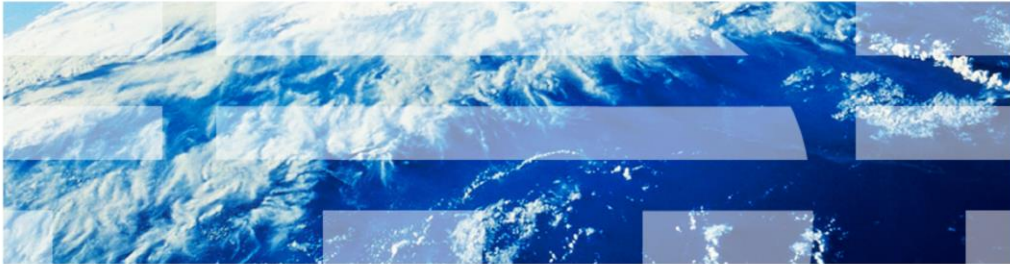


IBM Tivoli Business Service Manager V6.1

Using the tree template editor



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IBM Tivoli® Business Service Manager V6.1, Using the tree template editor.

You can use Tivoli Business Service Manager to modify the columns in custom trees in both the Service Navigation and Service Tree portlets.

The tree template editor is the tool used to modify, delete, or add tree columns.

This presentation provides the necessary steps to use this tool.

Assumptions

- Before you edit the tree templates for Tivoli Business Service Manager, you must configure these items
 - Data sources
 - Data fetchers
 - Service templates with incoming status rules

Before working with the tree template editor, you must set up a few items.

Configure the data source and the data fetcher to select the data you want. Also, configure the service templates and the template rules that collect the data you display in custom service tree columns.

This presentation references the TicketCounts tree template example from the IBM Tivoli Business Service Manager Version 6.1 Scenarios Guide and uses the service templates and rules defined in that guide.

Objectives

When you complete this module, you can use the tree template editor to perform the following tasks:

- Add, delete, or modify columns in a tree template
- Create a new tree template

When you complete this module, you can use the tree template editor to perform the following tasks:

- Add, delete, or modify columns in a tree template
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Service tree portlet

The service navigation portlet services tree has three default columns

A service tree portlet with an assigned custom tree template

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You can use the **tree template editor** to modify the appearance of the columns for trees in Tivoli Business Service Manager.

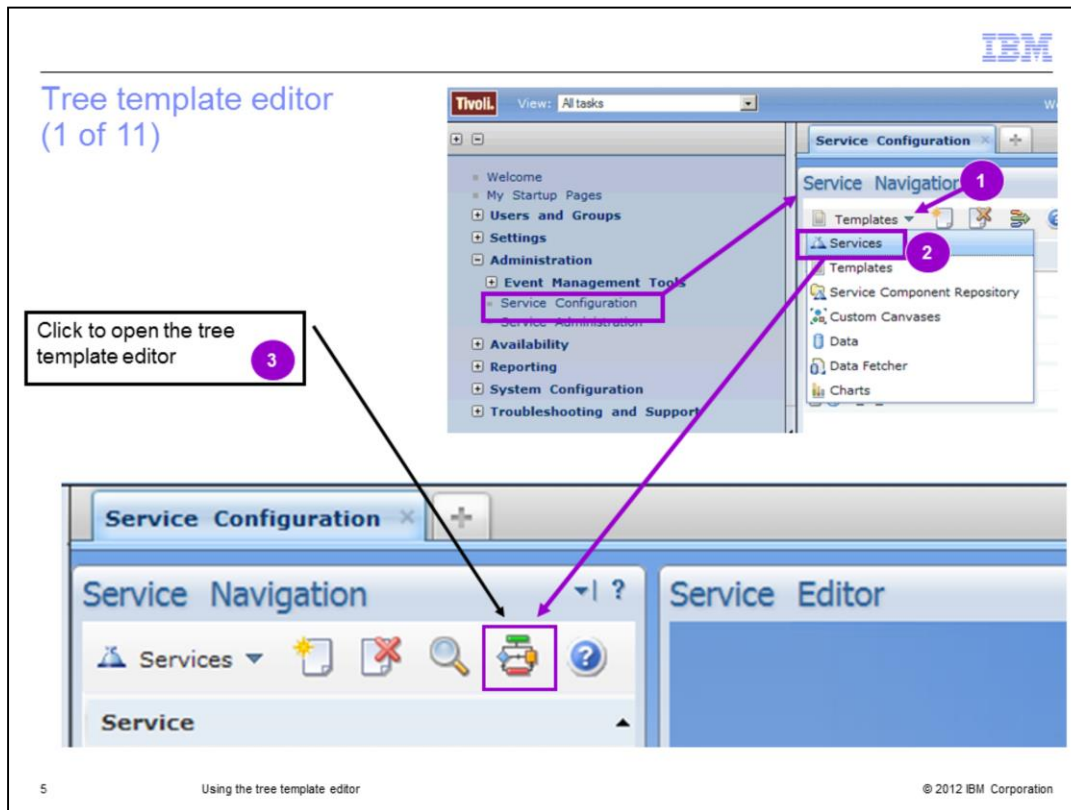
The first screen capture shows the three default columns defined for a service tree, as seen in the Service Navigation portlet.

The second screen capture shows an example of a custom tree template assigned and displayed in a custom service tree portlet.

This presentation describes how to open the tree template editor and modify tree templates within the editor.

Note that you **cannot** change what tree template is assigned to the service tree in the Service Navigation portlet.

You can assign a different tree template to trees in a service tree portlet by editing the portlet preferences. With this assignment, you can create pages with multiple service tree portlet instances, each with its own custom tree template.

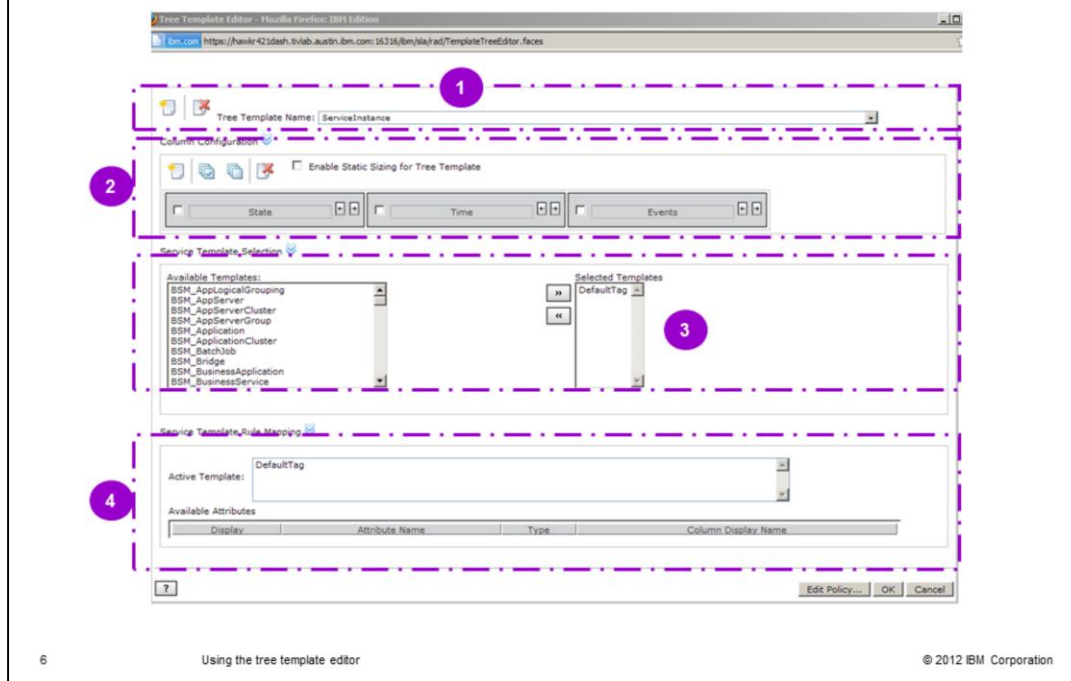


To open the tree template editor, complete these steps:

1. From the Service Configuration page, within the Service Navigation portlet, click the menu arrow.
2. Click **Services**.
3. Click **tree template editor** as shown in the screen capture.

The tree template editor opens, as shown in the next slide.

Tree template editor (2 of 11)



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Using the tree template editor

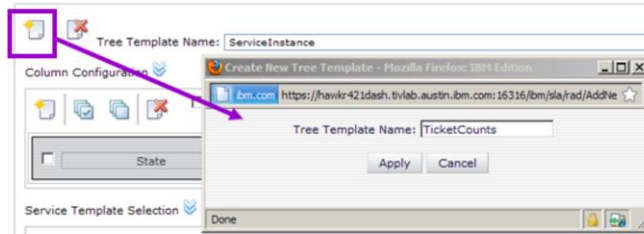
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The tree template editor is divided into four different sections:

1. At the top, you start by selecting the tree template you want to modify, or selecting the **New** icon to begin creating a new tree template.
2. You can use the second section to modify the column names in a tree template.
3. Next, is the Service Template selection.
4. In the last section, you select an active service template, and assign its rules to a column.

Tree template editor (3 of 11)

- Click the **New** icon at the top of the tool 
- In the window that opens, enter a name for the new tree template in the **Tree Template Name** field and click **Apply**



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Using the tree template editor

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To create a new tree template, click new icon. This opens a window where you enter the new name for your new tree template, (in this case '**TicketCounts**'). Click **Apply**.

Tree template editor (4 of 11)

By default, Tivoli Business Service Manager includes three tree templates:

- ServiceInstance
- ServiceTemplate
- ServiceComponentRepository



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Using the tree template editor

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You can use the tree template name menu at the top of the tree template editor to specify the tree template you want to edit.

You can choose the new name you just created, **TicketCounts**, or one of the three defaults.

Tivoli Business Service Manager includes three tree template defaults:

1. ServiceInstance

- This tree template defines the layout of the **Services** in the Service Navigation portlet.
- As stated earlier, you cannot alter the name 'ServiceInstance' of the tree template for the Service Navigation.
- But, if you choose to, you can edit the columns of this default tree template.
- This tree template has the **State**, **Time**, and **Events** columns defined.
- **Note:** If you modify this tree template, you are modifying the view of all Tivoli Business Service Manager trees (unless they have been assigned a different template).

2. ServiceTemplate

- This tree template defines the layout of the **Templates** tree in the Service Navigation portlet.

- This tree template contains no column definitions.

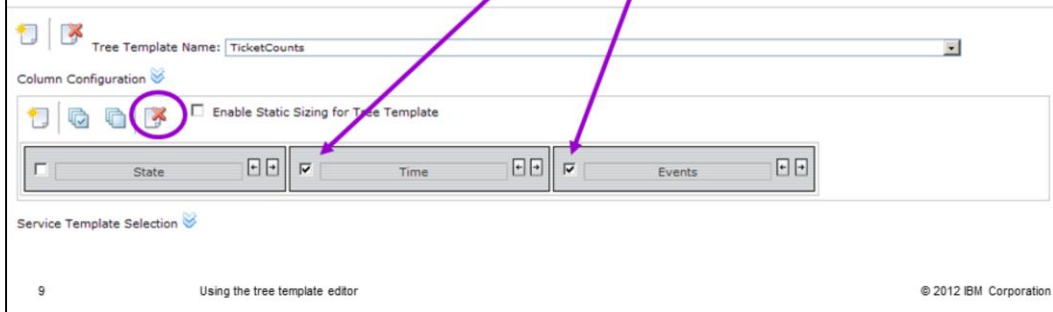
3. ServiceComponentRepository

- This tree template defines the layout for the Service Component Repository tree in the Service Navigation portlet.

Tree template editor (5 of 11)

Delete two columns that are not used in TicketCounts

- Under **Column Configuration**, select the check boxes for the **Time** and **Events** columns
- Click the **Delete Selected** icon (X)



Use the template name you just added, **TicketCounts**.

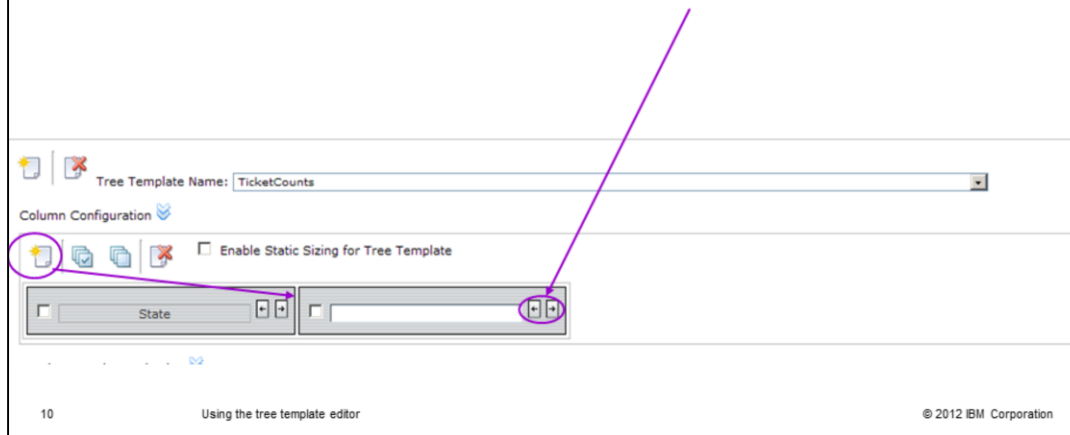
In the **Column Configuration** section, delete two columns not used, **Time** and **Events**, by performing these steps:

1. Select the check boxes in the **Time** and **Events** columns.
2. Click the **Delete Selected** icon red 'X'.

These actions remove the columns.

Tree template editor (6 of 11)

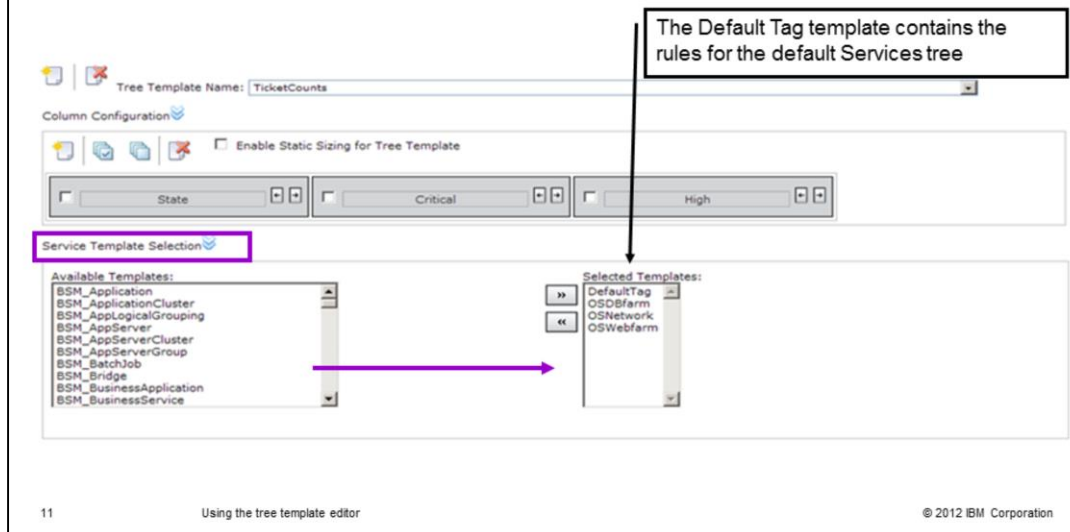
- Click the **New** icon, and, in the new **column** field, type a column title
- Repeat the previous step to add another column
- Use the right and left arrows on a column to rearrange the column order



Still working in the **Column Configuration** section, complete these steps to add new columns:

1. Click the **New** icon to add a blank column. Type in the name of the new column.
2. You can repeat this step for as many columns as needed.
3. You can use the right and left arrows on a column to rearrange the column order.
4. For this example you add two column titles; **Critical** and **High**.

Tree template editor (7 of 11)



This image shows the added columns. In the **Service Template Selection** section, perform these steps:

1. In the **Available Templates** list that uses the new **TicketCounts** tree template, click **service templates**.
2. Click **>>** to move the selected template to the **Selected Templates** list. For this example, the three service templates, **OSDBfarm**, **OSNetwork**, and **OSWebfarm** are moved.

The **DefaultTag** was already listed in the **Selected Templates** list because it is used to define the rules for the default columns (**State**, **Time**, and **Event**) from the **ServiceInstance** tree template.

Tree template editor (8 of 11)

Service Template Rule Mapping

Active Template: OSDBfarm

Available Attributes

Display	Attribute Name	Type	Column Display Name
<input checked="" type="checkbox"/>	serviceStatusImage	default	State
<input type="checkbox"/>	slaStatusImage	default	Time
<input type="checkbox"/>	rawEventsImage	default	Events
<input checked="" type="checkbox"/>	@CriticalDBTickets	Critical	Critical
<input checked="" type="checkbox"/>	@HighDBTickets	High	High
<input type="checkbox"/>	@DBFarmEvents

...
State
Critical
High

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In the **Service Template Rule Mapping** section, there are two parts.

For each Active Template selected in the list, you must complete the **Available Attributes** section.

Example:

1. In the **Active Template** list, click **OSDBfarm**.

By making this selection the rules for the OSDBfarm template open in the **Available Attributes** list table.

2. Clear the **Display** check box for the **slaStatusImage** and **rawEventsImage** attributes.

3. Select the **Display** check box for the **@CriticalDBTickets** rule.

4. Select the **Critical** column from the **Column Display Name** menu as shown in the second screen capture.

5. Click the **Display** check box for the **@HighDBTickets** rule.

6. Select the **High** column from the **Column Display Name** menu.

The first screen capture shows the completed **Service Template Rule Mapping** for the **OSDBfarm service** template.

Tree template editor (9 of 11)

Service Template Selection

Available Templates:

- BSM_Application
- BSM_ApplicationCluster
- BSM_AppLogicalGrouping
- BSM_AppServer
- BSM_AppServerCluster
- BSM_AppServerGroup
- BSM_BatchJob
- BSM_Bridge
- BSM_BusinessApplication
- BSM_BusinessService

Selected Templates:

- DefaultTag
- OSDBfarm
- OSNetwork
- OSWebfarm

Service Template Rule Mapping

Active Template:

- DefaultTag
- OSDBfarm
- OSNetwork
- OSWebfarm

Available Attributes

Display	Attribute Name	Type	Column Display Name
<input checked="" type="checkbox"/>	serviceStatusImage	default	State
<input type="checkbox"/>	slaStatusImage	default	Time
<input type="checkbox"/>	rawEventsImage	default	Events
<input checked="" type="checkbox"/>	@CriticalNetworkTickets	Critical	Critical
<input checked="" type="checkbox"/>	@HighNetworkTickets	High	High
<input type="checkbox"/>	@NetworkEvents

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In the Service Template Rule Mapping, locate the **Active Template** list and click **OSNetwork**.

The rules for the OSNetwork template open in the **Available Attributes** list table.

1. Select the **Display** check box for the **@CriticalNetworkTickets** rule.
2. Select the **Critical** column from the **Column Display Name** menu.
3. Click the **Display** check box for the **@HighNetworkTickets** rule.
4. Select the **High** column from the **Column Display Name** menu.

The screen capture shows the rule mappings for the **OSNetwork service** template.

Tree template editor (10 of 11)

The screenshot displays the 'Tree template editor' interface, specifically the 'Service Template Rule Mapping' section. The 'Service Template Selection' section at the top shows a list of 'Available Templates' on the left and 'Selected Templates' on the right. The 'Service Template Rule Mapping' section below shows the 'Active Template' set to 'OSWebfarm'. Underneath, the 'Available Attributes' table is visible, with a purple box highlighting the '@CriticalWebTickets' and '@HighWebTickets' rows. The '@CriticalWebTickets' row has its 'Display' checkbox checked and its 'Column Display Name' set to 'Critical'. The '@HighWebTickets' row has its 'Display' checkbox checked and its 'Column Display Name' set to 'High'. At the bottom right, the 'OK' button is highlighted with a purple box.

Service Template Selection

Available Templates:

- BSM_ApplicationCluster
- BSM_ApplicationGrouping
- BSM_AppServer
- BSM_AppServerCluster
- BSM_AppServerGroup
- BSM_BatchJob
- BSM_Bridge
- BSM_BusinessApplication
- BSM_BusinessService

Selected Templates:

- DefaultTag
- OSDBfarm
- OSNetwork
- OSWebfarm

Service Template Rule Mapping

Active Template: DefaultTag, OSDBfarm, OSNetwork, OSWebfarm

Available Attributes

Display	Attribute Name	Type	State	Column Display Name
<input checked="" type="checkbox"/>	serviceStatusImage	default	State	
<input type="checkbox"/>	slaStatusImage	default	Time	
<input type="checkbox"/>	rawEventsImage	default	Events	
<input checked="" type="checkbox"/>	@CriticalWebTickets		Critical	Critical
<input checked="" type="checkbox"/>	@HighWebTickets		High	High
<input type="checkbox"/>	@WebFarmEvents		...	

Edit Policy... OK Cancel

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Finish with the last template. In Service Template Rule Mapping, locate the **Active Template** list and click **OSWebfarm**.

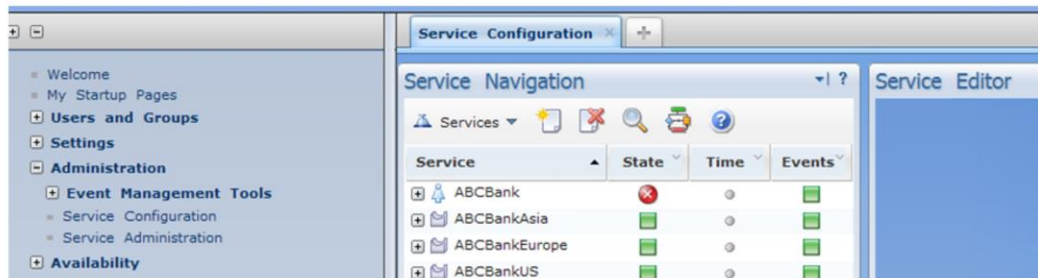
The rules for the OSWebfarm template open in the **Available Attributes** list table.

1. Select the **Display** check box for the **@CriticalWebTickets** rule.
2. Select the **Critical** column from the **Column Display Name** menu.
3. Select the **Display** check box for the **@HighWebTickets** rule.
4. Select the **High** column from the **Column Display Name** menu.

The screen capture shows the rule mappings for the OSWebfarm service template.

5. To save the tree template updates and close the tree template editor, click **OK**.

Tree template editor (11 of 11)



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Using the tree template editor

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Closing the tree template editor returns you to the Service Navigation services portlet.

This action completes the steps used in the tree template editor.

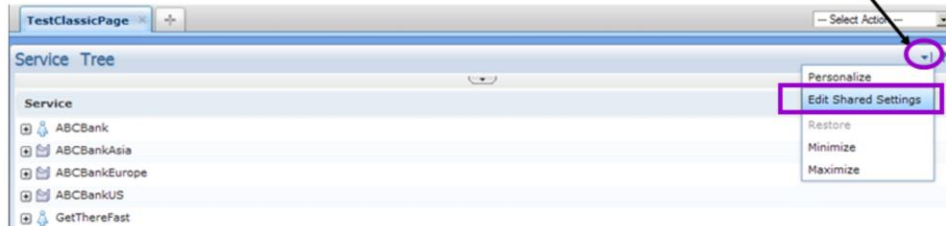
Your next actions, which are out of the scope of this presentation, are to use or display the new **TicketCounts** tree template.

To display the new tree template, create a custom page with a Service Tree portlet which is modified to display the new tree template.

This custom Service Tree portlet is also called a **scorecard**.

Custom service tree (1 of 3)

Custom page TestClassicPage with a Service Tree portlet. Click **Edit** and from the menu, select **Edit Shared Settings**



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Using the tree template editor

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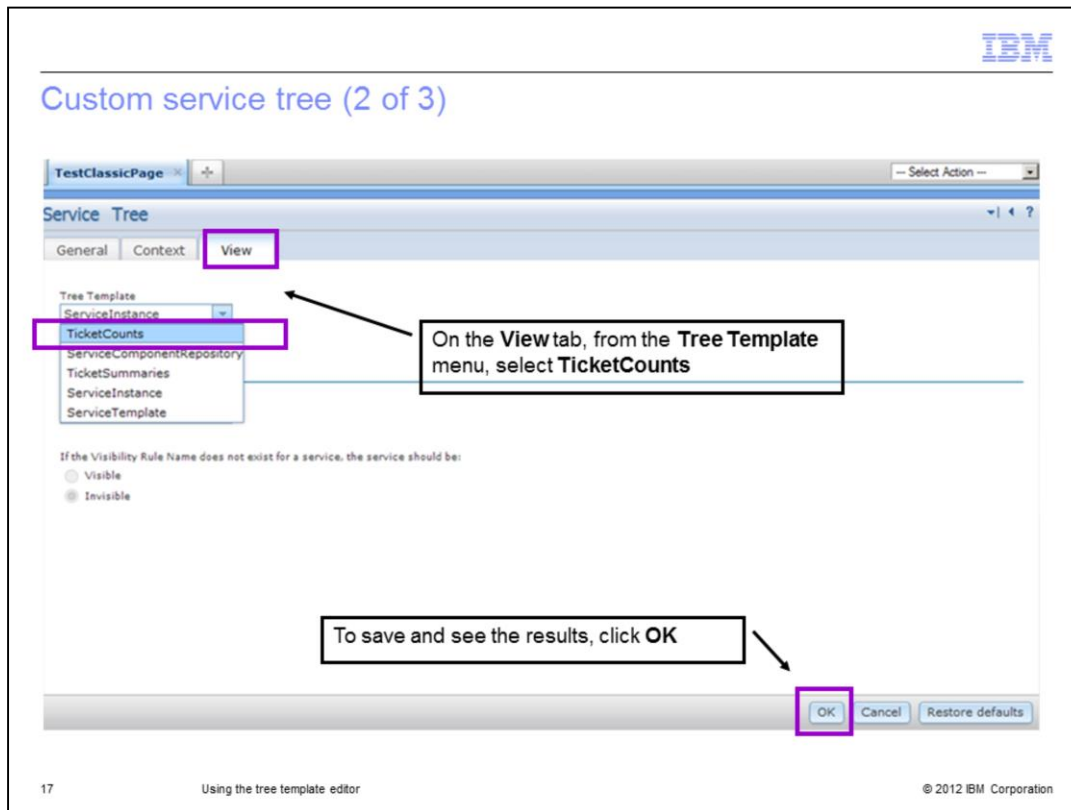
Details on how to perform the tasks needed to create a custom Service Tree (**scorecard**), can be found in both the IBM Tivoli Business Service Manager Version 6.1 scenarios and the service configuration guides.

This slide and the next two, show the results of how to display the TicketCounts tree template in a scorecard (custom Service Tree portlet).

However, this is an overview; to see more details, see the guides.

The screen capture shows a custom page called TestClassicPage with a Service Tree portlet. To see this page, you click **Edit** to open the **Edit** menu, and select **Edit Shared Settings**.

Custom service tree (2 of 3)



This image shows the update made in the **View** tab. To see this update, open the **Tree Templates** menu and click **TicketCounts**. To save the Service Tree portlet, click **OK**.

Custom service tree (3 of 3)

The screenshot shows a web application interface for editing a service tree. The main content area displays a table titled 'TicketCounts' with the following data:

Service	State	Critical	High
Asia_REGION_FOR_GetThereFast	Green		
DBFarm_FOR_GetAsia	Green	2.0	2.0
Network_FOR_GetAsia	Green	4.0	5.0
WebFarmGetThereFastAsia	Green	2.0	4.0
Europe_REGION_FOR_GetThereFast	Red		
US_REGION_FOR_GetThereFast	Green		

The 'Critical' and 'High' columns are highlighted with a purple border. The interface includes a breadcrumb 'TestClassicPage', a 'Select Action' dropdown, and a footer with the text 'Using the tree template editor' and '© 2012 IBM Corporation'.

The updated Service Tree is open and now displays the TicketCounts tree template. You can see this because the columns **Critical** and **High** are displayed.

Summary

Now that you have completed this module, you can perform these tasks in the tree template editor:

- Add, delete, or modify columns in a tree template
- Create a new tree template

Now that you completed this module, you should be able to use the tree template editor to create and modify tree templates.

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