HP Business Service Management

for the Windows and Linux operating systems

Software Version: 9.13

Using MyBSM

Legal Notices

Acknowledgements

Documentation Updates

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

- Software Version number, which indicates the software version.
- Document Release Date, which changes each time the document is updated.
- Software Release Date, which indicates the release date of this version of the software.

To check for recent updates, or to verify that you are using the most recent edition of a document, go to:

http://h20230.www2.hp.com/selfsolve/manuals

This site requires that you register for an HP Passport and sign-in. To register for an HP Passport ID, go to:

http://h20229.www2.hp.com/passport-registration.html

Or click the **New users - please register** link on the HP Passport login page.

You will also receive updated or new editions if you subscribe to the appropriate product support service. Contact your HP sales representative for details.

Support

Visit the HP Software Support web site at:

http://www.hp.com/go/hpsoftwaresupport

This web site provides contact information and details about the products, services, and support that HP Software offers.

HP Software online support provides customer self-solve capabilities. It provides a fast and efficient way to access interactive technical support tools needed to manage your business. As a valued support customer, you can benefit by using the support web site to:

• Search for knowledge documents of interest

• Submit and track support cases and enhancement requests

• Download software patches

• Manage support contracts

• Look up HP support contacts

• Review information about available services

• Enter into discussions with other software customers

• Research and register for software training

Most of the support areas require that you register as an HP Passport user and sign in. Many also require a support contract. To register for an HP Passport ID, go to:

http://h20229.www2.hp.com/passport-registration.html

To find more information about access levels, go to:

http://h20230.www2.hp.com/new_access_levels.jsp

Table of Contents

Table of Contents

Welcome to This Guide

This guide describes how to use MyBSM to view information from different Business Service Management applications and reports in a single location.

This chapter includes:

➤ How This Guide Is Organized on page 9

➤ Who Should Read This Guide on page 10

➤ How Do I Find the Information That I Need? on page 10

➤ Additional Online Resources on page 13

➤ Documentation Updates on page 14

How This Guide Is Organized

The guide contains the following parts:

Chapter 1   Working With MyBSM

Provides an overview of MyBSM, and describes how to use MyBSM to create role-based workspaces to view information from different Business Service Management applications and reports in a single location.

Chapter 2   MyBSM Predefined Pages and Components

Describes the default pages and components available in MyBSM from the BSM applications.

Who Should Read This Guide

This guide is intended for the following users of HP Business Service Management:

➤ HP Business Service Management administrators

➤ HP Business Service Management end users

Readers of this guide should be knowledgeable about navigating and using enterprise applications, and be familiar with HP Business Service Management and enterprise monitoring and management concepts.

How Do I Find the Information That I Need?

This guide is part of the HP Business Service Management Documentation Library. This Documentation Library provides a single-point of access for all Business Service Management documentation.

You can access the Documentation Library by doing the following:

➤ In Business Service Management, select **Help** > **Documentation Library**.

➤ From a Business Service Management Gateway Server machine, select **Start** > **Programs** > **HP Business Service Management** > **Documentation**.

Topic Types

Within this guide, each subject area is organized into topics. A topic contains a distinct module of information for a subject. The topics are generally classified according to the type of information they contain.

This structure is designed to create easier access to specific information by dividing the documentation into the different types of information you may need at different times.

Three main topic types are in use: **Concepts**, **Tasks**, and **Reference**. The topic types are differentiated visually using icons.

Topic Type	Description	Usage
Concepts	Background, descriptive, or conceptual information.	Learn general information about what a feature does.
Tasks	**Instructional Tasks.** Step-by-step guidance to help you work with the application and accomplish your goals. Some task steps include examples, using sample data. Task steps can be with or without numbering: ➤ **Numbered steps.** Tasks that are performed by following each step in consecutive order. ➤ **Non-numbered steps.** A list of self-contained operations that you can perform in any order.	➤ Learn about the overall workflow of a task. ➤ Follow the steps listed in a numbered task to complete a task. ➤ Perform independent operations by completing steps in a non-numbered task.
	Use-case Scenario Tasks. Examples of how to perform a task for a specific situation.	Learn how a task could be performed in a realistic scenario.

Topic Type	Description	Usage
Reference	**General Reference**. Detailed lists and explanations of reference-oriented material.	Look up a specific piece of reference information relevant to a particular context.
	User Interface Reference. Specialized reference topics that describe a particular user interface in detail. Selecting **Help on this page** from the Help menu in the product generally open the user interface topics.	Look up specific information about what to enter or how to use one or more specific user interface elements, such as a window, dialog box, or wizard.
Troubleshooting and Limitations	**Troubleshooting and Limitations**. Specialized reference topics that describe commonly encountered problems and their solutions, and list limitations of a feature or product area.	Increase your awareness of important issues before working with a feature, or if you encounter usability problems in the software.

Additional Online Resources

Troubleshooting & Knowledge Base accesses the Troubleshooting page on the HP Software Support Web site where you can search the Self-solve knowledge base. Choose **Help** > **Troubleshooting & Knowledge Base**. The URL for this Web site is http://h20230.www2.hp.com/troubleshooting.jsp.

HP Software Support accesses the HP Software Support Web site. This site enables you to browse the Self-solve knowledge base. You can also post to and search user discussion forums, submit support requests, download patches and updated documentation, and more. Choose **Help** > **HP Software Support**. The URL for this Web site is www.hp.com/go/hpsoftwaresupport.

Most of the support areas require that you register as an HP Passport user and sign in. Many also require a support contract.

To find more information about access levels, go to:

http://h20230.www2.hp.com/new_access_levels.jsp

To register for an HP Passport user ID, go to:

http://h20229.www2.hp.com/passport-registration.html

HP Software Web site accesses the HP Software Web site. This site provides you with the most up-to-date information on HP Software products. This includes new software releases, seminars and trade shows, customer support, and more. Choose **Help** > **HP Software Web site**. The URL for this Web site is www.hp.com/go/software.

Documentation Updates

HP Software is continually updating its product documentation with new information.

To check for recent updates, or to verify that you are using the most recent edition of a document, go to the HP Software Product Manuals Web site (http://h20230.www2.hp.com/selfsolve/manuals).

1

Working With MyBSM

This chapter includes:

Concepts

Tasks

Reference

Concepts

🞂 MyBSM Overview

MyBSM is a customizable Web 2.0 user environment for working with HP Business Service Management. MyBSM administrators can create role-based workspaces for different types of users such as operations users, and senior management. The MyBSM workspace provides smooth interactions between different BSM applications and reports.

The MyBSM administrator sets up pages that include components that are of interest to specific users or groups of users. For each page, the administrator defines the layout of components on the page, and their interaction with one another.

For definitions of these MyBSM terms, see "MyBSM Glossary" on page 17.

Note: You can use the BSM menu command **Admin** > **Link to This Page** > **Embedded link** option to generate a link, which can be copied to an external portal in order to view BSM information. If you select **Link to This Page** from MyBSM and use that link in your external portal, only the page itself is shown (without the BSM menus). For details, see "Linking to a Specific Page" in *Platform Administration*.

🍥 MyBSM Glossary

The MyBSM workspace includes the following:

➤ **Components**. These are areas on a page that display information relevant to MyBSM users' business tasks.

The Component Gallery contains application components that can be used within MyBSM, grouped by their source applications. For details, see "Available Components" on page 59.

You can add components to a page from the Component Gallery. You can also add external URL-based components, which can interact with other components on a page. For details, see "How to Create an External Component" on page 27.

➤ **Pages.** Pages are collections of several components displayed together, and interacting with one another.

You can open pages from the Page Gallery, which contains out-of-the-box pages grouped by applications. For details, see "Predefined Pages in MyBSM" on page 54.

You can also easily create new pages using the available components and external components. For details, see "How to Create Your MyBSM Workspace" on page 19.

➤ **Wiring.** Within a page, components can pass information to one another, so that one component can react to a change in another. For example, you can set up a page so that if you select a CI in one component, the other components on the page focus on that CI as well.

Default pages have wiring predefined; you can define wiring for non-default pages. For details, see "How to Set Up Wiring Between Components" on page 32.

➤ **Layout.** The layout refers to how components are arranged on a page; components can be arranged horizontally, vertically, and in tabs. For details, see "How to Configure Page Layout – Use-Case Scenario" on page 22.

⚙ User Permissions in MyBSM

Permissions to work with MyBSM components and pages are defined in **Admin** > **Platform** > **Users and Permissions**. For details on this topic, see "Permissions Overview" in *Platform Administration*.

The operations that can be defined for a user are dependent on the area within MyBSM, as follows:

➤ **Predefined Pages**. These pages are defined out-of-the-box. Users cannot add, modify, or remove components on these pages. The only operation that can be defined via user permissions is **View**, to enable a user to view these pages.

➤ **User Pages and User Components**. Users can be granted permissions to perform the following operations on user-defined pages and components: **Add**, **Change**, **View**, **Delete**, and **Full Control**.

Note: Permissions set for users in MyBSM also affect these users within Service Health.

Tasks

🔨 How to Create Your MyBSM Workspace

This section describes how to set up MyBSM. The following tasks are optional, and can be performed in any order.

➤ "Open a page" on page 19

➤ "Configure the layout of a page" on page 20

➤ "Add components to a page" on page 20

➤ "Define how components interact with one another" on page 21

➤ "Add an external component to the Component Gallery" on page 21

➤ "Modify categories of pages and components" on page 21

➤ "Close a page or delete a page" on page 21

Open a page

MyBSM is provided with default pages from the BSM applications. For details, see "Predefined Pages in MyBSM" on page 54. The default pages are located in the Page Gallery, together with any pages you have created and saved.

➤ To open a page, select the page from the Page Selector dropdown list on the Page Management toolbar, on the upper right area of your workspace. You can also type part of the page name in the Page Selector, to limit the number of pages in the dropdown list.

➤ To create a new page, click the **New Page** button on the Page Management toolbar.

Configure the layout of a page

After you open a page, you can configure how the components will be arranged on the page. MyBSM enables you to define each layout as horizontal (components are displayed side by side), vertical (components are displayed one above the other), or in tabbed areas.

For details, see "MyBSM Workspace" on page 37.

For an example of defining layout, see in "How to Configure Page Layout – Use-Case Scenario" on page 22.

Add components to a page

MyBSM is provided with default components from the BSM applications, as described in "Available Components" on page 59. The default components are located in the Component Gallery, together with any external components you have added.

You can add a component to a page in one of two ways:

➤ Within an empty layout area, click the **Add Component** button. Within the Component Gallery, double-click a component to place it in the layout area.

➤ Click the **Components** button on the Page Management toolbar. Select a component in the Component Gallery, and drag it to an area on the page.

For details, see "Component Gallery Dialog Box" on page 45.

When adding components to a page, note the following:

➤ If the target area is hidden by the Component Gallery dialog box, click the dialog box title bar and drag it to another location on your screen.

➤ If you are dragging a new component to a target area that already has a component defined, drag the new component to the title bar of the target area, and not to the part of the component that is colored white.

➤ To prevent performance issues, MyBSM enables you to open up to 10 reports on one page. To change this setting, go to **Admin** > **Platform** > **Setup and Maintenance** > **Infrastructure Settings**, select **Foundations** > **Reporting**, and modify the **Maximum number of reports in MyBSM** setting.

Add an external component to the Component Gallery

You can add a URL as a component within MyBSM. Open a page, and click the **Components** button on the Page Management toolbar.

Click the **Add External Component** button, and define the component as described in "How to Create an External Component" on page 27. The new component is added to the Component Gallery, and can then be added to any page.

For details, see "New/Edit Component Dialog Box" on page 47.

Define how components interact with one another

The interaction between components on a page in MyBSM is called **wiring**. After you place components on a page, you can define how components interact with one another. Default pages have wiring predefined; you can also modify default wiring definitions. For details, see "Wiring Dialog Box" on page 51.

For task details, see "How to Set Up Wiring Between Components" on page 32.

Modify categories of pages and components

MyBSM contains default categories within the Page Gallery and the Components Gallery to help you organize pages and components. You can add categories, edit or delete user-defined categories, and add or remove pages and components from categories.

For task details, see "How to Modify Page and Component Categories" on page 34.

Close a page or delete a page

To close a page, click the close icon in the upper right corner of the page. The page is closed in your workspace, but it is not removed from the page gallery.

To delete a page from the page gallery, click the **Page Gallery** button, select the page, and delete it. For details, see "Page Gallery Dialog Box" on page 42.

🔧 How to Configure Page Layout – Use-Case Scenario

The following section provides an example of how to configure the layout of components on a page. The layout defines the appearance of the page—how many areas are on the page, whether components are arranged horizontally, vertically, in tabbed areas, and so on.

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

This task includes the following steps:

1 Background

Adam, an administrator at ACME corporation, wants to set up a page with two components in tabs on the left side of the page, and a vertical area (with components arranged one above the other) on the right side of the page.

2 Open a page

Adam opens a new page, which has a single vertical layout by default:
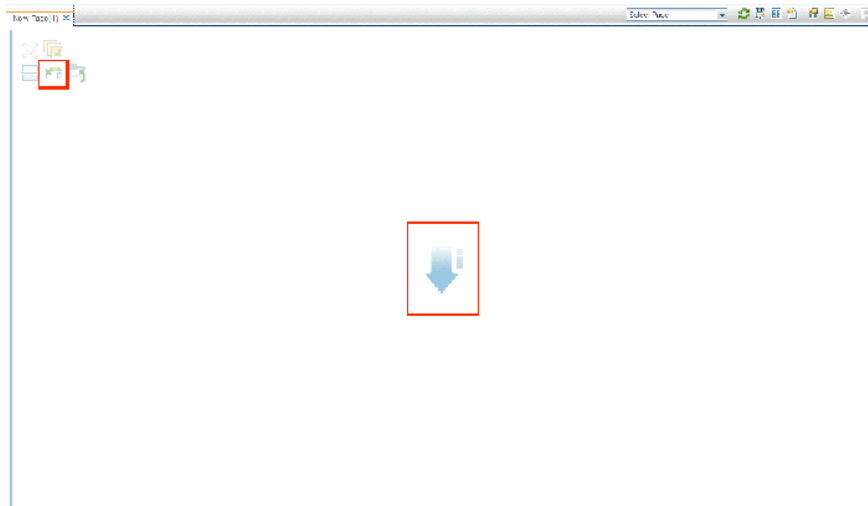
3 **Switch the page layout to horizontal**

From the layout tools in the upper left area, he clicks **Switch to Horizontal**. The layout is now oriented horizontally:
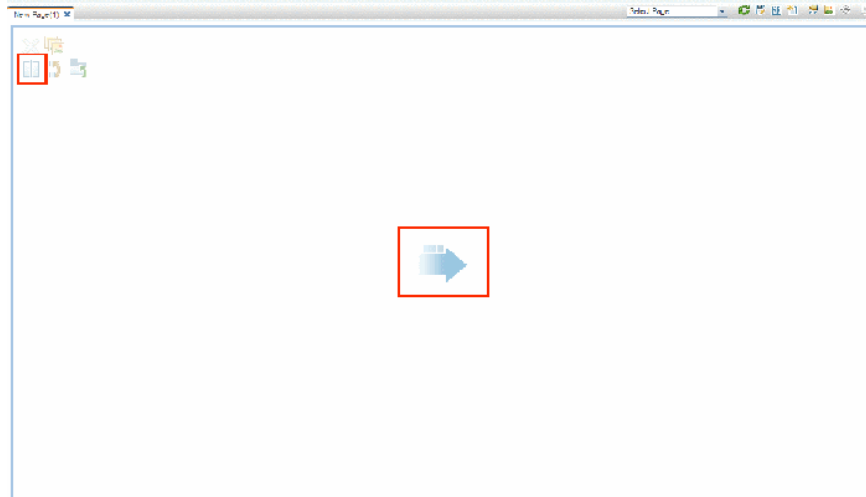
4 **Split the page**

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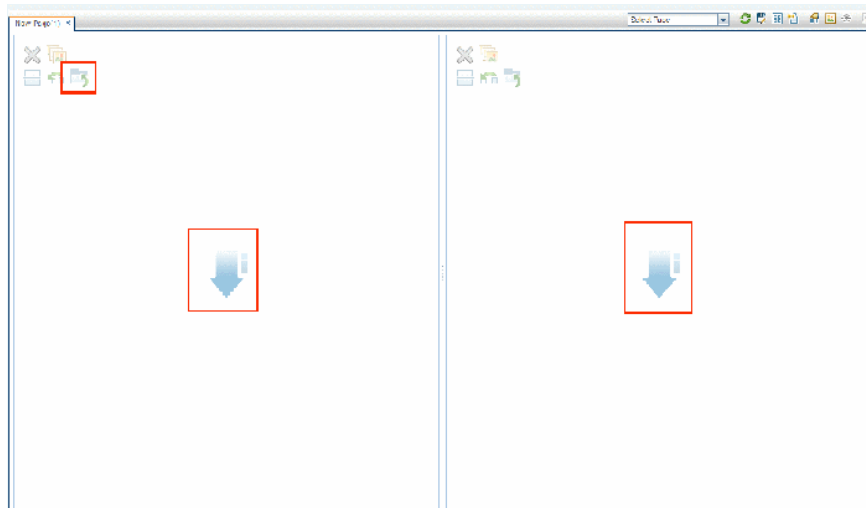
5 Create a tab layout in the left pane

Within the layout on the left side, he clicks **Switch to tabs** to create a tabbed area in the left pane:
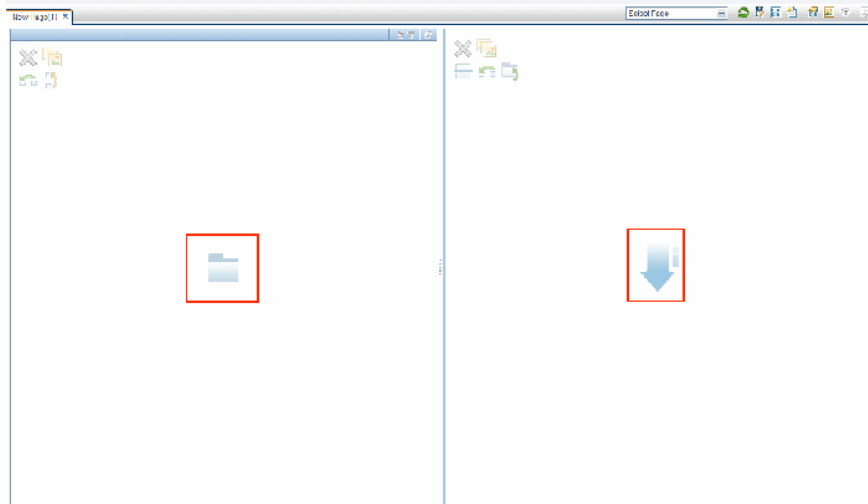
6 Result

Within the layout, Adam now adds components to the two areas; the components added to the left side of the screen (Top View and Topology Map) are displayed in tabs, and the components added to the right side (Hierarchy and Geographical Map) are displayed vertically:
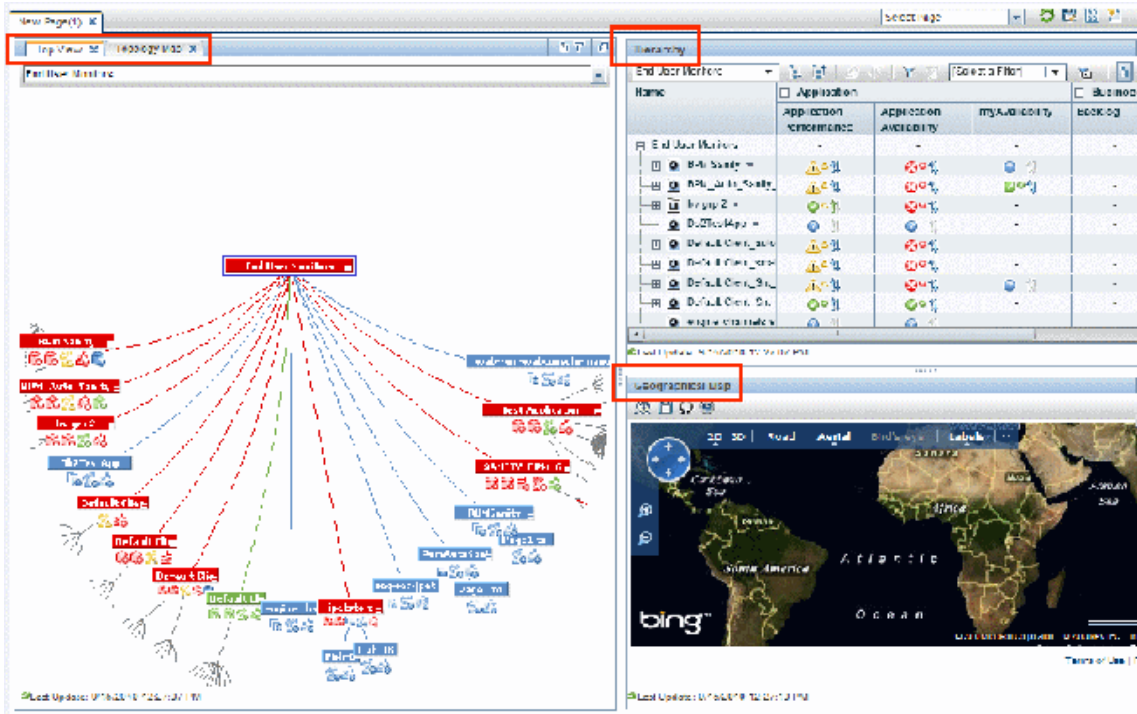
⚒ How to Create an External Component

The following task describes how to create a component using a URL. You can use a static URL, where the component simply opens the URL that you enter. You can also create a dynamic URL, where the component URL responds to other components on the page.

For a scenario which shows how to create a component based on a dynamic URL, see "How to Create a Component Using a Dynamic URL – Example" on page 30.

Note: The URL for an external component must begin with one of the following: https://, http://, or ftp://

This task includes the following steps:

➤ "Open the Add Component dialog box" on page 27

➤ "Define the static part of the URL" on page 27

➤ "Categorize the component (optional)" on page 28

➤ "Define the dynamic part of the URL" on page 28

1 Open the Add Component dialog box

Open the Component Gallery, and click the **Add External Component** button on the Component Gallery toolbar. The **New Component** dialog box appears; for details, see "New/Edit Component Dialog Box" on page 47.

2 Define the static part of the URL

In the upper area of the **New Component** dialog box, enter a name for the component and the component's URL.

➤ To create a component using a static URL, enter the full URL.

➤ To create a component using a dynamic URL, enter the static portion of the URL only.

3 **Categorize the component (optional)**

To help you organize your content, you can assign pages and components to default categories, or to user-defined categories. For details, see "How to Modify Page and Component Categories" on page 34.

In the **Categorize Component** area, select one or more categories to which you want the component assigned. Note that this is optional.

4 **Define the dynamic part of the URL**

If you are creating a component using a dynamic URL, perform the following steps:

a In the **Wiring Context** area, select one or more contexts whose attributes can be used to define the URL pattern, as follows:

➤ Select **CIChange** if the URL should respond to a component where CIs are selected.

➤ Select **EventChange** if the URL should respond to a component where events are selected.

➤ Select **ViewChange** if the URL should respond to a component where views are selected.

b In the **URL Parameters and Values** area, add one or more URL parameters which are used to define the URL pattern. You can define the URL's path, query, or a fragment of the URL, using the following pattern:

http(s)://domain/ <**path**> ? <**query_string**> # <**fragment**>

For example, you could use dynamic URL parameters to create one of the following:

➤ **www.google.com/search?hl=<<lang>>&q=<<viewID>>**

➤ **en.wikipedia.org/wiki/<<articleName>>**

A pattern such as:
http://download.oracle.com/javase/1.4.2/docs/api/<<className>>.ht ml#<<methodName>> might take you to:
http://download.oracle.com/javase/1.4.2/docs/api/java/net/URL.htm l#toString() (which is a valid URL).

c The **Attributes** list contains a list of attributes that can be used to build the URL pattern, based on the contexts you selected in the **Wiring Context** area. To use attributes as parameter values, drag attributes from the **Attributes** list into the **Value** areas of URL parameters.

The **URL Parameters** area shows the dynamic URL you have built, using the static URL in the upper area of the dialog box, and the URL parameters that you defined.

⚓ How to Create a Component Using a Dynamic URL – Example

Jane is an administrator in the ACME corporation, and she wants to set up a page in MyBSM as follows: the left side of the page will display the Service Health Topology Map, and the right side of the page will display the ACME Support directory.

When a CI is selected in Topology Map, the Support directory will display details on whom to contact when this CI is in a problematic state.

The dynamic URL of the ACME Support directory is as follows: http://www.acme.com/support/search?q=<contact person>.

Tip: In this scenario, the dynamic URL is built using the query string. You can also define the URL's path, or a fragment of the URL, using the following pattern: http(s)://domain/ <**path**> ? <**query_string**> # <**fragment**>.

---

1 Jane opens a new page, and divides it into two panes. She opens the Component Gallery, and drags Topology Map into the left pane. She then clicks the **Add External Component** button on the Component Gallery toolbar.

2 In the upper area of the **Add Component** dialog box, she types ACME Support as the component name, and enters the static portion of the Support directory URL: http://www.acme.com/support/search.

3 In the **Wiring Context** area, Jane adds **CIChange** to the list of contexts, so that the Support directory will respond when a CI is selected in the Topology Map.

4 In the **URL Parameters and Values** area, she adds a URL parameter named q.

The ACME corporation uses a CI attribute called <<CIContact>>, to define whom to contact when a CI is problematic. The **Attributes** list includes the attribute <<CIContact>>. Jane drags this attribute to the **Value** field of the parameter named q.

The URL Pattern now shows the following:
http://www.acme.com/support/search?q=<<CIContact>>.

5 Jane clicks **OK** to save the component, and then drags the ACME Support component into the right pane.

6 Jane then clicks the **Wiring** button on the Page Management toolbar, and defines the page wiring so that the Topology Map source component sends CIChange contexts to the ACME Support target component.

When a CI is selected in Topology Map, the Support directory displays details on whom to contact regarding the CI.

🔧 How to Set Up Wiring Between Components

The following task describes how to configure the wiring between components on a page. Wiring defines how components interact with each other.

A component can send a wiring context to another component indicating what has changed in the first component, and the second component can respond to this change. For example, suppose View Selector is defined as a source component which sends the **CIChange** wiring context to Top View (target component). When you select a CI in View Selector, Top View focuses on this CI as well.

Default pages have wiring predefined; you can also modify default wiring definitions.

This task includes the following steps:

➤ "Open the Wiring dialog box" on page 32

➤ "Select a source component for wiring" on page 32

➤ "Select a context to send from the source component" on page 33

➤ "Select target components for wiring" on page 33

1 Open the Wiring dialog box

Open the page whose wiring you want to configure, and click the **Page Wiring** button on the Page Management toolbar. The **Wiring** dialog box appears. For details, see "Wiring Dialog Box" on page 51.

2 Select a source component for wiring

From the list of **Source Components** on the left side of the Wiring dialog box, select a component whose contexts will be sent to one or more target components.

3 Select a context to send from the source component

The list of **Context Types** shows which contexts can be sent from the selected source component:

➤ Select **CIChange** to control which components are notified when a different CI is selected in the source component.

➤ Select **EventChange** to control which components are notified when a different event is selected in the source component.

➤ Select **ViewChange** to control which components are notified when a different view is selected in the source component.

4 Select target components for wiring

From the list of **Target Components** on the right side of the Wiring dialog box, select one or more components that will receive contexts from the source component.

The **Summary of Page Wiring** area displays all of the wiring defined for the page.

To define wiring for this page from additional source components, repeat the above steps as required.

🔧 How to Modify Page and Component Categories

To help you organize your content in MyBSM, you can add or remove pages and components from categories, create new categories, and edit or delete user-defined categories. This section describes how to work with categories within the Page Gallery and Components Gallery to help you organize pages and components.

Tip: Categories are not mutually exclusive; you can assign a page or a component to more than one category.

➤ For details regarding pages, see "Page Gallery Dialog Box" on page 42.

➤ For details regarding components, see "Component Gallery Dialog Box" on page 45.

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

➤ "Create a new category" on page 34

➤ "Rename or delete a user-defined category" on page 35

➤ "Assign a page or component to a category" on page 35

➤ "Modify category assignments of a page or component" on page 35

Create a new category

MyBSM is provided with categories to which pages and components are assigned. To add a new category, click the **Components** or **Page Gallery** button on the Page Management toolbar, then click the **New Category** button. Type a name for the new category.

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

Rename or delete a user-defined category

To rename a user-defined category, select the category and click the **Edit Category Name** button.

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

Note that default categories cannot be renamed or deleted.

Assign a page or component to a category

To assign a page or component to a category, select it and click the **Categorize Page** or **Categorize Component** button. Select one or more categories to which you want the page or component assigned.

Modify category assignments of a page or component

To change the category assignments of a page or component, select the page or component and click the **Categorize Page** or **Categorize Component** button. Modify which categories the page or component is assigned to as needed.

⚙ How to Modify the Maximum Number of Pages

By default, up to 10 pages can be open at the same time. If you have multiple pages open, up to 5 pages are refreshed automatically (based on which pages were accessed most recently); any additional open pages are refreshed when you select them.

These limits apply both to MyBSM and Service Health.

This section describes how to modify these limits. Note that if you increase these limits, performance may be impaired.

Modify the maximum number of open pages

To modify the open pages limit in MyBSM and Service Health, select **Admin > Platform > Setup and Maintenance > Infrastructure Settings**.

➤ Select **Applications > MyBSM**.

➤ In the **MyBSM - General** area, modify the **Maximum number of open pages** entry as needed.

Note that if you increase the maximum number of pages, performance may be impaired.

Modify the maximum number of active pages

To modify the number of pages automatically refreshed in MyBSM and Service Health, select **Admin > Platform > Setup and Maintenance > Infrastructure Settings**.

➤ Select **Applications > MyBSM**.

➤ In the **MyBSM - General** area, modify the **Maximum number of active pages** entry as needed.

Reference

🔍 MyBSM User Interface

This section includes:

➤ MyBSM Workspace on page 37

➤ Page Gallery Dialog Box on page 42

➤ Component Gallery Dialog Box on page 45

➤ Wiring Dialog Box on page 51

🔍 MyBSM Workspace

The MyBSM workspace enables you to view default pages from BSM applications, and to create new pages containing BSM components and external components. Each page is displayed as a tab within the workspace. For a list of default pages, see "Predefined Pages in MyBSM" on page 54. For a list of default BSM components, see "Available Components" on page 59.

To access	Select **MyBSM** in the Business Service Management menu bar.
Important information	This help topic appears if you create a non-default page and access **Help** > **Help on this page** in the BSM menu bar.
Relevant tasks	"How to Create Your MyBSM Workspace" on page 19

Page Management Toolbar

The Page Management toolbar on the upper right of the workspace, enables you to create pages, add components to pages, and define how components interact between one another.

User interface elements are described below:

UI Element	Description
<Page Selector>	Select a page from this dropdown list to open the page in your workspace. The list contains the pages that are defined in the Page Gallery.
	If you start typing a page name in this box, the list only includes those pages whose name starts with the typed letters.
	Refresh. Refresh the page.
	Save or Save As. Save the current page to the Page Gallery. A dialog box enables you to name the page, give the page a description, and select a category for the page.
	The description appears as a tooltip for the page, within the Page Gallery.
	Page Gallery. Open the Page Gallery. The Page Gallery contains default pages, as well as pages you have saved. You can then edit page definitions, or open pages. For user interface details, see "Page Gallery Dialog Box" on page 42.
	New Page. Create a new page.
	After opening a new page you can configure its layout, add components to the page, and define wiring between the components. For task details, see "How to Create Your MyBSM Workspace" on page 19.

UI Element	Description
	Edit Page Layout. Modify the layout of an existing page. Use the Layout tools in the top left corner of each layout to modify the layout areas. **Exit Editing.** When you are done, click this button to stop editing.
	Components. Open the Component Gallery, which contains default components, as well as components you have added. You can then edit component definitions, or add components to a page. For user interface details, see "Component Gallery Dialog Box" on page 45.
	Page Wiring. Define the wiring between components; this determines how components interact with one another. For user interface details, see "Wiring Dialog Box" on page 51.
	Start/Stop Slideshow. Start a slideshow of open pages. A dialog box enables you to define how often the pages are rotated. Pages are refreshed before they are displayed. If a slideshow is running, click this button to stop the slideshow.

Layout Tools

When a layout is empty, the layout tools on the upper left area enable you to define the layout. Icons in the center of the layout indicate the type of layout: horizontal, vertical, or tabbed.

User interface elements are described below:

UI Element	Description
Layout Tools	
	Remove Layout. Remove a layout from the page.

UI Element	Description
	Add Component. Open the Component Gallery. You can then double-click a component to place it in the layout area. For user interface details, see "Component Gallery Dialog Box" on page 45.
	Split. Divide a vertical layout into two layouts, one above the other.
	Split. Divide a horizontal layout into two layouts, side by side.
	Switch to Horizontal. Change the layout from vertical or tabbed to horizontal. Components placed in this area will be added side by side.
	Switch to Vertical. Change the layout from horizontal or tabbed to vertical. Components placed in this area will be added one above the other.
	Switch to Tabs. Change the layout from vertical or horizontal, to a tab layout. Components placed in this area will be added as tabs.
Layout Icons	
	<Horizontal layout>. This icon in the center of a layout indicates that the layout is horizontal. Components placed in this area will be added side by side.
	<Vertical layout>. This icon in the center of a layout indicates that the layout is vertical. Components placed in this area will be added one above the other.
	<Tabbed layout>. This icon in the center of a layout indicates that the layout is horizontal. Components placed in this area will be added as tabs.

Component Toolbar

The component toolbar on the upper right of each component enables you to administer the component.

User interface elements are described below:

UI Element	Description
📄	Open one of the following: ➤ **Preferences.** Enables you to rename a component, and customize refresh rates. ➤ **Wiring.** Enables you to customize how this component interacts with the other components on the page. For details, see "Wiring Dialog Box" on page 51. ➤ **Refresh.** Manually refresh the component. ➤ **Help.** Access help on the component. **Note:** Depending on the component, some of these options may not be available.
🔽	Define filtering for the component, when a component supports internal filtering.
🗗	Display the component in a separate popup window. **Note:** The popup window that opens does not support wiring.
≪ ⌃	Temporarily collapse a component (the button on the left is for horizontal components; the button on the right is for vertical components).

UI Element	Description
≫ ⩔	Restore a collapsed component (the button on the left is for horizontal components; the button on the right is for vertical components).
	Note: When you collapse a horizontal layout, it collapses into a narrow stripe. Click the stripe to restore the component.
✖	In a vertical or horizontal layout, closes a component and removes it from the page.
	In a tabbed layout each tab has a button which closes the tab; the main close button removes the layout.

Page Gallery Dialog Box

This dialog box enables you to select a page and open it in the MyBSM workspace, and to manage the Page Gallery. Within the Page Gallery, pages are assigned to categories. You can add, edit, or delete page categories; assign pages to categories; and open, edit, or delete pages.

To access	In MyBSM, click the **Page Gallery** ⊞ button.
Important information	To open a page in the MyBSM workspace, double-click a page within the Page Gallery.
Relevant tasks	"How to Create Your MyBSM Workspace" on page 19

Categories (left side)

User interface elements are described below:

UI Element	Description
✳	**New Category.** Create a new category; you can then assign pages to this category. For details see "How to Modify Page and Component Categories" on page 34.
✏	**Edit Category Name.** Select a user-defined category and click to rename (default categories cannot be renamed).
✖	**Delete Category.** Select a user-defined category and click to delete (default categories cannot be deleted).
Categories	This contains a list of categories to which pages are assigned. A category can have the following indications after its name: ➤ A number following the category name shows how many pages are in the category. ➤ A lock icon following the category name shows that the category is a default category, and cannot be renamed or deleted. You can use the toolbar to manage a category, or select a category to display its pages on the right side of the dialog box. Note that categories are not exclusive; you can assign a page to more than one category.

Pages (right side)

User interface elements are described below:

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

🔍 Component Gallery Dialog Box

After you open a page, this dialog box enables you to manage components, and to open them in the MyBSM workspace. Within this dialog box you can modify component categories, assign components to categories, and open, edit, or delete components.

To access	In MyBSM, click the **Components** 📊 button.
Important information	To open a component in the MyBSM workspace, select a component and drag it to your page.
	The components displayed by default are those for which you have appropriate licenses. For details, see "Available Components" on page 59.
Relevant tasks	"How to Create Your MyBSM Workspace" on page 19

Categories (left side)

User interface elements are described below:

UI Element	Description
✳	**New Category.** Create a new category; you can then assign components to this category. For details see "How to Modify Page and Component Categories" on page 34.
✏	**Edit Category Name.** Select a user-defined category and click to rename (default categories cannot be renamed).

UI Element	Description
✖	**Delete Category.** Select a user-defined category and click to delete (default categories cannot be deleted).
Categories	This contains a list of categories to which components are assigned. A category can have the following indications after its name: ➤ A number following the category name shows how many components are in the category. ➤ A lock icon following the category name shows that the category is a default category, and cannot be renamed or deleted. You can use the toolbar to manage a category, or select a category to display its assigned components on the right side of the dialog box. Note that categories are not exclusive; you can assign a component to more than one category.

Components (right side)

User interface elements are described below:

UI Element	Description
＊	**Add External Component.** Add a new component based on a URL. This opens a dialog box where you define the new component. For details, see "New/Edit Component Dialog Box" on page 47. You can add any URL as a component.
✎	**Edit Component Properties.** Select an external component and click this button to edit the component's definitions. For details, see "New/Edit Component Dialog Box" on page 47.
🗗	**Categorize Component.** Select a component and click this button to assign it to a category.

UI Element	Description
	Delete Component. Select a component and click this button to delete it from the gallery.
Components	This shows the default components available for display in MyBSM, as well as external components that you have added. Select a component and use the toolbar to edit component definitions, or drag the component onto the page.
Search box	Type a text string to search for a specific component.

New/Edit Component Dialog Box

This dialog box enables you to define a component based on an external URL. You can set up wiring to use attributes from contexts sent by other components to define the URL's pattern, such as CI attributes.

To access	Access the Component Gallery and click **Add External Component**, or select an external component and click **Edit Component Properties**.
Important information	URLs for external components must begin with one of the following: https://, http://, or ftp://. If a URL is saved with a different prefix, the BSM session will hang.
Relevant tasks	"How to Create an External Component" on page 27
See also	"How to Create a Component Using a Dynamic URL – Example" on page 30

<Upper Pane>

User interface elements are described below:

UI Element	Description
	Reload URL for all contexts. If you have edited the static part of the URL, click to update the URL pattern below.
Name	Enter the name you want to assign to the component.
URL	Enter the URL of the component. If you are creating a dynamic URL using parameters, enter the static part of the URL here.
	For example, the URL to search for the string hp in Google.com uses the following format: http://www.google.com/search?q=hp
	The static part of this URL is the section before the question mark: http://www.google.com/search

Categorize Component Area

(Optional) Select one or more categories to which you want the component assigned.

Wiring Context Area

This area enables you to select one or more contexts whose attributes will be used to define the URL pattern:

➤ If you select **CIChange**, CI attributes can be used to define the URL.

➤ If you select **EventChange**, event attributes can be used to define the URL.

➤ If you select **ViewChange**, the view name can be used as an attribute.

User interface elements are described below:

UI Element (A-Z)	Description
➕	**Add Context.** Add a context whose attributes can be used to define the URL pattern. A dialog box enables you to select which context to add.
✖	**Remove.** Select a context and click this button to remove it from the list.
<Context>	Each line represents a context whose attributes can be used to create the URL pattern.

URL Parameters and Values Area

This area enables you to add URL parameters and values to build the URL pattern, using wiring context attributes.

User interface elements are described below:

UI Element	Description
✳	**New Parameter.** Add a URL parameter. In the dialog box that appears, select one of the following elements of the URL: path, query string, or fragment of the URL, and type the parameter name. Use the following pattern: http(s)://domain/ <**path**> ? <**query_string**> # <**fragment**>. For example, to create a dynamic URL based on http://www.google.com/search?q=hp, add a URL parameter named q.
✖	**Remove.** Select a URL parameter and click this button to remove it from the list.

UI Element	Description
Attributes	This contains a list of the attributes that can be used to build the URL pattern. This list is dependent on the contexts you select in the Wiring Context area.
	For example, if you select CIChange in the Wiring Context area, the attribute <<cild>> is available to build your URL pattern.
	To use an attribute as the value of a URL parameter, drag the attribute from this area to the **Value** area of the parameter.
URL Parameter and Value	Each line represents the name of a URL parameter which is used to create the URL pattern, and its value.
	After defining a parameter name, drag an attribute from the **Attributes** area to the **Value** area of the parameter.
	To edit a parameter name or value, click the parameter or value itself and edit its contents.
URL Parameters	This shows the URL pattern that was built using the static URL that you entered in the URL field, and the URL parameters that you defined in the URL Parameters area.

🔍 Wiring Dialog Box

This dialog box enables you to define wiring between the components on a page, which determine how components interact with one another. After you place components on a page, you can use this dialog to define which components (sources) send contexts to which components (targets). When you finish setting up your wiring, save the page.

For example, suppose View Selector is defined as a source component which sends the **CIChange** wiring context to Top View (target component). When you select a CI in View Selector, Top View focuses on this CI as well.

To access	In MyBSM, click the **Wiring** 🅒 button.
Relevant tasks	"How to Set Up Wiring Between Components" on page 32

User interface elements are described below:

UI Element (A-Z)	Description
Contexts	After you select a source component, this contains a list of the contexts that can be sent from this source to the target components.
	Select the context which you want sent to one or more targets, then select the target components.
Source Components	This displays all of the components on the page that have the ability to send contexts to other components.
	Select a source component, then select context and target components.
	Note: This list will be empty if no components on the page have the ability to send information to other components. To resolve this, add a component to the page which enables you to select a CI or a view, such as Top View or View Selector.

UI Element (A-Z)	Description
Summary of Page Wiring	This displays a summary of the wiring that has been defined for the page. Each line shows a source, the context it sends, and the target component receiving this context from this source.
Target Components	After you select a source component and context, this displays all of the components on the page that have the ability to receive this context from the specified source. Select one or more target components which will receive contexts from the source component.

🔍 Troubleshooting MyBSM - General Topics

This section describes general troubleshooting for MyBSM.

MyBSM pages and components are missing

If you modified databases on a running BSM deployment, MyBSM will no longer contain any pages and components. To restore pages and components:

1 Open the following directory: **<Gateway server root directory>\conf\uimashup\import**. This contains two directories: **\loaded**, and **\toload**.

2 Copy the contents of the **\loaded** directory into the **\toload** directory.

3 Restart BSM.

2

MyBSM Predefined Pages and Components

This chapter includes:

Reference

Concepts

🔹 Predefined Pages in MyBSM

MyBSM comes out-of-the-box with a number of predefined pages. You can open these page using the Page Selector drop-down list on the toolbar, or from the Page Gallery.

You can also create custom pages using components of your choice. For details on how to work with MyBSM pages and components, see "How to Create Your MyBSM Workspace" on page 19.

Some pages have a single component with a built-in view selector; others have multiple components where one component is used to select views or CIs for the other components. For details on each of the components, see "Available Components" on page 59.

The following are the default (predefined) pages within MyBSM. For details on these pages, see "Predefined MyBSM Pages - User Interface" on page 79.

Note: You can only access pages for which you have permissions, as described in "User Permissions in MyBSM" on page 18.

Page	Description
Business Process Insight	
Process Diagram	Displays the components and structure of a Business Process when you create it using the BPI Modeler. The data displayed is based on data samples sent to BSM from the BPI Server.
Diagnostics	
Diagnostics Dashboard	If you have HP Diagnostics installed, the Diagnostics Dashboard page enables you to select a view that contains Diagnostics CIs, select a CI, and view different Diagnostics dashboards. The data displayed by Diagnostics depends on the CI type selected.
End User Management	
EUM Application Status	Displays application online status, together with over time status of the application, transactions and related locations, from both real user and synthetic user perspectives.
EUM Application Support 360 by BPM Page	Displays online application status, together with status over time of transactions and related locations, from synthetic user perspectives. For details, see "How to Troubleshoot Problems Using the EUM Application Support 360 by BPM Page" in *Using End User Management*.
EUM Application Support 360 by RUM Page	Displays online application status, together with status of the application tiers, transactions, and related locations, from real user perspectives. For details, see "How to Troubleshoot Problems Using the EUM Application Support 360 by RUM Page" in *Using End User Management*.
EUM High-Level Status	Displays a high-level view of multiple applications and locations and their end user status, from both real user and synthetic user perspectives.
Operations Management	
Event Perspective	Displays a summary of the events that occur in the operating environment you are monitoring, as well as detailed information about selected events.
Health Perspective	Displays the health of related CIs in the context of events. The event selected in the Event Browser determines what is displayed in the Health Top View pane and Health Indicators pane.
	The page helps you understand the health status of an object, show you which business rules and KPIs are being used, and how the health status of the selected object affects the health of related CIs.

Page	Description
Performance Perspective	Enables you to draw graphs from templates and create ad hoc graphs by selecting required metrics from a metric list, which is populated based on the CI you have selected.
Service Health	
360° View	Displays comprehensive data in one central location, regarding a selected CI. The 360° View contains the Hierarchy component which provides KPI data regarding the CIs in a selected view. If you select a CI within the Hierarchy component you can see its detail links; when you click the detail links, you can access the following components: Business Impact, Health Indicators, Alerts, and Changes and Incidents.
Custom Image	Displays icons representing CIs in the view on a custom image.
Geographic Map	Displays an association between geographical locations and status indicators within a geographical map.
Neighborhood Map	Displays the parent CIs and child CIs of a selected CI, in an interactive hierarchical graphic.
Topology Map	Displays the CIs within a view in an interactive hierarchical graphic. Topology Map display links between CIs, and enables you to view CIs divided into layers or groups.
Top View	Displays the CIs within a view in a hierarchical, top-down graphic.
Service Level Management	
Service Level Management	Provides you with a status snapshot of your SLAs; for each SLA you can see its SLM summary report, and current and historic status snapshot.

MyBSM Legacy Page

The MyBSM Legacy page enables users of MyBSM who created pages in earlier versions of BSM, to view these pages in BSM 9.10.

If you upgraded from an earlier version of BSM but did not create pages in your pre-upgrade MyBSM, the MyBSM Legacy page does not provide you with useful functionality in BSM 9.10. If you did not upgrade from an earlier version of BSM, you will not see this page.

Note: If you have not upgraded to BSM 9.10, you will still see MyBSM Legacy entries in the Infrastructure Settings and the Users and Permissions pages; however these do not provide you with any functionality.

The MyBSM Legacy page will be deprecated in a future BSM release.

You can use the MyBSM Legacy page to view your pre-upgrade MyBSM portlets in read-only mode. When working with the MyBSM Legacy page, note the following limitations:

➤ You cannot add portlets or delete portlets from this page.

➤ Portlet filters cannot be changed. If you had a filter set to a specific view or CI, and this view or CI does not exist in BSM 9.10, the portlet will not display any information.

This section also includes the following topics:

➤ "Portlets that have been changed or removed" on page 57

➤ "Finding information about specific components" on page 58

➤ "Setting refresh rates for Legacy page components" on page 58

Portlets that have been changed or removed

➤ The RSS, Rich Text, WSRP, and HTML portlets are not supported as components within MyBSM pages in BSM 9.x; if you have configured one of these portlets it is displayed within the MyBSM Legacy page.

➤ The CMDB portlets are deprecated in BSM 9.x. (The UCMDB module and pages are visible, but they do not contain data.)

➤ The Service Health Scorecard and Status Snapshot portlets are deprecated in BSM 9.x.

➤ The Dashboard portlet options to show only a selected subtree and to show only specific KPIs (**Preferences** > **Include in CI Status**) have been deprecated in 9.x. If you specified these options in 8.x, 9.x components show all CIs and all KPIs.

➤ The Filters portlet is now included as part of the Service Health Hierarchy component. If you defined a filter for **Monitors only** or **All excluding monitors**, this filter is no longer relevant in BSM 9.x, since monitor CIs have been removed. Your filter settings will now be applied to all the CIs in the view. For example, if your filter was set to Monitors only, with status **Critical**, the Hierarchy component displays all the CIs with this status.

Finding information about specific components

In BSM 9.x, MyBSM portlets are replaced with **components**. For information on specific portlets in the MyBSM Legacy page, refer to "Available Components" on page 59, or to your pre-upgrade Business Availability Center documentation.

Setting refresh rates for Legacy page components

By default, Legacy page components are refreshed every 30 seconds. You can modify this setting for all Service Health components other than Top View using the following infrastructure setting: **Service Health Application - Legacy MyBSM - Refreshers** > **UI Refresh Rate**.

The Top View refresh rate is set in the **Service Health Application - Top View Properties** section.

Reference

🔍 Available Components

Components from different applications can be added to MyBSM pages. The following section describes the available BSM components. For user interface details, see "Component Gallery Dialog Box" on page 45.

Note: To access components from an application, you must have a license for that application.

You can add components from the following applications:

➤ "Business Process Insight" on page 60

➤ "HP Diagnostics" on page 60

➤ "End User Management" on page 61

➤ "NNMi" on page 70

➤ "Operations Management" on page 71

➤ "Service Health" on page 72

➤ "Service Level Management" on page 75

➤ "SOA" on page 76

➤ "System Availability Management" on page 78

➤ "Transaction Management" on page 78

Business Process Insight

Component Name	Description
Business Process Diagram	Displays the overall status of the health of your Business Process. For details, see "BPI Components in MyBSM" in *Using Business Process Insight*. Note: You can only select one BPI process for display within a single MyBSM page. To display additional processes, open additional pages.
Business Process Instance Violations	Displays information about the violations for Business Process instances. For details, see "BPI Components in MyBSM" in *Using Business Process Insight*.
Business Process Overtime Report	Displays information about the volume (throughput), backlog (active process value) and health of a selected Business Process CI over a specific time interval. For details, see "BPI Components in MyBSM" in *Using Business Process Insight*.
Business Process Summary Report	Displays the summary data for a selected Business Process. For details, see "BPI Components in MyBSM" in *Using Business Process Insight*.

HP Diagnostics

Component Name	Description
Diagnostics Dashboard	If you have HP Diagnostics installed, Diagnostics Dashboard (with a View Selector) enables you to select a view that contains Diagnostics CIs, select a CI, and view different Diagnostics dashboards. The data displayed by Diagnostics depends on the CI type selected. For details, see "MyBSM Diagnostics Dashboard Page" in the *HP Diagnostics User's Guide*.

End User Management

Component Name	Description
Application Health Alerts Count Over Time	Displays, for the selected application, the number of alerts that occurred over the specified time range, organized by time and severity. For details, see "Application Health Report" in *Using End User Management.*
Application Health Alerts Summary	Displays, for the selected application, a summary of the number of alerts that occurred over the specified time range, organized by severity. For details, see "Application Health Report" in *Using End User Management.*
Application Health Availability	Displays the total number of, and the percentage of available transaction hits, action hits, or connections over time. For details, see "Application Health Report" in *Using End User Management.*
Application Health Business Summary	Displays the overall status of the transactions by availability and performance and also by location, over time. For details, see "Application Health Report" in *Using End User Management.*
Application Health Distribution	Displays the performance and availability of the servers, end-user groups, and locations for the selected application. For details, see "Application Health Report" in *Using End User Management.*
Application Health Performance	Displays the total number of transaction hits, action hits, or requests, and the percentage of available hits or requests by status, over time. For details, see "Application Health Report" in *Using End User Management.*
Application Health Sessions	Displays the total number of sessions for the application for the selected time period and out of those, the percentage of sessions with availability or performance problems. For details, see "Application Health Report" in *Using End User Management.*

Component Name	Description
Application Summary	Displays the overall status of the selected applications by availability and performance, and also by location, over time. For details, see "Application Summary Report" in *Using End User Management*.
BPM Error Summary Distribution by Category/Type	Displays a summary of errors organized by category or type. For details, see "BPM Error Summary Report" in *Using End User Management*.
BPM Error Summary Distribution by Location / BPM Custom Attributes	Displays a summary of errors organized by location or BPM custom attributes. For details, see "BPM Error Summary Report" in *Using End User Management*.
BPM Error Summary Distribution by Transaction	Displays a summary of errors organized by transaction. For details, see "BPM Error Summary Report" in *Using End User Management*.
BPM Performance Matrix	Displays a distribution of transaction response times—organized by transaction or location—over a specified period of time. For details, see "BPM Performance Over Time Report" in *Using End User Management*.
BPM Performance Status	Displays a high level overview of application performance status, by listing the performance status of the configured transactions for the selected applications. For details, see "BPM Performance Status Report" in *Using End User Management*.
BPM Triage Raw Data Error Log	Displays a detailed log of the errors that occurred in selected Business Process Monitor transactions, during a given time period. For details, see "Error Log" in *Using End User Management*.
BPM Triage Raw Data Location Response Time	Displays the response times of synthetic user transactions, over time. For details, see "Triage Report" in *Using End User Management*.

Component Name	Description
BPM Triage Transaction Breakdown	Displays the response time for real user transactions broken down into categories, as well as the number of transaction hits, over time. For details, see "Triage Report" in *Using End User Management*.
Location Summary	Displays the performance and availability status of the selected applications by end-user location. For details, see "Location Summary Report" in *Using End User Management*.
Location Summary - Geographic Map	Displays a geographical map showing the high level status of the selected applications at the selected locations. For details, see "Location Summary Report" in *Using End User Management*.
Location Summary Transaction Breaches	Displays details of transactions included in the selected applications that breached their total time threshold. For details, see "Location Summary Report" in *Using End User Management*.
Location Summary Transaction Failures	Displays details transactions included in the selected applications that failed. For details, see "Location Summary Report" in *Using End User Management*.
Metrics Over Time	Enables you to select one or two metrics for selected applications, and view their behavior over a period of time. For details, see "Metrics Over Time Report" in *Using End User Management*.
Performance Analysis	Displays a color-coded bar that breaks down the selected applications' transaction times into categories. For details, see "Performance Analysis Report" in *Using End User Management*.
RUM Action Over Time Availability	Displays the total number of action hits and the percentage of available action hits over the selected time period. For details, see "Action Over Time Report" in *Using End User Management*.

Component Name	Description
RUM Action Over Time Events	Displays the total number of events that occurred on the action over the selected time period. For details, see "Action Over Time Report" in *Using End User Management*.
RUM Action Over Time Performance	Displays the total number of action hits, the percentage of available action hits, and the number of available actions hits whose total time was less than or equal to the action's total time threshold, over the selected time period. For details, see "Action Over Time Report" in *Using End User Management*.
RUM Action Over Time Response Time Breakdown	Displays the total number of action hits and the response time broken down by categories, over the selected time period. For details, see "Action Over Time Report" in *Using End User Management*.
RUM Action Summary Availability	Displays availability data for specific actions. For details, see "RUM Action Summary Report" in *Using End User Management*.
RUM Action Summary Highlights	Displays key availability and performance data for specific actions. For details, see "RUM Action Summary Report" in *Using End User Management*.
RUM Action Summary Performance	Displays performance data for specific actions. For details, see "RUM Action Summary Report" in *Using End User Management*.
RUM Application Infrastructure by Action	Displays data for a selected action, broken down by infrastructure running software. For details, see "Application Infrastructure by Action Report" in *Using End User Management*.
RUM Application Infrastructure Over Time Application Traffic	Displays details of the traffic requests for a selected server over the course of time. For details, see "Application Infrastructure Over Time Report" in *Using End User Management*.
RUM Application Infrastructure Over Time Server Availability	Displays details of server availability over the course of time. For details, see "Application Infrastructure Over Time Report" in *Using End User Management*.

Component Name	Description
RUM Application Infrastructure Over Time Server Requests	Displays details of the server requests for a selected server over the course of time. For details, see "Application Infrastructure Over Time Report" in *Using End User Management*.
RUM Application Infrastructure Over Time TCP Server Errors	Displays details of the packets with server errors for a selected server over the course of time. For details, see "Application Infrastructure Over Time Report" in *Using End User Management*.
RUM Application Infrastructure Over Time Traffic Throughput	Displays details of the total traffic throughput for the applications on the selected server over the course of time. For details, see "Application Infrastructure Over Time Report" in *Using End User Management*.
RUM Application Infrastructure Summary Application	Displays performance and availability data about the selected applications' actions on the servers and running software elements. For details, see "RUM Application Infrastructure Summary Report" in *Using End User Management*.
RUM Application Infrastructure Summary Highlights	Displays general information about the servers and running software used by the selected applications. For details, see "RUM Application Infrastructure Summary Report" in *Using End User Management*.
RUM Application Infrastructure Summary Network	Displays the server and running software TCP performance and availability data. For details, see "RUM Application Infrastructure Summary Report" in *Using End User Management*.
RUM Application Infrastructure Summary Request-Response	Displays performance data about the server and running software element requests and responses. For details, see "RUM Application Infrastructure Summary Report" in *Using End User Management*.
RUM End User Group by Action	Displays data for a selected end user group, broken down by actions. For details, see "RUM End User Group Summary Report" in *End User Management*.

Component Name	Description
RUM End User Group Summary Application	Displays performance and availability data of actions for configured end users. For details, see "RUM End User Group Summary Report" in *Using End User Management*.
RUM End User Group Summary Highlights	Displays key information for configured end users. For details, see "RUM End User Group Summary Report" in *Using End User Management*.
RUM End User Group Summary Network	Displays configured end users network data of the selected applications. For details, see "RUM End User Group Summary Report" in *Using End User Management*.
RUM End User Group Summary Request-Response	Displays configured end users request-response data of the selected applications. For details, see "RUM End User Group Summary Report" in *Using End User Management*.
RUM End Users by Transaction Availability	Displays availability data for each end-user group that ran the selected transaction. For details, see "RUM Transaction Summary Report" in *Using End User Management*. To access the End Users By Transaction report, open the Transaction Summary report, select a transaction, and click the **End User by Transaction** button.
RUM End Users By Transaction Highlights	Displays general data for each end-user group that ran the selected transaction. For details, see "RUM Transaction Summary Report" in *Using End User Management*. To access the End Users By Transaction report, open the Transaction Summary report, select a transaction, and click the **End User by Transaction** button.
RUM End Users by Transaction Performance	Displays performance data for each end-user group that ran the selected transaction. For details, see "RUM Transaction Summary Report" in *Using End User Management*. To access the End Users By Transaction report, open the Transaction Summary report, select a transaction, and click the **End User by Transaction** button.

Component Name	Description
RUM Event Analysis by Actions	Displays data for a selected event type, broken down by actions. For details, see "Event Analysis Report" in *End User Management*.
RUM Event Analysis by End User Groups	Displays data for a selected event type, broken down by end-user groups. For details, see "Event Analysis Report" in *End User Management*.
RUM Event Analysis Over Time	Displays the number of events that occurred over the specified time range, organized by time and name. For details, see "Event Analysis Report" in *Using End User Management*.
RUM Event by Application Infrastructure	Displays data for a selected event type, broken down by servers. For details, see "Event Analysis Report" in *End User Management*.
RUM Event Count by Classification	Displays the number of events that occurred over the specified time range, organized by time and category. For details, see "RUM Event Summary Report" in *Using End User Management*.
RUM Event Summary Application Errors	Displays, for the selected application, the number of events that occurred over the specified time range, organized by time and name. For details, see "RUM Event Summary Report" in *Using End User Management*.
RUM Event Summary Informational Events	Displays a summary of informational events in selected applications. For details, see "RUM Event Summary Report" in *Using End User Management*.
RUM Event Summary Performance Events	Displays a summary of performance events in selected applications. For details, see "RUM Event Summary Report" in *Using End User Management*.
RUM Session Analyzer	Displays detailed session data for applications. For details, see "RUM Session Analyzer Report" in *Using End User Management*.
RUM Session Summary	Displays session event statistics. For details, see "RUM Session Summary Report" in *Using End User Management*.

Component Name	Description
RUM Tier Summary Application	Displays performance and availability data of tier actions of selected applications. For details, see "RUM Tier Summary Report" in *Using End User Management*.
RUM Tier Summary Highlights	Displays key information for the configured tiers of selected applications. For details, see "RUM Tier Summary Report" in *Using End User Management*.
RUM Tier Summary Network	Displays tier network data of selected applications. For details, see "RUM Tier Summary Report" in *Using End User Management*.
RUM Tier Summary Request-Response	Displays tier request-response data of selected applications. For details, see "RUM Tier Summary Report" in *Using End User Management*.
RUM Transaction Over Time Availability	Displays details of the availability for the selected transaction, over time. For details, see "Transaction Over Time Report" in *Using End User Management*.
RUM Transaction Over Time Breakdown	Displays details of the breakdown for the selected transaction, over time. For details, see "Transaction Over Time Report" in *Using End User Management*.
RUM Transaction Over Time Hits Availability	Displays details of the availability for the selected transaction, over time. For details, see "Transaction Over Time Report" in *Using End User Management*.
RUM Transaction Over Time Performance	Displays details of the performance for the selected transaction, over time. For details, see "Transaction Over Time Report" in *Using End User Management*.
RUM Transaction Summary Availability	Displays the availability data for the specific transactions. For details, see "RUM Transaction Summary Report" in *Using End User Management*.
RUM Transaction Summary Highlights	Displays general data for specific transactions. For details, see "RUM Transaction Summary Report" in *Using End User Management*.
RUM Transaction Summary Performance	Displays the performance data for the specific transactions. For details, see "RUM Transaction Summary Report" in *Using End User Management*.

Component Name	Description
RUM Triage Raw Data Location Response Time	Displays the response times of real user transactions, over time. For details, see "Triage Report" in *Using End User Management*.
Status Snapshot Least Available Applications	Displays least available applications from selected applications, for the last day. For details, see "Status Snapshot" in *Using End User Management*.
Status Snapshot Least Available Locations	Displays least available locations for selected applications, for the last day. For details, see "Status Snapshot" in *Using End User Management*.
Status Snapshot Least Available Transactions	Displays least available transactions from selected applications, for the last day. For details, see "Status Snapshot" in *Using End User Management*.
Status Snapshot Slowest Applications	Displays the slowest applications from selected applications, for the last day. For details, see "Status Snapshot" in *Using End User Management*.
Triage Transaction by Location	Displays an in-depth picture of the performance of transactions grouped by locations. For details, see "Triage Report" in *Using End User Management*.

NNMi

To access the NNMi components, you must have the appropriate licenses installed. NNMi components are only displayed if you have configured a connection to an NNM server (**Admin** > **Platform** > **Setup and Maintenance** > **Infrastructure Settings** > **Foundations** > **Integrations with other applications** > **HP NNM**).

Wiring between NNMi and BSM components is only enabled if an NNMi-BSM integration has been implemented. For details, see "Integrate Network Node Manager i (NNMi) with BSM" in *Solutions and Integrations*.

Component Name	Description
Layer 2 Neighbor View	Shows a map view of a selected device and its connector devices within a specified number of hops from the selected device. This view is useful for understanding the switch connectivity between devices.
Layer 3 Neighbor View	Shows a map view of a selected device and it connector devices within a specified number of hops from the selected device. This view is useful for understanding the router connectivity between devices.
MPLS VPN Inventory	This is an enterprise customer view of how their sites are connected via service provided MPLS networks.
Open Key Incidents	Shows the incidents that are most important to network operators, and that often require more immediate action.
Overall Network Health (Node Group Overview)	Displays a map containing all (top-level) Node Groups that do not have parent Node Groups.
Overall Network Health - Routers	Displays a Node Group Map of the Router connectivity in your network.

Component Name	Description
Overall Network Health - Switches	Displays a Node Group map of the Switches connectivity in your network.
Router Redundancy Groups Inventory	Shows the available Router Redundancy Groups created by the NNMi administrator. Each Router Redundancy Group is a set of two or more routers that use one or more virtual IP addresses to help ensure that information packets reach their intended destination.

Operations Management

Component Name	Description
Actions	Displays a list of the Actions (Tools, Run Books, Custom Actions, and Performance Graphs) applicable to a selected event, its related CI, or the node that hosts the CI. For details, see "Actions Pane" in *Using Operations Management*.
Event Browser	Displays a summary of all the events that have occurred in the operating environment you are monitoring. For details, see "Event Management" in *Using Operations Management*.
Event Browser with Details	Displays a summary of all the events that have occurred in the operating environment you are monitoring, together with the Details pane that displays detailed information about the selected event. For details, see "Event Management" in *Using Operations Management*.
Event Details	Displays detailed information about the selected event in a dedicated pane below the Event Browser or as a popup window. For details, see "Event Management" in *Using Operations Management*.
Health Top View	Displays a topological view of the configuration items affected by the event selected in the Event Browser pane. For details, see "Health Top View" in *Using Operations Management*.

Component Name	Description
Performance Graphs	Displays the Performance pane from which you can draw graphs from the default templates. For details, see "Performance Graphs" in *Using Operations Management*.
Performance Graphs with Details	Displays the Performance with Details pane from which you can draw predefined graphs and also create ad hoc graphs by selecting the required metrics for a selected CI. For details, see "Performance Graphs" in *Using Operations Management*

Service Health

Component Name	Description
Alerts	Displays the CI status alerts triggered by the selected CI. For details, see "Alerts Component Overview" in *Using Service Health*.
Business Impact	Displays the business CIs and SLAs that are impacted by the selected CI. For details, see "Business Impact Component Overview" in *Using Service Health*.
Changes and Incidents	Displays the incidents opened for the selected CI, as well as planned changes and actual changes made to the CI. For details, see "Changes and Incidents Component Overview" in *Using Service Health*.
CI Status Alert Report	Displays a list of CI status alerts that occurred in a specified period of time. The CI status alert mechanism sends alert messages to pre-defined recipients, and executes actions defined for the alert. Alerts can be sent regarding specific KPIs or CIs, based on a pre-defined status changes. For details, see "Configuration Item Status Alerts Report" in *Using Service Health*.

Component Name	Description
Custom Image	Displays a user-defined custom image that describes the real world that a view represents, with the view's CIs represented by real-time status indicators in the image. For details, see "Custom Image Component User Interface" in *Using Service Health*.
Geographical Map	Displays, on a geographical map, real-time status indicators at the geographical location assigned to the view's CIs. The status indicator shows the worst status of the CIs at the geographical location. For details, see "Geographical Map" in *Using Service Health*.
Health Indicators	Displays details regarding the health indicators that are used to calculate and set the current status of a selected CI. For details, see "Understanding the Health Indicator Tooltips" in *Using Service Health*.
Hierarchy	Displays a hierarchy of CIs in a view, the KPIs assigned to each CI, and their KPI statuses. If you select a CI within the Hierarchy component you can see its detail links; when you click the detail links, you can access additional components which provide comprehensive data regarding the CI. For details, see "Hierarchy Component Overview" in *Using Service Health*.
KPIs	Displays KPI status over time for a selected CI. For details, see "KPIs Component" in *Using Service Health*.
KPIs Distribution Over Time Report	Displays the distribution over time of the status of selected CIs and KPIs. For details, see "KPIs Distribution Over Time Report" in *Using Service Health*.
KPIs Over Time Report	Displays the status or value, over time, of selected CIs and KPIs. For details, see "KPIs Over Time Report" in *Using Service Health*.

Component Name	Description
KPIs Summary Report	Displays the status summary of selected CIs and KPIs accessible from the Service Health application. For details, see "KPIs Summary Report" in *Using Service Health*.
KPIs Trend Report	Displays the status trend of selected CIs and KPIs accessible from the Service Health application. For details, see "KPIs Trend Report" in *Using Service Health*.
Neighborhood Map	Displays the parent CIs and child CIs of a selected CI, in an interactive hierarchical graphic. For details, see "Neighborhood Map" in *Using Service Health*.
Service Report	Displays a personalized table report constructed over several data sources. For details, see "Service Report" in *Reports*.
Top View	Displays CI bars that represent real-time IT performance metrics mapped onto business applications, linked by lines that represent relationships between CIs. For details, see "Top View" in *Using Service Health*.
Topology Map	Displays the CIs within a view in an interactive hierarchical graphic. Topology Map display links between CIs, and enables you to view CIs divided into layers or groups. For details, see "Topology Map" in *Using Service Health*.
View Selector	Contains a list of views and CI hierarchies in each view. The component enables you to select a view and to select CIs, or to search for a CI. View Selector is used with other components which respond to view or CI selection. For details, see "View Selector" in *Using Service Health*.

Service Level Management

Component Name	Description
Current Status	Displays the latest status of the ten worst-performing SLAs. For details, see "Current Periods Pane" in *Using Service Level Management*.
Historic Status	Displays the worst-performing SLAs for the past six months. For details, see "Status Snapshot Report" in *Using Service Level Management*.
SLA Selector	Displays an instance of Model Explorer, fixed on the SLAs view. This component can be used to select an SLA, for wiring to other SLM components.
SLA Status	Displays the SLA forecast status for the end of a calculation period, compared with the current SLA status. For details, see "SLA Status Report" in *Using Service Level Management*.
SLA Summary	Displays a list of SLAs and their statuses, filtered by KPI, time interval, calendar, or time period. For details, see "SLAs Summary Report" in *Using Service Level Management*.
SLM CI Impact	Displays the results for a CI across all SLAs in which the CI is defined, filtered by KPI, time interval, calendar, or time period. For details, see "CI Impact Report" in *Using Service Level Management*.
SLM CI Status	Displays the results for a CI and its descendants. For details, see "CI Status Report" in *Using Service Level Management*.
SLM CI Summary	Displays a summary of all CIs for a specific SLA. For details, see "CI Summary Report" in *Using Service Level Management*.
SLM CIs Over Time	Displays CIs over a time period, for a selected SLA. For details, see "CIs Over Time Report" in *Using Service Level Management*.

Component Name	Description
SLM Outage Breakdown	Displays breakdown of all outages for selected CIs for one SLA, for specific calendar. For details, see "Outage Breakdown Report" in *Using Service Level Management.*
SLM Outage Summary	Displays the periods of time during which measurements (transaction, monitor, sample) failed, that is, did not meet criteria defined in the KPI's business rule. For details, see "Outage Summary Report" in *Using Service Level Management.*
SLM Outages Distribution	Displays a distribution of outages for selected CIs. For details, see "Outage Distribution Report" in *Using Service Level Management.*
SLM Time Range Summary	Displays the status of four levels of CIs: a CI's status (can be an SLA) and the statuses of the CI's children, organized by time range, for a selected KPI and calendar. For details, see "Time Range Comparison Report" in *Using Service Level Management.*

SOA

Component Name	Description
SOA Consumer Summary	Displays specific metrics for all of the consumers accessing the selected Web services or operations in a selected view. For details, see "Consumer Summary Report" in *Solutions and Integrations.*
SOA Least Active Web Service/Operation	Displays the five Web services/operations that received the lowest number of calls (that is, were least used), during the selected time frame of the report. For details, see "Top Metrics Report" in *Solutions and Integrations.*
SOA Least Available Web Service/Operation	Displays the availability of the five Web services/operations with the lowest availability, during the selected time frame of the report. For details, see "Top Metrics Report" in *Solutions and Integrations.*

Component Name	Description
SOA Metrics Analysis	Displays the value of selected metrics related to a view, CIs, and grouping, over time. For details, see "Metrics Over Time Report" in *Solutions and Integrations*.
SOA Metrics Over Time	Displays the performance, over time, measuring access to selected Web services or operations, by a server, or a consumer. For details, see "Metrics Over Time Report" in *Solutions and Integrations*.
SOA Most Active Web Service/Operation	Displays the five Web services/operations with the highest number of calls, during the selected time frame of the report. For details, see "Top Metrics Report" in *Solutions and Integrations*.
SOA Server/Endpoints Summary	Displays the health metrics for all of the servers/endpoints on which the selected Web services or operations are running. For details, see "Server and Endpoint Summary Report" in *Solutions and Integrations*.
SOA Slowest Web Service/Operation	Displays the five slowest Web services/operations in the selected time frame of the report. For details, see "Top Metrics Report" in *Solutions and Integrations*.
SOA Web Service/Operation With Most Errors	Displays the five Web services/operations with the largest number of received errors, during the selected time frame of the report. For details, see "Top Metrics Report" in *Solutions and Integrations*
SOA Web Service/Operation With Slowest Calls	Displays the five Web services/operations with the highest number of slow calls, in the selected time frame of the report. For details, see "Top Metrics Report" in *Solutions and Integrations*.
SOA Web Services/Operations Health Summary	Displays health metrics for the selected Web services, or operations in a selected view. For details, see "Health Report" in *Solutions and Integrations*.
SOA Worst Consumers	Displays the successful and faulty calls of the worst five consumers accessing the selected Web services, operations, or servers. For details, see "Consumer Summary Report" in *Solutions and Integrations*.

Component Name	Description
SOA Worst Servers	Displays the successful and faulty calls of the worst five servers accessing the selected Web services, operations, or consumer. For details, see "Server and Endpoint Summary Report" in *Solutions and Integrations*.

System Availability Management

Component Name	Description
Cross-Performance Report	Displays infrastructure machine-related data, collected by the SiteScope data collector, from more than one SiteScope server filtered by monitored servers, monitor types, and measurements. For details, see "Cross-Performance Report" in *Using System Availability Management*.

Transaction Management

Component Name	Description
Transaction Capacity Planning Graph	Displays transactional throughput data, and projects future capacity levels. For details, see "Transaction Over Time Report" in *Using Transaction Management*.
Transaction Measurement Correlation Graph	Displays the time period on the x-axis, and the units for the selected measurements on the y-axes. Each point on the graph shows the total or average for the preceding time period. For details, see "Transaction Over Time Report" in *Using Transaction Management*.
Transaction State Graph	Displays the time period on the x-axis, and percentage on the y-axis. A separate bar is shown for each transaction state during each time period included in the graph. For details, see "Transaction Over Time Report" in *Using Transaction Management*.

Component Name	Description
Transaction Summary Table	Displays metrics for selected business transactions. The metrics (calculated by either volume or by monetary value, depending on the selected mode) are shown broken down by different transaction. For details, see "Transaction Summary Report" in *Using Transaction Management*.
Transaction Topology	Displays a diagram showing the flow of a Business Transaction. For details, see "Aggregated Topology Page" in *Using Transaction Management*.
Transaction Volume Analysis Graph	Displays transaction volume and counts of successful, late, and failed transactions. For details, see "Transaction Over Time Report" in *Using Transaction Management*.
Transaction Volume/Response Graph	Displays a graph of transaction volume and end-to-end response time for the selected transaction. The transaction volume is the count of transaction instances. For details, see "Transaction Over Time Report" in *Using Transaction Management*.

🔍 Predefined MyBSM Pages - User Interface

This section includes (in alphabetical order):

🔍 360° View

This page provides a high-level overview of the status of CIs in a selected view. The page displays a hierarchy of CIs in a view, the KPIs assigned to each CI, and their KPI statuses.

When you select a CI within the Hierarchy component you can see its detail links; when you click the detail links, you can access the following components: Business Impact, Health Indicators, Alerts, and Changes and Incidents.

This page is taken from the Service Health application. For details on this page, see "360° View" in *Using Service Health*.

To access	Within MyBSM or Service Health, open the **360° View** page.
Important information	This page is predefined; you can build custom pages using different components if you want to see other types of information. For details on creating custom pages, see "How to Create Your MyBSM Workspace" on page 19.

🔍 Custom Image Page

This page enables you to display a custom image for a selected view including the view's CIs represented by real-time status indicators and a background custom image.

This page is taken from the Service Health application. For details on this page, see "Custom Image Component User Interface" in *Using Service Health*.

To access	Within MyBSM or Service Health, open the **Custom Image** page**.**
Important information	To view information in a custom image, you must first set up the image in Service Health Administration. For details, see "Custom Image Administration" in *Using Service Health*.
	This page is predefined; you can build custom pages using different components if you want to see other types of information. For details on creating custom pages, see "How to Create Your MyBSM Workspace" on page 19.

🔖 Diagnostics Dashboard Page

If you have HP Diagnostics installed, the Diagnostics Dashboard page enables you to select a view that contains Diagnostics CIs, select a CI, and view different Diagnostics dashboards. The data displayed by Diagnostics depends on the CI type selected.

The Diagnostics dashboard displays graphs of performance metrics collected by Diagnostics for the selected CI. For example if you select a Windows NT host CI type, the Diagnostics host dashboard (a concise version of a Host view showing just the graph) for that Windows system is displayed.

This page is taken from the HP Diagnostics application. For details on this page, see "MyBSM Diagnostics Dashboard Page" in the *HP Diagnostics User's Guide*.

To access	Within MyBSM, open the **Diagnostics Dashboard** page.
Important information	This page is predefined; you can build custom pages using different components if you want to see other types of information. For details on creating custom pages, see "How to Create Your MyBSM Workspace" on page 19.

🔖 EUM Application Status Page

This page displays online application status, together with over time status of the application, transactions and related locations, from both real user and synthetic user perspectives.

This page is useful for application support or application owners or managers who would like to see both online status and over time status.

To access	Within MyBSM, open the **EUM Application Status** page.

Important information	This predefined page is based on EUM application components. For details on creating custom pages, see "How to Create Your MyBSM Workspace" on page 19.
See also	"End User Management Pages in MyBSM" in *Using End User Management*.

User interface elements are described below:

UI Element	Description
Application Status	Displays the overall status of the selected applications by availability and performance, and also by location, over time. For details, see "Application Summary Report" in *Using End User Management*.
Hierarchy	Displays a hierarchy of CIs in a view, the KPIs assigned to each CI, and their KPI statuses. For details, see "Hierarchy Component Overview" in *Using Service Health*.
Location Status	Displays the performance and availability status of the selected applications by end-user location. For details, see "Location Summary Report" in *Using End User Management*.
Transaction Status	Displays the overall status of the transactions by availability and performance and also by location, over time. For details, see "Application Health Report" in *Using End User Management*.

⚘ EUM Application Support 360 by BPM Page

This page displays online application status, together with status over time of transactions and related locations, from synthetic user perspectives.

This page is useful for application support or application owners or managers who would like to investigate performance and availability problems using synthetic user data.

To access	Within MyBSM, open the **EUM Application Support 360 by BPM** page.
Important information	This predefined page is based on EUM application components. For details on creating custom pages, see "How to Create Your MyBSM Workspace" on page 19. To obtain an overall view of an application, it is recommended to use a view that includes the infrastructure serving the application, as well as its business transactions. Such views can be defined using the APM perspective.
See also	"How to Troubleshoot Problems Using the EUM Application Support 360 by BPM Page" in *Using End User Management*.

User interface elements are described below:

UI Element	Description
Hierarchy	Displays a hierarchy of CIs in a view, the KPIs assigned to each CI, and their KPI statuses. For details, see "Hierarchy Component Overview" in *Using Service Health*.
Transaction Performance	Displays summary information per transaction about performance, availability and breakdown. For details, see "Performance Analysis Report" in *Using End User Management*.

UI Element	Description
Transactions Over Time	Displays transaction performance and availability over time. For details, see "BPM Performance Over Time Report" in *Using End User Management*.
Triage	Displays transaction performance from different locations. For details, see "Triage Report" in *Using End User Management*.

🔖 EUM Application Support 360 by RUM Page

This page displays online application status, together with status of the application tiers, transactions, and related locations, from real user perspectives.

This page is useful for application support or application owners or managers who would like to investigate performance and availability problems, using real user data.

To access	Within MyBSM, open the **EUM Application Support 360 by RUM** page.
Important information	This predefined page is based on EUM application components. For details on creating custom pages, see "How to Create Your MyBSM Workspace" on page 19.
	To obtain an overall view of an application, it is recommended to use a view that includes the infrastructure serving the application, as well as its business transactions. Such views can be defined using the APM perspective.
See also	"How to Troubleshoot Problems Using the EUM Application Support 360 by RUM Page" in *Using End User Management*.

User interface elements are described below:

UI Element	Description
Application Infrastructure Summary	Displays the performance and availability of running software or servers, according to RUM measurements. For details, see "RUM Application Infrastructure Summary Report" in *Using End User Management*.
Hierarchy	Displays a hierarchy of CIs in a view, the KPIs assigned to each CI, and their KPI statuses. For details, see "Hierarchy Component Overview" in *Using Service Health*.
Location Summary	Displays which locations were affected by problems. For details, see "Location Summary Report" and "RUM End User Group Summary Report" in *Using End User Management*.
Sessions Over Time	Displays details about sessions volume and sessions affected by availability or performance problems. For details, see "Application Health Report" in *Using End User Management*. **Note:** You can also drill-down to session analyzer.
Tiers Summary	Displays details about page and connection performance and availability. For details, see "RUM Tier Summary Report" in *Using End User Management*. **Note:** You can also drill-down to the action summary.

EUM High-Level Status Page

This page displays a high-level view of multiple applications and locations and their end user status, from both real user and synthetic user perspectives.

This page is useful for users such as NOC, LOB, or Application Support managers who are interested in seeing overall status over multiple applications and locations.

To access	Within MyBSM, open the **EUM High-Level Status** page.
Important information	This predefined page is based on EUM application components. For details on creating custom pages, see "How to Create Your MyBSM Workspace" on page 19.
See also	"End User Management Pages in MyBSM" in *Using End User Management*.

User interface elements are described below:

UI Element	Description
Application Status	Displays the overall status of the selected applications by availability and performance, and also by location, over time. For details, see "Application Summary Report" in *Using End User Management*.
Location Status	Displays the performance and availability status of the selected applications by end-user location. For details, see "Location Summary Report" in *Using End User Management*.

🔍 Geographic Map Page

This page enables you to display real-time status indicators on a geographical map, with the view's CIs at the geographical locations they were assigned. The status indicator shows the worst status of the CIs at the geographical location. You can also access detailed information about the CI's KPIs.

This page is taken from the Service Health application. For details on this page, see "Geographical Map Component User Interface" in *Using Service Health*.

To access	Within MyBSM or Service Health, open the **Geographic Map** page.
Important information	This page is predefined; you can build custom pages using different components if you want to see other types of information. For details on creating custom pages, see "How to Create Your MyBSM Workspace" on page 19.

Neighborhood Map Page

Neighborhood Map displays the parent CIs and child CIs of a selected CI, in an interactive graphic. The links between the CIs are shown as defined in the RTSM, without View Folding; links between the CIs represent their physical links as they appear in the RTSM. CIs can be displayed within Neighborhood Map divided into layers, enabling you to focus attention on the layer which interests you the most (for example Business Enablement, Infrastructure, or Software).

This page is taken from the Service Health application. For details on this page, see "Neighborhood Map User Interface" in *Using Service Health*.

To access	Within MyBSM or Service Health, open the **Neighborhood Map** page.
Important information	This page is predefined; you can build custom pages using different components if you want to see other types of information. For details on creating custom pages, see "How to Create Your MyBSM Workspace" on page 19.

⚛ Process Diagram Page

The Process Diagram shows the components and structure of a Business Process when you create it using the BPI Modeler. The data displayed is based on data samples sent to BSM from the BPI Server. This enables you to visualize the Business Process, which includes the Activity annotations to indicate how many process instances are active at a particular Activity and the process values.

This page is taken from the Business Process Insight application. For details on this page, see "BPI Application Health User Interface" in *Using Business Process Insight*.

To access	Within MyBSM, open the **Process Diagram** page.
Important information	This page is predefined; you can build custom pages using different components if you want to see other types of information. For details on creating custom pages, see "How to Create Your MyBSM Workspace" on page 19.

⚛ Service Level Management Page

This page provides users of Service Level Management with a quick status snapshot of your SLAs; for each SLA you can see its SLM summary report, and current and historic status snapshot.

To access	Within MyBSM, open the **Service Level Management** page.
Important information	This predefined page is based on SLM application components. For details on creating custom pages, see "How to Create Your MyBSM Workspace" on page 19.

User interface elements are described below:

UI Element	Description
Current Status Snapshot	Displays the latest status of the ten worst-performing SLAs. For details, see "Current Periods Pane" in *Using Service Level Management*.
Historic Status Snapshot	Displays the worst-performing SLAs for the past six months. For details, see "Status Snapshot Report" in *Using Service Level Management*.
SLA Selector	Displays an instance of Model Explorer, fixed on the SLAs view. This component can be used to select an SLA.
SLA Summary Report	Displays a list of SLAs and their statuses, filtered by KPI, time interval, calendar, or time period. For details, see "SLAs Summary Report" in *Using Service Level Management*.

🔍 Topology Map Page

Topology Map enables you to assess the business availability of your system components at a glance, using an interactive graphic representation of the CIs in a view. In group mode, CIs are grouped according to CIT, or in groups of similar applications (for example ERP). In layer mode CIs are divided into layers, enabling you to focus attention on the layer which interests you the most (for example Business Enablement, Infrastructure, or Software).

This page is taken from the Service Health application. For details on this page, see "Topology Map User Interface" in *Using Service Health*.

To access	Within MyBSM or Service Health, open the **Topology Map** page.
Important information	This page is predefined; you can build custom pages using different components if you want to see other types of information. For details on creating custom pages, see "How to Create Your MyBSM Workspace" on page 19.

🔍 Top View Page

Top View enables you to see the business availability of your system components at a glance. The CI bars in the component provide a visual representation of real-time IT performance metrics mapped onto business applications, based on the hierarchy tree structure defined for each view. The connecting lines between the bars define the relationships between the CIs.

This page is taken from the Service Health application. For details on this page, see "Top View Component User Interface" in *Using Service Health*.

To access	Within MyBSM or Service Health, open the **Top View** page.
Important information	This page is predefined; you can build custom pages using different components if you want to see other types of information. For details on creating custom pages, see "How to Create Your MyBSM Workspace" on page 19.

Index

Index