

User Guide

PUBLIC

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

Operations 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.
Example	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.
Example	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, F2 or ENTER.

Document History

Version	Date	Change
1.0	2017-06-30	Initial version
1.1	2017-07-31	Support package (SP01)
1.2	2018-07-12	Support package (SP02)
1.3	2019-02-21	Support package (SP03)

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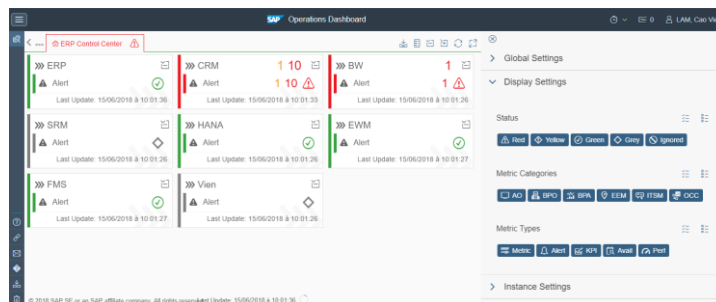
1 Introduction

Operations Dashboard comes with add-on ST-OST under the group Focused Insights (FI). It's one of the many dashboard models in FI, which allows one to monitor their systems in real time through predefined key performance indicator (KPI)s, metrics, and alerts in SAP Solution Manager.

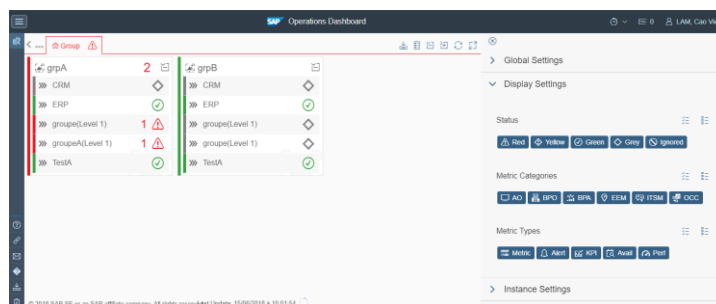
These predefined factors belong to different monitoring points in SAP Solution Manager, including:

- Metrics and Alerts from:
 - Business Intelligence, SBOP Monitoring
 - Business Process Monitoring
 - Connection Monitoring
 - Early Watch Alerts Integration
 - Interface Channel Monitoring
 - Job Monitoring
 - Process Integration Monitoring
 - Solution Manager Self-Monitoring
 - Technical System Monitoring
- Key Figures from Business Process Monitoring.
- KPIs from Business Process Analytics' (BPA) Panel, EEM, and OCC Queries (defined based on OCC Dashboard).
- Tickets' rating in ITSM.

The dashboard model comes with 2 views. The Instances View and the Scenarios View like below images.



Operations Dashboard - Instances View

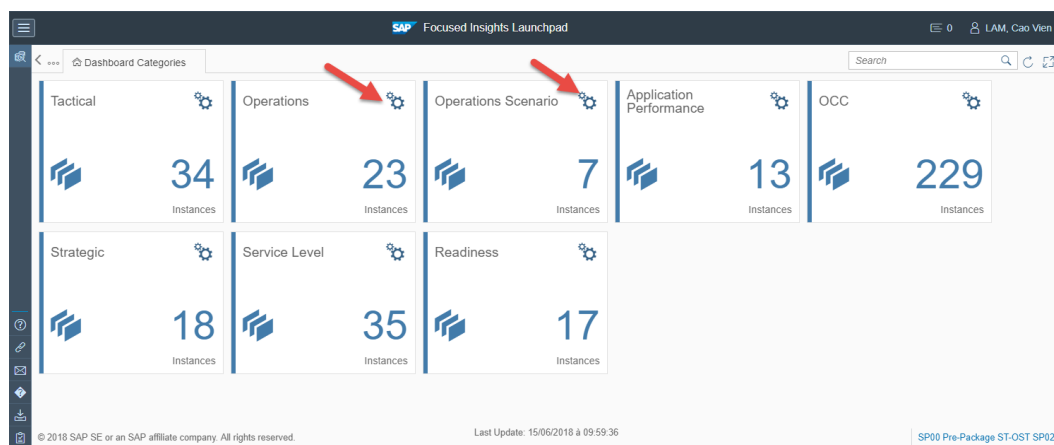


Operations Dashboard - Scenarios View

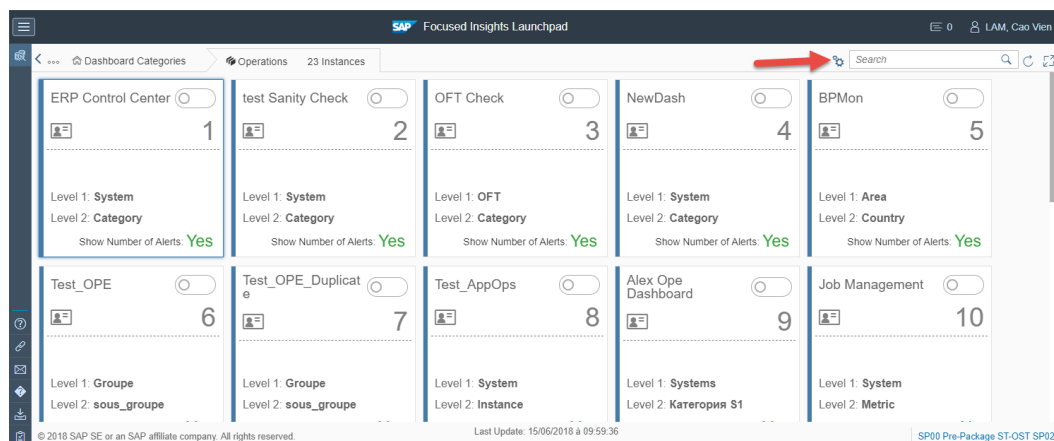
2 Configurations

Like always, before the dashboard can be used, one need to configure the dashboard instance. To access the configuration application, use one of the follow ways:

- Direct link:
[protocol]://[domain:port]/sap/bc/webdynpro/stdf/ope_wd_config_app
- FI Launchpad:



FI Launchpad First View



FI Launchpad Operations View

You can configure different instance of the dashboard model to fit your views of monitoring. Each instance is composed of at least 3 levels.

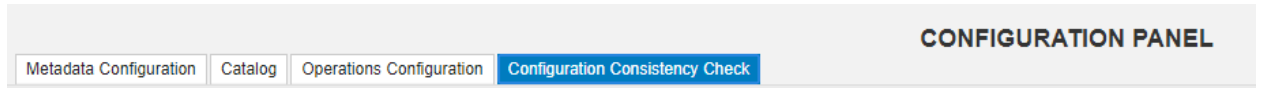
The first 2 levels are for organizing your point of monitoring, for example, level 1 can be for systems, level 2 can be for functioning areas.

The 3rd level is for the actual predefined KPIs, metrics, and alerts. In this level, you can configure to have the 4th level, which only appear in the dashboard, by grouping.

We will get to this in details in section for Operations Configuration View.

2.1 Configuration Views

There are 3 tabs in the configuration application you can use:



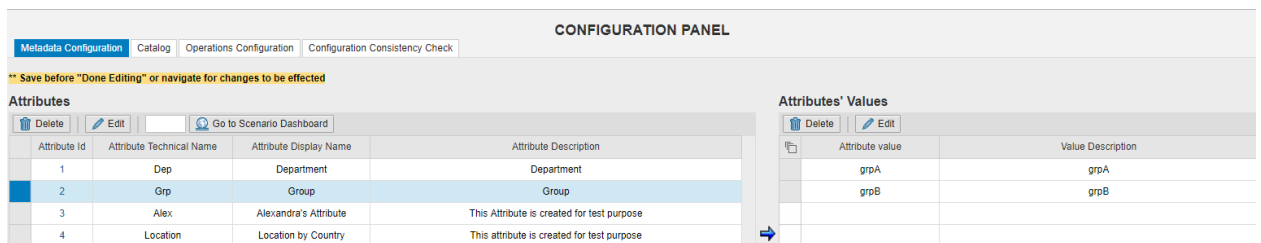
Operations Dashboard Configuration Application Views

- Metadata Configuration
- Catalog Configuration
- Operations Configuration
- Configuration Consistency Check

These tabs will be described in the details in the up-coming sections.

2.2 Metadata Configuration

In this view, you can create metadata for level 1 item, which can be used for Scenarios View of the dashboard.



Metadata Configuration View

The metadata is composed of attributes. An attribute is represented as a scenario in the Scenario View of Operations Dashboard.




Each attribute can have multiple values. These values are referred by level 1 items in Operations Configuration. These values are shown as tiles in Scenario View. Each tile will have level 1 items that refer to this value.

grpA	2		grpB	
» CRM			» CRM	
» ERP			» ERP	
» groupe(Level 1)	1		» groupe(Level 1)	
» groupeA(Level 1)	1		» groupe(Level 1)	
» TestA			» TestA	

Scenario View - Attribute Values' Tiles

2.2.1 Add or Edit Attribute

- Under Attributes table, select  button to enter edit mode.


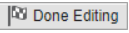
Attributes				
				Go to
Attribute Id	Attribute Technical Name	Attribute Display Name	Attribute Description	
1	Dep	Department	Department	
2	Grp	Group	Group	
3	Alex	Alexandra's Attribute	This Attribute is created for test purpose	
4	Location	Location by Country	This attribute is created for test purpose	

Attributes Table


- To add a new attribute, select  button. You can add as many rows as you want.

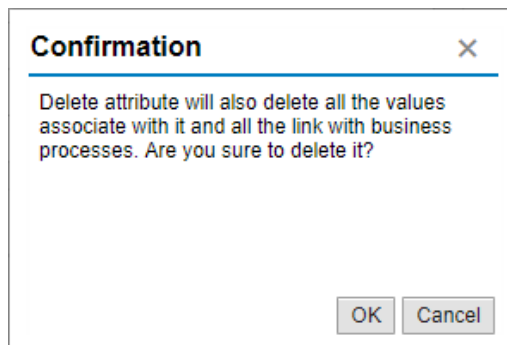
Attributes				
				

Attributes Table - Toolbar in Edit Mode

- From this point, you can edit the existing attributes, or newly added attributes. When you are done editing, always select  button to effectively apply your changes.
- You can then select  button to be back to Read-only Mode.

2.2.2 Delete Attribute


You can delete an attribute by select it in the Attributes table and choose  button. A popup will appear to prompt your deletion of the attribute.




Delete Attribute Confirmation Prompt

You can only delete an attribute, if it exists (with attribute id assigned and not 0). The newly added without saving when you're in edit mode cannot be deleted as it's not existing.





2.2.3 Add or Edit Attribute's Value

- You need to select 1 attribute in the Attributes Table.
- Under Attributes' Values table, select  button to enter edit mode.



Attributes' Values		
 Delete  Edit		
	Attribute value	Value Description
	depA	depA

Attributes' Values Table


- To add a new value, select  button. You can add as many rows as you want.

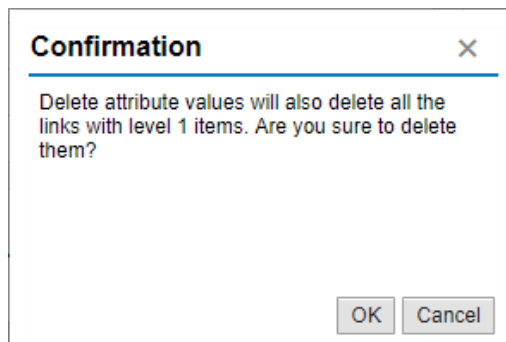
Attributes' Values			
 Delete	 Done Editing	 Save	 Add Row

Attributes' Values Table - Toolbar in Edit Mode

- From this point, you can edit the existing values, or newly added values. When you are done editing, always select  button to effectively apply your changes.
- You can then select  button to be back to Read-only Mode.

2.2.4 Delete Attribute's Value

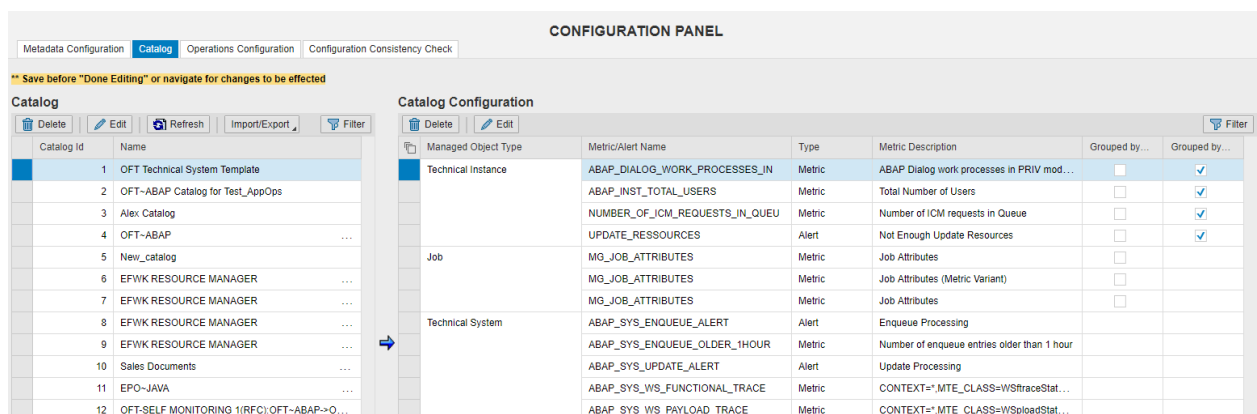
You can delete an attribute's value by select it in the Attributes' Values table and choose  button. A popup will appear to prompt your deletion of the attribute. You can select multiple rows to delete.



Delete Attribute's Values Confirmation Prompt

2.3 Catalog Configuration

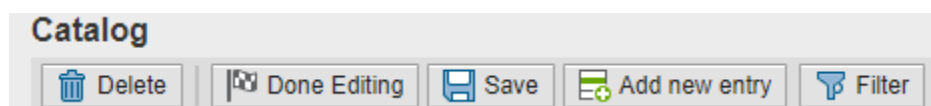
In this view, you can create catalog for metrics and alerts configuration, which can be helped to speed up the process of configuring of application operations in Operations Configuration View.



Catalog Configuration View

2.3.1 Add or Edit Catalog

- Under Catalog table, select **Edit** button to enter edit mode.
- To add a new catalog, select **Add new entry** button. You can add as many rows as you want.




Catalog Table - Toolbar in Edit Mode

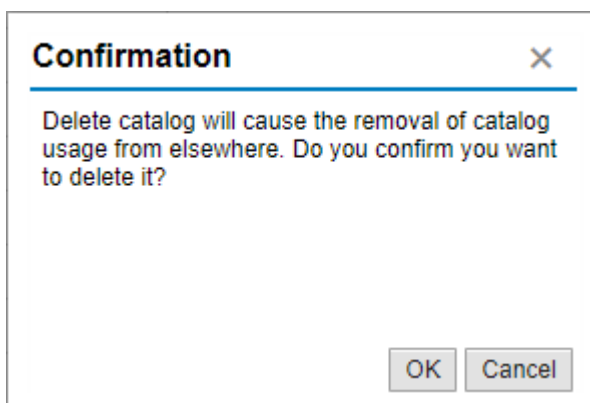
- From this point, you can edit the existing catalogs, or newly added catalogs. When you are done editing, always select **Save** button to effectively apply your changes.
You can also add/edit/delete metrics, and alerts in Catalog Configuration table for the selected catalog (even

for newly added catalog). You need to select the catalog first to do it. Please refer to section 2.1.2.3 for this task.

- You can then select  button to be back to Read-only Mode.


2.3.2 Delete Catalog

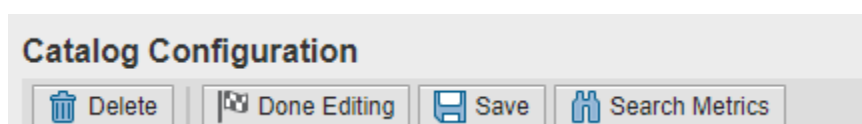
You can delete a catalog by select it in the Catalog table and choose  button. A popup will appear to prompt your deletion of the catalog.



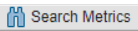
Delete Catalog Confirmation Prompt

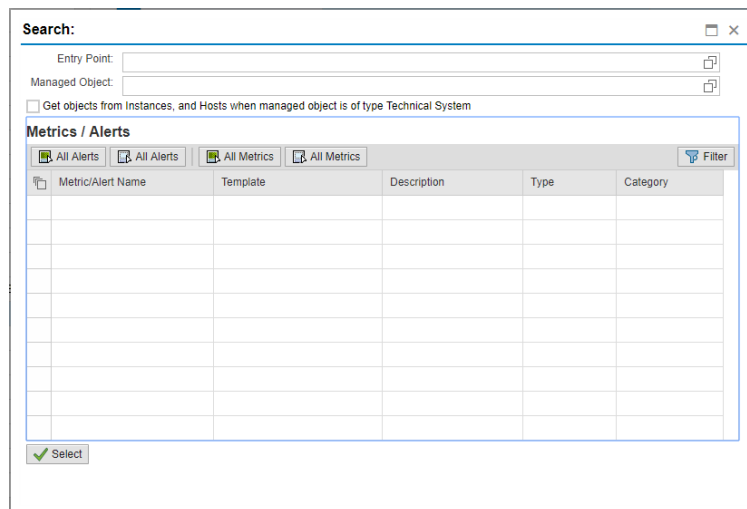
2.3.3 Add or Edit Catalog's Metrics and Alerts

- Under Catalog Configuration table, select  button to enter edit mode.




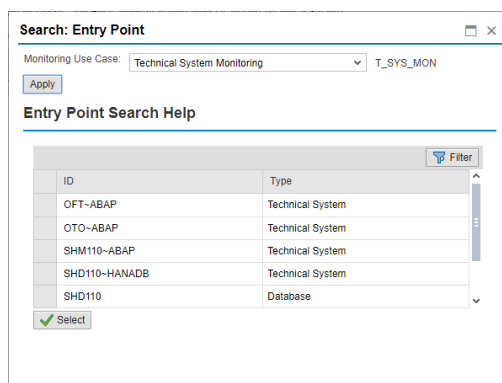
Catalog Configuration Table - Toolbar in Edit Mode

- To add new metrics, and alerts, select  button. This will bring up Metrics/Alerts search help dialog as in image below.






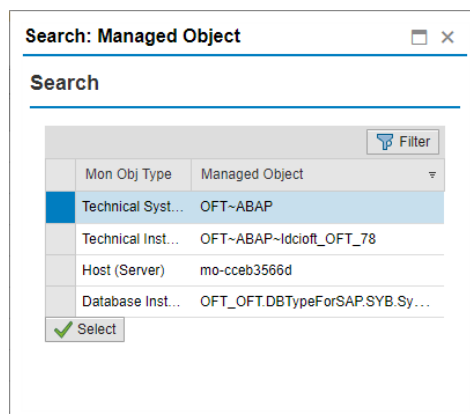
Catalog Configuration - Metrics/Alerts Search Help

- First you need to provide the entry point. Choose button  at the end of the Entry Point input field to bring up Entry Point search help like in image below.



Catalog Configuration - Entry Point Search Help

- Choose the desired Monitoring Use Case in the drop-down box. Select  button to list the available entry points. You can also check the list of possible entry points in Alert Directory Browser of Solution Manager.
- Select a managed object in the table and choose  to select the entry point.
- Now choose a managed object where we can get the metrics and alerts from. Choose button  at the end of the Managed Object input field to bring up search help like in image below.

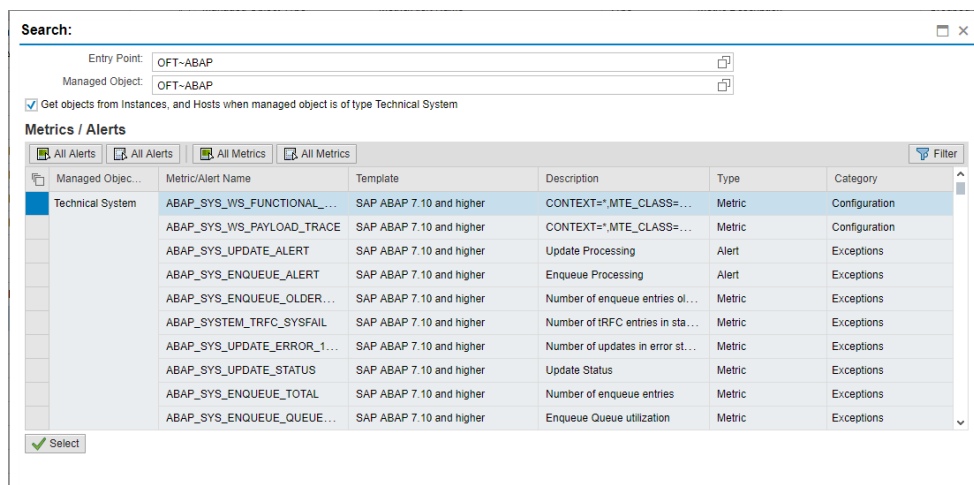


Catalog Configuration - Managed Object Search Help

- Select a managed object in the table and choose to select the managed object.
- If the selected managed object is of type Technical System, you can check the checkbox Get objects from Instances, and Hosts when managed object is of type Technical System to have additional metrics and alerts from instances and hosts related to the technical system.
- The list of metrics, and alerts available in the managed object should appear in Metrics / Alerts table like in image below.

Note


Please be note that the showing metrics, and alerts do not show the specific managed object which they were selected from. This is because we are configuring a catalog, so we care only about the managed object type, so that later we can apply these metrics, and alerts to the entry point when we do Operations Configuration regardless the actual managed object.

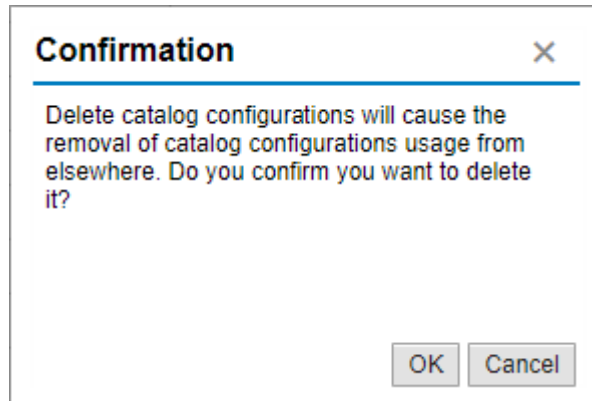


Catalog Configuration - Metrics / Alerts Search result

- Select one or more metrics and alerts and choose .
- From this point, you can edit the metrics, and alerts in Catalog Configuration table. When you are done editing, always select button to effectively apply your changes.
- You can then select button to be back to Read-only Mode.

2.3.4 Delete Catalog's Metrics and Alerts

You can delete catalog metrics, and alerts by select them in the Catalog Configuration table and choose  Delete button. A popup will appear to prompt your deletion of the metrics and alerts.



Delete Catalog Configuration Confirmation Prompt

2.4 Operations Configuration

This view is where you configure the real instances of the Operations Dashboard model. As mentioned before, each instance is composed of 3 levels.

The first 2 levels are for organizing your point of monitoring, for example, level 1 can be for systems, level 2 can be for functioning areas.

The 3rd level is for the actual predefined KPIs, metrics, and alerts. In this level, you can configure to have the 4th level, which only appear in the dashboard, by grouping.

Metadata Configuration

Catalog

Operations Configuration

Configuration Consistency Check

CONFIGURATION PANEL

Configurations

Duplicate

Delete

Edit

Refresh

Instance ID	Dashboard Title	Show # alert
10	Job Management	<input type="checkbox"/>
11	Business Processes	<input checked="" type="checkbox"/>
12	ERP Control Center	<input checked="" type="checkbox"/>
13	ERP Control Center	<input type="checkbox"/>
14	Business Processes	<input checked="" type="checkbox"/>

Add/Edit Configuration

Show number of alerts: ☒ Use Alert Severity for Rating from: 0-Vary Low

Dashboard Title: ERP Control Center

Level 1 Title: System

Level 2 Title: Category

Limit number of tickets: 0

Clear

Apply

Add as a new entry

System

Delete

Edit

Refresh

Download

Description	Name
ERP	ERP

Metadata

System Name: ERP

System Description: ERP

Clear

Apply

Add as a new entry

Category

Delete

Edit

Refresh

Download

Description
Availability

Object

Description: Availability

Clear

Apply

Add as a new entry

Operations Configuration View

2.4.1 WebDynpro Configuration

2.4.1.1 Add or Edit an Instance

In the Configurations panel, do as follow:

Configurations

Duplicate

Delete

Edit

Refresh

Instance ID	Dashboard Title	Show # alert
1	ERP Control Center	<input type="checkbox"/>
2	test Sanity Check	<input checked="" type="checkbox"/>
3	OFT Check	<input checked="" type="checkbox"/>
4	NewDash	<input checked="" type="checkbox"/>
5	BPMon	<input checked="" type="checkbox"/>

Add/Edit Configuration

Show number of alerts: ☐

Dashboard Title: ERP Control Center

Level 1 Title: System

Level 2 Title: Category


Limit number of tickets: 0

Clear

Apply

Add as a new entry

Operations Configuration - Instance Configurations Panel

- Select the  button to enter edit mode.
- On the right-hand side:

Add/Edit Configuration

Show number of alerts: ☐

* Dashboard Title:

* Level 1 Title:

* Level 2 Title:

Limit number of tickets:

Operations Configuration - Add/Edit Instance

- Enter a Dashboard Title
- Select an option to either show the number of alerts in the Dashboard Interface.
- Add a Level 1 title which will appear as section name for level 1 panel.
- Add a Level 2 title which will appear as section name for level 2 panel.
- Add the limit on the number of tickets search for ITSM.
- Now you can either:
 - Add new instance by select the button. A new instance will appear in the instances table on the left-hand side.
 - Apply changes to the selected instance by select the button.

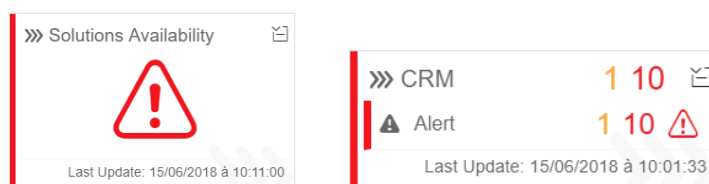
Clicking on the Dashboard title will open the instance of the dashboard in your default browser.

Note

This will still jump to the old template of the dashboard. To jump to the new template, please use the new Focused Insights Launchpad. This behavior will change in ST-OST 200 SP02.

Selecting the option Show number of alerts changes the behavior of the level 1 and level 2 tiles. If this option is selected then the Interfaces shows the total number of alerts and tickets related to select KPIs as shown in the examples below:

Example



Option to not show and show number of alerts

Once the dashboard instance is created you can proceed down to the next level and start adding one or more level 1 item.

2.4.1.2 Add or Edit Level 1 Item

In the level 1 panel, now with title System as provided previously, do as follow:

The screenshot shows the 'System' configuration page. On the left, there is a table with columns 'Description' and 'Name'. The table contains the following entries:

Description	Name
ERP	ERP
CRM	CRM
BW	BW
SRM	SRM
HANA	HANA
EWM	EWM
FMS	FMS
Vien	Vien

On the right, there is a configuration panel with tabs 'General' and 'Metadata'. The 'General' tab is active, showing fields for 'System - Name' (ERP) and 'System - Description' (ERP). Below these fields are buttons: 'Clear', 'Apply', and 'Add as a new entry'.

Operations Configuration - Level 1 Configuration

- Select the button to enter edit mode.
- On the right-hand side:

This screenshot shows the 'General' configuration panel for a system. It has tabs 'General' and 'Metadata'. The 'General' tab is active, showing fields for 'System* - Name' (ERP) and 'System* - Description' (ERP). Below these fields are buttons: 'Clear', 'Apply', and 'Add as a new entry'.

Level 1 Configuration - General Configuration

- In General tab, you can:
 - Provide Level 1 item Name.
 - Provide Level 1 Item Description. This will be used as title of the tile for this item in the dashboard.
- Optionally, you can provide metadata configuration on this level 1 item in the Metadata tab:

This screenshot shows the 'Metadata' configuration panel for a system. It has tabs 'General' and 'Metadata'. The 'Metadata' tab is active, showing a table for 'Attribute: Dep' and 'Department'. The table has columns 'Used', 'Value', and 'Description'. The 'Used' column has checkboxes, and the 'Value' and 'Description' columns contain the following data:

Used	Value	Description
<input checked="" type="checkbox"/>	depA	depA
<input checked="" type="checkbox"/>	depB	depB
<input type="checkbox"/>	depC	depC

Below the table are buttons: 'Clear', 'Apply', and 'Add as a new entry'.

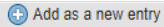

Level 1 Configuration - Metadata Configuration

- Select the Attribute in the drop-down box.
- Check the Value which correspond to this level 1 item.

Note

You can assign multiple values from one or multiple attributes to this level 1 item.

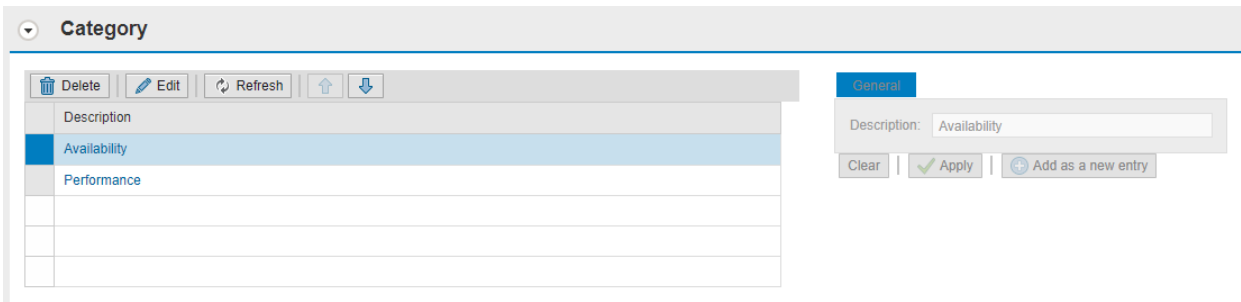
- Now you can either:

- Add new level 1 item by select the  button. A new item will appear in the table on the left-hand side.
- Apply changes to the selected item by select the  button.


Once this is complete then you can advance to adding the level 2 items.

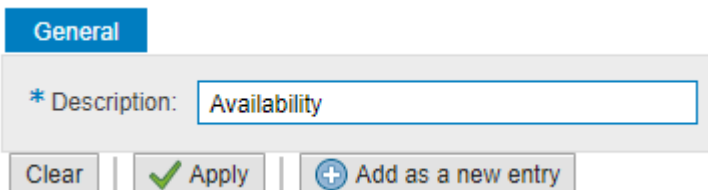
2.4.1.3 Add or Edit Level 2 Item

In the level 2 panel, now with title Category as provided previously, do as follow:

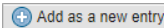



Operations Configuration - Level 2 Configuration

- Select the  button to enter edit mode.
- On the right-hand side:



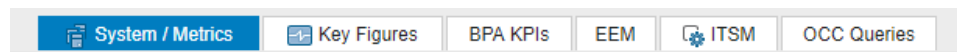
Level 2 Configuration - General Configuration

- In General tab, you can:
 - Provide Level 1 Item Description. This will be used as title of the tile for this item in the dashboard.
- Now you can either:
 - Add new level 2 item by select the  button. A new item will appear in the table on the left-hand side.
 - Apply changes to the selected item by select the  button.

Once this is complete then you can advance to adding the KPIs, metrics, alerts to this item.

KPIs, Metrics, Alerts available for Level 2 Item

The final step is to add one more KPI's to the level 2 item. Here it is possible to add KPI's from any of the following sources:



KPIs Configuration Tabs

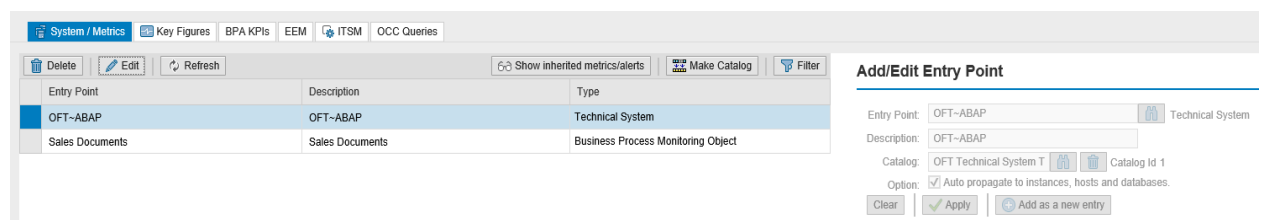
- Application Operations (System / Metrics tab): based on the Technical Monitoring templates that are applied for that system. The dashboard will read the latest status rating from the metric/event store.
- Business Process Monitoring Key Figures (Key Figures tab): The rating relies on the current status of the key figure.
- Business Process Analytics KPIs (BPA KPIs tab). This requires that a BPA dashboard panel be configured. The data is read using the existing BPO dashboard connectors.
- EEM tab: which is configured by selecting robots from a list according to the EEM type. This includes selecting a particular scenario and script consisting of one or more steps, or a particular scenario and script and step.
- ITSM tab: which is configured by providing searching criteria on the tickets.
- OCC Queries tab: Provide integration with OCC dashboard by using the query which can be used in OCC Gadget to select the last data available for rating.

The following sections will describe how to add these KPIs to the dashboard.

2.4.1.4 Add Application Operations Metrics and Alerts

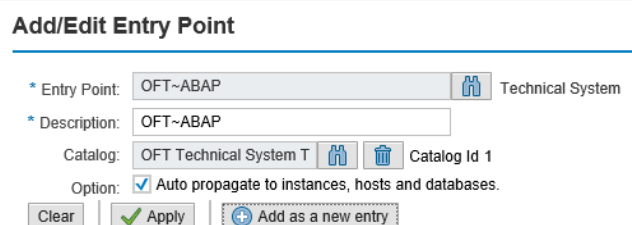
To add Application Operations (AO) metrics or alerts, the technical monitoring needs to be done for the system. This means the relevant templates need to be activated. The steps are as follows to add an AO metric or alert:

- Make sure the needed level 2 item is selected.



AO Configuration - Entry Point Configuration Section

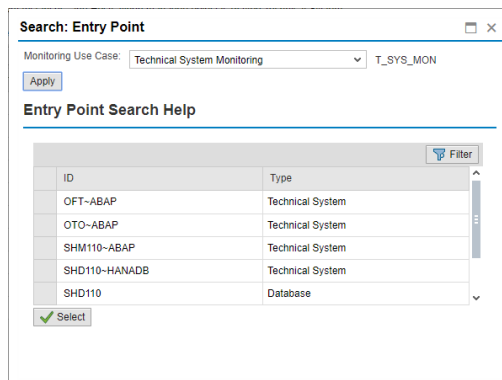
- In entry point section, select the button to go into edit mode.



Entry Point Configuration

- Look for entry point by select the search button next to Entry Point input.

- A dialog will be shown, where you can look for entry point based on monitoring use case as shown in image below.



Entry Point Search

- Select **Apply** button to list the available entry points. You can also check the list of possible entry points in Alert Directory Browser of Solution Manager.
- Select a managed object in the table and choose **Select** to select the entry point.
- Provide description to the entry point.
- Provide catalog to tell the entry point to inherit metrics and alerts from catalog. The configuration of catalog is provided in section 2.1.2.
- If the chosen managed object is of type Technical System, the check box "Auto propagate to instances, hosts and database" will appear. If this is checked, all instances, hosts, database, database instance and database tenant instance 'metrics, and alerts in the catalog belong to instances, hosts, database, database instance and database tenant instance of this technical system will be inherited also.
- Now you can either:
 - Add new entry point by select the **Add as a new entry** button. A new item will appear in the table on the left-hand side.
 - Apply changes to the selected entry point by select the **Apply** button.
- In metric/alert section, select the **Edit** button to go into edit mode.

Metric Name	Type	Managed Object	Mon Obj Type
ABAP_SYSTEM_REMOT...	Metric	OFT-ABAP	Technical System
ABAP_SYST_HTTP_USERS	Metric	OFT-ABAP	Technical System
ABAP_SYST_RFC_USERS	Metric	OFT-ABAP	Technical System

Add/Edit Metric

Managed Object: OFT-ABAP

Metric Name: ABAP_SYSTEM_REMOTE_RFC_AVAILAB

Grouped: ☐ by Metric/Alert ☐ by Managed Object

Metric Description: ABAP System Remote RFC Availability

Managed Object Desc: OFT-ABAP

Jump to: Default


Add as a new entry **Apply** **Display selected metrics**


AO Configuration - Metric/Alert Configuration Section

Note

If you use catalog in the entry point, it's not necessary to do this step as metrics, and alerts will be inherited from catalog at run time. To show inherited metrics/alerts, use the **Show inherited metrics/alerts** button in Entry Point table toolbar. You still can do this step if you want to add additional ones which are not in the catalog.

Add/Edit Metric


* Managed Object:  Technical System




* Metric Name: 

Grouped: ☐ by Metric/Alert ☐ by Managed Object


Metric Description:


Managed Object Desc:

Jump to:  Alert Inbox


 Add as a new entry  Apply  Display selected metrics

Metric/Alert Configuration


- Choose a managed object where we can get the metrics and alerts from. Choose button  at the end of the Managed Object input field to bring up search help like in image below.

Search: Managed Object 



Search

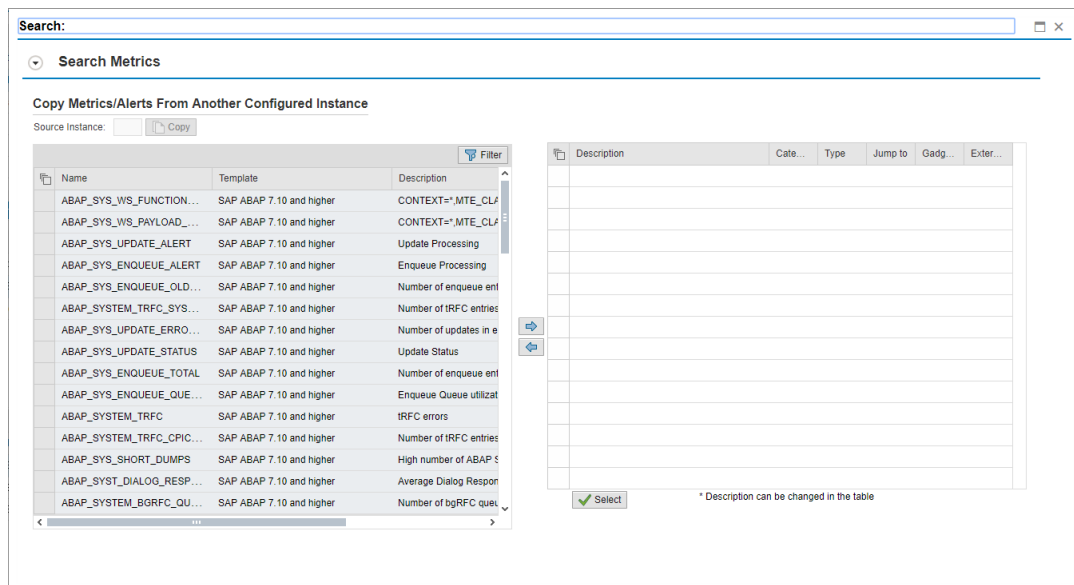
 Filter

Mon Obj Type	Managed Object
Technical Syst...	OFT~ABAP
Technical Inst...	OFT~ABAP~IdciOft_OFT_78
Host (Server)	mo-cceb3566d
Database Inst...	OFT_OFT.DBTypeForSAP.SYB.Sy...






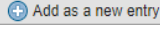

 Select

Managed Object Search Help

- Select a managed object in the table and choose  Select to select the managed object.
- After managed object has been chosen, select the  search button next to Metric Name input box to look for Metrics and Alerts to add. A dialog will be shown as in image below, where you can select multiple Metrics and Alerts.



Metrics/Alerts Search Help

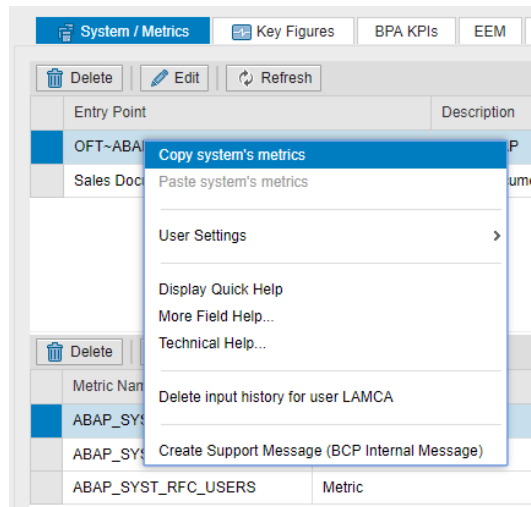
- Use arrow buttons   to add and remove object selection respectively.
- Provide additional information to the selected objects:
 - Description as text to show in dashboard.
 - Jump to option.
 - Grouped by Metric/Alert: to group all managed object which has this metric/alert under one tile in dashboard. This allows a dynamic discovery of landscape, since all managed object which has this metric or alert will be considered, not just the configured one.
 - Grouped by Managed Object: to group all metrics and alerts under the selected managed object together under one tile in dashboard.
- Select  button to confirm your selection.
- Due to the restriction of UI, not all selected metrics and alerts are shown. To review what you have selected, use button . To edit your selection, click the Metric Name  search button again.
- Input description for selected managed object as text to show in dashboard under Managed Object Desc input. It's only available if you choose only 1 metric or alert.
- Now you can either:
 - Add new selected metrics and alerts by select the  button. New items will appear in the table on the left-hand side.
 - Apply changes to the selected metric or alert by select the  button.

How to Copy and Paste previously added System Metrics

Often the same system is used in many different dashboard configurations. To prevent manually re-adding the application operation metrics that can be cumbersome, there is a feature that will allow you to copy and paste system metrics for that same system.

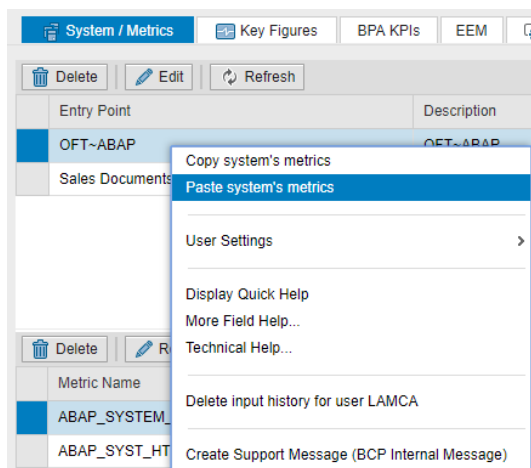
Here are steps below:

- Firstly, select a level 1 item where the system has been previously added and right click on the System in table and select the option Copy system's metrics:



Copying System Metrics

- Add your level 2 item or go to a previously added level 2 item and add the same system again as shown previously.
- Then right click on the system in the table and select the option Paste system's metrics:



Paste System Metrics

Then the system metrics will be copied and you should them in the table below. The reason that you need to go to a previously configured system is that it is possible to have steps or interfaces with different metrics configured. Once the copy is done it is still possible to add or remove another system metrics.

2.4.1.5 Add Business Process Key Figures

To add a Business Process Alert to the level 2 item, select the Key Figure tab. The steps are as follows to add Key Figure:

- Make sure the needed level 2 item is selected.

System / Metrics **Key Figures** BPA KPIs EEM ITSM OCC Queries

Delete Edit Refresh Filter

Key Figure	Monitored Object	Description

Add/Edit key figures

Key Figure:

Monitored Object:

Description:

Jump to:

Apply Add as a new entry

Key Figure Configuration Tab

- Select the Edit button to go into edit mode.
- On the right-hand side, the fields are enabled to edit. Choose key figures by select the search button next to Key Figure input. A dialog box will appear for key figures search.

Search:

Key Figures Search help

Solution Documentation:

Key Figures Filter

Key Figures	Monitoring Object

➡ ⬅

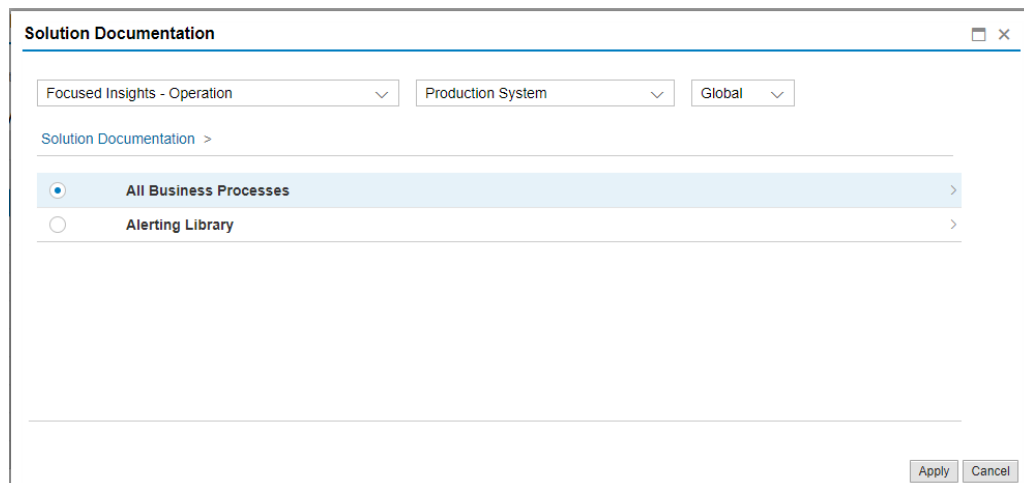
Selected Key Figures Filter

Key Figure	Monitoring O...	Description	Jump to	Gadget Id	External URL



✓ Select

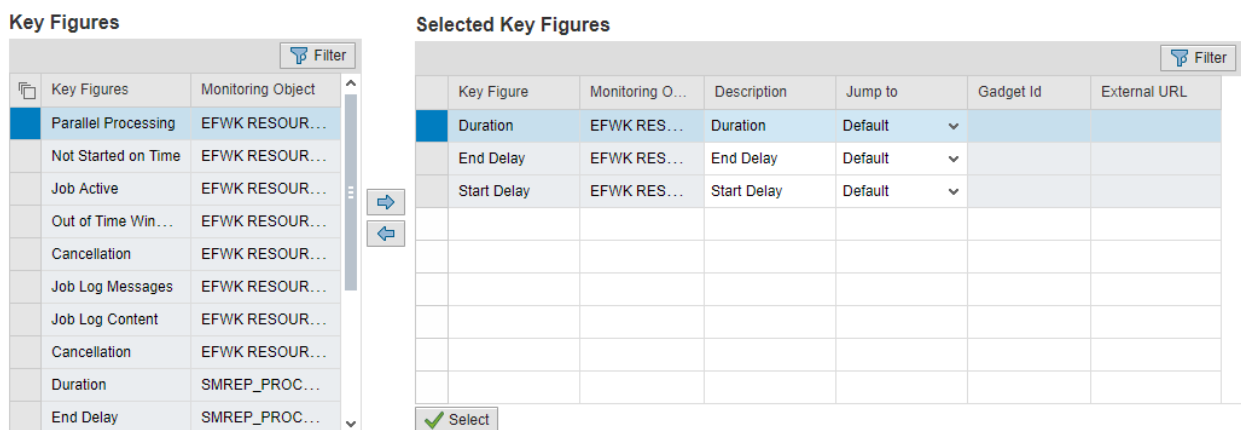
Key Figures Search Help

- Select the source in the Solution Documentation as an entry point to look for key figures. Select the search button next Solution Documentation text. A dialog should appear as below for you to select the entry point.





Solution Documentation Search Help

- Key figures should be listed now in the key figure search help. You can choose multiple key figures, and edit their properties. Use the arrow buttons   to add to and remove from key figures selection on the right-hand side.



Key Figures Search Help - Selected

- Due to the restriction of UI, not all selected key figures are shown. To review, or edit your selection, click the Key Figure  search button again.
- Select button  to effectively add selected key figures. And the newly added key figures will appear in the list of key figures on the left-hand side table.

2.4.1.6 Add Business Process Analytics KPI

The prerequisite to configure a Business Process Analytics KPI is that a Business Process Analytics KPI Panel needs to be configured. This can be done in The Business Process Operations work center and then select the link Setup Dashboards.

Once a Business Process Analytics KPI has been configured, then it can be added to level 2 item for monitoring. Select the BPA KPIs tab, the steps are as follows:

- Make sure the needed level 2 item is selected.

The screenshot shows the 'BPA KPIs' configuration tab. It contains two tables and two form sections. The top table has columns 'KPI Description' and 'Panel'. The bottom table has columns 'AKF technical name' and 'AKF description'. To the right, there are two form sections: 'Add/Edit KPI' and 'Add /edit Analytic key figure'. Both forms have input fields for ID, description, and a 'Jump to' dropdown, along with 'Clear', 'Apply', and 'Add as a new entry' buttons.

BPA KPIs Configuration Tab

- Select the button in KPI section to go into edit mode.

This screenshot shows the 'Add/Edit KPI' form in edit mode. It features input fields for 'Panel', 'KPI Description', and 'Jump to', each with a search icon. Below the fields are 'Clear', 'Apply', and 'Add as a new entry' buttons.

BPA KPI Configuration

- On the right-hand side, the fields are enabled to edit for KPI selection.
 - Choose a panel by select the search button next to Panel input. A dialog box will appear as shown in image below. Choose a panel.


The screenshot shows a 'Search:' dialog box with a table of results. The table has two columns: 'Panel' and 'Description'. The results are 'Xavier Panel' and 'Xavier Overdue', both with matching descriptions.

BPA Panel Search Help

- Input KPI description.
- Input Jump to specify where the dashboard will navigate to when this KPI is selected.
- Select button to effectively add selected KPI. And the newly added KPI will appear in the list of KPIs on the left-hand side table.
- Select the button in Analytic Key Figure (AKF) section to go into edit mode.

This screenshot shows the 'Add /edit Analytic key figure' form in edit mode. It features input fields for 'Key Figure ID', 'AKF description', and 'Jump to', each with a search icon. Below the fields are 'Clear', 'Apply', and 'Add as a new entry' buttons.

BPA AKF Configuration

- On the right-hand side, the fields are enabled to edit for AKF selection. Choose an AKF by select the  search button next to Key Figure ID input.

Search:


AKF technical name

Description

Xavier del ove 30 days

Xavier del ove 30 days

BPA AKF Search Help

- Input description for AKF.
- Select button  to effectively add selected AKF. And the newly added AKF will appear in the list of AKFs on the left-hand side table.

2.4.1.7 Add EEM KPI

The prerequisite to configure an EEM is that a robot is selected from the list of robots. This can be done in the Robot section and then for a scenario select a script consisting of steps in the KPIs section.

Once an EEM has been configured, then it can be added to Step or Interface for monitoring.

The steps are as follows:

System / Metrics

Key Figures

BPA KPIs

EEM

ITSM

OCC Queries

Delete

Edit

Refresh

Filter

Description

Type

Add/Edit EEM

Scenario:

Script:

Step:

* Description:

* Type:

* Jump to:

KPIs (Can only select one) *

Scenario > Script > Step

Selected

▼ OFT

Wc_availability_on_OFT

Home

Logon

Robots *

Selected

Name

Region


Country

Clear

Apply

Add as a new entry

EEM Configuration Tab

- Select the EEM tab and select the  button to go into edit mode.
- On the right-hand side, input description.
- Select a Type of EEM.
 - If Availability is selected, you can choose Script in the list of KPIs.
 - If Performance is selected, you can choose Step in the list of KPIs.

KPIs (Can only select one) *

Scenario > Script > Step	Selected
▼ OFT	
▼ Wc_availability_on_OFT	<input type="checkbox"/>
Home	<input checked="" type="checkbox"/>
Logon	<input type="checkbox"/>


EEM Configuration - Select Script or Step

- Choose robots related to chosen Script or Step.

Robots *

Selected	Name	Region	Country
<input checked="" type="checkbox"/>	Idcioft		

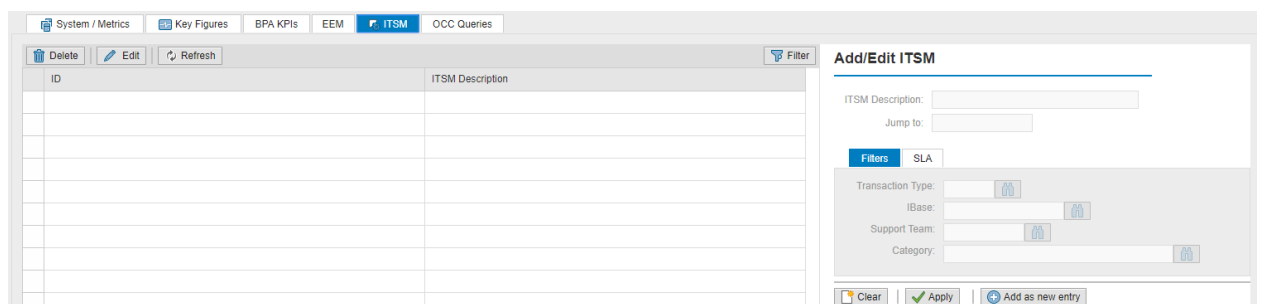
EEM Configuration - Robot Selection

- Choose the jump to option to specify the navigation in the dashboard when this EEM KPI is selected.
- Select button  to effectively add selected EEM KPI. And the newly added KPI will appear in the list of KPIs on the left-hand side.

2.4.1.8 Add ITSM KPI

In ITSM, we want to monitor how many tickets based of the filters provided has passed the threshold provided or not and reported the dashboard.

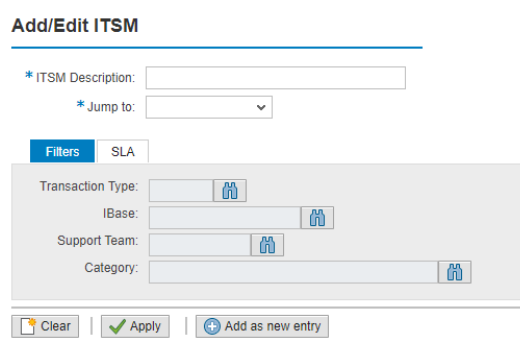
To add an ITSM, follow the steps below:




ITSM Configuration Tab

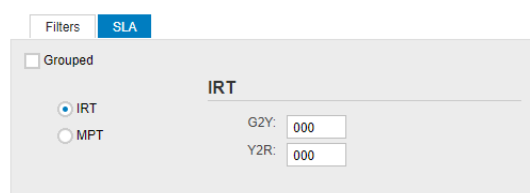
- Make sure the needed level 2 item is selected.

- Select the  button to go into edit mode.

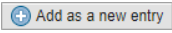


Adding or Editing ITSM

- Input description for ITSM KPI.
- Selection Jump to option.
- Provide filters on Transaction Type, IBase, Support Team, and Category to look for tickets based on your need by selecting the  button next to each filter input respectively in Filters tab.
- Select the SLA tab to provide threshold to rate tickets.



Provide SLA to ITSM tickets

- We can compare IRT or MPT with the threshold to rate the ticket. Choose either IRT or MPT.
 - Provide thresholds to rate the ticket in G2Y (yellow rating), and Y2R (red rating) inputs.
 - Choose Grouped option if you want to group all tickets found together in one tile in dashboard. Otherwise, all found tickets will appear in dashboard.
- Select button  to effectively add selected KPI. And the newly added KPI will appear in the list of KPIs on the left-hand side.

2.4.1.9 Add OCC Query

There is a very good dashboard model in Focused Insights group called OCC Dashboard. It provides a dynamic way of selecting monitoring data through query. We want to leverage it in Operations Dashboard also. The idea is to have a query which is usually configured for a gadget, and rate the last data point from this query based on configuration in Operations. And then we can always jump to this gadget for details view of the query.

To add an OCC query, follow the steps below:

OCC Queries Configuration Tab

- Make sure the needed level 2 item is selected.
- Select the button to go into edit mode.

Adding or Editing OCC Query

- Provide the query in Query input field. Normally you can get it in OCC Gadget Configuration.
- Input Name
- Input Description.
- Provide the thresholds for rating.
- Provide Time range, just like in OCC Gadget Configuration.
- Provide Resolution, just like in OCC Gadget Configuration.
- Selection Jump to option.
- Select button to effectively add the query. And the newly added query will appear in the list of queries on the left-hand side.

2.4.2 Configuration of a new instance from the dashboard

The configuration is also possible from the dashboard itself.

Click on the add button, in the header, to open the configuration.

The screenshot shows the 'Create New Dashboard' configuration dialog in the SAP Operations Dashboard. At the top, the header includes the SAP logo, 'Operations Dashboard', and user information 'HANAFI, Chiraz'. Below the header, the dialog has a title bar 'Create New Dashboard'. The main area contains an 'Instance Title' input field and a 'Use Alert Severity For Rating From' dropdown menu set to '0 -Very Low'. On the left, a 'Systems List' table shows various systems, with 'OTO00001' selected. In the center, there are two buttons: a right arrow and a left arrow. On the right, a 'Selected Systems' table shows 'OTO00001' with its description, a checkbox for 'All Alerts/Metrics', and a dropdown for 'Catalogs'. At the bottom right, there are 'Create' and 'Cancel' buttons.

Systems List	
Systems	
<input type="checkbox"/> OTO~ABAP	
<input checked="" type="checkbox"/> OTO00001	
<input type="checkbox"/> OTO~ABAP~ncevsm_OTO_02	
<input type="checkbox"/> > EPO~JAVA	
<input type="checkbox"/> > OFT~ABAP	
<input type="checkbox"/> OFT	
<input type="checkbox"/> OFT~ABAP~ldciott_OFT_78	
<input type="checkbox"/> OFT~ABAP~Central Service Instance	
<input type="checkbox"/> > SHM110~ABAP	
<input type="checkbox"/> > SHD110	

Selected Systems			
<input type="checkbox"/>	Description	All Alerts/Metrics	Catalogs
<input type="checkbox"/>	OTO00001	<input type="checkbox"/>	<input type="text"/>

Configuration dialog

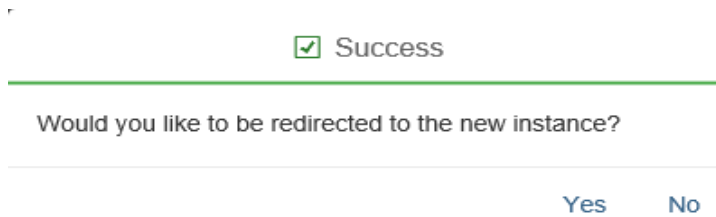
- Enter a dashboard Title.
- Select the Severity.
- A list of Technical systems and their managed objects are displayed on the left-hand side.
- Select a system and select the button to add it to the right-hand side.

<input type="checkbox"/>	Description	All Alerts/Metrics	Catalogs
<input type="checkbox"/>	OTO~ABAP	<input type="checkbox"/>	<input type="text"/>

System's Configuration

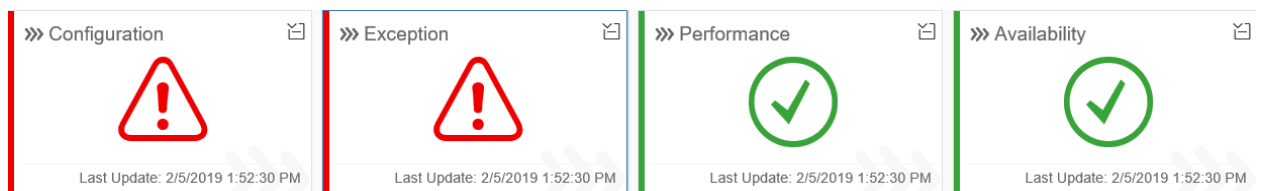
- Enter a description (Optional).
- Either select All Alerts/Metrics or a catalog.
- Click on button.

Once the operation of the creation is done successfully, choose to be redirected to the new instance.



Redirection to new instance confirmation prompt

- ✓ The level 1 item description is set by default to System.
- ✓ The level 2 item description is set to Category.
- ✓ For each system in level 2, four categories are displayed: Configuration, Exception, Availability and Performance.



Level2 tiles

- ✓ Metrics are grouped per category.

The Configuration is synchronized with the configuration panel in the WebDynpro and it can be edited from there.

2.5 Configuration Consistency Check

In this view, you can check the consistency of the operation dashboard configuration, which can be helped a lot to speed up the process of finding the causes of some issue detected in the operations application.



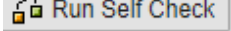
Configuration Consistency Check View

The coverage of that tab is:

- Check consistency of System / Metrics tab for:
 - o Entry point's existence and activation state.
 - o Metrics / Alerts' existence and activation state.
 - o Metrics / Alerts' managed object's existence and activation state.
 - o Jump-in to existing gadget.

- Check consistency of Key Figures tab for:
 - o Monitoring object's existence and activation state.
 - o Key figures' existence and activation state.
 - o Jump-in to existing gadget.
- Check consistency of BPA KPIs tab for:
 - o Panel existence.
 - o Analytic Key Figure existence.
 - o Jump-in to existing gadget.
- Check consistency of EEM tab for:
 - o Scenario / Script / Step existence.
 - o Robot existence, and its assignment to script.
 - o Jump-in to existing gadget.
- Check consistency of ITSM and OCC Queries tabs for:
 - o Jump-in to existing gadget.
- Propose fixes:
 - o Auto-fixes: Either the entry can be replaced easily and automatically, or it will be deleted in the configuration.
 - o Manual: This issue need to be manually fixed. Typically, the jump-in to non-existing gadget.
 - o Auto-fix log: The fix will be logged. However, we do not store the log, hence it will be lost if you refresh the configuration application.

2.5.1 Run Self Check

Under the tab consistency check report and when we Click on  the button, the content of the table will be updated with the list of the errors found for each instance.

Issues Report

Expand All

Collapse All

Run Self Check

Select All Auto Fixes

Deselect All Auto Fixes

Run Auto Fix

	Status	Configuration ID	Description	Errors
▶	●	2	test Sanity Check	1
▶	●	4	NewDash	1
▶	●	5	BPMon	7
▶	●	6	Test_OPE	1
▶	●	7	Test_OPE_Duplicate	1
▶	●	9	Alex_Ope Dashboard	4
▶	●	10	Job Management	3
▶	●	11	Business Processes	6
▶	●	13	ERP Control Center	1
▶	●	14	Business Processes	6
▶	⚠	15	Operation Dashboard	4
▶	⚠	20	Test_DF_ADMIN	1
▶	⚠	21	Test_DF_ADMIN	1
▶	●	22	Vien Test	5
▶	⚠	25	Test chiraz	404
▶	●	72	Test chi	4
▶	●	73	test	4
▶	●	74	test	4
▶	●	75	test	4

Issues Report List

For each instance you can use the expand option to see the root cause of the issues found. And for each problem, there will be check box for auto -fix to be selected if you want to use the auto fix option.

2 test Sanity Check

Level 1

Expand All Collapse All Select All Auto Fixes Deselect All Auto Fixes

Status	Description	Errors
●	CRM	

Level 2

Expand All Collapse All Select All Auto Fixes Deselect All Auto Fixes

Status	Description	Errors
●	availability	

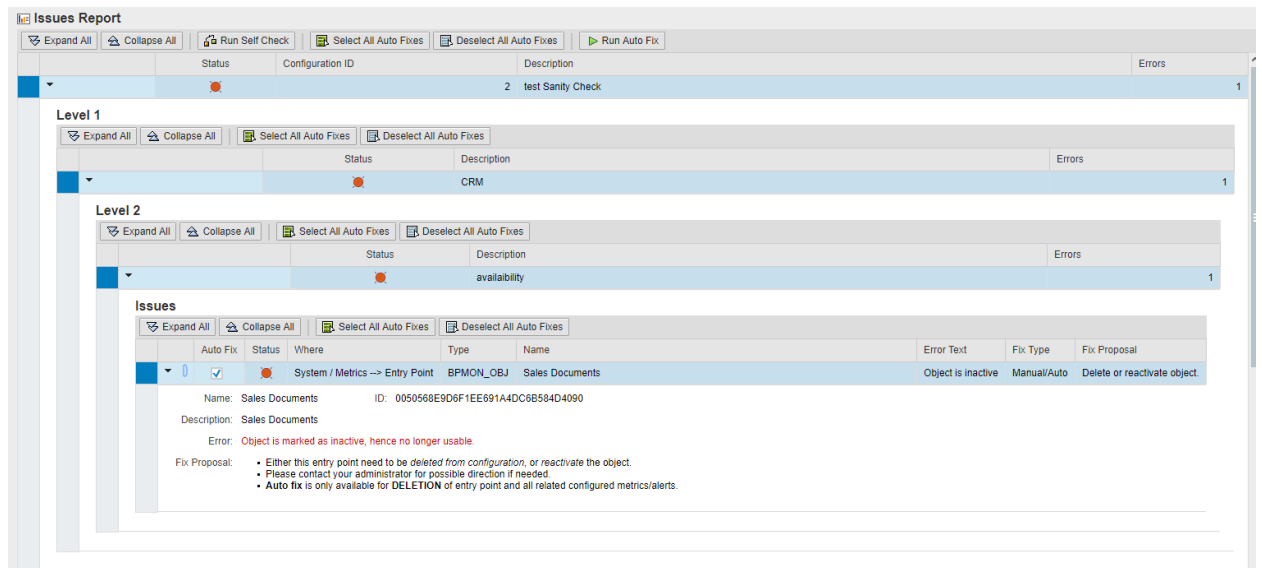
Issues

Expand All Collapse All Select All Auto Fixes Deselect All Auto Fixes

Auto Fix	Status	Where	Type	Name	Error Text	Fix Type	Fix Proposal
<input type="checkbox"/>	●	System / Metrics -> Entry Point	BPMON_OBJ	Sales Documents	Object is inactive	Manual/Auto	Delete or reactivate object.
<p>Name: Sales Documents ID: 0050568E9D6F1EE691A4DC6B584D4090</p> <p>Description: Sales Documents</p> <p>Error: Object is marked as inactive, hence no longer usable.</p> <p>Fix Proposal:</p> <ul style="list-style-type: none"> Either this entry point need to be deleted from configuration, or reactivate the object. Please contact your administrator for possible direction if needed. Auto fix is only available for DELETION of entry point and all related configured metrics/alerts. 							

Expanded view of issues in the Issues Report List (1)

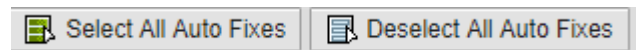
Note: Be careful with auto-fixes which have Fix Type of "Manual/Auto". This type, in general, will delete the entry if you choose to auto-fix it. So be sure you want to do it.



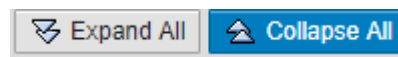
Expanded view of issues in the Issues Report List (2)

You should carefully check each issue and decide whether to use the auto-fix option or not as there may be auto-fix to delete the entry in your configuration.

You can use the select all auto fixes/deselect all auto fixes buttons in order to select/deselect all check boxes at once.



You can use expand all / collapse all reports.



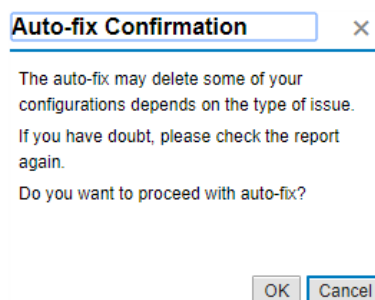
option to open or to close the issues

2.5.2 Run Self Check

When we click on the button run auto-fix



a pop up of confirmation appear containing two buttons the button OK and cancel.



Auto-fix confirmation pop-up

When we click on the button OK the auto fix is confirmed and we get the auto-fix log under the tab consistency fix log.

CONFIGURATION PANEL

Metadata ConfigurationCatalogOperations ConfigurationConfiguration Consistency Check

Consistency Check ReportConsistency Fix Log

The log is only available for current session. You will lose it when the application is refreshed.

Date Time

08.02.2019 10:27:35

- Metric CONTEXT="MTE_CLASS=WSftraceStatusClass_\$C\$ [ABAP_SYS_WS_FUNCTIONAL_TRACE] of managed object OTO~ABAP [0050568E9D6F1ED68E91610605C1E910] is deleted from entry point OTO~ABAP [0050568E9D6F1ED68E91610605C1E910] in configuration [116] fff > OTO~ABAP > Configuration
- Metric CONTEXT="MTE_CLASS=WSploadStatusClass_\$C\$ [ABAP_SYS_WS_PAYLOAD_TRACE] of managed object OTO~ABAP [0050568E9D6F1ED68E91610605C1E910] is deleted from entry point OTO~ABAP [0050568E9D6F1ED68E91610605C1E910] in configuration [116] fff > OTO~ABAP > Configuration
- Metric CONTEXT="MTE_CLASS=WSftraceStatusClass_\$C\$ [ABAP_SYS_WS_FUNCTIONAL_TRACE] of managed object OTO~ABAP [0050568E9D6F1ED68E91610605C1E910] is deleted from entry point OTO~ABAP [0050568E9D6F1ED68E91610605C1E910] in configuration [119] test > OTO~ABAP > Configuration
- Metric CONTEXT="MTE_CLASS=WSploadStatusClass_\$C\$ [ABAP_SYS_WS_PAYLOAD_TRACE] of managed object OTO~ABAP [0050568E9D6F1ED68E91610605C1E910] is deleted from entry point OTO~ABAP [0050568E9D6F1ED68E91610605C1E910] in configuration [119] test > OTO~ABAP > Configuration

The auto-fix log

When we click on the button cancel nothing happens.

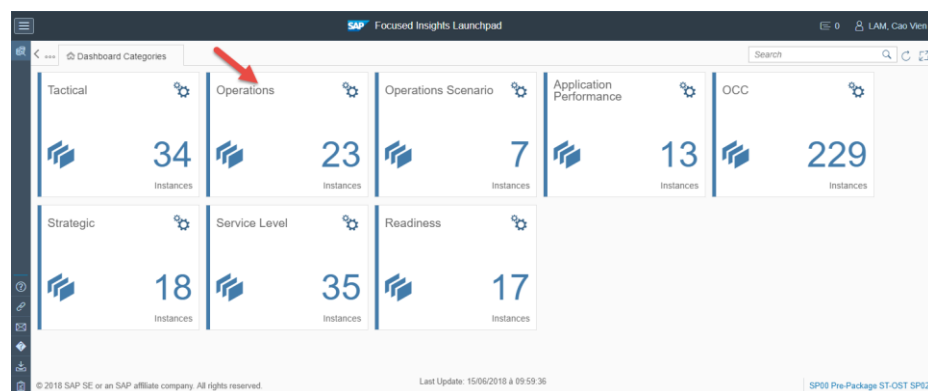
3 Dashboard

Once the configuration has been done, you can access the dashboard to see what you have configured. There are 2 views of the dashboard you can use. To access the dashboard based on the view, please follow section 3.1 and 3.2.

3.1 Instances View

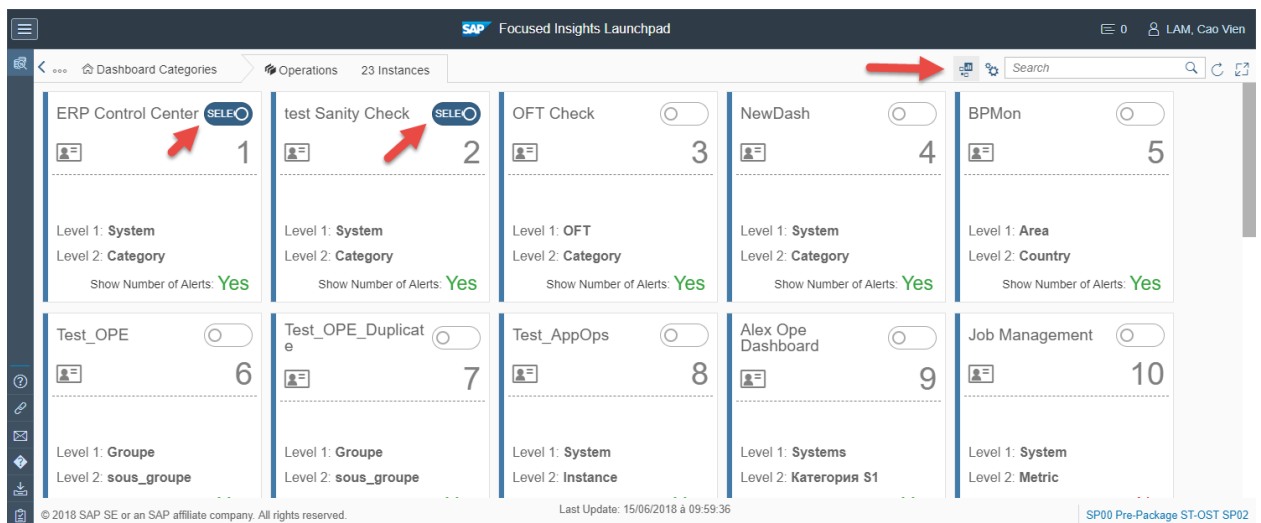
The first view is the Instance View. The dashboard will show level 1 items by instances. You can access it by using Focused Insights Launchpad as follow:

- Select Operations tile.



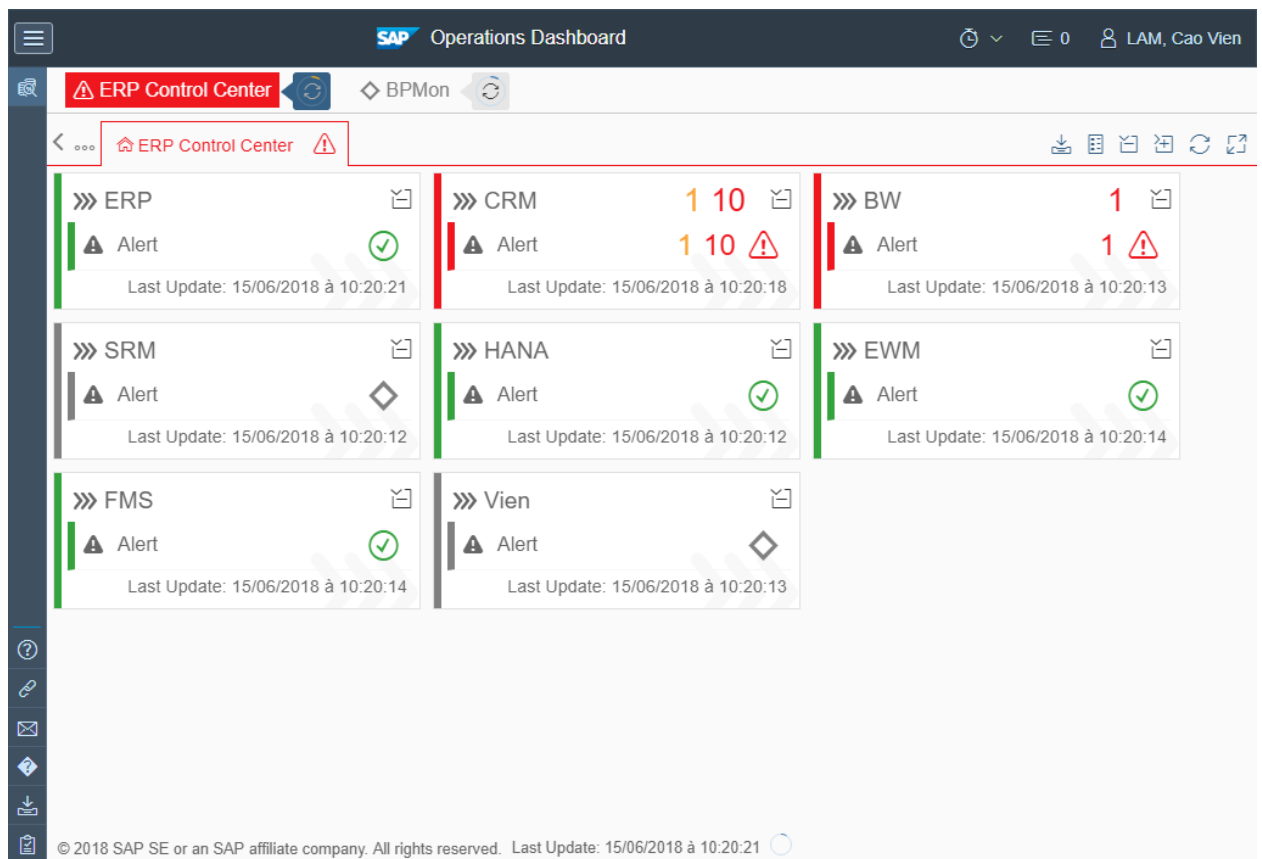
Select Operations Tile

- Select the instance you want to go to, and select button Go to Dashboard.



Select Operations Instances to Jump to

Once inside the dashboard with selected instances, you will see as below:



Operations Dashboard - Instances View

The dashboard is showing each instance in the instance selection header



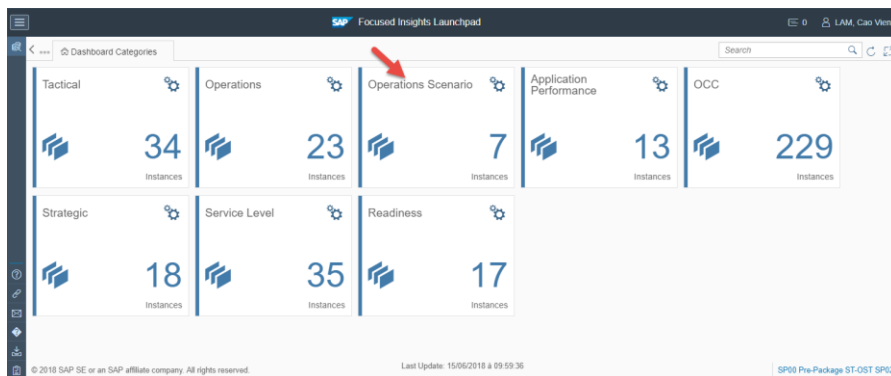
Instance Selection Header

You can switch between instance by clicking the title of the instance. The first level of the instance is, as in configuration, composed of level 1 items. Each level 1 item is 1 tile. The content of the tile can be as simple as an icon to show the rating of the level item, or it can be the aggregated number of alerts and tickets. This is based on the configuration of the instance as shown previously.

3.2 Scenarios View

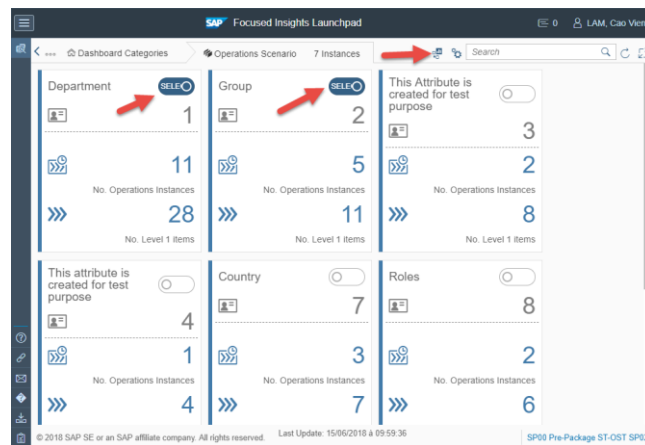
As shown before, the dashboard model has another view called Scenarios View, where scenarios are attributes, and content of first level view is attribute's values. You can access it by using Focused Insights Launchpad as follow:

- Select Operations Scenario tile.



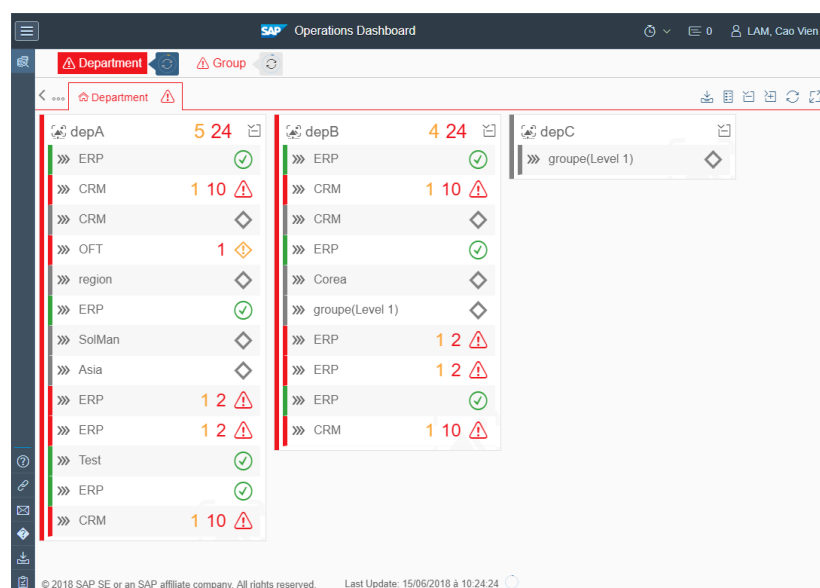
Select Operations Scenario Tile

- Select the instance you want to go to, and select button Go to Dashboard.



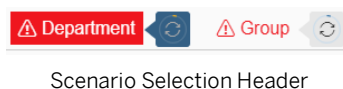
Select Operations Scenarios to Jump to

Once inside the dashboard with selected instances, you will see as below:



Operations Dashboard - Scenarios View

The dashboard is showing each scenario in the scenario selection header

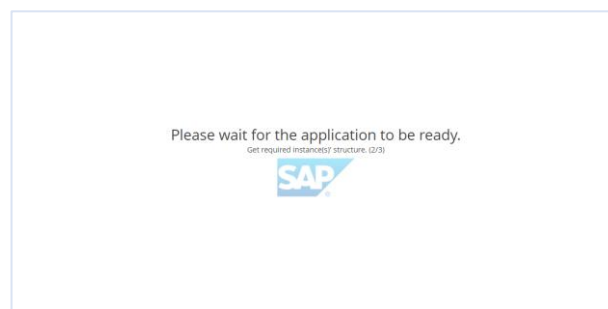


You can switch between scenario by clicking the title of the scenario. The first level of the scenario (attribute) is, as in configuration, composed of attribute's values. Each value is 1 tile. The content of the tile is the level 1 items which has metadata configuration to the respected value.

From here the usage of the dashboard is the same for 2 views as will describe in the next section.

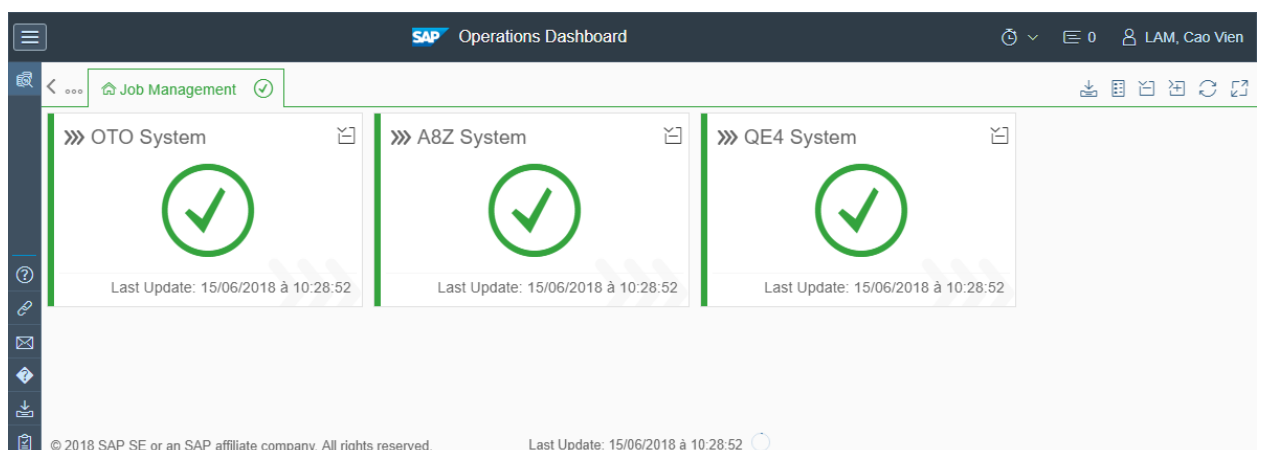
3.3 Dashboard Layout

When you enter the application, the loading screen, where all the initialization is happening, will be the first thing you see.



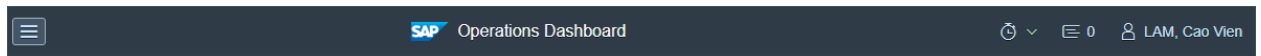
Operations Dashboard - Loading Screen

When no error is found in the initialization step, you will enter the dashboard based on the view that you have chosen.



Operations Dashboard - Instances View - Not Show Number of Alerts

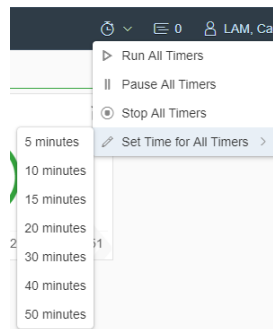
3.3.1 Header



Dashboard Header

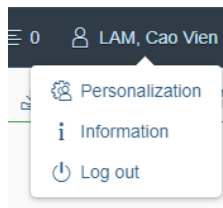
The header is composed of (from left to right):

- Side pane toggle button.
- SAP Logo.
- Dashboard Model Name: Operations Dashboard.
- Instances' timer settings (in case multiple instance is used), which manipulates all instances' timer.



Instances' Timer Settings

- Notification button.
- User Settings button with user name as label. When chosen, it pops up a menu:



User's Menu

- Choose Information to open Basic Information Dialog.



Basic Information Dialog

- Choose Log out in case you don't want to work anymore.

- Choose Personalization will open up Personalization pane.
In this pane, there are 3 groups of settings: Global Settings, Display Settings, and Instance Settings.

Global Settings

Global Settings

Theme

Color Scheme: Dark Light

Message Handling

Maximum Number of Stored Messages:

Instance Handling

☐ Auto switching instances when user is inactive

Inactive to idle: s

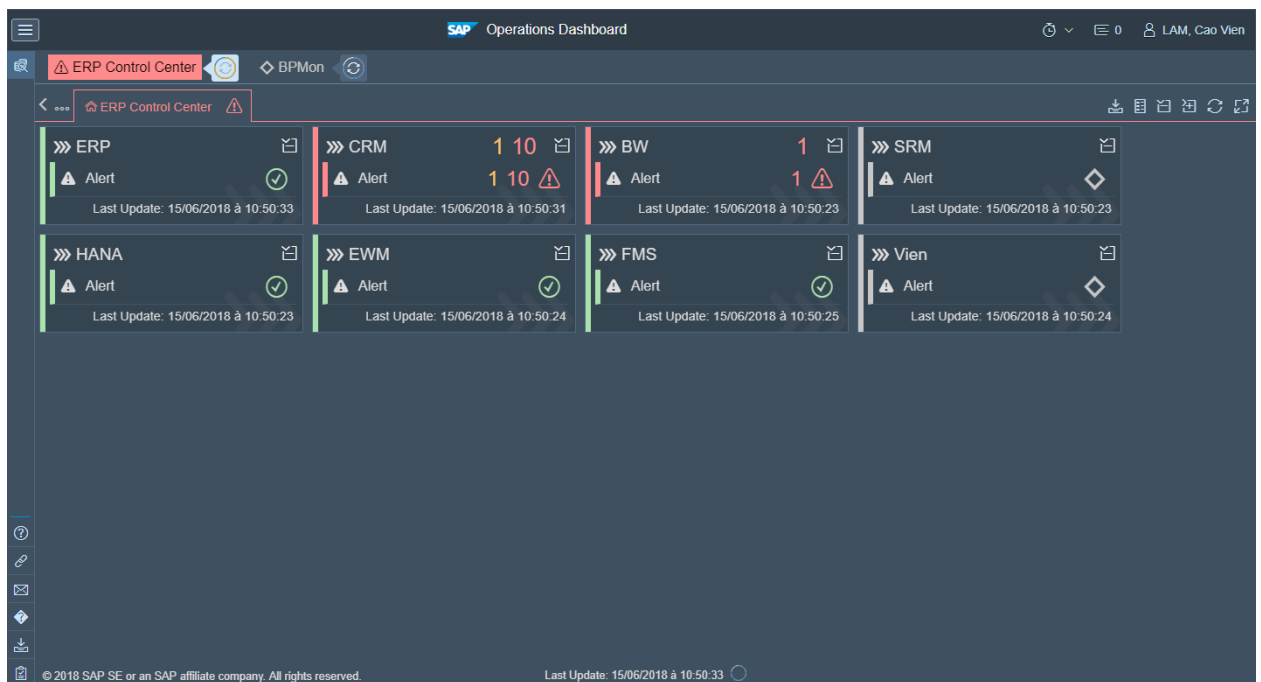
Switch delay: s

> Display Settings

> Instance Settings

Personalization Pane - Global Settings

- You can choose the theme



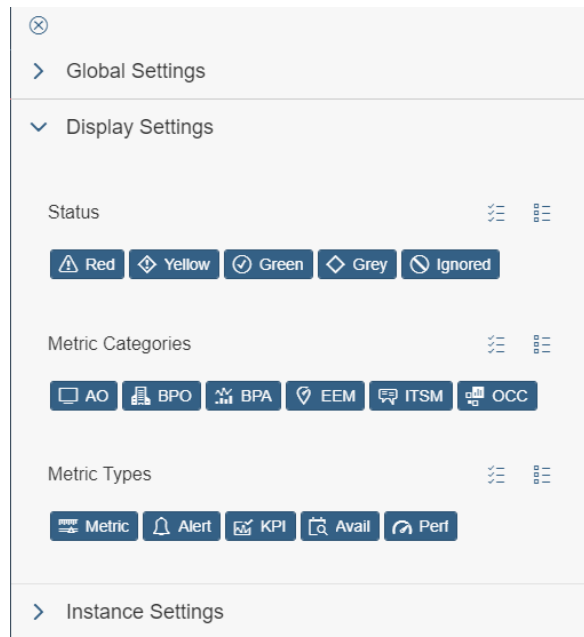
Operations Dashboard - Dark Theme

- The maximum number of messages to store in the message dialog.

- The Auto Switching of Instances feature if checked:
 - By setting the inactive time for the dashboard to determine user is idle to activate the function.
 - And time waiting between switch of instances

Display Settings

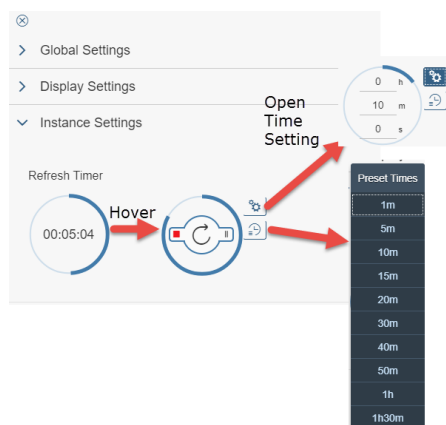
You can filter tiles based on Status, Metric Categories (appear at metric level), and Metric Types (appear at metric level).



Personalization Pane - Display Settings

Instance Settings

You can set individual timer of the instance here. To set time, hover above timer



Personalization Pane - Instance Settings

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 different also in the future.

3.3.2 Instance Selection Header

This header allows you to switch between instances manually.



Instance Selection Header

Each instance will have its own refresh timer, which shows as a circle with refresh icon inside next to the instance name. You can click on the refresh icon to manually refresh the data of the instance. This will not reset the time of the timer. If you want to change the time for a specific instance, you need to select it, and go to Personalization Pane.

3.3.3 The Footer

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Last Update: 15/06/2018 à 11:10:25

Getting Data

The Footer








The footer contains:

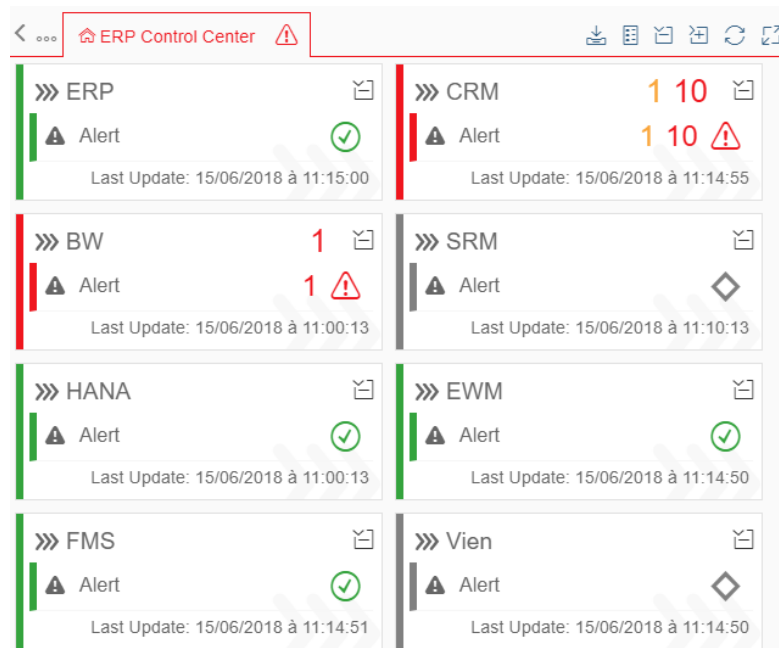
- Copyright in the left area.
- Global latest update of the instance in middle area.
- The background task information in the right area.

3.3.4 The Content Area

The content area is in the middle-center of the dashboard. This is where you see the content of the selected instance.

This area is covered by the navigator which contains:

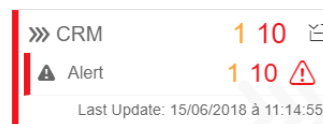
- Navigating items: which show where you are, and where you are from. 
- The message inbox button .
- The legend button . It will open a pop up contains legends.
- The collapse all tiles button . It will collapse the tiles which are shown in content area.
- The expand all tiles button . It will un-collapse the tiles.
- The refresh button . It serves like the refresh button in instance selection header.
- The full screen button  which allows you to show only the content area. The previous toggle state of side panes is kept. For example, if they are hidden prior to full screen, when you go back from full screen, they will be hidden.



Content Area

3.4 Content Navigation

As you know, there are two views in the dashboard model. The Instances View and the Scenarios View. In the Instances View, at first level the tile are level 1 items. You can click the tile to navigate to the second level which shows the level 2 items for selected level 1.



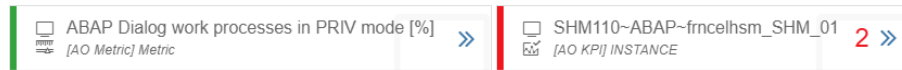
Instances View - Click Tile to Navigate

However, in the Scenarios View, each tile is the value of the scenario. Inside each tile, the level 1 items will be listed as entries of the tile. To navigate to the second level, you need to select an entry in the tile.



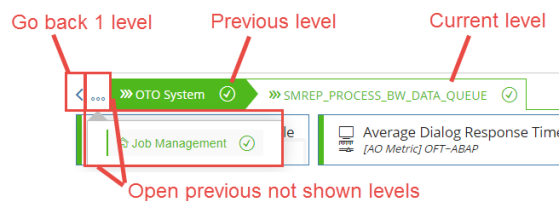
Scenarios View - Click Level 1 Item Entry to Navigate

From second level, the navigation is the same for both views. When you reach the third level, some of the tiles allows you to navigate to the fourth level, some does not. It's based on the type of metric, and the grouping configuration. In general, if you encounter a KPI tile like image below, you can navigate to the fourth level. Otherwise, it will jump to the place where it's configured in the configuration application. You can differentiate them by the arrow on the right side, and the additional 2 numbers information in the tile. These numbers are for the total of red, and yellow rating that this tile contains. They appear only when rating is yellow or red.



Third Level Navigable Tile

While navigating down, the navigator will keep track of where you are, and where you were by navigating items. You can go back 1 level by select the left arrow button. You can also click to any navigating item to go back to that level. In case the screen size is small, so not all the navigating items are shown. You can select the "... " button to open the list of now shown levels.



Navigator - Navigating Items

You have reached the end of the user guide. Have a good monitoring session.



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Click here to enter text.

