

The New OVIS Dashboard

This document provides an overview of the exciting, new OV Internet Services Dashboard. (*Please refer to the Release Notes for a detailed list of what's new in the current version of OVIS.*)

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| Time Filter, 4 | thours | Summary | Alarma | | Trend | - | | | | | Help |
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| TA | | ros59524tst | | _ | 1 | 0 | 0.00 | 100.00 | 0 | 0 | 47 |
| | | | | | _ | | | | | | |
| | | Snapshot b | y Service Grou | 4P | | | | | | | 21 🖂 |
| | | Service Gro | | Probe | liestin | SL0 | Availability | Response | Alarms | SL0 | Samples |
| < | | 2 | | 1000 | | (Percent) | (a renewald) | (Seconds) | | (Count) | Contraction of the |
| Icons Desc | | HP Shopping I | Hone Page | HTTP | - | 0.00 | 100.00 | 3.038 | 0 | 0 | 47 |
| Health | St D Violations | | | | _ | | | | - | | |
| | Greater than 15,56% to 100,00% | | | | | | | | | | |
| | Creater than 5 25% to 15 56% | | | | | | | | | | |

The Original OVIS Dashboard





An Overview of the Dashboard



Highlights

- Advanced data summarization provides far more information at-a-glance than before.
- The **Workspace pane** provides access to the OVIS console, OVIS SLAs and various integrated components (Reporting, Graphing, OVTA, etc.).
- The **Filters** allow users to drill in on a specific Timeframe or Probe Location.
- The **Resource pane** allows users to drill down on a given Customer, Service Group or Target (or view all).
- The **Summary tab** provides access to information in Overview form (default) or in Graph form.
- The **Alarms tab** provides access to OVIS alarms generated by Service Level Objective (SLO) violations. It also provides direct access to Troubleshooting Insight Packages (TIPs) for advanced problem diagnosis and direct access to OVTA (which will be launched in context).
- The **Trends tab** provides access to five key graphs based on statistical data that has been collected.

The remaining pages provide detailed screenshots to acquaint you with the new Dashboard.



Health Workspace - Summary Tab

| Summary | Alarms | rends | | | | | | Help |
|--------------|-----------------------------|------------------------|-------------------------------|--------------------------|-----------------------------------|-------------------|------------------------------|--------------------|
| Data from | 4/4/05 2:06 PM to 4/ | 4/05 3:06 PM (GMT- | 08:00) | | | | | |
| All Resour | ces | | | | | | | |
| Health | SLO Violations (Percent) | Availability (Percent) | Alarms (Cour | rt) | SLO Violations (C | ount) S | amples (Cou | unt) |
| | 7.7 | 3 91.0 | 68 | 60 | | 326 | | 4218 |
| View Gra | phs | | | | | | | |
| Snapshot b | y Customer | | | 1 | | | | ? 🗆 |
| Customer | | Hea | Ilth SLO Violations (Percent) | Availabilit (Percent) | y SLA Conformance (Percent) | Alarms (Count) | SLO Violations (Count) | Samples (Count) |
| Radius | | 6 | 100.0 | .0 0.0 | 00.00 | 0 | 192 | 192 |
| Load Balance | er | 6 | 50.0 | 0.0 | 00.00 | 1 | 12 | 24 |
| online shop | | 6 | 25.0 | 0 100.0 | 00.0 00 | 0 | 4 | 16 |
| DHCP | | 6 | 20.0 | 0 80.0 | 00.00 | 0 | 12 | 60 |
| UDP_Perform | ance | 6 | 14.8 | 9 85.1 | 11 0.00 | 0 | 7 | 47 |
| Script | | 6 | 12.9 | 3 80.3 | 34 0.00 | 37 | 68 | 524 |
| CreateNewW | Andow | 6 | 12.5 |) 100.0 | 00.00 | 0 | 12 | 96 |
| HTTP Custom | er | 6 | 12.5 | 0 100.0 | 00.0 00 | 0 | 6 | 48 |
| Exchange | | 6 | 5.1 | 7 94.8 | 33 0.00 | 6 | 12 | 232 |
| TCP Perform | ance | <u>(</u> | 2.0 | 3 97.9 | 92 0.00 | 0 | 1 | 48 |

In place of the three gauges which were formerly displayed on the main OVIS dashboard, users first see a series of **Data Tables** by default. Bar graphs may be viewed by clicking on the "**View Graphs**" button.

Summary Tab – View Snapshot Tables

The first Data Table provides a summary view **Snapshot by Customer.** See the screenshot above for an example.

The summary will be sorted by **Health** which is based on the percentage of SLO (Service Level Objective) violations. For example, the worst percentage of SLO violations is shown first in order to draw attention to the environments needing the most immediate attention. The Health icon descriptions are shown below:

| lcons De | escription | ? | Ξ |
|----------|--------------------------------|---|---|
| Health | SLO Violations | | |
| | Greater than 20.00% to 100.00% | | |
| | Greater than 10.00% to 20.00% | | |
| | From 0.00% to 10.00% | | |



In addition to seeing a summary view sorted by **Customer**, users may scroll down further to see summary Snapshots by **Probe Location** and by **Service Group**.

Columns may be sorted by clicking on a given column heading (e.g. to sort by number of SLO violations rather than percent SLO violations). The various Tables can be hidden by clicking on the associated icon in the upper right hand side of the table.

| Snapshot By Location | | | | | | | | | | |
|----------------------|--------|-----------------------------|---------------------------|-------------------|---------------------------|---------|--|--|--|--|
| Location | Health | SLO Violations (Percent) | Availability (Percent) | Alarms (Count) | SLO Violations (Count) | Samples | | | | |
| admin.corp.hp.com | | 50.00 | 50.00 | 0 | 47 | 94 | | | | |
| ROSE.corp.hp.com | | 5.62 | 88.81 | 16 | 95 | 1689 | | | | |
| ovrsunt8.corp.hp.com | | 2.14 | 100.00 | 14 | 3 | 140 | | | | |
| OVRNT7.corp.hp.com | | 0.00 | 100.00 | 0 | 0 | 92 | | | | |

| Snapshot By Service Gr | Snapshot By Service Group | | | | | | | | | | |
|-------------------------|---------------------------|--------|--------------------------------|---------------------------|-------------------------------|-------------------|------------------------------|---------|--|--|--|
| Service Group | Probe Type | Health | SLO Violations (Percent) | Availability (Percent) | Response Time (Seconds) | Alarms (Count) | SLO Violations (Count) | Samples | | | |
| ldaps_group | LDAP | | 100.00 | 0.00 | 0.00 | 0 | 47 | 47 | | | |
| NTP | NTP | | 100.00 | 0.00 | 0.00 | 0 | 47 | 47 | | | |
| tftp | TFTP | | 50.00 | 50.00 | 0.02 | 0 | 47 | 94 | | | |
| HTTP Using IP_Address | HTTP | | 6.38 | 100.00 | 0.63 | 14 | 3 | 47 | | | |
| IMAP | IMAP4 | | 2.13 | 97.87 | 1.01 | 0 | 1 | 47 | | | |
| TCP 2003 | ANYTCP | | 0.00 | 100.00 | 0.04 | 0 | 0 | 47 | | | |
| TCP | ANYTCP | | 0.00 | 100.00 | 0.18 | 0 | 0 | 47 | | | |
| DNS Matching | DNS | | 0.00 | 100.00 | 0.01 | 0 | 0 | 47 | | | |
| Window DNS | DNS | | 0.00 | 100.00 | 0.02 | 0 | 0 | 47 | | | |
| exchange 2003 | EXCHANGE | | 0.00 | 100.00 | 1.15 | 0 | 0 | 47 | | | |
| exchange 2003 RoundTrip | EXCHANGE | | 0.00 | 100.00 | 1.34 | 0 | 0 | 47 | | | |
| FTP | FTP | | 0.00 | 100.00 | 0.19 | 0 | 0 | 47 | | | |
| FTP Linux 8 | FTP | | 0.00 | 100.00 | 0.11 | 2 | 0 | 47 | | | |
| Windows 2003 | FTP | | 0.00 | 100.00 | 0.06 | 0 | 0 | 47 | | | |
| Windows FTP | FTP | | 0.00 | 0.00 | 0.00 | 0 | 0 | 47 | | | |
| HTTP 127 | HTTP | | 0.00 | 100.00 | 0.26 | 0 | 0 | 47 | | | |
| HTTP 2003 | HTTP | | 0.00 | 100.00 | 0.15 | 0 | 0 | 47 | | | |
| HTTPS | HTTPS | | 0.00 | 100.00 | 0.26 | 0 | 0 | 47 | | | |
| ICMP 2003 | ICMP | | 0.00 | 100.00 | 0.00 | 0 | 0 | 47 | | | |



Summary Tab – View Drill-Down Data

In addition to viewing the high-level summary of data, users may drill down to the Service Group or Service Target level to view various Tables and graphs. An easy way of doing this is by selecting the Service Target of interest from the **Resources Pane**.

Example: Viewing detailed HTTP Service Target data with the Summary Tab

| 🕘 hp Ope | nView Internet Services - Microsoft Internet Explore | er | | | | | | | | | | | |
|--------------------|--|-----|-------|-------------------------------|---------------------------|----------------|---------------------------|-------------------------|--------------------|--------------|--|-----------|----------|
| File Ed | it View Favorites Tools Help | | | | | | | | | | | | - 🥂 |
| G Bac | k 🔹 🕥 🐇 📓 🏠 🔎 Search 👷 Favorite | s 🍕 | 🕑 Me | edia 🚱 🔗 - | 🎍 🛚 • | | 8 | | | | | Links * | R |
| 🌘 ł | np OpenView Internet Services | | | | | | | | | User: A | Il Customers | | |
| | Filter ? | | Sur | nmary Alarn | ıs Tre | ends | | | | | | Help | ^ |
| Health | Location: All Locations | D | ata | from 4/4/05 8:04 | AM to 4/4/ | 05 4:04 | PM (GMT- | 08:00) | | | | | = |
| 0 Target | Resources ? | L | .ast | Data Point Rec | eived: 4/4/0 | 5 4:00 F | РМ | | | | | | |
| Status | 🖻 🛋 All 🤷 | | All R | esources | | | | | | | | | |
| | | | Healt | h SLO Violation (Percent) | s Availa (Perc | bility ent) | Alarms | (Count) | SLO Vio (Count) | lations | Samples | (Count) | |
| 51.0 | 🛨 🛛 Dial_Http | | | | 9.43 | | 89.91 | 497 | 7 | 2975 | | 31534 | |
| SLA | Exchange A FTD | | Cust | omer: HTTP | _ | | _ | _ | _ | _ | _ | _ | |
| ~~ | 🔲 🗠 НТТР | 1.7 | Healt | h SLO Violations | Availability | , 5 | SLA | Alarms (| Count) S | LO Violatior | ns Samp | es | |
| Reports | A HTTP 127.0.0.1 | | | (Percent) | (Percent) | C | Conformance | | (| Count) | (Coun | t) | |
| Reports | 127.0.0.1/hpov_reports/lops.ntm 🔊 HTTP ROS59102TST | | 6 | 2 | 56 | 97.81 | nor |) | 65 | | 41 | 1599 | |
| | HTTP ROS59102TST IPAddr | | | | | | | | | | •• | | |
| Custom | HTTP Using IP_Address | | Serv | ice Group: HTTP 12 | 7.0.0.1 | Probe Ty | pe: HTTP | - | | | | | |
| Graphs | HTTP Customer | 16 | Healt | h SLO Violations (Percent) | Availability (Percent) | / F | Response Time Seconds) | Alarms (| Count) S | LO Violation | is Samp (Coun | les t) | |
| | HIP 30 | | 6 | 1. | 1 | 98.89 | 0.816 | 6 | 0 | obaniq | 1 | 90 | |
| | | | | | | | | | | | | | |
| ΟΥΤΑ | | | Loca | tions for Target: 17 | ?7.0.0.1/hpov_r | eports/ic | ps.htm | | - | | | | |
| | <u>~</u> | | IIPs | Location | | Health | Violations (| Vailability Percent) | Time | (Count) | SLO Violations | (Count) | |
| | Joons Description | | 0.8 | | | | (Percent) | | (Seconds) | | (Count) | | |
| | Health SLO Violations | | ₩]I | ros59102t | | | 1.11 | 98.89 | 0.816 | i 0 | 1 | 90 | |
| | Greater than 20.00% to 100.00% | | Vi | ew Data Table | View | Error Info | rmation | | | | | | |
| | Greater than 10.00% to 20.00% | | _ | | Tiew | | Armation | | | | | | ~ |
| | From 0.00% to 10.00% | < | | | | | | | | | | | > |
| 🙆 Done | | | | | | | | | | | Second Electric Contract Contr | ntranet | |

First, we select an HTTP target from the Resource Pane. In this example the **Customer** "HTTP" has a **Service Group** "HTTP 127.0.0.1" and a related **Service Target** "127.0.0.1/hpov_reports/..." Once we highlight the service target, the **Summary Tab** reflects details specific to the service target.

The following screenshots show the information available by scrolling through this Service Target-specific screen.



Example: Viewing detailed HTTP Service Target data with the Summary Tab (cont.)

Summary Alarms Trends

Help

Data from 4/4/05 8:04 AM to 4/4/05 4:04 PM (GMT-08:00)

Last Data Point Received: 4/4/05 4:00 PM

| All Resources | | | | | | | | |
|---------------|-----------------------------|---------------------------|----------------|---------------------------|-----------------|--|--|--|
| Health | SLO Violations (Percent) | Availability (Percent) | Alarms (Count) | SLO Violations (Count) | Samples (Count) | | | |
| | 9.43 | 89.91 | 497 | 2975 | 31534 | | | |

| Custome | Customer: HTTP | | | | | | | | | | |
|---------|-----------------------------|---------------------------|---------------------------------|----------------|---------------------------|--------------------|--|--|--|--|--|
| Health | SLO Violations (Percent) | Availability (Percent) | SLA Conformance (Percent) | Alarms (Count) | SLO Violations (Count) | Samples (Count) | | | | | |
| | 2.56 | 97.81 | 0.00 | 65 | 41 | 1599 | | | | | |

| Service | Group: HTTP 127.0 | .0.1 Probe 7 | Гуре: НТТР | | | |
|---------|-----------------------------|---------------------------|----------------------------|----------------|---------------------------|--------------------|
| Health | SLO Violations (Percent) | Availability (Percent) | Response Time (Seconds) | Alarms (Count) | SLO Violations (Count) | Samples (Count) |
| | 1.11 | 98.89 | 0.816 | 0 | 1 | 90 |

| Loca | Locations for Target: 127.0.0.1/hpov_reports/iops.htm | | | | | | | | | | |
|------|---|--------|--------------------------------|---------------------------|-------------------------------|-------------------|------------------------------|--------------------|--|--|--|
| TIPs | Location | Health | SLO Violations (Percent) | Availability (Percent) | Response Time (Seconds) | Alarms (Count) | SLO Violations (Count) | Samples (Count) | | | |
| Pjĩ | ros59102t | | 1.11 | 98.89 | 0.816 | 0 | 1 | 90 | | | |

View Data Table

View Error Information

The **View Data Table button** provides information on the metrics collected and summarized.

| Date ↓ Time | Samples | SLO Violations (Count) | Availability (Percent) | Response Time (Seconds) | Setup Time (Seconds) | Throughput (KBytes/Sec) | DNS Setup Time (Seconds) | Connect Time (Seconds) | Server Response Time (Seconds) | | |
|-----------------------|---------|------------------------------|---------------------------|-------------------------------|----------------------------|----------------------------|--------------------------------|------------------------------|---|--|--|
| 4/5/05 10:55 AM | 0 | No Data | No Data | No Data | No Data | No Data | No Data | No Data | No Data | | |
| 4/5/05 10:50 AM | 1 | 0 | 100 | 0.419 | 0.350 | 77.403 | 0.349 | 0.001 | 0.006 | | |
| 4/5/05 10:45 AM | 1 | 0 | 100 | 1.027 | 0.358 | 7.950 | 0.354 | 0.004 | 0.139 | | |
| 4/5/05 10:40 AM | 1 | 0 | 100 | 1.196 | 0.919 | 19.200 | 0.913 | 0.006 | 0.020 | | |



Example: Viewing detailed HTTP Service Target data with the Summary Tab (cont.)

The View Error Information button provides information on errors detected for the service target.

| Return to Top | | ERROR INFORMATION | |
|----------------|--------------|--|---|
| | | Errors from 12/31/04 11:10 AM to 1/7/05 11:10 AM (GMT-08:00) | |
| Time | Error Inform | nation | Ŷ |
| 1/5/05 5:45 PM | (Probe Timeo | ut after 45 second(s)] [URL] http://127 -80/hoov_reports/iops.htm [PROXY] web-proxy rose hp.com/8088 | |

Additional HTTP service target graphs are displayed below.











The New OVIS Dashboard - Page 8 of 16





Example: Viewing detailed HTTP Service Target data with the Summary Tab (cont.)





Summary Tab – View Graphs

When users click on "**View Graphs**" from the Status Tables snapshot view, they may view bar graphs for **Availability**, **SLO Violations** or **Alarms**.













Help

Health Workspace - Alarms Tab

Alarms

Summary

Trends

Incidents from 1/6/05 11:19 AM to 1/6/05 3:19 PM (GMT-08:00)

| All Resources | | | | | | | |
|---------------|----------|-------------------|----------|--------------------------|----------------------------------|---|---------------|
| TIPs Trace | Severity | Time ↓ | Customer | Service Group | Target | Message Text | Probe Name |
| ۹ĵ | | 1/6/05 3:15 PM | LDAPS | N/A | LDAPS TEST | SLA Conformance Threshold Violated: SLA: "LDAPS TEST" Customer: "LDAPS"; Threshold: 98.00 Conformance: 0.00. | N/A |
| ٩ĵĨ | 0 | 1/6/05 3:15 PM | Script | Local Command | netstat -r | SCRIPT Service RESPONSE_TIME is slow (1.016 vs 1.200) on netstat -r | SCRIPT |
| ٩ĵĨ | 0 | 1/6/05 3:15 PM | нттр | HTTP Using IP_Address | 2.2.222.22/hpov_reports/lops.htm | HTTP Service RESPONSE_TIME is slow (1.062 vs 2.200) on 2.2.222.221/hpov_reports/iops.htm | HTTP |
| ٩ĵĨ | A | 1/6/05 3:10 PM | Script | Local Command | netstat -r | SCRIPT Service RESPONSE_TIME is slow (1.360 vs 1.200) on netstat -r | SCRIPT |
| ₽ĵÎ | ¥ | 1/6/05 3:10 PM | НТТР | HTTP Using IP_Address | 2.2.222.22\hpov_reports/lops.htm | HTTP Service RESPONSE_TIME is slow (2.410 vs 2.200) on 2.2.222.22/hpov_reports/lops.htm | HTTP |
| ₽jî | 0 | 1/6/05 2:55 PM | HTTP | HTTP Using IP_Address | 2.2.222.22/hpov_reports/lops.htm | HTTP Service RESPONSE_TIME is slow (0.213 vs 1.800) on 2.2.222.221/hpov_reports/lops.htm | HTTP |
| ٩ĵ | 0 | 1/6/05 2:55 PM | Script | Local Command | netstat -r | SCRIPT Service RESPONSE_TIME is slow (1.047 vs 1.200) on netstat -r | SCRIPT |
| ٩jĩ | A | 1/6/05 2:50 PM | Script | Local Command | netstat -r | SCRIPT Service RESPONSE_TIME is slow (1.343 vs 1.200) on netstat -r | SCRIPT |
| Pjî | ٨ | 1/6/05 2:50 PM | НТТР | HTTP Using IP_Address | /hpov_reports/lops.htm | HTTP Service RESPONSE_TIME is slow (1.867 vs 1.800) on 2.2.222.22 /hpov_reports/lops.htm | HTTP |
| ₽jî | 0 | 1/6/05 2:40 PM | Script | Local Command | netstat -r | SCRIPT Service RESPONSE_TIME is slow (0.938 vs 1.200) on netstat -r | SCRIPT |

Alarms are sorted by timestamp and severity. By clicking on any column header (with the exception of the "TIPs" column), users can sort the incidents by that column. For example, users can sort in descending order of alarm severity by selecting the "Severity" column. The Severity icons are defined as follows:

- 🛽 indicates alarm severity of Critical
- 🔻 indicates alarm severity of Major
- 🔺 indicates alarm severity of Minor
- indicates alarm severity of Warning
- indicates alarm severity of Normal



HP OpenView **Troubleshooting Insight Packages (TIPs)** make it possible for you to quickly troubleshoot problems reported by OVIS. A TIP automatically executes one or more commands to collect information that enhances your troubleshooting process. TIPs allow you to reduce your mean time to problem resolution (MTTR) for internet services monitored by OVIS. Predefined troubleshooting commands can be run on probe systems against various target systems to collect information which assists in identifying the problem. In addition to typical commands such as Ping, TraceRoute, NSLookup, results of running more sophisticated Windows-based WMI commands (WMIC) and Unix-based custom scripts can be easily integrated into the OVIS Dashboard environment for better troubleshooting.

Please refer to the TIPs What's New paper for more detailed information on this topic. The paper is located with the OVIS documentation and is accessible via the OVIS Configuration Manager.



Health Workspace - Trends Tab

Hourly Averages - shows the average values for the metric for each hour of the day. One line is displayed for each day of the week. Even if you have selected a single day of the week for display, this graph will still show the values for each day of the week, but the day of the week you've selected will have a bold colored line.





Baseline - shows how today's values for the metric compare to typical values for this metric for each hour of the day. Typical values are determined based on the data in the date range. So for example, the graph shows the purple line which indicates that 95% of the time the metric is that value or lower, the red line indicates that 75% of the time the metric is that value or lower, etc. If you select a single day of the week from the drop down box at the top of the page, this graph shows that day's data for the metric compared to typical values for that day of the week.



Response Time Distribution - shows the number of times the metric was a particular value during the date range (for example, Response Time was 2.2 seconds, 38 times during the date range). This gives you a histogram where you can easily see the most common metric value during the date range.





Cumulative Distribution - shows the percentage of times the metric was a particular value or less (for example, Response Time was 2.2 seconds or less 80% of the time). With this graph you can see the overall quality of service. The larger the area under the curve the better the service was. Note that this graph shows actual availability so that if the availability was 90% then the line will go up to 90% only, not 100%.



Hourly Statistics - shows the mean, median, normal, maximum and minimum values for the metric for each hour of the day. The dot indicates the mean metric value for that hour of the day. The black line indicates the median value. The blue line above the box indicates the normal maximum value. The blue line below the box indicates the normal minimum value. The box around the dot indicates values between the 25% and 75% percentiles. In statistics, this type of graph is called a box-and-whisker plot. From this type of graph you can see the center, the spread, and the overall range of distribution. The graph shows a measure of central location (the median), two measures of dispersion (the range and inter-quartile range) and the skewness (from the orientation of the median relative to the quartiles).