HP Service Manager

Software Version: 9.41

For the supported Windows® and UNIX® operating systems

SM Reports help topics for printing

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Service Manager Reports introduction

The HP Service Manager Reports feature provides reports and dashboards to enable faster analysis and improved time to resolution. Service Manager reports organize data into various chart formats, and dashboards display one or more reports. These reports display relationships among categories of data. For example, one report might display the number of incidents per customer. Another report might display the number of incidents by priority. Viewing these reports together as a dashboard enables you to make better business decisions, such as assigning resources to close incidents.

Service Manager Reports aims to provide a light-weight reporting feature for active operational data, so the reports are designed to retrieve, represent and visualize at most 100,000 active records out of millions. To define analytic reports against the entire dataset, use third party business intelligence tools.

Reports provide a dynamic view of records, data, and relationships. Dashboards collect similar reports into an overview of data relationships. For example, separate reports can illustrate how many change requests, open incidents, and requests are pending. A dashboard shows you the balance among change requests as well as open incidents, and pending requests. Viewing these reports in a dashboard can help you make decisions about resource allocation and prioritization.

Besides SM Reports, HP Executive Scorecard provides the unique capability to correlate financial data based on procurements, maintenance, leasing, licenses, labor, and other project-related cost. HP Crystal Reports provide improved reports and Business objects for the batch scheduling of reports. With the appropriate developer license for Crystal Reports, all report files (*.rpt) can be customized to meet the needs of your business. You can choose different reports according to your requirement.

User roles

Describes SM Reports user roles as implemented by Service Manager.

Report Viewer

Report Designer

Report Manager

Report Administrator

Key concepts

Describes the most important things that you need to know about how SM Reports module functions.

"My reports" on page 11

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Administrator tasks

Describes the Administrator tasks in SM Reports module.

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"Enable Replicated Database" on page 64

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Set home page preferences

HP Service Manager enables you to configure your personalized and role based homepage. If an administrator has configured one of the pre-configured **Dashboard** and **To Do Queue** home pages for you, it will be the first screen that is displayed when you log in to the Service Manager web client.

To set your preferences, click **Miscellaneous** > **My Preferences**, and then specify your settings.

This Preferences dialog enables you to customize the following items.

Preference	Description	Default setting
Home Page	Specifies the home page as **Dashboard** or the **To Do Queue**, which you see when logging in to Service Manager.	**To Do Queue**
Queue	Specifies your **To Do Queue**.	To Do
View	Specifies your view in **To Do Queue**. If you change and save the view in **To Do Queue**, the view here changes automatically.	N/A
Language	Specifies the primary language.	English
Time Zone	Specifies the time zone information.	N/A
Dashboard	Specifies your dashboard.	N/A
Date Format	Specifies the date format information.	`mm/dd/yy`
First Day of Week	Specifies the first day of week.	N/A
Preferred Notebook Style	Specifies the notebook style as tab or group.	N/A

Service Manager Reports user roles

The Service Manager Reports module has the following user roles, , each of which has different rights for reports.

		View	Update/Delete	Create	Set Audience	Set Owner
Report Viewer	As an owner	N/A	N/A	N/A	N/A	N/A
	As an audience	Yes	No	N/A	No	No
Report Designer	As an owner	Yes	Yes	Yes	No	No
	As an audience	Yes	Yes[1]	N/A	No	No
Report Manager	As an owner	Yes	Yes	Yes	Yes[2]	No
	As an audience	Yes	Yes[3]	N/A	No	No
	Not as an audience	No	No	N/A	No	No
Report Administrator	As an owner	Yes	Yes	Yes	Yes	Yes
	As an audience	Yes	Yes	N/A	Yes	Yes
	Not as an audience	Yes	Yes	N/A	Yes	Yes

Note: Only the report administrator can share a report or dashboard with everyone. If a report or dashboard is shared with everyone, then only the owner or report administrator can update this report or dashboard.

[1]You need to have the update privilege when the owner shares the report with you.
[2]You can only set the audience to all the audience type except everyone.
[3]You need to have the update privilege when the owner shares the report with you.

Migrate MySM content

Service Manager Reports can incorporate the charts and pages created in MySM by providing you with a migration script. After you upgrade to Service Manager 9.4x, MySM will be disabled. You can run the migration script to migrate the MySM content to Service Manager Reports.

Content before migration	Content after migration	Migration mechanism
Capability Words	User roles	All users who have MySM capability words are Report Managers. They will be in the same query group of MySM.
Charts	Reports	Convert public charts to shared reports and share them to MySM query group. The migrated reports names are MySM_*<mysmComponentName>*_*<mysmComponentID>* (global). The user's own chart will only be viewed by this user.
Pages	Dashboards	Convert public pages to shared dashboards and share them to MySM query group. The migrated dashboards name are MySM_*<mysmPageName>*_*<mysmPageID>* (global). The user's own page will only be viewed by this user.
Filter of charts	Query of reports	Incorporate filter conditions into a query.

To migrate all the MySM charts and pages, follow these steps:

1. Log in to Service Manager.
2. Type **migratemysm** in the command field and press Enter. A MySM Migration Tool interface is displayed.
3. Click the **Migrate MySM** link from the interface to start the migration.

My reports

The reports provide detailed reporting and analysis information that help maximize the abilities of your organization. Data monitoring and tracking, using HP Service Manager data from your environment, provide valuable insight to daily operations. Service Manager enables you to build graphic reports dynamically from lists of records for a quick view of data and relationships.

With this feature	You can
Set permission for a report	Configure reports globally or individually by setting permission for a report.
Create different types of reports	Create chart reports that total how many records have the same value in a group by field.
	Create list reports that list each record according to the value in a field.
	Create pivot table reports that list records in two-dimension view and you can view the content dynamically by dragging and dropping the columns.
Query	Build or write different query conditions to draw the report. If a query is cached, multiple users can view the report results from cache.
Legends	Identify the data source for each report element by using color-coded legends.
	Customize the legend color by setting the color indicator.
View the data details	Click a component to open a record list of the data that generate the report.
	Hover the mouse over a report component to view the data count for that component.

Create a report

You can create a new report from the following access points:

- **Create New Report** button on the **Add Content** page
- **Create New Report** button on the search report page
- **More** option on the list detail page
- **More** option on the To Do queue

To create a report from SM Reports menu, follow these steps:

1. In the System Navigator pane, select **Reporting** > **Create New Report**.
2. In the **New Report** window, complete the necessary "Report properties" below.
3. (Optional) If you have already created a default dashboard, click **Add to Default Dashboard** below the **Report ID** to add this report to your default dashboard.

To create a report from a list, follow these steps:

1. Use search or advanced search to open a list of records.
2. Click **More** or the More Actions icon, and select **Create New Report**.

   Note: This option is visible when you have the `report.from.list` capability word. However, to successfully create a new report from list, you should be assigned with the correct roles.

3. In the **New Report** window, complete the necessary "Report properties" below.
4. (Optional) If you have already created a default dashboard, click **Add to Default Dashboard** below the **Report ID** to add this report to your default dashboard.

Report properties

Note: You must complete all fields marked with a red asterisk *.

The following fields and tabs are available both for defining a new report in the **New report** page and for editing an existing report in the **Search Report** result page.

Fields and tabs	Description
Name (*)	Type a word or phrase that is a unique identifier for this report. It should be a value that makes it easy to understand the purpose of the report.
Description	Enter a description of the report. It is helpful for other users to understand the purpose and objectives of this report. The description is displayed under the report name when you add the reports to the dashboard.
Source Data (*)	Select the file for which you want to generate this report.
Report type (*)	Select the report type from the drop down list. For detailed information about report types and the corresponding report properties, see "Report types and settings" on page 25.

Fields and tabs	Description
Report category	Select the report category from the drop down list. For detailed information about report categories, see "Add a report category" on page 59. You can also type a new category in the field. This category only works as a group tag to categorize your own reports. Service Manager will not save this category as a real category.
Report ID	The report ID is automatically assigned to the report and displayed in the **Report ID** field after you save your report. The **Add to default dashboard** button is enabled at the same time for you to add this report to the default dashboard.
Disable Report	If this option is checked, this report is disabled and Service Manager sends a notification to the owner of the report. For detailed information about when to disable a report, see "Report running status " on page 60.
Use Replicated Database	If this option is checked, Service Manager generates the report data from Replicated Database. You can retain the default configuration from global settings, or you can change the settings for an individual report. Make sure that the Replicated Database is already set up and enabled before this option takes effect. If Replicated Database is not set up, an error occurs when Service Manager generates this report. If Replicated Database is not enabled in sm.ini file, this option is disabled. For details to enable Replicated Database, see "Enable Replicated Database" on page 64.
List/Chart/Pivot table properties	Different report types have different properties fields. Standard report provides basic reports to display single source data. Calculation report provides comprehensive reports which can display both the source and the calculated data. Duration report provides the duration field reports. All the chart types support calculation and duration reports. List and Pivot table do not supprt alculation and duration reports. For detailed information about standard report types and the corresponding report properties, see "Report types and settings" on page 25. For details about report calculation and time duration properties, see "Report calculation chart properties" on the next page and "Report duration chart properties" on page 18.
Permission	The default owner is the current operator. You can change the owner and set the audience of this report. **Note:** You need to have the privilege to change the permission. Only the Report Manager can change the report ownerand the audience of their owned reports.
Advanced settings	Different report types have different settings fields. For detailed information about report types and the corresponding settings, see "Report types and settings" on page 25.

Note: When you save a report, you save the query definition that retrieves data from the database to generate a real-time report.

Report calculation chart properties

HP Service Manager provides calculation functionality to reorganize the standard report data. You can configure the properties to display in the same report both the raw data from the system and the new data calculated from the raw data. The configured report can display the data of up to five standard reports together with several calculation results based on the standard reports.

- It could take some time if you configure to calculate the raw duration for historical data after your server is upgraded to Service Manager 9.41.
- The content in a shared standard report varies depending on the report viewer’s privilege. However, the content in a shared calculation or duration report only displays the data information based on the report owner's privilege. The reports which are calculated from the back end apply the same language as which the report owner defines in the **My Preference** settings.
- To process the report data, make sure that all the background schedule processes for reporting are started. For details about how to start the background schedule, see "Background schedule process" on page 53.

Here are the calculation setting preferences for your reference.

Note: Select **Calculation** from the drop-down box next to the **Type of chart** field, and then you can see the calculation properties.

Fields	**Description**
Type of chart	Shows the current chart type. You can change the chart type by selecting the chart type from the drop-down list. **Note:** Report calculation capability does not support the List or Pivot table types of report.
Refresh Interval	Specifies the interval at which a new report is generated according to your report configurations.

Fields	Description
Run Now	Click this button to send the current calculation report to the processing queue. This also enables the report to get the latest source data from the system. **Note:** This button is only available for a saved report.
Aggregator	Shows the data aggregation method. For different chart types, the report calculation supports different aggregation types, including: sum, count, average, max, and min. **Note:** When you select the count aggregation type, the **Time Duration** option is invisible. When you select the sum, average, max, or min aggregation types, you can select the **Time Duration** option to enable the **Duration Unit** drop-down list. Service Manager provides second, minute, hour, day, week, month, and year for **Duration Unit** field.
Trend field	Shows the trend field for the report. It should be a date time type of field. You can select multiple level fields by clicking the **Multi Level Field** icon in the calculation report. **Note:** This field is only available for some type of charts.
Stacked field	Shows the field that the records are stacked by in the report. You can select multiple level fields by clicking the **Multi Level Field** icon. **Note:** This field is only available for some type of charts.
Group By Field	Selects the field in the report for calculation. For example, one report might show the number of Incidents by customer; another report might show the number of Incidents by priority. You can select multiple level fields by clicking the **Multi Level Field** icon. If you choose a field of date or time, you need to choose a calculator. Service Manager provides year, quarter, month, week, and date for "datetime type" field. **Note:** You can specify up to five standard reports. If you select the check box for one of the calculation fields, the standard report for this field is displayed together in the final report. However, the label is the field name by default. If you want to specify a customized label, you can add this field name directly to the calculation formula and then specify the label.
Metrics Field	Selects the aggregation value used for calculation from the drop-down list.
Query	Shows the query content for the current report. You can click the **Query Builder** to define the query to display desired information. You can also write a new query

Fields	Description
	directly. For more information about how to edit a query, see "Build the query strings" on page 24 and other related topics.
Test Query	Validates the query. A new message pops up to display the diagnostic information for this query string.
Calculation Formula	Specifies the calculation formula you defined for this report. HP Service Manager supports +, -, *, /, (), and numbers in the formula. For example, you can define a formula as (A1+A2)/A3*100. You can add a label for this calculation formula, and the label is displayed as the legend in the report. If you want to use the data in a standard report, or a calculated result to compare with a constant, you can specify the constant as one variable in this section. In this case, in the final report, the constant is displayed as a straight line and you can view the contrast of your data and this base line.
X-Axis Label	Specifies the label for the X-axis in the report. **Note:** This label field is not available for Pie charts.
Y-Axis Label	Specifies the label for the Y-axis in the report. **Note:** This label field is not available for Pie and Number charts.

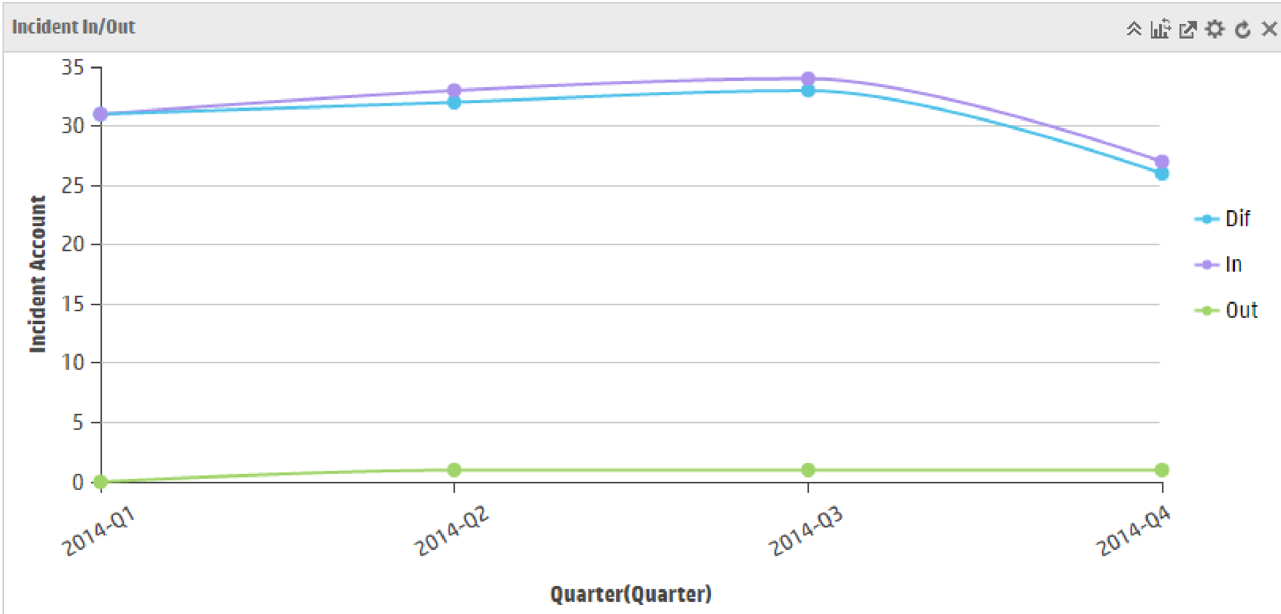
Sample report for calculation

Here is a sample calculation type report for your reference. This report displays the number of incidents opened, incidents closed, and the difference between these two numbers by quarter.

Note: Select **Calculation** from the drop-down box next to the **Type of chart** field, and then you can see the calculation properties.

Fields	Value	Description
Type of chart	Line	Shows the current chart type. You can change it by selecting the chart type from the drop-down list.
Refresh Interval	Recurs every 1 day	Specifies the refresh interval to generate a new report according to your report configurations. **Note:** This is for report data refresh only. Users need to manually refresh the report content or the dashboard to

Fields	Value	Description
		get the latest report data.
Aggregator	Count	Shows the data aggregation method. In this example, the report data is the count number of Incidents.
Group By Field - A1	Open Time: Quarter	Specifies the first field for calculation. This field shows that the number of open Incidents in each quarter during the specified time period.
Group By Field - A2	Close Time: Quarter	Specifies the second field for calculation. This field shows that the number of closed Incidents in each quarter during the specified time period.
Query - A1	open.time>startofyear (startofyear() - 1) and open.time< startofyear()	Shows the query content for the current report. This query means that the report collects all the open incidents from the start of the last year to the start of this year.
Query - A2	close.time>startofyear (startofyear() - 1) and close.time<startofyear ()	Shows the query content for the current report. This query means that the report collects all the closed incidents from the start of the last year to the start of this year.
Calculation Formula	A1-A2 (Label: Dif)	Specifies the calculation formula you defined for this report. The formula in this example calculates that number difference between the open Incidents and the closed incidents. The Dif label is assigned for the calculated result and shown as the legend in the report.
	A1 (Label: In)	This formula means that the report also displays all the open incidents and assign the In label for this data. The label is shown as the legend in the report.
	A2 (Label: Out)	This formula means that the report also displays all the closed incidents and assign the Out label for this data. The label is shown as the legend in the report.
X-Axis Label	Quarter	Specifies the label for the X-axis in the report.
Y-Axis Label	Incident Count	Specifies the label for the Y-axis in the report.



Report duration chart properties

HP Service Manager provides duration functionality to count and display the duration information.

- The content in a shared standard report varies depending on the report viewer's privilege. However, the content in a shared calculation or duration report only displays the data information based on the report owner's privilege. The reports which are calculated from the back end apply the same language as which the report owner defines in the **My Preference** settings.
- To process the report data, make sure that all the background schedule processes for reporting are started. For details about how to start the background schedule, see "Background schedule process" on page 53.

Here are the duration setting preferences for your reference.

Note: Select **Duration** from the drop-down box next to the **Type of chart** field, and then you can see the duration properties.

Fields	**Description**
Type of chart	Shows the current chart type. You can change the chart type by selecting the chart type from the drop-down list.

Fields	Description
	Note: Report duration capability does not support the List or Pivot table types of report.
Refresh Interval	Specifies the interval at which a new report is generated according to your report configurations.
Run Now	Click this button to send the current calculation report to the processing queue. This also enables the report to get the latest source data from the system. **Note:** This button is only available for a saved report.
Aggregator	Shows the data aggregation method. For different chart types, the report calculation supports different aggregation types, including: sum, average, max, and min.
Group By Field	Shows the field that the records are grouped by in the report. For example, one report might show the number of Incidents by customer; another report might show the number of Incidents by priority. You can select multiple level fields by clicking the **Multi Level Field** icon. If you choose a field of date or time, you need to choose a calculator. Service Manager provides year, quarter, month, week, and date for **datetime** type field. **Note:** You can specify up to five standard reports. To show the standard report data in the final report, select the check box before the standard data.
Duration Start Field	Shows the duration start field used for calculation in the report.
Duration End Field	Shows the duration end field used for calculation in the report.
Duration Field	Shows the duration field displayed in the report. This option is only available when the **Time Duration** option is selected. In this situation, you just need to select the duration field directly and save the system from the duration calculation.
Duration Unit	Shows the duration unit displayed in the report. Service Manager provides second, minute, hour, day, week, month, and year for **Duration Unit** field. **Note:** For different time duration units, Service Manager sets diffferent unit calculation precision, as shown in the following table.

<table>
<tr><th>Fields</th><th>Description</th></tr>
<tr><td></td><td><table><tr><th>Duration unit</th><th>Calculation precision</th></tr><tr><td>year/month/week/day/hour/minute</td><td>minute</td></tr><tr><td>second</td><td>second</td></tr></table></td></tr>
<tr><td>Duration Label</td><td>Shows the duration label for the report. The label is displayed as the legend in the report.</td></tr>
<tr><td>Query</td><td>Shows the query content for the current report. You can click the Query Builder to define the query to display desired information. You can also write a new query directly. For more information about how to edit a query, see "Build the query strings" on page 24 and other related topics.</td></tr>
<tr><td>Test Query</td><td>Validates the query. A new message pops up to display the diagnostic information for this query string.</td></tr>
</table>

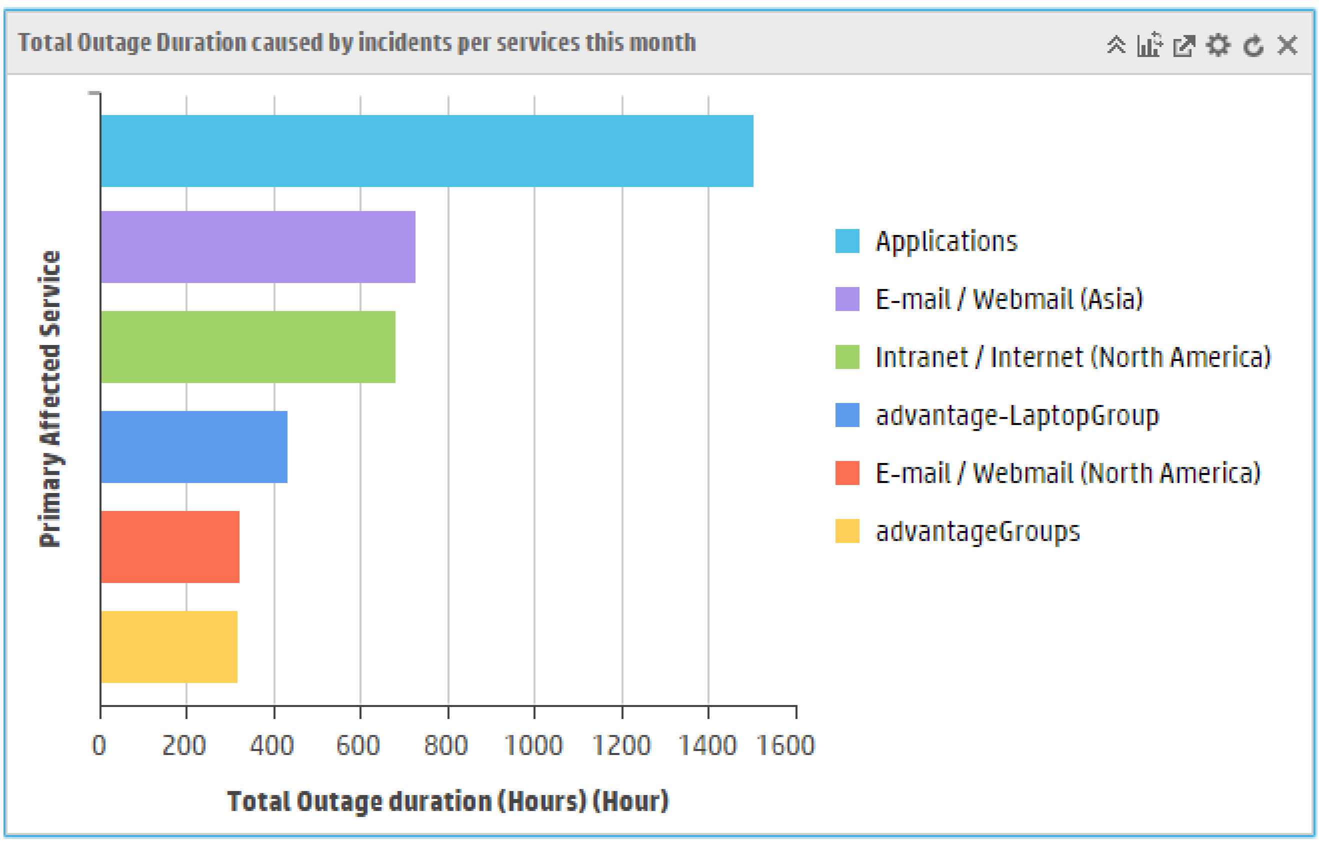
Sample report for duration

Here is a sample duration type report for your reference. This report displays a summary of the outage duration of incidents, sorted by service.

Note: Select **Duration** from the drop-down box next to the **Type of chart** field, and then you can see the duration properties.

Fields	Value	Description
Type of chart	Horizontal bar	Shows the current chart type. You can change it by selecting the chart type from the drop-down list.
Refresh Interval	Recurs every 1 day	Specifies the refresh interval to generate a new report according to your report configurations. **Note:** This is for report data refresh only. Users need to manually refresh the report content or the dashboard to get the latest report data.
Aggregator	Sum	Shows the data aggregation method.

Fields	Value	Description
		In this example, the report data is the time summary of the duration.
Duration Start Field	Outage Start	Shows the duration start field used for calculation in the report.
Duration End Field	Outage End	Shows the duration end field used for calculation in the report.
Duration Unit	Hour	Shows the duration unit displayed in the report.
Duration Label	Total Outage duration	Shows the duration label for the report. The label is displayed as the legend in the report.
Query	open.time>startofmonth ()	Shows the query content for the current report. This query means that the open time of the Incidents to be collected should be earlier than the start of the this month.



Create a calculation report by using duration metrics

After the time duration data is extracted and processed, Service Manager saves the field change metrics in the intermediate data tables. You can use calculation reports to further process the time duration metrics. For example, the metrics provide the duration for which an incident is processed among each assignment group, then you can use a calculation report to calculate the average handling time among different assignment groups.

> **Note:** You must have SLM module license to configure the time duration settings and get the field change metrics tables for calculation. Service Manager extracts the system data against status, phase and assignment group changes, and then calculates the duration values according to your metrics. For more information, see "Time duration data processing " on page 1.

Here is a sample report that uses the calculation report to process the time duration metrics for your reference.

> **Note:** Select **Calculation** from the drop-down box next to the **Type of chart** field, and then you can see the calculation properties.

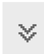
Fields	**Value**	**Description**
Name	Average Incident handling time per assignment group	
Description	This report enables the user to review the average Incident handling time per assignment group by using the processed time duration data.	
Source data	Incident Time Duration - timeDuration4probsummary	
Type of chart	Line	Shows the current chart type. You can change it by selecting the chart type from the drop-down list.
Refresh Interval	Recurs every 1 day	Specifies the refresh interval to generate a new report according to your report configurations.
Aggregator	Average	Shows the data aggregation method. In this example, the report data is the average time duration of the Incident handling time.
Time Duration	Enabled	When you select the sum, average, max, or min aggregation types, you can select the **Time Duration** option to enable the **Duration Unit** drop-down list.

Fields	Value	Description
Duration Unit	Hour	Service Manager provides second, minute, hour, day, week, month, and year for the **Duration Unit** field.
Group by Field	to Value	Shows the field that the records are grouped by in the report.
Trend Field - A1	Change Time: Week	Specifies the first field for calculation. This field shows that the assignment group change time of the incident in each week during the specified time period.
Metrics Field	Sum Metrics 1	Specifies the aggregation value used for calculation. This value mean that the data used for calculation is from the Sum Metrics 1 value in the timeDuration4probsummary table.
Query	field.name="assignment" and is.sum=true	Shows the query content for the current report. This query means that the report collects the time duration information for the assignment field.
Calculation Formula	Average handle time: A1	Specifies the calculation formula you defined for this report. The formula in this example means that the final report only displays the average time duration data based on the assignment group change.
X-Axis Label	Re-assign time	Specifies the label for the X-axis in the report.
Y-Axis Label	Average handle time (Hours)	Specifies the label for the Y-axis in the report.

Update a report in a dashboard

HP Service Manager provides the UI elements on a single report that enables you to easily update the report in this dashboard. The following table describes the UI elements in the report.

UI Element	Description
	Collapses the report. This UI element is displayed when a report is expanded.

UI Element	Description
	Expands the report. This UI element is displayed when a report is collapsed.
	Shows the chart switch options. It displays only the options available for the current report data type. You can switch and save the chart types by directly clicking the icons without opening the report definition page.
	Exports the report as PDF or Excel files. A dialogue box pops up and you can change the name or type of the exported file and select the orientation as portrait or landscape. You can export all types of reports as PDF files, and only three types of reports, including Pivot table, title list, and standard list, as Excel files.
	Opens the report definition page, which enables you to modify the report properties.
	Refreshes the report.
	Removes this report from the dashboard.

Build the query strings

You can use query filters to define the report content logic when you create a report. This topic provides specifications to explain how to configure the strings for the query parameter when you create a report. The query display field is read-only, and you can use the query builder to define the condition for the report. HP Service Manager also supports cross-table queries.

HP Service Manager provides the following types of query parameters.

Query type	Sample	Procedure
Simple query	Open incident backlog group by priority	Click **Query Builder** to fill in the requirements for the query results. You can edit the filter fields and check the check box to specify the required conditions. Click **OK** to generate the query strings directly in the query display field.
Cross-table query	Open incident group by affected CI	Click **Query Builder** and select **Advanced Filter** to specify the query conditions. For more information about how to use advanced filter, see "Advanced filter" on page 1 and other related topics. **Note:** All relationships between tables are stored in relatedObjectMap.

Query type		Sample	Procedure
Advanced Query	Support variables	All incidents assigned to my group	Select one assignment group. The query will be generated automatically, and then you can change the query to use the variables. `assignment isin $lo.pm.assignments`
	Support JSCall	incident for falcon	`function getDefaultComp(){return "falcon";}` `assignee.name =jscall("test.getDefaultComp")`
	Support RTE function	All incident assigned to me	`assignee.name = operator()`
	Support new method	startofyear, startofmonth, and startofweek	`startofweek()` returns the first day of the current week `startofweek(startofweek() - 1)` returns the first day of the last week

After you enter a query string, you can click **Test Query** to validate the query. A new message pops up, displaying the diagnostic information for this query string.

- When you enter 1=1 condition, Service Manager displays the following message:

```
Current search criteria is equal to "(1=1)", full table query would be needed.
```

- When the field is CLOB/BLOB, Service Manager displays the following message:

```
Partial File Scan might be needed since field "action" (on file probsummary) is
mapped to BLOB/CLOB/TEXT/IMAGE [Description field in cm3r]
```

- When the field is not indexed, Service Manager displays the following message:

```
There is no index defined in dbdict for field "sysmodtime" (on file kmfeedback).
[sysmodtime in kmfeedback]
```

Report types and settings

HP Service Manager provides 11 report types, including eight types of charts, two types of lists, and one pivot table. The reports properties settings vary according to the type of report.

You can review the examples of all the different report types and their setting preferences. These are the chart properties for the standard type of charts only. For the calculation and duration chart properties, see "Report calculation chart properties" on page 14 and "Report duration chart properties" on page 18.

Chart types:

- "Chart > Pie" below
- "Chart > Horizontal bar" on page 28
- "Chart > Vertical bar" on page 30
- "Chart > Stacked Horizontal bar" on page 32
- "Chart > Stacked Vertical bar" on page 34
- "Chart > Number" on page 36
- "Chart > Line" on page 38
- "Chart > Area" on page 39

List types:

- "List > Standard list" on page 41
- "List > Title list" on page 41

"Pivot Table" on page 43

Chart > Pie

Here are the pie setting preferences and example for your reference.

Tab	Fields	Description
Chart Properties	Type of chart	Shows the current chart type. You can change it by selecting the chart type from the drop-down list.
	Chart by	Shows the query type for the report. The default value is **Aggregate query**.
	Group by field	Shows the field that the records are grouped by in the report. For example, one report might show the number of Incidents by customer; another report might show the number of Incidents by priority. You can select multiple level fields by clicking the **Multi Level Field** icon. If you choose a field of date or time, you need to choose a calculator.

Tab	Fields	Description
	Metrics	Shows the data aggregation method. Pie supports two aggregation types: sum and count. **Note:** When you select the count aggregation type, the aggregation value field is invisible. When you select the sum aggregation type, you can select the aggregation value from the drop-down list.
	Query	Shows the query content for the current report. You can click the **Query Builder** to define the query to display desired information. You can also write a new query directly. For more information about how to edit a query, see "Build the query strings" on page 24 and other related topics.
Advanced settings	Decimal Places	Specifies the number of decimal places at which the report calculates the record percentage. Service Manager provides up to five decimal places.
	Show Legend	Specifies the legend location in the report. No legend is displayed when **None** is selected.
	Show Records	Specifies the permitted maximum number of records displayed in a report, ordered by the legend or the top N.
	Donut	Specifies the donut space in the pie chart. A complete pie is displayed when **None** is selected.
	Support Top N	If this option is selected, the report displays the top number records as defined in the **Show Records** field.

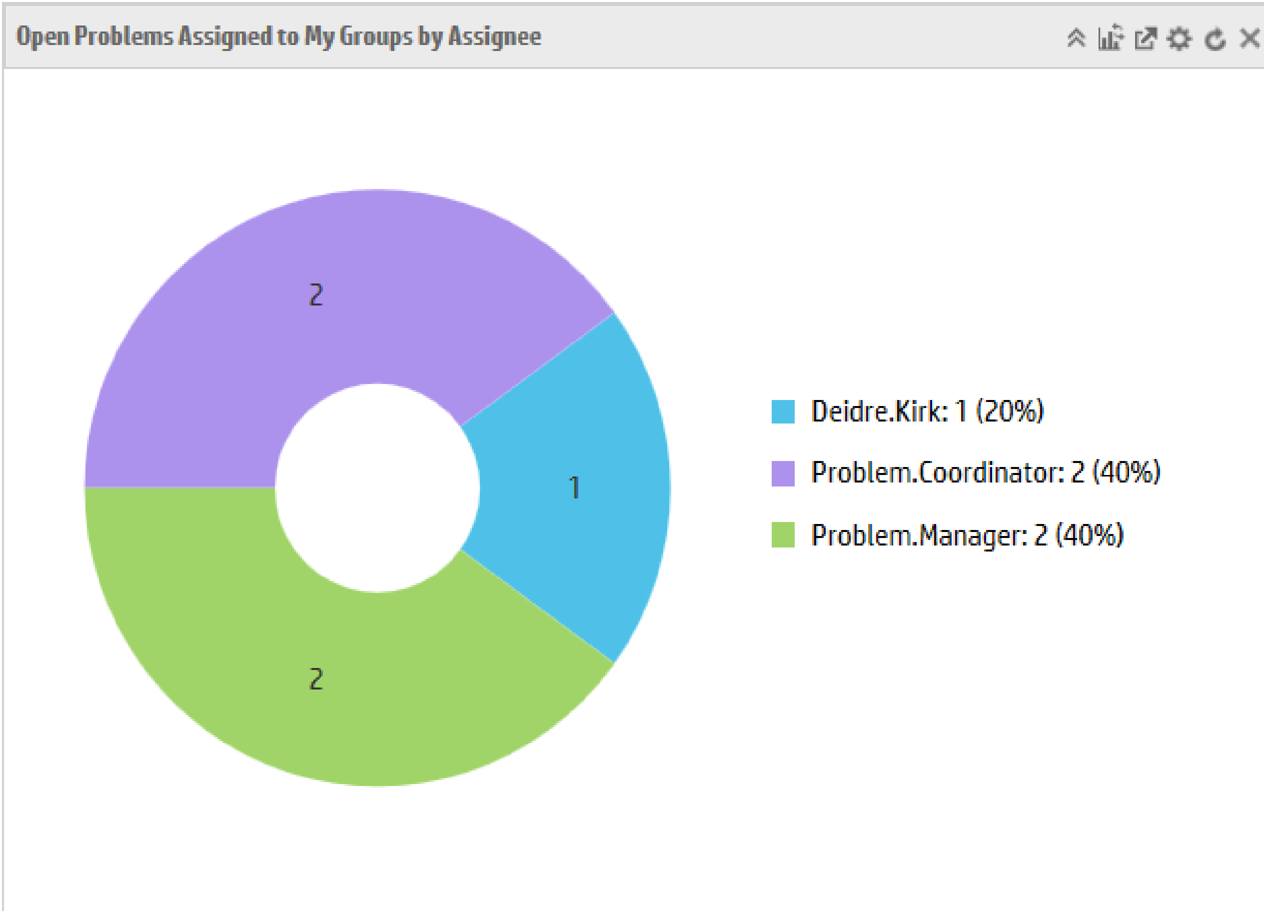


Chart > Horizontal bar

Here are the horizontal bar setting preferences and example for your reference.

Tab	Fields	Description
Chart Properties	Type of chart	Shows the current chart type. You can change it by selecting the chart type from the drop-down list.
	Chart by	Shows the query type for the report. The default value is **Aggregate query**.
	Group by field	Shows the field that the records are grouped by in the report. For example, one report might show the number of Incidents by customer; another report might show the number of Incidents by priority. You can select multiple level fields by clicking the **Multi Level Field** icon. If you choose a field of date or time,

Tab	Fields	Description
		you need to choose a calculator. And if the two group by fields are both date and time fields, they should be the same one.
	Stacked field	Shows the field that the records are stacked by in the report. You can select multiple level fields by clicking the **Multi Level Field** icon.
	Metrics	Shows the data aggregation method. Horizontal bar supports five aggregation types: sum, count, average, max, and min. **Note:** When you select the count aggregation type, the aggregation value field is invisible. When you select the sum, average, max, or min aggregation types, you can select the aggregation value from the drop-down list.
	Query	Shows the query content for the current report. You can click the **Query Builder** to define the query to display desired information. You can also write a new query directly. For more information about how to edit a query, see "Build the query strings" on page 24 and other related topics.
Advanced settings	Decimal Places	Specifies the number of decimal places at which the report calculates the record percentage. Service Manager provides up to five decimal places.
	Show Legend	Specifies the legend location in the report. No legend is displayed when **None** is selected.
	Show Records	Specifies the permitted maximum number of records displayed in a report ordered by the legend or the top N.
	Support Top N	If this option is selected, the report displays the top number records as defined in the **Show Records** field.

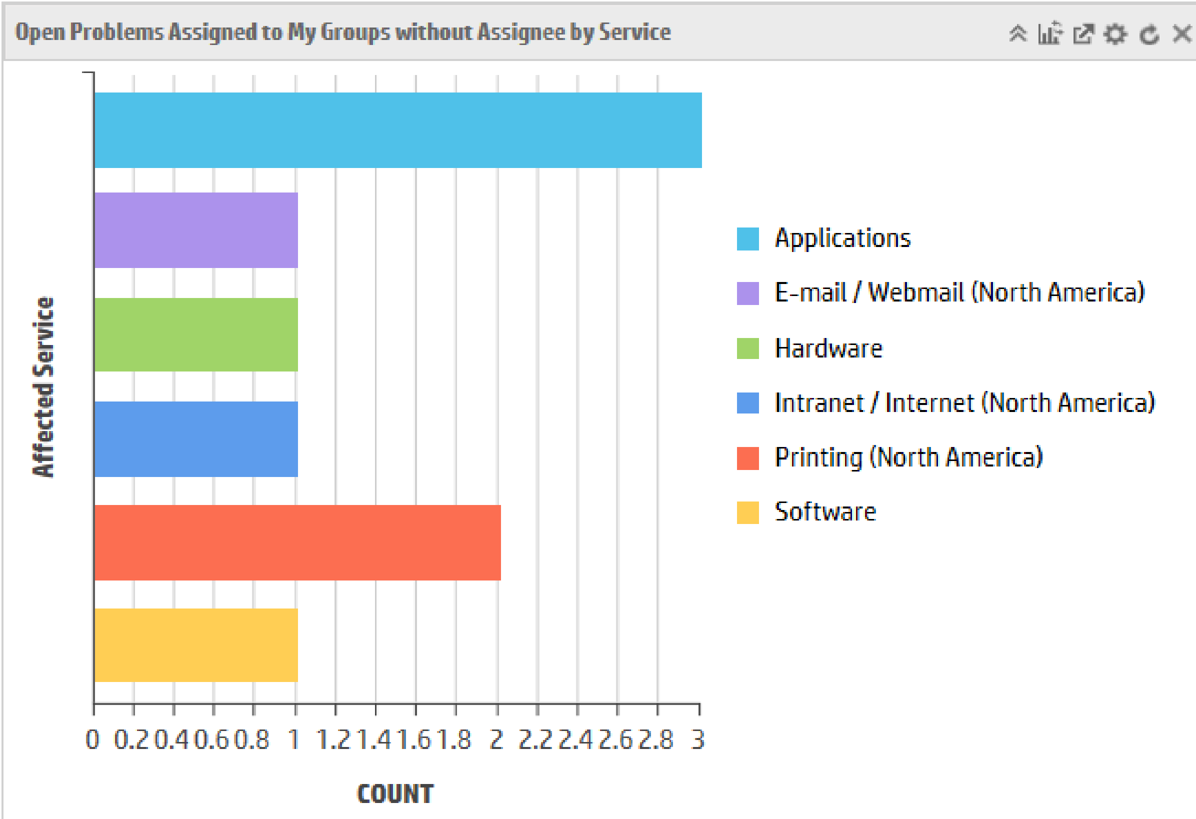


Chart > Vertical bar

Here are the vertical bar setting preferences and example for your reference.

Tab	Fields	Description
Chart Properties	Type of chart	Shows the current chart type. You can change it by selecting the chart type from the drop-down list.
	Chart by	Shows the query type for the report. The default value is **Aggregate query**.
	Group by field	Shows the field that the records are grouped by in the report. For example, one report might show the number of Incidents by customer; another report might show the number of Incidents by priority. You can select multiple level fields by clicking the **Multi Level Field** icon. If you choose a field of date or time, you need to choose a calculator. And if the two group by fields are both date and time fields, they should be the same one.

Tab	Fields	Description
	Stacked field	Shows the field that the records are stacked by in the report. You can select multiple level fields by clicking the **Multi Level Field** icon.
	Metrics	Shows the data aggregation method. Vertical bar supports five aggregation types: sum, count, average, max, and min. **Note:** When you select the count aggregation type, the aggregation value field is invisible. When you select the sum, average, max, or min aggregation types, you can select the aggregation value from the drop-down list.
	Query	Shows the query content for the current report. You can click the **Query Builder** to define the query to display desired information. You can also write a new query directly. For more information about how to edit a query, see "Build the query strings" on page 24 and other related topics.
Advanced settings	Decimal Places	Specifies the number of decimal places at which the report calculates the record percentage. Service Manager provides up to five decimal places.
	Show Legend	Specifies the legend location in the report. No legend is displayed when **None** is selected.
	Show Records	Specifies the permitted maximum number of record displayed in a report ordered by the legend or the top N.
	Support Top N	If this option is selected, the report displays the top number records as defined in the **Show Records** field.

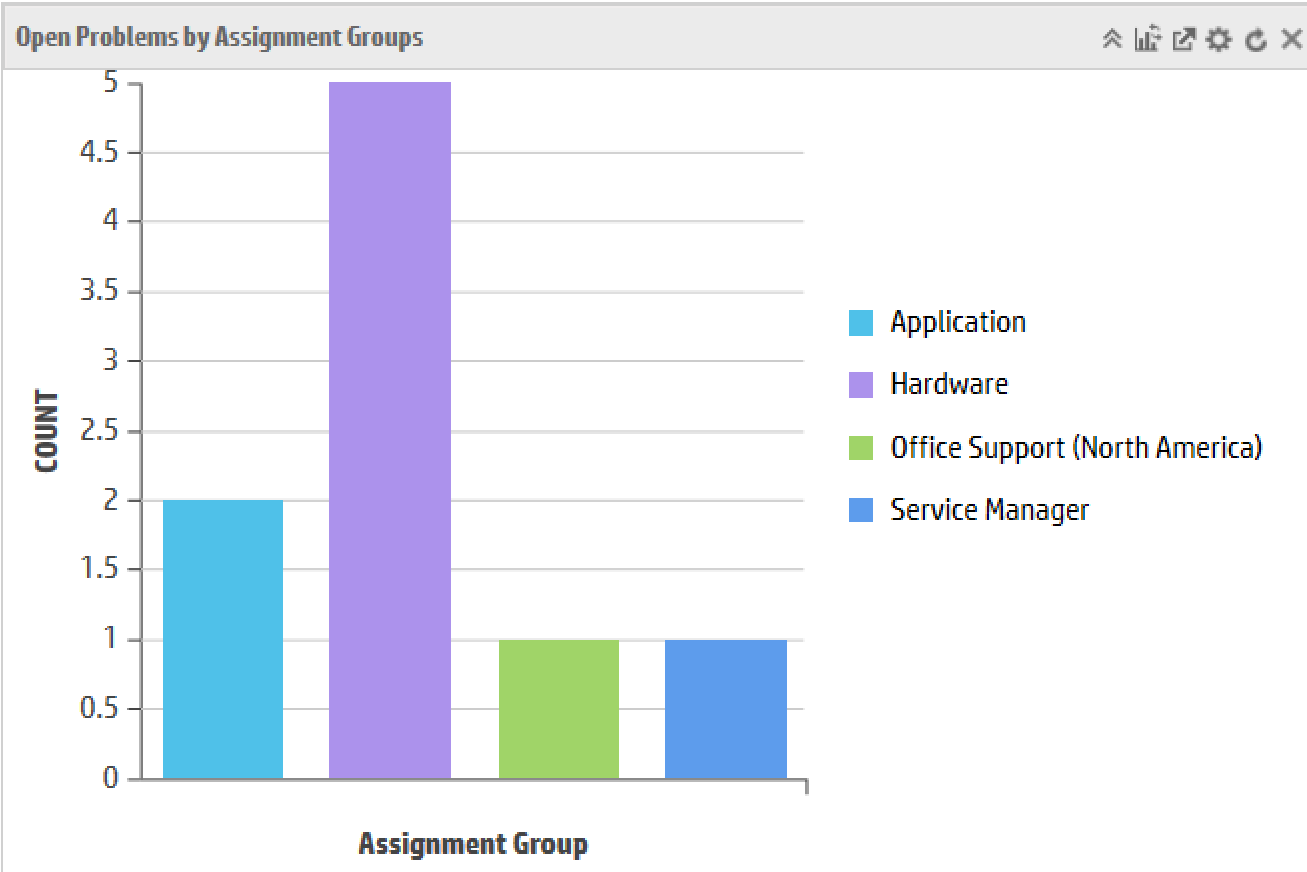


Chart > Stacked Horizontal bar

Here are the stacked horizontal bar setting preferences and example for your reference.

Tab	Fields	Description
Chart Properties	Type of chart	Shows the current chart type. You can change it by selecting the chart type from the drop-down list.
	Chart by	Shows the query type for the report. The default value is **Aggregate query**.
	Group by field	Shows the field that the records are grouped by in the report. For example, one report might show the number of Incidents by customer; another report might show the number of Incidents by priority. You can select multiple level fields by clicking the **Multi Level Field** icon. If you choose a field of date or time, you need to choose a calculator. And if the two group

Tab	Fields	Description
		by fields are both date and time fields, they should be the same one.
	Stacked field	Shows the field that the records are stacked by in the report. You can select multiple level fields by clicking the **Multi Level Field** icon.
	Metrics	Shows the data aggregation method. Stacked horizontal bar supports five aggregation types: sum, count, average, max, and min. **Note:** When you select the count aggregation type, the aggregation value field is invisible. When you select the sum, average, max, or min aggregation types, you can select the aggregation value from the drop-down list.
	Query	Shows the query content for the current report. You can click the **Query Builder** to define the query to display desired information. You can also write a new query directly. For more information about how to edit a query, see "Build the query strings" on page 24 and other related topics.
Advanced settings	Decimal Places	Specifies the number of decimal places at which the report is calculating the record percentage. Service Manager provides up to five decimal places.
	Show Legend	Specifies the legend location in the report. No legend is displayed when **None** is selected.
	Show Records	Specifies the permitted maximum number of record displayed in a report.

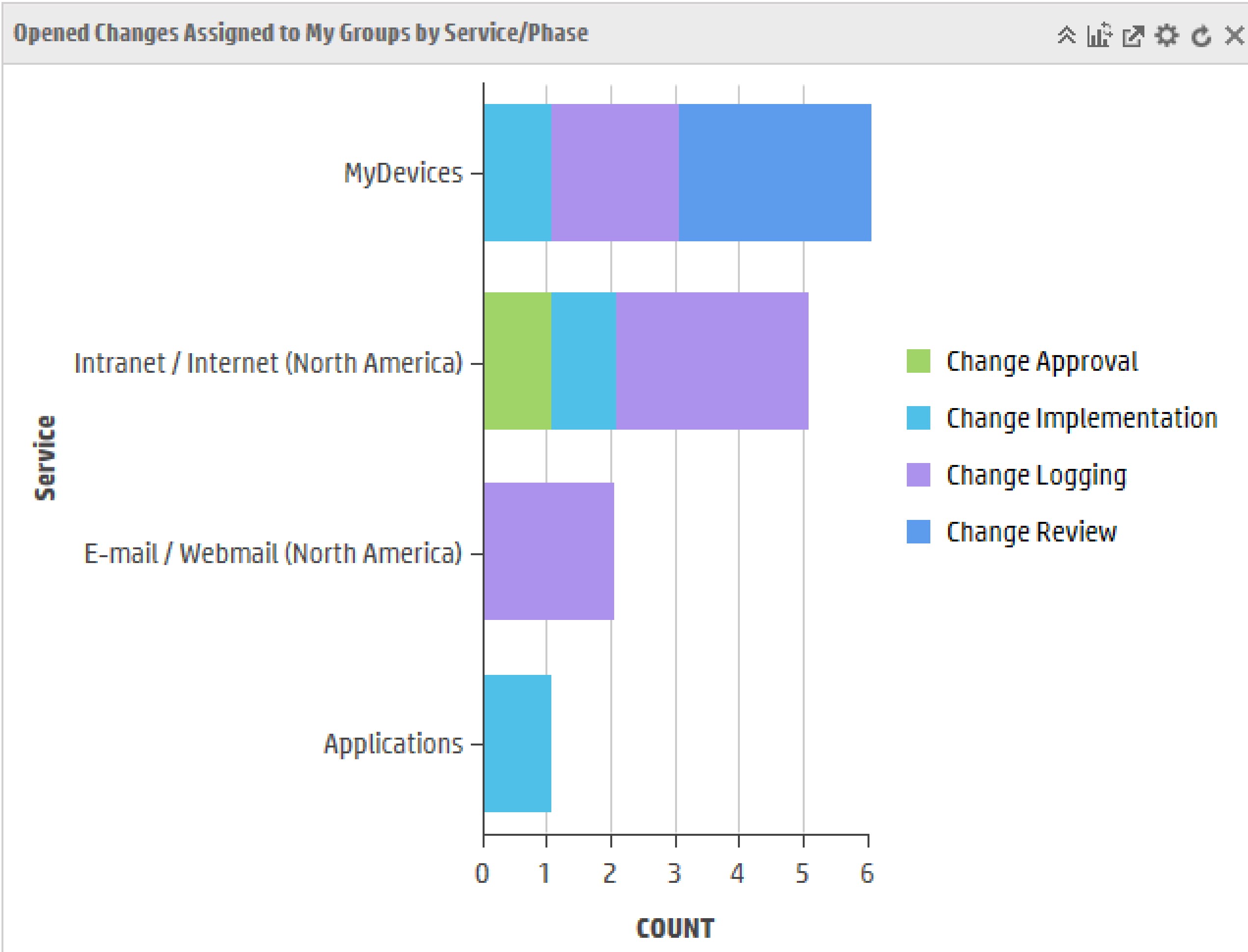


Chart > Stacked Vertical bar

Here are the stacked vertical bar setting preferences and example for your reference.

Tab	Fields	Description
Chart Properties	Type of chart	Shows the current chart type. You can change it by selecting the chart type from the drop-down list.
	Chart by	Shows the query type for the report. The default value is **Aggregate query**.
	Group by field	Shows the field that the records are grouped by in the report. For example, one report might show the number of Incidents by customer; another report might show the number of Incidents by priority.

Tab	Fields	Description
		You can select multiple level fields by clicking the **Multi Level Field** icon. If you choose a field of date or time, you need to choose a calculator. And if the two group by fields are both date and time field, they should be the same one.
	Stacked field	Shows the field that the records are stacked by in the report. You can select multiple level fields by clicking the **Multi Level Field** icon.
	Metrics	Shows the data aggregation method. Stacked vertical bar supports five aggregation types: sum, count, average, max, and min. **Note:** When you select the count aggregation type, the aggregation value field is invisible. When you select the sum, average, max, or min aggregation types, you can select the aggregation value from the drop-down list.
	Query	Shows the query content for the current report. You can click the **Query Builder** to define the query to display desired information. You can also write a new query directly. For more information about how to edit a query, see "Build the query strings" on page 24 and other related topics.
Advanced settings	Decimal Places	Specifies the number of decimal places at which the report calculates the record percentage. Service Manager provides up to five decimal places.
	Show Legend	Specifies the legend location in the report. No legend is displayed when **None** is selected.
	Show Records	Specifies the permitted maximum number of records displayed in a report.

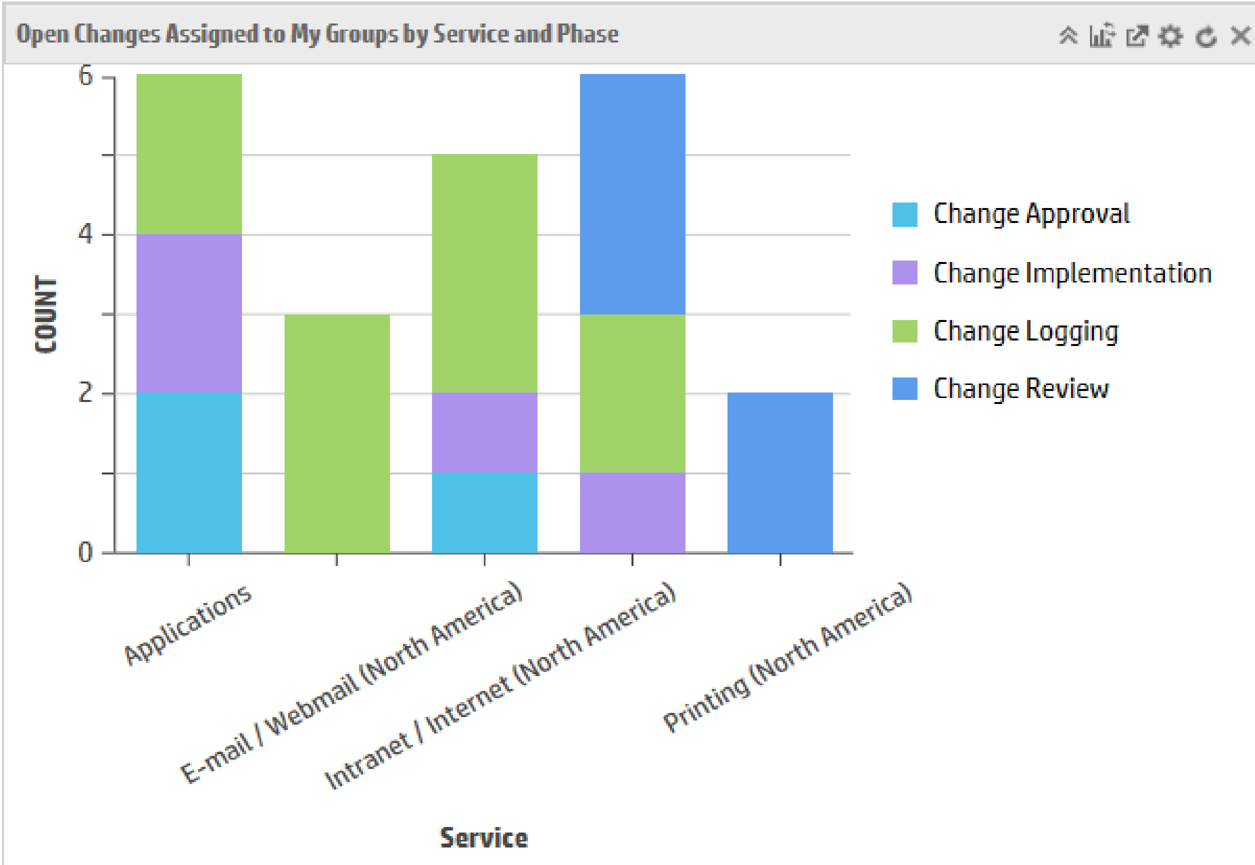


Chart > Number

Here are the number setting preferences and example for your reference.

Tab	Fields	Description
Chart Properties	Type of chart	Shows the current chart type. You can change it by selecting the chart type from the drop-down list.
	Chart by	Shows the query type for the report. The default value is **Aggregate query**.
	Label	Specifies the label content to show under the number.
	Metrics	Shows the data aggregation method. Number supports five aggregation types: sum, count, average, max, and min. **Note:** When you select the count aggregation

Tab	Fields	Description
		type, the aggregation value field is invisible. When you select the sum, average, max, or min aggregation types, you can select the aggregation value from the drop-down list.
	Query	Shows the query content for the current report. You can click the **Query Builder** to define the query to display desired information. You can also write a new query directly. For more information about how to edit a query, see "Build the query strings" on page 24 and other related topics.
Advanced settings	Decimal Places	Specifies the number of decimal places at which the report calculates the record percentage. Service Manager provides up to five decimal places.
	Color	Specifies the color of the number.

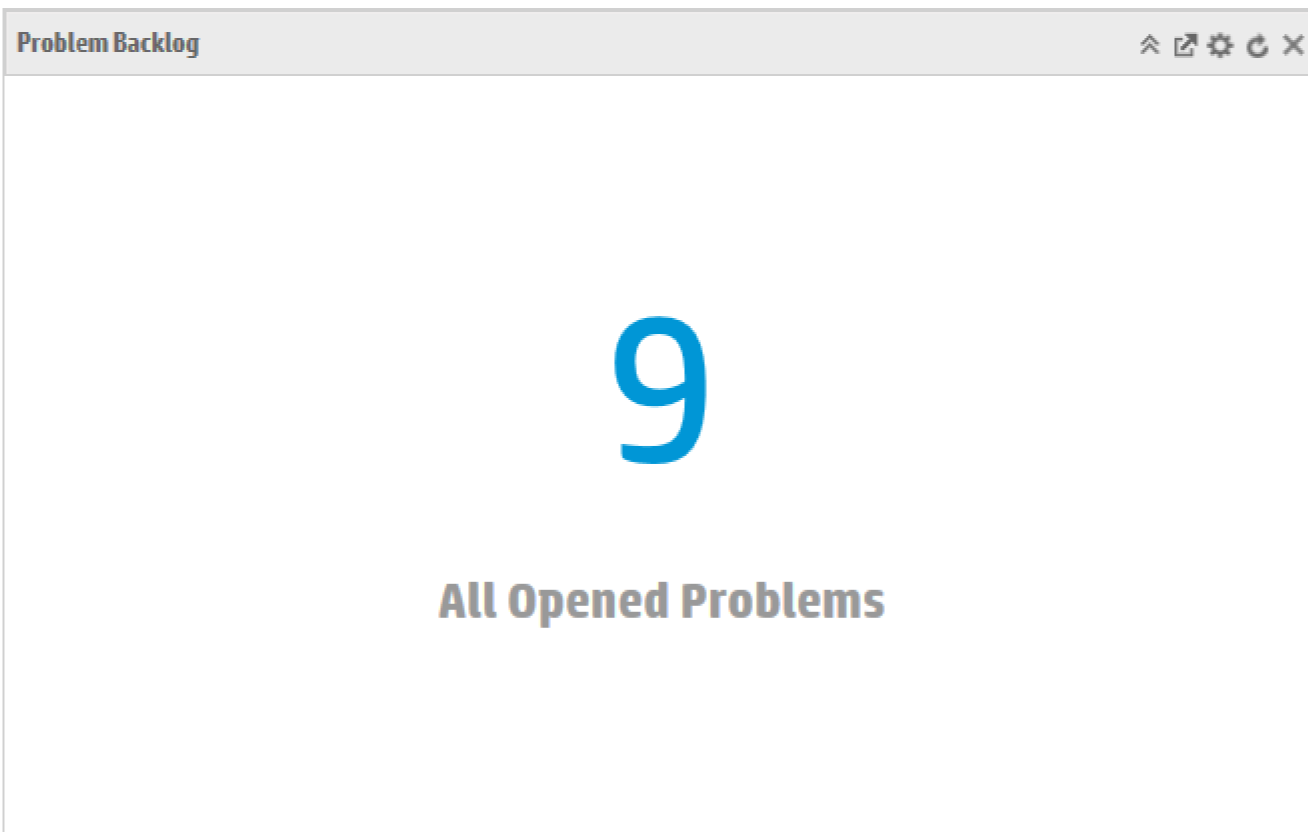


Chart > Line

Here are the line setting preferences and example for your reference.

Tab	Fields	Description
Chart Properties	Type of chart	Shows the current chart type. You can change it by selecting the chart type from the drop-down list.
	Chart by	Shows the query type for the report. The default value is **Aggregate query**.
	Trend field	Shows the trend field for the report. It should be a date time type of field.
	Group by field	Shows the field that the records are grouped by in the report. For example, one report might show the number of Incidents by customer; another report might show the number of Incidents by priority. You can select multiple level fields by clicking the **Multi Level Field** icon.
	Metrics	Shows the data aggregation method. Line supports five aggregation types: sum, count, average, max, and min. **Note:** When you select the count aggregation type, the aggregation value field is invisible. When you select the sum, average, max, or min aggregation types, you can select the aggregation value from the drop-down list.
	Query	Shows the query content for the current report. You can click the **Query Builder** to define the query to display desired information. You can also write a new query directly. For more information about how to edit a query, see "Build the query strings" on page 24 and other related topics.
Advanced settings	Decimal Places	Specifies the number of decimal places at which the report calculates the record percentage. Service Manager provides up to five decimal places.
	Show Records	Specifies the permitted maximum number of records displayed in a report.

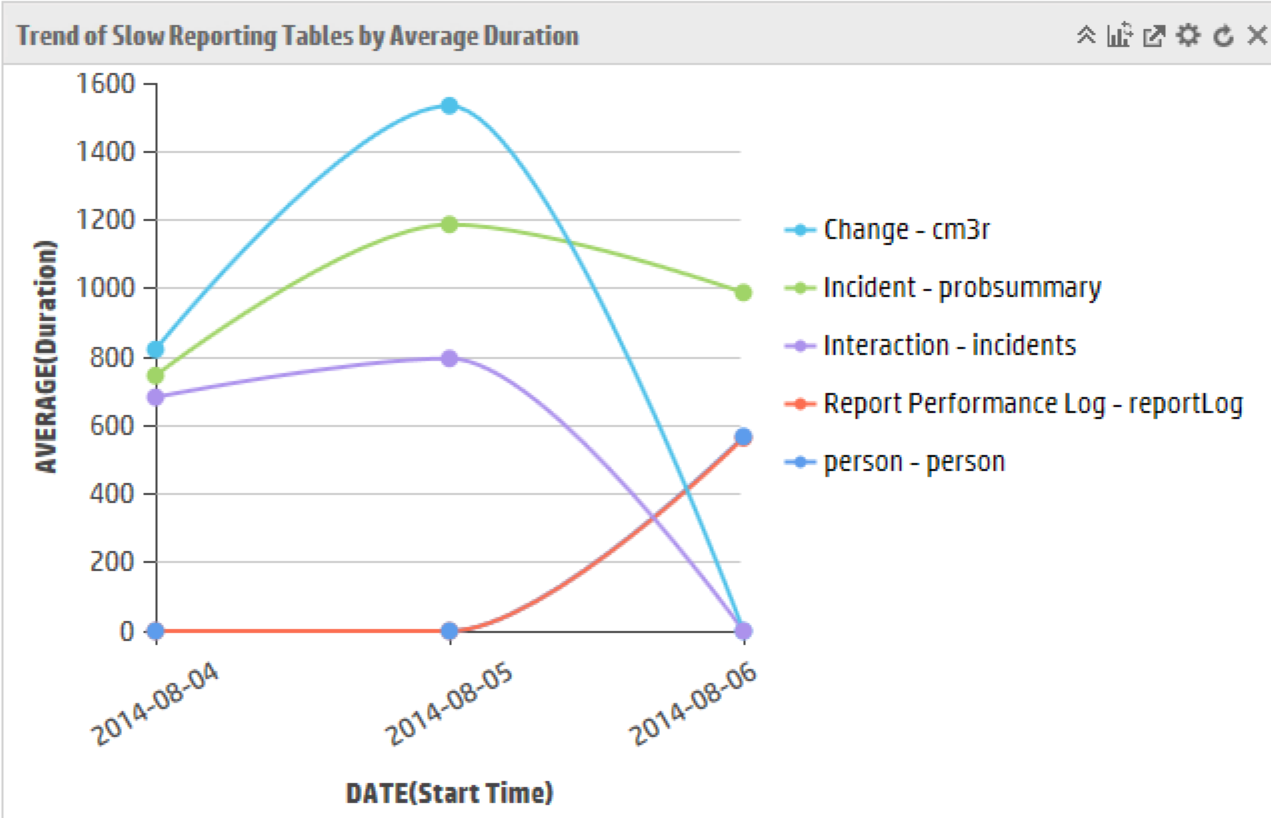
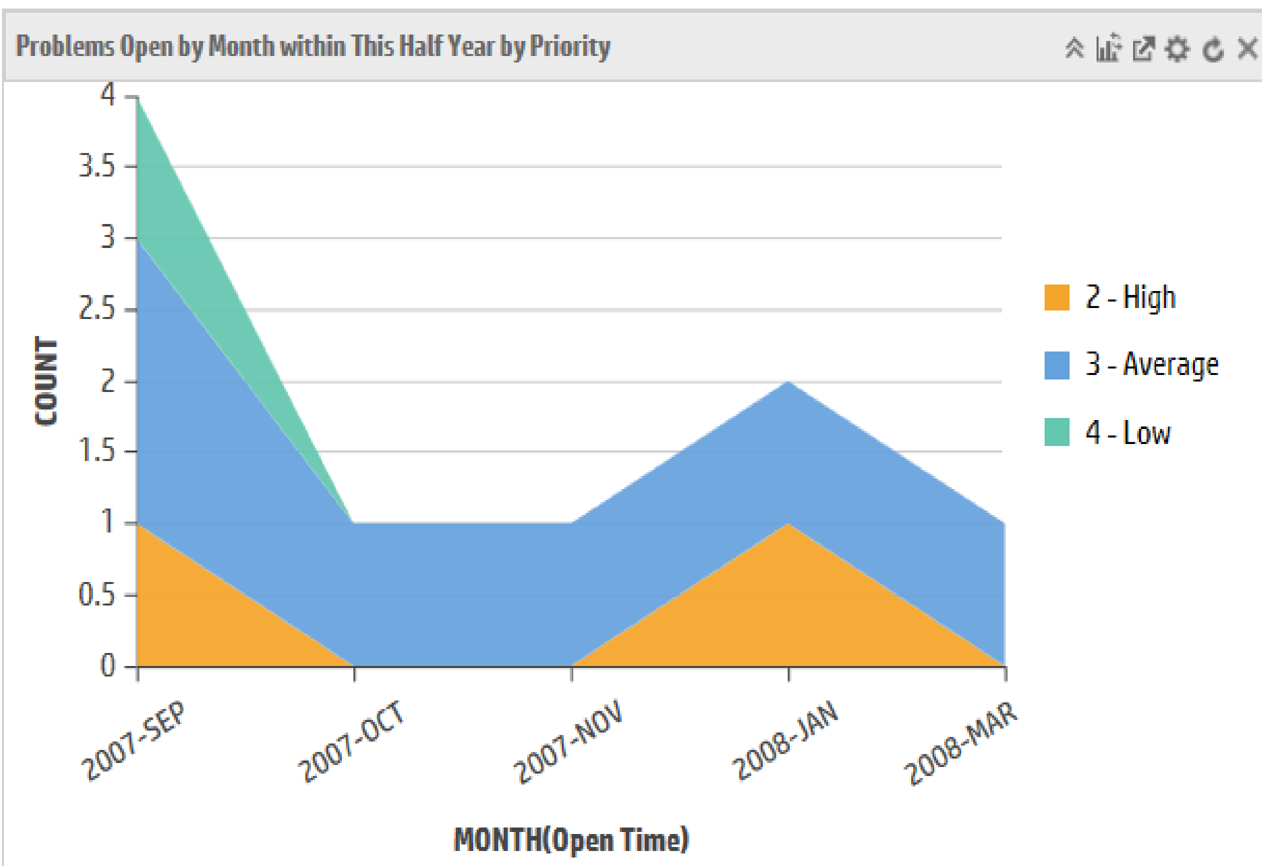


Chart > Area

Here are the area setting preferences and example for your reference.

Tab	Fields	Description
Chart Properties	Type of chart	Shows the current chart type. You can change it by selecting the chart type from the drop-down list.
	Chart by	Shows the query type for the report. The default value is **Aggregate query**.
	Trend field	Shows the trend field for the report. It should be a date or time type of field.
	Stacked field	Shows the field that the records are stacked by in the report. You can select multiple level fields by clicking the **Multi Level Field** icon.
	Metrics	Shows the data aggregation method. Area supports five aggregation types: sum, count, average, max, and min.

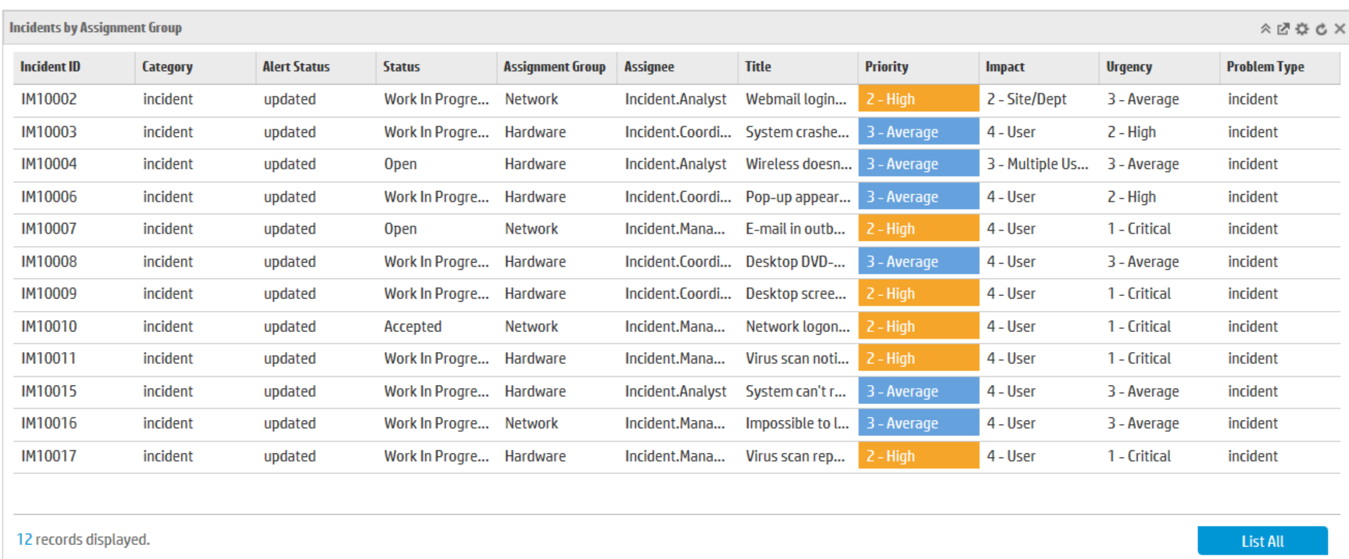
Tab	Fields	Description
		Note: When you select the count aggregation type, the aggregation value field is invisible. When you select the sum, average, max, or min aggregation types, you can select the aggregation value from the drop-down list.
	Query	Shows the query content for the current report. You can click the **Query Builder** to define the query to display desired information. You can also write a new query directly. For more information about how to edit a query, see "Build the query strings" on page 24 and other related topics.
Advanced settings	Decimal Places	Specifies the number of decimal places at which the report is calculating the record percentage. Service Manager provides up to five decimal places.
	Show Records	Specifies the permitted maximum number of records displayed in a report.



List > Standard list

Here are the standard list setting preferences and example for your reference.

Tab	Fields	Description
List Properties	View Fields	Click the button to open the **Choose View Fileds** wizard and select the desired fields that the report displays.
	Sort by	Click the button to open the **Sort By** wizard and select the fields to sort by.
	Query	Shows the query content for the current report. You can click the **Query Builder** to define the query to display desired information. You can also write a new query directly. For more information about how to edit a query, see "Build the query strings" on page 24 and other related topics.
Advanced settings	Show Records	Specifies the permitted maximum number of records displayed in a report.
	Show as	Shows the current list type. You can change it by selecting the list type from the drop-down list.


Incidents by Assignment Group

Incident ID	Category	Alert Status	Status	Assignment Group	Assignee	Title	Priority	Impact	Urgency	Problem Type
IM10002	incident	updated	Work In Progre...	Network	Incident.Analyst	Webmail login...	2 - High	2 - Site/Dept	3 - Average	incident
IM10003	incident	updated	Work In Progre...	Hardware	Incident.Coordi...	System crashe...	3 - Average	4 - User	2 - High	incident
IM10004	incident	updated	Open	Hardware	Incident.Analyst	Wireless doesn...	3 - Average	3 - Multiple Us...	3 - Average	incident
IM10006	incident	updated	Work In Progre...	Hardware	Incident.Coordi...	Pop-up appear...	3 - Average	4 - User	2 - High	incident
IM10007	incident	updated	Open	Network	Incident.Mana...	E-mail in outb...	2 - High	4 - User	1 - Critical	incident
IM10008	incident	updated	Work In Progre...	Hardware	Incident.Coordi...	Desktop DVD-...	3 - Average	4 - User	3 - Average	incident
IM10009	incident	updated	Work In Progre...	Hardware	Incident.Coordi...	Desktop scree...	2 - High	4 - User	1 - Critical	incident
IM10010	incident	updated	Accepted	Network	Incident.Mana...	Network logon...	2 - High	4 - User	1 - Critical	incident
IM10011	incident	updated	Work In Progre...	Hardware	Incident.Mana...	Virus scan noti...	2 - High	4 - User	1 - Critical	incident
IM10015	incident	updated	Work In Progre...	Hardware	Incident.Analyst	System can't r...	3 - Average	4 - User	3 - Average	incident
IM10016	incident	updated	Work In Progre...	Network	Incident.Mana...	Impossible to l...	3 - Average	4 - User	3 - Average	incident
IM10017	incident	updated	Work In Progre...	Hardware	Incident.Mana...	Virus scan rep...	2 - High	4 - User	1 - Critical	incident

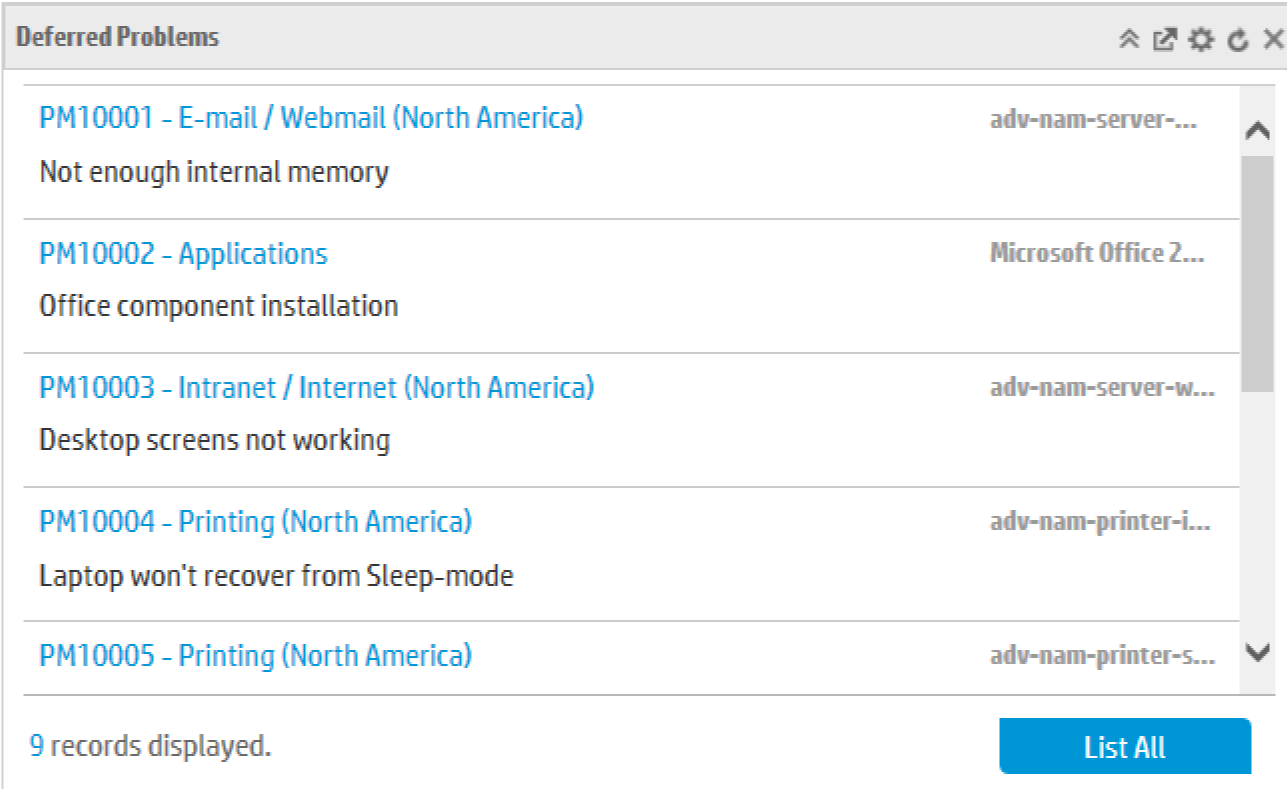
12 records displayed.

List All

List > Title list

Here are the title list setting preferences and example for your reference.

Tab	Fields	Description
List Properties	View Fields	Click the button to open the **Choose View Fileds** wizard and select the desired fields that the report displays.
	Sort by	Click the button to open the **Sort By** wizard and select the fields to sort by.
	Query	Shows the query content for the current report. You can click the **Query Builder** to define the query to display desired information. You can also write a new query directly. For more information about how to edit a query, see "Build the query strings" on page 24 and other related topics.
Advanced settings	Show Records	Specifies the permitted maximum number of records displayed in a report.
	Show as	Shows the current list type. You can change it by selecting the list type from the drop-down list.
	Header Field	Selects the header information of each title list item.
	Flag Field	Selects the flag information of each title list item on the right of the report. This field can be controlled by color indicator.
	Summary Field	Selects the summary information of each title list item under the header field.
	Footer Field	Selects the footer information of each title list item under the summary field.



Pivot Table

Here are the pivot table setting preferences and example for your reference. HP Service Manager supports five pivot display types: Table, Table BarChart, HeatMap, Row HeatMap, and Col HeatMap. You can click the row, the column, or the candidate field to filter the data in the pivot.

Tab	Fields	Description
Pivot Table Properties	Aggregator	Shows the data aggregation method. The pivot table supports five aggregation types: sum, count, average, max, and min. **Note:** When you select the count aggregation type, the aggregation value field is invisible. When you select the sum, average, max, or min aggregation types, you can select the aggregation value from the drop-down list.
	Row Fields	Click to select the row field and the calculator type from the drop-down list. The report displays the row field as an active button. You can drag and drop the button

Tab	Fields	Description
		directly to the pivot table to redesign the report.
	Column Fields	Click to select the column field and the calculator type from the drop-down list. The report displays the column field as an active button. You can drag and drop the button directly to the pivot table to redesign the report.
	Candidate Fields	Click to select the candidate field and the calculator type from the drop-down list. The report displays the candidate field as an inactive button. You can drag and drop the button directly to the pivot table to redesign the report. Once this field is added to the pivot table, the button becomes active.
	Query	Shows the query content for the current report. You can click the **Query Builder** to define the query to display desired information. You can also write a new query directly. For more information about how to edit a query, see "Build the query strings" on page 24 and other related topics.
Advanced settings	Show Records	Specifies the permitted maximum number of records displayed in a report.
	Decimal Places	Specifies the number of decimal places at which the report calculates the record percentage. Service Manager provides up to five decimal places.

Note: You can only save the pivot definition change of the row, the column, and the candidate.

Incident Backlog Analysis by Category and Opened Time

Table

COUNT(Status) | Year(Open Time) | Month(Open Time)

Category | Subcategory | Area

Category	Subcategory	Area	2007 SEP	2007 OCT	2007 NOV	2007 DEC	2008 JAN	2008 FEB	2008 MAR	Totals
complaint	service delivery	availability			1			2		3
		functionality		1	1		3		1	6
		performance					1		1	2
incident	access	login failure	1							1
	data	data or file missing						2		2
	failure	error message	1	1	1		1	3	3	10
		function or feature not working	4	2	5	2	2	10		25
		job failed	1		2		5	5	1	14
	hardware	hardware failure	3	3	3		4	14	1	28
	performance	performance degradation	3		4			3		10
		system or application hangs	1					1		2
	security	security breach					1	1		2
		virus alert	2	1						3
		Totals	**16**	**8**	**17**	**2**	**17**	**41**	**7**	**108**

My dashboards

HP Service Manager displays all reports as objects in the Dashboard view. You can group reports to create a dashboard that offers a quick view of an entire system's performance data.

Dashboards provide dynamic reports in the web client which enable you to perform the following actions:

- Re-size, relocate, or remove the report
- Hover the mouse pointer to view data counts

  Pause the mouse pointer on the area of interest in a chart. For example, you can pause the mouse pointer on a pie chart to display a popup window that indicates the number of records that a slice of the pie represents.

- Refresh the dashboard to get updated reports based on database changes
- Drill down to a subset of the records, in order to display those records in greater detail

Create a dashboard

A dashboard enables you to view multiple reports about data in your system.

To create a dashboard, follow these steps:

1. In the System Navigator pane, select **Reporting** > **Create New Dashboard**.

   The **New Dashboard** button is also available on the **Search Dashboard** page and any dashboard view pages.

2. In the **New Dashboard** window, complete the necessary "Dashboard properties" on the next page.
3. Click **Save**. A unique dashboard ID is automatically assigned to this dashboard and displayed in the **Dashboard ID** field.
4. (Optional) Click **Dashboard Content** below the dashboard ID to open the dashboard and manage the dashboard contents. For more information about how to add reports to a dashboard, see "Add reports to a dashboard" on the next page

Dashboard properties

Note: You must complete all fields marked with a red asterisk *.

The following fields and tabs are available both for defining a new report in the **New Dashboard** page and for editing an existing report in the **Search Dashboard** result page.

Fields and tabs	Description
Name (*)	Type a word or phrase that is a unique identifier for this dashboard. It should be a value that makes it easy to understand the purpose of the dashboard.
Description	Enter a description for the dashboard. It is helpful for other users to understand the purpose and objectives of this dashboard. The description is displayed in the dashboard properties in the right panel of the Reports page when that report is displayed.
Dashboard ID	The dashboard ID is automatically assigned to the dashboard and displayed in the **Dashboard ID** field after you save your dashboard. The **Dashboard Content** button is enabled at the same time for you to manage contents in the dashboard, such as adding or removing reports, dragging and dropping reports, or re-sizing reports. For more information about how to add reports to a dashboard, see "Add reports to a dashboard" below.
Permission	The default owner is the current operator. You can change the owner and set the audience of this dashboard. **Note:** You need to have the privilege to change the permission. Report Manager can share the dashboard to others. Only the Report administrator can change the dashboard owner.

Add reports to a dashboard

A dashboard enables you to view multiple reports about data in your system.

Note: If the database changes, the dashboard contents change.

1. Open the dashboard you want to modify.

2. Click **Add Content**. A floating window is displayed to show the categories and the reports.

There are several ways to filter the displayed reports. You can select different report categories or chart types, and sort the results by name or update time. You can also search a report by report ID, or report name, which is always case insensitive.

Alternatively, if there is already a default dashboard, you can create a new report and add it directly to the dashboard. For more information, see "Create a report" on page 11.

3. Click the plus ("+") button beside a report to add this report to the dashboard. The button changes to √ after this report is added to the dashboard. By default, you can add up to eight reports to a dashboard. You can change the default value of **Max reports per dashboard** from **Reporting** > **Administration** > **Report Settings**.

4. Click **Close** when you finished adding the reports.

Service Manager saves the modified dashboard automatically.

Update a dashboard

HP Service Manager provides you with UI elements with which you can easily update the dashboard view. The following table describes the UI elements in a dashboard.

For the options on individual report, see "Update a report in a dashboard" on page 23.

UI Element	Description
Create New Dashboard	Creates a new dashboard.
Save As	Saves the current dashboard as a new dashboard.
+ Add Content	Adds reports to the dashboard. It displays a report list and you can find, select, and add any report to the dashboard directly.
Incident Overview1 (Global	Selects the dashboard view from the drop-down list. This list content is not automatically refreshed when you click the drop down button. Therefore, you need to click the refresh button before you can get the latest list of the dashboards you can view.
	Sets the dashboard view you have selected as the home page.
Refresh	Refreshes the dashboard. The dashboard reads the data from the database.

Export	Exports the dashboard as a PDF file. You can change the name of the exported file and select the orientation as portrait or landscape.
	Opens the dashboard definition page, which enables you to modify the dashboard properties.
	Prints the current dashboard.
	Add the current dashboard to Favorites.

Note: If your Service Manager Reports role can update a dashboard, Service Manager automatically saves the following layout changes: resizing, relocating or deleting a report, and rearranging fields in a pivot table.

Report schedule and distribution

Report schedules assist report managers or administrators to send the reports or the dashboards information on scheduled intervals to the notified users or user groups.

A report schedule specifies who is to be notified, when, and the notification method. An administrator must make sure that the report or dashboard has been created in HP Service Manager before Service Manager can create an report schedule record.

Scheduled reports or dashboards enable users to view the updated content without logging in to Service Manager. Service Manager Reports provide two ways to distribute the schedule reports or dashboards: sending email notifications by attaching the generated PDF files, or using the file server to save the generated files.

For example, if you want to embed the scheduled reports to your applications, you can follow these steps:

1. Generate scheduled reports and specify a folder for these reports.
2. Set up an Apache instance to access the folder and provide static URLs for the reports.
3. Embed the Apache URLs in the products.

In this way, users can view the updated content from your applications timely and directly.

Create a report schedule

Applies to User Roles:

Report Manager

To create a new report schedule, follow these steps:

1. Click **Reporting** > **Report Schedule** > **Create New Schedule**.
2. Type the name of the new report schedule in the **Name** field.
3. Select the **Owner** for this report schedule. The owner is the operator by default. You can change this value only if you are a Report Administrator.
4. Type the description of the new report schedule in the **Description** field.

5. Select the dashboards or reports for which you want to schedule notifications. By default, you can add up to five reports and dashboards to a scheduled task. You can change the default value of **Max reports/dashboards per scheduled task** from **Reporting** > **Administration** > **Report Settings**.

6. Set the other properties for the report schedule.

Component	Description	Table field	Content	
Export to	Selects the method to send the notification.		Two methods are available: Email notification by sending the PDF files, and the file server to save the generated files.	
Page Direction	Selects the page direction of the exported file.		Two directions are available: Portrait and Landscape.	
File Type to Save	Selects the file types to save the notification.		Two file types are available: the PDF and the HTML types. This component is only activated when you have selected file server as the exporting method.	
Next Event			Shows the next event for this report schedule.	
Recent Histories (30 days)	Lists the tasks which have been run during the last 30 days.		Shows the task detail message.	
Rule	Sets the rules for the schedule.	On an arbitrary schedule	If this option is selected, the regular schedule definition is not displayed and you need to provide specific time for the schedule.	
		Range of recurrence	Specifies the effective period of this report schedule.	
		Recurrence	Specifies the recurrence of this report schedule.	
		Start time	Specifies the start time of this report schedule.	
Email	Sets the properties for the Email notification.	Subject	The name of the Email notification that is sent to the recipients when the action occurs.	
		Email To/ Groups	The user or user group who receive the email notification.	
Workflow	Shows the status		There are three types of the report schedule status: planning, scheduled, and retired.	

Component	Description	Table field	Content	
	of current report schedule.			
Activities	Shows the activities related to this report schedule.		The activities show the information about who has created, or updated the report schedule, and at what time.	

7. Click **Add**. A unique report ID is automatically assigned to this report and displayed in the **Schedule ID** field.

To update an existing report schedule, follow these steps:

1. Click **Reporting** > **Report Schedule** > **Search Schedule**.

   Note: Report Administrator can search all report schedules while others can only search their own schedules.

2. Use search or advanced search to find one or more record schedules. A list of report schedules opens.
3. Select a report schedule from the list.
4. Update the required information.

   The following list describes the phases in the schedule lifecycle and their corresponding system actions:

   - Planning -> Scheduled: the task will be generated and the schedule cannot be updated
   - Scheduled -> Planning: the scheduled task will be removed and the schedule is editable again
   - Scheduled -> Retired: the scheduled task will be removed and an email notification will be sent to the schedule owner
   - Planning -> Retired: an email notification will be sent to the schedule owner
   - Retired -> Planning: the schedule can be updated and saved
5. Click **Save**. A message appears that confirms that the record schedule is updated.

Background schedule process

You can start a background schedule process by running the **sm report.export** command. Make sure you have already specified the path to save the exported reports and dashboards by adding the *dashboard_export_path* parameter to the sm.ini file.

> **Note:** If you set too many threads for one process, you have to add the JVMOption parameter to expand the memory capacity. For example, you can start the process by running the following command:
>
> **sm -JVMOption0:-Xms1024m -JVMOption1:-Xmx1024m report.export**

To check the running status of the background schedule process, click **Miscellaneous** > **System Status**.

There are six types of threads which will run:

- report.export.misc
  - Cleans the report performance log
  - Regenerates the schedule task in 30 days
  - Moves the task from **reportscheduletask** to **reportschedulehistory**
- report.export.distribute

  Distributes the reports or the dashboards by email or to the file server.

  > **Note:** The *clean:1* parameter excludes a message from email notifications about exported reports or dashboards. See "Startup parameter: clean" on page 1. By default, this message is included.

- report.export.prepare

  Prepares the data to generate the reports and dashboards.

- report.export

  This schedule thread will synchronize the status of the other three types of schedule threads. Restart the schedule thread if it stops responding. Make sure you set the correct maximum counts of running threads. You can change the default value of **Max report-exporting threads per process** and **Max report-preparing threads per process** from **Reporting** > **Administration** > **Report Settings**.

- report.calccharts

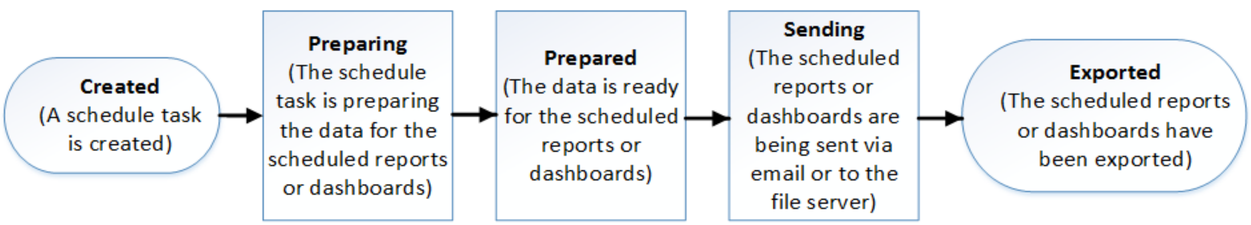
  Scans the system every one minute to check if there is any new report or updated report for calculation.

- timedurationdata

  Extracts the raw time stamp information from the source tables. Service Manager will process the data and save the change metrics in the intermediate tables, for example, in the timeDuration4probsummary table.

Report schedule task lifecycle

Service Manager creates the schedule tasks for a report schedule. A schedule record can generate several schedule tasks. Each schedule task includes lifecycle states relating to the process from task created, to preparing report data, and to exporting report data, as shown in the following figure.



The state transition from **Created** to **Preparing** can be interrupted when the administrator:

- Disables reporting
- Stops sending reports or dashboards via email, if the scheduled reports are sent only via email

The state transition from **Prepared** to **Sending** can be interrupted when the administrator:

- Stops sending reports or dashboards via email, if the scheduled reports are sent only via email.
- Does not specify a location for the exported reports, if the scheduled reports are only exported to the file server

- Service Manager cannot interrupt the state transition from **Preparing** to **Prepared** or the state transition from **Sending** to **Exported**.
- If you disable reporting, it will prevent Service Manager from generating any more schedule tasks.

Apply a template to complete a report schedule

Templates enable users to quickly complete a report schedule by automatically populating fields with the applicable information.

To apply a template to complete a report schedule, follow these steps:

1. Open a report schedule.
2. Click **Apply Template**. The **Select Report Schedule Template** wizard opens.
3. Double-click the template that you want to apply to the selected report schedule. You are returned to the selected report schedule, and the fields are automatically filled in with the values set in the template.
4. Complete the other fields, as needed.
5. Click **Save & Exit**.
   Note: Users authorized to use this template can also modify the template to meet their needs.

Report administration

Report administration covers these areas of responsibility:

- Report categories
- Report running status
- Report settings
- Time duration settings

Report category

Report category enables you to collect reports into different groups. The Service Manager Reports feature requires a category value when it creates a new report, or when it searches for a report to be added to the dashboard.

Service Manager defines the following out-of-box report categories.

Name	Description	Applies To (Table Name)
Alert	Alert	AlertLog Alert
Approval	Approval	Approval ApprovalLog ApprovalDelegation
Assignment Groups	Assignment Groups	assignment ocmgroups cm3groups subcategory producttype cm3rcategory cm3rsubcat cm3tcategory

Name	Description	Applies To (Table Name)
		sdCategory sdSubcategory sdArea pbmCategory pbmSubcategory pbmArea pbmTaskCat imCategory imSubcategory imArea
Change	Change Management	cm3r cm3t activitycm3r activitycm3t
Configuration Item	Configuration Item	device Subscription cirelationship
Contracts and Payments	Contracts and Payments	contract payment
Data Management	Data Management	contacts dept operator company city location
Incident	Incident Management	probsummary imTask activityincidenttasks activity

Name	Description	Applies To (Table Name)
KM	Knowledge Management	kmdocument kmfeedback kmsearchhistory kmstatus kmupdateinfo kmusagestats
Problem	Problem Management	rootcause knownerror rootcausetask activityproblem activityproblemtasks knownerrortask
Report Monitor	Report Monitor	reportLog
Request	Request Management	request requestTask acitivityRequest acitivityRequestTask
SLA	Service Level Management	sla slo slaresponse sloresponse slocatalog sloavail slamonthlyag slaactive slamonthly outagedetail outageevent
Service Catalog	Service Catalog	svcCatalog

Name	Description	Applies To (Table Name)
		userOption svcDisplay svcCart svcCartItem
Service Desk	Service Desk	incidents activityservicemgt
Survey	Survey	SurveyInternal SurveyDefinition
Templates and Models	Templates and Models	Template changeModel requestModel productCatalog
ToDo	ToDo	Todo
Work Schedule	Work Schedule	caldutyhours calholidays calholtable timeperiodDefinition timeperiodOccurrence timeperiodCategory timeperiodConflict

Add a report category

Report Administrator can create, update, and delete a report category. Report Designer, Report Manager, and Report Administrator can categorize a report, which enables users to find a report easily when adding content.

To create a new report category, follow these steps:

1. Click **Reporting** > **Administration** > **Report Categories**.
2. Type the name of the new report category in the **Name** field.

3. Type the description of the new report category in the **Description** field.
4. Select the table names to be grouped in this category from the drop-down list in the **Applies To** field.
5. Click **New**.
6. Click **Save**. A message appears that confirms that the report category record is added.

To update an existing report category, follow these steps:

1. Click **Reporting** > **Administration** > **Report Categories**.
2. Use search or advanced search to find one or more records. A list of report categories opens.
3. Select a report category from the list.
4. Update the required information.
5. Click **Save**. A message appears that confirms that the report category record is updated.

Note: If you type a new report category when creating a report, this report category is only local and you can see this category only when you are adding a report to a dashboard.

Report running status

The **Report Running Status** dashboard helps you to identify whether Service Manager is working well when the system is generating reports. This prevents the system from returning errors if the status is showing that generating some reports has a significant impact on the system performance.

Service Manager monitors performance impact of reports and dashboards. Service Manager takes some time to generate reports. If this time exceeds the time threshold that the administrator sets, the report performance log collects the information and displays the slow reports information on the **Report Running Status** dashboard. If Service Manager spends too much time loading one of the slow reports, the loading of the dashboard that includes this report could be very slow.

You can click **Disable this Report** to disable the slow reports displayed on the Report Running Status dashboard directly. Or, you can click **Open Report** to diagnose the reason, and then decide whether to modify the report or to disable the report. For those reports that are diagnosed as the cause of the problem, the administrator can take the following measures to eliminate the impact of this particular report.

- Enable cache
- Enable Replicated Database
- Enable indexing for the table query

If the problem still exists, then you can disable the report. Service Manager sends a notification to the owner of the report.

Configure Report settings

Administrators can configure some global settings for the Service Manager Reports module.

To configure the report settings, follow these steps:

1. Click **Reporting** > **Administration** > **Report Settings**.

   The Report Settings form opens, in which Report Module settings and report property fields are automatically populated.

2. Specify the settings on the form, as described in the following table.

Attribute	Description	Default value
Enable processing for time duration reporting data	If this option is selected, the Service Manager time duration reporting data is processed by the system and ready for use. Users can select tables containing the processed data to generate reports. If this option is not selected, all tables for time duration reporting are disabled.	Enabled
Enable Reporting	If this option is selected, the Service Manager Reports feature is enabled and users can access the Service Manager Reports module from the navigation pane. If this option is not selected, the Service Manager Reports module is invisible from the navigation pane and only the administrator can enable it by selecting this option.	Enabled
Export HTML reports to file server by default	If this option is selected, Service Manager generates HTML files while exporting the scheduled reports or dashboards to the file server.	Enabled
Export PDF reports to file server by	If this option is selected, Service Manager generates PDF files while exporting the scheduled reports or dashboards to the file	Disabled

Attribute	Description	Default value
default	server.	
Export reports to file server by default	If this option is selected, Service Manager sends the exported reports or dashboards to the file server by default.	Disabled
Export reports via email by default	If this option is selected, Service Manager sends the exported reports or dashboards via email by default.	Enabled
Stop exporting reports via email	If this option is selected, the system stops sending any reports or dashboards via email. If the scheduled report is sent via email only, selecting this option will terminate all scheduled tasks.	Disabled
Use Production Database when Replicated Database is disabled	If this option is selected, Service Manager disables Replicated Database and uses Production Database to generate the reports. When Replicated Database is disabled, or if there is any problem with Replicated Database, selecting this option can switch all the reports to Production Database. **Note:** Switching all the reports to Production Database can increase the number of queries to Production Database and thus have an impact on system performance.	Disabled
Use Replicated Database by default when users create report	If this option is selected, the user is creating a new report by using the Replicated Database by default, which will enable Service Manager to generate the report data from Replicated Database. Make sure that a Replicated Database is already set up and enabled before this option takes effect. For more information about how to enable Replicated Database, see "Enable Replicated Database" on page 64.	Disabled
Default max records displayed in a report	Specifies the default maximum number of records displayed in a report.	12
Default decimal places	Specifies the default decimal places in reports.	2
Default donut value for pie chart (0-90)	Specifies the default donut value for pie charts.	35

Attribute	Description	Default value
Discard scheduled tasks expired more than (days)	Specifies the number of days before expired tasks are discarded. The default value for this is one, which means if a scheduled task has expired for more than one day, then the task is discarded.	1
Max background calculation threads per process	Specifies the maximum number of background threads per process to calculate formulas defined for the report generation.	1
Max records to process each time	Specifies the maximum number of records to process each time. The records to be processed are used for time duration.	200
Max report-exporting threads per process	Specifies the maximum number of threads per process to execute export operations. The default value for this is 1 and you need to add more threads when many reports or dashboards are scheduled. When Service Manager performs too many scheduled tasks, it requires more threads to perform different tasks at the same time. Allowing too many threads per process could also have an impact on system performance.	1
Max report-preparing threads per process	Specifies the maximum number of threads per process to prepare reports or dashboards data. The default value for this is 1 and you need to add more threads when many reports or dashboards are scheduled. When Service Manager performs too many scheduled tasks, it requires more threads to perform different tasks at the same time. Allowing too many threads per process could also have an impact on system performance.	1
Max reports per dashboard	Specifies the maximum number of reports allowed in a single dashboard.	8
Max reports/dashboards per schedule task	Specifies the maximum number of reports and dashboards allowed in each scheduled task. This number controls the attachments in an email.	5
Report performance log clean up interval (days)	Specifies the interval to clean up the report performance log.	365
Time threshold for report generation in Production	Specifies the time threshold for report generation in Production Database in milliseconds. Service Manager monitors the time spent on report generation and provides the	500

Attribute	Description	Default value
Database (milliseconds)	information in the report performance log. If the actual time spent on generating a report exceeds this time threshold, this report is displayed as a slow report on the **Report Running Status** dashboard. For more information about how to handle the slow reports, see "Report running status " on page 60.	
Time threshold for report generation in Replicated Database (milliseconds)	Specifies the time threshold for report generation in the Replicated Database in milliseconds. Service Manager monitors the time spent on report generation and provides the information in the report performance log. If the actual time spent on generating a report exceeds this time threshold, this report is displayed as a slow report on the **Report Running Status** dashboard. For more information about how to handle the slow reports, see "Report running status " on page 60.	500
Location for exported reports	Specifies the location for the exported reports or dashboards. When a scheduled report is exported to the file server only, Service Manager will terminate the schedule task if no location is specified.	None

3. Click **Save**.

Enable Replicated Database

Generating the reports from the server will consume additional system resources (memory and CPU). Service Manager provides the database replication to preserve Production Database performance.

Before you enable Replicated Database for Service Manager Reports, prepare a database with the same database type and version as the Production Database. For example, if your Service Manager uses an SQL database, the replicated database should be an SQL database of the same version. Perform database synchronization periodically by using the standard database synchronization mechanism.

To enable Replicated Database, follow these steps:

1. Open the sm.ini file. By default, the file is located on the Service Manager server in the C:\Program Files (x86)\HP\HP Service Manager 9.40\Server\RUN folder.

2. Add the Replicated Database parameter and value to the file. For example:

   `[`*`your database type`*`_replicate]`

   `sqldb:sm940db`

```
sqllogin:username/password
dashboardonreplicatedb
```

Note: The three parameter lines of Replicated Database should be in one block in the sm.ini file.

3. Save the sm.ini file.

Enable query cache

For system performance consideration, Service Manager enables the query cache by default. When the query cache is enabled, Service Manager creates a cache table in the Production Database to save query results and the query SQL. Both the queries against the Production Database and Replicated Database are all saved in the cache table

Note: When the query result is expired or you refresh the report or dashboard, Service Manager will retrieve the data by executing the query from the Production Database or Replicated Database again.

To enable the query cache, follow these steps:

1. Open the sm.ini file. By default, the file is located on the Service Manager server in the C:\Program Files (x86)\HP\HP Service Manager 9.40\Server\RUN folder.

2. Enter the query cache parameters and values in the file. Service Manager enables query cache by default and the default values for the parameters are shown as follows:

```
dashboardquerycache_enable:1
dashboardquerycache_dbtime:100
dashboardquerycache_expire:10
```

3. Save the sm.ini file.

Report descriptions and usage

Some of the out-of-box (OOB) reports are listed here to provide users with realistic examples of business reports requirements. All reports listed here can be executed on an out-of-box Service Manager system. The reports are intended to be used as a starting point for the development of more detailed, customer-specific reports.

Incident Management reports

Report name	Report description	Chart type
Open Incidents Assigned to Me - Breached within 3 Days	This report provides the number of all open incidents that are assigned to the user and will be breached within three days.	Number
Incidents Assigned to Me by Priority	This report enables the user to review the number of open incidents that are assigned to the user, sorted by priority.	Pie
Open Incidents Assigned to My Groups by Assignee and Status	This report enables the user to review the number of open incidents that are assigned to the user's groups, sorted by assignee and then by status.	Stacked horizontal bar
Open Incidents without Assignee Assigned to My Groups	This report enables the user to review the number of open incidents without assignee information that are assigned to the user's groups, sorted by priority.	Pie
Top 5 Affected Services with Open Incidents assigned to My Groups	This report enables the user to review the top five affected services that have open incidents assigned to the user's groups.	Vertical bar
Open Incidents Assigned to My Groups - Breached within 3 Days	This report enables the user to review all open incidents that are assigned to the user's groups and will be breached within three days.	Title list
High Priority Incidents Open longer than 7 Days	This report enables the user to review all the high priority incidents that were opened more than seven days ago.	Title list
Incidents Opened within This Half Year by Month	This report enables the user to review all incidents opened in each month within this half of the year.	Line
Incidents Closed within This Half Year by Month	This report enables the user to review all incidents closed in each month within this half of the year.	Line
Incident Backlog	This report provides the number of all incidents that are not resolved yet.	Number

Report name	Report description	Chart type
Open incidents Group by category and Area	This report enables the user to review all open incidents, sorted by category and then by area.	Stacked vertical bar
Incidents Distribution on Affected Services - Opened within This Half Year	This report enables the user to review the distribution over the affected services of incidents opened within this half of the year.	Horizontal bar
Closed Incidents meeting SLA Target By Closed Month	This report enables the user to review all the closed incidents that meet SLA target, sorted by their closed month.	Area
Open Incidents Breached Today	This report provides the number of all the open incidents that will be breached today.	Number
Open Incidents Breached Already by Status and Priority	This report enables the user to review the number of all open incidents that have been breached already, sorted by status and then by priority.	Stacked vertical bar
Major Open Incidents by Service and Assignment Group	This report enables the user to review the number of all major open incidents, sorted by the affected services and then by the assignment group.	Horizontal bar
Incident Backlog Analysis by Category and Opened Time	This report enables the user to review incident backlog analysis, sorted by category and then by the opened time.	Pivot Table
Incident Backlog by Priority	This report enables the user to review incident backlog, sorted by priority.	Pie
Closed Incidents Assigned to My Groups	This report enables the user to review the list of closed incidents assigned to the user's groups.	Standard list
Closed Incidents Assigned to My Groups by Priority	This report enables the user to review closed incidents assigned to the user's groups, sorted by priority.	Pie
Closed Incidents Assigned to Me by Priority	This report enables the user to review closed incidents assigned to the user, sorted by priority.	Pie

Change Management reports

Report name	Report description	Chart type
Open Changes Assigned to My Groups by Service	This report enables the user to review the number of open changes that are assigned to the user's groups, sorted by	Stacked vertical

Report name	Report description	Chart type
and Phase	service and then by phase.	bar
Open Changes Assigned to Me by Scheduled Implementation Start Date	This report enables the user to review the number of open changes assigned to the user, sorted by the scheduled implementation start date.	Vertical bar
Open Changes Assigned to My Groups without Assignee by Priority	This report enables the user to review the number of open changes assigned to the user's groups without the assignee information, sorted by priority.	Pie
Open Changes Assigned to My Groups by Phase and Priority	This report enables the user to review the number of open changes assigned to the user's groups, sorted by phase and then by priority.	Stacked vertical bar
Changes Closed Today by Me	This report provides the number of changes that are closed today and closed by the user.	Number
Changes Assigned to Me and Opened Today	This report provides the number of changes that are assigned to the user and opened today.	Number
Changes Closed by Month within This Half Year	This report enables the user to review the trend of changes closed in each month within this half of the year.	Line
Changes Opened by Month within This Half Year	This report enables the user to review the trend of changes opened in each month within this half of the year.	Line
Number of Successful Changes by Closed Month	This report enables the user to review the trend of the number of successful changes, sorted by their closed month.	Line
Emergency Changes by Opened Month	This report enables the user to review the trend of emergency changes, sorted by their opened month.	Line
Failed Changes within This Half Year	This report enables the user to review the list of all failed changes within this half of the year.	Title list
Overdue Changes	This report enables the user to review the list of all change requests that have attained an overdue escalation value.	Title list
Changes Open longer than 1 Week	This report provides the number of all change requests that have stayed open for longer than one week.	Number
Closed Changes Analysis	This report enables the user to review the pivot table of closed changes analysis, sorted by the completion code, the affected services, the open date, and the closed date.	Pivot table
Changes Opened within This Half Year by Month and Category	This report enables the user to review the changes opened within this half of the year, sorted by month and then by category.	Stacked vertical bar

Report name	Report description	Chart type
Parallel Changes to Involved CIs within the Last 7 Days	This report enables the user to review parallel changes to the involved CIs within the last seven days.	Vertical bar
Open Changes by Assignment Group	This report enables the user to review the number of open changes, sorted by the assignment group.	Pie
Changes Opened within This Half Year by Category and Status	This report enables the user to review the changes opened within this half of the year, sorted by category and then by status.	Stacked vertical bar
Changes Awaiting Approval	This report provides the number of all the changes that are awaiting approval.	Number
Changes Scheduled for This Week	This report provides an overview of changes that are scheduled for this week.	Title list
Critical Open Changes	This report enables the user to review all open change requests that have critical priority.	Title list

Problem Management reports

Report Title	Report Description	Chart type
Open Problems Assigned to Me by Priority	This report enables the user to review the number of open problems assigned to the user, sorted by priority.	Pie
Open Problems Assigned to My Groups by Assignee	This report enables the user to review the number of open problems assigned to the user's groups, sorted by the assignee.	Pie
Open Problem Tickets Owned by Me by Subcategory	This report enables the user to review the number of open problem tickets owned by the user, sorted by subcategory.	Horizontal bar
Total Count of Open Problem Tickets Owned by Me	This report provides the number of open problem tickets owned by the user.	Number
Open Problems Assigned to My Groups without Assignee	This report enables the user to review the number of open problems assigned to the user's groups without the assignee information.	Number
Open Problems Assigned to My Groups without	This report enables the user to review the number of open problems assigned to the user's groups without the assignee	Horizontal bar

Report Title	Report Description	Chart type
Assignee by Service	information, sorted by the affected service.	
Open Problems by Subcategory	This report enables the user to review the number of open problems, sorted by subcategory.	Vertical bar
Open Problems by Service	This report enables the user to review the number of open problems, sorted by service.	Vertical bar
Problems Open by Month within This Half Year by Priority	This report enables the user to review the trend of problems open in each month within this half of the year, sorted by priority.	Area
Problems Closed by Month Within This Half Year by Priority	This report enables the user to review the trend of problems closed in each month within this half of year, sorted by priority.	Line
Open Problems by Priority	This report enables the user to review the number of open problems, sorted by priority.	Pie
Open Problems by Assignment Groups	This report enables the user to review the number of open problems, sorted by the assignment group.	Vertical bar
Problem Backlog	This report provides the number of all open problems.	Number
Deferred Problems	This report enables the user to review all deferred problems with the problem ID, the title, and the service information.	Title list

Service Desk reports

Report name	Report description	Chart type
All Interactions Pending My Approval	This report provides the total number of all interactions pending on the user's approval.	Number
Open Interactions Assigned to Me by Priority	This report enables the user to review all open interactions assigned to the user, sorted by priority.	Pie
Open Interactions Assigned to Me - Breached within 1 Day	This report enables the user to review all open interactions that are assigned to the user that will be breached within one day.	Title list
Open Interactions Assigned to Me by Category	This report enables the user to review the interaction distribution chart for all open interactions assigned to the user, sorted by category.	Pie

Report name	Report description	Chart type
Interaction Backlog	This report provides the number of all open interactions.	Number
Interaction Backlog Analysis by Category and Subcategory	This report enables the user to review the number of all open interactions, sorted by category and then by subcategory.	Stacked vertical bar
Fulfilled and Aborted Interactions Within This Half Year	This report enables the user to review the number of all fulfilled and aborted interactions within this half of the year.	Vertical bar
Open Interactions within This Half Year by Status	This report enables the user to review the number of all interactions open within this half of the year, sorted by status.	Pie
Open Interactions by Priority	This report enables the user to review the number of all open interactions, sorted by priority.	Pie
Breached Interactions by Category and Subcategory	This report enables the user to review the number of all breached interactions, sorted by category and then by subcategory.	Title list
Interactions Breached within 1 Day	This report enables the user to review all interactions that will be breached within one day.	Title list
Interactions Awaiting Approval	This report enables the user to review all interactions that await for approval.	Title list
Open Interactions Assigned to My Groups	This report enables the user to review the list of all open interactions assigned to the user's groups.	Standard list
Closed Interactions Assigned to My Groups	This report enables the user to review the list of all closed interactions assigned to the user's groups.	Standard list
Open Interactions Assigned to My Groups by Priority	This report enables the user to review all open interactions assigned to the user's groups, sorted by priority.	Pie
Closed Interactions Assigned to My Groups by Priority	This report enables the user to review all closed interactions assigned to the user's groups, sorted by priority.	Pie
Closed Interactions by Assignment Group	This report enables the user to review all closed interactions, sorted by the assignment group.	Vertical bar

Request Fulfillment reports

Report name	Report description	Chart type
Requests Awaiting Approval	This report enables the user to review the requests that are waiting for approval.	Number
Open Request by Phase	This report enables the user to review the number of opened requests, sorted by phase.	Pie
Request Backlog	This report enables the user to review the number of all open requests.	Number
Requests Created by Month within This Half Year	This report enables the user to review the trend of requests created in each month within this half of the year.	Line
Total cost of Open Request by Month	This report enables the user to review the trend of the total cost of open requests in each month.	Vertical bar
Unassigned Requests by Priority	This report enables the user to review unassigned requests, sorted by priority.	Pie

Configuration Item reports

Report Title	Report Description	Report Type
Total Count of CIs	This report enables the user to review all the CIs related to other CIs.	Number
CIs by Location	This report enables the user to review all the CIs, sorted by the location.	Pie
CIs by Service Provider	This report enables the user to review all the CIs, sorted by the service provider.	Pie
Count of CIs related to Services	This report enables the user to review the number of CIs that are related to one or more IT services as a percentage of the total number of registered CIs that can be related to IT services.	Pie
CI Changes within the Last 7 Days	This report enables the user to review CI changes within the last seven days.	Vertical bar
CIs without Owner	This report provides the number of CIs without an owner.	Number
CIs Related to	This report enables the user to review all CIs that are currently related	Vertical

Report Title	Report Description	Report Type
Change	to an open change.	bar
Configuration Item Summary by Type and Status	This report enables the user to view all the configuration items within their organization, sorted by type and then by status.	Vertical bar

Knowledge Management reports

Report Title	Report Description	Report Type
Number of Articles Awaiting Review	This report enables the user to review the number of the articles that are waiting for review.	Number
Number of Articles Retired	This report enables the user to review the number of the articles that get retired.	Number
Number of Externally Published Documents	This report enables the user to review the number of the externally published documents.	Number
Number of Internally Published Documents	This report enables the user to review the number of the internally published documents.	Number
Number of Articles Created by Month within This Half Year	This report enables the user to review the number of the articles created in each month within this half of the year.	Stacked vertical bar
Document Usage by Article	This report enables the user to review the document usage statistics, sorted by each article.	Horizontal bar
Document Usage	This report enables the user to review the document usage list.	Standard list

License reports

Report Title	Report Description	Report Type
High Water Mark of Module License Usage by Module and by Day	This report enables the user to review the high water mark of module license usage, sorted by module and then by day.	Vertical bar
License Statistics within the Last 3 Days	This report enables the user to review the license statistics within the last three days.	Vertical bar

Report Title	Report Description	Report Type
License Usage Details	This report enables the user to review the license usage details.	Standard list

SLA reports

Report Title	Report Description	Report Type
Response SLO Metrics This Year_Base Monitoring SLA for IT Services	This report enables the user to review the target response metrics for the ten lowest performing Service Level Agreements (SLAs) in the specified month.	Stacked horizontal bar
Availability-Summary_Base Monitoring SLA for IT Aervices_Duration Met %	This report enables the user to review the target response and availability metrics for a single Service Level Agreement (SLA) within a given month.	Vertical bar
Availability-Summary_Base Monitoring SLA for IT Services_Total Outages	This report enables the user to review the target response and availability metrics for a single Service Level Agreement (SLA) within a given month.	Vertical bar
Availability-Summary_Base Monitoring SLA for IT Services_Availability %	This report enables the user to review the target response and availability metrics for a single Service Level Agreement (SLA) within a given month.	Vertical bar

Time duration and calculation reports

Report Title	Report Description	Report Type
Incident In/Out	This report enables the user to review open and closed incidents by quarters in one year. It calculates the numerical difference of the open and closed Incidents in each quarter of the past year.	Line
Average Incident handling time for last year by month	This report enables the user to review the average Incident handling time in each month during the past year.	Line
Average incidents handling time per assignment group	This report enables the user to review the average Incident handling time per assignment group by using the processed time duration data.	Line
Incident handling	This report enables the user to review SLA breaches, which may be	Stacked

Report Title	Report Description	Report Type
time per assignment group for breached tickets	caused by OLA breaches. The Incident handling time data in this report is stacked by the assignment group and shows how much time a groupis spending on that record.	Horizontal bar
Total outage duration caused by Incidents per Service this month	This report enables the user to review the total outage duration in hours caused by Incidents, sorted by the affected service during this month.	Horizontal bar
Success change rate by Service	This report enables the user to review the success change rate, sorted by Service.	Vertical bar
Weekly success change rate	This report enables the user to review the weekly success change rate.	Line
Standard change rate this week	This report enables the user to review the standard change rate during this week.	Number
Weekly automated change rate trend	This report enables the user to review the weekly automated change rate trend.	Line
Weekly standard change rate trend	This report enables the user to review the weekly standard change rate trend.	Line

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