



IBM Software Group

WebSphere® Business Monitor V6.1

Dashboard views



@business on demand.

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This presentation introduces using the changes to the dashboard views in WebSphere Business Monitor Version 6.1.

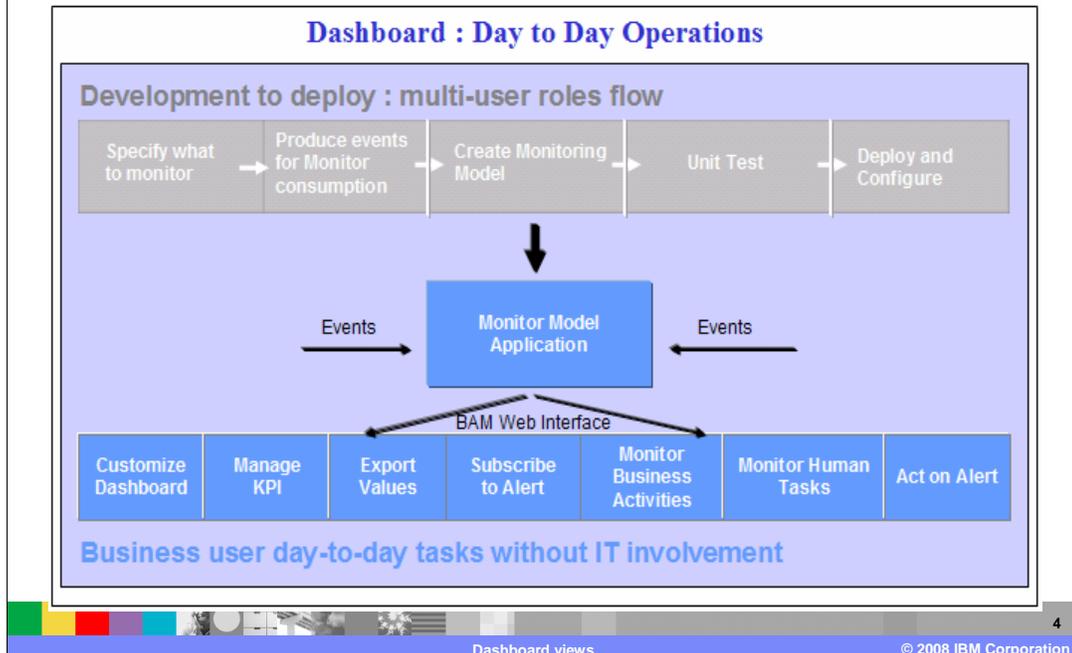
Agenda

- Day to day operations
- Configuration of views
- Creating dashboards
- Various views and utilities



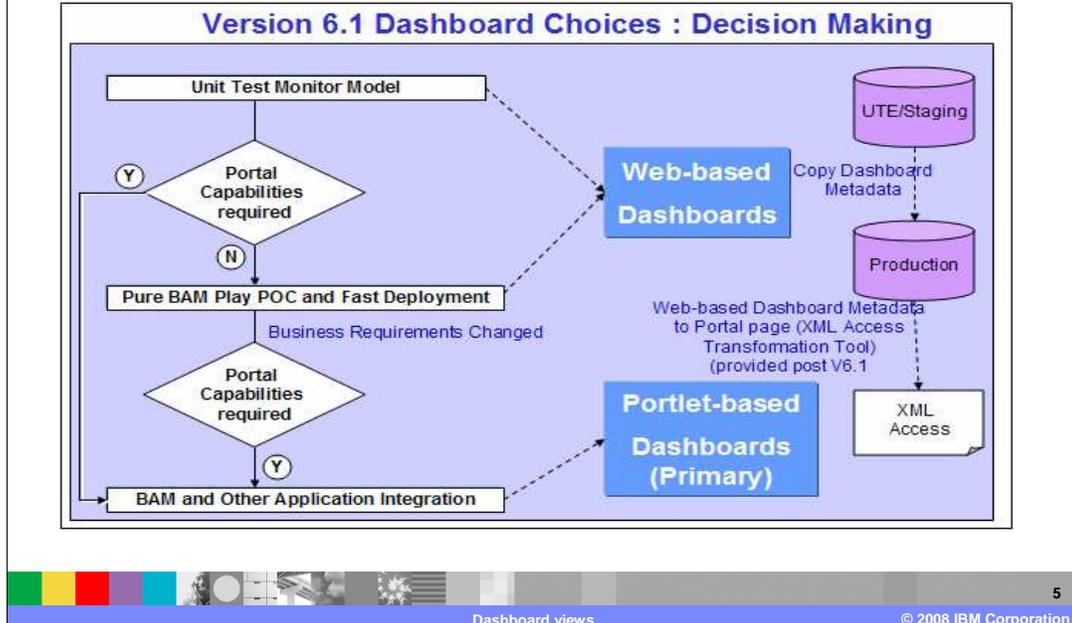
You will see how the day to day operations and responsibilities have changed in this release. You will review the new way of configuring the dashboard views. You will see how to create dashboards in Portal environment and in a Web environment. You will also take a look at screen captures of some of the views and utilities that are available in this release.

Day to day operations



A monitor model is deployed using various roles in the organization. From specification to deploy, this requires analysts, developers and administrators. However, dashboard management and use can be accomplished without IT involvement. A user can create a new page, layout a dashboard and customize it to view the data required within that page without depending on the dashboard administrator. But Monitor still offers the enterprise the option to do the customization on behalf of users.

Web-based or Portlet-based dashboards?



This chart shows you the decision making between the Web dashboard and Portal Dashboard. You can use the Web dashboard for testing in a unit test environment but you can also use it in a production environment. Portal could be the choice if you require integration with other portlets.

To facilitate integration of the environments, you can also use the import/export capability of the Web dashboard to copy dashboard metadata between Web dashboard databases. For copying dashboard data from one Portal database to another, there are Portal utilities to do that. But copying data from a Web dashboard to a Portal dashboard is not supported in this release.

Dashboard view configuration

V6.0.2 -- Instances view with portal modes (concept targeted mostly for the administrator)

Diagram	customerNumber	city	country	productNumber	Assigned User	totalPrice	dateMetric	orderDurationMetric	Deliver Package MC
bianchi		London	UK	SKLONDON	bianchi	1,070,497.5	Apr 10, 2007	0 s	£
bianchi		London	UK	SKLONDON2	bianchi	11,251	Apr 10, 2007	0 s	£
dwestley		La Goude	France	skuLaGoude	dwestley	1,567.5	May 21, 2007	5 m	£
roydm		Thorpe	UK	skuThorpe	roydm	1,567.5	May 21, 2007	0 s	£
ghoman		Lyon	France	SKUPARIS	ghoman	642,518.9	May 7, 2007	0 s	£
ksani		Brighton	UK	SKUBRIGHTON	ksani	1,567.5	Apr 10, 2007	0 s	£

V6.1 – Instances view looks very similar to V6.0.2 with an easy way to personalize the view using the Personalize button

city	ClipsAndTacks Key	COMPLETED	country	Monitoring Context Timer	Order End Time	Order Fulfillment Duration	Order Start Time	Order Status	Ship Counter	totalPrice
Raleigh	o1	*	USA	0 s	August 9, 2006 2:20:05 AM	2 d, 0 h, 0 m, 0 s	August 7, 2006 2:20:05 AM	Shipped	1	100
Toronto	o2	*	Canada	0 s	August 11, 2006 3:14:55 AM	4 d, 0 h, 0 m, 0 s	August 7, 2006 3:14:55 AM	Shipped	1	150
Mexico City	o3		Mexico	12 m, 52 s		0 s	August 7, 2006 4:01:22 AM	New	0	200
Raleigh	o4		USA	12 m, 52 s		0 s	August 10, 2006 5:01:34 AM	New	0	250

Personalize

Dashboard views

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In the previous version, dashboard configuration was primarily targeted towards the administrator, from creating the dashboard through configuring the views. In 6.1, you will notice the views look similar, but there is a button or link on the view that allows you to quickly and easily personalize the view. So, using the Personalize button or link, you can configure layout or even select which monitor model versions and contexts to view.

Getting started

Welcome admin Help Logout

Getting Started | Dashboards | Utilities

Home | KPIs + KPI Manager | Instances | Human Tasks | Export Values | Reports | Dimensions | Alerts + Subscriptions | Diagrams

Getting Started

IBM® WebSphere® Business Monitor is a business-activity monitoring software which you can use to measure business performance, monitor in-flight and completed processes, and report on business operations. It provides information to identify business problems, correct exceptions, and change processes to achieve a more efficient and competitive business.

View your business data using the WebSphere Business Monitor dashboards. Your business data can be displayed in multiple formats depending on how you lay out your dashboard.

Don't know where to begin? Continue reading to learn more.

1 Analyze and work with KPIs
Analyze the target and status of key performance indicators (KPIs) by adding KPIs to your dashboard. Define, copy, and update KPIs using KPI Manager.

2 Analyze instances
Analyze the available monitoring context in either individual instances or user-defined groups of context instances.

3 Analyze and manage human tasks
Analyze and perform actions on human task instances.

4 Export values
Export data resulting from a user-defined range to an XML file that can be imported by WebSphere Business Modeler.

5 Analyze reports
Analyze business performance data, and drill down to see details about its performance.

6 Analyze dimensional reports
Analyze multidimensional business performance data, and drill down to see details about its performance.

7 Analyze and subscribe to alerts
Subscribe or unsubscribe to predefined alert notifications using Alerts Subscription. You can view and analyze alerts by using Alerts.

8 View diagrams
Analyze a visual representation of a business process, including visual cues for the status of the process.

Need Help?

Information centers provide in depth product information:
IBM WebSphere Business Monitor information center

Need Support?

IBM WebSphere Business Monitor Support
IBM Software Support
IBM News Groups

Need more info?

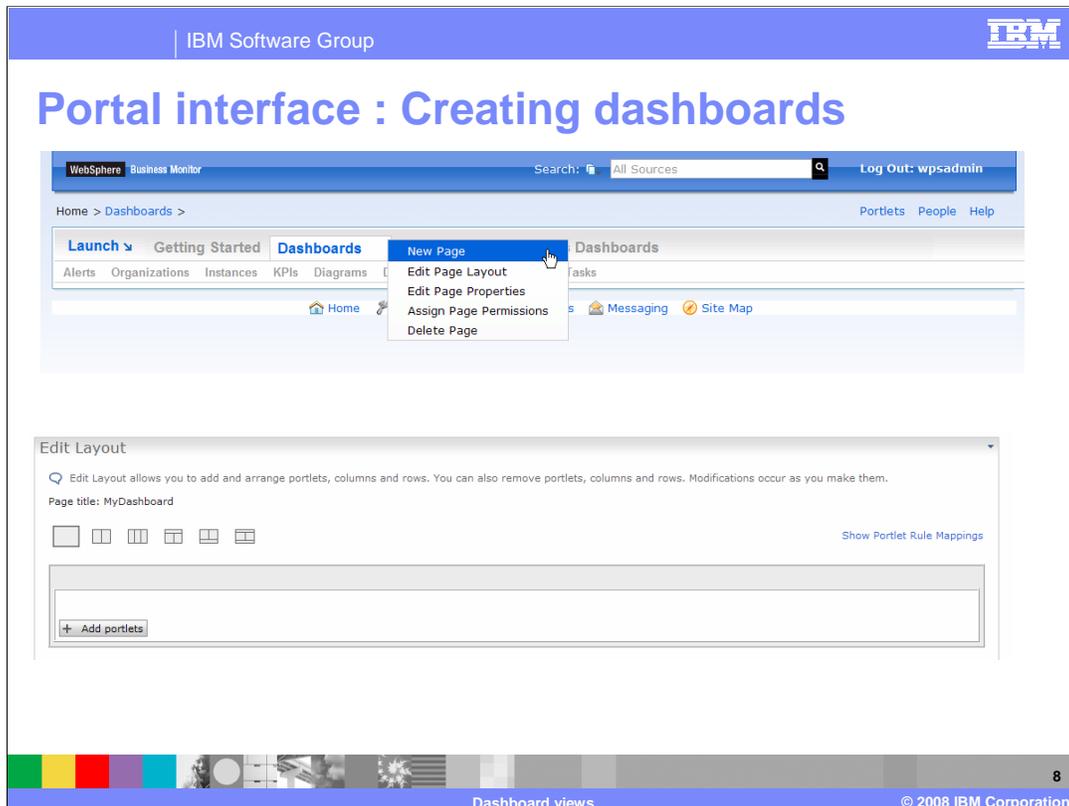
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Other links

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New for 6.1, there is a lot of information available on the getting started page, including videos that show you how to use various dashboard elements. There are also links to the information center for Monitor, plus links to support information.



At the top of this slide is a screen capture of the user interface for creating a Portal dashboard. You do not have to go to the administrative pages of Portal to do this. Now you can easily create new pages and add views to those pages from drop down menus.

At the bottom of this slide is a screen print of the page for adding views to your new dashboard. After you select to create a new page, you will see this page for editing the page layout. Note that in this release, like the previous release, for Portal portlets, the administrator should make a copy of the original Monitor portlets before using them in a new dashboard. This will preserve the original portlets, so that you don't alter their configuration.

Web interface: Manage dashboards

The screenshot displays the 'Manage Dashboards' interface within the WebSphere Business Monitor. The page title is 'WebSphere Business Monitor' and the user is logged in as 'admin'. The interface includes a navigation bar with 'Getting Started', 'Dashboards', and 'Utilities'. Below this, there are tabs for 'MyDashboard' and 'NewDashboard'. A toolbar contains buttons for 'New', 'Copy', 'Rename', 'Share', 'Delete', 'Import', and 'Export'. A table lists the dashboards:

Select	Dashboard	Owner	Access
<input type="checkbox"/>	MyDashboard	admin	Personal
<input type="checkbox"/>	NewDashboard	admin	Personal

At the bottom of the table, there is a pagination control showing 'Page 1 of 1', 'Go to page:', and 'Results 1 to 2 of 2'. The footer of the slide contains a decorative bar with the text 'Dashboard views' and '© 2008 IBM Corporation'.

This slide shows you the interface for managing dashboards in a Web dashboard environment. You can create new dashboards here, copy them and you can also import and export them. For example, if you wanted to move a Web dashboard from a test to production environment you could export from the test database and import to the production database. You can also click to share a dashboard with other users, and you can choose to share with all users or select from a list provided from Virtual Member Manager (VMM).

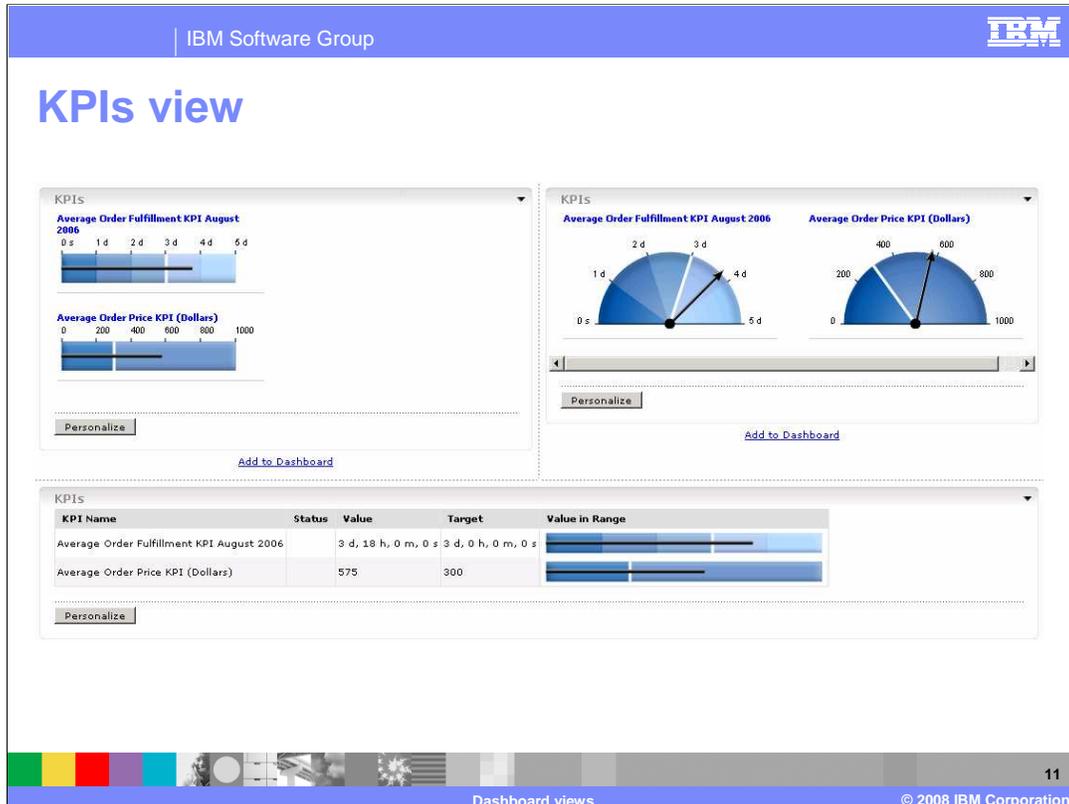
Web interface: Adding views

The screenshot displays the IBM Web dashboard interface. At the top, there are tabs for 'Getting Started', 'Dashboards', and 'Utilities'. Below these are 'Manage' and 'MyDashboard' tabs. The main content area is titled 'KPIs' and contains a table with the following data:

KPI Name	Status	Value	Target	Value in Range
Average Order Fulfillment KPI August 2006		3 d, 18 h, 0 m, 0 s	3 d, 0 h, 0 m, 0 s	
Average Order Price KPI (Dollars)		575	300	
Declined Order KPI		4	3	
Order Count KPI		20		
Percent of Orders Approved KPI		20	90	
Ship Count KPI		4		
Total Price KPI		11,500		

Below the table is a 'Personalize' button and a link labeled 'Add to Dashboard'. On the right side, there is a 'Palette' containing various view icons such as charts, gauges, and maps. The bottom of the screen shows a navigation bar with the text 'Dashboard views' and '© 2008 IBM Corporation'.

This screen capture shows the Web dashboard interface for adding views to the dashboard. On the right, you can drag the views from a palette over to drop them on the dashboard. You can also click on the link at the bottom labeled 'Add to Dashboard'.



The KPI view displays details of Key Performance Indicators (KPIs) such as KPI value relative to the defined ranges and the target, and it also shows the current status of the KPI. You can select different layout options, either table, bar, full gauge or half gauge. You can also select different icons that represent the status by range. And you can select which KPI's are displayed.

In this screen capture you see the bar view on the left, the half gauge view on the top right and the table view on the bottom right.

Alert subscription

Alert Name	Description	Category	Create Date	Dashboard Alert	Cell Phone	E-mail	Pager
AlertLate			December 5, 2007 11:55:34 AM	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Declined			December 5, 2007 11:54:30 AM	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- Monitor 6.1 adds the ability for business users to subscribe to alerts of interest without involving IT
- Can select different methods of notification
- Subscription list filtered based on what you are authorized to view

The new Alerts subscription view enables you to subscribe and unsubscribe to different alerts defined in the model. You can also choose the type of notification channel associated with each alert, dashboard alert, cell phone, e-mail or pager. The alerts subscription list can be filtered based on what you are authorized to view.

Note that it is still necessary for the administrator to define the situation bindings in the action manager pages of the administrative console.

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Export values

Export monitoring result MonitorResult.xml Import monitoring result into Modeler

Getting Started | Dashboards | Utilities

KPI Manager | **Export Values** | Alert Subscription

Select a model:
ClipsAndTacks 2007-09-11 12:07:30

Export data from:

- All versions of the selected model
- Only the selected model

Time range (filters the data to export by the time range you specify):

- None
- Specify time range

Preview Data

Export

WebSphere Business Modeler - Import

Monitoring result import

Matching processes

Processes: RequestReportProcess

Matching elements

processes | # matching tasks | % matched | # matching decisions | % matched

update processing durations

update probability on decisions

Back Next Finish Cancel

Display with monitoring result

13 13

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The export values view has been enhanced and it now allows you to select the model, the version, and a time range. This data is exported to an xml file which can then be imported into Modeler.

KPI manager

- View and edit existing KPI's or create new ones

KPI Name	Created	Owner	Type	Access
Average Order Fulfillment KPI August 2006	Modeled	-	Aggregate	Shared
Average Order Price KPI (Dollars)	Modeled	-	Aggregate	Shared
Declined Order KPI	Modeled	-	Aggregate	Shared
Order Count KPI	Modeled	-	Aggregate	Shared
Percent of Orders Approved KPI	Modeled	-	Expression	Shared
Ship Count KPI	Modeled	-	Aggregate	Shared
Total Price KPI	Dashboard	admin	Aggregate	Personal

KPI Properties

Name **Definition** Range Other Preview

* Operator: Sum * Metric: totalPrice

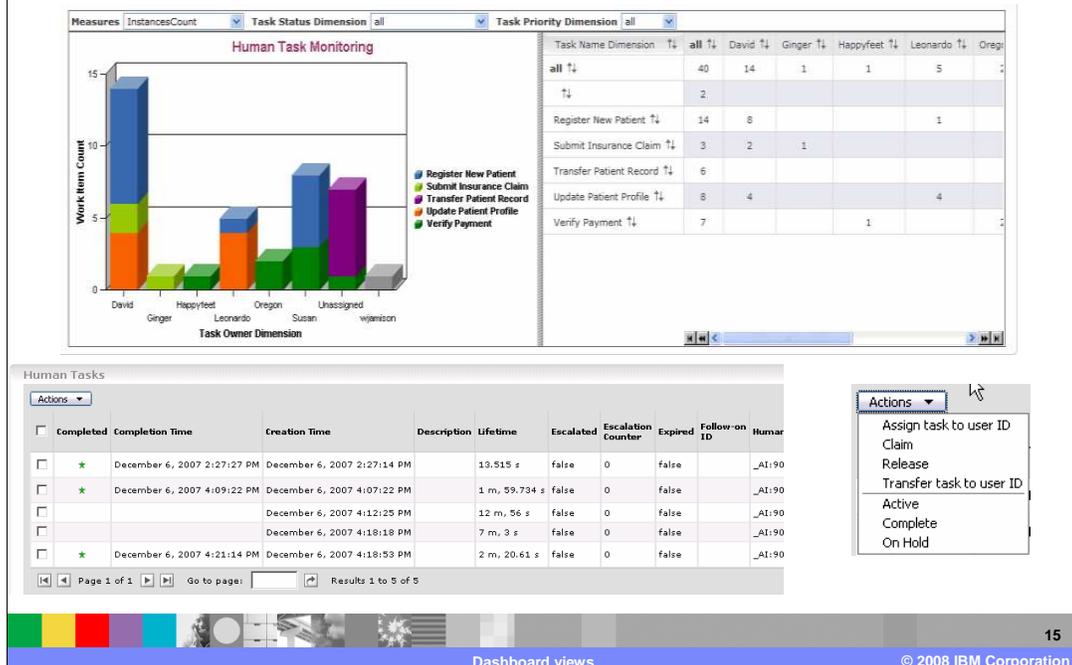
Time reference: None

Data filter (Limits data to instances which match the specified criteria)

Add

In version 6.1 you can define a new KPI in the dashboard without going back to the Monitor toolkit to define the KPI, thus eliminating redeploying the monitor model. You do this in the KPI manager. You can create new KPIs, edit existing KPIs and copy KPIs. All the properties are available for your modifications, such as targets and ranges and filters. As you make changes, you can see a graphical display of your changes on the preview tab. However, for KPI's that were originally created in the toolkit, denoted in the KPI Manager as Modeled, you cannot change all the properties. You are restricted to changing only the target value for Modeled KPI's.

Monitor human tasks – Inline and stand-alone



Introduced in the WebSphere Business Monitor V6.0.2 support pack, the Monitor Human Tasks view was provided with an extended set of examples; although it worked in 6.0.2 only with inline human tasks, not stand-alone human tasks. For 6.1 the human tasks view can be used for stand-alone or inline human tasks. The new Human Tasks view can be used in combination with the Reports view or Dimensions view.

At the top you see a screen capture of the Dimensions view showing the aggregated information for tasks and users. So you can easily see the total tasks assigned to each user. At the bottom left you see a screen capture of the Human Tasks view which shows instance information for each human task. At the bottom right you see the Actions menu that can be used on the Human Tasks view to perform business process actions on the human task instances.

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