

# CA Business Service Insight

## ISO 20000 Predefined Content Guide

8.2



This Documentation, which includes embedded help systems and electronically distributed materials, (hereinafter referred to as the "Documentation") is for your informational purposes only and is subject to change or withdrawal by CA at any time.

This Documentation may not be copied, transferred, reproduced, disclosed, modified or duplicated, in whole or in part, without the prior written consent of CA. This Documentation is confidential and proprietary information of CA and may not be disclosed by you or used for any purpose other than as may be permitted in (i) a separate agreement between you and CA governing your use of the CA software to which the Documentation relates; or (ii) a separate confidentiality agreement between you and CA.

Notwithstanding the foregoing, if you are a licensed user of the software product(s) addressed in the Documentation, you may print or otherwise make available a reasonable number of copies of the Documentation for internal use by you and your employees in connection with that software, provided that all CA copyright notices and legends are affixed to each reproduced copy.

The right to print or otherwise make available copies of the Documentation is limited to the period during which the applicable license for such software remains in full force and effect. Should the license terminate for any reason, it is your responsibility to certify in writing to CA that all copies and partial copies of the Documentation have been returned to CA or destroyed.

TO THE EXTENT PERMITTED BY APPLICABLE LAW, CA PROVIDES THIS DOCUMENTATION "AS IS" WITHOUT WARRANTY OF ANY KIND, INCLUDING WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NONINFRINGEMENT. IN NO EVENT WILL CA BE LIABLE TO YOU OR ANY THIRD PARTY FOR ANY LOSS OR DAMAGE, DIRECT OR INDIRECT, FROM THE USE OF THIS DOCUMENTATION, INCLUDING WITHOUT LIMITATION, LOST PROFITS, LOST INVESTMENT, BUSINESS INTERRUPTION, GOODWILL, OR LOST DATA, EVEN IF CA IS EXPRESSLY ADVISED IN ADVANCE OF THE POSSIBILITY OF SUCH LOSS OR DAMAGE.

The use of any software product referenced in the Documentation is governed by the applicable license agreement and such license agreement is not modified in any way by the terms of this notice.

The manufacturer of this Documentation is CA.

Provided with "Restricted Rights." Use, duplication or disclosure by the United States Government is subject to the restrictions set forth in FAR Sections 12.212, 52.227-14, and 52.227-19(c)(1) - (2) and DFARS Section 252.227-7014(b)(3), as applicable, or their successors.

Copyright © 2012 CA. All rights reserved. All trademarks, trade names, service marks, and logos referenced herein belong to their respective companies.

# Contact CA Technologies

## Contact CA Support

For your convenience, CA Technologies provides one site where you can access the information that you need for your Home Office, Small Business, and Enterprise CA Technologies products. At <http://ca.com/support>, you can access the following resources:

- Online and telephone contact information for technical assistance and customer services
- Information about user communities and forums
- Product and documentation downloads
- CA Support policies and guidelines
- Other helpful resources appropriate for your product

## Providing Feedback About Product Documentation

If you have comments or questions about CA Technologies product documentation, you can send a message to [techpubs@ca.com](mailto:techpubs@ca.com).

To provide feedback about CA Technologies product documentation, complete our short customer survey which is available on the CA Support website at <http://ca.com/docs>.



# Contents

---

<b>Chapter 1: Introduction</b>	<b>7</b>
Data Acquisition .....	7
Functionality.....	7
Universal Formats .....	8
<b>Chapter 2: Loading the Predefined Content Package</b>	<b>9</b>
<b>Chapter 3: Package Entities</b>	<b>11</b>
Data Acquisition Entities .....	12
Service Level Template Entities.....	13
Business Logic Module Entities .....	14
Service Domain Entities.....	14
<b>Chapter 4: Creating Contract Metrics from ISO 20000 Metrics</b>	<b>15</b>



# Chapter 1: Introduction

---

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.

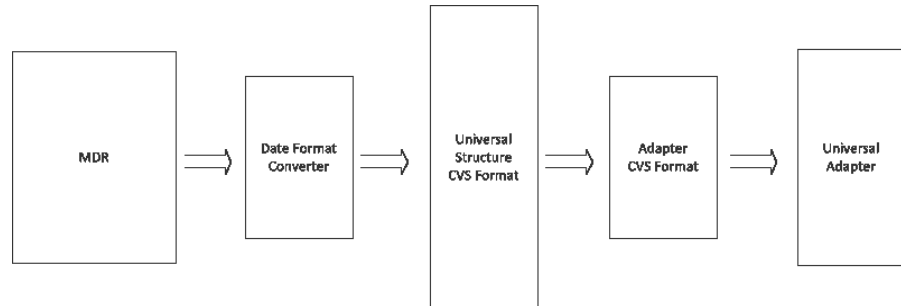
## Functionality

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: Loading the Predefined Content Package

---

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 3: Package Entities

---

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 12)

[Service Level Template Entities](#) (see page 13)

[Business Logic Module Entities](#) (see page 14)

[Service Domain Entities](#) (see page 14)

[Creating Contract Metrics from ISO 20000 Metrics](#) (see page 15)

## 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 4: Creating Contract Metrics from ISO 20000 Metrics

---

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).