



USU Analytics

Standard Analysis, Dashboards and Report Catalog

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1. General

In this document we summarize all our pre-built standard reports and dashboards.

Even though we provide you many ready-made analysis reports and dashboards you can easily create new reports and dashboards by using USU Analytics.

Creating new analysis reports is straightforward. For each USU Analytics domain we provide predefined sets of dimensions and measures. Those are pooled in so called "cubes". There is at least one cube per domain.

By combining measures and dimensions in USU Analytics Analyzer Report you can easily create your own analysis reports within minutes. You can intuitively use advanced filters and sorting capabilities and you can drill down your business information stored in USU Analytics. If you want to have chart visualizations, you can choose from a variety of predefined visualization types.

The cubes and predefined dimensions and measures are provided in the chapters **Predefined Dimensions and Measures**.

2. Availability of standard reports and dashboards

Available standard reports and dashboards are based on your USU solutions. Only if a certain solution of the USU portfolio (e.g. USU Knowledge Management) is part of your contract, source data will be available for processing. Therefore analyses, dashboards and reports are applicable only for licensed solutions.

3. Knowledge Management

3.1. Availability of standard reports and dashboards

Available standard reports and dashboards are based on your USU solutions. Only if a certain solution of the USU portfolio (e.g. USU Knowledge Management) is part of your contract, source data will be available for processing. Therefore analyses, dashboards and reports are applicable only for licensed solutions.

3.2. Predefined Dimensions and Measures

3.2.1. Knowledge Management: Document Analysis

Type	Name	Hierarchy
Measure	# of created documents	
Measure	Ø age of a document	
Measure	Ø document flesch index	
Measure	Ø document not-read time	
Measure	Ø document user rating	
Measure	Ø number of accesses	
Measure	Ø number of feedbacks	
Measure	Ø number of read-accesses	
Measure	Σ number of accesses	
Measure	Σ number of feedbacks	
Measure	Σ number of read-accesses	
Dimension	Application area	<ul style="list-style-type: none"> • Application area - name
Dimension	Date created	<ul style="list-style-type: none"> • Date created – year • Date created – quarter • Date created – month • Date created – week • Date created – day
Dimension	Date created (day name)	<ul style="list-style-type: none"> • Date created – day of week
Dimension	Date latest read	<ul style="list-style-type: none"> • Date latest read – year • Date latest read – quarter • Date latest read – month • Date latest read – week • Date latest read – day
Dimension	Date latest read (day name)	<ul style="list-style-type: none"> • Date latest read – day of week
Dimension	Date loaded	<ul style="list-style-type: none"> • Date loaded – year • Date loaded – quarter • Date loaded – month • Date loaded – day
Dimension	Document category	<ul style="list-style-type: none"> • Document category – name
Dimension	Document identifier	<ul style="list-style-type: none"> • Document identifier • Title
Dimension	Document status	<ul style="list-style-type: none"> • Document status - name
Dimension	Document supervisor group	<ul style="list-style-type: none"> • Document supervisor group - name
Dimension	Document type	<ul style="list-style-type: none"> • Document type – class • Document type – name

Type	Name	Hierarchy
Dimension	Document validity	<ul style="list-style-type: none"> • Document validity - name
Dimension	Document workflow	<ul style="list-style-type: none"> • Document workflow – type • Document workflow – name
Dimension	Organization unit	<ul style="list-style-type: none"> • Organization unit – name • Organization unit – description

3.2.2. Knowledge Management: Read Access Analysis

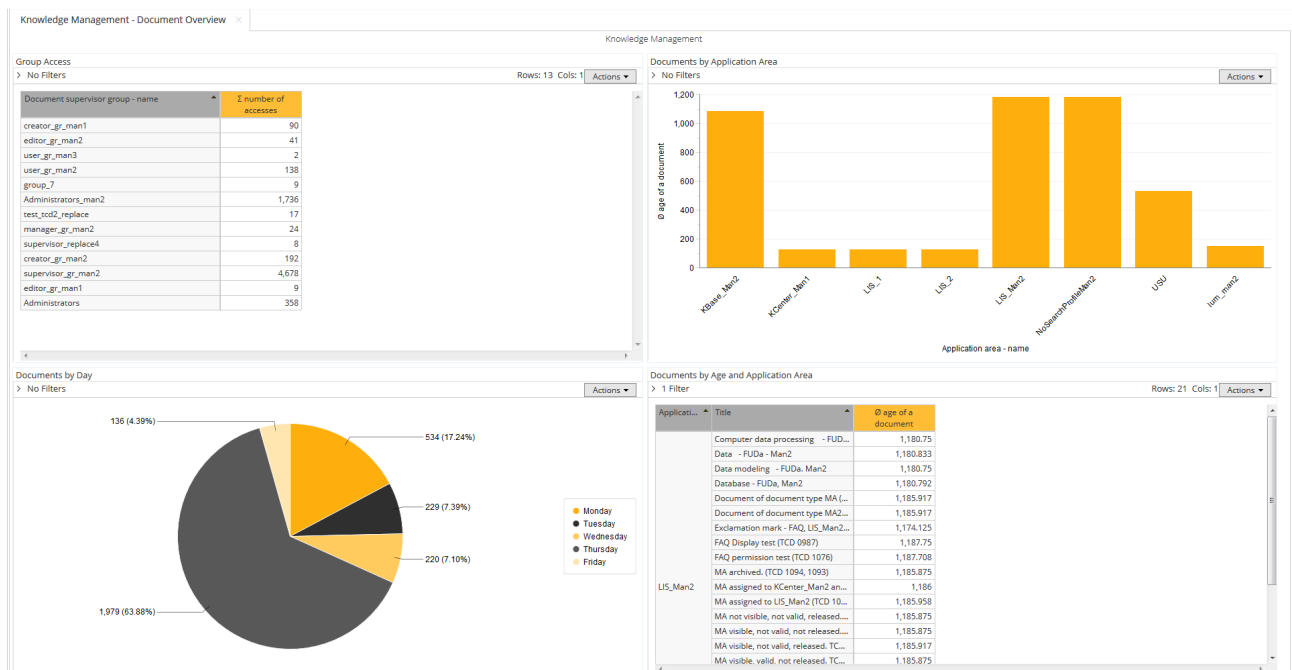
Type	Name	Hierarchy
Measure	# read accesses	
Dimension	Business partner	<ul style="list-style-type: none"> • Business partner – type • Business partner – name
Dimension	Component	<ul style="list-style-type: none"> • Component – name
Dimension	Date loaded	<ul style="list-style-type: none"> • Date loaded – year • Date loaded – quarter • Date loaded – month • Date loaded – week • Date loaded – day
Dimension	Date read	<ul style="list-style-type: none"> • Date read – year • Date read – quarter • Date read – month • Date read – week • Date read – day
Dimension	Date read (day name)	<ul style="list-style-type: none"> • Date read – day of week
Dimension	Document	<ul style="list-style-type: none"> • Document - ID • Document - title
Dimension	Document status	<ul style="list-style-type: none"> • Document status - name
Dimension	Document type	<ul style="list-style-type: none"> • Document type – class • Document type – name
Dimension	Document validity	<ul style="list-style-type: none"> • Document validity - name
Dimension	Document workflow	<ul style="list-style-type: none"> • Document workflow – type • Document workflow – name
Dimension	Group	<ul style="list-style-type: none"> • Group – name
Dimension	Origin	<ul style="list-style-type: none"> • Origin - name
Dimension	Read access ID	<ul style="list-style-type: none"> • Read access ID
Dimension	Time read	<ul style="list-style-type: none"> • Time read – hour • Time read – minute • Time read – second

3.2.3. Knowledge Management: Search Analysis

Type	Name	Hierarchy
Measure	# executed searches	
Measure	∅ engine time	
Measure	∅ number of results	
Measure	∅ query time	
Measure	Σ engine time	
Measure	Σ number of results	
Measure	Σ query time	
Dimension	Application area	<ul style="list-style-type: none"> • Application area - name

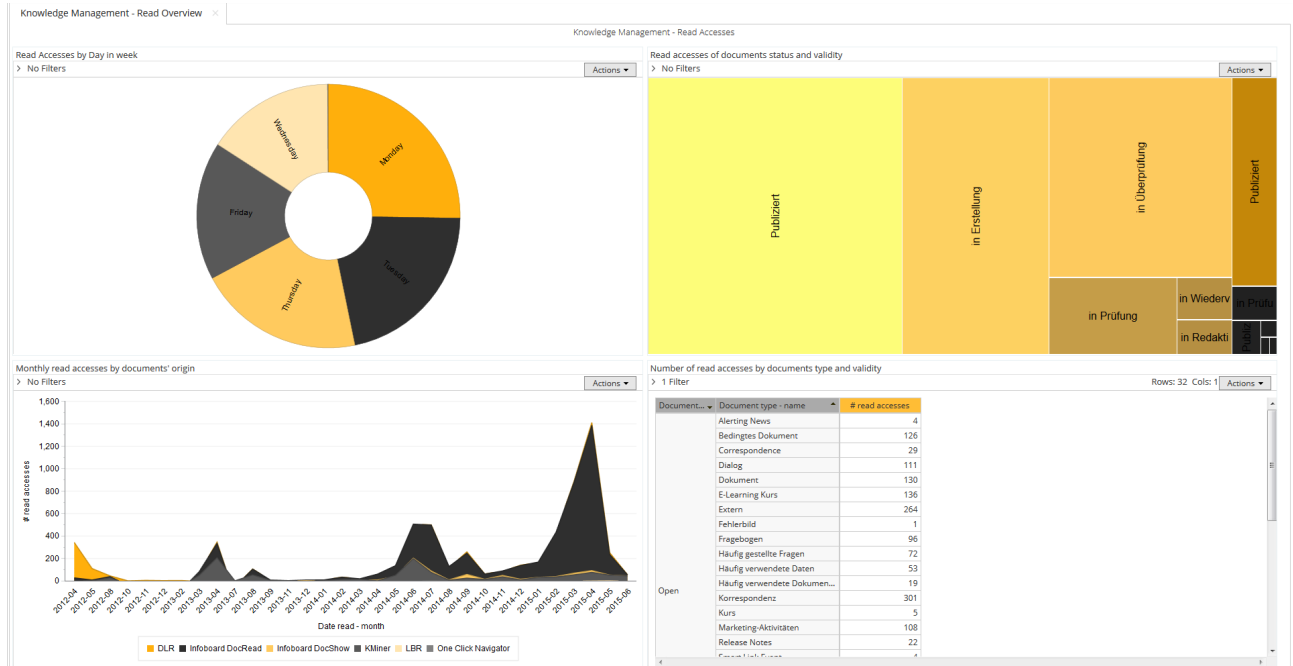
Type	Name	Hierarchy
Dimension	Date executed	<ul style="list-style-type: none"> Date executed – year Date executed – quarter Date executed – month Date executed – week Date executed – day
Dimension	Date executed (day name)	<ul style="list-style-type: none"> Date executed – day of week
Dimension	Date loaded	<ul style="list-style-type: none"> Date loaded – year Date loaded – quarter Date loaded – month Date loaded – day
Dimension	Query focus	<ul style="list-style-type: none"> Query focus - name
Dimension	Query text	<ul style="list-style-type: none"> Query text - name
Dimension	Search page	<ul style="list-style-type: none"> Search page - name
Dimension	Search type	<ul style="list-style-type: none"> Search type - name
Dimension	Session ID	<ul style="list-style-type: none"> Session ID - name
Dimension	Solution confirmed	<ul style="list-style-type: none"> Solution confirmed - Name
Dimension	Success	<ul style="list-style-type: none"> Success - name
Dimension	Time executed	<ul style="list-style-type: none"> Time executed – hour Time executed – minute Time executed – second

3.3. Knowledge Management - Document Overview



Name	Description
Name:	Knowledge Management - Document Overview
Path:	public/VMA Full/Knowledge Management/Knowledge Management - Document Overview/EN/Knowledge Management - Document Overview
Cube:	documentAnalysis
Type:	Dashboard

3.4. Knowledge Management - Read Overview



Name	Description
Name:	Knowledge Management - Search Overview
Path:	public/VMA Full/Knowledge Management/Knowledge Management - Search Overview/EN/Knowledge Management - Search Overview
Cube:	searchAnalysis
Type:	Dashboard

4. Service Management

4.1. Availability of standard reports and dashboards

Available standard reports and dashboards are based on your USU solutions. Only if a certain solution of the USU portfolio (e.g. USU Knowledge Management) is part of your contract, source data will be available for processing. Therefore analyses, dashboards and reports are applicable only for licensed solutions.

4.2. Process/Domain Coverage

USU Analytics has a different covering of process/domains in the different versions. Please find below a summary.

Also, the versions differ in the implemented dimensions, measures and standard analysis, dashboards and reports. For more details see the respective chapters below.

Process/Domain	Basic Version (RTC)	Full Version
Asset Management	✓	✓
Business Process Management	-	✓
Change Management	✓	✓
Contract Management	✓	✓
Incident Management	✓	✓
IT Financial Management	-	✓
Knowledge Management (based on USU Knowledge Center)	-	✓
Problem Management	✓	✓
Request Fulfillment	✓	✓
Resource Management	✓	✓
Service Management	✓	✓
Supplier Management	✓	✓
Ticket Audit	-	✓
Ticket History	-	✓
USU Service Management Performance Analytics	✓	✓
USU Analytics Monitoring UC	-	✓

4.3. Basic Version (RTC)

4.3.1. Asset Management

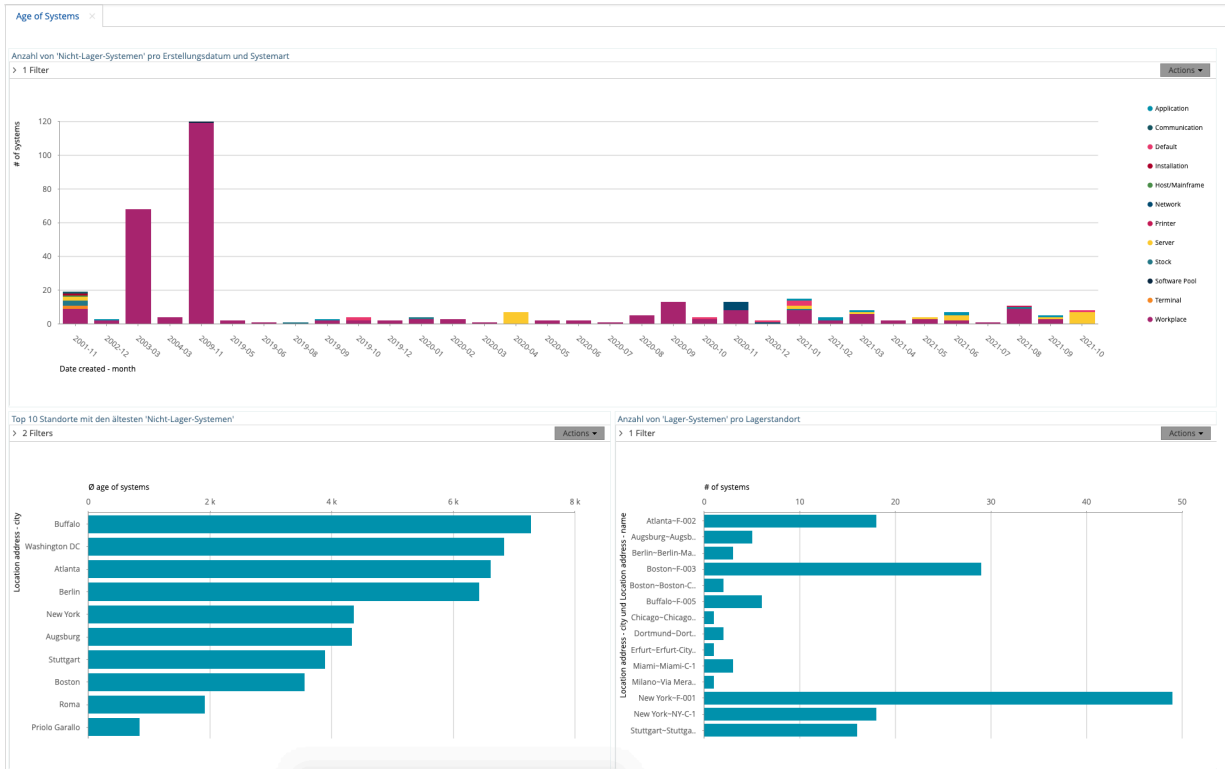
4.3.1.1. Predefined Dimensions and Measures

4.3.1.1.1. RTC IT Asset Management: System Analysis

Type	Name	Hierarchy
Measure	# of systems	
Measure	# of systems' changes	
Measure	# of systems' incidents	
Measure	# of systems' problems	
Measure	# of systems' service requests	

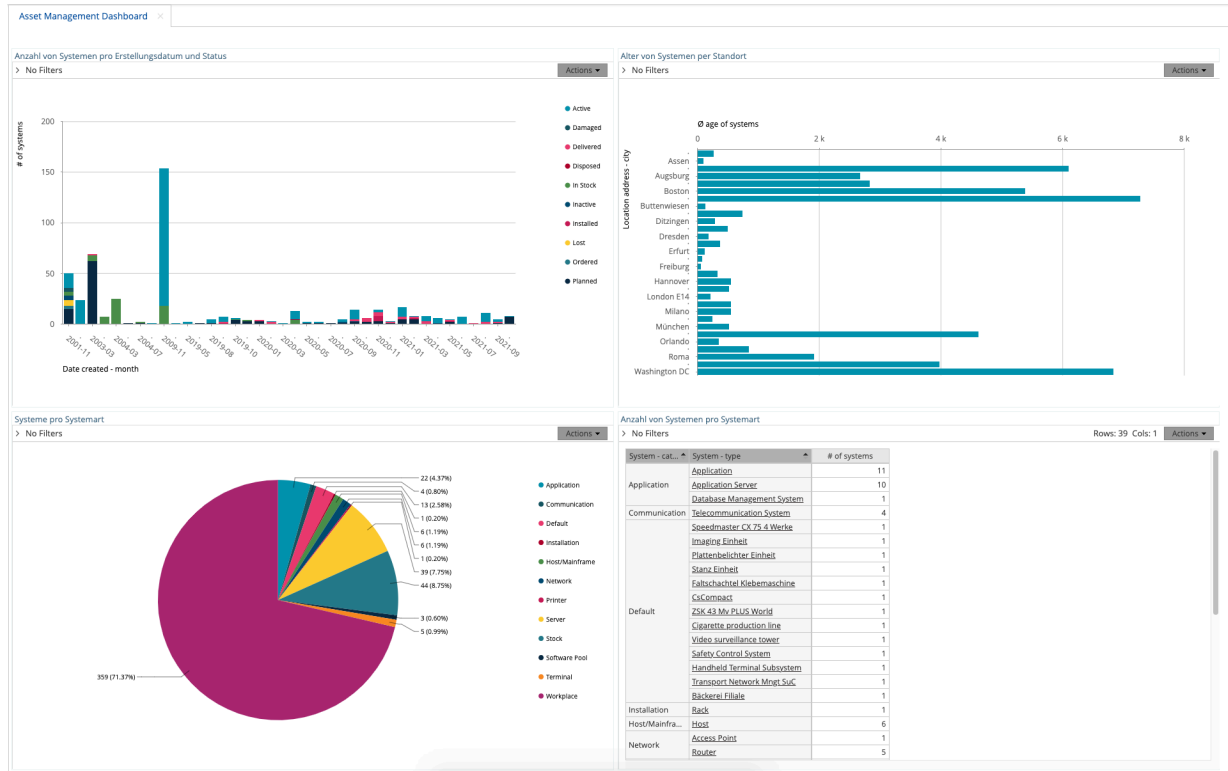
Type	Name	Hierarchy
Measure	# of systems' tickets	
Measure	Ø age of systems	
Measure	Ø number of changes per system	
Measure	Ø number of incidents per system	
Measure	Ø number of problems per system	
Measure	Ø number of service requests per system	
Measure	Ø number of tickets per system	
Dimension	Date created	<ul style="list-style-type: none"> • Date created – year • Date created – quarter • Date created – month • Date created – week • Date created – day
Dimension	Date created (general)	<ul style="list-style-type: none"> • Date created – day of week
Dimension	Location address	<ul style="list-style-type: none"> • Location address – country • Location address – state • Location address – city • Location address – street • Location address – name • Location address – description • Location – building • Location – room • Location – name
Dimension	Location storage	<ul style="list-style-type: none"> • Location storage
Dimension	Location type	<ul style="list-style-type: none"> • Location type
Dimension	System	<ul style="list-style-type: none"> • System – category • System – type • System – name
Dimension	System coordinator	<ul style="list-style-type: none"> • System coordinator – name • System coordinator - no.
Dimension	System status	<ul style="list-style-type: none"> • System status
Dimension	Ticket	<ul style="list-style-type: none"> • Ticket class • Ticket no.

4.3.1.2. Age of Systems



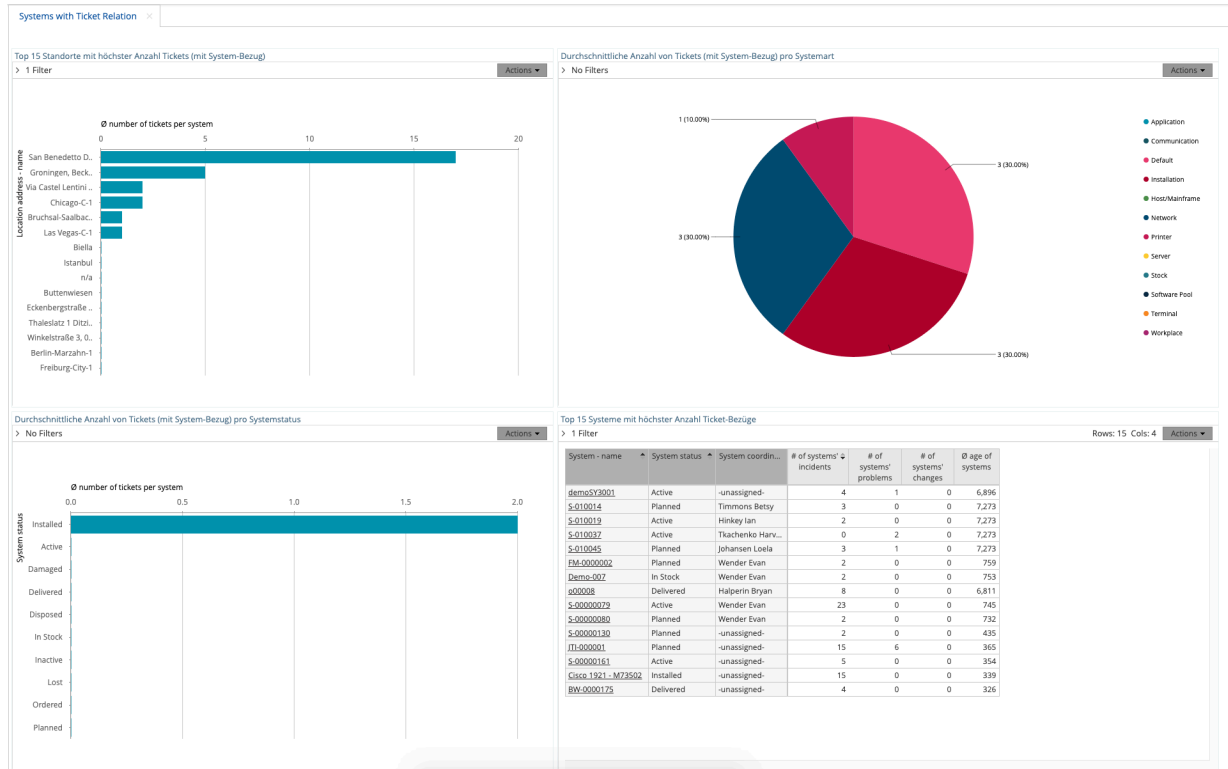
Name	Description
Name:	Age of Systems
Path:	public/VMA Basic/IT Asset Management/Age of Systems/EN/Age of Systems
Cube:	rtcSystemAnalysis
Type:	Dashboard

4.3.1.3. Asset Management Dashboard



Name	Description
Name:	Asset Management Dashboard
Path:	public/VMA Basic/IT Asset Management/Management Dashboard/EN/Asset Management Dashboard
Cube:	rtcSystemAnalysis
Type:	Dashboard

4.3.1.4. Systems with Ticket Relation



Name	Description
Name:	Systems with Ticket Relation
Path:	public/VMA Basic/IT Asset Management/Systems with Ticket Relation/DE/Systems with Ticket Relation
Cube:	rtcSystemAnalysis
Type:	Dashboard

4.3.2. Change Management

4.3.2.1. Predefined Dimensions and Measures

4.3.2.1.1. RTC Ticket Management: Ticket Analysis

Type	Name	Hierarchy
Measure	# of SLA exceeded	
Measure	# of active tickets	
Measure	# of closed tickets	
Measure	# of created changes	
Measure	# of created incidents	
Measure	# of created problems	
Measure	# of created service requests	
Measure	# of created tickets	
Measure	# of first-call-resolved	
Measure	# of first-level-resolved	
Measure	# of open tickets	
Measure	# of reopened tickets	
Measure	# of resolved tickets	
Measure	# of resolved within SLA	

Type	Name	Hierarchy
Measure	# of responded within SLA	
Measure	% of SLA exceeded	
Measure	% of first-call-resolved	
Measure	% of first-level-resolved	
Measure	% of resolved within SLA	
Measure	% of responded within SLA	
Measure	Ø Resolution time	
Measure	Ø Ticket Age (days)	
Measure	Ø Ticked Age (hours)	
Dimension	Business partner (requested by)	<ul style="list-style-type: none"> • Business partner (requested by) – type • Business partner (requested by) – name
Dimension	Business partner (requested for)	<ul style="list-style-type: none"> • Business partner (requested for) – type • Business partner (requested for) – name
Dimension	Component	<ul style="list-style-type: none"> • Component – type • Component – name
Dimension	Date finished	<ul style="list-style-type: none"> • Date finished – year • Date finished – quarter • Date finished – month • Date finished – week • Date finished – day
Dimension	Date finished (general)	<ul style="list-style-type: none"> • Date finished – day of week • Date finished – month of year
Dimension	Date reported	<ul style="list-style-type: none"> • Date reported – year • Date reported – quarter • Date reported – month • Date reported – week • Date reported – day
Dimension	Date reported (general)	<ul style="list-style-type: none"> • Date reported – day of week • Date reported – month of year
Dimension	Date responded	<ul style="list-style-type: none"> • Date responded – year • Date responded – quarter • Date responded – month • Date responded – week • Date responded – day
Dimension	Date responded (general)	<ul style="list-style-type: none"> • Date responded – day of week • Date responded – month of year
Dimension	Location – requested by	<ul style="list-style-type: none"> • Requested by – country • Requested by – state • Requested by – city • Requested by – street • Requested by – building • Requested by – room • Requested by – location
Dimension	Location – requested for	<ul style="list-style-type: none"> • Requested for – country • Requested for – state • Requested for – city • Requested for – street • Requested for – building • Requested for – room • Requested for – location
Dimension	Service	<ul style="list-style-type: none"> • Service – type • Service – name

Type	Name	Hierarchy
Dimension	Support group	<ul style="list-style-type: none"> • Support group
Dimension	System	<ul style="list-style-type: none"> • System – type • System – name
Dimension	Ticket category	<ul style="list-style-type: none"> • Parent category • Ticket category
Dimension	Ticket class	<ul style="list-style-type: none"> • Ticket class
Dimension	Ticket identifier	<ul style="list-style-type: none"> • Ticket number • Ticket Shorttext
Dimension	Ticket impact	<ul style="list-style-type: none"> • Ticket impact
Dimension	Ticket priority	<ul style="list-style-type: none"> • Ticket priority
Dimension	Ticket status	<ul style="list-style-type: none"> • Ticket status
Dimension	Ticket type	<ul style="list-style-type: none"> • Ticket type
Dimension	Time finished	<ul style="list-style-type: none"> • Time finished – hour • Time finished – minute • Time finished – second
Dimension	Time reported	<ul style="list-style-type: none"> • Time reported – hour • Time reported – minute • Time reported – second
Dimension	Time responded	<ul style="list-style-type: none"> • Time responded – hour • Time responded – minute • Time responded – second

4.3.2.2. Change Analysis

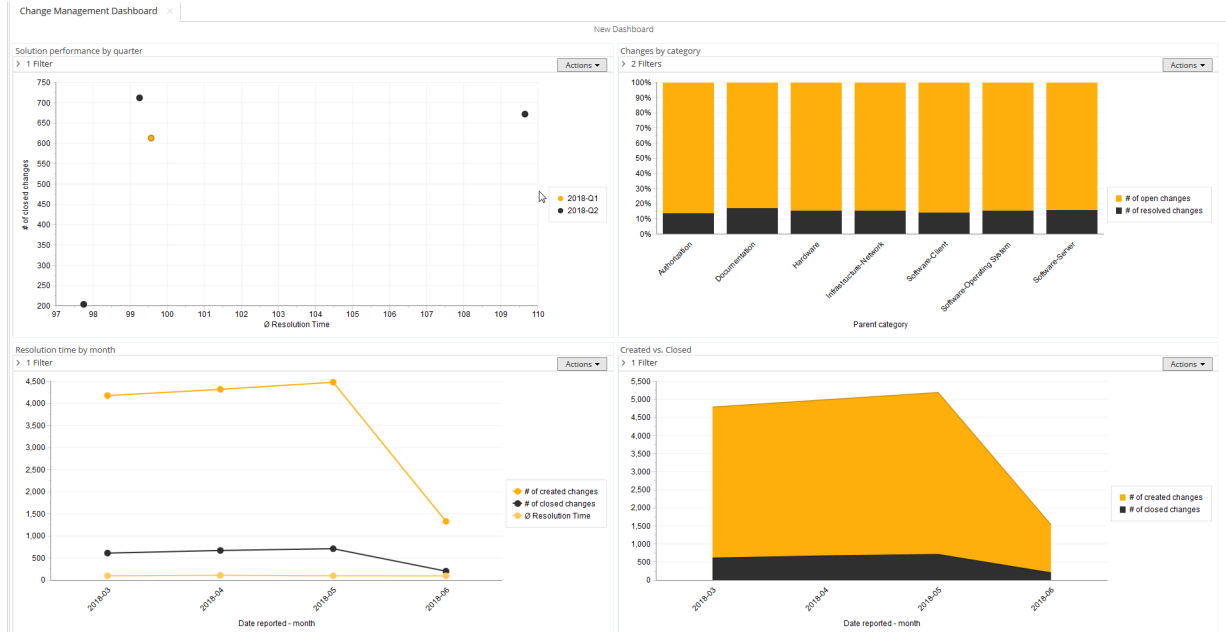
The screenshot displays the 'Ticket analysis' dashboard. On the left, there is a sidebar with 'Available fields (57) for: Ticket Analysis'. The fields are categorized into:

- Requested by:** - buildi..., - room, - locati...
- Measures:** # of SLA exceeded, # of active tickets, # of closed tickets, # of created changes, # of created incidents, # of created problems, # of created tickets, # of open tickets, # of reopened tickets, # of resolved tickets, % of SLA exceeded, Resolution Time, Ticket Age (days), Ticket Age (hours).
- Service:** Service - type, Service - name.
- Support group:** Support group.
- System:**

 The main workspace shows a 'Table' layout with a grid icon and a plus sign. A message instructs the user to 'Drag an available field to the required layout zones. (Marked with a red asterisk in the layout panel.)' A 'Help' button is located at the bottom right of the interface.

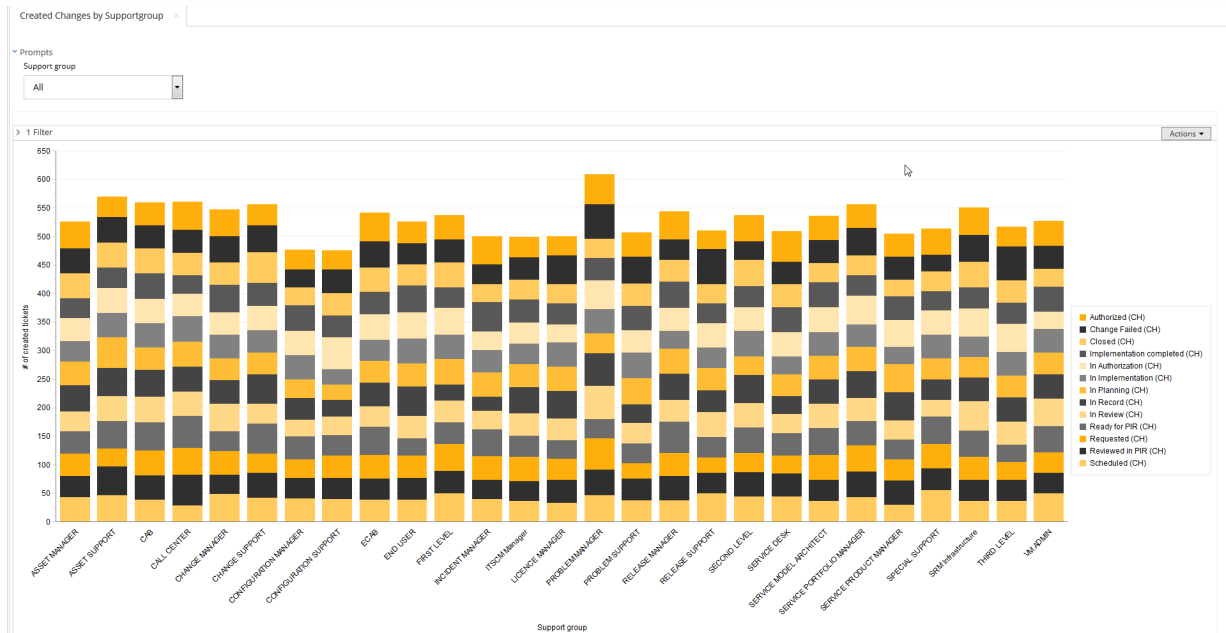
Name	Description
Name:	Change Analysis
Path:	public/VMA Basic/Change Management/Change Analysis/Change analysis
Cube:	rtcTicketManagementAnalysis
Type:	Analysis

4.3.2.3. Change Overview



Name	Description
Name:	Change Management Dashboard
Path:	public/VMA Basic/Change Management/Change Overview/EN/Change Management Dashboard
Cube:	rtcTicketManagementAnalysis
Type:	Dashboard

4.3.2.4. Created Changes by Supportgroup



Name	Description
Name:	Created Changes by Supportgroup
Path:	public/VMA Basic/Change Management/Created changes per support group/EN/Created Changes by Supportgroup
Cube:	rtcTicketManagementAnalysis

Name	Description
Type:	Dashboard

4.3.3. Contract Management

4.3.3.1. Predefined Dimensions and Measures

4.3.3.1.1. RTC Contract Management: Contract Analysis

Type	Name	Hierarchy
Measure	# of all contract items	
Measure	Σ net price	
Measure	Σ net price (B)	
Measure	Σ quantity	
Dimension	Contract item identifier	<ul style="list-style-type: none"> Contract Item Master Position Demand Position
Dimension	Contract type	<ul style="list-style-type: none"> Contract type
Dimension	Item class	<ul style="list-style-type: none"> Item class
Dimension	Starting date	<ul style="list-style-type: none"> Starting date – year Starting date – quarter Starting date – month Starting date – week Starting date – day
Dimension	Starting date (day name)	<ul style="list-style-type: none"> Starting date – day of week

4.3.3.2. Contract Analysis

Name	Description
Name:	Contract analysis
Path:	public/VMA Basic/Contract Management/Contract Analysis/Contract analysis
Cube:	rtcContractManagementAnalysis
Type:	Analysis

4.3.3.3. Contract Items Overview

Contract Items Overview

> Prompts

> No Filters

Rows: 43 Cols: 3 Actions

Contract...	Item class	S quantity	S net price	S net price (B)
Consulting	Service	120	12,000	12,000
	Backöfen	1	5,000	5,000
	Mainboard	1	129	129
Maintenan...	Maintenance	142	17,372	17,372
	Notebook Dockingstation	2	450	450
	Server	1	450	450
Other	PC	30	16,550	16,550
	Antriebe	1	0	0
	CPU	50	10,200	10,200
	Facility	38	2,696	2,696
	Handheld	10	17,000	17,000
	Handbik	11	2,123	2,123
	Keyboard	5	190	190
	MAC	3	10,047	10,047
	Mobile	3	900	900
	Monitor	1	170	170
	Mouse	10	90	90
	Network Card	2	890	890
Purchase	Notebook Dockingstation	5	7,028	7,028
	PC	40	65,592	65,592
	PC Equipment	20	4,000	4,600
	Printer	1	274,34	274,34
	SW Client	28	3,709	3,709
	SW Client / Server	17	7,293	8,042,25
	SW Development	14	401	401
	SW Operating System	64	7,300	8,866
	SW Server	20	2,942	3,313,25
	Scanner	30	8,060	8,060
	Server	30	26,310	26,310
	Video surveillance tower with ther...	1	0	0
Rental	SW Client	1	109	109
	AWS EC2	1	4,000	4,000
	Dienstleistungen/Services	100	120,000	120,000
	Maintenance	11	55,642	55,642
	Monitor	1	170	170
Services	PC	1	900	900
	SW Client	14	610	610
	SW Server	1	106	106
	Server	11	4,950	4,950
	Service	100	10,000	10,000
	Video surveillance tower with ther...	1	0	0
Support	SW Operating System	5	455	455
Warranty	Server	2	2,300	2,300

Name	Description
Name:	Contract Items Overview
Path:	public/VMA Basic/Contract Management/Contract Overview/EN/Contract Items Overview
Cube:	rtcContractManagementAnalysis
Type:	Dashboard

4.3.4. Costing Charging Management

4.3.4.1. Predefined Dimensions and Measures

4.3.4.1.1. RTC Costing Charging: Billing Management Analysis

Type	Name	Hierarchy
Measure	# data records	
Measure	Ø amount	
Measure	Ø amount (calculated)	
Measure	Ø amount (original)	
Measure	Ø amount (scale unit)	
Measure	Ø amount (standardized)	
Measure	Ø cost	
Measure	Ø cost (base currency)	
Measure	Ø cost (calculated - base currency)	
Measure	Ø cost (calculated)	
Measure	Ø var. decimal field 1 to 8	
Measure	Ø var. measure 1 to 4	
Measure	Σ amount	
Measure	Σ amount (calculated)	

Type	Name	Hierarchy
Measure	Σ amount (original)	
Measure	Σ amount (scale unit)	
Measure	Σ amount (standardized)	
Measure	Σ cost	
Measure	Σ cost (base currency)	
Measure	Σ cost (calculated - base currency)	
Measure	Σ cost (calculated)	
Measure	Σ var. decimal field 1 to 8	
Measure	Σ var. measure 1 to 4	
Dimension	Accounting flag	<ul style="list-style-type: none"> Accounting flag - name
Dimension	Allocation criteria 01 to 06	<ul style="list-style-type: none"> Allocation criteria 01 to 06 - name
Dimension	Application	<ul style="list-style-type: none"> Application - name
Dimension	Assignment flag	<ul style="list-style-type: none"> Assignment flag - name
Dimension	Base currency	<ul style="list-style-type: none"> Base currency - name
Dimension	Date loaded	<ul style="list-style-type: none"> Date loaded – year Date loaded – month Date loaded – week Date loaded – day
Dimension	Department	<ul style="list-style-type: none"> Department - name
Dimension	Error ID	<ul style="list-style-type: none"> Error ID - value
Dimension	Interface data ID	<ul style="list-style-type: none"> Interface data ID - value
Dimension	Location	<ul style="list-style-type: none"> Location - name
Dimension	Measure unit	<ul style="list-style-type: none"> Measure unit - name
Dimension	Performance group	<ul style="list-style-type: none"> Performance group - name
Dimension	Period	<ul style="list-style-type: none"> Period - name
Dimension	Pricing flag	<ul style="list-style-type: none"> Pricing flag - name
Dimension	Pricing model	<ul style="list-style-type: none"> Pricing model - name
Dimension	Product	<ul style="list-style-type: none"> Product - name
Dimension	Project	<ul style="list-style-type: none"> Project - name
Dimension	Receiving cost center	<ul style="list-style-type: none"> Receiving cost center - name
Dimension	Returncode	<ul style="list-style-type: none"> Returncode - name
Dimension	SAP PSP element	<ul style="list-style-type: none"> SAP PSP element - name
Dimension	SAP adjuster	<ul style="list-style-type: none"> SAP adjuster - name
Dimension	SAP component	<ul style="list-style-type: none"> SAP component - name
Dimension	SAP consignee	<ul style="list-style-type: none"> SAP consignee - name
Dimension	SAP customer	<ul style="list-style-type: none"> SAP customer - name
Dimension	SAP invoice flag	<ul style="list-style-type: none"> SAP invoice flag – name
Dimension	SAP invoice recipient	<ul style="list-style-type: none"> SAP invoice recipient - name
Dimension	SAP material no.	<ul style="list-style-type: none"> SAP material no. - value
Dimension	SAP network activity	<ul style="list-style-type: none"> SAP network activity - name
Dimension	SAP order flag	<ul style="list-style-type: none"> SAP order flag - name
Dimension	SAP order number	<ul style="list-style-type: none"> SAP order number - value
Dimension	SAP product	<ul style="list-style-type: none"> SAP product - name
Dimension	SAP superior cost center	<ul style="list-style-type: none"> SAP superior cost center - name
Dimension	SAP voucher number	<ul style="list-style-type: none"> SAP voucher number - value
Dimension	Send cost center	<ul style="list-style-type: none"> Send cost center – name
Dimension	Service	<ul style="list-style-type: none"> Service – type Service - name
Dimension	Service option	<ul style="list-style-type: none"> Service option - name

Type	Name	Hierarchy
Dimension	Var. character field 01 to 20	• Var. character field 01 to 20 - name

4.3.4.1.2. RTC Costing Charging: Interface Management Analysis

Type	Name	Hierarchy
Measure	# data records	
Measure	∅ amount (original)	
Measure	∅ amount (standardized)	
Measure	∅ cost	
Measure	∅ cost (base currency)	
Measure	∅ var. decimal field 1 to 8	
Measure	∅ var. measure 1 to 4	
Measure	∑ amount (original)	
Measure	∑ amount (standardized)	
Measure	∑ cost	
Measure	∑ cost (base currency)	
Measure	∑ runtime	
Measure	∑ var. decimal field 1 to 8	
Measure	∑ var. measure 1 to 4	
Dimension	Accounting flag	• Accounting flag - name
Dimension	Allocation criteria 01 to 06	• Allocation criteria 01 to 06 - name
Dimension	Application	• Application - name
Dimension	Assignment flag	• Assignment flag - name
Dimension	Base currency	• Base currency - name
Dimension	Business partner	• Business partner - name
Dimension	Carrier	• Carrier - name
Dimension	Charging cost center	• Charging cost center - name
Dimension	Comment flag	• Comment flag - name
Dimension	Currency	• Currency - name
Dimension	Date loaded	• Date loaded – year • Date loaded – month • Date loaded – week • Date loaded – day
Dimension	Department	• Department - name
Dimension	Error ID	• Error ID - value
Dimension	Error text	• Error text - value
Dimension	Location	• Location - name
Dimension	Measure unit	• Measure unit - name
Dimension	Performance group	• Performance group - name
Dimension	Period	• Period - name
Dimension	Pricing model	• Pricing model - name
Dimension	Product	• Product - name
Dimension	Project	• Project - name
Dimension	Receiving cost center	• Receiving cost center - name
Dimension	Returncode	• Returncode - name
Dimension	SAP PSP element	• SAP PSP element - name
Dimension	SAP adjuster	• SAP adjuster - name
Dimension	SAP component	• SAP component - name
Dimension	SAP consignee	• SAP consignee - name

Type	Name	Hierarchy
Dimension	SAP customer	• SAP customer - name
Dimension	SAP invoice recipient	• SAP invoice recipient - name
Dimension	SAP material no.	• SAP material no. - value
Dimension	SAP network activity	• SAP network activity - name
Dimension	SAP order flag	• SAP order flag - name
Dimension	SAP order number	• SAP order number - value
Dimension	SAP product	• SAP product - name
Dimension	SAP superior cost center	• SAP superior cost center - name
Dimension	Send cost center	• Send cost center – name
Dimension	Service	• Service – type • Service - name
Dimension	Service option	• Service option - name
Dimension	Unit ID	• Unit ID - value
Dimension	Var. character field 01 to 20	• Var. character field 01 to 20 - name

4.3.4.2. Billing Analysis

Name	Description
Name:	Billing Analysis
Path:	public/VMA Basic/Costing Charging Management/Billing Analysis
Cube:	rtcBillingManagementAnalysis
Type:	Analysis

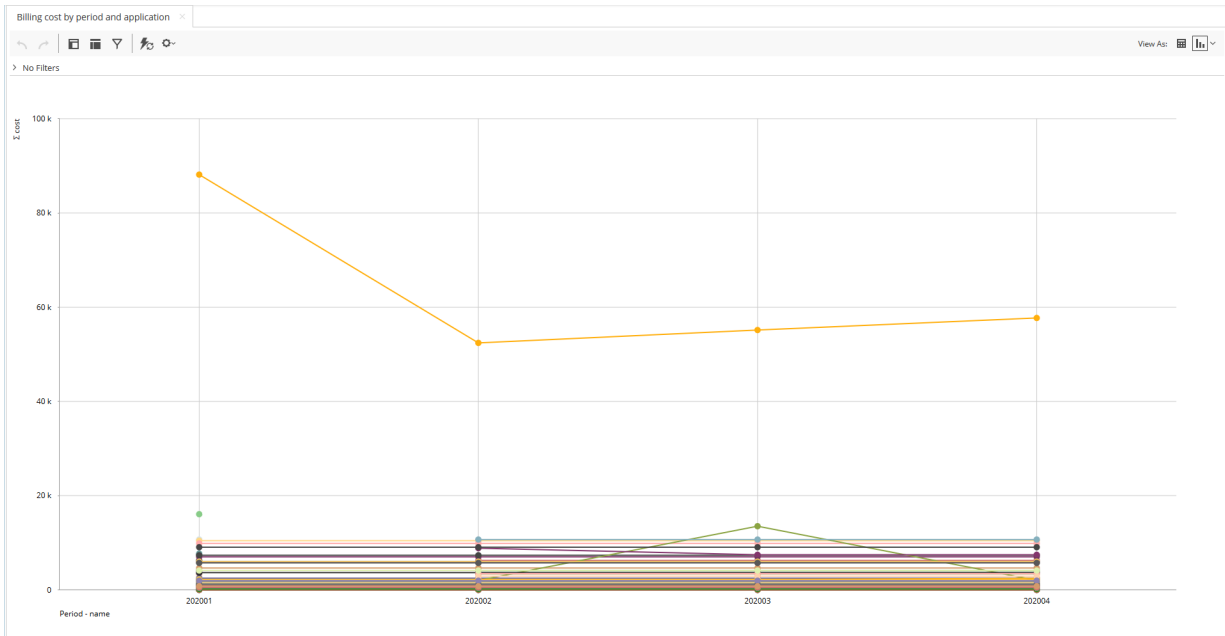
4.3.4.3. Project Management

4.3.4.4. Billing cost by period and allocation

Billing cost by period and allocation				Period - name			
				202001	202002	202003	202004
Allocation criteria 01 - name	Allocation criteria 02 - name	Allocation criteria 03 - name	Allocation criteria 04 - name	€ cost	€ cost	€ cost	€ cost
-unassigned-	-unassigned-	-unassigned-	-unassigned-	9,700.00000	-	-	-
0060	STAU	BT	Travel Service	57.36333	-	-	-
0070	STHK	BT	Management, Customer Projects	578.41667	-	-	-
0000	JuP2 Mequila	AA	Management, Customer Projects	200.08333	416.66667	416.66667	200.08333
0110	-unassigned-	PS	FeP	6,230.96400	-	-	-
0140	-unassigned-	PS	MuP	577.86000	-	-	-
0150	-unassigned-	PS	HoP1	4,076.65000	-	-	-
0180	DCID	DC	Logistics Business Service Transpo...	471.83333	-	-	-
0200	-unassigned-	PS	FeP-Ru	3,387.00400	-	-	-
020AC	RBJP-AS	AS	Management, Customer Projects	925.50000	677.16667	1,073.33333	847.83334
020CM	RBJP-CM	CM	Management, Customer Projects	8,027.50000	8,977.58333	11,310.91667	14,873.66667
020ED	RBJP-ED	ED	Management, Customer Projects	1,031.66667	1,031.66667	1,031.66667	1,031.66667
020PT	RBJP-PT	PT	Management, Customer Projects	2,924.50000	2,924.50000	3,163.08333	2,924.50000
020RBP	RBJP-RO	RO	C/ Enabling Projects	11,812.50000	11,812.50000	11,812.50000	11,812.50000
			Travel Service	10,683.33333	10,683.33333	10,683.33333	10,264.75000
0290	-unassigned-	PS	AJGS	67.52800	-	-	-
0291	-unassigned-	PS	AJFA	179.32000	-	-	-
0292	-unassigned-	PS	AJTN	56.74800	-	-	-
0400	-unassigned-	PS	NuP	3,214.92200	-	-	-
040AA	RBMY-AA	AA	Logistics Business Service Transpo...	6,504.33333	6,504.33333	6,504.33333	6,504.33333
			Management, Customer Projects	8,037.58333	8,037.58333	8,037.58333	8,037.58333
0500	-unassigned-	CC	BHP	7,437.29600	-	-	-
0501	-unassigned-	PS	BHP	2,187.52200	-	-	-
0580	-unassigned-	ED	BueP	10,671.87600	-	-	-
0500	-unassigned-	PS	RBCW	508.44800	508.44800	508.44800	508.44800
05F0	-unassigned-	CC	SmvP-CC	88.24400	88.24400	88.24400	88.24400
0600	-unassigned-	PS	BaP	3,431.59900	-	-	-
0601	-unassigned-	PS	BaP	2,890.41800	-	-	-
0600	-unassigned-	AE	RBTE	108.01600	108.01600	108.01600	108.01600
0780	-unassigned-	AE	Rp2	1,752.60200	-	-	-
0800	-unassigned-	AE	Rp1	16,055.84000	-	-	-
0850	-unassigned-	AE	AnP	7,678.83000	-	-	-
0870	-unassigned-	PS	NuP	3,545.04600	-	-	-
0890	-unassigned-	ED	HuP	269.09200	-	-	-
110	-unassigned-	PS	FeP	-	6,230.96400	6,230.96400	6,230.96400
1300	-unassigned-	PS	GenP-GSN	259.57600	259.57600	259.57600	259.57600

Name	Description
Name:	Billing cost by period and allocation
Path:	public/VMA Basic/Costing Charging Management/Billing cost by period and allocation
Cube:	rtcBillingManagementAnalysis
Type:	Analysis

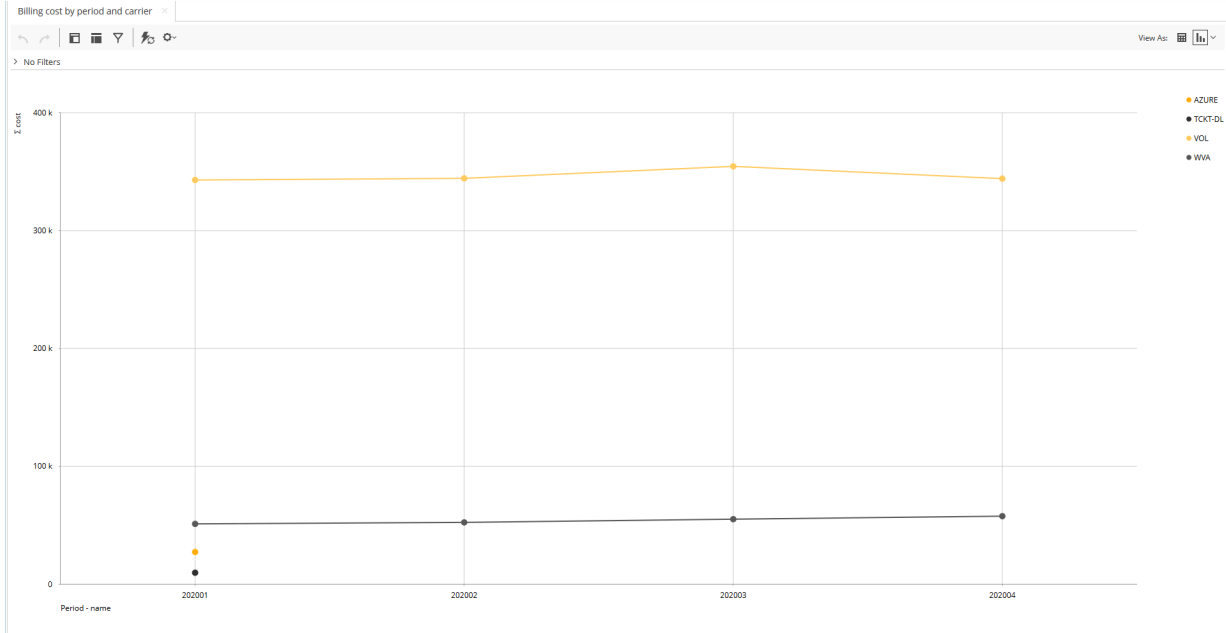
4.3.4.5. Billing cost by period and application



Name	Description
Name:	Billing cost by period and application
Path:	public/VMA Basic/Costing Charging Management/Billing cost by period and application
Cube:	rtcBillingManagementAnalysis

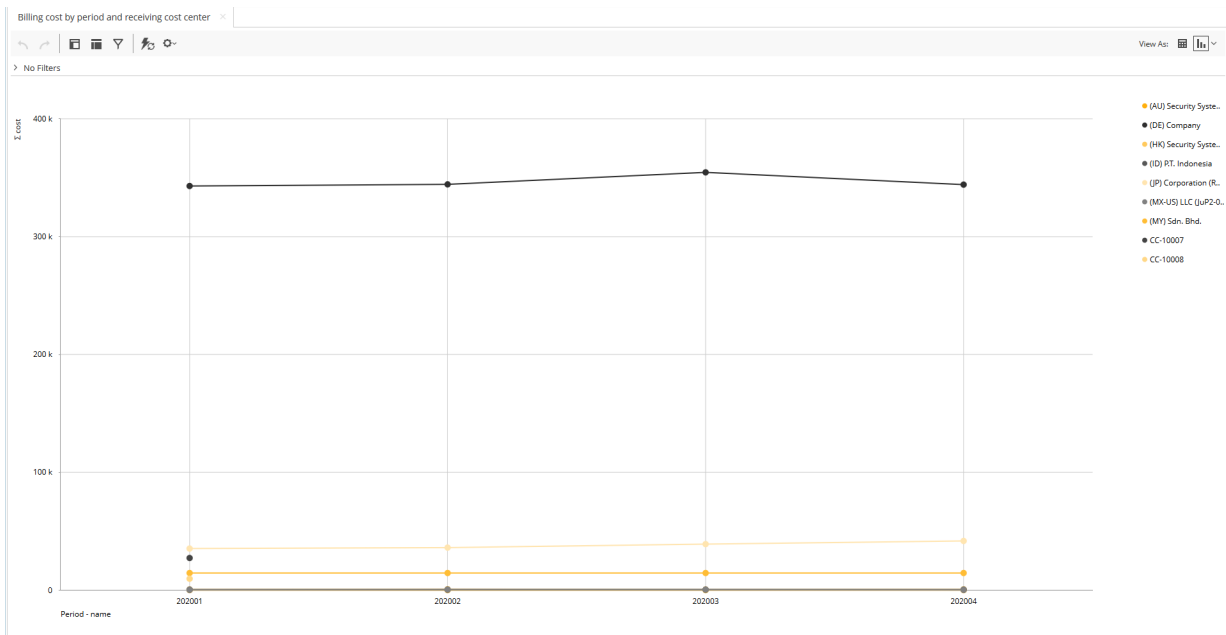
Name	Description
Type:	Analysis

4.3.4.6. Billing cost by period and carrier



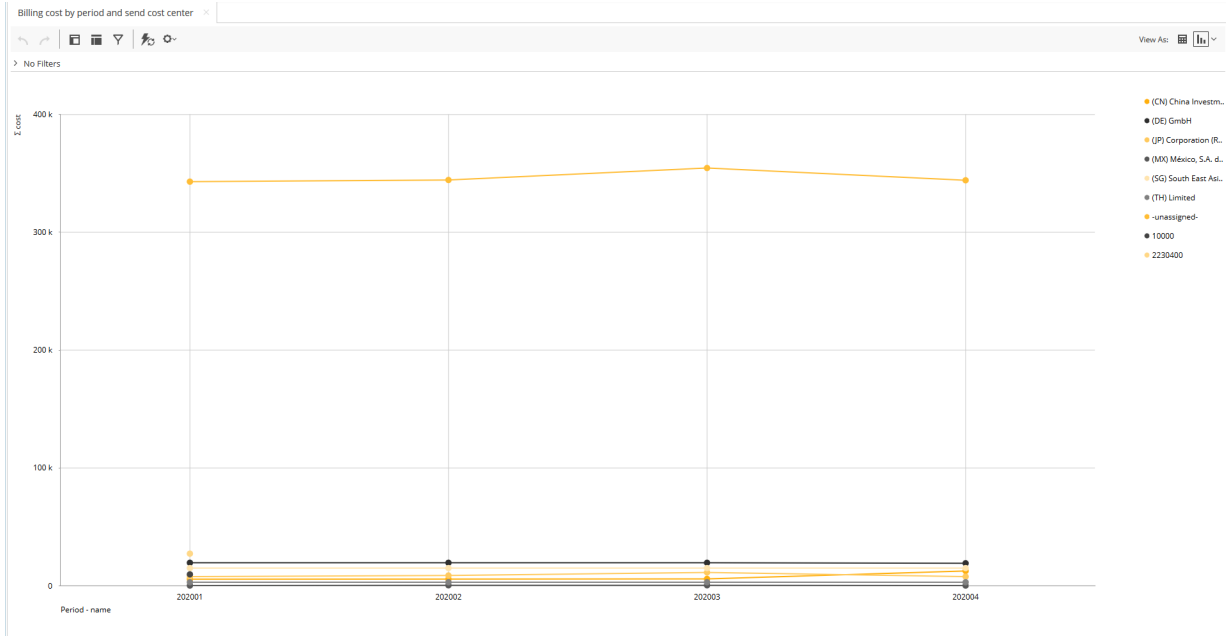
Name	Description
Name:	Billing cost by period and carrier
Path:	public/VMA Basic/Costing Charging Management/Billing cost by period and carrier
Cube:	rtcBillingManagementAnalysis
Type:	Analysis

4.3.4.7. Billing cost by period and receiving cost center



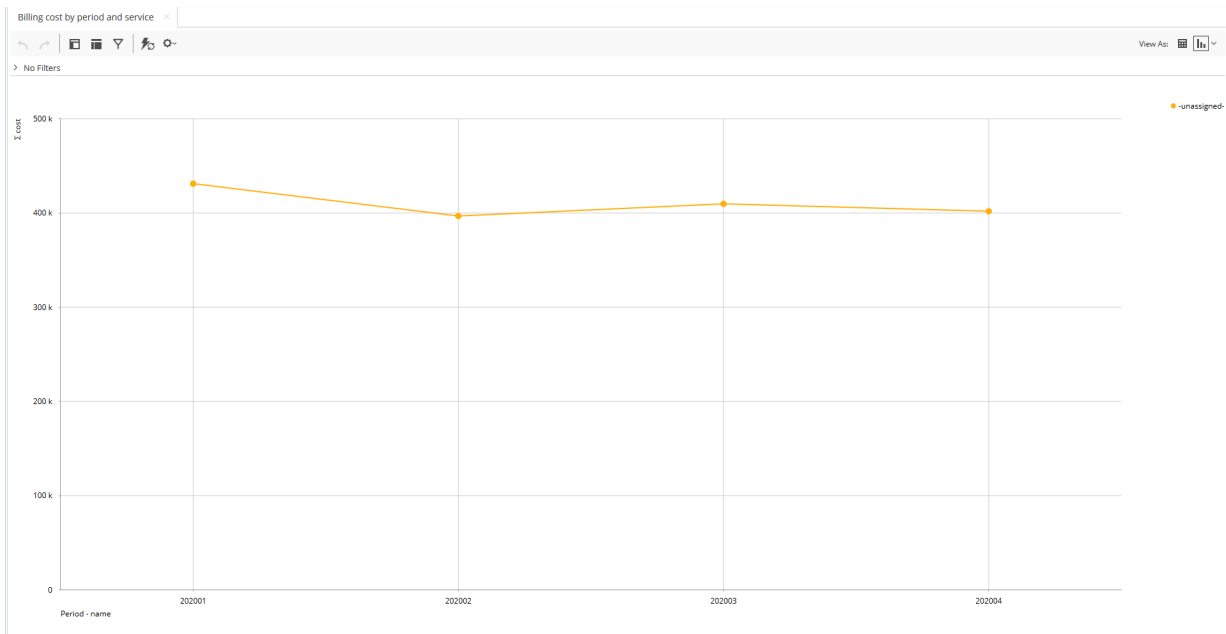
Name	Description
Name:	Billing cost by period and receiving cost center
Path:	public/VMA Basic/Costing Charging Management/Billing cost by period and receiving cost center
Cube:	rtcBillingManagementAnalysis
Type:	Analysis

4.3.4.8. Billing cost by period and send cost center



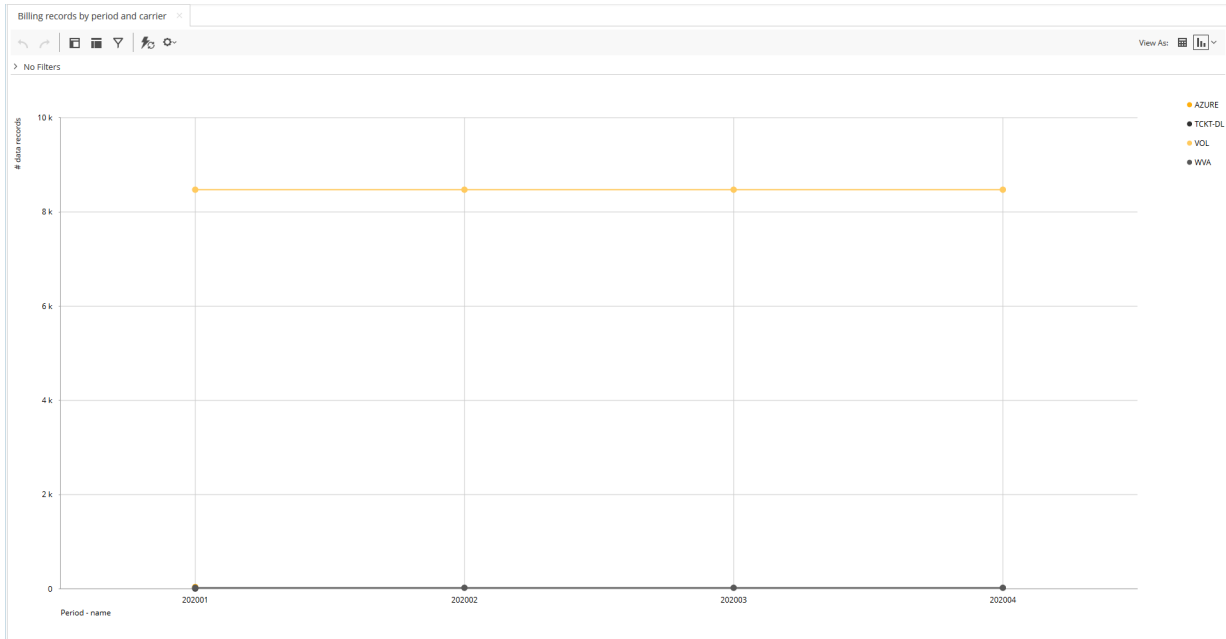
Name	Description
Name:	Billing cost by period and send cost center
Path:	public/VMA Basic/Costing Charging Management/Billing cost by period and send cost center
Cube:	rtcBillingManagementAnalysis
Type:	Analysis

4.3.4.9. Billing cost by period and service



Name	Description
Name:	Billing cost by period and service
Path:	public/VMA Basic/Costing Charging Management/Billing cost by period and service
Cube:	rtcBillingManagementAnalysis
Type:	Analysis

4.3.4.10. Billing records by period and carrier



Name	Description
Name:	Billing records by period and carrier
Path:	public/VMA Basic/Costing Charging Management/Billing records by period and carrier
Cube:	rtcBillingManagementAnalysis
Type:	Analysis

4.3.4.11. Interface Analysis

Available fields (102) for: Interface Management Analysis

- Accounting flag
 - Accounting flag - name
- Allocation criteria 01
 - Allocation criteria 01 - name
- Allocation criteria 02
 - Allocation criteria 02 - name
- Allocation criteria 03
 - Allocation criteria 03 - name
- Allocation criteria 04
 - Allocation criteria 04 - name
- Allocation criteria 05
 - Allocation criteria 05 - name
- Allocation criteria 06
 - Allocation criteria 06 - name
- Application
 - Application - name
- Assignment flag
 - Assignment flag - name
- Base currency
 - Base currency - name
- Business partner
 - Business partner - name
- Carrier
 - Carrier - name
- Charging cost center
 - Charging cost center - name

Layout Panel:

- Rows: Drop Level Here
- Columns: Drop Level Here
- Measures: Drop Measure Here
- Properties: Report Options...

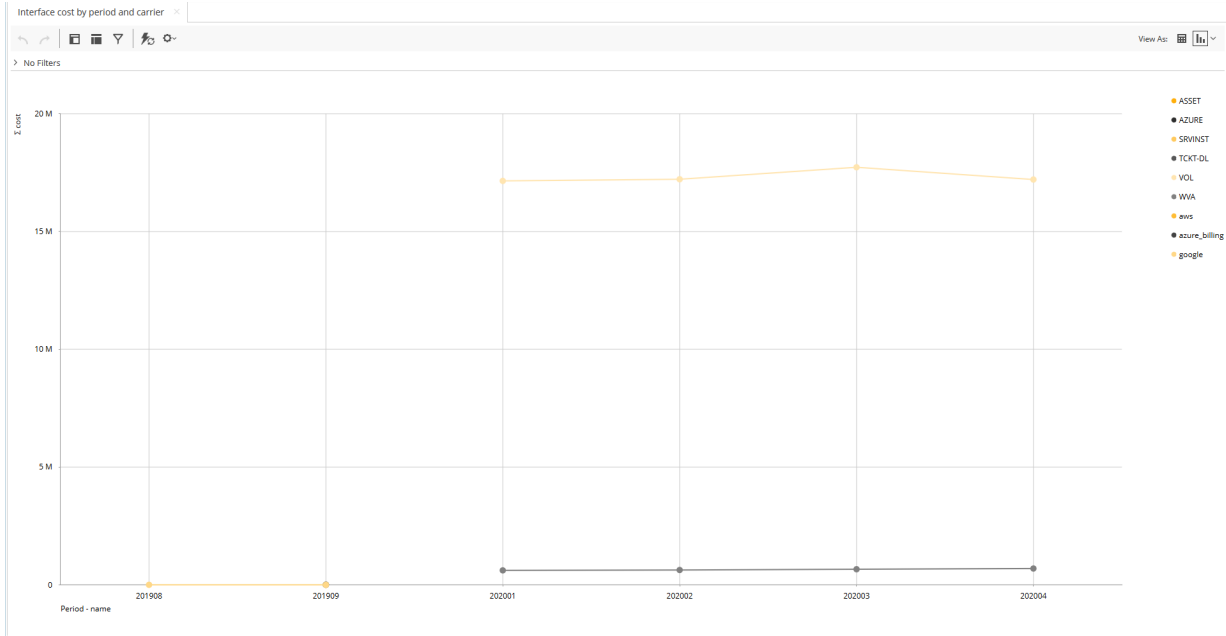
Table Area:

Table

Drag an available field to the required layout zones. (Marked with an asterisk in the layout panel.)

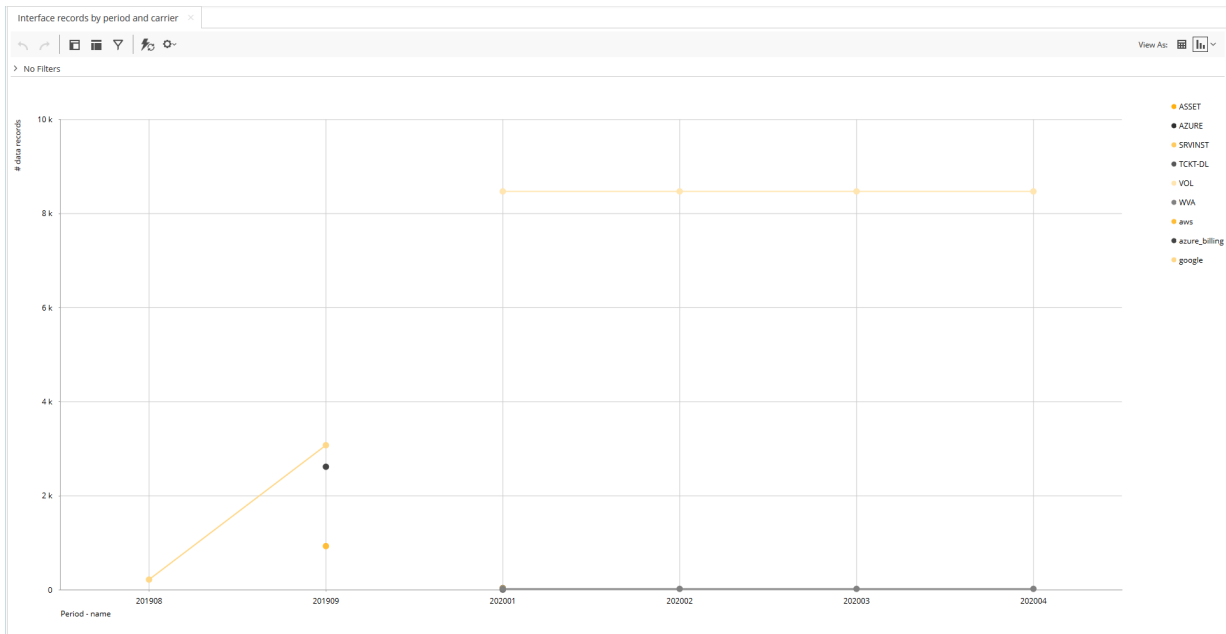
Name	Description
Name:	Interface Analysis
Path:	public/VMA Basic/Costing Charging Management/Interface Analysis
Cube:	rtcInterfaceManagementAnalysis
Type:	Analysis

4.3.4.12. Interface cost by period and carrier



Name	Description
Name:	Interface cost by period and carrier
Path:	public/VMA Basic/Costing Charging Management/Interface cost by period and carrier
Cube:	rtcInterfaceManagementAnalysis
Type:	Analysis

4.3.4.13. Interface records by period and carrier



Name	Description
Name:	Interface records by period and carrier
Path:	public/VMA Basic/Costing Charging Management/Interface records by period and carrier
Cube:	rtcInterfaceManagementAnalysis
Type:	Analysis

4.3.5. Incident Management

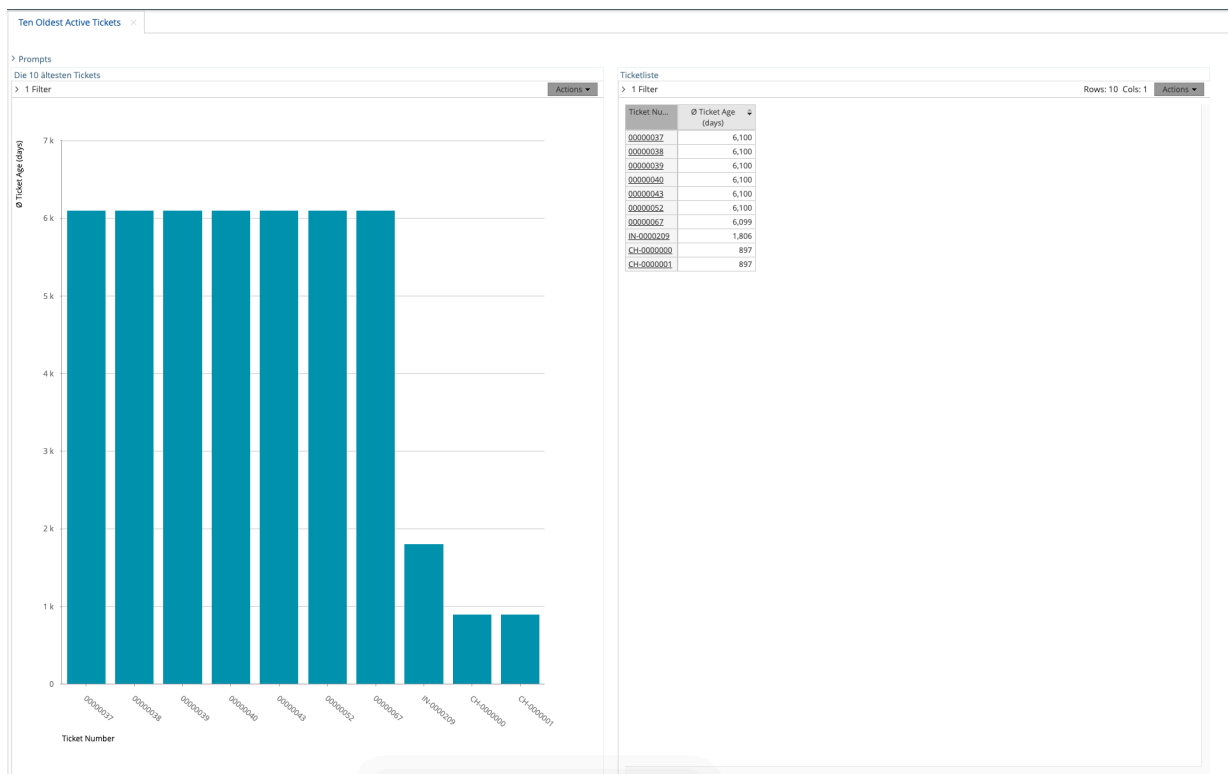
4.3.5.1. Predefined Dimensions and Measures

4.3.5.1.1. RTC Ticket Management: Ticket Analysis

For the predefined dimensions and measures please see chapter 3.2.1.1.

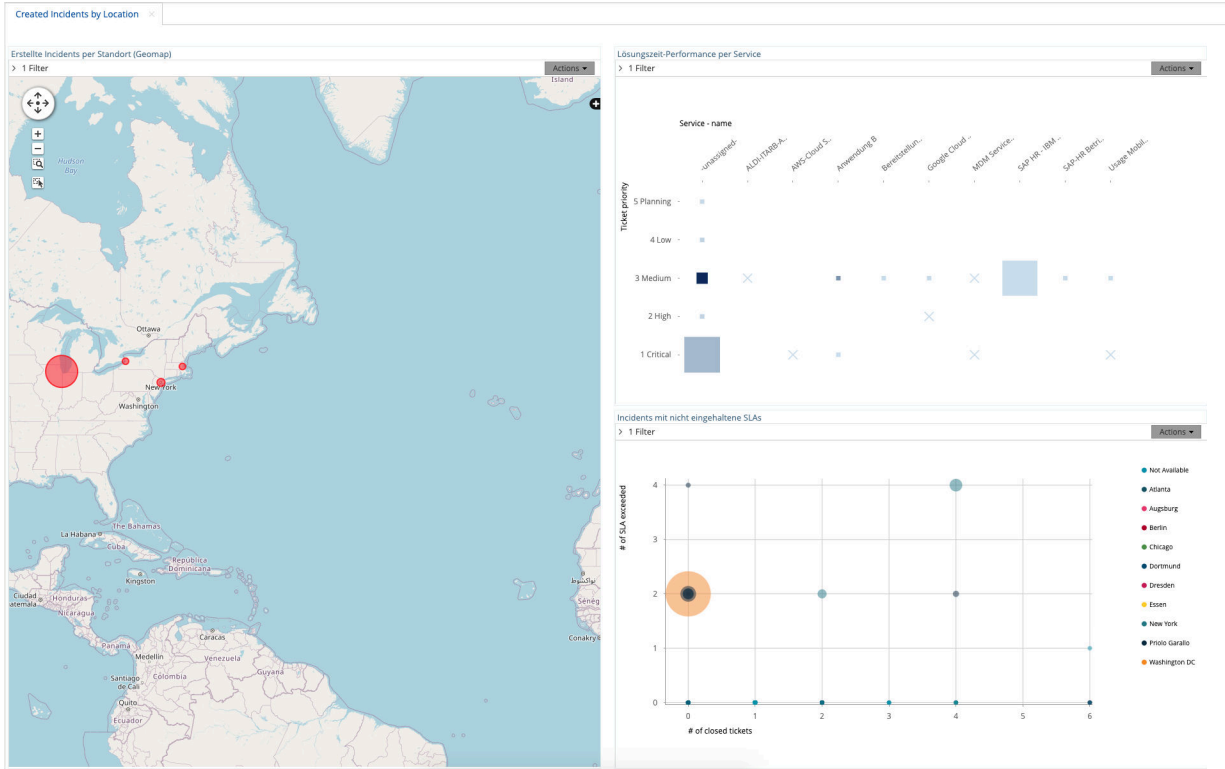
4.3.5.2. Project Management

4.3.5.3. Ten Oldest Active Tickets



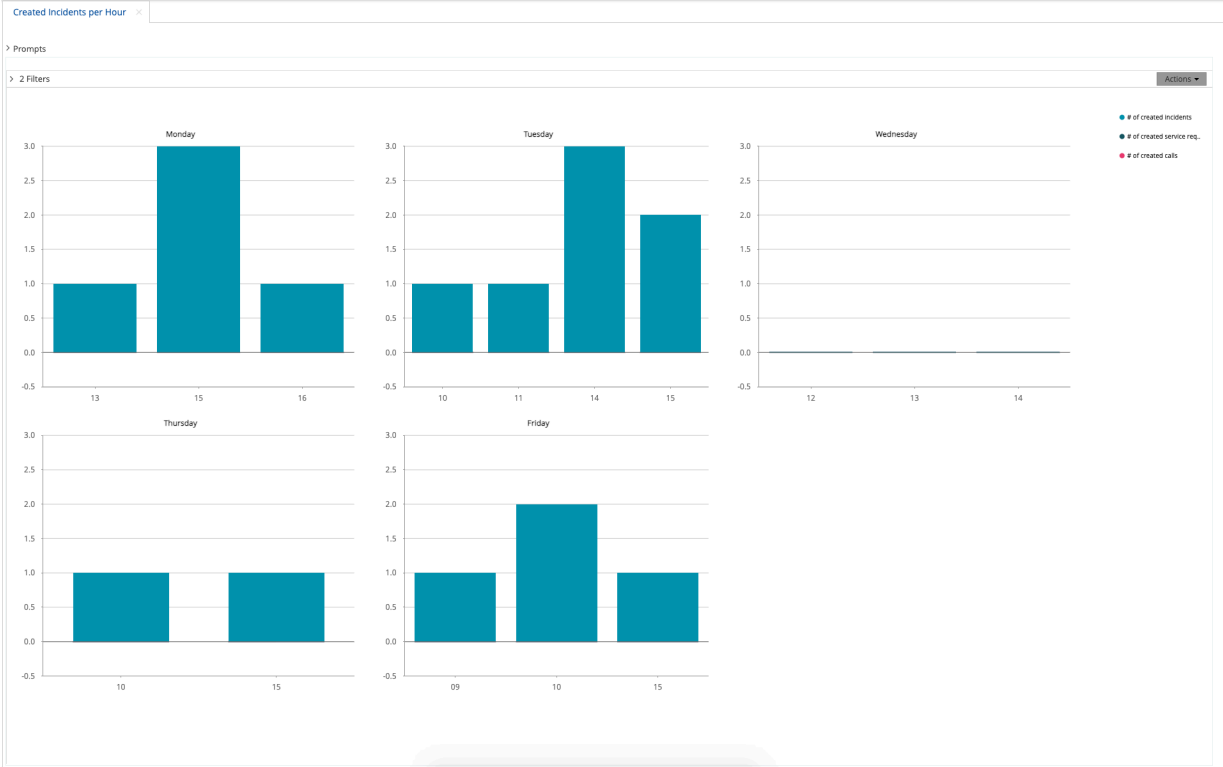
Name	Description
Name:	Ten Oldest Active Tickets
Path:	public/VMA Basic/Incident Management/Active tickets by age/DE/Ten Oldest Active Tickets
Cube:	rtcTicketManagementAnalysis
Type:	Dashboard

4.3.5.4. Created Incidents by Location



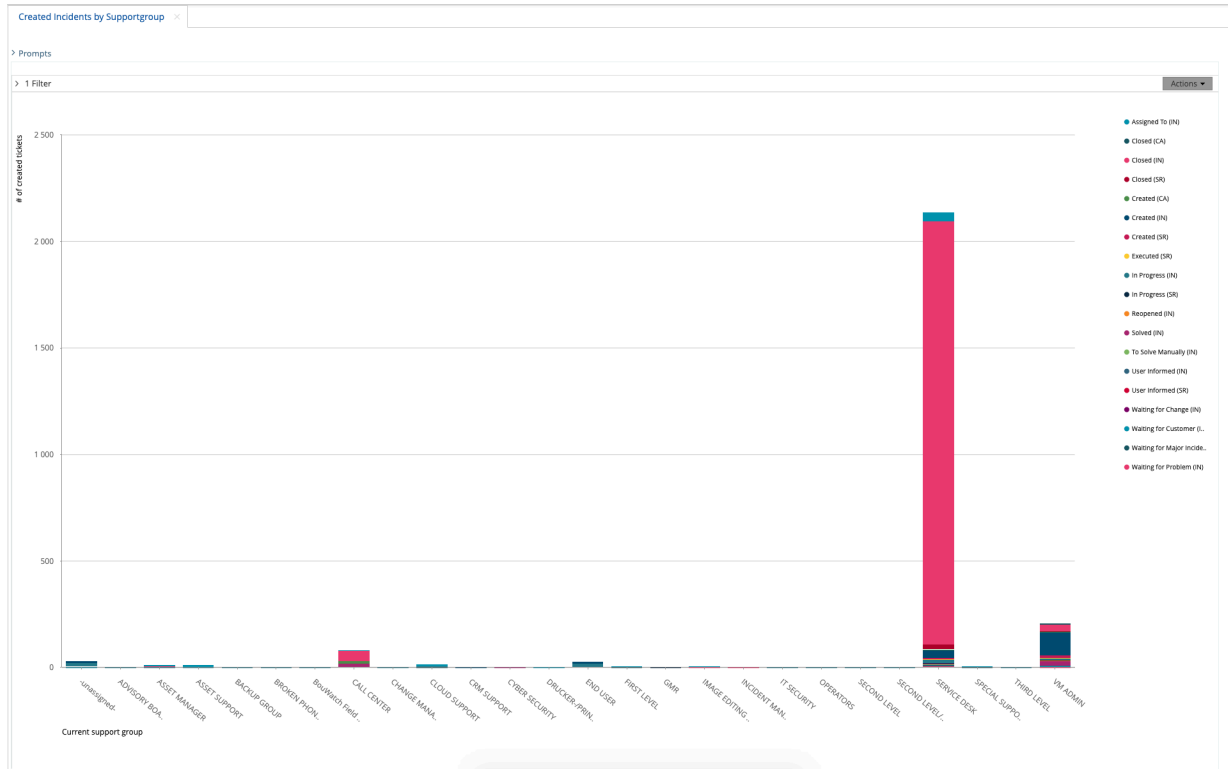
Name	Description
Name:	Created Incidents by Location
Path:	public/VMA Basic/Incident Management/Created incidents by location/EN/Created Incidents by Location
Cube:	rtcTicketManagementAnalysis
Type:	Dashboard

4.3.5.5. Created Incidents per Hour



Name	Description
Name:	Created Incidents per hour
Path:	public/VMA Basic/Incident Management/Created incidents per hour/EN/Created Incidents per Hour
Cube:	rtcTicketManagementAnalysis
Type:	Dashboard

4.3.5.6. Created Incidents by Supportgroup



Name	Description
Name:	Created Incidents by Supportgroup
Path:	public/VMA Basic/Incident Management/Created incidents per support group/EN/Created Incidents by Supportgroup
Cube:	rtcTicketManagementAnalysis
Type:	Dashboard

4.3.5.8. Total Amount of Created Tickets

Ticket analysis

Available fields (103) for: Ticket Analysis

Find: View

No Filters

View As:

Table

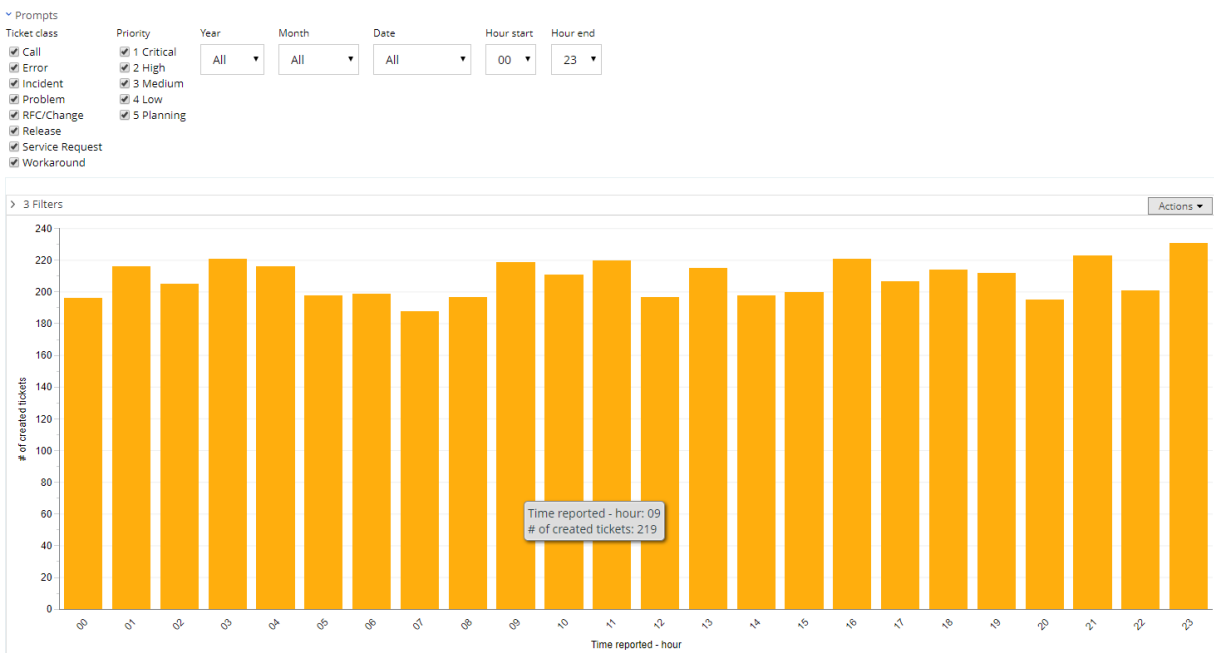
Drag an available field to the required layout zones. (Marked with an asterisk in the layout panel.)

Need help getting started? [Help](#)

- Business partner - request...
 - Business partner (req...)
 - Business partner (req...)
- Component
 - Component - type
 - Component - name
- Date closed
 - Date closed - year
 - Date closed - quarter
 - Date closed - month
 - Date closed - week
 - Date closed - day
- Date closed (general)
 - Date closed - day of ...
 - Date closed - month ...
- Date finished
 - Date finished - year
 - Date finished - quarter
 - Date finished - month
 - Date finished - week
 - Date finished - day
- Date finished (general)
 - Date finished - day of ...
 - Date finished - month...
- Date reported
 - Date reported - year
 - Date reported - quarter
 - Date reported - month
 - Date reported - week
 - Date reported - day
- Date reported (general)
 - Date reported - day o...
 - Date reported - mont...
- Date responded
 - Date responded - year

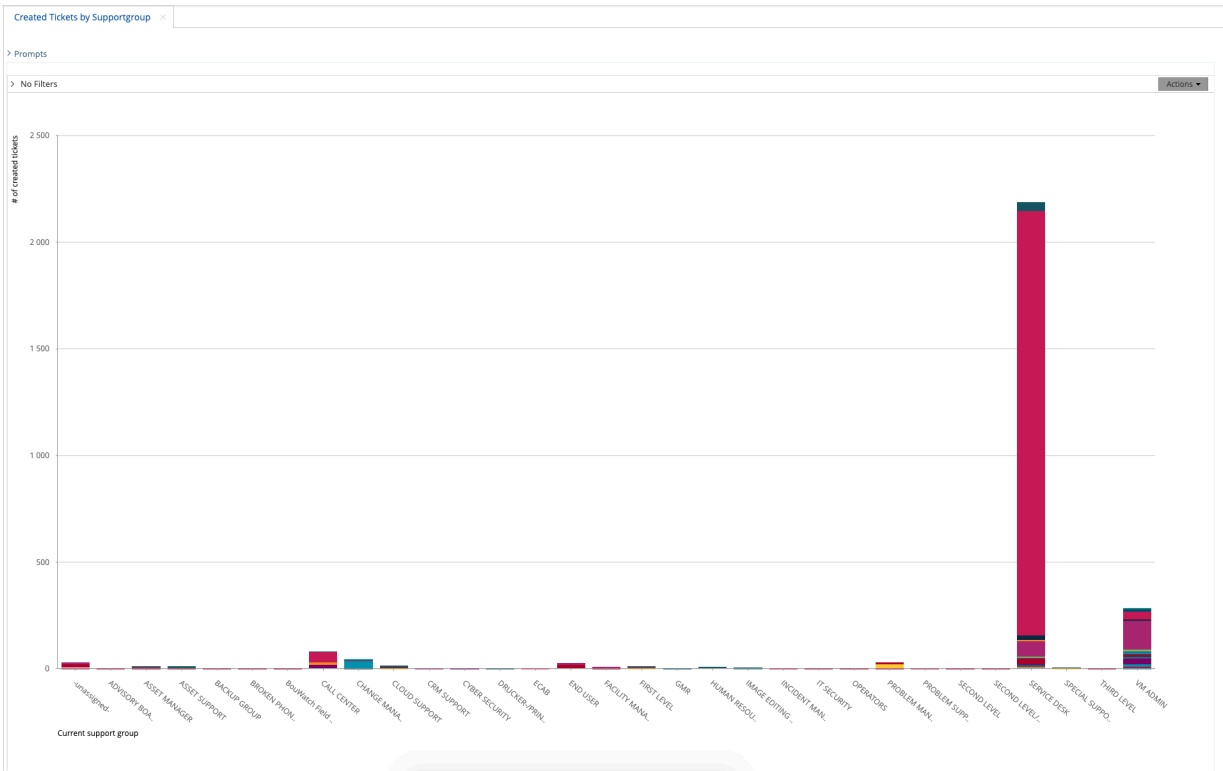
Name	Description
Name:	Total Amount of Created Tickets
Path:	public/VMA Basic/Incident Management/Created tickets per date/EN/Total Amount of Created Tickets
Cube:	rtcTicketManagementAnalysis
Type:	Dashboard

4.3.5.9. Distribution of Created Tickets to Hours of a Day



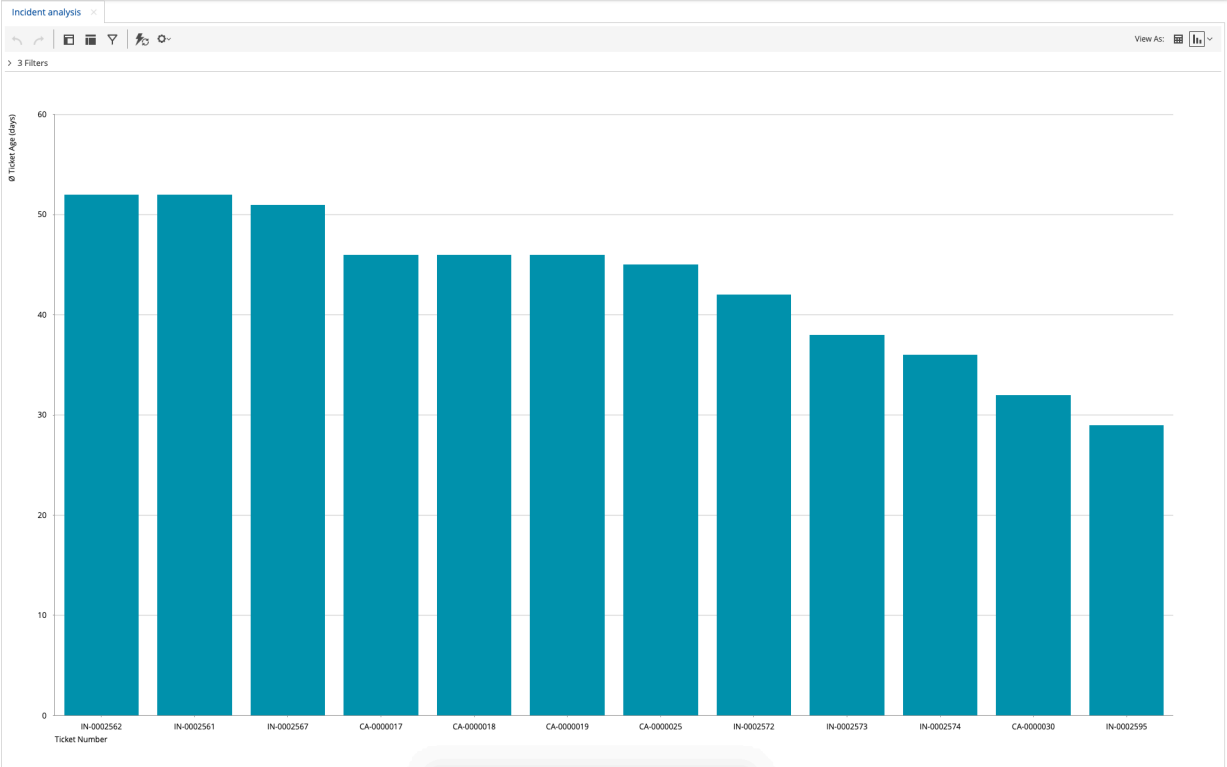
Name	Description
Name:	Distribution of Created Tickets to Hours of a Day
Path:	public/VMA Basic/Incident Management/Created tickets per date/EN/Total Amount of Created Tickets - filter hours
Cube:	rtcTicketManagementAnalysis
Type:	Dashboard

4.3.5.10. Created Tickets by Supportgroup



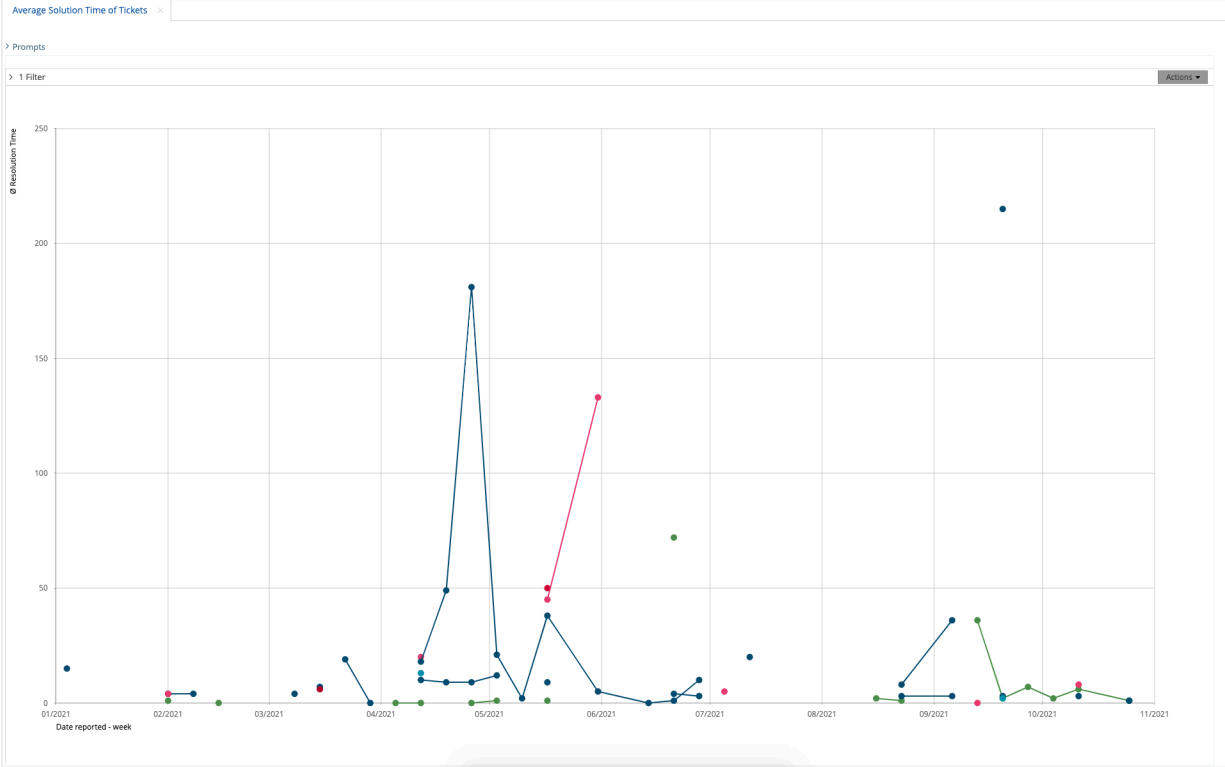
Name	Description
Name:	Created Tickets by Supportgroup
Path:	public/VMA Basic/Incident Management/Created tickets per support group/EN/Created Tickets by Supportgroup
Cube:	rtcTicketManagementAnalysis
Type:	Dashboard

4.3.5.11. Incident analysis



Name	Description
Name:	Incident analysis
Path:	public/VMA Basic/Incident Management/Incident Analysis/Incident analysis
Cube:	rtcTicketManagementAnalysis
Type:	Analysis

4.3.5.12. Average Solution Time of Tickets



Name	Description
Name:	Average Solution Time of Tickets
Path:	public/VMA Basic/Incident Management/Resolution time per date/EN/Average Solution Time of Tickets
Cube:	rtcTicketManagementAnalysis
Type:	Dashboard

4.3.5.13. Ticket analysis

Name	Description
Name:	Ticket analysis
Path:	public/VMA Basic/Incident Management/Ticket Analysis/Ticket analysis
Cube:	rtcTicketManagementAnalysis
Type:	Analysis

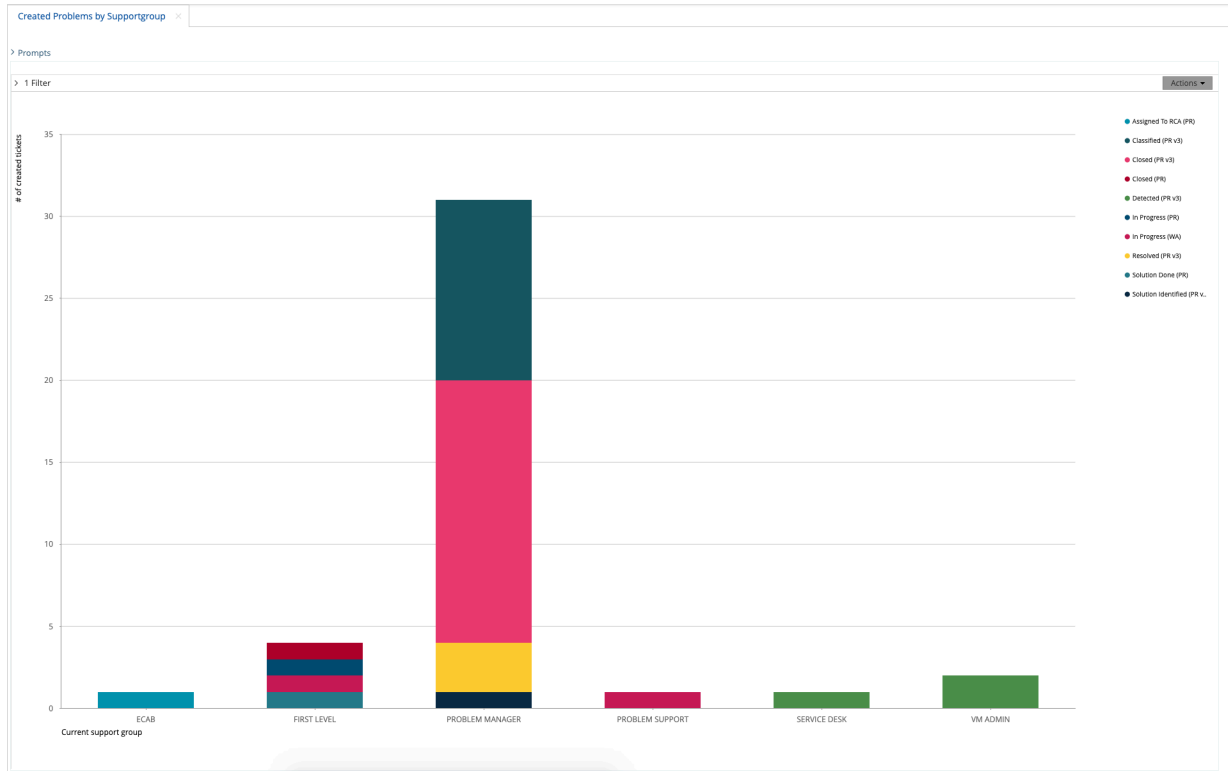
4.3.6. Problem Management

4.3.6.1. Predefined Dimensions and Measures

4.3.6.1.1. RTC Ticket Management: Ticket Analysis

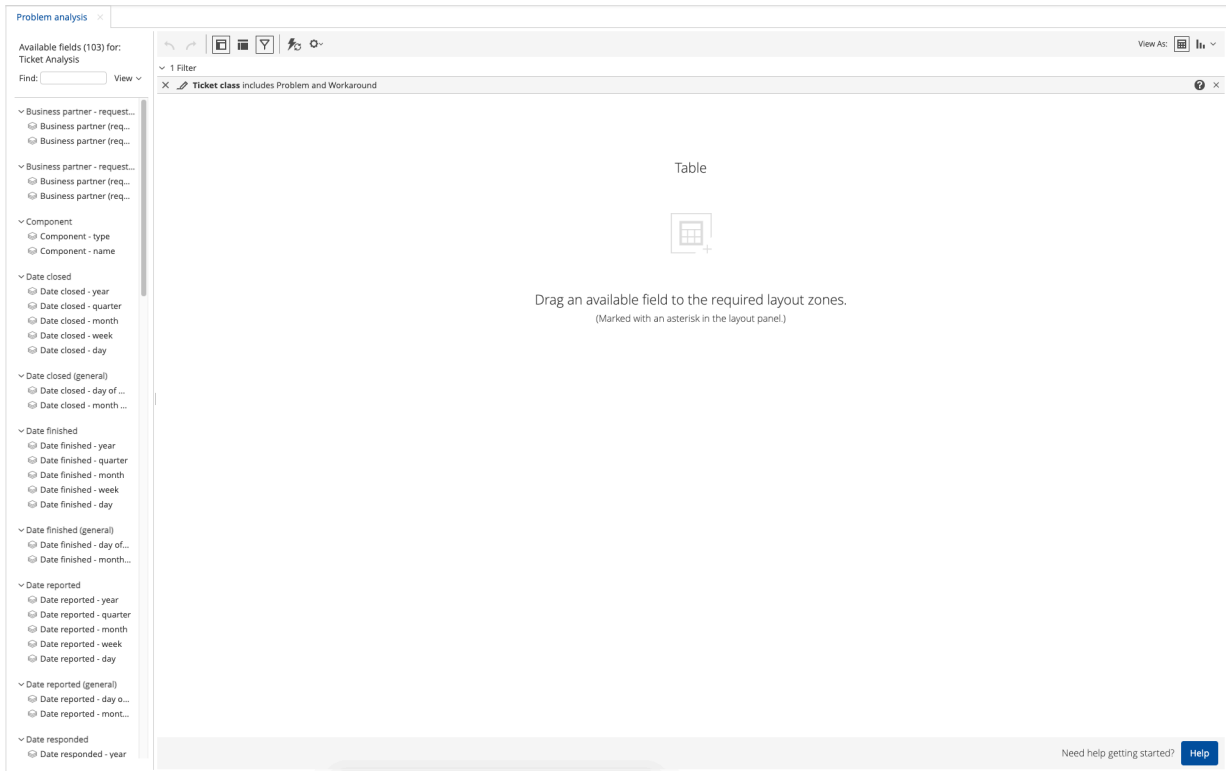
For the predefined dimensions and measures please see chapter 3.2.1.1.

4.3.6.2. Created Problems by Supportgroup



Name	Description
Name:	Created Changes by Supportgroup
Path:	public/VMA Basic/Problem Management/Created problems per support group/EN/Created Problems by Supportgroup
Cube:	rtcTicketManagementAnalysis
Type:	Dashboard

4.3.6.3. Problem analysis



Name	Description
Name:	Problem analysis
Path:	public/VMA Basic/Problem Management/Problem Analysis/Problem analysis
Cube:	rtcTicketManagementAnalysis
Type:	Analysis

4.3.7. Request Fulfillment

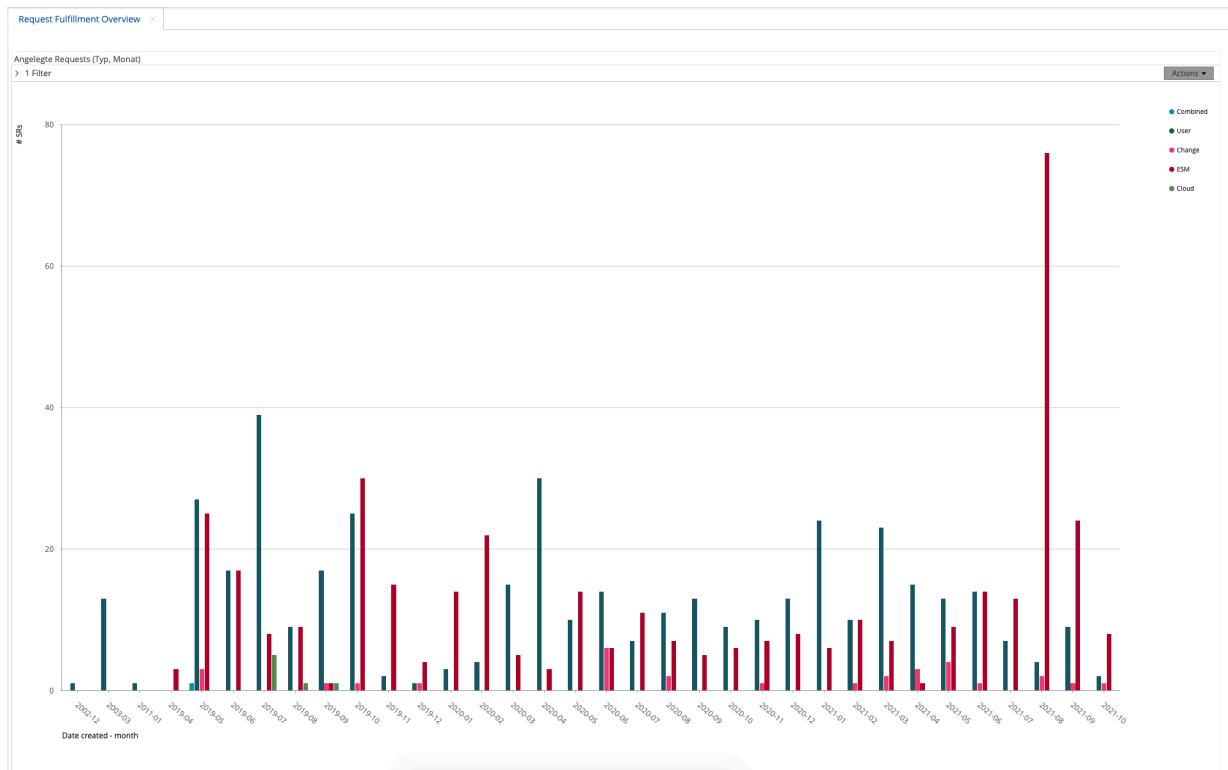
4.3.7.1. Predefined Dimensions and Measures

4.3.7.1.1. RTC Request Fulfillment: Request Fulfillment Analysis

Type	Name	Hierarchy
Measure	# of SRs fulfilled within SLA	
Measure	# of approved SRs	
Measure	# of canceled SRs	
Measure	# of closed SRs	
Measure	# of created SRs	
Measure	# of fulfilled SRs	
Measure	# of reopened SRs	
Dimension	Business partner	<ul style="list-style-type: none"> • Business partner – type • Business partner – name
Dimension	Date approved	<ul style="list-style-type: none"> • Date approved – year • Date approved – quarter • Date approved – month • Date approved – week • Date approved – day

Type	Name	Hierarchy
Dimension	Date closed	<ul style="list-style-type: none"> Date closed – year Date closed – quarter Date closed – month Date closed – week Date closed – day
Dimension	Date created	<ul style="list-style-type: none"> Date created – year Date created – quarter Date created – month Date created – week Date created – day
Dimension	Date fulfilled	<ul style="list-style-type: none"> Date fulfilled – year Date fulfilled – quarter Date fulfilled – month Date fulfilled – week Date fulfilled – day
Dimension	Date requested	<ul style="list-style-type: none"> Date requested – year Date requested – quarter Date requested – month Date requested – week Date requested – day
Dimension	Request identifier	<ul style="list-style-type: none"> Request identifier – name
Dimension	Request status	<ul style="list-style-type: none"> Request status – name
Dimension	Request type	<ul style="list-style-type: none"> Request type – name

4.3.7.2. Request Fulfillment Overview



Name	Description
Name:	Request Fulfillment Overview
Path:	public/VMA Basic/Request Fulfillment/Fulfillment Overview/EN/Request Fulfillment Overview

Name	Description
Cube:	requestFulfillmentAnalysis
Type:	Dashboard

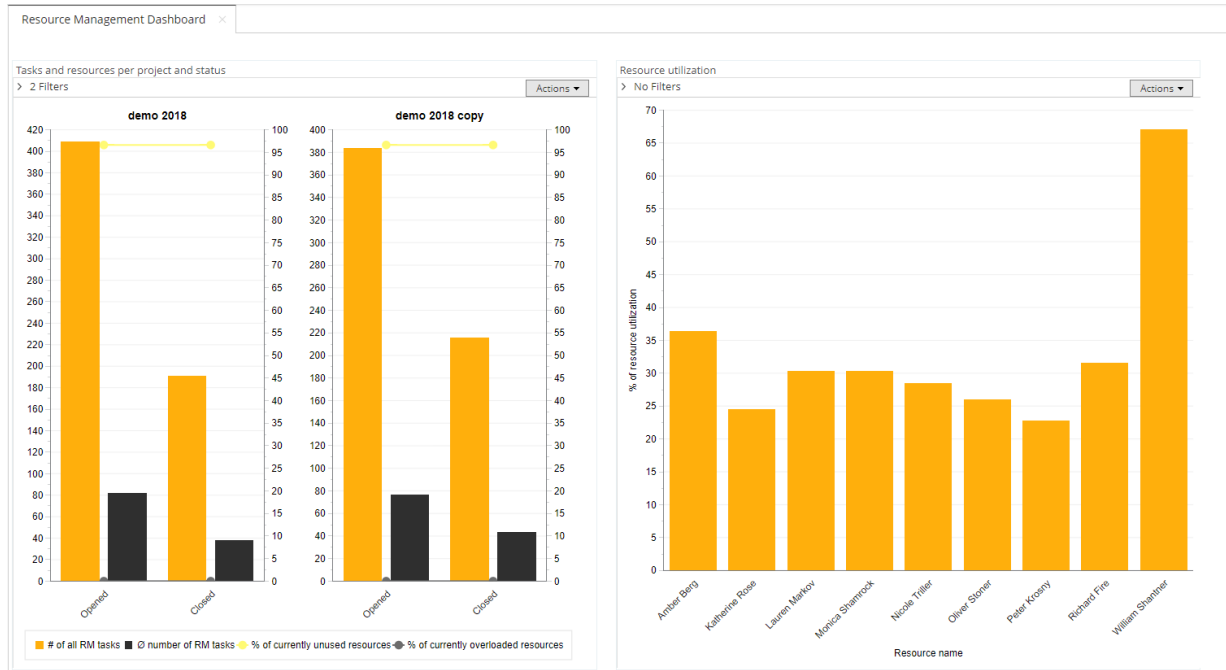
4.3.8. Resource Management

4.3.8.1. Predefined Dimensions and Measures

4.3.8.1.1. RTC Resource Management: Resource Reservation Analysis

Type	Name	Hierarchy
Measure	# of all RM tasks	
Measure	# of all resources	
Measure	# of current RM tasks	
Measure	# of currently overloaded resources	
Measure	# of currently unused resources	
Measure	# of currently used resources	
Measure	# of used resources	
Measure	% of currently overloaded resources	
Measure	% of currently unused resources	
Measure	% of resource utilization	
Measure	Ø number of RM tasks	
Measure	Σ default shift duration	
Measure	Σ task duration in days	
Dimension	RM task	<ul style="list-style-type: none"> • RM task - is current • RM task - name • RM task - description
Dimension	RM task status	<ul style="list-style-type: none"> • RM task status - type • RM task status - name
Dimension	Resource	<ul style="list-style-type: none"> • Resource department • Resource name
Dimension	Resource project	<ul style="list-style-type: none"> • Resource project
Dimension	Resource role	<ul style="list-style-type: none"> • Resource role
Dimension	Resource tasks	<ul style="list-style-type: none"> • Resource - # of current RM tasks

4.3.8.2. Resource Management Dashboard



Name	Description
Name:	Resource Management Dashboard
Path:	public/VMA Basic/Resource Management/Management Dashboard/EN/Resource Management Dashboard
Cube:	RTCResourceAnalysis
Type:	Dashboard

4.3.9. Service Management

4.3.9.1. Predefined Dimensions and Measures

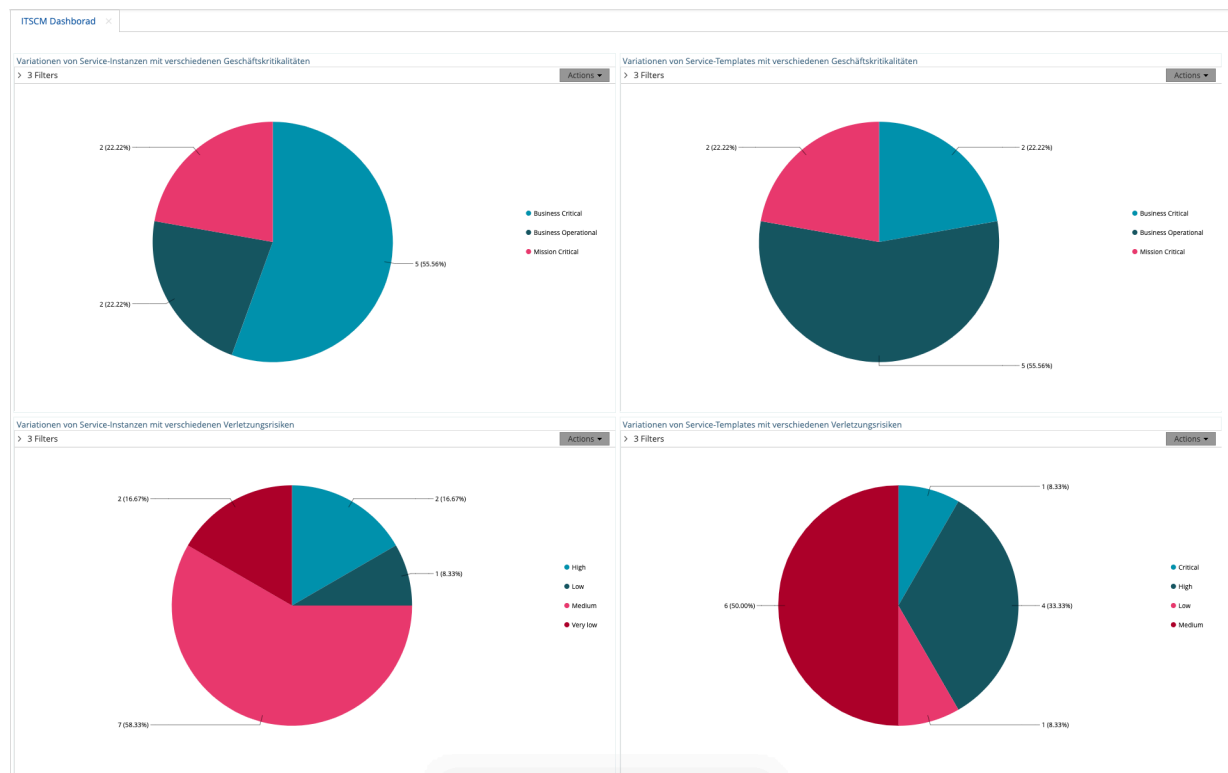
4.3.9.1.1. RTC Service Management: SLAM Analysis

Type	Name	Hierarchy
Measure	Actual value	
Measure	Reciprocal	
Measure	Target value	
Dimension	Measurement date	<ul style="list-style-type: none"> • Measurement date – year • Measurement date – quarter • Measurement date – month • Measurement date – week • Measurement date – day
Dimension	Measurement date (day name)	<ul style="list-style-type: none"> • Measurement date - day of week
Dimension	Service	<ul style="list-style-type: none"> • Service – class • Service – type • Service – name
Dimension	Service Parameter	<ul style="list-style-type: none"> • Service Parameter Type • Service Parameter • Reciprocal

4.3.9.1.2. RTC Service Continuity Management: ITSCM Analysis

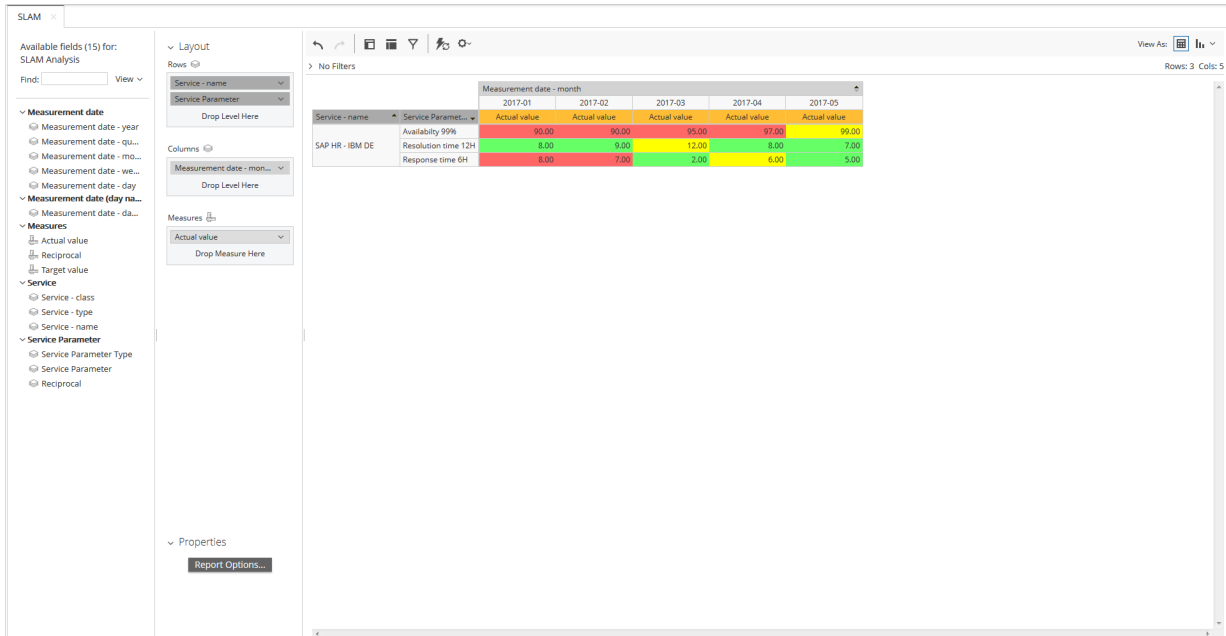
Type	Name	Hierarchy
Measure	Variation of Services	
Measure	Variation of Systems	
Dimension	Business criticality	<ul style="list-style-type: none"> Business criticality
Dimension	CMS related	<ul style="list-style-type: none"> Is CMS related
Dimension	Service	<ul style="list-style-type: none"> Service ID Service - name
Dimension	Service Template	<ul style="list-style-type: none"> Is a template
Dimension	System	<ul style="list-style-type: none"> System ID System name
Dimension	Violation risk	<ul style="list-style-type: none"> Violation risk

4.3.9.2. ITSCM Dashboard



Name	Description
Name:	ITSCM Dashboard
Path:	public/VMA Basic/Service Management/ITSCM/EN/ITSCM Dashboard
Cube:	rtcServiceManagementAnalysis
Type:	Dashboard

4.3.9.3. SLAM



Name	Description
Name:	SLAM
Path:	public/VMA Basic/Service Management/SLAM/EN/SLAM
Cube:	rtcServiceContinuityManagementAnalysis
Type:	Dashboard

4.3.10. Supplier Management

4.3.10.1. Predefined Dimensions and Measures

4.3.10.1.1. RTC Supplier Management: Supplier Competence Evaluation Analysis

Type	Name	Hierarchy
Measure	# of competency evaluations	
Measure	Ø competency evaluation in %	
Dimension	Date evaluation ended	<ul style="list-style-type: none"> Date evaluation ended – year Date evaluation ended – quarter Date evaluation ended – month Date evaluation ended – week Date evaluation ended – day
Dimension	Date evaluation ended (day name)	<ul style="list-style-type: none"> Date evaluation ended – day of week
Dimension	Evaluable competency	<ul style="list-style-type: none"> Evaluable competency – name
Dimension	Evaluation	<ul style="list-style-type: none"> Evaluation – is latest Evaluation – name Evaluation – no.
Dimension	Supplier	<ul style="list-style-type: none"> Supplier – is evaluated Supplier – name Supplier – no.

4.3.10.1.2. RTC Supplier Management: Supplier Evaluation Analysis

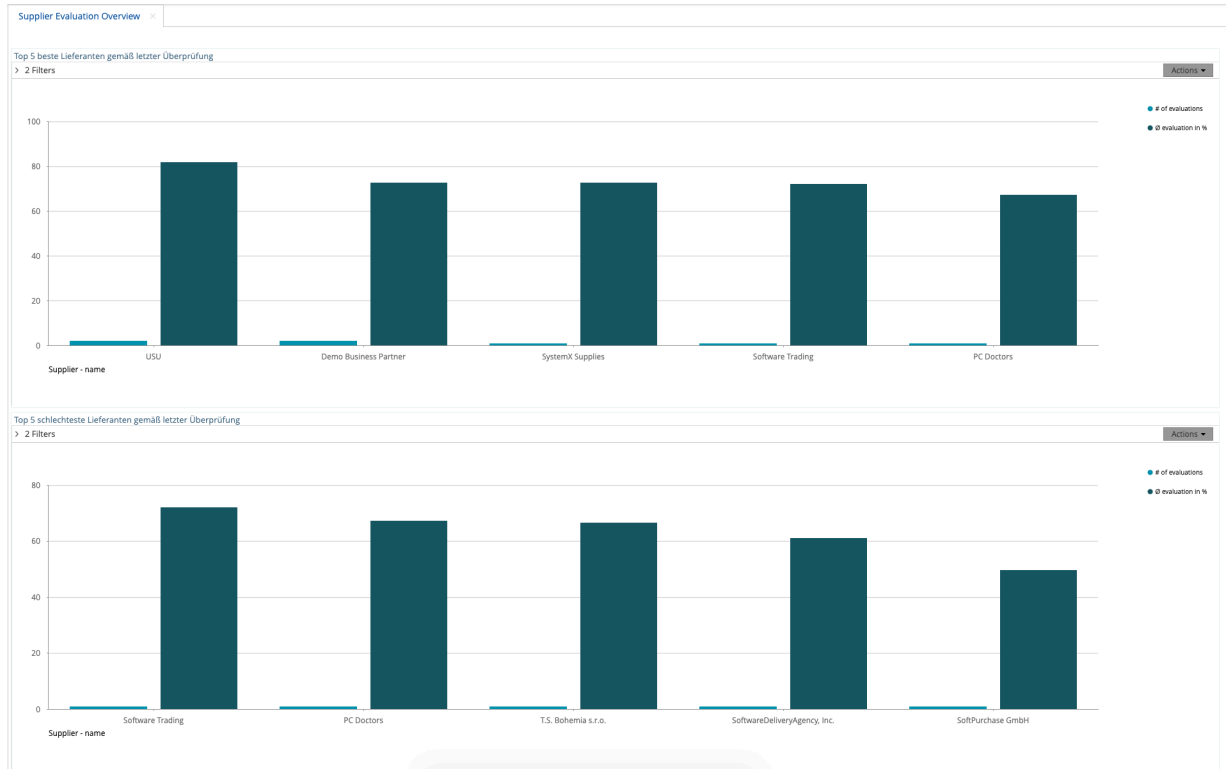
Type	Name	Hierarchy
Measure	# of evaluations	
Measure	Ø evaluation in %	
Dimension	Date evaluation ended	<ul style="list-style-type: none"> Date evaluation ended – year Date evaluation ended – quarter Date evaluation ended – month Date evaluation ended – week Date evaluation ended – day
Dimension	Date evaluation ended (day name)	<ul style="list-style-type: none"> Date evaluation ended – day of week
Dimension	Evaluable competency	<ul style="list-style-type: none"> Evaluable competency – name
Dimension	Evaluation	<ul style="list-style-type: none"> Evaluation – is latest Evaluation – name Evaluation – no.
Dimension	Supplier	<ul style="list-style-type: none"> Supplier – is evaluated Supplier – name Supplier – no.

4.3.10.2. Evaluation in Details



Name	Description
Name:	Evaluation in Details
Path:	public/VMA Basic/Supplier Management/Evaluation in Details/EN/Evaluation in Details
Cube:	rtcSupplierEvaluationAnalysis
Type:	Dashboard

4.3.10.3. Supplier Evaluation Overview



Name	Description
Name:	Supplier Evaluation Overview
Path:	public/VMA Basic/Supplier Management/Evaluation Overview/EN/Supplier Evaluation Overview
Cube:	rtcSupplierEvaluationAnalysis
Type:	Dashboard

4.3.11. USU Service Management Performance Analytics

4.3.11.1. Predefined Dimensions and Measures

4.3.11.1.1. RTC VM Monitoring: Error Analysis

Type	Name	Hierarchy
Measure	# of events	
Dimension	Date	<ul style="list-style-type: none"> • Date – year • Date – quarter • Date – month • Date – week • Date – day
Dimension	Date (day name)	<ul style="list-style-type: none"> • Date– day of week
Dimension	Error Message	<ul style="list-style-type: none"> • Error Message – name • Error Message – details
Dimension	Event Log ID	<ul style="list-style-type: none"> • Event Log ID
Dimension	Time	<ul style="list-style-type: none"> • Time – hour • Time – minute • Time – second
Dimension	User	<ul style="list-style-type: none"> • User – username • User – name

4.3.11.1.2. RTC VM Monitoring: SQL Performance Analysis

Type	Name	Hierarchy
Measure	# of events	
Measure	Ø SQL execution duration in seconds	
Measure	Ø number of returned rows	
Measure	Σ SQL execution duration in seconds	
Measure	↑ SQL execution duration in seconds	
Dimension	Date	<ul style="list-style-type: none"> • Date – year • Date – quarter • Date – month • Date – week • Date – day
Dimension	Date (day name)	<ul style="list-style-type: none"> • Date– day of week
Dimension	Event Log ID	<ul style="list-style-type: none"> • Event Log ID
Dimension	SQL Statement	<ul style="list-style-type: none"> • SQL Statement – name • SQL Statement – parameters
Dimension	Time	<ul style="list-style-type: none"> • Time – hour • Time – minute • Time – second
Dimension	User	<ul style="list-style-type: none"> • User – username • User – name

4.3.11.1.3. RTC VM Monitoring: System Activity Analysis

Type	Name	Hierarchy
Measure	# of events	
Measure	Ø computation duration	
Measure	Ø duration	
Measure	Σ computation duration	
Measure	Σ duration	
Measure	↑ computation duration	
Measure	↑ duration	
Dimension	Catalog	<ul style="list-style-type: none"> • Catalog – view • Catalog – name • Catalog – object type • Catalog – full name
Dimension	Catalog (in Sidebar)	<ul style="list-style-type: none"> • Catalog – in Sidebar
Dimension	Date	<ul style="list-style-type: none"> • Date – year • Date – quarter • Date – month • Date – week • Date – day
Dimension	Date (day name)	<ul style="list-style-type: none"> • Date– day of week
Dimension	Event Log ID	<ul style="list-style-type: none"> • Event Log ID
Dimension	Time	<ul style="list-style-type: none"> • Time – hour • Time – minute • Time – second
Dimension	User	<ul style="list-style-type: none"> • User – username • User – name

Type	Name	Hierarchy
Dimension	View	<ul style="list-style-type: none"> View – name View – object type View – full name
Dimension	Workflow	<ul style="list-style-type: none"> Workflow – name Workflow – description

4.3.11.1.4. RTC VM Monitoring: User Activity Analysis

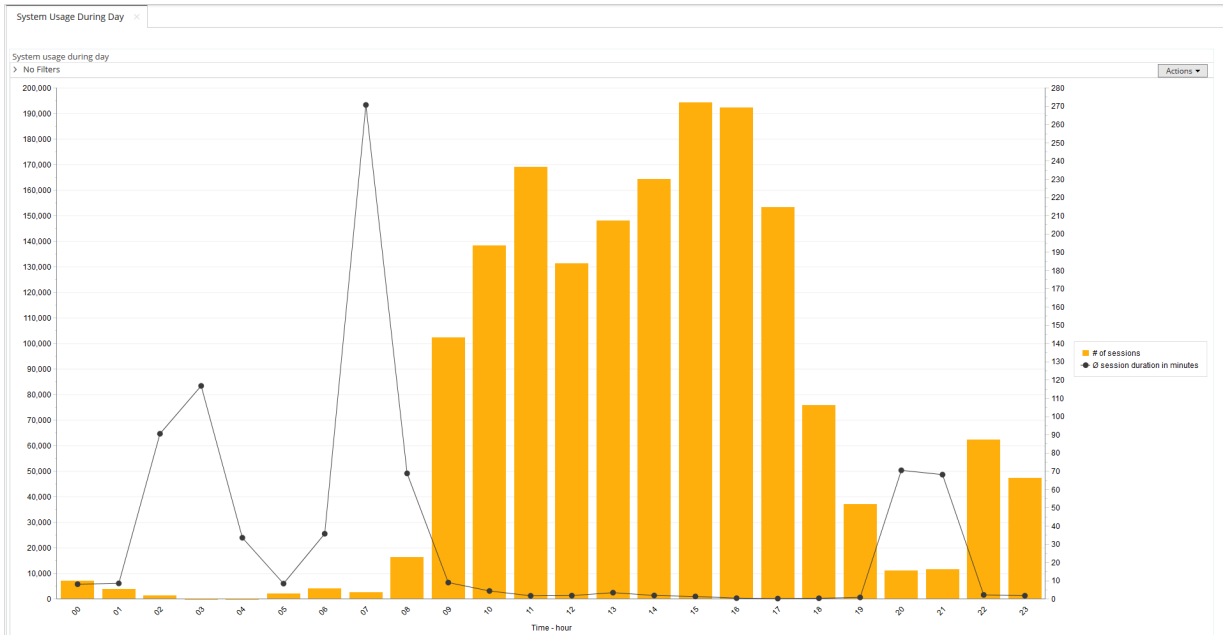
Type	Name	Hierarchy
Measure	# of events	
Dimension	Action	<ul style="list-style-type: none"> Action – class Action – name Action – GUID Action – description
Dimension	Action (in Sidebar)	<ul style="list-style-type: none"> Action – in Sidebar
Dimension	Business View	<ul style="list-style-type: none"> Business View – name Business View – description
Dimension	Catalog	<ul style="list-style-type: none"> Catalog – view Catalog – name Catalog – object type Catalog – full name
Dimension	Catalog (in Sidebar)	<ul style="list-style-type: none"> Catalog – in Sidebar
Dimension	Date	<ul style="list-style-type: none"> Date – year Date – quarter Date – month Date – week Date – day
Dimension	Date (day name)	<ul style="list-style-type: none"> Date– day of week
Dimension	Event Log ID	<ul style="list-style-type: none"> Event Log ID
Dimension	Event Type	<ul style="list-style-type: none"> Event Type – name
Dimension	Time	<ul style="list-style-type: none"> Time – hour Time – minute Time – second
Dimension	User	<ul style="list-style-type: none"> User – username User – name
Dimension	View	<ul style="list-style-type: none"> View – name View – object type View – full name

4.3.11.1.5. RTC VM Monitoring: User Session Analysis

Type	Name	Hierarchy
Measure	# of events	
Measure	# of sessions	
Measure	# of unsuccessful logins	
Measure	Ø session duration in minutes	
Measure	Σ session duration in minutes	

Type	Name	Hierarchy
Dimension	Date	<ul style="list-style-type: none"> • Date – year • Date – quarter • Date – month • Date – week • Date – day
Dimension	Date (day name)	<ul style="list-style-type: none"> • Date – day of week
Dimension	Logout Type	<ul style="list-style-type: none"> • Logout Type – name
Dimension	Session	<ul style="list-style-type: none"> • Session ID
Dimension	Time	<ul style="list-style-type: none"> • Time – hour • Time – minute • Time – second
Dimension	User	<ul style="list-style-type: none"> • User – username • User – name
Dimension	Hostname	<ul style="list-style-type: none"> • Hostname – name

4.3.11.2. System Usage During Day



Name	Description
Name:	System Usage During Day
Path:	public/VMA Basic/VM Monitoring/Session analysis/EN/System Usage During Day
Cube:	userSessionAnalysis
Type:	Dashboard

4.3.11.3. SQL top 10 consumer

SQL Queries to Optimize

SQL queries to optimize

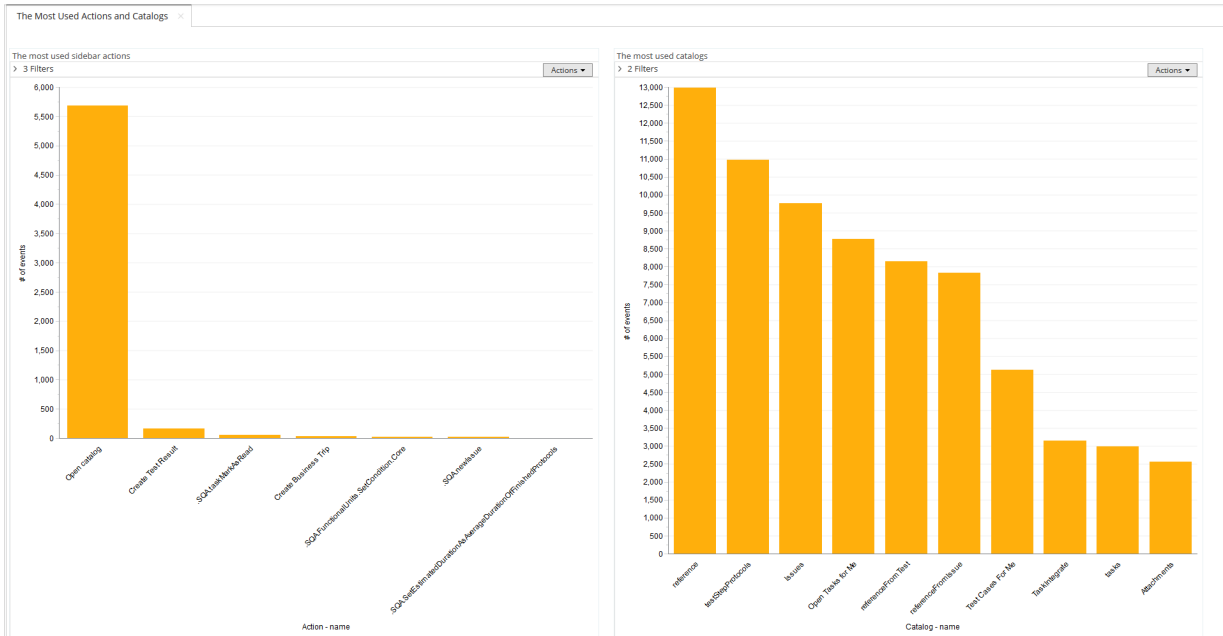
1 Filter

Rows: 10 Cols: 3

SQL Statement - name	# of events	0 SQL execution duration in seconds	1 SQL execution duration in seconds
SELECT * FROM VM_SQA_AMT_BPMEVENT CTO WHERE (CTO.RUNAT <> ?) and (CTO.STATUS = ?) ORDER BY CTO.RUNAT ASC	194	3,569	692.43
SELECT /*+ RESULT_CACHE */ COUNT(*) FROM (SELECT DISTINCT CTO.TASK_ID FROM VM_SQA_SQA_TASK CTO INNER JOIN VM_SQA_SQA_ISSUECHAT C1TO ON C1TO.TASK_ID = CTO.TASK_ID WHERE (CTO.TYPE = ?) and (UPPER(C1TO.DESRIPTION) like ...	624	4,867	3,037.106
SELECT /*+ RESULT_CACHE */ COUNT(*) FROM (SELECT DISTINCT CTO.TBUILD_ID FROM VM_SQA_SQA_TBUILD CTO INNER JOIN VM_SQA_SQA_TCASEP C3TO ON C3TO.TBUILD_ID = CTO.TBUILD_ID INNER JOIN VM_SQA_SQA_TBUILD C1TO ON C1...	36	31,224	1,124.072
SELECT /*+ RESULT_CACHE */ COUNT(CTO.ACTIVITY_ID) FROM VM_SQA_AMT_BPMACTIVITY CTO INNER JOIN VM_SQA_AMT_BPMFLOWOBJECT C1TO ON C1TO.FLOWOBJECT_ID = CTO.FLOWOBJECT_ID WHERE not ((CTO.MWRAPPER_ID is not null) a...	741	3,325	2,456.996
SELECT /*+ RESULT_CACHE */ COUNT(CTO.TSTEP_ID) FROM VM_SQA_SQA_TSTEP CTO INNER JOIN VM_SQA_SQA_TCASEP C1TO ON C1TO.TCASEP_ID = CTO.TCASEP_ID INNER JOIN VM_SQA_SQA_TBUILD C2TO ON C2TO.TBUILD_ID = C1TO.TBUILD...	372	4,993	1,772.537
SELECT /*+ RESULT_CACHE */ COUNT(CTO.TSTEP_ID) FROM VM_SQA_SQA_TSTEP CTO INNER JOIN VM_SQA_SQA_TCASEP C1TO ON C1TO.TCASEP_ID = CTO.TCASEP_ID INNER JOIN VM_SQA_SQA_TBUILD C2TO ON C2TO.TBUILD_ID = C1TO.TBUILD...	487	4,266	2,077.703
SELECT CTO.TASK_ID, CTO.NUMBERID, CTO.NAME FROM vm_sqa_sqa_task CTO INNER JOIN vm_sqa_sqa_person C1TO ON C1TO.PERSON_ID = CTO.ASSIGNEE_PERSON_ID INNER JOIN vm_sqa_sqa_change C2TO ON C2TO.CHANGE_ID = CTO.CHAN...	467	2,293	1,070.886
SELECT CTO.TCASEP_ID FROM VM_SQA_SQA_TCASEP CTO WHERE ((CTO.DATICHG > ?) and ((CTO.USERCHG <> ?) or ((CTO.USERCHG is null) and (CTO.STATUS = ?)) or exists (select 1 from VM_SQA_SQA_TSTEP C1TO where C1TO.TCASEP_ID = CTO.TCASE...	208	34,509	7,177.253
SELECT CTO.TCASEP_ID FROM VM_SQA_SQA_TCASEP CTO WHERE ((CTO.DATICHG > ?) and ((CTO.USERCHG <> ?) or ((CTO.USERCHG is null) or exists (select 1 from VM_SQA_SQA_TSTEP C1TO where C1TO.TCASEP_ID = CTO.TCASEP_ID AND (C1TO.DATC...	218	71,957	15,686.602
SELECT CTO.TCASEP_ID FROM VM_SQA_SQA_TCASEP CTO WHERE (UPPER(CTO.NUMBERID) like UPPER(?) escape '#') and (UPPER(CTO.NAME) like UPPER(?) escape '#') and (CTO.CLIENT = ?)	317	2,724	863.359

Name	Description
Name:	SQL top 10 consumer
Path:	public/VMA Basic/VM Monitoring/SQL analysis/EN/SQL top 10 consumer
Cube:	sqlPerformanceAnalysis
Type:	Dashboard

4.3.11.4. The Most Used Actions and Catalogs



Name	Description
Name:	The Most Used Actions and Catalogs
Path:	public/VMA Basic/VM Monitoring/Usage analysis/EN/The Most Used Actions and Catalogs
Cube:	userActivityAnalysis
Type:	Dashboard

4.4. Full Version

4.4.1. Asset Management

4.4.1.1. Predefined Dimensions and Measures

4.4.1.1.1. Asset Management: Component Management Analysis

Type	Name	Hierarchy
Measure	# of Components	
Measure	% of components not monitored	
Measure	% of components monitored	
Measure	% of components under maintenance	
Measure	% of components under warranty	
Measure	% of components under control of License Management	
Measure	Ø age of HW systems	
Dimension	Component acquisition	<ul style="list-style-type: none"> • Component acquisition – name
Dimension	Component category	<ul style="list-style-type: none"> • Component category – class • Component category – type
Dimension	Component identifier	<ul style="list-style-type: none"> • Component identifier – value
Dimension	Component license	<ul style="list-style-type: none"> • Component license – value
Dimension	Component maintenance	<ul style="list-style-type: none"> • Component maintenance – value
Dimension	Component manufacturer	<ul style="list-style-type: none"> • Component manufacturer – name
Dimension	Component mapped to a service	<ul style="list-style-type: none"> • Component mapped to a service – name
Dimension	Component mapped to a system	<ul style="list-style-type: none"> • Component mapped to a system – name
Dimension	Component monitoring	<ul style="list-style-type: none"> • Component monitoring – value
Dimension	Component status	<ul style="list-style-type: none"> • Component status – name
Dimension	Cost center	<ul style="list-style-type: none"> • Cost center – name
Dimension	Date created	<ul style="list-style-type: none"> • Date created – year • Date created – quarter • Date created – month • Date created – week • Date created – day
Dimension	Date loaded	<ul style="list-style-type: none"> • Date loaded – year • Date loaded – quarter • Date loaded – month • Date loaded – week • Date loaded – day
Dimension	Date warranty ended	<ul style="list-style-type: none"> • Date warranty ended – year • Date warranty ended – quarter • Date warranty ended – month • Date warranty ended – week • Date warranty ended – day
Dimension	Date warranty started	<ul style="list-style-type: none"> • Date warranty started – year • Date warranty started – quarter • Date warranty started – month • Date warranty started – week • Date warranty started – day

4.4.1.1.2. Asset Management: Service Management Analysis

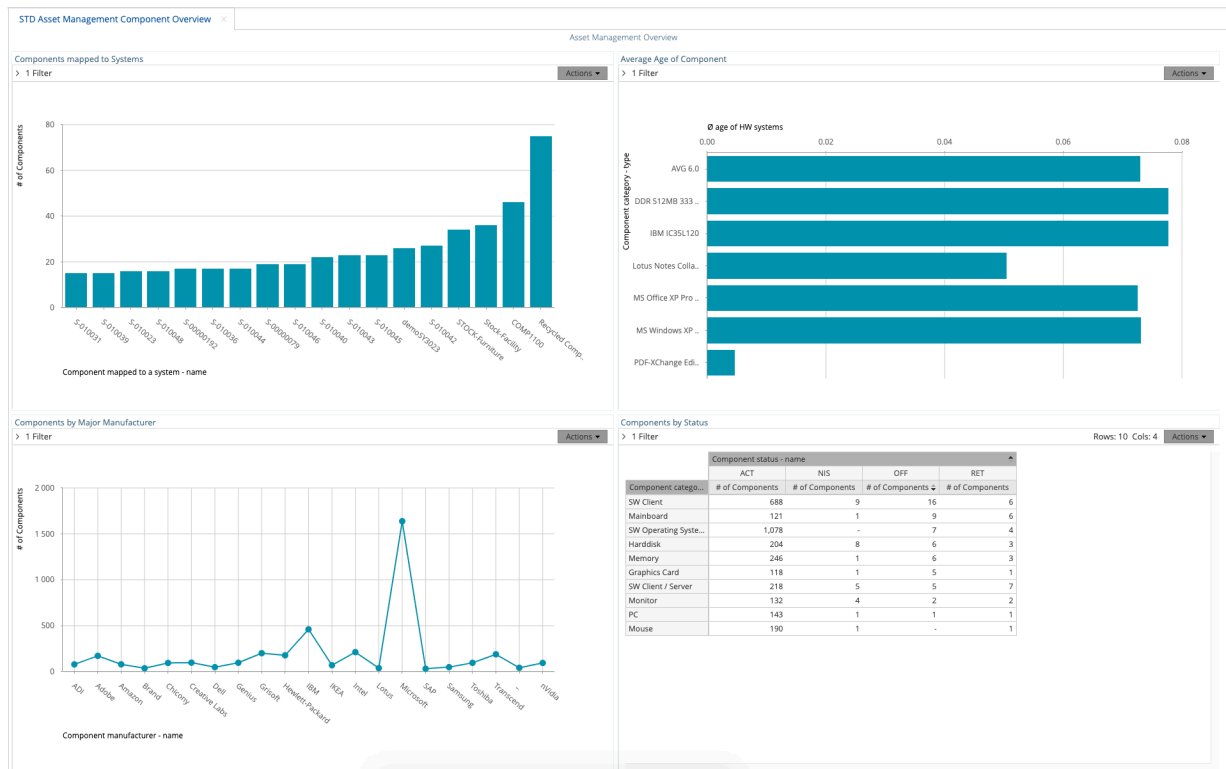
Type	Name	Hierarchy
Measure	# of Services	
Measure	% of services monitored	
Measure	% of services not monitored	
Dimension	Date created	<ul style="list-style-type: none"> • Date created – year • Date created – quarter • Date created – month • Date created – week • Date created – day
Dimension	Date loaded	<ul style="list-style-type: none"> • Date loaded – year • Date loaded – quarter • Date loaded – month • Date loaded – week • Date loaded – day
Dimension	Service category	<ul style="list-style-type: none"> • Service category – class • Service category – type
Dimension	Service identifier	<ul style="list-style-type: none"> • Service identifier – value
Dimension	Service monitoring	<ul style="list-style-type: none"> • Service monitoring – value
Dimension	Service status	<ul style="list-style-type: none"> • Service status - name

4.4.1.1.3. Asset Management: System Management Analysis

Type	Name	Hierarchy
Measure	# of Systems	
Measure	# of changes per system	
Measure	# of incidents caused by system	
Measure	# of problems caused by system	
Measure	% of Systems with mapped services	
Measure	% of changes per system	
Measure	% of end user computers	
Measure	% of incidents caused by system	
Measure	% of problems caused by system	
Measure	% of systems monitored	
Measure	% of systems not monitored	
Measure	% of systems w/o service mapping	
Measure	Ø age of HW systems	
Dimension	Business partner	<ul style="list-style-type: none"> • Business partner – type • Business partner – name
Dimension	Cost center	<ul style="list-style-type: none"> • Cost center – name
Dimension	Date created	<ul style="list-style-type: none"> • Date created – year • Date created – quarter • Date created – month • Date created – week • Date created – day
Dimension	Date loaded	<ul style="list-style-type: none"> • Date loaded – year • Date loaded – quarter • Date loaded – month • Date loaded – week • Date loaded – day

Type	Name	Hierarchy
Dimension	Location	<ul style="list-style-type: none"> Location – country Location – state Location – city Location – street Location – building Location – room Location – name
Dimension	Organization unit	<ul style="list-style-type: none"> Organization unit – level 01 Organization unit – ... Organization unit – level 10
Dimension	Support group	<ul style="list-style-type: none"> Support group – name
Dimension	System accounting	<ul style="list-style-type: none"> System accounting – name
Dimension	System category	<ul style="list-style-type: none"> System category – class System category – type
Dimension	System environment	<ul style="list-style-type: none"> System environment – name
Dimension	System identifier	<ul style="list-style-type: none"> System identifier – value
Dimension	System mapped to a service	<ul style="list-style-type: none"> System mapped to a service – name
Dimension	System monitoring	<ul style="list-style-type: none"> System monitoring – value
Dimension	System status	<ul style="list-style-type: none"> System status – name
Dimension	Tenant	<ul style="list-style-type: none"> Tenant – name

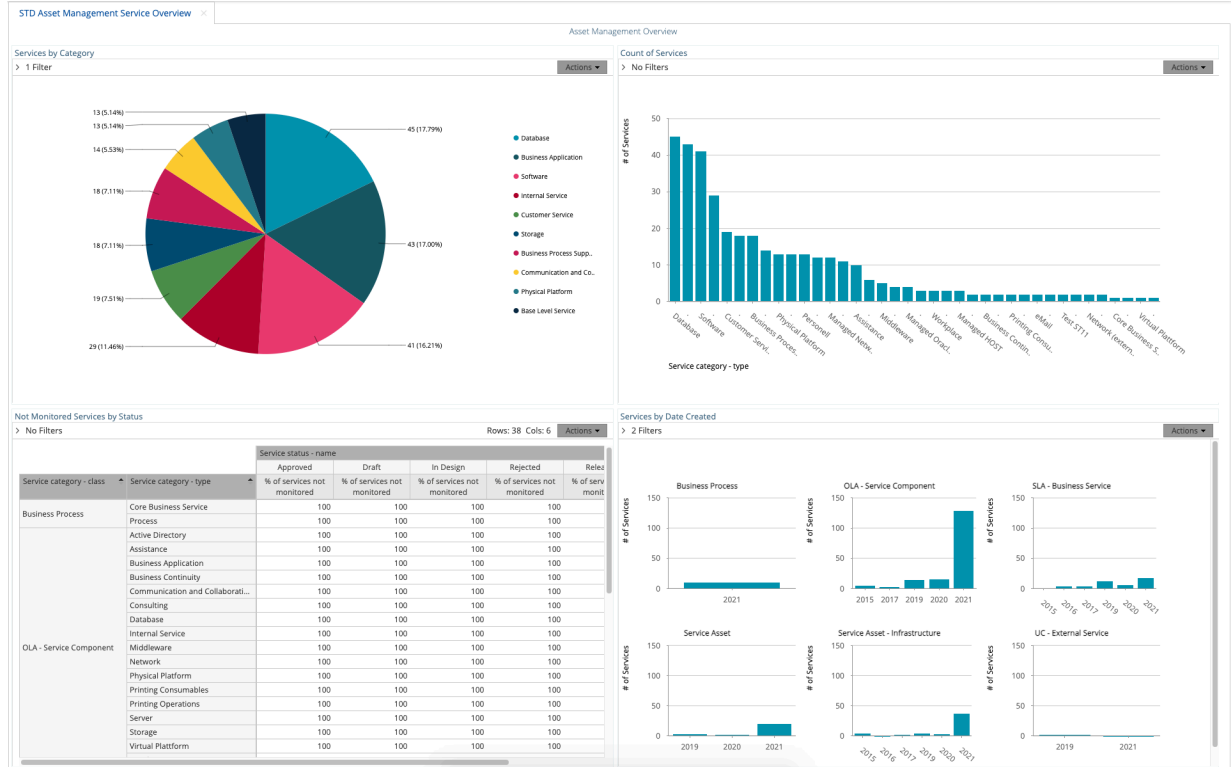
4.4.1.2. STD Asset Management Component Overview



Name	Description
Name:	STD Asset Management Component Overview
Path:	public/VMA Full/Asset Management/Asset Management Component Overview/EN/STD Asset Management Component Overview
Cube:	componentManagementAnalysis

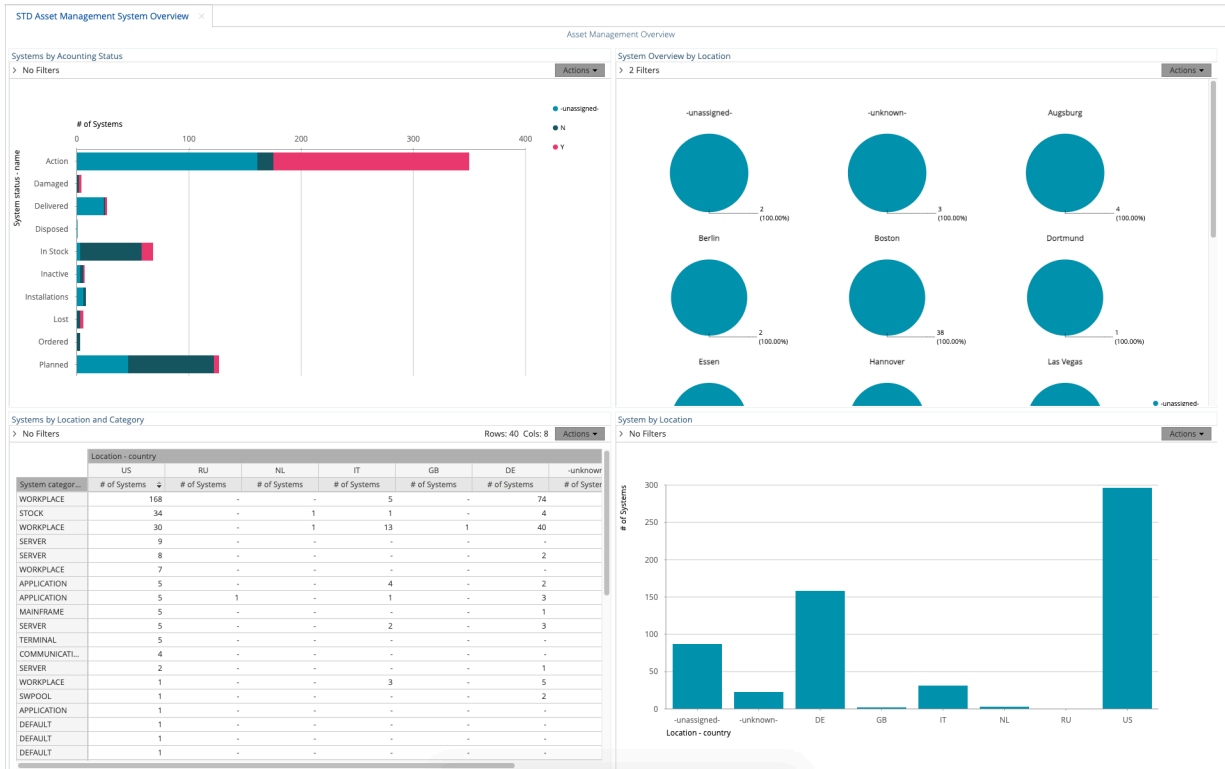
Name	Description
Type:	Dashboard

4.4.1.3. STD Asset Management Service Overview



Name	Description
Name:	STD Asset Management Service Overview
Path:	public/VMA Full/Asset Management/Asset Management Service Overview/EN/STD Asset Management Service Overview
Cube:	serviceManagementAnalysis
Type:	Dashboard

4.4.1.4. STD Asset Management System Overview



Name	Description
Name:	STD Asset Management System Overview
Path:	public/VMA Full/Asset Management/Asset Management System Overview/EN/STD Asset Management System Overview
Cube:	systemManagementAnalysis
Type:	Dashboard

4.4.2. Business Process Management

4.4.2.1. Predefined Dimensions and Measures

4.4.2.1.1. Business Process Management: BPM KPI

Type	Name	Hierarchy
Measure	# KPIs	
Measure	# calculated KPI records	
Measure	Max KPI value	
Measure	Min KPI value	
Measure	Ø KPI value	
Measure	Σ KPI value	
Dimension	Date KPI calculated	<ul style="list-style-type: none"> Date KPI calculated – year Date KPI calculated – quarter Date KPI calculated – month Date KPI calculated – week Date KPI calculated – day
Dimension	Date KPI calculated (day name)	<ul style="list-style-type: none"> Date KPI calculated – day of week

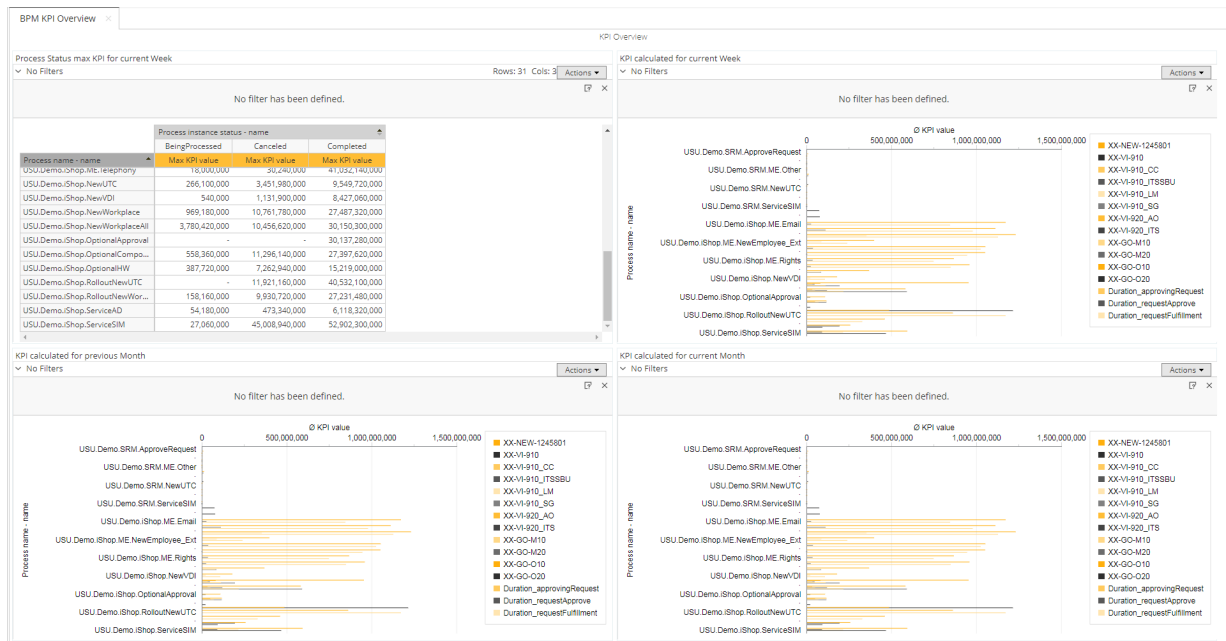
Type	Name	Hierarchy
Dimension	Date loaded	<ul style="list-style-type: none"> • Date loaded – year • Date loaded – month • Date loaded – week • Date loaded – day
Dimension	Date process started	<ul style="list-style-type: none"> • Date process started – year • Date process started – quarter • Date process started – month • Date process started – week • Date process started – day
Dimension	Date process started (day name)	<ul style="list-style-type: none"> • Date process started – day of week
Dimension	KPI name	<ul style="list-style-type: none"> • KPI name - name
Dimension	KPI record identifier	<ul style="list-style-type: none"> • KPI record identifier - name
Dimension	Process instance identifier	<ul style="list-style-type: none"> • Process instance identifier - name
Dimension	Process instance status	<ul style="list-style-type: none"> • Process instance status - name
Dimension	Process name	<ul style="list-style-type: none"> • Process name - name
Dimension	Time KPI calculated	<ul style="list-style-type: none"> • Time KPI calculated – hour • Time KPI calculated – minute • Time KPI calculated – second
Dimension	Time process started	<ul style="list-style-type: none"> • Time process started – hour • Time process started – minute • Time process started – second

4.4.2.1.2. Business Process Management: BPM Process Instance

Type	Name	Hierarchy
Measure	# activities in process instance	
Measure	# canceled process instances	
Measure	# created process instances	
Measure	# failed process instances	
Measure	# finished process instances	
Measure	# open process instances	
Measure	% canceled of all finished process instances	
Measure	% failed of all finished process instances	
Measure	Max. instance duration	
Measure	Max. processing time	
Measure	Min. instance duration	
Measure	Min. processing time	
Measure	Ø instance duration	
Measure	Ø processing time	
Dimension	Process instance description	<ul style="list-style-type: none"> • Process instance description - name
Dimension	Process instance identifier	<ul style="list-style-type: none"> • Process instance identifier - name
Dimension	Process instance status	<ul style="list-style-type: none"> • Process instance status - name
Dimension	Process name	<ul style="list-style-type: none"> • Process name - name
Dimension	Date loaded	<ul style="list-style-type: none"> • Date loaded – year • Date loaded – month • Date loaded – week • Date loaded – day

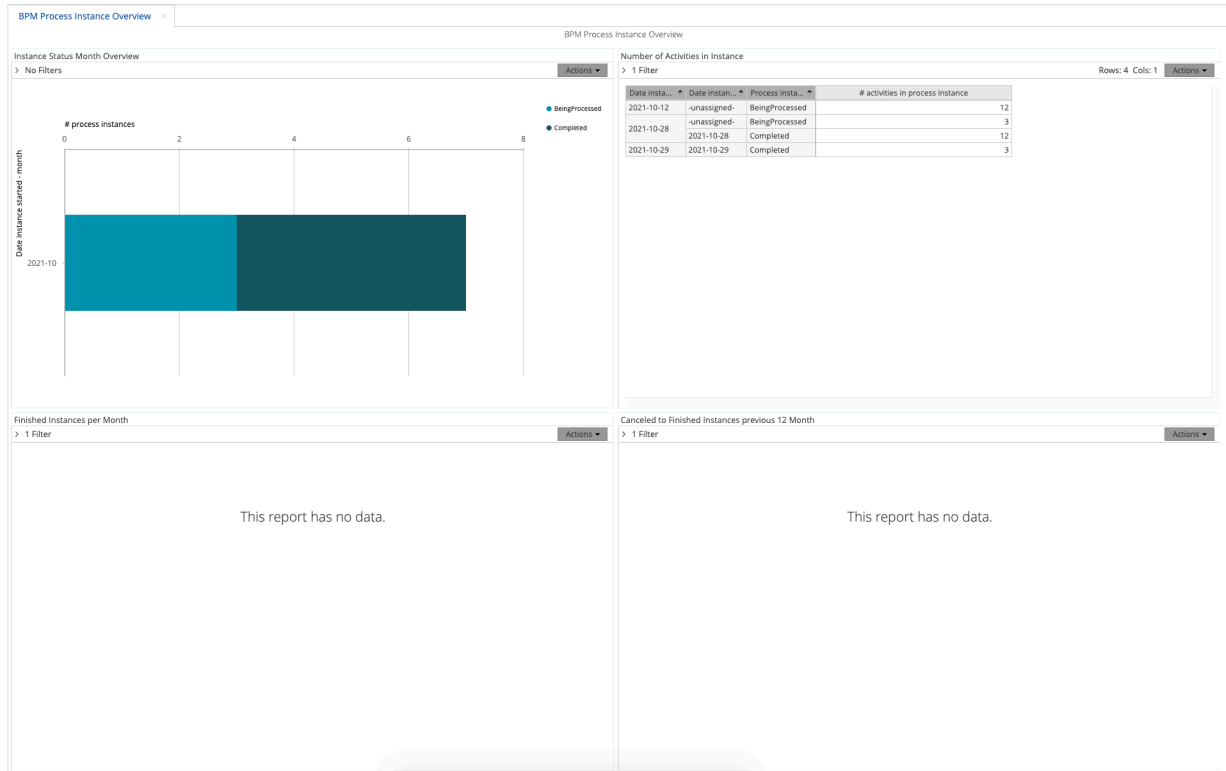
Type	Name	Hierarchy
Dimension	Date instance finished	<ul style="list-style-type: none"> Date created – year Date created – quarter Date created – month Date created – week Date created – day
Dimension	Date instance finished (day name)	<ul style="list-style-type: none"> Date instance finished – day of week
Dimension	Date instance started	<ul style="list-style-type: none"> Date instance started – year Date instance started – quarter Date instance started – month Date instance started – week Date instance started – day
Dimension	Date instance started (day name)	<ul style="list-style-type: none"> Date instance started – day of week
Dimension	Time instance finished	<ul style="list-style-type: none"> Time instance finished – hour Time instance finished – minute Time instance finished – second
Dimension	Time instance started	<ul style="list-style-type: none"> Time instance started – hour Time instance started – minute Time instance started – second

4.4.2.2. BPM KPI Overview



Name	Description
Name:	BPM KPI Overview
Path:	public/VMA Full/Business Process Management/BPM KPI/EN/ BPM KPI Overview
Cube:	BPM KPI
Type:	Dashboard

4.4.2.3. BPM Process Instance Overview



Name	Description
Name:	BPM Process Instance Overview
Path:	public/VMA Full/Business Process Management/BPM Process Instance/EN/BPM Process Instance Overview
Cube:	BPM Process Instance
Type:	Dashboard

4.4.3. Change Management

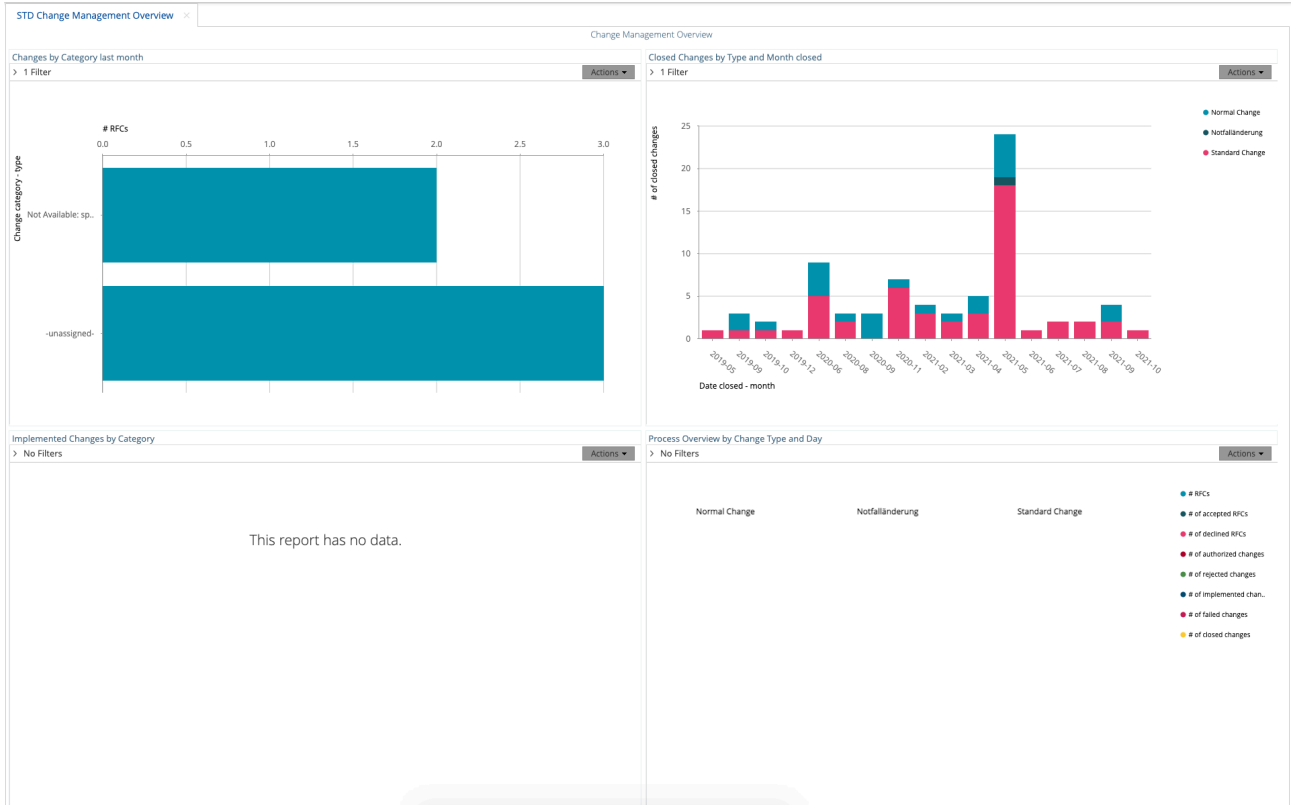
4.4.3.1. Predefined Dimensions and Measures

4.4.3.1.1. Change Management: Change Management Analysis

Type	Name	Hierarchy
Measure	# of accepted RFCs	
Measure	# of authorized changes	
Measure	# of changes assessed within SLA	
Measure	# of changes implemented out of SLA	
Measure	# of changes implemented within SLA	
Measure	# of closed changes	
Measure	# of created RFCs	
Measure	# of declined RFCs	
Measure	# of emergency changes	
Measure	# of failed changes	
Measure	# of implemented changes	
Measure	# of rejected changes	
Measure	# of standard changes	
Measure	% of accepted RFCs	

Type	Name	Hierarchy
Measure	% of authorized changes	
Measure	% of changes assessed within SLA	
Measure	% of changes implemented out of SLA	
Measure	% of changes implemented within SLA	
Measure	% of declined RFCs	
Measure	% of emergency changes	
Measure	% of failed changes	
Measure	% of implemented changes	
Measure	% of rejected changes	
Measure	% of standard changes	
Dimension	Business partner	<ul style="list-style-type: none"> • Business partner – type • Business partner – name
Dimension	Change category	<ul style="list-style-type: none"> • Change category – type • Change category – name
Dimension	Change identifier	<ul style="list-style-type: none"> • Change identifier – name
Dimension	Change priority	<ul style="list-style-type: none"> • Change priority – name
Dimension	Change status	<ul style="list-style-type: none"> • Change status – name
Dimension	Change type	<ul style="list-style-type: none"> • Change type – name
Dimension	Component	<ul style="list-style-type: none"> • Component – name
Dimension	Date closed	<ul style="list-style-type: none"> • Date closed – year • Date closed – quarter • Date closed – month • Date closed – week • Date closed – day
Dimension	Date closed (day name)	<ul style="list-style-type: none"> • Date closed – day of week
Dimension	Date created	<ul style="list-style-type: none"> • Date created – year • Date created – quarter • Date created – month • Date created – week • Date created – day
Dimension	Date created (day name)	<ul style="list-style-type: none"> • Date created – day of week
Dimension	Date loaded	<ul style="list-style-type: none"> • Date loaded – year • Date loaded – quarter • Date loaded – month • Date loaded – week • Date loaded – day
Dimension	Location	<ul style="list-style-type: none"> • Location – country • Location – state • Location – city • Location – street • Location – building • Location – room • Location – name
Dimension	Service	<ul style="list-style-type: none"> • Service – name
Dimension	Support group	<ul style="list-style-type: none"> • Support group – name
Dimension	System	<ul style="list-style-type: none"> • System – name
Dimension	Tenant	<ul style="list-style-type: none"> • Tenant – name

4.4.3.2. STD Change Management Overview



Name	Description
Name:	STD Change Management Overview
Path:	public/VMA Full/Change Management/Change Overview/EN/STD Change Management Overview
Cube:	changeManagementAnalysis
Type:	Dashboard

4.4.4. Contract Management

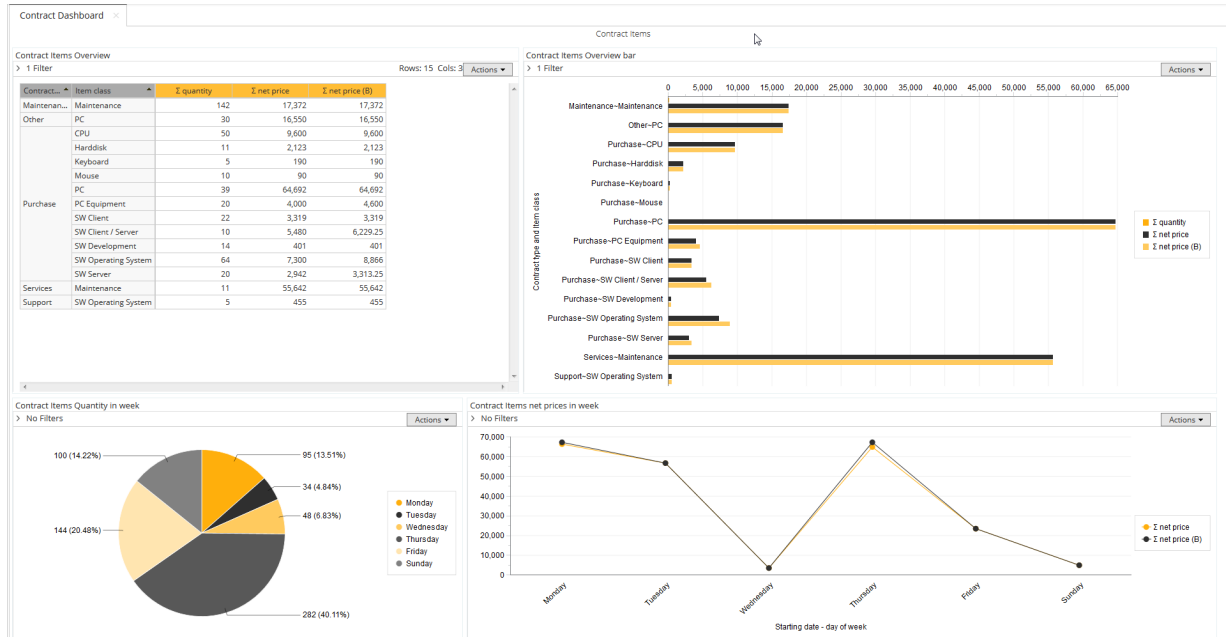
4.4.4.1. Predefined Dimensions and Measures

4.4.4.1.1. Contract Management: Contract Analysis

Type	Name	Hierarchy
Measure	# of all contract items	
Measure	Σ net price	
Measure	Σ net price (B)	
Measure	Σ quantity	
Dimension	Contract item identifier	<ul style="list-style-type: none"> Contract Item Master Position Demand Position
Dimension	Contract type	<ul style="list-style-type: none"> Contract type
Dimension	Item class	<ul style="list-style-type: none"> Item class

Type	Name	Hierarchy
Dimension	Starting date	<ul style="list-style-type: none"> Starting date – year Starting date – quarter Starting date – month Starting date – week Starting date – day
Dimension	Starting date (day name)	<ul style="list-style-type: none"> Starting date – day of week

4.4.4.2. Contract Dashboard



Name	Description
Name:	Contract Dashboard
Path:	public/VMA Full/Contract Management/Contract Overview/EN/Contract Dashboard
Cube:	contractManagementAnalysis
Type:	Dashboard

4.4.5. Costing Charging Management

4.4.5.1. Predefined Dimensions and Measures

4.4.5.1.1. Costing Charging: Billing Management Analysis

Type	Name	Hierarchy
Measure	# data records	
Measure	Ø amount	
Measure	Ø amount (calculated)	
Measure	Ø amount (original)	
Measure	Ø amount (scale unit)	
Measure	Ø amount (standardized)	
Measure	Ø cost	
Measure	Ø cost (base currency)	
Measure	Ø cost (calculated - base currency)	
Measure	Ø cost (calculated)	

Type	Name	Hierarchy
Measure	∅ var. decimal field 1 to 8	
Measure	∅ var. measure 1 to 4	
Measure	∑ amount	
Measure	∑ amount (calculated)	
Measure	∑ amount (original)	
Measure	∑ amount (scale unit)	
Measure	∑ amount (standardized)	
Measure	∑ cost	
Measure	∑ cost (base currency)	
Measure	∑ cost (calculated - base currency)	
Measure	∑ cost (calculated)	
Measure	∑ var. decimal field 1 to 8	
Measure	∑ var. measure 1 to 4	
Dimension	Accounting flag	<ul style="list-style-type: none"> Accounting flag - name
Dimension	Allocation criteria 01 to 06	<ul style="list-style-type: none"> Allocation criteria 01 to 06 - name
Dimension	Application	<ul style="list-style-type: none"> Application - name
Dimension	Assignment flag	<ul style="list-style-type: none"> Assignment flag - name
Dimension	Base currency	<ul style="list-style-type: none"> Base currency - name
Dimension	Date loaded	<ul style="list-style-type: none"> Date loaded – year Date loaded – month Date loaded – week Date loaded – day
Dimension	Department	<ul style="list-style-type: none"> Department - name
Dimension	Error ID	<ul style="list-style-type: none"> Error ID - value
Dimension	Interface data ID	<ul style="list-style-type: none"> Interface data ID - value
Dimension	Location	<ul style="list-style-type: none"> Location - name
Dimension	Measure unit	<ul style="list-style-type: none"> Measure unit - name
Dimension	Performance group	<ul style="list-style-type: none"> Performance group - name
Dimension	Period	<ul style="list-style-type: none"> Period - name
Dimension	Pricing flag	<ul style="list-style-type: none"> Pricing flag - name
Dimension	Pricing model	<ul style="list-style-type: none"> Pricing model - name
Dimension	Product	<ul style="list-style-type: none"> Product - name
Dimension	Project	<ul style="list-style-type: none"> Project - name
Dimension	Receiving cost center	<ul style="list-style-type: none"> Receiving cost center - name
Dimension	Returncode	<ul style="list-style-type: none"> Returncode - name
Dimension	SAP PSP element	<ul style="list-style-type: none"> SAP PSP element - name
Dimension	SAP adjuster	<ul style="list-style-type: none"> SAP adjuster - name
Dimension	SAP component	<ul style="list-style-type: none"> SAP component - name
Dimension	SAP consignee	<ul style="list-style-type: none"> SAP consignee - name
Dimension	SAP customer	<ul style="list-style-type: none"> SAP customer - name
Dimension	SAP invoice flag	<ul style="list-style-type: none"> SAP invoice flag – name
Dimension	SAP invoice recipient	<ul style="list-style-type: none"> SAP invoice recipient - name
Dimension	SAP material no.	<ul style="list-style-type: none"> SAP material no. - value
Dimension	SAP network activity	<ul style="list-style-type: none"> SAP network activity - name
Dimension	SAP order flag	<ul style="list-style-type: none"> SAP order flag - name
Dimension	SAP order number	<ul style="list-style-type: none"> SAP order number - value
Dimension	SAP product	<ul style="list-style-type: none"> SAP product - name
Dimension	SAP superior cost center	<ul style="list-style-type: none"> SAP superior cost center - name
Dimension	SAP voucher number	<ul style="list-style-type: none"> SAP voucher number - value

Type	Name	Hierarchy
Dimension	Send cost center	<ul style="list-style-type: none"> • Send cost center – name
Dimension	Service	<ul style="list-style-type: none"> • Service – type • Service - name
Dimension	Service option	<ul style="list-style-type: none"> • Service option - name
Dimension	Var. character field 01 to 20	<ul style="list-style-type: none"> • Var. character field 01 to 20 - name

4.4.5.1.2. Costing Charging: Interface Management Analysis

Type	Name	Hierarchy
Measure	# data records	
Measure	∅ amount (original)	
Measure	∅ amount (standardized)	
Measure	∅ cost	
Measure	∅ cost (base currency)	
Measure	∅ var. decimal field 1 to 8	
Measure	∅ var. measure 1 to 4	
Measure	∑ amount (original)	
Measure	∑ amount (standardized)	
Measure	∑ cost	
Measure	∑ cost (base currency)	
Measure	∑ runtime	
Measure	∑ var. decimal field 1 to 8	
Measure	∑ var. measure 1 to 4	
Dimension	Accounting flag	<ul style="list-style-type: none"> • Accounting flag - name
Dimension	Allocation criteria 01 to 06	<ul style="list-style-type: none"> • Allocation criteria 01 to 06 - name
Dimension	Application	<ul style="list-style-type: none"> • Application - name
Dimension	Assignment flag	<ul style="list-style-type: none"> • Assignment flag - name
Dimension	Base currency	<ul style="list-style-type: none"> • Base currency - name
Dimension	Business partner	<ul style="list-style-type: none"> • Business partner - name
Dimension	Carrier	<ul style="list-style-type: none"> • Carrier - name
Dimension	Charging cost center	<ul style="list-style-type: none"> • Charging cost center - name
Dimension	Comment flag	<ul style="list-style-type: none"> • Comment flag - name
Dimension	Currency	<ul style="list-style-type: none"> • Currency - name
Dimension	Date loaded	<ul style="list-style-type: none"> • Date loaded – year • Date loaded – month • Date loaded – week • Date loaded – day
Dimension	Department	<ul style="list-style-type: none"> • Department - name
Dimension	Error ID	<ul style="list-style-type: none"> • Error ID - value
Dimension	Error text	<ul style="list-style-type: none"> • Error text - value
Dimension	Location	<ul style="list-style-type: none"> • Location - name
Dimension	Measure unit	<ul style="list-style-type: none"> • Measure unit - name
Dimension	Performance group	<ul style="list-style-type: none"> • Performance group - name
Dimension	Period	<ul style="list-style-type: none"> • Period - name
Dimension	Pricing model	<ul style="list-style-type: none"> • Pricing model - name
Dimension	Product	<ul style="list-style-type: none"> • Product - name
Dimension	Project	<ul style="list-style-type: none"> • Project - name
Dimension	Receiving cost center	<ul style="list-style-type: none"> • Receiving cost center - name
Dimension	Returncode	<ul style="list-style-type: none"> • Returncode - name

Type	Name	Hierarchy
Dimension	SAP PSP element	• SAP PSP element - name
Dimension	SAP adjuster	• SAP adjuster - name
Dimension	SAP component	• SAP component - name
Dimension	SAP consignee	• SAP consignee - name
Dimension	SAP customer	• SAP customer - name
Dimension	SAP invoice recipient	• SAP invoice recipient - name
Dimension	SAP material no.	• SAP material no. - value
Dimension	SAP network activity	• SAP network activity - name
Dimension	SAP order flag	• SAP order flag - name
Dimension	SAP order number	• SAP order number - value
Dimension	SAP product	• SAP product - name
Dimension	SAP superior cost center	• SAP superior cost center - name
Dimension	Send cost center	• Send cost center - name
Dimension	Service	• Service - type • Service - name
Dimension	Service option	• Service option - name
Dimension	Unit ID	• Unit ID - value
Dimension	Var. character field 01 to 20	• Var. character field 01 to 20 - name

4.4.5.2. Billing Analysis

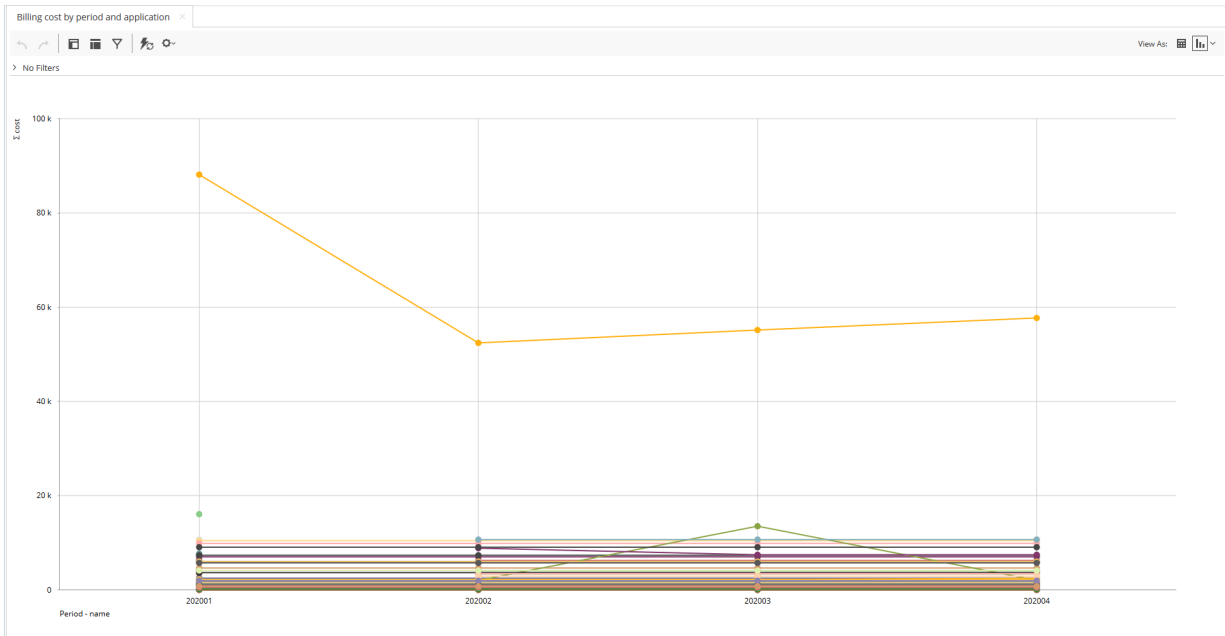
Name	Description
Name:	Billing Analysis
Path:	public/VMA Basic/Costing Charging Management/Billing Analysis
Cube:	rtcBillingManagementAnalysis
Type:	Analysis

4.4.5.3. Billing cost by period and allocation

Billing cost by period and allocation				Period - name			
				202001	202002	202003	202004
Allocation criteria 01 - name	Allocation criteria 02 - name	Allocation criteria 03 - name	Allocation criteria 04 - name	€ cost	€ cost	€ cost	€ cost
-unassigned-	-unassigned-	-unassigned-	-unassigned-	9,700.00000	-	-	-
0060	STAU	BT	Travel Service	57.36333	-	-	-
0070	STHK	BT	Management, Customer Projects	578.41667	-	-	-
0000	JuP2 Meaule	AA	Management, Customer Projects	200.08333	416.66667	416.66667	200.08333
0110	-unassigned-	PS	FeP	6,230.96400	-	-	-
0140	-unassigned-	PS	MuP	577.86000	-	-	-
0150	-unassigned-	PS	HoP1	4,076.65000	-	-	-
0180	DCID	DC	Logistics Business Service Transpo...	471.83333	-	-	-
0200	-unassigned-	PS	FeP-Ru	3,387.00400	-	-	-
0230AC	RBJP-AS	AS	Management, Customer Projects	925.50000	677.16667	1,073.33333	847.83334
0230CM	RBJP-CM	CM	Management, Customer Projects	8,027.50000	8,977.58333	11,310.91667	14,873.66667
0230ED	RBJP-ED	ED	Management, Customer Projects	1,031.66667	1,031.66667	1,031.66667	1,031.66667
0280PT	RBJP-PT	PT	Management, Customer Projects	2,924.50000	2,924.50000	3,163.08333	2,924.50000
0280RBJP	RBJP-RO	RO	C/ Enabling Projects	11,812.50000	11,812.50000	11,812.50000	11,812.50000
			Travel Service	10,683.33333	10,683.33333	10,683.33333	10,264.75000
0290	-unassigned-	PS	AJGS	67.52800	-	-	-
0291	-unassigned-	PS	AJFA	179.32000	-	-	-
0292	-unassigned-	PS	AJTN	56.74800	-	-	-
0490	-unassigned-	PS	NuP	3,214.92200	-	-	-
0480AA	RBMY-AA	AA	Logistics Business Service Transpo...	6,504.33333	6,504.33333	6,504.33333	6,504.33333
			Management, Customer Projects	8,037.58333	8,037.58333	8,037.58333	8,037.58333
0500	-unassigned-	CC	BHP	7,437.29600	-	-	-
0501	-unassigned-	PS	BHP	2,187.52200	-	-	-
0580	-unassigned-	ED	BueP	10,671.87600	-	-	-
0500	-unassigned-	PS	RBCW	508.44800	508.44800	508.44800	508.44800
0570	-unassigned-	CC	SmvP-CC	88.24400	88.24400	88.24400	88.24400
0600	-unassigned-	PS	BaP	3,431.59900	-	-	-
0601	-unassigned-	PS	BaP	2,890.41800	-	-	-
0600	-unassigned-	AE	RBTE	108.01600	108.01600	108.01600	108.01600
0780	-unassigned-	AE	Rp2	1,752.60200	-	-	-
0800	-unassigned-	AE	Rp1	16,055.84000	-	-	-
0850	-unassigned-	AE	AnP	7,678.83000	-	-	-
0870	-unassigned-	PS	NuP	3,545.04600	-	-	-
0890	-unassigned-	ED	NaP	269.09200	-	-	-
110	-unassigned-	PS	FeP	-	6,230.96400	6,230.96400	6,230.96400
1300	-unassigned-	PS	GenP-GSN	259.57600	259.57600	259.57600	259.57600

Name	Description
Name:	Billing cost by period and allocation
Path:	public/VMA Basic/Costing Charging Management/Billing cost by period and allocation
Cube:	rtcBillingManagementAnalysis
Type:	Analysis

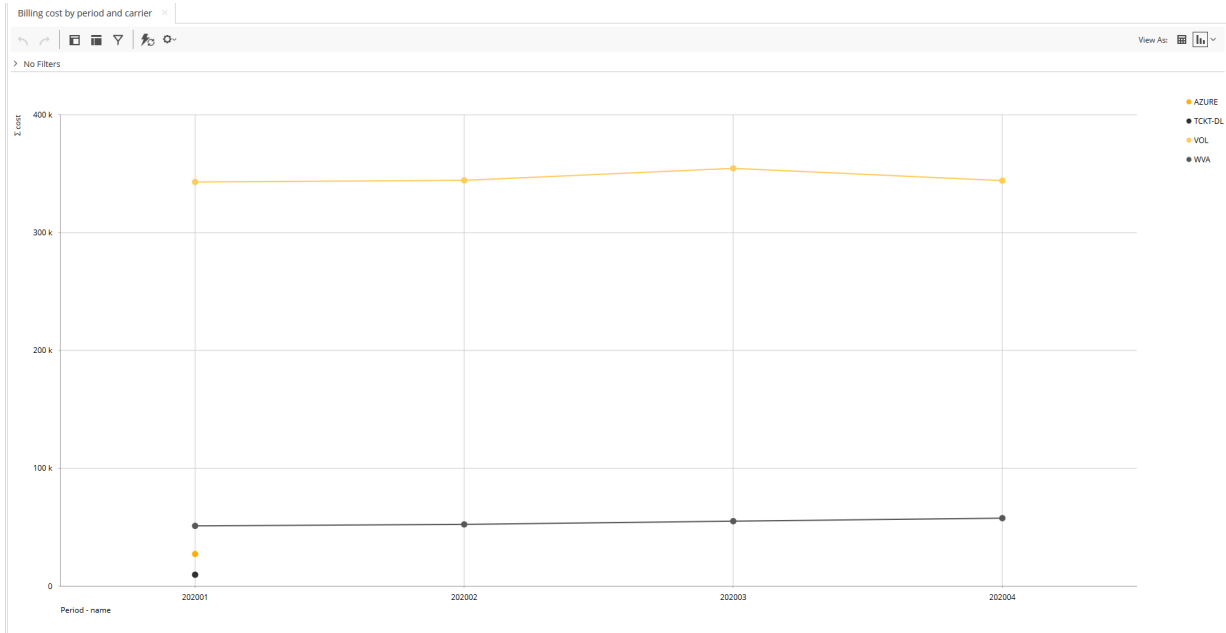
4.4.5.4. Billing cost by period and application



Name	Description
Name:	Billing cost by period and application
Path:	public/VMA Basic/Costing Charging Management/Billing cost by period and application
Cube:	rtcBillingManagementAnalysis

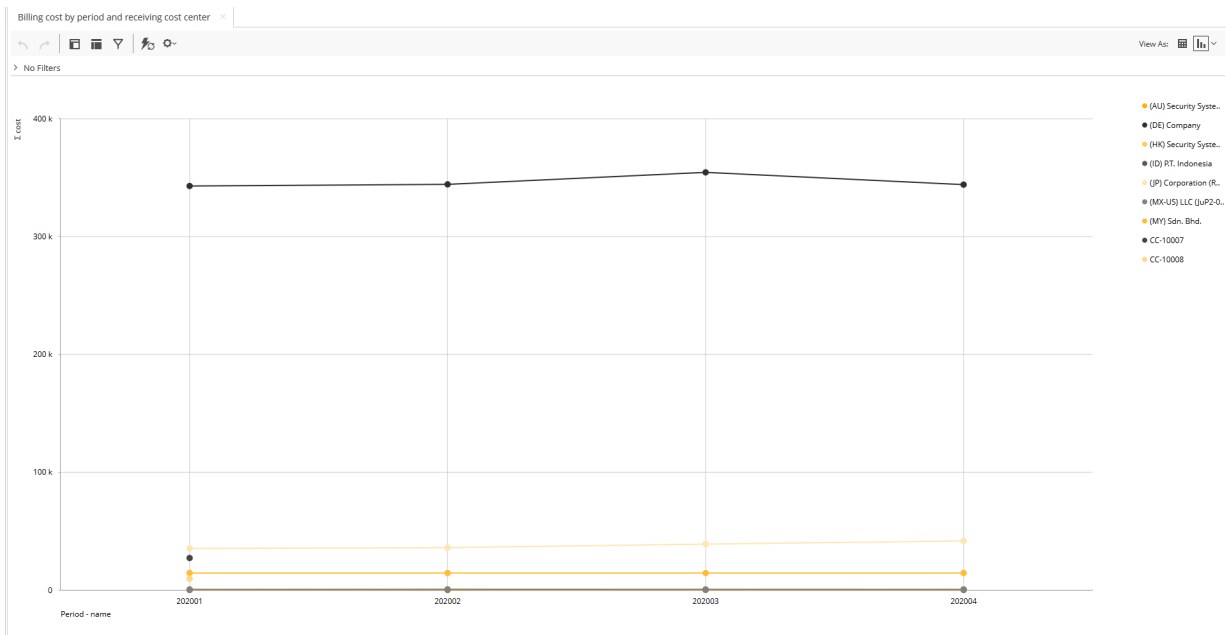
Name	Description
Type:	Analysis

4.4.5.5. Billing cost by period and carrier



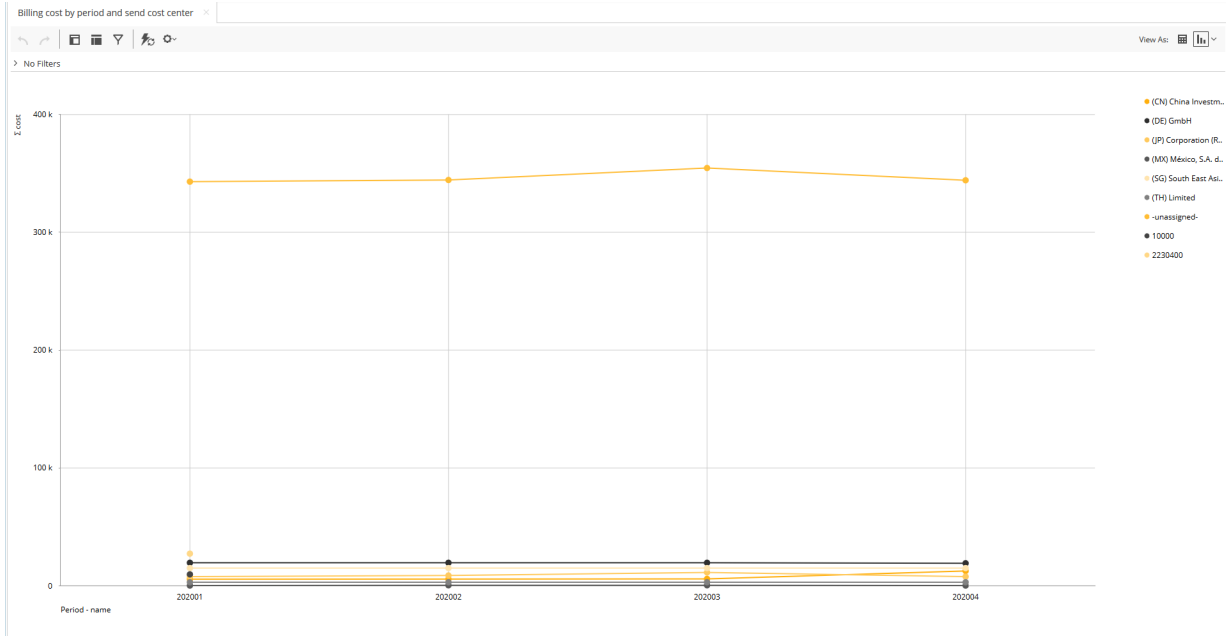
Name	Description
Name:	Billing cost by period and carrier
Path:	public/VMA Basic/Costing Charging Management/Billing cost by period and carrier
Cube:	rtcBillingManagementAnalysis
Type:	Analysis

4.4.5.6. Billing cost by period and receiving cost center



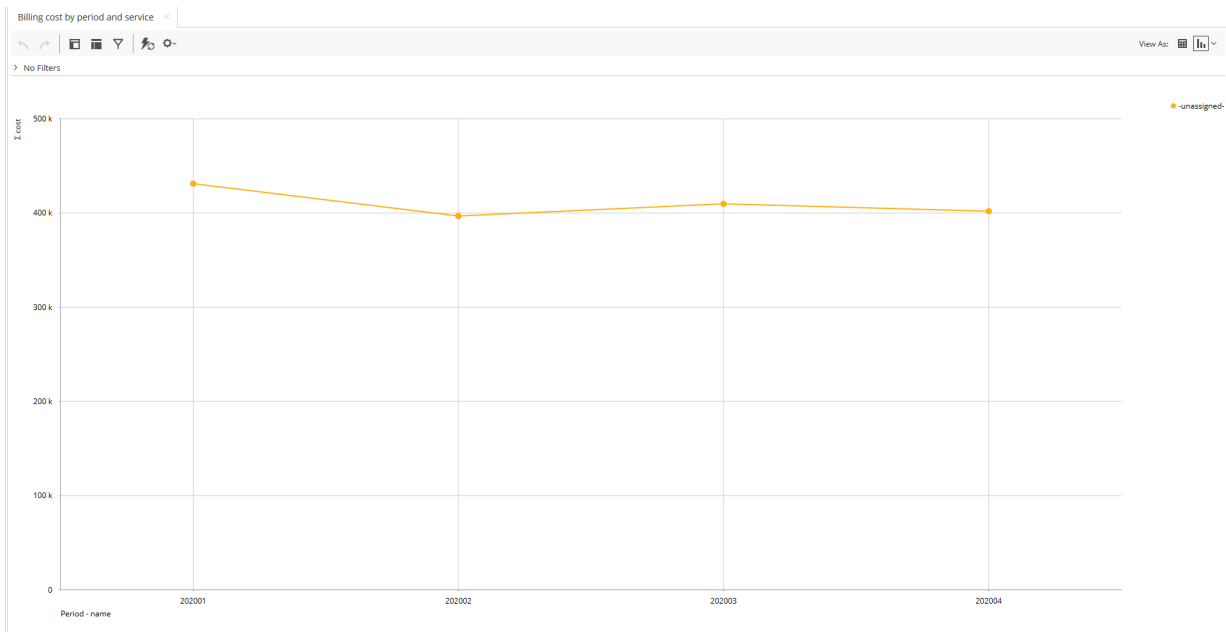
Name	Description
Name:	Billing cost by period and receiving cost center
Path:	public/VMA Basic/Costing Charging Management/Billing cost by period and receiving cost center
Cube:	rtcBillingManagementAnalysis
Type:	Analysis

4.4.5.7. Billing cost by period and send cost center



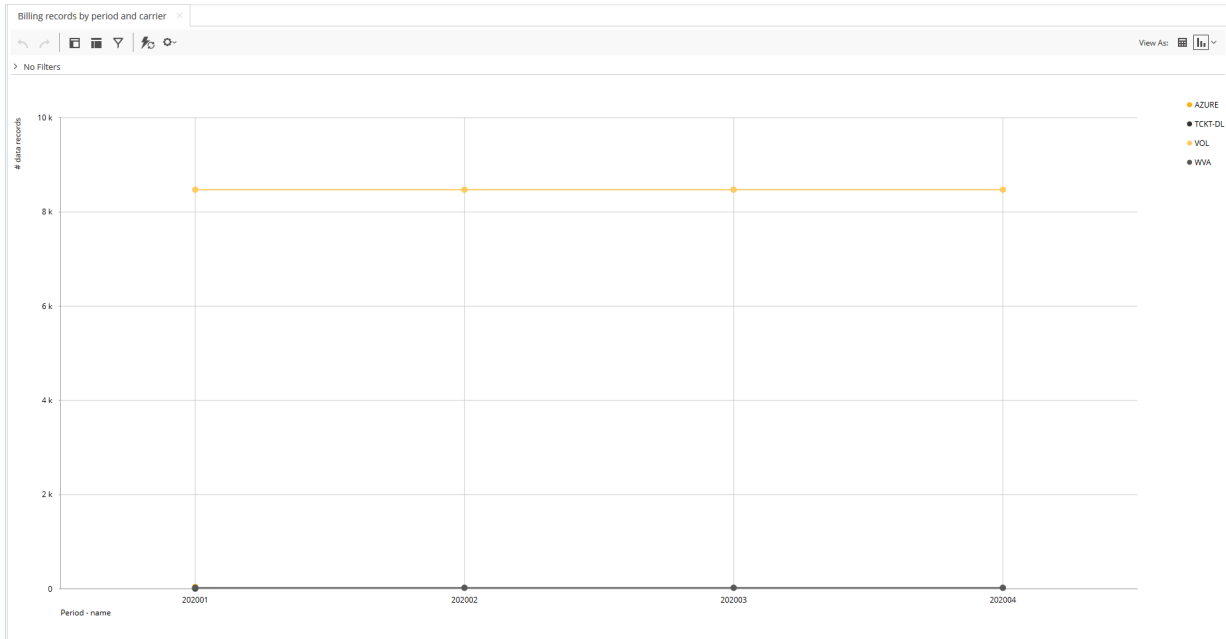
Name	Description
Name:	Billing cost by period and send cost center
Path:	public/VMA Basic/Costing Charging Management/Billing cost by period and send cost center
Cube:	rtcBillingManagementAnalysis
Type:	Analysis

4.4.5.8. Billing cost by period and service



Name	Description
Name:	Billing cost by period and service
Path:	public/VMA Basic/Costing Charging Management/Billing cost by period and service
Cube:	rtcBillingManagementAnalysis
Type:	Analysis

4.4.5.9. Billing records by period and carrier



Name	Description
Name:	Billing records by period and carrier
Path:	public/VMA Basic/Costing Charging Management/Billing records by period and carrier
Cube:	rtcBillingManagementAnalysis
Type:	Analysis

4.4.5.10. Interface Analysis

Available fields (102) for: Interface Management Analysis

- Accounting flag
 - Accounting flag - name
- Allocation criteria 01
 - Allocation criteria 01 - name
- Allocation criteria 02
 - Allocation criteria 02 - name
- Allocation criteria 03
 - Allocation criteria 03 - name
- Allocation criteria 04
 - Allocation criteria 04 - name
- Allocation criteria 05
 - Allocation criteria 05 - name
- Allocation criteria 06
 - Allocation criteria 06 - name
- Application
 - Application - name
- Assignment flag
 - Assignment flag - name
- Base currency
 - Base currency - name
- Business partner
 - Business partner - name
- Carrier
 - Carrier - name
- Charging cost center
 - Charging cost center - name

Layout Panel:

- Rows: Drop Level Here
- Columns: Drop Level Here
- Measures: Drop Measure Here
- Properties: Report Options...

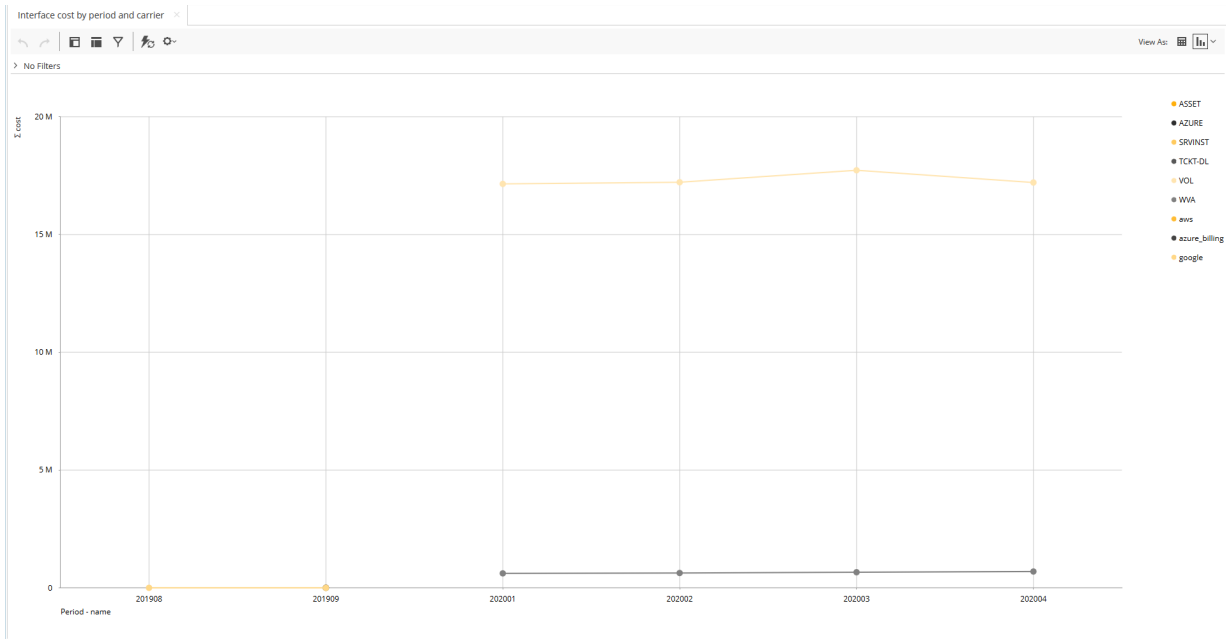
Table Area:

Table

Drag an available field to the required layout zones. (Marked with an asterisk in the layout panel.)

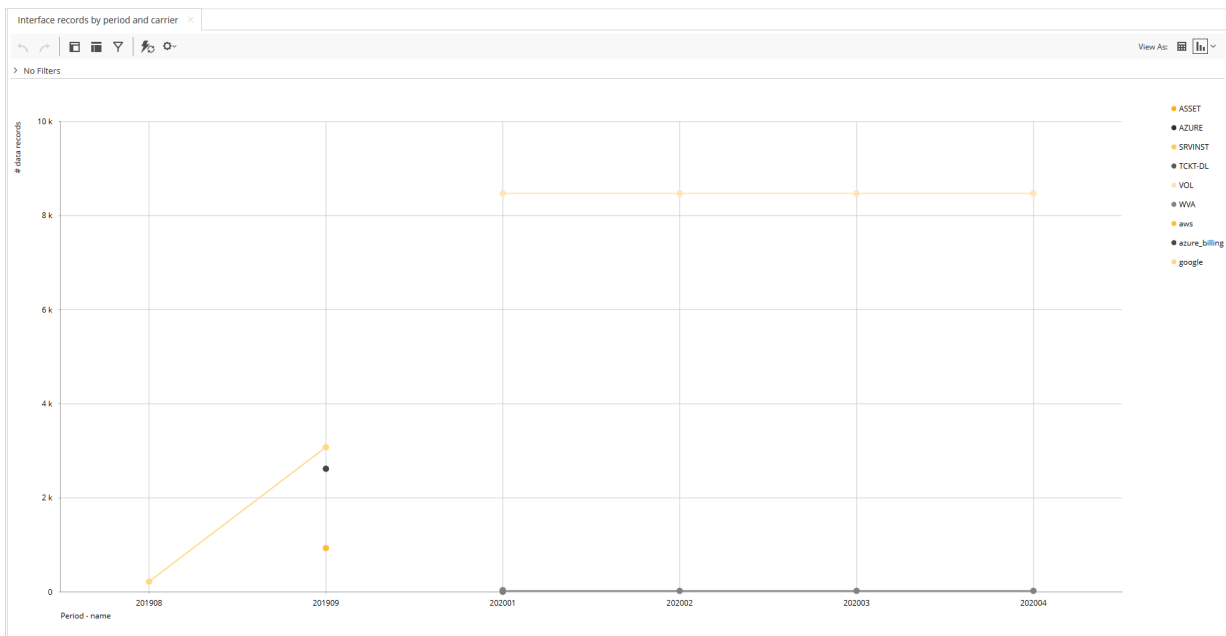
Name	Description
Name:	Interface Analysis
Path:	public/VMA Basic/Costing Charging Management/Interface Analysis
Cube:	rtcInterfaceManagementAnalysis
Type:	Analysis

4.4.5.11. Interface cost by period and carrier



Name	Description
Name:	Interface cost by period and carrier
Path:	public/VMA Basic/Costing Charging Management/Interface cost by period and carrier
Cube:	rtcInterfaceManagementAnalysis
Type:	Analysis

4.4.5.12. Interface records by period and carrier



Name	Description
Name:	Interface records by period and carrier
Path:	public/VMA Basic/Costing Charging Management/Interface records by period and carrier
Cube:	rtcInterfaceManagementAnalysis
Type:	Analysis

4.4.6. Incident Management

4.4.6.1. Predefined Dimensions and Measures

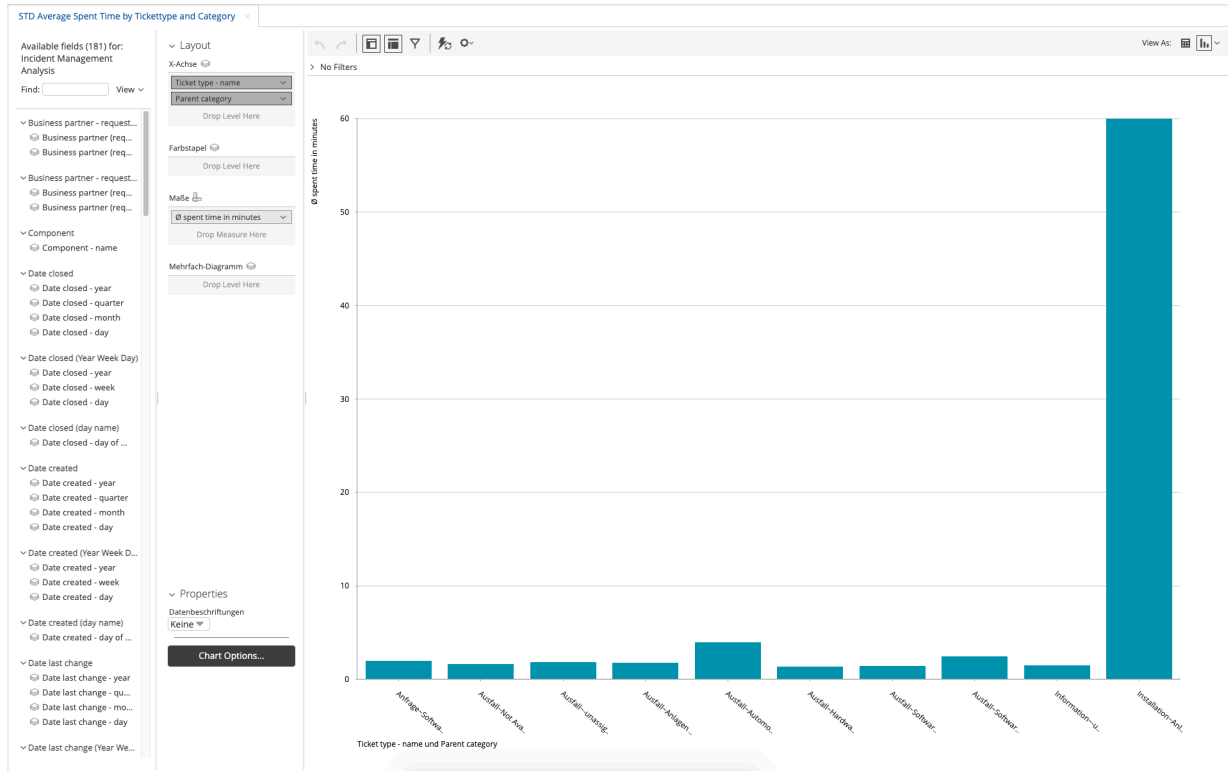
4.4.6.1.1. Incident Management: Incident Management Analysis

Type	Name	Hierarchy
Measure	# of closed incidents	
Measure	# of created incidents	
Measure	# of first-call-resolved incidents	
Measure	# of first-level-resolved incidents	
Measure	# of incidents resolved within SLA	
Measure	# of incidents responded within SLA	
Measure	# of major incidents	
Measure	# of open incidents	
Measure	# of reopened incidents	
Measure	# of reported incidents	
Measure	# of resolved incidents	
Measure	% of first-call-resolved incidents	
Measure	% of incidents resolved within SLA	
Measure	% of incidents responded within SLA	
Measure	% of major incidents	
Measure	% of reopened incidents	
Measure	Ø resolution time in hours	
Measure	Σ spent time in hours	
Measure	Σ spent time in minutes	
Dimension	Business partner	<ul style="list-style-type: none"> • Business partner – type • Business partner – name
Dimension	Business partner – requested for	<ul style="list-style-type: none"> • Business partner (requested for) – type • Business partner (requested for) – name
Dimension	Component	<ul style="list-style-type: none"> • Component – name
Dimension	Date closed	<ul style="list-style-type: none"> • Date closed – year • Date closed – quarter • Date closed – month • Date closed – week • Date closed – day
Dimension	Date closed (day name)	<ul style="list-style-type: none"> • Date closed – day of week
Dimension	Date created	<ul style="list-style-type: none"> • Date created – year • Date created – quarter • Date created – month • Date created – week • Date created – day
Dimension	Date created (day name)	<ul style="list-style-type: none"> • Date created – day of week

Type	Name	Hierarchy
Dimension	Date loaded	<ul style="list-style-type: none"> • Date loaded – year • Date loaded – quarter • Date loaded – month • Date loaded – week • Date loaded – day
Dimension	Date reported	<ul style="list-style-type: none"> • Date reported – year • Date reported – quarter • Date reported – month • Date reported – week • Date reported – day
Dimension	Date reported (day name)	<ul style="list-style-type: none"> • Date reported – day of week
Dimension	Date responded	<ul style="list-style-type: none"> • Date responded – year • Date responded – quarter • Date responded – month • Date responded – week • Date responded – day
Dimension	Date responded (day name)	<ul style="list-style-type: none"> • Date responded – day of week
Dimension	Escalation level	<ul style="list-style-type: none"> • Escalation level - name
Dimension	Incident category	<ul style="list-style-type: none"> • Incident category – type • Incident category – name
Dimension	Incident feedback channel	<ul style="list-style-type: none"> • Incident feedback channel – name
Dimension	Incident identifier	<ul style="list-style-type: none"> • Incident identifier – name
Dimension	Incident priority	<ul style="list-style-type: none"> • Incident priority – name
Dimension	Incident source channel	<ul style="list-style-type: none"> • Incident source channel – name
Dimension	Incident status	<ul style="list-style-type: none"> • Incident status – name
Dimension	Incident type	<ul style="list-style-type: none"> • Incident type – name
Dimension	Location	<ul style="list-style-type: none"> • Location – country • Location – state • Location – city • Location – street • Location – building • Location – room • Location – name
Dimension	Location – assigned to	<ul style="list-style-type: none"> • Assigned to – country • Assigned to – state • Assigned to – city • Assigned to – street • Assigned to – building • Assigned to – room • Assigned to – name
Dimension	Location – requested by	<ul style="list-style-type: none"> • Requested by – country • Requested by – state • Requested by – city • Requested by – street • Requested by – building • Requested by – room • Requested by – name

Type	Name	Hierarchy
Dimension	Location – requested for	<ul style="list-style-type: none"> • Requested for – country • Requested for – state • Requested for – city • Requested for – street • Requested for – building • Requested for – room • Requested for – name
Dimension	Location – responsible	<ul style="list-style-type: none"> • Responsible – country • Responsible – state • Responsible – city • Responsible – street • Responsible – building • Responsible – room • Responsible – name
Dimension	Organization unit – requested by	<ul style="list-style-type: none"> • Organization unit (requested by) – level 01 • Organization unit (requested by) – ... • Organization unit (requested by) – level 10
Dimension	Organization unit – requested for	<ul style="list-style-type: none"> • Organization unit (requested for) – level 01 • Organization unit (requested for) – ... • Organization unit (requested for) – level 10
Dimension	Responsible support group	<ul style="list-style-type: none"> • Responsible support group – name
Dimension	SLA	<ul style="list-style-type: none"> • SLA – name
Dimension	Service	<ul style="list-style-type: none"> • Service – name
Dimension	Support group	<ul style="list-style-type: none"> • Support group – name
Dimension	System	<ul style="list-style-type: none"> • System – name
Dimension	Tenant	<ul style="list-style-type: none"> • Tenant – name
Dimension	Ticket class	<ul style="list-style-type: none"> • Ticket class – name
Dimension	Time closed	<ul style="list-style-type: none"> • Time closed – hour • Time closed – minute • Time closed – second
Dimension	Time reported	<ul style="list-style-type: none"> • Time reported – hour • Time reported – minute • Time reported – second
Dimension	Time responded	<ul style="list-style-type: none"> • Time responded – hour • Time responded – minute • Time responded – second

4.4.6.2. STD Average Spent Time by Tickettype and Category



Name	Description
Name:	STD Average Spent Time by Tickettype and Category
Path:	public/VMA Full/Incident Management/Average Spent Time Report/EN/STD Average Spent Time by Tickettype and Category
Cube:	incidentManagementAnalysis
Type:	Analysis

4.4.6.3. STD Created Incidents by Responsible Supportgroup and Quarter

STD Created Incidents by Responsible Supportgroup and Quarter

Available fields (181) for: Incident Management Analysis

Find: View

Layout

Rows

1 Filter: **Date created - quarter** includes current Date created - quarter and previous 4 Date created - quarter

Columns

Measures

Properties

Responsible support group - name	2020-Q4		2021-Q1		2021-Q2		2021-Q3		2021-Q4	
	# of created Incidents	% von # erstellte Incidents	# of created Incidents	% von # erstellte Incidents	# of created Incidents	% von # erstellte Incidents	# of created Incidents	% von # erstellte Incidents	# of created Incidents	% von # erstellte Incidents
SERVICE DESK	35	32.71%	22	32.84%	1.095	53.31%	10	11.76%	2	11.11%
NETWORK	-	-	-	-	435	21.18%	-	-	-	-
CRM SUPPORT	-	-	-	-	258	12.56%	-	-	-	-
SAP SUPPORT	-	-	-	-	205	9.98%	-	-	-	-
VMA ADMIN	11	10.29%	3	4.48%	33	1.61%	18	21.18%	6	33.33%
CALL CENTER	-	-	-	-	10	0.49%	36	42.35%	6	33.33%
END USER	5	4.67%	11	16.42%	5	0.24%	5	5.88%	-	-
ASSET SUPPORT	1	0.93%	1	1.49%	1	0.05%	11	12.94%	-	-
ASSET MANAGER	4	3.74%	3	4.48%	-	-	1	1.18%	-	-
CLOUD SUPPORT	1	0.93%	2	2.99%	3	0.15%	-	-	1	5.56%
IMAGE EDITING TOOLS SUPPORT ...	-	-	3	4.48%	1	0.05%	3	3.53%	-	-
SPECIAL SUPPORT	3	2.80%	1	1.49%	-	-	-	-	-	-
INCIDENT MANAGER	1	0.93%	-	-	2	0.10%	-	-	-	-
THIRD LEVEL	-	-	-	-	3	0.15%	-	-	-	-
CYBER SECURITY	-	-	-	-	-	-	-	-	2	11.11%
-unassigned-	1	0.93%	-	-	-	-	-	-	-	-
BioWatch Field Service	1	0.93%	-	-	-	-	-	-	-	-
DEMAND MANAGER	1	0.93%	-	-	-	-	-	-	-	-
GMR	1	0.93%	-	-	-	-	-	-	-	-
OPERATORS	-	-	1	1.49%	-	-	-	-	-	-
WORK COUNCIL	-	-	1	1.49%	-	-	-	-	-	-
BACKUP GROUP	-	-	-	-	1	0.05%	-	-	-	-
FIRST LEVEL	-	-	-	-	1	0.05%	-	-	-	-
RADERWECHSEL	-	-	-	-	1	0.05%	-	-	-	-
SECOND LEVEL/OFFICE TEAM	-	-	-	-	-	-	1	1.18%	-	-
ADVISORY BOARD	-	-	-	-	-	-	-	-	1	5.56%

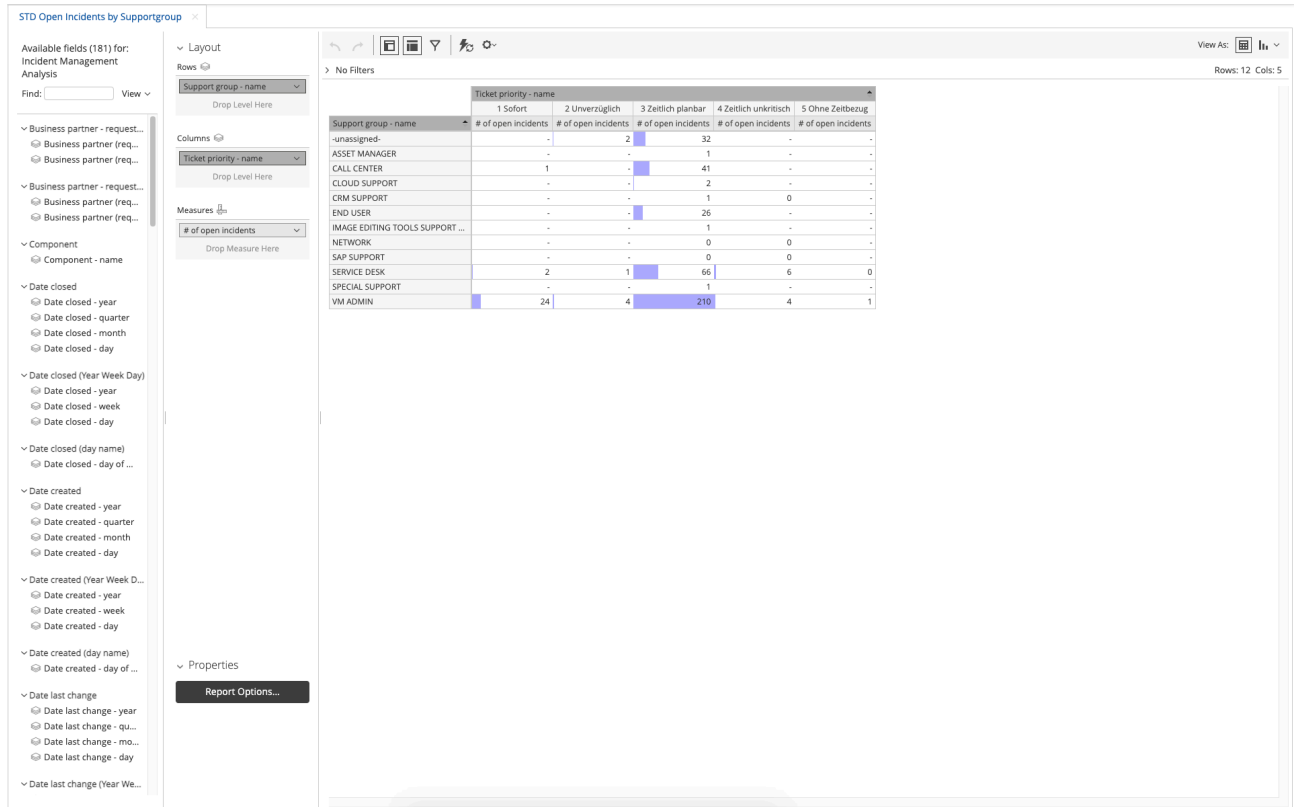
Name	Description
Name:	STD Created Incidents by Responsible Supportgroup and Quarter
Path:	public/VMA Full/Incident Management/Created Incidents Report/EN/STD Created Incidents by Responsible Supportgroup and Quarter
Cube:	incidentManagementAnalysis
Type:	Analysis

4.4.6.4. STD Incident Management Overview



Name	Description
Name:	STD Incident Management Overview
Path:	public/VMA Full/Incident Management/Incident Overview/EN/STD Incident Management Overview
Cube:	incidentManagementAnalysis
Type:	Dashboard

4.4.6.5. STD Open Incidents by Supportgroup



Name	Description
Name:	STD Open Incidents by Supportgroup
Path:	public/VMA Full/Incident Management/Open Incidnets Report/EN/STD Open Incidents by Supportgroup
Cube:	incidentManagementAnalysis
Type:	Analysis

4.4.7. IT Financial Management

4.4.7.1. Predefined Dimensions and Measures

4.4.7.1.1. IT Financial Management: Cost Planning Analysis

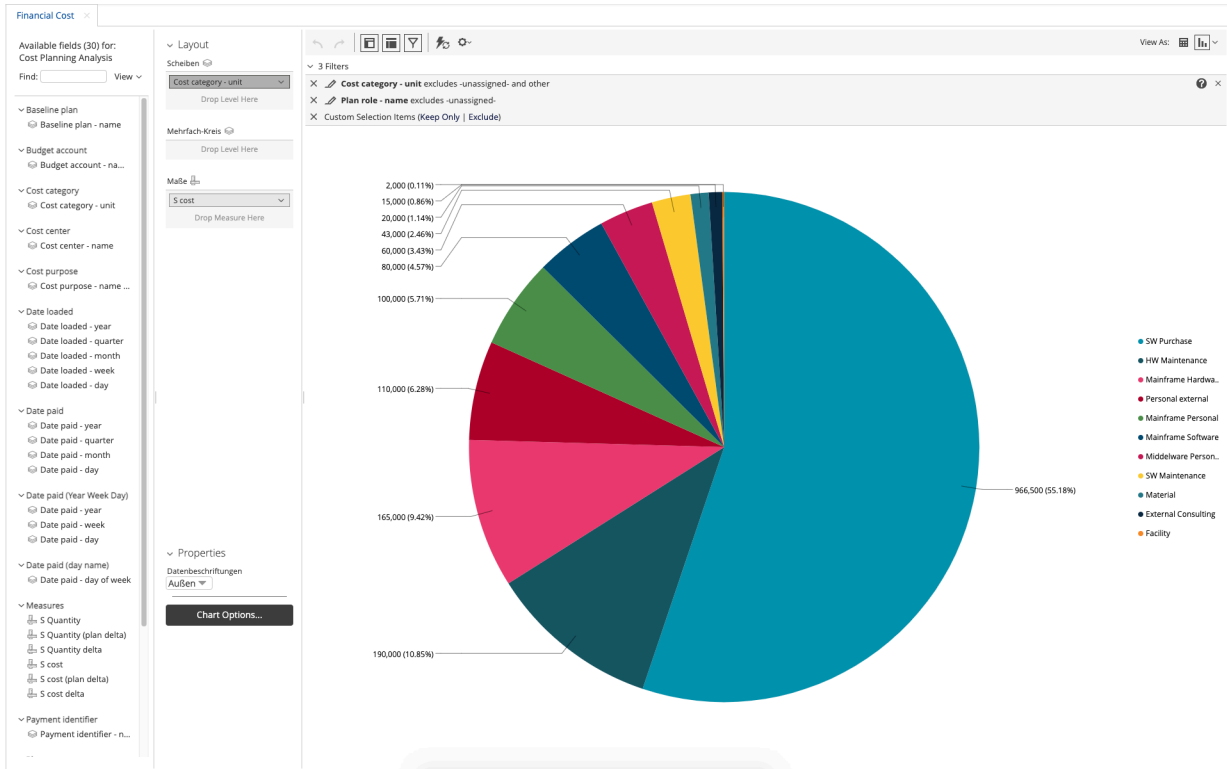
Type	Name	Hierarchy
Measure	Σ Cost	
Measure	Σ Cost (plan delta)	
Measure	Σ Cost delta	
Measure	Σ Quantity	
Measure	Σ Quantity (plan delta)	
Measure	Σ Quantity delta	
Dimension	Baseline plan	• Baseline plan - name
Dimension	Budget account	• Budget account – name
Dimension	Cost category	• Cost category – unit
Dimension	Cost center	• Cost center – name
Dimension	Cost purpose	• Cost purpose – name

Type	Name	Hierarchy
Dimension	Date loaded	<ul style="list-style-type: none"> • Date loaded – year • Date loaded – quarter • Date loaded – month • Date loaded – week • Date loaded – day
Dimension	Date paid	<ul style="list-style-type: none"> • Date paid – year • Date paid – quarter • Date paid – month • Date paid – week • Date paid – day
Dimension	Date paid (day name)	<ul style="list-style-type: none"> • Date paid – day of week
Dimension	PPS variable field 01 - 10	<ul style="list-style-type: none"> • PPS variable field 01 - 10 - value
Dimension	Payment identifier	<ul style="list-style-type: none"> • Payment identifier – name
Dimension	Plan	<ul style="list-style-type: none"> • Plan – name
Dimension	Plan role	<ul style="list-style-type: none"> • Plan role – name
Dimension	Project	<ul style="list-style-type: none"> • Project – name • Project – identifier
Dimension	Service	<ul style="list-style-type: none"> • Service - name

4.4.7.1.2. IT Financial Management: Calculation Results

Type	Name	Hierarchy
Measure	Σ Cost	
Measure	Σ Quantity	
Dimension	Date	<ul style="list-style-type: none"> • Date – year • Date – quarter • Date – month • Date – day
Dimension	ID	<ul style="list-style-type: none"> • ID
Dimension	Plan	<ul style="list-style-type: none"> • Plan – name
Dimension	Source	<ul style="list-style-type: none"> • Source – type • Source – name
Dimension	Target	<ul style="list-style-type: none"> • Target – type • Target – name
Dimension	Findistrib	<ul style="list-style-type: none"> • Distribution Item Id

4.4.7.2. Financial Cost



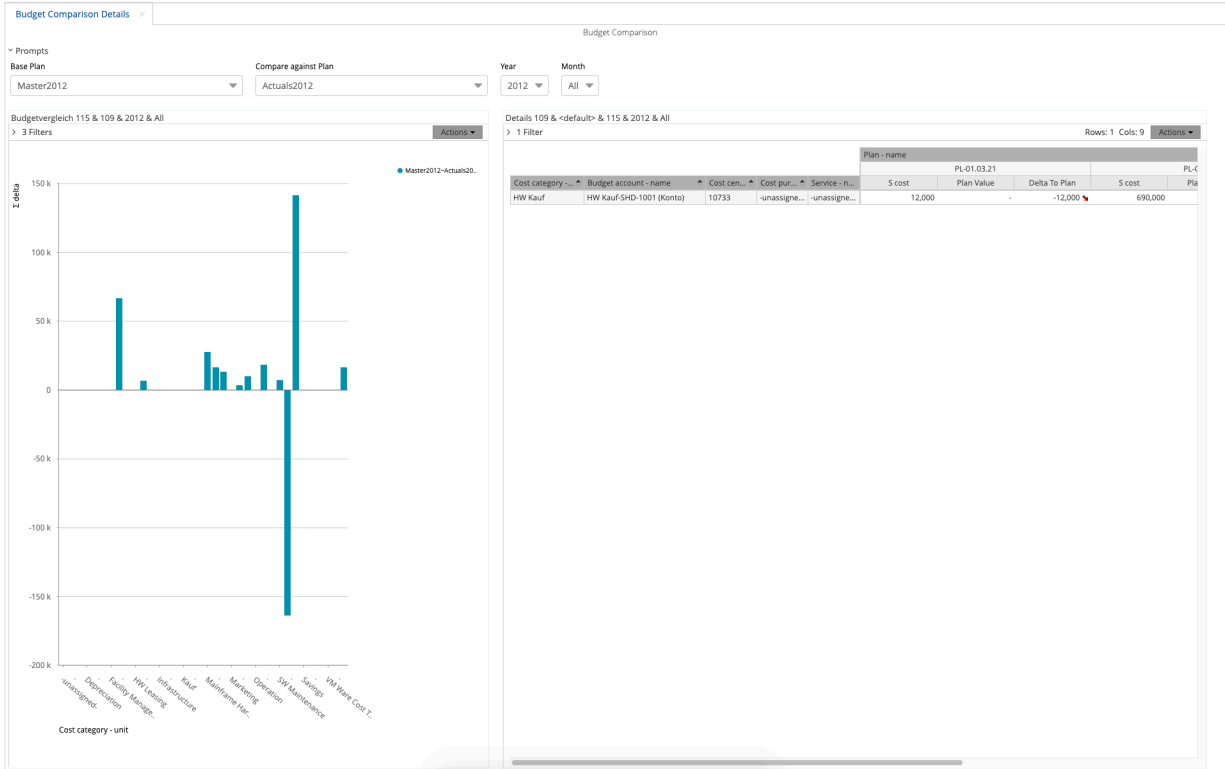
Name	Description
Name:	Financial Cost
Path:	public/VMA Full/IT Financial Management/Financial Overview/EN/Financial Cost
Cube:	provisioningAnalysis
Type:	Analysis

4.4.7.3. Budget Comparison



Name	Description
Name:	Budget Comparison
Path:	public/VMA Full/IT Financial Management/Financial Plans/EN/ Budget Comparison
Cube:	provisioningAnalysis
Type:	Dashboard

4.4.7.4. Budget Comparison Details



Name	Description
Name:	Budget Comparison Details
Path:	public/VMA Full/IT Financial Management/Financial Plans/EN/ Budget Comparison Details
Cube:	provisioningAnalysis
Type:	Dashboard

4.4.7.5. Financial Distribution – Matrix

Financial Distribution - Matrix

Financial Plan - Matrix

Prompts

Plan Name: IT Budget Plan (Ongoing) 20xx | Source: All | Target: All | Year: 2012 | Month: All

Plan name IT Budget Plan (Ongoing) 20xx & All & All & 2012 & All

2 Filters | Rows: 13 | Cols: 15 | Actions

Source - name	Target - name												
	Administrator	Anti Spam Service	CC-10000	CC-10004	CC-10008	Directory Services	Email gateway	Mail Application Service	Managed Windows Server	Managed messaging Platform	Oracle Database	SAN Storage	Standard Workplace
	\$ cost	\$ cost	\$ cost	\$ cost	\$ cost	\$ cost	\$ cost	\$ cost	\$ cost	\$ cost	\$ cost	\$ cost	\$ cost
-unassigned-	96,000	200,000	-	-	-	-	-	-	20,000	43,333.333	-	-	400,000
Administrator	-	-	-	-	-	-	-	-	96,000	-	-	-	-
Anti Spam Service	-	-	-	-	-	-	-	-	-	200,000	-	-	-
Directory Services	-	-	-	-	-	-	-	-	-	-	-	-	200,00
Email gateway	-	-	-	-	-	-	-	-	-	92,800	-	-	-
Mail Application Service	-	-	-	-	-	-	-	-	-	-	-	-	359,333.33
Managed Windows Server	-	-	-	-	-	0	92,800	23,200	-	-	-	0	-
Managed messaging Platform	-	-	-	-	-	-	-	336,133.333	-	-	-	-	-
Oracle Database	-	-	-	-	-	-	-	-	-	-	-	-	-
SAN Storage	-	-	-	-	-	200,000	-	-	-	-	200,000	-	-
Standard Workplace	-	-	216,074.074	108,037.037	324,111.111	-	-	-	-	-	-	-	-
Support Application	-	-	-	-	-	-	-	-	-	-	-	-	-
User Helpdesk	-	-	-	-	-	-	-	-	-	-	-	-	88,888.88

Name	Description
Name:	Financial Distribution – Matrix
Path:	public/VMA Full/IT Financial Management/Financial Overview/EN/Financial Cost
Cube:	finDistribAnalysis
Type:	Dashboard

4.4.8. Knowledge Management

4.4.8.1. Predefined Dimensions and Measures

4.4.8.1.1. Knowledge Management: Document Analysis

Type	Name	Hierarchy
Measure	# of created documents	
Measure	Ø age of a document	
Measure	Ø document flesch index	
Measure	Ø document not-read time	
Measure	Ø document user rating	
Measure	Ø number of accesses	
Measure	Ø number of feedbacks	
Measure	Ø number of read-accesses	
Measure	Σ number of accesses	
Measure	Σ number of feedbacks	
Measure	Σ number of read-accesses	
Dimension	Application area	• Application area - name

Type	Name	Hierarchy
Dimension	Date created	<ul style="list-style-type: none"> • Date created – year • Date created – quarter • Date created – month • Date created – week • Date created – day
Dimension	Date created (day name)	<ul style="list-style-type: none"> • Date created – day of week
Dimension	Date latest read	<ul style="list-style-type: none"> • Date latest read – year • Date latest read – quarter • Date latest read – month • Date latest read – week • Date latest read – day
Dimension	Date latest read (day name)	<ul style="list-style-type: none"> • Date latest read – day of week
Dimension	Date loaded	<ul style="list-style-type: none"> • Date loaded – year • Date loaded – quarter • Date loaded – month • Date loaded – day
Dimension	Document category	<ul style="list-style-type: none"> • Document category – name
Dimension	Document identifier	<ul style="list-style-type: none"> • Document identifier • Title
Dimension	Document status	<ul style="list-style-type: none"> • Document status - name
Dimension	Document supervisor group	<ul style="list-style-type: none"> • Document supervisor group - name
Dimension	Document type	<ul style="list-style-type: none"> • Document type – class • Document type – name
Dimension	Document validity	<ul style="list-style-type: none"> • Document validity - name
Dimension	Document workflow	<ul style="list-style-type: none"> • Document workflow – type • Document workflow – name
Dimension	Organization unit	<ul style="list-style-type: none"> • Organization unit – name • Organization unit – description

4.4.8.1.2. Knowledge Management: Read Access Analysis

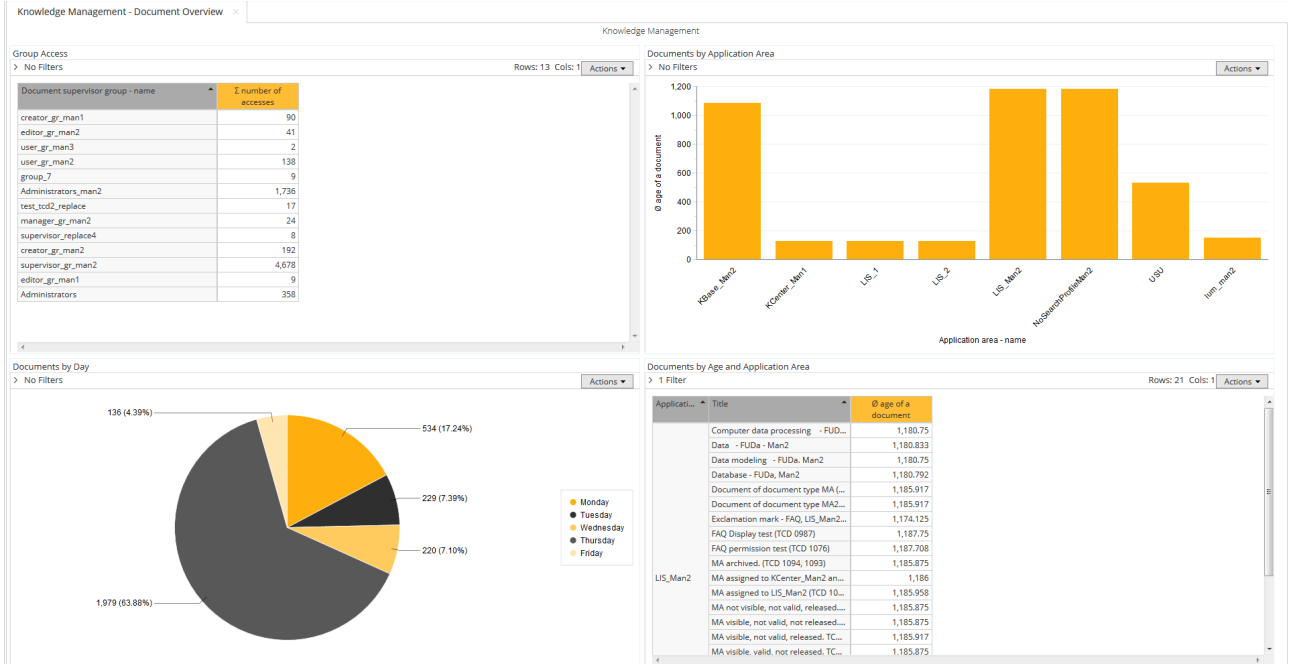
Type	Name	Hierarchy
Measure	# read accesses	
Dimension	Business partner	<ul style="list-style-type: none"> • Business partner – type • Business partner – name
Dimension	Component	<ul style="list-style-type: none"> • Component – name
Dimension	Date loaded	<ul style="list-style-type: none"> • Date loaded – year • Date loaded – quarter • Date loaded – month • Date loaded – week • Date loaded – day
Dimension	Date read	<ul style="list-style-type: none"> • Date read – year • Date read – quarter • Date read – month • Date read – week • Date read – day
Dimension	Date read (day name)	<ul style="list-style-type: none"> • Date read – day of week
Dimension	Document	<ul style="list-style-type: none"> • Document - ID • Document - title
Dimension	Document status	<ul style="list-style-type: none"> • Document status - name

Type	Name	Hierarchy
Dimension	Document type	<ul style="list-style-type: none"> • Document type – class • Document type – name
Dimension	Document validity	<ul style="list-style-type: none"> • Document validity - name
Dimension	Document workflow	<ul style="list-style-type: none"> • Document workflow – type • Document workflow – name
Dimension	Group	<ul style="list-style-type: none"> • Group – name
Dimension	Origin	<ul style="list-style-type: none"> • Origin - name
Dimension	Read access ID	<ul style="list-style-type: none"> • Read access ID
Dimension	Time read	<ul style="list-style-type: none"> • Time read – hour • Time read – minute • Time read – second

4.4.8.1.3. Knowledge Management: Search Analysis

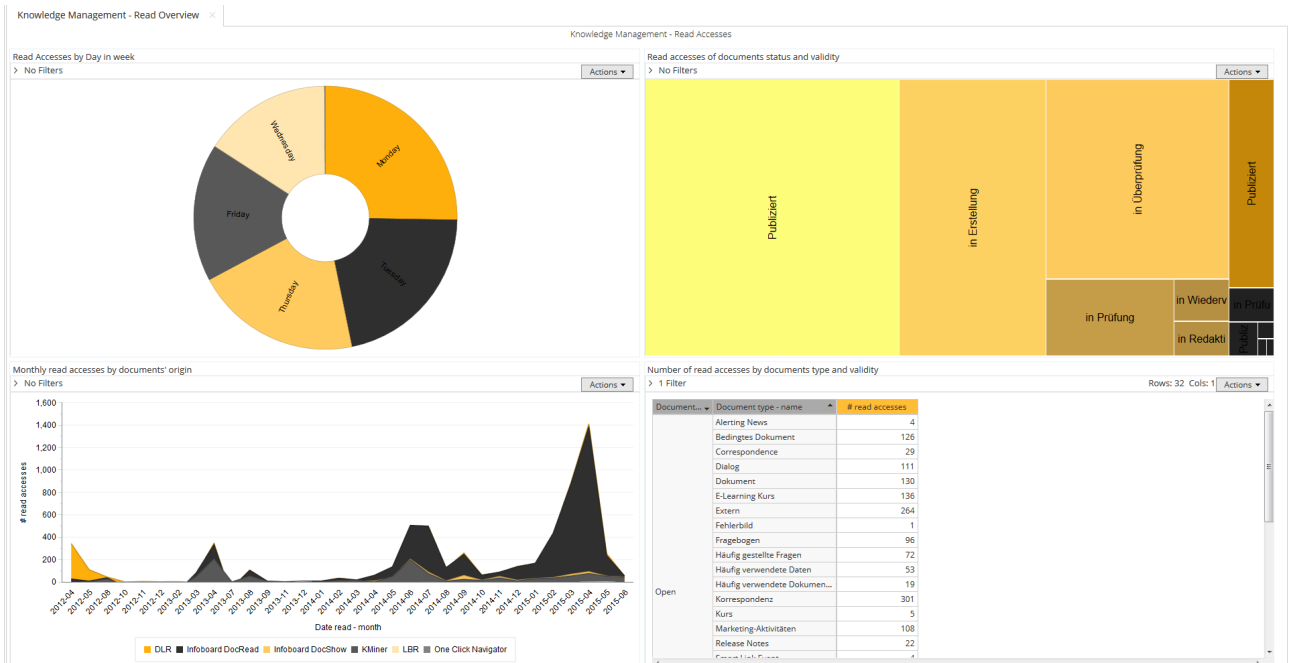
Type	Name	Hierarchy
Measure	# executed searches	
Measure	Ø engine time	
Measure	Ø number of results	
Measure	Ø query time	
Measure	Σ engine time	
Measure	Σ number of results	
Measure	Σ query time	
Dimension	Application area	<ul style="list-style-type: none"> • Application area - name
Dimension	Date executed	<ul style="list-style-type: none"> • Date executed – year • Date executed – quarter • Date executed – month • Date executed – week • Date executed – day
Dimension	Date executed (day name)	<ul style="list-style-type: none"> • Date executed – day of week
Dimension	Date loaded	<ul style="list-style-type: none"> • Date loaded – year • Date loaded – quarter • Date loaded – month • Date loaded – day
Dimension	Query focus	<ul style="list-style-type: none"> • Query focus - name
Dimension	Query text	<ul style="list-style-type: none"> • Query text - name
Dimension	Search page	<ul style="list-style-type: none"> • Search page - name
Dimension	Search type	<ul style="list-style-type: none"> • Search type - name
Dimension	Session ID	<ul style="list-style-type: none"> • Session ID - name
Dimension	Solution confirmed	<ul style="list-style-type: none"> • Solution confirmed - Name
Dimension	Success	<ul style="list-style-type: none"> • Success - name
Dimension	Time executed	<ul style="list-style-type: none"> • Time executed – hour • Time executed – minute • Time executed – second

4.4.8.2. Knowledge Management - Document Overview



Name	Description
Name:	Knowledge Management - Document Overview
Path:	public/VMA Full/Knowledge Management/Knowledge Management - Document Overview/EN/Knowledge Management - Document Overview
Cube:	documentAnalysis
Type:	Dashboard

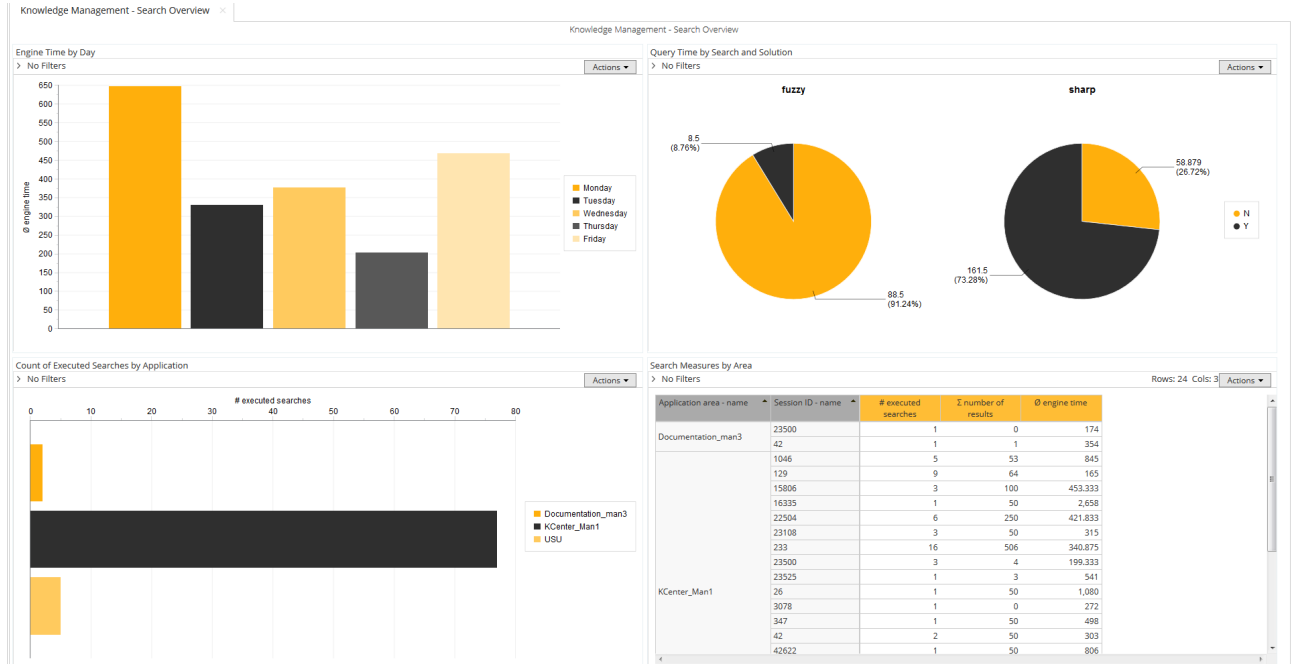
4.4.8.3. Knowledge Management - Read Overview



Name	Description
Name:	Knowledge Management - Read Overview

Name	Description
Path:	public/VMA Full/Knowledge Management/Knowledge Management - Read Overview/EN/Knowledge Management - Read Overview
Cube:	readAccessAnalysis
Type:	Dashboard

4.4.8.4. Knowledge Management - Search Overview



Name	Description
Name:	Knowledge Management - Search Overview
Path:	public/VMA Full/Knowledge Management/Knowledge Management - Search Overview/EN/Knowledge Management - Search Overview
Cube:	searchAnalysis
Type:	Dashboard

4.4.9. Problem Management

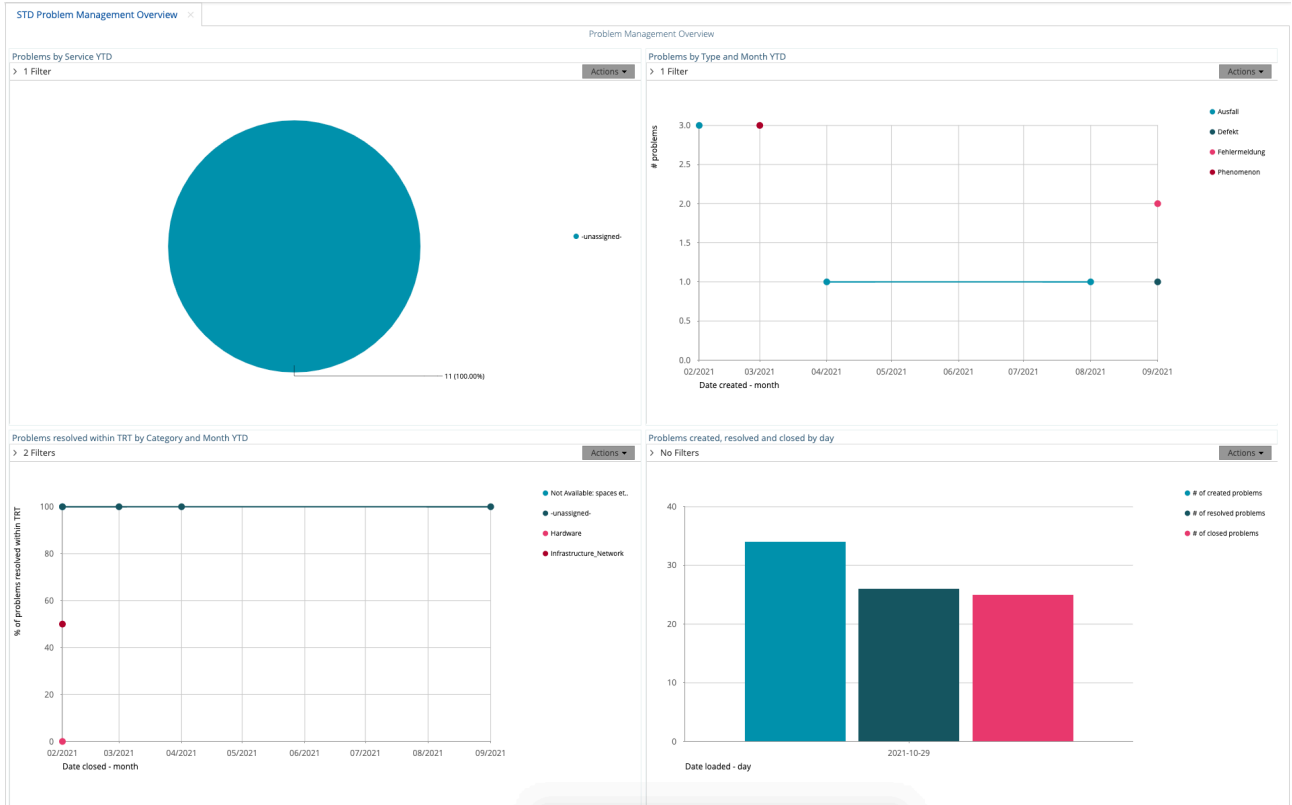
4.4.9.1. Predefined Dimensions and Measures

4.4.9.1.1. Problem Management: Problem Management Analysis

Type	Name	Hierarchy
Measure	# of closed problems	
Measure	# of created problems	
Measure	# of problems resolved out of SLA	
Measure	# of problems resolved within SLA	
Measure	# of problems with SLA	
Measure	# of resolved problems	
Measure	% of problems resolved out of SLA	
Measure	% of problems resolved within SLA	
Measure	% of problems with SLA	
Measure	% of resolved problems	

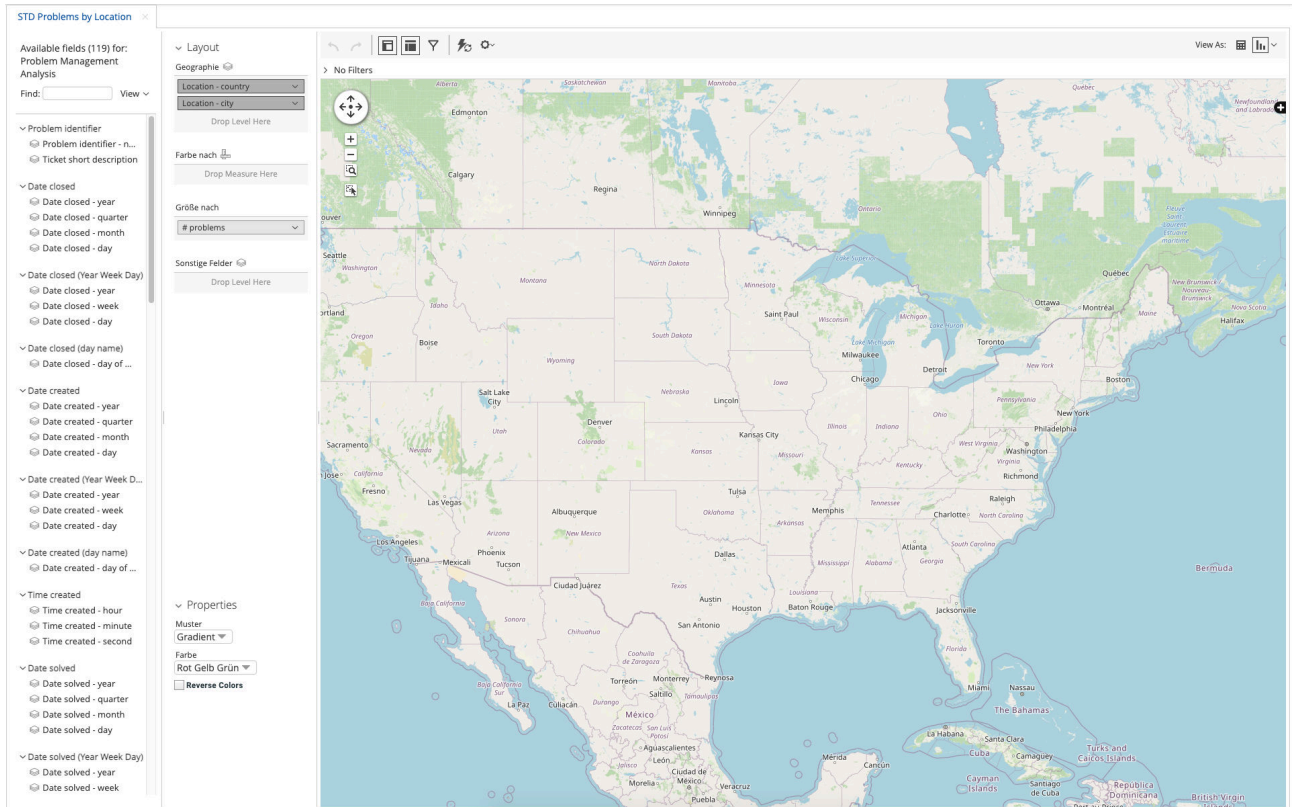
Type	Name	Hierarchy
Measure	Ø resolution time in hours	
Dimension	Business partner	<ul style="list-style-type: none"> • Business partner – type • Business partner – name
Dimension	Component	<ul style="list-style-type: none"> • Component – name
Dimension	Date closed	<ul style="list-style-type: none"> • Date closed – year • Date closed – quarter • Date closed – month • Date closed – week • Date closed – day
Dimension	Date closed (day name)	<ul style="list-style-type: none"> • Date closed – day of week
Dimension	Date created	<ul style="list-style-type: none"> • Date created – year • Date created – quarter • Date created – month • Date created – week • Date created – day
Dimension	Date created (day name)	<ul style="list-style-type: none"> • Date created – day of week
Dimension	Date loaded	<ul style="list-style-type: none"> • Date loaded – year • Date loaded – quarter • Date loaded – month • Date loaded – week • Date loaded – day
Dimension	Location	<ul style="list-style-type: none"> • Location – country • Location – state • Location – city • Location – street • Location – building • Location – room • Location – name
Dimension	Organization unit	<ul style="list-style-type: none"> • Organization unit – level 01 • Organization unit – ... • Organization unit – level 10
Dimension	Problem category	<ul style="list-style-type: none"> • Problem category – type • Problem category – name
Dimension	Problem identifier	<ul style="list-style-type: none"> • Problem identifier – name
Dimension	Problem priority	<ul style="list-style-type: none"> • Problem priority – name
Dimension	Problem status	<ul style="list-style-type: none"> • Problem status – name
Dimension	Problem type	<ul style="list-style-type: none"> • Problem type – name
Dimension	Service	<ul style="list-style-type: none"> • Service – name
Dimension	Support group	<ul style="list-style-type: none"> • Support group – name
Dimension	System	<ul style="list-style-type: none"> • System – name
Dimension	Tenant	<ul style="list-style-type: none"> • Tenant – name

4.4.9.2. STD Problem Management Overview



Name	Description
Name:	STD Problem Management Overview
Path:	public/VMA Full/Problem Management/Problem Overview/EN/STD Problem Management Overview
Cube:	problemManagementAnalysis
Type:	Dashboard

4.4.9.3. STD Problems by Location



Name	Description
Name:	STD Problems by Location
Path:	public/VMA Full/Problem Management/STD Problem by Location Report/EN/STD Problems by Location
Cube:	problemManagementAnalysis
Type:	Analysis

4.4.10. Project Management

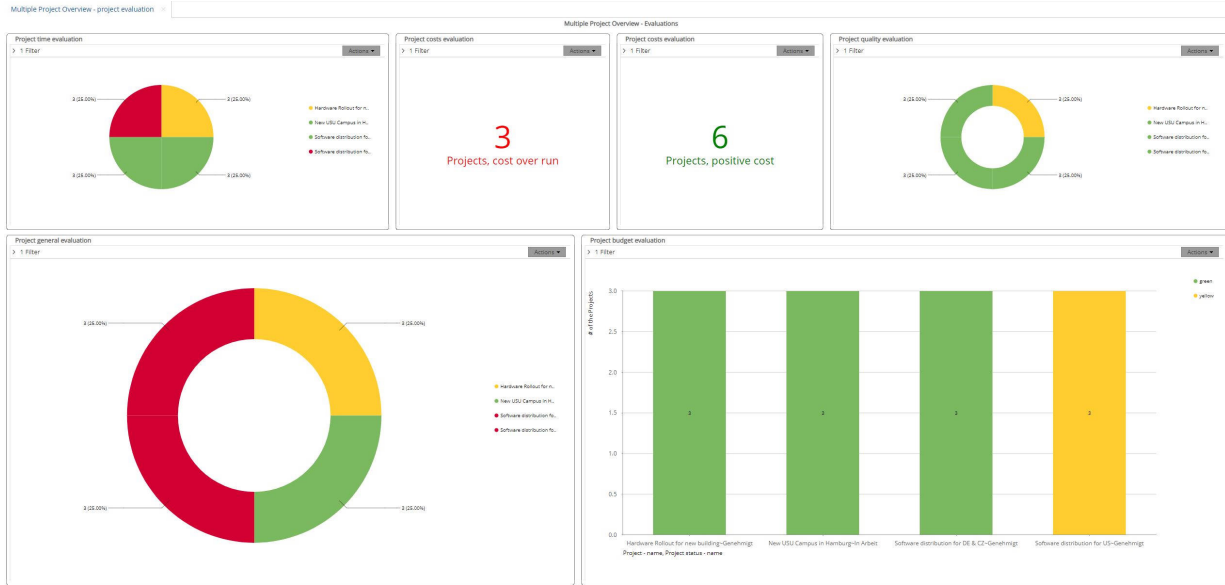
4.4.10.1. Predefined Dimensions and Measures

4.4.10.1.1. Project Management: USU PJM Project Management analysis

Type	Name	Hierarchy
Measure	# of the projects	
Dimension	Date earliest project start	<ul style="list-style-type: none"> • Date earliest project start – year • Date earliest project start – quarter • Date earliest project start – month • Date earliest project start - day
Dimension	Date earliest project start (Year Week Day)	<ul style="list-style-type: none"> • Date earliest project start – year • Date earliest project start – week • Date earliest project start - day
Dimension	Date earliest project start (day of week)	<ul style="list-style-type: none"> • Date earliest project start - day of week
Dimension	Date latest project start	<ul style="list-style-type: none"> • Date latest project start – year • Date latest project start – quarter • Date latest project start – month • Date latest project start - day

Type	Name	Hierarchy
Dimension	Date latest project start (Year Week Day)	<ul style="list-style-type: none"> • Date latest project start – year • Date latest project start – week • Date latest project start - day
Dimension	Date latest project start (Day of week)	<ul style="list-style-type: none"> • Date latest project start - day of week
Dimension	Date plan project end	<ul style="list-style-type: none"> • Date plan project end – year • Date plan project end – quarter • Date plan project end – month • Date plan project end - day
Dimension	Date plan project end (Year Week Day)	<ul style="list-style-type: none"> • Date plan project end – year • Date plan project end – week • Date plan project end - day
Dimension	Date plan project end (day of week)	<ul style="list-style-type: none"> • Date plan project end - day of week
Dimension	Date plan project start	<ul style="list-style-type: none"> • Date plan project start – year • Date plan project start – quarter • Date plan start project – month • Date plan project start - day
Dimension	Date plan project start (Year Week Day)	<ul style="list-style-type: none"> • Date plan project start – year • Date plan project start – week • Date plan project start - day
Dimension	Date plan project start (day of week)	<ul style="list-style-type: none"> • Date plan project start - day of week
Dimension	Project budget evaluation	<ul style="list-style-type: none"> • Project budget evaluation - name
Dimension	Project class	<ul style="list-style-type: none"> • Project class - name
Dimension	Project costs evaluation	<ul style="list-style-type: none"> • Project costs evaluation - name
Dimension	Project general evaluation	<ul style="list-style-type: none"> • Project general evaluation - name
Dimension	Project method	<ul style="list-style-type: none"> • Project method - name
Dimension	Project name	<ul style="list-style-type: none"> • Project - name
Dimension	Project number	<ul style="list-style-type: none"> • Project - number
Dimension	Project priority	<ul style="list-style-type: none"> • Project priority -name
Dimension	Project quality evaluation	<ul style="list-style-type: none"> • Project quality evaluation - name
Dimension	Project risk class	<ul style="list-style-type: none"> • Project risk class - name
Dimension	Project status	<ul style="list-style-type: none"> • Project status - name
Dimension	Project template	<ul style="list-style-type: none"> • Project template - name
Dimension	Project type	<ul style="list-style-type: none"> • Project type - name
Dimension	Project valid	<ul style="list-style-type: none"> • Project valid - name
Dimension	Project time evaluation	<ul style="list-style-type: none"> • Project time evaluation - name
Dimension	Time earliest project start	<ul style="list-style-type: none"> • Time earliest project start – hour • Time earliest project start – minute • Time earliest project start - second
Dimension	Time latest project start	<ul style="list-style-type: none"> • Time latest project start – hour • Time latest project start – minute • Time latest project start - second
Dimension	Time plan project end	<ul style="list-style-type: none"> • Time plan project end – hour • Time plan project end – minute • Time plan project end - second
Dimension	Time plan project start	<ul style="list-style-type: none"> • Time plan project start – hour • Time plan project start – minute • Time plan project start - second

4.4.10.2. Multiple Projects Overview - Evaluation



Name	Description
Name:	Multiple Projects Overview - Evaluations
Path:	/public/VMA Full/Project Management/Multiple Project Overview/EN/Multiple Project Overview - project evaluation
Cube:	Project Management: USU PJM Project management analysis
Type:	Dashboard

4.4.11. Request Fulfillment

4.4.11.1. Predefined Dimensions and Measures

4.4.11.1.1. Request Fulfillment: Request Fulfillment Analysis

Type	Name	Hierarchy
Measure	# of SRs accomplished successfully	
Measure	# of SRs fulfilled within SLA	
Measure	# of SRs not accomplished successfully	
Measure	# of approved SRs	
Measure	# of canceled SRs	
Measure	# of closed SRs	
Measure	# of created SRs	
Measure	# of fulfilled SRs	
Measure	# of reopened SRs	
Measure	% of SRs accomplished successfully	
Measure	% of SRs completed within SLA	
Measure	% of SRs not accomplished successfully	
Measure	% of canceled SRs	
Measure	% of reopened SRs	
Measure	Ø SR approval time in hours	
Measure	Ø SR fulfillment time in hours	
Measure	Ø gross SR total time in hours	
Measure	Σ SR gross price	

Type	Name	Hierarchy
Dimension	Business partner	<ul style="list-style-type: none"> • Business partner – type • Business partner – name
Dimension	Cost center	<ul style="list-style-type: none"> • Cost center – name
Dimension	Date approved	<ul style="list-style-type: none"> • Date approved – year • Date approved – quarter • Date approved – month • Date approved – week • Date approved – day
Dimension	Date closed	<ul style="list-style-type: none"> • Date closed – year • Date closed – quarter • Date closed – month • Date closed – week • Date closed – day
Dimension	Date created	<ul style="list-style-type: none"> • Date created – year • Date created – quarter • Date created – month • Date created – week • Date created – day
Dimension	Date fulfilled	<ul style="list-style-type: none"> • Date fulfilled – year • Date fulfilled – quarter • Date fulfilled – month • Date fulfilled – week • Date fulfilled – day
Dimension	Date loaded	<ul style="list-style-type: none"> • Date loaded – year • Date loaded – quarter • Date loaded – month • Date loaded – week • Date loaded – day
Dimension	Date requested	<ul style="list-style-type: none"> • Date requested – year • Date requested – quarter • Date requested – month • Date requested – week • Date requested – day
Dimension	Date wished delivery	<ul style="list-style-type: none"> • Date wished delivery – year • Date wished delivery – quarter • Date wished delivery – month • Date wished delivery – week • Date wished delivery – day
Dimension	Location	<ul style="list-style-type: none"> • Location – country • Location – state • Location – city • Location – street • Location – building • Location – room • Location – name
Dimension	Organization unit	<ul style="list-style-type: none"> • Organization unit – level 01 • Organization unit – ... • Organization unit – level 10
Dimension	Project	<ul style="list-style-type: none"> • Project – name • Project – identifier
Dimension	Request identifier	<ul style="list-style-type: none"> • Request identifier – name
Dimension	Request process status	<ul style="list-style-type: none"> • Request process status – name

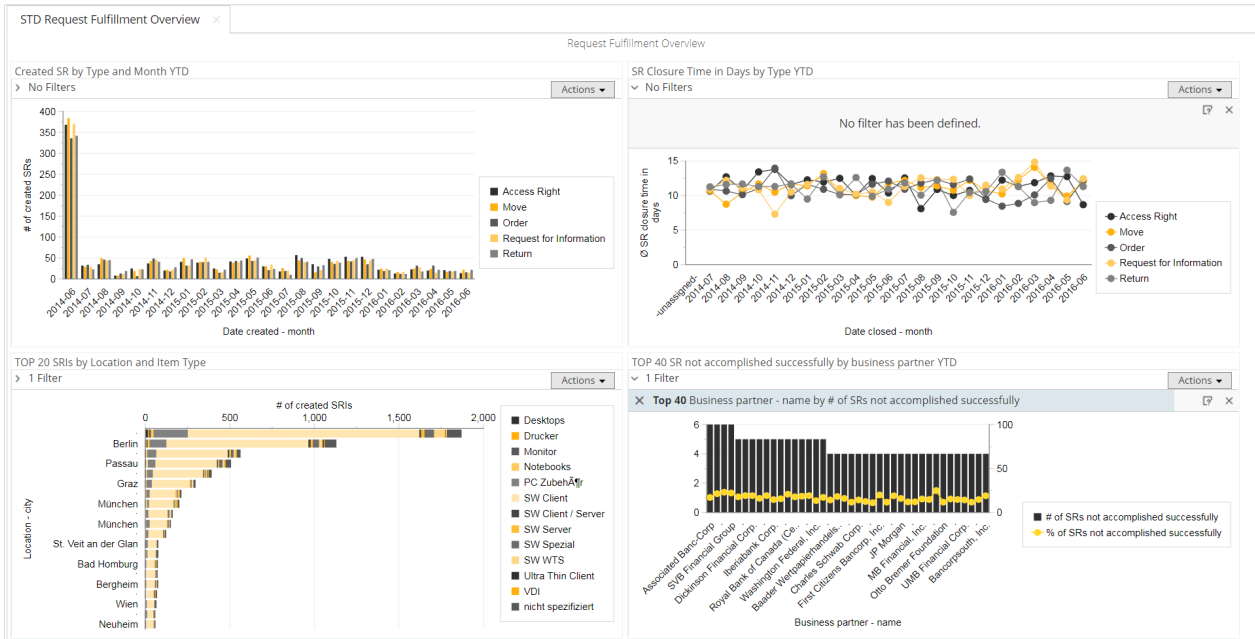
Type	Name	Hierarchy
Dimension	Request source	• Request source – name
Dimension	Request status	• Request status – name
Dimension	Request type	• Request type – name
Dimension	Requested service	• Requested service – name
Dimension	Tenant	• Tenant – name

4.4.11.1.2. Request Fulfillment: Request Item Analysis

Type	Name	Hierarchy
Measure	# of approved SRIs	
Measure	# of canceled SRIs	
Measure	# of closed SRIs	
Measure	# of created SRIs	
Measure	# of fulfilled SRIs	
Measure	% of canceled SRIs	
Measure	Ø SRI fulfillment time in hours	
Measure	Σ SRI gross price	
Dimension	Business partner	<ul style="list-style-type: none"> • Business partner – type • Business partner – name
Dimension	Cost center	<ul style="list-style-type: none"> • Cost center – name
Dimension	Date approved	<ul style="list-style-type: none"> • Date approved – year • Date approved – quarter • Date approved – month • Date approved – week • Date approved – day
Dimension	Date closed	<ul style="list-style-type: none"> • Date closed – year • Date closed – quarter • Date closed – month • Date closed – week • Date closed – day
Dimension	Date created	<ul style="list-style-type: none"> • Date created – year • Date created – quarter • Date created – month • Date created – week • Date created – day
Dimension	Date fulfilled	<ul style="list-style-type: none"> • Date fulfilled – year • Date fulfilled – quarter • Date fulfilled – month • Date fulfilled – week • Date fulfilled – day
Dimension	Date loaded	<ul style="list-style-type: none"> • Date loaded – year • Date loaded – quarter • Date loaded – month • Date loaded – week • Date loaded – day
Dimension	Date requested	<ul style="list-style-type: none"> • Date requested – year • Date requested – quarter • Date requested – month • Date requested – week • Date requested – day

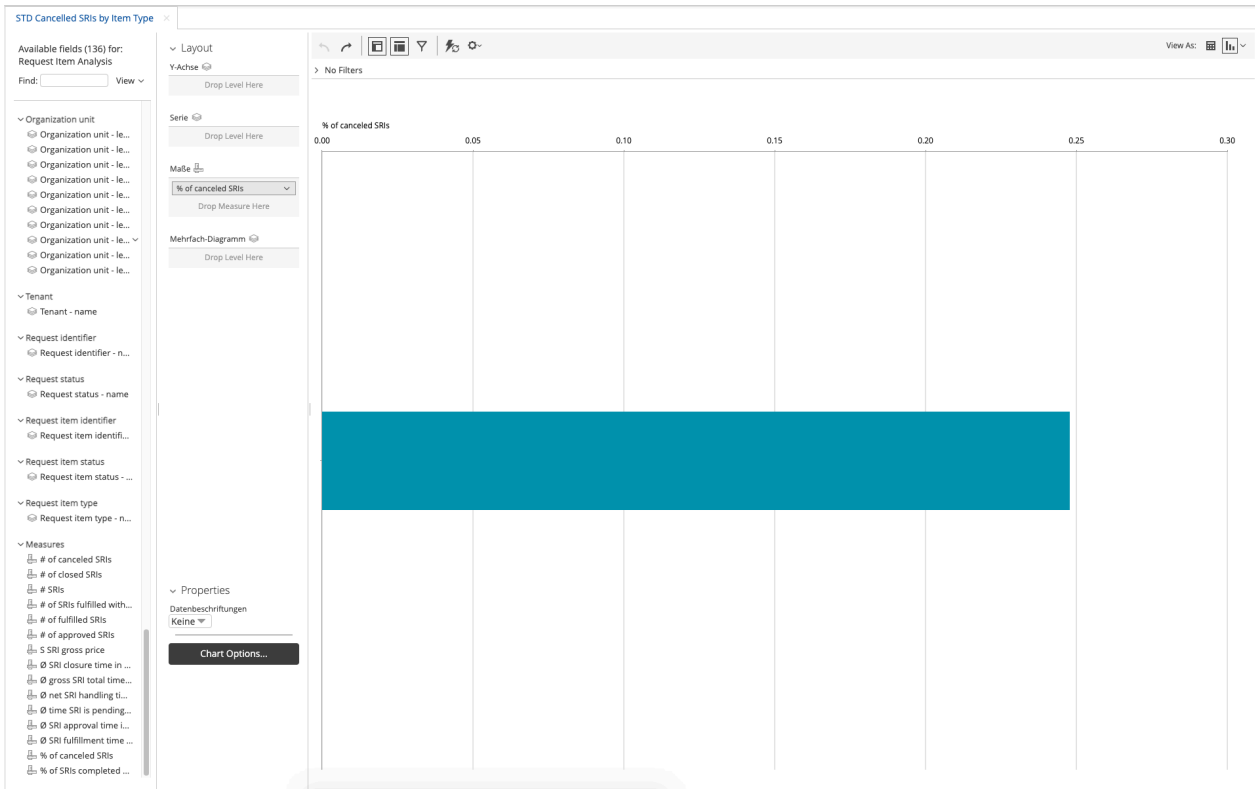
Type	Name	Hierarchy
Dimension	Date wished delivery	<ul style="list-style-type: none"> • Date wished delivery – year • Date wished delivery – quarter • Date wished delivery – month • Date wished delivery – week • Date wished delivery – day
Dimension	Location	<ul style="list-style-type: none"> • Location – country • Location – state • Location – city • Location – street • Location – building • Location – room • Location – name
Dimension	Organization unit	<ul style="list-style-type: none"> • Organization unit – level 01 • Organization unit – ... • Organization unit – level 10
Dimension	Project	<ul style="list-style-type: none"> • Project – name • Project – identifier
Dimension	Request identifier	<ul style="list-style-type: none"> • Request identifier – name
Dimension	Request item identifier	<ul style="list-style-type: none"> • Request item identifier – name
Dimension	Request item status	<ul style="list-style-type: none"> • Request item status – name
Dimension	Request item type	<ul style="list-style-type: none"> • Request item type – type • Request item type – name
Dimension	Request item.Date closed	<ul style="list-style-type: none"> • Date closed – year • Date closed – quarter • Date closed – month • Date closed – week • Date closed – day
Dimension	Request item.Date created	<ul style="list-style-type: none"> • Date created – year • Date created – quarter • Date created – month • Date created – week • Date created – day
Dimension	Request item.Date fulfilled	<ul style="list-style-type: none"> • Date fulfilled – year • Date fulfilled – quarter • Date fulfilled – month • Date fulfilled – week • Date fulfilled – day
Dimension	Request item.Date wished delivery	<ul style="list-style-type: none"> • Date wished delivery – year • Date wished delivery – quarter • Date wished delivery – month • Date wished delivery – week • Date wished delivery – day
Dimension	Request status	<ul style="list-style-type: none"> • Request status – name
Dimension	Tenant	<ul style="list-style-type: none"> • Tenant – name

4.4.11.2. STD Request Fulfillment Overview



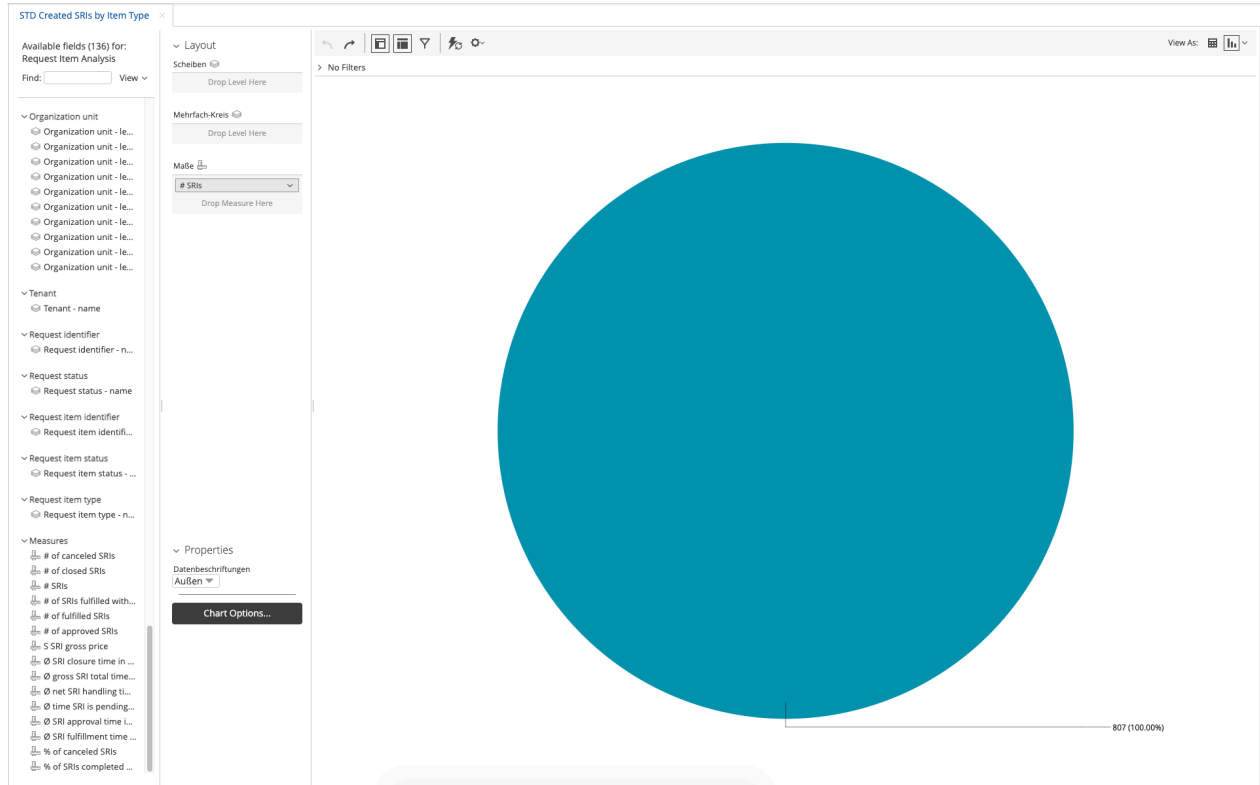
Name	Description
Name:	STD Request Fulfillment Overview
Path:	public/VMA Full/Request Fulfillment/Fulfillment Overview/EN/STD Request Fulfillment Overview
Cube:	reqitemAnalysis, requestFulfillmentAnalysis
Type:	Dashboard

4.4.11.3. STD Cancelled SRIs by Item Type



Name	Description
Name:	STD Cancelled SRIs by Item Type
Path:	public/VMA Full/Request Fulfillment/STD Cancelled SRIs Report/EN/STD Cancelled SRIs by Item Type
Cube:	reqitemAnalysis
Type:	Analysis

4.4.11.4. STD Created SRIs by Item Type



Name	Description
Name:	STD Created SRIs by Item Type
Path:	public/VMA Full/Request Fulfillment/STD Created SRIs Report/EN/STD Created SRIs by Item Type
Cube:	reqitemAnalysis
Type:	Analysis

4.4.12. Resource Management

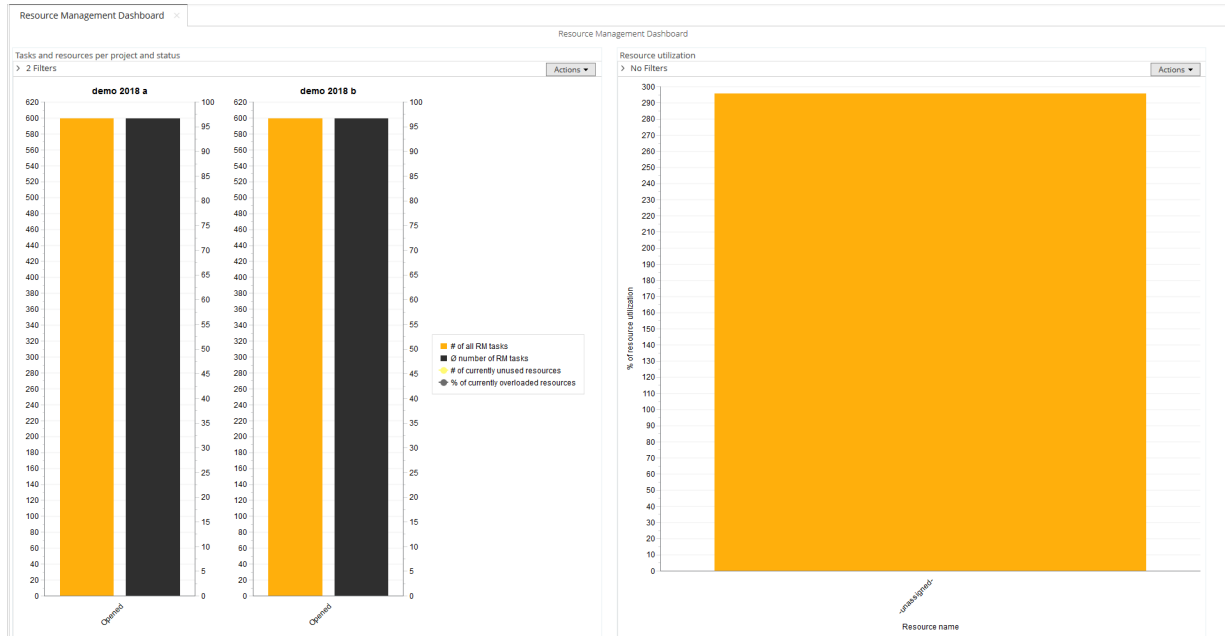
4.4.12.1. Predefined Dimensions and Measures

4.4.12.1.1. RTC Resource Management: Resource Reservation Analysis

Type	Name	Hierarchy
Measure	# of all RM tasks	
Measure	# of all resources	
Measure	# of current RM tasks	
Measure	# of currently overloaded resources	
Measure	# of currently unused resources	
Measure	# of currently used resources	
Measure	# of used resources	

Type	Name	Hierarchy
Measure	% of currently overloaded resources	
Measure	% of currently unused resources	
Measure	% of resource utilization	
Measure	Ø number of RM tasks	
Measure	Σ default shift duration	
Measure	Σ task duration in days	
Dimension	RM task	<ul style="list-style-type: none"> • RM task - is current • RM task - name • RM task - ID
Dimension	RM task status	<ul style="list-style-type: none"> • RM task status - type • RM task status - name
Dimension	Resource	<ul style="list-style-type: none"> • Resource department • Resource name
Dimension	Resource - # of current RM tasks	<ul style="list-style-type: none"> • Resource - # of current RM tasks
Dimension	Resource Management task (reservation) finish date	<ul style="list-style-type: none"> • Resource Management task (reservation) finish date-year • Resource Management task (reservation) finish date-quarter • Resource Management task (reservation) finish date-month • Resource Management task (reservation) finish date-week • Resource Management task (reservation) finish date-day
Dimension	Resource Management task (reservation) finish date (day name)	<ul style="list-style-type: none"> • Resource Management task (reservation) finish date-day of week
Dimension	Resource Management task (reservation) start date	<ul style="list-style-type: none"> • Resource Management task (reservation) start date-year • Resource Management task (reservation) start date-quarter • Resource Management task (reservation) start date-month • Resource Management task (reservation) start date-week • Resource Management task (reservation) start date-day
Dimension	Resource Management task (reservation) start date (day name)	<ul style="list-style-type: none"> • Resource Management task (reservation) start date-day of week
Dimension	Resource project	<ul style="list-style-type: none"> • Resource project
Dimension	Resource role	<ul style="list-style-type: none"> • Resource role

4.4.12.2. Resource Management Dashboard



Name	Description
Name:	Resource Management Dashboard
Path:	public/VMA Full/Resource Management/Management Dashboard/EN/Resource Management Dashboard
Cube:	resourceAnalysis
Type:	Dashboard

4.4.13. Service Management

4.4.13.1. Predefined Dimensions and Measures

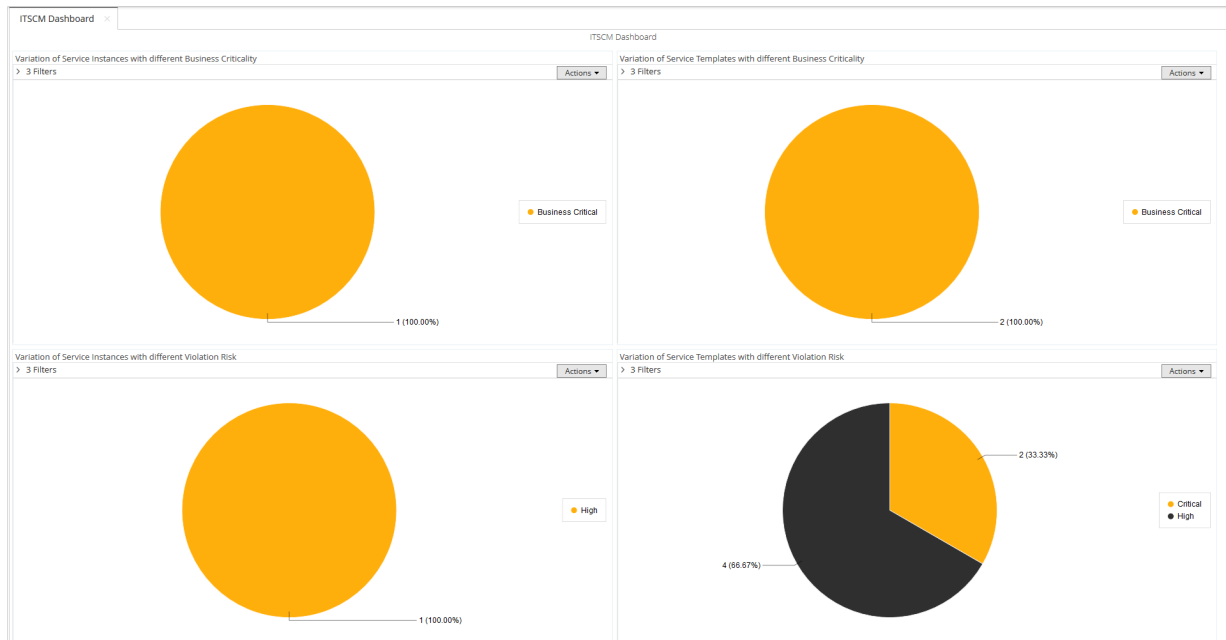
4.4.13.1.1. RTC Service Continuity Management: ITSCM Analysis

Type	Name	Hierarchy
Measure	Variation of Services	
Measure	Variation of Systems	
Dimension	Business criticality	<ul style="list-style-type: none"> • Business criticality
Dimension	CMS related	<ul style="list-style-type: none"> • Is CMS related
Dimension	Date loaded	<ul style="list-style-type: none"> • Date loaded – year • Date loaded – quarter • Date loaded – month • Date loaded – week • Date loaded – day
Dimension	Service	<ul style="list-style-type: none"> • Service ID • Service - name
Dimension	Service Template	<ul style="list-style-type: none"> • Is a template
Dimension	System	<ul style="list-style-type: none"> • System ID • System name
Dimension	Violation risk	<ul style="list-style-type: none"> • Violation risk

4.4.13.1.2. RTC Service Management: SLAM Analysis

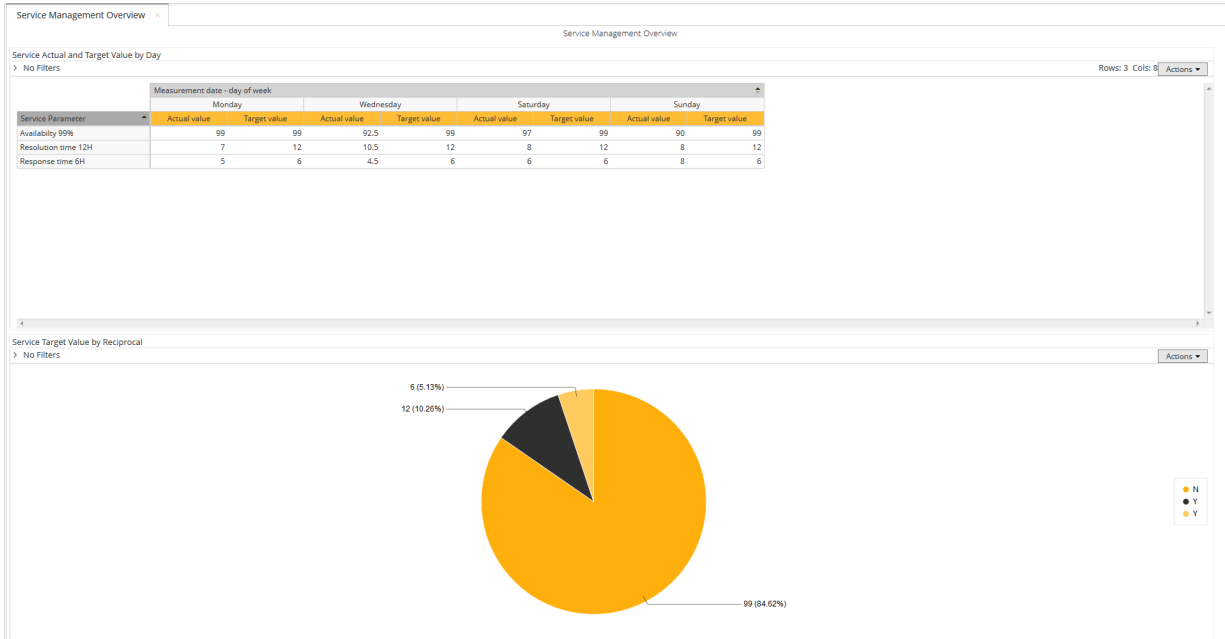
Type	Name	Hierarchy
Measure	Actual value	
Measure	Reciprocal	
Measure	Target value	
Dimension	Date loaded	<ul style="list-style-type: none"> • Date loaded – year • Date loaded – quarter • Date loaded – month • Date loaded – week • Date loaded – day
Dimension	Measurement date	<ul style="list-style-type: none"> • Measurement date – year • Measurement date – quarter • Measurement date – month • Measurement date – week • Measurement date – day
Dimension	Measurement date (day name)	<ul style="list-style-type: none"> • Measurement date - day of week
Dimension	Service	<ul style="list-style-type: none"> • Service – class • Service – type • Service – name
Dimension	Service Parameter	<ul style="list-style-type: none"> • Service Parameter Type • Service Parameter • Reciprocal

4.4.13.2. ITSCM Dashboard



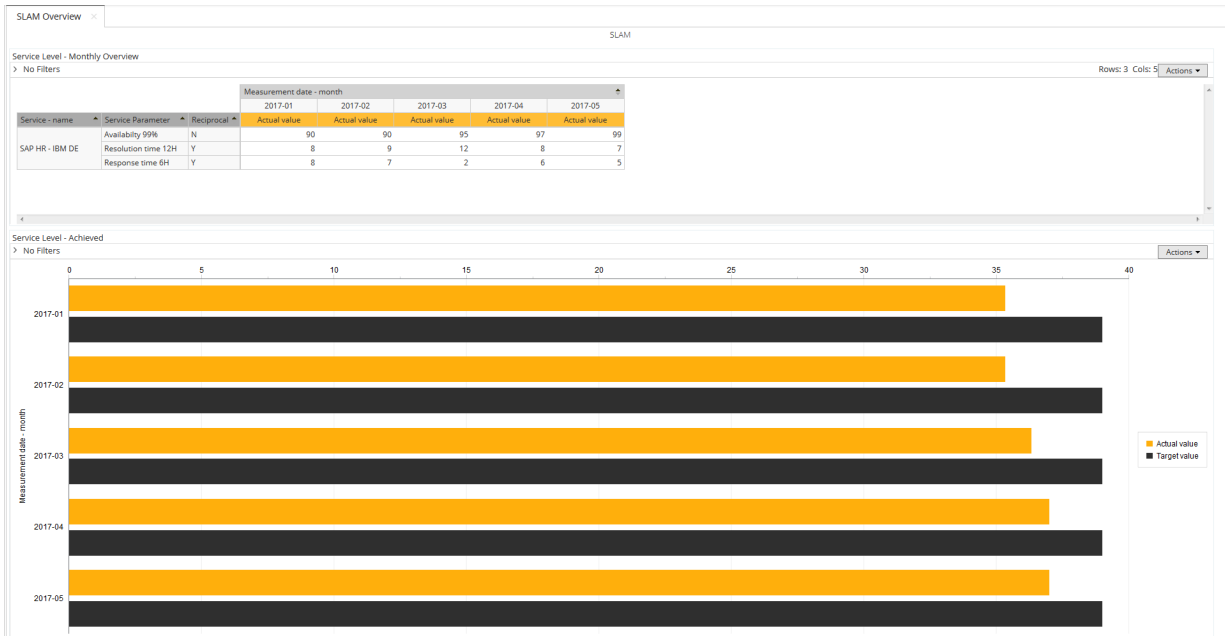
Name	Description
Name:	ITSCM Dashboard
Path:	public/VMA Full/Service Management/ITSCM/EN/ITSCM Dashboard
Cube:	serviceManagementAnalysis
Type:	Dashboard

4.4.13.3. Service Management Overview



Name	Description
Name:	Service Management Overview
Path:	public/VMA Full/Service Management/Service Management Overview/EN/Service Management Overview
Cube:	serviceManagementAnalysis, serviceContinuityManagementAnalysis
Type:	Dashboard

4.4.13.4. SLAM



Name	Description
Name:	SLAM
Path:	public/VMA Full/Service Management/SLAM/EN/SLAM
Cube:	serviceContinuityManagementAnalysis

Name	Description
Type:	Dashboard

4.4.14. Supplier Management

4.4.14.1. Predefined Dimensions and Measures

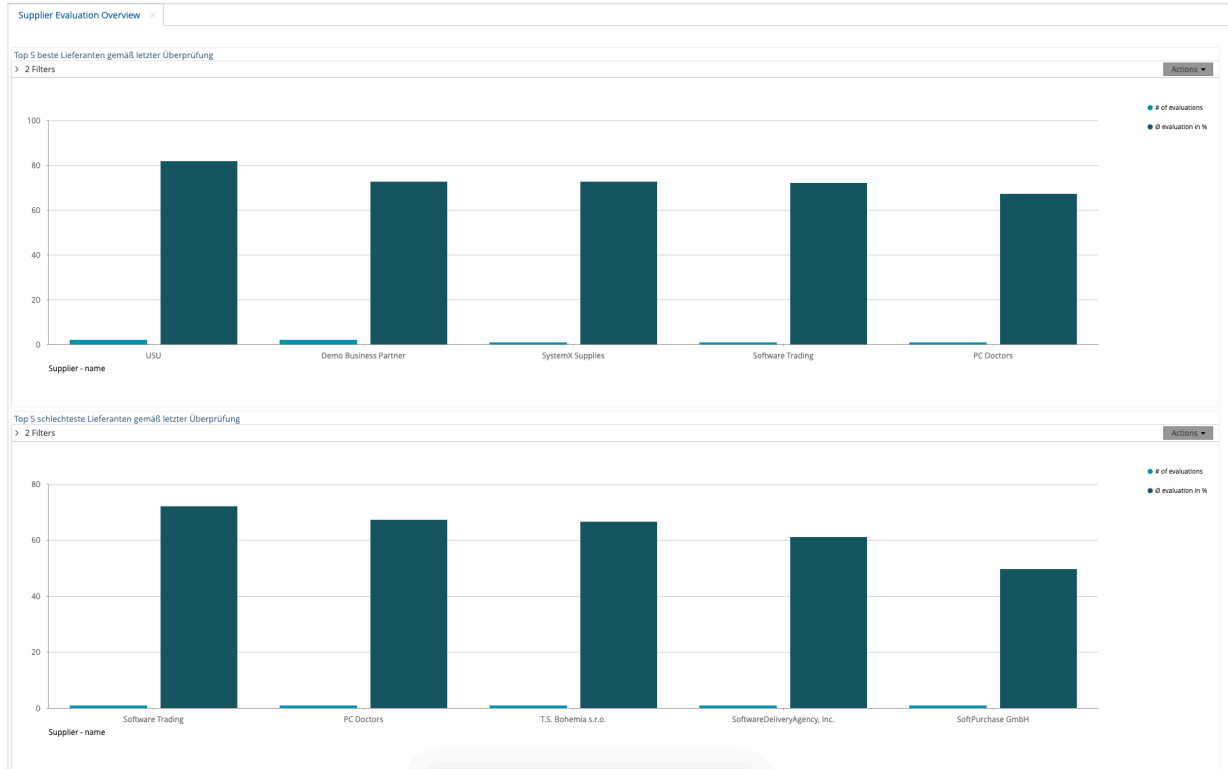
4.4.14.1.1. Supplier Management: Supplier Competence Evaluation Analysis

Type	Name	Hierarchy
Measure	# of competency evaluations	
Measure	Ø competency evaluation in %	
Dimension	Date evaluation ended	<ul style="list-style-type: none"> • Date evaluation ended – year • Date evaluation ended – quarter • Date evaluation ended – month • Date evaluation ended – week • Date evaluation ended – day
Dimension	Date evaluation ended (day name)	<ul style="list-style-type: none"> • Date evaluation ended – day of week
Dimension	Evaluable competency	<ul style="list-style-type: none"> • Evaluable competency – name
Dimension	Evaluation	<ul style="list-style-type: none"> • Evaluation – is latest • Evaluation – name • Evaluation – no.
Dimension	Supplier	<ul style="list-style-type: none"> • Supplier – is evaluated • Supplier – name • Supplier – no.

4.4.14.1.2. Supplier Management: Supplier Evaluation Analysis

Type	Name	Hierarchy
Measure	# of evaluations	
Measure	Ø evaluation in %	
Dimension	Date evaluation ended	<ul style="list-style-type: none"> • Date evaluation ended – year • Date evaluation ended – quarter • Date evaluation ended – month • Date evaluation ended – week • Date evaluation ended – day
Dimension	Date evaluation ended (day name)	<ul style="list-style-type: none"> • Date evaluation ended – day of week
Dimension	Evaluable competency	<ul style="list-style-type: none"> • Evaluable competency – name
Dimension	Evaluation	<ul style="list-style-type: none"> • Evaluation – is latest • Evaluation – name • Evaluation – no.
Dimension	Supplier	<ul style="list-style-type: none"> • Supplier – is evaluated • Supplier – name • Supplier – no.

4.4.14.2. Supplier Evaluation Overview



Name	Description
Name:	Supplier Evaluation Overview
Path:	public/VMA Full/Supplier Management/Evaluation Overview/EN/Supplier Evaluation Overview
Cube:	supplierEvaluationAnalysis
Type:	Dashboard

4.4.15. Ticket Audit

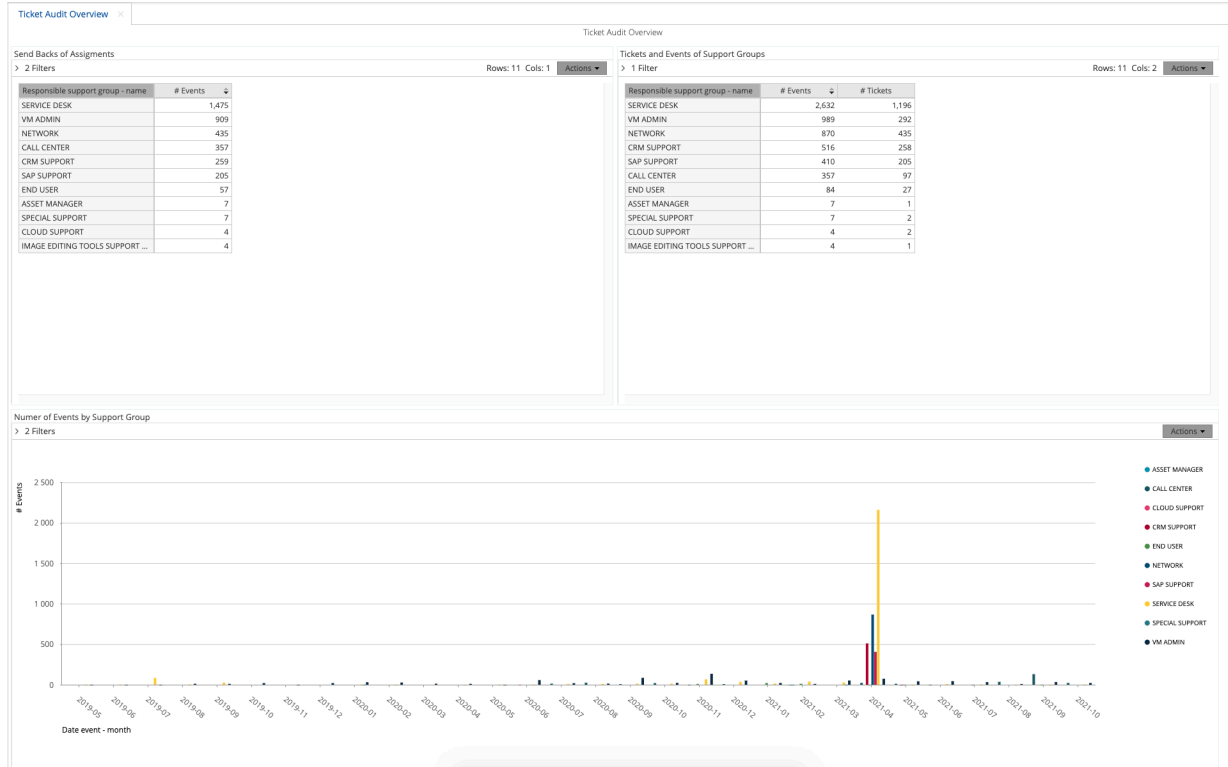
4.4.15.1. Predefined Dimensions and Measures

4.4.15.1.1. Ticket Audit Analysis: Ticket Audit Analysis

Type	Name	Hierarchy
Measure	# Events	
Measure	# Tickets	
Dimension	Date closed	<ul style="list-style-type: none"> Date closed – year Date closed – quarter Date closed – month Date closed – day
Dimension	Date closed (Year Week Day)	<ul style="list-style-type: none"> Date closed – year Date closed – week Date closed – day
Dimension	Date closed (day name)	<ul style="list-style-type: none"> Date closed – day of week
Dimension	Date created	<ul style="list-style-type: none"> Date created – year Date created – quarter Date created – month Date created – day

Type	Name	Hierarchy
Dimension	Date created (Year Week Day)	<ul style="list-style-type: none"> • Date created – year • Date created – week • Date created – day
Dimension	Date created (day name)	<ul style="list-style-type: none"> • Date created – day of week
Dimension	Date event	<ul style="list-style-type: none"> • Date event – year • Date event – quarter • Date event – month • Date event – day
Dimension	Date event (Year Week Day)	<ul style="list-style-type: none"> • Date event – year • Date event – week • Date event – day
Dimension	Date event (day name)	<ul style="list-style-type: none"> • Date event – day of week
Dimension	Date loaded	<ul style="list-style-type: none"> • Date loaded – year • Date loaded – quarter • Date loaded – month • Date loaded – week • Date loaded – day
Dimension	Date reported	<ul style="list-style-type: none"> • Date reported – year • Date reported – quarter • Date reported – month • Date reported – day
Dimension	Date reported (Year Week Day)	<ul style="list-style-type: none"> • Date reported – year • Date reported – week • Date reported – day
Dimension	Date reported (day name)	<ul style="list-style-type: none"> • Date reported – day of week
Dimension	Event	<ul style="list-style-type: none"> • Event - name
Dimension	Location – requested for	<ul style="list-style-type: none"> • Requested for – country • Requested for – state • Requested for – city • Requested for – street • Requested for – building • Requested for – room • Requested for – name
Dimension	Support group (by)	<ul style="list-style-type: none"> • Support group (by) – name
Dimension	Support group (to)	<ul style="list-style-type: none"> • Support group (to) – name
Dimension	Ticket category	<ul style="list-style-type: none"> • Ticket category – type • Ticket category –name
Dimension	Ticket class	<ul style="list-style-type: none"> • Ticket class - name
Dimension	Ticket identifier	<ul style="list-style-type: none"> • Ticket ID • Ticket number
Dimension	Time closed	<ul style="list-style-type: none"> • Time closed – hour • Time closed – minute • Time closed – second
Dimension	Time event	<ul style="list-style-type: none"> • Time event – hour • Time event – minute • Time event – second
Dimension	Time reported	<ul style="list-style-type: none"> • Time reported – hour • Time reported – minute • Time reported – second

4.4.15.2. Ticket Audit Overview



Name	Description
Name:	Ticket Audit Overview
Path:	public/VMA Full/Ticket Audit/Ticket Audit Overview/EN/Ticket Audit Overview
Cube:	ticketAuditAnalysis
Type:	Dashboard

4.4.16. Ticket History

4.4.16.1. Predefined Dimensions and Measures

4.4.16.1.1. Ticket History Analysis: Ticket History Analysis

Type	Name	Hierarchy
Measure	# of closed tickets	
Measure	# of created tickets	
Measure	# of open tickets	
Dimension	Business partner - assigned	<ul style="list-style-type: none"> Business partner (assigned) – type Business partner (assigned) – name
Dimension	Business partner - reported	<ul style="list-style-type: none"> Business partner (reported) – type Business partner (reported) – name
Dimension	Business partner – requested for	<ul style="list-style-type: none"> Business partner (requested for) – type Business partner (requested for) – name
Dimension	Date closed	<ul style="list-style-type: none"> Date closed – year Date closed – quarter Date closed – month Date closed – day

Type	Name	Hierarchy
Dimension	Date closed (Year Week Day)	<ul style="list-style-type: none"> Date closed – year Date closed – week Date closed – day
Dimension	Date closed (day name)	<ul style="list-style-type: none"> Date closed – day of week
Dimension	Date created	<ul style="list-style-type: none"> Date created – year Date created – quarter Date created – month Date created – day
Dimension	Date created (Year Week Day)	<ul style="list-style-type: none"> Date created – year Date created – week Date created – day
Dimension	Date created (day name)	<ul style="list-style-type: none"> Date created – day of week
Dimension	Date loaded	<ul style="list-style-type: none"> Date loaded – year Date loaded – quarter Date loaded – month Date loaded – week Date loaded – day
Dimension	Date reported	<ul style="list-style-type: none"> Date reported – year Date reported – quarter Date reported – month Date reported – day
Dimension	Date reported (Year Week Day)	<ul style="list-style-type: none"> Date reported – year Date reported – week Date reported – day
Dimension	Date reported (day name)	<ul style="list-style-type: none"> Date reported – day of week
Dimension	Date snapshot	<ul style="list-style-type: none"> Date snapshot – year Date snapshot – quarter Date snapshot – month Date snapshot – day
Dimension	Date snapshot (Year Week Day)	<ul style="list-style-type: none"> Date snapshot – year Date snapshot – week Date snapshot – day
Dimension	Date snapshot (day name)	<ul style="list-style-type: none"> Date snapshot – day of week
Dimension	End of period ticket status	<ul style="list-style-type: none"> End of period ticket status - name
Dimension	Location – requested for	<ul style="list-style-type: none"> Requested for – country Requested for – state Requested for – city Requested for – street Requested for – building Requested for – room Requested for – name
Dimension	Responsible support group	<ul style="list-style-type: none"> Responsible support group – name
Dimension	Support group	<ul style="list-style-type: none"> Support group – name
Dimension	Ticket category	<ul style="list-style-type: none"> Ticket category – type Ticket category –name
Dimension	Ticket class	<ul style="list-style-type: none"> Ticket class - name
Dimension	Ticket identifier	<ul style="list-style-type: none"> Ticket ID Ticket number Ticket short description
Dimension	Ticket priority	<ul style="list-style-type: none"> Ticket priority - name
Dimension	Ticket status	<ul style="list-style-type: none"> Ticket status - name

Type	Name	Hierarchy
Dimension	Ticket type	<ul style="list-style-type: none"> Ticket type - name
Dimension	Time closed	<ul style="list-style-type: none"> Time closed - hour Time closed - minute Time closed - second
Dimension	Time created	<ul style="list-style-type: none"> Time created - hour Time created - minute Time created - second
Dimension	Time reported	<ul style="list-style-type: none"> Time reported - hour Time reported - minute Time reported - second

4.4.16.2. Ticket History Overview



Name	Description
Name:	Ticket History Overview
Path:	public/VMA Full/Ticket History/Ticket History Overview/EN/Ticket History Overview
Cube:	ticketHistoryAnalysis
Type:	Dashboard

4.4.17. USU Service Management Performance Analytics

4.4.17.1. Predefined Dimensions and Measures

4.4.17.1.1. Cube: Error Analysis

Type	Name	Hierarchy
Measure	# of events	
Dimension	Date	<ul style="list-style-type: none"> Date - year Date - quarter Date - month Date - week Date - day

Type	Name	Hierarchy
Dimension	Date (day name)	<ul style="list-style-type: none"> • Date- day of week
Dimension	Error Message	<ul style="list-style-type: none"> • Error Message – name • Error Message – details
Dimension	Event Log ID	<ul style="list-style-type: none"> • Event Log ID
Dimension	Time	<ul style="list-style-type: none"> • Time – hour • Time – minute • Time – second
Dimension	User	<ul style="list-style-type: none"> • User – username • User – name

4.4.17.1.2. Cube: SQL Performance Analysis

Type	Name	Hierarchy
Measure	# of events	
Measure	∅ SQL execution duration in seconds	
Measure	∅ number of returned rows	
Measure	∑ SQL execution duration in seconds	
Measure	↑ SQL execution duration in seconds	
Dimension	Date	<ul style="list-style-type: none"> • Date – year • Date – quarter • Date – month • Date – week • Date – day
Dimension	Date (day name)	<ul style="list-style-type: none"> • Date- day of week
Dimension	Event Log ID	<ul style="list-style-type: none"> • Event Log ID
Dimension	SQL Statement	<ul style="list-style-type: none"> • SQL Statement – name • SQL Statement – parameters
Dimension	Time	<ul style="list-style-type: none"> • Time – hour • Time – minute • Time – second
Dimension	User	<ul style="list-style-type: none"> • User – username • User – name

4.4.17.1.3. Cube: System Activity Analysis

Type	Name	Hierarchy
Measure	# of events	
Measure	∅ computation duration	
Measure	∅ duration	
Measure	∑ computation duration	
Measure	∑ duration	
Measure	↑ computation duration	
Measure	↑ duration	
Dimension	Catalog	<ul style="list-style-type: none"> • Catalog – view • Catalog – name • Catalog – object type • Catalog – full name
Dimension	Catalog (in Sidebar)	<ul style="list-style-type: none"> • Catalog – in Sidebar

Type	Name	Hierarchy
Dimension	Date	<ul style="list-style-type: none"> • Date – year • Date – quarter • Date – month • Date – week • Date – day
Dimension	Date (day name)	<ul style="list-style-type: none"> • Date– day of week
Dimension	Event Log ID	<ul style="list-style-type: none"> • Event Log ID
Dimension	Time	<ul style="list-style-type: none"> • Time – hour • Time – minute • Time – second
Dimension	User	<ul style="list-style-type: none"> • User – username • User – name
Dimension	View	<ul style="list-style-type: none"> • View – name • View – object type • View – full name
Dimension	Workflow	<ul style="list-style-type: none"> • Workflow – name • Workflow – description

4.4.17.1.4. Cube: User Activity Analysis

Type	Name	Hierarchy
Measure	# of events	
Dimension	Action	<ul style="list-style-type: none"> • Action – class • Action – name • Action – GUID • Action – description
Dimension	Action (in Sidebar)	<ul style="list-style-type: none"> • Action – in Sidebar
Dimension	Business View	<ul style="list-style-type: none"> • Business View – name • Business View – description
Dimension	Catalog	<ul style="list-style-type: none"> • Catalog – view • Catalog – name • Catalog – object type • Catalog – full name
Dimension	Catalog (in Sidebar)	<ul style="list-style-type: none"> • Catalog – in Sidebar
Dimension	Date	<ul style="list-style-type: none"> • Date – year • Date – quarter • Date – month • Date – week • Date – day
Dimension	Date (day name)	<ul style="list-style-type: none"> • Date– day of week
Dimension	Event Log ID	<ul style="list-style-type: none"> • Event Log ID
Dimension	Event Type	<ul style="list-style-type: none"> • Event Type – name
Dimension	Time	<ul style="list-style-type: none"> • Time – hour • Time – minute • Time – second
Dimension	User	<ul style="list-style-type: none"> • User – username • User – name
Dimension	View	<ul style="list-style-type: none"> • View – name • View – object type • View – full name

4.4.17.1.5. Cube: User Session Analysis

Type	Name	Hierarchy
Measure	# of events	
Measure	# of sessions	
Measure	# of unsuccessful logins	
Measure	Ø session duration in minutes	
Measure	Σ session duration in minutes	
Dimension	Date	<ul style="list-style-type: none"> • Date – year • Date – quarter • Date – month • Date – week • Date – day
Dimension	Date (day name)	<ul style="list-style-type: none"> • Date – day of week
Dimension	Logout Type	<ul style="list-style-type: none"> • Logout Type – name
Dimension	Session	<ul style="list-style-type: none"> • Session ID
Dimension	Time	<ul style="list-style-type: none"> • Time – hour • Time – minute • Time – second
Dimension	User	<ul style="list-style-type: none"> • User – username • User – name
Dimension	Hostname	<ul style="list-style-type: none"> • Hostname – name

4.4.18. VMA Monitoring UC

4.4.18.1. Predefined Dimensions and Measures

4.4.18.1.1. Cube: User Activity Analysis

Type	Name	Hierarchy
Measure	# of active user sessions	
Measure	# of activities	
Measure	# of failed activities	
Measure	% failed activities	
Measure	Ø loading duration in seconds	
Measure	Σ loading duration in seconds	
Dimension	Activity Identifier	<ul style="list-style-type: none"> • Activity Identifier – name
Dimension	Content	<ul style="list-style-type: none"> • Content – type • Content – name
Dimension	Date	<ul style="list-style-type: none"> • Date – year • Date – quarter • Date – month • Date – week • Date – day
Dimension	Date (day name)	<ul style="list-style-type: none"> • Date– day of week
Dimension	Error text	<ul style="list-style-type: none"> • Error text – name
Dimension	Time	<ul style="list-style-type: none"> • Time – hour • Time – minute • Time – second
Dimension	User	<ul style="list-style-type: none"> • User – name

4.4.18.1.2. Cube: User Session Analysis

Type	Name	Hierarchy
Measure	# of active sessions	
Measure	# of user sessions	
Measure	\emptyset session duration in minutes	
Measure	Σ session duration in minutes	
Dimension	Date	<ul style="list-style-type: none">• Date – year• Date – quarter• Date – month• Date – week• Date – day
Dimension	Date (day name)	<ul style="list-style-type: none">• Date– day of week
Dimension	Time	<ul style="list-style-type: none">• Time – hour• Time – minute• Time – second
Dimension	User	<ul style="list-style-type: none">• User – name

4.5.2. Final Chargeback

Valuation^{USU}

INVOICE

USU AG
 Spitalhof
 D-71696 Moeglingen
 Germany
 Customer

INVOICE #	DATE
00000001	04.10.2017

HI 52100

[Customer Address]

Service	Month	Amount	Value
Maintenance	2005/01	153.000	14,535.000
Customer Project	2005/01	77.000	7,315.000
	2005/01	13,458.120	3,439.995
CCOPER	2005/01	2,385.110	190.809
CCOPER	2005/02	2,552.068	204.165
	2005/02	14,400.188	3,680.794
Customer Project	2005/02	58.000	5,510.000
Maintenance	2005/02	114.000	10,830.000
	2005/03	16,015.163	4,093.594
Customer Project	2005/03	115.000	10,925.000
Maintenance	2005/03	230.000	21,850.000
CCOPER	2005/03	2,838.281	227.062
Maintenance	2005/04	191.000	18,145.000
CCOPER	2005/04	2,957.536	236.603
	2005/04	16,688.069	4,265.594
Customer Project	2005/04	96.000	9,120.000
		Total:	114,568.616

4.5.3. IPC All Tickets (landscape)

All Tickets											Valuation <small>USU</small>
Ticket No.	Ticket Class	Ticket Type	Parent Category	Category	Status	Impact	Priority	Date Reported	Ticket Shorttext	Reported by	
WA-D-01413	Workaround	Login	Documentation	Organizational Chart	Declined (WA)	1 Severe	5 Planning	2017-Dec-02 09:30:43	Component damaged	Carl-Johan Wilkins	
IN-D-02545	Incident	Information	Software-Operating System	VMS	Closed (IN)	5 Very low	1 Critical	2017-Dec-02 10:36:04	Service not available	Melanie Thanner	
PR-D-02202	Problem	Known Error	Software-Client	Siebel CRM	Closed (PR v3)	3 Medium	1 Critical	2017-Dec-02 10:53:44	Service not available	Alfons Schmidt	
WA-D-00956	Workaround	Update	Software-Server	Valuation Enterprise Integrator Server	Completed (WA)	3 Medium	1 Critical	2017-Dec-02 11:42:38	Component damaged	Katerina Sorbiova	
IN-D-02224	Incident	Information	Software-Server	Novell	Assigned To (IN)	1 Severe	4 Low	2017-Dec-02 12:40:46	Service not available	Bryan Diaz	
WA-D-03284	Workaround	Repair	Software-Server	Microsoft Exchange	Completed (WA)	1 Severe	1 Critical	2017-Dec-02 12:43:05	System / workstation start problems	David Blizz	
SR-D-00146	Service Request	Disposal	Infrastructure-Network	Network Equipment	User Informed (SR)	4 Low	4 Low	2017-Dec-02 12:46:07	Component damaged	Reference Supplier Support	
CH-D-00309	RFC/Change	Standard Change	Documentation	Competence Guide	Closed (CH)	1 Severe	4 Low	2017-Dec-02 01:02:35	Component damaged	Peter Krosny	
CH-D-04158	RFC/Change	Standard Change	Authorization	UserID	In Implementation (CH)	3 Medium	4 Low	2017-Dec-02 01:19:57	Service not available	Robert Hubinak	
PR-D-03385	Problem	Error	Infrastructure-Network	Telecommunication Equipment	Detected (PR v3)	1 Severe	5 Planning	2017-Dec-02 02:36:45	Service not available	Martin Dittmann	
CH-D-00399	RFC/Change	Standard Change	Hardware	Speaker	Closed (CH)	4 Low	1 Critical	2017-Dec-02 03:13:06	System / workstation start problems	Wilbert Kraut	
SR-D-00318	Service Request	Employment_End	Infrastructure-Network	Terminal-Server	In Progress (SR)	3 Medium	2 High	2017-Dec-02 03:27:44	System / workstation start problems	Tomas Vecera	
PR-D-00850	Problem	Breakdown	Hardware	Sound Card	In Progress (PR v3)	4 Low	4 Low	2017-Dec-02 03:40:44	Component damaged	Christopher	
IN-D-01263	Incident	Information	Software-Operating System	Mac OS	User Not Accepted (IN)	5 Very low	5 Planning	2017-Dec-02 03:41:07	Component damaged	Ike Turnel	
IN-D-00707	Incident	Handling	Software-Operating System	AIX	User Not Accepted (IN)	5 Very low	1 Critical	2017-Dec-02 03:48:36	Service not available	Ralf Wasser	
IN-D-01294	Incident	Request	Infrastructure-Network	Telecommunication Equipment	Closed (IN)	4 Low	5 Planning	2017-Dec-02 03:50:04	Component damaged	Jeanette Gutjahr	

All Tickets 21.03.2018 1 / 3

4.5.4. IPC All Tickets (portrait)

All Tickets											Valuation ^{USU}
Ticket No.	Ticket Class	Ticket Type	Parent Category	Category	Status	Impact	Priority	Date Reported	Ticket Shorttext	Reported by	
WAD-01413	Workaround	Login	Documentation	Organizational Chart	Declined (WA)	1 Severe	5 Planning	2017-Dec-02 09:30:43	Component damaged	Carl-Johan Wilkins	
IN-D-02545	Incident	Information	Software-Operating System	VMS	Closed (IN)	5 Very low	1 Critical	2017-Dec-02 10:36:04	Service not available	Melanie Thanner	
PRD-02202	Problem	Known Error	Software-Client	Siebel CRM v3	Closed (PR)	3 Medium	1 Critical	2017-Dec-02 10:53:44	Service not available	Alfons Schmidt	
WAD-00956	Workaround	Update	Software-Server	Valuation Enterprise Integrator Server	Completed (WA)	3 Medium	1 Critical	2017-Dec-02 11:42:36	Component damaged	Katerina Sorlova	
IN-D-02224	Incident	Information	Software-Server	Novell	Assigned To (IN)	1 Severe	4 Low	2017-Dec-02 12:40:46	Service not available	Bryan Diaz	
WAD-03284	Workaround	Repair	Software-Server	Microsoft Exchange (WA)	Completed	1 Severe	1 Critical	2017-Dec-02 12:43:05	System / workstation start problems	David Blitz	
SRD-00146	Service Request	Disposal	Infrastructure-Network	Network Equipment	User Informed (SR)	4 Low	4 Low	2017-Dec-02 12:46:07	Component damaged	Reference Supplier Support	
CH-D-00309	RFC/Change	Standard Change	Documentation	Competence Guide	Closed (CH)	1 Severe	4 Low	2017-Dec-02 01:02:36	Component damaged	Peter Krosny	
CH-D-04156	RFC/Change	Standard Change	Authorization	UserID	In Implementation (CH)	3 Medium	4 Low	2017-Dec-02 01:19:57	Service not available	Robert Hubinak	
PRD-03385	Problem	Error	Infrastructure-Network	Telecommunication Equipment	Detected (PR)	1 Severe	5 Planning	2017-Dec-02 02:36:46	Service not available	Martin Dittmann	
CH-D-00399	RFC/Change	Standard Change	Hardware	Speaker	Closed (CH)	4 Low	1 Critical	2017-Dec-02 03:13:06	System / workstation start problems	Wilbert Kraut	
SRD-00318	Service Request	Employment_End	Infrastructure-Network	Terminal-Server	In Progress (SR)	3 Medium	2 High	2017-Dec-02 03:27:44	System / workstation start problems	Tomas Vacera	
PRD-00860	Problem	Breakdown	Hardware	Sound Card	In Progress (PR v3)	4 Low	4 Low	2017-Dec-02 03:40:44	Component damaged	Christopher Wind	
IN-D-01263	Incident	Information	Software-Operating System	Mac OS	User Not Accepted (IN)	5 Very low	5 Planning	2017-Dec-02 03:41:07	Component damaged	Ike Tumel	
IN-D-00707	Incident	Handling	Software-Operating System	AIX	User Not Accepted (IN)	5 Very low	1 Critical	2017-Dec-02 03:48:36	Service not available	Raf Wassar	
IN-D-01294	Incident	Request	Infrastructure-Network	Telecommunication Equipment	Closed (IN)	4 Low	5 Planning	2017-Dec-02 03:50:04	Component damaged	Jeanette Gutzahr	
WAD-03982	Workaround	Login	Software-Operating System	Windows 7	Created (WA)	3 Medium	5 Planning	2017-Dec-02 04:18:10	Service not available	Brunhilde Fering	
CH-D-00819	RFC/Change	Emergency Change	Software-Client	Microsoft Excel	Implementation completed (CH)	1 Severe	4 Low	2017-Dec-02 04:48:47	Component damaged	Charly Brunswick	
SRD-03229	Service Request	Consumables_Add	Software-Server	Novell	In Progress (SR)	5 Very low	2 High	2017-Dec-02 06:33:00	Component damaged	Reference Configuration Manager	
WAD-03220	Workaround	Damaging	Hardware	Scanner	Completed (WA)	4 Low	5 Planning	2017-Dec-02 06:43:34	Component damaged	Berthold Schwatz	
CH-D-02789	RFC/Change	Emergency Change	Documentation	Operating Guide	Closed (CH)	5 Very low	5 Planning	2017-Dec-02 06:44:39	System / workstation start problems	Robert Bennett	
PRD-01577	Problem	Error	Software-Operating System	Windows 2000	Assigned To (PR v3)	5 Very low	1 Critical	2017-Dec-02 06:51:31	Service not available	Denzel Storm	
IN-D-01431	Incident	Handling	Documentation	Method Guide	Solved (IN)	4 Low	5 Planning	2017-Dec-02 06:01:57	Service not available	Tatjana Fass	
IN-D-00493	Incident	Information	Software-Client	Norton Internet Security	Created (IN)	5 Very low	1 Critical	2017-Dec-02 06:43:06	Component damaged	Patrik Grulich	
CH-D-00263	RFC/Change	Normal Change	Software-Server	Other Server Application (CH)	In Planning	4 Low	3 Medium	2017-Dec-02 07:01:36	Service not available	Jiri Machacek	
IN-D-00321	Incident	Complaint	Documentation	Competence Guide	Created (IN)	5 Very low	4 Low	2017-Dec-02 08:24:25	System / workstation start problems	Katia Malcone	
WAD-04480	Workaround	Repair	Software-Server	Microsoft SQL-Server	In Progress (WA)	2 High	3 Medium	2017-Dec-02 10:47:17	Component damaged	Justine Savage	
SRD-00982	Service Request	Disposal	Software-Client	PL/1	User Not Accepted (SR)	5 Very low	5 Planning	2017-Dec-02 10:48:27	System / workstation start problems	Lester Gordon	
CH-D-04897	RFC/Change	Normal Change	Software-Server	My SQL	Change Failed (CH)	3 Medium	2 High	2017-Dec-02 11:00:18	Service not available	Patrick Blaszy	
CH-D-03727	RFC/Change	Normal Change	Software-Client	Crystal Reports	Closed (CH)	2 High	1 Critical	2017-Dec-02 11:03:40	Service not available	Helmut Hauschke	
PRD-00036	Problem	Known Error	Software-Operating System	Linux	Assigned To (PR v3)	5 Very low	5 Planning	2017-Dec-02 11:27:30	System / workstation start problems	Filip Dostal	
IN-D-01206	Incident	Complaint	Infrastructure-Network	Other Infrastructure Network Component	Assigned To (IN)	2 High	3 Medium	2017-Dec-03 12:02:40	Component damaged	Reference Service Request Support	

All Tickets

21.03.2018

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4.5.5. IPC Ticket Summary

IN-D-02545

Ticket No.	IN-D-02545	Status	Closed (IN)
Date Reported	2017-Dec-02 10:36:04	Date Planned	2017-Dec-02 06:36:04
Current Group	LIGENCE MANAGER	Current Person	Berthold Schwatz
Responsible Group	PROBLEM SUPPORT	Responsible Person	Zbynek Mozis
Reported by	Melanie Thanner	Reachability	N/A
Ticket Type	Information	SLA failed	Yes
Parent Category	Software-Operating System	Category	VMS
Impact	5 Very low	Urgency	1 Critical
Priority	1 Critical	Ticket SLA	Major Incident Prio 4

Ticket Shorttext

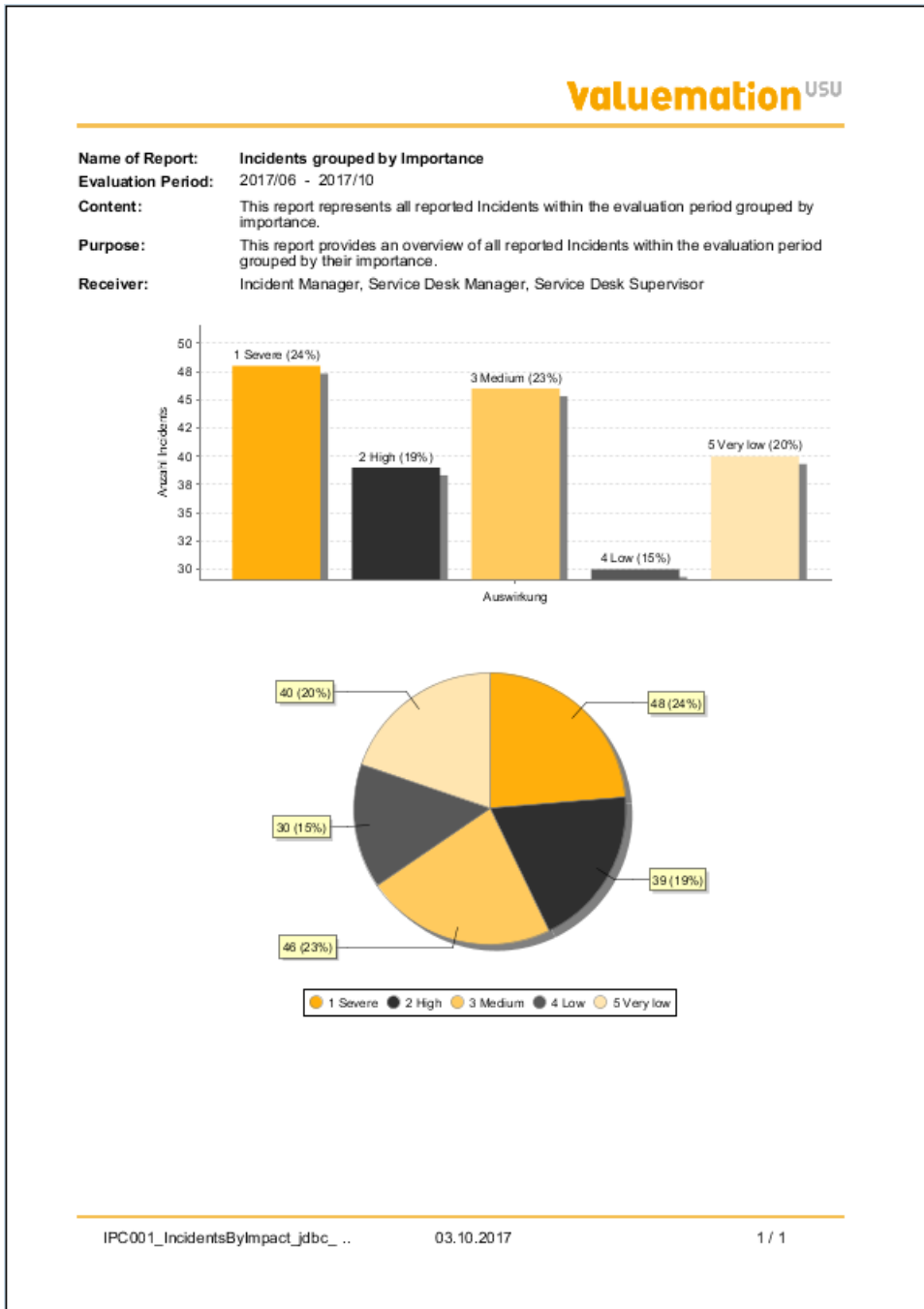
Service not available
My service is not available

Ticket Descriptions ("Work History" is filtered out)

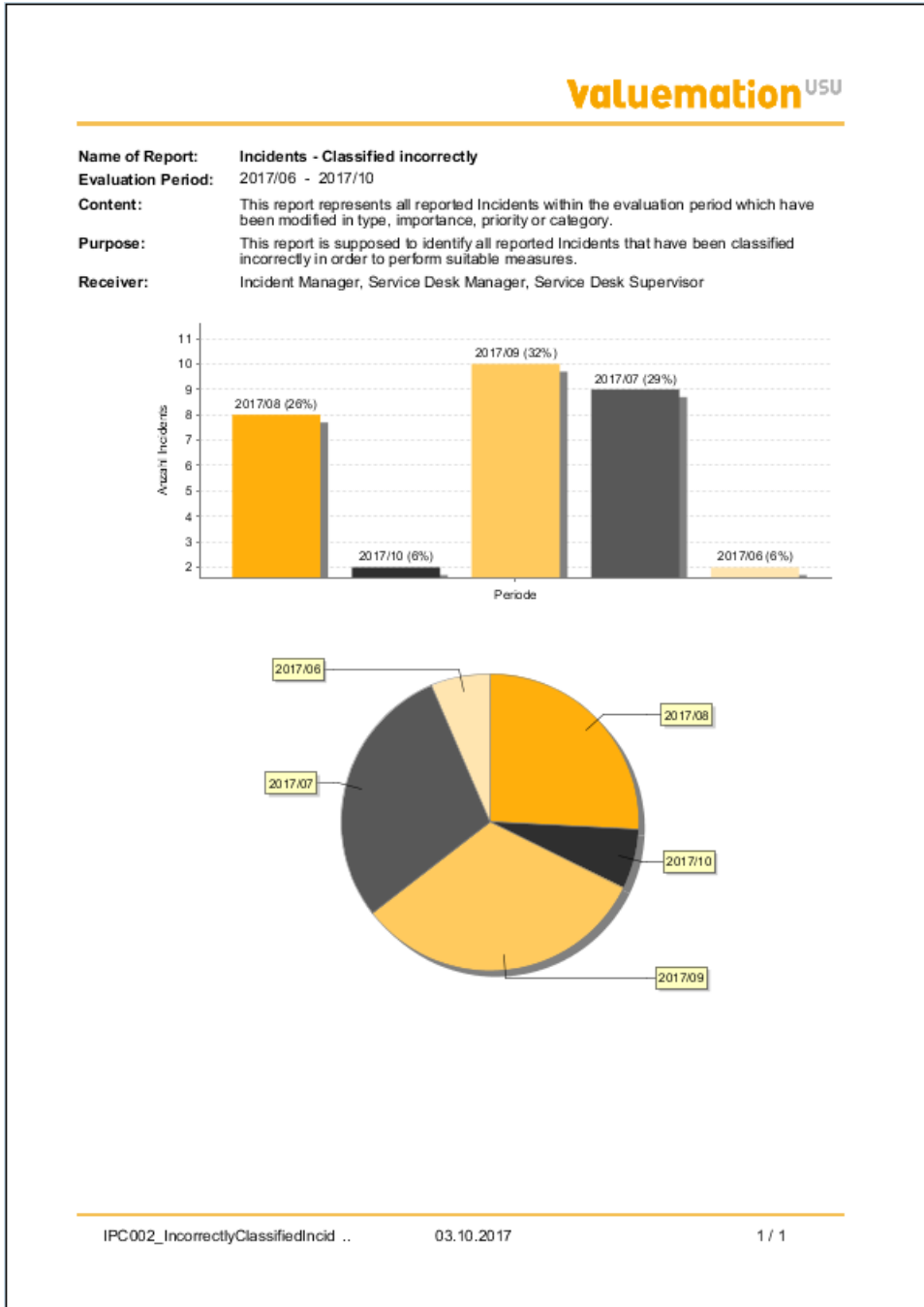
No.	Ticket Shorttext	Statement Type	Create Date	User ID	Creator Name
1	Service not available My service is not available	Information	2017-12-02 10:36:04		Rut Saftig

All Tickets
31.03.2018
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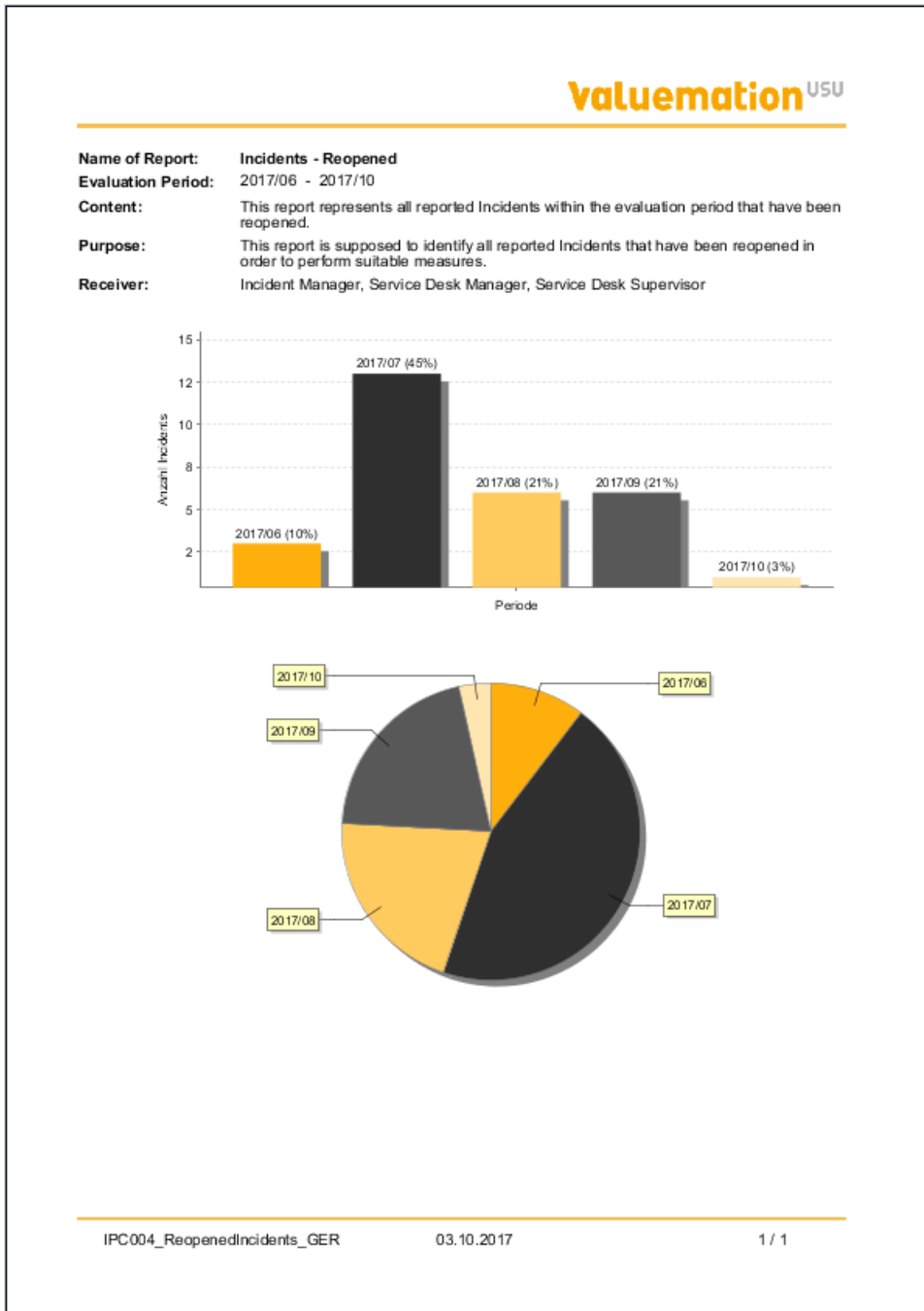
4.5.6. IPC001 Incidents grouped by Importance



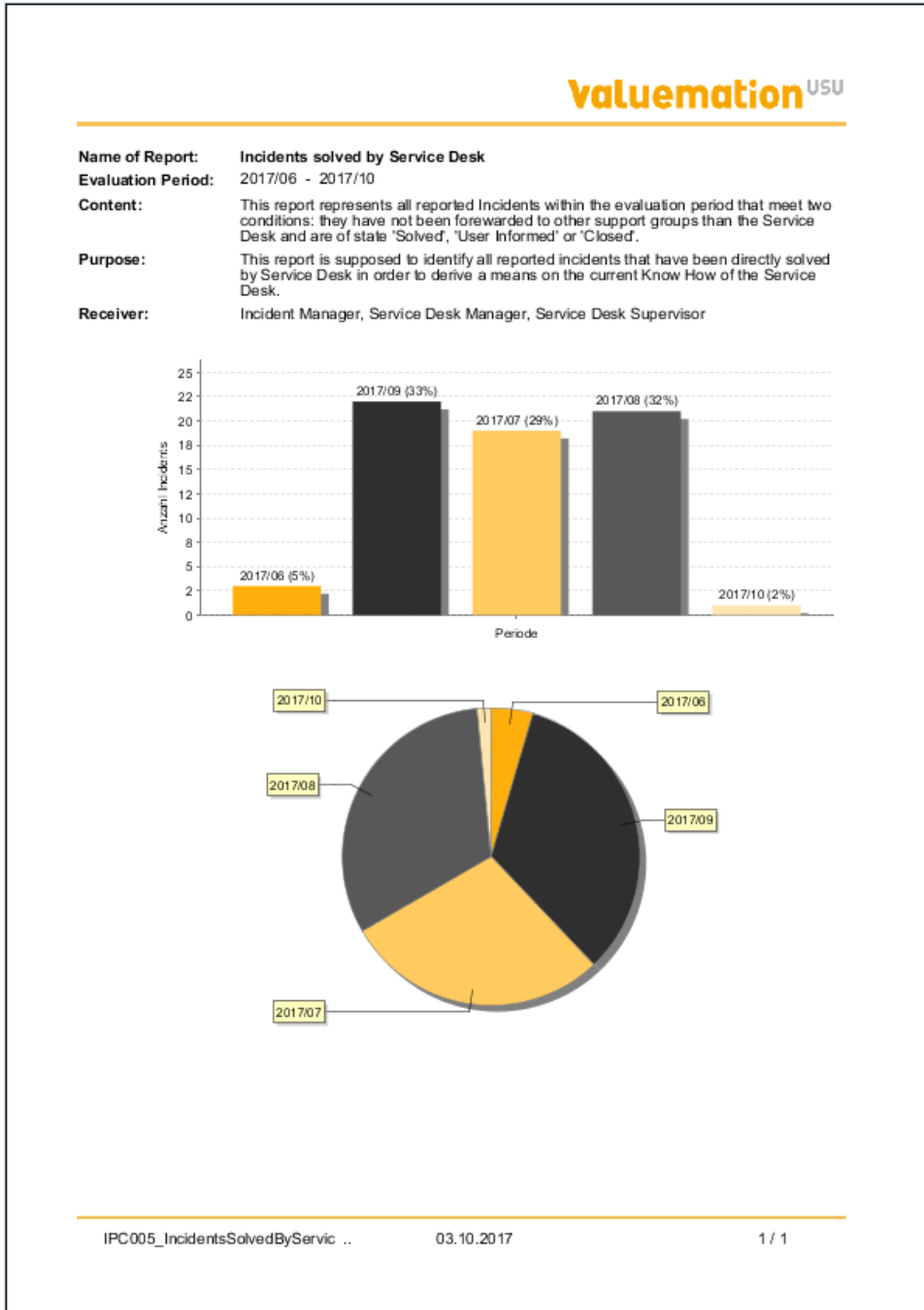
4.5.7. IPC002 Incorrectly classified Incidents



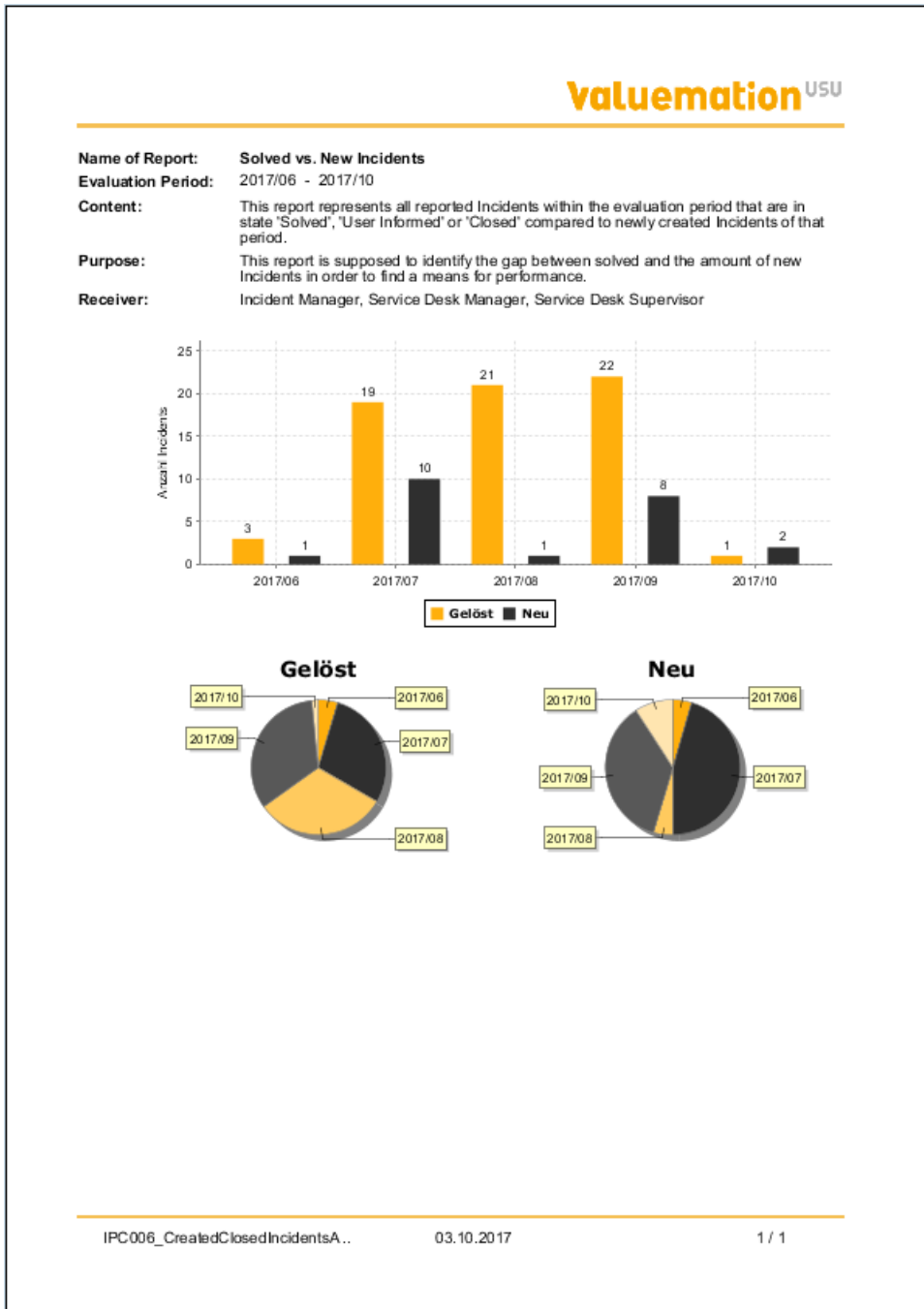
4.5.8. IPC004 Reopened Incidents



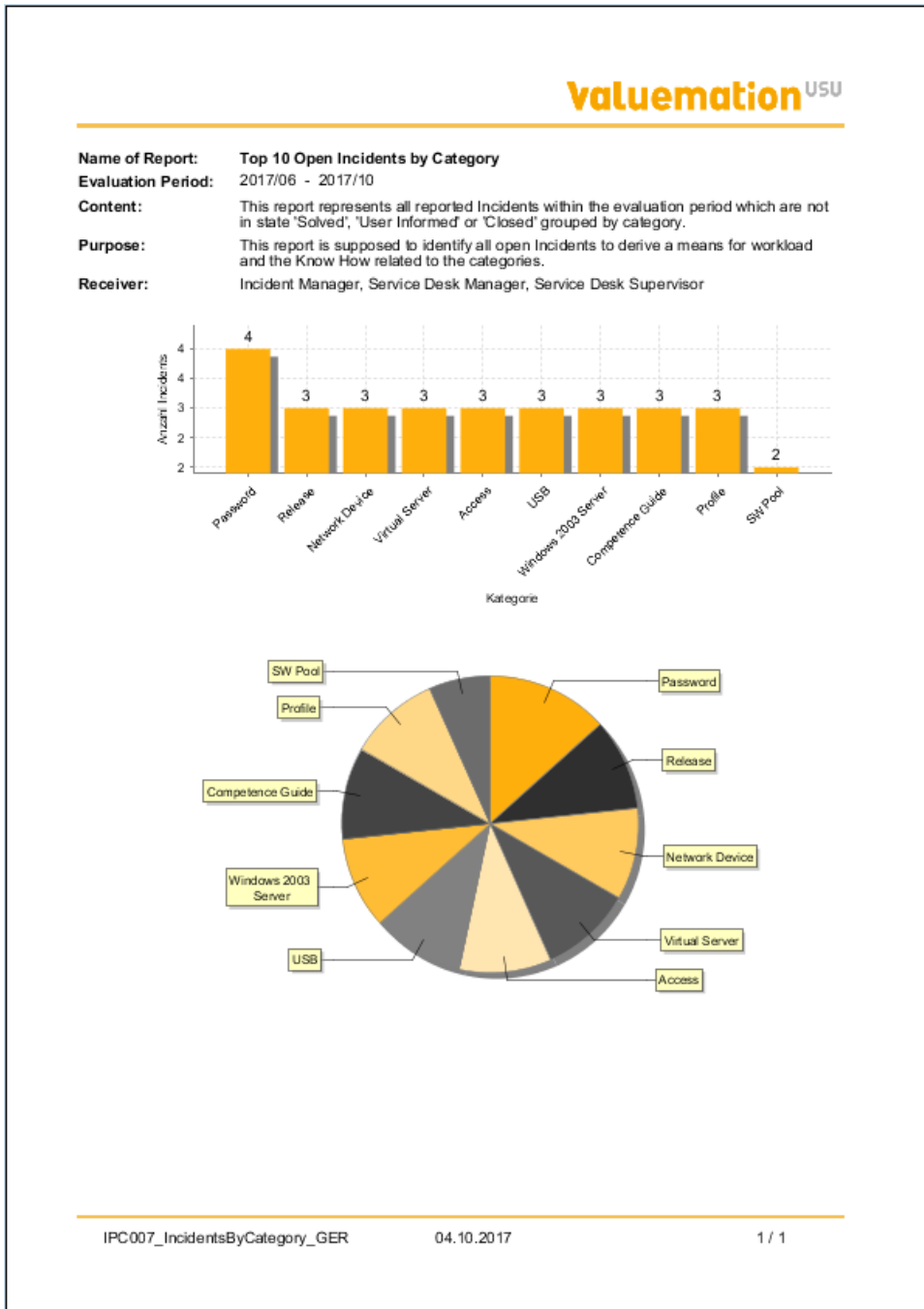
4.5.9. IPC005 Incidents solved by Service Desk



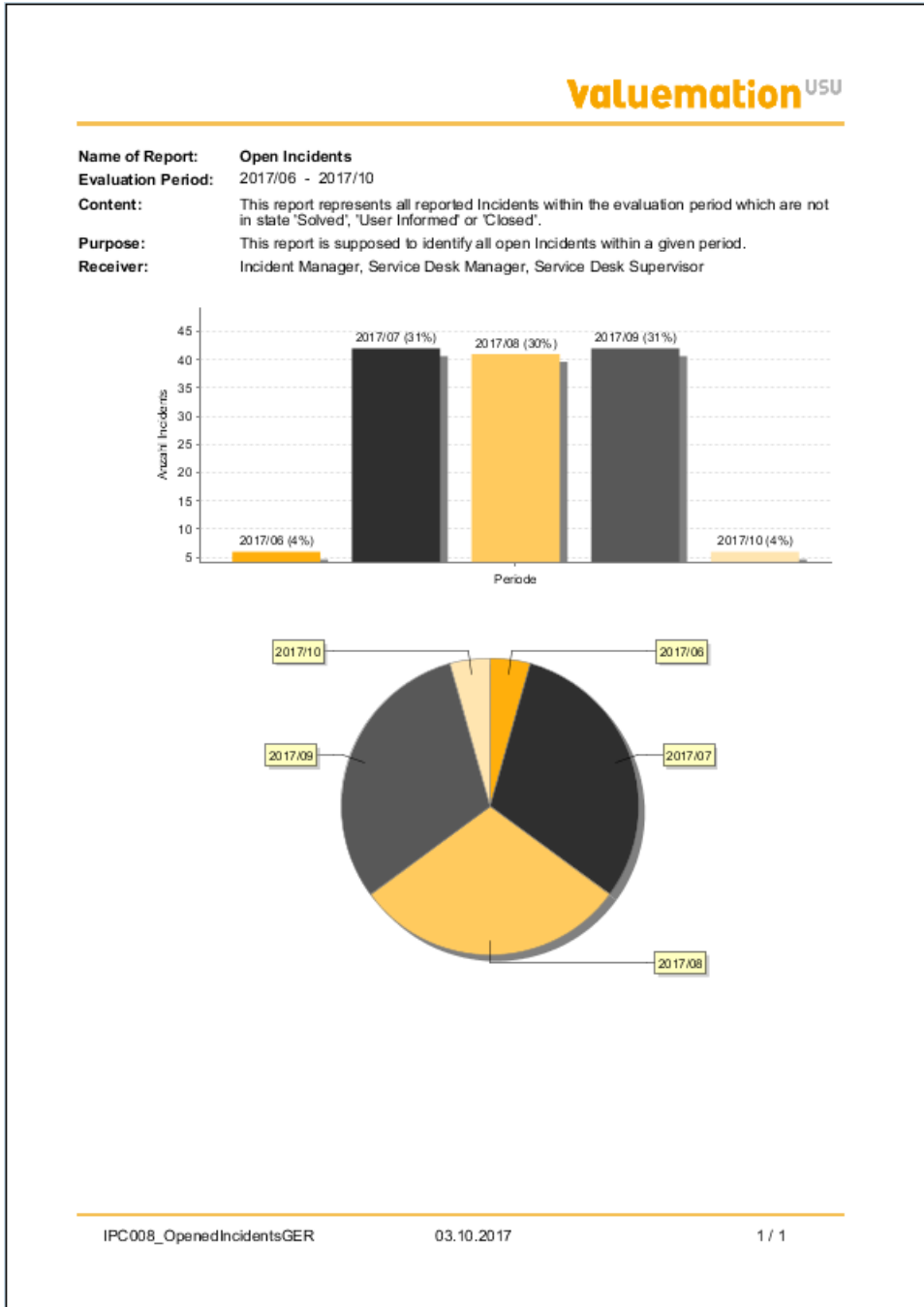
4.5.10. IPC006 Created versus Solved Incidents



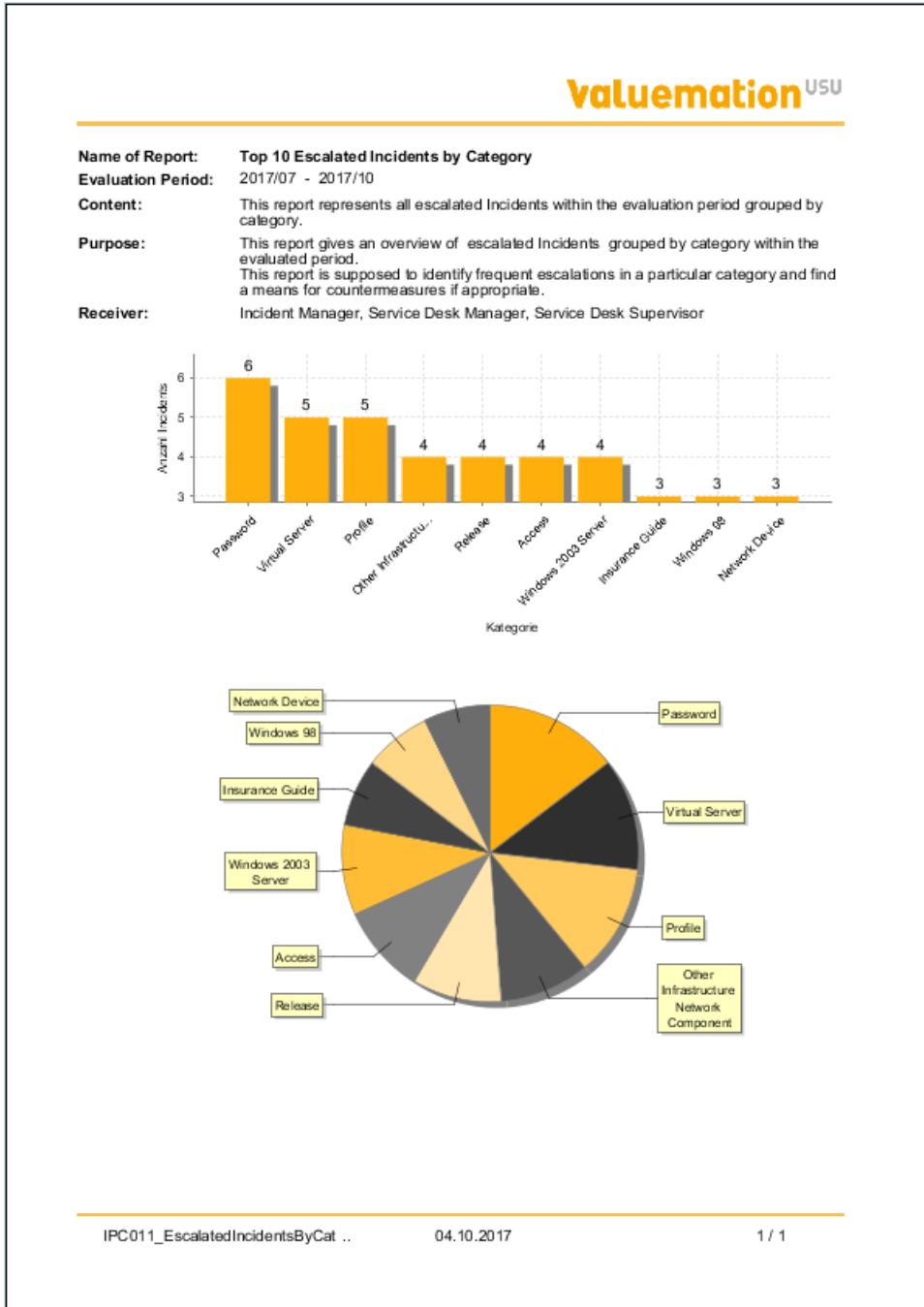
4.5.11. IPC007 Incidents by Category



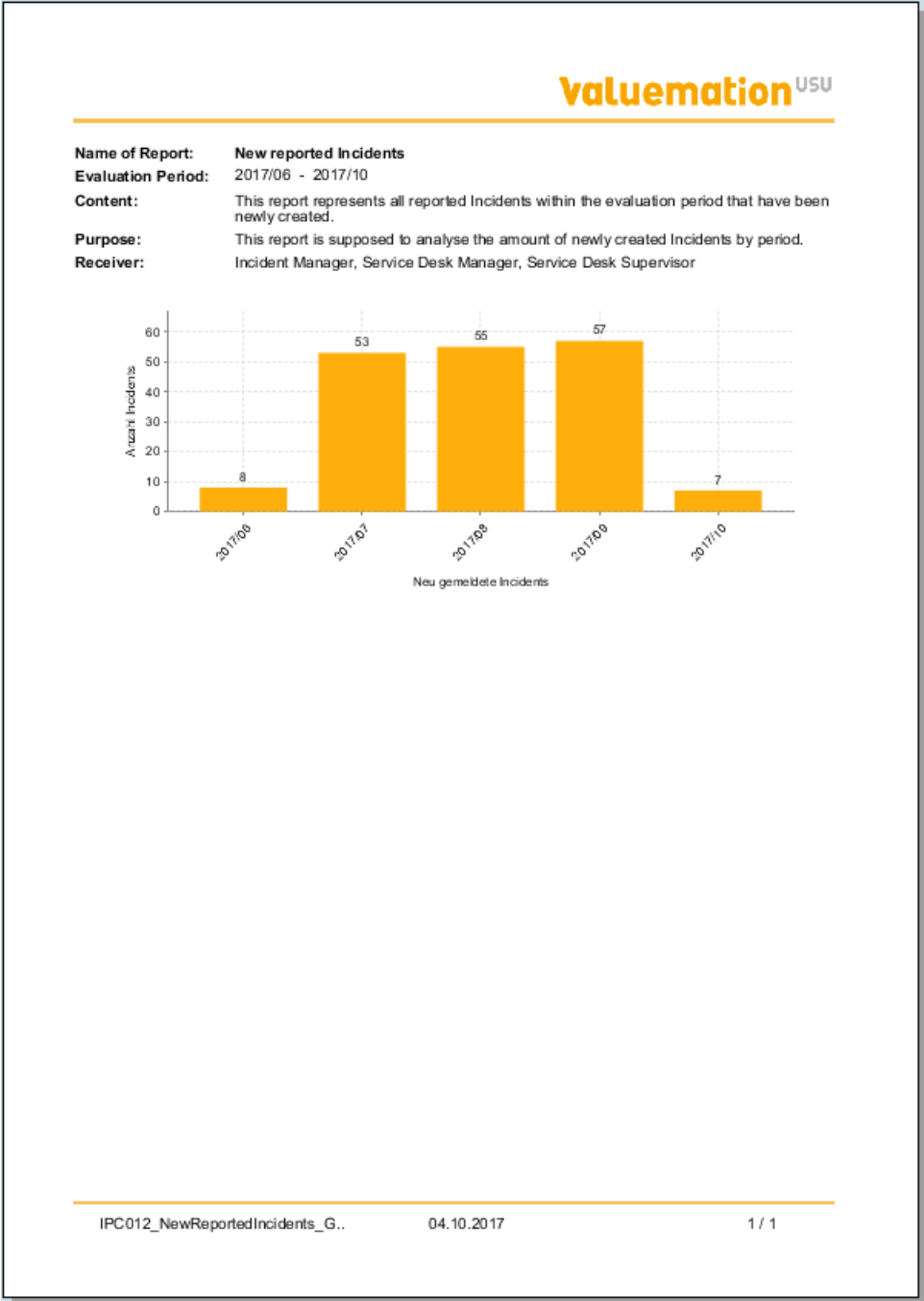
4.5.12. IPC008 Opened Incidents



4.5.13. IPC011 Escalated Incidents by Category



4.5.14. IPC012 New reported Incidents



4.5.15. IPC014 Incidents vs. Complaints


Valuemotion USU

Name of Report: Complaint Rate
Evaluation Period: 2017/06 - 2017/10
Content: This report depicts the amount of complaints compared to all reported Incidents within the evaluation period. Finally the ratio between reported Incidents to total complaints will be calculated.
Purpose: This report is supposed to derive a statement on the quality of proposed solutions.
Receiver: Incident Manager, Service Desk Manager, Service Desk Supervisor

Period	Incidents	Complaints	Complaint Rate
2017/06	9	2	22.22%
2017/07	61	17	27.87%
2017/08	62	15	24.19%
2017/09	64	11	17.19%
2017/10	7	1	14.29%
	203	46	22.66%

IPC014_IncidentsVsComplaints_G.. 03.10.2017 1 / 1

4.5.16. IPC016 First Level solution rate



Name of Report: First call resolution
Evaluation Period: 2017/06 - 2017/10
Content: This report depicts the amount of Incidents that have been solved directly to the total amount of Incidents reported. Incidents must have a time to solution of 15 minutes as a maximum and have not been forwarded to other groups than the Service Desk.
Purpose: This report is supposed to derive a statement on the Know How and the performance of the Service Desk.
Receiver: Incident Manager, Service Desk Manager, Service Desk Supervisor

Period	Amount of Incidents	Amount of First-Level Solutions	First-Level Solution Rate	Within 5 minutes	Within 10 minutes	Within 15 minutes	Over 15 minutes
2017/06	9	3	33.33%	0.00%	0.00%	0.00%	100.00%
2017/07	61	19	31.15%	78.95%	0.00%	0.00%	21.05%
2017/08	62	21	33.87%	47.62%	0.00%	0.00%	52.38%
2017/09	64	22	34.38%	63.64%	0.00%	0.00%	36.36%
2017/10	7	1	14.29%	100.00%	0.00%	0.00%	0.00%
	203	66	32.51%	60.61%	0.00%	0.00%	39.39%

IPC016_FirstLevelSolutionRate_G..
03.10.2017
1 / 1

4.5.17. IPC017 Solution time by Category

Name of Report: Min./Max. Solution Time
Evaluation Period: 2017/06 - 2017/10
Content: This report represents the minimum and the maximum as well as the average time to solution of all reported Incidents within the evaluation period. The result is grouped by category.
Purpose: This report is supposed to compare the minimal and the maximum time to solution by category.
Receiver: Incident Manager, Service Desk Manager, Service Desk Supervisor

Period: 2017/06

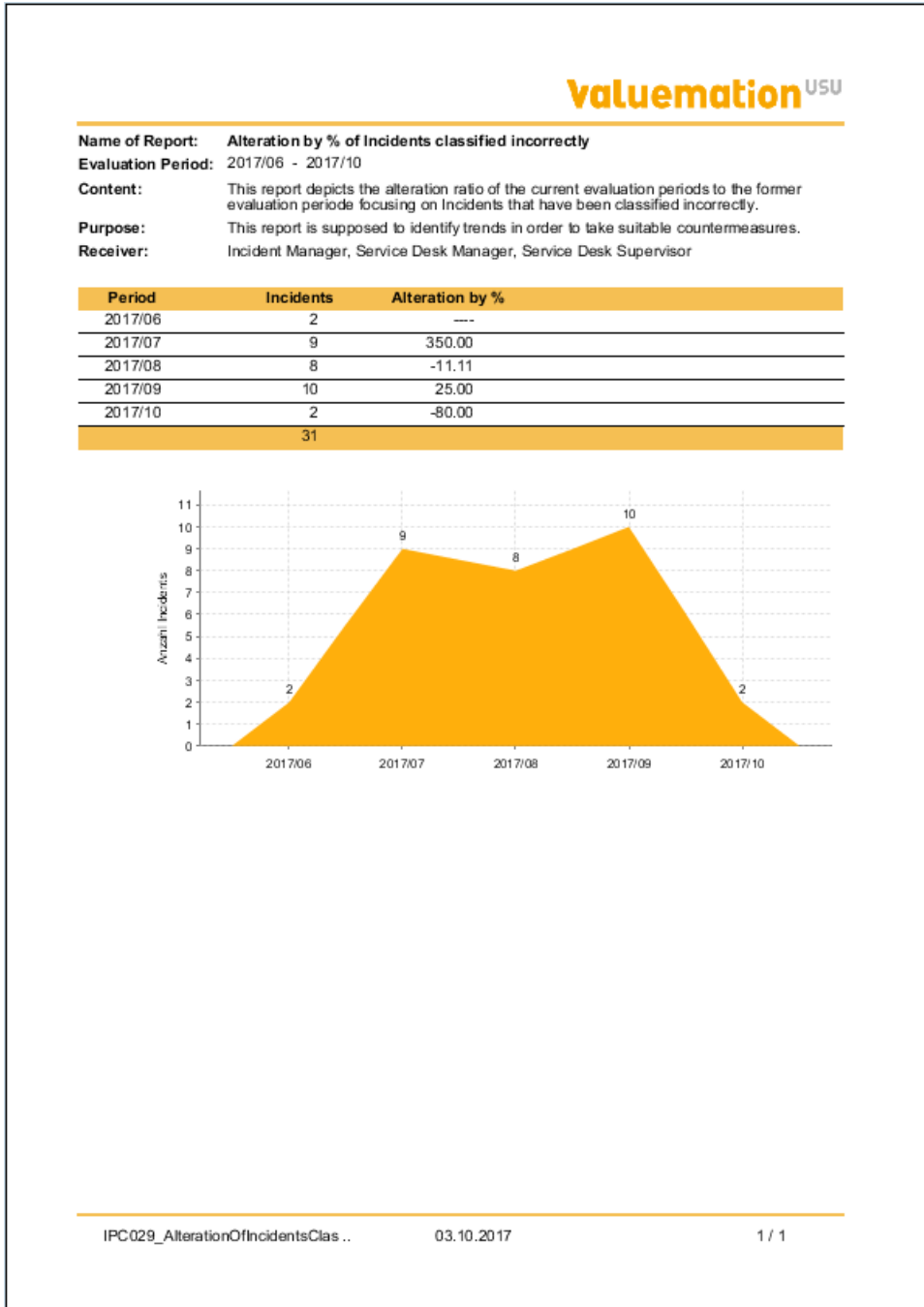
Category	Min	Max	Average
Competence Guide			
MVS	190	190	190.00
PL/1	59	190	124.50
Presentation Equipment	0	190	83.00
Server Storage Device	0	190	83.00
Stock	0	190	91.00
Telecommunication Equipment	0	190	91.00
	0	190	91.00

Period: 2017/07

Category	Min	Max	Average
Access	0	190	72.80
Access Point	0	190	72.80
CD ROM Drive	0	190	72.80
DB2-MP	0	190	72.80
Data Storage Media	0	214	96.33
Floppy Disk Drive	0	214	96.33
Fortran	0	214	96.33
Host	0	214	82.57
Host Equipment	0	214	72.25
Host Storage Device	0	214	72.25
Insurance Guide	0	214	64.22
Java Runtime	0	214	65.30
Jboss	0	480	103.00
Mac OS	0	480	94.42
Mouse	0	480	87.15
My SQL	0	480	80.93
Notebook	0	480	80.93
Operating Guide	0	480	80.93
Organizational Chart	0	480	80.93
Other Infrastructure Network Component	0	480	80.93
Other Server Application	0	480	80.93
Palm OS	0	480	80.93
Password	0	480	75.53
Phone	0	480	75.53

IPC017_SolutionTimeByCategory .. 03.10.2017 1 / 4

4.5.18. IPC029 Alteration of Incidents classified incorrectly



4.5.20. Resource summary

Tasks for resources		valuemation ^{USU}
Project: demo 2017		
Resource	Task Count	
Carrie Ann	139	
Monica Shamrock	114	
Maria Magdaleni	126	
Richard Fire	110	
Christopher Wind	111	
Project: demo 2017 - old		
Resource	Task Count	
Sara Christensen	131	
Katie Maloone	114	
Megan Ryan	112	
Oliver Stoner	100	
Jeremy Jones	143	

Tasks for resources 04.10.2017 1 / 1

4.5.21. Service Agreement

Service Agreement

valuemation^{USU}

Amazon Web Services™ Acceptable Use Policy

Last updated November 2nd, 2011

This Acceptable Use Policy (this "**Policy**") describes prohibited uses of the web services offered by Amazon Web Services LLC and its affiliates (the "**Services**") and the website located at <http://aws.amazon.com> (the "**AWS Site**"). The examples described in this Policy are not exhaustive. We may modify this Policy at any time by posting a revised version on the AWS Site. By using the Services or accessing the AWS Site, you agree to the latest version of this Policy. If you violate the Policy or authorize or help others to do so, we may suspend or terminate your use of the Services.

1. No Illegal, Harmful, or Offensive Use or Content

You may not use, or encourage, promote, facilitate or instruct others to use, the Services or AWS Site for any illegal, harmful or offensive use, or to transmit, store, display, distribute or otherwise make available content that is illegal, harmful, or offensive. Prohibited activities or content include:

Illegal Activities. Any illegal activities, including advertising, transmitting, or otherwise making available gambling sites or services or disseminating, promoting or facilitating child pornography.

Harmful or Fraudulent Activities. Activities that may be harmful to others, our operations or reputation, including offering or disseminating fraudulent goods, services, schemes, or promotions (e.g., make-money-fast schemes, ponzi and pyramid schemes, phishing, or pharming), or engaging in other deceptive practices.

Infringing Content. Content that infringes or misappropriates the intellectual property or proprietary rights of others.

Offensive Content. Content that is defamatory, obscene, abusive, invasive of privacy, or otherwise objectionable, including content that constitutes child pornography, relates to bestiality, or depicts non-consensual sex acts.

Harmful Content. Content or other computer technology that may damage, interfere with, surreptitiously intercept, or expropriate any system, program, or data, including viruses, Trojan horses, worms, time bombs, or cancelbots.

2. No Security Violations

You may not use the Services to violate the security or integrity of any network, computer or communications system, software application, or network or computing device (each, a "System"). Prohibited activities include:

Unauthorized Access. Accessing or using any System without permission, including attempting to probe, scan, or test the vulnerability of a System or to breach any security or authentication measures used by a System.

Interception. Monitoring of data or traffic on a System without permission.

Falsification of Origin. Forging TCP-IP packet headers, e-mail headers, or any part of a message describing its origin or route. This prohibition does not include the use of aliases or anonymous remailers.

4.5.22. Service Catalog

Service Catalog

Valuation^{USU}

SLA - Business Service

A Business Service is the customer facing side of the service model.

Base Level Service

Service Template: Valuation SaaS

Service Template	true
Service Type	Base Level Service
Service Class	SLA - Business Service
Status	Approved
Valid From	2017-01-01
Valid To	2100-01-01

Service Consumer Benefits

A service is taken as a set of benefits which is rendered to an authorized Service Consumer every time he triggers one. As a consequence, first of all the respective Service Consumer Benefits must be captured and specified in the correspondent service attribute 01. It is specified by clearly and concisely paraphrasing the service-specific benefits in free text statements. There is always one indispensable primary benefit which must be effectuated in every case for rendering the triggered service at all. For an e-mail service, this indispensable benefit comprises the delivery of one copy each of the original e-mail with all attachments to the e-mailbox of each intended addressee. Additionally, there are secondary, ternary and, where applicable, quarterly benefits which must be rendered, too, for ensuring the delivery of the primary benefits, e.g. antivirus services for an e-mail service. Generally, up to 10 benefits are sufficient for clearly and completely specifying the required Service Consumer Benefits.

Service Description

Service providing **ITSM suite** containing:
 - Valuation application
 - Data Integration
 - Helpdesk 24x7

Support Package

Support Package for external customers

Business Process Support

Business Process Support Services support the business customer in executing their specific business processes.

Service Template: SAP HR

SAP HR service including Helpdesk, dedicated Server and Database etc.

Service Template	true
Service Type	Business Process Support
Service Class	SLA - Business Service
Status	Approved
Valid From	2012-04-04
Valid To	2100-01-01

4.5.23. Service Specification ITIL

Service Specification



Service Template: Email Service

Service providing email capabilities (sending and receiving emails). Both hardware and software platform are included in this service.

Service Template	true
Service Type	Information Sharing
Service Class	Business Service
Status	Draft
Valid From	2012-04-04
Valid To	2100-01-01

Responsibilities

Service Architect	Razo Brenda	New York	658/4471-419	BRazo@usu..
Service Architect	Bronson Fletcher	Allanta	502/4085-797	FBronson@ ..
Service Level Manager	Quirk Rita	Buffalo	561/3983-468	RQuirk@us ..
Service Level Manager	Townes Ward	Washington DC	523/3906-991	WTownes@ ..
	Wells Cecelia	Boston	909/7092-565	CWells@us ..

Service Structure

Email Service

Mail Application Service

- Exchange Server
- Managed Windows Server
 - Administrator
 - Windows Server Operating System
 - x64 based Server
- Managed messaging Platform
 - Anti Spam Service
 - Email gateway
 - Email gateway software license
 - Managed Windows Server

User Helpdesk for Mail Applications

- Help Desk Agent
- ITSM Application
 - Managed Windows Server
 - Oracle Database
 - Valuation ITSM-Suite

User Helpdesk

- Help Desk Agent
- ITSM Application
 - Managed Windows Server
 - Administrator
 - Windows Server Operating System
 - x64 based Server
 - Oracle Database
 - Managed Windows Server
 - SAN Storage
 - Valuation ITSM-Suite

4.5.24. Service Specification

Service Specification

Valuation^{USU}

Service Template: Email Service

Service Template	true
Service Type	Information Sharing
Service Class	SLA - Business Service
Status	Draft
Valid From	2012-04-04
Valid To	2100-01-01

Service Delivering Price

After having specified the quality of the respective ICT-based Business Support Service by means of the service attributes 01 to 11, the Service Delivering Price will be determined in the correspondent service attribute 12. Basically, this price is related to the Service Delivery Unit specified in service attribute 11, e.g. to a terminally rendered e-mail service. The Service Delivering Price is subdivided into:

- the service access price which is a fixed price per authorized service consumer and per reference period for being connected to and/or integrated into the servicescape and/or for having the option to trigger commissioned services as needed; for an e-mail service the service access price may amount to 60 Euro per authorized service consumer and calendar year for being allowed triggering e-mail services. The service access price covers establishing and maintaining the e-mail account as well as as-signing the agreed amount of e-mail store capacity to the service consumer,
- the service consumption price which is referred to the Service Delivery Unit specified in service attribute 11. The Service Delivering Price may be determined based on one of the following basic pricing models
 - 1) flat rate-based price, which allows an authorized Service Consumer triggering and consuming any service volume in the reference period, e.g. 250 Euro per authorized Service Consumer and calendar year for triggering and consuming any number of e-mail services
 - 2) volume-based price, which allows an authorized Service Consumer triggering and consuming staggered service volumes with different prices, e.g. 50 Euro for the first 1.000 consumed e-mail services, 20 Euro for the next 500 consumed e-mail services, etc.
 - 3) unit-based price which will be charged per consumed Service Delivery Unit, e.g. 0.55 Euro per consumed e-mail service.

Outage cost per time

The outage costs per time

Outage cost per day

Service Consumer Benefits

A service is taken as a set of benefits which is rendered to an authorized Service Consumer every time he triggers one. As a consequence, first of all the respective Service Consumer Benefits must be captured and specified in the correspondent service attribute 01. It is specified by clearly and concisely paraphrasing the service-specific benefits in free text statements. There is always one indispensable primary benefit which must be effectuated in every case for rendering the triggered service at all. For an e-mail service, this indispensable benefit comprises the delivery of one copy each of the original e-mail with all attachments to the e-mailbox of each intended addressee. Additionally, there are secondary, ternary and, where applicable, quarterly benefits which must be rendered, too, for ensuring the delivery of the primary benefits, e.g. antivirus services for an e-mail service. Generally, up to 10 benefits are sufficient for clearly and completely specifying the required Service Consumer Benefits.

Service Description

Service providing **email capabilities** (no option).

4.5.25. Supplier Review Meeting

Supplier	Demo Business Partner	182						
Name	Demo Business Partner							
Address	Karl-Liebknecht-Str. 100 10178 Berlin DE	Last Evaluation: 72.73						
Homepage								
Contact	Gordon, Thomas 01805 - 01 29 71	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #333; color: white;"> <th colspan="2">Categories/Service Business</th> </tr> <tr style="background-color: #ccc;"> <th>Name</th> <th>Fitness</th> </tr> </thead> <tbody> <tr> <td>Facilities Engineering</td> <td style="text-align: center;">1</td> </tr> </tbody> </table>	Categories/Service Business		Name	Fitness	Facilities Engineering	1
Categories/Service Business								
Name	Fitness							
Facilities Engineering	1							
Status	BP_ACT							
Graduation	C							

Contact Persons			
Name	Role	Email	
Mr. Anthony Smith	PDR-1100000 Contract Contact	Anthony.Smith@deer-co.com	
Mr. Andreas Sprecher	PHI-1200000 Employee (business partner)	Andreas.Sprecher@hirsch-a..	
Mr. Reference Supplier Reader	REF-SUR-000 Employee (business partner)	sur-reference@usu.de	
Mrs. Reference Supplier Manager	REF-SUM-000 Supplier Relationship Manager	sum-reference@usu.de	

Evaluations				
	Period	Period	Period	Period
	13.08.2015	12.02.2015	07.08.2014	03.02.2014
	13.02.2016	12.08.2015	07.02.2015	03.08.2014
Commitment	80.00	80.00	80.00	80.00
Cooperation/Teamwork	80.00	80.00	60.00	80.00
Delivery Reliability	60.00	100.00	80.00	100.00
Price	80.00	60.00	80.00	60.00
ProblemSupport	80.00	60.00	60.00	80.00
Professional Competency	60.00	80.00	60.00	100.00
Quality of Invoicing	60.00	80.00	80.00	80.00
Quality of Service	60.00	80.00	60.00	100.00
Response Time on Request	80.00	100.00	80.00	100.00
Williness to Negotiate	80.00	100.00	60.00	60.00
Total	72.73	81.82	69.09	85.45

Target Measures					
Planned Date	Activated Date	Target Measure	Type	Status	Person Responsible
24/05/2016	21/08/2017	Rechnungsüberprüfung mit Rechnungswesen und Hr. Schuch	ServiceReview	ACT	Mr. Michael Anstatt

Observations			
Date Created	Observation(Name)	Type	Eval.Input Competency
13/01/2016	Modulnachkauf	General	ST-004

Supplier review meeting	04.10.2017	6 / 23
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4.5.26. Suppliers Overview-Activity to be done

Valuemat ^{USU}				
Activity to be done	Supplier Name	Supplier No.	Graduation	Contact Person
	SystemX Supplies	00001	A – High Impact	Silvester Harris
	SystemX Supplies	00001	A – High Impact	Silvester Harris
	SystemX Supplies	00001	A – High Impact	Silvester Harris
	SystemX Supplies	00001	A – High Impact	Silvester Harris
	SystemX Supplies	00001	A – High Impact	Silvester Harris
	SystemX Supplies	00001	A – High Impact	Silvester Harris
Finish evaluation	SystemX Supplies	00001	A – High Impact	Silvester Harris
	SystemX Supplies	00001	A – High Impact	Silvester Harris
	SystemX Supplies	00001	A – High Impact	Silvester Harris
	SystemX Supplies	00001	A – High Impact	Silvester Harris
	SystemX Supplies	00001	A – High Impact	Silvester Harris
	SystemX Supplies	00001	A – High Impact	Silvester Harris
Finish evaluation	SystemX Supplies	00001	A – High Impact	Silvester Harris
	Demo Business Partner	Demo Business Partner	C – Low Impact	Gordon, Thomas
	Demo Business Partner	Demo Business Partner	C – Low Impact	Gordon, Thomas
	Demo Business Partner	Demo Business Partner	C – Low Impact	Gordon, Thomas
	Demo Business Partner	Demo Business Partner	C – Low Impact	Gordon, Thomas
	PC Doctors	PC Doctors	B – Medium Impact	
	PC Doctors	PC Doctors	B – Medium Impact	
	PC Doctors	PC Doctors	B – Medium Impact	
	PC Doctors	PC Doctors	B – Medium Impact	
	PC Doctors	PC Doctors	B – Medium Impact	
	PC Doctors	PC Doctors	B – Medium Impact	
	PC Doctors	PC Doctors	B – Medium Impact	

Suppliers Overview-Activity to be done 04.10.2017 1 / 5

4.5.27. Suppliers Overview-Status

Valuemotion ^{USU}					
Status	Supplier Name	City	Graduation	Categories/Service Business	Valid From
BP_ACT	Demo Business Partner	Berlin	C – Low Impact	Facilities Engineering	01.01.2004
	PC Doctors	Karlsruhe	B – Medium Impact	Service	01.01.2004
	SoftPurchase GmbH	Idstein	A – High Impact	IT Software Services	16.08.1994
	Software Trading München	München	C – Low Impact	IT Software Services	20.06.1996
	Software Trading München	München	C – Low Impact	Communication Services	20.06.1996
	SoftwareDelivery Agency, Inc.	Agency	B – Medium Impact	IT Software Services	09.12.2002
	SystemX Supplies	Hamville	A – High Impact	IT Software Services	04.05.1989
	SystemX Supplies	Hamville	A – High Impact	Service	04.05.1989
	T.S. Bohemia s.r.o.	Olomouc	B – Medium Impact	Facilities Engineering	04.05.1989
	USU	Möglingen	A – High Impact	IT Software Services	01.01.2010
USU	Möglingen	A – High Impact	IT Consulting	01.01.2010	
BP_CRE	H&E software	Berlin	A – High Impact	IT Software Services	24.03.2016
	H&E software	Berlin	A – High Impact	Sales	24.03.2016
BP_POT	Brazing Service, Inc.	Cleveland	A – High Impact	IT Software Services	24.03.2016

Suppliers Overview-Status

04.10.2017

1 / 1

5. Software Asset Management

5.1. Availability of standard reports and dashboards

Available standard reports and dashboards are based on your USU solutions. Only if a certain solution of the USU portfolio (e.g. USU Knowledge Management) is part of your contract, source data will be available for processing. Therefore analyses, dashboards and reports are applicable only for licensed solutions.

5.2. Predefined Dimensions and Measures

5.2.1. Device Analysis

Type	Name	Hierarchy
Measure	% empty 'CPU cores (overall)'	
Measure	% empty 'CPU type'	
Measure	% empty 'Installed CPUs'	
Measure	% of devices with raw data ARP	
Measure	% of devices with raw data MSI	
Measure	% of devices with raw data file	
Measure	% of devices with raw data generic	
Measure	% of devices with raw data tag	
Measure	CPU cores (limited)	
Measure	CPU cores (overall)	
Measure	CPU sockets	
Measure	Empty 'CPU cores (overall)'	
Measure	Empty 'CPU type'	
Measure	Empty 'Installed CPUs'	
Measure	Installed CPUs	
Measure	Quantity	
Measure	Raw data ARP count	
Measure	Raw data MSI count	
Measure	Raw data file count	
Measure	Raw data generic count	
Measure	Raw data tag count	
Dimension	CPU type (device class)	<ul style="list-style-type: none"> • CPU type (device class)
Dimension	CPU type (device)	<ul style="list-style-type: none"> • CPU type (device)
Dimension	Cost center (usages by cost center)	<ul style="list-style-type: none"> • Division • Company • Cost center (usages by cost center)
Dimension	Data source (device)	<ul style="list-style-type: none"> • Data source (device) • Data source ID (device)
Dimension	Date generated	<ul style="list-style-type: none"> • Date generated - year • Date generated - month • Date generated - day
Dimension	Date generated - week	<ul style="list-style-type: none"> • Date generated - week • Date generated - day

Type	Name	Hierarchy
Dimension	Device (installation)	<ul style="list-style-type: none"> • Device model • Device
Dimension	Device class	<ul style="list-style-type: none"> • Device class - manufacturer • Device class - series • Device class - model • Device class • Device class - CPU sockets • Device class - installed CPUs • Device class - threads • Device class - RAM (MB) • Device class - storage (GB)
Dimension	Device management system	<ul style="list-style-type: none"> • Device management system
Dimension	Device purpose	<ul style="list-style-type: none"> • Device purpose
Dimension	Device status	<ul style="list-style-type: none"> • Device status
Dimension	Device type (device class)	<ul style="list-style-type: none"> • Device type (device class)
Dimension	Device type (device)	<ul style="list-style-type: none"> • Device type (device)
Dimension	Device type (provider)	<ul style="list-style-type: none"> • Cloud provider type • Device type (provider)
Dimension	Domain	<ul style="list-style-type: none"> • Domain
Dimension	Location (device)	<ul style="list-style-type: none"> • Region • Country • State • City • Name (location)
Dimension	Operating system (device)	<ul style="list-style-type: none"> • Operating system
Dimension	Operating system type (device)	<ul style="list-style-type: none"> • Operating system type
Dimension	Provider (of device type)	<ul style="list-style-type: none"> • Provider
Dimension	Reporting structure	<ul style="list-style-type: none"> • Reporting structure
Dimension	User (usages by account)	<ul style="list-style-type: none"> • User

5.2.2. Import Quality

Type	Name	Hierarchy
Measure	Actions	
Measure	Deleted	
Measure	Error (invalid action)	
Measure	Errors	
Measure	Errors (Delete)	
Measure	Errors (Insert)	
Measure	Errors (Update Import-ID)	
Measure	Errors (Update)	
Measure	Errors (different)	
Measure	Ignored Insert	
Measure	Inserted	
Measure	Process Duration	
Measure	Records	
Measure	Set Import-ID	
Measure	Step Duration	
Measure	Unaltered	
Measure	Updated	

Type	Name	Hierarchy
Dimension	Access Type	• Access Type
Dimension	IPP	• IPP
Dimension	Import Feed	• Import Feed
Dimension	Process Start	• Year • Month • Day
Dimension	Process file	• Process File
Dimension	Step	• Step
Dimension	Step Start	• Year • Month • Day
Dimension	Table	• Table
Dimension	Week (dateProcStart.datePsWeek)	• Week
Dimension	Week (dateStepStart.dateStsWeek)	• Week

5.2.3. Provider Expenditures

Type	Name	Hierarchy
Measure	Consumption (average)	
Measure	Consumption (largest)	
Measure	Consumption (smallest)	
Measure	Consumption (total)	
Measure	Cost	
Measure	Number of expenditures	
Measure	Unit price (calculated)	
Measure	Unit price (list)	
Dimension	Account	• Account
Dimension	Currency	• Currency
Dimension	Data source	• Data source (key)
Dimension	Date updated (month-based)	• Updated - year • Updated - month • Updated - day
Dimension	Date updated (week-based)	• Updated - year • Updated - week • Updated - day
Dimension	Expenditure category	• Expenditure category
Dimension	Expenditure date (month-based)	• Expenditure - year • Expenditure - month • Expenditure - day
Dimension	Expenditure date (week-based)	• Expenditure - year • Expenditure - week • Expenditure - day
Dimension	Expenditure unit	• Expenditure unit
Dimension	Organisation structure	• Org - division • Org - company • Org - cost center
Dimension	Provider (of device type)	• Provider
Dimension	Provider device	• Provider device
Dimension	Provider location	• Provider location

Type	Name	Hierarchy
Dimension	Resource	<ul style="list-style-type: none"> Resource group Resource
Dimension	Service	<ul style="list-style-type: none"> Service
Dimension	Service category	<ul style="list-style-type: none"> Service category type Service category

5.3. General

5.3.1. Balance value over & under

Compliance balance over & under

Balance over value

> No Filters Rows: 59 out of 265 Cols: 30 Actions

		Date generated - day													
		2019-04-28		2019-05-26		2019-06-30		2019-07-28		2019-08-18		2019-10-01		Single	
Manufacturer	Product family	Single balance (overlicensing)	Delta	Single balance (overlicensing)	Delta	Single balance (overlicensing)	Delta	Single balance (overlicensing)	Delta	Single balance (overlicensing)	Delta	Single balance (overlicensing)	Delta	over	
3T Software Labs	MongoChef	-	-	-	-	-	-	-	-	-	-	-	-	0	
A/N Media Technologies	Easy Video Cutter	-	-	-	-	-	-	-	-	-	-	-	-	0	
Abbyy	Finereader	121,836	121,836	121,836	0	121,761	-75	121,761	0	121,761	0	121,761	0	0	
Abyssmedia	Quick Batch File Compiler	-	-	-	-	-	-	-	-	-	-	-	-	-	
Add-in Express	Ultimate Suite for Excel	-	-	-	-	-	-	-	-	-	-	-	-	0	
Adersoft	VbsEdit	-	-	-	-	-	-	-	-	-	-	-	-	-	
	Acrobat	0	0	0	0	0	0	0	0	0	0	0	0	-0	
	Audition	-	-	-	-	-	-	-	-	-	-	-	-	-	
	Captivate	-	-	-	-	-	-	-	-	-	-	-	-	-	
	ColdFusion	0	0	0	0	0	0	0	0	0	0	0	0	-0	

Balance under value

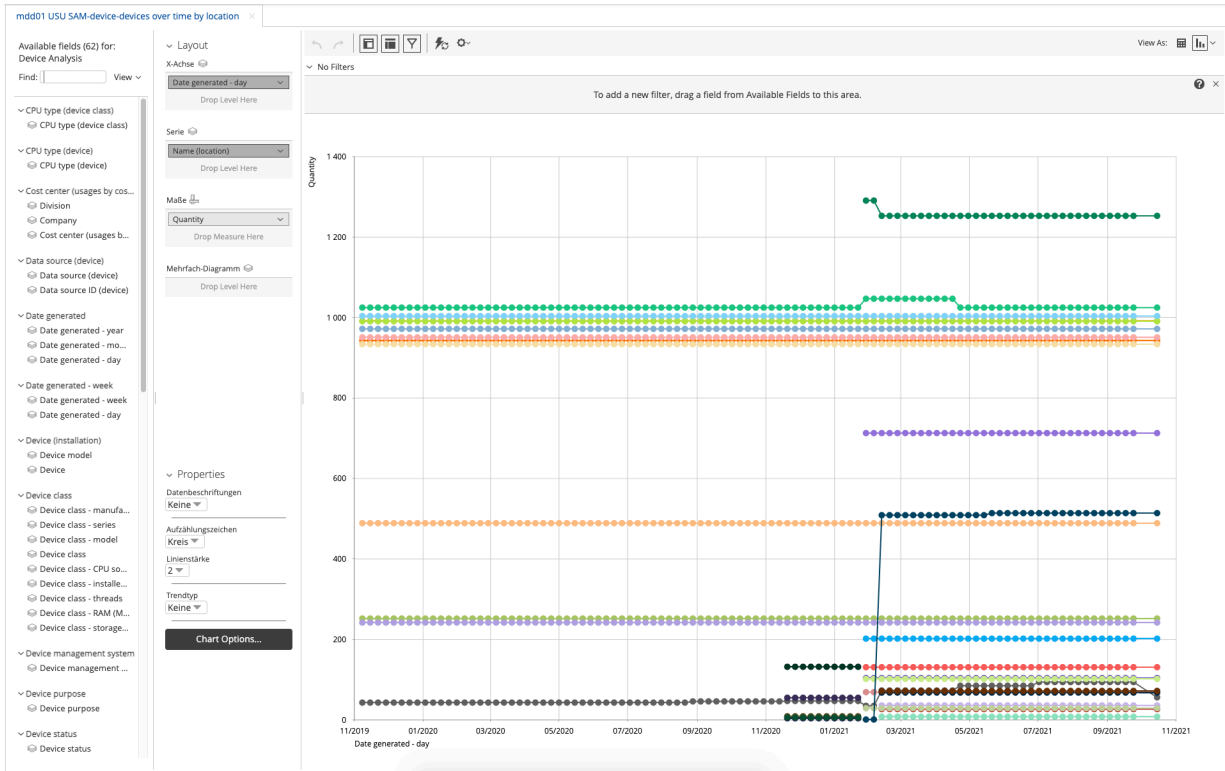
> No Filters Rows: 59 out of 265 Cols: 30 Actions

		Date generated - day													
		2019-04-28		2019-05-26		2019-06-30		2019-07-28		2019-08-18		2019-10-01		Single	
Manufacturer	Product family	Single balance (underlicensing)	Delta	Single balance (underlicensing)	Delta	Single balance (underlicensing)	Delta	Single balance (underlicensing)	Delta	Single balance (underlicensing)	Delta	Single balance (underlicensing)	Delta	unde	
3T Software Labs	MongoChef	-	-	-	-	-	-	-	-	-	-	-	-	-1	
A/N Media Technologies	Easy Video Cutter	-	-	-	-	-	-	-	-	-	-	-	-	-1	
Abbyy	Finereader	-31,853	-31,853	-31,853	0	-31,853	0	-31,853	0	-31,853	0	-31,853	0	-1	
Abyssmedia	Quick Batch File Compiler	-	-	-	-	-	-	-	-	-	-	-	-	-	
Add-in Express	Ultimate Suite for Excel	-	-	-	-	-	-	-	-	-	-	-	-	-1	
Adersoft	VbsEdit	-	-	-	-	-	-	-	-	-	-	-	-	-	
	Acrobat	-28	-28	-28	0	-28	0	-28	0	-28	0	-28	0	28	
	Audition	-	-	-	-	-	-	-	-	-	-	-	-	-	
	Captivate	-	-	-	-	-	-	-	-	-	-	-	-	-	
	ColdFusion	-2	-2	-2	0	-2	0	-2	0	-2	0	-2	0	2	

Name	Description
Name:	USU SAM-dashboard-balance value over & under
Description:	Shows two reports "USU SAM-compliance group-balance over value per manufacturer over time" and "USU SAM-compliance group-balance under value per manufacturer over time" beneath each other.
Path:	/public/Catalog Software Asset Management/Master Catalog SAM/SAM Analytics (by topic)/General Dashboards
Type:	Dashboard

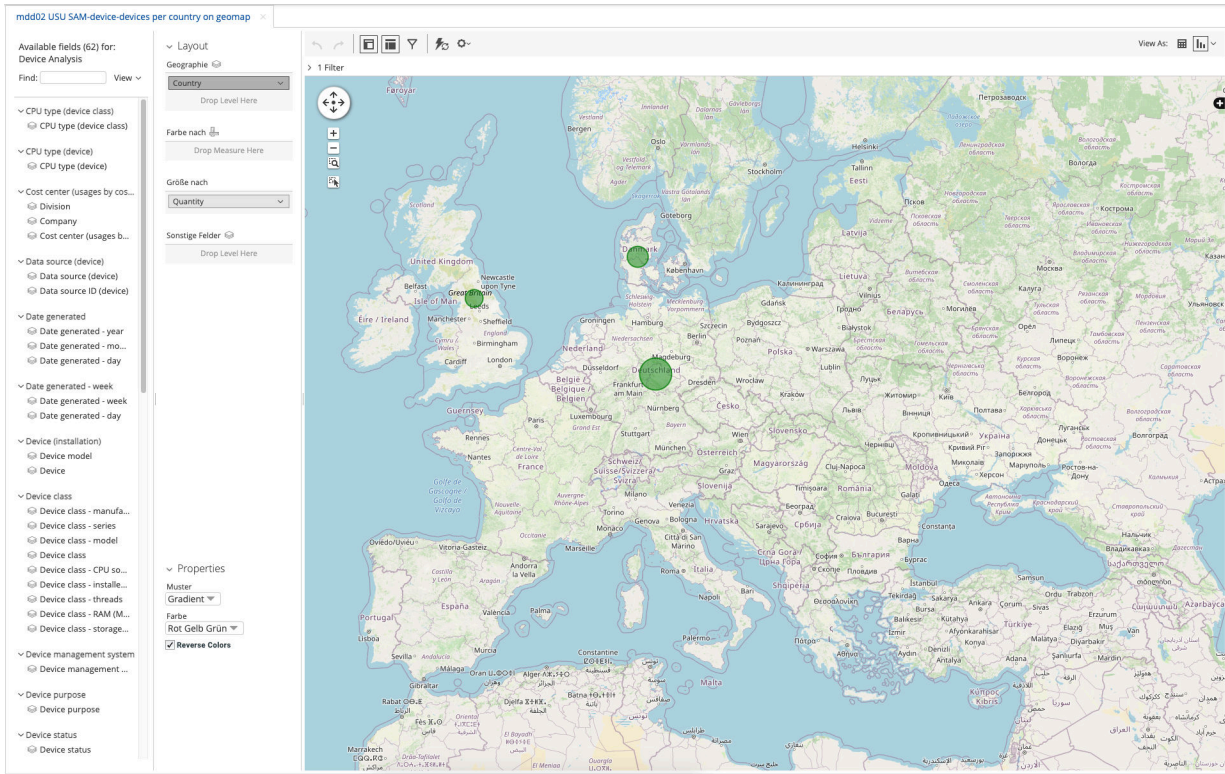
5.4. Master Data

5.4.1. Devices over time by location



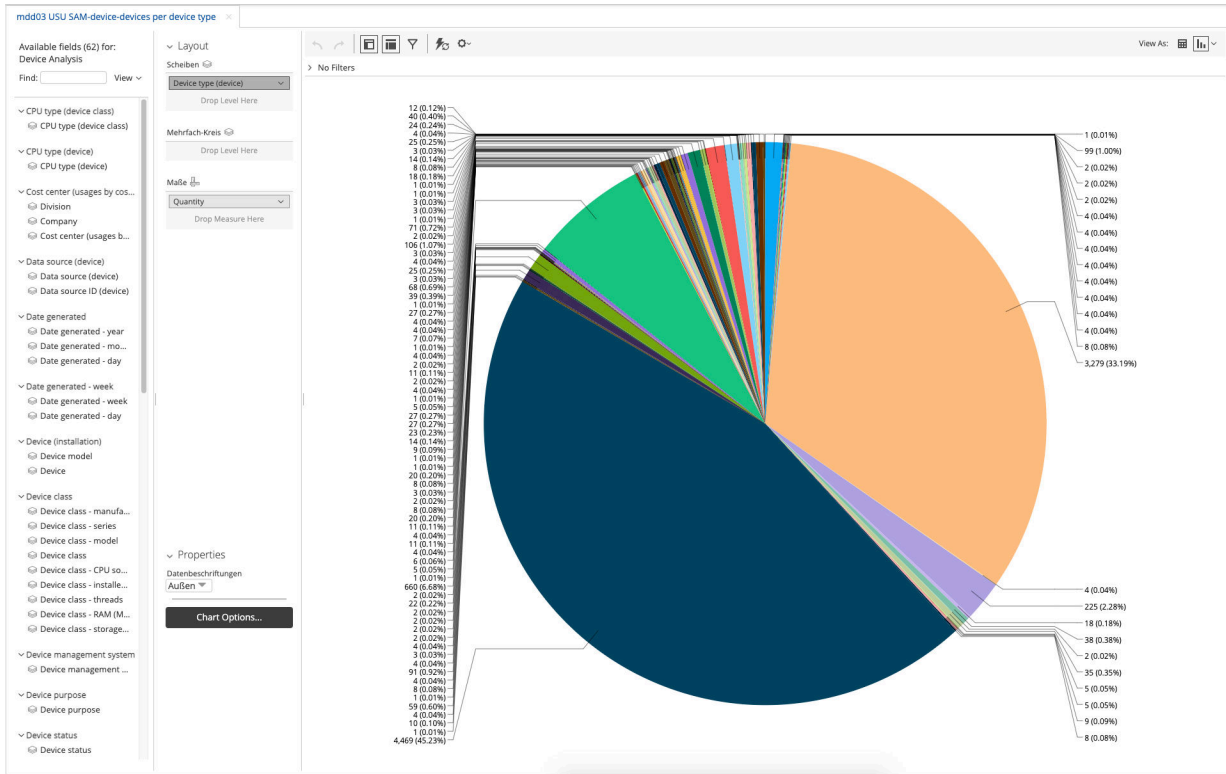
Name	Description
Name:	mdd01 USU SAM-device-devices over time by location
Description:	Shows percentage of devices which hold ARP data per location in a line chart.
Path:	/public/Catalog Software Asset Management/Master Catalog SAM/SAM Analytics (by topic)/Master Data
Type:	Report

5.4.2. Devices per country on geomap



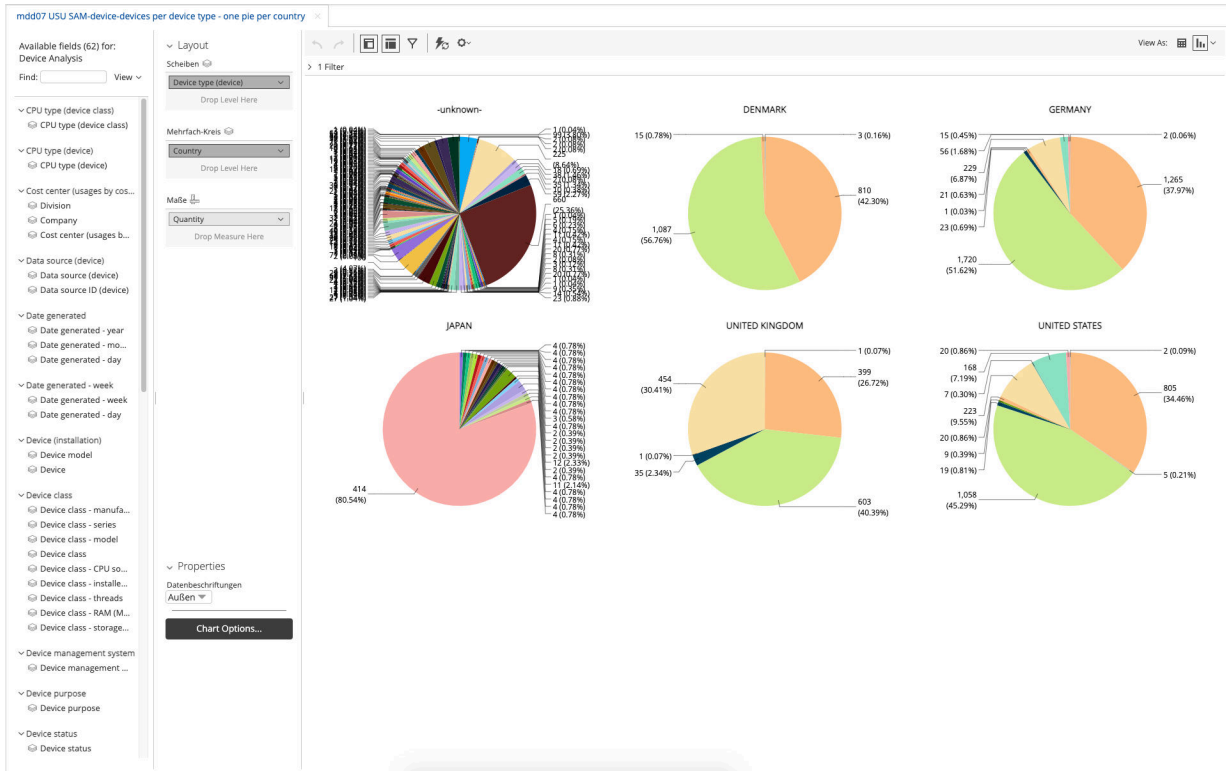
Name	Description
Name:	mdd02 USU SAM-device-devices per country on geomap
Description:	Shows number of devices per country on a map. License-Managers can see where the devices are located.
Path:	/public/Catalog Software Asset Management/Master Catalog SAM/SAM Analytics (by topic)/Master Data
Type:	Report

5.4.3. Devices per device type



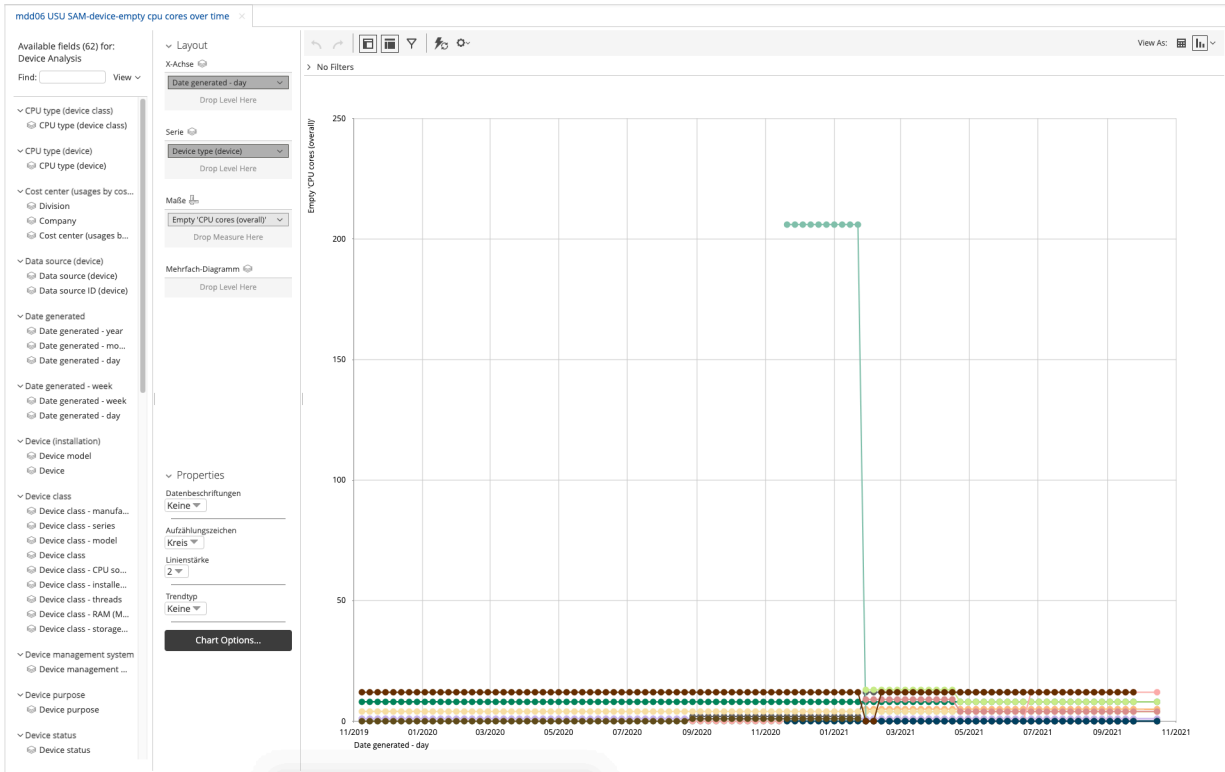
Name	Description
Name:	mdd03 USU SAM-device-devices per device type
Description:	Shows number of devices per device type in in a pie chart.
Path:	/public/Catalog Software Asset Management/Master Catalog SAM/SAM Analytics (by topic)/Master Data
Type:	Report

5.4.4. Devices per device type (one pie per country)



Name	Description
Name:	mdd07 USU SAM-device-devices per device type - one pie per country
Description:	Shows number of devices per device type in in a pie chart per country.
Path:	/public/Catalog Software Asset Management/Master Catalog SAM/SAM Analytics (by topic)/Master Data
Type:	Report

5.4.6. Empty CPU core over time



Name	Description
Name:	mdd06 USU SAM-device-empty cpu cores over time
Description:	Shows number of devices, which do not have a value in "CPU core count" over time in a table.
Path:	/public/Catalog Software Asset Management/Master Catalog SAM/SAM Analytics (by topic)/Master Data
Type:	Report

5.5. License Inventory

TBA

5.5.1. Predefined Dimensions and Measures

5.5.1.1. License Inventory Analysis

Type	Name	Hierarchy
Measure	Assigned licenses (request)	
Measure	Licenses with license certificate number	
Measure	Licenses with license key	
Measure	Licenses with order number	
Measure	Licenses with serial number	
Measure	Maintenance only (product use right)	
Measure	Number of license records	
Measure	Number of product use rights	
Measure	Price per unit (weighted average)	
Measure	Total license cost	

Type	Name	Hierarchy
Dimension	Article	<ul style="list-style-type: none"> Article description Manufacturer article number Manufacturer (article)
Dimension	Contract	<ul style="list-style-type: none"> Contract name Contract number
Dimension	Cost center (usages by cost center)	<ul style="list-style-type: none"> Cost center (usages by cost center)
Dimension	Currency	<ul style="list-style-type: none"> Currency
Dimension	Data source (license)	<ul style="list-style-type: none"> Data source (license) Data source ID (license)
Dimension	Date generated	<ul style="list-style-type: none"> Date generated - year Date generated - month Date generated - day
Dimension	Date generated - week	<ul style="list-style-type: none"> Date generated - week Date generated - day
Dimension	Delivery date	<ul style="list-style-type: none"> Delivery date - year Delivery date - month Delivery date - day
Dimension	Delivery date - week	<ul style="list-style-type: none"> Delivery date - week
Dimension	Expiration date	<ul style="list-style-type: none"> Expiration date - year Expiration date - month Expiration date - day
Dimension	Expiration date - week	<ul style="list-style-type: none"> Expiration date - week
Dimension	Invoice date	<ul style="list-style-type: none"> Invoice date - year Invoice date - month Invoice date - day
Dimension	Invoice date - week	<ul style="list-style-type: none"> Invoice date - week
Dimension	Invoice number	<ul style="list-style-type: none"> Invoice number
Dimension	License metric (product)	<ul style="list-style-type: none"> Metric engine License metric (product) Reference basis
Dimension	License status	<ul style="list-style-type: none"> License status License status - planned
Dimension	Maintenance end date	<ul style="list-style-type: none"> Maintenance end date - year Maintenance end date - month Maintenance end date - day
Dimension	Maintenance end date - week	<ul style="list-style-type: none"> Maintenance end date - week
Dimension	Order date	<ul style="list-style-type: none"> Order date - year Order date - month Order date - day
Dimension	Order date - week	<ul style="list-style-type: none"> Order date - week
Dimension	Order number	<ul style="list-style-type: none"> Order number
Dimension	Product catalog	<ul style="list-style-type: none"> Manufacturer Product family Product Product version Product edition Additional specification Product platform Product language Product environment License metric (manufacturer)

Type	Name	Hierarchy
Dimension	Product manager	<ul style="list-style-type: none"> Product manager
Dimension	Service	<ul style="list-style-type: none"> Service
Dimension	Software classification	<ul style="list-style-type: none"> Type Category Class

5.6. Software Inventory

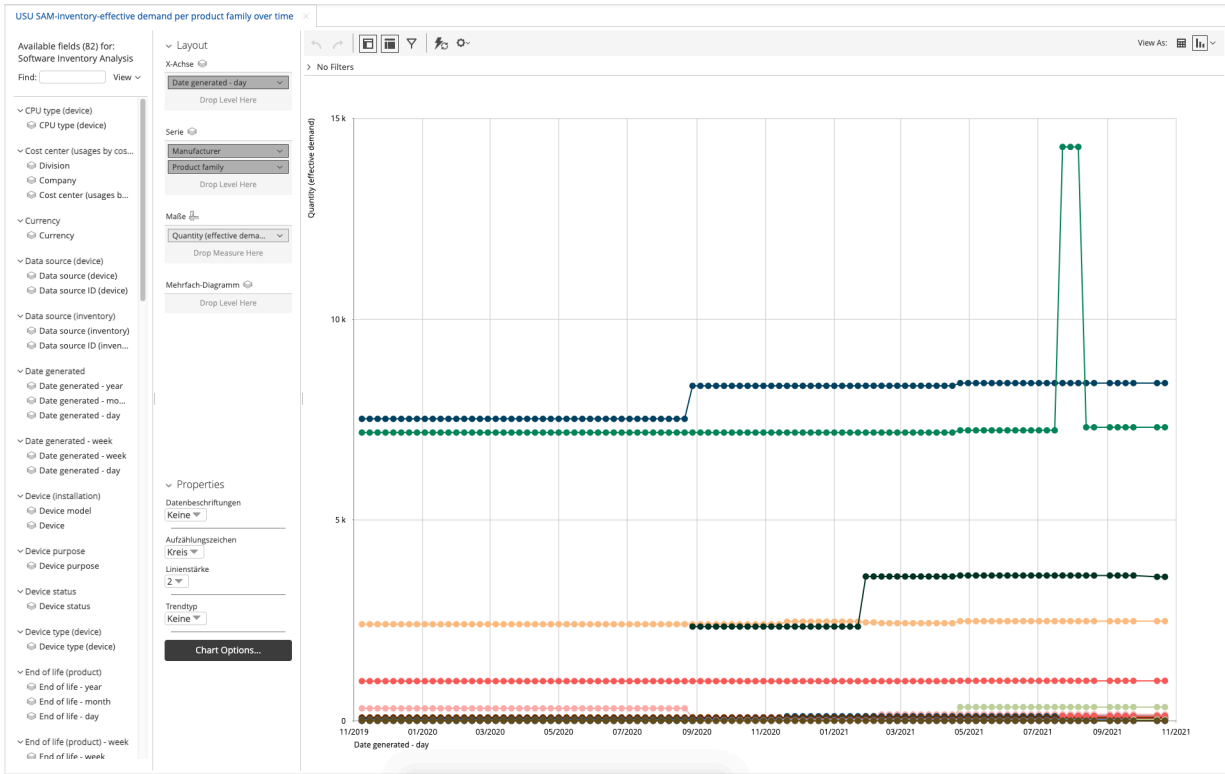
5.6.1. Predefined Dimensions and Measures

5.6.1.1. Software Inventory Analysis

Type	Name	Hierarchy
Measure	CPU cores (limited)	
Measure	CPU cores (overall)	
Measure	CPU sockets	
Measure	Empty 'CPU cores (overall)'	
Measure	Empty 'Installed CPUs'	
Measure	Installed CPUs	
Measure	License cost	
Measure	Number of inventory records	
Measure	Quantity (demand)	
Measure	Quantity (ignored)	
Measure	Quantity (inventory)	
Measure	Quantity (limited use right, contract scope)	
Measure	Quantity (unlimited use right, contract scope)	
Dimension	CPU type (device)	<ul style="list-style-type: none"> CPU type (device)
Dimension	Cost center (usages by cost center)	<ul style="list-style-type: none"> Division Company Cost center (usages by cost center)
Dimension	Currency	<ul style="list-style-type: none"> Currency
Dimension	Data source (device)	<ul style="list-style-type: none"> Data source (device) Data source ID (device)
Dimension	Data source (inventory)	<ul style="list-style-type: none"> Data source (inventory) Data source ID (inventory)
Dimension	Date generated	<ul style="list-style-type: none"> Date generated - year Date generated - month Date generated - day
Dimension	Date generated - week	<ul style="list-style-type: none"> Date generated - week Date generated - day
Dimension	Device (installation)	<ul style="list-style-type: none"> Device model Device
Dimension	Device purpose	<ul style="list-style-type: none"> Device purpose
Dimension	Device status	<ul style="list-style-type: none"> Device status
Dimension	Device type (device)	<ul style="list-style-type: none"> Device type (device)
Dimension	End of life (product)	<ul style="list-style-type: none"> End of life - year End of life - month End of life - day
Dimension	End of life (product) - week	<ul style="list-style-type: none"> End of life - week

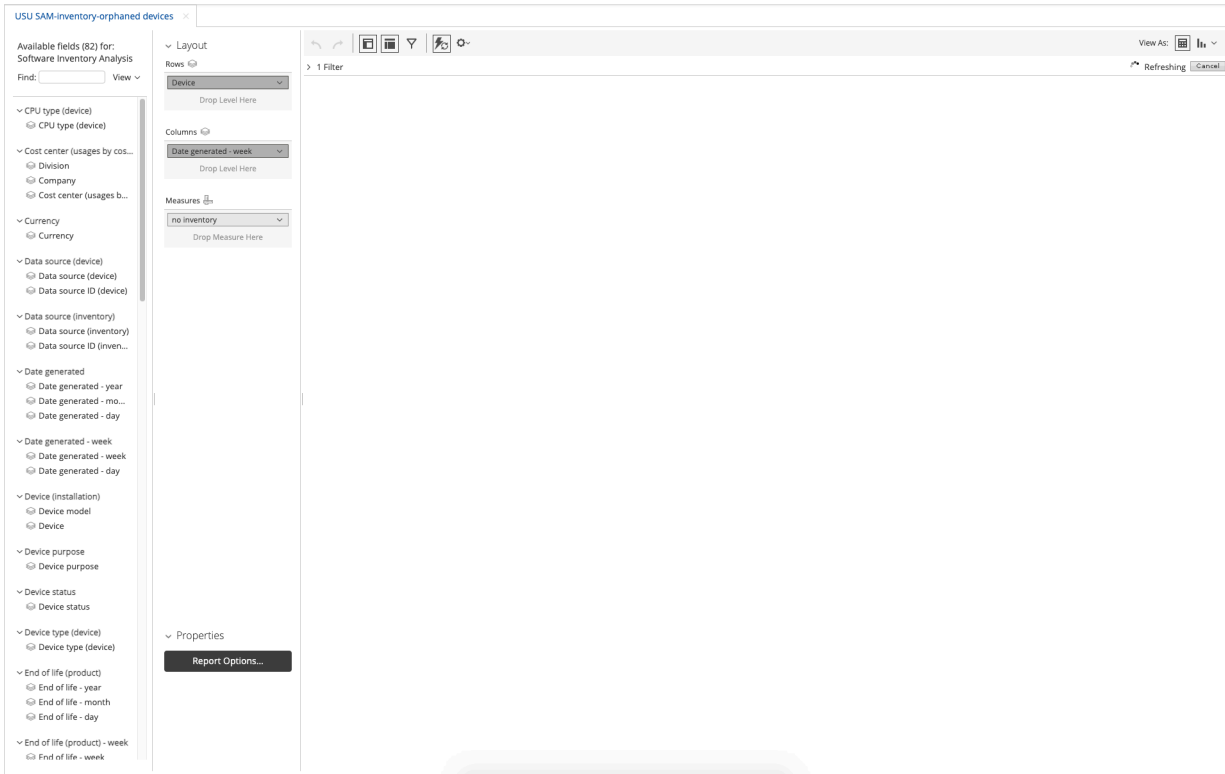
Type	Name	Hierarchy
Dimension	Ignored usage	<ul style="list-style-type: none"> Ignored usage Ignored usage reason
Dimension	Inventory status	<ul style="list-style-type: none"> Inventory status - planned Inventory status
Dimension	Last usage (inventory)	<ul style="list-style-type: none"> Last usage - year Last usage - month Last usage - day
Dimension	Last usage (inventory) - week	<ul style="list-style-type: none"> Last usage - week
Dimension	License metric (product)	<ul style="list-style-type: none"> Metric engine License metric (product) Reference basis
Dimension	Location (device)	<ul style="list-style-type: none"> Region Country State City Name (location)
Dimension	Operating system (device)	<ul style="list-style-type: none"> Operating system
Dimension	Operating system type (device)	<ul style="list-style-type: none"> Operating system type
Dimension	Product action status	<ul style="list-style-type: none"> Product action status
Dimension	Product catalog	<ul style="list-style-type: none"> Manufacturer Product family Product Product version Product edition Additional specification Product platform Product language Product environment License metric (manufacturer)
Dimension	Product contract status	<ul style="list-style-type: none"> Product contract status
Dimension	Product lifecycle status	<ul style="list-style-type: none"> Product lifecycle status
Dimension	Product manager	<ul style="list-style-type: none"> Product manager
Dimension	Product quality status	<ul style="list-style-type: none"> Product quality status
Dimension	Product status	<ul style="list-style-type: none"> Product status
Dimension	Provider	<ul style="list-style-type: none"> Provider
Dimension	Provider instance	<ul style="list-style-type: none"> Provider instance Provider instance type
Dimension	Release date (Product) - week	<ul style="list-style-type: none"> Release date - week
Dimension	Release date (product)	<ul style="list-style-type: none"> Release date - year Release date - month Release date - day
Dimension	Reporting structure	<ul style="list-style-type: none"> Reporting structure
Dimension	Software classification	<ul style="list-style-type: none"> Type Category Class
Dimension	User (usages by account)	<ul style="list-style-type: none"> User

5.6.2. Demand per product family over time



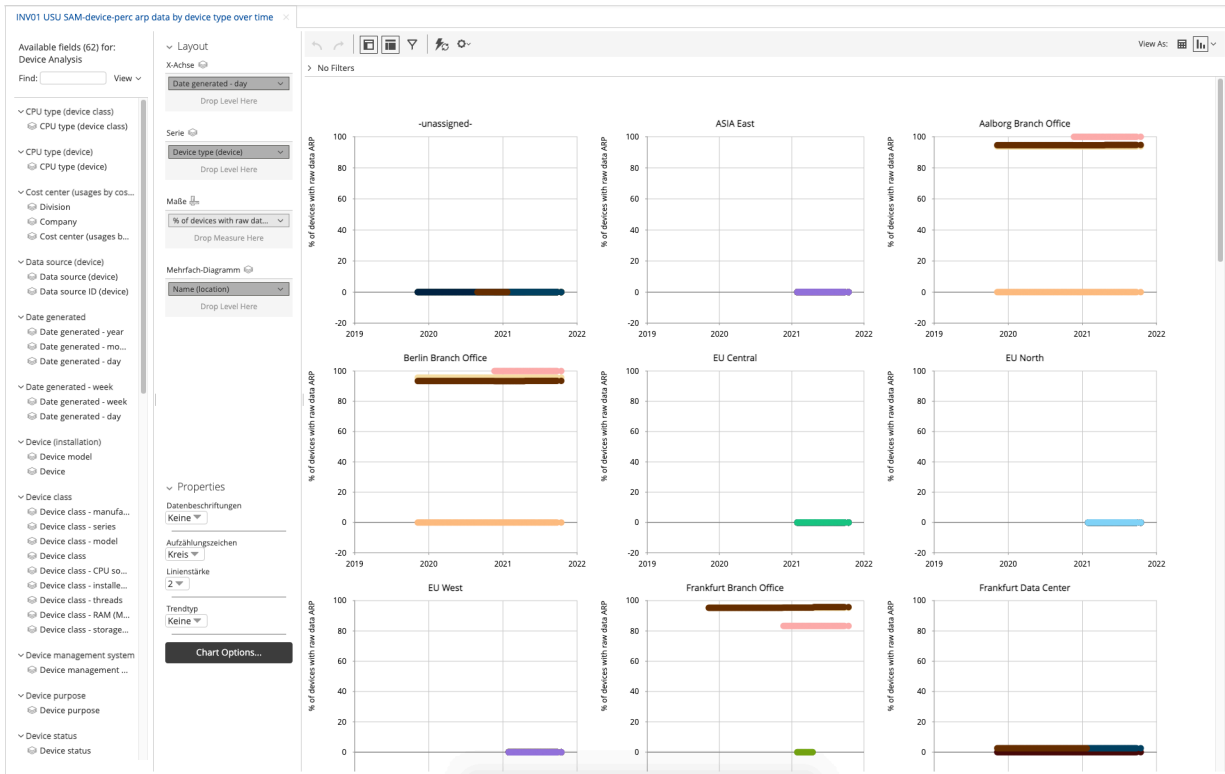
Name	Description
Name:	USU SAM-inventory-demand per product family over time
Description:	Shows the demand per product family over time in a table. Is there an unexpected fluctuation? This report will highlight critical areas.
Path:	/public/Catalog Software Asset Management/Master Catalog SAM/SAM Analytics (by topic)/Software Inventory
Type:	Report

5.6.3. Orphaned devices



Name	Description
Name:	USU SAM-inventory-orphaned devices
Description:	Shows all devices for which there is no inventory over time in a table.
Path:	/public/Catalog Software Asset Management/Master Catalog SAM/SAM Analytics (by topic)/Software Inventory
Type:	Report

5.6.4. Percentage ARP data by device type over time



Name	Description
Name:	INV01 USU SAM-device-perc arp data by device type over time
Description:	Shows percentage of devices that hold ARP data over time in a table.
Path:	/public/Catalog Software Asset Management/Master Catalog SAM/SAM Analytics (by topic)/Software Inventory
Type:	Report

5.7. Compliance

5.7.1. Predefined Dimensions and Measures

5.7.1.1. Predefined Dimensions and Measures

5.7.1.2. Group Analysis

Type	Name	Hierarchy
Measure	% enabled products	
Measure	Balance (overlicensing)	
Measure	Balance (underlicensing)	
Measure	Balance value (overlicensing)	
Measure	Balance value (underlicensing)	
Measure	Downgrade	
Measure	Downgrade (limited use right, contract scope)	
Measure	Effective demand	
Measure	Effective demand (limited use right, contract scope)	

Type	Name	Hierarchy
Measure	Effective demand (unlimited use right, contract scope)	
Measure	Active licenses	
Measure	Active licenses (downgrade capable)	
Measure	Enabled products	
Measure	Ignored demand	
Measure	Reference price (product)	
Measure	Remaining licenses (contract scope)	
Measure	Requests (installation)	
Measure	Requests (uninstallation)	
Measure	Single balance (overlicensing)	
Measure	Single balance (underlicensing)	
Measure	Unlimited use rights (group)	
Measure	Unlimited use rights (group, via downgrade)	
Dimension	Currency	<ul style="list-style-type: none"> • Currency
Dimension	Date generated	<ul style="list-style-type: none"> • Date generated - year • Date generated - month • Date generated - day
Dimension	Date generated - week	<ul style="list-style-type: none"> • Date generated - week • Date generated - day
Dimension	End of life (product)	<ul style="list-style-type: none"> • End of life - year • End of life - month • End of life - day
Dimension	End of life (product) - week	<ul style="list-style-type: none"> • End of life - week
Dimension	License metric (product)	<ul style="list-style-type: none"> • Metric engine • License metric (product) • Reference basics
Dimension	Product action status	<ul style="list-style-type: none"> • Product action status
Dimension	Product catalog	<ul style="list-style-type: none"> • Manufacturer • Product family • Product • Product version • Product edition • Additional specification • Product platform • Product language • Product environment • License metric (manufacturer)
Dimension	Product contract status	<ul style="list-style-type: none"> • Product contract status
Dimension	Product lifecycle status	<ul style="list-style-type: none"> • Product lifecycle status
Dimension	Product manager	<ul style="list-style-type: none"> • Product manager
Dimension	Product quality status	<ul style="list-style-type: none"> • Product quality status
Dimension	Product status	<ul style="list-style-type: none"> • Product status
Dimension	Release date (Product) - week	<ul style="list-style-type: none"> • Release date (Product) - week
Dimension	Release date (product)	<ul style="list-style-type: none"> • Release date - year • Release date - month • Release date - day
Dimension	Software classification	<ul style="list-style-type: none"> • Type • Category • Class

5.7.1.3. Division Analysis

Type	Name	Hierarchy
Measure	% enabled products	
Measure	Balance (overlicensing)	
Measure	Balance (underlicensing)	
Measure	Balance value (overlicensing)	
Measure	Balance value (underlicensing)	
Measure	Downgrade	
Measure	Downgrade (limited use right, contract scope)	
Measure	Effective demand	
Measure	Effective demand (limited use right, contract scope)	
Measure	Effective demand (unlimited use right, contract scope)	
Measure	Active licenses	
Measure	Active licenses (downgrade capable)	
Measure	Enabled products	
Measure	Ignored demand	
Measure	Reference price (product)	
Measure	Remaining licenses (contract scope)	
Measure	Requests (installation)	
Measure	Requests (uninstallation)	
Measure	Single balance (overlicensing)	
Measure	Single balance (underlicensing)	
Measure	Unlimited use rights (group)	
Measure	Unlimited use rights (group, via downgrade)	
Dimension	Currency	<ul style="list-style-type: none"> • Currency
Dimension	Date generated	<ul style="list-style-type: none"> • Date generated - year • Date generated - month • Date generated - day
Dimension	Date generated - week	<ul style="list-style-type: none"> • Date generated - week • Date generated - day
Dimension	Division	<ul style="list-style-type: none"> • Division
Dimension	End of life (product)	<ul style="list-style-type: none"> • End of life – year • End of life – month • End of life - day
Dimension	End of life (product) - week	<ul style="list-style-type: none"> • End of life - week
Dimension	License metric (product)	<ul style="list-style-type: none"> • Metric engine • License metric (product) • Reference basis
Dimension	Product action status	<ul style="list-style-type: none"> • Product action status
Dimension	Product catalog	<ul style="list-style-type: none"> • Manufacturer • Product family • Product • Product version • Product edition • Additional specification • Product platform • Product language • Product environment • License metric (manufacturer)
Dimension	Product contract status	<ul style="list-style-type: none"> • Product contract status

Type	Name	Hierarchy
Dimension	Product lifecycle status	<ul style="list-style-type: none"> Product lifecycle status
Dimension	Product manager	<ul style="list-style-type: none"> Product manager
Dimension	Product quality status	<ul style="list-style-type: none"> Product quality status
Dimension	Product status	<ul style="list-style-type: none"> Product status
Dimension	Release date (Product) - week	<ul style="list-style-type: none"> Release date - week
Dimension	Release date (product)	<ul style="list-style-type: none"> Release date - year Release date - month Release date - day
Dimension	Software classification	<ul style="list-style-type: none"> Type Category Class

5.7.1.4. Company Analysis

Type	Name	Hierarchy
Measure	% enabled products	
Measure	Balance (overlicensing)	
Measure	Balance (underlicensing)	
Measure	Balance value (overlicensing)	
Measure	Balance value (underlicensing)	
Measure	Downgrade	
Measure	Downgrade (limited use right, contract scope)	
Measure	Demand	
Measure	Demand (limited use right, contract scope)	
Measure	Demand (unlimited use right, contract scope)	
Measure	Active licenses	
Measure	Active licenses (downgrade capable)	
Measure	Enabled products	
Measure	Ignored demand	
Measure	Reference price (product)	
Measure	Remaining licenses (contract scope)	
Measure	Requests (installation)	
Measure	Requests (uninstallation)	
Measure	Single balance (overlicensing)	
Measure	Single balance (underlicensing)	
Measure	Unlimited use rights (group)	
Measure	Unlimited use rights (group, via downgrade)	
Dimension	Company	<ul style="list-style-type: none"> Company
Dimension	Currency	<ul style="list-style-type: none"> Currency
Dimension	Date generated	<ul style="list-style-type: none"> Date generated - year Date generated - month Date generated - day
Dimension	Date generated - week	<ul style="list-style-type: none"> Date generated - week Date generated - day
Dimension	End of life (product)	<ul style="list-style-type: none"> End of life - year End of life - month End of life - day
Dimension	End of life (product) - week	<ul style="list-style-type: none"> End of life - week

Type	Name	Hierarchy
Dimension	License metric (product)	<ul style="list-style-type: none"> • Metric engine • License metric (product) • Reference basis
Dimension	Product action status	<ul style="list-style-type: none"> • Product action status
Dimension	Product catalog	<ul style="list-style-type: none"> • Manufacturer • Product family • Product • Product version • Product edition • Additional specification • Product platform • Product language • Product environment • License metric (manufacturer)
Dimension	Product contract status	<ul style="list-style-type: none"> • Product contract status
Dimension	Product lifecycle status	<ul style="list-style-type: none"> • Product lifecycle status
Dimension	Product manager	<ul style="list-style-type: none"> • Product manager
Dimension	Product quality status	<ul style="list-style-type: none"> • Product quality status
Dimension	Product status	<ul style="list-style-type: none"> • Product status
Dimension	Release date (Product) - week	<ul style="list-style-type: none"> • Release date - week
Dimension	Release date (product)	<ul style="list-style-type: none"> • Release date - year • Release date - month • Release date - day
Dimension	Software classification	<ul style="list-style-type: none"> • Type • Category • Class

5.7.1.5. Costcenter Analysis

Type	Name	Hierarchy
Measure	% enabled products	
Measure	Balance (overlicensing)	
Measure	Balance (underlicensing)	
Measure	Balance value (overlicensing)	
Measure	Balance value (underlicensing)	
Measure	Downgrade	
Measure	Downgrade (limited use right, contract scope)	
Measure	Demand	
Measure	Demand (limited use right, contract scope)	
Measure	Demand (unlimited use right, contract scope)	
Measure	Active licenses	
Measure	Active licenses (downgrade capable)	
Measure	Enabled products	
Measure	Ignored demand	
Measure	Reference price (product)	
Measure	Remaining licenses (contract scope)	
Measure	Requests (installation)	
Measure	Requests (uninstallation)	
Measure	Single balance (overlicensing)	
Measure	Single balance (underlicensing)	

Type	Name	Hierarchy
Measure	Unlimited use rights (group)	
Measure	Unlimited use rights (group, via downgrade)	
Dimension	Cost center (usages by cost center)	<ul style="list-style-type: none"> • Cost center (usages by cost center)
Dimension	Currency	<ul style="list-style-type: none"> • Currency
Dimension	Date generated	<ul style="list-style-type: none"> • Date generated - year • Date generated - month • Date generated - day
Dimension	Date generated - week	<ul style="list-style-type: none"> • Date generated - week • Date generated - day
Dimension	End of life (product)	<ul style="list-style-type: none"> • End of life – year • End of life – month • End of life – day
Dimension	End of life (product) - week	<ul style="list-style-type: none"> • End of life - week
Dimension	License metric (product)	<ul style="list-style-type: none"> • Metric engine • License metric (product) • Referenca basis
Dimension	Product action status	<ul style="list-style-type: none"> • Product action status
Dimension	Product catalog	<ul style="list-style-type: none"> • Manufacturer • Product family • Product • Product version • Product edition • Additional specification • Product platform • Product language • Product environment • License metric (manufacturer)
Dimension	Product contract status	<ul style="list-style-type: none"> • Product contract status
Dimension	Product lifecycle status	<ul style="list-style-type: none"> • Product lifecycle status
Dimension	Product manager	<ul style="list-style-type: none"> • Product manager
Dimension	Product quality status	<ul style="list-style-type: none"> • Product quality status
Dimension	Product status	<ul style="list-style-type: none"> • Product status
Dimension	Release date (Product) - week	<ul style="list-style-type: none"> • Release date - week
Dimension	Release date (product)	<ul style="list-style-type: none"> • Release date - year • Release date - month • Release date - day
Dimension	Reporting structure	<ul style="list-style-type: none"> • Reporting structure
Dimension	Software classification	<ul style="list-style-type: none"> • Type • Category • Class

5.7.2. Balance over (sorted by product family)

The screenshot shows a software compliance report titled "USU SAM-compliance cc-balance over (sorted) by prod family". The interface includes a sidebar with filters and a main table. The table lists various product families and their associated metrics.

Product family	Effective demand	Effective licenses	Balance (overlicensing)	Balance (underlicensing)
HANA Cash Management	0	1,000,000,000	1,000,000,000	0
FireReader	10,836	101,516	93,245	-5,030
Environment, Health and Safety (EHS) Management	0	50,000	50,000	0
Commerce Cloud (Hybris)	7,412	50,000	42,588	0
NetWeaver	2,030	10,088	10,088	-2,030
Hybris Marketing Cloud	995,412	1,000,000	4,588	0
Enterprise Extensions	0	3,500	3,500	0
Business Suite	13,323	15,648	2,442	-117
IT Service Management	2,800	3,800	1,000	0
Cloud Engage Package	0	600	600	0
Concur TMC Products	27	560	560	-27
Arriba	0	500	500	0
Cloud	754	1,100	336	0
Real Estate Management	0	306	306	0
365	6,683	6,912	278	-49
Cloud Extended Enterprise Learning	0	180	180	0
Visual Studio/MSDN	83	213	122	0
SuccessFactors Performance & Goals	1,700	1,800	100	0
Einstein Activity Capture	11	100	89	0
Arriba	138	92	80	-126
Office 365	0	65	65	0
Platform User / SAP Application	0	53	53	0
ESXi	162	50	50	-162
Exchange Server	4,011	34	34	-4,011
Photoshop	22	22	20	-20
Photoshop Elements	0	14	14	0
Illustrator	0	10	10	0
Skype for Business Server	20	9	9	-20
Hybris Sales Cloud	171	180	9	0
Premiere Elements	0	5	5	0
Capivate	0	3	3	0
Project Server	0	3	3	0
MongoChef	1	0	0	-1
Easy Video Cutter	1	0	0	-1
Quick Batch File Compiler	1	0	0	-1
Ultimate Suite for Excel	1	0	0	-1
VideoEdit	1	0	0	-1
Audition	1	0	0	-1
Creative Cloud	342	0	0	-342
Creative Suite	6	0	0	-6
Dreamweaver	1	1	0	0
Fireworks	2	0	0	-2
Flex Builder	1	0	0	-1
InCopy	5	0	0	-5
InDesign	2	0	0	-2
Photoshop Lightroom	1	0	0	-1

Name	Description
Name:	USU SAM-compliance cc-balance over (sorted) by prod family
Description:	Shows the amount of overbalancing in the compliance per product family, sorted by the number in a table. It is based on the compliance on cost center level. With the compliance-report, you get an overview on you're the delta between purchased active licenses and demand. With the red bar over- or underbalancing is marked significantly.
Path:	/public/Catalog Software Asset Management/Master Catalog SAM/SAM Analytics (by topic)/Software Compliance
Type:	Report

5.7.3. Demand per company and manufacturer

USU SAM-compliance-company-effective demand per company and manufacturer per year

Available fields (59) for: 3 Company Analysis

Find: [] View []

Layout: Rows: Company, Manufacturer

Columns: Date generated - year

Measures: Effective demand, Effective licenses, Reference price (product)

Company	Manufacturer	2019			2020			2021
		Effective demand	Effective licenses	Reference price (product)	Effective demand	Effective licenses	Reference price (product)	Effective demand
Verwaltung	Microsoft	-	-	-	-	-	-	2
	SAP	-	-	-	-	-	-	1
Vertrieb / Verkauf	Microsoft	-	-	-	-	-	-	2
	SAP	-	-	-	-	-	-	1
USU_Software_default_BU	ACD Systems	930	520	53,796.63	882	515	45,210.43	-
	Autodesk	-	-	-	3	0	4,125	-
	Microsoft	8	0	0	223	0	7,954.01	-
USU_Finance_default_BU	Saba Software	-	-	-	16	0	408	-
	ServiceNow	-	-	-	7	0	213.635	-
	ACD Systems	881	702	51,103.01	828	702	51,103.01	-
USU_Engineering_default_BU	Autodesk	-	-	-	1	0	1,375	-
	Saba Software	-	-	-	12	0	336	-
	ServiceNow	-	-	-	14	0	540.673	-
USU Technologies Inc	ACD Systems	783	400	39,109.69	741	400	39,103.31	-
	Adobe	-	-	-	2	0	6.38	-
	Autodesk	-	-	-	2	0	2,750	-
USU Software Asset Management	Saba Software	-	-	-	18	0	474	-
	ServiceNow	-	-	-	8	0	236.497	-
	ACD Systems	-	-	-	-	-	-	2,566
USU Self-Service Management	Adobe	-	-	-	-	-	-	64
	Autodesk	-	-	-	-	-	-	26
	Broadcom	-	-	-	-	-	-	811
USU Self-Service Management	Conga	-	-	-	-	-	-	4
	Microsoft	-	-	-	-	-	-	36,051
	SAP	-	-	-	-	-	-	2,716
USU Self-Service Management	Saba Software	-	-	-	-	-	-	119
	Salesforce.com	-	-	-	-	-	-	42
	ACD Systems	-	-	-	-	-	-	751
USU Self-Service Management	Adobe	-	-	-	-	-	-	50
	Autodesk	-	-	-	-	-	-	20
	Broadcom	-	-	-	-	-	-	638
USU Self-Service Management	Conga	-	-	-	-	-	-	3
	Microsoft	-	-	-	-	-	-	2,004
	SAP	-	-	-	-	-	-	889
USU Self-Service Management	Saba Software	-	-	-	-	-	-	54
	Salesforce.com	-	-	-	-	-	-	30
	ACD Systems	-	-	-	-	-	-	808
USU Self-Service Management	Adobe	-	-	-	-	-	-	51
	Autodesk	-	-	-	-	-	-	20
	Broadcom	-	-	-	-	-	-	678
USU Self-Service Management	Conga	-	-	-	-	-	-	2
	Microsoft	-	-	-	-	-	-	1,969
	SAP	-	-	-	-	-	-	828
USU Self-Service Management	Saba Software	-	-	-	-	-	-	60
	...	-	-	-	-	-	-	...

Name	Description
Name:	USU SAM-compliance-company-demand per company and manufacturer per year
Description:	Shows the demand and the active licenses in the company compliance cube with the reference price for the demand. This visualizes the costs and the demand per manufacturer of software for each company in the group.
Path:	/public/Catalog Software Asset Management/Master Catalog SAM/SAM Analytics (by topic)/Software Compliance
Type:	Report

5.7.4. License balance per company and manufacturer

USU SAM-compliance-company-license balance per company and manufacturer per last 4 month

2 Filters

View As: In

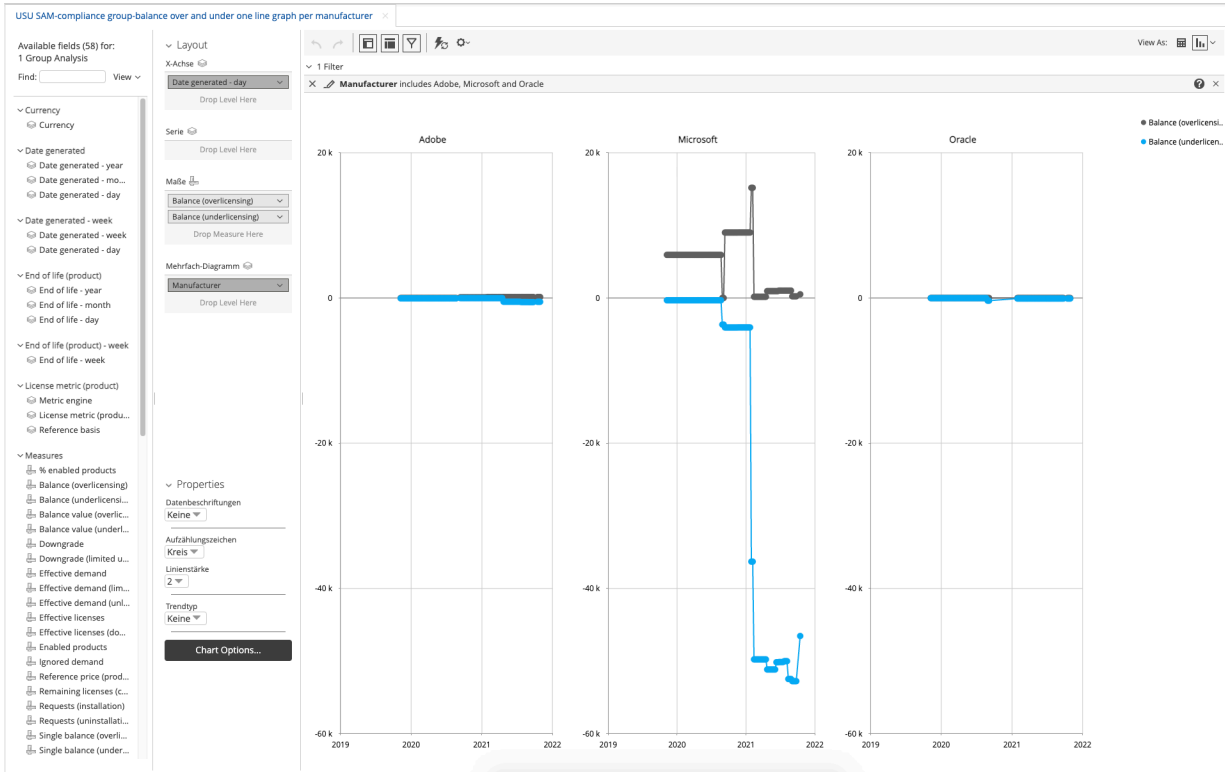
Rows: 178 out of 670 Cols: 9

Company	Manufacturer	Date generated - month								
		2021-08			2021-09			2021-10		
		Effective demand	Effective licenses	Lizenzbilanz	Effective demand	Effective licenses	Lizenzbilanz	Effective demand	Effective licenses	Lizenzbilanz
Verwaltung	Microsoft	2	0	-2	2	0	-2	2	0	-2
	SAP	1	0	-1	1	0	-1	1	0	-1
Vertrieb / Verkauf	Microsoft	2	0	-2	2	0	-2	2	0	-2
	SAP	1	0	-1	1	0	-1	1	0	-1
USU_Software_d...	Microsoft	656	0	-656	697	0	-697	-	-	-
	ACD Systems	292	500	208	293	500	207	-	-	-
	SAP	288	0	-288	288	0	-288	-	-	-
	Broadcom	234	0	-234	234	0	-234	-	-	-
	Adobe	18	20	2	20	20	0	-	-	-
	RARLAB	15	0	-15	15	0	-15	-	-	-
	Saba Software	15	0	-15	15	0	-15	-	-	-
	Salesforce.com	14	0	-14	7	0	-7	-	-	-
	Squares	8	0	-8	8	0	-8	-	-	-
	think-cell	7	0	-7	7	0	-7	-	-	-
	ServiceNow	7	0	-7	-	-	-	-	-	-
	Autodesk	3	0	-3	3	0	-3	-	-	-
	OpenText	3	0	-3	3	0	-3	-	-	-
	Magix	2	0	-2	2	0	-2	-	-	-
	Denis Kozlov	1	0	-1	1	0	-1	-	-	-
	Finawire	1	0	-1	1	0	-1	-	-	-
	Gom&Company	1	0	-1	1	0	-1	-	-	-
	Kaspersky	1	0	-1	1	0	-1	-	-	-
	ModelMaker Tools - SimpleApps	1	0	-1	1	0	-1	-	-	-
	Runtime Software	1	0	-1	1	0	-1	-	-	-
SHENZHEN EDRAW SOFTWARE	1	0	-1	1	0	-1	-	-	-	
Trimble	1	0	-1	1	0	-1	-	-	-	
USU_Finance_def...	Microsoft	569	0	-569	605	0	-605	-	-	-
	SAP	269	0	-269	269	0	-269	-	-	-
	ACD Systems	248	694	446	248	694	446	-	-	-
	Broadcom	215	0	-215	215	0	-215	-	-	-
	Red Hat	23	0	-23	23	0	-23	-	-	-
	RARLAB	15	0	-15	15	0	-15	-	-	-
	Adobe	14	0	-14	14	0	-14	-	-	-
	Saba Software	12	0	-12	12	0	-12	-	-	-
	think-cell	12	0	-12	12	0	-12	-	-	-
	Salesforce.com	12	0	-12	6	0	-6	-	-	-
	ServiceNow	14	0	-14	-	-	-	-	-	-
	Squares	7	0	-7	7	0	-7	-	-	-
	OpenText	4	0	-4	4	0	-4	-	-	-
	Kaspersky	3	0	-3	3	0	-3	-	-	-
	Autodesk	2	0	-2	2	0	-2	-	-	-
	PDF to Excel Converter	2	0	-2	2	0	-2	-	-	-
	COOLSF.com	1	0	-1	1	0	-1	-	-	-
	NewBlueFX	1	0	-1	1	0	-1	-	-	-
	Quest Software	1	0	-1	1	0	-1	-	-	-

Name	Description
Name:	USU SAM-compliance-company-license balance per company and manufacturer per last 4 month
Description:	Shows the demand and the active licenses and the difference between both in the company compliance cube per company and manufacturer.
Path:	/public/Catalog Software Asset Management/Master Catalog SAM/SAM Analytics (by topic)/Software Compliance
Type:	Report

5.7.5. Balance over and under (one line graph per manufacturer)

Name	Description
Name	USU SAM-compliance group-balance over and under one line graph per manufacturer
Description	Shows the amount of over- and underbalancing in the compliance in a line graph per manufacturer over time. It is based on the compliance on group level.
Path	/public/Catalog Software Asset Management/Master Catalog SAM/SAM Analytics (by topic)/Software Compliance
Type	Report



5.7.6. Balance over and under with value per manufacturer

Manufacturer	Balance (overlicensing)	Balance value (overlicensing)	Balance (underlicensing)	Balance value (underlicensing)
3T Software Labs	0	0	-1	-
AWN Media Technologies	0	0	-1	-
Abbyy	93,245	17,961,461.23	-5,030	-313,735.9
Alysonmedia	0	0	-1	-
Add-in Express	0	0	-1	-
Adersoft	0	0	-1	-
Adobe	132	66,385.23	-525	-20,770.63
Aleksander Simonic	0	0	-1	-
Allround Automations	0	0	-2	-
AnchorFree	0	0	-5	-
Apowersoft	0	0	-2	-
Ashampoo	0	0	-1	-
Atomix Productions	0	0	-1	-
Autodesk	0	0	-274	-119,175
Bandicam	0	0	-1	-
Beehive Systems	0	0	-3	-
Bernd Hackbart	0	0	-1	-
Binary Fortress Software	0	0	-1	-
BitMart	0	0	-1	-
Blueberry Software	0	0	-1	-
Borne Software	0	0	-1	-
Brady	0	0	-5	-
Broadcom	0	0	-7,311	-1,996.5
CADEX	0	0	-1	-
COOLSTF.com	0	0	-2	-
COWON Systems	0	0	-1	-
Chronicle Graphics	0	0	-1	-
Code Sector	0	0	-8	-
Codexam	0	0	-1	-
Confluence	0	0	0	0
Conga	0	0	-32	-1,240
Corel	0	0	-7	-
Dell EMC	0	0	-6	-
Denis Kozlov	0	0	-1	-
Disc Soft	0	0	-27	-
Dropbox	0	0	0	0
EDF Software	0	0	-6	-
EZS Systems	0	0	-1	-
EasiestSoft	0	0	-1	-
Exclaimer	0	0	-4	-
ExtendOffice Technology	0	0	-1	-
FastStone	0	0	-8	-
FinWire	0	0	-2	-
FirmTools	0	0	-1	-
Foresport	0	0	-1	-
GAMS	0	0	-1	-

Name	Description
Name:	USU SAM-compliance group-balance over and under with value per manufacturer

Name	Description
Description:	Shows the amount of over- and underbalancing as well as the cost (value) for both in the compliance per manufacturer in a table. It is based on the compliance on group level.
Path:	/public/Catalog Software Asset Management/Master Catalog SAM/SAM Analytics (by topic)/Software Compliance
Type:	Report

5.7.7. Balance under per day with change

Manufacturer	Product Family	2019-11-08		2019-11-15		2019-11-22		2019-11-29		2019-12-06
		Single balance (underlicensing)	Delta	Single balance (underlicensing)	Delta	Single balance (underlicensing)	Delta	Single balance (underlicensing)	Delta	Single balance (underlicensing)
3T Software Labs	MongoChef	-	-	-	-	-	-	-	-	-
AVN Media Technolog...	Easy Video Cutter	-	-	-	-	-	-	-	-	-
Abby	FineReader	-31,853	-31,853	-31,853	0	-31,853	0	-31,853	0	-31,853
Abyssmedia	Quick Batch File Compil...	-	-	-	-	-	-	-	-	-
Add-in Express	Ultimate Suite for Excel	-	-	-	-	-	-	-	-	-
Adersoft	WebSoft	-	-	-	-	-	-	-	-	-
	Acrobat	-28	-28	-28	0	-28	0	-28	0	-28
Adobe	After Effects	-	-	-	-	-	-	-	-	-
	Audition	-	-	-	-	-	-	-	-	-
	Captivate	-	-	-	-	-	-	-	-	-

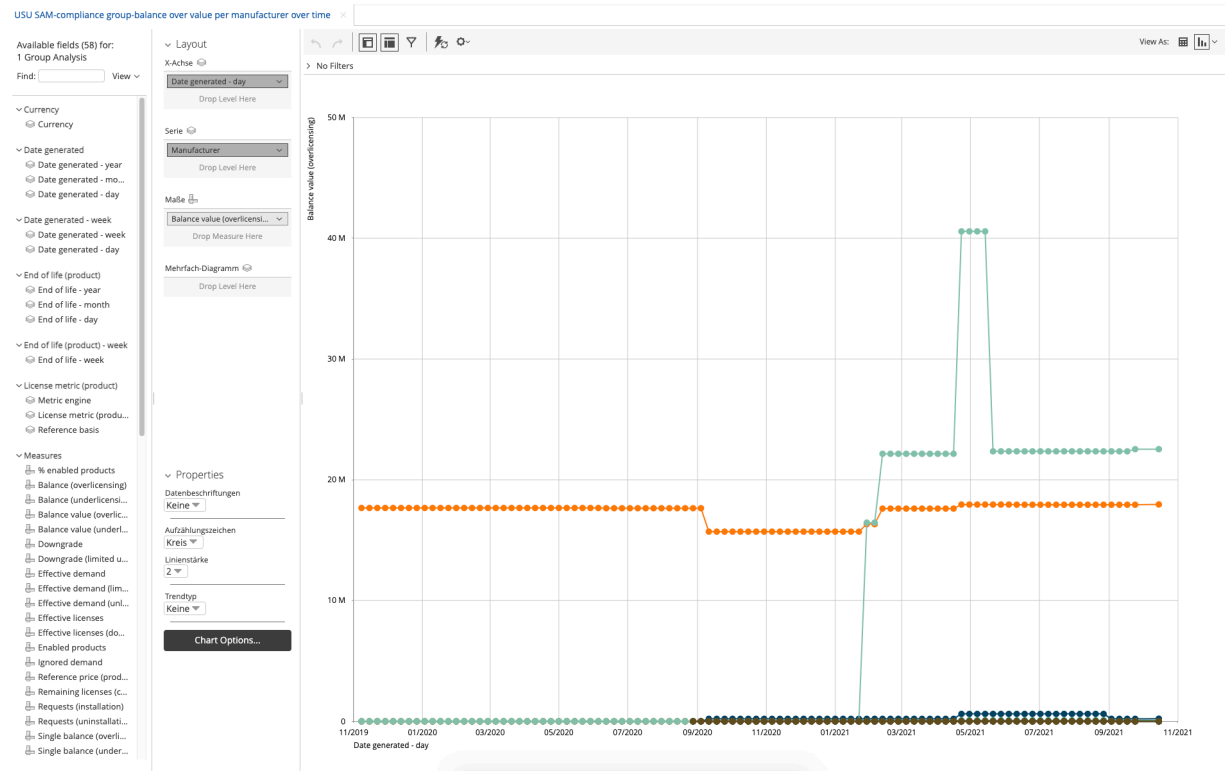
Name	Description
Name:	USU SAM-compliance group-balance under per day with change
Description:	Shows the amount of underbalancing in the compliance per day and also the change compared to the previous day in a table. It is based on the compliance on group level. Since overbalancing is not wanted, the delta has a red arrow if growing and green if falling.
Path:	/public/Catalog Software Asset Management/Master Catalog SAM/SAM Analytics (by topic)/Software Compliance
Type:	Report

5.7.8. Balance over per day with change

Manufacturer	Product family	2019-11-08		2019-11-15		2019-11-22		2019-11-29		2019-12-06	
		Single balance (overlicensing)	Delta	Single balance (overlicensing)	Delta	Single balance (overlicensing)	Delta	Single balance (overlicensing)	Delta	Single balance (overlicensing)	Delta
31 Software Labs	MongoChef	-	-	-	-	-	-	-	-	-	-
A/N Media Technolog	Easy Video Cutter	-	-	-	-	-	-	-	-	-	-
Abby	FinalReader	121,836	121,836	121,836	0	121,836	0	121,836	0	121,836	
Abyssmedia	Quick Batch File Compil...	-	-	-	-	-	-	-	-	-	
Add-in Express	Ultimate Suite for Excel	-	-	-	-	-	-	-	-	-	
Adersoft	VsoEdit	-	-	-	-	-	-	-	-	-	
	Acrobat	0	0	0	0	0	0	0	0	0	
	After Effects	-	-	-	-	-	-	-	-	-	
Adobe	Audition	-	-	-	-	-	-	-	-	-	
	Captivate	-	-	-	-	-	-	-	-	-	

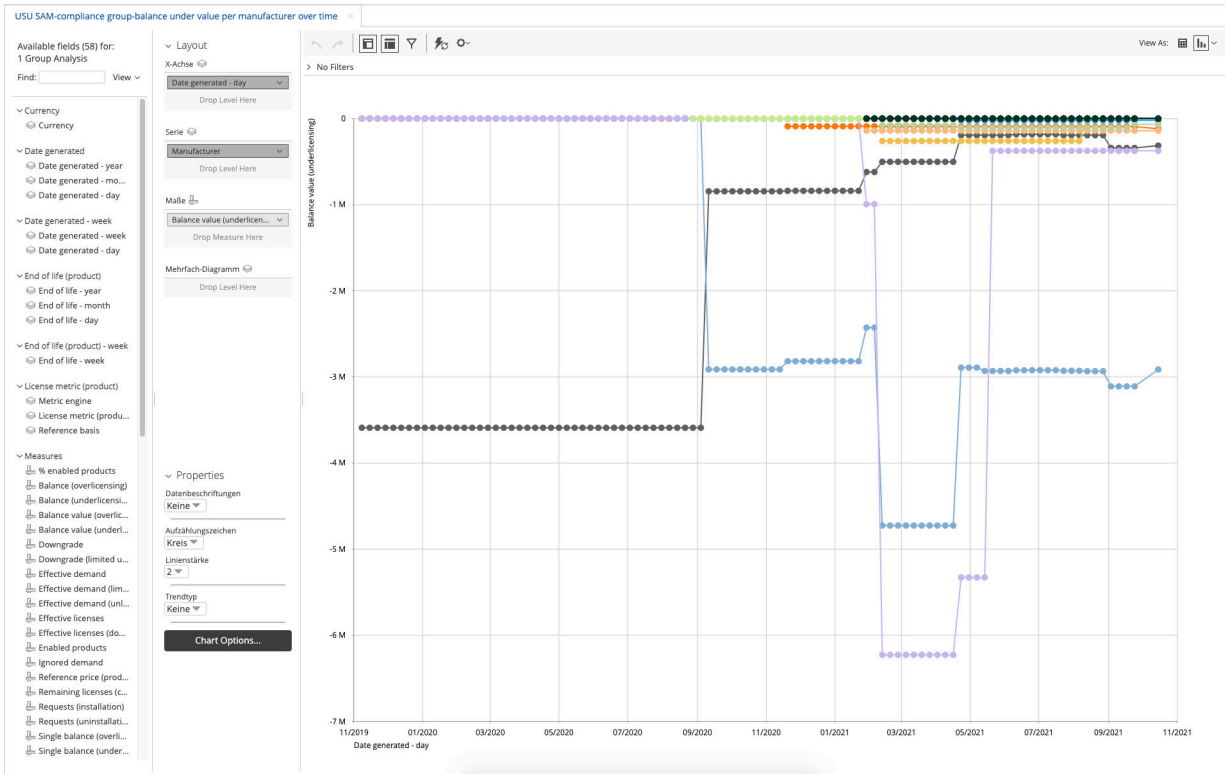
Name	Description
Name:	USU SAM-compliance group-balance over per day with change
Description:	Shows the amount of overbalancing in the compliance per day and also the change compared to the previous day in a table. It is based on the compliance on group level. Since overbalancing is not wanted, the delta has a red arrow if growing and green if falling.
Path:	/public/Catalog Software Asset Management/Master Catalog SAM/SAM Analytics (by topic)/Software Compliance
Type:	Report

5.7.9. Balance over value per manufacturer over time



Name	Description
Name:	USU SAM-compliance group-balance over value per manufacturer over time
Description:	Shows the amount of overbalancing in the compliance per manufacturer over time in a line chart. It is based on the compliance on group level. With this report, it is possible to keep track of overbalancing on manufacturer level.
Path:	/public/Catalog Software Asset Management/Master Catalog SAM/SAM Analytics (by topic)/Software Compliance
Type:	Report

5.7.10. Balance under value per manufacturer over time



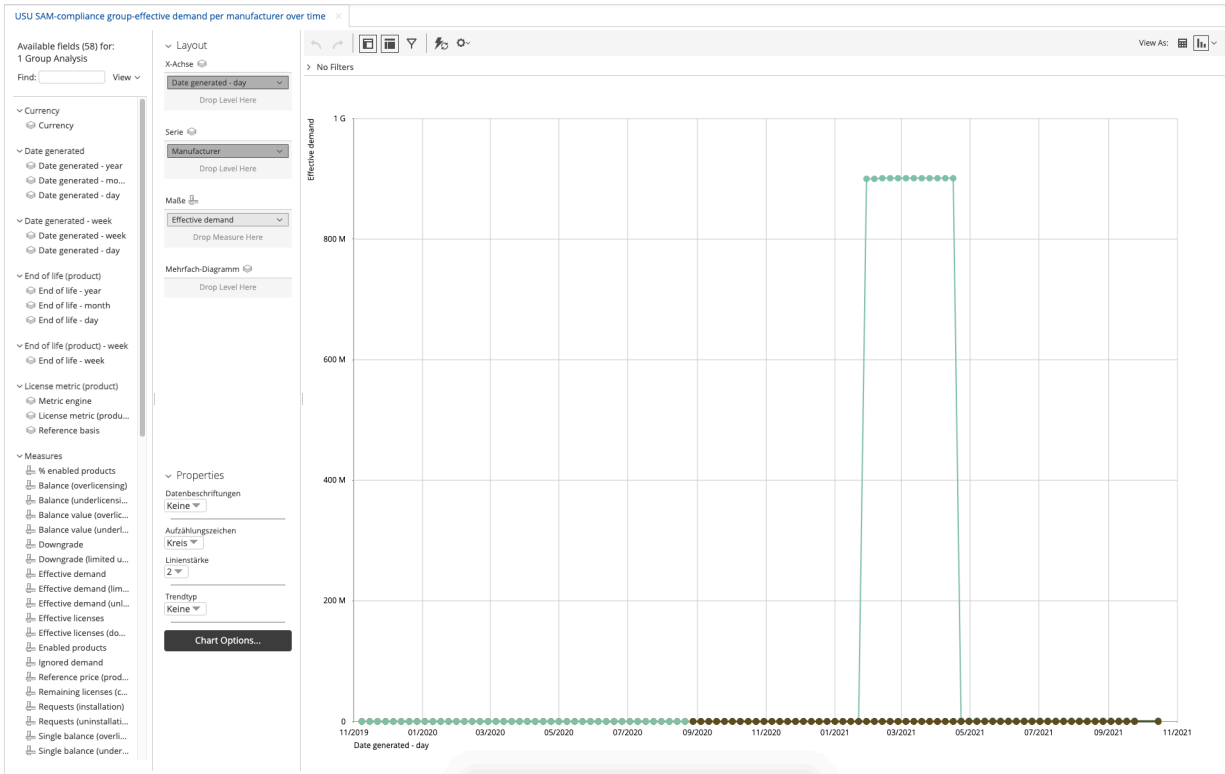
Name	Description
Name:	USU SAM-compliance group-balance under value per manufacturer over time
Description:	Shows the amount of underbalancing in the compliance per manufacturer over time in a line chart. It is based on the compliance on group level.
Path:	/public/Catalog Software Asset Management/Master Catalog SAM/SAM Analytics (by topic)/Software Compliance
Type:	Report

5.7.11. Top 5 overlicensed

Product	Balance (overlicensing)
SAP Cash Management by SAP HANA Revenue	1,000,000,000
SAP HANA Cash Management Revenue in Mio.	1,000,000,000
Abby FineReader 10 Professional Win (unknown language)	93,245
SAP Environment, Health and Safety (EHS) Management Environment Management Employee	50,000
SAP Extended Supply Chain EHS Management Environment Management Employee	50,000

Name	Description
Name:	USU SAM-compliance-group-top5-overlicensed
Description:	Shows the 5 products that currently have the highest savings potential.
Path:	/public/Catalog Software Asset Management/Master Catalog SAM/SAM Analytics (by topic)/Software Compliance
Type:	Report

5.7.12. Demand per manufacturer over time



Name	Description
Name:	USU SAM-compliance group-demand per manufacturer over time
Description:	Shows the demand in the compliance per manufacturer over time in a line chart. It is based on the compliance on group level.
Path:	/public/Catalog Software Asset Management/Master Catalog SAM/SAM Analytics (by topic)/Software Compliance
Type:	Report

5.7.13. Top 5 underlicensed

The screenshot shows a software analytics interface with a table of top 5 underlicensed products. The table has two columns: 'Product' and 'Balance (underlicensing)'. The data is as follows:

Product	Balance (underlicensing)
Salesforce.com API Calls Service API Call/Day	-3,786,939
SAP Sales and Service Order Processing Classic & S/4HANA Document via BAPI Interface	-468,013
Salesforce.com File Storage Megabyte	-301,492
Microsoft Windows Server 2016 Standard Core (unknown language)	-17,708
Microsoft Windows Server 2019 Standard Core (unknown language)	-14,048

Name	Description
Name:	USU SAM-compliance-group-top5-underlicensed
Description:	Shows the 5 products that currently have the highest compliance risk.
Path:	/public/Catalog Software Asset Management/Master Catalog SAM/SAM Analytics (by topic)/Software Compliance
Type:	Report

5.8. Account Usage

5.8.1. Predefined Dimensions and Measures

5.8.1.1. Account Usage Analysis

Type	Name	Hierarchy
Measure	Early installation possible	
Measure	Frequency (recurring reference costs)	
Measure	Inventory status plannes	
Measure	License required products	
Measure	Minimum balance absolute	
Measure	Minimum balance percentage	
Measure	Minimum usage period (days)	
Measure	No license required products	
Measure	Normal product	
Measure	Number Softwareinventory	

Type	Name	Hierarchy
Measure	Product is enabled	
Measure	Quantity (avg)	
Measure	Quantity (demand)	
Measure	Quantity (demand, limited usage rights)	
Measure	Quantity unlimited usage rights)	
Measure	Quantity ignored demand)	
Measure	Quantity (ignored)	
Measure	Quantity (sum)	
Measure	Recurring reference cost (product)	
Measure	Reference price (product)	
Measure	Scoped products	
Measure	Second copy allowed products	
Measure	Suite products	
Measure	True up products	
Measure	User active	
Measure	Versionless products	
Measure	charging price	
Measure	usage frequency per month	
Dimension	Account	<ul style="list-style-type: none"> • Account import ID • Account eMail • Account name
Dimension	Account sourcekey	<ul style="list-style-type: none"> • Account sourcekey
Dimension	Account status	<ul style="list-style-type: none"> • Account status
Dimension	Cost center (usages by costcenter)	<ul style="list-style-type: none"> • Division • Company • Cost center (usages by cost center)
Dimension	Currency	<ul style="list-style-type: none"> • Currency
Dimension	Date generated	<ul style="list-style-type: none"> • Date generated – year • Date generated – month • Date generated - day
Dimension	Date generated – week	<ul style="list-style-type: none"> • Date generated – week • Date generated - day
Dimension	Date last modified	<ul style="list-style-type: none"> • Date last modified -year • Date last modified - quarter • Date last modified - month • Date last modified – day
Dimension	Date last modified – year week day	<ul style="list-style-type: none"> • Date last modified - year • Date last modified - week • Date last modified - day
Dimension	Ignored usage	<ul style="list-style-type: none"> • Ignored usage • Ignored usage reason
Dimension	Inventory status	<ul style="list-style-type: none"> • Inventory status - planned • Inventory status
Dimension	Last usage (inventory)	<ul style="list-style-type: none"> • Last usage (inventory) – year • Last usage (inventory) - month • Last usage (inventory) – day
Dimension	Last usage (inventory) – week	<ul style="list-style-type: none"> • Last usage (inventory) – week
Dimension	License metric (product)	<ul style="list-style-type: none"> • Metric engine • Lincense metric (product) • Reference basis

Type	Name	Hierarchy
Dimension	Location (device)	<ul style="list-style-type: none"> • Region • Country • State • City • Name (location)
Dimension	Product action status	<ul style="list-style-type: none"> • Product action status
Dimension	Product catalog	<ul style="list-style-type: none"> • Manufacturer • Product family • Product • Product version • Product edition • Additional specification • Product platform • Product language • Product environment • License metric (manufacturer)
Dimension	Product contract status	<ul style="list-style-type: none"> • Product contract status
Dimension	Product lifecycle status	<ul style="list-style-type: none"> • Product lifecycle status
Dimension	Product manager	<ul style="list-style-type: none"> • Product manager
Dimension	Product quality status	<ul style="list-style-type: none"> • Product quality status
Dimension	Product status	<ul style="list-style-type: none"> • Product status
Dimension	Provider	<ul style="list-style-type: none"> • Provider
Dimension	Provider instance	<ul style="list-style-type: none"> • Provider instance • Provider instance type
Dimension	Software classification	<ul style="list-style-type: none"> • Type • Category • Class
Dimension	User (usages by account)	<ul style="list-style-type: none"> • User import id • User firstname • User lastname • User eMail • User login
Dimension	User jobtitle	<ul style="list-style-type: none"> • User jobtitle
Dimension	User sourcekey	<ul style="list-style-type: none"> • User sourcekey
Dimension	Usertype	<ul style="list-style-type: none"> • Usertype