

Operations Dashboard Target Architecture Analysis

Issue: Null values sent from Operations service are not considered by RDP

Incident: [DINC0682794](#)

Date Example (Last 30 Days Range):

Date of viewing the Dashboard (Today)	Last 30 days date range expected
30/10/2025	30/09/2025 – 29/10/2025 Explanation: If Today = D (30/10/2025), then Start Date = D - 30 days (30/09/2025) End Date = D - 1 day (29/10/2025)

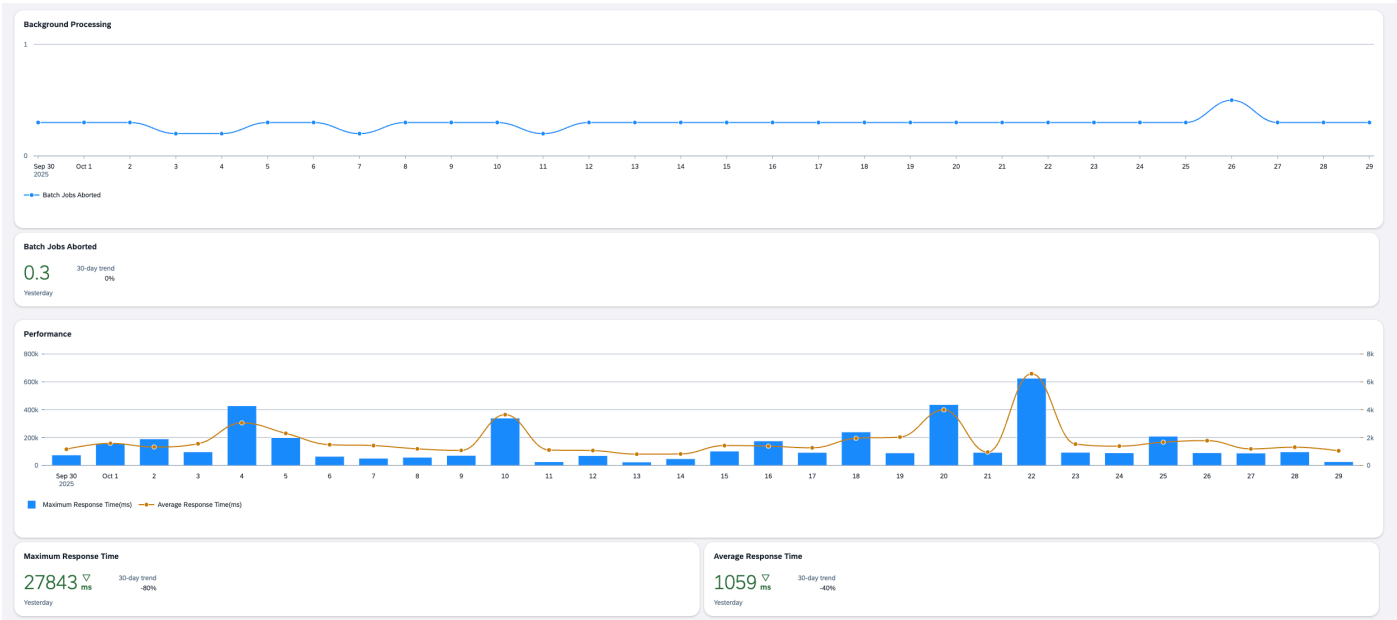
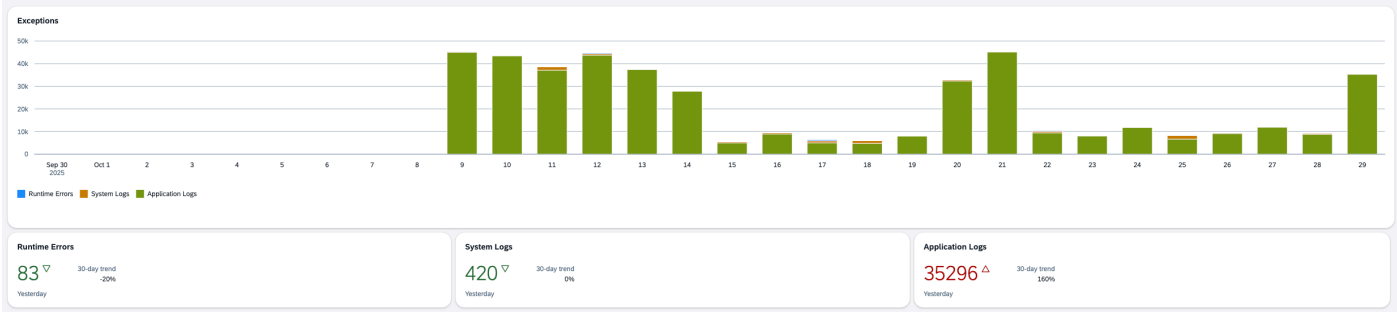
Error Example 1:

Field	Value
TenantId	f1304d48-c8f0-4179-aee1-8e20722b1258
Tenant Name	calm-test-eu10-004-relctestfeature-1stabledata
System	CCQ
System Number	850263180
externalId	910
lmsId	dbcb78f3-f368-4365-8dc4-5878ff47343e

Expectation:

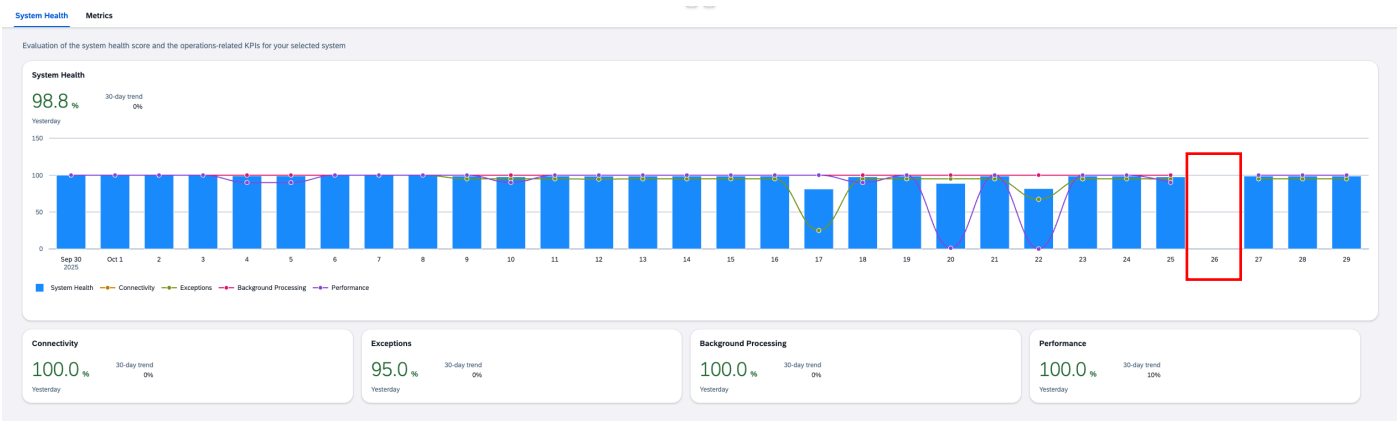
Operations Dashboard (Syscore Service)



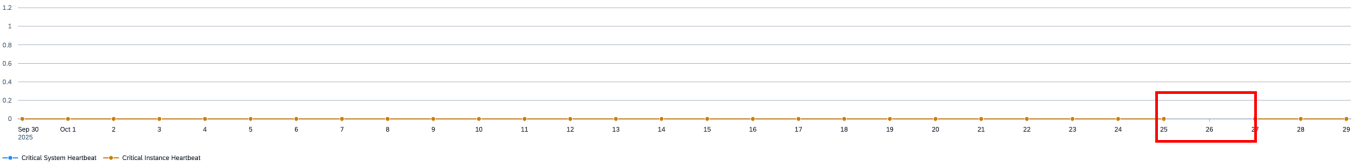


Operations Dashboard (RDP Service)

Error: Missing data for 26/10/2025 (highlighted with red on charts)



Connectivity



Critical System Heartbeat

0.0 %
Yesterday

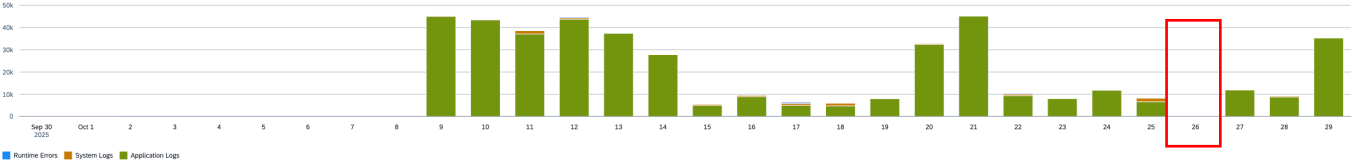
30-day trend
0%

Critical Instance Heartbeat

0.0 %
Yesterday

30-day trend
0%

Exceptions



Runtime Errors

83.0
Yesterday

30-day trend
-10%

System Logs

420.0
Yesterday

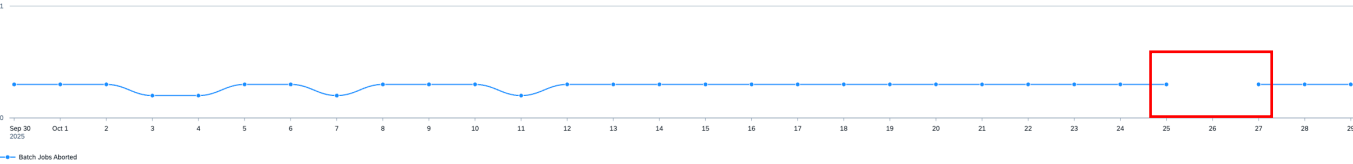
30-day trend
0%

Application Logs

35296.0
Yesterday

30-day trend
180%

Background Processing

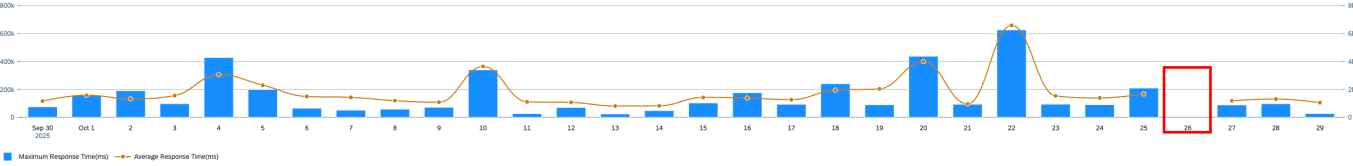


Batch Jobs Aborted

0.3
Yesterday

30-day trend
0%

Performance



Maximum Response Time

27843 ms
Yesterday

30-day trend
80%

Average Response Time

1059 ms
Yesterday

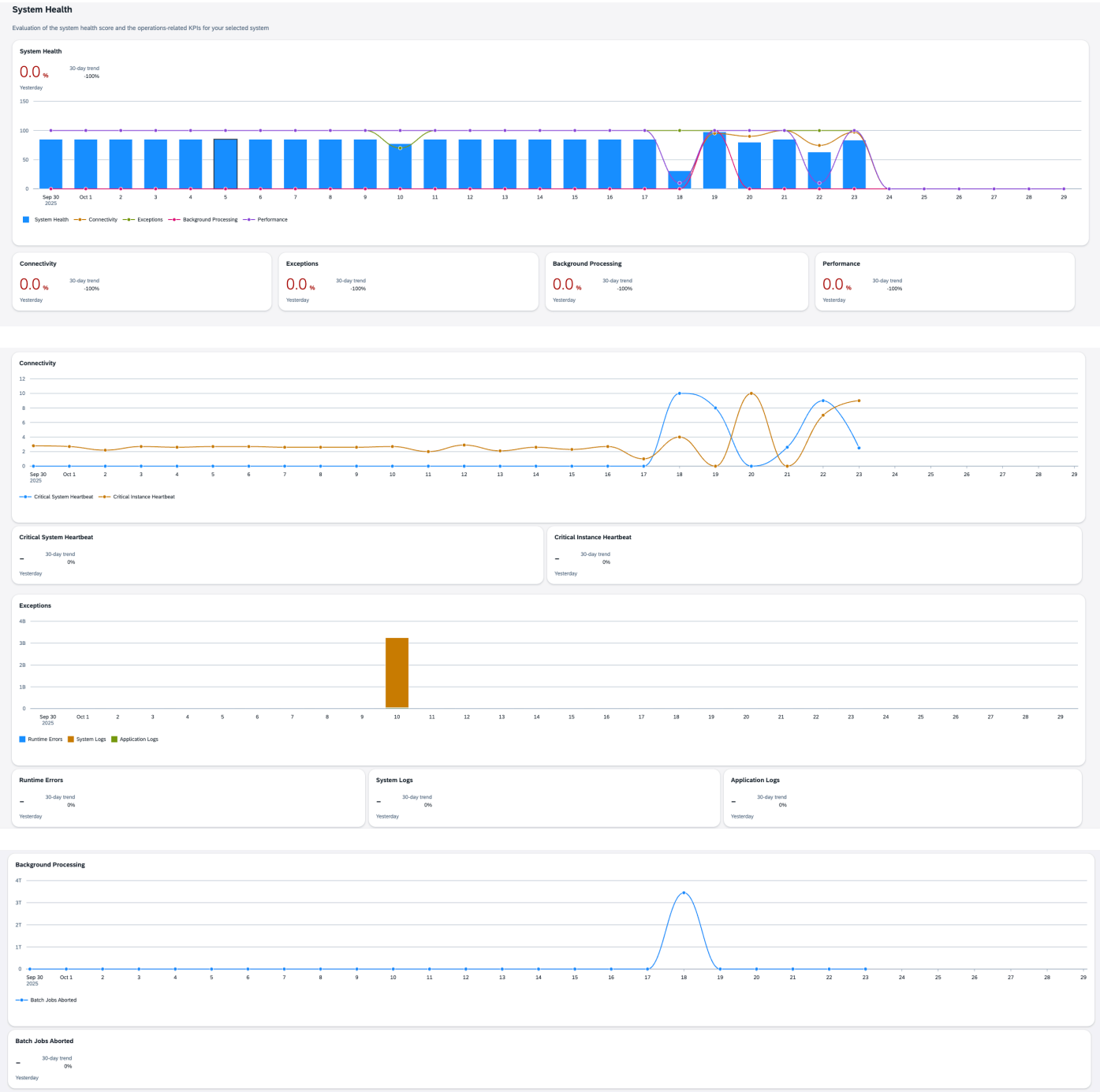
30-day trend
-40%

Error Example 2:

Field	Value
TenantId	f1304d48-c8f0-4179-aee1-8e20722b1258
Tenant Name	calm-test-eu10-004-relctestfeature-1stabledata
System	S4H
System Number	342334234
externalId	100
lmsId	0f580353-4239-4d62-98c4-d5c6469f6bed

Expectation:

Operations Dashboard (Syscore Service)





Operations Dashboard (RDP Service)

Error: Date range is wrong (highlighted in red on System Health chart, same for all charts)

Date of viewing dashboard: 30th Oct 2025

Last 30 Days range (expected): 30th Sep 2025 – 29th Oct 2025

Last 30 Days range (Received): 24th Sep 2025 – 23rd Oct 2025



