



# CitizenInsight Documentation Addendum for SAP BusinessObjects Strategy Management

## Target Audience

- Technical Consultants
- System Administrators
- End-Users

PUBLIC

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THE BEST-RUN BUSINESSES RUN SAP








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## Typographic Conventions

Type Style	Represents
Example Text	Words or characters that appear on the screen. These include field names, screen titles, pushbuttons as well as menu names, paths and options.
<b>Example text</b>	Emphasized words or phrases in body text, titles of graphics and tables
EXAMPLE TEXT	Cross-references to other documentation Names of elements in the system. These include report names, program names, transaction codes, table names, and individual key words of a programming language, when surrounded by body text, for example, SELECT and INCLUDE.
Example text	Screen output. This includes file and directory names and their paths, messages, names of variables and parameters, source code as well as names of installation, upgrade and database tools.
<b>Example text</b>	Exact user entry. These are words or characters that you enter in the system exactly as they appear in the documentation.
<Example text>	Variable user entry. Pointed brackets indicate that you replace these words and characters with appropriate entries.
EXAMPLE TEXT	Keys on the keyboard, for example, function keys (such as F2) or the ENTER key.

## Icons

Icon	Meaning
	Caution
	Example
	Note
	Recommendation
	Syntax

## Version History

<i>Version</i>	<i>Date</i>	<i>Description</i>
1.0	October 22, 2012	Initial release
1.1	April 1, 2013	In the topic <i>Setting up the Detail Content and Extracting the Data</i> , added that when you include an Index KPI in a data extract, there will not be a trend chart to display.
1.2	June 3, 2013	In the topic <i>Setting up the Detail Content and Extracting the Data</i> , added a step about selecting the Published checkbox.

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# Getting Started

## Introduction

CitizenInsight consists of two components:

- The CitizenInsight administrative feature of SAP Strategy Management, which allows strategy management administrators in the government sector to publish selected objectives, KPIs, and initiatives allowing for greater transparency between governments and the citizens they serve.
- The CitizenInsight user application, which allows visitors to view the published objectives, KPIs, and initiatives. This gives the general public direct visibility into how public service organizations are performing. They can see the goals, key measures, and improvement programs of the local government, utility company or public transportation department. People can have a better understanding of how their tax dollars and fees are being invested.

The general public can run this application as an HTML page accessible from your Web site, or they can download the CitizenInsight app onto their iPads and run the CitizenInsight app.

## Implementation Process

The administrative features of CitizenInsight have the following prerequisites:

- You are running SAP Strategy Management 7.5 SP12 Hot Fix 4 (min) or 10.0 SP5 (min). For information about the latest release, see the related SAP Note on SAP Service Marketplace at <http://service.sap.com/notes>. For the 7.5 SP12 Hot Fix 4 release, see SAP Note #1775378. For the 10.0 SP5 release, see SAP Note #1775272.
  - You are a strategy management administrator in the public sector who wants to publish objectives, KPIs, and initiatives.
  - Contexts containing objectives and KPIs are defined in the administration application. Initiatives are defined in the strategy management application. For more information, see the SAP Library for SAP BusinessObjects Strategy Management at <http://help.sap.com/boepm> -> **Strategy Management**. Then choose **Application Help**.
1. Run the strategy management **Create Named Queries** tool.
  2. Modify the **ReaderApplication** Java System Property in SAP NetWeaver to enable the CitizenInsight administration features so that they appear in the administration application.
  3. Set up the CitizenInsight content. Specify the objectives, KPIs, and initiatives you want to expose and specify images, headlines, and summaries for the content.
  4. Extract the data for a particular date and review the results in a Web browser inside the firewall. Any internal user can view the results. The process of extracting the data may be iterative. You might extract and review the data several times before you eventually extract it for production.
  5. Make the content available to the general public. The general public can view the CitizenInsight Web page in a browser on your public site, or they can download the CitizenInsight mobile app from the App Store and run the app on their iPad.

## Application Configuration

### Recreating Named Queries

You are the strategy management administrator.

You must recreate named queries directly after you deploy the latest version of the strategy management application.

1. Do one of the following:
  - If you are running the 10.0 series, enter this URL in a browser address bar:  
`http://<nw_server>:<port>/strategy/tools/namedquery.jsp`
  - If you are running the version 7.5 series, start the **Tools** utility by entering this URL in a browser address bar, and then select **Create Named Queries**: `http://<nw_server>:<port>/strategy/tools`
2. In the page that appears, choose **Recreate all named queries** and click **Go**.

## Enabling the Administration Features of CitizenInsight

You are an SAP NetWeaver administrator.

A strategy management Java System Property controls the availability of the CitizenInsight administration functionality in the administration application. By default, the functionality is not displayed in the administration application. You must modify the Java System Property to enable the functionality.

1. Start SAP NetWeaver Administrator and log on as administrator with the global password provided when you installed SAP NetWeaver.
2. Select **Configuration**.
3. Click the **Infrastructure** tab.
4. Select **Java System Properties**.
5. In the **Templates** section, select the template that corresponds to your strategy management installation.
6. Click the **Applications** tab in the **Details** section.
7. In the **Name** column, type `strategy` and press Enter to list the strategy applications.
8. Select the name `xapps~cpm~sm~strategymanagement` .
9. In the **Extended Details** section, click inside the **Name** text box and type `ReaderApplication`. Change the value to **Yes** if it is currently set to **No**.

Once you set the **ReaderApplication** Java System Property, the CitizenInsight administration screen is available in the administration application. You can use this screen to set up the CitizenInsight content. For more information, see [Accessing the CitizenInsight Administration Screen and Setting Up Content](#).

## Content Setup, Extraction, and Viewing

### Accessing the CitizenInsight Administration Screen and Setting Up Content

You are a strategy management administrator.

Contexts are created.

Use the CitizenInsight administration screen in the administration application to set up the context and content for the Summary page and Details page of the CitizenInsight application.

1. Log into the administration application as the administrator of strategy management.
2. Do one of the following to access the CitizenInsight administration screen:
  - In the 10.0 version, select the **CitizenInsight Content** tab.
  - In the 7.5 version, select **Manage CitizenInsight Content** in the **Administration** section.
3. Select a context. For example, Police Department.
4. Do one of the following to add this context to a category:
  - Create a new category by choosing **Manage Categories**. Then choose **New**. Enter a name and click **OK**. Then select a category from the **Category** dropdown list.

You can also rename a category or delete a category.

  - Select an existing category from the **Category** dropdown list.

Categories are labels that appear on the Summary page of the app. For example, you can have a Public Safety category with a Police Department context and a Fire Department context.

5. Choose **Include context on summary screen** to include this context in the extract file when you extract data. Only the contexts that use this option appear on the Summary screen. If you want to extract some contexts, but you are not ready to extract all contexts, you can deselect this option for the contexts you do not want to extract.
6. Do one of the following to specify the image that represents the context on the Summary screen:
  - Copy an image file to the `\strategy\root\citizeninsight\images` folder on the SAP NetWeaver server. Then in the **Image** text box, enter the name of the file. For example, you might enter `police.png` or `fire.png`. If you created a folder under the `\images` folder, you might enter `Categories/police.png` or `Categories/fire.png`.
  - In the **Image** text box, enter a URL for an image that exists on a public site. For example, `http://www.city.com/files/police.jpg`.
7. In the **Highlight Text** box, enter text that you want to appear on the image, under the context name.
8. In the **Highlight Number** box, enter text and a relevant number to appear under the highlight text. For example, if your highlight text says `winter time tourism rose`, you can enter a number for the percentage that tourism increased.
9. Select the objectives, KPIs, and initiatives that you want to make available in this context. Or, to select all items in a section, select **Include**.
10. Save your changes.

Set up the detail content and extract the data. For more information, see [Setting Up the Detail Content and Extracting the Data](#).

## Setting up the Detail Content and Extracting the Data

You are a strategy management administrator.

You have set up the summary content.

You can set up different images and headlines for every new date.

Note that when you include an Index KPI in a data extract, there will not be a trend chart to display for this type of KPI.

1. In the CitizenInsight administration screen, select **New Date**, select the month and year for which to publish the content, and then select **Save**. For example, if you are publishing in September, but you want the KPIs and objectives to reflect data for the month of August, specify August.
2. In the **Data Extracts** section, select the new date and then select **Edit/Extract**.
3. In the **Headline 1** text box, enter the first headline text you want to appear on the detail screen.
4. In the **Summary 1** text box, enter a description to appear under the headline.
5. In the **Image 1** text box, specify the image to appear for this headline. Use the same method for entering an image as you did on the summary screen. You can specify an image that you copy to the \images folder or you can reference an image on a public site.
6. (Optional) In the **Link 1** text box, enter a URL link for this headline. Users are directed to this location in a second browser window if they select the headline.
7. Repeat this process to add up to two more headlines, images, and links.
8. Select **Published** to include the Context/Date data set in the extraction. If unchecked, the system ignores the set and does not include it in the generated data; the date does not display in the list of dates in the application.
9. Click **Save and Extract**. Content is extracted for this data period and is available for viewing.

View the content for internal use. For more information, see [Viewing the CitizenInsight User Application Inside the Firewall](#).

## Extracted Files

The following file exists in the \strategy\root\citizeninsight directory:

- reader.html is the CitizenInsight application that displays the extracted data.

In the 7.5 version, the following files are generated in the \strategy\root\citizeninsight\json\_external directory for the extracted date:

- lpad\_contexts.json contains the general information about the contexts displayed in the main screen and in the detail view.
- lpad\_<contextid>\_extractdates.json tells the application what dates have been extracted for each of the contexts.
- lpad\_<context>\_kpis\_<YYYYMM>\_external.json
- lpad\_<context>\_objectives\_<YYYYMM>\_external.json
- lpad\_<context>\_initiatives\_<YYYYMM>\_external.json

In the 10.0 version, the following files are generated in the \strategy\root\citizeninsight\json\_external directory for the extracted date:

- ciz\_contexts.json contains the general information about the contexts displayed in the main screen and in the detail view.
- ciz\_<contextid>\_extractdates.json tells the application what dates have been extracted for each of the contexts.
- ciz\_<context>\_kpis\_<YYYYMM>\_external.json
- ciz\_<context>\_objectives\_<YYYYMM>\_external.json

- `ciz_<context>_initiatives_<YYYYMM>_external.json`

## Viewing the CitizenInsight User Application Inside the Firewall

You have extracted the data.

Any user who wants to view the extracted content in the CitizenInsight user application inside the firewall must be able to access the SAP NetWeaver server where the strategy management application is deployed.

Open a browser window and enter this URL: `http://<nw_server>:<port>/strategy/citizeninsight/reader.html`  
In some cases when running the application on an IIS server, you have to add `.json` to the MIME TYPE list as a plain/text type. If this is not done, the screens do not display content.

Post the content for public use. For information, see [Posting and Viewing the CitizenInsight User Application Outside the Firewall](#).

## Posting and Viewing the CitizenInsight User Application Outside the Firewall

1. The first time you post the extract files to the public site, copy the entire `\strategy\root\citizeninsight` directory and its subdirectories from the SAP NetWeaver server to a `\<web site server>\<web site directory>\citizeninsight` directory in the public Web site directory.

**Note:** The server on which you run the published files does not need to be an SAP NetWeaver server.

For example, if your Web site server is located at `\company_server\public_site\apps`, copy the folder to `\company_server\public_site\apps\citizeninsight`.

2. Open a browser window and enter this URL: `http://<web_site_server>/citizeninsight/reader.html`

**Notes:** Do not rename the `reader.html` file. Also, in some cases when running the application on an IIS server, you have to add `.json` to the MIME TYPE list as a plain/text type. If this is not done, the screens do not display content.

Inform your Web site visitors about how to access the public content. For information, see [How the General Public Uses the Application](#).

## Content Maintenance

### Adding or Updating Content for a Time Period

If you have already extracted content for a period, you can do the following at any time:

- Update content for that period and re-extract it.
- Extract data for a new date.

1. In the CitizenInsight administration screen, select the context.
2. Do one of the following:

- To add a new extract date, select **New Date**, select the month and year for which to publish the content, and click **Save**. In the **Data Extracts** section, select the new date and then select **Edit/Extract**.
  - To modify content for an existing extract date, in the **Data Extracts** section, select the existing date and then select **Edit/Extract**.
3. Modify or add headlines, text, images, and links as appropriate.
  4. Click **Save and Extract**.
  5. View the changes by running the content inside the firewall using this URL:  
`http://<nw_server>:<port>/strategy/citizeninsight/reader.html`
  6. To post the updates and additions, copy just the files from `\strategy\root\citizeninsight\json_external` inside the firewall to `\<web site server>\<web site directory>\citizeninsight\json_external` outside the firewall.
  7. Open a browser window and enter this URL to view the changes on the public site:  
`http://<web_site_server>/citizeninsight/reader.html`.

## Deleting Content for a Time Period

You can unpublish any content that is published.

1. In the CitizenInsight administration screen, select the context.
2. In the **Data Extracts** section, select the date you want to delete and then select **Delete Date**.
3. Confirm the deletion.
4. If this extract is already posted to a public Web server, locate the `/json_external` folder on the public server and manually delete the files whose names contain the date you deleted.  
For example, if you delete the November, 2012 date for a context named *Schools*, you would delete these files on the public server if running the 7.5 version:
  - `lpad_Schools_kpis_201211_external.json`
  - `lpad_Schools_objectives_201211_external.json`
  - `lpad_Schools_initiatives_201211_external.json`

You would delete these files on the public server if running the 10.0 version:

- `ciz_Schools_kpis_201211_external.json`
  - `ciz_Schools_objectives_201211_external.json`
  - `ciz_Schools_initiatives_201211_external.json`
5. Once the files are deleted on the public site, it is good practice to copy the most recent `/json_external` folder to the public site to make sure you posted all the most recent updates.

## How the General Public Uses the Application

Once content is posted for public use, internal users and the general public can access the content in either of two ways:

- Your public Web site can direct visitors to the location on the site. Visitors can view the content on your Web site.

- Your public Web site can instruct visitors to download the CitizenInsight app onto their iPads from the AppStore. Mobile users can view the content from the CitizenInsight app on their iPad.

The following steps explain how the user can use the CitizenInsight app:

1. The app user taps the CitizenInsight app to open it on their iPad. The app opens and a Welcome screen appears.
2. The user can do any of the following:
  - View demo content by clicking a demo link.
  - View showcase content by clicking a showcase link.
  - Enter a valid URL for your CitizenInsight host site. For example, `http://www.cityof<city>.com/apps/citizeninsight/reader.html`.
3. The app user can tap the **Settings** to change the default starting point, thus bypassing the Welcome screen.

## Custom Implementation

### Different Internal and External Views

By default, the application runs with only one view that can be displayed internally and externally.

You can enable an extra feature that appears in the CitizenInsight screen to extract a different internal view than the external view. This is useful if you want the users inside the firewall to view a certain set of objectives, KPIs, and initiatives while also allowing the general public to view a different set of objectives, KPIs, and initiatives.

1. Enable the internal/external view feature by setting a Java System Property value. For information, see [Enabling the Internal/External Feature](#).
2. Set up the summary content, and specify which objectives, KPIs, and initiatives to show internally, and which ones to show externally. For information, see [Setting Up, Extracting, and Displaying Two Views](#).
3. Set up the detail headlines and images and extract the data same as before. For information, see [Setting Up, Extracting, and Displaying Two Views](#).
4. View the internal content and view it using `reader_internal.html`. For information, see [Setting Up, Extracting, and Displaying Two Views](#).
5. Post the external content and view it using `reader.html`. For information, see [Setting Up, Extracting, and Displaying Two Views](#).

## Enabling the Internal/External Feature

You are an SAP NetWeaver administrator.

1. Start SAP NetWeaver Administrator and log on as administrator with the global password provided when you installed SAP NetWeaver.
2. Select **Configuration**.
3. Click the **Infrastructure** tab.
4. Select **Java System Properties**.

5. In the **Templates** section, select the template that corresponds to your strategy management installation.
6. Click the **Applications** tab in the **Details** section.
7. In the **Name** column, type `strategy` and press Enter to list the strategy applications.
8. Select the name **xapps~cpm~sm~strategymanagement**.
9. In the **Extended Details** section, click inside the **Name** text box and type `ReaderIntExtFlag`. Change the value to **Yes**.

The CitizenInsight administration screen now shows an **Internal** column and an **External** column.

## Setting Up, Extracting, and Displaying Two Views

You have set a **Yes** value for the **ReaderIntExtFlag** Java System Property.

1. In the CitizenInsight administration screen, select a context.
2. Enter summary content the same way you enter content for the single view. Select objectives, KPIs, and initiatives, in any of the following ways:
  - Select **Internal** if you want this item to appear in the internal view.
  - Select **External** if you want this item to appear in the external view.
  - Select both **Internal** and **External** if you want the item to appear in both views.
  - Deselect both options to omit this item from the extract.
3. Specify the date for the extract, use the **Edit/Extract** button to enter the headings and images for the detail screen, and then select **Save and Extract**.
4. View the changes by running the CitizenInsight user application inside the firewall using this URL:  
`http://<nw_server>:<port>/strategy/citizeninsight/reader_internal.html`  
**Note:** This URL is different than the one used for the single view.
5. To post the external extract, do one of the following:
  - If this is the first time you are posting to the public site, copy the entire `\strategy\root\citizeninsight` directory and its subdirectories from the SAP NetWeaver server to a `<web site server>\<web site directory>\citizeninsight` directory in the public Web site directory. Then remove the `reader_internal.html` file and the `/json_internal` directory from the external site.
  - If you are updating files that already exist on the public site, copy just the `/json_external` folder to the public site.
6. Open a browser window and enter this URL to view the changes on the public site:  
`http://<web_site_server>/citizeninsight/reader.html`

## Extracted Files for Two Views

The following files exist in the `\strategy\root\citizeninsight` directory when extracting two views:

- `reader.html` is the CitizenInsight user application that displays the extracted data outside of the firewall.

- reader\_internal.html is the CitizenInsight user application that displays the extracted data inside the firewall.

## Files in the 7.5 version

The following files are generated in the \strategy\root\citizeninsight\json\_internal directory for the extracted time period:

- lpad\_contexts.json contains general information about the contexts displayed in the main screen and in the detail view.
- lpad\_<contextid>\_extractdates.json tells the application what dates have been extracted for each of the contexts.
- lpad\_<context>\_kpis\_<YYYYMM>.json
- lpad\_<context>\_objectives\_<YYYYMM>.json
- lpad\_<context>\_initiatives\_<YYYYMM>.json

When you run reader\_internal.html for use inside the firewall, these files are used to display the internal view.

The following files are generated in the \strategy\root\citizeninsight\json\_external directory for the extracted time period:

- lpad\_contexts.json contains general information about the contexts displayed in the main screen and in the detail view.
- lpad\_<contextid>\_extractdates.json tells the application what dates have been extracted for each of the contexts.
- lpad\_<context>\_kpis\_<YYYYMM>\_external.json
- lpad\_<context>\_objectives\_<YYYYMM>\_external.json
- lpad\_<context>\_initiatives\_<YYYYMM>\_external.json

When you run reader.html for use outside the firewall, these files are used to display the public view.

## Files in the 10.0 version

The following files are generated in the \strategy\root\citizeninsight\json\_internal directory for the extracted time period:

- ciz\_contexts.json contains general information about the contexts displayed in the main screen and in the detail view.
- ciz\_<contextid>\_extractdates.json tells the application what dates have been extracted for each of the contexts.
- ciz\_<context>\_kpis\_<YYYYMM>.json
- ciz\_<context>\_objectives\_<YYYYMM>.json
- ciz\_<context>\_initiatives\_<YYYYMM>.json

When you run reader\_internal.html for use inside the firewall, these files are used to display the internal view.

The following files are generated in the \strategy\root\citizeninsight\json\_external directory for the extracted time period:

- ciz\_contexts.json contains general information about the contexts displayed in the main screen and in the detail view.

- ciz\_<contextid>\_extractdates.json tells the application what dates have been extracted for each of the contexts.
- ciz\_<context>\_kpis\_<YYYYMM>\_external.json
- ciz\_<context>\_objectives\_<YYYYMM>\_external.json
- ciz\_<context>\_initiatives\_<YYYYMM>\_external.json

When you run reader.html for use outside the firewall, these files are used to display the public view.

## Information Available

### Documentation Available

Description	Internet Address
Guides for installing, configuring, and administering SAP Strategy Management	<a href="http://help.sap.com/boepm">http://help.sap.com/boepm</a> > Strategy Management
Application Help for using SAP Strategy Management	<a href="http://help.sap.com/boepm">http://help.sap.com/boepm</a> > Strategy Management

### General Links

Description	Internet Address
SAP Help Portal	<a href="http://help.sap.com/boepm">http://help.sap.com/boepm</a>
SAP Notes	<a href="http://service.sap.com/notes">http://service.sap.com/notes</a>
iPad User's Guide	<a href="http://www.apple.com/support/manuals/ipad">www.apple.com/support/manuals/ipad</a>