HP Service Manager

for supported Windows® and Unix® operating systems

Software Version: 9.20

Service Manager Operational Reports Guide

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http://h20230.www2.hp.com/new_access_levels.jsp

Contents

1 Reporting by Using Crystal Reports

HP Service Manager reporting works with Crystal Reports to provide improved reports and Business objects for the batch scheduling of reports. To run HP Service Manager reports with Crystal Reports, you need a working knowledge of the following:

- HP Service Manager
- Crystal Reports 2008
- The ServiceCenter ODBC driver.

To create reports you need a working knowledge of your DBMS or RDBMS, Crystal Reports 2008, and a general understanding of HP Service Manager applications and utilities.

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

- For information about a particular RDBMS, see the vendor documentation for your database type.
- For database configuration, see the *HP Service Manager Installation Guide*.
- For information about HP Service Manager administration and configuration, and customizing the HP Service Manager product, see the *HP Service Manager Help*.

2 Installing Crystal Reports 2008

In HP Service Manager, reporting works with Crystal Reports 2008 to provide detailed reporting and analysis package that help maximize the abilities of your organization. Data monitoring and tracking, using Service Manager data from your environment, provide valuable insight to daily operations. Sample reports are provided so that you can build the reports into any reporting system.

Installation Requirements and Compatibility

Installation Requirements

The following components must be installed prior to using the HP Service Manager reporting feature:

- HP Service Manager Legacy Listener
- ServiceCenter ODBC driver
- Crystal Reports 2008

Software Compatibility

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

- HP Service Manager 7.11 and 9.20 run-time environment (RTE)
- HP Service Manager 7.11 and 9.20 Applications
- ServiceCenter 6.2 legacy ODBC Driver
- Crystal Reports 2008

Report Compatibility

With the appropriate developer license for Crystal Reports 2008, all report files (`*.rpt`) can be customized to meet the needs of your business. Non-Crystal Reports users can review the PDF files for each report shipped to determine which queries, joins, and filters were used for the development of the report. They can then use these details to recreate similar reports by using their own queries, joins, and filters. Each query interacts with any application compatible with the ServiceCenter ODBC driver.

Starting with SM Operational Reports 1.00, Operational reports will be delivered regularly. Reports prior to SM 7.11 can be obtained from the media specific for that version. For reports compatible with SM7.11 and later versions, see the HP Software Support Online (SSO) site at:

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

For additional compatibility information for Hewlett-Packard products, see the HP product support site at:

http://support.openview.hp.com/new_access_levels.jsp

Installing Crystal Reports 2008 with HP Service Manager

For information about installing and configuring the legacy listener, the ODBC driver, and installing Crystal Reports 2008 for use with HP Service Manager, see the *HP Service Manager Installation Guide*.

For ServiceCenter ODBC driver troubleshooting and best practices, see the Help topics packaged with Service Manager product.

Packaging and File Location

The HP Service Manager Operational Reports package is located in the SM_Operational_Reports_1.00 directory on the installation image or by clicking **Download Reports for HP Service Manager** from the Downloads tab on the Autorun installation screen. This directory contains a set of Crystal Reports report files (`*.rpt`). For additional information about downloading the out-of-box reports, see the *HP Service Manager Installation Guide*.

Language packs

The languages supported by the language pack install are as follows:

- English
- French
- Japanese
- German
- Spanish
- Italian
- Korean
- Dutch
- Portuguese (Brazilian)
- Swedish
- Chinese Simplified
- Chinese Traditional

The default install language for Crystal Reports is set to English; however, if the native language of your OS is listed above, Crystal Reports will run in that language. The out-of-box reports are not localized and will render in English regardless of what language your Crystal Reports application is using.

You should refer to the Crystal Reports documentation for instructions on how to change the language that Crystal Reports uses.

3 Report Descriptions and Usage

The intention of this reporting package is to provide users with realistic examples of business reporting requirements. Each report is intended to meet the analytical needs of a generic Service Manager business user. All reports in the package can be executed on an HP Service Manager 7.11 and 9.20 out-of-box (OOB) system. The reports are intended to be used as a starting point for the development of more detailed, customer-specific reports.

The following tables describe the available application-specific reports, descriptions, and business use. The report files (`*.rpt`) can be opened in Crystal Reports and optionally modified to suit your needs. Detailed report descriptions can be viewed by clicking the link in the first column of the table.

Change Management Reports

Report name	Business user	Description
Open and Closed Change Requests	Service Management process managers, IT Management team	This report gives the user the ability to review, for a determined period, a breakdown of open and closed changes by category.
Percentage of Rejected Changes	Service Management process managers, IT Management team	This report provides an overview of the number of rejected changes as a percentage of the total number of closed changes in a given time period.
Percentage of Emergency Changes	Service Management process managers, IT Management team	This report provides an overview of the number of closed emergency changes as a percentage of the total number of closed changes in a given time period.
Percentage of Successful Changes	Service Management process managers, IT Management team	This report provides an overview of the number of closed changes that were successfully implemented (including with and without problems) as a percentage of the total number of closed changes in a given time period.

Open and Closed Change Requests

Description

The Open and Closed Change Requests report breaks down changes by state (open or closed), by category, and then by phase. This report contains a graphical representation of the breakdown of open versus closed changes using a pie chart to display the categories. You can click any piece of the pie to display a detailed breakdown of that category by phase. This report organizes the information using groups and sub-groups to help users quickly view percentages and total counts by category and the current phase of the change.

Customer Value

This report provides a quick view of open and closed change requests for a specified time period. The percentages and totals displayed in group headings allow for a quick, visual overview of which change categories are generating the highest number of change requests, have a large number of change requests pending, or are approving and closing change requests quickly and efficiently. This information can then be used by a Change Management administrator to determine if the workflow in place needs to be adjusted or if a particular department requires additional training or resources to efficiently manage the number of change requests in a given area.

Percentage of Rejected Changes

Description

The Percentage of Rejected Changes report breaks down all closed changes in a given time period by status (rejected and non-rejected) and then by service type (Applications, E-mail/Webmail, Intranet/Internet, My Devices, Printing, Service Management, etc.). This report contains a graphical representation of the breakdown of rejected versus non-rejected changes using a pie chart. You can double-click any piece of the pie to display a detailed breakdown of that status by service. This report organizes the information using groups and sub-groups to help users quickly view percentages and total counts by status and service.

Customer Value

This report provides a quick view of rejected and non-rejected changes for a given time period. Together with rejection reasons the report provides information about the way requesters and the IT organization handle the Change Management process. Reasons for rejecting a change include the following:

- The change is a standard one and should be handled through the Request Management process.

- The change is not a valid one (logical, feasible or unnecessary).
- The change approval is not supported.

This information can be used by a group manager to make decisions and take actions for the following reasons:

- If the request fulfillment process is not satisfactory because many standard changes enter the Change Management process, the request fulfillment process needs to be reviewed for improvements.
- If the requesters use the Change Management process to drop all their functional or technical requirements without consulting the product manager or owner, it might be necessary to adjust the roles and responsibilities of some people to decrease their workload.

Percentage of Emergency Changes

Description

The Percentage of Emergency Changes report breaks down all closed changes in a given time period by change type (emergency changes and other changes) and then by service type (Applications, E-mail/Webmail, Intranet/Internet, My Devices, Printing, Service Management, etc.). This report contains a graphical representation of the breakdown of changes using a pie chart. You can double-click any piece of the pie to display a detailed breakdown of that change type by service. This report organizes the information using groups and sub-groups to help users quickly view percentages and total counts by change type and service.

Customer Value

This report provides a quick view of emergency changes for a given time period. The emergency change procedure is used to repair a failure (logged as an urgent incident) that has a large negative impact on the business and therefore needs to be fixed as soon as possible, and there is no workaround available that can be used. The percentage of emergency changes compared to all the changes within an organization is a good indication for the quality of Change Management and the service delivered. A well structured and planned Change Management process should limit the number of emergency changes needed after implementation to restore the service availability.

Percentage of Successful Changes

Description

The Percentage of Successful Changes report breaks down all closed changes in a given time period by status (failed, successful and successful with problems) and then by service type (Applications, E-mail/Webmail, Intranet/Internet, My Devices, Printing, Service Management, etc.). This report contains a graphical representation of the breakdown of successful changes, successful changes with problems and failed changes using a pie chart. You can double-click any piece of the pie to display a detailed breakdown of that status by service. This report organizes the information using groups and sub-groups to help users quickly view percentages and total counts by status and service.

Customer Value

This report provides a quick view of successful and failed changes for a given time period. Successful changes are changes that were implemented successfully on the first attempt with minimized exposure to risk and a limited severity on the impact and service interruption. This means that there is no fallback needed, there is no unplanned downtime and the change does not cause a failure of the service after going life. A high percentage of successful changes is an indicator for good Change Management while a low percentage is an indicator for inadequate Change Management that needs to be evaluated.

Configuration Management Reports

Report name	Business user	Description
Configuration Item Relationships	Service Management process managers, IT Management team	This report provides a high level view of the configuration item relationships defined for the organization.
Configuration Item Summary	Service Management process managers, IT Management team	This report gives the user the ability to view all the configuration items within their organization grouped by type and then by status.

Configuration Item Relationships

Description

The Configuration Item Relationships report breaks down the configuration items (CIs) and their downstream relationships by type and then by subtype. If a CI has more than one downstream relationship, the report displays the total count. You can double-click the count to view the full list of downstream relationships.

Customer Value

This report allows a Configuration Management administrator to evaluate the CI relationships defined in the organization and determine whether the relationship model accurately represents their business needs. The administrator can also see the outage definitions and determine whether to change them.

Configuration Item Summary

Description

The Configuration Item Summary report breaks down the configuration items by type and then by status. This report contains a pie chart displaying all configuration items (CIs) by type. You can double-click any piece of the chart to display a detailed breakdown of the CI type by its status. This report uses grouping to provide a view of total counts by type and status.

Customer Value

This report gives the Configuration Manager administrator a high level overview of all the CIs defined within their organization. The administrator can view the details of any specific CI type and make decisions about inventory based on count and status of existing CIs. The report highlights in red any CIs currently down so that the administrator quickly sees which configuration items need attention.

Incident Management Reports

Report name	Business user	Description
Open and Closed Incidents by Category	Service Management process managers, IT Management team	This report gives the user the ability to review, for a determined period, a breakdown of open and closed incidents by categories and their associated areas.
Open and Closed Incidents by Service	Service Management process managers, IT Management team	This report provides an overview of the number of reported incidents by service in a given time period.
Backlog of Incidents	Service Management process managers, IT Management team	This report enables the user to review the number of incidents that are not closed in a given time period.
Reopened Incidents	Service Management process managers, IT Management team	This report enables the user to review the percentage of reopened incidents by service in a given time period.
Incidents Closed Meeting SLA Target	Service Management process managers, IT Management team	This report enables the user to review, in a given time period, the number of closed incidents that meet the SLA targets, relative to the number of all closed incidents.

Open and Closed Incidents by Category

Description

The Open and Closed Incidents by Category report breaks down incidents by state (open or closed), by category, and then by area. This report contains a graphical representation of the breakdown of open versus closed incidents using a chart to display the categories. You can click any piece of the pie to display a detailed breakdown of that category by its areas. This report organizes the information using groups and sub-groups to help users quickly view percentages and total counts by category and area.

Customer Value

This report provides a quick view of open and closed incidents for a specified time period. The percentages and totals displayed in group headings allow for quick determination of which categories and areas are generating the highest number of incidents, have a large number of incidents remaining open, or are resolving issues quickly. This information can then be used by an Incident Management administrator to determine if a particular department requires additional training or resources to efficiently manage the number of incidents in a given area.

Open and Closed Incidents by Service

Description

The Open and Closed Incidents by Service report breaks down all reported incidents in a given time period by status (open or closed) and then by service type (Applications, E-mail/Webmail, Intranet/Internet, My Devices, Printing, Service Management, etc.). This report contains a graphical representation of the breakdown of open versus closed incidents using a pie chart. You can double-click any piece of the pie to display a detailed breakdown of that status by service. This report organizes the information using groups and sub-groups to help users quickly view percentages and total counts by status and service.

Customer Value

This report provides a quick view of open and closed incidents by service for a given time period. The percentages and totals displayed in group headings indicate the quality of the service delivered. An increase of incidents deviated from the trend line in a certain time period needs to be diagnosed and acted upon. This information can be used by an Incident Management administrator to determine whether a particular department requires additional training or resources to decrease the number of incidents of a given service type. Note that the report excludes interactions logged as incidents but handled by the Service Desk.

Backlog of Incidents

Description

The Backlog of Incidents report breaks down non-closed incidents by time period, and then by assignment group. This report contains a graphical representation of the breakdown of all non-closed incidents using a pie chart. You can click any piece of the pie to display a detailed breakdown of that time period by assignment group. The backlog consists of all incidents assigned to a certain group that are not closed yet, for example, all open incidents for this week for the network support group.

Customer Value

This report provides information about the workload for an assignment group. A growing number of open backlog incidents for a group indicates that they are not able to handle the current workload which is a threat for the SLA target times. This information can be used by a group manager to make decisions about the resources needed for the Incident Management process.

Reopened Incidents

Description

The Reopened Incidents report breaks down all incidents that were ever marked closed by status (reopened and non-reopened) and then by service type (Applications, E-mail/Webmail, Intranet/Internet, My Devices, Printing, Service Management, etc.). Using a pie chart, this report provides an overview of the number of incidents that were reopened because the solutions were not accepted by the customer, relative to the number of incidents closed in a given time period. You can double-click any piece of the pie to display a detailed breakdown of that status by service. This report organizes the information into groups and sub-groups to provide a quick view of percentage of reopened incidents.

Customer Value

This report provides information about the quality of the Incident Management process. Reopened incidents imply extra workload for the support groups and a threat for the Service Level Target dates. Incidents reopened by the Service Desk Agent indicate that the solutions provided did not satisfy the customer, the support group did not do a good job, or the service disruption was due to incorrect diagnosis. Note that this report does not refer to incidents that were recreated, because not all interactions were closed by the solutions provided.

Incidents Closed Meeting SLA Target

Description

The Incidents Closed Meeting SLA Target report breaks down all closed incidents in a given time period by status (SLA Target Met and SLA Breached) and then by service type (Applications, E-mail/Webmail, Intranet/ Internet, My Devices, Printing, Service Management, etc.). This report contains a graphical representation of the breakdown of all closed incidents using a pie chart. You can double-click any piece of the pie to display a detailed breakdown of that status by service. This report organizes the information using groups and sub-groups to help users quickly view percentages and total counts by status and service.

Customer Value

This report provides a quick view of closed incidents that meet SLA targets by service for a given time period. The percentages and totals displayed in group headings indicate the performance of the support organization. When the percentage of the closed incidents that meet SLA target is low, the Incident Manager needs to find out and analyze the weakest links of the process and define actions to improve the service delivery. Some possible actions are listed below:

- Provide support employees with training to upgrade their knowledge.
- Improve the knowledge database to increase the percentage of closed incidents that are first-time-fixed.

- Activate the Problem Management process to reduce the number of incidents.
- Hire more support employees when resource capacity is an issue.

Knowledge Management Reports

Report name	Business user	Description
Knowledge Management Activity	Service Management process managers, IT Management team	This report gives the user a breakdown of administrative document activities within Knowledge Management, for a given period of time.
Knowledge Management Documents Summary	Service Management process managers, IT Management team	This report gives the user an overview of all knowledge documents broken down by document type.
Knowledge Management: User Demand	Service Management process managers, IT Management team	This report gives the user an overview of knowledge document usage highlighting documents that were viewed and documents that were used as solutions, broken down by source.
Knowledge Management Usage by Department (for SD Interactions)	Service Management process managers, IT Management team	This report gives the user the ability to review, for a determined period, a breakdown by department of closed Service Desk interactions that used a Knowledge Management document for a solution.

Knowledge Management Activity

Description

The Knowledge Management Activity report breaks down the Knowledge Management (KM) documents by administrative activity type. This report contains a graphical representation of the document activity using a pie chart. You can click any piece of the pie to display the details of the documents for that activity type. The activity types of View and Used Solution are not included as these are specific to the User Demand report and do not reflect administrative activity.

Customer Value

This report gives a KM administrator the ability to get a very high level overview of the activity occurring against the KM documents. The administrator can use this information to evaluate the KM document workflow and verify that the management of the resources is adequate. The information can be used to determine the volume of documents that are being created, modified, retired and approved. If there are several documents being created but none are being approved this might indicate that there are not enough approvers or that the approver process is inefficient.

Knowledge Management Documents Summary

Description

The Knowledge Management Documents Summary report breaks down Knowledge Management (KM) documents by type using a bar chart to display the totals. You can click any bar to display a detailed list of the documents within that document type.

Customer Value

This report gives the KM administrator an overview of the breakdown of KM documents by type allowing the administrator to evaluate the status of the KM database.

Knowledge Management: User Demand

Description

The Knowledge Management: User Demand report breaks down Knowledge Management (KM) documents by source and then by their usage. This report contains a graphical representation of the breakdown of documents using a bar graph to display the number of documents viewed and the number of documents used as a solution per source. You can click any bar of the chart to display the detailed usage counts within a source by document ID.

Customer Value

This report provides a quick view of documents within a source that were viewed or used as a solution. This information can be used by a KM administrator to evaluate the content of the KM documents. An administrator can view the detailed information for a particular document within a source and see the total times a document was viewed compared to the total times the document was used as a solution. If the document was viewed several times but not used as a solution this might indicate that the content of the document needs to be updated. An administrator may also determine that the document is invalid and should be retired or that the title and keywords need to be updated in order to better facilitate user searches.

Knowledge Management Usage by Department (for SD Interactions)

Description

The Knowledge Management usage by department (for SD Interactions) report breaks down closed Service Desk (SD) interactions by department that use Knowledge Management (KM) documents as solutions to close an interaction. This report contains a bar chart of the ten departments that used the most documents as solutions. Additionally, there is a bar for the other departments with closed interactions. You can click any bar to display a detailed breakdown of that department's closed interactions using KM documents. This report organizes the information using groups to help users quickly view total counts by department.

Customer Value

This report provides a quick view of closed interactions for a specified time period where KM documents contributed to the resolution. The totals displayed in group headings allow for quick determination of which departments are generating SD interactions being closed using KM documents. This information can then be used to determine if the KM document content for a particular area needs to be increased or updated. This provides the KM Manager with a comprehensive overview of whether or not there are enough documents to solve issues coming from a certain department.

Problem Management Reports

Report name	Business user	Description
Open and Closed Problems by Area	Service Management process managers, IT Management team	This report gives the user the ability to review, for a determined period, a breakdown of open and closed problems by area.
Open and Closed Problems by Service	Service Management process managers, IT Management team	This report provides an overview of the number of reported problems by service in a given time period.
Problems Closed Meeting SLA Target	Service Management process managers, IT Management team	This report enables the user to review, in a given time period, the number of closed problems that meet the SLA targets, relative to the number of all closed problems.

Open and Closed Problems by Area

Description

The Open and Closed Problems by Area report breaks down problems by state (open or closed), by area, and then by phase. This report contains a graphical representation of the breakdown of open versus closed problems using a pie chart to display the areas. You can click any piece of the pie to display a detailed breakdown of that area by phase. This report organizes the information using groups and sub-groups to help users quickly view percentages and total counts by area and the current phase of the problem.

Customer Value

This report provides a quick view of open and closed problems for a specified time period. The percentages and totals displayed in group headings allow for quick determination of which areas are generating the highest number of problems, have a large number of problems remaining open, or are resolving issues quickly. This information can then be used by a Problem Management administrator to determine if the workflow in place needs to be adjusted or if a particular department requires additional training or resources to efficiently manage the number of problems in a given area.

Open and Closed Problems by Service

Description

The Open and Closed Problems by Service report breaks down all problems in a given time period by status (open and closed) and then by service type (Applications, E-mail/Webmail, Intranet/Internet, My Devices, Printing, Service Management, etc.). This report contains a graphical representation of the breakdown of open versus closed problems using a pie chart. You can double-click any piece of the pie to display a detailed breakdown of that status by service. This report organizes the information using groups and sub-groups to help users quickly view percentages and total counts by status and service.

Customer Value

This report provides a quick view of open versus closed problems for a given time period. The total number of the problems indicates the availability and quality of the service delivery. After a problem is detected and accepted, it should be recorded in HP Service Manager. Based on the information of the report, the Problem Coordinators can be aware of their workload and make decisions about the resources needed for the Problem Management process.

Problems Closed Meeting SLA Target

Description

The Problems Closed Meeting SLA Target report breaks down all closed problems in a given time period by status (SLA Target Met and SLA Breached) and then by service type (Applications, E-mail/Webmail, Intranet/ Internet, My Devices, Printing, Service Management, etc.). This report contains a graphical representation of the breakdown of all closed problems using a pie chart. You can double-click any piece of the pie to display a detailed breakdown of that status by service. This report organizes the information using groups and sub-groups to help users quickly view percentages and total counts by status and service.

Customer Value

This report provides a quick view of closed problems that meet SLA targets by service for a given time period. The percentages and totals displayed in group headings indicate the performance of the responsible support organization. When the percentage of the closed problems that meet SLA target is low, the Problem Manager needs to find and analyze the weakest links of the process and define actions to improve the service delivery.

Service Desk Reports

Report name	Business user	Description
Escalated Interactions	Management Administrators Staff	This report provides the breakdown of interactions that have been escalated to change requests, incidents, known errors, and quotes.
Open and Closed Service Desk Interactions	Management Administrators Staff	This report gives the user the ability to review, for a determined period, a breakdown of open and closed Service Desk interactions by categories and their associated areas.
First Time Fixed Interactions	Management Administrators Staff	This report enables the user to review, for a given time period, the percentage of interactions closed by the Service Desk upon the first contact without reference to other levels of support.

Escalated Interactions

Description

The Escalated Interactions report breaks down the interactions by the type of related record (change requests, incidents, known errors, quotes). This report uses a bar graph to provide a representation of the breakdown of interactions by related record type. You can double-click any bar of the graph to display a detailed breakdown of the related record type. To help users view totals quickly, the report organizes the information into groups of related record types.

Customer Value

This report provides a quick view of escalated interactions opened during a specified period of time. The Service Desk administrator can see a high-level view of the activity originating from the Service Desk and the effect of this activity on the overall system workflows. This enables the administrator to determine what changes may be necessary in order to better support the Service Desk.

Open and Closed Service Desk Interactions

Description

The Open and Closed Service Desk Interactions report breaks down interactions by state (open or closed), by category, and then by area. This report contains a graphical representation of the breakdown of open versus closed interactions using a pie chart to display the categories. You can click any piece of the pie to display a detailed breakdown of that category by its areas. This report organizes the information using groups and sub-groups to help users quickly view percentages and total counts by category and area.

Customer Value

This report provides a quick view of for a specified time period. The percentages and totals displayed in group headings allow for quick determination of which categories and areas are generating the highest number of interactions, have a large number of interactions remaining open, or are resolving issues quickly. This information can then be used by a Service Desk administrator to determine if a particular help desk requires additional training or resources to efficiently manage the number of calls in a given area.

First Time Fixed Interactions

Description

The First Time Fixed Interactions report breaks down all closed interactions in a given time period by status (first-time-fixed or non-first-time-fixed), and then by service type (Applications, E-mail/Webmail, Intranet/Internet, My Devices, Printing, Service Management, etc.). Using a pie chart, this report contains a graphical representation of the breakdown of first-time-fixed versus non-first-time-fixed interactions the Service Desk deals with upon the first contact without support from other levels. You can double-click any piece of the pie to display a detailed breakdown of the category by service. This report organizes the information using groups and sub-groups to provide a quick view of percentages and total counts by status and service.

Customer Value

This report provides information about the knowledge of the Service Desk and the workload handled by the Service Desk for a specified time period. A high first-time-fixed rate indicates that the Service Desk is skillful, knowledgeable, and familiar with using the right tools to help end-users resolve their issues at the initial contact. In addition, the first-time-fixed rate is high only when all Service Desk staff can efficiently use their knowledge and tools. Therefore, sharing knowledge within the whole ICT department, for instance within Problem Management, takes a big part in optimizing the rate. A high first-time-fixed rate also boosts the customer satisfaction rate as end-users like to be helped directly when contacting the Service Desk. This will also improve efficiency at the Service Desk and for the entire IT support organization, as only few actions are needed if an interaction is closed by the Service Desk.

Service Level Management Reports

Report name	Business user	Description
SLM: Response SLO Metrics	Management Administrators	This report gives the user the ability to review the target response metrics for the ten lowest performing Service Level Agreements (SLAs) in the specified month.
SLM: Summary	Management Administrators	This report gives the user the ability to review the target response and availability metrics for a single Service Level Agreement (SLA) within a given month.
SLM: Availability-Duration Metrics	Management Administrators	This report gives the user the ability to review the availability-duration metrics for the ten lowest performing Service Level Objectives (SLOs) per Service Level Agreement (SLA) in the specified month.
SLM: Availability-Uptime Metrics	Management Administrators	This report gives the user the ability to review the availability-uptime metrics for the ten lowest performing Service Level Objectives (SLOs) per Service Level Agreement (SLA) in the specified month.

SLM: Response SLO Metrics

Description

The SLM: Response SLO Metrics report breaks down the target response objectives by Service Level Agreement (SLA) and then by Service Level Objective (SLO). This report contains a graphical representation of the ten SLAs with the lowest response results ordered from lowest to highest. You can click any bar to display a detailed breakdown of that SLA by its SLOs. In the detailed breakdown you can see another chart representing the ten SLOs with the lowest percentage of response results also ordered from lowest to highest. For cases with more than ten SLAs/SLOs, the charts display an extra bar that can be clicked to display the remaining detailed information.

Customer Value

This report provides a quick analysis of the response objectives achieved for a given month, with a special emphasis in areas within Service Management that need improvement due to the lack of adequate response within the time frame specified in the agreement. Based on this data, management can take actions such as redefining contracts, providing additional training to enhance the response times of the service desks, and restructuring the organization so that each area has sufficient resources to meet the response objectives.

SLM: Summary

Description

The SLM: Summary report displays all the response and availability data for a single Service Level Agreement (SLA) for a specified month. The data is grouped by Service Level Objective (SLO) response and then by SLO availability data. The SLO availability data is then grouped by SLO type (duration and uptime).

Customer Value

This report provides an overview of the performance for an SLA within a given month. This information can be used by management to quickly understand how successful their organization has been in fulfilling the SLA requirements. For example, if the SLA requirements are not being met, this might indicate that the helpdesk needs additional training or resources to fulfill the requirements outlined in the SLA definition, or that the SLA needs to be redefined with more realistic requirements.

SLM: Availability-Duration Metrics

Description

The SLM: Availability-Duration Metrics report breaks down the target availability-duration objectives by Service Level Agreement (SLA) and then by Service Level Objective (SLO). This report contains a graphical representation of the ten SLAs with the lowest availability-duration metrics ordered from lowest to highest. You can click any bar to display a detailed breakdown of that SLA by its SLOs. In the detailed breakdown, you can see another chart that represents the ten SLOs with the lowest percentage of availability-duration metrics also ordered from lowest to highest. For cases with more than ten SLAs/SLOs, the charts display an extra bar that can be clicked to display the remaining detailed information.

Customer Value

This report provides a quick analysis of the availability-duration objectives achieved for a given month. This information can be used by management to quickly assess the status of the Configuration Items (CIs) within their organization. For example, the data might indicate that a particular CI is frequently unavailable within the given month and fails to meet the target availability-duration defined within its SLO. Management can then investigate and determine whether the CI needs to be replaced or serviced. Management can also determine that more resources need to be added to the IT department in order to better maintain the availability of the organization's assets. Management can then use this information to prevent future outages which can affect overall productivity and ROI.

SLM: Availability-Uptime Metrics

Description

The SLM: Availability-Uptime Metrics report breaks down the target availability-uptime objectives by Service Level Agreement (SLA) and then by Service Level Objective (SLO). This report contains a graphical representation of the ten SLAs with the lowest availability-uptime metrics ordered from lowest to highest. You can click any bar to display a detailed breakdown of that SLA by its SLOs. In the detailed breakdown, you can see another chart that represents the ten SLOs with the lowest percentage of availability-uptime metrics also ordered from lowest to highest. For cases with more than ten SLAs/SLOs, the charts display an extra bar that can be clicked to display the remaining detailed information.

Customer Value

This report provides a quick analysis of the availability-uptime objectives achieved for a given month. This information can be used by management to quickly assess the status of the Configuration Items (CIs) within their organization. For example, the data might indicate that a particular CI is frequently unavailable within the given month and fails to meet the target uptime defined within its SLO. Management can then investigate and determine whether the CI needs to be replaced or serviced. Management can also determine that more resources need to be added to the IT department in order to better maintain the availability of the organization's assets. Management can then use this information to prevent future outages which can affect overall productivity and ROI.

4 Create and Edit Your Own Reports

Out-of-box reports can meet most of your reporting needs. However, as you customize Service Manager, you may want to redesign existing reports and create new reports to suit your specific business requirements. This chapter describes how to use Crystal Reports 2008 to report on your Service Manager database.

This chapter helps you get started using Crystal Reports. For more information, see related Service Manager documentation such as *Processes and Best Practices Guide* and *Installation Guide*.

This chapter includes the following topics:

- Software Requirements
- Important Crystal Report Notes
- Create SM Operational Reports

Software Requirements

Before you start editing or creating Crystal Reports from Service Manager, you need a working knowledge of the following:

- Crystal Reports 2008, Developer, or later versions—All reports shipped with Service Manager are designed with Crystal Reports 2008 and may not be compatible with earlier versions.
- ServiceCenter ODBC Driver—Shipped with Service Manager installation package. You must have ODBC Driver installed and configured.

Important Crystal Report Notes

This section contains important information you must be aware of when using Crystal Reports.

ODBC Driver

You must install and configure ODBC Driver before using Crystal Reports for the following reasons:

- Some reports require the use of certain fields that are not mapped to the database such as `sysmodtime`, etc. These fields get mapped as a blob so they cannot be seen directly from Crystal Reports.
- ODBC Driver is used to keep consistency with reports created in earlier versions of Crystal Reports.
- Not all the users have SQL and sometimes there are issues refreshing the report with an ODBC pointing to a different database.

For steps of installing and configuring ODBC Driver, see *HP Service Manager Installation Guide*.

Joining Multiple Tables

You can combine the data from multiple tables into a single report. For example, you might want to write a report that displays the details of all open incident tickets, and also the contact information of the contacts who reported the incidents. The `probsummarym1` table contains all the incident details, but contains only the name and phone number of the contact. Additional information about the contact is in the `contactsm1` table. A join between the two tables allows you to create a report containing information about the tickets from `probsummarym1` and the detailed contact information from `contactsm1` in a single report.

Create a Join in Service Manager

Before creating a join, search the database to see if the join already exists.

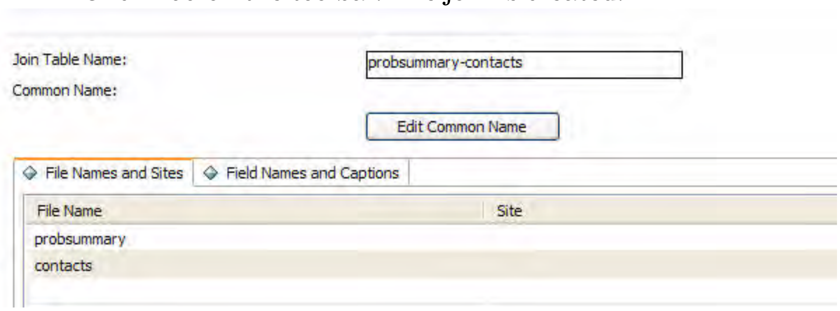
Search the Database

1. Start your Service Manager client.
2. Type **db** in the HP Service Manager Command Line, and then press **ENTER**. The Database Manager utility opens.
3. Type **`joindef`** in the Form field, and then click **Search**.
4. Type the name of the join you want to create, and then click **Search** on the toolbar. Join Definition files are typically named for the tables being joined. In this example, you are looking for a join called `probsummary-contacts` or `contacts-probsummary`.

You can create a join if no records are found in the search result.

Create a Join if It does not Exist

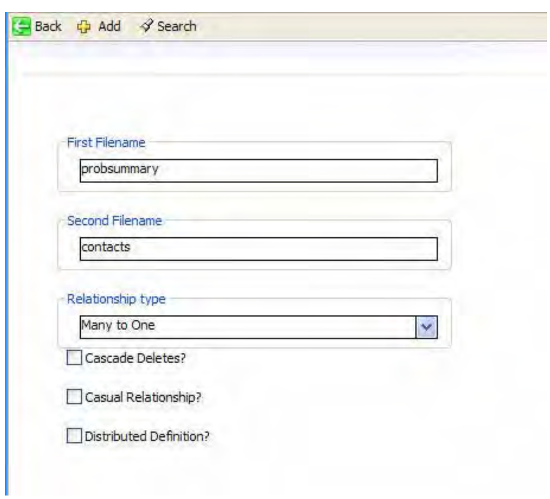
1. Enter a name for the join in the Join Table Name field (keep with the common naming convention).
2. Add the names of the tables to be joined in the fields, starting with the upper-left field and working down in columns.
   a. Under the File Names and Sites tab, add tables of `probsummary` and `contacts`.
   b. Click **Add** on the toolbar. The join is created.



3. Type **db** in the HP Service Manager Command Line and press **ENTER**. The main Database Manager window opens.
4. Type **`erddef`** in the Form field, and then click **Search**.

5 Search for the Entity Relationship Diagram (ERD) Definition you are about to make. In this case, you might want to search based on the First Filename, Second Filename, and Relationship Type. See the table below for descriptions of these fields.

Field	Description
First Filename	Name of the table you want as the parent table in this join. This table shows all of its records. In the example, this is `probsummary` because the primary goal is to show all open incidents.
Second Filename	Name of the dependent table. This table only shows records related to each record of the parent table. In the example, the name is `contacts` because the contact name determines the contact information for each individual incident record.
Relationship Type	One-To-Many, Many-To-One, or One-To-One. This refers to the number of times the record of one table can be connected to records from another table. Use the Many-To-One relationship in this example because a single contact can occur in multiple incident records, but an incident summary can contain only one contact name.



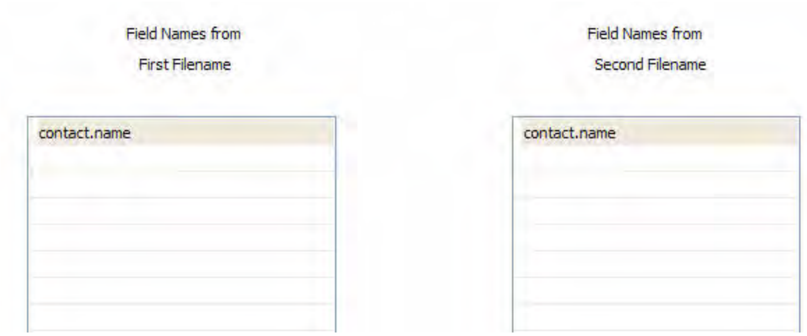
6 If no match occurs, create an ERD definition by filling in the First Filename, Second Filename, and Relationship Type described in Step 5.

   a Type **`probsummary`** in the First Filename field, **`contacts`** in the Second Filename field and select **Many to One** from the Relationship type drop-down box.

   b In the Field Names from First Filename box, enter the fields where you want to create the join (that is, the field in the first table that is equivalent to the field in the second table).

   c Do the same for the Field Names from Second Filename box. In this example, the `contact.name` field in the `probsummary` table contains the same data as the `contact.name` field in the `contacts` table.

   d Click **Add**.



7 Restart your Service Manager server and the legacy listener.

   The join does not take effect until you shut down and restart your Service Manager server and the legacy listener.

The join results in the following:

- Your report prints every record in the `probsummary` table that meets your selection criteria.
- For each record, the system looks in the `contacts` table for a record containing the same name in the `contacts.contact.name` field as contained in the `probsummary.contact.name` field. All requested contact information for that record is printed.

OOB Reports Dependency

Some OOB reports depend on the Join (table `joindefs`) and ERD (table `erddef`) definitions. If the definitions do not exist, you must define them so that you can preview these OOB reports successfully. See the tables below for a summary of the reports and their dependency on the Join and ERD definitions.

Reports Requiring ERD Definition

<table>
<tr><th>Report Name</th><th>First Filename</th><th>Second Filename</th><th>Relationship type</th><th>Field Names from First Filename</th><th>Field Names from Second Filename</th></tr>
<tr><td>Escalated Interactions</td><td>incidents</td><td>screlation</td><td>One to One</td><td>incident.id</td><td>source</td></tr>
<tr><td>Knowledge Management Activity</td><td>kmdocument</td><td>kmusagehistory</td><td>One to Many</td><td>id</td><td>kmid</td></tr>
<tr><td>Knowledge Management Summary</td><td>kmdoctype</td><td>kmdocument</td><td>One to Many</td><td>name</td><td>doctype</td></tr>
<tr><td>SLM: Response SLO Metrics</td><td rowspan="2">sla</td><td rowspan="2">slaresponse</td><td rowspan="2">One to Many</td><td rowspan="2">agreement.id</td><td rowspan="2">agreement.id</td></tr>
<tr><td>SLM: Summary</td></tr>
<tr><td>SLM: Availability-Duration Metrics</td><td rowspan="2">sla</td><td rowspan="2">slamonthly</td><td rowspan="2">One to Many</td><td rowspan="2">agreement.id</td><td rowspan="2">agreement.id</td></tr>
<tr><td>SLM: Availability-Uptime Metrics</td></tr>
</table>

Reports Requiring Join Definition

Report Name	**Join Table Name**	**File Names**
Escalated Interactions	incidents-screlation	incidents screlation
Knowledge Management Activity	kmdocument-kmusagehistory	kmdocument kmusagehistory
Knowledge Management Summary	kmdoctype-kmdocument	kmdoctype kmdocument
SLM: Response SLO Metrics	sla-slaresponse	sla slaresponse
SLM: Summary		
SLM: Availability-Duration Metrics	joinslamonth	sla slamonthly
SLM: Availability-Uptime Metrics		

Create SM Operational Reports

Suppose you might want to create a report that displays the details of all open incident tickets, and also the contact information of the contacts who reported the incidents. Complete the following tasks to create a report with data extracted from the `probsummarym1` table and the `contactsm1` table:

- Add an ODBC capability word
- Start the legacy listener
- Create an operational report
- Design layout of the report

Task 1: Add an ODBC capability word

1 Start the Service Manager server.

  a Open a command prompt and navigate to **<*Service Manager installation path*>\Server\RUN**.

b Type **sm.exe**, and then press **ENTER**. The Service Manager server is started.

2 Start the Service Manager client.

c Open a command prompt and navigate to ***<Service Manager installation path>*\Client**.

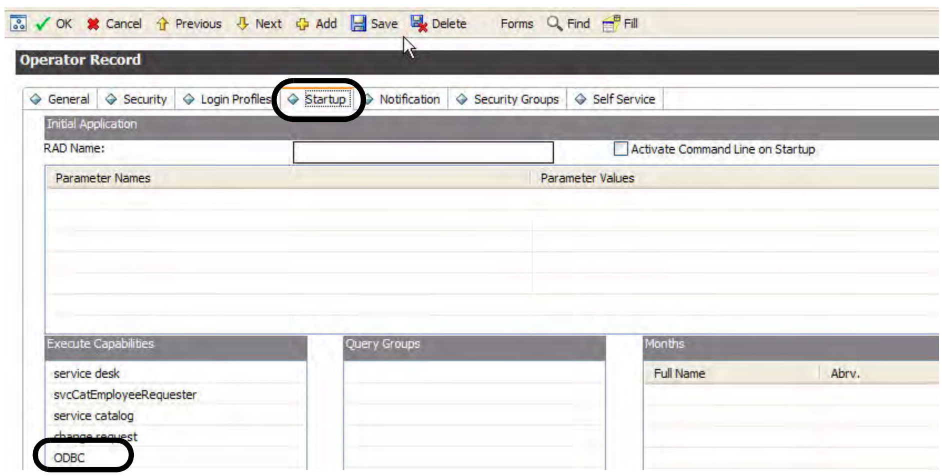
d Type **ServiceManager.exe**, and then press **ENTER**. The Service Manager client is started.

e Log on to the client as user name **falcon**. No password is required.

3 Type **operator** in the Service Manager Command Line, and then press **ENTER**. The Operator utility opens.

4 Type **falcon** in the Login Name field, and then click **Search**.

5 Click the **Startup** tab, type **ODBC** in the Execute Capabilities table, and then click **Save**.



Task 2: Start the legacy listener

1 Open a command prompt and navigate to ***<Service Manager installation path>*\Server\legacyintegration\RUN.**

2 Type **Scenter.exe -listener:12670 -RPCReadOnly**.

3 Press **ENTER**. `Scenter.exe` is started.

For more information about starting the legacy listener, see *HP Service Manager Installation Guide*.

Task 3: Create an operational report

1. Start Crystal Reports 2008, and then click New Report on the Standard toolbar. The Standard Report Creation Wizard opens.
2. Expand the **Create New Connection** folder, and then double-click **ODBC (RDO)**.
3. Select **sc_report_odbc** from Data Source Name, and then click **Next**.

   > If `sc_report_odbc` is not available in the list of Data Source Name, check whether ODBC Driver is correctly installed and configured.

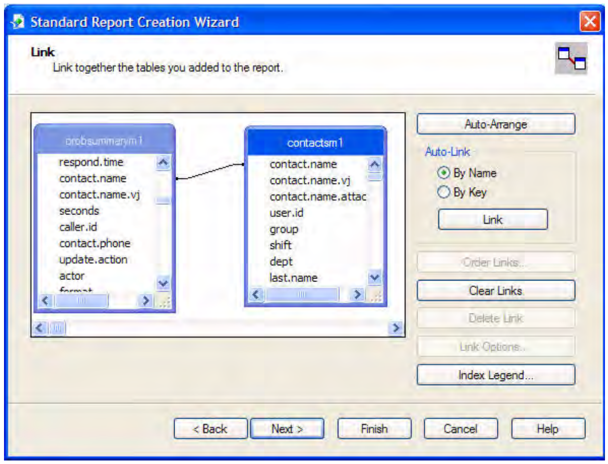
4. Type **`falcon`** in the User ID field, and then click **Finish**.

   > User ID is case sensitive and leave the Password field blank.

5. In the Standard Report Creation Wizard, expand the `sc_report_odbc` folder and select tables that may be used in your report from the Available Data Sources box to the Selected Tables box using the left (corresponds to left on the screen) and right arrows (corresponds to right on the screen). In this example, select tables of `probsummarym1` and `contactsm1`.
6. Click **Next** to go to the Link page of the wizard.
7. Click **Clear Links** to remove all the default links between the two tables.

   > The default links between the fields of the tables you selected indicate that the data of the fields are the same in these tables. For example, the `contact.name` field in the `probsummarym1` table contains the same data as the `contact.name` field in the `contactsm1` table. You need to clear all links before establishing new links.

8 Select `contact.name` from the `probsummarym1` table, drag and drop to the `contact.name` in the `contactsm1` table. A new link is set up.



If you want to modify the Join Type, Enforce Join and Link Type of a link, click the link you create, click **Link Options**, and then select options as needed.

9 Click **Next** to go to the Fields page of the wizard.

10 Select fields you want to display in the report using the left (corresponds to left on the screen) and right arrow (corresponds to right on the screen), and then click **Next**.

11 Optional step: customize your report on the next three pages of the wizard (you can also skip any of the pages).

a Group the data in the report on the Grouping page.

b Select a subset of information to display on the Record Selection page.

c Choose a template for your report on the Template page.

12 Click **Finish**. The Crystal Reports Preview page opens.

Task 4: Design layout of the report

1 Click the Design tab to switch to the Crystal Reports Design page.

2 On the Crystal Reports Design page, adjust the size and position of fields and rename the field headers (also as column headers in the report).

For advanced report designing, see Crystal Reports 2008 online help.

3 Go to **File→Save** to save all modifications that you have made.

Editing Reports Created in Earlier Versions

If you attempt to edit an out-of-box report created with a version of Crystal Reports that is older than the version you are using, the system will notify you and request that you save the report in the newer Crystal Reports format. This can change the way the report functions and requires additional modifications to the Report to conform to the newer version of Crystal Reports. For information on modifying reports created in an earlier version of Crystal Reports, see *Crystal Reports Help*.

5 Customizing Report Settings

Crystal Reports 2008 enables you to customize report settings such as the time range of the report and how the report is run against a reference date. This section explains how to customize all report settings.

You cannot customize out-of-box reports that have no Start Date parameter.

Specifying a Time Range

You have the ability to run a report within a time range by selecting DateTime or entering DateTime in format of “mm/dd/yyyy hh:mm:ss”.

You can specify a time range for a report by completing the following tasks:

- Rename the Start Date parameter
- Modify formulas
- Run a customized report

Task 1: Rename the Start Date parameter

1 Open a report to be customized using Crystal Reports 2008. The Design page opens.

2 From the View menu, click **Field Explorer**. The Field Explorer panel opens.

3 Expand **Parameter Fields**, right-click **Start Date** and select **Rename**.

4 Type **`Period`** as the new name for the parameter.

5 Double-click **Period**. The Edit Parameter window opens.

6 Select **Static** from the List of Values drop-down menu.

7 In the Value Options section, locate “Allow range values”, and then select **True**.

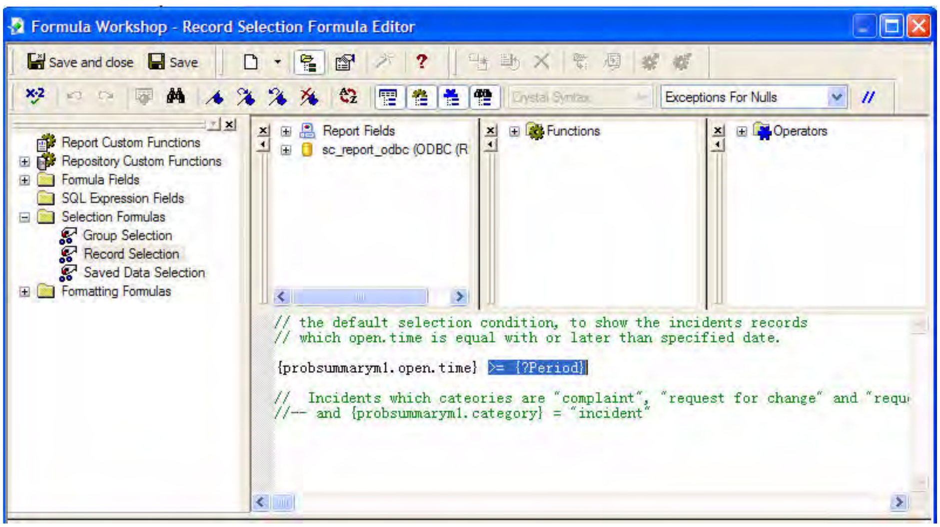
8 Click **OK**.

Task 2: Modify formulas

1 From the Report menu, click **Formula Workshop**. The Formula Workshop window opens.

2 Expand **Selection Formulas**, and then click **Record Selection**. The Formula Editor window opens.

3 Replace all the >= `{?Period}` with **`in {?Period}`** in the editor area as shown below.

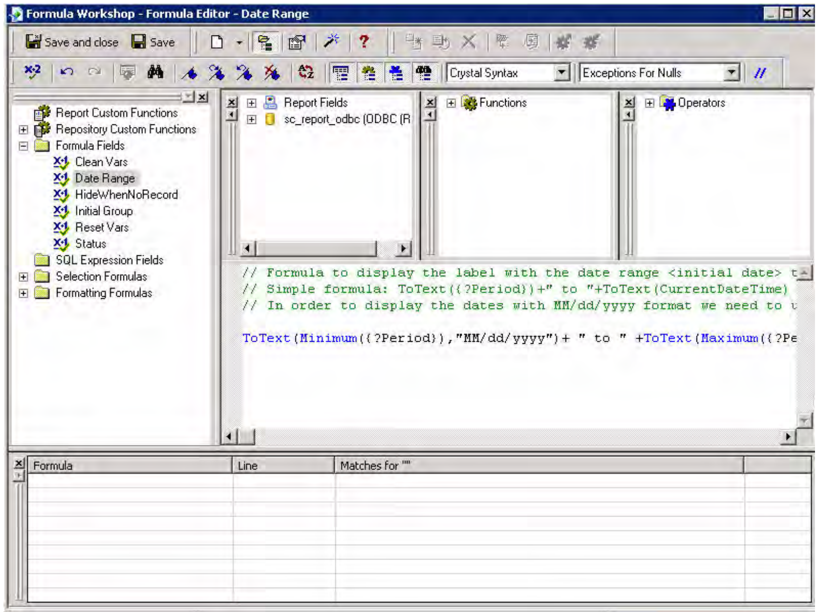


- Click **Check** on the toolbar to look for any possible errors in the code. You must fix all errors to proceed.
- Use the search and replace feature to change all instances of >= `{?Period}` in the editor area.

4 Click **Save**.

5 Expand **Formula Fields** and click **Date Range**. The Formula Editor window opens.

6 In the editor area, replace `ToText({?Period},"MM/dd/yyyy")+ " to " +ToText(CurrentDateTime,"MM/dd/yyyy")` with `ToText(Minimum({?Period}),"MM/dd/yyyy")+ " to " +ToText(Maximum({?Period}),"MM/dd/yyyy")`.



7 Click **Save and close**. The Formula Editor window closes.

8 Click **Save** on the Standard toolbar to save all modifications that you have made.

Task 3: Run a customized report

1 Start the legacy listener. See Start the legacy listener.

2 Click **Print Preview** on the Standard toolbar. The Enter Values window opens.

3 Select the date range by doing one of the following:

— Enter dates in the "mm/dd/yyyy hh:mm:ss" format in the text box provided.

— Click the calendar icon and select a date.

4 Click **OK** to run the report.

Customizing Against a Reference Date

You can easily run a report against a reference date by completing the following tasks:

- Add the Reference Date parameter
- Add the Reference Condition parameter
- Define the cdFormatDateRange function (Crystal Syntax)
- Define the cdSpecialDateRange function (Basic Syntax)
- Modify formulas
- Run a Customized Report

Task 1: Add the Reference Date parameter

1. Open a report to be customized using Crystal Reports 2008. The Design page of the report opens.
2. From the View menu, click **Field Explorer**. The Field Explorer panel opens.
3. On the panel, right-click **Parameter Fields** and select **New**. The Create New Parameter window opens.
4. Configure the following:

   Name: **`Reference Date`**

   Type: **Date**

   List of Values: **Static**

5. In the Value Options section, select **Read only** for Show on (Viewer) Panel option, and then click **OK**. The Reference Date parameter is added into the Parameter Fields.

Task 2: Add the Reference Condition parameter

1. Right-click **Parameter Fields**, and then select **New**. The Create New Parameter window opens.
2. Configure the following:

   Name: **`Reference Condition`**

   Type: **String**

List of Values: **Static**

3 Import values to the parameter.

a Create a `.txt` file with the following content:

```
%%%%ShowDescOnly0
Aged 0 to 30 days
Aged 31 to 60 days
Aged 61 to 90 days
All dates from today
All dates from tomorrow
All dates to today
All dates to yesterday
Calendar 1st half
Calendar 2nd half
Calendar 1st quarter
Calendar 2nd quarter
Calendar 3rd quarter
Calendar 4th quarter
Last 1 day
Last 7 days
Last 4 weeks to Sunday
Last full week
Last full month
Last year month to date
Last year to date
Month to date
Quarter to date
Next 30 days
Next 31 to 60 days
Next 61 to 90 days
Next 91 to 365 days
Over 90 days
Week to date from Sunday
Year to date
```

b In the Create New Parameter window, click **Actions→Import** and select the `.txt` file. The values are imported to the Reference Condition parameter.

> For more information about the definition of these date ranges, see Appendix A.

4 In the Value Options section, do the following:

— Select **Read only** for Show on (Viewer) Panel.

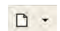
— Select a setting option, for example **Month to date** for Default Value.

— Select **False** for “Allow custom values”.

5 Click **OK**. The Reference Condition parameter is added into the Parameter Fields.

Task 3: Define the cdFormatDateRange function (Crystal Syntax)

1 From the Report menu, click **Formula Workshop**. The Formula Workshop window opens.

2 Click the down arrow next to **New**  , and then select **Custom Function**. The Custom Function Name dialog opens.

3 Type **`cdFormatDateRange`** in the Name text box, and then click **Use Editor**. The Custom Function Editor window opens.

4 Select **Crystal Syntax** from the drop-down list on the toolbar.

5 Copy the following to replace the existing information in the editor area:

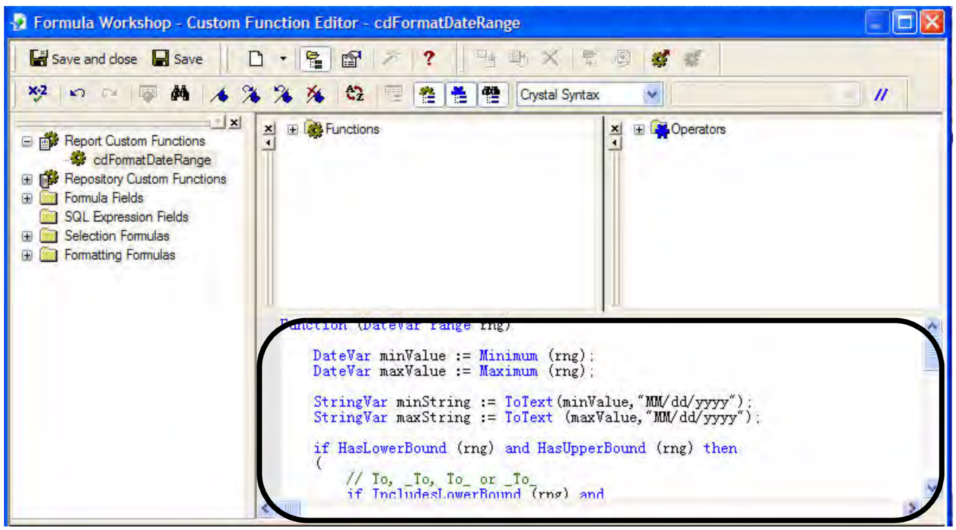
```
Function (DateVar range rng)

    DateVar minValue := Minimum (rng);
    DateVar maxValue := Maximum (rng);

    StringVar minString := ToText(minValue,"MM/dd/yyyy");
    StringVar maxString := ToText (maxValue,"MM/dd/yyyy");

    if HasLowerBound (rng) and HasUpperBound (rng) then
    (
        // To, _To, To_ or _To_
        if IncludesLowerBound (rng) and
           IncludesUpperBound (rng) then
        (
            if minValue = maxValue then
                minString
            else
                "between " + minString + " and " + maxString
        )
        else if IncludesLowerBound (rng) then
            "between " + minString + " and " + maxString
             + " not including right endpoint"
        else if IncludesUpperBound (rng) then
            "between " + minString + " and " + maxString
             + " not including left endpoint"
        else
            "between " + minString + " and " + maxString
             + " not including endpoints"
    )
    else if HasLowerBound (rng) then
    (
        // Is > or Is >=
```

```
        if IncludesLowerBound (rng) then
            "greater than or equal to " + minString
        else
            "greater than " + minString
    )
    else if HasUpperBound (rng) then
    (
        // Is < or Is <=
        if IncludesUpperBound (rng) then
            "less than or equal to " + maxString
        else
            "less than " + maxString
    )
```



6 Click **Save and close**. The function is now defined.

> Click **Check** on the toolbar to look for any possible errors in the code. You must fix all errors to proceed.

Task 4: Define the cdSpecialDateRange function (Basic Syntax)

1 From the Report menu, click **Formula Workshop**. The Formula Workshop window opens.

2 Click the down arrow next to **New** , and then select **Custom Function** as shown below. The Custom Function Name dialog opens.

3 Type **`cdSpecialDateRange`** in the Name text box, and then click **Use Editor**. The Custom Function Editor window opens.

4 Select **Basic Syntax** from the drop-down list on the toolbar.

5 Copy the following to replace the existing information in the editor area:

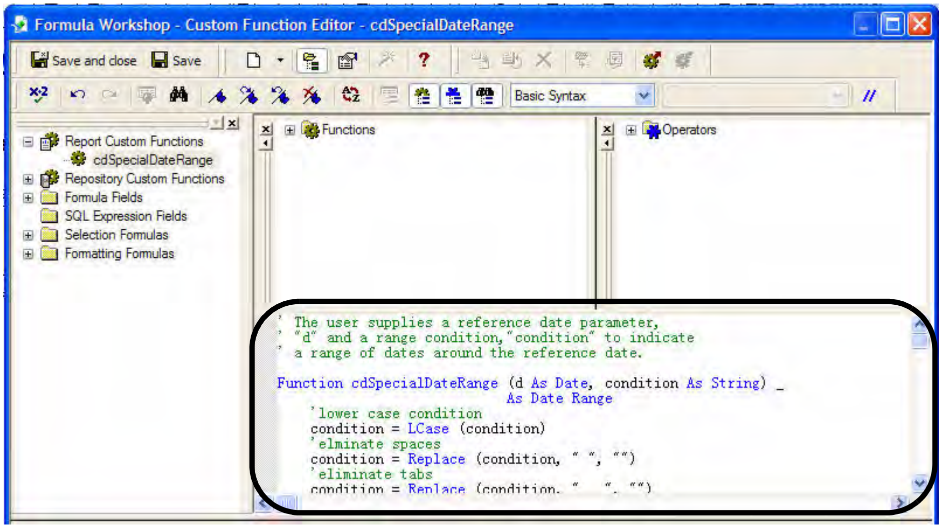
```
' The user supplies a reference date parameter,
' "d" and a range condition,"condition" to indicate
' a range of dates around the reference date.

Function cdSpecialDateRange (d As Date, condition As String) _
                            As Date Range
    'lower case condition
    condition = LCase (condition)
    'elminate spaces
    condition = Replace (condition, " ", "")
    'eliminate tabs
    condition = Replace (condition, "   ", "")

    Select Case condition
    Case LCase("Aged0To30Days")
        cdSpecialDateRange = (d - 30) To d
    Case LCase("Aged31To60Days")
        cdSpecialDateRange = (d - 60) To (d - 31)
    Case LCase("Aged61To90Days")
        cdSpecialDateRange = (d - 90) To (d - 61)
    Case LCase("AllDatesFromToday")
        cdSpecialDateRange = Is >= d
    Case LCase("AllDatesFromTomorrow")
        cdSpecialDateRange = Is >= (d + 1)
    Case LCase("AllDatesToToday")
        cdSpecialDateRange = Is <= d
    Case LCase("AllDatesToYesterday")
        cdSpecialDateRange = Is <= (d - 1)
    Case LCase("Calender1stHalf")
        cdSpecialDateRange = CDate(Year(d), 1, 1) _
            To CDate(Year(d), 6, 30)
    Case LCase("Calendar2ndHalf")
        cdSpecialDateRange = CDate(Year(d), 7, 1) _
            To CDate(Year(d), 12, 31)
    Case LCase("Calendar1stQtr"), LCase("Calendar1stQuarter")
        cdSpecialDateRange = CDate(Year(d), 1, 1) _
            To CDate(Year(d), 3, 31)
    Case LCase("Calendar2ndQtr"), LCase("Calendar2ndQuarter")
        cdSpecialDateRange = CDate(Year(d), 4, 1) _
            To CDate(Year(d), 6, 30)
    Case LCase("Calendar3rdQtr"), LCase("Calendar3rdQuarter")
        cdSpecialDateRange = CDate(Year(d), 7, 1) _
            To CDate(Year(d), 9, 30)
    Case LCase("Calendar4thQtr"), LCase("Calendar4thQuarter")
        cdSpecialDateRange = CDate(Year(d), 10, 1) _
            To CDate(Year(d), 12, 31)
    Case LCase("Last4WeeksToSun"), LCase("Last4WeeksToSunday")
```

```
    cdSpecialDateRange = (d - 27 - (Weekday(d) - 1)) _
        To (d - (Weekday(d) - 1))
Case LCase("Last1Day")
    cdSpecialDateRange = (d - 1) To d
Case LCase("Last7Days")
    cdSpecialDateRange = (d - 6) To d
Case LCase("LastFullMonth")
    cdSpecialDateRange = DateSerial(Year(d), Month(d) - 1, 1) _
        To DateSerial(Year(d), Month(d), 1 - 1)
Case LCase("QuarterToDate")
    Dim m as Number
    m = ToNumber(Month(d))
    if (m >=1 and m <=3) _
    then  cdSpecialDateRange = CDate(Year(d), 1, 1) To d _
    else if (m>=4 and m<=6) _
        then cdSpecialDateRange = CDate(Year(d), 4, 1) To d _
    else if (m>=7 and m<=9) _
        then cdSpecialDateRange = CDate(Year(d), 7, 1) To d _
    else if (m>=10 and m<=12) _
        then cdSpecialDateRange = CDate(Year(d), 10, 1) To d
Case LCase("LastFullWeek")
    cdSpecialDateRange = (d - 6 - Weekday(d)) _
        To (d - Weekday(d))
Case LCase("LastYearMTD"), LCase("LastYearMonthToDate")
    cdSpecialDateRange = CDate(Year(d) - 1, Month(d), 1) _
        To CDate(DateAdd("yyyy", -1, d))
Case LCase("LastYearYTD"), LCase("LastYearToDate")
    cdSpecialDateRange = CDate(Year(d) - 1, 1, 1) _
        To CDate(DateAdd("yyyy", -1, d))
Case LCase("MonthToDate")
    cdSpecialDateRange = CDate(Year(d), Month(d), 1) To d
Case LCase("Next30Days")
    cdSpecialDateRange = d To (d + 30)
Case LCase("Next31To60Days")
    cdSpecialDateRange = (d + 31) To (d + 60)
Case LCase("Next61To90Days")
    cdSpecialDateRange = (d + 61) To (d + 90)
Case LCase("Next91To365Days")
    cdSpecialDateRange = (d + 91) To (d + 365)
Case LCase("Over90Days")
    cdSpecialDateRange = Is <= (d - 91)
Case LCase("WeekToDateFromSun"), LCase("WeekToDateFromSunday")
    cdSpecialDateRange = (d- (Weekday(d) - 1)) To d
Case LCase("YearToDate")
    cdSpecialDateRange = CDate(Year(d), 1, 1) To d
Case Else
    'provide default handling and specify a valid range
    cdSpecialDateRange = CDate(1899, 12, 30) _
    To CDate(1899, 12, 30)
End Select
```

```
End Function
```



6 Click **Save and close**. The function is now defined.

> Click **Check** on the toolbar to look for any possible errors in the code. You must fix all errors to proceed.

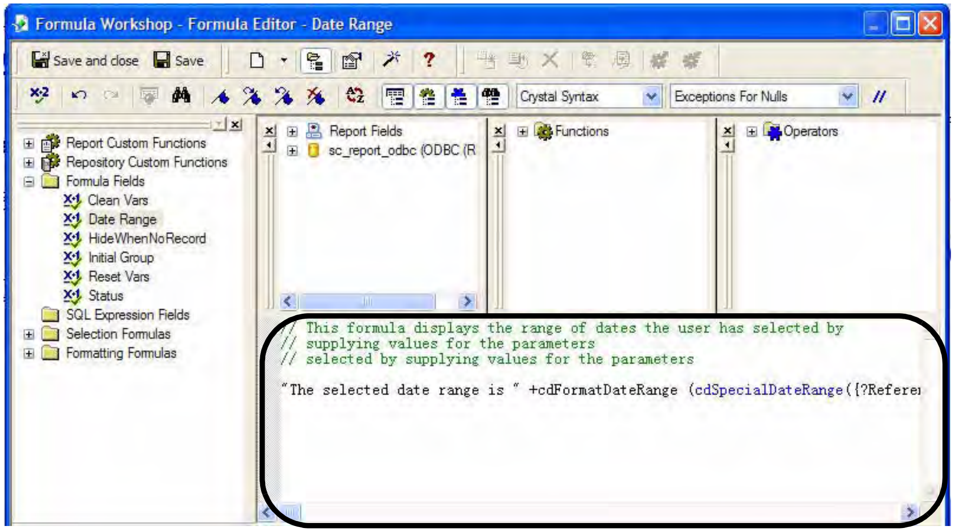
Task 5: Modify formulas

1 On the Field Explorer panel, expand **Formula Fields**, and double-click **Date Range**. The Formula Editor window opens.

2 Copy the following to replace the existing information in the editor area:

```
// This formula displays the range of dates the user has selected by
// supplying values for the parameters
// selected by supplying values for the parameters

"The selected date range is " +cdFormatDateRange
(cdSpecialDateRange({?Reference Date},{?Reference Condition}))
```



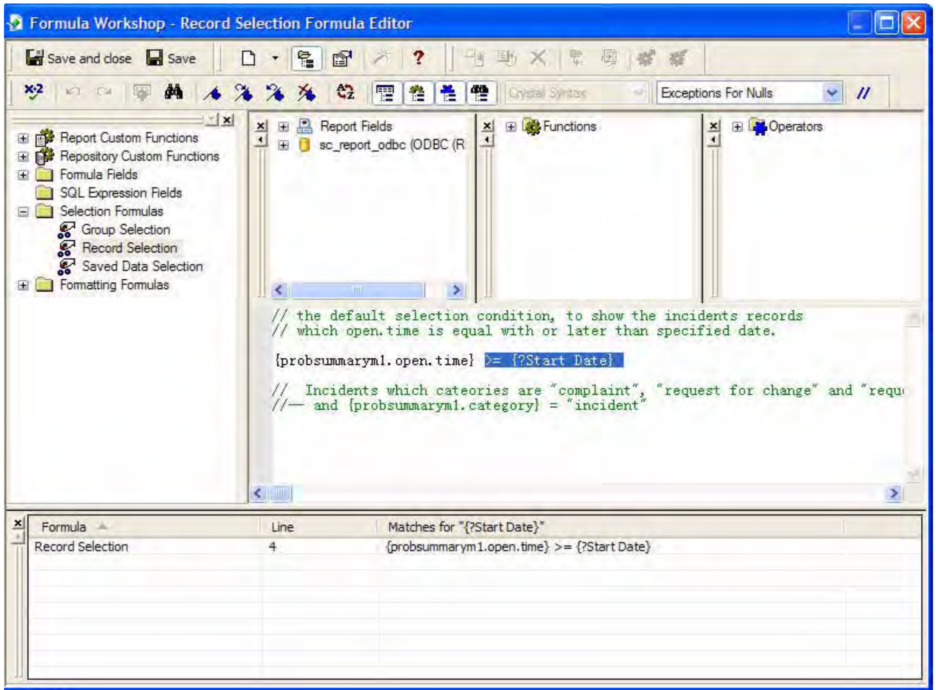
3 Click **Save and close** to save the modification. The Formula Workshop window is closed.

4 On the Field Explorer panel, expand **Parameter Fields**, right-click **Start Date** and select **Find in Formulas**. The Formula Editor window opens.

5 In the editor area, replace all instances of >= `{?Start Date}` with **`in cdSpecialDateRange({?Reference Date},{?Reference Condition})`**.

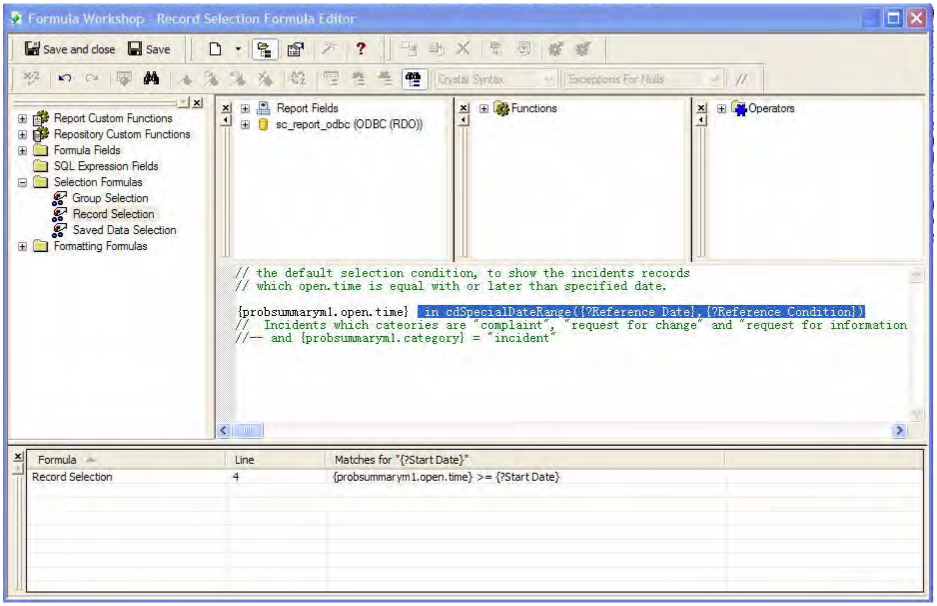
- Click **Check**  on the toolbar to look for any possible errors in the code. You must fix all errors to proceed.
- Use the search and replace feature to change all instances of >= `{?Start Date}`.
- Make sure the code **`in cdSpecialDateRange({?Reference Date},{?Reference Condition})`** in the same line in case of errors.

Before



Formula Workshop - Record Selection Formula Editor
Save and close
Save
Crystal Syntax
Exceptions For Nulls
Report Custom Functions
Repository Custom Functions
Formula Fields
SQL Expression Fields
Selection Formulas
Group Selection
Record Selection
Saved Data Selection
Formatting Formulas
Report Fields
sc_report_odbc (ODBC (R
Functions
Operators
// the default selection condition, to show the incidents records
// which open.time is equal with or later than specified date.
{probsummarym1.open.time} >= {?Start Date}
// Incidents which cateories are "complaint", "request for change" and "requ
//-- and {probsummarym1.category} = "incident"
Formula
Line
Matches for "{?Start Date}"
Record Selection
4
{probsummarym1.open.time} >= {?Start Date}

After



6 Click **Save and close** to save this modification.

7 Optional step: Right-click **Start Date** on the Field Explorer panel and select **Delete**.

8 Click **Save** on the Standard toolbar to save all modifications that you have made.

Task 6: Run a Customized Report

1 Start the legacy listener. See Start the legacy listener.

2 Click **Print Preview** on the Standard toolbar. The Enter Values window opens.

3 Enter the date in “mm/dd/yyyy” format in the Reference Date text box.

Or click the calendar icon and select a date.

> To modify a customized reference date, click the drop-down list below the Enter Reference Condition text and select the option you need.

4 To run the report, click **OK**.

> To modify the prompt text displayed in Enter Values window, double-click a parameter on the Field Explorer panel and modify the content for Prompt Text. For example, to modify `Enter Reference Date:`, double-click **Reference Date** parameter on the Field Explorer panel, locate the Prompt Text row in the Value Options section, and replace the text as needed.

A Date Range Definition

You are required to import predefined date range values to the Reference Condition Parameter in Task 2 on page 58. The table below provides the description and formulas of the imported date ranges.

The description in the table is based on the assumption that today is the reference date.

Date Range Function	Function Definition	Pseudo Formula
Aged 0 to 30 days	30 days ago to today	(d - 30) To d
Aged 31 to 60 days	60 days ago to 31 days ago	(d - 60) To (d - 31)
Aged 61 to 90 days	90 days ago to 61 days ago	(d - 90) To (d - 61)
All dates from today	Starting from today	>= d
All dates from tomorrow	Starting from tomorrow	>= (d + 1)
All dates to today	All days prior to today (included)	<= d
All dates to yesterday	All days prior to yesterday (included)	<= (d - 1)
Calendar 1st half	The first half of the year	(Year(d), 1, 1) To (Year(d), 6, 30)
Calendar 2nd half	The second half of the year	(Year(d), 7, 1) To (Year(d), 12, 31)
Calendar 1st quarter	The first quarter of the year	(Year(d), 1, 1) To (Year(d), 3, 31)
Calendar 2nd quarter	The second quarter of the year	(Year(d), 4, 1) To (Year(d), 6, 30)

Date Range Function	Function Definition	Pseudo Formula
Calendar 3rd quarter	The third quarter of the year	(Year(d), 7, 1) To (Year(d), 9, 30)
Calendar 4th quarter	The fourth quarter of the year	(Year(d), 10, 1) To (Year(d), 12, 31)
Last 1 day	One day ago to today	(d - 1) To d
Last 7 days	Seven days ago to today	(d - 6) To d
Last 4 weeks to Sunday	The Monday four weeks ago to Sunday of this week	(d - 27 - (Weekday(d) - 1)) To (d - (Weekday(d) - 1))
Last full month	The first day of last month to the last day of last month	DateSerial (Year(d), Month(d) - 1, 1) To DateSerial (Year(d), Month(d), 1 - 1)
Last full week	Sunday to Saturday of last week	(d - 6 - Weekday(d)) To (d - Weekday(d))
Last year month to date	The first day of the same month but last year to the same day of last year	Year(d) - 1, Month(d), 1) To DateAdd("yyyy", -1, d)
Last year to date	January 1 of last year to the same day of last year	(Year(d) - 1, 1, 1) To DateAdd("yyyy", -1, d)
Month to date	The first day of this month to today	(Year(d), Month(d), 1) To d
Quarter to date	The first day of this quarter to today	m = Month(d) 1<= m <=3 (Year(d), 1, 1) To d 4<= m <=6 (Year(d), 4, 1) To d 7<= m <=9 (Year(d), 7, 1) To d 10<= m <=12 (Year(d), 10, 1) To d
Next 30 days	Today to the next 30th day	d To (d + 30)
Next 31 to 60 days	The next 31st day to the next 60th day	(d + 31) To (d + 60)

Date Range Function	**Function Definition**	**Pseudo Formula**
Next 61 to 91 days	The next 61st day to the next 91st day	(d + 61) To (d + 90)
Next 91 to 365 days	The next 91st day to the next 365th day	(d + 91) To (d + 365)
Over 90 days	All days prior to 90 days ago	<= (d - 91)
Week to date from Sunday	Sunday of this week to today	(d- (Weekday(d) - 1)) To d
Year to date	January 1 of this year to today	(Year(d), 1, 1) To d

B Report Examples

This chapter shows 25 samples of different types of reports in PDF format. Click the report links below to view the examples:

- Change Management Reports
  - Open and Closed Change Requests
  - Percentage of Rejected Changes
  - Percentage of Emergency Changes
  - Percentage of Successful Changes
- Configuration Management Reports
  - Configuration Item Relationships
  - Configuration Item Summary
- Incident Management Reports
  - Open and Closed Incidents by Category
  - Open and Closed Incidents by Service
  - Backlog of Incidents
  - Reopened Incidents
  - Incidents Closed Meeting SLA Target
- Knowledge Management Reports
  - Knowledge Management Activity
  - Knowledge Management Documents Summary
  - Knowledge Management: User Demand
  - Knowledge Management Usage by Department (for SD Interactions)
- Problem Management Reports

- Open and Closed Problems by Area
- Open and Closed Problems by Service
- Problems Closed Meeting SLA Target

- Service Desk Reports
  - Escalated Interactions
  - Open and Closed Service Desk Interactions
  - First Time Fixed Interactions
- Service Level Management Reports
  - SLM: Response SLO Metrics
  - SLM: Summary
  - SLM: Availability-Duration Metrics
  - SLM: Availability-Uptime Metrics

Change Management Reports

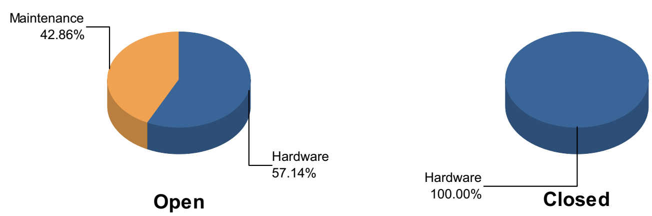
Open and Closed Change Requests

Open and Closed Change Requests

06/01/2008 to 10/26/2009

This report gives the user the ability to review, for a determined period, a breakdown of open and closed changes by category.

Changes by State and Category



Closed Changes:	9
Open Changes:	7
Total:	**16**

10/26/2009

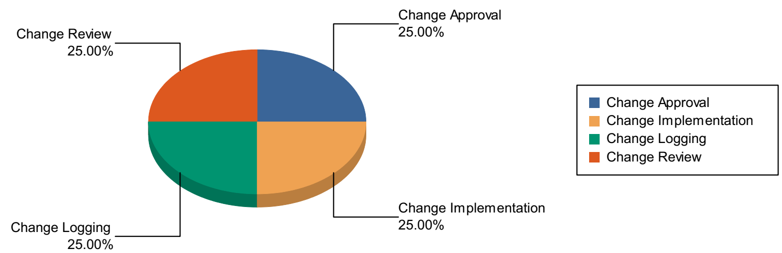
Page 1 of 4

Open and Closed Change Requests

06/01/2008 to 10/26/2009

Hardware changes

by Phase

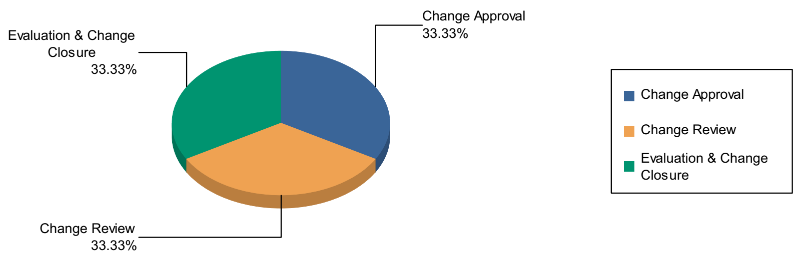


State: Open		**43.75%**		**Count: 7**
Category: Hardware		**57.14%**		**Count: 4**
Phase: Change Approval		**25.00%**		**Count: 1**
Status	**Change ID**	**Title**	**Open Time**	
initial	C10013	Fix network patch + new utp cable	06/01/2008 20:59:39	
Phase: Change Implementation		**25.00%**		**Count: 1**
Status	**Change ID**	**Title**	**Open Time**	
initial	C10019	Additional cooling	06/01/2008 20:59:40	
Phase: Change Logging		**25.00%**		**Count: 1**
Status	**Change ID**	**Title**	**Open Time**	
initial	C10018	Network drivers reinstallation	06/01/2008 20:59:40	
Phase: Change Review		**25.00%**		**Count: 1**
Status	**Change ID**	**Title**	**Open Time**	
initial	C10016	Printer replacement	06/01/2008 20:59:40	

10/26/2009 Page 2 of 4

Open and Closed Change Requests

06/01/2008 to 10/26/2009



State: Open	**43.75%**	**Count: 7**
Category: Maintenance	**42.86%**	**Count: 3**
Phase: Change Approval	**33.33%**	**Count: 1**

Status	Change ID	Title	Open Time
initial	C10014	SPAM filter	06/01/2008 20:59:39

Phase: Change Review	**33.33%**	**Count: 1**

Status	Change ID	Title	Open Time
initial	C10006	Virus e-mail	06/02/2008 02:59:39

Phase: Evaluation & Change Closure	**33.33%**	**Count: 1**

Status	Change ID	Title	Open Time
initial	C10009	Multiple virusses	06/01/2008 20:59:39

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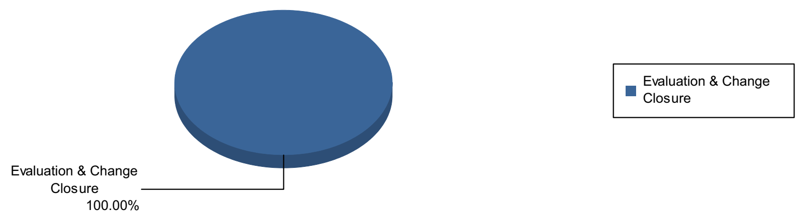
Open and Closed Change Requests

06/01/2008 to 10/26/2009

Hardware changes

by Phase



State: Closed	**56.25%**	**Count: 9**
Category: Hardware	**100.00%**	**Count: 9**
Phase: Evaluation & Change Closure	**100.00%**	**Count: 9**

Status	Change ID	Title	Duration
closed	C10001	Printer memory upgrade	498 23:45:51
closed	C10002	Unblock websites	499 05:58:21
closed	C10003	Additional internal memory	499 06:20:57
closed	C10004	Memory Upgrade	499 00:21:35
closed	C10005	Firmware upgrade	499 00:02:42
closed	C10007	New network card	505 03:22:16
closed	C10011	Operating system reinstall	499 23:48:23
closed	C10015	Reinstall network drivers	499 06:19:45
closed	C10020	Reinstallation Operating System	499 00:13:02

10/26/2009 Page 4 of 4

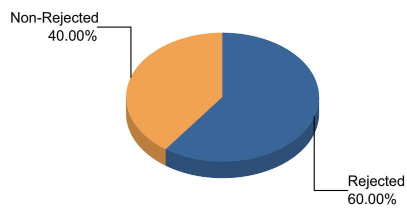
Percentage of Rejected Changes

Percentage of Rejected Changes

10/01/2005 to 10/20/2009

This report provides an overview of the number of rejected changes as a percentage of the total number of closed changes in a given time period.

Percentage of Rejected Changes

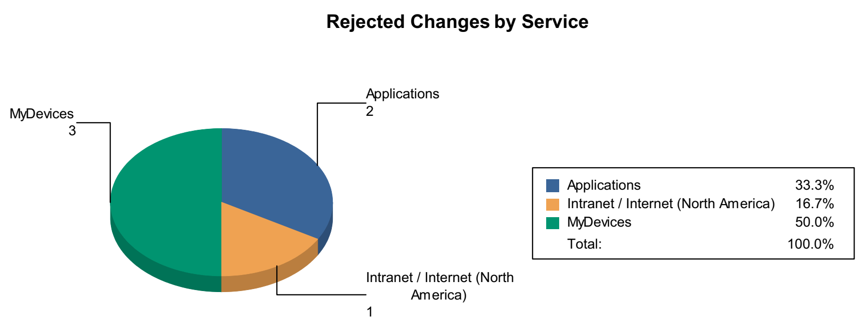


Non-Rejected	4
Rejected	6
Total	**10**

Rejected
Non-Rejected

Percentage of Rejected Changes

10/01/2005 to 10/20/2009



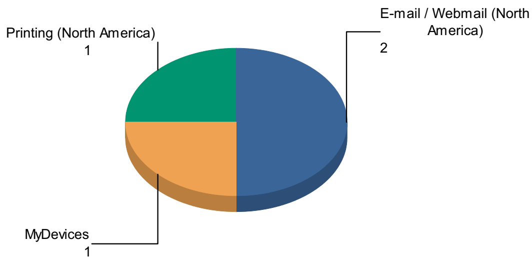
State: Rejected			60.00%	Count:6
Applications			**33.00%**	**Count:2**
Change ID	**Title**	**Closure Code**	**Close Time**	**Closure Comments**
C10008	Office installation / Upgrade	Rejected	10/14/2009 03:04:26	Rejected Changes.
C10020	Reinstallation Operating System	Rejected	10/14/2009 03:12:42	Rejected Change.
Intranet / Internet (North America)			**17.00%**	**Count:1**
Change ID	**Title**	**Closure Code**	**Close Time**	**Closure Comments**
C10015	Reinstall network drivers	Rejected	10/14/2009 03:19:25	Rejected Change.
MyDevices			**50.00%**	**Count:3**
Change ID	**Title**	**Closure Code**	**Close Time**	**Closure Comments**
C10003	Additional internal memory	Rejected	10/14/2009 03:20:35	Here is the rejection reason.
C10004	Memory Upgrade	Rejected	10/14/2009 03:21:14	Here is the reason for the rejection.
C10011	Operating system reinstall	Rejected	10/15/2009 02:48:02	Reject change with closure comments.

10/20/2009 Page 2 of 3

Percentage of Rejected Changes

10/01/2005 to 10/20/2009

Non-Rejected Changes by Service



E-mail / Webmail (North America)	50.0%
MyDevices	25.0%
Printing (North America)	25.0%
Total:	100.0%

State: Non-Rejected			40.00%	Count:4
E-mail / Webmail (North America)			**50.00%**	**Count:2**
Change ID	**Title**	**Closure Code**	**Close Time**	**Closure Comments**
C10002	Unblock websites	Successful(with problems)	10/14/2009 02:57:59	Close the change successfully but with problems.
C10017	SPAM filter	Successful	10/14/2009 03:10:16	Close the change successfully.
MyDevices			**25.00%**	**Count:1**
Change ID	**Title**	**Closure Code**	**Close Time**	**Closure Comments**
C10005	Firmware upgrade	Failed	10/14/2009 03:02:21	Close the change failed.
Printing (North America)			**25.00%**	**Count:1**
Change ID	**Title**	**Closure Code**	**Close Time**	**Closure Comments**
C10001	Printer memory upgrade	Successful	10/14/2009 02:45:29	Close the changes successfully.

10/20/2009 Page 3 of 3

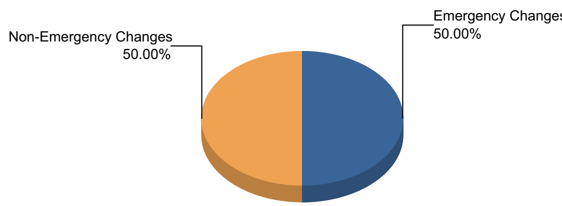
Percentage of Emergency Changes

Percentage of Emergency Changes

10/01/2008 to 10/20/2009

This report provides an overview of the number of closed emergency changes as a percentage of the total number of closed changes in a given time period.

Percentage of Emergency Changes



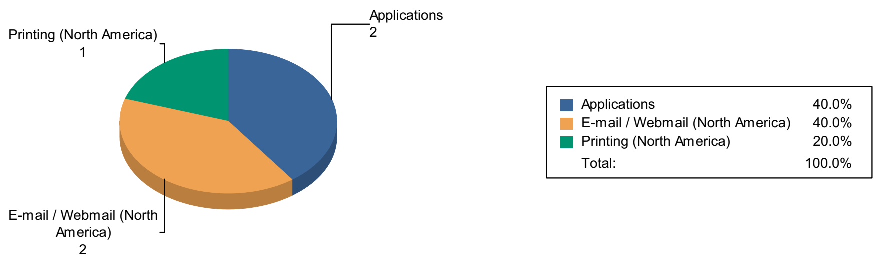
Emergency Changes	5
Non-Emergency Changes	5
Total	**10**

Emergency Changes
Non-Emergency Changes

Percentage of Emergency Changes

10/01/2008 to 10/20/2009

Emergency Changes by Service

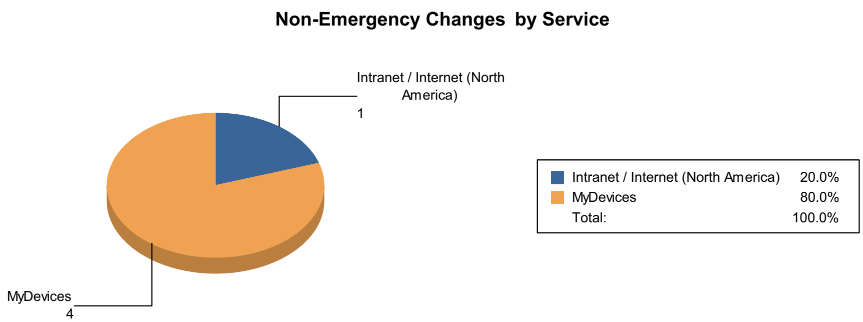


State: Emergency Changes			50.00%	Count:5
Applications			**40.00%**	**Count:2**
Change ID	**Title**	**Closure Code**	**Close Time**	**Initiated By**
C10008	Office installation / Upgrade	Rejected	10/14/2009 03:04:26	BRYANT, DOUGLAS
C10020	Reinstallation Operating System	Rejected	10/14/2009 03:12:42	SNAKE, PATRICIA
E-mail / Webmail (North America)			**40.00%**	**Count:2**
Change ID	**Title**	**Closure Code**	**Close Time**	**Initiated By**
C10002	Unblock websites	Successful(with problems)	10/14/2009 02:57:59	GEES, NORAH
C10017	SPAM filter	Successful	10/14/2009 03:10:16	APARICIO, DENISE
Printing (North America)			**20.00%**	**Count:1**
Change ID	**Title**	**Closure Code**	**Close Time**	**Initiated By**
C10001	Printer memory upgrade	Successful	10/14/2009 02:45:29	ARMSTRONG, TRACY

10/20/2009 Page 2 of 3

Percentage of Emergency Changes

10/01/2008 to 10/20/2009



State: Non-Emergency Changes			50.00%	Count:5
Intranet / Internet (North America)			**20.00%**	**Count:1**
Change ID	**Title**	**Closure Code**	**Close Time**	**Initiated By**
C10015	Reinstall network drivers	Rejected	10/14/2009 03:19:25	RYAN, JULIA
MyDevices			**80.00%**	**Count:4**
Change ID	**Title**	**Closure Code**	**Close Time**	**Initiated By**
C10003	Additional internal memory	Rejected	10/14/2009 03:20:35	BARKLEY, CLIFF
C10004	Memory Upgrade	Rejected	10/14/2009 03:21:14	BUCKLE, EMILY
C10005	Firmware upgrade	Failed	10/14/2009 03:02:21	BARROW, JESSE
C10011	Operating system reinstall	Rejected	10/15/2009 02:48:02	GONZALES, KATHERINE

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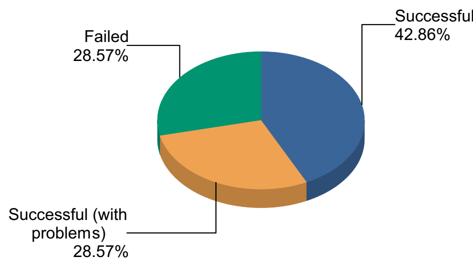
Percentage of Successful Changes

Percentage of Successful Changes

10/01/2008 to 10/20/2009

This report provides an overview of the number of closed changes that were successfully implemented (including with and without problems) as a percentage of the total number of closed changes in a given time period.

Percentage of Successful Changes



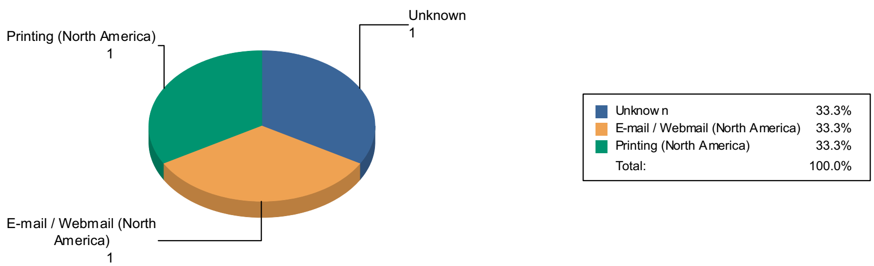
Failed	2
Successful	3
Successful (with problems)	2
Total	**7**

Successful
Successful (with problems)
Failed

Percentage of Successful Changes

10/01/2008 to 10/20/2009

Successful Changes by Service



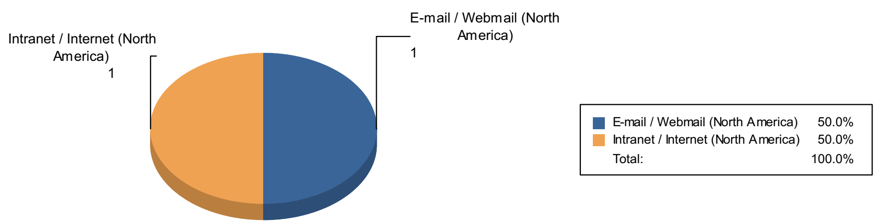
State: Successful			**43.00%**	**Count:3**
Unknown			**33.00%**	**Count:1**
Change ID	**Title**	**Closure Code**	**Close Time**	**Closure Comments**
C10023	This is the test case for backout change.	Successful	10/20/2009 00:19:24	
E-mail / Webmail (North America)			**33.00%**	**Count:1**
Change ID	**Title**	**Closure Code**	**Close Time**	**Closure Comments**
C10017	SPAM filter	Successful	10/14/2009 03:10:16	Close the change successfully.
Printing (North America)			**33.00%**	**Count:1**
Change ID	**Title**	**Closure Code**	**Close Time**	**Closure Comments**
C10001	Printer memory upgrade	Successful	10/14/2009 02:45:29	Close the changes successfully.

10/20/2009 Page 2 of 4

Percentage of Successful Changes

10/01/2008 to 10/20/2009

Successful (with problems) Changes by Service



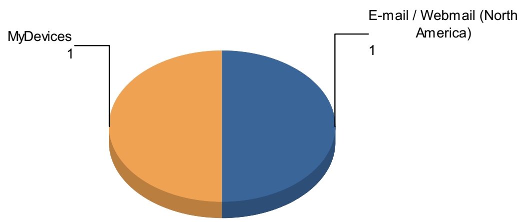
State: Successful (with problems)			**29.00%**	**Count:2**
E-mail / Webmail (North America)			**50.00%**	**Count:1**
Change ID	**Title**	**Closure Code**	**Close Time**	**Closure Comments**
C10002	Unblock websites	Successful (with problems)	10/14/2009 02:57:59	Close the change successfully but with problems.
Intranet / Internet (North America)			**50.00%**	**Count:1**
Change ID	**Title**	**Closure Code**	**Close Time**	**Closure Comments**
C10007	New network card	Successful (with problems)	10/20/2009 00:21:55	Close the change successfully but with problems.

10/20/2009 Page 3 of 4

Percentage of Successful Changes

10/01/2008 to 10/20/2009

Failed Changes by Service



E-mail / Webmail (North America)	50.0%
MyDevices	50.0%
Total:	100.0%

State: Failed			**29.00%**	**Count:2**
E-mail / Webmail (North America)			**50.00%**	**Count:1**
Change ID	**Title**	**Closure Code**	**Close Time**	**Closure Comments**
C10010	Allow bigger mails to be sent	Failed	10/20/2009 00:23:59	Close the change failed.
MyDevices			**50.00%**	**Count:1**
Change ID	**Title**	**Closure Code**	**Close Time**	**Closure Comments**
C10005	Firmware upgrade	Failed	10/14/2009 03:02:21	Close the change failed.

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Configuration Management Reports

Configuration Item Relationships

Configuration Item Relationships

This report provides a high level view of the configuration item relationships defined for the organization.

Relationship Type: Logical

Relationship Subtype: Contains

Upstream CI	Downstream CIs	Outage Dependency	Outage Threshold
Applications	*13 related CIs. Double click for details*	False	
E-mail / Webmail (Africa)	*2 related CIs. Double click for details*	False	
E-mail / Webmail (Asia)	*2 related CIs. Double click for details*	False	
E-mail / Webmail (Australia)	*2 related CIs. Double click for details*	False	
E-mail / Webmail (Europe)	*2 related CIs. Double click for details*	False	
E-mail / Webmail (North America)	*2 related CIs. Double click for details*	False	
E-mail / Webmail (South America)	*2 related CIs. Double click for details*	False	
Intranet / Internet (Africa)	adv-afr-server-web	True	1
Intranet / Internet (Asia)	adv-asi-server-web	True	1
Intranet / Internet (Australia)	adv-aus-server-web	True	1
Intranet / Internet (Europe)	adv-eur-server-web	True	1
Intranet / Internet (North America)	adv-nam-server-web	True	1
Intranet / Internet (South America)	adv-sam-server-web	True	1
Printing (Africa)	*15 related CIs. Double click for details*	True	5
Printing (Asia)	*12 related CIs. Double click for details*	True	4
Printing (Australia)	*15 related CIs. Double click for details*	True	5
Printing (Europe)	*15 related CIs. Double click for details*	True	5
Printing (North America)	*21 related CIs. Double click for details*	True	7
Printing (South America)	*18 related CIs. Double click for details*	True	6
Service Management	Service Manager	True	1

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Configuration Item Relationships

Relationship Type: Physical

Relationship Subtype: Connects

Upstream CI	Downstream CIs	Outage Dependency	Outage Threshold
adv-nam-modem	adv-nam-router	False	
adv-nam-router	adv-nam-switch	False	
adv-nam-server-db	*4 related CIs. Double click for details*	False	
adv-nam-switch	*11 related CIs. Double click for details*	False	
adv-nam-switch-fin	*28 related CIs. Double click for details*	False	
adv-nam-switch-hr	*28 related CIs. Double click for details*	False	
adv-nam-switch-it	*18 related CIs. Double click for details*	False	
adv-nam-switch-mar	*33 related CIs. Double click for details*	False	
adv-nam-switch-sal	*33 related CIs. Double click for details*	False	
adv-nam-switch-sd	*13 related CIs. Double click for details*	False	
adv-nam-switch-war	*18 related CIs. Double click for details*	False	

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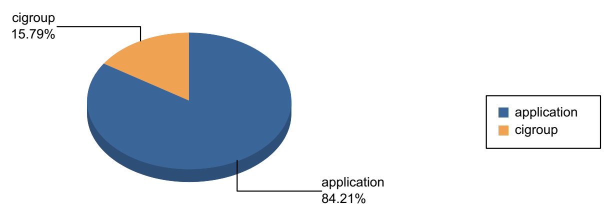
Configuration Item Summary

Configuration Item Summary

This report gives the user the ability to view all the configuration items within their organization grouped by type and then by status.

Configuration Items by Type



Total Configuration Items: 19

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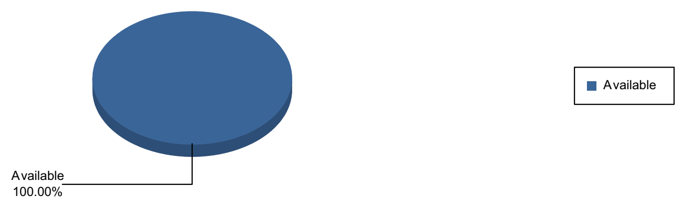
Configuration Item Summary

application configuration items

by Status



Type: application	84.21%	Count: 16
Status: Available	**100.00%**	**Count: 16**

CI Identifier	CI Name	Config admin group	System Down?
CI10679	Adobe Reader	Application	False
CI10687	BizTrain	Application	False
CI10683	Internet Explorer 6	Application	False
CI10682	Internet Explorer 7	Application	False
CI10675	Microsoft Office 2003	Application	False
CI10673	Microsoft Office 2007	Application	False
CI10681	Microsoft Outlook	Application	False
CI10676	Microsoft Visio 2003	Application	False
CI10674	Microsoft Visio 2007	Application	False
CI10672	Microsoft Windows	Application	False
CI10677	Norton Anti-Virus	Application	False
CI10685	SAP	Application	False
CI10686	Sales Force	Application	False
CI10684	Service Manager	Service Manager	False
CI10680	VPN Client	Application	False
CI10678	WinRar	Application	False

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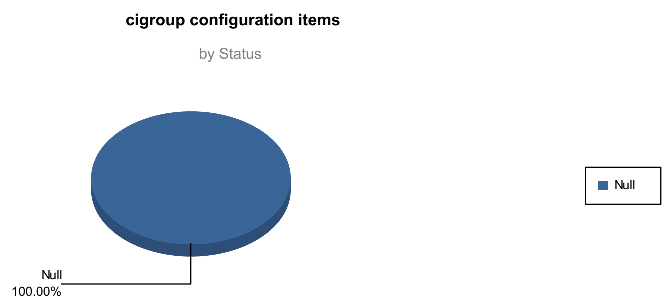
Configuration Item Summary



Type: cigroup	15.79%	Count: 3
Status: *Null*	100.00%	Count: 3

CI Identifier	CI Name	Config admin group	System Down?
	All Laptop Computers		False
CI10869	All North America Installed Printers		False
	All PDAs		False

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Incident Management Reports

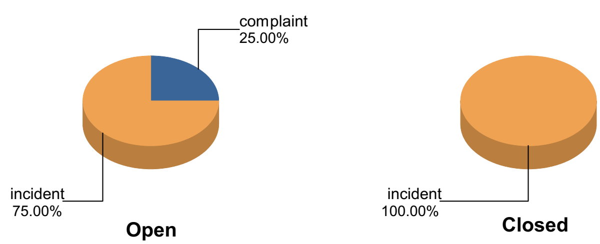
Open and Closed Incidents by Category

Open and Closed Incidents by Category

03/01/2008 to 10/26/2009

This report gives the user the ability to review, for a determined period, a breakdown of open and closed incidents by categories and their associated areas.

Incidents by State and Category



Closed Incidents:	1
Open Incidents:	8
Total:	**9**

- complaint
- incident

10/26/2009

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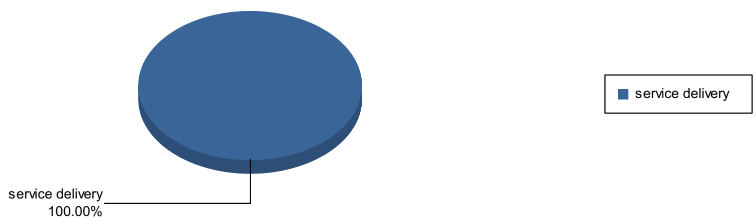
Open and Closed Incidents by Category

03/01/2008 to 10/26/2009

complaint incidents

by Area



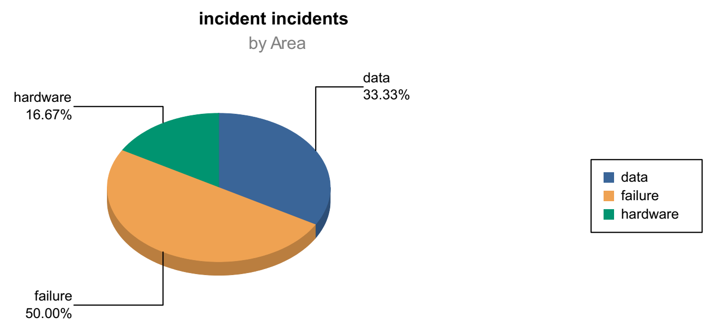
State: Open	88.89%	Count: 8
Category: complaint	**25.00%**	**Count: 2**
Area: service delivery	**100.00%**	**Count: 2**

Status	Incident ID	Title	Open Time
Open	IM10128	VPN connection drops every 10 minutes	03/05/2008 12:13:00
Open	IM10131	Operating system language is Spanish	03/06/2008 15:45:00

10/26/2009 Page 2 of 4

Open and Closed Incidents by Category

03/01/2008 to 10/26/2009



State: Open	88.89%	Count: 8
Category: incident	**75.00%**	**Count: 6**
Area: data	**33.33%**	**Count: 2**

Status	Incident ID	Title	Open Time
Open	IM10132	Missing data in report	03/09/2008 15:16:00
Open	IM10133	Data is missing in report	03/09/2008 18:17:00

Area: failure	50.00%	Count: 3

Status	Incident ID	Title	Open Time
Open	IM10125	Error appears when sending e-mail, e-mail stays in outbox	03/02/2008 13:17:00
Open	IM10126	Microsoft Office spel checker checks Chinese language	03/02/2008 17:35:00
Work In Progress	IM10129	Microsoft Office Words reports on every save on existing documents that document is read-only	03/06/2008 14:15:00

Area: hardware	16.67%	Count: 1

Status	Incident ID	Title	Open Time
Work In Progress	IM10127	Laptop cannot boot Operating System	03/03/2008 16:49:00

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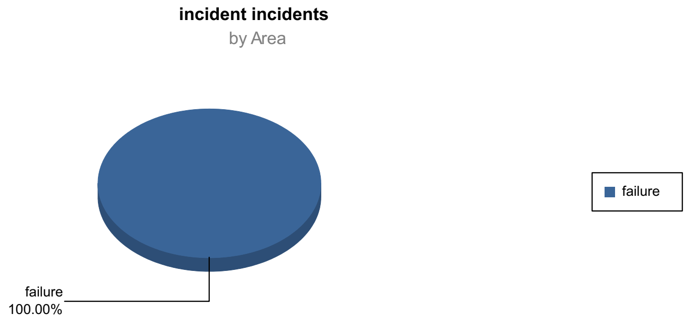
Open and Closed Incidents by Category

03/01/2008 to 10/26/2009



State: Closed	11.11%	Count: 1
Category: incident	**100.00%**	**Count: 1**
Area: failure	**100.00%**	**Count: 1**

Status	Incident ID	Title	Duration	Closure Code
Closed	IM10130	E-mail is not synchronizing with PDA	592 08:53:10	Request Rejected

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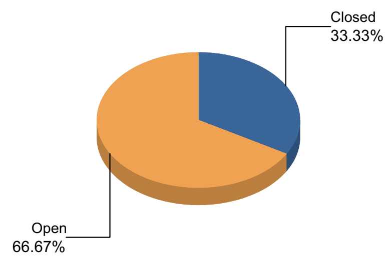
Open and Closed Incidents by Service

Open and Closed Incidents by Service

03/01/2008 to 10/20/2009

This report provides an overview of the number of newly reported incidents in a given time period.

Percentage of Open and Closed Incidents



Closed	3
Open	6
Total	**9**

Closed
Open

10/20/2009

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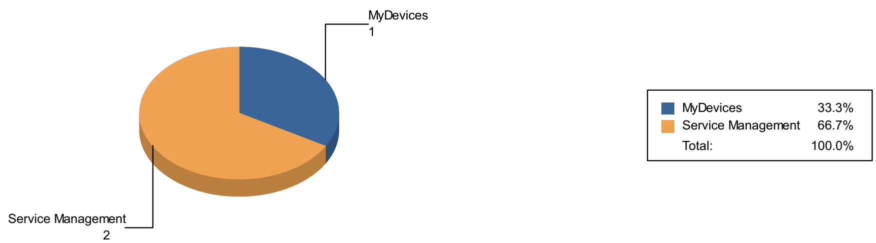
Open and Closed Incidents by Service

03/01/2008 to 10/20/2009

Closed Incidents by Service



State: Closed			33.00%	Count:3
MyDevices			**33.00%**	**Count:1**
Incident ID	**Title**	**Status**	**Open Time**	**Close Time**
IM10130	E-mail is not synchronizing with PDA	Closed	03/06/2008 15:13:00	10/20/2009 00:06:10
Service Management			**67.00%**	**Count:2**
Incident ID	**Title**	**Status**	**Open Time**	**Close Time**
IM10132	Missing data in report	Closed	03/09/2008 15:16:00	09/10/2008 10:45:22
IM10133	Data is missing in report	Closed	03/09/2008 18:17:00	09/10/2008 10:46:01

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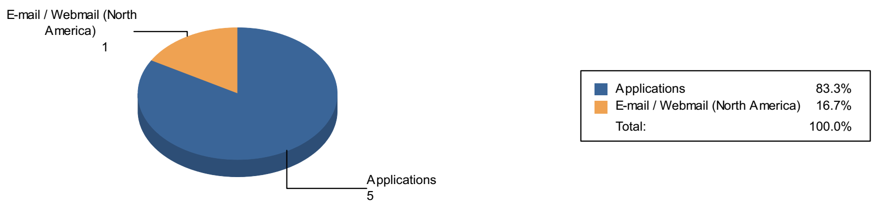
Open and Closed Incidents by Service

03/01/2008 to 10/20/2009

Open Incidents by Service



State: Open		**67.00%**	**Count: 6**
Applications		**83.00%**	**Count:5**

Incident ID	Title	Status	Open Time
IM10126	Microsoft Office spel checker checks Chinese language	Open	03/02/2008 17:35:00
IM10127	Laptop cannot boot Operating System	Work In Progress	03/03/2008 16:49:00
IM10128	VPN connection drops every 10 minutes	Open	03/05/2008 12:13:00
IM10129	Microsoft Office Words reports on every save on existing documents that document is read-only	Work In Progress	03/06/2008 14:15:00
IM10131	Operating system language is Spanish	Open	03/06/2008 15:45:00

E-mail / Webmail (North America)	**17.00%**	**Count:1**

Incident ID	Title	Status	Open Time
IM10125	Error appears when sending e-mail, e-mail stays in outbox	Open	03/02/2008 13:17:00

10/20/2009 Page 3 of 3

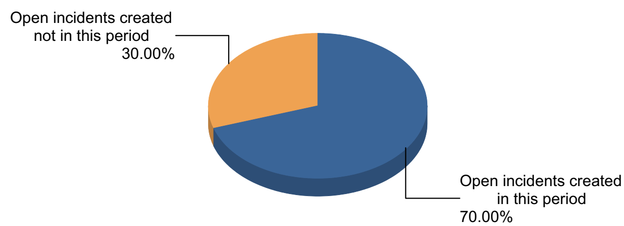
Backlog of Incidents

Backlog of Incidents

09/06/2007 to 10/20/2009

This report enables the user to review the number of incidents that are not closed in a given time period.

Open Incidents by Time Period



Open incidents created in this period	7
Open incidents created not in this period	3
Total	**10**

- Open incidents created in this period
- Open incidents created not in this period

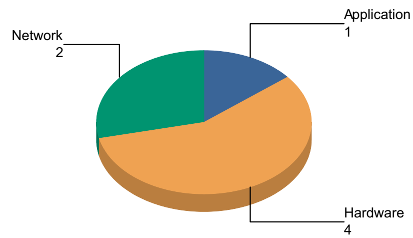
10/20/2009

Page 1 of 3

Backlog of Incidents

09/06/2007 to 10/20/2009

Incidents supported by Assignment group



Application	14.3%	
Hardware	57.1%	
Network	28.6%	
Total:	100.0%	

State: Open incidents created in this period			70.00%	Count:7
Application			**14.29%**	**Count:1**
Incident ID	**Title**	**Open Time**	**Assignee**	**Status**
IM10005	Microsoft Office keeps asking to install Language packs	09/06/2007 15:57:00	Incident.Manager	Work In Progress
Hardware			**57.14%**	**Count:4**
Incident ID	**Title**	**Open Time**	**Assignee**	**Status**
IM10006	Pop-up appears while working with Office, Office needs installation of additional components	09/06/2007 16:05:00	Incident.Coordinator	Work In Progress
IM10008	Desktop DVD-drive makes strange noices	09/06/2007 18:14:00	Incident.Coordinator	Work In Progress
IM10009	Desktop screen out of order	09/06/2007 18:37:00	Incident.Coordinator	Work In Progress
IM10011	Virus scan notification: Multiple Virusses found	09/10/2007 17:19:00	Incident.Manager	Work In Progress
Network			**28.57%**	**Count:2**
Incident ID	**Title**	**Open Time**	**Assignee**	**Status**
IM10007	E-mail in outbox isn't beeing sent	09/06/2007 17:05:00	Incident.Manager	Open

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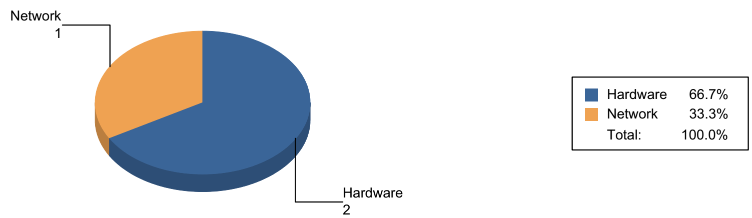
Backlog of Incidents

09/06/2007 to 10/20/2009

State: Open incidents created in this period			70.00%	Count:7
Network			**28.57%**	**Count:2**
Incident ID	**Title**	**Open Time**	**Assignee**	**Status**
IM10010	Network logon failure	09/06/2007 19:52:00	Incident.Manager	Accepted

Incidents supported by Assignment group



State: Open incidents created not in this period			30.00%	Count:3
Hardware			**66.67%**	**Count:2**
Incident ID	**Title**	**Open Time**	**Assignee**	**Status**
IM10003	System crashes with message "not enough memory" while opening multiple applications	09/02/2007 21:49:00	Incident.Coordinator	Work In Progress
IM10004	Wireless doesn't connect	09/06/2007 14:02:00	Incident.Analyst	test
Network			**33.33%**	**Count:1**
Incident ID	**Title**	**Open Time**	**Assignee**	**Status**
IM10002	Webmail login failure	09/02/2007 01:51:00	Incident.Analyst	Work In Progress

10/20/2009

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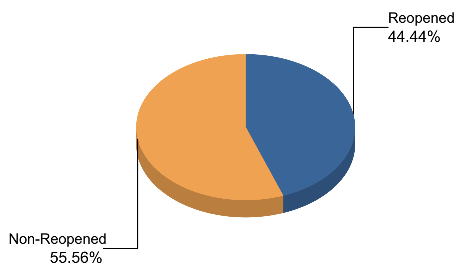
Reopened Incidents

Reopened Incidents

02/17/2008 to 10/20/2009

This report enables the user to review the percentage of reopened incidents by service in a given time period.

Percentage of Reopened Incidents



Non-Reopened	5
Reopened	4
Total	**9**

Reopened
Non-Reopened

10/20/2009

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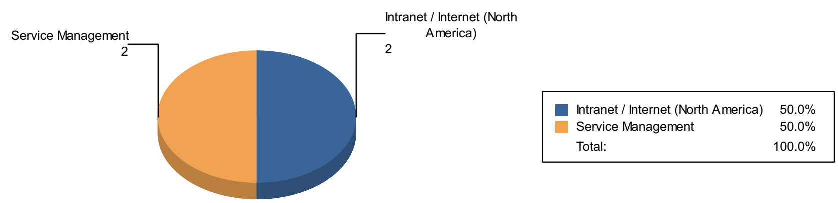
Reopened Incidents

02/17/2008 to 10/20/2009

Reopened Incidents by Service



State: Reopened		44.44%		Count:4
Intranet / Internet (North America)		**50.00%**		**Count:2**
Incident ID	**Title**	**Reopened Time**	**Reopened By**	**Close Time**
IM10050	Cannot login to network	09/10/2008 10:42:01	falcon	09/10/2008 10:43:39
IM10052	Wireless network connection is lost all of the time	09/10/2008 10:43:56	falcon	09/10/2008 10:44:22
Service Management		**50.00%**		**Count:2**
Incident ID	**Title**	**Reopened Time**	**Reopened By**	**Close Time**
IM10132	Missing data in report	10/20/2009 00:31:39	falcon	
IM10133	Data is missing in report	10/20/2009 00:31:26	falcon	

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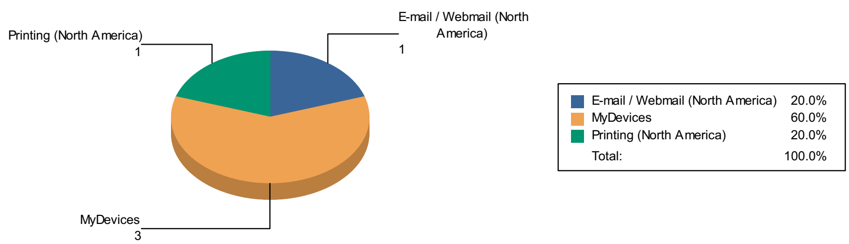
Reopened Incidents

02/17/2008 to 10/20/2009

Non-Reopened Incidents by Service



State: Non-Reopened	**55.56%**	**Count:5**
E-mail / Webmail (North America)	**20.00%**	**Count:1**

Incident ID	Title	Close Time
IM10099	E-mail box is empty. Yesterday there were still 1500 messages	02/18/2008 17:32:00

MyDevices	**60.00%**	**Count:3**

Incident ID	Title	Close Time
IM10093	Laptop can't switch to the beamer, and won't project images.	02/17/2008 18:12:00
IM10097	Web browser hangs, system reboot is needed to gain work again	02/17/2008 19:56:00
IM10130	E-mail is not synchronizing with PDA	10/20/2009 00:06:10

Printing (North America)	**20.00%**	**Count:1**

Incident ID	Title	Close Time
IM10088	Printjobs are being declined	02/17/2008 14:41:00

10/20/2009

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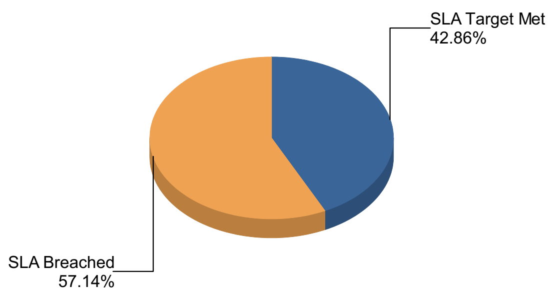
Incidents Closed Meeting SLA Target

Incidents Closed Meeting SLA Target

02/17/2008 to 10/20/2009

This report enables the user to review, in a given time period, the number of closed incidents that meet the SLA targets, relative to the number of all closed incidents.

Percentage of Incidents Meeting SLA Target



SLA Breached	4
SLA Target Met	3
Total	**7**

SLA Target Met
SLA Breached

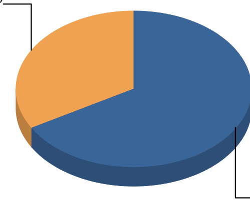
10/20/2009

Page 1 of 3

Incidents Closed Meeting SLA Target

02/17/2008 to 10/20/2009

Incidents SLA Target Met by Service



MyDevices		66.7%
Printing (North America)		33.3%
	Total:	100.0%

State: SLA Target Met		42.86%	Count:3
MyDevices		**66.67%**	**Count:2**
Incident ID	**Title**	**Close Time**	**Closed By**
IM10093	Laptop can't switch to the beamer, and won't project images.	02/17/2008 18:12:00	Incident.Analyst
IM10130	E-mail is not synchronizing with PDA	10/20/2009 00:06:10	falcon
Printing (North America)		**33.33%**	**Count:1**
Incident ID	**Title**	**Close Time**	**Closed By**
IM10088	Printjobs are being declined	02/17/2008 14:41:00	Rachel.Boudreau

10/20/2009

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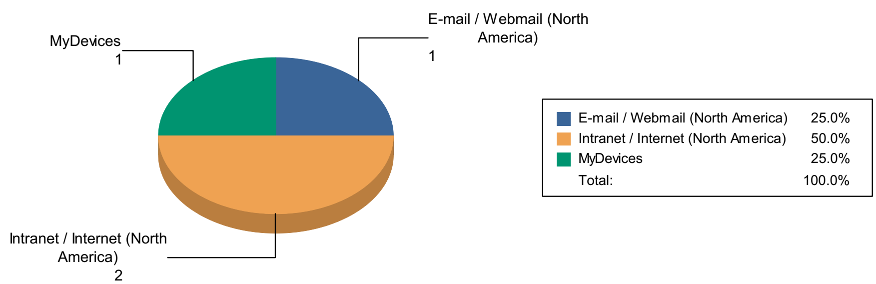
Incidents Closed Meeting SLA Target

02/17/2008 to 10/20/2009

Incidents SLA Breached by Service



State: SLA Breached		57.14%	Count:4
E-mail / Webmail (North America)		**25.00%**	**Count:1**
Incident ID	**Title**	**Close Time**	**Closed By**
IM10099	E-mail box is empty. Yesterday there were still 1500 messages	02/18/2008 17:32:00	Rachel.Boudreau
Intranet / Internet (North America)		**50.00%**	**Count:2**
Incident ID	**Title**	**Close Time**	**Closed By**
IM10050	Cannot login to network	09/10/2008 10:43:39	falcon
IM10052	Wireless network connection is lost all of the time	09/10/2008 10:44:22	falcon
MyDevices		**25.00%**	**Count:1**
Incident ID	**Title**	**Close Time**	**Closed By**
IM10097	Web browser hangs, system reboot is needed to gain work again	02/17/2008 19:56:00	Change.Approver

10/20/2009

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Knowledge Management Reports

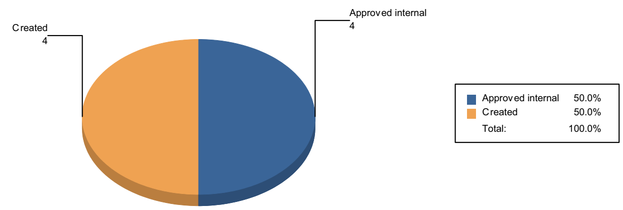
Knowledge Management Activity

Knowledge Management Activity

05/09/2006 to 10/26/2009

This report gives the user a breakdown of administrative document activities within Knowledge Management, for a given period of time.

Document Activity



Total Activity Records: 8

Activity: Approved internal **50.00%** **Count: 4**

Document ID	Activity Date	Title	User ID	Document Type
KM0012	05/10/2006	Affirmative Action and Equal Employment Opportunity	falcon	reference
KM0017	05/10/2006	Phone troubleshooting	falcon	howto
KM0018	05/10/2006	Quick tips for phone troubleshooting	falcon	external
KM0019	05/10/2006	Monitor problems	falcon	howto

Activity: Created **50.00%** **Count: 4**

Document ID	Activity Date	Title	User ID	Document Type
KM0012	05/10/2006	Affirmative Action and Equal Employment Opportunity	falcon	reference
KM0017	05/10/2006	Phone troubleshooting	falcon	howto
KM0018	05/10/2006	Quick tips for phone troubleshooting	falcon	external
KM0019	05/10/2006	Monitor problems	falcon	howto

10/26/2009

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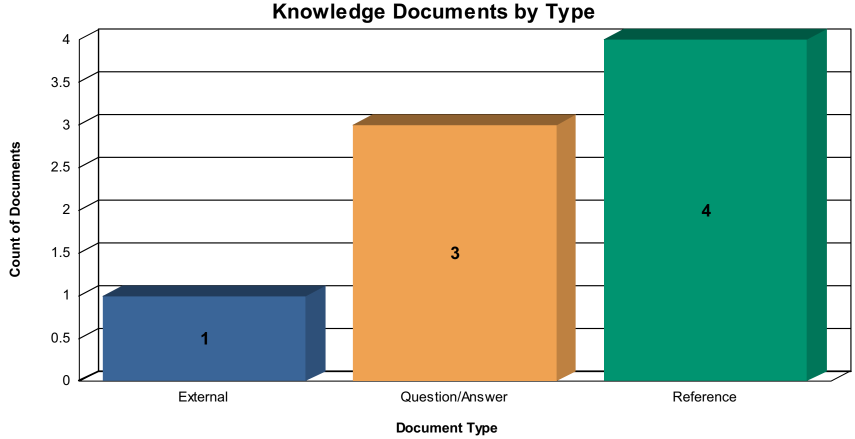
Knowledge Management Documents Summary

Knowledge Management Documents Summary

This report gives the user an overview of all the knowledge documents broken down by document type.



Total documents: 8

Document Type: External			**Count: 1**
Document ID	**Document Title**	**Status**	**Creation Date**
KM0018	Quick tips for phone troubleshooting	external	05/10/2006

Document Type: Question/Answer			**Count: 3**
Document ID	**Document Title**	**Status**	**Creation Date**
KM7	What are the KCS Roles and Responsibilities?	internal	04/18/2006
KM0017	Phone troubleshooting	internal	05/10/2006
KM0019	Monitor problems	external	05/10/2006

10/26/2009

Page 1 of 2

Knowledge Management Documents Summary

Document Type: Reference **Count: 4**

Document ID	Document Title	Status	Creation Date
KM0013R	Sexual Harassment	workingcopy	05/10/2006
KM6	The UFFA Model and Quality Solutions	internal	04/18/2006
KM8	Searching in Knowledge Management	external	04/18/2006
KM0012	Affirmative Action and Equal Employment Opportunity	internal	05/10/2006

10/26/2009

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Knowledge Management: User Demand

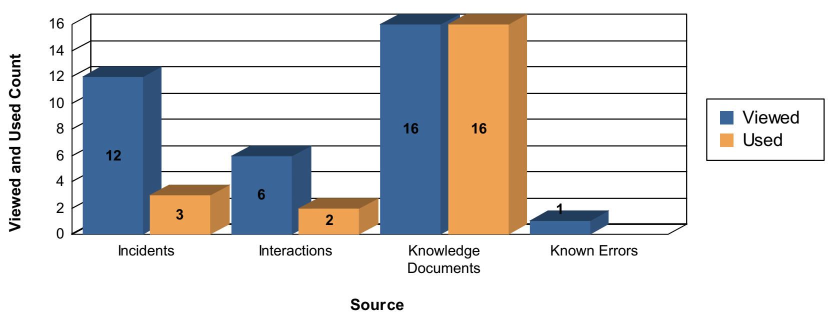
Knowledge Management: User Demand

10/01/2007 to 10/27/2009

This report gives the user an overview of the knowledge document usage highlighting documents that were viewed and documents that were used as solutions, broken down by source.

Documents Viewed and Documents Used as Solutions

by Source



Source	Documents Viewed	Documents Used
Incidents	12	3
Interactions	6	2
Knowledge Documents	16	16
Known Errors	1	0
Total	35	21

10/27/2009 Page 1 of 2

Knowledge Management: User Demand

10/01/2007 to 10/27/2009

Source: Incidents

ID	Total Viewed	Total Used
IM10001	1	1
IM10018	1	0
IM10026	1	0
IM10028	1	1
IM10033	2	0
IM10080	1	1
IM10086	1	0
IM10150	1	0
IM10153	3	0

Source: Interactions

ID	Total Viewed	Total Used
SD10041	3	2
SD10224	2	0
SD10254	1	0

Source: Knowledge Documents

ID	Total Viewed	Total Used
KM0015	1	1
KM0018	3	3
KM0038	12	12

Source: Known Errors

ID	Total Viewed	Total Used
KE10005	1	0

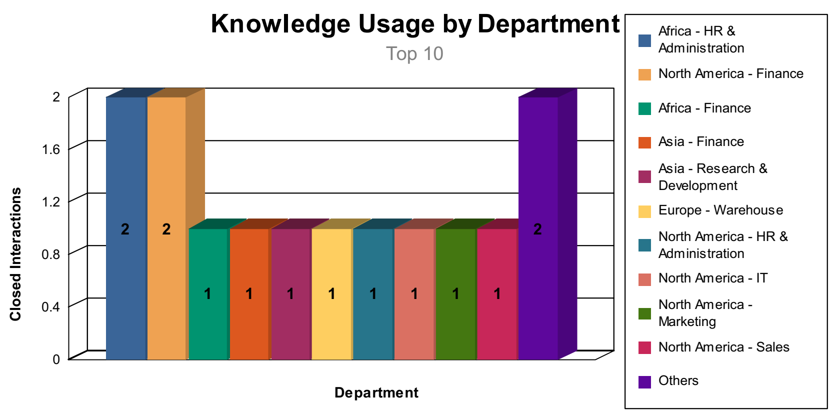
10/27/2009 Page 2 of 2

Knowledge Management Usage by Department (for SD Interactions)

Knowledge Management usage by department (for SD interactions)

08/27/2009 to 10/27/2009

This report gives the user the ability to review, for a determined period, a breakdown of closed Service Desk interactions by department that used Knowledge Management for a solution.



Total closed interactions using Knowledge: 14 out of 27

Department: Africa - HR & Administration **Total Closed Interactions using Knowledge: 2 out of 2**

Interaction	Title	Severity	Knowledge ID	Closed By
SD10379	Non supported software	4	KM0038	falcon
SD10381	Internet Access malfunction	1	KM0038	falcon

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Knowledge Management usage by department (for SD interactions)

08/27/2009 to 10/27/2009

Department: North America - Finance **Total Closed Interactions using Knowledge: 2 out of 3**

Interaction	Title	Severity	Knowledge ID	Closed By
SD10374	email	2	SD10041	falcon
SD10395	Internet Access malfunction	1	KM0018	falcon

Department: Africa - Finance **Total Closed Interactions using Knowledge: 1 out of 1**

Interaction	Title	Severity	Knowledge ID	Closed By
SD10380	System Virus	1	KM0018	falcon

Department: Asia - Finance **Total Closed Interactions using Knowledge: 1 out of 2**

Interaction	Title	Severity	Knowledge ID	Closed By
SD10389	Internet Access malfunction	1	KM0038	falcon

Department: Asia - Research & Development **Total Closed Interactions using Knowledge: 1 out of 1**

Interaction	Title	Severity	Knowledge ID	Closed By
SD10382	Internet Access malfunction	1	KM0038	falcon

Department: Europe - Warehouse **Total Closed Interactions using Knowledge: 1 out of 1**

Interaction	Title	Severity	Knowledge ID	Closed By
SD10378	Printer malfunction	2	IM10001	falcon

Department: North America - HR & Administration **Total Closed Interactions using Knowledge: 1 out of 11**

Interaction	Title	Severity	Knowledge ID	Closed By
SD10376	System Virus	1	KM0015	falcon

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Knowledge Management usage by department (for SD interactions)

08/27/2009 to 10/27/2009

Department: North America - IT — **Total Closed Interactions using Knowledge: 1 out of 1**

Interaction	Title	Severity	Knowledge ID	Closed By
SD10388	Internet Access malfunction	1	KM0038	falcon

Department: North America - Marketing — **Total Closed Interactions using Knowledge: 1 out of 1**

Interaction	Title	Severity	Knowledge ID	Closed By
SD10386	Internet Access malfunction	1	KM0038	falcon

Department: North America - Sales — **Total Closed Interactions using Knowledge: 1 out of 1**

Interaction	Title	Severity	Knowledge ID	Closed By
SD10384	Internet Access malfunction	1	KM0038	falcon

Department: North America - Service Desk — **Total Closed Interactions using Knowledge: 1 out of 2**

Interaction	Title	Severity	Knowledge ID	Closed By
SD10385	Internet Access malfunction	1	KM0038	falcon

Department: North America - Warehouse — **Total Closed Interactions using Knowledge: 1 out of 1**

Interaction	Title	Severity	Knowledge ID	Closed By
SD10387	Internet Access malfunction	1	KM0038	falcon

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Problem Management Reports

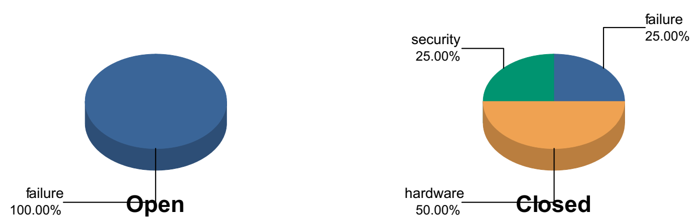
Open and Closed Problems by Area

Open and Closed Problems by Area

10/01/2007 to 10/26/2009

This report gives the user the ability to review, for a determined period, a breakdown of open and closed problems by area.

Problems by State and Area



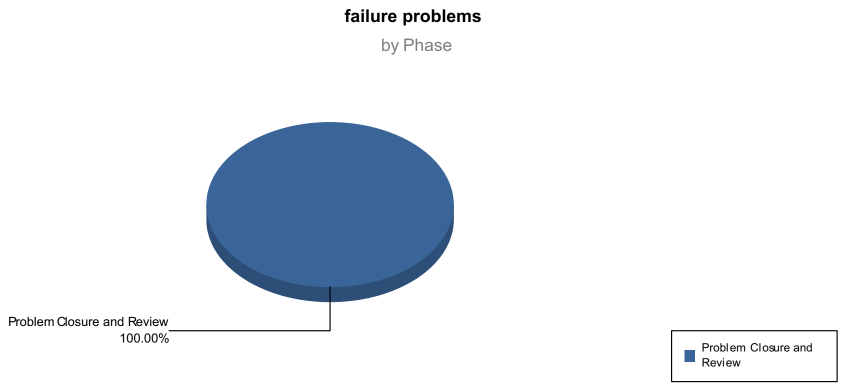
Closed Problems:	4
Open Problems:	1
Total:	**5**

- failure
- hardware
- security

10/26/2009 Page 1 of 5

Open and Closed Problems by Area

10/01/2007 to 10/26/2009



State: Open	**20.00%**	**Count: 1**
Area: failure	**100.00%**	**Count: 1**
Phase: Problem Closure and Review	**100.00%**	**Count: 1**

Status	Problem ID	Title	Open Time
Work In Progress	PM10009	Report function not working.	03/09/2008 12:33:00

10/26/2009

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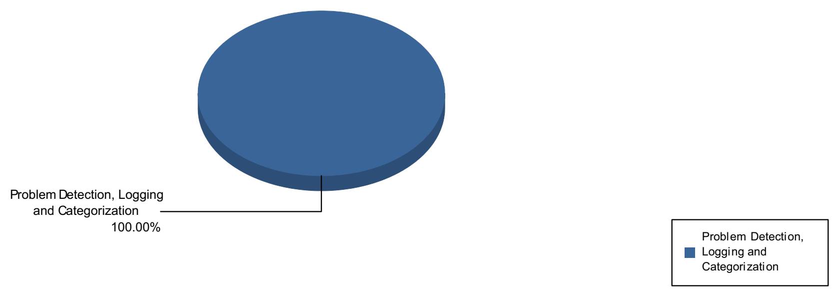
Open and Closed Problems by Area

10/01/2007 to 10/26/2009

failure problems

by Phase



State: Closed	**80.00%**	**Count: 4**
Area: failure	**25.00%**	**Count: 1**
Phase: Problem Detection, Logging and Categorization	**100.00%**	**Count: 1**

Status	Problem ID	Title	Duration
Closed	PM10007	Office re-install	656 17:06:55

10/26/2009

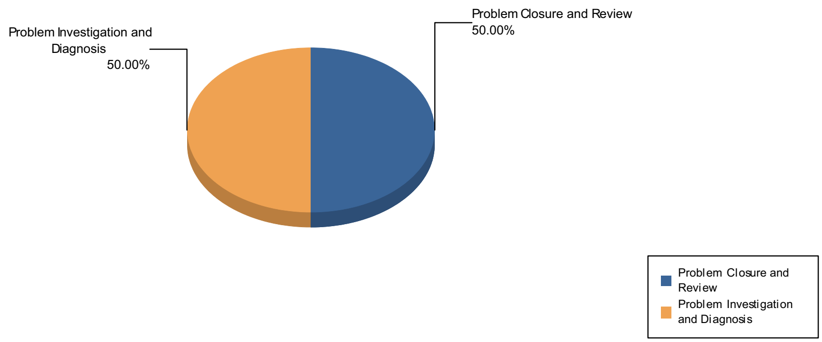
Page 3 of 5

Open and Closed Problems by Area

10/01/2007 to 10/26/2009

hardware problems

by Phase



State: Closed	**80.00%**	**Count: 4**
Area: hardware	**50.00%**	**Count: 2**
Phase: Problem Closure and Review	**50.00%**	**Count: 1**

Status	Problem ID	Title	Duration
Closed	PM10005	Printer clean-up	737 06:13:31

Phase: Problem Investigation and Diagnosis	**50.00%**	**Count: 1**

Status	Problem ID	Title	Duration
Closed	PM10006	Desktop model HP Pavilion M9160 Elite critical CPU temperature	700 07:18:42

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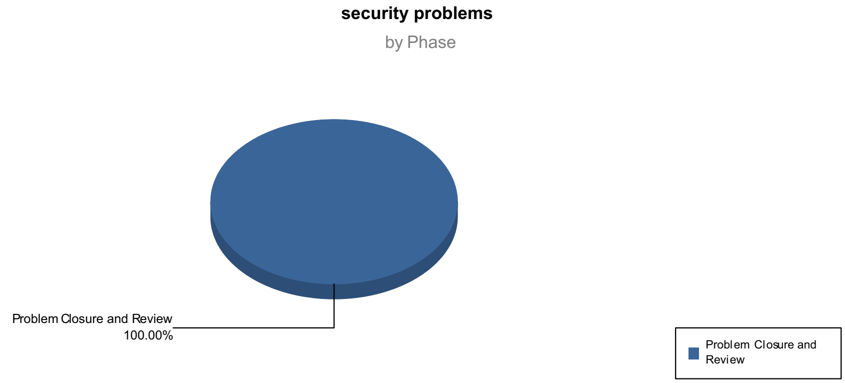
Open and Closed Problems by Area

10/01/2007 to 10/26/2009



State: Closed	80.00%	Count: 4
Area: security	25.00%	Count: 1
Phase: Problem Closure and Review	100.00%	Count: 1

Status	Problem ID	Title	Duration
Closed	PM10008	Mailbox runs full with spam	651 13:04:14

10/26/2009 Page 5 of 5

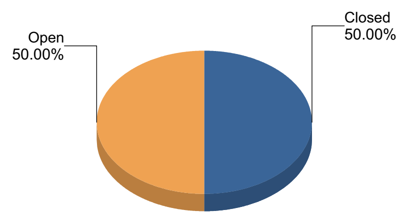
Open and Closed Problems by Service

Open and Closed Problems by Service

09/03/2007 to 10/20/2009

This report provides an overview of the number of reported problems by service in a given time period.

Percentage of Open and Closed Problems



Closed	4
Open	4
Total	**8**

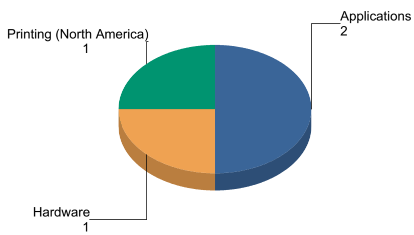
Closed
Open

10/20/2009 Page 1 of 3

Open and Closed Problems by Service

09/03/2007 to 10/20/2009

Closed Problems by Service



Applications	50.0%
Hardware	25.0%
Printing (North America)	25.0%
Total:	100.0%

State: Closed		50.00%		Count:4
Applications		**25.00%**		**Count:2**
Problem ID	**Title**	**Open Time**	**Phase**	**Opened By**
PM10007	Office re-install	01/02/2008 08:43:00	Problem Detection, Logging and Categorization	Change.Approver
PM10008	Mailbox runs full with spam	01/07/2008 12:43:00	Problem Closure and Review	Change.Approver
Hardware		**13.00%**		**Count:1**
Problem ID	**Title**	**Open Time**	**Phase**	**Opened By**
PM10006	Desktop model HP Pavilion M9160 Elite critical CPU temperature	11/13/2007 18:15:00	Problem Investigation and Diagnosis	Rachel.Boudreau
Printing (North America)		**13.00%**		**Count:1**
Problem ID	**Title**	**Open Time**	**Phase**	**Opened By**
PM10005	Printer clean-up	10/07/2007 19:21:00	Problem Closure and Review	Rachel.Boudreau

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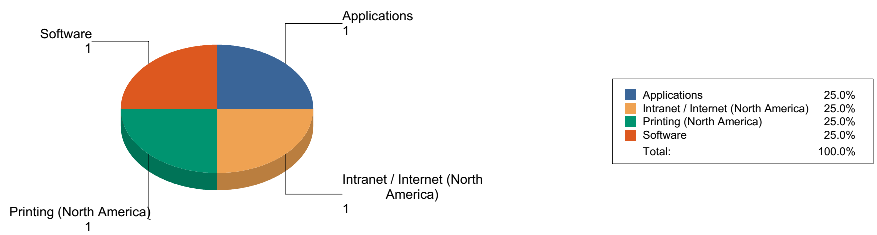
Open and Closed Problems by Service

09/03/2007 to 10/20/2009

Open Problems by Service



State: Open		50.00%		Count:4
Applications		**13.00%**		**Count:1**
Problem ID	**Title**	**Open Time**	**Phase**	**Opened By**
PM10002	Office component installation	09/06/2007 15:57:00	Problem Investigation and Diagnosis	Rachel.Boudreau
Intranet / Internet (North America)		**13.00%**		**Count:1**
Problem ID	**Title**	**Open Time**	**Phase**	**Opened By**
PM10003	Desktop screens not working	09/06/2007 18:37:00	Problem Resolution	Rachel.Boudreau
Printing (North America)		**13.00%**		**Count:1**
Problem ID	**Title**	**Open Time**	**Phase**	**Opened By**
PM10004	Laptop won't recover from Sleep-mode	09/18/2007 19:40:00	Problem Resolution	Incident.Analyst
Software		**13.00%**		**Count:1**
Problem ID	**Title**	**Open Time**	**Phase**	**Opened By**
PM10009	Report function not working.	03/09/2008 12:33:00	Problem Closure and Review	Problem.Manager

10/20/2009 Page 3 of 3

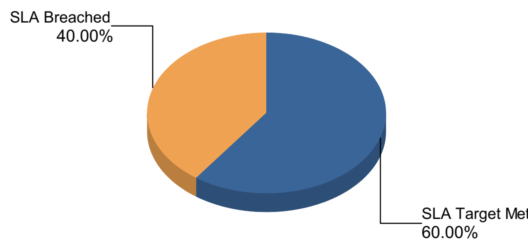
Problems Closed Meeting SLA Target

Problems Closed Meeting SLA Target

11/06/2004 to 11/06/2009

This report enables the user to review, in a given time period, the number of closed problems that meet the SLA targets, relative to the number of all closed problems.

Percentage of Problems Meeting SLA Target



SLA Breached	2
SLA Target Met	3
Total	**5**

SLA Target Met
SLA Breached

11/06/2009

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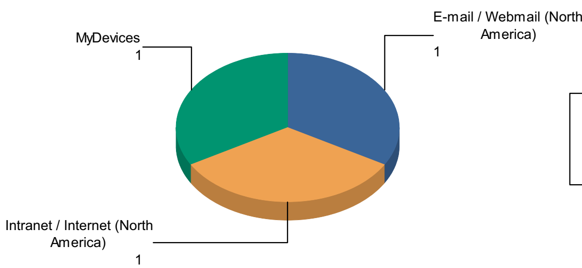
Problems Closed Meeting SLA Target

11/06/2004 to 11/06/2009

Problems SLA Target Met by Service



E-mail / Webmail (North America)	33.3%
Intranet / Internet (North America)	33.3%
MyDevices	33.3%
Total:	100.0%

State: SLA Target Met		60.00%	Count:3
E-mail / Webmail (North America)		**33.33%**	**Count:1**
Problem ID	**Title**	**Close Time**	**Closed By**
PM10001	Not enough internal memory	09/07/2009 20:36:57	falcon
Intranet / Internet (North America)		**33.33%**	**Count:1**
Problem ID	**Title**	**Close Time**	**Closed By**
PM10003	Desktop screens not working	10/26/2009 22:24:44	falcon
MyDevices		**33.33%**	**Count:1**
Problem ID	**Title**	**Close Time**	**Closed By**
PM10015	another	11/02/2009 23:06:02	falcon

11/06/2009

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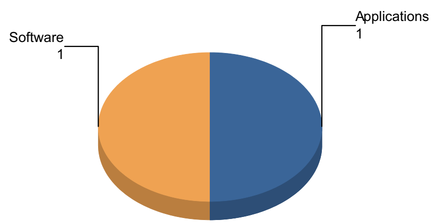
Problems Closed Meeting SLA Target

11/06/2004 to 11/06/2009

Problems SLA Breached by Service



Applications	50.0%
Software	50.0%
Total:	100.0%

State: SLA Breached		40.00%	Count:2
Applications		**50.00%**	**Count:1**
Problem ID	**Title**	**Close Time**	**Closed By**
PM10007	Office re-install	10/27/2009 02:17:55	falcon
Software		**50.00%**	**Count:1**
Problem ID	**Title**	**Close Time**	**Closed By**
PM10013	Report function not working.	10/27/2009 02:17:42	falcon

11/06/2009 Page 3 of 3

Service Desk Reports

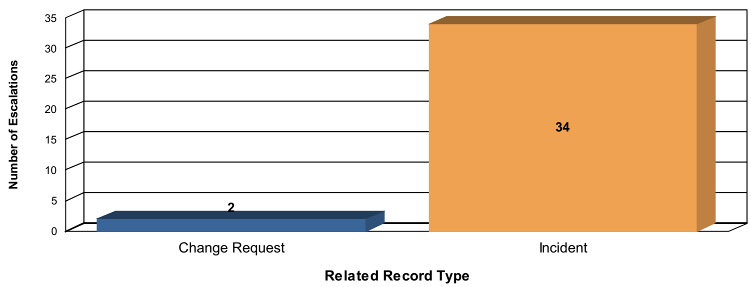
Escalated Interactions

Escalated Interactions

02/18/2008 to 10/23/2009

This report provides the breakdown of interactions that have been escalated to change requests, incidents, known errors, and quotes.

Escalations by related record type



Related record type: Change Request **Count: 2**

Interaction ID	Interaction Status	Title	Related Record ID	Related Record Status
SD10268	open	Laptop doesn□ recover from sleep-mode	C10005	closed
SD10304	open	Laptop cannot boot Operating System	C10020	closed

Related record type: Incident **Count: 34**

Interaction ID	Interaction Status	Title	Related Record ID	Related Record Status
SD10262	open	Web browser not responding	IM10108	open
SD10263	open	Critical CPU temperature	IM10109	open
SD10265	open	PC reboots with BIOS message CPU temperature critical	IM10110	open
SD10266	open	Microsoft Office Power Point doesn't startup	IM10107	open

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Escalated Interactions

02/18/2008 to 10/23/2009

Related record type: Incident **Count: 34**

Interaction ID	Interaction Status	Title	Related Record ID	Related Record Status
SD10268	open	Laptop doesn recover from sleep-mode	IM10015	open
SD10269	open	Not enough network patches	IM10111	open
SD10271	open	Network connection issue	IM10112	open
SD10272	open	Microsoft Office Power Point won't startup, error on startup	IM10107	open
SD10275	open	Microsoft Office Power Point can't startup, error on startup	IM10107	open
SD10276	open	BIOS message CPU temperature critical	IM10113	open
SD10278	open	Desktop reboots with BIOS message CPU temperature critical	IM10114	open
SD10279	open	Desktop can't boot from harddrive	IM10115	open
SD10281	open	Laptop keyboard out of order	IM10116	open
SD10283	open	Mail stays in outbox	IM10117	open
SD10284	open	Microsoft Office Words can't startup, error on startup	IM10118	open
SD10286	open	Unstable internet connection	IM10119	open
SD10289	open	Windows language keeps changing back to Japanese	IM10120	open
SD10290	open	Desktop screen out of order	IM10121	open
SD10292	open	Internet connection can't be made	IM10122	open
SD10293	open	Internet connection is lost all of the time	IM10123	open
SD10295	open	No connection to Internet availible	IM10122	open
SD10297	open	Microsoft Office Excel startup failure	IM10124	open
SD10298	open	No connection to Internet	IM10122	open
SD10300	open	Internet connection is lost.	IM10122	open
SD10301	open	Cannot send e-mail	IM10125	open
SD10302	open	Microsoft Office spel checker checks Chinese language	IM10126	open
SD10304	open	Laptop cannot boot Operating System	IM10127	open
SD10305	open	Internet connections are gone.	IM10122	open
SD10308	open	VPN connection drops every 10 minutes	IM10128	open
SD10310	open	Microsoft Office Words reports on every save on existing documents that document is read-only	IM10129	open
SD10311	open	E-mail is not synchronizing with PDA	IM10130	closed
SD10312	open	Operating system language is Spanish	IM10131	open
SD10314	closed	Missing data in report	IM10132	open
SD10315	closed	Data is missing in report	IM10133	open

10/23/2009 Page 2 of 2

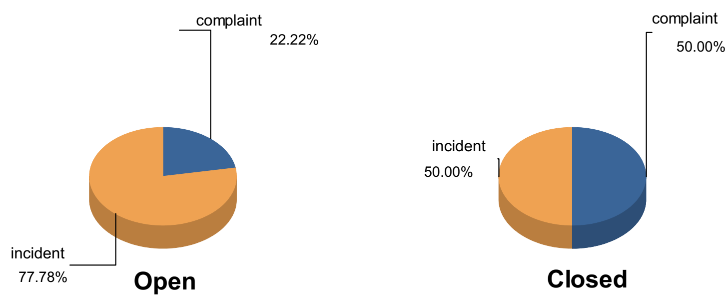
Open and Closed Service Desk Interactions

Open and Closed Service Desk Interactions

03/01/2008 to 10/26/2009

This report gives the user the ability to review, for a determined period, a breakdown of open and closed Service Desk interactions by categories and their associated areas.

Interactions by State and Category



Closed Interactions:	6
Open Interactions:	9
Total:	**15**

complaint
incident

10/26/2009

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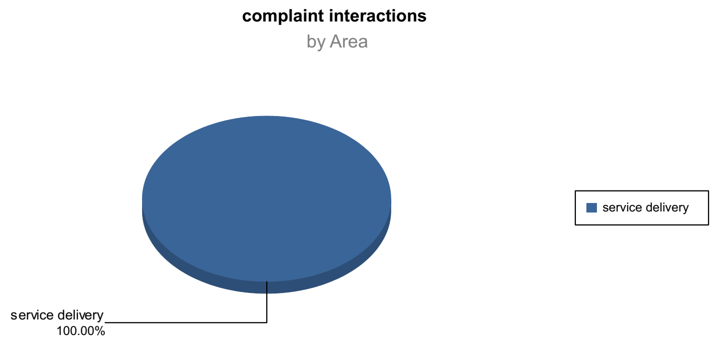
Open and Closed Service Desk Interactions

03/01/2008 to 10/26/2009



State: Open	60.00%	Count: 9
Category: complaint	**22.22%**	**Count: 2**
Area: service delivery	**100.00%**	**Count: 2**

Status	Interaction ID	Title	Open Time
Open - Linked	SD10308	VPN connection drops every 10 minutes	03/04/2008 22:13:00
Open - Linked	SD10312	Operating system language is Spanish	03/06/2008 01:45:00

10/26/2009

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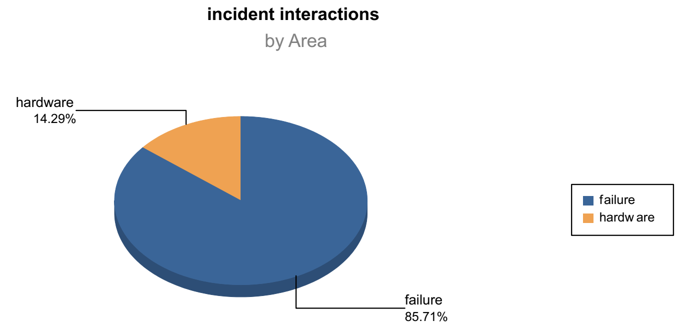
Open and Closed Service Desk Interactions

03/01/2008 to 10/26/2009



State: Open	**60.00%**	**Count: 9**
Category: incident	**77.78%**	**Count: 7**
Area: failure	**85.71%**	**Count: 6**

Status	Interaction ID	Title	Open Time
Open - Linked	SD10300	Internet connection is lost.	03/01/2008 22:14:00
Open - Linked	SD10301	Cannot send e-mail	03/01/2008 23:17:00
Open - Linked	SD10302	Microsoft Office spel checker checks Chinese language	03/02/2008 03:35:00
Open - Linked	SD10305	Internet connections are gone.	03/03/2008 22:36:00
Open - Linked	SD10310	Microsoft Office Words reports on every save on existing documents that document is read-only	03/06/2008 00:15:00
Open - Linked	SD10311	E-mail is not synchronizing with PDA	03/06/2008 01:13:00

Area: hardware	**14.29%**	**Count: 1**

Status	Interaction ID	Title	Open Time
Open - Linked	SD10304	Laptop cannot boot Operating System	03/03/2008 02:49:00

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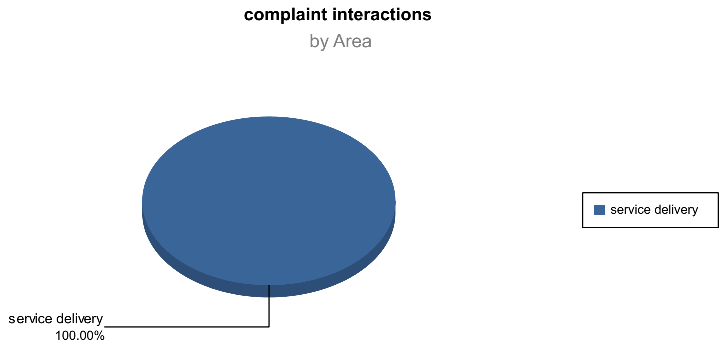
Open and Closed Service Desk Interactions

03/01/2008 to 10/26/2009



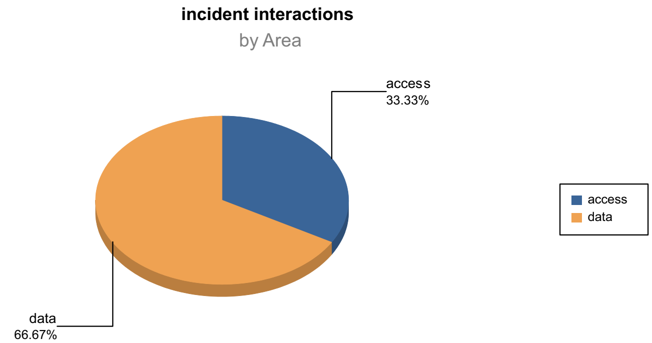
State: Closed	**40.00%**	**Count: 6**
Category: complaint	**50.00%**	**Count: 3**
Area: service delivery	**100.00%**	**Count: 3**

Status	Interaction ID	Title	Duration	Closure Code
Closed	SD10303	No connection to the internet with my PDA	0 00:00:00	Out of Scope
Closed	SD10307	Laptop screen resolution too low	0 00:00:00	Solved by User Instruction
Closed	SD10309	Incorrect resolution on Laptop	0 00:00:00	Solved by User Instruction

10/26/2009 Page 4 of 5

Open and Closed Service Desk Interactions

03/01/2008 to 10/26/2009



State: Closed	40.00%	Count: 6
Category: incident	**50.00%**	**Count: 3**
Area: access	**33.33%**	**Count: 1**

Status	Interaction ID	Title	Duration	Closure Code
Closed	SD10004	VPN connects to wrong network	0 00:00:00	Solved by Change/Service Request

Area: data	66.67%	Count: 2

Status	Interaction ID	Title	Duration	Closure Code
Closed	SD10314	Missing data in report	0 02:18:00	Solved by Workaround
Closed	SD10315	Data is missing in report	0 01:44:00	Solved by Workaround

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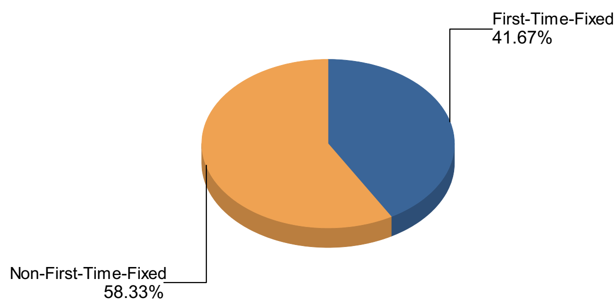
First Time Fixed Interactions

First Time Fixed Interactions

03/01/2008 to 10/20/2009

This report enables the user to review, for a given time period, the percentage of interactions closed by the Service Desk upon the first contact without reference to other levels of support.

Percentage of First Time Fixed Interactions



First-Time-Fixed	5
Non-First-Time-Fixed	7
Total	**12**

First-Time-Fixed
Non-First-Time-Fixed

10/20/2009

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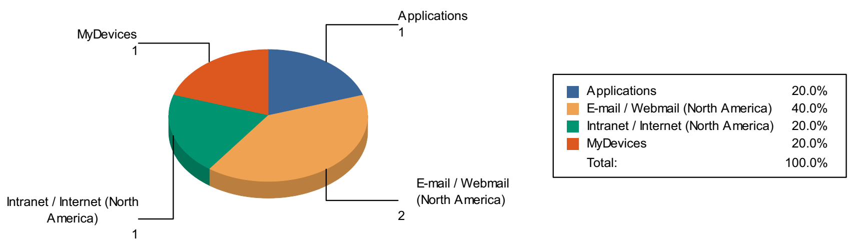
First Time Fixed Interactions

03/01/2008 to 10/20/2009

First-Time-Fixed Interactions by Service



State: First-Time-Fixed		41.67%		Count:5
Applications		**20.00%**		**Count:1**
Interaction ID	**Title**	**Open Time**	**Close Time**	**Closed By**
SD10004	VPN connects to wrong network	09/03/2008 03:01:00	09/03/2008 03:01:00	Jurr.Fleijs
E-mail / Webmail (North America)		**40.00%**		**Count:2**
Interaction ID	**Title**	**Open Time**	**Close Time**	**Closed By**
SD10012	Can't login to Outlook Web Access	09/06/2007 02:41:00	10/20/2009 02:04:54	falcon
SD10061	Cannot send e-mail. Is my size limit reached?	10/16/2007 06:01:00	10/19/2009 23:55:22	falcon
Intranet / Internet (North America)		**20.00%**		**Count:1**
Interaction ID	**Title**	**Open Time**	**Close Time**	**Closed By**
SD10220	Is the internet connection down?	02/13/2008 04:03:00	10/20/2009 02:06:03	falcon
MyDevices		**20.00%**		**Count:1**
Interaction ID	**Title**	**Open Time**	**Close Time**	**Closed By**
SD10022	Critical CPU temp. BIOS error message	09/06/2007 09:17:00	10/20/2009 01:59:44	falcon

10/20/2009

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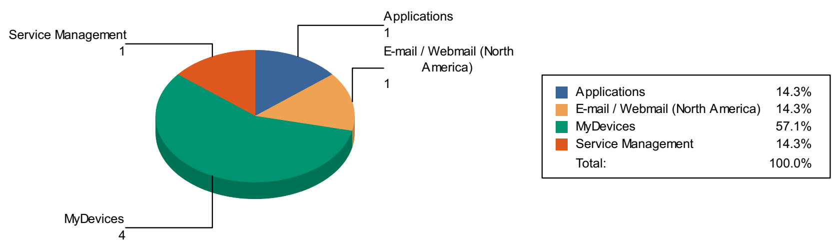
First Time Fixed Interactions

03/01/2008 to 10/20/2009

Non-First-Time-Fixed Interactions by Service



State: Non-First-Time-Fixed		58.33%		Count:7
Applications		**14.29%**		**Count:1**
Interaction ID	**Title**	**Open Time**	**Close Time**	**Closed By**
SD10315	Data is missing in report	03/09/2008 12:17:00	03/09/2008 14:01:00	Sandra.Jans
E-mail / Webmail (North America)		**14.29%**		**Count:1**
Interaction ID	**Title**	**Open Time**	**Close Time**	**Closed By**
SD10184	My new mails are not coming in	01/13/2008 01:13:00	10/20/2009 02:02:51	falcon
MyDevices		**57.14%**		**Count:4**
Interaction ID	**Title**	**Open Time**	**Close Time**	**Closed By**
SD10003	Not enough memory	09/02/2007 09:49:00	10/19/2009 23:51:14	falcon
SD10303	No connection to the internet with my PDA	03/02/2008 22:44:00	03/02/2008 22:44:00	Jaco.Staple
SD10307	Laptop screen resolution too low	03/04/2008 03:15:00	03/04/2008 03:15:00	New.Jelle
SD10309	Incorrect resolution on Laptop	03/05/2008 23:07:00	03/05/2008 23:07:00	New.Jelle
Service Management		**14.29%**		**Count:1**
Interaction ID	**Title**	**Open Time**	**Close Time**	**Closed By**
SD10314	Missing data in report	03/09/2008 09:16:00	03/09/2008 11:34:00	Sandra.Jans

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Service Level Management Reports

SLM: Response SLO Metrics

SLM: Response SLO Metrics

July 2009

This report gives the user the ability to review the target response metrics for the ten lowest performing Service Level Agreements (SLAs) in the specified month.

Target Response by SLA

Bottom 10

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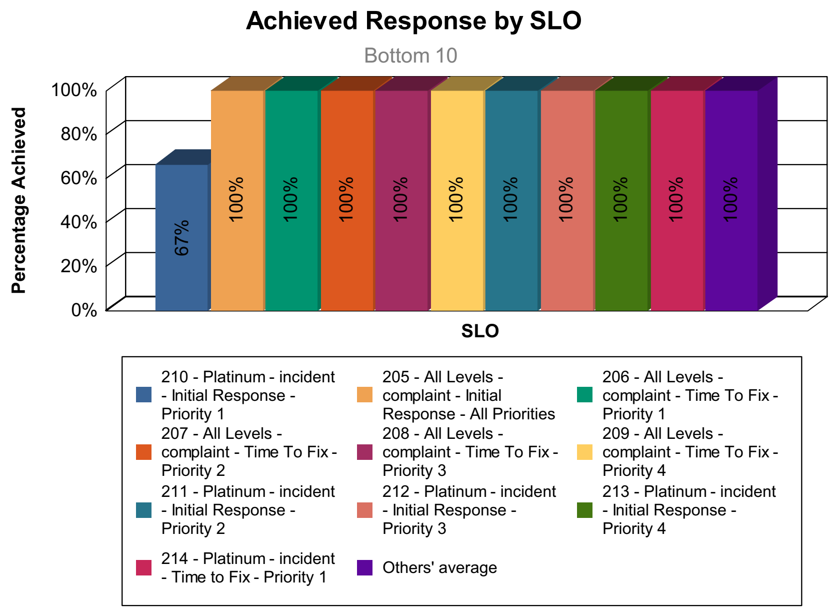
SLM: Response SLO Metrics

July 2009

SLA: 172 - Platinum Service
Type: service
Customer: advantage



SLO ID	SLO Name	Total Affected Records	Total Breaches	Percentage Achieved
210	Platinum - incident - Initial Response - Priority 1	3	1	67%
205	All Levels - complaint - Initial Response - All Priorities	0	0	100%
206	All Levels - complaint - Time To Fix - Priority 1	0	0	100%
207	All Levels - complaint - Time To Fix - Priority 2	0	0	100%

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SLM: Response SLO Metrics

July 2009

SLA: 172 - Platinum Service

Type: service

Customer: advantage

SLO ID	SLO Name	Total Affected Records	Total Breaches	Percentage Achieved
208	All Levels - complaint - Time To Fix - Priority 3	0	0	100%
209	All Levels - complaint - Time To Fix - Priority 4	0	0	100%
211	Platinum - incident - Initial Response - Priority 2	0	0	100%
212	Platinum - incident - Initial Response - Priority 3	0	0	100%
213	Platinum - incident - Initial Response - Priority 4	0	0	100%
214	Platinum - incident - Time to Fix - Priority 1	3	0	100%
215	Platinum - incident - Time to Fix - Priority 2	0	0	100%
216	Platinum - incident - Time to Fix - Priority 3	0	0	100%
217	Platinum - incident - Time to Fix - Priority 4	0	0	100%
250	KPI Availability - Critical	0	0	100%
251	KPI Availability - Major	0	0	100%
252	KPI Availability - Minor	0	0	100%
253	KPI Availability - Warning	0	0	100%
254	KPI Performance - Critical	0	0	100%
255	KPI Performance - Major	0	0	100%
256	KPI Performance - Minor	0	0	100%
257	KPI Performance - Warning	0	0	100%

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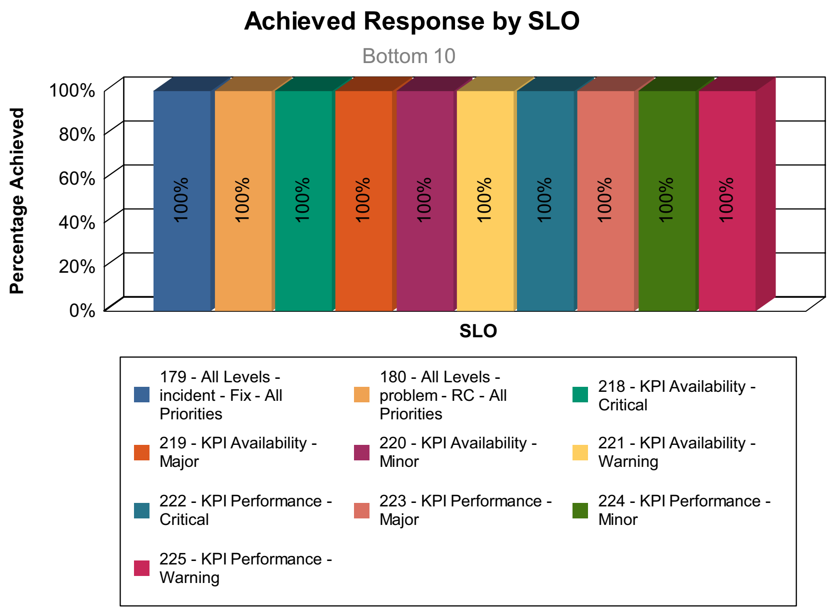
SLM: Response SLO Metrics

July 2009

SLA: 168 - Base Monitoring SLA for IT services
Type: customer
Customer: advantage



SLO ID	SLO Name	Total Affected Records	Total Breaches	Percentage Achieved
179	All Levels - incident - Fix - All Priorities	0	0	100%
180	All Levels - problem - RC - All Priorities	0	0	100%
218	KPI Availability - Critical	0	0	100%
219	KPI Availability - Major	0	0	100%
220	KPI Availability - Minor	0	0	100%
221	KPI Availability - Warning	0	0	100%

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SLM: Summary

SLM: Summary

July 2009

This report gives the user the ability to review the target response and availability metrics for a single Service Level Agreement (SLA) within a given month.

SLA: 173 - VIP Service
Type: customer
Customer: advantage

SLO Type: response

SLO ID	SLO Name	Total Affected Records	Total Breaches	Percentage Achieved
259	Servirity 1 response(Incident)	0	0	100%
260	Severity 1 Interaction	3	1	67%
261	Test	0	0	100%

SLA: 173 - VIP Service
Type: customer
Customer: advantage

SLO Type: availability-duration

SLO ID	SLO Name	Total Outages	Total Breaches	Percentage Achieved	Configuration Item
227	SLO (adv-nam-cell-101) - adv-nam-cell-101	1	1	25.0%	adv-nam-cell-101

SLO Type: availability-uptime

SLO ID	SLO Name	Total Outages	Actual Availability	Percentage Achieved	Configuration Item
225	SLO (Adv-afr-copier-fin) - adv-afr-copier-fin	1	13 00:19:55	42.0%	adv-afr-copier-fin
226	SLO (adv-afr-switch) - adv-afr-switch	1	13 00:21:45	42.0%	adv-afr-switch
228	Test - adv-afr-desk-101	1	26 09:01:00	85.1%	adv-afr-desk-101
229	Computer - adv-afr-desk-102	1	26 09:12:37	85.1%	adv-afr-desk-102

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SLM: Availability-Duration Metrics

SLM: Availability-Duration Metrics

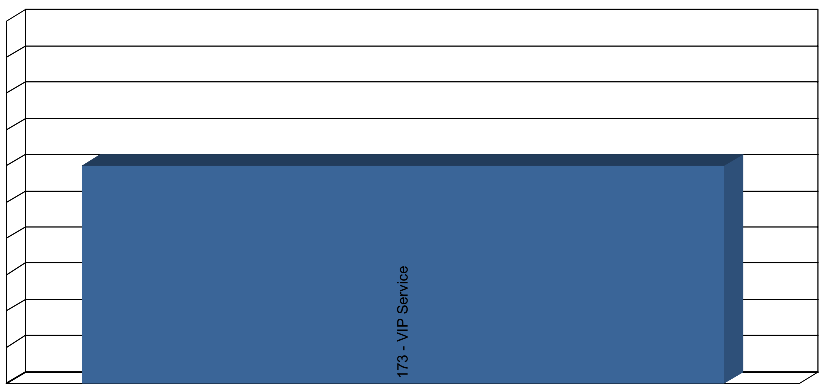
August 2009

This report gives the user the ability to review the availability-duration metrics for the ten lowest performing Service Level Objectives (SLOs) per Service Level Agreement (SLA) in the specified month.

Target Availability-Duration

by SLA

Bottom 10



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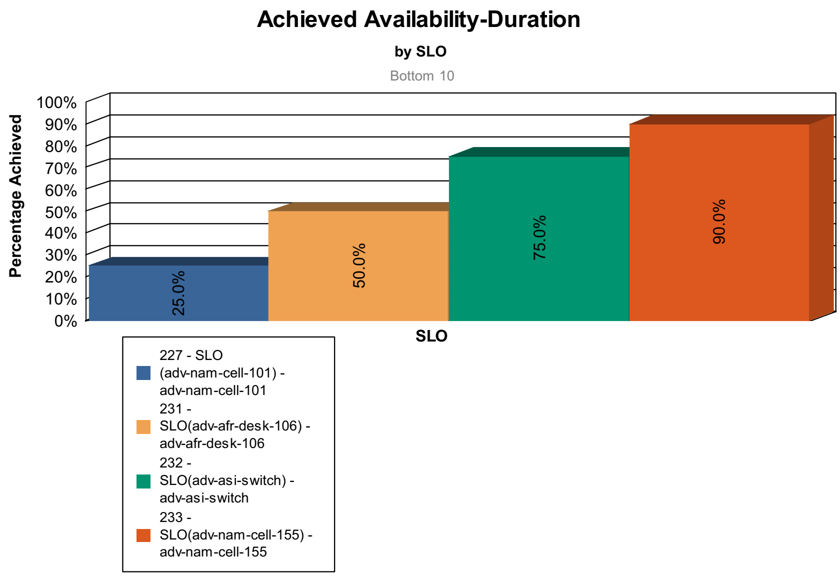
SLM: Availability-Duration Metrics

August 2009

SLA: 173 - VIP Service

Type: customer

Customer: advantage



SLO ID	SLO Name	Total Outages	Total Breaches	Percentage Achieved	Configuration Item
227	SLO (adv-nam-cell-101) - adv-nam-cell-101	1	1	25.0%	adv-nam-cell-101
231	SLO(adv-afr-desk-106) - adv-afr-desk-106	1	1	50.0%	adv-afr-desk-106
232	SLO(adv-asi-switch) - adv-asi-switch	1	0	75.0%	adv-asi-switch
233	SLO(adv-nam-cell-155) - adv-nam-cell-155	1	0	90.0%	adv-nam-cell-155

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SLM: Availability-Uptime Metrics

SLM: Availability-Uptime Metrics

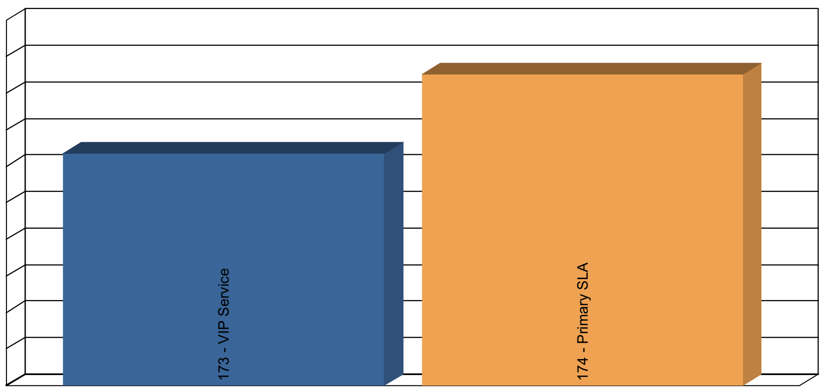
July 2009

This report gives the user the ability to review the availability-uptime metrics for the ten lowest performing Service Level Objectives (SLOs) per Service Level Agreement (SLA) in the specified month.

Target Availability-Uptime

by SLA

Bottom 10



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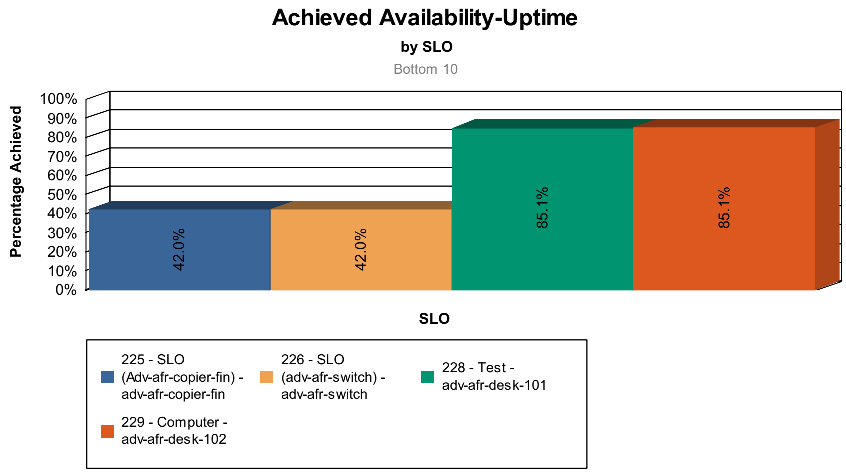
SLM: Availability-Uptime Metrics

July 2009

SLA: 173 - VIP Service

Type: customer

Customer: advantage



SLO ID	SLO Name	Total Outages	Actual Availability	Percentage Achieved	Configuration Item
225	SLO (Adv-afr-copier-fin) - adv-afr-copier-fin	1	13 00:19:55	42.0%	adv-afr-copier-fin
226	SLO (adv-afr-switch) - adv-afr-switch	1	13 00:21:45	42.0%	adv-afr-switch
228	Test - adv-afr-desk-101	1	26 09:01:00	85.1%	adv-afr-desk-101
229	Computer - adv-afr-desk-102	1	26 09:12:37	85.1%	adv-afr-desk-102

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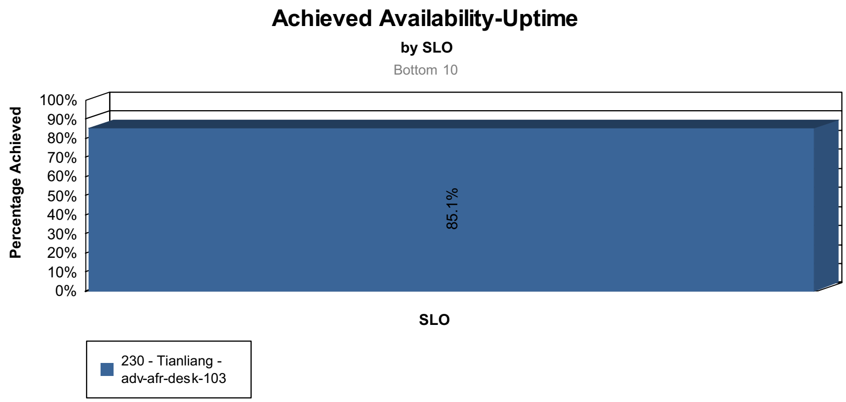
SLM: Availability-Uptime Metrics

July 2009

SLA: 174 - Primary SLA
Type: customer
Customer: advantage



SLO ID	SLO Name	Total Outages	Actual Availability	Percentage Achieved	Configuration Item
230	Tianliang - adv-afr-desk-103	1	26 09:19:19	85.1%	adv-afr-desk-103

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