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What's New in SAS[®] IT Service Level Management 2.1

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What's New in SAS® IT Service Level Management 2.1

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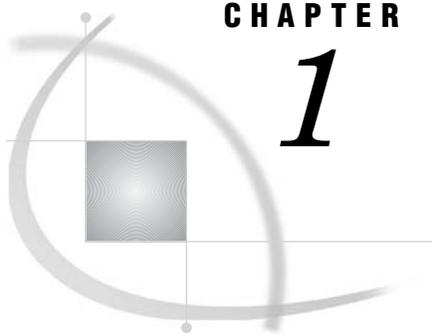
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What's New in SAS IT Service Level Management 2.1

Changes Included in Hotfix 21LM01

The 21LM01 hotfix provides the following updates to SAS IT Service Level Management 2.1:

- Significant performance improvements are realized in the report generation process by eliminating the production of the small, thumbnail graphs that appeared on the daily, weekly, monthly, and yearly service level reports.

In addition, if a time period has no data or only missing data, graphs will not be produced for that time period. For example, if a node does not have any data for a particular day, then no graphs will be produced for that day for that node. The same rule applies to weekly, monthly, and yearly time periods.
- Improved readability of and navigation through Service Level reports is achieved with the addition of an expand and collapse capability that operates on the table nodes that make up the reports. Click the  icon to the left of the table node names to expand the table nodes. Click the  icon to the left of the table node names to collapse the table nodes.
- The method that is used to construct the names of views in the ADMIN library of the contract database is changed so that these names are now unique. These views facilitate access to tables of data that are useful when you are generating reports with SAS Enterprise Guide.

With this hotfix, the names of the views that refer to resources are constructed so that they no longer use the component name. Instead, the view name consists

of the unique, system-generated component identifier (that is, ADMIN.Cnnnnnnn_DET). The ADMIN._ComponentLookupTable, which is a table of component identifiers and their descriptions, can help determine which view corresponds to a specific component.

- New tables that contain metadata for the contract database are available in the ADMIN library of the contract database. These tables provide a way to navigate through the contract hierarchy and its associated nodes. For information about these new tables, see “Contract Database” appendix of the *SAS IT Service Level Management 2.1: User’s Guide*.
- A new macro, %CPSLMFND, is available. The macro searches for specific nodes in the contracts of your current environment. You can locate contract, agreement, service, or component nodes either by name or by catalog identifier.
- The %CPSLMRPT macro has two new parameters that enable Service Level reports to be delivered on a web server. The new parameters are:

TEXTTERMSTR= specifies the type of record separator character sequences to use to terminate records in the file.

TEXTENCODING=specifies which type of encoding is to be used for textual reports.

For more information about these new parameters, see the documentation for the %CPSLMRPT macro in “SAS IT Service Level Management Macros” appendix of the *SAS IT Service Level Management 2.1: User’s Guide*.

- If the target statistic for an objective is SUM, the colors and labels in the reports are displayed for the selected summary period only and all other summary periods are displayed using the transparent color. For targets that specify all other statistics, the colors and labels are displayed in the reports for all summary periods.

All reports that are run after this hotfix is applied will be created according to this rule. Existing reports will not be regenerated automatically. To incorporate this functionality, you can rerun them manually. If you do not regenerate the reports manually, they will remain exactly as they were before the hotfix was applied.

(Prior to this change, colors and labels were displayed in the reports for all summary periods regardless of the target statistic that was specified.)

- On the **style** tab of the Report Global Settings dialog box, the default for the number of decimal places has been changed to two decimal places for the throughput, composite and custom objectives. This change affects only how the values are displayed. It does not affect any calculations.

The default number of decimal places that is in effect when an environment is created will be applied on all objectives throughout that environment. Therefore, after this hotfix is applied, the new defaults will be in effect for any new environments that are created. Objectives that were created in environments prior to this hotfix will not be affected by this change to the default.

- The calculation of availability was changed so that availability is never a negative number.

For more information about these topics, refer to the corresponding sections of SAS IT Service Level Management 2.1: User’s Guide, which was revised to reflect the changes included in this hotfix.

What's New in SAS IT Service Level Management 2.1

SAS IT Service Level Management 2.1 includes the following enhancements:

- New Reports Workspace
- New and Enhanced Reports
- New Baseline Reports
- New Custom Objective and Objectives Management
- New Support of Event-Based Data
- New Data Definition Wizard
- Range Set Enhancements
- New E-mail Notifications
- New Progress Indicators

New Reports Workspace

The Reports workspace in the GUI provides an interface to complete reporting tasks without requiring manual edits to program code. This new workspace makes reporting easy by facilitating the creation and management of report specifications. Report specifications are used to define, generate, and view text-based and graphic reports for contract providers and customers.

The Reports workspace provides the capability to perform the following tasks:

- Create and manage global parameters that identify the default locations of report output and report style sheets.
- Create contract provider and customer report specifications easily with a **Reports Specification** Wizard. This wizard provides step-by-step instructions to complete the necessary report specification settings for contract provider reports and customer reports.
- Manage and maintain report specifications separately for contract provider reports and customer reports.
- Create and manage folders that can be used to group report specifications.
- Generate and view reports.
- Interactively run reports from the workspace or create report job code that can be run either as a separate batch job or else interactively from a SAS session.

For more information about this topic, see “About the Report Workspace” in the Help.

New and Enhanced Reports

Several new reports are available to provide comprehensive performance information and help contract providers and customers make informed business decisions.

New reports include the following:

- The Resource Analysis report shows performance data of individual resources that support a component. This early prevention tool helps identify resource problems that may not be detected at the component level.
- Compliance report variations show and sort compliance data in different ways. For example, compliance reports can show data for the contract node of each contract, all nodes in one contract, or all nodes supported by a servicing contact. Compliance reports can also show missed targets only.
- New text and graph reports support weekly data and the new custom objective feature.

Enhancements and new features in reports provide easier navigation and more flexibility to analyze data. Several data points have been added to the reports to help contract providers and customers analyze comprehensive results. In addition, viewing and navigation tools help describe report data and provide more information about specific items and values.

Enhancements to reports include the following:

- Report categories distinguish between contract provider reports and customer reports. Contract provider reports and customer reports can be stored in separate directory trees in order to restrict access to specific reports.
- Navigation tools such as breadcrumb paths and links make the reports easy to navigate and browse.
- Customized style sheets are available to show a corporate banner or logo.
- Support is provided for new features such as custom objectives, labeling, and event-based data.
- Calculation methods and source details show in text reports.
- Outage exceptions data is available in the Outage Details reports.
- Legends in the text reports provide a descriptive list of the colors that might appear in a report table based on range set definitions.
- Graph reports are embedded in the same pages as text reports.
- Logging capabilities record critical processing steps, error messages, and warning messages for each report specification.
- Support is provided for the ability to detect data changes and run or rerun reports if data was processed after the last run date for a given report specification.

For more information about this topic, see “About the Reports” in the Help.

New Baseline Reports

A series of baseline reports can be generated from the Contract Window. These reports show the data that exists in the contract database for a specified contract. Graph reports provide performance data for components in order to help contract providers determine reasonable targets for component objectives.

For more information about this topic, see the “Baseline Reports” section in “About the Reports” in the Help.

New Custom Objective and Objectives Management

A custom objective is available to measure data that doesn't typically fit within the scope of availability, response time, or throughput such as customer satisfaction or mean time to failure. The custom objective can be included in the computation of the composite objective.

Details and benefits of this new feature include the following:

- The custom objective of a child node in the contract hierarchy contributes to the same custom objective type of its parent node.
- Only one custom objective is available per node in a contract hierarchy.

An **Objectives** tab is available on the Contract, SLA, Service, and Component windows in the GUI. This new tab makes managing objectives of a node easier because it provides a single location to manage objectives options instead of a separate tab for each objective type (availability, response time, throughput, custom objective, and composite). You can use the **Objectives** tab to activate, define, and label the objectives for a specific node in a contract hierarchy.

For more information about this topic, see “About the Objectives Tab” in the Help.

New Support of Event-Based Data

Support of event-based data provides more flexibility when measuring performance objectives of a component. Event-based data can be a source for response time, throughput, and custom objectives on a component. In addition, SAS IT Service Level Management supports interval data and can identify if a measure is being retrieved from an interval table or event table in SAS IT Resource Management.

For more information about this topic, see “About the Component Data Tab” in the Help.

New Data Definition Wizard

A new **Data Definition** Wizard is also available in the GUI to create or modify data definitions for a component objective. Accessible from the **Data** tab in a Component dialog box, this Wizard provides step-by-step instructions to identify the Performance Data Warehouses (PDBs), tables, and measures for a single objective type. The Wizard also provides steps for assigning weighting variables (which can be the number of events) to use in calculating the objective indicator. These instructions ensure that the data defined for each objective is complete for all required fields.

For more information about this topic, see “About the Data Definition Wizard” in the Help.

Range Set Enhancements

Enhancements to range set options increase your capability to access, define, and manage the ranges that measure and classify service levels for a node in a contract. These enhancements improve flexibility to edit range sets, manage range definitions, and customize range set labels for reports. These enhancements also provide more information in the range set tables to show current range values and settings.

Enhancements to range sets include the following:

- In order to clarify the boundaries of a range, range set tables for each objective show inclusive and exclusive values of a given range. The table will display a range using the operator. For example, the range is displayed in this form: $10 < x < 20$.
- Range sets can be edited from the Contract workspace.
- Range sets do not allow an undefined gap in range values so that all values between the upper and lower limits of a range set are assigned to a range.
- Range descriptions associate report colors and labels with global and individual ranges in a range set. These range descriptions conveniently centralize your choices for the labels and colors that will appear in the reports.
- Range sets and range description lists are available and can be edited in various GUI locations such as the Contract, Catalog, and Reports workspaces.

For more information about this topic, see “About the Range Set Dialog Box” and “About the Range Description Dialog Box” in the Help.

Note: Migrating from SAS IT Service Level Management 1.0/1.2 to SAS IT Service Level Management 2.1 will have a significant effect on range sets. For more information about this, see “Migration Documentation for SAS IT Service Level Management 2.1” on the Web page <http://support.sas.com/documentation/onlinedoc/itslm>. Δ

New E-mail Notifications

E-mail notifications inform servicing contacts that a target was missed in some aspect of a contract, SLA, service, or component for which the contacts have responsibility. These automated e-mail notifications contain the contract name, the

servicing contact for each node, information about each node that has failed, the objectives that have failed, the actual values, and the target values. This information helps servicing contacts monitor their nodes of responsibility and understand how service levels are affected.

Details and benefits of this new feature include the following:

- E-mail notifications can be enabled or disabled for a service contact or for a node of the contract.
- These e-mails provide information about all the missed targets for which the contacts have monitoring responsibility. Servicing contacts receive a single e-mail notification for each contract.
- E-mail notifications only contain alerts for missed targets during the current compliance period.

For more information about this topic, see “About E-mail Notifications” in the Help.

New Progress Indicators

Progress indicators help identify when a GUI command takes a few moments to show a result because of the amount of data retrieval and processing that the GUI must perform. These instances are marked with indicators such as an hourglass or dialog box to inform you that SAS IT Service Level Management is working.

For more information about this topic, see “Working with the SAS IT Service Level Management Main Window” in the Help.

Your Turn

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