



Release Notes for Cisco ServiceGrid 7.0

Last Updated: June 2, 2015

Release: Cisco ServiceGrid 7.0

Introduction

Cisco ServiceGrid is an integration platform in the cloud for IT service management. It provides a scalable, highly secure, and fast way to integrate with everyone in your service ecosystem, plus meet your business requirements. It creates operational efficiencies that save you time and money, while simplifying the formation of your ecosystem so you can collaborate faster.

This document describes the key features associated with the ServiceGrid 7.0 release.

This document contains the following sections:

- [Release Dates](#)
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- [New and Enhanced Features in Cisco ServiceGrid Release 7.0](#)
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Release Dates

The Cisco ServiceGrid functions of the Winter Release 2015 (Version 7.0) are available on February 22, 2015 Sunday afternoon to all customers using the Cisco ServiceGrid main platform (sdcall.solvedirect.com).

This release is in production on the Cisco ServiceGrid support platform from February 18, 2015.

All customers running their own in house infrastructure, or using a Cisco partner infrastructure will receive the release on a later date. These updates will take place after the update of the Cisco ServiceGrid main platform. Contact your implementation partner for the date of your update.

System Requirements

Cisco ServiceGrid Online application (Portal, SD²) is a web based application and hence is accessible using a browser. The B2B connection uses the ITSM connection capabilities of the customers.

Table 1 *Browser Policy Details*

Browser Class	Browser	Properties
1	Mozilla Firefox (last 2 major versions) Google Chrome (last 2 major versions) Internet Explorer 11	<ul style="list-style-type: none"> • Complete availability of product and application features (technician calendar, HTML-editor, and so on). • Graphical presentation (CSS layout). • No open browser related known errors.
2	Internet Explorer 10	<ul style="list-style-type: none"> • Limited availability of product and application-features. • Limited graphical presentation (CSS-Layout). • There may be browser-related bugs/known errors
3	Internet Explorer 9	<ul style="list-style-type: none"> • Limited availability of product and application-features. • Highly limited graphical presentation (CSS-Layout). • Open browser-related bugs/known errors.



Note

The minimum system requirements for Cisco ServiceGrid are provided in Browser class 1 in the above table.

The following browser versions were tested for Release 7.0 with respect to the browser classes:

- Firefox v33-v35
- Internet Explorer v9, v10, and v11.
- Google Chrome v38-v40.



Active SLA features should be used with the most recent versions of all browsers provided in Browser Class 1 in Table 1 and while using Internet Explorer, “compatibility mode” must be deactivated.

New and Enhanced Features in Cisco ServiceGrid Release 7.0

The following features and enhancements are provided in Cisco ServiceGrid Release 7.0 release:

New Features in Cisco ServiceGrid Portal

- [Active SLA](#)
- [Report Database](#)

Enhancements in Cisco ServiceGrid Portal

- [Automatic Refresh of Ticket Lists](#)
- [Performance Improvements of Ticket List](#)
- [Performance Improvements of Ticket Details](#)

Enhancements in Cisco B2B Connection

- [Message Processing Enhancements](#)

Active SLA

Active SLA is a new feature introduced in Cisco ServiceGrid Release 7.0 for tracking and monitoring the tickets for ongoing or active SLAs. This feature enables a highly innovative user experience through a centralized dashboard and reporting capability for the connected multi-sourced ecosystem. It provides a real-time visibility and drill-down functionality for events threatening or breaching SLAs to enable a more proactive, end-to-end vendor management capability.

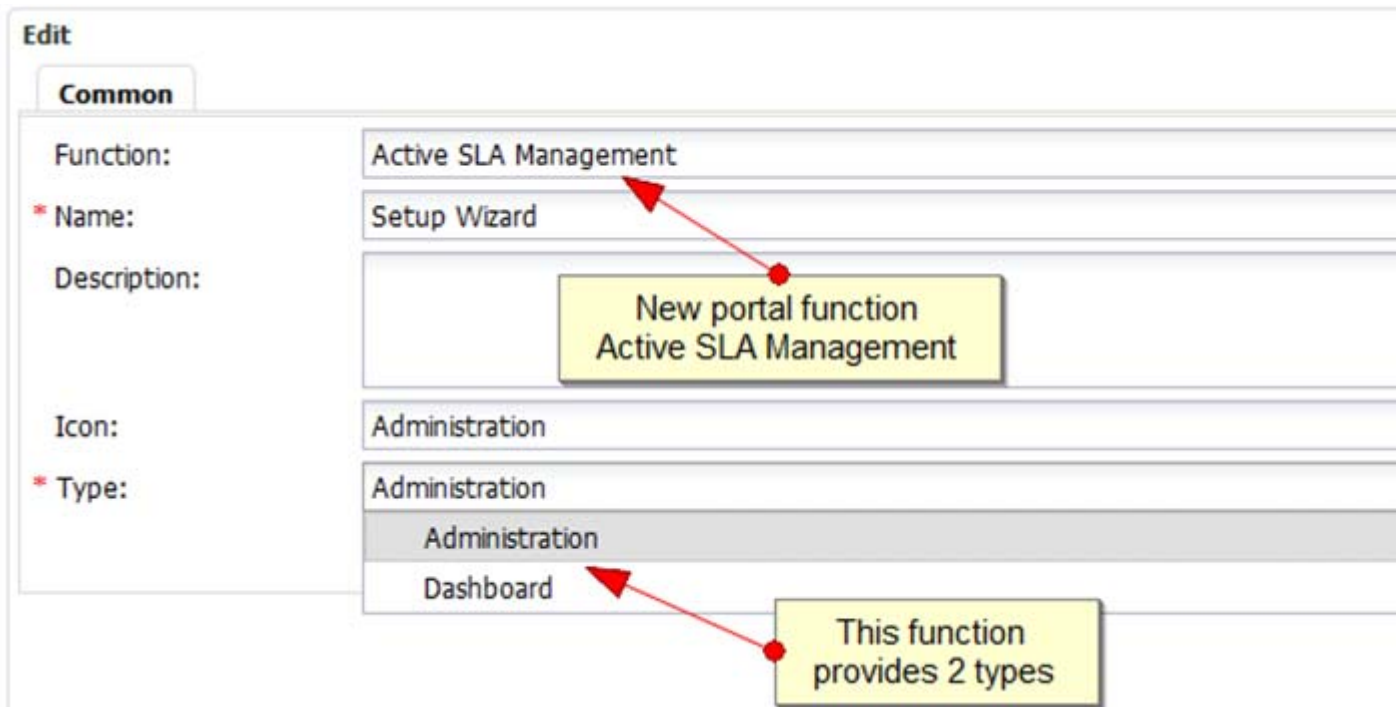
- **Setup Wizard**—This function is built to define the business partners, the SLAs with these partners and the business outcomes of a company.
- **Radar**—All tickets with current open SLAs are displayed on the Radar screen. The state of each SLA is visualized by displaying it on the green, yellow or red zone of the radar.

For more information about the Active SLA features, see the [Active SLA](#) and [Active SLA Radar](#) articles.

Active SLA Setup Wizard

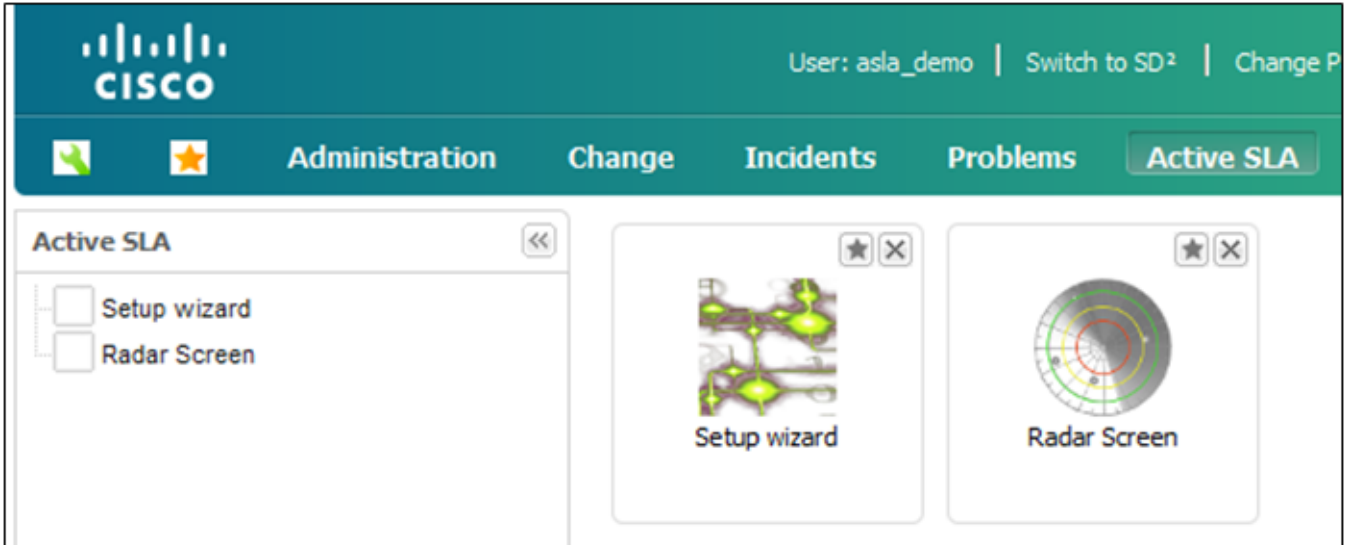
You should send a service request ticket to Cisco if you want to use Active SLA feature in your setup. As long as the setup for your company is available, you must be able to connect to ServiceGrid. However, this feature must be enabled by Cisco, after which the ServiceGrid administrator can add two new functions “SetupWizard” and “Radar” in the dashboard of the ServiceGrid portal.

Figure 1 Active SLA Management functionality



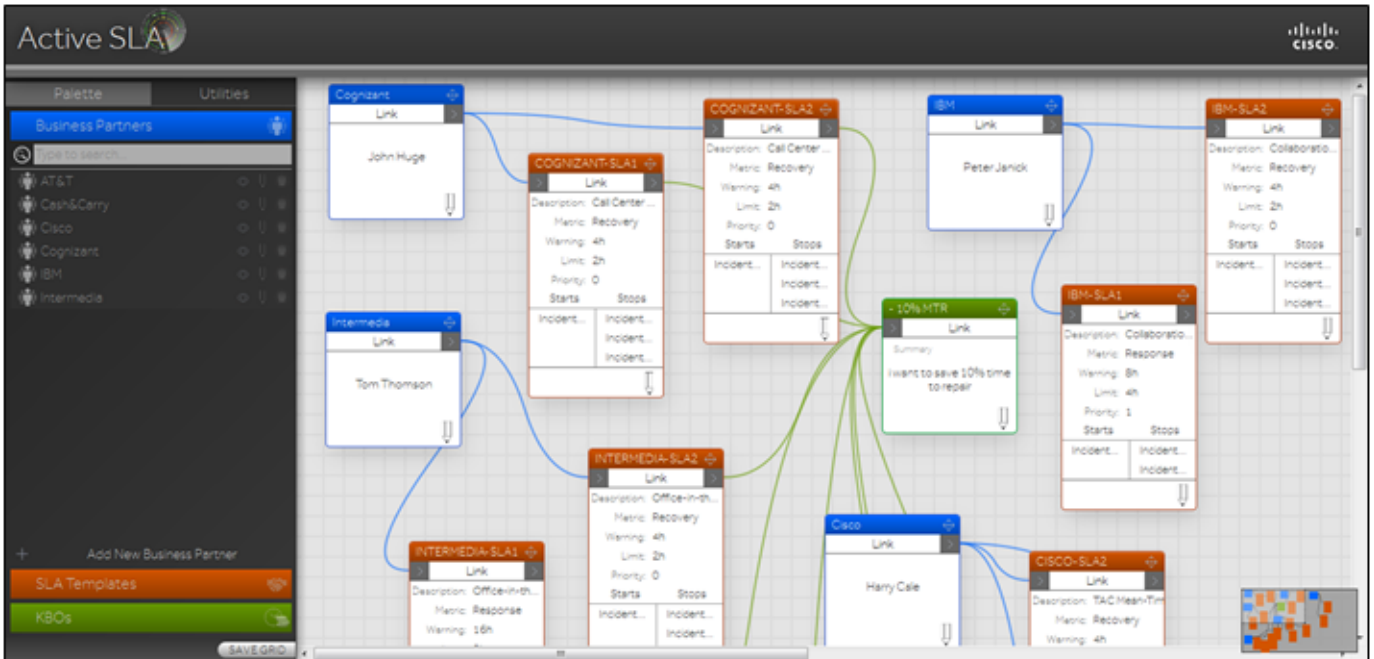
If these functions are added to the portal, the user can switch between the Active SLA setup and the radar screen. Both the functions will be opened in a new tab in the browser.

Figure 2 Active SLA Functionality in ServiceGrid Portal



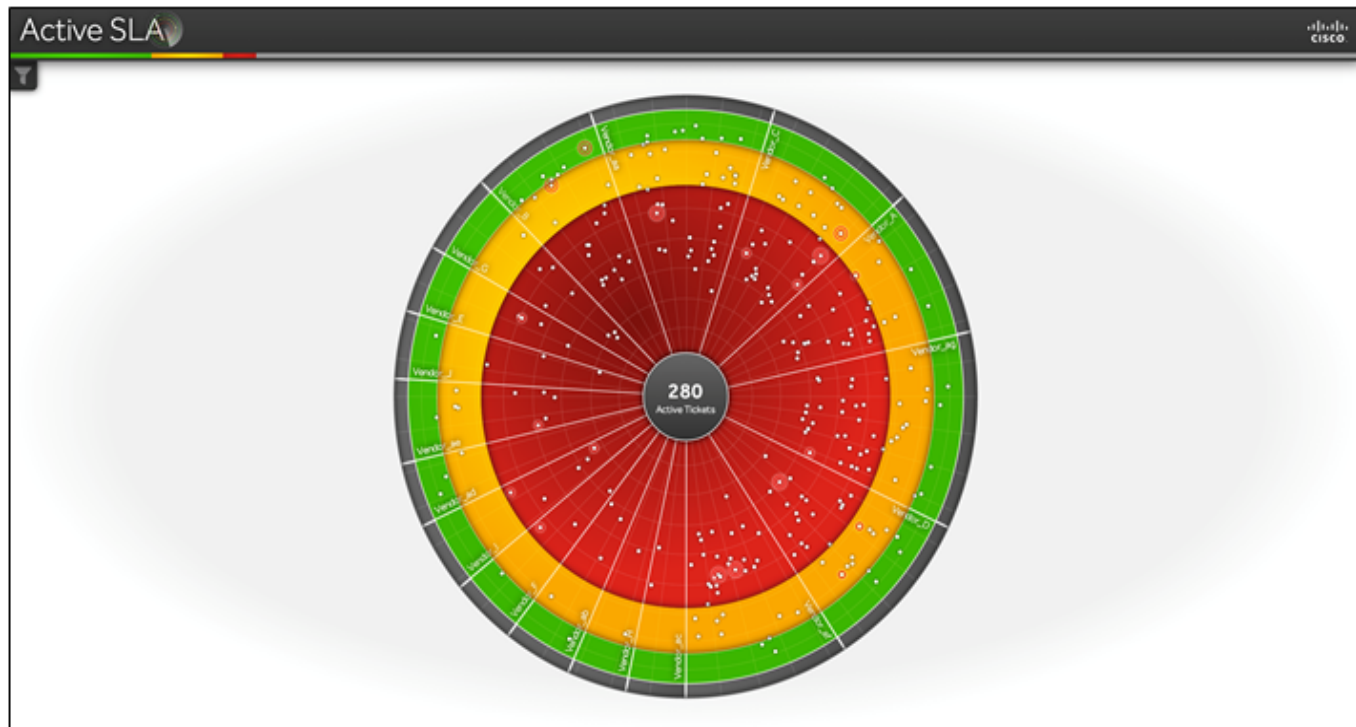
The Active SLA screen appears as follows:

Figure 3 Active SLA Screen in ServiceGrid Portal



The Radar screen appears as follows:

Figure 4 Active SLA Radar Screen in ServiceGrid Portal



Note

Active SLA functionality works only with the browser versions as mentioned in the Browser-Policy section in this release notes.

Report Database

In earlier releases, users created reports based on tickets using SD.reports, which is a setup based business graphics feature of Cisco ServiceGrid, downloaded the ticket data and imported them in to another tool for processing.

From release 7.0, a dedicated report database is provided to one or more companies for enabling them to access the database directly. This report database consists of a flat ticket table with about 600 fields. In addition, it contains all ticket and ticket history records of the assigned companies. For more information on the reporting fields, see the [Report Database](#) article.

As soon as your company is provided with the setup and the access data (URL, Username, and Password), you can connect to your report database using the standard encrypted PostgreSQL connection protocol to enable you to connect through ODBC, JDBC or other means of database connectivity

After your report database setup is completed, all tickets that were created or updated during the database setup will be available in the database. The replication of the ticket data from the production into the report database is almost real-time. Both the ticket and the ticket history are stored in this table. To distinguish between these kinds of records, the field 'recordtype' is implemented. For each ticket, one record with recordtype='c' and arbitrary number of history record with recordtype='h' will be available.

Automatic Refresh of Ticket Lists

In the earlier setup, ticket updates were not reflected in ticket lists that are displayed in the dashboard. In order to view the latest status of all tickets, you should click the Search button of all visible lists manually.

From release 7.0, after the user saves a ticket, all visible ticket lists of the dashboard are refreshed automatically without the need for the user to click the Search button.

No additional setup is required to use this functionality. By default, this behavior is active and the user can disable certain lists individually.

Figure 5 *Reload on update Functionality*

The screenshot displays a dashboard titled "13 My Open Calls". On the left, there is an "Advanced Search" panel with filters for "CallOpen" (2014-10-30 00:00 to 2015-01-29 00:00) and "SPCallState" (IS, Not Closed). The main area shows a table of tickets with columns: SDCallID, RequestType, CSPCategory1, View, CallOpen, PS, SPCallState, and Rs. A "Reload on update" button is located in the top right of the table area. A red arrow points from this button to a yellow callout box containing the text: "Button to activate/deactivate automatic refresh of the list". The table contains 13 rows of ticket data, all with "Incident" or "Change" request types and "Hardware" categories. The status of the tickets varies, with some showing "Level 1: Incident..." and others "Level 2: Incident...". At the bottom, it indicates "25 of 4356 records shown".

Performance Improvements of Ticket List

Earlier, the ticket list appeared in a delayed time interval based on the fields used and the filter criteria defined. From release 7.0, improved methodologies are used to retrieve data from the database and to display the results on the screen in a short time period

To achieve this enhancement, the statement for selecting all fields from the database is executed first and the available results are displayed. Also, the number of records found is calculated asynchronously by executing the same statement for the second time. Due to the change in the processing sequences, the results appear quickly.

No additional configuration is required to use this feature as this behavior is available to all users and all port lists automatically.

Figure 6 *Enhanced Results screen*

The screenshot displays the '13 My Open Calls' interface. On the left, there is an 'Advanced Search' panel with filters for 'CallOpen' (2014-10-31 00:00 to 2015-01-30 00:00) and 'SPCallState' (IS, Not Closed). The main area shows a table of call records with columns: SDCallID, RequestType, CSPCategory1, View, CallOpen, PS, SPCallState, and Rs. A yellow callout box points to the table with the text 'Number of selected records is calculated ansycron'. At the bottom, a red-bordered box highlights the status bar text '25 of 4353 records shown'.

SDCallID	RequestType	CSPCategory1	View	CallOpen	PS	SPCallState	Rs
522058415	Incident	Hardware	👁	2014-10-31 07:19	🔹	Level 1: Inciden...	▼
522058422	Incident	Hardware	👁	2014-10-31 07:28	🔹	Level 1: Inciden...	▼
522058428	Incident	Hardware	👁	2014-10-31 07:37	🔹	Level 1: Inciden...	▼
522058437	Incident	Hardware	👁	2014-11-03 10:12	🔹	Level 1: Inciden...	▼
522058455	Incident	Hardware	👁	2014-11-04 07:04	🔹	Level 2: Inciden...	▲
522058465	Incident	Hardware	👁	2014-11-04 08:21	🔹	Level 1: Inciden...	▼
522058489	Incident	Hardware	👁	2014-11-04 10:34	🔹	Level 1: Inciden...	▼
522058497	Incident	Hardware	👁	2014-11-04 10:51	🔹	Level 1: Inciden...	▼
522058502	Incident	Hardware	👁	2014-11-04 11:21	🔹	Level 1: Inciden...	▼
522058509	Incident	Hardware	👁	2014-11-04 12:33	🔹	Level 1: Inciden...	▼
522058517	Incident	Hardware	👁	2014-11-04 12:35	🔹	Level 1: Inciden...	▼
522058522	Incident	Hardware	👁	2014-11-04 12:35	🔹	Level 1: Inciden...	▼
522058526	Incident	Hardware	👁	2014-11-04 12:35	🔹	Level 1: Inciden...	▼
522058530	Incident	Hardware	👁	2014-11-04 12:35	🔹	Level 1: Inciden...	▼
522058535	Incident	Hardware	👁	2014-11-04 12:35	🔹	Level 1: Inciden...	▼
522058551	Incident	Hardware	👁	2014-11-04 12:35	🔹	Level 1: Inciden...	▼

Performance Improvements of Ticket Details

Previously, based on how the ticket detail setup is defined, the system might take longer time to display the ticket details.

From release 7.0, the performance of the system is optimized to improve the rendition process of ticket detail form in order to reduce the system time to display the ticket details.

No special settings is required to use this enhancement as this behavior is available to all users and all ticket details automatically.

Performance Improvement Procedure

The system can be customized as follows to achieve additional performance improvements in rendering a ticket detail form:

1. Reduce the setup fields and display only the information that the user requires at that time.
2. Deactivate unnecessary filed buttons.
3. Create field groups and collapse some groups as default. The user can open a field group with one click.
4. Do not display or limit the history of a ticket as default or in specific ticket detail setups.

Message Processing Enhancements

From release 7.0, three additional fields are added in the tickets table to provide flexibility in establishing connection and to define additional conditions in message processing by inbound or outbound templates.

To calculate the duration of message processing in ServiceGrid, new fields are added to the call table. These fields are filled or calculated by the converter processes. [Table 2](#) lists the new fields in the call table.

Table 2 **New Fields in Call Table**

Field Name	Field Description
Ownership	This is a standard text field that stores the name of the partner who is currently responsible for the ticket.
PartnerCoreTicketId	In case a ticket is part of a connection between two partners using the ServiceGrid CORE, the Id of the corresponding CORE ticket is stored in this field. This field can be used in inbound and outbound templates. It can be displayed in the ticket list and ticket detail forms, but it can be updated manually.
InitialRole	In this field, the role (customer or provider) of the partner who created the ticket is stored. This field will be set automatically when a new ticket is saved. It can be used in outbound templated, and can be displayed in ticket lists and ticket detail forms. For this initiator role, the following fields are available: <ul style="list-style-type: none"> • Shortname • Name • Names (shortname + name)

The new fields as in [Table 3](#) are added in the dictionary of the SD.commoncontent.

Table 3 *New Fields in SD.commoncontent Dictionary*

Label	InternalFieldName	SeqNr	Data Type	Length	Description
Ownership	/SD.call/Ownership	710	String	2000	Owner of the call.
PartnerCoreTicketId	/SD.call/PartnerCoreTicketId	2960	Integer	10	TicketId of the corresponding partner core ticket.
InitiatorRoleShortName	/SD.call/BPRolesINI/ShortName	720	String	20	ShortName of the role of the initiator (creator) of the ticket.
InitiatorRoleName	/SD.call/BPRolesINI/Name	730	String	50	Name of the role of the initiator (creator) of the ticket.
InitiatorRoleNames	InitiatorRoleNames	760	String	71	ShortName and Name of the role of the editor of the ticket.

Important Notes

- Cisco ServiceGrid will be deployed in the setup of all customers running their own in-house infrastructure or using a Cisco Partner infrastructure after ServiceGrid is deployed in the main platform.
- To know about the release date of Cisco ServiceGrid 7.0 deployment in their setup, the customers need to contact their implementation partner.

Limitations and Restrictions

The requirements mentioned in Browser class 1 in [“System Requirements” section on page 2](#) provides the minimum system requirements for Cisco ServiceGrid.

End-User License Agreement

All new functions and modules are installed on the corresponding platforms. New functions and modules which are part of the general update are available to all customers of that platform. Some of the new functions and modules must have their license before they are used in customized systems.

ServiceGrid Documentation

Table 4 *ServiceGrid Documentation Details*

ServiceGrid DocWiki	For ServiceGrid DocWikiServiceGrid manuals, implementation Guides, Release Notes, http://docwiki.cisco.com/wiki/ServiceGrid
ServiceGrid Support Community	For Announcements, Release Notes, Support Forum, Blog https://supportforums.cisco.com/community/11933756/cisco-servicegrid

Support Information

Table 5 *Service Support Details*

Cisco Support	Email: tac@cisco.com Phone: http://www.cisco.com/en/US/support/tsd_cisco_worldwide_contacts.html#telephone Web: www.cisco.com/support
Customer/Partner Maintenance Announcements	servicegrid-support@cisco.com https://supportforums.cisco.com/community/11933756/cisco-servicegrid
Support Reference Guide	www.cisco.com/web/services/acquisitions/downloads/solvedirect-tech-support-reference-guide.pdf

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