**FUJITSU Software
Interstage Business Process Manager
Analytics V12.2.1**

Dashboard / Output Guide

Linux

About this Manual

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

The contents in this section are as follows:

Purpose

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

Intended Audience

This manual is intended for use bysystem 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**.
Reference	Reference material is in *italics*.
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.

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

Management Console 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

Migration Guide

Explains how to migrate from previous version of the product

Handbook for the Process Discovery

Explains how to operate the Process Discovery briefly

Abbreviations

The following references for BPM Analytics are also available:

Name	Abbreviation
Microsoft(R) Windows Server(R) 2008 SP2 Enterprise Edition Microsoft(R) Windows Server(R) 2008 SP2 Standard Edition Microsoft(R) Windows Server(R) 2008 R2 Enterprise Microsoft(R) Windows Server(R) 2008 R2 Standard	Windows Server 2008, Windows Server
Microsoft(R) Windows Server(R) 2012 Datacenter Microsoft(R) Windows Server(R) 2012 Standard Microsoft(R) Windows Server(R) 2012 R2 Datacenter Microsoft(R) Windows Server(R) 2012 R2 Standard	Windows Server 2012, Windows Server
Microsoft(R) Windows(R) XP SP3 Professional operating system Microsoft(R) Windows(R) XP SP3 Home Edition operating system	Windows XP, Windows
Microsoft(R) Windows Vista(R) SP2 Ultimate Microsoft(R) Windows Vista(R) SP2 Enterprise Microsoft(R) Windows Vista(R) SP2 Business	Windows Vista, Windows
Microsoft(R) Windows(R) 7 Ultimate Microsoft(R) Windows(R) 7 Professional Microsoft(R) Windows(R) 7 Home Premium	Windows 7, Windows
Microsoft(R) Windows(R) 8 Enterprise Microsoft(R) Windows(R) 8 Pro Microsoft(R) Windows(R) 8	Windows 8, Windows
Microsoft(R) Windows(R) 8.1 Enterprise Microsoft(R) Windows(R) 8.1 Pro Microsoft(R) Windows(R) 8.1	Windows 8.1, Windows

Name	Abbreviation
Microsoft(R) Internet Explorer 7.0 Microsoft(R) Internet Explorer 8.0 Microsoft(R) Internet Explorer 9.0 Microsoft(R) Internet Explorer 10.0 Microsoft(R) Internet Explorer 11.0	Internet Explorer
Adobe Flash Player V11.3	Flash Player
Red Hat Enterprise Linux 5 Red Hat Enterprise Linux 6 Red Hat Enterprise Linux 7	Linux
Android 4.0.4	Android
i-OS6	iOS
Interstage Application Server Enterprise Edition Interstage Application Server Standard-J Edition	Interstage Application Server
Oracle WebLogic Server 12c	WebLogic
WebSphere Application Server Network Deployment V8.5	WebSphere
RedHat JBOSS Enterprise Application Platform 5.1.1	JBoss Enterprise Application Platform 5.1, JBoss
RedHat JBOSS Enterprise Application Platform 6.1.1	JBoss Enterprise Application Platform 6.1, JBoss
Interstage Business Process Manager	Interstage BPM
Interstage Service Integrator	ISI
Oracle Database 10g R2 Enterprise Edition Oracle Database 10g R2 Standard Edition Oracle Database 10g R2 Standard Edition One	Oracle 10g, Oracle
Oracle Database 11g R2 Enterprise Edition Oracle Database 11g R2 Standard Edition Oracle Database 11g R2 Standard Edition One	Oracle 11g, Oracle
Oracle Database 12c R1 Enterprise Edition Oracle Database 12c R1 Standard Edition Oracle Database 12c R1 Standard Edition One	Oracle 12c, Oracle
Microsoft SQL Server 2005 Enterprise Edition Microsoft SQL Server 2005 Standard Edition	SQL Server 2005, SQL Server
Microsoft SQL Server 2008 Enterprise Edition Microsoft SQL Server 2008 Standard Edition	SQL Server 2008, SQL Server
Microsoft SQL Server 2012 Enterprise Edition Microsoft SQL Server 2012 Standard Edition	SQL Server 2012, SQL Server
Symfoware V11 Enterprise Edition Symfoware V11 Standard Edition Symfoware V12 Standard Edition	Symfoware Server, Symfoware
PostgreSQL 9.1	PostgreSQL

Export Regulations

Fujitsu documents may include special technology regulated by foreign exchange and foreign trade regulation laws. If special technology is included, permission must be obtained under these laws before exporting a document or providing it to a non-resident.

Trademarks

- Microsoft, Windows, and Windows Server are trademarks or registered trademarks of Microsoft Corporation in the United States and other countries.

- Oracle and Java are registered trademarks of Oracle and/or affiliates. Other names may be trademarks of their respective owners.

- Linux is a registered trademark or trademark of Linus Torvalds in the United States and other countries.

- Red Hat is a trademark or registered trademark of Red Hat Inc. in the United States and other countries.

- SQL Server is a Microsoft Corporation (USA) product.

- All other company and product names referred to in this document are general trademarks or registered trademarks of their respective owners.

Requests

- This document may be revised without notice.

- Do not pass on this document to other parties without permission.

- Our company bears no responsibility for third-party infringements of patent or other rights arising out of use of the data contained in this document.

Copyright

Contents

Chapter 1   Analytics Dashboard Overview

This section provides an overview of the Interstage Business Process Manager Analytics (BPMA) Dashboard.
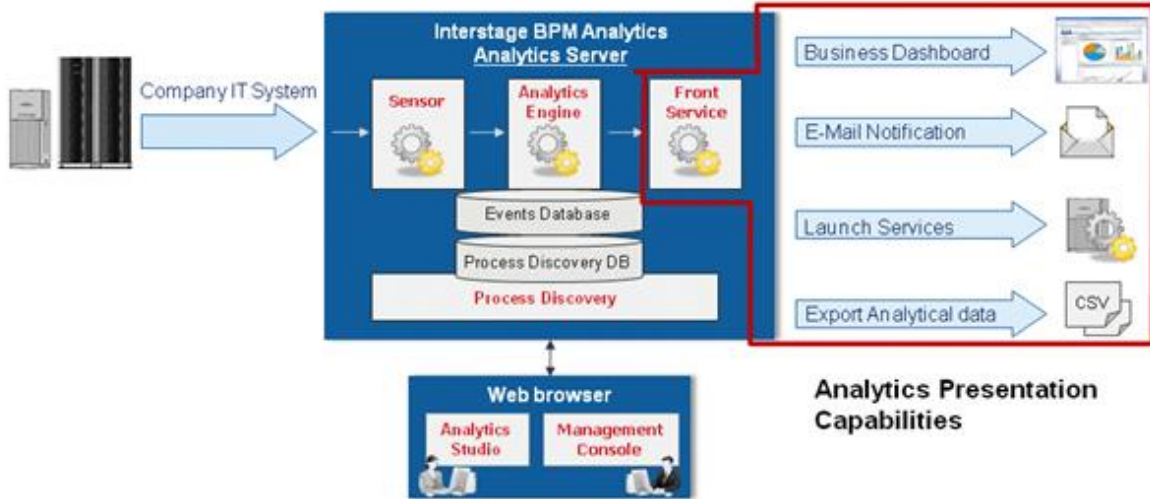
As shown above, there are functionalities like Business Dashboard, E-Mail Notification, Launch Services and Export Analytical data as front service. This document explains about presentation of Dashboard.

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

Before using Dashboard, environment setting is required. These setting can be done on Management Console and Analytics Studio.

2.1 Preparing Dashboard

This section describes those tasks, namely:

- Configuring the authentication method

- Creating user accounts and granting permissions

- Creating Analytics Dashboard profiles and Dashboard groups

This section also describes how to access Analytics Dashboard.

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 Dashboard Groups

To use Dashboard functionalities, creating Dashboard Profile and Dashboard Group in Analytics Studio is required.

In Dashboard Profile, define contents to be displayed in Dashboard.

Then map the relation between Dashboard Profile and user account during Dashboard Group creation. User can be assigned to multiple Dashboard Group.

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

🛈 Note
. . . .
In case user is assigned to multiple Dashboard Group and each of the parameters of Dashboard Group is different, Dashboard behaves based on following rules:

- 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)

    - Dashboard Profile(s)
. . . .

2.2 Accessing Analytics Dashboard

Analytics Dashboard is accessed by using a Web browser.

For PC:

```
http://server:port/ibpmm/dashboard/Welcome
```

For Smart devices:

```
http://server:port/ibpmm/mobile/Welcome
```

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.

 Note
. . . .
Adobe Flash Player is required for displaying Analytics Dashboard for PC.
. . . .

Chapter 3   Operating the Analytics Dashboard for PC

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

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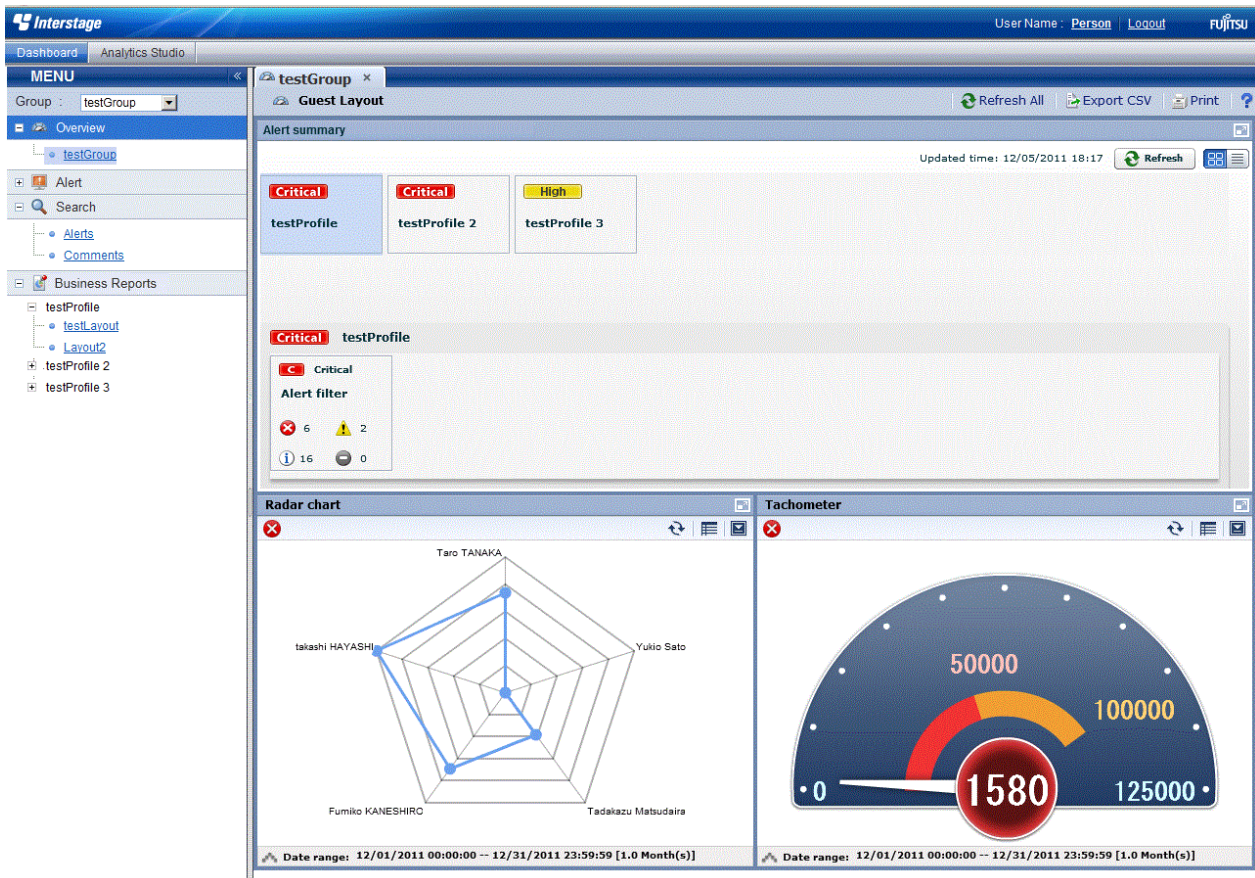
The Analytics Dashboard has five different views that are selected from the tree on the left of the window.

Once opened tab is stored as long as it does not shut, and you can switch by clicking these tabs.

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 menu

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 clicked the alert monitoring conditions in the summary.

- Business Reports

  - The same contents shown in the KPI view can be shown.

Alert view menu

The following features are available in Alert menu:

- Display Alerts

  Displays list of the alerts detected.

- 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.

- 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.

- 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 history of comment

  The comment that has been provided before can be displayed by the time series for the action of the alert.

Search menu

The following features are available in Search menu:

- 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 in case of BPM integration.

Business Reports menu

The following features are available in Business Reports menu:

- 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 menu

The following features are available in Process Performance menu:

- 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 menu and the Process Performance menu are only available from integrated Interstage BPM Console. 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.
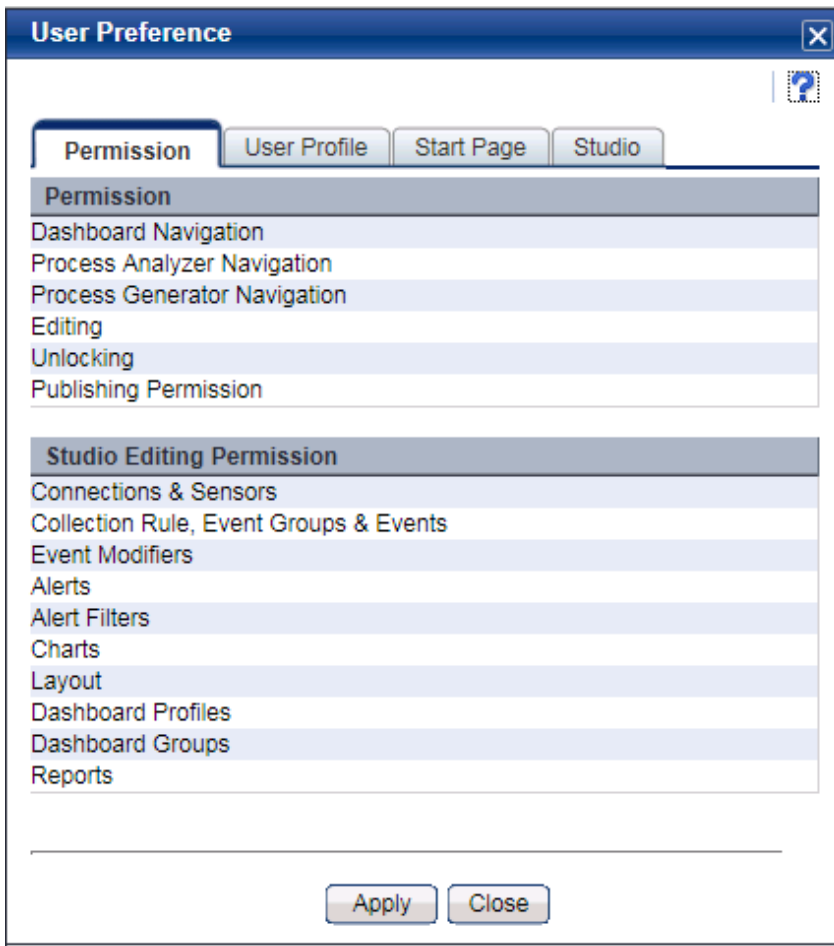
You can update user preferences from this screen and specified parameters are activated when you click [Apply] button in the each tab.

Descriptions of the features:

Tab name	Feature name	Description
Permission	Permission	Displays the user permission about Login user.

Tab name	Feature name	Description
	Studio Editing Permission	Displays the permission of elements you can edit.
User Profile	User Name	Updates User Name.
	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 become available from the next login.

Updating user preferences and specified parameters are available only in case Built-in Authentication.

. . . .

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.

🅿 Point

. . . .

The number of alerts displayed in the Alert summary will be changed depending on permissions of the group which user is assigned and current alert's status.

Basically alert status which is "Unresolved" or "Rejected" will be counted up, but in case login user's group has permission "Alert Approval", alert status "Resolved" will also be counted.
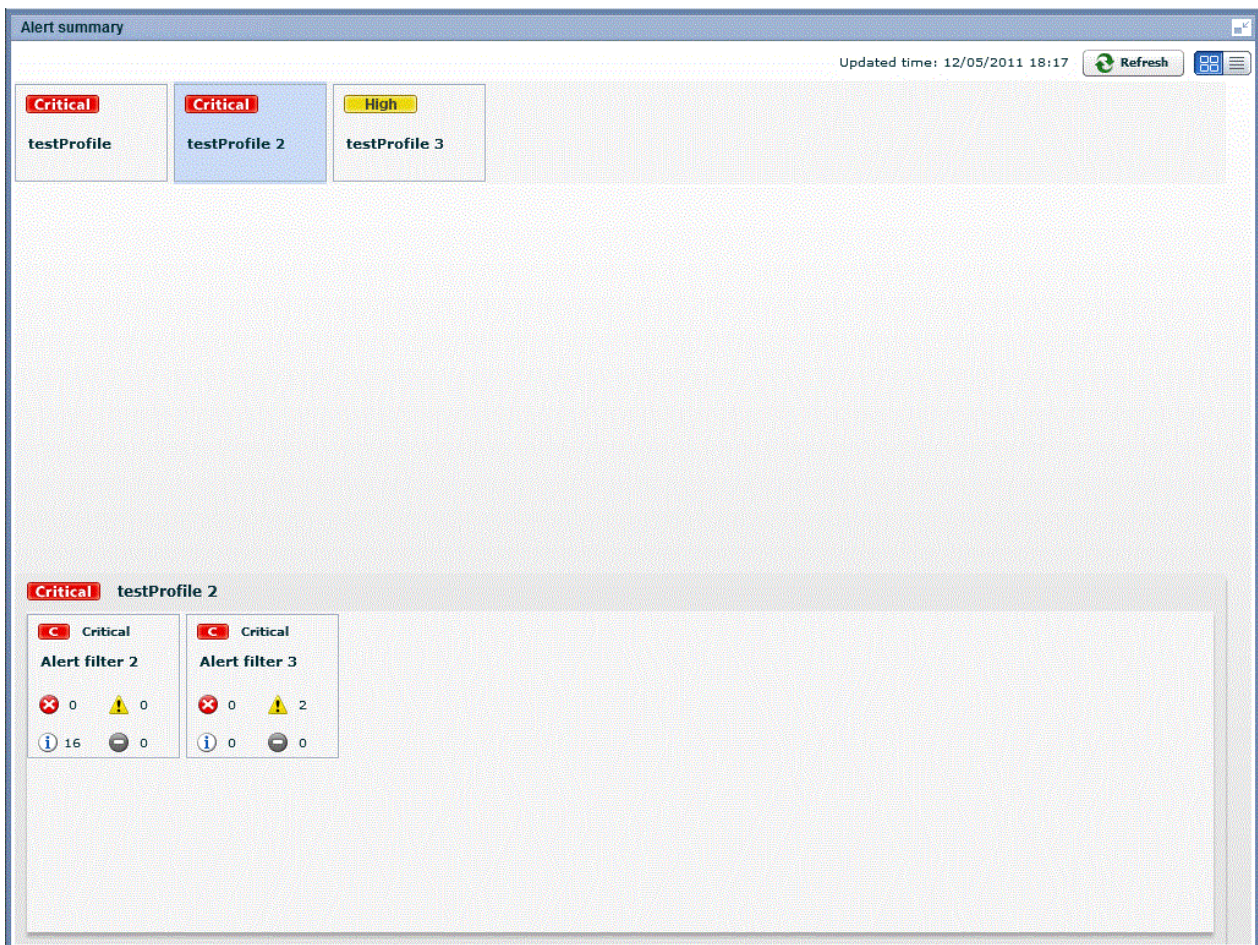
. . . .

Alert summary toolbar

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.

    -
    -
    -

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

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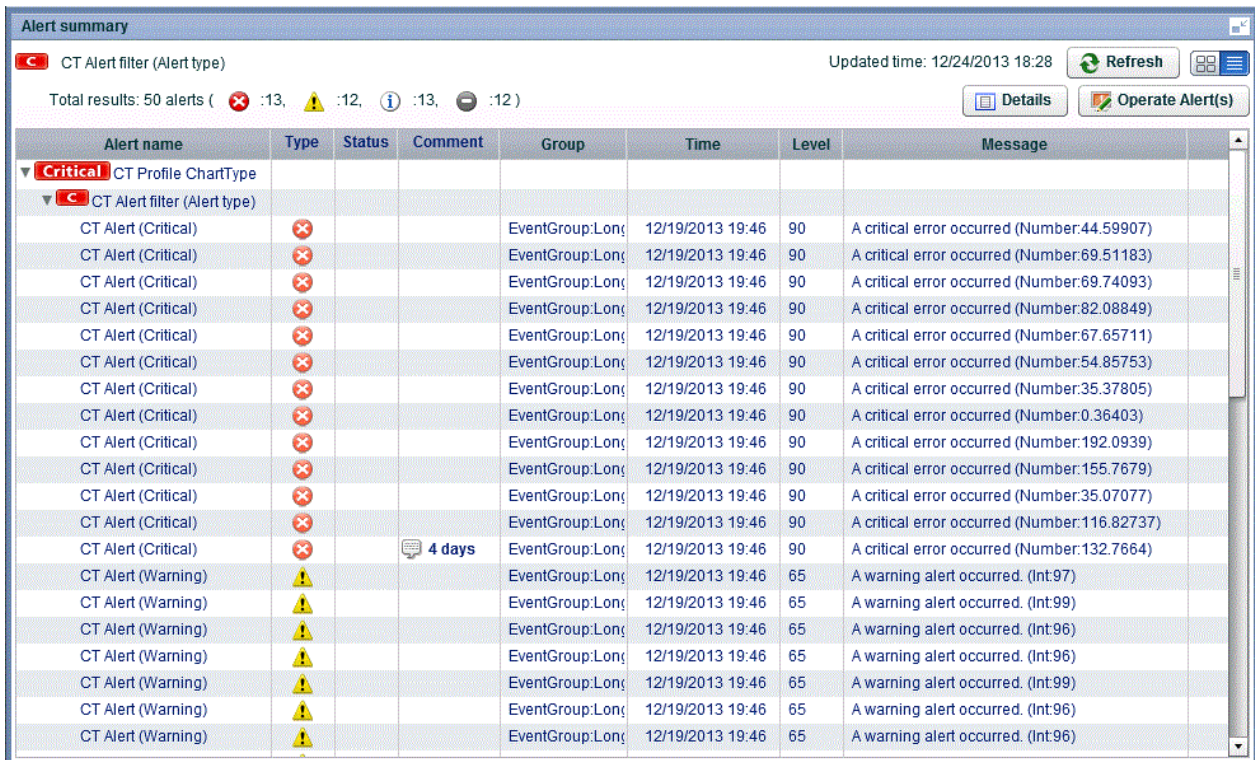
The lower area shows the alert status panel for filters belonging to the profiles selected in the panel.

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

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.

In case there are number of alerts which cannot be displayed in a list, message "Could not show all alerts." will be shown.

Handling alert status

The displayed alert list can be filtered according to the alert status by using the **Filtering** list located at the top of the alert list. You can select multiple alerts and process them collectively.

After filtering, if **Reset** is selected in the **Filtering** list, the display will revert to its previous state.

Alert toolbar

The following items are available on the Alert toolbar:

Item name	Description
Refresh	Updates the content of the Alert list.

Item name	Description
Configure	Opens the Alert 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.
Operate Alert(s)	Allows you to change the alert status, if you have appropriate rights. The following status are available: - Unresolved - Rejected - Resolved - Approved Note that you must add a comment when you change the status.

Configure

In the Alert Settings dialog box, 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 Alert Settings dialog box for the Search Fields.

Item Name		Description
Time	All	Alerts from any period are shown.
	Specify range	Sets the alert period. Select one of the following: ・ 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. - 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 status		Displayed alerts can be filtered according to the selected alert status. Select any of the following check boxes: - Unresolved - Rejected - Resolved - Approved
Comment		Filter alerts by specifying status of comments. Select one of the following: - All - Added - None

Item Name	Description
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 Alert Settings dialog box for the Custom Columns.

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.

The following describes the items in the Alert Settings dialog box for the Personal Filter.

This option will be shown when the Personal Filter was enabled.

Item Name	Description

Filtering Rule	Showing how to combine if multiple conditions were set.
	 - AND
	   Show data which matches all condition.
	 - OR
	   Show data which matches any one of condition.

Filtering Condition	List of filter conditions of this alert. If user has permissions to remove conditions, the condition's checkbox can be controlled. If the checkbox was unchecked and applied the changes, those conditions will be temporarily removed.

Operate Alert(s)

Take the following points into consideration for processing alerts using **Operate Alert(s)**.

- After rectifying the problems associated with an alert, set its status as **Resolved**.

- If there are no problems with a resolved alert, set its status as **Approved**.

- If there is a problem with a resolved or approved alert, set its status as **Rejected**.

- Comments can be added to alerts.

- Only the person who added the comment can cancel the added. As for the canceled comment, the cancellation line is added.

To change alert status, select the check box next to the alert and click **Operate Alert(s) or double click the Status or Comment field**. Note that the dialog box that is displayed is different depending on the current status of the selected alert.

- If you selected one alert:

  The processing details of alert operations and the comment history is displayed. Comments that have been added can also be deleted.

When a process is executed, its details are recorded in the history and the next process can be executed.

- If multiple alerts are selected:

The comment history is not displayed.

When processes are executed, the execution results message is displayed.

In the **Operate Alert(s)** dialog box, type a comment and click the displayed status button to change the alert status.

Note, by selecting the **Can resolve Alerts** and **Can approve Alerts** check boxes for a dashboard group definition in the Analytics Studio, you can control who can process alerts using the Analytics Dashboard.

For details, refer to "Editing Dashboard Groups" in Chapter 3, "Using the Analytics Studio" of the *Interstage Business Process Manager Analytics Studio Guide*.

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

In "Details" tab, detail parameters such as alert dates, parameter which causes the alert, or related URL are displayed.

Panel size can be changed by dragging the tabs.

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.
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.

Result of Actions tab

The Result of Actions tab shows the results of escalation.

You can execute the action again by specifying Action ID in case the result was failure. Refer to "*Management Console Guide*" for more details.

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.

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.
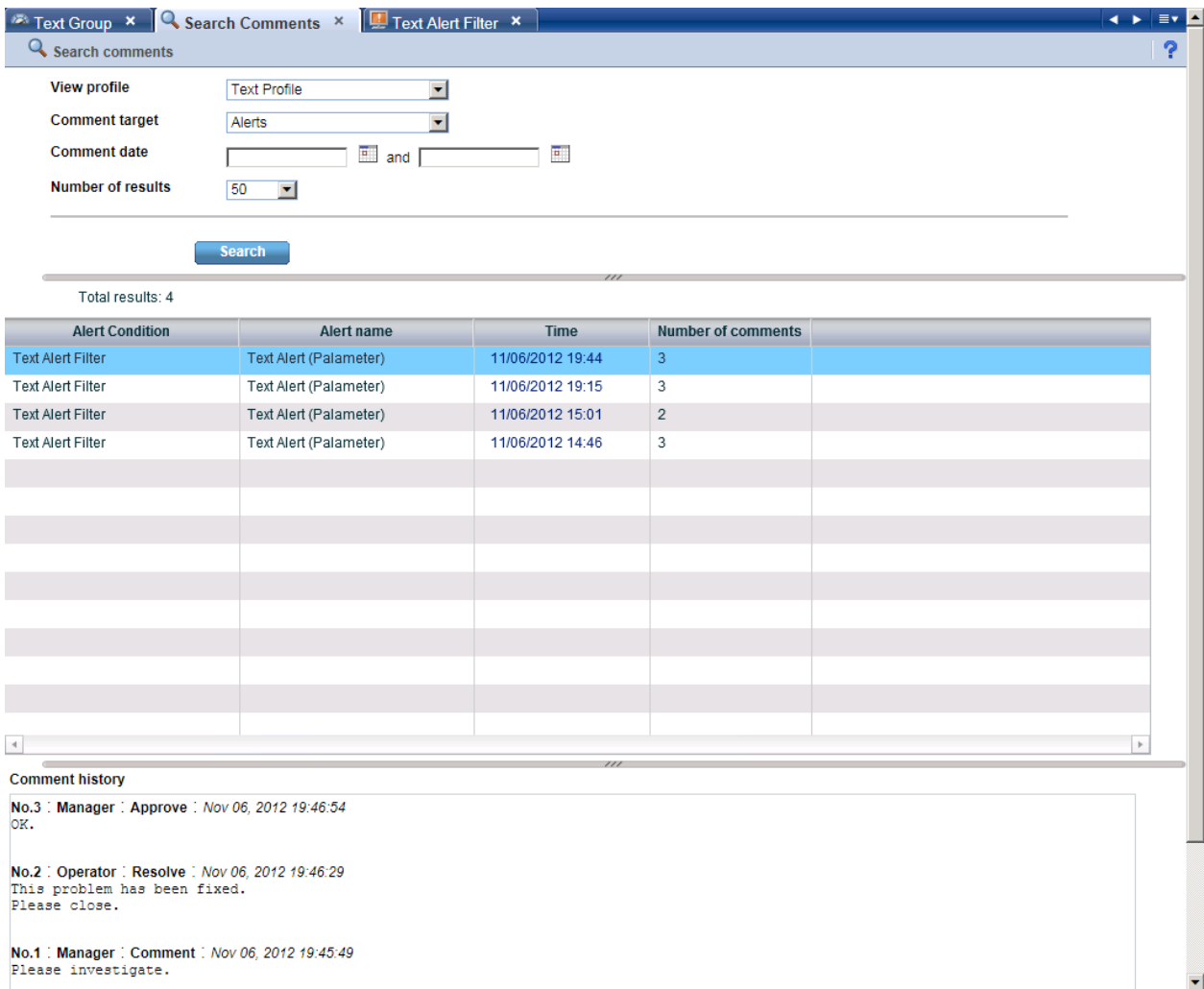
The following describes the items in the tab.

Item Name	Description
View profile	Filter by profile.
Comment target	Filter by Comment target. There are three types. - Alert - KPI - Process (In case Interstage BPM)
Comment date	Filter by the day the comment was made. The latest or oldest period is made as a range for the blank.
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 from integrated Interstage BPM Console.

The following describes the items in the tab.

Item Name		Description
Event Group		Filter by the selected Event Group.
Process		Select the process definition to be searched. Select **All** to search all process definitions.
UDA		Filter by UDAs. It is necessary to set on Analytics Studio for displaying this item.
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.
	Owner	Filter by the owner of the process instance.

Item Name		Description
	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.

Results tab

The Results tab shows details about the process instances.

| Results | Diagram | Problems | Process Progress |

Process :	testProcess2	Str_aa :	Test
Start date :	Feb 28, 2012 03:14:12	Bool_bb :	false
Update date :	Feb 28, 2012 03:14:12	Date_cc :	Oct 04, 2010 18:51:13
Lead Time :	6039:33:47		
Process instantiator :	__process		
Latest assignee :	-		
Owner :	tenantOwner		
Status :	Active		
Parent process :	-		
Current position :	Activity1		
Version :	1.0		
Internal instance ID :	6174		

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.
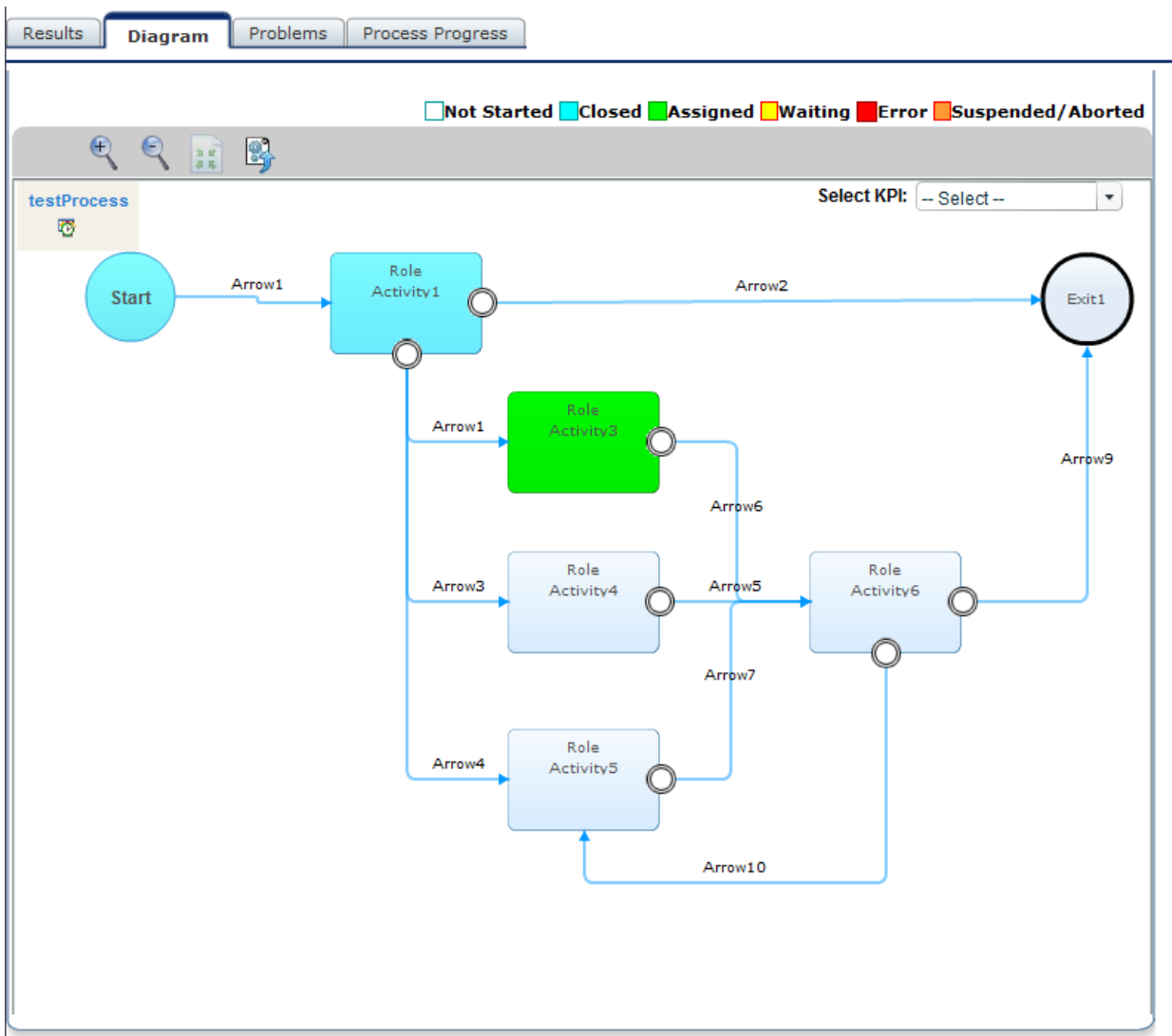
Problems tab

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.

Task	Alert	11/30/2011 21:11 - 12/05/2011 16:52	Lead Time	Delin
▼ ☐ testProcess			00:00:00	00:00:0
☐ Activity1			06:24:14	06:19:
☐ Activity3			00:00:00	00:00:0

3.5 Operations in the Business Reports View

This section explains the operations you can perform in the Business Report view.

3.5.1 Layout

The KPI Layout view is displayed when you log into the Analytics Dashboard and click on the item you wants to display in the KPI tree in the left pane. The number of bricks and each brick's sizes, locations and contents displayed in the Business Reports View are depends on which layout was selected.
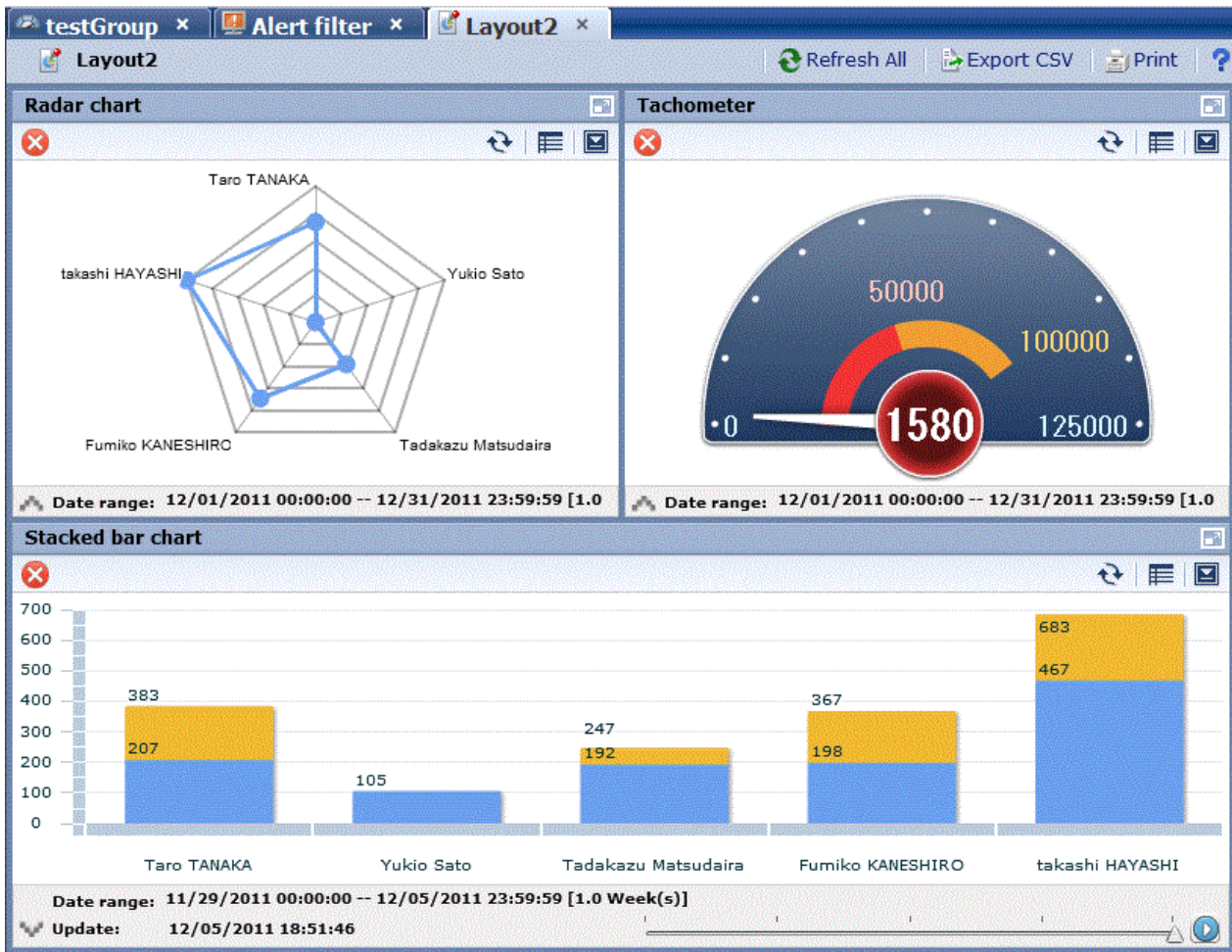
Layout toolbar
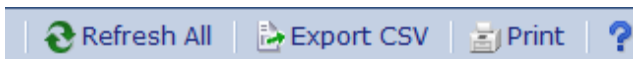
Descriptions of the features:

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.
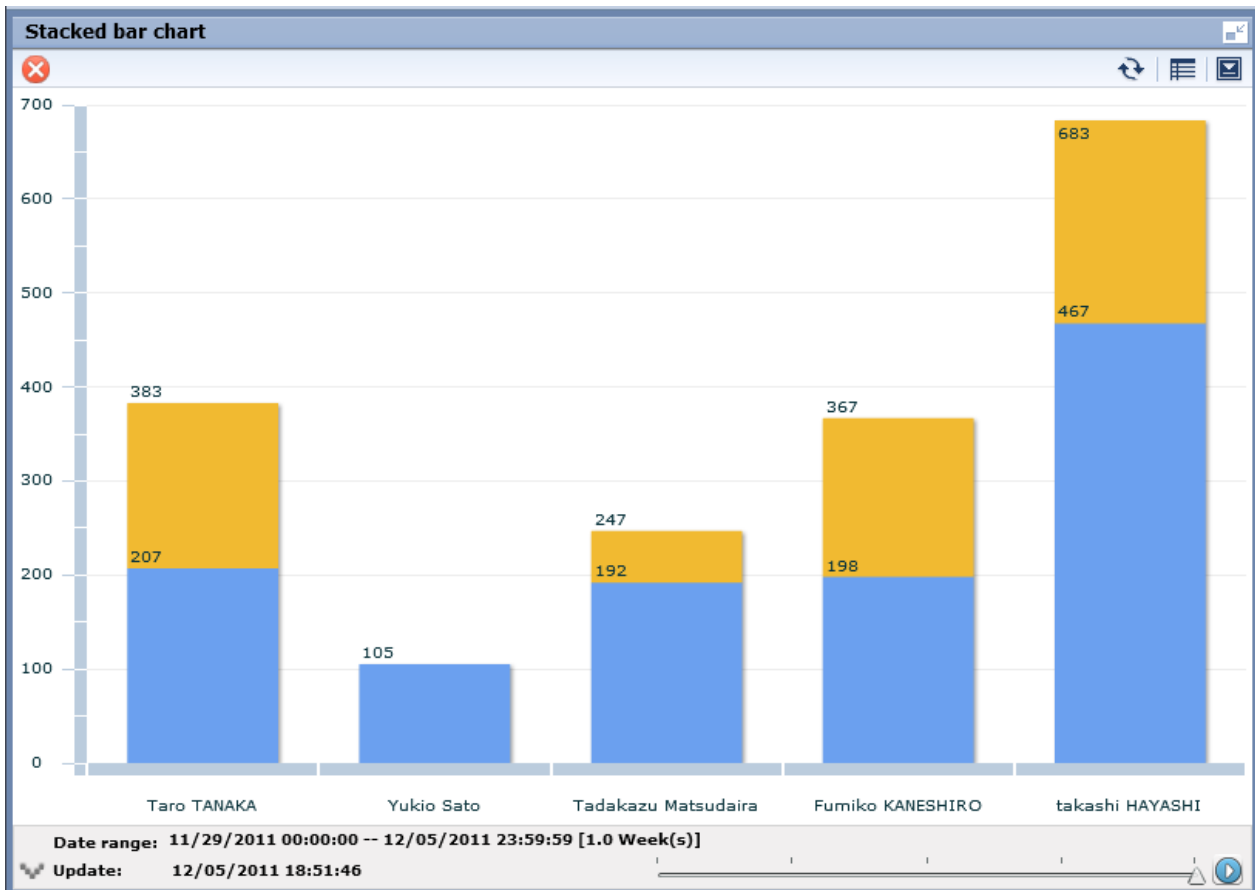
Descriptions of the features:

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
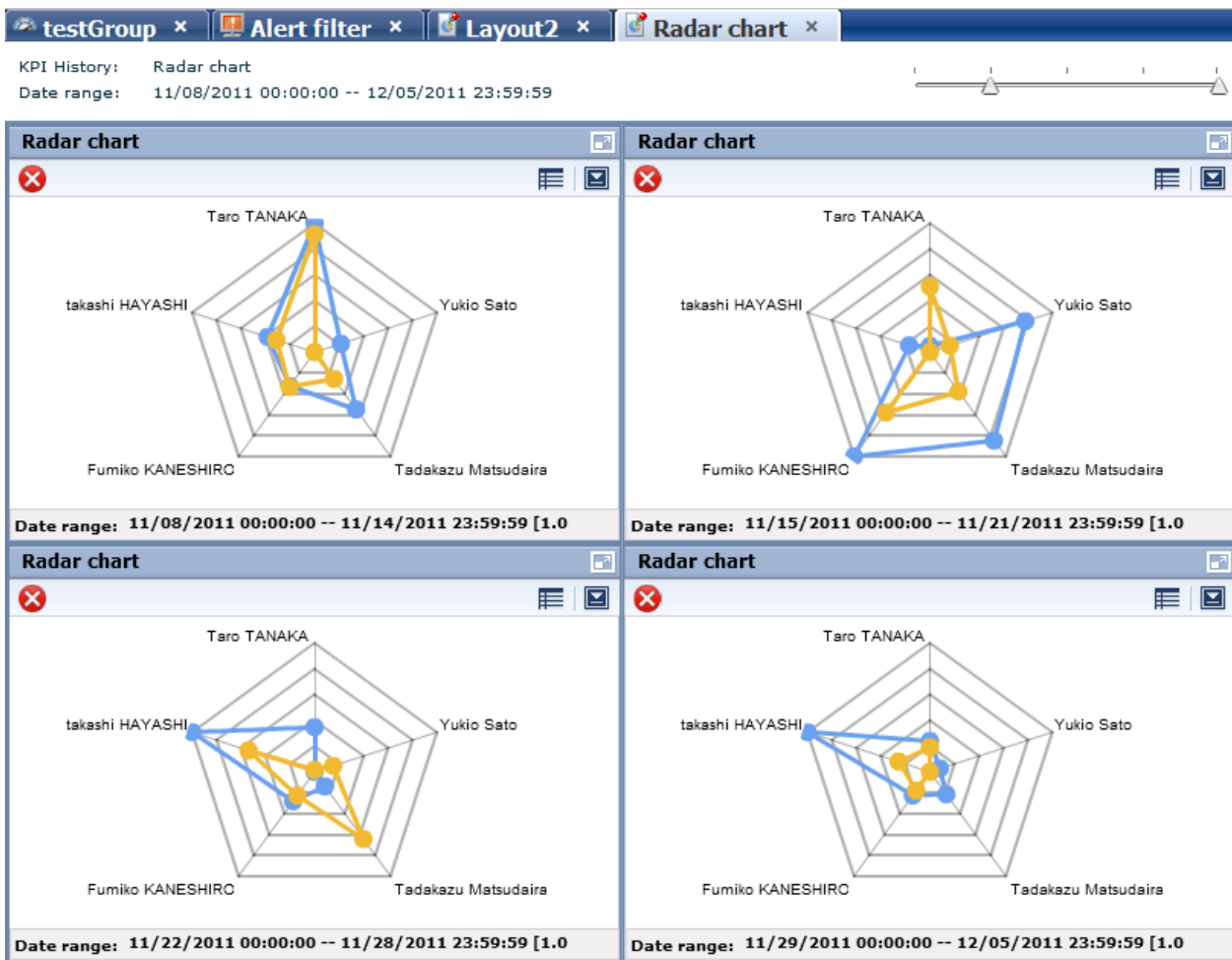
History shows a list of charts for the period selected with the period slider. View each period side by side for a simple comparison.

Adjust the period displayed by moving the slider at the top of the window.

Relational alerts
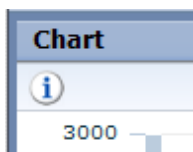
The alert status is displayed to the upper left of the brick. Note that if there are multiple alerts, the most important alert is displayed as an icon.

Clicking the alert status icon or clicking **Show relational alerts** on the **Show function** menu displays a list of alerts that are in the following states:

- Alerts associated with events used in charts

- And for users with approval rights, alert with the **Unresolved**, **Rejected**, or **Resolved** status; otherwise, alerts with the **Unresolved** or **Rejected** status
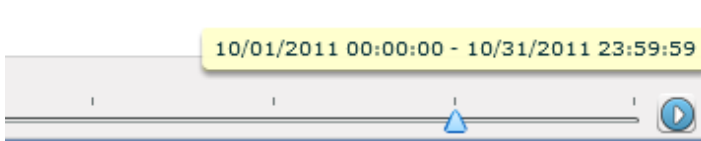
Period slider

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.
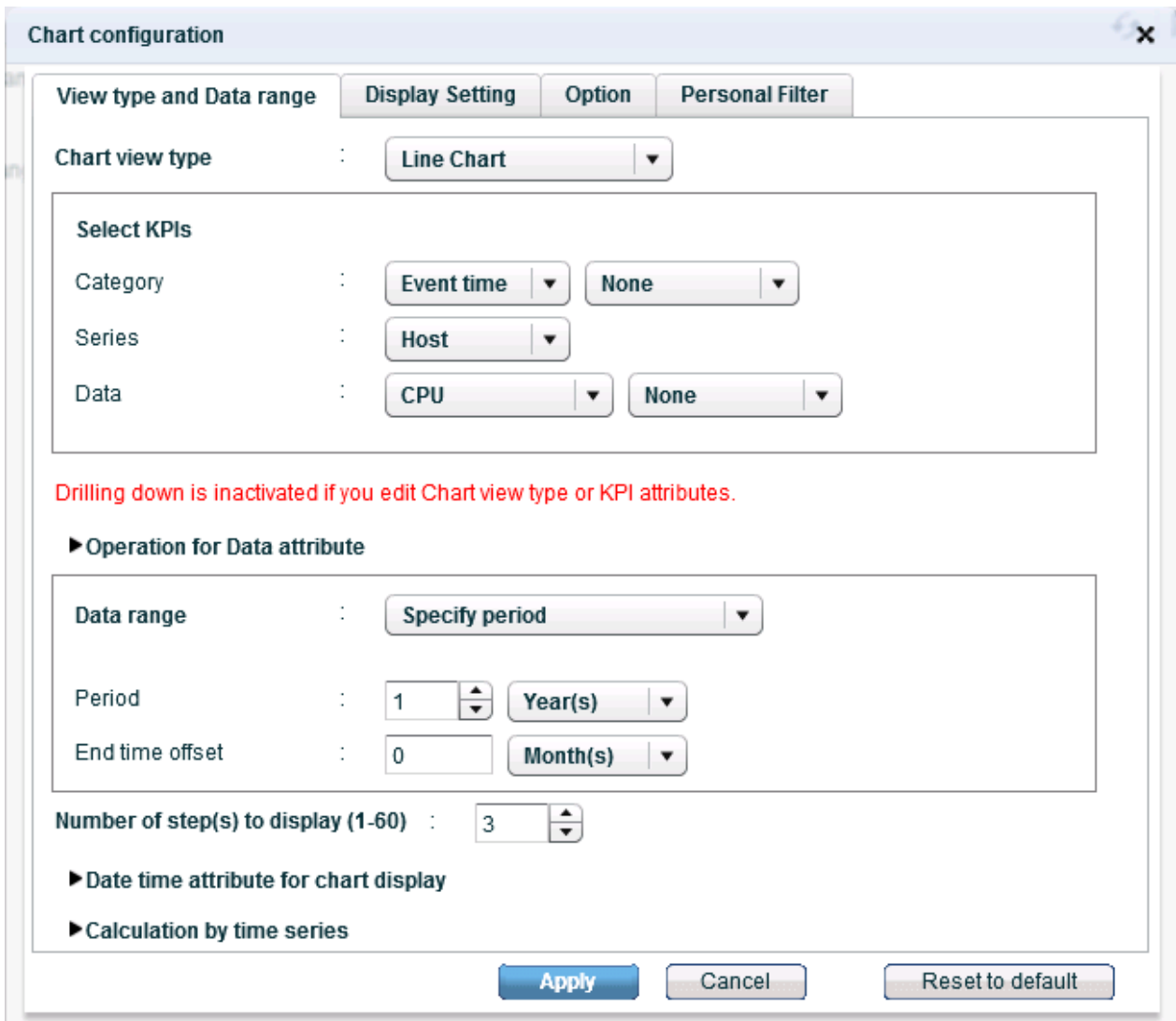
Configure

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.
		- Number format
		In case data type is as read or integer, you can specify number format.
		- none
		Display the value as it is without format.
		If data type is Real, Decimal number of digits defined in Event definition is displayed.
		- Integer
		Cut off decimal and display in integer.
		- Percent
		Display with % multiplying by 100.
		- Time
		Display hh:mm:ss format considering number to be Second.
		- 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.
		Ex)
		When the format is 0.0# and the input is 45.10, the label is 45.1.
		- 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.

Feature name		Description
		- Custom Display by user defined format. Enabled character: YYYY, MM, DD, EEE, hh, mm, ss
	Operation for data attribute	Run operations on data attributes. - 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 duplicated item values. Calculation is performed according to the specified method.
	Data range	Set the display period for the chart. - 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. - 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.

Feature name		Description
	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.
		
		  - 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.
	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.

Feature name		Description
	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.
	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.
		- Solid
		- Dashed
	Line width	Set the line width in line charts.
		Select 1, 2, 3, 4, or 5.
Options	Sort	Sort the charts.
		- Event tables
		It is possible to sort it by two or more attributes. Invisible attributes can also be sorted.
		- Index
		The sorting order is specified. It sequentially sorts it from one with small number.

Feature name		Description
		- Attribute
		Select target attribute name.
		- Sort Order
		Select the direction of the values.
		- Action
		Delete selected item.
		- Others
		Specify the axis of the chart for any other kind of chart.
		* Data cannot be used for sorting if a series has been specified.
		- Sort Key
		Select target attribute name.
		- Sort Order
		Select the direction of the values.
	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.
		- Maximum number of category plots
		- 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
		- 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.
		- Comparison cycle
		Specify a time cycle when dividing a series.
		- Display scope
		Specify the range displayed on the horizontal axis of a chart.
Personal Filter	Filtering Rule	Showing how to combine if multiple conditions were set.
		- AND
		Show data which matches all condition.
		- OR
		Show data which matches any one of condition.

Feature name		Description
	Filtering Condition	List of filter conditions of this chart.
		If user has permissions to remove conditions, the condition's checkbox can be controlled. If the checkbox was unchecked and applied the changes, those conditions will be temporarily removed.

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.
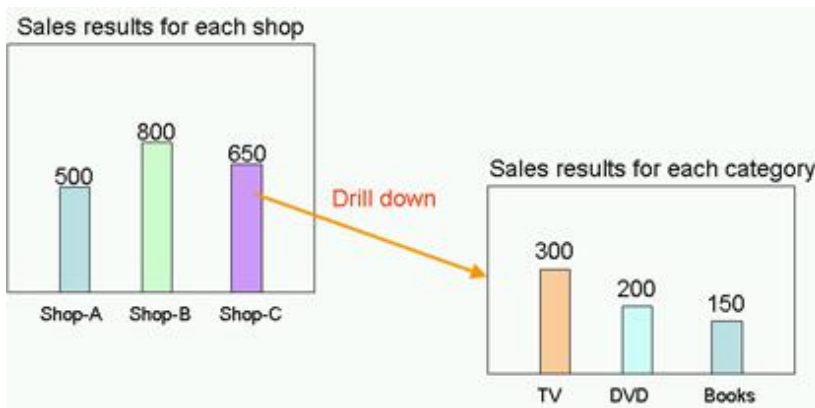
For example:

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 at 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 only available from integrated Interstage BPM Console.

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 active 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.
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.	○	○	○	○

Item		Description	Monitor		Analysis	
			Process	**Activity**	**Process**	**Activity**
	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.	-	-	○	○	○
	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	-	-	○	○	○

Item		Description	Monitor		Analysis	
			Process	Activity	Process	Activity
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.
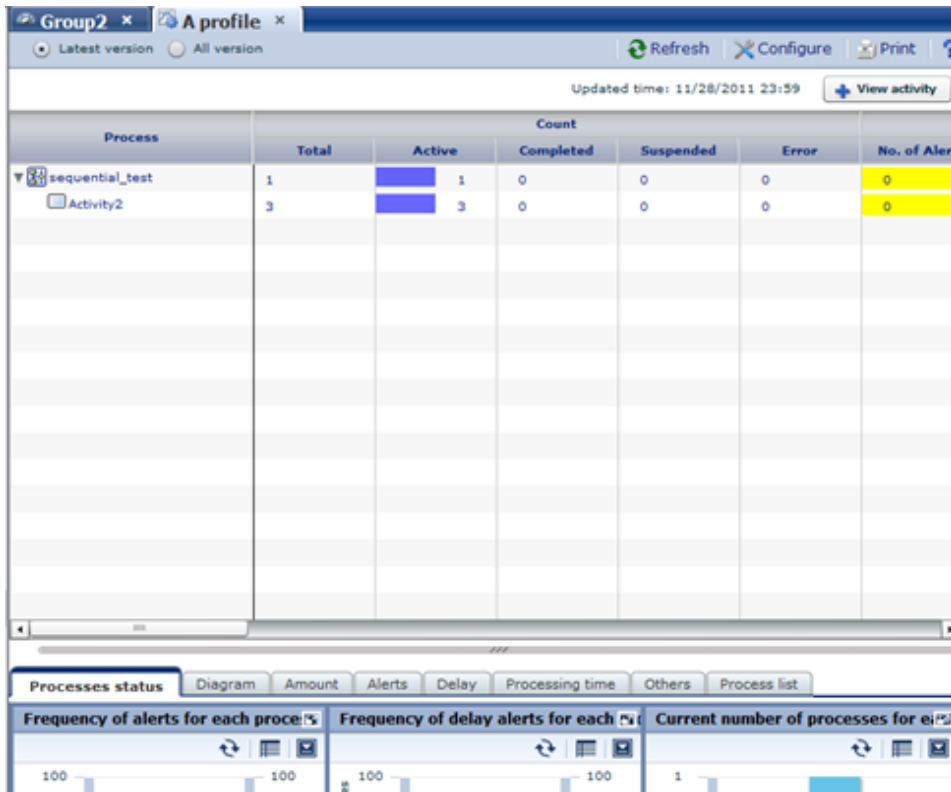
Process Performance toolbar

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 need to be configured in Studio beforehand.
View activity		Displays the statistical results of selected activities for each group and user.

Feature name	Description
	Displayed if an activity in the process analysis table is selected.
View sub processes	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.
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	○	-	-	-	-	-	-	-
Process	○	○	○	○	○	○(Analysis only)	-	○
Version	○	○	○	○	○	○(Analysis only)	-	○

Selected element	Process status	Diagram	Amount	Alerts	Delay	Processing time	Others	Process list
Phase	○	○	○	○	○	○	○	○
Activity	○	○	○	○	○	○	○	○

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.

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.
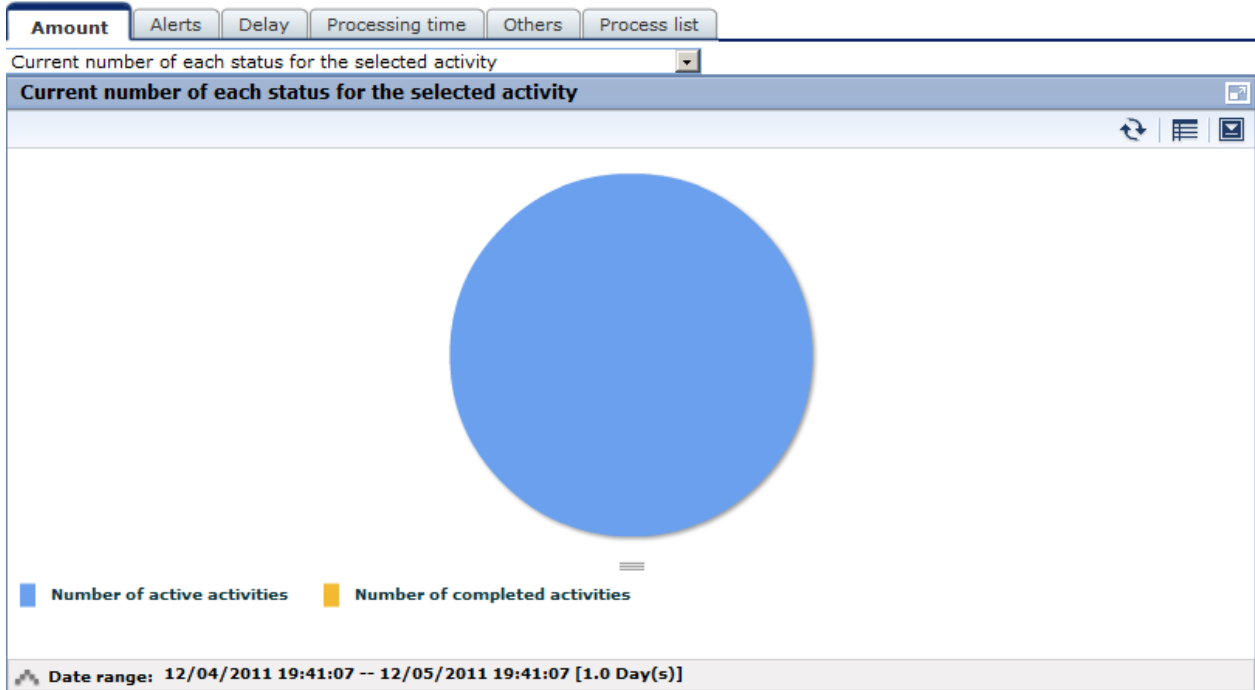
The following shows the details shown by the different elements.

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

Chapter 4 Operating the Analytics Dashboard for Smart devices

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

4.1 Overview

The Analytics Dashboard is a tool to monitor business activities with a Web browser.

4.1.1 Display

The following view is displayed after you log in to Dashboard.
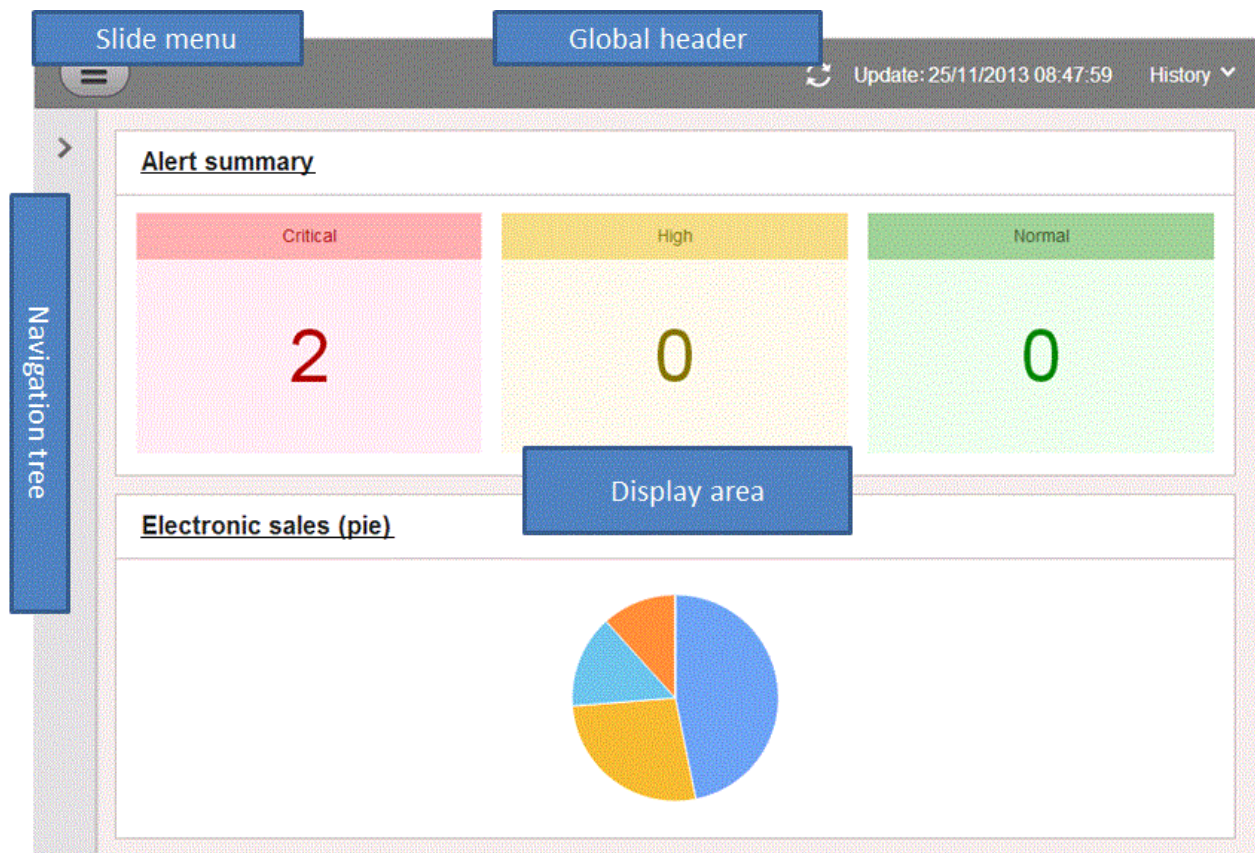
4.1.1.1 Global header

Refresh

Refresh the contents.

Refreshed date will be displayed next to the Update label.

History

The history of the selected contents from navigation tree is displayed in History.
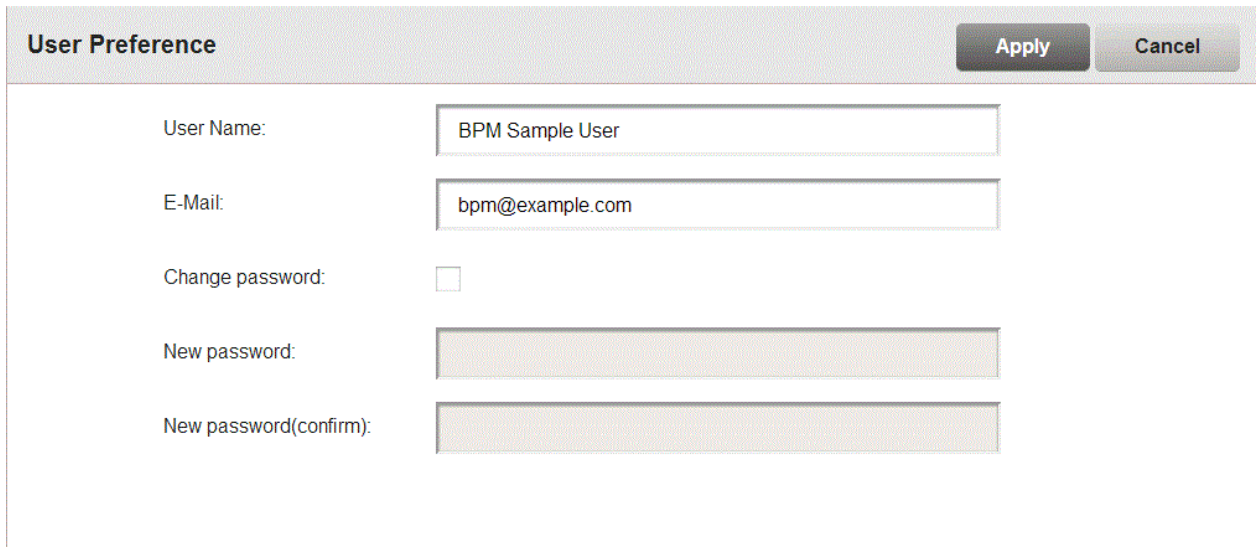
Up to latest 10 contents are shown.

4.1.1.2 Slide menu

This is displayed when the button on left side of Global header is selected.

User Preferences

User Preference screen is displayed when select 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 select [Apply] button in each tab.

Descriptions of the features:

Tab name	Feature name	Description
User Profile	User Name	Updates User Name.
	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.

Note

....

Changing password is available only in case Administrator permits.

Some of the changes will be activated during next login.

User Preference screen is available only in case Built-in Authentication.

....

Log out

Log out from Dashboard.

4.1.1.3   Navigation tree

Overview menu

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 Dashboard Profile. A list of alerts is displayed when you select the alert monitoring conditions in the summary.

- Business Reports

    - The same contents shown in the KPI view can get shown.

Alert view menu

The following features are available in Alert menu:

- Display Alerts

    Displays list of the alerts which were detected.

- Alert details and escalation results

    Details of the alerts selected in the list of alerts are shown here. The results of escalation are also shown if applicable.

- Alert list display and available actions

    Alerts matching the monitoring conditions are shown in a list. There are a number of actions that can be taken.

- 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 history of comment

    Earlier comments and actions are displayed in time series.

Business Reports menu

The following features are available in Business Reports menu:

- 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

    More detailed chart can be set by selecting attribute set in Analytics Studio.

4.2 Operations in the Overview

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

The Overview is displayed first after you logged in to the Analytics Dashboard.

The Overview shows alert summaries, charts (similar to those shown in the KPI view). 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
Summary mode	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 Summary mode in that the selected alerts list can be displayed.

 Point

The number of alerts displayed in the Alert summary depends on access permissions of the login user's group and current alert status.

Basically alert status which is "Unresolved" or "Rejected" will be counted up, but in case login user's group has permission "Alert Approval", alert status "Resolved" will also be counted.

Summary mode
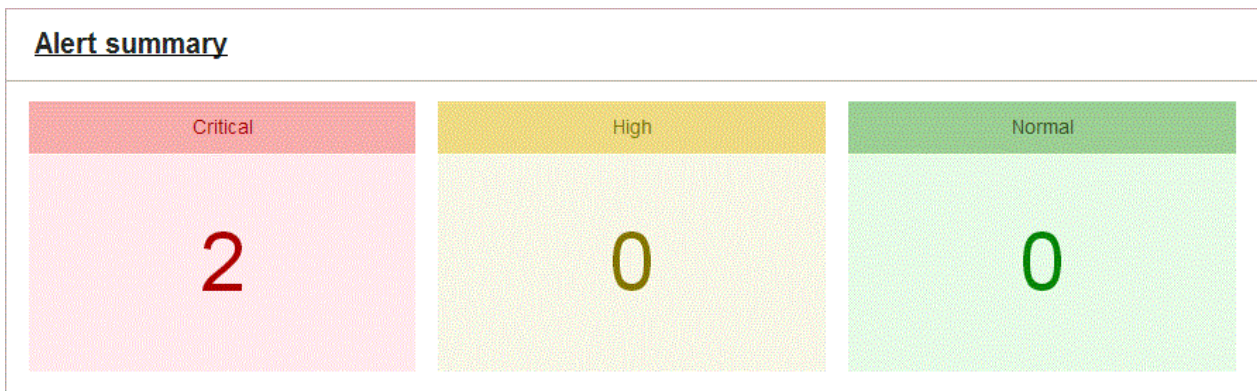
The features available in the Summary mode are as follows.

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

Signals show three status levels, depending on thresholds.

- Normal

- High

- Critical

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

List mode

The features available in the List mode are as follows.

- The tree format shows the following two levels.

  - Level 1: Profiles

  - Level 2: Alert Filters

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

- To display the signal and title of the filter selected in the upper section, select on the level 2 filter.

4.3   Operations in the Alert View

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

4.3.1   Alert List Display

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

Server Management of Condition   Operate Alert(s)

Total: **1** / **1** Alerts   ⊗ : 1   ⚠ : 0   ⓘ : 0   ⊖ : 0   Filter ⌄   🔍

	Type ⇕	Status ⇕	Level ⇕	Alert Name ⇕	Date ⌄
☐	⊗		100	**Heavy duty Alert**	1 Minute(s)
	A big load hangs to the machine [Sales Server] . Please confirm the state. CPU :95 MEMORY :1089				

Handling alert status

The displayed alert list can be filtered according to the alert status by using the **Filtering** list located at the top of the alert list. You can select multiple alerts and process them collectively.

After filtering, if **Reset** is selected in the **Filter** list, the display will revert to before filtered.

Alert search

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

The following describes the items in the Alert Settings dialog box.

Item Name		Description
Time	All	Alerts from any period are shown.
	Specify range	Sets the alert period. Select one of the following: ・ 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. - 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 status		Displayed alerts can be filtered according to the selected alert status. Select any of the following check boxes: 　- Unresolved 　- Rejected 　- Resolved 　- Approved

Item Name	Description
Message	Filter by Message.
Alert type	Displayed alerts can be filtered according to the selected alert type. Select any of the following check boxes: - Critical - Warning - Information - Unknown
Alert level	Filter by alert level.
Alert Name	Filter by Alert Name. Displays alerts that are included in the alert filter set in the profile definition.

Operate Alert(s)

Take the following points into consideration for processing alerts using **Operate Alert(s)**.

- After rectifying the problems associated with an alert, set its status as **Resolved**.

- If there are no problems with a resolved alert, set its status as **Approved**.

- If there is a problem with a resolved or approved alert, set its status as **Rejected**.

- Comments can be added to alerts.

- Only the person who added the comment can cancel. Canceled comments are shown with strike-through.

To change an alert's status, select the check box next to the alert and select **Operate Alert(s)**. Note that the dialog box that is displayed is different depending on the current status of the selected alert.

- If you selected one alert:

  The processing details of alert operations and the comment history is displayed. Comments that have been added can also be deleted.

  When a process is executed, its details are recorded in the history and the next process can be executed.

- If multiple alerts are selected:

  The comment history is not displayed.

  When processes are executed, the execution results message is displayed.

In the **Operate Alert(s)** dialog box, type a comment and select the displayed status button to change the alert status.

Note, by selecting the **Can resolve Alerts** and **Can approve Alerts** check boxes for a dashboard group definition in the Analytics Studio, you can control who can process alerts using the Analytics Dashboard.

For details, refer to "Editing Dashboard Groups" in Chapter 3, "Using the Analytics Studio" of the *Interstage Business Process Manager Analytics Studio Guide*.

4.3.2 Drilled-down display

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

Details tab

In "Details" tab, detail parameters such as alert dates, parameter which causes the alert, or related URL are displayed.

The following describes the items in the Details tab.

Item Name		Description
Attribute Details	Date and time of the event	Displays the time and date the event occurred.
	Event Attribute Name	Displays the attribute value of the target event when the alert occurred.
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.

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.

Result of Actions tab

The Result of Actions tab shows the results of escalation.

You can execute the action again by specifying Action ID in case the result was failure. Refer to "*Management Console Guide*" for more details.

4.4 Operations in the Business Reports View

This section explains the operations you can perform in the Business Report view.

4.4.1 Layout

The KPI Layout view is displayed when you log into the Analytics Dashboard and select on the item you want to display in the KPI tree. The number of bricks and each bricks sizes, locations and contents displayed in the Business Reports view are depends on which layout is selected.
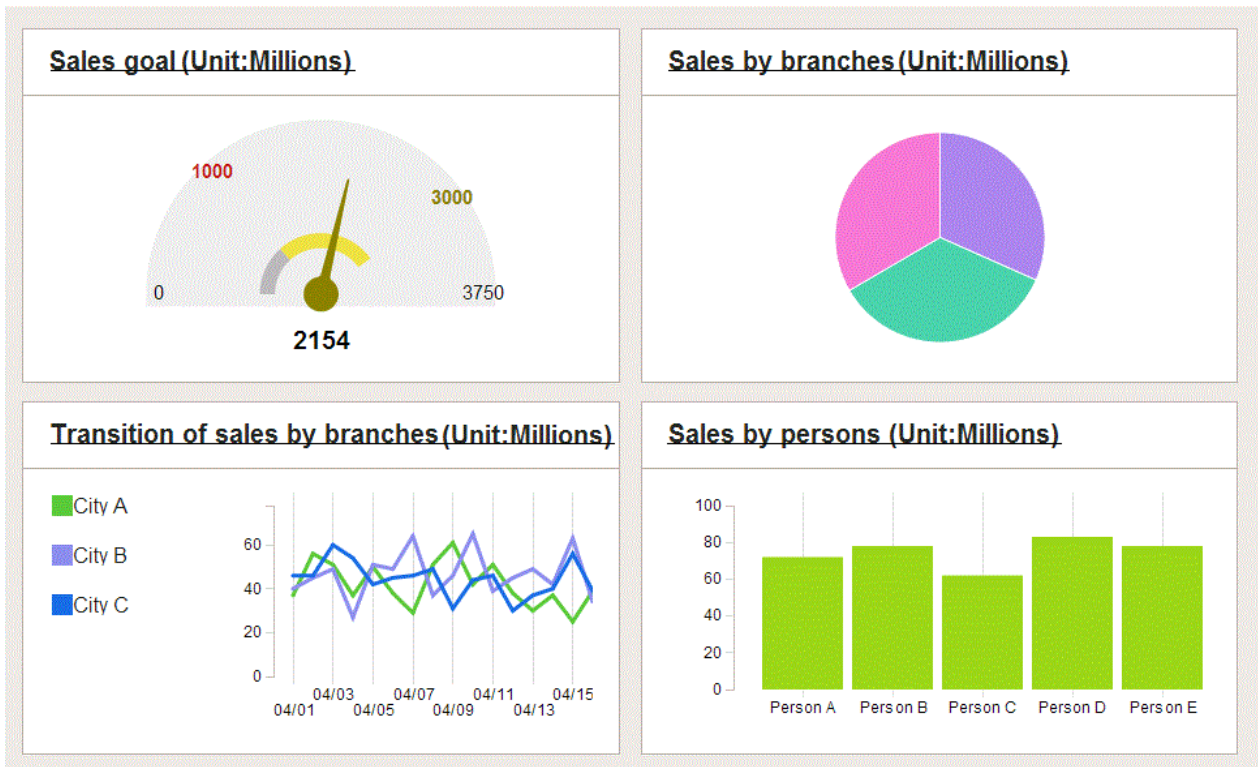
Displaying mode of bricks

Displaying mode for bricks has 2 modes. These modes can be switched by selecting the title.

- Summary mode

  This mode is able to refer two or more charts in the bird's-eye view. Each chart can be easily confirmed by scrolling.

- Detailed mode

  This mode is for operating a chart. You can do the operations of Settings and Drill down, etc.

Optimization of display

The display of chart is optimized by the direction of the device and the number of bricks.

- Portrait

  When you set the device in portrait orientation, each brick are displayed up to a full width of the display area in a row.

  When the brick number is one, it is always displayed as detailed mode.

- Landscape

  When you set the device in landscape orientation, each brick are displayed as below by the number of bricks.

  When the brick number is one, it is always displayed as detailed mode.

  - Brick number is 2

    These bricks are displayed a row as Portrait.

  - Brick number is 3 or more

    These bricks are displayed two rows.

P Point
. . . .

To rotate the smart device, you can change the display mode of bricks. Set device in portrait orientation when you want to see the chart that crowds the data. And set device in landscape orientation when you want to see two or more charts.
. . . .

4.4.2   Charts

The following shows the structure of the brick window.
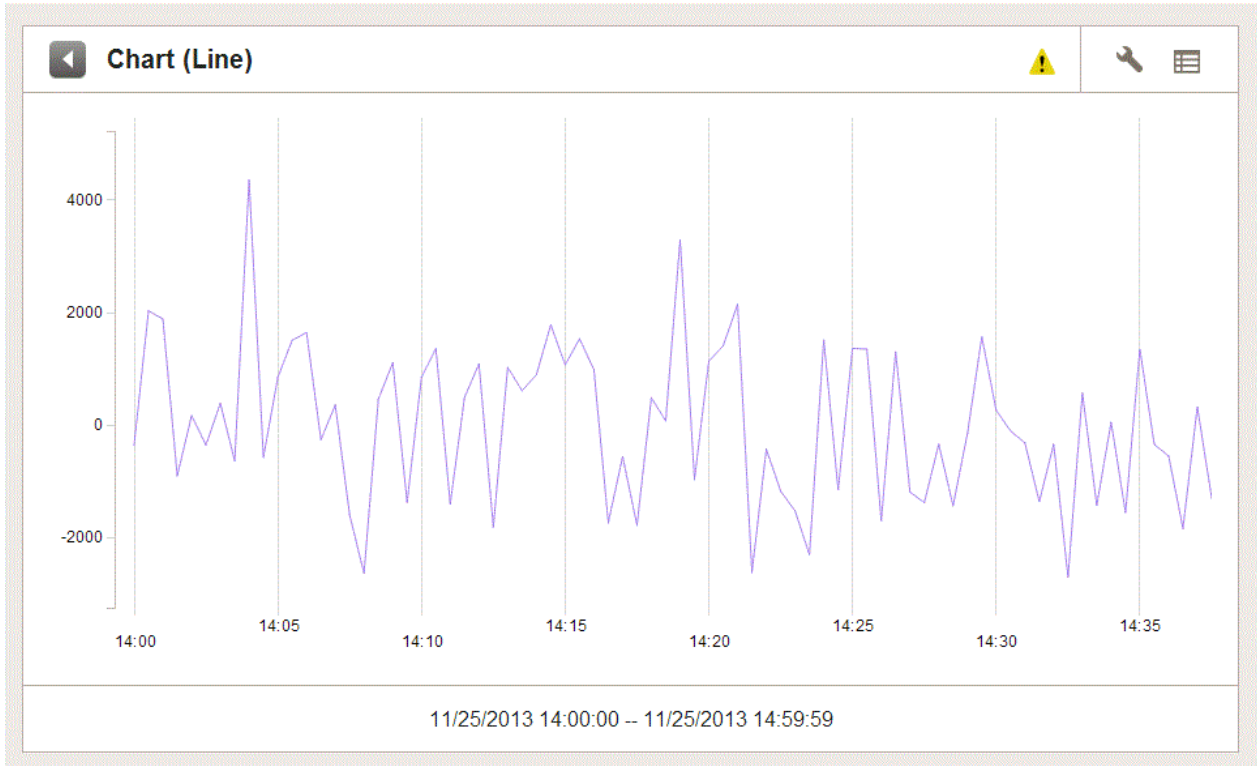
Descriptions of the features:

Feature name		Description
Summary mode	Show related alerts	Displays a list of the alerts associated with the chart.
Detailed mode	Change table	Switches between table and graph display.
	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	Select 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.

Relational alerts

The alert status is displayed to the upper left of the brick. Note that if there are multiple alerts, the most important alert is displayed as an icon.

Selecting the alert status icon or select ing **Show relational alerts** on the **Show function** menu displays a list of alerts that are in the following states:

- Alerts associated with events used in charts

- And for users with approval rights, alert with the **Unresolved**, **Rejected**, or **Resolved** status; otherwise, alerts with the **Unresolved** or **Rejected** status
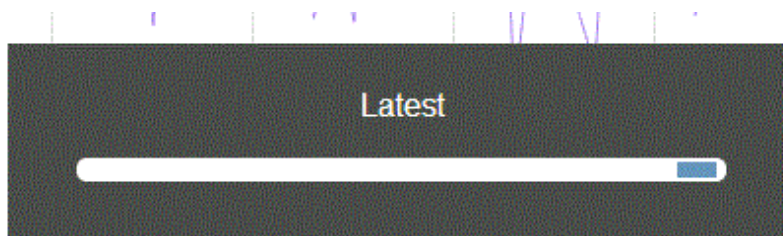
Period slider

11/25/2013 14:00:00 -- 11/25/2013 14:59:59

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

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

Configure

Select Configure to display the settings dialog.

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

The users who can make changes can 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.

| Reset | Apply | Cancel |

View type | Data range | Sub Graph

Chart view type: Line Chart ⌄

Category: Event time ⌄

Series: Host ⌄

Data: CPU ⌄

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. Select Reset to default to enable drilldown again.
	Data range	Set the display period for the chart.
		- 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.
		- 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.

Feature name		Description
		- Specify start and end Displays the data in the period between the start date and the end date.
Sub-Graph	Share vertical axis	Select whether to share the vertical axis with the base graph.

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.
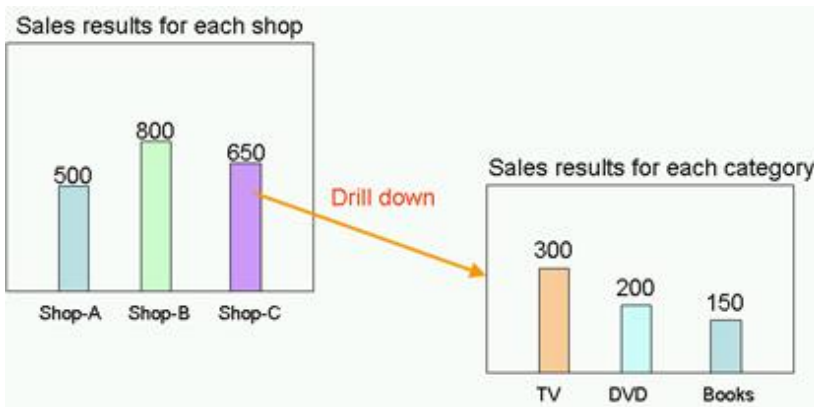
For example:

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 selecting 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 selecting on the parent chart's icon and selecting the child chart.

Drill Up

After Drill down or Related chart is operated once, the chart can be switched by the bread crumb.

Chapter 5 Other Functions

5.1 Direct Display

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

Only the views themselves are shown the global header and navigation tree aren't shown. There is also an option to hide the header menus when showing the Business Reports view.

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

Note
....

Note that URL value of Direct Display URL would be changed when elements are migrated by using "Importing Elements". Following element types have impact.

- Layout

- Alert Filter

- Dashboard Profile
....

Note
....
This function is only for PC.
....

5.1.1 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

5.1.2 External Filtering

You can display the chart with filtered data when accessing Business Report view by setting some of the parameters.

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:

Specify following URL in case setting the condition (AAA = PPP) AND ((BBB = QQQ) OR (BBB = RRR)).

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

5.2 Label Substitution

To replace attriute 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

During the label substitution is enabled, following will be replaced.

- Each value of Category/Series/Data for Graph and Data table

- Data value of Event table

- The message of Alert

- Details of Alert

- Detail of Process

- Subject and Body of E-mail Action

- Report

Note
....

When Label substitution is enabled, all alert messages including past messages are displayed in 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 action are always replaced.
....

5.2.1 Creating label substitution definition

Label substitution definition is created in Management console.

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

5.2.2 Mapping Attribute and a label substitution definition

Attributes and label substitutions are mapped in Event definition.

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

5.2.3 Enable label substitution in Dashboard group definition

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

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

Note

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

5.2.4 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:
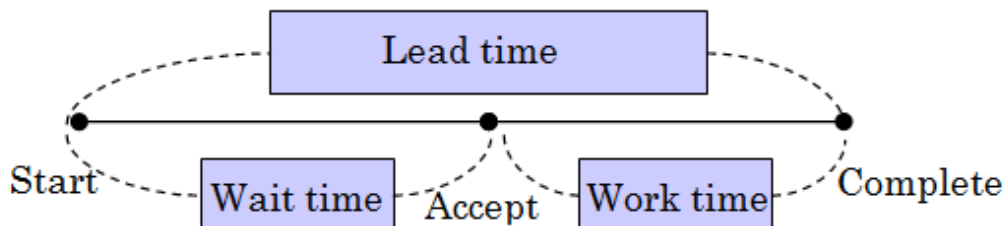
- Lead time

- 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.