
Dynamic Update of Business Process Locations to Agreements

This document describes how to dynamically update agreements in Service Level Management with the results from added Business Process Monitor transaction locations.

If you set the Business Process Monitoring source adapter (**Admin > Universal CMDB > Source Manager**) to work with **Transaction/Location** hierarchy structure, the source adapter creates a BPM Transaction from Location CI for each Business Process Monitor location running the transaction. The BPM Transaction from Location CIs are added under the relevant Business Process Step CI.

In Service Level Management, when you add a Business Process Step CI to an agreement (either directly, in a legacy process agreement, or as part of a business service, in a service-based agreement), the BPM Transaction from Location CIs that are currently under the Business Process Step CI are automatically included in the agreement. However, agreements are not dynamically updated, so any BPM Transaction from Location CIs that are added under the Business Process Step in the future are not automatically included in the agreement.

If you want an agreement to include all current and future locations for a transaction, you can use the **Include Locations** option added on the Define Agreement Properties page of the Agreement Wizard in Business Availability Center 7.01. After applying this option, the agreement is dynamically updated to include results for new locations that are added for Business Process transaction monitors.

Working with the Include Location functionality is described in the following sections:

- ▶ “To apply Include Locations functionality:” on page 2
- ▶ “To remove Include Locations functionality from a service-based agreement:” on page 4
- ▶ “To remove Include Locations functionality from a legacy process agreement:” on page 5
- ▶ “Notes and Limitations” on page 5

To apply Include Locations functionality:

- 1** From the Agreements Manager page (**Admin > Service Level Management > Agreements Manager**), open the Create Agreement Wizard or Edit Agreement Wizard.
- 2** At the bottom of the Define Agreement Properties page, select the **Include Locations** check box.
- 3** Continue defining or editing the agreement requirements in the wizard.
 - ▶ If you are editing an existing agreement, save your changes and exit the wizard. Service Level Management automatically updates the Business Process Monitor CIs.
 - ▶ If you are defining a service-based agreement, then after saving the agreement Service Level Management automatically updates the Business Process Monitor CIs included in the Business Service CIs.
 - ▶ If you are defining an agreement based on the legacy process, then when you add the required Business Process Groups/Steps to the right pane in the Select CIs page, the tree displays the child BPM Transaction from Location CIs.

When you move to the Define KPIs page, the Business Process Monitor branches are automatically updated, as described in the following step.

4 After applying the **Include Locations** option, you can see the following changes to the Business Process Monitor branches in the Define KPIs page of the Agreement Wizard (for legacy process agreements) or in the Define KPIs of the Advanced Agreement Options Wizard (for service-based agreements):

- ▶ All child BPM Transaction from Location CIs that are under Business Process Step CIs are removed from the agreement.
- ▶ The rule for each KPI attached to a Business Process Step CI is changed from a group rule to a monitor (leaf) rule. (Service Level Management defines a selector expression on the Business Process Step CI.)
- ▶ The Response Time KPI is added to each Business Process Step CI.

Define KPIs

Select the CIs in the SLA for which you want to set KPIs. You can define KPIs and outages for multiple CIs in a single definition. To add a KPI, click **Add KPI**. To edit a KPI, click its **Edit** button. To add or edit an outage definition, click **Add Outage** or click its **Edit** button. To define KPIs and outages for multiple CIs in a single definition, click one CI, hold down Ctrl, and click each additional CI to display the Global Settings pane. To continue, click **Next**.

SLA:

- [-] mandy sla
 - [-] mandy test
 - [-] Uri BPM
 - [-] web_bc0
 - [-] web_bc1

CI Type: Business Process Step

Item: web_bc1

KPI	Business Rule	Actions
<input type="checkbox"/> Availability	BPM Average Availability	
<input type="checkbox"/> Performance	BPM Percentile	
<input type="checkbox"/> Response Time	BPM Average Response Time	
		<input type="button" value="Add KPI"/>

Outage: BPM Outage

To remove Include Locations functionality from a service-based agreement:

- 1** From the Agreements Manager page (**Admin > Service Level Management > Agreements Manager**), open the Edit Agreement Wizard.
- 2** At the bottom of the Define Agreement Properties page, clear the **Include Locations** check box.
- 3** In the Select Services page, open the **SLA Fine Tuning** dialog box and select the check boxes for all required BPM Transaction from Location CIs.

Note: An alternative method is to remove the business services containing BPM Transaction from Location CIs from the agreement, save the changes, then add the business services back into the agreement.

- 4** Save and close the Edit Agreement Wizard.
- 5** Open the Advanced Agreement Options Wizard for the agreement. In the Define KPIs page, make the following changes for each Business Process Step CI:
 - Delete the Response Time KPI.
 - Change the rule for the Availability and Performance KPIs to the Group Average Value Rule.
- 6** Save your changes.

To remove Include Locations functionality from a legacy process agreement:

- 1** From the Agreements Manager page (**Admin > Service Level Management > Agreements Manager**), open the Edit Agreement Wizard.
- 2** At the bottom of the Define Agreement Properties page, clear the **Include Locations** check box.
- 3** In the Select CIs page, re-add to the agreement all relevant Business Process Steps. The right-pane tree displays the child BPM Transaction from Location CIs under each Business Process Step CI that you add again.
- 4** The updates are shown in the Define KPIs page, as follows:
 - ▶ The child BPM Transaction from Location CIs are included under the Business Process Step CIs, with all their KPIs.
 - ▶ The rule for each KPI attached to a Business Process Step CI is changed from a monitor rule to a group rule. (Service Level Management clears the selector expression defined for the Business Process Step CI.)
 - ▶ The Response Time KPI is removed from each Business Process Step CI.

Notes and Limitations

- ▶ The Include Locations option has no relevance when the Business Process Monitoring source adaptor in Source Manager is set to work in **Regular** hierarchy structure.
- ▶ If you have changed the default rule or modified rule parameters for a Business Process Step KPI, your changes are overridden when the KPI rule is changed by the Include Locations option.
- ▶ When the Include Locations option is applied, data is aggregated from all locations to the relevant Business Process Step CI. Therefore, in the Service Level Management reports, you cannot see a breakdown by locations.
- ▶ The Include Locations option does not work with Business Process Step CIs that are created manually in IT Universe Manager.

