SAP Digital Interconnect
GRX/IPX GlobalView Reporting User Guide v2
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1 GLOBALVIEW OVERVIEW

SAP Digital Interconnect uses GlobalView to facilitate reporting for the GRX and IPX services.

GlobalView is an online reporting web tool. It collects network related data in real time, stores them and provides an interface to display key performance indicators in pre-defined graphical reports and report on.

GlobalView will allow you to:
• Visualize pre-defined templates
• Generate and visualize your own templates with pre-defined report types.

1.1 Glossary

<table>
<thead>
<tr>
<th>Chart</th>
<th>Individual charts included in a template, a chart can be a graph or a table</th>
</tr>
</thead>
<tbody>
<tr>
<td>Templates</td>
<td>Collections of reports to be visualized. Users can create their own template including pre-defined report types. User shall visualize a template to actually view the charts.</td>
</tr>
<tr>
<td>Report Types</td>
<td>Pre-defined report to be included in a template. A report type visualized in a template is a chart.</td>
</tr>
<tr>
<td>Events</td>
<td>Raw data captured by the tool and used to build the charts</td>
</tr>
<tr>
<td>Dashboard</td>
<td>Default landing page template to be displayed after user login.</td>
</tr>
<tr>
<td>Organization</td>
<td>Network or groups of network for the one(s) the data are displayed.</td>
</tr>
</tbody>
</table>

1.2 GlobalView User Interface

Top menu - Access to:
- My Reports (Templates)
- Events

Access to the login menu

Visualisation area

Figure 1: GlobalView Area
2 ACCESSING GLOBALVIEW

GlobalView is an online service. To access it you will need:

- Computer
- Tablet / phone (unadvised)
- Browser (Chrome, Mozilla) updated to the last version
- Internet access, with at least port: 80 available
- Login and Password.

2.1 Introduction

To access GlobalView, you need to use your credentials provided by SAP GlobalView admin which are:

- Registered email
- Password

2.2 Requesting your GlobalView Access

In case you have not received your credential to access GlobalView, you can contact your SAP account manager.

2.3 Accessing GlobalView with your account

To access to the reporting platform, enter the following URL:
https://globalview.pccwglobal.com

The login page is illustrated as follows.

As Figure 2: Reporting tool login page depicts the login page. User shall input its credentials provided by the SAP GlobalView administrator.
3 DASHBOARD

Once logged in successfully, users gain access to the reporting tool landing page, also known as the Dashboard. The Dashboard displays a pre-defined set of charts.

*Figure 3: Dashboard view (I) example* partial views of the Dashboard. The Dashboard will be explained in detail in 5.3 View a template.

The Dashboard template is the same for all users at the first login and can be customised for each user. The newly customised Dashboard will load automatically on the next login.

*Figure 3: Dashboard view (I) example*
The pre-defined report types are created by SAP and available for the user to include in its templates for visualisation. Should you need another report types, please contact your SAP account manager.

### 4.1 GRX/IPX Reports

<table>
<thead>
<tr>
<th>Reports</th>
<th>Pre-defined templates where reports are available</th>
<th>Filtering capabilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>SAP - Gold Jitter SLA (bar or line)</td>
<td>IPX Network KPI (bar or line style)</td>
<td>-</td>
</tr>
<tr>
<td>SAP - Packet Loss Ratio SLA (bar or line)</td>
<td>IPX Network KPI (bar or line style)</td>
<td>Class of Service</td>
</tr>
<tr>
<td>SAP - Round Trip Delay SLA (bar or line)</td>
<td>IPX Network KPI (bar or line style)</td>
<td>Region/Country/City/Pop</td>
</tr>
<tr>
<td>SAP - Gold Packet Loss Ratio SLA</td>
<td>IPX Network KPI Packet Loss focus</td>
<td>-</td>
</tr>
<tr>
<td>SAP - Silver Packet Loss Ratio SLA</td>
<td>IPX Network KPI Packet Loss focus</td>
<td>-</td>
</tr>
<tr>
<td>SAP - Bronze Packet Loss Ratio SLA</td>
<td>IPX Network KPI Packet Loss focus</td>
<td>-</td>
</tr>
<tr>
<td>Incoming Bandwidth (IPX)</td>
<td>Usage and Availability service</td>
<td></td>
</tr>
<tr>
<td>Outgoing Bandwidth (IPX)</td>
<td>Usage and Availability service</td>
<td></td>
</tr>
<tr>
<td>Connection Availability (Total)</td>
<td>Usage and Availability</td>
<td>-</td>
</tr>
</tbody>
</table>
5  TEMPLATES/MY REPORTS

5.1 Definition
The Templates are designed to provide different aspects of the traffic. The Templates are a set of pre-defined charts (report types); where the pre-defined charts are displayed on the same webpage. Pre-defined templates and reports types are created by SAP. Should the user needs another pre-defined report types; he/she should contact its SAP account manager.

The templates view allow to:
• View the list of the defined templates
• Visualize each templates individually

5.2 Templates List View

Figure 4: List of Templates View represents the view when user selects “Templates” from the left menu. The Templates view lists all pre-defined templates and the ones created by the user.

5.3 View a template
In order to visualise a template, user shall click on the name of a template as highlighted in Figure 5: Highlighted template for visualization.
5.4 **Visualize/Interact with a template**

The interaction with a template can be done
- at the template level; where organization selection, date selection, exports are for the whole templates
- at individual chart level; where organization selection, date selection, exports and advanced filter are only for the concerned chart.

5.4.1 **Toggle Filters**

Templates have the possibility to show/hide the filters via the Toggle Filters highlighted in *Figure 6: Toggle Filters highlight*.

The Toggle Filters button will expand/hide the red area as shown below
5.4.2 Interaction at a template level

In order to interact with a template at a template level, it is necessary to display the filters options as described in 5.4.1 Toggle Filters.

From the control area of the “Template Filters Area”, several actions can be performed. The buttons/icons highlighted in the Figure 8: Template Filters Area are detailed below.

1. **Template Selector**
   It allows to change template, directly from here, without the need of going back to the main menu.

2. **Apply to all Charts buttons**
   It allows to apply the organization and/or date changes to all charts.

3. **Export Options**
   It offers to either export in CSV or XLSX all reports of the template.
   In CSV format, all charts of the templates are listed from top to bottom.
   In XLSX format, all charts are saved onto one unique sheet.

4. **Charts per Row**
   Allow to change the number of charts per row.

5. **Date range selection area**
   a. The Chart Interval defines the time interval of the graph.
   b. The Range Preset defines the time range of the chart. The list of preset ranges is dynamic and changes according to the chart interval. When the last/current/previous day, week or month is selected; the start date is the first day of the day, week or month and start time 00:00.
   c. The GMT Offset allows change the time zone and display the time according to the selected time zone.
   d. The Free Range Picker allow manually selecting end and start date. If the selected time range is not compatible with the chart interval, the chart interval and range preset are “customized”. The chart interval is changed to accommodate 300 time intervals.
      **Example:** the chart interval is defined as 5 minutes; user selects a time range of 5 days: the system does not allow displaying 5 days with 5 minutes interval. The chart interval is changed to customized and 300 time intervals will be displayed.
5.4.3 Interaction at a chart level

User can interact with each individual chart; level of interaction is depending of the report types definition; however, all charts share a similar structure. Individual charts filters are hidden and shall be un-hidden with the three dots button as highlighted below.

1. Refresh button
   This button allows to refresh the chart.

2. Export and data view option
   This button will display the data table instead of the chart as showed in Figure 11: Chart Data Table.
### Figure 11: Chart Data Table

<table>
<thead>
<tr>
<th>Date</th>
<th>Bandwidth</th>
</tr>
</thead>
<tbody>
<tr>
<td>26-10-2017</td>
<td>175022167</td>
</tr>
<tr>
<td>26-10-2017</td>
<td>183443251</td>
</tr>
<tr>
<td>26-10-2017</td>
<td>193761306</td>
</tr>
<tr>
<td>26-10-2017</td>
<td>195202118</td>
</tr>
<tr>
<td>26-10-2017</td>
<td>193564565</td>
</tr>
<tr>
<td>26-10-2017</td>
<td>175104525</td>
</tr>
<tr>
<td>26-10-2017</td>
<td>177136359</td>
</tr>
<tr>
<td>26-10-2017</td>
<td>206464053</td>
</tr>
<tr>
<td>26-10-2017</td>
<td>150878040</td>
</tr>
</tbody>
</table>

This button links to the Events page (it does not transfer the filters on the Events page)

This button allows to export in CSV

This button allows to export in Excel format

3. **Chart Drawing Area**
   
   It is the core area of the chart where the information is displayed. Mouse over a line or a bar will display the value, as shown below in **Figure 12: Mouse over line**.

   ![Figure 12: Mouse over line](image-url)
4. **Filters Area**

- **Auto Refresh Chart**
  This option allows to refresh automatically the chart as criteria in the current filter are being changed.

- **Filters**
  Some graphs offer the possibility to pick a value for predefined fields, as shown in the left figure. In the example on the left, the following filters are available:
  - Services
  - Source PoP

- **Organization**
  It allows changing the organization of the chart. Only relevant for users of an organization with sub organizations under it.

- **Renders points on line**

- **Time range selection**
  a. The Chart Interval defines the time interval of the graph.

  b. The Range Preset defines the time range of the chart. The list of preset ranges is dynamic and changes according to the chart interval. When the last/current/previous day, week or month is selected; the start date is the first day of the day, week or month and start time 00:00.

  c. The GMT Offset allows change the time zone and display the time according to the selected time zone.

  d. The Free Range Picker allow manually selecting end and start date. If the selected time range is not compatible with the chart interval, the chart interval and range preset are “customized”. The chart interval is changed to accommodate 300 time intervals.

  **Example:** the chart interval is defined as 5 minutes; user selects a time range of 5 days: the system does not allow displaying 5 days with 5 minutes interval. The chart interval is changed to customized and 300 time intervals will be displayed.