Universe)	Data Source (Content Pack)	Description
AvailabilityManagement	HP Business Service Management - For details, see "Integrate with the BSM Data Source" (on page 237).	The goal of an Availability Management Context (universe) is to allow organizations to sustain the IT service-availability to support the business at a justifiable cost. For details on the Context (universe), see "Availability Management Universe" (on page 74).
ChangeManagement	HP Service Manager - For details, see "Integrate with the SM Data Source" (on page 271).	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. For details on the Context (universe), see "Change Management Universe" (on page 80).
DataProtection	HP Data Protector - For details, see "Integrate with the DP Data Source" (on page 246)	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. For details on the Context (universe), see "DataProtection Universe" (on page 88).

Context (Universe)	Data Source (Content Pack)	Description
FinancialManagement	HP Project and Portfolio Management - For details, see "Integrate with the PPM Data Source" (on page 261).	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. The information imported from resource management data includes resource, time sheet, and assignment data. For details on the Context (universe), see "Financial Management Universe" (on page 107).
IncidentManagement	HP Service Manager - For details, see "Integrate with the SM Data Source" (on page 271).	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. 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. For details on the Context (universe), see "Incident Management Universe" (on page 116).

Context (Universe)	Data Source (Content Pack)	Description
NetworkNodeManager	HP Network Node Manager - For details, see "Integrate with the NNM Data Source" (on page 253).	HP Network Node Manager provides multi-tenancy and root-cause analysis data, to help reduce costs and increase network performance. 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. 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. For details on the Context (universe), see "NetworkNodeManager Universe" (on page 125).
OrchestrationAutomation	HP Operation Orchestration - For details, see "Integrate with the NNM Data Source" (on page 253)	HP Operation Orchestration (OO) is an HP software product designed to help reduce operational costs and improve service quality by automating routine IT tasks, such as repetitive maintenance, change provisioning, and incident resolution. The OrchestrationAutomation universe contains information on the entities related to benefits from Automated Orchestration. For details on the Context (universe), see "OrchestrationAutomation Universe" (on page 130).
Period	No external data source	The Period universe is used for calculations performed by the XS engine. The data received by the universe is from an external data source but it is received from the Target schema. For details on the Context (universe), see "Period Universe" (on page 135).

Context (Universe)	Data Source (Content Pack)	Description
PolicyCompliance	HP Server Automation - For details, see "Integrate with the SA Data Source" (on page 267) and "Integrate with the NA Data Source" (on page 249).	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. For details on the Context (universe), see "PolicyCompliance Universe" (on page 140).
PolicyComplianceStatus	HP Server Automation - For details, see "Integrate with the SA Data Source" (on page 267) and "Integrate with the NA Data Source" (on page 249).	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. For details on the Context (universe), see "PolicyComplianceStatus Universe" (on page 146).

Context (Universe)	Data Source (Content Pack)	Description
PolicyRemediation	HP Server Automation - For details, see "Integrate with the SA Data Source" (on page 267) and "Integrate with the NA Data Source" (on page 249).	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. For details on the Context (universe), see "PolicyRemediation Universe" (on page 152).
ProjectPortfolioManagement	HP Project and Portfolio Management - For details, see "Integrate with the PPM Data Source" (on page 261).	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 executives focus on their project's execution . For details on the Context (universe), see "Project Portfolio Management (PPM) Universe" (on page 159).
RequestManagement (Demand Management)	HP Universal Configuration Management Database - For details, see "Integrate with the UCMDB Data Source" (on page 275).	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. For details on the Context (universe), see "RequestManagement (DemandManagement) Universe" (on page 98).

Context (Universe)	Data Source (Content Pack)	Description
ServiceDesk	HP Service Manager - For details, see "Integrate with the SM Data Source" (on page 271).	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 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. 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). For details on the Context (universe), see "Service Desk Universe" (on page 171).

Context (Universe)	Data Source (Content Pack)	Description
SLM	HP Business Service Management and HP Service Manager - For details, see "Integrate with the BSM Data Source" (on page 237) and "Integrate with the SM Data Source" (on page 271).	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. The Service Level Manager goal is to provide the agreed services in a cost-effective, secure and efficient manner. For details on the Context (universe), see "Service Level Management Universe" (on page 180).

ALM_Defect Universe

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.

HP Application Lifecycle Management is the data source used by the ALM Defect Context (universe).

The following Context (universe) contains the attributes and classes that relate to monitoring defects in HP Application Lifecycle Management.

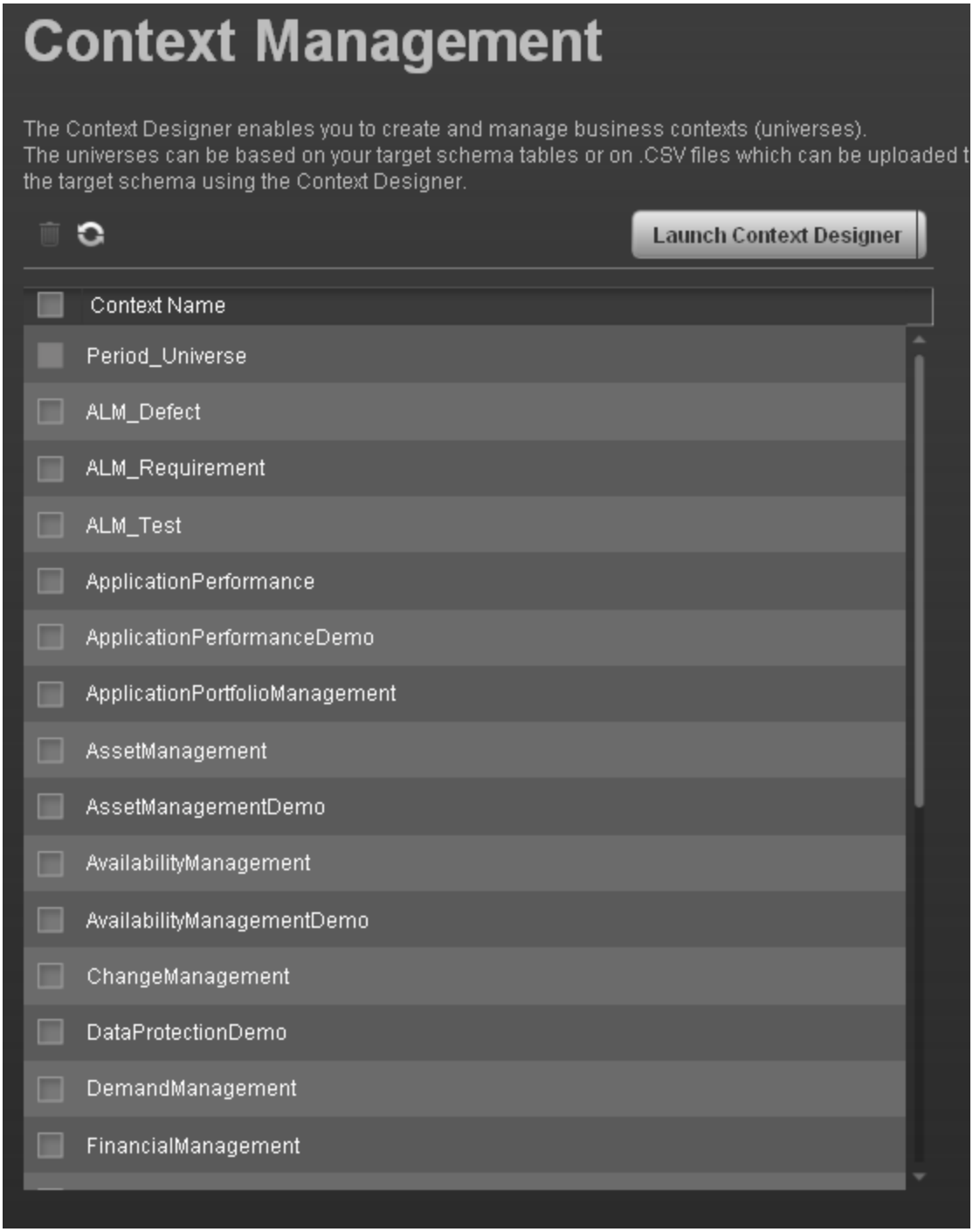
To access:

In Executive Scorecard, click **Admin > Context Management**, click **Launch Context Designer** > **Open an existing context**, and select the Context.

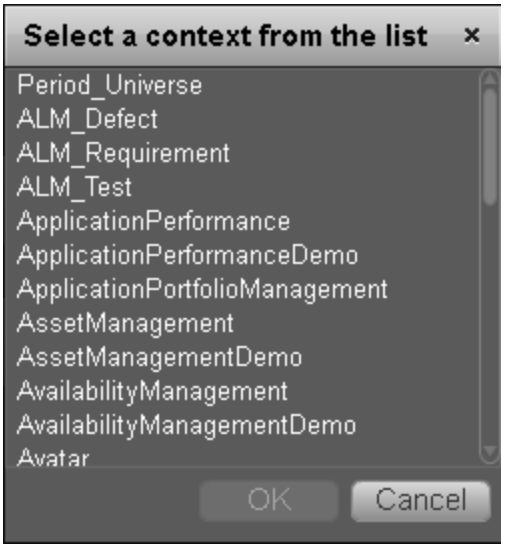
Tasks

View existing out-of-the-box Contexts (universes)

1. In Executive Scorecard, click **Admin > Context Management**. The Context Management page opens.
2. The list of out-of-the-box Contexts is displayed.



3. Click **Launch Context Designer**.
4. In the Context Designer page that opens, click **Open an existing context**.



5. Select the relevant Context,

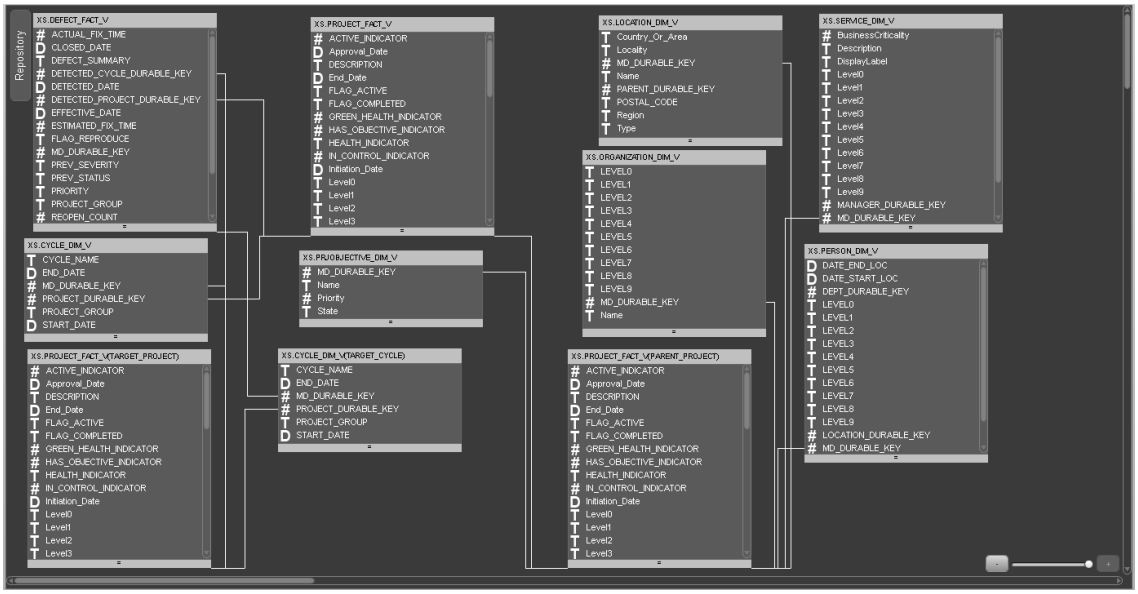
   The structure of the Context is displayed.

For additional details about Context Designer, see "Create and Manage Contexts Using Context Designer" in the *Administrator Guide*.

Reference

Context Tables and Structure

The context includes the following tables and relationships:



Statistics

Entity Count	Field Count	Table Count	Alias Count	Join Count
10	130	11	3	12

Object List

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
Cycle	EndDate	XS.CYCLE_DIM_V		END_DATE	DATE
Cycle	Name	XS.CYCLE_DIM_V		CYCLE_NAME	STRING
Cycle	ProjectGroup	XS.CYCLE_DIM_V		PROJECT_ GROUP	STRING
Cycle	StartDate	XS.CYCLE_DIM_V		START_DATE	DATE
Defect	ActualFixTime	XS.DEFECT_FACT_ V		ACTUAL_FIX_ TIME	NUMERIC
Defect	ClosedDate	XS.DEFECT_FACT_ V		CLOSED_DATE	DATE
Defect	DefectSummary	XS.DEFECT_FACT_ V		DEFECT_ SUMMARY	STRING
Defect	DetectedDate	XS.DEFECT_FACT_ V		DETECTED_ DATE	DATE
Defect	EstimatedFixTime	XS.DEFECT_FACT_ V		ESTIMATED_FIX_ TIME	NUMERIC

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
Defect	IsReproducible	XS.DEFECT_FACT_V		FLAG_REPRODUCE	STRING
Defect	PrevSeverity	XS.DEFECT_FACT_V		PREV_SEVERITY	STRING
Defect	PrevStatus	XS.DEFECT_FACT_V		PREV_STATUS	STRING
Defect	Priority	XS.DEFECT_FACT_V		PRIORITY	STRING
Defect	ProjectGroup	XS.DEFECT_FACT_V		PROJECT_GROUP	STRING
Defect	ReopenCount	XS.DEFECT_FACT_V		REOPEN_COUNT	NUMERIC
Defect	Severity	XS.DEFECT_FACT_V		SEVERITY	STRING
Defect	Status	XS.DEFECT_FACT_V		STATUS	STRING
Location	CountryOrArea	XS.LOCATION_DIM_V		Country_Or_Area	STRING
Location	Locality	XS.LOCATION_DIM_V		Locality	STRING
Location	LocationType	XS.LOCATION_DIM_V		Type	STRING
Location	Name	XS.LOCATION_DIM_V		Name	STRING
Location	PostalCode	XS.LOCATION_DIM_V		POSTAL_CODE	STRING
Location	Region	XS.LOCATION_DIM_V		Region	STRING
Organization	Level0	XS.ORGANIZATION_DIM_V		LEVEL0	STRING
Organization	Level1	XS.ORGANIZATION_DIM_V		LEVEL1	STRING
Organization	Level2	XS.ORGANIZATION_DIM_V		LEVEL2	STRING
Organization	Level3	XS.ORGANIZATION_DIM_V		LEVEL3	STRING
Organization	Level4	XS.ORGANIZATION_DIM_V		LEVEL4	STRING
Organization	Level5	XS.ORGANIZATION_		LEVEL5	STRING

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
		DIM_V			
Organization	Level6	XS.ORGANIZATION_DIM_V		LEVEL6	STRING
Organization	Level7	XS.ORGANIZATION_DIM_V		LEVEL7	STRING
Organization	Level8	XS.ORGANIZATION_DIM_V		LEVEL8	STRING
Organization	Level9	XS.ORGANIZATION_DIM_V		LEVEL9	STRING
Organization	Name	XS.ORGANIZATION_DIM_V		Name	STRING
Person	Level0	XS.PERSON_DIM_V		LEVEL0	STRING
Person	Level1	XS.PERSON_DIM_V		LEVEL1	STRING
Person	Level2	XS.PERSON_DIM_V		LEVEL2	STRING
Person	Level3	XS.PERSON_DIM_V		LEVEL3	STRING
Person	Level4	XS.PERSON_DIM_V		LEVEL4	STRING
Person	Level5	XS.PERSON_DIM_V		LEVEL5	STRING
Person	Level6	XS.PERSON_DIM_V		LEVEL6	STRING
Person	Level7	XS.PERSON_DIM_V		LEVEL7	STRING
Person	Level8	XS.PERSON_DIM_V		LEVEL8	STRING
Person	Level9	XS.PERSON_DIM_V		LEVEL9	STRING
Person	Name	XS.PERSON_DIM_V		Name	STRING
Project	ActiveIndicator	XS.PROJECT_FACT_V		ACTIVE_INDICATOR	NUMERIC
Project	ApprovalDate	XS.PROJECT_FACT_V		Approval_Date	DATE
Project	Class	XS.PROJECT_FACT_V		Project_Class	STRING
Project	Description	XS.PROJECT_FACT_V		DESCRIPTION	STRING
Project	EndDate	XS.PROJECT_FACT_V		End_Date	DATE
Project	FlagActive	XS.PROJECT_FACT_V		FLAG_ACTIVE	STRING

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
Project	FlagCompleted	XS.PROJECT_FACT_V		FLAG_COMPLETED	STRING
Project	HasObjectiveIndicator	XS.PROJECT_FACT_V		HAS_OBJECTIVE_INDICATOR	NUMERIC
Project	HealthIndicator	XS.PROJECT_FACT_V		HEALTH_INDICATOR	STRING
Project	InControlIndicator	XS.PROJECT_FACT_V		IN_CONTROL_INDICATOR	NUMERIC
Project	InitiationDate	XS.PROJECT_FACT_V		Initiation_Date	DATE
Project	Level0	XS.PROJECT_FACT_V		Level0	STRING
Project	Level1	XS.PROJECT_FACT_V		Level1	STRING
Project	Level2	XS.PROJECT_FACT_V		Level2	STRING
Project	Level3	XS.PROJECT_FACT_V		Level3	STRING
Project	Level4	XS.PROJECT_FACT_V		Level4	STRING
Project	Level5	XS.PROJECT_FACT_V		Level5	STRING
Project	Level6	XS.PROJECT_FACT_V		Level6	STRING
Project	Level7	XS.PROJECT_FACT_V		Level7	STRING
Project	Level8	XS.PROJECT_FACT_V		Level8	STRING
Project	Level9	XS.PROJECT_FACT_V		Level9	STRING
Project	Name	XS.PROJECT_FACT_V		Name	STRING
Project	OnTimeIndicator	XS.PROJECT_FACT_V		ON_TIME_INDICATOR	NUMERIC
Project	PlannedEndDate	XS.PROJECT_FACT_V		Planned_End_Date	DATE
Project	PlannedStartDate	XS.PROJECT_FACT_V		Planned_Start_Date	DATE

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
Project	ProjectGroup	XS.PROJECT_FACT_V		PROJECT_GROUP	STRING
Project	RiskRating	XS.PROJECT_FACT_V		RISK_RATING	NUMERIC
Project	RolloutDate	XS.PROJECT_FACT_V		Rollout_Date	DATE
Project	StartDate	XS.PROJECT_FACT_V		Start_Date	DATE
Project	Status	XS.PROJECT_FACT_V		STATUS	STRING
Project	WorkPlanCreatedDate	XS.PROJECT_FACT_V		Work_Plan_Created_Date	DATE
ProjectObjective	Name	XS.PRJOBJECTIVE_DIM_V		Name	STRING
ProjectObjective	Priority	XS.PRJOBJECTIVE_DIM_V		Priority	NUMERIC
ProjectObjective	State	XS.PRJOBJECTIVE_DIM_V		State	STRING
Service	BusinessCriticality	XS.SERVICE_DIM_V		BusinessCriticality	NUMERIC
Service	Description	XS.SERVICE_DIM_V		Description	STRING
Service	DisplayLabel	XS.SERVICE_DIM_V		DisplayLabel	STRING
Service	Level0	XS.SERVICE_DIM_V		Level0	STRING
Service	Level1	XS.SERVICE_DIM_V		Level1	STRING
Service	Level2	XS.SERVICE_DIM_V		Level2	STRING
Service	Level3	XS.SERVICE_DIM_V		Level3	STRING
Service	Level4	XS.SERVICE_DIM_V		Level4	STRING
Service	Level5	XS.SERVICE_DIM_V		Level5	STRING
Service	Level6	XS.SERVICE_DIM_V		Level6	STRING
Service	Level7	XS.SERVICE_DIM_V		Level7	STRING
Service	Level8	XS.SERVICE_DIM_V		Level8	STRING
Service	Level9	XS.SERVICE_DIM_V		Level9	STRING
Service	Name	XS.SERVICE_DIM_V		Name	STRING
Service	State	XS.SERVICE_DIM_V		State	STRING
Service	Type	XS.SERVICE_DIM_V		Type	STRING
TargetCycle	EndDate	XS.CYCLE_DIM_V	TARGET_	END_DATE	DATE

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
			CYCLE		
TargetCycle	Name	XS.CYCLE_DIM_V	TARGET_ CYCLE	CYCLE_NAME	STRING
TargetCycle	ProjectGroup	XS.CYCLE_DIM_V	TARGET_ CYCLE	PROJECT_ GROUP	STRING
TargetCycle	StartDate	XS.CYCLE_DIM_V	TARGET_ CYCLE	START_DATE	DATE
TargetProject	ActiveIndicator	XS.PROJECT_ FACT_V	TARGET_ PROJECT	ACTIVE_ INDICATOR	NUMERIC
TargetProject	ApprovalDate	XS.PROJECT_ FACT_V	TARGET_ PROJECT	Approval_Date	DATE
TargetProject	Class	XS.PROJECT_ FACT_V	TARGET_ PROJECT	Project_Class	STRING
TargetProject	Description	XS.PROJECT_ FACT_V	TARGET_ PROJECT	DESCRIPTION	STRING
TargetProject	EndDate	XS.PROJECT_ FACT_V	TARGET_ PROJECT	End_Date	DATE
TargetProject	FlagActive	XS.PROJECT_ FACT_V	TARGET_ PROJECT	FLAG_ACTIVE	STRING
TargetProject	FlagCompleted	XS.PROJECT_ FACT_V	TARGET_ PROJECT	FLAG_ COMPLETED	STRING
TargetProject	HasObjectiveIndicator	XS.PROJECT_ FACT_V	TARGET_ PROJECT	HAS_ OBJECTIVE_ INDICATOR	NUMERIC
TargetProject	HealthIndicator	XS.PROJECT_ FACT_V	TARGET_ PROJECT	HEALTH_ INDICATOR	STRING
TargetProject	InControlIndicator	XS.PROJECT_ FACT_V	TARGET_ PROJECT	IN_CONTROL_ INDICATOR	NUMERIC
TargetProject	InitiationDate	XS.PROJECT_ FACT_V	TARGET_ PROJECT	Initiation_Date	DATE
TargetProject	Level0	XS.PROJECT_ FACT_V	TARGET_ PROJECT	Level0	STRING
TargetProject	Level1	XS.PROJECT_ FACT_V	TARGET_ PROJECT	Level1	STRING
TargetProject	Level2	XS.PROJECT_ FACT_V	TARGET_ PROJECT	Level2	STRING
TargetProject	Level3	XS.PROJECT_ FACT_V	TARGET_ PROJECT	Level3	STRING
TargetProject	Level4	XS.PROJECT_	TARGET_	Level4	STRING

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
		FACT_V	PROJECT		
TargetProject	Level5	XS.PROJECT_ FACT_V	TARGET_ PROJECT	Level5	STRING
TargetProject	Level6	XS.PROJECT_ FACT_V	TARGET_ PROJECT	Level6	STRING
TargetProject	Level7	XS.PROJECT_ FACT_V	TARGET_ PROJECT	Level7	STRING
TargetProject	Level8	XS.PROJECT_ FACT_V	TARGET_ PROJECT	Level8	STRING
TargetProject	Level9	XS.PROJECT_ FACT_V	TARGET_ PROJECT	Level9	STRING
TargetProject	Name	XS.PROJECT_ FACT_V	TARGET_ PROJECT	Name	STRING
TargetProject	OnTimeIndicator	XS.PROJECT_ FACT_V	TARGET_ PROJECT	ON_TIME_ INDICATOR	NUMERIC
TargetProject	PlannedEndDate	XS.PROJECT_ FACT_V	TARGET_ PROJECT	Planned_End_ Date	DATE
TargetProject	PlannedStartDate	XS.PROJECT_ FACT_V	TARGET_ PROJECT	Planned_Start_ Date	DATE
TargetProject	ProjectGroup	XS.PROJECT_ FACT_V	TARGET_ PROJECT	PROJECT_ GROUP	STRING
TargetProject	RiskRating	XS.PROJECT_ FACT_V	TARGET_ PROJECT	RISK_RATING	NUMERIC
TargetProject	RolloutDate	XS.PROJECT_ FACT_V	TARGET_ PROJECT	Rollout_Date	DATE
TargetProject	StartDate	XS.PROJECT_ FACT_V	TARGET_ PROJECT	Start_Date	DATE
TargetProject	Status	XS.PROJECT_ FACT_V	TARGET_ PROJECT	STATUS	STRING
TargetProject	WorkPlanCreatedDate	XS.PROJECT_ FACT_V	TARGET_ PROJECT	Work_Plan_ Created_Date	DATE

ALM Requirement Universe

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.

HP Application Lifecycle Management is the data source used by the ALM Requirement Context (universe).

The following Context (universe) contains the attributes and classes that relate to monitoring requirements in HP Application Lifecycle Management.

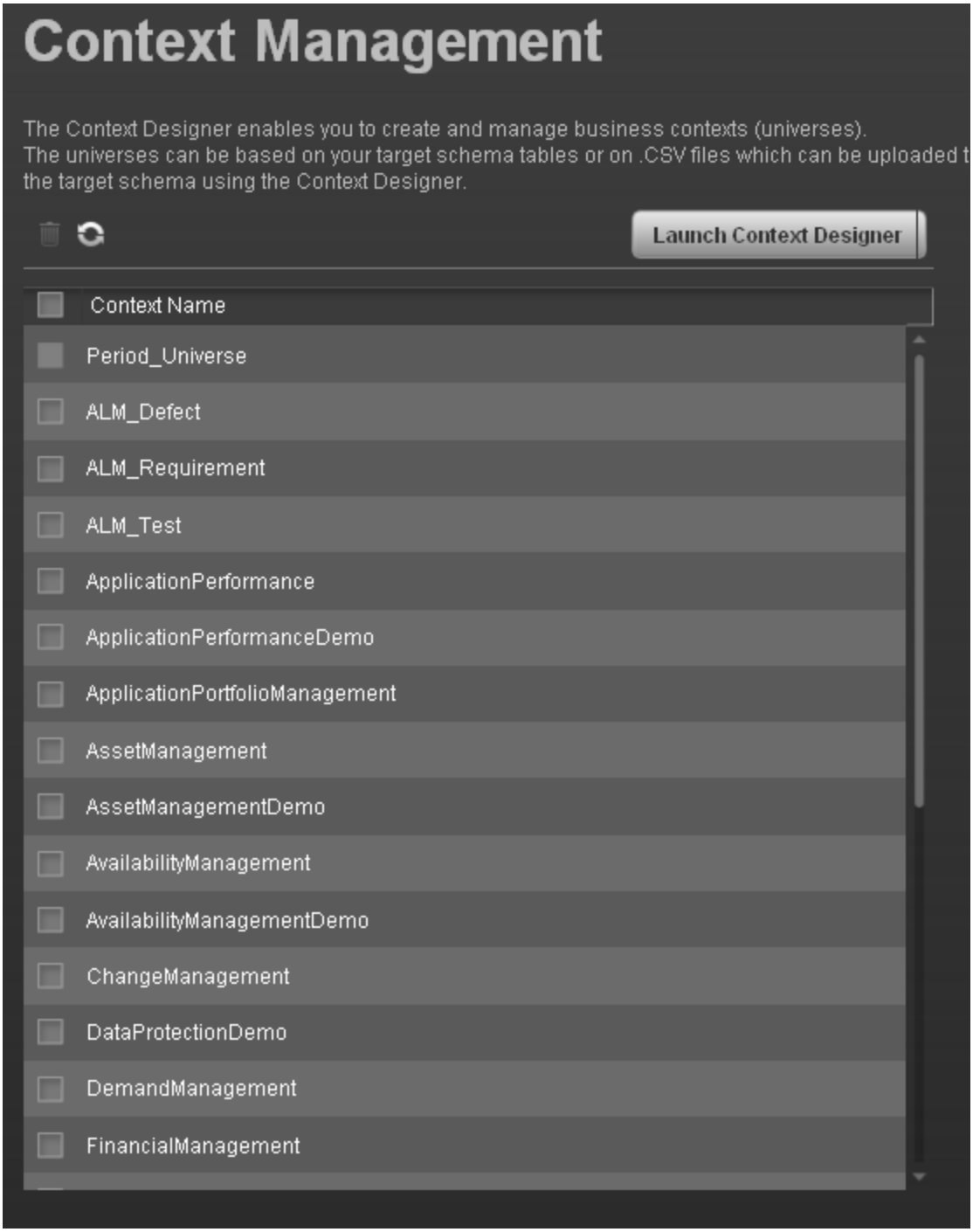
To access:

In Executive Scorecard, click **Admin > Context Management**, click **Launch Context Designer** > **Open an existing context**, and select the Context.

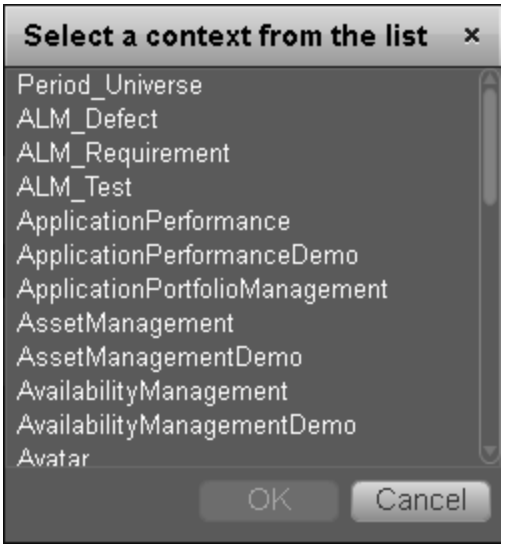
Tasks

View existing out-of-the-box Contexts (universes)

1. In Executive Scorecard, click **Admin > Context Management**. The Context Management page opens.
2. The list of out-of-the-box Contexts is displayed.



3. Click **Launch Context Designer**.
4. In the Context Designer page that opens, click **Open an existing context**.



5. Select the relevant Context,

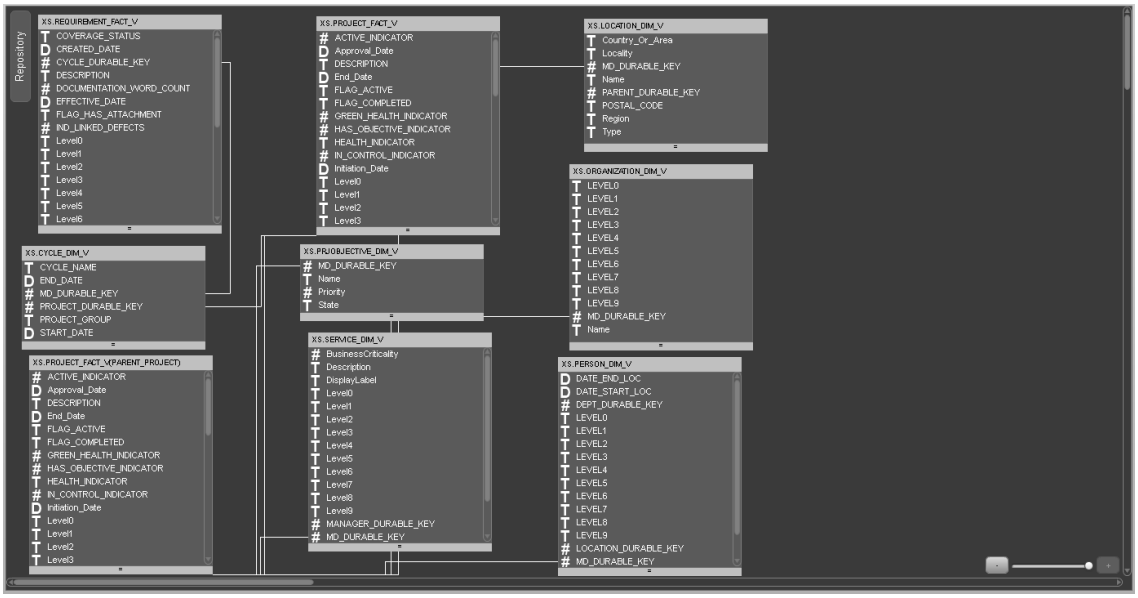
   The structure of the Context is displayed.

For additional details about Context Designer, see "Create and Manage Contexts Using Context Designer" in the *Administrator Guide*.

Reference

Context Tables and Structure

The context includes the following tables and relationships:



Statistics

Entity Count	Field Count	Table Count	Alias Count	Join Count
8	106	9	1	8

Object List

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
Cycle	EndDate	XS.CYCLE_DIM_V		END_DATE	DATE
Cycle	Name	XS.CYCLE_DIM_V		CYCLE_NAME	STRING
Cycle	ProjectGroup	XS.CYCLE_DIM_V		PROJECT_GROUP	STRING
Cycle	StartDate	XS.CYCLE_DIM_V		START_DATE	DATE
Location	CountryOrArea	XS.LOCATION_DIM_V		Country_Or_Area	STRING
Location	Locality	XS.LOCATION_DIM_V		Locality	STRING
Location	LocationType	XS.LOCATION_DIM_V		Type	STRING
Location	Name	XS.LOCATION_DIM_V		Name	STRING
Location	PostalCode	XS.LOCATION_DIM_V		POSTAL_CODE	STRING
Location	Region	XS.LOCATION_DIM_V		Region	STRING
Organization	Level0	XS.ORGANIZATION_		LEVEL0	STRING

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
		DIM_V			
Organization	Level1	XS.ORGANIZATION_DIM_V		LEVEL1	STRING
Organization	Level2	XS.ORGANIZATION_DIM_V		LEVEL2	STRING
Organization	Level3	XS.ORGANIZATION_DIM_V		LEVEL3	STRING
Organization	Level4	XS.ORGANIZATION_DIM_V		LEVEL4	STRING
Organization	Level5	XS.ORGANIZATION_DIM_V		LEVEL5	STRING
Organization	Level6	XS.ORGANIZATION_DIM_V		LEVEL6	STRING
Organization	Level7	XS.ORGANIZATION_DIM_V		LEVEL7	STRING
Organization	Level8	XS.ORGANIZATION_DIM_V		LEVEL8	STRING
Organization	Level9	XS.ORGANIZATION_DIM_V		LEVEL9	STRING
Organization	Name	XS.ORGANIZATION_DIM_V		Name	STRING
Person	Level0	XS.PERSON_DIM_V		LEVEL0	STRING
Person	Level1	XS.PERSON_DIM_V		LEVEL1	STRING
Person	Level2	XS.PERSON_DIM_V		LEVEL2	STRING
Person	Level3	XS.PERSON_DIM_V		LEVEL3	STRING
Person	Level4	XS.PERSON_DIM_V		LEVEL4	STRING
Person	Level5	XS.PERSON_DIM_V		LEVEL5	STRING
Person	Level6	XS.PERSON_DIM_V		LEVEL6	STRING
Person	Level7	XS.PERSON_DIM_V		LEVEL7	STRING
Person	Level8	XS.PERSON_DIM_V		LEVEL8	STRING
Person	Level9	XS.PERSON_DIM_V		LEVEL9	STRING
Person	Name	XS.PERSON_DIM_V		Name	STRING
Project	ActiveIndicator	XS.PROJECT_FACT_V		ACTIVE_INDICATOR	NUMERIC
Project	ApprovalDate	XS.PROJECT_FACT_V		Approval_Date	DATE
Project	Class	XS.PROJECT_		Project_Class	STRING

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
		FACT_V			
Project	Description	XS.PROJECT_ FACT_V		DESCRIPTION	STRING
Project	EndDate	XS.PROJECT_ FACT_V		End_Date	DATE
Project	FlagActive	XS.PROJECT_ FACT_V		FLAG_ACTIVE	STRING
Project	FlagCompleted	XS.PROJECT_ FACT_V		FLAG_COMPLETED	STRING
Project	HasObjectiveIndicator	XS.PROJECT_ FACT_V		HAS_OBJECTIVE_ INDICATOR	NUMERIC
Project	HealthIndicator	XS.PROJECT_ FACT_V		HEALTH_ INDICATOR	STRING
Project	InControlIndicator	XS.PROJECT_ FACT_V		IN_CONTROL_ INDICATOR	NUMERIC
Project	InitiationDate	XS.PROJECT_ FACT_V		Initiation_Date	DATE
Project	Level0	XS.PROJECT_ FACT_V		Level0	STRING
Project	Level1	XS.PROJECT_ FACT_V		Level1	STRING
Project	Level2	XS.PROJECT_ FACT_V		Level2	STRING
Project	Level3	XS.PROJECT_ FACT_V		Level3	STRING
Project	Level4	XS.PROJECT_ FACT_V		Level4	STRING
Project	Level5	XS.PROJECT_ FACT_V		Level5	STRING
Project	Level6	XS.PROJECT_ FACT_V		Level6	STRING
Project	Level7	XS.PROJECT_ FACT_V		Level7	STRING
Project	Level8	XS.PROJECT_ FACT_V		Level8	STRING
Project	Level9	XS.PROJECT_ FACT_V		Level9	STRING
Project	Name	XS.PROJECT_ FACT_V		Name	STRING

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
Project	OnTimeIndicator	XS.PROJECT_FACT_V		ON_TIME_INDICATOR	NUMERIC
Project	PlannedEndDate	XS.PROJECT_FACT_V		Planned_End_Date	DATE
Project	PlannedStartDate	XS.PROJECT_FACT_V		Planned_Start_Date	DATE
Project	ProjectGroup	XS.PROJECT_FACT_V		PROJECT_GROUP	STRING
Project	RiskRating	XS.PROJECT_FACT_V		RISK_RATING	NUMERIC
Project	RolloutDate	XS.PROJECT_FACT_V		Rollout_Date	DATE
Project	StartDate	XS.PROJECT_FACT_V		Start_Date	DATE
Project	Status	XS.PROJECT_FACT_V		STATUS	STRING
Project	WorkPlanCreatedDate	XS.PROJECT_FACT_V		Work_Plan_Created_Date	DATE
ProjectObjective	Name	XS.PRJOBJECTIVE_DIM_V		Name	STRING
ProjectObjective	Priority	XS.PRJOBJECTIVE_DIM_V		Priority	NUMERIC
ProjectObjective	State	XS.PRJOBJECTIVE_DIM_V		State	STRING
Requirement	CoverageStatus	XS.REQUIREMENT_FACT_V		COVERAGE_STATUS	STRING
Requirement	CreatedDate	XS.REQUIREMENT_FACT_V		CREATED_DATE	DATE
Requirement	Description	XS.REQUIREMENT_FACT_V		DESCRIPTION	STRING
Requirement	DocumentationWordCount	XS.REQUIREMENT_FACT_V		DOCUMENTATION_WORD_COUNT	NUMERIC
Requirement	HasAttachmentIndicator	XS.REQUIREMENT_FACT_V		FLAG_HAS_ATTACHMENT	STRING
Requirement	Level0	XS.REQUIREMENT_FACT_V		Level0	STRING
Requirement	Level1	XS.REQUIREMENT_FACT_V		Level1	STRING

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
Requirement	Level2	XS.REQUIREMENT_FACT_V		Level2	STRING
Requirement	Level3	XS.REQUIREMENT_FACT_V		Level3	STRING
Requirement	Level4	XS.REQUIREMENT_FACT_V		Level4	STRING
Requirement	Level5	XS.REQUIREMENT_FACT_V		Level5	STRING
Requirement	Level6	XS.REQUIREMENT_FACT_V		Level6	STRING
Requirement	Level7	XS.REQUIREMENT_FACT_V		Level7	STRING
Requirement	Level8	XS.REQUIREMENT_FACT_V		Level8	STRING
Requirement	Level9	XS.REQUIREMENT_FACT_V		Level9	STRING
Requirement	LinkedDefectsIndicator	XS.REQUIREMENT_FACT_V		IND_LINKED_DEFECTS	NUMERIC
Requirement	Name	XS.REQUIREMENT_FACT_V		REQUIREMENT_NAME	STRING
Requirement	PrevCoverageStatus	XS.REQUIREMENT_FACT_V		PREV_COVERAGE_STATUS	STRING
Requirement	PrevReviewStatus	XS.REQUIREMENT_FACT_V		PREV_REVIEW_STATUS	STRING
Requirement	Priority	XS.REQUIREMENT_FACT_V		REQUIREMENT_PRIORITY	STRING
Requirement	ProjectGroup	XS.REQUIREMENT_FACT_V		PROJECT_GROUP	STRING
Requirement	ReviewDate	XS.REQUIREMENT_FACT_V		REVIEWED_DATE	DATE
Requirement	ReviewStatus	XS.REQUIREMENT_FACT_V		REVIEW_STATUS	STRING
Requirement	Type	XS.REQUIREMENT_FACT_V		REQUIREMENT_TYPE	STRING
Service	BusinessCriticality	XS.SERVICE_DIM_V		BusinessCriticality	NUMERIC
Service	Description	XS.SERVICE_DIM_V		Description	STRING
Service	DisplayLabel	XS.SERVICE_DIM_V		DisplayLabel	STRING

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
Service	Level0	XS.SERVICE_DIM_V		Level0	STRING
Service	Level1	XS.SERVICE_DIM_V		Level1	STRING
Service	Level2	XS.SERVICE_DIM_V		Level2	STRING
Service	Level3	XS.SERVICE_DIM_V		Level3	STRING
Service	Level4	XS.SERVICE_DIM_V		Level4	STRING
Service	Level5	XS.SERVICE_DIM_V		Level5	STRING
Service	Level6	XS.SERVICE_DIM_V		Level6	STRING
Service	Level7	XS.SERVICE_DIM_V		Level7	STRING
Service	Level8	XS.SERVICE_DIM_V		Level8	STRING
Service	Level9	XS.SERVICE_DIM_V		Level9	STRING
Service	Name	XS.SERVICE_DIM_V		Name	STRING
Service	State	XS.SERVICE_DIM_V		State	STRING
Service	Type	XS.SERVICE_DIM_V		Type	STRING

ALM Test Universe

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.

HP Application Lifecycle Management is the data source used by the ALM Requirement Context (universe).

The following Context (universe) contains the attributes and classes that relate to monitoring tests in ALM.

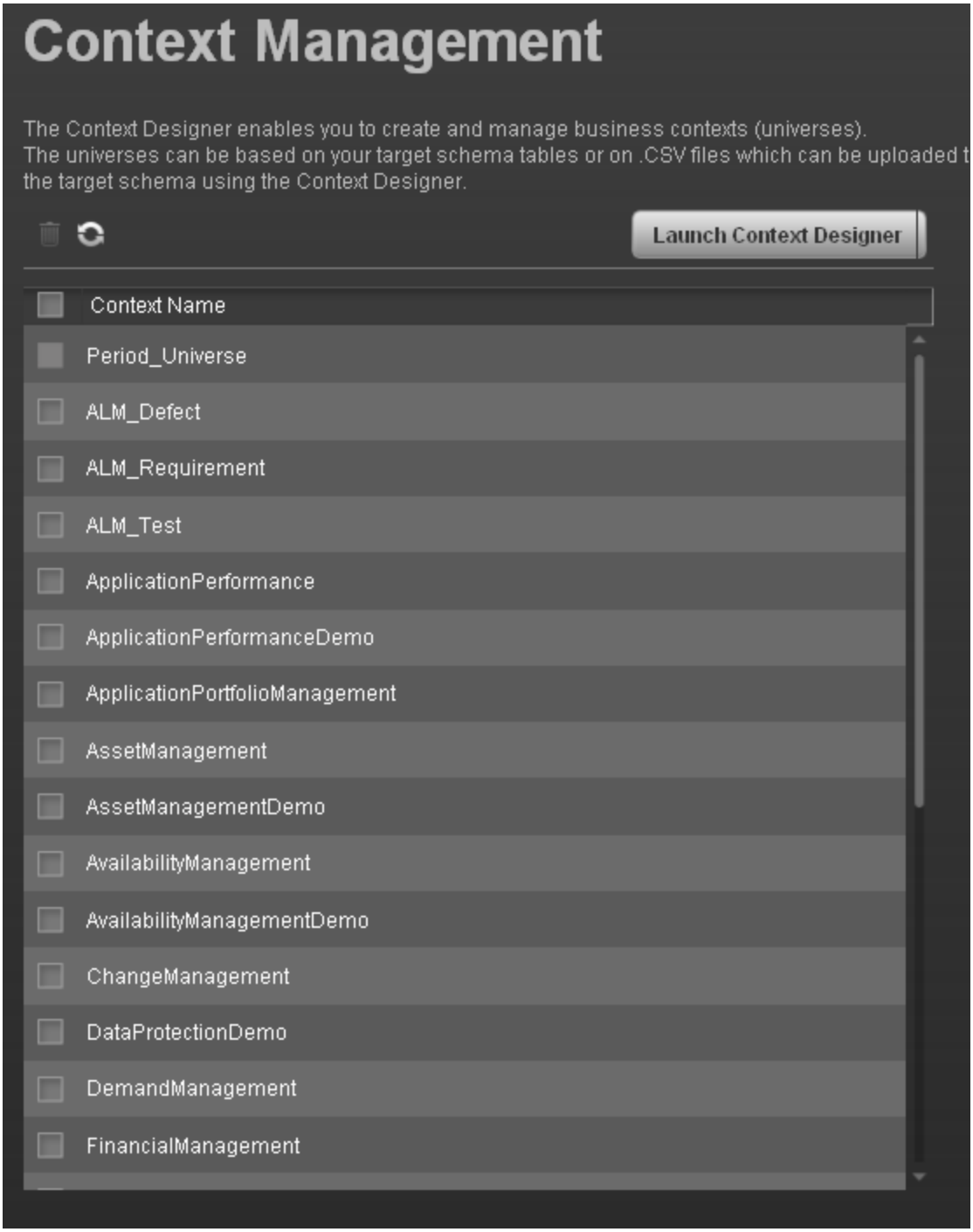
To access:

In Executive Scorecard, click **Admin > Context Management**, click **Launch Context Designer** > **Open an existing context**, and select the Context.

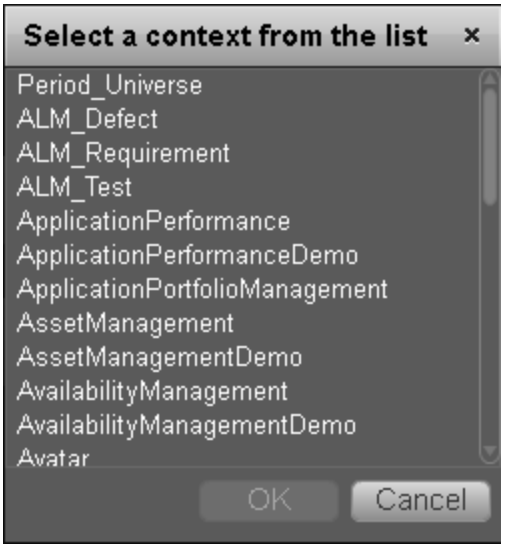
Tasks

View existing out-of-the-box Contexts (universes)

1. In Executive Scorecard, click **Admin > Context Management**. The Context Management page opens.
2. The list of out-of-the-box Contexts is displayed.



3. Click **Launch Context Designer**.
4. In the Context Designer page that opens, click **Open an existing context**.



5. Select the relevant Context,

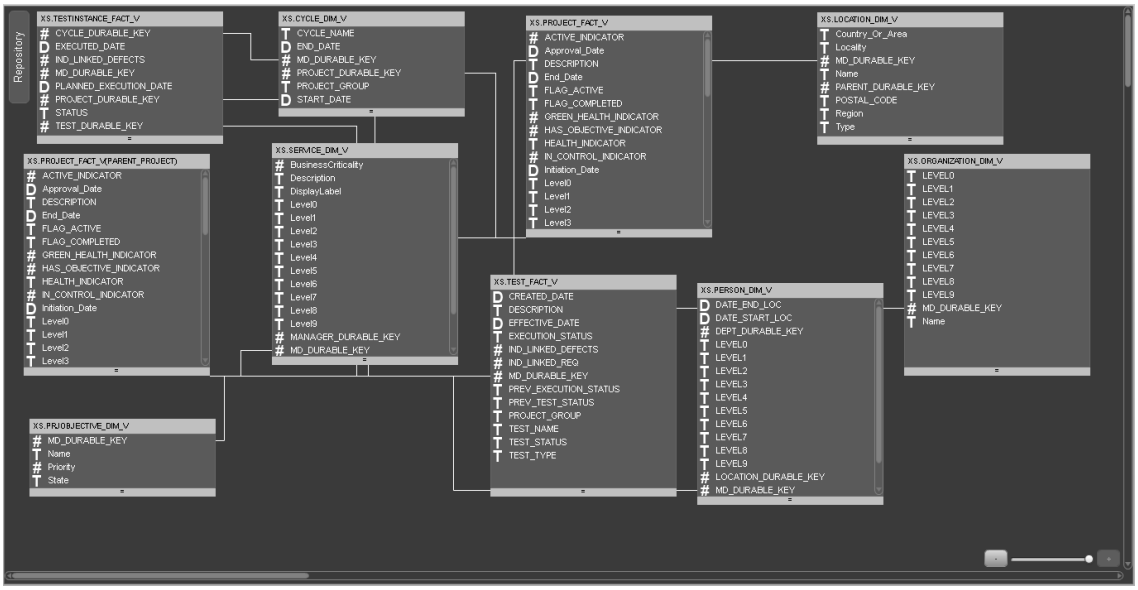
   The structure of the Context is displayed.

For additional details about Context Designer, see "Create and Manage Contexts Using Context Designer" in the *Administrator Guide*.

Reference

Context Tables and Structure

The context includes the following tables and relationships:


Repository
XS.TESTINSTANCE_FACT_V
CYCLE_DURABLE_KEY
EXECUTED_DATE
IND_LINKED_DEFECTS
MD_DURABLE_KEY
PLANNED_EXECUTION_DATE
PROJECT_DURABLE_KEY
STATUS
TEST_DURABLE_KEY
XS.CYCLE_DIM_V
CYCLE_NAME
END_DATE
MD_DURABLE_KEY
PROJECT_DURABLE_KEY
PROJECT_GROUP
START_DATE
XS.PROJECT_FACT_V
ACTIVE_INDICATOR
Approval_Date
DESCRIPTION
End_Date
FLAG_ACTIVE
FLAG_COMPLETED
GREEN_HEALTH_INDICATOR
HAS_OBJECTIVE_INDICATOR
HEALTH_INDICATOR
IN_CONTROL_INDICATOR
Initiation_Date
Level0
Level1
Level2
Level3
XS.LOCATION_DIM_V
Country_Or_Area
Locality
MD_DURABLE_KEY
Name
PARENT_DURABLE_KEY
POSTAL_CODE
Region
Type
XS.PROJECT_FACT_V(PARENT_PROJECT)
ACTIVE_INDICATOR
Approval_Date
DESCRIPTION
End_Date
FLAG_ACTIVE
FLAG_COMPLETED
GREEN_HEALTH_INDICATOR
HAS_OBJECTIVE_INDICATOR
HEALTH_INDICATOR
IN_CONTROL_INDICATOR
Initiation_Date
Level0
Level1
Level2
Level3
XS.SERVICE_DIM_V
BusinessCriticality
Description
DisplayLabel
Level0
Level1
Level2
Level3
Level4
Level5
Level6
Level7
Level8
Level9
MANAGER_DURABLE_KEY
MD_DURABLE_KEY
XS.ORGANIZATION_DIM_V
LEVEL0
LEVEL1
LEVEL2
LEVEL3
LEVEL4
LEVEL5
LEVEL6
LEVEL7
LEVEL8
LEVEL9
MD_DURABLE_KEY
Name
XS.TEST_FACT_V
CREATED_DATE
DESCRIPTION
EFFECTIVE_DATE
EXECUTION_STATUS
IND_LINKED_DEFECTS
IND_LINKED_REQ
MD_DURABLE_KEY
PREV_EXECUTION_STATUS
PREV_TEST_STATUS
PROJECT_GROUP
TEST_NAME
TEST_STATUS
TEST_TYPE
XS.PERSON_DIM_V
DATE_END_LOC
DATE_START_LOC
DEPT_DURABLE_KEY
LEVEL0
LEVEL1
LEVEL2
LEVEL3
LEVEL4
LEVEL5
LEVEL6
LEVEL7
LEVEL8
LEVEL9
LOCATION_DURABLE_KEY
MD_DURABLE_KEY
XS.PRJOBJECTIVE_DIM_V
MD_DURABLE_KEY
Name
Priority
State

Statistics

Entity Count	Field Count	Table Count	Alias Count	Join Count
9	97	10	1	10

Object List

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
Cycle	EndDate	XS.CYCLE_DIM_V		END_DATE	DATE
Cycle	Name	XS.CYCLE_DIM_V		CYCLE_NAME	STRING
Cycle	ProjectGroup	XS.CYCLE_DIM_V		PROJECT_ GROUP	STRING
Cycle	StartDate	XS.CYCLE_DIM_V		START_DATE	DATE
Location	CountryOrArea	XS.LOCATION_DIM_ V		Country_Or_Area	STRING
Location	Locality	XS.LOCATION_DIM_ V		Locality	STRING
Location	LocationType	XS.LOCATION_DIM_ V		Type	STRING
Location	Name	XS.LOCATION_DIM_ V		Name	STRING
Location	PostalCode	XS.LOCATION_DIM_ V		POSTAL_CODE	STRING
Location	Region	XS.LOCATION_DIM_ V		Region	STRING
Organization	Level0	XS.ORGANIZATION_ DIM_V		LEVEL0	STRING
Organization	Level1	XS.ORGANIZATION_ DIM_V		LEVEL1	STRING
Organization	Level2	XS.ORGANIZATION_ DIM_V		LEVEL2	STRING
Organization	Level3	XS.ORGANIZATION_ DIM_V		LEVEL3	STRING
Organization	Level4	XS.ORGANIZATION_ DIM_V		LEVEL4	STRING
Organization	Level5	XS.ORGANIZATION_ DIM_V		LEVEL5	STRING

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
Organization	Level6	XS.ORGANIZATION_DIM_V		LEVEL6	STRING
Organization	Level7	XS.ORGANIZATION_DIM_V		LEVEL7	STRING
Organization	Level8	XS.ORGANIZATION_DIM_V		LEVEL8	STRING
Organization	Level9	XS.ORGANIZATION_DIM_V		LEVEL9	STRING
Organization	Name	XS.ORGANIZATION_DIM_V		Name	STRING
Person	Level0	XS.PERSON_DIM_V		LEVEL0	STRING
Person	Level1	XS.PERSON_DIM_V		LEVEL1	STRING
Person	Level2	XS.PERSON_DIM_V		LEVEL2	STRING
Person	Level3	XS.PERSON_DIM_V		LEVEL3	STRING
Person	Level4	XS.PERSON_DIM_V		LEVEL4	STRING
Person	Level5	XS.PERSON_DIM_V		LEVEL5	STRING
Person	Level6	XS.PERSON_DIM_V		LEVEL6	STRING
Person	Level7	XS.PERSON_DIM_V		LEVEL7	STRING
Person	Level8	XS.PERSON_DIM_V		LEVEL8	STRING
Person	Level9	XS.PERSON_DIM_V		LEVEL9	STRING
Person	Name	XS.PERSON_DIM_V		Name	STRING
Project	ActiveIndicator	XS.PROJECT_FACT_V		ACTIVE_INDICATOR	NUMERIC
Project	ApprovalDate	XS.PROJECT_FACT_V		Approval_Date	DATE
Project	Class	XS.PROJECT_FACT_V		Project_Class	STRING
Project	Description	XS.PROJECT_FACT_V		DESCRIPTION	STRING
Project	EndDate	XS.PROJECT_FACT_V		End_Date	DATE
Project	FlagActive	XS.PROJECT_FACT_V		FLAG_ACTIVE	STRING
Project	FlagCompleted	XS.PROJECT_FACT_V		FLAG_COMPLETED	STRING
Project	HasObjectiveIndicator	XS.PROJECT_FACT_V		HAS_OBJECTIVE_	NUMERIC

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
				INDICATOR	
Project	HealthIndicator	XS.PROJECT_ FACT_V		HEALTH_ INDICATOR	STRING
Project	InControlIndicator	XS.PROJECT_ FACT_V		IN_CONTROL_ INDICATOR	NUMERIC
Project	InitiationDate	XS.PROJECT_ FACT_V		Initiation_Date	DATE
Project	Level0	XS.PROJECT_ FACT_V		Level0	STRING
Project	Level1	XS.PROJECT_ FACT_V		Level1	STRING
Project	Level2	XS.PROJECT_ FACT_V		Level2	STRING
Project	Level3	XS.PROJECT_ FACT_V		Level3	STRING
Project	Level4	XS.PROJECT_ FACT_V		Level4	STRING
Project	Level5	XS.PROJECT_ FACT_V		Level5	STRING
Project	Level6	XS.PROJECT_ FACT_V		Level6	STRING
Project	Level7	XS.PROJECT_ FACT_V		Level7	STRING
Project	Level8	XS.PROJECT_ FACT_V		Level8	STRING
Project	Level9	XS.PROJECT_ FACT_V		Level9	STRING
Project	Name	XS.PROJECT_ FACT_V		Name	STRING
Project	OnTimeIndicator	XS.PROJECT_ FACT_V		ON_TIME_ INDICATOR	NUMERIC
Project	PlannedEndDate	XS.PROJECT_ FACT_V		Planned_End_ Date	DATE
Project	PlannedStartDate	XS.PROJECT_ FACT_V		Planned_Start_ Date	DATE
Project	ProjectGroup	XS.PROJECT_ FACT_V		PROJECT_ GROUP	STRING

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
Project	RiskRating	XS.PROJECT_FACT_V		RISK_RATING	NUMERIC
Project	RolloutDate	XS.PROJECT_FACT_V		Rollout_Date	DATE
Project	StartDate	XS.PROJECT_FACT_V		Start_Date	DATE
Project	Status	XS.PROJECT_FACT_V		STATUS	STRING
Project	WorkPlanCreatedDate	XS.PROJECT_FACT_V		Work_Plan_Created_Date	DATE
ProjectObjective	Name	XS.PRJOBJECTIVE_DIM_V		Name	STRING
ProjectObjective	Priority	XS.PRJOBJECTIVE_DIM_V		Priority	NUMERIC
ProjectObjective	State	XS.PRJOBJECTIVE_DIM_V		State	STRING
Service	BusinessCriticality	XS.SERVICE_DIM_V		BusinessCriticality	NUMERIC
Service	Description	XS.SERVICE_DIM_V		Description	STRING
Service	DisplayLabel	XS.SERVICE_DIM_V		DisplayLabel	STRING
Service	Level0	XS.SERVICE_DIM_V		Level0	STRING
Service	Level1	XS.SERVICE_DIM_V		Level1	STRING
Service	Level2	XS.SERVICE_DIM_V		Level2	STRING
Service	Level3	XS.SERVICE_DIM_V		Level3	STRING
Service	Level4	XS.SERVICE_DIM_V		Level4	STRING
Service	Level5	XS.SERVICE_DIM_V		Level5	STRING
Service	Level6	XS.SERVICE_DIM_V		Level6	STRING
Service	Level7	XS.SERVICE_DIM_V		Level7	STRING
Service	Level8	XS.SERVICE_DIM_V		Level8	STRING
Service	Level9	XS.SERVICE_DIM_V		Level9	STRING
Service	Name	XS.SERVICE_DIM_V		Name	STRING
Service	State	XS.SERVICE_DIM_V		State	STRING
Service	Type	XS.SERVICE_DIM_V		Type	STRING
Test	CreatedDate	XS.TEST_FACT_V		CREATED_DATE	DATE
Test	Description	XS.TEST_FACT_V		DESCRIPTION	STRING
Test	ExecutionStatus	XS.TEST_FACT_V		EXECUTION_	STRING

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
				STATUS	
Test	LinkedDefectsIndicator	XS.TEST_FACT_V		IND_LINKED_ DEFECTS	NUMERIC
Test	LinkedReqIndicator	XS.TEST_FACT_V		IND_LINKED_ REQ	NUMERIC
Test	Name	XS.TEST_FACT_V		TEST_NAME	STRING
Test	PrevExecutionStatus	XS.TEST_FACT_V		PREV_ EXECUTION_ STATUS	STRING
Test	PrevStatus	XS.TEST_FACT_V		PREV_TEST_ STATUS	STRING
Test	ProjectGroup	XS.TEST_FACT_V		PROJECT_ GROUP	STRING
Test	Status	XS.TEST_FACT_V		TEST_STATUS	STRING
Test	Type	XS.TEST_FACT_V		TEST_TYPE	STRING
TestInstance	ExecutionDate	XS.TESTINSTANCE_ FACT_V		EXECUTED_ DATE	DATE
TestInstance	LinkedDefectsIndicator	XS.TESTINSTANCE_ FACT_V		IND_LINKED_ DEFECTS	NUMERIC
TestInstance	PlannedExecutionDate	XS.TESTINSTANCE_ FACT_V		PLANNED_ EXECUTION_ DATE	DATE
TestInstance	Status	XS.TESTINSTANCE_ FACT_V		STATUS	STRING

ApplicationPerformance Universe

The goal of the ApplicationPerformance Context (universe) is to allow organizations to sustain the IT application-availability to support the business at a justifiable cost.

The following Context (universe) contains the attributes and classes that relate to HP Business Service Management.

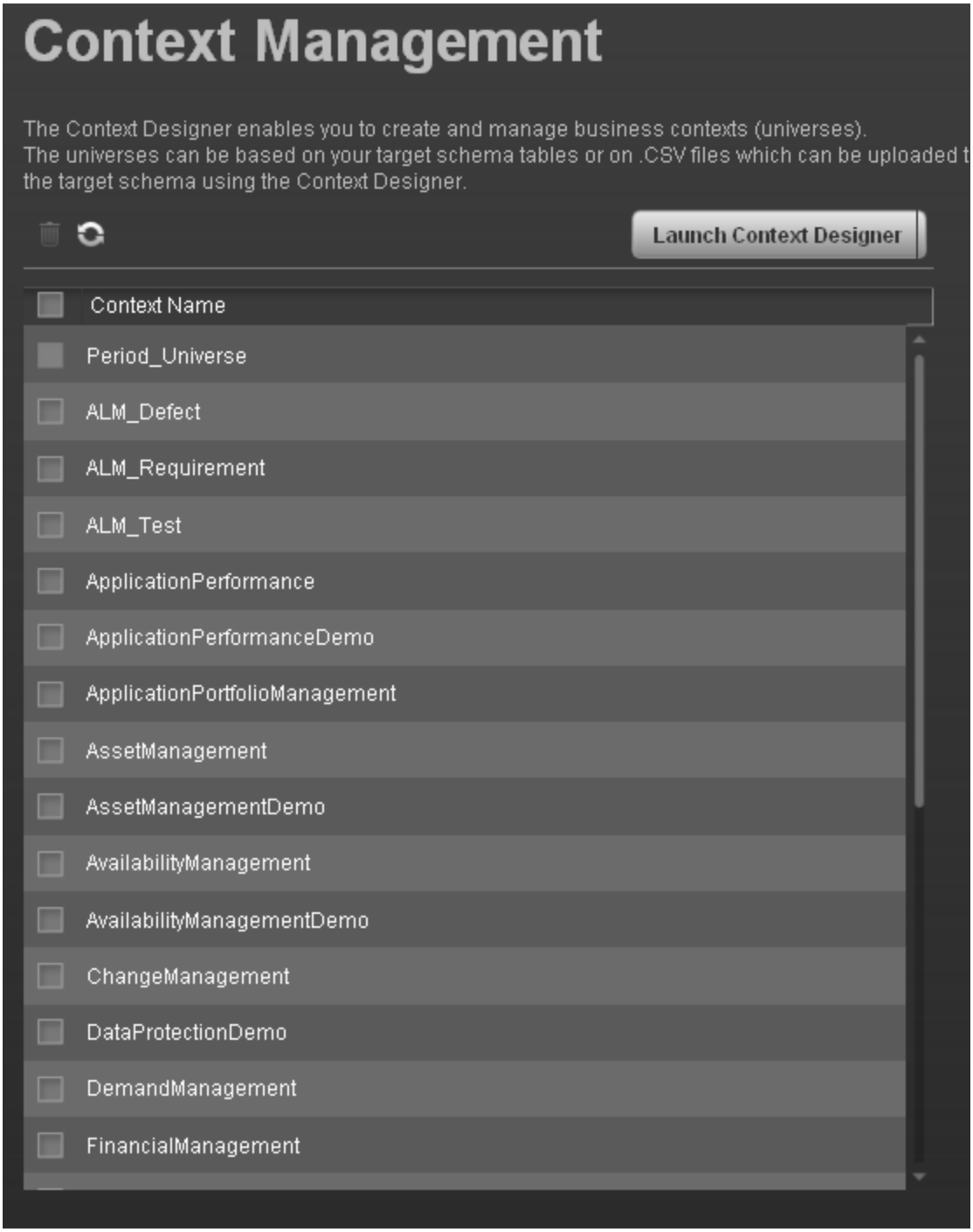
To access:

In Executive Scorecard, click **Admin > Context Management**, click **Launch Context Designer** > **Open an existing context**, and select the Context.

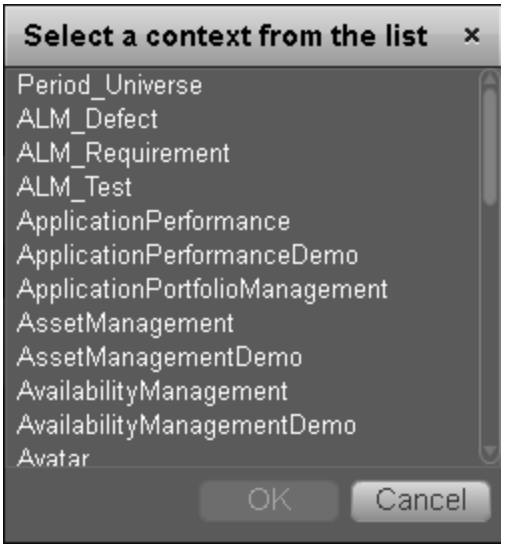
Tasks

View existing out-of-the-box Contexts (universes)

1. In Executive Scorecard, click **Admin > Context Management**. The Context Management page opens.
2. The list of out-of-the-box Contexts is displayed.



3. Click **Launch Context Designer**.
4. In the Context Designer page that opens, click **Open an existing context**.



5. Select the relevant Context,

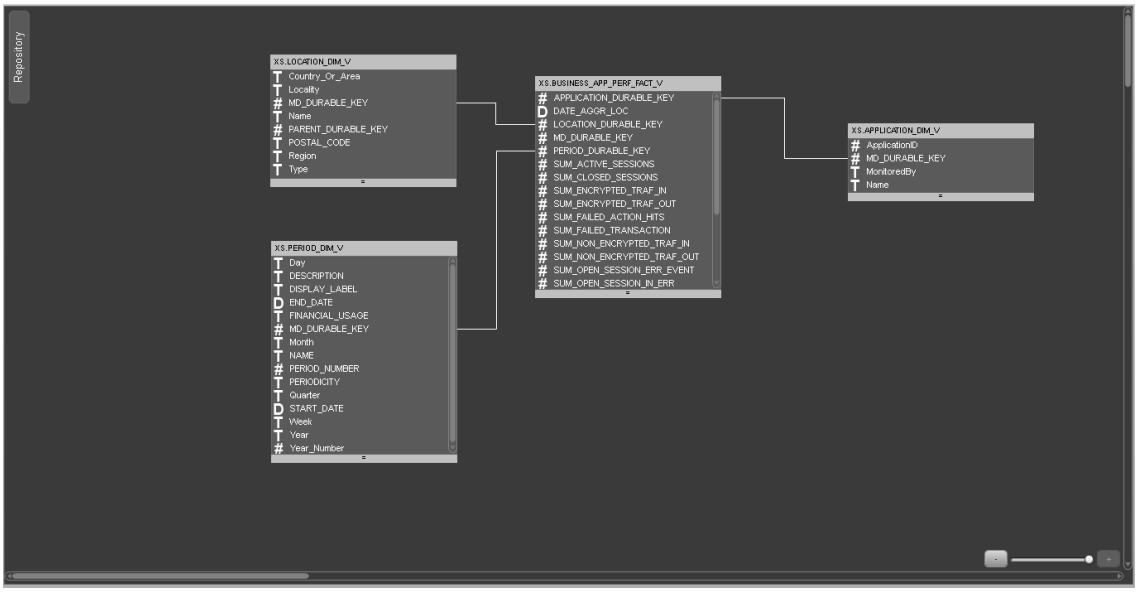
   The structure of the Context is displayed.

For additional details about Context Designer, see "Create and Manage Contexts Using Context Designer" in the *Administrator Guide*.

Reference

Context Tables and Structure

The context includes the following tables and relationships:



Statistics

Entity Count	Field Count	Table Count	Alias Count	Join Count
4	42	4		3

Object List

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
Application	ApplicationId	XS.APPLICATION_DIM_V		ApplicationID	NUMERIC
Application	Monitoredby	XS.APPLICATION_DIM_V		MonitoredBy	STRING
Application	Name	XS.APPLICATION_DIM_V		Name	STRING
ApplicationPerformance	ActiveSessions	XS.BUSINESS_APP_PERF_FACT_V		SUM_ACTIVE_SESSIONS	NUMERIC
ApplicationPerformance	ClosedSessions	XS.BUSINESS_APP_PERF_FACT_V		SUM_CLOSED_SESSIONS	NUMERIC
ApplicationPerformance	DateAggregate	XS.BUSINESS_APP_PERF_FACT_V		DATE_AGGR_LOC	DATE
ApplicationPerformance	EncryptedTrafficIn	XS.BUSINESS_APP_PERF_FACT_V		SUM_ENCRYPTED_TRAF_IN	NUMERIC
ApplicationPerformance	EncryptedTrafficOut	XS.BUSINESS_		SUM_	NUMERIC

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
		APP_PERF_ FACT_V		ENCRYPTED_ TRAF_OUT	
ApplicationPerformance	FailedActionHits	XS.BUSINESS_ APP_PERF_ FACT_V		SUM_FAILED_ ACTION_HITS	NUMERIC
ApplicationPerformance	FailedTransaction	XS.BUSINESS_ APP_PERF_ FACT_V		SUM_FAILED_ TRANSACTION	NUMERIC
ApplicationPerformance	NonEncryptedTrafficIn	XS.BUSINESS_ APP_PERF_ FACT_V		SUM_NON_ ENCRYPTED_ TRAF_IN	NUMERIC
ApplicationPerformance	NonEncryptedTrafficOut	XS.BUSINESS_ APP_PERF_ FACT_V		SUM_NON_ ENCRYPTED_ TRAF_OUT	NUMERIC
ApplicationPerformance	OpenSessionErrorEvent	XS.BUSINESS_ APP_PERF_ FACT_V		SUM_OPEN_ SESSION_ ERR_EVENT	NUMERIC
ApplicationPerformance	OpenSessionInError	XS.BUSINESS_ APP_PERF_ FACT_V		SUM_OPEN_ SESSION_IN_ ERR	NUMERIC
ApplicationPerformance	OpenSessions	XS.BUSINESS_ APP_PERF_ FACT_V		SUM_OPEN_ SESSIONS	NUMERIC
ApplicationPerformance	OpenSessionWithPerformance	XS.BUSINESS_ APP_PERF_ FACT_V		SUM_OPEN_ SESSION_ WITH_PERF	NUMERIC
ApplicationPerformance	SccessfullActionHits	XS.BUSINESS_ APP_PERF_ FACT_V		SUM_ SCCESSFULL_ ACTION_HITS	NUMERIC
ApplicationPerformance	SccessfullTransactionN	XS.BUSINESS_ APP_PERF_ FACT_V		SUM_ SCCESSFULL_ TRANSACTION	NUMERIC
ApplicationPerformance	TotalActionHits	XS.BUSINESS_ APP_PERF_ FACT_V		SUM_TOTAL_ ACTION_HITS	NUMERIC
ApplicationPerformance	TotalTrafficIn	XS.BUSINESS_ APP_PERF_ FACT_V		SUM_TOTAL_ TRAF_IN	NUMERIC
ApplicationPerformance	TotalTrafficOut	XS.BUSINESS_ APP_PERF_ FACT_V		SUM_TOTAL_ TRAF_OUT	NUMERIC
ApplicationPerformance	TotalTransaction	XS.BUSINESS_ APP_PERF_		SUM_TOTAL_ TRANSACTION	NUMERIC

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
		FACT_V			
Location	CountryOrArea	XS.LOCATION_DIM_V		Country_Or_Area	STRING
Location	Locality	XS.LOCATION_DIM_V		Locality	STRING
Location	LocationType	XS.LOCATION_DIM_V		Type	STRING
Location	Name	XS.LOCATION_DIM_V		Name	STRING
Location	PostalCode	XS.LOCATION_DIM_V		POSTAL_CODE	STRING
Location	Region	XS.LOCATION_DIM_V		Region	STRING
Period	Day	XS.PERIOD_DIM_V		Day	STRING
Period	Description	XS.PERIOD_DIM_V		DESCRIPTION	STRING
Period	DisplayLabel	XS.PERIOD_DIM_V		DISPLAY_LABEL	STRING
Period	EndDate	XS.PERIOD_DIM_V		END_DATE	DATE
Period	FinancialUsage	XS.PERIOD_DIM_V		FINANCIAL_USAGE	STRING
Period	Month	XS.PERIOD_DIM_V		Month	STRING
Period	Name	XS.PERIOD_DIM_V		NAME	STRING
Period	Periodicity	XS.PERIOD_DIM_V		PERIODICITY	STRING
Period	PeriodNumber	XS.PERIOD_DIM_V		PERIOD_NUMBER	NUMERIC
Period	Quarter	XS.PERIOD_DIM_V		Quarter	STRING
Period	StartDate	XS.PERIOD_DIM_V		START_DATE	DATE
Period	Week	XS.PERIOD_DIM_V		Week	STRING

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
Period	Year	XS.PERIOD_DIM_V		Year	STRING
Period	YearNumber	XS.PERIOD_DIM_V		Year_Number	NUMERIC

ApplicationPortfolioManagement Universe

HP Application Portfolio Management (APM) enables IT to assess and prioritize the application portfolio for rationalization and modernization opportunities based on both business goals and IT technology decisions, and then provide ongoing governance through business events such as mergers and acquisitions, divestiture, and IT sourcing strategy changes. APM universe enables customers to use application related fields to measure their objectives in IT organization.

The following Context (universe) contains the attributes and classes that relate to monitoring requirements in APM.

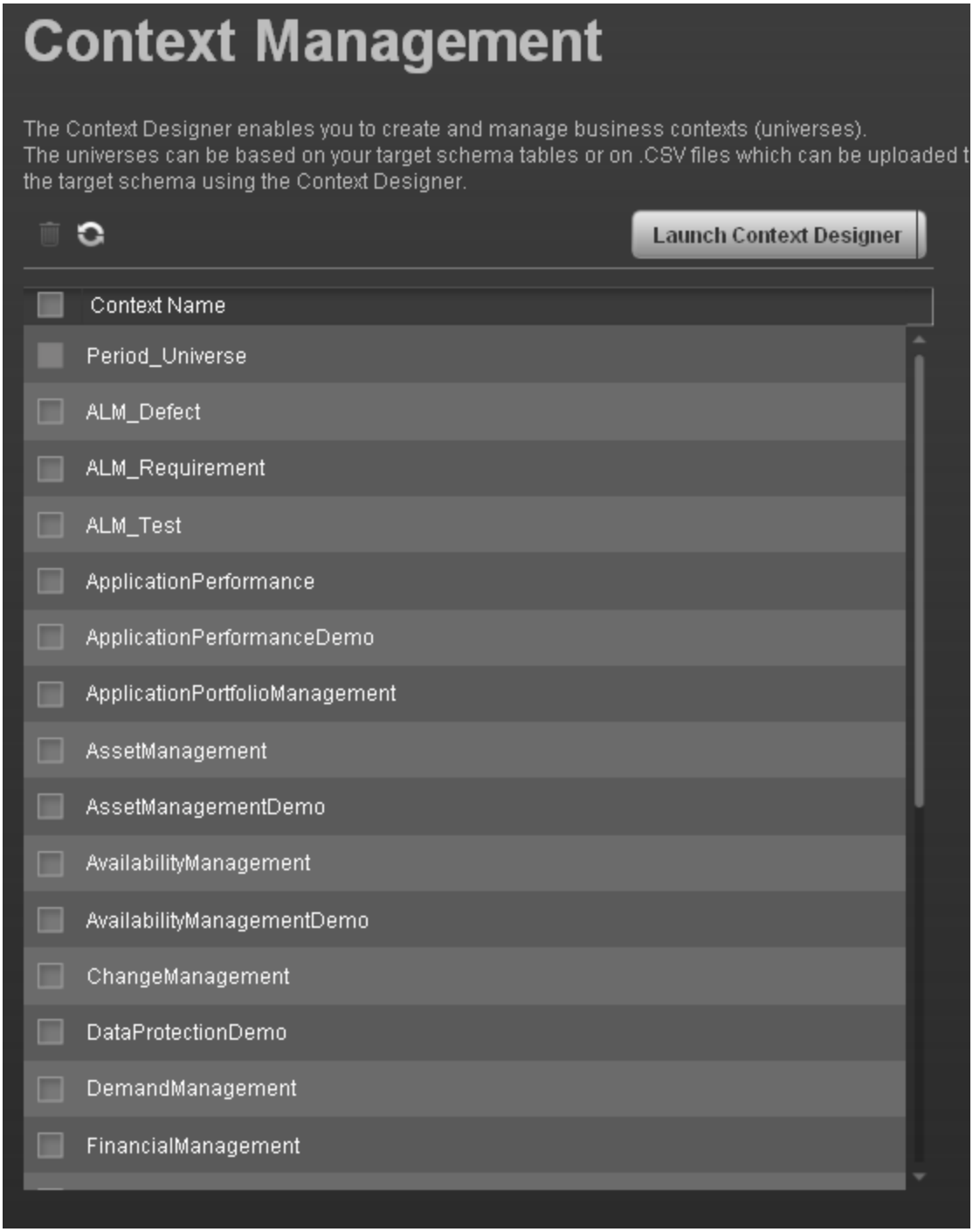
To access:

In Executive Scorecard, click **Admin > Context Management**, click **Launch Context Designer** > **Open an existing context**, and select the Context.

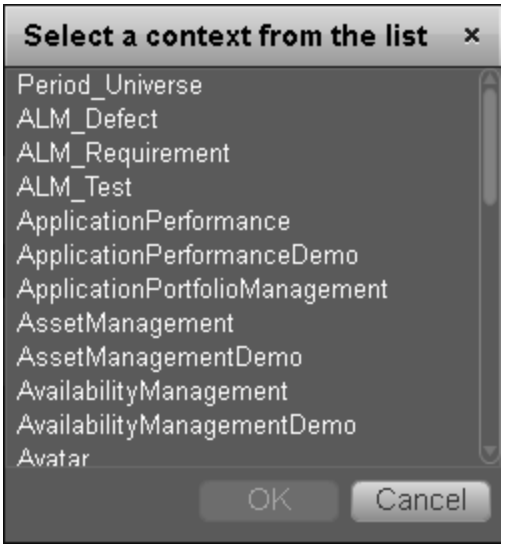
Tasks

View existing out-of-the-box Contexts (universes)

1. In Executive Scorecard, click **Admin > Context Management**. The Context Management page opens.
2. The list of out-of-the-box Contexts is displayed.



3. Click **Launch Context Designer**.
4. In the Context Designer page that opens, click **Open an existing context**.



5. Select the relevant Context,

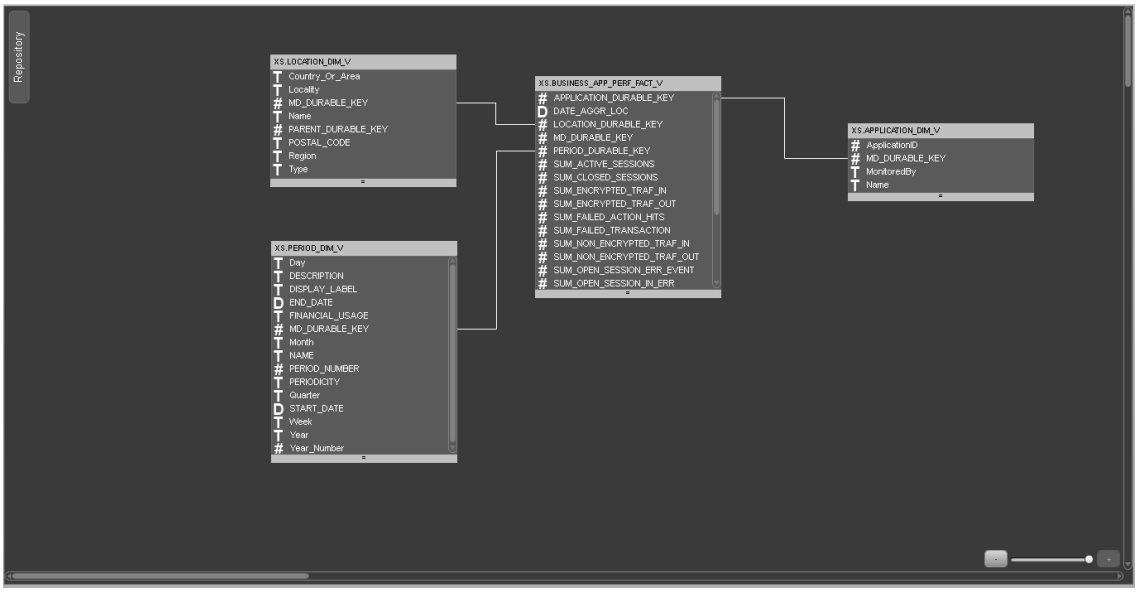
   The structure of the Context is displayed.

For additional details about Context Designer, see "Create and Manage Contexts Using Context Designer" in the *Administrator Guide*.

Reference

Context Tables and Structure

The context includes the following tables and relationships:



Statistics

Entity Count	Field Count	Table Count	Alias Count	Join Count
1	17	2		1

Object List

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
APMApplication	ActiveProcess	XS.APM_ APPLICATION_ DIM_V		ACTIVE_ PROCESS	STRING
APMApplication	ApprovedDate	XS.APM_ APPLICATION_ DIM_V		Approved_Date	DATE
APMApplication	Availability	XS.APM_ APPLICATION_ FACT_V		Availability	NUMERIC
APMApplication	CloseTime	XS.APM_ APPLICATION_ DIM_V		Close_Time	DATE
APMApplication	CreateTime	XS.APM_ APPLICATION_ DIM_V		Create_Time	DATE
APMApplication	Disposition	XS.APM_ APPLICATION_ FACT_V		Disposition	STRING
APMApplication	ExpectedEndOfLifeDate	XS.APM_		Expected_End_	DATE

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
		APPLICATION_ FACT_V		of_Life_Date	
APMApplication	Maintainability	XS.APM_ APPLICATION_ FACT_V		Maintainability	NUMERIC
APMApplication	Performance	XS.APM_ APPLICATION_ FACT_V		Performance	NUMERIC
APMApplication	PlacedInServiceDate	XS.APM_ APPLICATION_ FACT_V		Placed_in_ Service_Date	DATE
APMApplication	Prioruty	XS.APM_ APPLICATION_ DIM_V		PRIORITY	STRING
APMApplication	ReferenceNumber	XS.APM_ APPLICATION_ DIM_V		REFERENCE_ NUMBER	STRING
APMApplication	StartDate	XS.APM_ APPLICATION_ DIM_V		Start_Date	DATE
APMApplication	Status	XS.APM_ APPLICATION_ DIM_V		Status	STRING
APMApplication	TargetDate	XS.APM_ APPLICATION_ DIM_V		Target_Date	DATE
APMApplication	Thresholdmet	XS.APM_ APPLICATION_ DIM_V		THRESHOLDMET	STRING
APMApplication	Type	XS.APM_ APPLICATION_ DIM_V		Type	STRING

Asset Management Universe

HP Asset Manager empowers IT to track, measure, and control IT service assets.

Asset Management includes the Software Asset Management and the Hardware Asset Management.

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.

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.

The following Context (universe) contains the attributes and classes that relate to Asset Management.

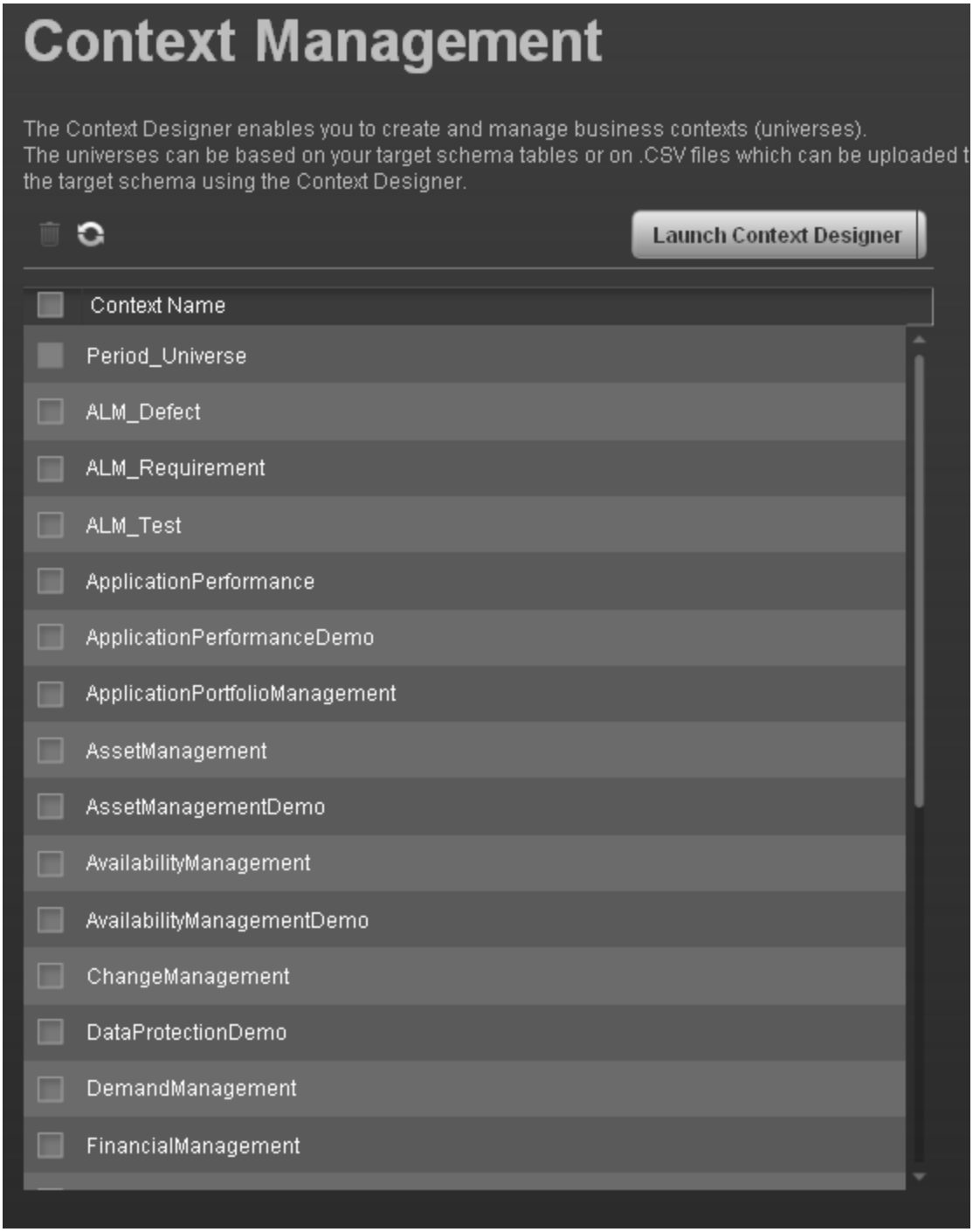
To access:

In Executive Scorecard, click **Admin > Context Management**, click **Launch Context Designer** > **Open an existing context**, and select the Context.

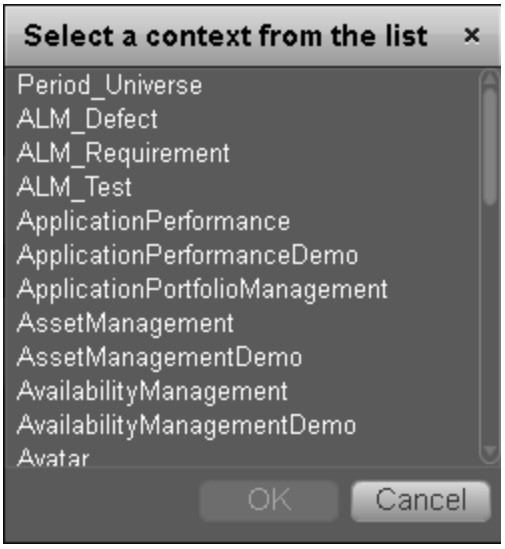
Tasks

View existing out-of-the-box Contexts (universes)

1. In Executive Scorecard, click **Admin > Context Management**. The Context Management page opens.
2. The list of out-of-the-box Contexts is displayed.



3. Click **Launch Context Designer**.
4. In the Context Designer page that opens, click **Open an existing context**.



5. Select the relevant Context,

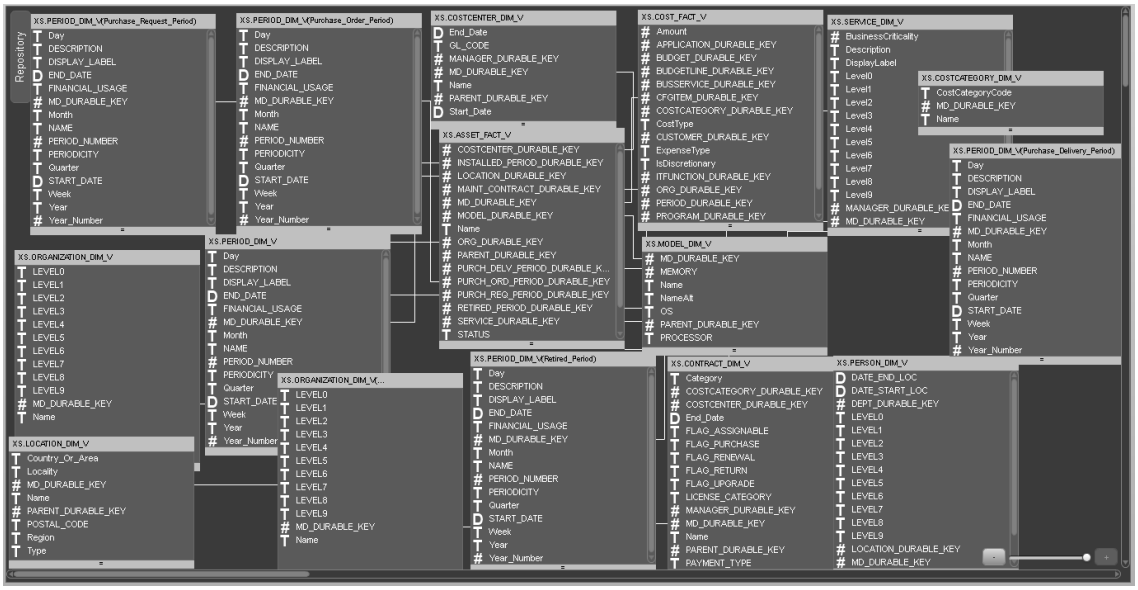
   The structure of the Context is displayed.

For additional details about Context Designer, see "Create and Manage Contexts Using Context Designer" in the *Administrator Guide*.

Reference

Context Tables and Structure

The context includes the following tables and relationships:



Statistics

Entity Count	Field Count	Table Count	Alias Count	Join Count
16	161	16	5	15

Object List

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
Asset	Name	XS.ASSET_FACT_V		Name	STRING
Asset	Status	XS.ASSET_FACT_V		STATUS	STRING
Asset	Type	XS.ASSET_FACT_V		Type	STRING
Contract	Category	XS.CONTRACT_DIM_V		Category	STRING
Contract	EndDate	XS.CONTRACT_DIM_V		End_Date	DATE
Contract	FlagAssignable	XS.CONTRACT_DIM_V		FLAG_ASSIGNABLE	STRING
Contract	FlagPurchase	XS.CONTRACT_DIM_V		FLAG_PURCHASE	STRING
Contract	FlagRenewal	XS.CONTRACT_DIM_V		FLAG_RENEWAL	STRING
Contract	FlagReturn	XS.CONTRACT_DIM_V		FLAG_RETURN	STRING
Contract	FlagUpgrade	XS.CONTRACT_DIM_V		FLAG_UPGRADE	STRING

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
Contract	LicenseCategory	XS.CONTRACT_DIM_V		LICENSE_CATEGORY	STRING
Contract	Name	XS.CONTRACT_DIM_V		Name	STRING
Contract	PaymentType	XS.CONTRACT_DIM_V		PAYMENT_TYPE	STRING
Contract	Periodicity	XS.CONTRACT_DIM_V		PERIODICITY	STRING
Contract	PurchaseOptionType	XS.CONTRACT_DIM_V		PURCHASE_OPTION_TYPE	STRING
Contract	RenewalOptionType	XS.CONTRACT_DIM_V		RENEWAL_OPTION_TYPE	STRING
Contract	ReturnOptionType	XS.CONTRACT_DIM_V		RETURN_OPTION_TYPE	STRING
Contract	StartDate	XS.CONTRACT_DIM_V		Start_Date	DATE
Contract	Status	XS.CONTRACT_DIM_V		STATUS	STRING
Contract	UpgradeOptionType	XS.CONTRACT_DIM_V		UPGRADE_OPTION_TYPE	STRING
Cost	Amount	XS.COST_FACT_V		Amount	NUMERIC
Cost	CostType	XS.COST_FACT_V		CostType	STRING
Cost	ExpenseType	XS.COST_FACT_V		ExpenseType	STRING
Cost	IsDiscretionary	XS.COST_FACT_V		IsDiscretionary	STRING
CostCategory	Code	XS.COSTCATEGORY_DIM_V		CostCategoryCode	STRING
CostCategory	Name	XS.COSTCATEGORY_DIM_V		Name	STRING
CostCenter	EndDate	XS.COSTCENTER_DIM_V		End_Date	DATE
CostCenter	GlCode	XS.COSTCENTER_DIM_V		GL_CODE	STRING
CostCenter	Name	XS.COSTCENTER_DIM_V		Name	STRING
CostCenter	StartDate	XS.COSTCENTER_DIM_V		Start_Date	DATE
InstalledPeriod	Day	XS.PERIOD_DIM_V		Day	STRING
InstalledPeriod	Description	XS.PERIOD_DIM_V		DESCRIPTION	STRING
InstalledPeriod	DisplayLabel	XS.PERIOD_DIM_V		DISPLAY_LABEL	STRING

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
InstalledPeriod	EndDate	XS.PERIOD_DIM_V		END_DATE	DATE
InstalledPeriod	FinancialUsage	XS.PERIOD_DIM_V		FINANCIAL_ USAGE	STRING
InstalledPeriod	Month	XS.PERIOD_DIM_V		Month	STRING
InstalledPeriod	Name	XS.PERIOD_DIM_V		NAME	STRING
InstalledPeriod	Periodicity	XS.PERIOD_DIM_V		PERIODICITY	STRING
InstalledPeriod	PeriodNumber	XS.PERIOD_DIM_V		PERIOD_ NUMBER	NUMERIC
InstalledPeriod	Quarter	XS.PERIOD_DIM_V		Quarter	STRING
InstalledPeriod	StartDate	XS.PERIOD_DIM_V		START_DATE	DATE
InstalledPeriod	Week	XS.PERIOD_DIM_V		Week	STRING
InstalledPeriod	Year	XS.PERIOD_DIM_V		Year	STRING
InstalledPeriod	YearNumber	XS.PERIOD_DIM_V		Year_Number	NUMERIC
Location	CountryOrArea	XS.LOCATION_DIM_V		Country_Or_Area	STRING
Location	Locality	XS.LOCATION_DIM_V		Locality	STRING
Location	LocationType	XS.LOCATION_DIM_V		Type	STRING
Location	Name	XS.LOCATION_DIM_V		Name	STRING
Location	PostalCode	XS.LOCATION_DIM_V		POSTAL_CODE	STRING
Location	Region	XS.LOCATION_DIM_V		Region	STRING
Model	Memory	XS.MODEL_DIM_V		MEMORY	NUMERIC
Model	Name	XS.MODEL_DIM_V		NameAlt	STRING
Model	OS	XS.MODEL_DIM_V		OS	STRING
Model	Processor	XS.MODEL_DIM_V		PROCESSOR	STRING
Organization	Level0	XS.ORGANIZATION_ DIM_V		LEVEL0	STRING
Organization	Level1	XS.ORGANIZATION_ DIM_V		LEVEL1	STRING
Organization	Level2	XS.ORGANIZATION_ DIM_V		LEVEL2	STRING
Organization	Level3	XS.ORGANIZATION_ DIM_V		LEVEL3	STRING
Organization	Level4	XS.ORGANIZATION_ DIM_V		LEVEL4	STRING
Organization	Level5	XS.ORGANIZATION_ DIM_V		LEVEL5	STRING

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
Organization	Level6	XS.ORGANIZATION_DIM_V		LEVEL6	STRING
Organization	Level7	XS.ORGANIZATION_DIM_V		LEVEL7	STRING
Organization	Level8	XS.ORGANIZATION_DIM_V		LEVEL8	STRING
Organization	Level9	XS.ORGANIZATION_DIM_V		LEVEL9	STRING
Organization	Name	XS.ORGANIZATION_DIM_V		Name	STRING
Person	EndDate	XS.PERSON_DIM_V		DATE_END_LOC	DATE
Person	Level0	XS.PERSON_DIM_V		LEVEL0	STRING
Person	Level1	XS.PERSON_DIM_V		LEVEL1	STRING
Person	Level2	XS.PERSON_DIM_V		LEVEL2	STRING
Person	Level3	XS.PERSON_DIM_V		LEVEL3	STRING
Person	Level4	XS.PERSON_DIM_V		LEVEL4	STRING
Person	Level5	XS.PERSON_DIM_V		LEVEL5	STRING
Person	Level6	XS.PERSON_DIM_V		LEVEL6	STRING
Person	Level7	XS.PERSON_DIM_V		LEVEL7	STRING
Person	Level8	XS.PERSON_DIM_V		LEVEL8	STRING
Person	Level9	XS.PERSON_DIM_V		LEVEL9	STRING
Person	Name	XS.PERSON_DIM_V		Name	STRING
Person	StartDate	XS.PERSON_DIM_V		DATE_START_LOC	DATE
PurchaseDeliveryPeriod	Day	XS.PERIOD_DIM_V	Purchase_Delivery_Period	Day	STRING
PurchaseDeliveryPeriod	Description	XS.PERIOD_DIM_V	Purchase_Delivery_Period	DESCRIPTION	STRING
PurchaseDeliveryPeriod	DisplayLabel	XS.PERIOD_DIM_V	Purchase_Delivery_Period	DISPLAY_LABEL	STRING
PurchaseDeliveryPeriod	EndDate	XS.PERIOD_DIM_V	Purchase_Delivery_Period	END_DATE	DATE
PurchaseDeliveryPeriod	FinancialUsage	XS.PERIOD_DIM_V	Purchase_Delivery_Period	FINANCIAL_USAGE	STRING
PurchaseDeliveryPeriod	Month	XS.PERIOD_DIM_V	Purchase_Delivery_Period	Month	STRING
PurchaseDeliveryPeriod	Name	XS.PERIOD_DIM_V	Purchase_Delivery_Period	NAME	STRING
PurchaseDeliveryPeriod	Periodicity	XS.PERIOD_DIM_V	Purchase_Delivery_	PERIODICITY	STRING

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
			Period		
PurchaseDeliveryPeriod	PeriodNumber	XS.PERIOD_DIM_V	Purchase_Delivery_ Period	PERIOD_ NUMBER	NUMERIC
PurchaseDeliveryPeriod	Quarter	XS.PERIOD_DIM_V	Purchase_Delivery_ Period	Quarter	STRING
PurchaseDeliveryPeriod	StartDate	XS.PERIOD_DIM_V	Purchase_Delivery_ Period	START_DATE	DATE
PurchaseDeliveryPeriod	Week	XS.PERIOD_DIM_V	Purchase_Delivery_ Period	Week	STRING
PurchaseDeliveryPeriod	Year	XS.PERIOD_DIM_V	Purchase_Delivery_ Period	Year	STRING
PurchaseDeliveryPeriod	YearNumber	XS.PERIOD_DIM_V	Purchase_Delivery_ Period	Year_Number	NUMERIC
PurchaseOrderPeriod	Day	XS.PERIOD_DIM_V	Purchase_Order_ Period	Day	STRING
PurchaseOrderPeriod	Description	XS.PERIOD_DIM_V	Purchase_Order_ Period	DESCRIPTION	STRING
PurchaseOrderPeriod	DisplayLabel	XS.PERIOD_DIM_V	Purchase_Order_ Period	DISPLAY_LABEL	STRING
PurchaseOrderPeriod	EndDate	XS.PERIOD_DIM_V	Purchase_Order_ Period	END_DATE	DATE
PurchaseOrderPeriod	FinancialUsage	XS.PERIOD_DIM_V	Purchase_Order_ Period	FINANCIAL_ USAGE	STRING
PurchaseOrderPeriod	Month	XS.PERIOD_DIM_V	Purchase_Order_ Period	Month	STRING
PurchaseOrderPeriod	Name	XS.PERIOD_DIM_V	Purchase_Order_ Period	NAME	STRING
PurchaseOrderPeriod	Periodicity	XS.PERIOD_DIM_V	Purchase_Order_ Period	PERIODICITY	STRING
PurchaseOrderPeriod	PeriodNumber	XS.PERIOD_DIM_V	Purchase_Order_ Period	PERIOD_ NUMBER	NUMERIC
PurchaseOrderPeriod	Quarter	XS.PERIOD_DIM_V	Purchase_Order_ Period	Quarter	STRING
PurchaseOrderPeriod	StartDate	XS.PERIOD_DIM_V	Purchase_Order_ Period	START_DATE	DATE
PurchaseOrderPeriod	Week	XS.PERIOD_DIM_V	Purchase_Order_ Period	Week	STRING
PurchaseOrderPeriod	Year	XS.PERIOD_DIM_V	Purchase_Order_ Period	Year	STRING
PurchaseOrderPeriod	YearNumber	XS.PERIOD_DIM_V	Purchase_Order_ Period	Year_Number	NUMERIC
PurchaseRequestPeriod	Day	XS.PERIOD_DIM_V	Purchase_Request_	Day	STRING

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
			Period		
PurchaseRequestPeriod	Description	XS.PERIOD_DIM_V	Purchase_Request_Period	DESCRIPTION	STRING
PurchaseRequestPeriod	DisplayLabel	XS.PERIOD_DIM_V	Purchase_Request_Period	DISPLAY_LABEL	STRING
PurchaseRequestPeriod	EndDate	XS.PERIOD_DIM_V	Purchase_Request_Period	END_DATE	DATE
PurchaseRequestPeriod	FinancialUsage	XS.PERIOD_DIM_V	Purchase_Request_Period	FINANCIAL_USAGE	STRING
PurchaseRequestPeriod	Month	XS.PERIOD_DIM_V	Purchase_Request_Period	Month	STRING
PurchaseRequestPeriod	Name	XS.PERIOD_DIM_V	Purchase_Request_Period	NAME	STRING
PurchaseRequestPeriod	Periodicity	XS.PERIOD_DIM_V	Purchase_Request_Period	PERIODICITY	STRING
PurchaseRequestPeriod	PeriodNumber	XS.PERIOD_DIM_V	Purchase_Request_Period	PERIOD_NUMBER	NUMERIC
PurchaseRequestPeriod	Quarter	XS.PERIOD_DIM_V	Purchase_Request_Period	Quarter	STRING
PurchaseRequestPeriod	StartDate	XS.PERIOD_DIM_V	Purchase_Request_Period	START_DATE	DATE
PurchaseRequestPeriod	Week	XS.PERIOD_DIM_V	Purchase_Request_Period	Week	STRING
PurchaseRequestPeriod	Year	XS.PERIOD_DIM_V	Purchase_Request_Period	Year	STRING
PurchaseRequestPeriod	YearNumber	XS.PERIOD_DIM_V	Purchase_Request_Period	Year_Number	NUMERIC
RetiredPeriod	Day	XS.PERIOD_DIM_V	Retired_Period	Day	STRING
RetiredPeriod	Description	XS.PERIOD_DIM_V	Retired_Period	DESCRIPTION	STRING
RetiredPeriod	DisplayLabel	XS.PERIOD_DIM_V	Retired_Period	DISPLAY_LABEL	STRING
RetiredPeriod	EndDate	XS.PERIOD_DIM_V	Retired_Period	END_DATE	DATE
RetiredPeriod	FinancialUsage	XS.PERIOD_DIM_V	Retired_Period	FINANCIAL_USAGE	STRING
RetiredPeriod	Month	XS.PERIOD_DIM_V	Retired_Period	Month	STRING
RetiredPeriod	Name	XS.PERIOD_DIM_V	Retired_Period	NAME	STRING
RetiredPeriod	Periodicity	XS.PERIOD_DIM_V	Retired_Period	PERIODICITY	STRING
RetiredPeriod	PeriodNumber	XS.PERIOD_DIM_V	Retired_Period	PERIOD_NUMBER	NUMERIC
RetiredPeriod	Quarter	XS.PERIOD_DIM_V	Retired_Period	Quarter	STRING

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
RetiredPeriod	StartDate	XS.PERIOD_DIM_V	Retired_Period	START_DATE	DATE
RetiredPeriod	Week	XS.PERIOD_DIM_V	Retired_Period	Week	STRING
RetiredPeriod	Year	XS.PERIOD_DIM_V	Retired_Period	Year	STRING
RetiredPeriod	YearNumber	XS.PERIOD_DIM_V	Retired_Period	Year_Number	NUMERIC
Service	BusinessCriticality	XS.SERVICE_DIM_V		BusinessCriticality	NUMERIC
Service	Description	XS.SERVICE_DIM_V		Description	STRING
Service	DisplayLabel	XS.SERVICE_DIM_V		DisplayLabel	STRING
Service	Level0	XS.SERVICE_DIM_V		Level0	STRING
Service	Level1	XS.SERVICE_DIM_V		Level1	STRING
Service	Level2	XS.SERVICE_DIM_V		Level2	STRING
Service	Level3	XS.SERVICE_DIM_V		Level3	STRING
Service	Level4	XS.SERVICE_DIM_V		Level4	STRING
Service	Level5	XS.SERVICE_DIM_V		Level5	STRING
Service	Level6	XS.SERVICE_DIM_V		Level6	STRING
Service	Level7	XS.SERVICE_DIM_V		Level7	STRING
Service	Level8	XS.SERVICE_DIM_V		Level8	STRING
Service	Level9	XS.SERVICE_DIM_V		Level9	STRING
Service	Name	XS.SERVICE_DIM_V		Name	STRING
Service	State	XS.SERVICE_DIM_V		State	STRING
Service	Type	XS.SERVICE_DIM_V		Type	STRING
SupplierOrganization	Level0	XS.ORGANIZATION_DIM_V	XS.ORGANIZATION_DIM_V2	LEVEL0	STRING
SupplierOrganization	Level1	XS.ORGANIZATION_DIM_V	XS.ORGANIZATION_DIM_V2	LEVEL1	STRING
SupplierOrganization	Level2	XS.ORGANIZATION_DIM_V	XS.ORGANIZATION_DIM_V2	LEVEL2	STRING
SupplierOrganization	Level3	XS.ORGANIZATION_DIM_V	XS.ORGANIZATION_DIM_V2	LEVEL3	STRING
SupplierOrganization	Level4	XS.ORGANIZATION_DIM_V	XS.ORGANIZATION_DIM_V2	LEVEL4	STRING
SupplierOrganization	Level5	XS.ORGANIZATION_DIM_V	XS.ORGANIZATION_DIM_V2	LEVEL5	STRING
SupplierOrganization	Level6	XS.ORGANIZATION_DIM_V	XS.ORGANIZATION_DIM_V2	LEVEL6	STRING
SupplierOrganization	Level7	XS.ORGANIZATION_DIM_V	XS.ORGANIZATION_DIM_V2	LEVEL7	STRING
SupplierOrganization	Level8	XS.ORGANIZATION_	XS.ORGANIZATION_	LEVEL8	STRING

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
		DIM_V	DIM_V2		
SupplierOrganization	Level9	XS.ORGANIZATION_DIM_V	XS.ORGANIZATION_DIM_V2	LEVEL9	STRING
SupplierOrganization	Name	XS.ORGANIZATION_DIM_V	XS.ORGANIZATION_DIM_V2	Name	STRING

Availability Management Universe

The goal of an Availability Management Context (universe) is to allow organizations to sustain the IT service-availability to support the business at a justifiable cost.

HP Business Service Management is the data source used by this universe.

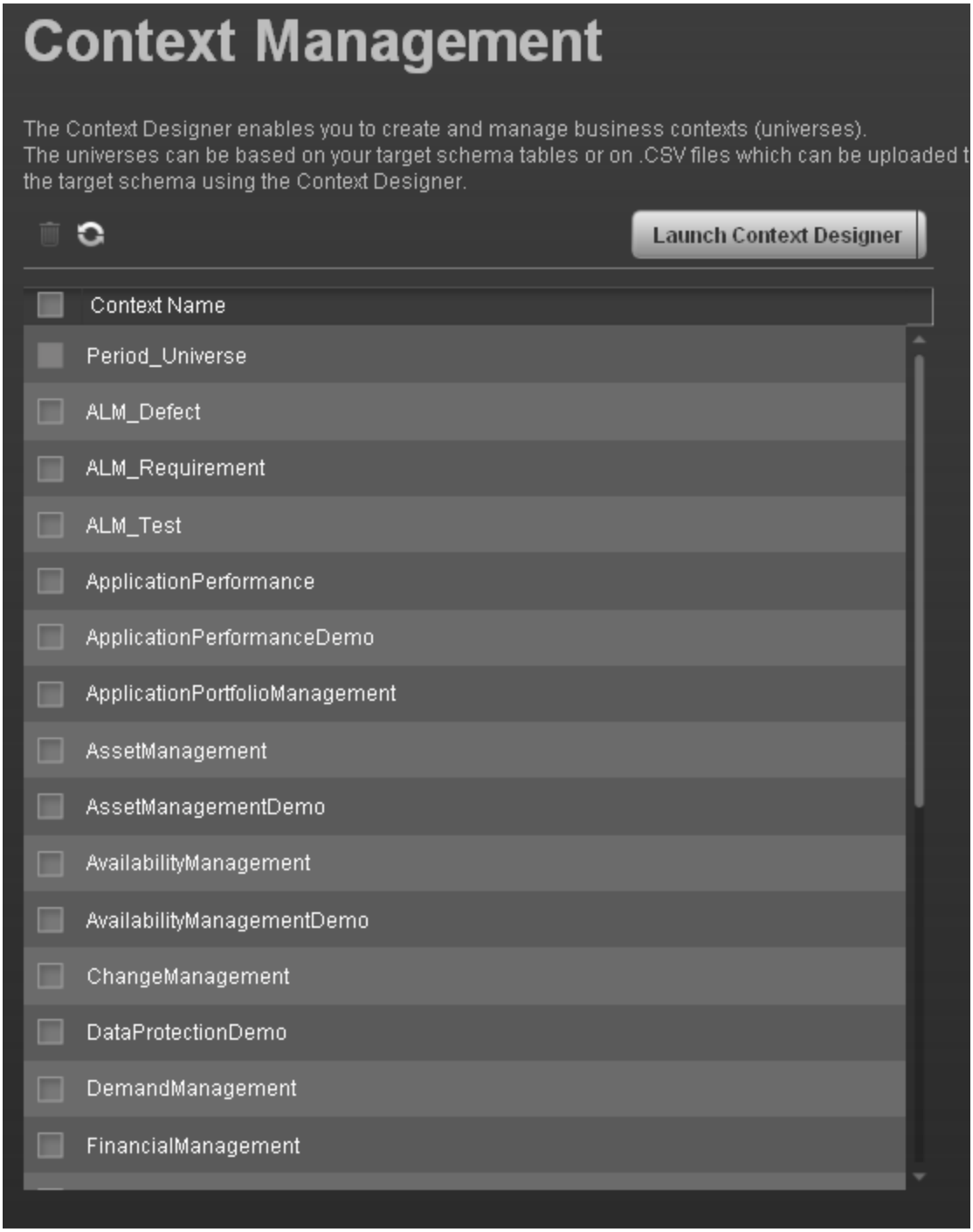
To access:

In Executive Scorecard, click **Admin > Context Management**, click **Launch Context Designer** > **Open an existing context**, and select the Context.

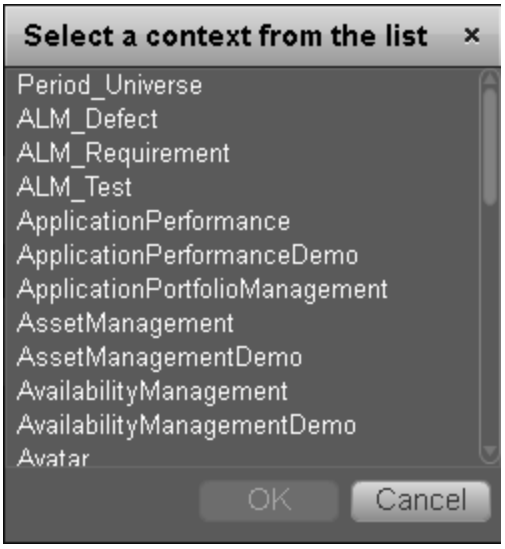
Tasks

View existing out-of-the-box Contexts (universes)

1. In Executive Scorecard, click **Admin > Context Management**. The Context Management page opens.
2. The list of out-of-the-box Contexts is displayed.



3. Click **Launch Context Designer**.
4. In the Context Designer page that opens, click **Open an existing context**.



5. Select the relevant Context,

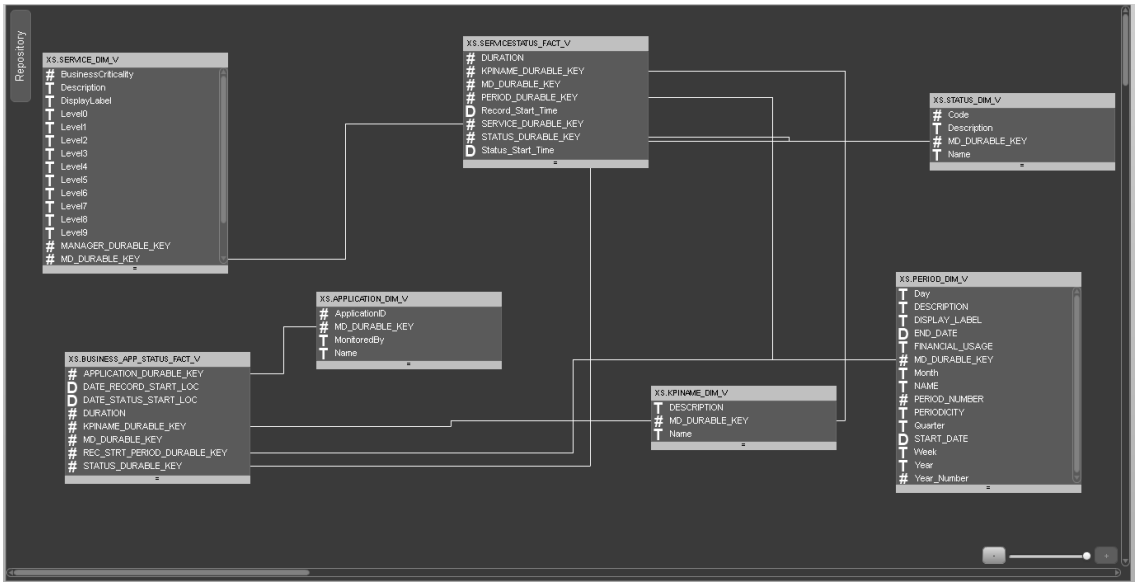
   The structure of the Context is displayed.

For additional details about Context Designer, see "Create and Manage Contexts Using Context Designer" in the *Administrator Guide*.

Reference

Context Tables and Structure

The context includes the following tables and relationships:



Statistics

Entity Count	Field Count	Table Count	Alias Count	Join Count
7	44	7		8

Object List

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
Application	ApplicationID	XS.APPLICATION_DIM_V		ApplicationID	NUMERIC
Application	MonitoredBy	XS.APPLICATION_DIM_V		MonitoredBy	STRING
Application	Name	XS.APPLICATION_DIM_V		Name	STRING
BusinessAppStatus	Duration	XS.BUSINESS_APP_STATUS_FACT_V		DURATION	NUMERIC
BusinessAppStatus	RecordStartDate	XS.BUSINESS_APP_STATUS_FACT_V		DATE_RECORD_START_LOC	DATE
BusinessAppStatus	StatusStartDate	XS.BUSINESS_APP_STATUS_FACT_V		DATE_STATUS_START_LOC	DATE
KpiName	Description	XS.KPINAME_DIM_V		DESCRIPTION	STRING
KpiName	Name	XS.KPINAME_DIM_V		Name	STRING

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
Period	Day	XS.PERIOD_DIM_V		Day	STRING
Period	Description	XS.PERIOD_DIM_V		DESCRIPTION	STRING
Period	DisplayLabel	XS.PERIOD_DIM_V		DISPLAY_LABEL	STRING
Period	EndDate	XS.PERIOD_DIM_V		END_DATE	DATE
Period	FinancialUsage	XS.PERIOD_DIM_V		FINANCIAL_ USAGE	STRING
Period	Month	XS.PERIOD_DIM_V		Month	STRING
Period	Name	XS.PERIOD_DIM_V		NAME	STRING
Period	Periodicity	XS.PERIOD_DIM_V		PERIODICITY	STRING
Period	PeriodNumber	XS.PERIOD_DIM_V		PERIOD_ NUMBER	NUMERIC
Period	Quarter	XS.PERIOD_DIM_V		Quarter	STRING
Period	StartDate	XS.PERIOD_DIM_V		START_DATE	DATE
Period	Week	XS.PERIOD_DIM_V		Week	STRING
Period	Year	XS.PERIOD_DIM_V		Year	STRING
Period	YearNumber	XS.PERIOD_DIM_V		Year_Number	NUMERIC
Service	BusinessCriticality	XS.SERVICE_DIM_V		BusinessCriticality	NUMERIC
Service	Description	XS.SERVICE_DIM_V		Description	STRING
Service	DisplayLabel	XS.SERVICE_DIM_V		DisplayLabel	STRING
Service	Level0	XS.SERVICE_DIM_V		Level0	STRING
Service	Level1	XS.SERVICE_DIM_V		Level1	STRING
Service	Level2	XS.SERVICE_DIM_V		Level2	STRING
Service	Level3	XS.SERVICE_DIM_V		Level3	STRING
Service	Level4	XS.SERVICE_DIM_V		Level4	STRING
Service	Level5	XS.SERVICE_DIM_V		Level5	STRING
Service	Level6	XS.SERVICE_DIM_V		Level6	STRING
Service	Level7	XS.SERVICE_DIM_V		Level7	STRING
Service	Level8	XS.SERVICE_DIM_V		Level8	STRING
Service	Level9	XS.SERVICE_DIM_V		Level9	STRING
Service	Name	XS.SERVICE_DIM_V		Name	STRING
Service	State	XS.SERVICE_DIM_V		State	STRING
Service	Type	XS.SERVICE_DIM_V		Type	STRING
ServiceStatus	Duration	XS.SERVICESTATUS_		DURATION	NUMERIC

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
		FACT_V			
ServiceStatus	RecordStartTime	XS.SERVICESTATUS_FACT_V		Record_Start_Time	DATE
ServiceStatus	StatusStartTime	XS.SERVICESTATUS_FACT_V		Status_Start_Time	DATE
Status	Code	XS.STATUS_DIM_V		Code	NUMERIC
Status	Description	XS.STATUS_DIM_V		Description	STRING
Status	Name	XS.STATUS_DIM_V		Name	STRING

Change Management Universe

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.

HP Service Manager is the data source used by this Context (universe).

The following universe contains the attributes and classes that relate to Change Management.

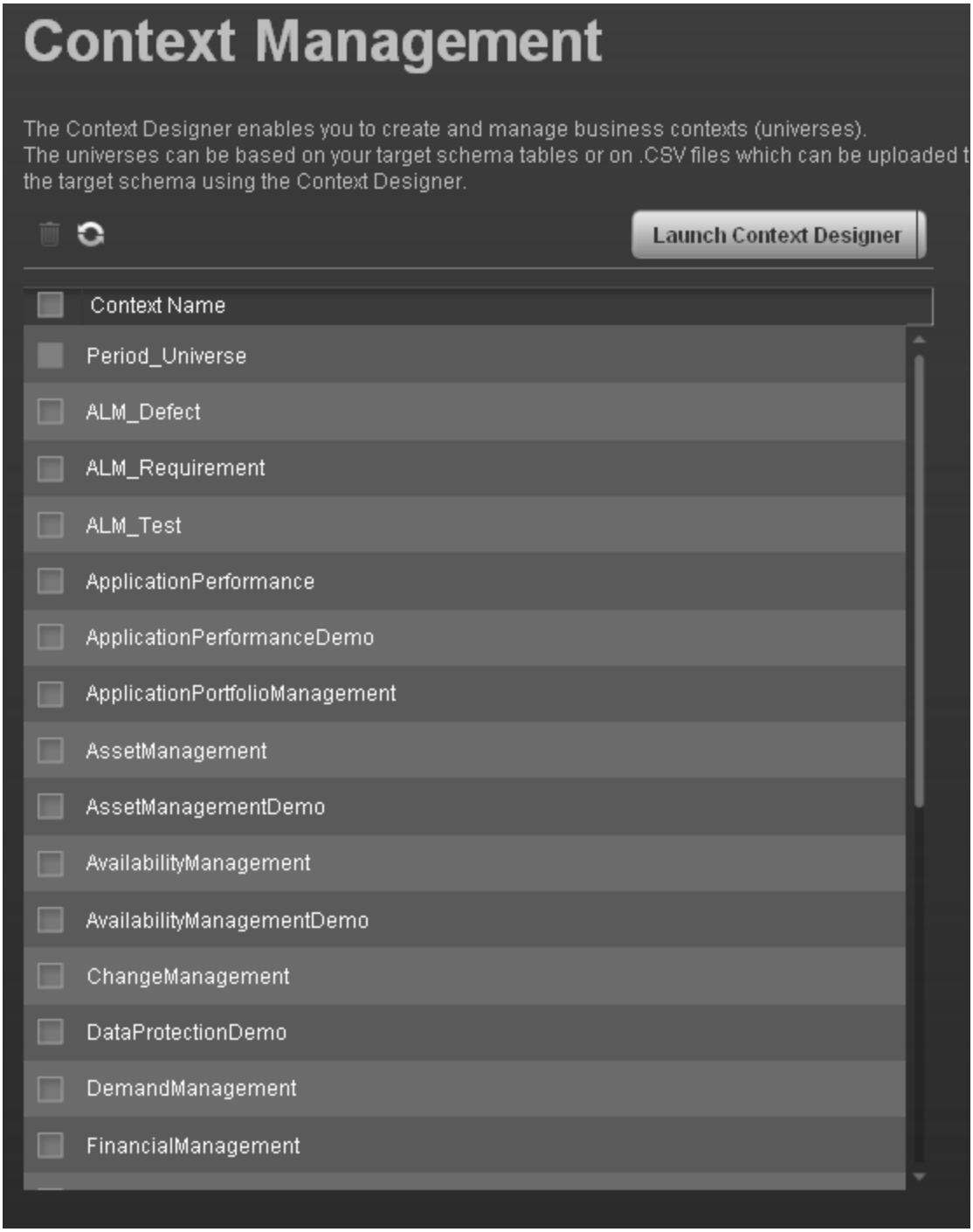
To access:

In Executive Scorecard, click **Admin > Context Management**, click **Launch Context Designer** > **Open an existing context**, and select the Context.

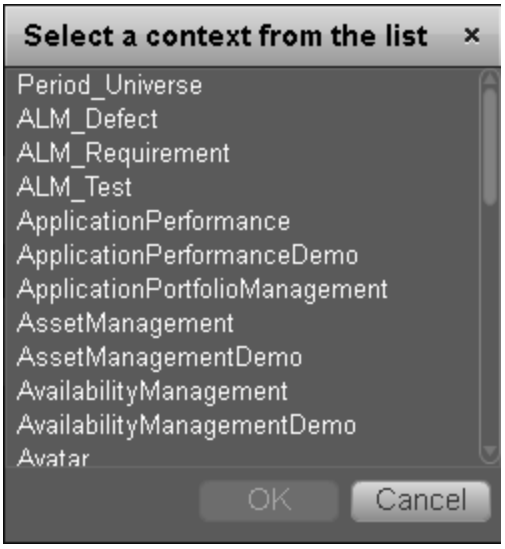
Tasks

View existing out-of-the-box Contexts (universes)

1. In Executive Scorecard, click **Admin > Context Management**. The Context Management page opens.
2. The list of out-of-the-box Contexts is displayed.



3. Click **Launch Context Designer**.
4. In the Context Designer page that opens, click **Open an existing context**.



5. Select the relevant Context,

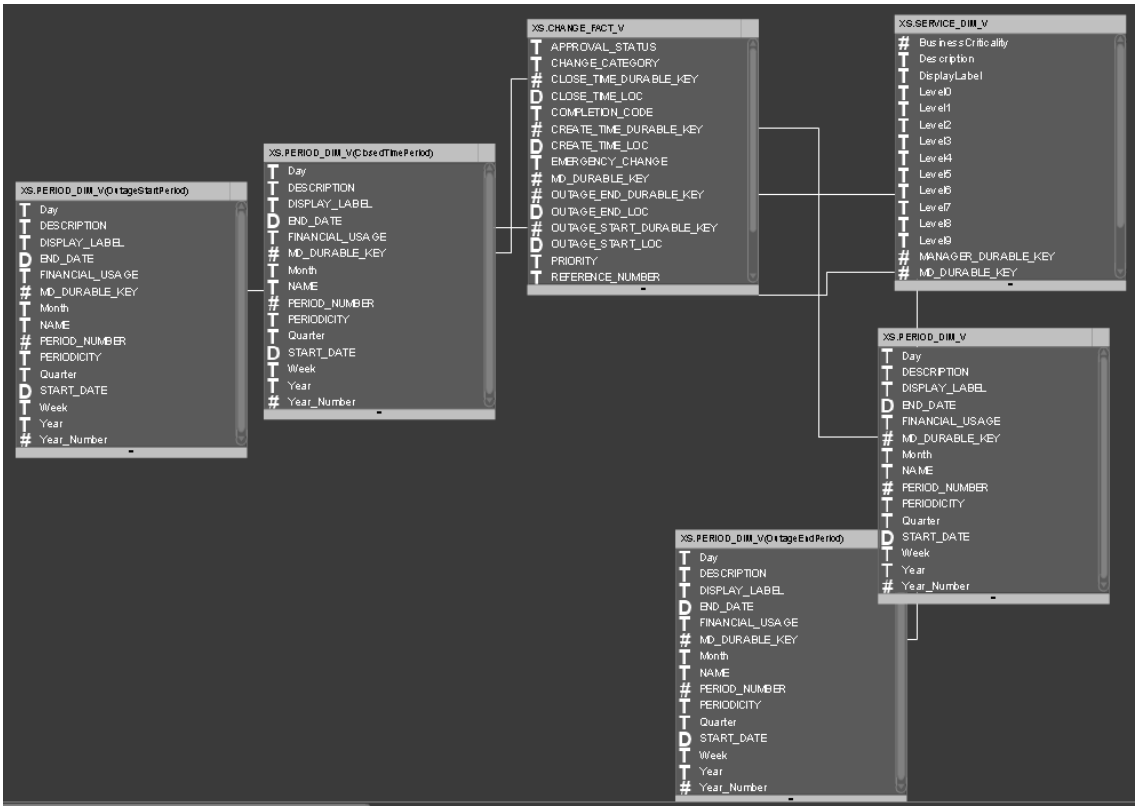
   The structure of the Context is displayed.

For additional details about Context Designer, see "Create and Manage Contexts Using Context Designer" in the *Administrator Guide*.

Reference

Context Tables and Structure

The context includes the following tables and relationships:



Statistics

Entity Count	Field Count	Table Count	Alias Count	Join Count
6	84	6	3	5

Object List

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
Change	ApprovalStatus	XS.CHANGE_FACT_V		APPROVAL_STATUS	STRING
Change	ChangeCategory	XS.CHANGE_FACT_V		CHANGE_CATEGORY	STRING
Change	CloseTime	XS.CHANGE_FACT_V		CLOSE_TIME_LOC	DATE
Change	CompletionCode	XS.CHANGE_FACT_V		COMPLETION_CODE	STRING
Change	CreateTime	XS.CHANGE_FACT_V		CREATE_TIME_LOC	DATE
Change	EmergencyChange	XS.CHANGE_FACT_V		EMERGENCY_CHANGE	STRING
Change	OutageEnd	XS.CHANGE_		OUTAGE_END_	DATE

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
		FACT_V		LOC	
Change	OutageStart	XS.CHANGE_FACT_V		OUTAGE_START_LOC	DATE
Change	Priority	XS.CHANGE_FACT_V		PRIORITY	STRING
Change	ReferenceNumber	XS.CHANGE_FACT_V		REFERENCE_NUMBER	STRING
Change	UnplannedChange	XS.CHANGE_FACT_V		UNPLANNED_CHANGE	STRING
Change	Urgency	XS.CHANGE_FACT_V		URGENCY	STRING
ClosedTimePeriod	Day	XS.PERIOD_DIM_V	ClosedTimePeriod	Day	STRING
ClosedTimePeriod	Description	XS.PERIOD_DIM_V	ClosedTimePeriod	DESCRIPTION	STRING
ClosedTimePeriod	DisplayLabel	XS.PERIOD_DIM_V	ClosedTimePeriod	DISPLAY_LABEL	STRING
ClosedTimePeriod	EndDate	XS.PERIOD_DIM_V	ClosedTimePeriod	END_DATE	DATE
ClosedTimePeriod	FinancialUsage	XS.PERIOD_DIM_V	ClosedTimePeriod	FINANCIAL_USAGE	STRING
ClosedTimePeriod	Month	XS.PERIOD_DIM_V	ClosedTimePeriod	Month	STRING
ClosedTimePeriod	Name	XS.PERIOD_DIM_V	ClosedTimePeriod	NAME	STRING
ClosedTimePeriod	Periodicity	XS.PERIOD_DIM_V	ClosedTimePeriod	PERIODICITY	STRING
ClosedTimePeriod	PeriodNumber	XS.PERIOD_DIM_V	ClosedTimePeriod	PERIOD_NUMBER	NUMERIC
ClosedTimePeriod	Quarter	XS.PERIOD_DIM_V	ClosedTimePeriod	Quarter	STRING
ClosedTimePeriod	StartDate	XS.PERIOD_DIM_V	ClosedTimePeriod	START_DATE	DATE
ClosedTimePeriod	Week	XS.PERIOD_DIM_V	ClosedTimePeriod	Week	STRING
ClosedTimePeriod	Year	XS.PERIOD_DIM_V	ClosedTimePeriod	Year	STRING
ClosedTimePeriod	YearNumber	XS.PERIOD_DIM_V	ClosedTimePeriod	Year_Number	NUMERIC

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
CreateTimePeriod	Day	XS.PERIOD_DIM_V		Day	STRING
CreateTimePeriod	Description	XS.PERIOD_DIM_V		DESCRIPTION	STRING
CreateTimePeriod	DisplayLabel	XS.PERIOD_DIM_V		DISPLAY_LABEL	STRING
CreateTimePeriod	EndDate	XS.PERIOD_DIM_V		END_DATE	DATE
CreateTimePeriod	FinancialUsage	XS.PERIOD_DIM_V		FINANCIAL_USAGE	STRING
CreateTimePeriod	Month	XS.PERIOD_DIM_V		Month	STRING
CreateTimePeriod	Name	XS.PERIOD_DIM_V		NAME	STRING
CreateTimePeriod	Periodicity	XS.PERIOD_DIM_V		PERIODICITY	STRING
CreateTimePeriod	PeriodNumber	XS.PERIOD_DIM_V		PERIOD_NUMBER	NUMERIC
CreateTimePeriod	Quarter	XS.PERIOD_DIM_V		Quarter	STRING
CreateTimePeriod	StartDate	XS.PERIOD_DIM_V		START_DATE	DATE
CreateTimePeriod	Week	XS.PERIOD_DIM_V		Week	STRING
CreateTimePeriod	Year	XS.PERIOD_DIM_V		Year	STRING
CreateTimePeriod	YearNumber	XS.PERIOD_DIM_V		Year_Number	NUMERIC
OutageEndPeriod	Day	XS.PERIOD_DIM_V	OutageEndPeriod	Day	STRING
OutageEndPeriod	Description	XS.PERIOD_DIM_V	OutageEndPeriod	DESCRIPTION	STRING
OutageEndPeriod	DisplayLabel	XS.PERIOD_DIM_V	OutageEndPeriod	DISPLAY_LABEL	STRING
OutageEndPeriod	EndDate	XS.PERIOD_DIM_V	OutageEndPeriod	END_DATE	DATE
OutageEndPeriod	FinancialUsage	XS.PERIOD_DIM_V	OutageEndPeriod	FINANCIAL_USAGE	STRING

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
OutageEndPeriod	Month	XS.PERIOD_DIM_V	OutageEndPeriod	Month	STRING
OutageEndPeriod	Name	XS.PERIOD_DIM_V	OutageEndPeriod	NAME	STRING
OutageEndPeriod	Periodicity	XS.PERIOD_DIM_V	OutageEndPeriod	PERIODICITY	STRING
OutageEndPeriod	PeriodNumber	XS.PERIOD_DIM_V	OutageEndPeriod	PERIOD_NUMBER	NUMERIC
OutageEndPeriod	Quarter	XS.PERIOD_DIM_V	OutageEndPeriod	Quarter	STRING
OutageEndPeriod	StartDate	XS.PERIOD_DIM_V	OutageEndPeriod	START_DATE	DATE
OutageEndPeriod	Week	XS.PERIOD_DIM_V	OutageEndPeriod	Week	STRING
OutageEndPeriod	Year	XS.PERIOD_DIM_V	OutageEndPeriod	Year	STRING
OutageEndPeriod	YearNumber	XS.PERIOD_DIM_V	OutageEndPeriod	Year_Number	NUMERIC
OutageStartPeriod	Day	XS.PERIOD_DIM_V	OutageStartPeriod	Day	STRING
OutageStartPeriod	Description	XS.PERIOD_DIM_V	OutageStartPeriod	DESCRIPTION	STRING
OutageStartPeriod	DisplayLabel	XS.PERIOD_DIM_V	OutageStartPeriod	DISPLAY_LABEL	STRING
OutageStartPeriod	EndDate	XS.PERIOD_DIM_V	OutageStartPeriod	END_DATE	DATE
OutageStartPeriod	FinancialUsage	XS.PERIOD_DIM_V	OutageStartPeriod	FINANCIAL_USAGE	STRING
OutageStartPeriod	Month	XS.PERIOD_DIM_V	OutageStartPeriod	Month	STRING
OutageStartPeriod	Name	XS.PERIOD_DIM_V	OutageStartPeriod	NAME	STRING
OutageStartPeriod	Periodicity	XS.PERIOD_DIM_V	OutageStartPeriod	PERIODICITY	STRING
OutageStartPeriod	PeriodNumber	XS.PERIOD_DIM_V	OutageStartPeriod	PERIOD_NUMBER	NUMERIC
OutageStartPeriod	Quarter	XS.PERIOD_DIM_V	OutageStartPeriod	Quarter	STRING

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
OutageStartPeriod	StartDate	XS.PERIOD_DIM_V	OutageStartPeriod	START_DATE	DATE
OutageStartPeriod	Week	XS.PERIOD_DIM_V	OutageStartPeriod	Week	STRING
OutageStartPeriod	Year	XS.PERIOD_DIM_V	OutageStartPeriod	Year	STRING
OutageStartPeriod	YearNumber	XS.PERIOD_DIM_V	OutageStartPeriod	Year_Number	NUMERIC
Service	BusinessCriticality	XS.SERVICE_DIM_V		BusinessCriticality	NUMERIC
Service	Description	XS.SERVICE_DIM_V		Description	STRING
Service	DisplayLabel	XS.SERVICE_DIM_V		DisplayLabel	STRING
Service	Level0	XS.SERVICE_DIM_V		Level0	STRING
Service	Level1	XS.SERVICE_DIM_V		Level1	STRING
Service	Level2	XS.SERVICE_DIM_V		Level2	STRING
Service	Level3	XS.SERVICE_DIM_V		Level3	STRING
Service	Level4	XS.SERVICE_DIM_V		Level4	STRING
Service	Level5	XS.SERVICE_DIM_V		Level5	STRING
Service	Level6	XS.SERVICE_DIM_V		Level6	STRING
Service	Level7	XS.SERVICE_DIM_V		Level7	STRING
Service	Level8	XS.SERVICE_DIM_V		Level8	STRING
Service	Level9	XS.SERVICE_DIM_V		Level9	STRING
Service	Name	XS.SERVICE_DIM_V		Name	STRING
Service	State	XS.SERVICE_DIM_V		State	STRING
Service	Type	XS.SERVICE_DIM_V		Type	STRING

DataProtection Universe

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.

The following Context (universe) contains the attributes and classes that relate to Asset Management.

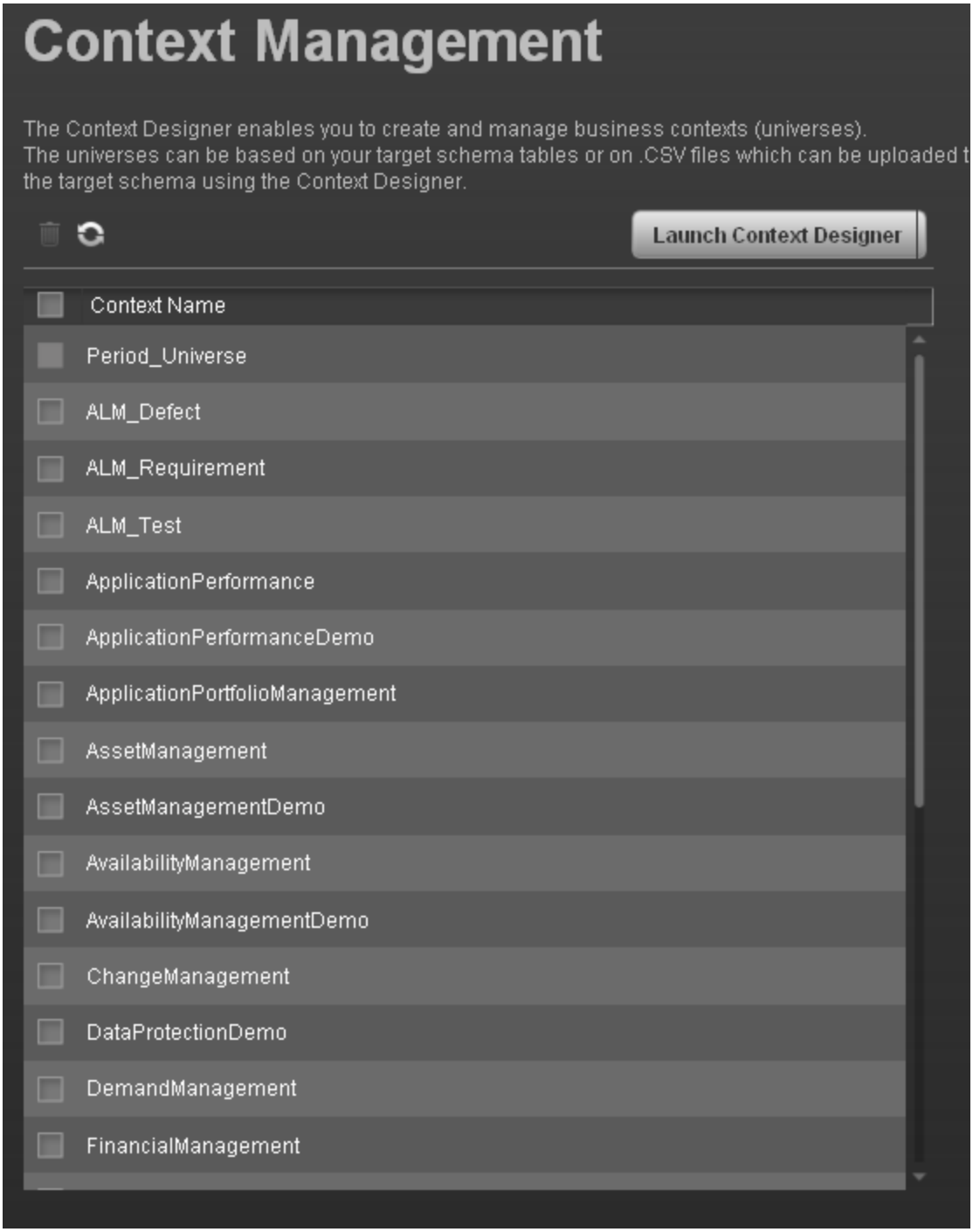
To access:

In Executive Scorecard, click **Admin > Context Management**, click **Launch Context Designer** > **Open an existing context**, and select the Context.

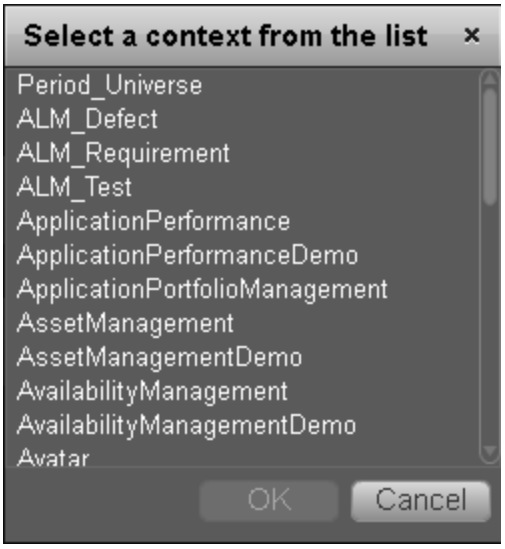
Tasks

View existing out-of-the-box Contexts (universes)

1. In Executive Scorecard, click **Admin > Context Management**. The Context Management page opens.
2. The list of out-of-the-box Contexts is displayed.



3. Click **Launch Context Designer**.
4. In the Context Designer page that opens, click **Open an existing context**.



5. Select the relevant Context,

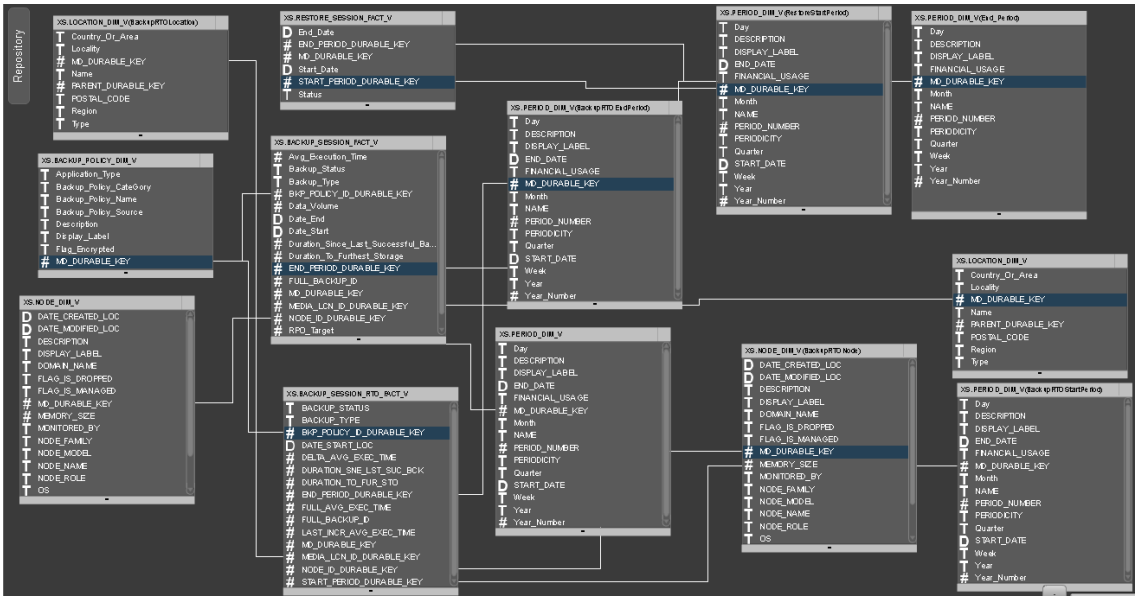
   The structure of the Context is displayed.

For additional details about Context Designer, see "Create and Manage Contexts Using Context Designer" in the *Administrator Guide*.

Reference

Context Tables and Structure

The context includes the following tables and relationships:



Statistics

Entity Count	Field Count	Table Count	Alias Count	Join Count
13	108	13	6	12

Object List

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
Backup	AvgExecutionTime	XS.BACKUP_SESSION_FACT_V		Avg_Execution_Time	NUMERIC
Backup	DataVolume	XS.BACKUP_SESSION_FACT_V		Data_Volume	NUMERIC
Backup	DurationSinceLastSuccessfulBackup	XS.BACKUP_SESSION_FACT_V		Duration_Since_Last_Successful_Backup	NUMERIC
Backup	DurationToFurthestStorage	XS.BACKUP_SESSION_FACT_V		Duration_To_Furthest_Storage	NUMERIC
Backup	EndDate	XS.BACKUP_SESSION_FACT_V		Date_End	DATE

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
Backup	FullBackupId	XS.BACKUP _SESSION_FACT_ V		FULL_ BACKUP_ID	NUMERIC
Backup	Node	XS.NODE_DIM_V		MD_ DURABLE_ KEY	NUMERIC
Backup	RpoTarget	XS.BACKUP _SESSION_FACT_ V		RPO_Target	NUMERIC
Backup	StartDate	XS.BACKUP _SESSION_FACT_ V		Date_Start	DATE
Backup	Status	XS.BACKUP _SESSION_FACT_ V		Backup_Status	STRING
Backup	Type	XS.BACKUP _SESSION_FACT_ V		Backup_Type	STRING
BackupPolicy	ApplicationType	XS.BACKUP _POLICY_DIM_V		Application_ Type	STRING
BackupPolicy	Description	XS.BACKUP _POLICY_DIM_V		Description	STRING
BackupPolicy	DisplayLabel	XS.BACKUP _POLICY_DIM_V		Display_Label	STRING
BackupPolicy	IsEncrypted	XS.BACKUP _POLICY_DIM_V		Flag_Encrypted	STRING
BackupPolicy	PolicyCategory	XS.BACKUP _POLICY_DIM_V		Backup _Policy_ CateGory	STRING
BackupPolicy	PolicySource	XS.BACKUP _POLICY_DIM_V		Backup _Policy_Source	STRING
BackupRTO	DeltaAvgExecTime	XS.BACKUP _SESSION_RTO_ FACT_V		DELTA_AVG _EXEC_TIME	NUMERIC
BackupRTO	DurationSinceLast SuccessBackup	XS.BACKUP _SESSION_RTO_ FACT_V		DURATION_ SNE _LST_SUC_ BCK	NUMERIC
BackupRTO	DurationToFurthest Storage	XS.BACKUP _SESSION_RTO_ FACT_V		DURATION _TO_FUR_STO	NUMERIC
BackupRTO	FullBackupAvgExec	XS.BACKUP		FULL_AVG	NUMERIC

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
	Time	_SESSION_RTO_ FACT_V		_EXEC_TIME	
BackupRTO	FullBackupId	XS.BACKUP _SESSION_RTO_ FACT_V		FULL_ BACKUP_ID	NUMERIC
BackupRTO	LastIncrAvgExec Time	XS.BACKUP _SESSION_RTO_ FACT_V		LAST_INCR _AVG_EXEC_ TIME	NUMERIC
BackupRTO	StartDate	XS.BACKUP _SESSION_RTO_ FACT_V		DATE_START_ LOC	DATE
BackupRTO	Status	XS.BACKUP _SESSION_RTO_ FACT_V		BACKUP_ STATUS	STRING
BackupRTO	Type	XS.BACKUP _SESSION_RTO_ FACT_V		BACKUP_ TYPE	STRING
BackupRTO EndPeriod	Day	XS.PERIOD_DIM_V	BackupRTO EndPeriod	Day	STRING
BackupRTO EndPeriod	Description	XS.PERIOD_DIM_V	BackupRTO EndPeriod	DESCRIPTION	STRING
BackupRTO EndPeriod	DisplayLabel	XS.PERIOD_DIM_V	BackupRTO EndPeriod	DISPLAY_ LABEL	STRING
BackupRTO EndPeriod	EndDate	XS.PERIOD_DIM_V	BackupRTO EndPeriod	END_DATE	DATE
BackupRTO EndPeriod	FinancialUsage	XS.PERIOD_DIM_V	BackupRTO EndPeriod	FINANCIAL_ USAGE	STRING
BackupRTO EndPeriod	Month	XS.PERIOD_DIM_V	BackupRTO EndPeriod	Month	STRING
BackupRTO EndPeriod	Name	XS.PERIOD_DIM_V	BackupRTO EndPeriod	NAME	STRING
BackupRTO EndPeriod	Periodicity	XS.PERIOD_DIM_V	BackupRTO EndPeriod	PERIODICITY	STRING
BackupRTO EndPeriod	PeriodNumber	XS.PERIOD_DIM_V	BackupRTO EndPeriod	PERIOD_ NUMBER	NUMERIC
BackupRTO EndPeriod	Quarter	XS.PERIOD_DIM_V	BackupRTO EndPeriod	Quarter	STRING
BackupRTO EndPeriod	StartDate	XS.PERIOD_DIM_V	BackupRTO EndPeriod	START_DATE	DATE
BackupRTO EndPeriod	Week	XS.PERIOD_DIM_V	BackupRTO EndPeriod	Week	STRING

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
BackupRTO EndPeriod	Year	XS.PERIOD_DIM_V	BackupRTO EndPeriod	Year	STRING
BackupRTO EndPeriod	YearNumber	XS.PERIOD_DIM_V	BackupRTO EndPeriod	Year_Number	NUMERIC
BackupRTO Location	CountryOrArea	XS.LOCATION_ DIM_V	BackupRTO Location	Country_Or_ Area	STRING
BackupRTO Location	Locality	XS.LOCATION_ DIM_V	BackupRTO Location	Locality	STRING
BackupRTO Location	LocationType	XS.LOCATION_ DIM_V	BackupRTO Location	Type	STRING
BackupRTO Location	Name	XS.LOCATION_ DIM_V	BackupRTO Location	Name	STRING
BackupRTO Location	PostalCode	XS.LOCATION_ DIM_V	BackupRTO Location	POSTAL_ CODE	STRING
BackupRTO Location	Region	XS.LOCATION_ DIM_V	BackupRTO Location	Region	STRING
BackupRTO Node	Name	XS.NODE_DIM_V	BackupRTO Node	NODE_NAME	STRING
BackupRTO StartPeriod	Day	XS.PERIOD_DIM_V	BackupRTO StartPeriod	Day	STRING
BackupRTO StartPeriod	DisplayLabel	XS.PERIOD_DIM_V	BackupRTO StartPeriod	DISPLAY_ LABEL	STRING
BackupRTO StartPeriod	EndDate	XS.PERIOD_DIM_V	BackupRTO StartPeriod	END_DATE	DATE
BackupRTO StartPeriod	FinancialUsage	XS.PERIOD_DIM_V	BackupRTO StartPeriod	FINANCIAL_ USAGE	STRING
BackupRTO StartPeriod	Month	XS.PERIOD_DIM_V	BackupRTO StartPeriod	Month	STRING
BackupRTO StartPeriod	Name	XS.PERIOD_DIM_V	BackupRTO StartPeriod	NAME	STRING
BackupRTO StartPeriod	Periodicity	XS.PERIOD_DIM_V	BackupRTO StartPeriod	PERIODICITY	STRING
BackupRTO StartPeriod	PeriodNumber	XS.PERIOD_DIM_V	BackupRTO StartPeriod	PERIOD_ NUMBER	NUMERIC
BackupRTO StartPeriod	Quarter	XS.PERIOD_DIM_V	BackupRTO StartPeriod	Quarter	STRING
BackupRTOS tartPeriod	StartDate	XS.PERIOD_DIM_V	BackupRTOS tartPeriod	START_DATE	DATE
BackupRTO	Week	XS.PERIOD_DIM_V	BackupRTO	Week	STRING

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
StartPeriod			StartPeriod		
BackupRTO StartPeriod	Year	XS.PERIOD_DIM_V	BackupRTO StartPeriod	Year	STRING
BackupRTO StartPeriod	YearNumber	XS.PERIOD_DIM_V	BackupRTO StartPeriod	Year_Number	NUMERIC
EndPeriod	Day	XS.PERIOD_DIM_V	End_Period	Day	STRING
EndPeriod	Description	XS.PERIOD_DIM_V	End_Period	DESCRIPTION	STRING
EndPeriod	DisplayLabel	XS.PERIOD_DIM_V	End_Period	DISPLAY_ LABEL	STRING
EndPeriod	FinancialUsage	XS.PERIOD_DIM_V	End_Period	FINANCIAL_ USAGE	STRING
EndPeriod	Month	XS.PERIOD_DIM_V	End_Period	Month	STRING
EndPeriod	Name	XS.PERIOD_DIM_V	End_Period	NAME	STRING
EndPeriod	Periodicity	XS.PERIOD_DIM_V	End_Period	PERIODICITY	STRING
EndPeriod	PeriodNumber	XS.PERIOD_DIM_V	End_Period	PERIOD_ NUMBER	NUMERIC
EndPeriod	Quarter	XS.PERIOD_DIM_V	End_Period	Quarter	STRING
EndPeriod	Week	XS.PERIOD_DIM_V	End_Period	Week	STRING
EndPeriod	Year	XS.PERIOD_DIM_V	End_Period	Year	STRING
EndPeriod	YearNumber	XS.PERIOD_DIM_V	End_Period	Year_Number	NUMERIC
Location	CountryOrArea	XS.LOCATION_ DIM_V		Country_Or_ Area	STRING
Location	Locality	XS.LOCATION_ DIM_V		Locality	STRING
Location	LocationType	XS.LOCATION_ DIM_V		Type	STRING
Location	Name	XS.LOCATION_ DIM_V		Name	STRING
Location	PostalCode	XS.LOCATION_ DIM_V		POSTAL_ CODE	STRING
Location	Region	XS.LOCATION_ DIM_V		Region	STRING
Node	Name	XS.NODE_DIM_V		NODE_NAME	STRING
Restore	EndDate	XS.RESTORE _SESSION_FACT_ V		End_Date	DATE
Restore	StartDate	XS.RESTORE		Start_Date	DATE

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
		_SESSION_FACT_V			
Restore	Status	XS.RESTORE_SESSION_FACT_V		Status	STRING
Restore StartPeriod	Day	XS.PERIOD_DIM_V	Restore StartPeriod	Day	STRING
Restore StartPeriod	Description	XS.PERIOD_DIM_V	Restore StartPeriod	DESCRIPTION	STRING
Restore StartPeriod	DisplayLabel	XS.PERIOD_DIM_V	Restore StartPeriod	DISPLAY_LABEL	STRING
Restore StartPeriod	EndDate	XS.PERIOD_DIM_V	Restore StartPeriod	END_DATE	DATE
Restore StartPeriod	FinancialUsage	XS.PERIOD_DIM_V	Restore StartPeriod	FINANCIAL_USAGE	STRING
Restore StartPeriod	Month	XS.PERIOD_DIM_V	Restore StartPeriod	Month	STRING
Restore StartPeriod	Name	XS.PERIOD_DIM_V	Restore StartPeriod	NAME	STRING
Restore StartPeriod	Periodicity	XS.PERIOD_DIM_V	Restore StartPeriod	PERIODICITY	STRING
Restore StartPeriod	PeriodNumber	XS.PERIOD_DIM_V	Restore StartPeriod	PERIOD_NUMBER	NUMERIC
Restore StartPeriod	Quarter	XS.PERIOD_DIM_V	Restore StartPeriod	Quarter	STRING
Restore StartPeriod	StartDate	XS.PERIOD_DIM_V	Restore StartPeriod	START_DATE	DATE
Restore StartPeriod	Week	XS.PERIOD_DIM_V	Restore StartPeriod	Week	STRING
Restore StartPeriod	Year	XS.PERIOD_DIM_V	Restore StartPeriod	Year	STRING
Restore StartPeriod	YearNumber	XS.PERIOD_DIM_V	Restore StartPeriod	Year_Number	NUMERIC
StartPeriod	Day	XS.PERIOD_DIM_V		Day	STRING
StartPeriod	Description	XS.PERIOD_DIM_V		DESCRIPTION	STRING
StartPeriod	DisplayLabel	XS.PERIOD_DIM_V		DISPLAY_LABEL	STRING

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
StartPeriod	FinancialUsage	XS.PERIOD_DIM_V		FINANCIAL_ USAGE	STRING
StartPeriod	Month	XS.PERIOD_DIM_V		Month	STRING
StartPeriod	Name	XS.PERIOD_DIM_V		NAME	STRING
StartPeriod	Periodicity	XS.PERIOD_DIM_V		PERIODICITY	STRING
StartPeriod	PeriodNumber	XS.PERIOD_DIM_V		PERIOD_ NUMBER	NUMERIC
StartPeriod	Quarter	XS.PERIOD_DIM_V		Quarter	STRING
StartPeriod	Week	XS.PERIOD_DIM_V		Week	STRING
StartPeriod	Year	XS.PERIOD_DIM_V		Year	STRING
StartPeriod	YearNumber	XS.PERIOD_DIM_V		Year_Number	NUMERIC

RequestManagement (DemandManagement) Universe

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.

Note: Demand Management is now referred to as Request Management.

HP Universal Configuration Management Database is the data source used by this Context (universe).

The following Context contains the attributes and classes that relate to Request Management.

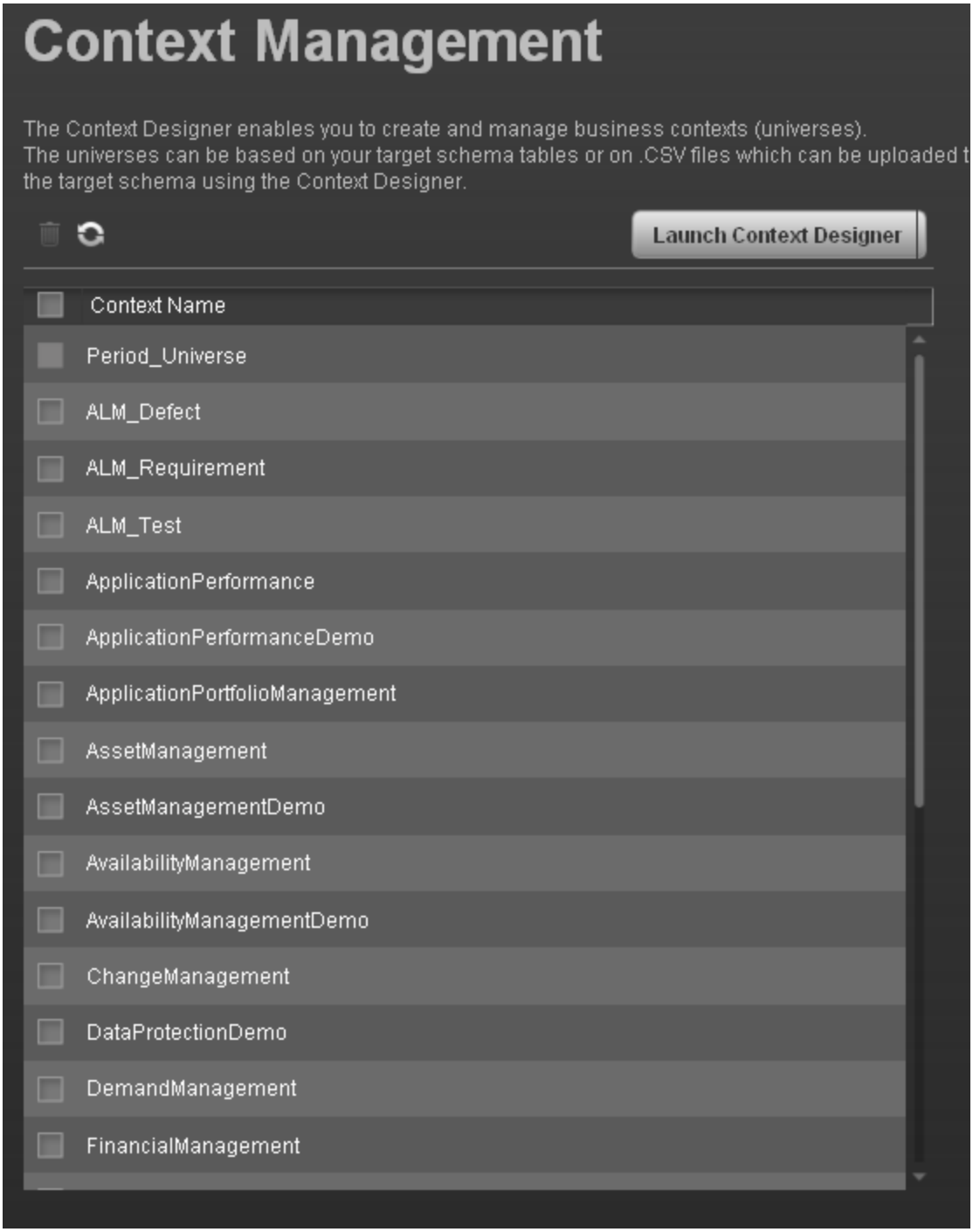
To access:

In Executive Scorecard, click **Admin > Context Management**, click **Launch Context Designer** > **Open an existing context**, and select the Context.

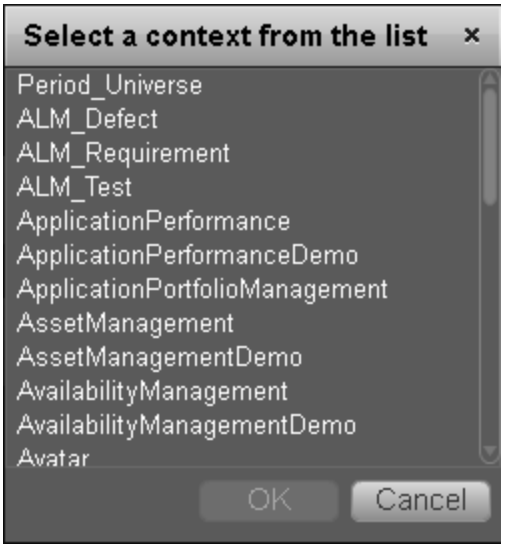
Tasks

View existing out-of-the-box Contexts (universes)

1. In Executive Scorecard, click **Admin > Context Management**. The Context Management page opens.
2. The list of out-of-the-box Contexts is displayed.



3. Click **Launch Context Designer**.
4. In the Context Designer page that opens, click **Open an existing context**.



5. Select the relevant Context,

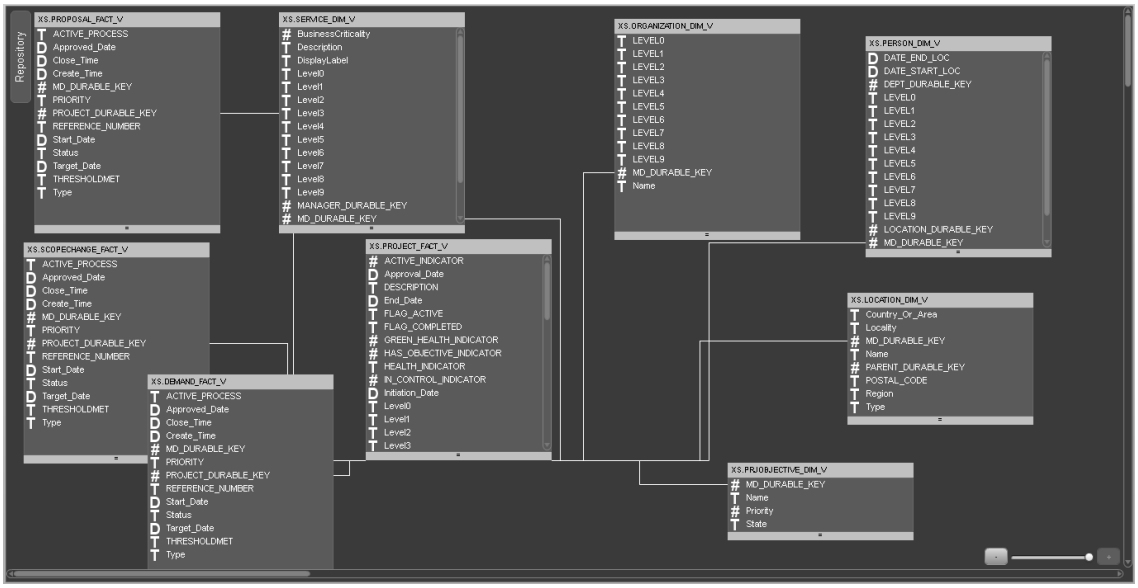
   The structure of the Context is displayed.

For additional details about Context Designer, see "Create and Manage Contexts Using Context Designer" in the *Administrator Guide*.

Reference

Context Tables and Structure

The context includes the following tables and relationships:



Statistics

Entity Count	Field Count	Table Count	Alias Count	Join Count
9	113	9		8

Object List

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
Demand	ActiveProcess	XS.DEMAND_FACT_V		ACTIVE_PROCESS	STRING
Demand	ApprovedDate	XS.DEMAND_FACT_V		Approved_Date	DATE
Demand	CloseTime	XS.DEMAND_FACT_V		Close_Time	DATE
Demand	CreateTime	XS.DEMAND_FACT_V		Create_Time	DATE
Demand	Priority	XS.DEMAND_FACT_V		PRIORITY	STRING
Demand	ReferenceNumber	XS.DEMAND_FACT_V		REFERENCE_NUMBER	STRING
Demand	StartDate	XS.DEMAND_FACT_V		Start_Date	DATE
Demand	Status	XS.DEMAND_FACT_V		Status	STRING

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
Demand	TargetDate	XS.DEMAND_FACT_V		Target_Date	DATE
Demand	ThresholdMet	XS.DEMAND_FACT_V		THRESHOLDMET	STRING
Demand	Type	XS.DEMAND_FACT_V		Type	STRING
Location	CountryOrArea	XS.LOCATION_DIM_V		Country_Or_Area	STRING
Location	Locality	XS.LOCATION_DIM_V		Locality	STRING
Location	LocationType	XS.LOCATION_DIM_V		Type	STRING
Location	Name	XS.LOCATION_DIM_V		Name	STRING
Location	PostalCode	XS.LOCATION_DIM_V		POSTAL_CODE	STRING
Location	Region	XS.LOCATION_DIM_V		Region	STRING
Organization	Level0	XS.ORGANIZATION_DIM_V		LEVEL0	STRING
Organization	Level1	XS.ORGANIZATION_DIM_V		LEVEL1	STRING
Organization	Level2	XS.ORGANIZATION_DIM_V		LEVEL2	STRING
Organization	Level3	XS.ORGANIZATION_DIM_V		LEVEL3	STRING
Organization	Level4	XS.ORGANIZATION_DIM_V		LEVEL4	STRING
Organization	Level5	XS.ORGANIZATION_DIM_V		LEVEL5	STRING
Organization	Level6	XS.ORGANIZATION_DIM_V		LEVEL6	STRING
Organization	Level7	XS.ORGANIZATION_DIM_V		LEVEL7	STRING
Organization	Level8	XS.ORGANIZATION_DIM_V		LEVEL8	STRING
Organization	Level9	XS.ORGANIZATION_DIM_V		LEVEL9	STRING
Organization	Name	XS.ORGANIZATION_		Name	STRING

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
		DIM_V			
Project	ActiveIndicator	XS.PROJECT_FACT_V		ACTIVE_INDICATOR	NUMERIC
Project	ApprovalDate	XS.PROJECT_FACT_V		Approval_Date	DATE
Project	Class	XS.PROJECT_FACT_V		Project_Class	STRING
Project	Description	XS.PROJECT_FACT_V		DESCRIPTION	STRING
Project	EndDate	XS.PROJECT_FACT_V		End_Date	DATE
Project	FlagActive	XS.PROJECT_FACT_V		FLAG_ACTIVE	STRING
Project	FlagCompleted	XS.PROJECT_FACT_V		FLAG_COMPLETED	STRING
Project	HasObjectiveIndicator	XS.PROJECT_FACT_V		HAS_OBJECTIVE_INDICATOR	NUMERIC
Project	HealthIndicator	XS.PROJECT_FACT_V		HEALTH_INDICATOR	STRING
Project	InControlIndicator	XS.PROJECT_FACT_V		IN_CONTROL_INDICATOR	NUMERIC
Project	InitiationDate	XS.PROJECT_FACT_V		Initiation_Date	DATE
Project	Level0	XS.PROJECT_FACT_V		Level0	STRING
Project	Level1	XS.PROJECT_FACT_V		Level1	STRING
Project	Level2	XS.PROJECT_FACT_V		Level2	STRING
Project	Level3	XS.PROJECT_FACT_V		Level3	STRING
Project	Level4	XS.PROJECT_FACT_V		Level4	STRING
Project	Level5	XS.PROJECT_FACT_V		Level5	STRING
Project	Level6	XS.PROJECT_FACT_V		Level6	STRING
Project	Level7	XS.PROJECT_FACT_		Level7	STRING

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
		V			
Project	Level8	XS.PROJECT_FACT_V		Level8	STRING
Project	Level9	XS.PROJECT_FACT_V		Level9	STRING
Project	Name	XS.PROJECT_FACT_V		Name	STRING
Project	OnTimeIndicator	XS.PROJECT_FACT_V		ON_TIME_INDICATOR	NUMERIC
Project	PlannedEndDate	XS.PROJECT_FACT_V		Planned_End_Date	DATE
Project	PlannedStartDate	XS.PROJECT_FACT_V		Planned_Start_Date	DATE
Project	ProjectGroup	XS.PROJECT_FACT_V		PROJECT_GROUP	STRING
Project	RiskRating	XS.PROJECT_FACT_V		RISK_RATING	NUMERIC
Project	RolloutDate	XS.PROJECT_FACT_V		Rollout_Date	DATE
Project	StartDate	XS.PROJECT_FACT_V		Start_Date	DATE
Project	Status	XS.PROJECT_FACT_V		STATUS	STRING
Project	WorkPlanCreatedDate	XS.PROJECT_FACT_V		Work_Plan_Created_Date	DATE
ProjectManager	EndDate	XS.PERSON_DIM_V		DATE_END_LOC	DATE
ProjectManager	Level0	XS.PERSON_DIM_V		LEVEL0	STRING
ProjectManager	Level1	XS.PERSON_DIM_V		LEVEL1	STRING
ProjectManager	Level2	XS.PERSON_DIM_V		LEVEL2	STRING
ProjectManager	Level3	XS.PERSON_DIM_V		LEVEL3	STRING
ProjectManager	Level4	XS.PERSON_DIM_V		LEVEL4	STRING
ProjectManager	Level5	XS.PERSON_DIM_V		LEVEL5	STRING
ProjectManager	Level6	XS.PERSON_DIM_V		LEVEL6	STRING
ProjectManager	Level7	XS.PERSON_DIM_V		LEVEL7	STRING
ProjectManager	Level8	XS.PERSON_DIM_V		LEVEL8	STRING

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
ProjectManager	Level9	XS.PERSON_DIM_V		LEVEL9	STRING
ProjectManager	Name	XS.PERSON_DIM_V		Name	STRING
ProjectManager	StartDate	XS.PERSON_DIM_V		DATE_START_LOC	DATE
ProjectObjective	Name	XS.PRJOBJECTIVE_DIM_V		Name	STRING
ProjectObjective	Priority	XS.PRJOBJECTIVE_DIM_V		Priority	NUMERIC
ProjectObjective	State	XS.PRJOBJECTIVE_DIM_V		State	STRING
Proposal	ActiveProcess	XS.PROPOSAL_FACT_V		ACTIVE_PROCESS	STRING
Proposal	ApprovedDate	XS.PROPOSAL_FACT_V		Approved_Date	DATE
Proposal	CloseTime	XS.PROPOSAL_FACT_V		Close_Time	DATE
Proposal	CreateTime	XS.PROPOSAL_FACT_V		Create_Time	DATE
Proposal	Priority	XS.PROPOSAL_FACT_V		PRIORITY	STRING
Proposal	ReferenceNumber	XS.PROPOSAL_FACT_V		REFERENCE_NUMBER	STRING
Proposal	StartDate	XS.PROPOSAL_FACT_V		Start_Date	DATE
Proposal	Status	XS.PROPOSAL_FACT_V		Status	STRING
Proposal	TargetDate	XS.PROPOSAL_FACT_V		Target_Date	DATE
Proposal	ThresholdMet	XS.PROPOSAL_FACT_V		THRESHOLDMET	STRING
Proposal	Type	XS.PROPOSAL_FACT_V		Type	STRING
ScopeChange	ActiveProcess	XS.SCOPECHANGE_FACT_V		ACTIVE_PROCESS	STRING
ScopeChange	ApprovedDate	XS.SCOPECHANGE_FACT_V		Approved_Date	DATE
ScopeChange	CloseTime	XS.SCOPECHANGE_FACT_V		Close_Time	DATE
ScopeChange	CreateTime	XS.SCOPECHANGE_		Create_Time	DATE

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
		FACT_V			
ScopeChange	Priority	XS.SCOPECHANGE_FACT_V		PRIORITY	STRING
ScopeChange	ReferenceNumber	XS.SCOPECHANGE_FACT_V		REFERENCE_NUMBER	STRING
ScopeChange	StartDate	XS.SCOPECHANGE_FACT_V		Start_Date	DATE
ScopeChange	Status	XS.SCOPECHANGE_FACT_V		Status	STRING
ScopeChange	TargetDate	XS.SCOPECHANGE_FACT_V		Target_Date	DATE
ScopeChange	ThresholdMet	XS.SCOPECHANGE_FACT_V		THRESHOLDMET	STRING
ScopeChange	Type	XS.SCOPECHANGE_FACT_V		Type	STRING
Service	BusinessCriticality	XS.SERVICE_DIM_V		BusinessCriticality	NUMERIC
Service	Description	XS.SERVICE_DIM_V		Description	STRING
Service	DisplayLabel	XS.SERVICE_DIM_V		DisplayLabel	STRING
Service	Level0	XS.SERVICE_DIM_V		Level0	STRING
Service	Level1	XS.SERVICE_DIM_V		Level1	STRING
Service	Level2	XS.SERVICE_DIM_V		Level2	STRING
Service	Level3	XS.SERVICE_DIM_V		Level3	STRING
Service	Level4	XS.SERVICE_DIM_V		Level4	STRING
Service	Level5	XS.SERVICE_DIM_V		Level5	STRING
Service	Level6	XS.SERVICE_DIM_V		Level6	STRING
Service	Level7	XS.SERVICE_DIM_V		Level7	STRING
Service	Level8	XS.SERVICE_DIM_V		Level8	STRING
Service	Level9	XS.SERVICE_DIM_V		Level9	STRING
Service	Name	XS.SERVICE_DIM_V		Name	STRING
Service	State	XS.SERVICE_DIM_V		State	STRING
Service	Type	XS.SERVICE_DIM_V		Type	STRING

Financial Management Universe

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.

HP Project and Portfolio Management is the data source used by this Context (universe).

The following universe contains the attributes and classes that relate to Financial Management.

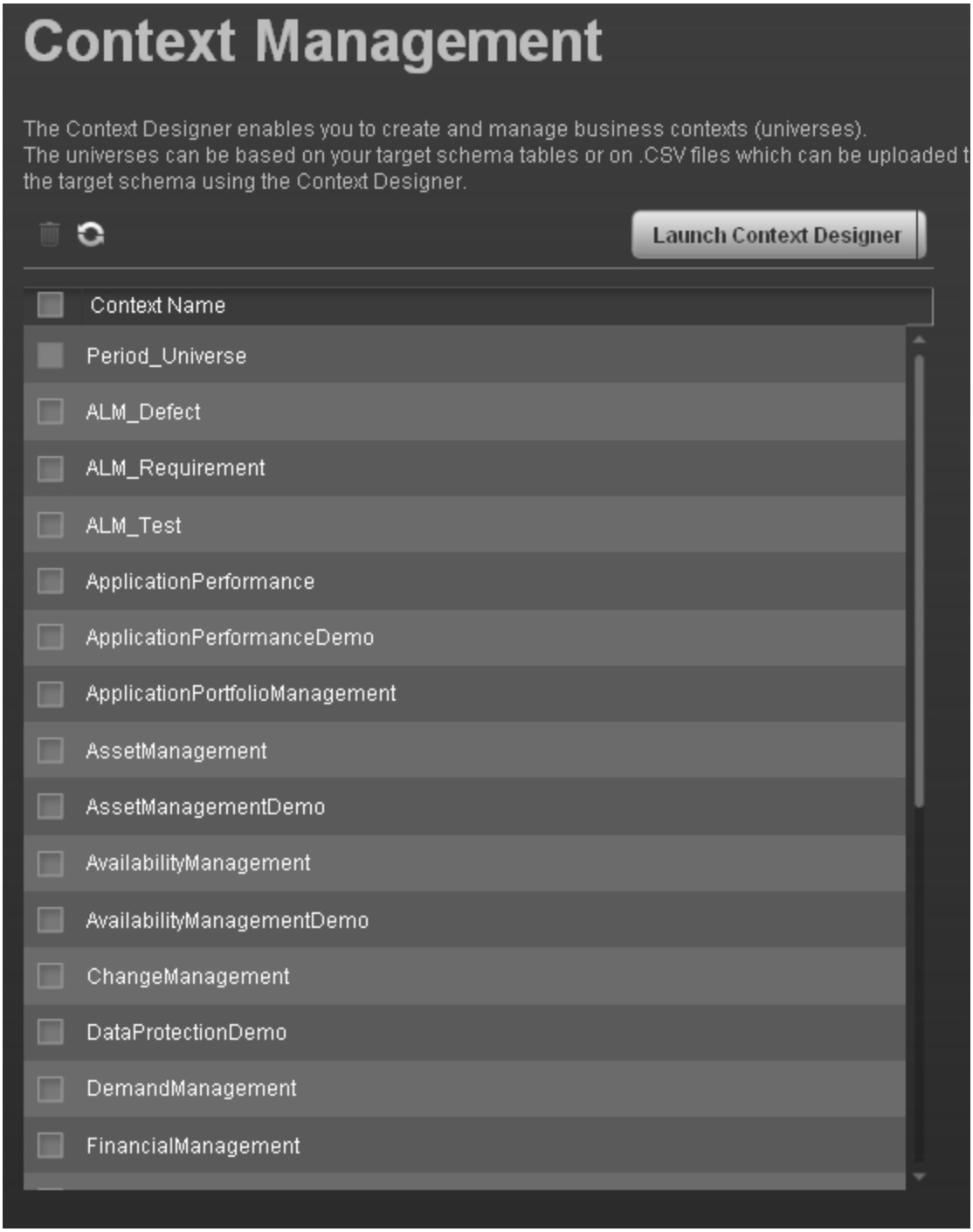
To access:

In Executive Scorecard, click **Admin > Context Management**, click **Launch Context Designer** > **Open an existing context**, and select the Context.

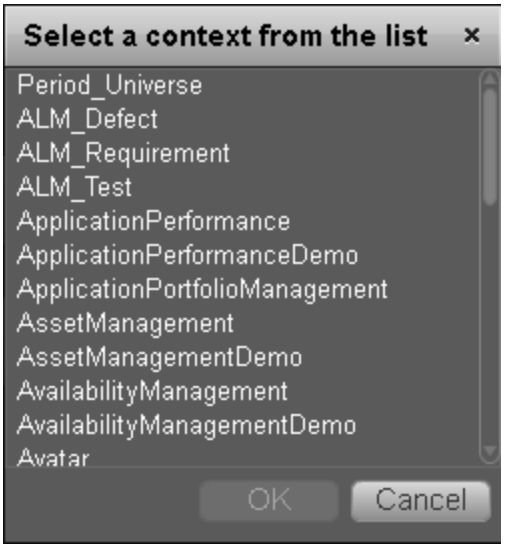
Tasks

View existing out-of-the-box Contexts (universes)

1. In Executive Scorecard, click **Admin > Context Management**. The Context Management page opens.
2. The list of out-of-the-box Contexts is displayed.



3. Click **Launch Context Designer**.
4. In the Context Designer page that opens, click **Open an existing context**.



5. Select the relevant Context,

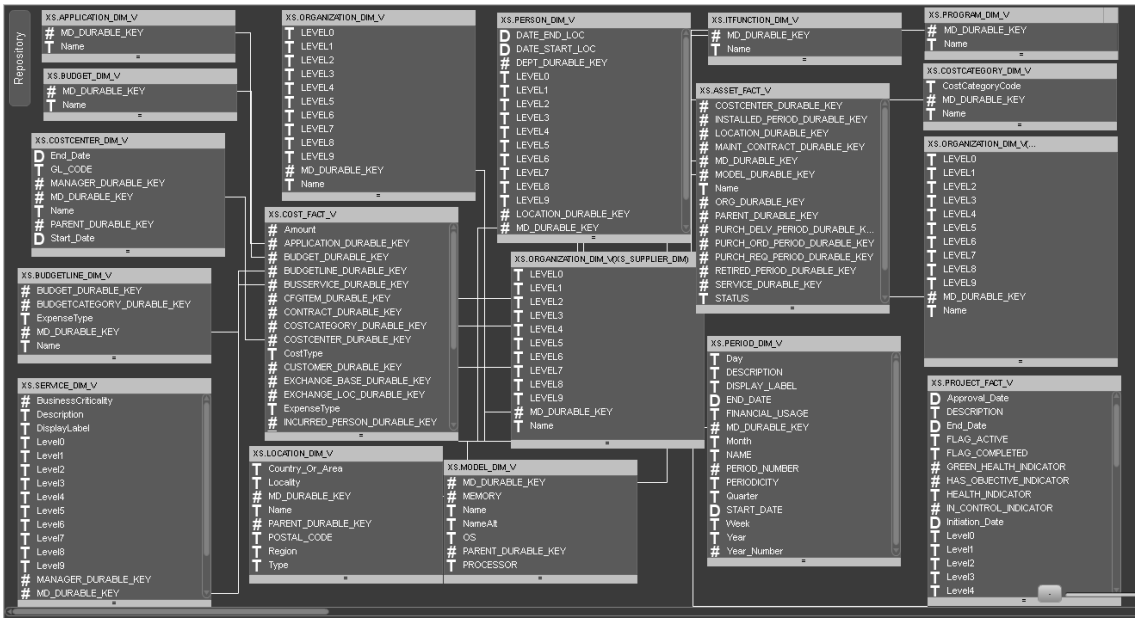
   The structure of the Context is displayed.

For additional details about Context Designer, see "Create and Manage Contexts Using Context Designer" in the *Administrator Guide*.

Reference

Context Tables and Structure

The context includes the following tables and relationships:



Statistics

Entity Count	Field Count	Table Count	Alias Count	Join Count
18	125	18	2	17

Object List

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
Demand	ActiveProcess	XS.DEMAND_FACT_V		ACTIVE_PROCESS	STRING
Demand	ApprovedDate	XS.DEMAND_FACT_V		Approved_Date	DATE
Demand	CloseTime	XS.DEMAND_FACT_V		Close_Time	DATE
Demand	CreateTime	XS.DEMAND_FACT_V		Create_Time	DATE
Demand	Priority	XS.DEMAND_FACT_V		PRIORITY	STRING
Demand	ReferenceNumber	XS.DEMAND_FACT_V		REFERENCE_NUMBER	STRING
Demand	StartDate	XS.DEMAND_FACT_V		Start_Date	DATE
Demand	Status	XS.DEMAND_FACT_V		Status	STRING
Demand	TargetDate	XS.DEMAND_FACT_V		Target_Date	DATE

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
Demand	ThresholdMet	XS.DEMAND_FACT_V		THRESHOLDMET	STRING
Demand	Type	XS.DEMAND_FACT_V		Type	STRING
Location	CountryOrArea	XS.LOCATION_DIM_V		Country_Or_Area	STRING
Location	Locality	XS.LOCATION_DIM_V		Locality	STRING
Location	LocationType	XS.LOCATION_DIM_V		Type	STRING
Location	Name	XS.LOCATION_DIM_V		Name	STRING
Location	PostalCode	XS.LOCATION_DIM_V		POSTAL_CODE	STRING
Location	Region	XS.LOCATION_DIM_V		Region	STRING
Organization	Level0	XS.ORGANIZATION_DIM_V		LEVEL0	STRING
Organization	Level1	XS.ORGANIZATION_DIM_V		LEVEL1	STRING
Organization	Level2	XS.ORGANIZATION_DIM_V		LEVEL2	STRING
Organization	Level3	XS.ORGANIZATION_DIM_V		LEVEL3	STRING
Organization	Level4	XS.ORGANIZATION_DIM_V		LEVEL4	STRING
Organization	Level5	XS.ORGANIZATION_DIM_V		LEVEL5	STRING
Organization	Level6	XS.ORGANIZATION_DIM_V		LEVEL6	STRING
Organization	Level7	XS.ORGANIZATION_DIM_V		LEVEL7	STRING
Organization	Level8	XS.ORGANIZATION_DIM_V		LEVEL8	STRING
Organization	Level9	XS.ORGANIZATION_DIM_V		LEVEL9	STRING
Organization	Name	XS.ORGANIZATION_DIM_V		Name	STRING
Project	ActiveIndicator	XS.PROJECT_FACT_		ACTIVE_	NUMERIC

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
		V		INDICATOR	
Project	ApprovalDate	XS.PROJECT_FACT_V		Approval_Date	DATE
Project	Class	XS.PROJECT_FACT_V		Project_Class	STRING
Project	Description	XS.PROJECT_FACT_V		DESCRIPTION	STRING
Project	EndDate	XS.PROJECT_FACT_V		End_Date	DATE
Project	FlagActive	XS.PROJECT_FACT_V		FLAG_ACTIVE	STRING
Project	FlagCompleted	XS.PROJECT_FACT_V		FLAG_COMPLETED	STRING
Project	HasObjectiveIndicator	XS.PROJECT_FACT_V		HAS_OBJECTIVE_INDICATOR	NUMERIC
Project	HealthIndicator	XS.PROJECT_FACT_V		HEALTH_INDICATOR	STRING
Project	InControlIndicator	XS.PROJECT_FACT_V		IN_CONTROL_INDICATOR	NUMERIC
Project	InitiationDate	XS.PROJECT_FACT_V		Initiation_Date	DATE
Project	Level0	XS.PROJECT_FACT_V		Level0	STRING
Project	Level1	XS.PROJECT_FACT_V		Level1	STRING
Project	Level2	XS.PROJECT_FACT_V		Level2	STRING
Project	Level3	XS.PROJECT_FACT_V		Level3	STRING
Project	Level4	XS.PROJECT_FACT_V		Level4	STRING
Project	Level5	XS.PROJECT_FACT_V		Level5	STRING
Project	Level6	XS.PROJECT_FACT_V		Level6	STRING
Project	Level7	XS.PROJECT_FACT_V		Level7	STRING

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
Project	Level8	XS.PROJECT_FACT_V		Level8	STRING
Project	Level9	XS.PROJECT_FACT_V		Level9	STRING
Project	Name	XS.PROJECT_FACT_V		Name	STRING
Project	OnTimeIndicator	XS.PROJECT_FACT_V		ON_TIME_INDICATOR	NUMERIC
Project	PlannedEndDate	XS.PROJECT_FACT_V		Planned_End_Date	DATE
Project	PlannedStartDate	XS.PROJECT_FACT_V		Planned_Start_Date	DATE
Project	ProjectGroup	XS.PROJECT_FACT_V		PROJECT_GROUP	STRING
Project	RiskRating	XS.PROJECT_FACT_V		RISK_RATING	NUMERIC
Project	RolloutDate	XS.PROJECT_FACT_V		Rollout_Date	DATE
Project	StartDate	XS.PROJECT_FACT_V		Start_Date	DATE
Project	Status	XS.PROJECT_FACT_V		STATUS	STRING
Project	WorkPlanCreatedDate	XS.PROJECT_FACT_V		Work_Plan_Created_Date	DATE
ProjectManager	EndDate	XS.PERSON_DIM_V		DATE_END_LOC	DATE
ProjectManager	Level0	XS.PERSON_DIM_V		LEVEL0	STRING
ProjectManager	Level1	XS.PERSON_DIM_V		LEVEL1	STRING
ProjectManager	Level2	XS.PERSON_DIM_V		LEVEL2	STRING
ProjectManager	Level3	XS.PERSON_DIM_V		LEVEL3	STRING
ProjectManager	Level4	XS.PERSON_DIM_V		LEVEL4	STRING
ProjectManager	Level5	XS.PERSON_DIM_V		LEVEL5	STRING
ProjectManager	Level6	XS.PERSON_DIM_V		LEVEL6	STRING
ProjectManager	Level7	XS.PERSON_DIM_V		LEVEL7	STRING
ProjectManager	Level8	XS.PERSON_DIM_V		LEVEL8	STRING
ProjectManager	Level9	XS.PERSON_DIM_V		LEVEL9	STRING
ProjectManager	Name	XS.PERSON_DIM_V		Name	STRING
ProjectManager	StartDate	XS.PERSON_DIM_V		DATE_START_	DATE

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
				LOC	
ProjectObjective	Name	XS.PRJOBJECTIVE_DIM_V		Name	STRING
ProjectObjective	Priority	XS.PRJOBJECTIVE_DIM_V		Priority	NUMERIC
ProjectObjective	State	XS.PRJOBJECTIVE_DIM_V		State	STRING
Proposal	ActiveProcess	XS.PROPOSAL_FACT_V		ACTIVE_PROCESS	STRING
Proposal	ApprovedDate	XS.PROPOSAL_FACT_V		Approved_Date	DATE
Proposal	CloseTime	XS.PROPOSAL_FACT_V		Close_Time	DATE
Proposal	CreateTime	XS.PROPOSAL_FACT_V		Create_Time	DATE
Proposal	Priority	XS.PROPOSAL_FACT_V		PRIORITY	STRING
Proposal	ReferenceNumber	XS.PROPOSAL_FACT_V		REFERENCE_NUMBER	STRING
Proposal	StartDate	XS.PROPOSAL_FACT_V		Start_Date	DATE
Proposal	Status	XS.PROPOSAL_FACT_V		Status	STRING
Proposal	TargetDate	XS.PROPOSAL_FACT_V		Target_Date	DATE
Proposal	ThresholdMet	XS.PROPOSAL_FACT_V		THRESHOLDMET	STRING
Proposal	Type	XS.PROPOSAL_FACT_V		Type	STRING
ScopeChange	ActiveProcess	XS.SCOPECHANGE_FACT_V		ACTIVE_PROCESS	STRING
ScopeChange	ApprovedDate	XS.SCOPECHANGE_FACT_V		Approved_Date	DATE
ScopeChange	CloseTime	XS.SCOPECHANGE_FACT_V		Close_Time	DATE
ScopeChange	CreateTime	XS.SCOPECHANGE_FACT_V		Create_Time	DATE
ScopeChange	Priority	XS.SCOPECHANGE_FACT_V		PRIORITY	STRING

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
ScopeChange	ReferenceNumber	XS.SCOPECHANGE_FACT_V		REFERENCE_NUMBER	STRING
ScopeChange	StartDate	XS.SCOPECHANGE_FACT_V		Start_Date	DATE
ScopeChange	Status	XS.SCOPECHANGE_FACT_V		Status	STRING
ScopeChange	TargetDate	XS.SCOPECHANGE_FACT_V		Target_Date	DATE
ScopeChange	ThresholdMet	XS.SCOPECHANGE_FACT_V		THRESHOLDMET	STRING
ScopeChange	Type	XS.SCOPECHANGE_FACT_V		Type	STRING
Service	BusinessCriticality	XS.SERVICE_DIM_V		BusinessCriticality	NUMERIC
Service	Description	XS.SERVICE_DIM_V		Description	STRING
Service	DisplayLabel	XS.SERVICE_DIM_V		DisplayLabel	STRING
Service	Level0	XS.SERVICE_DIM_V		Level0	STRING
Service	Level1	XS.SERVICE_DIM_V		Level1	STRING
Service	Level2	XS.SERVICE_DIM_V		Level2	STRING
Service	Level3	XS.SERVICE_DIM_V		Level3	STRING
Service	Level4	XS.SERVICE_DIM_V		Level4	STRING
Service	Level5	XS.SERVICE_DIM_V		Level5	STRING
Service	Level6	XS.SERVICE_DIM_V		Level6	STRING
Service	Level7	XS.SERVICE_DIM_V		Level7	STRING
Service	Level8	XS.SERVICE_DIM_V		Level8	STRING
Service	Level9	XS.SERVICE_DIM_V		Level9	STRING
Service	Name	XS.SERVICE_DIM_V		Name	STRING
Service	State	XS.SERVICE_DIM_V		State	STRING
Service	Type	XS.SERVICE_DIM_V		Type	STRING

Incident Management Universe

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.

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.

HP Service Manager is the data source used by this Context (universe).

The following universe contains the attributes and classes that relate to Incident Management.

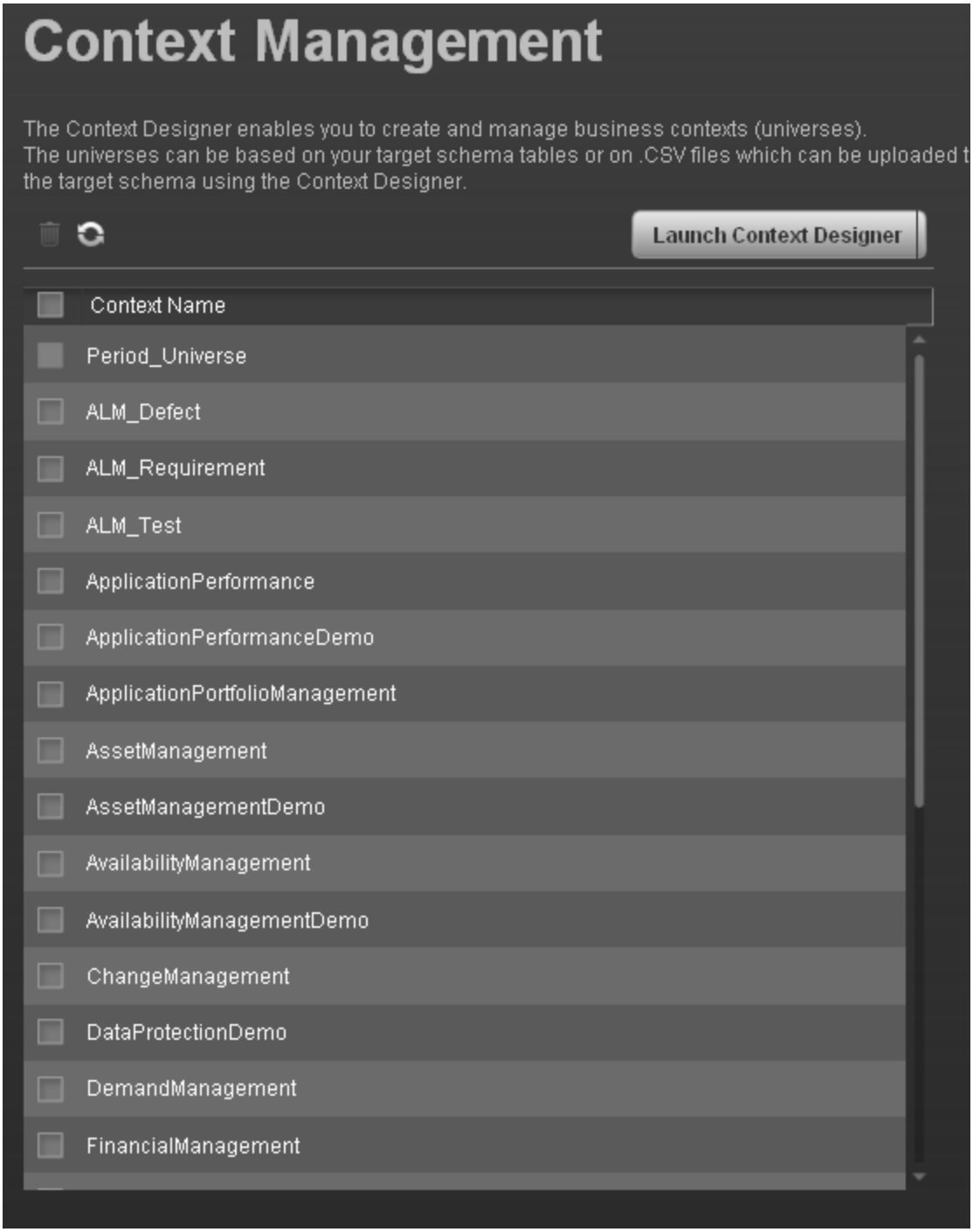
To access:

In Executive Scorecard, click **Admin > Context Management**, click **Launch Context Designer** > **Open an existing context**, and select the Context.

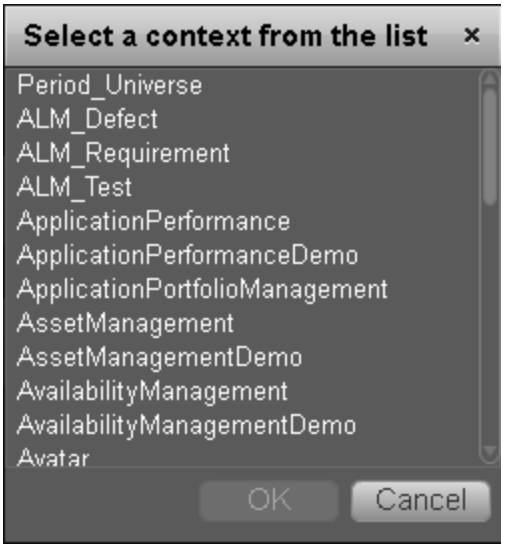
Tasks

View existing out-of-the-box Contexts (universes)

1. In Executive Scorecard, click **Admin > Context Management**. The Context Management page opens.
2. The list of out-of-the-box Contexts is displayed.



3. Click **Launch Context Designer**.
4. In the Context Designer page that opens, click **Open an existing context**.



5. Select the relevant Context,

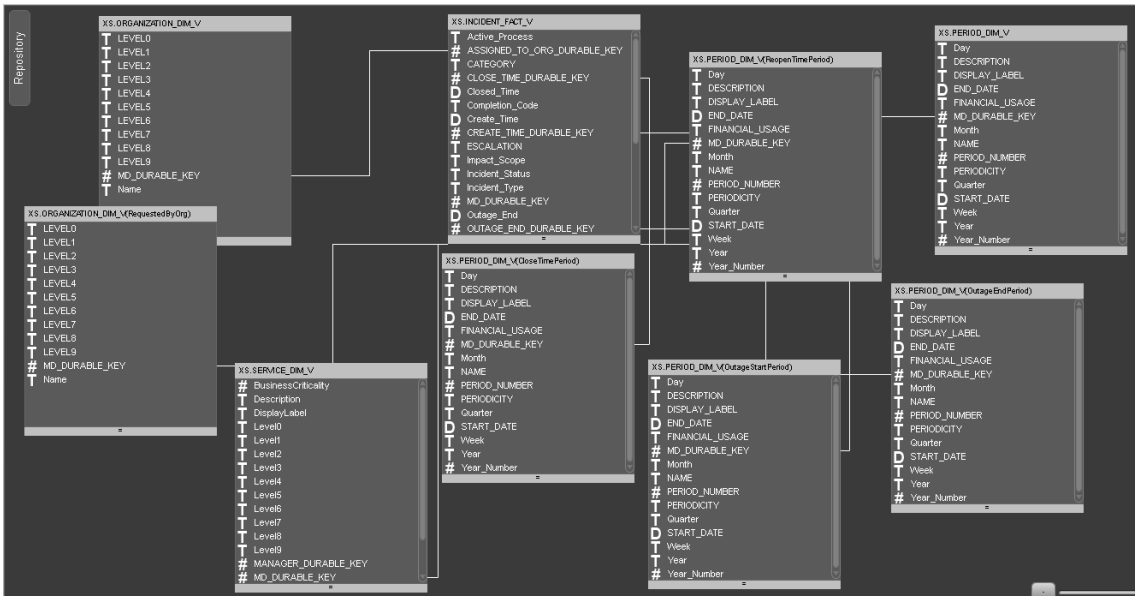
   The structure of the Context is displayed.

For additional details about Context Designer, see "Create and Manage Contexts Using Context Designer" in the *Administrator Guide*.

Reference

Context Tables and Structure

The context includes the following tables and relationships:



Statistics

Entity Count	Field Count	Table Count	Alias Count	Join Count
9	124	9	5	8

Object List

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
AssignedTo Organization	Level0	XS.ORGANIZATION_DIM_V		LEVEL0	STRING
AssignedTo Organization	Level1	XS.ORGANIZATION_DIM_V		LEVEL1	STRING
AssignedTo Organization	Level2	XS.ORGANIZATION_DIM_V		LEVEL2	STRING
AssignedTo Organization	Level3	XS.ORGANIZATION_DIM_V		LEVEL3	STRING
AssignedTo Organization	Level4	XS.ORGANIZATION_DIM_V		LEVEL4	STRING
AssignedTo Organization	Level5	XS.ORGANIZATION_DIM_V		LEVEL5	STRING
AssignedTo Organization	Level6	XS.ORGANIZATION_DIM_V		LEVEL6	STRING
AssignedTo Organization	Level7	XS.ORGANIZATION_DIM_V		LEVEL7	STRING

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
AssignedTo Organization	Level8	XS.ORGANIZATION_DIM_V		LEVEL8	STRING
AssignedTo Organization	Level9	XS.ORGANIZATION_DIM_V		LEVEL9	STRING
AssignedTo Organization	Name	XS.ORGANIZATION_DIM_V		Name	STRING
ClosedTimePeriod	Day	XS.PERIOD_DIM_V	CloseTimePeriod	Day	STRING
ClosedTimePeriod	Description	XS.PERIOD_DIM_V	CloseTimePeriod	DESCRIPTION	STRING
ClosedTimePeriod	DisplayLabel	XS.PERIOD_DIM_V	CloseTimePeriod	DISPLAY_LABEL	STRING
ClosedTimePeriod	EndDate	XS.PERIOD_DIM_V	CloseTimePeriod	END_DATE	DATE
ClosedTimePeriod	FinancialUsage	XS.PERIOD_DIM_V	CloseTimePeriod	FINANCIAL_USAGE	STRING
ClosedTimePeriod	Month	XS.PERIOD_DIM_V	CloseTimePeriod	Month	STRING
ClosedTimePeriod	Name	XS.PERIOD_DIM_V	CloseTimePeriod	NAME	STRING
ClosedTimePeriod	Periodicity	XS.PERIOD_DIM_V	CloseTimePeriod	PERIODICITY	STRING
ClosedTimePeriod	PeriodNumber	XS.PERIOD_DIM_V	CloseTimePeriod	PERIOD_NUMBER	NUMERIC
ClosedTimePeriod	Quarter	XS.PERIOD_DIM_V	CloseTimePeriod	Quarter	STRING
ClosedTimePeriod	StartDate	XS.PERIOD_DIM_V	CloseTimePeriod	START_DATE	DATE
ClosedTimePeriod	Week	XS.PERIOD_DIM_V	CloseTimePeriod	Week	STRING
ClosedTimePeriod	Year	XS.PERIOD_DIM_V	CloseTimePeriod	Year	STRING
ClosedTimePeriod	YearNumber	XS.PERIOD_DIM_V	CloseTimePeriod	Year_Number	NUMERIC
CreateTimePeriod	Day	XS.PERIOD_DIM_V		Day	STRING
CreateTimePeriod	Description	XS.PERIOD_DIM_V		DESCRIPTION	STRING
CreateTimePeriod	DisplayLabel	XS.PERIOD_DIM_V		DISPLAY_LABEL	STRING
CreateTimePeriod	EndDate	XS.PERIOD_DIM_V		END_DATE	DATE
CreateTimePeriod	FinancialUsage	XS.PERIOD_DIM_V		FINANCIAL_USAGE	STRING
CreateTimePeriod	Month	XS.PERIOD_DIM_V		Month	STRING
CreateTimePeriod	Name	XS.PERIOD_DIM_V		NAME	STRING
CreateTimePeriod	Periodicity	XS.PERIOD_DIM_V		PERIODICITY	STRING

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
CreateTimePeriod	PeriodNumber	XS.PERIOD_DIM_V		PERIOD_ NUMBER	NUMERIC
CreateTimePeriod	Quarter	XS.PERIOD_DIM_V		Quarter	STRING
CreateTimePeriod	StartDate	XS.PERIOD_DIM_V		START_DATE	DATE
CreateTimePeriod	Week	XS.PERIOD_DIM_V		Week	STRING
CreateTimePeriod	Year	XS.PERIOD_DIM_V		Year	STRING
CreateTimePeriod	YearNumber	XS.PERIOD_DIM_V		Year_Number	NUMERIC
Incident	ActiveProcess	XS.INCIDENT _FACT_V		Active_Process	STRING
Incident	Category	XS.INCIDENT _FACT_V		CATEGORY	STRING
Incident	ClosedTime	XS.INCIDENT _FACT_V		Closed_Time	DATE
Incident	CompletionCode	XS.INCIDENT _FACT_V		Completion_ Code	STRING
Incident	CreateTime	XS.INCIDENT _FACT_V		Create_Time	DATE
Incident	Escalation	XS.INCIDENT _FACT_V		ESCALATION	STRING
Incident	ImpactScope	XS.INCIDENT _FACT_V		Impact_Scope	STRING
Incident	OutageEnd	XS.INCIDENT _FACT_V		Outage_End	DATE
Incident	OutageStart	XS.INCIDENT _FACT_V		Outage_Start	DATE
Incident	Priority	XS.INCIDENT _FACT_V		PRIORITY	STRING
Incident	ReferenceNumber	XS.INCIDENT _FACT_V		Reference_ Number	STRING
Incident	ReopenedTime	XS.INCIDENT _FACT_V		Reopened_Time	DATE
Incident	Status	XS.INCIDENT _FACT_V		Incident_Status	STRING
Incident	Subcategory	XS.INCIDENT _FACT_V		SUBCATEGORY	STRING
Incident	Type	XS.INCIDENT _FACT_V		Incident_Type	STRING
Incident	Urgency	XS.INCIDENT		URGENCY	STRING

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
		_FACT_V			
OutageEndPeriod	Day	XS.PERIOD_DIM_V	OutageEndPeriod	Day	STRING
OutageEndPeriod	Description	XS.PERIOD_DIM_V	OutageEndPeriod	DESCRIPTION	STRING
OutageEndPeriod	DisplayLabel	XS.PERIOD_DIM_V	OutageEndPeriod	DISPLAY_ LABEL	STRING
OutageEndPeriod	EndDate	XS.PERIOD_DIM_V	OutageEndPeriod	END_DATE	DATE
OutageEndPeriod	FinancialUsage	XS.PERIOD_DIM_V	OutageEndPeriod	FINANCIAL_ USAGE	STRING
OutageEndPeriod	Month	XS.PERIOD_DIM_V	OutageEndPeriod	Month	STRING
OutageEndPeriod	Name	XS.PERIOD_DIM_V	OutageEndPeriod	NAME	STRING
OutageEndPeriod	Periodicity	XS.PERIOD_DIM_V	OutageEndPeriod	PERIODICITY	STRING
OutageEndPeriod	PeriodNumber	XS.PERIOD_DIM_V	OutageEndPeriod	PERIOD_ NUMBER	NUMERIC
OutageEndPeriod	Quarter	XS.PERIOD_DIM_V	OutageEndPeriod	Quarter	STRING
OutageEndPeriod	StartDate	XS.PERIOD_DIM_V	OutageEndPeriod	START_DATE	DATE
OutageEndPeriod	Week	XS.PERIOD_DIM_V	OutageEndPeriod	Week	STRING
OutageEndPeriod	Year	XS.PERIOD_DIM_V	OutageEndPeriod	Year	STRING
OutageEndPeriod	YearNumber	XS.PERIOD_DIM_V	OutageEndPeriod	Year_Number	NUMERIC
OutageStartPeriod	Day	XS.PERIOD_DIM_V	OutageStartPeriod	Day	STRING
OutageStartPeriod	Description	XS.PERIOD_DIM_V	OutageStartPeriod	DESCRIPTION	STRING
OutageStartPeriod	DisplayLabel	XS.PERIOD_DIM_V	OutageStartPeriod	DISPLAY_ LABEL	STRING
OutageStartPeriod	EndDate	XS.PERIOD_DIM_V	OutageStartPeriod	END_DATE	DATE
OutageStartPeriod	FinancialUsage	XS.PERIOD_DIM_V	OutageStartPeriod	FINANCIAL_ USAGE	STRING
OutageStartPeriod	Month	XS.PERIOD_DIM_V	OutageStartPeriod	Month	STRING
OutageStartPeriod	Name	XS.PERIOD_DIM_V	OutageStartPeriod	NAME	STRING
OutageStartPeriod	Periodicity	XS.PERIOD_DIM_V	OutageStartPeriod	PERIODICITY	STRING
OutageStartPeriod	PeriodNumber	XS.PERIOD_DIM_V	OutageStartPeriod	PERIOD_ NUMBER	NUMERIC
OutageStartPeriod	Quarter	XS.PERIOD_DIM_V	OutageStartPeriod	Quarter	STRING
OutageStartPeriod	StartDate	XS.PERIOD_DIM_V	OutageStartPeriod	START_DATE	DATE
OutageStartPeriod	Week	XS.PERIOD_DIM_V	OutageStartPeriod	Week	STRING

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
OutageStartPeriod	Year	XS.PERIOD_DIM_V	OutageStartPeriod	Year	STRING
OutageStartPeriod	YearNumber	XS.PERIOD_DIM_V	OutageStartPeriod	Year_Number	NUMERIC
ReopenedTimePeriod	Day	XS.PERIOD_DIM_V	ReopenTimePeriod	Day	STRING
ReopenedTimePeriod	Description	XS.PERIOD_DIM_V	ReopenTimePeriod	DESCRIPTION	STRING
ReopenedTimePeriod	DisplayLabel	XS.PERIOD_DIM_V	ReopenTimePeriod	DISPLAY_ LABEL	STRING
ReopenedTimePeriod	EndDate	XS.PERIOD_DIM_V	ReopenTimePeriod	END_DATE	DATE
ReopenedTimePeriod	FinancialUsage	XS.PERIOD_DIM_V	ReopenTimePeriod	FINANCIAL_ USAGE	STRING
ReopenedTimePeriod	Month	XS.PERIOD_DIM_V	ReopenTimePeriod	Month	STRING
ReopenedTimePeriod	Name	XS.PERIOD_DIM_V	ReopenTimePeriod	NAME	STRING
ReopenedTimePeriod	Periodicity	XS.PERIOD_DIM_V	ReopenTimePeriod	PERIODICITY	STRING
ReopenedTimePeriod	PeriodNumber	XS.PERIOD_DIM_V	ReopenTimePeriod	PERIOD_ NUMBER	NUMERIC
ReopenedTimePeriod	Quarter	XS.PERIOD_DIM_V	ReopenTimePeriod	Quarter	STRING
ReopenedTimePeriod	StartDate	XS.PERIOD_DIM_V	ReopenTimePeriod	START_DATE	DATE
ReopenedTimePeriod	Week	XS.PERIOD_DIM_V	ReopenTimePeriod	Week	STRING
ReopenedTimePeriod	Year	XS.PERIOD_DIM_V	ReopenTimePeriod	Year	STRING
ReopenedTimePeriod	YearNumber	XS.PERIOD_DIM_V	ReopenTimePeriod	Year_Number	NUMERIC
RequestedBy Organization	Level0	XS.ORGANIZATION _DIM_V	RequestedByOrg	LEVEL0	STRING
RequestedBy Organization	Level1	XS.ORGANIZATION _DIM_V	RequestedByOrg	LEVEL1	STRING
RequestedBy Organization	Level2	XS.ORGANIZATION _DIM_V	RequestedByOrg	LEVEL2	STRING
RequestedBy Organization	Level3	XS.ORGANIZATION _DIM_V	RequestedByOrg	LEVEL3	STRING
RequestedBy Organization	Level4	XS.ORGANIZATION _DIM_V	RequestedByOrg	LEVEL4	STRING
RequestedBy Organization	Level5	XS.ORGANIZATION _DIM_V	RequestedByOrg	LEVEL5	STRING
RequestedBy Organization	Level6	XS.ORGANIZATION _DIM_V	RequestedByOrg	LEVEL6	STRING
RequestedBy Organization	Level7	XS.ORGANIZATION _DIM_V	RequestedByOrg	LEVEL7	STRING
RequestedBy	Level8	XS.ORGANIZATION	RequestedByOrg	LEVEL8	STRING

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
Organization		_DIM_V			
RequestedBy Organization	Level9	XS.ORGANIZATION _DIM_V	RequestedByOrg	LEVEL9	STRING
RequestedBy Organization	Name	XS.ORGANIZATION _DIM_V	RequestedByOrg	Name	STRING
Service	Business Criticality	XS.SERVICE _DIM_V		Business Criticality	NUMERIC
Service	Description	XS.SERVICE _DIM_V		Description	STRING
Service	DisplayLabel	XS.SERVICE _DIM_V		DisplayLabel	STRING
Service	Level0	XS.SERVICE _DIM_V		Level0	STRING
Service	Level1	XS.SERVICE _DIM_V		Level1	STRING
Service	Level2	XS.SERVICE _DIM_V		Level2	STRING
Service	Level3	XS.SERVICE _DIM_V		Level3	STRING
Service	Level4	XS.SERVICE _DIM_V		Level4	STRING
Service	Level5	XS.SERVICE _DIM_V		Level5	STRING
Service	Level6	XS.SERVICE _DIM_V		Level6	STRING
Service	Level7	XS.SERVICE _DIM_V		Level7	STRING
Service	Level8	XS.SERVICE _DIM_V		Level8	STRING
Service	Level9	XS.SERVICE _DIM_V		Level9	STRING
Service	Name	XS.SERVICE _DIM_V		Name	STRING
Service	State	XS.SERVICE _DIM_V		State	STRING
Service	Type	XS.SERVICE _DIM_V		Type	STRING

NetworkNodeManager Universe

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.

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.

HP Network Node Manager is the data source used by this Context (universe).

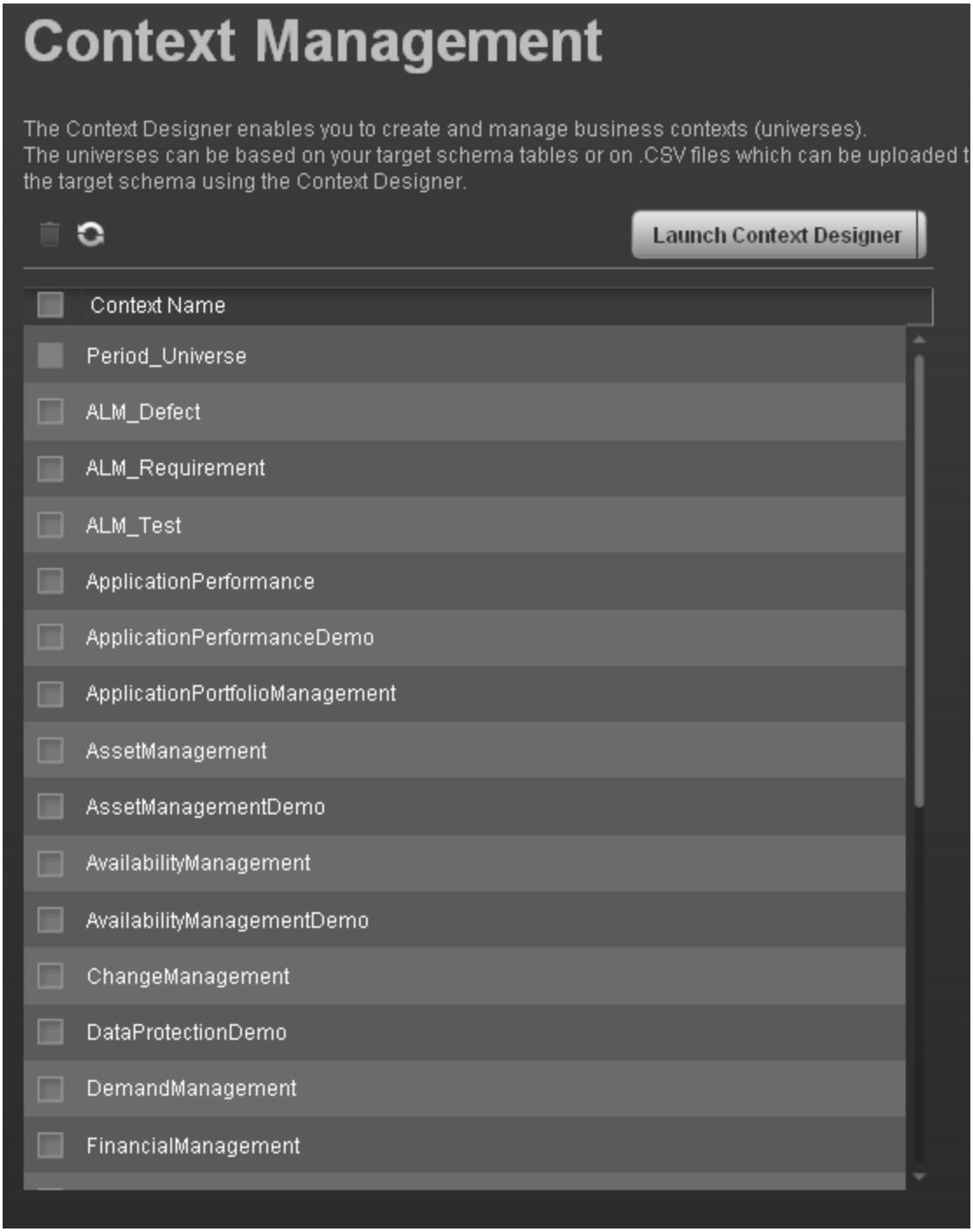
To access:

In Executive Scorecard, click **Admin > Context Management**, click **Launch Context Designer** > **Open an existing context**, and select the Context.

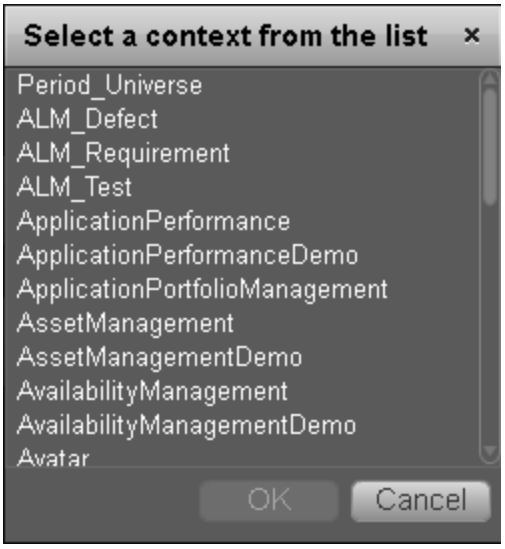
Tasks

View existing out-of-the-box Contexts (universes)

1. In Executive Scorecard, click **Admin > Context Management**. The Context Management page opens.
2. The list of out-of-the-box Contexts is displayed.



3. Click **Launch Context Designer**.
4. In the Context Designer page that opens, click **Open an existing context**.



5. Select the relevant Context,

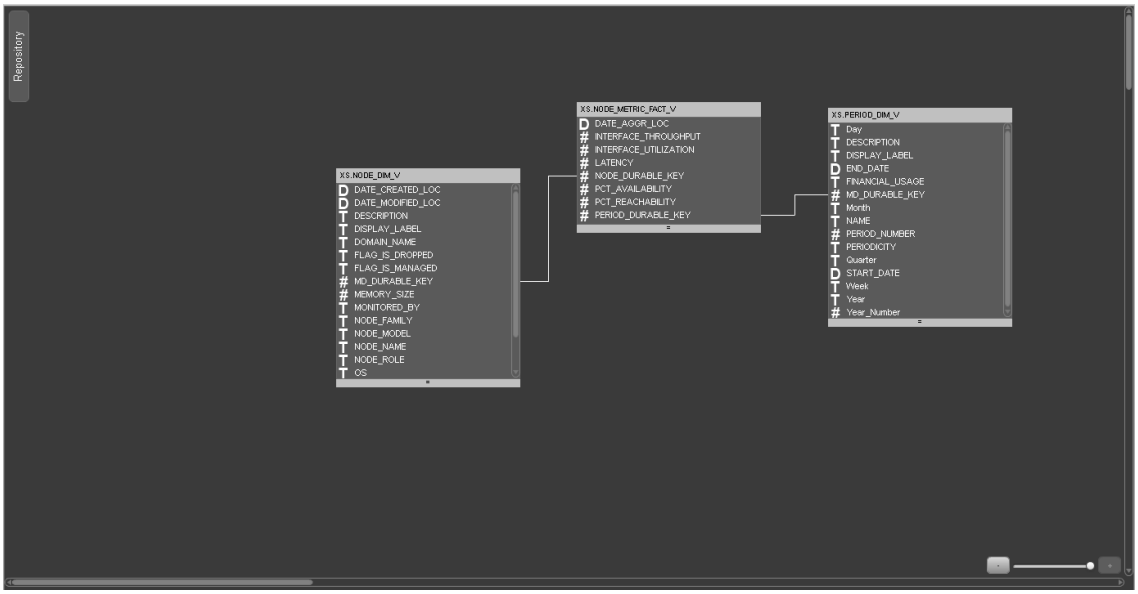
   The structure of the Context is displayed.

For additional details about Context Designer, see "Create and Manage Contexts Using Context Designer" in the *Administrator Guide*.

Reference

Context Tables and Structure

The context includes the following tables and relationships:



Statistics

Entity Count	Field Count	Table Count	Alias Count	Join Count
3	37	3		2

Object List

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
Node	CreateTime	XS.NODE_DIM_V		DATE_CREATED_LOC	DATE
Node	Description	XS.NODE_DIM_V		DESCRIPTION	STRING
Node	DisplayLabel	XS.NODE_DIM_V		DISPLAY_LABEL	STRING
Node	DomainName	XS.NODE_DIM_V		DOMAIN_NAME	STRING
Node	Family	XS.NODE_DIM_V		NODE_FAMILY	STRING
Node	IsDropped	XS.NODE_DIM_V		FLAG_IS_DROPPED	STRING
Node	IsManaged	XS.NODE_DIM_V		FLAG_IS_MANAGED	STRING
Node	LastModifiedTime	XS.NODE_DIM_V		DATE_MODIFIED_LOC	DATE
Node	MemorySize	XS.NODE_DIM_V		MEMORY_SIZE	NUMERIC
Node	Model	XS.NODE_DIM_V		NODE_MODEL	STRING
Node	MonitoredBy	XS.NODE_DIM_V		MONITORED_BY	STRING
Node	Name	XS.NODE_DIM_V		NODE_NAME	STRING

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
Node	Os	XS.NODE_DIM_V		OS	STRING
Node	OsVendor	XS.NODE_DIM_V		OS_VENDOR	STRING
Node	Role	XS.NODE_DIM_V		NODE_ROLE	STRING
Node	TimeZone	XS.NODE_DIM_V		TIME_ZONE	STRING
Node	Vendor	XS.NODE_DIM_V		VENDOR	STRING
NodeMetric	AggregationDate	XS.NODE_METRIC_ FACT_V		DATE_AGGR_LOC	DATE
NodeMetric	Availability	XS.NODE_METRIC_ FACT_V		PCT_AVAILABILITY	NUMERIC
NodeMetric	InterfaceThroughput	XS.NODE_METRIC_ FACT_V		INTERFACE_ THROUGHPUT	NUMERIC
NodeMetric	InterfaceUtilization	XS.NODE_METRIC_ FACT_V		INTERFACE_ UTILIZATION	NUMERIC
NodeMetric	Latency	XS.NODE_METRIC_ FACT_V		LATENCY	NUMERIC
NodeMetric	Reachability	XS.NODE_METRIC_ FACT_V		PCT_REACHABILITY	NUMERIC
Period	Day	XS.PERIOD_DIM_V		Day	STRING
Period	Description	XS.PERIOD_DIM_V		DESCRIPTION	STRING
Period	DisplayLabel	XS.PERIOD_DIM_V		DISPLAY_LABEL	STRING
Period	EndDate	XS.PERIOD_DIM_V		END_DATE	DATE
Period	FinancialUsage	XS.PERIOD_DIM_V		FINANCIAL_USAGE	STRING
Period	Month	XS.PERIOD_DIM_V		Month	STRING
Period	Name	XS.PERIOD_DIM_V		NAME	STRING
Period	Periodicity	XS.PERIOD_DIM_V		PERIODICITY	STRING
Period	PeriodNumber	XS.PERIOD_DIM_V		PERIOD_NUMBER	NUMERIC
Period	Quarter	XS.PERIOD_DIM_V		Quarter	STRING
Period	StartDate	XS.PERIOD_DIM_V		START_DATE	DATE
Period	Week	XS.PERIOD_DIM_V		Week	STRING
Period	Year	XS.PERIOD_DIM_V		Year	STRING
Period	YearNumber	XS.PERIOD_DIM_V		Year_Number	NUMERIC

OrchestrationAutomation Universe

HP Operation Orchestration (OO) is an HP software product designed to help reduce operational costs and improve service quality by automating routine IT tasks, such as repetitive maintenance, change provisioning, and incident resolution.

The OrchestrationAutomation universe contains information on the entities related to benefits from Automated Orchestration.

To access:

In Executive Scorecard, click **Admin > Context Management**, click **Launch Context Designer** > **Open an existing context**, and select the Context.

Learn About

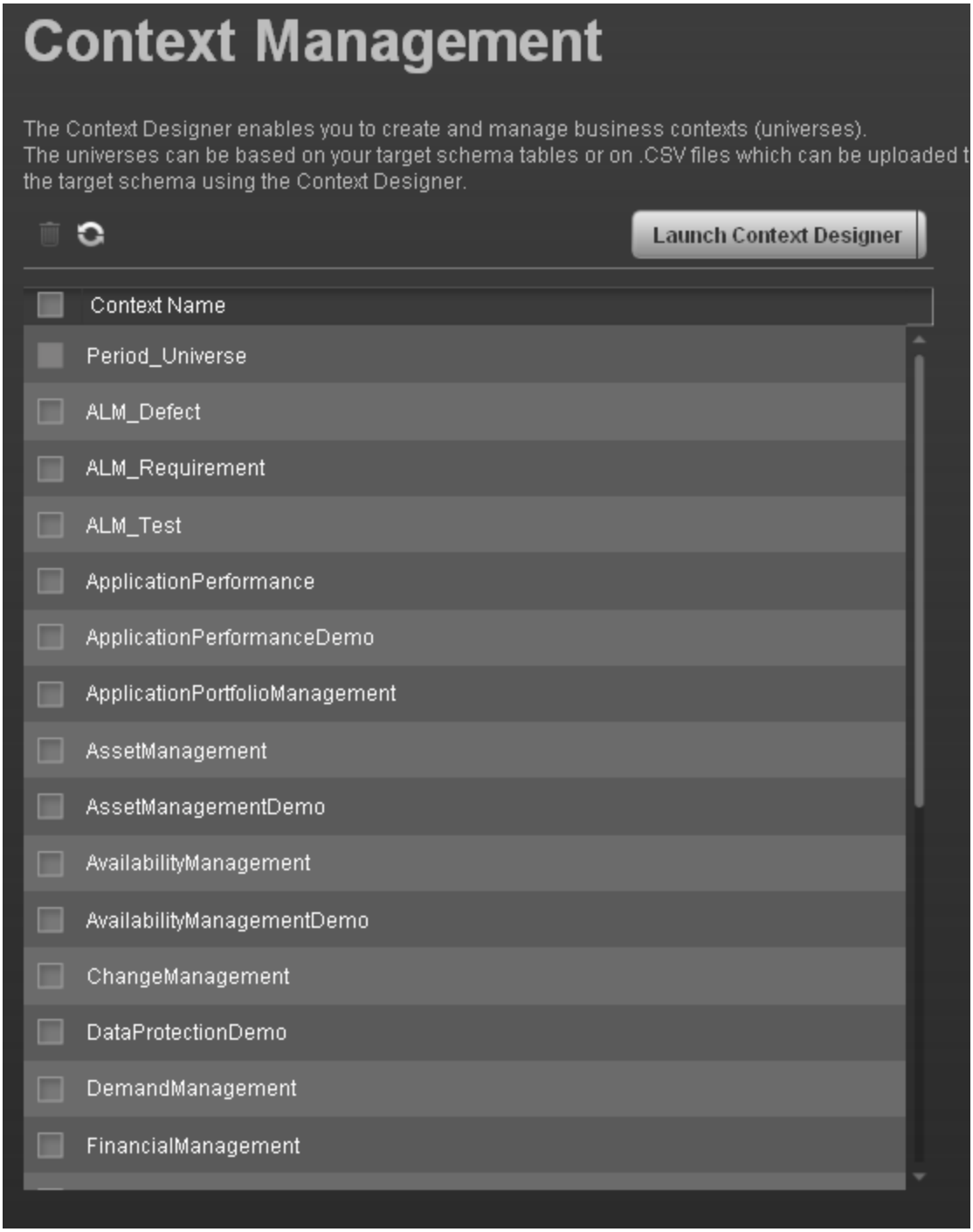
The MONTHLY_ROI Metric was created from the OrchestrationAutomation universe to show monthly ROI.

Tip: To view weekly or yearly ROI data, clone the monthly Metric and change its periodicity.

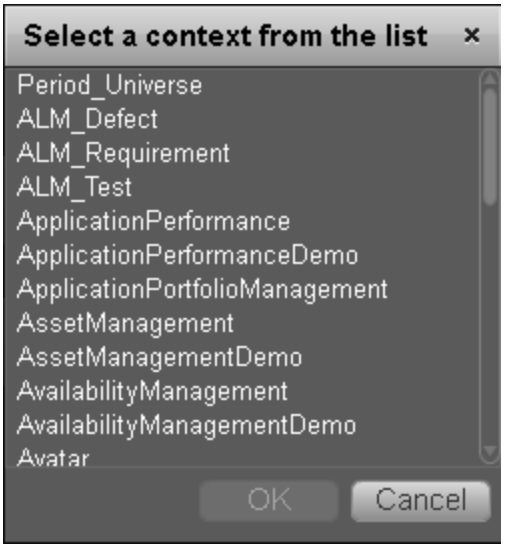
Tasks

View existing out-of-the-box Contexts (universes)

1. In Executive Scorecard, click **Admin > Context Management**. The Context Management page opens.
2. The list of out-of-the-box Contexts is displayed.



3. Click **Launch Context Designer**.
4. In the Context Designer page that opens, click **Open an existing context**.



5. Select the relevant Context,

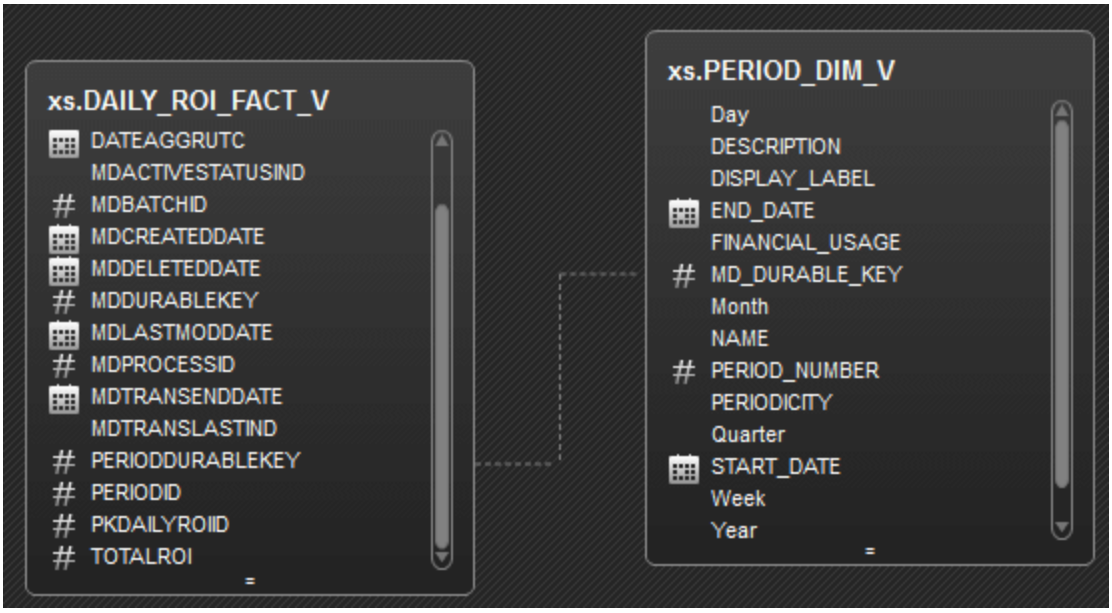
   The structure of the Context is displayed.

For additional details about Context Designer, see "Create and Manage Contexts Using Context Designer" in the *Administrator Guide*.

Reference

Context Tables and Structure

The context includes the following tables and relationships:



Statistics

Entity Count	Field Count	Table Count	Alias Count	Join Count
2	16	2		1

Object List

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
AutomationROI	COUNTRUNS	xs.DAILY_ROI_FACT_V		COUNTRUNS	NUMERIC
AutomationROI	TOTALROI	xs.DAILY_ROI_FACT_V		TOTALROI	NUMERIC
Period	Day	xs.PERIOD_DIM_V		Day	STRING
Period	DESCRIPTION	xs.PERIOD_DIM_V		DESCRIPTION	STRING
Period	DisplayLabel	xs.PERIOD_DIM_V		DISPLAY_LABEL	STRING
Period	EndDate	xs.PERIOD_DIM_V		END_DATE	DATE
Period	FinancialUsage	xs.PERIOD_DIM_V		FINANCIAL_USAGE	STRING
Period	Month	xs.PERIOD_DIM_V		Month	STRING
Period	NAME	xs.PERIOD_DIM_V		NAME	STRING

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
Period	Periodicity	xs.PERIOD_DIM_V		PERIODICITY	STRING
Period	PeriodNumber	xs.PERIOD_DIM_V		PERIOD_ NUMBER	NUMERIC
Period	Quarter	xs.PERIOD_DIM_V		Quarter	STRING
Period	StartDate	xs.PERIOD_DIM_V		START_DATE	DATE
Period	Week	xs.PERIOD_DIM_V		Week	STRING
Period	Year	xs.PERIOD_DIM_V		Year	STRING
Period	YearNumber	xs.PERIOD_DIM_V		Year_Number	NUMERIC

Period Universe

The Period universe is used for calculations performed by the XS engine.

The data received by the universe is from an external data source but it is received from the Target schema.

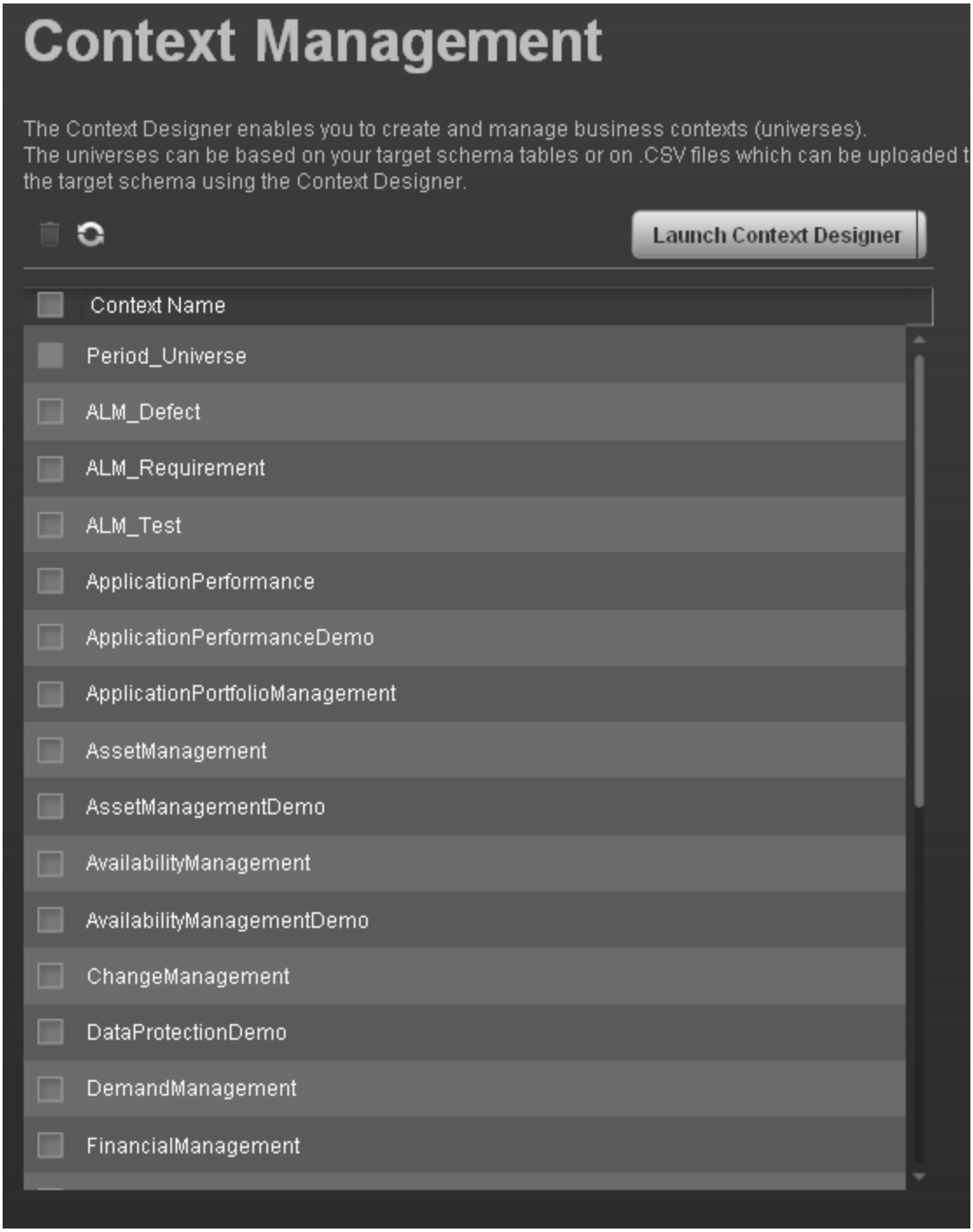
To access:

In Executive Scorecard, click **Admin > Context Management**, click **Launch Context Designer** > **Open an existing context**, and select the Context.

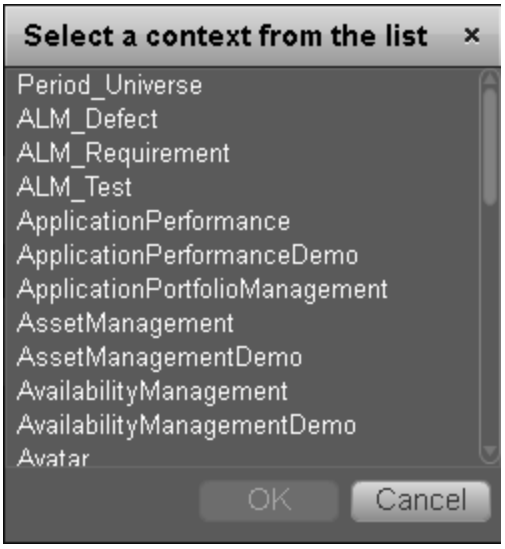
Tasks

View existing out-of-the-box Contexts (universes)

1. In Executive Scorecard, click **Admin > Context Management**. The Context Management page opens.
2. The list of out-of-the-box Contexts is displayed.



3. Click **Launch Context Designer**.
4. In the Context Designer page that opens, click **Open an existing context**.



5. Select the relevant Context,

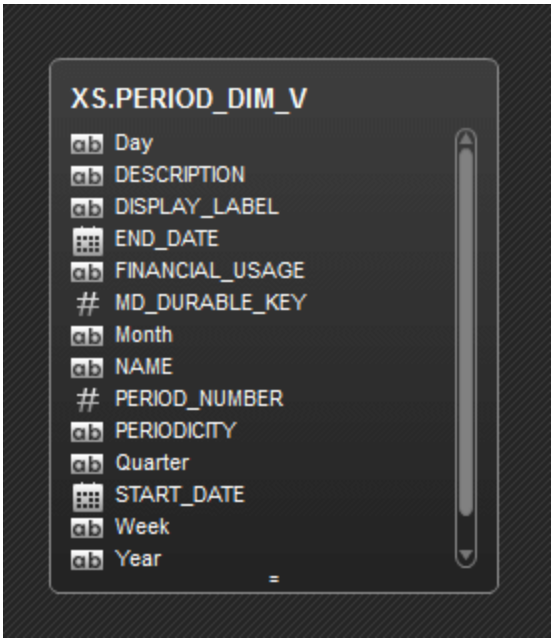
   The structure of the Context is displayed.

For additional details about Context Designer, see "Create and Manage Contexts Using Context Designer" in the *Administrator Guide*.

Reference

Context Tables and Structure

The context includes the following tables and relationships:



Statistics

Entity Count	Field Count	Table Count	Alias Count	Join Count
1	14	1		

Objects List

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
Period	Day	dbo.PERIOD_DIM_V		Day	STRING
Period	Description	dbo.PERIOD_DIM_V		DESCRIPTION	STRING
Period	DisplayLabel	dbo.PERIOD_DIM_V		DISPLAY_LABEL	STRING
Period	EndDate	dbo.PERIOD_DIM_V		END_DATE	DATE
Period	FinancialUsage	dbo.PERIOD_DIM_V		FINANCIAL_USAGE	STRING
Period	Month	dbo.PERIOD_DIM_V		Month	STRING
Period	Name	dbo.PERIOD_DIM_V		NAME	STRING
Period	Periodicity	dbo.PERIOD_DIM_V		PERIODICITY	STRING
Period	PeriodNumber	dbo.PERIOD_DIM_V		PERIOD_NUMBER	NUMERIC
Period	Quarter	dbo.PERIOD_DIM_V		Quarter	STRING
Period	StartDate	dbo.PERIOD_DIM_V		START_DATE	DATE
Period	Week	dbo.PERIOD_DIM_V		Week	STRING
Period	Year	dbo.PERIOD_DIM_V		Year	STRING

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
Period	YearNumber	dbo.PERIOD_DIM_V		Year_Number	NUMERIC

PolicyCompliance Universe

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.

HP Server Automation is the data source used by this Context (universe).

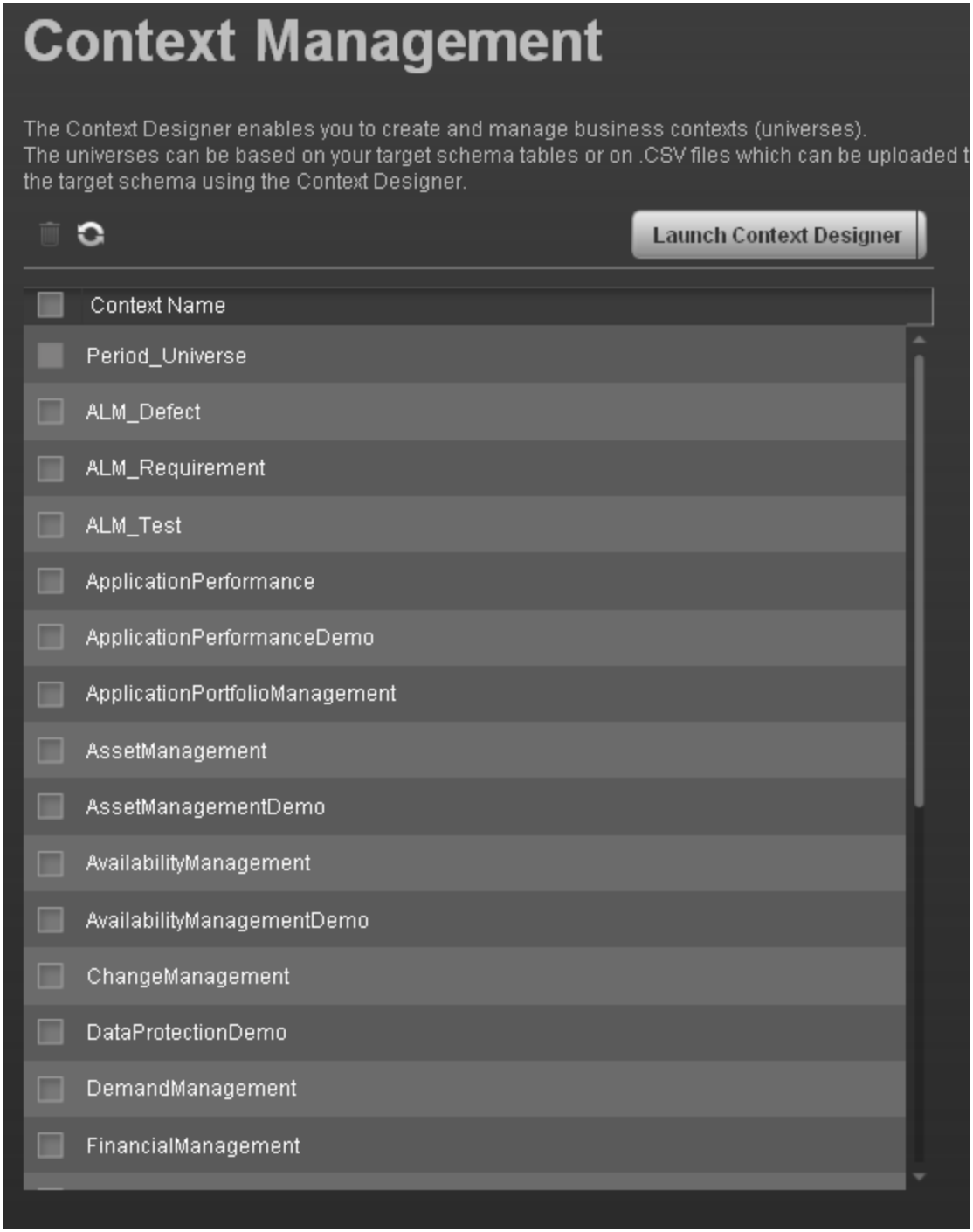
To access:

In Executive Scorecard, click **Admin > Context Management**, click **Launch Context Designer** > **Open an existing context**, and select the Context.

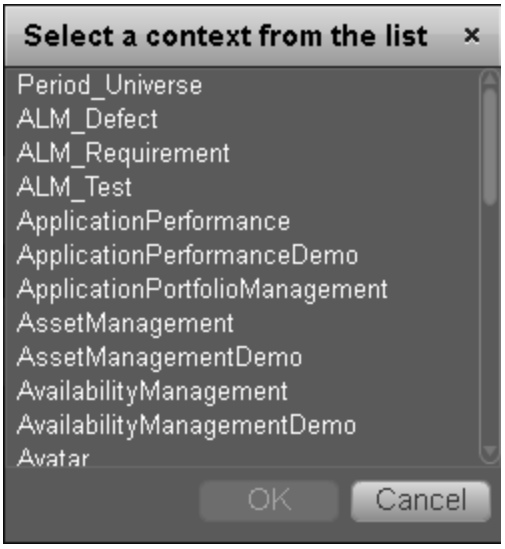
Tasks

View existing out-of-the-box Contexts (universes)

1. In Executive Scorecard, click **Admin > Context Management**. The Context Management page opens.
2. The list of out-of-the-box Contexts is displayed.



3. Click **Launch Context Designer**.
4. In the Context Designer page that opens, click **Open an existing context**.



5. Select the relevant Context,

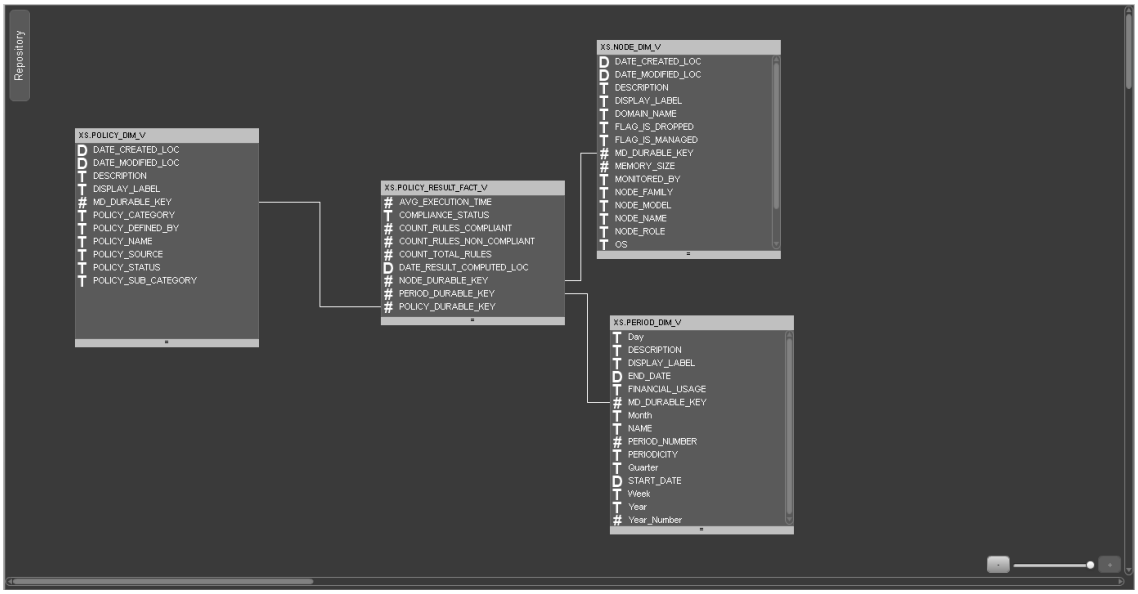
   The structure of the Context is displayed.

For additional details about Context Designer, see "Create and Manage Contexts Using Context Designer" in the *Administrator Guide*.

Reference

Context Tables and Structure

The context includes the following tables and relationships:



Statistics

Entity Count	Field Count	Table Count	Alias Count	Join Count
4	47	4		3

Object List

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
Node	CreateTime	XS.NODE_DIM_V		DATE_CREATED_LOC	DATE
Node	Description	XS.NODE_DIM_V		DESCRIPTION	STRING
Node	DisplayLabel	XS.NODE_DIM_V		DISPLAY_LABEL	STRING
Node	DomainName	XS.NODE_DIM_V		DOMAIN_NAME	STRING
Node	Family	XS.NODE_DIM_V		NODE_FAMILY	STRING
Node	IsDropped	XS.NODE_DIM_V		FLAG_IS_DROPPED	STRING
Node	IsManaged	XS.NODE_DIM_V		FLAG_IS_MANAGED	STRING
Node	LastModifiedTime	XS.NODE_DIM_V		DATE_MODIFIED_LOC	DATE
Node	MemorySize	XS.NODE_DIM_V		MEMORY_SIZE	NUMERIC
Node	Model	XS.NODE_DIM_V		NODE_MODEL	STRING

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
Node	MonitoredBy	XS.NODE_DIM_V		MONITORED_BY	STRING
Node	Name	XS.NODE_DIM_V		NODE_NAME	STRING
Node	Os	XS.NODE_DIM_V		OS	STRING
Node	OsVendor	XS.NODE_DIM_V		OS_VENDOR	STRING
Node	Role	XS.NODE_DIM_V		NODE_ROLE	STRING
Node	TimeZone	XS.NODE_DIM_V		TIME_ZONE	STRING
Node	Vendor	XS.NODE_DIM_V		VENDOR	STRING
Period	Day	XS.PERIOD_ DIM_V		Day	STRING
Period	Description	XS.PERIOD_ DIM_V		DESCRIPTION	STRING
Period	DisplayLabel	XS.PERIOD_ DIM_V		DISPLAY_LABEL	STRING
Period	EndDate	XS.PERIOD_ DIM_V		END_DATE	DATE
Period	FinancialUsage	XS.PERIOD_ DIM_V		FINANCIAL_USAGE	STRING
Period	Month	XS.PERIOD_ DIM_V		Month	STRING
Period	Name	XS.PERIOD_ DIM_V		NAME	STRING
Period	Periodicity	XS.PERIOD_ DIM_V		PERIODICITY	STRING
Period	PeriodNumber	XS.PERIOD_ DIM_V		PERIOD_NUMBER	NUMERIC
Period	Quarter	XS.PERIOD_ DIM_V		Quarter	STRING
Period	StartDate	XS.PERIOD_ DIM_V		START_DATE	DATE
Period	Week	XS.PERIOD_ DIM_V		Week	STRING
Period	Year	XS.PERIOD_ DIM_V		Year	STRING
Period	YearNumber	XS.PERIOD_ DIM_V		Year_Number	NUMERIC
Policy	Category	XS.POLICY_ DIM_V		POLICY_ CATEGORY	STRING

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
Policy	CreatedDate	XS.POLICY_DIM_V		DATE_CREATED_LOC	DATE
Policy	DefinedBy	XS.POLICY_DIM_V		POLICY_DEFINED_BY	STRING
Policy	Description	XS.POLICY_DIM_V		DESCRIPTION	STRING
Policy	DisplayLabel	XS.POLICY_DIM_V		DISPLAY_LABEL	STRING
Policy	ModifiedDate	XS.POLICY_DIM_V		DATE_MODIFIED_LOC	DATE
Policy	Name	XS.POLICY_DIM_V		POLICY_NAME	STRING
Policy	Source	XS.POLICY_DIM_V		POLICY_SOURCE	STRING
Policy	Status	XS.POLICY_DIM_V		POLICY_STATUS	STRING
Policy	SubCategory	XS.POLICY_DIM_V		POLICY_SUB_CATEGORY	STRING
PolicyResult	AvgExecutionTime	XS.POLICY_RESULT_FACT_V		AVG_EXECUTION_TIME	NUMERIC
PolicyResult	ComplianceStatus	XS.POLICY_RESULT_FACT_V		COMPLIANCE_STATUS	STRING
PolicyResult	ComputedResultDate	XS.POLICY_RESULT_FACT_V		DATE_RESULT_COMPUTED_LOC	DATE
PolicyResult	CountTotalRules	XS.POLICY_RESULT_FACT_V		COUNT_TOTAL_RULES	NUMERIC
PolicyResult	RulesCompliant	XS.POLICY_RESULT_FACT_V		COUNT_RULES_COMPLIANT	NUMERIC
PolicyResult	RulesNonCompliant	XS.POLICY_RESULT_FACT_V		COUNT_RULES_NON_COMPLIANT	NUMERIC

PolicyComplianceStatus Universe

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.

HP Server Automation is the data source used by this Context (universe).

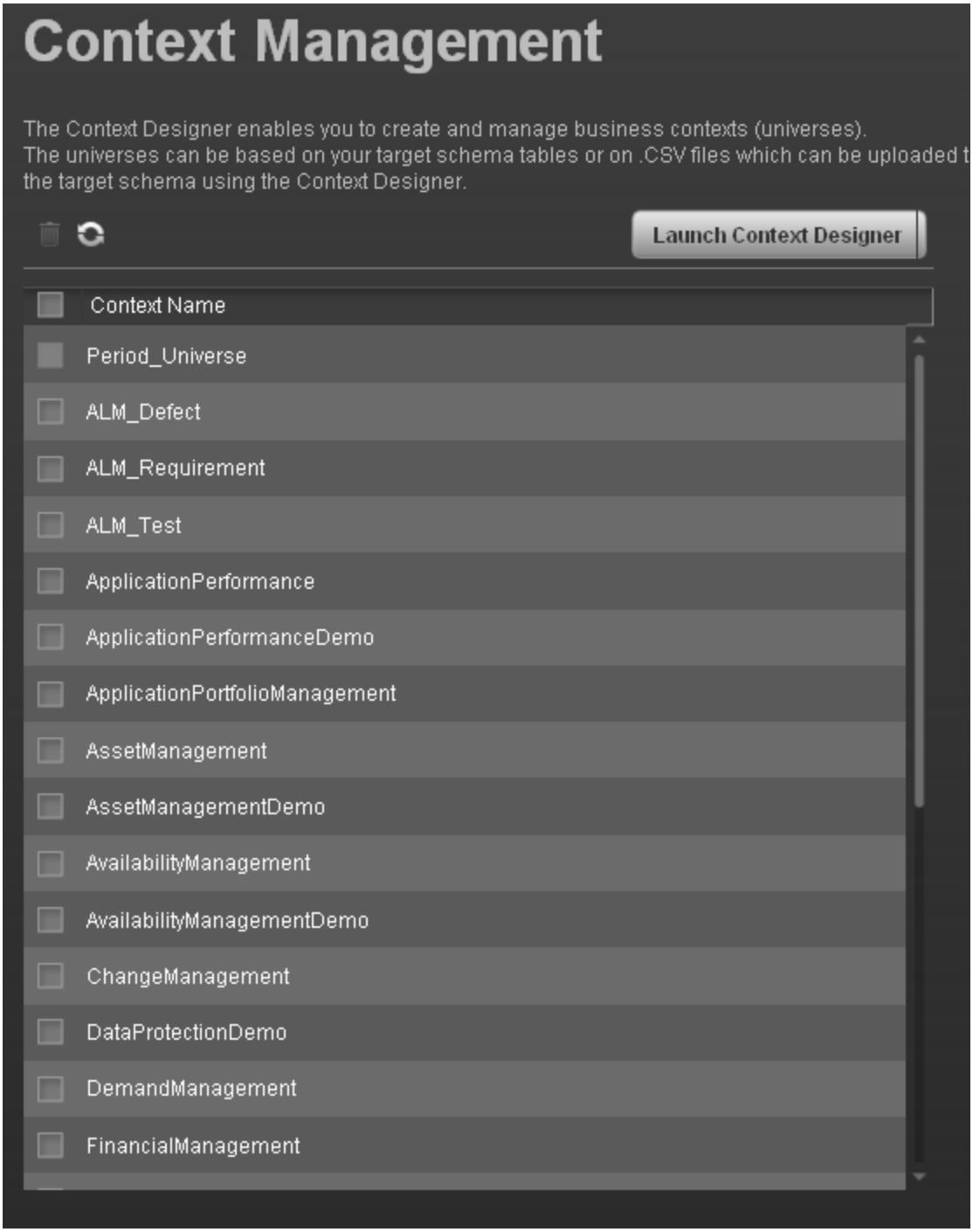
To access:

In Executive Scorecard, click **Admin > Context Management**, click **Launch Context Designer** > **Open an existing context**, and select the Context.

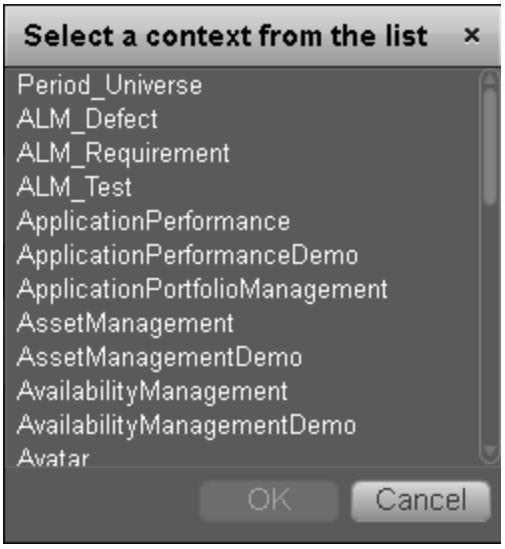
Tasks

View existing out-of-the-box Contexts (universes)

1. In Executive Scorecard, click **Admin > Context Management**. The Context Management page opens.
2. The list of out-of-the-box Contexts is displayed.



3. Click **Launch Context Designer**.
4. In the Context Designer page that opens, click **Open an existing context**.



5. Select the relevant Context,

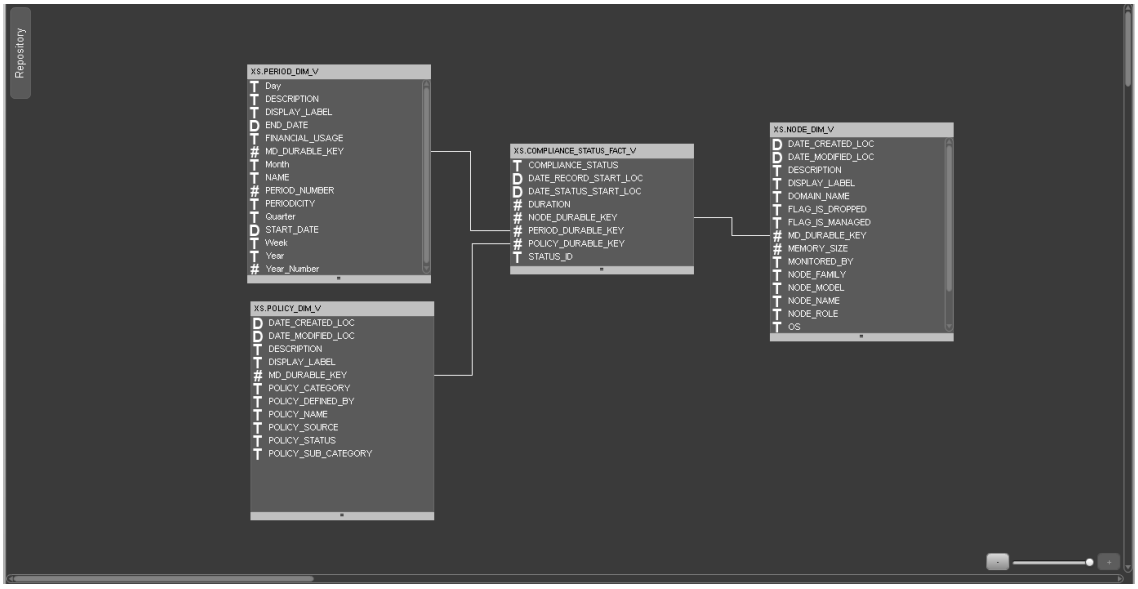
   The structure of the Context is displayed.

For additional details about Context Designer, see "Create and Manage Contexts Using Context Designer" in the *Administrator Guide*.

Reference

Context Tables and Structure

The context includes the following tables and relationships:



Statistics

Entity Count	Field Count	Table Count	Alias Count	Join Count
4	46	4		3

Object List

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
ComplianceStatus	Duration	XS.COMPLIANCE_STATUS_FACT_V		DURATION	NUMERIC
ComplianceStatus	RecordStartDate	XS.COMPLIANCE_STATUS_FACT_V		DATE_RECORD_START_LOC	DATE
ComplianceStatus	Status	XS.COMPLIANCE_STATUS_FACT_V		COMPLIANCE_STATUS	STRING
ComplianceStatus	StatusId	XS.COMPLIANCE_STATUS_FACT_V		STATUS_ID	STRING
ComplianceStatus	StatusStartDate	XS.COMPLIANCE_STATUS_FACT_V		DATE_STATUS_START_LOC	DATE
Node	CreateTime	XS.NODE_DIM_V		DATE_CREATED_LOC	DATE
Node	Description	XS.NODE_DIM_V		DESCRIPTION	STRING
Node	DisplayLabel	XS.NODE_DIM_V		DISPLAY_LABEL	STRING

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
Node	DomainName	XS.NODE_DIM_V		DOMAIN_ NAME	STRING
Node	Family	XS.NODE_DIM_V		NODE_FAMILY	STRING
Node	IsDropped	XS.NODE_DIM_V		FLAG_IS_ DROPPED	STRING
Node	IsManaged	XS.NODE_DIM_V		FLAG_IS_ MANAGED	STRING
Node	LastModifiedTime	XS.NODE_DIM_V		DATE_ MODIFIED_ LOC	DATE
Node	MemorySize	XS.NODE_DIM_V		MEMORY_SIZE	NUMERIC
Node	Model	XS.NODE_DIM_V		NODE_MODEL	STRING
Node	MonitoredBy	XS.NODE_DIM_V		MONITORED_ BY	STRING
Node	Name	XS.NODE_DIM_V		NODE_NAME	STRING
Node	Os	XS.NODE_DIM_V		OS	STRING
Node	OsVendor	XS.NODE_DIM_V		OS_VENDOR	STRING
Node	Role	XS.NODE_DIM_V		NODE_ROLE	STRING
Node	TimeZone	XS.NODE_DIM_V		TIME_ZONE	STRING
Node	Vendor	XS.NODE_DIM_V		VENDOR	STRING
Period	Day	XS.PERIOD_DIM_V		Day	STRING
Period	Description	XS.PERIOD_DIM_V		DESCRIPTION	STRING
Period	DisplayLabel	XS.PERIOD_DIM_V		DISPLAY_ LABEL	STRING
Period	EndDate	XS.PERIOD_DIM_V		END_DATE	DATE
Period	FinancialUsage	XS.PERIOD_DIM_V		FINANCIAL_ USAGE	STRING
Period	Month	XS.PERIOD_DIM_V		Month	STRING
Period	Name	XS.PERIOD_DIM_V		NAME	STRING
Period	Periodicity	XS.PERIOD_DIM_V		PERIODICITY	STRING
Period	PeriodNumber	XS.PERIOD_DIM_V		PERIOD_ NUMBER	NUMERIC
Period	Quarter	XS.PERIOD_DIM_V		Quarter	STRING
Period	StartDate	XS.PERIOD_DIM_V		START_DATE	DATE

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
Period	Week	XS.PERIOD_DIM_V		Week	STRING
Period	Year	XS.PERIOD_DIM_V		Year	STRING
Period	YearNumber	XS.PERIOD_DIM_V		Year_Number	NUMERIC
Policy	Category	XS.POLICY_DIM_V		POLICY_ CATEGORY	STRING
Policy	CreatedDate	XS.POLICY_DIM_V		DATE_ CREATED_ LOC	DATE
Policy	DefinedBy	XS.POLICY_DIM_V		POLICY_ DEFINED_BY	STRING
Policy	Description	XS.POLICY_DIM_V		DESCRIPTION	STRING
Policy	DisplayLabel	XS.POLICY_DIM_V		DISPLAY_ LABEL	STRING
Policy	ModifiedDate	XS.POLICY_DIM_V		DATE_ MODIFIED_ LOC	DATE
Policy	Name	XS.POLICY_DIM_V		POLICY_NAME	STRING
Policy	Source	XS.POLICY_DIM_V		POLICY_ SOURCE	STRING
Policy	Status	XS.POLICY_DIM_V		POLICY_ STATUS	STRING
Policy	SubCategory	XS.POLICY_DIM_V		POLICY_SUB_ CATEGORY	STRING

PolicyRemediation Universe

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.

HP Server Automation is the data source used by this Context (universe).

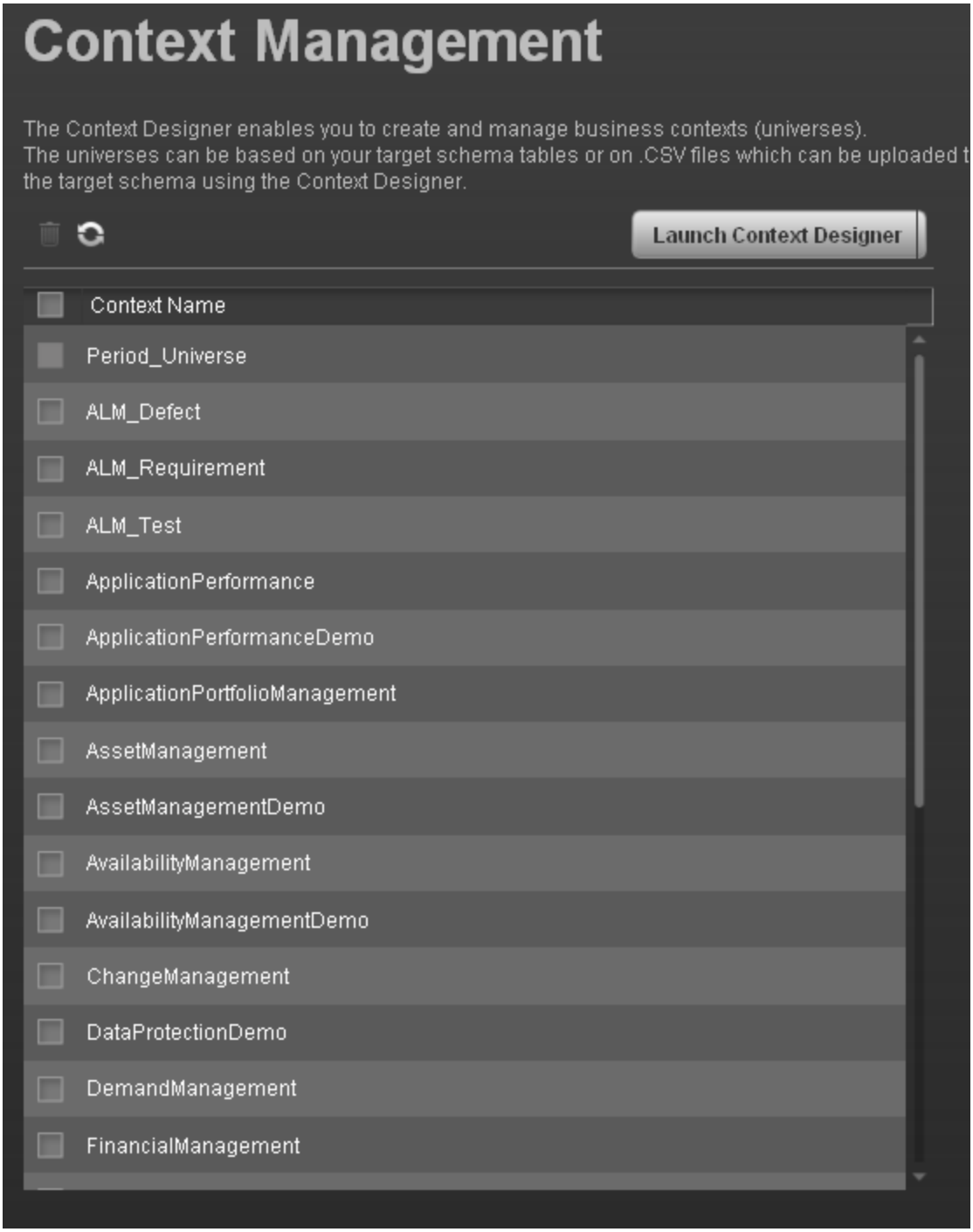
To access:

In Executive Scorecard, click **Admin > Context Management**, click **Launch Context Designer** > **Open an existing context**, and select the Context.

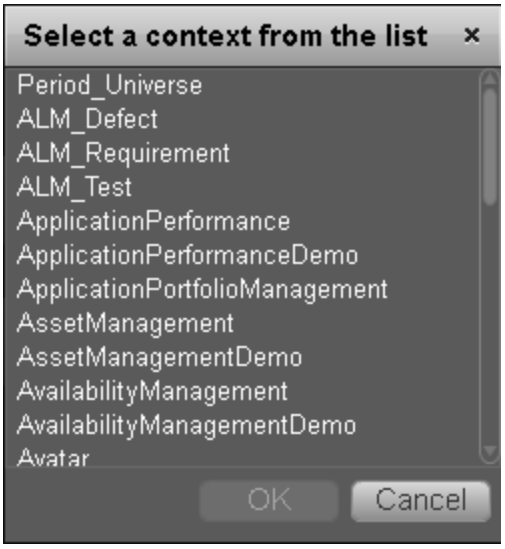
Tasks

View existing out-of-the-box Contexts (universes)

1. In Executive Scorecard, click **Admin > Context Management**. The Context Management page opens.
2. The list of out-of-the-box Contexts is displayed.



3. Click **Launch Context Designer**.
4. In the Context Designer page that opens, click **Open an existing context**.



5. Select the relevant Context,

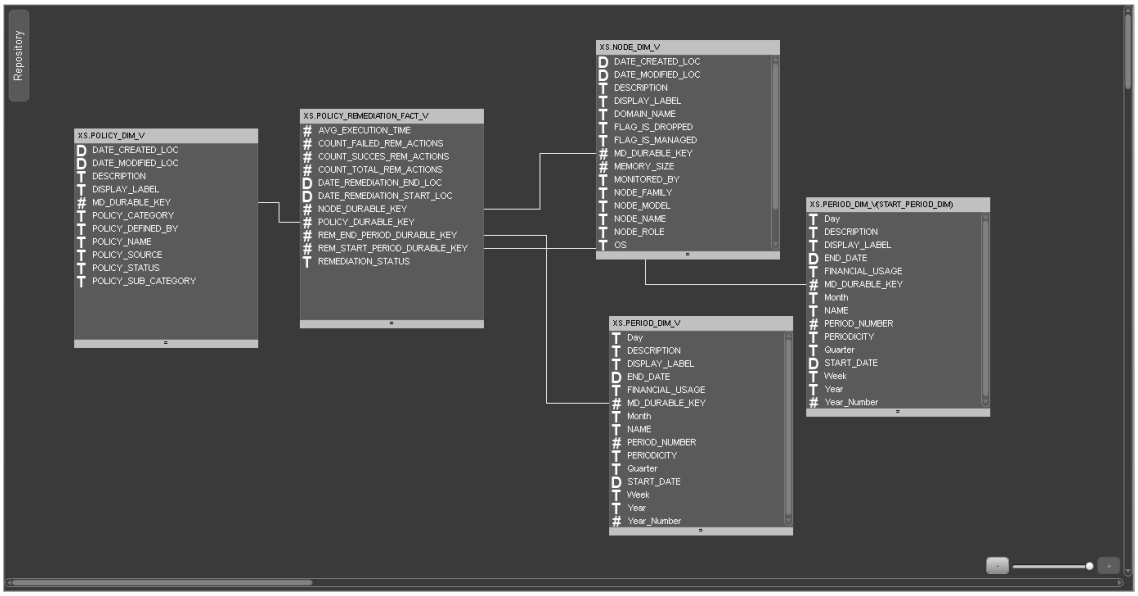
   The structure of the Context is displayed.

For additional details about Context Designer, see "Create and Manage Contexts Using Context Designer" in the *Administrator Guide*.

Reference

Context Tables and Structure

The context includes the following tables and relationships:



Statistics

Entity Count	Field Count	Table Count	Alias Count	Join Count
5	62	5	1	4

Object List

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
Node	CreateTime	XS.NODE_DIM_V		DATE_ CREATED_LOC	DATE
Node	Description	XS.NODE_DIM_V		DESCRIPTION	STRING
Node	DisplayLabel	XS.NODE_DIM_V		DISPLAY_LABEL	STRING
Node	DomainName	XS.NODE_DIM_V		DOMAIN_NAME	STRING
Node	Family	XS.NODE_DIM_V		NODE_FAMILY	STRING
Node	IsDropped	XS.NODE_DIM_V		FLAG_IS_ DROPPED	STRING
Node	IsManaged	XS.NODE_DIM_V		FLAG_IS_ MANAGED	STRING
Node	LastModifiedTime	XS.NODE_DIM_V		DATE_ MODIFIED_LOC	DATE
Node	MemorySize	XS.NODE_DIM_V		MEMORY_SIZE	NUMERIC
Node	Model	XS.NODE_DIM_V		NODE_MODEL	STRING
Node	MonitoredBy	XS.NODE_DIM_V		MONITORED_BY	STRING

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
Node	Name	XS.NODE_DIM_V		NODE_NAME	STRING
Node	Os	XS.NODE_DIM_V		OS	STRING
Node	OsVendor	XS.NODE_DIM_V		OS_VENDOR	STRING
Node	Role	XS.NODE_DIM_V		NODE_ROLE	STRING
Node	TimeZone	XS.NODE_DIM_V		TIME_ZONE	STRING
Node	Vendor	XS.NODE_DIM_V		VENDOR	STRING
Period	Day	XS.PERIOD_ DIM_V		Day	STRING
Period	Description	XS.PERIOD_ DIM_V		DESCRIPTION	STRING
Period	DisplayLabel	XS.PERIOD_ DIM_V		DISPLAY_LABEL	STRING
Period	EndDate	XS.PERIOD_ DIM_V		END_DATE	DATE
Period	FinancialUsage	XS.PERIOD_ DIM_V		FINANCIAL_ USAGE	STRING
Period	Month	XS.PERIOD_ DIM_V		Month	STRING
Period	Name	XS.PERIOD_ DIM_V		NAME	STRING
Period	Periodicity	XS.PERIOD_ DIM_V		PERIODICITY	STRING
Period	PeriodNumber	XS.PERIOD_ DIM_V		PERIOD_ NUMBER	NUMERIC
Period	Quarter	XS.PERIOD_ DIM_V		Quarter	STRING
Period	StartDate	XS.PERIOD_ DIM_V		START_DATE	DATE
Period	Week	XS.PERIOD_ DIM_V		Week	STRING
Period	Year	XS.PERIOD_ DIM_V		Year	STRING
Period	YearNumber	XS.PERIOD_ DIM_V		Year_Number	NUMERIC
Policy	Category	XS.POLICY_DIM_ V		POLICY_ CATEGORY	STRING

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
Policy	CreatedDate	XS.POLICY_DIM_V		DATE_CREATED_LOC	DATE
Policy	DefinedBy	XS.POLICY_DIM_V		POLICY_DEFINED_BY	STRING
Policy	Description	XS.POLICY_DIM_V		DESCRIPTION	STRING
Policy	DisplayLabel	XS.POLICY_DIM_V		DISPLAY_LABEL	STRING
Policy	ModifiedDate	XS.POLICY_DIM_V		DATE_MODIFIED_LOC	DATE
Policy	Name	XS.POLICY_DIM_V		POLICY_NAME	STRING
Policy	Source	XS.POLICY_DIM_V		POLICY_SOURCE	STRING
Policy	Status	XS.POLICY_DIM_V		POLICY_STATUS	STRING
Policy	SubCategory	XS.POLICY_DIM_V		POLICY_SUB_CATEGORY	STRING
PolicyRemediation	AvgExecutionTime	XS.POLICY_REMEDIATION_FACT_V		AVG_EXECUTION_TIME	NUMERIC
PolicyRemediation	CountFailedRemActions	XS.POLICY_REMEDIATION_FACT_V		COUNT_FAILED_REM_ACTIONS	NUMERIC
PolicyRemediation	CountSuccessRemActions	XS.POLICY_REMEDIATION_FACT_V		COUNT_SUCCES_REM_ACTIONS	NUMERIC
PolicyRemediation	CountTotalRemActions	XS.POLICY_REMEDIATION_FACT_V		COUNT_TOTAL_REM_ACTIONS	NUMERIC
PolicyRemediation	RemediationEndDate	XS.POLICY_REMEDIATION_FACT_V		DATE_REMEDIATION_END_LOC	DATE
PolicyRemediation	RemediationStartDate	XS.POLICY_REMEDIATION_FACT_V		DATE_REMEDIATION_START_LOC	DATE
PolicyRemediation	Status	XS.POLICY_REMEDIATION_FACT_V		REMEDIATION_STATUS	STRING

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
StartPeriod	Day	XS.PERIOD_DIM_V	START_PERIOD_DIM	Day	STRING
StartPeriod	Description	XS.PERIOD_DIM_V	START_PERIOD_DIM	DESCRIPTION	STRING
StartPeriod	DisplayLabel	XS.PERIOD_DIM_V	START_PERIOD_DIM	DISPLAY_LABEL	STRING
StartPeriod	EndDate	XS.PERIOD_DIM_V	START_PERIOD_DIM	END_DATE	DATE
StartPeriod	FinancialUsage	XS.PERIOD_DIM_V	START_PERIOD_DIM	FINANCIAL_USAGE	STRING
StartPeriod	Month	XS.PERIOD_DIM_V	START_PERIOD_DIM	Month	STRING
StartPeriod	Name	XS.PERIOD_DIM_V	START_PERIOD_DIM	NAME	STRING
StartPeriod	Periodicity	XS.PERIOD_DIM_V	START_PERIOD_DIM	PERIODICITY	STRING
StartPeriod	PeriodNumber	XS.PERIOD_DIM_V	START_PERIOD_DIM	PERIOD_NUMBER	NUMERIC
StartPeriod	Quarter	XS.PERIOD_DIM_V	START_PERIOD_DIM	Quarter	STRING
StartPeriod	StartDate	XS.PERIOD_DIM_V	START_PERIOD_DIM	START_DATE	DATE
StartPeriod	Week	XS.PERIOD_DIM_V	START_PERIOD_DIM	Week	STRING
StartPeriod	Year	XS.PERIOD_DIM_V	START_PERIOD_DIM	Year	STRING
StartPeriod	YearNumber	XS.PERIOD_DIM_V	START_PERIOD_DIM	Year_Number	NUMERIC

Project Portfolio Management (PPM) Universe

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 executives focus on their project's execution .

HP Project and Portfolio Management is the data source used by this Context (universe).

The following universe contains the attributes and classes that relate to PPM.

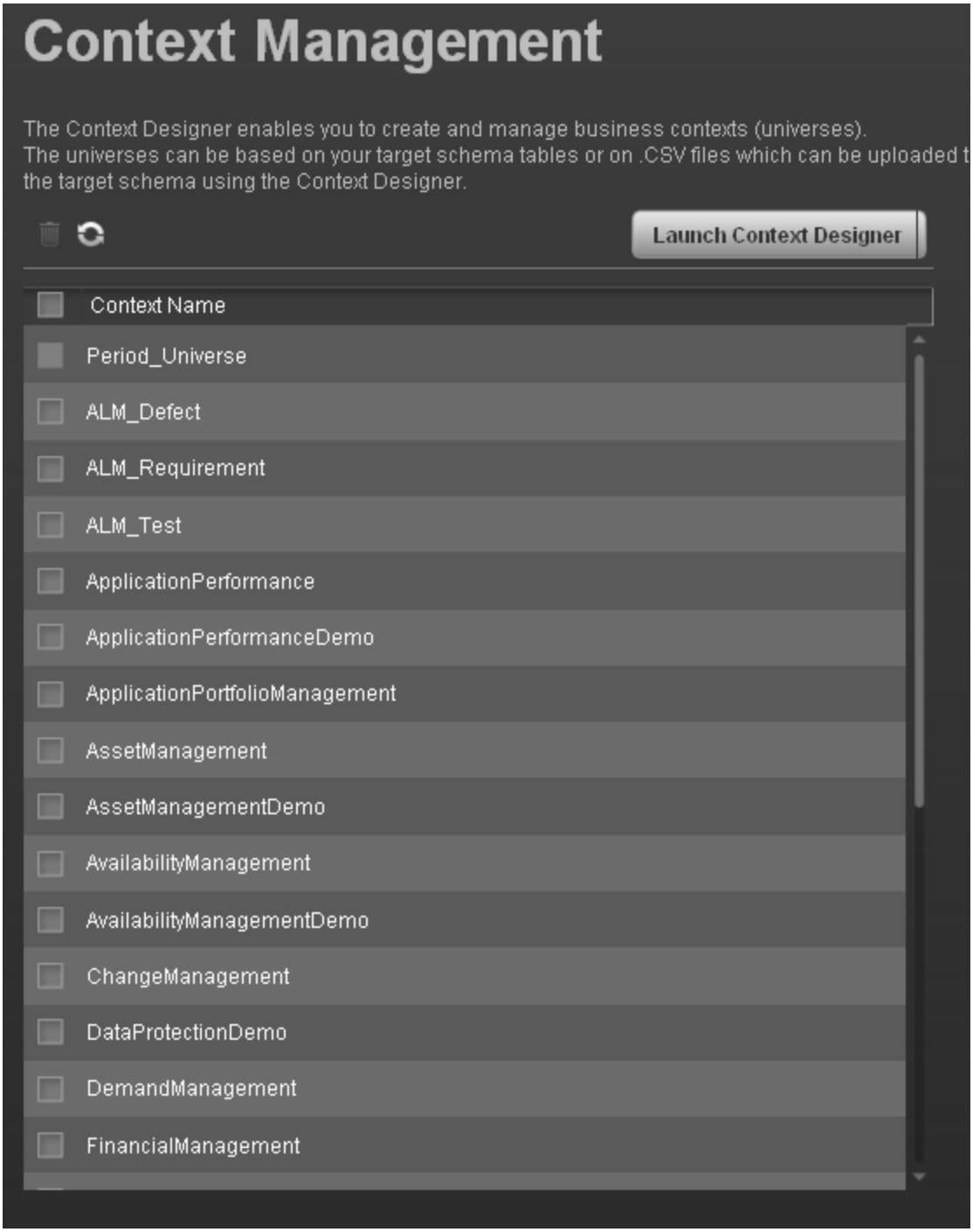
To access:

In Executive Scorecard, click **Admin > Context Management**, click **Launch Context Designer** > **Open an existing context**, and select the Context.

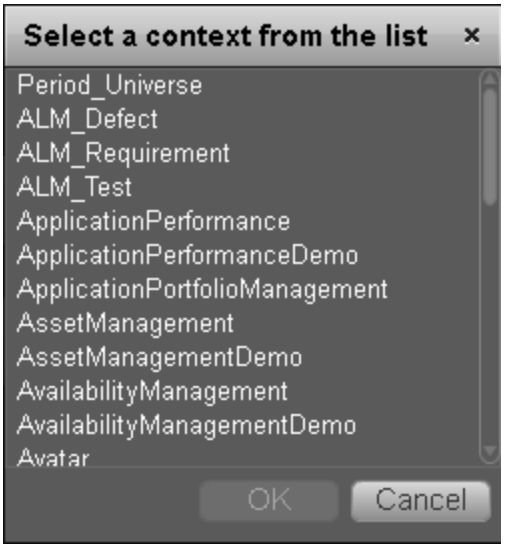
Tasks

View existing out-of-the-box Contexts (universes)

1. In Executive Scorecard, click **Admin > Context Management**. The Context Management page opens.
2. The list of out-of-the-box Contexts is displayed.



3. Click **Launch Context Designer**.
4. In the Context Designer page that opens, click **Open an existing context**.



5. Select the relevant Context,

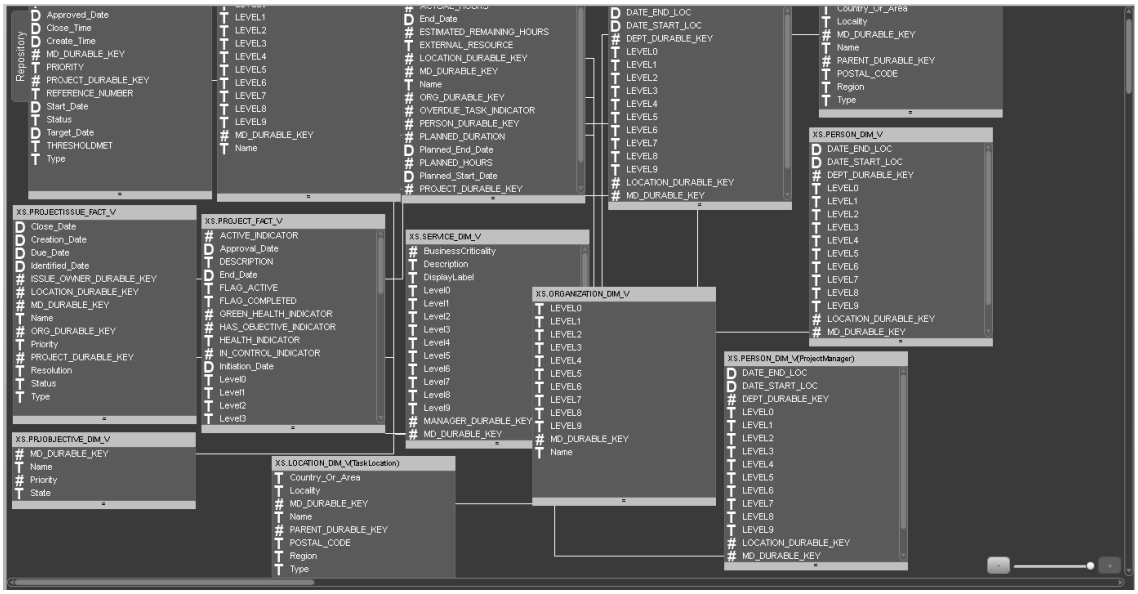
   The structure of the Context is displayed.

For additional details about Context Designer, see "Create and Manage Contexts Using Context Designer" in the *Administrator Guide*.

Reference

Context Tables and Structure

The context includes the following tables and relationships:



Statistics

Entity Count	Field Count	Table Count	Alias Count	Join Count
13	154	13	4	12

Object List

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
IssueOwner	EndDate	XS.PERSON_DIM_V	IssueOwner	DATE_END_LOC	DATE
IssueOwner	Level0	XS.PERSON_DIM_V	IssueOwner	LEVEL0	STRING
IssueOwner	Level1	XS.PERSON_DIM_V	IssueOwner	LEVEL1	STRING
IssueOwner	Level2	XS.PERSON_DIM_V	IssueOwner	LEVEL2	STRING
IssueOwner	Level3	XS.PERSON_DIM_V	IssueOwner	LEVEL3	STRING
IssueOwner	Level4	XS.PERSON_DIM_V	IssueOwner	LEVEL4	STRING
IssueOwner	Level5	XS.PERSON_DIM_V	IssueOwner	LEVEL5	STRING
IssueOwner	Level6	XS.PERSON_DIM_V	IssueOwner	LEVEL6	STRING

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
IssueOwner	Level7	XS.PERSON_DIM_V	IssueOwner	LEVEL7	STRING
IssueOwner	Level8	XS.PERSON_DIM_V	IssueOwner	LEVEL8	STRING
IssueOwner	Level9	XS.PERSON_DIM_V	IssueOwner	LEVEL9	STRING
IssueOwner	Name	XS.PERSON_DIM_V	IssueOwner	Name	STRING
IssueOwner	StratDate	XS.PERSON_DIM_V	IssueOwner	DATE_START_LOC	DATE
Person	EndDate	XS.PERSON_DIM_V		DATE_END_LOC	DATE
Person	Level0	XS.PERSON_DIM_V		LEVEL0	STRING
Person	Level1	XS.PERSON_DIM_V		LEVEL1	STRING
Person	Level2	XS.PERSON_DIM_V		LEVEL2	STRING
Person	Level3	XS.PERSON_DIM_V		LEVEL3	STRING
Person	Level4	XS.PERSON_DIM_V		LEVEL4	STRING
Person	Level5	XS.PERSON_DIM_V		LEVEL5	STRING
Person	Level6	XS.PERSON_DIM_V		LEVEL6	STRING
Person	Level7	XS.PERSON_DIM_V		LEVEL7	STRING
Person	Level8	XS.PERSON_DIM_V		LEVEL8	STRING
Person	Level9	XS.PERSON_DIM_V		LEVEL9	STRING
Person	Name	XS.PERSON_DIM_V		Name	STRING
Person	StratDate	XS.PERSON_DIM_V		DATE_START_LOC	DATE
Project	ActiveIndicator	XS.PROJECT_FACT_V		ACTIVE_INDICATOR	NUMERIC
Project	ApprovalDate	XS.PROJECT_		Approval_Date	DATE

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
		FACT_V			
Project	Class	XS.PROJECT_ FACT_V		Project_Class	STRING
Project	Description	XS.PROJECT_ FACT_V		DESCRIPTION	STRING
Project	EndDate	XS.PROJECT_ FACT_V		End_Date	DATE
Project	FlagActive	XS.PROJECT_ FACT_V		FLAG_ACTIVE	STRING
Project	FlagCompleted	XS.PROJECT_ FACT_V		FLAG _COMPLETED	STRING
Project	HasObjective Indicator	XS.PROJECT_ FACT_V		HAS_OBJECTIVE _INDICATOR	NUMERIC
Project	HealthIndicator	XS.PROJECT_ FACT_V		HEALTH _INDICATOR	STRING
Project	InControlIndicator	XS.PROJECT_ FACT_V		IN_CONTRO L_INDICATOR	NUMERIC
Project	InitiationDate	XS.PROJECT_ FACT_V		Initiation_Date	DATE
Project	Level0	XS.PROJECT_ FACT_V		Level0	STRING
Project	Level1	XS.PROJECT_ FACT_V		Level1	STRING
Project	Level2	XS.PROJECT_ FACT_V		Level2	STRING
Project	Level3	XS.PROJECT_ FACT_V		Level3	STRING
Project	Level4	XS.PROJECT_ FACT_V		Level4	STRING
Project	Level5	XS.PROJECT_ FACT_V		Level5	STRING
Project	Level6	XS.PROJECT_ FACT_V		Level6	STRING
Project	Level7	XS.PROJECT_ FACT_V		Level7	STRING
Project	Level8	XS.PROJECT_ FACT_V		Level8	STRING

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
Project	Level9	XS.PROJECT_FACT_V		Level9	STRING
Project	Name	XS.PROJECT_FACT_V		Name	STRING
Project	OnTimeIndicator	XS.PROJECT_FACT_V		ON_TIME_INDICATOR	NUMERIC
Project	PlannedEndDate	XS.PROJECT_FACT_V		Planned_End_Date	DATE
Project	PlannedStartDate	XS.PROJECT_FACT_V		Planned_Start_Date	DATE
Project	ProjectGroup	XS.PROJECT_FACT_V		PROJECT_GROUP	STRING
Project	RiskRating	XS.PROJECT_FACT_V		RISK_RATING	NUMERIC
Project	RolloutDate	XS.PROJECT_FACT_V		Rollout_Date	DATE
Project	StartDate	XS.PROJECT_FACT_V		Start_Date	DATE
Project	Status	XS.PROJECT_FACT_V		STATUS	STRING
Project	WorkPlan CreatedDate	XS.PROJECT_FACT_V		Work_Plan_Created_Date	DATE
ProjectIssue	CloseDate	XS.PROJECTISSUE_FACT_V		Close_Date	DATE
ProjectIssue	CreationDate	XS.PROJECTISSUE_FACT_V		Creation_Date	DATE
ProjectIssue	DueDate	XS.PROJECTISSUE_FACT_V		Due_Date	DATE
ProjectIssue	IdentifiedDate	XS.PROJECTISSUE_FACT_V		Identified_Date	DATE
ProjectIssue	Name	XS.PROJECTISSUE_FACT_V		Name	STRING
ProjectIssue	Priority	XS.PROJECTISSUE_FACT_V		Priority	STRING
ProjectIssue	Resolution	XS.PROJECTISSUE_FACT_V		Resolution	STRING
ProjectIssue	Status	XS.PROJECTISSUE_FACT_V		Status	STRING
ProjectIssue	Type	XS.PROJECTISSUE		Type	STRING

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
		_FACT_V			
ProjectLocation	CountryOrArea	XS.LOCATION_DIM_V		Country_Or_Area	STRING
ProjectLocation	Locality	XS.LOCATION_DIM_V		Locality	STRING
ProjectLocation	LocationType	XS.LOCATION_DIM_V		Type	STRING
ProjectLocation	Name	XS.LOCATION_DIM_V		Name	STRING
ProjectLocation	PostalCode	XS.LOCATION_DIM_V		POSTAL_CODE	STRING
ProjectLocation	Region	XS.LOCATION_DIM_V		Region	STRING
ProjectManager	EndDate	XS.PERSON_DIM_V	ProjectManager	DATE_END_LOC	DATE
ProjectManager	Level0	XS.PERSON_DIM_V	ProjectManager	LEVEL0	STRING
ProjectManager	Level1	XS.PERSON_DIM_V	ProjectManager	LEVEL1	STRING
ProjectManager	Level2	XS.PERSON_DIM_V	ProjectManager	LEVEL2	STRING
ProjectManager	Level3	XS.PERSON_DIM_V	ProjectManager	LEVEL3	STRING
ProjectManager	Level4	XS.PERSON_DIM_V	ProjectManager	LEVEL4	STRING
ProjectManager	Level5	XS.PERSON_DIM_V	ProjectManager	LEVEL5	STRING
ProjectManager	Level6	XS.PERSON_DIM_V	ProjectManager	LEVEL6	STRING
ProjectManager	Level7	XS.PERSON_DIM_V	ProjectManager	LEVEL7	STRING
ProjectManager	Level8	XS.PERSON_DIM_V	ProjectManager	LEVEL8	STRING
ProjectManager	Level9	XS.PERSON_DIM_V	ProjectManager	LEVEL9	STRING
ProjectManager	Name	XS.PERSON_DIM_V	ProjectManager	Name	STRING

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
ProjectManager	StratDate	XS.PERSON_DIM_V	ProjectManager	DATE_START_LOC	DATE
ProjectObjective	Name	XS.PRJOBJECTIVE_DIM_V		Name	STRING
ProjectObjective	Priority	XS.PRJOBJECTIVE_DIM_V		Priority	NUMERIC
ProjectObjective	State	XS.PRJOBJECTIVE_DIM_V		State	STRING
ProjectOrganization	Level0	XS.ORGANIZATION_DIM_V		LEVEL0	STRING
ProjectOrganization	Level1	XS.ORGANIZATION_DIM_V		LEVEL1	STRING
ProjectOrganization	Level2	XS.ORGANIZATION_DIM_V		LEVEL2	STRING
ProjectOrganization	Level3	XS.ORGANIZATION_DIM_V		LEVEL3	STRING
ProjectOrganization	Level4	XS.ORGANIZATION_DIM_V		LEVEL4	STRING
ProjectOrganization	Level5	XS.ORGANIZATION_DIM_V		LEVEL5	STRING
ProjectOrganization	Level6	XS.ORGANIZATION_DIM_V		LEVEL6	STRING
ProjectOrganization	Level7	XS.ORGANIZATION_DIM_V		LEVEL7	STRING
ProjectOrganization	Level8	XS.ORGANIZATION_DIM_V		LEVEL8	STRING
ProjectOrganization	Level9	XS.ORGANIZATION_DIM_V		LEVEL9	STRING
ProjectOrganization	Name	XS.ORGANIZATION_DIM_V		Name	STRING
ProjectRisk	ActiveProcess	XS.PROJECTRISK_FACT_V		ACTIVE_PROCESS	STRING
ProjectRisk	ApprovedDate	XS.PROJECTRISK_FACT_V		Approved_Date	DATE
ProjectRisk	CloseTime	XS.PROJECTRISK_FACT_V		Close_Time	DATE
ProjectRisk	CreateTime	XS.PROJECTRISK_FACT_V		Create_Time	DATE
ProjectRisk	Priority	XS.PROJECTRISK		PRIORITY	STRING

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
		_FACT_V			
ProjectRisk	Reference Number	XS.PROJECTRISK _FACT_V		REFERENCE _NUMBER	STRING
ProjectRisk	StartDate	XS.PROJECTRISK _FACT_V		Start_Date	DATE
ProjectRisk	Status	XS.PROJECTRISK _FACT_V		Status	STRING
ProjectRisk	TargetDate	XS.PROJECTRISK _FACT_V		Target_Date	DATE
ProjectRisk	ThresholdMet	XS.PROJECTRISK _FACT_V		THRESHOLDMET	STRING
ProjectRisk	Type	XS.PROJECTRISK _FACT_V		Type	STRING
ProjectTask	ActualHours	XS.PROJECTTASK _FACT_V		ACTUAL_HOURS	NUMERIC
ProjectTask	EndDate	XS.PROJECTTASK _FACT_V		End_Date	DATE
ProjectTask	Estimated RemainingHours	XS.PROJECTTASK _FACT_V		ESTIMATED _REMAINING_ HOURS	NUMERIC
ProjectTask	ExternalResource	XS.PROJECTTASK _FACT_V		EXTERNAL _RESOURCE	STRING
ProjectTask	Name	XS.PROJECTTASK _FACT_V		Name	STRING
ProjectTask	Overdue TaskIndicator	XS.PROJECTTASK _FACT_V		OVERDUE_TASK _INDICATOR	NUMERIC
ProjectTask	PlannedDuration	XS.PROJECTTASK _FACT_V		PLANNED_ DURATION	NUMERIC
ProjectTask	PlannedEndDate	XS.PROJECTTASK _FACT_V		Planned_End_ Date	DATE
ProjectTask	PlannedHours	XS.PROJECTTASK _FACT_V		PLANNED_ HOURS	NUMERIC
ProjectTask	PlannedStart Date	XS.PROJECTTASK _FACT_V		Planned_Start_ Date	DATE
ProjectTask	StartDate	XS.PROJECTTASK _FACT_V		Start_Date	DATE
Service	Business Criticality	XS.SERVICE_DIM_ V		Business Criticality	NUMERIC
Service	Description	XS.SERVICE_DIM_		Description	STRING

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
		V			
Service	DisplayLabel	XS.SERVICE_DIM_V		DisplayLabel	STRING
Service	Level0	XS.SERVICE_DIM_V		Level0	STRING
Service	Level1	XS.SERVICE_DIM_V		Level1	STRING
Service	Level2	XS.SERVICE_DIM_V		Level2	STRING
Service	Level3	XS.SERVICE_DIM_V		Level3	STRING
Service	Level4	XS.SERVICE_DIM_V		Level4	STRING
Service	Level5	XS.SERVICE_DIM_V		Level5	STRING
Service	Level6	XS.SERVICE_DIM_V		Level6	STRING
Service	Level7	XS.SERVICE_DIM_V		Level7	STRING
Service	Level8	XS.SERVICE_DIM_V		Level8	STRING
Service	Level9	XS.SERVICE_DIM_V		Level9	STRING
Service	Name	XS.SERVICE_DIM_V		Name	STRING
Service	State	XS.SERVICE_DIM_V		State	STRING
Service	Type	XS.SERVICE_DIM_V		Type	STRING
TaskLocation	CountryOrArea	XS.LOCATION_DIM_V	TaskLocation	Country_Or_Area	STRING
TaskLocation	Locality	XS.LOCATION_DIM_V	TaskLocation	Locality	STRING
TaskLocation	LocationType	XS.LOCATION_DIM_V	TaskLocation	Type	STRING
TaskLocation	Name	XS.LOCATION_DIM_V	TaskLocation	Name	STRING

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
TaskLocation	PostalCode	XS.LOCATION _DIM_V	TaskLocation	POSTAL_CODE	STRING
TaskLocation	Region	XS.LOCATION _DIM_V	TaskLocation	Region	STRING
TaskOrganization	Level0	XS.ORGANIZATION _DIM_V	TaskOrganization	LEVEL0	STRING
TaskOrganization	Level1	XS.ORGANIZATION _DIM_V	TaskOrganization	LEVEL1	STRING
TaskOrganization	Level2	XS.ORGANIZATION _DIM_V	TaskOrganization	LEVEL2	STRING
TaskOrganization	Level3	XS.ORGANIZATION _DIM_V	TaskOrganization	LEVEL3	STRING
TaskOrganization	Level4	XS.ORGANIZATION _DIM_V	TaskOrganization	LEVEL4	STRING
TaskOrganization	Level5	XS.ORGANIZATION _DIM_V	TaskOrganization	LEVEL5	STRING
TaskOrganization	Level6	XS.ORGANIZATION _DIM_V	TaskOrganization	LEVEL6	STRING
TaskOrganization	Level7	XS.ORGANIZATION _DIM_V	TaskOrganization	LEVEL7	STRING
TaskOrganization	Level8	XS.ORGANIZATION _DIM_V	TaskOrganization	LEVEL8	STRING
TaskOrganization	Level9	XS.ORGANIZATION _DIM_V	TaskOrganization	LEVEL9	STRING
TaskOrganization	Name	XS.ORGANIZATION _DIM_V	TaskOrganization	Name	STRING

Service Desk Universe

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

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.

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).

HP Service Manager is the data source used by this Context (universe).

The following universe contains the attributes and classes that relate to Service Desk Management.

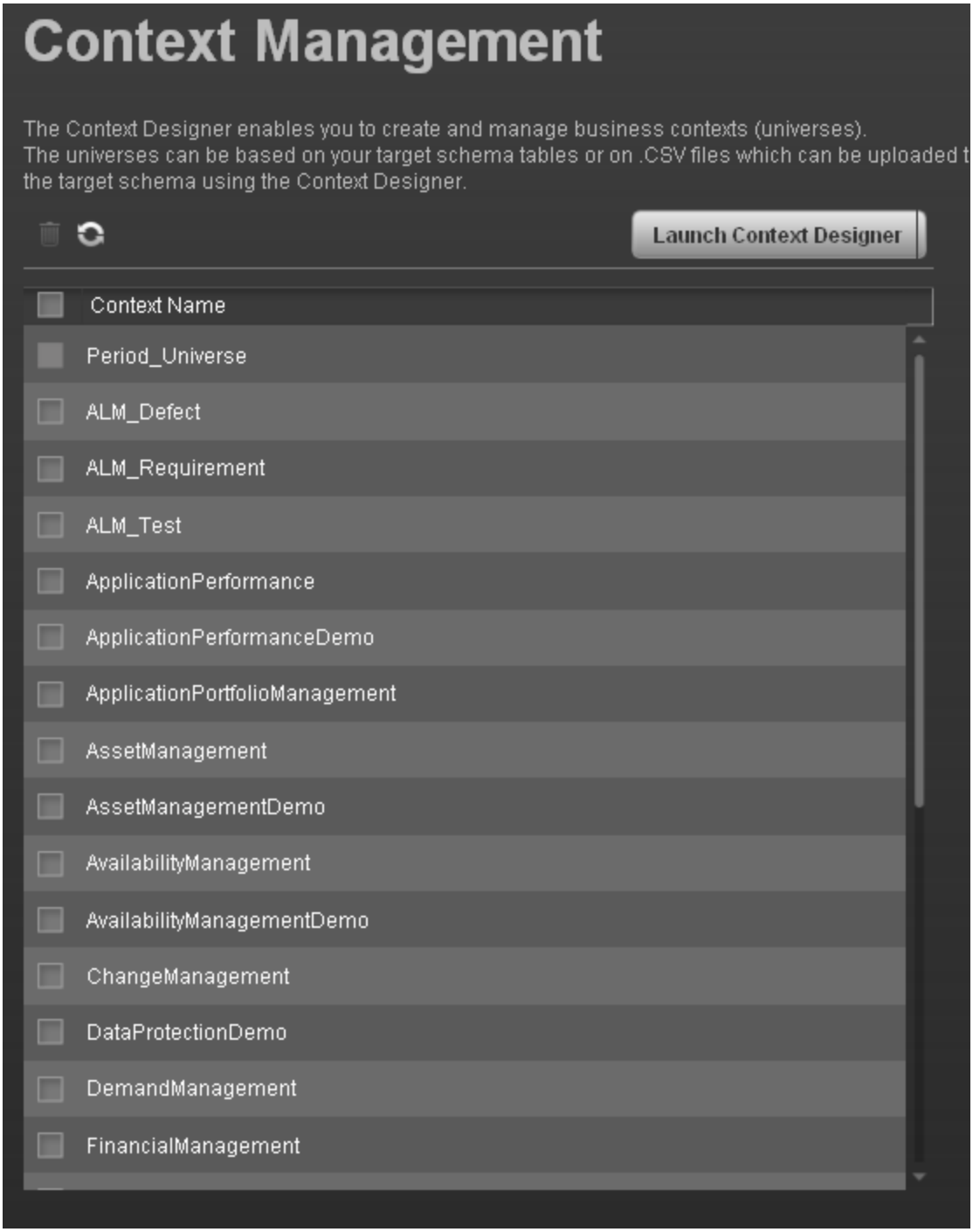
To access:

In Executive Scorecard, click **Admin > Context Management**, click **Launch Context Designer** > **Open an existing context**, and select the Context.

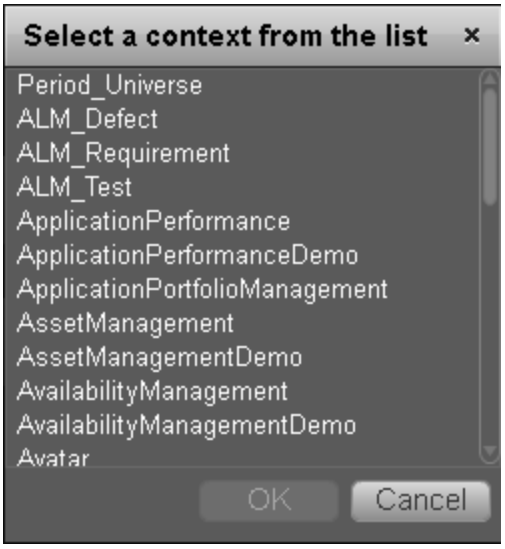
Tasks

View existing out-of-the-box Contexts (universes)

1. In Executive Scorecard, click **Admin > Context Management**. The Context Management page opens.
2. The list of out-of-the-box Contexts is displayed.



3. Click **Launch Context Designer**.
4. In the Context Designer page that opens, click **Open an existing context**.



5. Select the relevant Context,

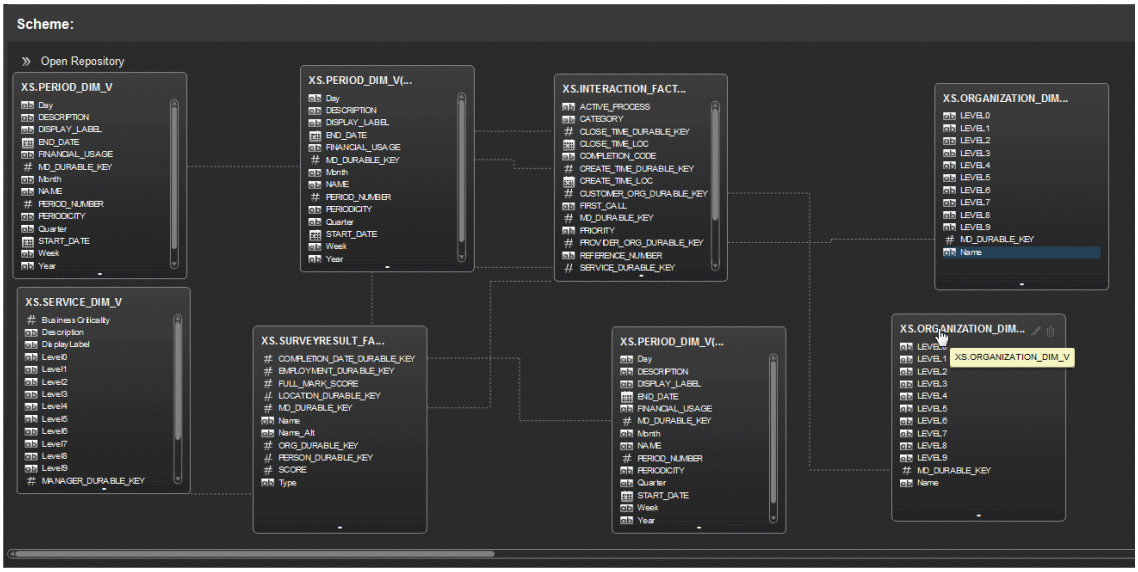
   The structure of the Context is displayed.

For additional details about Context Designer, see "Create and Manage Contexts Using Context Designer" in the *Administrator Guide*.

Reference

Context Tables and Structure

The context includes the following tables and relationships:



Statistics

Entity Count	Field Count	Table Count	Alias Count	Join Count
8	96	8	3	7

Object List

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
AssignedTo Organization	Level0	XS.ORGANIZATION_DIM_V	Provider_Org	LEVEL0	STRING
AssignedTo Organization	Level1	XS.ORGANIZATION_DIM_V	Provider_Org	LEVEL1	STRING
AssignedTo Organization	Level2	XS.ORGANIZATION_DIM_V	Provider_Org	LEVEL2	STRING
AssignedTo Organization	Level3	XS.ORGANIZATION_DIM_V	Provider_Org	LEVEL3	STRING
AssignedTo Organization	Level4	XS.ORGANIZATION_DIM_V	Provider_Org	LEVEL4	STRING
AssignedTo Organization	Level5	XS.ORGANIZATION_DIM_V	Provider_Org	LEVEL5	STRING
AssignedTo Organization	Level6	XS.ORGANIZATION_DIM_V	Provider_Org	LEVEL6	STRING
AssignedTo Organization	Level7	XS.ORGANIZATION_DIM_V	Provider_Org	LEVEL7	STRING

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
AssignedTo Organization	Level8	XS.ORGANIZATION_DIM_V	Provider_Org	LEVEL8	STRING
AssignedTo Organization	Level9	XS.ORGANIZATION_DIM_V	Provider_Org	LEVEL9	STRING
AssignedTo Organization	Name	XS.ORGANIZATION_DIM_V	Provider_Org	Name	STRING
ClosedTime Period	Day	XS.PERIOD_DIM_V		Day	STRING
ClosedTime Period	Description	XS.PERIOD_DIM_V		DESCRIPTION	STRING
ClosedTime Period	DisplayLabel	XS.PERIOD_DIM_V		DISPLAY_LABEL	STRING
ClosedTime Period	EndDate	XS.PERIOD_DIM_V		END_DATE	DATE
ClosedTime Period	FinancialUsage	XS.PERIOD_DIM_V		FINANCIAL_USAGE	STRING
ClosedTime Period	Month	XS.PERIOD_DIM_V		Month	STRING
ClosedTime Period	Name	XS.PERIOD_DIM_V		NAME	STRING
ClosedTime Period	Periodicity	XS.PERIOD_DIM_V		PERIODICITY	STRING
ClosedTime Period	PeriodNumber	XS.PERIOD_DIM_V		PERIOD_NUMBER	NUMERIC
ClosedTime Period	Quarter	XS.PERIOD_DIM_V		Quarter	STRING
ClosedTime Period	StartDate	XS.PERIOD_DIM_V		START_DATE	DATE
ClosedTime Period	Week	XS.PERIOD_DIM_V		Week	STRING
ClosedTime Period	Year	XS.PERIOD_DIM_V		Year	STRING
ClosedTime Period	YearNumber	XS.PERIOD_DIM_V		Year_Number	NUMERIC
CreateTime Period	Day	XS.PERIOD_DIM_V	CreateTimePeriod	Day	STRING
CreateTime Period	Description	XS.PERIOD_DIM_V	CreateTimePeriod	DESCRIPTION	STRING
CreateTime	DisplayLabel	XS.PERIOD	CreateTimePeriod	DISPLAY_	STRING

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
Period		_DIM_V		LABEL	
CreateTime Period	EndDate	XS.PERIOD _DIM_V	CreateTimePeriod	END_DATE	DATE
CreateTime Period	FinancialUsage	XS.PERIOD _DIM_V	CreateTimePeriod	FINANCIAL_ USAGE	STRING
CreateTime Period	Month	XS.PERIOD _DIM_V	CreateTimePeriod	Month	STRING
CreateTime Period	Name	XS.PERIOD _DIM_V	CreateTimePeriod	NAME	STRING
CreateTime Period	Periodicity	XS.PERIOD _DIM_V	CreateTimePeriod	PERIODICITY	STRING
CreateTime Period	PeriodNumber	XS.PERIOD _DIM_V	CreateTimePeriod	PERIOD_ NUMBER	NUMERIC
CreateTime Period	Quarter	XS.PERIOD _DIM_V	CreateTimePeriod	Quarter	STRING
CreateTime Period	StartDate	XS.PERIOD _DIM_V	CreateTimePeriod	START_DATE	DATE
CreateTime Period	Week	XS.PERIOD _DIM_V	CreateTimePeriod	Week	STRING
CreateTime Period	Year	XS.PERIOD _DIM_V	CreateTimePeriod	Year	STRING
CreateTime Period	YearNumber	XS.PERIOD _DIM_V	CreateTimePeriod	Year_Number	NUMERIC
Interaction	ActiveProcess	XS.INTERACTION _FACT_V		ACTIVE _PROCESS	STRING
Interaction	Category	XS.INTERACTION _FACT_V		CATEGORY	STRING
Interaction	ClosedTime	XS.INTERACTION _FACT_V		CLOSE_TIME _LOC	DATE
Interaction	CompletionCode	XS.INTERACTION _FACT_V		COMPLETION _CODE	STRING
Interaction	CreateTime	XS.INTERACTION _FACT_V		CREATE_TIME _LOC	DATE
Interaction	FirstCall	XS.INTERACTION _FACT_V		FIRST_CALL	STRING
Interaction	Priority	XS.INTERACTION _FACT_V		PRIORITY	STRING

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
Interaction	ReferenceNumber	XS.INTERACTION_FACT_V		REFERENCE_NUMBER	STRING
Interaction	Status	XS.INTERACTION_FACT_V		Status	STRING
Interaction	Subcategory	XS.INTERACTION_FACT_V		SUBCATEGORY	STRING
Interaction	Type	XS.INTERACTION_FACT_V		Type	STRING
Interaction	Urgency	XS.INTERACTION_FACT_V		URGENCY	STRING
RequestedBy Organization	Level0	XS.ORGANIZATION_DIM_V		LEVEL0	STRING
RequestedBy Organization	Level1	XS.ORGANIZATION_DIM_V		LEVEL1	STRING
RequestedBy Organization	Level2	XS.ORGANIZATION_DIM_V		LEVEL2	STRING
RequestedBy Organization	Level3	XS.ORGANIZATION_DIM_V		LEVEL3	STRING
RequestedBy Organization	Level4	XS.ORGANIZATION_DIM_V		LEVEL4	STRING
RequestedBy Organization	Level5	XS.ORGANIZATION_DIM_V		LEVEL5	STRING
RequestedBy Organization	Level6	XS.ORGANIZATION_DIM_V		LEVEL6	STRING
RequestedBy Organization	Level7	XS.ORGANIZATION_DIM_V		LEVEL7	STRING
RequestedBy Organization	Level8	XS.ORGANIZATION_DIM_V		LEVEL8	STRING
RequestedBy Organization	Level9	XS.ORGANIZATION_DIM_V		LEVEL9	STRING
RequestedBy Organization	Name	XS.ORGANIZATION_DIM_V		Name	STRING
Service	Business Criticality	XS.SERVICE_DIM_V		Business Criticality	NUMERIC
Service	Description	XS.SERVICE_DIM_V		Description	STRING
Service	DisplayLabel	XS.SERVICE_DIM_V		DisplayLabel	STRING
Service	Level0	XS.SERVICE_DIM_V		Level0	STRING

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
Service	Level1	XS.SERVICE_DIM_V		Level1	STRING
Service	Level2	XS.SERVICE_DIM_V		Level2	STRING
Service	Level3	XS.SERVICE_DIM_V		Level3	STRING
Service	Level4	XS.SERVICE_DIM_V		Level4	STRING
Service	Level5	XS.SERVICE_DIM_V		Level5	STRING
Service	Level6	XS.SERVICE_DIM_V		Level6	STRING
Service	Level7	XS.SERVICE_DIM_V		Level7	STRING
Service	Level8	XS.SERVICE_DIM_V		Level8	STRING
Service	Level9	XS.SERVICE_DIM_V		Level9	STRING
Service	Name	XS.SERVICE_DIM_V		Name	STRING
Service	State	XS.SERVICE_DIM_V		State	STRING
Service	Type	XS.SERVICE_DIM_V		Type	STRING
SurveyResultPeriod	Day	XS.PERIOD_DIM_V	SurveyResultPeriod	Day	STRING
SurveyResultPeriod	Description	XS.PERIOD_DIM_V	SurveyResultPeriod	DESCRIPTION	STRING
SurveyResultPeriod	DisplayLabel	XS.PERIOD_DIM_V	SurveyResultPeriod	DISPLAY_ LABEL	STRING
SurveyResultPeriod	EndDate	XS.PERIOD_DIM_V	SurveyResultPeriod	END_DATE	DATE
SurveyResultPeriod	FinancialUsage	XS.PERIOD_DIM_V	SurveyResultPeriod	FINANCIAL_ USAGE	STRING
SurveyResultPeriod	Month	XS.PERIOD_DIM_V	SurveyResultPeriod	Month	STRING
SurveyResultPeriod	Name	XS.PERIOD_DIM_V	SurveyResultPeriod	NAME	STRING
SurveyResultPeriod	Periodicity	XS.PERIOD_DIM_V	SurveyResultPeriod	PERIODICITY	STRING
SurveyResultPeriod	PeriodNumber	XS.PERIOD_DIM_V	SurveyResultPeriod	PERIOD_ NUMBER	NUMERIC
SurveyResultPeriod	Quarter	XS.PERIOD_DIM_V	SurveyResultPeriod	Quarter	STRING
SurveyResultPeriod	StartDate	XS.PERIOD_DIM_V	SurveyResultPeriod	START_DATE	DATE
SurveyResultPeriod	Week	XS.PERIOD_DIM_V	SurveyResultPeriod	Week	STRING
SurveyResultPeriod	Year	XS.PERIOD_DIM_V	SurveyResultPeriod	Year	STRING
SurveyResultPeriod	YearNumber	XS.PERIOD_DIM_V	SurveyResultPeriod	Year_Number	NUMERIC
SurveyResult	FullMarkScore	XS.SURVEYRESULT _FACT_V		FULL_MARK _SCORE	NUMERIC
SurveyResult	Name	XS.SURVEYRESULT _FACT_V		Name	STRING

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
SurveyResult	Score	XS.SURVEYRESULT_FACT_V		SCORE	NUMERIC
SurveyResult	Type	XS.SURVEYRESULT_FACT_V		Type	STRING

Service Level Management Universe

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.

The Service Level Manager goal is to provide the agreed services in a cost-effective, secure and efficient manner.

HP Business Service Management and HP Service Manager are the data sources used by this Context (universe).

The following universe contains the attributes and classes that relate to SLM Management.

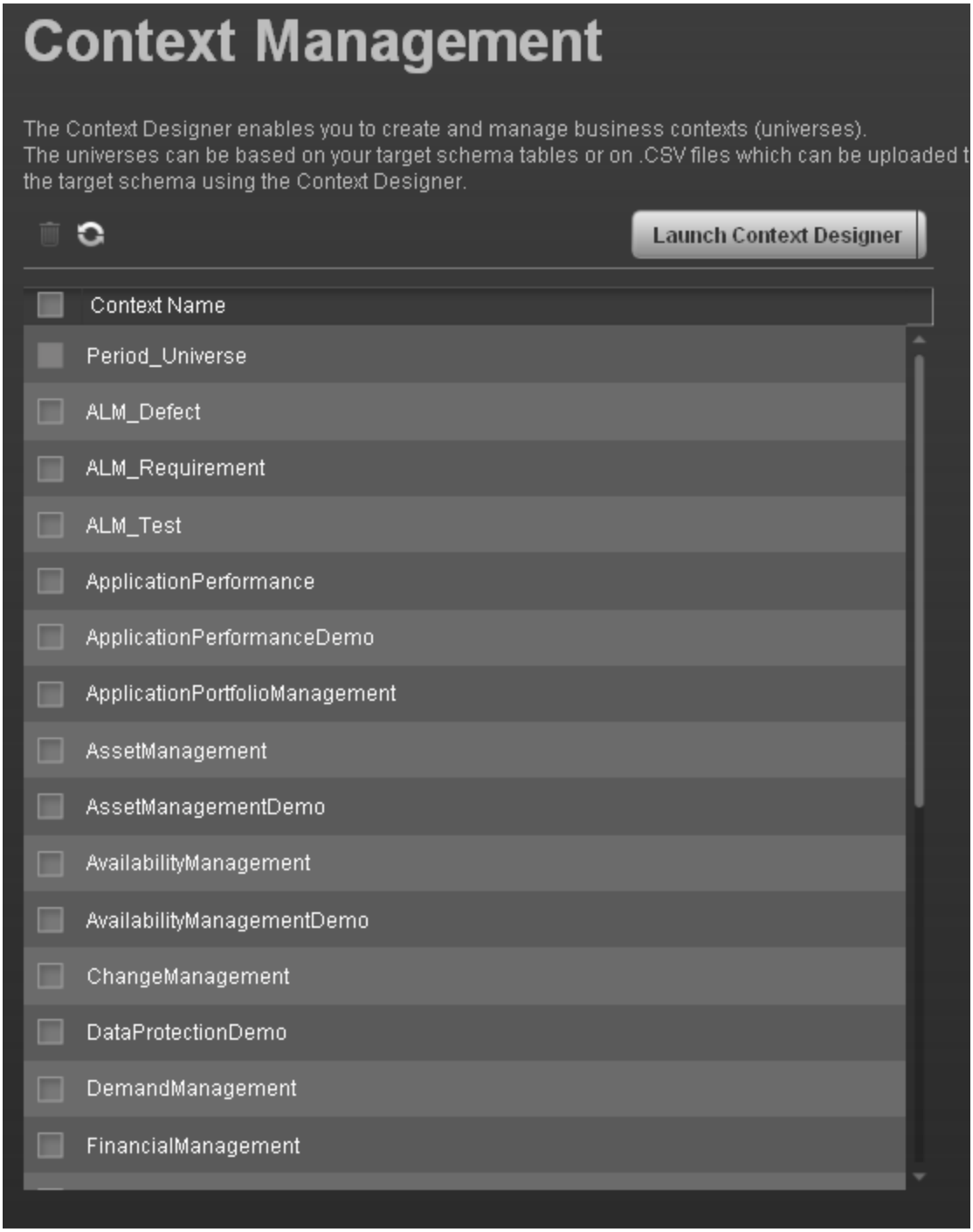
To access:

In Executive Scorecard, click **Admin > Context Management**, click **Launch Context Designer** > **Open an existing context**, and select the Context.

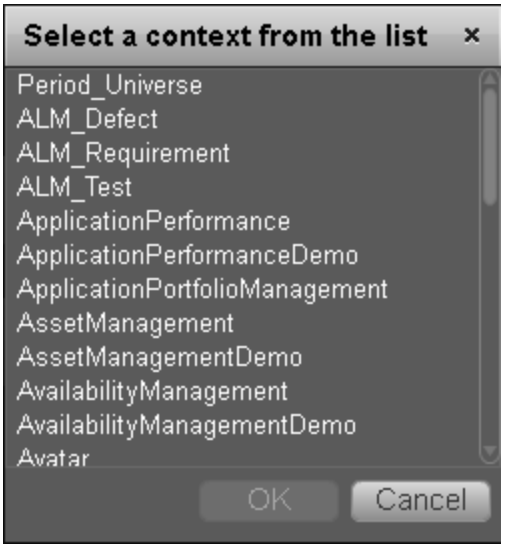
Tasks

View existing out-of-the-box Contexts (universes)

1. In Executive Scorecard, click **Admin > Context Management**. The Context Management page opens.
2. The list of out-of-the-box Contexts is displayed.



3. Click **Launch Context Designer**.
4. In the Context Designer page that opens, click **Open an existing context**.



5. Select the relevant Context,

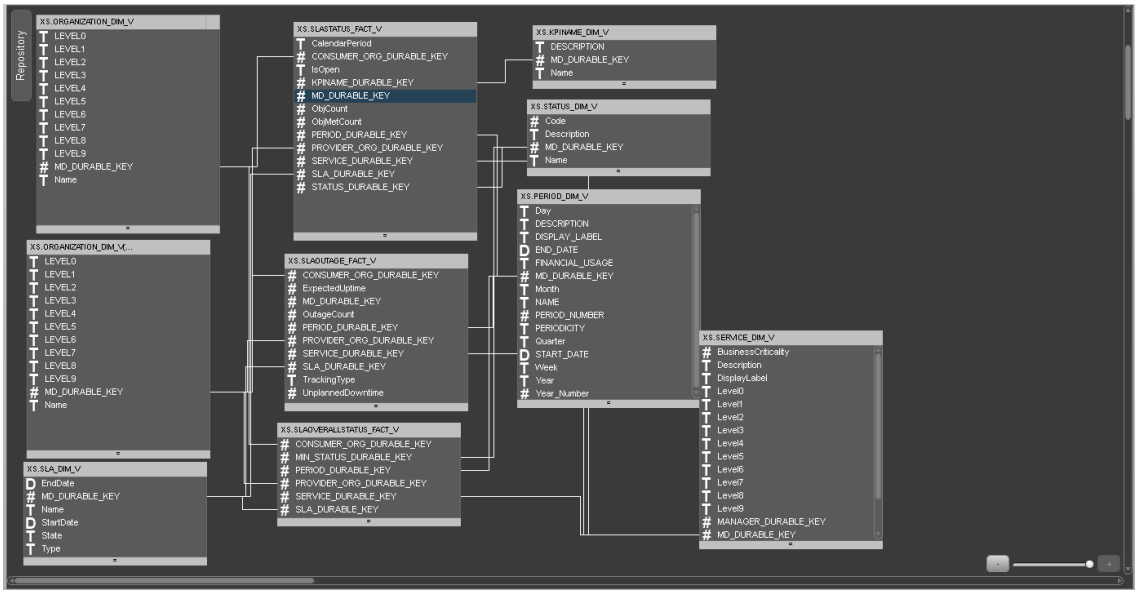
   The structure of the Context is displayed.

For additional details about Context Designer, see "Create and Manage Contexts Using Context Designer" in the *Administrator Guide*.

Reference

Context Tables and Structure

The context includes the following tables and relationships:



Statistics

Entity Count	Field Count	Table Count	Alias Count	Join Count
10	71	10	1	18

Object List

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
Consumer Organization	Level0	XS.ORGANIZATION_DIM_V		LEVEL0	STRING
Consumer Organization	Level1	XS.ORGANIZATION_DIM_V		LEVEL1	STRING
Consumer Organization	Level2	XS.ORGANIZATION_DIM_V		LEVEL2	STRING
Consumer Organization	Level3	XS.ORGANIZATION_DIM_V		LEVEL3	STRING
Consumer Organization	Level4	XS.ORGANIZATION_DIM_V		LEVEL4	STRING
Consumer Organization	Level5	XS.ORGANIZATION_DIM_V		LEVEL5	STRING
Consumer Organization	Level6	XS.ORGANIZATION_DIM_V		LEVEL6	STRING
Consumer Organization	Level7	XS.ORGANIZATION_DIM_V		LEVEL7	STRING

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
Consumer Organization	Level8	XS.ORGANIZATION_DIM_V		LEVEL8	STRING
Consumer Organization	Level9	XS.ORGANIZATION_DIM_V		LEVEL9	STRING
Consumer Organization	Name	XS.ORGANIZATION_DIM_V		Name	STRING
KpiName	Description	XS.KPINAME_DIM_V		DESCRIPTION	STRING
KpiName	Name	XS.KPINAME_DIM_V		Name	STRING
Period	Day	XS.PERIOD_DIM_V		Day	STRING
Period	Description	XS.PERIOD_DIM_V		DESCRIPTION	STRING
Period	DisplayLebel	XS.PERIOD_DIM_V		DISPLAY_LABEL	STRING
Period	EndDate	XS.PERIOD_DIM_V		END_DATE	DATE
Period	FinancialUsage	XS.PERIOD_DIM_V		FINANCIAL_USAGE	STRING
Period	Month	XS.PERIOD_DIM_V		Month	STRING
Period	NAME	XS.PERIOD_DIM_V		NAME	STRING
Period	Periodicity	XS.PERIOD_DIM_V		PERIODICITY	STRING
Period	PeriodNumber	XS.PERIOD_DIM_V		PERIOD_NUMBER	NUMERIC
Period	Quarter	XS.PERIOD_DIM_V		Quarter	STRING
Period	StartDate	XS.PERIOD_DIM_V		START_DATE	DATE
Period	Week	XS.PERIOD_DIM_V		Week	STRING
Period	Year	XS.PERIOD_DIM_V		Year	STRING
Period	YearNumber	XS.PERIOD_DIM_V		Year_Number	NUMERIC
Provider	Level0	XS.ORGANIZATION	ProviderOrganization	LEVEL0	STRING

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
Organization		_DIM_V			
Provider Organization	Level1	XS.ORGANIZATION _DIM_V	ProviderOrganization	LEVEL1	STRING
Provider Organization	Level2	XS.ORGANIZATION _DIM_V	ProviderOrganization	LEVEL2	STRING
Provider Organization	Level3	XS.ORGANIZATION _DIM_V	ProviderOrganization	LEVEL3	STRING
Provider Organization	Level4	XS.ORGANIZATION _DIM_V	ProviderOrganization	LEVEL4	STRING
Provider Organization	Level5	XS.ORGANIZATION _DIM_V	ProviderOrganization	LEVEL5	STRING
Provider Organization	Level6	XS.ORGANIZATION _DIM_V	ProviderOrganization	LEVEL6	STRING
Provider Organization	Level7	XS.ORGANIZATION _DIM_V	ProviderOrganization	LEVEL7	STRING
Provider Organization	Level8	XS.ORGANIZATION _DIM_V	ProviderOrganization	LEVEL8	STRING
Provider Organization	Level9	XS.ORGANIZATION _DIM_V	ProviderOrganization	LEVEL9	STRING
Provider Organization	Name	XS.ORGANIZATION _DIM_V	ProviderOrganization	Name	STRING
Service	Business Criticality	XS.SERVICE _DIM_V		Business Criticality	NUMERIC
Service	Description	XS.SERVICE _DIM_V		Description	STRING
Service	DisplayLabel	XS.SERVICE _DIM_V		DisplayLabel	STRING
Service	Level0	XS.SERVICE _DIM_V		Level0	STRING
Service	Level1	XS.SERVICE _DIM_V		Level1	STRING
Service	Level2	XS.SERVICE _DIM_V		Level2	STRING
Service	Level3	XS.SERVICE _DIM_V		Level3	STRING
Service	Level4	XS.SERVICE _DIM_V		Level4	STRING

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
Service	Level5	XS.SERVICE_DIM_V		Level5	STRING
Service	Level6	XS.SERVICE_DIM_V		Level6	STRING
Service	Level7	XS.SERVICE_DIM_V		Level7	STRING
Service	Level8	XS.SERVICE_DIM_V		Level8	STRING
Service	Level9	XS.SERVICE_DIM_V		Level9	STRING
Service	Name	XS.SERVICE_DIM_V		Name	STRING
Service	State	XS.SERVICE_DIM_V		State	STRING
Service	Type	XS.SERVICE_DIM_V		Type	STRING
SLA	EndDate	XS.SLA_DIM_V		EndDate	DATE
SLA	Name	XS.SLA_DIM_V		Name	STRING
SLA	StartDate	XS.SLA_DIM_V		StartDate	DATE
SLA	State	XS.SLA_DIM_V		State	STRING
SLA	Type	XS.SLA_DIM_V		Type	STRING
SLAOutage	ExpectedUptime	XS.SLAOUTAGE_FACT_V		ExpectedUptime	NUMERIC
SLAOutage	OutageCount	XS.SLAOUTAGE_FACT_V		OutageCount	NUMERIC
SLAOutage	TrackingType	XS.SLAOUTAGE_FACT_V		TrackingType	STRING
SLAOutage	Unplanned Downtime	XS.SLAOUTAGE_FACT_V		Unplanned Downtime	NUMERIC
SLAOverAllStatus	Code	XS.SLAOVERALLSTATUS_FACT_V		SLA_DURABLE_KEY	NUMERIC
SLAStatus	CalendarPeriod	XS.SLASTATUS_FACT_V		CalendarPeriod	STRING
SLAStatus	IsOpen	XS.SLASTATUS_FACT_V		IsOpen	STRING
SLAStatus	ObjCount	XS.SLASTATUS_FACT_V		ObjCount	NUMERIC
SLAStatus	ObjMetCount	XS.SLASTATUS		ObjMetCount	NUMERIC

Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
		_FACT_V			
Status	Code	XS.STATUS _DIM_V		Code	NUMERIC
Status	Description	XS.STATUS _DIM_V		Description	STRING
Status	Name	XS.STATUS _DIM_V		Name	STRING

Out-of-the-Box KPIs and Metrics

Key Performance Indicators (KPIs) and Metrics 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. For details about KPIs, see "Learn About KPIs and Metrics".

Executive Scorecard uses the formulas given in the KPI list in order to calculate each of the KPIs but the actual values of all the parameters come from various data sources integrated with Executive Scorecard. In order to understand the meaning and logic behind these parameters you need to refer to the documentation of their data sources.

The complete list of KPIs and Metrics is available in KPI and Metric Library in Excel format.

Learn More

CCRM KPIs

The HP Change, Configuration, and Release Management (CCRM) KPIs are used to enrich a solution offering by providing a measurement pack to measure a solution's success:

- **% of Emergency Changes**
- **Automated Change Implementation Success Rate**
- **Automated Change Implementation Rate**
- **Approved vs. Rejected Changes**
- **Number of Completed Changes**,

These KPIs correspond to the ChangeManagement universe.

Tip: The **Automated Change Implementation Success Rate** and **Automated Change Implementation Rate** KPIs display data only when the value of the **CHANGE_CATEGORY** field (displayed as **ChangeCategory** field in the **Change** Entity in the **ChangeManagement** context in the **dwt.CHANGE_DIM.CHANGE_CATEGORY** table is **Automated**.

Work with TeleManagement Forum KPIs

HP IT Executive Scorecard is certified in the following areas: **Customer Problem Resolution** and **Service Problem Management**.The certification provides a secure interaction with the TM Forum Business Benchmarking database, including uploading data for the specified standard metrics in the correct format, generating queries, and downloading the query results.

For details, see "Work with TeleManagement Forum KPIs" in the *Business Analyst Guide*.

Reference: Web Intelligence Reports and Operational 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 Report Viewer component and to the Web Intelligence Static Report Component Viewer component in the Dashboard.

To access:

In the Dashboard, add a Web Intelligence report or an operational report to a Web Intelligence component by configuring the component. For details, see "Web Intelligence Report Viewer - Configure Component Dialog Box" or "Web Intelligence Static Report Component Viewer - Configure Component Dialog Box" in the *Business Analyst Guide*.

The report is then displayed in these components in the Dashboard. For details, see "Web Intelligence Report Viewer Component" or "Web Intelligence Static Report Component Viewer (Display)" in the *Business Analyst Guide*.

Tasks

This section includes:

"Add a Web Intelligence report or an operational report to a Web Intelligence component" (on page 189)

"Display a Web Intelligence report or an operational report in a page" (on page 189)

Add a Web Intelligence report or an operational report to a Web Intelligence component

In the Dashboard, add a Web Intelligence report or an operational report to a Web Intelligence component by configuring the component. For details, see "Web Intelligence Report Viewer - Configure Component Dialog Box" or "Web Intelligence Static Report Component Viewer - Configure Component Dialog Box"in the *Business Analyst Guide*.

Display a Web Intelligence report or an operational report in a page

After you have added a Web Intelligence report or an operational report to a Web Intelligence component by configuring the component, these reports are then displayed when these components are added to a page in the Dashboard. For details, see "Web Intelligence Report Viewer Component" or "Web Intelligence Static Report Component Viewer (Display)"in the *Business Analyst Guide*

UI Description

The Web Intelligence report categories are:

- "ALM Defect Reports" (on page 190)
- "Reference: Web Intelligence Reports and Operational Reports" (on page 189)
- "Reference: Web Intelligence Reports and Operational Reports" (on page 189)

- "Asset Reports" (on page 205)
- "Change Reports" (on page 207)
- "Incident Reports" (on page 208)
- "Interaction Reports" (on page 212)
- "Operational Reports" (on page 223)
- "Project Reports" (on page 213)
- "Service Status Reports" (on page 216)
- "SLA Reports" (on page 217)
- "Studio Analysis Reports" (on page 218)
- "Operational Reports" (on page 223)

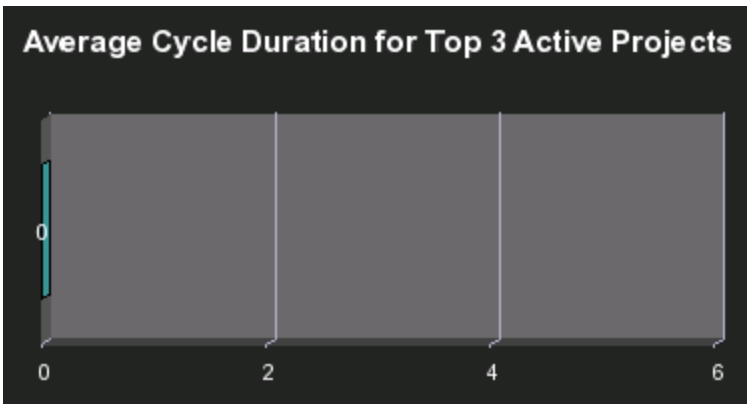
ALM Defect Reports

- **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.

  Note: The size of the report display is: 583 pixels (width) x 204 pixels (height).

- **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.

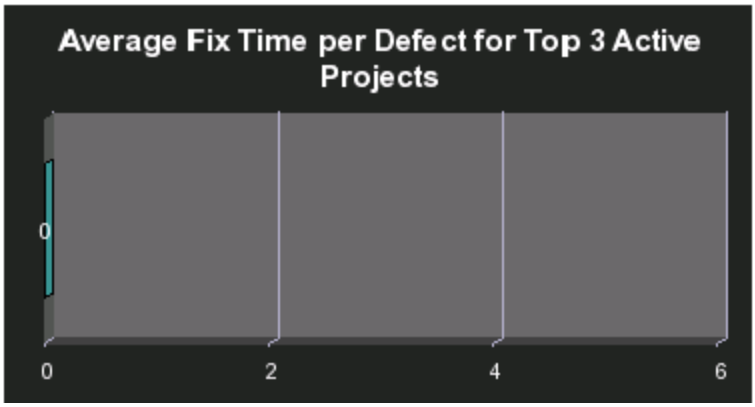
Note: The size of the report display is: 583 pixels (width) x 204 pixels (height).

- **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.

  Note: The size of the report display is: 583 pixels (width) x 204 pixels (height).

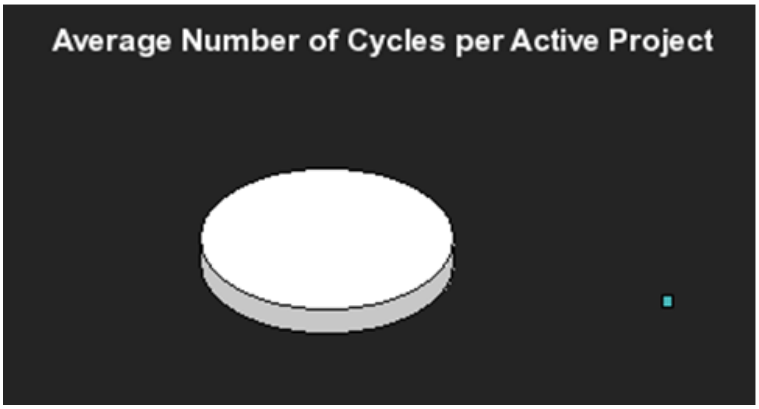


- **Average Number of Cycles per Active Project Report**

  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.

Note: The size of the report display is: 583 pixels (width) x 204 pixels (height).

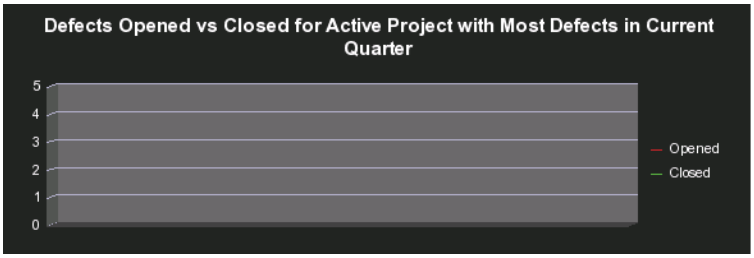


- **Defects Opened vs Closed for Active Project with Most Defects in Current Quarter Report**

  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.

  Note: The size of the report display is: 374 pixels (width) x 324 pixels (height).

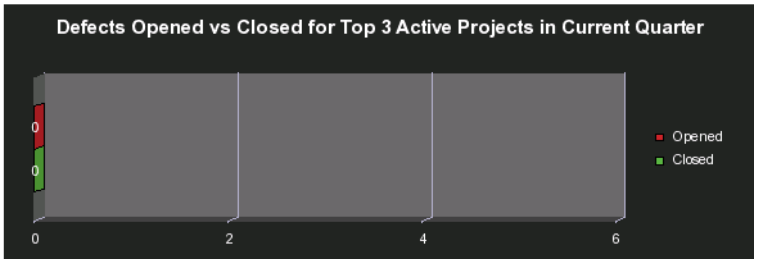


- **Defects Opened vs Closed for Top 3 Active Projects in Current Quarter Report**

  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.

Note: The size of the report display is: 374 pixels (width) x 324 pixels (height).

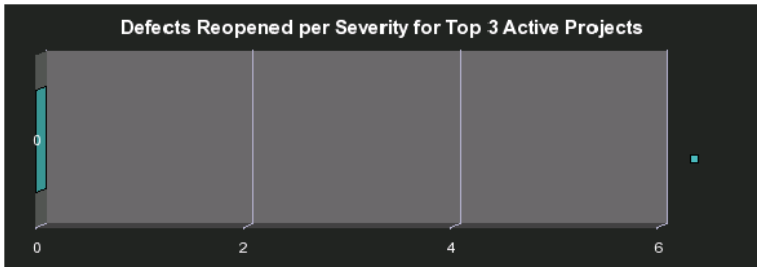


- **Defects Reopened per Severity for Top 3 Active Projects Report**

  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.

  Note: The size of the report display is: 374 pixels (width) x 324 pixels (height).

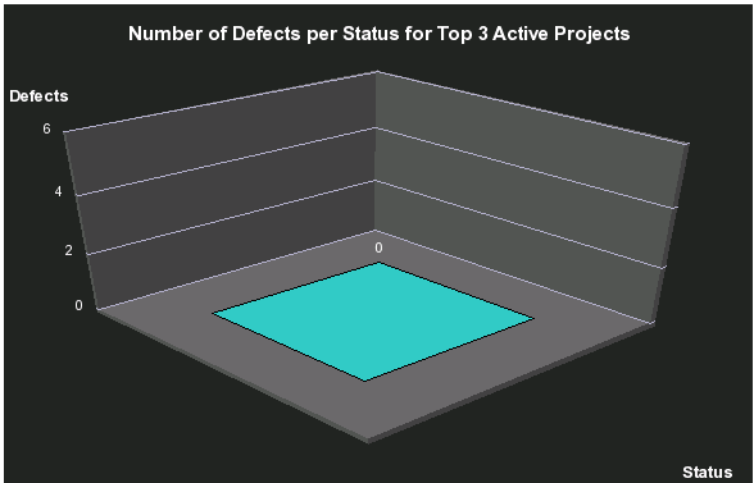


- **Number of Defects per Status for Top 3 Projects Report**

  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.

Note: The size of the report display is: 374 pixels (width) x 324 pixels (height).

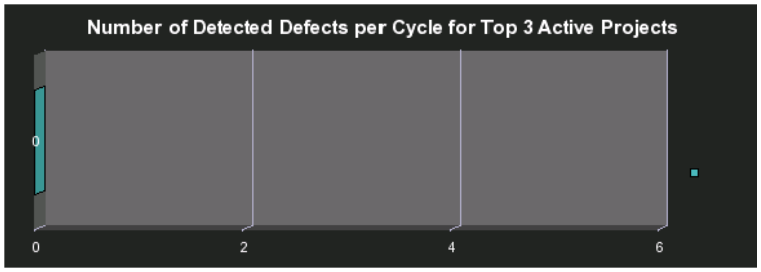


- **Number of Detected Defects per Cycle for Top 3 Active Projects Report**

  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.

Note: The size of the report display is: 374 pixels (width) x 199 pixels (height).



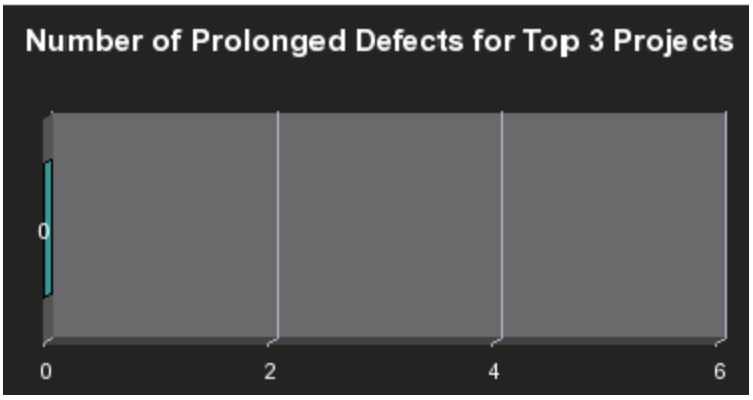
- **Number of Prolonged Defects for Top 3 Projects Report**

  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.

Note: The size of the report display is: 583 pixels (width) x 204 pixels (height).

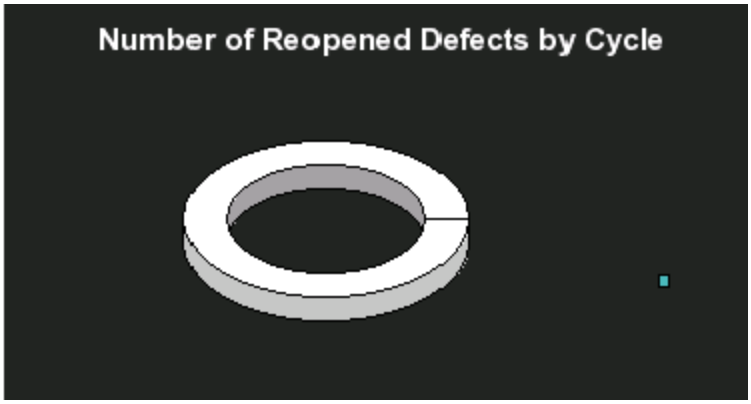


- **Number of Reopened Defects by Cycle Report**

  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.

  Note: The size of the report display is: 583 pixels (width) x 204 pixels (height).

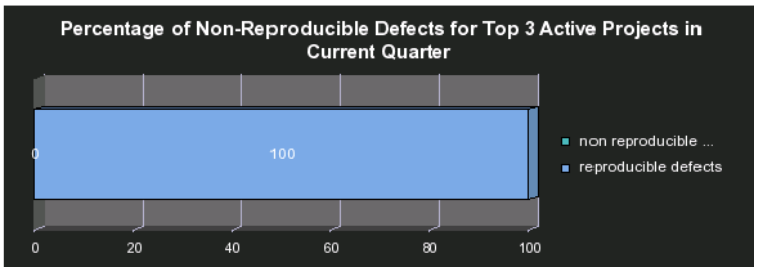


- **Percentage of Non-Reproducible Defects for Top 3 Active Projects in Current Quarter Report**

  The report displays the percentage of non-reproducible defects versus the percentage of reproducible defects, for the 3 projects with the highest number of non-reproductible 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 number of non-reproducible defects and the other section the number of reproducible defects.

  The report can be displayed in graphic or table format.

Note: The size of the report display is: 374 pixels (width) x 199 pixels (height).

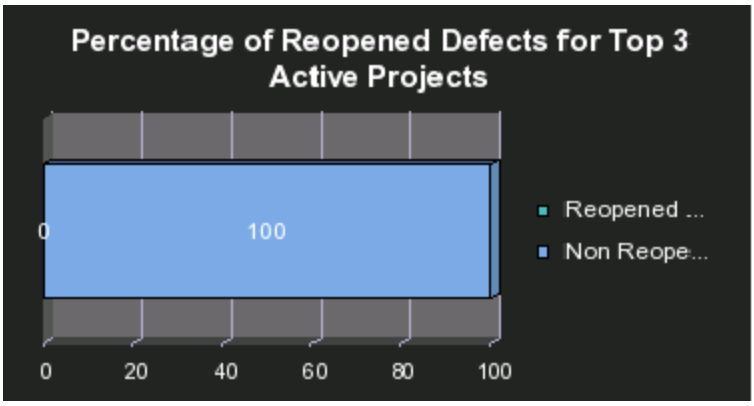


- **Percentage of Reopened Defects for Top 3 Active Projects Report**

  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.

  Note: The size of the report display is: 583 pixels (width) x 204 pixels (height).

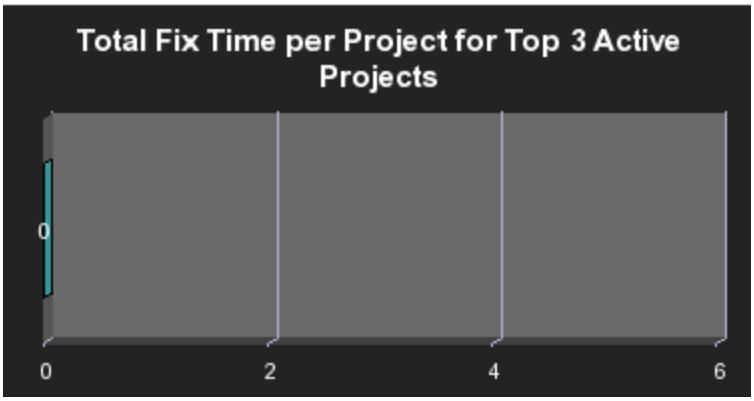


- **Total Fix Time per Project for Top 3 Active Projects Report**

  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.

Note: The size of the report display is: 583 pixels (width) x 204 pixels (height).



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.

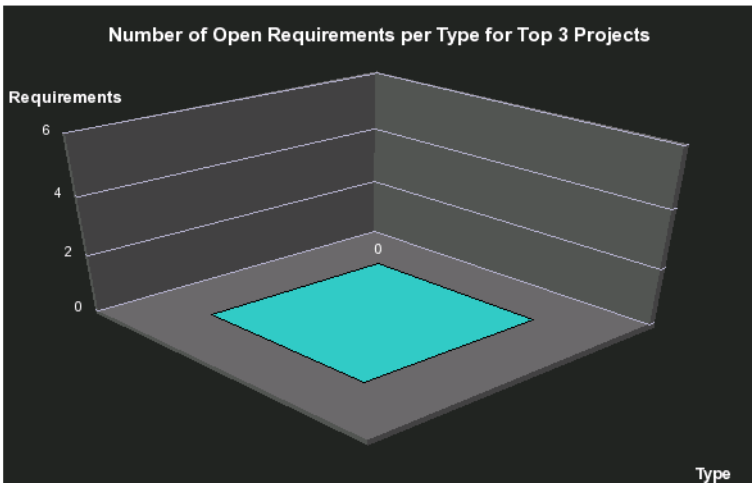
This category of Web Intelligence reports includes the following reports:

- **Number of Open High Priority Requirements for Top 3 Projects Report**

  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.

Note: The size of the report display is: 374 pixels (width) x 324 pixels (height).

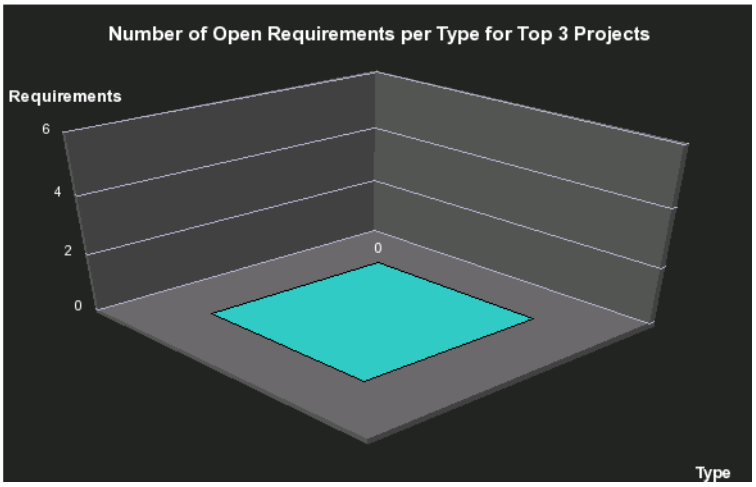


- **Number of Open Requirements per Type for Top 3 Projects Report**

  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.

  Note: The size of the report display is: 374 pixels (width) x 324 pixels (height).

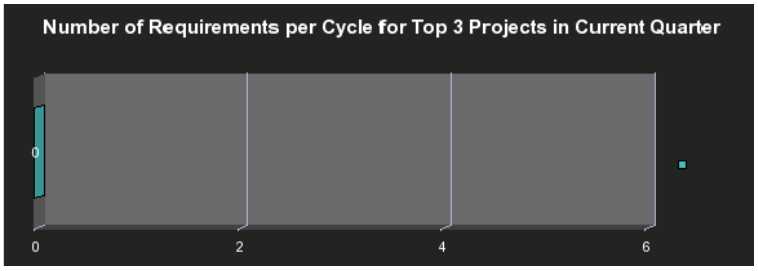


- **Number of Requirements per Cycle for Top 3 Projects in Current Quarter Report**

  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.

  Note: The size of the report display is: 374 pixels (width) x 199 pixels (height).



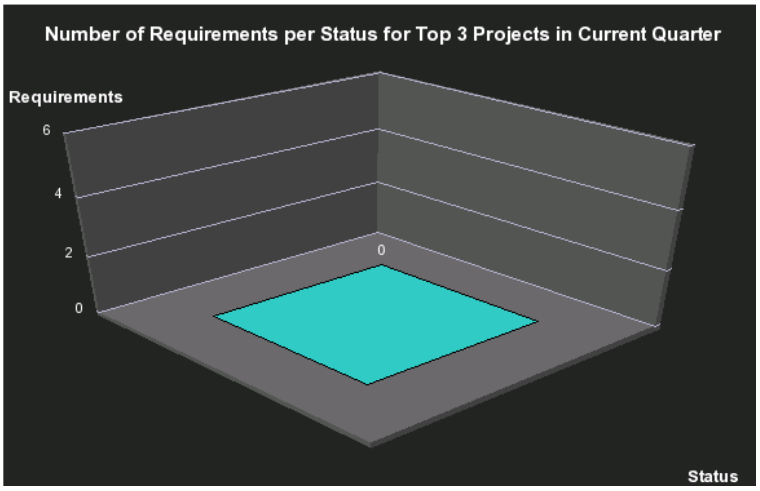
- **Number of Requirements per Status for Top 3 Projects in Current Quarter Report**

  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.

Note: The size of the report display is: 374 pixels (width) x 324 pixels (height).



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:

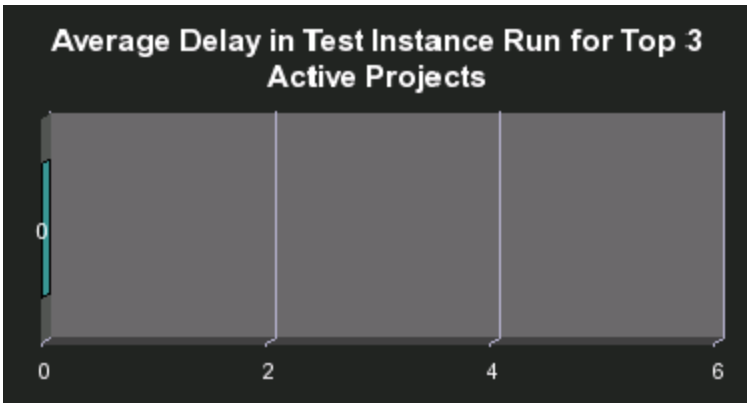
- **Average Delay in Test Instance Run for Top 3 Active Projects Report**

  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.

Note: The size of the report display is: 583 pixels (width) x 204 pixels (height).



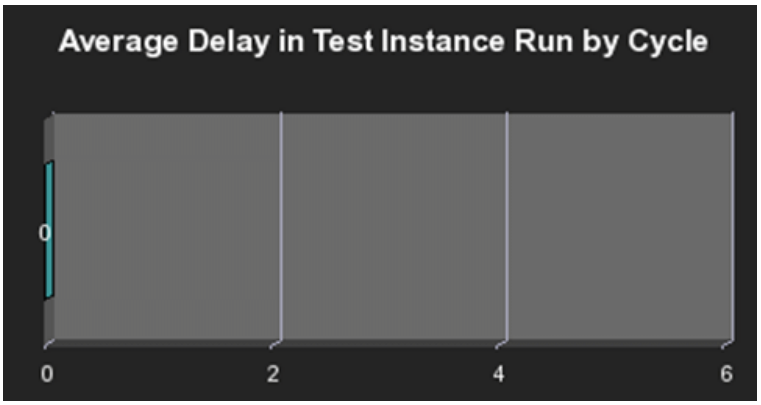
- **Average Delay in Test Instance Run by Cycle Report**

  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.

  Note: The size of the report display is: 583 pixels (width) x 204 pixels (height).

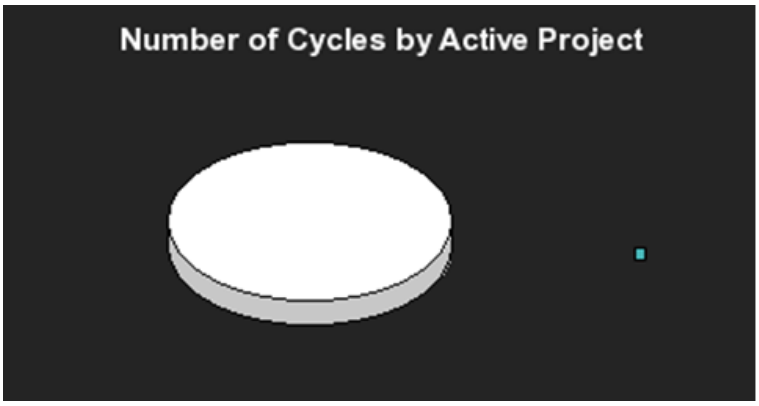


- **Number of Cycles by Active Project Report**

  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.

Note: The size of the report display is: 583 pixels (width) x 204 pixels (height).



- **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.

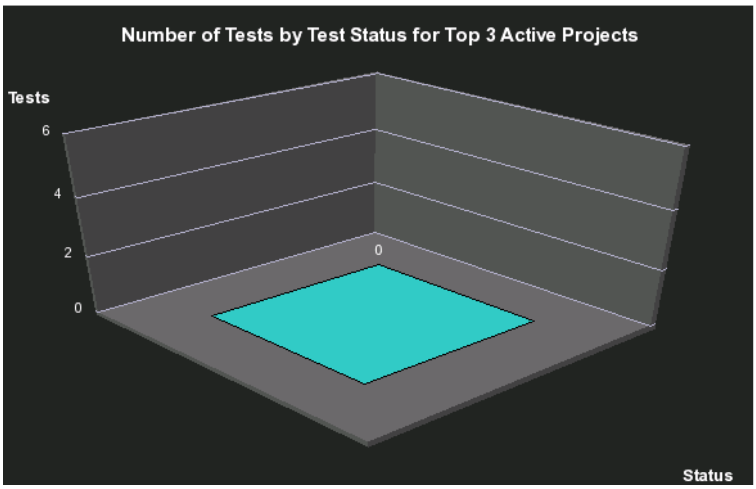
  Note: The size of the report display is: 583 pixels (width) x 204 pixels (height).

- **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.

Note: The size of the report display is: 374 pixels (width) x 324 pixels (height).

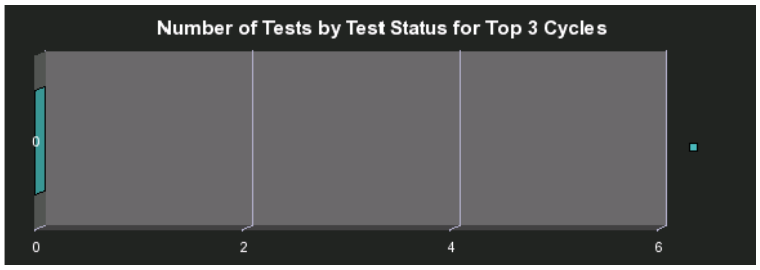


- **Number of Tests by Test Status for Top 3 Cycles Report**

  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.

  Note: The size of the report display is: 374 pixels (width) x 199 pixels (height).

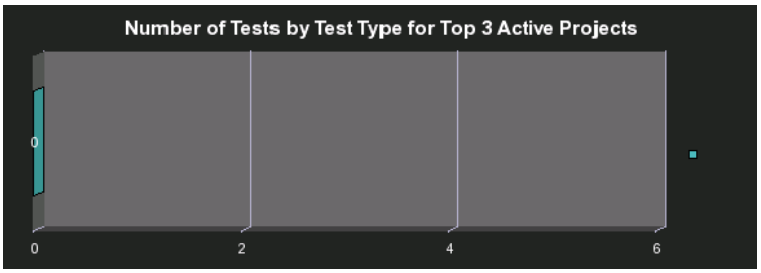


- **Number of Tests by Test Type for Top 3 Active Projects Report**

  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.

Note: The size of the report display is: 374 pixels (width) x 199 pixels (height).

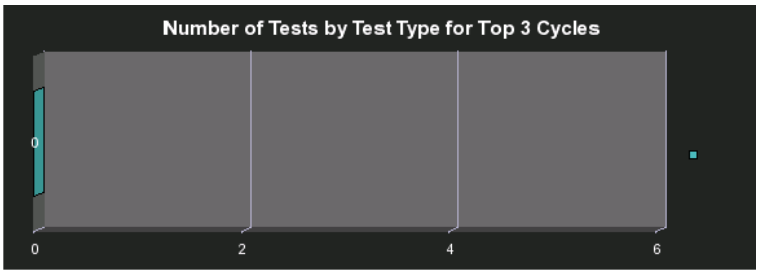


- **Number of Tests by Test Type for Top 3 Cycles Report**

  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.

  Note: The size of the report display is: 374 pixels (width) x 199 pixels (height).

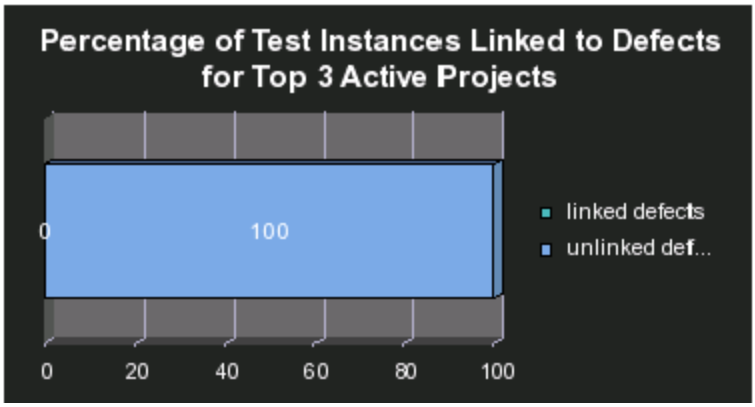


- **Percentage of Test Instances Linked to Defects for Top 3 Active Projects Report**

  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.

Note: The size of the report display is: 583 pixels (width) x 204 pixels (height).

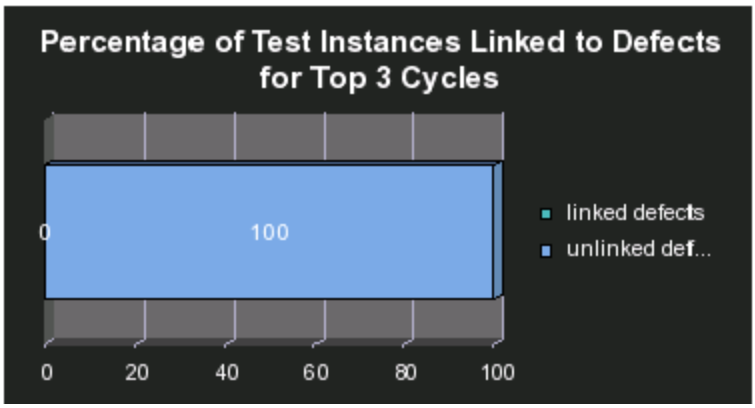


- **Percentage of Test Instances Linked to Defects for Top 3 Cycles Report**

  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.

  Note: The size of the report display is: 583 pixels (width) x 204 pixels (height).

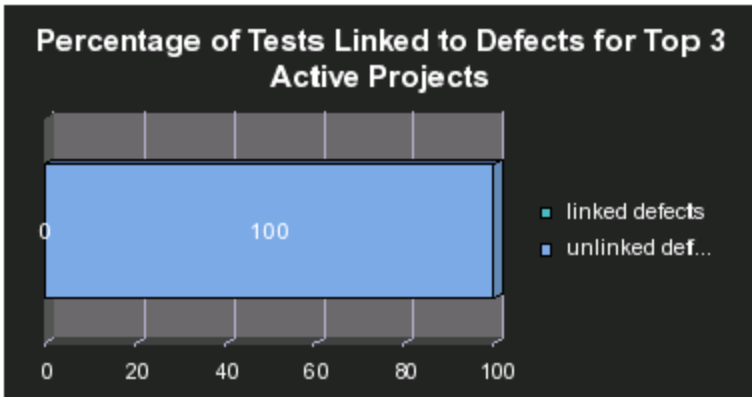


- **Percentage of Tests Linked to Defects for Top 3 Active Projects Report**

  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.

Note: The size of the report display is: 583 pixels (width) x 204 pixels (height).

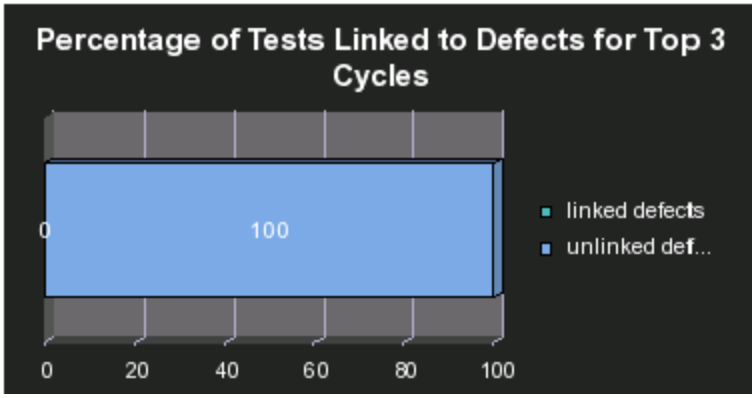


- **Percentage of Tests Linked to Defects for Top 3 Cycles Report**

  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.

Note: The size of the report display is: 583 pixels (width) x 204 pixels (height).



Asset Reports

These reports are based on the business model taken from the HP Asset Manager data source.

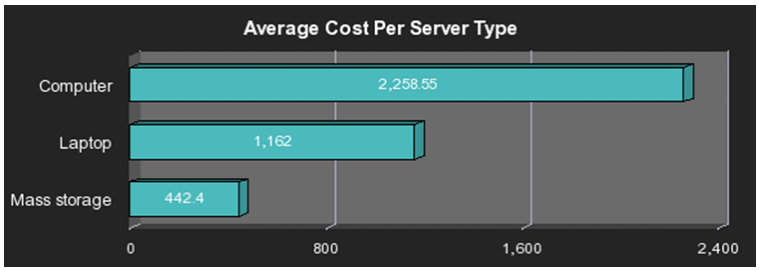
This category of Web Intelligence reports includes the following reports:

- **Average Cost Per Server Types Report**

  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.

Note: The size of the report display is: 374 pixels (width) x 199 pixels (height).

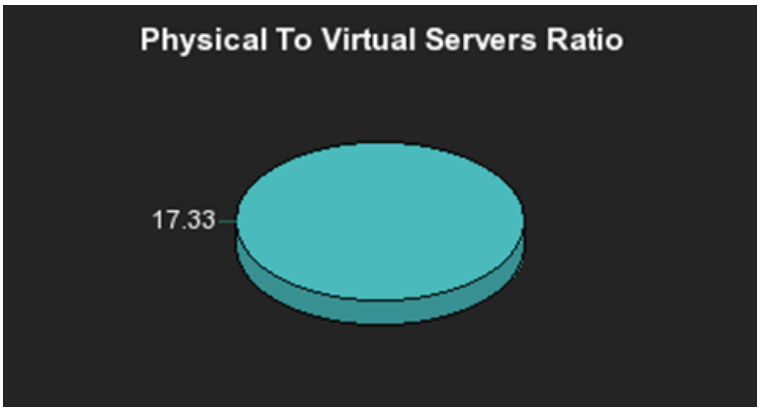


- **Physical to Virtual Server Ratio Report**

  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.

  Note: The size of the report display is: 374 pixels (width) x 199 pixels (height).

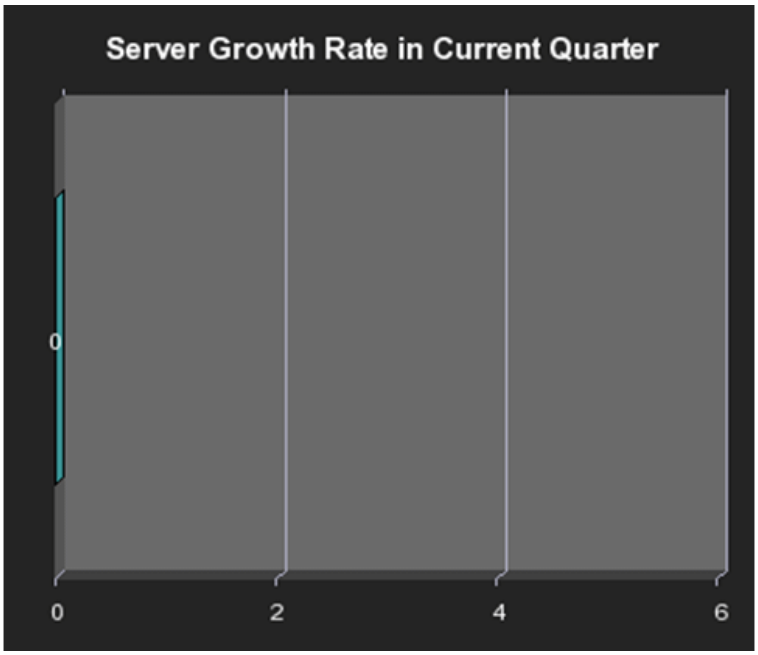


- **Server Growth Rate Report**

  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.

Note: The size of the report display is: 374 pixels (width) x 324 pixels (height).



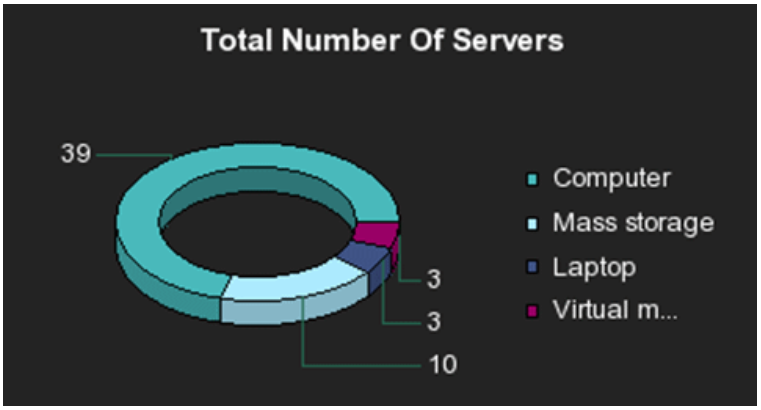
- **Total Number of Servers Report**

  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.

  Note: The size of the report display is: 583 pixels (width) x 204 pixels (height).



Change Reports

These reports are based on the business model taken from the HP Service Manager data source.

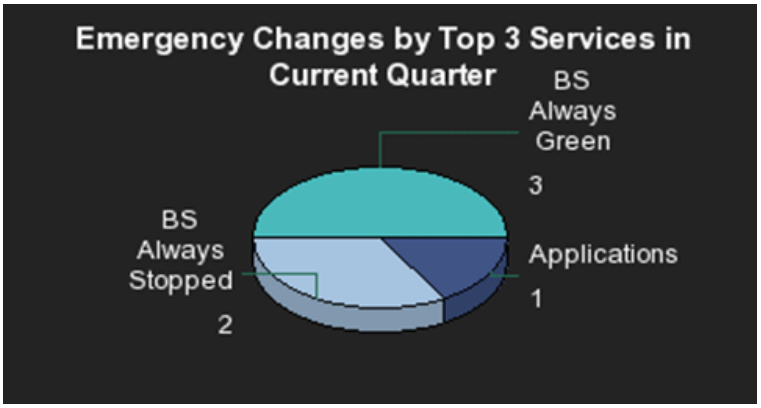
This category of Web Intelligence reports includes the following report:

- **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.

  Note: The size of the report display is: 583 pixels (width) x 204 pixels (height).



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**

  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.

  Note: The size of the report display is: 583 pixels (width) x 204 pixels (height).

- **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.

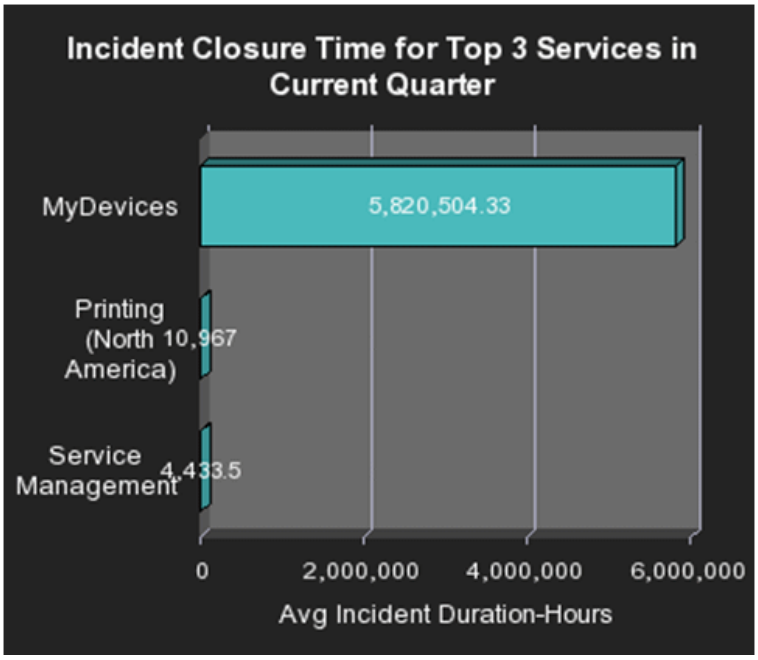
  Note: The size of the report display is: 583 pixels (width) x 204 pixels (height).

- **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.

Note: The size of the report display is: 374 pixels (width) x 324 pixels (height).

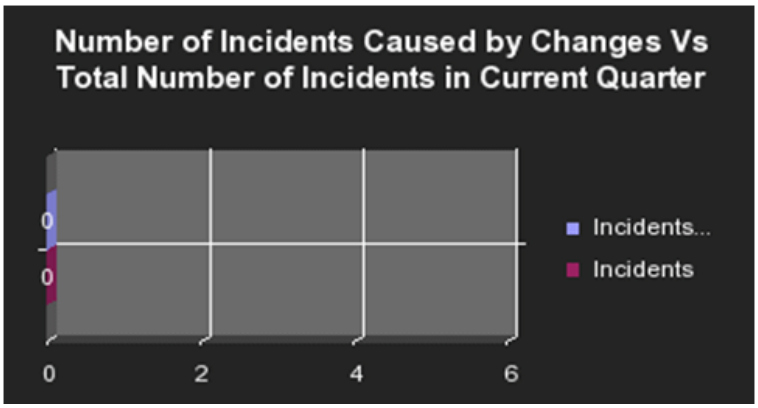


- **Number of Incidents Caused by Changes vs Total Number of Incidents**

  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.

  Note: The size of the report display is: 583 pixels (width) x 204 pixels (height).

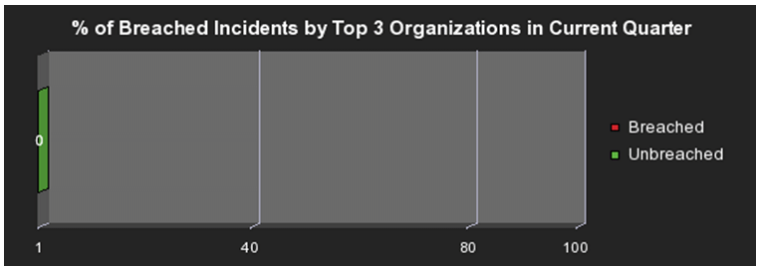


- **Percentage of Breached Incidents Report**

  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.

Note: The size of the report display is: 374 pixels (width) x 199 pixels (height).

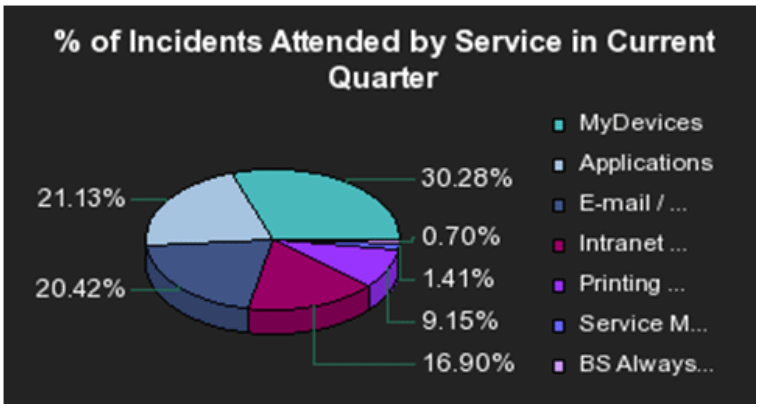


- **Percentage of Incidents Attended by Service Report**

  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.

  Note: The size of the report display is: 583 pixels (width) x 204 pixels (height).

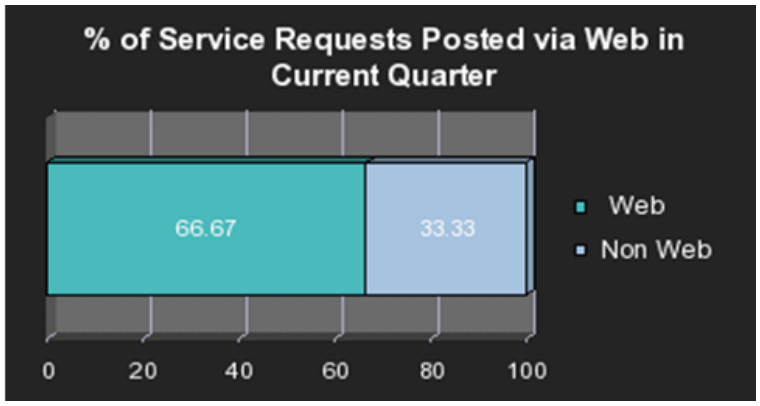


- **Percentage of Service Requests Posted via Web (Self-Help) Report**

  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.

Note: The size of the report display is: 374 pixels (width) x 199 pixels (height).



Interaction Reports

These reports are based on the business model taken from the Service Level Management data source.

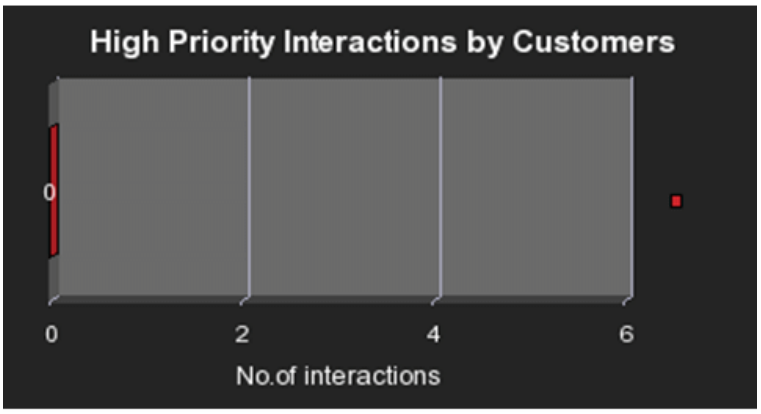
This category of Web Intelligence reports includes the following reports:

- **High Priority Interactions by Customers Report**

  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.

  Note: The size of the report display is: 374 pixels (width) x 199 pixels (height).



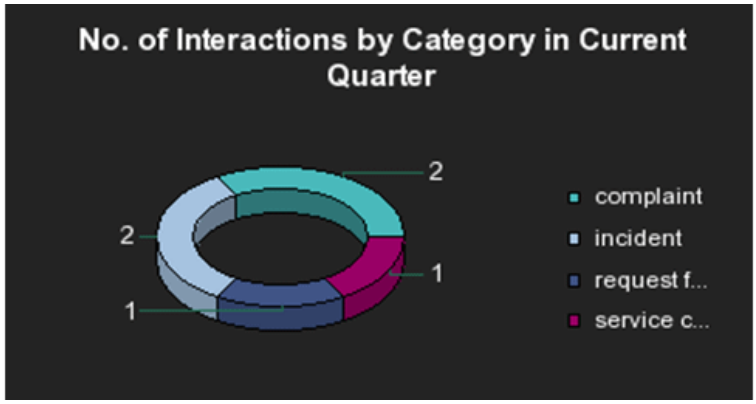
- **No. of Interactions by Category in Last Quarter Report**

  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.

Note: The size of the report display is: 374 pixels (width) x 199 pixels (height).



Project Reports

These reports are based on the business model taken from the HP Project and Portfolio Management data source.

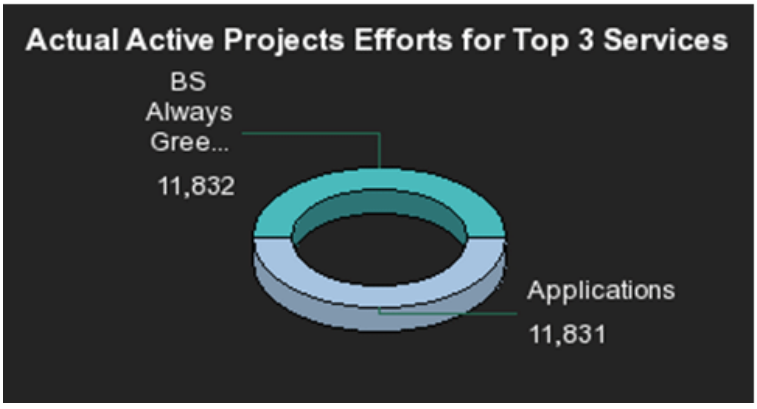
This category of Web Intelligence reports includes the following reports:

- **Actual Project Efforts for Top 3 Services Report**

  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.

  Note: The size of the report display is: 583 pixels (width) x 204 pixels (height).

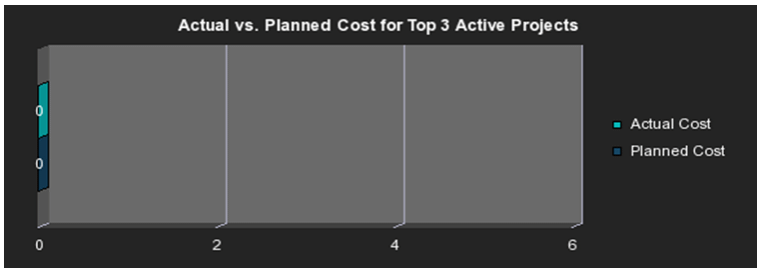


- **Actual vs. Planned Cost for Top 3 Projects Report**

  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.

  Note: The size of the report display is: 374 pixels (width) x 199 pixels (height).

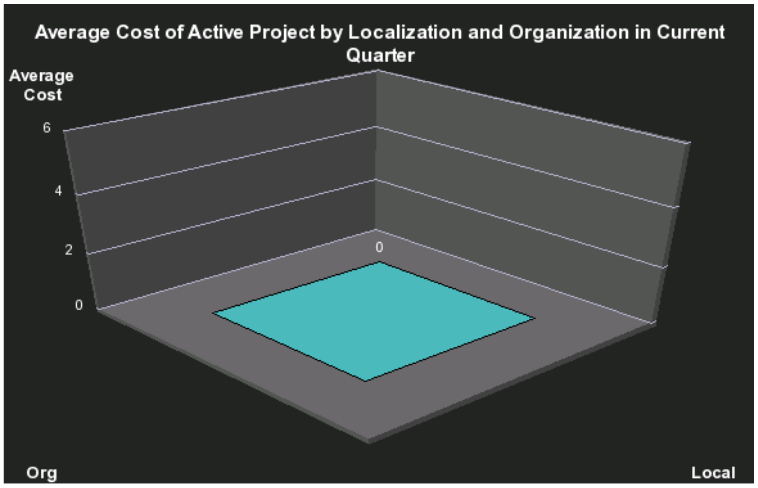


- **Average Cost of Active Project by Location and Organization Report**

  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.

  Note: The size of the report display is: 583 pixels (width) x 204 pixels (height).

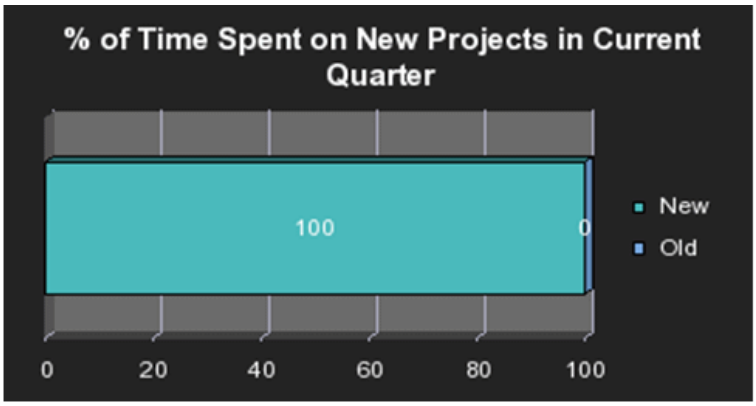


- **Percentage of Time Spent on New Projects Report**

  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.

Note: The size of the report display is: 583 pixels (width) x 204 pixels (height).

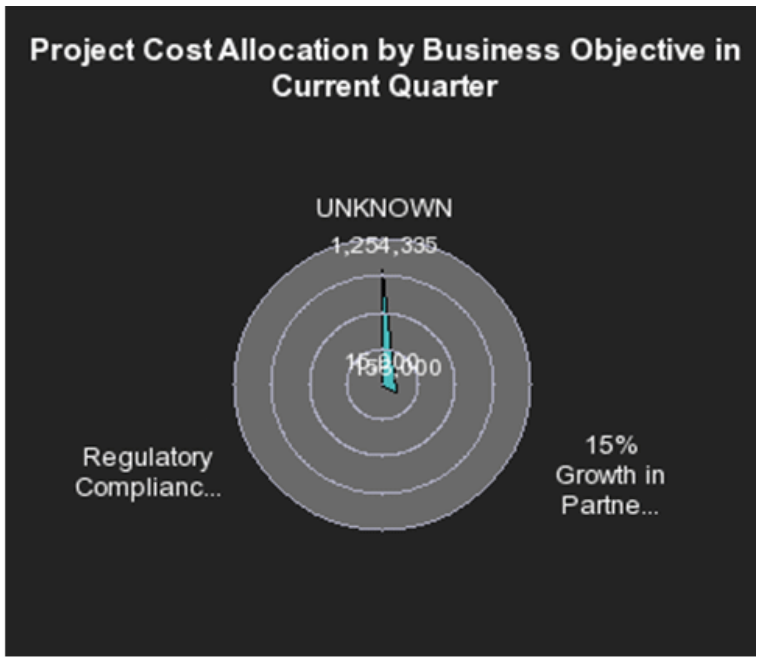


- **Project Cost Allocation by Business Objective Report**

  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.

  Note: The size of the report display is: 374 pixels (width) x 324 pixels (height).



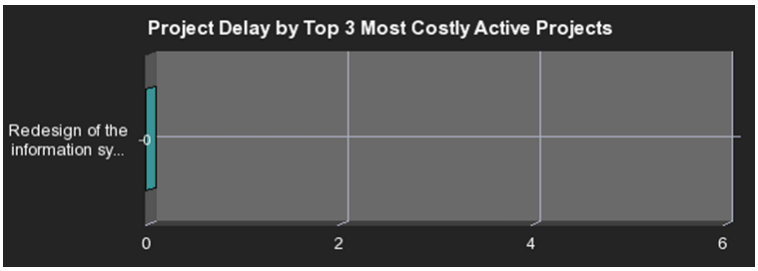
- **Project Delay by Top 3 Most Costly Projects Report**

  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 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.

Note: The size of the report display is: 374 pixels (width) x 199 pixels (height).



- **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.

  Note: The size of the report display is: 374 pixels (width) x 199 pixels (height).

Service Status Reports

These reports are based on the business model taken from the Service Level Management data source.

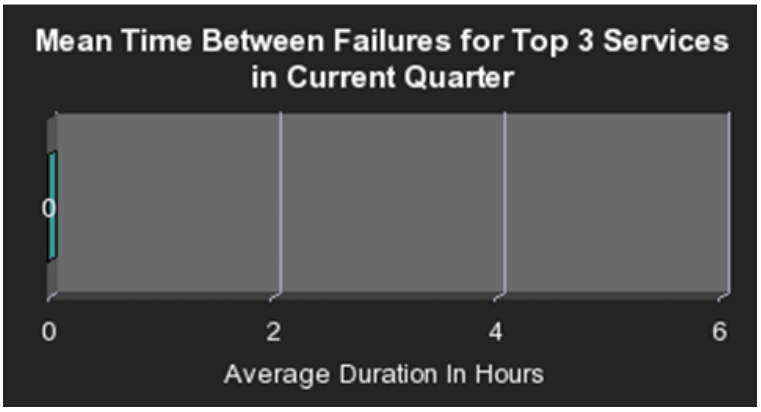
This category of Web Intelligence reports includes the following reports:

- **Mean Time Between Failures for Top 3 Services Report**

  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.

  Note: The size of the report display is: 583 pixels (width) x 204 pixels (height).



SLA Reports

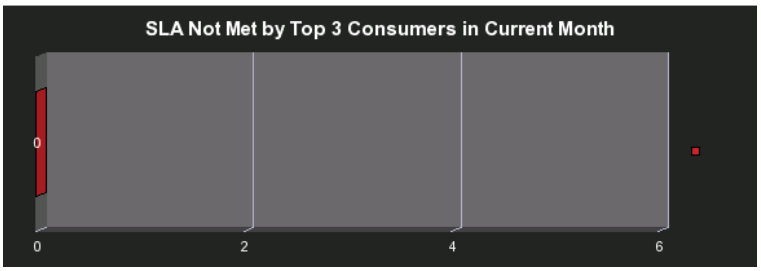
These reports are based on the business model taken from the Service Level Management data source.

This category of Web Intelligence reports includes the following reports:

- **SLA Not Met by Consumers Report**

  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.

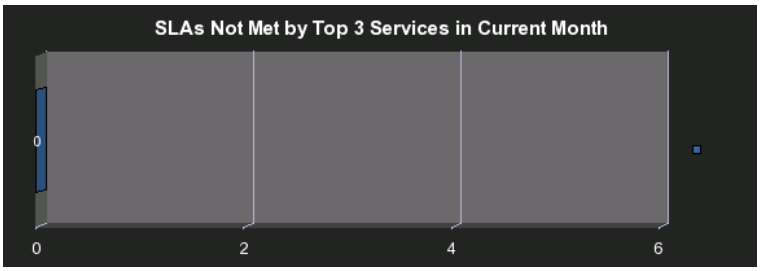


- **SLA Not Met by Top 3 Services Report**

  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.

Note: The size of the report display is: 374 pixels (width) x 199 pixels (height).



- **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.

Note: The size of the report display is: 583 pixels (width) x 204 pixels (height).

Studio Analysis Reports

Use these reports to analyze the contents of the Studio.

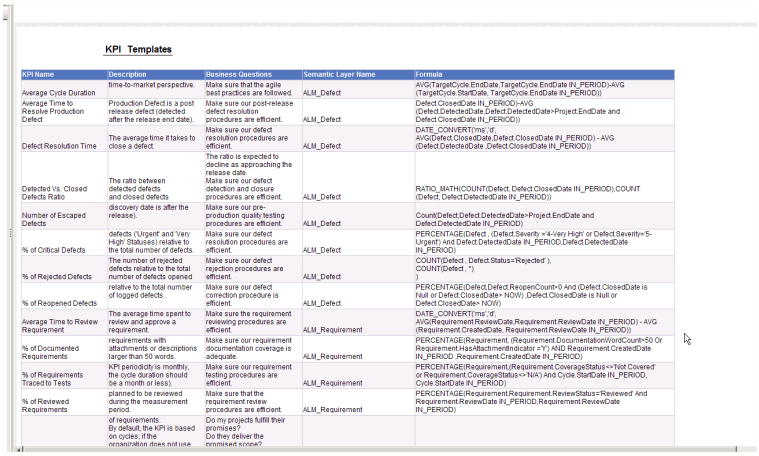
This category of Web Intelligence reports includes the following reports:

- **KPI Templates**

  The report displays the list of the KPI templates that are currently in the KPIs Library pane.

  The report displays the name of the KPI, its description, its Business Questions, the name of the Context, and Formula.

For details on how to use this report, see "Manage Contexts, Templates, and KPIs" in the *Administrator Guide*.



KPI Templates

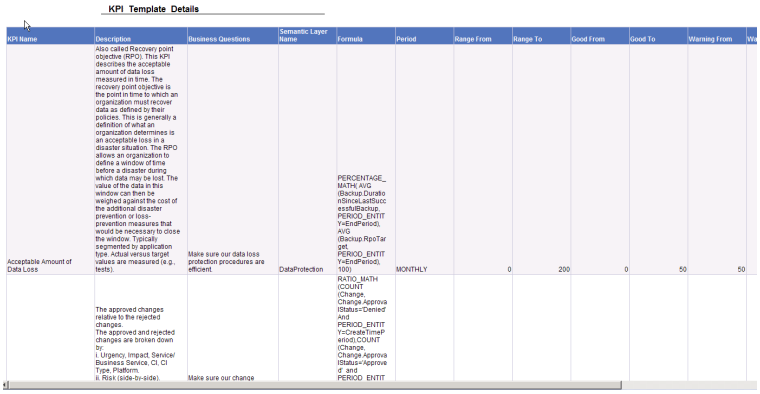
KPI Name	Description	Business Questions	Semantic Layer Name	Formula
Average Cycle Duration	time-to-market perspective.	Make sure that the agile best practices are followed.	ALM_Defect	AVG(TargetCycle.EndDate,TargetCycle.EndDate IN_PERIOD)-AVG (TargetCycle.StartDate, TargetCycle.EndDate IN_PERIOD))
Average Time to Resolve Production Defect	Production Defect is a post release defect (detected after the release end date).	Make sure our post-release defect resolution procedures are efficient.	ALM_Defect	Defect.ClosedDate IN_PERIOD)>AVG (Defect.DetectedDate,Defect.DetectedDate>Project.EndDate and Defect.ClosedDate IN_PERIOD))
Defect Resolution Time	The average time it takes to close a defect.	Make sure our defect resolution procedures are efficient.	ALM_Defect	DATE_CONVERT('ms','d', AVG(Defect.ClosedDate,Defect.ClosedDate IN_PERIOD) - AVG (Defect.DetectedDate ,Defect.ClosedDate IN_PERIOD))
Detected Vs. Closed Defects Ratio	The ratio between detected defects and closed defects	The ratio is expected to decline as approaching the release date. Make sure our defect detection and closure procedures are efficient.	ALM_Defect	RATIO_MATH(COUNT(Defect, Defect.ClosedDate IN_PERIOD),COUNT (Defect, Defect.DetectedDate IN_PERIOD))
Number of Escaped Defects	discovery date is after the release).	Make sure our pre-production quality testing procedures are efficient.	ALM_Defect	Count(Defect,Defect.DetectedDate>Project.EndDate and Defect.DetectedDate IN_PERIOD)
% of Critical Defects	defects ('Urgent' and 'Very High' Statuses) relative to the total number of defects.	Make sure our defect resolution procedures are efficient.	ALM_Defect	PERCENTAGE(Defect , (Defect.Severity <4-Very High' or Defect.Severity!='5-Urgent') And Defect.DetectedDate IN_PERIOD,Defect.DetectedDate IN_PERIOD)
% of Rejected Defects	The number of rejected defects relative to the total number of defects opened	Make sure our defect rejection procedures are efficient.	ALM_Defect	COUNT(Defect , Defect.Status='Rejected'), COUNT(Defect , *))
% of Reopened Defects	relative to the total number of logged defects.	Make sure our defect correction procedure is efficient.	ALM_Defect	PERCENTAGE(Defect,Defect.ReopenCount>0 And (Defect.ClosedDate is Null or Defect.ClosedDate> NOW) ,Defect.ClosedDate is Null or Defect.ClosedDate> NOW)
Average Time to Review Requirement	The average time spent to review and approve a requirement.	Make sure the requirement reviewing procedures are efficient.	ALM_Requirement	DATE_CONVERT('ms','d', AVG(Requirement.ReviewDate,Requirement.ReviewDate IN_PERIOD) - AVG (Requirement.CreatedDate, Requirement.ReviewDate IN_PERIOD))
% of Documented Requirements	requirements with attachments or descriptions larger than 50 words.	Make sure our requirement documentation coverage is adequate.	ALM_Requirement	PERCENTAGE(Requirement, (Requirement.DocumentationWordCount>50 Or Requirement.HasAttachmentIndicator ='Y') AND Requirement.CreatedDate IN_PERIOD ,Requirement.CreatedDate IN_PERIOD)
% of Requirements Traced to Tests	KPI periodicity is monthly, the cycle duration should be a month or less).	Make sure our requirement testing procedures are efficient.	ALM_Requirement	PERCENTAGE(Requirement,(Requirement.CoverageStatus<>'Not Covered' or Requirement.CoverageStatus<>'N/A') And Cycle.StartDate IN_PERIOD, Cycle.StartDate IN_PERIOD)
% of Reviewed Requirements	planned to be reviewed during the measurement period.	Make sure that the requirement review procedures are efficient.	ALM_Requirement	PERCENTAGE(Requirement,Requirement.ReviewStatus='Reviewed' And Requirement.ReviewDate IN_PERIOD,Requirement.ReviewDate IN_PERIOD)
	of requirements. By default, the KPI is based on cycles. If the organization does not use	Do my projects fulfill their promises? Do they deliver the promised scope?		

- **KPI Template Details**

  The report displays the list of the KPI templates that are currently in the KPIs Library pane, their Context, Data Source, Business Question, Formula, Thresholds, and more.

  The report displays the name of the KPI, its description, its Business Questions, the name of the Context, the Formula, period, range, thresholds, type and unit.

  For details on how to use this report, see "Manage Contexts, Templates, and KPIs" in the *Administrator Guide*.



KPI Template Details

KPI Name	Description	Business Questions	Semantic Layer Name	Formula	Period	Range From	Range To	Good From	Good To	Warning From	Wa
Acceptable Amount of Data Loss	Also called Recovery point objective (RPO). This KPI describes the acceptable amount of data loss measured in time. The recovery point objective is the point in time to which an organization must recover data as defined by their policies. This is generally a definition of what an organization determines is an acceptable loss in a disaster situation. The RPO allows an organization to define a window of time before a disaster during which data may be lost. The value of the data in this window can then be weighed against the cost of the additional disaster prevention or loss-prevention measures that would be necessary to close the window. Typically segmented by application type. Actual versus target values are measured (e.g., tests).	Make sure our data loss protection procedures are efficient.	DataProtection	PERCENTAGE_MATH(AVG (Backup.DurationSinceLastSuccesfulBackup, PERIOD_ENTITY=EndPeriod), AVG (Backup.RpoTarget, PERIOD_ENTITY=EndPeriod), 100)	MONTHLY	0	200	0	50	50	
	The approved changes relative to the rejected changes. The approved and rejected changes are broken down by: i. Urgency, Impact, Service/ Business Service, CI, CI Type, Platform. ii. Risk (side-by-side).	Make sure our change		RATIO_MATH (COUNT (Change, Change.Approval Status='Denied' And PERIOD_ENTITY=CreateTimePeriod),COUNT (Change, Change.Approval Status='Approved' and PERIOD_ENTIT							

- **Context Summary**

  The report displays the list of the Contexts currently defined in Executive Scorecard.

  The report displays the name of the Context, the number of entities, the number of fields, the number of tables, the number of aliases, and the number of joins.

For details on how to use this report, see "Manage Contexts, Templates, and KPIs" in the *Administrator Guide*.

Context Summary

Context Name	Entity Count	Field Count	Table Count	Alias Count	Join Count
ApplicationPortfolioManagen	1	17	2		1
AvailabilityManagement	7	44	7		8

- **Context Summary Details**

  The report displays the tables and fields that are included in the selected Context. You are prompted to select a specific Context.

  The report displays for the selected Context, the name of the Context, the names of its entities, fields, source tables, alias tables, database column names.

  For details on how to use this report, see "Manage Contexts, Templates, and KPIs" in the *Administrator Guide*.

Context Summary Details

Context Name	Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name	Field Type
ApplicationPortfolio	APM_APPLICATION	ActiveProcess	XS.APM_APPLICATION_DIM_V		ACTIVE_PROCESS	STRING
ApplicationPortfolio	APM_APPLICATION	Approved_Date	XS.APM_APPLICATION_DIM_V		Approved_Date	DATE
ApplicationPortfolio	APM_APPLICATION	Availability	XS.APM_APPLICATION_FACT_V		Availability	NUMERIC
ApplicationPortfolio	APM_APPLICATION	Close_Time	XS.APM_APPLICATION_DIM_V		Close_Time	DATE
ApplicationPortfolio	APM_APPLICATION	Create_Time	XS.APM_APPLICATION_DIM_V		Create_Time	DATE
ApplicationPortfolio	APM_APPLICATION	Disposition	XS.APM_APPLICATION_FACT_V		Disposition	STRING
ApplicationPortfolio	APM_APPLICATION	ExpectedEndOfLife	XS.APM_APPLICATION_FACT_V		Expected_End_of_Life_Date	DATE
ApplicationPortfolio	APM_APPLICATION	Maintainability	XS.APM_APPLICATION_FACT_V		Maintainability	NUMERIC
ApplicationPortfolio	APM_APPLICATION	Performance	XS.APM_APPLICATION_FACT_V		Performance	NUMERIC
ApplicationPortfolio	APM_APPLICATION	PlacedInServiceDat	XS.APM_APPLICATION_FACT_V		Placed_in_Service_Date	DATE
ApplicationPortfolio	APM_APPLICATION	Prioruty	XS.APM_APPLICATION_DIM_V		PRIORITY	STRING
ApplicationPortfolio	APM_APPLICATION	REFERENCE_NUM	XS.APM_APPLICATION_DIM_V		REFERENCE_NUMBER	STRING
ApplicationPortfolio	APM_APPLICATION	Start_Date	XS.APM_APPLICATION_DIM_V		Start_Date	DATE
ApplicationPortfolio	APM_APPLICATION	Status	XS.APM_APPLICATION_DIM_V		Status	STRING
ApplicationPortfolio	APM_APPLICATION	Target_Date	XS.APM_APPLICATION_DIM_V		Target_Date	DATE
ApplicationPortfolio	APM_APPLICATION	THRESHOLDMET	XS.APM_APPLICATION_DIM_V		THRESHOLDMET	STRING
ApplicationPortfolio	APM_APPLICATION	Type	XS.APM_APPLICATION_DIM_V		Type	STRING

- **KPIs per Context Name**

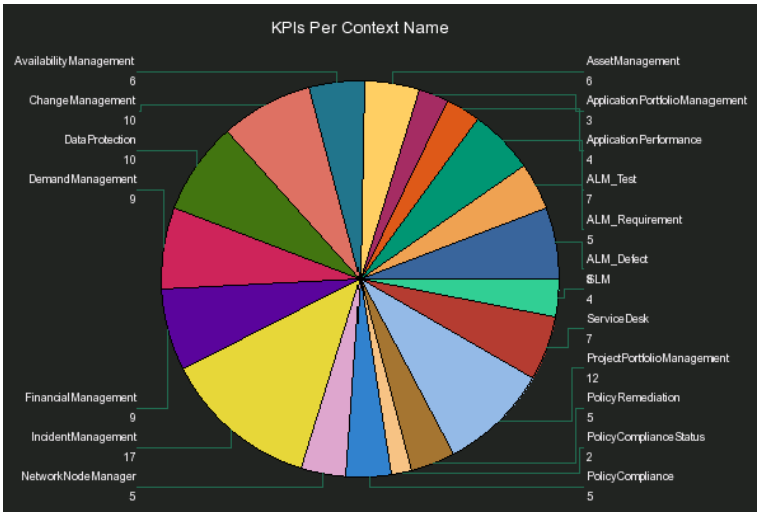
  The report displays the list of the KPIs of a selected Contexts currently defined in Executive Scorecard.

  The report displays, in table format, the list of Contexts, and their KPIs. In graph format, each slice represents a Context, and the number near the name of the Context indicates the number of KPIs in that Context.

  For details on how to use this report, see "Manage Contexts, Templates, and KPIs" in the *Administrator Guide*.

Context Name	KPI Name
ALM_Defect	Average Cycle Duration
ALM_Defect	Average Time to Resolve Production Defect
ALM_Defect	Defect Resolution Time
ALM_Defect	Detected Vs. Closed Defects Ratio
ALM_Defect	Number of Escaped Defects
ALM_Defect	% of Critical Defects
ALM_Defect	% of Rejected Defects
ALM_Defect	% of Reopened Defects
ALM_Requirement	Average Time to Review Requirement
ALM_Requirement	% of Documented Requirements
ALM_Requirement	% of Requirements Traced to Tests
ALM_Requirement	% of Reviewed Requirements
ALM_Requirement	% of Tested Requirements
ALM_Test	% of Actual vs. Planned Executed Tests
ALM_Test	% of Authorized Tests
ALM_Test	% of Automated Tests
ALM_Test	% of Completed Tests
ALM_Test	% of Failed Tests
ALM_Test	% of Successful Test Runs
ALM_Test	% of Tests Resulting in Defects
ApplicationPerformance	% Monitored Applications
ApplicationPerformance	% of Affected End Users by Application Quality
ApplicationPerformance	% of Failed Business Transactions
ApplicationPerformance	% of Non-Encrypted Traffic
ApplicationPortfolioManagement	Average Availability Rating
ApplicationPortfolioManagement	Average Maintainability Rating
ApplicationPortfolioManagement	Average Performance Rating
AssetManagement	Avg Age of Hardware Assets

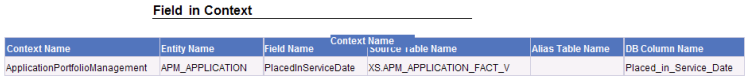
Graph Table



- **Field in Context**

  The report displays a list of fields whose names include the specified string and the Contexts that include these fields.

  For details on how to use this report, see "Manage Contexts, Templates, and KPIs" in the *Administrator Guide*.



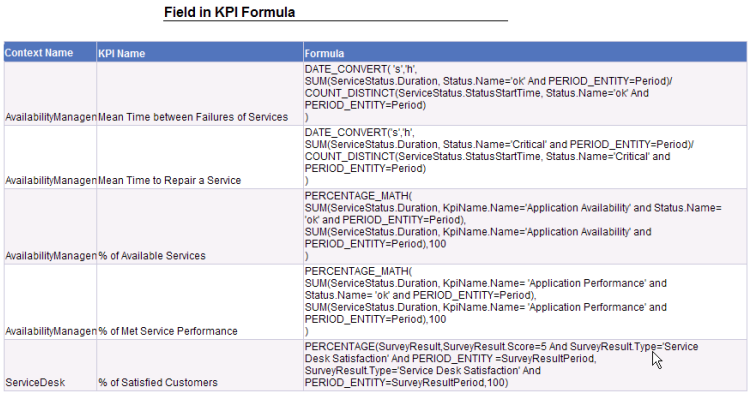
Field in Context

Context Name	Entity Name	Field Name	Source Table Name	Alias Table Name	DB Column Name
ApplicationPortfolioManagement	APM_APPLICATION	PlacedInServiceDate	XS.APM_APPLICATION_FACT_V		Placed_in_Service_Date

- **Field in KPI Formula**

  The report displays a list of fields whose names include the specified string and the KPIs whose formulas include these fields.

  For details on how to use this report, see "Manage Contexts, Templates, and KPIs" in the *Administrator Guide*.



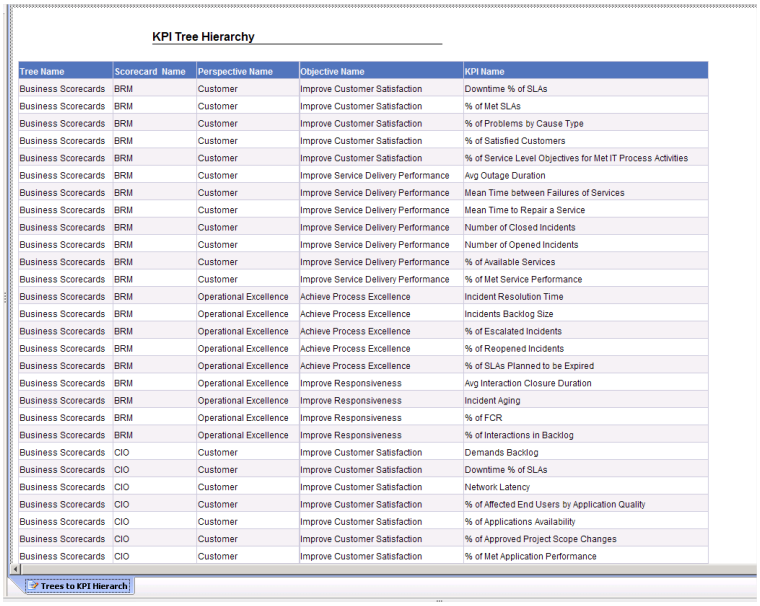
Field in KPI Formula

Context Name	KPI Name	Formula
AvailabilityManagen	Mean Time between Failures of Services	DATE_CONVERT('s','h', SUM(ServiceStatus.Duration, Status.Name='ok' And PERIOD_ENTITY=Period)/ COUNT_DISTINCT(ServiceStatus.StatusStartTime, Status.Name='ok' And PERIOD_ENTITY=Period))
AvailabilityManagen	Mean Time to Repair a Service	DATE_CONVERT('s','h', SUM(ServiceStatus.Duration, Status.Name='Critical' and PERIOD_ENTITY=Period)/ COUNT_DISTINCT(ServiceStatus.StatusStartTime, Status.Name='Critical' and PERIOD_ENTITY=Period))
AvailabilityManagen	% of Available Services	PERCENTAGE_MATH(SUM(ServiceStatus.Duration, KpiName.Name='Application Availability' and Status.Name= 'ok' and PERIOD_ENTITY=Period), SUM(ServiceStatus.Duration, KpiName.Name='Application Availability' and PERIOD_ENTITY=Period),100)
AvailabilityManagen	% of Met Service Performance	PERCENTAGE_MATH(SUM(ServiceStatus.Duration, KpiName.Name= 'Application Performance' and Status.Name= 'ok' and PERIOD_ENTITY=Period), SUM(ServiceStatus.Duration, KpiName.Name= 'Application Performance' and PERIOD_ENTITY=Period),100)
ServiceDesk	% of Satisfied Customers	PERCENTAGE(SurveyResult,SurveyResult.Score=5 And SurveyResult.Type='Service Desk Satisfaction' And PERIOD_ENTITY =SurveyResultPeriod, SurveyResult.Type='Service Desk Satisfaction' And PERIOD_ENTITY=SurveyResultPeriod,100)

- **KPI Tree Hierarchy**

  The report displays the hierarchy trees in the KPIs Library. The report displays for each tree, the names of the Scorecards, Perspectives, Objectives, and KPIs.

For details on how to use this report, see "Manage Contexts, Templates, and KPIs" in the *Administrator Guide*.



KPI Tree Hierarchy

Tree Name	Scorecard Name	Perspective Name	Objective Name	KPI Name
Business Scorecards	BRM	Customer	Improve Customer Satisfaction	Downtime % of SLAs
Business Scorecards	BRM	Customer	Improve Customer Satisfaction	% of Met SLAs
Business Scorecards	BRM	Customer	Improve Customer Satisfaction	% of Problems by Cause Type
Business Scorecards	BRM	Customer	Improve Customer Satisfaction	% of Satisfied Customers
Business Scorecards	BRM	Customer	Improve Customer Satisfaction	% of Service Level Objectives for Met IT Process Activities
Business Scorecards	BRM	Customer	Improve Service Delivery Performance	Avg Outage Duration
Business Scorecards	BRM	Customer	Improve Service Delivery Performance	Mean Time between Failures of Services
Business Scorecards	BRM	Customer	Improve Service Delivery Performance	Mean Time to Repair a Service
Business Scorecards	BRM	Customer	Improve Service Delivery Performance	Number of Closed Incidents
Business Scorecards	BRM	Customer	Improve Service Delivery Performance	Number of Opened Incidents
Business Scorecards	BRM	Customer	Improve Service Delivery Performance	% of Available Services
Business Scorecards	BRM	Customer	Improve Service Delivery Performance	% of Met Service Performance
Business Scorecards	BRM	Operational Excellence	Achieve Process Excellence	Incident Resolution Time
Business Scorecards	BRM	Operational Excellence	Achieve Process Excellence	Incidents Backlog Size
Business Scorecards	BRM	Operational Excellence	Achieve Process Excellence	% of Escalated Incidents
Business Scorecards	BRM	Operational Excellence	Achieve Process Excellence	% of Reopened Incidents
Business Scorecards	BRM	Operational Excellence	Achieve Process Excellence	% of SLAs Planned to be Expired
Business Scorecards	BRM	Operational Excellence	Improve Responsiveness	Avg Interaction Closure Duration
Business Scorecards	BRM	Operational Excellence	Improve Responsiveness	Incident Aging
Business Scorecards	BRM	Operational Excellence	Improve Responsiveness	% of FCR
Business Scorecards	BRM	Operational Excellence	Improve Responsiveness	% of Interactions in Backlog
Business Scorecards	CIO	Customer	Improve Customer Satisfaction	Demands Backlog
Business Scorecards	CIO	Customer	Improve Customer Satisfaction	Downtime % of SLAs
Business Scorecards	CIO	Customer	Improve Customer Satisfaction	Network Latency
Business Scorecards	CIO	Customer	Improve Customer Satisfaction	% of Affected End Users by Application Quality
Business Scorecards	CIO	Customer	Improve Customer Satisfaction	% of Applications Availability
Business Scorecards	CIO	Customer	Improve Customer Satisfaction	% of Approved Project Scope Changes
Business Scorecards	CIO	Customer	Improve Customer Satisfaction	% of Met Application Performance

Trees to KPI Hierarch

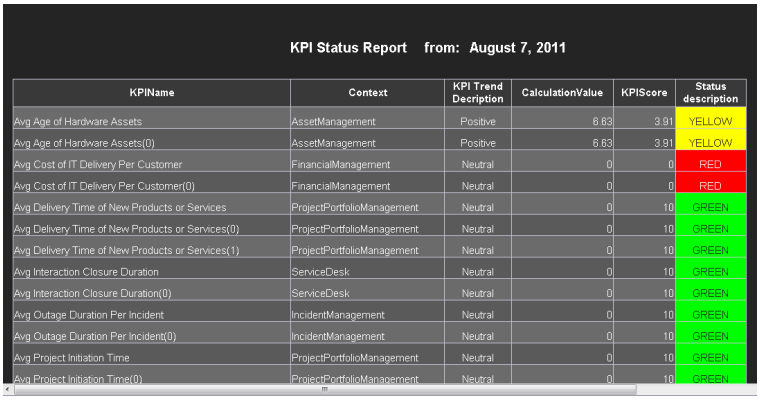
Operational Reports

These reports are based on the business model corresponding to the KPI universe.

- **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 Decription	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	3.91	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

Note: The size of the report display is: 583 pixels (width) x 204 pixels (height).

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 Context (universe) 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: ▪ Yellow (warning) ▪ Green (OK) ▪ Red (critical) ▪ <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.


Objective Status Report from: August 7, 201

ScorecardName	PerspectiveName	BusinessObjectiveName	Objective Trend Description	BusinessObjectiveScore	Objective Status Description
CIO	Customer	Improve Customer Satisfaction	Neutral	7.97	
CIO	Customer	Improve Service Delivery Performance	Positive	4.86	Yellow
CIO	Future Orientation	Improve Staff Effectiveness	Neutral	10	
CIO	IT Value	Alignment with Business Strategy	Neutral	10	
CIO	IT Value	Reduce Cost	Neutral	10	
CIO	IT Value	Stewardship of IT Investment	Neutral	6.48	Yellow
CIO	Operational Excellence	Achieve Process Excellence	Positive	8.88	
CIO	Operational Excellence	Improve Project Execution	Neutral	10	
CIO	Operational Excellence	Improve Responsiveness	Neutral	10	
Industry Standards	ITIL	Asset Management	Positive	8.98	
Industry Standards	ITIL	Availability Management	Positive	3.51	Yellow
Industry Standards	ITIL	Change Management	Neutral	9.75	

Note: The size of the report display is: 583 pixels (width) x 204 pixels (height).

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	The status of the Objective. It can be: ▪ Yellow (warning) ▪ Green (OK) ▪ Red (critical) ▪ <no color> (no data)

Integrate the Data Sources

The Data Warehouse (DWH) can connect to other products (data sources) and gather data about these products. An integration is available for each product. The integration uses a connection or adapter to gather data from the data source and send the data to the Data Warehouse.

The connection from the data source to the DWH is called a content pack. Each content pack requires an adapter in order to extract the data from the specific data source. Content packs contain all the artifacts needed to connect to the relevant data source and gather data from that data source.

The following data source integrations are available:

"Integrate with the AM Data Source" (on page 233)

"Integrate with the BSM Data Source" (on page 237)

"Integrate with the PPM Data Source" (on page 261)

"Integrate with the UCMDB Data Source" (on page 275)

"Integrate with the SM Data Source" (on page 271)

"Integrate with the ALM Data Source" (on page 226)

"Integrate with the SA Data Source" (on page 267)

"Integrate with the NA Data Source" (on page 249)

"Integrate with the DP Data Source" (on page 246)

"Integrate with the NNM Data Source" (on page 253)

"Integrate with the OO Data Source" (on page 257)

Integrate with the ALM Data Source

HP Application Lifecycle Management (ALM) 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.

The data warehouse is connected to HP ALM through high-level integration processes. A set of database views enables the extraction of the main ALM objects.

The purpose of the integration of ALM as a data source is to bring quality management information into the Data Warehouse.

To access:

Select **Admin > Data Source Management** then click **Activate** to activate the integration

processes for the **ALM** data source.

Learn More

Content Packs and their functionality

To learn about Content Packs and their functionality, see "Perform Tasks for Data Source Management" in the *Administrator Guide*.

Important Information

ALM does not support multiple instances of the Content Pack.

Note: All fields are case sensitive.

If you work with Financial Planning and Analysis, this data source is not supported. When you activate this data source, the Financial Planning and Analysis application displays **No data**.

Tasks

Activate the Integration

1. **Prerequisite:**

   None.

2. Select **Admin** > **Data Source Management** then click **Add data source**.
3. The Add Data Source page opens. Select the **ALM** data source type. ALM has only one instance of the data source available. Once you have added an ALM instance, it is removed from the list of available data sources in the Add Data Source page.
4. Select or enter the configuration parameters.
5. Click **Next** to proceed to the validation page.

Note: To perform configuration and activation tasks using the Automation tool, see "The Automation Tool" in the *Administrator Guide*.

ALM Adapter Limitation

The ALM Adapter transfers the relevant information from the ALM data source. In the ALM Site Administration, select the **Site Configuration** tab and make sure that the REST_API_MAX_PAGE_SIZE configuration is at least 2000 pages. In XS, the information chunk transfer size for this configuration is not customizable for less than 2000.

Connect to ALM on a Secured Connection

1. Export the ALM SSL certificate to a file. For details, see the ALM *Hardening Guide*.
2. After the post-install procedure is finished, reveal the ALM certificate to Data Warehouse, by importing the SSL certificate trusted by the ALM server into the JDK key store using a tool provided by the JDK called **keytool.exe** by running the command :

a. **On the server side (glassfish): Run the <installation directory\jdk\jre\bin\keytool" -importcert -alias <alias> -file <path_to_certificate>" -keystore "<JRE>\lib\security\cacerts" -trustcacerts -storepass changeit command.**

For example: **"c:\<installation directory>\agora\jdk\jre\bin\keytool" -importcert -alias hpxs -file "c:\Program Files (x86)\Business Objects\BusinessObjects Data Services\ext\Jre\lib\security\vmbtoarnd09.cer" -keystore "c:\<installation directory>\agora\jdk\jre\lib\security\cacerts" -trustcacerts**

b. **On the client side (SAP BusinessObjects Data Services for IT Executive Scorecard:** Run the **"<installation directory>\jdk\jre\bin\keytool" -import -alias <alias> -file <path_to_certificate>" -keystore "<JRE>\lib\security\cacerts" -storepass changeit** command.

For example: **"c:\Program Files (x86)\Business Objects\BusinessObjects Data Services\ext\Jre\bin\keytool" -import -alias jboss6 -keystore "c:\Program Files (x86)\Business Objects\BusinessObjects Data Services\ext\Jre\lib\security\cacerts" -file "c:\Program Files (x86)\Business Objects\BusinessObjects Data Services\ext\Jre\lib\security\vmbtoarnd09.cer" -storepass changeit**

Note:

- The default password for JVM keystore is a 'changeit'. If this password was not changed before, use the default keystore password for certificate import.
- In Data Source Management, the specified machine name must be identical to the name of the machine forwhich the certificate is issue.

3. Select the **Is secured** toggle-button in the activation parameters screen.
4. Change the port to a secured port (default is 8443).

Note:

- The default password for JVM keystore is a 'changeit'. If this password was not changed before, use the default keystore password for certificate import.
- In Data Source Management, the specified machine name must be identical to the name of the machine for which the certificate is issue.

Consolidation Between ALM and PPM

The consolidation process between ALM and PPM identifies ALM releases as child- projects of PPM projects.You can map which release of the ALM domain is connected to the specific PPM project. The manual mapping must be performed before running ETL.

To configure ALM and PPM consolidation:

1. Navigate to **<Installation Directory>\agora\DataWarehouse\ExternalSources\ALM_RELEASE_MAPPING.**
2. Using Windows Explorer, open the **<External_Source_Folder>\ALM_RELEASE_MAPPING.xls** file.

ALM_DOMAIN	ALM_PROJECT	ALM_ID	ALM_MD_CP_ID	PPM_ID	PPM_MD_CP_ID

3. Edit the source spreadsheet accordingly. For information about how to use the spreadsheets, click the **Instructions** tab . The **Instructions** tab includes an example of the type of information you might enter and lists the columns in the spreadsheet with a description of the data that each column should contain. It also lists any formatting requirements or other special instructions.

   Note: Do not remove the header row. In addition, if the spreadsheet has a dummy row under the header row, do not edit or delete the dummy record. This record tells the ETL process what data type to use when processing the column.

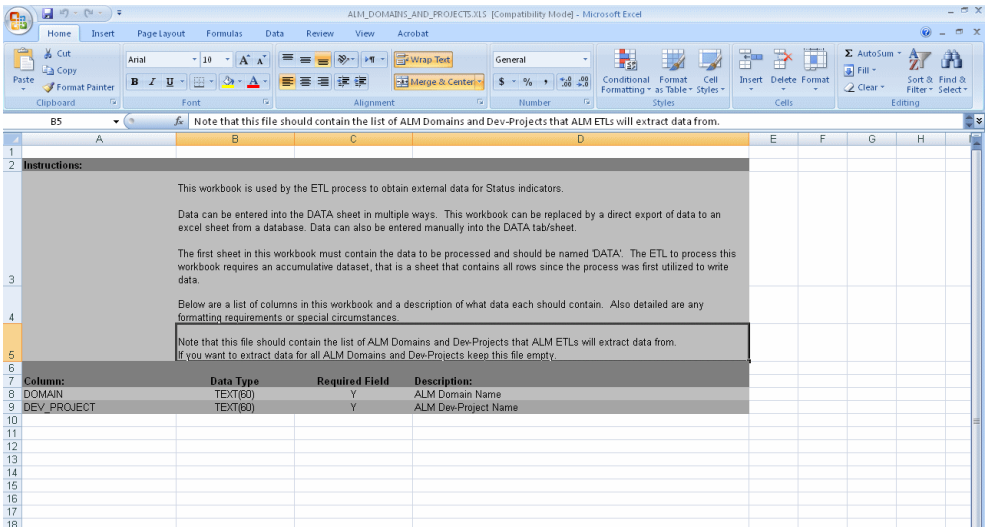
4. Save your additions and changes.

Configure ALM Domains and Projects

This optional configuration enables you to extract data from specific names of domains and dev-projects. This configuration can be performed after Data Source activation and before ETL. ALM ETLs extract data from all domains and dev-projects. For a specific list of domains and dev-projects use the following procedure.

Note: Some ALM configurations are required before running ETL. For more configuration information, see the *HP Application Lifecycle Management Installation Guide*.

1. Navigate to **<Installation Directory>\agora\DataWarehouse\ExternalSources\ALM_DOMAINS_AND_PROJECTS.**
2. Using Windows Explorer, open the **<External_Source_Folder>\ALM_DOMAINS_AND_PROJECTS.xls** file.



3. Enter a list of domains and dev-projects that you want ALM ETLs to extract data from. You can edit this list at any point. if you decide later to have ETL extract data from all domains and dev-

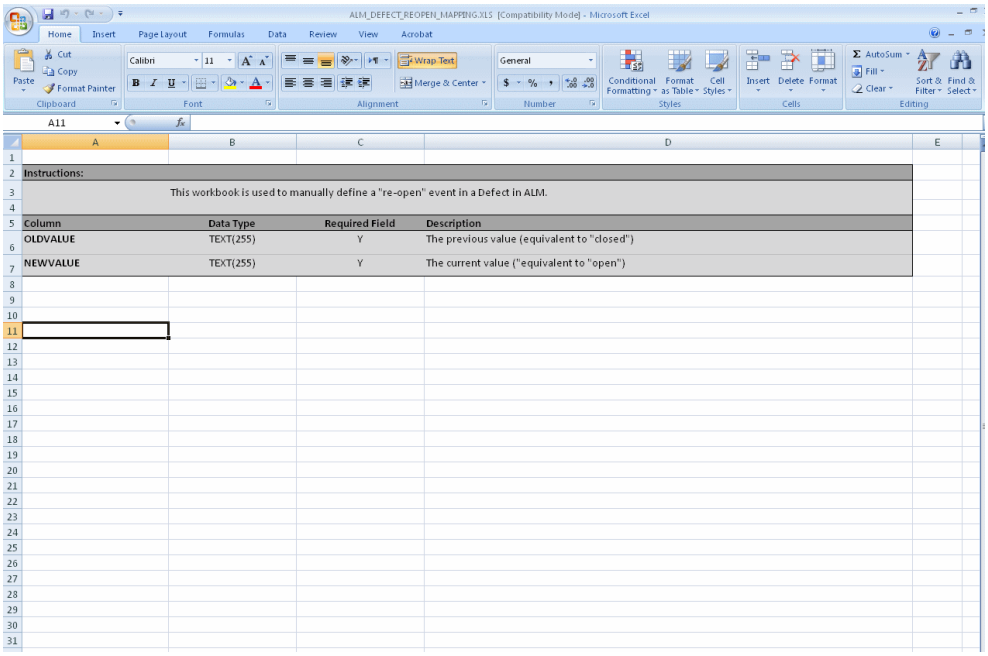
4. Save your additions and changes.

Configure ALM Reopen Events

You can configure a defect's reopen event by mapping which defect status changes can trigger a reopen event. When you configure the file, all of these status changes are marked as reopen events. This allows for a dynamic configuration of reopen events mapping.

To configure reopen event mapping:

1. Navigate to **<Installation Directory>\agora\DataWarehouse\ExternalSources\ALM_DEFECT_REOPEN_MAPPING.**
2. Using Windows Explorer, open the **<External_Source_Folder>\ALM_DEFECT_REOPEN_MAPPING.xls** file.



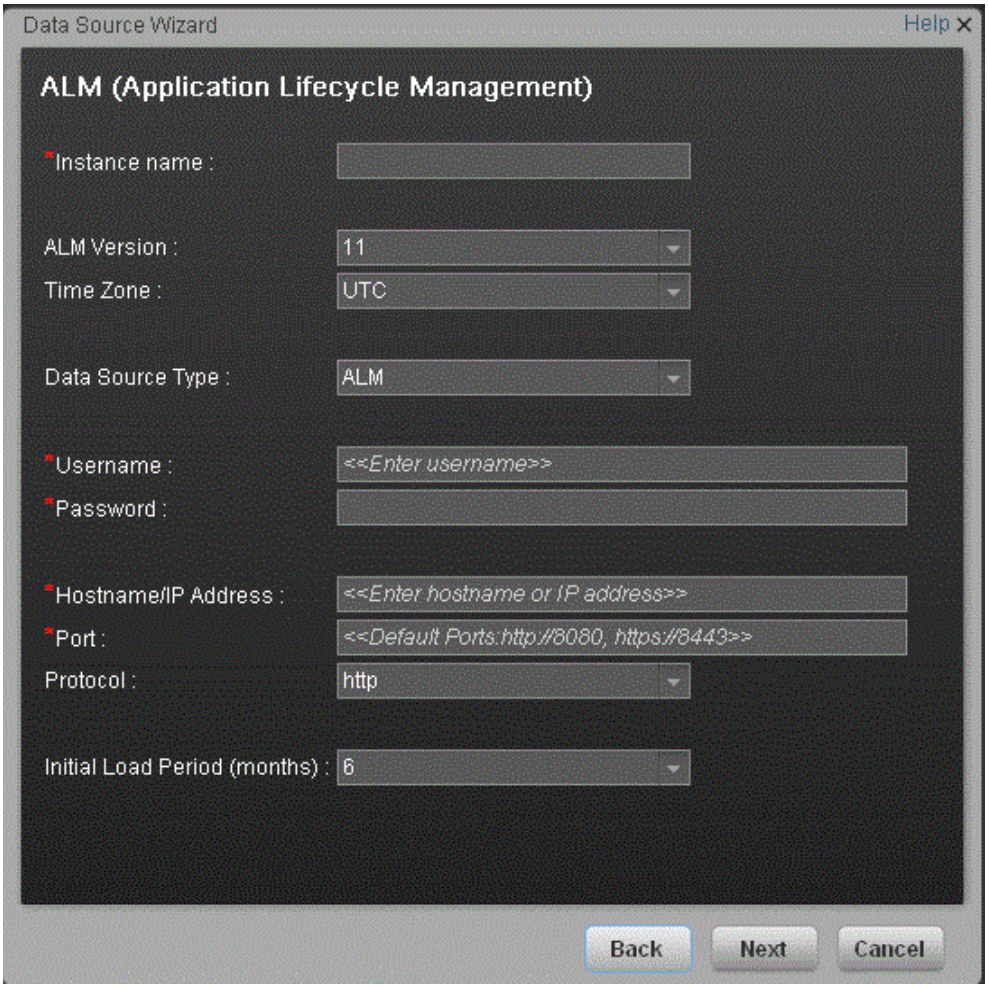
3. Enter the required defect status, for example, old_value = Fixed, new_value= Open. All records that match this pattern will be marked as reopen event.
4. Save your additions and changes.

Note: Configuration must be done prior to running ETL. If data is processed without this configuration, no reopen events will be calculated (besides the out-of-the-box ones).

UI Description

ALM Activation Page

The data warehouse is connected to HP ALM through high-level integration processes. A set of database views enables the extraction of the main ALM objects.



Mandatory fields are marked with a red asterisk.

User interface elements are described below:

UI Element	Description
Instance name	Enter a name for the data source instance you are activating.
ALM Version	Select the relevant ALM version. For details, see the *IT Executive Scorecard Support Matrix*.
Time Zone	Select the time zone for the data source.
Data Source Type	ALM should be configured to run on an SQL Server.
Username	Enter the username used to login to ALM.
Password	Enter the password used to login to ALM.
Hostname/IP Address	Enter the hostname of the server on which ALM is installed. **IP Address** is not currently supported.

UI Element	Description
	Note: In the case of SSL secured connection, the server hostname must be identical to the name to which the certificate was issued.
Port	Enter the server port number.
Protocol	Enter the protocol used to connect to the server.
Initial Load Period (months)	Select the number of months from which you want the initial data loaded.

List of Entities

List of Entities in Excel format

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Troubleshooting

ALM_LOAD_CONFIG_JB fails

Cause

- ALM server may be down.
- Connection details were changed

View Details	Solution
Connection timed out: connect. login to ALM Server has failed	1. In the Data Source Management page, click **View Settings** to review configuration details. 2. Check that the ALM server has started and that ALM web services are available by using REST request sample: **-http://<alm_server_ host>:<port>/qcbin/rest/domains/ ?login-form-required=y**

ALM_SOURCE_EXTRACT_JB fails for "*audit" REST requests

Cause:

Unsupported ALM version

View Details	Solution
<?xml version="1.0" encoding="UTF-8" standalone="yes"?> <QCRestException><Id>qccore.general-error </Id> <Title>Not Found</Title> <StackTrace>javax.ws.rs. WebApplicationException... </StackTrace> </QCRestException> error message	1. Check if the AUDIT web service for the ALM server is available, for example for TEST entity: **http://<alm_server_ host>:<port>/qcbin/rest/domains/<ALM_ DOMAIN>/projects/<ALM_ PROJECT>/audits?login-form-required=y&query={parent-type[TEST];parent-id[>0];Time[>"2011-05-15 00:00:01"]}** 2. If step 1 fails, make sure that the ALM server version is ALM 11 SP2 or after.

ETL is successful but data is not transferred

Cause	Solution	Cause
ALM user that was specified for the connection does not have the necessary permissions for the specific ALM domain or project	1. In the ALM Site Administration, select the **Site Users** tab. 2. In the User Projects tab, assign the user access rights for a specific project.	ALM user that was specified for the connection does not have the necessary permissions for the specific ALM domain or project

ALM_SOURCE_EXTRACT_JB fails

Cause	View Details	Solution
The ALM Server database does not exist for the specified ALM project.	**java.sql.SQLException: [Mercury][SQLServer JDBC Driver][SQLServer]Database 'SOME_ PROJECT' does not exist. Make sure that the name is entered correctly.** error message	1. In the ALM Site Administration, remove the corrupted ALM project from connection-user configurations. 2. Configure a set of domains and projects for data extraction using the ALM_DOMAINS_AND_ PROJECTS.xls file. For details, see "Configure ALM Domains and Projects" (on page 229).

Integrate with the AM Data Source

The HP Asset Manager (AM) content pack enables you to receive data information from the AM application. AM is a fully integrated suite of modules delivered as part of the Service Management Center software package. AM software manages the physical, virtual, financial, and contractual aspects of assets.

The AM integration uses the SAP BusinessObjects Data Services for IT Executive Scorecard drivers for data store connections.

To access:

Select **Admin > Data Source Management** then click **Add data source** and select **AM** to activate the integration processes for the **AM** data source.

Learn More

Content Packs and their functionality

To learn about Content Packs and their functionality see, "Perform Tasks for Data Source Management" in the *Administrator Guide*.

Note: The AM Content Pack supports multiple instances.

Important Information

Integration Technology: Uses extractors in File Based Integration. For details. see "Learn About File Based Integration" in the *Administrator Guide*.

Note: All fields are case sensitive.

Tasks

To integrate AM as a data source:

1. **Prerequisite:**

   The AM data source can have either the Oracle or the SQL Server type.

2. **Important Note: First day of the week**

   In Data Warehouse, the first day of the week is set in the Post- Install wizard, and the Period tool is using it as an input to build PERIOD_DIM days, weeks, months, and more, as well as relevant hierarchies.

   After the administrator has installed Data Warehouse, the administrator selects the designated first-day-of-week. If the data source has a different first-day-of-week definition, the administrator should be aware that for weekly periodicity, the linkage to the period key uses the Data Warehouse week definition and not the data source week definition.

3. **Activate the AM Data Source:**

   a. Select **Admin** > **Data Source Management** then click **Add data source**.

   b. The Add Data Source page opens. Select the **AM** data source type.

   c. Select or enter the configuration parameters.

   d. Click **Next** to proceed to the validation page.

Note: The system does not support changing the **Data Source Type**, therefore you must select the relevant type, SQL or Oracle, before activation.

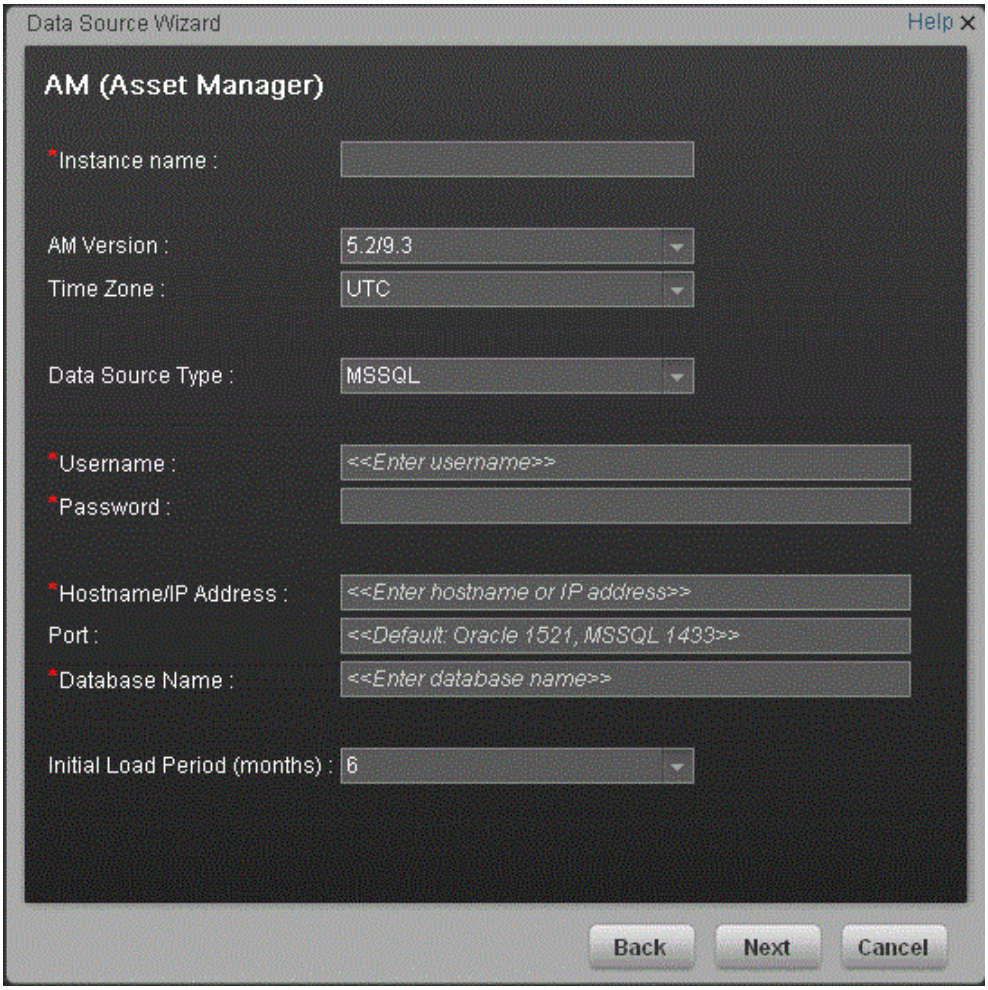
Note: To perform configuration and activation tasks using the Automation tool, see "The Automation Tool" in the *Administrator Guide*.

UI Description

AM (Asset Manager Wizard Page

The data warehouse is connected to HP Asset Manager through high-level integration processes.

The following is an example of the AM Activation page when the database backup of HP Asset Manager is restored on an SQL Server.



Mandatory fields are marked with a red asterisk.

User interface elements are described below:

For the SQL server:

UI Element	Description
Instance name	Enter a name for the data source instance you are activating.
AM Version	Select the relevant AM version. For details, see the *IT Executive Scorecard Support Matrix*.
Time Zone	Select the time zone for the data source.
Data Source Type	AM should be configured to run on an SQL Server.
Username	Enter your username used for login to the AM database.
Password	Enter your password used for login to the AM database.
Hostname/IP Address	Enter the SQL server database hostname or IP address.
Port	Enter the server port number.
Database Name	Enter the database name used by AM.
Initial Load Period (months)	Select the number of months from which you want the initial data loaded.

For the Oracle Server:

Note: The Oracle database can have both Server ID (SID) and Service Name properties, but the user should specify only one. If you define the SID, then the SID is used, and if you define Service Name, then Service Name is used. If you define both in the UI, only SID is used.

UI Element	Description
Instance name	Enter a name for the data source instance you are activating.
AM Version	Select the relevant AM version. For details, see the *IT Executive Scorecard Support Matrix*.
Time Zone	Select the time zone for the data source.
Data Source Type	AM should be configured to run on an Oracle server.
Server	Enter the Oracle server.
Username	Enter your username used for login to the AM database.
Password	Enter your password used for login to the AM database.
Hostname/IP Address	Enter the Oracle server hostname or IP address.
SID	Enter the unique name of the database.

UI Element	Description
Service Name	Enter the alias used when connecting.
Initial Load Period (months)	Select the number of months from which you want the initial data loaded.

List of Entities

List of Entities in Excel format

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Integrate with the BSM Data Source

(BSM) can provide valuable information about Key Performance Indicators (KPIs), Service Level Agreements (SLAs), Services and their operational status.

BSM provides comprehensive IT service availability and performance management. BSM directly associates business services with their underlying applications, infrastructure, and network components to help you analyze and report the business service impact of IT problems and reduce the potential costs of IT service downtime and staff inefficiencies.

The purpose of the integration of BSM as a data source is to bring quality management information into the Data Warehouse.

The integration uses an HP BSM Adapter for Data Warehouse

Data Warehouse provides a SAP BusinessObjects Data Services for IT Executive Scorecard Adapter that is responsible for integrating with BSM resources (Web Services and RTSM).

To access:

Select **Admin > Data Source Management** then click **Add data source** and select **BSM** to activate the integration processes for the **BSM** data source.

Learn More

Content Packs and their functionality

To learn about Content Packs and their functionality see, "Perform Tasks for Data Source Management" in the *Administrator Guide*.

Important Information

- BSM does not support multiple instances of the Content Pack.
- All fields are case sensitive.
- If HP Business Services Management does not contain Service CIs, running the BSM ETL fails.

If you work with Financial Planning and Analysis, this data source is not supported. When you activate this data source, the Financial Planning and Analysis application displays **No data**.

Tasks

This section includes:

Activate the Integration

1. **Prerequisite:**

   Check the *IT Executive Scorecard Support Matrix* for supported versions.

2. **Synchronize BSM first day of the week with Data Warehouse first day of the week:**

   In Data Warehouse, the first day of the week is set in the Post- Install wizard, and the Period tool is using is as an input to build PERIOD_DIM days, weeks, months, and more, as well as relevant hierarchies.

   After the administrator has installed Data Warehouse, the administrator selects the cooperation first-day-of-week. If the data source has a different first-day-of-week definition, the administrator should be aware that for weekly periodicity, the linkage to the period key uses the Data Warehouse week definition and not the data source week definition.

   If the first-day-of-week definition in BSM and in Data Warehouse is different and you want full alignment, it is recommended to change the Infrastructure Settings in BSM and then to run the SLAs re-calculation to align BSM data. For details, see BSM documentation.

   Note:

   - It is strongly recommended to create a dedicated Data Warehouse integration user in BSM.
   - The user default time zone in BSM is expected to match the time zone of BSM server.
   - Changing the user time zone after integration may cause data loss.

3. Select **Admin** > **Data Source Management** then click **Add data source**.
4. The Add Data Source page opens. Select the **BSM** data source type. BSM has only one

instance of the data source available. Once you have added a BSM instance, it is removed from the list of available data sources in the Add Data Source page.

5. Select or enter the configuration parameters.
6. Click **Next** to proceed to the validation page.

Note: There is a discrepancy in the status time display between ETL runs when BSM has a different time zone than the BSM server.

Note: To perform configuration and activation tasks using the Automation tool, see "The Automation Tool" in the *Administrator Guide*.

Connect to BSM on a Secured Connection

1. Export the BSM SSL certificate to a file. For details, see the BSM *Hardening Guide*.
2. Reveal the BSM certificate to Data Warehouse, by importing the SSL certificate trusted by the BSM server into the JDK key store using a tool provided by the JDK called **keytool.exe** by running the command :
<installation directory>\jdk\jre\bin\keytool -importcert -alias <alias> -file <file> -keystore C:\<installation directory>\agora\jdk\jre\lib\security\cacerts -trustcacerts

   Note: The default password for JVM keystore is a 'changeit'. If this password wasn't changed before, use the default keystore password for certificate import.

3. Select the **Is secured** toggle-button in the activation parameters screen.
4. Change the port to a secured port (default is 443).

Advanced Configuration

In Enterprise BSM, which includes more than 1000 Services, a single daily query can exceed the BSM limit, thus stopping the ETL. You can select one of the built-in mechanisms in order to overcome the loss of data that can occur. For example, you can receive an exception which states that the **Query has reached maximum result size**.

Note: This is relevant only for the existing entities of BSM. The new entities (whose Source Extract phase is not done using BODS) are not affected by the changes performed here.

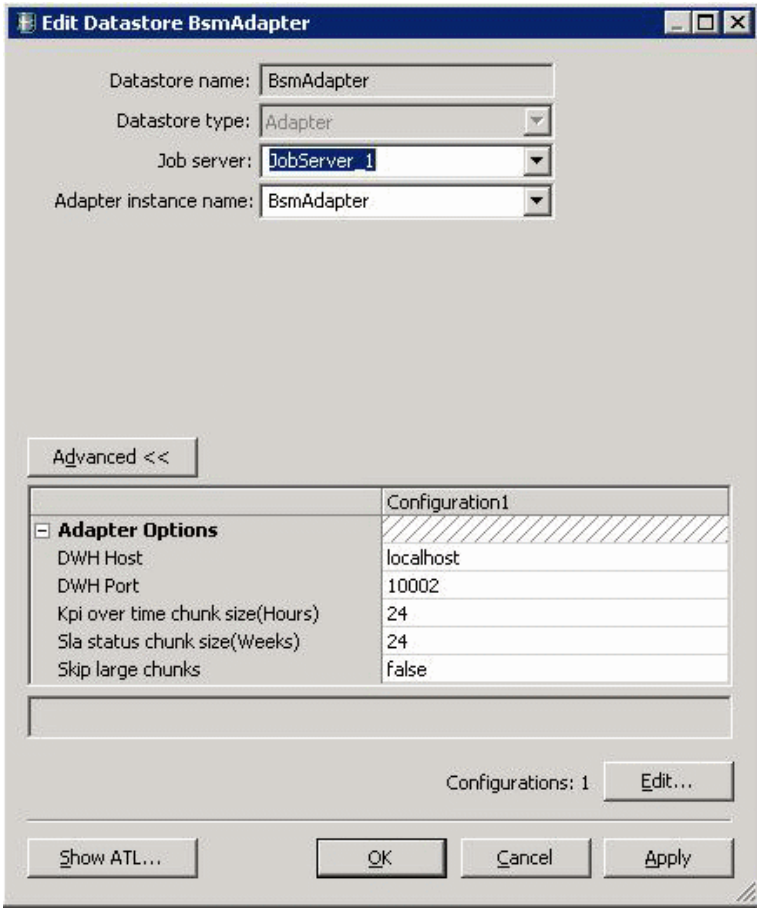
To solve the problem, you can either change the Chunk size of each BSM or skip the large Chunks using the BSM adapter, below.

Supporting data-queries for large BSM instances

In BSM, there is a limitation enforced by the FUSE mechanism that stops the transaction after a certain amount of records is returned. By default this number is 50,000. This limitation occurs for BSM UI queries and back-end queries.

To edit the BSM adapter:

1. Open the Data Services designer.
2. Go to the Datastore configuration using the short cut in the server where SAP BusinessObjects Data Services for IT Executive Scorecard or SAP BusinessObjects Data Services for HP FPA is installed.
3. Right-click the **BSMAdapter** and select **Edit**.



4. The Edit Datastore BSMAdapter dialog box opens, enabling you to troubleshoot various issues.

Adapter Troubleshooting

Symptom	Solution/Workaround
ETL fails on KPIs over time extraction	Change the **Kpi over time chunk size (Hours)** to a smaller number (default is 24).
ETL fails on SLA status extraction	Change the **SLA status chunk size (Weeks)** to a smaller number (default is 24). **Note:** The smaller the number, the more Web Services are called

	from BSM, affecting BSM performance and the performance of the data extraction process.
Data may be corrupted and you want to skip that data	Change the value of the **Skip large chunks** adapter option to **true**. **Note:** Enabling this option will result in data loss.
More then 50000 rows of data	The following options are available: 1. Increase FUSE value and rerun ETL. 2. Fix corrupted data in BSM and rerun ETL. 3. Change **Skip large chunks** to **True** and rerun ETL. Select this option after decreasing chunk size to minimum, in order not to affect data in BSM.
StackOverflowError in the adapter and ETL fails	If the initial load size was changed, change the following values accordingly: • **Kpi over time chunk size (Hours)** • **SLA status chunk size (Weeks)** For example, for a one year period, the chunk size should be changed to 48, instead of 24.

Get additional types of periods from the SLA-Status query:

Sometime the KPI needs to be calculated only for a different time period; for example, if you need to have KPIs calculated for a weekly period, and you also want the raw data to be extracted with a weekly/daily granularity.

This creates more load on the system, but potentially allows the creation of additional reports later on.

1. Access the following file:
   <Installation Directory>\agora\glassfish\glassfish\domains\BTOA\config\bsm.properties
2. Select the open periods you want to fetch. The possible values are: **weekToDate**, **monthToDate**, **quarterToDate**, or **yearToDate**.
3. Select the close periods you want to fetch. The possible values are: **day**, **week**, **month**, **quarter**, or **year**.
4. Save your changes.

Use another CI Types in the KPI Over Time query:

By default, the KPI Over Time query queries the Service CI status.

You can customize your system by selecting additional types of CIs. For example, you could create and then query a ProductionService CI Type instead of the Service CI Type.

1. Access the following file:
   <Installation Directory>\agora\glassfish\glassfish\domains\BTOA\config\bsm.properties
2. Locate **kpiOverTimeCis=service** and replace Service CI Type with the requested CI type in BSM.
3. Save your changes.

Modify the XLSs:

Status and MeasureTypes values are loaded from an XLS which is found in the user-configured external-sources directory. These XLSs can be modified to reflect different values. The XLS already contain data regarding out-of-the box statuses and KPI types supported by BSM. In SLM and Dashboard applications, if your system uses non- default KPI types or statuses, modify the files to include these values before running your ETL.

Note: XLS modification only applies to Service Status. It is not relevant for Application Status which is extracted from the BSM KPI Dashboard by the FBI Extractor.

Consolidation Between BSM and uCMDB

Business Services and Infrastructure Services are automatically consolidated between BSM and uCMDB during ETL.

Note: You must perform a synchronization of BSM and UCMDB integration before each time you run the ETL, to enable consolidation between these sources.

Integrate BSM and APM

Application Performance Management (APM) is a comprehensive business service and application management solution that monitors the health of your business services and applications from the point of view of the consumers of those services – the business, its customers and its partners. APM data is gathered from BSM through the FBI extractor.

Note: For advanced configuration of FBI Properties, "Learn About File Based Integration" in the *Administrator Guide*.

Configure GDE Properties:

In certain cases you may have to configure the following GDE properties for BSM. Navigate to: \\<installation directory>\agora\ContentPacks\BSM\gde

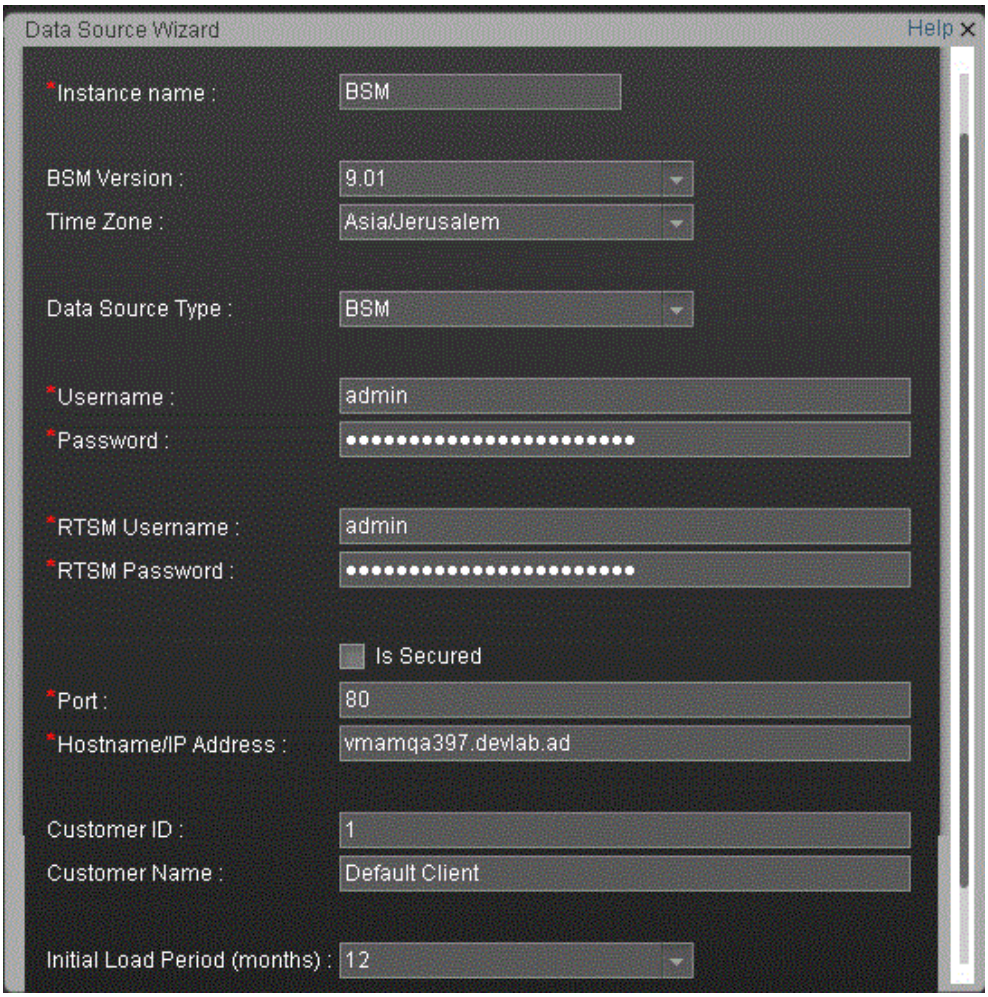
- **maxGdeQueryLength:** The maximum length which is allowed for GDE query in order to prevent data overload. This should be lowered only for testing. Any length above the default (4000) is not supported by the GDE.

- **maxNumberOfApplications:** The maximum number of applications from which the data is extracted by one GDE query. The default is 50. The set of all the applications whose data is required for the ETL, is stored in the staging database in dws.BSM_BUSINESS_APPLICATION_PPRCS, according to instruction. If for the relevant instructions, the number of applications exceeds the specified **maxNumberOfApplications,** the GDE query is divided into more than one query.
- **maxNumberOfThreadsPerEntity:** The maximum number of threads which can handle the same entity simultaneously. The default number is 5.

UI Description

BSM Activation Page

The data warehouse is connected to HP Business Services Management through high-level integration processes.



Mandatory fields are marked with a red asterisk.

User interface elements are described below:

UI Element	Description
Instance name	Enter a name for the data source instance you are activating.
BSM Version	Select the relevant BSM version. For details, see the *IT Executive Scorecard Support Matrix*.
Time Zone	Select the time zone for the data source.
Data Source Type	BSM This parameter is read only.
Username	Enter your username used for login to the BSM server.
Password	Enter your password used for login to the BSM server.
RTSM Username	Enter your username used for login to the UCMDB server.
RTSM Password	Enter your password used for login to the UCMDB server.
Is Secured	Select if the server host is secured.
Port	Enter the BSM server port number.
Hostname/IP Address	Enter the hostname or IP address of the server on which BSM is installed.
Customer ID	Used for tenant client purposes. If no Customer ID is given, then default value **1** is displayed.
Customer Username	Used for tenant client purposes.If no username is given, then **Default Client** is displayed.
Initial Load Period (months)	Select the number of months from which you want the initial data loaded.

List of Entities

List of Entities in Excel format

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Troubleshooting and Limitations

Symptom	Cause	Solution/Workaround
An Internal Server Error occurs in BsmkpidashboardExtractor	Too much data in query.	Contact BSM administrator to change data load and run ETL again.
The SRC-EXT step of BSM crashes, and the error "Too much data" is issued as the query from BSM exceeds the limit of the BSM.	ETL has not been working for a while. Some malfunction in BSM causing huge amount of defunct records	a. Reduce the Chunk size by half. See the Advanced Steps above. b. Choose the "Skip Large Chunks" option from the adapter.
Extraction from BSM fails consistently	The Proxy for BSM runs on glassfish, that may be down	1. Go to **http://localhost:10002/dw/integrations/bsm/kpis** to see if glassfish is responding. If the browser displays the message **Page 404** proceed to step 2. 2. Run **Start > All programs > HP Executive Scorecard > Administration > Disable HP Executive Scorecard**. 3. Run **Start > All programs > HP Executive Scorecard > Administration > Enable HP Executive Scorecard**.
You are not getting the expected data in the target database or for the KPI.		The solution can be generic. See "ABC - Operational Status Report" (on page 1).
Error that there is too much data.	BSM did not perform data aggregations during ETL.	Automatic retry will take place.
fbi.log error during BSM activation using the Automation tool	When activating BSM using the Automation tool, the Secured property is not configured to True.	During activation, make sure the BSM Secured property is configured to True.

Symptom	Cause	Solution/Workaround
BSM_SOURCE_EXTRACT job failed. Error getting data from proxy BSM. HTML page is returned instead of XML data	Error is displayed: **[80134] Named pipe error occurred: <The pipe has been ended>**. Can be caused by: • Wrong BSM credentials • Did not configure Services in BSM	• If wrong credentials exist, enter the correct credentials in the BSM Activation page. • If services are not configured, define a Service (business/ infrastructure) in BSM related to any transaction. • Rerun the ETL. **Note:** Applies to BSM 9.0X version only. Can occur if the BSM instance does not have any defined Services.

Limitations

- A CI Name should not include the "|" (vertical line) character.
- The data related to a KPI that belongs to a private view in BSM is not extracted by the Data Warehouse. Only data from KPIs in public views is extracted by the Data Warehouse.

Integrate with the DP Data Source

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.

The purpose of the integration of DP as a data source is to bring quality management information into the Data Warehouse.

To access:

Select **Admin > Data Source Management** then click **Add data source** and select **DP** to activate the integration processes for the **DP** data source.

Learn More

Content Packs and their functionality

To learn about Content Packs and their functionality, see "Perform Tasks for Data Source Management" in the *Administrator Guide*.

Important Information

Note: The DP Content Pack supports multiple instances.

Integration Technology: Uses extractors in File Based Integration. For details. see "Learn About File Based Integration" in the *Administrator Guide*.

Note: All fields are case sensitive.

Tasks

Activate the Integration

1. **Prerequisite:**

   a. To access the DP Cell Manager:

      i. Make sure the DP Cell Manager on the network is accessible and that the DP Client is installed on your DWH server.

      ii. Create a user with access permissions to the DP Cell Manager.

      iii. Make sure there is a user on your DWH server that has the same name as the user created to access the DP Cell Manager.

      Note: Executive Scorecard supports several DP data source instances. It is recommended to have one account which has the right to access all DP Cell Managers.

   b. Set Local Security Policy for JAVA Native Access (JNA):

      - Navigate to **Control Panel** > **Administrative Tools** > **Local Security Policy** > **Local Policies** > **User Rights Assignment** and add your current login account (for running DWH) to the **Replace a process level token** field.

        Note: You must logout or reboot for this change to take effect.

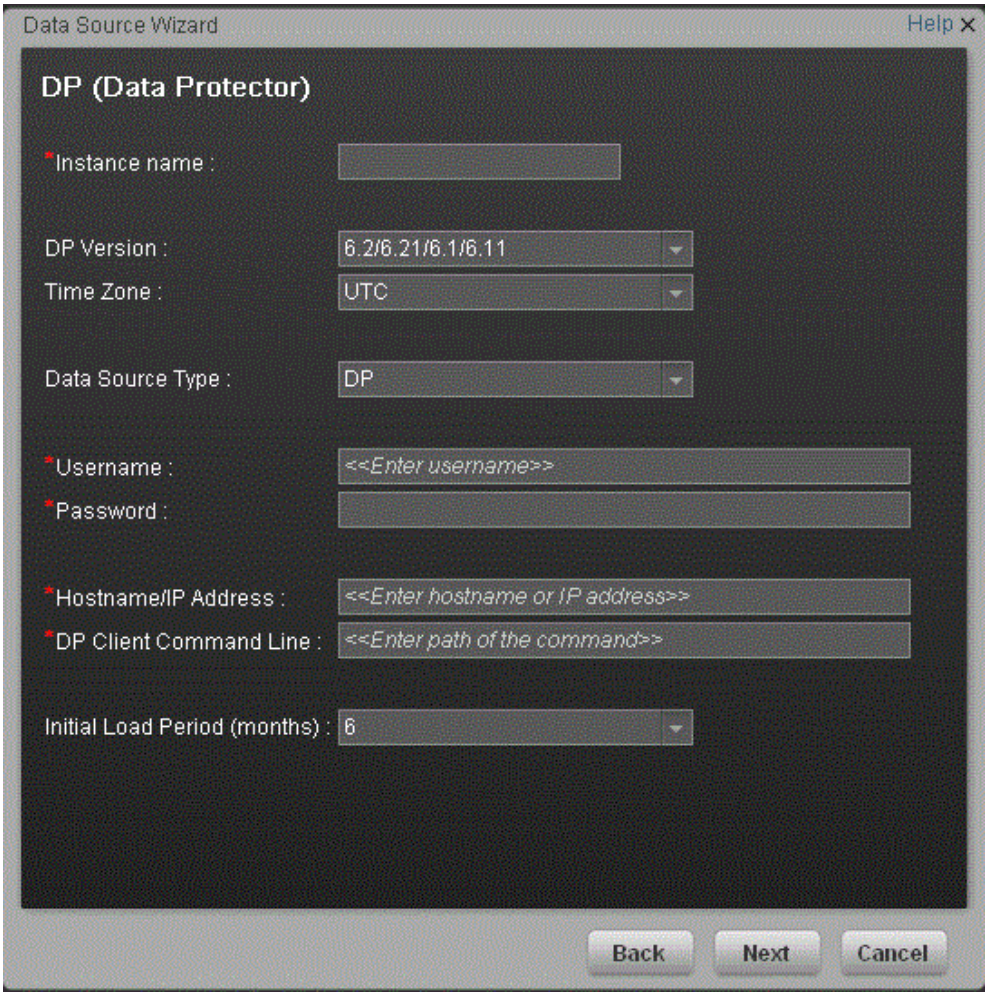
   Check the *IT Executive Scorecard Support Matrix* for supported versions.

2. Select **Admin** > **Data Source Management** then click **Add data source**.
3. The Add Data Source page opens. Select the **DP** data source type.
4. Select or enter the configuration parameters.
5. Click **Next** to proceed to the validation page.

Note: To perform configuration and activation tasks using the Automation tool, see "The Automation Tool" in the *Administrator Guide*.

UI Description

DP Activation Page



Mandatory fields are marked with a red asterisk.

User interface elements are described below:

UI Element	Description
DP Client Command Line	The location of DP Client CLI. Default value: C:\Program Files\OmniBack\bin\util_cmd.exe.
Data Source Type	DP This parameter is read only.
DP Version	Select the relevant DP version. For details, see the *IT Executive Scorecard Support Matrix*.
Hostname/IP Address	The remote server on which the DP server resides.
Initial Load Period (months)	Select the number of months from which you want the initial data loaded.

UI Element	Description
Instance name	Enter a name for the data source instance you are activating.
Password	Enter your password used to access Cell Manager.
Time Zone	**UTC** only.
Username	Enter your username used to access Cell Manager.

Permissions

The account defined in the UI or datasource.xml and the DP Client installed on the Data Warehouse server machine must have rights to access the specific Cell Manager.

List and Flow of Entities

RPO_target_mins and Media_Delivery_duration_days are filled by XLSs:

- RPO_target_mins.xls is used for collecting user manual input for estimating RTO_target, each RTO_target input is segmented per application_type and Node, the unit type is minute.
- Media_Delivery_duration_days.xls is used for collecting user manual input for Media_delivery_duration (how long it takes if Media is out of house), each Media_delivery_duration input is segmented per Media_Location, the unit type is day.
- Media_Delivery_duration_days.xls
- RPO_target_mins.xls

List of Entities in Excel format

This document is available in the PDFs directory in the Installation DVD, or it is accessible from the Help Center page in the online Help Center (documentation library) or from the HP Software Product Manual Site (http://h20230.www2.hp.com/selfsolve/manuals).

Integrate with the NA Data Source

HP Network Automation (NA) provides a solution that tracks and regulates configuration and software changes across routers, switches, firewalls, load balancers, and wireless access points. NA allows visibility into network changes, enabling an IT staff to identify and correct trends that could lead to problems. NA also gives network engineers full audit information about each device change as well as configuration change information.HP Network Automation (NA) automates network change, configuration, and compliance management. NA enables you to reduce costs and administration time required to manage change and configurations of the network while ensuring compliance in a stable and secure environment.

The purpose of the integration of NA as a data source is to bring quality management information into the Data Warehouse.

To access:

Select **Admin > Data Source Management** then click **Activate** to activate the integration processes for the **NA** data source.

Learn More

Content Packs and their functionality

To learn about Content Packs and their functionality, see "Perform Tasks for Data Source Management" in the *Administrator Guide*.

Important Information

Note: The NA Content Pack supports multiple instances.

Integration Technology: Uses extractors in File Based Integration. For details. see "Learn About File Based Integration" in the *Administrator Guide*.

Note: All fields are case sensitive.

Tasks

Activate the Integration

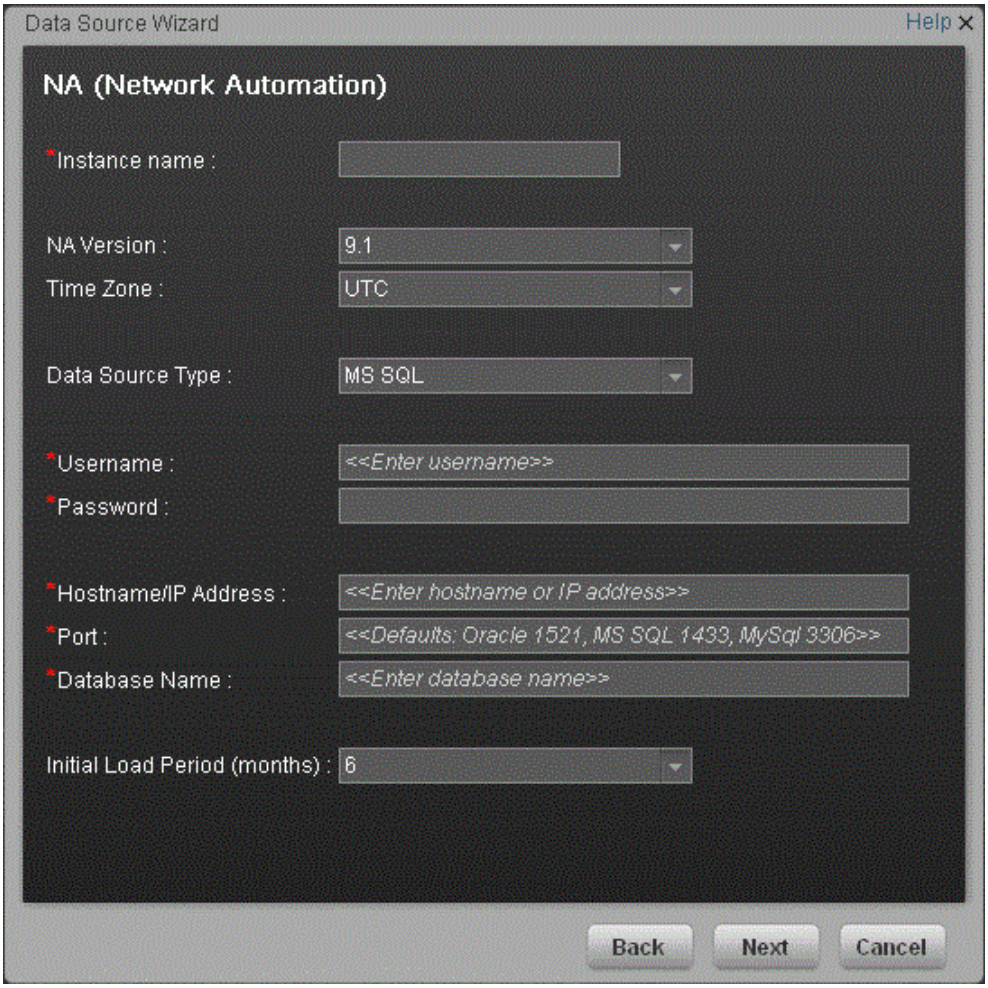
1. **General Information:**
   - You can integrate NA through the following database server types:
     - Oracle
     - My SQL
     - SQL
   - Make sure to connect to the relevant database type of the source when activating NA.
   - Check the *IT Executive Scorecard Support Matrix* for supported versions.
2. Select **Admin** > **Data Source Management** then click **Add data source**.
3. The Add Data Source page opens. Select the **NA** data source type.
4. Enter the **Instance name** and select the version if required, and click **Next**.
5. Select or enter the configuration parameters.
6. Click **Next** to proceed to the validation page.

Note: To perform configuration and activation tasks using the Automation tool, see "The Automation Tool" in the *Administrator Guide*.

UI Description

NA Activation Page

The following is an example of the NA Activation page for the SQL Server.



Mandatory fields are marked with a red asterisk.

User interface elements are described below:

For the SQL server:

Note: If the NA configuration is for a named instance connection, make sure to enter the named instance port number.

UI Element	Description
Database Name	Enter the database name used by NA.
Data Source Type	NA should be configured to run on an SQL Server.
Hostname/IP Address	Enter the SQL server database hostname or IP address.

UI Element	Description
Initial Load Period (months)	Select the number of months from which you want the initial data loaded.
Instance name	Enter a name for the data source instance you are activating.
NA Version	Select the relevant NA version. For details, see the *IT Executive Scorecard Support Matrix*.
Password	Enter your password used for login to the NA database.
Port	Port for database connections.
Time Zone	Select the time zone for the data source.
Username	Enter your username used for login to the NA database.

For the Oracle Server:

Note: The Oracle database can have both Server ID (SID) and Service Name properties, but the user should specify only one. If you define the SID, then the SID is used, and if you define Service Name, then Service Name is used. If you define both in the UI, only SID is used.

UI Element	Description
Data Source Type	NA should be configured to run on an Oracle server.
Data Source Version	Select the Oracle version used for NA.
Hostname/IP Address	Enter the Oracle server hostname or IP address.
Initial Load Period (months)	Select the number of months from which you want the initial data loaded.
Instance name	Enter a name for the data source instance you are activating.
Password	Enter your password used for login to the NA database.
NA Version	Select the relevant NA version. For details, see the *IT Executive Scorecard Support Matrix*.
Time Zone	Select the time zone for the data source.
Username	Enter your username used for login to the NA database.
SID	Enter the unique name of the database.
Service Name	Enter the alias used when connecting.

For the MySQL Server:

UI Element	Description
Database Name	Enter the database name used by NA.
Data Source Type	NA should be configured to run on a MySQL server.
Hostname/IP Address	Enter the MySQL server hostname or IP address.
Initial Load Period (months)	Select the number of months from which you want the initial data loaded.
Instance name	Enter a name for the data source instance you are activating.
NA Version	Select the relevant NA version. For details, see the *IT Executive Scorecard Support Matrix*.
Password	Enter your password used for login to the NA database.
Port	Port for database connections.
Username	Enter your username used for login to the NA database.
Time Zone	Select the time zone for the data source.

Permissions

NA activation requires at least Read-Only permissions.

List and Flow of Entities

List of Entities in Excel format

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Integrate with the NNM Data Source

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.

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.

To access:

Select **Admin > Data Source Management** then click **Add data source** and select **NNM** to activate the integration processes for the **NNM** data source.

Learn More

Content Packs and their functionality

To learn about Content Packs and their functionality, see "Perform Tasks for Data Source Management" in the *Administrator Guide*.

Important Information

Note: The NNMstream does not have an automatic run_steps interval configured by default (Upstream has a five minute interval by default). Therefore you must manually schedule the NNMstream execution using the DW ABC Streams Management UI. A one minute interval is the recommended schedule. For details, see "Stream Scheduler Dialog Box" in the *Administrator Guide*.

Note: The NNM Content Pack supports multiple instances.

Integration Technology: Uses extractors in File Based Integration. For details see "Learn About File Based Integration" in the *Administrator Guide*.

Note: All fields are case sensitive.

Tasks

Activate the Integration

1. **Prerequisite:**

   Create three directories for the NNM stream using the following commands:

   - **mkdir c:\nnm\share**
     The share folder can be any folder in the network that you define. It must be defined as share on the Data Warehouse machine.
   - **mkdir c:\nnm\temp**
     The temp folder should be on the Data Warehouse machine. It is used for any manipulation on the file from the share. At the end of the activation, the files are deleted from this folder.
   - **mkdir c:\nnm\archive**
     The archive folder is the last destination of the files from the share. The definition of this folder is the same as the share folder. At the end of activation, the files are moved from the share to the archive. It is recommended to put the archive folder on another disk, in order to avoid full disk storage.

     Check the *IT Executive Scorecard Support Matrix* for supported versions.

     Note: Make sure there are no spaces in the names of the directories.

Note: To prevent loss of the share files in case of a restart, create a batch file to insert into the startup menu, so that the share is renewed when the server restarts.

2. Select **Admin** > **Data Source Management** then click **Add data source**.
3. The Add Data Source page opens. Select the **NNM** data source type.
4. Select or enter the configuration parameters.
5. Click **Next** to proceed to the validation page.

Note: For an application upgrade: If NNM does not require a password to connect to the shared folder, (for example, when the shared folder resides on the local machine), you must edit the configuration settings after the upgrade and before NNM activation, as follows. In the Data Source Management page click **Edit Settings** and delete the value in the **Password** field. For details, see "Perform Tasks for Data Source Management" in the *Administrator Guide*.

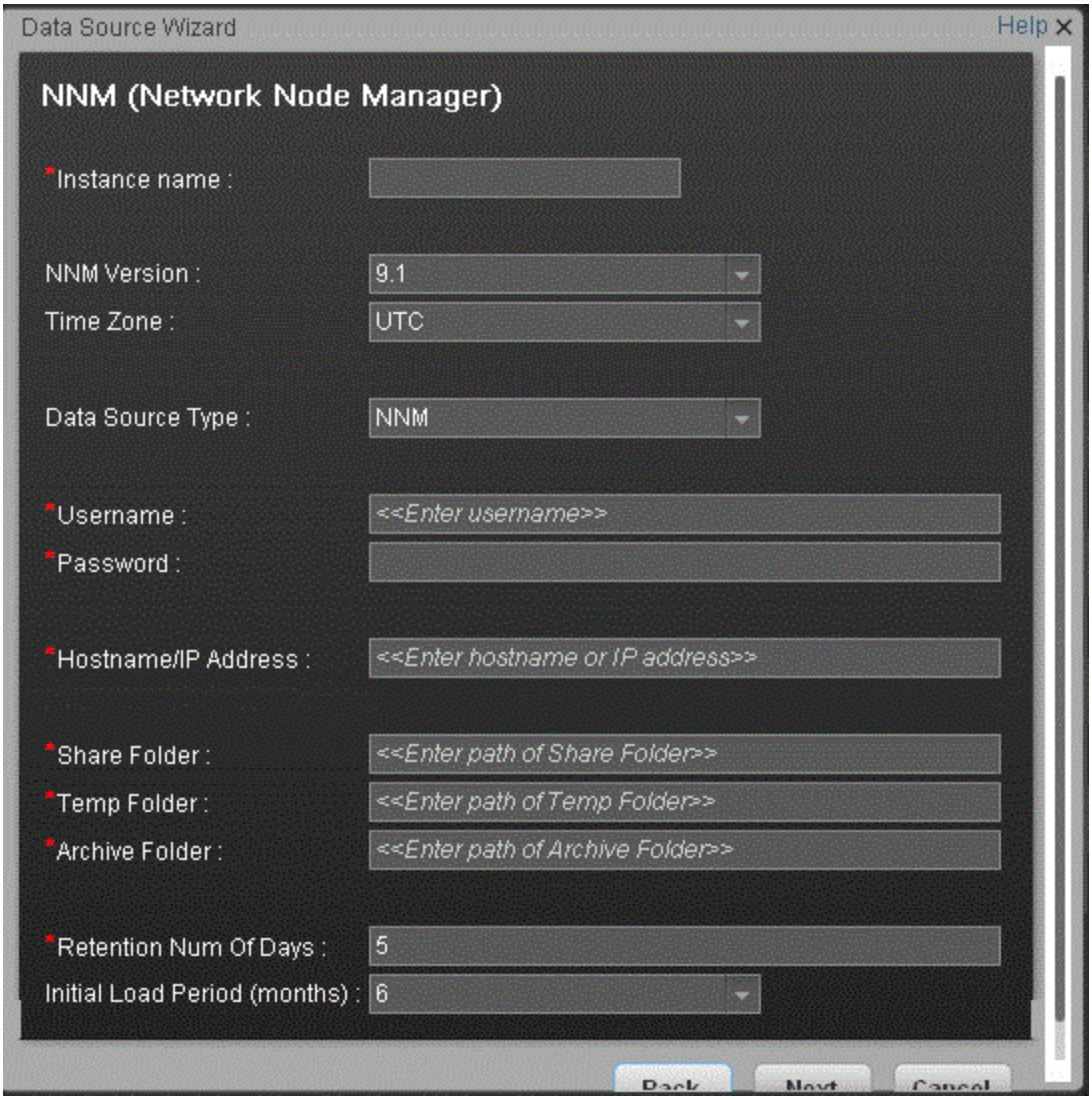
Note: Upstream and NNM stream cannot be scheduled to run in parallel. The NNM stream can be scheduled to run every hour on the hour, and the Upstream to run on the half hour. For example, if the Upstream was scheduled to run at 00:00, reschedule it to run at 00:30.

Note: For advanced configuration of FBI Properties, "Learn About File Based Integration" in the *Administrator Guide*.

Note: To perform configuration and activation tasks using the Automation tool, see "The Automation Tool".

UI Description

NNM Activation Page



Mandatory fields are marked with a red asterisk.

User interface elements are described below:

UI Element	Description
Instance name	Enter a name for the data source instance you are activating.
NNM Version	Select the relevant NNM version. For details, see the *IT Executive Scorecard Support Matrix*.
Time Zone	Select the time zone for the data source.
Data Source Type	NNM This parameter is read only.
Username	Enter your username used for login to the NNM server.

UI Element	Description
Password	Enter your password used for login to the NNM server.
Hostname/IP Address	The remote server on which the SA server resides.
Share Folder	Where NNMi generates the NNM stream gzip files.
Temp Folder	Where the stream files are stored temporarily.
Archive Folder	Where the gzip files are archived after the data was extracted from them. It is recommended that this folder is stored on a separate machine because of the large file size.
Retention Num of Days	Select the number of days to save the data of the files in the temp tables of the database.
Initial Load Period (months)	Select the number of months from which you want the initial data loaded.

Permissions

NNMi activation requires at least Read-Only permissions on the shared folder between the NNMi and DWH.

List and Flow of Entities

List of Entities in Excel format

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Troubleshooting

If a .CSV update file arrives in delay with only one file type: **Component** or **Interface**, the data for the corresponding date that is loaded to the NODE_METRIC_FACT table is valid only for the fields with the same file type. The two types are marked as ready for insert. The next update corrects the problem and the following day's data is correct.

Integrate with the OO Data Source

HP Operations Orchestration (HP OO) is a system for creating and using actions in structured sequences (called flows) that maintain, troubleshoot, repair, and provision your Information Technology (IT) resources by:

- Checking the health of, diagnosing, and repairing networks, servers, services, software applications, or individual workstations.

- Checking client, server, and virtual machines for needed software and updates and, if needed, performing the needed installations, updates, or distributions.
- Performing repetitive tasks such as checking status on internal or external Web site pages.

The purpose of the integration of OO as a data source is to bring this information into the Data Warehouse.

To access:

Select **Admin > Data Source Management** then click **Add data source** and select **OO** to activate the integration processes for the **OO** data source.

Learn More

Content Packs and their functionality

To learn about Content Packs and their functionality, see "Perform Tasks for Data Source Management" in the *Administrator Guide*.

Important Information

Note: The OO Content Pack supports multiple instances.

Integration Technology: Uses extractors in File Based Integration. For details see "Learn About File Based Integration" in the *Administrator Guide*.

Note: All fields are case sensitive.

Tasks

Activate the Integration

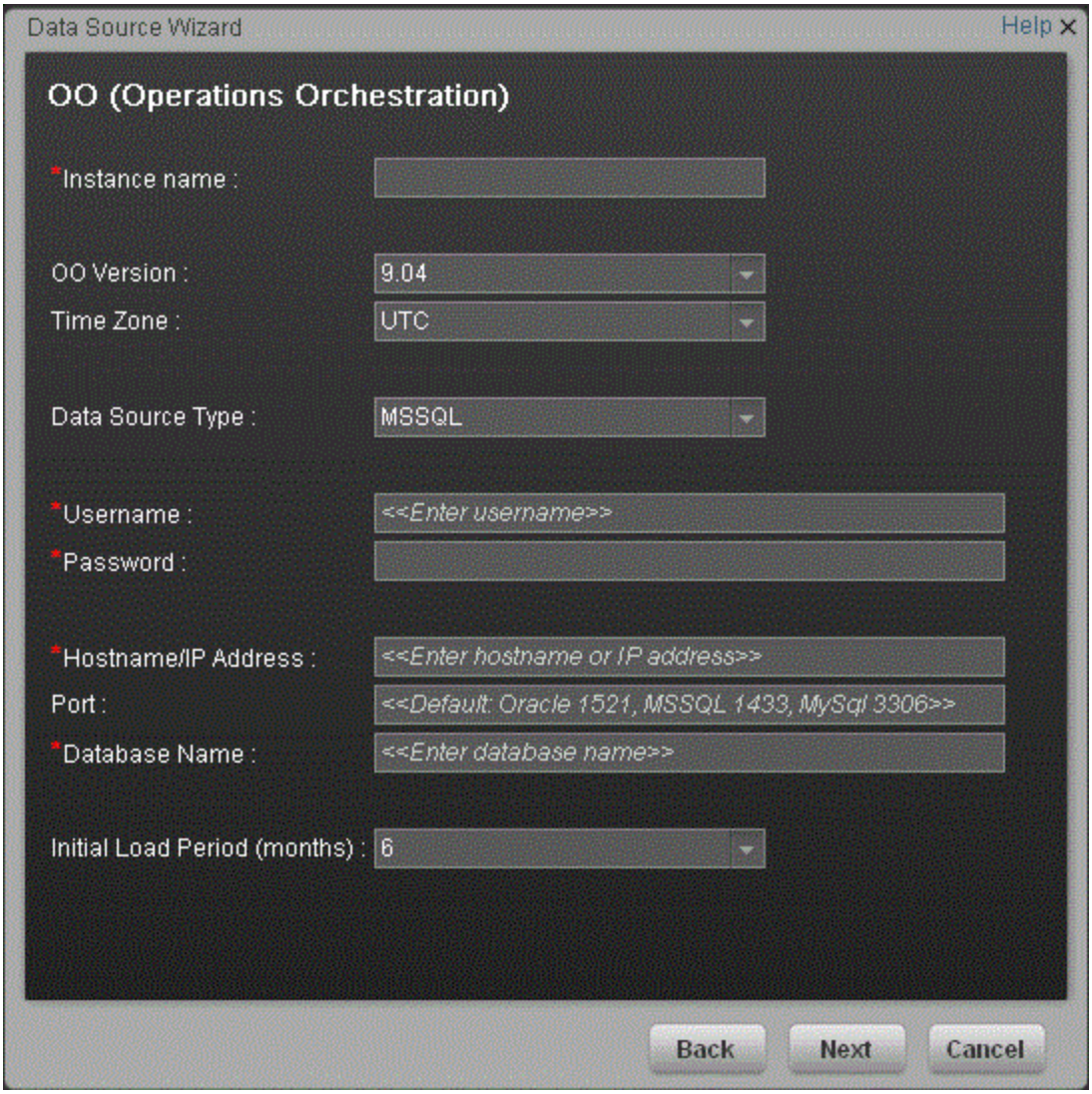
1. Select **Admin** > **Data Source Management** then click **Add data source**.
2. The Add Data Source page opens. Select the **OO** data source type.
3. Select or enter the configuration parameters.
4. Click **Next** to proceed to the validation page.

Note: To perform configuration and activation tasks using the Automation tool, see "The Automation Tool".

UI Description

OO Activation Page

The following is an example of the OO Activation page for MS SQL server.



User interface elements are described below:

For the SQL server:

Note: If the OO configuration is for a named instance connection, make sure to enter the named instance port.

UI Element	Description
Instance name	Enter a name for the data source instance you are activating.
OO Version	Select the relevant OO version. For details, see the *IT Executive Scorecard Support Matrix*.
Time Zone	Select the time zone for the data source.

UI Element	Description
Data Source Type	OO should be configured to run on an SQL Server.
Username	Enter your username used for login to the OO database.
Password	Enter your password used for login to the OO database.
Hostname/IP Address	Enter the SQL server database hostname or IP address.
Port	Port for database connections.
Database Name	Enter the database name used by OO.
Initial Load Period (months)	Select the number of months from which you want the initial data loaded.

For the Oracle Server:

Note: The Oracle database can have both Server ID (SID) and Service Name properties, but the user should specify only one. If you define the SID, then the SID is used, and if you define Service Name, then Service Name is used. If you define both in the UI, only SID is used.

UI Element	Description
Instance name	Enter a name for the data source instance you are activating.
OO Version	Select the relevant OO version. For details, see the *IT Executive Scorecard Support Matrix*.
Time Zone	Select the time zone for the data source.
Data Source Type	OO should be configured to run on an Oracle server.
Username	Enter your username used for login to the OO database.
Password	Enter your password used for login to the OO database.
Hostname/IP Address	Enter the Oracle server hostname or IP address.
SID	Enter the unique name of the database.
Service Name	Enter the alias used when connecting.
Initial Load Period (months)	Select the number of months from which you want the initial data loaded.

For the MySQL Server:

UI Element	Description
Instance name	Enter a name for the data source instance you are activating.
OO Version	Select the relevant OO version. For details, see the *IT Executive Scorecard Support Matrix*.
Time Zone	Select the time zone for the data source.
Data Source Type	OO should be configured to run on a MySQL server.
Username	Enter your username used for login to the OO database.
Password	Enter your password used for login to the OO database.
Hostname/IP Address	Enter the MySQL server hostname or IP address.
Port	Port for database connections.
Initial Load Period (months)	Select the number of months from which you want the initial data loaded.

List and Flow of Entities

List of Entities in Excel format

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Integrate with the PPM Data Source

HP Project and Portfolio Management (PPM) Software provides an integrated platform for planning, staffing and monitoring Agile development projects, as well as managing application quality. PPM Center offers a consolidated view of all IT activities so that management has better visibility into the portfolio, more effective controls, greater flexibility in applying automated processes, and better-defined quality standards.

The purpose of the integration of PPM as a data source is to bring quality management information into the Data Warehouse.

To access:

Select **Admin > Data Source Management** then click **Add data source** and select **PPM** to activate the integration processes for the **PPM** data source.

Learn More

Content Packs and their functionality

To learn about Content Packs and their functionality see, "Perform Tasks for Data Source Management" in the *Administrator Guide*.

Important Information

Note: The PPM Content Pack supports multiple instances.

Integration Technology: Uses extractors in File Based Integration. For details. see "Learn About File Based Integration"in the *Administrator Guide*.

Note: All fields are case sensitive.

Tasks

Activate the Integration

1. **Prerequisite:**

   The PPM data source can only have the Oracle Server type.

   If the PPM base currency is not same as the Data Warehouse base currency, the value of COST_BASE of ACTUALCOST and PLANNEDCOST is 0. To solve the problem, see "Fill exchange rate for PPM" (on page 265).

   To solve this problem, please reference Fill exchange rate for PPM. (link to below content)

2. Select **Admin** > **Data Source Management** then click **Add data source**.
3. The Add Data Source page opens. Select the **PPM** data source type.
4. Select or enter the configuration parameters.
5. Click **Next** to proceed to the validation page.

Note: To perform configuration and activation tasks using the Automation tool, see "The Automation Tool" in the *Administrator Guide*.

PPM Customization

PPM Demand Management provides system parameter fields. You can change name and data length of these parameter fields in PPM Demand Management, depending on your purpose and requirements.

To support all customers' KPIs, all PPM customized fields of Demand Management are populated to the Data Warehouse and added as place holders in the universe. You can use these fields in XS KPI formulas.

Related Dimension Tables and Views

Dimension tables which reference REQUEST_DIM:

- REQUEST_HEADER_PLHD_DIM in DWH for source table KCRT_REQ_HEADER_DETAILS
- REQUEST_DETAIL_PLHD_DIM in DWH for source table KCRT_REQUEST_DETAILS
- REQUEST_USERDATA_PLHD_DIM in DWH for source table KCRT_REQUESTS

Based on these dimension tables, the following views filter invalid data:

- REQUEST_HEADER_PLHD_DIM_V
- REQUEST_DETAIL_PLHD_DIM_V
- REQUEST_USERDATA_PLHD_DIM_V

The PPM Customization Universe is based on these views.

To perform PPM customization for Demand Management:

1. Open the PPMCustomization universe in Universe Designer, the following classes are displayed:
   - Request_Header_Custom_Parameters (contain customized parameter fields of REQUEST_HEADER_PLHD_DIM, source table is KCRT_REQ_HEADER_DETAILS)
   - Request_Detail_Custom_Parameters (contain customized parameter fields of REQUEST_DETAIL_PLHD_DIM, source table is KCRT_REQUEST_DETAILS)
   - Request_User_Configured_Data (contain customized parameter fields of REQUEST_USERDATA_PLHD_DIM, source table is KCRT_REQUESTS)
2. You can change the "Name" and "Select" statement of objects to apply your PPM customization.

   Example: Customized Request parameters for BusinessRequest.

   - BusinessName is mapped to Visible_Parameter5 of KCRT_REQ_HEADER_DETAILS table with Batch_number=1
   - ActualStartDate is mapped to Visible_Parameter6 of KCRT_REQUEST_DETAILS table with Batch_number=3.
   - Stage is mapped to User_Data2 of KCRT_REQUESTS.

   Under Request_Header_Custom_Parameters:

   a. Double click Visible_Parameter5 and change Select to:

      CASE XS.REQUEST_HEADER_PLHD_DIM_V.Request_Type

      WHEN "BusinessRequest"

      THEN (CASE XS.REQUEST_HEADER_PLHD_DIM_V.Batch_number

      WHEN 1 THEN (XS.REQUEST_HEADER_PLHD_DIM_V.Visible_Parameter_05) ELSE NULL END

      ELSE NULL END

   b. Change Name from Visible_Parameter05 to BusinessName

   Under Request_Detail_Custom_Parameters:

   In PPM you can add unlimited parameters in KCRT_REQUEST_DETAILS by batch_number column.

When batch_number=1, parameter1 to parameter50 stands for parameter1 to parameter50.

when batch_number=2, parameter1 to parameter50 stands for parameter51 to parameter100.

when batch_number=3, parameter1 to parameter50 stands for parameter101 to parameter150.

Therefore, there is 1-N relationship between REQUEST_DIM and REQUEST_DETAIL_PLHD_DIM. To make it a 1-1 relationship, use aggregation function Group By. You also need to apply the aggregation function in the XS view.

Go to XS.REQUEST_DETAIL_PLHD_DIM_V in Target Database, make changes as follows:

ALTER VIEW [XS].[REQUEST_DETAIL_PLHD_DIM_V] AS

SELECT

REQUEST_DURABLE_KEY

MAX(CASE REQUEST_DETAIL_PLHD_DIM. Request_Type

WHEN "BusinessRequest"

THEN (CASE REQUEST_DETAIL_PLHD_DIM.Batch_number

WHEN 3 THEN (REQUEST_DETAIL_PLHD_DIM.Visible_Parameter_06) ELSE NULL END)

ELSE NULL END) [ActualStartDate]

FROM dwt.REQUEST_DETAIL_PLHD_DIM

WHERE DEACTIVATORS = 'Y' AND MD_TRANSLASTIND = 'Y'

Group by REQUEST_DURABLE_KEY

then REQUEST_DETAIL_PLHD_DIM_V has a 1-1 relationship to REQUEST_DIM_V.

Go to Universe Designer:

a. Under Request_Detail_Custom_Parameters, delete all objects, refresh data structure.

b. Add a new class with the name ActualStartDate.

c. Change select to: cast(XS.REQUEST_DETAIL_PLHD_DIM_V.ActualStartDate as Date)

   This solution allows that REQUEST_DIM is not duplicated when it joins with REQUEST_DETAIL_PLHD_DIM, and does not affect any other dimension tables.

Under Request_User_Configured_Data:

a. Double click User_Data02.

b. Change Name from User_Data02 to Stage.

c. After all changes have been made, you can use the attributes "BusinessName", " ActualStartDate " and "Stage" for KPI formulas.

For details on how to create an active KPI in the XS studio, see "Activate Scorecards, Perspectives, Objectives, Metrics, or KPIs Using Templates" in the *Business Analyst Guide*.

Fill exchange rate for PPM

PPM only contains the exchange rate from its base currency to other currencies. If you also need to use the exchange rates from other currency to the PPM base currency, especially from the Data Warehouse base currency to the PPM base currency you an use AM/ALT exchange rate.

Data Warehouse applies, in calculations, the exchange rate by source priority, and by default, the priority is AM, then PPM, and then ALT.

For example, if AM includes the exchange rate from the DWH base currency to the PPM base currency, DWH uses that exchange rate to perform the calculations in COST_BASE of ACTUALCOST and PLANNEDCOST. If AM and PPM do not include that information, DWH uses the exchange rate of ALT.

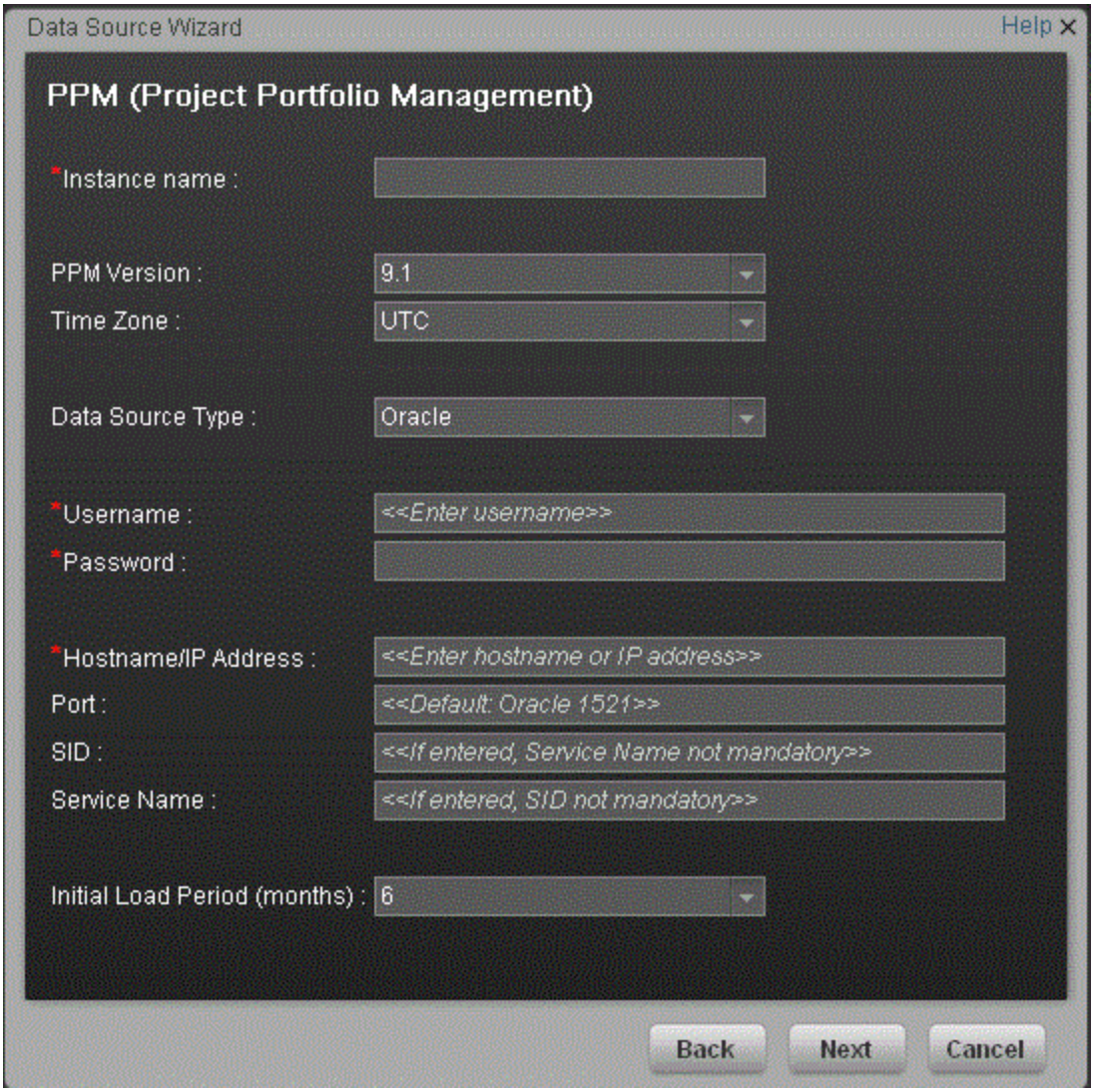
To use the exchange rate, do one of the followings:

- If the AM data source is already activated, make sure it includes the exchange rate from the DWH base currency to the PPM base currency.
- If the AM data source is not activated, then activate the ALT source and make sureincludes the exchange rate from the DWH base currency to the PPM base currency. You can fill in **<XS_ ROOT>\agora\ContentPacks\ALT\ETL\flatfiles\ALT_EXCHANGE.xls** to populate the required exchange rate you want. Remember to keep this file updated when the exchange rate changes.

UI Description

PPM Activation Page

The data warehouse is connected to HP Project and Portfolio Management through high-level integration processes. A set of database views enables the extraction of the main PPM objects.



Mandatory fields are marked with a red asterisk.

User interface elements are described below:

Note: The Oracle database can have both Server ID (SID) and Service Name properties, but the user should specify only one. If you define the SID, then the SID is used, and if you define Service Name, then Service Name is used. If you define both in the UI, only SID is used.

UI Element	Description
Instance name	Enter a name for the data source instance you are activating.
PPM Version	Select the relevant PPM version. For details, see the *IT Executive Scorecard Support Matrix*.
Time Zone	Select the time zone for the data source.

UI Element	Description
Data Source Type	PPM can be run only on Oracle.
Username	Enter your username used for login to the PPM database.
Password	Enter your password used for login to the PPM database.
Hostname/IP Address	Enter the Oracle server database hostname or IP address.
Port	Port for database connections.
SID	Enter the unique name of the database.
Service Name	Enter the alias used when connecting.
Initial Load Period (months)	Select the number of months from which you want the initial data loaded.

List of Entities

Dimensions that are filled by XLSs:

- Budget
- Cost Category

List of Entities in Excel format

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Integrate with the SA Data Source

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.

To access:

Select **Admin > Data Source Management** then click **Add data source** and select **SA** to activate the integration processes for the **SA** data source.

Learn More

Content Packs and their functionality

To learn about Content Packs and their functionality, see "Perform Tasks for Data Source Management" in the *Administrator Guide*.

Important Information

Note: The SA Content Pack supports multiple instances.

SA does not support multiple instances of the Content Pack.

Integration Technology: Uses extractors in File Based Integration. For details. see "Learn About File Based Integration" in the *Administrator Guide*.

Note: All fields are case sensitive.

Tasks

Activate the Integration

1. **Prerequisite:**
   - Make sure that the Server Automation Platform is ready for use, meaning a set of APIs and a runtime environment that facilitate the integration and extension of SA.
   - Check the *IT Executive Scorecard Support Matrix* for supported versions.
2. Select **Admin** > **Data Source Management** then click **Add data source**.
3. The Add Data Source page opens. Select the **SA** data source type.
4. Select or enter the configuration parameters.
5. Click **Next** to proceed to the validation page.

Note: To perform configuration and activation tasks using the Automation tool, see "The Automation Tool" in the *Administrator Guide*.

To change the SA password

On BOE server:

1. Change the password in BOE ODBC connection to the new password and restart the BOE.
2. Perform the following only if you created your own universes and you are using your own connections (not one of the following: XS_APP_JDBC, XS_DWH_JDBC, ita_admin, ita_operations).
   a. Import all of your universes into the BOE designer.
   b. In the Tools menu, select **Connections**.
   c. Change the SA password for all of your connections.
   d. Save and export the Universes.
   e. Make sure that Period_Universe appears under the XS_Studio folder.

On the DWH server:

1. Stop running Executive Scorecard.

2. Copy the run_postinstall.bat file from **\HPXS\installation\HPXS903\backup\agora\confwizard** to **\HPXS\agora\confwizard** and execute this file.
3. In the MNG DB page of the wizard, change the password for the SA user.
4. Before the final wizard step, select **Skip Data Warehouse configuration** and continue completing the post-install wizard.
5. Open the Data Warehouse UI, using the following url: **http://<DWH Server name (FQDN>/dwh**
6. Log in to the application using the same credentials you used to login to the XS application.
7. Navigate to **Admin** > **Data Warehouse Settings** and change the passwords for all SA users.
8. Restart the DWH server.
9. If you used the SA user as a BODS user (not recommended configuration), perform the following from the CMD dir <HPXS\agora\DataWarehouse\bin>:
   a. dw_ds_import.bat -inputdir \tmp\datastores
   b. dw_etl_update_containers.bat –topdir \tmp\datastores -upgrade
10. If you are not sure which user was used for BODS repository configurations, navigate to **Admin** > **Data Warehouse Settings** and check the **Repository Username** parameter in the SAP BusinessObjects Data Services for HP FPA area.

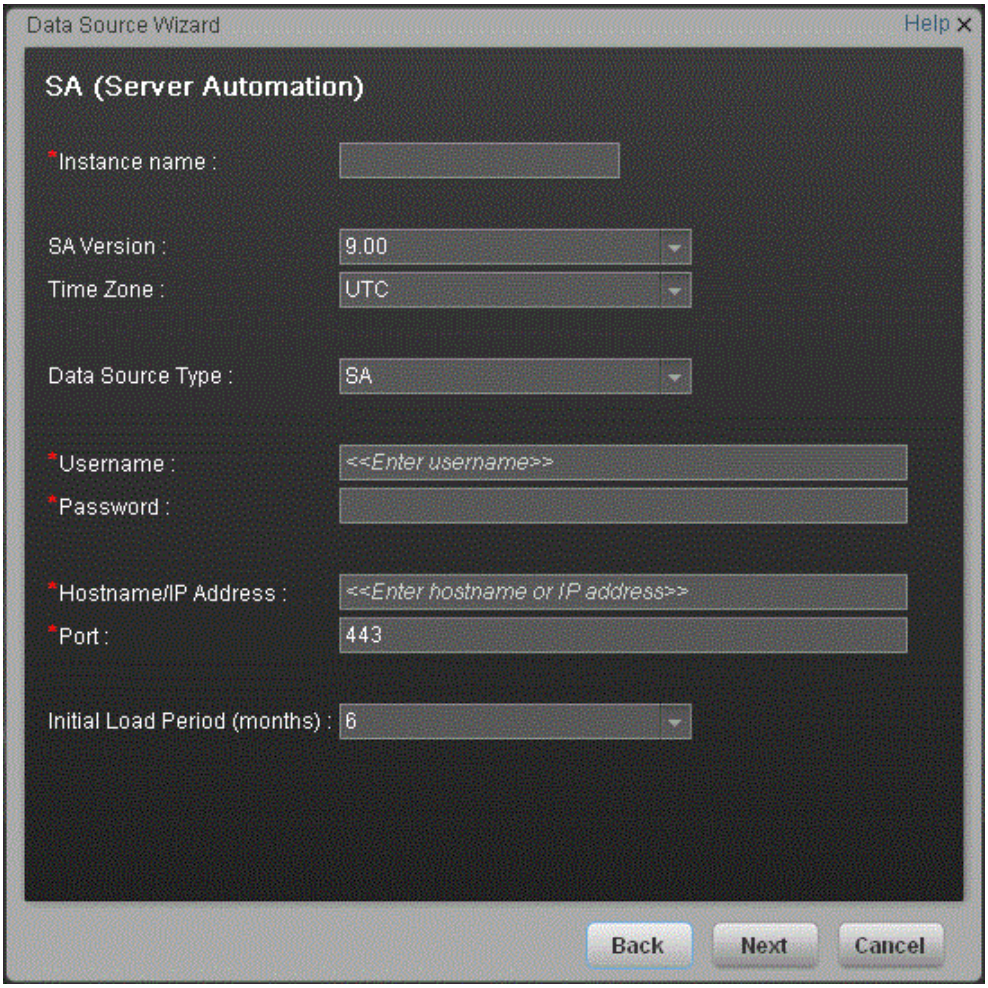
On the XS server:

1. Stop running Executive Scorecard.
2. Remove biar XS_SP2.biar from \HPXS\agora\confwizard\conf\scripts and renamed XS_ SP3.biar to XS_SP2.biar.
3. Remove **dwh_target_sp2_views** from \HPXS\agora\confwizard\conf\scripts\database\mssql and rename **dwh_target_sp3_views** to **dwh_target_sp2_views**.
4. Copy the run_postinstall.bat file from **\HPXS\installation\HPXS903\backup\agora\confwizard** to **\HPXS\agora\confwizard** and execute this file.
5. In the ManagementDatabase page of the wizard, change the password for the SA user.
6. In the Result Database page of the wizard, change the password for the SA user.

   Make sure that you always connect to the existing DB when running configurations.

UI Description

SA Activation Page



Mandatory fields are marked with a red asterisk.

User interface elements are described below:

UI Element	Description
Instance name	Enter a name for the data source instance you are activating.
SA Version	Select the relevant SA version. For details, see the *IT Executive Scorecard Support Matrix*.
Time Zone	Select the time zone for the data source.
Data Source Type	SA This parameter is read only.
User	Enter your username used for login to the SA server.
Password	Enter your password used for login to the SA server.

UI Element	Description
Hostname/IP Address	The remote server on which the SA server resides.
Port	Enter the port in the SA server which waits for connections from the SDK Client side. By default, the port number is 443.
Initial Load Period (months)	Select the number of months from which you want the initial data loaded.

Permissions

- Users of the SA Platform must be authenticated and authorized to invoke methods on the Server Automation Platform API. To connect to SA, a client supplies an SA user name and password (authentication). To invoke methods, the SA user must belong to a user group with the necessary permissions (authorization).
- Communication between SA clients and SA server is encrypted, and the request and response are encrypted using SSL over HTTPS.
- The user used to connect the SA server should be added to the SA user group **Superusers**, to ensure full permission to access all resources with Read permission. It is not mandatory to be added to the **Viewers** group.

List and Flow of Entities

List of Entities in Excel format

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Integrate with the SM Data Source

HP Service Manager (SM) is a comprehensive and fully integrated IT Service Management software suite that enables IT to improve service levels, balance resources, control costs, and mitigate risk exposure to the organization.

The purpose of the integration of SM as a data source is to bring quality management information into the Data Warehouse.

To access:

Select **Admin > Data Source Management** then click **Add data source** and select **SM** to activate the integration processes for the **SM** data source.

Learn More

Content Packs and their functionality

To learn about Content Packs and their functionality, see "Perform Tasks for Data Source Management" in the *Administrator Guide*.

Important Information

Note: The SM Content Pack supports multiple instances.

Integration Technology: Uses extractors in File Based Integration. For details. see "Learn About File Based Integration" in the *Administrator Guide*.

Note: All fields are case sensitive.

If you work with Financial Planning and Analysis, this data source is not supported. When you activate this data source, the Financial Planning and Analysis application displays **No data**.

Tasks

Activate the Integration

1. **Prerequisite:**

   The SM data source can have either the Oracle or the SQL Server type.

   Note: First day of the week

   In Data Warehouse, the first day of the week is set in the Post- Install wizard, and the Period tool is using is as an input to build **PERIOD_DIM** days, weeks, months, and more, as well as relevant hierarchies.

   After the administrator has installed Data Warehouse, the administrator selects the cooperation first-day-of-week. If the data source has a different first-day-of-week definition, the administrator should be aware that for weekly periodicity, the linkage to the period key uses the Data Warehouse week definition and not the data source week definition.

2. Select **Admin** > **Data Source Management** then click **Add data source**.
3. The Add Data Source page opens. Select the **SM** data source type.
4. Select or enter the configuration parameters.
5. Click **Next** to proceed to the validation page.

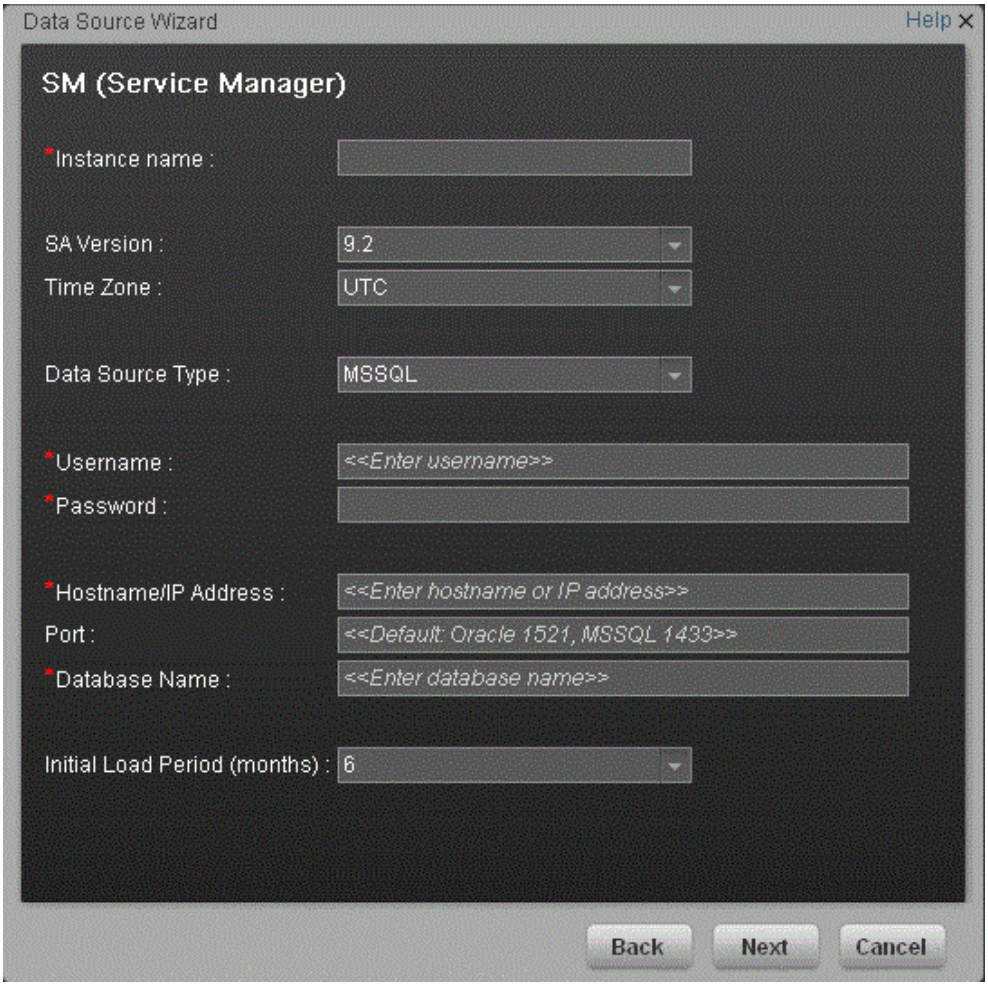
Note: To perform configuration and activation tasks using the Automation tool, see "The Automation Tool" in the *Administrator Guide*.

UI Description

SM Activation Page

The data warehouse is connected to HP Service Manager through high-level integration processes.

The following is an example of the SM Activation page when HP Service Manager is installed on an SQL server.



Mandatory fields are marked with a red asterisk.

User interface elements are described below:

For the SQL server:

UI Element	Description
Instance name	Enter a name for the data source instance you are activating.
SM Version	Select the relevant SM version. For details, see the *IT Executive Scorecard Support Matrix*.
Time Zone	**UTC** only.
Data Source Type	SM should be configured to run on an SQL Server.
Username	Enter your username used for login to the SM database.
Password	Enter your password used for login to the SM database.

UI Element	Description
Hostname/IP Address	Enter the data source hostname or IP address. Currently only the default port for connecting to MS SQL data sources is supported. There is no option to connect to a SQL server named instance. Only the default instance is supported.
Port	Port for database connections.
Database Name	Enter the name of the database for the MS SQL server.
Initial Load Period (months)	Select the number of months from which you want the initial data loaded.

For the Oracle server:

Note: The Oracle database can have both Server ID (SID) and Service Name properties, but the user should specify only one. If you define the SID, then the SID is used, and if you define Service Name, then Service Name is used. If you define both in the UI, only SID is used.

UI Element	Description
Instance name	Enter a name for the data source instance you are activating.
SM Version	Select the relevant SM version. For details, see the *IT Executive Scorecard Support Matrix*.
Time Zone	Select the time zone for the data source.
Data Source Type	SM should be configured to run on an Oracle server.
Data Source Version	Select the Oracle version used for SM.
Username	Enter your username used for login to the SM database.
Password	Enter your password used for login to the SM database.
Hostname/IP Address	Enter the Oracle server hostname or IP address.
SID	Enter the unique name of the database.
Service Name	Enter the alias used when connecting.
Initial Load Period (months)	Select the number of months from which you want the initial data loaded.

List of Entities

List of Entities in Excel format

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Integrate with the UCMDB Data Source

The HP Universal Configuration Management Database (UCMDB) is based on three key elements: a rich data model, visualization, and federation to additional data repositories. UCMDB provides impact analysis, change tracking, and reporting capabilities to transform UCMDB data into comprehensible, actionable information that helps answer critical questions and solve business problems. UCMDB can provide valuable information about services, and their operational status.

The purpose of the integration of UCMDB as a data source is to bring quality management information into the Data Warehouse.

To access:

Select **Admin > Data Source Management** then click **Add data source** and select **UCMDB** to activate the integration processes for the **UCMDB** data source.

Learn More

Content Packs and their functionality

To learn about Content Packs and their functionality, see "Perform Tasks for Data Source Management" in the *Administrator Guide*.

Important Information

UCMDB does not support multiple instances of the Content Pack.

Note: All fields are case sensitive.

If you work with Financial Planning and Analysis, this data source is not supported. When you activate this data source, the Financial Planning and Analysis application displays **No data**.

Tasks

Activate the Integration

1. **Important Note: First day of the week**

   In Data Warehouse, the first day of the week is set in the Post- Install wizard, and the Period tool is using is as an input to build PERIOD_DIM days, weeks, months, and more, as well as relevant hierarchies.

   After the administrator has installed Data Warehouse, the administrator selects the cooperation first-day-of-week. If the data source has a different first-day-of-week definition, the administrator should be aware that for weekly periodicity, the linkage to the period key uses the Data Warehouse week definition and not the data source week definition.

2. Select **Admin** > **Data Source Management** then click **Add data source**.
3. The Add Data Source page opens. Select the **UCMDB** data source type. UCMDB has only one instance of the data source available. Once you have added a UCMDB instance, it is

removed from the list of available data sources in the Add Data Source page.

4. Select or enter the configuration parameters.
5. Click **Next** to proceed to the validation page.

Note: To perform configuration and activation tasks using the Automation tool, see "The Automation Tool" in the *Administrator Guide*.

Connect to UCMDB on a Secured Connection

1. Export the UCMDB SSL certificate to a file. For details, see the UCMDB *Hardening Guide*.
2. Reveal the UCMDB certificate to Data Warehouse, by importing the SSL certificate trusted by the UCMDB server into the JDK key store using a tool provided by the JDK called **keytool.exe** by running the command :
<installation directory>\jdk\jre\bin\keytool -importcert -alias <alias> -file <file> -keystore C:\<installation directory>\agora\jdk\jre\lib\security\cacerts -trustcacerts

   Note: The default password for JVM keystore is a 'changeit'. If this password wasn't changed before, use the default keystore password for certificate import.

   Note: From UCMDB version 9.0, UCMDB has a self-signed certificate that allows to connect to UCMDB without a certificate import procedure.

3. Select the **Is secured** toggle-button in the activation parameters screen.
4. Change the port to a secured port (default is 8080).

Consolidation Between BSM and uCMDB

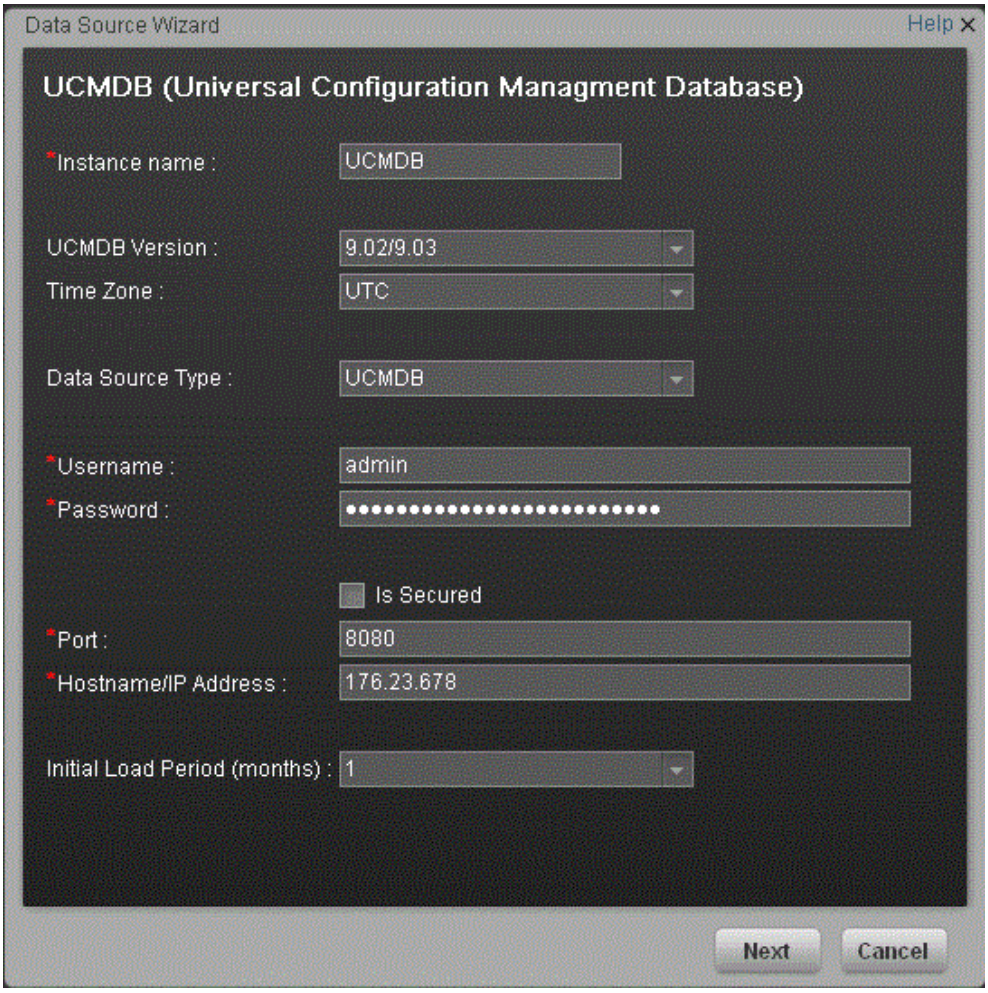
Business Services and Infrastructure Services are automatically consolidated between BSM and UCMDB during ETL.

Note: You must perform synchronization of BSM and UCMDB before each time you run the ETL, to enable consolidation between these sources.

UI Description

UCMDB Activation Page

The data warehouse is connected to HP UCMDB through high-level integration processes. A set of database views enables the extraction of the main UCMDB objects.



Mandatory fields are marked with a red asterisk.

User interface elements are described below:

UI Element	Description
Instance name	Enter a name for the data source instance you are activating.
UCMDB Version	Select the relevant UCMDB version. For details, see the *IT Executive Scorecard Support Matrix*.
Time Zone	Select the time zone for the data source.
Data Source Type	UCMDB This parameter is read only.
Username	Enter the username used to login to CMDB .
Password	Enter the password used to login to CMDB.
Is Secured	Select if the server host is secured.

UI Element	Description
Port	The port number. The default value is 8080.
Hostname/IP Address	Enter the server hostname or IP address of the server where the UCMDB is installed.
Initial Load Period (months)	Select the number of months from which you want the initial data loaded.

List of Entities

List of Entities in Excel format

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Alternate Sources Integration

The alternate source mechanism (ALT) is a simple mean of uploading data into the Data Warehouse target schema easily using files and without integration to external sources or to other HP products. It can be used to integrate third party data sources.

You can use Excel files as a data source.

Samples of Excel files are available in the **<Installation directory>\agora\ContentPacks\<ALT>\ETL\flatfiles\demodata** directory.

File Structure

Each file has its unique structure. The following is an example of alternate source files:

MD_ BUSINESS_ KEY	SLA_ NAME	SLA_ STATE	SLA_ TYPE	DATE_ START_ LOC	DATE_ END_LOC	DELETE_ FLAG
DUMMY	DUMMY	X	X	1/1/1900 01:00:00	1/1/1900 19:00:00	X
SLA_001	SLA_ 001	Unknown	Corporate Level	1/1/2011 13:00:00	2/1/2011 19:00:00	
SLA_002	SLA_ 002	Unknown	Corporate Level	1/2/2011 13:00:00	2/2/2011 19:00:00	
SLA_003	SLA_ 003	Stopped	Corporate Level	1/3/2011 13:00:00	2/3/2011 19:00:00	
SLA_004	SLA_ 004	Stopped	Corporate Level	1/4/2011 13:00:00	2/4/2011 19:00:00	
SLA_013	SLA_ 013	Running	Corporate Level	1/5/2011 13:00:00	2/5/2011 19:00:00	

MD_ BUSINESS_ KEY	SLA_ NAME	SLA_ STATE	SLA_ TYPE	DATE_ START_ LOC	DATE_ END_LOC	DELETE_ FLAG
SLA_014	SLA_ 014	Running	Corporate Level	1/6/2011 13:00:00	2/6/2011 19:00:00	

The first tab of the Excel file should contain the data.

The second tab of the Excel file includes instructions on how to fill in the fields.

Data Upload

The ALT Content Pack is available in the **<Installation Directory>\agora\Content Packs\ALT** directory.

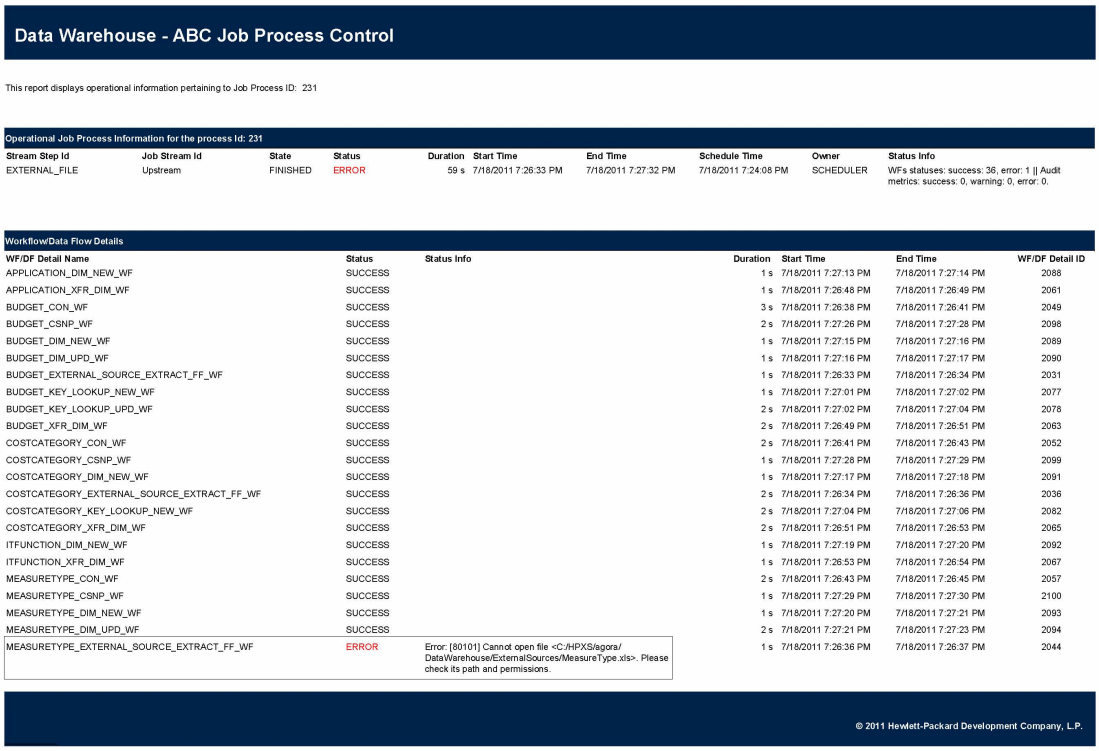
The ALT Content Pack is not automatically deployed during installation. To activate or deactivate the ALT content pack, you must go through the automation back-end tool. For details, see "The Automation Tool" in the *Administrator Guide*.

List of Entities

List of Entities in Excel format.

Troubleshooting

ALT_SOURCE_EXTRACT xls does not exist:



Data Warehouse - ABC Job Process Control

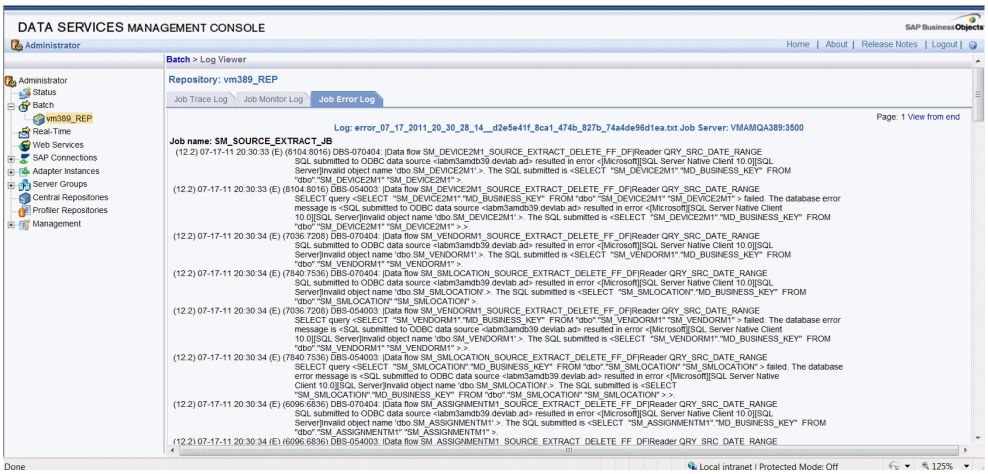
This report displays operational information pertaining to Job Process ID: 231

Operational Job Process Information for the process Id: 231

Stream Step Id	Job Stream Id	State	Status	Duration	Start Time	End Time	Schedule Time	Owner	Status Info
EXTERNAL_FILE	Upstream	FINISHED	ERROR	59 s	7/18/2011 7:26:33 PM	7/18/2011 7:27:32 PM	7/18/2011 7:24:08 PM	SCHEDULER	WFs statuses: success: 36, error: 1 || Audit metrics: success: 0, warning: 0, error: 0.

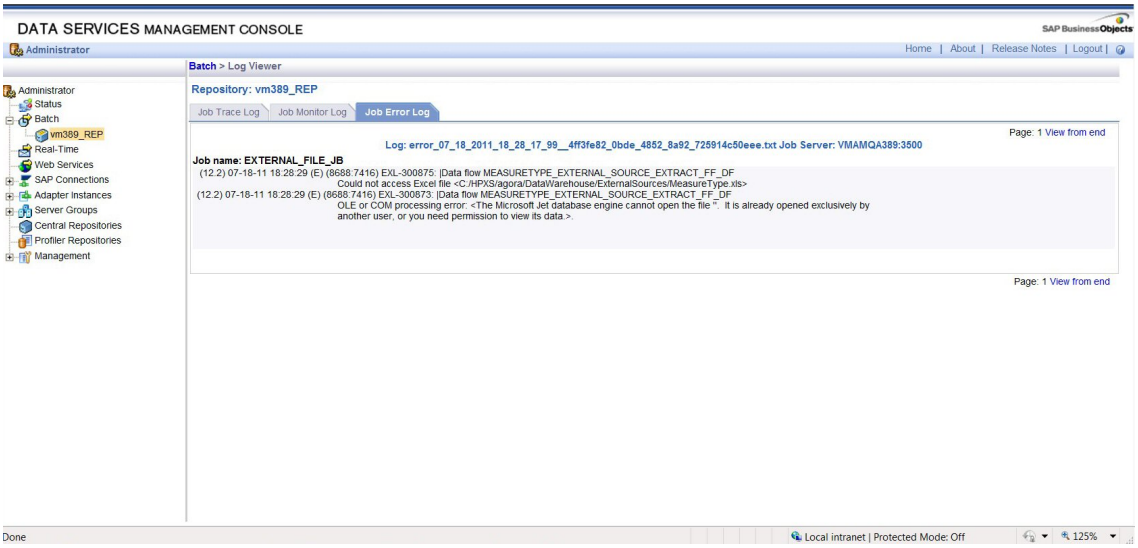
Workflow/Data Flow Details

WF/DF Detail Name	Status	Status Info	Duration	Start Time	End Time	WF/DF Detail ID
APPLICATION_DIM_NEW_WF	SUCCESS		1 s	7/18/2011 7:27:13 PM	7/18/2011 7:27:14 PM	2088
APPLICATION_XFR_DIM_WF	SUCCESS		1 s	7/18/2011 7:26:48 PM	7/18/2011 7:26:49 PM	2061
BUDGET_CON_WF	SUCCESS		3 s	7/18/2011 7:26:38 PM	7/18/2011 7:26:41 PM	2049
BUDGET_CSNP_WF	SUCCESS		2 s	7/18/2011 7:27:26 PM	7/18/2011 7:27:28 PM	2098
BUDGET_DIM_NEW_WF	SUCCESS		1 s	7/18/2011 7:27:15 PM	7/18/2011 7:27:16 PM	2089
BUDGET_DIM_UPD_WF	SUCCESS		1 s	7/18/2011 7:27:16 PM	7/18/2011 7:27:17 PM	2090
BUDGET_EXTERNAL_SOURCE_EXTRACT_FF_WF	SUCCESS		1 s	7/18/2011 7:26:33 PM	7/18/2011 7:26:34 PM	2031
BUDGET_KEY_LOOKUP_NEW_WF	SUCCESS		1 s	7/18/2011 7:27:01 PM	7/18/2011 7:27:02 PM	2077
BUDGET_KEY_LOOKUP_UPD_WF	SUCCESS		2 s	7/18/2011 7:27:02 PM	7/18/2011 7:27:04 PM	2078
BUDGET_XFR_DIM_WF	SUCCESS		2 s	7/18/2011 7:26:49 PM	7/18/2011 7:26:51 PM	2063
COSTCATEGORY_CON_WF	SUCCESS		2 s	7/18/2011 7:26:41 PM	7/18/2011 7:26:43 PM	2052
COSTCATEGORY_CSNP_WF	SUCCESS		1 s	7/18/2011 7:27:28 PM	7/18/2011 7:27:29 PM	2099
COSTCATEGORY_DIM_NEW_WF	SUCCESS		1 s	7/18/2011 7:27:17 PM	7/18/2011 7:27:18 PM	2091
COSTCATEGORY_EXTERNAL_SOURCE_EXTRACT_FF_WF	SUCCESS		2 s	7/18/2011 7:26:34 PM	7/18/2011 7:26:36 PM	2036
COSTCATEGORY_KEY_LOOKUP_NEW_WF	SUCCESS		2 s	7/18/2011 7:27:04 PM	7/18/2011 7:27:06 PM	2082
COSTCATEGORY_XFR_DIM_WF	SUCCESS		2 s	7/18/2011 7:26:51 PM	7/18/2011 7:26:53 PM	2065
ITFUNCTION_DIM_NEW_WF	SUCCESS		1 s	7/18/2011 7:27:19 PM	7/18/2011 7:27:20 PM	2092
ITFUNCTION_XFR_DIM_WF	SUCCESS		1 s	7/18/2011 7:26:53 PM	7/18/2011 7:26:54 PM	2067
MEASURETYPE_CON_WF	SUCCESS		2 s	7/18/2011 7:26:43 PM	7/18/2011 7:26:45 PM	2057
MEASURETYPE_CSNP_WF	SUCCESS		1 s	7/18/2011 7:27:29 PM	7/18/2011 7:27:30 PM	2100
MEASURETYPE_DIM_NEW_WF	SUCCESS		1 s	7/18/2011 7:27:20 PM	7/18/2011 7:27:21 PM	2093
MEASURETYPE_DIM_UPD_WF	SUCCESS		2 s	7/18/2011 7:27:21 PM	7/18/2011 7:27:23 PM	2094
MEASURETYPE_EXTERNAL_SOURCE_EXTRACT_FF_WF	ERROR	Error: [80101] Cannot open file <C:/HPXS/agora/DataWarehouse/ExternalSources/MeasureType.xls>. Please check its path and permissions.	1 s	7/18/2011 7:26:36 PM	7/18/2011 7:26:37 PM	2044



View Details	Solution
In the ABC- Batch Details Report click **Step Id**, in order to view the ABC Job Details Report and the specific error. Alternatively, open the SAP BusinessObjects Data Services for IT Executive Scorecard management console, and select the **Error** and **Trace** tabs of the failed job for more information.	Add the xls file to the displayed path in the ABC Job Details Report.

ALT_SOURCE_EXTRACT xls is open:



View Details	
Open the SAP BusinessObjects Data Services for IT Executive Scorecard management console, and select the **Error** and **Trace** tabs of the failed job for more information.	Close the relevant xls file.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