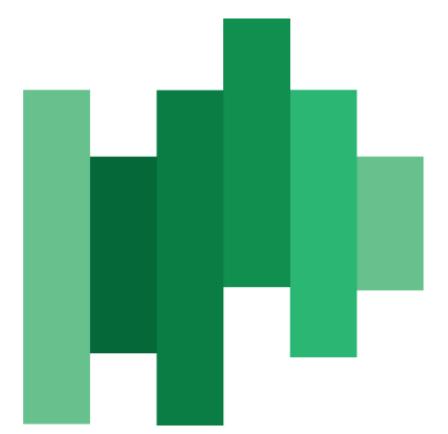
# Guide to SBW

## Social Behaviour Warehouse (SBW) Configuration and User Guide





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## Change log

Date	Change
03-10-2022	Version 1 of this document
22-11-2022	Version 2 of this document

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#### 1 About This Document

This document is a guide to configure and utilize the Social Behaviour Warehouse (SBW) module in QualiWare.

- The first section of the document, "*Configuration*", details the steps to enable the SBW module in a repository.
- The second section, *"Maintenance"*, details the manual operations that a system administrator could launch.
- The third section, *"Usage of SBW"*, details the out-of-the-box tiles and tabs offered to end-users by SBW.
- The last section *"Trouble shooting"* addresses various situations for how to trouble shoot if the SBW is not working as expected.

#### 2 Configuration

The SBW module is dependent on other QualiWare configurations. The following modules and objects must be properly configured for SBW to work:

Database must be setup as well as the QW installation, please refer to details on the QualiWare Center of Excellence.

Furthermore, it must be noticed that the database must support cross-database access.

1) QEF

- a. Access Logs data source must be configured
- 2) QIS Repository Administration (RA)
  - a. For each repository, in the add-on section, the Access Log must be enabled
  - b. SBW must be configured and enabled

3) QEP Publisher

a. The HTML Publisher must have the proper configurations loaded

#### 2.1 QEF Installation

In QEF Console, there is a tab called Access Log, which allows for the creation and maintenance of the Access Log database.



qualiware <sup>®</sup> Enabling positive change	<b>QEF</b> Administration Console		
SECTIONS	Ccess Log		
Welcome and Start	Data Storage Settings	Transaction Codes	
QEF Configuration	Data Storage Se	ettings	
Modules	Provider:	Microsoft SQL Server	
Data Sources	Connection String:	data source=(local);initial catalog=QEF;password=******;user id=sa	
Active Directory Synchronization	Schema Name:	dbo_AccessLog	
Users and Groups 🛨	Status:	Data storage is up-to-date.	
Sessions	Version:	AccessLog 10.5 (stamp: 0000000000000)	
Licenses			
Logging and Monitoring 🗧 🕂	🥖 Edit		
Mail			
Access Log			
About 🛨			

Figure 1: QEF's Access Log Data source

This database contains the raw data for system access across all repositories. This data is eventually processed by SBW, on a per-repository basis.

As this single database is used by all repositories, it is important that it is stand-alone, and that the access logs are not a schema within another existing database.

Here is an example of the various databases in a single QualiWare administration.

Note that the Access Logs are in their own database:



[	QEF Installation Database
	Repository Definition DB
	Access Log Database
QEF	Repository Log #1 Database(s)
	GWE DB (#1)
	SBW DB (#1)
	Repository #n Database(s) Repository DB (#n)
	GWE DB (#n)
	SBW DB (#n)

Figure 2: Data base configuration

When any of the databases for some reason is changed after the initial setup, then it is important to delete any running Scheduled Tasks. This is done in the QEF Console.



#### 2.2 QIS Repository Administrator

For each repository that requires SBW, you must enter Repository Administrator and navigate to the Addons tab.

The first tab within Addons is "Access Log", click on Edit and check the "is enabled" checkbox:

	C-	Demo > Addons								
	Acc	ess Log	Governance Workflow Engine	Social Behavior Warehouse	QChat					
l	Ac	cess Lo								
	Acc	cess Logging	: <b>Enabled</b>							
		<b>Edit</b>								
l		Reposito	ry - Demo		□ ×					
l		Acces	s Log Management							
l		Access Lo	g 🗹 is enabled							
4										
l										
l										
l										
				🗄 Save	Cancel					

Figure 3: Enabling Access Log in QIS RA

This will tell QEF to start logging access data for this repository.



The next step is to navigate to the "Social Behaviour Warehouse" tab and clicking on Edit.

From there, you can create the SBW Data Storage:

	Repository Administrator Curre						
		nilla > Addons	_	use QChat			
	🛦 Social Behavio	Repository - 105 Van	illa			• x	
	🥖 Edit	SBW Data Storage	SBW Cube Data Storage	Access Log Sync	Repository Sync	Cube Sync	
1		Social Behavio	r Warehouse Data Stora	ge			
		Status: Provider: Server Name: Database Name: Connection Timeout: Authentication: Login: Password:	Not initialized   Microsoft SQL Server   (local)   105_Vanilla   Windows Authentication			T	
		Schema Name: Clear Settings SQL (Full) Addon status:  Not		Create Data Storage	X Delete Data Stora		

Figure 4: Setting up SBW in QIS RA

After the creation of the SBW Data Storage, two sync tasks must be setup:

- 1) Access Log Sync, which reads from the QEF Access Logs into the specific repository's access log including all clicks
- 2) **Repository Sync**, which transforms the raw Access Logs data into the SBW data including all objects

**NOTE**: The "SBW Cube Data Storage" tab and "Cube Sync" tab are deprecated. These tabs do not need to be set up and can safely be ignored for QualiWare 10.5 or newer.

**NOTE**: Even that the "SBW Cube Data Storage" is not required then the Cube Data Storage MUST be disabled.



Repository - SBW-TEST-27-072022					×
SBW Data Storage	SBW Cube Data Storage	Access Log Sync	Repository Sync	Cube Sync	
Cube Data Stor	rage				
Cube Data Stor	Not initialized provider=MSOLAP;data source=D data source=DALBVSQL172165;6	0000;initial catalog=SBW-	-	REAL;integrated	
Addon status: 🍚 Inco	omplete		Apply 📄 🔘 Disabl	le 🛛 😳 Close	

Figure 5: The SBW Cube must be disabled

Repository - 105 Va	nilla			•	×
SBW Data Storage	SBW Cube Data Storage	Access Log Sync	Repository Sync	Cube Sync	
Access Log Sy	nchronization				
Status: Run status: Schedule:	Run status: GIL				
	No end date     End a     T/18/2022	after 10 🗢 OCCURRE	nces		
Addon status: 🍥 Not	t Initialized		y & Enable ) 🔵 Disat	ole 🙆 Close	

Figure 6: Scheduled sync on Access Log



Repository - 105 Var	illa		• x						
SBW Data Storage	SBW Cube Data Storage Access Log	Sync Repository Sync	Cube Sync						
Repository Syn	chronization								
Status: Run status: Schedule:	<ul> <li>Not Initialized</li> <li>Idle</li> <li>Recurrence</li> <li>Hourly</li> <li>Daily</li> <li>Weekly</li> <li>Monthly</li> <li>Yearly Recur every 1  week(s) on</li> <li>Sunday</li> <li>Monday</li> <li>Ture</li> </ul>	esday Wednesday turday							
Addon status: 🥥 Not	Addon status:   Not Initialized  Addon status:   Addon status:								

Figure 7: Scheduled sync on Repository

After the creation of the SBW Data Storage, configuration of Access Log and Repository Sync, the SBW Addon screen should look like this:

<u> 1</u> 05 V	′anilla > Addons										
Access Log	Governance Workflow Engine	Social Behavior Warehouse	QChat								
SBW Data	Storage										
Status:	Enabled										
Provider:	Microsoft SQL Server										
Connection Stri	ng: data source=(local);initi	data source=(local);initial catalog=105_Vanilla;integrated security=True									
Schema Name:	qds_addon_105_Vanilla	qds_addon_105_Vanilla_SocialBehaviorWarehouse									
Status:	Data storage is up-to-da	Data storage is up-to-date.									
Version:	SocialBehaviorWarehous	SocialBehaviorWarehouse 10.5 (stamp: 0000000000000)									
SBW Cube	Data Storage										
Status:	Disabled										
Synchroniz	ation										
💿 Start 🏼 🤊 R	efresh										
Job Name		Status		Run Status	Schedule						
Access Log Sync		🔵 Enable	d	🌒 Idle	Occurs daily starting on 1/1/2000 at 1:00 AM						
Repository Sync		🔵 Enable	d	🍥 Idle	Occurs weekly every Saturday starting on 1/1/2000 at 1:00 AM						
Cube Sync		Disable	ed	🍙 Idle							

Figure 8: In Repository Administrator, Addons, a properly configured SBW tab



#### 2.3 Repository Configuration

A standard export file must be loaded in your repository to include SBW tiles for the HTMLPublisher.

To do so, open QLM, connect to the Base Configuration of the desired repository, go to *File > Import and Export > Import from version 6.4 and older...* and navigate to the QLM folder (default path C:\Program Files\QualiWare\QEF\Modules\QLM\[Version number]\App\Models\EAM\) and import the file "QualiWare EA framework.exp"

ew Open								×
$\leftrightarrow$ $\rightarrow$ $\checkmark$ $\uparrow$	« Windows (C:) > Program Files > Qualiware > QE	F105a > Modules > QLM >	10.5 > App > Models	> EAM	~ C	Search EAM		Q
Organize • New folder							≣• □	•
> 🚬 Visual Studio 2(	Name	Date modified	Туре	Size				
> 😹 WIP	QualiWare EA Framework.exp	02/04/2022 12:33	EXP File	166 KB				
> 🔁 Z-Drive								
> 📙 QualiWare ApS								
🗸 💻 This PC								
> 📜 C on DKCLAUSI								
> 🔚 Desktop								
> 🧾 Documents								
> 🛓 Downloads								
- > 🚱 Music								
> Z Pictures								
> Videos								
> Here Windows (C:)								
> Temporary Stor								
. File nam	e: QualiWare EA Framework.exp				~	QualiWare Exp	ort File (*.exp	) ~
						Open	Can	cel

Figure 9: Import the EA Framework

An alternative to QualiWare EA Framework can be any other framework as long as it modelled in an ArchitectureFrameWork diagram.

The QualiWare EA Framework is shown below including an open FrameWorkCell.



	Strategy	Process	Application	Information	Organization	Technology
Conceptual	Strategy	Bu Mc FrameWork - FrameWork - Audits - Relations - Techniques - Describe B- Associate B- Governance	Short	fault Description:		
Logical	Policies	Ви		ow Short Description of type: Large Icor list: Select		al Analytics dimension
Operational	Business Rules		Arch Stra Tran Bala	tegyModel itectureFrameWork tegicRoadmap sformationPlan needScorecardDiagram	t other	Туре
					ОК	Cancel Apply

#### Figure 10: Enable Social Analytics dimension

In order for model to be included in the Social Analytics dimension for counting the FrameWorkCell must be enabled like in the illustration above.

#### 2.4 Configuring SBW for QEP (Web Portal)

There are two ways to see Analytics (SBW) data, the first way is by clicking on the Analytics navigation button when viewing a specific object on the web. The second way is by clicking on tiles found on an HTMLDesktop.

#### 2.4.1 Analytics navigation button

For the first method, viewing analytics for a specific object, the Analytics button (which shows SBW diagrams) must be included as a navigation button in the HTMLPublisher<sup>1</sup>. Right-click in the centre field on the Navigation Buttons tab and choose "Add Standard Navigation Button" to add the standard buttons:

<sup>&</sup>lt;sup>1</sup> The HTMLPublisher is accessed in QLM via the HTML icon on the Standard toolbar or shortcut: CTRL+H Guide to SBW



HTMLPublisher : QualiWare Enter	prise Publisher : Rev. 0 : I	Default						<b>×</b>
HTMLPublisher : QualiWare Entern     HTMLPublisher     Audits     Template Definitions     Add ons     Search     Personal Page     Navigation Buttons     Web Settings     Content Settings     Content Settings     Repository Explorer     Repository Compare     Chat Settings	prise Publisher : Rev. 0 : 1	Enable Add Standa	Title Ind Navigation Buttons mized Button	Target	Parameter	Function	Role	
App Settings App Labels Misc. Labels	Publish					OK	Cancel	Apply

Figure 11: Adding the Navigation buttons to the HTML Publisher

We can now see the Analytics button:

emplate Definitions	Name	Enable	Title	Target	Parameter	Function	Role	
dd ons					r or onne der	T GHEGGH	- Conc	
earch	SlidePanel	true	Toggle left panel	Primary				
ersonal Page	SharePage	true	Share this page	Primary				
lavigation Buttons	PrintPage	true	Print this page	Primary				
Veb Settings	Language	true	Change Language	Primary				
ontent Settings	Configuration	true	Change Configuration	Primary				
epository Explorer	Analytics	true	Analytics	Secondary				
epository Compare	TreeView	true	Hierarchy	Secondary				
hat Settings	Subscriptions	true	My Subscriptions	Secondary				
pp Settings mart Capture Settings	GovernanceTasks	true	My Tasks	Secondary				
pp Labels	LatestVisits	true	My Latest Visits	Secondary				
lisc. Labels	RepositoryExplorer	true	Repository Explorer	Secondary				
ISC, LODCIS	RepositoryCompare	true	Repository Compare	Secondary				
	T Search	true	Search	Secondary				
	C Logout	true	Logout	Primary				
	T Profile	true	Profile	Primary				

Figure 12: Analytics button added (Enable must be "true")

Once the HTMLPublisher is published with the Analytics Navigation Button, the Analytics button will now be available on the web, once you view some specific content, such as a diagram:

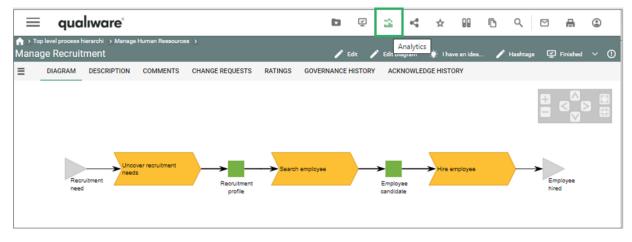


Figure 13: Example of a diagram on the web, with the Analytics button in the toolbar



#### 2.4.2 Analytics tabs on a diagram

When a user clicks Analytics on the web, a new view is revealed, with different analytics tabs:

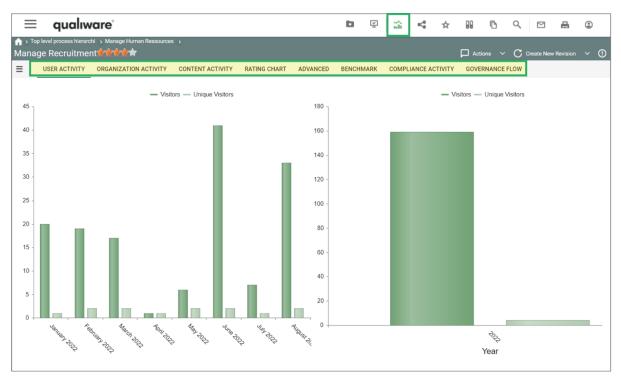


Figure 14: Analytics tabs on a diagram

The different analytics tabs are described in more detailed in section 4.2.

The Analytics tabs are configured in each HTMLTemplateDefinition, for example, see the out-of-thebox configuration of the BusinessProcessNetwork template definition:

HTMLTemplateDefinition Audits					
Additional TIML TemplateDetini	T	Name	Template	Role	Condition
Left		Analytics User Activity	HTMLContentTab		
Center	=	Analytics Organization Activity	HTMLContentTab		
Right		Analytics Content Activity	HTMLContentTab		
Analytics		Analytics Rating Chart	HTMLContentTab		
Hehavior     Additional scripts ( JS/CSS)     Governance		Analytics Advanced	HTMLContentTab		
		Analytics Benchmark	HTMLContentTab		
		Analytics Compliance Activity	HTMLContentTab		
		Analytics Governance Flow	HTMLContentTab		

Figure 15: Analytics Tabs are configured on the HTMLTemplateDefinition under the "Analytics" tab

#### 2.4.3 Standard Analytics tiles on Desktop

In the standard out-of-the-box publisher settings, there are Analytic tiles on the "My Desktop" HTMLDesktop.



	= qualiwar	e											D	Ø ☆ ₩	5 9 0 D
Image: Control	MY DESKTOP	INNOVATION	STRATEGY	PROCESS MANAGEM	ENT APPLICAT	TION MANAGEMENT RISK MANAG	COMPLIAN	NCE ENTERPRI	SE ARCHITECTURE	ANALYTICS					
by read off.       Toto       Link Model       My reached.       <	0 🗹	⊻ 5		. 7	ß	Quick Search	1	1	<b></b>	۵ 🐣	<b>a</b> 1	ÿ∃1	<b>c</b>	₹⁄0	<b>2</b> 3
Repolicy content Organy use of content My tearing use of content My tearing use of content	My areas of int	To-Do	Latest feedback	My responsibili	My latest chan	Process:	Register Proble	Register Idea	Register Chang	My Ideas	My feedback	My Audits	My Non-Confor	My Corrective	Active Users
Activity Der Th. Activity Der Th. Charling Lange and Space	79	Latest New	vs			Document:	Repository cont	tent	Company use o	of content	My team's use	of content	My use of conte	ent	
And de 2012 12 20 y dens ins De dentines lassed foregenent ignens is speledet to wein 15.3		Management S	system updated t	o QualiWare 10.5						л.,		1			
Doi Or Brain     Borestrinit     Borestrinit       Bordo     Bordo     Bordo       Passe disc.     Appendix     Appendix       Bordo     Bordo     Bordo       Passe disc.     Contrato     Bordo       Bordo     Bordo     Bordo </th <th>Activity Over Ti</th> <th></th> <th></th> <th>updated to version 10.5</th> <th></th> <th></th> <th>Straingy</th> <th>Organizatio</th> <th>Strangy</th> <th>Organizatio</th> <th>Strategy</th> <th>Organizato</th> <th>Strangy</th> <th>Organizatio</th> <th></th>	Activity Over Ti			updated to version 10.5			Straingy	Organizatio	Strangy	Organizatio	Strategy	Organizato	Strangy	Organizatio	
Backs       Backsont         Backsont       Backsont         Frame stars       Approximation         Frame stars       Backsont							Top 20 hits - las	st 30 days			Top 20 hits by	template - last 30 da	ays		
0 5 10 15 20 20 20 20 20 20 20 20 20 20 20 20 20							Bapdro Testi Processi editorni Nare Bahreedhi Unit Barreedhi Bandhorene Barrei Otto Danne Eartin Otto Danne Pasagora (ar. Dani Caro (bar. Pasagora (ar. Dani Caro (bar. Pasagora (ar.		22 25 26 26	4 4 5	Business Capabil, Business Toolsa, Aaptisatashikon, Sanitagyklon, Campatao Performancollagua IncovatoriCana Organizational Ukashi buollagua Business Capatan Darang Chabana Canang Jung Abil Canang		00 200 200	20 20 40	

Figure 16: Example of "My Deskop" desktop with stanard analytics tiles – 4 about the content, and 2 about recent hits

The desktops and their content can be configured in the HTMLPublisher on the Personal Page tab. From here you can open the "My Desktop" HTMLDesktop object.

HTMLDesktop : My Desktop : R	Rev. 1 : Default					×
	Desktop title: My Deskto	pp				
	Name My Change Requests My Audits My Non-Conformances My Corrective Actions Active users User activites last mi News	Title My Feedback My Audits My Non-Conformances My Corrective Actions Active Users Activity Over Time Latest News	Points to Method: ServiceHandlers.MyObjectsJSON Method: ServiceHandlers.MyObjectsJSON Method: ServiceHandlers.MyObjectsJSON Method: ActiveUsers Method: ActiveUsers Method: ActivityOverTime Method: ServiceHandlers.FindObjects	Role filter	Config. filter	I
	Content distribution Company use of con My sub-org's use of My use of content Top 20 hits - last 30 Top 20 hits by templ	Repository content Company use of con My team's use of con My use of content Top 20 hits - last 30 Top 20 hits by templ	Link: EA Content Radar [BusinessChart] Link: Utilization of content Radar [BusinessChart] Link: My Sub.Org utilization of content Radar [Bu Link: My utilization of content Radar [BusinessCh Link: Hitis Top 20 last 30 days [BusinessChart] Link: Hitis Top 20 Templates last 30 days [Busines	=Management, =Enterprise_Architect =Management, =Enterprise_Architect =Management, =Enterprise_Architect =Management, =Enterprise_Architect		
				ОК	Cancel	Apply

Figure 17: Standard Analytics tiles on the "My Desktop" desktop (the tiles in Figure 16 are highlighted)

Note that most Analytics tiles have a Role filter – only someone that is actively in the "Management" or "Enterprise\_Architect" role will see those tiles. The Role filter can be changed if needed.

After any changes, the HTMLPublisher needs to be republished for the change to take effect on the web.

The 4 Standard SBW Radar Tiles on My Desktop is described in section 4.1

#### 3 Maintenance

By default, the synchronization of Access Logs and Repository Logs is done automatically, on a scheduled basis as per the settings in Repository Administrator. From here, it is also possible to force a manual synchronization.

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A single task can be selected and clicking on Start will execute the task.

📴 Demo	> Addons									
Access Log	Governance Workflow Engine	Social Behavior Wa	rehouse QCh	at						
SBW Data	Storage									
Status:	Enabled									
Provider:	Microsoft SQL Server									
Connection Stri	ng: data source=(local);initial	catalog=Demo_clean_:	L0;integrated secu	rity=True						
Schema Name:	Schema Name: qds_addon_Demo_SocialBehaviorWarehouse									
Status:	Data storage is up-to-date.	Data storage is up-to-date.								
Version:	SocialBehaviorWarehouse 3	SocialBehaviorWarehouse 10.5 (stamp: 20200902084319)								
SBW Cube	Data Storage									
Status:	Enabled									
Synchroniz	ation									
💽 Start 🤊 R	efresh									
Job Name		Status	Run Status	Schedule						
Access Log Sync		⊖ Enabled	🥥 Idle	Occurs weekly every Sa						
Repository Sync		Enabled	Running	Occurs weekly every Sa						
Cube Sync		Enabled	🌒 Idle	Manual						

Figure 18: Synchronization can be started from the Repository Administrator

The Repository Sync must be performed first. Once it is finished the Access Log Sync can be performed.

Running this task will result in a message in the QEF Console.



Source	
AnalysisSync	
AnalysisSync	
Log Details	n x <sup>Toka</sup>
Date time: 7/20/2022 9:02:28 AM	
Log level: Debug	
Module name: QualiWare Integration Server	
Recurrence: 1	
Message:	
	Close
	AnalysisSync AnalysisSync Log Details Date time: 7/20/2022 9:02:28 AM Log level: Debug Module name: QualWare Integration Server Version: 0.5 User: QualWare Task Scheduler Source: AnalysisSync Recurrence: 1

Figure 19: Access Log synchronised

Source	
AnalysisSync	
AnalysisSync	
Log Details 🛛 🗠 🛪 5	be36c95
Date time: 7/20/2022 9:02:56 AM	
Log level: Debug	
User: QualiWare Task Scheduler	
Source: AnalysisSync	
Recurrence: 1	
Message:	
Sync access log - succeed	
Ocse	
	AnalysisSync AnalysisSync Log Details

Figure 20: Repository Synchronized

Once both the Access Log and Repository Sync is finished, Analytics data should be visible from the web.

#### 4 Usage of SBW

#### 4.1 Standard SBW Radar Tiles on My Desktop

In QualiWare standard there is 4 tiles on the My Desktop available, addressing repository content and SBW data about how it is used on a company, team and personal level, cf. Figure 16 and Figure 21.





Figure 21: The standard tiles on the My Desktop, addressing repository content and SBW data about how it is used

The axes on the radar diagrams (Strategy, Process, Application, Information, Organization and Technology) represents the dimension in the QualiWare EA Framework, and the associated object templates (typical diagrams).

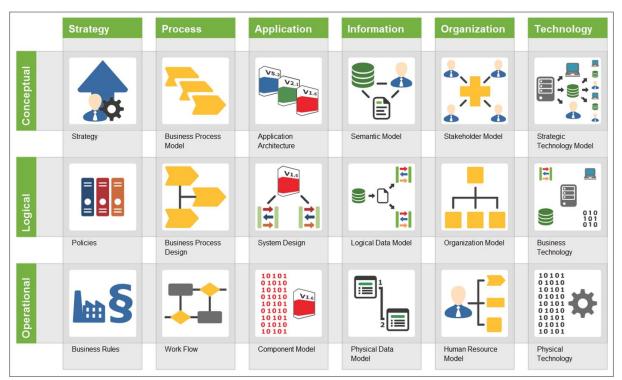


Figure 22: QualiWare EA Framework

Each of the FrameWorkCell in the EA Framework is related to a set of model(s) and other templates:



w FrameWorkCell : Business Proce	ess Design : Rev. 0 : Defa	ault			×
FrameWorkCell Audits Relations Techniques Describe Associate Governance	Short Description:				
	Show Short Descripti	on	Use in Social	Analytics dimension	
	Symbol type:	Large Icon V	Seq. no.:		
	Model list:	Select models	Entities:		
	BusinessProcessNetwork BusinessDiagram WorkFlowDiagram LifeCycleAssessmentDia BusinessProcessDiagram WorkBreakdownStructur	gram	Name	Туре	
	Other templates:	Select other			
			ОК	Cancel	Apply

*Figure 23: FrameWorkCell with reference to Models and templates* 

The model list and other templates mapped to the FrameWorkCell, creates the relationship that are used in the radardiagrams.

**NOTE** the "Use in Social Analytics dimension" must be selected for the SBW to work on the charts.

**NOTE** that the radar diagrams count all content in the whole repository, i.e. all configurations in the repository.

If you click the radar-diagram you will see the radar diagram in a full window. You can see the actual value when you move the mouse over the diagram and access the data source behind cf. 1 and 2 in Figure 24.



≡ qualıware°						Ň	e<*	☆		Б	Q	$\square$	•	۲	
Content Radar															
mation	к	BUSINESS CHART	DESCRIPTION												
onsible: untable: ion: 0 Wodified: 2020 07 12 : Source: ontent and hits by FrameWorkColumn 2			Technology		Applica 600 500 400 300 200 100 0	Amo	ount of c je: 44	ontent:		Informa	ation				
			Strategy							Organiz	zation				
= qualiware*			Strategy			Ţ	E5	۲ ۲	*	Organiz	zation	٩		•	(
A SEA Content Radar			Strategy		D	Ř		v	*		ß				
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♠ > EA Content Radar → Content and hits by Frame Information		lumn	Strategy		C	Ŷ		4	*		ß				
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♠ > EA Content Radar → Content and hits by Frame Information		C DATA TABLE	-	group by that column hitsbyco		2	E-2	v			6				
★ > EA Content Radar → Content and hits by Frame Information       Responsible:       Accountable:       Revision:     0       Last Modified:     2022 09 09		C DATA TABLE	-			Ŷ	2	~		00	6			Create Ne	
★ > EA Content Radar → Content and hits by Frame Information Responsible: Accountable: Revision: 0		C DATA TABLE Drag a column header FrameWorkColumn	-	hitsbyco T		Ţ	2		CO	ntentbyco	6			Create Ne	w Re
★ > EA Content Radar → Content and hits by Frame Information       Responsible:       Accountable:       Revision:     0       Last Modified:     2022 09 09		C DATA TABLE Drag a column headee FrameWorkColumn Application	-	TO4		V.	:2		CO 54	ntentbyco	6			Create Ne	w Re
► > EA Content Radar > Content and hits by Frame Information Responsible: Accountable: Revision: 0 Last Modified: 2022 09 09 State: > Used In Business Chart	I	C DATA TABLE Drag a column header FrameWorkColumn Application Information	-	704 105		₹,	52		CO 54 25	ntentbyce a	6			Create Ne	w Re
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► > EA Content Radar > Content and hits by Frame Information Responsible: Accountable: Revision: 0 Last Modified: 2022 09 09 State: > Used In Business Chart	I	C DATA TABLE Drag a column headee FrameWorkColumn Application Information Organization Process	-	hitsbyco 704 105 369 7183		¢.	12		COU 54 25 44 27	ntentbyco i i i i i i i i i	6			Create Ne	w Re
► > EA Content Radar > Content and hits by Frame Information Responsible: Accountable: Revision: 0 Last Modified: 2022 09 09 State: > Used In Business Chart	I	C DATA TABLE Drag a column header FrameWorkColumn Application Information Organization	-	▼ hitsbyco 704 105 369		ġ.	1		co 54 25 44	ntentbycz i i i i i i i i i i i i i i i i i i i	6			Create Ne	

Figure 24: If you click the radar diagram you can 1) see the values by moving the mouse and 2) see the data source behind

Below please find an example on all four including a few comments on the values.

#### 4.1.1 Repository Content

This diagram counts the number of objects of each template in the whole repository mapped to each of the column in the QualiWare EA Framework.



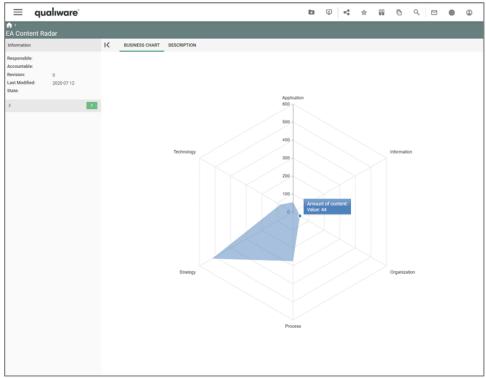


Figure 25: Repository content radar diagram example

#### 4.1.2 My utilization of content Radar

This diagram counts the number of clicks the user has on each of the objects of the mapped template types in each Column in the EA Framework.

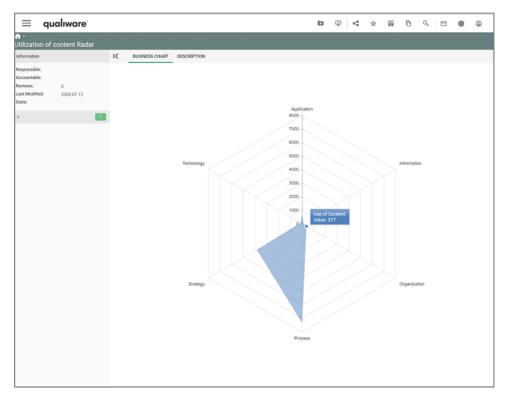


Figure 26: Company use of content, radar diagram example



#### 4.1.3 My teams's use of content

This radar diagram counts the number of hits for the user and the user's in the same organisational unit in QualiWare.

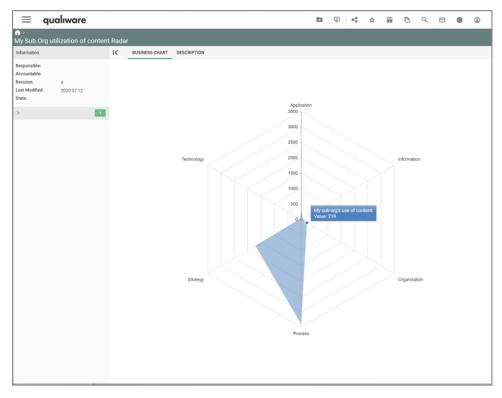


Figure 27: My team's use of content, radar diagram example

#### 4.1.4 My use of content

The last radar diagram counts the current users clicks in the repository.

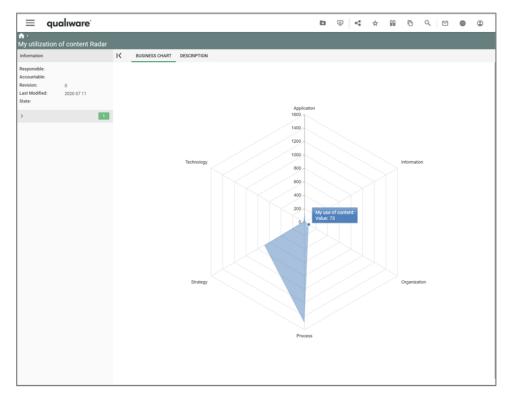


Figure 28: My use of content, radar diagram example



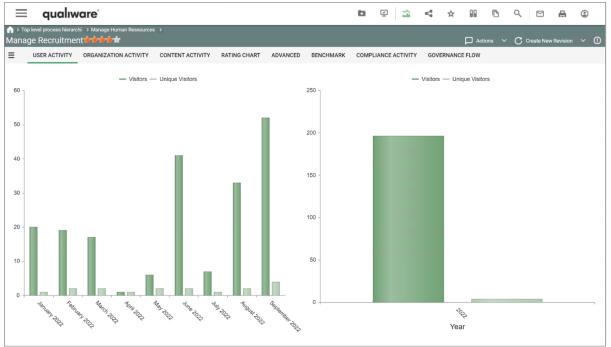
#### 4.2 Analytics tabs for diagrams

In addition to the more generic radar-diagrams addressing the whole repository, you can also access analytics data related to a specific diagram.

When viewing a diagram on the web, an analytics action button becomes available in the top right in the action buttons, cf. Figure 13.

Depending on the diagram type up to 8 types of analytics tabs becomes available. In the following each of the tabs are described shortly.

Note: Wait until the content has been shown before selecting the next tabs. If you are too fast you must reload the diagram. The reload is simply to load the page once again (CTRL <F5>)



#### 4.2.1 User Activity (SBW tab)

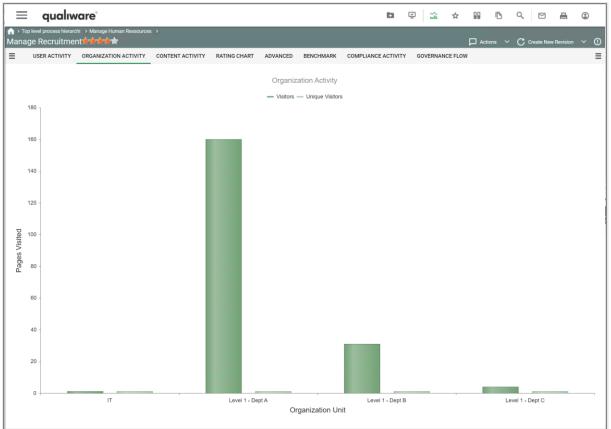
Figure 29: User Activity

This tab shows number and page visits (visitors) and unique visitors pr month and pr year.

#### 4.2.2 Organization Activity (SBW tab)

This analytics tab shows the page visits from an organizational view, based upon the users association to organizational unit is QualiWare.







#### 4.2.3 Content Activity (SBW tab)

This tab shows the activity for each of the objects on the diagram. Note that the figure contains all objects related to the diagram in the current as well as previous revisions.

📃 qual	ware					b	Ň	â	☆		Б	QE	3 🔒	۲	
☆ > Top level process hie Manage Recruit	rarchi > Manage Human Ressource	\$ >								Actio	ons 🗸	C Create	New Revision	~	()
USER ACTIVIT		CONTENT ACTIVITY	RATING CHART	ADVANCED	BENCHMARK	COMPLIANCE A	CTIVITY	GOVE	RNANCI	E FLOW					≡
				Content — Visitors —	-										
Employee candidate															
Employee hired															
Hire employee															
Manage Recruitment															
Recruitment need															
Recruitment pro															
Search employee															
Uncover recruit															
	0 100	200	30	00	400	50	10		60	0		700		80	00

Figure 31: Content Activity



#### 4.2.4 Rating Chart (SBW tab)

This tab shows number of rating and the average score of these rating(s) for the diagram for each revision.

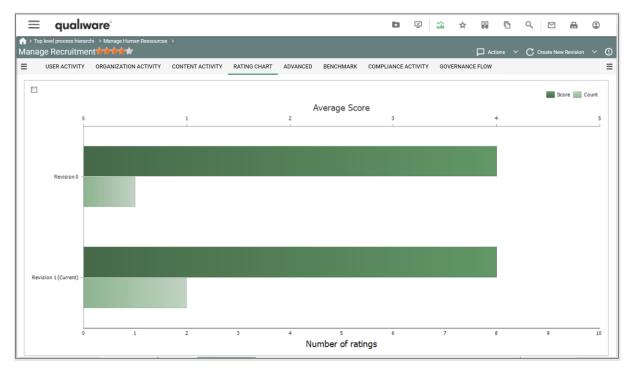


Figure 32: Rating Chart

In the standard change management governance workflow you can rate approved versions of diagrams.

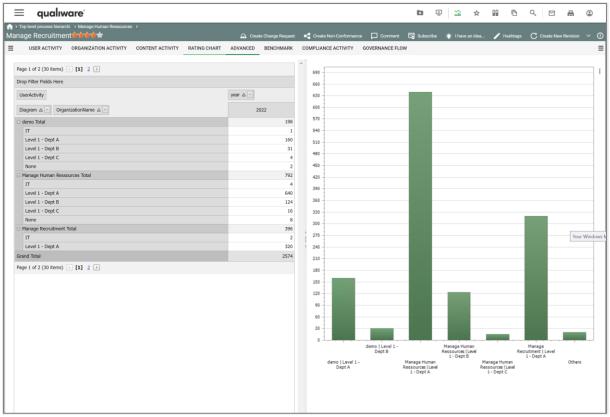
Greate Change Request	Create Non-Conformance	Comment	🖈 Rating	Subscribe	🔅 I have an idea	🧨 Hashtags	${f C}$ Create New Revision	~ (!
			Ţ					
	Rating							
	Comment: The process is up	to date and well d	escribed					
				SUBMIT	CANCEL			

Figure 33: As standard you can rate approved diagrams using the Rating action button

#### 4.2.5 Advanced (SBW tab)

This tab show a (subset) of the diagrams in the repository and the organization activity for the selected diagrams. In the left frame you can select the content using the pivot like format.





#### Figure 34: Advanced

#### 4.2.6 Benchmark (SBW tab)

This section will be completed in next version.

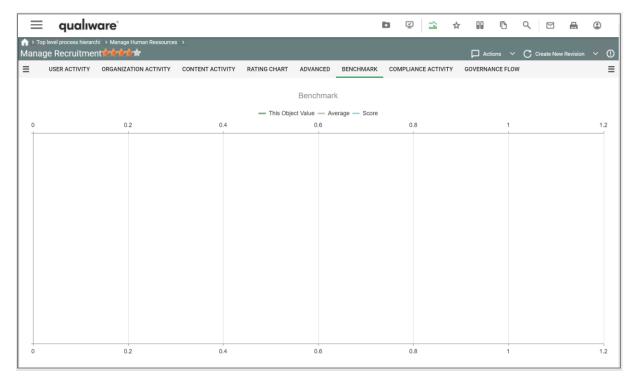
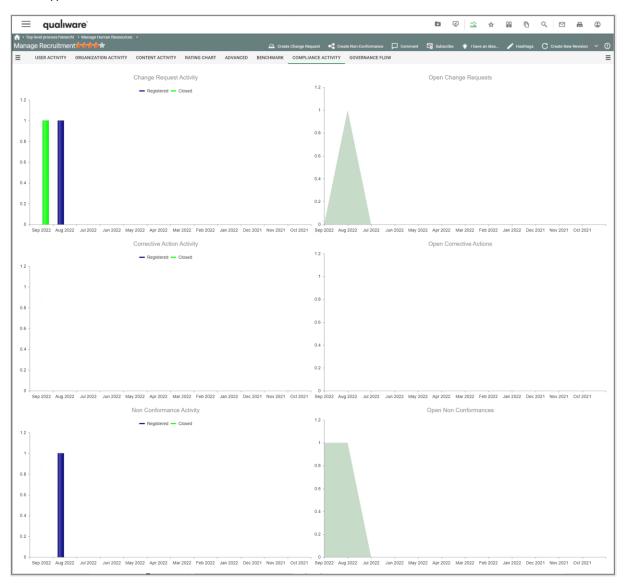


Figure 35: Benchmark



#### 4.2.7 Compliance Activity (SBW tab)

This tab shows diagrams for the compliance activity related to the diagram. The 3 charts to the left show the number of new registrations and closure of change request, corrective actions and non conformances related to the diagram. The 3 charts to the right depict the number of open items for the 3 types.





#### 4.2.8 Governance Flow (SBW tab)

This tab shows a Gantt chart and dates for the governance states for the diagram.



Control process here bit      Manage Human Resources      Aname Resources     User ACTVITY     ORGANIZATION ACTIVITY     CONTENT ACTIVITY     RATING CHART     ADVANCED     BENCHMARK     COMPLIANCE ACTVITY     OVERNANCE FLOW      User ACTVITY     ORGANIZATION ACTIVITY     CONTENT ACTIVITY     RATING CHART     ADVANCED     BENCHMARK     COMPLIANCE ACTVITY     OVERNANCE FLOW      Task     Start Time     End Time     Forder     Saft     Sa	= qualiw	/are <sup>°</sup>						٦	₹.	â	☆		ß	م ا		8	٢
Day         Week         Month         Year         Year <th< th=""><th></th><th></th><th>n Ressources &gt;</th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th>🟳 Actio</th><th>ons 🗸</th><th>C Creat</th><th>te New Re</th><th>vision</th><th>~ (</th></th<>			n Ressources >									🟳 Actio	ons 🗸	C Creat	te New Re	vision	~ (
Task         Start Time         End Time         End Time         End Time         End Time         End Time         Sala Sun 9/25 - Sal Sun 10/02 - S. Sun 10/03 - S. Sun 10/23 - S. Sun 10/30 - S. Sun 11/13 - S. Sun 10/23 - S. Sun 10/30 - S. Sun 10/3	USER ACTIVITY	ORGANIZATION	ACTIVITY CON	ENT ACTIVITY	RATING CHAR	ADVANC	ED BENCHMA	RK (	OMPLIAN	CE ACTIV		GOVERNA	NCE FLOW	v			Ξ
Task       Start Time       End Time       8-SatSun 9/25-SatSun 10/02-SSun 10/09-SSun 10/16-SSun 10/23-SSun 10/30-SSun 11/06-SSun 11/16-SSun 11/06-SSun 11/06-SSun 11/16-SSun 10/23-SSun 10/30-SSun 11/06-SSun 11/16-SSun 11/06-SSun 11/06-SSun 11/16-SSun 10/02-SSun 10/16-SSun 10/02-SSun 10/16-SSun 10/02-SSun 10/02-SSun 10/02-SSun 10/16-SSun 10/02-SSun 10/02-SSun 10/16-SSun 10/02-SSun 10/02-SSun 10/16-SSun 10/02-SSun 10/02-SSun 10/02-SSun 10/16-SSun 10/02-SSun 10/02-SSun 10/02-SSun 10/16-SSun 10/02-SSun 10/02-SSun 10/02-SSun 10/02-SSun 10/16-SSun 10/02-SSun 10/02-S												Day	Week	Month	Year	Year g	roup
> Development         15/09/2022         22/09/2022           > Finished         22/09/2022         29/09/2022           > Circulation         29/09/2022         06/10/2022           > Ready for approval         15/09/2022         06/10/2022           > Approved         15/09/2023         13/07/2023				tember, 2022			Octo	ober, 202	22							Noverr	iber, 20
Finished       22/09/2022       29/09/2022         Circulation       29/09/2022       29/09/2022         Ready for approval       15/09/2022       06/10/2022         Approved       15/09/2023       13/07/2023         Retired       13/07/2023       13/07/2023	Task	Start Time	End Time	8 - Sat Su	n 9/25 - Sat S	un 10/02 - S	Sun 10/09 - S	Sun 1	0/16 - S	Sun 10	0/23 - S.	Sun 1	0/30 - S	Sun 11/	/06 - S	Sun 1	1/13 - :
Circulation       29/09/2022       29/09/2022         Ready for approval       15/09/2022       06/10/2022         Approved       15/09/2023       13/07/2023         Retired       13/07/2023       13/07/2023	Development	15/09/2022	22/09/2022														
• Ready for approval         15/09/2022         06/10/2022           • Approved         15/09/2022         13/07/2023           • Retired         13/07/2023         13/07/2023	▶ Finished	22/09/2022	29/09/2022	-													
• Approved         15/09/2022         13/07/2023           • Retired         13/07/2023         13/07/2023	<ul> <li>Circulation</li> </ul>	29/09/2022	29/09/2022		•												
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Figure 37: Governance chart

#### 5 Trouble shooting

A universal test for SBW is to perform changes to a specific diagram and persist the changes. Then perform an Access Log Sync. After this the activities must be visible in the Analytics sheets. If this isn't the case, then SBW has a failure condition.

This section handles the various situations.

#### 5.1 Lacking QEF logs

If you don't find the log entries saying that Repository and Access log is success, then this is the first to get solved.

Check that all your databases are setup according to recommendation.

#### 5.2 QEF Error logs

Read the detailed text and use this as hint for the trouble shooting. This may hint to database configurations.

#### 5.3 There is no activity data

It might be required to remove the current access log database and establish a new.

It might as well be required to establish a database structure as recommended.

Removing the access log is a dramatic solution, please try out the other trouble shooting tips before doing this.

#### 5.4 Configuration of SBW Cube

The SBW is very sensitive to settings related to SBW Cube Data Storage, which is not anymore a part of QW Product.

Guide to SBW



Below is two of these:

Repository - SBW-TE	ST-27-072022				×
SBW Data Storage	SBW Cube Data Storage	Access Log Sync	Repository Sync	Cube Sync	
Cube Data Stor	age				
Enabled: Status: Cube connection string: SBW connection string: Impersonate Login: Password: X Clear Settings	Not initialized provider=MSOLAP;data source=D data source=DALBVSQL172165,60		TEST-27-07-2022-SBW-	REAL;integrated s	
Addon status: 🍙 Inco	mplete		pply 📄 🔘 Disab	le 🛛 😮 Close	

Figure 38: Cube Data Storage MUST be disabled



Repository - 105Trac	æQX			o x
SBW Data Storage	SBW Cube Data Storage	Access Log Sync	Repository Sync	Cube Sync
Cube Synchror	nization			
Status: Run status: Schedule:	<ul> <li>Enabled</li> <li>Idle</li> <li>Recurrence</li> </ul>			
Addon status: 🍚 Inco	omplete	A ●	Apply 📄 🔘 Disabl	le 🛛 😵 Close

Figure 39: Here Cube Sync is enabled ... it is OK and harmless

When creating the SBW the first time the actual value of the "SBW Cube Data Storage" varies.

If the SBW is configured with this value set, then the SBW data storage must be deleted. The configuration must start all over again, please select another database name to avoid any further problems.

#### 5.5 The QEF logs

It is essential that there are two log entries in the QEF log telling that both Repository and AccessLog are synced successful.

Debug 9/8/2 Debug 9/8/2 Debug 9/8/2	(2022 12:00:00 PM (2022 9:01:59 AM (2022 9:00:03 AM (2022 8:34:21 AM	QualWare Integration Server	QisModule AnalysisSync QisModule AnalysisSync OisModule	Log Details Date time: Log level: Module name: Version:	////////////////////////////////////
Debug 9/8/2 Debug 9/8/2	/2022 9:01:59 AM /2022 9:00:03 AM /2022 8:34:21 AM	QuallWare Integration Server QuallWare Integration Server	QisModule AnalysisSync	Module name:	Debug QualiWare Integration Server
Debug 9/8/2	(2022 9:00:03 AM (2022 8:34:21 AM	QualiWare Integration Server	AnalysisSync		-
	/2022 8:34:21 AM			Version:	10.5
Debug 9/8/2		QualiWare Integration Server	OisModule		
	2022 8:25:48 AM			User: Source:	QualiWare Task Scheduler AnalysisSync
Error 9/8/2		QualiWare Integration Server	AnalysisSync	Recurrence:	1
Debug 9/8/2	/2022 8:23:42 AM	QualiWare Integration Server	NewParticipantList	Message:	<b>B</b>
Debug 9/8/2	/2022 8:23:40 AM	QualiWare Integration Server	NewParticipantList		Sync access log - succeed
Debug 9/8/2	2022 8:23:40 AM	QualiWare Integration Server	NewParticipantList		
Debug 9/8/2	2022 8:23:39 AM	QualiWare Integration Server	NewParticipantList		
Info 9/8/2	2022 8:23:37 AM	QualiWare Integration Server	GweStateMachine		
Info 9/8/2	2022 8:23:05 AM	QualiWare Integration Server	GweStateMachine		
Info 9/8/2	/2022 8:23:05 AM	QualiWare Integration Server	GweStateMachine		
Info 9/8/2	2022 8:19:03 AM	QualiWare Integration Server	GweStateMachine		
					😡 Close

Figure 40: This is key log entries - succeeded must be there ... otherwise it doesn't work



Sometimes configuring SBW first time result in two QEF log entries saying that Rep-Sync Succeeded ... not as expected one Reep-Sync and one AccessLog Sync. Doing an AccessLog Sync manual creates an Access Log Succeeded as expected.

Repository Sync creates a log entry succeeded ... but return to idle 5 minutes after (experienced at different places). This is normal behaviour ... please wait until both the log entries and the QIS RAR turns into idle.

#### 5.6 Fail situations

Repository sync returns to idle ... no log entry ... in this case the sync failed. Try again ... and if it does work delete the SBW configuration and start all over ... select a new database name. Prior to this delete the old one to avoid any problems.

#### 5.7 At any failure

If you get SBW configured including this enabled ... then you need to delete and re-configure SBW from scratch again.

#### 5.8 SBW Cube is not initialised but still enabled

How can this happen ... Enabled but Status OK ... we don't have any separate Analysis services installed. Nobody knows ... delete SBW database and configure from start.

Repository - CoopTes	t			•	×
SBW Data Storage	SBW Cube Data Storage	Access Log Sync	Repository Sync	Cube Sync	
Cube Data Stor	age				
Enabled: Status: Cube connection string: SBW connection string: Impersonate Login:	Created provider=MSOLAP;data source=D data source=DALBVSQL172165,60				:ub•
Password:	Generate Settings*	Create Data Storage	🗶 Delete Data Storag	e	
Addon status: 🍘 Inco	mplete	•	Apply 📄 🔘 Disabl	e 🛛 😨 Close	

Figure 41: Don't get confused ... the above is still working



#### 5.9 Why this difference in time?

er QEF Administration Console X	qw QEF Administration Co	nsole 🗙 🛛 🐖 QIS Repository Administrator 🗙 🛛 🐖 QIS	Repository Administrator × +		× -	- 🗆 X
← → C ▲ Not secure   ₦ŧ	ttps://localhost/QEF/Consol	le/			Q	☆ 😩 :
		<b>QEF</b> Administration Cor	sole	Curre	nt user: Admin	LOG OUT
SECTIONS	Sa Logging and	Monitoring > Logging				
Welcome and Start	🐺 Filter Settings 🛛 🕹 Export	X Clear				
QEF Configuration	Level Date Time	Module Name	Source	User	Version	n Recurrence Details
Modules	Debug 9/8/2022 9:17:19 AM	QualWare Integration Server	AnalysisSync	Qual/Ware Task Scheduler	10.5	1
Data Sources	Warning 9/8/2022 9:17:11 AM	QualiWare Integration Server	ServerRootQisMapper_	QualiWare Integration Server	10.5	1
Active Directory Synchronization	Debug 9/8/2022 9:17:10 AM	QualWare Integration Server	RepositoryCallbackManager_	QualiWare Integration Server	10.5	1
Users and Groups +	Debug 9/8/2022 9:17:10 AM	QualiWare Integration Server	QualiWareSetup	Admin	10.5	1 .

#### Figure 42: From the QEF log

Synchronization			
Start Refresh			
Job Name	Status	Run Status	Schedule
Access Log Sync	Enabled	Running	Occurs hourly starting on 1/1/2000 at 1:00 AM
Repository Sync	Enabled	Running	Occurs daily starting on 1/1/2000 at 1:00 AM
Cube Sync	Enabled	曼 Idle	Manual
🖉 Edit			

Figure 43: Several minutes later in the Repository Administrator

#### 5.10 Problems with Deleting and Creating DB

#### A new database is requested.

	Repository - SBW-TE	ST-27-072022			• ×
ł	SBW Data Storage	SBW Cube Data Storage	Access Log Sync	Repository Sync	Cube Sync
f	Social Behavio	r Warehouse Data Stor	rage		
	Status: Provider:	Created			
2	Server Name:	DALBVSQL172165,60000			•
2	Database Name: Connection Timeout:	SBW-TEST-27-07-2022-SBW-REA	L		
ç	Authentication: Login:	Windows Authentication			•
а	Password:				
	Schema Name:	qds_addon_SBW_TEST_27_0720.	Create Data Storage		ge
	SQL (Full)				
	Addon status: 🍚 Inco	omplete		Apply 🔵 📦 Disab	e Close

Figure 44: Insert a new name ... just to make sure you don't interface to another



#### Change the name:

Repository - SBW-TEST-27-072022					
SBW Data Storage	SBW Cube Data Storage	Access Log Sync	Repository Sync	Cube Sync	
Social Behavio	r Warehouse Data Stor	age			
Status: Provider: Server Name: Database Name: Connection Timeout: Authentication: Login:	Not initialized Microsoft SQL Server DALBVSQL172165,60000 SBW-TEST-27-07-2022-SBW-REAI Windows Authentication	YYY			
Password: Schema Name: Clear Settings SQL (Full)	qds_addon_SBW_TEST_27_07202	2_SocialBehaviorWareho	V	je	
Addon status: 🍚 Not	Initialized		Apply 📄 🔘 Disable	e) 😂 Close	

Figure 45: New name is visible

And save – the old name appears again.

Perform a delete and start over again.



#### 5.11 A new data storage – no log entries

Repository - SBW-TEST-27-072022						
SBW Data Storage	SBW Cube Data Storage	Access Log Sync	Repository Sync	Cube Sync		
Social Behavio	r Warehouse Data Stor	age				
Status: Provider: Server Name: Database Name: Connection Timeout:	Created Microsoft SQL Server DALBVSQL172165,60000 SBW-TEST-27-07-2022-SBW-REAL					
Authentication: Login: Password:	Windows Authentication			•		
Schema Name:	qds_addon_SBW_TEST_27_07202	2_SocialBehaviorWareho	use			
Clear Settings	Generate Settings	Create Data Storage	X Delete Data Storag	je		
Addon status: 🍚 Inco	omplete		Apply 💿 Disable	e) 😡 Close		

Figure 46: New database added



Repository - SBW-T	EST-27-072022			□ x
	SBW Cube Data Storage	Access Log Sync	Repository Sync	Cube Sync
Social Behavio	or Warehouse Data Stor	age		
Status:	Not initialized			
Providen:	Microsoft SQL Server			*
Server Namer	DALBVSQL172165,60000			1
Database Name:	S8W-TEST-27-07-2022-S8W-REA	L-YYY		
Connection Timeoutr				
Authentication:	Windows Authentication			
Login:		-		
Password:		O		
Schema Name:	qds_addon_SBW_TEST_27_0720	22_SocialBehaviorWareho	úse	
Clear Settings	Generate Settings	🛉 Create Data Storage	Delete Data Stora	age
Addon status: 🔵 Not	t Initialized		Apply 💮 Disab	ile ) 🔅 Close

#### Figure 47: Waiting and waiting

🐺 Filte	er Settings 🛛 🐥 Export	X Clear					
Level	Date Time	Module Name	Source	User	Version	Recurrence	Details
Debug	9/8/2022 11:19:27 AM	QualiWare Integration Server	AnalysisSync	QualiWare Task Scheduler	10.5	1	
Debug	9/8/2022 11:19:15 AM	QualiWare Integration Server	AnalysisSync	QualiWare Task Scheduler	10.5	1	
Debug	9/8/2022 11:19:15 AM	QualiWare Integration Server	QisModule	QualiWare Integration Server	10.5	1	(m
Debug	9/8/2022 11:18:56 AM	QualiWare Integration Server	QisModule	QualiWare Integration Server	10.5	1	
Debug	9/8/2022 11:18:56 AM	QualiWare Integration Server	AnalysisSync	QualiWare Task Scheduler	10.5	1	
Debug	9/8/2022 11:18:10 AM	QualiWare Integration Server	QisModule	QualiWare Integration Server	10.5	1	
Debug	9/8/2022 11:18:10 AM	QualiWare Integration Server	AnalysisSync	QualiWare Task Scheduler	10.5	1	(m
Error	9/8/2022 11:17:43 AM	QualiWare Integration Server	AnalysisSync	QualiWare Task Scheduler	10.5	1	
Warning	9/8/2022 11:17:43 AM	QualiWare Integration Server	ServerRootQisMapper_	QualiWare Integration Server	10.5	3	
Debug	9/8/2022 11:17:31 AM	QualiWare Integration Server	QisModule	QualiWare Integration Server	10.5	1	
Error	9/8/2022 11:17:31 AM	QualiWare Task Scheduler	Executor	QualiWare Task Scheduler	10.5	1	Ð
Debug	9/8/2022 11:17:31 AM	QualiWare Integration Server	QisModule	QualiWare Integration Server	10.5	1	
Error	9/8/2022 11:17:31 AM	QualiWare Task Scheduler	Executor	QualiWare Task Scheduler	10.5	1	
Debug	9/8/2022 11:16:55 AM	QualiWare Integration Server	AnalysisSync	QualiWare Task Scheduler	10.5	1	
Info	9/8/2022 11:13:47 AM	QEF	Log	Admin	10.5	1	
14 4	1 + H	Pa	ge: 1 of 1 Go Page size: 15 Change			Item 1 t	to 15 of 15

Figure 48: No QEF log entries

Delete and start again.