

# **HP OpenView Service Desk 5.0**

## **Differences Between 4.5 and 5.0**

**Software Version: 5.0**

**For the Windows and Unix Operating Systems**



**i n v e n t**

**Manufacturing Part Number: None**

**Document Release Date: February 2006**

**Software Release Date: February 2006**

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## Documentation Updates

This manual's title page contains the following identifying information:

- 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, visit the following URL:

**[http://ovweb.external.hp.com/lpe/doc\\_serv/](http://ovweb.external.hp.com/lpe/doc_serv/)**

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

## **References**

*HP OpenView Service Desk: Administrator's Guide*

*HP OpenView Service Desk: Service Level Manager Guide*

*HP OpenView Service Desk: Installation Guide*

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## Support

Please visit the HP OpenView support web site at:

**<http://www.hp.com/managementsoftware/support>**

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

HP OpenView online software 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 valuable support customer, you can benefit by using the support site to:

- Search for knowledge documents of interest
- Submit enhancement requests online
- Download software patches
- Submit and track progress on support cases
- Manage a support contract
- Look up HP support contacts
- Review information about available services
- Enter 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 log in. Many also require a support contract.

To find more information about access levels, go to:

**[http://www.hp.com/managementsoftware/access\\_level](http://www.hp.com/managementsoftware/access_level)**

To register for an HP Passport ID, go to:

**<http://www.managementsoftware.hp.com/passport-registration.html>**



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# **1 Introduction**

This chapter describes the structure of this guide and the guide's intended audience.

## **Structure**

This guide covers the following topics:

- Information on differences for installation and deployment
- Changes in the Graphical User Interface
- Differences in administrative tasks such as configuration exchange, security, and auditing
- Service Level Management
- Additions and changes in the user functionality
- OpenView Performance Insight Reporting
- Differences for data exchange and service events



## **Target Audience**

This guide is intended to give a description of the changes in Service Desk 5.0 compared to Service Desk 4.5, particularly in view of the coming migration. It provides a starting point for an assessment of the implications and benefits of migrating from Service Desk 4.5 to Service Desk 5.0.

This guide assumes that the reader is familiar with Service Desk 4.5, up to and including Service Pack 7.

Information is task-oriented and does not always describe exactly how some features work.

Introduction

**Target Audience**

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## **2** **Installation and Deployment**

This chapter describes the installation and deployment features of Service Desk 5.0.

## Overview

This chapter covers the following topics:

- Service Desk 5.0 technology
- Sizing and scalability
- Installation programs
- Command-line options
- Service Pages
- Java Web Start Installation
- Supported Operating Systems
- Troubleshooting

**Table 2-1**

**Comparison of Installation of Service Desk 4.5 and 5.0**

Service Desk 4.5	Service Desk 5.0
	Command line options
	Changes and differences compared to Service Desk 4.5 - <ul style="list-style-type: none"><li>• Services</li><li>• Scripts</li><li>• Executables</li></ul>

## **Technology**

Service Desk 5.0 is now completely Java-compliant, meaning that all Service Desk 5.0 components that run on Java are built using Java 2 Standard Edition version 1.4. Microsoft Java has been completely removed from Service Desk 5.0.

## Sizing and Scalability

**Table 2-2 Sizing and scalability for Service Desk 5.0**

	<b>Service Desk 5.0</b>
<b>OpenView Console</b>	Multiple client sessions supported on the same machine
	Runs on other OSs.
	Heavier for client than 4.5. Response will be slower on the same hardware.
	Consumes more memory than 4.5 client. May dictate system memory expansion and page or swap-file enlargement.
Max number of users supported on application server	Lower than 4.5.
Client CPU load Server CPU load Database Server CPU load	Slightly higher than 4.5 10%-20% higher than 4.5 Much higher than 4.5
Memory Consumption:	Client memory consumption 3 to 4 times higher than 4.5 on production systems. Server consumption much higher than 4.5.
Database	Heavier on the database, especially with SLM added.

---

## Installation Programs

A typical Service Desk 5.0 installation consists of the following two programs:

- Management Server Installation Program

This program installs the Management Server software and lets you create a new database. The Management Server monitors the applications running on client computers and assists the applications when needed. You can install the Management Server software on the same computer as the database server software, or on a host computer that has access to the database server software. Before you can use the Management Server installation program to establish the Service Desk database, you must install database management software, such as Oracle.

- Client Installation Program

This program installs the client software on a client computer. This can be the Service Desk Full Client or Java Web Start (which allows Service Desk to be launched from a web browser) which give full GUI client installation. The client installation enables Service Desk to be used on the client computer on a network.

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### WARNING

**To perform actions in Service Desk that require Administrator privileges, launch the OpenView Console on the Service Desk Management Server host computer.**

---

In addition, the following programs are available for you to install specific applications:

- Agent installation: installs Service Desk Agent software. A component that implements commands received from the HP OpenView Management Server.
- Adapters installation: installs Metric Adapters. The Service Level Management component of Service Desk provides adapters that manage the process of gathering metric data values from the supported monitoring applications.

- **Event installation:** installs Service Object Loader.  
A command line tool that allows you to create a single object of any type in Service Desk. In Service Desk 4.5 this was the Service Desk Event Command Line. See Service Events for more information.
- **Service pages installation:** installs Service Pages.  
A web-based application that provides a simplified interface to your Service Desk environment.
- **Integrations installation:** installs Integration software.  
This allows third-party software to integrate into Service Desk.

See the *HP OpenView Service Desk Installation Guide* for more information.



## Command-line options

Service Desk 5.0 provides the OpenView Control service that allows you to start, stop, perform event notification and status reporting, on components of the Management Server that are registered with this service.

The following commands are available for the OpenView Control Service:

- `ovc`  
Perform actions on local components.
- `ovrc`  
Perform actions on remote components.
- `ovcreg`  
Register components with the OpenView Control service.

For more information about the options and syntax for these commands see the HP OpenView Service Desk online help.

## Service Pages

Service Pages provides a simplified web interface to Service Desk. Its main function is to allow users to remotely create, view and edit Service Desk objects. The objects that can be created depend on the type of user that logs on to Service Pages. Server Pages functionality has not changed since Service Desk 4.5. However, Service Pages now additionally support Internet Explorer 6.x, Mozilla 1.4.x, or Firefox 1.0.x.

Service Pages are covered extensively in the *HP OpenView Service Desk Administrator's Guide*.

## Java Web Start Installation

Java Web Start is an application-deployment technology that allows you to launch Service Desk with a single click in your web browser. You can now download and launch the applications without going through complicated installation procedures. Client upgrades to latest Service Packs are automated. Distribution packages or manual installation are no longer necessary.

With Java Web Start, you launch applications by clicking on a Web page link. If the application is not present on your computer, Java Web Start automatically downloads all necessary files. It then caches the files on your computer so that the application can launch quickly —either from an icon on your desktop or from the browser link. Whichever method you use to launch the application, the most current version of the application is always presented to you.

The key benefits of Java Web Start are:

- No separate installation step for the client UI
- Instant and transparent roll-out and deployment of newer versions and updates of the client UI application

You can set up Web Start to enable the end users to install the client software from a Web server. For example, once you have installed and set up the application server you could inform the users by sending an e-mail message that includes the relevant hyperlink. When the user clicks the hyperlink, the Service Desk client is installed.

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### WARNING

**To perform actions in Service Desk that require Administrator privileges, launch the HP OpenView Console on the Service Desk Management Server host computer.**

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## **Supported Operating Systems and Databases**

For the most current list of supported operating systems and databases click the following link (if you are not a registered HP Passport user, you will need to register as a new user):

<http://openview.hp.com/ecare/getsupportdoc?docid=OV-EN018535>

## Troubleshooting

### Tracing and Logging

Service Desk 4.5 client and server log files are replaced by a new logging mechanism that offers localizable texts and configuration options. Configurable tracing of the internal working of Service Desk offers more detailed information for support engineers.

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**NOTE**

For more information about tracing and logging in Service Desk 5.0, see the *HP OpenView Service Desk Administrator's Guide*.



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# 3

# GUI

This chapter describes some of the new GUI features included in Service Desk 5.0.

## Overview

This chapter covers the following topics:

- HP OpenView Console
- Workspaces and Workspace Groups replace groups and shortcuts
- Dashboard Panel
- Multiple GUI Instances
- Toolbar and Menu Customization

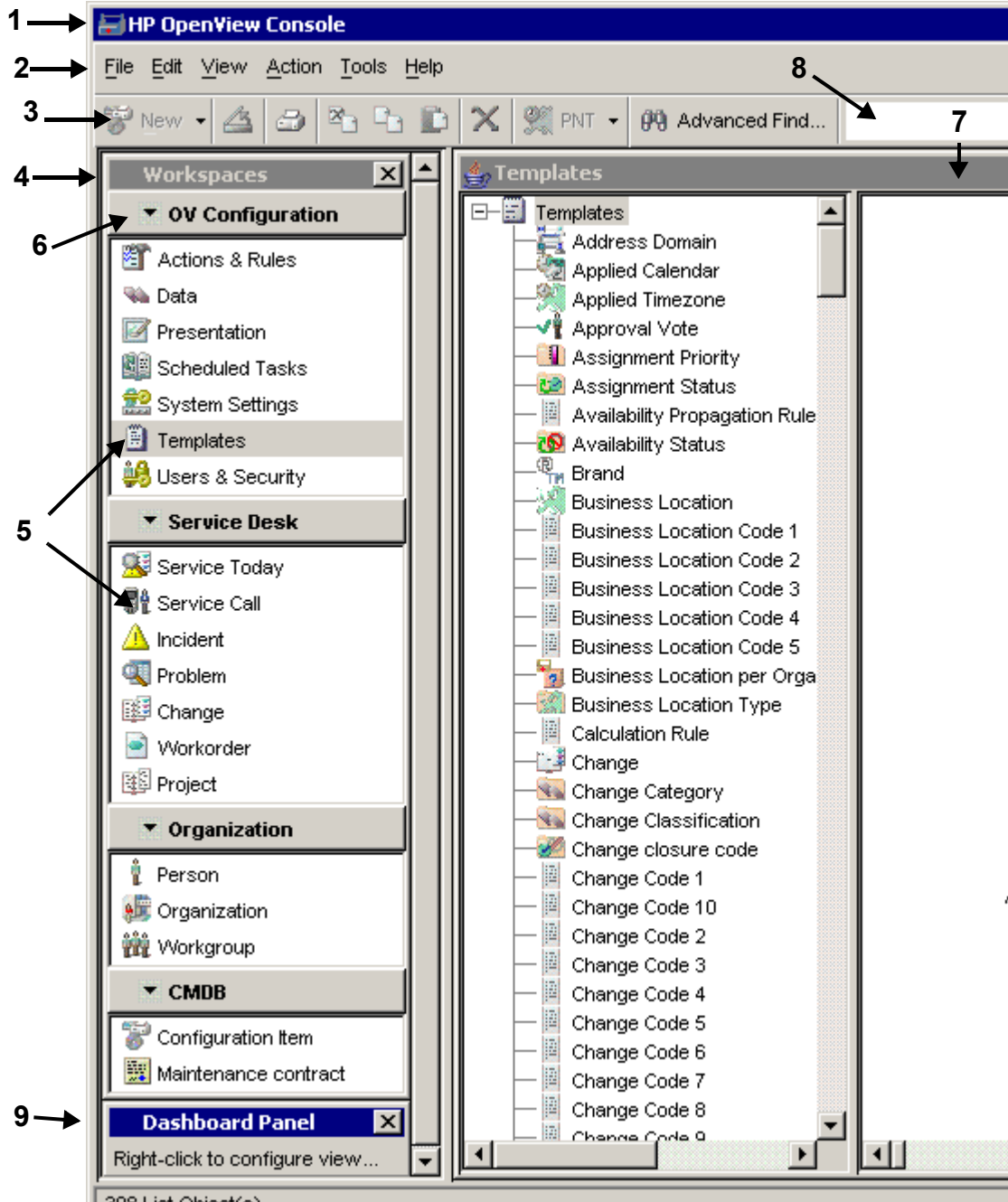


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## HP OpenView Console

The main features of the HP OpenView Console are shown in the following diagram. Each feature is briefly described in the text that follows.

Figure 3-1 HP OpenView Console



The **title bar (1)** is located at the top of the console. The left side of the title bar contains the name of the active application. In this example, “HP OpenView Console” is the application name. The right side contains the standard Windows® buttons for closing and resizing the console window.

The command bar is located just below the title bar. The command bar provides tools for invoking commands. The default command bar includes the main **menu bar (2)** and the standard and advanced **toolbars (3)**. In the menu bar, commands are represented by their names and are grouped in menus. In the toolbars, commands are represented by icons. Both the menu bar and the toolbars can be customized.

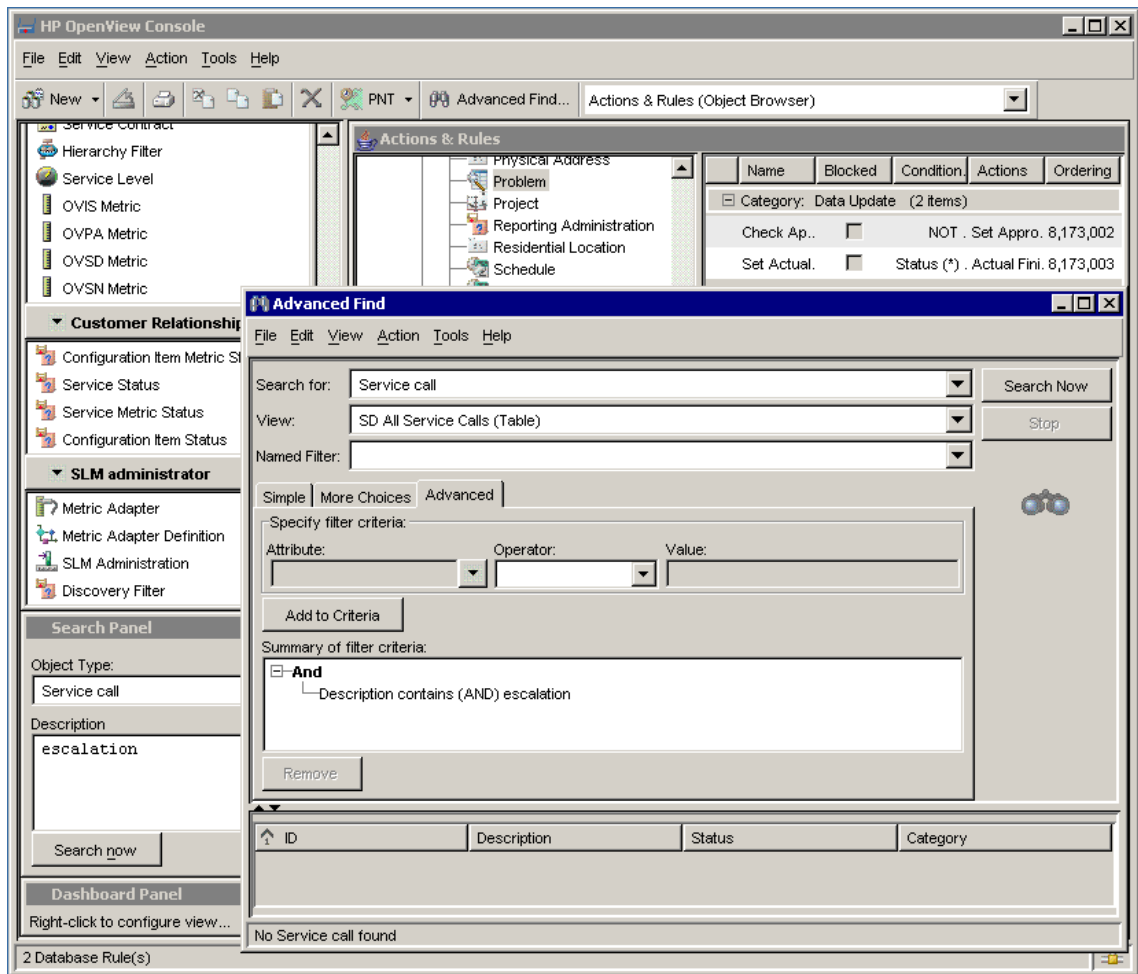
The **workspace navigation panel (4)** is located on the left side of the console just below the command bar. The workspace navigation panel allows multiple **workspaces (5)** to be organized into **workspace groups (6)** that provide easy access to the views associated with each object type. You can display a workspace group in either expanded or collapsed format. In addition, you can show or hide the entire workspace navigation panel.

The **workspace display panel (7)** is located on the right side of the console just below the command bar. This panel displays a view associated with the object type that is selected in the active workspace group in the workspace navigation panel. In the example shown, the Template object type in the Templates workspace group is selected, and the default template view is shown. If multiple views exist for a given object type, you can choose a view from the **view selector (8)** list.

The **dashboard panel (9)** is an optional panel that you can show or hide. By default, it is hidden. If you choose to show the dashboard panel, it appears on the left side of the console in the same vertical column as the workspace navigation panel. The dashboard panel allows you to display either a single or combination view associated with a given object type.

The **search panel** is another optional panel that you can show or hide. By default, it is hidden. Like the dashboard panel, it appears on the left side of the console in the same vertical column as the workspace navigation panel. The search panel allows you to search for specific objects according to defined search criteria.

Figure 3-2 Search Panel



**NOTE**

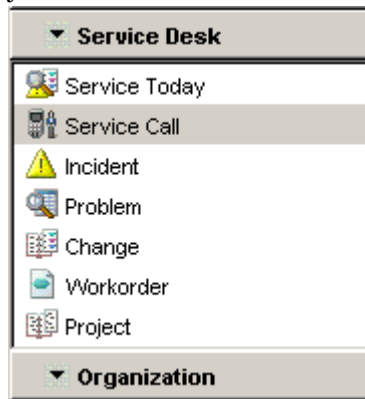
You can undock a panel from the main console window and treat it as a separate, stand-alone window. To do this, drag the title bar of the panel to a different location on your screen. Once a panel is undocked from the console, you can move it, resize it, or close it using the standard Windows controls.

## Navigating the HP OpenView Console

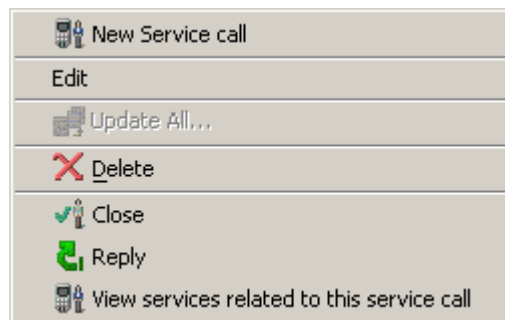
The main window of the HP OpenView console is your starting point for navigation. From the main window, you can create and populate workspace groups, display views, create your own local views, open forms, invoke actions, and get help. You can also search for data, customize the appearance and behavior of the console, and build a dashboard display.

You can use the menu items available on the main menu bar and the buttons available on the toolbars to navigate the console. You can also navigate the console using the workspace navigation panel and the shortcut menu associated with objects in the current view.

Click a workspace name in the workspace navigation panel to display a view for that workspace. If multiple views are available, the view most recently displayed for that workspace is shown. Once a view is displayed, you can select a different view from the view selector list on the toolbar.



Once a view is displayed, you can right-click any object in the view to display a shortcut menu similar to this one:



If your role permits, you can use this menu to create a new object, edit the attribute values associated with the current object, delete the current object, or invoke one of the actions listed.

### **Workspace Navigation Panel**

You can personalize the HP OpenView console by setting up the workspace navigation panel in a way that suits you and gives you quick access to your work. You can create workspace groups and add both object-type and URL-based workspaces to these groups.

### **Workspace Display Panel**

A workspace is a collection of views and actions that are associated with a particular object type in the HP OpenView database. A view is a customized presentation—such as a tree, chart, or table—of objects of a given type that meet specified criteria. The workspace display panel, which occupies the largest portion of the console window, displays a view associated with the workspace currently selected in the workspace navigation panel.

You can choose to show the view that is currently displayed in the workspace display panel in a new, stand-alone window that is separate from the console. You can then move, resize, minimize, maximize, or close that window without affecting the information displayed in the console. You can customize a view displayed in its own window; any customizations you make to the view are saved and are applied again the next time that view is opened in the console.

### **Customize the Console**

You can customize the toolbars in the console by adding or removing commands. You can also create your own customized toolbars. You can choose to show or hide any or all of the toolbars. You can also choose to show or hide the Search panel, the Dashboard panel, and the Workspaces panel. This flexibility allows you to create a desktop that suits your preferences and supports common tasks.

---

**NOTE**

An administrator must grant users the proper authorization before they can customize their command bars.

---

**Customize the Command Bars** If your HP OpenView administrator has granted you the required permissions, you can use the Command Bar Customizer to add commands to the existing toolbars or delete commands from them. You can also create new toolbars or delete existing ones. The Command Bar Customizer is available both in the main console window and in forms.

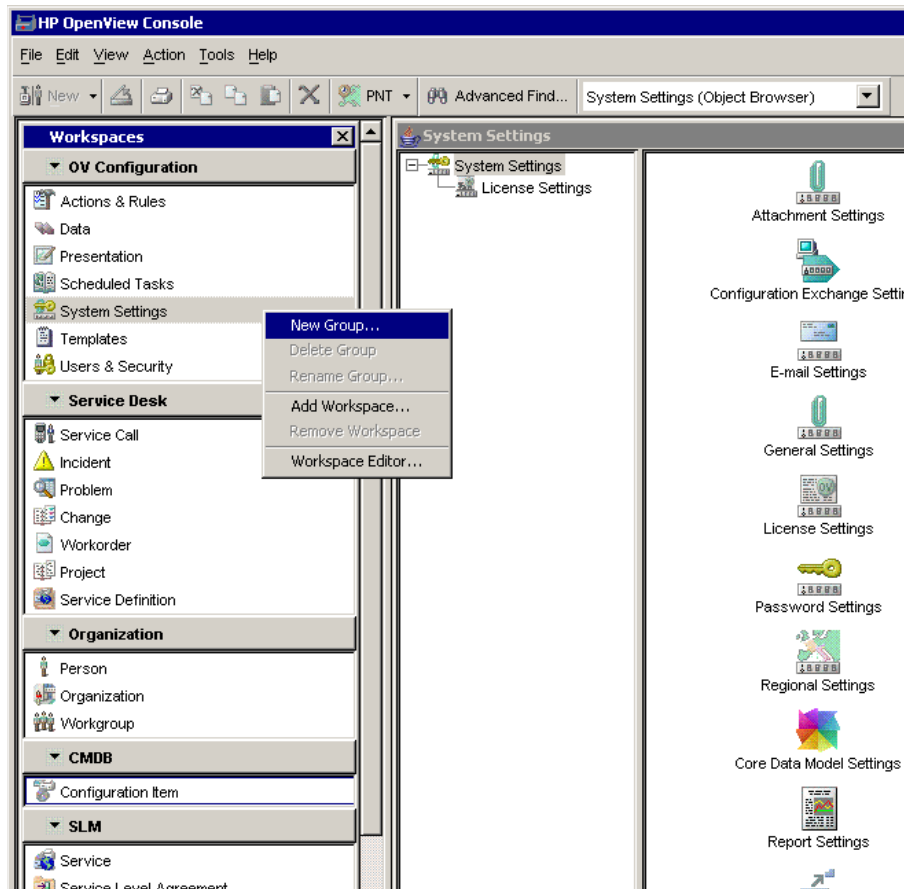
**Arrange the Console Panels** You can choose to either show or hide the Workspaces panel, the Search panel, and the Dashboard panel. You can also undock any panel from the main console and treat it as a separate, stand-alone window. Once a panel is undocked from the console, you can move it, resize it, or close it using the standard Windows controls.

**Show a View in a New Window** You can choose to show the view that is currently displayed in the console in a new, stand-alone window that is separate from the console. You can then move, resize, minimize, maximize, or close that window without affecting the information displayed in the console. You can also customize a view displayed in its own window.

## Workspaces and Workspace Groups

In Service Desk 5.0, groups and shortcuts are replaced by workspaces and workspace groups. These offer the following capabilities:

- Users can easily access application areas from logical groups.
- The system administrator can define a standard workspace.
- Users can customize their own environment using the workspace editor.
- Users can add a URL as a workspace.





In the HP OpenView console, a workspace is a context that represents your current scope of interest and work. Workspaces provide a means of grouping objects, views, and actions for a related purpose or task flow. Examples of workspaces include monitoring, backup and recovery, and configuration. By organizing your work in workspaces, you can keep screen clutter to a minimum and make the most useful information readily available.

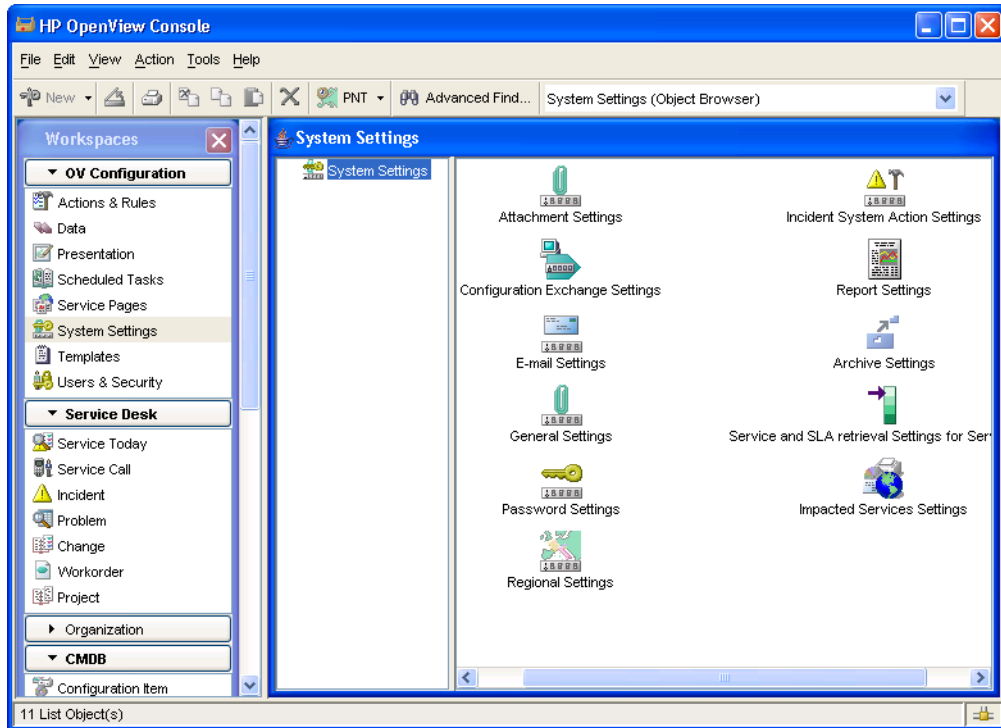
You can organize multiple workspaces into workspace groups. These groups provide convenient access to the views associated with each object type represented. You can display workspace groups in either expanded or collapsed format. In addition, you can show or hide the entire workspace navigation panel.

When you click the name of a workspace in the workspace *navigation* panel, the console displays the default view associated with the object type represented by that workspace in the workspace *display* panel. A view displays all the objects of a given type that meet the filter criteria specified for that view. If multiple views exist for a given object type, you can select a view from the view selector drop-down list on the advanced tool bar.

## OpenView Configuration Workspace Group

The Administrator Console in Service Desk 4.5 is incorporated into the Service Desk 5.0 OpenView console as the OV Configuration workspace group.

Figure 3-3 HP OpenView Workspaces

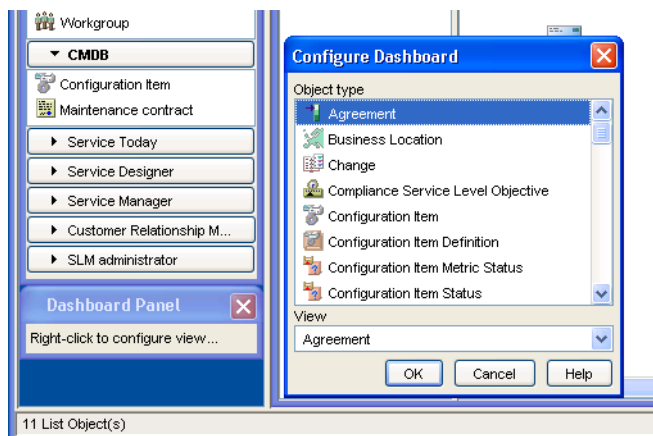


## Dashboard Panel

The dashboard panel provides quick, visual access to measures of performance or status for some portion of a managed environment. It offers the following capabilities:

- Can be configured to suit your business needs.
- Provides permanent visibility of business critical information.
- Allows a view to be always visible in the dashboard panel.
- Can be lifted out the console so that it runs in its own window.
- Can be switched off when not in use.

**Figure 3-4** Configuring the Dashboard Panel



The information presented in a dashboard can include real-time information, historical information over a period of time, averaged information, or other indicators. You can “drill down” within a dashboard to display more detailed information about an item on the dashboard or navigate to other functions that provide information or tools for solving a specific problem.

In some cases, a dashboard is used to display a high-level, simple summary view of a service that is running. The dashboard allows you to monitor the status of a given service while using the workspace display area for some other purpose. When you double-click a view displayed in

an HP OpenView console dashboard, the default action associated with that view is executed. This action might be to display a specific view in the workspace display panel or to start an external application.

The dashboard panel allows you to display either a single or combination view associated with a given object type. It is an optional console panel that you can show or hide. By default, it is hidden. If you choose to show the dashboard panel, it appears on the left side of the console below the command bar and in the same vertical column as the workspace navigation panel.

You can lift the dashboard panel out of the console and treat it as a standalone window. You can also embed the dashboard in another application, such as an internal or external portal.

---

## Multiple GUI Instances

You can run multiple sessions of the HP OpenView console on a single computer at the same time. This functionality was available in 4.5, however, the command-line syntax has changed; you no longer need to specify session parameters for each session, only your user home directory where you want to store your local user session information. Sessions can now also be initiated from Java Web Start, as well as from the command line, or both.

---

### NOTE

Java Web Start is an application-deployment technology that gives you the ability to launch Service Desk with a single click from your Web browser. For more information about Java Web Start, see “Java Web Start Installation” on page 23.

---

Each time you initiate a console session, the console creates or modifies configuration files that contain information about any personal views and workspaces that you create or command bar customizations that you make. The console also creates log files and a data repository cache. These files reside on your local hard disk.

To safely start a second (or subsequent) console session from the command line, type the following command:

Unix:            **ovconsole -Duser.home=<userHomeDir>**

Windows:        **ovconsole.bat -Duser.home=<userHomeDir>**

where *<userHomeDir>* is the location where you want to store the new set of console data files.

---

### NOTE

When you start a console session using Java Web Start, the data files for that session are stored under *<userdir>/webstart* in a subdirectory that is unique to the server that you are using. You can safely run as many Java Web Start console sessions as you like, as long as each session points to a different server.

---

## Toolbar and Menu Customization

Service Desk 5.0 allows you to customize standard toolbars for best alignment with your business processes. You can also add items to the Actions menu and make them accessible to users with specific roles.

With Service Desk 5.0 you can:

- Add items to the standard toolbars or create your own toolbar and add items to it. You do this by dragging and dropping items onto a toolbar from the CommandBar Customizer.
- Specify which toolbars are available in the View menu and whether users related to specific roles can show or hide them.
- Restrict access to View Actions, Smart Actions, and System Actions that are available from the Actions menu. You do this by relating an action to one or more user roles in the HP OpenView Console. You can also create new actions and relate them to roles.

### Docked or floating command bars

Console command bars, including the main menu bar and any visible toolbars, exist in one of two states: docked or floating. A docked command bar is attached to the console, and it snaps into place if you drag it below the title bar or to the left, right, or bottom edge of the console window. A floating command bar can be moved anywhere on your screen.

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**NOTE**

For more information about Service Desk 5.0 GUI features, see the *HP OpenView Service Desk Administrator's Guide*.

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# 4 Administration

This chapter describes how certain administrative functions have changed in Service Desk 5.0, compared to Service Desk 4.5.

## Overview

The following administrative functions are described in this chapter:

- Configuration Exchange
- Actions & Rules
- Scheduled tasks
- Auditing
- Security
- Licensing
- Localization and Internationalization



## Configuration Exchange

ACES (Administrator Console Export Settings) in Service Desk 4.5 is replaced by Configuration Exchange in Service Desk 5.0.

Configuration Exchange enables you to transfer configuration settings between compatible Service Desk servers. After exporting configuration settings to an intermediate export file, you can import the file to other servers of the same version.

### New Configuration Exchange Features in Service Desk 5.0

- You can import files that were exported from an earlier Object Server version as long as any related model changes are backward-compatible.
- In Service Desk 4.5, settings to be exported were defined in views. In Service Desk 5.0, you use configuration exchange filters to define the settings you want to export.

### Configuration Exchange Filters

Configuration exchange filters capture parts of the configuration settings maintained in the HP OpenView Configuration workspace group. A filter is based on a particular type of configuration setting (such as a template, form, or code). If a configuration setting is specific to a particular object type (such as UI rules for incidents), the filter is specific to that object type.

After you have created a configuration exchange filter, you can add it to one or more configuration exchange filter groups.

### Configuration Exchange Filter Groups

Filter groups are collections of filters. A configuration exchange filter group named 'Change Suite' could, for example, contain configuration exchange filters named 'Change Forms', 'Change Templates' and 'Change Codes'.

When you create a filter group, you add filters to a list. The order in which the filters appear in the list determines the order in which configuration information is imported. The filter at the top of the list is imported first.

The purpose of grouping the exchange filters in this way is to allow the export process to be structured to allow the reuse of the definitions. One configuration exchange filter can be part of several configuration exchange filter groups.

After creating a filter group, you can create a filter that specifies the group. This enables you to transfer configuration exchange filter groups from one database to another.

### **Exporting Configuration Settings**

After creating configuration exchange filters and filter groups, you use the configuration exchange export wizard to export the configuration settings to an XML file.

### **Importing Configuration Settings**

You use the configuration exchange import wizard to import configuration settings into the database. The import wizard handles specific situations to ensure the integrity of the configuration settings on the destination server.

### **Configuration Settings with Associated Relations**

For objects that have associated relations, there are various conditions that can be set when you create filters and in the configuration exchange import wizard to include or exclude the relations.

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## Actions & Rules

In Service Desk, you can implement business logic by creating database and UI rules that cause specified actions to be performed.

The basic components of business logic rules are:

- A triggering event (for example, After an item has been opened).
- A condition that must be met at the time of the triggering event, or at a specified time after the event. A condition consists of one or more criteria.
- The action or actions that are performed if the condition is met.

Service Desk 5.0 contains several enhancements to business logic functionality.

### New Business Logic Features in Service Desk 5.0

- Triggers
  - New triggers
- Conditions
  - Specify field-to-field comparison in criteria
  - Specify field-to-previous value comparison in criteria
  - Use OR and NOT operators in criteria and conditions
  - Use current user, current date, and system time variables
- Actions
  - New actions
  - Non-object bound actions

### Triggers

Service Desk 5.0 provides the following new UI rule triggers:

- After a field gets focus  
The rule is executed when the cursor moves into the field.
- Before a field loses focus

The rule is executed before the cursor moves out of the field.

### Conditions

- Field-to-field comparison in UI rules

When creating criteria, you can use a field reference in the Value side of the expression.

This functionality was introduced in Service Pack 7 for database rules. In Service Desk 5.0, it is additionally available for UI rules.

- Boolean algebra

You can now use Boolean algebra (AND, OR and NOT operators) when you create conditions and criteria. Because you can negate all criteria using the NOT operator, the following Service Desk 4.5 operators do not exist in Service Desk 5.0:

- Not Equal
- Now Between
- Not Contains
- Not Empty

- New system variables for UI and database rules

- Current User
- Current Date
- System Time

- New unary operator for UI and database rules

You can check field values for Person, Date or Time against the values of the current session with the following operator:

- Is Current

This validates as TRUE if Person, Date or Time match the values of the current session.

### Actions

Service Desk 5.0 includes the following enhancements to actions:

- Actions that are applicable to multiple objects need to be created only once. This applies to Smart, System and View actions.

- You can specify the objects for which each action type is valid. This filtering applies to all types of actions.

## Auditing

In Service Desk you can configure reports to provide information about changes to selected Service Desk objects. The Audit Rules option allows you to switch on auditing for specific object types. The Service Desk Report Settings allow you to specify the object types you want to analyze and include in the set of analyzed data reports. The data included in these reports is gathered from the history lines of objects or by evaluating changes as they occur in the database. As the number of objects that support history lines has been greatly increased in Service Desk 5.0 this allows for more comprehensive audit reporting than in Service Desk 4.5.

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## Security

Service Desk 5.0 introduces the following enhancements to user authentication and authorization:

- Online authentication
- Query restriction (administration task)
- Workspace authorization (administration task)

**Table 4-1**

<b>Service Desk 4.5</b>	<b>Service Desk 5.0</b>
Standard internal authentication	Still available as an option
	Authentication via integration with external service. Uses JAAS to integrate with Active Directory or LDAP (single sign-on).

### Online Authentication

Service Desk 5.0 enables you to use the single sign-on (SSO) mechanism for authentication by integrating with an external service, such as Active Directory or LDAP. This has the following advantages:

- No separate Service Desk authentication
- Simplified log-on procedure

Service Desk 5.0 authentication:

- Is based upon Java Authentication and Authorization Service (JAAS) APIs
- Requires synchronization/mapping of usernames between external authentication systems and Service Desk
- Works with kerberos, Active Directory and LDAP

- Is module-extensible. Custom modules can be added to provide additional or customized authentication mechanisms or protocols.

Service Desk 5.0 enables you to integrate with various user authentication mechanisms to suit the needs of your organization. Each user authentication mechanism is handled by a login module, which must be configured on the management server.

A login module verifies a user's credentials (such as the user name and password) and returns the result. HP OpenView provides login modules for the following authentication mechanisms:

- Active Directory
- LDAP servers
- HP OpenView user authentication

Alternatively, because HP OpenView user authentication is based on the Java Authentication and Authorization Service (JAAS), you can plug in any other standard JAAS login modules that you wish to use.

When the console wants to authenticate a user, it contacts the management server, passing an application name. A configuration file (`ovlogin.config`) on the management server specifies which login modules to use for that application. You can edit this file to suit your needs.

A login module may ask the console to provide further information, such as a user name and password. The console may prompt the user for this information, or obtain it by some other means.

If you are using the Active Directory or LDAP login modules, you need to specify how users from these external directories map to console users. You specify which attribute of a console user's account contains their Active Directory or LDAP user name.

After each login module is called, as defined in the configuration file, the management server returns the overall authentication result to the console.

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**NOTE**

SSO is only available for the full Java client, not for Service Pages or the Web Console.

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## Authorization

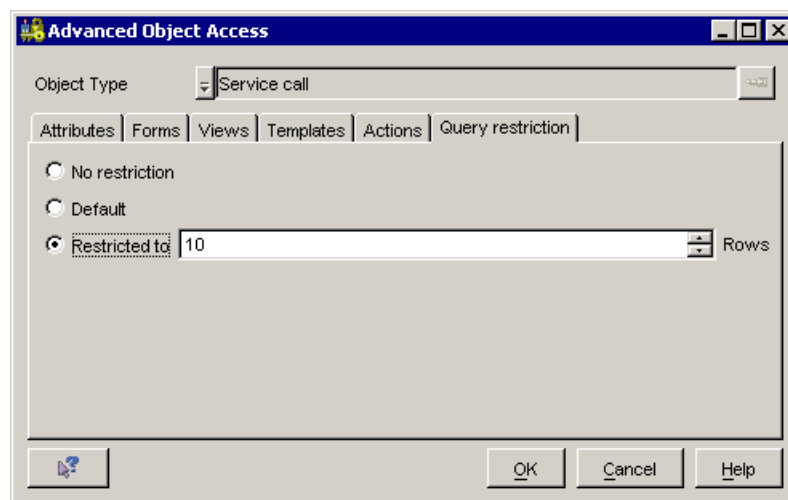
Service Desk 5.0 includes a number of enhancements that allow an administrator to control the authorization of users to:

- Perform specific tasks
- Access specific data

### Query Restriction

In Service Desk 4.5, query restriction is global per object type. In Service Desk 5.0 you can, as part of a role definition, restrict the number of rows returned by a query. For example, a role may include a restriction on service call queries so that only the first 10 rows are visible to users assigned to that role as shown in the following figure:

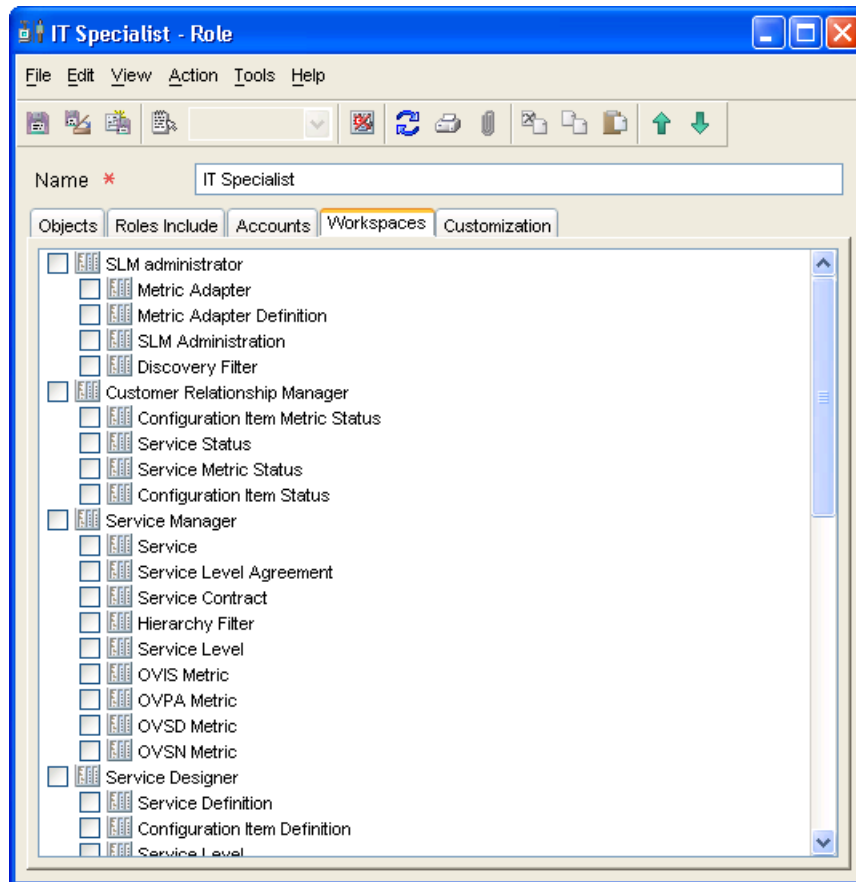
**Figure 4-1** Example of Query Restriction



### Workspace Authorization

In Service Desk 5.0, access to workspaces in the HP OpenView Console can be restricted by role. By creating roles, an administrator can limit access to specific workspaces to those users who need to use them. This provides a more customized interface for users, and protects Service Desk data. When assigning workspaces to a role, you must also assign objects that are accessible to users with that role.

**Figure 4-2**                    **Assigning Workspaces to a Role**



## Licensing

HP OpenView Service Desk 5.0 uses the licensing component HP Autopass to manage licensing. HP Autopass manages licensing for all Open View products. HP Autopass is accessible via the Program menu after you have installed OpenView Service Desk 5.0. From HP Autopass you can do the following:

- Retrieve licenses over an internet connection, install licenses or request a license via email or fax.
- View information on licenses from the HP Autopass common license database.
- Backup license files.
- Remove all licenses from the HP Autopass database.
- Recover removed licenses if they were not permanently removed from the system.

### SLM Licensing

SLM is licensed based on the number of services used. See Chapter 5, “Service Level Management,” on page 57 for more information.

Additionally, for comprehensive Service Desk licensing information see the *HP OpenView Service Desk Administrator’s Guide*.

## Localization

Table 4-2 shows the languages into which the Service Desk 5.0 interface and documentation set has been translated from English:

**Table 4-2 Translations of Service Desk 5.0 interface and documentation**

	Japanese	Chinese (simplified)	Korean	French	German	Spanish	Portug-uese (Brazil)	Chinese (traditional)	Dutch
Software UI	x	x	x	x	x	x	x	x	x
Online help	x	x	x	x	x	x	x		
Release notes	x	x	x	x	x	x	x		
Installation Guide	x	x	x	x	x	x	x		
Concepts Guide	x	x	x	x	x	x	x		
SLM Guide	x	x	x	x	x	x	x		
Administrator's Guide	x								
Data Exchange Guide	x								

Differences from Service Desk 4.5:

- Brazilian Portuguese has been added as a localization language.
- The Service Level Manager (SLM) Guide has been added. (This manual did not exist in Service Desk 4.5).
- Open localization is not supported in Service Desk 5.0. (Open Localization is the ability of customers/partners to translate the Service Desk user interface themselves.)

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# 5

## Service Level Management

This chapter provides a comparison of Service Desk 4.5 and Service Desk 5.0 SLM functionality, and a description of the new features of SLM in Service Desk 5.0.

OpenView Service Level Manager 5.0 is a fully integrated solution to manage Service Level Agreements (SLAs) for operational and business services.

## Comparison of SLM in Service Desk 4.5 and 5.0

Table 5-1 shows a summary of the differences between the SLM module in Service Desk 5.0 and 4.5.

**Table 5-1**

Service Desk 4.5	Service Desk 5.0
No availability or compliance propagation	Availability propagation in service and configuration item structure
	Configuration item relations in structure are possible
	Service contract
	Metrics on IT infrastructure
	Service definitions and configuration item definitions
	Service hierarchy filter
Only one service can be related to an SLA	Multiple services can be related to an SLA (n:m cardinality)
Only an organization or person can be a service receiver	Organizations, persons and locations can be service receivers
Only Support Hours (also erroneously used as service hours)	Distinction between Support hours and Service hours
Service level determination based on Caller and Caller organization	Improved Service level determination. SL to be applied is now based on Caller, Caller Organization, Caller location, and locations within the Caller location hierarchy
Support hours are specified in Service level	Support hours are not specified in Service level. Support hours can depend on Impact of Incident or Service call

**Table 5-1 (Continued)**

Service Desk 4.5	Service Desk 5.0
Metrics always combine 2 metrics (e.g. availability + MTBF)	OVSD metric definition: list of reusable metrics. Separate metric for each measurement. Covers 4.5 metrics + 3 new metrics. Metric can only contain result for 1 organization.
	Calculation engine
	Service Designer
	Service Resource definitions
	History lines added to maintenance contracts
	History lines added to Service Level Objectives (SLOs)
	History lines added to Services

## Availability Reporting versus Compliance Reporting

In Service Desk 4.5, measurements take place based on service calls and incidents.

In Service Desk 5.0, additional measurements are received from the following external applications:

- OVIS - OpenView Internet Services
- OVPM - OpenView Performance Manager
- OVSN - OpenView Service Navigator

As a result, Service Desk 5.0 provides two different perspectives on service quality:

- **Availability reporting based on service calls and incidents**

This is focused on analyzing the availability impact and support handling of service events captured from systems or users, which have been directly registered against the services for which the quality is assessed.



It is suitable for customers that wish to manage service quality primarily through optimizing the incident management process, and are not looking for close to real-time compliance monitoring.

This type of reporting is available in Service Desk 4.5 and is also supported in Service Desk 5.0.

- **Compliance reporting based on measurements from external applications**

The compliance management is based on a more comprehensive approach, which collects and propagates metrics from multiple sources on objects in a service hierarchy to an overall service and SLA compliance assessment.

In addition, it allows users to set warning thresholds to signal both acute SLO violation and any trend towards SLA violation.

It is suitable for customers who wish to manage service quality through a combination of, for example, operations management, performance management and incident management. This requires more investment in terms of configuring the management. However the payback is a more complete and proactive management that results in higher compliance/less cost of service downtime.

It also offers better capabilities to analyze structural compliance threats. This type of reporting is available in Service Desk 5.0.

## Overview of Service Desk 5.0 SLM functionality

- Availability compliance propagation
- Improved logic and more options for Service and SLA Retrieval.
- Compliance thresholds
- Service definitions and configuration item definitions
- Hierarchy filters
- Relating more than one service to an SLA
- Locations can be receivers of SLAs and services
- Receivers are now linked to both SLAs and Services.
- Service hours and support hours
- Configurable service level determination
- Impact mapping
- OVSD metric definition
- Metric Adapters
- Additional Service Desk metrics:
  - Percentage of calls resolved within deadline
  - Mean time to repair (MTTR)
  - Number of outages
- OVPI SLM reporting
- Time zone specific compliance reporting
- Flat license is replaced by licensing based on the number of services
- Service hours specify availability of service, and of availability of support on services, according to the SLA.

The service event-based SLM functionality available in Service Desk 4.5 is maintained in Service Desk 5.0. Additionally, Service Desk 5.0 offers service level management based on the quality of services. Metrics on IT infrastructure provide information on service level compliance.

## Availability Compliance Propagation

Availability calculation results are propagated up the configuration item and business service hierarchy. You can assign an availability propagation rule for each configuration item and service in a service hierarchy. The availability propagation rule imposes a condition on the number of subordinate configuration items or services that need to be available. If the rule is broken, the configuration item or service is considered unavailable.

The user can assign one of the following availability propagation rules:

- All  
All the subordinate configuration items and services must be currently available.
- At Least One  
At least one subordinate configuration item or service must be currently available.

Service availability propagation only takes place through Using-Used relations. Configuration items can be related with 'free form' (configurable) relations. Configuration item availability propagation takes place only when configuration items are related with a different 'reverse' relation.

## Configuration Item Relations in Hierarchies

In Service Desk 5.0, you can create a service hierarchy that includes several levels of configuration items. Although operational SLM recognizes configuration item relations, parent and child configuration items are ignored. Parent and child configuration items are not considered part of the service hierarchy, and are ignored in availability and compliance calculations and in operational SLM reporting.

Configuration item relations must be applied consistently throughout a service hierarchy. For example, if a configuration item named CI1 has a relation of type Uses to a configuration item named CI2 lower down in the hierarchy, that relation type must always point downwards wherever else it appears in the hierarchy.

Service hierarchies can only include configuration item relations for which a different reverse relation is defined. When you add a related configuration item to a hierarchy, the reverse relation is automatically

applied. An example of a disallowed configuration item relation type is Connected To. This is a special case of a disallowed closed-loop configuration item relation (because it is a bi-directional relation).

Configuration items can be unique or non-unique. A unique configuration item is one physical item that can be tracked individually. A non-unique configuration item represents a group of physical items that cannot be tracked individually.

Although configuration items are part of the service structure, only unique configuration items are relevant in SLM. Non-unique configuration items are excluded from SLM analysis and reporting features.

## Relations from Services to Configuration Items

The relation type between services and configuration items in a hierarchy is of type Using-Used. Many-to-many relations are possible, which means that a single configuration item can be used by more than one services, and a service can use more than configuration item.

## Service Contracts

A service contract has the following functions:

- It is a binding contractual agreement between a service provider and a customer that describes the contracted service and its associated priorities, responsibilities, costs, and duration.
- A service contract may or may not include SLAs. If SLAs are included, the contract specifies common data for all related SLAs (for example, legal entities).
- It specifies who (a person or an organization) is responsible for paying for an agreed-upon service.

In Service Desk 4.5, a separate SLA is created for a sub-organization that has different demands, in terms of service level or service hours, compared to the main organization. The drawback is that this SLA cannot be related to the main one.

For this reason, a more manageable solution is to link the SLAs to an overall Service Contract. This contract specifies the legal entities (supplier and customer) and, as an additional advantage, common data. The related SLAs and Services deal with the deliverables and the involved Service provider and receiver parties.

Even though most of the SLA attributes and associations are specific for the receiver of the service and so cannot be transferred to a common contract level, the administration effort can be greatly reduced by making it possible to create SLAs from a contract and by copying information from one SLA to another.

## Compliance Thresholds

Compliance statuses (thresholds) can be specified for business services. The values available for statuses are:

- Compliant
- Jeopardy
- Violated

The types of compliance status are:

- **Absolute SLA Compliance Status**

The lowest absolute compliance status of services associated with the SLA.

- **Predicted Compliance Status of a Compliance Objective**

Predicts the status of a compliance objective that will be applicable at the end of the current evaluation period, based on the current accumulated violation time so far in the evaluation period, and assuming the trend to continue for the remainder of the period.

The predicted service compliance status is defined as the lowest predicted objective status of the compliance objectives. For example, if all compliance objectives of a service are currently predicted to be Jeopardy at the end of the evaluation period, the service is also predicted to achieve the same compliance status. If one predicted objective drops to a lower status (for example, Violated), the predicted service compliance status also drops to that value.

You can associate a number of compliance thresholds with the compliance service level objective (SLO). You must include one compliance violation threshold, and you can include up to three compliance jeopardy thresholds. By adding compliance jeopardy thresholds, you enable operational SLM to provide advance warning of objective compliance violations before they occur.

## Service Definitions

A Service Definition is an optional relation that can be used to facilitate the adding of Service and configuration item associations. In a Service Definition, a structure of SLAs, Services and CIs can be defined at a template level. From a Service Definition, a whole structure of SLAs, Services and CIs can be instantiated at once. You can specify service structure, metrics and objectives within reusable service definition hierarchies.

You can associate a service definition with an SLA. This service definition constrains the type of services that can be covered by this SLA.

## Hierarchy Filters

Hierarchy filters allow users to create Service instances from the existing CMDB without having to step through the service definition process. The CMDB contains the configuration items and associations so that users do not have to design services. Instead users can define filters to instantiate service instances for a given root object instance (for example, an SLA or service). Hierarchy filters are not used to synchronize definitions and their instances.

## Service Designer

Service Designer is an easy-to-use GUI for defining a service and its management objectives. You can define, browse and store service definitions for later instantiation. You can use hierarchy filters to determine which CMDB elements need to be used in a service hierarchy for SLM.

## Relating Services to an SLA

In Service Desk 5.0, you can relate multiple services to a single SLA. This allows you to set up SLAs for receivers with different service levels consuming the same service.

## Locations as Service Receivers

IT infrastructure (hardware and software) is often site-dedicated and not related to a person or organizational unit. In Service Desk 5.0, a location can be entered as the receiver party in an SLA.

## Service Hours and Support Hours

Service Desk 4.5 SLM uses support hours only. In Service Desk 5.0, a distinction is made between support hours and service hours.

- **Support Hours**

The hours during which you guarantee to have support staff available to work on support requests for the service. Support hours indicate when IT support staff are expected to work on, for example, service calls, and are used to calculate the deadline for service calls and incidents, and in the scheduling of database rule conditions.

- **Service Hours**

These are the hours during which you guarantee the operational quality of the service itself. Service hours define when a service must be operational (in the SLA schedule) and are used for configuration item occasional outage calculation, SLA evaluation reporting, and Service Desk availability metrics.

## Configurable Service Level Retrieval

To calculate a resolution deadline, the service level for a service call must be retrieved. In Service Desk 4.5, service level retrieval is fixed, based on the caller and caller organization hierarchy. In Service Desk 5.0, service level retrieval can be configured to be based on the location of the caller or locations used by the organization hierarchy.

## Impact Mapping

In an SLA, you can map service call or incident impact to support hours. This means that, depending on the impact, you can specify longer or shorter support hours.

When the impact has no support hours mapped to it, the support hours from the list of schedules (in the SLA) are used. When impact is not specified, the default support hours are used.

## OVSD Metric Definitions and Reporting

In Service Desk 5.0, the creation of reports per organization is dealt with differently from Service Desk 4.5. It involves the creation of dedicated metrics for each organization.

1. A user creates an OVSD Metric for an SLA and a Service.
2. A system action, 'Create OVSD Metrics per Organization', can then be launched from the metric menu. This action clones the current metric, copies the Metric's attribute values, and relates it to an organization.
3. Each metric calculates a dedicated value for an organization. Only metrics that have a unique combination of SLA, Service, OVSD Metric definition, Schedule and Organization are created.

Table 5-2 show the differences between 4.5 and 5.0 metrics:

**Table 5-2**

Service Desk 4.5	Service Desk 5.0
Availability	Availability
	Mean time between failures (MTBF)
Analyzed Performance	Average pickup time
	Average solution time
Planning Performance	Number of calls over duration
	Number of calls over deadline
n/a	Percentage of calls resolved within deadline



**Table 5-2** (Continued)

Service Desk 4.5	Service Desk 5.0
n/a	Mean time to repair
n/a	Number of outages

## Metric Adapters

Service Desk 5.0 introduces Metric Adapters. Service Level Manager uses specific HP OpenView monitoring applications to measure the availability and compliance status of services associated with managed service level agreements. The monitoring applications generate metric data values, which allow you to monitor the compliance status of services in the OpenView console, and produce SLM reports.

To collect metric data values, Service Level Manager provides metric adapters. Metric Adapters are available as separately installable programs.

For instructions on installing metric adapters, see the HP OpenView Service Desk Installation Guide. For more information on metric adapters and how to configure them, see the HP OpenView Service Desk Service Level Manager Guide.

For information on the Open Metric Adapter toolkit for developing user-specific SLM metric adapters, see the HP OpenView Service Desk Open Metric Adapter Developer Guide.

## OVPI SLM Reporting Pack

OpenView Performance Insight (OVPI) is available as a separate bundle for Service Desk 5.0. Using the OVPI SLM report pack, you can create operational SLM reports. You can view the reports using the OVPI report viewer embedded in the OpenView console. The report displays context-specific information.

The following pre-configured SLM reports are available:

- SLA Overview report
- SLA detail report
- SLO detail report

- Service overview report
- Service detail report (paying entity)
- Service detail report (service manager)
- Configuration Item detail report

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**NOTE**

For more information about Service Level Manager reporting, see the *HP OpenView Service Desk: Service Level Manager Guide*.

For an overview of HelpDesk and ChangeManager report packs, see “OVPI Report Types” on page 115. For more detailed information, see the *HP OpenView Service Desk: Administrator’s Guide*.

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## Licensing

In Service Desk 5.0, the flat SLM license is replaced by a licensing strategy based on the number of Services.

The SLM server process checks the SLM licenses and determines the maximum number of Services that can be managed, as follows:

- Entry Module (10 Services)
- Incremental pack (25 Services). The maximum number of packs that you can order is 10. When 10 incremental packs are installed in addition to the Entry module (i.e. 10 + 250 Services), the number of services that can be managed is unlimited.

Only the Services matching the following criteria list are counted:

- Associated with an SLA
- Active
  - Management status = Managed
  - Hierarchy status = Configured
  - Management status of the SLA = Managed
- Monitored with non-OVSD Metrics. Services are counted that use at least one metric from OVIS MA, OVPM MA, OVSN MA, Open MA.

The advantage of this strategy is that organizations may not always know how many services they plan to monitor in SLM. They can start with a few services and add incremental packs as required.

The Open Adaptor and the OpenView Metric Adaptors (OVIS MA, OVPM MA, OVSN MA, and OVSD MA) do not require a license check.

## Services

- **Consumed infrastructure**

If a service becomes unavailable at a time it should not, you can identify all infrastructure elements that are used to provide the service, in order to find the reason for the failure.

- **Site-specific infrastructure**

You can specify the site-specific infrastructure of a globally-deployed service. To perform meaningful impact analysis, it is essential to know exactly what infrastructure is used to provide the service for a specific location. This is achieved by creating different Services for different receivers that use specific infrastructure and relating these Services to the same SLA.

- **Receivers of services**

You can specify a location as a receiver of a service or SLA.

- **Incidents and Services**

You can create links between Incidents and Services.

- **Service Event Relations**

It is possible to create associations between incidents and incidents OR between incidents and service calls, etc.

- **Service structure schedules**

You can link a service structure object to an arbitrary number or different schedules. The different schedules can be differentiated by an association types qualifier.

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**NOTE**

For more information about Service Level Manager, see *HP OpenView Service Desk: Service Level Manager Guide*.

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# **6** **User Functionality**

This chapter provides a summary of the user functionality available in Service Desk 5.0 in comparison with Service Desk 4.5.

## Scheduler

The calendar in Service Desk 4.5 has been replaced in Service Desk 5.0 by a generic scheduler. The Service Desk 5.0 scheduler has the following features:

- A schedule can be linked to any objects that need scheduling.
- Schedules can be compounded so that a schedule may include or exclude other schedules.
- Schedules are reusable.
- The following default schedules are delivered with Service Desk 5.0:
  - Periodic and occasional outage
  - Support hours and Service hours for Service levels
  - Holiday calendar and Opening schedules for workgroups

Schedules are time-based definitions that specify when planned events will occur, and the duration and recurrence, if any, of such events.

To use the scheduler in Service Desk 5.0, you work with two object types: schedule elements and schedules. A schedule comprises one or more schedule elements.

A schedule element specifies the activity periods, and contains attributes such as a start date and time, duration, and recurrence. To be useful, a schedule element must be related to a schedule. Schedules are then related to schedulable objects (for example, services, workgroups, configuration items, and so on).

For example, suppose that regular staff meetings occur every Monday from 08:00 to 08:30 A.M., and also on the first day of every month from 09:00-11:00 A.M. To construct this schedule, you need to define two schedule elements - the first to schedule the weekly meetings, and another to schedule the monthly meetings. Next, you create a schedule that includes the two schedule elements, and then relate the schedule to a schedulable object.

You can define a schedule for many purposes: support hours, service hours, outage periods, impact-priority settings, appointments, calendars for working hours and vacations, and other activities.

The schedule types delivered by default with your OpenView installation are:

- Planned downtime
- Support hours
- Service hours
- Monitoring hours

An OpenView Console administrator can create new schedule types to suit your organization's needs.

## Configuration Items

Service Desk 5.0 includes the following enhancements to Configuration Items:

- You can specify the time zone and physical location in which the Configuration Item is situated.
- You can specify the roles that persons, workgroups and organizations have, regarding a specific configuration item.
- You can specify planned outages for configuration items. Examples of planned outages are maintenance activities on a server that require a shutdown of the node for a period of time.



## Time Zone and Location

Configuration items can now be linked to a specific time zone and location.

**Figure 6-1 Time Zone and Location Settings**

The screenshot shows a web-based configuration interface for a configuration item. The interface is divided into several sections:

- Top Bar:** Contains menu items (File, Edit, View, Action, Tools, Help) and a toolbar with various icons.
- Left Panel:** Contains input fields for ID (186), Search code, Name, and Description. It also has dropdown menus for Status and Category.
- Right Panel:** Contains a tabbed interface with tabs for Status, SLM, Metrics, Downtime, Related CIs, Relations, Details (selected), Roles, Users, and Integrations. The 'Details' tab is active and contains:
  - Time Zone: (UTC-07:00) - Phoenix Standard Time - PNT
  - Located at: [Empty field]
  - IP Address: [Empty field]
  - Serial Number: [Empty field]
  - Source ID: [Empty field]
  - Brand: [Empty field]
  - Max. Installat...: 1
  - Unique
  - Name 2: [Empty field]
  - Remark: [Empty field]
  - Folder: [Empty field]
  - Blocked

## Roles

In Service Desk 4.5 a role identified the responsibility between a Person and a configuration item, for example, Administrator. Only a Person/Organization role combination could be added to a configuration item, and in some cases only a Person role.

In Service Desk 5.0 you can specify different kinds of responsibility for configuration items (CIs), by defining roles for the persons, organizations, and workgroups associated with the CI. See “Persons, Workgroups & Organizations” on page 89.

## **Planned Outage**

Outage planning is now accessible via a generic configuration item schedule relation field with schedule types. The schedule type is “Planned Downtime”.

Service Desk 5.0 planned outage schedules are configured similarly to Service Desk 4.5.

## Fields & Forms

- Text Fields
- Unique fields
- Required fields
- Character restriction in search codes
- Automatic merge in optimistic locking mechanism
- Service Desk data form

**Table 6-1 Comparison of Fields & Forms in Service Desk 4.5 and 5.0**

Service Desk 4.5	Service Desk 5.0
Unique CI search codes only	Any attribute can be made unique
Required fields	
Search codes are not unique	Search codes are always unique
Manual merge of changes when locking records	Automatic merge of changes

### Text Fields

Correct text size for Asian languages. Maximum number of characters in text fields is now correctly implemented for all languages (especially when using an Asian character set).

### Unique Fields

In Service Desk 4.5, configuration item search codes could be enforced to be unique.

In Service Desk 5.0, any attribute of any object can, in theory, be enforced to be unique (depends on what Service Desk allows the user to configure).

If an attribute is unique for a given object type, no two objects of that type can share a value for that attribute. For example, e-mail addresses, part numbers, and product serial numbers are typically represented by a unique attribute.

If a console user attempts to save an object with a value for a unique attribute that has already been used by another object, the console does not allow the object to be saved.

The Unique property for an attribute is set at the factory. It can have one of the following three values:

**Table 6-2**

<b>Unique Property</b>	<b>Meaning</b>
Always by Subtype	This attribute must always be unique. No two objects of the same type can have the same value for this attribute.
Custom by Subtype	The console administrator determines whether this attribute must be unique.
Never	This attribute is never required to be unique. Different objects of the same type can have the same value for this attribute. This is the default value for all attributes.

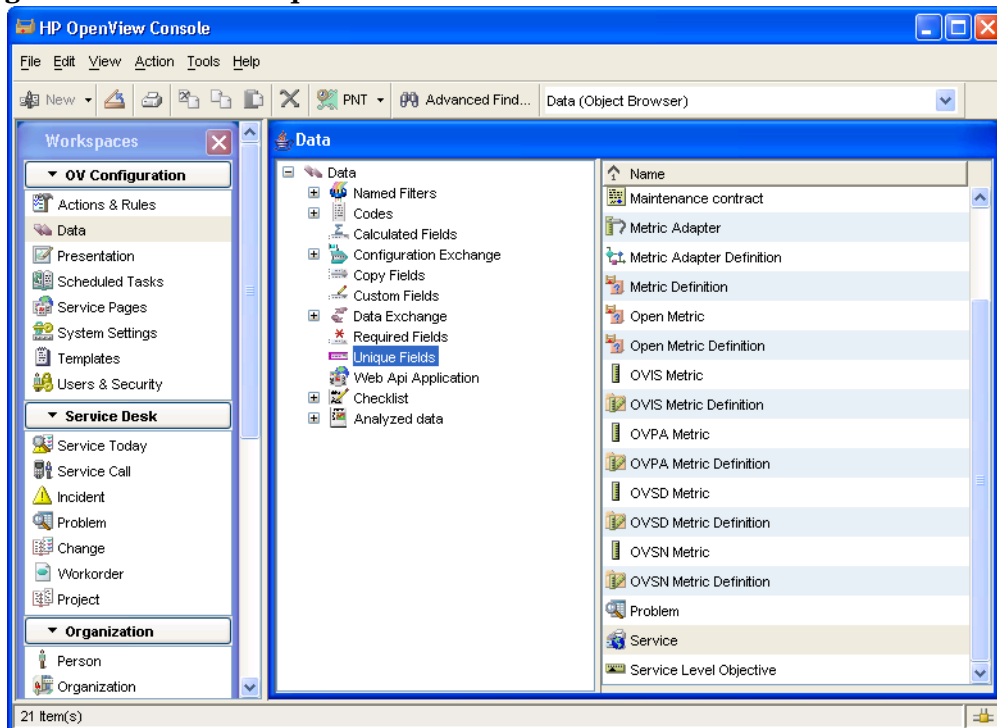
Consider the following hypothetical example:

- Assume that an object type called Team Member exists in the HP OpenView database.
- The Team Member object has an attribute called ID Number.
- The Unique property of the ID Number attribute for the Team Member object type is set to Always by Subtype.
- Therefore, no two Team Members in the database can have the same ID Number.

If the Unique property for a particular attribute is set to Custom by Subtype, the corresponding object type appears in the Unique Fields list in the Data workspace of the HP OpenView Configuration workspace group. If the object type appears in the list, you can choose to either require unique values for the attribute or allow non-unique values.

If the Unique property for an attribute is set to either Always by Subtype or Never, the corresponding object type does not appear in the Unique Fields list, and you cannot change the uniqueness of the attribute.

**Figure 6-2 Unique Fields**



## Required Fields

In Service Desk 4.5, you can make a field mandatory based on the value of the object's status code.

In Service Desk 5.0, you can make a field mandatory based on the values of any field of the object.

## Characters in Search Codes

In Service Desk 5.0 the following additions are made for characters search codes:

- You can align search code syntax with business requirements.
- Number of illegal characters is reduced. You can also now begin a search code with a number.

## Optimistic Locking

Optimistic locking is a locking mechanism first introduced in Service Desk 2.0. This mechanism allows multiple users to open the same record, but only changes made by the first person to Save are stored. Service Pack 7 introduced the facility to merge changes manually. In Service Desk 5.0, a message is displayed asking the user if they want to merge changes and continue. If the user confirms, the changes are merged automatically.

---

**NOTE**

For more information about Service Desk 5.0 fields and forms, see *HP OpenView Service Desk Administrator's Guide*.

---

## Filters

A filter allows you to specify attribute values for an object. When a filter is applied, objects whose attributes match the filter criteria exactly are displayed in the view. Key features of filters are:

- You can re-use filters for multiple views and advanced finds.
- An administrator can create and share filters for views and advanced find.
- Users can select a pre-defined filter to be used for a view or advanced find.
- Filters are stored in the database.

**Table 6-3**

**Comparison of Filters in Service Desk 4.5 and 5.0**

Service Desk 4.5	Service Desk 5.0
Service Desk 4.5 filters can use only entity references.	Service Desk 5.0 filters can use entity references and entity set references.
n/a	Named filters
	Boolean algebra

### Named Filters

Service Desk 5.0 introduces Named Filters.

A named filter is simply a set of filter criteria that has been saved in the HP OpenView database. Named filters are useful for the following reasons:

- They help you quickly and consistently apply complex filter criteria to views and searches.
- They allow you to share filters with console users.
- They reduce the time and effort required to create new views or customize existing views.

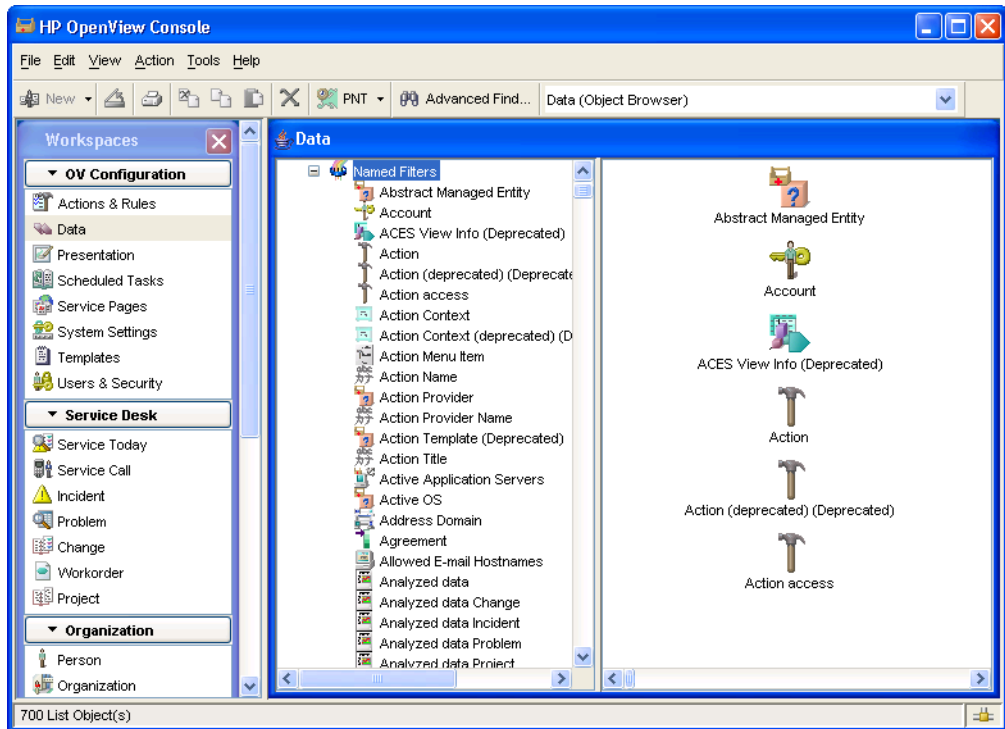
Service Desk administrators can create a filter for a particular object type and save that filter in the database. The filter can then be applied to views associated with that object type. The filter can also be used when conducting a search using the Advanced Find feature.

After an administrator saves a named filter in the database, console users whose roles allow them to view that object type can apply the named filter to their views and searches, as well.

There are three points at which you can create or modify a named filter:

- When you specify search criteria using Advanced Find.
- When you specify filter criteria in the Filter dialog while customizing a view.
- When you are working in the Data workspace in the HP OpenView Configuration workspace group.

**Figure 6-3** Named Filters





## Complex Filters

Service Desk 5.0 introduces the possibility to create complex filters. This allows you to do the following

- Set filters on related objects.
- Create complex filters that include attributes of relations between objects.
- Use Boolean expressions (AND, OR and NOT).
- Compose five levels of relationship checks (for example, changes that have work orders related to configuration items that support a certain service received by a certain organization).

---

**NOTE**

For more information about Service Desk 5.0 filters, see *HP OpenView Service Desk Administrator's Guide*.

---

## Locations & Addresses

Two new location objects have been added - Business and Residential.

- Location is now an independent object around which you can create business processes. This makes the Service Desk environment more flexible.
- Locations behave like any other object in terms of views, templates, forms, searches, authorization, etc.
- You use Business Location for organization locations, and Residential location for person location (for example, when a person is located in a home office).
- You can relate a location to persons, person roles, organizations, configuration items, service calls, and SLAs.
- A location can be a receiver of SLAs and services, making differentiation in service provision possible within one service provided.
- You can now link a physical address to a Location, instead of linking it to an organization or person. Organizations and persons now have a Mailbox attribute.
- Addresses have become reusable.
- You can associate customer-defined person roles to locations. The extensible roles can specify e.g. the secondary contact, the site manager, the security manager etc. for a location by the Person or Workgroup.
- You can specify a location as a receiver of a service.

### Business Locations

- You can specify a primary contact for a business location.
- You can specify who works at a specific business location.
- You can create hierarchical structures of Business Locations, such as:

HP BBN Site

— Building B01

- Building B32
  - 1st floor
  - 2nd floor
  - 3rd floor
- Building B07
- You can specify a Physical Address for a Business Location.

## Residential Locations

You can specify who is living at a specific residential location.

## Addresses

Service Desk 5.0 includes the following address features:

- Reusable mailbox addresses.
- Reusable physical addresses.
- List of countries is provided to make address creation easier.
- When creating US addresses, a list of states is provided.
- For a person, you can specify where he or she is usually located.

## Regions

- You can create a hierarchy of regions, for example:
  - Americas
    - North America
      - West
        - California
      - East
        - New York
    - South America
- You can link a country to a region.

- You can link a state to a region.

## Persons, Workgroups & Organizations

- You can link a person to services, configuration items, roles etc.
- You can link a person, workgroup or organization to more than one e-mail address.
- You can link a person to a reusable address. For example, you can link the same address to two people and an organization. If the address changes, it changes for all three.
- Instead of linking a person to one location, you can specify a residential location and a work location for a person.
- Service Desk 5.0 enables you to add additional roles and functions to a configuration item. In Service Desk 4.5, you could only specify Person, Workgroup and Organization roles that were directly related to Configuration Items. In Service Desk 5.0 you can specify different kinds of responsibility for configuration items (CIs), by defining roles for the persons, organizations, and workgroups associated with the configuration item.

## Templates

In Service Desk 5.0 all templates are created and configured from the Templates workspace in the HP OpenView Configuration workspace group. Access to this workspace as well as individual templates is determined by your role, as was the case in Service Desk 4.5.

Templates are used to provide default values for attributes when console users create new objects. They are also used, for example, when importing objects in Data Exchange.

**Table 6-4 Comparison of Templates in Service Desk 4.5 and 5.0**

Service Desk 4.5	Service Desk 5.0
Templates can be viewed in the role administration dialog box as an alphabetical list or ordered by category.	Only the Templates by category view is available.
	Complex templates
	New variables

Service Desk 5.0 offers the following enhancements to templates:

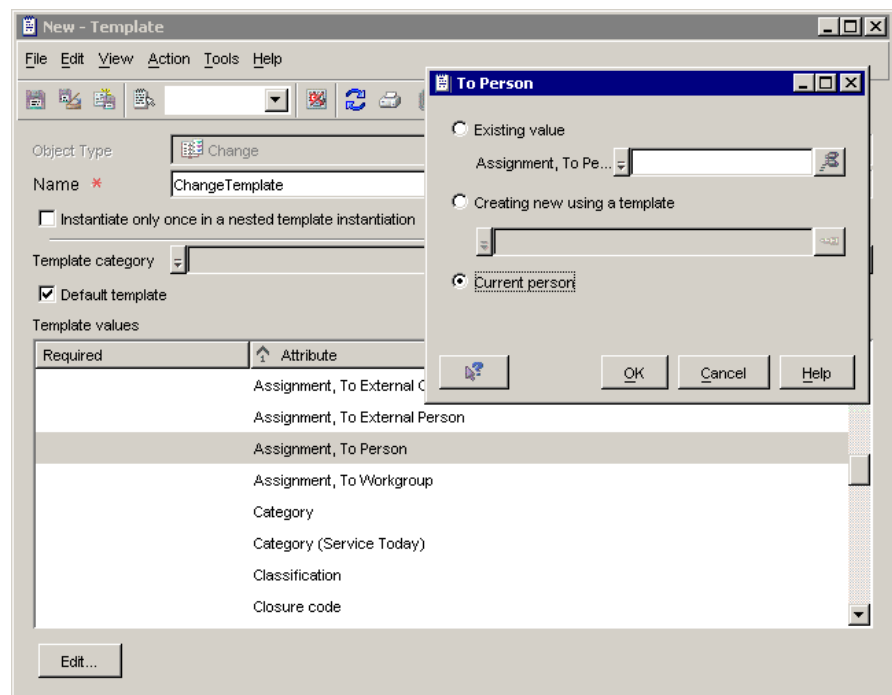
- Template definitions can use the following variables:
  - current user
  - current date
  - system time (available as of Service Desk 4.5 Service Pack 7)
- Complex templates  
Improvements in capabilities of the 4.5 version and removal of some limitations:
  - You can define template structures which include, for example, changes and time related work orders for both parallel and serial workflows.

- You can see an overview of the template structure and the relations between templates from within the template.

## System Variables in Templates

When creating templates, you can use variables such as Current User, Current Date and System Time as default values for attributes of the new object. For example, you can specify that the template used when creating Change objects provides a default value of current user for the Assignment, To Person attribute.

**Figure 6-4** System Variables in Templates



## Complex Templates

Parallel and serial workflows

- Service Desk 5.0 includes enhancements to Service Desk 4.5 capabilities, and removes some limitations.

- Users can now define template structures which include, for example, changes and work orders with both parallel and serial workflows.
- Templates display an overview of the template structure and the relations between templates.

---

**NOTE**

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For more information about Service Desk 5.0 templates, see the *HP OpenView Service Desk Administrator's Guide*.



## Views

In the HP OpenView Console, a view is the primary mechanism for displaying data.

Views are read-only visual representations of data in the HP OpenView database. They provide a way to display sets of objects and their relationships to other objects. They also provide a way to gain access to individual objects, to define and scope object sets, and to control navigation of object sets. When carefully designed, a view can be used to accomplish the following things:

- Emphasize specific conditions of an object.
- Find the most important information quickly.
- Easily navigate to specific information.
- Launch an action associated with an object.
- Create a basis for a report, to be printed or saved as an HTML or XML file.

**Table 6-5 Comparison of Views in Service Desk 4.5 and 5.0**

Service Desk 4.5	Service Desk 5.0
	<ul style="list-style-type: none"> <li>• Lift-out views</li> <li>• Diagram views</li> <li>• Combination views</li> <li>• Map views</li> <li>• Views in forms</li> </ul>
Pert chart view	Not available in 5.0

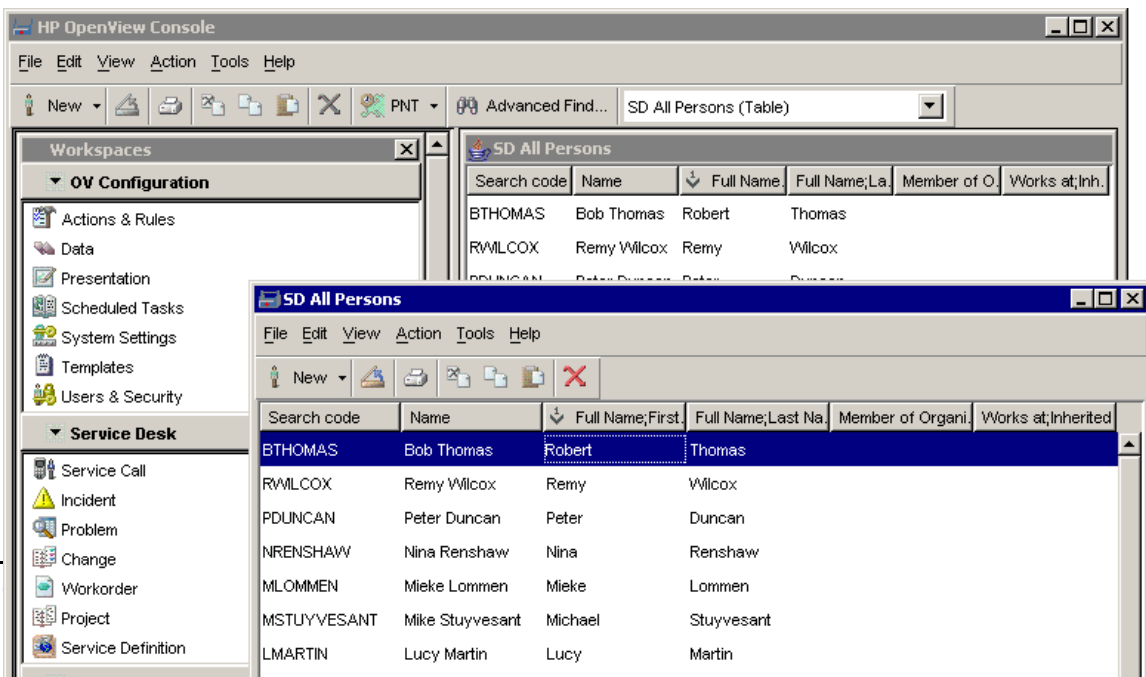
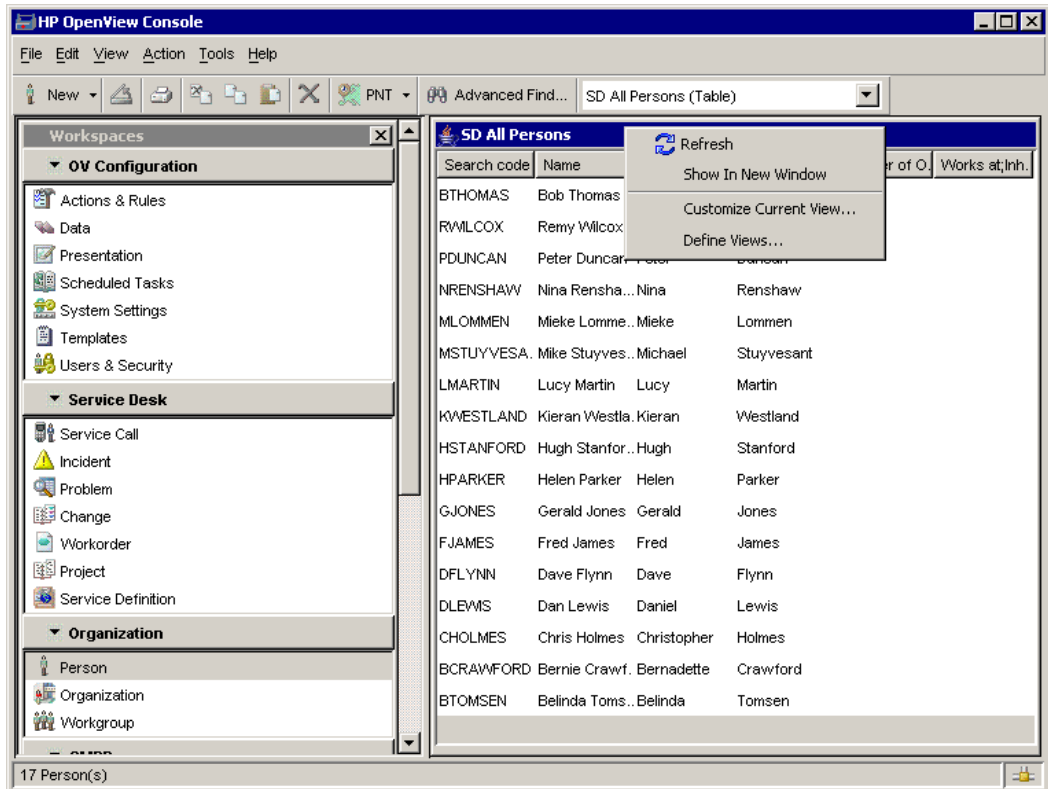
### Lift-out Views

In Service Desk 5.0, you can remove (undock) a view from the console and show that view in its own window. This is useful if you want to compare multiple views to each other. Multiple views, permanently at

hand, allow for quick switching between various data sources. Once a view is removed from the console, however, it cannot be docked back into the console.

To show a view in a new window, simply select View→Show in New Window from the toolbar menu, or right-click the view and select the option from the pop-up menu.

Figure 6-5 Lift-out views



You can customize a view that has been undocked from the console. Any customizations that you make to an undocked view are saved and will be reflected the next time you open that view in the console.

---

**NOTE**

If you customize an undocked view while that same view is displayed in the console, changes that you make in the undocked view are not immediately reflected in the console view. To see the changes, you must first open a different view and then *reopen* the original view.

---

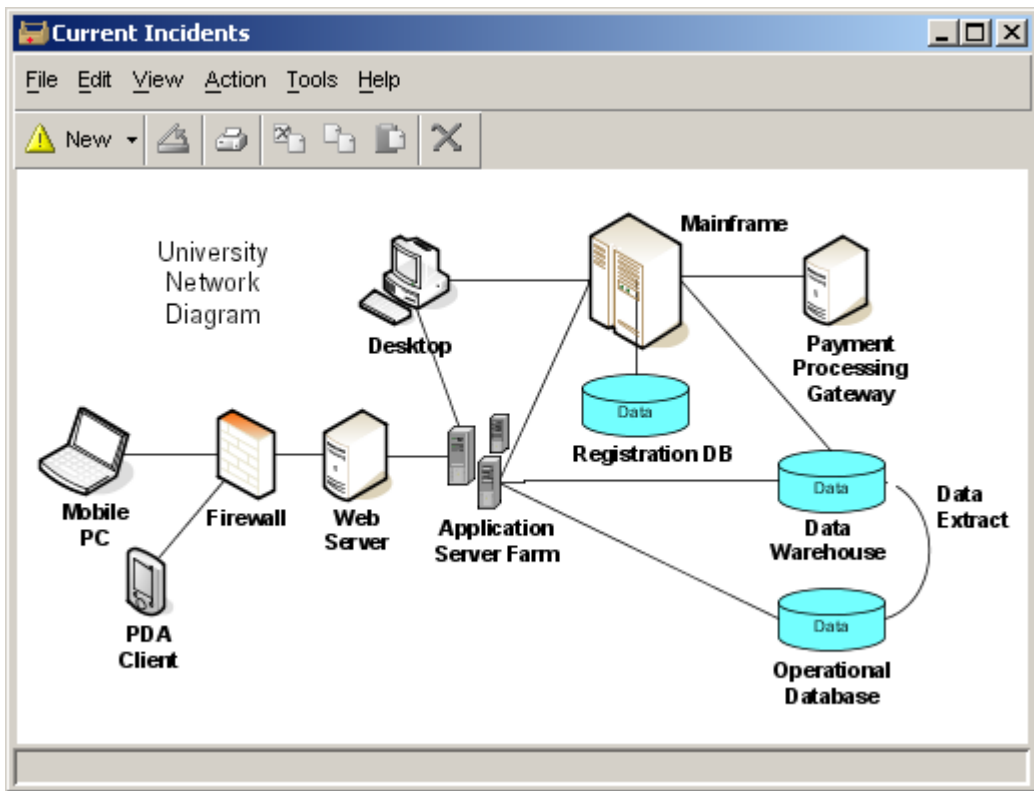
## Diagram Views

- Provides a high-level view of, for example, network topology, featuring dynamic data and Microsoft's Visio's rich set of symbols.
- You can import Visio diagrams (exported in Standard Vector Graphics (\*.SVG) format) into a diagram view.
- Elements on the Visio diagram can be mapped to CIs in Service Desk.
- Visio attributes are viewable.

A diagram view provides a visually-appealing high-level view that conveys status. It allows you to view data in the HP OpenView database using the visual representations and terms that you are accustomed to using in your own environment.

Using a diagram view, you can display a Microsoft Visio drawing in the console and associate graphical elements in that drawing with objects in your database. For example, you can use a diagram view to document the topology of your network as you visualize it. You can also use a diagram view to display the overall health and status of your network. The following figures shows an example of a diagram view:

**Figure 6-6** Example of a Diagram View

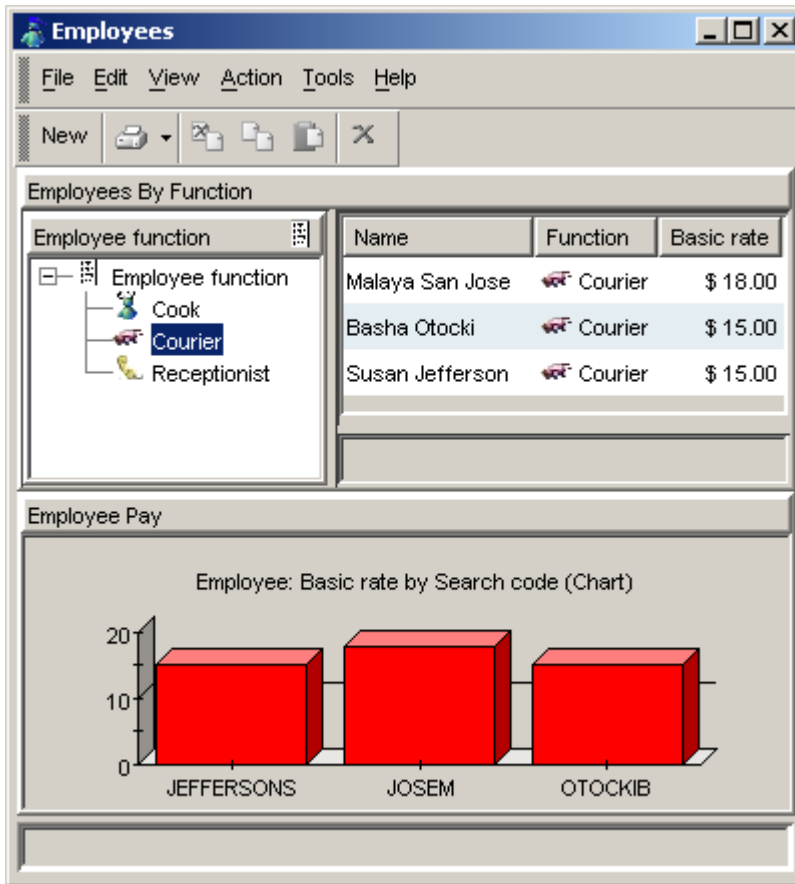


## Combination Views

- Multiple views in one give immediate information on, for example, your key performance indicators.
- You can use all view types in a combination view.
- You can create views on different objects (for example, you can combine Service Call views with Incident views).
- You can lift a combination view out of the window to run in its own window, so that it is permanently visible.
- You can use a combination view as a dashboard panel when you lift it out.

A combination view is a view that contains other views. You can combine views for different object types in a single combination view. This allows you to group related views in a single container. The composition views within a combination view are stacked vertically in the workspace display panel. The following figure shows an example of a combination view containing an explorer view (top) and a chart view (bottom):

**Figure 6-7 Example of a Combination View**



## Map Views

- Map views give a clear contextual graphical overview of relations in the Service Desk environment.

- Map views show relations within objects (e.g. CI to CI) and between objects (e.g. CIs to Services).
- One map can show various relation types.
- You can use various graphical layouts in a map view (for example, hierarchic, circular, and grid).
- You can filter on any attribute and on presence of relations in a map.
- You can edit objects and relations from within the map.

### Using Map Views

You can use a map view to show a set of objects and the relationships between those objects. It is a powerful way to display topologies either hierarchically or neighbor-to-neighbor. It can show relationships between objects of the same type (homogeneous) or objects of different types (heterogeneous). A map view can be used to show 1-1, 1-N, or M-N relationships.

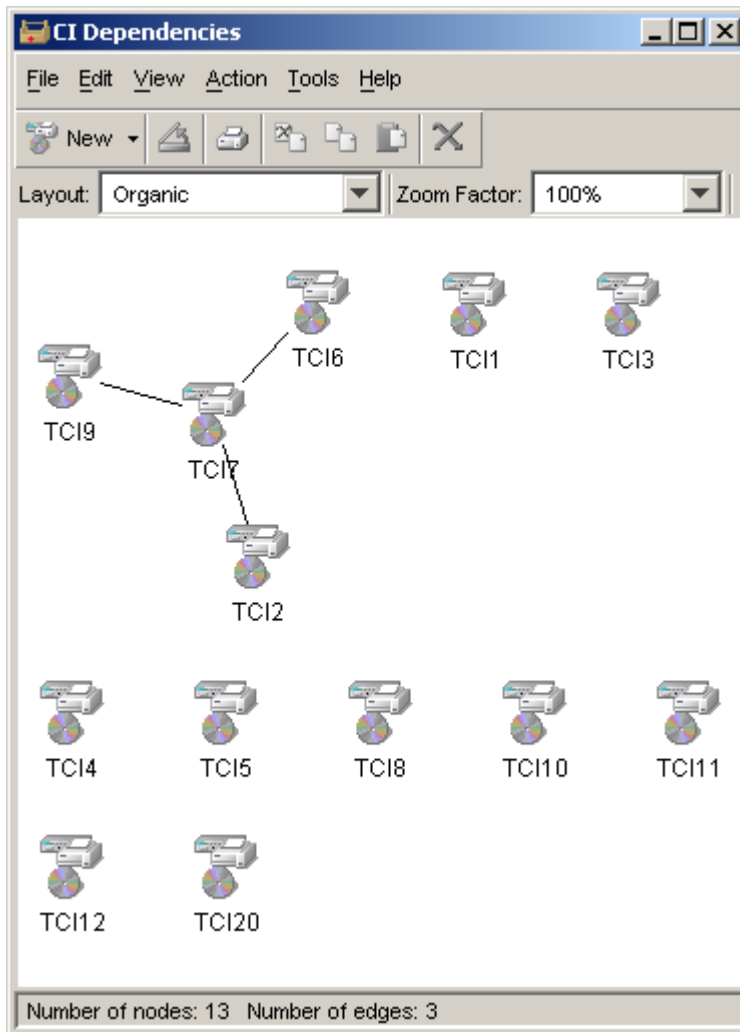
You can perform the following operations in a map view:

- Drill-down to open forms and view or modify object data.
- Change the layout of the map to one of the following styles: Tree, Orthogonal Tree, Hierarchic, Spring, Organic, Circular, and Grid.
- Adjust the Zoom factor from 25 to 500 percent.
- Filter the objects and relationships in the map.

In a map view, each vertex (node) represents an object. The lines (edges) between the vertices represent the relationships between objects. You can apply a filter to both the objects and the relationships if you so choose.

The following figure shows an example of a map view displaying a group of Configuration Item objects and their relationships. In this example, an M-N dependency relationship is shown, and all objects are displayed regardless of whether they have relationships to other objects or not. The layout style is Organic.

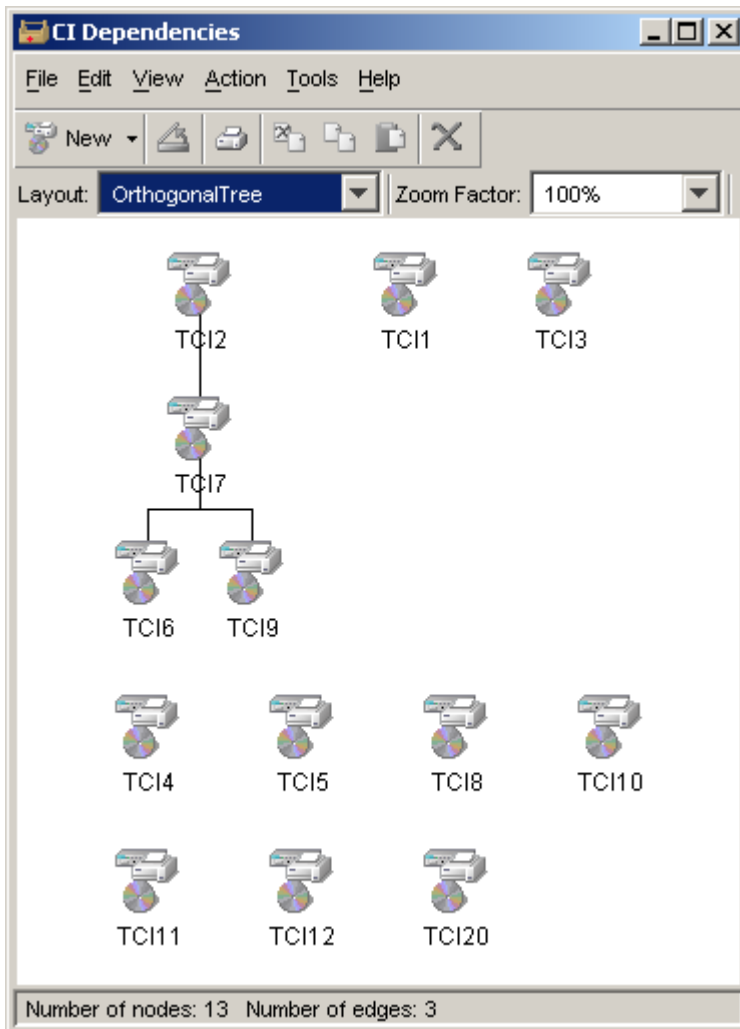
**Figure 6-8** Example of a Map View



You can change the layout of the map view. The following figure shows an example of the same data, using an Orthogonal Tree layout:

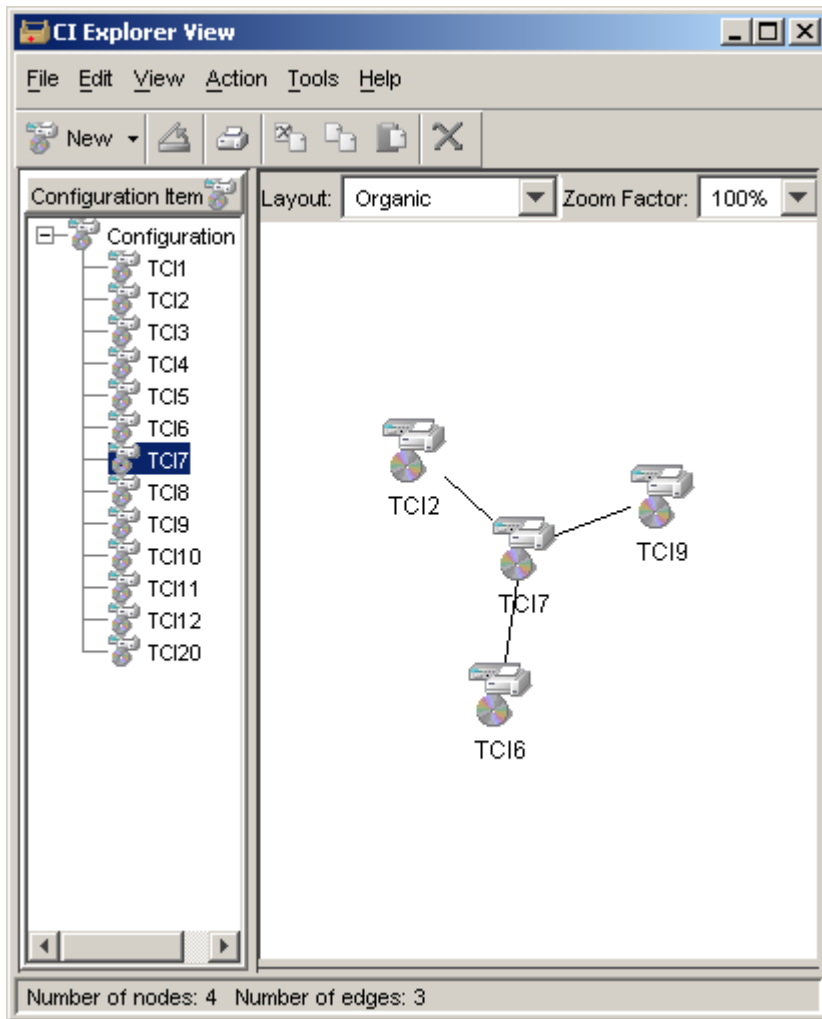


**Figure 6-9** Example of an Orthogonal Tree layout



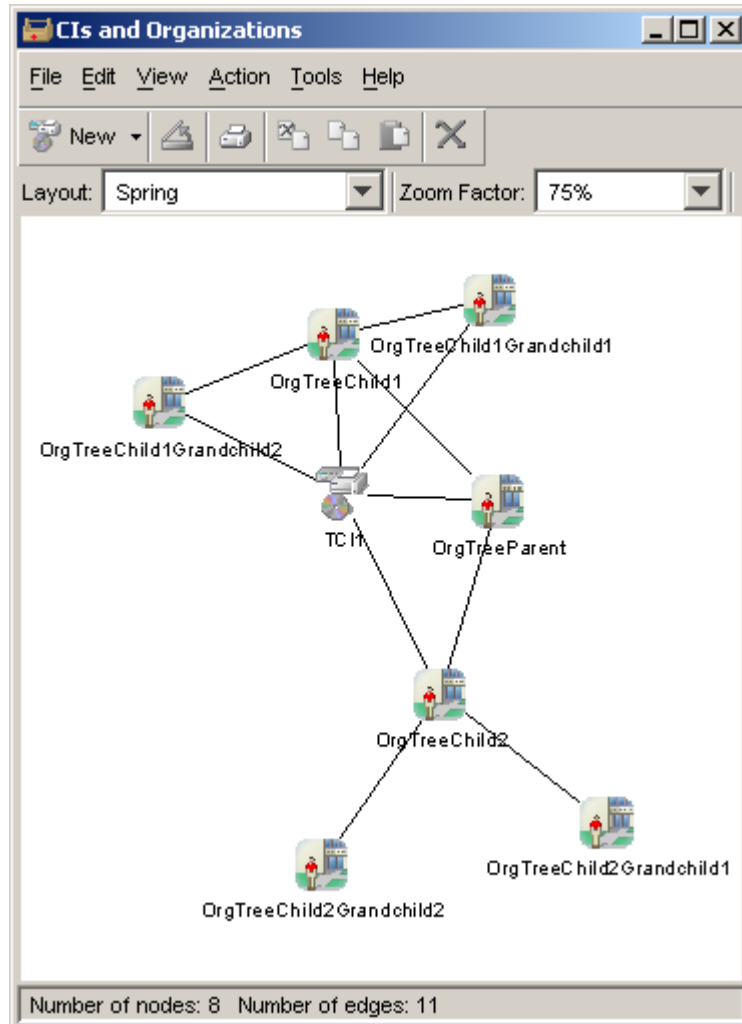
You can embed a map view in an explorer view. In the following figure, if the object selected in the navigation pane has relationships to other objects, those relationships are shown in the base pane map view.

**Figure 6-10** Example of Map View in Explorer View



The previous examples have all shown homogeneous sets of objects. The following example shows a heterogeneous set of objects consisting of Configuration Items and Organizations. Two types of relationships are

also shown: the parent-child (1-N) relationships of the Organizations to each other, and the “uses” relationship (M-N) of the Organizations to the Configuration Items. This example is shown in the Spring layout style.



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**NOTE**

For more information about Service Desk 5.0 views, see the HP OpenView Service Desk online help.

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# **7** **Web Console**

This chapter provides an introduction to the web console in Service Desk 5.0.

## Overview

The web console was first introduced as an add-on to Service Desk 4.5 in Service Pack 9. In Service Desk 5.0, it is a standard part of the product.

The web console gives users a personalized and remote view of the managed environment through the following benefits and features:

- Remote access to data:
  - Requires Internet Explorer 6.x, Mozilla 1.4.x, or Firefox 1.0.x or greater.
  - No client installation is necessary.
- Provides much of the functionality available in the Java version of HP OpenView console:
  - Table, explorer, tree, and chart views.
  - Views and forms for all object types.
  - Overview and Smart actions.
- Gives your users a personalized view:
  - A variety of portal skins based on cascading style sheets.
  - Data filtering and access to actions based on the user's role as defined in the Java version of the HP OpenView console.
- Minimal configuration and administration:
  - No download necessary for client systems.
  - Same user name and password as that established for the Java version of the HP OpenView console.
  - The Web Console Administrator page for troubleshooting problems.
- Online help system that explains the tasks you can perform through the web console.

## Web Console Features

The parts of the web console are listed below. The corresponding number on the screen capture indicates the location of each part.






The screenshot shows the HP OpenView Web Console interface in a Microsoft Internet Explorer browser window. The interface is annotated with 14 numbered blue star callouts:

- 1:** Points to the browser's address bar.
- 2:** Points to the user name 'user' in the top navigation bar.
- 3:** Points to the user's role 'Web Console Administrator'.
- 4:** Points to the current date and time 'Jul 7, 2005 1:22:45'.
- 5:** Points to the 'Options' link.
- 6:** Points to the 'Logout' link.
- 7:** Points to the 'Help?' link.
- 8:** Points to the window control buttons (minimize, maximize, close).
- 9:** Points to the 'Object Type' sidebar menu.
- 10:** Points to the 'View: SD C...' dropdown menu.
- 11:** Points to the table's column headers: Search code, Name, and Unique.
- 12:** Points to the 'Choose a Menu Item' dropdown menu.
- 13:** Points to the 'Links' section containing 'hp', 'hp OpenView', and 'service desk'.
- 14:** Points to the table body containing 9 items.

Search code	Name	Unique
Search code: APPC1 (1 item)		
APPC1	Admin pool PC 1	No
Search code: APPC2 (1 item)		
APPC2	Admin pool PC 2	No
Search code: APPC3 (1 item)		
APPC3	Admin pool PC 3	No
Search code: EW1 (1 item)		
EW1	Engineering workstation 1	No
Search code: EW2 (1 item)		
EW2	Engineering workstation 2	No
Search code: EW3 (1 item)		
EW3	Engineering workstation 3	No
Search code: FS1 (1 item)		
FS1	File server 1	No
Search code: IAP1 (1 item)		
IAP1	Internet access point 1	No
Search code: PS1 (1 item)		
PS1	Print server 1	No

**The parts of the web console are as follows:**

1. The URL for logging into the web console.
2. Your user name (can be changed; see item 5 below).
3. The role selection list (appears only if you are the web console administrator).
4. The current date and time.
5. The Options button for personalizing the console.
6. Logout button.
7. The Help button for accessing information about using and administering the web console.
8. The title bar buttons: Roll up/Roll down, [?] Help, Detach
9. The Object Type selection list of all object types that currently have at least one view.
10. The View drop-down list allows you to select from all defined views for the currently selected object type. This list changes for each object type. Every view is identified by its name, with the view type in parentheses.
11. The View Toolbar - Contains buttons for the following:

	Advanced Find
	New
	Open
	Delete
	Help

12. The Choose a Menu Item drop-down list displays a list of general actions and object-based actions (Smart Actions and View Actions) allowed for the currently selected object. Most actions launch a new browser window.



13. The Link Display Panel where URL links are displayed.
14. The View Display Panel where object sets, known as *Views*, are displayed. From these Views, you can browse object data, open object instances, and run any menu item command that you are authorized to use.

## Limitations of the Web Console

Some features are supported only in the Java version of the HP OpenView console and are not available in the web console.

### General Features

The following general features are not available in the web console:

- User-configured workspace groups. (The web console displays a list of workspaces for all object types available to the users.)
- Multiple-object-instance selection.
- Multiple-object-instance update.
- Cut, copy, and paste.
- Drag and drop.
- Persistence of user's last selected object type and last view selected for an object type.
- The `More Choices` tab in the `Advanced Find` window.

### Form Features

The following form features are not available in the web console:

- Ability to create new form definitions or form templates.
- The `Templates` selection list is *not* organized into a hierarchy of template categories.
- Specialized UI field types (for example, UI Approval Vote).
- Access to `Quick views`.
- User notifications.

### View Features

The following view features are not available in the web console:

- Cannot access views of the following types within the web console:

- Card view type.
- Combination view type.
- Diagram view type.
- Map view type.
- Project view type.
- Chart view drill-down.
- Your view Format Rules settings (established in the Java version of the HP OpenView console) are ignored.
- Cannot change your view Filter settings from within the web console (data is automatically filtered according to your current settings in the Java version of the HP OpenView console).
- Cannot export your views to external formats such as CSV, HTML, XML from within the web console.

## Actions

The following actions are not available in the web console:

- System Actions.
- Shortcut menus for fields.

## Rules

Not all UI Rules are supported in the 5.0 Web console.

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**NOTE**

For more information about the Web console, see the *HP OpenView Service Desk Administrator's Guide*.

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Web Console

**Limitations of the Web Console**

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# 8 Reporting

This chapter describes the Service Desk 5.0 reporting capabilities provided by OpenView Performance Insight (OVPI).

## OpenView Performance Insight Reporting

- Using OpenView Performance Insight (OVPI), you can produce out-of-the-box reports for Service Desk 5.0 modules.
- OVPI is available as a separate bundle for Service Desk 5.0. It includes:
  - OVPI engine
  - One database connector
  - Helpdesk Report pack
- Report packs available:
  - Helpdesk Manager
  - Change Manager
  - Service Level Manager

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### NOTE

For more information about the OVPI SLM report pack, see Chapter 5, “Service Level Management,” on page 57.

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- Data is extracted from the Service Desk 5.0 database and collected in the OVPI data warehouse.
- Reports are customizable and expandable through the OVPI designer.

### Using OVPI Reports

OVPI Service Desk Reporting allows you to report on how your Service Desk is performing. It can:

- help to identify areas where the number or duration of calls is excessive
- analyze calls in various ways including by category, by classification and by closure code
- identify trends in how many calls are closed within deadline

Using these reports you can

- Monitor average call durations
- Analyze calls:
  - by category
  - by classification
  - closed before deadline
  - closed before deadline by category
  - closed on the first call
  - by closure code
- Monitor number of calls over time
- Display call details

### **OVPI Report Types**

The Service Desk Change Management Report Pack includes the following report folders:

- Administration
- Changes

The Service Desk Helpdesk Report Pack includes the following report folders:

- Administration
- Incidents
- Problems
- Service Calls

Table 8-1 shows the reports contained in each folder.

**Table 8-1**

**OVPI Report Folders**

<b>Folder</b>	<b>Folder Contents</b>
Administration	Configuration & Logging

**Table 8-1 OVPI Report Folders (Continued)**

<b>Folder</b>	<b>Folder Contents</b>
Changes (only for Change Management Report Pack)	<ul style="list-style-type: none"> <li>• Average Duration of Changes</li> <li>• Changes by Category</li> <li>• Changes by Classification</li> <li>• Changes by Closure Code</li> <li>• Changes Closed Before Deadline by Category</li> <li>• Changes Closed by Deadline</li> <li>• Changes Closed on First Call</li> <li>• Changes Details</li> <li>• Incoming Changes (Recent)</li> <li>• Incoming Changes (History)</li> </ul>
Incidents (only for Helpdesk Report Pack)	<ul style="list-style-type: none"> <li>• Average Duration of Incidents</li> <li>• Incidents by Category</li> <li>• Incidents by Classification</li> <li>• Incidents by Closure Code</li> <li>• Incidents Closed Before Deadline by Category</li> <li>• Incidents Closed by Deadline</li> <li>• Incidents Closed on First Call</li> <li>• Incidents Details</li> <li>• Incoming Incidents (Recent)</li> <li>• Incoming Incidents (History)</li> </ul>



**Table 8-1**                      **OVPI Report Folders (Continued)**

<b>Folder</b>	<b>Folder Contents</b>
Problems (only for Helpdesk Report Pack)	<ul style="list-style-type: none"> <li>• Average Duration of Problems</li> <li>• Problems by Category</li> <li>• Problems by Classification</li> <li>• Problems by Closure Code</li> <li>• Problems Closed Before Deadline by Category</li> <li>• Problems Closed by Deadline</li> <li>• Problems Closed on First Call</li> <li>• Problems Details</li> <li>• Incoming Problems (Recent)</li> <li>• Incoming Problems (History)</li> </ul>
Service Calls (only for Helpdesk Report Pack)	<ul style="list-style-type: none"> <li>• Average Duration of Service Calls</li> <li>• Service Calls by Category</li> <li>• Service Calls by Classification</li> <li>• Service Calls by Closure Code</li> <li>• Service Calls Closed Before Deadline by Category</li> <li>• Service Calls Closed by Deadline</li> <li>• Service Calls Closed on First Call</li> <li>• Service Calls Details</li> <li>• Incoming Service Calls (Recent)</li> <li>• Incoming Service Calls (History)</li> </ul>

### **Average Duration**

The average duration of calls closed between the selected start and end dates. The overall average as well as averages by classification, category, priority, and organization are displayed. A graph of the average duration with tabs for week, month, and quarter is also shown.

### **By Category**

The number of calls opened between the selected start and end dates. The overall total as well as the total by category is displayed. For the selected category, this total is further broken down by impact, priority, and classification. A graph of the total for the selected category with tabs for week, month and quarter is also shown.

### **By Classification**

The number of calls opened between the selected start and end dates. The overall total as well as the total by classification is displayed. For the selected classification, this total is further broken down by category. A graph of the total for the selected classification with tabs for week, month, and quarter is also shown.

### **By Closure Code**

The number of calls closed between the selected start and end dates. The overall total as well as the total by category is displayed. For the selected category, this total is further broken down by closure code. A graph of the total for the selected category with tabs for week, month, and quarter is also shown.

### **Closed Before Deadline by Category**

The number of calls closed before deadline between the selected start and end dates. The overall total, the total closed before deadline and percentages for closed before and after deadline are displayed. This information is also displayed broken down by category. For the selected category, the totals are further broken down by closure code. A graph of the total closed before deadline for the selected category with tabs for week, month, and quarter is also shown.

### **Closed by Deadline**

The number of calls closed before deadline between the selected start and end dates. The overall total closed, the total closed before deadline, the percentage closed before deadline and the number closed after deadline is displayed. This information is also displayed broken down by classification, category, priority, and organization. A graph of the number of calls closed before deadline with tabs for week, month, and quarter is also shown.

### **Closed on First Call**

Details of all calls between the selected start and end dates are displayed (limited to 500 calls). This can be restricted to selected combinations of category, classification, workgroup, priority, closure code, impact, and organization by using the drop downs.

### **Incoming Calls (Recent)**

The number of calls opened between the selected start and end times (limited to the last week). The total number of calls is displayed. This is also displayed broken down by classification, category, priority, and organization. A graph of the number of calls with tabs for hour and day is also shown.

### **Incoming Calls (History)**

The number of calls opened between the selected start and end times (limited to the last year). The total number of calls is displayed. This is also displayed broken down by classification, category, priority, and organization. A graph of the number of calls with tabs for week, month, and quarter is also shown.

---

## Service Desk Reporting Views

The Service Desk 5.0 reporting views are not fully compatible with 4.5 views.

NOTE: there is not yet a solution to this problem. Custom-built reports that users have defined will not run with the new view definitions.

**Table 8-2**

<b>Service Desk 4.5</b>	<b>Service Desk 5.0</b>
Total of 372 views	Total of 588 views
	18 renamed views
	225 new views
	9 views removed
	87% compatible with 4.5
	Attributes have been changed/removed/added

---

# 9 Integrations

This chapter describes the integration features of Service Desk 5.0 as provided by the Open View Operations Integration software.

## Overview

This chapter covers the following topics:

- Data Exchange
  - Import
  - Export
  - Extraction Configuration
- Service Events
- Web API

---

## Data Exchange

In Service Desk 5.0 the basic procedures for data exchange have not changed since 4.5. The process of extracting a data source, exporting it to a readable format and importing it into another data source is essentially the same. However, the command-line application names for import and export mappings have changed as shown in the following table:

**Table 9-1** Command-line differences for data exchange

Service Desk 4.5	Service Desk 5.0
sd_import	OvObsImporter
sd_export	OvObsExporter

For full information about import and export mapping see the *HP OpenView Service Desk Data Exchange Administrator's Guide*.

### Extraction Configuration

The Extraction Configuration Wizard is not available in the Service Desk 5.0 release. You can, however, create the extraction configuration file using the example files provided.

### Defining a JDBC link

In Service Desk 4.5 the method for adding JDBC drivers to be used in extraction has changed. Previously you needed to add a JDBC driver class to the CLASSPATH environment variable. In Service Desk 5.0, to add JDBC drivers you copy JAR files into the 'java/drivers' folder in the installation directory.

For more information about data extraction configuration files see the *HP OpenView Service Desk Data Exchange Administrator's Guide*.

## Service Events

Service Desk 4.5 Service Events are installed as part of the Service Object Loader in Service Desk 5.0. The command-line tool `sd_event` has been replaced by `OvObsLoadObject`. The functionality behind the Service Events tool, however, has not changed.

The `OvObsLoadObject` command allows you to insert, update, or delete an object in the HP OpenView database as did `sd_event`. In Service Desk 4.5 `sd_event` was a .EXE application provided for use on Windows platforms. In Service Desk 5.0 this is replaced by a Perl script application for the Service Object Loader.

The main differences between `sd_event` and `OvObsLoadObject` are as follows:

- Command-line options
- Element names in the configuration file
- Batch file and shell script locations
- L10N compliance (with full support of UNICODE available with Perl 5.8.x)

### Command-line

Command line options for `OvObsLoadObject` support long option names as well as the old style single letter options. For example:

```
C:\Program Files\HP  
OpenView\lbin\obs\loadobject>OvObsLoadObject.bat --help
```

Options can be specified using the short notation or long notation.

See the HP OpenView Service Desk online help for more information on command-line syntax for `OvObsLoadObject`.

### Configuration File

The following elements in the configuration file have changed:

`ERRORLOGFILE` has changed to `ERROR_LOGFILE`

`LANGUAGE` or `LANG` is no longer supported



### **File Locations**

In Service Desk 5.0 all batch and shell scripts are installed in the directory <install\_dir>\bin\obs\loadobject. In Service Desk 4.5 these files were stored in <install\_dir>\bin.

### **L10N compliant**

The Service Object Loader is L10N compliant in that messages can be localized. By using the locale of the client and server you can determine the language file to use for presenting messages to the user.

For more information about service events see the *HP OpenView Service Desk Data Exchange Administrator's Guide*.

## Web API

The Service Desk Web API is the Sun Java programming interface to the HP OpenView Service Desk application. It opens up the Service Desk application, its object model, and its data to your specific requirements.

The Web API enables you to develop web applications around the Service Desk core. In addition, it can be used to integrate Service Desk with local applications, and to add custom functionality to your Service Desk implementation.

The Service Desk Object Model has changed for version 5.0, and therefore the Web API has also changed. Code written to integrate with the Service Desk 4.5 Web API will need to be updated and recompiled to reflect these changes.

For complete information on the differences in the Web API see the *HP OpenView Web API Programmers Guide*.

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