

Compliance Manager Service Desk Datapipe

Software Version 1.0

HP OpenView Performance Insight

User Guide

March 2006



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1 Overview

Compliance Manager applies a template to your environment. The template is a structure consisting of high-level processes, the applications that support those processes, component groups within each application, and components within each group. At the lowest level of the structure, the component level, Compliance Manager enforces tolerances for availability, incidents, and changes. At each higher level in the structure, Compliance Manager aggregates risk and control violations detected at the component level.

By rolling up risk and control violations from the lowest level in the model to the highest level, the Compliance Manager Report Pack lets you see which business processes, if any, are not compliant with tolerances. You can see how many violations occurred and you can also drill down to see which supporting applications, or which instances of those applications, are responsible for the threshold conditions.

Compliance Manager 1.0 assesses risk and the adequacy of controls by processing data collected from the following metric areas:

- Availability
- Incident management
- Change management

The next release of Compliance Manager will have a broader perspective on risk and control measures. The following metric areas will be added:

- Information security management
- Release management
- Configuration management

Change and Incident Data for Compliance Manager

The Compliance Manager Service Desk Datapipe is a combination of tables and processing routines. The processing routines move data from Service Desk installations to tables maintained by the datapipe, and from tables maintained by the datapipe to additional tables maintained by the Compliance Manager Report Pack. The CM Service Desk Datapipe is an optional datapipe for the Compliance Manager Report Pack. Install the Compliance Manager Report Pack first, create your Compliance Manager data model, then install the CM Service Desk Datapipe.

In addition to providing scripts that move data to the Compliance Manager Report Pack for further processing, the CM Service Desk Datapipe provides a form and a report for managing the data connection. The report and the form deploy automatically when you install the datapipe. Use the Service Desk Data Model Assignment form to assign Service Desk data structures (with associated change and incident data) to a Compliance Manager component. Use the linkage report to identify the Service or Configuration Item (CI) in the Service Desk database and then launch a Service Desk user interface pre-filtered for that item.

The CM Service Desk Datapipe collects data from Service Desk once a day, at 4.00 a.m. The collection captures Changes and Incidents that took place within the previous two full days, including up to the time of the collection. The size of the capture window guarantees that even an outage of connectivity between OVPI and Service Desk that lasts a full day will not result in lost data. If needed, the capture window can be modified by extending the *Time Period* of the reports used during the extraction.

Supported Service Desk Configurations

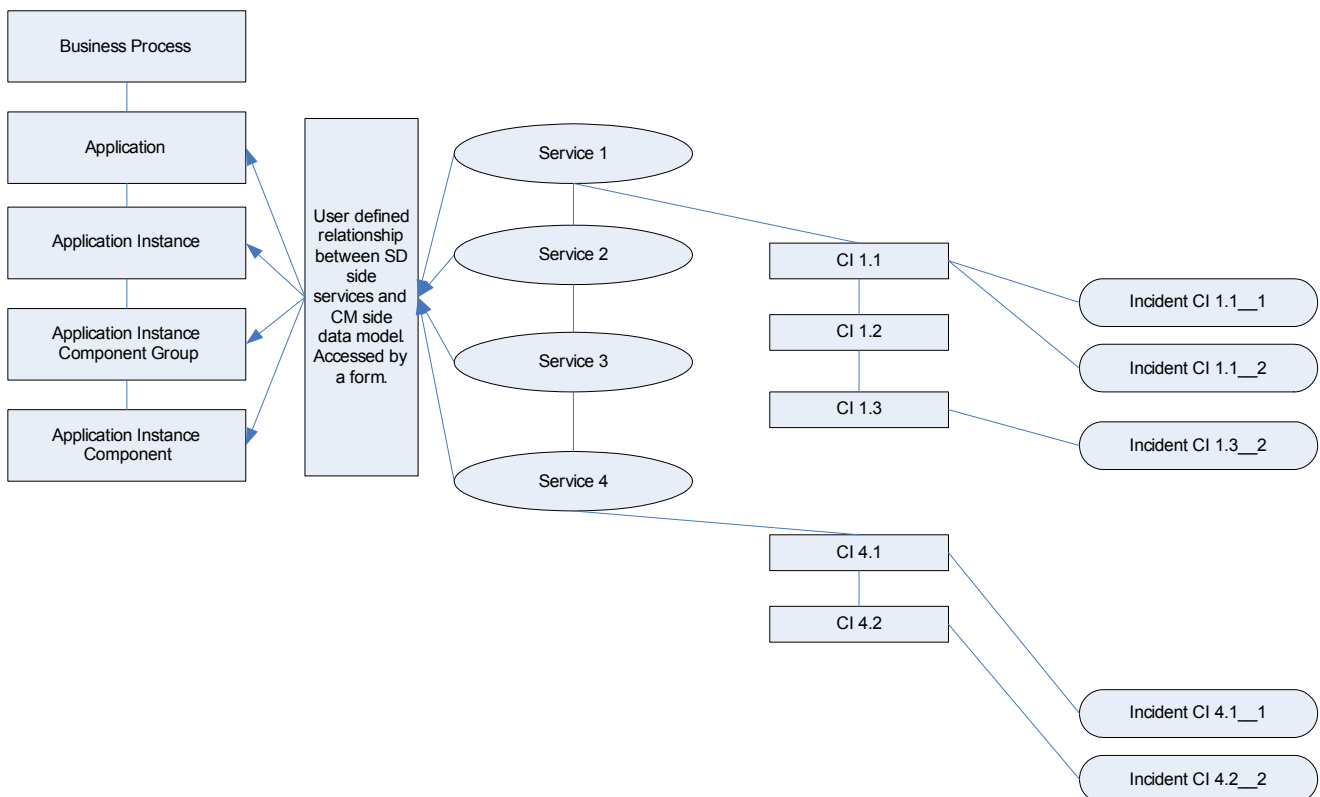
Service Desk has various configuration options. The following items are configurable:

- Number of service levels
- Number of configuration-item (CI) levels
- Do not distinguish major incidents; recognize incidents only
- Distinguish major incidents; recognize major incidents and incidents

Compliance Manager has the following requirements for configuring Service Desk:

- No more than four service levels (less than four is okay)
- No more than three CI levels (less than three is okay)
- Must recognize major incidents as well as non-major incidents
- No constraint on the number of incidents
- An incident can map to a CI at any level

The following diagram shows these conditions in effect:



Package Version History

The following table outlines recent enhancements to the CM Service Desk Datapipe.

Version	Release Date	Features/Enhancements
1.0	March 2006	Initial release; includes: <ul style="list-style-type: none">• Service Desk Data Model Assignment form• CM to SD Data Linkage report

Sources for Additional Information

The following documents are related to this manual:

- *Compliance Manager Service Desk Datapipe 1.0 Release Notes, December 2005*
- *Compliance Manager Report Pack 1.0 User Guide, March 2006*
- *Compliance Manager Report Pack 1.0 Release Notes, December 2005*
- *Service Desk Reporting Solution User Guide, May 2006*

Except for the *Service Desk Reporting Solution User Guide*, the manuals listed above are located in the Docs directories under each package on the Compliance Manager CD. The same manuals can also be downloaded from the following site:

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

Select **Support** > **Product Manuals** to reach the **Product Manuals Search** page. The user guides for OVPI are listed under **Performance Insight**. The user guides for report packs and datapipes are listed under **Performance Insight Reporting Solutions**.

The manuals listed under **Performance Insight Reporting Solutions** indicate the month and year the manual was issued. If a manual is revised and reposted, the date of issue will change. Since revised manuals are posted on a regular basis, we recommend searching this site for updates before using any of the manuals you can find in the Docs directory on the Compliance Manager CD.

2 Package Installation

This chapter covers the following topics:

- Guidelines for a smooth installation
 - Contents of the Compliance Manager CD
 - Software requirements
 - Configuring the Service Desk system as an External Reference Database
 - Installing integration views on Service Desk
- Installing the CM SvcDsk Datapipe
- Confirming data collection readiness; verifying successful data collection
- Uninstalling the CM SvcDsk Datapipe and dropping views

Guidelines for a Smooth Installation

The Compliance Manager product CD, released March 2006, contains all the packages you need to implement Compliance Manager. When you insert the CD and launch the package extraction program, the install script on the CD extracts packages to the Packages directory on your system. When the extract finishes, the install script launches Performance Insight and starts the install wizard, Package Manager.

If the packages on the Compliance Manager CD have not been extracted, your first task is to extract packages from the CD and install the Compliance Manager Report Pack. If the Compliance Manager Report Pack is already installed, your only remaining task is to install the CM Service Desk Datapipe by starting Package Manager and following the familiar on-screen instructions. Before installing any software, be familiar with the contents of the Compliance Manager CD and know the datapipe's software requirements.

Contents of the Compliance Manager CD

The Compliance Manager CD includes the CM SvcDsk Datapipe and many other packages. The following table provides a list of the directories inside each package.

Package	Directories
Compliance Manager	ComplianceManager.ap ComplianceManager_Demo.ap ComplianceManager_Thresholds.ap Docs

Package	Directories
CM OVIS Datapipe	CM_OVIS_Datapipe.ap Docs
CM Service Desk Datapipe	CM_SvcDsk_Datapipe.ap ServiceDesk_Integration Docs
Thresholds	Thresholds.ap Docs
Internet Services Report Pack	Internet_Services.ap Internet_Services_Demo.ap UPGRADE_Internet_Services_to_20.ap Docs
Internet Services Datapipe	Internet_Services_Datapipe.ap
Common Property Tables	CommonPropertyTables.ap UPGRADE_CommonPropertyTables_to_35.ap Docs

The Docs directory contains user guides and release notes. Before using any document in any of the Docs directories, check for updates on the web by going to **openview support > product manuals > product manuals search**. Most of the documents in the Docs directory are dated September 2005. If you locate a more current document on the web, the document in the Docs directory is obsolete.

Software Requirements, SQL Queries, and Integration Views

Do not install the CM SvcDsk Datapipe unless the system running OVPI and the system running Service Desk are running the necessary prerequisites. The system running OVPI must have OVPI 5.1 with SP2 or higher. The system running Service Desk must have Service Desk 4.5 with Service Pack 14 or later. Earlier versions are not tested or supported. If those prerequisites are met, your next task is to establish connectivity for SQL queries and install integration views.

Establishing SQL Connectivity Between OVPI and Service Desk

The CM SvcDsk Datapipe cannot collect data from Service Desk until OVPI recognizes the Service Desk system as a supported database. Follow these steps to add the Service Desk system to OVPI's list of supported databases:

- 1 Determine which port the Service Desk database is using. The default for Oracle is port 1521. If port 1521 is not available, contact your Oracle system administrator. Follow these steps to determine the port for Service Desk installed on SQL server:
 - a From the command line, type: **svrnetcn.exe**
 - b The SQL Server Network Utility opens. Under **Enabled protocols** select TCP/IP.
 - c Click **Properties**. The port number appears in the pop-up window.
- 2 Start Performance Insight and open the Management Console.

- 3 Click the **Systems** icon located on the left-hand side of the Management Console.
- 4 Expand the information under the OVPI system by clicking “+”.
- 5 Right-click **Databases** and select **Add Database**. The Add Database Wizard opens.
- 6 Click **Next**.
- 7 Select **Generic Supported Database** and click **Next**.

The screenshot shows a window titled "Database Connection Information" with a close button in the top right corner. On the left side, there is a vertical banner with the text "Performance Insight" and "HP OpenView" over a background image of a sunset. The main area of the window is titled "Enter the database connection information" and contains the following fields:

- Hostname:
- Port:
- Description:
- Vendor: (dropdown menu)
- Database Instance:
- Database Username:
- Password:

At the bottom of the window, there are three buttons: "< Back", "Next >", and "Cancel".

- 8 The Database Connection Information window opens. Add the following information:
 - Hostname – Either the hostname or the IP address of the Service Desk server.
 - Port – The TCP/IP port number.
 - Description – Use *ServiceDesk*. Avoid spaces and numbers. The description will be used later, in the install sequence.
 - Vendor – Select the database vendor for Service Desk.
 - Database Instance – Specify the instance for the database.
 - Database Username – Username with access to the Service Desk database.
 - Password – Database password.
- 9 Click **Next**.
- 10 Type a unique, identifying System name. Avoid using spaces or numbers in the name. Typing a description is optional.
- 11 Click **Next**. The Summary window opens.

- 12 Click **Finish**.
- 13 In the navigational window under System Information, click the **External Reference Databases** folder.
- 14 Select **Service Desk** and click the **Test Connection** button. You should receive a *Connection Successful* message.

If you wish to collect data from more than one Service Desk application, repeat this procedure for each installation.

Installing Views on Service Desk

OVPI collects data from Service Desk by initiating SQL queries against the table structures stored in the Service Desk database. Due to the complexity of the Service Desk database, the queries sent by OVPI are required to access attributes spread across many tables. To make accessing these attributes easier, we created a set of integration *views*. Follow these steps to install the integration views:

- 1 Request a database username and password with a DBA user role from the Service Desk system administrator.
- 2 Copy the CreateViews.sql file from files below the following directory to your Service Desk server command line working area.

Oracle:

```
/OVPI/packages/CM_SvcDsk_Datapipe/ServiceDesk_Integration/Oracle
```

SQL Server:

```
/OVPI/packages/CM_SvcDsk_Datapipe/ServiceDesk_Integration/MS_SQL_Server
```

- 3 Using the SQL command line (or the SQL visual tool of your choice), the CreateViews.sql file, and the username and password you were provided, install the views.

SQL prompt example:

```
>@<path>/CreateViews.sql
```

SQL database command prompt example:

```
>isql -U<user name> -P<password> -i <path>/CreateViews.sql
```

Oracle database command prompt example:

```
>sqlplus <user name>/<password> @<path>/CreateViews.sql
```

If the installation is successful, you will see a series of prompts followed by a sequence of numbers.

If you wish to collect data from multiple Service Desk installations, repeat this procedure for each installation. If necessary, you can remove views at a later date. To do that, use the DropViews.sql file.

Installing the CM Service Desk Datapipe

If packages have not been extracted from the Compliance Manager CD, insert the CD in the CD-ROM drive on your system and follow the on-screen instructions for extracting packages to the Packages directory on your system. When the extract step is complete, your next step is to install the Compliance Manager Report Pack. For details, refer to the *Compliance Manager Report Pack 1.0 User Guide*.

Once the prerequisite packages are installed, follow these steps to install the CM Service Desk Datapipe:

- 1 Log in to the system. On UNIX systems, log in as root.
 - 2 Stop OVPI Timer and wait for processes to terminate.
Windows NT: Select **Settings > Control Panel > Administrative Tools > Services**
UNIX: As root, do one of the following:
HP-UX: **sh /sbin/ovpi_timer stop**
Sun: **sh /etc/init.d/ovpi_timer stop**
 - 3 From the Management Console, start Package Manager. The Package Manager welcome window opens.
 - 4 Click **Next**. The Package Location window opens.
 - 5 Click **Install**. Approve the default destination directory or browse to a different directory if necessary.
 - 6 Click **Next**. The Report Deployment window opens. Type your OVPI username and password.
 - 7 Click **Next**. The Package Selection window opens. Click the check box for:
CM SvcDsk Datapipe 1.0
 - 8 Click **Next**. The Type Discovery window opens. Disable the default to run Type Discovery.
 - 9 Click **Next**. The Selection Summary window opens.
 - 10 Click **Install**. The Installation Progress window opens and the install begins. When the install finishes, a package installation complete message appears.
 - 11 Click **Done**.
 - 12 Restart OVPI Timer.
Windows NT: Select **Settings > Control Panel > Administrative Tools > Services**
UNIX: As root, do one of the following:
HP-UX: **sh /sbin/ovpi_timer start**
Sun: **sh /etc/init.d/ovpi_timer start**
- The CM Service Desk Datapipe is now installed.

Confirming Data Collection Readiness

The CM Service Desk Datapipe can begin collecting data when these conditions are met:

- The Service Desk system is recognized as an external database
- The integration views are installed
- The CM Service Desk Datapipe is installed

The first collection will take place tomorrow morning at 4.00 a.m. However, instead of waiting until tomorrow to verify that data collection worked as expected, there are a few checks you perform right now, as follows:

1 Open this process file:

```
/OVPI/packages/CM_SvcDsk_Datapipe/CM_SvcDsk_Datapipe.ap/CM_Svc_Dsk_Retrieve_Data.pro
```

2 Locate the calls to `trend_export`.

3 Verify that the value for the `-S` parameter is the same as the **Description** you specified when you added Service Desk as an external reference database.

4 If you intend to collect data from more than one Service Desk installation:

- Replicate the incidents section and the changes section.
- Modify the `-S` parameter for each server.

5 Verify that Compliance Manager can see the data in Service Desk. Follow these steps:

- a Using a web browser, log into the OVPI front end.
- b Click the **Administration** tab in the top right
- c Open the **User Accounts** branch of the tree on the left of the screen.
- d Click the **Users** leaf from the tree on the left.
- e Select **Add New User**.
- f Supply a username and password.
- g Change the **Database** selection by selecting the Service Desk database.
- h Exit the web browser.
- i Start the OVPI Builder client.
- j Log in using the username and password you have just created.
- k Open the following report files:

```
/OVPI/packages/CM_SvcDsk_Datapipe/CM_SvcDsk_Datapipe.ap/CM_SD_Incidents.rep
```

```
/OVPI/packages/CM_SvcDsk_Datapipe/CM_SvcDsk_Datapipe.ap/CM_SD_Changes.rep
```

You should see a list of incident details in the first report, and a list of change details in the second report, for the previous two days. If there have been no changes or incidents registered by Service Desk for the previous two days, the reports will be empty.

l To view incidents and changes for the previous year open the following files:

```
/OVPI/packages/CM_SvcDsk_Datapipe/CM_SvcDsk_Datapipe.ap/CM_SD_Incidents_Year.rep
```

```
/OVPI/packages/CM_SvcDsk_Datapipe/CM_SvcDsk_Datapipe.ap/CM_SD_Changes_Year.rep
```



The query to generate either report complex. Retrieving such a large volume of data could interfere with the operation of Service Desk.

You should see lists of change and incident details for the previous year. If there have been no changes or incidents registered by Service Desk in the previous year, the reports will be empty.

Verifying Successful Collection

If the first scheduled collection is successful, you will see:

- Service Desk tests in the Service Desk Data Model Assignment form.
- Service Desk services and CIs in the CM to Service Desk Linkage report

To reach the form, follow this path:

Management Console > Objects > General Tasks

To reach the report, follow this path:

Management Console > Change View > CM Application > Application > Object Specific Reports

If the form and the report are still empty after the first scheduled collection, you should verify that the following prerequisites are in place:

- 1 You have a valid username and password for accessing the Service Desk database.
- 2 The views contained in the ServiceDesk_Integration folder are installed on the Service Desk database, and they are accessible in the default tablespace using the username and password provided.
- 3 The Service Desk database is registered as an external reference database in OVPI's System Information window.
- 4 The Service Desk database uses the username and password you were provided.
- 5 When you click **Test Connection**, the response is positive.
- 6 The descriptive name of the Service Desk database does not contain spaces or digits.
- 7 The descriptive name matches the `-S` argument for Incidents and Changes in the following process file:

```
/OVPI/scripts/CM_SvcDsk_Retrieve_Data.pro
```

Removing the Datapipe and Dropping Views

If necessary, you may uninstall the CM Service Desk Datapipe. Uninstalling the datapipe does not affect the Compliance Manager Report Pack. If you remove the datapipe, you should also drop the views you installed on Service Desk and delete the username and password created for Compliance Manager.

OVPI Procedure for Uninstalling the Datapipe

Follow these steps to uninstall the CM SvcDsk Datapipe:

- 1 Log in to the system. On UNIX systems, log in as root.
- 2 Stop OVPI Timer and wait for processes to terminate.

Windows NT: Select **Settings > Control Panel > Administrative Tools > Services**

UNIX: As root, do one of the following:

HP-UX: **sh /sbin/ovpi_timer stop**

Sun: **sh /etc/init.d/ovpi_timer stop**

- 3 From the Management Console, start Package Manager. The Package Manager welcome window opens.
- 4 Follow the on-screen directions for package removal; when prompted, select the CM SvcDsk Datapipe for removal. When the uninstall is complete, a package removal complete message appears.
- 5 Click **Done**.
- 6 Restart OVPI Timer.

Windows NT: Select **Settings > Control Panel > Administrative Tools > Services**

UNIX: As root, do one of the following:

HP-UX: **sh /sbin/ovpi_timer start**

Sun: **sh /etc/init.d/ovpi_timer start**

Service Desk Tasks

Complete the following steps on the Service Desk system:

- 1 Using the username and password created for Compliance Manager, run the DropViews.sql script.
- 2 If the username and password created for Compliance Manager have no other use, remove them from the Service Desk database.

3 Datapipe Configuration

This chapter covers the following topics:

- Your Compliance Manager data model structure
- Service Desk data structures
- Using the from to assign Service Desk data structures to CM components

Your Compliance Manager Data Model Structure

Before installing the Compliance Manager Report Pack, a solutions architect must evaluate the applications you are running. Part of that evaluation process entails deciding which applications are relevant to compliance reporting. Once those relevant applications are identified, the solutions architect should help you define business processes and the enterprise-wide applications that support those processes. In addition, the solutions architect should identify application instances, component groups, components, and the Service Desk data structures that target those components. Here is an example of a simple data model:

Structure	Data Model		
Business Processes	Accounts Receivable	Accounts Payable	
Applications	SAP		
Application Instances	Americas		
Component Groups	SAP Application Software	Hardware Devices	
Components	All SAP Applications	Primary Server	Secondary Server

In this example, the SAP application supports two business processes, Accounts Receivable and Accounts Payable. There is only once instance of SAP and it is located in the Americas region. SAP is running in failover mode. Although the instance appears to be a single installation, there are actually primary and secondary copies of the software deployed on separate hardware platforms.

Service Desk Data Structures

Service Desk manages the processes that define, negotiate, document, and manage the services that are delivered to the people who are using the IT infrastructure. The tools provided by Service Desk ensure that users have cost-effective access to services. A service can be free standing, or it can rely on other services. In addition, a service can be linked to one or more configuration items (CIs). A configuration item represents an object (hardware or software) in your IT infrastructure. If you add together all of your CIs, you have an accurate representation of the environment for your IT support organization and possibly the environment for your customers as well.

Changes and Incidents

The integration views you installed on your Service Desk system list changes and incidents and associate each change or incident with a parent service or configuration item. A **change** is a detailed description of modifications applied to the managed IT infrastructure or to anything necessary for delivering the service. Except for the service and the service level agreement, anything related to delivering the service in the IT infrastructure can be changed. An **incident** is an operational event which is not part of the standard operation of the system. Incident management is the process of documenting, monitoring, and resolving incidents to restore normal system operation. The term *system* is broad, includes everything related to supplying an IT service. The system includes intangibles, such the knowledge a specialist possesses, as well as tangible hardware.

Service Desk Data Model Assignment Form

You can see the service and CI tree structure in Service Desk reflected in the Service Desk Data Model Assignment form, shown on the next page. This form provides a compressed view of services and configuration items. The form's view of Service Desk compresses four Service layers and up to three Configuration Item layers. Each line in the selection table represents a piece of the Service Desk model. Your task now is to assign each piece of the Service Desk model to a component in the Compliance Manager data model. Once the Service Desk data structure is assigned, incident and change data for that component will be transferred on a daily basis from Service Desk table structures to Compliance Manager table structures.

Assigning SD Data Structures to CM Components

Follow these steps to assign Service Desk data structures to components in your Compliance Manager data model:

- 1 Open the Service Desk Model Assignment form.
- 2 If necessary, use the filter boxes to shorten the length of the list.
A red circle in the last column indicates that the data structure has not been assigned to a component; a green circle indicates that the data structure is already assigned.
- 3 Highlight a Service Desk data structure in the selection table.
- 4 Use the four drop down lists at the bottom of the form to select the component associated with the Service Desk item highlighted in the selection table.
- 5 Click **Apply**. The red circle turns green.

The Service Desk item highlighted in the selection table is now assigned to the component you selected at the bottom of the form. The assignment status indicator for that data structure is now green and the component you just assigned is no longer visible in the drop downs.

Compliance Manager
ServiceDesk Data Model Assignment

Use this form to assign incoming data from Service Desk elements to your Compliance Manager data model. Collected ServiceDesk data will have up to 4 service layers. Branches which are relevant to Compliance Manager(CM) should be assigned to the appropriate component in the CM data model - Application, Application Instance, Component Group and Component. You MUST have already created a data model in the Compliance Manager database using the creation forms on the administrative console. Assigning a ServiceDesk element to a CM component allows measurements from ServiceDesk to flow into the CM reports.

SAP
 Filter by Service 2
 Filter by Service 3
 Filter by Service 4

Select a row in the table below then select the appropriate combinations from the drop down lists at the bottom. When you have chosen the Application, Instance, Component Group and Component then press 'Apply'.

If a Service Desk hierarchy is assigned to a model within CM that is 'Marked for Deletion' then the collected data will NOT get transferred into the CM tables and may be lost. Create a new Component if you have more than one ServiceDesk branch relating to the same aspect of your Compliance Manager model.

Service 1	Service 2	Service 3	Service 4	Is Assigned
SAP	CL05	Service3	Service4	●
SAP	D07	Service3	Service4	●
SAP	G994	Service3	Service4	●

Current Model Assignments for the Selected Combination

Application	Instance	Component Group	Component	Marked for Deletion
SAP	CL05	All CL05	All CL05	No

Choose an Application
 NNM
 Choose an Application Instance
 East
 Choose a Component Group
 East
 Choose a Component
 East

Use the drop downs on the left to select a structure within the Compliance Manager data model. Make four valid selections for each relevant Service Desk data flow.

If you can't find the combination you are searching for you may need to create a new component using the creation forms.

You can NOT assign two separate ServiceDesk flows to the same CM Component.

OK Apply Cancel

- 6 Repeat steps 3 through 5 until every Service Desk data structure is assigned to a component.

You are finished with the Service Desk Data Model Assignment form when all of the assignment status dots in the selection table are green.

4 Extending the Datapipe

This chapter covers the following topics:

- Adding a new metric to the CM Service Desk Datapipe
- Data flow (from datapipe tables to report pack tables)

Adding a New Metric to the Datapipe

You may want to collect a change or incident metric that is not collected by the CM Service Desk Datapipe. Extending the datapipe's collection routines is not difficult, however, you have to know SQL and you have to know OVPI. If you know SQL and OVPI well enough, follow these steps to add a new metric/attribute to the CM Service Desk Datapipe:

- 1 Add the new attribute to the views installed on Service Desk. Adding the new attribute involves modifying, dropping, and recreating Compliance Manager Change views or Incident views.
- 2 Start Builder. Log in as the OVPI user that was created when the default database was set to Service Desk.
- 3 Navigate to the following directory: `OVPI/lib`
- 4 Open one of the following "rep" files:
 - Changes in the last two days
 - Incidents in the last two days
 - Changes over the last year
 - Incidents over the last year

The `OVPI/lib` directory holds working copies; the original rep files are stored here:

```
OVPI/packages/CM_SvcDsk_Datapipe/CM_SvcDsk_Datapipe.ap
```

- 5 Repeat the following steps for each rep file:
 - a Refresh the statistics.
 - b Copy the new statistic into the on-screen table and notice which column holds the new statistic. The new statistic will appear in the column on the far right. Since the first five columns are reserved for key fields, do not copy the new statistic into the first five columns.
 - c Save the file.
- 6 If the new statistic must be preprocessed before collection, enable that transformation by modifying the perl preprocessor (`CM_SD_preprocessor.pl`).

7 Open the appropriate teel file:

```
RCM_Incidents_SvcDsk.teel
```

```
RCM_Changes_SvcDsk.teel
```

8 Edit the file by adding the new column to the import table. Make sure you add directives for create as well as import. The new column must appear in the same position as it appears in the report.

9 Using `datapipe_manager`, recreate the table with the new column. Change the structure of the database table itself and change the `ImportData` statements at the bottom of the teel file.

10 If the new column is to be used for statistics on closed or modified incidents, add the new column to the applicable teel and sql view files. There are four files in total:

```
RV_CM_Incidents_by_Mod.teel
```

```
RV_CM_Incidents_by_Mod.sql
```

```
RV_CM_Changes_by_Mod.teel
```

```
RV_CM_Changes_by_Mod.sql
```

These files are used once at installation time. Along with other original files, they are kept in this directory:

```
OVPI/packages/CM_SvcDsk_Datapipe/CM_SvcDsk_Datapipe.ap
```

11 Modify the appropriate summary file:

- `SD_CM_Incidents_by_Create.sum` [statistics for Incidents that were created]
- `SD_CM_Incidents_by_Mod.sum` [statistics for Incidents that were modified]
- `SD_CM_Changes_by_Create.sum` [statistics for Changes that were created]
- `SD_CM_Changes_by_Mod.sum` [statistics for Changes that were modified]

Working copies of summary files are stored in `OVPI/scripts`; the originals are kept in this directory:

```
OVPI/packages/CM_SvcDsk_Datapipe/CM_SvcDsk_Datapipe.ap
```

12 Using the `-z` option for `trend_sum`, recreate the summary stored procedures.

13 Add the new column to the destination table in the following files:

```
SD_CM_Incidents_by_Create.teel
```

```
SD_CM_Incidents_by_Mod.teel
```

```
SD_CM_Changes_by_Create.teel
```

```
SD_CM_Changes_by_Mod.teel
```

These files are used once at installation time. Along with other original files, they are kept in this directory:

```
OVPI/packages/CM_SvcDsk_Datapipe/CM_SvcDsk_Datapipe.ap
```

14 Modify the table structure within the OVPI database by running `datapipe_manager` for each file. Do not drop and recreate tables that store day; instead, use `datapipe_manager` to extend the tables.

- 15 Adjust the combined view, `SDV_CM_Incidents` (teel and sql), or `SDV_CM_Changes` (teel and sql), so that the combined view holds the new column. Views can be dropped and recreated with no loss of data. The teel and sql files are used once at installation time. Along with other original files, they are kept in this directory:

`OVPI/packages/CM_SvcDsk_Datapipe/CM_SvcDsk_Datapipe.ap`

- 16 Modify the following script:

```
install_CM_SD_map_p.sql
```

This script creates the mapping procedure. Ensure that the new column is carried from the datapipe tables to the report pack tables in the same way as the existing data.

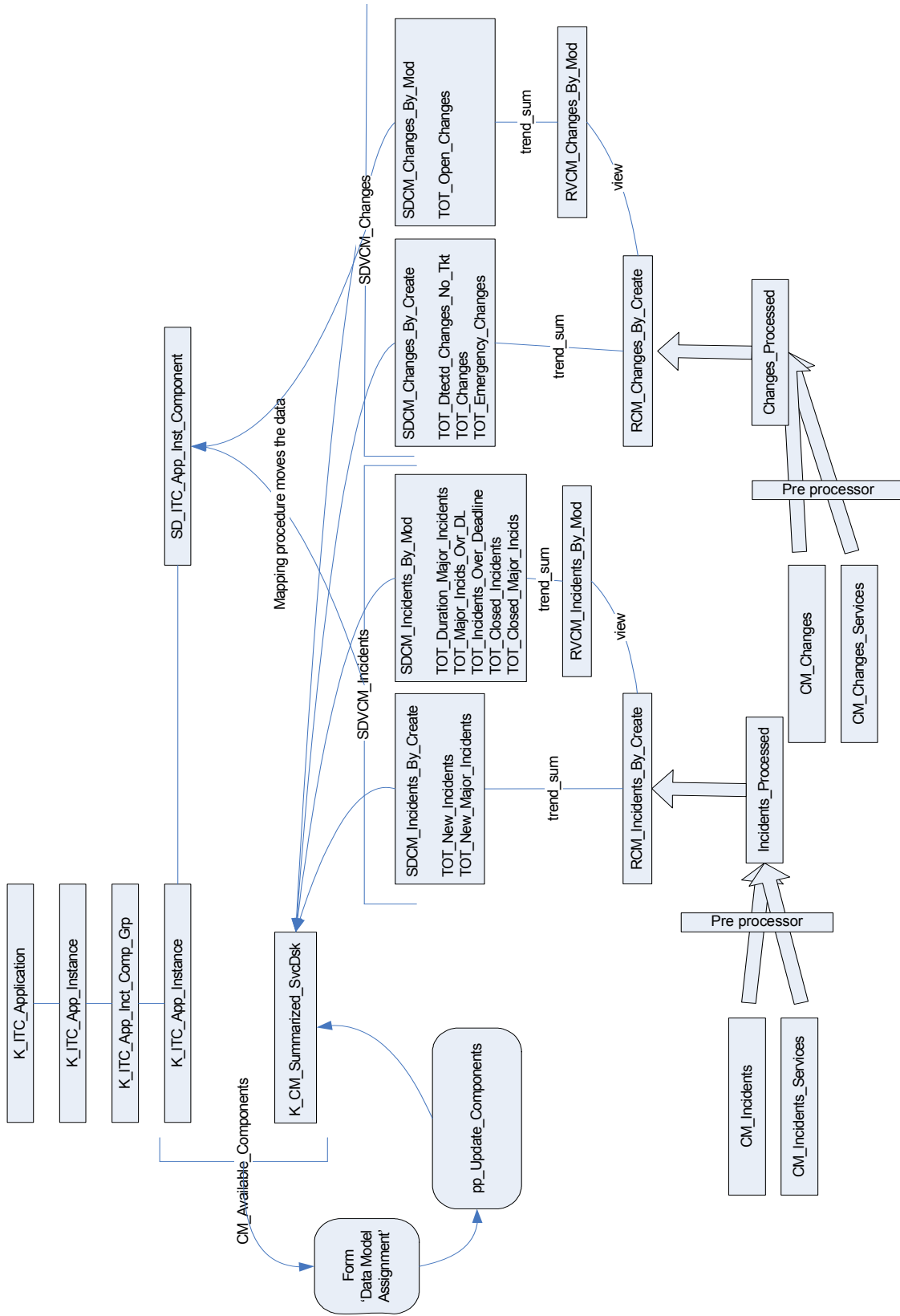
Once the data is carried to the report pack tables, it must undergo processing by various summarization and aggregation routines. Your new metric will not appear in reports until you implement those processing routines.

Data Flow

The diagram below shows data flowing from datapipe table structures to the Compliance Manager Report Pack. At a high level, these are the steps in the data flow:

- 1 Data is queried every night from views on Service Desk using `trend_export` and a series of rep files.
- 2 The collected data is dropped into a flat files for Incidents and Changes on the local OVPI system.
- 3 The flat files are processed by a Perl script and then uploaded into two separate rate tables.
- 4 Summaries run on the rate tables, converting the collected data into daily metrics relating to newly created Changes and Incidents.
- 5 At the same time, views present the data in the rate tables slightly differently, showing the data as metrics for existing or modified Changes and Incidents.
- 6 The contents of the modified views are summarized into daily tables.
- 7 Using two views, one for Changes and one for Incidents, the data on Modified and Created Incidents and Changes are associated together.
- 8 A mapping procedure moves data from the daily views into the daily table for Components within the report pack's table structures.

The mapping procedure takes configuration information from `K_Summarized_SvcDsk`, a datapipe property table. Some of the configuration information in that table comes from assigning data structures to the Compliance Manager data model using the Service Desk Data Model Assignment Form.



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