HP OpenView ServiceCenter

For the Windows®, HP-UX, AIX, Linux and Solaris Operating Systems

Software Version: 6.2

ReportCenter Guide

Document Release Date: October 2006
Software Release Date: October 2006

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

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

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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

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To find more information about access levels, go to:

http://www.hp.com/managementsoftware/access_level

To register for an HP Passport ID, go to:

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

Contents

Introducing ReportCenter

ReportCenter works with Crystal Enterprise XI to provide improved reports and Business objects for the batch scheduling of reports. For additional information about Business Objects, go to

http://www.businessobjects.com

This guide contains information about:

What you need to know

To run HP OpenView ServiceCenter ReportCenter reports with Crystal Reports, you need a working knowledge of the following:

- HP OpenView ServiceCenter 6.2
- Crystal Reports
- The ServiceCenter ODBC driver.

To create reports you need a working knowledge of your DBMS or RDBMS, as well as a general understanding of HP OpenView ServiceCenter applications and utilities.

Additional documentation

For additional information about any of these concepts, see the following:

- For information about a particular RDBMS, see the vendor documentation for your database type.
- For database configuration, see the *HP OpenView ServiceCenter Database Conversion and RDBMS Support Guide*.
- For information about the P4 DBMS, HP OpenView ServiceCenter administration and configuration, and customizing the HP OpenView ServiceCenter product, see the HP OpenView ServiceCenter Help.

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ReportCenter overview

ReportCenter is no longer shipped as a separate application. In HP OpenView ServiceCenter 6.2, ReportCenter works with Crystal Reports to provide detailed reports that help maximize the abilities of your organization. Data monitoring and tracking, using ServiceCenter data from your environment, provide valuable insight to daily operations. Sample reports are provided, along with documented examples and benefits, so that you can build the reports into any reporting system.

The intention of this reporting package is to provide users with realistic examples of business reporting requirements. Each report is intended to meet the analytical needs of a generic HP OpenView ServiceCenter business user. All reports in the package can be executed on an HP OpenView ServiceCenter 6.2 out-of-box (OOB) system. The OOB reports are intended to be used as a starting point for the development of more detailed, customer-specific reports.

Installation requirements

The following components must be installed prior to using ReportCenter:

- Crystal Enterprise XI or Business Objects XI
- HP OpenView ServiceCenter 6.2 ODBC driver

For additional information about installing and configuring the ServiceCenter ODBC driver, see the *HP OpenView ServiceCenter Installation Guide*. For ServiceCenter ODBC driver troubleshooting and best practices, see the Help topics packaged with HP OpenView ServiceCenter product.

Compatibility

This reporting and analysis package was developed using the following software applications and is considered compatible with these versions only.

- ServiceCenter 6.2 RTE
- ServiceCenter 6.2 ODBC Driver
- ServiceCenter 6.2 Applications
- Crystal Reports XI, Developer or Professional Edition

Out-of-box report compatibility

With the appropriate developer license for Crystal Reports XI, all OOB report files (*.rpt) can be customized to meet the needs of your business. Non-Crystal Reports users can review the PDF file for each report to determine which *queries*, *joins*, and *filters* were used for the development of the report. They can then use these details to recreate similar reports using their own queries, joins, and filters. Queries interact with any application compatible with the ServiceCenter 6.2 ODBC driver.

For additional compatibility information for HP OpenView products, see the HP OpenView Support Matrix at:

http://support.openview.hp.com/sc/support_matrices.jsp

Packaging and file location

The ServiceCenter 6.2 Reporting and Analysis Package is located in the /ReportCenter directory on the installation image or by clicking Download Crystal Report files from the Autorun installation screen. This directory contains a set of 20 Crystal Reports XI report files (*.rpt). Each report file has a corresponding PDF file (*.pdf) that describes the purpose of the report, how it was built, and requirements for the execution of the report.

Out-of-box (OOB) examples by application

The following tables describe the available application-specific reports. The report files (*.rpt) can be opened in Crystal Reports and then edited accordingly, or modified to suit your needs. Reports with examples can be viewed by clicking on the link in the first column.

Knowledge Management reports

Report Name	Business User	Description
Knowledge Management Participation	Management Employees	Describes the number of times Knowledge Management was used to resolve an incident, was viewed but required updating prior to usage, or was not available and needed to be created.
Knowledge Management Return on Investment	Management	Used to track return on investment of the Knowledge Management System (KMS). Key indicators are first contact resolution, first level resolution, and total service cost for each resolved issue.
Knowledge Management Self-Service	Management Administrators	Used to track the use of the Knowledge Management System by Self Service Users. Key indicators include the total number of Web visits and the total number of Web users.
Knowledge Management Demand Driven Self-Service	Management Administrators	Determines the effectiveness of the Knowledge Management System at answering the demands of the Self Service User. Key indicators include the number of times an article is viewed versus the number of times the article is actually used. The final chart in the series indicates the gap between indicators. Large gaps could indicate that KMS searches need to be optimized or that modifications to the article are necessary.
Knowledge Management Value	Management	Tracks issues resolved by users and the number of times the user resolved an issue using the Knowledge Management application. This report can be sorted by groups and the data can be retrieved by employees.
Knowledge Management Monitoring	Management Administrators	Describes the number of knowledge articles created over a specified time period.
Appendix 1, Closed Incidents by Knowledge and Operator	Management Administrators Staff	Tracks all incidents closed over a specified time period. Incidents can be grouped by operator or incidents that required Knowledge Management to resolve.
Knowledge Contribution by Operator	Management	Similar to the Knowledge Management Monitoring report but adds the ability to specify articles created by specific operators.

Licensing and User Activity reports

Report Name	Business User	Description
License Usage	Management Administrators	Used to analyze the appropriate license fit for the business unit. Key points are license usage by module, license usage by operator, module usage by operator, and maximum license usage by module.
Operator Knowledge Usage and Issue Resolution	Management Administrators Staff	Describes the number of times Knowledge Management was used to close related issues over a specified period of time. This report is grouped by department and data is displayed by operator.

Service Level Management (SLM) reports

Report Name	Business User	Description
Service Level Agreement (SLA) Performance Over Time	Management Staff	Used to track monthly SLA performance for both availability and response service level objectives. Key data indicators are average availability performance, average response performance, and average overall performance.
Service Level (SLA) breaches Over Time	Management Staff	Used to determine the effectiveness of the Service Level Objectives (SLOs) in place for a specified service level agreement. Key data points include number of times an objective was breached over the month, number of configuration items (CIs) affected by the breaches, and average response time for each objective. This report can be filtered on a particular SLO.
Service Level Outages (SLOs) Over Time	Management Staff	Used to determine the monthly availability performance of SLOs in place for a specified SLA. One key data point is the number of times an availability objective is breached over a period of one month. Average availability statistics are listed in comparison to the expected availability statistics. If the expected availability is not met, a potential issue flag is indicated in the report next to the SLO name.

Configuration Management (CH) reports

Report Name	Business User	Description
Configuration Item Summary Report	Management Administrators Staff	Used to review Configuration Items (CIs) that are a part of the infrastructure and their usage across groups and owners. Key data points are total number of CIs per owner group and total number of CIs per responsible owner.
Configuration Relationship Report	Management Administrators Staff	Used to describe the upstream and downstream relationships between your CIs. Key indicators include relationship type, whether or not the item is affected by an outage, and related CIs.

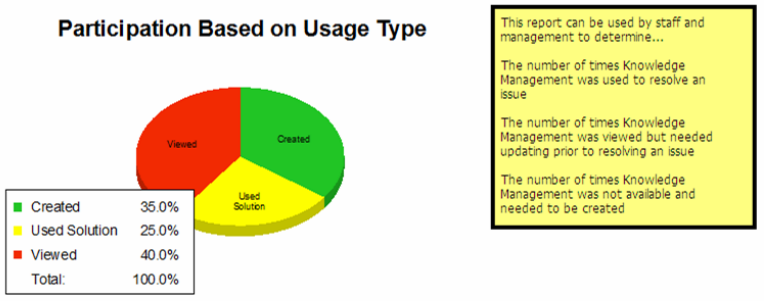
Service Desk and Operations Trending reports

Report Name	Business User	Description
Open and Closed Service Desk Interactions Over Time	Management Administrators Staff	Used to analyze the performance of the Service Desk for the business unit. Key data points include total Number of opened service interactions, total number of closed service interactions, and average resolution time.
Opened and Closed Incidents over Time	Management Administrators Staff	Used to analyze Incident Management performance. Key data points include the total number of opened incidents, total number of closed incidents, and average resolution time.
Opened and Closed Problems over Time Report	Management Administrators Staff	Used to analyze Problem Management and *root cause* modules. Key data points include total number of opened problems and known errors, total number of closed problems and known errors, and average resolution time.
Opened and Closed Change Requests over Time Report	Management Administrators Staff	Used to analyze Change Management (ChM) performance. Key data points include total number of opened change requests, total number of closed change requests, and average resolution time.
Service Interactions Resulting in Related Issues over Time Report	Management Staff	Describes the effectiveness of the Service Desk by analyzing the service interactions opened for a specified time period. In addition, it determines which of the interactions resulted in additional follow-up work through the creation of related incidents or change requests.

Report examples

The report examples used in this document describe reports created and displayed in HTML format with a view of how the reports display when real data is mapped to the fields. The HTML views are flat and are not associated with specific data, they are provided as example output only to provide a clear understanding of the data reported.

Knowledge Management Participation

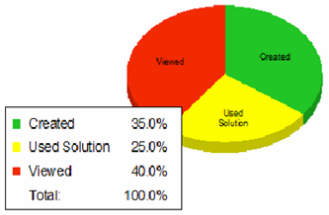


Knowledge Management Usage History

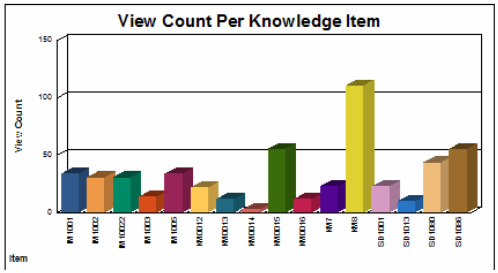
Usage Type	Knowledge ID	Usage Date	Title
Created	KM0012	05/16/2006	Phone is going dead sometimes
Created	KM0013	05/16/2006	What do I do when my phone goes dead?
Created	KM0014	05/19/2006	Fixing the phone from going dead intermittently
Created	KM0015	05/31/2006	ServiceCenter System Hangs on Print Job
Created	KM0016	05/31/2006	Customers use ODBC Driver with Microsoft Access
Created	KM0017	06/02/2006	DEVICE NOT AVAILABLE Error
Created	KM0018	06/05/2006	Cannot connect remotely and obtain emails.
Used Solution	KM0014	06/05/2006	Fixing the phone from going dead intermittently
Used Solution	KM0013	06/05/2006	What do I do when my phone goes dead?
Used Solution	KM0013	06/05/2006	What do I do when my phone goes dead?
Used Solution	KM0013	06/05/2006	What do I do when my phone goes dead?
Used Solution	KM0014	06/05/2006	Fixing the phone from going dead intermittently
Viewed	KM0014	06/05/2006	Fixing the phone from going dead intermittently
Viewed	KM0014	06/05/2006	Fixing the phone from going dead intermittently
Viewed	KM0013	06/05/2006	What do I do when my phone goes dead?
Viewed	KM0013	06/05/2006	What do I do when my phone goes dead?
Viewed	KM0014	06/05/2006	Fixing the phone from going dead intermittently

Purpose	The purpose of this report is to describe how efficient the current Knowledge Base is when used to resolve Service Desk interactions.	
Tables	kmdocumentm1	
	kmusagehistorym1	
Fields	kmdocumentm1.id	unique identifier of knowledge article
	kmdocumentm1.title	knowledge article title
	kmusagehistorym1.usagetype	type of use
	kmusagehistorym1.sysmodtime	date/time article was used
Join Fields	kmdocumentm1.id = kmusagehistorym1.kmid	
Filter Condition	kmusagehistorym1.usagetype="Created" or kmusagehistorym1.usagetype="Viewed" or kmusagehistorym1.usagetype="Used Solution"	
	kmusagehistorym1.sysmodtime >= Start Date and kmusagehistorym1.sysmodtime <= End Date	
Group Field	kmusagehistorym1.usagetype	
Parameters	Start Date	
	End Date	

Participation Based on Usage Type

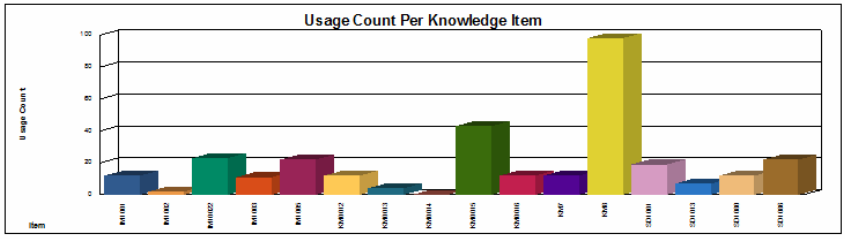


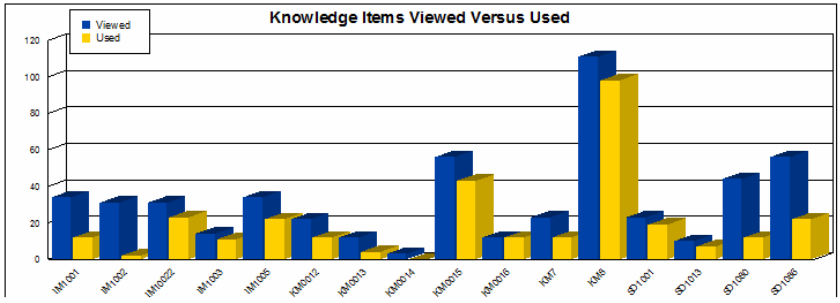
Knowledge Management Demand Driven Self-Service



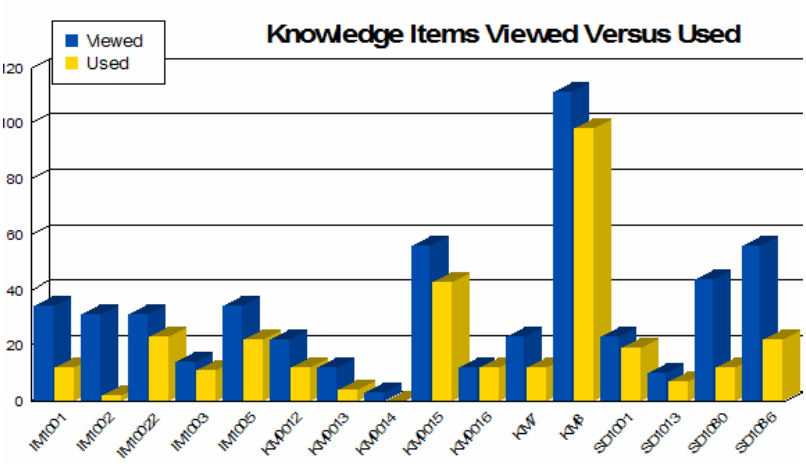
This report can be used by management and administrators to determine the effectiveness of the Knowledge Management System at answering the demands of the Self Service User. Key indicators include the number of times an article is viewed versus the number of times the article is actually used. The final chart indicates the gap between these indicators. Large gaps could indicate that KMS searches need to be optimized or that modifications to the article are neccesary.

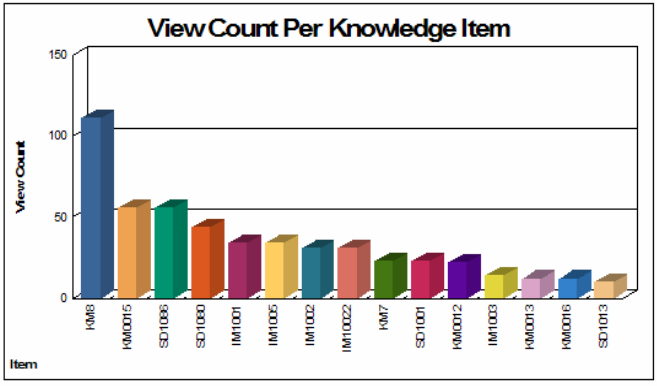
Click Here for Report Details

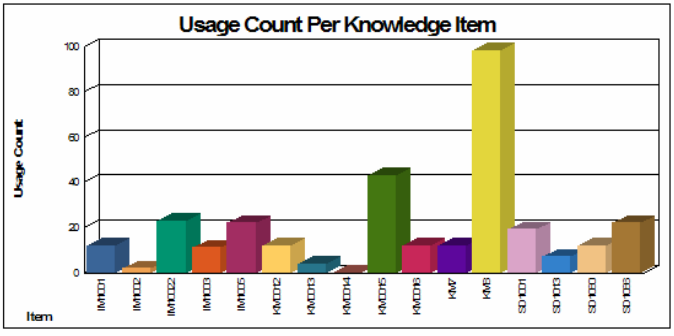




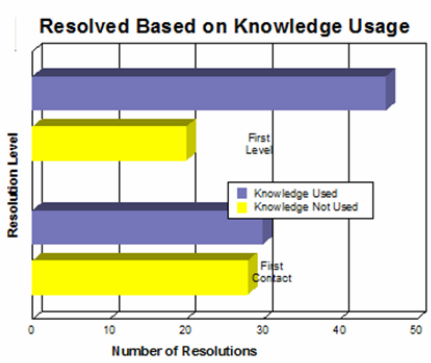
KCS Knowledge Management Demand Driven Self-Service Report data sources		
Purpose	This report can be used by management and administrators to determine the effectiveness of the Knowledge Management System at answering the demands of the Self Service User. Key indicators include the number of times an article is viewed versus the number of times the article is actually used. The final chart indicates the gap between these indicators. Large gaps could indicate that KMS searches need to be optimized or that modifications to the article are neccesary.	
Tables	kmusagestatsm1	
Fields	id	unique number identifier of knowledge article
	usage.count	number of times article was used for resolution
	view.count	number of time article was viewed for resolution
Join Fields	not applicable	
Filter Condition	not applicable	
Group Fields	id	
Parameters	not applicable	

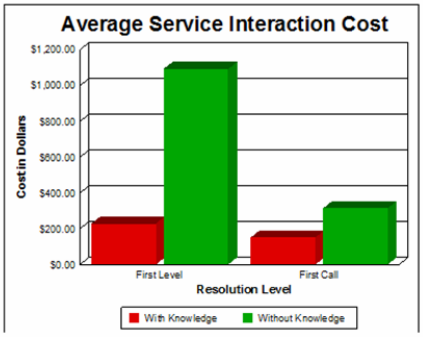

Knowledge Items Viewed Versus Used
Viewed
Used
120
100
80
60
40
20
0
IM1001
IM1002
IM1022
IM1003
IM1005
KM0012
KM0013
KM0014
KM0015
KM0016
KM7
KM8
SD1001
SD1013
SD1030
SD1086


View Count Per Knowledge Item
View Count
150
100
50
0
KM8
KM0015
SD1086
SD1030
IM1001
IM1005
IM1002
IM1022
KM7
SD1001
KM0012
IM1003
KM0013
KM0016
SD1013
Item


Usage Count Per Knowledge Item
Usage Count
100
80
60
40
20
0
IM1001
IM1002
IM1022
IM1003
IM1005
KM0012
KM0013
KM0014
KM0015
KM0016
KM7
KM8
SD1001
SD1013
SD1030
SD1086
Item

Knowledge Management Return on Investment





This report can be used by your organization to track return on investment for your Knowledge Management System. Key data points are

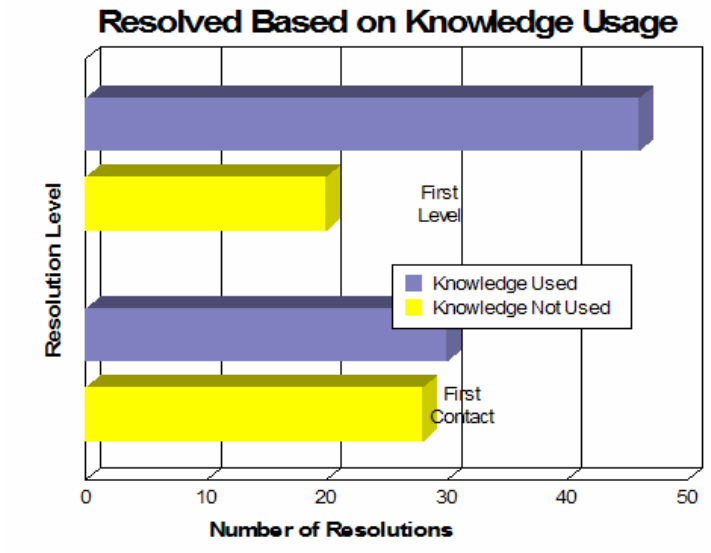
- first contact resolution
- first level resolution
- service cost per resolved issue

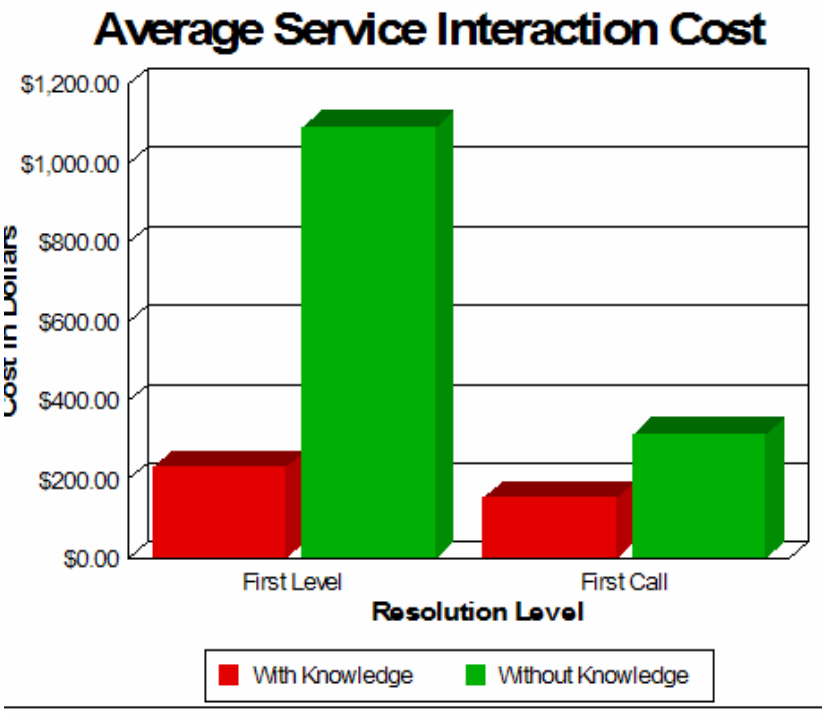
Knowledge Management Resolution History

Knowledge ID	Interaction	Title	Time to Resolve	Service Cost
KM0014	SD1018	Job abended during power surge.	0:01:11	123.54
KM6	SD1089	Monitor is getting more and more dim, and sometimes loses color entirely.	0:00:14	123.76
KM7	SD1020	Open problem report per assignment group not working. Client getting report	0:00:34	121.22
KM7	SD1020	Open problem report per assignment group not working. Client getting report	0:00:34	121.22
KM0014	SD1019	Client created a spread sheet that worked yesterday. Today the expense	0:00:26	234.54
KM0014	SD1019	Client created a spread sheet that worked yesterday. Today the expense	0:00:26	234.54
KM7	SD1084	Loses contact with the tape drive intermittently...	0:00:26	123.76
KM0014	SD1017	Client's totals don't balance. His algorithm may be off.	0:01:11	134.54
KM0014	SD1016	Testing IMS program. User gets half way through the program it blows up. She is not sure what the abort code. She will call back.	0:00:36	124.54
KM0014	SD1016	Testing IMS program. User gets half way through the program it blows up. She is not sure what the abort code. She will call back.	0:00:36	124.54
KM0014	SD1014	Lfscan job abended with an svc99 error. Need to check into.	0:01:36	234.54
KM0014	SD1013	Cannot read information on disk. Messages of "can't read" and "can't seek"	0:26:04	134.54
KM0014	SD1013	Cannot read information on disk. Messages of "can't read" and "can't seek"	0:26:04	134.54
KM0014	SD1011	On multi-part forms, the printer jams and will not feed paper.	0:01:11	434.54
KM0013	SD1030	Bad simms on client. Fails memory check.	0:01:00	347.87
KM8	SD1069	Can not get connected the the main production system.	0:00:27	321.22
KM8	SD1068	When the users login, every once a while they get garbage on the screen.	0:00:37	321.22

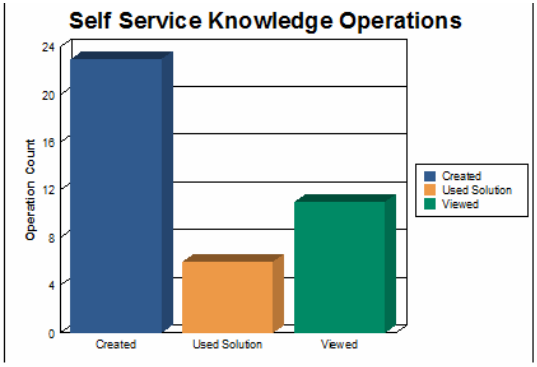
Data for the ROI

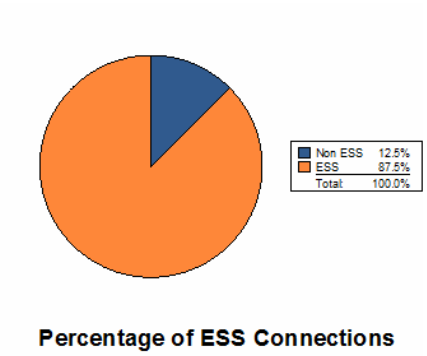
KCS ROI Report Data		
Purpose	The purpose of this report is to relate the return on investment (ROI) of the Knowledge Management System base on interaction activity with the Service Desk. The Resolved Based on Knowledge Usage chart details the total number of interactions that were resolved grouped by first contact and first level stages with and without use of the knowledge base. The Average Service Interaction Cost is a bar level chart showing the average business cost of resolving these issues grouped by whether or not the knowledge base was used. The cost should be calculated based on the operator billing rate and customer service contract. This value should be stored in the svc.cost field of the incidents table.	
Tables	incidentsm1	
Fields	incident.id	unique number identifier of service interaction
	first.call	boolean indicator indicating that interaction was resolved during first contact with customer
	open	string indicating if interaction is open or closed
	handle.time	duration interaction was handled by helpdesk
	kpf.id	unique id of the knowledge article
	svc.cost	total cost of resolving the interaction
Join Fields	not applicable	
Filter Condition	incidentsm1.open="Closed"	
	Option 1	close.time between Start Date and End Date
	Option 2	open.time between Start Date and End Date
	Option 3	severity=critical or severity=urgent
	Option 4	severity=medium or severity=low
Group Fields	first.call	
	kpf.id	
Parameters	Start Date	
	End Date	




Average Service Interaction Cost
$1,200.00
$1,000.00
$800.00
$600.00
$400.00
$200.00
$0.00
First Level
First Call
Resolution Level
With Knowledge
Without Knowledge

Knowledge Management Self-Service



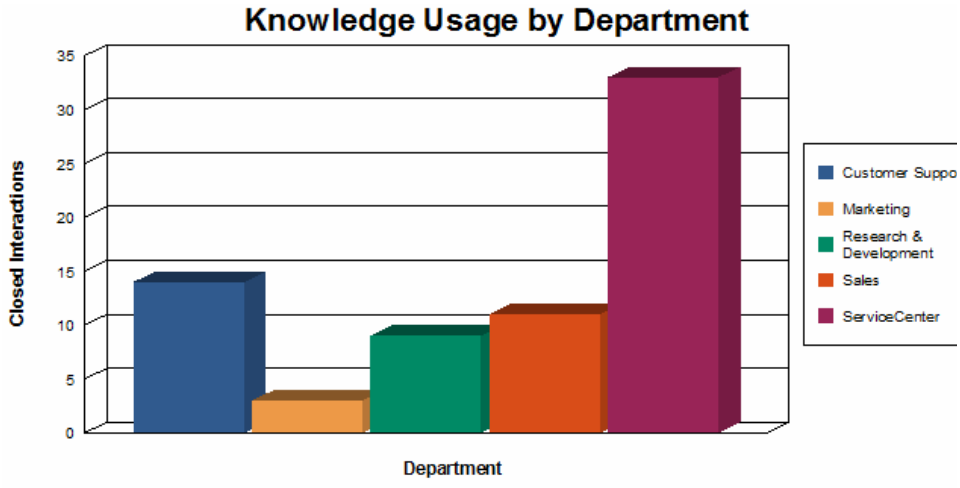


This report can be used by your organization to track the usage of the Knowledge Management System by Self-Service Users. Key data points include total number of web visits and web escalations.

ServiceCenter Connections by User

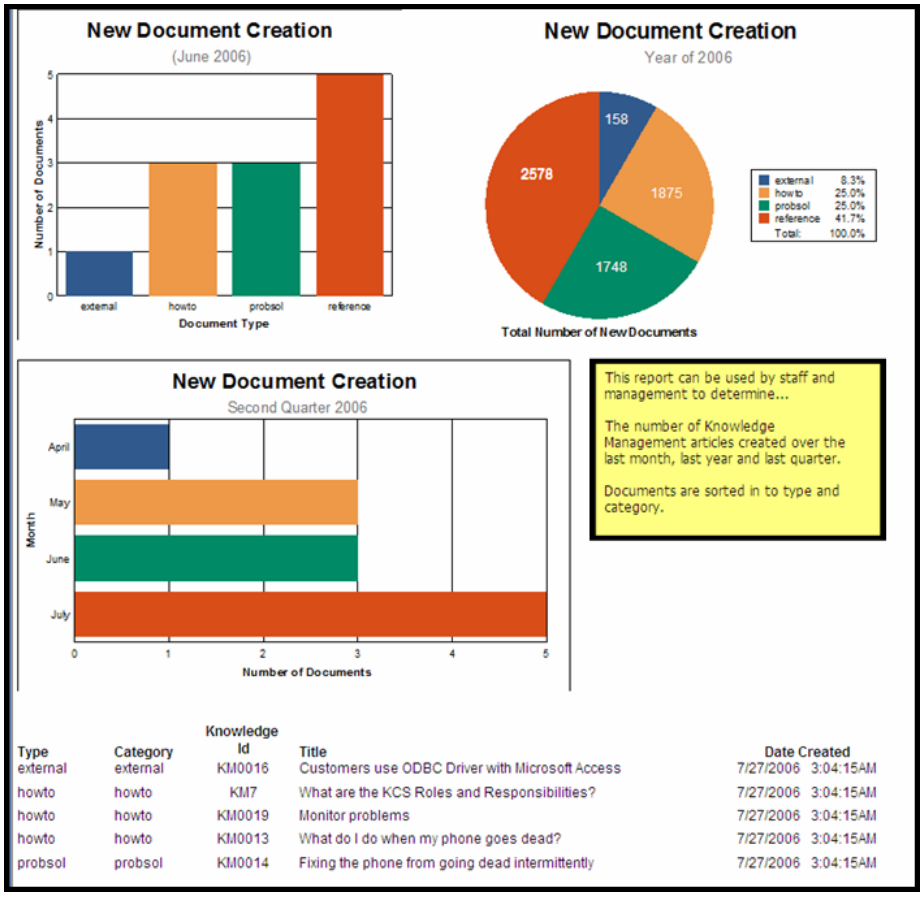
Username	Operation	Connect Type	Details
Amy Collins	Used Solution	NON ESS	
Amy Collins	Used Solution	NON ESS	
Amy Collins	Used Solution	NON ESS	
Melanie Thomas	Created	NON ESS	
Melanie Thomas	Created	NON ESS	
Amy Collins	Used Solution	ESS	Escalated
Amy Collins	Used Solution	ESS	
Jason Terry	Created	ESS	
Jason Terry	Created	ESS	
Jason Terry	Created	ESS	
Jason Terry	Created	ESS	
Jason Terry	Created	ESS	
Melanie Thomas	Created	ESS	
Melanie Thomas	Created	ESS	
Melanie Thomas	Created	ESS	
Melanie Thomas	Created	ESS	
Melanie Thomas	Created	ESS	

Knowledge Management Value



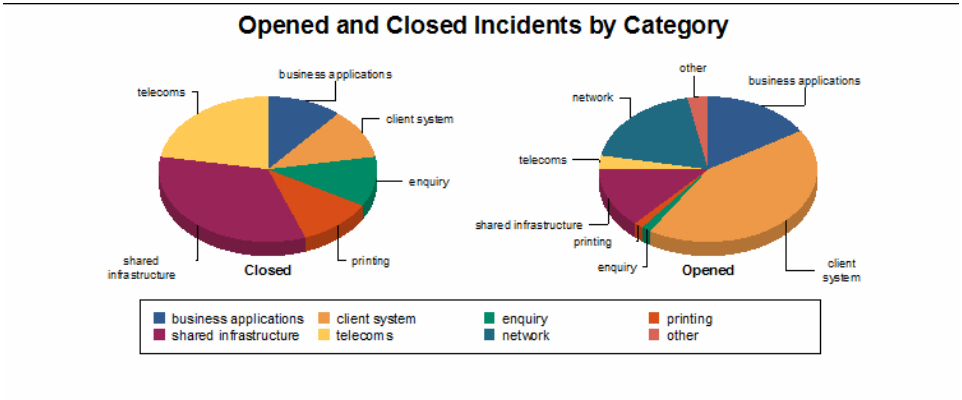
Operator	Department	Interaction	Category	Severity	Knowledge ID
REVIEWER, ROB	Research & Development	SD1072	client system	4	KM0017
REVIEWER, ROB	Research & Development	SD1079	shared infrastructure	2	KM0017
REVIEWER, ROB	Research & Development	SD1076	network	3	KM0017
REVIEWER, ROB	Research & Development	SD1078	client system	4	KM0017
REVIEWER, ROB	Research & Development	SD1073	network	4	KM0017
REVIEWER, ROB	Research & Development	SD1074	client system	4	KM0017
REVIEWER, ROB	Research & Development	SD1071	client system	4	KM0017
REVIEWER, ROB	Research & Development	SD1070	telecoms	4	KM0017
REVIEWER, ROB	Research & Development	SD1077	business applications	4	KM0017
	Total Closed Interactions	9	Total Closed with Knowledge		9
OWNER, OTTO	Sales	SD1043	shared infrastructure	2	
OWNER, XAVIER	Sales	SD1051	network	3	KM0013
OWNER, XAVIER	Sales	SD1056	client system	4	KM0013
OWNER, XAVIER	Sales	SD1052	client system	4	KM0013
OWNER, XAVIER	Sales	SD1053	network	4	KM0013
OWNER, XAVIER	Sales	SD1054	network	4	KM0013
OWNER, XAVIER	Sales	SD1055	business applications	4	KM0013
OWNER, XAVIER	Sales	SD1057	client system	4	KM0013
OWNER, XAVIER	Sales	SD1058	client system	4	KM0013
OWNER, XAVIER	Sales	SD1059	network	3	KM0013
OWNER, XAVIER	Sales	SD1050	client system	4	KM0013
	Total Closed Interactions	11	Total Closed with Knowledge		10
Jennifer Falcon	ServiceCenter	SD1065	shared infrastructure	2	KM8
Jennifer Falcon	ServiceCenter	SD1064	client system	4	KM8
Jennifer Falcon	ServiceCenter	SD1063	shared infrastructure	2	KM8
Jennifer Falcon	ServiceCenter	SD1062	client system	4	KM8
Jennifer Falcon	ServiceCenter	SD1061	business applications	4	KM8
Jennifer Falcon	ServiceCenter	SD1060	telecoms	4	KM8
Jennifer Falcon	ServiceCenter	SD1067	network	3	KM8
Jennifer Falcon	ServiceCenter	SD1068	network	3	KM8
Jennifer Falcon	ServiceCenter	SD1013	shared infrastructure	2	KM0014
Jennifer Falcon	ServiceCenter	SD1011	printing	4	KM0014
Jennifer Falcon	ServiceCenter	SD1014	shared infrastructure	2	KM0014
Jennifer Falcon	ServiceCenter	SD1027	other	3	KM7
Jennifer Falcon	ServiceCenter	SD1026	client system	4	KM7
Jennifer Falcon	ServiceCenter	SD1025	other	2	KM7
Jennifer Falcon	ServiceCenter	SD1022	network	3	KM7
Jennifer Falcon	ServiceCenter	SD1023	business applications	2	KM7
Jennifer Falcon	ServiceCenter	SD1024	business applications	4	KM7
Jennifer Falcon	ServiceCenter	SD1017	business applications	4	KM0014
Jennifer Falcon	ServiceCenter	SD1019	client system	4	KM0014
Jennifer Falcon	ServiceCenter	SD1020	client system	4	KM7
Jennifer Falcon	ServiceCenter	SD1066	enquiry	4	KM8
Jennifer Falcon	ServiceCenter	SD1018	client system	4	KM0014
Jennifer Falcon	ServiceCenter	SD1069	network	4	KM8
Jennifer Falcon	ServiceCenter	SD1021	business applications	4	KM7
Jennifer Falcon	ServiceCenter	SD11001	printing	4	KM0013
Jennifer Falcon	ServiceCenter	SD1008	client system	4	
Jennifer Falcon	ServiceCenter	SD1009	client system	4	
Jennifer Falcon	ServiceCenter	SD1090	client system	4	
Jennifer Falcon	ServiceCenter	SD1005	network	4	
Jennifer Falcon	ServiceCenter	SD1006	printing	4	
Jennifer Falcon	ServiceCenter	SD1007	shared infrastructure	4	
Jennifer Falcon	ServiceCenter	SD1093	client system	4	
Jennifer Falcon	ServiceCenter	SD1002	network	4	
	Total Closed Interactions	33	Total Closed with Knowledge		25

Knowledge Management Monitoring



Type	Category	Knowledge Id	Title	Date Created
external	external	KM0016	Customers use ODBC Driver with Microsoft Access	7/27/2006 3:04:15AM
howto	howto	KM7	What are the KCS Roles and Responsibilities?	7/27/2006 3:04:15AM
howto	howto	KM0019	Monitor problems	7/27/2006 3:04:15AM
howto	howto	KM0013	What do I do when my phone goes dead?	7/27/2006 3:04:15AM
probsol	probsol	KM0014	Fixing the phone from going dead intermittently	7/27/2006 3:04:15AM

Closed Incidents by Knowledge and Operator

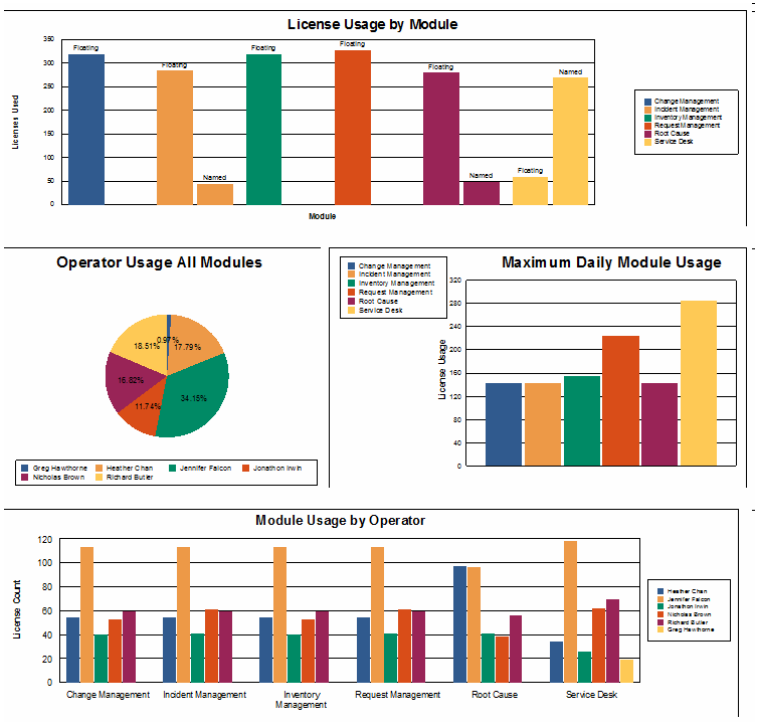


This report can be used by staff, management, and executives to track the number of incidents opened and closed over a specified time period. User can select a date range as well as specific categories.

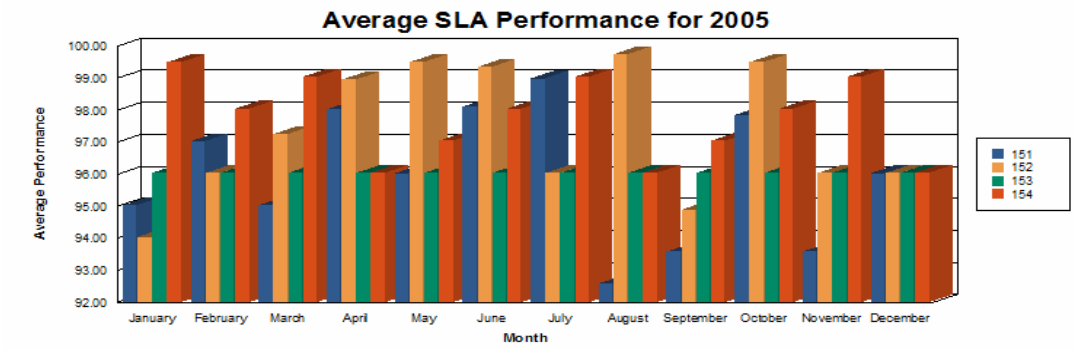
Data for the Incident Open/Closed report based on Knowledge

Category	Incident	Title	Related time	State
Business applications	IM1008	Client's totals don't balance. His algorithm may be off.	6/28/2006 3:52:15PM	Closed
client system	IM1034	Job aborted - job logs have error messages	6/28/2006 3:54:29PM	Closed
enquiry	IM1077	Wants to know how to set up a daisy chain of tape drives, CD roms, and	6/28/2006 3:55:14PM	Closed
printing	IM1004	On multi-part forms, the printer jams and will not feed	6/28/2006 3:13:41AM	Closed
shared infrastructure	IM1023	*Received an svc99 error in the JES log for the PNMS	6/28/2006 3:53:39PM	Closed
shared infrastructure	IM1307	Caller reports format payup01 does not allow updates	6/28/2006 3:54:10PM	Closed
telecoms	IM1064	Cannot read information on disk. Messages of "can't read	6/28/2006 3:45:08PM	Closed
telecoms	IM1007	Carrier is temporarily shutting down line for repair. restored	6/28/2006 3:54:48PM	Closed
Business applications	IM1037	Phone is non-functional intermittently.	6/28/2006 3:12:45AM	Closed
Business applications	IM1064	Caller is periodically losing connection to mainframe applications.	12/29/2000 10:47:11PM	Opened
Business applications	IM1007	An abort occurred while processing an lfmap job.	12/29/2000 11:49:15PM	Opened
Business applications	IM1015	Testing IMS program. User gets half way through the program it blows up.	12/29/2000 6:29:04PM	Opened
Business applications	IM1044	Accounts created in the last month are not showing up on the monthly change	12/29/2000 6:51:02PM	Opened
Business applications	IM1066	Job schedule was changed without notifying applications	12/29/2000 11:06:23PM	Opened
Business applications	IM1014	Client cannot logon to sps. Possible password problem. Possible user error	12/29/2000 6:46:41PM	Opened
Business applications	IM1031	System administrator deleted the operator file.	12/29/2000 9:44:33PM	Opened
Business applications	IM1036	Customer can't access contact records in SPS by company	12/29/2000 10:44:11PM	Opened
Business applications	IM1012	Caller has lost connection to mainframe. 502 error code	12/29/2000 6:37:23PM	Opened
Business applications	IM1050	Client tried to set up category without using the category	12/29/2000 11:14:32PM	Opened
client system	IM1078	Caller forgot password to log in to SPS.	12/30/2000 12:32:57AM	Opened
client system	IM1009	Monitor is getting more and more dim, and sometimes	12/29/2000 6:33:51PM	Opened

License Usage



Service Level Agreement (SLA) Performance Over Time

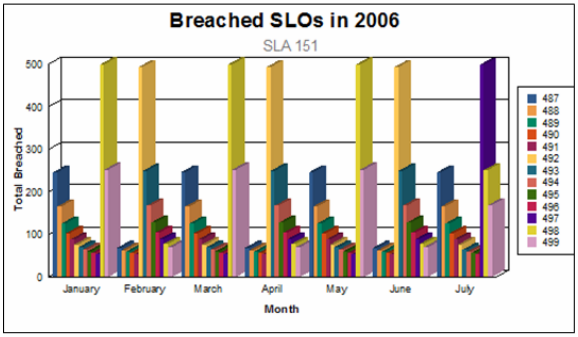


This report can be used by management and your organization to track Monthly SLA Performance for both Availability and Response SLOs. Key data points are average availability, average response, and average overall performances.

Month	SLA #	SLA Title	Average Availability Performance	Average Response Performance	Average Overall Performance
June	153	ACME Standard Silver Agreement	93.66	98.42	96.04
June	154	ACME Standard Bronze Level Agreement	93.66	98.43	98.05
July	151	ACME Standard Platinum Agreement	93.65	98.41	98.99
July	152	ACME Standard Gold Agreement	93.66	98.42	96.04
July	153	ACME Standard Silver Agreement	93.66	98.42	96.04
July	154	ACME Standard Bronze Level Agreement	93.66	98.43	99.05
August	151	ACME Standard Platinum Agreement	93.65	98.41	92.58
August	152	ACME Standard Gold Agreement	93.66	98.42	99.75
August	153	ACME Standard Silver Agreement	93.66	98.42	96.04
August	154	ACME Standard Bronze Level Agreement	93.66	98.43	96.05
September	151	ACME Standard Platinum Agreement	93.65	98.41	93.58
September	152	ACME Standard Gold Agreement	93.66	98.42	94.89
September	153	ACME Standard Silver Agreement	93.66	98.42	96.04
September	154	ACME Standard Bronze Level Agreement	93.66	98.43	97.05
October	151	ACME Standard Platinum Agreement	93.65	98.41	97.85
October	152	ACME Standard Gold Agreement	93.66	98.42	99.50
October	153	ACME Standard Silver Agreement	93.66	98.42	96.04
October	154	ACME Standard Bronze Level Agreement	93.66	98.43	98.05
November	151	ACME Standard Platinum Agreement	93.65	98.41	93.58
November	152	ACME Standard Gold Agreement	93.66	98.42	96.04
November	153	ACME Standard Silver Agreement	93.66	98.42	96.04
November	154	ACME Standard Bronze Level Agreement	93.66	98.43	99.05
December	151	ACME Standard Platinum Agreement	93.65	98.41	96.03
December	152	ACME Standard Gold Agreement	93.66	98.42	96.04
December	153	ACME Standard Silver Agreement	93.66	98.42	96.04
December	154	ACME Standard Bronze Level Agreement	93.66	98.43	96.05

Month	SLA #	SLA Title	Average Availability Performance	Average Response Performance	Average Overall Performance
June	153	ACME Standard Silver Agreement	93.66	98.42	96.04
June	154	ACME Standard Bronze Level Agreement	93.66	98.43	98.05
July	151	ACME Standard Platinum Agreement	93.65	98.41	98.99
July	152	ACME Standard Gold Agreement	93.66	98.42	96.04
July	153	ACME Standard Silver Agreement	93.66	98.42	96.04
July	154	ACME Standard Bronze Level Agreement	93.66	98.43	99.05
August	151	ACME Standard Platinum Agreement	93.65	98.41	92.58
August	152	ACME Standard Gold Agreement	93.66	98.42	99.75
August	153	ACME Standard Silver Agreement	93.66	98.42	96.04
August	154	ACME Standard Bronze Level Agreement	93.66	98.43	96.05
September	151	ACME Standard Platinum Agreement	93.65	98.41	93.58
September	152	ACME Standard Gold Agreement	93.66	98.42	94.89
September	153	ACME Standard Silver Agreement	93.66	98.42	96.04
September	154	ACME Standard Bronze Level Agreement	93.66	98.43	97.05
October	151	ACME Standard Platinum Agreement	93.65	98.41	97.85
October	152	ACME Standard Gold Agreement	93.66	98.42	99.50
October	153	ACME Standard Silver Agreement	93.66	98.42	96.04
October	154	ACME Standard Bronze Level Agreement	93.66	98.43	98.05
November	151	ACME Standard Platinum Agreement	93.65	98.41	93.58
November	152	ACME Standard Gold Agreement	93.66	98.42	96.04
November	153	ACME Standard Silver Agreement	93.66	98.42	96.04
November	154	ACME Standard Bronze Level Agreement	93.66	98.43	99.05
December	151	ACME Standard Platinum Agreement	93.65	98.41	96.03
December	152	ACME Standard Gold Agreement	93.66	98.42	96.04
December	153	ACME Standard Silver Agreement	93.66	98.42	96.04
December	154	ACME Standard Bronze Level Agreement	93.66	98.43	96.05

Service Level (SLA) breaches Over Time

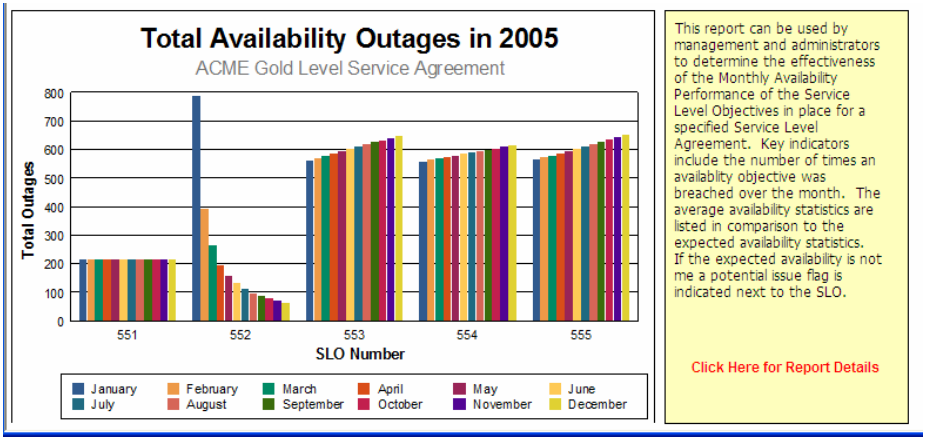


This report can be used by management and administrators to determine the effectiveness of the Service Level Objectives in place for a specified Service Level Agreement. Key indicators include the number of times an objective was breached over the month and the number of CIs affected by the breaches. The average response time for each objective and the success rate are also displayed.

The report allows the user to choose a specific SLA to filter the data to a manageable level.

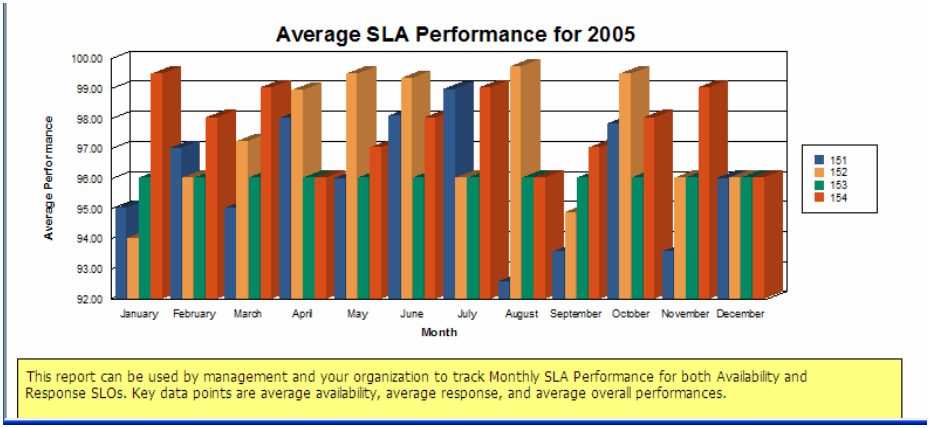
Month	Year	SLO	Title	Mean Response	Success Rate	Affected CIs	Times Breached
January	2006	487	MAC Implementation	0:04:06	87.00	55	246
February	2006	487	MAC Implementation	0:01:09	87.00	24	69
March	2006	487	MAC Implementation	0:04:06	87.00	53	246
April	2006	487	MAC Implementation	0:01:09	87.00	22	69
May	2006	487	MAC Implementation	0:04:06	87.00	51	246
June	2006	487	MAC Implementation	0:01:09	87.00	16	69
July	2006	487	MAC Implementation	0:04:06	87.00	57	246
January	2006	488	Configure Server Drive	0:02:46	87.00	41	166
February	2006	488	Configure Server Drive	0:01:03	87.00	25	63
March	2006	488	Configure Server Drive	0:02:46	87.00	39	166
April	2006	488	Configure Server Drive	0:01:03	87.00	23	63
May	2006	488	Configure Server Drive	0:02:46	87.00	37	166
June	2006	488	Configure Server Drive	0:01:03	87.00	17	63
July	2006	488	Configure Server Drive	0:02:46	87.00	43	166
January	2006	489	Backup Server Drive	0:02:06	87.00	33	126
February	2006	489	Backup Server Drive	0:00:59	87.00	14	59
March	2006	489	Backup Server Drive	0:02:06	87.00	31	126
April	2006	489	Backup Server Drive	0:00:59	87.00	22	59
May	2006	489	Backup Server Drive	0:02:06	87.00	29	126
June	2006	489	Backup Server Drive	0:00:59	87.00	16	59
July	2006	489	Backup Server Drive	0:02:06	87.00	35	126
January	2006	490	Platinum - Service Desk Escalation	0:01:43	87.00	31	103
February	2006	490	Platinum - Service Desk Escalation	0:00:56	87.00	15	56
March	2006	490	Platinum - Service Desk Escalation	0:01:43	87.00	29	103
April	2006	490	Platinum - Service Desk Escalation	0:00:56	87.00	23	56
May	2006	490	Platinum - Service Desk Escalation	0:01:43	87.00	27	103
June	2006	490	Platinum - Service Desk Escalation	0:00:56	87.00	17	56

Service Level Outages (SLOs) Over Time



Month	SLO #	Outages	Average Outage Duration	Actual Availability Duration	Expected Availability Duration	Actual Availablity Percentage	Expected Availability Percentage	
January	551	215	5:00:11	6:03:00	5:00:00	98.90	99.50	Potential Issue
January	552	789	12:00:00	8:44:23	11:00:00	91.80	96.50	Potential Issue
January	553	561	0:00:00	0:00:00	0:00:00	100.00		
January	554	559	15:54:55	11:13:22	0:00:00	100.00	99.50	
January	555	563	12:11:45	11:34:22	0:00:00	98.90	99.90	Potential Issue
February	551	215	5:00:11	6:03:00	5:00:00	98.90	99.50	Potential Issue
February	552	394	12:00:00	9:14:11	11:00:00	92.50	96.50	Potential Issue
February	553	569	0:00:00	0:00:00	0:00:00	100.00		
February	554	564	0:00:00	8:00:00	8:00:00	100.00		
February	555	571	11:23:32	0:00:00	0:00:00	98.40	99.90	Potential Issue
March	551	215	5:00:11	6:03:00	5:00:00	98.90	99.50	Potential Issue
March	552	263	12:00:00	9:22:54	11:00:00	92.10	96.50	Potential Issue
March	553	577	0:00:00	0:00:00	0:00:00	100.00		
March	554	569	0:00:00	5:22:56	16:00:00	100.00		
March	555	579	0:00:00	0:00:00	0:00:00	100.00	99.90	
April	551	215	5:00:11	6:03:00	5:00:00	98.90	99.50	Potential Issue
April	552	197	12:00:00	9:14:11	11:00:00	92.50	96.50	Potential Issue
April	553	585	0:00:00	23:00:00	23:00:00	100.00		
April	554	574	0:00:00	0:00:00	0:00:00	100.00		
April	555	587	0:00:00	23:00:00	0:00:00	100.00	99.90	
May	551	215	5:00:11	6:03:00	5:00:00	98.90	99.50	Potential Issue
May	552	157	12:00:00	9:14:11	11:00:00	92.50	96.50	Potential Issue
May	553	593	0:00:00	0:00:00	0:00:00	100.00		

Service Level Agreement (SLA) Performance Over Time



Open and Closed Service Desk Interactions Over Time