

Service Level Report Dashboard 7.2

ST-OST 200 SPS 9



Document History

Version	Date	Change
1.0	2016-11-28	Initial version
1.1	2017-07-31	Support Package 1
1.2	2018-07-12	Support Package 2 Minor changes.
1.3	2019-03-21	Support Package 3
1.4	2019-08-08	Support Package 4
1.5	2029-01-03	Support Package 5
1.6	2020-05-20	Support Package 6 Several changes in different sections
1.7	2021-01-11	Support Package 7 Minor changes.
1.8	2021-05-20	Support Package 8
1.9	2022-01-24	Support Package 9

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1 Overview

In SAP hybrid environments, such software as-a-service as well as private cloud offerings, service level reports are essential to monitor and control SAP solutions that are virtualized across multiple services and cloud infrastructure.

A service level report defines realistic, quantifiable service-level objectives, and track their performances in real time to measure and monitor application service levels against business objectives.

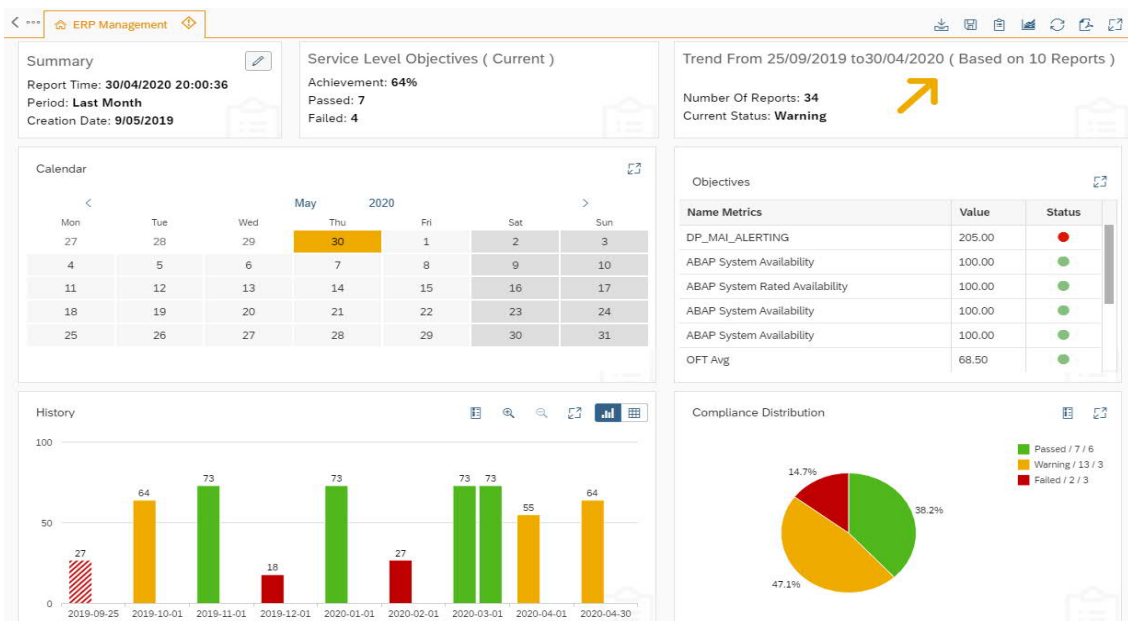
This document which could be updated depending on the new functionalities shows you how to configure and to use the Service Level Report Dashboard.

1.1 What Is The Service Level Report Dashboard?

The Service Level Report capabilities of Focused Insights for the tracking and reporting of service level agreement (SLR) are unique in the industry of SAP solutions management.

By combining automation, flexibility and completeness, Focused Insights for SAP Solution Manager provides a centralized management console to design, build and monitor service agreements for SAP solutions.

The main goal of the SLR Dashboards is to enable SAP Services to measure and to report the value of SAP IT provides to the business. It could also align IT organization with business priorities and expectations.



1.2 Data Providers Of The Dashboard

This table shows you all the available data providers in the SLR Dashboards.

Data Provider Name
/STDF/DP_BPA
/STDF/DP_BPA_KPI
/STDF/DP_BPO
/STDF/DP_CCM
/STDF/DP_TRANSACTIONS
/STDF/DP_SQLSCRIPTS
/STDF/DP_BEX_VIEW
/STDF/DP_SECURITY
/STDF/DP_SYSMON_SNAPSHOT
/STDF/DP_CRM
/STDF/DP_DCM
/STDF/DP_DF_KPI
/STDF/DP_DF_TAC
/STDF/DP_DVM
/STDF/DP_EEM
/STDF/DP_EEM_BI
/STDF/DP_EWA
/STDF/DP_ICM
/STDF/DP_ITSM
/STDF/DP_MAI_ALERTING
/STDF/DP_SOLDOC
/STDF/DP_SYSMON
/STDF/DP_ALERT_SEARCH
/STDF/DP_TABLE
/STDF/DP_JSM
/STDF/DP_ATC

/STDF/DP_SAM

2 Dashboard Configuration

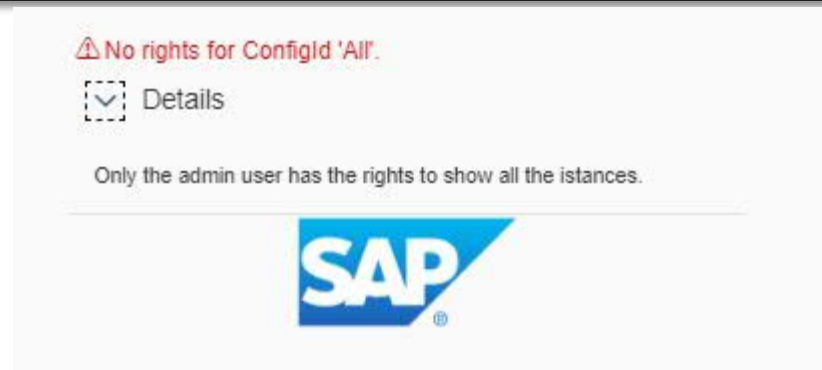
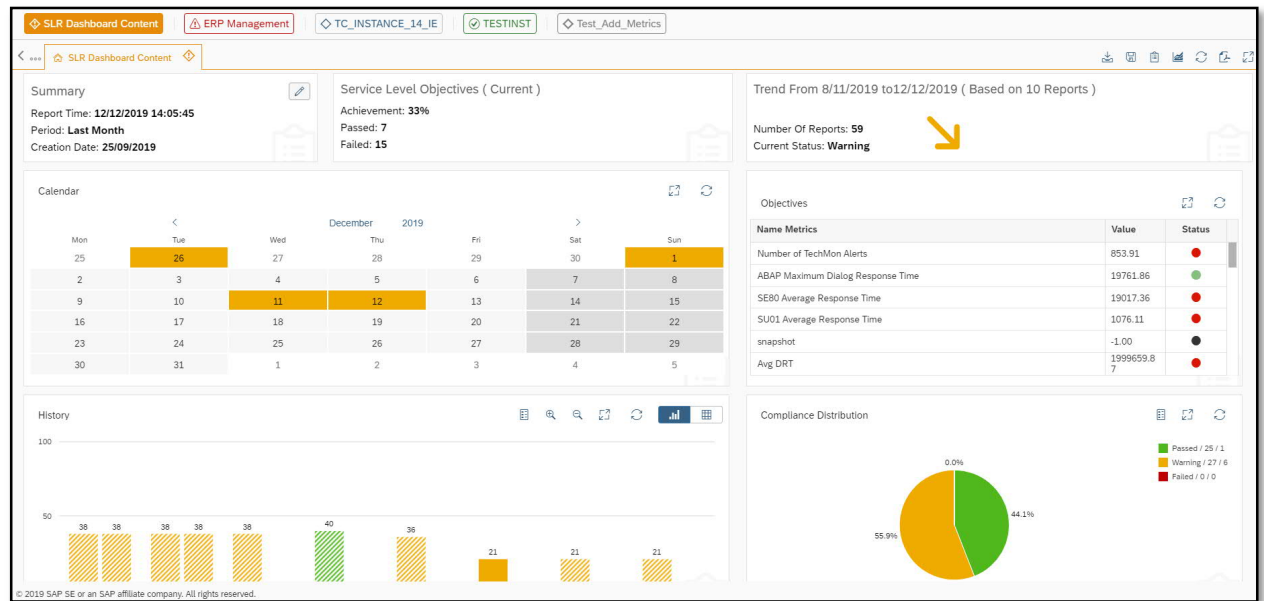
2.1 User Role Of SLR Dashboard

The Service Level Report Dashboard has two kinds of user role: admin user or display user. Different user role has different operations on the dashboards.

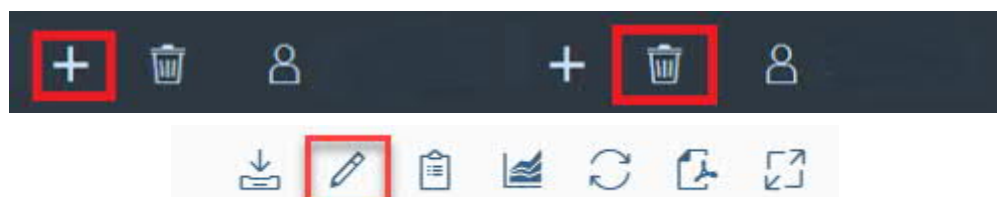
2.1.1 Admin User

The admin user is the most powerful user of the SLR Dashboard.

Firstly, it has authorization of all the instances, which means that the user could add "configId=All" at the end of the URL to show all the accessible instances. On the other hand, if the user is not admin, an error message will be displayed, which tells the user that he has no rights to do it.



Secondly, the admin user can manage the instances and the metrics (Addition, Deletion and Modification).
 Instance Management:

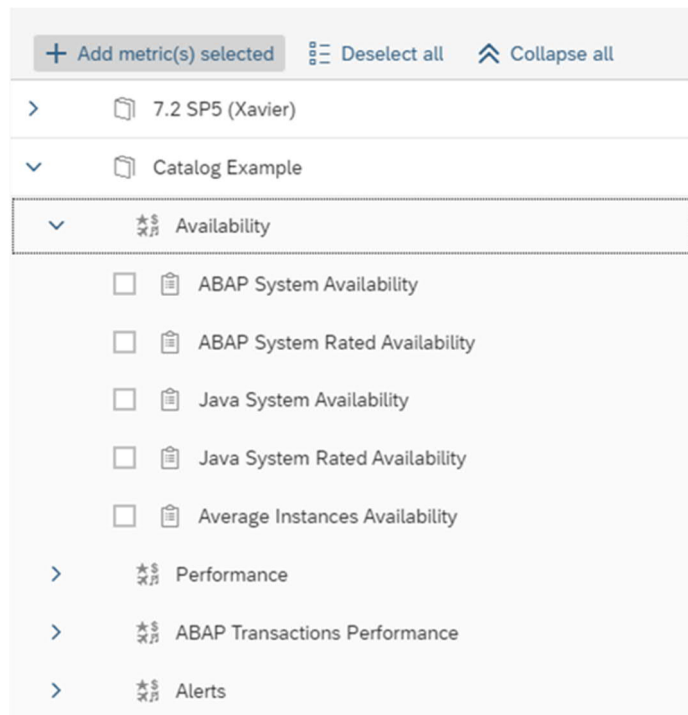


Metric Management:

The user must click on the [Go to Metrics](#) button then expand the catalog, which is composed of instances from the OCC dashboard, then he needs to expand a gadget and select one or several metric(s).



Finally, he needs to click on [Add metric\(s\) selected](#) to validate the selection.



After validating the metrics, a pop-up appears and asks if you want to Edit your selected metric(s):

- If you choose **Yes**, a form will be displayed to change the metric information:

Metrics Configuration

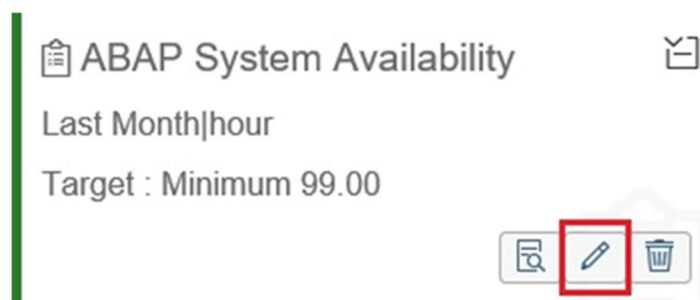
Name	Chart	Type Of SLA	Unit	Resolution	Target	Type Of Target	Group	
ABAP System Availability	Lin...	Average		Day	99.00	Minimum		Add a group
ABAP System Rated Availability	Lin...	Average		Day	98	Minimum		Add a group

Save modifications Cancel

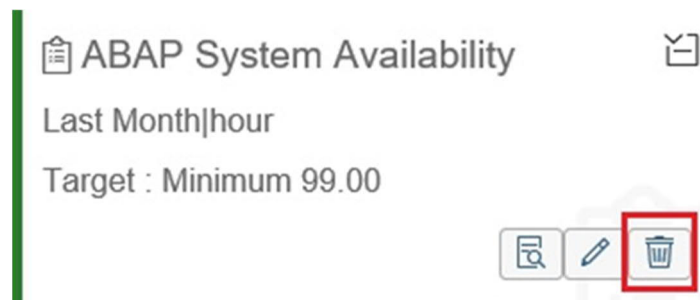
From the above table the user can modify the type of the chart, the type of the SLA (the user must choose among Average, maximum, minimum, accumulation, last), the unit, the target value, the type of target (the user must choose among maximum or minimum), the user can also choose a group in which classify the metric.

- If you choose **No**, the metric(s) will be added with the default configuration.

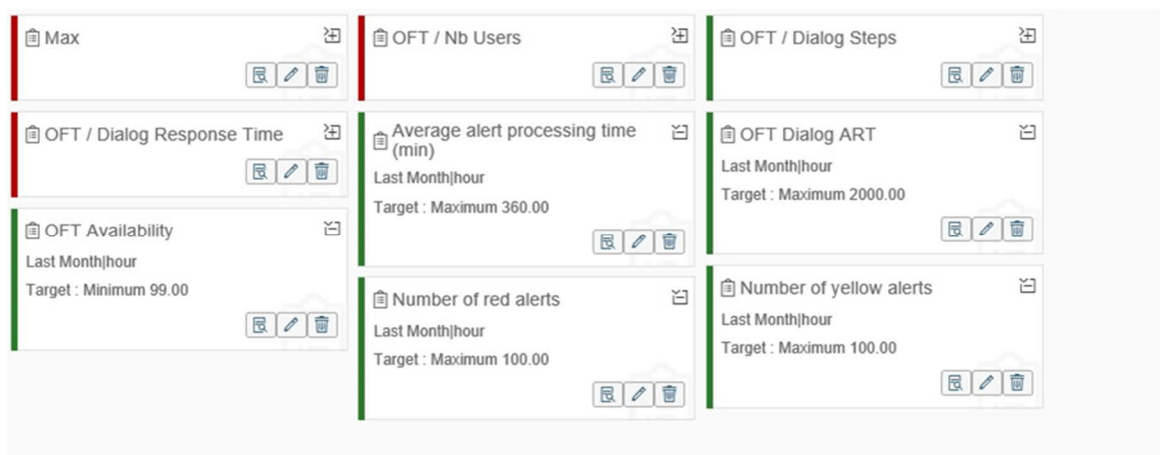
The user can also Edit his metrics after creating those by clicking on the pencil icon.



He can delete, also the metric by clicking on [Delete](#).



The user can add other metrics from the catalog, and if he does, he will notice that the new added metrics are extended whereas the former ones are collapsed, it's a feature intended to distinguish new from old added metrics.

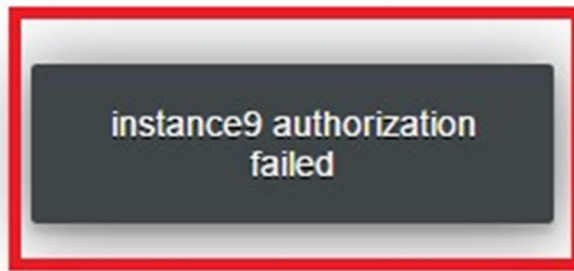


The admin user can:

- Make an instance switch between edit mode and display mode. When we switch from edit to display mode, a manual report will be created.
- Create a manual report or delete a report.
- Export the dashboard to PDF file.
- Modify the measurement value of the last saved report.
- Visualize Metrics History.

2.1.2 Display User

As a general user, you can access to the authorized instances only by adding the id of the instances as a parameter at the end of the URL (&configid=x). If multiple instances have been inputted, the comma is used to separate them (&configid=x,y). If the general user tries to access an instance that he has no authorization to, he will receive an error message.



The display user cannot manage the instances, the metrics or the reports. And all the action tools or buttons are hidden.

The user can:

- Export the dashboard to PDF file.
- Correct any unwanted deviation produced during the automatic data collection (which is the same action as the last action of the admin user).
- Visualize Metrics History.

2.2 Mode Of SLR Dashboard

The SLR Dashboard provides two kinds of mode which are Edit Mode and Display Mode for each instance. It means that the mode of each instance is independent. The user can have different operations in these modes.

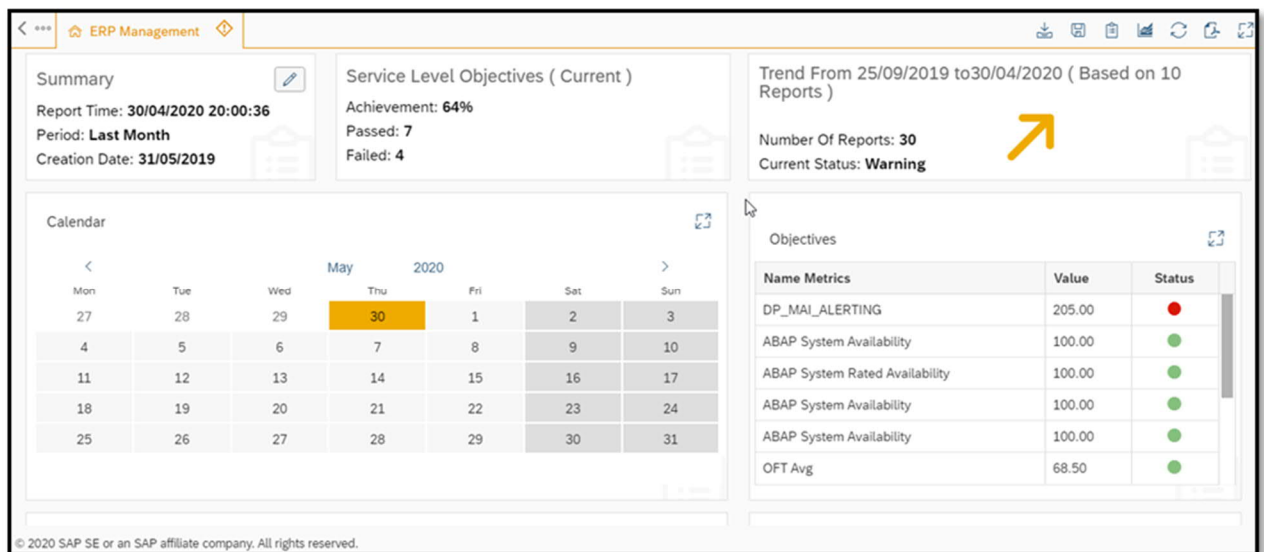
The mode can only be changed manually which means that the refreshing of the page is useless.

2.2.1 Edit Mode

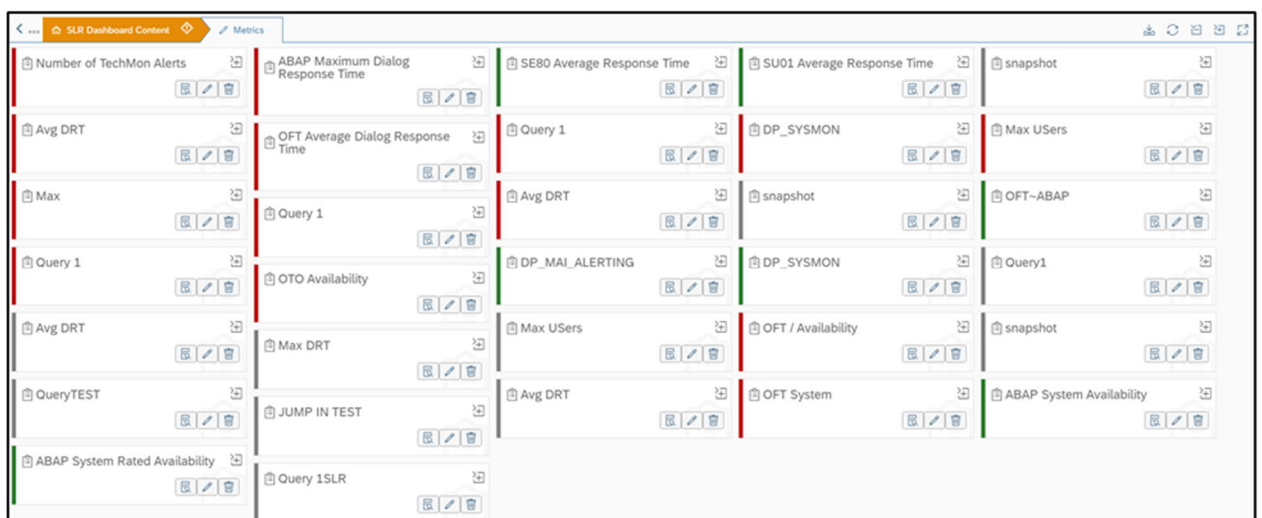
The new created instance is in the display mode. So, we need to click on the edit button to enter the edit mode. After you click the edit button, the instance starts to update all its metrics in the background.



After you click [Edit](#), the instance starts to update all its metrics in the background.



After the update finished, you can access to the metric view by clicking on [Go to Metrics](#).



When you click on [Detail View](#), you can see the metric chart of the data on real time.



In this view, we can visualize metric data on real time collected from occ

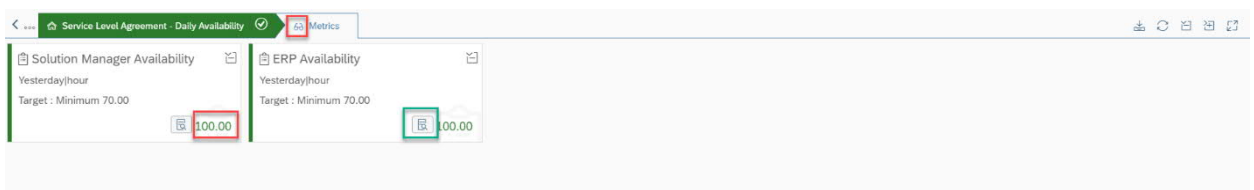


2.2.2 Display Mode

After all changes has been made, the user can click on the floppy disk icon to create a new report and to switch back to the display mode.



In the display mode, the user cannot manage the metrics anymore.



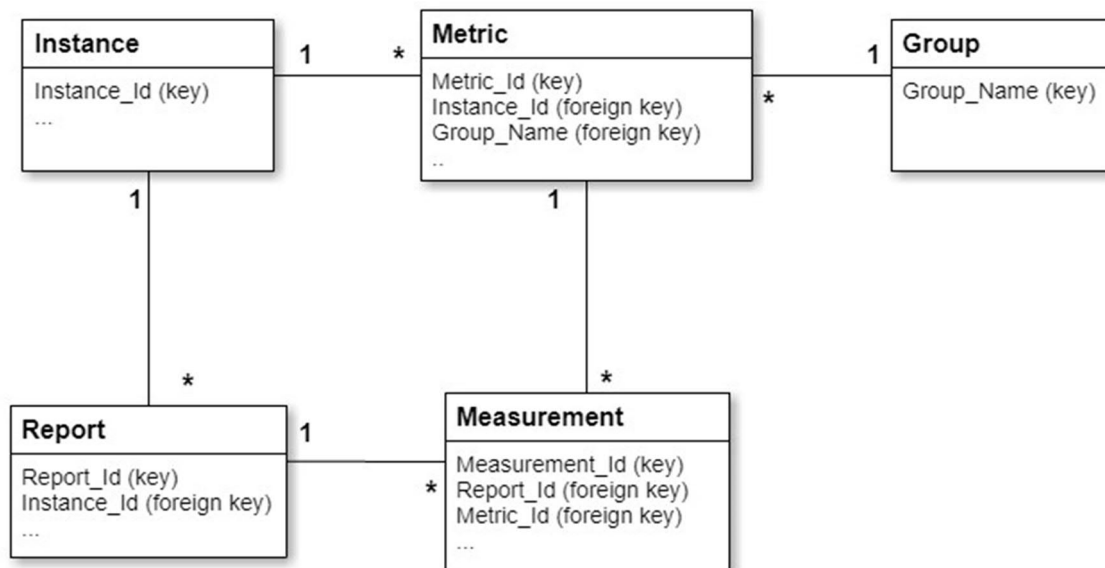
The icon of the navigation bar of *Metrics* switch to a pair of glasses.

All the data of each metric are not in real time. They are saved in our database which permits the user to save the manual correction if needs.

Values displayed are values of the last report saved in database.

2.3 Dashboard Structure

In SLR Dashboard, there are five keywords which are important, instance, metric, report, measurement, and group. Each one corresponds to a table in the database. The interaction between them is mentioned in the following figure:



2.3.1 Instance

When the user click on the plus button a box is displayed, a box in which you must choose a name for this instance, to choose if you allow the manual change of the target value of the metric, to fix the alert value with the color threshold's slide button, to choose the period involved by the measurement and finally to fix the days in which the data collection is disabled.

Create a New Instance

Id:

Instance title:

Manual change allowed: ☒ ☐

Report's period:

G2Y: Y2R:

Automatic report collection: ☒ ☐

Not scheduled collection days:

☒ Create

2.3.2 Metric

To configure the metrics, the user should toggle the edit mode then click on [Go to Metric](#) and select [Edit](#).

Portal Average Response Time

Configure

Title:

System:

Data Provider:

Renderer:

Group:

Period:

Resolution:

Target Type:

SLA Type:

Target:

Unit:

Query:

☒ Apply Changes

2.3.3 Group

The group is a keyword of the metric; the user can group the metrics by group. The user can also create his own group which can be shared between instances. There is two way to add a metric to a group or to create a new group:

- When we add the metric from the catalog we can select/Add a group:

Metrics Configuration

Name	Chart	Type Of SLA	Unit	Resolution	Target	Type Of Target	Group
ABAP System Availability	Lin...	Average		Day	99.00	Minimum	<div><div></div><div>Add a group</div></div>

Save modifications Cancel

- When we edit the metric:

Configure

Title: ABAP System Availability

System: OPT

Data Provider: /STD/DP_SYSMON

Renderer: LINE_CHART

Group:

Select a Group

Period: Auto

Resolution: Auto

Target Type: Minimum

SLA Type: Average

Target: 99.00

Unit:

Query: /STD/DP_SYSMON.COLOR=137764|legend=ABAP System Availability|DCC_JUMP_IN=(SLA=AVG|TREND=DOWN|G2Y=99.5|Y2R=99.00|COLOR_RATING=YES|DISPLAY_ATTRIBUTES=(FILTER_VALUE=visible=true|SIO=OPT)...

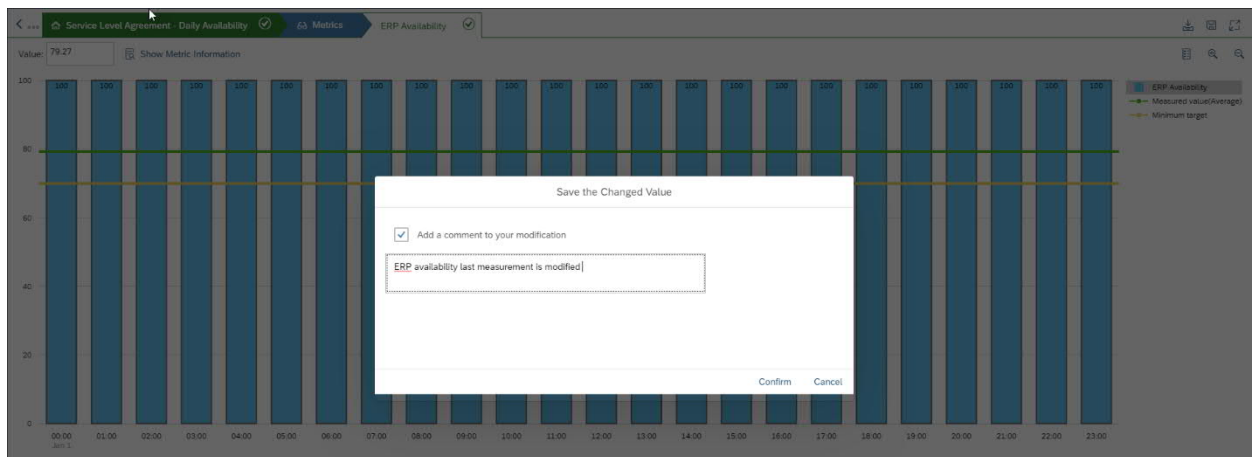
Apply Changes Cancel

2.3.4 Measurement

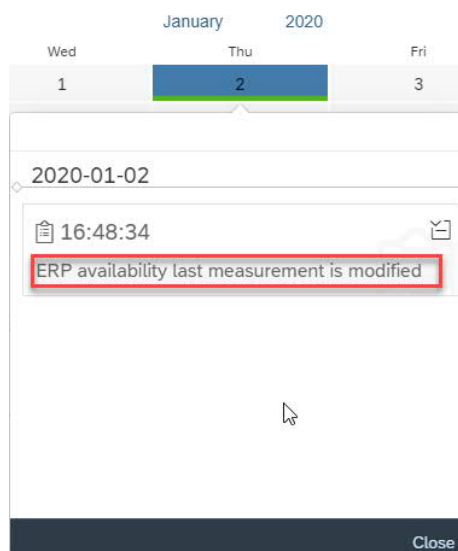
The measurements compose the report. Each measurement is a snapshot of one metric, which contains all the information, such as the value, the data points, etc. of that metric at the report creation time. The measurement allows the user to modify its value and create a comment to the report if necessary, only on display mode. To perform these changes, click on [Go to Metric](#) and click on [Detail-View](#).



In display mode, Value displayed in the input is the last measurement saved in database. We can change it from this input or by changing the position of the green line then click on [Save](#).



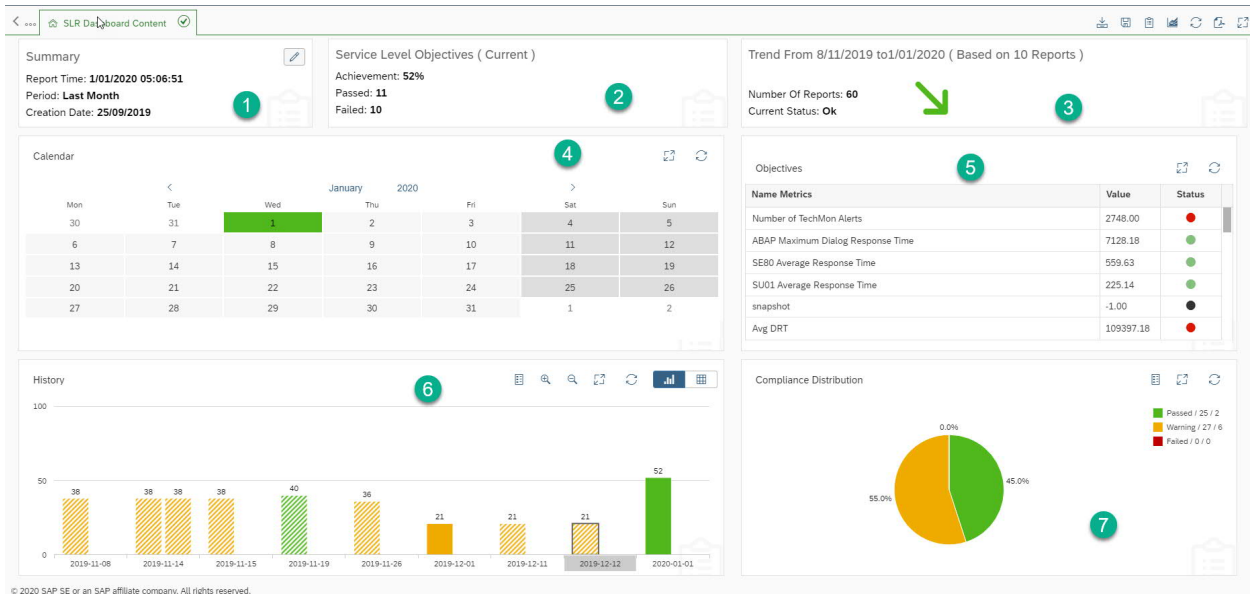
After we save our modification, we can visualize the comment added on the calendar tile in the main view:



2.4 UI Structure

2.4.1 Main View

The main view of the SLR Dashboard is divided in 7 sections:



Section 1:

It contains information about the period and the creation date of the first and the last reports. It contains also edit button displayed in edit mode only. When we click on this button a popup is displayed to edit global information's of the instance:

Edit Instance

Id:

Instance title:

Manual change allowed: ☒

Report's period:

G2Y: Y2R:

Automatic report collection: ☒

Not scheduled collection days:

☒ Save

Section 2:

Service Level Objectives: It shows a status overview of the configured metrics for the selected instance: Achievement, passed and failed metrics. Failed represents the number of metrics that have the status Alert. Passed: represents the number of metrics that have the status good. For inactive metrics, they are not treated.

In edit mode, when adding a metric value, this section will be updated automatically.

Section 3:

Trend: It shows the total number of reports and the status of the instance based on last 10 last reports.

Section 4:

A calendar: It gives a global view of all the reports by month day. If there are multiple reports of one day, the color is the latest report of that day. If you click on one date, a popup menu which shows all the reports and their comments of that day would be displayed. It also contains the button to delete the selected report.

Ps: The last saved report cannot be deleted.

Section 5:

Objectives: It shows the list of metrics for the specified instance, their values and their status. These values represent last report measurements saved on database.

Section 6:

History section: It is a bar chart which shows the latest ten reports of the selected instance. You could refresh the chart by click the refresh button after the modification has been made. Manual reports are represented in hatched columns.

Section 7:

Compliance Distribution is the statistic of all the reports (manual and automatics) of the instance. We can visualize this chart when we have at least one report.

2.4.2 History Chart

Clicking on [History Chart](#) allows the user to access to the report history for root-cause analysis, trend analysis or early warning before SLAs are breached (Predictive Status).



When the parameter [Automatic report collection](#) in the instance configuration is set to active, we display the trend, the last 4 report measurement of each metric, the current status and the **predictive status**

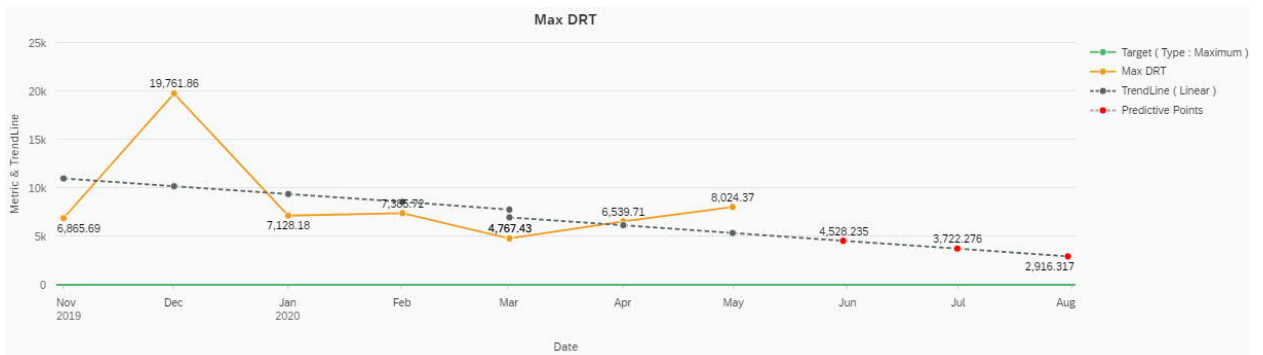
The predictive status calculation is based on last 10 auto reports recorded.

Trend column is based on the target type (maximum or minimum).

ERP Management History metrics									
Group	Metrics Name	Trend	Current Value (Apr...	Apr 01,2020	Mar 01,2020	Mar 01,2020	Current Status	Predictive Status	Details
Group1	DP_MAIL_ALERTING	→	205.00	268.00	9.00	10.00	●	●	Details
	ABAP System Availability	→	100.00	99.86	100.00	100.00	●	●	Details
OCC	ABAP System Rated Availability	→	100.00	99.86	100.00	100.00	●	●	Details
	ABAP System Availability	→	100.00	99.86	100.00	100.00	●	●	Details
CRM	ABAP System Availability	→	100.00	99.86	100.00	100.00	●	●	Details
	ABAP System Availability	→	100.00	99.86	100.00	100.00	●	●	Details
	OFT Avg	→	68.50	53.84	54.17	55.69	●	●	Details
	ERP dispo	→	100.00 %	0.00	100.00	100.00	●	●	Details
	ABAP System Availability	→	100.00	99.86	100.00	100.00	●	●	Details
	Java System Availability	→	0.00	0.00	0.00	0.00	●	●	Details
	Avg DRT	→	575.10	445.63	350.38	350.38	●	●	Details
	Max DRT	→	8024.37	6539.71	4767.43	4767.43	●	●	Details

Click on [Details](#) to have detailed information about the selected metric transports.

SLR Dashboard Content History metrics									
Group	Name Metrics	Trend	Current Value	Oct 25 2019	Nov 01 2019	Dec 01 2019	Jan 01 2020	Current Status	Predictive Status
	Number of TechMon Alerts	→	2748.00	2767.00	3171.00	3151.00	2748.00	●	●
	snapshot	→	-1.00	-1.00	-1.00	-1.00	-1.00	●	●
	ABAP Maximum Dialog Response Time	→	7128.18	8168.79	6865.69	19761.86	7128.18	●	●
	SU01 Average Response Time	→	225.14	478.75	446.24	1076.11	225.14	●	●
	SE80 Average Response Time	→	559.63	439.82	1311.22	19017.36	559.63	●	●
	Query 1	→	56540.50	931.76	3408.71	56389.16	56540.50	●	●
	Avg DRT	→	506.50	382.18	560.46	5223.38	506.50	●	●
	snapshot	→	-1.00			-1.00	-1.00	●	●
	Avg DRT	→	109397.18	29471.89	12233.10	1999659.87	109397.18	●	●
	Query 1	→	56540.50	931.76	3408.71	56389.16	56540.50	●	●
	OFT Average Dialog Response Time	→	506.50	382.18	560.46	5223.38	506.50	●	●
	DP_SYSMON	→	100.00	100.00	100.00	97.28	100.00	●	●
	Max Users	→	70.88	78.13	76.55	79.40	70.88	●	●



In this chart we display last ten measurement of the metric, Target the trend values. If the automatic report collection is active, we display the next 3 predictive points for the next 3 period if the automatic report collection is active.

Ps: When the instance is recently created and there is no automatic report created a message is displayed in the History chart indicating that there is no automatic report generated:

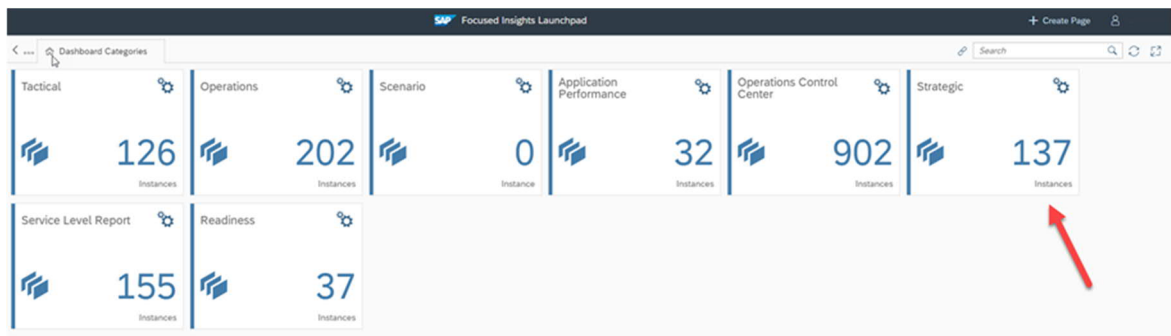
3 Dashboard

Once the configuration has been done, you can access the dashboard to see what you have configured. To access the dashboard based on the view, please follow section 3.1.

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:

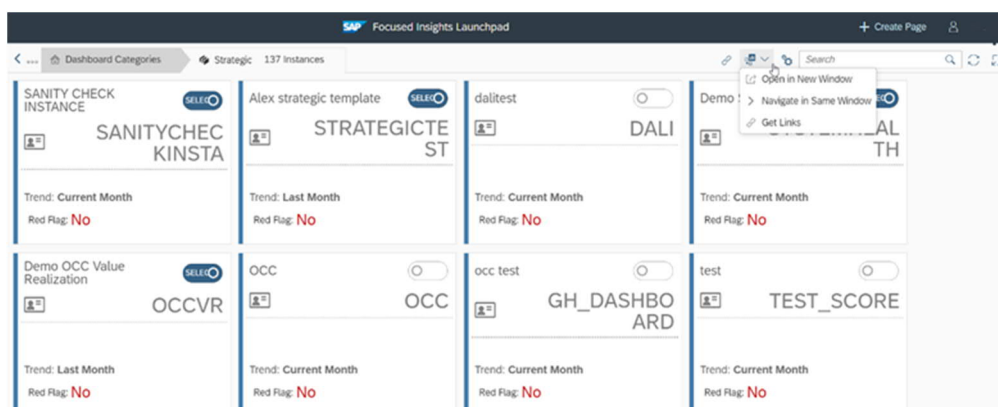
- Select Strategic tile.



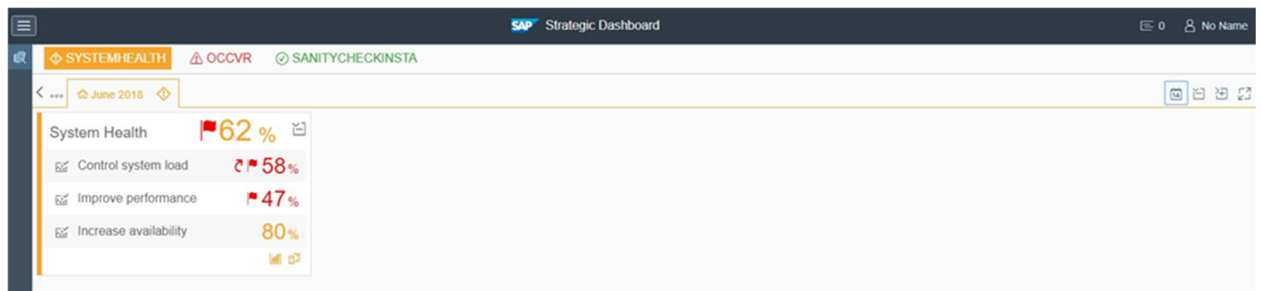
- Select the instances you want to go to and select [Go to Dashboard](#).

Select two or more instances, a jump in button will be displayed, you can choose one of these options

- Open in new window
- Navigate in the same window
- Get links for the selected instances



This scenario shows the case when you open the instances in a new window:



The dashboard is showing each instance in the instance selection header



You can switch between instances by clicking the title of the instance.

3.2 URL Parameters

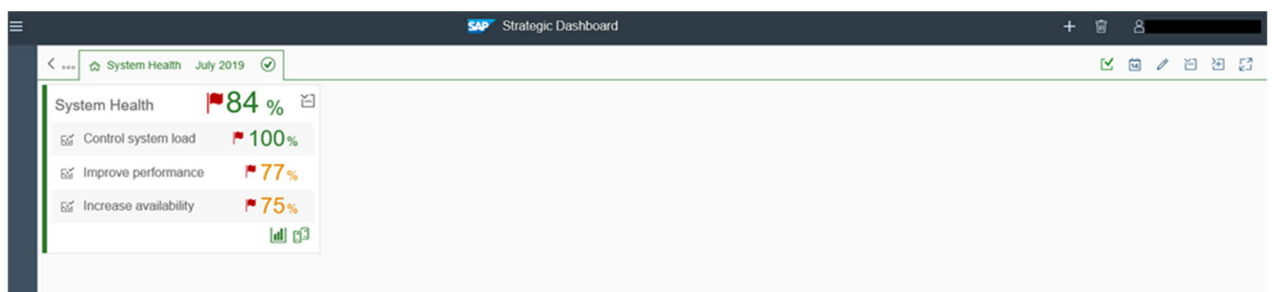
The user can add several parameters to the URL to execute functionalities as described below:

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
- **autoSwitchOnIdle=true/X** working with carousel feature, it enables the auto-switching between the displayed instances (autoSwitchOnIdle=false by default)

3.3 Dashboard Layout

When you launch a created instance, you will enter the dashboard based on the view that you have chosen.

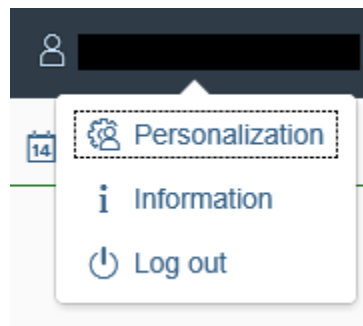


3.3.1 Header



The header is composed of:

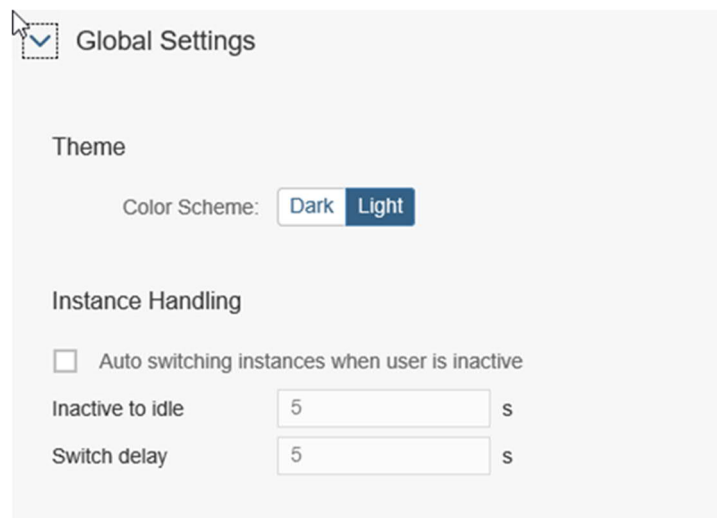
- Side panel icon
- SAP Logo
- Dashboard Model Name: Strategic Dashboard
- [Create New Instance](#)
- [Delete Selected Instance](#)
- [User Settings](#) with username as label. When chosen, it pops up a menu:



- Choose [Personalization](#) to open the Personalization panel, in this panel select [Global Settings](#) and [Instance Settings](#) sections:
 - Instance Settings:
This section contains the settings related to the selected instance.

The image shows the 'Instance Settings' panel in the SAP Strategic Dashboard. The panel has a title bar with a close button and a chevron icon. Below the title bar, there are two sections: 'Global Settings' and 'Instance Settings'. The 'Instance Settings' section is expanded, showing fields for 'Instance ID' (with the value 'ITOPEXC') and 'Instance Name'. There are also radio buttons for 'Current Month' and 'Last Month', a checkbox for 'Red Flag' (checked), and a checkbox for 'Extended Logs' (unchecked). At the bottom, there is a button labeled 'Apply changes'.

- o Global Settings section:



Global Settings

Theme

Color Scheme: **Dark** **Light**

Instance Handling

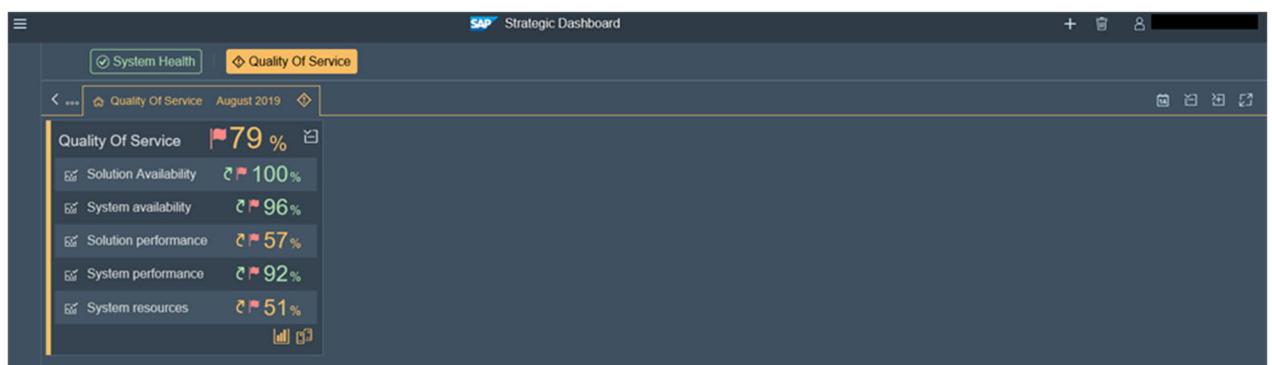
☐ Auto switching instances when user is inactive

Inactive to idle s

Switch delay s


- o In this dialog the user can select these options:

1. Color schema theme *Light* or *Dark*



2. The maximum number of messages to store in the message dialog.
3. The Auto Switching of Instances:
 - o Set the inactive time for the dashboard to determine user is idle to activate the function.
 - o Set waiting time between switch of instances.

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

SAP Solution Manager Information	
Server Time Zone: 	UTC+0100
BI Time Zone:	UTC+0100
User:	
Instance Host:	ldcioft
SID:	OFT
Shell Version:	72.11.0-SNAPSHOT (2019-10-05T10:38:42Z)
Application Version:	72.11
SAPUI5 Core Version:	1.60.18
SAPUI5 ABAP Version:	1.60.17

Close

- o Logout button: Click on it to log out.

3.3.2 Instances Selection Header

This header allows you to switch between instances manually.

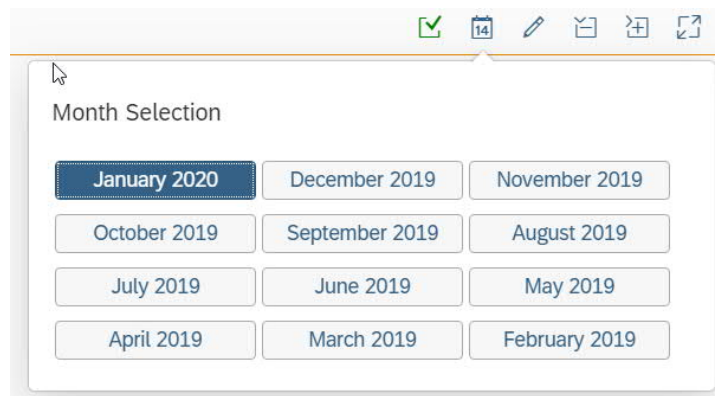


3.3.3 Top Utilities Panel

On the top right hand side, you will see five buttons.



- The first button indicates if the last execution of data collection has been successfully done (green) or not.
- The second button opens and closes the month selection panel. You can select the month that you want to display data for.

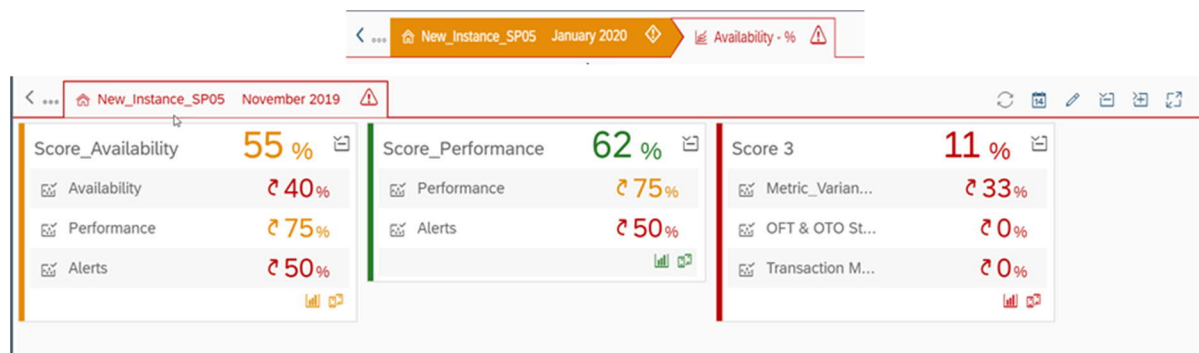


- The third and fourth buttons stand for collapsing or expanding the current collection of tiles which are shown in the content area.
- The last button allows the user to display the dashboard in full screen.

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 buttons explained in the previous section and navigation items. They show the actual page you're on and the previous ones.

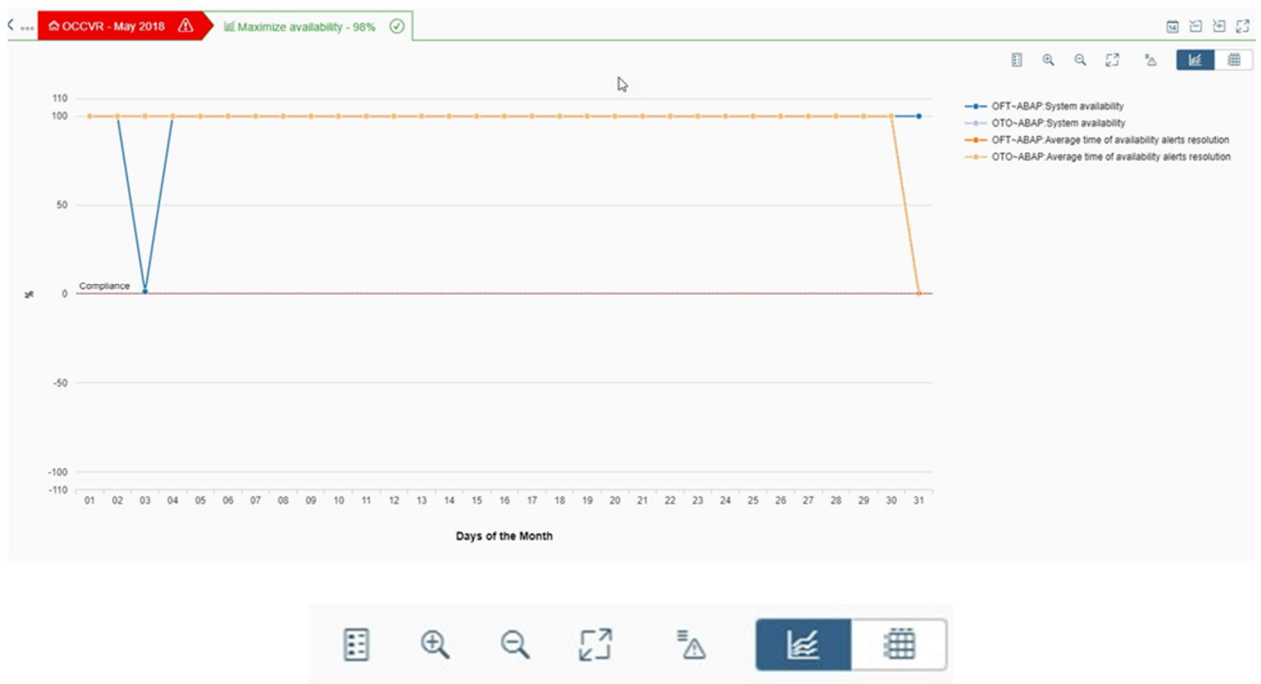


3.4 Content Navigation

As you know, there are five views in the dashboard model. The Instances View, the Score History View, the Governance View, the Metric Compliancy View, and the Detail View. In the Instances View, each tile is the score from configuration and contains KPI's which are preconfigured.



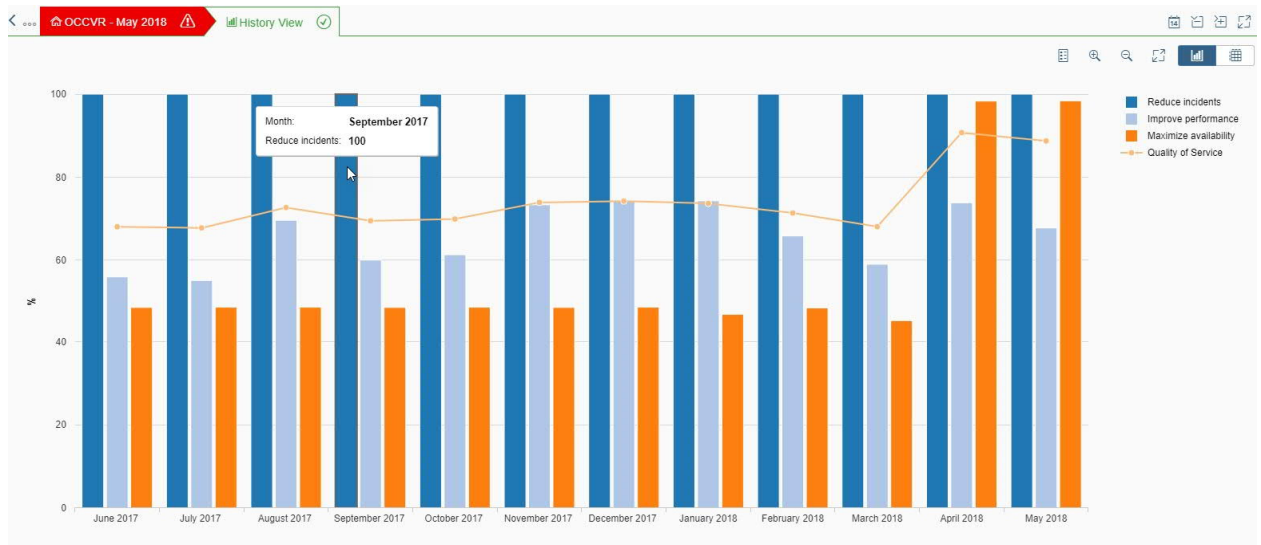
Inside each tile, the KPIs will be listed as entries of the tile. To navigate to the Metric Compliance View, you need to select an entry in the tile. To navigate to the Score History View or the Governance View, you need to click on the buttons at the bottom of the tile. The Metric Compliance View contains a line chart of metrics compliance values.



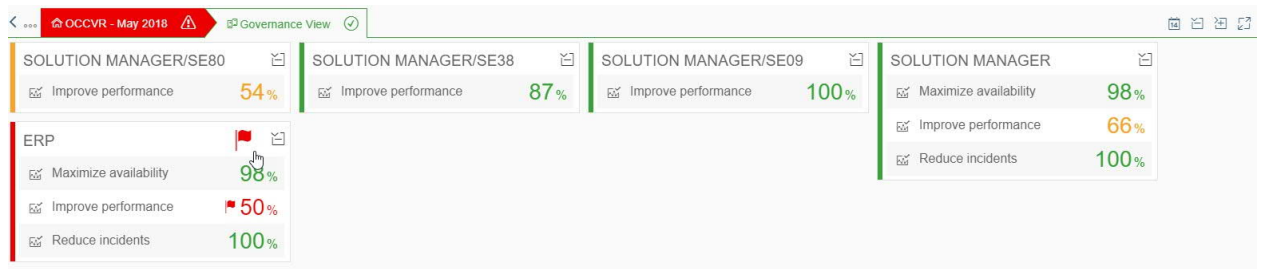
- The button to display the chart's data in a table
- The data quality button to hide/display the data quality metric (only on the Metric Compliance View).
- The button to hide/display the legend of the chart
- The zoom in button
- The zoom out button
- The full screen button



While navigating down, the navigator will keep track of where you are, and where you were by navigating items. The History view contains a combined chart of the history values of Scores and KPIs for the last 12 months.



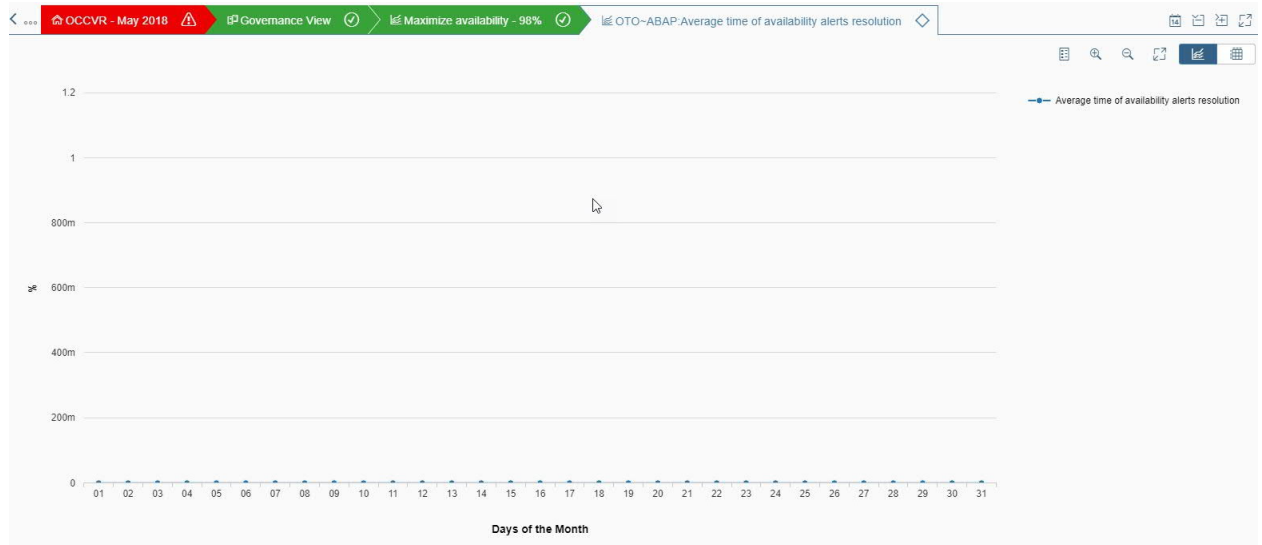
The Governance View contains dimensions and sub-dimensions tiles.

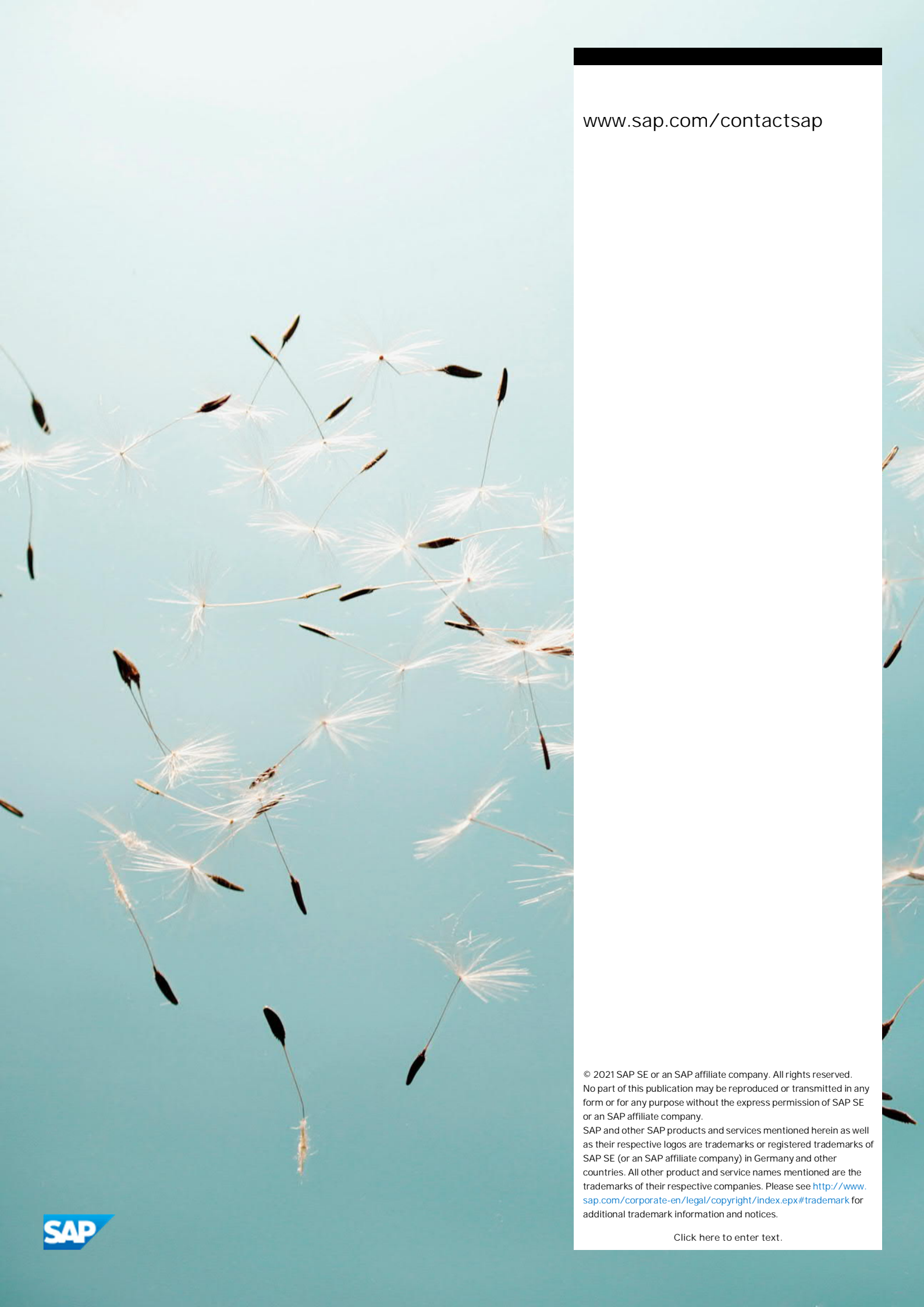


- When you select an entry in the tile in the Governance View, you navigate to the Metric Compliance View.



- On the Metric Compliancy View, when you click on a data point, you navigate to the Detail View.
- The Detail View contains a line chart of the detail of a selected metric during a month.





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