

## User Guide

Focused Insights for SAP Solution Manager  
Document Version: 1.3 – 2019-02-21

PUBLIC

# Service Level Report Dashboard 7.2

ST-OST 200 SP03

## Typographic Conventions

Type Style	Description
<i>Example</i>	Words or characters quoted from the screen. These include field names, screen titles, pushbuttons labels, menu names, menu paths, and menu options. Textual cross-references to other documents.
<b>Example</b>	Emphasized words or expressions.
EXAMPLE	Technical names of system objects. These include report names, program names, transaction codes, table names, and key concepts of a programming language when they are surrounded by body text, for example, SELECT and INCLUDE.
Example	Output on the screen. This includes file and directory names and their paths, messages, names of variables and parameters, source text, and names of installation, upgrade and database tools.
<b>Example</b>	Exact user entry. These are words or characters that you enter in the system exactly as they appear in the documentation.
<Example>	Variable user entry. Angle brackets indicate that you replace these words and characters with appropriate entries to make entries in the system.
EXAMPLE	Keys on the keyboard, for example, <b>F2</b> or <b>ENTER</b> .

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## Document History

Version	Date	Change
1.0	2016-11-28	Initial version
1.1	2017-07-31	Support Package 1 (SP01)
1.2	2018-07-11	Support Package 2 (SP02). Minor changes
1.3	2019-02-21	Support Package 3 (SP03). Minor changes

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# 1 Introduction

In SAP hybrid environment, such software as-a-service as well as Private Cloud offerings, service level reports are essential to monitor and control SAP solutions that are virtualized across multiple services and cloud infrastructure.

A service level report defines realistic, quantifiable service-level objectives, and track their performances in real time to measure and monitor application service levels against business objectives.

This document which could be updated depending on the new functionalities shows you how to configure and to use the Service Level Report Dashboard.

## 1.1 What is the Service Level Report Dashboard?

The Service Level Report capabilities of Focused Insights for service level agreement (SLR) tracking and reporting are unique in the industry of SAP Solutions Management.

By combining automation, flexibility and completeness, Focused Insights provides a centralized management console to design, build and monitor service agreements for SAP Solutions.

The main goal of the SLR Dashboards is to enable SAP Services to measure and to report the value of SAP IT provides to the business. It could also align IT organization with business priorities and expectations.

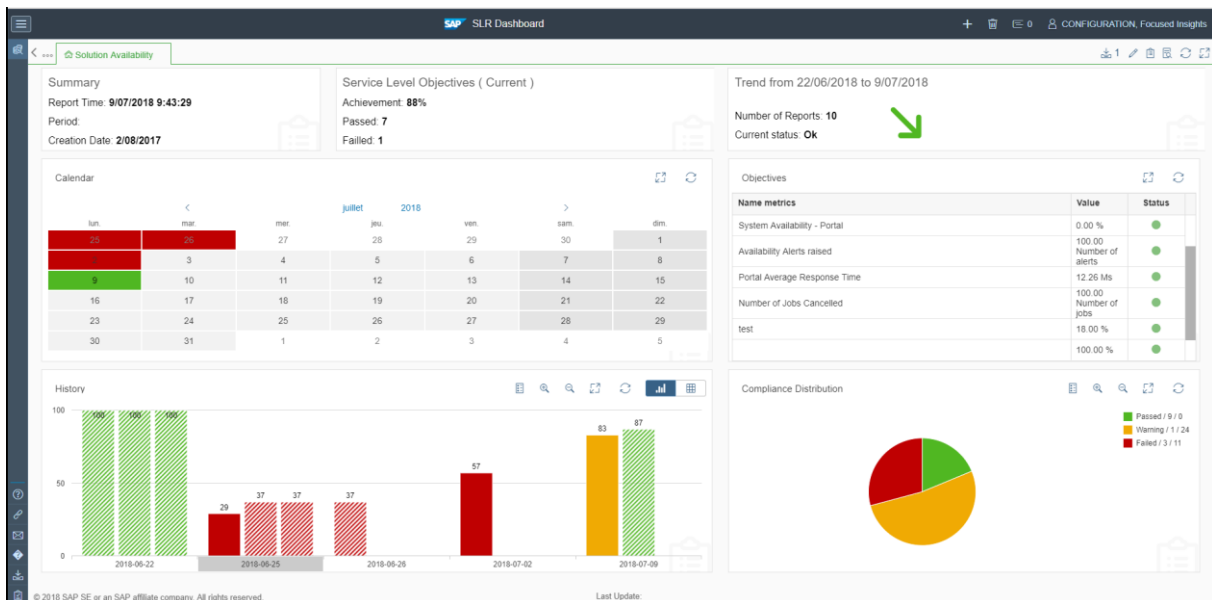


Figure 1: UI view

## 1.2 Data providers of the Dashboard

This table shows you all the available data providers in the SLR Dashboards.

Data Provider Name
/STDF/DP_BPA
/STDF/DP_BPA_KPI
/STDF/DP_BPO
/STDF/DP_CALCULATION
/STDF/DP_CCM
/STDF/DP_CRM
/STDF/DP_DCM
/STDF/DP_DF
/STDF/DP_DF_KPI
/STDF/DP_DF_TAC
/STDF/DP_DVM
/STDF/DP_EEM
/STDF/DP_EEM_BI
/STDF/DP_EWA
/STDF/DP_FRUN
/STDF/DP_ICM
/STDF/DP_ITSM
/STDF/DP_MAI_ALERTING
/STDF/DP_SOLDLOC
/STDF/DP_SYSMON

## 2 Dashboard configuration

### 2.1 User Role of SLR Dashboard

The Service Level Report Dashboard has two kinds of user role: admin user or display user. Different user role has different operations on the dashboards.

#### 2.1.1 Admin User

The admin user is the most powerful user of the SLR Dashboard.

Firstly, it has authorization of all the instances, which means that the user could add "configId=All" at the end of the URL to show all the accessible instances. On the other hand, if the user is not admin, an error message will be displayed, which tells the user that it has no rights to do it.

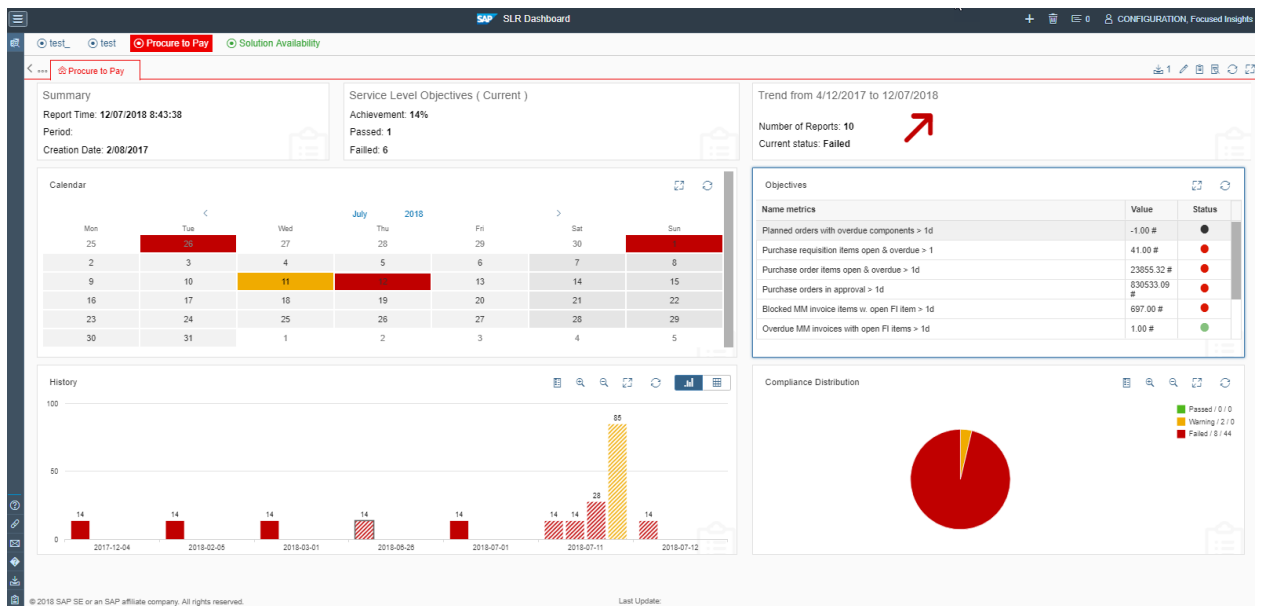


Figure 2: "ConfigId=All" accessible

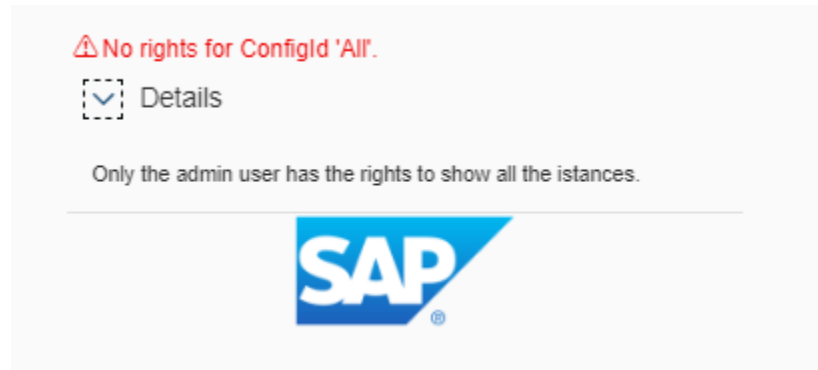


Figure 3: "ConfigId=All" inaccessible

Secondly, the admin user could manage the instances and the metrics. (Addition, Deletion and Modification)

Instance Management:

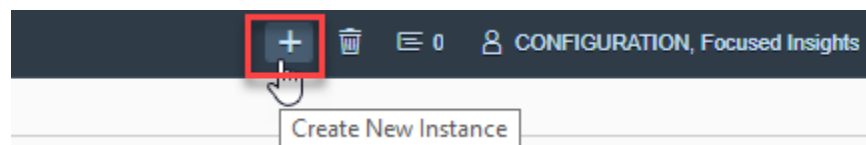


Figure 4: Instance Management- Create

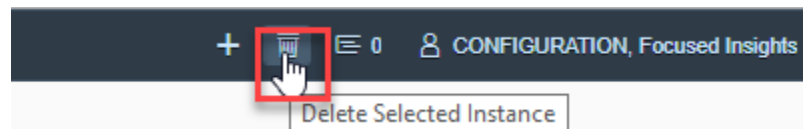


Figure 5: Instance Management- Delete

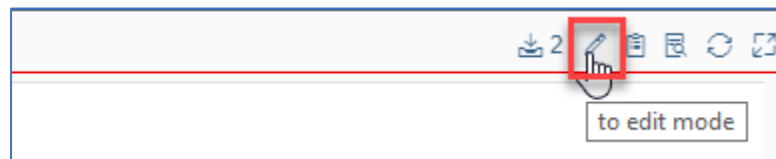


Figure 6: Instance Management- Edit

Metric Management:

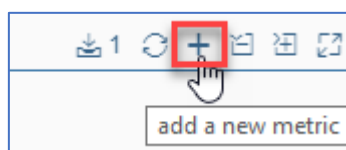


Figure 7: Metric Management - Add new metric



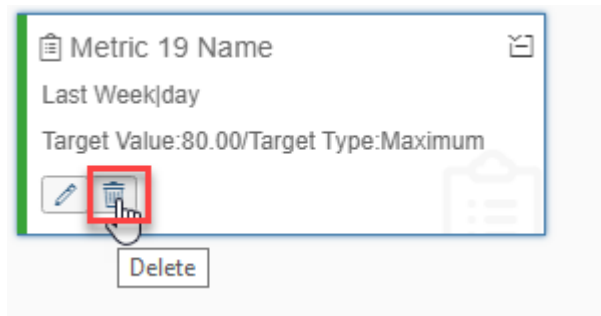


Figure 8 : Metric Management - Delete metric

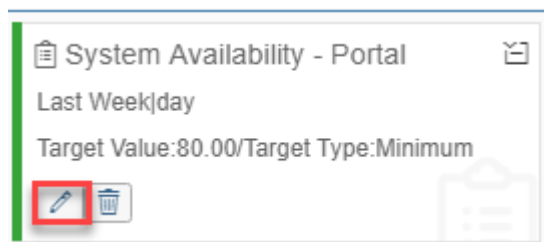


Figure 9: Metric Management - Edit metric

Thirdly, the admin user could make an instance switches between edit mode and display mode.

Fourthly, the admin user could create a manual report or delete a useless report.

Last, the admin user could modify the measurement value of the last saved report.

## 2.1.2 Display User

As a general user, it could only access to the authorized instances by adding the id of the instances as a parameter at the end of the URL. If multiple instances have been inputted, the comma is used to separate them. If the general user tries to access to an instance that it has no authorization, it will receive an error message.

The display user could not manage the instances, the metrics or the reports. And all the action tools or buttons are hidden. The only action that it could do is to correct any unwanted deviation produced during the automatic data collection, which is the same action as the last action of the admin user.

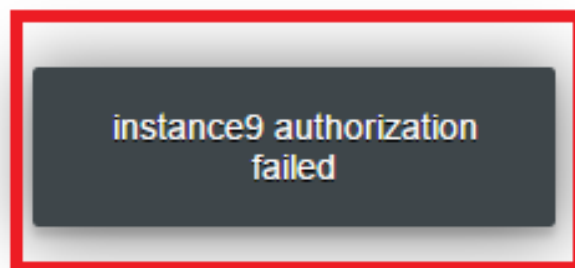


Figure 10: No authorization for the specified Instance

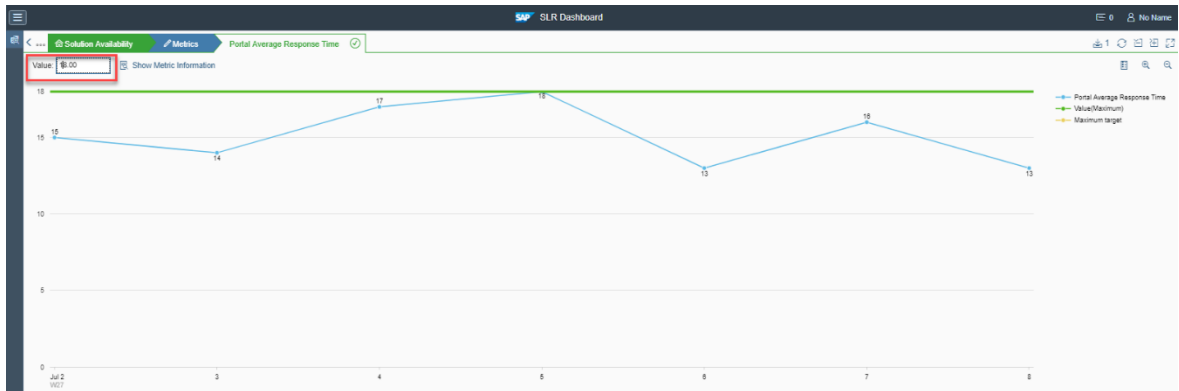


Figure 11: Correct the value of the automatic data collection

## 2.2 Mode of SLR Dashboard

The SLR Dashboard provides two kinds of mode which are Edit Mode and Display Mode for each instance. It means that the mode of each instance is independent. The user could have different operations in these modes. The mode could only be changed manually which means that the refreshing of the page is useless.

### 2.2.1 Edit Mode

The new created instance is in the display mode. So, we need to click on the edit button to enter the edit mode.

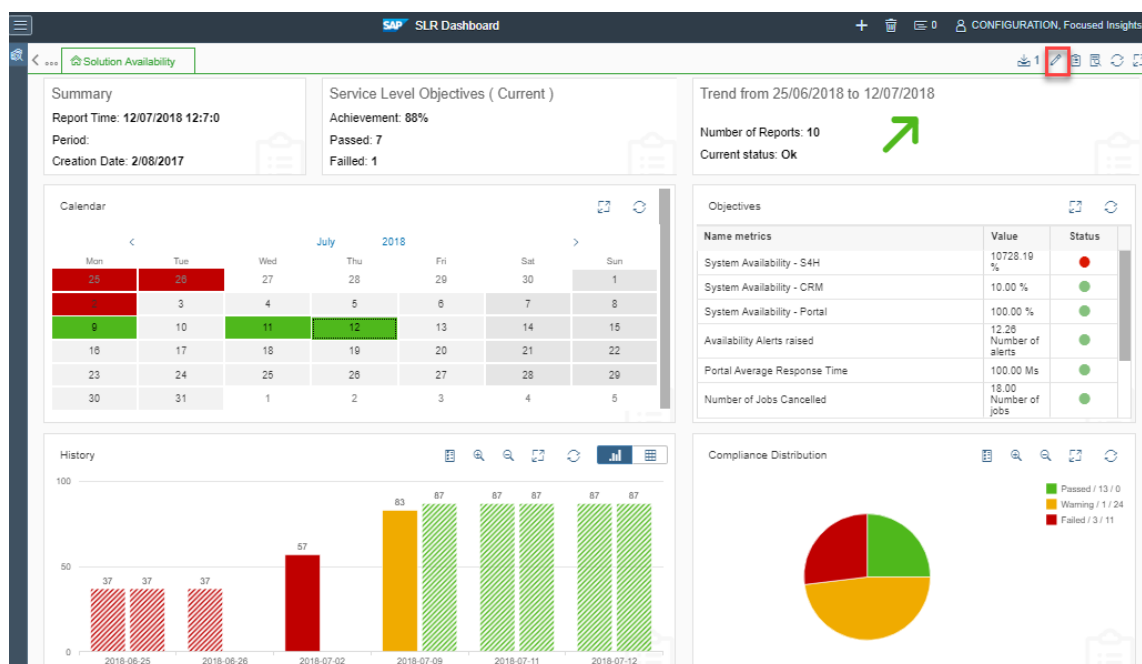


Figure 12: Edit button and display mode main view

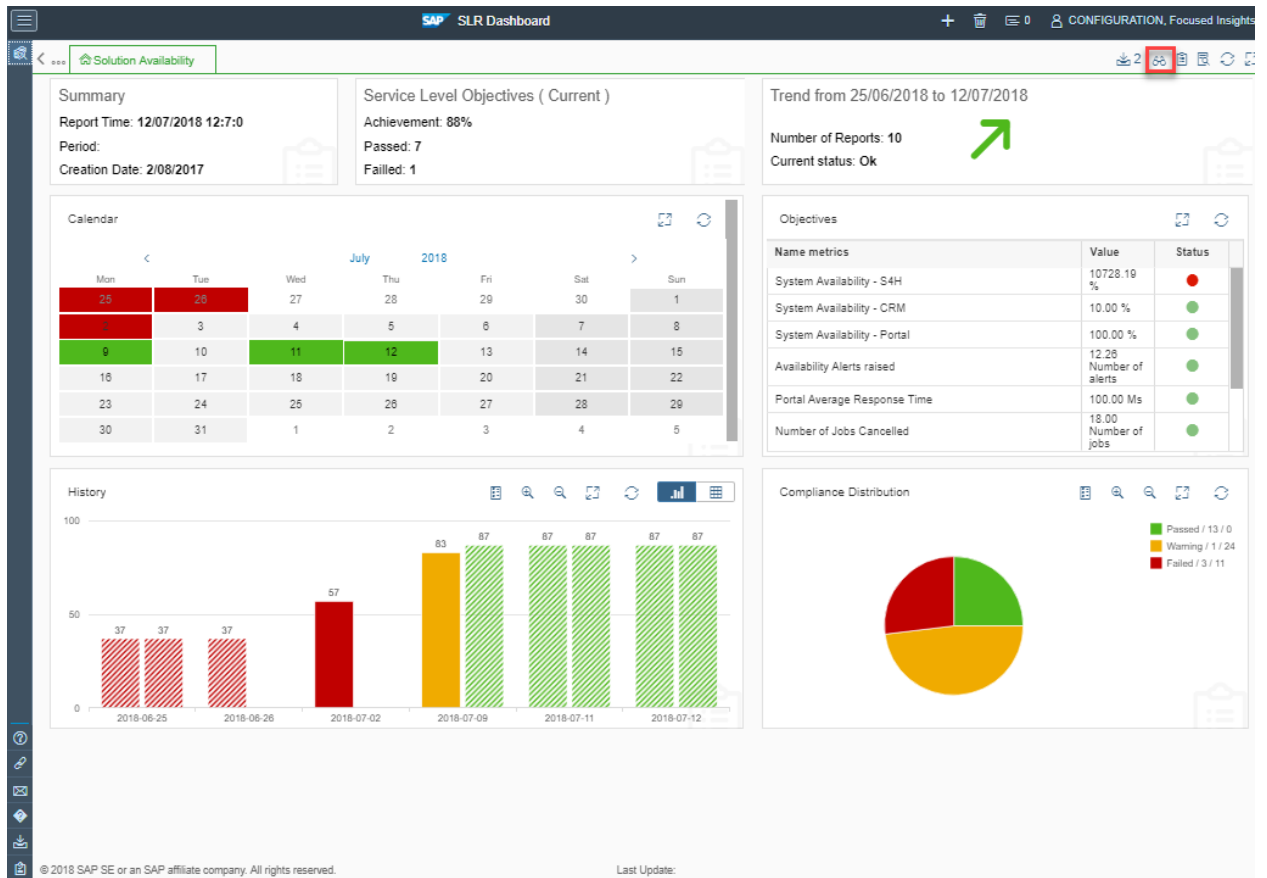


Figure 13: Finish button and edit mode main view

After you click the edit button, the instance starts to update all its metrics on background. After the update finished, you could access to the metric view by clicking on 'Go To Metrics' button.

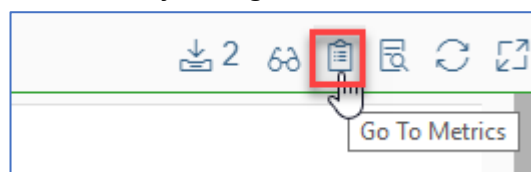


Figure 14: Navigate to metrics view

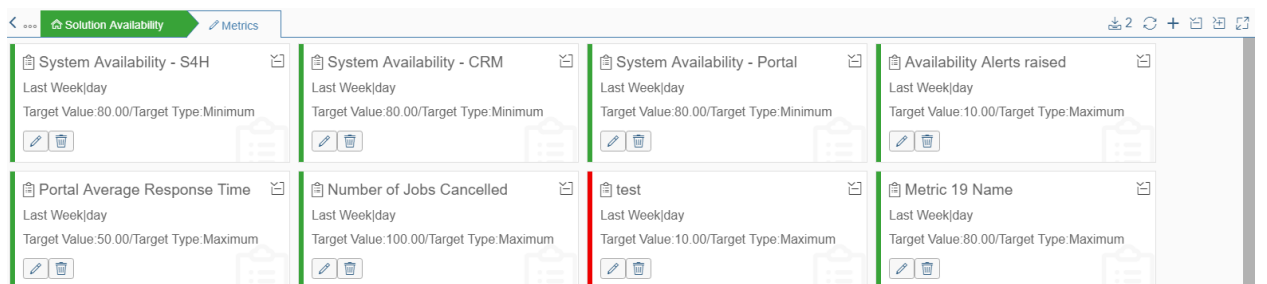


Figure 15: Metrics view and Edit mode

When you click on the metric tile, you could see the chart of the data on real-time. You could modify the value by drag the value line or change it directly in the input field, but you could not save your modification in the edit mode.

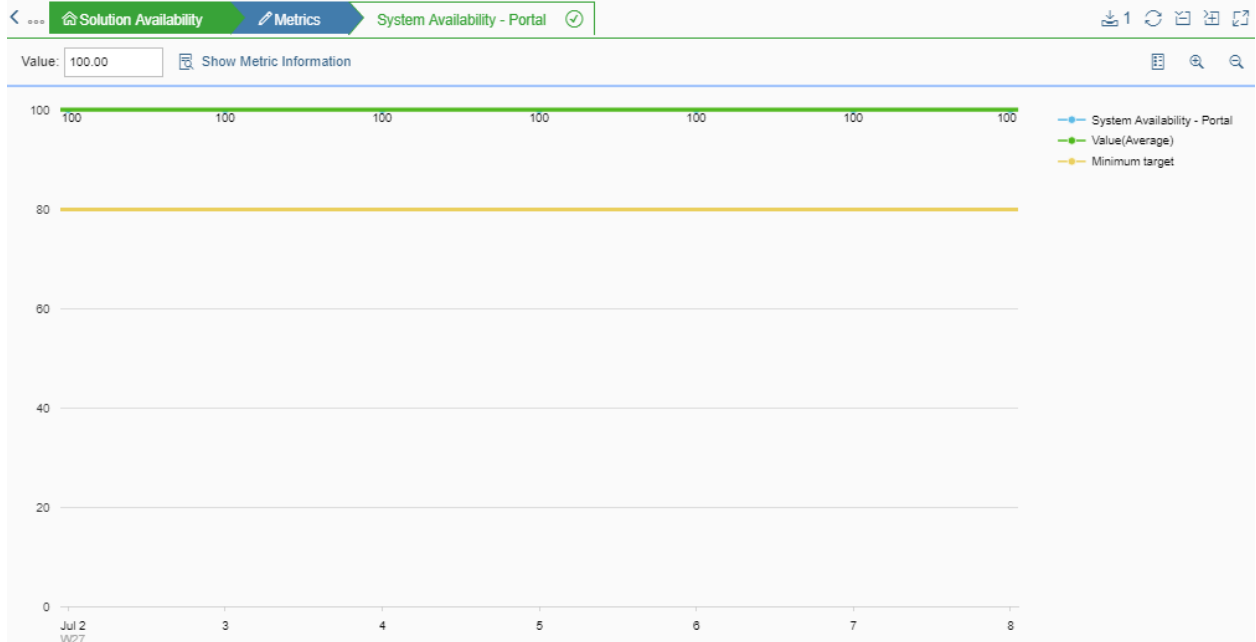


Figure 16: Data Metric on real-time

## 2.2.2 Display Mode

After all changes have been done, the user could click on the “finish and create a report” button to create a new report and to switch back to the display mode.

In the display mode, the user cannot manage the metrics anymore, and all the data of each metric are not on real-time. They are saved in our database which permits the user to save the manual correction if needs. The icon of the navigation bar of “Metrics” switch to a pair of glasses.

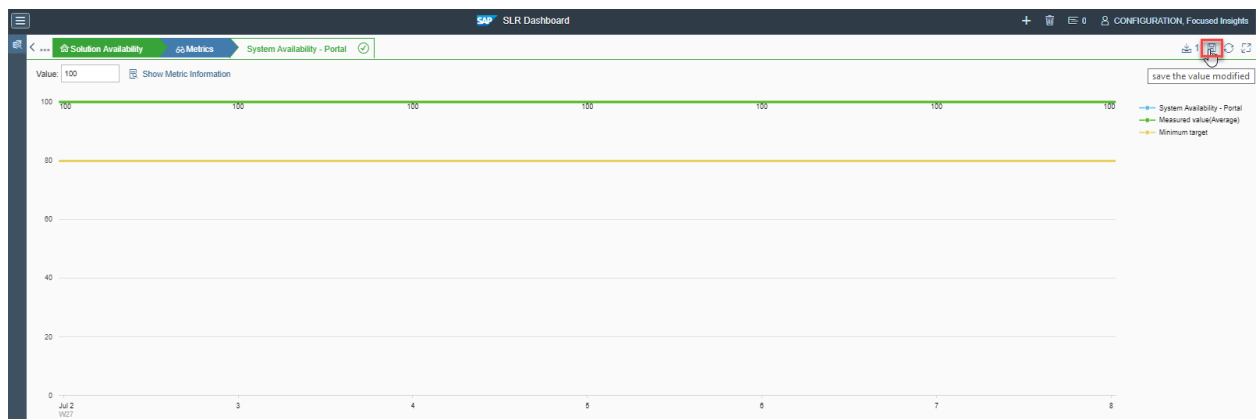


Figure 17: Display mode - metric data chart

## 2.3 Dashboard structure

In SLR Dashboard, there are five keywords which are important, instance, metric, report, measurement and group. Each one corresponding to a table in the database. Their relation is in the following figure.

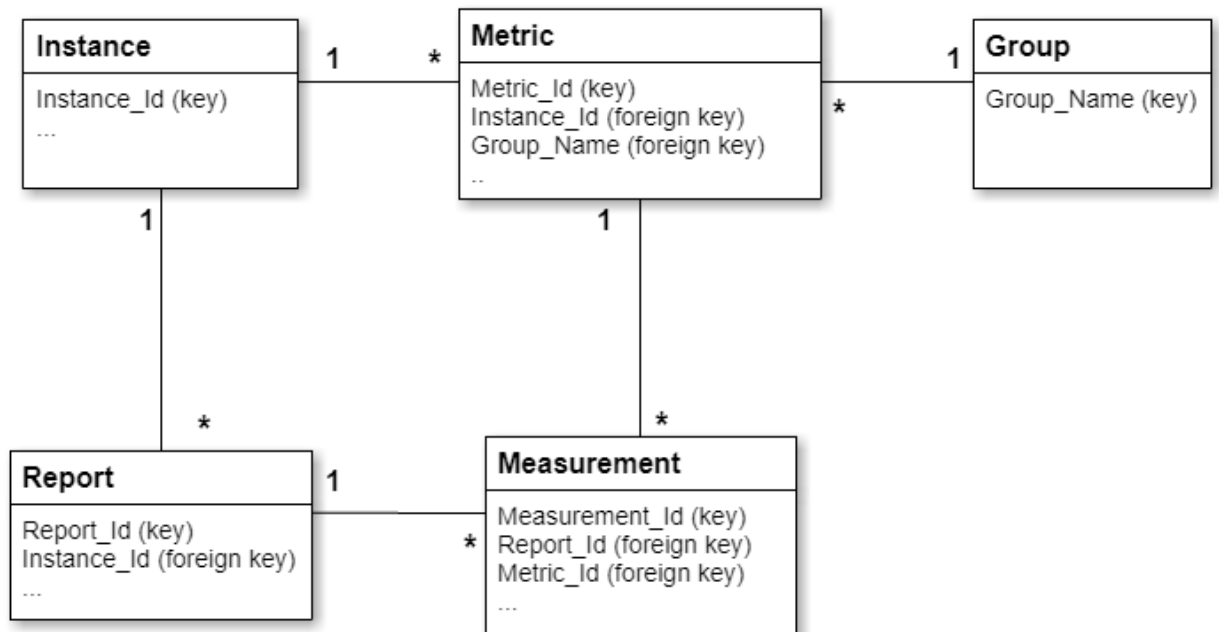


Figure 18: Dashboard structure

### 2.3.1 Instance

In the SLR Dashboard, all the operation is based on the instance. If the user wants to use the dashboard, the first thing is to create its own instance. In the creation level, the user should memorize the identifier which will be used to display the instance.

Create a New Instance

Id:

Instance title:

Manual change allowed: ☒

Color threshold:  0 100

Report's period: Last Month

Define schedule collection: ☐

☒ Create    Cancel

Figure 19: Dashboard structure

## 2.3.2 Metric

The user could also create multiple metrics on its own instance. Each metric should be configured using the following UI:

Configure

Title:

Data Provider: /STDF/DP\_BPA\_KPI

Renderer: COLUMN\_CHART

Add Query

Group: Purchase Requisition

Query: /STDF/DP\_BPA\_KPI: Solutions=2W(J)Iv7(MIyMIWfLWf0)Branches=OPERATIONS|MonitoringID=000000136100100|System=S4H|Client=804|KeyFigures=KF

Time Range: Last Month|dayX

Target Type: Maximum

Type: Maximum

Target: 40.00

Unit: #

☒ Apply Changes    Cancel

Figure 20: Metric configuration

## 2.3.3 Report

If the instance has at least one metric, the user could create a report of this instance which is exactly a snapshot of the instance at certain time.

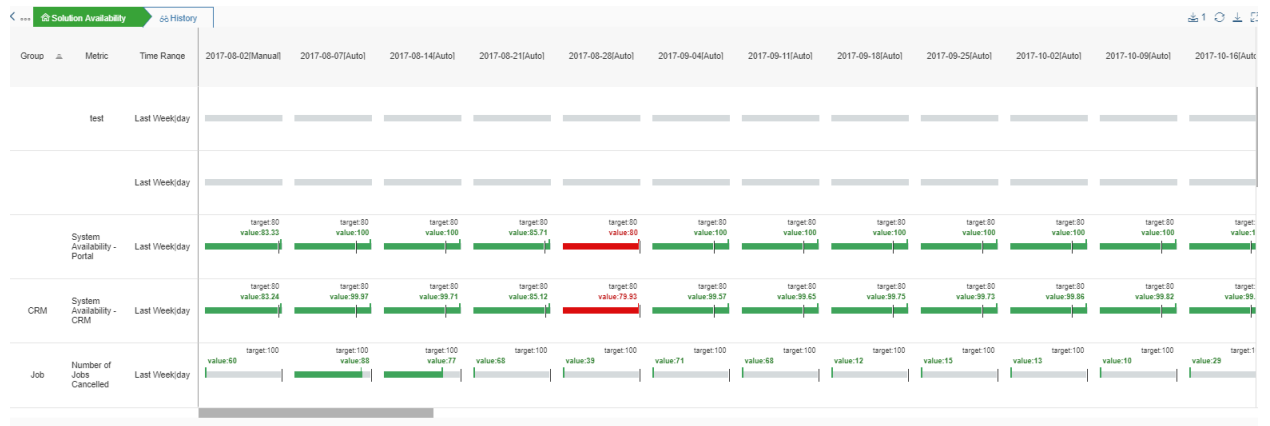


Figure 21: Instance Report

## 2.3.4 Measurement

The measurements compose the report. Each measurement is a snapshot of one metric, which contains all the information, such as the value, the data points, etc. of that metric at the report creation time.

The measurement allows the user to modify its value and create a comment to the report if necessary.

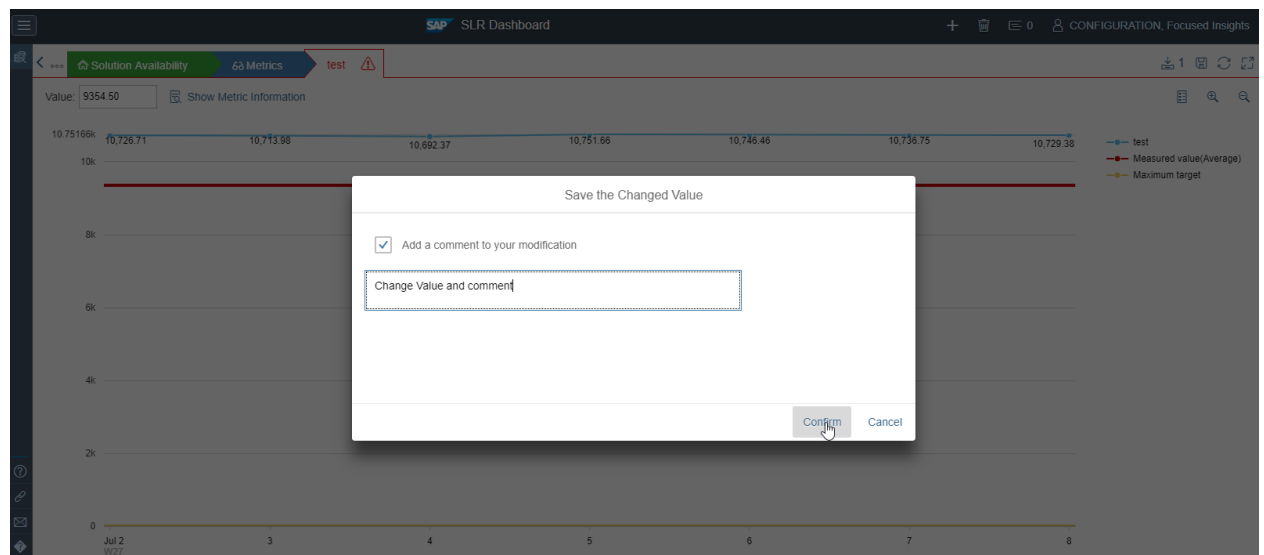


Figure 22: Modify the value and add a comment

## 2.3.5 Group

The group is a keyword of the metric; the user could group the metrics by group.

The user could also create their own group which is shared between instances.

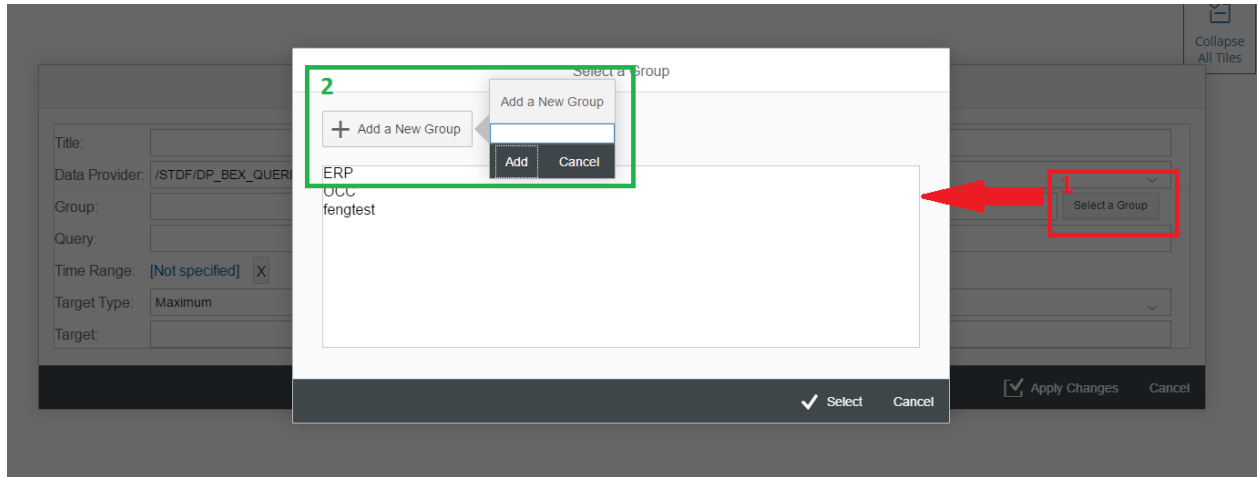


Figure 23: Add and select group

## 2.4 UI structure

### 2.4.1 Main View

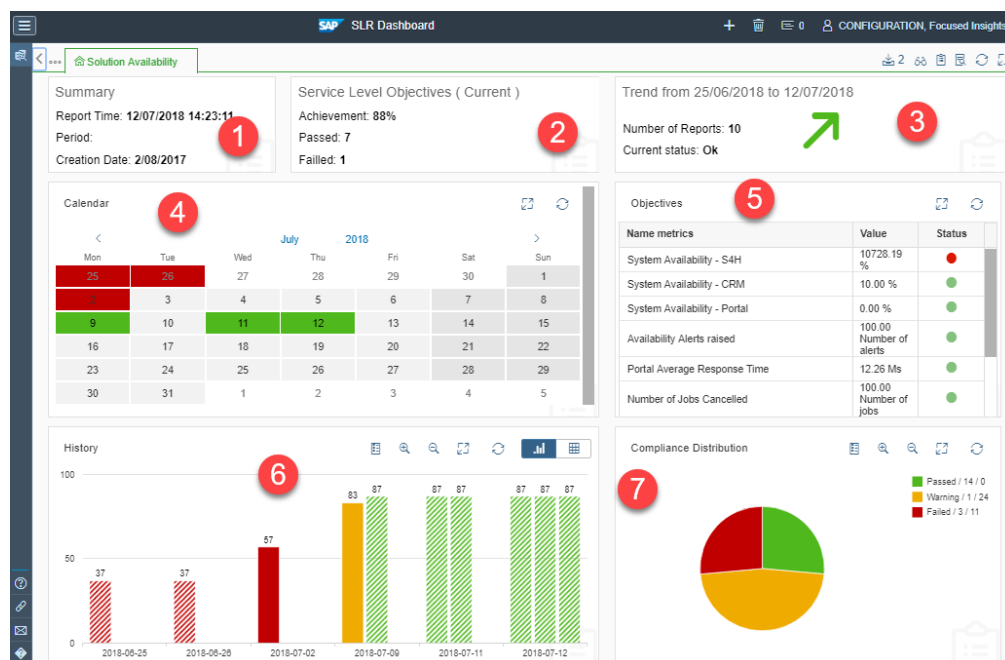


Figure 24: Main View



The main view of the SLR Dashboard is divided on 7 sections:

Section 1: Summary: It contains information about the period and the creation date of the first and the last reports.

Section 2: Service Level Objectives: It shows a status overview of the configured metrics for the selected instance.

Section 3: Trend : It shows the status of SLR instance based on the number of retrieved reports.

Section 4: A calendar. It gives a global view of all the reports by month day. If there are multiple reports of one day, the color is the latest report of that day. If you click on one date, a popup menu which shows all the reports and their comments of that day would be displayed. It contains also the button to delete the selected report.

Section 5: Objectives: It shows the list of metrics for the specified instance, their values and their status.

Section 6: History section: It is a bar chart which shows the latest ten reports of the selected instance. You could refresh the chart by click the refresh button after the modification has been made.

Section 7: Compliance Distribution is the statistic of all the reports of the instance.

## 2.4.2 History View

The click on the “Go To History” button allows the user to access to the reports history for root-cause analysis, trend analysis or early warning before SLAs are breached.

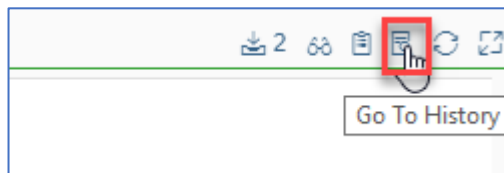


Figure 25: “Go to History” button

## 2.4.3 Metric Details View

The user should click on “Go To Metric” button shown in figure 14 to access to the metric view displayed in figure 15.

This view shows all the metrics of the current selected instance. The metrics in grey color means that there is no data. The metrics in green color means that the metric value reaches the goal of the target value. Otherwise, it is in red color.

The SLR dashboard could also display the details of each metric if the user clicks on the metric tile in the metric view. If the user wants to know other information about this metric, it could click on “Show Metric Information” button.

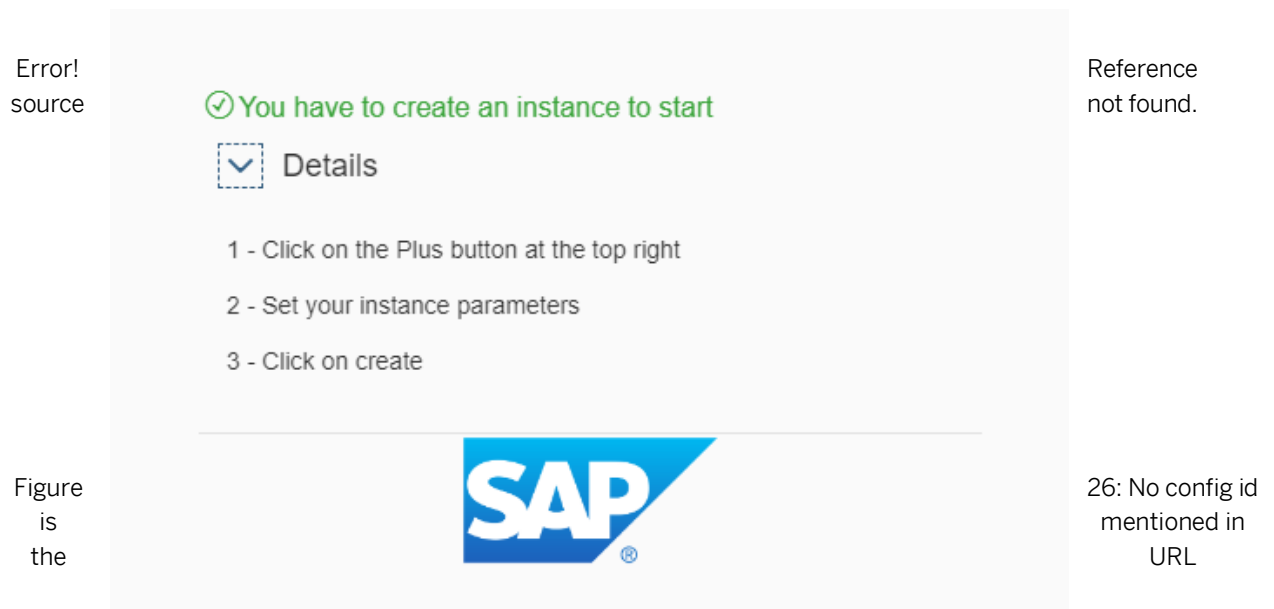
## 2.5 How to use the dashboard

This part shows you how to use the SLR Dashboard.

### 2.5.1 Open the application

#### 2.5.1.1 Landing

The landing page is the first view of the application. After you open the application with the correct link [https://<server>:<port>/sap/bc/ui5\\_ui5/stdf/slr\\_dash/index.html?](https://<server>:<port>/sap/bc/ui5_ui5/stdf/slr_dash/index.html?), the following message is displayed:



It tells you to create a new instance of SLR dashboard as no ID is provided within this URL.

If SLR instances are already created, you need to provide an available configId to access to the dashboard. And then, you could add two kinds of parameters at the end of the URL of your application.

- “&configId=X” or “&configId=X,Y” where X and Y are numbers which refer to the ID values for two instances of SLR Dashboards.
- “&configId=All” to see all the instances of SLR Dashboards. (Available only for the admin users)

If the specified configId does not exist, the error message shown figure 27 in Error! Reference source not found. will be displayed.

If the user has no authorization to the specified instance, the error message shown in figure 28 will be displayed.

But these two kinds of error would not block the application. You could still access to the dashboard with no content.

Error messages of landing

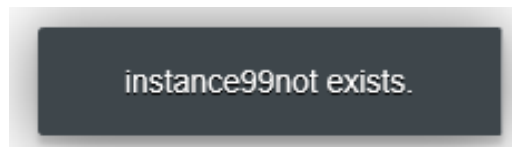


Figure 27: ConfigId not exist

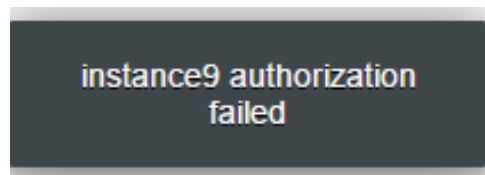


Figure 27: Authorization lack

For accessing this dashboard, the user can also start the new Dashboard Launchpad using this link:

[https:<server>:<port>/sap/bc/ui5\\_ui5/stdf/central/index.html](https:<server>:<port>/sap/bc/ui5_ui5/stdf/central/index.html)

From this page, all the configured instances are grouped per dashboard. For accessing the SLR instances, the user should click on "Service Level" tile.

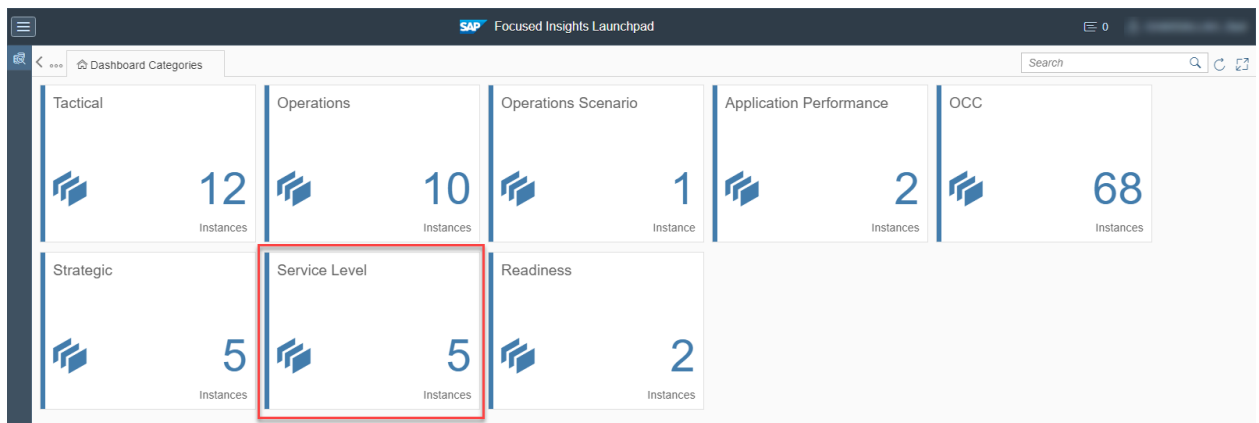


Figure 28: The category "Service Level" in the Dashboard Launchpad

Then, all the SLR instances are displayed.

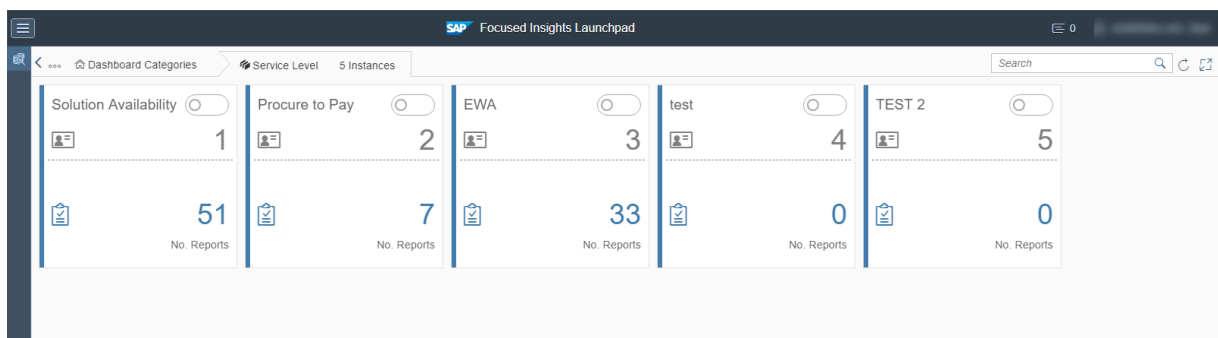


Figure 29: SLR Instances

One or several instances can be selected with the individual switches.

Once the selection is done, the dashboard containing one or multiple instances can be launched with the action "Go to dashboard".

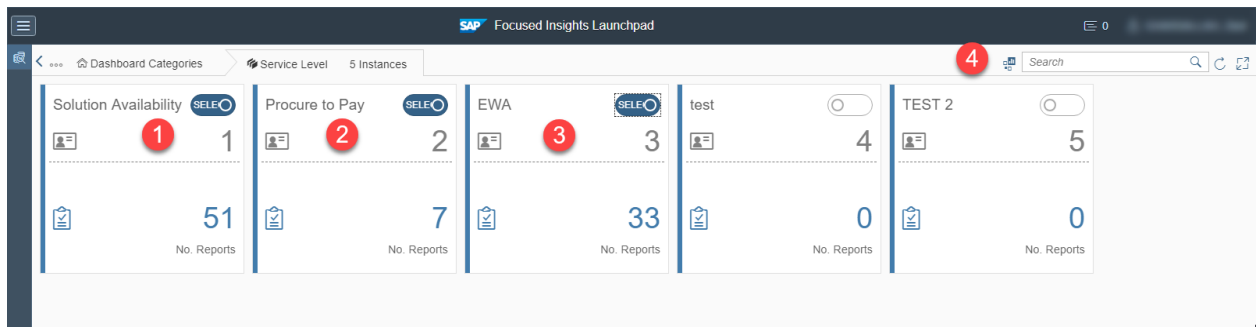


Figure 30: How to select and launch the dashboards

Note:

The classic version of the SLR dashboard is deprecated and replaced with a redirection page to the unified version.

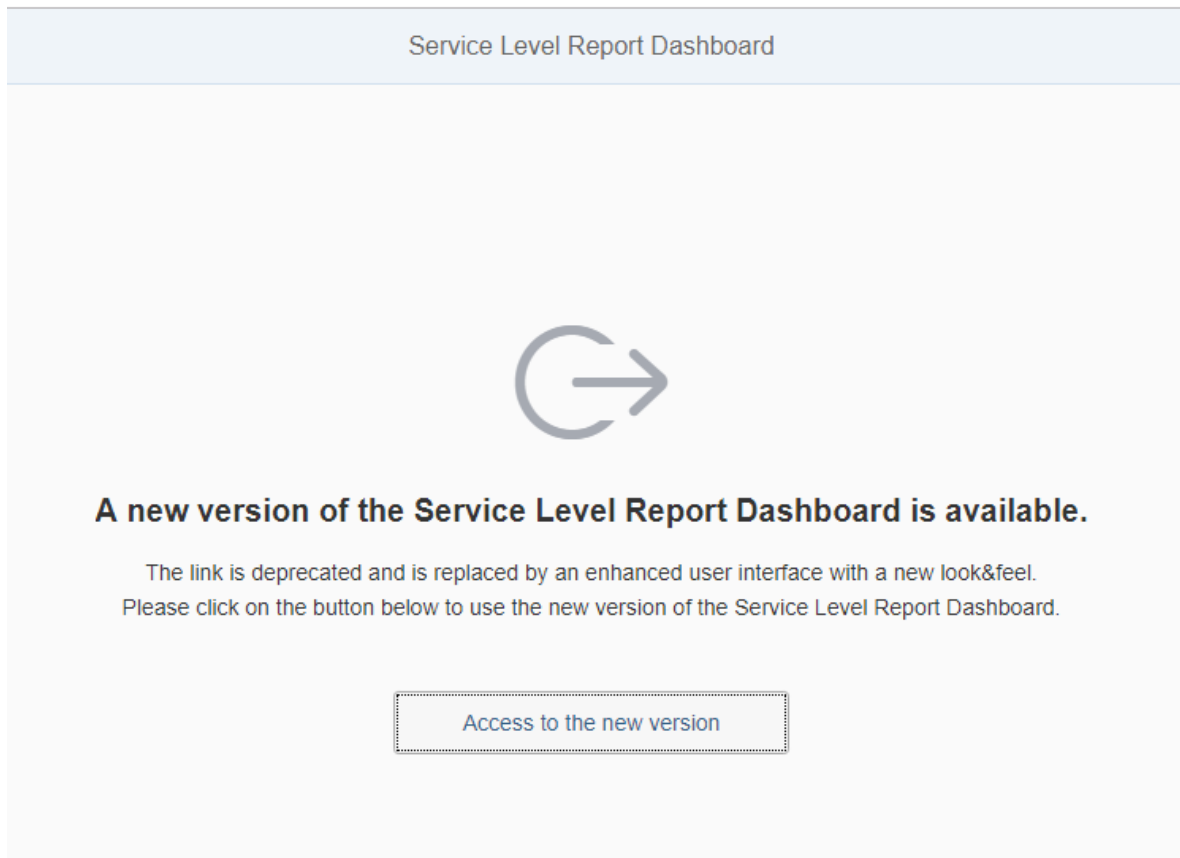


Figure 31: Redirection page

## 2.5.2 Instance Management

If the user is an authorized admin user, he could manage the instance:

### 2.5.2.1 Creation

After clicking on “Create New Instance” button in figure 4, you could see the dialog window in the figure 19.

- The title of the instance should not be empty.
- The switch of the “Manual change allowed” is used to define whether the manual correct for each measurement in the display mode is allowed.
- The “Color threshold” defines the interval of the red, orange and green color.
- If the user switches the “Define schedule collection” to true, it means that an automatically report will be generated with the correspondent time range. The user could also check from Monday to Sunday to define that in which day the generation is forbidden.

## 2.5.2.2 Modification

If there is something which needs to be modified. The user could first select the aimed instance, then go to the edit mode.

## 2.5.2.3 Deletion

The user could delete the instance by selecting it and clicking on “Delete Selected Instance” button shown in figure 5. Once the deletion is confirmed, all the related metrics and reports will be deleted also.

## 2.5.3 Metric Management

If the user is an authorized admin user and it is in the edit mode, it has rights to manage the metrics in each instance.

### 2.5.3.1 Creation

The following figure shows the input fields that the user uses to create or to modify the configuration of one metric.

Configure

Title: System Availability - S4H

Data Provider: /STDF/DP\_BEX\_QUERIES Renderer: LINE\_CHART

Queries

0HDB\_MP11-0HDB\_MP11\_Q0020  
0SM\_ATC-0SM\_GET\_CHECK\_VARIANT  
0DB8\_VP08-0DB8\_VP08\_Q0010  
0DB8\_VP08-0DB8\_VP08\_Q0021  
0SMD\_VCA2-STDFQD\_PERC\_EMERGENCY\_CHANGE  
0SM\_CCREP-0SM\_CCREP\_COBJECTS  
0SMD\_PIMP-STDFQD\_PL\_MISG\_H  
0SMD\_PIMP-STDFQD\_PL\_MISG\_M  
0TCT\_MC01-0TCT\_MC01\_Q0413  
0TCT\_MC02-0TCT\_MC02\_Q0200  
0TCT\_MC01-0TCT\_MC01\_Q0423

Queries	Filters	Selection
---------	---------	-----------

Add Query

Group: S4H Select a Group

Query: /STDF/DP\_SYSMON:SID=S4H|Instances=S4H-ABAP|Hosts=|Metric\_Names=|Method=|metric=Rated\_Availability\_SysPercent\_ABAP|Hours=|Weekdays=|Drill

Time Range: Last Week|day X

Target Type: Minimum Type: Average

Target: 80.00 Unit: %

Apply Changes Cancel

Figure 32: Input fields of metric creation/modification

- 
1. Title is the name of the metric but not its identifier, which means that the user could create multiple metrics with the same name.
  2. The data provider selection allows the user to select a metric from the list of SAP IT and business KPI provided by SAP Solution Manager or by an external system. (Ex: Number of defects, Number of Incidents, Longest Outage, MTTR, % Availability, downtime, outages, etc.)
  3. There are two available renderers in SLR Dashboard, which are "Line Chart" and "Column Chart". This field defines the chart type in the metric details view.
  4. The group is an optional field.
  5. The field of query could be automatically filled by click on "Add Query" button.
  6. To support real-time and historical reports, the indicator values are collected based on pre-defined period and granularity. The default time range is defined by the time range of the instance.
  7. The user could assign a target type to the target. Two target types are supported: **Maximum** and **Minimum**.
    - o **Maximum**: The metric value is compliant if the value is less than the target.
    - o **Minimum**: The metric value is compliant if the value is greater than the target.
  8. Depending on the period and the resolution of the metrics measurements, each indicator compliance is computed by one of the following rules:
    - o **Maximum**: maximum value of the measurements.
    - o **Minimum**: minimum value of the measurements.
    - o **Average**: mean value of the measurements.
    - o **Last**: last value of the measurements.
    - o **Accumulation**: sum of all measurement values.
  9. The user could assign a target to the metric.
  10. The unit is also an optional field. It defines the unit of the metric value.

### 2.5.3.2 Modification

Edit the attributes of one metric is achieved through the edit button of the metric tile in the metric view.

### 2.5.3.3 Deletion

Removing a metric from the instance or the report is triggered from the delete button of the metric tile in the metric view.

## 2.5.4 Report Management

The management of the report is also authorized for the admin users. It can manage two types of reports:


- **Real-Time Reports**: On demand reports can be created manually based on current data.
- **Automatic** creation of reports for daily, weekly or monthly execution is managed by an automatic job.

## 2.5.4.1 Creation

When the modification of the instance is finished, the user could save a new report to store the updated values of the metrics. Click on the “finish and create report” button in the main view and confirm the action, you will see a message which tells the user that its creation is successful or not.

## 2.5.4.2 Modification

The user has possibility to change saved reports to update SLA compliance. This change is not directly to the report, but to each measurement of the report.

1. Firstly, make sure that you are in the display mode which shows the statistic of the last saved report and allows you to modify it. (The icon  shows that the user is in display mode.)
2. Go to the metric details view of the metric that you want to change.
3. Correct the value by drag the value line or change the value directly in the input field.
4. Click on “Save the value modified” button and confirm the action to save the modified value. The addition of the comment is an option.

## 2.5.4.3 Deletion

The user could delete the report useless, but the last saved report could not be deleted.

Click one date in the calendar of the main view.

A popup menu is showed. The report is distinguished by its creation time, so the user could find the report that it wants to delete and click on “Delete” button.

Confirm the action and the aimed report is deleted.

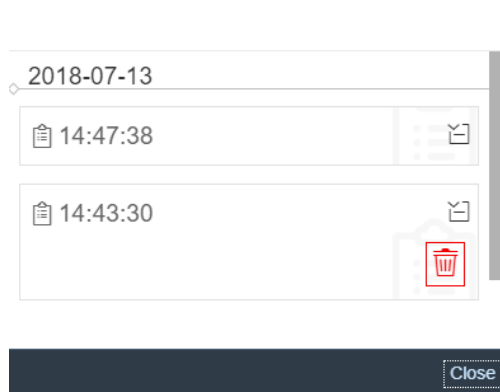


Figure 33: Report Deletion



## 2.5.5 TNT Shell Header

The header is composed of:

- 1- The button “Toggle side Navigation” to hide or show the description of the buttons on the left side
- 2- SAP Logo.
- 3- Dashboard Model Name: SLR Dashboard

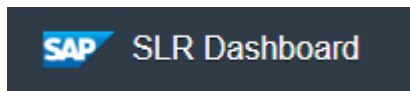


Figure 34: Dashboard name

4. User Settings button with user name as label. When chosen, it provides settings that user can set for the dashboard:

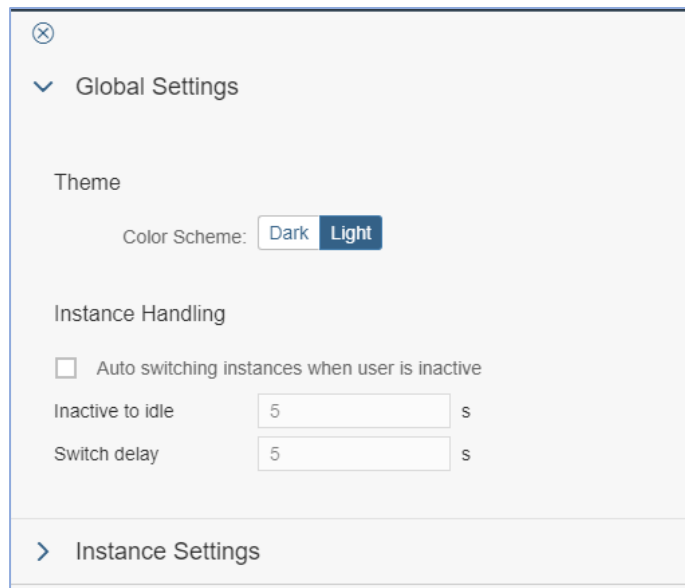
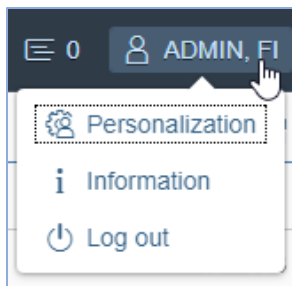


Figure 35: User Settings Dialog

## Global Settings:

- You can choose the color scheme either Light (default selected), or Dark as in image below.

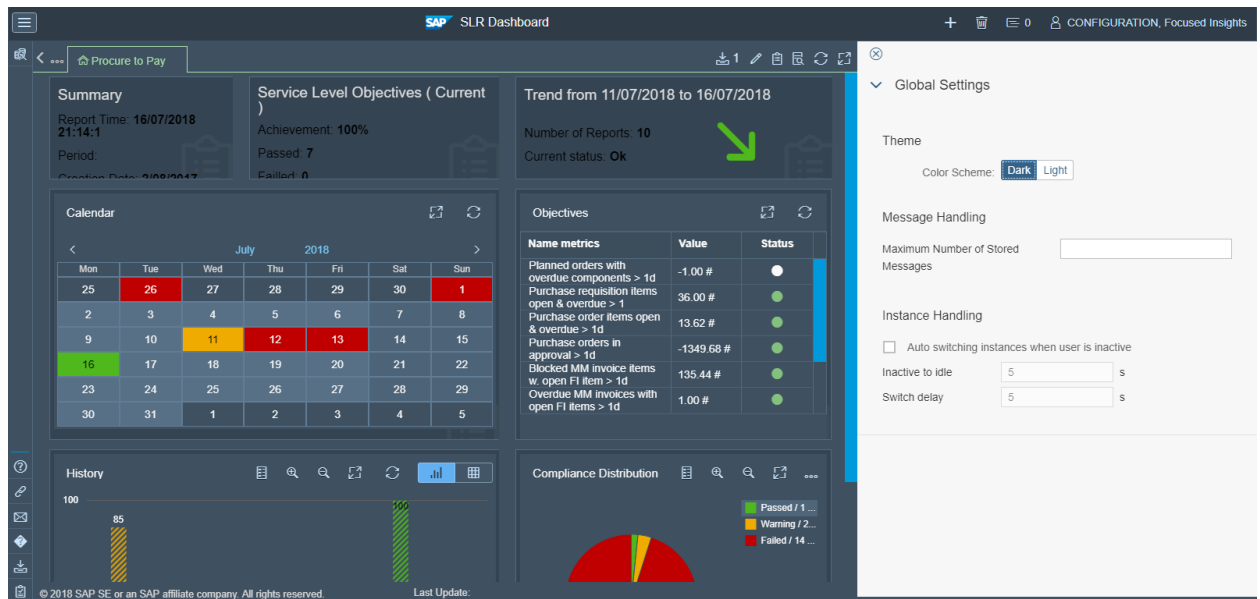


Figure 36: Dark Theme

- The maximum number of messages to store in the message dialog.
- The Auto Switching of Instances feature if checked:
  - o By setting the inactive time for the dashboard to determine user is idle to activate the function.
  - o And time waiting between switch of instances
- The logoff button.

## Note:

Settings are not persisted as of the time this document is created. It may change in the future where it will be persisted by user. Number of settings may differ also in the future.

5. The button “Show Notifications” to hide or show notifications in the bottom of the page.

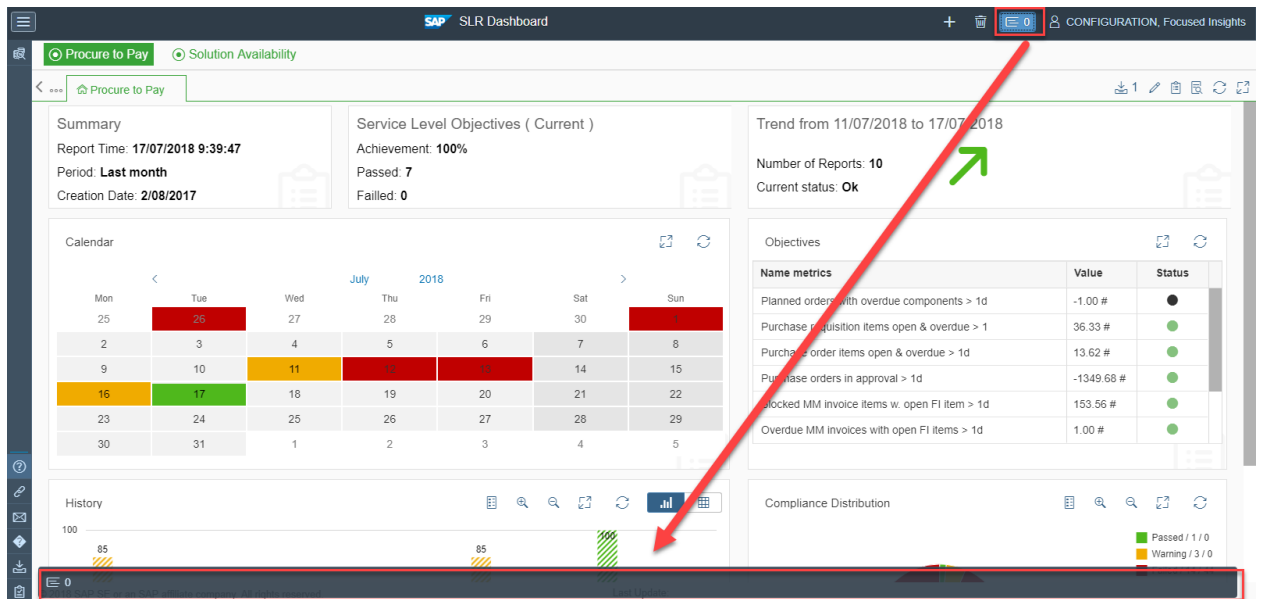


Figure 37: Notifications

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## 6 Limitation of the application

### **Multiple queries not support**

Each metric of the SLR Dashboard could only have one query, which means that some data provider is not available. For example, the “/STDF/DP\_CALCULATION” which is a data provider that calculate the operation between the results of two queries.

### **Multiple series calculation limit**

There are also some data providers, such as “/STDF/DP\_CRM”, “/STDF/DP\_ITSM” and “/STDF/DP\_FRUN”, which could return multiple series. But it is only the first series that the application used to calculate its metric value (maximum, minimum, average, last or sum).





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**Material Number:**



