

# Service Desk Reporting

For the Windows<sup>®</sup>, HP-UX, Solaris, and Linux operating systems

Help Desk Report Pack, Version 1.40

Change Management Report Pack, Version 1.40

SLM Integration Report Pack, Version 1.20

HP Performance Insight 5.40

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## User Guide

February 2009



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# 1 Overview

This chapter briefly describes Performance Insight and Service Desk. It explains how to use the report packs for Service Desk to collect and export data, how to open reports and admin forms, and how to customize reports.

## HP Performance Insight

HP Performance Insight collects data from many sources, performs in-depth trend analysis, maintains performance baselines, and provides users with convenient, web-based reporting. Product features include the following:

- Distributed architecture
- Easy to scale (supports data collection from thousands of agents)
- CODA/PA agent support
- Multi-company security model
- Data warehousing
- Near Real Time reporting
- Forecasting
- Extensive aggregation (by day, week, month; by location, by customer)
- Thresholding and alerting
- Bottlenecks easy to spot; capacity trends easy to assess
- Accurate and timely documentation for management

The reporting solutions created for Performance Insight cover many areas of business technology optimization. For a list of reporting solutions organized by technology, see [Appendix A, PI Report Packs](#).

## Service Desk and Process Automation

Service Desk was created so that IT organizations could reduce unwanted errors, operate faster and more efficiently, and gradually improve service quality. These goals were achieved by automating the internal processes that an IT organization uses to deliver services. Service Desk automates the following internal processes:

- Service call processing
- Incident tracking
- Problem tracking

- Change approval
- Work orders and work flow
- Service design and definition
- Compliance tracking
- End of evaluation period forecasting

Automating these internal processes empowers the helpdesk analyst, the system manager, and the service manager. The helpdesk analyst has immediate access to the background information needed to resolve service calls as quickly as possible. The system manager can track incidents and service calls, see the need for a change, and then respond to that need by starting the change approval process, creating a work order, and tracking work flow from start to finish. The service manager can design a service by specifying the components that support the service, the customers that receive the service, a support level, and compliance criteria. Service Desk calculates the current level of compliance, predicts what compliance will be like at the end of the current evaluation period, displays availability and compliance calculations in forms and views, and draws the service manager's attention to configuration items that are associated with service calls and incidents.

Service Desk can answer many questions quickly. What service calls are associated with this particular configuration item? What incidents are associated with this configuration item? What work group is handling this work order? Which tasks within this particular work order have not been accomplished yet? Who has or has not responded to a change approval request?

Although Service Desk can answer many questions, there are some questions that Service Desk alone cannot answer. Here is a sampling of those unanswered questions:

- How many service calls are we handling?
- What portion of incoming service calls are we closing on the first call?
- What is our average close time for escalated database problems?
- Are we meeting our deadlines for system upgrades?
- How do we tell upper management what the help center is doing every month?
- Can we measure the progress we are making in improving service to customers?
- What percentage of service calls are really enhancement requests?
- In which future product releases are we planning to address customer complaints?
- Can we easily document the impact of a network outage?

If you are intrigued by the notion that a set of interactive reports could answer these questions, quickly and easily, then you will want to know more about HP Performance Insight and the reporting solutions created for Service Desk.

## Three Service Desk Report Packs

An individual report belongs to a bigger installable package known as a report pack. Report packs are installed using Package Manager which is a utility you can launch from the Management Console. PI includes the following three report packs for Service Desk:

- Help Desk Report Pack 1.40 (30 reports)
- Change Management Report Pack 1.40 (10 reports)

- SLM Report Pack 1.20 (11 reports)

Each report pack corresponds to a Service Desk module. If you have Service Desk 4.5, and are licensed to use the Help Desk and Change Manager modules, you can install and use the Help Desk Report Pack and the Change Management Report Pack. If you have Service Desk 5.00 or 5.10, and are licensed to use the Help Desk, Change Manager, and Service Level Manager modules, you can install and use all three report packs.

There are no dependencies between the Service Desk report packs. You can install all three report packs, any two of them, or just one.

## Help Desk Report Pack

The Help Desk Report Pack contains the following reports about service calls, incidents, and problems.

### Service Calls

- Average Duration of Service Calls
- Service Calls by Category
- Service Calls by Classification
- Service Calls Closed before Deadline by Category
- Service Calls Closed by Deadline
- Service Calls Closed on First Call
- Service Call Details
- Service Calls by Closure Code
- Incoming Service Calls (History)
- Incoming Service Calls (Recent)
- Incidents
- Average Duration of Incidents
- Incidents by Category
- Incidents by Classification
- Incidents Closed Before Deadline by Category
- Incidents Closed by Deadline
- Incidents Closed on First Call
- Incident Details
- Incidents by Closure Code
- Incoming Incidents (History)
- Incoming Incidents (Recent)

### Problems

- Average Duration of Problems
- Problems by Category
- Problems by Classification

- Problems Closed before Deadline by Category
- Problems Closed by Deadline
- Problems Closed on First Call
- Problem Details
- Problems by Closure Code
- Incoming Problems (History)
- Incoming Problems (Recent)

## Change Management Report Pack

The Change Management Report Pack contains the following reports:

- Average Duration of Changes
- Changes by Category
- Changes by Classification
- Changes Closed before Deadline by Category
- Changes Closed by Deadline
- Changes Closed on First Call
- Changes Details
- Changes by Closure Code
- Incoming Changes (History)
- Incoming Changes (Recent)

## Service Level Management Report Pack

The reports in the SLM Report Pack are role-specific. The roles are:

- Customer Business Manager
- Customer Relationship Manager
- Service Manager

The reports in the SLM Report Pack provide the following statistics:

- SLA and SLO Compliance during SLA evaluation periods
- SLA and SLO compliance at the end of periods
- Service and CI availability over time
- Service and CI Metric values over time
- Objective thresholds in graphs (for metric values and compliance percentage)
- Service hours and CI planned downtimes as grey areas in graphs

## Customer Business Manager Reports

The following reports are for the Customer Business Manager:

- SLA Overview for Customer Business Manager
- SLA Detail for Customer Business Manager
- Service Detail for Customer Business Manager
- SLO Detail for Customer Business Manager

## Customer Relationship Manager Reports

The following reports are for the Customer Relationship Manager:

- SLA Overview for Customer Relationship Manager
- SLA Detail for Customer Relationship Manager
- Service Detail for Customer Relationship Manager
- SLO Detail for Customer Relationship Manager

## Service Manager Reports

The following reports are for the Service Manager:

- Service Overview for Service Manager
- Service Detail for Service Manager
- Configuration Item Detail for Service Manager

# Data Collection (Service Desk 4.5) / Data Export (Service Desk 5.00/5.10)

If you are using Service Desk 4.5, you must install one datapipe for each report pack. The datapipe uses a connection with the Service Desk database to collect data about service calls, incidents, problems, and changes. If you have Service Desk 5.00 or 5.10, datapipes are not needed. Service Desk 5.00 and 5.10 can export data to PI. The data export function, which you control and monitor from the OpenView Console Reporting Administration workspace view, eliminates the need for datapipes.

If you have Service Desk 5.00 or 5.10 and you want to install the SLM Report Pack, you must install DimensionManager and DataFeeder on PI. These programs are distributed on the Service Desk DVD. If you are not installing the SLM Report Pack, there is no need to install DimensionManager and DataFeeder on PI.

Data does not appear in reports the same day you install the report pack. Data does not appear in reports until after the first daily summarization, which runs at 2:00 a.m. Will the report you see tomorrow, after installing a report pack today, include trending data for Service Desk events that took place last week or last month? With Service Desk 5.00, a full export can be done. With Service Desk 4.5, more than one day of data can be exported by updating the `.rep` files used for `trend_export`. Install a report pack today and tomorrow you will see statistics for the events that took place today. You will see your first weekly summary next week, and your first monthly summary when the current calendar month has ended.

# How to Open Reports and Forms

The Management Console is the front-end GUI interface for PI. The OpenView Console is a front-end GUI interface. Only when PI and Service Desk are installed on the same machine (standard procedure for report pack demonstration purposes) can you access both consoles from the same machine. In a production environment the Management Console and the OpenView Console are always on separate machines.

If you are using Service Desk 4.5, you have three ways to open reports:

- PI Report Viewer
- PI Report Builder
- Web browser

If you are using Service Desk 5.00 or 5.10, you have four ways to open reports:

- PI Report Viewer
- PI Report Builder
- Web browser
  - OpenView Console

## Opening Reports from the OpenView Console

To open a report from the OpenView Console, follow these steps:

- 1 Open a workspace view. Select one of the following workspaces:
  - Change
  - Service Call
  - Problem
  - Incident
  - Service
  - Service Level Agreement
  - Configuration Item

The workspace view opens.

- 2 Select an object in the view, then click **Actions**.
- 3 The **Actions** drop-down menu includes a list of reports. The object you selected is present in each report.
- 4 Click the report you want to open.

## Opening Reports from Viewer

To open a report using the PI Report Viewer application, follow these steps:

- 1 Go to the machine where the PI client applications are installed.
- 2 On Windows, select **Start** → **Programs** → **HP Software** → **Performance Insight** → **Viewer**. Report Viewer opens.

- 3 Select **File** → **Open** to display a list of reports.

## Opening Reports from Builder

To open a report using the PI Report Builder application, follow these steps:

- 1 Go to the machine where the PI client applications are installed.
- 2 On Windows, select **Start** → **Programs** → **HP Software** → **Performance Insight** → **Builder**. Report Builder opens.
- 3 Select **File** → **Open**.

From Report Builder you have access to parameters, elements, links, and properties. You can see the parameters, elements, and links in a component tree. Properties appear in a list below the component tree. The contents of the properties list change according to where you are in the component tree.

## Opening Reports from Your Web Browser

Follow these steps to open reports from your web browser:

- 1 Enter the address of the PI Web Access Server in your web browser.
- 2 Click **Log On**.
- 3 In the Connect To window, type your PI username and password and click **OK**.
- 4 Click **Catalog**.
- 5 Expand the **System** folder.
- 6 Expand the report pack.
- 7 Select a report.

## Configuration and Logging Reports

There are multiple administrator reports, one per report pack:

- Help Desk Management Configuration and Logging Report
- Change Management Configuration and Logging Report
- SLM Configuration and Logging Report

Each admin report displays status and error messages generated by PI. The Configuration and Logging Report populates with data several hours before the reports themselves populate with data. You can open the admin reports from the OpenView Console, from the HP PI Report Viewer, and from your web browser. You can find the admin report for each report pack inside the **Admin** folder.

## Opening Forms

Forms enable you to modify defaults. The only way to access forms is through the **General Tasks** section of the Management Console. Follow these steps to locate **General Tasks**:

- 1 If necessary, relocate to the machine that is running the PI client applications.



- 2 On Windows, select **Start** → **Programs** → **HP Software** → **Performance Insight** → **Management Console**. The Management Console opens. The **System** pane is on the left.
- 3 Click the **Objects** icon. The Object Manager application opens.
- 4 Find the **General Tasks** section, lower right side of screen. The admin forms are listed here.
- 5 Click the form to open to open it.

## Options for Customizing Reports

You can customize the contents of a report by applying group filters, by applying constraints (also known as editing parameters), and changing how tables and graphs display. While group filters are used by service providers to create customer-specific reports, anyone can apply constraints to a report and anybody can make use of table and graph view options.

### Group Filters

If you plan to share reports with your customers, you must follow these steps to configure PI to produce customer-specific reports:

- Import custom property information (customer names, device locations, or both) using Common Property Tables
- Create a group account for all of the users affiliated with a particular customer
- Create a group filter for the group account

For a fuller explanation of group filters, see the *Performance Insight Administration Guide*.

### Editing Parameters

Editing a parameter applies a constraint. The constraint eliminates data you are not interested in seeing. For example, if you edit the Service parameter, data for every service except the service you typed in the Service field drops from the report. If you are looking at reports in the SLM Report Pack, you can apply the following case-sensitive constraints:

- Service
- Service Manager
- Paying Entity
- SLA
- CI

If you are looking at reports in the Help Desk or Change Management report packs, you can apply the following constraints:

- Start date
- End date

If you are viewing reports on the web, edit parameters by clicking the **Edit Parameters** icon at the bottom right-hand corner of the report. When the Edit Parameters window opens, enter the constraint in the field and click **Submit**.

If you are using Report Viewer, select **Edit** → **Parameter Values**. When the Modify Parameter Values window opens, click the **Current Value** field. Type a new value and click **OK**.

## Sources for Additional Information

The following manuals contain more information about Service Desk:

- *Service Desk 5.1 Release Notes*
- *Service Desk 5.1 Installation Guide*
- *Service Desk 5.1 Administrator's Guide*
- *HP Metric Adapter Developer Guide*
- *Service Desk Differences Guide (4.5 - 5.0)*
- *Service Level Manager Guide*
- *Web API Programmers Guide*

The following user guides and release notes are related to the Service Desk reporting solution:

- *Service Desk HelpDesk45 Datapipe Release Notes*
- *Service Desk ChangeManagement45 Datapipe Release Notes*
- *Service Desk Change Management Report Pack 1.40 Release Notes*
- *Service Desk HelpDesk Report Pack 1.40 Release Notes*
- *Service Desk SLM Report Pack 1.20 Release Notes*
- *PI Report Packs, CD-ROM Release Notes, February 2009*

To download manuals for any OpenView application, including manuals for Performance Insight and the report packs that run on Performance Insight, go to this site:

**<http://h20230.www2.hp.com/selfsolve/manuals>**

Manuals are grouped by product name. Look for the following product names:

- Service Desk
- Performance Insight
- Performance Insight Report Packs

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## 2 New Install for Service Desk 4.5

This chapter provides information on new install of the report packs for Service Desk 4.5, including guidelines for a smooth installation, how to install report packs and datapipes, and how to verify data collection.

### Guidelines for a Smooth Installation

Most PI reporting solutions have two ingredients, one report pack and one datapipe. Some reporting solutions include multiple datapipes. By installing a datapipe, you configure PI to create tables, collect data, and populate tables with data. Data collection is either a matter of polling individual devices, reading a flat file created by a preprocessor, or reading a file created by trend\_export. By installing a report pack, you configure PI to create tables for the report pack and process data in accordance with specific directives. The directives instruct PI to calculate totals and averages and aggregate data by customer, by location, by day, by week, and by month.

The Service Desk report packs are shipped as compressed files on a CD-ROM. The CD-ROM contains many report packs, many datapipes, and several shared packages. When you insert the CD in the CD-ROM drive and launch the package extraction program, the installer extracts every package from the CD and copies the results to the Packages directory on your system. When the extract finishes, the installer prompts you to launch Performance Insight and start Package Manager. Before using Package Manager to install the Service Desk report packs, make sure that you meet the software prerequisites, read the section that follows the Service Desk datapipes, and then perform the configuration tasks.

### Software Prerequisites

Make sure the following prerequisites are met before proceeding with installation:

- Your Service Desk server is running Service Desk 4.5 with Service Pack 14
- Your PI server is running PI 5.40 with all available Service Packs
- Your RDBMS for PI is Oracle 10.2.0.3
- ▶ Service Desk 4.5 datapipes do not work with Sybase.
- Your RDBMS for Service Desk is Oracle 9.2.0.6, MS SQL Server 2000 SP 3a, or MS SQL Server 2005

If there is a Service Pack for PI 5.40, you can download it from this site:

**<http://www.hp.com/go/hpsoftwaresupport>**

## Datapipes for Service Desk 4.5 Report Packs

- ▶ This section is specific to Service Desk 4.5. If you are using Service Desk 5.0, there is no need to install datapipes.

Each Service Desk report pack requires a datapipe. The Help Desk Report Pack requires the Help Desk Datapipe 1.00. The Change Management Report Pack requires the Change Management Datapipe 1.00.

When you install a Service Desk datapipe, you also install one or more views on the Service Desk database. If you install the Change Management Datapipe, you install one view on the Service Desk database. If you install the HelpDesk Datapipe, you install multiple views on the Service Desk database.

Both datapipes follow the same steps to populate report pack base tables:

- 1 Once a day, at 4:00 a.m., the datapipe calls `trend_export`.
- 2 `Trend_export` creates a text file derived from a database view.
- 3 The datapipe calls `ee_collect`.
- 4 `ee_collect` moves data from the text file to a base table on the report pack side.

For more information about data flow and for help troubleshooting problems that may arise, see [Chapter 12, Troubleshooting the Service Desk 4.5 Datapipes](#).

- ⚠ Unlike Service Desk 5.0 and 5.1, the Service Desk 4.5 report pack does not need the datafeeder binaries to connect to Service Desk 4.5.

You can install Service Desk report pack with PI running on the Linux platform only if you are using the Service Desk 4.5 datapipe with the report pack.

## Configuration Tasks Related to PI

- ▶ This section is specific to Service Desk 4.5 datapipes ONLY.

The following configuration tasks must be performed before installing either of the Service Desk report packs:

### Task 1: [Connect PI to the Service Desk database](#)

The Service Desk datapipes cannot collect data from Service Desk until PI recognizes Service Desk as a supported database. Follow these steps to add the Service Desk database to PI's list of supported databases:

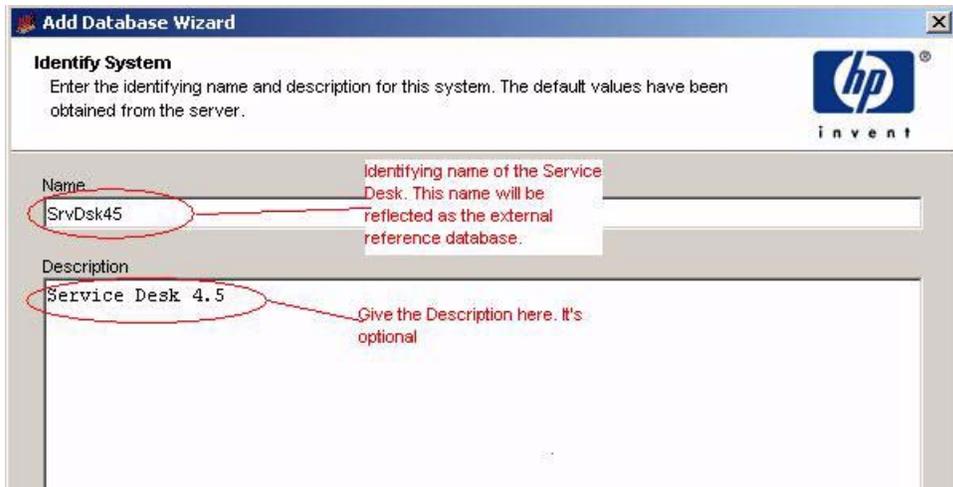
- 1 If you do not know which port the Service Desk database is using, find out. The default port for Oracle is port 1521. The default port for MS SQL Server is 1433. If the default port is not the port being used, look for the ORACLE or the MS SQL Server port number in the following directory:

Windows: `c:\Windows\system32\driver\etc\services`

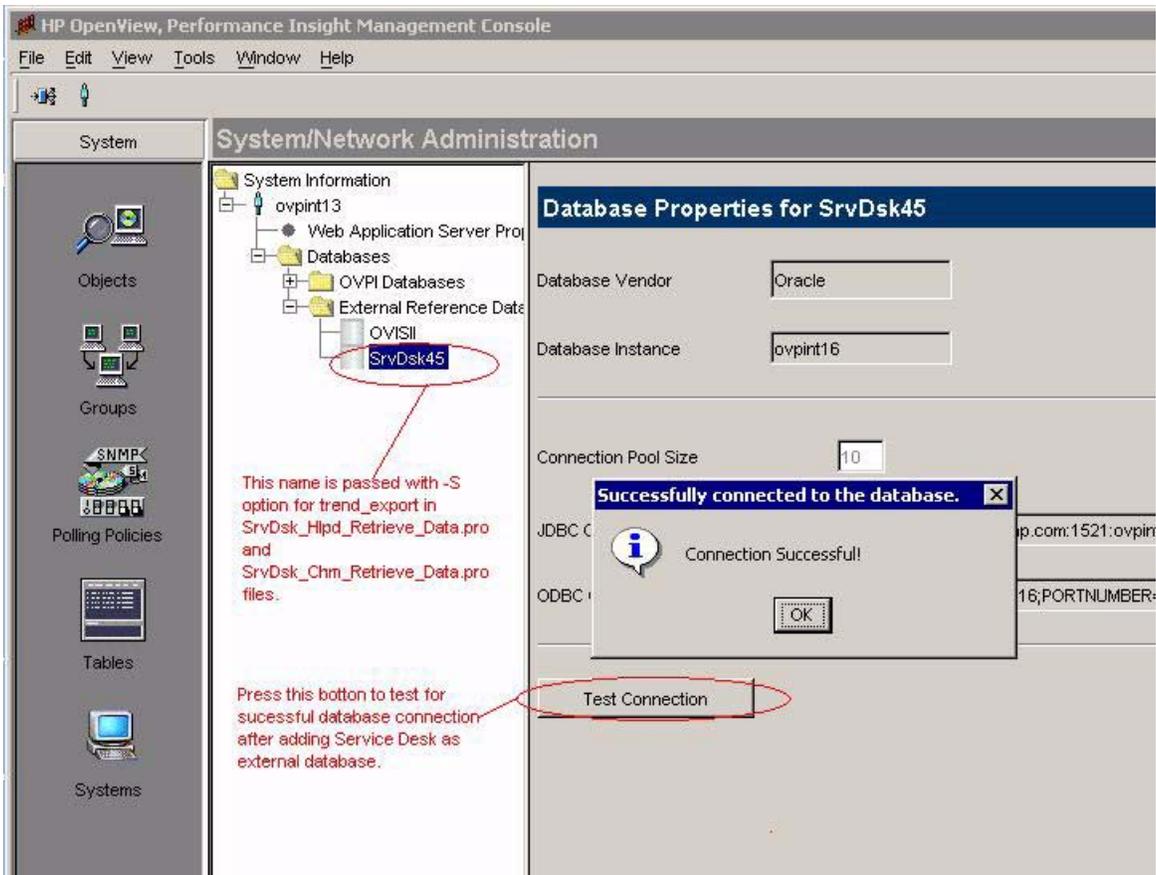
Unix: `/etc/services`

- 2 On the PI Server, launch the Management Console by selecting **Start > All Programs > HP Software > Performance Insight > Management Console**.
- 3 Click the **Systems** icon (left side of the Management Console).
- 4 Click "+" to expand the information under the PI system.





13 In the navigational window under System Information, click **External Reference Databases**.



14 Select Service Desk and click the **Test Connection** button. You should receive a *Connection Successful* message.

## Task 2: Install views on Service Desk

PI collects data from Service Desk by initiating SQL queries against the table structures stored in the Service Desk database. The queries sent by PI access attributes spread across many tables. To make accessing these attributes easier and faster, four “integration views” were created, three for the Help Desk side of Service Desk, and one for the Change Management side of Service Desk. The Help Desk views are:

- ITSM\_INCIDENTS\_V
- ITSM\_PROBLEMS\_V
- ITSM\_SERVICECALLS\_V

The Change Management view is:

- ITSM\_CHANGES\_V
- All four views are installed automatically. The views deem calls with status like 'Closed' or 'Completed' as closed service calls. If you are also using a custom status code or non-English characters and want to consider those as closed as well, edit the below mentioned files by adding required status code:
  - `{DPIPE_HOME}/packages/SD45_Datapipe/SrvDsk_HelpDesk45_DP.ap/Closercode.txt`
  - `{DPIPE_HOME}/packages/SD45_Datapipe/SrvDsk_ChangeManagement45_DP.ap/Closercode.txt`

The following manual steps must be performed before you install the datapipes:

- 1 Create a file named `Serverfile.txt` and copy the file to `{DPIPE_HOME}\data`.
- 2 Add the name of the system (the same name you used when you configured the external database connection) and, on the next line, the database-type name to the `Serverfile.txt` file. Put ORACLE or SQLSERVER all in upper case. For example:

```
SD45_system1
ORACLE
```

- 3 If you want to collect data from multiple Service Desk installations, add each additional system name and each additional database-type name to the `Serverfile.txt` file. Do not insert any blank lines. For example:

```
SD45_system1
ORACLE
SD45_system2
SQLSERVER
```

## Changing the Database Server Name in .pro Files

You must change the database server name in `.pro` files to the name you used when you connected PI to the external database. The `.rep` files used for `trend_export` (`ITSM_SERVICECALLS.rep`) shipped with the Service Desk 4.5 datapipe has the time period set to 1 day. The first export could be a 'full' export. The time period in the `.rep` file must be edited to `n` days before running `trend_export` to get a wider set of data for the last `n` days. After the first export to the PI database is made, revert the time period back to 1 day.

Follow these steps:

- 1 Open the following file:

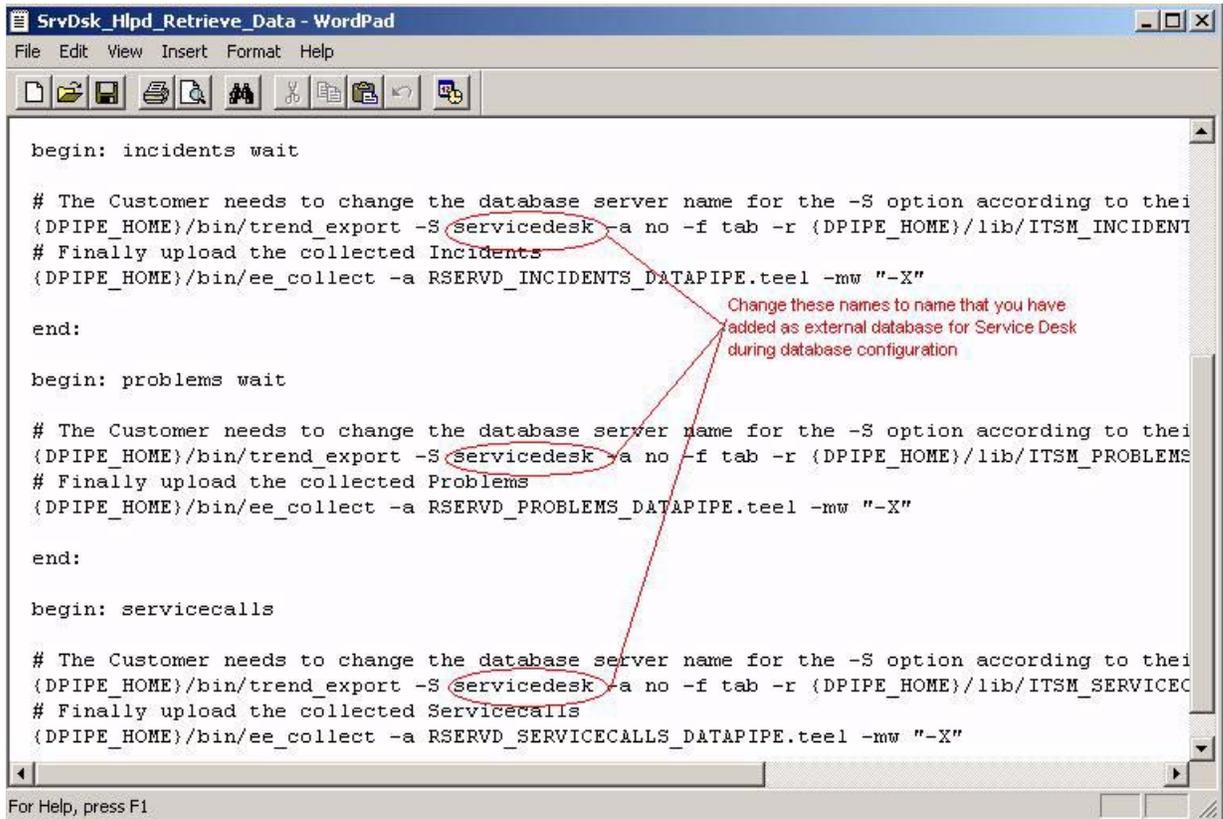


```
{DPIPE_HOME}/packages/SD45_DATAPIPE/SrvDsk_ChangeManagement45_DP.ap/  
SrvDsk_Chm_Retrieve_Data.pro
```

```
SrvDsk_Chm_Retrieve_Data - WordPad  
File Edit View Insert Format Help  
#####  
#  
# Version 0(##) SrvDsk_Retrieve_Data.pro  
# Solutions Engineering Group  
# Copyright 2005, Hewlett Packard.  
# Package: ServiceDesk Reporting  
#  
#####  
# -S = Specifies the server  
# -a = No headers  
# -f = Delimiter to use  
# -r = Specifies the report file  
# -o = Specifies the output file  
  
begin: Changes wait  
  
# The Customer needs to change the database server name for the -S option according to their  
{DPIPE_HOME}/bin/trend_export -S(servicedesk) -a no -f tab -r {DPIPE_HOME}/lib/ITSM_CHANGES.re  
# Finally upload the collected Changes  
{DPIPE_HOME}/bin/ee_collect -a RSERVD_CHANGES_DATAPIPE.teel -mw "-X"  
  
end:
```

- 2 Replace each occurrence of the server name following the `-S` option with the server name you created.
- 3 Open the following file:

```
{DPIPE_HOME}/packages/SD45_DATAPIPE/SrvDsk_HelpDesk45_DP.ap/  
SrvDsk_Hlpd_Retrieve_Data.pro
```



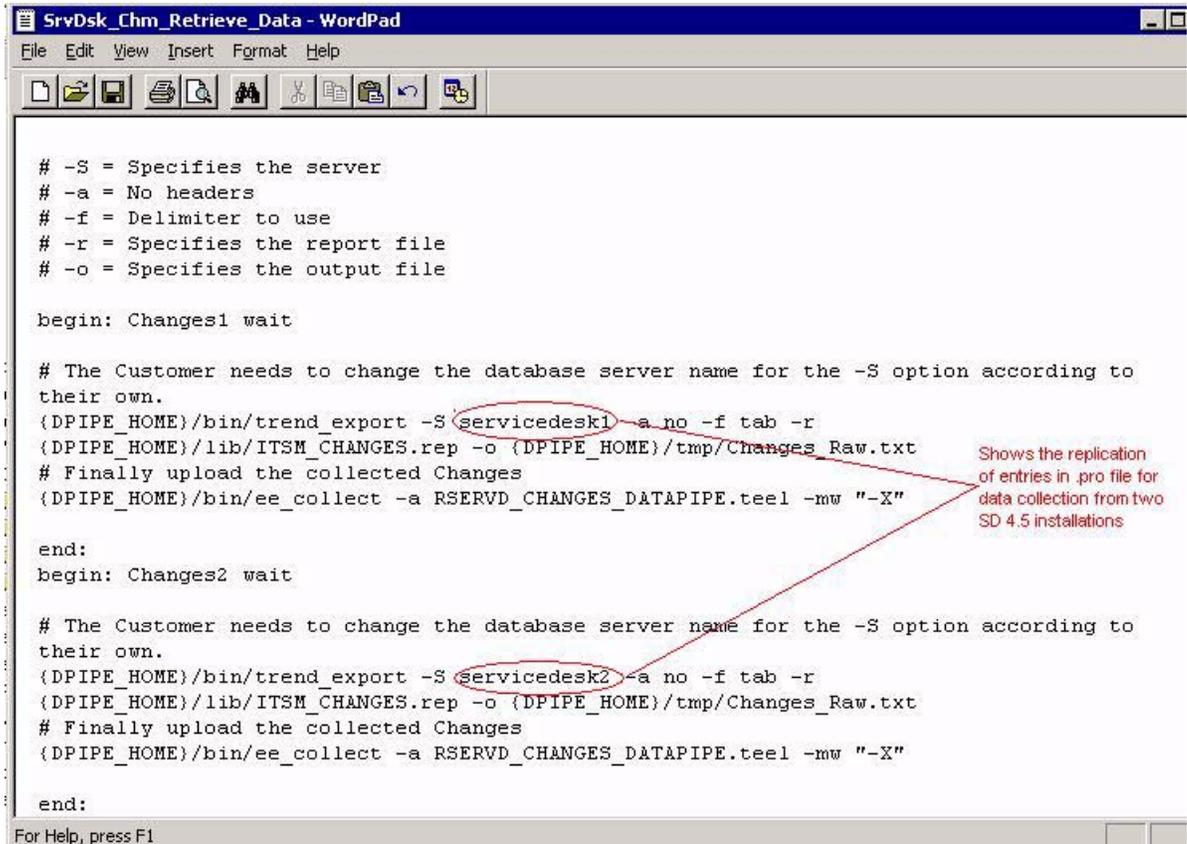
The screenshot shows a WordPad window titled "SrvDsk\_Hlpd\_Retrieve\_Data - WordPad". The window contains a .pro file with the following content:

```
begin: incidents wait  
  
# The Customer needs to change the database server name for the -S option according to thei  
{DPIPE_HOME}/bin/trend_export -S servicedesk -a no -f tab -r {DPIPE_HOME}/lib/ITSM_INCIDENT  
# Finally upload the collected Incidents  
{DPIPE_HOME}/bin/ee_collect -a RSERVERD_INCIDENTS_DATAPIPE.teel -mw "-X"  
  
end:  
  
begin: problems wait  
  
# The Customer needs to change the database server name for the -S option according to thei  
{DPIPE_HOME}/bin/trend_export -S servicedesk -a no -f tab -r {DPIPE_HOME}/lib/ITSM_PROBLEMS  
# Finally upload the collected Problems  
{DPIPE_HOME}/bin/ee_collect -a RSERVERD_PROBLEMS_DATAPIPE.teel -mw "-X"  
  
end:  
  
begin: servicecalls  
  
# The Customer needs to change the database server name for the -S option according to thei  
{DPIPE_HOME}/bin/trend_export -S servicedesk -a no -f tab -r {DPIPE_HOME}/lib/ITSM_SERVICEEC  
# Finally upload the collected Servicecalls  
{DPIPE_HOME}/bin/ee_collect -a RSERVERD_SERVICECALLS_DATAPIPE.teel -mw "-X"
```

A red callout box with the text "Change these names to name that you have added as external database for Service Desk during database configuration" points to the three occurrences of "servicedesk" in the file.

- 4 Replace each occurrence of the **-s** database server name with the name you created.
- 5 *Optional.* If you intend to collect data from more than one Service Desk 4.5 installation, perform these additional steps:
  - a Open SrvDsk\_Hlpd\_Retrieve\_Data.pro file.
  - b Replicate the incidents, problems, and service calls sections.
  - c Replace each occurrence of the **-s** database server name with the name you created.
  - d Open SrvDsk\_Chm\_Retrieve\_Data.pro file.
  - e Replicate the changes section.
  - f Replace each occurrence of the **-s** database server name with the name you created.

The window below shows entries replicated in SrvDsk\_Chm\_Retrieve\_Data.pro.



```
File Edit View Insert Format Help
# -S = Specifies the server
# -a = No headers
# -f = Delimiter to use
# -r = Specifies the report file
# -o = Specifies the output file

begin: Changes1 wait

# The Customer needs to change the database server name for the -S option according to
their own.
{DPIPE_HOME}/bin/trend_export -S servicedesk1 -a no -f tab -r
{DPIPE_HOME}/lib/ITSM_CHANGES.rep -o {DPIPE_HOME}/tmp/Changes Raw.txt
# Finally upload the collected Changes
{DPIPE_HOME}/bin/ee_collect -a RSERVD_CHANGES_DATAPIPE.teel -mw "-X"

end:
begin: Changes2 wait

# The Customer needs to change the database server name for the -S option according to
their own.
{DPIPE_HOME}/bin/trend_export -S servicedesk2 -a no -f tab -r
{DPIPE_HOME}/lib/ITSM_CHANGES.rep -o {DPIPE_HOME}/tmp/Changes Raw.txt
# Finally upload the collected Changes
{DPIPE_HOME}/bin/ee_collect -a RSERVD_CHANGES_DATAPIPE.teel -mw "-X"

end:
For Help, press F1
```

Shows the replication of entries in .pro file for data collection from two SD 4.5 installations

## Installing Report Packs and Datapipes

Follow these steps to install Service Desk report packs and datapipes:

- If someone has already extracted packages from the report pack CD, go directly to Task 2.

### Task 1: Extract packages from the report pack CD-ROM

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

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

*Unix:* As root, do one of the following:

HP-UX: **sh /sbin/init.d/ovpi\_timer stop**

Sun: **sh /etc/init.d/ovpi\_timer stop**

- 3 Insert the report pack CD in the CD-ROM drive and follow the instructions for extracting packages from the CD to the Packages directory on your system.

*Windows:*

- If auto run is disabled, run the setup.bat command. The Main Menu opens.

- If auto run is enabled, the Main Menu opens.

*Unix:*

- Log on as root.
  - If the CD does not mount automatically, mount the CD manually.
  - Navigate to the top level of the CD directory.
  - Run the `./setup` command.
  - The Main Menu opens.
- 4 Type **1** in the choice field and press **Enter**. The install script displays a percentage complete bar. When the copy is complete, the install script starts Package Manager. The Package Manager welcome window opens.

#### Task 2: Using Package Manager, install the Service Desk report packs

- 1 Select **Start > HP Software > Performance Insight > Package Manager**. The Package Manager welcome window opens.
- 2 Click **Next**. The Package Location window opens.
- 3 Click **Install**. Approve the default destination directory or browse to the correct directory.
- 4 Click **Next**. The Report Deployment window opens. Accept the default to deploy reports; accept the default for application server name and port; type the username and password for the PI Application Server.
- 5 Click **Next**. The Package Selection window opens. Click the check boxes for the packages you want to install. If you want to install both report packs, click the boxes for:
  - *SrvDsk\_ChangeManagement*
  - *SrvDsk\_ChangeManagement\_Demo* (optional)
  - *SrvDsk\_ChangeManagement45\_DP*
  - *SrvDsk\_HelpDesk*
  - *SrvDsk\_HelpDesk\_Demo* (optional)
  - *SrvDsk\_HelpDesk45\_DP*
- 6 Click **Next**. The Type Discovery window opens. Disable the default.
- 7 Click **Next**. The Selection Summary window opens.
- 8 Click **Install**. The Installation Progress window opens and the install begins. When the install finishes, a package installation complete message appears.
- 9 Click **Done**.
- 10 Restart OVPI Timer

On Windows, do the following:

- a Select **Control Panel > Administrative Tools > Services**.
- b Select OVPI Timer from the list of services.
- c From the Action menu, select **Start**.

On Unix, as root, do one of the following:

```
HP-UX: sh /sbin/init.d/ovpi_timer start
Sun: sh /etc/init.d/ovpi_timer start
```

## Verifying Data Collection

If the datapipe you installed are working properly, the following tables on the report pack side are populated:

- RSERVD\_PROBLEMS\_DATAPIPE
- RSERVD\_INCIDENTS\_DATAPIPE
- RSERVD\_SERVICECALLS\_DATAPIPE
- RSERVD\_CHANGES\_DATAPIPE

If these tables are populated with data, you can query PI to see how many rows of data were collected for each table. Follow these steps:

- 1 Log on to the PI database.
- 2 Run the following queries at the sql prompt:
  - select count(\*) from RSERVD\_INCIDENTS\_DATAPIPE;
  - select count(\*) from RSERVD\_PROBLEMS\_DATAPIPE;
  - select count(\*) from RSERVD\_SERVICECALLS\_DATAPIPE;
  - select count(\*) from RSERVD\_CHANGES\_DATAPIPE;

For each query, the system displays the number of rows collected. If the system indicates that no data was collected, follow the advice in [Chapter 12, Troubleshooting the Service Desk 4.5 Datapipe](#).

## Changing the Time Period in .rep Files

If you want to import more data at a time, more data than the default (1 day) permits, you can do that by incrementing the Time Period in the following .rep files:

- ITSM\_INCIDENTS.rep
- ITSM\_PROBLEMS.rep
- ITSM\_SERVICECALLS.rep
- ITSM\_CHANGES.rep

All .rep files are located in the following directory:

```
{DPIPE_HOME}/lib/
```

The time period in a .rep file must not be greater than the retention period of the corresponding base table. This rule applies to the base tables listed below.

<b>.rep File</b>	<b>Base Table</b>
ITSM_INCIDENTS.rep	RSERVD_INCIDENTS
ITSM_PROBLEMS.rep	RSERVD_PROBLEMS
ITSM_SERVICECALLS.rep	RSERVD_SERVICECALLS
ITSM_CHANGES.rep	RSERVD_CHANGES

If the time period in the .rep file is greater than the retention period of the corresponding base table, data mapping errors will result. Follow these steps to increment the Time Period in each of the .rep files listed above:

- 1 Using Report Builder, open the .rep file.
- 2 Navigate as follows: **Elements > ITSM\_table name > Data > Query**
- 3 Click **Time Period**
- 4 In the Property-Value table, locate the Length field.
- 5 Change the value.

▶ The value you enter can be more than 10 only if the retention period for the corresponding base table is more than 10.

The screenshot shows the HP OpenView Report Builder 5.1 interface. The left pane displays a tree view of the report structure, with 'Time Period' selected under 'Query'. The right pane shows the report preview for 'ITSM\_CHANGES' with columns: Time Period, CHA\_OID, REG\_CREATED, REG\_MODIFIED, and ORG\_. Below the preview is a table with properties and values:

Property	Value
Deferred	False
Time Range Type	Relative
Length	3
Time Period	Day(s)
Until Now	True

A red arrow points from the 'Length' field in the table to a red-bordered box in the report preview. Inside the box, the text reads: "Change this value to the number of days of data that you want to poll".



## 3 New Install for Service Desk 5.00/5.10

This chapter provides information on new install of the report packs for Service Desk 5.00/5.10, including guidelines for a smooth installation, how to install report packs and datapipes, and how to verify data collection.

### Guidelines for a Smooth Installation

Most PI reporting solutions have two ingredients, a datapipe and a report pack. The datapipe creates tables, collects data, and populates base tables maintained by the report pack. The report pack contains report templates and provides instructions for PI regarding how to process data. The reporting solutions for Service Desk 5.00 and 5.10 do not include datapipes. Datapipes are not needed because Service Desk 5.00 and 5.10 are designed to export data to PI.

The latest report pack CD-ROM contains many report packs (including Service Desk, Change Management, and SLM Integration), many datapipes, and several shared packages. Every package on the CD-ROM is compressed. If you insert the CD in the CD-ROM drive and launch the package extraction program, a script extracts each package from the CD and copies the results to the Packages directory on your system. When the extract finishes, you are prompted to launch Performance Insight and start Package Manager.

Perform the following tasks before you launch PI and start Package Manager:

- Verify that the software prerequisites listed below are met
- Install DimensionManager and DataFeeder on PI

### Software Prerequisites

Make sure the following prerequisites are met before proceeding with installation:

- Your Service Desk Management Server is running:
  - Service Desk 5.00 with the latest Service Pack, or
  - Service Desk 5.10
- Your RDBMS for Service Desk is Oracle 9.2.0.6 or MS SQLServer 2000 SP 3a
- Your PI server is running PI 5.40 with all available Service Packs
- Your RDBMS for PI is Oracle 10.2.0.3

If you are not running the latest Service Pack for PI, you can download it from:

**<http://www.hp.com/go/hpsoftwaresupport>**



## Installing DimensionManager and DataFeeder on PI

If you install the SLM Report Pack, you must install DimensionManager and DataFeeder on the PI server. DimensionManager receives dimension data (property data) from the Service Desk server, while DataFeeder receives fact data from the Service Desk server. The export of dimension data is a manual step, which you will take when the SLM model is modified. The export of fact data takes place automatically. No user intervention is necessary.

Follow these steps to install DimensionManager and DataFeeder on PI:

- 1 Check that the port defined in the `slmreporting.ini` file on the Service Desk machine matches the port defined in the `slmreporting.ini` and `slmreportingservers.ini` files on the PI server. The port value is usually 1085. If you change this value, you must run the `ovconfchg` registration tool again.
- 2 Relocate to your PI server and insert the Service Desk installation DVD in a drive on the PI server; navigate to the `reporting` directory.

**or**

From the installation DVD, copy the `reporting` folder and the `packages` folder to a directory on the PI server; navigate to the `reporting` directory.

- 3 Do one of the following:

*Windows*

In the `reporting` directory, click `reporting_5.XX.XXX_setup.exe` file.

*Unix*

Type `reporting_5.XX.XXX_setup.bin` from the command line.

- 4 When the HP Software installer GUI opens, select **Accept License Agreement**.
- 5 Click **Next** and continue clicking **Next** until you see a list of java components.
- 6 Click **Install**.

DimensionManager and DataFeeder are now installed on PI.

## Installing the Service Desk Report Packs

You can install one report pack, two report packs, or all three report packs. There are no interdependencies among them. No report pack is a prerequisite for another report packs.



The Service Desk report pack uses the DataFeeder binaries from the Service Desk product distribution to connect and get data from Service Desk 5.00 and Service Desk 5.10.

These binaries are not available on the Linux platform. You cannot install the Service Desk report pack if PI is running on the Linux platform.

Perform the following tasks to install the Service Desk report packs. If the package extraction step has already taken place, go directly to Task 2.

### Task 1: Extract packages from the report pack CD-ROM

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

On Windows, do the following:

- a Select **Control Panel** → **Administrative Tools** → **Services**.
- b Select OVPI Timer from the list of services.
- c From the Action menu, select **Stop**.

On Unix, as root, do one of the following:

HP-UX: **sh /sbin/init.d/ovpi\_timer stop**

Sun: **sh /etc/init.d/ovpi\_timer stop**

- 3 Insert the report pack CD in the CD-ROM drive and follow the instructions in the menu for extracting packages from the CD to the Packages directory on your system.

*Windows:*

- If auto run is disabled, run the `setup.bat` command. The Main Menu opens.
- If auto run is enabled, the Main Menu opens.

*Unix:*

- Log on as root and mount the CD (if the CD does not mount automatically).
  - Navigate to the top level of the CD directory.
  - Run the **./setup** command.
  - The Main Menu opens.
- 4 Type **1** in the choice field and press **Enter**. The install script displays a percentage complete bar. When the copy is complete, the install script starts Package Manager. The Package Manager welcome window opens.

#### Task 2: Use Package Manager to install the Service Desk report packs

- 1 Select **Start** → **HP Software** → **Performance Insight** → **Package Manager**.
- 2 The Package Manager Welcome Window opens. Click **Next**.
- 3 The Package Location window opens. Click **Install**. Approve the default destination directory, or browse to the correct directory.
- 4 Click **Next**. The Report Deployment window opens. Accept the default to Deploy Reports; accept the default for application server name and port; type the username and password for the PI Application Server.
- 5 Click **Next**. The Package Selection window opens. Click the check boxes for the packages you want to install. To install all three report packs, click the check boxes for:
  - *SrvDsk\_ChangeManagement*
  - *SrvDsk\_ChangeManagement\_Demo* (optional)
  - *SrvDsk\_HelpDesk*
  - *SrvDsk\_HelpDesk\_Demo* (optional)
  - *SLM\_Integration*
  - *SLM\_Integration\_Demo* (optional)
- 6 Click **Next**. The Type Discovery window opens. Disable the default.
- 7 Click **Next**. The Selection Summary window opens.

- 8 Click **Install**. The Installation Progress window opens and the install begins. When the install finishes, a package installation complete message appears.
- 9 Click **Done**.
- 10 Restart OVPI Timer.

On Windows, do the following:

- a Select **Control Panel** → **Administrative Tools** → **Services**.
- b Select OVPI Timer from the list of services.
- c From the Action menu, select **Start**.

On Unix, as root, do one of the following:

```
HP-UX: sh /sbin/init.d/ovpi_timer start
```

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

## Post-Installation Steps

Some post-installation steps are generic, applying to any Service Desk report pack, while some are specific to one report pack. If you installed all three report packs, perform all of the following steps:

- Create a report connection object
- Give Service Desk the address of the DataFeeder server (PI)
- Set up the Reporting Administration workspace
- Set up full and incremental data exports to PI
- Export Dimension data to DimensionManager on PI (SLM Report Pack only)
- Use the PI Report form to configure user access to PI reports
- If desired, modify the defaults in SLM admin forms

You can verify that data is reaching PI by checking the Configuration and Logging Report for each report pack that you installed. If data is reaching PI, the Configuration and Logging Report will include status messages related to hourly processing.

## Give Service Desk a Destination for Exported Data

To configure the Service Desk client, perform the following tasks.

### Task 1: Create a Report Connection Object

You cannot export entities until you create a Report Connection object in Service Desk. Service Desk reads the Report Connection object to determine a destination for exported data.

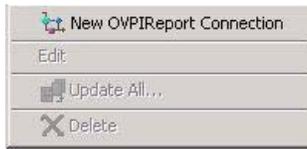
Follow these steps to create a Report Connection:

- 1 Start the OpenView Console.

- Right-click in the OV Configuration workspace group and select **Add Workspace** from the pop-up menu. The **Add Workspace** window opens.



- Select the **Object** button, then scroll down the list of workspaces and select the **OVPI Report Connection** workspace.
- Click **OK**. The Report Connection appears as a new workspace under OV Configuration.
- Right-click the **OVPI Report Connection** workspace and select **New OVPI Report Connection** from the pop-up menu.



The **OVPI Report Connection** form opens.

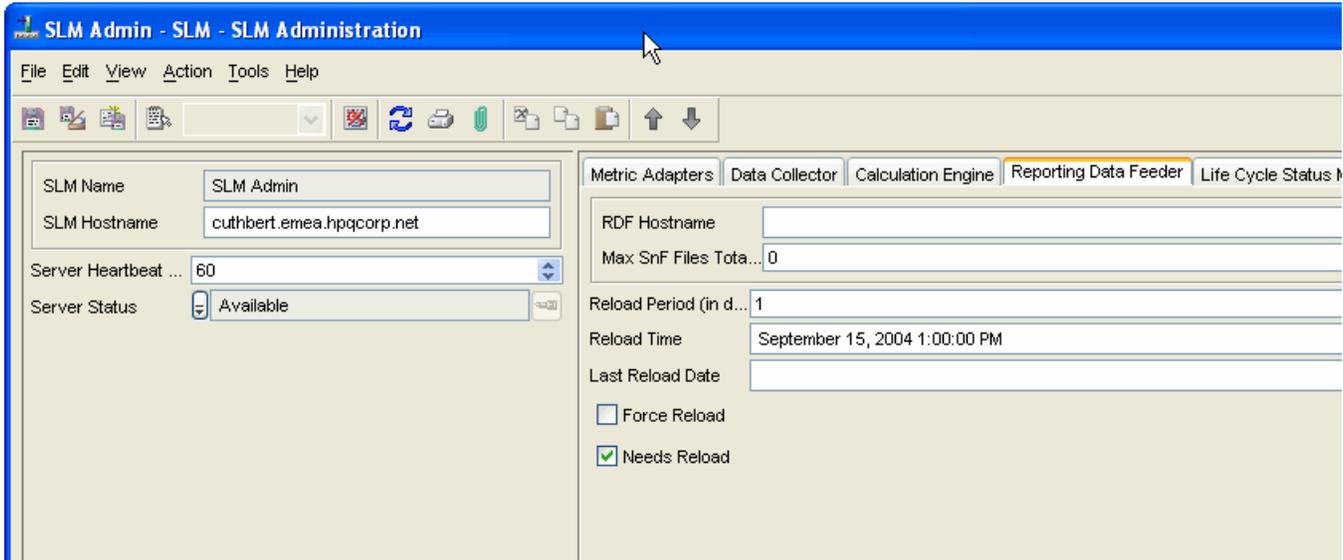
Person Role;Text	OVPI Role;Text
Customer Business Manager	Customer Business Manager
Customer Relationship Manager	Customer Relationship Manager
Service Manager	Service Manager
Service Administrator	Service Administrator

- Add entries in the Hostname, Username, Password, and Web Server Port fields.
  - You must have administrative privileges to make these changes; the default username for a user with administrative privileges is *trendadm*.
  - The Web Server Port must be the same as the PI web server port.
- Do not change the values under **Role Mapping**.
- Save and close the **OVPI Report Connection** form.
- Load the updated parameters by restarting the Object Server.

Once the OVPI Report Connection is established, Service Desk has a destination for exported data. If you installed the SLM Report Pack, perform Task 2. This step will give Service Desk an address for DimensionManager and DataFeeder. If you did not install the SLM Report Pack, skip the next task and go directly to Task 3.

**Task 2:** Add the address of the DataFeeder server to the SLM Administration object.

- 1 In the SLM Administrators group, select the **SLM Administration** workspace object. The SLM Administration form opens.



If the **SLM Administration** object is not visible, right-click a group, select **Add Workspace**, and then select **SLM Administration**.

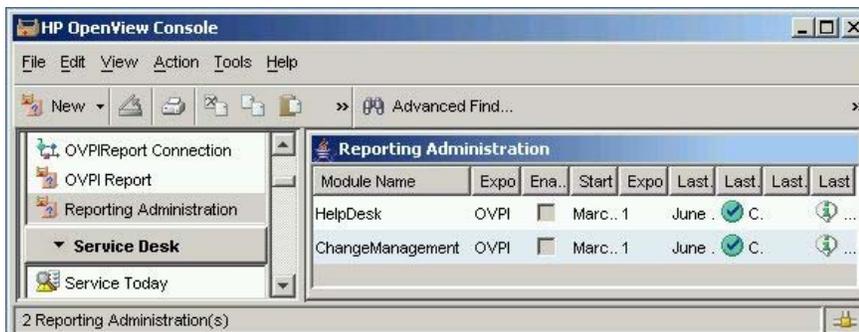
- 2 Click the **Reporting Data Feeder** tab in the SLM Administration form.
- 3 In the RDF Hostname field, enter the fully-qualified hostname of the PI server.

**Task 3:** Enable the "Reporting Administration" workspace.

If the **Reporting Administration** workspace is not visible, you must add it to the OV Configuration group. Follow these steps:

- 1 Right-click in the OV Configuration group and select **Add Workspace** from the pop-up menu. The **Add Workspace** window opens.
- 2 Select the **Object** button, select **Reporting Administration**, and click **OK**.

The **Reporting Administration** workspace appears under the OV Configuration group. Details about data export, for each report pack you installed, are visible from this view.



## Check the Status of Reporting Daemons

Two reporting daemons, `ovsdreport` and `ovsdslm`, were installed by default when you installed Management Server software on the Service Desk server. To verify that the reporting daemons are running, use the `ovc -status` command. This command displays the status of the following Management Server components:

- Control
- Login server
- Object server
- SLM OVSD Metric Adapter
- Certificate server
- Apache WebServer Service
- Communication Broker
- Service Desk Reporting
- Service Level Management
- Tomcat Servlet Container Service

If the reporting daemons are not running, start them by typing the `ovc -start` command from the command prompt:

```
ovc -start ovsdreport
```

If the Management Server is installed on multiple servers, you must unregister the reporting daemons on any server that you do not want to export data to PI. Follow these steps to unregister the reporting daemons on servers that are not exporting data to PI:

*Windows:*

```
C:\Program Files\HP Software\lbin\report\unregisterSDReporting.bat
```

*Unix:*

```
/opt/OV/lbin/report/unregisterSDReporting.sh
```

## Export Help Desk Data to PI

The first export of Help Desk data initializes the PI database with all current Help Desk data. The second export is an incremental export that updates the PI database. If an incremental export fails, you can perform a full export to repopulate the PI database with all current Helpdesk module data. The full export can take several minutes, depending on the amount of data being exported.

Follow these steps to perform a full export of Help Desk data:

- 1 Log on to the Service Desk server and start the OpenView Console.
- 2 In the OV Configuration group, select the **Reporting Administration** workspace.
- 3 Right-click the **HelpDesk** module and select **Full Export** from the pop-up menu.

You can monitor the status of the export in the **Reporting Administration** view. The export takes several minutes. While the export is in progress, the status is *In Progress*. When the export completes, the status changes to *Completed*.

- 4 Run the following commands:

```
{DPIPE_HOME}/bin/trend_proc -f {DPIPE_HOME}/scripts/  
SrvDsk_HelpDesk_Hourly.pro  
  
{DPIPE_HOME}/bin/trend_proc -f {DPIPE_HOME}/scripts/  
SrvDsk_HelpDesk_DMF.pro
```

## Exporting Data by Running a Script

You have the option of exporting data by running the `OvObsReportAdmin` script.

### *Windows*

```
C:\Program Files\HP Software\bin\OvObsReportAdmin.bat -moduleName=HelpDesk
```

### *Unix*

```
/opt/OV/bin/OvObsReportAdmin.sh -moduleName=HelpDesk
```

When the export completes, run the following commands:

```
{DPIPE_HOME}/bin/trend_proc -f {DPIPE_HOME}/scripts/  
SrvDsk_HelpDesk_Hourly.pro  
  
{DPIPE_HOME}/bin/trend_proc -f {DPIPE_HOME}/scripts/  
SrvDsk_HelpDesk_DMF.pro
```

## Setting Up an Incremental Export of Help Desk Data

An incremental export exports changes to Help Desk module data (service calls, problems, and incidents) that occurred since the previous export. Only one incremental export can run at one time. If two incremental exports are scheduled to run at the same time, they will run sequentially.

Follow these steps to set up incremental exports of the Help Desk module:

- 1 In the OV Configuration group, select the **Reporting Administration** workspace.
- 2 Right-click the **HelpDesk** module and select **Edit** from the pop-up menu. **The Reporting Administration** dialog box opens.
- 3 Copy the value that appears in the **Last Successful Full Export** field to the **Start Date** field. This is the time from which scheduling of incremental exports begins.
- 4 In the **Export Period** field, enter a value for the number of hours between incremental exports. The value you enter cannot be less than 1.
- 5 Check the **Enable/Disable** box.

Once the incremental export is enabled, you cannot run a full export. However, you can easily disable the incremental export by clearing this check box. Running a full export manually might be necessary if an error occurs during an incremental export and you want to repopulate the PI database.

- 6 Click **File** → **Save & Close**.

The incremental export process schedules the next export for the specified period. After the export runs, the **Incremental Export Results** tab shows details about the incremental export.

## Export Change Manager Data to PI

The first export of Change Manager data initializes the PI database with all current Change Manager data. The second export is an incremental export that updates the PI database. If an incremental export fails, you can perform a full export to repopulate the PI database with all current Change Manager module data. The full export can take several minutes, depending on the amount of data being exported.

Follow these steps to perform a full export of Change Manager data:

- 1 Log on to the Service Desk server and start OpenView Console.
- 2 In the OV Configuration group, select the **Reporting Administration** workspace.
- 3 Right-click the **Change Manager** module and select **Full Export** from the pop-up menu.

You can monitor the status of the export in the **Reporting Administration** view. The export takes several minutes. While the export is in progress, the status is *In Progress*. When the export completes, the status changes to *Completed*.

- 4 Run the following commands:

```
{DPIPE_HOME}/bin/trend_proc -f {DPIPE_HOME}/scripts/  
SrvDsk_ChangeManagement_Hourly.pro  
  
{DPIPE_HOME}/bin/trend_proc -f {DPIPE_HOME}/scripts/  
SrvDsk_ChangeManagement_HelpDesk_DMF.pro
```

## Exporting Data by Running a Script

You have the option of exporting data by running the `OvObsReportAdmin` script.

*Windows*

```
C:\Program Files\HP Software\bin\OvObsReportAdmin.bat -moduleName=ChangeManagement
```

*Unix*

```
/opt/OV/bin/OvObsReportAdmin.sh -moduleName=ChangeManagement
```

When the export completes, run the following commands:

```
{DPIPE_HOME}/bin/trend_proc -f {DPIPE_HOME}/scripts/  
SrvDsk_ChangeManagement_Hourly.pro  
  
{DPIPE_HOME}/bin/trend_proc -f {DPIPE_HOME}/scripts/  
SrvDsk_ChangeManagement_DMF.pro
```

## Set Up an Incremental Export of Change Manager Data to PI

An incremental export exports changes to the Change Manager module data that occurred since the previous export. Only one incremental export can run at one time. If two incremental exports are scheduled to run at the same time, they will run sequentially.

Follow these steps to set up incremental exports of the Change Manager module:

- 1 In the OV Configuration group, select the **Reporting Administration** workspace.
- 2 Right-click the **Change Manager** module and select **Edit** from the pop-up menu. The **Reporting Administration** dialog box opens.
- 3 Copy the value that appears in the **Last Successful Full Export** field to the **Start Date** field. This is the time from which scheduling of incremental exports begins.



- 4 In the **Export Period** field, enter a value for the number of hours between incremental exports. The value you enter cannot be less than 1.
- 5 Enable incremental export by checking the **Enable/Disable** box.  
Once the incremental export is enabled, you cannot run a full export. However, you can easily disable the incremental export by clearing this check box. Running a full export manually might be necessary if an error occurs during an incremental export and you want to repopulate the PI database.
- 6 Click **File** → **Save & Close**.  
The incremental export process schedules the next export for the specified period. After the export runs, the **Incremental Export Results** tab shows details about the export.

## Export Dimension Data to PI

If you installed the SLM Report Pack, perform the following tasks.

### Task 1: Verify that the OpenView Communication Broker is running

Service Level Manager communications are under the control of the OpenView BBC Communication Broker. The Communication Broker must be running for SLM to operate correctly. To display a list of services that are running, type the following command from the command line:

```
ovc -status
```

If the OV Communication Broker is not running, start it by typing the start command:

```
ovc -start ovbbccb
```

To start the SLM server, type this command:

```
ovc -start ovsdslm
```

### Task 2: Export Dimension data to DimensionManager on PI

Follow these steps to export the service model to the PI dimension tables:

- 1 Run the following batch file:

```
$OvInstallDir/bin/ReportingConfigTool.bat
```

DimensionManager generates .csv files and stores them in the following directory:

```
{DPIPE_HOME}\data\ImportData\SLM\Dims
```

Every 5 minutes trend\_timer calls a script. The script scans the Dims directory and imports data into PI property tables.

- 2 To verify that the import was successful, look for .csv files in this directory:

```
$DPIPE_HOME/packages/SLM_Integration/SLM_Integration.ap/csv/dims
```

The files will be imported in about 5 minutes, so 5 minutes after the import starts, the.csv files will disappear from the dims directory.

If you encounter a problem, see [Chapter 14, Troubleshooting Dimension and Fact Data](#).



The export of fact data to PI happen automatically. Each time the SLM core receives a metric value from a metric adapter, or each time there is a change in status for the facts managed by SLM, Service Desk sends fact data (including data pertaining to service hours, planned downtimes, and SLA evaluation periods) to DataFeeder on PI.

## Modify the Defaults for Data Aging (SLM Report Pack Only)

You can customize SLM report pack parameters with the following forms:

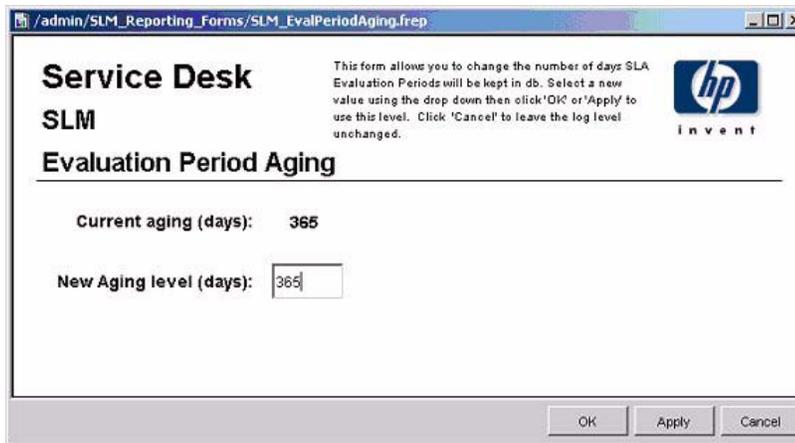
- Evaluation Period Data Aging
- Time Shift Data Aging

Follow these steps to open the SLM administration forms:

- 1 Select **Start** → **HP Software** → **Performance Insight** → **Management Console**
- 2 In the **Systems** pane, upper left portion of the screen, click **Objects**.
- 3 The administration forms are listed under **General Tasks**. Click to open.

### Evaluation Period Data Aging

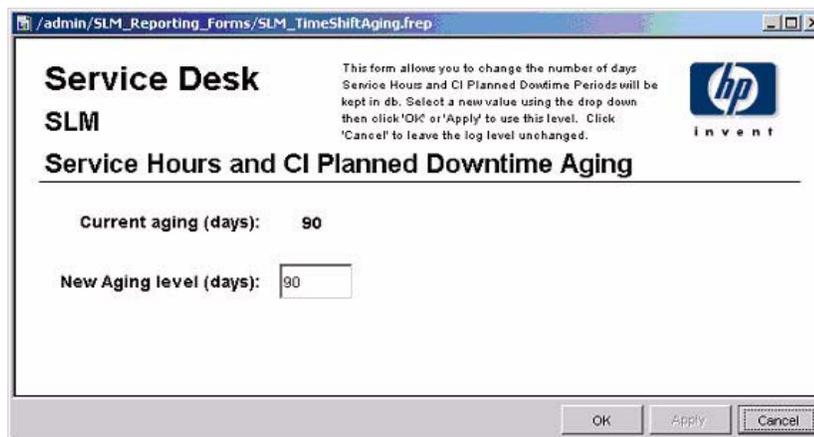
Specify the number of days that information about a particular evaluation period is to be kept. The default is 365 days.



The screenshot shows a web browser window titled "/admin/SLM\_Reporting\_Forms/SLM\_EvalPeriodAging.frep". The page content includes the "Service Desk SLM" logo and the "hp invent" logo. A heading reads "Evaluation Period Aging". Below this, there is a text box labeled "Current aging (days):" with the value "365". Another text box labeled "New Aging level (days):" has a value of "365" entered. A small instructional text block states: "This form allows you to change the number of days SLA Evaluation Periods will be kept in db. Select a new value using the drop down then click 'OK' or 'Apply' to use this level. Click 'Cancel' to leave the log level unchanged." At the bottom right, there are three buttons: "OK", "Apply", and "Cancel".

### Time Shift Data Aging

Specify the number of days of time shift information is kept. The default is 90 days.



The screenshot shows a web browser window titled "/admin/SLM\_Reporting\_Forms/SLM\_TimeShiftAging.frep". The page content includes the "Service Desk SLM" logo and the "hp invent" logo. A heading reads "Service Hours and CI Planned Downtime Aging". Below this, there is a text box labeled "Current aging (days):" with the value "90". Another text box labeled "New Aging level (days):" has a value of "90" entered. A small instructional text block states: "This form allows you to change the number of days Service Hours and CI Planned Downtime Periods will be kept in db. Select a new value using the drop down then click 'OK' or 'Apply' to use this level. Click 'Cancel' to leave the log level unchanged." At the bottom right, there are three buttons: "OK", "Apply", and "Cancel".

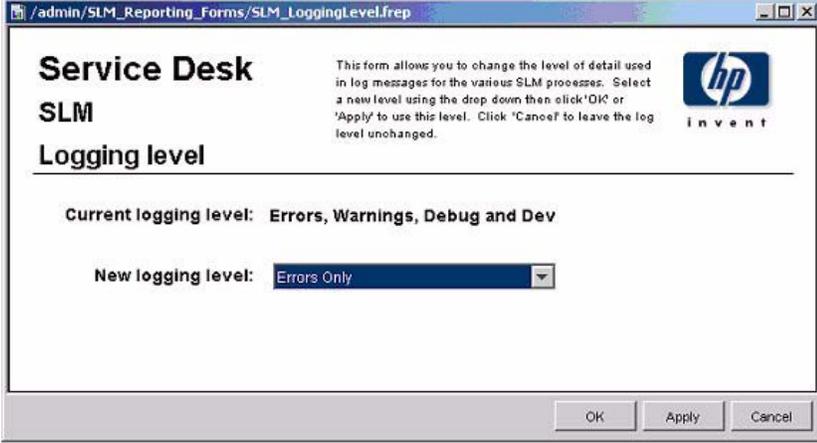
## Modify the Defaults for Logging Level

Each report pack provides a Logging Level form. Use the form to indicate the level of detail you want to see in log messages. Your options are:

- Errors
- Warnings
- Debug and Dev

Follow these steps to locate the Logging Level form:

- 1 Select **Start** → **HP Software** → **Performance Insight** → **Management Console**
- 2 In the **Systems** pane, upper left portion of the screen, click **Objects**.
- 3 The logging level form is listed under **General Tasks**. Click to open.



The screenshot shows a web browser window with the URL `/admin/SLM_Reporting_Forms/SLM_LoggingLevel.frep`. The page title is "Service Desk SLM Logging level". The HP logo is visible in the top right corner. The form contains the following text:

This form allows you to change the level of detail used in log messages for the various SLM processes. Select a new level using the drop down then click 'OK' or 'Apply' to use this level. Click 'Cancel' to leave the log level unchanged.

Current logging level: **Errors, Warnings, Debug and Dev**

New logging level: **Errors Only** (selected in a dropdown menu)

Buttons: **OK**, **Apply**, **Cancel**

# 4 Upgrade Install for Service Desk 4.5

This chapter describes how to install the upgrade packages, and how to verify that data is being collected once the update is completed.

## Guidelines for a Smooth Upgrade

The upgrade packages for the Service Desk report packs are shipped as compressed files on the February 2009 Report Pack CD-ROM. When you insert the CD in the CD-ROM drive and launch the package extraction program, the installer extracts every package from the CD and copies the results to the Packages directory on your system. When the extract finishes, the installer prompts you to launch Performance Insight and start Package Manager.

### Mandatory Upgrade to PI 5.40

You must be running PI 5.30. The upgrade packages for the Service Desk report packs will not work with earlier versions of PI.

If there is a service pack for PI 5.30, you must install it. You can download the latest service pack from this site:

**[http://support.openview.hp.com/cpe/ovpi/patch\\_ovpi.jsp](http://support.openview.hp.com/cpe/ovpi/patch_ovpi.jsp)**

### Keeping the Same Datapipes

There are changes to the Service Desk 4.5 datapipe:

- View creation – The new view that was customized to have time zone changes and closer code changes. These views are dynamically created during install/upgrade, which is done by shipping the new SD.jar.
- The following .rep files shipped with Service Desk 4.5 datapipe by default have the time period set to 1 day:

```
ITSM_CHANGES.rep  
ITSM_INCIDENTS.rep  
ITSM_PROBLEMS.rep  
ITSM_SERVICECALLS.rep
```

The first export could be a “full” export. The time period in the .rep file must be edited to *n* days before running `trend_export` so as to get a wider set of data for the last *n* days. After the first export to the PI database is made, the time period should be reverted to 1 day.

- Service Desk 4.5 datapipe now uses new map procedures. The mapper no longer uses the history tables.



Unlike Service Desk 5.00 and 5.10, the Service Desk 4.5 report pack does not need the DataFeeder binaries to connect to Service Desk 4.5.

You can install the Service Desk report pack with PI running on the Linux platform only if you are using the Service Desk 4.5 datapipe with the report pack.

## Installing the Upgrade Packages

Follow these steps to upgrade one or both Service Desk report packs to version 1.20.

If someone has already extracted packages from the report pack CD, go directly to Task 2.

### Task 1: Extract packages from the report pack CD-ROM

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

*Windows:* Select **Settings** → **Control Panel** → **Administrative Tools** → **Services**

*Unix:* As root, do one of the following:

HP-UX: `sh /sbin/init.d/ovpi_timer stop`

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

- 3 Insert the report pack CD in the CD-ROM drive and follow the instructions for extracting packages from the CD to the Packages directory on your system.

*Windows:*

- If auto run is disabled, run the `setup.bat` command. The Main Menu opens.
- If auto run is enabled, the Main Menu opens.

*Unix:*

- Log on as root.
  - If the CD does not mount automatically, mount the CD manually.
  - Navigate to the top level of the CD directory.
  - Run the `./setup` command.
  - The Main Menu opens.
- 4 Type **1** in the choice field and press **Enter**. The install script displays a percentage complete bar. When the copy is complete, the install script starts Package Manager. The Package Manager welcome window opens.

### Task 2: Use Package Manager to install one or both upgrade packages.

- 1 Select **Start** → **HP Software** → **Performance Insight** → **Package Manager**. The Package Manager welcome window opens.
- 2 Click **Next**. The Package Location window opens.
- 3 Click **Install**. Approve the default destination directory or browse to the correct directory.

- 4 Click **Next**. The Report Deployment window opens. Accept the default to deploy reports; accept the default for application server name and port; type the username and password for the PI Application Server.
- 5 Click **Next**. The Package Selection window opens. Click the check boxes for the upgrade packages you want to install:
  - *SrvDsk\_ChangeManagement\_Upgrade\_to\_14*
  - *SrvDsk\_HelpDesk\_Upgrade\_to\_14*
- 6 Click **Next**. The Type Discovery window opens. Disable the default.
- 7 Click **Next**. The Selection Summary window opens.
- 8 Click **Install**. The Installation Progress window opens and the install begins. When the install finishes, a package installation complete message appears.
- 9 Click **Done**.
- 10 Restart OVPI Timer
 

On Windows, do the following:

  - a Select **Control Panel** → **Administrative Tools** → **Services**.
  - b Select OVPI Timer from the list of services.
  - c From the Action menu, select **Start**.

On Unix, as root, do one of the following:

```
HP-UX: sh /sbin/init.d/ovpi_timer start
Sun: sh /etc/init.d/ovpi_timer start
```

## Verifying Data Collection

If the datapipes you installed are working properly, the following tables on the report pack side should be populated:

- RSERVD\_PROBLEMS\_DATAPIPE
- RSERVD\_INCIDENTS\_DATAPIPE
- RSERVD\_SERVICECALLS\_DATAPIPE
- RSERVD\_CHANGES\_DATAPIPE

If these tables are populated with data, you can query PI to see how many rows of data were collected for each table. Follow these steps:

- 1 Log on to the PI database.
- 2 Run the following queries at the sql prompt:
  - select count(\*) from RSERVD\_INCIDENTS\_DATAPIPE;
  - select count(\*) from RSERVD\_PROBLEMS\_DATAPIPE;
  - select count(\*) from RSERVD\_SERVICECALLS\_DATAPIPE;
  - select count(\*) from RSERVD\_CHANGES\_DATAPIPE;

For each query, the system displays the number of rows collected. If the system indicates that no data was collected, follow the advice in [Chapter 12, Troubleshooting the Service Desk 4.5 Datapipes](#).

# 5 Upgrade Install for Service Desk 5.00/5.10

This chapter provides information for upgrade install of report packs for Service Desk 5.00/5.10, including guidelines for a smooth upgrade and how to install upgrade packages.

## Guidelines for a Smooth Upgrade

The upgrade packages for the Service Desk report packs were shipped with the February 2009 report pack CD-ROM. The report pack CD-ROM contains many report packs, many datapipes, and several shared packages. Every package is compressed. After you insert the CD in the CD-ROM drive and launch the package extraction program, a script extracts each package from the CD and copies the results to the Packages directory on your system. When the extract finishes, you will be prompted to start the Package Manager utility.

You must be running PI 5.40. The upgrade packages for the Service Desk report packs will not work with earlier versions of PI.

If there is a service pack for PI 5.40, you must install it. You can download the latest service pack from the following site:

**<http://www.hp.com/go/hpsoftwaresupport>**



The Service Desk report pack uses the DataFeeder binaries from the Service Desk product distribution to connect and get data from Service Desk 5.00 and Service Desk 5.10.

These binaries are not available on the Linux platform. You cannot install or upgrade Service Desk report pack if PI is running on the Linux platform.

## Installing the Upgrade Packages

You can install one report pack, two report packs, or all three report packs. There are no interdependencies among them. No report pack is a prerequisite for another report packs. Perform the following tasks to install the Service Desk report packs:

If the package extraction step has already taken place, go directly to Task 2.

### Task 1: Extract packages from the report pack CD-ROM

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

On Windows, do the following:

- a Select **Control Panel** → **Administrative Tools** → **Services**.
- b Select OVPI Timer from the list of services.



- c From the Action menu, select **Stop**.

On Unix, as root, do one of the following:

HP-UX: `sh /sbin/init.d/ovpi_timer stop`

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

- 3 Insert the report pack CD in the CD-ROM drive and follow the instructions in the menu for extracting packages from the CD to the Packages directory on your system.

*Windows:*

- If auto run is disabled, run the `setup.bat` command. The Main Menu opens.
- If auto run is enabled, the Main Menu opens.

*Unix:*

- Log on as root and mount the CD (if the CD does not mount automatically).
- Navigate to the top level of the CD directory.
- Run the `./setup` command.
- The Main Menu opens.

- 4 Type **1** in the choice field and press **Enter**. The install script displays a percentage complete bar. When the copy is complete, the install script starts Package Manager. The Package Manager welcome window opens.

#### Task 2: Use Package Manager to install the upgrade packages

- 1 Select **Start** → **HP Software** → **Performance Insight** → **Package Manager**.
- 2 The Package Manager Welcome Window opens. Click **Next**.
- 3 The Package Location window opens. Click **Install**. Approve the default destination directory, or browse to the correct directory.
- 4 Click **Next**. The Report Deployment window opens. Accept the default to Deploy Reports; accept the default for application server name and port; type the username and password for the PI Application Server.
- 5 Click **Next**. The Package Selection window opens. Click the check boxes for the packages you want to install. To install all three report packs, click the check boxes for:
  - `SrvDsk_ChangeManagement_Upgrade_to_14`
  - `SrvDsk_HelpDesk_Upgrade_to_14`
  - `SLM_Integration_Upgrade_to_12`
- 6 Click **Next**. The Type Discovery window opens. Disable the default.
- 7 Click **Next**. The Selection Summary window opens.
- 8 Click **Install**. The Installation Progress window opens and the install begins. When the install finishes, a package installation complete message appears.
- 9 Click **Done**.

10 Restart OVPI Timer.

On Windows, do the following:

- a Select **Control Panel** → **Administrative Tools** → **Services**.
- b Select OVPI Timer from the list of services.
- c From the Action menu, select **Start**.

On Unix, as root, do one of the following:

```
HP-UX: sh /sbin/init.d/ovpi_timer start
```

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

## Verifying that Data is Reaching PI

You can verify that data is reaching PI by checking the Configuration and Logging Report for each report pack that you installed. If data is reaching PI, the Configuration and Logging Report will include status messages related to hourly processing.



# 6 Setting up Service Desk Reporting in Distributed Environment

This chapter covers the following topics:

- Distributed environments
- Setting up Service Desk Reporting in distributed environment

## Distributed Environments

To set up Service Desk Reporting as a distributed environment, you must have PI 5.40 installed in central server, every satellite server, and every remote poller. Following is an overview of the installation procedure for distributed environments:

- 1 Install the following packages on the central server:
  - SrvDsk\_ChangeManagement45\_DP.ap
  - SrvDsk\_HelpDesk45\_DP.ap
  - Common Property Tables
  - The following Service Desk 4.5 datapipe (Optional. Only for Service Desk Reporting 4.50)
  - HelpDesk Datapipe, v1.40 (SrvDsk\_HelpDesk.ap)
  - ChangeManagement Datapipe, v1.40 (SrvDsk\_ChangeManagement.ap)
- 2 Install the following packages on each satellite server (Service Desk 5.00 does not support any datapipe):
  - SrvDsk\_ChangeManagement45\_DP.ap
  - SrvDsk\_HelpDesk45\_DP.ap
  - Common Property Tables

The following Service Desk 4.5 datapipe (Only for Service Desk Reporting 4.50)

  - HelpDesk Datapipe, v1.40 (SrvDsk\_HelpDesk.ap)
  - ChangeManagement Datapipe, v1.40 (SrvDsk\_ChangeManagement.ap)
- 3 After the installation is complete, configure the central server and each satellite server.

## Setting Up a Distributed System

Perform the following steps to set up a distributed system:

- 1 Decide whether or not you want local reporting.
- 2 Install the right set of packages on each server (a central server that is not polling does not need datapipe, while the satellite servers must have datapipe).

- 3 Verify that the system clocks in your environment are synchronized.
- 4 Register your satellite servers.
- 5 Verify that you have all the copy policies you need.
- 6 Configure the central server.
- 7 Configure each satellite server.

While setting up a distributed system, you can implement local reporting or you can implement centralized reporting. If you want local reporting, you must deploy reports when you install the report pack on each satellite server. You should also allow summarizations to run on each satellite server. To enable local reporting you must,

- 1 Deploy all reports on satellite servers
- 2 Keep the rate data on satellite servers
- 3 Copy the hourly rate data to the central server
- 4 Enable hourly summarization of data, but disable summarizations above the hourly level on satellite servers.

If you do not want local reporting, then you do not need to deploy reports when you install a report pack on a satellite server and you can disable the scripts that run summarizations on each satellite server. The advantage to this approach is that it keeps a large volume of rate data off the network and also decreases the processing load on the central server.

However, if you follow this approach, you would not be able to display a Near Real Time (NRT) report on your central server. The only NRT report you can get would be a local NRT report, on a satellite server.

## Configuring the Central Server

Perform the following tasks to configure the central server:

### Task 1: Register the satellite server by setting the database role

- 1 Start the Management Console (log on with Administrator privileges).
- 2 Click the **Systems** icon in the navigation pane.
- 3 Navigate to the PI Databases folder and select the database system.
- 4 Click **Database Properties**.
- 5 From the Database Role list, select the **Satellite Server** role.
- 6 Enter any information necessary to configure the Satellite Server role.

### Task 2: Verify the automatically generated copy policies

- 1 Verify that a copy policy has been generated for the following tables and that the copy type is set correctly (to Property and Data):
- 2 Start the Management Console (log on with Administrator privileges).
- 3 Click the Administration icon in the navigation pane, navigate to Copy Policy option to start the Copy Policy Manager.
- 4 Find the following tables and verify the copy type is set to Property and Data for each table:
  - RSERVD\_INCIDENTS

- RSERVD\_PROBLEMS
- RSERVD\_SERVICECALLS
- RSERVD\_CHANGES

If a copy policy has not been generated for a table, do the following:

- a Click the **New Copy Policy** icon or select **File > New Copy Policy** from the Copy Policy Manager. The Copy Policy Wizard displays.
- b Click **Next**. The Satellite Server and Copy Policy Selection Page displays.
- c Select a satellite server from the pull down list. This is the satellite server from which data is copied to the central server.
- d Select **Single Table** and select the table from the pull down list.
- e Click **Next**. The Copy Type Selection Page displays.
- f Select **Property and Data**.
- g Click **Next**. The Summary page displays.
- h Verify the information in the summary window. If the information is not correct, you can modify it by clicking **Back**.
- i Click **Finish**.
- j Repeat step d - step j for all missing tables.

If the copy type is not set to Property and Data, do the following:

- a Double-click the copy policy.
- b Select the **Property and Data** copy type.
- c Click **OK**.

## Configuring a Satellite Server

Modify the `{DPIPE_HOME}/lib/trendtimer.sched` file (where `{DPIPE_HOME}` is the directory in which PI is installed). Find and comment out the following lines to switch off daily aggregations in:

```
trend_timer_def:24:00+4:00 - - {DPIPE_HOME}/bin/trend_proc -f
{DPIPE_HOME}/scripts/SrvDsk_Hlpd_Retrieve_Data.pro

trend_timer_def:24:00+4:00 - - {DPIPE_HOME}/bin/trend_proc -f
{DPIPE_HOME}/scripts/SrvDsk_Chm_Retrieve_Data.pro
```

## Setting System Clocks

Make sure that the system clock on each satellite server is synchronized with the system clock on the central server.



---

# 7 Help Desk: Service Calls

## Administration

Configuration and Logging Report.

## Service Calls

- Average Duration of Service Calls
- Service Calls by Category
- Service Calls by Classification
- Service Calls Closed before Deadline by Category
- Service Calls Closed by Deadline
- Service Calls Closed on First Call
- Service Call Details
- Service Calls by Closure Code
- Incoming Service Calls (History)
- Incoming Service Calls (Recent)

## Scheduling Reports

For details about using the Web Access Server to schedule reports, see [Appendix F, Scheduling Reports](#).



## UI and DB Rules for Closure Code

A closure code is assigned to a call when the call is closed. When a closure code is assigned, Service Desk automatically assigns a date and time to the closure code. The date and time assigned to the closure code is known as *Actual Finish*. There is a UI rule in Service Desk 4.5 that states that *Actual Finish* is the same as *System Date*. The UI rule reads as follows:

*Actual Finish to system date when [status is] CLOSED*

Service Desk 5.00/5.10 replaces the UI rule with a database rule. The impact of the database rule in Service Desk 5.00/5.10 is the same as the UI rule in Service Desk 4.5. If you upgraded from Service Desk 4.50 to Service Desk 5.00/5.10, the database rule makes the necessary association between *Actual Finish* and *System Date*, so there is no need to recreate the UI rule.

# Configuration and Logging

This report displays configuration information relating to data import for the Help Desk Report Pack. This report provides a list of the most recent log table entries for report pack internal procedures. The report is limited to the 200 most recent entries.

Field/Drop-Down	Description
Current logging level	Options (one or any combination): <ul style="list-style-type: none"> <li>• Error</li> <li>• Warning</li> <li>• Information</li> </ul>
Log entry	Time the log entry was created Component to which the log entry refers Message

## Service Desk

### Help Desk

#### Configuration and Logging

This report displays configuration information relating to Service Desk Reporting data import, it lists the most recent log table entries for ReportPack internal procedures. The report is limited to the 200 most recent entries.



**Current Logging Level:**  
Errors, Warnings and Info

#### ReportPack Log Entries (most recent first)

Time	Component	Message
Tue Dec 07 12:30 PM	ServD_Problems_map_p	Info: 5948 rows inserted
Tue Dec 07 12:30 PM	ServD_Problems_map_p	Info: 5948 rows in datapipe table
Tue Dec 07 12:26 PM	ServD_Servicecalls_map_p	Info: 32679 rows inserted
Tue Dec 07 12:25 PM	ServD_Servicecalls_map_p	Info: 32679 rows in datapipe table
Tue Dec 07 12:24 PM	ServD_Incidents_map_p	Info: 539 rows inserted
Tue Dec 07 12:24 PM	ServD_Incidents_map_p	Info: 539 rows in datapipe table

## Average Duration of Service Calls

This report shows the average duration of service calls in days per classification, category, priority and workgroup.

The user selects start and end dates for the evaluation period. The report shows service calls that were registered on or after the start date, and before the end date.

<b>Field/Drop-Down</b>	<b>Description</b>
Start Date field	The start of the evaluation period.
End Date field	The end of the evaluation period.
Total service calls table	Total number of service calls and average duration (in days).
Classification table	Number of service calls and average duration per classification.
Category table	Number of service calls and average duration per category.
Priority table	Number of service calls and average duration per priority code.
Tabbed area with bar charts	Average duration of service calls at weekly, monthly or quarterly intervals (where applicable) within the evaluation period.

# Service Desk

## Help Desk

### Average Duration of Servicecalls

This report shows the average duration of servicecalls in days (with a creation time between the Start and End dates selected) per classification, category, priority and workgroup. Choose a day for start and end periods. Start Date <= Registration Time < End Date



Start Date

End Date

Mon Dec 08 2003

Mon Dec 06 2004

# Servicecalls  
**27,017**

Average Duration (days)  
**17.64**

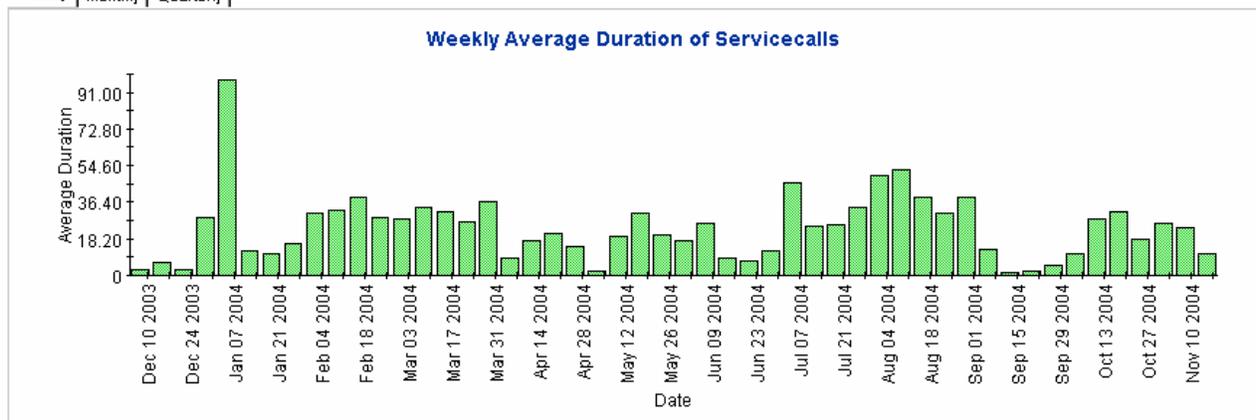
Classification	# Servicecalls	Avg
APL_SYSTEM	81	48.92
Search task	77	43.30
Classificatie relaties	72	42.80
EIDK addprog	62	41.09
Prob. dispatch	89	40.91
Maintenance Function Keys	86	38.82
Create Distribution list	80	38.50
View related SC's	73	38.25
Main screen employee	73	36.96
Workorders multi rec.	98	33.27
Print Prob. CI name	71	33.15
Open WO's by supportgroup	68	33.09
Maintenance service hours Prob	78	32.36
Prob. (multi rec.)	82	31.78

Category	# Servicecalls	Avg
Enhancement request	3,958	17.84
Suggestion	7,698	17.79
Incident	7,576	17.76
Request for Information	7,785	17.29

Priority	# Servicecalls	Avg
Unknown	4,190	19.06
Critical	4,221	19.06
None	4,186	17.69
Escalated	2,120	17.49
Medium	4,116	17.01
Low	4,102	16.98
Serious	4,082	16.06

Organization	# Servicecalls	Avg
HP Openview NNM	3,522	20.36
HP Openview TeMIP	3,601	18.80
HP Openview SPIs	3,559	18.32
Unknown	3,662	17.78
HP Openview IUM	3,580	17.14
HP Openview Performance Insight	3,618	16.50
HP Openview SIP	1,819	16.21
HP Openview Operations	3,656	15.45

Weekly | Monthly | Quarterly



## Service Calls by Category

This report shows the total number of service calls in the selected category with a further breakdown by impact, priority and classification.

The user selects start and end dates for the evaluation period. The report shows service calls that were registered on or after the start date, and before the end date.

<b>Field/Drop-Down</b>	<b>Description</b>
Start Date	The start of the evaluation period.
End Date	The end of the evaluation period.
Category table	Number of service calls per category. Click the drill icon to display information for a particular category.
Total service calls table	Total number of service calls.
Impact table	Number of service calls opened per impact code in the selected category.
Priority table	Number of service calls opened per priority code in the selected category.
Classification table	Number of service calls opened per classification code in the selected category.
Tabbed area with bar charts	Number of service calls at weekly, monthly or quarterly intervals (where applicable) within the evaluation period and in the selected category.

# Service Desk

## Help Desk

### Servicecalls by Category

This report shows the total number of servicecalls (with a creation time between the Start and End dates selected) for the selected category per impact, priority and classification. Select dates for start and end periods. Start Date <= Registration Time < End Date



Start Date

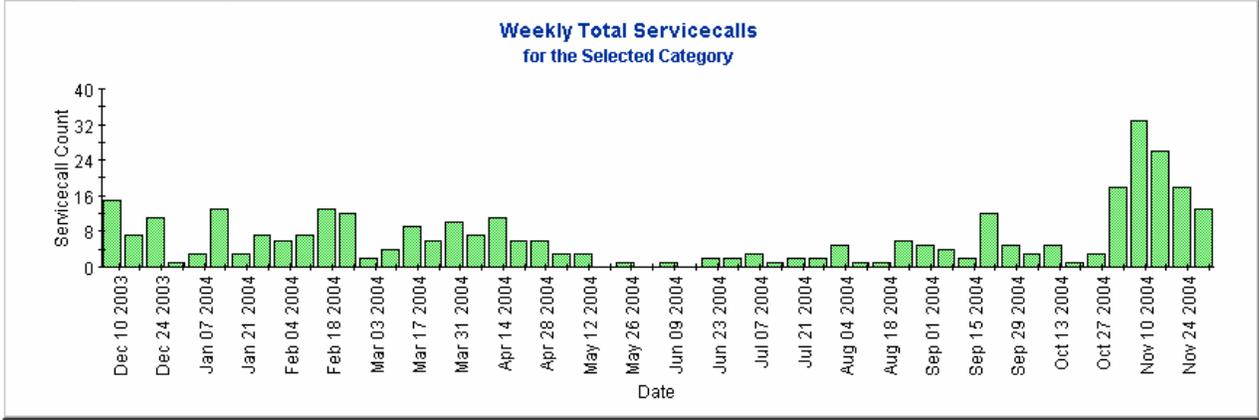
End Date

Category	# Servicecalls Opened
Incident	343
Request for Information	327
Suggestion	317
Enhancement request	164

# Servicecalls Opened  
**1,151**

Impact	# Servicecalls Opened	Priority	# Servicecalls Opened	Classification	# Servicecalls Opened
Low ( 1 person affected)	57	Critical	65	Maintenance Language	4
Passed on by	55	Unknown	53	Overview SLA detail	4
High (Department affected)	53	Serious	53	API_CODES	4
Medium (Group / Unit affected)	52	None	52	Integration (Email, LDAP, Manag...	4
Top (Site / Organization affected)	52	Medium	51	Unknown	3
None	45	Low	41	Search CI	3
Unknown	29	Escalated	28	Open SC for caller / CI / SLA	3
				Search Prob.	3
				Search CI template	3
				Maintenance category & code	3
				Maintenance Service Hours	3
				Open time of SC by category	3
				Overview SC by change	3

Weekly | Monthly | Quarterly



## Service Calls by Classification

This report shows the total number of service calls with the selected classification, with a further breakdown by category.

The user selects start and end dates for the evaluation period. The report shows service calls that were registered on or after the start date, and before the end date.

<b>Field/Drop-Down</b>	<b>Description</b>
Start Date	The start of the evaluation period.
End Date	The end of the evaluation period.
Service Calls table	Total number of service calls.
Classification table	Number of service calls per classification. Click the drill icon to display information for a particular classification.
Category table	Number of service calls per category with the selected classification.
Tabbed area with bar charts	Number of service calls at weekly, monthly or quarterly intervals (where applicable) within the evaluation period and with the selected classification.

# Service Desk

## Help Desk

This report shows the total number of servicecalls (with a creation time between the Start and End dates selected) for the selected classification with a further break down by category. Select dates for start and end periods.  
Start Date <= Registration Time < End Date



### Servicecalls by Classification

Start Date

Mon Dec 08 2003

End Date

Mon Dec 06 2004

# Servicecalls Opened  
**1,151**

#### Classification # Servicecalls Opened

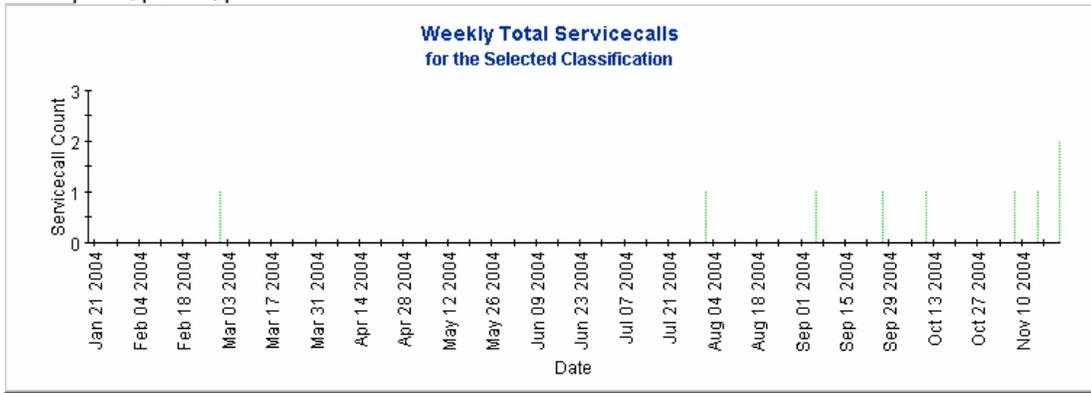
Integration (Email, LDAP, ManageX, NNM, Radi...	10
API_CODES	9
Search CI	8
Quantity of SC by CI supplier	8
Search archived SC	8
API_CONFIGURATION	8
CMDB explorer	8
API_PROBLEM	8
Timezones	8
Rule Manager	8
Search CI template	7
Maintenance category & code	7
...	7

#### for the selected Classification

Category	# Servicecalls Opened
Incident	4
Request for Information	3
Suggestion	2
Enhancement request	1

Weekly | Monthly | Quarterly

Weekly Total Servicecalls  
for the Selected Classification





## Service Calls Closed Before Deadline by Category

This report shows the percentage of service calls closed before the deadline in the selected category, with a further breakdown by closure code.

The user selects start and end dates for the evaluation period. The report shows service calls that were registered on or after the start date, and before the end date.

<b>Field/Drop-Down</b>	<b>Description</b>
Start Date	The start of the evaluation period.
End Date	The end of the evaluation period.
Service Calls closed table	Total number of service calls closed Number of service calls closed before deadline Percentage closed before deadline Number of service calls closed after deadline
Drill-down category table	Per category: <ul style="list-style-type: none"><li>• Number of service calls closed</li><li>• Number of service calls closed before deadline</li><li>• Percentage closed before deadline</li><li>• Number of service calls closed after deadline</li></ul> Click the drill icon to display information for a particular category.
Closure code table	Per closure code in the selected category: <ul style="list-style-type: none"><li>• Number of service calls closed</li><li>• Number of service calls closed before deadline</li><li>• Percentage closed before deadline</li><li>• Number of service calls closed after deadline</li></ul>
Tabbed area with bar charts	Number of service calls closed before deadline at weekly, monthly or quarterly intervals (where applicable) within the evaluation period and in the selected category.

# Service Desk Help Desk

This report shows the percentage of servicecalls closed before the deadline (with a creation time between the Start and End dates selected) for the selected category and closure code. Select dates for start and end periods. Start Date <= Registration Time < End Date



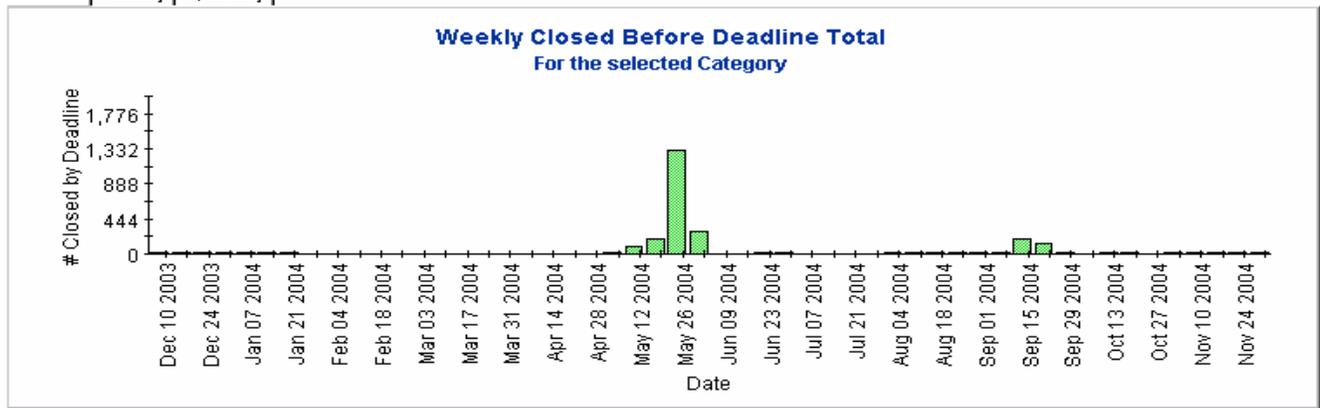
## Servicecalls Closed Before Deadline by Category

Start Date:  End Date:

# Servicecalls Closed	Closed Before Deadline	Pct	Closed After Deadline
27,017	9,174	33.96	17,843

Category	# Servicecalls	Before	Pct	After	for the selected Category	
					Closure Code	# Servicecalls Before
Request for Information	7,785	2,683	34.46	5,102	Solved in PHD4403 patch 02	93
Suggestion	7,698	2,605	33.84	5,093	Related to Change	102
Incident	7,576	2,511	33.14	5,065	Solved by a visit from Prolin	84
Enhancement request	3,958	1,375	34.74	2,583	Solved in WEBConnect 5.6.2	110
					Solved in ITSM 5.7 patch 05	106
					Solved in Service Desk 2.0 SP1	101
					Hotfix delivered	97
					Solved in Service Desk 2.0 SP3	79
					Solved in Service Desk 3.0 SP3	104
					Solved in WEBConnect 1.6.2	87
					Solved in ITSM 5.5	86
					Workaround offered	85

Weekly | Monthly | Quarterly



## Service Calls Closed Before Deadline

This report shows the percentage of service calls closed before the deadline per classification, category, priority and workgroup.

The user selects start and end dates for the evaluation period. The report shows service calls that were registered on or after the start date, and before the end date.

<b>Field/Drop-Down</b>	<b>Description</b>
Start Date field	The start of the evaluation period.
End Date field	The end of the evaluation period.
Service Calls closed table	Total number of service calls closed Number of service calls closed before deadline Percentage closed before deadline Number of service calls closed after deadline
Classification table	Per classification: <ul style="list-style-type: none"> <li>• Number of service calls closed</li> <li>• Number of service calls closed before deadline</li> <li>• Percentage closed before deadline</li> <li>• Number of service calls closed after deadline</li> </ul>
Category table	Per category: <ul style="list-style-type: none"> <li>• Number of service calls closed</li> <li>• Number of service calls closed before deadline</li> <li>• Percentage closed before deadline</li> <li>• Number of service calls closed after deadline</li> </ul>
Priority table	Per priority code: <ul style="list-style-type: none"> <li>• Number of service calls closed</li> <li>• Number of service calls closed before deadline</li> <li>• Percentage closed before deadline</li> <li>• Number of service calls closed after deadline</li> </ul>
Organization table	Per organization: <ul style="list-style-type: none"> <li>• Number of service calls closed</li> <li>• Number of service calls closed before deadline</li> <li>• Percentage closed before deadline</li> <li>• Number of service calls closed after deadline</li> </ul>
Tabbed area with bar charts	Number of service calls closed before deadline at weekly, monthly or quarterly intervals (where applicable) within the evaluation period.

# Service Desk

## Help Desk

### Servicecalls Closed Before Deadline

This report shows the percentage of servicecalls closed before the deadline (with a creation time between the Start and End dates selected) per classification, category, priority and workgroup. Select dates for start and end periods. Start Date <= Registration Time < End Date



Start Date:  End Date:

# Servicecalls Closed	Closed Before Deadline	Pct	Closed After Deadline
27,017	9,174	33.96	17,843

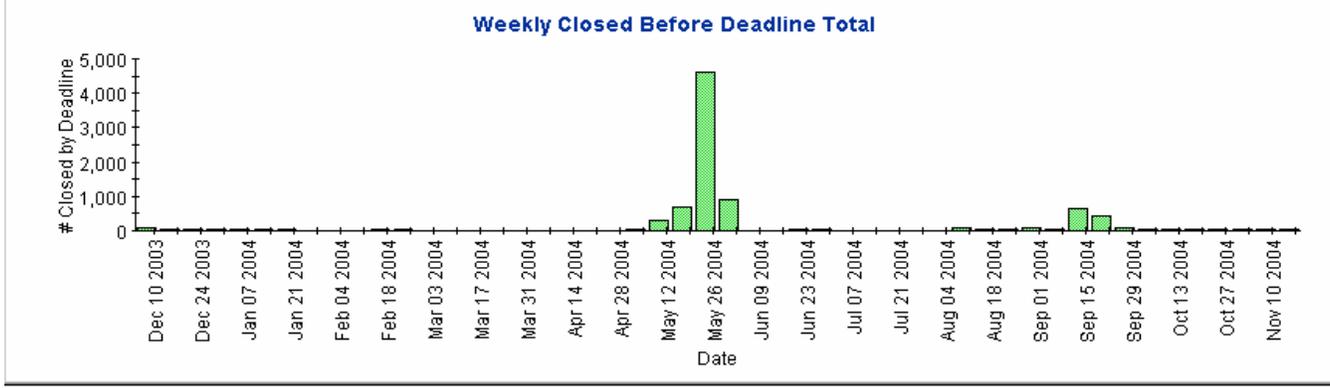
Classification	# Servicecalls Closed	Before Deadline	Pct	After Deadline
Database (table, index, key, ...)	95	47	49.47	48
Beta Product	69	32	46.38	37
CI Information	93	43	46.24	50
Maintenance progress monit...	76	35	46.05	41
Overview Service detail	85	39	45.88	46
Overview SLA & service & ...	94	42	44.68	52
Overview SC breakdown	74	33	44.59	41
Print change code	83	37	44.58	46
Scanned CI's per location	88	39	44.32	49
Priority-Target Set. Helpdesk	84	37	44.05	47
Linking Prob. to change	71	31	43.66	40
Change multi rec	74	32	43.24	42

Category	# Servicecalls Closed	Before Deadline	Pct	After Deadline
Enhancement request	3,958	1,375	34.74	2,583
Request for Information	7,785	2,683	34.46	5,102
Suggestion	7,698	2,605	33.84	5,093
Incident	7,576	2,511	33.14	5,065

Priority	# Servicecalls Closed	Before Deadline	Pct	After Deadline
Medium	4,116	1,418	34.45	2,698
Critical	4,221	1,448	34.30	2,773
Serious	4,082	1,400	34.30	2,682
Low	4,102	1,406	34.28	2,696
None	4,186	1,422	33.97	2,764
Unknown	4,190	1,383	33.01	2,807
Escalated	2,120	697	32.88	1,423

Organization	# Servicecalls Closed	Before Deadline	Pct	After Deadline
HP Openview Performance I...	3,618	1,289	35.63	2,329
HP Openview Operations	3,656	1,260	34.46	2,396
HP Openview SPIs	3,559	1,221	34.31	2,338
HP Openview SIP	1,819	620	34.08	1,199
HP Openview NNM	3,522	1,200	34.07	2,322
HP Openview IUM	3,580	1,213	33.88	2,367
Unknown	3,662	1,229	33.56	2,433
HP Openview TeMP	3,601	1,142	31.71	2,459

Weekly | Monthly | Quarterly



## Service Calls Closed on First Call

This report shows the percentage of service calls closed on the first call per classification, category, priority, and workgroup.

The user selects start and end dates for the evaluation period. The report shows service calls that were registered on or after the start date, and before the end date.

<b>Field/Drop-Down</b>	<b>Description</b>
Start Date	The start of the evaluation period.
End Date	The end of the evaluation period.
Service Calls closed table	Total number of service calls closed Number of service calls closed on first call Percentage closed on first call
Classification table	Per classification: <ul style="list-style-type: none"> <li>• Number of service calls closed</li> <li>• Number of service calls closed on first call</li> <li>• Percentage closed on first call</li> </ul>
Category table	Per category: <ul style="list-style-type: none"> <li>• Number of service calls closed</li> <li>• Number of service calls closed on first call</li> <li>• Percentage closed on first call</li> </ul>
Priority table	Per priority code: <ul style="list-style-type: none"> <li>• Number of service calls closed</li> <li>• Number of service calls closed on first call</li> <li>• Percentage closed on first call</li> </ul>
Organization table	Per organization: <ul style="list-style-type: none"> <li>• Number of service calls closed</li> <li>• Number of service calls closed on first call</li> <li>• Percentage closed on first call</li> </ul>
Tabbed area with bar charts	Number of service calls closed on first call at weekly, monthly or quarterly intervals (where applicable) within the evaluation period.

# Service Desk

## Help Desk

### Servicecalls Closed on First Call

This report shows the percentage of servicecalls closed on the first call (with a creation time between the Start and End dates selected) per classification, category, priority and workgroup. Select dates for start and end periods. Start Date <= Registration Time < End Date



Start Date:  End Date:

# Servicecalls Closed	# Closed on 1st Call	Pct
27,017	785	2.91

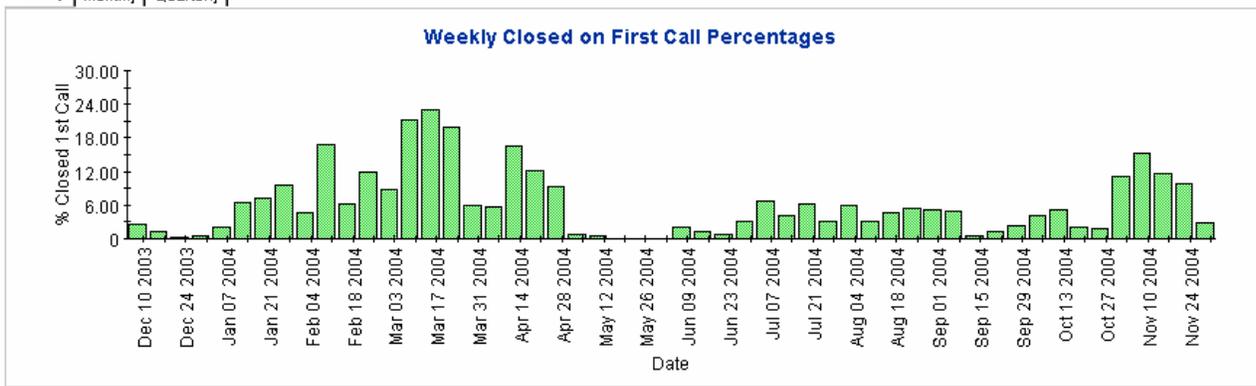
Classification	# Servicecalls Closed	# Closed on 1st Call	Pct
OLE Link option	106	3	2.83
Check scanned data	104	2	1.92
Auditing, Error Logs, etc.	102	1	0.98
External Applications	101	2	1.98
Overview of Org.	100	4	4.00
ITO 5 Service Navigator Interf	99	4	4.04
Multi rec. report Emp.	98	5	5.10
Workorders multi rec.	98	4	4.08
Open Probl. by Spec.	97	2	2.06
Legacy software (ITSM, Task...	96	1	1.04
Maintenance screen specialist	96	4	4.17
Quantity CI by classification	96	3	3.12
ADI PROBLEM	95	5	5.26

Category	# Servicecalls Closed	# Closed on 1st Call	Pct
Request for Information	7,785	228	2.93
Suggestion	7,698	231	3.00
Incident	7,576	224	2.96
Enhancement request	3,958	102	2.58

Priority	# Servicecalls Closed	# Closed on 1st Call	Pct
Critical	4,221	120	2.84
Unknown	4,190	124	2.96
None	4,186	111	2.65
Medium	4,116	121	2.94
Low	4,102	113	2.75
Serious	4,082	131	3.21
Escalated	2,120	65	3.07

Organization	# Servicecalls Closed	# Closed on 1st Call	Pct
Unknown	3,662	103	2.81
HP Openview Operations	3,656	111	3.04
HP Openview Performance Insi...	3,618	99	2.74
HP Openview TeMIP	3,601	118	3.28
HP Openview IUM	3,580	95	2.65
HP Openview SPIs	3,559	109	3.06
HP Openview NNM	3,522	101	2.87
HP Openview SIP	1,819	49	2.69

Weekly | Monthly | Quarterly



## Service Calls Details

This report shows the service call records which have been received for reporting and processing by the warehouse system.

The user selects start and end dates for the evaluation period. The user can also set filters to reduce the selection and find specific cases. The primary table displays a limited set of rows (defaulted to 500 at most) and the lower table provides further details for the selected item.

<b>Field/Drop-Down</b>	<b>Description</b>
Start Date	The date the evaluation period started.
End Date	The date the evaluation period ended.
Choose Category	Limits the report to service calls in the selected category.
Choose Classification	Limits the report to service calls with the selected classification.
Choose Workgroup	Limits the report to service calls for the selected workgroup.
Choose Priority	Limits the report to service calls with the selected priority code.
Choose Closure Code	Limits the report to service calls with the selected closure code.
Choose Impact	Limits the report to service calls with the selected impact.
Choose Organization	Limits the report to service calls for the selected organization.
Change details	Details of the service calls which meet the selected parameters. Select an object for further details.
Further details	Further details of the selected object.

# Service Desk

## Help Desk

### Servicecalls Details

This report shows the servicecall records which have been received for reporting and processing by the warehouse system. Use the filters to reduce the selection and find specific cases. The primary table displays a limited set of rows (defaulted to 500 at most) and the lower table provides further details for the selected item.



Start Date

Mon Nov 01 2004

Choose Category

End Date

Mon Dec 06 2004

Choose Classification

Choose Workgroup

Choose Priority

Choose Closure Code

Choose Impact

Choose Organization

#### Servicecall Details

Only Recent Servicecalls Will Be Available

Modification Time	Caller Org Name	Category Name	Workgroup Name	Classificatio
Sun, Dec 5 4:17 PM	HP Openview NNM	Request for Information	RFC Assessment Team	Customer satisfaction
Sun, Dec 5 4:07 PM	HP Openview TeMIP	Incident	Migration project team	Configurable Extractor
Sun, Dec 5 4:07 PM	HP Openview IUM	Request for Information	Unknown	EIDK addprog
Sun, Dec 5 4:07 PM	HP Openview Operations	Request for Information	Unknown	Print change workorders
Sun, Dec 5 4:07 PM	HP Openview Performance Insight	Enhancement request	Documentation	Prob. by group
Sun, Dec 5 4:07 PM	HP Openview NNM	Suggestion	Test & Quality Assurance	[select a classification code]
Sun, Dec 5 4:07 PM	HP Openview SIP	Suggestion	Documentation	Search Prob.
Sun, Dec 5 4:06 PM	HP Openview SPis	Suggestion	Design	Maintenance unique Cl nrs.
Sun, Dec 5 4:06 PM	HP Openview Performance Insight	Request for Information	Integration project team	Prob. (multi rec.)
Sun, Dec 5 4:06 PM	HP Openview NNM	Incident	Unknown	Maintenance Appointments
Sun, Dec 5 4:06 PM	HP Openview Operations	Suggestion	Test & Quality Assurance	Maintenance messages
Sun, Dec 5 4:06 PM	HP Openview TeMIP	Enhancement request	Change Advisory Board	Not applicable
Sun, Dec 5 4:06 PM	HP Openview SPis	Enhancement request	Current Products	Prob. by group
Sun, Dec 5 4:06 PM	HP Openview Operations	Incident	Migration project team	Main screen escal. / proc.
Sun, Dec 5 4:00 PM	Unknown	Suggestion	Current Products	Open Probl. helpdesk
Sun, Dec 5 3:58 PM	HP Openview IUM	Suggestion	Integration project team	Archived change
Sun, Dec 5 3:55 PM	HP Openview TeMIP	Suggestion	Integration project team	Main scr. stand. workorders
Sun, Dec 5 3:44 PM	HP Openview NNM	Suggestion	Design	Open Probl. by Spec.
Sun, Dec 5 3:18 PM	HP Openview TeMIP	Incident	Current Products	Performance
Sun, Dec 5 2:19 PM	HP Openview SIP	Request for Information	Migration project team	Service call Replication
Sun, Dec 5 2:17 PM	Unknown	Suggestion	Change Advisory Board	Archive problems
Sun, Dec 5 2:16 PM	HP Openview SPis	Incident	Documentation	Default progress monitor

#### Further Details for the Selected Item

Folder Name	Creation Date	Deadline Date	Actual Duration in hours	Workgroup Searchcode
Development	Sun, Dec 5 4:03 PM		0.00	Unknown



## Service Calls by Closure Code

This report shows the total number of service calls in the selected category with a further breakdown by closure code.

The user selects start and end dates for the evaluation period. The report shows service calls that were registered on or after the start date, and before the end date.

<b>Field</b>	<b>Description</b>
Start Date	The date the evaluation period started.
End Date	The date the evaluation period ended.
Drill-down category table	Per category: <ul style="list-style-type: none"><li>• Number of service calls</li><li>• Number of service calls closed before deadline</li><li>• Percentage of service calls closed before deadline</li><li>• Number of service calls closed after deadline</li></ul> Click the drill icon to display information for a particular category.
Total service calls table	Number of service calls closed before deadline Total number of service calls Percentage of service calls closed before deadline Number of service calls closed after deadline
Closure code table	Number of service calls per closure code in the selected category.
Tabbed area with bar charts	Number of service calls closed before deadline at weekly, monthly or quarterly intervals (where applicable) within the evaluation period and in the selected category.

# Service Desk

## Help Desk

### Servicecalls by Closure Code

This report shows the total number of servicecalls (with a creation time between the Start and End dates selected) for the selected category per closure code. Select dates for start and end periods.  
Start Date <= Registration Time < End Date



Start Date

Mon Dec 08 2003

End Date

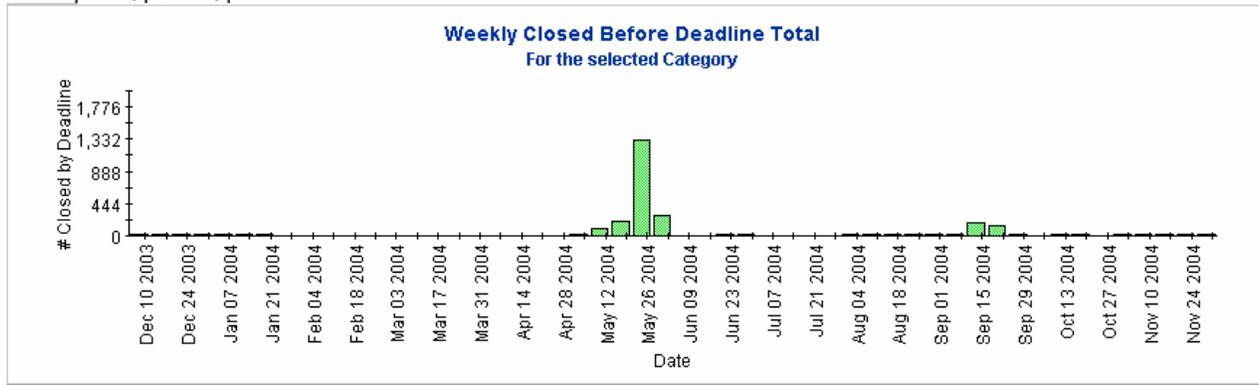
Mon Dec 06 2004

Category	# Servicecalls	Before	Pct	After
Request for Information	7,785	2,683	34.46	5,102
Suggestion	7,698	2,605	33.84	5,093
Incident	7,576	2,511	33.14	5,065
Enhancement request	3,958	1,375	34.74	2,583

Closed Before Deadline	# Servicecalls Closed	Pct	Closed After Deadline
9,174	27,017	33.96	17,843

Closure Code	# Servicecalls
Solved in WEBConnect 5.6.2	110
Solved in ITSM 512 patch 04	108
Solved in WEBConnect 1.6.3	107
Solved in ITSM 5.7 patch 04	106
Solved in ITSM 5.7 patch 05	106
Solved in Service Desk 3.0 SP3	104
Related to Change	102

Weekly | Monthly | Quarterly



## Incoming Service Calls (History)

This report shows the total number of service calls per classification, category, priority and organization.

The user selects start and end dates for the evaluation period. The report shows service calls that were registered on or after the start date, and before the end date.

<b>Field/Drop-Down</b>	<b>Description</b>
Start Date	The date the evaluation period started.
End Date	The date the evaluation period ended.
Service Calls table	Total number of service calls opened.
Classification table	Number of service calls opened per classification.
Category table	Number of service calls opened per category.
Priority table	Number of service calls opened per priority code.
Organization table	Number of service calls opened per organization.
Tabbed area with bar charts	Percentage of service calls opened at weekly, monthly or quarterly intervals (where applicable) within the evaluation period.



# Help Desk

## Total Incoming Servicecalls (Historical)

Start Date

End Date

Mon Dec 08 2003

Mon Dec 06 2004

# Servicecalls Opened  
**1,151**

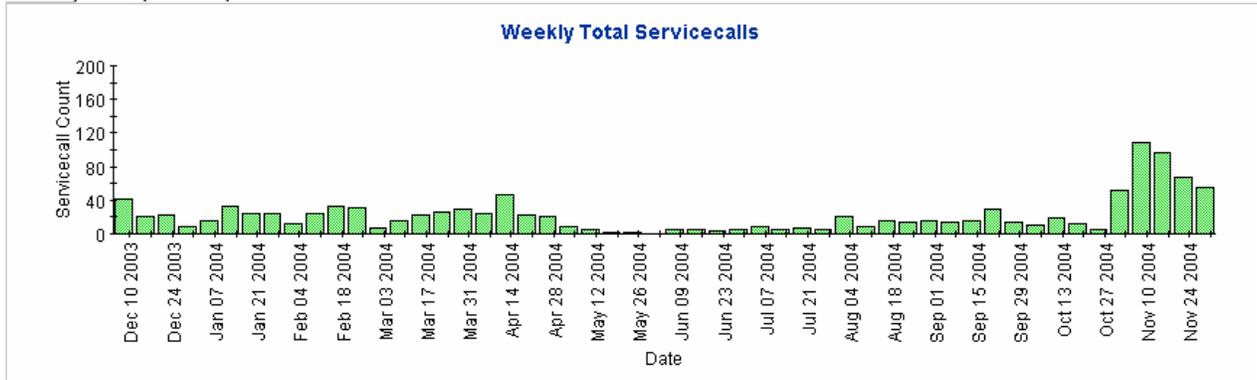
Classification	# Servicecalls Opened
Integration (Email, LDAP, ManageX, NNM, Ra...	10
API_CODES	9
API_CONFIGURATION	8
CMDB explorer	8
API_PROBLEM	8
Rule Manager	8
Search archived SC	8
Timezones	8
Search CI	8
Quantity of SC by CI supplier	8
API_SERVICECALL	7
Default progress monitor	7
Maintenance category & code	7
Open SC	7

Category	# Servicecalls Opened
Incident	343
Request for Information	327
Suggestion	317
Enhancement request	164

Priority	# Servicecalls Opened
Serious	189
Critical	182
Unknown	181
None	170
Medium	168
Low	163
Escalated	98

Organization	# Servicecalls Opened
HP Openview TeMIP	168
HP Openview SPIs	167
Unknown	162
HP Openview Operations	156
HP Openview NNM	154
HP Openview IUM	142
HP Openview Performance Insight	135
HP Openview SIP	67

Weekly | Monthly | Quarterly



## Incoming Service Calls (Recent)

This report shows the total number of service calls per classification, category, priority and workgroup.

The user selects start and end dates and times for the evaluation period. The report shows service calls that were registered on or after the start date and time, and before the end date and time.

<b>Field</b>	<b>Description</b>
Start Date	The start of the evaluation period.
End Date	The end of the evaluation period.
Start Hour field	The start time of the evaluation period.
End Hour field	The end time of the evaluation period.
Service Calls table	Total number of service calls opened.
Classification table	Number of service calls opened per classification.
Category table	Number of service calls opened per category.
Priority table	Number of service calls opened per priority code.
Organization table	Number of service calls opened per organization.
Tabbed area with bar charts	Number of service calls opened at hourly or daily intervals (where applicable) within the evaluation period.

# Service Desk

## Help Desk

This report shows the total number of servicecalls (with a creation time between the Start and End dates selected) per classification, category, priority and workgroup. Select dates for start and end periods. Start Hour <= Registration Time < End Hour



### Total Incoming Servicecalls (Recent)

Start Date:  End Date:   
 Start Hour:  End Hour:

**# Servicecalls Opened**  
**55**

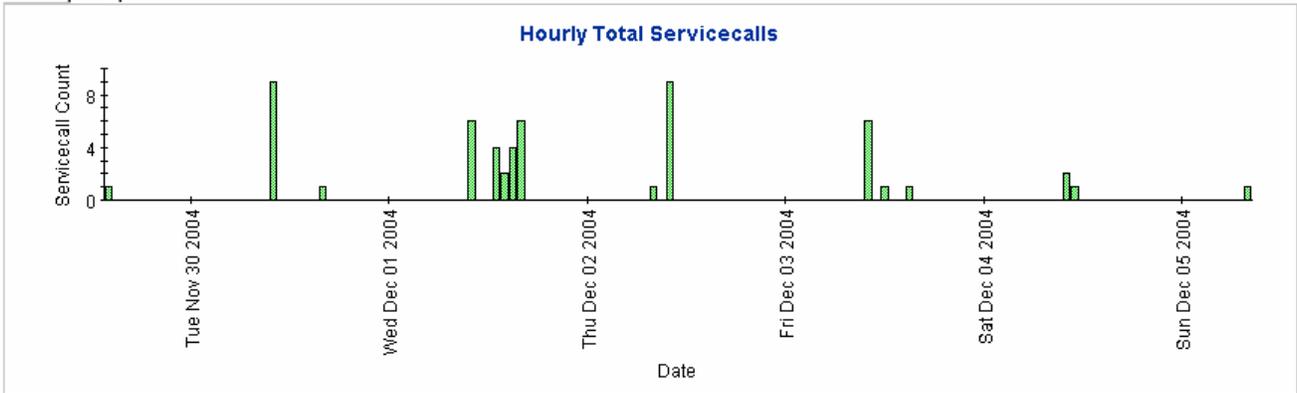
Classification	# Servicecalls Opened
API_CONFIGURATION	2
Event configuration	2
Legacy software (ITSM, TaskManager, WEB...	2
SC by group	2
API_SERVICECALL	1
Application Server	1
Archived change	1
Archived problem overview	1
Authorisation menu acces	1
Extractor Developers Kit	1
General	1
Open Probl. helpdesk	1
Multi rec. report Emp.	1
Maintenance Timexones	1

Category	# Servicecalls Opened
Request for Information	17
Suggestion	17
Incident	13
Enhancement request	8

Priority	# Servicecalls Opened
Serious	11
Critical	10
None	9
Unknown	9
Low	8
Medium	6
Escalated	2

Organization	# Servicecalls Opened
HP Openview IUM	10
HP Openview TeMIP	10
HP Openview Operations	9
HP Openview Performance Insight	7
Unknown	6
HP Openview NNM	5
HP Openview SPIs	5
HP Openview SIP	3

Hourly | Daily





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# 8 Help Desk: Incidents

## Administration

- Configuration and Logging Report

## Incidents

- Average Duration of Incidents
- Incidents by Category
- Incidents by Classification
- Incidents Closed Before Deadline by Category
- Incidents Closed by Deadline
- Incidents Closed on First Call
- Incident Details
- Incidents by Closure Code
- Incoming Incidents (History)
- Incoming Incidents (Recent)

## Scheduling Reports

For details about using the Web Access Server to schedule reports, see [Appendix F, Scheduling Reports](#).



# Configuration and Logging

This report displays configuration information relating to Service Desk Reporting data import. It lists the most recent log table entries for report packs internal procedures. The report is limited to the 200 most recent entries.

Field/Drop-Down List	Description
Current logging level	Options (in any combination): <ul style="list-style-type: none"> <li>• Error</li> <li>• Warning</li> <li>• Information</li> </ul>
Log entry	Time the log entry was created Component to which the log entry refers Message

## Service Desk

### Help Desk

### Configuration and Logging

This report displays configuration information relating to Service Desk Reporting data import, it lists the most recent log table entries for ReportPack internal procedures. The report is limited to the 200 most recent entries.



#### Current Logging Level: Errors, Warnings and Info

#### ReportPack Log Entries (most recent first)

Time	Component	Message
Tue Dec 07 12:30 PM	ServD_Problems_map_p	Info: 5948 rows inserted
Tue Dec 07 12:30 PM	ServD_Problems_map_p	Info: 5948 rows in datapipe table
Tue Dec 07 12:26 PM	ServD_Servicecalls_map_p	Info: 32679 rows inserted
Tue Dec 07 12:25 PM	ServD_Servicecalls_map_p	Info: 32679 rows in datapipe table
Tue Dec 07 12:24 PM	ServD_Incidents_map_p	Info: 539 rows inserted
Tue Dec 07 12:24 PM	ServD_Incidents_map_p	Info: 539 rows in datapipe table

## Average Duration of Incidents

This report shows the average duration of incidents in days per classification, category, priority and workgroup. Once you select start and end dates for the evaluation period, the report shows incidents that were registered on or after the start date, and before the end date.

<b>Field/Drop-Down List</b>	<b>Description</b>
Start Date field	Drop-down list. The start date of the evaluation period.
End Date field	Drop-down list. The end date of the evaluation period.
Total incidents table	Total number of incidents and average duration (in days).
Classification table	Number of incidents and average duration per classification.
Category table	Number of incidents and average duration per category.
Priority table	Number of incidents and average duration per priority code.
Tabbed area with bar charts	Average duration of incidents at weekly, monthly or quarterly intervals (where applicable) within the evaluation period.

# Service Desk

## Help Desk

This report shows the average duration of incidents in days (with a creation time between the Start and End dates selected) per classification, category, priority and workgroup. Choose a day for start and end periods. Start Date <= Registration Time < End Date



### Average Duration of Incidents

Start Date

End Date

Thu Dec 11 2003

Mon Dec 06 2004

# Incidents

500

Average Duration (days)

5.55

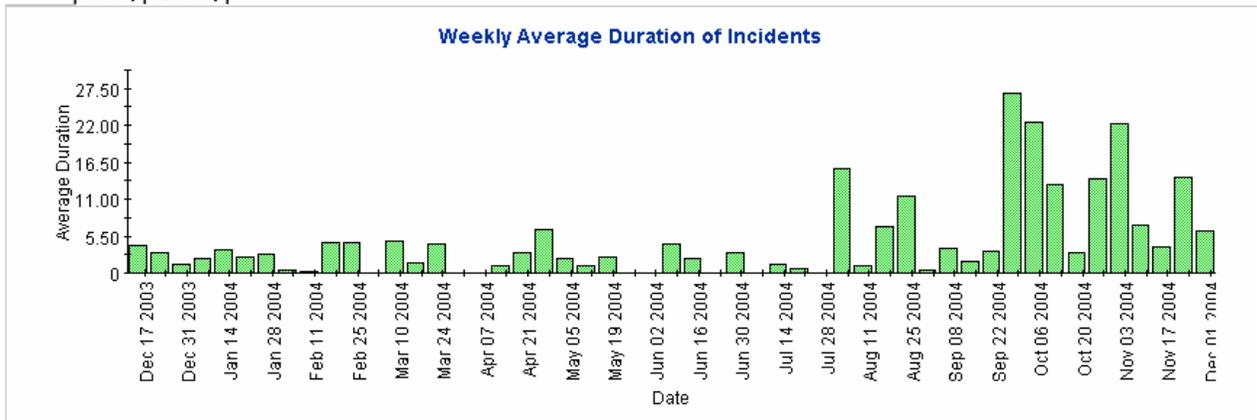
Classification	# Incidents	Avg
Workorder module	34	13.86
General	42	7.36
Additional software	35	6.90
Error in documentation	38	6.68
Interface standards	19	6.35
Platform port	32	6.23
Unknown	33	6.06
Configuration manager	39	5.02
Cost Manager	43	4.50
Report manager	34	4.37
System documentation	39	3.28
System administration	29	3.21
Integration	33	3.17
Problem manager	34	2.64

Category	# Incidents	Avg
Unknown	29	10.83
Confirmed for release	58	8.99
Proposed for release	51	8.22
Planned for release	54	5.91
Cancelled	45	4.99
Cust. Specific Customization	55	4.82
Change Advisory Board decision	65	3.97
Early NewFeature Customization	46	3.52
Change manager decision	57	3.25
Upgrade of customization	40	2.60

Priority	# Incidents	Avg
Medium	78	8.65
None	62	6.60
Escalated	70	6.02
Low	94	5.42
Serious	71	4.76
Unknown	44	4.68
Critical	81	2.65

Organization	# Incidents	Avg
HP Openview NNM	68	10.36
HP Openview SIP	33	9.48
HP Openview IUM	64	7.12
HP Openview SPLs	66	5.64
HP Openview Performance Insight	73	5.15
Unknown	52	3.75
HP Openview TeMIP	70	2.81
HP Openview Operations	74	2.16

Weekly | Monthly | Quarterly



## Incidents by Category

This report shows the total number of incidents in the selected category with a further breakdown by impact, priority and classification. Once you select start and end dates for the evaluation period, the report shows incidents that were registered on or after the start date, and before the end date.

<b>Field/Drop-Down List</b>	<b>Description</b>
Start Date	The start of the evaluation period.
End Date	The end of the evaluation period.
Drill-down category table	Number of incidents per category. Click the drill icon to display information for a particular category.
Incidents table	Total number of incidents.
Impact table	Number of incidents opened per impact code in the selected category.
Priority table	Number of incidents opened per priority code in the selected category.
Classification table	Number of incidents opened per classification in the selected category.
Tabbed area with bar charts	Number of incidents at weekly, monthly or quarterly intervals (where applicable) within the evaluation period and in the selected category.

# Service Desk

## Help Desk

### Incidents by Category

This report shows the total number of incidents (with a creation time between the Start and End dates selected) for the selected category per impact, priority and classification. Select dates for start and end periods. Start Date <= Registration Time < End Date



Start Date

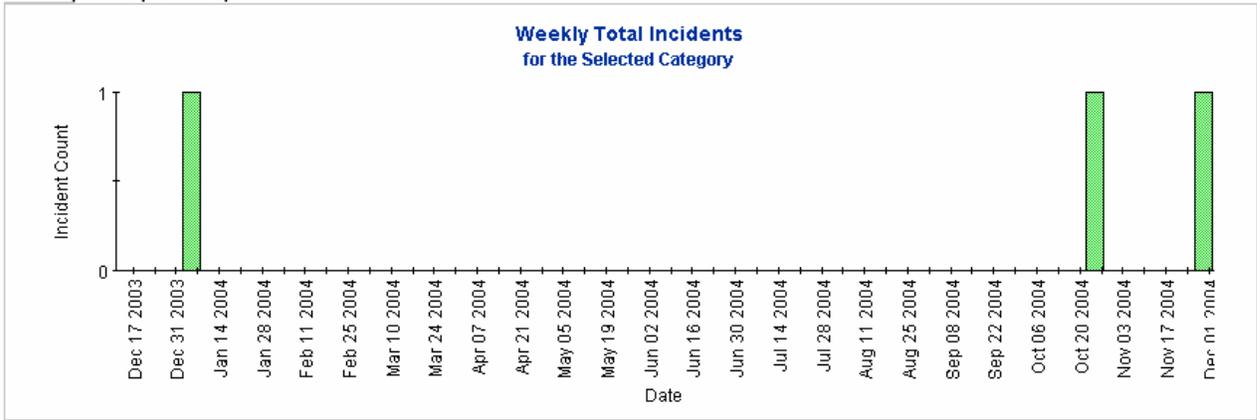
End Date

Category	# Incidents Opened
Cancelled	3
Unknown	2
Change Advisory Board decision	2
Change manager decision	2
Planned for release	2
Upgrade of customization	2
Confirmed for release	2
Early NewFeature Customization	1
Proposed for release	1

# Incidents Opened  
**17**

Impact	# Incidents Opened	Priority	# Incidents Opened	Classification	# Incidents Opened
High (Department affected)	2	Critical	1	Report manager	1
Unknown	1	Low	1	System documentation	1
		Serious	1	Workorder module	1

Weekly | Monthly | Quarterly



## Incidents by Classification

This report shows the total number of incidents with the selected classification, with a further breakdown by category. By selecting start and end dates for the evaluation period, you limit the report to incidents that were registered on or after the start date, and before the end date.

<b>Field/Drop-Down List</b>	<b>Description</b>
Start Date	The start of the evaluation period.
End Date	The end of the evaluation period.
Incidents table	Total number of incidents.
Drill-down classification table	Number of incidents per classification. Click the drill icon to display information for a particular classification.
Category table	Number of incidents per category with the selected classification.
Tabbed area with bar charts	Number of incidents at weekly, monthly or quarterly intervals (where applicable) within the evaluation period and with the selected classification.

# Service Desk Help Desk

This report shows the total number of incidents (with a creation time between the Start and End dates selected) for the selected classification with a further break down by category. Select dates for start and end periods. Start Date <= Registration Time < End Date



## Incidents by Classification

Start Date

Thu Dec 11 2003

End Date

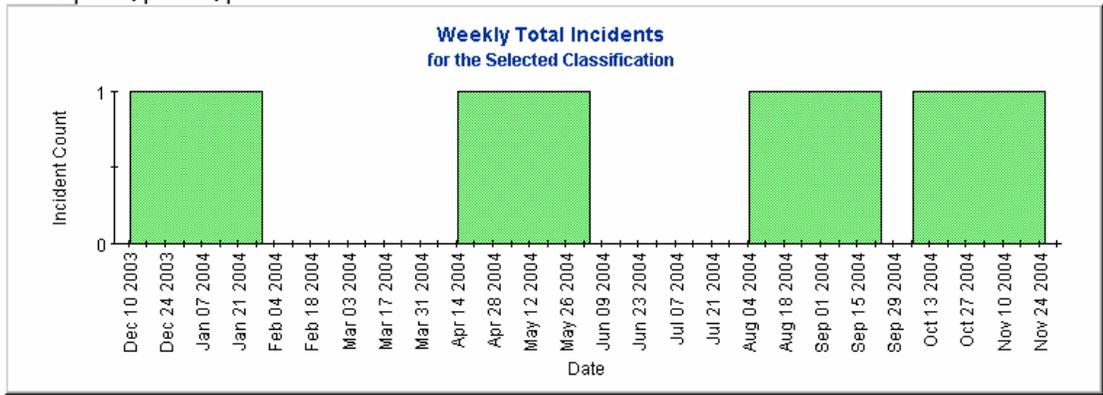
Mon Dec 06 2004

**# Incidents Opened**  
17

Classification	# Incidents Opened
General	4
Unknown	2
Report manager	2
Workorder module	2
Error in documentation	2
Additional software	1
System documentation	1
Platform port	1
Cost Manager	1
Document Requirements	1

for the selected Classification	
Category	# Incidents Opened
Unknown	1
Change Advisory Board decision	1
Proposed for release	1
Upgrade of customization	1

Weekly | Monthly | Quarterly



## Incidents Closed before Deadline by Category

This report shows the total number of incidents closed before the deadline in the selected category, with a further breakdown by closure code. The user selects start and end dates for the evaluation period. The report shows incidents that were registered on or after the start date, and before the end date.

<b>Field/Drop-Down List</b>	<b>Description</b>
Start Date	The start of the evaluation period.
End Date	The end of the evaluation period.
Incidents closed table	Total number of incidents closed Number of incidents closed before deadline Percentage closed before deadline Number closed after deadline
Drill-down category table	Per category: <ul style="list-style-type: none"><li>• Number of incidents closed</li><li>• Number of incidents closed before deadline</li><li>• Percentage closed before deadline</li><li>• Number closed after deadline</li></ul> Click the drill icon to display information for a particular category.
Closure code table	Per closure code in the selected category: <ul style="list-style-type: none"><li>• Number of incidents closed</li><li>• Number of incidents closed before deadline</li><li>• Percentage closed before deadline</li><li>• Number closed after deadline</li></ul>
Tabbed area with bar charts	Number of incidents closed before deadline at weekly, monthly or quarterly intervals (where applicable) within the evaluation period and in the selected category.



# Service Desk

## Help Desk

This report shows the percentage of incidents closed before the deadline (with a creation time between the Start and End dates selected) for the selected category and closure code. Select dates for start and end periods. Start Date <= Registration Time < End Date



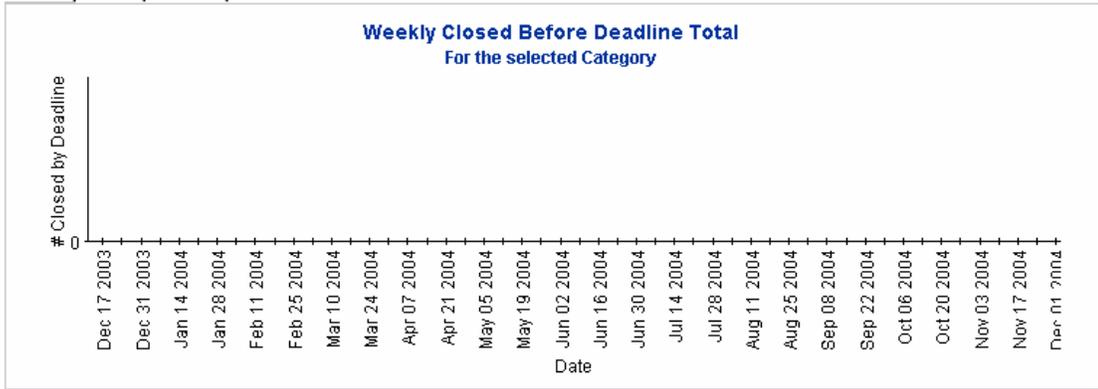
### Incidents Closed Before Deadline by Category

Start Date:  End Date:

# Incidents Closed	Closed Before Deadline	Pct	Closed After Deadline
500		0.00	500

Category	# Incidents	Before	Pct	After	for the selected Category		
					Closure Code	# Incidents	Before
Change Advisory Board decisi...	65		0.00	65	Implemented	6	
Confirmed for release	58		0.00	58	IT Service Manager 5.2	6	
Change manager decision	57		0.00	57	Solved in Service Desk 4.0 SP4	6	
Cust. Specific Customization	55		0.00	55	Solved in Service Desk 4.5 SP3	6	
Planned for release	54		0.00	54	Solved in Service Desk 4.5 SP2	6	
Proposed for release	51		0.00	51	Solved in Service Desk 4.0 SP5	5	
Early NewFeature Customization	46		0.00	46	IT Service Manager 6.0	4	
Cancelled	45		0.00	45	Solved in customization(patch)	4	
Upgrade of customization	40		0.00	40	Solved in Service Desk 4.5 SP4	4	
Unknown	29		0.00	29	Unknown	3	
					Solved in Service Desk 4.5	3	
					IT Service Manager 5.1	3	

Weekly | Monthly | Quarterly



## Incidents Closed before Deadline

This report shows the percentage of incidents closed before the deadline per classification, category, priority and workgroup. By selecting start and end dates for the evaluation period, you limit the report to incidents that were registered on or after the start date, and before the end date.

<b>Field/Drop-Down List</b>	<b>Description</b>
Start Date	The start of the evaluation period.
End Date	The end of the evaluation period.
Incidents closed table	Total number of incidents closed Number of incidents closed before deadline Percentage closed before deadline Number closed after deadline
Classification table	Per classification: <ul style="list-style-type: none"> <li>• Number of incidents closed</li> <li>• Number of incidents closed before deadline</li> <li>• Percentage closed before deadline</li> <li>• Number closed after deadline</li> </ul>
Category table	Per category: <ul style="list-style-type: none"> <li>• Number of incidents closed</li> <li>• Number of incidents closed before deadline</li> <li>• Percentage closed before deadline</li> <li>• Number closed after deadline</li> </ul>
Priority table	Per priority code: <ul style="list-style-type: none"> <li>• Number of incidents closed</li> <li>• Number of incidents closed before deadline</li> <li>• Percentage closed before deadline</li> <li>• Number closed after deadline</li> </ul>
Organization table	Per organization: <ul style="list-style-type: none"> <li>• Number of incidents closed</li> <li>• Number of incidents closed before deadline</li> <li>• Percentage closed before deadline</li> <li>• Number closed after deadline</li> </ul>
Tabbed area with bar charts	Number of incidents closed before deadline at weekly, monthly or quarterly intervals (where applicable) within the evaluation period.

# Service Desk

## Help Desk

This report shows the percentage of incidents closed before the deadline (with a creation time between the Start and End dates selected) per classification, category, priority and workgroup. Select dates for start and end periods. Start Date <= Registration Time < End Date



### Incidents Closed Before Deadline

Start Date: Thu Dec 11 2003  
 End Date: Mon Dec 06 2004

# Incidents Closed	Closed Before Deadline	Pct	Closed After Deadline
500	0	0.00	500

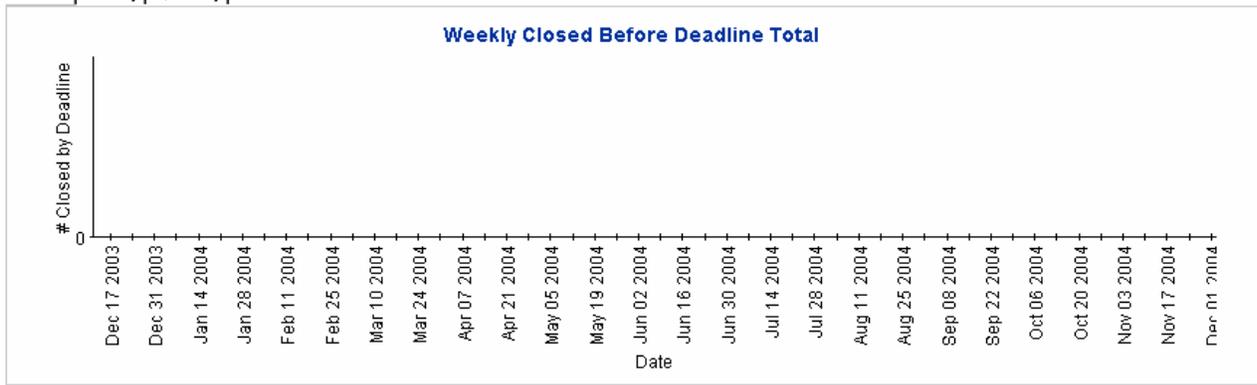
Classification	# Incidents Closed	Before Deadline	Pct	After Deadline
Cost Manager	43	0	0.00	43
General	42	0	0.00	42
Configuration manager	39	0	0.00	39
System documentation	39	0	0.00	39
Error in documentation	38	0	0.00	38
Additional software	35	0	0.00	35
Report manager	34	0	0.00	34
Workorder module	34	0	0.00	34
Integration	33	0	0.00	33
Unknown	33	0	0.00	33
Platform port	32	0	0.00	32
System administration	29	0	0.00	29
Document Requirements	26	0	0.00	26

Category	# Incidents Closed	Before Deadline	Pct	After Deadline
Change Advisory Board deci...	65	0	0.00	65
Confirmed for release	58	0	0.00	58
Change manager decision	57	0	0.00	57
Cust. Specific Customization	55	0	0.00	55
Planned for release	54	0	0.00	54
Proposed for release	51	0	0.00	51
Early NewFeature Customiza...	46	0	0.00	46
Cancelled	45	0	0.00	45
Upgrade of customization	40	0	0.00	40
Unknown	29	0	0.00	29

Priority	# Incidents Closed	Before Deadline	Pct	After Deadline
Low	94	0	0.00	94
Critical	81	0	0.00	81
Medium	78	0	0.00	78
Serious	71	0	0.00	71
Escalated	70	0	0.00	70
None	62	0	0.00	62
Unknown	44	0	0.00	44

Organization	# Incidents Closed	Before Deadline	Pct	After Deadline
HP Openview Operations	74	0	0.00	74
HP Openview Performance I...	73	0	0.00	73
HP Openview TeMIP	70	0	0.00	70
HP Openview NNM	68	0	0.00	68
HP Openview SPIs	66	0	0.00	66
HP Openview IUM	64	0	0.00	64
Unknown	52	0	0.00	52
HP Openview SIP	33	0	0.00	33

Weekly | Monthly | Quarterly



## Incidents Closed on First Call

This report shows the percentage incidents closed on the first call per classification, category, priority and workgroup. By selecting start and end dates for the evaluation period, you limit the report to incidents that were registered on or after the start date, and before the end date.

<b>Field/Drop-Down List</b>	<b>Description</b>
Start Date	The start of the evaluation period.
End Date	The end of the evaluation period.
Incidents closed table	Total number of incidents closed Number of incidents closed on first call Percentage closed on first call
Classification table	Per classification: <ul style="list-style-type: none"><li>• Number of incidents closed</li><li>• Number of incidents closed on first call</li><li>• Percentage closed on first call</li></ul>
Category table	Per category: <ul style="list-style-type: none"><li>• Number of incidents closed</li><li>• Number of incidents closed on first call</li><li>• Percentage closed on first call</li></ul>
Priority table	Per priority code: <ul style="list-style-type: none"><li>• Number of incidents closed</li><li>• Number of incidents closed on first call</li><li>• Percentage closed on first call</li></ul>
Organization table	Per organization: <ul style="list-style-type: none"><li>• Number of incidents closed</li><li>• Number of incidents closed on first call</li><li>• Percentage closed on first call</li></ul>
Tabbed area with bar charts	Number of incidents closed on first call at weekly, monthly or quarterly intervals (where applicable) within the evaluation period.

# Service Desk

## Help Desk

### Incidents Closed on First Call

This report shows the percentage of incidents closed on the first call (with a creation time between the Start and End dates selected) per classification, category, priority and workgroup. Select dates for start and end periods. Start Date <= Registration Time < End Date



Start Date:  End Date:

# Incidents Closed	# Closed on 1st Call	Pct
500	4	0.80

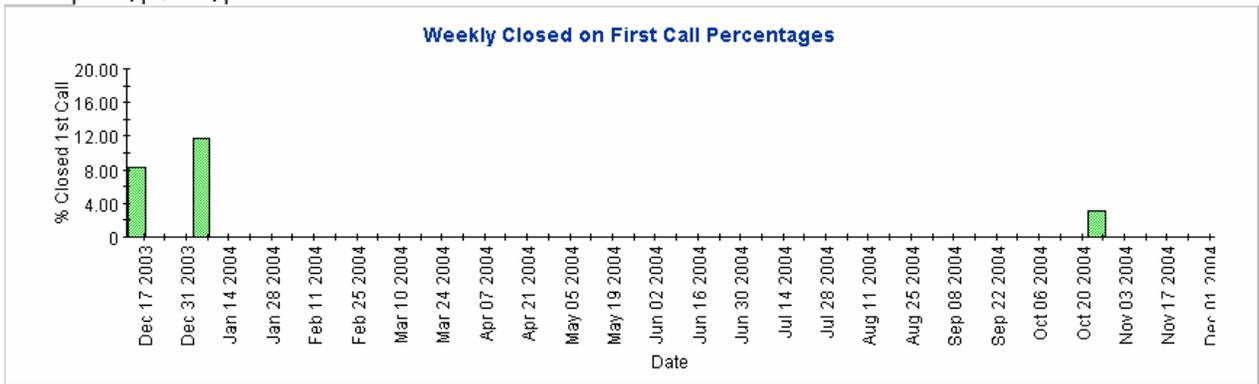
Classification	# Incidents Closed	# Closed on 1st Call	Pct
Cost Manager	43	0	0.00
General	42	1	2.38
Configuration manager	39	0	0.00
System documentation	39	0	0.00
Error in documentation	38	0	0.00
Additional software	35	0	0.00
Report manager	34	1	2.94
Workorder module	34	2	5.88
Integration	33	0	0.00
Unknown	33	0	0.00
Platform port	32	0	0.00
System administration	29	0	0.00
Document Requirements	26	0	0.00

Category	# Incidents Closed	# Closed on 1st Call	Pct
Change Advisory Board decision	65	2	3.08
Confirmed for release	58	0	0.00
Change manager decision	57	0	0.00
Cust. Specific Customization	55	0	0.00
Planned for release	54	0	0.00
Proposed for release	51	0	0.00
Early NewFeature Customization	46	1	2.17
Cancelled	45	1	2.22
Upgrade of customization	40	0	0.00
Unknown	29	0	0.00

Priority	# Incidents Closed	# Closed on 1st Call	Pct
Low	94	0	0.00
Critical	81	1	1.23
Medium	78	1	1.28
Serious	71	0	0.00
Escalated	70	0	0.00
None	62	1	1.61
Unknown	44	1	2.27

Organization	# Incidents Closed	# Closed on 1st Call	Pct
HP Openview Operations	74	0	0.00
HP Openview Performance Insi...	73	1	1.37
HP Openview TeMIP	70	0	0.00
HP Openview NNM	68	0	0.00
HP Openview SPIs	66	2	3.03
HP Openview IUM	64	0	0.00
Unknown	52	0	0.00
HP Openview SIP	33	1	3.03

Weekly | Monthly | Quarterly



## Incidents Details

This report shows the incident records which have been received for reporting and processing by the warehouse system. The user selects start and end dates for the evaluation period. The user can also set filters to reduce the selection and find specific cases. The primary table displays a limited set of rows (defaulted to 500 at most) and the lower table provides further details for the selected item.

<b>Field/drop Down List</b>	<b>Description</b>
Start Date	The start of the evaluation period.
End Date	The end of the evaluation period.
Choose Category	Limit the report to incidents in the selected category.
Choose Classification	Limit the report to incidents with the selected classification.
Choose Workgroup	Limit the report to incidents for the selected workgroup.
Choose Priority	Limit the report to incidents with the selected priority code.
Choose Closure Code	Limit the report to incidents with the selected closure code.
Choose Impact	Limit the report to incidents with the selected impact.
Choose Organization	Limit the report to incidents for the selected organization.
Change details list	Details of the incidents which meet the selected parameters. Select an object for further details.
Further details list	Further details of the selected object.

# Service Desk

## Help Desk

### Incidents Details

This report shows the incident records which have been received for reporting and processing by the warehouse system. Use the filters to reduce the selection and find specific cases. The primary table displays a limited set of rows (defaulted to 500 at most) and the lower table provides further details for the selected item.



Start Date  
 Choose Category

End Date  
 Choose Classification

Choose Workgroup

Choose Priority

Choose Closure Code

Choose Impact

Choose Organization

#### Incident Details

Only Recent Incidents Will Be Available

Modification Time	Caller Org Name	Category Name	Workgroup Name	Classification Name	Pri
Sun, Dec 5 10:38 AM	HP Openview SPIs	Proposed for release	Design	Cost Manager	Med
Sat, Dec 4 9:38 PM	HP Openview Operations	Change manager decision	RFC Assessment Team	Problem manager	Escal
Sat, Dec 4 9:38 PM	HP Openview Operations	Change Advisory Board decision	Future Products	Error in documentation	Non
Sat, Dec 4 5:42 PM	HP Openview Operations	Cancelled	Migration project team	System documentation	Low
Sat, Dec 4 4:36 PM	HP Openview SPIs	Early NewFeature Customization	Interface Design team	Additional software	Se
Fri, Dec 3 1:59 PM	HP Openview NNM	Proposed for release	RFC Assessment Team	General	Escal
Fri, Dec 3 1:59 PM	HP Openview Operations	Change Advisory Board decision	Change Advisory Board	General	Low
Fri, Dec 3 1:58 PM	HP Openview Performance Insight	Planned for release	Interface Design team	Report manager	Low
Fri, Dec 3 10:27 AM	HP Openview NNM	Cancelled	Technical Marketing	Workorder module	Non
Fri, Dec 3 10:27 AM	HP Openview TeMIP	Unknown	Interface Design team	Integration	Med
Fri, Dec 3 10:06 AM	HP Openview TeMIP	Change Advisory Board decision	Technical Marketing	Document Requirements	Low
Wed, Dec 1 5:46 PM	HP Openview IUM	Planned for release	Migration project team	Integration	Low
Wed, Dec 1 8:53 AM	HP Openview TeMIP	Planned for release	Test & Quality Assurance	System administration	Non
Mon, Nov 29 11:28 AM	HP Openview SPIs	Confirmed for release	Unknown	Problem manager	Escal
Mon, Nov 29 11:28 AM	HP Openview Operations	Planned for release	Current Products	General	Se
Mon, Nov 29 11:27 AM	HP Openview TeMIP	Upgrade of customization	Future Products	System documentation	Critic
Mon, Nov 29 11:27 AM	HP Openview Performance Insight	Proposed for release	Design	Error in documentation	Unk
Sun, Nov 28 3:50 PM	HP Openview IUM	Proposed for release	Migration project team	Problem manager	Unk
Sun, Nov 28 10:47 AM	HP Openview Performance Insight	Planned for release	Unknown	Platform port	Critic
Sun, Nov 28 10:43 AM	HP Openview Operations	Cancelled	Special Projects Engineering	General	Unk
Sun, Nov 28 10:43 AM	HP Openview SIP	Confirmed for release	Special Projects Engineering	Report manager	Escal
Sun, Nov 28 10:42 AM	HP Openview TeMIP	Planned for release	Unknown	Configuration manager	Low

#### Further Details for the Selected Item

Folder Name	Creation Date	Deadline Date	Actual Duration in hours	Workgroup Searchcode
Development	Thu, Oct 14 1:37 PM		0.00	Unknown

## Incidents by Closure Code

This report shows the total number of incidents in the selected category with a further breakdown by closure code. By selecting start and end dates for the evaluation period, you can limit the report to incidents that were registered on or after the start date, and before the end date.

<b>Field/Drop-Down List</b>	<b>Description</b>
Start Date	The start of the evaluation period.
End Date	The end of the evaluation period.
Drill-down category table	Per category: <ul style="list-style-type: none"><li>• Number of incidents closed</li><li>• Number of incidents closed before deadline</li><li>• Percentage closed before deadline</li><li>• Number of incidents closed after deadline</li></ul> Click the drill icon to display information in a particular category.
Total incidents table	Total number of incidents closed before deadline Number of incidents closed Percentage closed before deadline Number of incidents closed after deadline
Closure code table	Number of incidents closed per closure code in the selected category.
Tabbed area with bar charts	Number of incidents closed before deadline at weekly, monthly or quarterly intervals (where applicable) within the evaluation period and in the selected category.



# Service Desk

## Help Desk

### Incidents by Closure Code

This report shows the total number of incidents (with a creation time between the Start and End dates selected) for the selected category per closure code. Select dates for start and end periods.  
Start Date <= Registration Time < End Date



Start Date

Thu Dec 11 2003

End Date

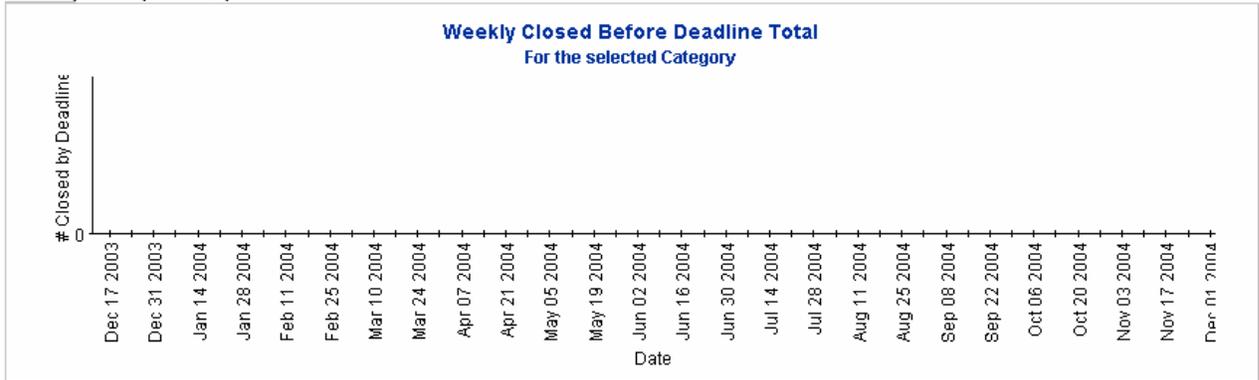
Mon Dec 06 2004

Category	# Incidents	Before	Pct	After
Change Advisory Board decisi...	65		0.00	65
Confirmed for release	58		0.00	58
Change manager decision	57		0.00	57
Cust. Specific Customization	55		0.00	55
Planned for release	54		0.00	54
Proposed for release	51		0.00	51
Early NewFeature Customization	46		0.00	46
Cancelled	45		0.00	45
Upgrade of customization	40		0.00	40
Unknown	29		0.00	29

Closed Before Deadline	# Incidents Closed	Pct	Closed After Deadline
	500	0.00	500

Closure Code	# Incidents
IT Service Manager 5.2 Implemented	6
Solved in Service Desk 4.0 SP4	6
Solved in Service Desk 4.5 SP3	6
Solved in Service Desk 4.5 SP2	6
Solved in Service Desk 4.0 SP5	5
IT Service Manager 6.0	4

Weekly | Monthly | Quarterly



## Incoming Incidents (History)

This report shows the total number of incidents per classification, category, priority and organization. By selecting start and end dates for the evaluation period, you can limit the report to incidents that were registered on or after the start date, and before the end date.

<b>Field/Drop-Down List</b>	<b>Description</b>
Start Date	The start of the evaluation period.
End Date	The end of the evaluation period.
Incidents table	Total number of incidents opened.
Classification table	Number of incidents opened per classification.
Category table	Number of incidents opened per category.
Priority table	Number of incidents opened per priority code.
Organization table	Number of incidents opened per organization.
Tabbed area with bar charts	Percentage of incidents opened at weekly, monthly or quarterly intervals (where applicable) within the evaluation period.

# Service Desk

## Help Desk

This report shows the total number of incidents (with a creation time between the Start and End dates selected) per classification, category, priority and organisation. Select dates for start and end periods. Start Date <= Registration Time < End Date



### Total Incoming Incidents (Historical)

Start Date:  End Date:

**# Incidents Opened**  
17

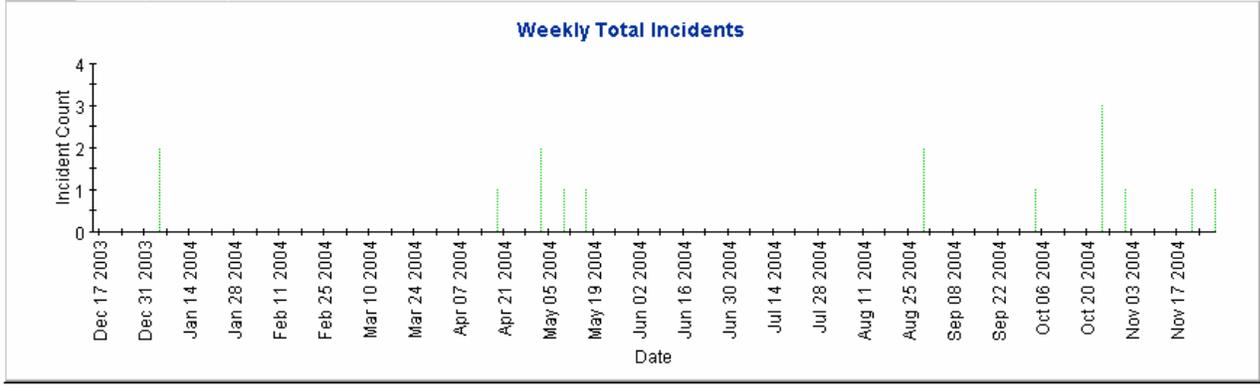
Classification	# Incidents Opened
General	4
Error in documentation	2
Report manager	2
Workorder module	2
Unknown	2
Additional software	1
System documentation	1
Platform port	1
Cost Manager	1
Document Requirements	1

Category	# Incidents Opened
Cancelled	3
Change Advisory Board decision	2
Change manager decision	2
Planned for release	2
Unknown	2
Upgrade of customization	2
Confirmed for release	2
Early NewFeature Customization	1
Proposed for release	1

Priority	# Incidents Opened
None	4
Low	3
Serious	3
Escalated	2
Unknown	2
Medium	2
Critical	1

Organization	# Incidents Opened
HP Openview Operations	5
HP Openview IUM	3
HP Openview SPIs	3
HP Openview NNM	2
HP Openview Performance Insight	2
HP Openview SIP	2

Weekly | Monthly | Quarterly



## Incoming Incidents (Recent)

This report shows the total number of incidents per classification, category, priority and workgroup. By selecting start and end dates, and start and end hours, for the evaluation period, you can limit the report to incidents that were registered on or after the start date and time, and before the end date and time.

<b>Field/Drop-Down List</b>	<b>Description</b>
Start Date	The start of the evaluation period.
End Date	The end of the evaluation period.
Start Hour	The start time of the evaluation period.
End Hour	The end time of the evaluation period.
Incidents table	Total number of incidents opened.
Classification table	Number of incidents opened per classification.
Category table	Number of incidents opened per category.
Priority table	Number of incidents opened per priority code.
Organization table	Number of incidents opened per organization.
Tabbed area with bar charts	Number of incidents opened at hourly or daily intervals (where applicable) within the evaluation period.

# Service Desk

## Help Desk

### Total Incoming Incidents (Recent)

This report shows the total number of incidents (with a creation time between the Start and End dates selected) per classification, category, priority and workgroup. Select dates for start and end periods. Start Hour <= Registration Time < End Hour



Start Date: Sun Nov 28 2004  
End Date: Mon Dec 06 2004  
Start Hour: Nov 28 10:00 AM  
End Hour: Dec 6 12:00 PM

**# Incidents Opened**  
1

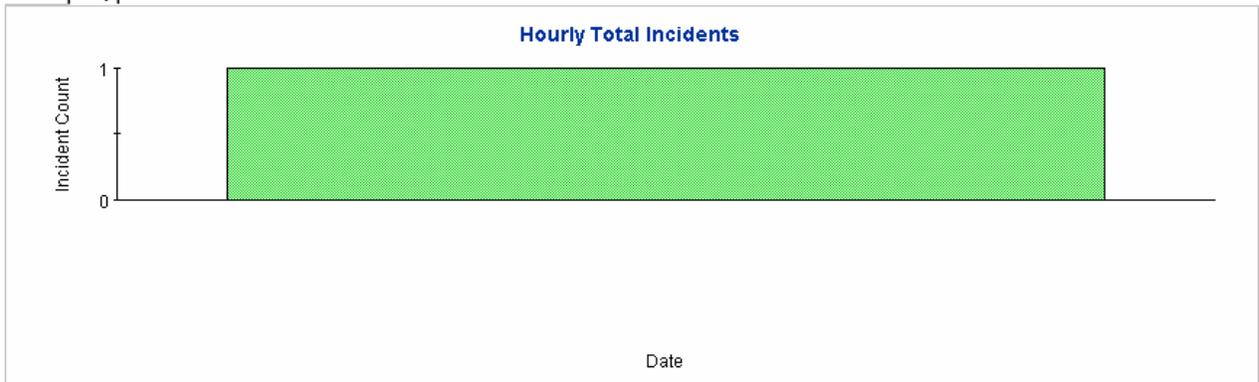
Classification	# Incidents Opened
System documentation	1

Category	# Incidents Opened
Cancelled	1

Priority	# Incidents Opened
Low	1

Organization	# Incidents Opened
HP Openview Operations	1

Hourly | Daily



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# 9 Help Desk: Problems

## Administration

- Configuration and Logging Report

## Problems

- Average Duration of Problems
- Problems by Category
- Problems by Classification
- Problems Closed before Deadline by Category
- Problems Closed by Deadline
- Problems Closed on First Call
- Problem Details
- Problems by Closure Code
- Incoming Problems (History)
- Incoming Problems (Recent)

## Scheduling Reports

For details about using the Web Access Server to schedule reports, see [Appendix F, Scheduling Reports](#).

# Configuration and Logging

This report displays configuration information relating to Service Desk Reporting data import. It lists the most recent log table entries for report pack internal procedures. The report is limited to the 200 most recent entries.

Field	Description
Current logging level	Options: <ul style="list-style-type: none"> <li>• Error</li> <li>• Warning</li> <li>• Information</li> </ul> (or any combination)
Log entry	Time the log entry was created Component to which the log entry refers Message

## Service Desk

## Help Desk

## Configuration and Logging

This report displays configuration information relating to Service Desk Reporting data import, it lists the most recent log table entries for ReportPack internal procedures. The report is limited to the 200 most recent entries.



### Current Logging Level: Errors, Warnings and Info

### ReportPack Log Entries (most recent first)

Time	Component	Message
Tue Dec 07 12:30 PM	ServD_Problems_map_p	Info: 5948 rows inserted
Tue Dec 07 12:30 PM	ServD_Problems_map_p	Info: 5948 rows in datapipe table
Tue Dec 07 12:26 PM	ServD_Servicecalls_map_p	Info: 32679 rows inserted
Tue Dec 07 12:25 PM	ServD_Servicecalls_map_p	Info: 32679 rows in datapipe table
Tue Dec 07 12:24 PM	ServD_Incidents_map_p	Info: 539 rows inserted
Tue Dec 07 12:24 PM	ServD_Incidents_map_p	Info: 539 rows in datapipe table

## Average Duration of Problems

This report shows the average duration of problems in days per classification, category, priority and workgroup.

The user selects start and end dates for the evaluation period. The report shows problems that were registered on or after the start date, and before the end date.

<b>Field/Drop-Down</b>	<b>Description</b>
Start Date field	The start of the evaluation period.
End Date field	The end of the evaluation period.
Total problems table	Total number of problems and average duration, measured in days.
Classification table	Number of problems and average duration per classification.
Category table	Number of problems and average duration per category.
Priority table	Number of problems and average duration per priority code.
Tabbed area with bar charts	Average duration of problems at weekly, monthly or quarterly intervals (where applicable) within the evaluation period.





## Problems by Category

This report shows the total number of problems in the selected category with a further breakdown by impact, priority and classification.

The user selects start and end dates for the evaluation period. The report shows problems that were registered on or after the start date, and before the end date.

<b>Field/Drop-Down</b>	<b>Description</b>
Start Date field	The start of the evaluation period.
End Date field	The end of the evaluation period.
Drill-down category table	Number of problems per category. Click the drill icon to display information for a particular category.
Total problems table	Total number of problems.
Impact table	Number of problems opened per impact code in the selected category.
Priority table	Number of problems opened per priority code in the selected category.
Classification table	Number of problems opened per classification code in the selected category.
Tabbed area with bar charts	Number of problems at weekly, monthly or quarterly intervals (where applicable) within the evaluation period and in the selected category.

# Service Desk

## Help Desk

### Problems by Category

This report shows the total number of problems (with a creation time between the Start and End dates selected) for the selected category per impact, priority and classification. Select dates for start and end periods. Start Date <= Registration Time < End Date



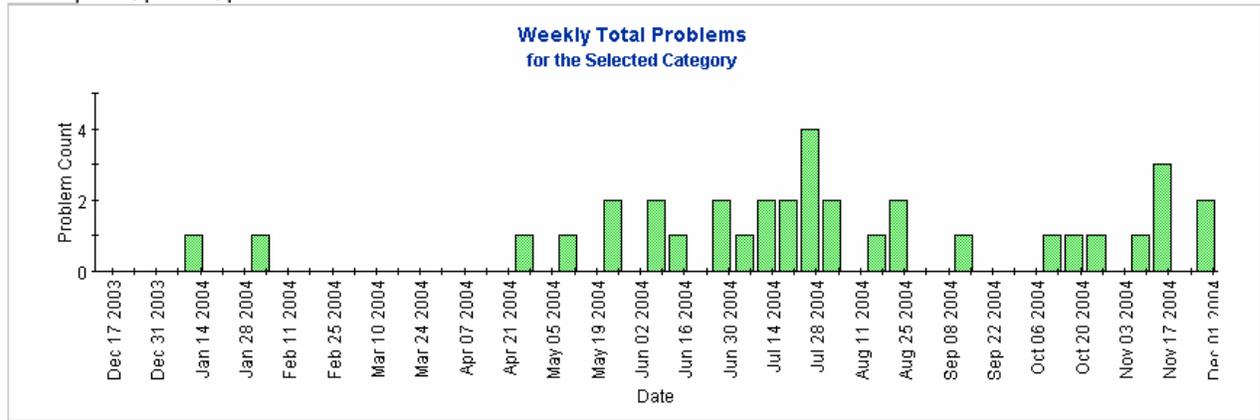
Start Date  
  
 End Date

Category	# Problems Opened
Defect	35
Enhancement Request	27
Unknown	22
Known Error	8

<b># Problems Opened</b>
<b>92</b>

Impact	# Problems Opened	Priority	# Problems Opened	Classification	# Problems Opened
Top (Site / Organization affected)	8	Critical	10	Check List	2
Low ( 1 person affected)	7	Low	6	Search article	1
High (Department affected)	7	Escalated	6	Aut. and Def. by module	1
None	5	Unknown	4	Main screen CI	1
Medium (Group / Unit affected)	5	None	4	Linking SC to Prob.	1
Unknown	3	Serious	4	Main screen Org.	1
		Medium	1	Session monitor	1
				Maintenance user language	1
				Maintenance workorders	1
				Workorders by Spec.	1
				Overview SC breakdown	1
				Quantity SC by CI name	1
				Quantity of SC by CI supplier	1

Weekly | Monthly | Quarterly



## Problems by Classification

This report shows the total number of problems with the selected classification, with a further breakdown by category.

The user selects start and end dates for the evaluation period. The report shows problems that were registered on or after the start date, and before the end date.

<b>Field/Drop-Down</b>	<b>Description</b>
Start Date field	Drop-down list. The start date of the evaluation period.
End Date field	Drop-down list. The end date of the evaluation period.
Problems table	Total number of problems.
Drill-down classification table	Number of problems per classification. Click the drill icon to display information for a particular classification.
Category table	Number of problems per category with the selected classification.
Tabbed area with bar charts	Number of problems at weekly, monthly or quarterly intervals (where applicable) within the evaluation period and with the selected classification.

# Service Desk Help Desk

This report shows the total number of problems (with a creation time between the Start and End dates selected) for the selected classification with a further break down by category. Select dates for start and end periods. Start Date <= Registration Time < End Date



## Problems by Classification

Start Date

Wed Dec 10 2003

End Date

Mon Dec 06 2004

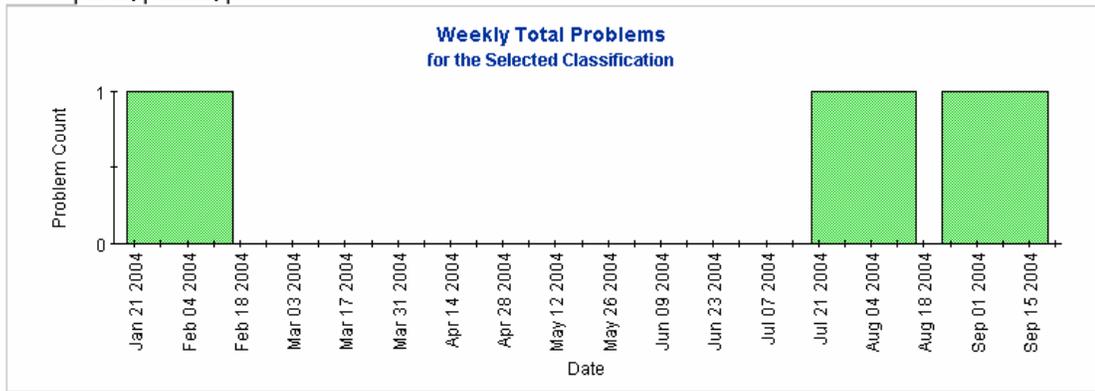
# Problems Opened  
**92**

Classification	# Problems Opened
Zoeken config (voor rapporten)	3
Search article	2
Open Probl. by Spec.	2
Main screen SC	2
Main screen Org.	2
Session monitor	2
Add user wizard	2
Check List	2
Empty Database	2
ITP Connections	2
Date Calculations (Deadline, Duration, Start and...	2
Fetching Service - SLA - Service Level	2

for the selected Classification

Category	# Problems Opened
Defect	1
Known Error	1
Enhancement Request	1

Weekly | Monthly | Quarterly



## Problems Closed before Deadline by Category

This report shows the percentage of problems closed before the deadline in the selected category, with a further breakdown by closure code.

The user selects start and end dates for the evaluation period. The report shows problems that were registered on or after the start date, and before the end date.

<b>Field/Drop-Down</b>	<b>Description</b>
Start Date	The start of the evaluation period.
End Date	The end of the evaluation period.
Problems closed table	Total number of problems closed Number of problems closed before deadline Percentage closed before deadline Number closed after deadline
Drill-down category table	Per category: Number of problems closed Number of problems closed before deadline Percentage closed before deadline Number closed after deadline Click the drill icon to display information for a particular category.
Closure code table	Per closure code in the selected category: Number of problems closed Number of problems closed before deadline Percentage closed before deadline Number closed after deadline
Tabbed area with bar charts	Number of problems closed before deadline at weekly, monthly or quarterly intervals (where applicable) within the evaluation period and in the selected category.

# Service Desk Help Desk

This report shows the percentage of problems closed before the deadline (with a creation time between the Start and End dates selected) for the selected category and closure code. Select dates for start and end periods. Start Date <= Registration Time < End Date



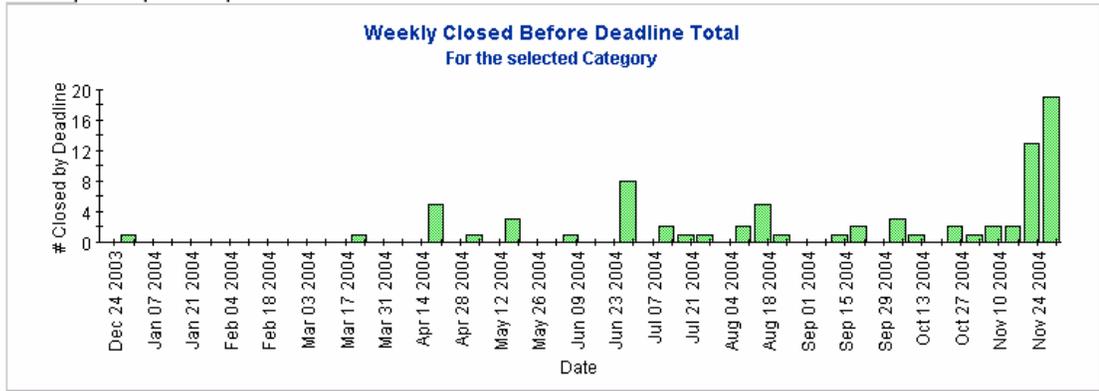
## Problems Closed Before Deadline by Category

Start Date:  End Date:

# Problems Closed	Closed Before Deadline	Pct	Closed After Deadline
2,508	263	10.49	2,245

Category	# Problems	Before	Pct	After	for the selected Category		
Enhancement Request	688	78	11.34	610	Closure Code	# Problems	Before
Unknown	722	76	10.53	646	Solved in customization(patch)	11	3
Defect	734	71	9.67	663	Solved in ITSM 5.2.4	10	3
Known Error	364	38	10.44	326	Solved in ITSM 5.6 patch 02	9	3
					Knowledge base	15	2
					Solved in Service Desk 2.0 SP3	15	2
					Solved in WEBConnect 5.7.2	14	2
					Closed on customer request	13	2
					Solved in ITSM 5.5 patch 02	13	2
					Solved in Service Desk 4.0 SP2	13	2
					Complete solution offered	12	2
					Unable to reproduce error	11	2
					Unknown	10	2

Weekly | Monthly | Quarterly



## Problems Closed by Deadline

This report shows the percentage of problems closed before the deadline per classification, category, priority and workgroup.

The user selects start and end dates for the evaluation period. The report shows problems that were registered on or after the start date, and before the end date.

<b>Field/Drop-Down</b>	<b>Description</b>
Start Date	The start of the evaluation period.
End Date	The end of the evaluation period.
Problems closed table	Total number of problems closed Number of problems closed before deadline Percentage closed before deadline Number closed after deadline
Classification table	Per classification: Number of problems closed Number of problems closed before deadline Percentage closed before deadline Number closed after deadline
Category table	Per category: Number of problems closed Number of problems closed before deadline Percentage closed before deadline Number closed after deadline
Priority table	Per priority code: <ul style="list-style-type: none"><li>• Number of problems closed</li><li>• Number of problems closed before deadline</li><li>• Percentage closed before deadline</li><li>• Number closed after deadline</li></ul>
Organization table	Per organization: <ul style="list-style-type: none"><li>• Number of problems closed</li><li>• Number of problems closed before deadline</li><li>• Percentage closed before deadline</li><li>• Number closed after deadline</li></ul>
Tabbed area with bar charts	Number of problems closed before deadline at weekly, monthly or quarterly intervals (where applicable) within the evaluation period.



# Service Desk

## Help Desk

### Problems Closed Before Deadline

This report shows the percentage of problems closed before the deadline (with a creation time between the Start and End dates selected) per classification, category, priority and workgroup. Select dates for start and end periods. Start Date <= Registration Time < End Date



Start Date:  End Date:

# Problems Closed	Closed Before Deadline	Pct	Closed After Deadline
2,508	263	10.49	2,245

Classification	# Problems Closed	Before Deadline	Pct	After Deadline
Linking SC to Prob.	7	3	42.86	4
Oracle Developer Tools	7	3	42.86	4
Maintenance messages	11	4	36.36	7
Print appointments	9	3	33.33	6
Main screen Def. Soft. Lib.	6	2	33.33	4
UI Rules	6	2	33.33	4
Application Server	13	4	30.77	9
Maintenance search codes	13	4	30.77	9
Main screen SC	10	3	30.00	7
Information screen	14	4	28.57	10
Forms Beeper	7	2	28.57	5
Open time of SC by priority	7	2	28.57	5
Search Spec	7	2	28.57	5

Category	# Problems Closed	Before Deadline	Pct	After Deadline
Enhancement Request	688	78	11.34	610
Unknown	722	76	10.53	646
Known Error	364	38	10.44	326
Defect	734	71	9.67	663

Priority	# Problems Closed	Before Deadline	Pct	After Deadline
Low	374	50	13.37	324
Medium	392	46	11.73	346
Critical	420	48	11.43	372
Escalated	332	32	9.64	300
None	402	37	9.20	365
Serious	392	35	8.93	357
Unknown	196	15	7.65	181

Organization	# Problems Closed	Before Deadline	Pct	After Deadline

Weekly | Monthly | Quarterly



## Problems Closed on First Call

This report shows the percentage of problems closed on the first call per classification, category, priority and workgroup.

The user selects start and end dates for the evaluation period. The report shows problems that were registered on or after the start date, and before the end date.

<b>Field/Drop-Down</b>	<b>Description</b>
Start Date	The start of the evaluation period.
End Date	The end of the evaluation period.
Problems closed table	Total number of problems closed Number of problems closed on first call Percentage closed on first call
Classification table	Per classification: Number of problems closed Number of problems closed on first call Percentage closed on first call
Category table	Per category: Number of problems closed Number of problems closed on first call Percentage closed on first call
Priority table	Per priority code: Number of problems closed Number of problems closed on first call Percentage closed on first call
Organization table	Per organization: Number of problems closed Number of problems closed on first call Percentage closed on first call
Tabbed area with bar charts	Number of problems closed on first call at weekly, monthly or quarterly intervals (where applicable) within the evaluation period.

# Service Desk

## Help Desk

### Problems Closed on First Call

This report shows the percentage of problems closed on the first call (with a creation time between the Start and End dates selected) per classification, category, priority and workgroup. Select dates for start and end periods. Start Date <= Registration Time < End Date



Start Date:  End Date:

# Problems Closed	# Closed on 1st Call	Pct
2,508	0	0.00

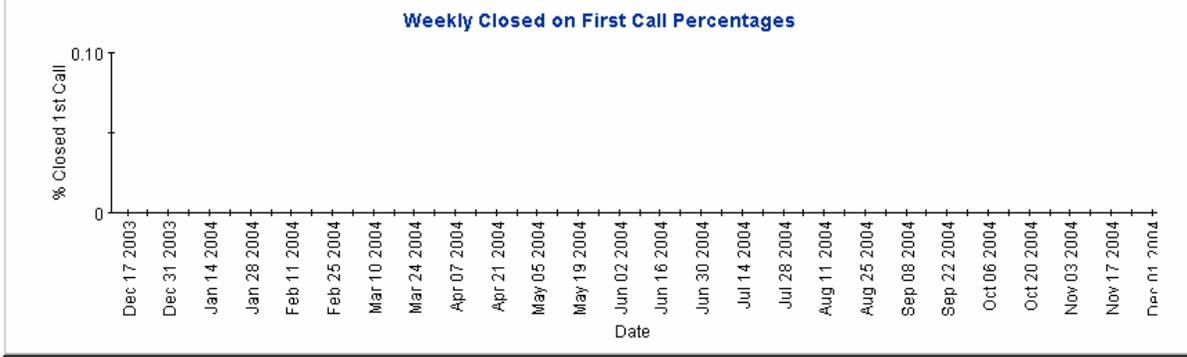
Classification	# Problems Closed	# Closed on 1st Call	Pct
Main scr. stand. workorders	19	0	0.00
(Self) Service Pages	18	0	0.00
Date Calculations (Deadline, Du...	18	0	0.00
Classificatie relaties	17	0	0.00
Print change workorders	17	0	0.00
Update All	17	0	0.00
Overview CI relations	17	0	0.00
Generate CI Wizard	17	0	0.00
Maintenance vacation days	17	0	0.00
CMDB	16	0	0.00
Session monitor	16	0	0.00
Security	16	0	0.00
Open workord. by open/emp/...	16	0	0.00

Category	# Problems Closed	# Closed on 1st Call	Pct
Defect	734	0	0.00
Unknown	722	0	0.00
Enhancement Request	688	0	0.00
Known Error	364	0	0.00

Priority	# Problems Closed	# Closed on 1st Call	Pct
Critical	420	0	0.00
None	402	0	0.00
Medium	392	0	0.00
Serious	392	0	0.00
Low	374	0	0.00
Escalated	332	0	0.00
Unknown	196	0	0.00

Organization	# Problems Closed	# Closed on 1st Call	Pct

Weekly | Monthly | Quarterly



## Problems Details

This report shows the problem records which have been received for reporting and processing by the warehouse system.

The user selects start and end dates for the evaluation period. The user can also set filters to reduce the selection and find specific cases. The primary table displays a limited set of rows (defaulted to 500 at most) and the lower table provides further details for the selected item.

<b>Field/Drop-Down</b>	<b>Description</b>
Start Date	The start of the evaluation period.
End Date	The end of the evaluation period.
Choose Category	Limit the report to a category.
Choose Classification	Limit the report to a classification.
Choose Workgroup	Limit the report to a workgroup.
Choose Priority	Limit the report to a priority code.
Choose Closure Code	Limit the report to a closure code.
Choose Impact	Limit the report to an impact.
Choose Organization	Limit the report to an organization.
Change details list	Details of the problems which meet the selected parameters. Select an object for further details.
Further details list	Further details of the selected object.

# Service Desk

## Help Desk

This report shows the problem records which have been received for reporting and processing by the warehouse system. Use the filters to reduce the selection and find specific cases. The primary table displays a limited set of rows (defaulted to 500 at most) and the lower table provides further details for the selected item.



### Problems Details

Start Date:  Choose Category:

End Date:  Choose Classification:

Choose Workgroup:

Choose Priority:

Choose Closure Code:

Choose Impact:

Choose Organization:

#### Problem Details

Only Recent Problems Will Be Available

Modification Time	Caller Org Name	Category Name	Workgroup Name	Classification Name
Sun, Dec 5 8:19 PM	HP Openview Performance Insight	Defect	Standards & Technology	Db, tabl, index related inci's
Sun, Dec 5 7:50 PM	HP Openview IUM	Enhancement Request	Migration project team	Empty Database
Sun, Dec 5 7:07 PM	HP Openview SPLs	Enhancement Request	Design	Archive SC
Sun, Dec 5 6:20 PM	HP Openview IUM	Unknown	Special Projects Engineering	Maintenance Appointments
Sun, Dec 5 6:03 PM	HP Openview TeMIP	Defect	Design	Main screen Release
Sat, Dec 4 9:40 PM	HP Openview Performance Insight	Enhancement Request	Documentation	Other
Sat, Dec 4 9:24 PM	HP Openview NNM	Defect	Technical Marketing	Create Distribution list
Sat, Dec 4 9:11 PM	HP Openview Operations	Defect	Change Advisory Board	Db, tabl, index related inci's
Sat, Dec 4 8:56 PM	HP Openview SIP	Enhancement Request	Future Products	Maintenance user preferences
Sat, Dec 4 8:55 PM	HP Openview IUM	Enhancement Request	Integration project team	Global update prices
Sat, Dec 4 8:42 PM	HP Openview NNM	Known Error	Special Projects Engineering	Actions
Sat, Dec 4 8:38 PM	HP Openview NNM	Enhancement Request	Interface Design team	Security
Sat, Dec 4 8:31 PM	HP Openview IUM	Known Error	Documentation	Advanced and Quick Find
Sat, Dec 4 8:29 PM	HP Openview TeMIP	Unknown	Design	Open workord. by spec/grp/org
Sat, Dec 4 8:28 PM	HP Openview SIP	Defect	Test & Quality Assurance	Event Interface Developers Kit
Sat, Dec 4 8:26 PM	HP Openview NNM	Unknown	Integration project team	Forms
Sat, Dec 4 8:24 PM	HP Openview TeMIP	Known Error	Documentation	Maintenance user language
Sat, Dec 4 8:24 PM	HP Openview SPLs	Unknown	Change Advisory Board	Data Access Layer
Sat, Dec 4 8:21 PM	HP Openview TeMIP	Known Error	Migration project team	Main screen CI template
Sat, Dec 4 7:39 PM	HP Openview IUM	Unknown	Migration project team	Search Standard Workorder
Sat, Dec 4 7:15 PM	HP Openview SPLs	Enhancement Request	Change Advisory Board	Agent
Sat, Dec 4 7:10 PM	Unknown	Enhancement Request	Standards & Technology	Other

#### Further Details for the Selected Item

Folder Name	Creation Date	Deadline Date	Actual Duration in hours	Workgroup Searchcode
Development	Fri, May 2 4:33 PM	Fri, May 16 4:33 PM	0.00	CURRENT

## Problems by Closure Code

This report shows the total number of problems for the selected category with a further breakdown by closure code.

The user selects start and end dates for the evaluation period. The report shows problems that were registered on or after the start date, and before the end date.

<b>Field/Drop-Down</b>	<b>Description</b>
Start Date	The start of the evaluation period.
End Date	The end of the evaluation period.
Drill-down category table	Per category: Number of problems closed Number of problems closed before deadline Percentage closed before deadline Number of problems closed after deadline Click the drill icon to display information for a particular category.
Total problems table	Total number of problems closed Number of problems closed before deadline Percentage closed before deadline Number of problems closed after deadline
Closure code table	Number of problems per closure code in the selected category.
Tabbed area with bar charts	Number of problems closed before deadline at weekly, monthly or quarterly intervals (where applicable) within the evaluation period and in the selected category.

# Service Desk

## Help Desk

### Problems by Closure Code

This report shows the total number of problems (with a creation time between the Start and End dates selected) for the selected category per closure code. Select dates for start and end periods. Start Date <= Registration Time < End Date



Start Date

Wed Dec 10 2003

End Date

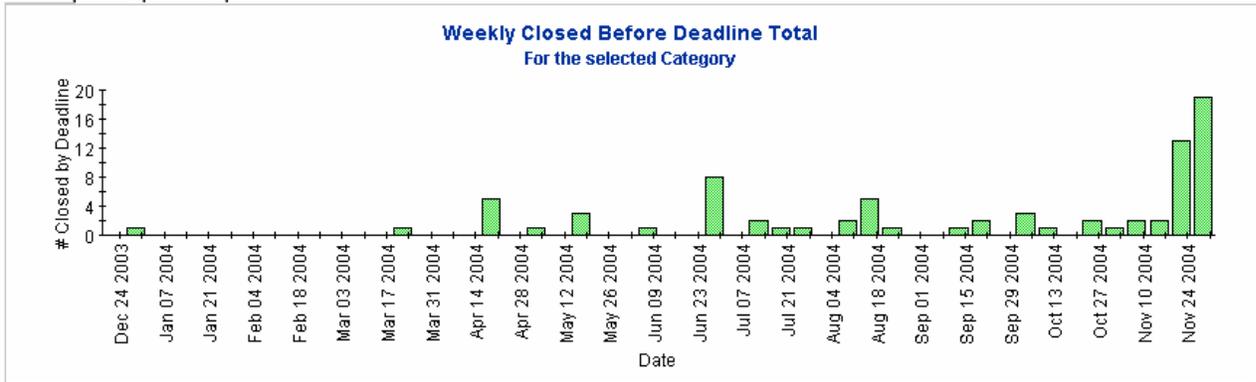
Mon Dec 06 2004

Category	# Problems	Before	Pct	After
Enhancement Request	688	78	11.34	610
Unknown	722	76	10.53	646
Defect	734	71	9.67	663
Known Error	364	38	10.44	326

Closed Before Deadline	# Problems Closed	Pct	Closed After Deadline
263	2,508	10.49	2,245

Closure Code	# Problems
Knowledge base	15
Solved in Service Desk 2.0 SP3	15
No solution could be found	14
Solved in WEBConnect 5.7.2	14
Solved in Service Desk 3.0 SP2	14
Closed on customer request	13
Solved in ITSM 5.5 patch 02	13

Weekly | Monthly | Quarterly



## Incoming Problems (History)

This report shows the total number of problems per classification, category, priority and organization.

The user selects start and end dates for the evaluation period. The report shows problems that were registered on or after the start date, and before the end date.

<b>Filed/Drop-Down</b>	<b>Description</b>
Start Date	The start of the evaluation period.
End Date	The end of the evaluation period.
Problems table	Total number of problems opened.
Classification table	Number of problems opened per classification.
Category table	Number of problems opened per category.
Priority table	Number of problems opened per priority code.
Organization table	Number of problems opened per organization.
Tabbed area with bar charts	Percentage of problems opened at weekly, monthly or quarterly intervals (where applicable) within the evaluation period.





## Incoming Problems (Recent)

This report shows the total number of problems per classification, category, priority and workgroup.

The user selects start and end dates and times for the evaluation period. The report shows problems that were registered on or after the start date and time, and before the end date and time.

<b>Field/Drop-Down</b>	<b>Description</b>
Start Date	The start of the evaluation period.
End Date	The end of the evaluation period.
Start Hour	The start time of the evaluation period.
End Hour	The end time of the evaluation period.
Problems table	Total number of problems opened.
Classification table	Number of problems opened per classification.
Category table	Number of problems opened per category.
Priority table	Number of problems opened per priority code.
Organization table	Number of problems opened per organization.
Tabbed area with bar charts	Number of problems opened at hourly or daily intervals (where applicable) within the evaluation period.

# Service Desk

## Help Desk

### Total Incoming Problems (Recent)

This report shows the total number of problems (with a creation time between the Start and End dates selected) per classification, category, priority and workgroup. Select dates for start and end periods. Start Hour <= Registration Time < End Hour



Start Date: Sun Nov 28 2004  
End Date: Mon Dec 06 2004  
Start Hour: Nov 28 9:00 PM  
End Hour: Dec 6 4:00 PM

**# Problems Opened**  
**6**

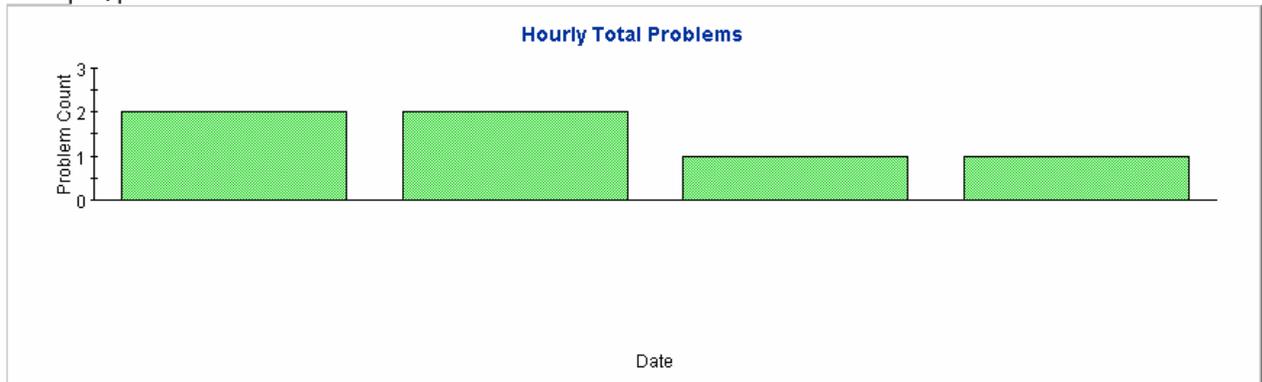
Classification	# Problems Opened
Db, tabl, index related inci's	1
Fetching Service - SLA - Service Level	1
Maintenance user language	1
Other	1
Search Standard Workorder	1
Security	1

Category	# Problems Opened
Defect	2
Enhancement Request	2
Unknown	2

Priority	# Problems Opened
None	2
Escalated	1
Serious	1
Unknown	1
Medium	1

Organization	# Problems Opened
--------------	-------------------

Hourly | Daily



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# 10 Change Management Reports

## Administration

- Configuration and logging Report

## Change Management

- Average Duration of Changes
- Changes by Category
- Changes by Classification
- Changes Closed before Deadline by Category
- Changes Closed by Deadline
- Changes Closed on First Call
- Changes Details
- Changes by Closure Code
- Incoming Changes (History)
- Incoming Changes (Recent)

## Scheduling Reports

For details about using the Web Access Server to schedule reports, see [Appendix F, Scheduling Reports](#).

# Configuration and Logging

This report displays configuration information relating to Service Desk Reporting data import. It lists the most recent log table entries for report pack internal procedures. The report is limited to the 200 most recent entries.

Field/Drop-Down	Description
Current logging level	Options (one or any combination): <ul style="list-style-type: none"><li>• Error</li><li>• Warning</li><li>• Information</li></ul>
Log entries	Time the log entry was created Component to which the log entry refers Message

## Service Desk Change Management Configuration and Logging

This report displays configuration information relating to Service Desk Reporting data import. It lists the most recent log table entries for ReportPack internal procedures. The report is limited to the 200 most recent entries.



### Current Logging Level: Errors, Warnings and Info

### ReportPack Log Entries (most recent first)

Time	Component	Message
Tue Dec 07 12:17 PM	SenD_Changes_map_p	Info: 4437 rows inserted
Tue Dec 07 12:17 PM	SenD_Changes_map_p	Info: 4437 rows in datapipe table

## Average Duration of Changes

This report shows the total number of changes, and the average duration of changes, in days. You can view these statistics on by classification, by category, by priority code, and by workgroup. Once you select start and end dates for the evaluation period, the report shows changes that were registered between the start date and the end date. The bar charts at the bottom of the report show how the duration of changes has fluctuated from week to week, month to month, and quarter to quarter.

<b>Field/Drop-Down List</b>	<b>Description</b>
Start Date	The start of the evaluation period.
End Date	The end of the evaluation period.
Total changes table	Total number of changes and average duration (in days).
Classification table	Number of changes and average duration per classification.
Category table	Number of changes and average duration per category.
Priority table	Number of changes and average duration per priority code.
Tabbed area with bar charts	Average duration of changes at weekly, monthly or quarterly intervals (where applicable).

# Service Desk

## Change Management

This report shows the average duration of changes in days (with a creation time between the Start and End dates selected) per classification, category, priority and workgroup. Choose a day for start and end periods. Start Date <= Registration Time < End Date



### Average Duration of Changes

Start Date

End Date

Tue Dec 09 2003

Mon Dec 06 2004

# Changes

400

Average Duration (days)

90.99

Classification	# Changes	Avg
Appl. Programmer Interface	5	134.75
Integrity	8	123.10
Cost Manager	15	117.93
System technology	17	117.73
Configuration manager	16	116.27
System upgrade	11	108.52
System administration	13	105.15
Task manager	17	101.48
Software Control&Distribution	16	99.96
Report manager	14	97.92
Software modification	11	96.75
Platform port	19	96.03
Helpdesk manager	14	94.24
Change manager	16	93.84

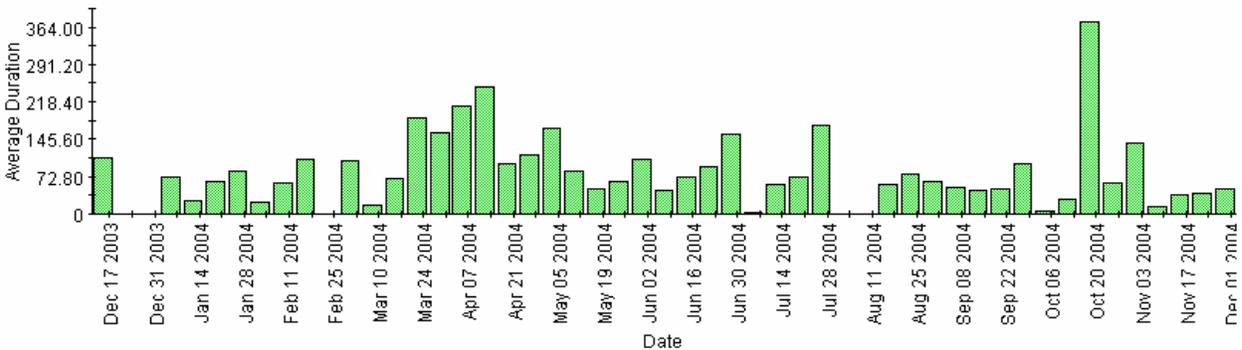
Category	# Changes	Avg
Change manager decision	42	113.30
Cancelled	20	105.43
Unknown	47	101.07
Proposed for release	55	98.69
Upgrade of customization	32	90.58
Cust. Specific Customization	47	86.53
Early NewFeature Customization	40	84.94
Planned for release	44	80.21
Change Advisory Board decision	42	78.73
Confirmed for release	31	69.46

Priority	# Changes	Avg
Serious	65	108.25
Escalated	66	98.65
None	70	91.80
Medium	56	90.64
Low	51	83.95
Critical	55	76.81
Unknown	37	76.81

Organization	# Changes	Avg
HP Openview TeMIP	41	111.28
HP Openview SPIs	42	104.22
HP Openview NNM	47	101.05
HP Openview Operations	66	93.63
HP Openview IUM	59	86.70
HP Openview SIP	34	85.25
Unknown	50	84.38
HP Openview Performance Insight	61	70.42

Weekly | Monthly | Quarterly

Weekly Average Duration of Changes



## Changes by Category

This report shows the total number of changes in the selected category, with a further breakdown by impact, priority and classification.

Once you select start and end dates for the evaluation period, the report shows changes that were registered on or after the start date, and before the end date.

<b>Field/Drop-Down List</b>	<b>Description</b>
Start Date	The start of the evaluation period.
End Date	The end of the evaluation period.
Category table	Number of changes per category. Click the drill icon to display information for a particular category.
Total changes table	Total number of changes.
Impact table	Number of changes opened per impact code in the selected category.
Priority table	Number of changes opened per priority code in the selected category.
Classification table	Number of changes opened per classification code in the selected category.
Tabbed area with bar charts	Number of changes at weekly, monthly or quarterly intervals (where applicable) within the evaluation period and in the selected category.



# Service Desk

## Change Management

### Changes by Category

This report shows the total number of changes (with a creation time between the Start and End dates selected) for the selected category per impact, priority and classification. Select dates for start and end periods. Start Date <= Registration Time < End Date



Start Date

Tue Dec 09 2003

End Date

Mon Dec 06 2004

Category	# Changes Opened
Proposed for release	54
Unknown	51
Cust. Specific Customization	50
Change manager decision	46
Planned for release	41
Change Advisory Board decision	40
Confirmed for release	40
Upgrade of customization	39
Early NewFeature Customization	37
Cancelled	21

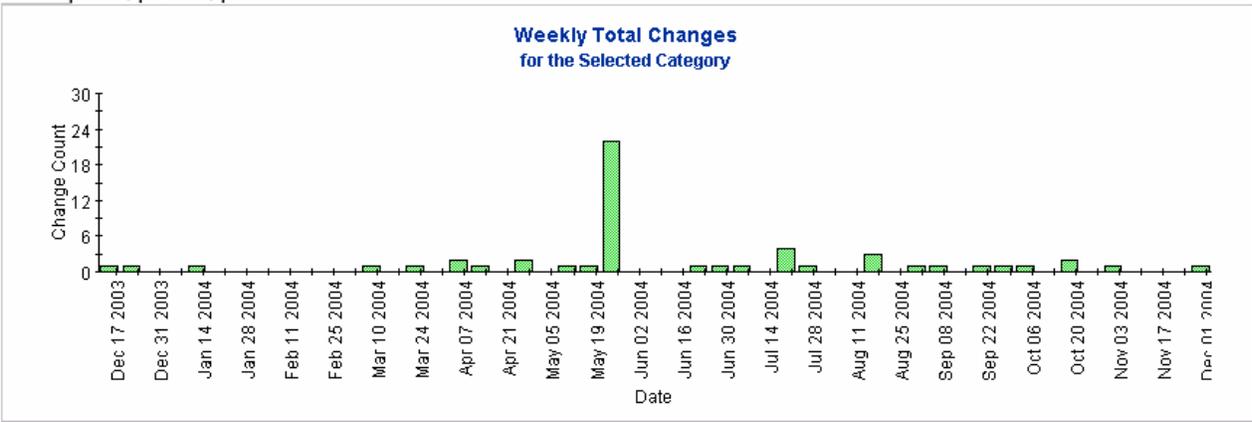
# Changes Opened  
**419**

Impact	# Changes Opened
Low ( 1 person affected)	15
None	11
Medium (Group / Unit affected)	11
Top (Site / Organization affected)	9
Unknown	4
High (Department affected)	4

Priority	# Changes Opened
Serious	11
Low	10
Critical	10
None	9
Medium	6
Unknown	4
Escalated	4

Classification	# Changes Opened
Workorder module	6
Unknown	5
Doc: Document Requirements	4
Notification	3
Integration	3
Configuration manager	3
System extension	2
Software modification	2
Problem manager	2
Organization manager	2
Doc: Error in documentation	2
Appl. Programmer Interface	2
Task manager	2

Weekly | Monthly | Quarterly



## Changes by Classification

This report shows the total number of changes by selected classification, with a further breakdown by category.

Once you select start and end dates for the evaluation period, the report shows changes that were registered on or after the start date, and before the end date.

<b>Field/Drop-Down List</b>	<b>Description</b>
Start Date	The start of the evaluation period.
End Date	The end of the evaluation period.
Changes table	Total number of changes.
Classification table	Number of changes per classification. Click the drill icon to display information for a particular classification.
Category table	Number of changes per category with the selected classification.
Tabbed area with bar charts	Number of changes at weekly, monthly or quarterly intervals (where applicable) within the evaluation period and with the selected classification.

# Service Desk

## Change Management

### Changes by Classification

This report shows the total number of changes (with a creation time between the Start and End dates selected) for the selected classification with a further break down by category. Select dates for start and end periods. Start Date <= Registration Time < End Date



Start Date

Tue Dec 09 2003

End Date

Mon Dec 06 2004

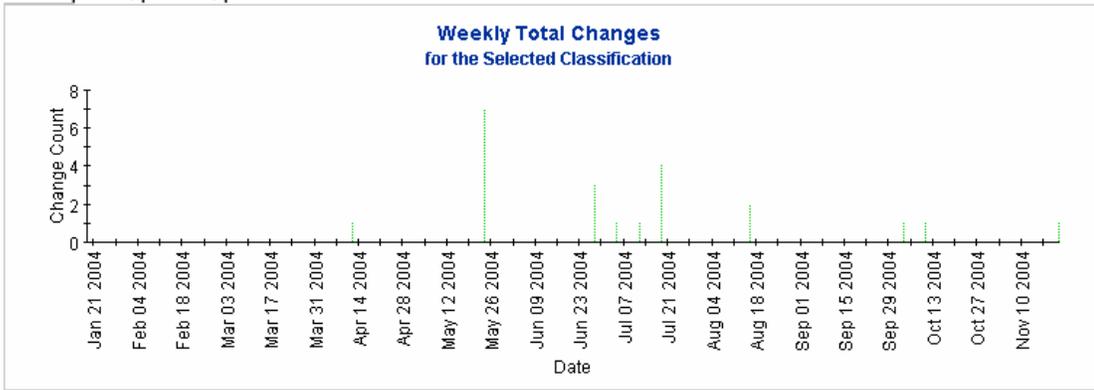
**# Changes Opened**  
**419**

Classification	# Changes Opened
Task manager	23
Platform port	20
Configuration manager	19
Problem manager	18
Software Control&Distribution	17
Workorder module	17
System upgrade	16
Change manager	16
Unknown	15
Report manager	15
Doc: Error in documentation	15
System extension	15

**for the selected Classification**

Category	# Changes Opened
Upgrade of customization	5
Unknown	3
Change Advisory Board decision	3
Cust. Specific Customization	3
Change manager decision	3
Proposed for release	2
Planned for release	2
Confirmed for release	2

Weekly | Monthly | Quarterly



## Changes Closed before Deadline by Category

This report shows the percentage of changes closed before the deadline in the selected category, with a further breakdown by closure code.

Once you select start and end dates for the evaluation period, the report shows changes that were registered on or after the start date, and before the end date.

<b>Field/Drop-Down List</b>	<b>Description</b>
Start Date	The start of the evaluation period.
End Date	The end of the evaluation period.
Changes closed table	Total number of changes closed Number of changes closed before deadline Percentage closed before deadline Number closed after deadline
Category table	Per category: <ul style="list-style-type: none"><li>• Number of changes closed</li><li>• Number of changes closed before deadline</li><li>• Percentage closed before deadline</li><li>• Number closed after deadline</li><li>• Click the drill icon to display information for a particular category.</li></ul>
Closure code table	Per closure code in the selected category: <ul style="list-style-type: none"><li>• Number of changes closed</li><li>• Number of changes closed before deadline</li><li>• Percentage closed before deadline</li><li>• Number closed after deadline</li></ul>
Tabbed area with bar charts	Number of changes closed before deadline at weekly, monthly or quarterly intervals (where applicable) within the evaluation period and in the selected category.

# Service Desk Change Management

This report shows the percentage of changes closed before the deadline (with a creation time between the Start and End dates selected) for the selected category and closure code. Select dates for start and end periods. Start Date <= Registration Time < End Date



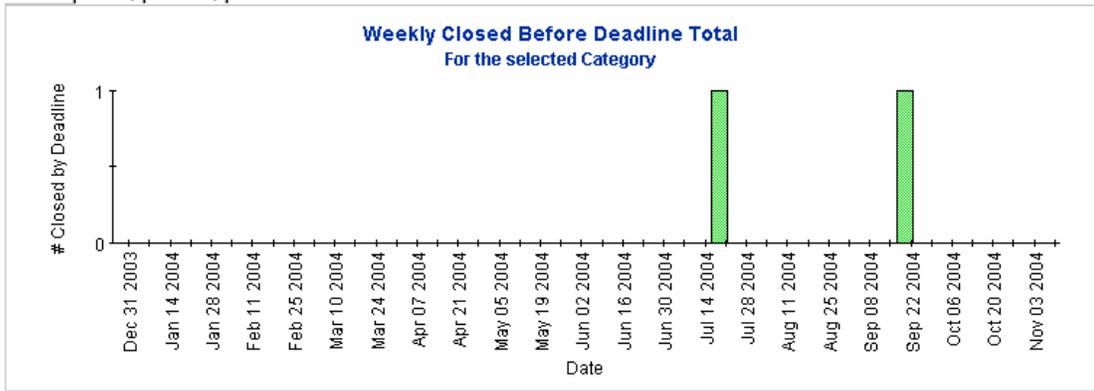
## Changes Closed Before Deadline by Category

Start Date:  End Date:

# Changes Closed	Closed Before Deadline	Pct	Closed After Deadline
400	7	1.75	393

Category	# Changes	Before	Pct	After	for the selected Category		
					Closure Code	# Changes	Before
Early NewFeature Customization	40	2	5.00	38	Pro/Helpdesk release 44.03	1	1
Proposed for release	55	1	1.82	54	Solved in Service Desk 4.0 SP4	1	1
Unknown	47	1	2.13	46	Solved in WEBConnect 5.7.5	3	
Planned for release	44	1	2.27	43	Overture	2	
Change manager decision	42	1	2.38	41	Solved in ITSM 5.6	2	
Upgrade of customization	32	1	3.12	31	Solved in ITSM 5.7	2	
Cust. Specific Customization	47	0.00		47	Solved in customization(patch)	2	
Change Advisory Board deci...	42	0.00		42	Solved in Service Desk 4.5 SP2	2	
Confirmed for release	31	0.00		31	Solved in Service Desk 3.0 SP2	2	
Cancelled	20	0.00		20	Unknown	1	
					Solved in WEBConnect 5.6	1	
					Solved in Service Desk 5.0	1	

Weekly | Monthly | Quarterly



## Changes Closed before Deadline

This report shows the percentage of changes closed before the deadline per classification, category, priority and workgroup.

<b>Field/Drop-Down List</b>	<b>Description</b>
Start Date	The start of the evaluation period.
End Date	The end of the evaluation period.
Changes closed table	Total number of changes closed Number of changes closed before deadline Percentage closed before deadline Number closed after deadline
Classification table	Per classification: <ul style="list-style-type: none"> <li>• Number of changes closed</li> <li>• Number of changes closed before deadline</li> <li>• Percentage closed before deadline</li> <li>• Number closed after deadline</li> </ul>
Category table	Per category: <ul style="list-style-type: none"> <li>• Number of changes closed</li> <li>• Number of changes closed before deadline</li> <li>• Percentage closed before deadline</li> <li>• Number closed after deadline</li> </ul>
Priority table	Per priority code: <ul style="list-style-type: none"> <li>• Number of changes closed</li> <li>• Number of changes closed before deadline</li> <li>• Percentage closed before deadline</li> <li>• Number closed after deadline</li> </ul>
Organization table	Per organization: <ul style="list-style-type: none"> <li>• Number of changes closed</li> <li>• Number of changes closed before deadline</li> <li>• Percentage closed before deadline</li> <li>• Number closed after deadline</li> </ul>
Tabbed area with bar charts	Number of changes closed before deadline at weekly, monthly or quarterly intervals (where applicable) within the evaluation period.

# Service Desk

## Change Management

### Changes Closed Before Deadline

This report shows the percentage of changes closed before the deadline (with a creation time between the Start and End dates selected) per classification, category, priority and workgroup. Select dates for start and end periods. Start Date <= Registration Time < End Date



Start Date: Tue Dec 09 2003  
End Date: Mon Dec 06 2004

# Changes Closed	Closed Before Deadline	Pct	Closed After Deadline
400	7	1.75	393

Classification	# Changes Closed	Before Deadline	Pct	After Deadline
Report manager	14	2	14.29	12
Cost Manager	15	2	13.33	13
System documentation	15	1	6.67	14
Task manager	17	1	5.88	16
Workorder module	17	1	5.88	16
Platform port	19	0	0.00	19
Doc: Document Requirements	17	0	0.00	17
Doc: changed Standards	17	0	0.00	17
System technology	17	0	0.00	17
Change manager	16	0	0.00	16
Software Control&Distribution	16	0	0.00	16
Problem manager	16	0	0.00	16
Configuration manager	16	0	0.00	16

Category	# Changes Closed	Before Deadline	Pct	After Deadline
Early NewFeature Customiza...	40	2	5.00	38
Upgrade of customization	32	1	3.12	31
Change manager decision	42	1	2.38	41
Planned for release	44	1	2.27	43
Unknown	47	1	2.13	46
Proposed for release	55	1	1.82	54
Cust. Specific Customization	47	0	0.00	47
Change Advisory Board decli...	42	0	0.00	42
Confirmed for release	31	0	0.00	31
Cancelled	20	0	0.00	20

Priority	# Changes Closed	Before Deadline	Pct	After Deadline
Serious	65	3	4.62	62
Critical	55	2	3.64	53
Low	51	1	1.96	50
Medium	56	1	1.79	55
None	70	0	0.00	70
Escalated	66	0	0.00	66
Unknown	37	0	0.00	37

Organization	# Changes Closed	Before Deadline	Pct	After Deadline
HP Openview Performance I...	61	4	6.56	57
HP Openview TeMIP	41	2	4.88	39
HP Openview IUM	59	1	1.69	58
HP Openview Operations	66	0	0.00	66
Unknown	50	0	0.00	50
HP Openview NNM	47	0	0.00	47
HP Openview SPIs	42	0	0.00	42
HP Openview SIP	34	0	0.00	34

Weekly | Monthly | Quarterly



# Changes Closed on First Call

This report shows the percentage of changes closed on the first call per classification, category, priority and workgroup.

Once you select start and end dates for the evaluation period, and select an organization, the report shows:

- Number of changes closed on first call by classification, category, priority and workgroup
- Total number of changes opened during selected timeframe
- Total number closed on first call
- Percentage closed on first call
- Weekly, monthly, and quarterly graphs of total changes closed on first call

Field/Drop-Down List	Description
Start Date	The start of the evaluation period.
End Date	The end of the evaluation period.
Changes closed table	Total number of changes closed Number of changes closed on first call Percentage closed on first call
Classification table	Per classification: <ul style="list-style-type: none"> <li>• Number of changes closed</li> <li>• Number of changes closed on first call</li> <li>• Percentage closed on first call</li> </ul>
Category table	Per category: <ul style="list-style-type: none"> <li>• Number of changes closed</li> <li>• Number of changes closed on first call</li> <li>• Percentage closed on first call</li> </ul>
Priority table	Per priority code: <ul style="list-style-type: none"> <li>• Number of changes closed</li> <li>• Number of changes closed on first call</li> <li>• Percentage closed on first call</li> </ul>
Organization table	Per organization: <ul style="list-style-type: none"> <li>• Number of changes closed</li> <li>• Number of changes closed on first call</li> <li>• Percentage closed on first call</li> </ul>
Tabbed area with bar charts	Number of changes closed on first call at weekly, monthly or quarterly intervals (where applicable) within the evaluation period.



# Service Desk

## Change Management

This report shows the percentage of changes closed on the first call (with a creation time between the Start and End dates selected) per classification, category, priority and workgroup. Select dates for start and end periods. Start Date <= Registration Time < End Date



### Changes Closed on First Call

Start Date:  End Date:

# Changes Closed	# Closed on 1st Call	Pct
400	255	63.75

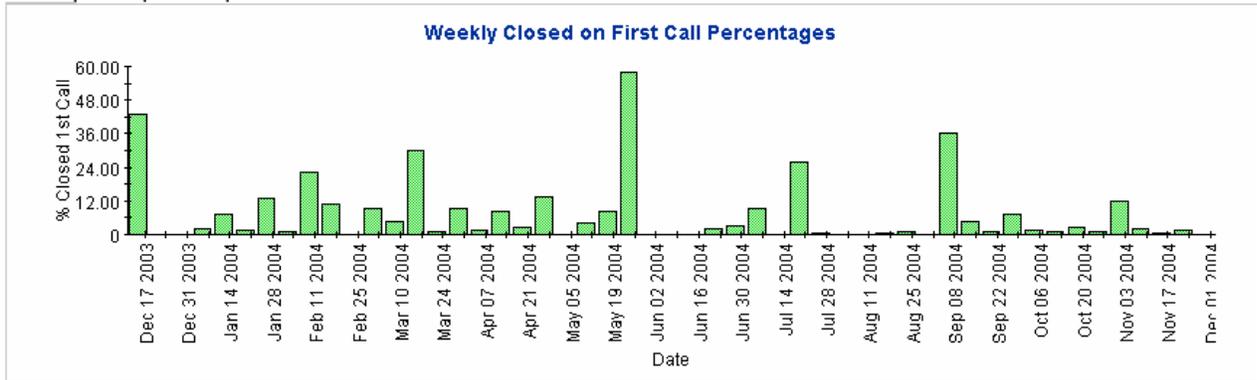
Classification	# Changes Closed	# Closed on 1st Call	Pct
Platform port	19	12	63.16
Doc: Document Requirements	17	7	41.18
System technology	17	11	64.71
Doc: changed Standards	17	11	64.71
Task manager	17	13	76.47
Workorder module	17	11	64.71
Change manager	16	11	68.75
Integration	16	8	50.00
Problem manager	16	14	87.50
Software Control&Distribution	16	10	62.50
Configuration manager	16	12	75.00
Additional software	15	9	60.00
Conf Manager	15	7	46.67

Category	# Changes Closed	# Closed on 1st Call	Pct
Proposed for release	55	35	63.64
Cust. Specific Customization	47	35	74.47
Unknown	47	30	63.83
Planned for release	44	26	59.09
Change Advisory Board decision	42	24	57.14
Change manager decision	42	28	66.67
Early NewFeature Customization	40	23	57.50
Upgrade of customization	32	19	59.38
Confirmed for release	31	22	70.97
Cancelled	20	13	65.00

Priority	# Changes Closed	# Closed on 1st Call	Pct
None	70	47	67.14
Escalated	66	44	66.67
Serious	65	41	63.08
Medium	56	31	55.36
Critical	55	32	58.18
Low	51	34	66.67
Unknown	37	26	70.27

Organization	# Changes Closed	# Closed on 1st Call	Pct
HP Openview Operations	66	43	65.15
HP Openview Performance Insi...	61	38	62.30
HP Openview IUM	59	40	67.80
Unknown	50	32	64.00
HP Openview NNM	47	27	57.45
HP Openview SPIs	42	24	57.14
HP Openview TeMIP	41	26	63.41
HP Openview SIP	34	25	73.53

Weekly | Monthly | Quarterly



## Changes Details

This report shows the change records which have been received for reporting and processing by the warehouse system. Only recent changes are available.

The user selects start and end dates for the evaluation period. The user can also set filters to reduce the selection and find specific cases. The primary table displays a limited set of rows (defaulted to 50) and the lower table provides further details for the selected item.

<b>Field/Drop-Down List</b>	<b>Description</b>
Start Date	The start of the evaluation period.
End Date	The end of the evaluation period.
Choose Category	Limit the report to changes in the selected category.
Choose Classification	Limit the report to changes with the selected classification.
Choose Workgroup	Limit the report to changes for the selected workgroup.
Choose Priority	Limit the report to changes with the selected priority code.
Choose Closure Code	Limit the report to changes with the selected closure code.
Choose Impact	Limit the report to changes with the selected impact.
Choose Organization	Limit the report to changes for the selected organization.
Change details	Details for changes that meet the selected parameters. Select an object for further details.
Further details	Further details about the selected object.

# Service Desk

## Change Management

### Changes Details

This report shows the change records which have been received for reporting and processing by the warehouse system. Use the filters to reduce the selection and find specific cases. The primary table displays a limited set of rows (defaulted to 500 at most) and the lower table provides further details for the selected item.



Start Date:  Choose Category:

End Date:  Choose Classification:

Choose Workgroup:

Choose Priority:

Choose Closure Code:

Choose Impact:

Choose Organization:

#### Change Details

Only Recent Changes Will Be Available

Modification Time	Caller Org Name	Category Name	Workgroup Name	Classification Name
Sun, Dec 5 12:06 PM	HP Openview Performance Insight	Change manager decision	Documentation	Workorder module
Sat, Dec 4 2:56 PM	HP Openview SPIs	Planned for release	Test & Quality Assurance	System administration
Sat, Dec 4 1:54 PM	HP Openview Performance Insight	Upgrade of customization	Change Advisory Board	Report manager
Sat, Dec 4 1:43 PM	Unknown	Upgrade of customization	Change Advisory Board	Additional software
Sat, Dec 4 1:28 PM	HP Openview Operations	Change manager decision	Special Projects Engineering	Organization manager
Sat, Dec 4 1:27 PM	HP Openview NNM	Cust. Specific Customization	Migration project team	Workorder module
Sat, Dec 4 12:38 PM	HP Openview IUM	Early NewFeature Customization	Current Products	System administration
Sat, Dec 4 10:53 AM	HP Openview IUM	Planned for release	Documentation	Doc: Error in documentation
Sat, Dec 4 10:49 AM	HP Openview Operations	Upgrade of customization	Current Products	Helpdesk manager
Sat, Dec 4 10:48 AM	HP Openview IUM	Planned for release	Design	Problem manager
Sat, Dec 4 10:46 AM	HP Openview NNM	Unknown	Test & Quality Assurance	Notification
Sat, Dec 4 10:45 AM	HP Openview NNM	Change manager decision	Unknown	Unknown
Sat, Dec 4 10:44 AM	HP Openview NNM	Cust. Specific Customization	Migration project team	Doc: Document Requirements
Sat, Dec 4 10:42 AM	HP Openview Performance Insight	Planned for release	Interface Design team	Doc: Error in documentation
Sat, Dec 4 9:25 AM	HP Openview SPIs	Change Advisory Board decision	Interface Design team	System upgrade
Sat, Dec 4 8:37 AM	Unknown	Change Advisory Board decision	Standards & Technology	Task manager
Sat, Dec 4 8:36 AM	HP Openview TeMIP	Cust. Specific Customization	Migration project team	Notification
Sat, Dec 4 8:35 AM	HP Openview IUM	Cust. Specific Customization	Test & Quality Assurance	System administration
Sat, Dec 4 8:31 AM	HP Openview TeMIP	Upgrade of customization	Change Advisory Board	Helpdesk manager
Sat, Dec 4 6:46 AM	HP Openview NNM	Cust. Specific Customization	RFC Assessment Team	System upgrade
Sat, Dec 4 6:40 AM	HP Openview SPIs	Cust. Specific Customization	Technical Marketing	System extension
Fri, Dec 3 3:38 PM	HP Openview NNM	Upgrade of customization	RFC Assessment Team	Service Level Manager

#### Further Details for the Selected Item

Folder Name	Creation Date	Deadline Date	Actual Duration in hours	Workgroup Searchcode
Development	Sat, Jun 21 11:20 AM		0.00	CURRENT

## Changes by Closure Code

This report shows the total number of changes in the selected category, with a further breakdown by closure code.

The user selects start and end dates for the evaluation period. The report shows changes that were registered on or after the start date, and before the end date.

<b>Field/Drop-Down List</b>	<b>Description</b>
Start Date	The start of the evaluation period.
End Date	The end of the evaluation period.
Category table	Per category: <ul style="list-style-type: none"><li>• Number of changes</li><li>• Number of changes closed before deadline</li><li>• Percentage closed on before deadline</li><li>• Number of changes closed after deadline</li><li>• Click the drill icon to display information for a particular category.</li></ul>
Total changes table	Total number of changes Number of changes closed before deadline Percentage closed on before deadline Number of changes closed after deadline
Closure code table	Number of changes per closure code in the selected category.
Tabbed area with bar charts	Number of changes closed before deadline at weekly, monthly or quarterly intervals (where applicable) within the evaluation period and for the selected category.

# Service Desk Change Management

This report shows the total number of changes (with a creation time between the Start and End dates selected) for the selected category per closure code. Select dates for start and end periods.  
Start Date <= Registration Time < End Date



## Changes by Closure Code

Start Date

Tue Dec 09 2003

End Date

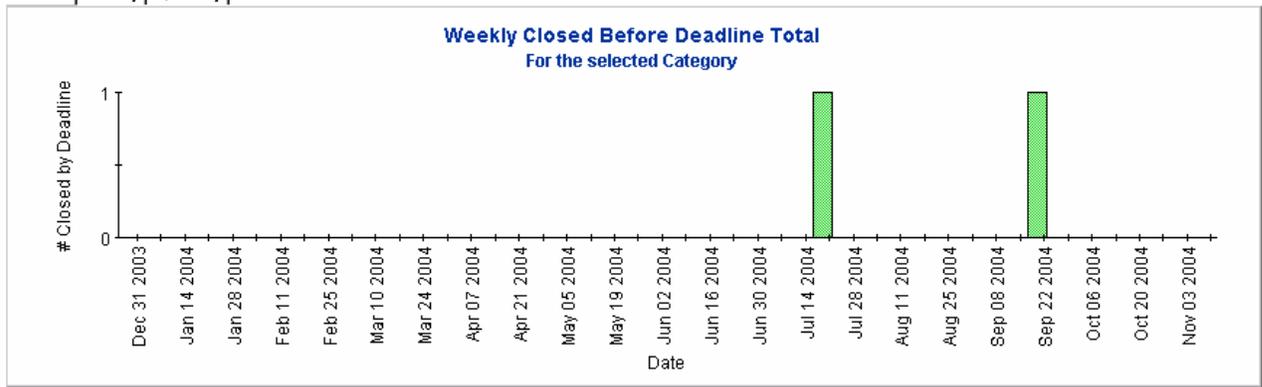
Mon Dec 06 2004

Category	# Changes	Before	Pct	After
Early NewFeature Customization	40	2	5.00	38
Proposed for release	55	1	1.82	54
Unknown	47	1	2.13	46
Planned for release	44	1	2.27	43
Change manager decision	42	1	2.38	41
Upgrade of customization	32	1	3.12	31
Cust. Specific Customization	47	0.00		47
Change Advisory Board decisi...	42	0.00		42
Confirmed for release	31	0.00		31
Cancelled	20	0.00		20

Closed Before Deadline	# Changes Closed	Pct	Closed After Deadline
7	400	1.75	393

Closure Code	# Changes
Solved in WVEBConnect 5.7.5	3
Overture	2
Solved in ITSM 5.6	2
Solved in Service Desk 3.0 SP2	2
Solved in Service Desk 4.5 SP2	2
Solved in ITSM 5.7	2
Solved in customization(patch)	2

Weekly | Monthly | Quarterly



## Incoming Changes (History)

This report shows the total number of changes per classification, category, priority and organization.

The user selects start and end dates for the evaluation period. The report shows changes that were registered on or after the start date, and before the end date.

<b>Field/Drop-Down List</b>	<b>Description</b>
Start Date	The start of the evaluation period.
End Date	The end of the evaluation period.
Changes table	Total number of changes opened.
Classification table	Number of changes opened per classification.
Category table	Number of changes opened per category.
Priority table	Number of changes opened per priority code.
Organization table	Number of changes opened per organization.
Tabbed area with bar charts	Percentage of changes opened at weekly, monthly or quarterly intervals (where applicable) within the evaluation period.

# Service Desk

## Change Management

This report shows the total number of changes (with a creation time between the Start and End dates selected) per classification, category, priority and organisation. Select dates for start and end periods. Start Date <= Registration Time < End Date



### Total Incoming Changes (Historical)

Start Date:  End Date:

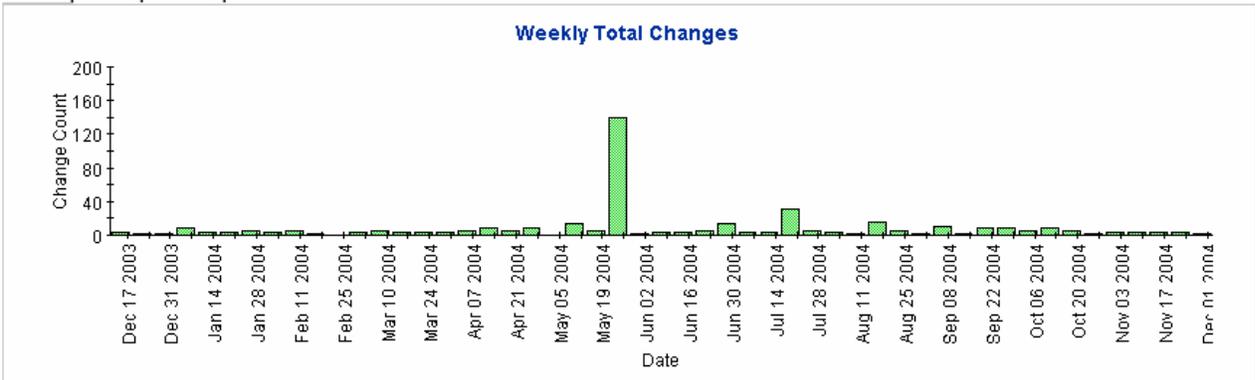
**# Changes Opened**  
**419**

Classification	# Changes Opened	Category	# Changes Opened
Task manager	23	Proposed for release	54
Platform port	20	Unknown	51
Configuration manager	19	Cust. Specific Customization	50
Problem manager	18	Change manager decision	46
Software Control&Distribution	17	Planned for release	41
Workorder module	17	Change Advisory Board decision	40
Change manager	16	Confirmed for release	40
System upgrade	16	Upgrade of customization	39
Additional software	15	Early NewFeature Customization	37
Doc: Error in documentation	15	Cancelled	21
Service Level Manager	15		
System documentation	15		
Unknown	15		
System extension	15		

Priority	# Changes Opened	Organization	# Changes Opened
Escalated	69	Unknown	64
None	67	HP Openview IUM	60
Critical	63	HP Openview Operations	59
Serious	63	HP Openview TeMP	55
Low	63	HP Openview Performance Insight	54
Medium	53	HP Openview SPIs	45
Unknown	41	HP Openview NNM	43
		HP Openview SIP	39

Weekly | Monthly | Quarterly



## Incoming Changes (Recent)

This report shows the total number of changes per classification, category, priority and workgroup. Once you select start and end dates and times for the evaluation period, the report shows changes that were registered on or after the start date and time, and before the end date and time.

<b>Field/Drop-Down List</b>	<b>Description</b>
Start Date	The start of the evaluation period.
End Date	The end of the evaluation period.
Start Hour	The start time of the evaluation period.
End Hour	The end time of the evaluation period.
Changes table	Total number of changes opened.
Classification table	Number of changes opened per classification.
Category table	Number of changes opened per category.
Priority table	Number of changes opened per priority code.
Organization table	Number of changes opened per organization.
Tabbed area with bar charts	Number of changes opened at hourly or daily intervals (where applicable) within the evaluation period.



# Service Desk

## Change Management

This report shows the total number of changes (with a creation time between the Start and End dates selected) per classification, category, priority and workgroup. Select dates for start and end periods. Start Hour <= Registration Time < End Hour



### Total Incoming Changes (Recent)

Start Date:  End Date:   
 Start Hour:  End Hour:

**# Changes Opened**  
2

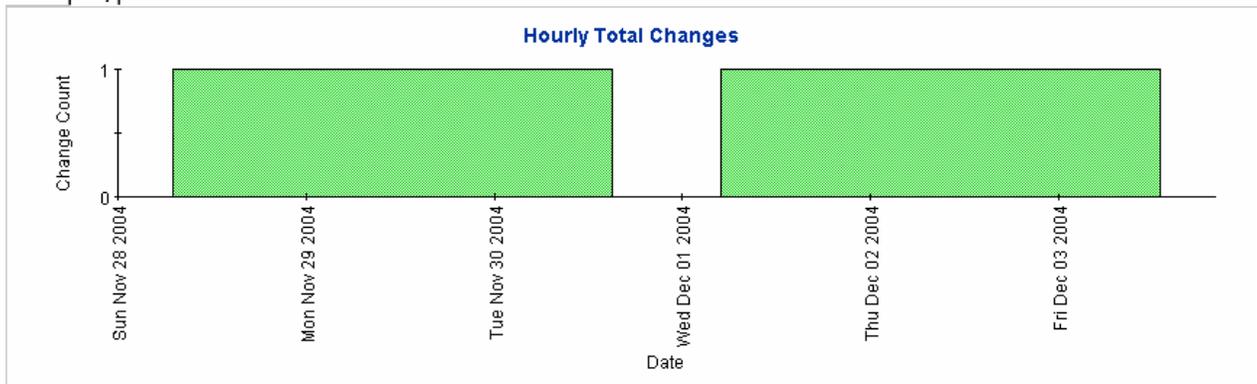
Classification	# Changes Opened
Helpdesk manager	1
Unknown	1

Category	# Changes Opened
Proposed for release	1
Unknown	1

Priority	# Changes Opened
Critical	1
Serious	1

Organization	# Changes Opened
HP Openview Operations	1
HP Openview Performance Insight	1

Hourly | Daily



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# 11 SLM Reports

## Administration

Configuration and Logging Report

## Customer Business Manager Reports

- SLA Overview for Customer Business Manager
- SLA Detail for Customer Business Manager
- Service Detail for Customer Business Manager
- SLO Detail for Customer Business Manager

## Customer Relationship Manager Reports

- SLA Overview for Customer Relationship Manager
- SLA Detail for Customer Relationship Manager
- Service Detail for Customer Relationship Manager
- SLO Detail for Customer Relationship Manager

## Service Manager Reports

- Service Overview for Service Manager
- Service Detail for Service Manager
- Configuration Item Detail for Service Manager

## Scheduling Reports

For details about using the Web Access Server to schedule reports, see [Appendix F, Scheduling Reports](#).

# Configuration and Logging

This report displays configuration information relating to data import for the SLM Report Pack. Use this report to locate a list of the most recent log table entries for report pack internal procedures. The report is limited to the 200 most recent entries.

Field/Drop-Down	Description
Current logging level	Options (one or any combination): <ul style="list-style-type: none"> <li>• Error</li> <li>• Warning</li> <li>• Information</li> </ul>
Log entry	Time the log entry was created Component to which the log entry refers Message

## Service Desk Service Level Management Configuration and Logging

This report displays configuration information relating to SDR/SLM Reporting data import. It lists the most recent log table entries for ReportPack internal procedures. The report is limited to the 200 most recent entries.

**Current Logging Level:**  
**Errors, Warnings and Info**

### ReportPack Log Entries (most recent first)

Time	Component	Message
Fri Mar 18 05:25 PM	SLM_Period_Update_p	Info: Unlocking procedure SLM_Period_Update_p
Fri Mar 18 05:25 PM	SLM_Period_Update_p	Info: Number of deleted rows: 10
Fri Mar 18 05:25 PM	SLM_Period_Update_p	Info: Deleting Time shift older than 18-DEC-04
Fri Mar 18 05:25 PM	SLM_Period_Update_p	Info: Number of deleted rows: 0
Fri Mar 18 05:28 PM	SLM_Period_Update_p	Info: Deleting EvalPeriod older than 18-MAR-04
Fri Mar 18 05:28 PM	SLM_Period_Update_p	Info: Updating DownTime
Fri Mar 18 05:25 PM	SLM_Period_Update_p	Info: Updating Service Hours
Fri Mar 18 05:25 PM	SLM_Period_Update_p	Info: Updating EvaluationPeriod propertytable
Fri Mar 18 05:25 PM	SLM_Period_Update_p	Info: Updating timestamps in Rate tables
Fri Mar 18 05:25 PM	SLM_Period_Update_p	Info: Locking procedure SLM_Period_Update_p
Fri Mar 18 05:28 PM	SLM_Property_Update_p	Info: Unlocking procedure SLM_Property_Update_p
Fri Mar 18 05:28 PM	SLM_Property_Update_p	Info: 0 rows updated
Fri Mar 18 05:25 PM	SLM_Property_Update_p	Info: Updating CSLOTHRESH property table
Fri Mar 18 05:25 PM	SLM_Property_Update_p	Info: 0 rows updated
Fri Mar 18 05:25 PM	SLM_Property_Update_p	Info: Updating CSLO2SLA property table
Fri Mar 18 05:25 PM	SLM_Property_Update_p	Info: 0 rows updated
Fri Mar 18 05:28 PM	SLM_Property_Update_p	Info: Updating CSLODEF property table
Fri Mar 18 05:28 PM	SLM_Property_Update_p	Info: 0 rows updated
Fri Mar 18 05:25 PM	SLM_Property_Update_p	Info: Updating SLO2SLA property table
Fri Mar 18 05:25 PM	SLM_Property_Update_p	Info: 0 rows updated
Fri Mar 18 05:25 PM	SLM_Property_Update_p	Info: Updating SLODEF property table
Fri Mar 18 05:25 PM	SLM_Property_Update_p	Info: 0 rows updated
Fri Mar 18 05:25 PM	SLM_Property_Update_p	Info: Updating Metric property table
Fri Mar 18 05:25 PM	SLM_Property_Update_p	Info: 0 rows updated

## SLA Overview for Customer Business Manager

This report provides overview information about all service level agreements, related to the target user, in a specific reporting interval.

Field	Description
<i>Active SLA List</i>	
SLA (linked)	List of service level agreements associated with customer relationship manager. If the CRM is not specified, all service level agreements. Link: SLA Detail for Customer Business Manager
CRM	Customer relationship manager associated with the service level agreement
Service Level	Service level for this agreement
Current Status	Status of the agreement; options are green (complies with the objective) or red (fails to comply with the objective).
Drill-down	Click the drill-down icon to display details about the services associated with a particular SLA.
<i>Evaluation Periods</i>	
Selection box	Evaluation period for the selected SLA
<i>SLA Summary for Current Period</i>	
Start Date	Start date for the evaluation period
End Date	End date for the evaluation period
Latest Status	Latest compliance status for the selected evaluation period (Compliance or Violation)
Latest Status Date	Date when the latest compliance status was calculated
<i>Services and Service Level Objectives</i>	
Service	Service related to the service level agreement
Compliance SLO	Service metric related to the service
Achieved Compliance	Compliance value achieved by the service metric for the selected evaluation period
Compliance Objective	Compliance violation threshold value for the service metric
Compliance Status	Compliance status of the service metric for the selected evaluation period (Compliance or Violation)

# hp OpenView Service Desk

## Service Level Management



### SLA Overview for Customer Business Manager

Select a name from the list of SLAs, and then one of its recent evaluation periods, to examine its compliance status. The bar chart shows compliance and violation distribution over each day within the evaluation period. Note that the graph can not show data for current day.

#### Active SLA List

SLA	CRM	Service Level	Current Status	
<a href="#">Email dot.com</a>	CRM Email dot.com	Email dot.com Gold	<span style="color: red;">■</span>	
<a href="#">Email up.inc</a>	CRM Email up.inc	Email up.inc Silver	<span style="color: green;">■</span>	
<a href="#">Email ny.top 1</a>	CRM Email ny.top 1	Email ny.top Silver	<span style="color: green;">■</span>	
<a href="#">Email ny.top 2</a>	CRM Email ny.top 2	Email ny.top Silver	<span style="color: green;">■</span>	
<a href="#">Email ny.top 3</a>	CRM Email ny.top 3	Email ny.top Silver	<span style="color: green;">■</span>	

#### Evaluation periods :

From '30-may-2005' to '05-jun-2005'

#### SLA Summary for current period

**Start Date :** 30-MAY-2005   
**End Date :** 05-JUN-2005  
**Latest Status :** ■  
**Latest Status Date:** 30-MAY-2005 23:55:00

#### Services and Service Level Objectives

Service	Compliance SLO	Achieved Compliance	Compliance Objective	Compliance Status
Email Berlin	Silver EmailAvailability (Email up.inc)	91.77		<span style="color: green;">■</span>
Email Berlin	Silver MTTR (Email up.inc)	85.76	80	<span style="color: green;">■</span>

## SLA Detail for Customer Business Manager

This report shows compliance status details for a particular service level agreement during a specific reporting interval.

<b>Field</b>	<b>Description</b>
<i>Active SLA List</i>	
SLA (linked)	List of service level agreements associated with the customer relationship manager. If the CRM is not specified, all service level agreements. Link: SLO Detail for Customer Business Manager
CRM	Customer relationship manager associated with the service level agreement.
Service Level	Service level for the SLA.
Current Status	Status of the SLA for the current evaluation period; options are green (compliance) or red (violation).
Drill-down	Click the drill-down icon to display information for a particular service level agreement.
<i>Evaluation Periods</i>	
Selection box	Evaluation periods for the selected SLA
<i>SLA Summary for Current Period</i>	
Start Date	Start of the evaluation period.
End Date	End of the evaluation period.
Latest Status	Latest compliance status for the selected SLA for the selected evaluation period.
Latest Status Date	Date and time when the latest compliance status of the drilled-down service level agreement was calculated.
<i>Services</i>	
Selection box	Services associated with the service level agreement.
<i>Service Summary for Current Period</i>	
Description	Description of the selected service.
Latest Compliance Status	Latest compliance status of the selected service for the selected evaluation period.
Latest Status Date	Date when the latest status was calculated for the selected evaluation period.

<b>Field</b>	<b>Description</b>
Service Compliance Status Distribution	Bar chart showing ratio of violation status to compliance status for each day during the evaluation period.
Service Infrastructure Availability Status Distribution	Bar chart showing ratio of achieved, not achieved, and not yet calculated for each day during the evaluation period.

# hp OpenView Service Desk

## Service Level Management



### SLA Detail for Customer Business Manager

Select a name from the list of SLAs, one of its recent evaluation periods, and then one of its active services to examine the service compliance and objective statuses. The two graphs respectively show compliance status and objective status distribution. Note that all graphs can not show data for current day.

#### Active SLA List

SLA	CRM	Service Level	Current Status
<a href="#">EEmail dot.com</a>	CRM EEmail dot.com	EEmail dot.com Gold	<span style="color: red;">●</span>
<a href="#">EEmail up.inc</a>	CRM EEmail up.inc	EEmail up.inc Silver	<span style="color: green;">●</span>
<a href="#">EEmail ny.top 1</a>	CRM EEmail ny.top 1	EEmail ny.top Silver	<span style="color: green;">●</span>
<a href="#">EEmail ny.top 2</a>	CRM EEmail ny.top 2	EEmail ny.top Silver	<span style="color: green;">●</span>
<a href="#">EEmail ny.top 3</a>	CRM EEmail ny.top 3	EEmail ny.top Silver	<span style="color: green;">●</span>

#### Evaluation periods :

From '09-may-2005' to '15-may-2005'

#### SLA Summary for current period

**Start Date :** 09-MAY-2005  
**End Date :** 15-MAY-2005  
**Latest Status :** ●  
**Latest Status Date:** 15-MAY-2005 23:55:00

#### Services :

EEmail New York

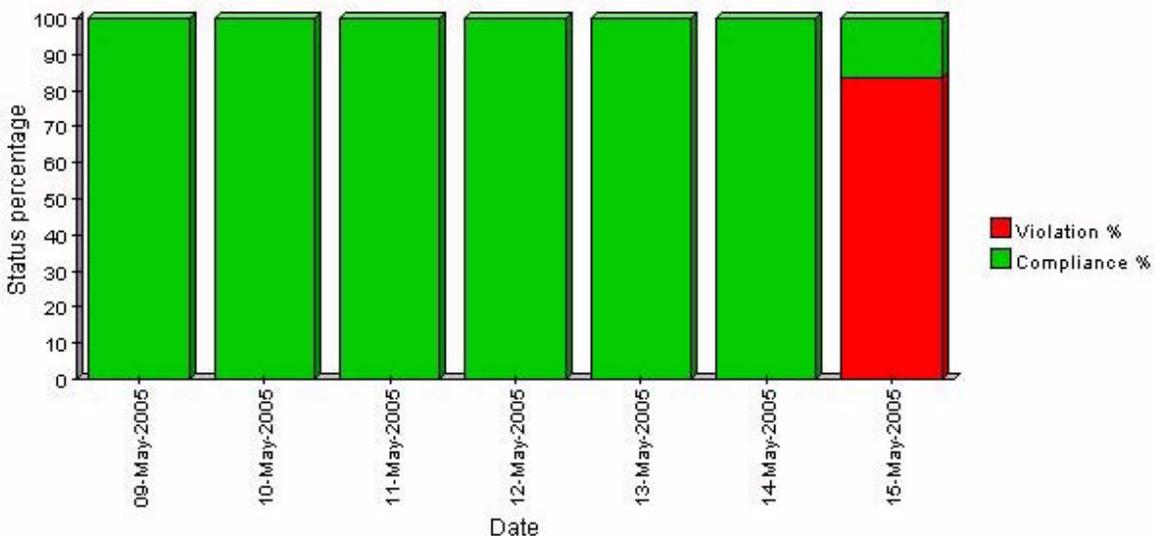
#### Service Summary for current period

**Description :** EEmail New York  
**Latest Compliance Status :** ●  
**Latest Status Date :** 15-may-2005 23:55:00

#### Service Compliance Status Distribution

#### Service Infrastructure Availability Distribution

#### Service Compliance Status Distribution for current period





## Service Detail for Customer Business Manager

This report provides service metric status details associated with a specific service.

Field	Description
<i>Active SLA List</i>	
SLA	Service level agreements associated with the customer relationship manager. If the CRM is not specified, all service level agreements.
CRM	Customer relationship manager associated with the service level agreement
Service Level	Service level for the service level agreement.
Current Status	Status of the SLA; green (compliance), yellow (jeopardy), or red (violation).
Drill-down	Click the drill-down icon to display information for a particular service level agreement.
<i>Evaluation Periods</i>	
Selection box	Evaluation periods for the service level agreement.
<i>SLA Summary for Current Period</i>	
Start Date	Start of the evaluation period.
End Date	End of the evaluation period.
Latest Status	Latest compliance status of the drilled-down service level agreement for the selected evaluation period
Latest Status Date	Date and time when the latest compliance status of the drilled-down service level agreement was calculated
<i>Services</i>	
Selection box	Services associated with the service level agreement
<i>Service Summary for Current Period</i>	
Description	Description of the selected service
Latest Compliance Status	Latest compliance status of the selected service for the selected evaluation period
Latest Status Date	Date when the latest status was calculated for the selected evaluation period
<i>Service Metric List for Current Service</i>	
Name	Name of the service metric
Latest Compliance	Latest compliance status of the service metric

<b>Field</b>	<b>Description</b>
Latest Date	Date and time when the latest service metric status was calculated
Drill-down	Click the drill-down button to display metric value information for a particular service metric
Metric Value	Graphical display of maximum metric values, minimum metric values, and compliance metric values against time for the drilled-down service metric

# hp OpenView Service Desk

## Service Level Management



### Service Detail for Customer Business Manager

Select a name from the list of SLAs, an Evaluation Period, and an active Service to examine their statuses and list associated Service Metrics. Select a Service Metric to examine its details and a Metric values graph, for each day of selected evaluation period. Note this graph can not show data for current day

#### Active SLA List

SLA	CRM	Service Level	Current Status	
Email dot.com	CRM Email dot.com	Email dot.com Gold	<span style="color: red;">■</span>	
Email up.inc	CRM Email up.inc	Email up.inc Silver	<span style="color: green;">■</span>	
Email ny.top 1	CRM Email ny.top 1	Email ny.top Silver	<span style="color: green;">■</span>	
Email ny.top 2	CRM Email ny.top 2	Email ny.top Silver	<span style="color: green;">■</span>	

#### Evaluation periods :

From '02-may-2005' to '08-may-2005'

#### SLA Summary for current period

**Start Date :** 02-MAY-2005   
**End Date :** 08-MAY-2005  
**Latest Status :** ■  
**Latest Status Date:** 08-MAY-2005 23:55:00

#### Services :

Email Berlin

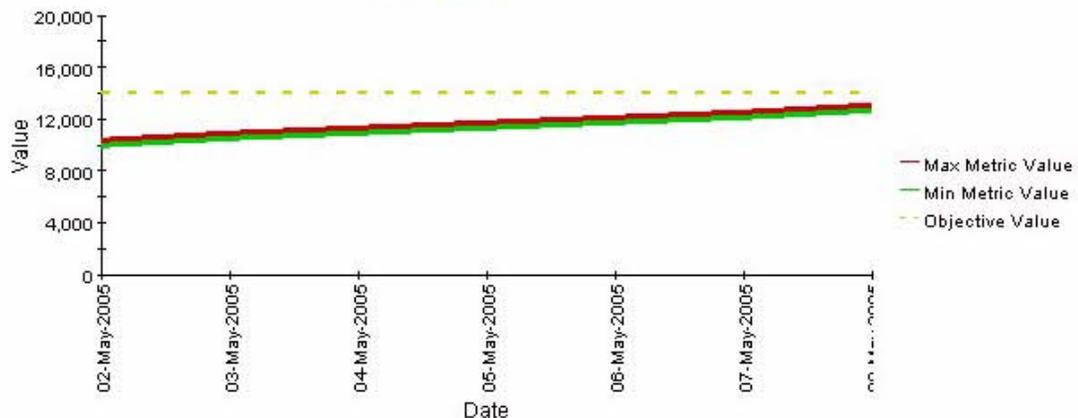
#### Service Summary for current period

**Description :** Email Berlin Description   
**Latest Compliance Status :** ■  
**Latest Status Date :** 08-may-2005 23:55:00

#### Service Metric list for current service

Name	Metric	Latest Compliance	Latest Date
Silver MTTR (Email up.inc)	MTTR	<span style="color: green;">■</span>	Sun May 08 11:55 PM

#### Metric Value



## SLO Detail for Customer Business Manager

This report provides information about the service level objectives associated with a service.

Field	Description
<i>Active SLA List</i>	
SLA	List of service level agreements associated with the customer relationship manager. If the CRM is not specified, all service level agreements.
CRM	Customer relationship manager associated with the service level agreement.
Service Level	Service level for the service level agreement.
Current Status	Status of the SLA; options are green (compliance), yellow (jeopardy), or red (violation).
Drill-down	Click the drill-down icon to display information for a particular service level agreement.
<i>Evaluation Periods</i>	
Selection box	Evaluation periods for the service level agreement.
<i>SLA Summary for Current Period</i>	
Start Date	Start of the evaluation period.
End Date	End of the evaluation period.
Latest Status	Latest compliance status of the drilled-down service level agreement for the selected evaluation period
Latest Status Date	Date and time when the latest status was calculated.
<i>Services</i>	
Selection box	Services associated with the service level agreement
<i>Service Summary for Current Period</i>	
Description	Description of the selected service
Latest Compliance Status	Latest compliance status of the selected service for the selected evaluation period
Latest Status Date	Date when the latest status was calculated for the selected evaluation period
<i>Service Metric List for Current Service</i>	
Name	Name of the service metric
Compliance Status	Compliance status of the service metric
Category	Category of service metric; options are Standard, Aggregated, or Infrastructure.

<b>Field</b>	<b>Description</b>
Achieved Compliance	Aggregated compliance value achieved by the service metric
Objective Compliance	Compliance violation threshold value for the service metric.
Drill-down	Click the drill-down icon to display metric value information for a particular service metric.
<i>Service Metric Compliance Percentage Distribution</i>	
Service Metric Compliance Percentage Distribution	Graph showing the compliance percentage for each day during the evaluation period.

# hp OpenView Service Desk

## Service Level Management



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### Service Level Objective Detail for Customer Business Manager

Select a name from the list of SLAs, an evaluation period, and an active service to examine their statuses and list associated Service Metrics. Select a Service Metric to examine its final status, its global compliance percentage and its compliance percentage distribution over each day of evaluation period with its associated thresholds. Note that the graph can not show data for current day.

#### Active SLA List

SLA	CRM	Service Level	Current Status	
<a href="#">EMail dot.com</a>	CRM EMail dot.com	Email dot.com Gold	<span style="color: red;">■</span>	
<a href="#">EMail up.inc</a>	CRM EMail up.inc	Email up.inc Silver	<span style="color: green;">■</span>	
<a href="#">EMail ny.top 1</a>	CRM EMail ny.top 1	Email ny.top Silver	<span style="color: green;">■</span>	
<a href="#">EMail ny.top 2</a>	CRM EMail ny.top 2	Email ny.top Silver	<span style="color: green;">■</span>	
<a href="#">EMail ny.top 3</a>	CRM EMail ny.top 3	Email ny.top Silver	<span style="color: green;">■</span>	

#### Evaluation periods :

From '02-may-2005' to '08-may-2005'

#### SLA Summary for current period

**Start Date :** 02-MAY-2005   
**End Date :** 08-MAY-2005  
**Latest Status :** ■  
**Latest Status Date:** 08-MAY-2005 23:55:00

#### Services :

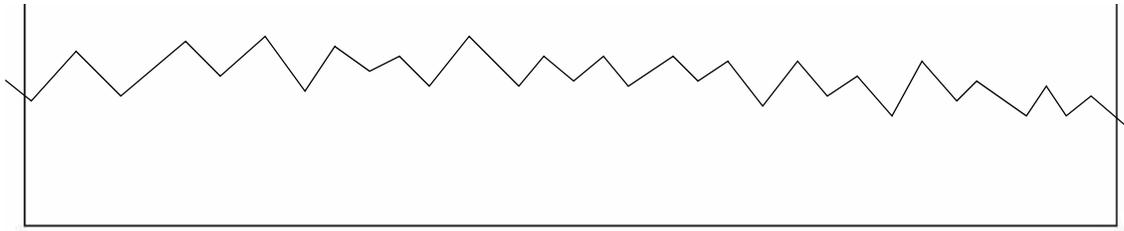
Email New York

#### Service Summary for current period

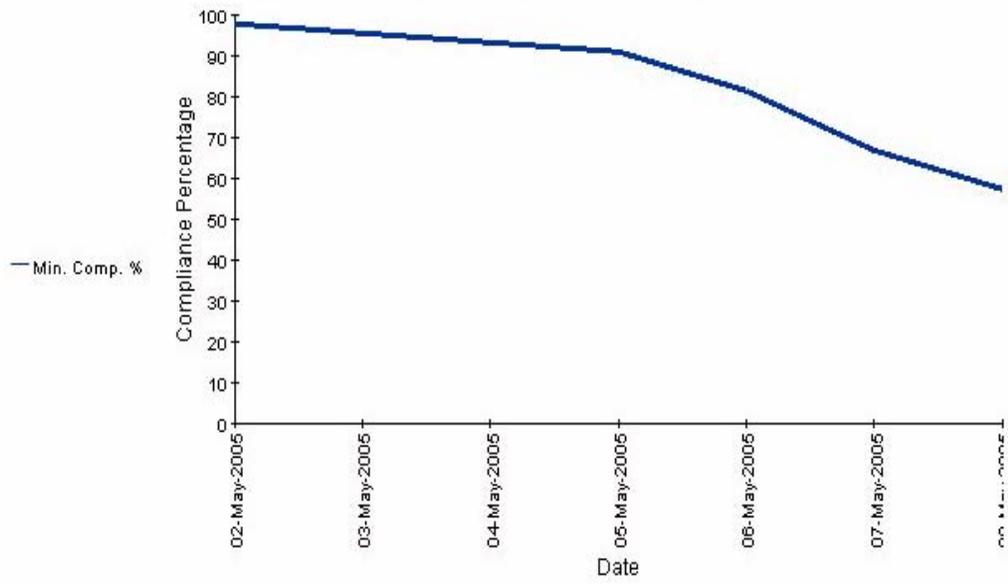
**Description :** Email New York   
**Latest Compliance Status :** ■  
**Latest Status Date :** 08-may-2005 23:55:00

#### Service Metric list for current service

Compliance Status	Name	Category	Achieved Compliance	Objective Compliance	
<span style="color: green;">■</span>	Silver MTTR (EMail ny.top 1)	Standard	100	90	
<span style="color: red;">■</span>	Silver EmailAvailability (EMail ny.top 1)	Infrastructure	57.04	80	



*Service Metric Compliance Percentage Distribution*



## SLA Overview for Customer Relationship Manager

This report provides overview information about all service level agreements that are related to the target user in a specific reporting interval.

Field	Description
<i>Active SLA List</i>	
SLA (linked)	List of service level agreements associated with the customer business manager. If the CBM is not specified, all service level agreements. Link: <a href="#">SLA Detail for Customer Relationship Manager</a>
CRM	Customer relationship manager associated with the service level agreement
Service Level	Service level for the service level agreement
Current Status	Status of the service level agreement for the current evaluation period; options are Compliance, Jeopardy, Violation.
Predictive Status	Status predicted to be reached at the end of the current evaluation period' options are Compliance, Jeopardy, Violation.
Drill-down	Click the drill-down icon to display information for a particular service level agreement
<i>Evaluation Periods</i>	
Selection box	Evaluation periods for the service level agreement.
<i>SLA Summary for Current Period</i>	
Start Date	Start date of the evaluation period
End Date	End date of the evaluation period
Latest Status	Latest status for the selected evaluation period; options are Compliance, Jeopardy, or Violation.
Latest Status Date	Date when the latest status was calculated.
<i>Services and Service Level Objectives</i>	
Service	Service related to the service level agreement.
Compliance SLO	Service metric related to the service.
Compliance Objective	Compliance violation threshold value for the service metric.
Actual Compliance	Compliance value achieved by the service metric for the selected evaluation period.
Compliance Status	Status of the service metric for the selected evaluation period; options are Compliance, Jeopardy, or Violation.



# hp OpenView Service Desk

## Service Level Management



### SLA Overview for Customer Business Manager

Select a name from the list of SLAs, and then one of its recent evaluation periods, to examine its compliance status. The bar chart shows compliance and violation distribution over each day within the evaluation period. Note that the graph can not show data for current day.

*Active SLA List*

SLA	CRM	Service Level	Current Status	
<a href="#">EMail dot.com</a>	CRM EMail dot.com	EMail dot.com Gold	<span style="color: red;">■</span>	
<a href="#">EMail up.inc</a>	CRM EMail up.inc	EMail up.inc Silver	<span style="color: green;">■</span>	
<a href="#">EMail ny.top 1</a>	CRM EMail ny.top 1	EMail ny.top Silver	<span style="color: green;">■</span>	
<a href="#">EMail ny.top 2</a>	CRM EMail ny.top 2	EMail ny.top Silver	<span style="color: green;">■</span>	
<a href="#">EMail ny.top 3</a>	CRM EMail ny.top 3	EMail ny.top Silver	<span style="color: green;">■</span>	

*Evaluation periods :*

From '30-may-2005' to '05-jun-2005'

*SLA Summary for current period*

**Start Date :** 30-MAY-2005

**End Date :** 05-JUN-2005

**Latest Status :** ■

**Latest Status Date:** 30-MAY-2005 23:55:00

*Services and Service Level Objectives*

Service	Compliance SLO	Achieved Compliance	Compliance Objective	Compliance Status
Email Berlin	Silver EmailAvailability (EMail up.inc)	91.77		<span style="color: green;">■</span>
Email Berlin	Silver MTTR (EMail up.inc)	85.76	80	<span style="color: green;">■</span>

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## SLA Detail for Customer Relationship Manager

This report shows compliance status details for a particular service level agreement during a specific reporting interval.

<b>Field</b>	<b>Description</b>
<i>Active SLA List</i>	
SLA (linked)	List of service level agreements associated with the customer relationship manager; if the CRM is not specified, all service level agreements. Link: SLO Detail for Customer Relationship Manager
CRM	Customer relationship manager associated with the service level agreement
Service Level	Service level for the service level agreement
Current Status	Status of the service level agreement for the current evaluation period; options are Compliance, Jeopardy, Violation.
Predictive Status	Status predicted to be reached at the end of the current evaluation period; options are Compliance, Jeopardy, Violation.
Drill-down	Click the drill-down icon to display information for a particular service level agreement.
<i>Evaluation Periods</i>	
Selection box	Evaluation periods for the service level agreement
<i>SLA Summary for Current Period</i>	
Start Date	Start of the evaluation period.
End Date	End of the evaluation period.
Latest Status	Latest status for the selected evaluation period.
Latest Status Date	Date and time when the latest status was calculated
<i>Services</i>	
Service (selection box)	Services associated with the service level agreement
<i>Service Summary for Current Period</i>	
Description	Description of the selected service
Latest Compliance Status	Latest compliance status of the selected service for the selected evaluation period

<b>Field</b>	<b>Description</b>
Latest Status Date	Date when the latest status was calculated for the selected evaluation period
Service Compliance Status Distribution	Bar chart showing ratio of Compliance, Jeopardy, and Violation for each day during the evaluation period.
Service Infrastructure Availability Status Distribution	Bar chart showing ratio of Achieved, Not Achieved, and Not Yet Calculated for availability for each day during the evaluation period.

# hp OpenView Service Desk

## Service Level Management



### SLA Detail for Customer Relationship Manager

Select a name from the list of SLAs, one of its recent evaluation periods, and then one of its active services to examine the service compliance and objective statuses. The four graphs respectively show compliance status percentage and distribution, and objective status percentage and distribution. Note that all graphs can not show data for current day.

#### Active SLA List

SLA	CRM	Service Level	Current Status	Predictive Status	
<a href="#">EEmail dot.com</a>	CRM EEmail dot.com	EEmail dot.com Gold	<span style="color: red;">■</span>	<span style="color: red;">■</span>	
<a href="#">EEmail up.inc</a>	CRM EEmail up.inc	EEmail up.inc Silver	<span style="color: yellow;">■</span>	<span style="color: red;">■</span>	
<a href="#">EEmail ny.top 1</a>	CRM EEmail ny.top 1	EEmail ny.top Silver	<span style="color: green;">■</span>	<span style="color: red;">■</span>	
<a href="#">EEmail ny.top 2</a>	CRM EEmail ny.top 2	EEmail ny.top Silver	<span style="color: green;">■</span>	<span style="color: green;">■</span>	
<a href="#">EEmail ny.top 3</a>	CRM EEmail ny.top 3	EEmail ny.top Silver	<span style="color: green;">■</span>	<span style="color: green;">■</span>	

#### Evaluation periods :

From '09-may-2005' to '15-may-2005'

#### SLA Summary for current period

**Start Date :** 09-MAY-2005   
**End Date :** 15-MAY-2005  
**Latest Status :** ■  
**Latest Status Date:** 15-MAY-2005 23:55:00

#### Services :

EEmail New York

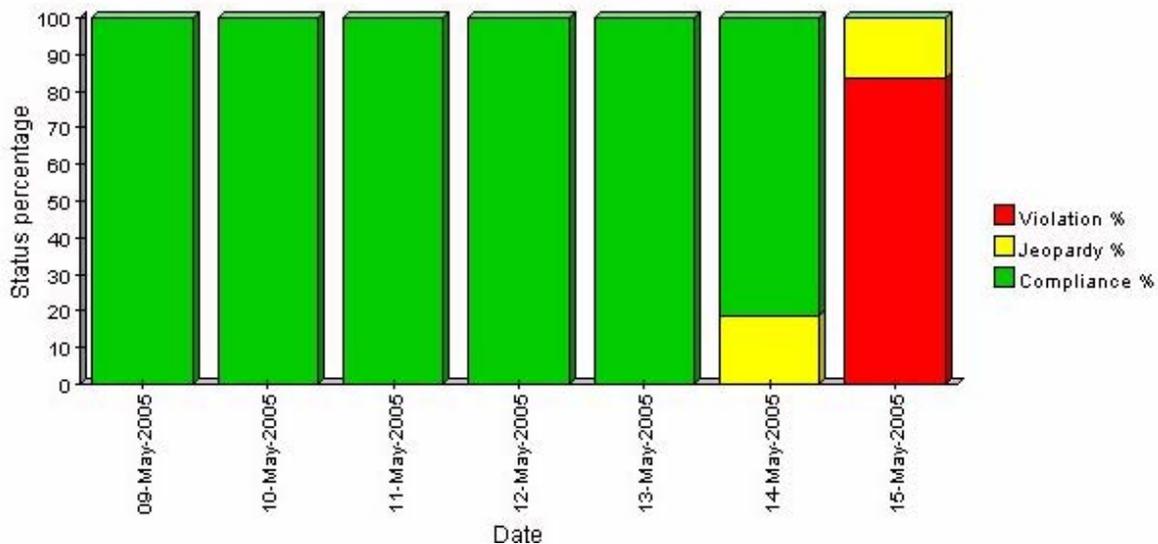
#### Service Summary for current period

**Description :** EEmail New York   
**Latest Compliance Status :** ■  
**Latest Status Date :** 15-may-2005 23:55:00

#### Service Compliance Status Distribution

#### Service Infrastructure Availability Distribution

#### Service Compliance Status Distribution for current period



## Service Detail for Customer Relationship Manager

This report provides service metric status details associated with a specific service.

Field	Description
<i>Active SLA List</i>	
SLA	List of service level agreements associated with the customer relationship manager (if specified), or all service level agreements (if customer relationship manager not specified).
CRM	Customer relationship manager associated with the service level agreement
Service Level	Service level for the service level agreement
Current Status	Compliance status of the service level agreement for the current evaluation period (Compliance, Jeopardy, or Violation)
Predictive Status	Compliance status predicted to be reached at the end of the current evaluation period (Compliance, Jeopardy, or Violation)
Drill-down	Click the drill-down button to display information for a particular service level agreement
<i>Evaluation Periods</i>	
Evaluation Period (selection box)	Evaluation periods for the drilled-down service level agreement
<i>SLA Summary for Current Period</i>	
Start Date	Start date of the selected evaluation period
End Date	End date of the selected evaluation period
Latest Status	Latest compliance status of the drilled-down service level agreement for the selected evaluation period
Latest Status Date	Date and time when the latest compliance status of the drilled-down service level agreement was calculated
<i>Services</i>	
Selection box	Services associated with the service level agreement
<i>Service Summary for Current Period</i>	
Description	Description of the selected service
Latest Compliance Status	Latest compliance status of the selected service for the selected evaluation period
Latest Status Date	Date when the latest compliance status was calculated for the selected evaluation period

<b>Field</b>	<b>Description</b>
<i>Service Metric List for Current Service</i>	
Name	Name of the service metric
Latest Compliance	Latest compliance status of the service metric
Latest Date	Date and time when the latest service metric compliance status was calculated
Drill-down	Click the drill-down button to display metric value information for a particular service metric
Metric Value	Graphical display of maximum metric values, minimum metric values, and compliance metric values against time for the drilled-down service metric



# hp OpenView Service Desk

## Service Level Management



### Service Detail for Customer Relationship Manager

Select a name from the list of SLAs, an Evaluation Period, and an active Service to examine their statuses and list associated Service Metrics. Select a Service Metric to examine its Metric values graph, for each day of selected evaluation period. Note this graph can not show data for current day

#### Active SLA List

SLA	CRM	Service Level	Current Status	Predictive Status	
Email dot.com	CRM Email dot.com	Email dot.com Gold	<span style="color:red">■</span>	<span style="color:red">■</span>	
Email up.inc	CRM Email up.inc	Email up.inc Silver	<span style="color:yellow">■</span>	<span style="color:red">■</span>	
Email ny.top 1	CRM Email ny.top 1	Email ny.top Silver	<span style="color:green">■</span>	<span style="color:red">■</span>	
Email ny.top 2	CRM Email ny.top 2	Email ny.top Silver	<span style="color:green">■</span>	<span style="color:green">■</span>	
Email ny.top 3	CRM Email ny.top 3	Email ny.top Silver	<span style="color:green">■</span>	<span style="color:green">■</span>	

#### Evaluation periods :

From '02-may-2005' to '08-may-2005'

#### SLA Summary for current period

**Start Date :** 02-MAY-2005   
**End Date :** 08-MAY-2005  
**Latest Status :** ■  
**Latest Status Date:** 08-MAY-2005 23:55:00

#### Services :

Email Berlin

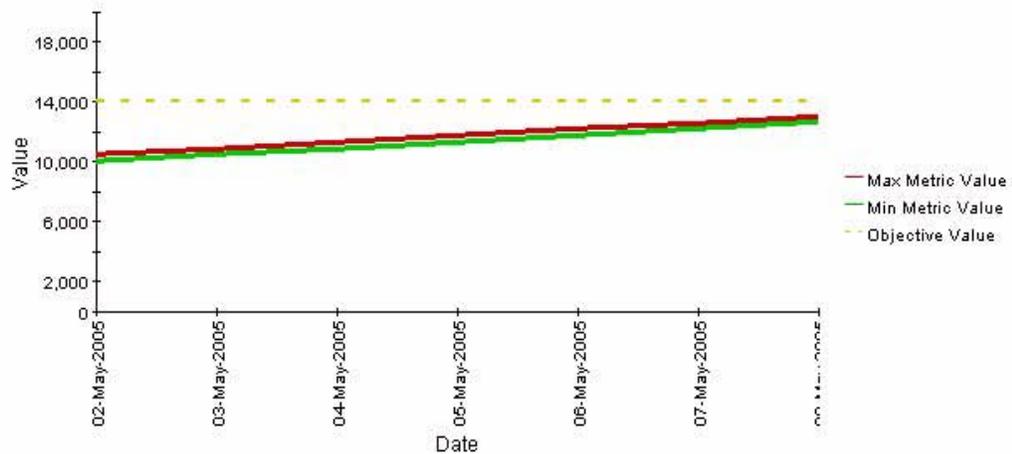
#### Service Summary for current period

**Description :** Email Berlin Description   
**Latest Compliance Status :** ■  
**Latest Status Date :** 08-may-2005 23:55:00

#### Service Metric list for current service

Name X	Metric	Latest Compliance	Latest Date
Silver MTTR (Email up.inc)	MTTR	<span style="color:green">■</span>	Sun May 08 11:55 PM

#### Metric Value





## SLO Detail for Customer Relationship Manager

This report provides information about the service level objectives associated with a service.

Field	Description
<i>Active SLA List</i>	
SLA (linked)	List of service level agreements associated with the customer business manager. If the CBM is not specified, all service level agreements. Link: SLA Detail for Customer Relationship Manager
CRM	Customer relationship manager associated with the service level agreement
Service Level	Service level for the service level agreement
Current Status	Status of the service level agreement for the current evaluation period; options are Compliance, Jeopardy, Violation.
Predictive Status	Status predicted to be reached at the end of the current evaluation period; options are Compliance, Jeopardy, Violation.
Drill-down	Click the drill-down icon to display information for a particular service level agreement
<i>Evaluation Periods</i>	
Selection box	Evaluation periods for the drilled-down service level agreement
<i>SLA Summary for Current Period</i>	
Start Date	Start of the evaluation period.
End Date	End of the evaluation period.
Latest Status	Latest status of the service level agreement for the selected evaluation period
Latest Status Date	Date and time when the latest compliance status of the drilled-down service level agreement was calculated
<i>Services</i>	
Selection box	Services associated with the service level agreement
<i>Service Summary for Current Period</i>	
Description	Description of the selected service
Latest Compliance Status	Latest compliance status of the selected service for the selected evaluation period
Latest Objective Status	Latest objective status of the selected service for the selected evaluation period

<b>Field</b>	<b>Description</b>
Latest Status Date	Date when the latest status was calculated
<i>Service Metric List for Current Service</i>	
Name	Name of the service metric
Compliance Status	Compliance status of the service metric
Category	Category of service metric (Standard, Aggregated, or Infrastructure)
Achieved Compliance	Aggregated compliance value achieved by the service metric
Objective Compliance	Compliance violation threshold value for the service metric.
Drill-down	Click the drill-down icon to display metric value information for a particular service metric
<i>Service Metric Compliance Percentage</i>	
Ref	Name of compliance threshold
Objective	The objective threshold value and operator for the compliance threshold
Severity	The severity of the compliance threshold
<i>Service Metric Compliance Percentage Distribution</i>	
Service Metric Compliance Percentage Distribution	Graphical display of achieved compliance values over the selected evaluation period.

# hp OpenView Service Desk

## Service Level Management



### Service Level Objective Detail for Customer Relationship Manager

Select a name from the list of SLAs, an evaluation period, and an active service to examine their statuses and list associated Service Metrics. Select a Service Metric to examine its global compliance percentage, and its compliance percentage distribution over each day of evaluation period, as its associated thresholds. Note that both graphs can not show data for current day.

#### Active SLA List

SLA	CRM	Service Level	Current Status	Predictive Status	
<a href="#">EMail dot.com</a>	CRM EMail dot.com	EMail dot.com Gold	<span style="color:red">■</span>	<span style="color:red">■</span>	
<a href="#">EMail up.inc</a>	CRM EMail up.inc	EMail up.inc Silver	<span style="color:yellow">■</span>	<span style="color:red">■</span>	
<a href="#">EMail ny.top 1</a>	CRM EMail ny.top 1	EMail ny.top Silver	<span style="color:green">■</span>	<span style="color:red">■</span>	
<a href="#">EMail ny.top 2</a>	CRM EMail ny.top 2	EMail ny.top Silver	<span style="color:green">■</span>	<span style="color:green">■</span>	
<a href="#">EMail outer 2</a>	CRM EMail outer 2	EMail outer Silver	<span style="color:green">■</span>	<span style="color:green">■</span>	

#### Evaluation periods :

From '02-may-2005' to '08-may-2005'

#### SLA Summary for current period

**Start Date :** 02-MAY-2005   
**End Date :** 08-MAY-2005  
**Latest Status :** ■  
**Latest Status Date:** 08-MAY-2005 23:55:00

#### Services :

EMail New York

#### Service Summary for current period

**Description :** EMail New York   
**Latest Compliance Status :** ■  
**Latest Objective Status :** ■  
**Latest Status Date :** 08-may-2005 23:55:00

#### Service Metric list for current service

Name	Category	Latest Compliance	Achieved Compliance	Compliance Objective	
Silver MTTR (EMail ny.top 1)	Standard	<span style="color:green">■</span>	100	90	
Silver EmailAvailability (EMail ny.top 1)	Infrastructure	<span style="color:red">■</span>	57.04	80	

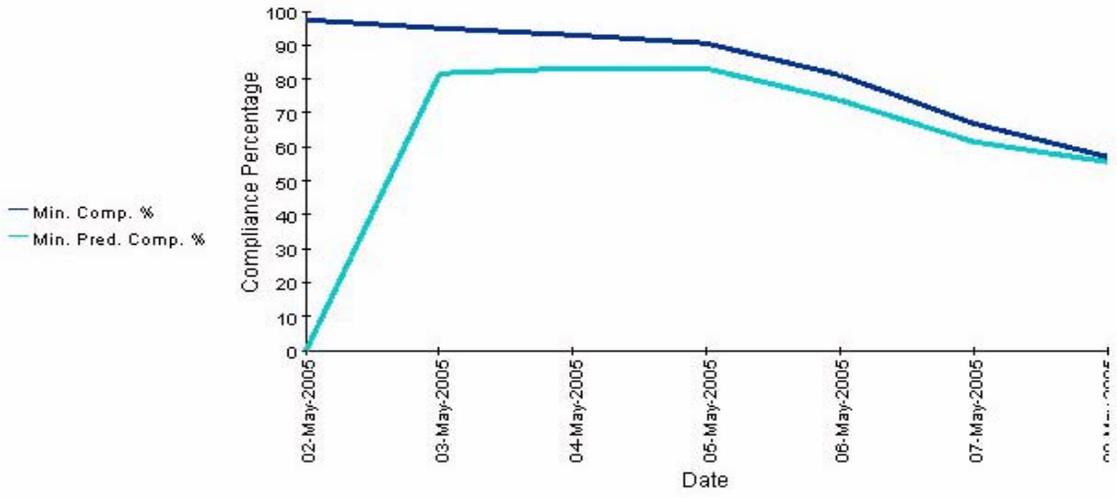
#### Service Metric Compliance Percentage

Service Metric Compliance Threshold Detail

Ref.	Objective	Severity
Threshold 1	< 80	critical
Threshold 2	< 85	major



Service Metric Compliance Percentage Distribution



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## Service Overview for Service Manager

This report provides a list of all services that are managed by target user, together with summary information.

<b>Field</b>	<b>Description</b>
<i>Active Service List</i>	
Service	Name of the service. Click the service to link to the Service Detail report (Service Manager).
Description	Description of the service
Service Manager	Service manager assigned to the service
Drill-down	Click the drill-down button to display information for a particular service
Associated SLA (selection box)	Service level agreements associated to the drilled-down service
<i>Associated Service Compliance Status</i>	
Last Compliance Status	Traffic light indicator of the last known compliance status of the service (Compliant, Jeopardy, and Violation) and the date and time the status was calculated
Last Predictive Compliance Status	Traffic light indicator of the last known predictive compliance status of the service (Compliant, Jeopardy, or Violation) and the date and time the status was calculated.
<i>Service Availability Status Distribution</i>	
Duration selection box	Duration for the graphs below showing the service availability in sections of Achieved, Not Achieved, and Not Yet Computed according to the time period chosen. You can choose to view the graphs in minutes, hours or days. The periods during which the service is in the state Not In Service according to the service hours schedules appear as dark areas in the bar charts.

<b>Field</b>	<b>Description</b>
5-Minutely Service Availability	Service availability at 5-minute intervals over the default duration (last two complete hours plus the current hour up to the present moment), or the duration specified using the Edit Graph button.
Hourly Service Availability	Service availability at hourly intervals over the default duration (last complete day plus the current day up to the present moment), or the duration specified using the Edit Graph button.
Daily Service Availability	Service Availability values at daily intervals over the default duration (last complete month plus the current month up to the present moment), or the duration specified using the Edit Graph button.

# hp OpenView Service Desk

## Service Level Management



### Service Overview for Service Manager

Select a name from the list of Services and one of its associated SLA to examine the compliance status of active service. Then select a duration to examine the availability status through Service Availability Distribution graphs. Default durations are 2 hours / 1 day / 1 month until now.

#### Active Service List

Service	Service Manager	Description
<a href="#">EEmail Berlin</a>	Srv Mgr EMail up.inc	EEmail Berlin Description
<a href="#">EEmail Amsterdam</a>	Srv Mgr EMail dot.com	EEmail Amsterdam Description
<a href="#">EEmail New York</a>	Srv Mgr EMail ny.top	EEmail New York

#### Associated SLA:

EEmail up.inc

Customer

PE EEmail up.inc

Service Level

EEmail up.inc Silver

#### Associated Service Compliance Status

Last Compliance Status :



Last Pred. Compliance Status :



Last Status Date :

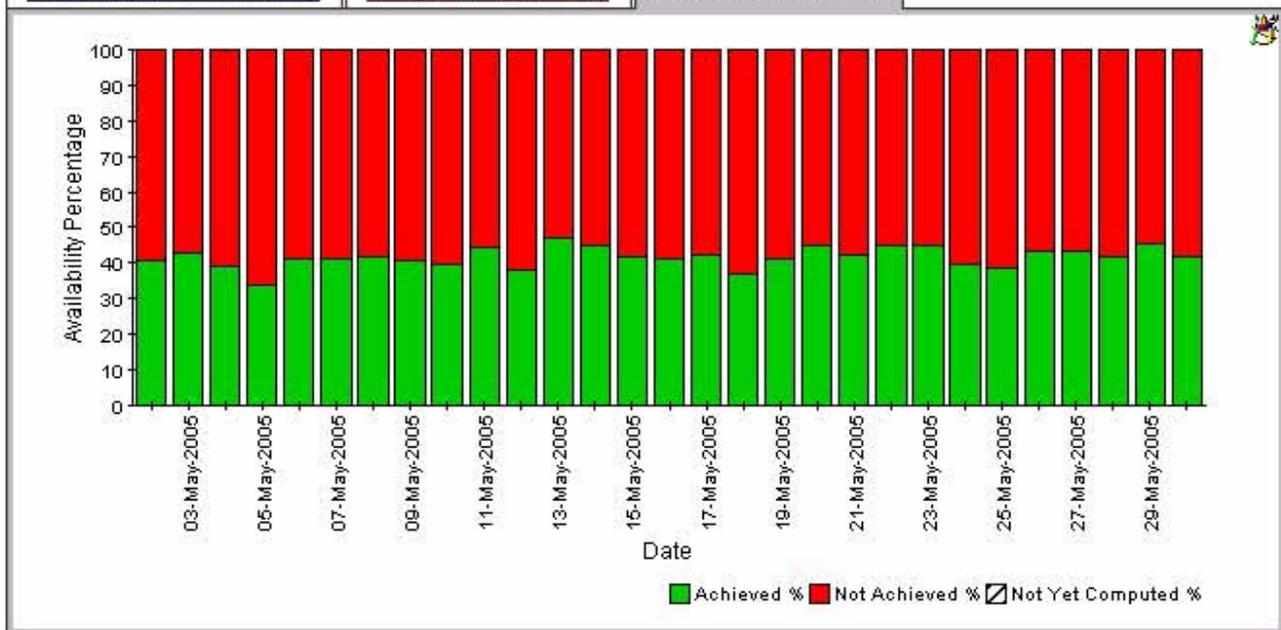
30-may-2005 23:55:00

#### Service Availability Status Distribution

5-Minutes'ly Service Availability

Hourly Service Availability

Daily Service Availability



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## Service Detail for Service Manager

This report provides lists and links to underpinning services and configuration items, plus information about service metrics for the selected service.

<b>Field</b>	<b>Description</b>
<i>Service Information</i>	
Service	Name of the service
Service Manager	Service manager assigned to the service
Last Availability...	Most-recently calculated availability for the service
... for SLA	Service level agreement associated with the service
Drill-down	Click the drill-down button to display information for a particular service
<i>Underpinning Service List</i>	
Service	Name of the subordinate service
Service Manager	Service manager assigned to the service
Last Availability Status	Most-recently calculated availability for the service
<i>Underpinning Configuration Item List</i>	
Configuration Item	Name of the subordinate configuration item
Last Availability Status	Most-recently calculated availability for the CI
<i>Service Metric List</i>	
Metric Name	Name of the metric
Description	Description of the metric
Unit	Units for the metric data values
Category	Category of metric (for example, Standard)
<i>Metric Value Distribution</i>	
5-Minutely Metric Value	Metric values at 5-minute intervals over the default duration (last two complete hours plus the current hour up to the present moment), or the duration specified using the Edit Graph button.
Hourly Metric Value	Metric values at hourly intervals over the default duration (last complete day plus the current day up to the present moment), or the duration specified using the Edit Graph button.
Daily Metric Value	Metric values at daily intervals over the default duration (last complete month plus the current month up to the present moment), or the duration specified using the Edit Graph button.



# hp OpenView Service Desk

## Service Level Management



### Service Detail for Service Manager

Select a name from the list of Services to examine underpinning Services and Configuration Items of active service. Then select a duration to examine the metric value through Metric Value Distribution graphs.

<i>Service Information</i>					
Service	Service Manager	Last availability...	... for SLA	Service Level	Customer
Email Berlin	Srv Mgr Email up.inc		Email up.inc	Email up.inc Silver	PE Email up.inc
Email Amsterdam	Srv Mgr Email dot.com		Email dot.com	Email dot.com Gold	PE Email dot.com
Email New York	Srv Mgr Email ny.top		Email ny.top 2	Email ny.top Silver	PE Email ny.top 2
Email New York	Srv Mgr Email eutec		Email eutec 4	Email eutec Silver	PE Email eutec 4

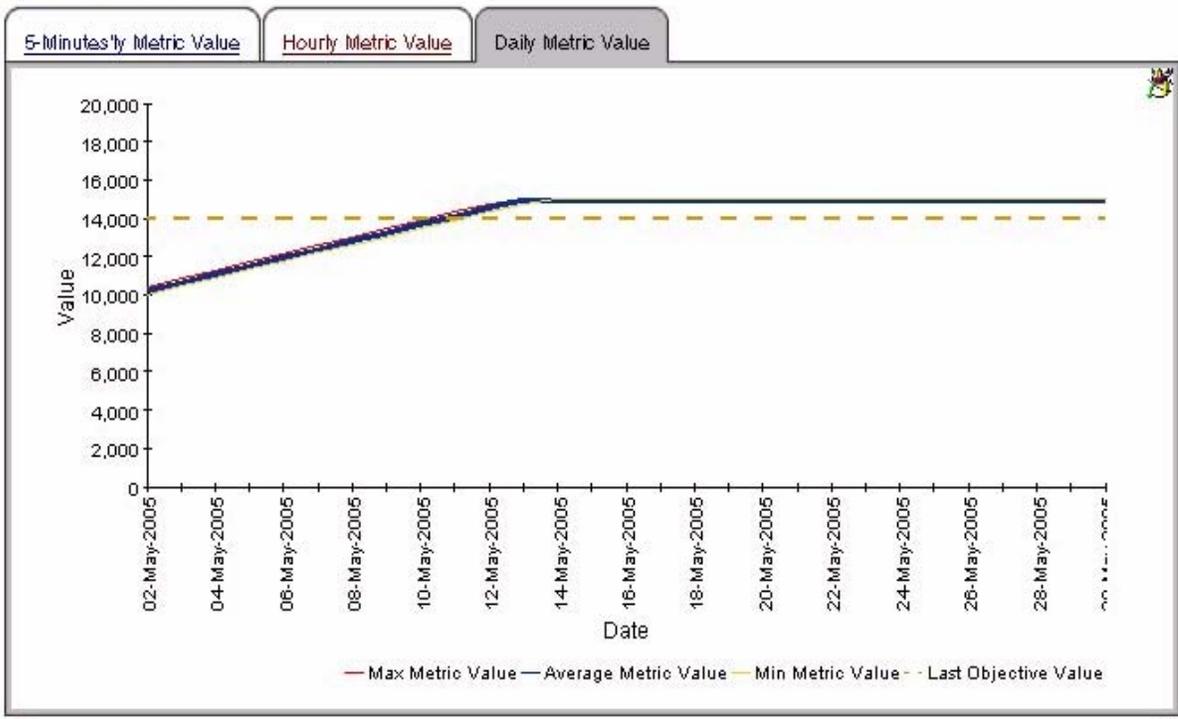
<i>Underpinning Service List</i>		
Service	Service Manager	Last availability status
	No Data	

<i>Underpinning Configuration Item List</i>	
Conf. Item	Last availability status
<a href="#">Exchange Berlin</a>	
<a href="#">SQL Server Berlin</a>	
<a href="#">IIS Berlin</a>	
<a href="#">Network Berlin</a>	

<i>Service Metric List</i>			
Metric Name	Description	Unit	Category
MTTR	MTTR	Integer	Standard



### Metric Value Distribution



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## Configuration Item Detail for Service Manager

This report provides detailed information about a given configuration item. The target user typically links to this report from the Service Detail for Customer Relationship Manager report.

Field	Description
<i>Configuration Item Information</i>	
Name	Name of the configuration item
Latest Availability...	Most-recently calculated current availability status for the configuration item
... for SLA	Service level agreement associated with the configuration item
Service Level	Service level associated with the service level agreement
Customer	Service receiver associated with the service level agreement
Drill-down	Click the drill-down button to display information for a particular combination of configuration item and service level agreement
<i>Configuration Item Availability Distribution</i>	
5-Minutely CI Availability	CI availability at 5-minute intervals over the default duration (last two complete hours plus the current hour up to the present moment), or the duration specified using the Edit Graph button
Hourly CI Availability	CI availability at hourly intervals over the default duration (last complete day plus the current day up to the present moment), or the duration specified using the Edit Graph button
Daily CI Availability	CI availability at daily intervals over the default duration (last complete month plus the current month up to the present moment), or the duration specified using the Edit Graph button
<i>Configuration Item Metric List</i>	
Metric Name	Name of the metric
Metric Unit	Units for the metric data values
<i>Metric Value Distribution</i>	

<b>Field</b>	<b>Description</b>
5-Minutely Metric Value	Metric values at 5-minute intervals over the default duration (last two complete hours plus the current hour up to the present moment), or the duration specified using the Edit Graph button
Hourly Metric Value	Metric values at hourly intervals over the default duration (last complete day plus the current day up to the present moment), or the duration specified using the Edit Graph button
Daily Metric Value	Metric values at daily intervals over the default duration (last complete month plus the current month up to the present moment), or the duration specified using the Edit Graph button

# hp OpenView Service Desk

## Service Level Management



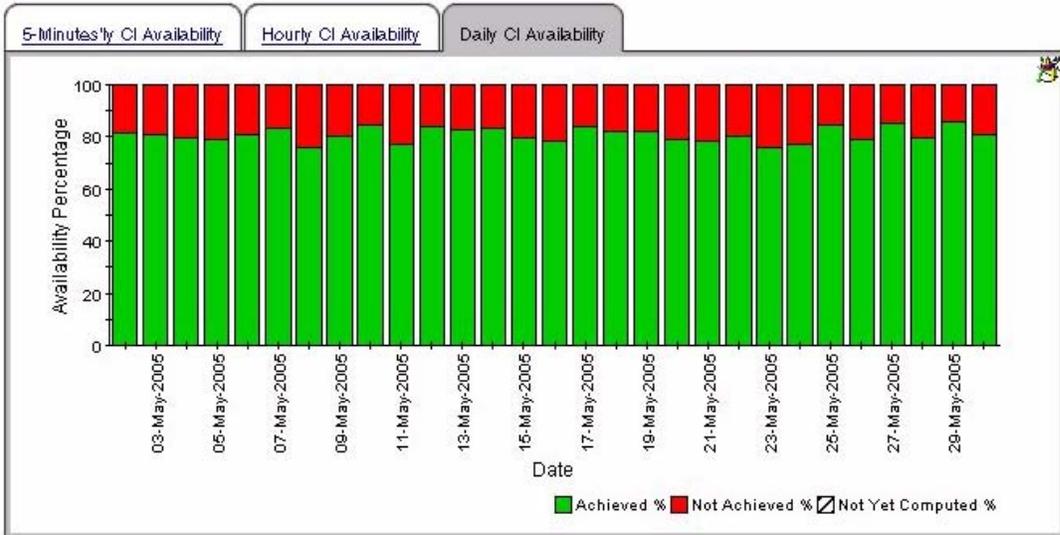
### Configuration Item Detail for Service Manager

Select a name from the list of Configuration Items, and then select a duration to examine its availability status percentage through Configuration Item Distribution graphs. Default durations are 2 hours / 1 day / 1 month until now.

#### Configuration Item Information

Name	Latest availability...	... for SLA	Service Level	Customer
Exchange Berlin	<span style="color: red;">●</span>	Email up.inc	Email up.inc Silver	PE Email up.inc
Exchange New York	<span style="color: red;">●</span>	Email ny.top 2	Email ny.top Silver	PE Email ny.top 2
Network New York	<span style="color: red;">●</span>	Email ny.top 2	Email ny.top Silver	PE Email ny.top 2
IIS New York	<span style="color: red;">●</span>	Email ny.top 3	Email ny.top Silver	PE Email ny.top 3
Exchange Amsterdam	<span style="color: red;">●</span>	Email dot.com	Email dot.com Gold	PE Email dot.com
SQL Server New York	<span style="color: green;">●</span>	Email ny.top 1	Email ny.top Silver	PE Email ny.top 1
SQL Server New York	<span style="color: green;">●</span>	Email ny.top 2	Email ny.top Silver	PE Email ny.top 2

#### Configuration Item Availability Distribution

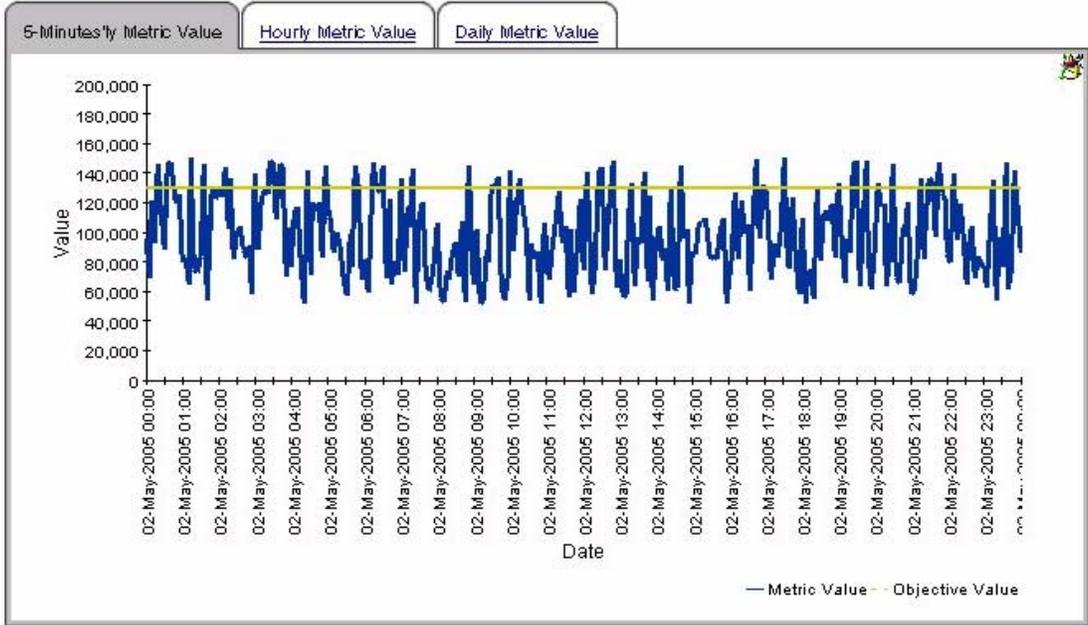


#### Configuration Item Metric List

Metric Name	Metric Unit
WebRequests	Integer



### Metric Value Distribution



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# 12 Troubleshooting the Service Desk 4.5 Datapipes

## Installation Problems

If problems come up when you install one or both Service Desk 4.5 datapipes, an unsuccessful connection to the Service Desk 4.5 database is the most likely cause of the problem.

Check the following two logs for errors:

```
{DPIPE_HOME}/log/report_*.log
```

```
{DPIPE_HOME}/log/trend.log
```

If there are problems with `Serverfile.txt` in the `{DPIPE_HOME}/data/` directory, `trend.log` will contain the following errors:

```
2006-05-02 13:56:15:000,India Standard
Time,+05:30,trend_proc_launch,,DEF_ERROR,6084,6012,0,"The following command exited with
code 1: C:/OVPI/jre/bin/java -classpath "C:/OVPI/lib/SD.jar;C:/OVPI/lib/pidb.jar;C:/OVPI/
lib/jconn2d.jar;C:/OVPI/lib/classes12.jar;C:/OVPI/lib/Opta2000.jar;" SD C:/OVPI c change"

2006-05-02 13:56:15:000,India Standard
Time,+05:30,trend_proc,,DEF_ERROR,6012,5708,0,"Child terminated with exit code 1"

2006-05-02 13:56:16:000,India Standard
Time,+05:30,trend_proc_launch,,DEF_ERROR,4688,6336,0,"The following command exited with
code 1: C:/OVPI/jre/bin/java -classpath "C:/OVPI/lib/SD.jar;C:/OVPI/lib/pidb.jar;C:/OVPI/
lib/jconn2d.jar;C:/OVPI/lib/classes12.jar;C:/OVPI/lib/Opta2000.jar;" SD C:/OVPI c help"

2006-05-02 13:56:16:000,India Standard
Time,+05:30,trend_proc,,DEF_ERROR,6336,6020,0,"Child terminated with exit code 1"
```

If one or both datapipes are unable to connect to the Service Desk 4.5 database, `trend.log` will contain the following errors:

```
2006-05-03 15:33:20:843,GMT+05:30 Standard, 05:30 , , , ERROR, 0, 0, 0, Io exception: The
Network Adapter could not establish the connection [ErrorCode:17002]
```

## Views Not Created

Installing the Service Desk 4.5 datapipes creates database views. Follow these steps to verify that view creation was successful:

- 1 Log on to the Service Desk 4.5 database.
- 2 Run the following commands at the sql prompt:

*Oracle:*

- desc ITSM\_INCIDENTS\_V
- desc ITSM\_PROBLEMS\_V



- desc ITSM\_SERVICECALLS\_V
- desc ITSM\_CHANGES\_V

*MS SQL:*

- sp\_help ITSM\_INCIDENTS\_V
- sp\_help ITSM\_PROBLEMS\_V
- sp\_help ITSM\_SERVICECALLS\_V
- sp\_help ITSM\_CHANGES\_V

If the views were created, the Service Desk database will display a description of each view.

## Why View Creation Might Fail

If views were not created, you probably made a mistake when you tried to configure PI to recognize the Service Desk database as an external database. As explained in Chapter 2, an incorrect entry in the database connection information window will cause the connection to fail, making it impossible to create views.

Verify the following:

- 1 Check that there is a Serverfile.txt file in the {DPIPE\_HOME}\data\directory and that the entries in this file are correct.
- 2 Check for installation errors in trend.log.
- 3 The Service Desk server must be up when you install the datapipes. Just before installing the datapipes, check for database connectivity by pressing the *Test Connection* button in Management Console.
- 4 You cannot create views unless your username has that privilege. Verify that your username was granted sufficient privileges. Run the following commands at command prompt in PI system:

*Windows:*

```
{DPIPE_HOME}\jre\bin\java -classpath
"{DPIPE_HOME}\lib\SD.jar;{DPIPE_HOME}\lib\pidb.jar;{DPIPE_HOME}\lib\jconn2d.jar;{DPIPE_HOME}\lib\classes12.jar;{DPIPE_HOME}\lib\Opta2000.jar;" SD {DPIPE_HOME} c change
```

and

```
{DPIPE_HOME}\jre\bin\java -classpath  
"{DPIPE_HOME}\lib\SD.jar;{DPIPE_HOME}\lib\pidb.jar;{DPIPE_HOME}\lib\jconn2d.jar;{DPI  
PE_HOME}\lib\classes12.jar;{DPIPE_HOME}\lib\Opta2000.jar;" SD {DPIPE_HOME} c help
```

*Unix:*

```
{DPIPE_HOME}/jre/bin/java -classpath "{DPIPE_HOME}/lib/SD.jar:{DPIPE_HOME}/lib/  
pidb.jar:{DPIPE_HOME}/lib/jconn2d.jar:{DPIPE_HOME}/lib/classes12.jar:{DPIPE_HOME}/  
lib/Opta2000.jar:" SD {DPIPE_HOME} c change
```

and

```
{DPIPE_HOME}/jre/bin/java -classpath "{DPIPE_HOME}/lib/SD.jar:{DPIPE_HOME}/lib/  
pidb.jar:{DPIPE_HOME}/lib/jconn2d.jar:{DPIPE_HOME}/lib/classes12.jar:{DPIPE_HOME}/  
lib/Opta2000.jar:" SD {DPIPE_HOME} c help
```

If the privileges were not right, the following error will be captured at the command prompt:

```
Message      : ORA-01031: insufficient privileges  
SQLState    : 42000  
ErrorCode   : 1031
```

## How to Create Views Manually

Follow these steps to create views manually:

- 1 Configure PI to recognize the Service Desk 4.5 database as an external database.
- 2 Perform any other pre-installation tasks.
- 3 Run the following commands at the command prompt:

— For SD Change Management Datapipe

```
{DPIPE_HOME}/bin/SrvDsk_chmt {DPIPE_HOME} c change {DPIPE_HOME}/  
packages/SD45_Datapipe/SrvDsk_ChangeManagement45_DP.ap/SD.jar
```

— For SD HelpDesk datapipe

```
{DPIPE_HOME}/bin/SrvDsk_hlpd {DPIPE_HOME} c help {DPIPE_HOME}/  
packages/SD45_Datapipe/SrvDsk_HelpDesk45_DP.ap/SD.jar
```

By running the SD.jar file the auto generated view definitions will be stored at  
{DPIPE\_HOME}/tmp/SD45Views.sql.

## Configuring Views

The view deems calls with status like 'Closed' or 'Completed' as closed service calls. If you are also using a custom status code and consider those as closed as well, you must modify the view to include the custom status code as well.

## Data Not Collected

Collecting data about incidents, problems, service calls or changes items raised during the last three days populates the following tables on the report pack side:

- RSERVD\_PROBLEMS\_DATAPIPE
- RSERVD\_INCIDENTS\_DATAPIPE
- RSERVD\_SERVICECALLS\_DATAPIPE
- RSERVD\_CHANGES\_DATAPIPE

If data collection took place as expected, the system can tell you how many rows of data were collected for each table. Follow these steps:

- 1 Log on to PI.
- 2 Run the following queries at the sql prompt:
  - `select count(*) from RSERVD_INCIDENTS_DATAPIPE;`
  - `select count(*) from RSERVD_PROBLEMS_DATAPIPE;`
  - `select count(*) from RSERVD_SERVICECALLS_DATAPIPE;`
  - `select count(*) from RSERVD_CHANGES_DATAPIPE;`

For each query, the system displays the number of rows collected.

## Collecting Data Manually

Follow these steps to collect data manually:

- 1 Stop OVPI Timer and wait for processes to terminate.
- 2 Open the command prompt.
- 3 Change to the `{DPIPE_HOME}/scripts/` directory.
- 4 Run the following commands:
 

```
trend_proc -f SrvDsk_Hlpd_Retrieve_Data.pro
trend_proc -f SrvDsk_Chm_Retrieve_Data.pro
```
- 5 Verify that data was collected.

## What to Do If No Data Is Collected

If you try to collect data manually, but the collection still does not take place, follow these steps:

- 1 Connect to Service Desk 4.5 database using user id and password.
- 2 Column `ta_period` in views gives the time period at which incidents, problems, servicecalls or changes were registered in service desk or its status was modified.

Run the following queries:

```
select count(ta_period) from itsm_incidents_v where ta_period>sysdate-3;
select count(ta_period) from itsm_problems_v where ta_period>sysdate-3;
select count(ta_period) from itsm_servicecalls_v where ta_period>sysdate-3;
select count(ta_period) from itsm_changes_v where ta_period>sysdate-3;
```

- 3 Check if any number of rows selected for Time Period that fall within the last 3 days duration.
- 4 Check if the PI system has been configured properly.

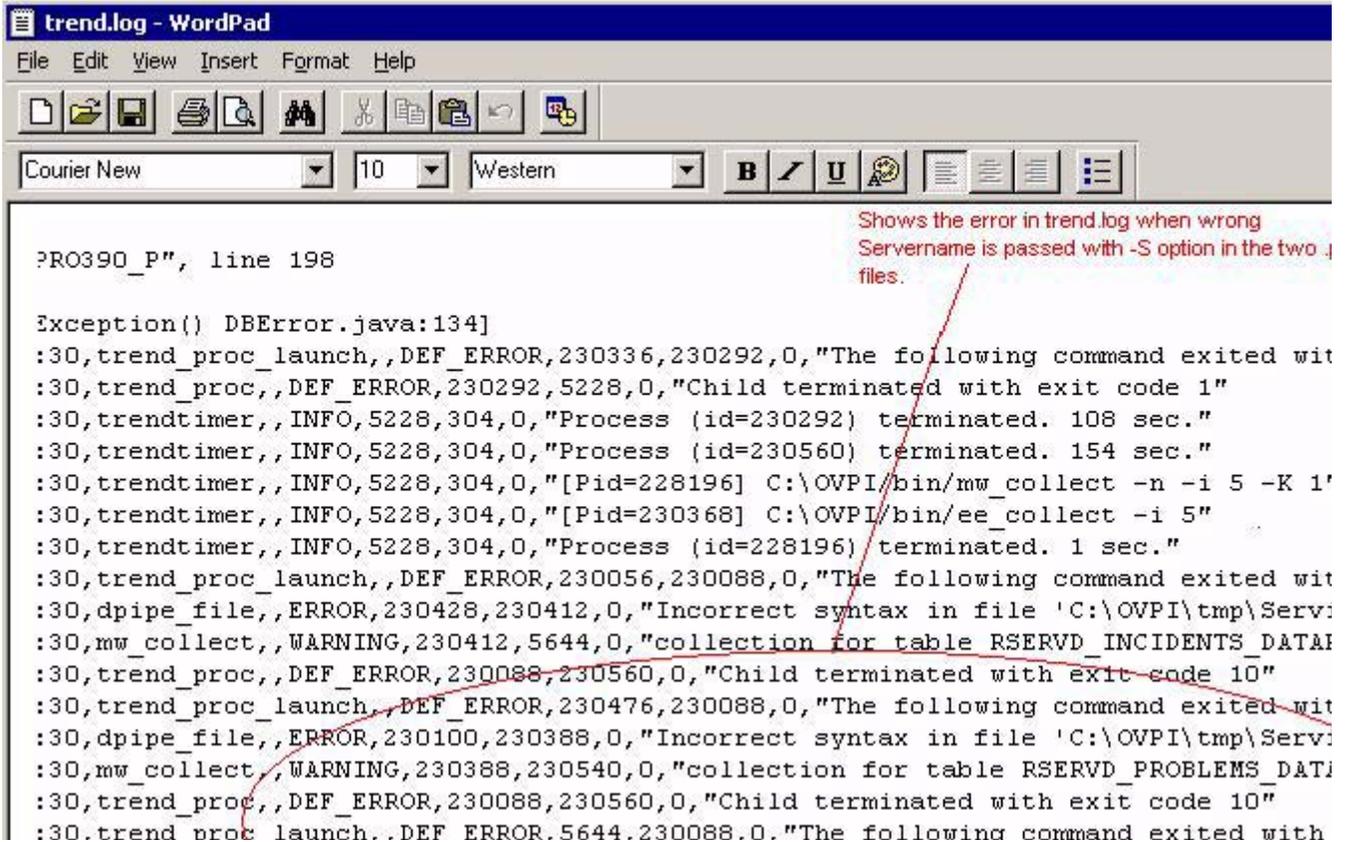
- 5 Check whether the following two .pro files are modified for `-s` option

```
{DPIPE_HOME}/packages/SD45_Datapipe/SrvDsk_HelpDesk45_DP.ap/  
SrvDsk_Hlpd_Retrieve_Data.pro
```

```
{DPIPE_HOME}/packages/SD45_Datapipe/SrvDsk_ChangeManagement45_DP.ap/  
SrvDsk_Chm_Retrieve_Data.pro
```

The Server name with the `-s` option should be exactly same as the name you added as external database.

- 6 Check `{DPIPE_HOME}/log/trend.log` file for information about errors that occurred during data collection. An excerpt from `trend.log`, below, contains examples of the error messages that were generated during data collection.



```
PRO390_P", line 198  
  
Exception() DBError.java:134]  
:30,trend_proc_launch,,DEF_ERROR,230336,230292,0,"The following command exited wit  
:30,trend_proc,,DEF_ERROR,230292,5228,0,"Child terminated with exit code 1"  
:30,trendtimer,,INFO,5228,304,0,"Process (id=230292) terminated. 108 sec."  
:30,trendtimer,,INFO,5228,304,0,"Process (id=230560) terminated. 154 sec."  
:30,trendtimer,,INFO,5228,304,0,"[Pid=228196] C:\OVPI\bin/mw_collect -n -i 5 -K 1"  
:30,trendtimer,,INFO,5228,304,0,"[Pid=230368] C:\OVPI\bin/ee_collect -i 5"  
:30,trendtimer,,INFO,5228,304,0,"Process (id=228196) terminated. 1 sec."  
:30,trend_proc_launch,,DEF_ERROR,230056,230088,0,"The following command exited wit  
:30,dpipe_file,,ERROR,230428,230412,0,"Incorrect syntax in file 'C:\OVPI\tmp\Serv:  
:30,mw_collect,,WARNING,230412,5644,0,"collection for table RSERVD_INCIDENTS_DATAI  
:30,trend_proc,,DEF_ERROR,230088,230560,0,"Child terminated with exit code 10"  
:30,trend_proc_launch,,DEF_ERROR,230476,230088,0,"The following command exited wit  
:30,dpipe_file,,ERROR,230100,230388,0,"Incorrect syntax in file 'C:\OVPI\tmp\Serv:  
:30,mw_collect,,WARNING,230388,230540,0,"collection for table RSERVD_PROBLEMS_DATI  
:30,trend_proc,,DEF_ERROR,230088,230560,0,"Child terminated with exit code 10"  
:30.trend proc launch..DEF ERROR.5644.230088.0."The following command exited with
```

Shows the error in trend.log when wrong  
Servername is passed with -S option in the two .  
files.

## No Data in Reports

Since most reports are built on daily, weekly, and yearly tables, your first step is to verify that tables contain data for the reporting period. A report needs at least 1 day, 1 week, 1 month, and 1 year before data can roll up to daily, weekly, monthly, and yearly tables, respectively.

Make sure that all the entries, including Category Name, Classification Name, Organization Name, Actual Start Date, Actual Finish Date, and Actual Duration, were entered properly in Service Desk. For example, if the Service Desk user fails to indicate the category, the PI report will report the incident category as *unknown*, making it impossible to locate the incident in a by-category report. The same is true for changes, problems, and service calls. If the attributes are not specified, the sorting function in PI will not be able to categorize the item.

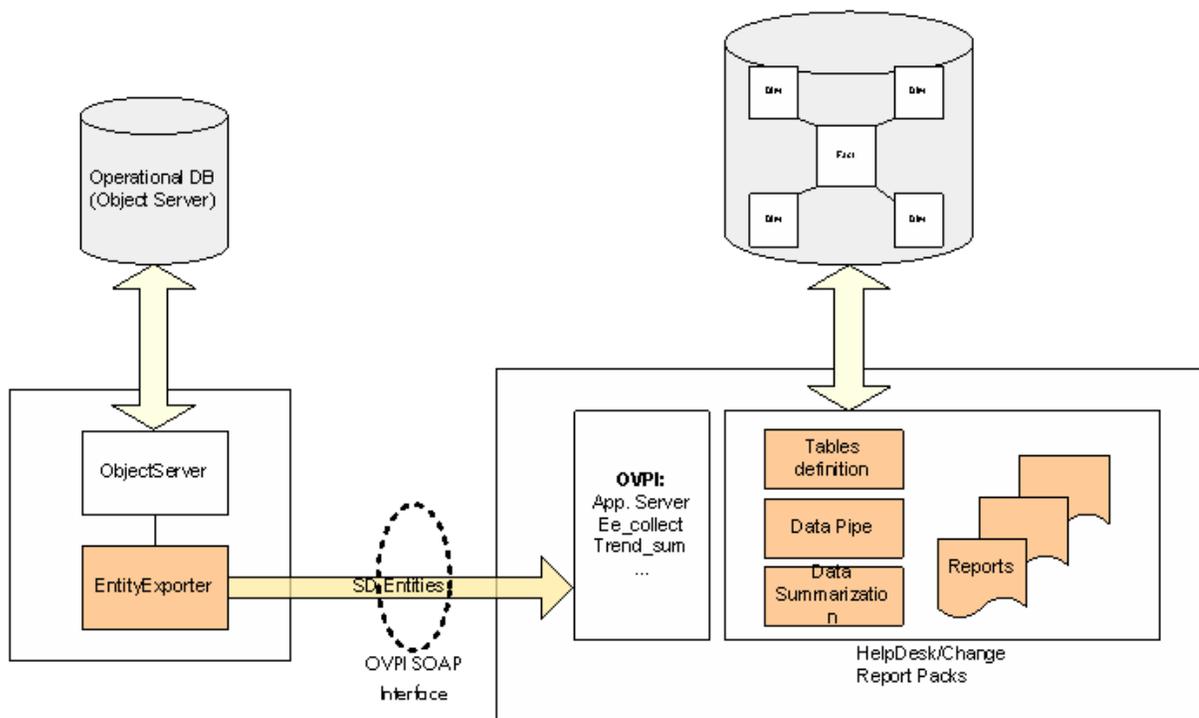


# 13 Troubleshooting Help Desk and Change Manager Data

The export of Help Desk and Change Manager data from Service Desk to PI is automatic. No user intervention is necessary.

## Entity Exporter and the PI SOAP Interface

The diagram below shows Service Desk exporting data to PI.



The Service Desk platform on the left is using Entity Exporter to export Service Desk Entities (ServiceCall, Problem, Incident, Change), configured by the XML entity mapping file, to the PI system through an PI Simple Object Access Protocol (SOAP) interface. The Service Desk entities are stored in staging tables.

## Moving Change Manager and Help Desk Data to PI

Following is a step-by-step description of data flow.

- 1 Entity Exporter reads the `SDEntitiesReportMapping.xml` file, located here:

C:\Program Files\HPOpenView\data\conf\report\SDEntitiesReportMapping.xml

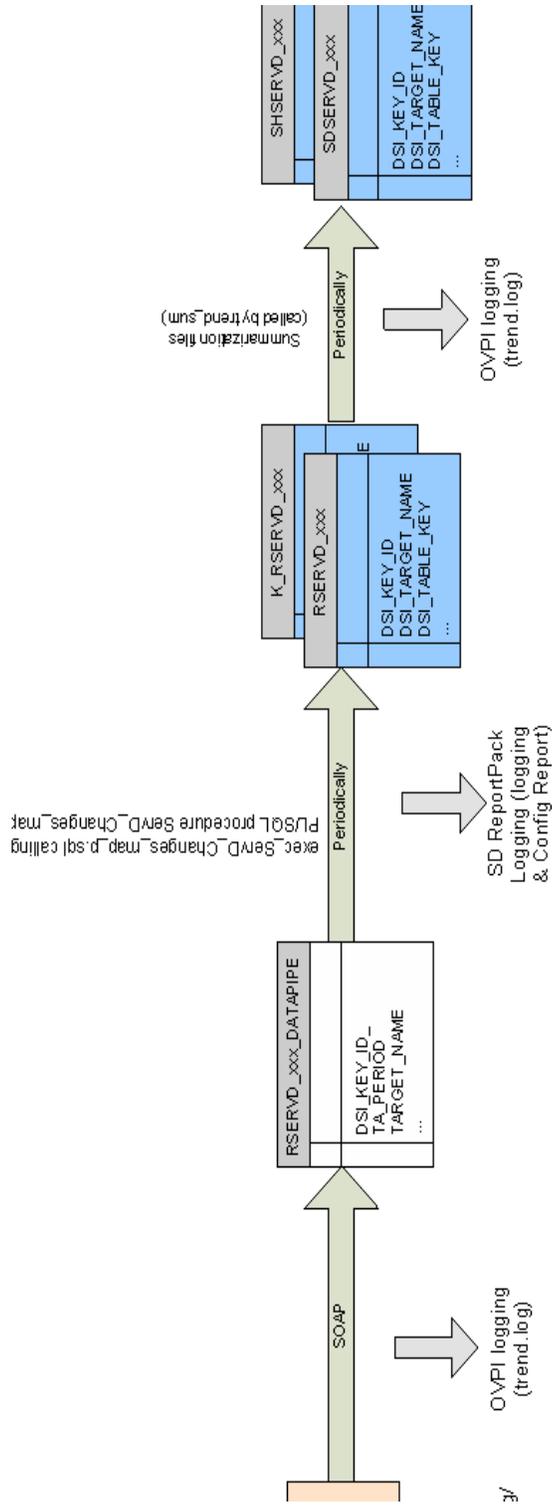
- 2 Entity Exporter exports Service Desk entities to staging tables on PI.
- 3 Entity Exporter updates the following log:

C:\Program Files\HP Software\data\log\sd\_report\_admin.log0.0.en\_US

```
Nov 7, 2005 10:20:14
AM:15;10;com.hp.ov.sd.impl.report.entityExporter.EntityExporterLaunch;displayExportParameter
xporter;INFO; The entity module name = HelpDesk
Nov 7, 2005 10:20:14
AM:16;10;com.hp.ov.sd.impl.report.entityExporter.EntityExporterLaunch;displayExportParameter
xporter;INFO; The exporter name = OVPI
Nov 7, 2005 10:20:14
AM:17;10;com.hp.ov.sd.impl.report.entityExporter.EntityExporterLaunch;displayExportParameter
xporter;INFO; The exporter type = FULL
Nov 7, 2005 10:20:14
AM:18;10;com.hp.ov.sd.impl.report.entityExporter.EntityExporterLaunch;displayExportParameter
xporter;INFO; The start date(only for incremental) = Mon Nov 07 10:20:13 CET 2005
Nov 7, 2005 10:20:14
AM:19;10;com.hp.ov.sd.impl.report.entityExporter.EntityExporterLaunch;displayExportParameter
xporter;INFO; The end date(only for incremental) = Mon Nov 07 10:20:13 CET 2005
Nov 7, 2005 10:20:14
AM:20;10;com.hp.ov.sd.impl.report.entityExporter.EntityExporterLaunch;displayExportParameter
xporter;INFO; The next schedule in hour(only for incremental launch manually) = 1
Nov 7, 2005 10:20:15
AM:21;10;com.hp.ov.sd.impl.report.entityExporter.EntityExporter;dump;sd.report.entityExporte
of the module(HelpDesk) is running...
Nov 7, 2005 10:20:17
AM:22;10;com.hp.ov.sd.impl.report.entityExporter.ObsUtil;getTotalEntities;sd.report.entityE;
entities found in database for the entity : Problem
Nov 7, 2005 10:20:17
AM:23;10;com.hp.ov.sd.impl.report.entityExporter.ObsUtil;getTotalEntities;sd.report.entityE;
entities found in database for the entity : Incident
Nov 7, 2005 10:20:17
AM:24;10;com.hp.ov.sd.impl.report.entityExporter.EntityExporterLaunch;displayExportResult;s
ter;INFO; Number of new entities: 334
Nov 7, 2005 10:20:17
AM:25;10;com.hp.ov.sd.impl.report.entityExporter.EntityExporterLaunch;displayExportResult...
```

- 4 Every hour, trend\_timer calls a PL/SQL procedure (SrvD\_XXX\_map\_p).
- 5 The PL/SQL procedure uses ee\_collect to transfer entities from staging tables to:
  - Data tables (RSERVD\_XXX)
  - Property tables (K\_SERVD\_XXX)
- 6 The PL/SQL procedure updates the following logs:
  - RSDCM\_PROCEDURELOG
  - RSDHD\_PROCEDURELOG
- 7 Once an hour, trend\_timer calls SrvDsk\_HelpDesk\_Hourly.pro and SrvDsk\_ChangeManagement\_Hourly.pro; based on directives in this files, trend\_sum calculates hourly totals and hourly averages.
- 8 PI updates trend.log.
- 9 Once a day, at 2:00 a.m., PI summarizes data for the day based on hourly summarizations that took place during the previous 24 hours.

The following diagram illustrates the data flow described above.







# 14 Troubleshooting Dimension and Fact Data

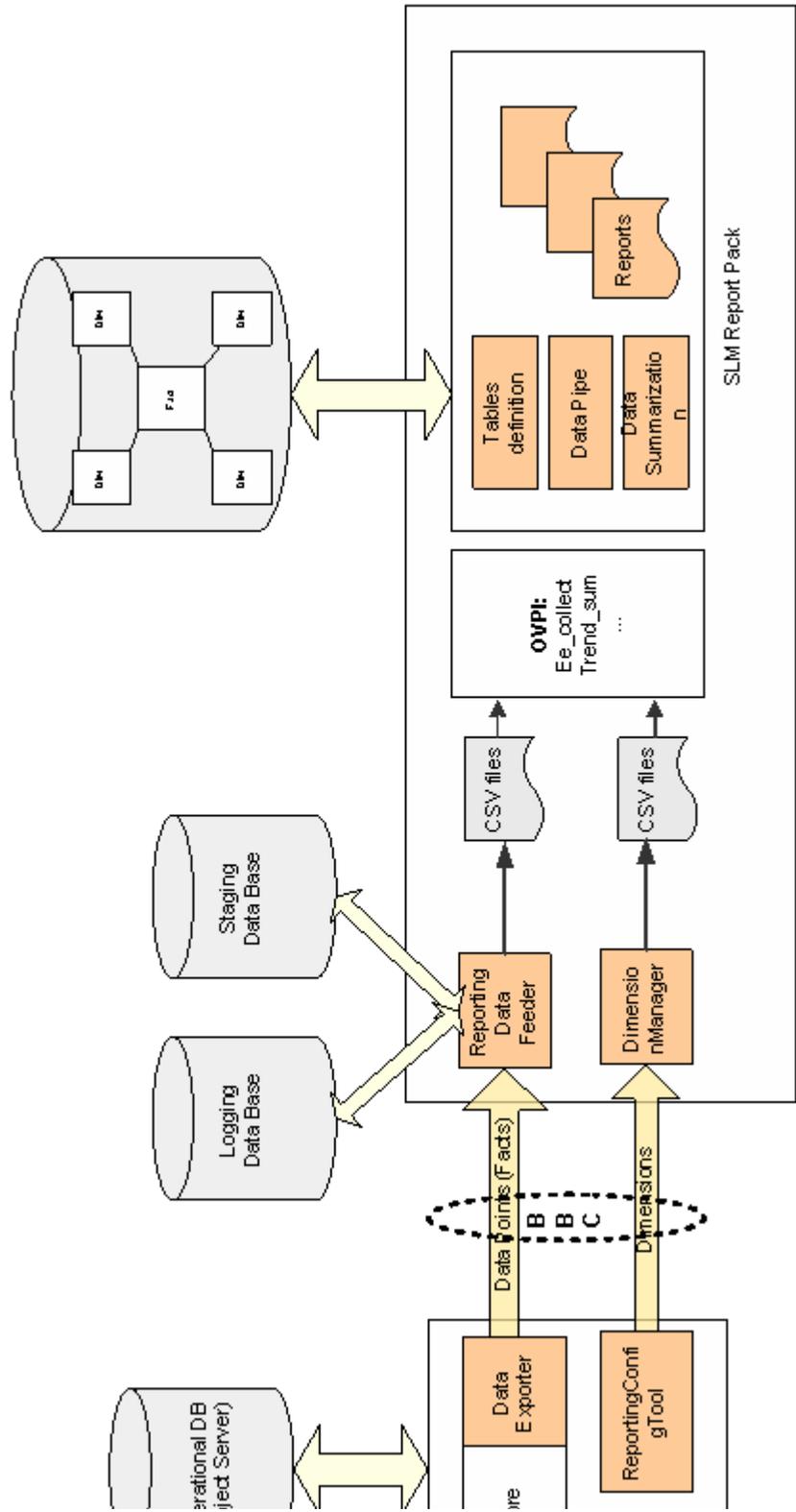
The SLM core exports data to PI. Fact data is exported to DataFeeder on PI, and dimension data is exported to DimensionManager on PI. The .csv files created by DataFeeder and DimensionManager on PI are collected by ee\_collect and aggregated by trend\_sum. The diagram on the next page shows the SLM core exporting data to PI.

For a list of SLM dimensions and facts, see [Appendix D, SLM Dimensions and Facts](#).

## Data Flow for Dimension Data

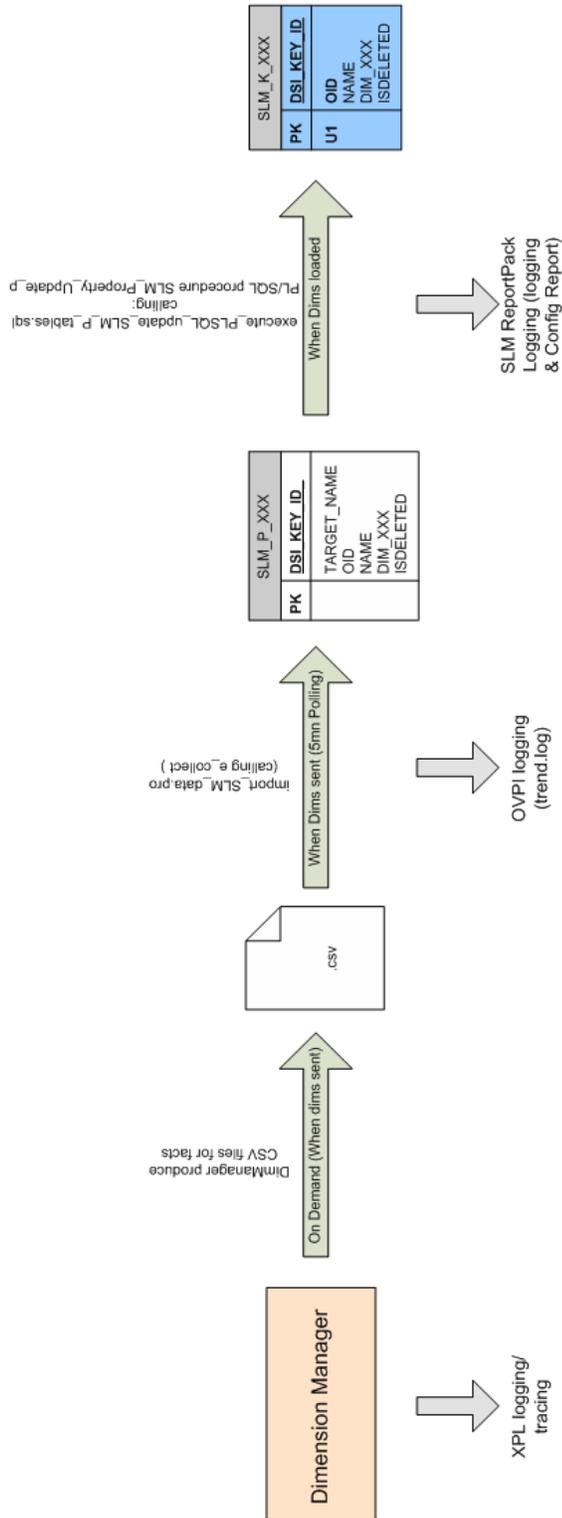
The following procedure describes how dimension data moves from Service Desk to PI after you have launched ReportingConfigTool.bat from the SLM core system.

- 1 The Reporting Config Tool exports SLA, Service, and SLO information (the entire model) to Dimension Manager.
- 2 The Reporting Config Tool logs all exported Dimensions to:  
`C:\Program Files\HP Software\data\log\ReportingConfigTool0.0.en_US`
- 3 Dimension Manager generates CSV files and spools CSV files to the following directory:  
`{DPIPE_HOME}\data\ImportData\SLM\Dims\`
- 4 Dimension Manager logs all the Dimensions received to this spool directory:  
`C:\Program Files\HP Software\data\log\DimensionManager0.0.en_US`
- 5 PI (trend\_timer) calls import\_SLM\_data.pro, which scans the spool directory.
- 6 import\_SLM\_data.pro calls ee\_collect; ee\_collect uploads data to:
  - Staging tables (SLM\_P\_xxx)
  - Dimension tables (SLM\_K\_xxx)
- 7 import\_SLM\_data.pro archives uploaded CSV files to:  
`{DPIPE_HOME}\data\ImportData\SLM\Archived\`
- 8 PI updates the trend.log file.
- 9 import\_SLM\_data.pro calls the following script:  
`execute_PLSQL_update_SLM_P_tables.sql`
- 10 The PL/SQL update script uploads dimension data from staging tables (SLM\_P\_xxx) to property tables (SLM\_K\_xxx).



- 11 The PL/SQL update script updates foreign keys in the SLM\_K\_SLA property table:
  - The OID in the Paying Entity column is cross-referenced against the SLM\_K\_User table, and the corresponding dsi\_key\_id is updated in the PayingEntity column.
  - The OID in the CRM column is cross-referenced against the SLM\_K\_User table, and the corresponding dsi\_key\_id is updated in the CRM column.
  - The OID in the ServiceLevel column is cross-referenced against the SLM\_K\_SERVICELEVEL table, and the corresponding dsi\_key\_id is updated in the ServiceLevel column.
- 12 PI updates the SLM\_R\_PROCEDURE\_LOG table.
- 13 PI empties the staging tables.

The diagram on the next page illustrates the flow of dimension data from Service Desk to PI.



## Sample CSV File

ee\_collect loads CSV files from the following directory:

```
{DPIPE_HOME}\data\ImportData\SLM\Dims\
```

If the CSV files that reach this directory are staying there, not disappearing within a few minutes, there is a problem. The problem could be that Oracle is down, or a disk is full. If the database is down or if a disk is full, ee\_collect won't be able to remove files from this directory.

```
00000000-0000-0000-02b9-a4703967da72      SLA 0      4      01/Apr/2004
30/Jun/2005 23:59      PE_EDupont CRM_EDupont 00000000-0000-0000-0295
1      0
00000000-0000-0000-0295-9a032173f19e      SLA 1      4      01/Apr/2004
30/Jun/2005 23:59      PE_EDupont CRM_EDupont 00000000-0000-0000-0295
1      0
00000000-0000-0000-0295-9a032173f1a4      SLA 2      4      01/Apr/2004
30/Jun/2005 23:59      PE_EDupont CRM_EDupont 00000000-0000-0000-0295
1      0
00000000-0000-0000-0295-9a032173f1aa      SLA 3      4      01/Apr/2004
30/Jun/2005 23:59      PE_EDupont CRM_EDupont 00000000-0000-0000-0295
1      0
00000000-0000-0000-0295-9a1b40c1cf0f      SLA 1I1    4      19/Nov/2004
19/Nov/2005 6:49      PE EDupont CRM_EDupont 00000000-0000-0000-0295
1      0      SLA 1I1 description      0
```

## Sample Log Created by DimensionManager

DimensionManager is a simple program. It writes files to the spool directory. If DimensionManager encounters a problem, it writes an error message. See the sample log below. The following events will cause DimensionManager to generate an error message:

- DimensionManager cannot locate the spool directory
- DimensionManager cannot write to the spool directory

If DimensionManager cannot write to the spool directory, either the system is full or access rights were not properly set.

```
Oct 6, 2005 5:21:07 <SOAP-ENV:Envelope xmlns:SOAP-ENV="http://
<SOAP-ENV:Envelope xmlns:SOAP-ENV="http://schemas.xmlsoap.org/
SOAP-ENV:encodingStyle="http://schemas.xmlsoap.org/soap/encod
<SOAP-ENV:Body>
  <AddDimension>
    <TransId>0</TransId>
    <DimName>SLA_0</DimName>
    <OID>00000000-0000-0000-02b9-a470a2ded5ed</OID>
    <Attributes>
      <Name>MySLA</Name>
      <EvalPeriod>4</EvalPeriod>
      <StartDate>Oct 1, 2005 3:15:07 PM</StartDate>
      <ServiceLevelRef>00000000-0000-0000-02b9-a4703967da72<
      <IsActivated>1</IsActivated>
```

## SQL Procedure Log Updated by PI

The SQL Procedure log records foreign key updates only. Reviewing this log is an easy way to verify that the system is working correctly. Use this log to see how many rows per property table were updated. If no rows are being updated, the source of the problem could be Oracle.

Thu Oct 27 03:09 PM	SLM_Property_Update_p	Info: Unlocking procedure SLM_Property_Update_p
Thu Oct 27 03:09 PM	SLM_Property_Update_p	Info: 18 rows updated
Thu Oct 27 03:09 PM	SLM_Property_Update_p	Info: Updating CSLOTHRESH property table
Thu Oct 27 03:09 PM	SLM_Property_Update_p	Info: 10 rows updated
Thu Oct 27 03:09 PM	SLM_Property_Update_p	Info: Updating CSLO2SLA property table
Thu Oct 27 03:09 PM	SLM_Property_Update_p	Info: 8 rows updated
Thu Oct 27 03:09 PM	SLM_Property_Update_p	Info: Updating CSLODEF property table
Thu Oct 27 03:09 PM	SLM_Property_Update_p	Info: 25 rows updated
Thu Oct 27 03:09 PM	SLM_Property_Update_p	Info: Updating SLO2SLA property table
Thu Oct 27 03:09 PM	SLM_Property_Update_p	Info: 31 rows updated
Thu Oct 27 03:09 PM	SLM_Property_Update_p	Info: Updating SLODEF property table
Thu Oct 27 03:09 PM	SLM_Property_Update_p	Info: 21 rows updated
Thu Oct 27 03:09 PM	SLM_Property_Update_p	Info: Updating Metric property table
Thu Oct 27 03:09 PM	SLM_Property_Update_p	Info: 20 rows updated

## Using Report Builder to Identify Tables and Views

If a report contains no data, use Report Builder to verify that tables contain data and that foreign keys were updated correctly. In the example below, the user is opening a report from Report Builder and checking for data in two places, SLM\_RV\_SLA\_EXT and its property table SLM\_KV\_SLA.

# hp OpenView Service Desk

## Service Level Management



## SLA Overview for Customer Relationship Manager

Select a name from the list of SLAs, and then one of its recent evaluation periods, to examine its compliance status. The pie chart shows compliance, jeopardy and violation percentage over the entire evaluation period, and the bar chart shows compliance, jeopardy and violation distribution over each day within the evaluation period. Note that both graphs can not show data for current day.

**Active SLA List**

SLA	CBM	Service Level	Current Status	Predictive Status
<a href="#">EEmail dot.com</a>	PE EEmail dot.com	EEmail dot.com Gold	🟡	🟡
<a href="#">EEmail up.inc</a>	PE EEmail up.inc	EEmail up.inc Silver	🟢	🟢
<a href="#">EEmail ny.top 1</a>	PE EEmail ny.top 1	EEmail ny.top Silver	🟢	🟢
<a href="#">EEmail ny.top 3</a>	PE EEmail ny.top 3	EEmail ny.top Silver	🟢	🟢
<a href="#">EEmail ny.top 2</a>	PE EEmail ny.top 2	EEmail ny.top Silver	🟢	🟢

**System/SLM/Reporting/SLM/CRM/SLA/Overview**

- [-] Explanation
- [-] HP Logo
- [-] Line
- [-] Active SLA List
  - [-] Data
    - Query**
    - [-] Selected Statistics
    - [-] Statistics
    - [-] Sort Order
    - [-] Constraint List
    - [-] Nodes

Property	Value
Table Name	SLM_RV_SLA_EXT
Distinct	False
Max Rows	50
Drilldown Constraints ...	And
Deferred Node	False
Property Table Name	SLM_KV_SLA
Table Type	Rate

After ee\_collect imports dimensions, the script execute\_PLSQL\_update\_SLM\_P\_tables.sql is invoked. This script updates the foreign keys in the SLM\_K\_SLA table. It updates foreign keys by setting the PayingEntity column to the foreign key in the SLM\_K\_USER table, by setting the CRM column to the foreign key in SLM\_K\_USER table, and by setting the



ServiceLevel column to the foreign key in the SLM\_K\_SERVICELEVEL table. As a result, these columns, containing OIDs, are updated with table dsi\_key\_ids. The PLSQL update script records the number of rows that were updated in SLM\_R\_PROCEDURE\_LOG.

## Moving Fact Data to PI

The export of fact data to PI is automatic. No user intervention is required. This is how it works:

- 1 SLM core creates two kinds of DataPoints:
  - Configuration DataPoints
  - Runtime DataPoints
- 2 SLM core sends DataPoints to DataFeeder on the PI server:
  - Configuration DataPoints are sent at SLM startup (timestamp=0).
  - Runtime Datapoints are sent when a new metric value is received, when calculated status is changed, at SLA Evaluation Period start/end, and for CI Planned Downtime and Service Hours.
- 3 SLM core updates the following log file:
 

```
C:\Program Files\HP Software\data\log\slm0.0.en_US
```
- 4 The SLM core uses a reliable communications system based on store-and-forward. If the SLM core is unable to send data, it stores the data it cannot send in a spool directory. Later, when sending data is possible, the SLM core retrieves data from the directory and sends it. This is the path to the store and forward spool directory:
 

```
C:\Program Files\HP Software\data\data\Data_Exporter\snf
```
- 5 DataFeeder updates temporary storage table, SLM\_STAG\_XXX.
- 6 DataFeeder updates staging tables. The staging tables contain current values (no history) for all the metrics and all the status facts managed by SLM.

Sample staging table:

Table Editor - "DSI_DPIPE"."SLM_STAG_SLA"					
OID	TIMESTAMP	DEL_FL...	COMP_STATUS	PRED_COMP_S	
00000000-0000-0000-0281-a2a2224175aa	1124358565156	0	4	4	
00000000-0000-0000-0281-a2a2224175ab	1124297100000	0	0	0	

- 7 DataFeeder spools CSV files containing current fact data to the following directory:
 

```
{DPIPE_HOME}\data\ImportData\SLM\Facts\
```
- 8 Every 5 minutes, import\_SLM\_facts.pro scans the spool directory; if files are located, import\_SLM\_facts.pro calls ee\_collect.
- 9 ee\_collect reads the CSV files and populates rate tables (SLM\_R\_XXX).

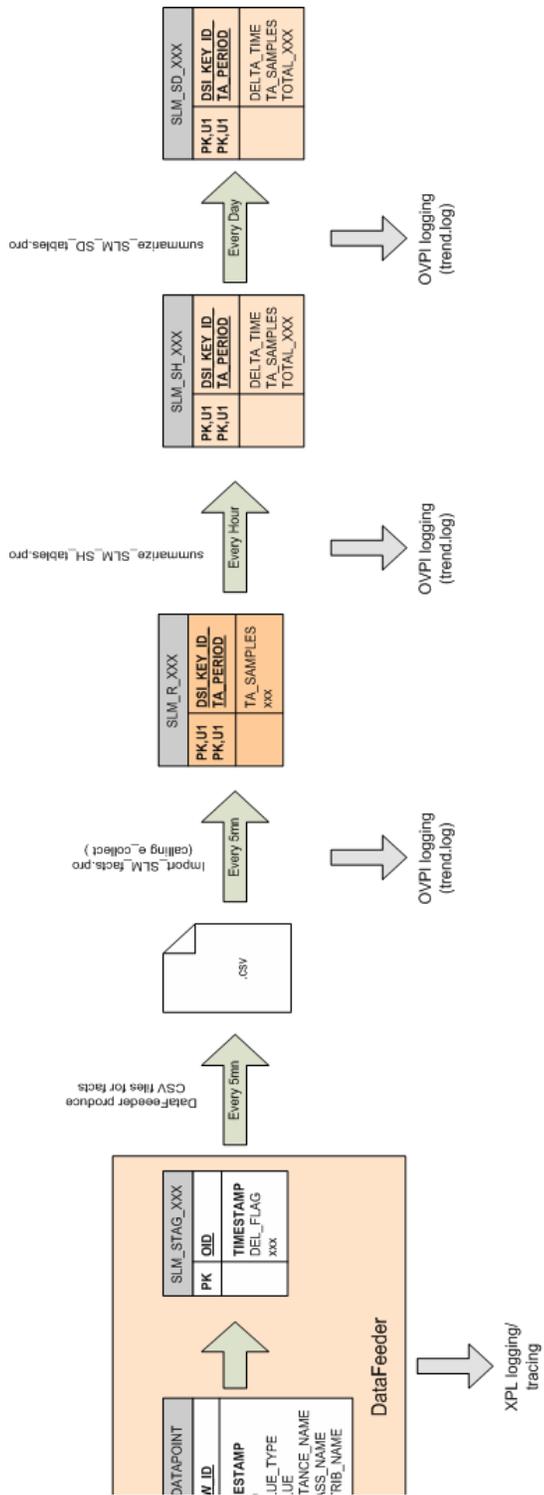
10 Every hour, trend\_sum calculates hourly statistics for:

- SLA
- Service
- CI
- SLO
- SLO Compliance

11 Once a day, trend\_sum calculates daily statistics for:

- SLA
- Service
- CI
- SLO
- SLO Compliance

The diagram on the next page illustrates data flow.



## Hourly and Daily Summarizations

The following table provides a list of hourly and daily statistics calculated by trend\_sum.

<b>Fact</b>	<b>In the Hour/In the Day Statistics</b>
SLA	<ul style="list-style-type: none"> <li>• Total compliant time</li> <li>• Total jeopardy time</li> <li>• Total violated time</li> </ul>
Service	<ul style="list-style-type: none"> <li>• Total compliant time</li> <li>• Total jeopardy time</li> <li>• Total violated time</li> <li>• Total achieved time</li> <li>• Total not achieved time</li> <li>• Total not yet computed time</li> </ul>
CI	<ul style="list-style-type: none"> <li>• Total achieved time</li> <li>• Total not achieved time</li> <li>• Total not yet computed time</li> </ul>
SLO	<ul style="list-style-type: none"> <li>• Total achieved time</li> <li>• Total not achieved time</li> <li>• Total not yet computed time</li> <li>• Min value</li> <li>• Max value</li> <li>• Average value</li> <li>• Last objective value</li> <li>• Total violation time</li> </ul>
SLO Compliance	<ul style="list-style-type: none"> <li>• Total compliant time</li> <li>• Total jeopardy time</li> <li>• Total Violated time</li> <li>• Max value</li> <li>• Min value</li> <li>• Total achieved time</li> <li>• Total not achieved time</li> <li>• Total not yet computed time</li> <li>• Min value</li> <li>• Max value</li> <li>• Average value</li> <li>• Last objective value</li> <li>• Last value Total violation time</li> </ul>

## Log Files to Investigate

If an error occurs during an export, the Status field in the Reporting Administration workspace view displays *Error*. To find out more about the error, check the following files:

- Global Service Desk log file  
<installDir>/data/log/System\*.\*en\_US
- Dedicated Service Desk Reporting log file  
<installDir>/data/log/sd\_report\_admin.log\*.\*en\_US
- PI log on the PI server:  
<PIInstallDir>/log/trend.log

In addition, you can activate tracing and check the trace files.

C:\OVPI\data\ImportData\SLM\Facts\SLA\_1131405300000\_152.csv

```
00000000-0000-0000-0281-a2a2224175aa 20051108 00:15:004 4
00000000-0000-0000-0281-a2a2224175ab 20051108 00:15:000 0
```

## Logging All Datapoints

DataFeeder logs all the DataPoints it receives to the following file:

C:\Program Files\HP Software\data\log\DataFeeder0.0.en\_US

See below for a sample log.

```
Oct 10, 2005 9:31:19
AM:59638;12;com.hp.ov.sd.slm.util.SlmLogger;log;com.hp.ov.sd.slm.reportingServer.dat
Received: 1 0 00000000-0000-0000-02b9-a4701401600b Double
null

Oct 10, 2005 9:31:19
AM:59639;12;com.hp.ov.sd.slm.util.SlmLogger;log;com.hp.ov.sd.slm.reportingServer.dat
Received: 1 0 00000000-0000-0000-0281-a2a2224175aa Integer
0 MySLA 1 ServiceLevelAgreement

Oct 10, 2005 9:31:19
AM:59640;12;com.hp.ov.sd.slm.util.SlmLogger;log;com.hp.ov.sd.slm.reportingServer.dat
Received: 1 0 00000000-0000-0000-02b9-a470e38f1001 Double
85.70651455448355 0 Infrastructure Availabi.
0000-0000-02b9-a470a2ded5ed) 1 ServiceMetricStatus 2

Oct 10, 2005 9:31:19
AM:59641;12;com.hp.ov.sd.slm.util.SlmLogger;log;com.hp.ov.sd.slm.reportingServer.dat
Received: 1 0 00000000-0000-0000-02b9-a470e38f1001 Integer
107159917 0 Infrastructure Availability (MyServ:
a470a2ded5ed) 1 ServiceMetricStatus 2 TotalViolat:

Oct 10, 2005 9:31:19
AM:59642;12;com.hp.ov.sd.slm.util.SlmLogger;log;com.hp.ov.sd.slm.reportingServer.dat
Received: 1 0 00000000-0000-0000-02b9-a470e38f1000 Boolean
0 null 1 ServiceStatusPerSLA

Oct 10, 2005 9:31:19
AM:59643;12;com.hp.ov.sd.slm.util.SlmLogger;log;com.hp.ov.sd.slm.reportingServer.dat
Received: 1 0 00000000-0000-0000-02b9-a470e38f1001 Boolean
0 Infrastructure Availability (MyService/00000000-
a470a2ded5ed) 1 ServiceMetricStatus 2 ObjectiveSt:

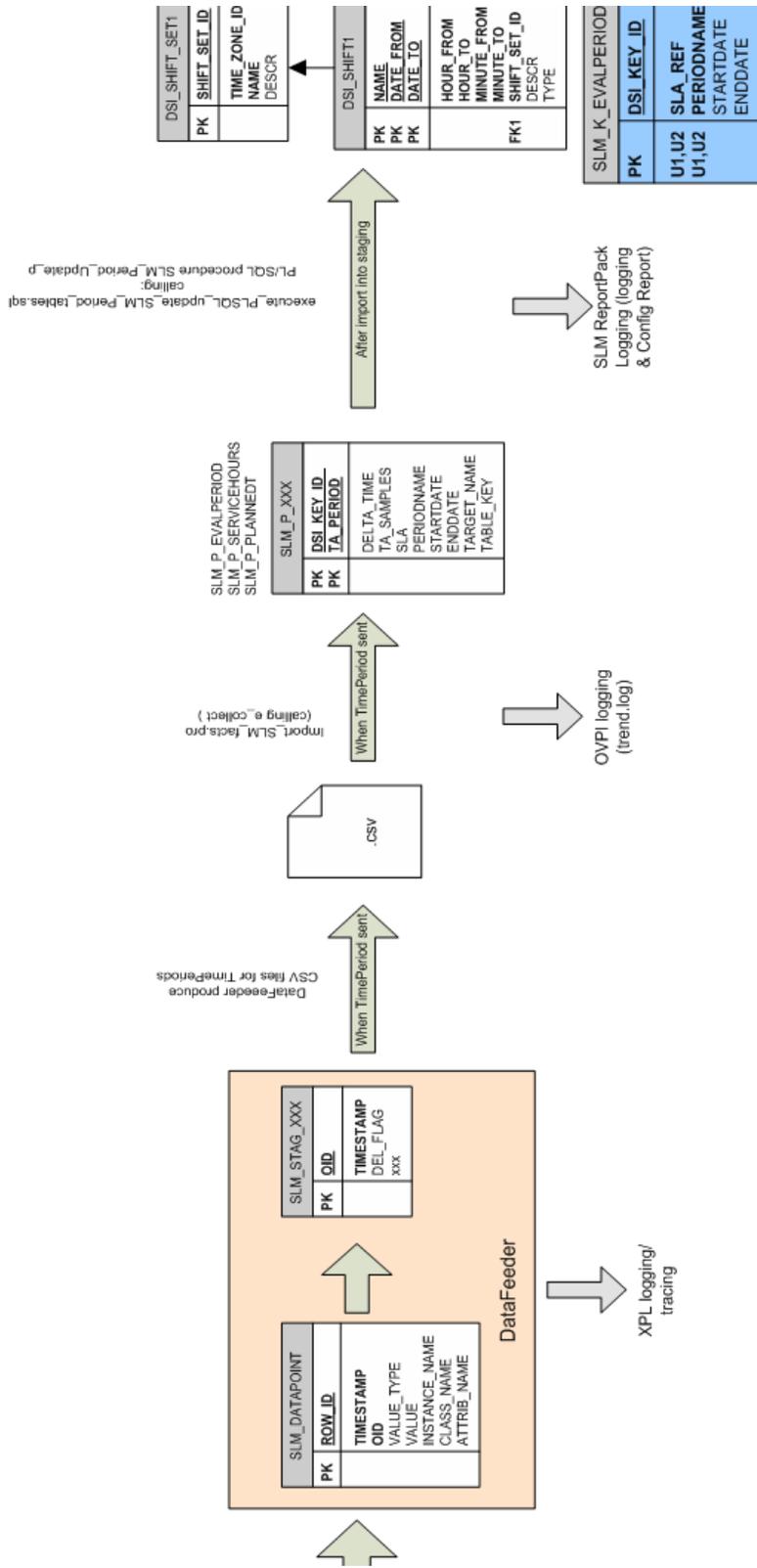
Oct 10, 2005 9:31:19
AM:59644;12;com.hp.ov.sd.slm.util.SlmLogger;log;com.hp.ov.sd.slm.reportingServer.dat
Received: 1 0 00000000-0000-0000-02b9-a470e38f1002 Boolean
0 TestCI 1 ConfigurationItemStatus
```

## Moving Time Periods to PI

The export of Time Periods from SLM core to PI is automatic. No user intervention is required. Following is a step-by-step description of data flow.

- 1 SLM core creates two kinds of DataPoints:
  - Configuration DataPoints (SLA Evaluation Periods)
  - Runtime DataPoints (Service Hours and Planned Down Times)
- 2 SLM core sends Configuration DataPoints at SLM startup (timestamp=0).
- 3 SLM core sends Runtime DataPoints when a new metric value is received, when calculated status has changed, at SLA Evaluation Period start/end, and for CI Planned Downtime and Service Hours.
- 4 Each time DataFeeder receives a DataPoint, it updates the following staging tables:
  - SLM\_STAG\_EVALPERIOD
  - SLM\_STAG\_PLANNEDDT
  - SLM\_STAG\_SERVICEHOURS
- 5 Every 5 minutes, DataFeeder generates CSV files containing all received Time Periods.
- 6 The import\_SLM\_facts.pro script scans the facts spool directory and uses ee\_collect to import Time Period data into the following staging tables:
  - SLM\_P\_EVALPERIOD
  - SLM\_P\_PLANNEDDT
  - SLM\_P\_SERVICEHOURS
- 7 The import\_SLM\_facts.pro script calls SLM\_Period\_Update\_p, a PL/SQL procedure. SLM\_Period\_Update\_p adds new Time Period to three tables:
  - SLA Evaluation Periods --> SLM\_K\_EVALPERIOD table
  - Service Hours and CI Planned Downtimes --> DSI\_SHIFT table
  - Service Hours and CI Planned Downtimes --> DSI\_SHIFT\_SET table

The diagram on the next page illustrates data flow.



## Report Builder: Service Hours and CI Planned Downtime

The CI and related SLA reference can be found in CI and SLA Dimension tables:

- SLM\_K\_CI
- SLM\_K\_SLA

With that information, you can get:

- The key\_id of the corresponding entry in the SLM\_K\_CI2SLA table
- The PlannedDT id in the same table (9999 in this example)

In DSI\_SHIFT\_SET, the CI Planned Downtime is identified by this name:

PDT\_xxx

where xxx is the id found in:

- SLM\_K\_CI2SLA table, or
- shiftset\_set\_id (9999 below)

Knowing the shift\_set\_id (9999) you can find all the periods for CI planned Downtime, given by start/end date, in the DSI\_SHIFT table.

The screenshot shows three database tables with red annotations highlighting relationships:

- Table Editor - "DSI\_DPIPE"."SLM\_K\_CI2SLA"**

DSI_KEY_ID	OID	NAME	DESCRIPTI...	CI_REF	SLA_REF
1	0	Unknown		1	1
2	00000000-0000-0000-02...	Exchange Berlin	Exchange	2	2
3	00000000-0000-0000-02...	SQL Server Ne...	Database - NY1	3	4
4	00000000-0000-0000-0...				
5	00000000-0000-0000-0...				
6	00000000-0000-0000-0...				
- Table Editor - "DSI\_DPIPE"."DSI\_SHIFT\_SET"**

SHIFT_SET...	TIME_ZONE...	NAME	DESCR
9995	1	SVH_3	
9996	1	SVH_4	
9997	1	SVH_5	
9998	1	SVH_6	
9999	1	PDT_2	
10000	1	PDT_3	
10001	1	PDT_4	
10002	1	PDT_5	
- Table Editor - "DSI\_DPIPE"."DSI\_SHIFT"**

NAME	H...	H...	...	...	SHIFT_SET_ID	TYPE	DATE_FROM	DA
DT 20050703 09:00:00	0	0	0	0	9999	1	03-Jul-2005 09:...	04
DT 20050704 09:00:00	0	0	0	0	9999	1	04-Jul-2005 09:...	05
DT 20050706 12:00:00	0	0	0	0	9999	1	06-Jul-2005 12:...	06

Red circles highlight the CI\_REF values (2, 2, 2) in the SLM\_K\_CI2SLA table, the shift\_set\_id (9999) in the DSI\_SHIFT\_SET table, and the shift\_set\_id (9999) in the DSI\_SHIFT table. Red arrows indicate the flow of information from the CI key in SLM\_K\_CI2SLA to the shift set ID in DSI\_SHIFT\_SET, and then to the shift set ID in DSI\_SHIFT.



## Sample Log File for PL/SQL Procedure

The import\_SLM\_facts.pro script calls SLM\_Period\_Update\_p. SLM\_Period\_Update\_p adds new Time Period to three tables:

- SLA Evaluation Periods --> SLM\_K\_EVALPERIOD table
- Service Hours and CI Planned Downtimes --> DSI\_SHIFT table
- Service Hours and CI Planned Downtimes --> DSI\_SHIFT\_SET table

See below for an extract from the SLM\_R\_PROCEDURE\_LOG table.

```
Thu Oct 27 04:08 PM      SLM_Period_Update_p      Info: Unlocking procedure SLM_Period_Update_p
Thu Oct 27 04:08 PM      SLM_Period_Update_p      Info: Number of deleted rows: 0
Thu Oct 27 04:08 PM      SLM_Period_Update_p      Info: Deleting Time shift older than 27-OCT-04
Thu Oct 27 04:08 PM      SLM_Period_Update_p      Info: Number of deleted rows: 0
Thu Oct 27 04:08 PM      SLM_Period_Update_p      Info: Deleting EvalPeriod older than 27-OCT-04
Thu Oct 27 04:08 PM      SLM_Period_Update_p      Inserting into dsi_shift: PDT 20050706 12:00:00 ,0,0,0,0, 406, NULL, 1,20050706 12:00:00, 20050
Thu Oct 27 04:08 PM      SLM_Period_Update_p      PlannedDT: shift_set_id for PDT_2is: 406
Thu Oct 27 04:08 PM      SLM_Period_Update_p      Inserting into dsi_shift: PDT 20050704 09:00:00 ,0,0,0,0, 406, NULL, 1,20050704 09:00:00, 20050
Thu Oct 27 04:08 PM      SLM_Period_Update_p      PlannedDT: shift_set_id for PDT_2is: 406
Thu Oct 27 04:08 PM      SLM_Period_Update_p      Inserting into dsi_shift: PDT 20050703 09:00:00 ,0,0,0,0, 406, NULL, 1,20050703 09:00:00, 20050
Thu Oct 27 04:08 PM      SLM_Period_Update_p      PlannedDT: shift_set_id for PDT_2is: 406
Thu Oct 27 04:08 PM      SLM_Period_Update_p      Info: Updating DownTime
Thu Oct 27 04:08 PM      SLM_Period_Update_p      Inserting into dsi_shift: SVH 20050706 09:00:00 ,0,0,0,0, 401, NULL, 1,20050706 09:00:00, 20050
Thu Oct 27 04:08 PM      SLM_Period_Update_p      ServiceHours: shift_set_id for SVH_2is: 401
Thu Oct 27 04:08 PM      SLM_Period_Update_p      Inserting into dsi_shift: SVH 20050706 09:00:00 ,0,0,0,0, 401, NULL, 1,20050706 09:00:00, 20050
Thu Oct 27 04:08 PM      SLM_Period_Update_p      ServiceHours: shift_set_id for SVH_2is: 401
Thu Oct 27 04:08 PM      SLM_Period_Update_p      Inserting into dsi_shift: SVH 20050705 09:00:00 ,0,0,0,0, 401, NULL, 1,20050705 09:00:00, 20050
Thu Oct 27 04:08 PM      SLM_Period_Update_p      ServiceHours: shift_set_id for SVH_2is: 401
Thu Oct 27 04:08 PM      SLM_Period_Update_p      Inserting into dsi_shift: SVH 20050704 09:00:00 ,0,0,0,0, 401, NULL, 1,20050704 09:00:00, 20050
Thu Oct 27 04:08 PM      SLM_Period_Update_p      ServiceHours: shift_set_id for SVH_2is: 401
Thu Oct 27 04:08 PM      SLM_Period_Update_p      Inserting into dsi_shift: SVH 20050704 09:00:00 ,0,0,0,0, 401, NULL, 1,20050704 09:00:00, 20050
Thu Oct 27 04:08 PM      SLM_Period_Update_p      ServiceHours: shift_set_id for SVH_2is: 401
Thu Oct 27 04:08 PM      SLM_Period_Update_p      Info: Updating Service Hours
Thu Oct 27 04:08 PM      SLM_Period_Update_p      Info: Updating EvaluationPeriod propertytable
Thu Oct 27 04:07 PM      SLM_Period_Update_p      Info: Updating timestamps in Rate tables
Thu Oct 27 04:07 PM      SLM_Period_Update_p      Info: Looking procedure SLM_Period_Update_p
```

# A PI Report Packs

<b>Business Technology</b>	<b>Reporting Solution</b>
Application	Application Report Pack: <ul style="list-style-type: none"><li>• WebLogic SPI</li><li>• WebSphere SPI</li></ul>
Database	Database SPI Report Pack
HP Business Process Insight	BPI Report Pack
HP Internet Services	Internet Services Report Pack
HP Network Node Manager	NNM Event & Availability Report Pack
HP Operations	OVO Report Pack
IP Telephony	<ul style="list-style-type: none"><li>• Cisco IP Telephony Call Detail</li><li>• Cisco IP Telephony Gateway Statistics</li></ul>
MPLS VPN	MPLS VPN Report Pack
Networking	<p><b>Infrastructure Usage</b></p> <ul style="list-style-type: none"><li>• Interface Reporting</li><li>• Device Resource Report Pack</li></ul> <p><b>LAN/WAN Edge</b></p> <ul style="list-style-type: none"><li>• Frame Relay (SNMP only)</li><li>• ATM (SNMP only)</li></ul> <p><b>WAN Core</b></p> <ul style="list-style-type: none"><li>• Frame Relay (multiple switch vendors)</li><li>• ATM (multiple switch vendors)</li></ul> <p><b>Traffic Profiling</b></p> <ul style="list-style-type: none"><li>• RMON II</li><li>• NetFlow Interface</li><li>• NetFlow Global View</li><li>• IP QoS Report Pack</li><li>• Class-Based QoS</li></ul>

<b>Business Technology</b>	<b>Reporting Solution</b>
Networking (continued)	<a href="#">Quality Assurance</a> <ul style="list-style-type: none"><li>• Cisco Ping Report Pack</li><li>• Service Assurance</li><li>• IP Access Rate</li></ul>
System Resources	<ul style="list-style-type: none"><li>• System Resource Report Pack</li></ul>

## B Supported Operating Systems/Databases Per-Component

<b>Component</b>	<b>Operating System</b>	<b>Database</b>
SD Management Server	Windows 2000 SP4 Windows 2003 SP1 HP-UX PA 11.11 HP-UX 11.23 (PA-RISC and Itanium) Sun Solaris 9 and 10	Oracle 9.2.0.5 with patch Oracle 9.2.0.6e Oracle 10g Release 1+ MS SQL Server 2000 SP 3a
SD 5.1 GUI Client SD Object Loader SD Agent	Windows XP Professional Windows 2000 SP4 Windows 2003 SP1 HP-UX PA 11.11 HP-UX 11.23 (PA-RISC and Itanium) Sun Solaris 9 and 10	Oracle 9.2.0.5 with patch Oracle 9.2.0.6 Oracle 10g Release 1+ MS SQL Server 2000 SP 3a
SD DimensionManager SD DataFeeder	Windows 2000 SP4 Windows 2003 SP1 HP-UX PA 11.11 HP-UX 11.23 (PA-RISC and Itanium) Sun Solaris 9 and 10	Oracle 9.2.0.5 with patch Oracle 9.2.0.6e Oracle 10g Release 1+ MS SQL Server 2000 SP 3a
PI 5.30	Windows 2003 SP1 HP-UX PA 11.11 HP-UX 11i V2 (B.11.23) Sun Solaris 9 and 10 Red Hat Enterprise Linux Version 4, update 3	Oracle 10g (10.2.0.3)



## C Metric Adaptor Options

Service Level Manager uses HP Software monitoring applications to measure the availability and compliance status of services. Without the regular collection of data from these monitoring applications, you cannot monitor compliance nor can you view SLM reports. Metric adapters do the work of collecting data. The following table lists metric adapters and indicates which OpenView monitoring application the adapter works with. You can install metric adapters on the Service Desk Management Server or you can install metric adapters on the system that is running the monitoring application.

<b>Metric Adapter</b>	<b>Monitoring Application</b>	<b>Function</b>
OVIS MA	Internet Services	Measure availability and compliance by collecting values from an HP IS database.
OVPMA MA	Performance Manager	Measure availability and compliance by collecting values available to an HP PM server.
OVSD MA	Service Desk	Automatically installed and configured when you install the Service Desk management server. Allows you to measure availability and compliance based on analyzed data criteria logged by a Service Desk server.
OVSNA MA	Operations Service Navigator	Collects and publishes metric data values based on service status change events. Measures the availability of configuration items as well as service compliance. Discovery identifies all Service Navigator services currently being monitored. The initial discovery process delivers service status to the application server. Thereafter, the metric adapter publishes each status change event.

For more information about metric adapters, see the *Service Desk Open Metric Adapter Developer Guide*. Metric adapter installation and configuration is covered in the *Service Desk Installation Guide*. For information about generic metric adapter configuration settings, see the *Service Desk Service Level Manager Guide*.



## D SLM Dimensions and Facts

	<b>Dimensions</b>	<b>Fact Data</b>
SLA	Name Description Evaluation Period Start/End date Users Service Level	Compliance status Predictive Compliance status
Service	Name Description SLA Users	Compliance status Predictive Compliance status Availability status (Objective Status of the Service Infrastructure Metric)
CI	Name Description Category SLA	Instant Availability status of the CI per SLA
SLO/Metric	Name Description Objective Condition Objective Value Type SLA CI Metric	Instant Compliance status Metric Value Objective Value
Compliance SLO/Metric	Name Description Objective Condition Objective Value Type SLA Service Metric Compliance Thresholds (%)	Instant Compliance status Metric Value Objective Value Compliance Status and % Predictive Compliance Status and %



	<b>Dimensions</b>	<b>Fact Data</b>
Time Periods	SLA Evaluation Periods Service Hours CI Planned Downtimes	SLA evaluation periods are based on a dedicated dimension table; values for Service Hours and CI Planned Downtimes are generated by an PI shift set feature.

# E Configuring Service Desk for Attachments

Service Desk can include attachments with Service Desk items. Attachments are handled by an FTP server. This can be any third-party server, so long as Service Desk is configured to communicate with it. Before configuring Service Desk for attachments, create a user account and folder for Service Desk on the FTP server.



To protect your system from virus attacks, install a virus scanner on your FTP server and schedule it to regularly check the attachments.

Follow these steps to configure Service Desk for the Attachment server:

- 1 Log onto a Service Desk client as an Administrator.
- 2 From the OV Configuration workspace, choose **System Settings** and then choose **Attachment Settings**. The Attachments Setting dialog box opens.
- 3 Enter the **Hostname** of the attachments server and the **User name** (account) and **Password** that Service Desk will use to connect to the server.

The **Target folder** is the folder on the attachments server where the attachments are stored. Create the folder before you configure these settings.

Click the **Use passive FTP** box *on* if you do not want to use active FTP. With Passive FTP you can set up firewalls between the Service Desk Server and file server that opens specific ports for transfer and control.

Test the connection by clicking **Test connection**. Test connection creates a test directory on the file server, named `test-<random number>`. This directory is used for troubleshooting.

Click the **Save attachments in background** box *on* to continue working while you save an attachment. This can be useful if your network connection is slow, resulting in delays during the save process. Use this feature for slow connections only. The system assumes the attachment will be saved successfully—no notification is provided in the case of unsuccessful saves. If the save action fails, the attachment is lost and this remains unnoticed until you attempt to retrieve the file.



# F Scheduling Reports

To generate a report, create a schedule that includes information about how and when the Web Access Server should run the schedule. Then add the events (reports) you want to generate to the schedule. You can add one or more reports to any schedule.

## Task 1: Create a new schedule.

- 4 Use your web browser to access the Web Access Server.
- 5 Log on to the Web Access Server.
- 6 Click **Schedule** in the links bar. The Schedule page opens.
- 7 Expand the Schedules folder and click **New Schedule**. The Create a New Schedule page opens.
- 8 In the Schedule Title box, enter a name for the schedule you want to create.
- 9 Select **Add to Generator Timer**.
- 10 Select the hour, the number of minutes past the hour, and a.m. or p.m.
- 11 Click **Create**. The *schedule\_name* page opens.

## Task 2: Add reports to the schedule.

- 1 Click **Add Event**. The New Schedule Event page opens.
- 2 Click **Browse** to display the Report Browser window.
- 3 Expand the folders to locate the report you want to schedule.
- 4 Click the report when you locate it. The Report Browser window closes, and PI updates the New Schedule Event page.

## Task 3: Specify the formats for reports

- 1 Click **Next**. The Formats page opens.
- 2 Click **Activate**.
- 3 Indicate a drilldown depth. The default value is 5.
- 4 Select the report formats you want to generate. Your options are:
  - **.html** – You can view HTML reports on your local system using the Web Access Server.
  - **.srep** – A dataset report is a repository of queried data. Once it is generated, it does not access the database, so this is a fast and efficient way to view data.
  - **.csv (simple)** – A comma separated value file in which all elements are displayed in CSV format.
  - **.csv (hybrid)** – A comma separated value file in which tables are displayed in CSV format and charts and graphs are displayed as images.

- .pdf – A Portable Document Format (PDF) file lets you view the report using Adobe Acrobat Reader.
- Type the number of days that you want to keep the report. The default is to keep the report indefinitely. You can keep a report for any number of days.
- Click **Next**. The Triggers page opens.

**Task 4:** Schedule when the report runs.

- 1 Select one of these options:
  - To generate the report on a specific day of the month, click the appropriate box for the day or days of the month.
  - To generate the report on a specific day of the week, click the box for the day or days of the week.
  - To generate the report quarterly, click **Generate Report Quarterly**.
- 2 Click **Next** or **Finish** to continue.

If you selected PDF for the format of the generated report, then the Email Generated PDF page opens. If you do not want to email the PDF, click **Next** in the Email Generated PDF page.

**Task 5:** Select the recipients who will receive the generated PDF report.

- 1 If it is not already open, open the Email Generated PDF page.
- 2 Select a user in the Available Users/Groups box, and click **Add**. Repeat for each user.
- 3 In the Subject box, type the subject text for the email message.
- 4 In the Message box, type the message you want to send to the recipients.
- 5 Click **Next**. The Parameters page opens.

**Task 6:** Specify the parameters for the report.

- 1 Type the values for any parameters listed.
- 2 Click **Finish** to schedule the reports for generation.

**Task 7:** If necessary, change the schedule:

- 1 Open the Schedule Title page.
- 2 Click the title of an event in the Schedule Title page. The Formats page opens.
- 3 Click the **View Details** button to display detailed information about the event.
- 4 Do one of the following:
  - Click **Finish** to schedule the report for generation.
  - Use cron or trendtimer to schedule report generation.

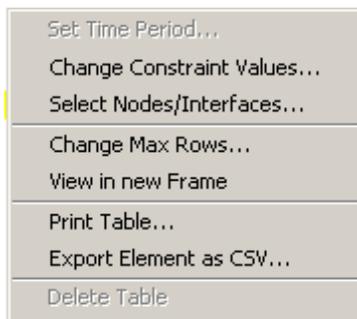
# G Tables and Graphs

You have multiple view options for any table or graph. Though the default view is usually adequate, you can easily change to a different view. If you are using Report Viewer, right-click the object to open a list of view options. If you are using the Web Access Server, follow these steps to change the default view of a table or graph:

- 1 Click **Preferences** on the links bar.
- 2 Expand **Reports** in the navigation frame.
- 3 Click **Viewing**.
- 4 Select the **Allow element editing** box.
- 5 Click **Apply**.
- 6 Click the Edit icon next to the table or graph.

## View Options for Tables

Right-clicking a table, or selecting the Edit Table icon if you are using the Web Access Server, opens a list of table view options.



Select **Set Time Period** to alter the relative time period (relative to now) or set an absolute time period. The Set Time Period window opens.

You may shorten the period of time covered by the table from, for example, 42 days to 30 days or to 7 days. If you are interested in a specific period of time that starts in the past and stops *before* yesterday, click **Use Absolute Time** and select a Start Time and an End Time.

Select **Change Constraint Values** to loosen or tighten a constraint, thereby raising or lowering the number of elements that conform to the constraint. The Change Constraint Values window opens. To loosen a constraint, set the value lower; to tighten a constraint, set the value higher.

The **Select Nodes/Interfaces** enables you to change the scope of the table by limiting the table to specific nodes, specific interfaces, or a specific group of nodes or interfaces. The Select Node Selection Type window opens.

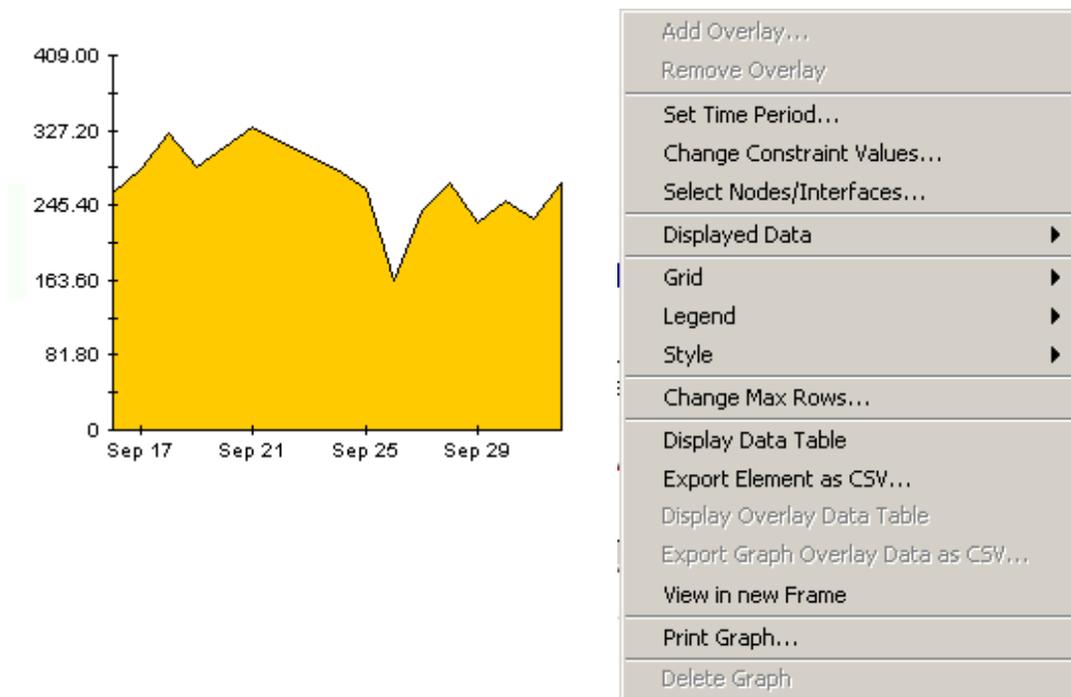
**Change Max Rows** increases or decreases the number of rows in a table. The default is 50. If you expand the default, the table could take more time to open. If you are trending a large network, using the default ensures that the table opens as quickly as possible.

**View in new Frame** opens the table in a Table Viewer window, shown below. If necessary, make the data in the table more legible by resizing the window.

Polled IP QoS Statistics Data - Input Over Previous 6 Hours					
Direction	IpPrecedence	Switched Bytes	Switched Pkts	Time Period	
Input	0	105,688	675	Tue Oct 29 07:00 AM	
Input	1	0	0	Tue Oct 29 07:00 AM	
Input	2	0	0	Tue Oct 29 07:00 AM	
Input	3	0	0	Tue Oct 29 07:00 AM	
Input	4	0	0	Tue Oct 29 07:00 AM	
Input	5	0	0	Tue Oct 29 07:00 AM	
Input	6	600	5	Tue Oct 29 07:00 AM	
Input	7	0	0	Tue Oct 29 07:00 AM	
Input	0	98,334	638	Tue Oct 29 06:45 AM	
Input	1	0	0	Tue Oct 29 06:45 AM	
Input	2	0	0	Tue Oct 29 06:45 AM	

## View Options for Graphs

Right-clicking a graph, or clicking the Edit Graph icon if you are using the Web Access Server, opens the following list of view options.

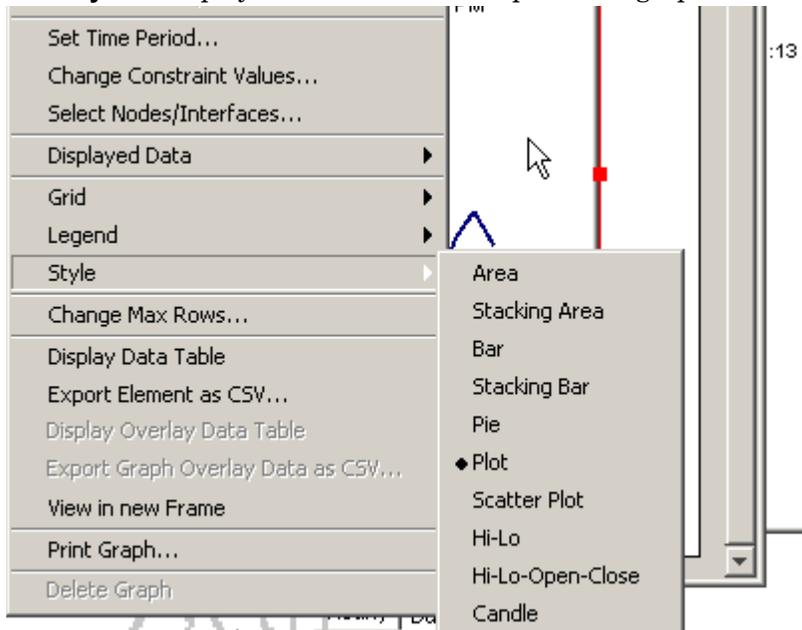


The following table provides details about each option.

Option	Function
Set Time Period	Same as the table option shown above.
Change Constraint Values	Same as the table option shown above.
Select Nodes/Interfaces	Same as the table option shown above.
Displayed Data	For every point on a graph, display data in a spreadsheet.
Grid	Add these to the graph: X axis grid lines Y axis grid lines X and Y axis grid lines
Legend	Delete or reposition the legend.
Style	See the illustrations below.
Change Max Rows...	Same as the table option shown above.
Display Data Table	See below.
Export Element as CSV...	Same as the table option shown above.
View in New Frame	Opens graph in a Graph Viewer window.
Print Graph	Same as the table option shown above.

## Style Options

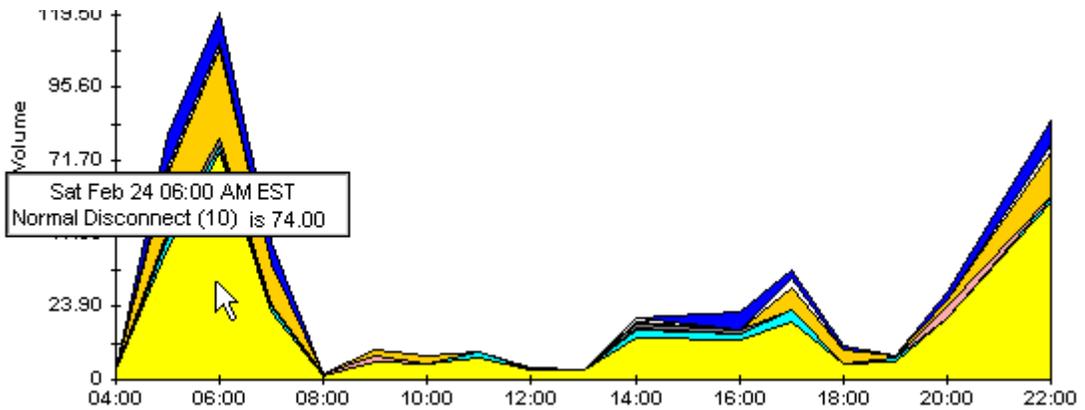
Select **Style** to display a list of seven view options for graphs.





## Style > Area

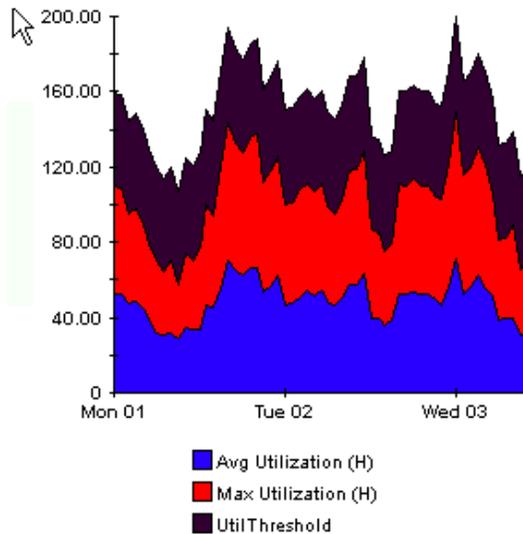
The plot or bar chart changes to an area graph. Although relative values and total values are easy to view in this format, absolute values for smaller data types could be hard to see. Click anywhere within a band of color to display the exact value for that location



To shorten the time span of a graph, press SHIFT+ALT and use the left mouse button to highlight the time span you want to focus on. Release the mouse button to display the selected time span.

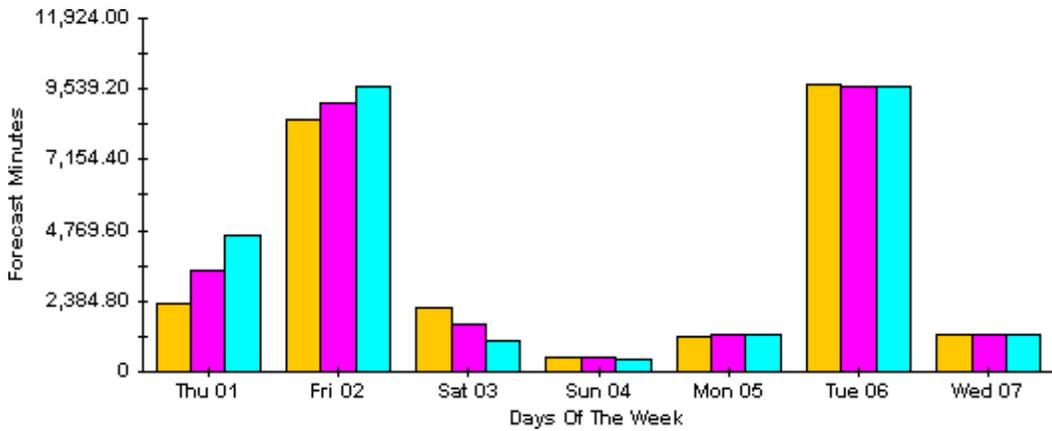
## Style > Stacking Area

The area or plot graph changes to a stacking area graph. This view is suitable for displaying a small number of variables.



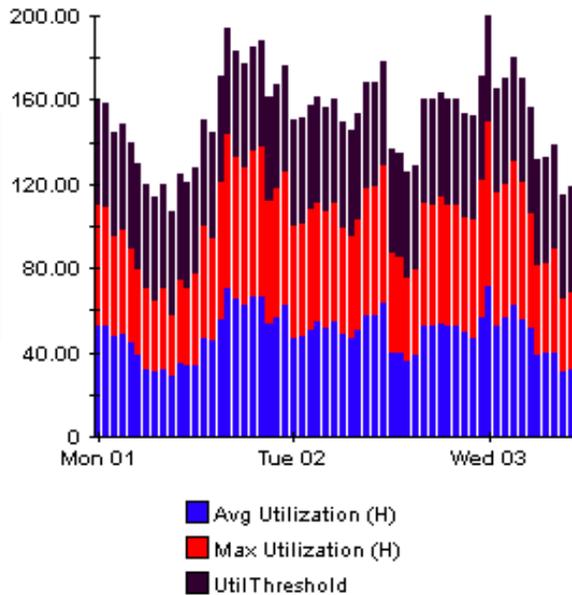
## Style > Bar

The graph changes to a bar chart. This view is suitable for displaying relatively equal values for a small number of variables. There are three variables in the following graph.



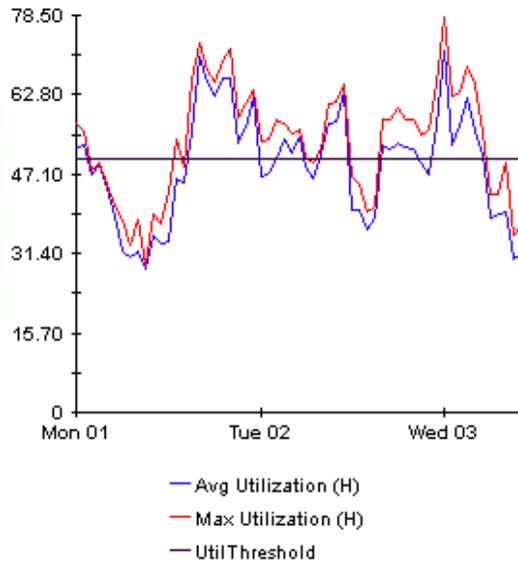
## Style > Stacking Bar

The plot or area graph changes to a stacking bar chart. If you increase the width of the frame, the time scale becomes hourly. If you increase the height of the frame, the call volume shows in units of ten.



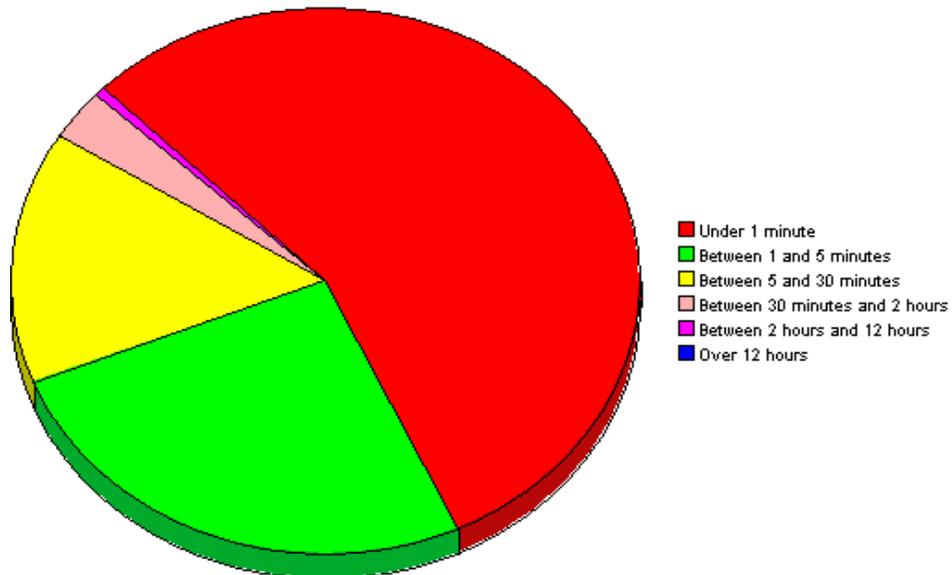
## Style > Plot

Bands of color in an area graph change to lines. If you adjust the frame width, you can make the data points align with hour. If you adjust the frame height, you can turn call volume into whole numbers.



## Style > Pie

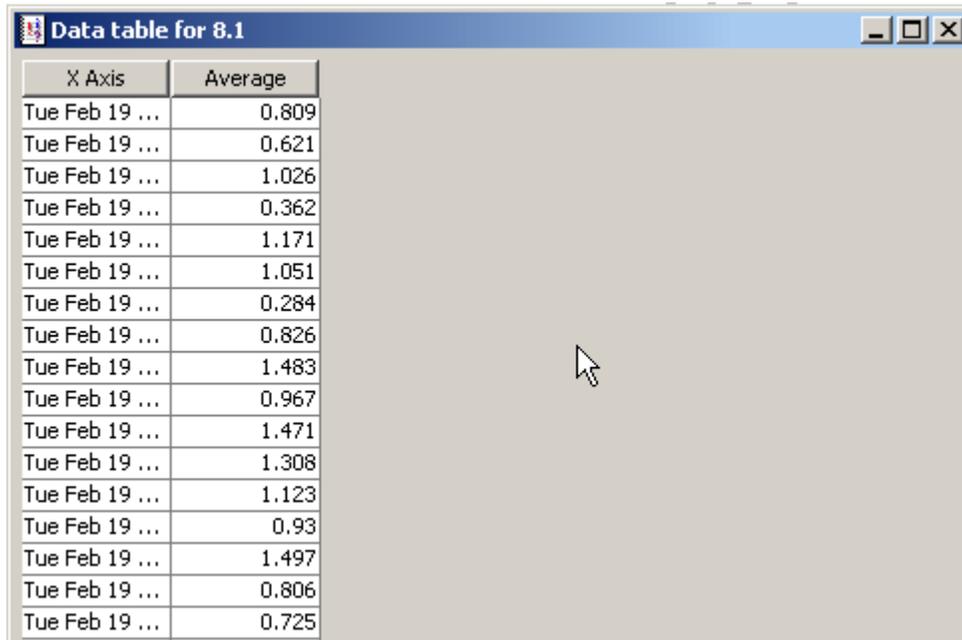
An area graph becomes a pie chart. Bands in an area graph convert to slices of a pie and the pie constitutes a 24-hour period. This view is helpful when a small number of data values are represented and you are looking at data for one day.



If you are looking at data for multiple days, you will see multiple pie graphs, one per day.

## Display Data Table

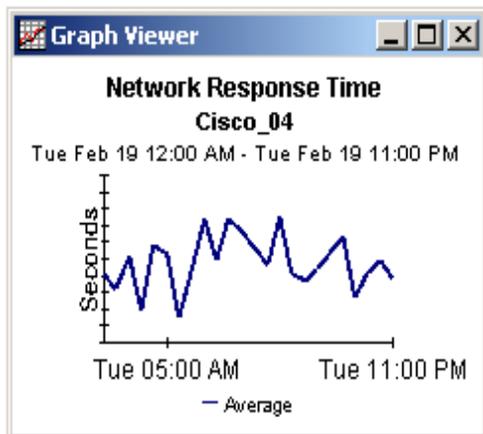
This option changes a graph into a spreadsheet.



X Axis	Average
Tue Feb 19 ...	0.809
Tue Feb 19 ...	0.621
Tue Feb 19 ...	1.026
Tue Feb 19 ...	0.362
Tue Feb 19 ...	1.171
Tue Feb 19 ...	1.051
Tue Feb 19 ...	0.284
Tue Feb 19 ...	0.826
Tue Feb 19 ...	1.483
Tue Feb 19 ...	0.967
Tue Feb 19 ...	1.471
Tue Feb 19 ...	1.308
Tue Feb 19 ...	1.123
Tue Feb 19 ...	0.93
Tue Feb 19 ...	1.497
Tue Feb 19 ...	0.806
Tue Feb 19 ...	0.725

## View in New Frame

The graph opens in a Graph Viewer window. Improve legibility by resizing the window.





# H Product History

Package and Version	Enhancements and Fixes
<i>Change Management</i>	
SrvDsk_ChangeManagement 1.00	Initial release
SrvDsk_ChangeManagement 1.10	<p><i>defect fixes:</i></p> <ul style="list-style-type: none"> <li>• QXCR1000327766: Reports showed different totals for same category. The map procedure was modified; it now tracks the number of new changes correctly.</li> <li>• QXCR1000331248: Incorrect report descriptions; added text about closure date as a basis for filtering.</li> </ul>
SrvDsk_ChangeManagement 1.20	<p>Partition change</p> <p><i>defect fixes:</i></p> <ul style="list-style-type: none"> <li>• QXCR1000374205: ServD_Changes_map_p fails with the error ORA-06502</li> <li>• QXCM1000436142: document error; add text about running these commands after a full export of data: <ul style="list-style-type: none"> <li>— SrvDsk_ChangeManagement_Hourly.pro</li> <li>— SrvDesk_ChangeManagement_DMF.pro</li> </ul> </li> </ul> <p><i>new upgrade package:</i></p> <ul style="list-style-type: none"> <li>• Upgrade_SrvDsk_ChangeManagement_to_12</li> </ul>
SrvDsk_ChangeManagement 1.30	<p><i>defect fixes:</i></p> <ul style="list-style-type: none"> <li>• QXCM1000436161: no service calls older than 10 days have IS_NEW = 1 after Service Desk full export</li> <li>• QXCR1000443983: no service calls older than 10 days have IS_NEW = 1 after Service Desk full export</li> </ul>
SrvDsk_ChangeManagement 1.40	<p><i>new upgrade packages:</i></p> <ul style="list-style-type: none"> <li>• SrvDsk_ChangeManagement45_DP_Upgrade_to_20 (Upgrade_SrvDsk_ChangeManagement45_DP_to_20.ap)</li> <li>• SrvDsk_ChangeManagement_Upgrade_to_14 (Upgrade_SrvDsk_ChangeManagement_to_14.ap)</li> </ul>
<i>Help Desk</i>	
SrvDsk_HelpDesk 1.00	Initial release

Package and Version	Enhancements and Fixes
SrvDsk_HelpDesk 1.10	<p><i>defect fixes:</i></p> <ul style="list-style-type: none"> <li>• QXCR1000327766: Reports showed different totals for same category. The map procedure was modified; it now tracks the number of new changes correctly.</li> <li>• QXCR1000331248: Incorrect report descriptions; added text about closure date as a basis for filtering.</li> </ul>
SrvDsk_HelpDesk 1.20	<p>Partition change</p> <p><i>defect fixes:</i></p> <ul style="list-style-type: none"> <li>• QXCR1000374205: SrvD_Changes_map_p fails with the error ORA-06502</li> <li>• QXCM1000436161: No service calls older than 10 days have IS_NEW = 1 after a Service Desk full export</li> <li>• QXCM1000436142: document error; add text about running the following command after a full export of data: — SrvDsk_HelpDesk_DMF.pro</li> </ul> <p><i>new upgrade package:</i></p> <ul style="list-style-type: none"> <li>• Upgrade_SrvDsk_HelpDesk_to_12</li> </ul>
SrvDsk_HelpDesk 1.30	<p><i>defect fixes:</i></p> <ul style="list-style-type: none"> <li>• QXCM1000436161: no service calls older than 10 days have IS_NEW = 1 after Service Desk full export</li> <li>• QXCR1000443983: no service calls older than 10 days have IS_NEW = 1 after Service Desk full export</li> </ul>
SrvDsk_HelpDesk 1.40	<p><i>new upgrade package:</i></p> <ul style="list-style-type: none"> <li>• SrvDsk_HelpDesk45_DP_Upgrade_to_20 (SrvDsk_HelpDesk45_DP.ap)</li> <li>• SrvDsk_HelpDesk_Upgrade_to_14 (SrvDsk_HelpDesk_Upgrade_to_14)</li> </ul> <p><i>defect fixes:</i></p> <p>QXCR1000818880: ServiceDeskReporting_UserGuide.pdf stating wrong Oracle Database version</p>
<i>SLM Integration</i>	
SLM_Integration 1.00	Initial release
SLM_Integration 1.10	<p>LIR/copy policy</p> <p><i>new upgrade package:</i></p> <ul style="list-style-type: none"> <li>• UPGRADE_SLM_Integration_to_11</li> </ul> <p><i>defect fixes:</i></p> <ul style="list-style-type: none"> <li>• QXCR1000375228: Oracle: bcp_gateway deadlock condition not correctly handled</li> <li>• QXCM1000380439: SLM_period_update_P takes &gt; 1 hour to complete</li> </ul>

<b>Package and Version</b>	<b>Enhancements and Fixes</b>
SLM_Integration 1.10	<i>new upgrade package:</i> <ul style="list-style-type: none"><li data-bbox="737 275 1187 338">• SLM_Integration_Upgrade_to_12 (SLM_Integration.ap)</li></ul>





# Glossary

## **BS15000 Standard**

A standard based on the ITIL framework, issued by the British Standards Institution, that provides implementation guidelines for IT service management.

## **change**

When a change is needed, details about the change are entered in the Service Desk change form. The change form allows the user to select relevant approvers, indicate a deadline for responses, create a series of work orders, and assign each work order to a work group.

## **COBIT**

Control Objectives for Information and Related Technology is an open standard published by the Information Technology Governance Institute (ITGI).

## **JSR-168**

Java Specification Request #168 is a Java portlet definition that provides standards for APIs to allow information transfer between applications, specifically the areas of aggregation, personalization, presentation, and security. See: <http://www.jcp.org/en/jsr/detail?id=168>

## **ICMB**

ITIL Certification Management Board.

## **incident**

Similar to a service call, with a different source. The source of a service call is a customer. The source of an incident is a network management tool, a system management tool, or possibly a technician. Any notification that is generated automatically, say for example, in response to a login error, or in response to a threshold breach, or in response to a printer not working, is an incident. A Service Desk user will use an incident form to describe the incident.

## **ITIL**

Information Technology Infrastructure Library (ITIL) is a series of book that specify best practices for managing IT infrastructure processes and changes. The series was revised in 2000 and will be revised again in 2006. The titles in the series are:

- Software Asset Management
- Service Support
- Service Delivery
- Planning to Implement Service Management
- ICT Infrastructure Management
- Application Management

- Security Management
- The Business Perspective

**metric adapter**

A software module that you install and configure to collect metric data values from monitoring software applications.

**metrics**

The results of measurements that provide the basis for SLM reports on compliance and availability, and for compliance status monitoring in the OpenView console. Metric data values are collected from external monitoring applications (for example HP OV Performance Manager) or from analyzed data collected from Service Desk.

**problem**

A service call, or an incident, that cannot be solved until it is investigated further. The person responsible for investigating a problem will open a problem form. The status of the problem is *New*. The problem form describes the problem, identifies the CI involved, and provides information about service calls, work orders, and approvals related to the problem. As soon as the problem is investigated and a remedy is identified, the person investigating the problem changes the status to *Route Cause Identified* and adds a change process to the problem form.

**service contract**

Reduces administrative overheads by enabling legal entities and common data shared by multiple service level agreements to be specified once instead of multiple times. The agreements and services specify the deliverables and the associated service provider and receiver parties. Service level managers may find service contracts useful when setting up multiple services and agreements, especially for organizations with many sub-divisions, each with their own service level requirements.

**service definition**

A conceptual description of a service that provides a blueprint for structuring a service. The definition allows you to show how services, service levels (the degree of support provided to the customer), Service Level Agreements, CI definitions, and other service definitions relate to each other. The service definition allows you to create multiple service instances and associated service levels.

**service hierarchy**

Specifies the relationships between the services and configuration items that a particular service depends on.

**service level agreement**

Specifies which services are to be delivered, the associated service quality, for example, performance aspects, and the associated quantity of each service, that is, the level of availability. The service level agreement forms the core of Service Level Manager.

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