IBM Software Group

WebSphere Business Monitor V6.2

Dashboards

business on demand.

Updated March 2, 2009

This presentation will introduce you to the new features in the business space dashboards in WebSphere® Business Monitor version 6.2.

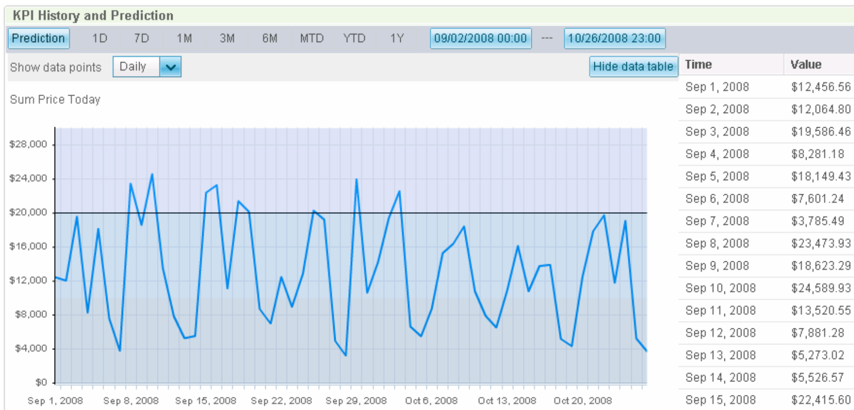
Agenda

- KPI history and prediction widget
- Business user alerts
- Drill through to instances
- Month names in dimensions
- Diagram enhancements
- iPhone
- Dashboards in Lotus® Sametime® Connect
- Dashboards in Excel®

This is the agenda for this presentation. You will see the new capabilities for tracking KPI historical data and predictions based on that data. There is a new feature to create business user alerts dynamically in the dashboard. You can now drill down on aggregate data into the instances that comprise the aggregate. In this release, you can customize the month names in the multi-dimensional views. Also, there are some new cooperative link features for the diagram widget, human task widgets, and custom widgets. Also in this presentation you will see the new support for iPhone dashboards, Sametime Connect dashboards, and Excel dashboards.

KPI history and prediction widget

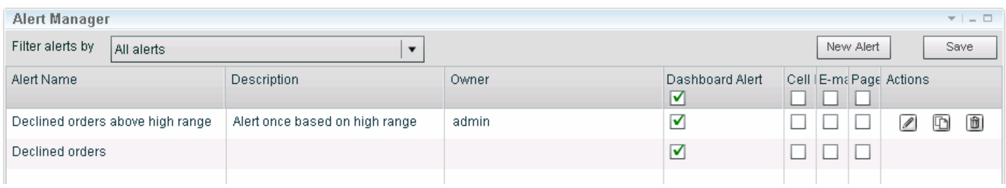
- Graph and data table, target, ranges
- Granularity
  - Hour, day, week, month, quarter, year
  - For example, if you configure the KPI widget to see weekly KPI values, then only the week-end data points are displayed
- Time range



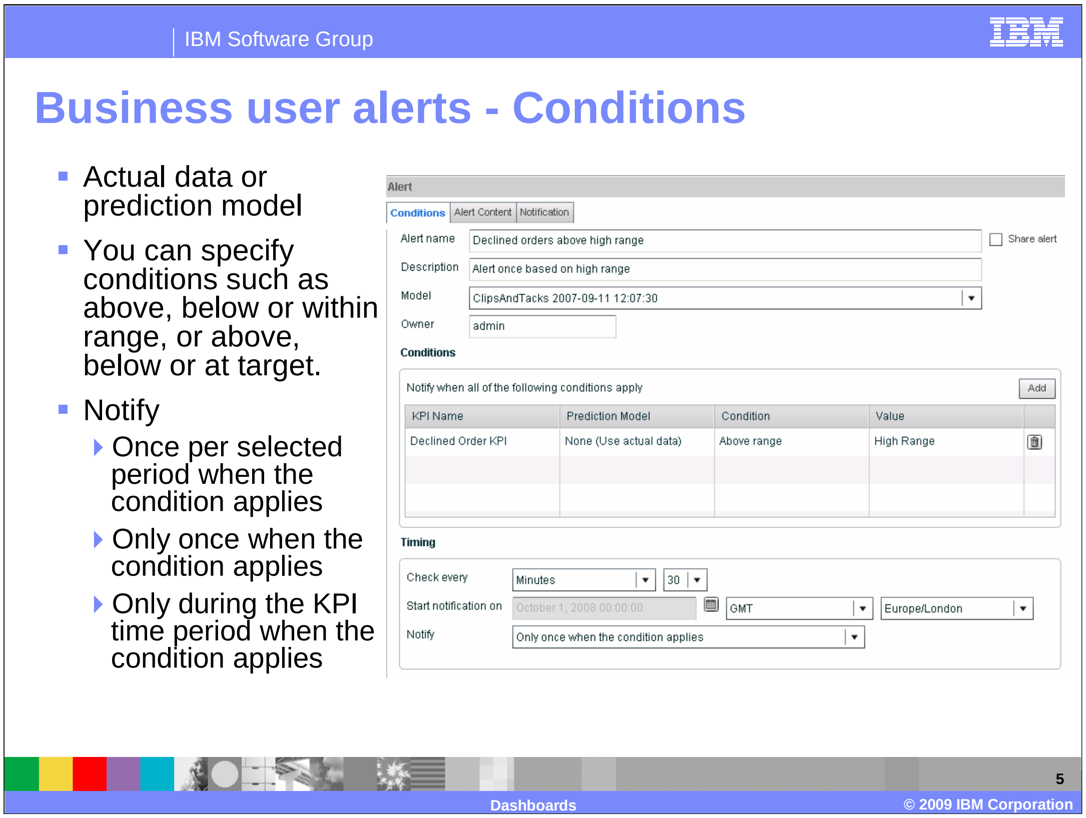
There is a new widget for viewing KPI history and prediction data. The historical KPI information is now stored in a database, so you can view the data in graph and tabular forms. The granularity on the widget can be set to display data points on various intervals such as hourly, daily or yearly. When you set the granularity, only the data points at the end of the granularity periods are displayed. You can also select a time range for the widget, so you can display historical information for an hour, day, week, month, quarter, or year. And you can enter specific time ranges by date.

Business user alerts

- Business user can use the dashboard to create alerts based on KPIs
- New alert manager widget
  - Create, edit, copy, delete alerts; also save changes to alert subscription
  - Replaces alert subscription widget
- Modeled alerts are also displayed but are not editable
- An alert can be defined on both modeled KPIs and runtime KPIs
- An alert can be defined on predicted KPI values or actual values
- Alerts can be imported and exported from the command line, and are automatically migrated for new model versions

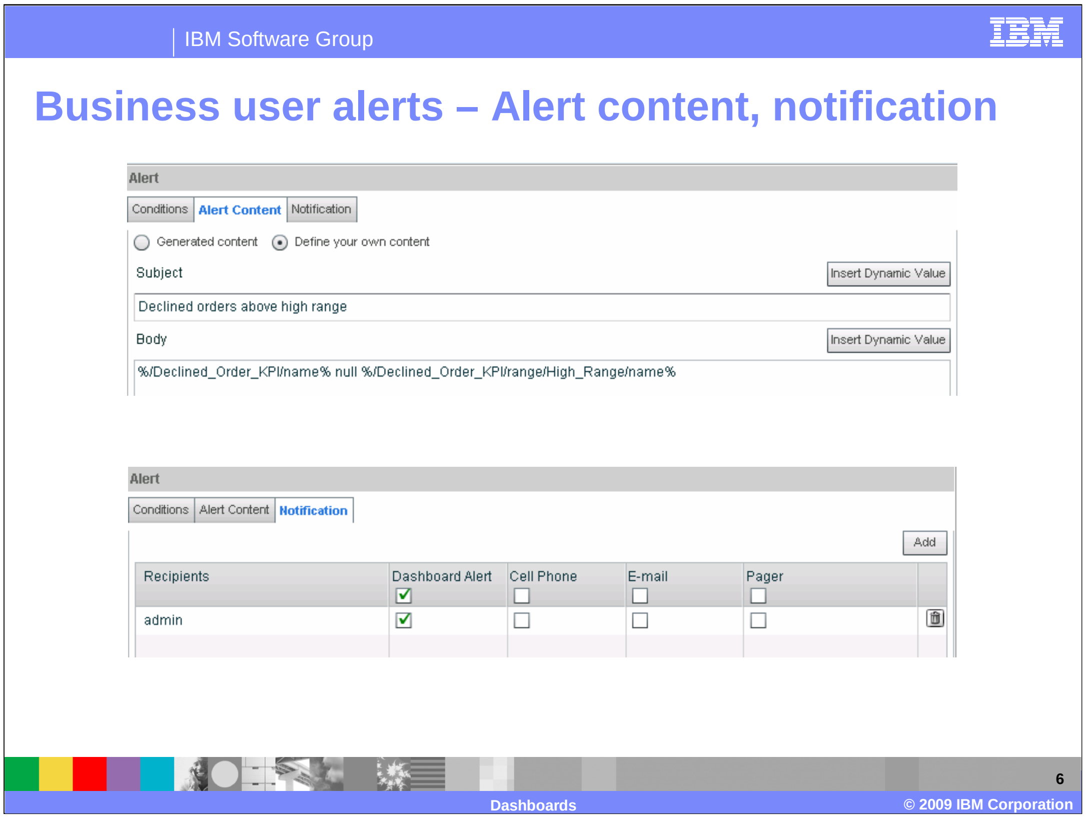


In the alert manager widget you can create alerts dynamically based on KPIs that are defined in the model. You can manage the alerts in this widget so you can create them or edit them or delete them. Since you can make changes to your alert subscriptions in the alert manager, the alert subscription widget is no longer required and it has been removed. In the alert manager you can filter alerts to list all alerts, modeled alerts or alerts by model name. For modeled alerts, you can view the information but you cannot edit them. Note that the KPI that you reference for the alert can be either a modeled KPI or a KPI that you have created dynamically in the KPI manager widget. Also, you can base the alert on the KPI actual value or on predicted KPI values.



When defining a business user alert, you can specify conditional information on the conditions tab. In this example an alert is created when the value of the KPI moves above the high range. You can also specify other criteria such as above, below or within any range or you can specify above, below or at the target. In this example the alert is based on KPI actual values, but you can also use the KPI manager to create a prediction model, then reference that prediction model on the alert condition.

In the timing section of the condition definition, you can adjust the timing interval, the starting timestamp, and the notification criteria.

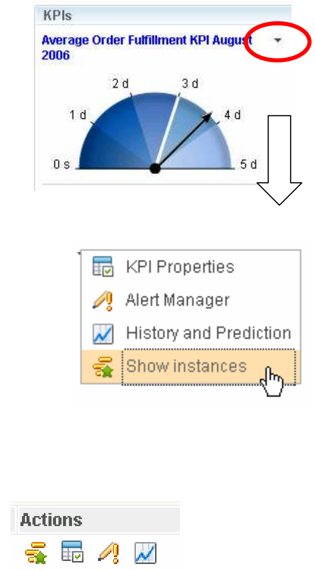


On the alert content tab for business user alerts, you can enter the details of the alert message or you can accept the default content. You can enter the subject and body and you can insert dynamic values into the text. If you click to insert dynamic values, you are presented a list to select from KPI value, target, name, and range information.

On the notification tab for business user alerts, you can manage the recipients of the alert and you can manage the notification method - either dashboard, cell phone, e-mail or pager.

KPI menu

- Menu options
  - Show KPI properties
  - Open alert manager – shows alerts just for this KPI
  - Open KPI history and prediction settings for this KPI
  - Show instances – only displayed on menu when cooperative mode is enabled
- Shows as arrow on most KPI views
- Shows as actions column in KPI table view – instances, KPI properties, alert manager, KPI history and prediction

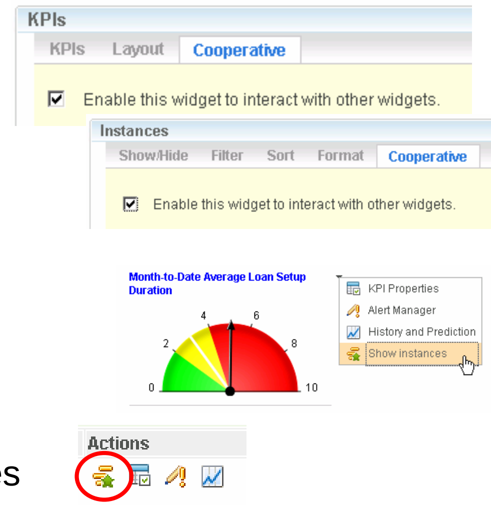


There is a new KPI menu which is available on the KPI widgets. On this menu you can select KPI properties, alert manager, history, and prediction or show instances. The KPI properties lists the definition of the KPI. The alert manager option shows alerts just for the specific KPI in the originating widget. You can open the KPI history and prediction settings for the KPI. And you can show the instances which comprise the aggregated KPI value.

The menu is a drop down arrow on most of the KPI views, however, for the KPI table view you will see a separate actions column in the table with icons representing each of the menu options.

Drill through – KPI to instances

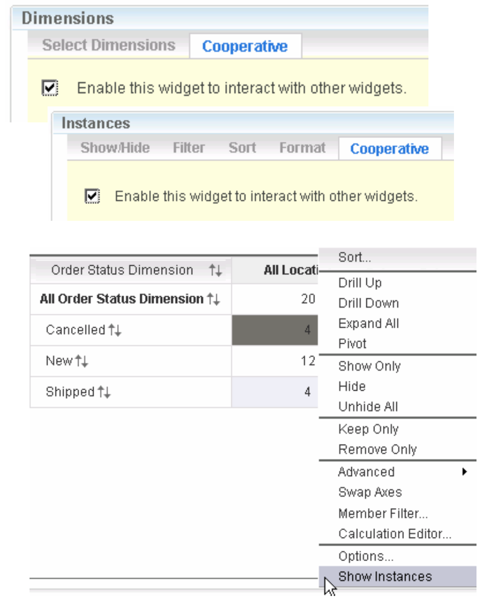
- Show specific instances that aggregate to the KPI
- Add KPIs and instances widgets to your page, and set cooperative mode on both widgets
- Not available for expression based KPIs
- Access from KPI menu
- Use button to restore instances content



To see the specific instance data that aggregate to the KPI value, select the KPI menu option ‘Show instances’. When you select this option, the instances widget is opened with only the instances listed that represent the KPI value. To enable this, make sure that the instances view is added to your dashboard page, and make sure that both widgets have the cooperative mode enabled. Note that the instances can only be displayed for KPIs that are based on a metric and aggregation function, so expression based KPIs will not have this option. After viewing the instances for the KPI, there is a button on the instances widget to restore the instances to the original content.

Drill through – dimensions/reports to instances

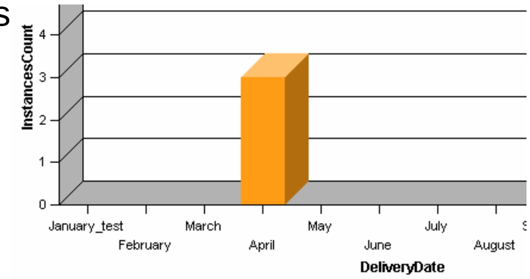
- Show specific instances that aggregate to the cell
- Add dimensions and instances widgets to your page, and set cooperative mode on both widgets
- Use button to restore instances content



A new feature allows you to drill down from aggregated multi-dimensional information to the instances that comprise the aggregated value. On the dimensions or reports view, you can bring up the pop-up menu on any of the aggregate cell values and select to show the instances for that value. When you select this option, the instances widget is opened with only the instances listed that represent the aggregate value. To enable this, make sure that the instances view is added to your dashboard page, and make sure that both widgets have the cooperative mode enabled. After viewing the instances, there is a button on the instances widget to restore the instances to the original content.

Month names for dimensions

- Month names for dimensions are used instead of month numbers
- Month names are now configurable by updating the DIM_TIME table
  - Reference SQL in C:\<profilePath>\dbscripts.wbm\createDatabase<type>.ddl

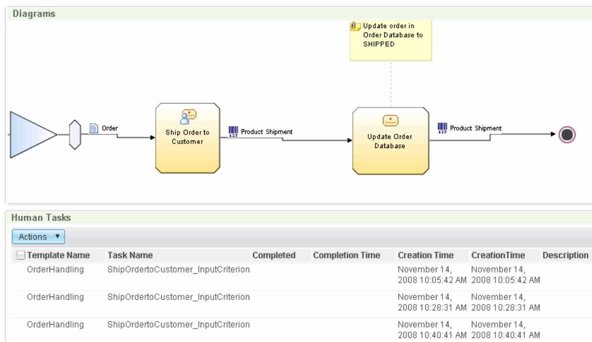


GATE_KEY	DAY_NUM	MONTH_NUM	YEAR_NUM	MONTH_NAME
Jan 27, 2007	27	1	2007	January_test
Jan 28, 2007	28	1	2007	January_test
Jan 29, 2007	29	1	2007	January_test
Jan 30, 2007	30	1	2007	January_test
Jan 31, 2007	31	1	2007	January_test
Feb 1, 2007	1	2	2007	February
Feb 2, 2007	2	2	2007	February
Feb 3, 2007	3	2	2007	February
Feb 4, 2007	4	2	2007	February
Feb 5, 2007	5	2	2007	February

In version 6.2 you will see that the month name instead of the month number is now used for the date dimensions in the report and dimensions widgets. To change the text for the month names, you can configure them in the DDL for the monitor database. For example, you can change the month names to the abbreviated three character month names, or you can change the month names to any string.

Diagram enhancements

- Replace scalable vector graphics (SVG) viewer with a supported technology
  - Renesis SVG Viewer → http://www.examotion.com
  - Windows® XP, Internet Explorer® V6 or V7
- Diagram widget integration with human tasks widget, my team's tasks widget, custom widget



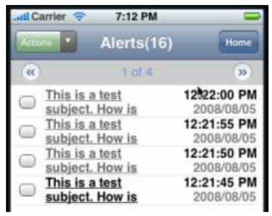
This slide shows some changes for the diagram widget.

There is new support for the Renesis SVG viewer for use with the monitor diagrams widget. This viewer currently works with Windows XP and Internet Explorer version 6 or 7.

You can integrate the diagram widget with the human task widget or my team's tasks widget so business users can see all of the human tasks instances related to a human task in a diagram. You can also setup actions in the visual model to support cooperation between the diagram widget and any custom widget that you create, including sending instance metric values to the custom widget.

iPhone dashboard

- View a mobile version of the dashboard on your iPhone using Safari browser



A new feature in this release is the use of the dashboard on your iPhone. You can now use your iPhone to view monitor dashboard views for human tasks, alerts, and KPIs. So, this is a handy feature that you can use away from the office to allow you to monitor your key performance indicators, tasks, and alerts. The Safari browser is used to navigate to the mobile dashboard pages on the monitor server.

iPhone settings

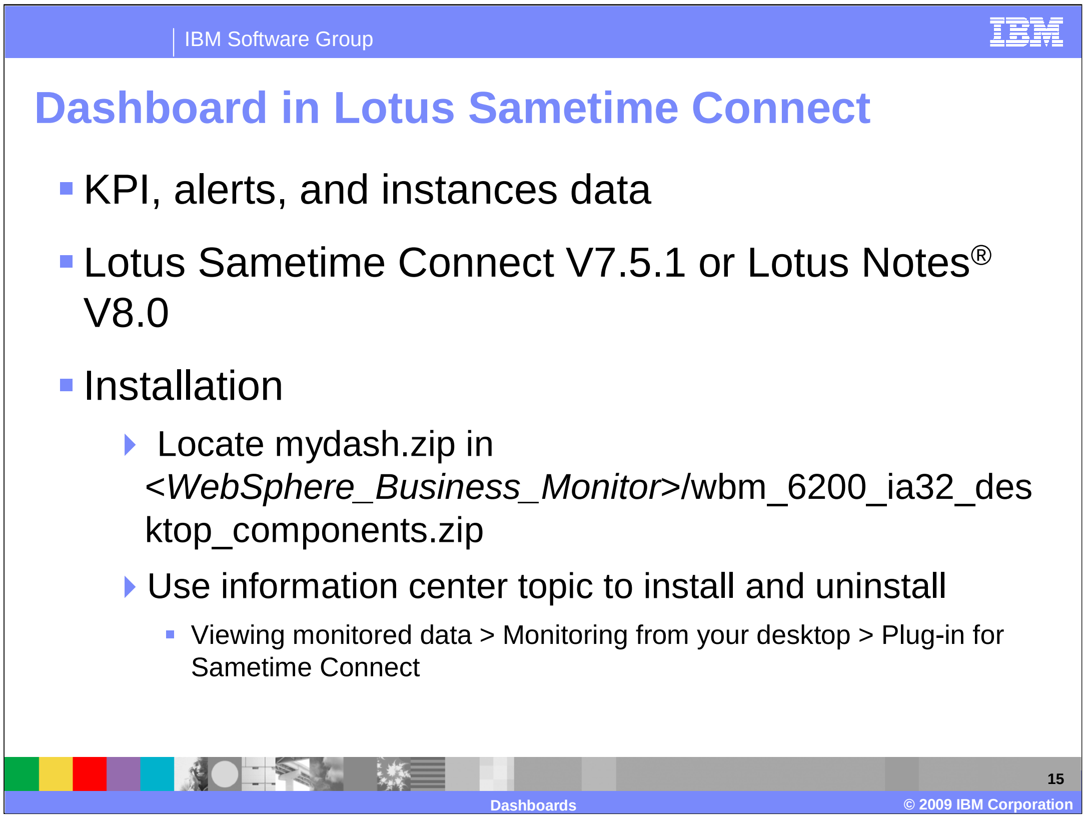
- Paging – number of alerts, tasks, KPIs per page
- Sorting
  - Alert – subject, creation time
  - Task – name, creation time owner
- Alert filtering – unread, read
- Task filtering - on Schedule, needs attention, late
- KPI display – name, description, ranges legend

In the settings page, you can set the number of alerts, tasks or KPIs to list on each page. You can select sorting options and filtering options. And for the KPIs you can select to display either the KPI name or description, or to enable display of the ranges legend.

iPhone usage

- Default URL: http://host_name:port/MobileDashboard
  - Enter user name and password
- Alerts
  - View summary, details
  - Actions: Forward, mark read, mark unread, refresh, remove
  - Change subscription
    - Dashboard, Cell Phone, Pager, and E-mail
- KPIs
  - Select which KPIs to view
  - View summary, details
- Human tasks
  - View summary, details
  - Actions: Assign, claim, complete, refresh, release, transfer

To access the monitor mobile dashboard, navigate to the listed URL in the iPhone browser. On each view, you can see a summary of the monitored data, and you can also click to view details of the data. For alerts, you can perform actions such as forward or remove, and you can also change your subscription information so that you can receive the alerts using other methods. For KPIs you can perform actions such as hiding or showing selected KPIs. For human tasks, you can perform actions such as claim, transfer, or release.

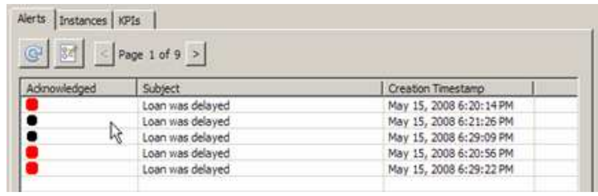


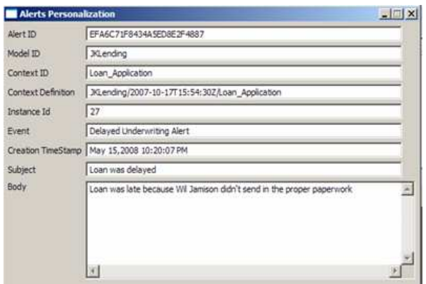
If you are using Lotus Sametime Connect version 7.5.1 or Lotus Notes version 8.0 then you can install the monitor dashboard component on your desktop. In the Sametime Connect window, you can see KPI, alert or instances data in the monitor dashboards. So this can be useful to keep your monitored data visible in your Sametime window for quick access.

To install this feature, locate the mydash.zip file in the monitor image, then use the information center installation topic to guide you through the installation.

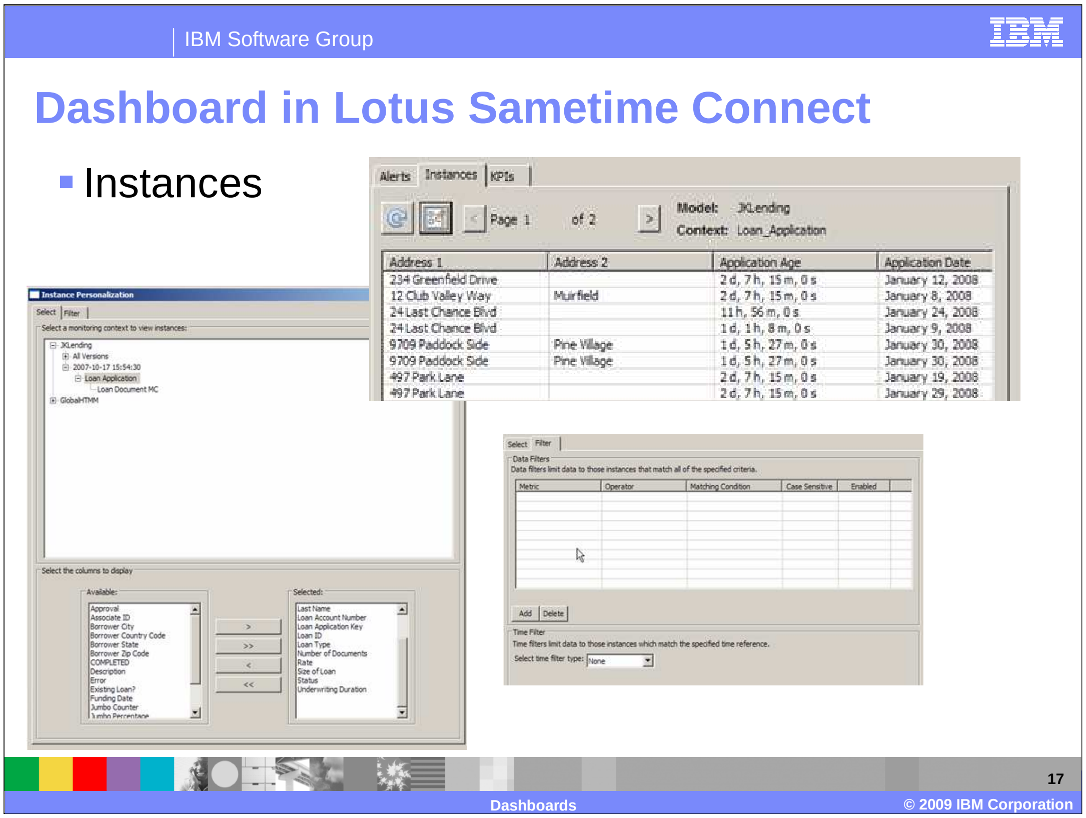
Dashboard in Lotus Sametime Connect

- Alerts





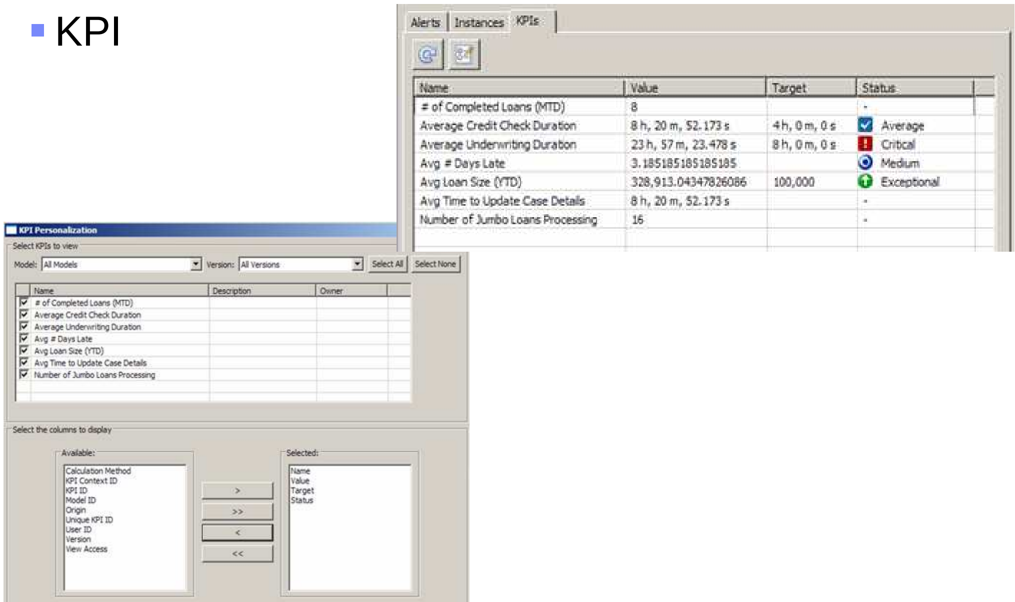
This slide shows you the use of the alerts widget in Sametime. The top screen capture shows the alerts widget in action. Below this you can see the alerts detail dialog where you see alert information such as the model ID and the timestamp. On the pop-up menu for a specific alert, you can perform additional operations on alerts, such as viewing details, marking read, marking unread, forwarding, and deleting.



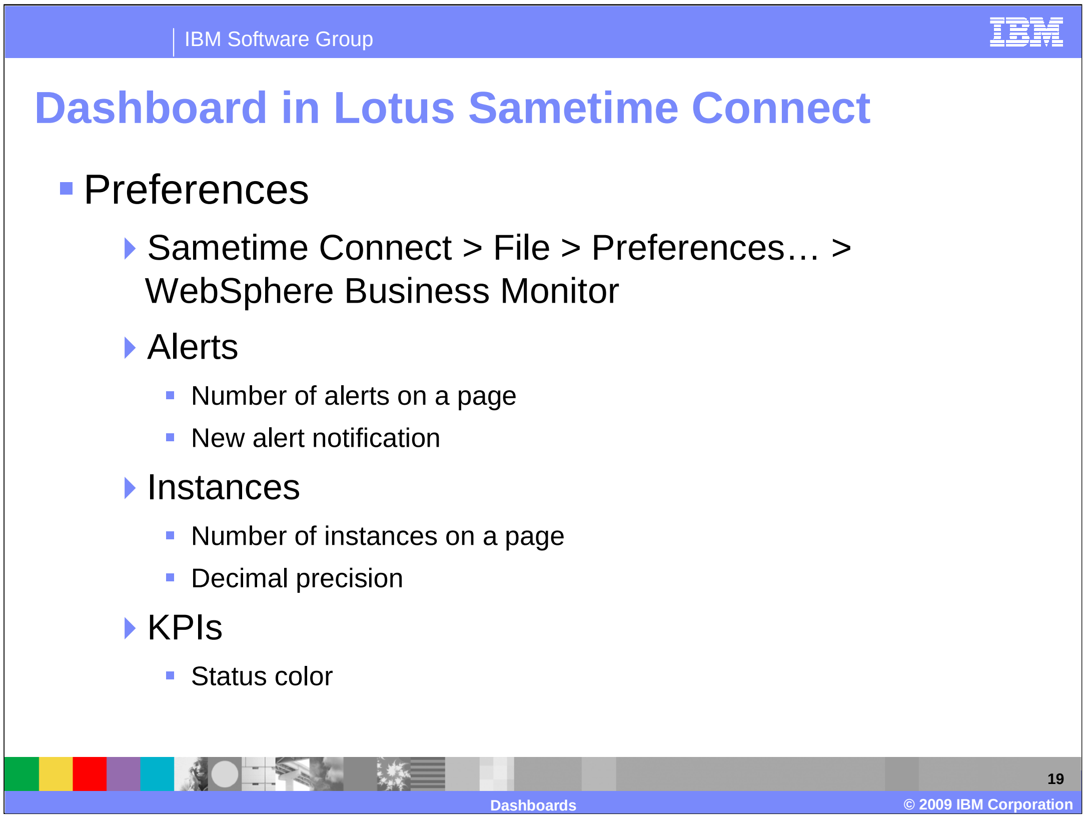
This slide shows you the instances widget in Sametime. The screen capture at the top shows the instances widget and the metrics associated with the instances. Also on this slide you see the settings for a specific instance. On the select tab you can select which columns to display. On the filter tab you can create filters that are based on metrics and conditions to restrict the instances to view. You can also create filters based on time.

Dashboard in Lotus Sametime Connect

- KPI

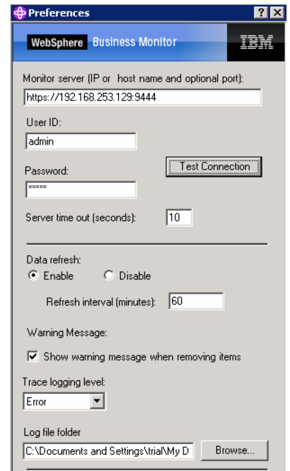


This slide shows the KPIs in the Sametime dashboard. At the top you see the KPI widget, and below that you see the settings dialog for the KPI widget. You can select which KPIs to view and you can select the columns to view.



There are some additional preferences that can be set for the Sametime dashboard. This menu can be accessed from the Sametime file preferences menu. Here you can specify settings such as the number of items on each page, decimal precision, and KPI status color.

Monitor in Excel

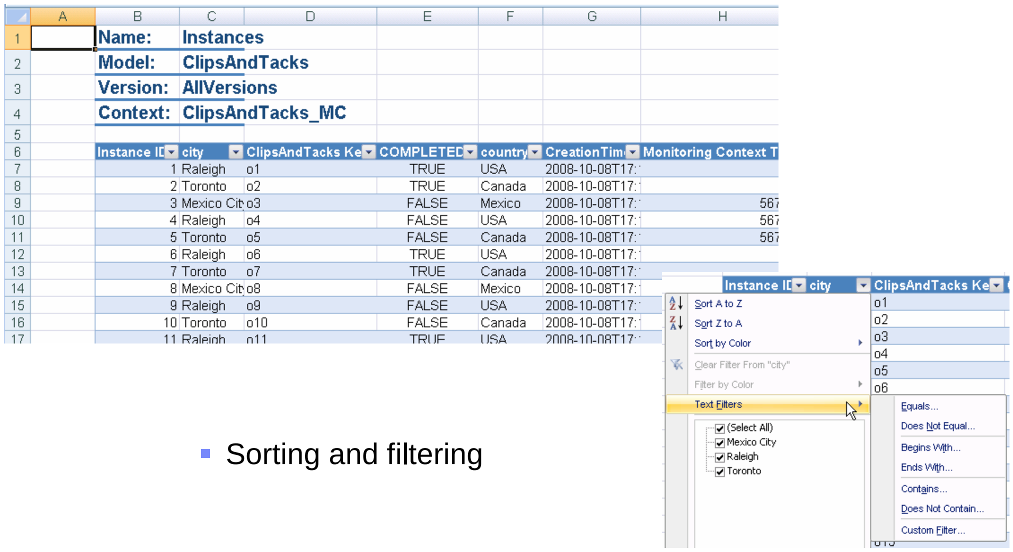


- Preferences
- Instances
- KPIs
- Alerts
- Installation - Excel 2007 only
  - Unzip officebam.zip in <*WebSphere_Business_Monitor*>/wbm_6200_ia32_desktop_components.zip
  - Run setup.exe
  - To remove, use ‘Add or Remove Programs’

In version 6.2 you can see monitor data in your Excel spreadsheets. At the top of this slide you see the WebSphere Business Monitor toolbar, where you can update the preferences or import instance, KPI, or alert data. The screen capture at the bottom shows the preferences dialog that allows you to update the server IP address and security information along with the data refresh rate and other settings.

To install monitor dashboards in Excel, use the officebam.zip file in the monitor image and run the setup.exe. To remove the program, use the operating system function ‘Add or Remove Programs’.

Instances

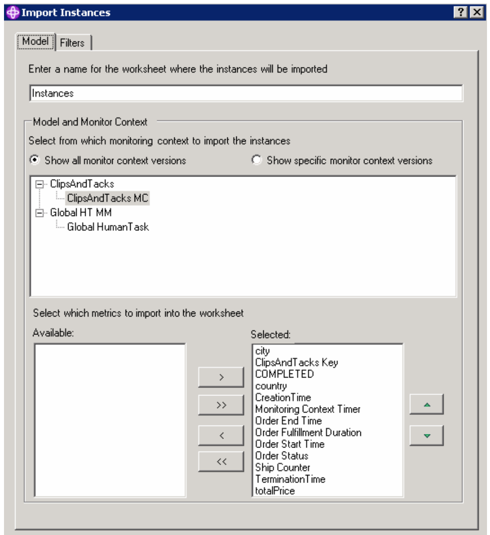


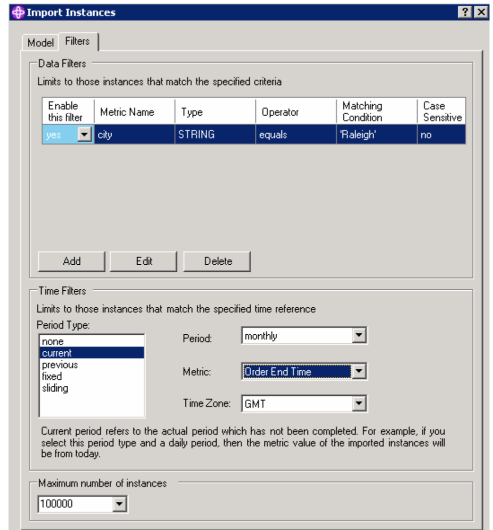
- Sorting and filtering

This is the instances view in Excel where you can see the instance data. If you select the arrow on the header for a column, you can set text filters based on the values within the column. So for example you can display only rows containing city Toronto.

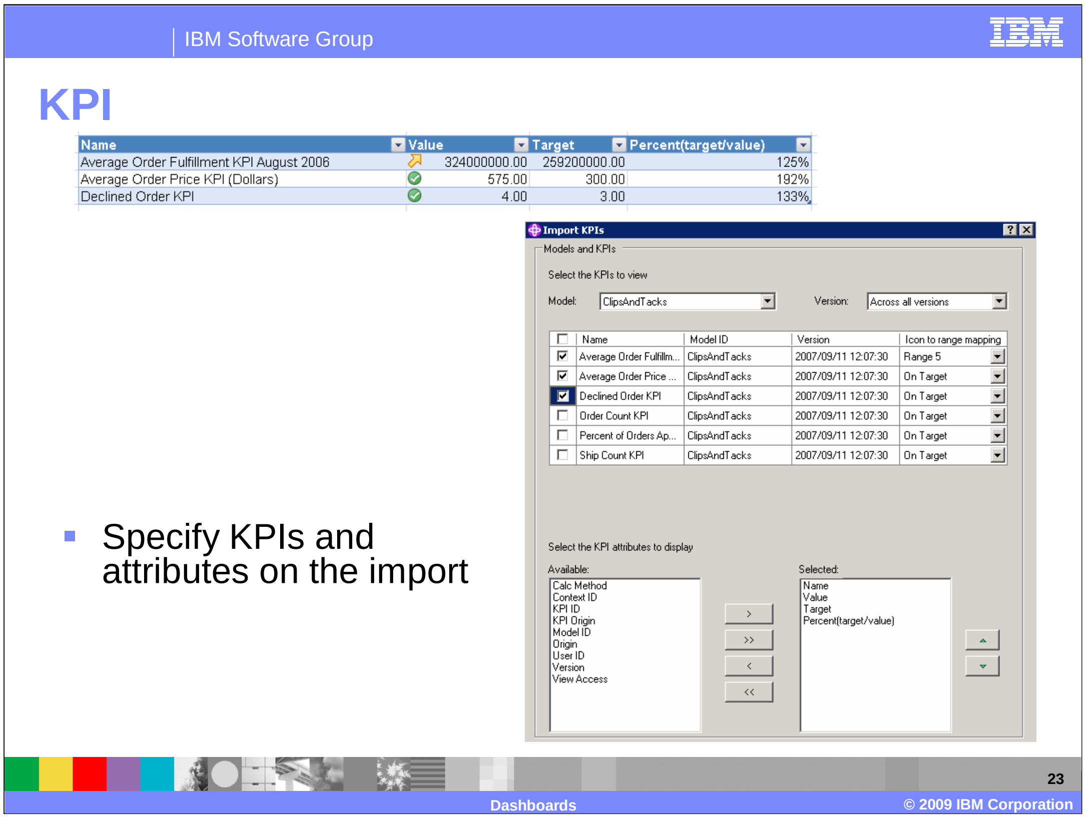
Import instances

- Specify model, metric, and filters





When you import the instances data using the toolbar, there are two tabs for defining the import: model and filters. On the model tab you can specify which model to display and you can specify which metrics to display. On the filters tab you can enter data filters so that you can restrict the display of data based on values of individual columns. And you can set time filters based on time or date metrics in the model. In those cases where there are too many instances to load, you can set a maximum to restrict the number of instances to display.

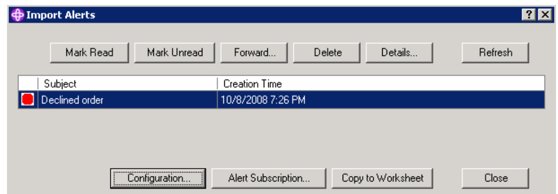


At the top of this slide you see a screen capture of the KPI data in Excel. When you select the option to import the KPI data, you can select the model and version and the specific KPIs that will display. You can also select from the different KPI attributes to dictate the fields listed in the display.

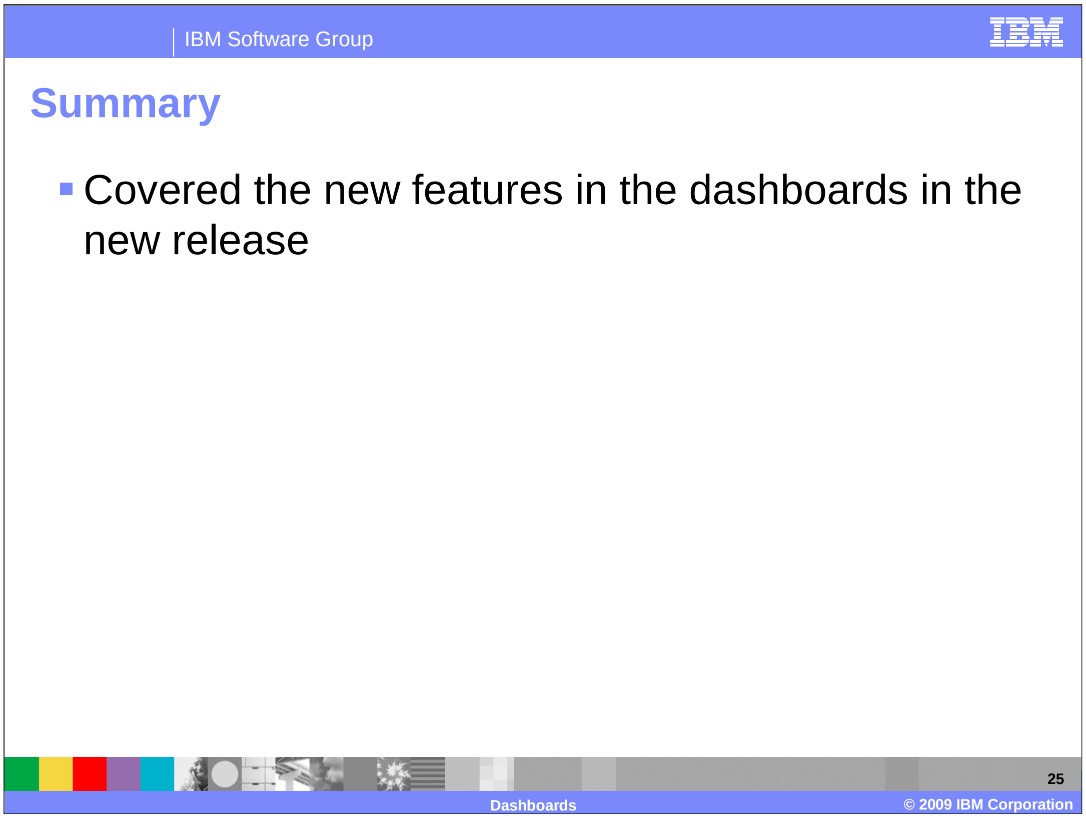
Alerts

*	Alert ID	Subject	Model ID	Context ID
0	B00AFECFB4	Declined order	ClipsAndTacks	My_KPI_Context

- Alert actions
- Specify fields and filters in the configuration
- Alert subscription
- Copy to sheet



In Excel you can also display alerts that are destined for your user ID. When importing the alerts, you can perform various actions on the alerts such as marking read, marking unread, forwarding, deleting, and viewing details. You can copy them to the Excel worksheet or set your alert subscriptions. Using the configuration button, you can specify which fields to display and you can set filters to restrict the set of alerts that is displayed.



In summary, you have seen the new features in the dashboards in version 6.2 of WebSphere Business Monitor.

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