

BMC Analytics for Business Service Management User Guide



Supporting

BMC Analytics version 7.6.05 for Business Service Management

January 2012

~~Supplier Performance – Percentage RMA~~

~~The Percentage RMA subsection of the Supplier Performance section shows the percentage of the total number of items returned to suppliers from the total number of items ordered for the selected quarters.~~

~~Supplier Performance – Delivery Performance~~

~~The Delivery Performance subsection of the Supplier Performance section shows the percentage of times the purchase orders were delivered on time.~~

~~Compliance – Software License Compliance Level~~

~~The Software License Compliance Level subsection of the Compliance section shows the number of licenses deployed as a percentage of the number of licenses purchased.~~

~~A08 – Asset Relationship Analysis – Selection of Asset~~

~~This report is used for selecting an asset for the Asset Relationship Analysis report.~~

~~Usage~~

~~Use this report to view the CIs and their relationships that exist in BMC Atrium CMDB.~~

~~Subreport~~

~~A08b – Asset Relationship Analysis report~~

~~This subreport of the Asset Relationship Analysis – Selection of Asset report displays the relationships for the asset selected from the Asset Relationship Analysis – Selection of an Asset report. Relationships in this report are grouped by relationship type. Key details of related assets are also shown.~~

Incident Management Reports

This section describes the Incident Management reports.

Most reports use company and reporting period as standard input. Variances are noted where applicable.

Note

See “*Customizing the ITSM universe for reporting on Incident Management*” in the *BMC Analytics for Business Service Management Installation and Administration Guide* for information about configuring the launch from the Incident Management reports to the Incident Management records.

I01—Number of Incidents by Status

This tabbed report displays the total number of incidents for a given time period and company, by the status of the incident. The details of the incidents are also provided in the Detail tab.

The details of the incidents include impact, assigned to group, incident reported date, and incident summary. The incident details are grouped in sections based on the incident status.

Drill actions are enabled for the Assigned Group column. The drill up mode allows you to filter the incidents by the assigned support organization and assigned support company. Clicking on a hyperlinked assigned group in the Assigned group column allows you to filter the list of incidents by the assignee or assignees within the assigned group. Use the drop-down menu in the Report Filter toolbar to filter the incidents by any parameter you select.

Usage

This operational summary report is used by operational managers and service desk analysts. This report allows operational managers to effectively track current incidents and their assigned groups, ensuring effective resource utilization so that incidents are addressed in a timely fashion and adverse impacts on the business operations are minimized.

I02—Trend report for Incident Volume

This report shows the trend of monthly incident volume, by company and reporting period. For a specified reporting period and company, the number of incidents created in a month are shown along with the number of incidents closed in that month.

Usage

This executive-level report is suitable for a high-level view of incident volumes over time. It can be used to identify periods of abnormally high or low volumes. It can

also be used for resource planning purposes, to help ensure that the best possible levels of service quality and availability are maintained.

I03—Aging of Open Incidents

This tabbed report shows all the open incidents for a particular company, grouped according to age. The data is shown by assigned group.

The age of incident is calculated as the number of days the incident has been open. Age buckets are 0-5 days, 6-10 days, 11-30 days, 31-60 days, 61-90 days, and greater than 90 days. Drill actions are enabled on the summary chart so that you can drill up to the Assigned Support Organization or drill down to the assignee. The Detail tab shows the chart data in a table format. In the Detail tab, drill actions are enabled on Assigned Group so that you can drill down to the assignee.

Usage

Operational managers and executives can use this report to track whether incidents are being handled in a timely manner and within particular agreed upon response times. It can also be used to ensure adequate staffing resources so that the time to resolve an incident is reduced.

Report Assumptions

The incidents that are not in cancelled or closed state are considered open.

I04—Resolution Time Analysis for Incidents by Impact

This report shows the incidents for a particular company, grouped by impact and resolution time ranges. The time period of the report is flexible and is specified at run-time. Details of incidents are also shown.

The incidents for each company are shown in four sections based on impact. Within each section, the incidents are grouped based on the resolution time ranges: 0-5 days, 6-10 days, 11-30 days, and greater than 30 days. Details of the incidents, such as incident summary, resolution time in days, assigned group, incident reported date, and incident last resolved date are also shown.

Usage

This report can be used by operational managers and executives to track the response time to incidents that have the greatest impact to the company. Tracking

this data can help managers and executives ensure proper resource availability so and that normal service operation is restored as quickly as possible.

Report Assumptions

- The incidents that are not closed or cancelled are selected.
- Resolution time is defined as the number of days that have elapsed between the status changing from the opened state to the resolved state.

I05—Number of Incidents Opened by Impact

This report shows the total number of incidents created by company and for a given time period, by impact.

Incident details are also shown such as incident ID, incident summary, status, assigned group, and incident reported date.

Usage

This is an operational summary report best used by operational managers and service desk analysts. It can be used to analyze how many new incidents were created within a particular time period and the impact of the newly created incidents. Having this data allows managers ensure proper resource allocation so that incidents of significant impact are addressed quickly and impact to the business is minimized.

I06—List of Incidents for a Given Configuration Item

This report shows, for a particular company and CI, the list of incidents associated with the CI, along with the incident details such as incident ID, incident summary, status, assigned group, and incident reported date.

Usage

This report can be used to quickly identify the incidents reported against a particular CI. This data can be used by an operational manager to perform analysis on the CI, or to track the status and assigned group of the incidents reported against the CI.

I07—Number of Incidents Opened by Operational Categorization

This report shows the number of incidents for a company created in a given time period, by operational categorization of the incident.

Details of the incidents, such as operational categorization (tiers 1, 2, and 3), incident ID, incident summary, status, impact, and incident reported date are also shown on the Detail tab.

Usage

This is an executive-level report, suitable for a high-level view of the number of incidents reported against the operational categorizations. It can be used to identify an abnormally high number of incidents in a given service area, which can indicate a deeper problem. It can also be used to ensure adequate resource allocation, so that incidents are addressed in a timely manner.

Report Assumptions

- Operational categorization is the operational categorization information on the incident record.
- Count of incidents is taken across a unique combination of operational categorizations.

I08—Analyst Workload and Productivity

For a given time period and company, this report shows how many incidents were assigned to an analyst and how many were resolved.

The detail contains the data in a tabular format, and it also contains the percentage of incidents resolved by the analyst.

Usage

This report can be used by operational managers and executives to keep track of analysts' workload and resolution percentages. It can also be used for resource planning purposes.

Report Assumptions

- The incidents included in this report are the incidents currently assigned to the analyst within the specified timeframe and those incidents resolved by the analyst within the specified timeframe.

I09—Mean Time to Resolution of an Incident

This report shows, for a specified company and time period, the monthly averages for the elapsed time to incident resolution, in days. The graph shows the trend in the average resolution time, and the table below the chart contains the same data in tabular format.

Usage

This report can be used by operational managers and executives to determine staffing levels and perform workload projection analysis for Incident Management staff. Planning for adequate staffing can help to ensure that benchmarks are met for incident resolution times.

Report Assumptions

- The incidents included in this report are those incidents opened and resolved within the reporting period.

I10—Percentage of Incidents Reopened

This tabbed report shows, for a particular company and reporting period, the percentage of incidents that were reopened by users after they were resolved by the analyst. The data is shown for each month over the specified time period.

The table beneath the chart shows the total number of incidents resolved within the month, the number of incidents reopened, and the percentage of reopened incidents. The Detail tab shows the details for the reopened incidents, including the incident ID, the incident summary, and the impact.

Usage

This is an executive-level report that can reveal whether incidents are being adequately handled by service desk analysts. It can also be used to determine if process reviews or process improvements may be required.

Report Assumptions

- The incidents are filtered on incident reported date within the reporting period.
- Re-opened incidents are incidents whose incident re-opened date is within the reporting period.
- The percentage of re-opened incidents is equal to the number of reopened incidents in a month divided by the total number of incidents created that month, and then multiplied by 100.

I11—Percentage of Incidents Logged Using Automated Tools

This tabbed report shows, for a specified company and reporting period, the trend in the percentage of incidents in a given month that got logged by automated tools.

The table below the trend chart contains the total number of incidents for the month, the number of incidents logged using automated tools, and the percentage of incidents logged using automated tools.

The Detail tab contains the details of the incidents, including the month in which the incident was submitted, incident ID, incident summary, and impact.

Usage

This is an executive-level report for tracking the incidents resulting from infrastructure events. Effective management of underlying infrastructure events can result in the resolution of the underlying incidents before the IT service level or the business is impacted.

Report Assumptions

- The incidents logged using automated tools are the ones whose service type is classified as infrastructure event.

I12—Number of Calls Handled per Analyst per Hour

This report shows, for a specified company and assigned group, the average number of incidents handled by each analyst per hour through the phone channel. The data is averaged over a specified time period.

The Details tab shows additional information, such as incident ID, summary, impact, reported date, status, and assigned group.

Usage

This report can be used by operational managers and executives to track analyst effectiveness. It can also be used to evaluate the automation of the functions of the incident management process.

Report Assumptions

- Calls that are incidents with a reporting source of telephone are selected.
- The average number of calls handled for a given reporting period is determined.

I13—Percentage of Incidents that Require Local Support

This report shows, for a specified time period and company, the trend in the percentage of incidents every month that required local field support or a personal visit.

The summary report contains a graphical chart that shows the trend in the percentages by month; below the chart is a table that contains the month, the total number of incidents in the month, the number of incidents that require local support, and the percentage of those incidents that require local support.

The Detail tab contains details on the incidents, including the month submitted, incident ID, incident summary, impact, and assigned group. Drill options are enabled on the Assigned Group column, so that you can click the name of the assigned group and drill down to the assignees within the assigned group. You can click the Drill up icon in the column header to drill up to the assigned group, assigned support organization, or assigned support company.

Usage

This report can be used by operational managers and executives for resource planning purposes.

Report Assumptions

- Incidents requiring local support are those incidents whose resolution method is onsite support.
- The number of incidents requiring local support is averaged.

I14—Backlog of Unresolved Incidents

This report shows the current backlog of open unresolved incidents, for the specified company, by assigned to group and by impact.

The number of incidents by assigned to group across all impact values are shown. Drill actions are enabled for the Assigned to column so that you can click the drill up icon to drill up to Assigned Support Organization and click the hyperlinked assigned group to drill down to the assignee.

The Details tab contains the details of the unresolved incidents, including the incident ID, summary, impact, status, assigned group, and assignee.

Usage

This report can be used by operational managers and executives to ensure proper workload distribution and planning so that incidents are handled in a timely manner. It can also be used to compare the effectiveness of various groups.

Report Assumptions

- All open incidents are selected.

I15 —Percentage of First-line Resolution Based on Total Number of Incidents

This report shows, for the specified company and assigned group, the percentage of incidents that were resolved by the first-line analysts without escalating to second-line analysts. The data is shown on a monthly basis for a specified time period.

The incidents that belong to the specified assigned group are selected.

Usage

This is an executive-level report that can be used to measure the effectiveness of the incident management process, and to identify whether the resources available to the first-line analysts are sufficient to reduce the number of escalated incidents.

Report Assumptions

- Incidents resolved by analysts who belong to a Tier 1 type of support group are considered as first line resolutions.

- An analyst belongs to the Tier 1 support group if the Support Group Role field of the support group is set as Tier 1.

I16—Average Speed to Respond to Telephone, Email, and Web Requests

This report shows, for a particular timer period and company, the number of hours that have elapsed since the user filed the request and an analyst starts working on the request. The response speed is averaged over a month and is shown by the reported source.

The Details tab includes the data in tabular format and includes the month, the reported source (telephone, email, or Web), the average speed to respond in hours, and the total number of incidents. Only the incidents whose reporting source is email, phone, or web are included. The incidents whose incident responded date is not null are included. The time spent before responding to the incidents is averaged.

Usage

This report can be used by operational managers and executives to determine whether incidents are being responded to in a timely manner and to analyze notable differences in response time that appear between the reported sources.

I17—Top Requestor Departments

This report shows, for a specified time period and company, which departments submitted the highest number of incidents.

The Detail tab includes the number of incidents for the impact level for each department. Drill actions are enabled on the department column so that you can click the Drill up icon to drill up to the organization and click on the hyperlinked department name to drill down to the Site. In addition, the number of incidents for the impact level is provided for each department. The user can drill from department to analyst.

Usage

This report can be used by operational managers and executives to identify the departments that are generating the most incidents and the impact of the incidents being generated. Managers and executives can use this information for resource planning purposes to make sure the appropriate skills and the number of available analysts meet the needs of those departments. This report is also useful in chargeback situations.

I18—Top Requestor Sites

This report shows, for a specified company, which sites filed the largest number of incidents over a given time period.

The summary report contains a bar chart that shows the number of incidents submitted by each site. The Details tab contains a table with the impact value for the incidents. Drill functionality is enabled for the sites, so that you can click the Drill up icon to drill up to the department and click the hyperlinked site value to drill down to the name.

Usage

Executives and operational managers can use this report for resource planning purposes. It can also be used to identify deeper problems in a given site that might be the cause of higher incident volumes.

Report Assumptions

- The Incidents are grouped by Site, and then sorted by Number of Incidents in each Site in descending order.

I19—Number of Incidents by Reported Source

This report shows, for a specified company, the total number of incidents for a given time period by the reported source of the incident.

The summary report contains a column chart showing the number of incidents for each reported source. Depending on the amount of customization, the reported sources could be BMC Impact Manager Event, Direct Input, Email, External Escalation, and Systems Management. The table below the chart contains the same data in tabular form.

The Detail tab contains the incident details, grouped by reported source. The incident details include incident ID, incident summary, impact, assigned group, and incident reported date. Drill functionality is enabled for the assigned group column, so that you can click the drill up icon to drill up to the assigned support organization and click the hyperlinked assigned group value to drill down to the assignee.

Usage

This report can be used by operational managers and executives to keep track of which sources are generating the most incidents. This will reveal how users prefer to

interact with the service desk and can also reveal areas for cost optimization through use of low-cost sources or through automation of the incident creation process.

I20—Number of Incidents by Product Categorization

This report shows, for the specified company, the total number of incidents created within a given time period by product categorization of the incident.

The Detail tab contains the incident details for each of the incidents included in the summary report, including the product categorization (Tier 1, Tier 2, and Tier 3), incident ID, incident summary, status, impact, and incident reported date.

Usage

This is an executive-level report, suitable for a high-level view of product areas and their associated incidents. This report can be used to identify abnormally high numbers of incidents in a given product area, which might indicate a deeper problem.

I21—Number of Duplicate Incidents

This report shows, for a specified company, the number of incidents and duplicate incidents created every month within a given time range.

Usage

This report can be used to determine if duplicate incidents are being filed for the same issue, which is often the case for incidents linked to a common underlying problem.

Report Assumptions

- Incidents that have a relationship type as duplicate of are considered duplicate incidents.

I22—Number of Incidents with Status Pending for Client Action

This report lists, for a specified company, all open incidents that are awaiting client action.

This report contains a pie chart showing the percentage of incidents that are awaiting client action. Details of the incidents awaiting client action are shown in a table below the pie chart. The incident details include incident ID, status, status reason, impact, assigned group, incident reported date, and customer last and first name.

Usage

This is an operational-level report used to identify those incidents that are pending client input. It can be used to follow through on high-priority incidents, and those incidents that have been in pending state for a long time.

Report Assumptions

- Only incidents with open status are considered.
- Incidents that have a pending status and the status reason as client action required are considered

I23—Number of Incidents Escalated to Second-level Support

This report shows, for the specified company, the total number of incidents in a given month, broken down by those that are resolved in the first level of support and those that are escalated to the upper levels of support.

Usage

This report can be used to assess the ability of first-line support to resolve issues without escalating them, and can provide justification for additional training or knowledge resources to increase the resolution rate by first-level support. It can also be used to determine staffing requirements for second-level support, and to identify fundamental problem issues that might be causing escalations.

Report Assumptions

- The incident is designated as escalated if the assigned analyst belongs to a tier 2 or tier 3 group.
- An analyst belongs to the Tier 2 or 3 support group if the Support Group Role field of the support group is set as Tier 2 or Tier 3.

I24—Measure of Customer Satisfaction Through Automated Surveys

This report shows, for a specified company, the average satisfaction level for each month, for the specified time period. The averages are shown in a barchart, and the table below the chart shows the same data in tabular format.

Usage

This report can be used to monitor the trend of customer satisfaction with the handling of incidents over a period of time.

Report Assumptions

- Only incidents for which the customer satisfaction rating is available are considered.
- The customer satisfaction rating for the incidents is averaged over the specified time period

I25—Percentage of Incidents Resolved Within Stated Timeframe (SLA)

This report shows, for the specified time period and company, how many incidents were resolved within the timeframe as specified by the service level agreement (SLA).

This report contains a column chart that shows the the number of incidents that were resolved within the agreed time period and the priority of those incidents. A table below the column chart shows, by priority, the percentages of the incidents that met their SLA, the number of incidents resolved within the agreed response time, and the number of incidents with an SLA attached. The Detail tab contains data similar to the table in the summary tab, but including the total number of incidents by priority.

Usage

This can be used by managers and executives to assess how well the service desk is meeting its service-level commitments. This KPI is useful for executive-level audiences.

Report Assumptions

- Only the incidents that have an SLA attached to them and are reported in the specified time period are considered.

- Incidents resolved within the agreed response timeframe are the incidents whose Service Level Management (SLM) goal is Incident Resolution Time and SLM status is Within Service Target are selected.

Note

If you do not have BMC Service Level Management installed, this report is not available.

I26—SLA Status of Currently Open Incidents

This report shows, for a particular company, and for those incidents that have an SLA, the current SLA status and target due date as specified in the SLA.

This report contains a table with the following data:

- incident ID
- incident summary
- status
- impact
- priority
- SLA status
- SLA due date
- number of days before SLA is breached
- number of days since the incident was opened

Usage

This is an operational-level report for operational managers to track SLA commitments against currently open incidents. Managers can identify incidents that are nearing their SLA milestones with this report and take proactive action.

Report Assumptions

- Only open incidents that have an SLA attached are considered.
- The number of days before the SLA is breached is the difference between the current date and the SLA due date.

- If the current date exceeds the due date specified in the SLA, then the SLA is breached.

Note

If you do not have BMC Service Level Management installed, this report is not available.

I27—SLA Performance Summary by Group

This report shows, for a particular time period and company, the overall SLA performance for incidents that were assigned to a particular group.

This report contains a table with the assigned group, the total number of incidents, the number of incidents with attached SLAs, and the percentages of the incidents that met the SLA.

Usage

This report is useful for an executive-level audience and can be used to track SLA performance of a particular support group. It can also be used to compare performance of various groups.

Report Assumptions

- Only the incidents that have an SLA attached to them and are reported in the specified time period are considered.
- Only incidents resolved within the agreed response time frame and whose SLM goal is Incident Resolution Time and whose SLM status is Within Service Target are selected.
- The percentage of incidents resolved within the agreed response timeframe is determined for all the assignee groups.

Note

If you do not have BMC Service Level Management installed, this report is not available.

~~Problem Management Reports~~

~~This section describes the Problem Management reports.~~