

SIEBEL HELPDESK - FUNKCIONALNOSTI, INTEGRACIJA I MIGRACIJA REPOZITORIJA

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Sadržaj

- Općenito o Siebel-u
- Funkcionalnosti aplikacije Siebel Helpdesk implementirane u poduzeću Hrvatske autoceste
 - Podnošenje servisnih zahtjeva
 - Definicija i pretraživanje baze znanja
 - Definicija radnih naloga i poznatih rješenja
 - Praćenje informatičke opreme
 - Email notifikacija
- Siebel Tools – alat za prilagodbu i izradu custom workflow-a
- Migracija repozitorija
- Povezivanje Siebel aplikacije s custom aplikacijom IIS HAC

Siebel Employee Service je dobitnik PinkVerify™ certifikata za ITIL podršku

Press Release

Siebel Employee Service Receives PinkVerify Certification for ITIL Support

Tuesday February 10, 2009

Certification Best Practices

LAS VEGAS--(Business Wire) --(BNews), a leading IT industry news source, has named Siebel Employee Service as a Best Practice for ITIL process conduct in North America. The certification, demonstrating compatibility, demonstrates employee service companies.



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PinkVerify™ - Certified Toolsets

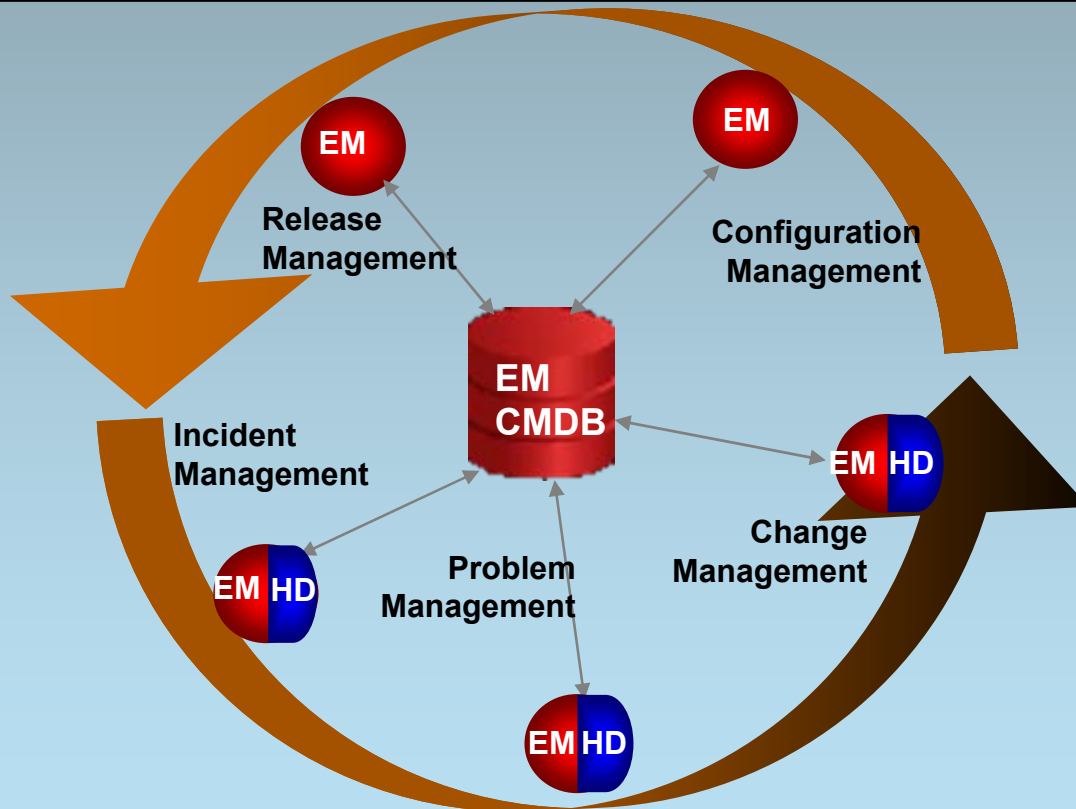
These software producers (listed alphabetically) have products that are verified as meeting the mandatory functional requirements for ITIL compatibility. PinkVerify indicates that a tool meets the mandatory and integration criteria for ITIL compatibility for all four of the following ITIL IT Service Support processes: Incident Management, Problem Management, Change Management and Configuration Management

* For more information about the criteria necessary to PinkVerify your toolset, [read](#) the whitepaper.

Vendor	Tool	Version	Incident*	Problem*	Change*	Configuration*	Availability	Release	SLM	Status
	Siebel Employee Service suite	7.5	✓	✓	✓	✓	✓	✓	✓	 ITIL Service Support Enhanced

ITIL Podrška sa Oracle Enterprise Manager-om i Siebel HelpDesk-om

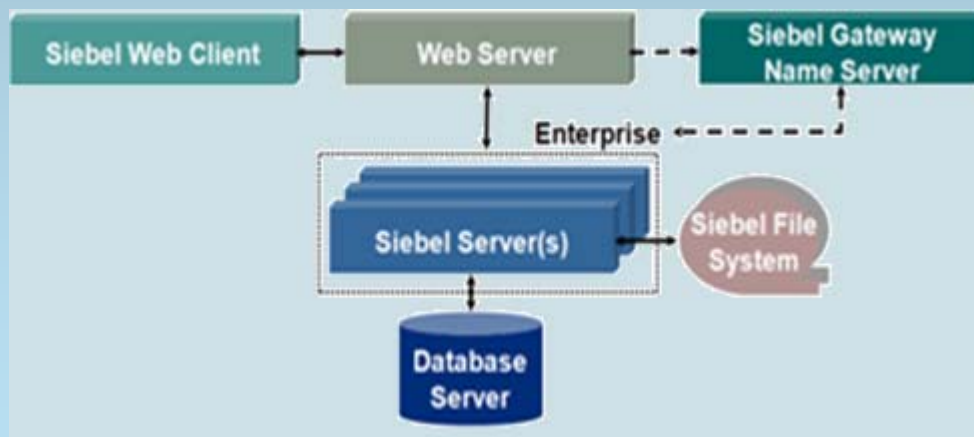
ITIL Service Support Processes



Siebel Web Arhitektura

Na najvišoj razini Siebel Web arhitektura se sastoji od:

- Siebel Web Clients – dohvat i prikaz poslovnih podataka
- Gateway name Server – sprema informacije o konfiguraciji
- Web server – rukuje interakcijom s Web klijentima i distribuira zahtjeve Siebel Serverima
- Servers – upravlja poslovnim podacima i pruža skupne i interaktivne usluge klijentima
- Relational Database and File System – pohranjuje poslovne podatke



Siebel Application Security Framework

Postoje tri sloja Siebel Security modela

- Sloj fizičke infrastrukture
 - Obuhvaća sigurnost mreže, komunikacija i podataka:
 - Šifriranje podataka
 - Šifriranje komunikacije
 - Sigurnost zaporki
 - Firewalls
- Sloj aplikacija
 - Obuhvaća mehanizme za upravljanje i prijavljivanje korisnika:
 - Database directory authentication
 - External directory authentication
 - Web Single Sign On
 - User Administration

Siebel Application Security Framework - 2

- Sloj podataka
 - Obuhvaća skup podataka kojima prijavljeni korisnik može pristupiti
 - Sastoji se od skupa mehanizama poznatih kao Access Control

Kontrola pristupa

Sastoji se od mehanizama:

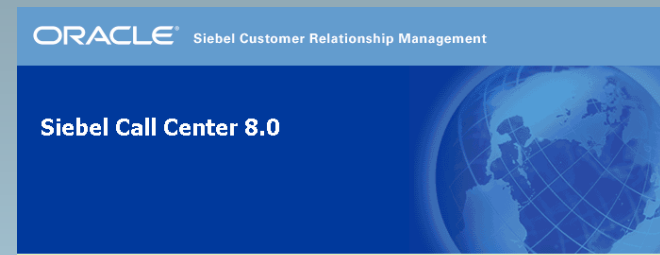
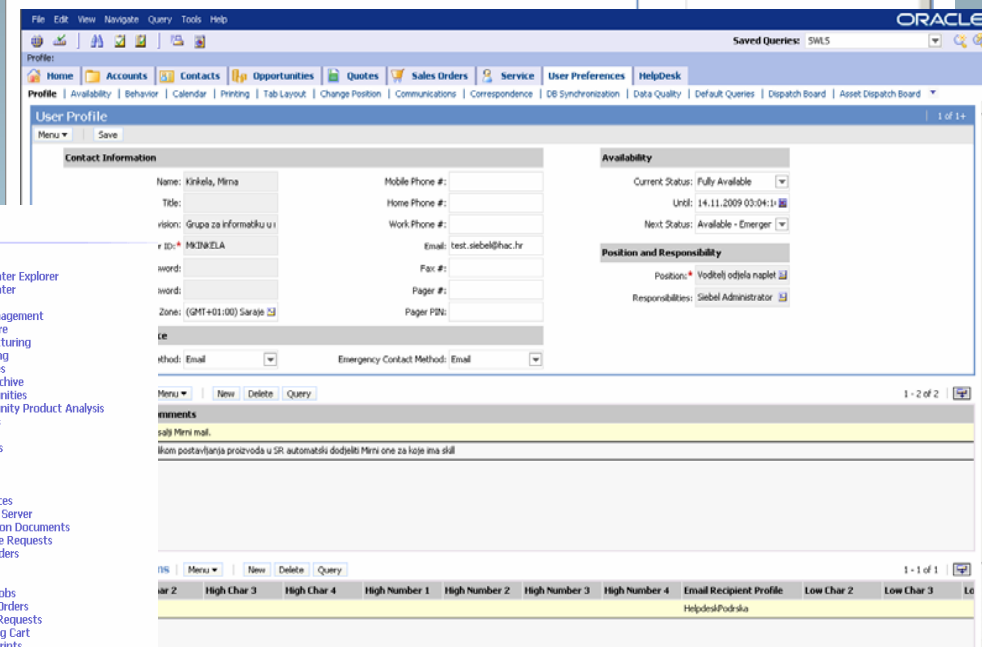
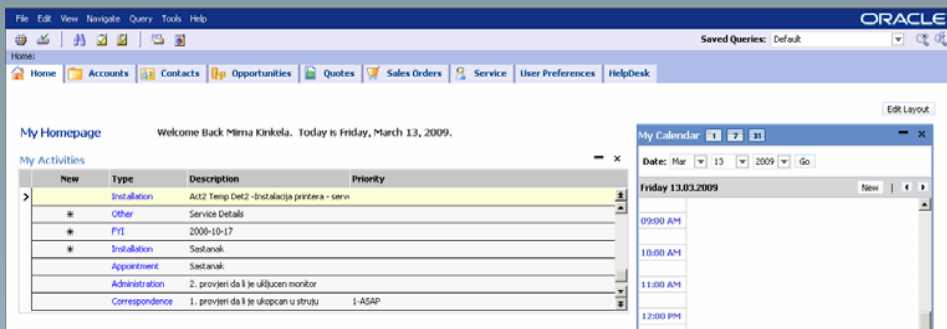
- Ograničavaju pristup pogledima
- Ograničavaju pristup podacima u Siebel bazi podataka:
 - Primjereni podaci se lako pronalaze
 - Korisnici mogu vidjeti samo odgovarajuće podatke

Pristup podacima korisnika usluge se može ograničiti dodjeljivanjem individualnih zapisa:

- Korisnicima
- Položajima
- Organizacijama

Prijava

- Stranica prijave prikuplja podatke o korisniku



Screens
Click a screen hyperlink to see all the views for the screen.

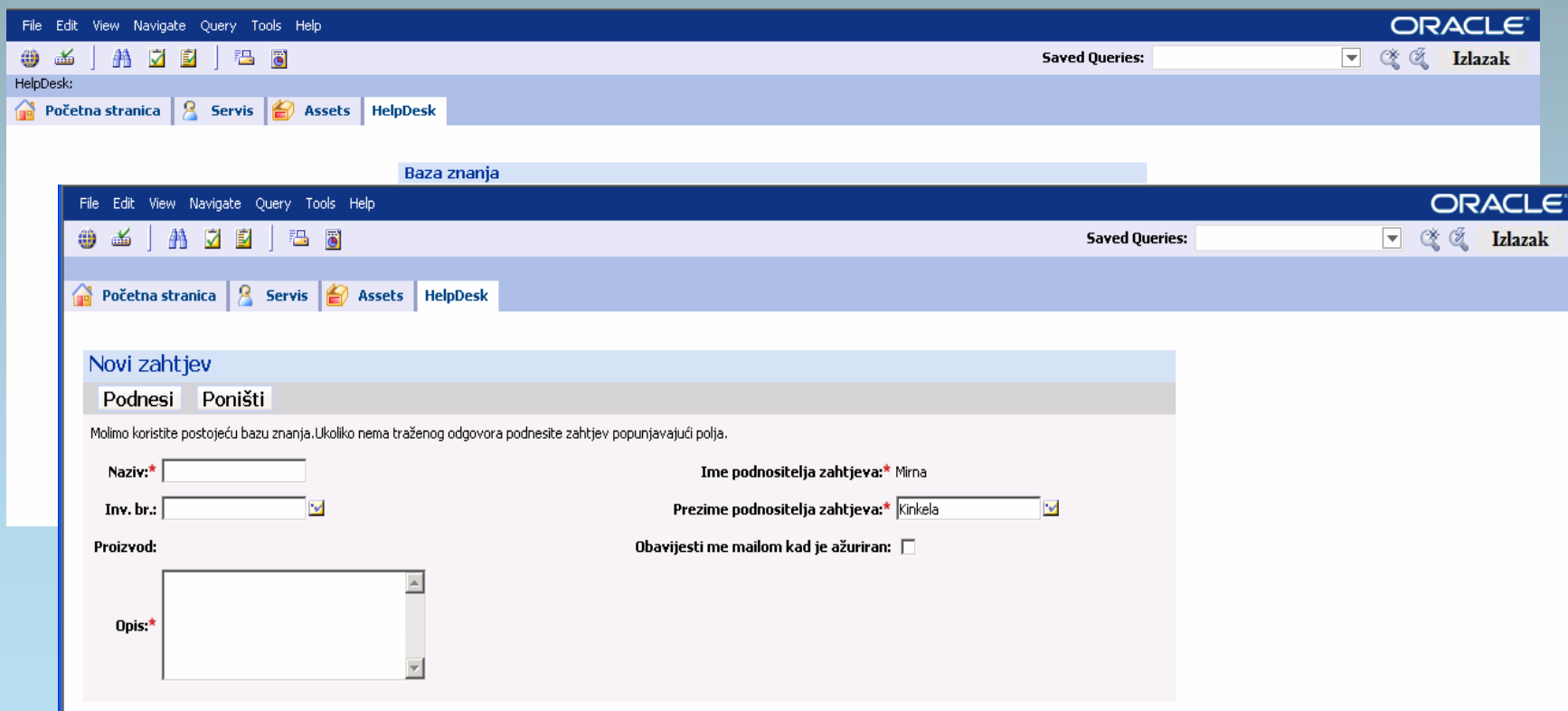
- | | | |
|---|--|--|
| <ul style="list-style-type: none"> Accounts Activities Administration - Alert Administration - Application Administration - Assignment Administration - Audit Trail Administration - Briefings Administration - Business Process Administration - Business Rules Administration - Business Service Administration - Catalog Administration - Communications Administration - Compensation Planning Administration - Competency Administration - Content Center Administration - Contracts Administration - Data Quality Administration - Data Validation Administration - Data Administration - Delegated Assignment Administration - Delegated Catalog Administration - Document Administration - Group News Administration - Group Administration - Inbox Administration - Integration Administration - Location Administration - Pricing Administration - Product Administration - Resolution Documents Administration - Runtime Events Administration - Search Administration - Server Configuration Administration - Server Management Administration - Service Administration - Siebel Anywhere | <ul style="list-style-type: none"> Administration - Siebel Remote Administration - Smart Answer Administration - SmartScript Administration - Solution Administration - UQ Administration - User Administration - Web Browser Administration - Web Services Administration - iHelp Agreements Alerts Application Deployment Manager Assets Audit Trail Briefings Calendar Category Change Management Communications Competency Management Competitors Contact Us Contacts Content Inbox Correspondence Decision Issues Dispatch Board Employee Directory - My Profile/Team Employee Directory - Search Employee Self-Service Employees Engineering Events Expense Reports Finance Fulfillment Group News Authoring HelpDesk Home Human Resources IT | <ul style="list-style-type: none"> Inbox Info Center Explorer Info Center Invoices List Management Literature Manufacturing Marketing Messages News Archive Opportunities Opportunity Product Analysis Partners Pricing Products Projects Quality Quotes References Reports Server Resolution Documents Resource Requests Sales Orders Sales Search Server Jobs Service Orders Service Requests Shopping Cart SmartScripts Solutions Time Sheets User Preferences Help Map myPage |
|---|--|--|

Screens and Views

- Site Map prikazuje sve ekrane i poglede za ovlasti dodijeljene korisniku

Scenario – proces od podnošenja SR do rješenja

- Krajnji korisnik podnosi servisni zahtjev – upiše naziv problema, veže ga uz određenu informatičku opremu te ukratko opiše problem



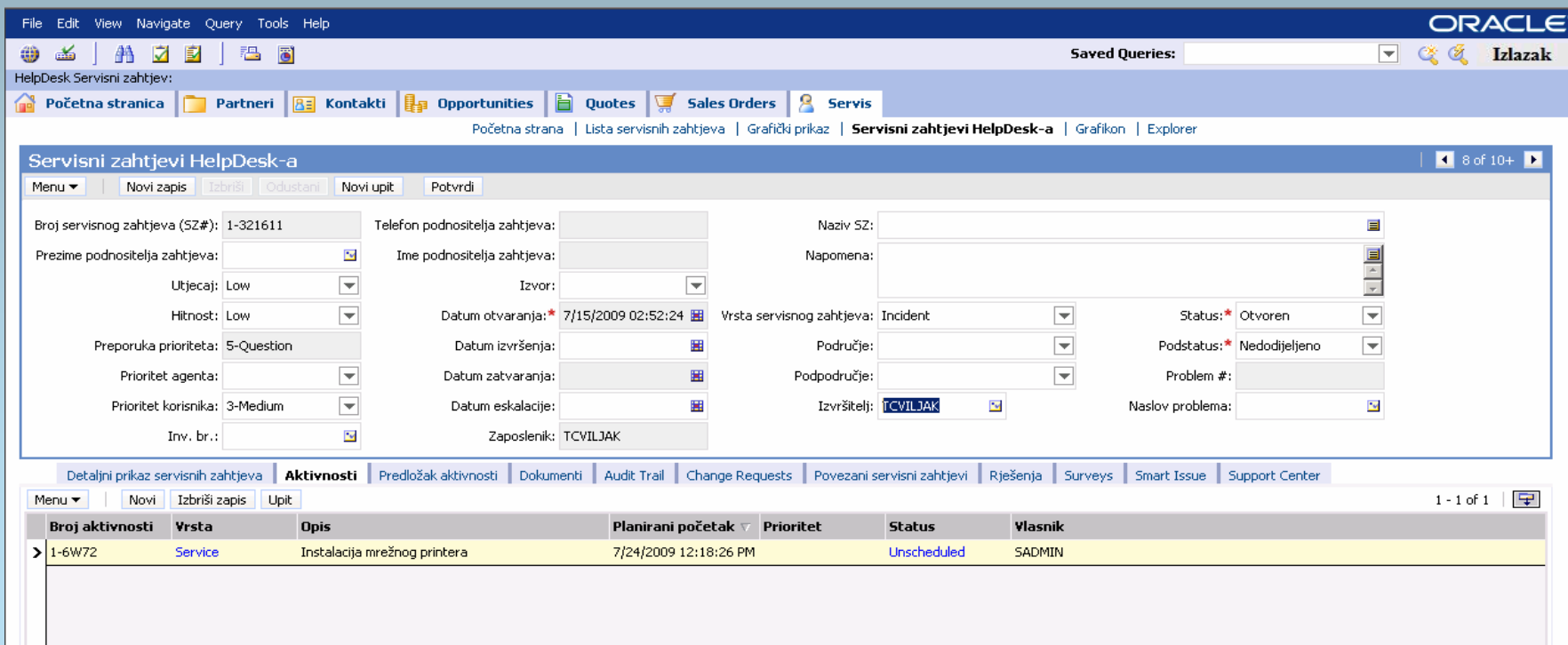
The screenshot shows the Oracle Service Request (SR) submission interface. The top navigation bar includes 'File', 'Edit', 'View', 'Navigate', 'Query', 'Tools', and 'Help'. The 'HelpDesk' section is active, with 'Početna stranica', 'Servis', 'Assets', and 'HelpDesk' tabs. The 'Baza znanja' (Knowledge Base) section is highlighted.

The 'Novi zahtjev' (New Request) form is displayed, with the 'Podnesi' (Submit) button selected. The form includes the following fields and options:

- Naziv:** Text input field.
- Inv. br.:** Text input field with a dropdown arrow.
- Proizvod:** Text input field.
- Opis:** Text area for describing the problem.
- Ime podnositelja zahtjeva:** Text input field with the value 'Mirna'.
- Prezime podnositelja zahtjeva:** Text input field with the value 'Kinkela'.
- Obavijesti me mailom kad je ažuriran:** A checkbox that is currently unchecked.

Scenario – 2

- Osoba zadužena za dodjelu SR, popunjava polja Izvršitelj – dodjeljuje osobi zadatak te mijenja Podstatus u Dodijeljeno
 - Dodjela SR određenoj osobi može se i automatizirati na osnovu određenih pravila, npr. tako da se uz osobu veže informatička oprema, odnosno proizvod s kojom korisnik može raditi



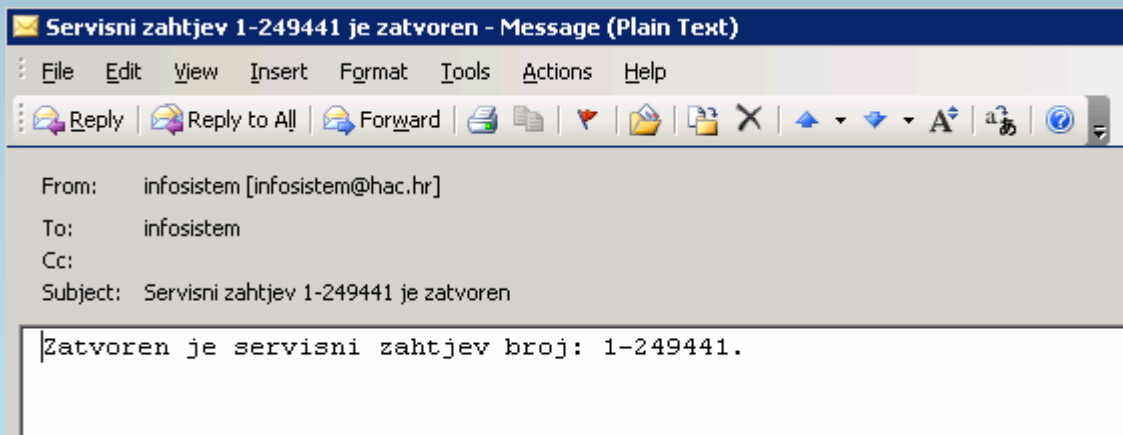
The screenshot shows the Oracle Service Request (SR) management interface. The main form is titled "Servisni zahtjevi HelpDesk-a" and contains various fields for creating or editing a request. The fields are organized into several sections:

- General Information:** Broj servisnog zahtjeva (SZ#): 1-321611, Naziv SZ: (empty), Prezime podnositelja zahtjeva: (empty), Ime podnositelja zahtjeva: (empty), Utjecaj: Low, Izvor: (empty), Hitnost: Low, Napomena: (empty), Preporuka prioriteta: 5-Question, Datum otvaranja: 7/15/2009 02:52:24, Vrsta servisnog zahtjeva: Incident, Status: Otvoren, Prioritet agenta: (empty), Datum izvršenja: (empty), Područje: (empty), Podstatus: Nedodijeljeno, Prioritet korisnika: 3-Medium, Datum zatvaranja: (empty), Podpodručje: (empty), Problem #: (empty), Inv. br.: (empty), Datum eskalacije: (empty), Izvršitelj: TCVILJAK, Naslov problema: (empty), Zaposlenik: TCVILJAK.
- Navigation and Tools:** File Edit View Navigate Query Tools Help, Saved Queries, Izlazak, Početna stranica, Partneri, Kontakti, Opportunities, Quotes, Sales Orders, Servis, Početna strana, Lista servisnih zahtjeva, Grafički prikaz, Servisni zahtjevi HelpDesk-a, Grafikon, Explorer.
- Activity List:** A table showing a list of activities. The first row is highlighted:

Broj aktivnosti	Vrsta	Opis	Planirani početak	Prioritet	Status	Vlasnik
1-6W72	Service	Instalacija mrežnog printera	7/24/2009 12:18:26 PM		Unscheduled	SADMIN

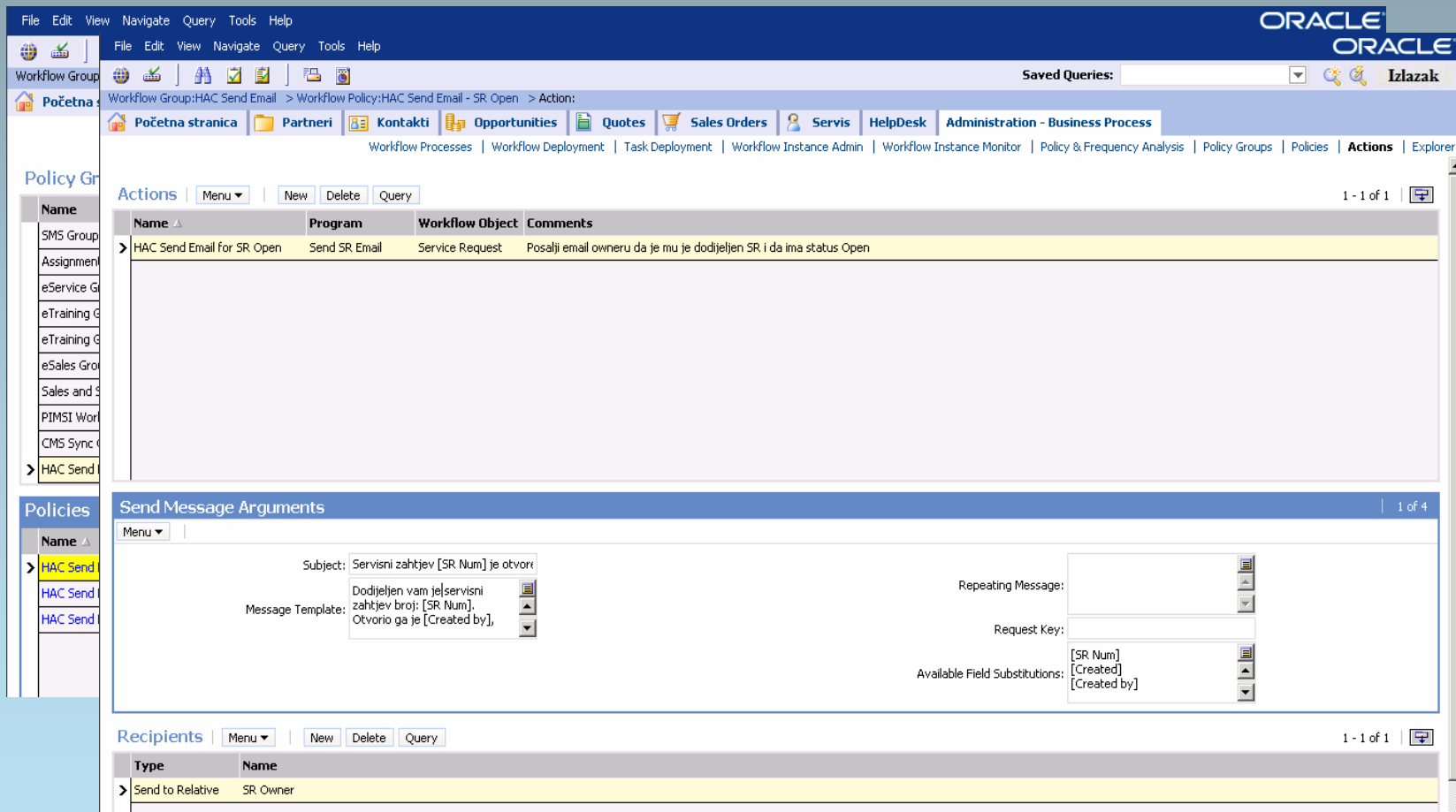
Scenario – 3

- Osoba zadužena za rješavanje zahtjeva kreće s rješavanjem SR - može vezati već gotovo rješenje ili radni nalog
- Nakon što obavi posao mijenja status da je SR Riješen
- Po izvršenju posla osoba koja je podnijela SR dobije email da je problem otklonjen (email notifikacija)



Pravila – npr. za email notifikaciju

- Grupa pravila > Pravila > Akcije



The screenshot displays the Oracle Business Process Administration (BPA) interface. The main window is titled "Actions" and shows a table of workflow actions. The selected action is "HAC Send Email for SR Open". Below the table, the "Send Message Arguments" section is visible, showing the configuration for the email notification. The "Subject" is "Servisni zahtjev [SR Num] je otvori" and the "Message Template" is "Dodijeljen vam je [servisni zahtjev broj: [SR Num]. Otvorio ga je [Created by]". The "Request Key" is "[SR Num]" and the "Available Field Substitutions" are "[Created]" and "[Created by]". The "Recipients" section shows a single recipient: "Send to Relative" with the name "SR Owner".

Name	Program	Workflow Object	Comments
HAC Send Email for SR Open	Send SR Email	Service Request	Posalji email owneru da je mu je dodijeljen SR i da ima status Open

Send Message Arguments

Subject: Servisni zahtjev [SR Num] je otvori

Message Template: Dodijeljen vam je [servisni zahtjev broj: [SR Num]. Otvorio ga je [Created by]

Request Key: [SR Num]

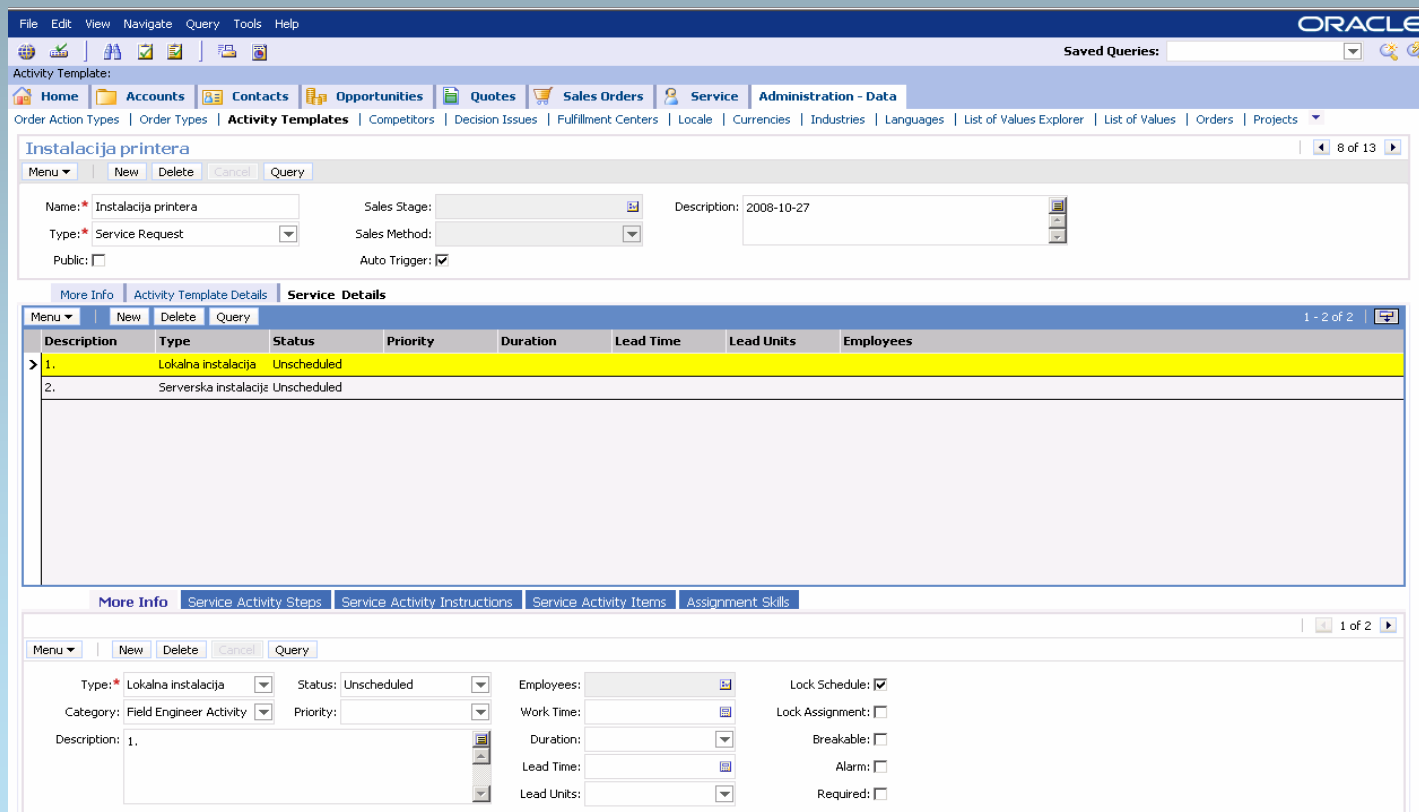
Available Field Substitutions: [Created], [Created by]

Recipients

Type	Name
Send to Relative	SR Owner

Izrada radnog naloga

- Predstavlja skup poznatih rješenja za obavljanje određenog posla
- Definiiraju svi potrebni koraci za obavljanje određenog posla
- Može se dodati osoba za obavljanje posla, trajanje, ...



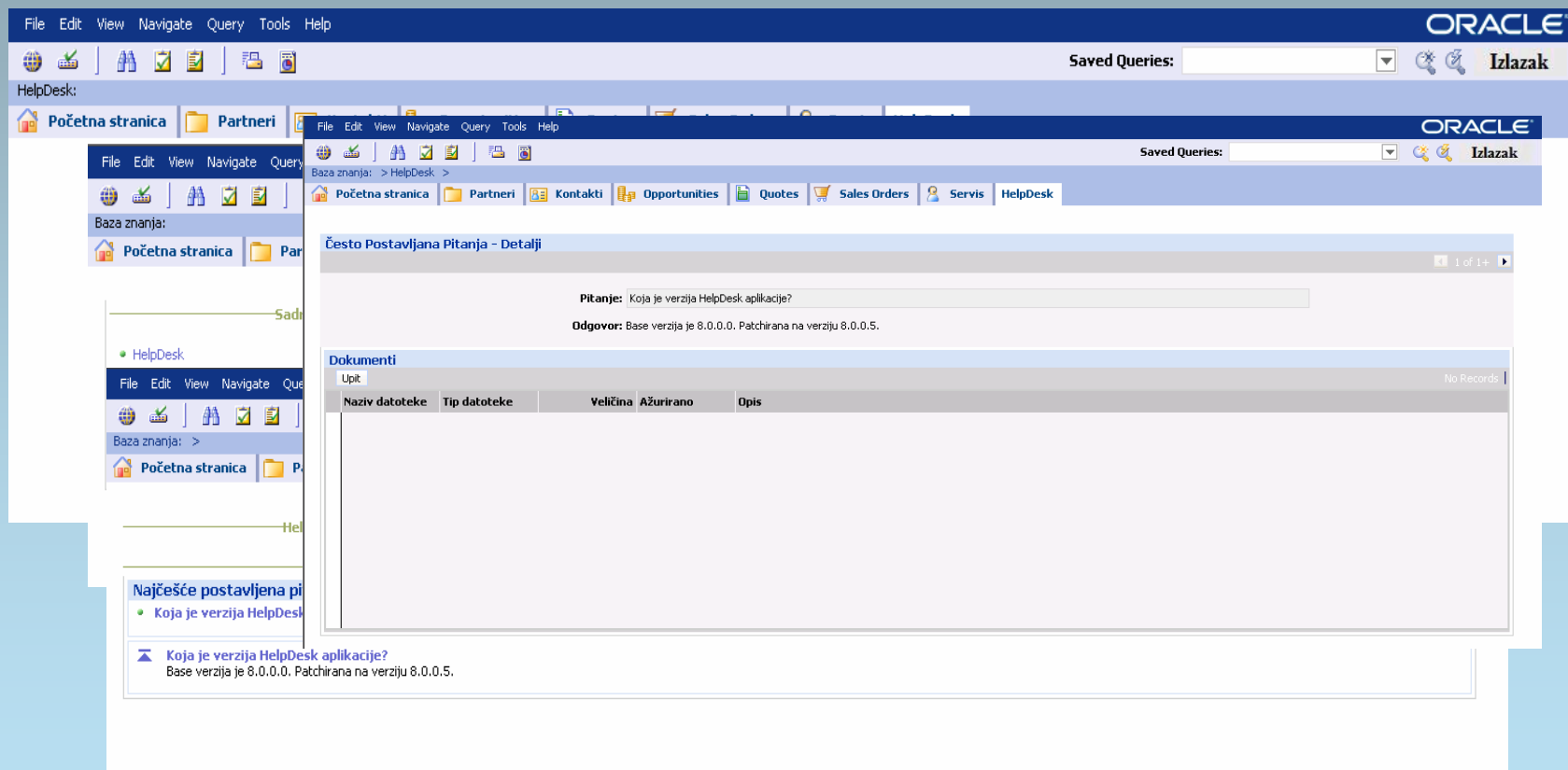
The screenshot shows the Oracle CRM interface for creating an activity template. The main form is titled "Instalacija printera" and includes fields for Name, Type, Sales Stage, Description, Sales Method, and Auto Trigger. Below this is a "Service Details" section with a table listing activity steps.

Description	Type	Status	Priority	Duration	Lead Time	Lead Units	Employees
1.	Lokalna instalacija	Unscheduled					
2.	Serverska instalacija	Unscheduled					

Below the table, there are tabs for "More Info", "Service Activity Steps", "Service Activity Instructions", "Service Activity Items", and "Assignment Skills". The "Service Activity Steps" tab is active, showing a form for step 1 with fields for Type, Status, Employees, Category, Priority, Work Time, Duration, Lead Time, Lead Units, Lock Schedule, Lock Assignment, Breakable, Alarm, and Required.

Pretraživanje baze znanja

- Pretraživanjem baze korisnik dobije rješenje problema – sve potrebne korake za njegovim otklanjanjem



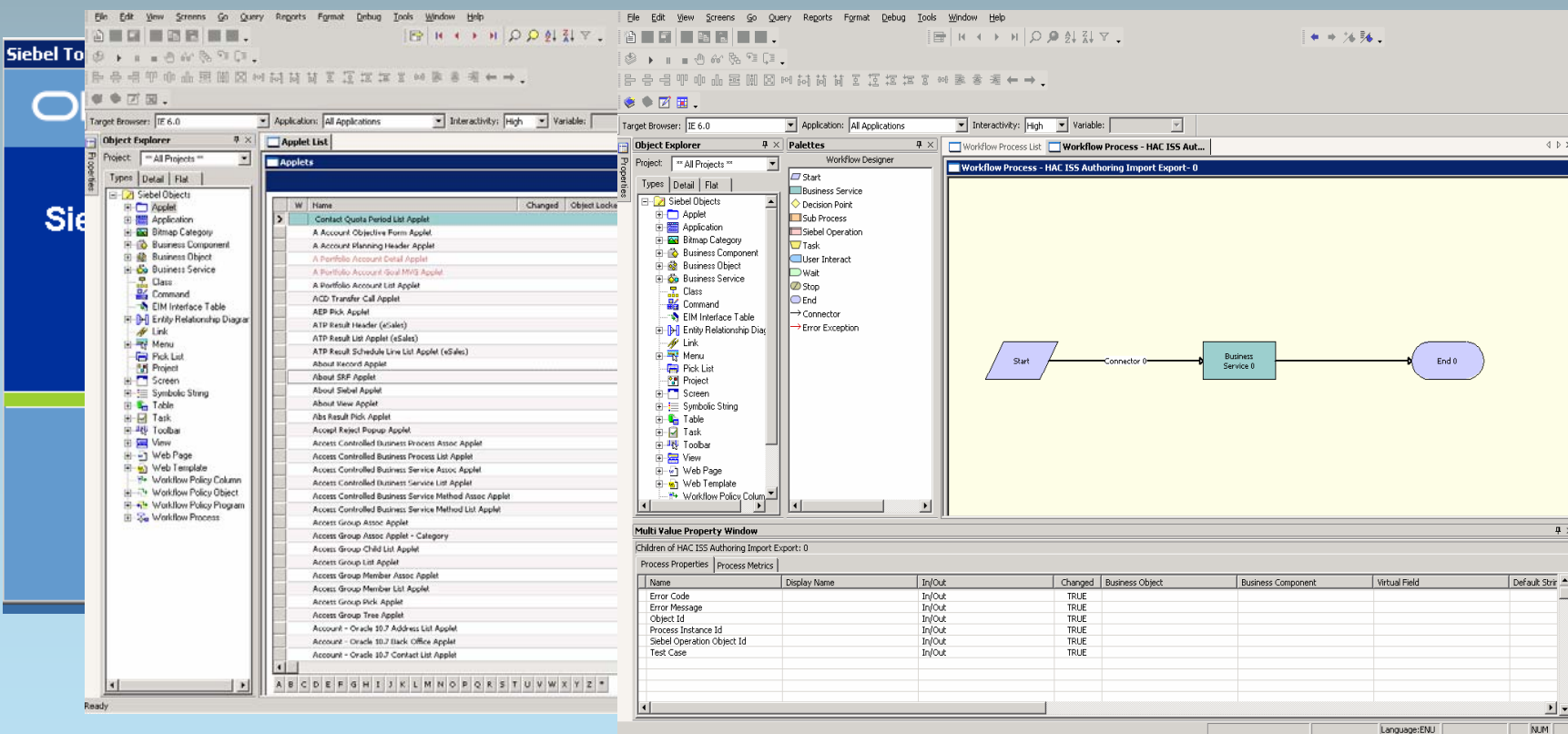
The screenshot displays the Oracle HelpDesk application interface. The main window shows a search result for the question "Koja je verzija HelpDesk aplikacije?". The answer provided is "Base verzija je 8.0.0.0. Patchirana na verziju 8.0.0.5." Below the answer, there is a section titled "Dokumenti" (Documents) which contains a table with the following structure:

Naziv datoteke	Tip datoteke	Veličina	Ažurirano	Opis
No Records				

On the left side of the interface, there is a sidebar with navigation options like "Početna stranica" and "Partneri". At the bottom, a "Najčešće postavljena pitanja" (Most frequently asked questions) section lists the same question: "Koja je verzija HelpDesk aplikacije?" with its corresponding answer.

Siebel Tools

- Instalira se na radnu stanicu (client-a)
- Prilagodbu izgleda ekrana, proširenje baze podataka, izradu novih workflow-a i prilagodbu postojećih workflow-a



The screenshot displays the Siebel Tools development environment. The main window is divided into several panes:

- Object Explorer:** Shows a tree view of Siebel Objects, including Applets, Applications, and Business Services. A list of applets is visible in the center pane.
- Palettes:** Contains various design elements for workflow design, such as Start, Business Service, Decision Point, Sub-Process, Siebel Operation, Task, User Interact, Wait, Stop, End, Connector, and Error Exception.
- Workflow Designer:** Displays a simple workflow diagram with a Start node, a connector labeled 'Connector 0', a Business Service node, and an End node.
- Multi Value Property Window:** Shows a table of properties for the selected object.

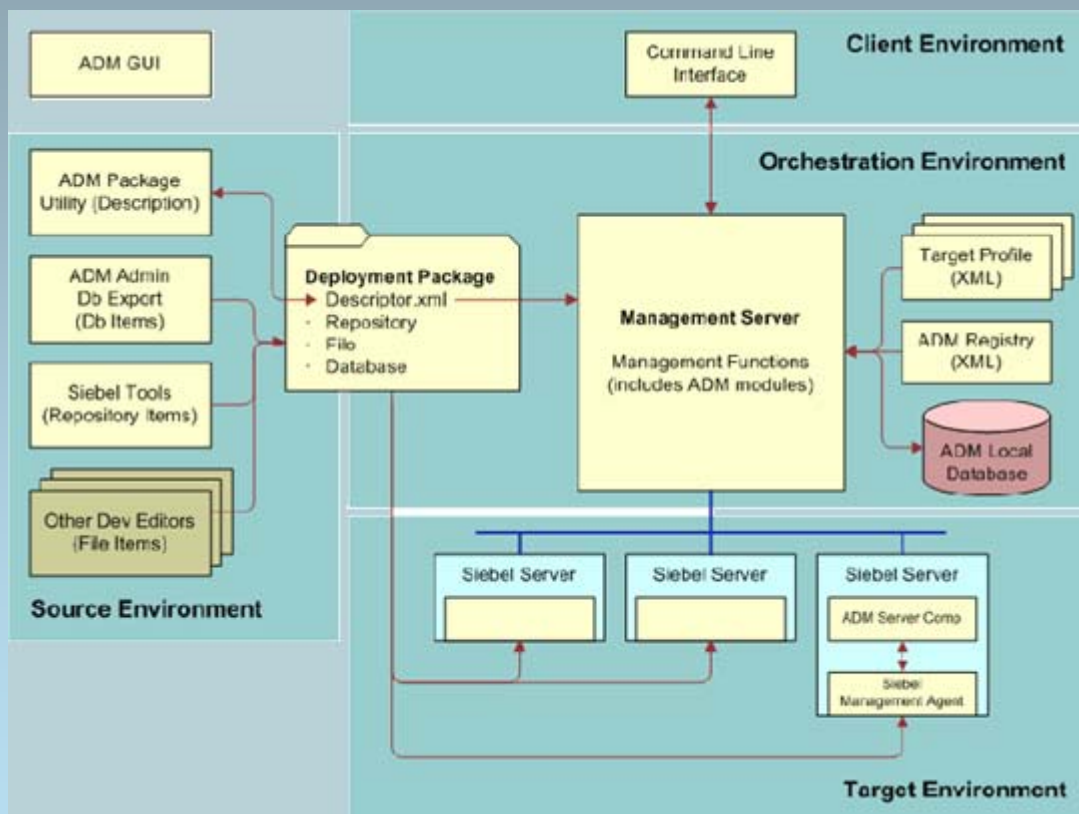
Multi Value Property Window							
Children of HAC ISS Authoring Import Export: 0							
Process Properties		Process Metrics					
Name	Display Name	In/Out	Changed	Business Object	Business Component	Virtual Field	Default Str
Error Code		In/Out	TRUE				
Error Message		In/Out	TRUE				
Object Id		In/Out	TRUE				
Process Instance Id		In/Out	TRUE				
Siebel Operation Object Id		In/Out	TRUE				
Test Case		In/Out	TRUE				

Migracija repozitorija

- Database Server Configuration (DSC)
 - Baze i aplikativne promjene - od proširenja tablica do svih ekranskih prilagodbi
 - Radi se izvoz (export) repozitorija sa source okruženja te uvoz (import) repozitorija u target okruženje

- Application Deployment Manager (ADM)
 - Podaci postavljanja aplikacije - kao što su pravila dodjela, liste vrijednosti, ovlaštenja, razne konfiguracije
 - Potrebno je definirati pravila za ekstrakciju podataka s jednog okruženja (source) te ih pripremiti za uvoz na drugo okruženje (target)

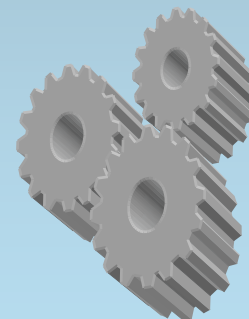
ADM – izvorna i odredišna okolina



Zaključak

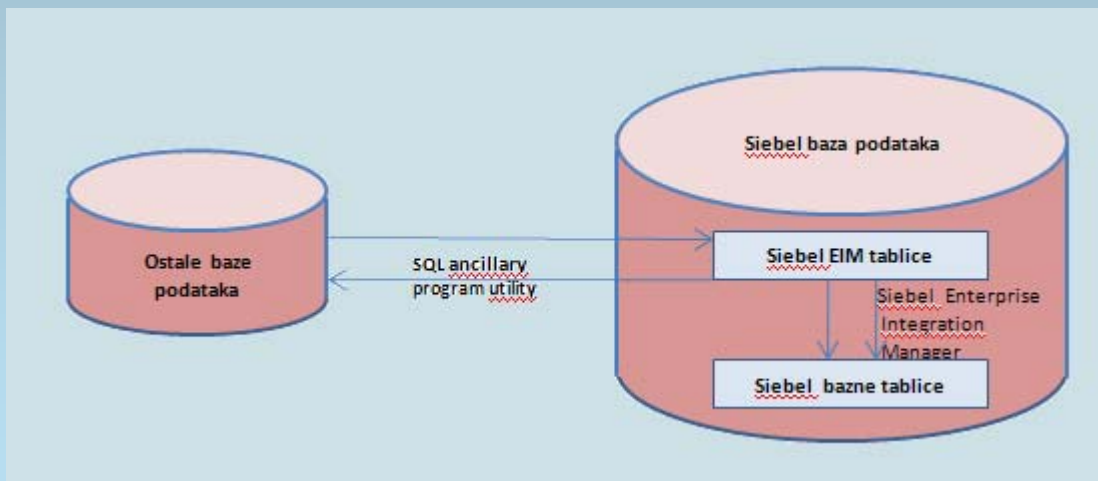
- Svi zahtjevi na jednom mjestu
- Rješenja vezana uz zahtjeve i potrebna dokumentacija
- Jednostavnost upita
- Drill-down
- Praćenje povijesti zapisa
- Prilagodljivost
- Konzistentnost podataka – povezanost s custom aplikacijama - EIM (Enterprise Integration Manager) – EAI (Siebel Enterprise Application Integration)

Povezivanje Siebel aplikacije s IIS HAC-om



Siebel Enterprise Integration Manager-a (EIM)

- Komponenta servera u Siebel Enterprise Application Integration (EAI)
 - Koristi za prijenos podataka između Siebel baze podataka i ostalih vanjskih aplikacija
- Podaci se mogu unositi, izvoziti, mijenjati i brisati
- Tablice imaju prefiks EIM



- U HAC-u EIM korišten za inicijalno učitavanje podataka
- Trenutno se koristi za svakodnevni prijenos sljedećih podataka iz IIS HAC-a u Siebel HelpDesk aplikaciju:
 - organizacijskih jedinica
 - radnih mjesta
 - zaposlenika
 - usera (korisnika)
 - lista vrijednosti s kategorijama opreme, proizvođačima i modelima
 - informatičke opreme
- Prijenos se provodi u dva koraka:
 - unos podataka u EIM (interface) tablice
 - prijenos iz EIM tablica u Siebel bazu podataka

Potrebno je:

- Procedure u bazi podataka
- Dblink
- Batch obrade iz Siebel aplikacije (ifb datoteke)

```
[[Siebel Interface Manager]
USER NAME = "SADMIN"
PASSWORD = "SADMIN"

PROCESS = Unos proizvoda

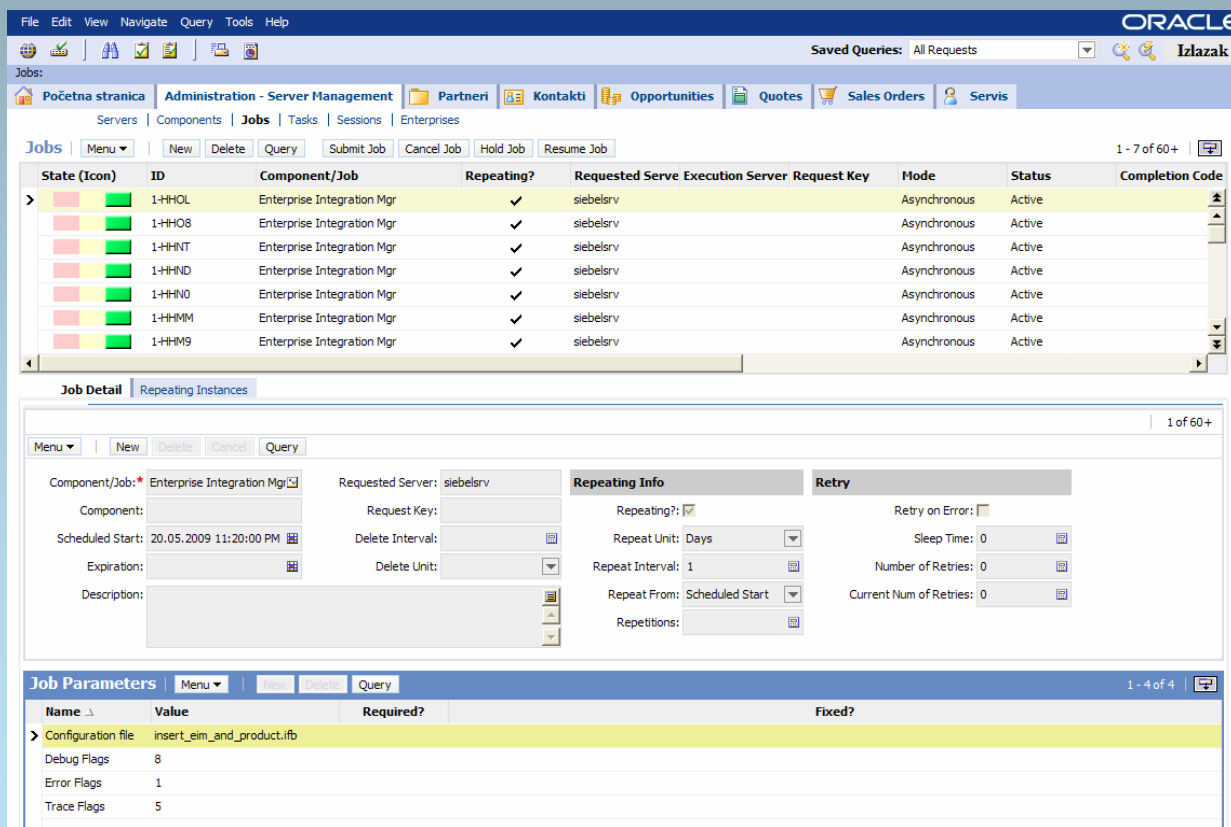
[Unos proizvoda]
TYPE = IMPORT
TABLE = EIM_PROD_INT
BATCH = 99
ONLY BASE TABLES = S_PROD_INT, S_PROD_INT_BU
SESSION SQL = "call siebel.XXPRIJENOS_INFO_PKG_MTO.P_FOR_JOB_PROIZVODI()"

;S_PROD_INT
DEFAULT COLUMN = ACTIVE_FLG, "Y"
DEFAULT COLUMN = PRODAPPLYECRULEFLG, "N"
DEFAULT COLUMN = AUTO_UNGROUP_FLG, "N"
;DEFAULT COLUMN = PROD_BU, "Default Organization"
DEFAULT COLUMN = PROD_BU, "HAC"
DEFAULT COLUMN = CMPND_FLG, "N"
DEFAULT COLUMN = COMPENSATABLE_FLG, "Y"
DEFAULT COLUMN = CRT_AGREEMENT_FLG, "N"
DEFAULT COLUMN = CRT_AST_REC_FLG, "Y"
DEFAULT COLUMN = CRT_INST_FLG, "Y"
DEFAULT COLUMN = ENTERPRISE_FLG, "N"
DEFAULT COLUMN = FEATURED_FLG, "N"
DEFAULT COLUMN = INCLSV_ELIG_RL_FLG, "N"
DEFAULT COLUMN = PRD_INCLALLCRSEFLG, "N"
DEFAULT COLUMN = ORDERABLE_FLG, "Y"
DEFAULT COLUMN = POSTN_BL_PROD_FLG, "N"
DEFAULT COLUMN = SALES_PROD_FLG, "Y"
DEFAULT COLUMN = SALES_SRVC_FLG, "N"
DEFAULT COLUMN = TARGET_VRSN_FLG, "N"
DEFAULT COLUMN = TAX_SUBCOMP_FLG, "N"

;S_PROD_INT_BU
;DEFAULT COLUMN = VIS_BU, "Default organization"
DEFAULT COLUMN = VIS_BU, "HAC"
DEFAULT COLUMN = VIS_ACTIVE_FLG, "Y"
DEFAULT COLUMN = VIS_ORDERABLE_FLG, "Y"
DEFAULT COLUMN = VIS_SALES_PROD_FLG, "Y"
```

Pokretanje batch obrada

- Definirani parametri
- Postavljen plan izvršavanja



The screenshot displays the Oracle Job Scheduler interface. At the top, there is a menu bar with options like File, Edit, View, Navigate, Query, Tools, and Help. Below the menu bar, there are navigation tabs for various system components: Početna stranica, Administration - Server Management, Partneri, Kontakti, Opportunities, Quotes, Sales Orders, and Servis. The main area shows a list of jobs with columns for State (Icon), ID, Component/Job, Repeating?, Requested Server, Execution Server, Request Key, Mode, Status, and Completion Code. The jobs listed are all for 'Enterprise Integration Mgr' and are repeating jobs with a status of 'Active'.

State (Icon)	ID	Component/Job	Repeating?	Requested Server	Execution Server	Request Key	Mode	Status	Completion Code
	1-HHOL	Enterprise Integration Mgr	✓	siebelrv			Asynchronous	Active	
	1-HHOB	Enterprise Integration Mgr	✓	siebelrv			Asynchronous	Active	
	1-HHNT	Enterprise Integration Mgr	✓	siebelrv			Asynchronous	Active	
	1-HHND	Enterprise Integration Mgr	✓	siebelrv			Asynchronous	Active	
	1-HHNO	Enterprise Integration Mgr	✓	siebelrv			Asynchronous	Active	
	1-HHMM	Enterprise Integration Mgr	✓	siebelrv			Asynchronous	Active	
	1-HHM9	Enterprise Integration Mgr	✓	siebelrv			Asynchronous	Active	

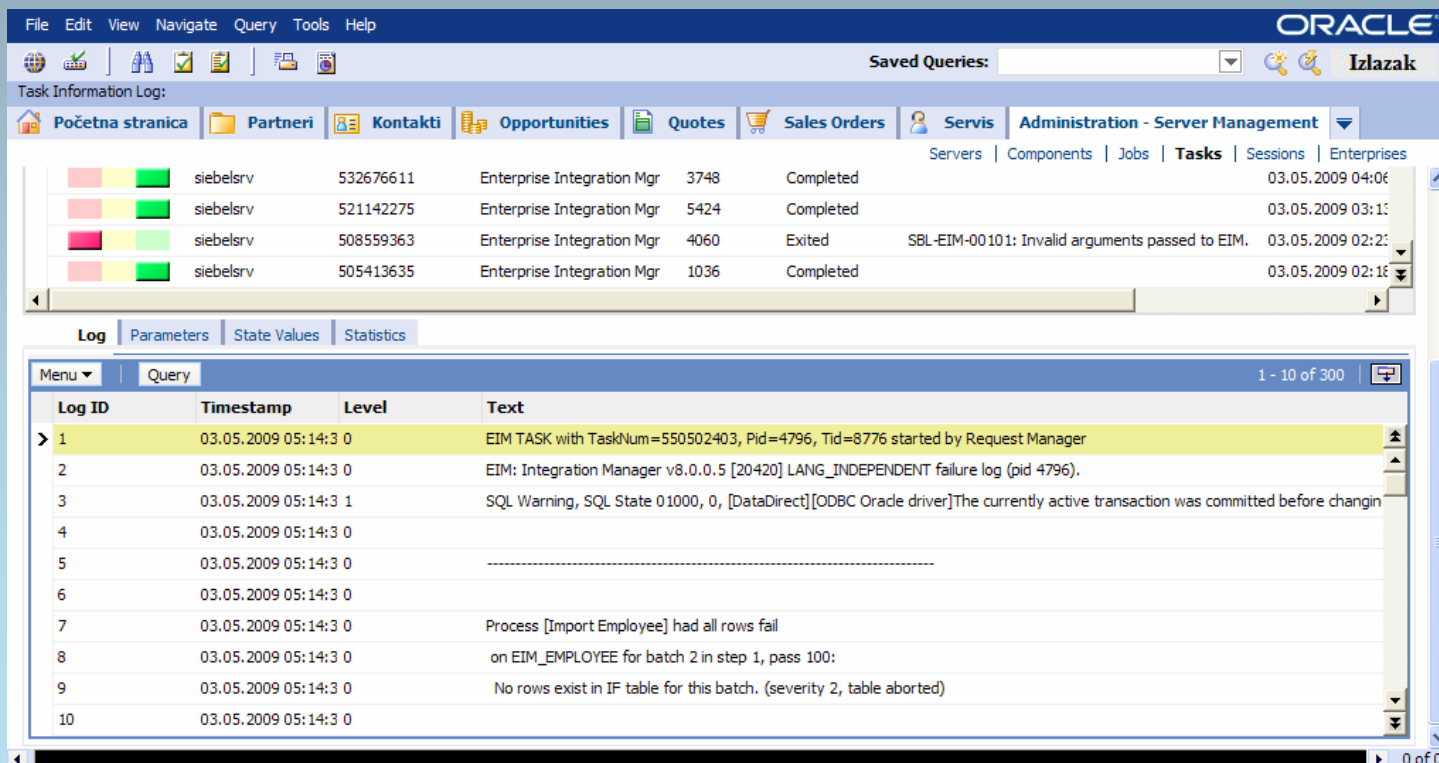
Below the job list, there is a 'Job Detail' section for 'Enterprise Integration Mgr'. It includes fields for Component/Job, Component, Scheduled Start (20.05.2009 11:20:00 PM), Expiration, and Description. There are also sections for 'Repeating Info' (Repeating? checked, Repeat Unit: Days, Repeat Interval: 1, Repeat From: Scheduled Start, Repetitions) and 'Retry' (Retry on Error, Sleep Time: 0, Number of Retries: 0, Current Num of Retries: 0).

At the bottom, there is a 'Job Parameters' section with a table of parameters:

Name	Value	Required?	Fixed?
Configuration file	insert_eim_and_product.ift		
Debug Flags	8		
Error Flags	1		
Trace Flags	5		

Provjera rezultata

- Preko aplikacije
- Preko file sistema



The screenshot displays the Oracle EIM Administration - Server Management interface. The top navigation bar includes 'Administration - Server Management' with sub-tabs for Servers, Components, Jobs, Tasks, Sessions, and Enterprises. The 'Tasks' tab is active, showing a list of tasks in the 'Task Information Log'.

Task ID	Instance	Job ID	Task Name	Step	Status	Message	Timestamp
532676611	Enterprise Integration Mgr	3748	Completed				03.05.2009 04:06
521142275	Enterprise Integration Mgr	5424	Completed				03.05.2009 03:11
508559363	Enterprise Integration Mgr	4060	Exited		SBL-EIM-00101: Invalid arguments passed to EIM.		03.05.2009 02:22
505413635	Enterprise Integration Mgr	1036	Completed				03.05.2009 02:18

Below the task list, the 'Log' tab is selected, showing a detailed log of events. The log table is as follows:

Log ID	Timestamp	Level	Text
1	03.05.2009 05:14:30	0	EIM TASK with TaskNum=550502403, Pid=4796, Tid=8776 started by Request Manager
2	03.05.2009 05:14:30	0	EIM: Integration Manager v8.0.0.5 [20420] LANG_INDEPENDENT failure log (pid 4796).
3	03.05.2009 05:14:31	1	SQL Warning, SQL State 01000, 0, [DataDirect][ODBC Oracle driver]The currently active transaction was committed before changin
4	03.05.2009 05:14:30	0	
5	03.05.2009 05:14:30	0	-----
6	03.05.2009 05:14:30	0	
7	03.05.2009 05:14:30	0	Process [Import Employee] had all rows fail
8	03.05.2009 05:14:30	0	on EIM_EMPLOYEE for batch 2 in step 1, pass 100:
9	03.05.2009 05:14:30	0	No rows exist in IF table for this batch. (severity 2, table aborted)
10	03.05.2009 05:14:30	0	

