What’s New in SAS® IT Resource Management 3.4
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Chapter 1

What’s New in SAS IT Resource Management 3.4

Overview

SAS IT Resource Management 3.4 runs on SAS 9.4. Among the new key features of SAS IT Resource Management 3.4 are these:

• Supported platform changes for Windows server-tier machines on page 2
• An exception analysis processing feature on page 2
• An ITRM Report Center web application for viewing and managing performance and exception reports
• A wizard to add domain categories to an existing staging transformation
• The ability to handle large data volumes easily
• Integration between SAS IT Resource Management and SAS Visual Analytics

In addition, SAS IT Resource Management 3.4 provides the following changes and enhancements:

• Changes and enhancements to SAS IT Resource Management adapters
• Documentation enhancements
Windows Server-Tier Machines

Beginning with SAS IT Resource Management 3.4, Windows server-tier machines are supported only on 64-bit Windows operating systems.

Exception Analysis Processing

This new feature provides the ability to define, evaluate, detect, and report on exceptional conditions in IT data marts. Sample exception reports are available with SAS IT Resource Management 3.4. These sample reports are located in a folder called `sasdat\ITRM\SampleReports` in the SAS Content Server when the solution is installed. For more information, see the “Exception Analysis” chapter in the *SAS IT Resource Management 3.4: Administrator's Guide*.

ITRM Report Center

ITRM Report Center replaces and improves the functionality that was provided by Gallery Manager. (Gallery Manager was available with SAS IT Resource Management 3.2, 3.21, and 3.3.)

ITRM Report Center includes the functionality of the Gallery Manager application and provides new features that facilitate managing SAS IT Resource Management report content on the SAS Content Server.

ITRM Report Center is a web application that enables users to view, organize, filter, and share SAS IT Resource Management performance and exception reports.

From the ITRM Report Center workspace bar, you can access the Home, Gallery, Resource, and Administration workspaces. Access to these workspaces is governed by role-based security:

- The Home workspace enables you to access your personal watch lists, alerts, and recent work.
- The Gallery workspace enables you to access folders, galleries, and albums that are used to organize and share SAS IT Resource Management reports.
- The Resource workspace enables you to view SAS IT Resource Management reports from a hierarchical perspective for each resource in ITRM Report Center.
- The Administration workspace is where some ITRM Report Center administrative tasks are performed. These tasks include creating SAS Content Server locations and assigning access to those locations to ITRM Report Center User groups, purging reports, and refreshing the ITRM Report Center cache.

This web application includes several new features, such as the following innovations:

- Albums, which operate as point-and-click galleries, can be created. A report can be stored in an album either as it was generated on a specific date or as the latest version.
• Reports can be easily viewed from the Watch List section of the **Home** workspace. You can add a gallery or album that you are viewing on the **Gallery** workspace to the Watch List on the **Home** workspace. To do so, select it and then click the.

For more information, see the *SAS IT Resource Management 3.4: Report Center Guide*

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**Add Domain Category Wizard**

The Add Domain Category wizard enables you to add one or more domain categories to an existing staging transformation. For more information, see the “Add Domain Category Wizard” chapter in the *SAS IT Resource Management 3.4: Administrator's Guide*.

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**Handling Large Data Volumes**

To process large quantities of data on a regular schedule, SAS IT Resource Management 3.4 provides features that facilitate the efficient handling of large data volumes. For more information, see Appendix 11, “Method for Processing Large Data Volumes,” in the *SAS IT Resource Management 3.4: Administrator's Guide*.

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**Integration with SAS Visual Analytics**

SAS IT Resource Management 3.4 provides macros that perform the following tasks:

• Load and update ITRM tables into the SAS LASR Analytic Server
• Start and stop the SAS LASR Analytic Server
• Unload the SAS LASR Analytic Server

In addition, ITRM Report Center can be launched from the SAS Visual Analytics Hub. For more information, see the “Integrating SAS Visual Analytics with IT Resource Management” topic in appendix 10, “Best Practices and Troubleshooting Tips” in the *SAS IT Resource Management 3.4: Administrator's Guide*.

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**Changes and Enhancements to SAS IT Resource Management Adapters**

The following enhancements are introduced with SAS IT Resource Management 3.4 to improve the functionality of the solution’s adapters:

• **MXG Adapters**
  • MXG adapters are updated to level 30.30. Earlier and later releases of the MXG software should be compatible with the SAS IT Resource Management adapters for MXG data sources.
• The SAS IT Resource Management staged tables and columns for adapters that are based on MXG are the same as the MXG data set and variable names on which they are based. (They no longer use the former SAS IT Resource Management format of seven characters with an eighth character representing the statistic in the summarization levels.)

• The RMF MXG adapter was enhanced to make software MSUs for System Tables available for reporting.

• VMware vCenter adapter
  Version updates are available along with new domain categories and reports for VMware vCenter:
  • Cluster System
  • Cluster Storage
  • Guest Storage
  • Host Storage

• HP Performance Manager—version updates are available
• Demand Technology Performance Sentry—version updates are available
• Microsoft System Center Operations Manager
  New reports are available for the Server ProcessorCpu domain category.

• Round Robin Database Tool
  Updates are available for supporting open-source data sources.

• SAP ERP
  New reports are available for the batch job activity and hourly transaction metrics.

Documentation Enhancements

The following additions and enhancements were made to the documentation for SAS IT Resource Management 3.4:

• Addition of the SAS IT Resource Management 3.4: Report Center Guide
• Enhancements to support the changes listed here were made to the following documents:
  • SAS IT Resource Management 3.4: Overview
  • SAS IT Resource Management 3.4: Administrator’s Guide
  • SAS IT Resource Management 3.4: Reporting Guide
  • SAS IT Resource Management 3.4: Migration Guide
  • SAS IT Resource Management Adapter 3.4 for SAP: User’s Guide
• The Help topics were updated to support the changes and enhancements to the solution.
• Embedded user assistance is available in ITRM Report Center. To view help for an object, click 🎯.