

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.

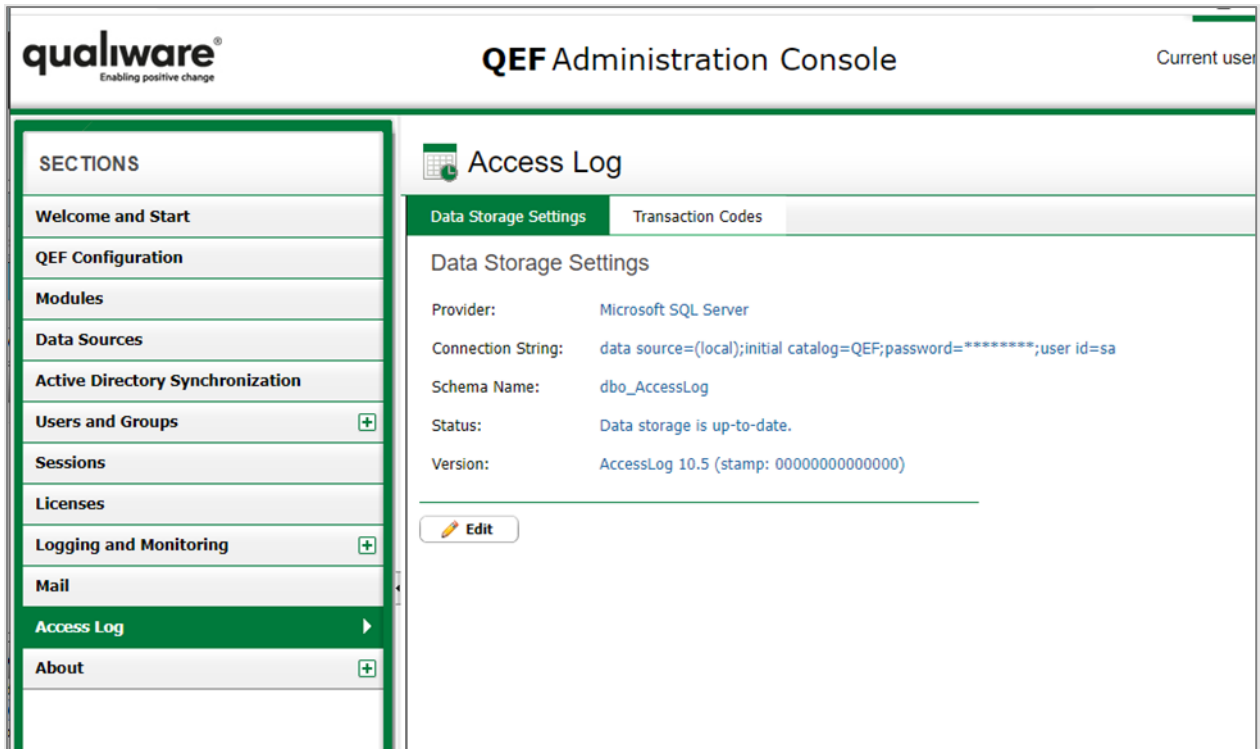


Figure 1: QEF's Access Log Data source

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:

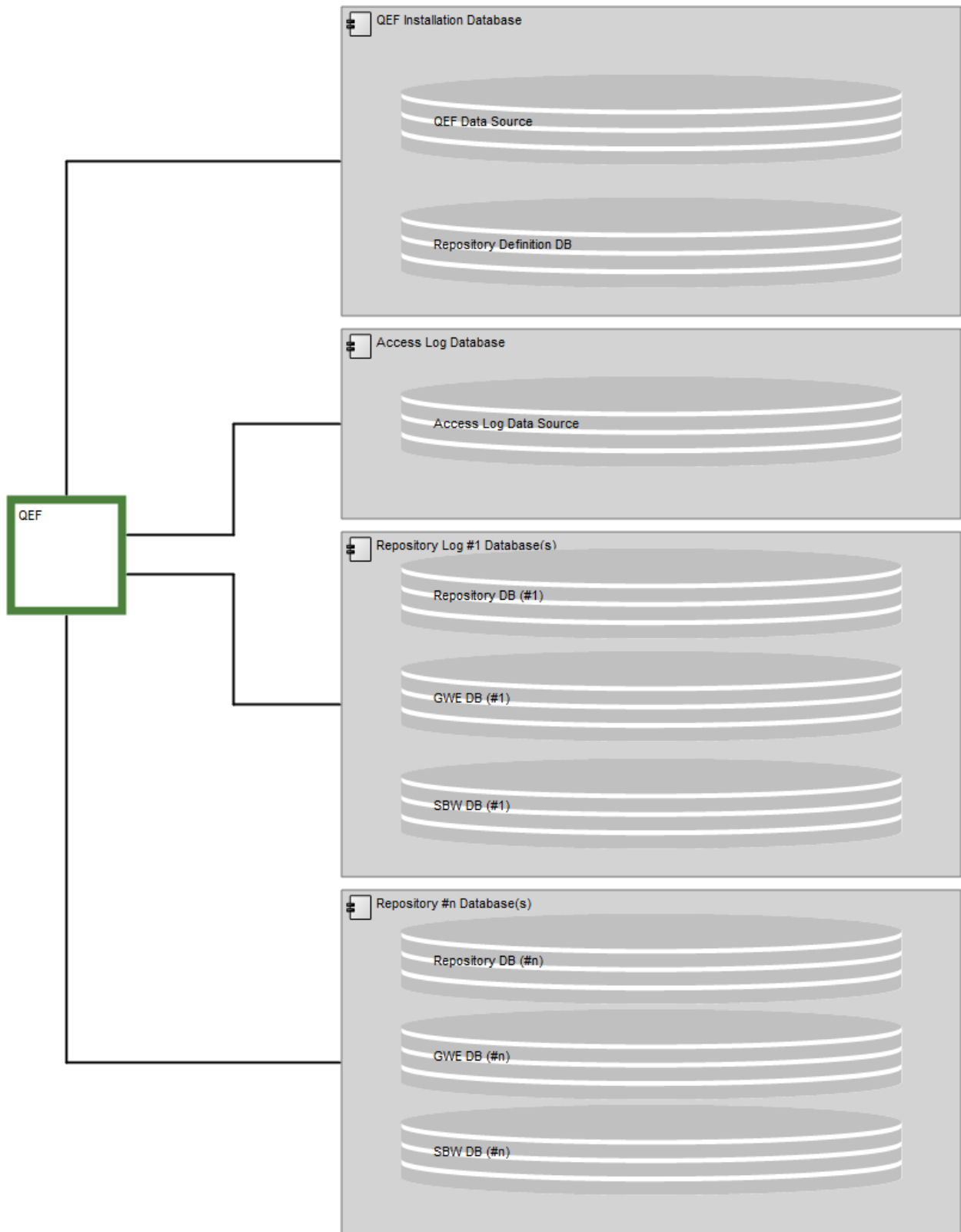


Figure 2: Data base configuration

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:

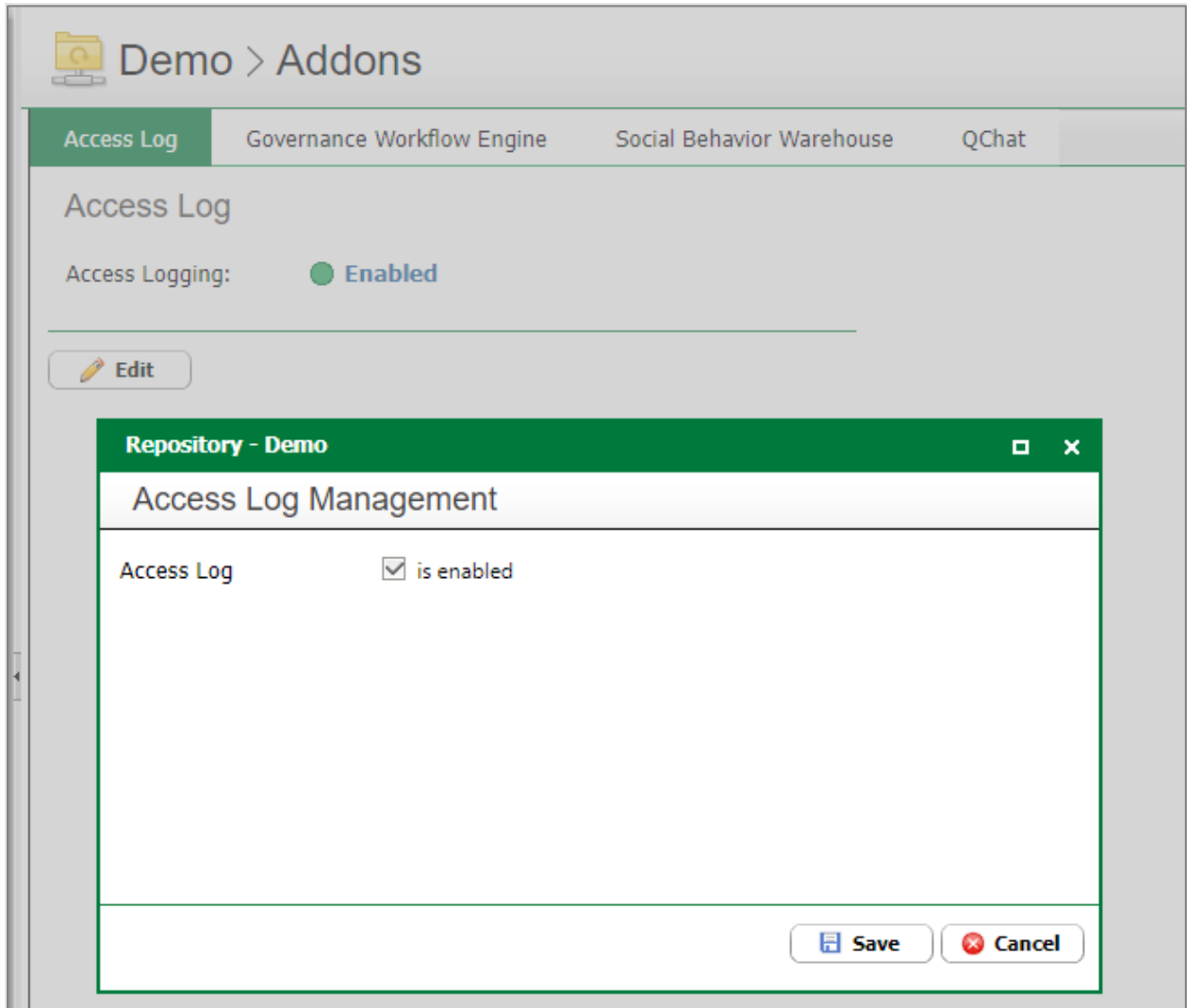


Figure 3: Enabling Access Log in QIS RA

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:

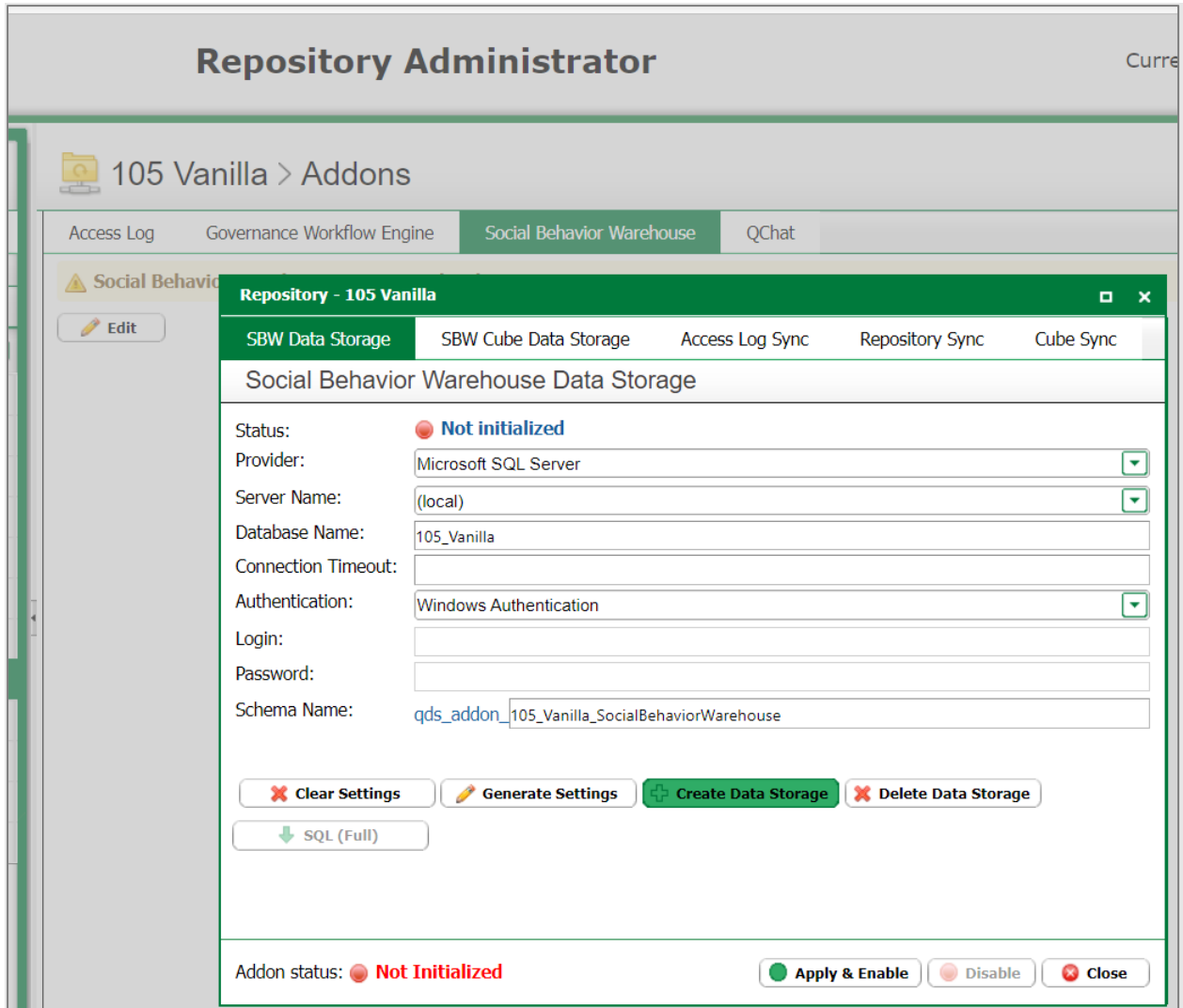


Figure 4: Setting up SBW in QIS RA

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.

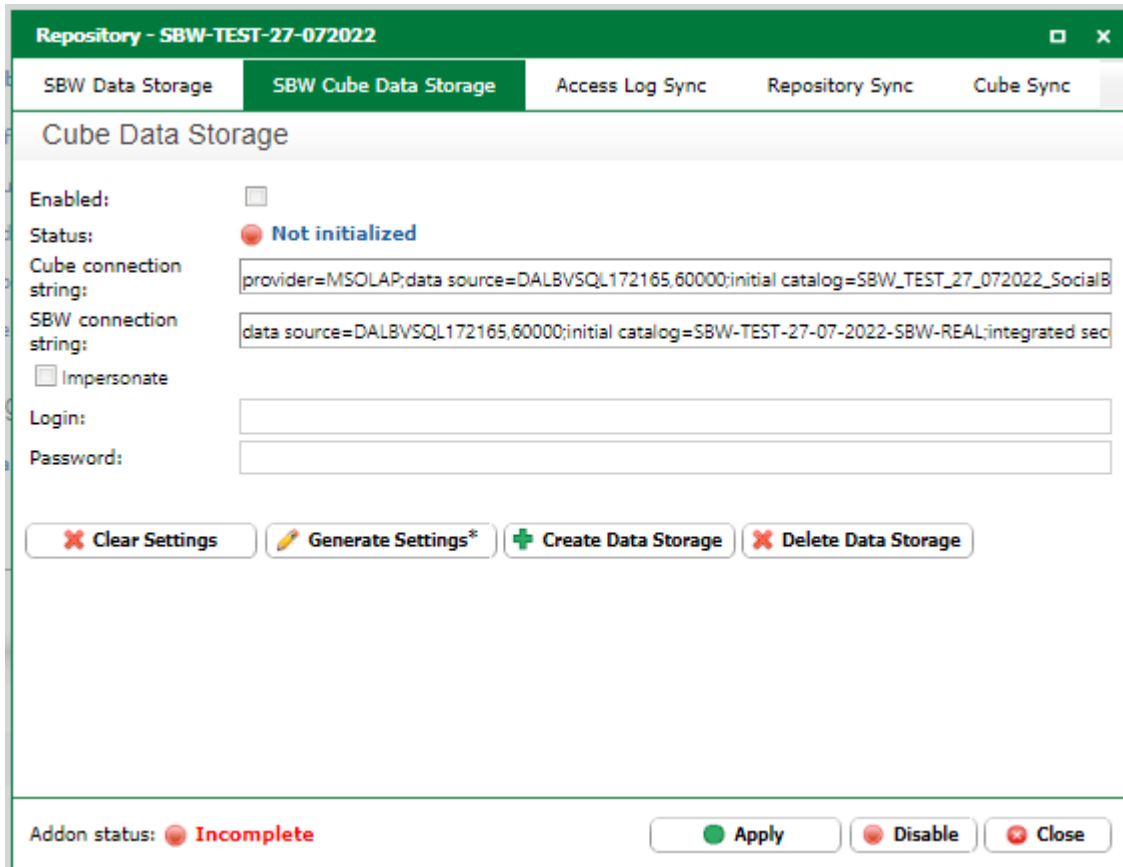


Figure 5: The SBW Cube must be disabled

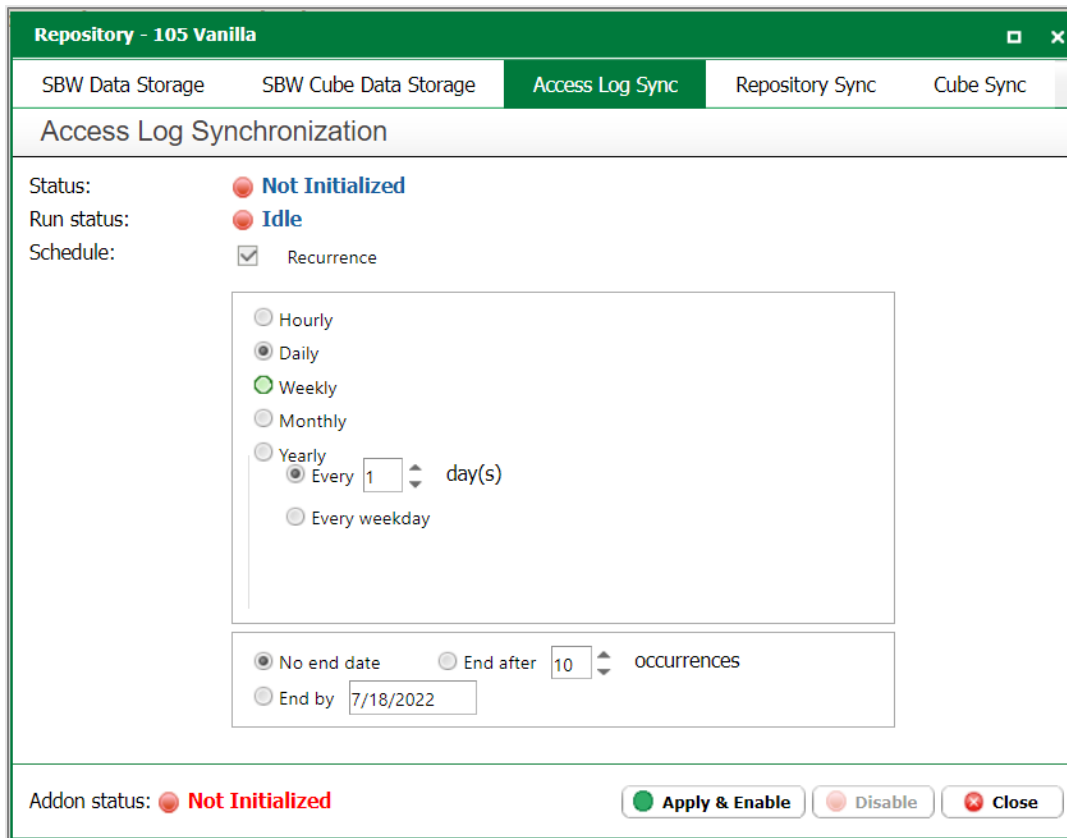


Figure 6: Scheduled sync on Access Log

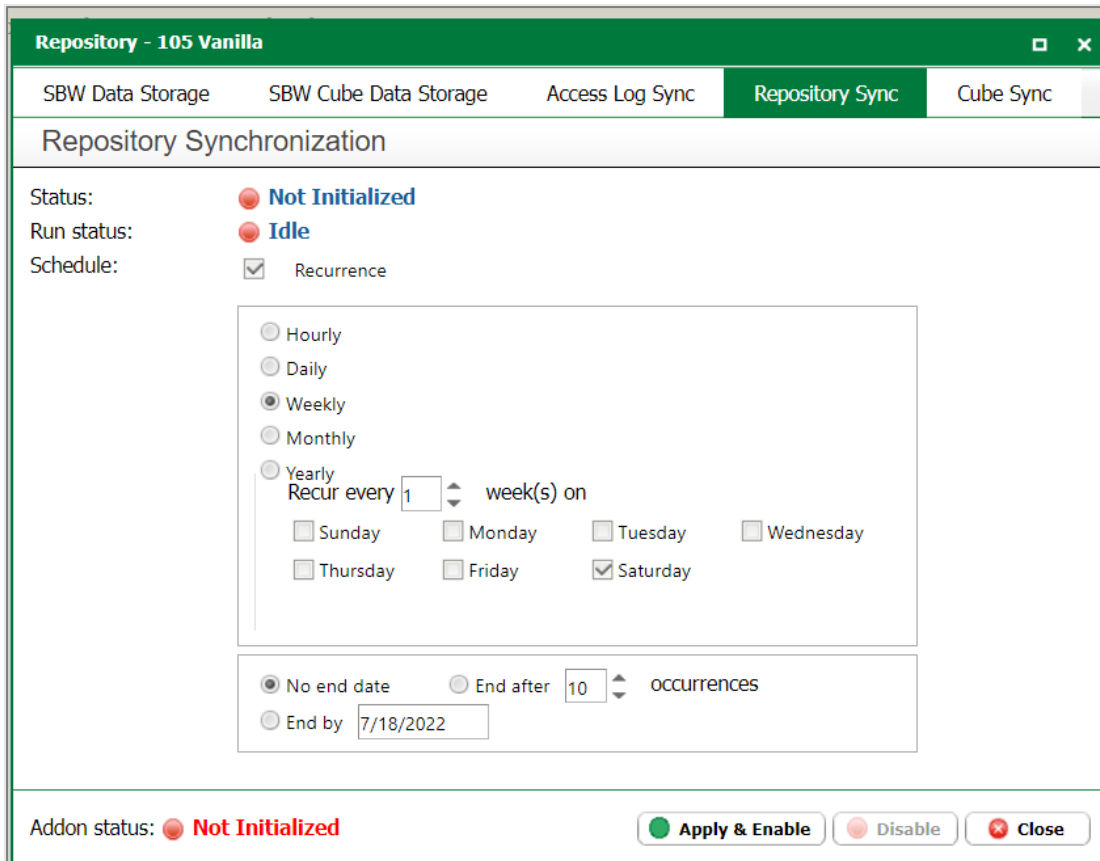


Figure 7: Scheduled sync on Repository

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

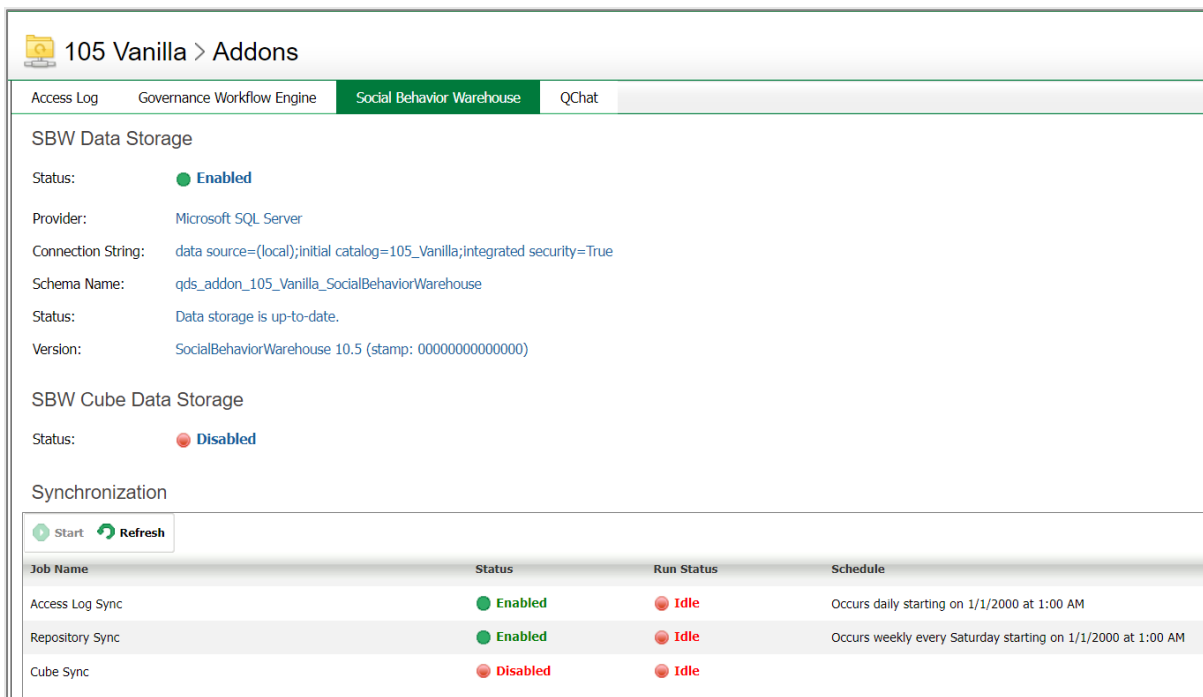


Figure 8: In Repository Administrator, Addons, a properly configured SBW tab

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”

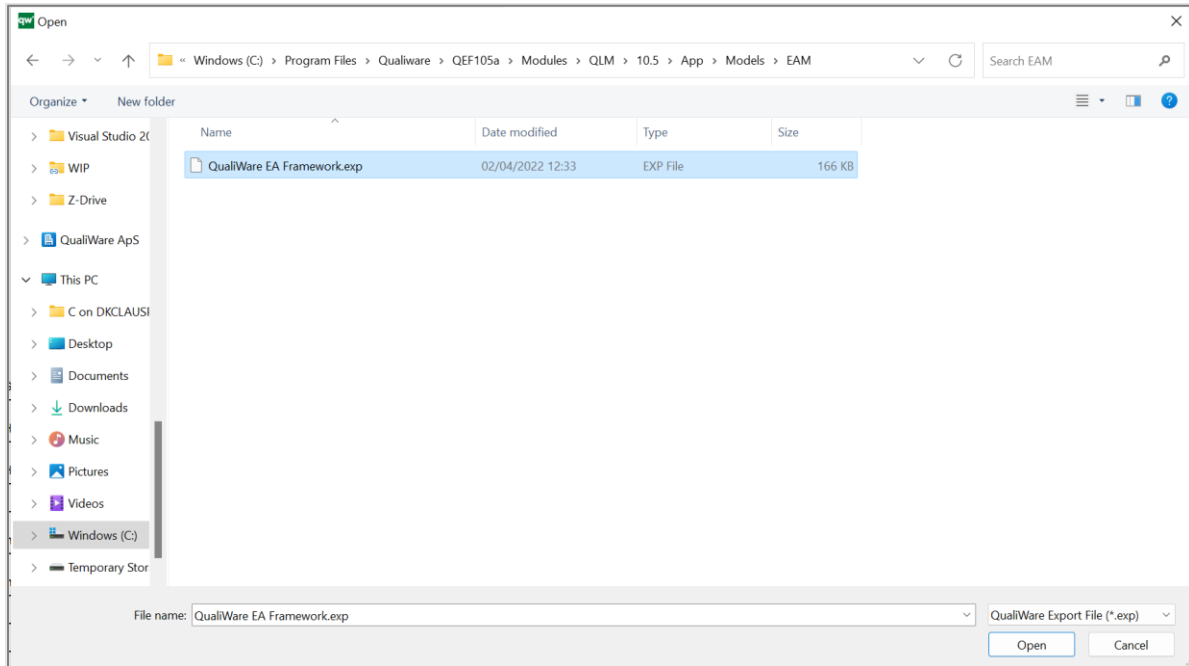


Figure 9: Import the EA Framework

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.

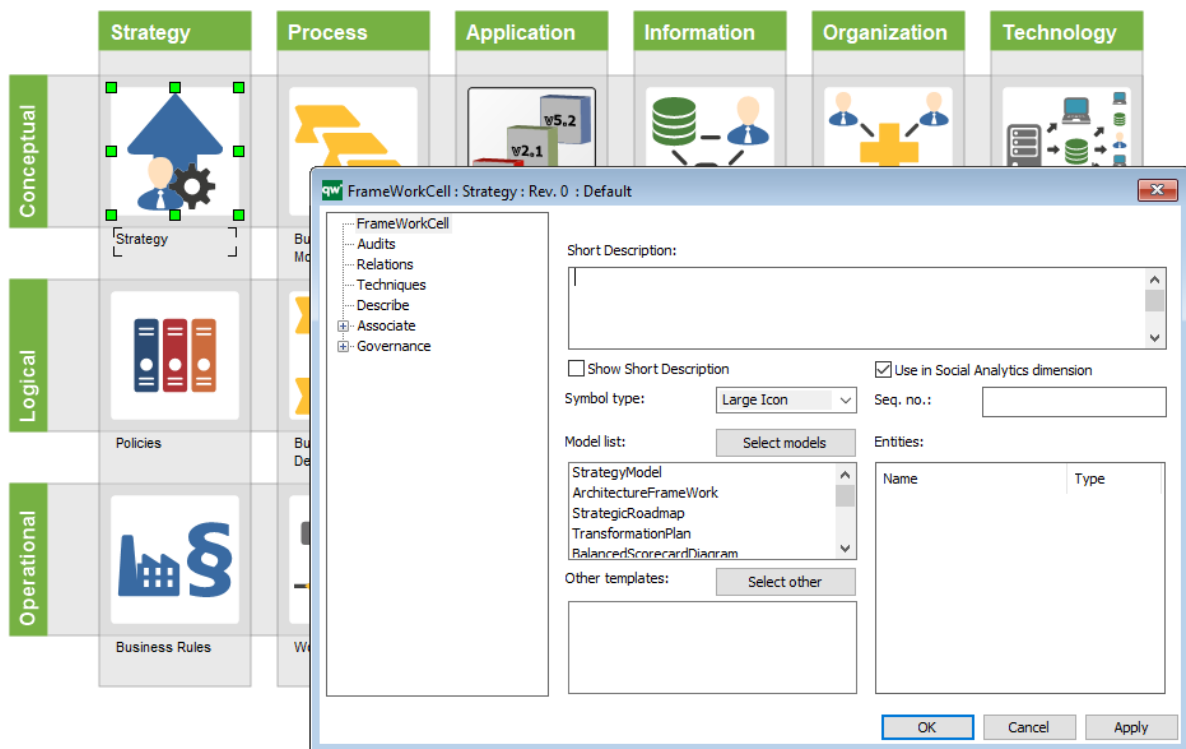


Figure 10: Enable Social Analytics dimension

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 HTMLPublisher¹. Right-click in the centre field on the Navigation Buttons tab and choose “Add Standard Navigation Button” to add the standard buttons:

¹ The HTMLPublisher is accessed in QLM via the HTML icon on the Standard toolbar or shortcut: CTRL+H Guide to SBW

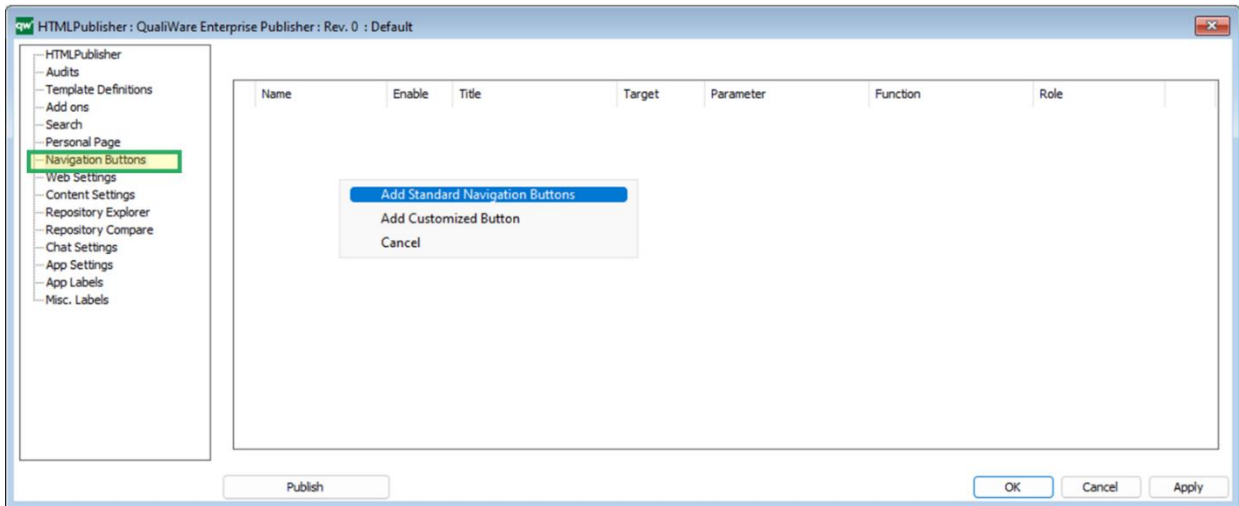


Figure 11: Adding the Navigation buttons to the HTML Publisher

We can now see the Analytics button:

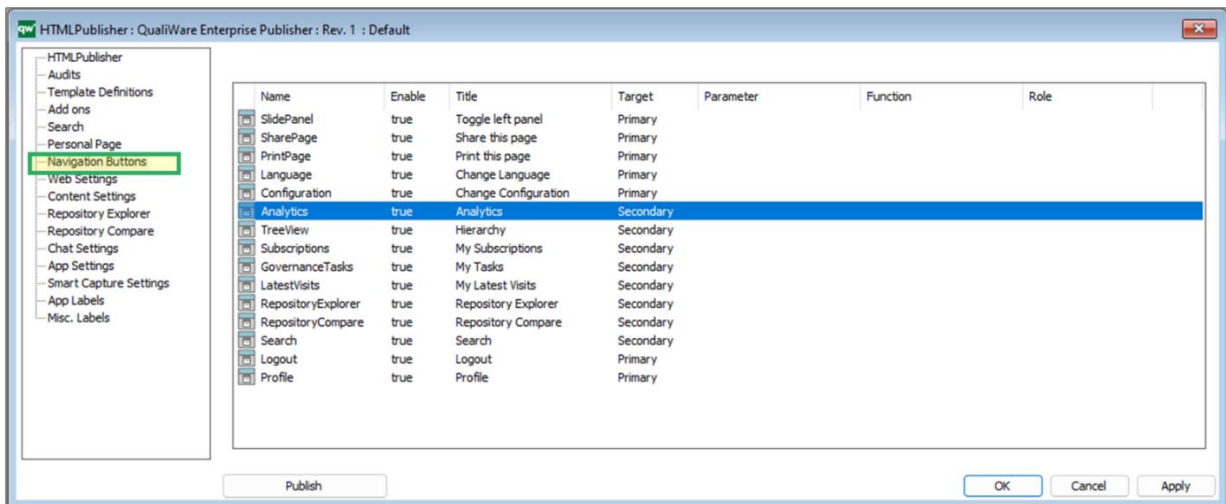


Figure 12: Analytics button added (Enable must be "true")

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:

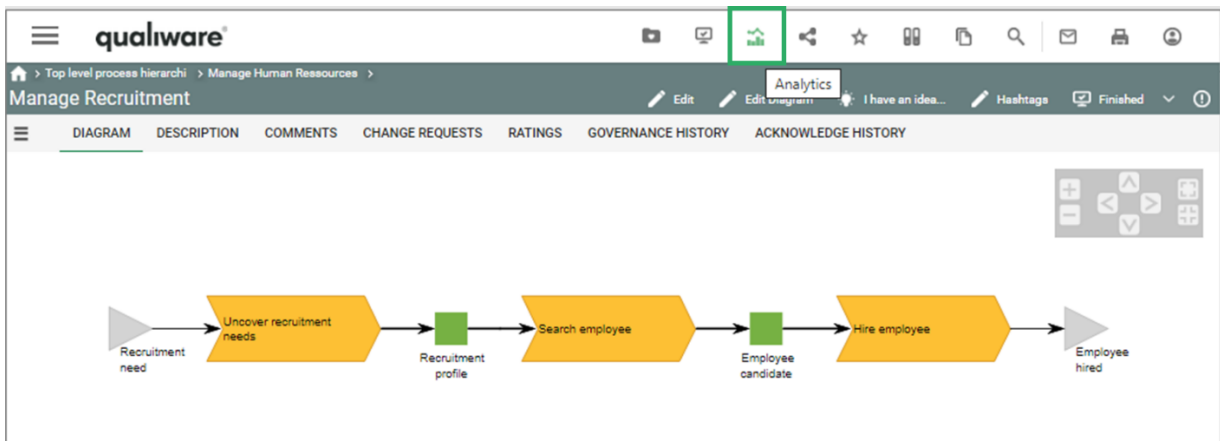


Figure 13: Example of a diagram on the web, with the Analytics button in the toolbar

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:

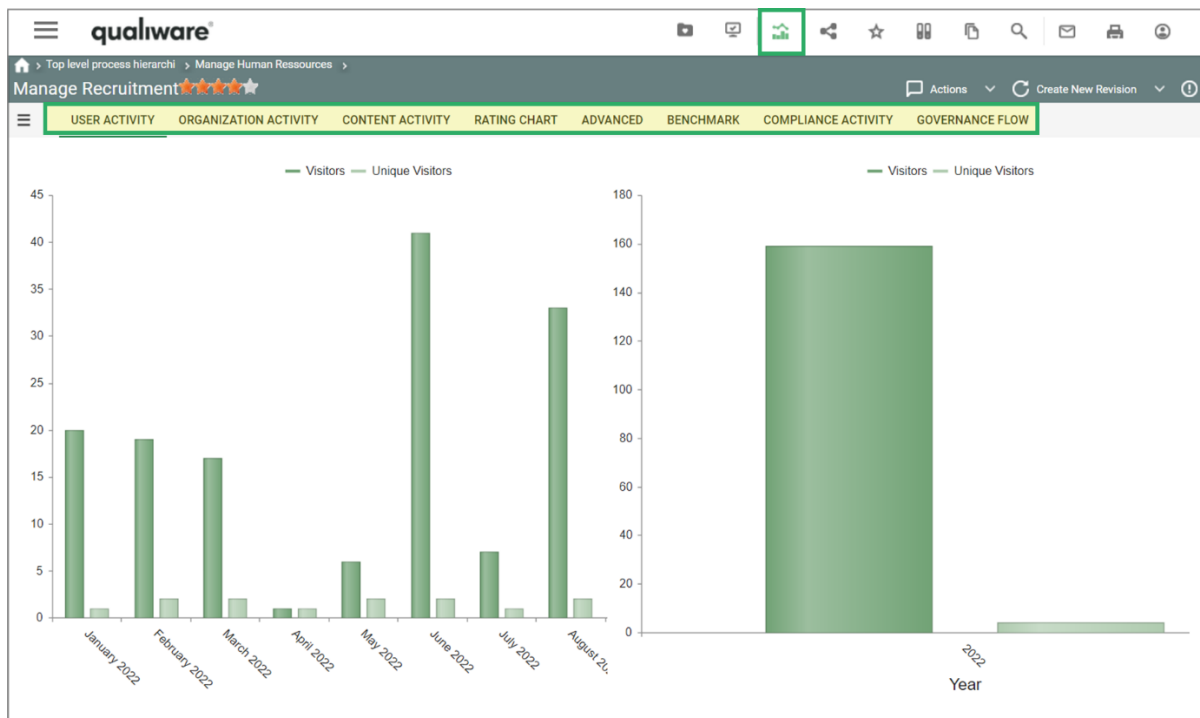
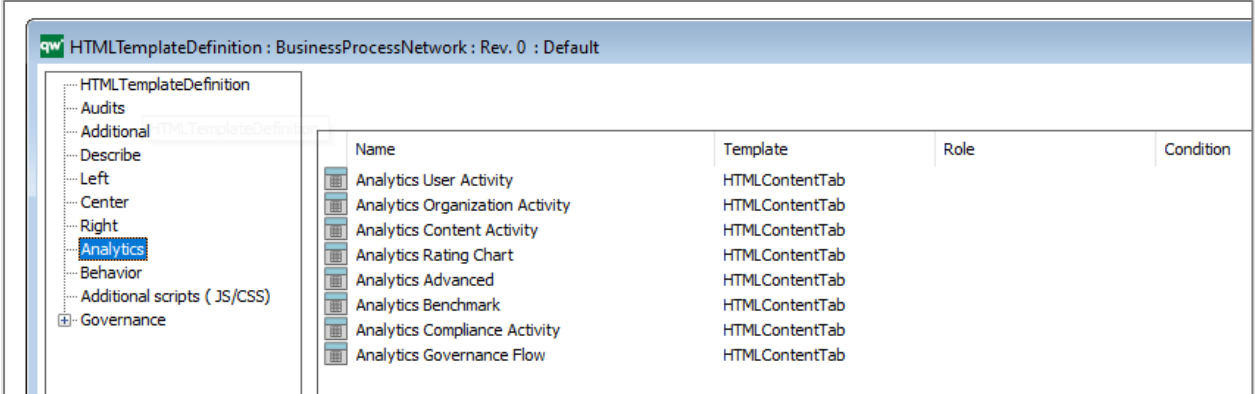


Figure 14: Analytics tabs on a diagram

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-the-box configuration of the BusinessProcessNetwork template definition:



Name	Template	Role	Condition
Analytics User Activity	HTMLContentTab		
Analytics Organization Activity	HTMLContentTab		
Analytics Content Activity	HTMLContentTab		
Analytics Rating Chart	HTMLContentTab		
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.

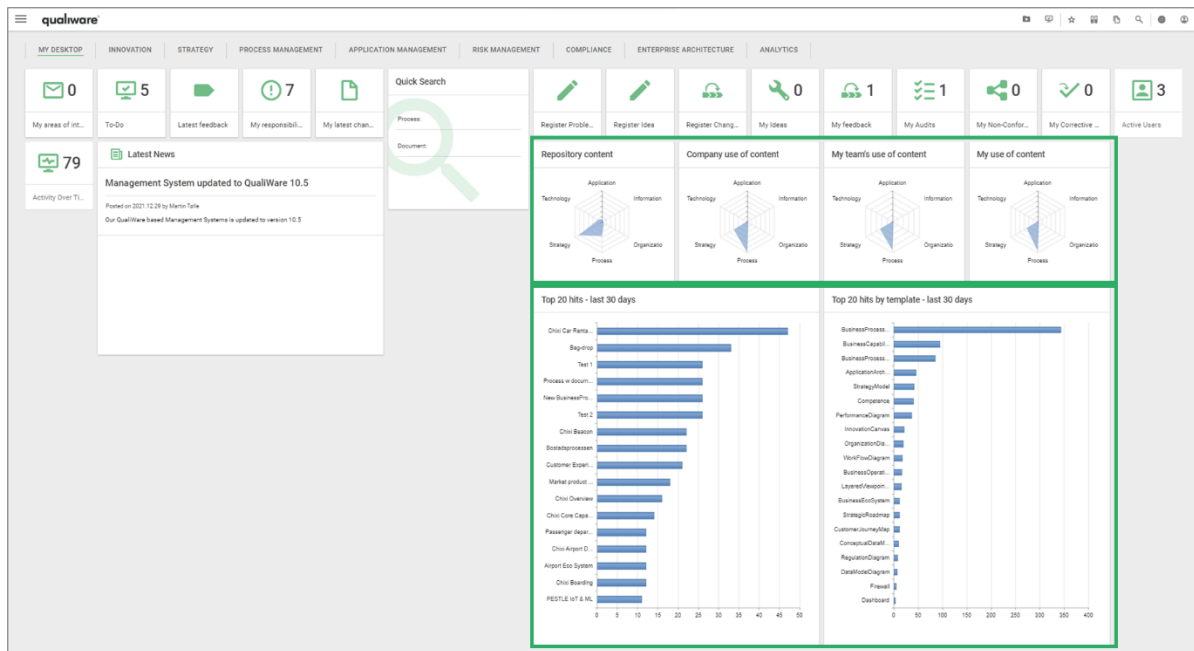


Figure 16: Example of "My Desktop" desktop with standard analytics tiles – 4 about the content, and 2 about recent hits

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.

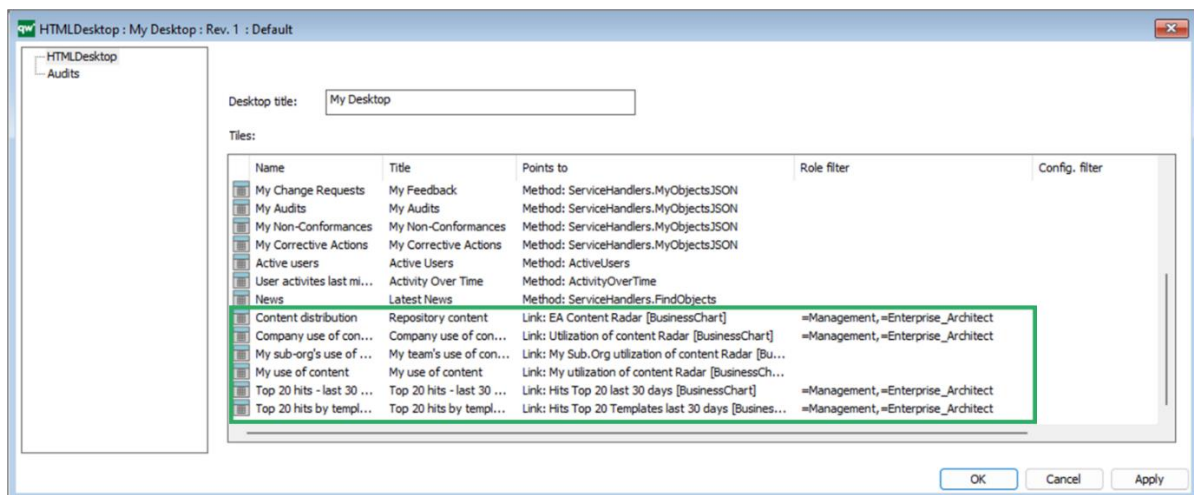


Figure 17: Standard Analytics tiles on the "My Desktop" desktop (the tiles in Figure 16 are highlighted)

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.

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

Demo > Addons

Access Log
Governance Workflow Engine
Social Behavior Warehouse
QChat

SBW Data Storage

Status: ● Enabled

Provider: Microsoft SQL Server

Connection String: data source=(local);initial catalog=Demo_clean_10;integrated security=True

Schema Name: qds_addon_Demo_SocialBehaviorWarehouse

Status: Data storage is up-to-date.

Version: SocialBehaviorWarehouse 10.5 (stamp: 20200902084319)

SBW Cube Data Storage

Status: ● Enabled

Synchronization

Start

Refresh

Job Name	Status	Run Status	Schedule
Access Log Sync	○ Enabled	● Idle	Occurs weekly every Sat
Repository Sync	● Enabled	● Running	Occurs weekly every Sat
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.

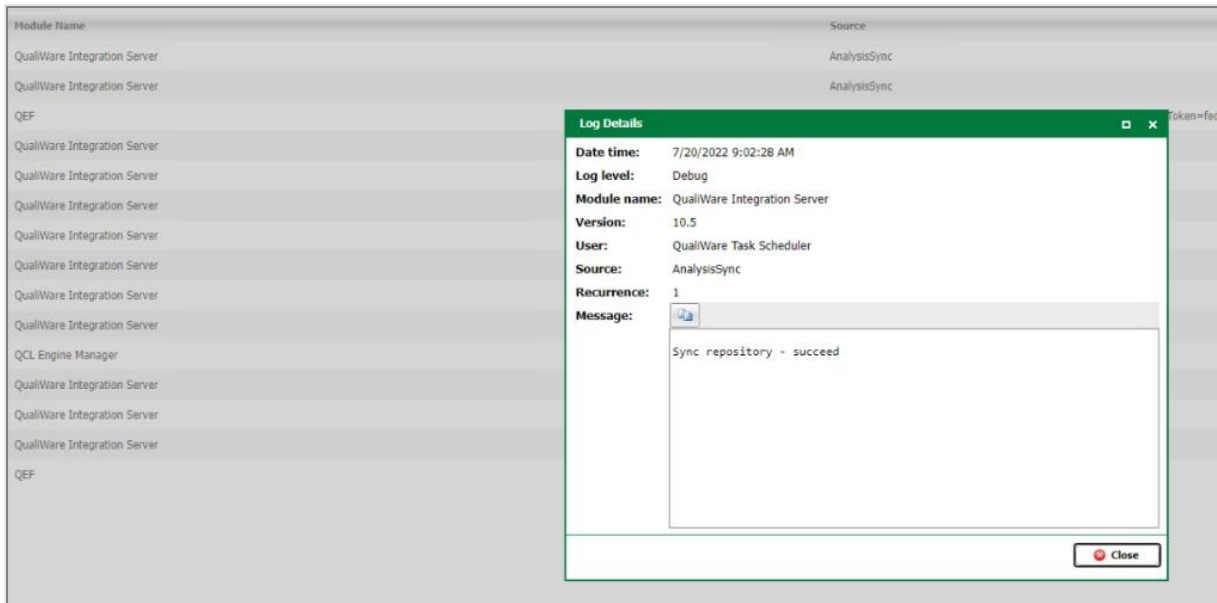


Figure 19: Access Log synchronised

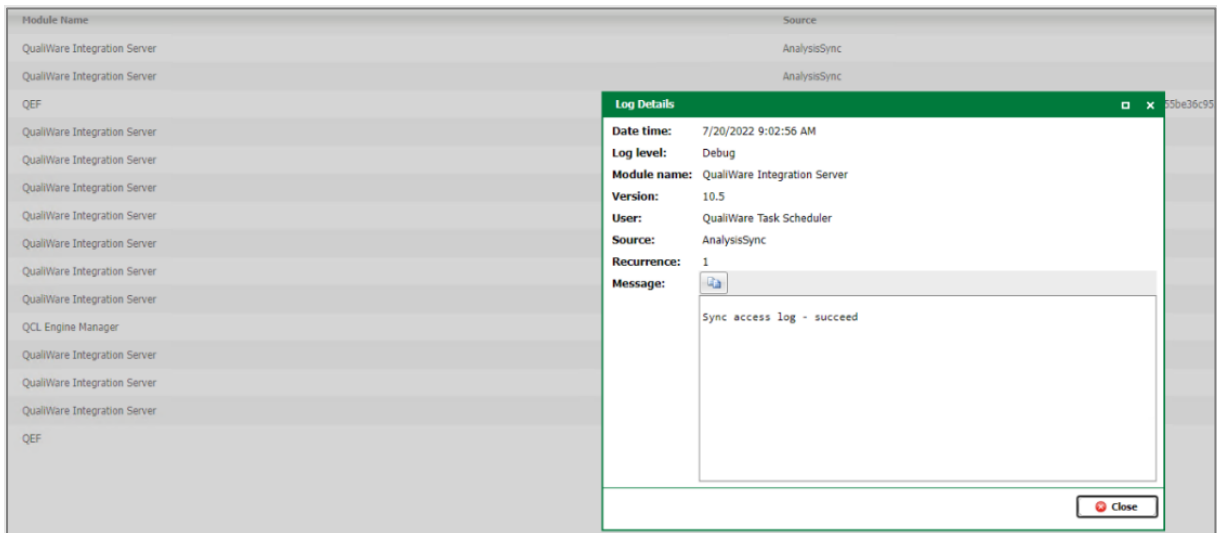


Figure 20: Repository Synchronized

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.

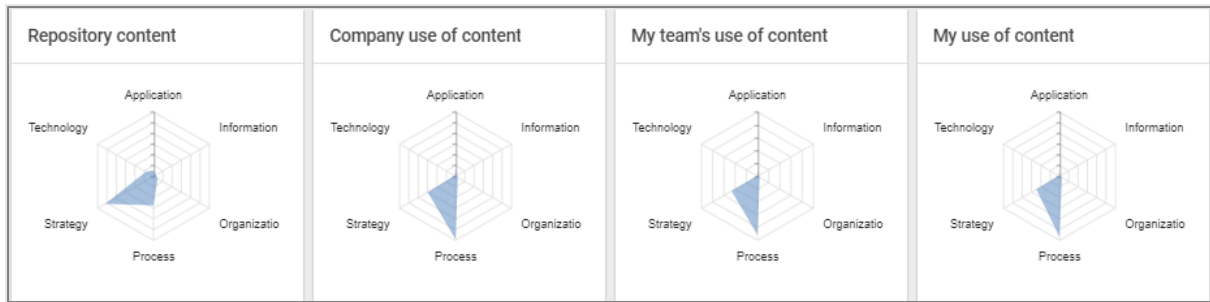


Figure 21: The standard tiles on the My Desktop, addressing repository content and SBW data about how it is used

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).

	Strategy	Process	Application	Information	Organization	Technology
Conceptual	 Strategy	 Business Process Model	 Application Architecture	 Semantic Model	 Stakeholder Model	 Strategic Technology Model
Logical	 Policies	 Business Process Design	 System Design	 Logical Data Model	 Organization Model	 Business Technology
Operational	 Business Rules	 Work Flow	 Component Model	 Physical Data Model	 Human Resource Model	 Physical Technology

Figure 22: QualiWare EA Framework

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

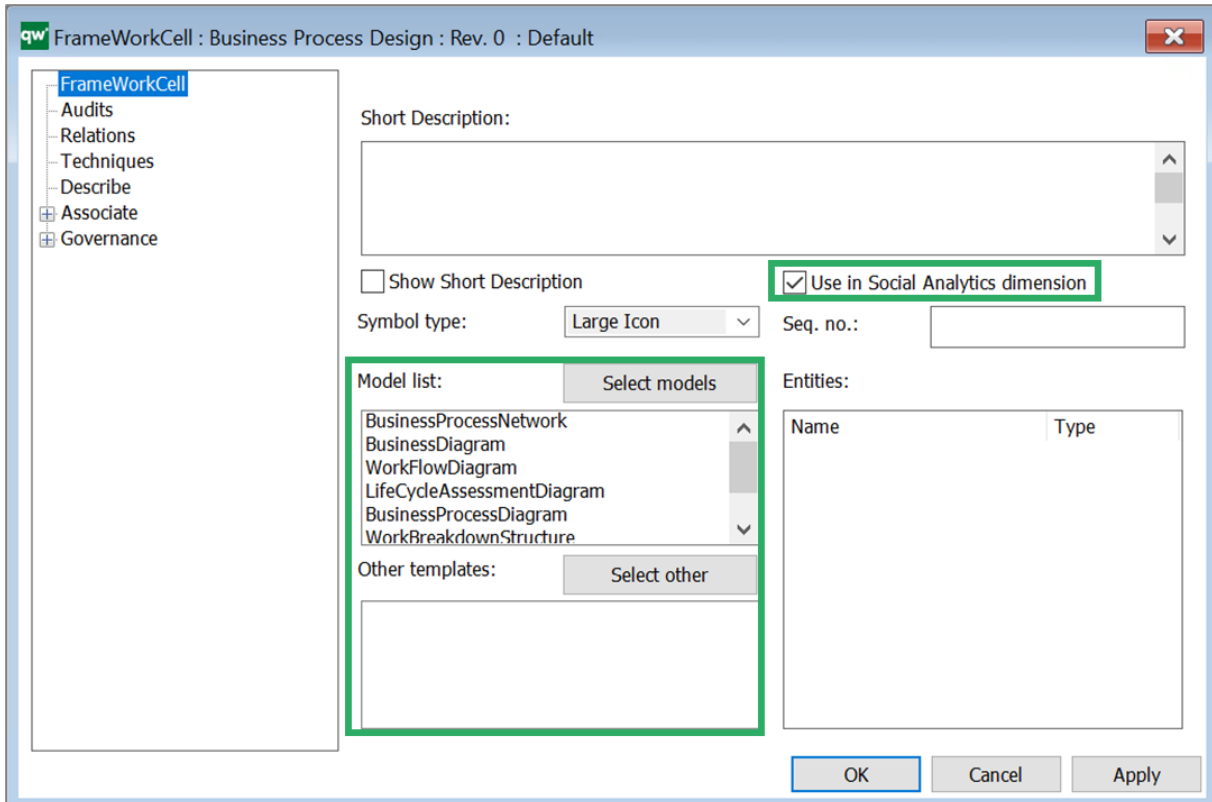


Figure 23: FrameWorkCell with reference to Models and templates

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.

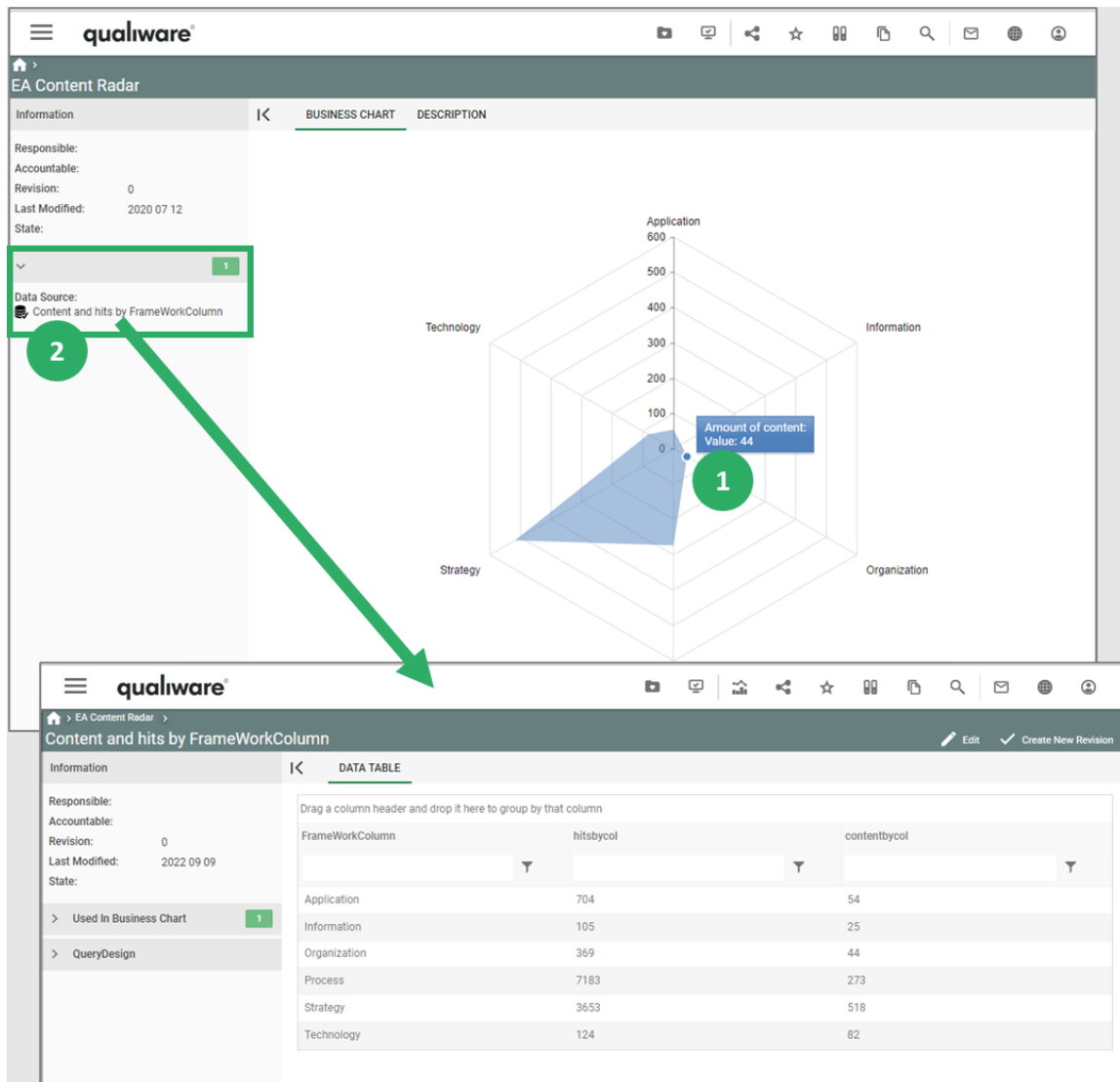


Figure 24: If you click the radar diagram you can 1) see the values by moving the mouse and 2) see the data source behind

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.

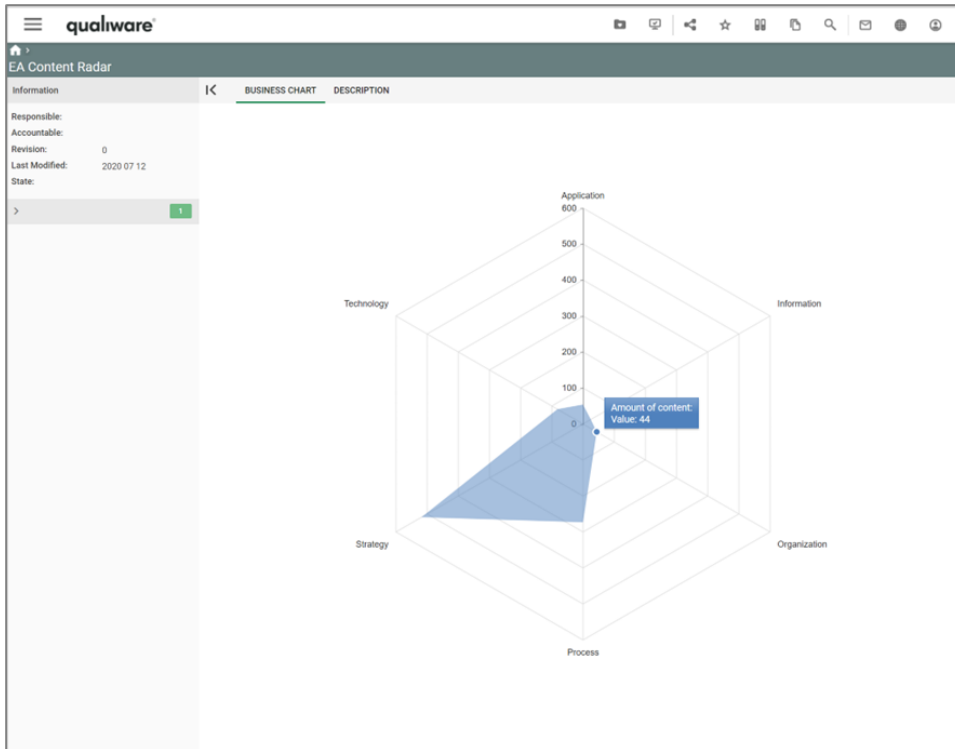


Figure 25: Repository content radar diagram example

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.

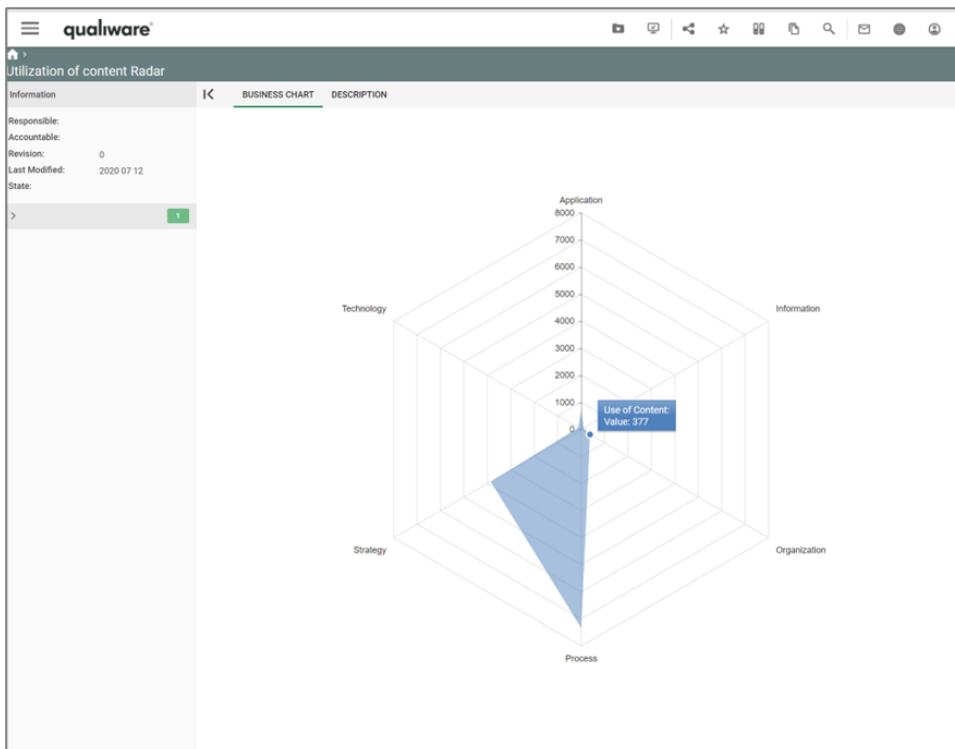


Figure 26: Company use of content, radar diagram example

4.1.3 My teams' 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.

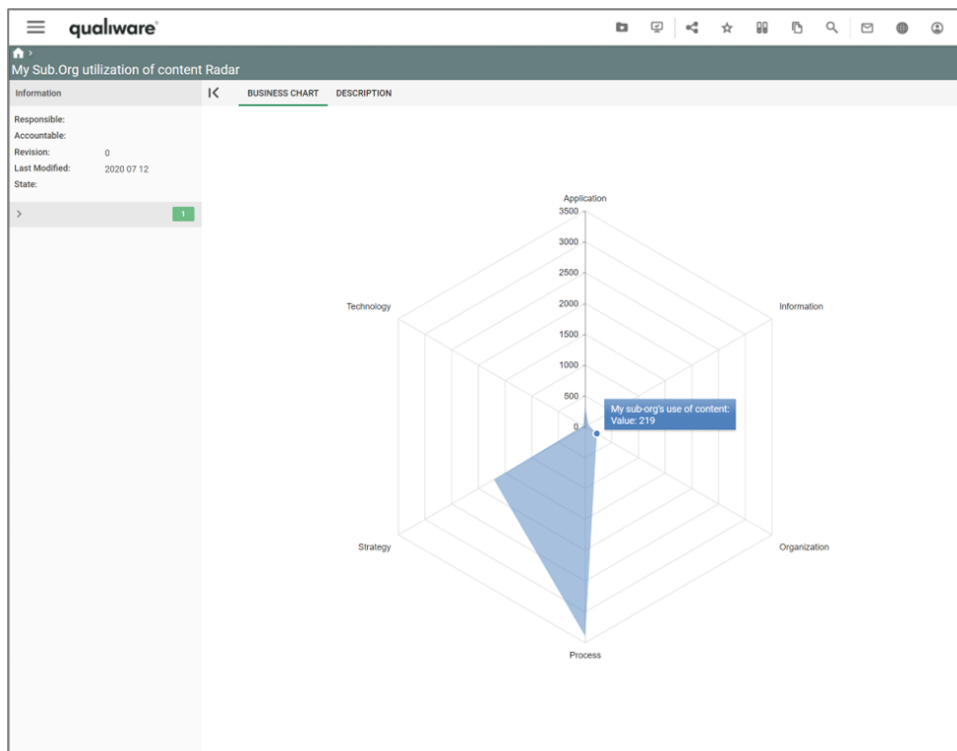


Figure 27: My team's use of content, radar diagram example

4.1.4 My use of content

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

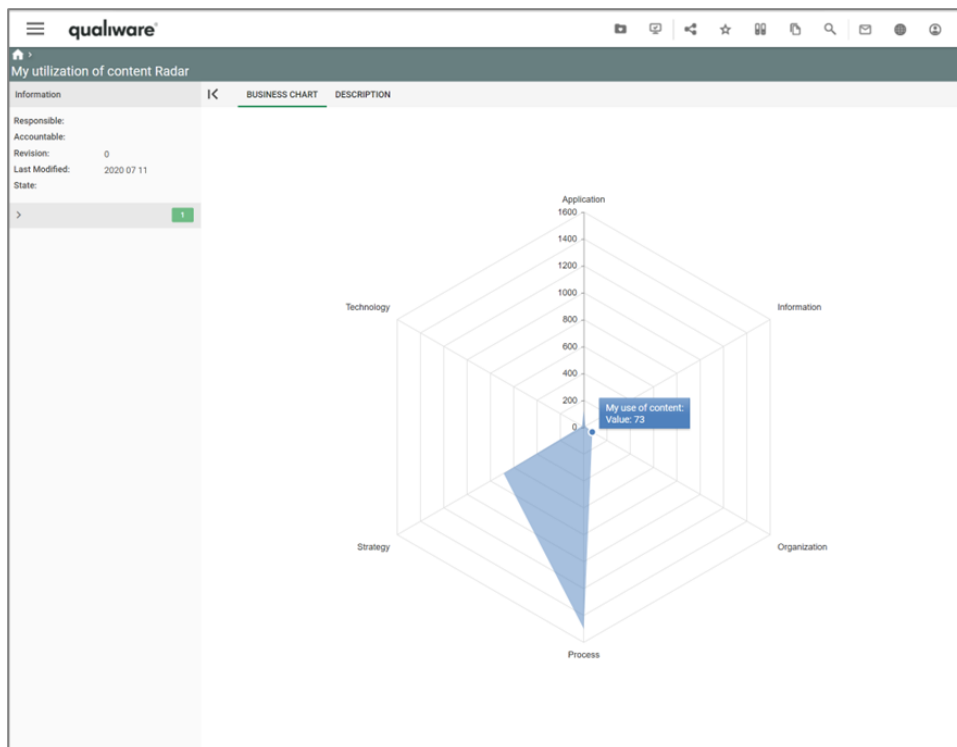


Figure 28: My use of content, radar diagram example

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)

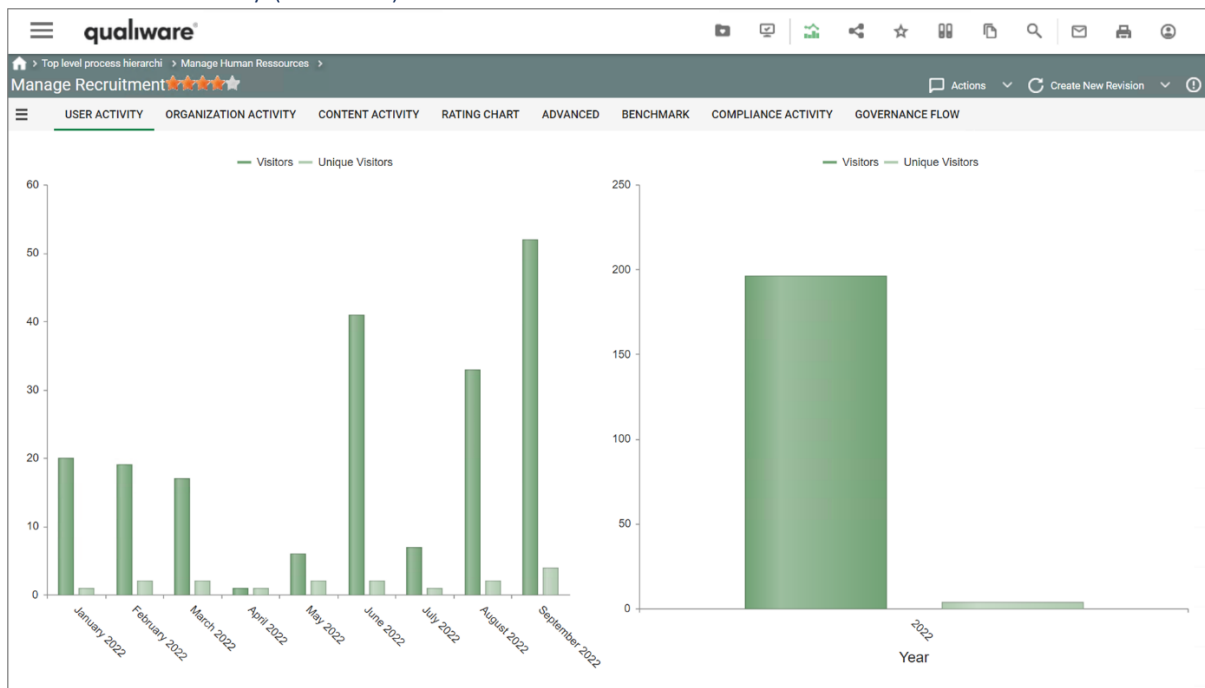


Figure 29: User Activity

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 in QualiWare.

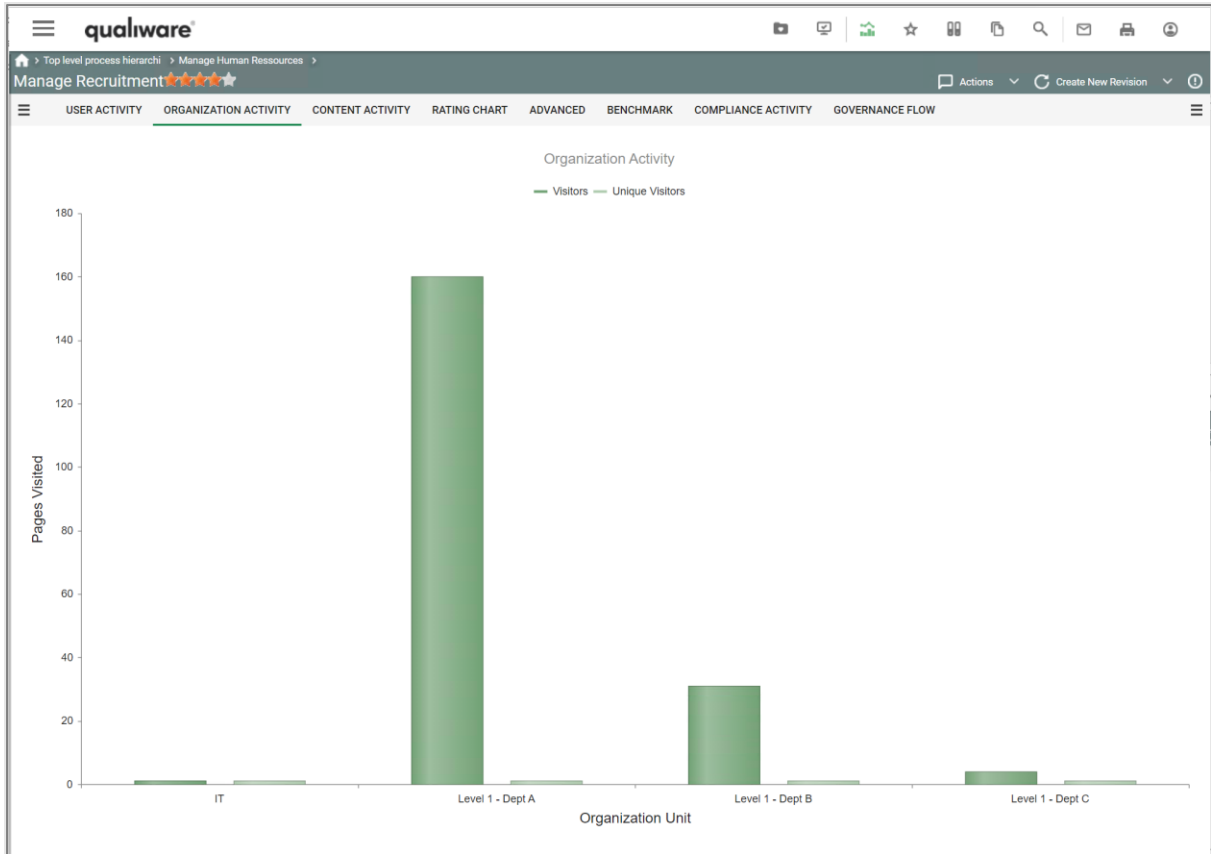


Figure 30: Organization Activity

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.

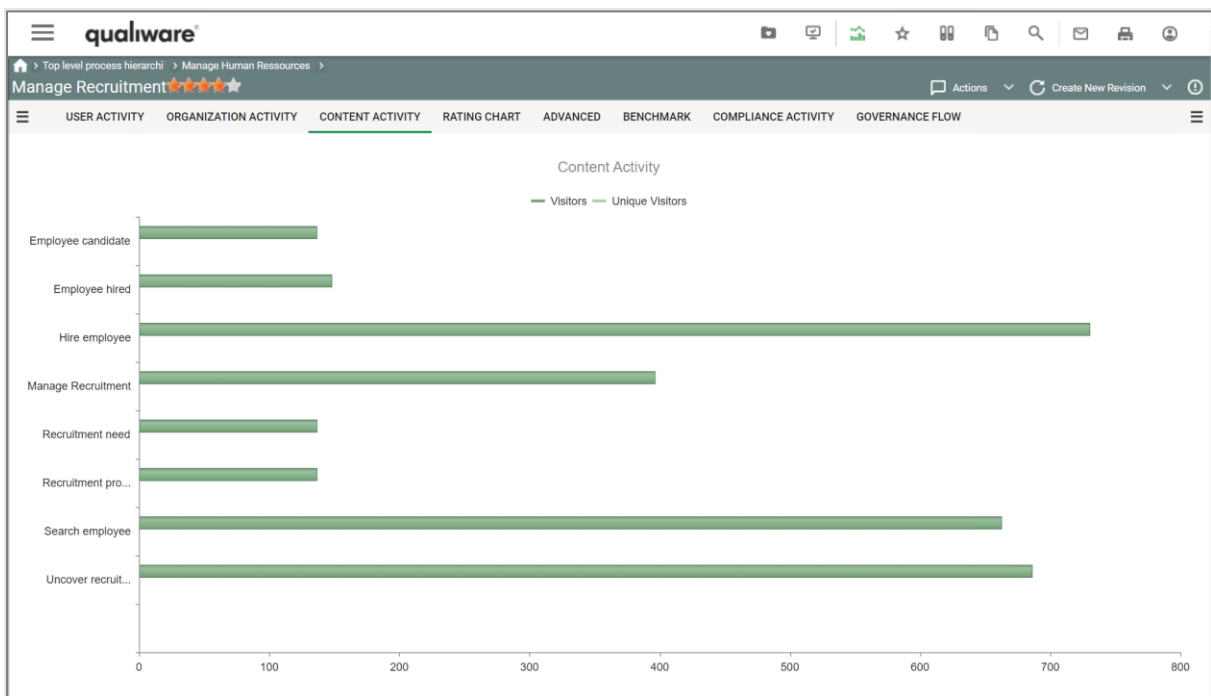


Figure 31: Content Activity

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.

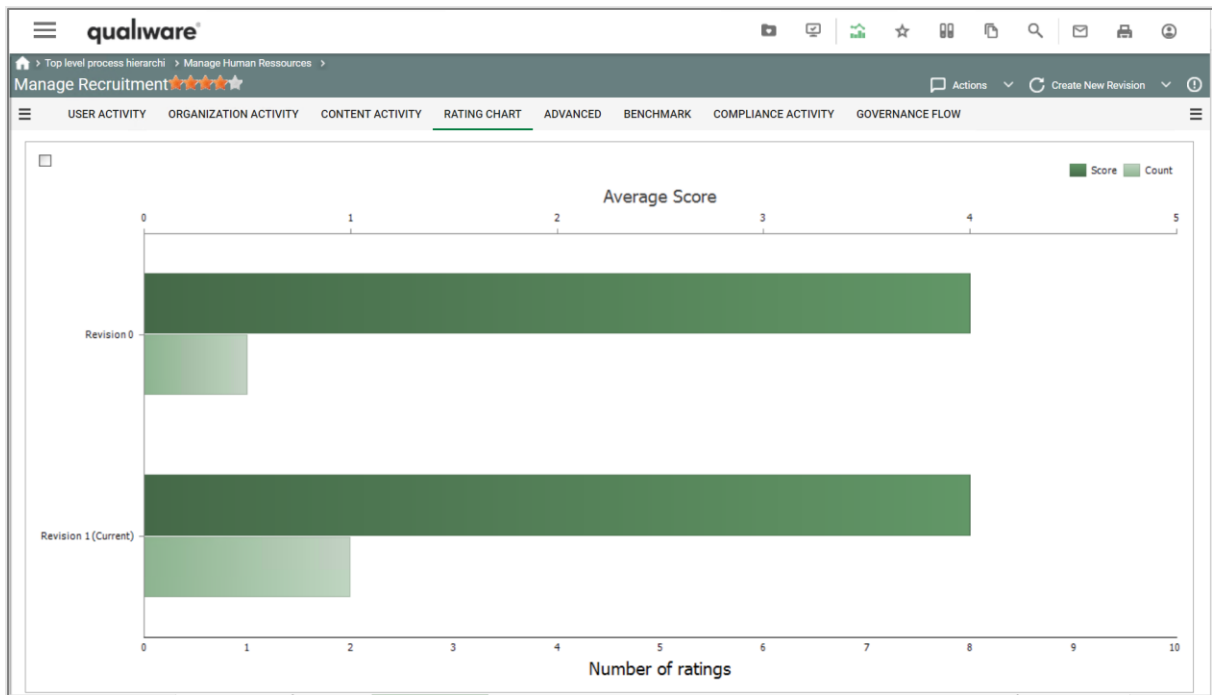


Figure 32: Rating Chart

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

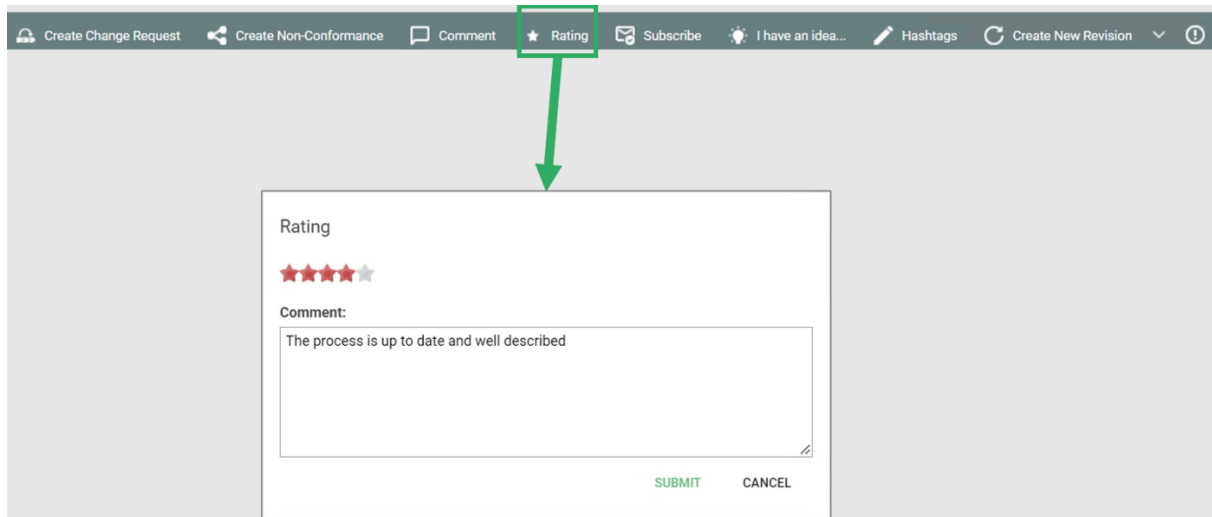


Figure 33: As standard you can rate approved diagrams using the Rating action button

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.

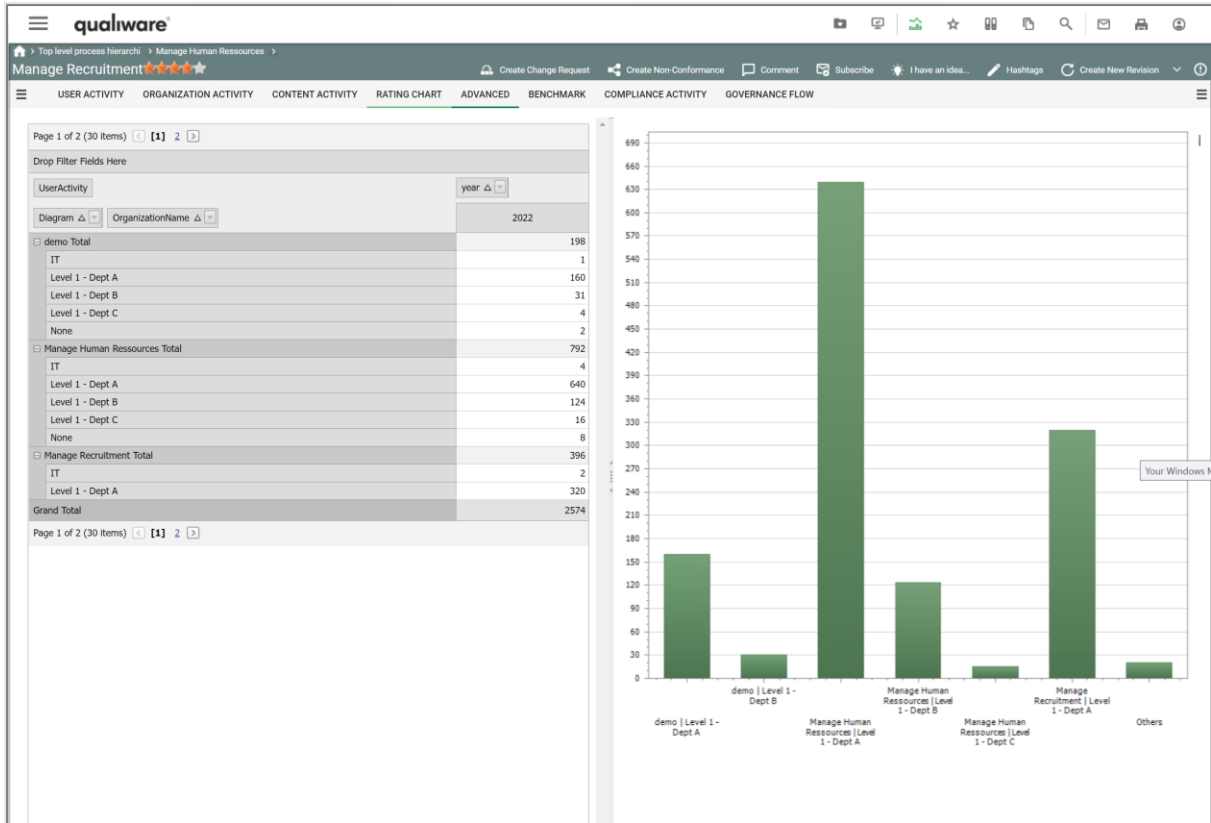


Figure 34: Advanced

4.2.6 Benchmark (SBW tab)

This section will be completed in next version.

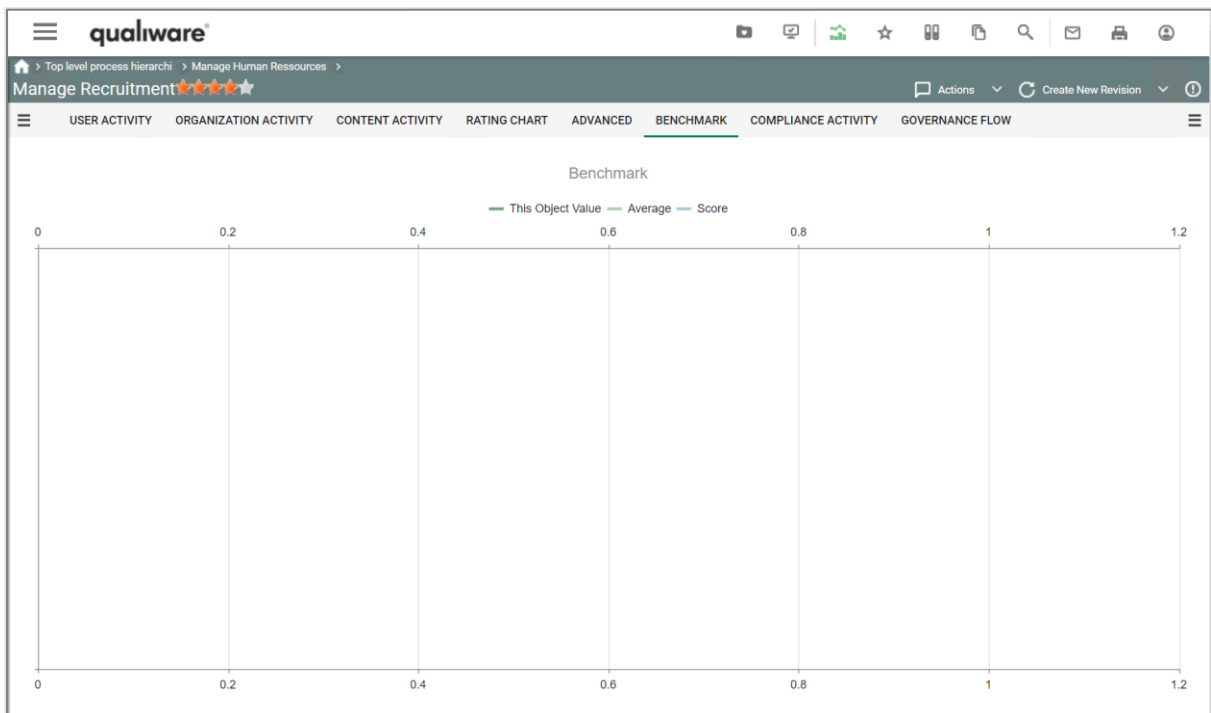


Figure 35: Benchmark

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.

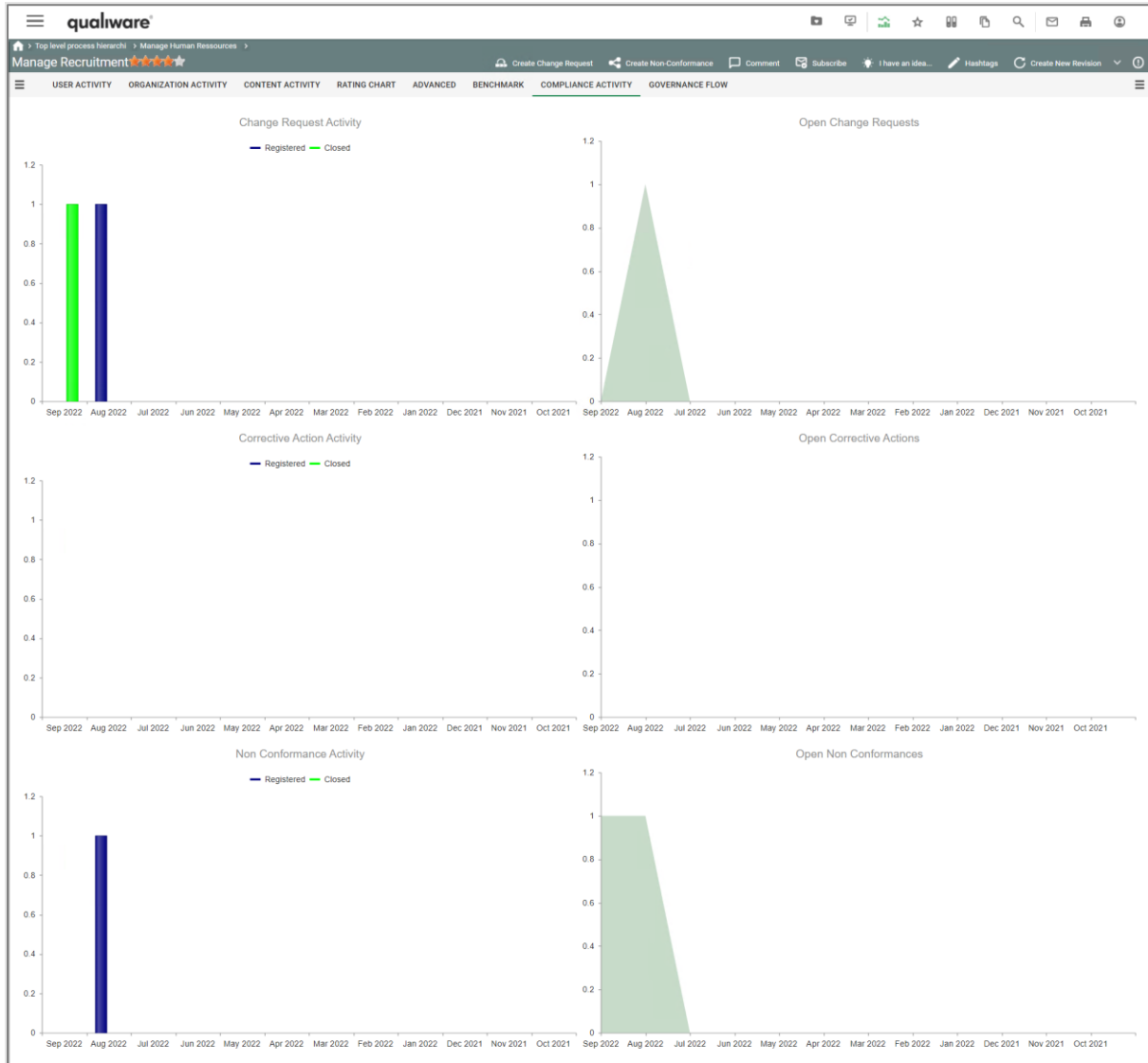


Figure 36: Compliance chart

4.2.8 Governance Flow (SBW tab)

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

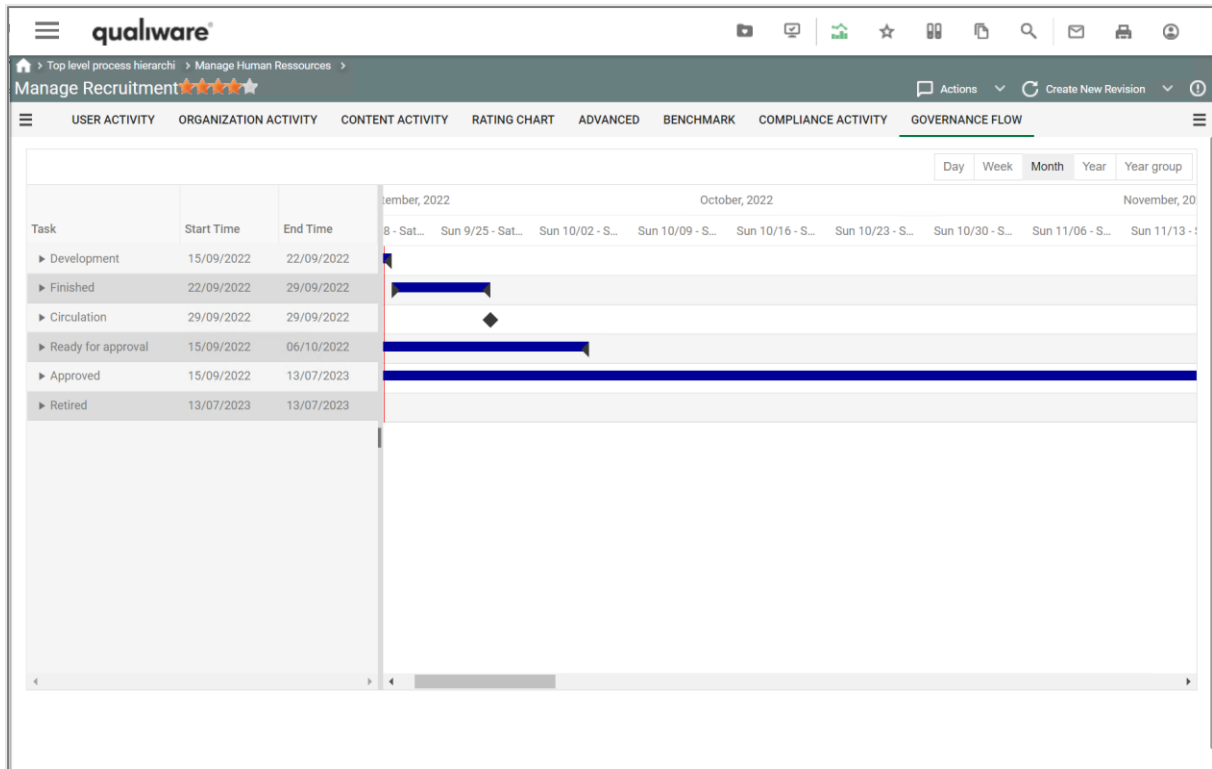


Figure 37: Governance chart

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.

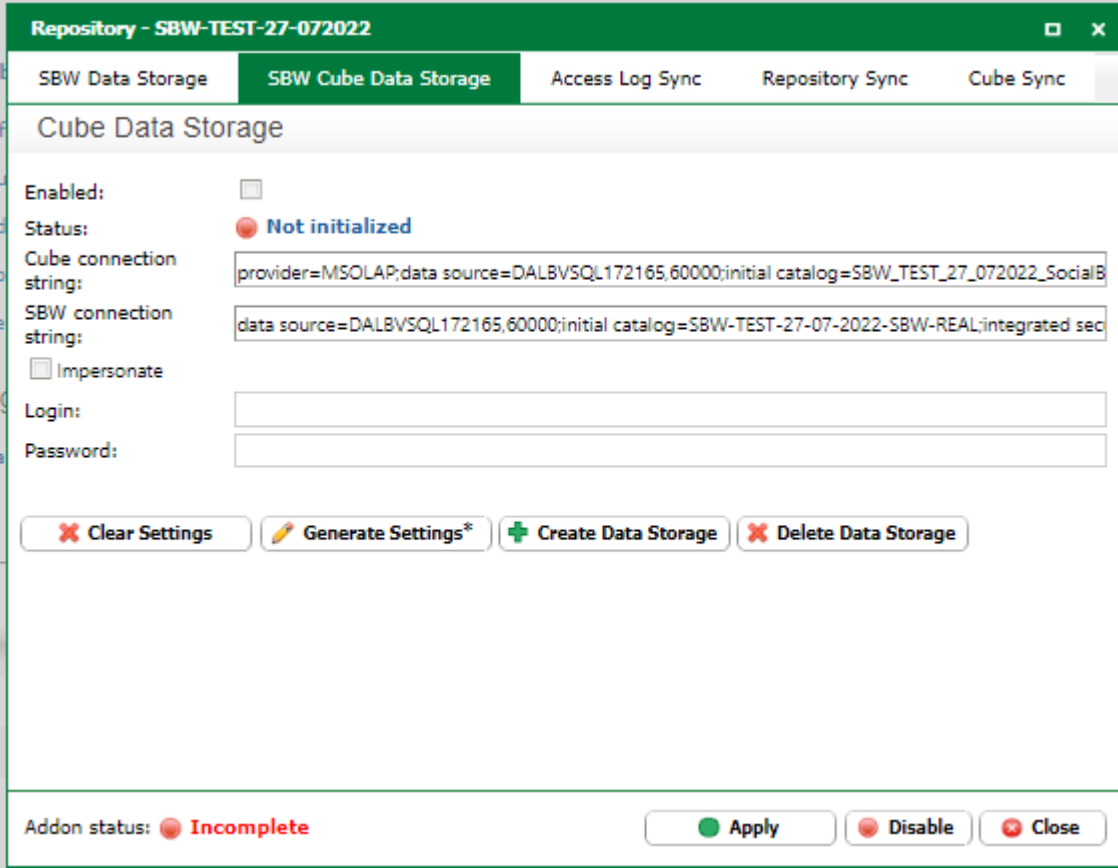
It might as well be required to establish a database structure as recommended.

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.

Below is two of these:



Repository - SBW-TEST-27-072022

SBW Data Storage | **SBW Cube Data Storage** | Access Log Sync | Repository Sync | Cube Sync

Cube Data Storage

Enabled:

Status: ● **Not initialized**

Cube connection string:

SBW connection string:

Impersonate

Login:

Password:

✖ Clear Settings ✎ Generate Settings* + Create Data Storage ✖ Delete Data Storage

Addon status: ● **Incomplete** ● Apply ● Disable ✖ Close

Figure 38: Cube Data Storage MUST be disabled

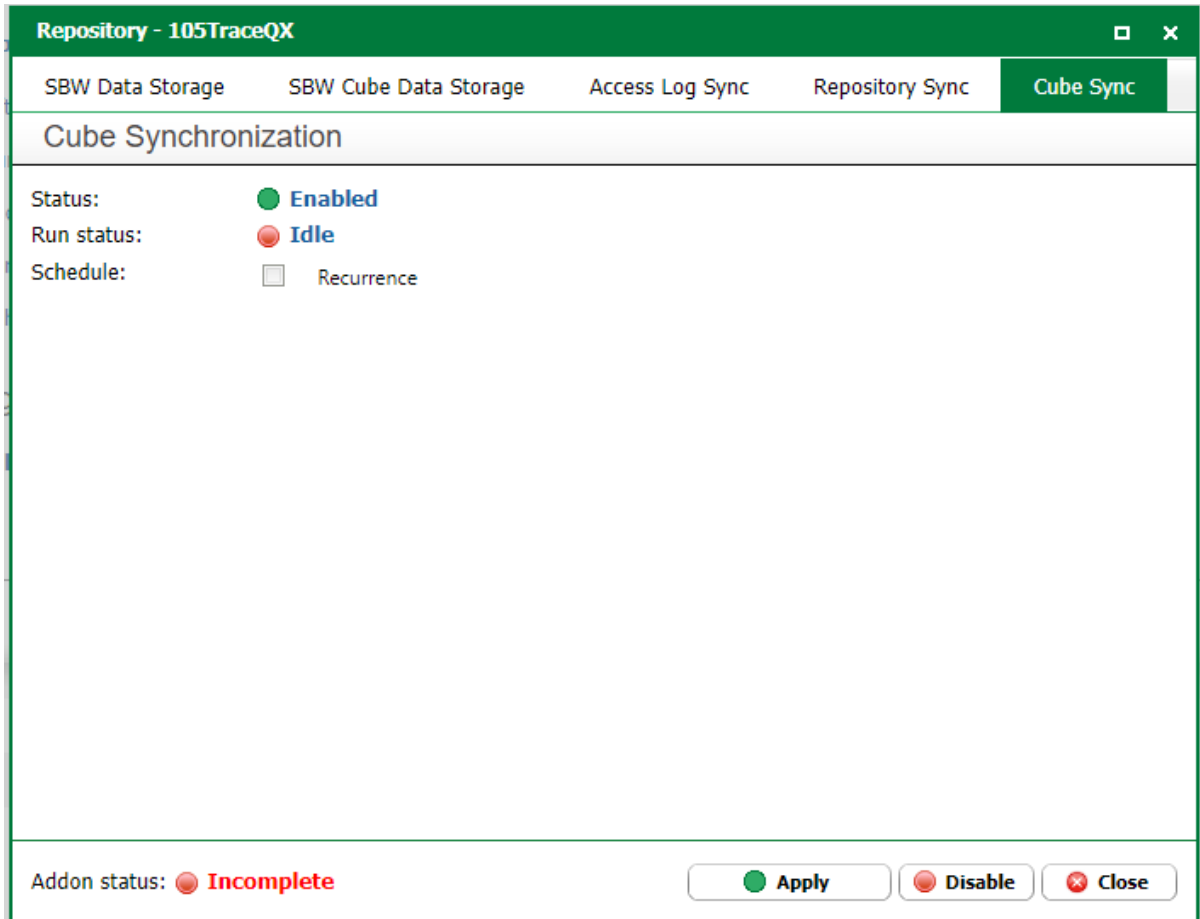


Figure 39: Here Cube Sync is enabled ... it is OK and harmless

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.

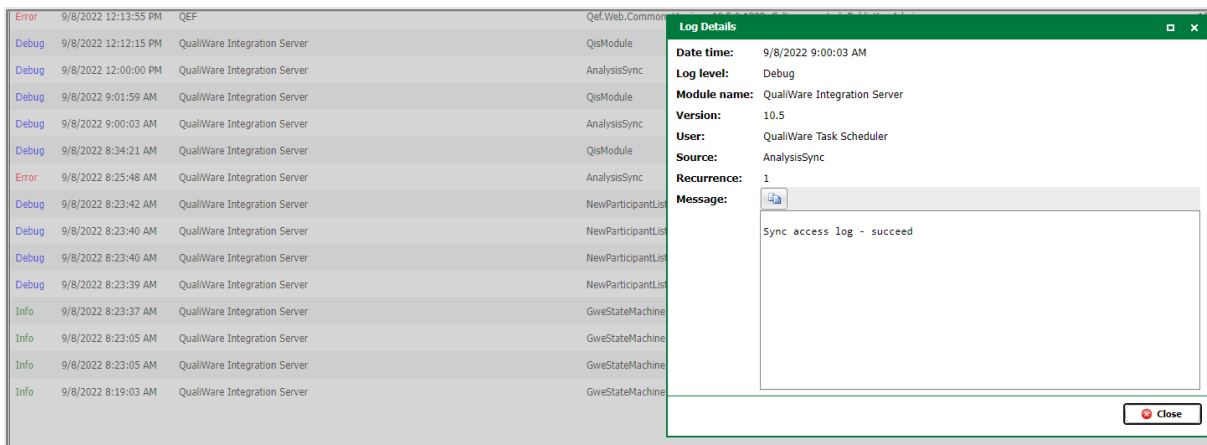


Figure 40: This is key log entries - succeeded must be there ... otherwise it doesn't work

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.

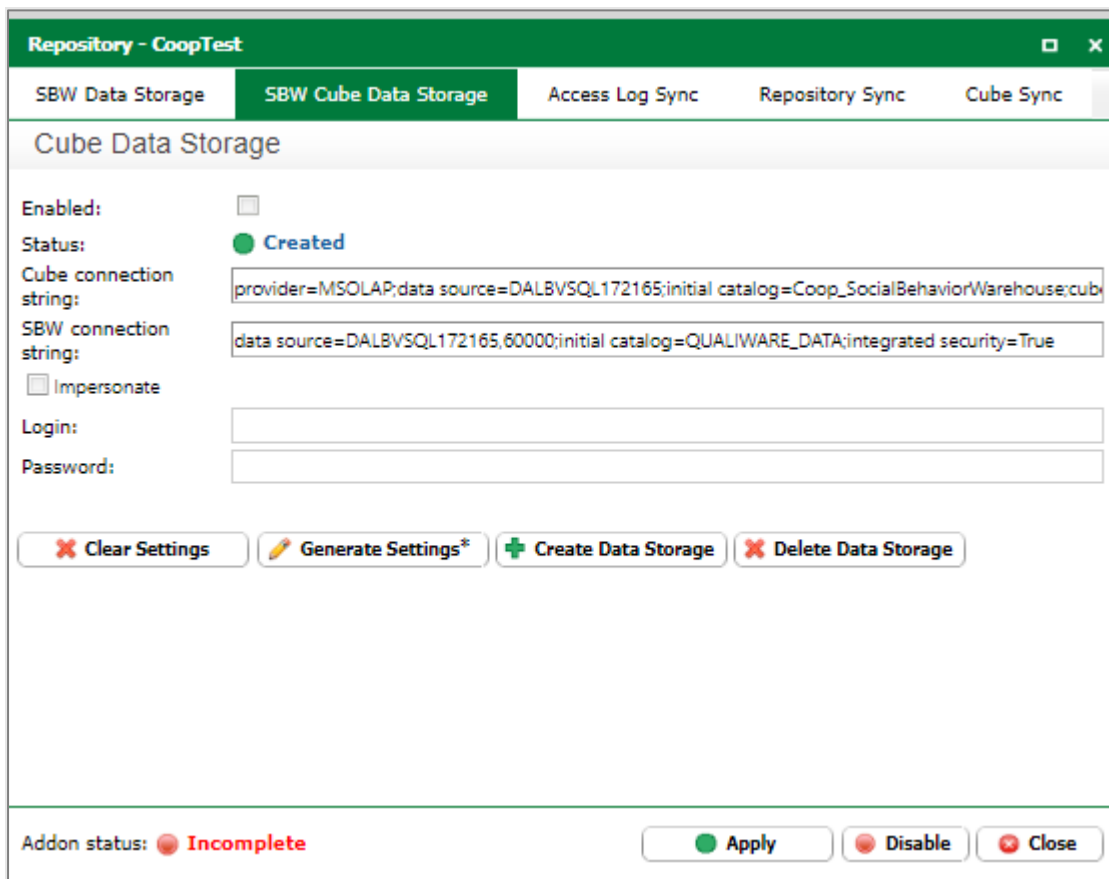


Figure 41: Don't get confused ... the above is still working

5.9 Why this difference in time?

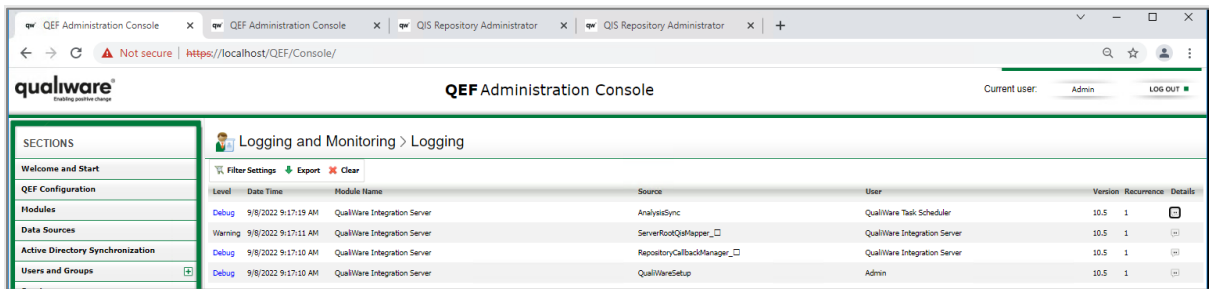


Figure 42: From the QEF log

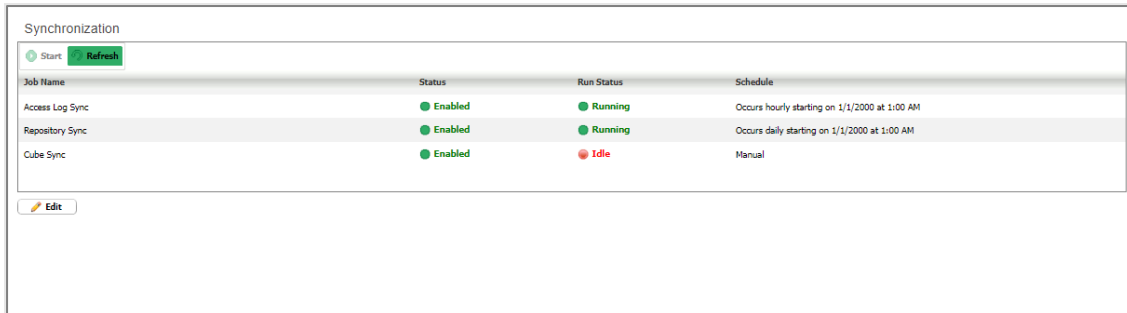


Figure 43: Several minutes later in the Repository Administrator

5.10 Problems with Deleting and Creating DB

A new database is requested.

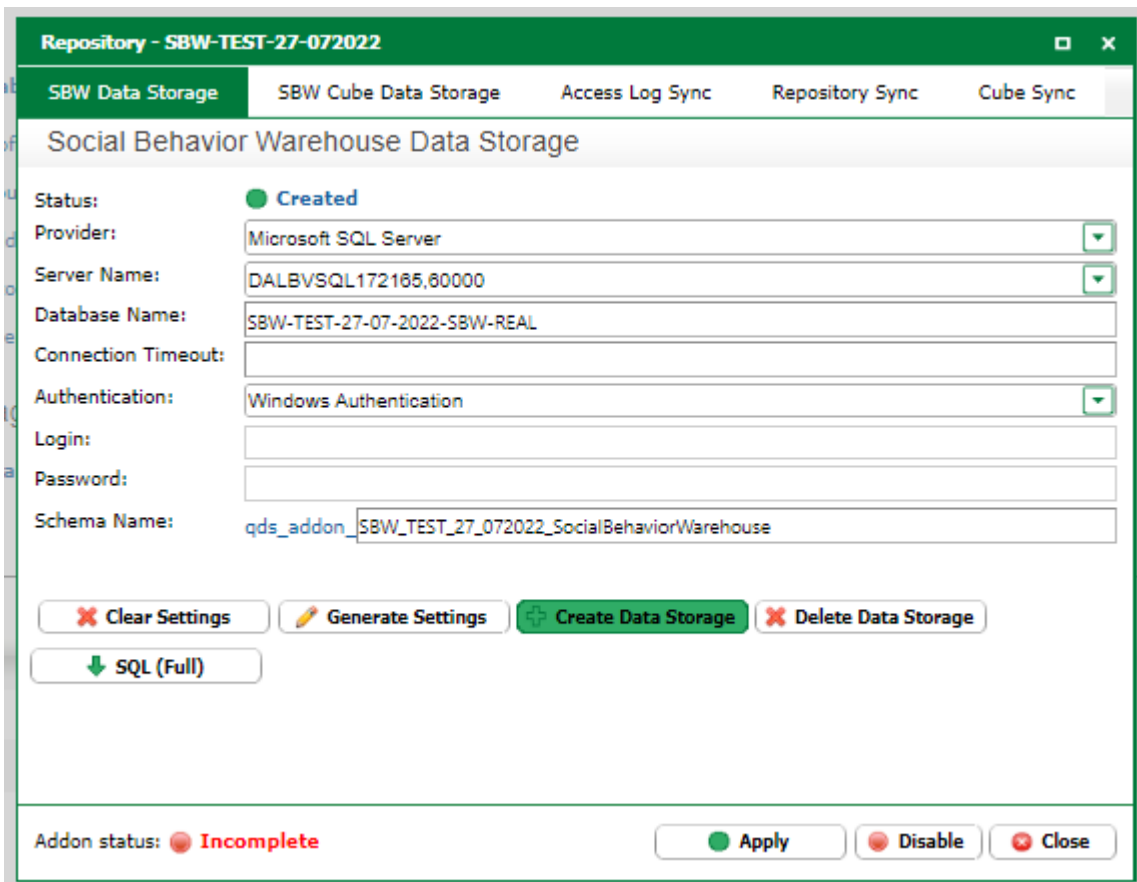
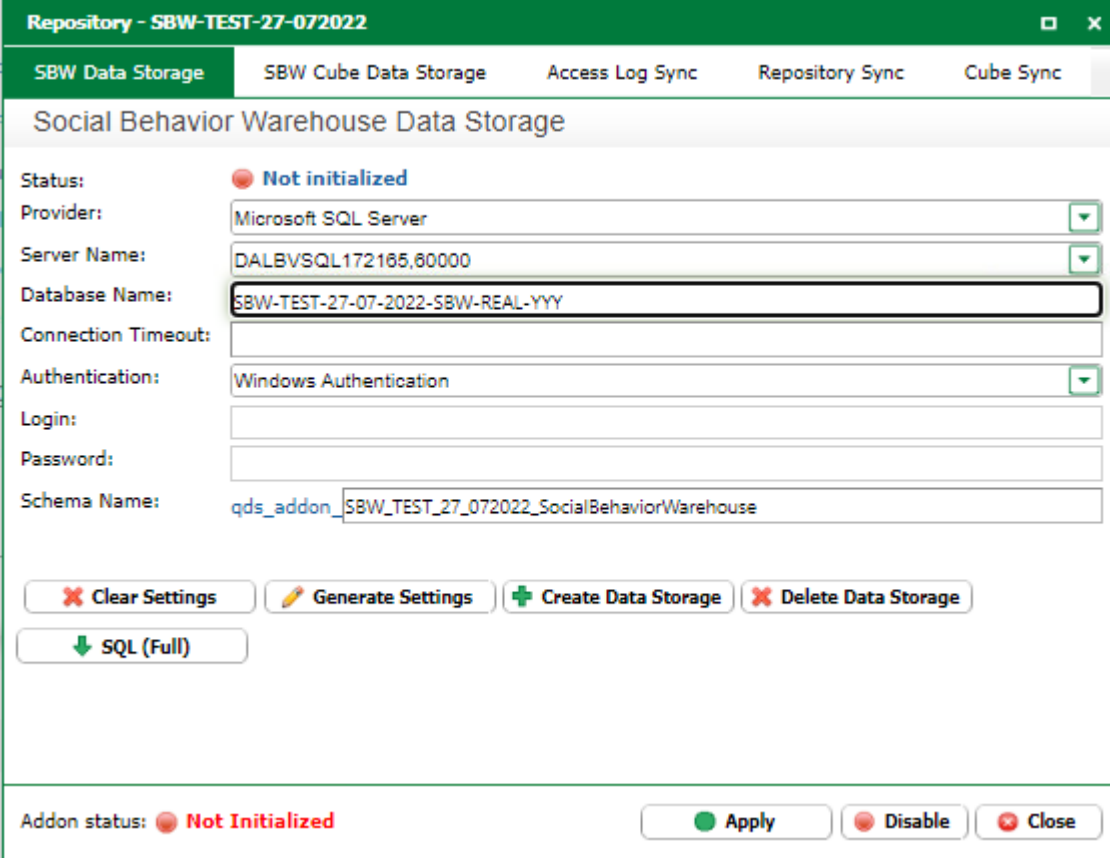


Figure 44: Insert a new name ... just to make sure you don't interface to another

Change the name:



Repository - SBW-TEST-27-072022

SBW Data Storage | SBW Cube Data Storage | Access Log Sync | Repository Sync | Cube Sync

Social Behavior Warehouse Data Storage

Status: ● **Not initialized**

Provider: Microsoft SQL Server

Server Name: DALBVSQL172165,60000

Database Name: **SBW-TEST-27-07-2022-SBW-REAL-YYY**

Connection Timeout:

Authentication: Windows Authentication

Login:

Password:

Schema Name: qds_addon_SBW_TEST_27_072022_SocialBehaviorWarehouse

Addon status: ● **Not Initialized**

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 Behavior Warehouse Data Storage

Status: ● **Created**

Provider:

Server Name:

Database Name:

Connection Timeout:

Authentication:

Login:

Password:

Schema Name:

✖ Clear Settings
✎ Generate Settings
➕ Create Data Storage
✖ Delete Data Storage

⬇ SQL (Full)

Addon status: ● **Incomplete**

● Apply
● Disable
✖ Close

Figure 46: New database added

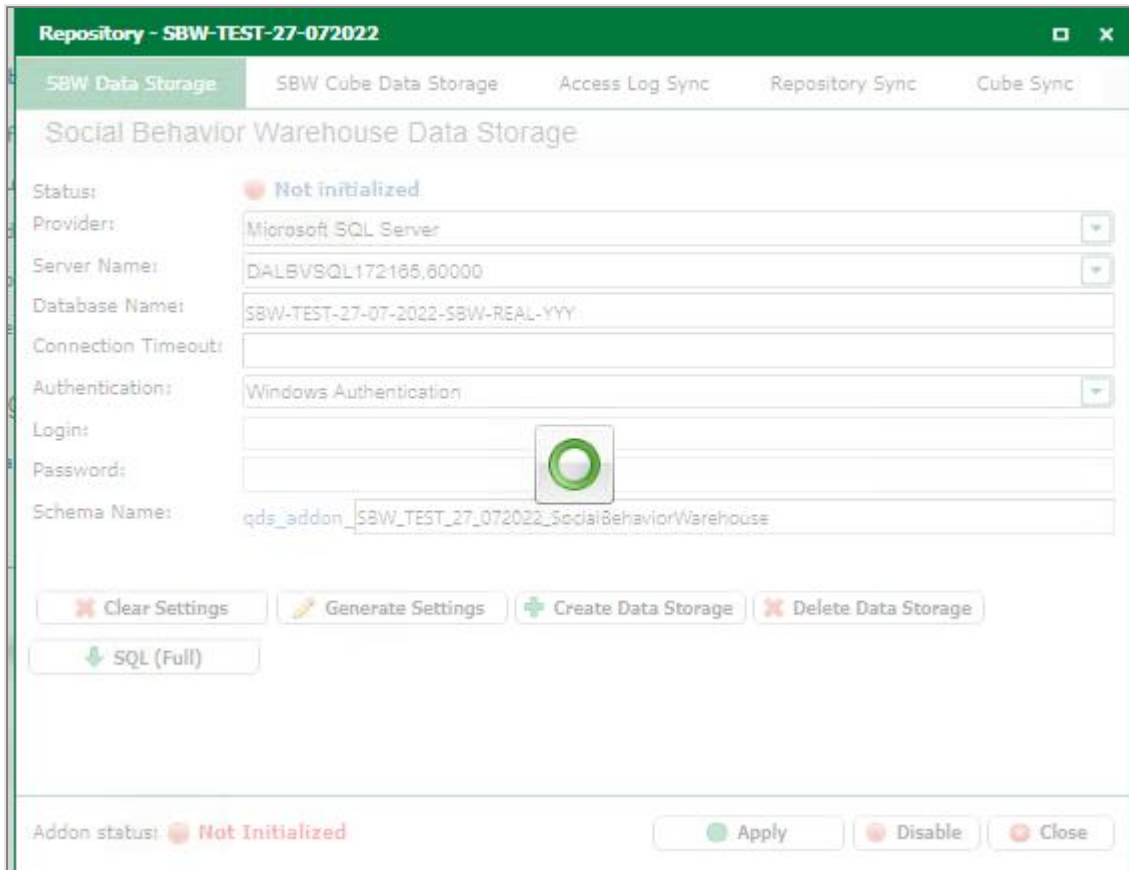


Figure 47: Waiting and waiting

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	QstModule	QualiWare Integration Server	10.5	1	
Debug	9/8/2022 11:18:56 AM	QualiWare Integration Server	QstModule	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	QstModule	QualiWare Integration Server	10.5	1	
Debug	9/8/2022 11:18:10 AM	QualiWare Integration Server	AnalysisSync	QualiWare Task Scheduler	10.5	1	
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	ServerRootQstMapper_□	QualiWare Integration Server	10.5	3	
Debug	9/8/2022 11:17:31 AM	QualiWare Integration Server	QstModule	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 11:17:31 AM	QualiWare Integration Server	QstModule	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	

Figure 48: No QEF log entries

Delete and start again.