



Featured Report: Tivoli Business System Manager 4.1.1 Reports

The following is a featured report article for Tivoli Common Reporting. Tivoli Business Service Manager shipped its first TCR reports with the 4.1.1 release in October 2007. The TBSM reports are embedded in the product and can be viewed from the product console. Some of the report screen-shots are shown below as part of this featured report article. (Nov 2007)

From a forthcoming article to be published on www.ibm.com/developerWorks



IBM Tivoli is delivering the **Tivoli Common Reporting** software, aiming to provide customers with a reporting solution that is shared across the Tivoli portfolio and can be used by Tivoli, business partners, and customers as a base for increasing the value of solutions built around Tivoli products.

Tivoli Business Service Manager shipped its first TCR reports with the 4.1.1 release in October 2007. The TBSM reports are embedded in the product and can be viewed from the product console. Some of the report screenshots are shown below.

Availability: Service Outage Count/Duration Summary

These reports show the services with the highest average outage duration or count recorded by TBSM. The parameters required to generate these reports are as follows:

- A date range (start and end dates or a pre-specified date range like **Last 30 days** or **Current Week**)
- A row limit to adjust the number of services shown in the report (representing the top n services)

The chart shows a bar representing the total outage duration next to the name of the affected service. The tabular part of the report (visible on clicking **Expand Details** below the chart) lists affected services and outage duration totals grouped by status level. The same chart can be seen for outage duration or count.



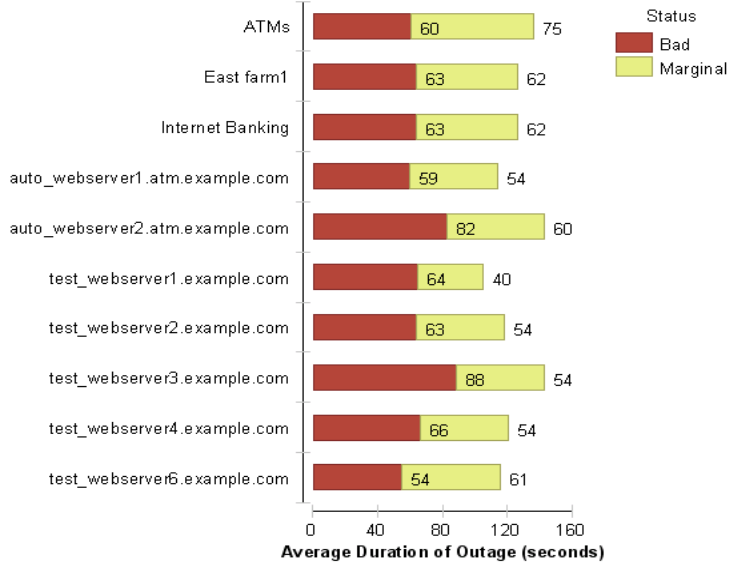
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TBSM: Top Service Outage Average Duration Chart

Start Time: Jun 30, 2007 12:00 AM End Time: Jul 30, 2007 11:59 PM
 Row Limit: 10

Services With Highest Total Average Outage Duration (Click on bar in chart to show detail for that service)



Expand Details

This report shows the services with the highest average outage duration recorded by TBSM. You can use the Row Limit parameter to adjust the number of services shown in the report. The chart shows a bar representing the total outage duration next to the name of the affected service. The tabular part of the report lists affected services and outage duration totals grouped by status level.

August 28, 2007 10:30:31 PM EDT

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The chart is interactive. By clicking each bar, you can drill through to a sub-report called Outage Details for Single Service, which lists the outage details of the selected service as shown below. In this example, the **ATMs** bar was clicked to drill through to the list of outages during the selected period for the specified service.

Outage Details for Single Service

This is a list of outages showing the outage time, status, previous status, and duration of the outage for the selected service.



TBSM: Service Outage Detail

Start Time: Jun 30, 2007 12:00 AM End Time: Jul 30, 2007 11:59 PM
 Service Name: [auto_webfarm1](#) Top Level Path:
 Minimum Severity: 0

Status changes for service: [auto_webfarm1](#)

ATMs (auto_webfarm1)			Total status changes: 79
Status Time	Status	Previous Status	Duration
Jul 24, 2007 9:55 AM	●	▲	00:08:13
Jul 24, 2007 9:48 AM	▲	●	00:01:13
Jul 24, 2007 9:47 AM	●	▲	
Jul 24, 2007 9:47 AM	▲	●	
Jul 23, 2007 2:51 PM	▲	●	00:01:00
Jul 23, 2007 2:51 PM	●	▲	00:01:00
Jul 23, 2007 2:50 PM	▲	●	
Jul 23, 2007 2:50 PM	●	▲	
Jul 23, 2007 2:43 PM	●	▲	00:00:33
Jul 23, 2007 2:43 PM	▲	●	
Jul 18, 2007 9:55 AM	●	▲	00:00:12
Jul 18, 2007 9:55 AM	▲	●	
Jul 18, 2007 9:55 AM	▲	●	00:00:08
Jul 18, 2007 9:55 AM	●	▲	00:00:08
Jul 18, 2007 9:55 AM	▲	●	
Jul 18, 2007 9:55 AM	●	▲	
Jul 18, 2007 9:55 AM	●	▲	
Jul 18, 2007 9:55 AM	●	▲	
Jul 18, 2007 9:55 AM	●	▲	
Jul 17, 2007 3:44 PM	▲	●	00:05:28
Jul 17, 2007 3:44 PM	●	▲	00:05:28
Jul 17, 2007 3:39 PM	▲	●	
Jul 17, 2007 3:39 PM	●	▲	
Jul 17, 2007 3:39 PM	●	▲	
Jul 17, 2007 12:53 PM	▲	●	00:01:57
Jul 17, 2007 12:53 PM	●	▲	00:01:57
Jul 17, 2007 12:52 PM	▲	●	
Jul 17, 2007 12:52 PM	●	▲	
Jul 16, 2007 3:33 PM	▲	●	

Each outage date in the table is a hyperlink to a sub-report that shows the events that caused the outage at that time. This sub-report is the Root Cause Events report, shown below.

Root Cause Events for Outage

This report shows a list of events that occurred at the selected time to cause the outage of the service.



TBSM: Service Affecting Events

Start Time: Jul 24, 2007 9:47 AM **End Time:** Jul 24, 2007 9:48 AM
Service Name: [auto_webfarm1](#) **Top Level Path:** /auto_webfarm1
Status: **Previous Status:**

Path: /auto_webfarm1

Service: auto_webserver1.atm.example.com					
Severity	Status	Time	State Change Time	Identifier	Summary
5	Down	Jul 24, 2007 9:47 AM	Jul 24, 2007 9:47 AM	0AutoTest_WebServer0auto_webserver10	Test event for auto_webserver1 severity 5 generated by reports/test/sendTestEvents.sh
Service: test_webserver1.example.com					
Severity	Status	Time	State Change Time	Identifier	Summary
5	Down	Jul 24, 2007 9:47 AM	Jul 24, 2007 9:47 AM	0AutoTest_WebServer0test_webserver10	Test event for test_webserver1 severity 5 generated by reports/test/sendTestEvents.sh
5	Down	Jul 24, 2007 9:47 AM	Jul 24, 2007 9:47 AM	0AutoTest_WebServer0test_webserver10	Test event for test_webserver1 severity 5 generated by reports/test/sendTestEvents.sh
Service: test_webserver2.example.com					
Severity	Status	Time	State Change Time	Identifier	Summary
5	Down	Jul 24, 2007 9:47 AM	Jul 24, 2007 9:47 AM	0AutoTest_WebServer0test_webserver20	Test event for test_webserver2 severity 5 generated by reports/test/sendTestEvents.sh
5	Down	Jul 24, 2007 9:47 AM	Jul 24, 2007 9:47 AM	0AutoTest_WebServer0test_webserver20	Test event for test_webserver2 severity 5 generated by reports/test/sendTestEvents.sh
Service: test_webserver3.example.com					
Severity	Status	Time	State Change Time	Identifier	Summary
5	Down	Jul 24, 2007 9:47 AM	Jul 24, 2007 9:47 AM	0AutoTest_WebServer0test_webserver30	Test event for test_webserver3 severity 5 generated by reports/test/sendTestEvents.sh
5	Down	Jul 24, 2007 9:47 AM	Jul 24, 2007 9:47 AM	0AutoTest_WebServer0test_webserver30	Test event for test_webserver3 severity 5 generated by reports/test/sendTestEvents.sh
Service: test_webserver4.example.com					
Severity	Status	Time	State Change Time	Identifier	Summary
5	Down	Jul 24, 2007 9:47 AM	Jul 24, 2007 9:47 AM	0AutoTest_WebServer0test_webserver40	Test event for test_webserver4 severity 5 generated by reports/test/sendTestEvents.sh

This report shows the events that triggered service outages reported in TBSM, grouped by service names. The table lists the time of the event, the time its state changed, the event identifier and the event summary message.



Availability: Service Comparison

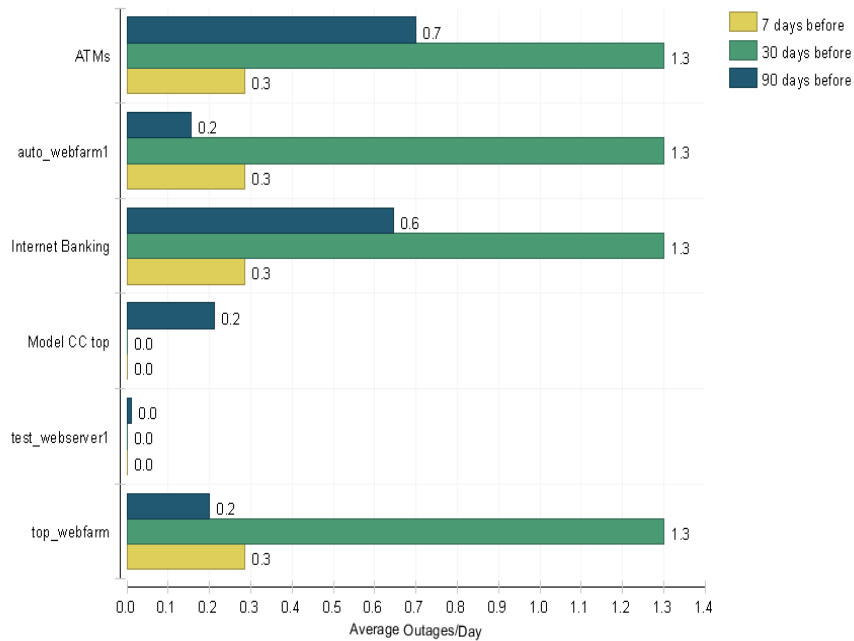
This report shows the average number and duration of outages per day for each top-level service. The average is shown for the period including the 7 days, 30 days, and 90 days before the ending time of the report. With this report, you can compare the services at one glance. The chart is interactive; by clicking on the bar, you can drill through to the Outage Details report for a particular service and period.



TBSM: Average Daily Outage Count

End Time: Jul 30, 2007 11:59 PM

Average Daily Outage Count



This report shows the average number of outages per day for each top level service. The average is shown for the period including the 7 days, 30 days, and 90 days prior to the ending time of the report.

August 28, 2007 10:24:12 PM EDT

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