

Enterprise Performance Reports

Overview

GroundWork Reports are a set of predefined service level reports available for immediate report generation and visibility into IT service levels. These standard availability and status reports are viewable in GroundWork Monitor through the integrated BIRT Report Viewer. This page reviews the **Enterprise Performance Reports** including Host, Host Group, Host Group Top Five, Host Multi Variable, and Host Group Multi Variable. These reports are based on aggregated performance statistics collected on a daily basis in the Foundation database.

In the default configuration, performance data is consolidated daily and stored for one year. The nightly data consolidation process calculates the minimum, maximum and average value for the day; the underlying measurements are not kept. By default, the `process_service_perfdata_file` (file based performance handling) posts performance data to Foundation (same time as writing the RRD file). As long as performance counters are defined for checks the data will be available for EPR reports.

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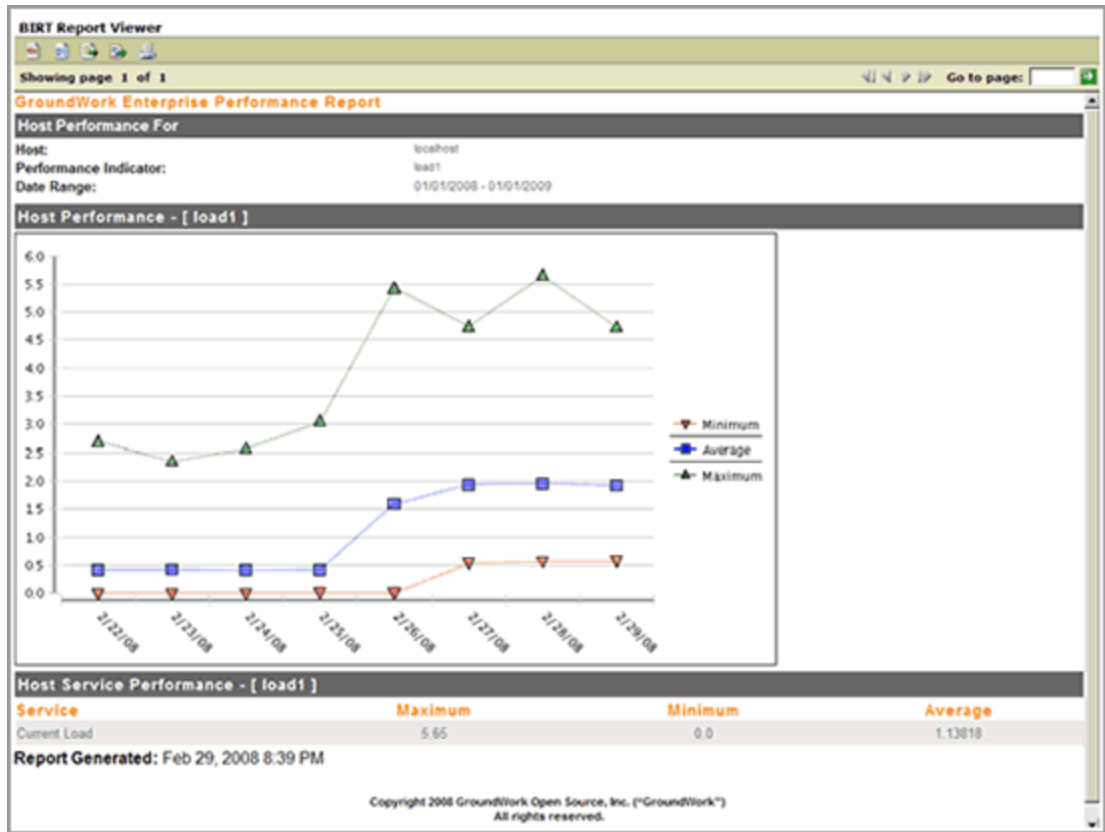
1.0 About Enterprise Performance Reports

1.1 Host EPR

The Host EPR charts long-term performance trends for performance data for a selected host. This report can help identify areas where additional capacity is needed due to steady increases in load or demand. It graphs the minimum, average and maximum values of a given performance metric over time.

- The first section of the report lists the report parameters as input; Host, Performance, and Data Range.
- The second section displays a line graph where markers indicate time periods for which data was present and included.
- The third section shows the global minimum and maximum values for the entire time period and the global average for the metric by Service. Drilling-down to an individual Service is available by clicking on the name of an individual Service.
- **Host EPR Parameters**
 - A host selection determines the set of nodes that will be reported on. Hosts can be selected from a drop-down list or by typing the host name in the text box. Making a host selection, by either mechanism, populates the performance indicator drop-down with available data sets for the host.
 - The Performance Indicator drop-down and text box are used to select the data-set to display for the report. As with the host selection the Performance Indicator can be selected from the drop-down list of choices or by typing a data-set name.
 - The Date Range sets the start and end date for the report in the format MM/DD/YYYY. All performance data within the date range will be included in the report.
 - The Sort Service Table options determine the ordering of Services in the detailed table section of the report. The most common selections are:
 - **Service/ascending** - List in alphabetical order of host name
 - **Maximum/descending** - List in order of maximum value, biggest first
 - **Average/descending** - List in order of average value, biggest first

Figure: Host EPR

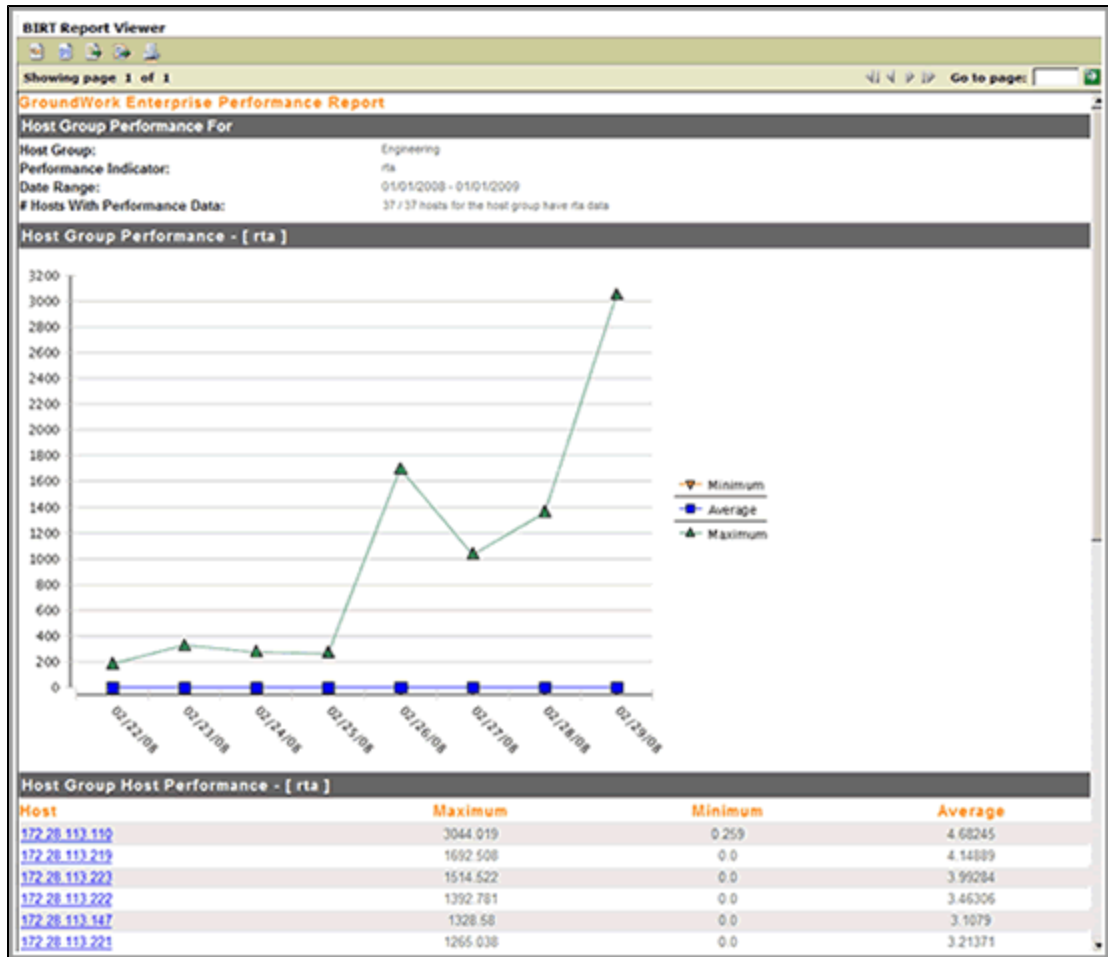


1.2 Host Group EPR

The Host Group EPR charts long-term performance trends for performance data for a selected host group. This report can help identify areas where additional capacity is needed due to steady increases in load or demand. This chart graphs the minimum, average and maximum values of a given performance metric over time.

- The first section of the report lists the report parameters; Host Group, Performance, and Data Range. The total count of hosts that provide the requested metric is also included - not all hosts in the selected host group may be configured to collect the requested metric.
- The second section displays a line graph where markers indicate time periods for which data was present and included.
- The third section shows the global minimum and maximum values for the entire time period and the global average for the metric by host. Drilling-down to an individual host is available by clicking on the name of an individual host.
- **Host Group EPR Parameters**
 - A Host Group selection determines the set of nodes that will be reported on. Host Groups can be selected from a drop-down list or by typing the host group name in the text box. Making a host group selection, by either mechanism, populates the performance indicator drop-down with available data sets for the host group.
 - The Performance Indicator drop-down and text box are used to select the data-set to display for the report. As with the host group selection the Performance Indicator can be selected from the drop-down list of choices or by typing a data-set name.
 - The Date Range sets the start and end date for the report in the format MM/DD/YYYY. All performance data within the date range will be included in the report.
 - The Sort Service Table options determine the ordering of hosts in the detailed table section of the report. The most common selections are:
 - **Hosts/ascending lists** - List in alphabetical order of host name
 - **Maximum/descending** - List in order of maximum value, biggest first
 - **Average/descending** - List in order of average value, biggest first

Figure: Host Group EPR



1.3 Host Group Top Five EPR

The Host Group Top Five EPR charts a selected performance indicator present in the selected host group.

- The first section of the report lists the report parameters; Host Group, Service, Performance Indicator Name and Short Name, Unit of Measurement, Date Range, and # of Hosts with Performance Data.
- The second section displays a horizontal bar chart where the X axis is measured and labeled in the unit of measurement of the Performance Indicator (e.g. sec). The graphic will include the 5 Host Service instances where the metric registered the highest of all those in the selected Host Group for the date range, sorted in a selected order. Each bar will be labeled with the Host name as assigned at data collection.
- The third section shows a table listing all the host and service metric combinations in the host group. Each row includes the maximum, minimum and average value for the chosen metric and the table is sorted in descending order of the maximum value for the date range. Each host links to an individual detailed chart.
- Host Group Top Five EPR Parameters
 - A Host Group selection determines the set of nodes that will be reported on. Host Groups can be selected from a drop-down list or by typing the name in the text box. Making a selection populates the performance indicator drop-down with available data sets for the host group.
 - The Date Range drop-down options sets the start and end date ranges indicating that all performance data within the date range will be included in the report.

Figure: Host Group Top Five EPR

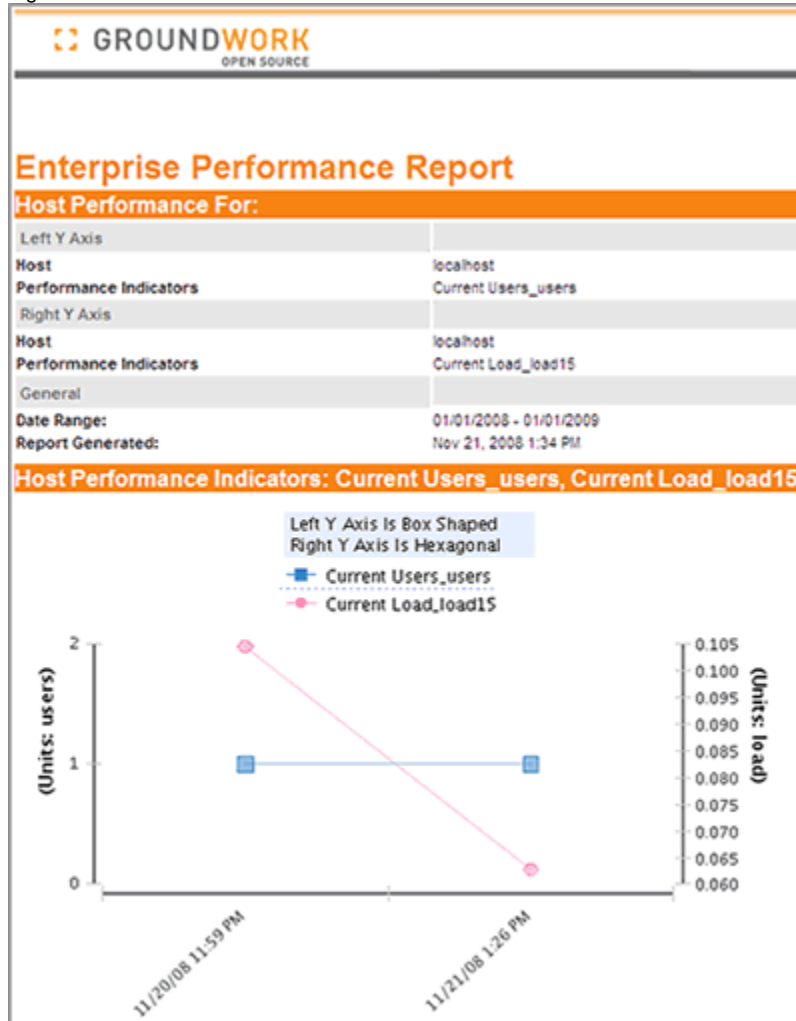


1.4 Host Multi Variable EPR

The Host Multi Variable EPR charts a report with up to two individually selected hosts, units, and performance indicators present in the selected hosts.

- The first section of the report lists the report parameters; Hosts, Performance Indicators, and Date Range.
- The second section displays multiple performance variables in a single line graph where the X axis is labeled with the date range, and the Left Y and Right Y Axes are measured and labeled in the unit of measurement of the Performance Indicator selected for the selected hosts. A legend identifies attributes of the graphs by color and shape.
- The third section shows the a table listing all the host and service metric combinations in the host. Each row includes the maximum, minimum and average value for the chosen metric and the table is sorted in descending order of the maximum value for the date range.
- **Host Multi Variable EPR Parameters**
 - A Host selection determines the node that will be reported on. Hosts can be selected from a drop-down list or by typing the name in the text box. Making a selection populates unit and performance indicator drop-down with available data sets for the host.
 - The first section of the report lists the report parameters; Hosts, Performance Indicators, and Date Range.
 - The Left and Right Y Axes options allow for differentiation of the marker shapes, sizes, line widths, and styles.
 - The Date Range drop-down options sets the start and end date ranges indicating that all performance data within the date range will be included in the report.

Figure: Host Multi Variable EPR

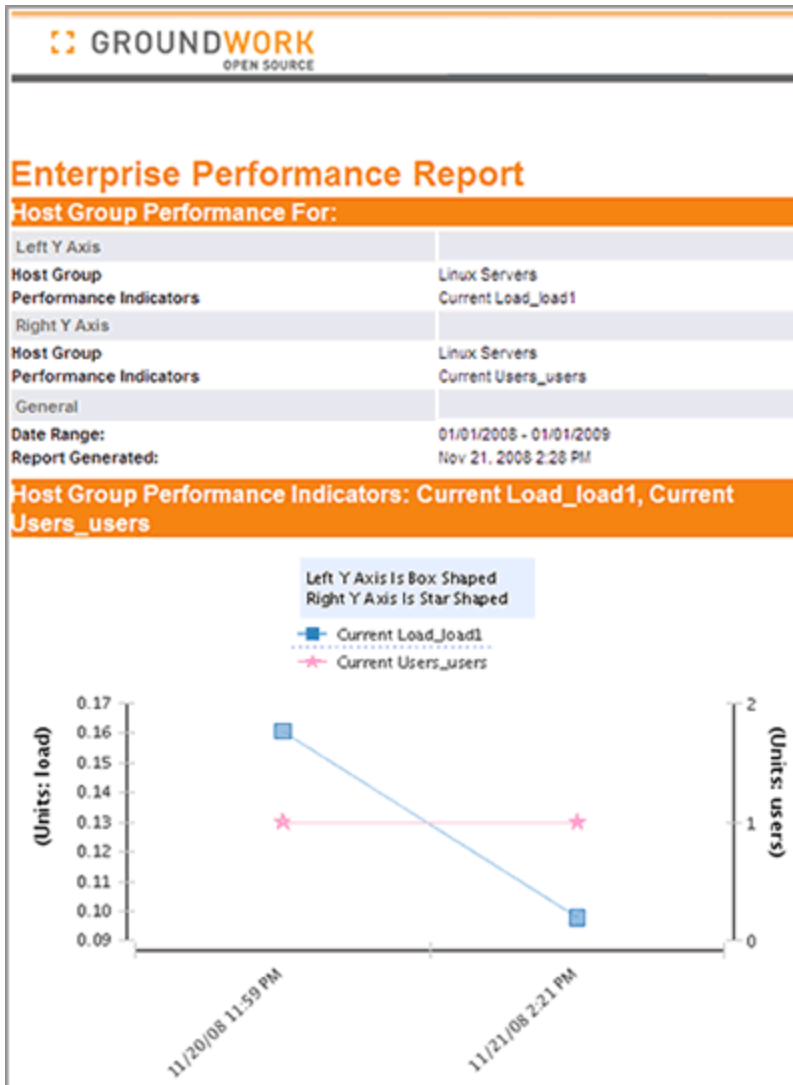


1.5 Host Group Multi Variable EPR

The Host Group Multi Variable EPR charts long-term performance trends for performance data for a selected host group. This report can help identify areas where additional capacity is needed due to steady increases in load or demand. This chart charts a report with up to two individually selected host groups, units, and performance indicators present in the selected host groups.

- The first section of the report lists the report parameters; Host Groups, Performance Indicators, and Date Range.
- The second section displays multiple performance variables in a single line graph where the X axis is labeled with the date range, and the Left Y and Right Y Axes are measured and labeled in the unit of measurement of the Performance Indicator selected for the selected hosts groups. A legend identifies attributes of the graphs by color and shape.
- The third section shows the a table listing all the host group and host metric combinations in the host. Each row includes the maximum, minimum and average value for the chosen metric and the table is sorted in descending order of the maximum value for the date range.
- **Host Group Multi Variable EPR Parameters**
 - A Host Group selection determines the nodes that will be reported on. Hosts can be selected from a drop-down list or by typing the name in the text box. Making a selection populates unit and performance indicator drop-down with available data sets for the host group.
 - The Left and Right Y Axes options allow for differentiation of the marker shapes, sizes, line widths, and styles.
 - The Date Range drop-down options sets the start and end date ranges indicating that all performance data within the date range will be included in the report.
 - The Sort Host Table sets the what to sort on and in what order

Figure: Host Group Multi Variable EPR



2.0 Generating Reports

The steps below will guide you through the process of generating GroundWork Reports.

1. Select **Reports > BIRT Report Viewer**.
2. Select a report type you wish to generate.
3. A report parameter screen will be displayed (if required). Select the appropriate parameters and select *OK*. A processing message will display on the screen while the report is being generated. Report navigation is available at the top right of the window and enables you to quickly jump to the top of the report, previous page, next page, bottom of report, or to a specified page number. Useful report options displayed at the top of the report are described in the table below.

Table: Report Options

Run Report	This command lets you view and reset the parameters of the report which will automatically run again after you make changes and select OK.
Export Data	This command lets you export the data to a Comma Separated Value (CSV) File Format. CSV format is often used to exchange data between disparate applications.
PDF	Print report as a PDF file. The report footer indicates the date and time the report was generated. One in the PDF viewer you can email reports.