

About the Business View portlets

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About the Business View portlet pack

At the heart of many large enterprises and Small-to-Medium-sized Businesses (SMBs) is the Information Technology (IT) department. The health of a company can be measured by the performance and availability of the very services provided by the IT department. Keeping track of how well these services are provided is a difficult task for IT managers and business users because they each measure the same parameters in different terms. For example, IT administrators will analyze how a Web server, API call or SQL statement is functioning, but will find it hard to translate these metrics into terms that can be easily understood and interpreted by Business Managers, who are interested in application services, business processes and transactions, along with the operational status of a system.

The Business View portlet bridges this gap by enabling users to map business names to entities within the following technology tiers:

- Web
- J2EE
- ASP.NET
- Microsoft .NET
- Oracle
- SQL Server
- Sybase

Using the Business View portlet you can map a URL or Java API call to a business name or process that lets business stakeholders view application performance data in the context of their business, in terms that are meaningful to them.



The Business View portlets are only available for Precise version 8.x portlets.

You can set up different business views for the same technology, by adding multiple instances of a portlet to your dashboard, and configuring different filters for each (in the Edit Preferences dialog box).

About the Web Business View portlet

The Web Business View portlet enables mapping Web URLs to a specific business name and displays its average response time according to the defined SLA. In addition, it displays an overtime graph of the average response time and baseline.

You can filter information according to the following fields:

Table 13-1 Web Business View fields

Field	Description
Precise installation	List of defined Precise adapters.
Time Frame	Determines the period of time you want to analyze. You can choose to use the time frame already configured for the page, or set the portlet to display information according to a different time frame, such as: last hour, day, week, last 2 weeks, last month, last 3 months, or last 6 months.
Application	One or more applications that use common components. Each application consists of Tier instances organized to work together to serve a set of applications.
Tier	A Tier in a Precise application. Precise agents monitor, process, and communicate performance-related information for that tier.
Instance	An occurrence of an Tier.
Method Execution	Indicates the name of the method execution to map the business name to.

Business name	The name of a logical business application or transaction to be displayed in the portlet. This name acts as an alias for the method execution defined in the Method field.
SLA near-breach	Sets the level at which the response time of the associated transaction will be considered a near-breach (in seconds). Anything below this level will be considered OK.
SLA breach	Sets the level at which the response time of the associated transaction will be considered a breach (in seconds).

See [About the Tools portlets](#), [Configuring the portlet](#), [Defining the portlet data preferences](#), and [About baselines](#).

About the J2EE Business View portlet

The J2EE Business View portlet enables mapping a J2EE method execution to a specific business name and displays its average response time according to the defined SLA. In addition, it displays an overtime graph of the average response time and baseline.

You can filter information according to the following fields:

Table 13-2 J2EE Business View fields

Field	Description
Precise installation	List of defined Precise adapters.
Time Frame	Determines the period of time you want to analyze. You can choose to use the time frame already configured for the page, or set the portlet to display information according to a different time frame, such as: last hour, day, week, last 2 weeks, last month, last 3 months, or last 6 months.
Application	One or more applications that use common components. Each application consists of Tier instances organized to work together to serve a set of applications.
Tier	A Tier in a Precise application. Precise agents monitor, process, and communicate performance-related information for that tier.
Instance	An occurrence of an Tier.
Method Execution	Indicates the name of the method execution to map the business name to.
Business name	The name of a logical business application or transaction to be displayed in the portlet. This name acts as an alias for the method execution defined in the Method field.
SLA near-breach	Sets the level at which the response time of the associated transaction will be considered a near-breach (in seconds). Anything below this level will be considered OK.
SLA breach	Sets the level at which the response time of the associated transaction will be considered a breach (in seconds).

See [About the Tools portlets](#), [Configuring the portlet](#), [Defining the portlet data preferences](#), and [About baselines](#).

About the ASP.NET Business View portlet

The ASP.NET Business View portlet enables mapping an ASP.NET method to a specific business name and displays its average response time according to the defined SLA. In addition, it displays an overtime graph of the average response time and baseline.

You can filter information according to the following fields:

Table 13-3 ASP.NET Business View fields

Field	Description
Precise installation	List of defined Precise adapters.
Time Frame	Determines the period of time you want to analyze. You can choose to use the time frame already configured for the page, or set the portlet to display information according to a different time frame, such as: last hour, day, week, last 2 weeks, last month, last 3 months, or last 6 months.

Applicat ion	One or more applications that use common components. Each application consists of Tier instances organized to work together to serve a set of applications.
Tier	A Tier in a Precise application. Precise agents monitor, process, and communicate performance-related information for that tier.
Instance	An occurrence of an Tier.
Service request	Indicates the name of the Microsoft ASP.NET service request to map the business name to.
Busines s name	The name of a logical business application or transaction to be displayed in the portlet. This name acts as an alias for the service request defined in the Service Request field.
SLA near- breach	Sets the level at which the response time of the associated transaction will be considered a near-breach (in seconds). Anything below this level will be considered OK.
SLA breach	Sets the level at which the response time of the associated transaction will be considered a breach (in seconds).

See [About the Tools portlets](#), [Configuring the portlet](#), [Defining the portlet data preferences](#), and [About baselines](#).

About the .NET Business View portlet

The .NET Business View portlet enables mapping a .NET method to a specific business name and displays its average response time according to the defined SLA. In addition, it displays an overtime graph of the average response time and baseline.

You can filter information according to the following fields:

Table 13-4 Microsoft .NET Business View fields

Field	Description
Precise installati on	List of defined Precise adapters.
Time Frame	Determines the period of time you want to analyze. You can choose to use the time frame already configured for the page, or set the portlet to display information according to a different time frame, such as: last hour, day, week, last 2 weeks, last month, last 3 months, or last 6 months.
Applicat ion	One or more applications that use common components. Each application consists of Tier instances organized to work together to serve a set of applications.
Tier	A Tier in a Precise application. Precise agents monitor, process, and communicate performance-related information for that tier.
Instance	An occurrence of an Tier.
Method	Indicates the name of the method to map the business name to.
Busines s name	The name of a logical business application or transaction to be displayed in the portlet. This name acts as an alias for the method defined in the Method field.
SLA near- breach	Sets the level at which the response time of the associated transaction will be considered a near-breach (in seconds). Anything below this level will be considered OK.
SLA breach	Sets the level at which the response time of the associated transaction will be considered a breach (in seconds).

See [About the Tools portlets](#), [Configuring the portlet](#), [Defining the portlet data preferences](#), and [About baselines](#).

About the Oracle Business View portlet

The Oracle Business View portlet enables mapping an Oracle SQL hash value to a specific business name and displays its average response time according to the defined SLA. In addition, it displays an overtime graph of the average response time and baseline.

You can filter information according to the following fields:

Table 13-5 Oracle Business View fields

Field	Description
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Precise installation	List of defined Precise adapters.
Time Frame	Determines the period of time you want to analyze. You can choose to use the time frame already configured for the page, or set the portlet to display information according to a different time frame, such as: last hour, day, week, last 2 weeks, last month, last 3 months, or last 6 months.
Application	One or more applications that use common components. Each application consists of Tier instances organized to work together to serve a set of applications.
Tier	A Tier in a Precise application. Precise agents monitor, process, and communicate performance-related information for that tier.
Instance	An occurrence of an Tier.
SQL hash value	Indicates the name of the SQL hash value to map the business name to.
Business name	The name of a logical business application or transaction to be displayed in the portlet. This name acts as an alias for the SQL hash value defined in the SQL hash value field.
SLA near-breach	Sets the level at which the response time of the associated transaction will be considered a near-breach (in seconds). Anything below this level will be considered OK.
SLA breach	Sets the level at which the response time of the associated transaction will be considered a breach (in seconds).

See [About the Tools portlets](#), [Configuring the portlet](#), [Defining the portlet data preferences](#), and [About baselines](#).

About the SQL Server Business View portlet

The SQL Server Business View portlet enables mapping an SQL hash value to a specific business name and displays its average response time according to the defined SLA. In addition, it displays an overtime graph of the average response time and baseline.

You can filter information according to the following fields:

Table 13-6 Microsoft SQL Server Business View fields

Field	Description
Precise installation	List of defined Precise adapters.
Time Frame	Determines the period of time you want to analyze. You can choose to use the time frame already configured for the page, or set the portlet to display information according to a different time frame, such as: last hour, day, week, last 2 weeks, last month, last 3 months, or last 6 months.
Application	One or more applications that use common components. Each application consists of Tier instances organized to work together to serve a set of applications.
Tier	A Tier in a Precise application. Precise agents monitor, process, and communicate performance-related information for that tier.
Instance	An occurrence of an Tier.
SQL hash value	Indicates the name of the SQL hash value to map the business name to.
Business name	The name of a logical business application or transaction to be displayed in the portlet. This name acts as an alias for the SQL hash value defined in the SQL hash value field.
SLA near-breach	Sets the level at which the response time of the associated transaction will be considered a near-breach (in seconds). Anything below this level will be considered OK.
SLA breach	Sets the level at which the response time of the associated transaction will be considered a breach (in seconds).

See [About the Tools portlets](#), [Configuring the portlet](#), [Defining the portlet data preferences](#), and [About baselines](#).

About the Sybase Business View portlet

The Sybase Business View portlet enables mapping an SQL hash value to a meaningful business name and displays its average response time according to the defined SLA. In addition, it displays an overtime graph of the average response time and baseline.

You can filter information according to the following fields:

Table 13-7 Sybase Business View fields

Field	Description
Precise installation	List of defined Precise adapters.
Time Frame	Determines the period of time you want to analyze. You can choose to use the time frame already configured for the page, or set the portlet to display information according to a different time frame, such as: last hour, day, week, last 2 weeks, last month, last 3 months, or last 6 months.
Application	One or more applications that use common components. Each application consists of Tier instances organized to work together to serve a set of applications.
Tier	A Tier in a Precise application. Precise agents monitor, process, and communicate performance-related information for that tier.
Instance	An occurrence of an Tier.
SQL hash value	Indicates the name of the SQL hash value to map the business name to.
Business name	The name of a logical business application or transaction to be displayed in the portlet. This name acts as an alias for the SQL hash value defined in the SQL hash value field.
SLA near-breach	Sets the level at which the response time of the associated transaction will be considered a near-breach (in seconds). Anything below this level will be considered OK.
SLA breach	Sets the level at which the response time of the associated transaction will be considered a breach (in seconds).

See [About the Tools portlets](#), [Configuring the portlet](#), [Defining the portlet data preferences](#), and [About baselines](#).

About the Siebel Application Business View portlet

The Siebel Application Business View portlet enables mapping of a Siebel App view to a meaningful business name and displays its average response time according to the defined SLA. In addition, it displays an overtime graph of the average response time with its baseline. You can filter information according to the following fields:

Table 13-8 Siebel Application Business View fields

Field	Description
Precise installation	List of defined Precise adapters.
Time Frame	Determines the period of time you want to analyze. You can choose to use the time frame already configured for the page, or set the portlet to display information according to a different time frame, such as: last hour, day, week, last 2 weeks, last month, last 3 months, or last 6 months.
Application	One or more applications that use common components. Each application consists of Tier instances organized to work together to serve a set of applications.
Tier	A Tier in a Precise application. Precise agents monitor, process, and communicate performance-related information for that tier.
Instance	An occurrence of an Tier.
Siebel Application View	Indicates the name of the Siebel Application View to map the business name to.
Business View	The name of a logical business application or transaction to be displayed in the portlet. This name acts as an alias for the Siebel Application View defined in the Siebel Application View field.
SLA near-breach	Sets the level at which the response time of the associated transaction will be considered a near-breach (in seconds). Anything below this level will be considered OK.

SLA breach	Sets the level at which the response time of the associated transaction will be considered a breach (in seconds).
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See [About the Tools portlets](#), [Configuring the portlet](#), and [Defining the portlet data preferences](#).

About the Siebel Location Business View portlet

The Siebel Location Business View portlet enables mapping of a location to a meaningful business name and displays its average response time according to the defined SLA. In addition, it displays an overtime graph of the average response time with its baseline.

You can filter information according to the following fields:

Table 13-9 Siebel Location Business View fields

Field	Description
Precise installation	List of defined Precise adapters.
Time Frame	Determines the period of time you want to analyze. You can choose to use the time frame already configured for the page, or set the portlet to display information according to a different time frame, such as: last hour, day, week, last 2 weeks, last month, last 3 months, or last 6 months.
Application	One or more applications that use common components. Each application consists of Tier instances organized to work together to serve a set of applications.
Tier	A Tier in a Precise application. Precise agents monitor, process, and communicate performance-related information for that tier.
Instance	An occurrence of an Tier.
Siebel Location	Indicates the name of the Siebel Location to map the business name to.
Business view	The name of a logical business application or transaction to be displayed in the portlet. This name acts as an alias for the Siebel Location defined in the Siebel Location field.
SLA near-breach	Sets the level at which the response time of the associated transaction will be considered a near-breach (in seconds). Anything below this level will be considered OK.
SLA breach	Sets the level at which the response time of the associated transaction will be considered a breach (in seconds).

See [About the Tools portlets](#), [Configuring the portlet](#), [Defining the portlet data preferences](#), and [About baselines](#).

About baselines

Baselines are used to identify problematic conditions by enabling you to compare performance metrics of data entities to their 'normal' or 'typical' values. Baselines let you compare the past activity of an entity with its current activity.

The baselines used by the Business View portlets are derived from Precise baselines and can be configured in Precise AdminPoint. By default, the baseline is calculated once a week. In AdminPoint, you can configure the following for the Calculate baseline process:

- Baseline calculation scheduling.
- The time range over which the baseline is calculated. For example, if you decide to run the baseline calculation process every Monday at lunchtime during the past four weeks, the baseline will be calculated as follows:
 - response time of page run on Mondays during lunchtime / number of occurrences of Monday during the last 4 weeks



A baseline may not be displayed if an entity was not run within the time period for which the baseline was calculated. In this case, the data cannot be extrapolated.