

User Guide
Focused Insights for SAP Solution Manager
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PUBLIC

Operations Dashboard 7.2

ST-OST 200 SPS 9



Document History

Version	Date	Change
1.0	2017-06-30	Initial version
1.1	2017-07-31	Support package 1 (SP01)
1.2	2018-07-12	Support package 2 (SP02)
1.3	2019-02-21	Support package 3 (SP03)
1.4	2019-08-09	Support package 4 (SP04)
1.5	2020-01-07	Support package 5 (SP05)
1.6	2020-05-26	Support package 6 (SP06) New URL parameter to display tile description on two lines.
1.7	2021-01-26	Support package 7 (SP07)
1.8	2021-05-20	Support package 8 (SP08)
1.9	2022-01-24	Support Package 9

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1 Introduction

Operations Dashboard comes with add-on ST-OST under the group Focused Insights (FI). It's one of the many dashboard models in FI, which allows one to monitor their systems in real time through predefined key performance indicator (KPI)s, metrics, and alerts in SAP Solution Manager.

These predefined factors belong to different monitoring points in SAP Solution Manager, including:

- Metrics and Alerts from:
 - Business Intelligence, SBOP Monitoring
 - Business Process Monitoring
 - Connection Monitoring
 - Early Watch Alerts Integration
 - Interface Channel Monitoring
 - Job Monitoring
 - Process Integration Monitoring
 - Solution Manager Self-Monitoring
 - Technical System Monitoring
- KPIs from Business Process Analytics' (BPA) Panel, EEM, and OCC Queries (defined based on OCC Dashboard).

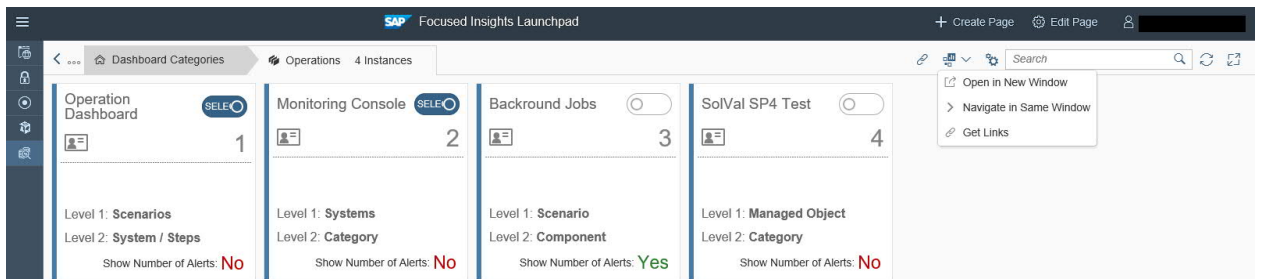
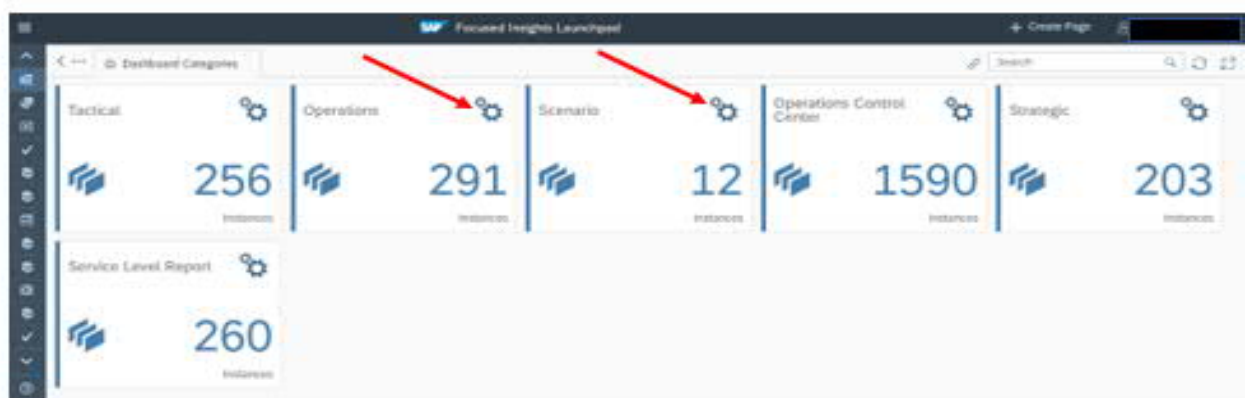
The dashboard model comes with 2 views. The Instances View and the Scenarios View like below images.

2 Configurations

We need to configure a dashboard before accessing to the dashboard application itself.

Below two ways to access to the configuration application:

- Direct link:
[protocol]://[domain:port]/sap/bc/webdynpro/stdf/ope_wd_config_app
- FI Launchpad:



You can configure different instance of the dashboard model to fit your views of monitoring. Each instance is composed of at least 3 levels.

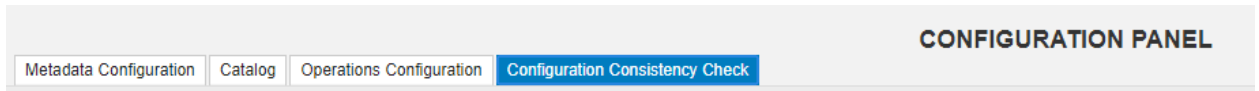
The first 2 levels are for organizing your point of monitoring, for example, level 1 can be for systems, level 2 can be for functioning areas.

The 3rd level is for the actual predefined KPIs, metrics, and alerts. In this level, you can configure to have the 4th level, which only appear in the dashboard, by grouping.

We will get to this in details in section for Operations Configuration View.

2.1 Configuration Views

There are 4 tabs in the configuration application you can use, the *Operation Configuration* tab is the displayed one by default

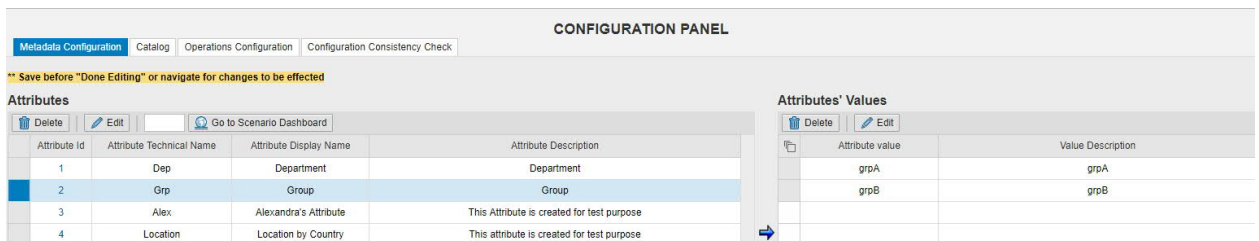


- Metadata Configuration
- Catalog Configuration
- Operations Configuration
- Configuration Consistency Check

These tabs will be described in the details in the up-coming sections.

2.2 Metadata Configuration

In this view, you can create metadata for level 1 item, which can be used for the Scenarios View of the dashboard.



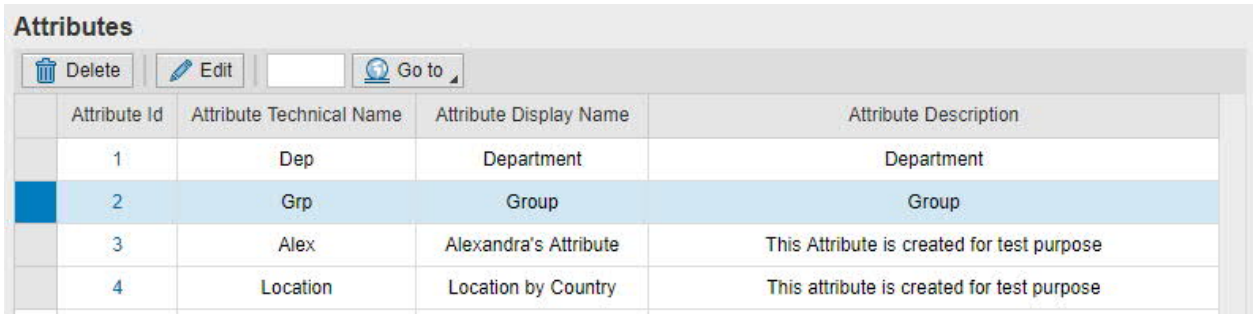
The metadata is composed of attributes. An attribute is represented as a scenario in the Scenario View of Operations Dashboard.

Each attribute can have multiple values. These values are referred by level 1 items in Operations Configuration. These values are shown as tiles in Scenario View. Each tile will have level 1 items that refer to this value.




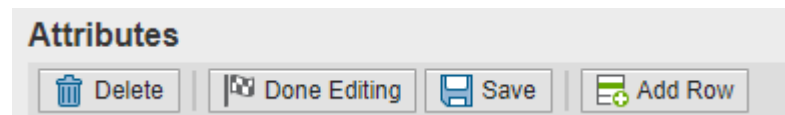
2.2.1 Add or Edit Attribute



- Under Attributes table, select  button to enter edit mode.




Attribute Id	Attribute Technical Name	Attribute Display Name	Attribute Description
1	Dep	Department	Department
2	Grp	Group	Group
3	Alex	Alexandra's Attribute	This Attribute is created for test purpose
4	Location	Location by Country	This attribute is created for test purpose

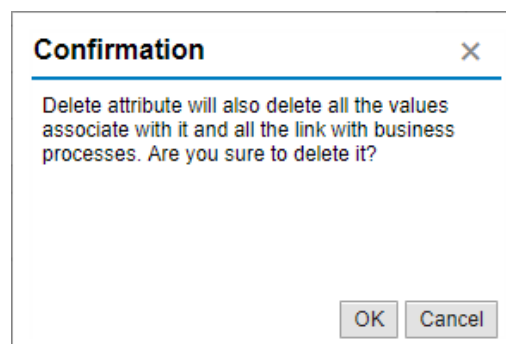
- To add a new attribute, select  button. You can add as many rows as you want.



- From this point, you can edit the existing attributes, or newly added attributes. When you are done editing, always select  to effectively apply your changes.
- You can then select  to get back to read-only mode.


2.2.2 Delete Attribute

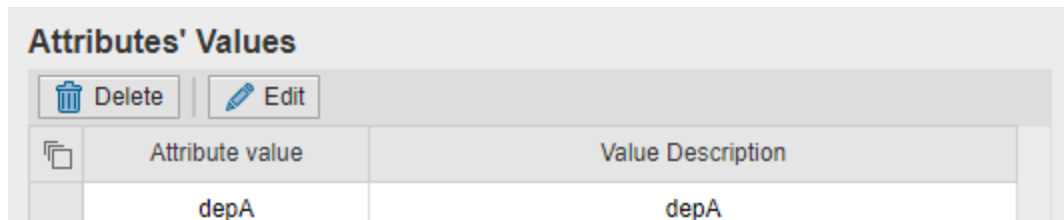
You can delete an attribute by select it in the *Attributes* table and choose  button. A popup will appear to prompt your deletion of the attribute.



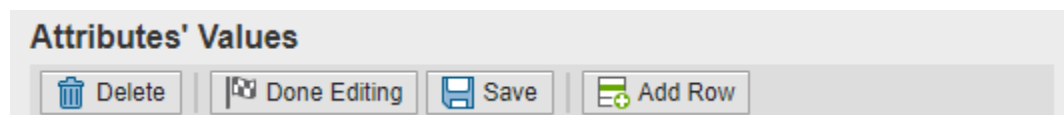
You can only delete an attribute if it exists (with attribute id assigned and not 0). The newly added without saving when you're in edit mode cannot be deleted as it's not existing.


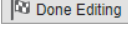
2.2.3 Add or Edit Attribute's Value

- You need to select one attribute in the [Attributes](#) table.
- Under [Attributes' Values](#) table, select  to enter edit mode.




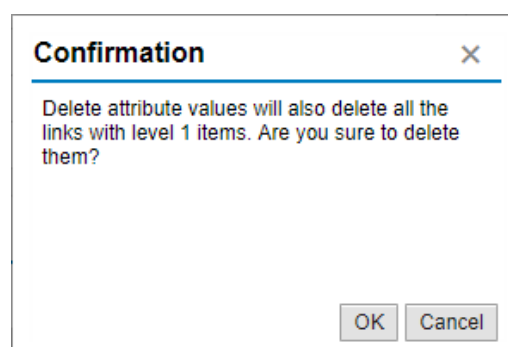
- To add a new value, select  button. You can add as many rows as you want.



- From this point, you can edit the existing values, or newly added values. When you are done editing, always select  to effectively apply your changes.
- You can then select  to be back to Read-only Mode.

2.2.4 Delete Attribute's Value

You can delete an attribute's value by select it in the [Attributes' Values](#) table and choose  button. A popup will appear to prompt your deletion of the attribute. You can select multiple rows to delete.



2.3 Catalog Configuration

In this view, you can create catalog for metrics and alerts configuration, which can be helped to speed up the process of configuring of application operations in [Operations Configuration View](#).



CONFIGURATION PANEL

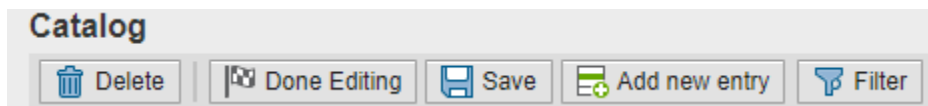
Metadata Configuration **Catalog** Operations Configuration Configuration Consistency Check


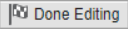
**** Save before "Done Editing" or navigate for changes to be effected**

Catalog		Catalog Configuration					
Catalog Id	Name	Managed Object Type	Metric/Alert Name	Type	Metric Description	Grouped by...	Grouped by...
1	OFT Technical System Template	Technical Instance	ABAP_DIALOG_WORK_PROCESSES_IN	Metric	ABAP Dialog work processes in PRIV mod...	<input type="checkbox"/>	<input checked="" type="checkbox"/>
2	OFT-ABAP Catalog for Test_AppOps		ABAP_INST_TOTAL_USERS	Metric	Total Number of Users	<input type="checkbox"/>	<input checked="" type="checkbox"/>
3	Alex Catalog		NUMBER_OF_ICM_REQUESTS_IN_QUEUE	Metric	Number of ICM requests in Queue	<input type="checkbox"/>	<input checked="" type="checkbox"/>
4	OFT-ABAP		UPDATE_RESSOURCES	Alert	Not Enough Update Resources	<input type="checkbox"/>	<input checked="" type="checkbox"/>
5	New_catalog	Job	MG_JOB_ATTRIBUTES	Metric	Job Attributes	<input type="checkbox"/>	
6	EFWK RESOURCE MANAGER		MG_JOB_ATTRIBUTES	Metric	Job Attributes (Metric Variant)	<input type="checkbox"/>	
7	EFWK RESOURCE MANAGER	Technical System	MG_JOB_ATTRIBUTES	Metric	Job Attributes	<input type="checkbox"/>	
8	EFWK RESOURCE MANAGER		ABAP_SYS_ENQUEUE_ALERT	Alert	Enqueue Processing		
9	EFWK RESOURCE MANAGER		ABAP_SYS_ENQUEUE_OLDER_1HOUR	Metric	Number of enqueue entries older than 1 hour		
10	Sales Documents		ABAP_SYS_UPDATE_ALERT	Alert	Update Processing		
11	EPO-JAVA		ABAP_SYS_WS_FUNCTIONAL_TRACE	Metric	CONTEXT="MTE_CLASS=WSftraceStat...		
12	OFT-SELF MONITORING 1(RFC):OFT-ABAP->O...		ABAP_SYS_WS_PAYLOAD_TRACE	Metric	CONTEXT="MTE_CLASS=WSploadStat...		


2.3.1 Add or Edit Catalog

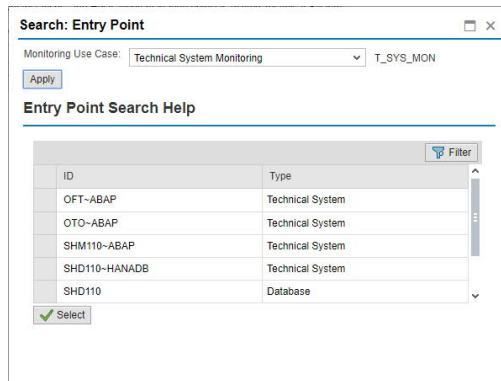
- Under *Catalog* table, select  to enter edit mode.
- To add a new catalog, select . You can add as many rows as you want.



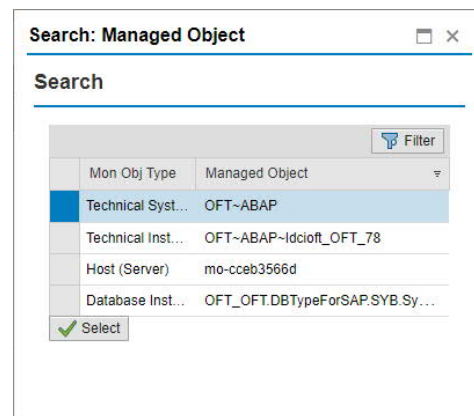
- From this point, you can edit the existing catalogs, or newly added catalogs. When you are done editing, always select  button to effectively apply your changes. You can also add/edit/delete metrics, and alerts in *Catalog Configuration* table for the selected catalog (even for newly added catalog). You need to select the catalog first to do it. Please refer to section 2.1.2.3 for this task.
- You can then select  to be back to Read-only Mode.

2.3.2 Delete Catalog

You can delete a catalog by select it in the *Catalog* table and choose  button. A popup will appear to prompt your deletion of the catalog.



- o Choose the desired *Monitoring Use Case* in the drop-down box. Select to list the available entry points. You can also check the list of possible entry points in Alert Directory Browser of Solution Manager.
- o Select a managed object in the table and choose to select the entry point.
- o Now choose a managed object where we can get the metrics and alerts from. Choose at the end of the *Managed Object* input field to bring up search help like in image below.



- o Select a managed object in the table and choose to select the managed object.
- o If the selected managed object is of type Technical System, you can check the checkbox

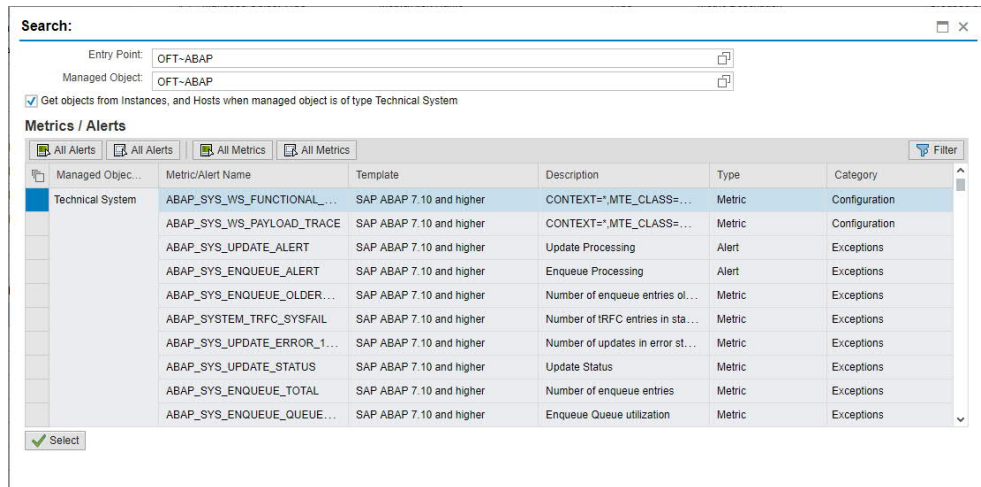
Get objects from Instances, and Hosts when managed object is of type Technical System

to have additional metrics and alerts from instances and hosts related to the technical system.

- o The list of metrics and alerts available in the managed object should appear in *Metrics / Alerts* table like in image below.

i Note

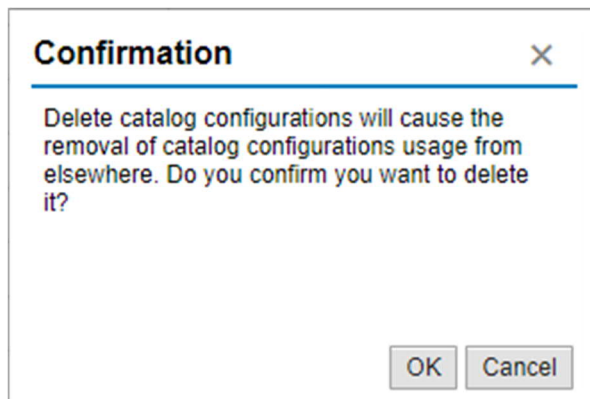
Please be note that the showing metrics, and alerts do not show the specific managed object which they were selected from. This is because we are configuring a catalog, so we care only about the managed object type, so that later we can apply these metrics, and alerts to the entry point when we do *Operations Configuration* regardless the actual managed object.



- o Select one or more metrics and alerts and choose .
- From this point, you can edit the metrics, and alerts in *Catalog Configuration* table. When you are done editing, always select to effectively apply your changes.
- You can then select to be back to Read-only Mode.

2.3.4 Delete Catalog's Metrics and Alerts

You can delete catalog metrics, and alerts by select them in the *Catalog Configuration* table and choose . A popup will appear to prompt your deletion of the metrics and alerts.



2.4 Operations Configuration

This view is where you configure the real instances of the *Operations Dashboard* model. As mentioned before, each instance is composed of 3 levels.

The first 2 levels are for organizing your point of monitoring, for example, level 1 can be for systems, level 2 can be for functioning areas.

The 3rd level is for the actual predefined KPIs, metrics, and alerts. In this level, you can configure to have the 4th level, which only appear in the dashboard, by grouping.

The screenshot shows the CONFIGURATION PANEL with three main sections: Configurations, System, and Category. Each section has a table and an 'Add/Edit Configuration' form on the right.

Configurations Table:

Instance ID	Dashboard Title	Show # alert
10	Job Management	<input type="checkbox"/>
11	Business Processes	<input type="checkbox"/>
12	ERP Control Center	<input checked="" type="checkbox"/>
13	ERP Control Center	<input type="checkbox"/>
14	Business Processes	<input checked="" type="checkbox"/>

System Table:

Description	Name
ERP	ERP

Category Table:

Description
Availability

2.4.1 WebDynpro Configuration

2.4.1.1 Add or Edit an Instance

In the *Configurations* panel, do as follow:

The screenshot shows the CONFIGURATION PANEL with the 'Configurations' section selected. The 'Add/Edit Configuration' form is visible on the right.

Configurations Table:

Instance ID	Dashboard Title	Show # alert
1	ERP Control Center	<input type="checkbox"/>
2	test Sanity Check	<input checked="" type="checkbox"/>
3	OFT Check	<input checked="" type="checkbox"/>
4	NewDash	<input checked="" type="checkbox"/>
5	BPMon	<input checked="" type="checkbox"/>

Add/Edit Configuration Form:

Show number of alerts:


Dashboard Title: ERP Control Center

Level 1 Title: System

Level 2 Title: Category

Limit number of tickets: 0

Buttons: Clear, Apply, Add as a new entry

- Select the  Edit to enter edit mode.
- On the right-hand side:

Add/Edit Configuration

Show number of alerts:

* Dashboard Title:

* Level 1 Title:

* Level 2 Title:

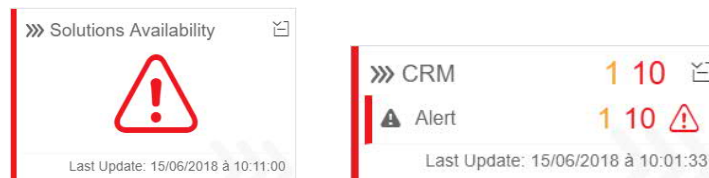
Limit number of tickets:

| |

- o Enter a Dashboard Title
- o Select an option to either show the number of alerts in the Dashboard Interface.
- o Add a Level 1 title which will appear as section name for level 1 panel.
- o Add a Level 2 title which will appear as section name for level 2 panel.
- o Add the limit on the number of tickets.
- Now you can either:
 - o Add new instance by select the . A new instance will appear in the instances table on the left-hand side.
 - o Apply changes to the selected instance by select the button.

Clicking on the *Dashboard* title will open the instance of the dashboard in your default browser.

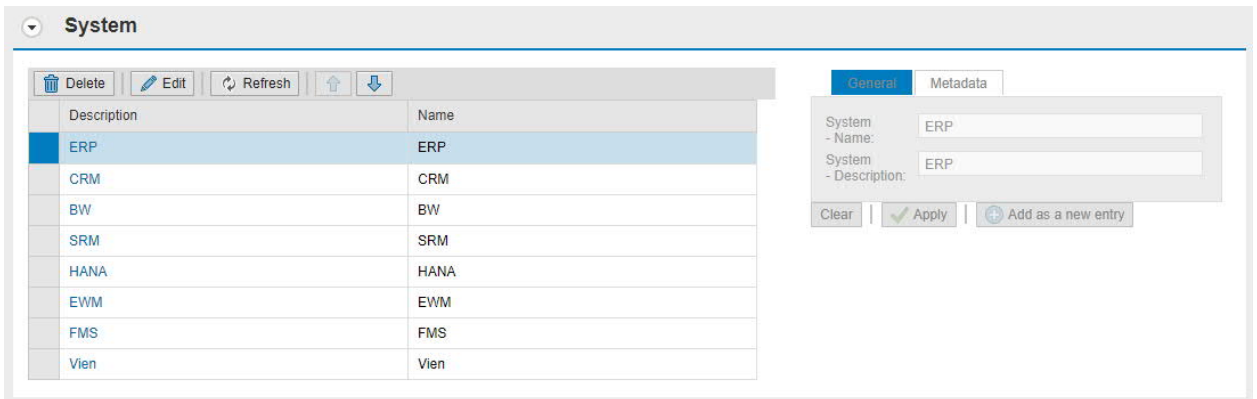
Selecting the option Show number of alerts changes the behavior of the level 1 and level 2 tiles. If this option is selected then the Interfaces shows the total number of alerts and tickets related to select KPIs as shown in the examples below:




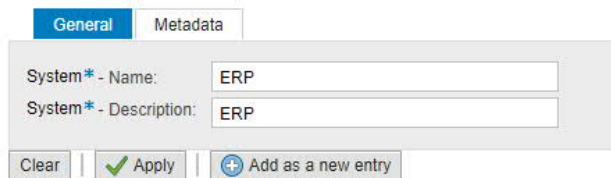
Once the dashboard instance is created you can proceed down to the next level and start adding one or more level 1 item.

2.4.1.2 Add or Edit Level 1 Item

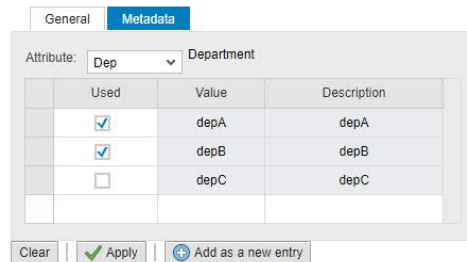
In the level 1 panel, now with title System as provided previously, do as follow:



- Select the  to enter edit mode.
- On the right-hand side:



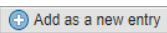

- In *General* tab, you can:
 - Provide Level 1 item Name.
 - Provide Level 1 Item Description. This will be used as title of the tile for this item in the dashboard.
- Optionally, you can provide metadata configuration on this level 1 item in the *Metadata* tab:



- Select the *Attribute* in the drop-down box.
- Check the *Value* which correspond to this level 1 item.

 Note

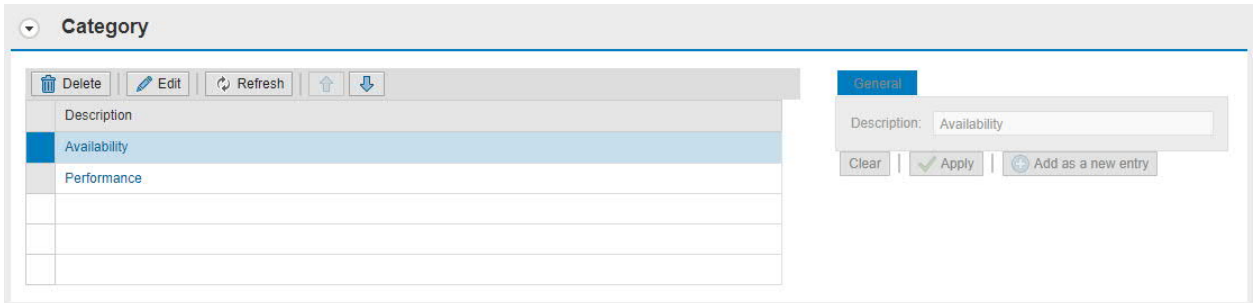
You can assign multiple values from one or multiple attributes to this level 1 item.


- Now you can either:
 - Add new level 1 item by select the . A new item will appear in the table on the left-hand side.
 - Apply changes to the selected item by select the .

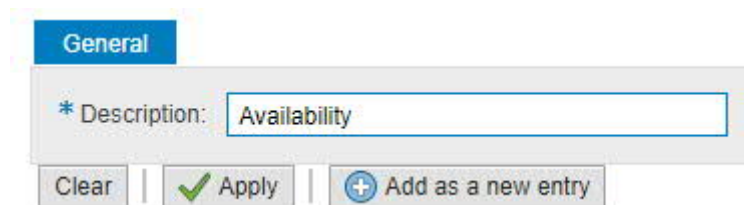
Once this is complete then you can advance to adding the level 2 items.

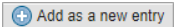

2.4.1.3 Add or Edit Level 2 Item

In the level 2 panel, now with title Category as provided previously, do as follow:



- Select the  Edit to enter edit mode.
- On the right-hand side:



- In *General* tab, you can:
 - Provide Level 1 Item Description. This will be used as title of the tile for this item in the dashboard.
- Now you can either:
 - Add new level 2 item by select the  Add as a new entry. A new item will appear in the table on the left-hand side.
 - Apply changes to the selected item by select the .

Once this is complete then you can advance to adding the KPIs, metrics, alerts to this item.

KPIs, Metrics, Alerts available for Level 2 Item

The final step is to add one more KPI's to the level 2 item. Here it is possible to add KPI's from any of the following sources:



- Application Operations (*System / Metrics* tab): based on the *Technical Monitoring* templates that are applied for that system. The dashboard will read the latest status rating from the metric/event store.
- Business Process Analytics KPIs (*BPA KPIs* tab). This requires that a BPA dashboard panel be configured. The data is read using the existing BPO dashboard connectors.
- *EEM* tab: which is configured by selecting robots from a list according to the *EEM* type. This includes selecting a scenario and script consisting of one or more steps, or a scenario and script and step.

- **OCC Queries** tab: Provide integration with **OCC** dashboard by using the query which can be used in **OCC** Gadget to select the last data available for rating.

The following sections will describe how to add these KPIs to the dashboard.

2.4.1.4 Add Application Operations Metrics and Alerts

To add **Application Operations** (AO) metrics or alerts, the technical monitoring needs to be done for the system. This means the relevant templates need to be activated. The steps are as follows to add an AO metric or alert:

- Make sure the needed level 2 item is selected.

The screenshot shows the 'System / Metrics' configuration page with the 'Add/Edit Entry Point' dialog open. The dialog has the following fields and controls:

- Entry Point:** ABAP Dumps (with a search icon and 'Business Process Monitoring Object' label)
- Description:** ABAP Dumps
- Catalog:** (with a search icon and 'Catalog Id 0' label)
- Buttons:** Clear, Apply, Add as a new entry

Below the dialog is a table with the following data:

Entry Point	Description	Type
<input checked="" type="radio"/> ABAP Dumps	ABAP Dumps	Business Process Monitoring Object
<input type="radio"/> OFT~ABAP	OFT~ABAP	Technical System
<input type="radio"/> OTO~ABAP	OTO~ABAP	Technical System

- In entry point section, select the **Edit** to go into edit mode.

The screenshot shows the 'Add/Edit Entry Point' dialog in edit mode with the following fields and controls:

- Entry Point:** OFT~ABAP (with a search icon and 'Technical System' label)
- Description:** OFT~ABAP
- Catalog:** OFT Technical System T (with a search icon and 'Catalog Id 1' label)
- Option:** Auto propagate to instances, hosts and databases.
- Buttons:** Clear, Apply, Add as a new entry






- Look for entry point by select the **Search** button next to **Entry Point** input.
 - A dialog will be shown, where you can look for entry point based on monitoring use case as shown in image below.

The screenshot shows the 'Search: Entry Point' dialog with the following fields and controls:

- Monitoring Use Case:** Technical System Monitoring (with a dropdown menu and 'T_SYS_MON' label)
- Buttons:** Apply
- Entry Point Search Help** section with a table:


ID	Type
OFT~ABAP	Technical System
OTO~ABAP	Technical System
SHM110~ABAP	Technical System
SHD110~HANADB	Technical System
SHD110	Database


Buttons: Filter, Select

- o Select  to list the available entry points. You can also check the list of possible entry points in Alert Directory Browser of Solution Manager.
- o Select a managed object in the table and choose  to select the entry point.
- o Provide description to the entry point.
- o Provide catalog to tell the entry point to inherit metrics and alerts from catalog. The configuration of catalog is provided in section 2.1.2.
- o If the chosen managed object is of type *Technical System*, the check box *Auto propagate to instances, hosts and database* will appear. If this is checked, all instances, hosts, database, database instance and database tenant instance 'metrics, and alerts in the catalog belong to instances, hosts, database, database instance and database tenant instance of this technical system will be inherited also.
- o Now you can either:
 - o Add new entry point by select . A new item will appear in the table on the left-hand side.
 - o Apply changes to the selected entry point by select .
- In metric/alert section, select  to go into edit mode.

Metric Name	Type	Managed Object	Mon Obj Type
ABAP_SYSTEM_REMOT...	Metric	OFT~ABAP	Technical System
ABAP_SYST_HTTP_USERS	Metric	OFT~ABAP	Technical System
ABAP_SYST_RFC_USERS	Metric	OFT~ABAP	Technical System

Add/Edit Metric


Managed Object:  Technical System

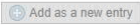


Metric Name: 

Grouped: by Metric/Alert by Managed Object


Metric Description:

Managed Object Desc:


Jump to: 


  

Note

If you use catalog in the entry point, it's not necessary to do this step as metrics, and alerts will be inherited from catalog at run time. To show inherited metrics/alerts, use the  button in *Entry Point* table toolbar. You still can do this step if you want to add additional ones which are not in the catalog.

Add/Edit Metric


* Managed Object:  Technical System



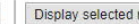
* Metric Name: 


Grouped: by Metric/Alert by Managed Object

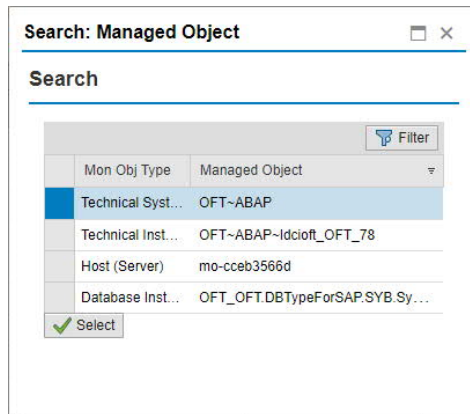
Metric Description:

Managed Object Desc:

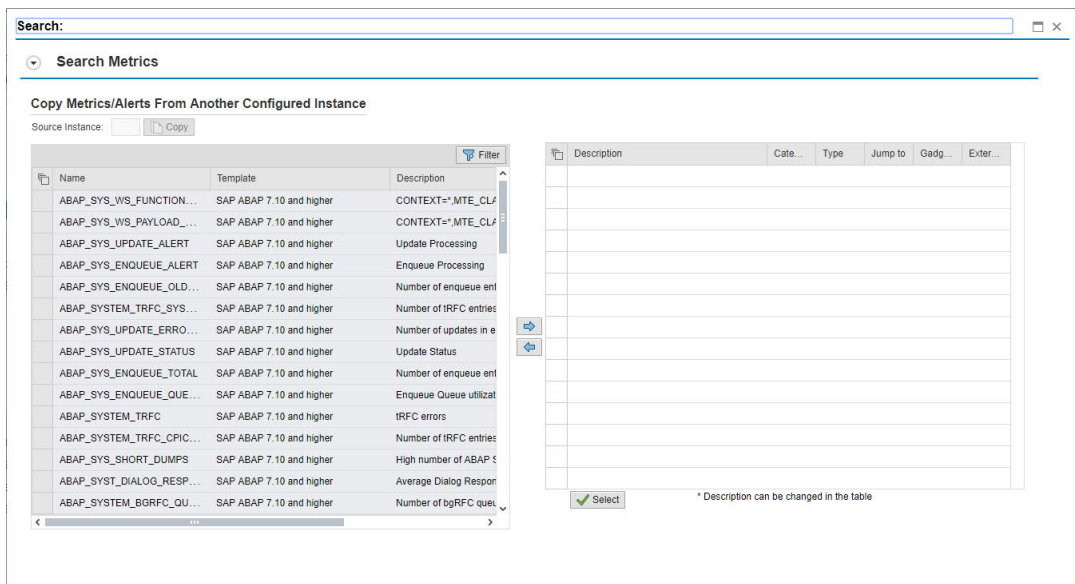
Jump to: 

- o Choose a managed object where we can get the metrics and alerts from. Choose  at the end of the *Managed Object* input field to bring up search help like in image below.



- o Select a managed object in the table and choose to select the managed object.
- o After managed object has been chosen, select the search button next to *Metric Name* input box to look for *Metrics and Alerts* to add. A dialog will be shown as in image below, where you can select multiple *Metrics and Alerts*.



- o Use arrow buttons to add and remove object selection respectively.
- o Provide additional information to the selected objects:
 - Description as text to show in dashboard.
 - Jump to *Option*.
 - Grouped by *Metric/Alert*: to group all managed object which has this metric/alert under one tile in dashboard. This allows a dynamic discovery of landscape, since all managed object which has this metric or alert will be considered, not just the configured one.
 - Grouped by Managed Object: to group all metrics and alerts under the selected managed object together under one tile in dashboard.
- o Select to confirm your selection.
- o Due to the restriction of UI, not all selected metrics and alerts are shown. To review what you have selected, use button . To edit your selection, click the *Metric Name* search button again.

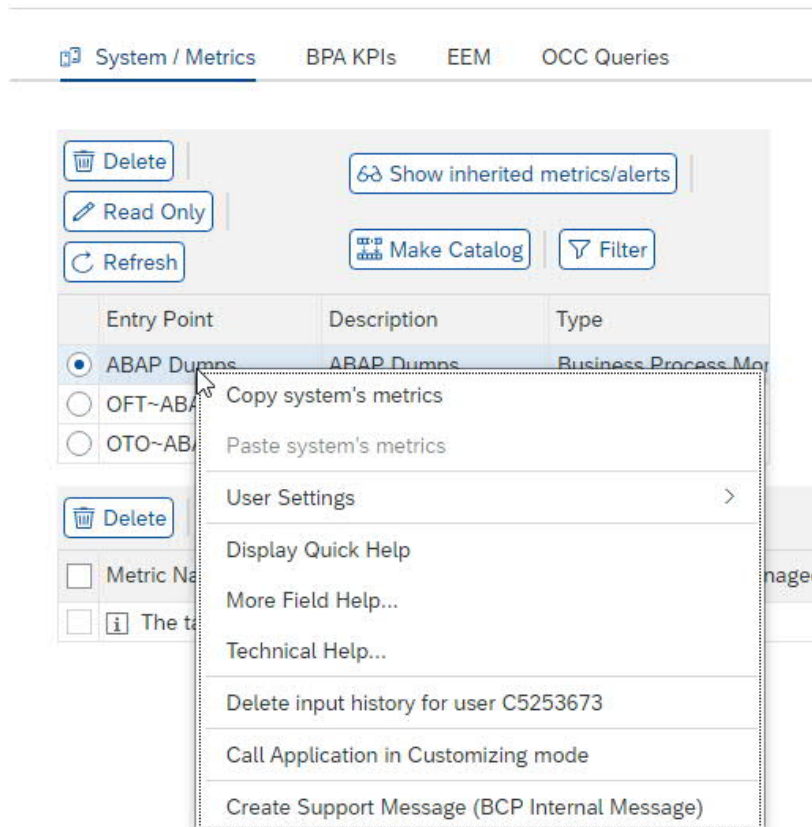
- o Input description for selected managed object as text to show in dashboard under *Managed Object Desc* input. It's only available if you choose only 1 metric or alert.
- o Now you can either:
 - o Add new selected metrics and alerts by select . New items will appear in the table on the left-hand side.
 - o Apply changes to the selected metric or alert by select .

How to Copy and Paste previously added System Metrics

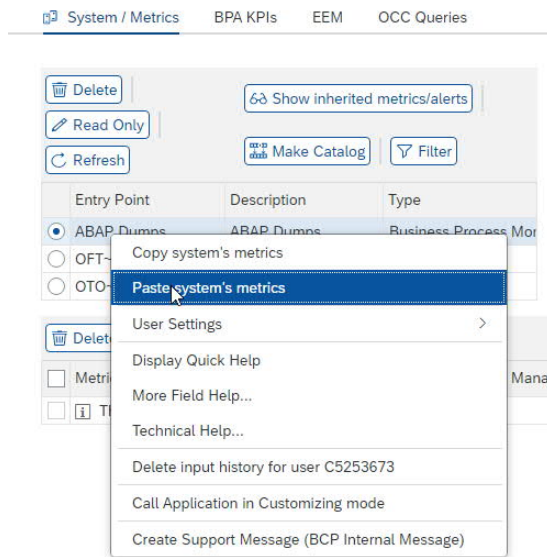
Often the same system is used in many different dashboard configurations. To prevent manually re-adding the application operation metrics that can be cumbersome, there is a feature that will allow you to copy and paste system metrics for that same system.

Here are steps below:

- Firstly, select a level 1 item where the system has been previously added and right click on the *System* in table and select the option *Copy system's metrics*:



- Add your level 2 item or go to a previously added level 2 item and add the same system again as shown previously.
- Then right click on the system in the table and select the option *Paste system's metrics*:



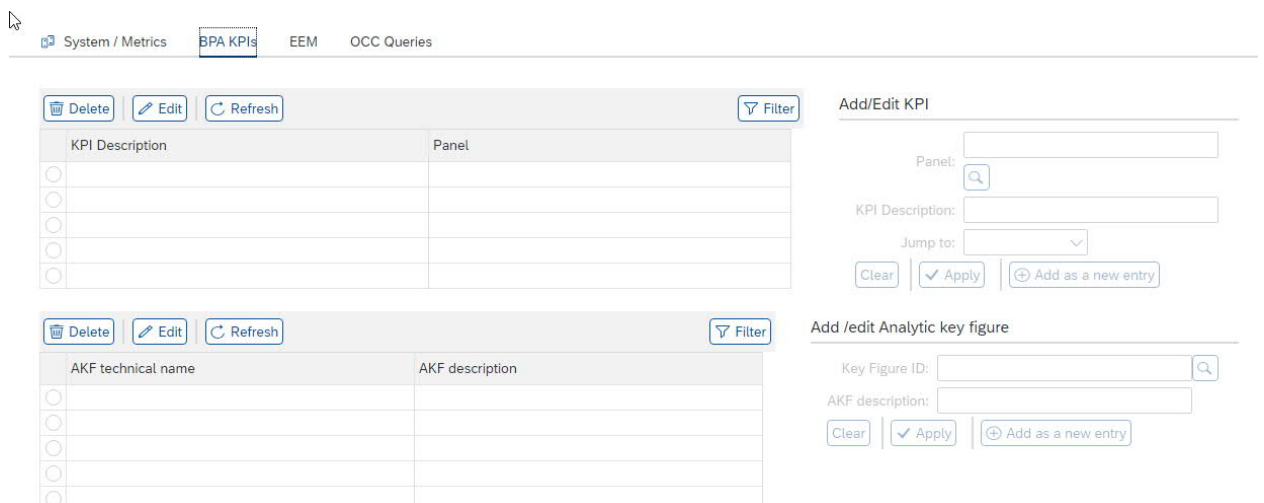
Then the system metrics will be copied, and you should them in the table below. The reason that you need to go to a previously configured system is that it is possible to have steps or interfaces with different metrics configured. Once the copy is done it is still possible to add or remove another system metrics.

2.4.1.5 Add Business Process Analytics KPI

The prerequisite to configure a Business Process Analytics KPI is that a Business Process Analytics KPI Panel needs to be configured. This can be done in the Business Process Operations work center and then select the link Setup Dashboards.


Once a Business Process Analytics KPI has been configured, then it can be added to level 2 item for monitoring. Select the *BPA KPIs* tab, the steps are as follows:

- Make sure the needed level 2 item is selected.





- Select  in KPI section to go into edit mode.


Add/Edit KPI

* Panel: 

* KPI Description:



Jump to:

Clear |  Apply |  Add as a new entry


- On the right-hand side, the fields are enabled to edit for KPI selection.
 - Choose a panel by select the  search button next to *Panel* input. A dialog box will appear as shown in image below. Choose a panel.

Search: □ ×



Panel	Description
Xavier Panel	Xavier Panel
Xavier Overdue	Xavier Overdue


- Input KPI description.
- Input *Jump* to specify where the dashboard will navigate to when this KPI is selected.
- Select button  to effectively add selected KPI. And the newly added KPI will appear in the list of KPIs on the left-hand side table.
- Select  in *Analytic Key Figure (AKF)* section to go into edit mode.

Add /edit Analytic key figure

* Key Figure ID: 


* AKF description:

Clear |  Apply |  Add as a new entry

- On the right-hand side, the fields are enabled to edit for AKF selection. Choose an AKF by select the  search button next to *Key Figure ID* input.

Search: □ ×

AKF technical name	Description
Xavier del ove 30 days	Xavier del ove 30 days

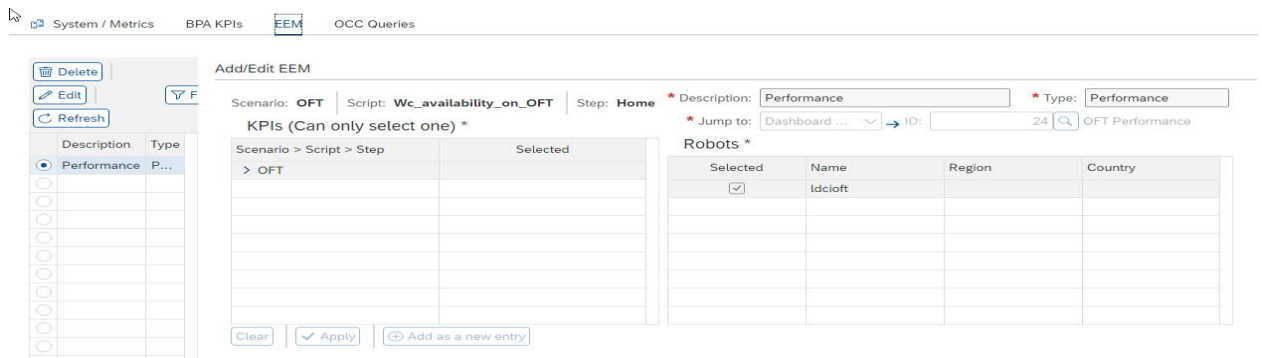
- Input description for AKF.
- Select  to effectively add selected AKF. And the newly added AKF will appear in the list of AKFs on the left-hand side table.

2.4.1.6 Add EEM KPI

The prerequisite to configure an EEM is that a robot is selected from the list of robots. This can be done in the [Robot](#) section and then for a scenario select a script consisting of steps in the KPIs section.

Once an [EEM](#) has been configured, then it can be added to Step or Interface for monitoring.

The steps are as follows:



- Select the [EEM](#) tab and select [Edit](#) to go into edit mode.
- On the right-hand side, input description.
- Select a Type of [EEM](#).
 - If [Availability](#) is selected, you can choose [Script](#) in the list of KPIs.
 - If [Performance](#) is selected, you can choose [Step](#) in the list of KPIs.

KPIs (Can only select one) *


Scenario > Script > Step	Selected
▼ OFT	
▼ Wc_availability_on_OFT	<input type="checkbox"/>
Home	<input checked="" type="checkbox"/>
Logon	<input type="checkbox"/>

- Choose robots related to chosen [Script](#) or [Step](#).

Robots *

Selected	Name	Region	Country
<input checked="" type="checkbox"/>	Idcioft		

- Choose the [Jump to](#) option to specify the navigation in the dashboard when this [EEM](#) KPI is selected.

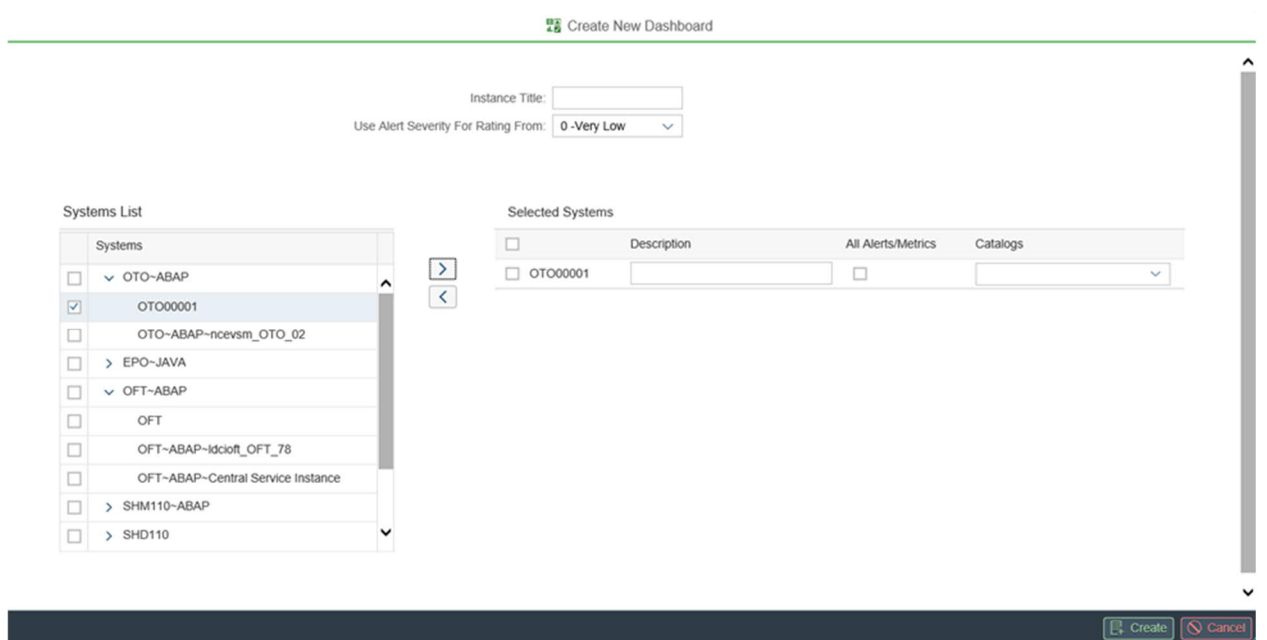
- Provide the query in *Query input* field. Normally you can get it in *OCC Gadget Configuration*.
- Input *Name*
- Input *Description*.
- Provide the thresholds for rating.
- Provide *Time range*, just like in *OCC Gadget Configuration*.
- Provide *Resolution*, just like in *OCC Gadget Configuration*.
- Select *Jump to* option.
- Select  to effectively add the query. And the newly added query will appear in the list of queries on the left-hand side.

2.4.2 Configuration of a new instance from the dashboard

The configuration is also possible from the dashboard itself. Click on the plus in the header to open the configuration.




Then do as follows:



- Enter a dashboard *Title*.
- Select the *Severity*.
- A list of Technical systems and their managed objects are displayed on the left-hand side.

- o Select a system and select the  button to add it to the right-hand side.

<input type="checkbox"/>	Description	All Alerts/Metrics	Catalogs
<input type="checkbox"/>	OTO~ABAP	<input type="checkbox"/>	<input type="text" value=""/>

- Enter a *Description* (Optional).
- Either select *All Alerts/Metrics* or a *Catalog*.
- Click on the  button.

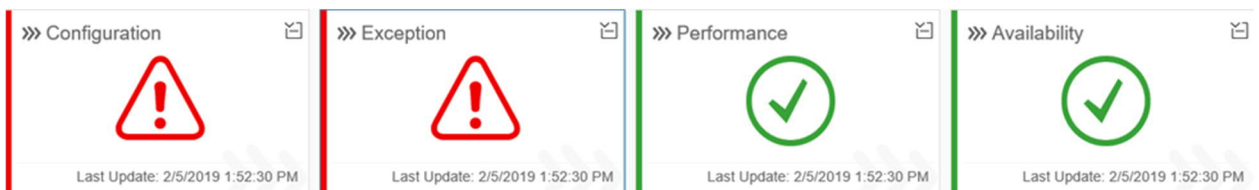
Once the operation of the creation is done successfully, choose to be redirected to the new instance.

Success

Would you like to be redirected to the new instance?

Yes No

- ✓ The level 1 item description is set by default to *System*.
- ✓ The level 2 item description is set to *Category*.
- ✓ For each system in level 2, four categories are displayed: *Configuration*, *Exception*, *Availability* and *Performance*.



- ✓ Metrics are grouped per category.

The *Configuration* is synchronized with the configuration panel in the WebDynpro and it can be edited from there.

2.5 Color rating interpretation

In the level 1 and level 2, the color rating can be easily interpreted:

- Red = Critical or High level of severity
- Yellow = Medium level of severity
- Green = Low level of severity

But as soon as we navigate in the metrics and alerts level you can encounter additional rating indicators, which concerns only alerts. These rating indicators depend on the configured severity of the alert and its status: postponed or transferred.

Add/Edit Configuration


Show number of alerts: Use Alert Severity for Rating from: 0 -Very Low

* Dashboard Title:

* Level 1 Title:

* Level 2 Title:

Limit number of tickets:

 Increasing the limit number of tickets affects the performance loading

| |

0 -Very Low

9 - Critical

8

7

6

5 - Medium

4

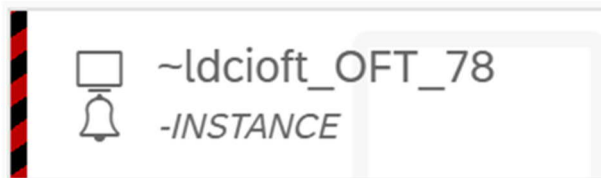
3

2

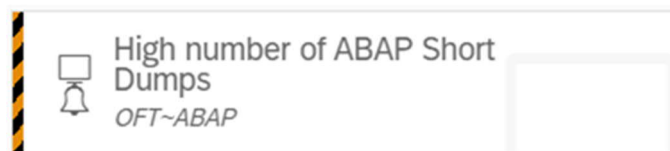
1

0 -Very Low

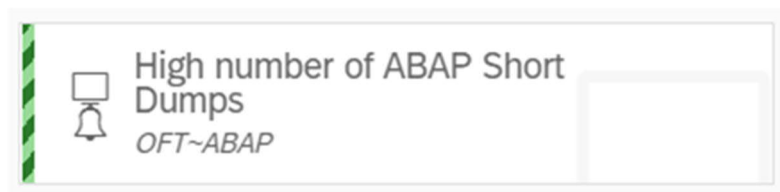
The red and black striped rated alerts are those whose severity is lower than the severity configured by the user they are considered as ignored alert.



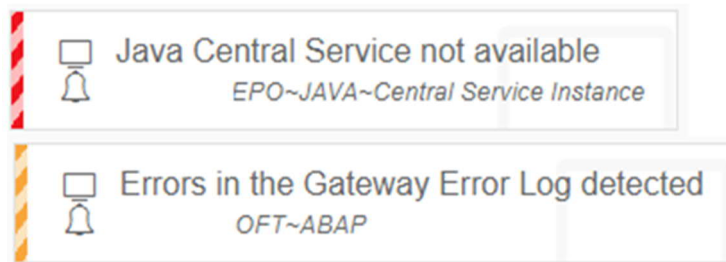
The yellow and black striped alerts are those whose severity is lower than the severity configured by the user they are considered as ignored warnings.



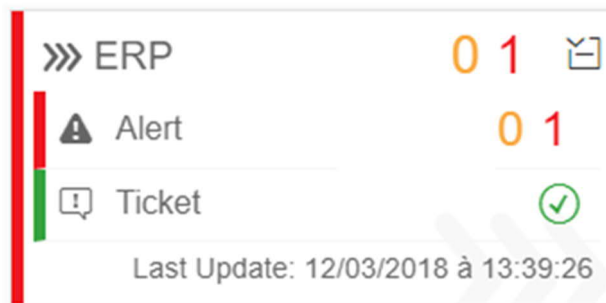
The green and white striped alerts are those that were postponed, no matter if initially they were red or yellow, after the postponement they all will look the same (green and white striped). Thus, they are considered as green



The red white and yellow white striped alerts are those who were transferred and externally processed.



Ps : the previous rating of the alerts is not reflected in the upper levels, it means that if you have a red and white striped alert and a pure green or red alert or yellow, the upper levels will reflect the green/yellow/red one and won't consider the striped ones.



2.6 Configuration Consistency Check

In this view, you can check the consistency of the operation dashboard configuration, which can be helped a lot to speed up the process of finding the causes of some issue detected in the operations application.




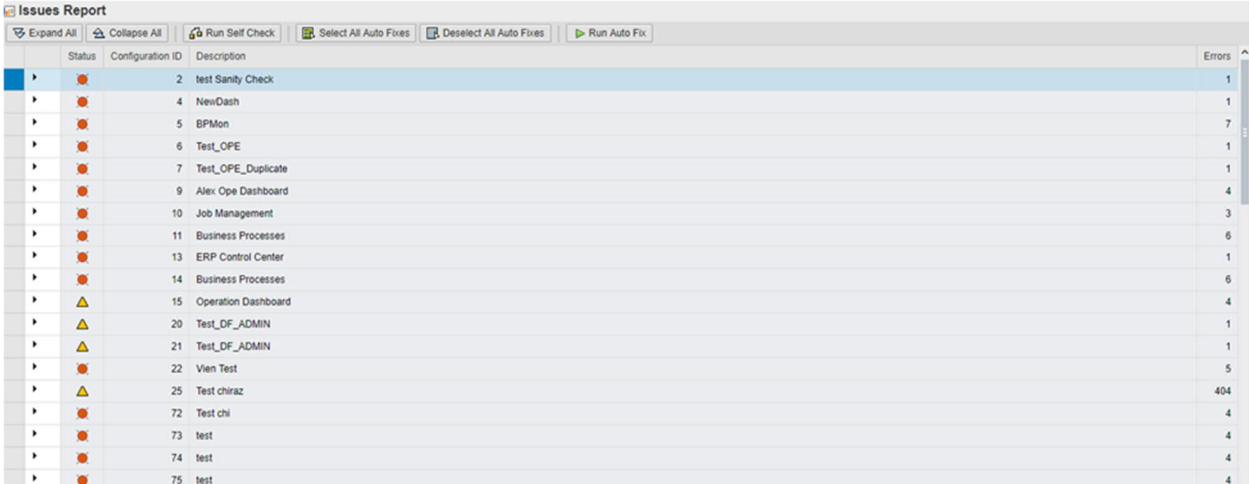
The coverage of that tab is:

- Check consistency of *System / Metrics* tab for:
 - Entry point's existence and activation state.
 - *Metrics / Alerts*' existence and activation state.
 - *Metrics / Alerts*' managed object's existence and activation state.
 - Jump-in to existing gadget.
- Check consistency of BPA KPIs tab for:
 - *Panel* existence.

- o *Analytic Key Figure* existence.
- o Jump-in to existing gadget.
- Check consistency of *EEM* tab for:
 - o *Scenario / Script / Step* existence.
 - o *Robot* existence, and its assignment to script.
 - o Jump-in to existing gadget.
- Check consistency of *OCC* Queries tabs for:
 - o Jump-in to existing gadget.
- Propose fixes:
 - o Auto-fixes: Either the entry can be replaced easily and automatically, or it will be deleted in the configuration.
 - o Manual: This issue needs to be manually fixed. Typically, the jump-in to non-existing gadget.
 - o Auto-fix log: The fix will be logged. However, we do not store the log, hence it will be lost if you refresh the configuration application.

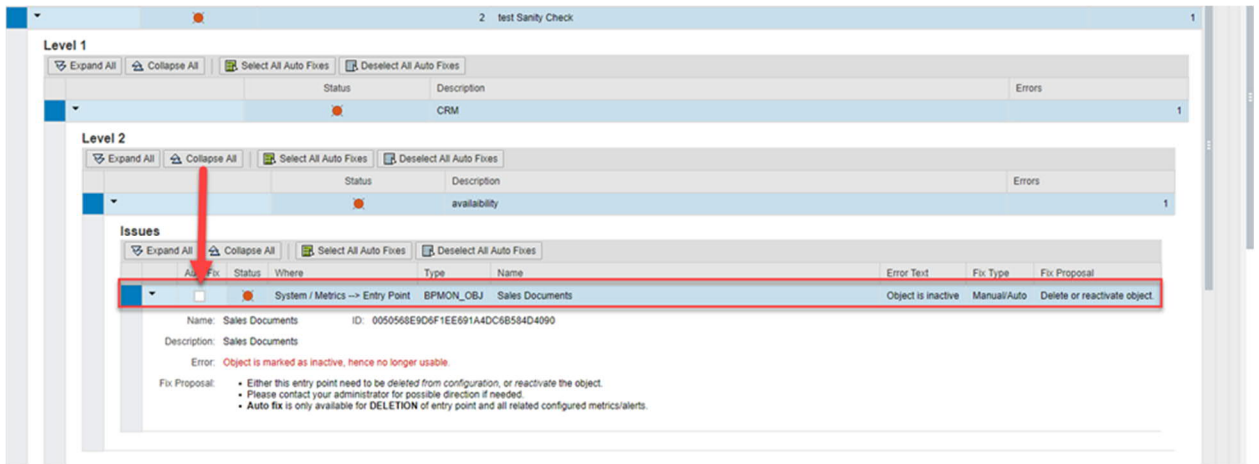
2.6.1 Run Self Check

Under the tab consistency check report and when we click on  the button, the content of the table will be updated with the list of the errors found for each instance.

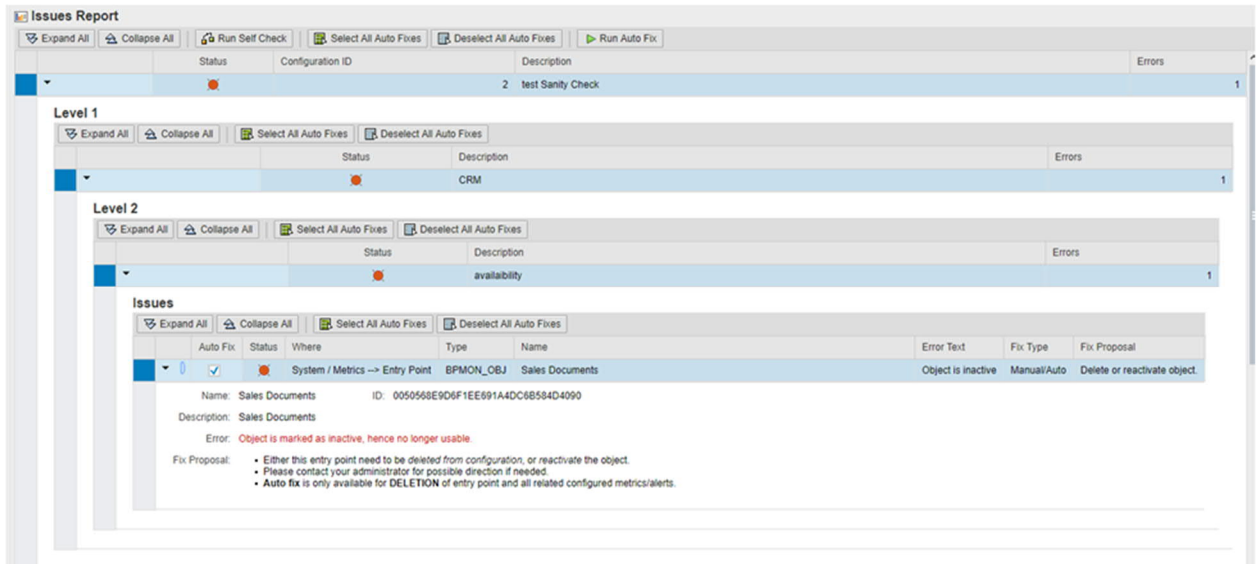


Status	Configuration ID	Description	Errors
▶	2	test Sanity Check	1
▶	4	NewDash	1
▶	5	BPMon	7
▶	6	Test_OPE	1
▶	7	Test_OPE_Duplicate	1
▶	9	Alex Ope Dashboard	4
▶	10	Job Management	3
▶	11	Business Processes	6
▶	13	ERP Control Center	1
▶	14	Business Processes	6
▶	15	Operation Dashboard	4
▶	20	Test_DF_ADMIN	1
▶	21	Test_DF_ADMIN	1
▶	22	Vien Test	5
▶	25	Test chiraz	404
▶	72	Test chi	4
▶	73	test	4
▶	74	test	4
▶	75	test	4

For each instance you can use the expand option to see the root cause of the issues found. And for each problem, there will be check box for auto -fix to be selected if you want to use the auto fix option.



Note: Be careful with auto-fixes which have fix type of *Manual/Auto*. This type, in general, will delete the entry if you choose to auto-fix it. So be sure you want to do it.



You should carefully check each issue and decide whether to use the auto-fix option or not as there may be auto-fix to delete the entry in your configuration.

You can use the select all auto fixes/deselect all auto fixes buttons in order to select/deselect all check boxes at once.

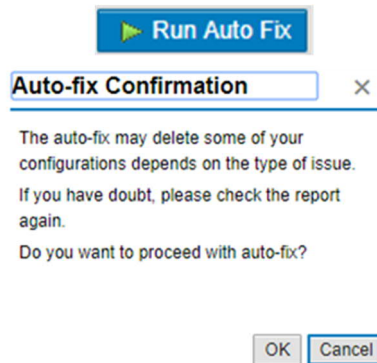


You can use expand all / collapse all option to open or to close the issues reports.

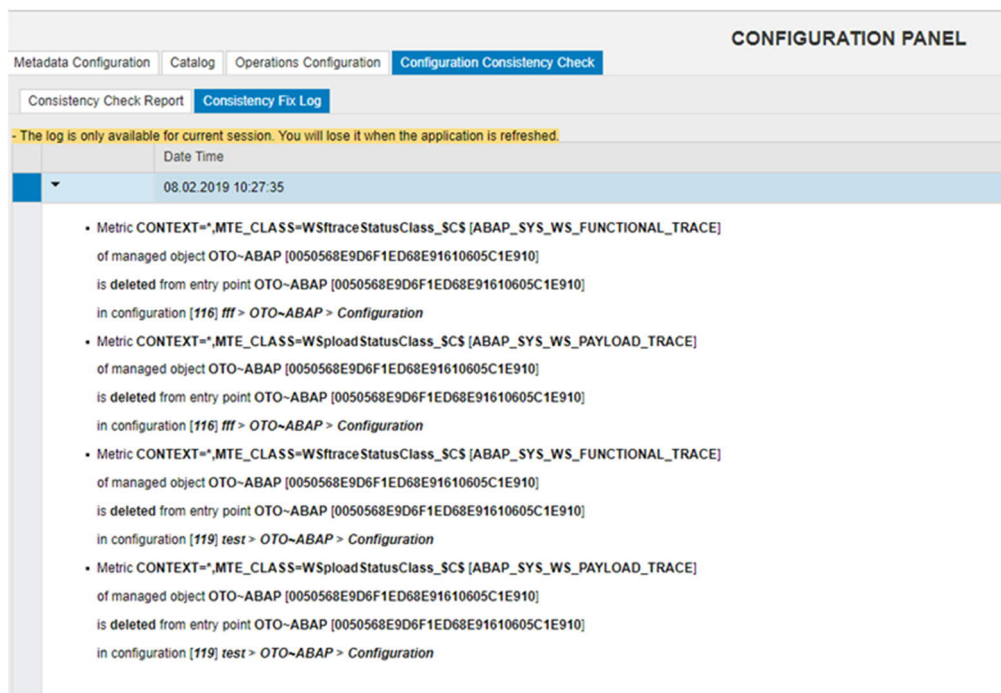


2.6.2 Run Self Check

When we click on the button run auto-fix a pop up of confirmation appear containing two buttons the button OK and cancel.



When we click on *OK* the auto fix is confirmed and we get the auto-fix log under the tab consistency fix log.



When we click on *Cancel* nothing happens.

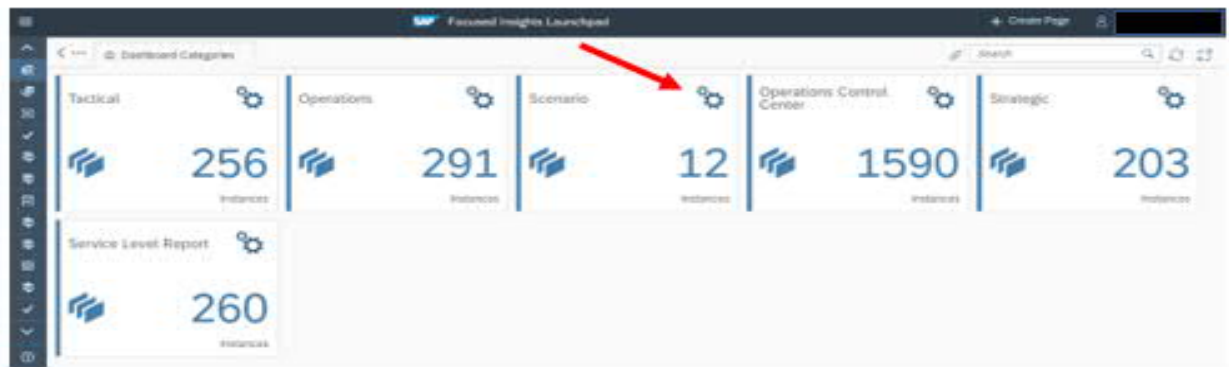
3 Dashboard

Once the configuration has been done, you can access the dashboard to see what you have configured. There are 2 views of the dashboard you can use. To access the dashboard based on the view, please follow section 3.1 and 3.2.

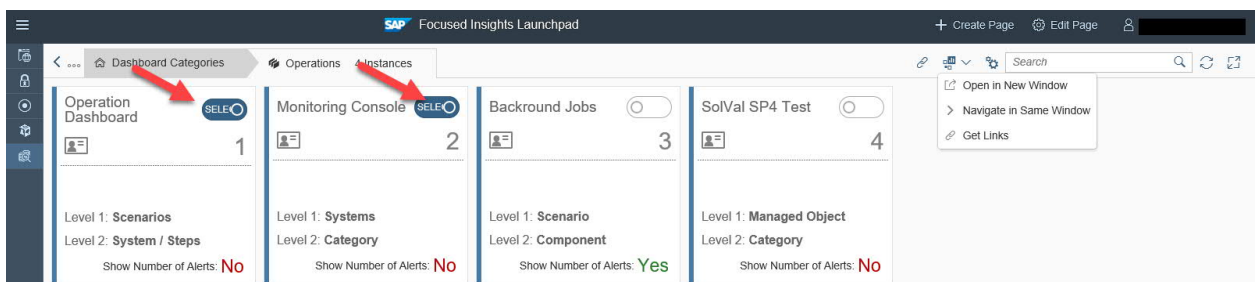
3.1 Instances View

The first view is the Instance View. The dashboard will show level 1 items by instances. You can access it by using Focused Insights Launchpad as follow:

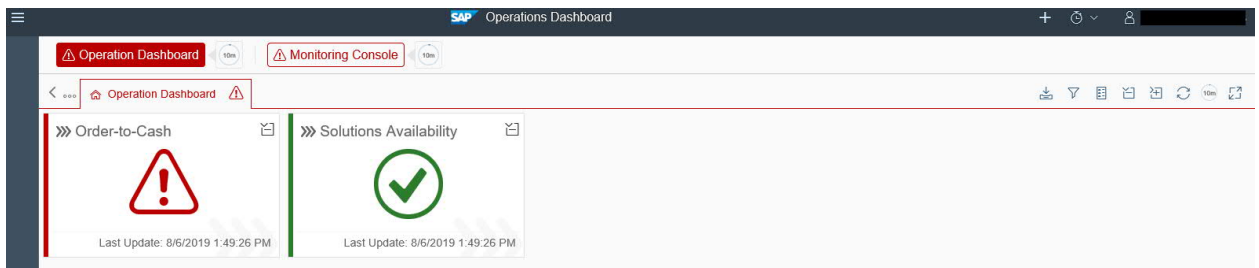
- Select *Operations* tile.



- Select the instance you want to go to and select *Go to Dashboard*.



- Once inside the dashboard with selected instances, you will see as below:



- The dashboard is showing each instance in the instance selection header

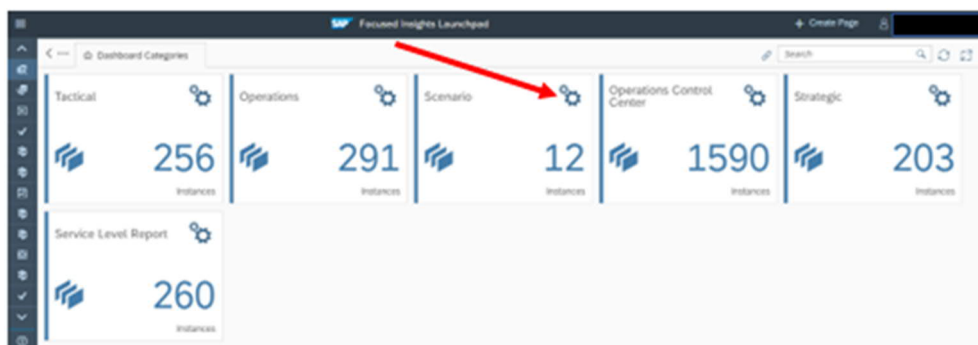


You can switch between instance by clicking the title of the instance. The first level of the instance is, as in configuration, composed of level 1 items. Each level 1 item is 1 tile. The content of the tile can be as simple as an icon to show the rating of the level item, or it can be the aggregated number of alerts and tickets. This is based on the configuration of the instance as shown previously.

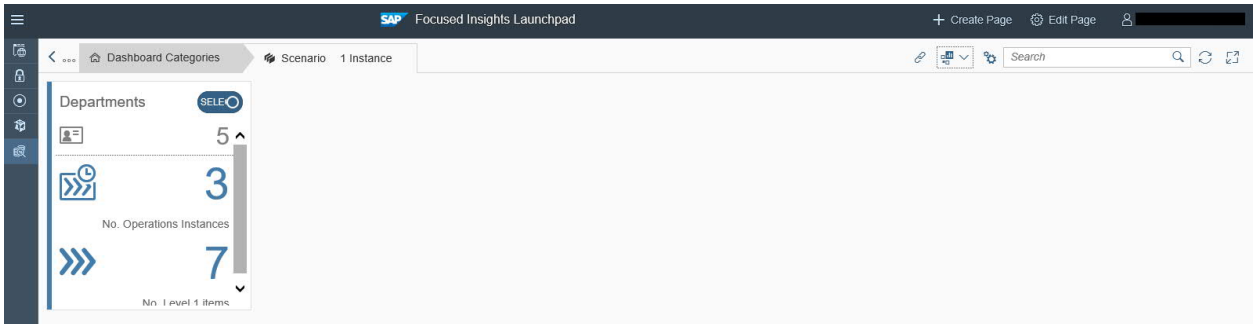
3.2 Scenarios View

As shown before, the dashboard model has another view called Scenarios View, where scenarios are attributes, and content of first level view is attribute's values. You can access it by using Focused Insights Launchpad as follow:

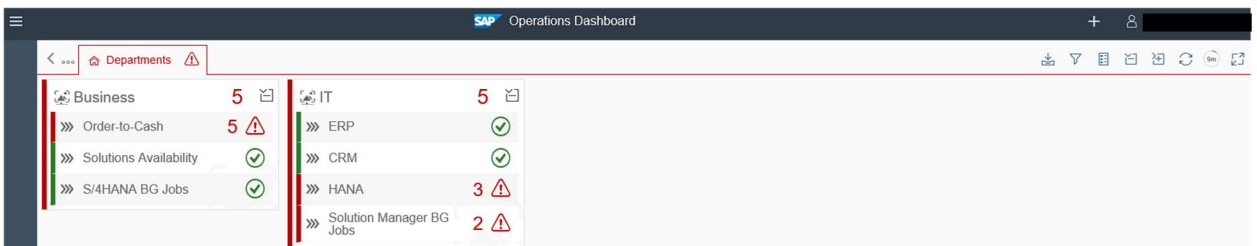
- Select *Operations Scenario* tile.



- Select the instance you want to go to and select *Go to Dashboard*.



- Once inside the dashboard with selected instances, you will see as below:



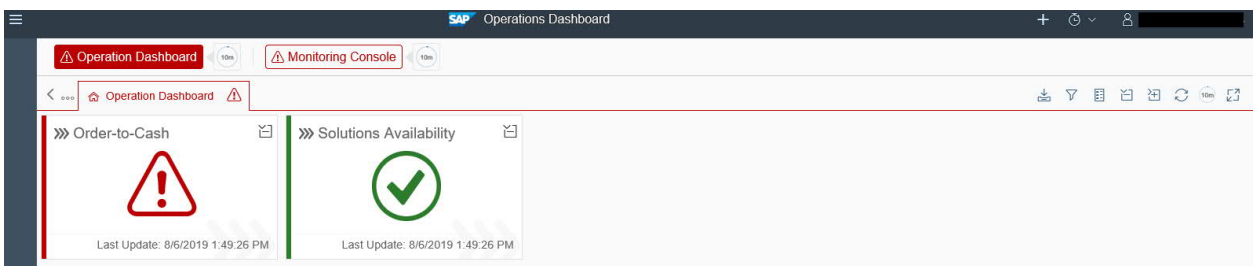
The dashboard is showing each scenario in the scenario selection header

You can switch between scenarios by clicking the title of the scenario. The first level of the scenario (attribute) is, as in configuration, composed of attribute's values. Each value is 1 tile. The content of the tile is the level 1 items which has metadata configuration to the respected value.

From here the usage of the dashboard is the same for 2 views as will describe in the next section.

3.3 Dashboard Layout

When you enter the application, the selected instance in the below screenshot will be the page by default:

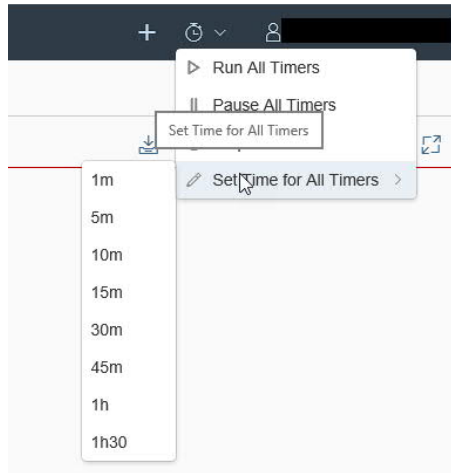


3.3.1 Header

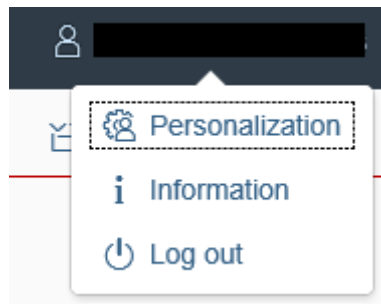


The header is composed of (from left to right):

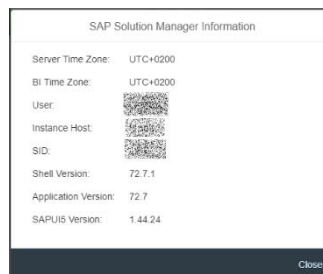
- Side pane toggle button.
- SAP Logo.
- Dashboard Model Name: Operations Dashboard.
- Create New Instance button
- Instances' timer settings (in case multiple instance is used), which manipulates all instances' timer.



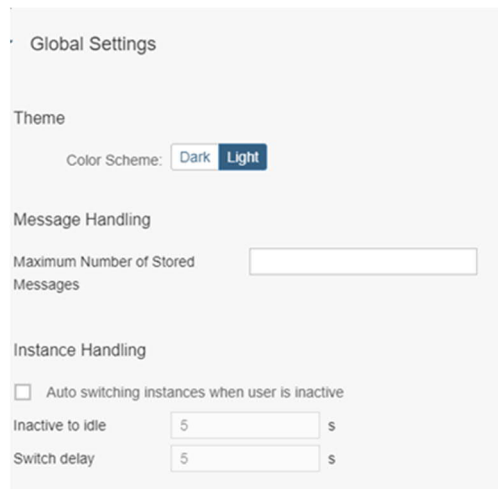
- *User Settings* with username as label. When chosen, it pops up a menu:



- o Choose *Information* to open Basic Information Dialog.



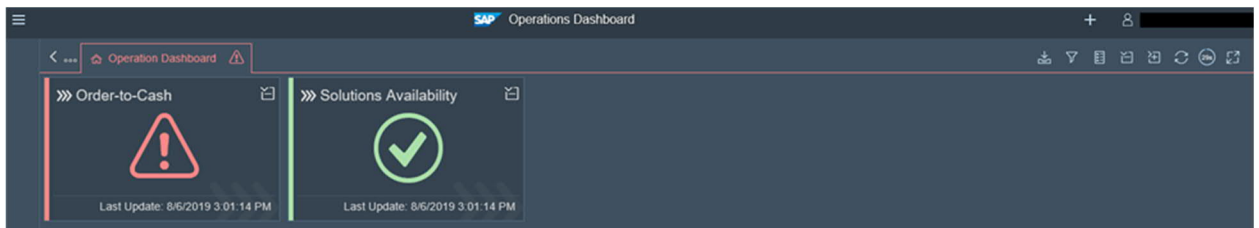
- o Choose *Log out* in case you don't want to work anymore.
- o Choosing *Personalization* will open the *Global Settings* section



In this dialog the user can select these options:

- Color schema theme *Light* or *Dark*

Below a screenshot of the dashboard with the dark mode.



- The maximum number of messages to store in the message dialog.
- The Auto Switching of Instances feature if checked:
By setting the inactive time for the dashboard to determine user is idle to activate the function and time waiting between switch of instances

3.3.2 URL parameters

Here is the parameters list that can be added to the application URL to perform the activities described below:

- **ColorScheme=Dark** to select dark mode (ColorScheme=Light is the default mode)
- **fullScreen=X** to display dashboard in fullscreen
- **refreshTimer=X** where X is the refresh time to set in minutes (By default, the refresh time is the selected one in the configuration application)
- **autoSwitchOnIdle=true/X** working with carousel feature, it enables the auto-switching between the displayed instances (autoSwitchOnIdle=false by default)
- **hardRefresh = X** (X = number of hours) This option is used in order to clear the browser cache after a configurable period.
 - In IE, the Browser will be closed and restarted again in order to reinitialize the memory.
 - In chrome and other browsers, the browser will be refreshed after the X hours.

- **statuses=<status1>, <status2>...** Enable to display only the tile(s) with the selected status(es)
Example :
[Protocol]://[domain:port]/sap/bc/ui5_ui5/stdf/ope_dash/index.html?configId=1& statuses=red
 - It shows the tile(s) with red status.
- **font=extend** to display the tile's text in two lines.

Note

Starting from SP05, the user has the possibility to navigate directly to the wanted level by clicking on it from the webdynpro configuration application or by adding its ID to the URL. So navigation URL will have this format ConfigId-XXXXXX-XXXXX

3.3.3 Instance Selection Header

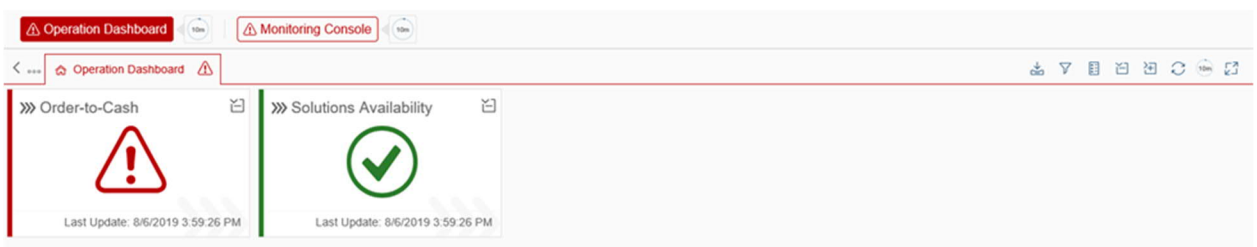
This header allows you to switch between instances manually.







Each instance will have its own refresh timer which is a circle icon containing the time set in minutes. You can click on the refresh icon to manually manage the timer refresh instance.


3.3.4 The Content Area

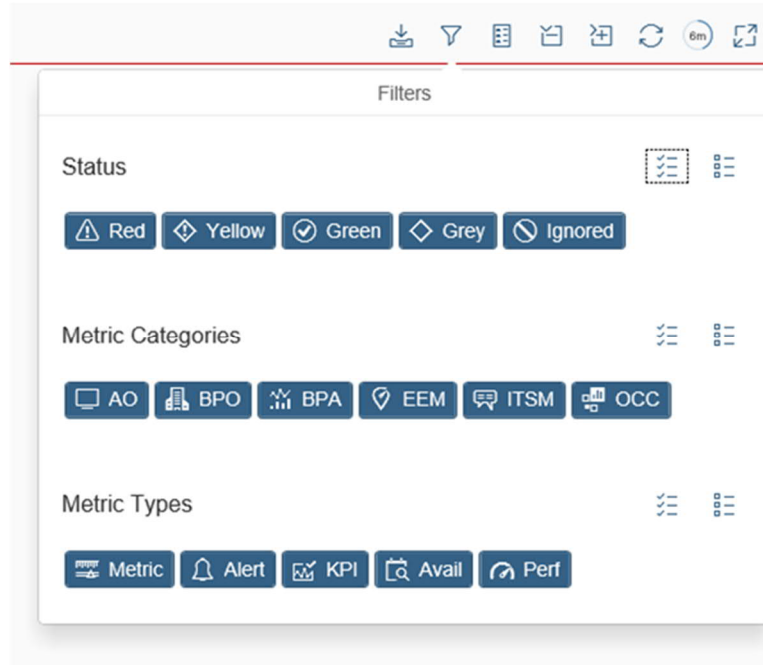
The content area is in the middle-center of the dashboard. This is where you see the content of the selected instance.






This area is covered by the navigator which contains:

- Navigating items: which show where you are, and where you are from .
- The message inbox button .
- The legend button . It will open a pop up contains legends.
- The collapse all tiles button . It will collapse the tiles which are shown in content area.

- The *Filters* button  enables filtering tiles based on *Status*, *Metric Categories* (appear at metric level), and *Metric Types* (appear at metric level).



- The expand all tiles button . It will un-collapse the tiles.
- The refresh button . It serves like the refresh button in instance selection header.
- The full screen button  which allows you to show only the content area. The previous toggle state of side panes is kept. For example, if they are hidden prior to full screen, when you go back from full screen, they will be hidden.

3.4 Content Navigation

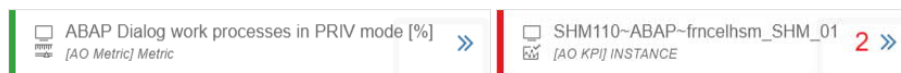
As you know, there are two views in the dashboard model. The *Instances View* and the *Scenarios View*. In the *Instances View*, at first level the tile are level 1 items. You can click the tile to navigate to the second level which shows the level 2 items for selected level 1.



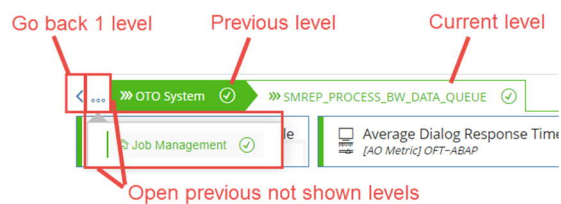
However, in the *Scenarios View*, each tile is the value of the scenario. Inside each tile, the level 1 items will be listed as entries of the tile. To navigate to the second level, you need to select an entry in the tile.



From second level, the navigation is the same for both views. When you reach the third level, some of the tiles allows you to navigate to the fourth level, some does not. It's based on the type of metric, and the grouping configuration. In general, if you encounter a KPI tile like image below, you can navigate to the fourth level. Otherwise, it will jump to the place where it's configured in the configuration application. You can differentiate them by the arrow on the right side, and the additional 2 numbers information in the tile. These numbers are for the total of red, and yellow rating that this tile contains. They appear only when rating is yellow or red.



While navigating down, the navigator will keep track of where you are, and where you were by navigating items. You can go back 1 level by select the left arrow button. You can also click to any navigating item to go back to that level. In case the screen size is small, so not all the navigating items are shown. You can select the "... " button to open the list of now shown levels.



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