

Interstage Business Process Manager Analytics V12.0

A decorative horizontal band with a blue abstract background featuring glowing lines and a grid of light points.

Dashboard / Output Guide

Windows/Linux

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About this Manual

This section explains summary, chapter overview, abbreviations, and provides useful information.

The contents in this section are as follows:

- [Purpose](#)
- [Intended Audience](#)
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Purpose

This document describes how to use the Dashboard to display Analytical data.

Intended Audience

This manual is intended for use by system administrators.. It assumes that the reader has a working knowledge of the following topics:

- Web Browser operation

Chapter Overview

Chapter	Title	Description
1	Analytics Dashboard Overview	Summary of Interstage BPM Analytics presentation capabilities.
2	Analytics Dashboard Prerequisites	Explains how to start Dashboard.
3	Operating the Analytics Dashboard	Explains how to operating Dashboard.
4	Other Functions	Explains other functions.

Typographical Conventions

The following conventions are used throughout this manual:

Example	Meaning
command	Text, which you are required to type at a command line, is identified by Courier font.
screen text	Text, which is visible in the user interface, is bold .
<i>Reference</i>	Reference material is in <i>italics</i> .
Parameter	A command parameter is identified by Courier font.

Reference Materials

The following reference materials for this software are also available:

- *Release Notes*

Contains an overview of the Analytics software and late-breaking information that could not be included in the manuals

- *Overview*

Describes the architecture and features of the Analytics software

- *Installation Guide*

Explains how to install the software.

- *Dashboard / Output Guide*

Explains how to use the Analytics Dashboard

- *Administration Guide*

Covers administration tools and tips, message references, and troubleshooting

- *Analytics Studio Guide*

Explains how to use the Analytics Studio to configure parameters that enforce Analytics features

- *Analytics Studio Guide*

Explains how to use the Management Console and Management Commands to configure key parameters, such as how to start/stop the Analytics software service or how to display the software status

- *Process Discovery Guide*

Explains how to use Process Discovery that generates process diagrams using historical data

Abbreviations

The following abbreviations are used throughout this document.

Name	Abbreviation
Microsoft(R) Windows Server(TM) 2003, Standard Edition Microsoft(R) Windows Server(TM) 2003, Enterprise Edition Microsoft(R) Windows Server(TM) 2003 R2, Standard Edition Microsoft(R) Windows Server(TM) 2003 R2, Enterprise Edition Microsoft(R) Windows Server(R) 2008, Standard Edition Microsoft(R) Windows Server(R) 2008, Enterprise Edition Microsoft(R) Windows Server(R) 2008 R2 Standard Microsoft(R) Windows Server(R) 2008 R2 Enterprise	Windows Server
Microsoft(R) Windows Server(TM) 2003, Standard x64 Edition Microsoft(R) Windows Server(TM) 2003, Enterprise x64 Edition Microsoft(R) Windows Server(TM) 2003 R2, Standard x64 Edition Microsoft(R) Windows Server(TM) 2003 R2, Enterprise x64 Edition	Windows Server 2003(x64) or Windows Server 2003
Microsoft(R) Windows(R) XP Professional operating system Microsoft(R) Windows(R) XP Home Edition operating system	Windows XP or Windows
Microsoft(R) Windows Vista(R) Business Microsoft(R) Windows Vista(R) Enterprise Microsoft(R) Windows Vista(R) Ultimate	Windows Vista or Windows
Microsoft(R) Windows(R) 7 Home Premium Microsoft(R) Windows(R) 7 Professional Microsoft(R) Windows(R) 7 Ultimate	Windows 7 or Windows
Microsoft(R) Internet Explorer 7.0 Microsoft(R) Internet Explorer 8.0 Microsoft(R) Internet Explorer 9.0	Internet Explorer
Oracle Solaris 10	Solaris 10 or Solaris

Name	Abbreviation
Red Hat Enterprise Linux AS Red Hat Enterprise Linux ES Red Hat Enterprise Linux 5 Red Hat Enterprise Linux 6	Linux
Interstage Application Server Enterprise Edition Interstage Application Server Standard-J Edition	Interstage Application Server
Interstage Business Process Manager	Interstage BPM or IBPM
Oracle Database 10g Enterprise Edition R10.1.0/R10.2.0 Oracle Database 10g Standard Edition R10.1.0/R10.2.0 Oracle Database 10g Standard Edition One R10.1.0/R10.2.0	Oracle10g or Oracle
Oracle Database 11g Enterprise Edition Oracle Database 11g Standard Edition Oracle Database 11g Standard Edition One Oracle Database 11g R2 Enterprise Edition Oracle Database 11g R2 Standard Edition Oracle Database 11g R2 Standard Edition One	Oracle11g or Oracle
Microsoft SQL Server 2005 Standard Edition Microsoft SQL Server 2005 Enterprise Edition	SQL Server 2005 or SQL Server
Microsoft SQL Server 2008 Standard Edition Microsoft SQL Server 2008 Enterprise Edition	SQL Server 2008 or SQL Server

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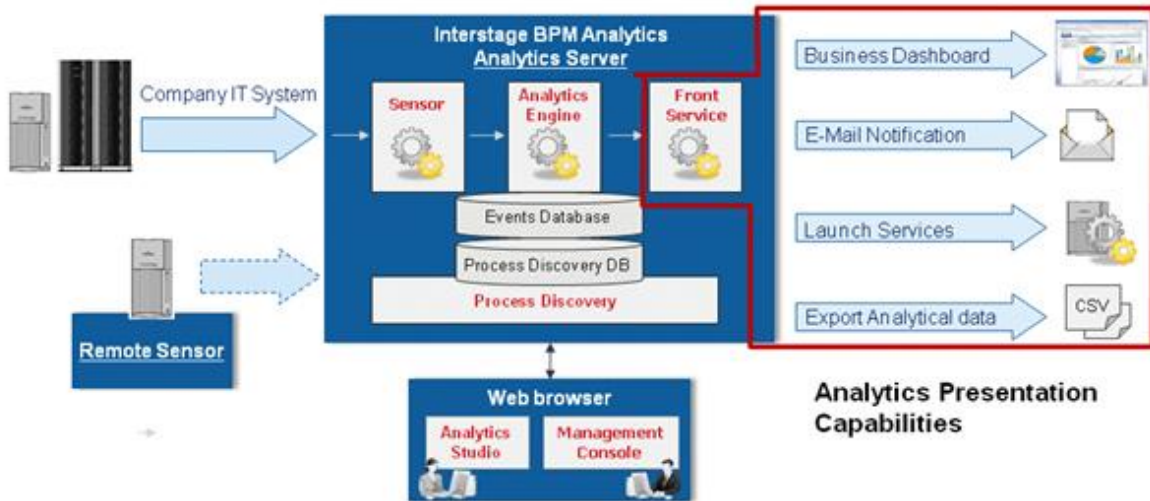
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Chapter 1 Analytics Dashboard Overview

This section provides an overview of the Interstage Business Process Manager Analytics (BPMA) Dashboard.

The Front Service component of Analytics supports presentation, action, and data output, as displayed in the figure below. Analytics Dashboard facilitates the “presentation” aspect.



Analytics Dashboard

Analytics Dashboard is an important feature of BPMA. It presents analysis information in a user-friendly manner. Analytics Dashboard can display charts, graphs, key performance indicators (KPIs), process diagrams, and data tables.

Analytics Dashboard is a flexible browser-based interface that can be configured to suit individual user requirements.

Other Output Options

Other output options perform event-triggered actions, such as sending notifications by e-mail and starting other applications and data output in a range of formats.

Chapter 2 Analytics Dashboard Prerequisites

There are a number of tasks that must be carried out before using the Interstage Business Process Manager Analytics (BPMA) Dashboard.

This section describes those tasks, namely:

- Configuring the authentication method
- Creating user accounts and granting permissions
- Creating Analytics Dashboard profiles and groups

This section also describes how to access Analytics Dashboard.

2.1 Defining User Access

Configuring the Authentication Method

In Management Console, set the authentication method for using Analytics Dashboard.

Refer to the *Interstage Business Process Manager Analytics Management Console Guide* for details.

Creating user accounts and granting permissions

Create user accounts and grant permissions in the Management Console. Granting of permissions allows access to the various features available in Analytics Dashboard.

Refer to the *Interstage Business Process Manager Analytics Management Console Guide* for details.

Creating Analytics Dashboard Profiles and Groups

To use Analytics Dashboard features, create a dashboard profile using Analytics Studio. Create dashboard group definitions by associating the login account and the profile.

Refer to the *Interstage Business Process Manager Analytics Studio Guide* for details.



Users can be set to one or more dashboard groups.

When the parameters of dashboard groups belonging users are different, Dashboard behaves as follows.

- When one of the parameters of all groups is enabled, the parameter of all groups is enabled.
 - Dashboard Menu Settings
 - Permissions
- When one of the parameters of all groups is disabled, the parameter of all groups is disabled.
 - Allow label substitution
- No influence
 - User(s)
 - Profile(s)

2.2 Accessing Analytics Dashboard

Analytics Dashboard is accessed using a Web browser.

```
http://server:port/ibpmm
```

In the above URL, server is the host name or IP address of the Analytics Server and port is the port number used by the Web server. The default port number for the built-in application server is 40330. For other application servers, confirm and specify their respective port number. If omitted, the default value of 80 is used.

On the BPMA login page, specify your user ID, password, and click **Log In**. **Note that** you will not be able to log into the Analytics Dashboard if your user ID does not have the required permissions for accessing the application.

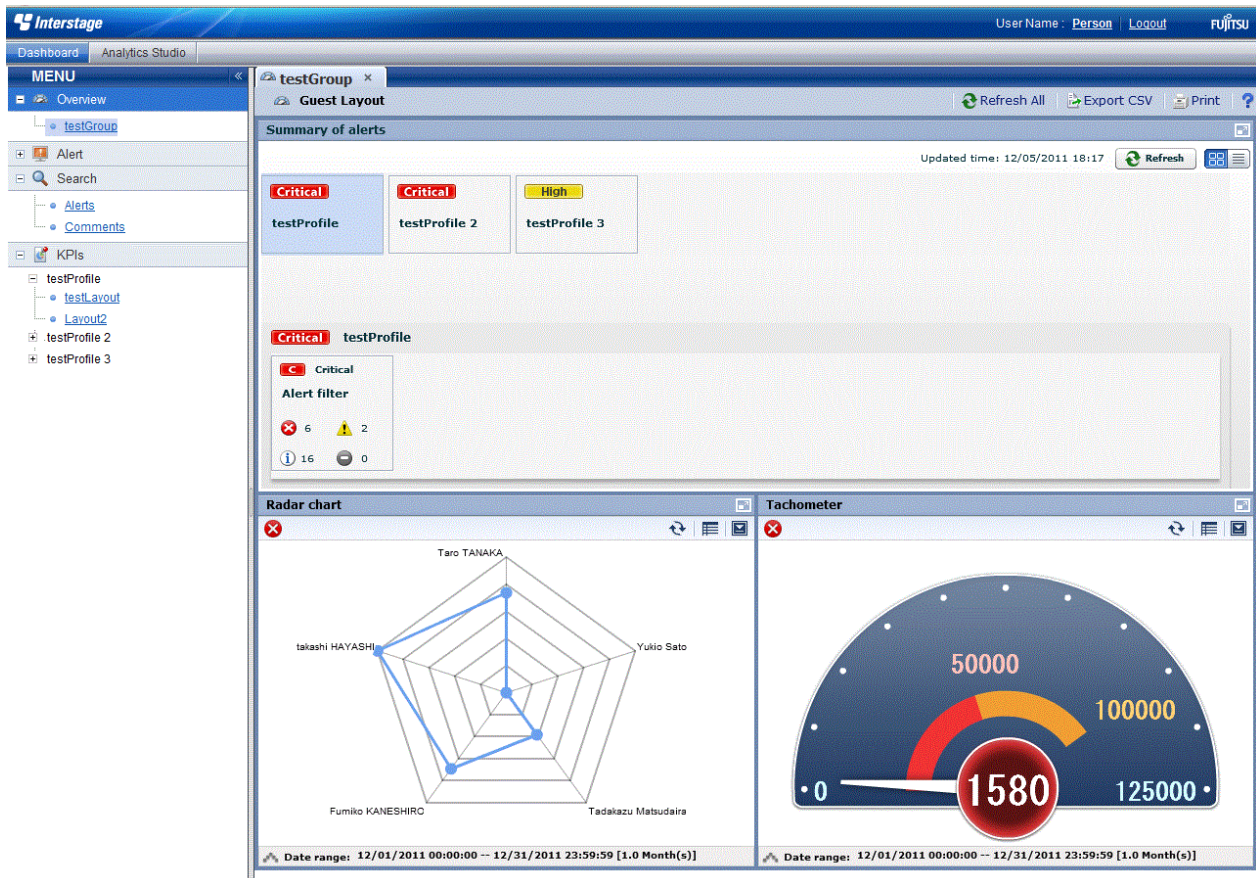
Chapter 3 Operating the Analytics Dashboard

This chapter describes the operation of the Interstage Business Process Manager Analytics (BPMA) Dashboard.

3.1 Overview

The Analytics Dashboard is a tool that enables you to monitor business activities. It is accessed using a Web browser.

To open the Analytics Dashboard, click the Dashboard tab in the global header. Functions other than the dashboard can be used by clicking other tabs. Please give each user's guide to me in the Confirmation in detail.



The Analytics Dashboard has five different views that are selected from the tree on the left of the window.

Once opened tab is stored as long as it doesn't shut, and you can switch by click these tabs. Moreover, the tab slide button and the tab view list button appear automatically when the tab area width is exceeded.

When you log in as a user that belongs to more than one dashboard group, a drop-down list is displayed for you to select the group you want to view.

Overview

Overview is the top page of the dashboard. The following information is displayed in the Dashboard Overview.

- Alert summary
 - Summaries of alerts are shown here. The information displayed matches the monitoring conditions configured for the profile. A list of alerts is displayed when you click the alert monitoring conditions in the summary.
- KPI view
 - The same contents shown in the KPI view can be shown in a chart or on a Web page.

Alert view

The following features are available in Alert view:

- Alert list display and possible actions
Alerts matching the monitoring conditions are shown in a list. There are a number of actions that can be taken.
- Alert details and escalation results
Details about the alerts selected in the list of alerts are shown here. The results of escalation are also shown if applicable.
- Related URL display
This shows URLs configured beforehand in Interstage Business Process Manager Analytics (BPMA) Studio. By jumping to these links from the list of alerts, related operations can be accessed. Alert values can be embedded in the URL links.
- Related KPI display
This shows charts and layouts as alert-related information configured beforehand in Analytics Studio.
- Display of history of comment
The comment that has been provided before can be displayed by the time series for the action of the alert.

Search view

The following features are available in Search view:

- Alert search
Search for alerts with specified conditions.
- Comment search
Search in the content of the comments attached to alerts, charts, and processes.
- Process search
Search for a process instance based on specific criteria such as alert status.

KPI View

The following features are available in KPI view:

- Chart display
This displays a chart showing business activities in real-time. Icons are displayed on events if alerts have occurred in an event.
- Drill Down
Detailed information can be displayed about charts that have been set up in Analytics Studio.
- Output to CSV
Allows output of the current chart to a comma-separated value (CSV) file.
- History display
Shows charts for the periods specified by the slider.
- Alert list display
Alerts matching the monitoring conditions are shown in a list.
- External URL display
This shows Web pages configured beforehand in Analytics Studio.

Process Performance view

The following features are available in Process Performance view:

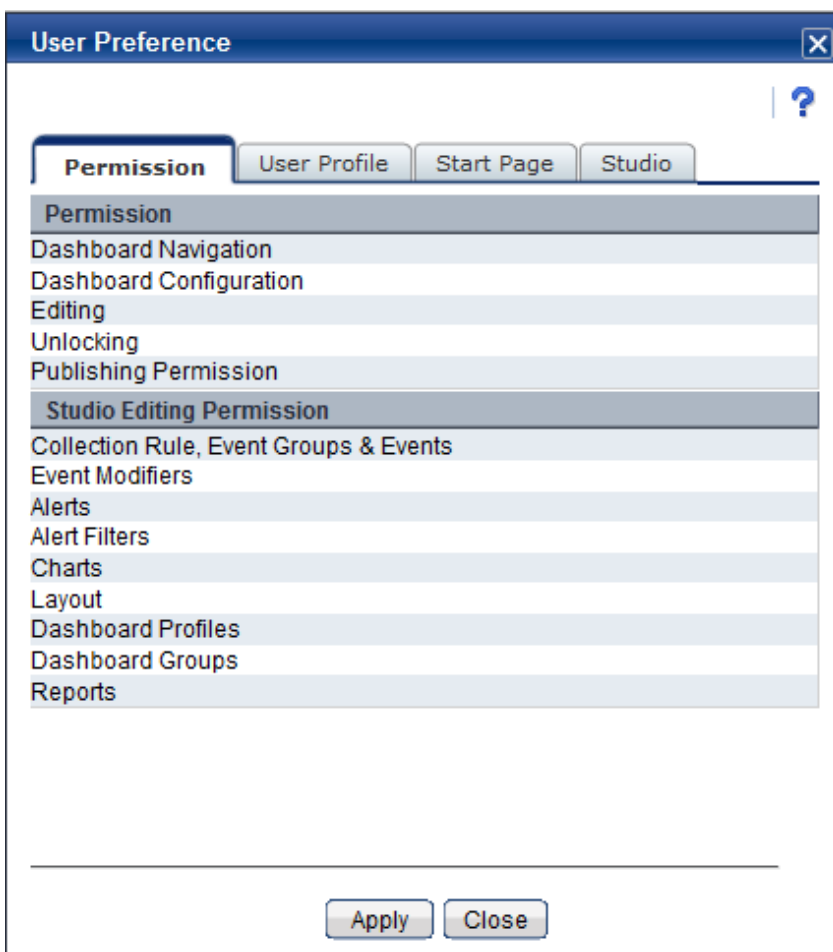
- Performance display of the most recent status of the process
Displays performance trends for the process currently being monitored. Indicators such as lead-time and delays are used.
- Process trend analysis display
Displays performance trends for processes started in a specified period.

 **Note**

The process search part of the Search view and the Process Performance view are only displayed when Interstage Business Process Manager (BPM) is linked. Please refer to *"Installation guide"* for the cooperation method with Interstage BPM.

3.1.1 User Preferences

This section explains the operations about user preferences setting which is displayed in the global header. User Preference screen is displayed when click the User Name or User ID area on the global header.



You can update user preferences from this screen and specified parameters are activated when you click [Apply] button in the each tab.

Descriptions of the features:

Tab name	Feature name	Description
Permission	Permission	Displays the user permission about Login user.
	Studio Editing Permission	Displays the permission of elements you can edit.
User Profile	User Name	Updates User Name.

Tab name	Feature name	Description
	E-Mail	Updates E-mail address.
	Change password	Check in case changing password.
	New password	Specify new password.
	New password(confirm)	Specify new password for confirmation.
Start Page	Start Page	Specify first tab when user login. "Same as on last logout" displays the last page when user logout.
Studio	Recent Element List	Specify "Recent Elements" number displayed in Analytics Studio.
	Definition Tree	Specify whether to display tooltip information in Analytics Studio definition tree.

Note

Changing password is available only in case Administrator permits.

Studio setting is displayed only if user has permission for operating Studio.

Some of the changes will be activated during next login.

3.2 Operations in the Overview

This section explains the operations you can perform in the Dashboard Overview.

The Overview is what is first displayed when you log in to the Analytics Dashboard.

The Overview shows alert summaries, charts (similar to those shown in the KPI view) and external URLs. The Alert summary is an overview of alert occurrences for each profile.

Alert summary

The Alert summary has the following two modes:

Item Name	Description
Tile mode	This consists of an upper area showing profiles and a lower area showing filters. It graphically represents the conditions under which alerts occurred.
List mode	The alerts are shown in a tree and list format. It differs from the Tile mode in that the alerts can be dealt with or commented in the same window.

Alert summary tool bar

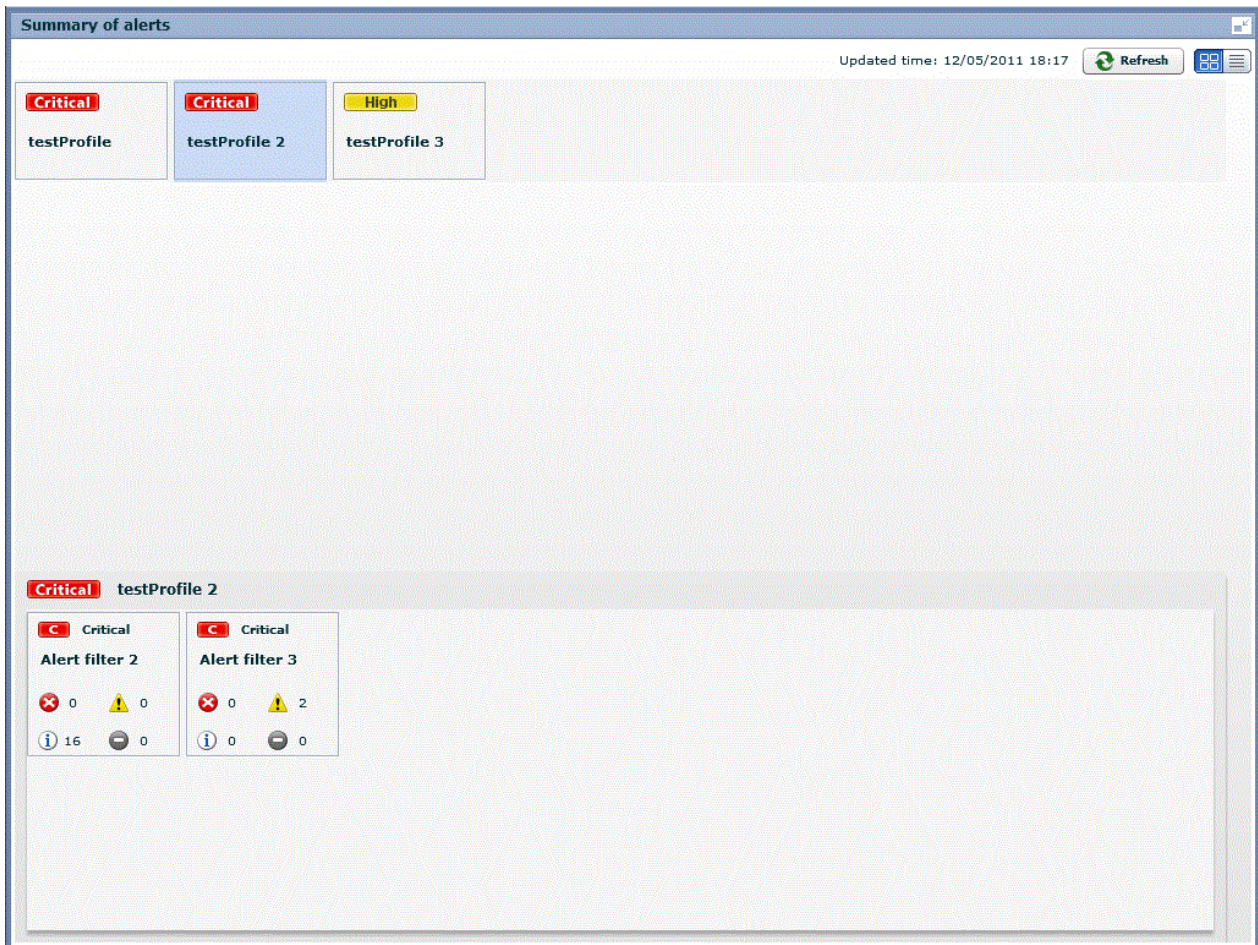
Updated time: 11/28/2011 23:04



Descriptions of the features:

Feature name	Description
Refresh	Updates the content of the Alert summary.
Change view mode	Switches the display mode. The mode chosen here is also shown whenever you return to this window after closing it or logging out.

Tile mode



The features available in the Tile mode are as follows.

- Upper area

The panel shows signals that indicate the status of filters within profiles.

Signals show three status levels, depending on thresholds.

- **Critical**
- **High**
- **Normal**

Refer to “*Analytics Studio Guide*” for information about setting thresholds.

- Lower area

The lower area shows the alert status panel for filters belonging to the profiles selected in the panel.

As with the filter panel, signals show the status in three levels.

- **C**
- **H**
- **N**

To open an alert view in a separate tab, click on the filter panel.

List mode

Summary of alerts

Alert filter Updated time: 12/05/2011 18:21 Refresh

Total results: 24 alerts (Critical:6, Warning:2, Information:16, Info:0) Details Handle

Alert name	Type	Status	Group	Time	Level	Message
▼ Critical testProfile						
▼ Critical Alert filter						
Critical Alert		✘	System	12/05/2011 17:57	100	An critical error occurred (Number:1925)
Critical Alert		✘	System	12/05/2011 17:51	100	An critical error occurred (Number:1937)
Critical Alert		✘	System	12/05/2011 18:09	100	An critical error occurred (Number:1986)
Critical Alert		✘	System	12/05/2011 17:55	100	An critical error occurred (Number:1988)
Critical Alert		✘	System	12/05/2011 18:01	100	An critical error occurred (Number:1936)
Critical Alert		✘	System	12/05/2011 18:00	100	An critical error occurred (Number:1833)
Warning Alert		⚠	System	12/05/2011 18:02	75	Warning alert occurred. (Value:1938.3976)
Warning Alert		⚠	System	12/05/2011 17:55	75	Warning alert occurred. (Value:1806.9222)
Information Alert		i	System	12/05/2011 17:59	30	Information alert occurred.
Information Alert		i	System	12/05/2011 18:02	30	Information alert occurred.
Information Alert		i	System	12/05/2011 18:02	30	Information alert occurred.
Information Alert		i	System	12/05/2011 18:08	30	Information alert occurred.
Information Alert		i	System	12/05/2011 18:04	30	Information alert occurred.
Information Alert		i	System	12/05/2011 18:01	30	Information alert occurred.
Information Alert		i	System	12/05/2011 18:08	30	Information alert occurred.
Information Alert		i	System	12/05/2011 17:55	30	Information alert occurred.
Information Alert		i	System	12/05/2011 17:54	30	Information alert occurred.
Information Alert		i	System	12/05/2011 17:52	30	Information alert occurred.
Information Alert		i	System	12/05/2011 17:52	30	Information alert occurred.
Information Alert		i	System	12/05/2011 17:52	30	Information alert occurred.
Information Alert		i	System	12/05/2011 17:52	30	Information alert occurred.
Information Alert		i	System	12/05/2011 17:51	30	Information alert occurred.
Information Alert		i	System	12/05/2011 17:57	30	Information alert occurred.
Information Alert		i	System	12/05/2011 17:50	30	Information alert occurred.
▶ Critical testProfile 2						
▶ High testProfile 3						

The features available in the List mode are as follows.

- The tree format shows the following three levels.
 - Level 1: Profiles
 - Level 2: Filters
 - Level 3: Alerts

The first and second levels show the same signals as the Tile mode.

- To display the signal and title of the filter clicked in the upper section, click on the level 2 filter.
- The following operations are available with level 3 alerts:

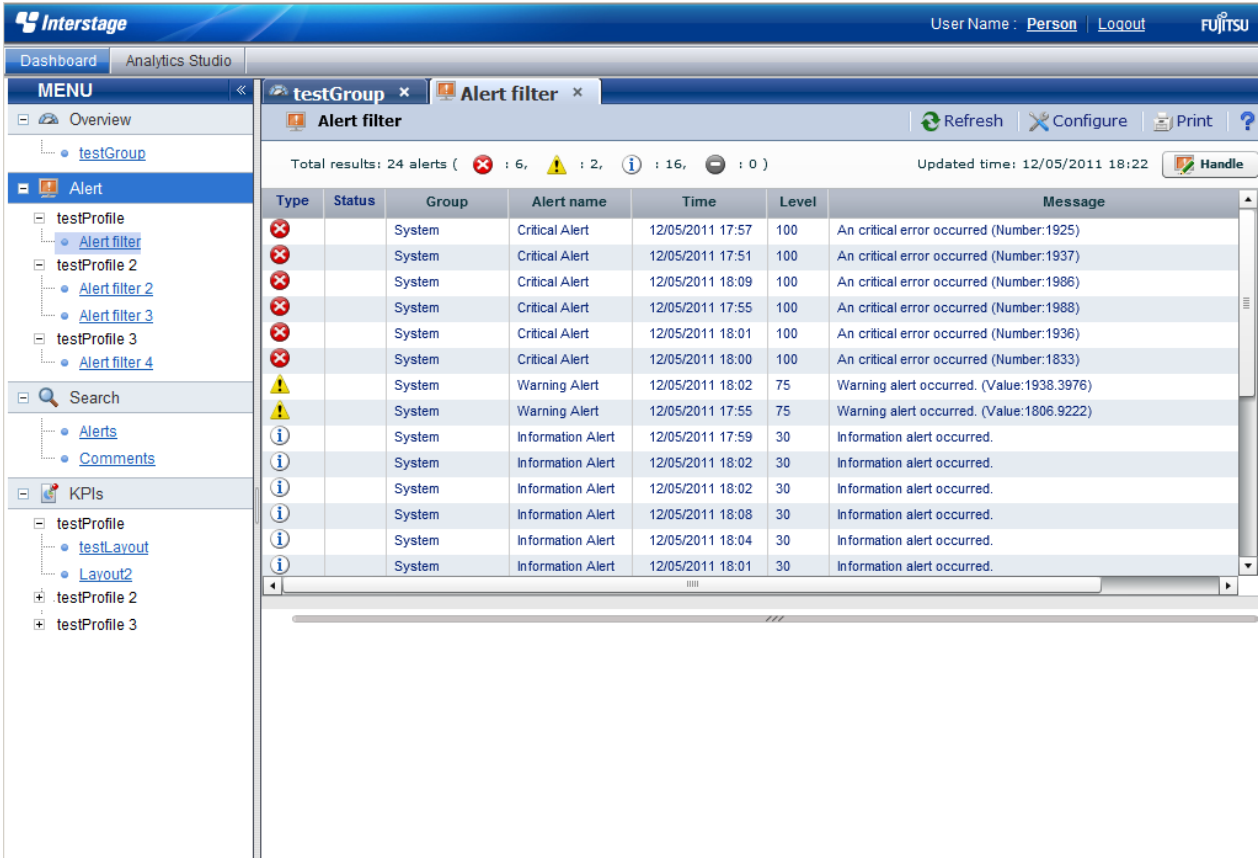
Feature name	Description
Details	A new tab opens that has details about the selected alert.
Handle	An action/comment dialog is displayed. Actions relating to alerts can be checked or executed and comments can be checked or added.

3.3 Operations in the Alert View

This section explains the operations you can perform in the Alert view.

3.3.1 Alert List Display

To display information about an alert, click listed name in the alert tree in the pane on the left of the Dashboard.



Alert tool bar



The following functions are available from the Alert tool bar:

Feature name	Description
Refresh	Updates the content of the Alert list.
Configure	Opens the settings dialog box. Used to change the columns displayed and to filter alert results.
Print	Saves a snapshot of the displayed alert list. The snapshot is saved as png format.
Help	Displays help information about this feature.
Handle	Allows changes to the status of alerts. There are Solved and Unsolved as Status. Comments can be added when the status is changed.

Configure

In the Settings dialog you can filter the alerts list results and change the items displayed.

Click Reset to Default Settings to restore the default display settings.

The following describes the items in the Settings dialog.

Item Name		Description
Time	All	Alerts from any period are shown.
	Specify range	Sets the alert period. Select one of the following: <ul style="list-style-type: none"> • Today • This week • This month • A historical period starting from the current date back to the specified point (year, month, day, hour)
	Specify date	Specify a date range. <ul style="list-style-type: none"> - Specify a start date. The date range will be from the start date to the current date. - Specify a start date and an end date
Alert solved status		Filter by alert status. Select Unsolved, Solved, or All.
Message		Filter by Message.
Alert type		Filter by Alert type.
Target Events		Filter by event. Displays events with alerts that are included in the alert filter set in the profile definition.
Alert Name		Filter by Alert Name. Displays alerts that are included in the alert filter set in the profile definition.
Alert level		Filter by alert level.

The following describes the items in the Settings dialog for customizing the result display.

Item Name	Description
Auto Refresh	Specify the alert list refresh frequency. Specify '0' if the window is not to be refreshed.
Number of results	Specify the maximum number of items to be displayed at a time. Select 10, 50, 100, 300, 500
Custom Columns	Specify the columns to be displayed in the alert list.

Handle

This section allows you to change the status of an alert to "Solved" if action has been taken to solve the problem.

Users that can change this status can be restricted by defining dashboard groups that are able to change the status of alerts.

Refer to *"Analytics Studio Guide"* for more information about dashboard group definitions.



3.3.2 Drilled-down display

To show detailed information about an alert, click the alert in the alert list. This will show a panel with details in the lower part of the window.

Details tab

The Details tab shows the date that the alert occurred, details about the parameters that caused the alert, the results of escalation, and related URLs.



The following describes the items in the Details tab.

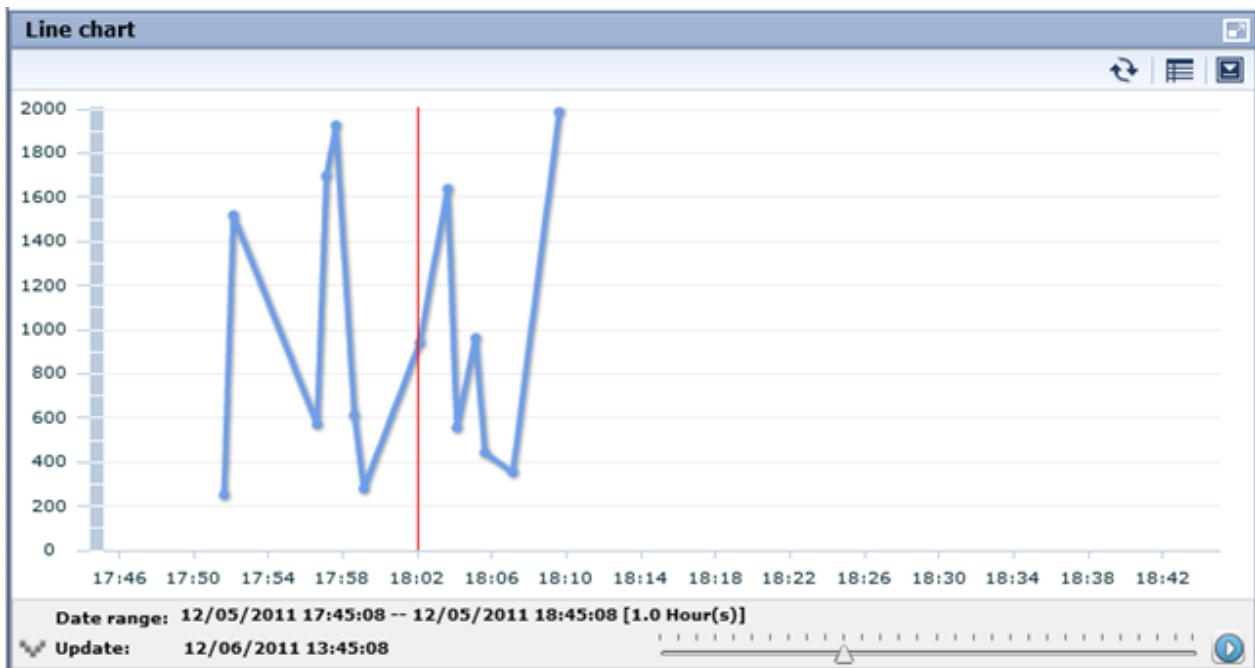
Item Name		Description
Event attribute	Date and time of the event	Displays the time and date the event occurred.
	Event Attribute Name (UDA)	Displays the attribute value of the target event when the alert occurred. The UDA is shown if the alert is related to a process.

Item Name		Description
Alert attribute	Type	Displays the alert type.
	Status	Displays the alert status.
	Date	Displays the time and date the alert occurred.
	Alert level	Displays the alert level.
	Message	Displays the alert message.
	Event Group	Displays the name of the event group to which the event where the alert happened belongs.

Chart tab

The Chart tab shows preset charts and layouts.

A vertical red line appears in time line charts to indicate the date when an alert occurred.



Process tab

The Process tab shows business process diagrams.


This tab is displayed if the alert is related to business processes.

Comment history tab

The comment provided when dealing with the alert can sequentially be displayed from the new one by the time series in the history tab of the comment.

The history of the latest comment can be displayed by pushing the update button.

Details | Chart | **Comment history**

Comment history  Refresh

Manager : 11 28, 2011 22:51:34
OK.

Person : 11 28, 2011 22:49:56
This problem has been fixed.
Please close.

Manager : 11 28, 2011 22:47:26
Please investigate.

3.4 Operations in the Search View

This section explains the operations you can perform in the Search view.

3.4.1 Alert search

Search for alerts that match specified conditions.

To display details for an alert, click on the alert in the list of results.

The results screen is similar to the Alert view. Click the link at the top of the list of alerts to return to the Search view.

Guest Group x | ProcessFilter x | Search Alerts x

Search alerts

Search Fields | Custom Columns

* = required

Time: All

Alert solved status: Unsolved

Message:

Alert Type: Between Unknown and Critical

Target Events*: Dynamic BPM Event, Default.testApp.testProcess2.Event, Default.testApp.testProcess.Event

Alert Name*: Parameter Alert, Parameter Alert (Dynamic), TimeLimitAlert, TimeLimitAlert(Activity), WaitTimeAlert (Delayed)

Alert level: Between 0 and 100

Search

The items in the search criteria and customizing the result display are the same as in the dialog for the Alert view.

The alerts results screen is also similar to the list of alerts in the Alert view.

3.4.2 Comment search

Search in the content of the comments attached to alerts, charts, and processes.

Search results are displayed for each target specified in Comment target. Click a search result to display the content of the alert.

The screenshot shows the 'Search comments' interface with the following filters:

- View profile:** ProcessProfile
- Comment target:** Process Performance
- Comment date:** [] and []
- Number of results:** 50

A 'Search' button is located below the filters. Below the search bar, it indicates 'Total results: 12'.

	Process	Version	Start date	Process ID	comments
	Default.testApp.testProcess.Event	2.0	12/01/2011 05:58	5456	1
	Default.testApp.testProcess.Event	2.0	12/01/2011 05:57	5419	1
	Default.testApp.testProcess.Event	2.0	12/01/2011 00:01	4906	2
	Default.testApp.testProcess.Event	2.0	11/30/2011 22:57	4795	2
	Default.testApp.testProcess.Event	2.0	11/30/2011 21:11	4725	2
	Default.testApp.testProcess2.Event	2.0	12/01/2011 05:26	5116	2
	Default.testApp.testProcess2.Event	2.0	12/01/2011 05:26	5091	2
	Default.testApp.testProcess.Event	1.0	12/01/2011 07:29	5662	2
	Dynamic BPM Event	1.0	12/01/2011 02:11	5043	7
	Dynamic BPM Event	1.0	12/01/2011 01:13	4954	8
	Dynamic BPM Event	1.0	11/30/2011 21:12	4763	4
	Dynamic BPM Event	1.0	11/30/2011 20:59	4591	3

Below the table is a 'Comment history' section with a scrollable list of entries:

```

tenantowner : 12 01, 2011 01:47:35
ParameterAlert Test4

tenantowner : 12 01, 2011 01:47:35
ParameterAlert Test4

tenantowner : 12 01, 2011 01:32:28
ParameterAlert Test 3
  
```

The following describes the items in the tab.

Item Name	Description
View profile	Filter by profile.
Comment target	Filter by Comment target. There are three types. - Alert - KPI

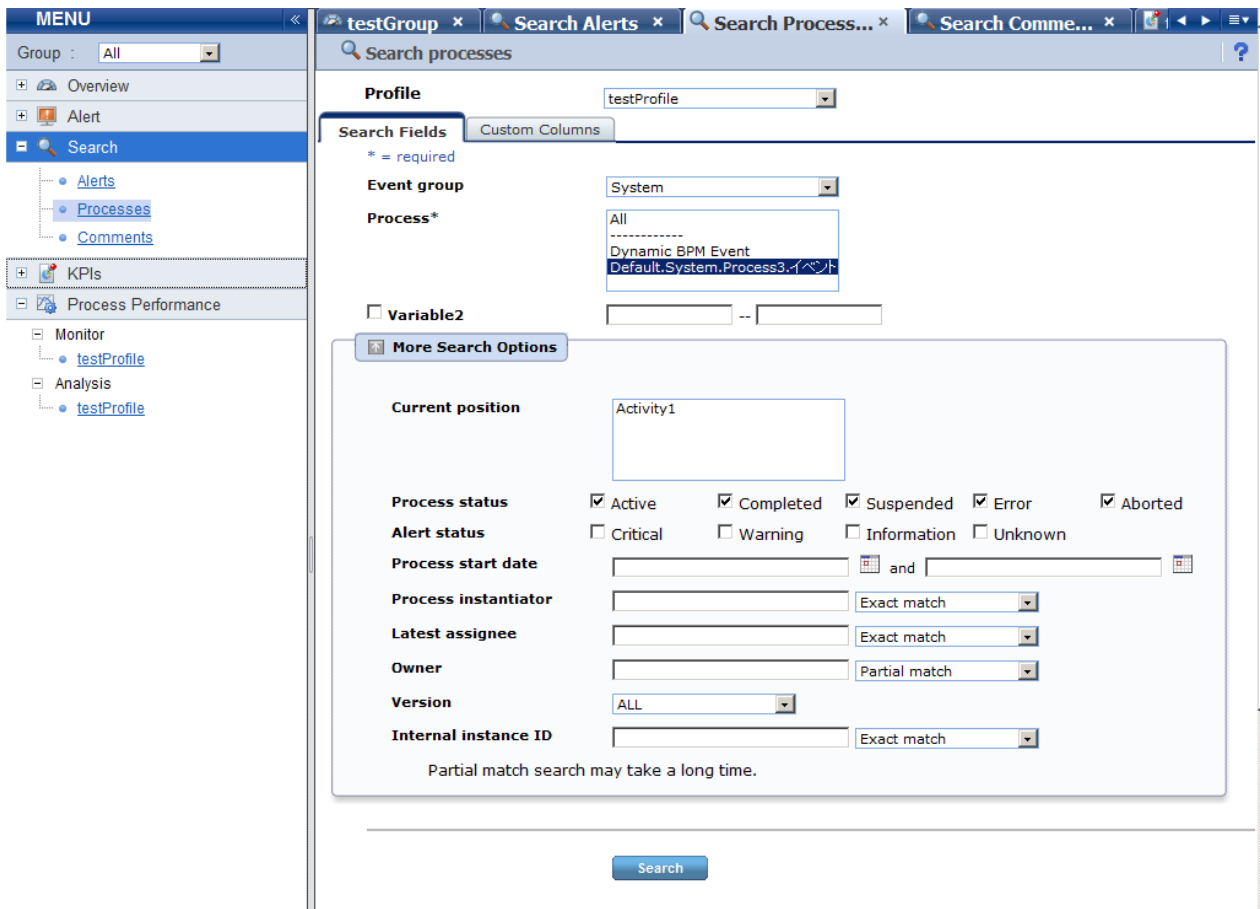
Item Name	Description
	- Process
Comment date	Filter by the day the comment was made.
Number of results	Specify the number of results to display.

3.4.3 Process search

Search for a process instance based on specific criteria such as alert status.

To display the details for a process instance, click on the process instance in the list of search results.

This feature is only available only when linked with Interstage BPM.



The following describes the items in the tab.

Item Name	Description	
Event Group	Filter by the selected Dashboard Group.	
Process	Select the process definition to be searched. Select All to search all process definitions.	
UDA	Filter by UDAs.	
More Search Options	Current position	Specify the current position of the process instance.
	Alert status	Specify whether an alert has occurred in the process instance.
	Process start date	Filter by the process start date of the process instance.
	Process instantiator	Filter by the process instantiator of the process instance.
	Latest assignee	Filter by the latest assignee of the process instance.

Item Name	Description
Owner	Filter by the owner of the process instance.
Version	Filter by the version of the process instance.
Internal instance ID	Filter by the internal instance ID of process instance.

Search Results

This screen shows a list of the process instances found with the filtering conditions.

The following functions are available:

Feature name	Description
Refresh	Updates the listed process list.
Print	Saves a snapshot of the displayed process list.
Comment	Comments can be added for each process.

The screenshot shows a web application window titled "Search Process...". The search criteria are set to "Profile" with a dropdown menu showing "ProcessProfile". Below the search bar, there are buttons for "Refresh" and "Print". The search results show "Total results: 25 processes". A table displays the following data:

Key name	Alert	Current position	Related job	Start date	Update date	Assignee
testProcess			0	12/01/2011 11:48	12/01/2011 11:49	tenantowner
testProcess			0	12/01/2011 11:38	12/01/2011 11:38	
testProcess			0	12/01/2011 10:20	12/01/2011 10:45	tenantowner
testProcess			0	12/01/2011 08:37	12/01/2011 08:37	tenantowner
testProcess			0	12/01/2011 07:29	12/01/2011 08:07	ota
testProcess			0	12/01/2011 05:58	12/01/2011 06:31	tenantowner
testProcess			0	12/01/2011 05:57	12/01/2011 06:31	tenantowner
testProcess			0	12/01/2011 05:30	12/01/2011 05:32	ota
testProcess			0	12/01/2011 05:30	12/01/2011 08:06	tenantowner
testProcess			0	12/01/2011 05:30	12/01/2011 08:06	tenantowner
testProcess			0	12/01/2011 05:30	12/01/2011 05:31	sato

At the bottom of the window, there are tabs for "Results", "Diagram", "Problems", and "Process Progress". Below the tabs, the current search criteria are displayed: "Process : testProcess" and "String : Test".

Results tab

The Results tab shows details about the process instances.

Process : testProcess **String :** Test
Start date : 12 01, 2011 10:20:47 **Boolean :** false
Update date : 12 01, 2011 10:45:19 **Date :** 10 04, 2010 18:51:13
Lead Time : 00:24:31 **Float :** 15.0
Process instantiator : tenantowner **Integer :** 23
Latest assignee : tenantowner
Owner : tenantOwner
Status : Completed
Parent process : -
Current position :
Version : 2.0
Internal instance ID : 5922

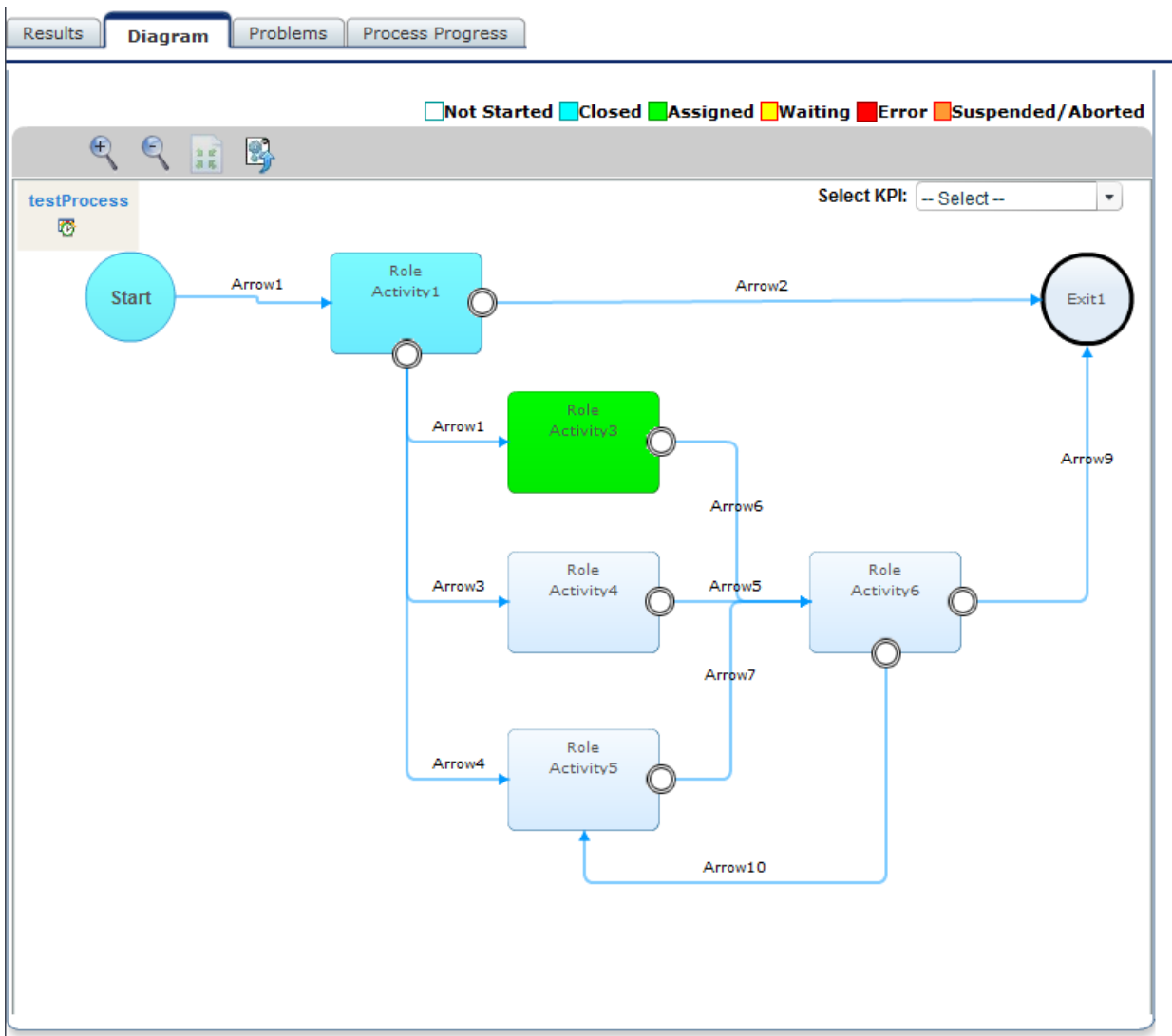
The following describes the items in the tab.

	Item Name	Description
Attributes of Process	Process	Displays the process instance name.
	Process start date	Displays the date the process instance started.
	Update Date	Displays the date that the process instance was last updated.
	Lead time	Displays the time between the process start date and the current time.
	Process instantiator	Displays the person who started the process instance.
	Latest assignee	Displays the person who was most recently assigned to the process instance.
	Owner	Displays the owner of the process instance.
	Status	Displays the status of the process instance.
	Parent process	Displays the parent process if the subject is a subprocess.
	Current position	Displays the current position of the process instance.
	Version	Displays the version of the process definition.
	Internal instance ID	Displays the Instance ID of the process instance.
UDA		Displays the UDA.

Process diagram tab

The Process diagram tab displays a process chart that shows the positions of alerts and the statuses of activities.

Only standard processes are displayed in this tab. This tab has only displaying when process is diagram.



Problems tab

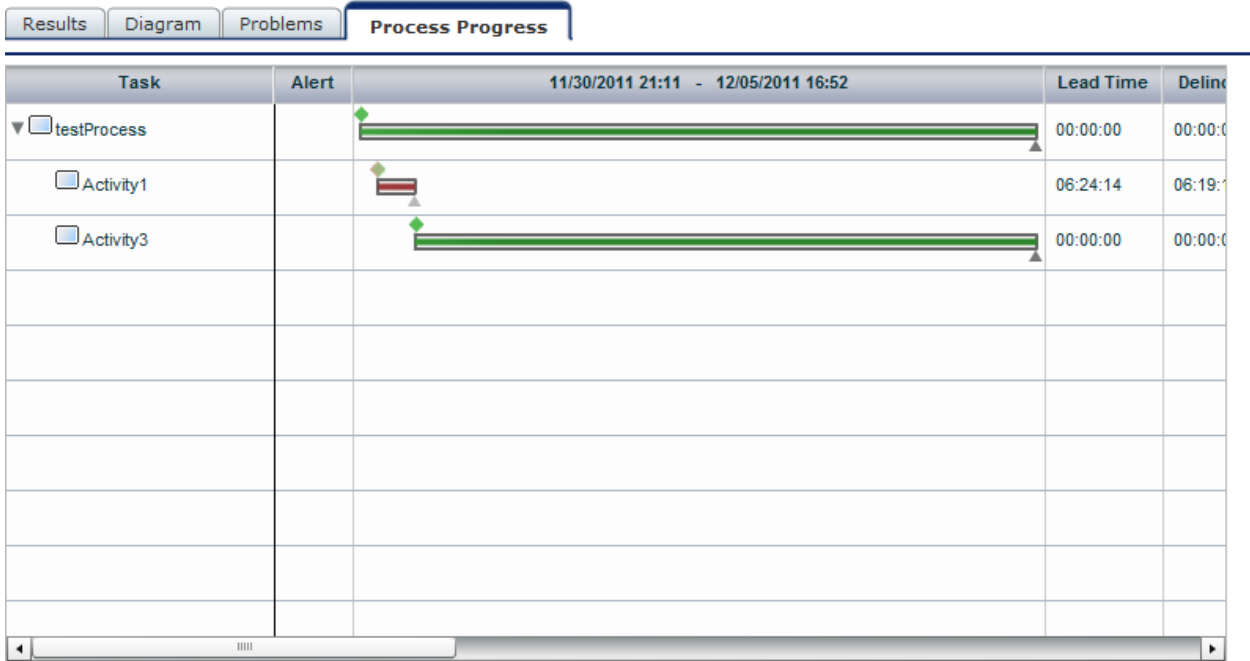
The Problems tab displays a list of the alerts that have occurred in the process instance.

Process progress table tab

The Process progress table tab contains the following information:

- Details about the tasks (activities) in a process
- Gantt chart showing the relative length of the lead time

Icons are displayed at the start, current (or end), and due positions. Move the pointer over each icon to view time details.

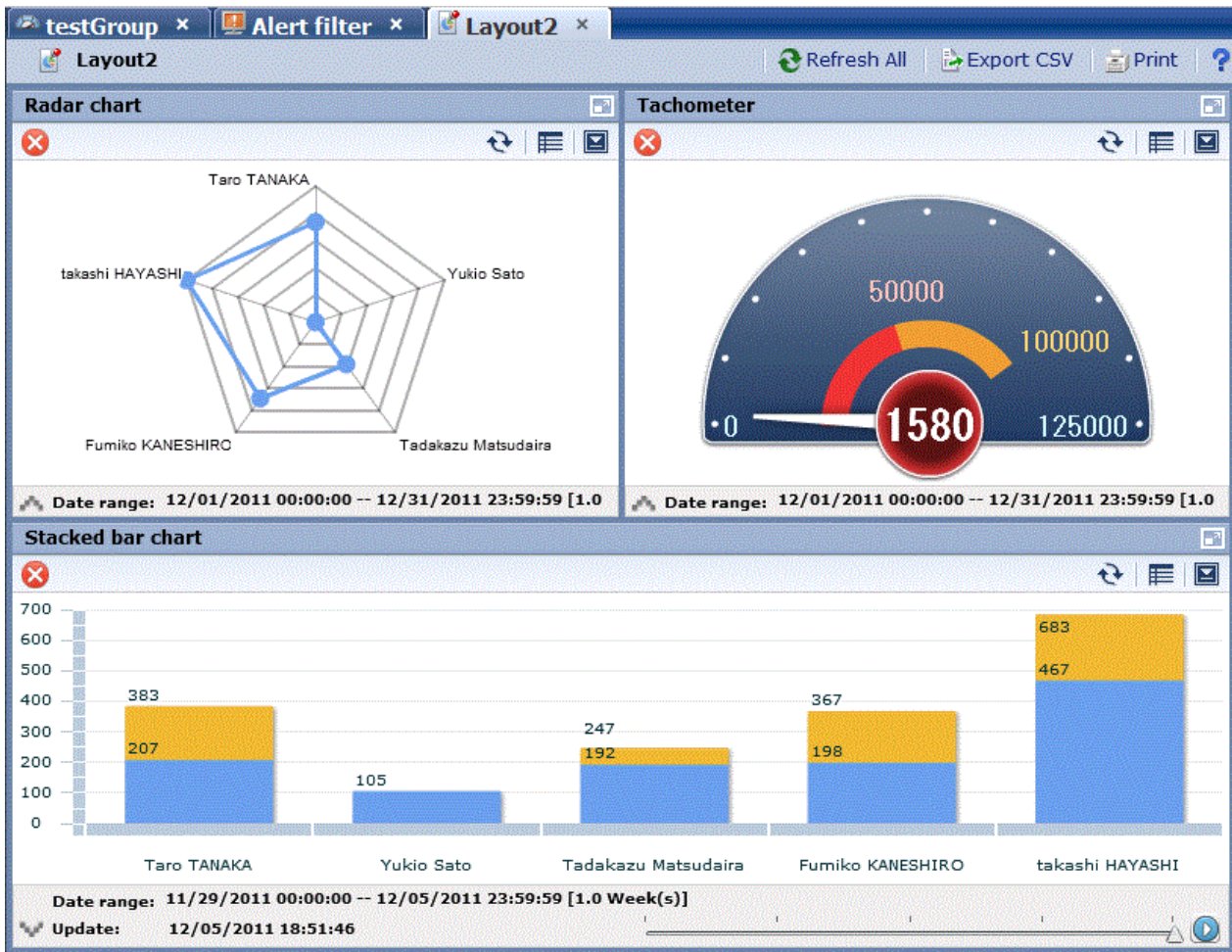


3.5 Operations in the KPI view

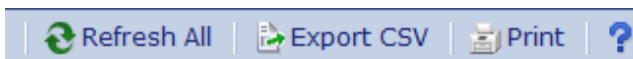
This section explains the operations you can perform in the KPI view.

3.5.1 Layout

The KPI Layout view is displayed when you log into the Analytics Dashboard and click on the item you want to display in the KPI tree in the left pane. The number location, and content of the bricks displayed in the KPI view depends on the chart layout selected.



Layout tool bar

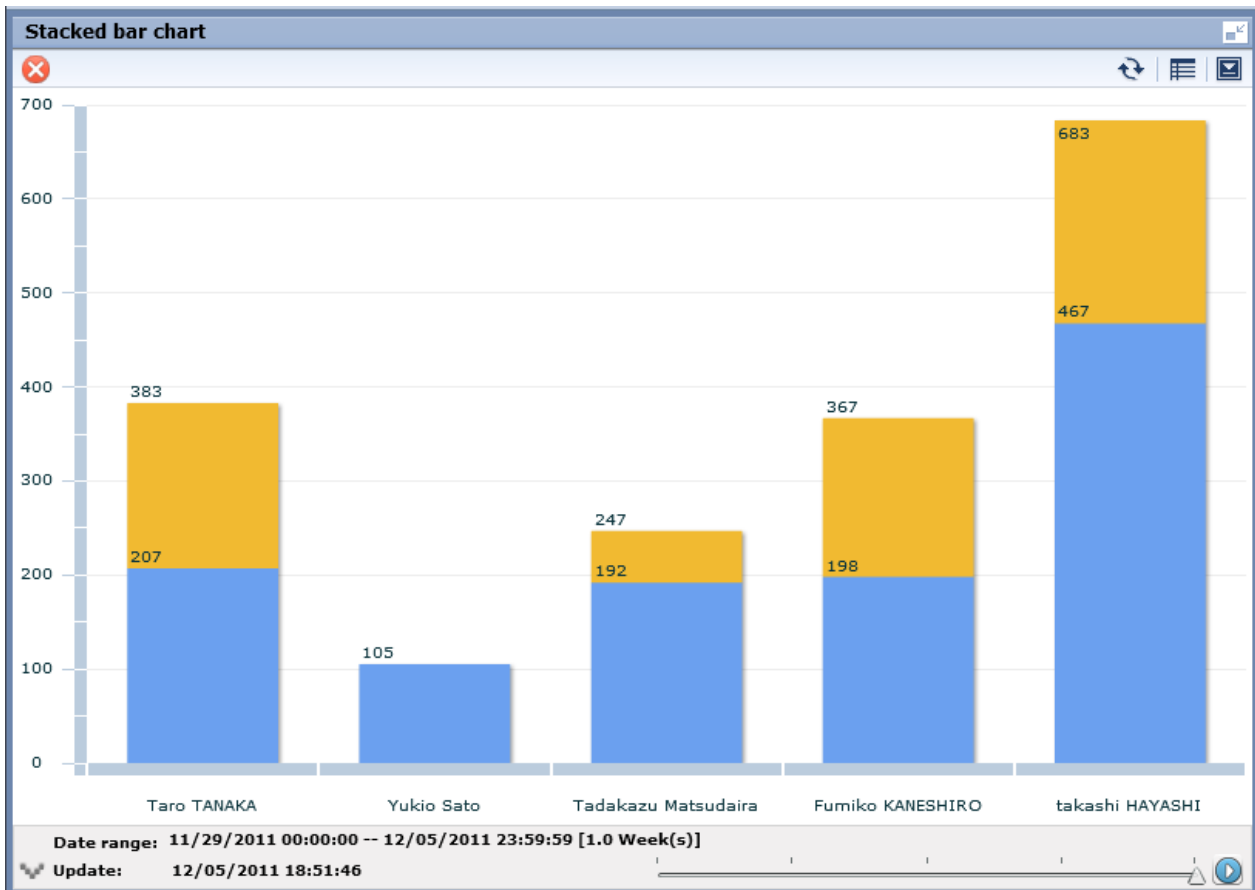


Descriptions of the features:

Feature name	Description
Refresh All	Refresh all panels except the one for external URLs.
Export CSV	All the charts in the layout are output to one CSV file.
Print	Saves a snapshot of the displayed layout. External URLs is not saved.
Help	Displays help information about this feature.

3.5.2 Charts

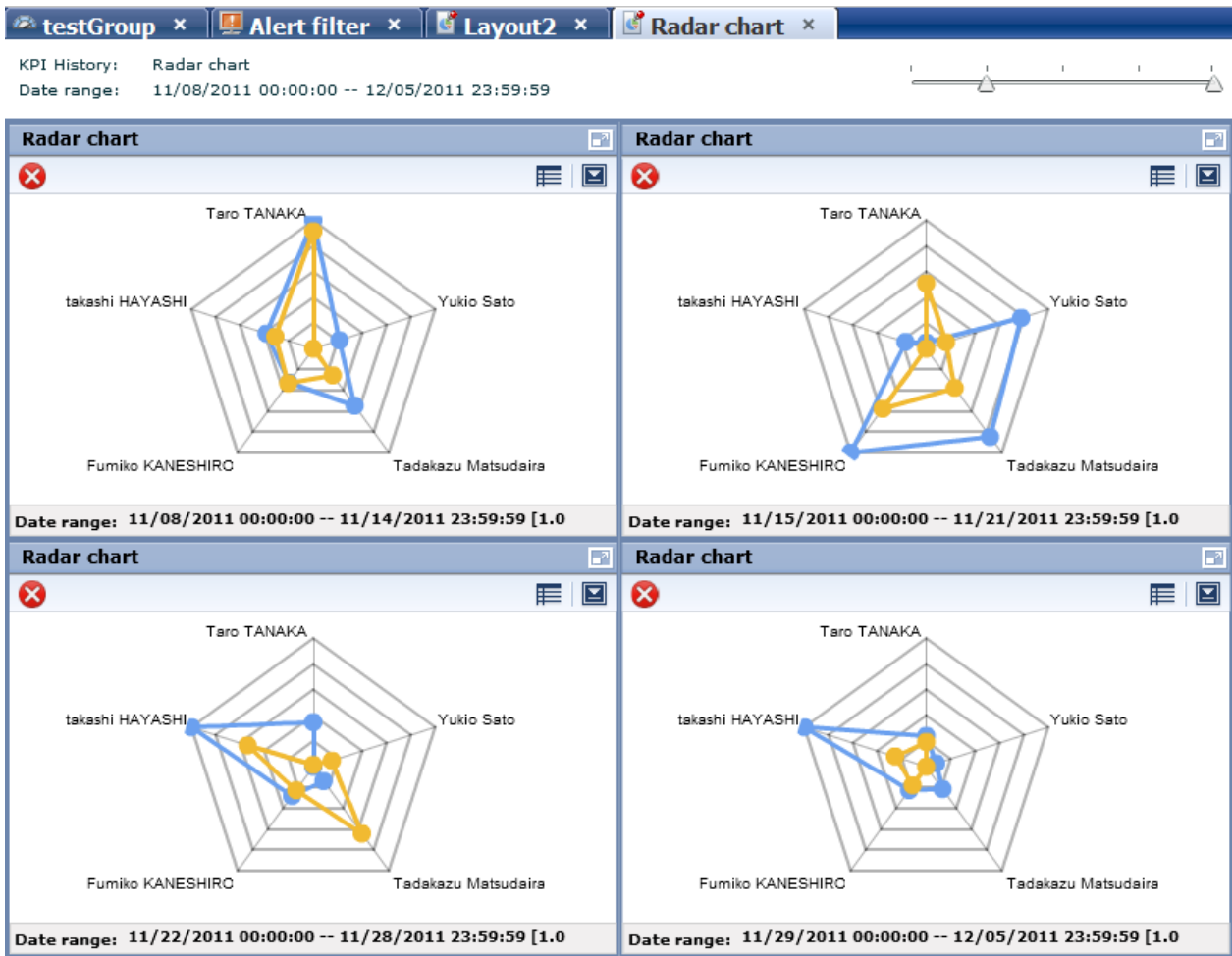
The following shows the structure of the brick window.



Descriptions of the features:

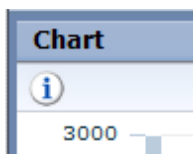
Feature name	Description
Refresh	Updates the chart to the latest status.
Change table/graph	Switches between table and graph display.
Comments	Comments (associated with KPI charts) can be registered and viewed.
History	You can arrange KPI charts for viewing that have been divided up into periods according to the chart's display period settings.
Show relational alerts	Displays a list of the alerts associated with the chart.
Export CSV	Outputs the content of the chart to a CSV file.
Period slider	Historical periods can be shown according to the period set for the chart.
Configure	Change the chart settings. These settings are effective only during the current login session.
Drill Down	Click on an item in the chart to show details about it. This must be configured beforehand in Analytics Studio.
Drill-up	If the current chart is after drill-down, then a chart of the parent level is displayed.
Related Chart	Displays charts associated with the chart. This must be configured in Analytics Studio beforehand.

History



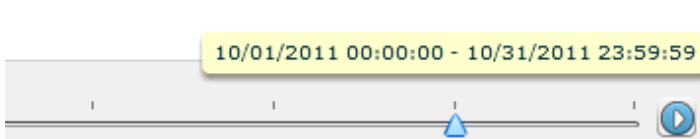
History shows a list of charts for the period selected with the period slider. View each period side by side for a simple comparison. Adjust the period displayed by moving the slider at the top of the window.

Relational alerts



Associated alerts are those alerts with the highest level of severity from among all alerts related to the events in the chart. Display the list of associated alerts by either clicking the icon in the chart or Show relational alerts in the menu.

Period slider



Display the period slider by widening the period area of the brick.

Change the displayed period of the chart by moving the period slider. Click the play button to have the display switch after a certain period.

The marks on the period slider are based on the period set for the chart.

Configure

Click Configure to display the settings dialog.

Use this dialog to change the settings for the chart. These settings are effective only during the current login.

The users that can make changes may be restricted by changing the Edit Chart permissions in the dashboard group definitions.

Refer to *"Analytics Studio Guide"* for more information about dashboard group definitions.

Feature name		Description
View type and Data range	Chart view type	Set the type of display for the chart. The settings for properties depend on the type of display.
	Select KPIs	For all charts other than the Event table, you can set either the Category, Series, or Data, depending on the type of chart. The settings are in the list format for Event tables. The drilldown is disabled when individual parameters are changed. Click Reset to default to enable drilldown again. You can specify display format for particular data type. <ul style="list-style-type: none"> - Number format In case data type is as read or integer, you can specify number format.

Feature name		Description
		<ul style="list-style-type: none"> - none Display the value as it is without format. - Integer Round off decimal and display in integer. - Percent Display with % multiplying by 100. - Custom Display by user defined format. Enabled character:0, #, . 0 means displays its digit always and 0 is added if value does not exist. # means display value if value exists in its digit. . means decimal point. - Datetime format In case data type is as datetime format, you can specify datetime format. - none Display the value as it is without format. - Date Display as date format. - Time Display as time format. - Custom Display by user defined format. Enabled character: YYYY, MM, DD, EEE, hh, mm, ss
	Operation for data attribute	<p>Run operations on data attributes.</p> <ul style="list-style-type: none"> - Operation for data attribute Run one of the four arithmetic operations on data attributes. This is done for each of the data attributes. - Operation type This operation is run if there are duplicate item values. Calculation is performed according to the specified method.
	Data range	<p>Set the display period for the chart.</p> <ul style="list-style-type: none"> - Latest data The newest data is displayed. - Past point data The newest data is displayed with the specified date as the start point. - Grid range The data for the specified display period is displayed starting with the start point.

Feature name		Description
		<ul style="list-style-type: none"> - Specify period The data for the specified display period is displayed starting with the current date. - Specify start Displays the data in the period between the start date and the current date. - Specify start and end Displays the data in the period between the start date and the end date.
	Number of step(s) to display	Set Marks of Period slider. Select from 1 to 60.
	Date time attribute for chart display	The date and time attributes used in Data range
	Calculation by time series	Calculates data values that duplicate across dates when a non-time series chart.
Display Settings	Title:	Set a title. Select the checkbox to display it.
	Title color	Change the color of the title.
	Constants size	Fixes the size of the brick.
	Refresh Interval	Set the interval between chart refreshes. The chart is not refreshed automatically if you select 0. Select from 0 to 60.
	Legend	Select whether to show a legend. Available with the pie chart, bar chart, stacked bar chart, and histogram.
	Display data value	Select whether to display data values. Available with the pie chart, bar chart, stacked bar chart, histogram, and signals.
	Direction of plot	Set the direction of the plotting of the data axis of the graph. Available with the bar chart and stacked bar chart.
	Horizontal labels	Set the labels on the horizontal axis. Available with the bar chart, stacked bar chart, line chart, and histogram.
	Horizontal axis labels	Set the labels for the marks on the horizontal axis. Available with the bar chart, stacked bar chart, line chart, and histogram.
	Vertical labels	Set the labels on the vertical axis. Available with the bar chart, stacked bar chart, line chart, and histogram.
	Vertical axis bound	Set the data range for the vertical axis. Available with the bar chart, stacked bar chart, line chart, and histogram.
	Line type	Set the type of line to use in line charts. <ul style="list-style-type: none"> - Solid - Dashed
	Line width	Set the line width in line charts. Select 1, 2, 3, 4, 5.
Number of Partition in histogram	Set the granularity of data distribution in the histogram.	

Feature name	Description
	Change row and column Switch rows and columns in the data table.
	Row Background color Set the background color of the column labels in the data table.
	Row Foreground color Set the font color of the column labels in the data table.
	Col Background color Set the background color of the row labels in the data table.
	Col Foreground color Set the font color of the row labels in the data table.
	Data Background color Set the background color of the data cells in the data table.
	Data Foreground color Set the font color of the data cells in the data table.
	Vertical axis bound Set the data range in the tachometer.
	Low Threshold Set the low-end threshold. Values lower than this threshold will appear in yellow. Available with the tachometer and signal charts.
	High Threshold Set the high-end threshold. Values higher than this threshold will appear in red. Available with the tachometer and signal charts.
	Display a before data Shows the value before the most recent refresh of the tachometer. The tachometer is displayed after a refresh.
	Signal view type Change the appearance of the signal. - One light - Three lights
	Threshold - Checkbox Select whether to display threshold values. - Value Set the threshold value. - Line type Set the type of line. - Solid line - Dashed Line 1 - Dashed Line 2 - Dashed Line 3 - Dashed Line 4 - Dot Line - Line width Set the line width. Select 1, 2, 3, 4, or 5. - Line color Set the color.
Sub-Graph	Share vertical axis Select whether to share the vertical axis with the base graph.
	Display Select whether to display sub-graphs. The marks on the vertical graph will also be hidden if you choose not to display sub-graphs.
	Vertical labels Set the labels on the vertical axis.

Feature name		Description
	Display data value	Displays data values. Available with the bar chart and stacked bar chart.
	Line type	Set the type of line to use in line charts. <ul style="list-style-type: none"> - Solid - Dashed
	Line width	Set the line width in line charts. Select 1, 2, 3, 4, or 5.
Options	Sort	Sort the charts. Specify attribute names for Event tables. Specify the axis of the chart for any other kind of chart. * Data cannot be used for sorting if a series has been specified.
	Control Plot Volume	Displays the rankings for categories and series. Data outside the rankings are calculated under Others. Others can be calculated by summing or by average. <ul style="list-style-type: none"> - Maximum number of category plots <ul style="list-style-type: none"> - If the category value is a date or time The number of plots is adjusted to stay below the specified maximum. - If the category value is a string or numerical value Only the higher data value items are displayed. - Maximum number of series plots <ul style="list-style-type: none"> - If the series value is a date or time Plot volume cannot be adjusted. - If the series values is a string or numerical value Only the higher data value series are displayed.
	Compare by Time Series	If the category attribute is Event time, specify whether to have the time series data split into multiple series according to a certain cycle. <ul style="list-style-type: none"> - Comparison cycle Specify a time cycle when dividing a series. - Display scope Specify the range displayed on the horizontal axis of a chart.

Drill Down

Parameters can be passed from parent chart to a child chart to delve deeper into a data column.

Some examples are shown below.

For example:



In this example, the parent chart is "Sales results for each shop" and a child chart for "Sales results for each category" is created under it, with "Shop-C" set as the drilling parameter to pass between them.

You can therefore show a chart for "Sales results for each category" for branch C by clicking on the "Shop-C" data column and selecting the "Sales results for each category" chart.

Related Chart

If parameters are not set for passing between parent and child charts, then the child chart will just be an associated chart.

The child chart is shown in the chart area by clicking on the parent chart icon and selecting the child chart.

The drilldown slider is displayed after you drilldown or display an associated chart the first time. You can thereafter control chart displays with this slider.

3.5.3 Alert list

Alerts matching the monitoring conditions are shown in a list, as in the Alert view.

Select an alert and click Open in the menu to show details about the alert.

3.5.4 External URL

You can display any Web page in this section.

3.6 Operations in the Process Performance View

The following explains the operations you can perform in the Process Performance view. This feature is displayed only when linked with Interstage BPM.

The Process Performance view is displayed when you log into the dashboard and click on a Monitor or on an analysis in the Process Performance tree in the left pane.

Process Performance view has the following two modes.

Display mode	Description
Monitor	Displays the analysis results of the current process.
Analysis	Displays analysis results for processes that were started during a specified period.

Monitor and Analysis show statistical results for elements of processes. These results can be seen in the Process Performance view and the Activity Performance view.

Element	Type of analysis	Description
Process	Process Performance	Displays the definition of the process being monitored.
Version	Process Performance	Displays the version of the process being monitored.

Element	Type of analysis	Description
Phase	Process Performance	Displays the phase within the process.
Activity	Process Performance	Displays the activity within the process.
Aggregation	Activity analysis	Displays the aggregation name of the user (Assignee) who has taken on the activity. The group is the same as the "manager" user setting in Interstage BPM.
User	Activity analysis	Displays the name of the user (Assignee) who has taken on the activity.

Performance KPIs of the process

The table below shows the KPI items displayed for Process Performance and Activity Analysis.

The actual KPI items displayed depend on the displayed mode.



Note

The calculations of lead time and alert determinations are performed based on the calendar definitions set when linking to Interstage BPM.

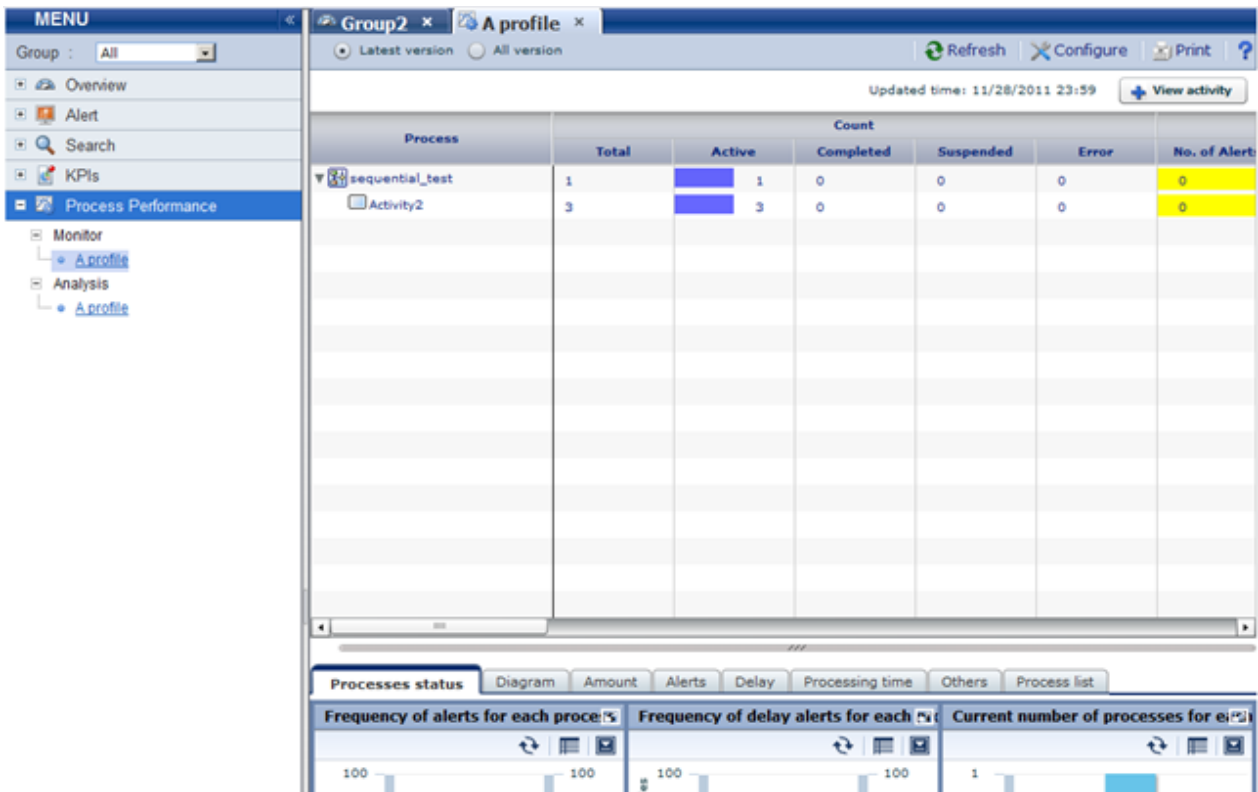
Item	Description	Monitor		Analysis	
		Process	Activity	Process	Activity
Number of Activities	Displays the number of slips or activities that are the subject of statistical calculation. The activity count is the total number executed.	-	-	-	-
Total Amount	The total number of slips or activities.	○	○	○	○
Active	The number of slips or activities whose status is Active.	○	○	○	○
Completed	The number of slips or activities whose status is Completed.	-	○	○	○
Suspended	The number of slips whose status is Paused.	○	-	○	-
Error	The number of slips whose status is Error.	○	-	○	-
Abort	The number of slips whose status is Aborted.	-	-	○	-
Alerts	Displays alert and delay status.	-	-	-	-
No. of alerts	The number of slips or activities where alerts have occurred.	○	○	○	○
Alert rate	The rate of alert occurrences to the total number of slips or activities.	○	○	○	○
No. of Delay	The number of slips or activities where delays have occurred.	○	○	○	○
Delay rate	The rate of delay occurrences to the total number of slips or activities.	○	○	○	○
Delinquent time	Displays the status of delinquent (past due) items.	-	-	-	-
No. of delinq.	The number of slips or activities where delinquencies have occurred.	-	○	○	○
Delinq. Rate	The rate of delinquency occurrences to the total number of slips or activities.	-	○	○	○
Ave.	-	-	○	○	○
Max.	-	-	○	○	○

Item	Description	Monitor		Analysis	
		Process	Activity	Process	Activity
Min.	-	-	○	○	○
Total	-	-	○	○	○
Lead time	Displays the time that a process or activity has taken from the start to completion.	-	-	-	-
Ave.	-	-	○	○	○
Max.	-	-	○	○	○
Min.	-	-	○	○	○
Total	-	-	○	○	○
Ratio	The rate of the average duration per activity.	-	○	-	○
Work time	This is the time between when an activity is accepted and completed. If the activity has not been accepted, then the Work time will be zero. The total Work time for an entire process is the sum of the Work times for the various activities.	-	-	-	-
Ave.	-	-	-	○	○
Max.	-	-	-	○	○
Min.	-	-	-	○	○
Total	-	-	-	○	○
Wait Time	This is the time between when an activity is started and accepted. If the activity has not been accepted, then the Wait time will be zero. The total Wait time for an entire process is the sum of the Wait times for the various activities.	-	-	-	-
Ave.	-	-	○	○	○
Max.	-	-	○	○	○
Min.	-	-	○	○	○
Total	-	-	○	○	○
Others	-	-	-	-	-
Recalls	Displays the number of recalls.	-	○	-	○

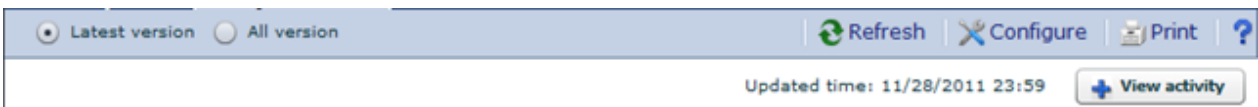
3.6.1 Process Performance

This is an example of when Monitor is clicked.

Process Performance shows KPIs for each process, phase, or activity.



Process Performance tool bar



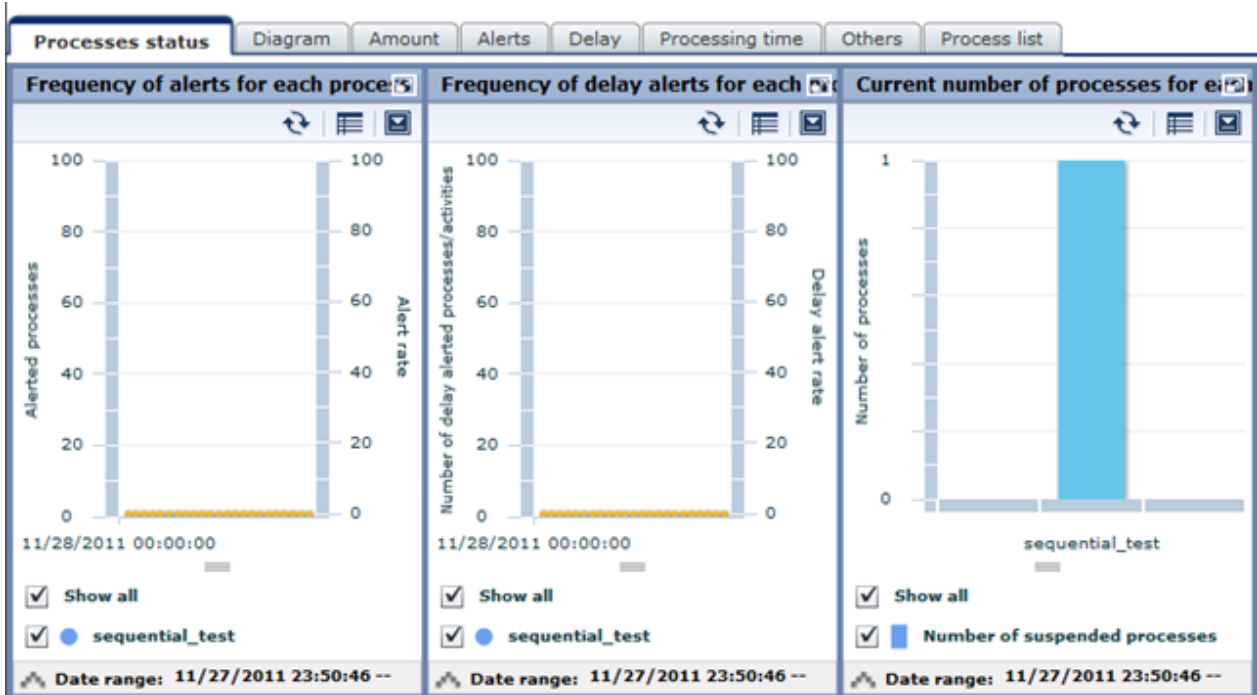
The following table describes Process Performance features.

Feature name		Description
Version selection	Latest version	Displays only the most recent of all processes linked.
	All versions	Displays all processes linked.
View report		Opens the KPI chart for Process Performance. This must be configured in Studio beforehand.
View activity		Displays the statistical results of selected activities for each group and user. Displayed if an activity in the process analysis table is selected.
View subprocess		Displays the statistical results of the selected subprocess. Displayed if a subprocess exists in an activity is selected in the process analysis table.
Analyze Process Patterns		Displayed when a process is selected (or when a route task is selected in the case of an irregular type). The Web Flow Viewer is displayed when you click this. The Analysis Layout for analysis must be on and Process Discovery must be linked for this to work.
Refresh		Refreshes the process analysis table.
Configure		Opens the settings dialog box. Use this dialog box to change the column items in the process analysis table.
Print		Saves a snapshot of the process analysis window.

Feature name	Description
Help	Displays help articles about this feature.

3.6.2 Process Analysis Details

Table details are displayed when you click elements on the process analysis table.



The following shows the details shown by the different elements.

Selected element	Process status	Diagram	Amount	Alerts	Delay	Processing time	Others	Process list
Initial display	<input type="radio"/>	-	-	-	-	-	-	-
Process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> (Analysis only)	-	<input type="radio"/>
Version	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> (Analysis only)	-	<input type="radio"/>
Phase	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Activity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3.6.3 Activity analysis

This is an example of when latest status activities are displayed. In this display, KPIs are shown for the user that has accepted the selected activity and the organization they belong to.

Guest Group x ProcessProfile x Activity6 x

Refresh Configure Print ?

Assignee	Count			Alerts		
	Total	Active	Completed	No. of Alerts	Alert rate	No. of Delay
ito	5	5	0	0	0.00%	0
inoue	1	1	0	0	0.00%	0
sato	4	4	0	0	0.00%	0

Amount Alerts Delay Processing time Others Process list

Current number of each status for the selected activity

Current number of each status for the selected activity

The following table shows the features available with activity analysis.

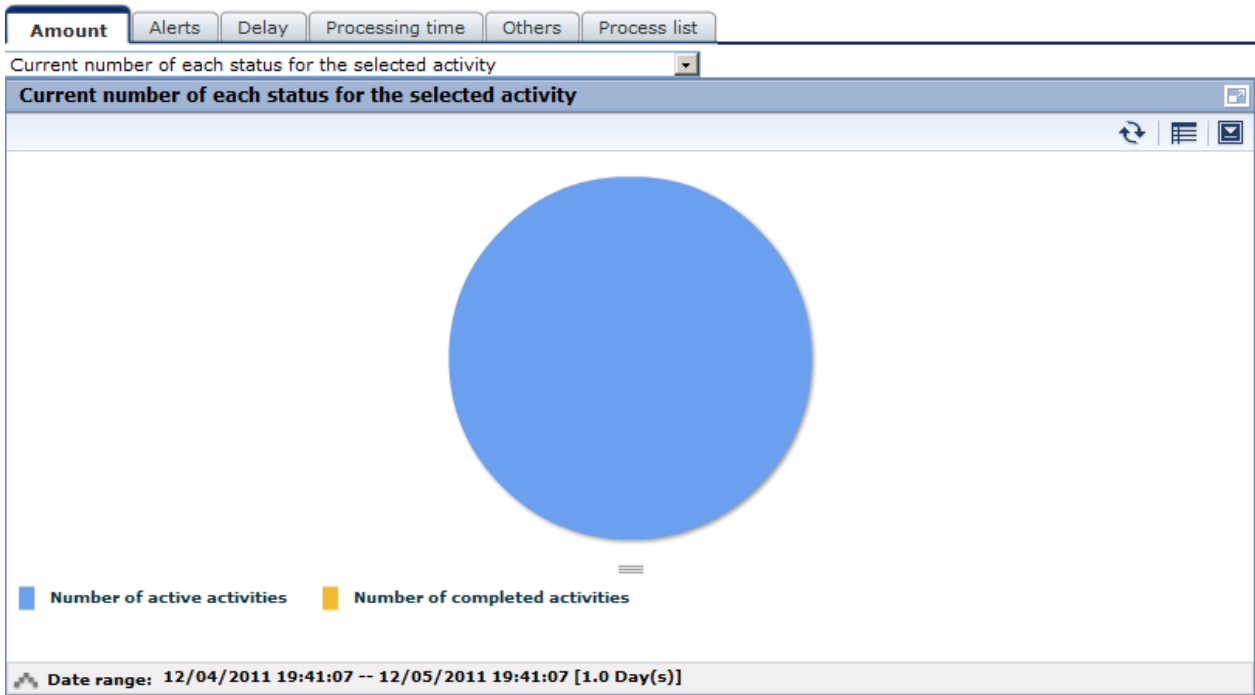
Feature name	Description
Refresh	Refreshes the process analysis table.
Configure	Opens the settings dialog box. Use this dialog box to change the column items in the activity analysis table.
Print	Saves a snapshot of the process analysis window.
Help	Displays help information about this feature.

Information

"(no team)" is displayed if a user does not belong to an aggregation.

3.6.4 Activity Analysis Details

Table details are displayed when you click elements on the process analysis table.



The following shows the details shown by the different elements.

Selected element	Amount	Alert	Delay	Processing time	Others	Process list
Initial display	-	-	-	-	-	-
Aggregation	○	○	○	○(Analysis only)	-	○
User	○	○	○	○(Analysis only)	-	○

Chapter 4 Other Functions

4.1 Direct Display

The direct display of the Interstage Business Process Manager Analytics (BPMA) Dashboard allows display of the KPI view and Alert view.

Only the views themselves are shown, without the global header and navigation pane. There is also an option to hide the header menus when showing the KPI view.

Refer to the *“Analytics Studio Guide”* for details.

4.1.1 Relationship to the Dashboard Group

The behavior of the direct view depends on the associated dashboard group.

Access to the direct view is controlled by the dashboard group setting.

Associated Dashboard Group	Action
Guest	View displayed without authentication
Not Guest	View appears after authentication by the user
Both Guest and not Guest	View appears after authentication by the user
Not associated with any Dashboard Group	View is not displayed

4.1.2 External Filtering

To filter data that is displayed in a chart, set the appropriate request parameters when accessing the KPI view.

The following items can be used:

Item	Value
Method	GET, POST
Concatenation conditions	AND, OR
Comparison operator	Equal

The following request parameters can be specified:

Parameters	Value	Description
conditionType	name, id	Type of value specified in condKey
condKey*	Attribute name or ID	Specify the property to be filtered (* is a sequence number)
condValue*	Attribute values	Set the value to be filtered (* is a sequence number)

Creating conditional expressions

- Use the same sequence numbers for condKey and condValue in the conditional expression.
- In the condition expression, concatenate different condKeys with AND, and the same condKeys with OR.
- If a condValue corresponding to the sequence number of the condKey does not exist, the condKey is invalid.

For example, if one condKey0 and two condKey1s have been specified

URL : condKey0=AAA&condValue0=PPP&condKey1=BBB&condValue1=QQQ&condValue1=RRR

Conditional expression: (AAA = PPP) AND ((BBB = QQQ) OR (BBB = RRR))

4.2 Label Substitution

To replace attribute values, create and modify following definitions.

- Creating label substitution definition
- Mapping attributes and label substitution definitions
- Enable label substitution in Dashboard group definition
- Enable label substitution in Report definition

To enable label substitution, replace following values.

- Charts
- The message of Alert
- Details of Alert
- Detail of Process
- Subject and Body of E-mail Action
- Report



When Label substitution is valid, all alert messages including past messages are displayed current format.

If you don't want to replace past alert messages, disable label substitution in Dashboard group definition and Report definition.

If event attributes are mapped with label substitution definition, Attribute values of E-mail are always replaced.

4.2.1 Creating label substitution definition

Label substitution definition is created in Management console.

Refer to the "*Management Console*" for details.

4.2.2 Mapping Attribute and a label substitution definition

Attributes and label substitutions are mapped in Event definition.

Refer to the "*Studio Guide*" for details.

4.2.3 Enable label substitution in Dashboard group definition

To enable label substitution in Dashboard, modify Dashboard group definition.

Refer to the "*Studio Guide*" for details.



Label substitution becomes invalid for the user who belongs to both valid group and invalid group.

4.2.4 Enable label substitution in Report definition

To enable label substitution in Report, modify Report definition.

Refer to the "*Studio Guide*" for details.

Appendix A Appendix

This appendix provides additional information about the Interstage Business Process Manager Analytics (BPMA) Dashboard Process Performance view.

A.1 Calculation of the Values in the Performance View

This section explains how the values in the Process Performance view are calculated.

The following values are found in the Process Performance view:

- Lead time
- Wait Time
- Work time

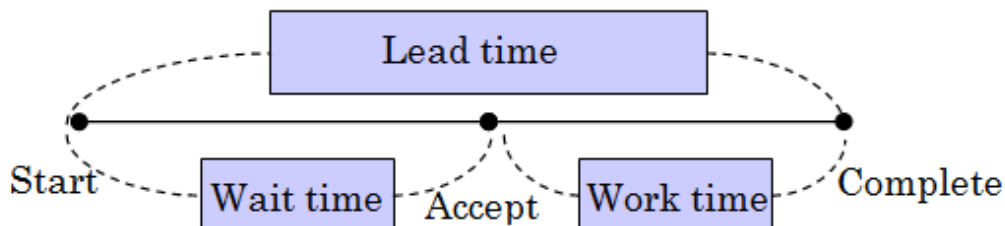


Information

The times of the business days in the business calendar are used in the calculation of these values. The times from non-business days are not used in the calculations.

The 'business calendar' referred to is that held by the Process Definitions of Business Process Manager (BPM).

This diagram shows the relationship between the values.



A.1.1 Lead time

Calculations of lead time are based on the following:

- The time between the date and time of the start of the process and the date and time of the completion of the process is used.
- The times of the business days in the business calendar are used in the calculation.
- The Start Event of a process and the most recent End Event of a process are considered as a pair.
- Errors and pauses in the execution of the process are included as part of the lead time.
- Calculation is not performed if the process was cancelled.

A.1.2 Wait Time

Calculations of wait time are based on the following:

- The calculation starts at the Start Event and ends at the first Accepted Event.
- Times are not calculated if an Accepted Event has not occurred. This is because there can be no distinction made between waiting and working if an Accepted Event is not recorded. In this case, the time will be recorded as work time.

A.1.3 Work time

Calculations of work time are based on the following:

- If an Accepted Event has occurred, the time is calculated as between the Accepted Event and the End Event.
- If an Accepted Event has not occurred, the time is calculated as between the Start Event and the End Event.