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WebSphere® Business Monitor V6

Dashboards – Other Dashboard Views



@business on demand.

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This presentation explains the remaining dashboard views. The KPI based views and the Reports and Dimensions views are covered in other presentations.

Goals

- Fully describe all of the remaining views provided with WebSphere Business Monitor V6
 - ▶ Alerts
 - ▶ Active Instances
 - ▶ Process Diagrams
 - ▶ Export Values
 - ▶ Organizations

The goal of this presentation is to explain the views listed here.

Agenda

- Process Diagrams
 - ▶ Overview, Configuration
- Active Instances
 - ▶ Overview, Configuration, Edit
- Alerts
 - ▶ Overview, Configuration
- Organizations
 - ▶ Overview, Configuration
- Export Values



Each of the views will be looked at in detail, showing what they are capable of, how to use them and then how to configure them. Examples are also shown.

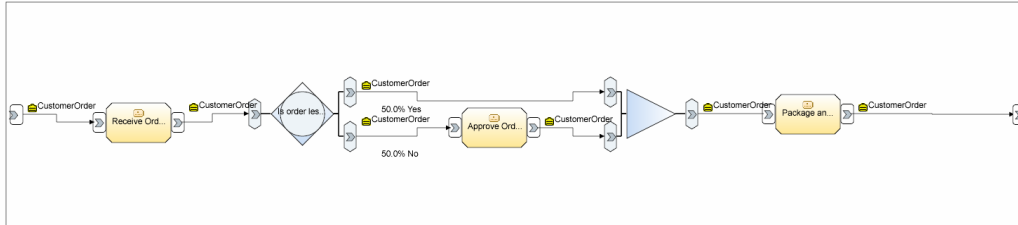
Section

Process Diagrams View Overview

This section covers the Process Diagrams View.

Process Diagrams View

- Shows the Process Diagram



- Diagram is shown as a Scalable Vector Graphic (SVG)
- Requires an SVG 1.1 viewer browser plug-in to display the diagrams

The Process Diagrams view is specifically for displaying the process model diagram. It is a useful view because it gives the dashboard user a visualization and reminder about the process they are monitoring. It is also capable of showing the status of process instances as you will see in the next few slides.

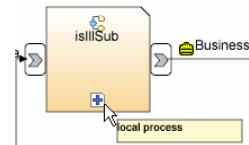
The diagram is not a simple JPEG or GIF image. It is a Scalable Vector Graphic which is a more interactive type of graphic. You will need to install an SVG viewer into your Internet Explorer browser to view the diagrams. You can get one from <http://www.adobe.com/svg/>

Process Diagrams View

- Mouse hover shows more information



- Drill down to show sub-processes




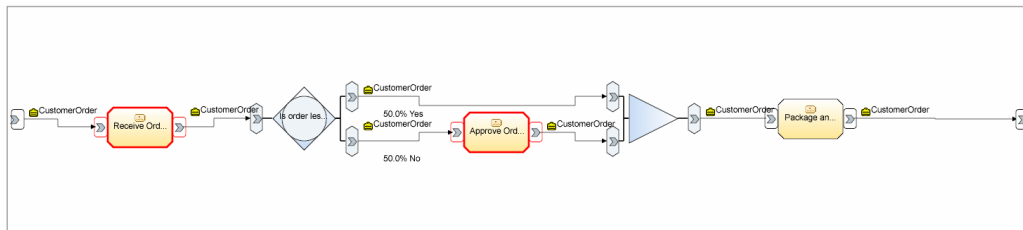
- Then use 'back to root' or 'back to parent' button to return from local sub-processes
- Text labels can also be highlighted in the view
 - ▶ Can then copy to clipboard



Because the diagram is more than just a picture, you can do things like hover the mouse over pieces of the process to see more information. You can also drill down into sub-processes by clicking on those activities, and then use the single arrow to go back up one level, or the double arrow to go back to the top level process. It is also possible to highlight text and copy it to the clipboard, which might be useful

Process Diagrams View

- Can interact with Active Instances and Alerts view
 - ▶ Requires portlets be wired together (see portlet wiring)
- In those views, click the  link to display an individual instance in the process diagram view
- The instance is shown, with red highlighting indicating the ready, running or completed activities



The Process Diagrams view can also interact with the Active Instances view or the Alerts view in co-operative mode. This allows a dashboard user to click an alert or instance and have the diagram update to show the progress of that individual instance by highlighting activities in red. A red circle on an activity indicates that it has started or already finished. If there is no red circle then the activity has not yet been reached.

To enable this function you must wire the portlets together – see the Dashboards Overview presentation for details.

When the view is in 'cooperative mode' it can be returned to normal by clicking the 'Restore Original Content' button.

Section

Process Diagrams View Configuration

This section explains configuring the Process Diagrams view.

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Process Diagram View Configuration

- Simply select the model and the process to display

Scenario Process Diagrams

Business Measures Model

- ProjectScenario
 - Processes

Processes

- ProcessScenario

Show informational text

Reminder: Before proceeding to the next screen make sure that an SVG viewer is installed.

- Click Next, check the preview and then click Finish

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The 'configure' icon in the top right of the slide indicates that this slide covers view **configuration**. This format is used throughout the presentation.

Activate the view configuration by clicking that icon in the portlet toolbar – see the Dashboards Overview presentation for more information.

The configuration of this view is very simple. Select one of the business measures models that are deployed into your environment and then select the process. Clicking Next takes you to a preview page and then you click Finish.

There is no Edit mode for Process Diagrams, only a configure mode.

Section

Active Instances View Overview

This section covers the Active Instances view.

Active Instances View

- Details about running process instances (mode 1)
 - ▶ All processes that are currently active

Results 1 to 3 of 3

Actions	Diagram	City ↑↓	Country ↑↓	OrderPrice ↑↓	Start Time ↑↓	State ↑↓	Activities
		Winchester	England	900	Nov 29, 2005 6:42:02 PM	Running	
		Raleigh	USA	1,200	Nov 29, 2005 6:42:21 PM	Running	
		Southampton	England	1,300	Nov 29, 2005 6:42:43 PM	Running	

- Or values of Aggregate Metrics and KPI (mode 2)
 - ▶ Calculated from all finished process instances

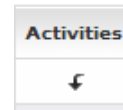
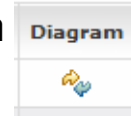
Average Approval Time ↑↓	Average Order Price	Average Process Duration	Highest Ever Order Price	Percentages of decisions requiring approval	Total Approvals	Total Decisions
1 h, 47 m, 23 s	945.143	1 h, 47 m, 26 s	10,000	96.429	108	112

The Active Instances view can be used in two ways; 1) to show active instances data, 2) to show aggregate data for completed instances. It is primarily for the first of these (mode 1), hence its name.

Mode 1 shows the values for each of the instance measures (metrics, stopwatches, counters) that were defined in the business measures model for the process. It shows one row for each process that is in the state Running (is still active). Be aware that the view shows data from the RUNTIME database so the 'real-time' accuracy will depend on how long an interval was setup for replicating between state and runtime databases.

Running Processes – Process Instance Details

- Click Diagram icon to show instance status in Process Diagrams view
 - ▶ Portlets must be wired together by Portal administrator
- Click Activities icon to drill down into process activities and their status
 - ▶ Can also drill down further with sub-processes



Activities

File Edit View Data Tools Help

Results 1 to 2 of 2

State ↑↓	Assigned Users List ↑↓	Start Time ↑↓	Assigned User ↑↓	Business Name ↑↓	Elapsed Duration ↑↓
Completed		Nov 29, 2005 6:42:03 PM		Receive Order	1 s
Running		Nov 29, 2005 6:42:04 PM		Approve Order	1 m, 5 s

Working Duration ↑↓	Instance ID ↑↓	Counter ↑↓	Subprocess
1 s	_AI:90040107.dd54d583.ed4f52f6.f51a00ea	1	
1 m, 5 s	_AI:90040107.dd54dbcc.ed4f52f6.f51a00ee	1	



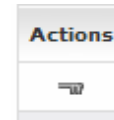
One of the things you can do with this view (in mode 1) is to click on the diagram for an instance and have it update the process diagrams view. This was covered in the slides that talked about the Process Diagrams view.

You can also click the 'activities' link for each instance to drill down into the status of each activity. If you have sub-processes then you can drill down into these and see any measures that were defined for the sub-process.

The screen capture is divided in half to fit the width of the slide.

Running Processes – Administer Processes

- Click Actions icon to administer process



- Dashboard Server must be able to communicate with runtime server
 - ▶ Configured during Dashboard Server installation

You can also click the Actions list and choose to suspend, resume or terminate an instance. This relies on a link being setup between the Dashboard and the BPEL Process Server. This link is created at install time when the Dashboard Client installation asks you to specify the hostname and port for your BPEL Process Server.

Note that the active instances list will not update immediately after you perform one of these actions. For example if you choose terminate, the instance will still appear in the active instances list until the replication has happened between state and runtime databases.

Aggregate Metrics and KPIs – Mode 2

- Shows values calculated from all **finished** process instances
 - ▶ Completed or Terminated
- All measures that were defined as either Aggregate Metrics or KPIs are shown
- They are aggregated for all **finished** instances – active instances are not taken into account!



Mode 2 for this view allows you to see the aggregated values of all KPI or Aggregate Metric measures in the business measures model. These are calculated by aggregating across all instances that have completed or terminated (therefore the data is for non-active instances even though the view name is Active Instances). This view is the only one that displays Aggregate Metric measures.

Section

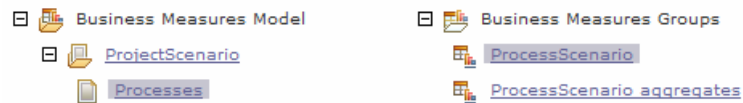
Active Instances View Configuration

This section covers the configuration of the Active Instances view.

Active Instances View Configuration



- Choose Model then group

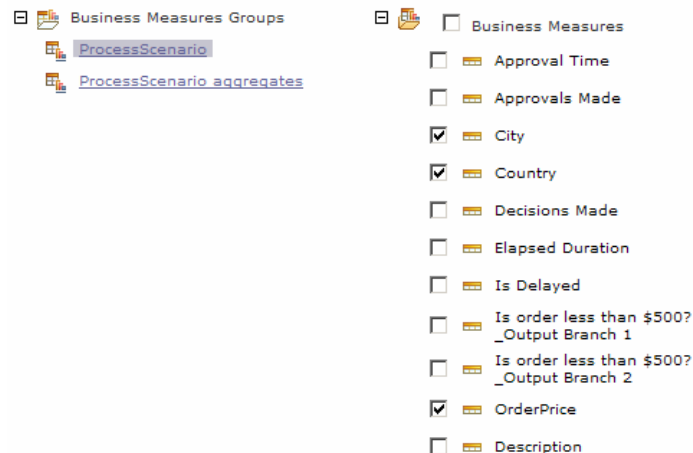


- Process Group is mode 1 (running processes)
- Aggregates Group is mode 2 (Aggregate metrics and KPIs)

Configuration is a familiar pattern of first choosing the model. Then you must specify the 'business measures group'. The process name will take you to Mode 1 (active instance data) whereas the 'aggregates' choice will take you to mode 2.

Running Processes Configuration – Mode 1

- Mode 1 – Running Processes – select the Measures you want to display



If you choose mode 1 (process name for the business measures group) then the next thing you do is select which measures you want to see in your active instances table. There are some pre-defined ones present in all business measures models, such as the decision branches, and there are also your own instances measures (metrics, stopwatches, counters). Select the ones you want to monitor and click Next.

Running Processes Configuration – Mode 1



- Select which measures to make sortable
- Specify the default sorting measure

Metric Name	Has Index	Sortable	Default Sorting	Sorting Order	Monetary Measure	Currency
City	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="radio"/>	Ascending	<input type="checkbox"/>	
Country	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="radio"/>	Ascending	<input type="checkbox"/>	
OrderPrice	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="radio"/>	Ascending	<input checked="" type="checkbox"/>	USD
Start Time	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>	Ascending	<input type="checkbox"/>	
State	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>	Ascending	<input type="checkbox"/>	

Number of rows to display:

Show informational text

- Specify the number of rows to show and whether to display informational text
- Specify any currency based measures and select the currency type
 - ▶ Causes view to include symbol prefix, for example US\$



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The next configuration page asks you to choose whether the table is sortable for each measure. You can also specify the default sorting measure.

You can also decide how many rows to show as a maximum. If there are more than the dashboard user can page through them. You can also add a currency prefix to any numeric value by clicking the monetary measure option. This will add a simple prefix to the data values in the final display. For example selecting 'USD' will cause the values to be prefixed with 'US\$'.

If you specified that the measure should have an index (in WebSphere Business Modeler) then the 'Has Index' value will be selected. If there are a large number of possible values then having an index will speed up performance of the sorting. It is not required however.

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Running Processes Configuration – Mode 1

- Optionally specify a filter

Optionally, use this screen to limit the displayed business measures.

Filter by measure:
 Country

Matching USA Add
 Case sensitive

You can set the filter by typing or pasting the expression text, append

OrderPrice >= "800" and Country = "USA"

Validate Clear And Or Not ()

Description:
 Filtering to show orders of over \$800 from USA only

Back Next Finish Cancel

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You can also apply a filter to the view.

Select measures, then operations or functions then provide parameters. Then add the filter and validate it.

Use And, or, not and () to build up complex filters


For example: Measure: OrderPrice Function: >= Parameter: 800

Then click AND, then

Measure: Country Function: Matching Parameter: USA

Then click Validate




Then provide the description – this is important as it appears on the view and is the only way the user can know a filter has been applied.

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Running Processes Preview – Mode 1

ProcessScenario
 Filtering to show orders of over \$800 from USA only
 File Edit View Data Tools Help

Results 1 to 1 of 1

Actions	Diagram	City ↑↓	Country ↑↓	OrderPrice ↑↓	Start Time ↑↓	State ↑↓	Activities
		Raleigh	USA	1,200	Nov 29, 2005 6:42:21 PM	Running	

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The next configuration page shows a preview - here is an example. The filter description can be seen as well.

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Aggregate Metrics and KPIs Configuration – Mode 2

- Mode 2 – Aggregate Metrics and KPIs – select the Measures you want to display

Business Measures Groups	Business Measures
ProcessScenario	<input type="checkbox"/> Average Approval Time
ProcessScenario aggregates	<input checked="" type="checkbox"/> Average Order Price
	<input checked="" type="checkbox"/> Average Process Duration
	<input checked="" type="checkbox"/> Highest Ever Order Price
	<input checked="" type="checkbox"/> Percentages of decisions requiring approval
	<input checked="" type="checkbox"/> Total Approvals
	<input checked="" type="checkbox"/> Total Decisions

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If you choose the 'aggregates' business measures group then you will follow slightly different configuration settings. First you will select the Aggregate Metrics and KPIs that you want to see. No other types of measures are available as the other types are all instance measures, not aggregate ones.

Aggregate Metrics/KPIs Configuration – Mode 2


- Sorting information is not relevant as there is only one row in Mode 2

Metric Name	Has Index	Sortable	Default Sorting	Sorting Order	Monetary Measure	Currency
Average Approval Time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	⌚	Ascending	<input type="checkbox"/>	
Average Order Price	<input type="checkbox"/>	<input type="checkbox"/>	⌚	Ascending	<input type="checkbox"/>	
Average Process Duration	<input type="checkbox"/>	<input type="checkbox"/>	⌚	Ascending	<input type="checkbox"/>	
Highest Ever Order Price	<input type="checkbox"/>	<input type="checkbox"/>	⌚	Ascending	<input type="checkbox"/>	
Percentages of decisions requiring approval	<input type="checkbox"/>	<input type="checkbox"/>	⌚	Ascending	<input type="checkbox"/>	
Total Approvals	<input type="checkbox"/>	<input type="checkbox"/>	⌚	Ascending	<input type="checkbox"/>	
Total Decisions	<input type="checkbox"/>	<input type="checkbox"/>	⌚	Ascending	<input type="checkbox"/>	

Number of rows to display:

Show informational text

There is no point in specifying sorting information because there is only one row in the aggregate metrics/KPIs table


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Aggregate Metrics/KPIs Configuration – Mode 2

- No need to specify a filter in this mode

Filter by measure:
Average Approval Time

<= [] d [] h [] m Add

 You can set the filter by typing or pasting the e

[]


Validate Clear And Or Not ()

Description:
[]

Back Next Finish Cancel

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There is nothing to filter on as there are not multiple instances in this mode

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Aggregate Metrics/KPIs Preview – Mode 2

ProcessScenario aggregates

File Edit View Data Tools Help

Results 1 to 1 of 1

Average Approval Time ↑	Average Order Price	Average Process Duration	Highest Ever Order Price	Percentages of decisions requiring approval	Total Approvals	Total Decisions
1 h, 46 m, 53 s	944.743	1 h, 46 m, 56 s	10,000	96.46	109	113

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Here is a mode 2 preview – notice that the values are all aggregates (averages, minimums, maximums ...) and that there is only one row.

Active Instances View Edit



- Allows you to change sorting properties
- Allows you to change filter

You cannot select which model or which measures group when you use Edit instead of configure. You can only change the sorting properties and the filter.

Section

Alerts View Overview

This section covers the Alerts view.

Alerts View

- Define Situation Events in WebSphere Business Modeler
- Use Action Manager in the Monitor Server to create Alerts when the Situation Events occur
- Alerts View shows the alerts as they happen – auto updates

Mark Read Mark Unread Remove

1 to 9 of 9

<input type="checkbox"/>	Time ↑↓	Subject ↑↓	Alert Source
<input type="checkbox"/>	Nov 24, 2005 6:42:17 PM	New Order Arrived!	
<input checked="" type="checkbox"/>	Nov 24, 2005 8:55:00 PM	New Order Arrived!	
<input type="checkbox"/>	Nov 28, 2005 8:54:10 AM	New Order Arrived!	
<input checked="" type="checkbox"/>	Nov 28, 2005 10:32:03 AM	New Order Arrived!	
<input checked="" type="checkbox"/>	Nov 28, 2005 12:35:15 PM	New Order Arrived!	
<input type="checkbox"/>	Nov 28, 2005 5:00:51 PM	New Order Arrived!	
<input checked="" type="checkbox"/>	Nov 29, 2005 6:42:15 PM	New Order Arrived!	
<input checked="" type="checkbox"/>	Nov 29, 2005 6:42:32 PM	New Order Arrived!	
<input checked="" type="checkbox"/>	Nov 29, 2005 6:42:52 PM	New Order Arrived!	

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The Alerts view shows alert messages that are generated by the Action Manager component of WebSphere Business Monitor server. It can be configured to produce alerts for specific users or groups whenever it detects a Situation Event. Situation Events are in turn defined in the Business Measures Editor in WebSphere Business Modeler.

The view shows these alerts as messages coming in like an e-mail inbox. The dashboard user can click on any of them to find out more. The view can be updated automatically.

Alerts View Features

- Mark alerts as read/unread or remove them from view (they remain in the database)
- Alert subject and body is configured in Monitor Action Manager (notification template definition)
- Subject or Body can include situation event data using substitution variables
- Click on event subject to read event and show more details
 - ▶ View can optionally show the technical detail of the situation event



The Alerts view allows you to mark alerts as read or unread or remove them from the list. When you remove them they are no longer seen but they still exist in the database. This means that you can re-create the Alerts view (a new copy) and all the alerts will be seen again.

The content of each alert is determined by the Action Manager configuration – specifically the notification template definition where the body and subject are defined. It is possible to include data from the Situation Event in the message.

The Alerts view allows you to click on the message to see these details.

Alerts View – Co-operating with other views

- Alerts view can co-operate with Active Instances and Process Diagrams view
 - ▶ Requires portlets be wired together
- Clicking 'Diagram' link on an alert will then cause the Active Instances and Process Diagrams to show information about the instance that produced that alert
 - ▶ Process Diagram view shows diagram with red highlighting indicating relevant activities for that instance
 - ▶ Active Instances view shows the measure values for that instance



The Alerts view is also capable of being wired to active instances and process diagrams views. See the Dashboards overview presentation for details on wiring portlets together.

If this is configured, you can click the 'Diagram' icon for a specific alert and that will cause the Active Instances view to show the instance data for the specific process that generated the alert. The process diagram can also be updated to show the progress of that specific process instance. See the earlier information about these two views for more details.

Section



Alerts View Configuration

This section explains configuring the Alerts view.

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Alerts View Edit/Configuration

- Specify colors using Palette
- Set the auto refresh interval
- Specify whether reading an alert shows the Situation Event data
- Optionally show help text

Mark	Selected	Palette
Read		
Unread		

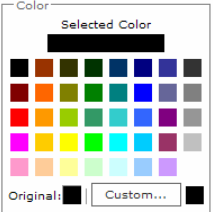
Auto refresh rate: seconds

Number of rows to display:

Show Situation Event

Show informational text

Color: Selected Color



Original: Custom...

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Alerts View Edit is the same as configuration. It allows you to set the colors for read/unread messages. You can also choose how often to auto refresh the view, how many rows to display and whether clicking an alert will also show you the full technical content of the Situation Event in addition to the message subject and body.

Section

Alerts View Example

This section provides an example of the Alerts view.

Alerts View Example

2 Alerts

i Use this view to handle incoming alerts. You can mark an alert read or unread, or remove an alert from the view by using the top buttons. To view more details about the alert, click on the Subject hyperlink.

Mark Read Mark Unread Remove

1 to 9 of 9

<input type="checkbox"/>	Time	Subject	Alert Source
<input type="checkbox"/>	Nov 24, 2005 6:42:17 PM	New Order Arrived!	
<input checked="" type="checkbox"/>	Nov 24, 2005 8:55:00 PM	New Order Arrived!	
<input type="checkbox"/>	Nov 28, 2005 8:54:10 AM	New Order Arrived!	
<input checked="" type="checkbox"/>	Nov 28, 2005 10:32:03 AM	New Order Arrived!	
<input checked="" type="checkbox"/>	Nov 28, 2005 12:35:15 PM	New Order Arrived!	

Some of the alerts have already been read (black) and some are unread (red)

Alerts View Example

- Example Message Body including Situation Event

The screenshot displays the 'Alerts View' in WebSphere Business Monitor V6. It is divided into two main panels: 'Details' and 'Situation event'.

Details Panel:

- Alert time:** Nov 24, 2005 6:42:17 PM
- Subject:** New Order Arrived!
- Business Situation Name:** New Order
- Body:** New Order has arrived with number: 76

Situation event Panel:

- CommonBaseEvent**
 - creationTime: 2005-11-24T18:42:05.391Z
 - elapsedTime: 12000
 - extensionName: Event Order
 - globalInstanceId: CE11DASD1A0379AE90EAEFDD7096F5...
 - priority: 50
 - sequenceNumber: 1
 - severity: 10
 - version: 1.0.1
 - contextDataElements
 - extendedDataElements
 - extendedDataElements**
 - name: OrderNumber
 - type: string
 - values
 - 76

Clicking one of the alerts takes you to this page. In this example the Situation Event option was checked so the full content of this is available in addition to the message subject and body.

The business situation name is taken from the situation event definition that was made in Business Measures Editor in WebSphere Business Modeler.

Note that the body contains the 'order number'. The Action Manager's notification template was setup to extract that field from the Situation Event and insert it into the body – a useful technique. Notice also that the Situation Event is expanded to show the OrderNumber parameter.

Section

Organizations View Overview

This section covers Organizations views.

Organizations View

- Helps business users view structure of their organization

Search for: Organization:

*Last name: First name:

Name	E-mail
osowski Admin	osowski@IBM.com
thuykn Admin	thuykn@IBM.com
floyd Admin	floyd@IBM.com
evansc Admin	evansc@IBM.com
wsbctest Admin	wsbctest@IBM.com
zhangmi Admin	zhangmi@IBM.com

Search for organizations and users

Search results

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The Organizations view is specifically for displaying and searching a user registry. Typically the Portal server will be setup to access an LDAP registry and this registry can then be viewed and searched. It allows the dashboard user to make queries against the organizational structure.

Organizations View

- Requires installed user registry
- List organizations and employees
- Search
- Retrieve employee information from a user registry
- Co-operate with Reports View to show reports by user or by organization
 - ▶ Requires Business Measures model to contain necessary measures
 - See Information Center for details
 - ▶ Portlets must be wired together

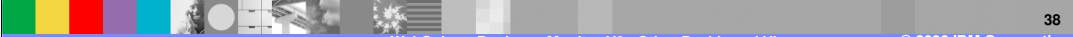
This view requires an installed user registry. The Organizations view retrieves the information on organizations and employees stored on a user registry that WebSphere Portal is configured to use, whether it is LDAP or any other directory server. If a user registry other than the default user registry that comes with the WebSphere Portal is being used, the Organizations view must have access to the WebSphere Member Manager system ID to gain access to the user registry. The value for the WebSphere Member Manager system ID is stored in the WebSphere Portal Credential vault. A user with administrative privileges selects the appropriate credential vault slot for the Organizations view to have access to the WebSphere Member Manager system ID and the user registry.

The view can also be wired to the Reports View so that a dashboard user can select an individual or organization in the Organizations view and have the Reports view show data only for this user or organization. This requires some specific measures have been created in the business measures model and is detailed in the Information Center.


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Section

***Organizations View
Configuration***

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This section explains configuring the Organizations view.

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Organizations View Configuration/Edit



- Select credential vault slot
 - ▶ Configure only, not Edit
- Configure name format
- Configure sort preference
- Optionally show help text

Select WMM vault slot name:

Select employee name format:
 First name Last name
 Last name First name
 Last name, First name

Sort employee name by:
 First name
 Last name

Show informational text


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Select the appropriate credential vault slot – this is how you say which user registry you want to view. Any registry that has been connected to this Portal server can be selected here.


Section


Export Values View

This section covers the Export Values view.

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Export Values View

















From: 

To: 

Business Measures Model
 ProjectScenario
 Processes

[Export Link](#)

- No configuration necessary
- Simply select date range, select model and click Export Link
- Saves XML file ready for import into WebSphere Business Modeler V6
- Exports:
 - ▶ The average of elapsed duration and working duration for the entire process and for each underlying activity
 - ▶ The actual percentages of the different paths in each process

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The Export Values view allows you to export your observed monitoring data for import back into WebSphere Business Modeler. It is very easy to use – simply pick which process model, pick a date range and then click the export link to save the data as an XML document.

These values can then be imported back into WebSphere Business Modeler as 'Monitoring Results' to update the model so that simulations can then be run with **real** observed values instead of estimates on duration and branching percentages. This provides a continuous end to end improvement cycle.

Summary

- Process Diagrams view
- Active Instances view
- Alerts view
- Organizations view
- Export Values view



In summary, this presentation has covered the five listed Dashboard views in WebSphere Business Monitor.

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