

Business Transactions Monitoring Tool

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The current search page includes a navigation menu on the left with items: Dashboard, Log Config, Ten Config, Agent Config, PredictT Alerts, Search, Reports, Ten Report, Chart, Notes, and Logs. The main content area has sections for 'Recent Search List', 'Basic Search' (with 'Choose Application' set to 'HRCdx', 'Select Event Selector' set to 'Version', and 'Event Selector Value' set to '1.0.1'), 'Advanced Search', and 'Event Details' which contains a table of search results.

Global Instance ID	App	BTxnID	LogType	Severity	Creation Time	A
CEA1E21F47E14674F9F402883265316166	HRCdx	D8734300-0133-4000-E000-1610CAF1197A	LogInEvent	CRITICAL	2011-11-25T10:00:22.840	U
CEA1E21F47E14674F9F402883265316166	HRCdx	D87349C3-0133-4000-E000-1610CAF1197A	LogInEvent	CRITICAL	2011-11-25T10:00:23.908	U
CEA1E21F47E14674F9F402883265316166	HRCdx	D87346C0-0133-4000-E000-1610CAF1197A	LogInEvent	CRITICAL	2011-11-25T10:00:23.549	U
CEA1E21F47E14674F9F402883265316166	HRCdx	D873489A-0133-4000-E000-1610CAF1197A	LogInEvent	CRITICAL	2011-11-25T10:00:24.117	U

Current Search Page

In this Project:

- Information Architecture
- User & Task Analysis
- Task Flow
- Wireframes

Process

The proposed search page includes a navigation menu with 'Home', 'Transactions', 'Reports', 'Charts', and 'Knowledge Base'. The 'Transactions' section features an 'Advanced Search' form with fields for Transaction ID, Message ID, Application, Severity, Error Code, Status (with checkboxes for Open, In Progress, Closed), and Date. Below the form is a table of search results with columns for Message ID, Application, Date / Time, Error Code, Severity, and Status.

Message ID	Application	Date / Time	Error Code	Severity	Status
CEA1E22708FC611A60F9DAB36237643761	HR App	2012-11-05 / 05:33:20	C019203	Fatal	Open
CEA1E34508FC611B60F9DAB36237415232	App 2	2012-11-05 / 09:48:12	C03827	Fatal	In Progress

Proposed Search with Transactions page

Executive Summary

An application focuses on monitoring business transactions that flow through diverse systems in a distributed environment . It provides context-specific information such as point of error, originating system or component, time, message payload etc that reduce the triage time. Identified 3 user groups involved and the proposed wireframe is intended for “Help Desk” group and for 4 main tasks such as Dashboard, Search, Transactions, Track & Trace, Event Details.

Scope of the IA assignment

- The 3 user groups involved are:
 - Help Desk
 - Operations Manager
 - CXO
- The proposed IA and wireframe is intended for “Help Desk” user group
- mainly prepared for 5 Tasks viz:
 - Dashboard (Homepage)
 - Search
 - Transactions
 - Track & Trace
 - Event Details

Dashboard page

- Designed “Search” navigation to access information of different categories in less number of clicks
- Implemented Logged in user’s credential clearly to substantiate the credibility of application
- Intelligent use of real estate by analyzing the content and provided a crisp navigation in Tab structure
- Presented dashboards in web 2.0 style to allow helpdesk persona perform effectively

FASCIA Home Configure PredictIT Alerts Search Reports Chart Notes CEP

Snapshot Summary Today vs Yesterday

Category	Count	Today	Yesterday
Fatal	0	0	0
Critical	0	0	0
Error	0	0	0
Harmless	0	0	0
Info	8921	451	
Debug	1381	705	
PredictIT Alerts	0	0	0

Recent Notes Time User ErrorCode App

Check Agent Server - ICC_error.log
23-Oct-2012, 15:40PM

Showing 1 to 1 of 1 entries.

Recent Transactions ErrorCode App BTxn-ID Severity

MessageID	Timestamp	App	BTxn-ID	Error Code	Severity	Mess
CEA1E22708FC611A60F9DAB36237643761	2012-11-05T13:23:52.167	HRCdx	CF065E8B-013A-4000-E000-13980AF13866	UNDEFINED	Info	UNDEF
CEA1E22708FC9EE70F9DAB36237643761	2012-11-05T13:23:52.120	HRCdx	CF065E8B-013A-4000-E000-13980AF13866	UNDEFINED	Info	UNDEF
CEA1E22708FB61F9E0F9DAB36237643761	2012-11-05T13:23:50.511	HRCdx	CF06584D-013A-4000-E000-13980AF13866	UNDEFINED	Info	UNDEF
CEA1E22708FB920E0F9DAB36237643761	2012-11-05T13:23:50.479	HRCdx	CF06584D-013A-4000-E000-13980AF13866	UNDEFINED	Info	UNDEF
CEA1E22708FA678660F9DAB36237643761	2012-11-05T13:23:48.870	HRCdx	CF065107-013A-4000-E000-13980AF13866	UNDEFINED	Info	UNDEF
CEA1E22708FA654460F9DAB36237643761	2012-11-05T13:23:48.829	HRCdx	CF065107-013A-4000-E000-13980AF13866	UNDEFINED	Info	UNDEF
CEA1E22708FAE5C20F9DAB36237643761	2012-11-05T13:23:47.026	HRCdx	CF0644A3-013A-4000-E000-13980AF13866	UNDEFINED	Info	UNDEF
CEA1E22708FA9A130F9DAB36237643761	2012-11-05T13:23:46.995	HRCdx	CF0644A3-013A-4000-E000-13980AF13866	UNDEFINED	Info	UNDEF

Current Dashboard

FASCIA Search All Go Welcome, John Doe

Home Transactions Reports Charts Knowledge Base

Select for Summary Today's Transaction

FATAL Open: 24 Closed: 26

CRITICAL Open: 24 Closed: 26

ERROR Open: 24 Closed: 26

HARMLESS Open: 24 Closed: 26

INFORMATION Open: 24 Closed: 26

DEBUG Open: 24 Closed: 26

PREDICTIT ALERTS Open: 24 Closed: 26

Knowledge Base User Error Code App

- ★ CMS-LPT-4567 - cms_lpt_4567.docx (28 Nov 2012, 11:13 am)
- ★ CMS-92-issues - cms_92_issues.docx (28 Nov 2012, 11:13 am)
- ★ CMS-LPT-4567 - cms_lpt_4567.docx (28 Nov 2012, 11:13 am)
- ★ CMS-92-issues - cms_92_issues.docx (28 Nov 2012, 11:13 am)
- ★ CMS-LPT-4567 - cms_lpt_4567.docx (28 Nov 2012, 11:13 am)

Showing 1 to 5 of 16 entries

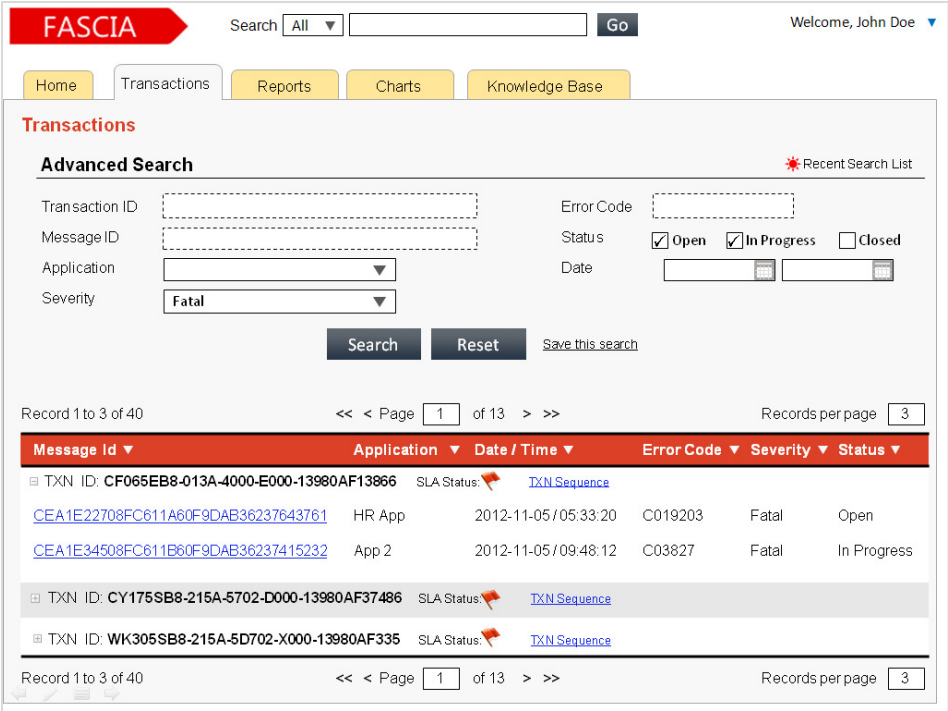
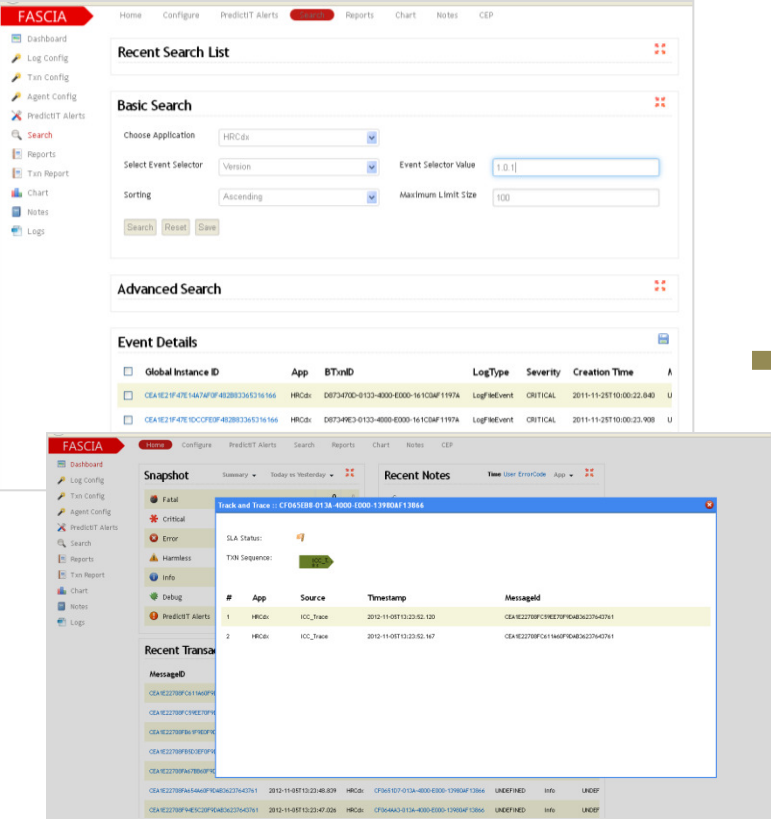
Announcements (scrollable)

- » New US Visa Process available in esupport
- » Revised policy under Power on

Proposed Dashboard

Transactions page with Search

- Designed “Advanced Search” form with auto-populate textboxes to minimize user’s input
- Transactions Grid is organized, grouped and designed to provide all necessary details to track & trace an incident, which is a separate page in the current application.

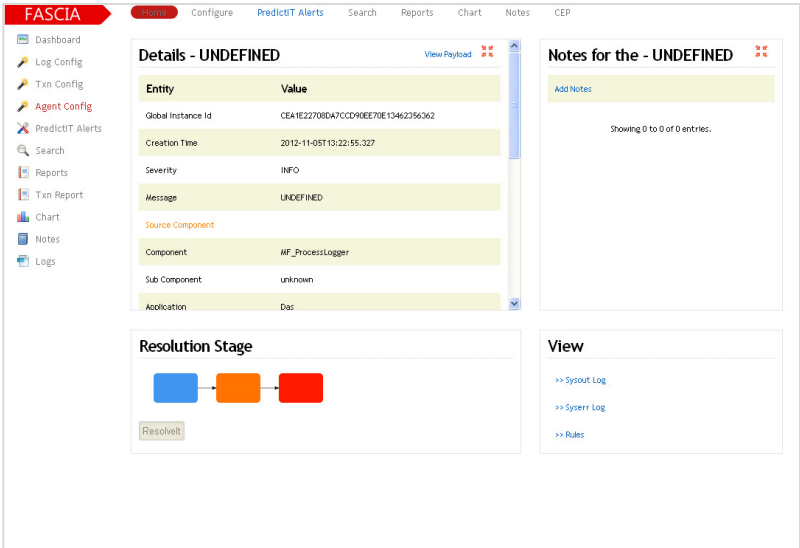


Proposed Transaction page with Track feature

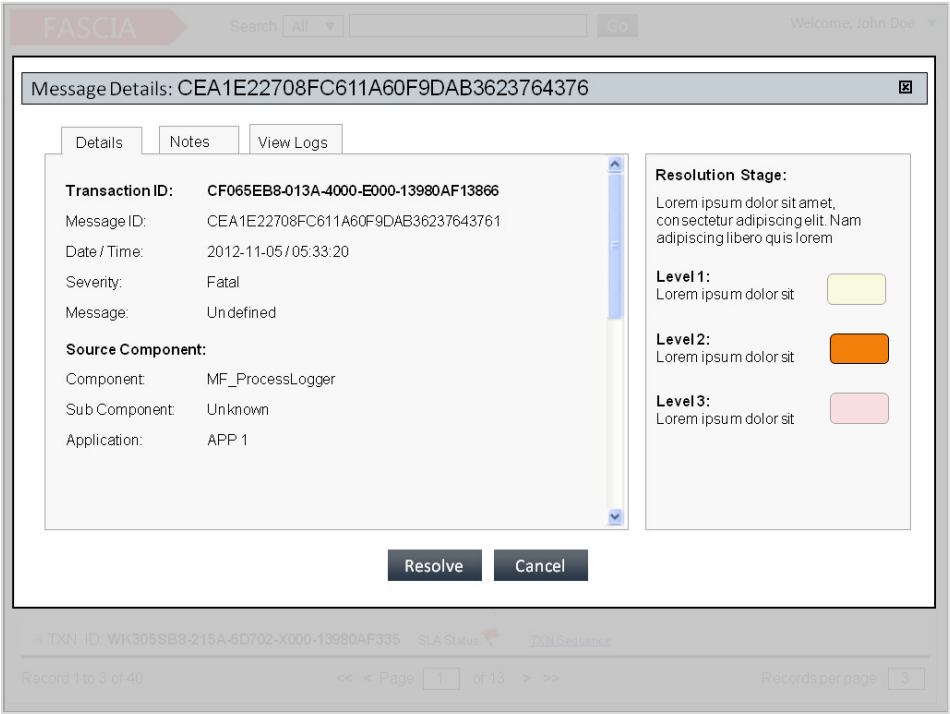
Current Transaction & Track pages

Event Details page

- The details of a specific event are shown in popup to be more linked and appropriate, instead of taking to other page as in current application
- Contents like details, notes, logs and resolution steps are clearly organized, segmented and shown with proper message title and transaction ID



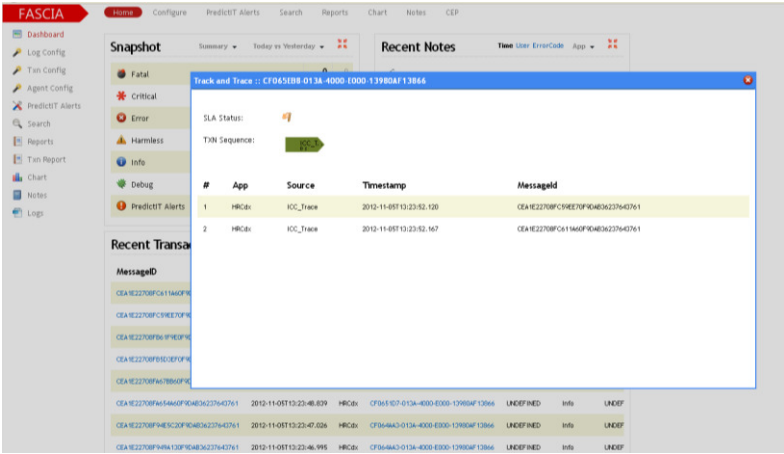
Current Event Details Page



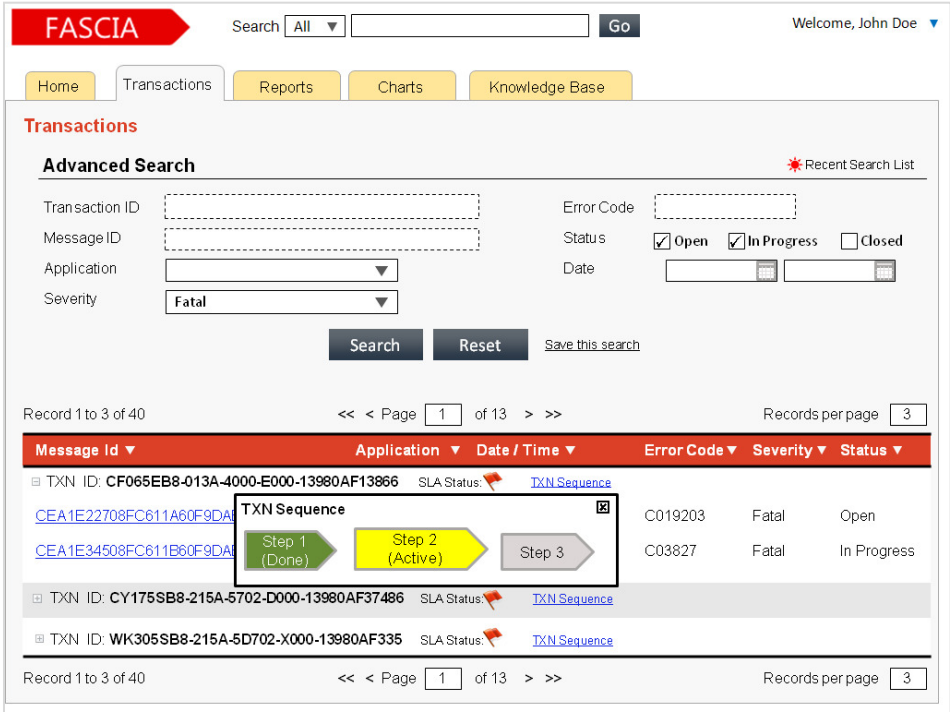
Proposed Event Details Popup

Transaction Sequence Feature

- The sequence shows all stages, instead of showing one as in the current application
- The stages are clearly distinguished with
 - prominent and dull colors
 - help labels



Current Transaction Sequence feature



Proposed Transaction Sequence feature

Thank You