

# CA Business Service Insight

## ISO 20000 Predefined Content Guide

8.2.5



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# Contents

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- Chapter 1: Introduction** **7**
- Data Acquisition .....7
- Functionality.....7
- Universal Formats .....8
  
- Chapter 2: ETL Tools** **9**
  
- Chapter 3: Loading the Predefined Content Package** **11**
  
- Chapter 4: Package Entities** **13**
- Data Acquisition Entities .....14
- Service Level Template Entities.....15
- Business Logic Module Entities .....16
- Service Domain Entities.....16
  
- Chapter 5: Creating Contract Metrics from ISO 20000 Metrics** **17**



# Chapter 1: Introduction

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This guide discusses how to use and install the CA Business Service Insight ISO 20000 predefined content package.

The CA Business Service Insight ISO 20000 predefined content package was developed to accelerate the deployment of CA Business Service Insight. To achieve this, two main areas were developed:

- Data Acquisition
- Functionality

This section contains the following topics:

[Data Acquisition](#) (see page 7)

[Functionality](#) (see page 7)

[Universal Formats](#) (see page 8)

## Data Acquisition

The front end area includes the development of:

- Universal Formats — provide consistent format for data across similar sources.
- Pre-Defined Adapters & Translation — provide adapters that tie into the Universal Formats.
- Service Level Templates — predefined metrics that support ISO 20000.

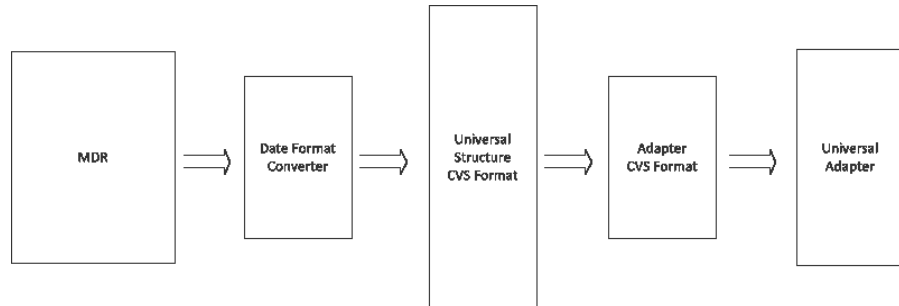
## Functionality

The back end area includes the development of an Excel Interface, which provides:

- Service Onboarding
- Contract Creation
- Metric Definitions

## Universal Formats

The Universal Format process flow is shown in the figure below.



The supported object formats are:

- Ticket - SDM and Nimsoft service desk
- Availability - SOI

# Chapter 2: ETL Tools

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Extract, Transform and Load (ETL) tools is an approach used in the development of the CA Business Service Insight ISO 20000 predefined content package to format data into specific formats. To better understand the role of this approach, let us examine the differences between this approach and the native approach.

Currently CA Business Service Insight supports two methods of importing data, Flat File and Database.

The ETL approach brings the following advantages:

- Better control of the way in which data is received by CA Business Service Insight.
- A library of ETL jobs which can be made to handle a wide variety of applications.
- Support for the simpler Community model.
- The flexibility to use any ETL tool favored by the customer.
- The ability to facilitate a content strategy.

## **Downloading ETL Tools**

For information regarding downloading and installing the ETL tools, refer to the support site at <http://ca.com/support>.



# Chapter 3: Loading the Predefined Content Package

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Loading the ISO 20000 predefined content package into CA Business Service Insight is a two step operation:

1. Load the content.
  - a. Download the ISO 20000 predefined content package from the CA Support site.
  - b. Run the following command on the Web server (this command loads the content):

**Note:** Avoid spaces in the PDC folder path:

```
c:\inetpub\wwwroot\Oblicore\bin\PDCContentLoader.exe -p c:\PDC
```

    - In the example command above, replace c:\inetpub\wwwroot with your actual IIS installation folder
    - In the example command above, replace c:\PDC with the actual directory that the predefined content was extracted to.
2. Perform initial configuration.
  - a. Turn on the following two Windows services
    - Oblicore – AdaptersListener
    - Oblicore - ScriptHost
  - b. Configure the adapter address and port (refer to the CA Business Service Insight Online Help User Guide in the section: Design, Data Acquisition, Adapters and the references within for specific configuration information).
  - c. Run the adapter.



# Chapter 4: Package Entities

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The CA Business Service Insight ISO 20000 predefined content package includes:

- Data Acquisition entities
- Service Level Templates
- Business Logic Modules
- Service Domains

This section contains the following topics:

[Data Acquisition Entities](#) (see page 14)

[Service Level Template Entities](#) (see page 15)

[Business Logic Module Entities](#) (see page 16)

[Service Domain Entities](#) (see page 16)

[Creating Contract Metrics from ISO 20000 Metrics](#) (see page 17)

## Data Acquisition Entities

The data acquisition entities supplied with the CA Business Service Insight ISO 20000 predefined content package are:

- Adapters
  - ISO20K\_SDM\_ADPTER - A ticket data source adapter that is used for integration with CA Service Desk and Nimsoft Service Desk.
  - ISO20K\_SOI\_ADPTER - An availability data source type adapter that is used for integration with CA Service Operation Insight.
- Event Types
  - CA Business Service Insight event types which are used to define the data structure in CA Business Service Insight.  
**Note:** Only template events are part of the PDC; event types to be used by the metrics are created by translation scripts.
  - SDM event types:  
**Note:** These event types do not exist until they are created by the translation script. Actual event type names include a prefix and suffix such as ISO20K\_SDM\_ALL\_Change\_EVENT.  
Change  
Incident  
Problem  
Release  
Request – Used for NimSoft and CA service desk  
Task
  - SOI event types:  
Availability  
Quality  
Risk
- Translation Scripts
  - SDM translation scripts:  
Event Translation scripts that create the specific events from the template.  
Resource Translation scripts that create resource, contract parties, and services for the incoming events.
  - SOI translation scripts:  
Event Translation scripts that create the specific events from the template.

Resource Translation scripts that create resource, contract parties, and services for the incoming events.

- Translation Tables
  - ISO20K\_SLA\_EVENTS - Used for Event Translation.
  - ISO20K\_SLA\_RESOURCE\_SERVICE - Used to map resources, contract parties and services in the input data to CA Business Service Insight entities.
  - ISO20K\_SOI\_AVAIL\_RESOURCE - Used to map resources, contract parties and services in the input data to BSI entities
  - ISO20K\_SOI\_EVENT\_TABLE - Used for Event Translation
  - ISO20K\_SOI\_MEASURE\_RESOURCE

## Service Level Template Entities

The service level template entities supplied with the CA Business Service Insight ISO 20000 predefined content package are:

- Control Process:
  - ISO 20000 Change Management
  - ISO 20000 Request Management
  - ISO 20000 Task Management
- Release Processes
  - ISO 20000 Release Management
- Resolution Processes
  - ISO 20000 Incident Management
  - ISO 20000 Problem Management
- Service Delivery Processes
  - ISO20000 Service Continuity and Availability Management

## Business Logic Module Entities

The business logic module entities supplied with the CA Business Service Insight ISO 20000 predefined content package are:

- ISO20K\_Basic\_Average - Modules that contain logic to calculate the average values in incoming data.
- ISO20K\_WEIGHTED\_CALCULATIONS - Modules that contain logic to calculate the average values in incoming data.
- ISO20K\_MTx - Modules that contain logic for handling outages in availability.
- ISO20K\_SLA\_GENERIC\_MODULE - Generic Modules for ticketing calculation.

## Service Domain Entities

The service domain entities supplied with the CA Business Service Insight ISO 20000 predefined content package are:

- Ticketing
  - ISO20000 Change Management
  - ISO20000 Incident Management
  - ISO20000 Problem Management
  - ISO20000 Release Management
  - ISO20000 Request Management
  - ISO20000 Task Management
- Availability (SOI)
  - ISO20000 Service Continuity and Availability Management

# Chapter 5: Creating Contract Metrics from ISO 20000 Metrics

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The metrics in the ISO 20000 predefined content package are available to be used in the creation of new contracts. This simplifies the contract creation process tremendously.

**To create contract metric from the ISO 20000 metrics:**

1. Go to the Contracts page and create a new contract using a service level template.
2. Customize the metric as per your requirements by editing the Parameters and target values.
3. Commit the contract (refer to the section: Service Level Management, Contracts, Commit Contracts in the CA Business Service Insight User Guide for specific instructions and information regarding committing a contract).