



SCUtils SLAInstanceDuration Guide

Solution for Microsoft System Center 2012 Service Manager

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Getting Started

SCUtils SLAInstanceDuration is a solution for Microsoft System Center 2012 Service Manager. This solution allows to calculate the duration (in minutes) of each SLO instance within working hours of the linked calendar.

For example, in your Service Manager installation for all incidents are applied two kinds of SLO (service level objectives). And for all incidents with Impact=High you defined Resolved SLO Impact High (Resolution Metric - from Created Date to Resolved Date) linked to 24x7 calendar. And let us assume that for all incidents with Impact=Low you also have Resolved SLO Impact Low linked to 9x5 calendar. If two incidents happened on last Friday afternoon with Impact=High and Impact=Low accordantly and each of them was resolved in three days on the morning so that the duration of Resolved SLO Impact High should include weekend and the duration of Resolved SLO Impact Low shouldn't. SCUtils SLAInstanceDuration can calculate the duration in minutes of every SLO using only working hours defined in the related calendar.

Since the version 1.2 the solution also calculates an additional duration value that doesn't take into account the time when Incident or Service Request has been in Pending/Hold On Status. This value named **ActiveDuration** helps to evaluate the duration of SLO instances when the work item was not suspended.

The solution includes management packs that define data for Data Warehouse and OLAP cube for Analysis Services. It allows building reports to analyze the performance of organizations, units, and personas.

Before you begin

Download the **SCUtils SLAInstanceDuration.msi** from **Download** section of www.scutils.com. Test the solution in a sandbox environment to be familiar to the installation procedure. Make a backup for all Service Manager servers as described in the product guide "Disaster Recovery Guide for System Center - 2012 Service Manager" before applying to the product environment. Prepare an account with administrative privileges in Service Manager. It is required for the successful installation of SCUtils SLAInstanceDuration.

Installation

Copy **SCUtils SLAInstanceDuration.msi** to Service Manager management server (usually a first installed server) and run it under an account with administrative privileges in Service Manager.

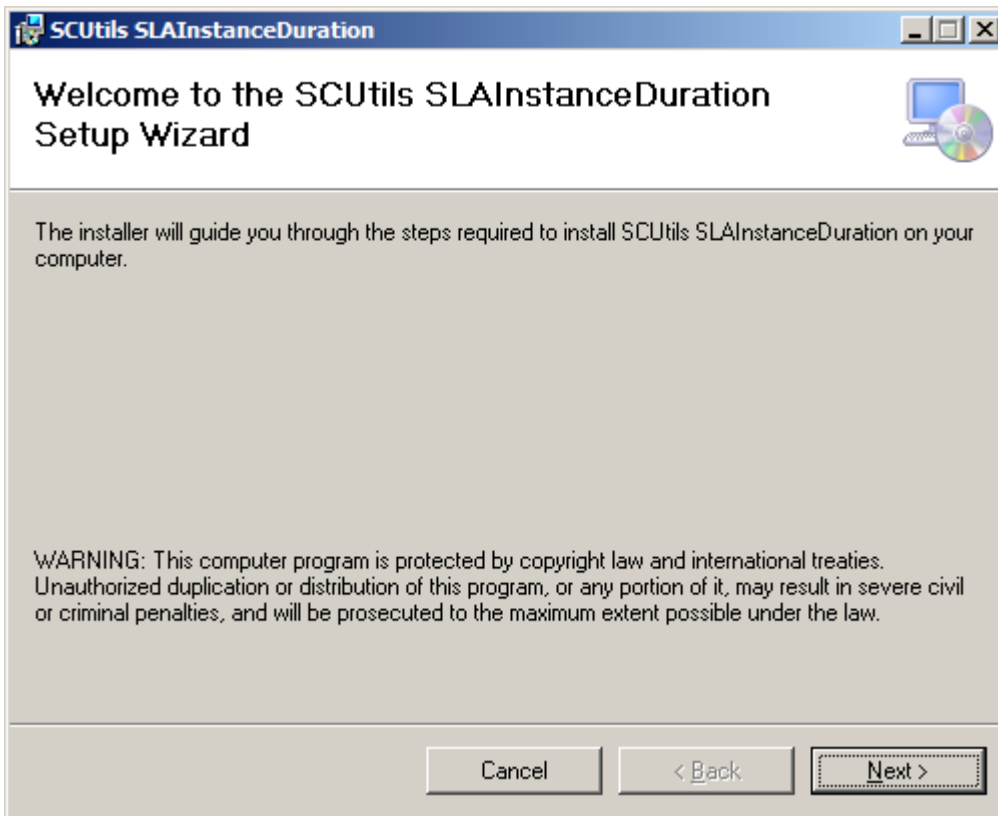


Fig. 1 Welcome window

Then you should accept **License Agreement** if you want to proceed further.



Fig. 2 License Agreement

Then select the installation folder where the management pack will be stored in the file system.

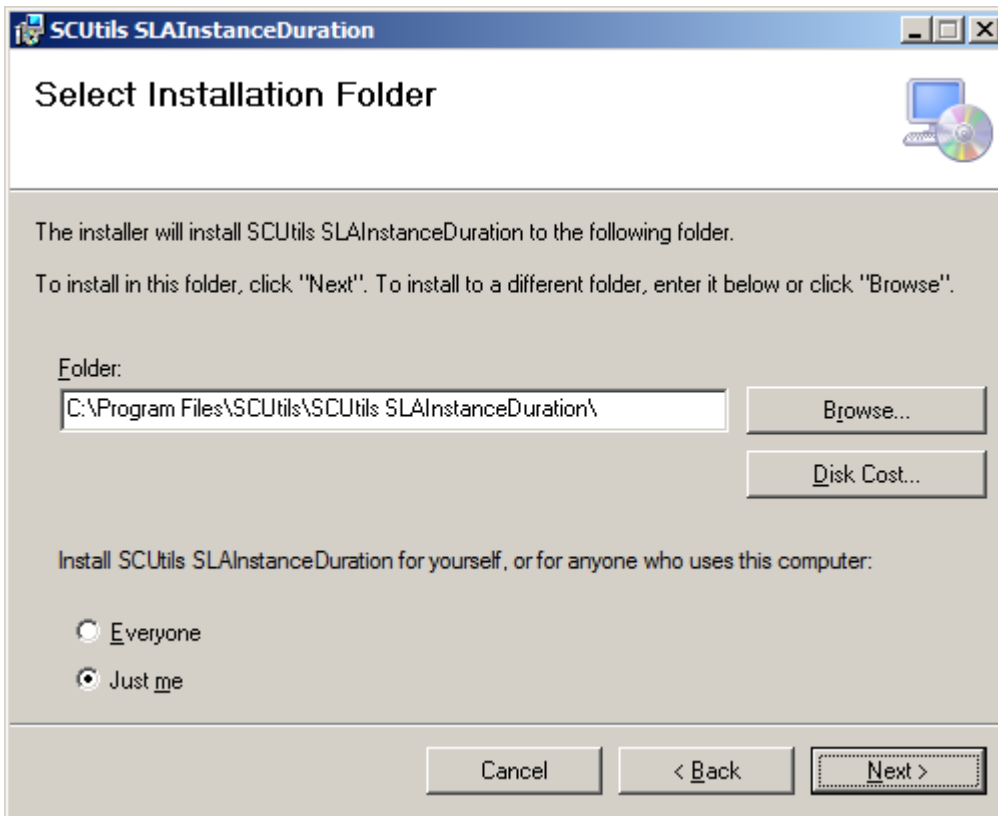


Fig. 3 Installation folder's selection

Confirm the intention to install the solution.

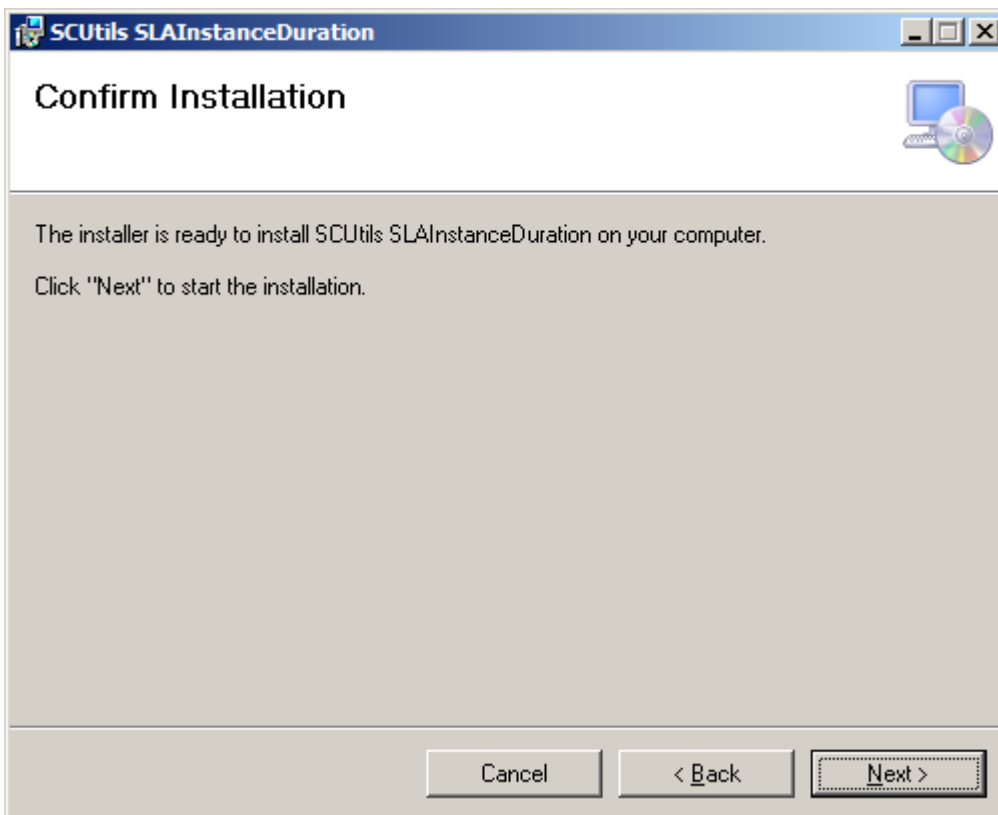


Fig. 4 Confirmation

Click **Yes** for UAC request.

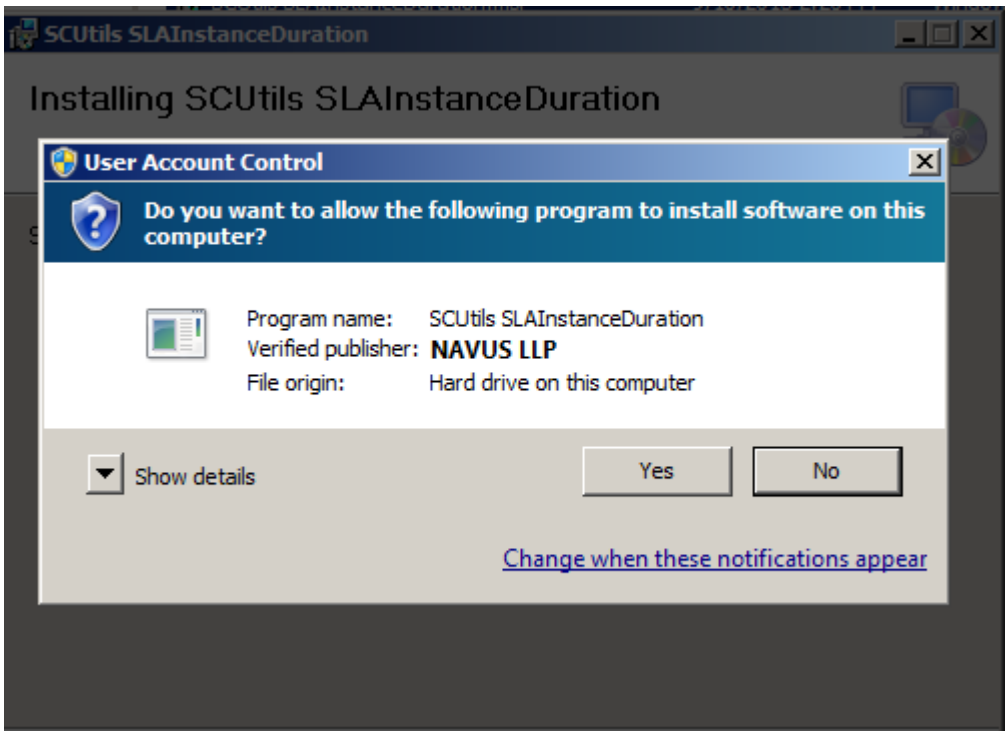


Fig. 5 UAC control

Then the deployment process will start.

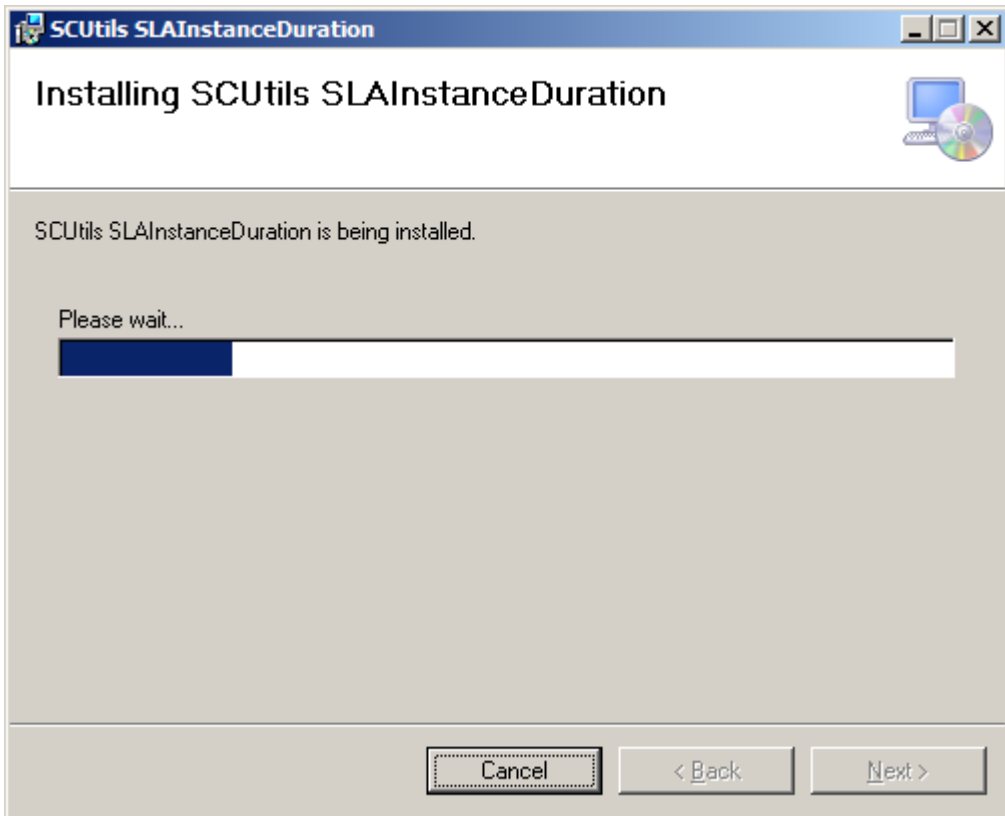


Fig. 6 Installation progress

After the successful installation, click **Close**.

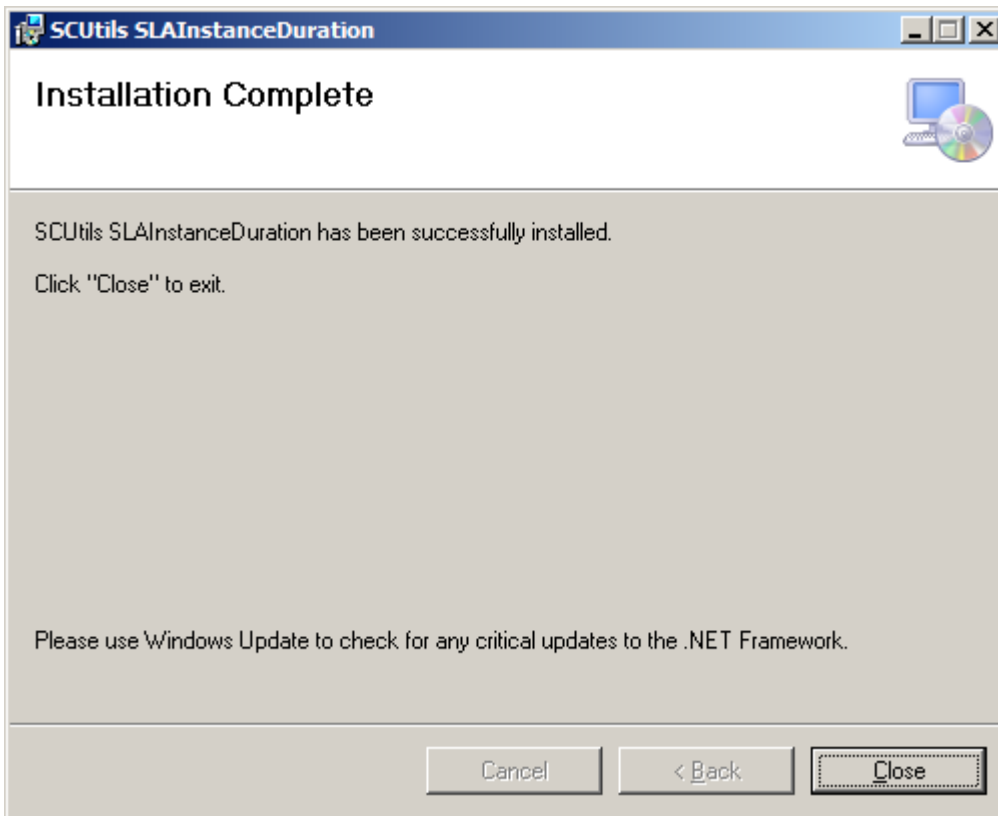


Fig. 7 Installation is over

In the Service Manager console you will find three management packs.

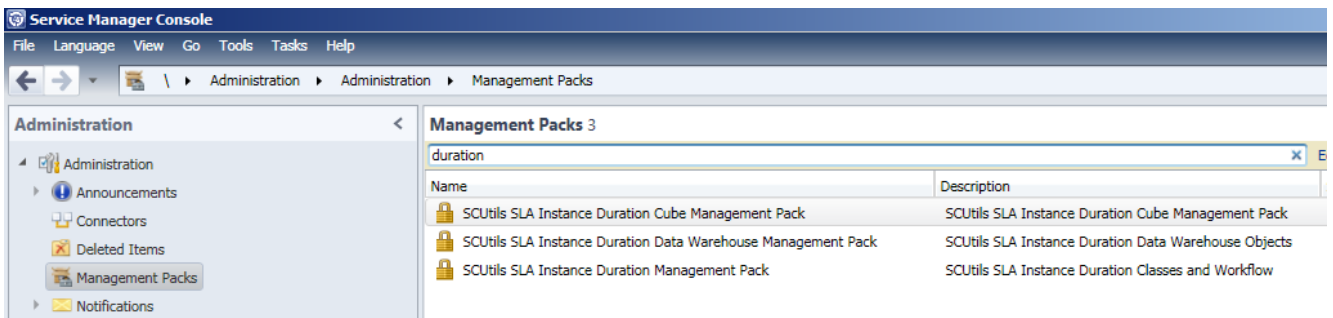


Fig. 8 The solution's management packs

After the next MPSyncJob's run and some period of time required for additional tasks of Data Warehouse new data will be available in Data Warehouse. As well as a new cube named SCUtilsSLAInstanceDurationCube will appear in the console. This cube is required for updating OLAP dimensions specific to the solution.

The workflow that makes a calculation runs every 15 minutes. The status of the workflow is available in **Administration->Workflows->Status**. Check **SCUtils SLA Instance Duration Calculating Workflow**.

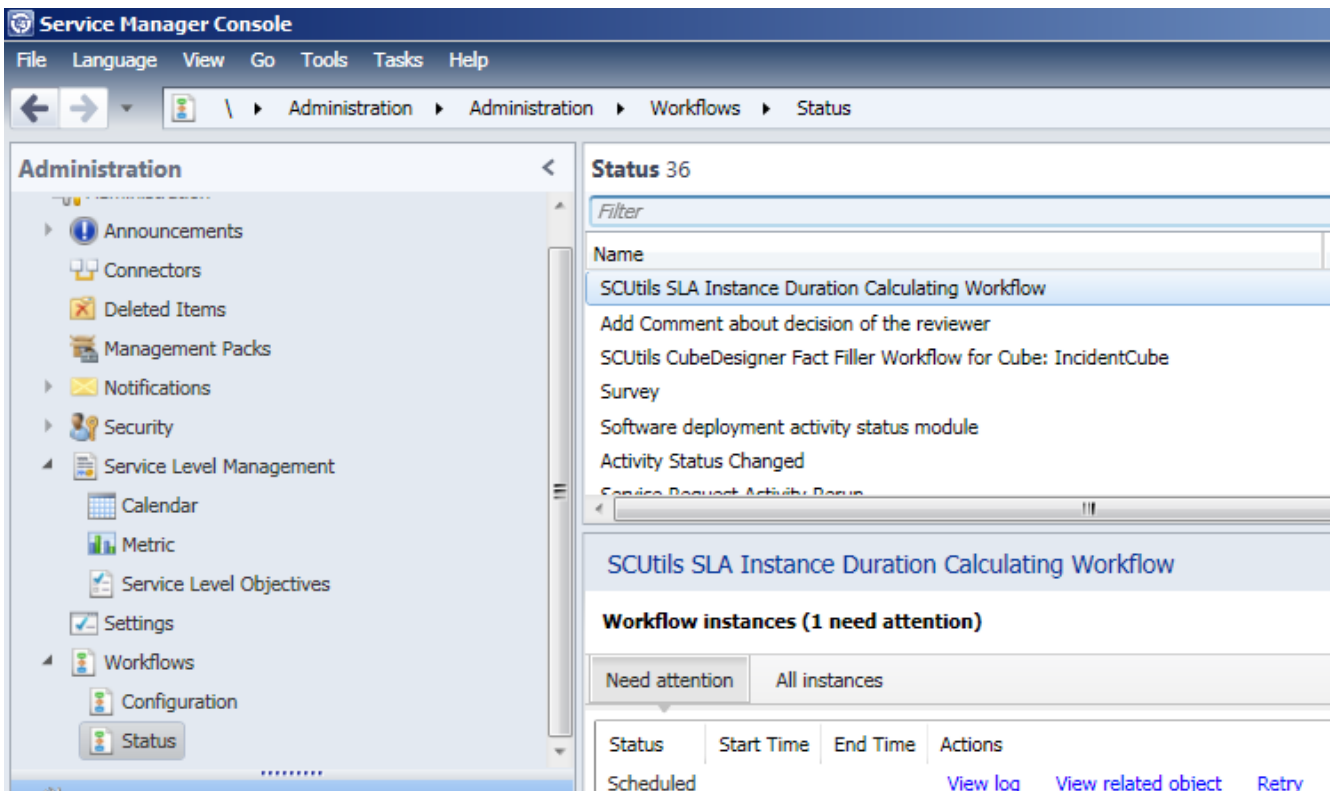


Fig. 9 Workflow status

Uninstallation

To uninstall the solution go the server where it was installed. Then go to **Control Panel->Programs->Uninstall a program**. Choose **SCUtils SLAInstanceDuration** from the list of installed programs and click **Uninstall**.

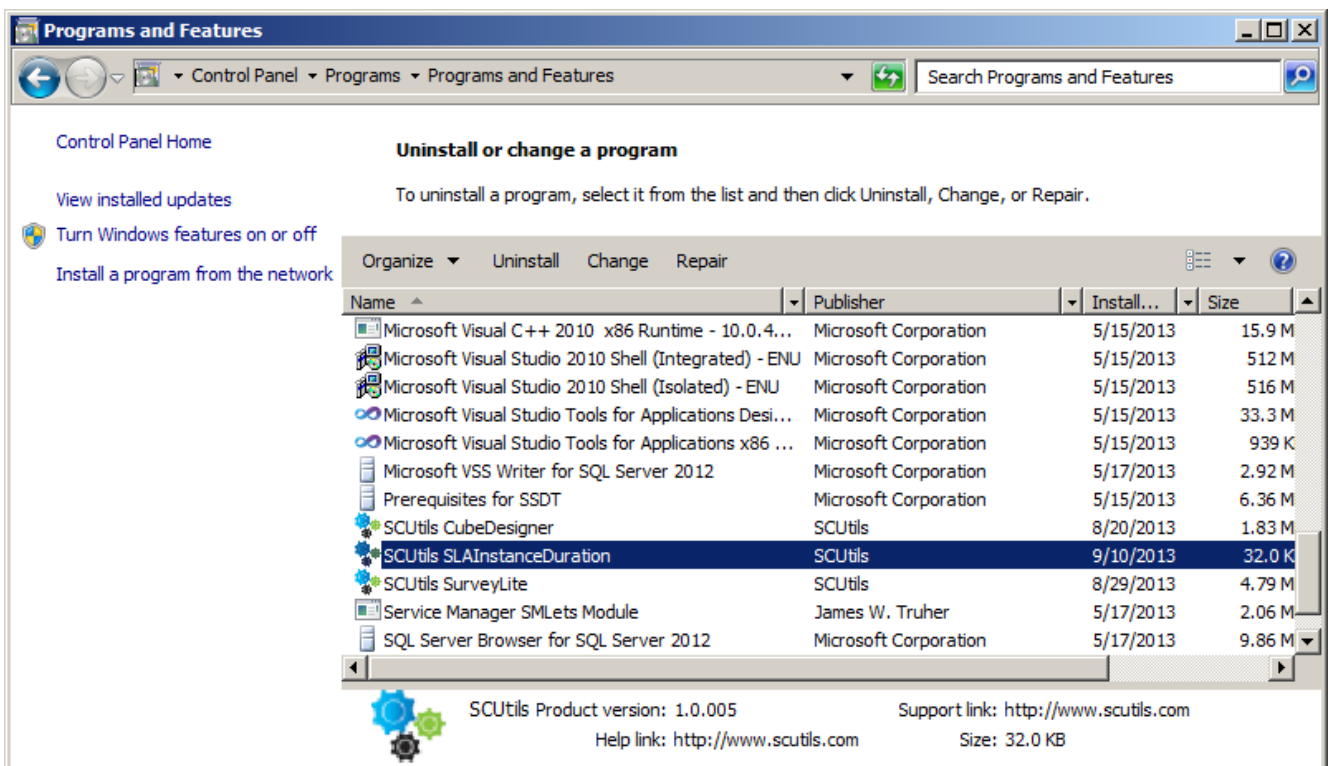


Fig. 10 Uninstalling

In Service Manager OLAP cubes stay in SQL Analysis Services even after uninstalling the management packs that define OLAP cubes. If you need to remove SCUtilsSLAInstanceDurationCube go the **Microsoft SQL Server Management Studio** and manually delete **SCUtilsSLAInstanceDurationCube** cube.

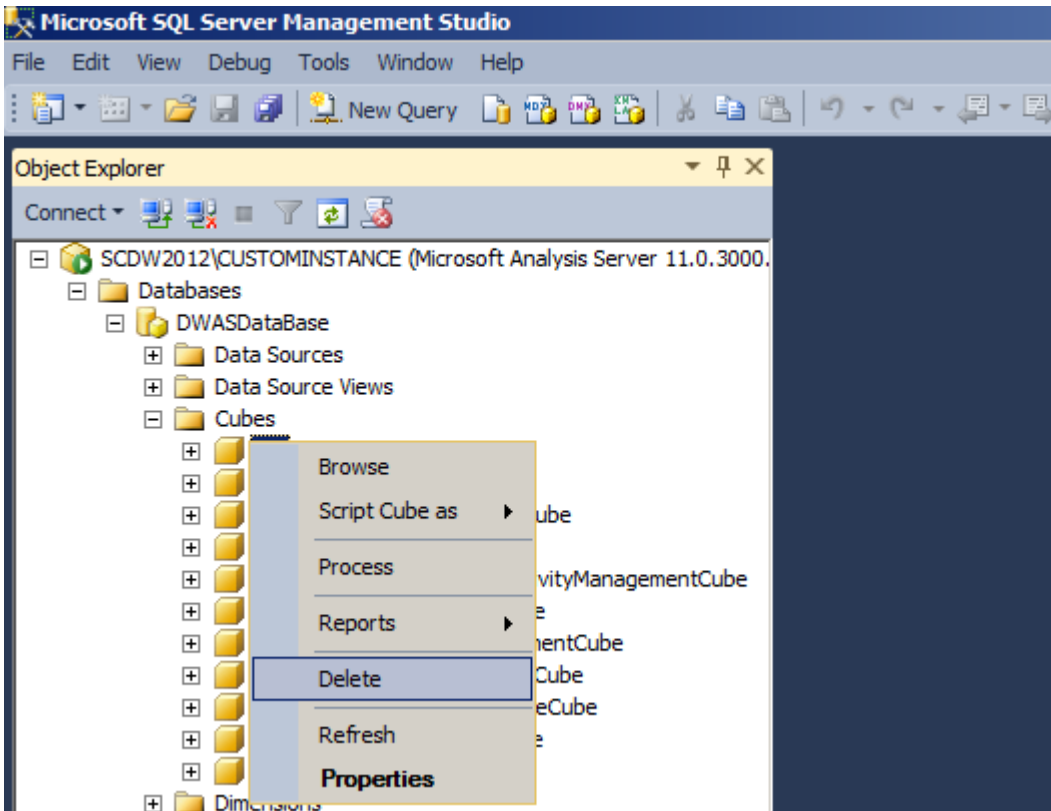


Fig. 11 Deleting the cube in Microsoft SQL Server Management Studio