**OpenText Analytics**

**10-Step Demo Script – CSInsights Dashboard**

**Pre-amble:** CSInsights is an iHub-based Content Server System Analysis solution that provides flexible, at-a-glance metrics for Content Server administrators and IT Management. It allows the enterprise to run Content Server operations more smoothly and effectively, saving the organization time, resources and money.

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| Narration | Clicks |
| 1. The Insights At A Glance tab displays summaries of key Content Server metrics, including top assets, user activity and location, blocked access, top searches, workflows and projects. It includes all the information an IT Mgr might need for day to day monitoring of overall Content Server health and well being. | Launch “CSInsights Dashboard”  Focus on the “Insights At A Glance” tab. Point out summary gadgets.  On “Global Users” gadget mouse over the countries to show popups |
| 1. iHub charts provide drill down to lower levels of detail, making it easy for us to see what types of assets roll up to each activity. Here we can drill from a summary of overall downloads to a breakdown of asset types downloaded. iHub charts drill in place, rolling up and down business hierarchies and allowing for more information to be delivered in the same space! | On the “Todays Activity” gadget chart (upper right), click any bar to drill down. Drill back up a level and optionally repeat on another bar. |
| 1. The Capacity Forecast gadget leverages Analytics Suites *Advanced Predictive Analytics* engine behind the scenes to predict future capacity needs for the Content Server system. It bases the prediction on actual historic storage patterns captured from Content Server, then fed to Big Data Analytics which runs the predictive algorithm. The resulting forecast is displayed along with a line denoting the current storage MAX for our Content Server system. It looks like, based on historic usage, we are predicted to run out of storage by November! This is statistically determined, and valuable information for system planning! | Focus on the “6 Mo Capacity Forecast (GB)” gadget (lower right). Point out the MAX CAPACITY LINE as compared to the red FORECAST LINE. |
| 1. Each major area of Content Server has its own dashboard tab of associated metrics, for more detailed analysis of CS managed processes. The Workflows tab displays history and current status of all workflows managed by the CS system. We can see currently executing workflows by type, as well as by dept and duration, making this dashboard an ideal monitor for workflow activity. Notice also the At A Glance Workflow Summary gadget is the same gadget from the first tab. All dashboard gadgets are shareable and reusable! | Click the “WORKFLOWS” tab.  Point out various chart gadgets.  Focus on the “WORKFLOWS: ###” gadget (upper left). |
| 1. iHub dashboards not only display data from the CS system, they can display ANY web content, right alongside the secured charts and graphs. Here we see the user has added a WEATHER gadget and a CALENDAR gadget to the workflow dashboard, making this screen even more valuable as it brings the users various day-to-day tools into one area! | Focus on the WEATHER and CALENDAR gadgets (left). Optionally click the gadgets to prove they are real. |
| 1. The projects tab is similar to the workflows tab, bringing together important metrics for monitoring projects across the system. This dashboard is a critical tool for Project Managers! | Click the “PROJECTS” tab. Point out the gadgets |
| 1. The Security and Access tab gives administrators a quick overview of blocked access and general access activity. The Here we see a history chart depicting file access over time. Some activities are spiking, while others are flatlined. This is due to scale. When you filter out the larger values, the trends across categories become obvious. The ability to filter on the fly makes the dashboard more meaningful to the user. | Click the “SECURITY AND ACCESS” tab.  On the “File Access History” gadget, click the legend value: Downloads, then click the legend value: Views. This filters out the 2 categories leaving only Uploads |
| 1. An important CS security metric is Failed Logins, which is a risk factor for attempted breaches. The FAILED LOGINS gadget shows a significant number of failed attempts, if the security admin wishes to see more details, just click the gadget to drill to details! | On the “Failed Logins” gadget, click just below the value (there is a hidden hyperlink). This drills to a failed login detail report. |
| 1. The details launch as an iHub report. Reports in iHub are inherently interactive, allowing the user to personalize the information on-the-fly. Right off the bat I notice that the vast majority of failed logins are attributed to the ADMINISTRATOR, likely due to testing. Thankfully the report allows me to filter out the Admin activity and group the report just the way I need! I can even print it out or store it as PDF. | The “Content Server Failed Login Detail” report launches.  In the report, click in the NAME column to select it. Right click and select “FILTER”.  CONDITION: NOT EQUAL TO  VALUE: “Admin”  Click ‘OK’  Click in the DEPARTMENT column to select it. Right click and select GROUP>ADD GROUP, click ‘OK’  Optionally select the menu icon (upper left) and select EXPORT CONTENT>PDF  Close the report. |
| 1. The Documents tab is a great monitor of assets, depicting documents by class, type, comments and over time. These OpenText Analytics iHub-based dashboards are just the tip of the iceberg of what iHub analytic applications can achieve: highly interactive and informative analytics applications! | Click the “DOCUMENTS” tab  Point out the gadgets. |