

# CA Business Service Insight

## Business Relationship View (BRV) Guide

8.2



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# Chapter 1: Overview

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With the Business Relationship View (BRV) feature, business executives can use tablets and browsers to monitor CA Business Service Insight service status on their own and maintain quality service to their customers.

Some of BRV's benefits include:

- A Scorecard Page that provides an overview of your business and your favorites
- Drill Down capability that enables drill down to a Customer, Vendor, Service, or Contract. You can drill down further to the respective metrics and metric statuses of each.
- A Communication Platform that allows you to take immediate action by sending an email to the responsible party after a possible breach of contract.
- Easy access to information from your computer or tablet
- Touch-optimized interface on tablets
- Cross platform support for:
  - iPad
  - Firefox - Version 9 and higher
  - Chrome - Version 16 and higher
  - Internet Explorer - Version 9 and higher
- The BRV login URL on your tablet or browser is shown here:
  - <http://your server name/brv/index.html>

This section contains the following topics:

[Maintain Quality Service with BRV](#) (see page 8)

[Getting Started](#) (see page 10)

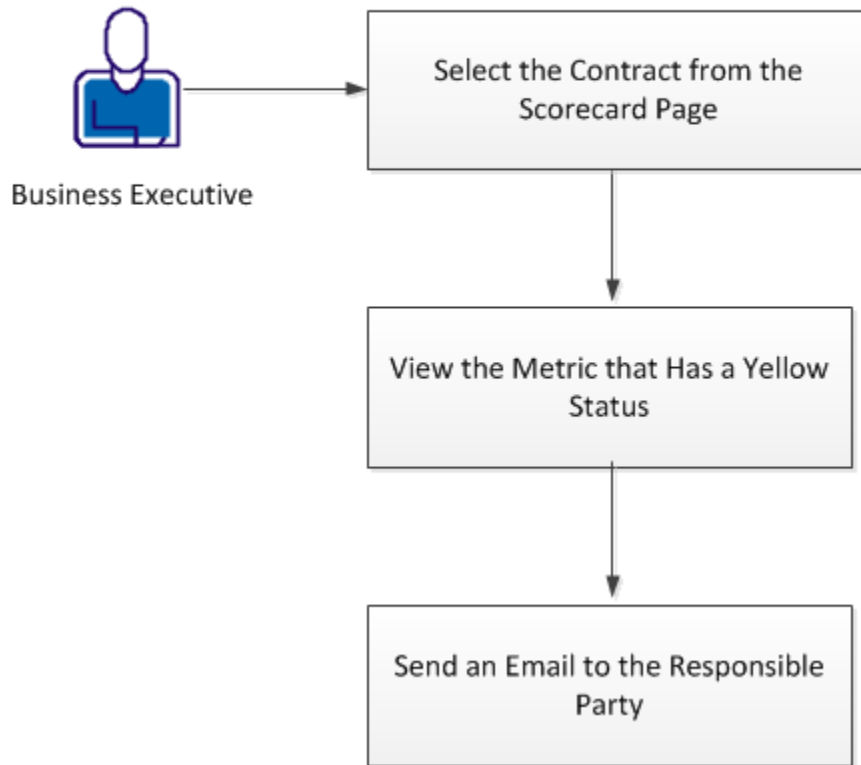
[Installation](#) (see page 13)

## Maintain Quality Service with BRV

As a business executive, you are responsible for maintaining a high level of service for your customers. BRV's feature can alert you to potential breaches of contract enabling you to take corrective measures, and maintain quality service.

This illustrative scenario explains how to use BRV. The scenario demonstrates how to view services whose status is "yellow" and how to take corrective measures to prevent a breach of contract.

### Maintain Quality Service with BRV



**Follow these steps:**

1. [Select a Contract from the Scorecard Page](#) (see page 9)
2. [View the Metric that has a Yellow Status](#) (see page 9)
3. [Send an Email to the Responsible Party](#) (see page 9)

## Select a Contract from the Scorecard Page

To monitor a Contract, select the Contract from the Scorecard page.

### Follow these steps:

1. Go to the BRV login page. Enter your user name and password and select Login.

The Scorecard page opens. The first scorecard (rectangle) on the left in each row contains the overall “score” for the row. The scorecard lists the number of entities within each status (red, yellow, green).

The other scorecards in each row contain the “scores” for the individual entities (contracts in the Contracts row). Thus, the Contracts row contains the overall Contracts scorecard in addition to the scorecards for individual contracts.

2. Go to Contracts and select the Contract to monitor. In this example, select a contract with a metric whose status is “yellow” in the contract scorecard.

BRV displays all metrics in the contract and lists them per Service. Click to drill down for more information.

## View the Metric that has a Yellow Status

To monitor a specific metric in a contract, select a “yellow” metric from the contract metric list (see previous step).

From the metric list, select the metric. BRV displays a visual snapshot of the metric performance as a function of time.

## Send an Email to the Responsible Party

To take corrective action for the metric with yellow status, send an email to the responsible party with the information necessary to solve the problem.

### Follow these steps:

1. Return to the metric row of the scorecard.

Each metric in the Metric row has an envelope/mail icon in the upper right corner.

2. Click the mail icon in the desired metric.

An email dialog window opens. You can send an email to the responsible party from this window.

3. Enter the correct email address.
4. Ensure that the subject is accurate and that the link to the metric with a yellow status is both correct and active. (Optional.)
5. Click Send to send the email.

## Getting Started

After you install and configure BRV, you can log in.

### More information

[Appendix A: Installation and Configuration](#) (see page 13)

## Login to BRV

To log in to BRV, use the credentials you use to login to CA Business Service Insight.

**Note:** The minimum resolution for desktop browsers is: 1280 X 1024.

**Note:** Only users whose role allows access to reports can log in to BRV. Contact your CA Business Service Insight administrator if you need access and your role does not permit it.

### Follow these steps:

1. Enter the BRV URL (<http://your server name/brv/index.html>) in your browser or tablet.
2. Enter your user name, password, and organization name.
3. Select Login.

The Scorecard page opens.

## Scorecard Page

The Scorecard page enables you to see customers, vendors, services, contracts, and metrics at a glance. You can get a visual snapshot of the status of these elements as having a green, yellow, or red status. Drill down by selecting an element for more information or select favorites and view them the next time you log in to BRV.

The four summary panes are customers, vendors, services, and contracts.

You can take the following actions in the summary pane:

- View a list of user favorites next to each summary scorecard.
- Add or remove favorites by tapping the star icon.
- Drill down to get more information about these favorites
- Send an email to the responsible party.

## Contract List Page

The Contracts page opens when you drill down from the scorecard page.

The Contracts page enables you to:

- View a summary of contracts
- Filter by Customer, Vendor, Service, or Start Date
- View a Contract List
- Sort by columns: Name, Customer, Vendor, Status, and Start Date
- Add favorites
- Send an email

1. Select a contract.

The Contracts page opens

## Contract Page

The Contracts page enables you to:

- View the metric list group by service
- View Favorites
- Send an email

1. Select a Metric

More details are available on the Metric page.

## Metric Page

The Metric page enables you to view:

- Service Name
- Service Domain
- Domain Category
- Metric Type
- Timeslot
- Time Zone
- Objective Statement

1. Select the services button.

The Service List page displays.

## Services Page

The Services page enables you to:

- View a list of services
- View a summary of services
- Filter by service
- Send an email

1. Select a service.

The Service Details page displays.

# Appendix A: Installation

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This section contains the following topics:

[Prerequisites](#) (see page 13)

[Install BRV](#) (see page 14)

## Prerequisites

This topic lists the prerequisites to perform before you install the CA Business Service Insight Business Relation View application to ensure a successful installation.

### Follow these steps:

1. Stop the website (the WWW service or the IIS Admin service).
  - a. Start the Distributed Transaction Coordinator service.

**Note:** This Distributed Transaction Coordinator service is required for upgrading only. If your company policy is to disable the service, contact your system administrator for assistance.

2. Shut down COM+ applications - Oblicore engine.
3. Search the task manager/processes list for any live JAVA processes and stop them all before you start the installation.

The task manager shows that these services are stopped.

4. Before you begin an upgrade, stop all services belonging to CA Business Service Insight, specifically stop all "Oblicore" services. In addition, stop all JAVA processes belonging to ACE2, Oblisync, and Tomcat.

The task manager shows that these services are stopped.

## Install BRV

To deploy BRV, install it on top of your Business Service Insight (BSI), 8.2 Server. No client installation is necessary.

### Notes:

- Verify that the BRV user has "Own All entities" permission in CA Business Service Insight for their user role.  
This permission is essential to access reports in BRV.
- Synchronization with the CA Business Service Insight calculated data is done once an hour.
- If you have a multi-tier installation, deploy BRV on the web server.
- Ensure that the web tier has Oracle Client version 11.2.0.3 installed (as per CA Business Service Insight r8.2 requirements).
- When deploying BRV on a three tier implementation of CA Business Service Insight, verify that you deploy "32-bit Oracle Data Access Components (ODAC)" on the web tier.
- In 64-bit environments, make sure to deploy "32-bit Oracle Data Access Components (ODAC)" on the web tier.
- Verify that the "Oblidbadmin" user is enabled before you start to install.

### Follow these steps:

1. Select Download Center, Products
2. Search for CA Business Service Insight, BRV.
3. Download and unzip the BrvInstaller.zip file.
4. Open a cmd window.
5. Execute this command in the command window:

```
Install_Brv.bat
```

The BRV batch file runs and prompts you for the following items:

- Database name: The TNS name of the CA Business Service Insight database on the web tier (frequently "oblicore").
- User Name: The database user name that you use to connect to the CA Business Service Insight database (frequently "oblicore").
- User Password: The database user password that you used to connect to the CA Business Service Insight database
- CA Business Service Insight uses the Oblidbadmin password: "Oblidbadmin" to update the CA Business Service Insight schema (frequently "Oblidbadmin").

**Note:** If the "Oblidbadmin" user is disabled, reenable it before you attempt to install BRV.

6. When installation completes, verify that the following files are present:
  - BRV\_INSTALLER.txt. (the log of the general BRV\_installer)
  - StringsLoaderLog\_xxx (the log of the stringloader mechanism).
  - OG82BrvMigration.log (the log of the BRV script).

**Note:** The BRV installation overrides all dictionary settings. If you changed the language editor, redo the changes after the installation.