GENWARE COMPUTER SYSTEMS Inc

At Genware Computer Systems we work with our clients to build Business Intelligence Solutions that deliver the right Information to the right People at the right Time.

COGNOS
TECHNOLOGY PARTNER

Genware Audit Processor
Business Intelligence for Information Technology. Report and analyze Cognos audit and security information to understand, monitor, and tune your Cognos environment.

COGNOS
PLATINUM RESELLER PARTNER

COGNOS
ACCREDITED COGNOS SERVICES PARTNER

Genware Computer Systems Inc. is the 1st Enterprise Business Intelligence Accredited Cognos Services Partner.

A **Business Intelligent** Company

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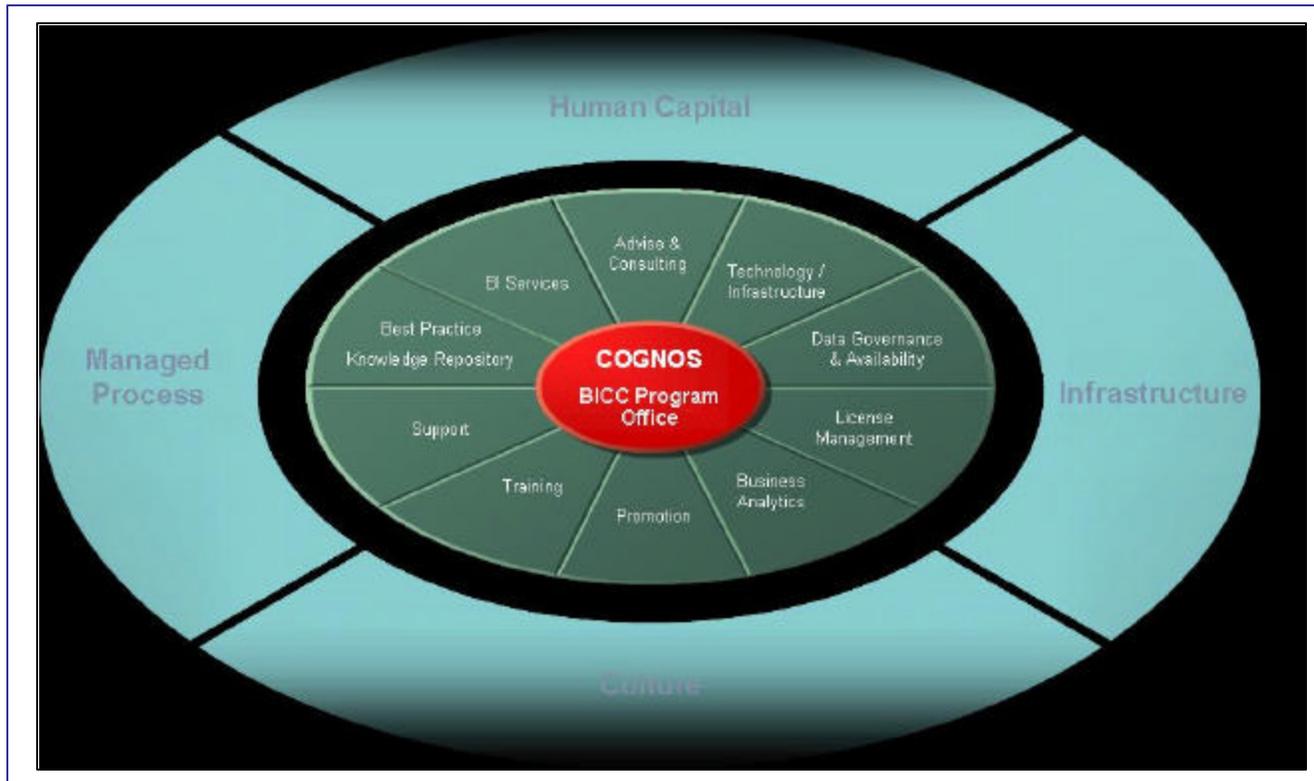
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Genware Audit Processor

The Genware Audit Processor provides access to advanced Usage, Administrative, and Security information for your Cognos environment.

Competency Centers leverage the Genware Audit Processor to manage applications and provide proactive value to Business and Technology teams.

BICC – Core Functions

Genware Audit Processor – Points of Impact

Technology / Infrastructure   Promotion
Data governance and Availability   Training
License Management   Support

Application Usage

application usage
Business Intelligence solutions are implemented to ensure that a user community has access to valuable information. A key factor in determining the Return on Investment of an application is to monitor the usage of that application. The Genware Audit Processor provides reports and analysis cubes that show valuable information on the usage trends of an application. Some key dimensions for viewing the usage include: Users, Subject Areas and Timelines. The usage information provided by the Genware Audit Processor can be utilized in determining application usage trends and identifying functionality that can be decommissioned or that may require a modification.

Total usage trend of the Cognos 8 application. The usage is split by the various types of usage that could take place in Cognos 8. For example Query Execution would be Query Studio usage, Report Development would be Report Studio usage, View Report Output would be when saved outputs are accessed and Report and Report View are normal report executions.

If this chart were depicting your production environment you may be concerned to note the drop off in usage in April. Note the drop off in Report Development into April when content was being developed and then the nice steady increase of normal report execution into May and June when the reports went live and users adopted the new content.
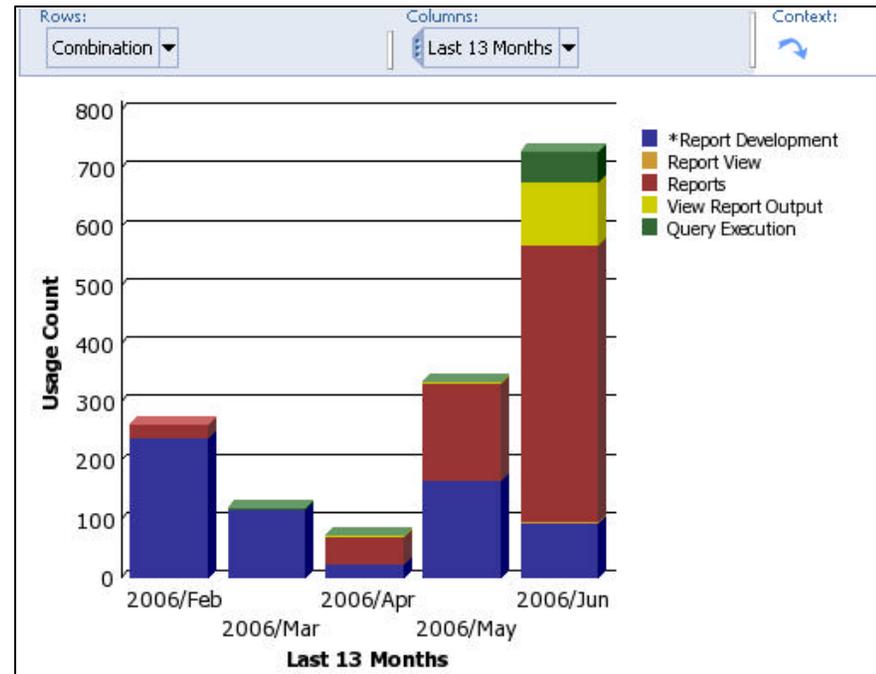
Application Server Utilization

application server utilization
In an application server environment it is essential to monitor application usage trends and the impact of this on the supporting application server infrastructure. Business Intelligence application servers could yield poor performance during peak times when the volume of requests is higher than the typical daily average. Performance is also impacted by requests that run for a long time or results in an error condition. The Genware Audit Processor provides valuable application usage information that can be used to plan for these peak times and to identify the long running or error yielding requests. The infrastructure administrator can plan accordingly for the peak times and easily identify the subject areas or users executing the long running requests

The 2 charts show the usage and runtimes by the hour of the day.
Note the drop off in usage at 1pm which corresponds to a jump in runtimes. (Users possibility firing off a number running reports while they take a lunch break.)

Also note that no usage is taking place in the off-peak hours. Perhaps users are unaware of the ability to schedule reports to run in these timeslots.
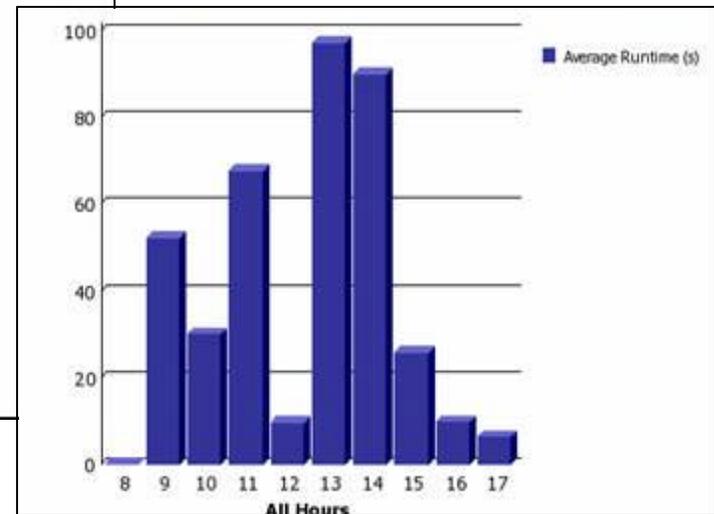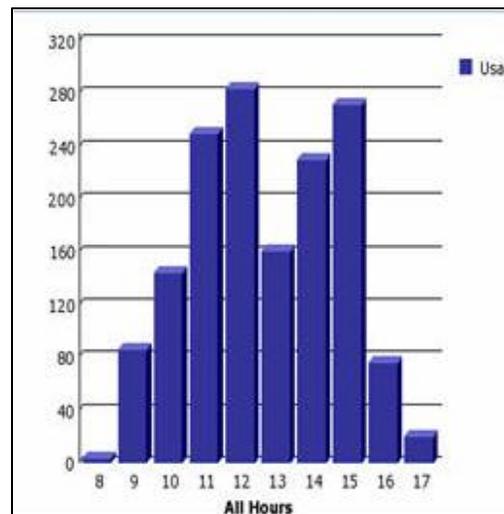
Performance Optimization

application performance optimization

Application Performance optimization has a direct impact on the end user experience. Reports that run longer than planned or that result in an error condition impacts the user workflow process in a negative manner. The Genware Audit Processor allows the Project Team to easily identify these reports and to direct attention to these problems shortly after they occur. In environments with multiple Cognos applications and subject areas it is important to monitor performance and the impact of this performance across all applications. The Genware Audit Processor makes it easy to pinpoint usage and performance by subject area.

The cross-tab view shows the current usage and performance of the "Genware Audit Processor" application on the production server.

The crosstab view, which is a current snapshot, shows that the runtimes of this application are very good and are on average about 20 seconds.

This was not always the case. The runtime trend chart for the same report group shows that in February the performance was poor. In March a number of optimization initiatives were undertaken which included some report redesign and it is promising to see how these have improved the performance of the application.

Using the Genware Audit Processor, I was able to identify a problem, implement some measures to correct the problem and then measure the improvements of my initiatives.

MEASURES as values	Usage Count	Average Runtime (s)
Genware Audit Processor for CMM	261	21
Genware Audit Processor for Cognos Series 7	551	24
Genware Audit Processor for CRN	2,093	23
Genware Audit Processor for CRN Portal	182	4
Genware Audit Processor for ReportNet Portal	332	6
Genware Audit Processor for Series 7	43	19
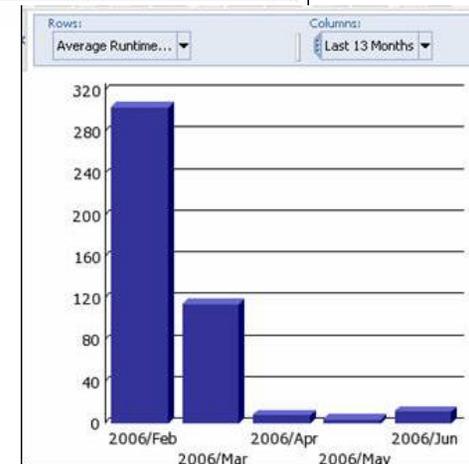
Security and Compliance

Security and Compliance reporting
Regulations and Security requirements demand that Business Intelligence applications be monitored to track access to information. The Genware Audit Processor facilitates this requirement in two areas: Functional Security and Usage Validation. Functional security refers to identifying which user has access to a report or other items. Functional Security is catered to through the reports provided in the Genware Audit Processor based on security assigned to items. The Genware Audit Processor provides the information required to determine which items are available to which users. Usage Validation refers to the ability to determine which user accessed a particular report, query, metric, or view. The Genware Audit Processor can be used to determine which user accessed which item and when this access took place.

This is an extract of a permissions report that shows all portal objects where the "Everyone" group has assigned permissions.

By default the "Everyone" group gets assigned to all Cognos Namespace objects which includes data sources , connection and sign-ons. Using the report I was able to quickly identify that there is a security gap in my configuration and I need to secure the listed data sources.

These reports allow administrators to select any user, group or role and view where they have permissions assigned or select a portal object and see what permissions have been assigned to it.
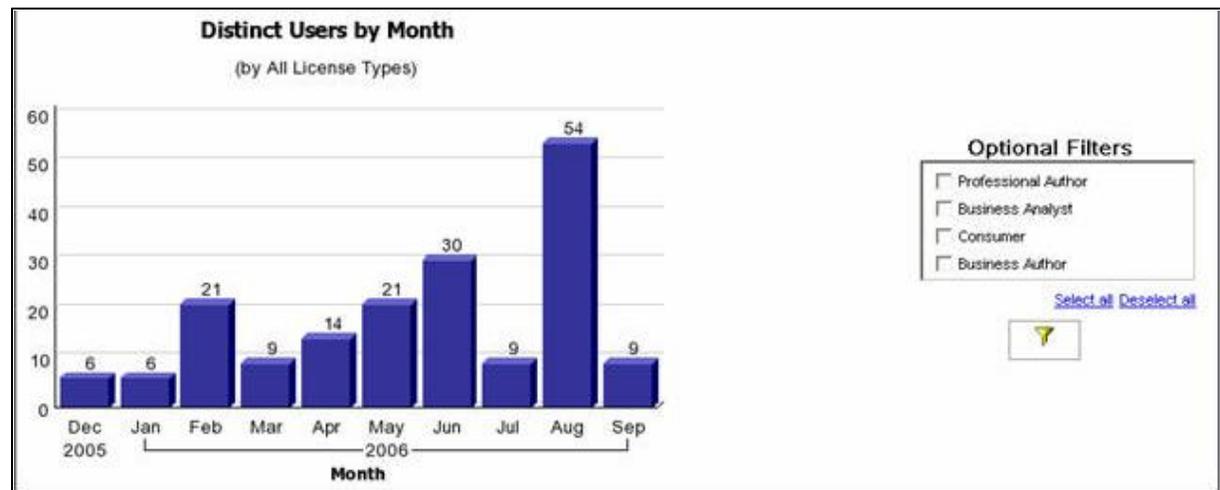
Short Search Path	Object Type	Read	Write	Execute	Set Policy	Traverse
Everyone (Cognos Namespace)						
/	root	G		G		G
/AP_CMM	dataSource	G		G		G
/AP_CMM/AP_CMM	dataSourceConnection	G		G		G
/AP_CMM/AP_CMM/AP_CMM	dataSourceSignon	G		G		G
/Audit	dataSource	G		G		G
/Audit/Audit	dataSourceConnection	G		G		G
/Audit/Audit/Audit	dataSourceSignon	G		G		G
/capability	capability					G
/configuration	configuration			G		G
/CRNLOGS	dataSource	G		G		G
/CRNLOGS/ReportNet_Logs	dataSourceConnection	G		G		G
/CRNLOGS/ReportNet_Logs/CRNLOGS	dataSourceSignon	G		G		G
/directory	directory					G

License Management

Administration and License management
Administrators are responsible for managing access to Cognos application servers and ensuring that licenses are correctly assigned. Cognos Access Manager is used to administer the user community and the security class structure stored in the Cognos Series 7 Namespace. Cognos ReportNet and Cognos 8 are configured to use security Namespaces in addition to the built-in Cognos Namespace. The Genware Audit Processor includes valuable reports providing information of importance to the application administrator. This information reduces the effort required to maintain the user community and security structure..

The report shows the distinct user counts accessing the Cognos Server in a particular month. Each usage activity requires a certain license type to perform the task and this is tracked through the usage logs. Not only does the Genware Audit Processor provide exact user counts. It will tell you how many of each license type is currently in use.

Distinct Users by Month
(by All License Types)

Optional Filters
- Professional Author
- Business Analyst
- Consumer
- Business Author

Select all Deselect all

Proactive administration

Proactive administration

Proactive monitoring of applications provides for a satisfied user community and a stable environment. When the application and administration team has easy access to errors, they can resolve these errors in a proactive manner and provide a higher level of service.

Error Summary reports show how often errors occur and detail error reports show details of all errors being generated by the ReportNet and Cognos 8 systems.

Gone are the days of pouring through the log files looking for error messages.

Search functionality allows the administrator to find particular errors. Scheduling options are used to have a report of all the latest errors generated from the server delivered daily or weekly to an email account.

Error Details	Actions	Jobs	Job Steps	Logons	Queries	Reports	Views	Total
QE-DEF-0374 Prompt "Year" is used multiple times with conflicting data types.								
RSV-RND-0057 Multiple queries are not supported when rendering XML or CSV.						1		1
RSV-SRV-0026 The request was cancelled.						12		12
RSV-SRV-0032 Unsatisfied parameter values are preventing the report from running. It is possible that a query used to populate a prompt control depends on a parameter from either the report or the model.						2		2
Summary	235	5	2		2	76		320

All Error Details

Filters:	
Date Range:	Greater than or equal to Aug 1, 2006 12:00 AM
User Name:	Administrator
Error Sources:	All Sources

Local Time Stamp	User Name	Source	Error Details
Aug 10, 2006 2:28:59 PM	Administrator	Run Queries	RQP-DEF-0177 An error occurred while performing operation 'sqlPrepareWithOptions' status='-56'.UDA-SQL-0115 Inappropriate SQL request.UDA-SQL-0564 [Microsoft OLE DB Provider for SQL Server]Deferred prepare could not be completed.UDA-SQL-0564 [Microsoft OLE DB Provider for SQL Server] Statement(s) could not be prepared. (SQLSTATE=42000, SQLERRORCODE=8180)UDA-SQL-0564 [Microsoft OLE DB Provider for SQL Server]Invalid object name 'GORT.RETAILER'. (SQLSTATE=42S02, SQLERRORCODE=208)

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Schedule a web based presentation

Email: Sherlock@GenwareCS.com to arrange

Thank You

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