HCLSoftware

HCL iControl V4.0.0

Release Notes

Disclaimer

Table of Contents

1. Release Details

Product/Service Name	HCL iControl
Version Number	4.0.0
Release Month	April 2025
Size of the Release *(KB/MB/GB)*	11.7 MB
Checksums (QA)	web_commit_hash: c5bf6dc api_commit_hash: a67a2fc

2. Overview

The iControl product provides business context to operational events by linking applications, business units, and products to a business process flow, delivering products or services to an endpoint. The following document details changes within the release (version above). There are several new features in this release as documented below.
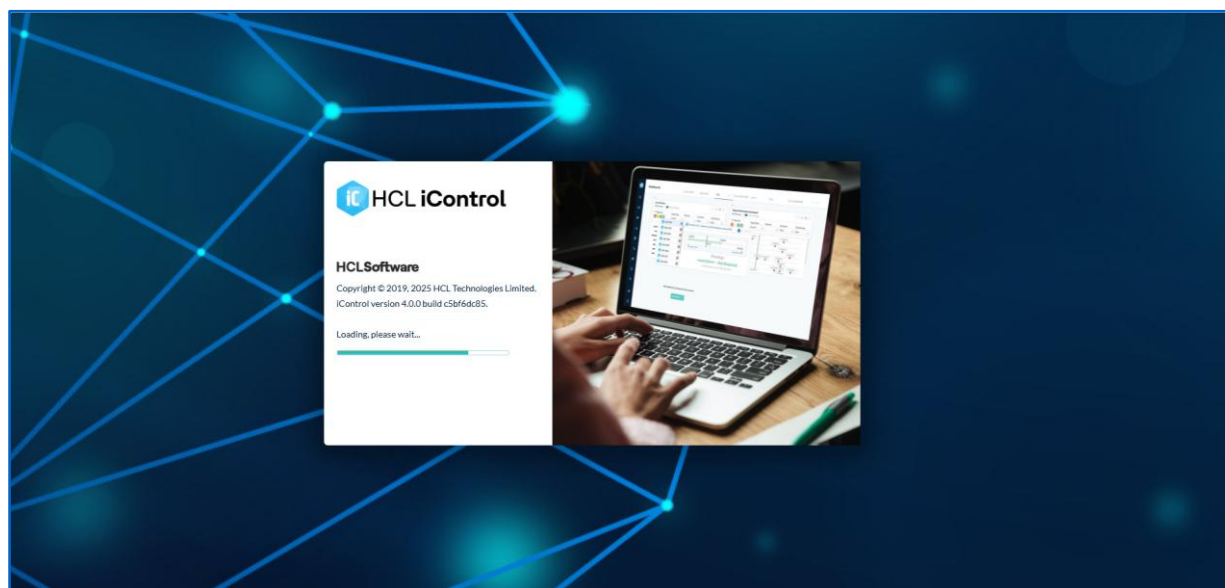
These notes relate to major release 4.0.0, in which over 500 development tasks have been delivered, in addition to tasks completed to update any underlying 3rd party component libraries, improve product development governance, remove vulnerabilities, and to comply with release compliance guidelines.

Is this predominately platform release, these are the key features delivered:

- Branding updates - for the new major release 4.0.0.
- AI Flow Generation - the ability to generate a new Flow using AI, will often be available alongside the ability to create a new empty Flow or a Domain Pack Flow from an existing Template.
- Native Metrics - now the output from a Data Stream can be viewed graphically and also added into Flow Widgets directly, visibility of the data without having to make it a Target with a KPI threshold.
- Data Driven Dimensions - the ability to allocate reporting dimensions by embedding them directly into the received data rather than having to hard code them in at the Data Stream, Target or Flow level.

2.1. Branding Updates

Although not specifically mentioned in the new features list, it is worth noting the branding updates that have been implemented for the new version 4.0.0 the first example of which is shown on the previous page, the new loading page graphic giving more of a digital connected 'vibe' and aligns well with the new features.

Note: Brand update to 'HCL iControl' in the loading page below.
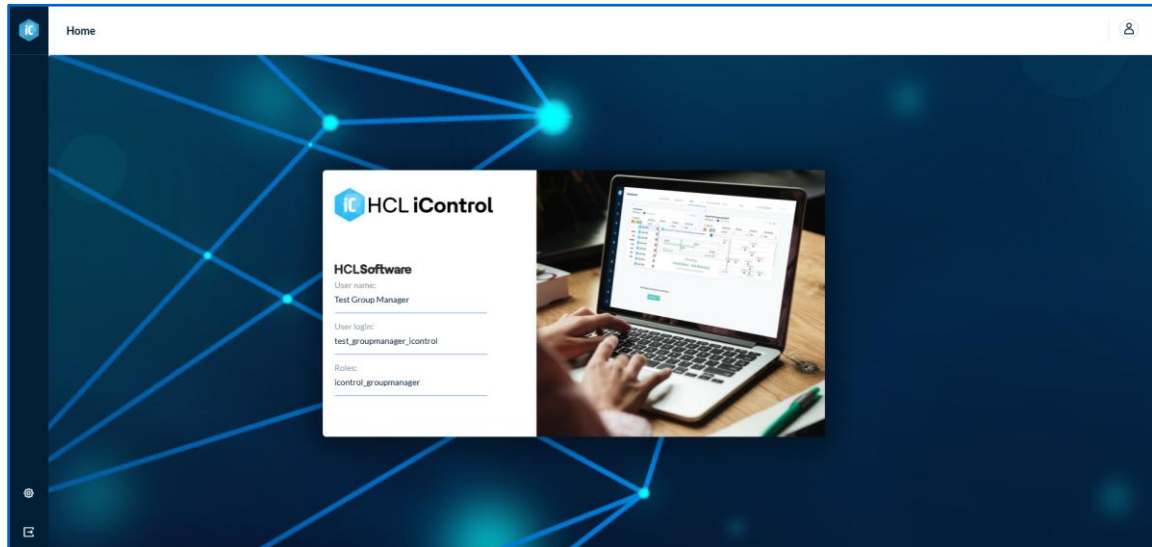
In addition to the new loading page the branding has moved to HCL iControl and the Splash 'home' page where the user does not have dashboard permissions has been aligned to the loading page as shown above.

2.2. AI Flow Generation

Introduction of the AI Flow Generation feature that was previously only available in the demo environment but has now been enabled (subject to configuration in settings) within the general release.

In addition to the existing ability to create a 'New Flow' or a 'New from Template' Domain Pack Flow, the user now has the added option of generating a 'New from AI' Flow selection from the 'Create Flow' button pop-up.

Once the user has confirmed the industry and added a description of the Flow required the third-party AI engine can be contacted, and the AI Flow process can be executed via the 'Generate Flow' button.

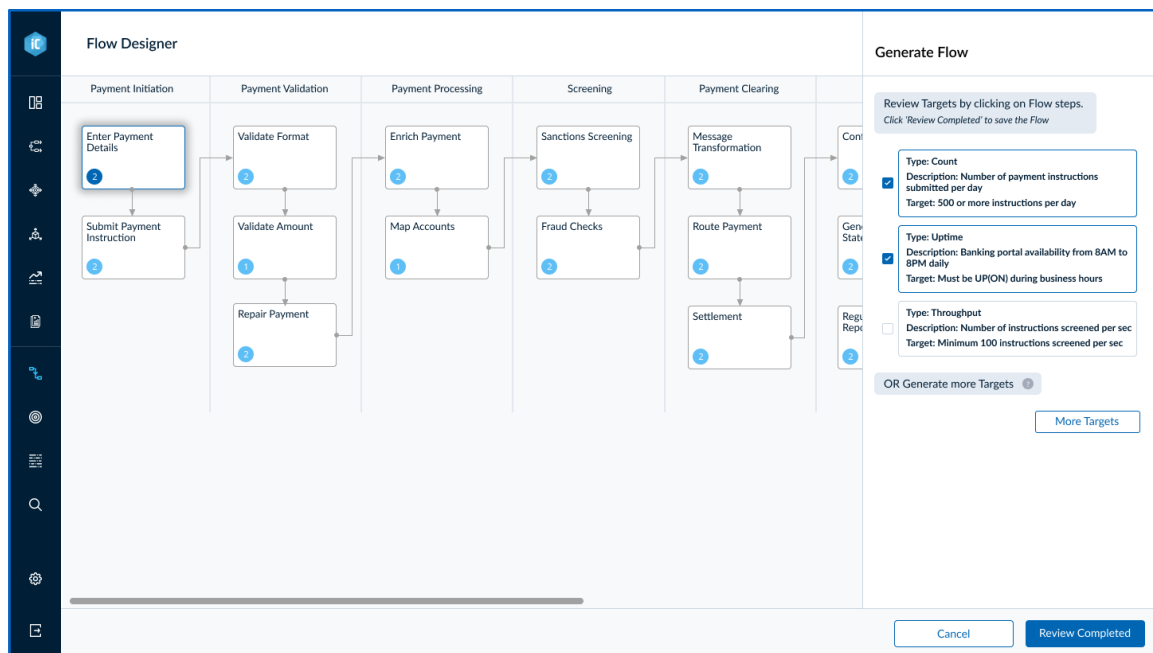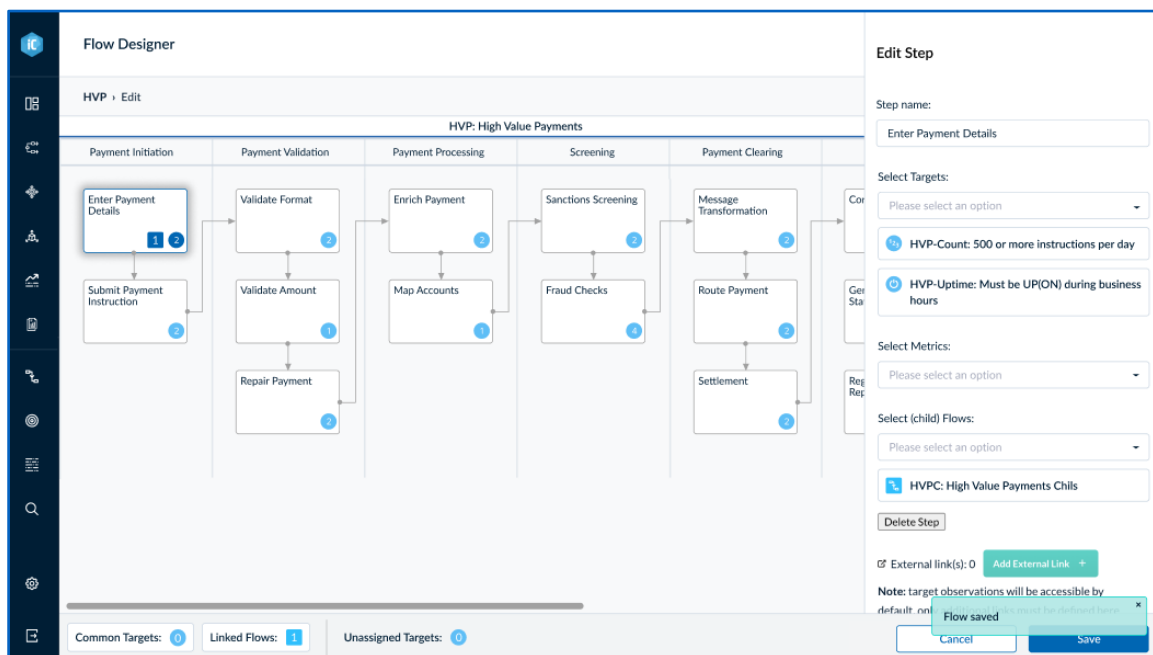Once the AI flow is generated, it is rendered within the Flow Designer for the user to review, request amendments, or to request the generation of additional Target options within the Flow.
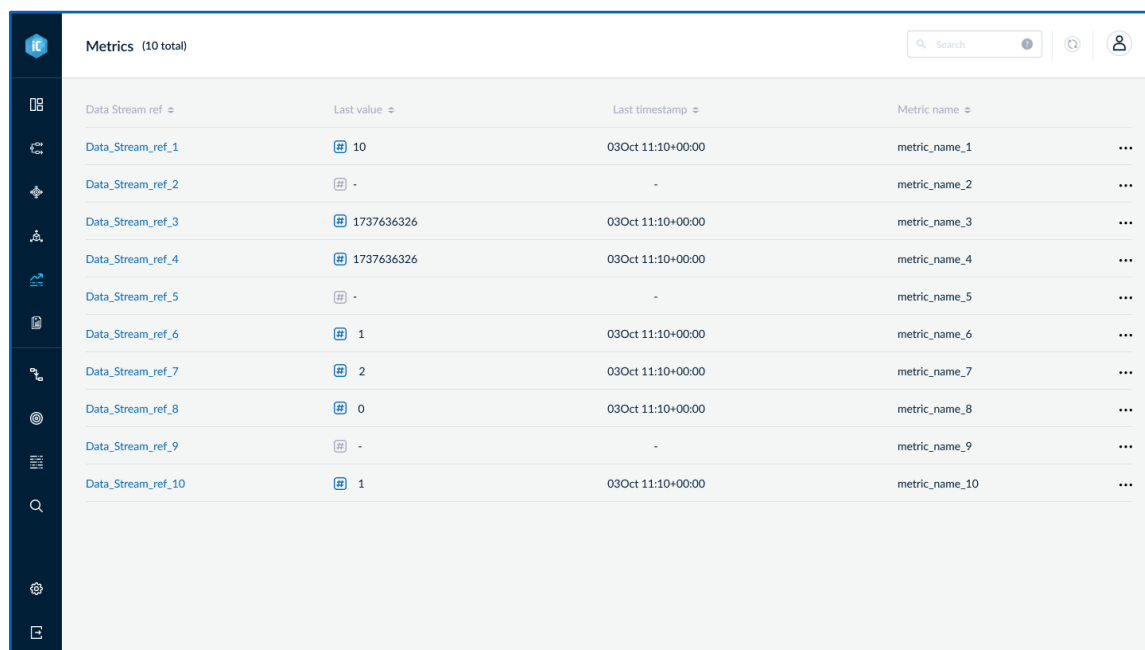

Once the user is happy with the results the Flow can be saved with all of the draft targets being created.

2.3. Native Metrics

In this release we have given users access to view the native metrics that are automatically created within Data Streams, visibility of the raw numerical values received. These can be viewed in the Metrics list page, the partner page to the existing Data Streams list page.

Via clicking on the Data Stream reference within the list the last hour worth of received Data Stream metric values are displayed on the new Metrics graph widget within the page rollout 'Values' tab, the partner tab containing the Configuration details for the associated Data Stream.

iControl – 4.0.0
General Availability Release
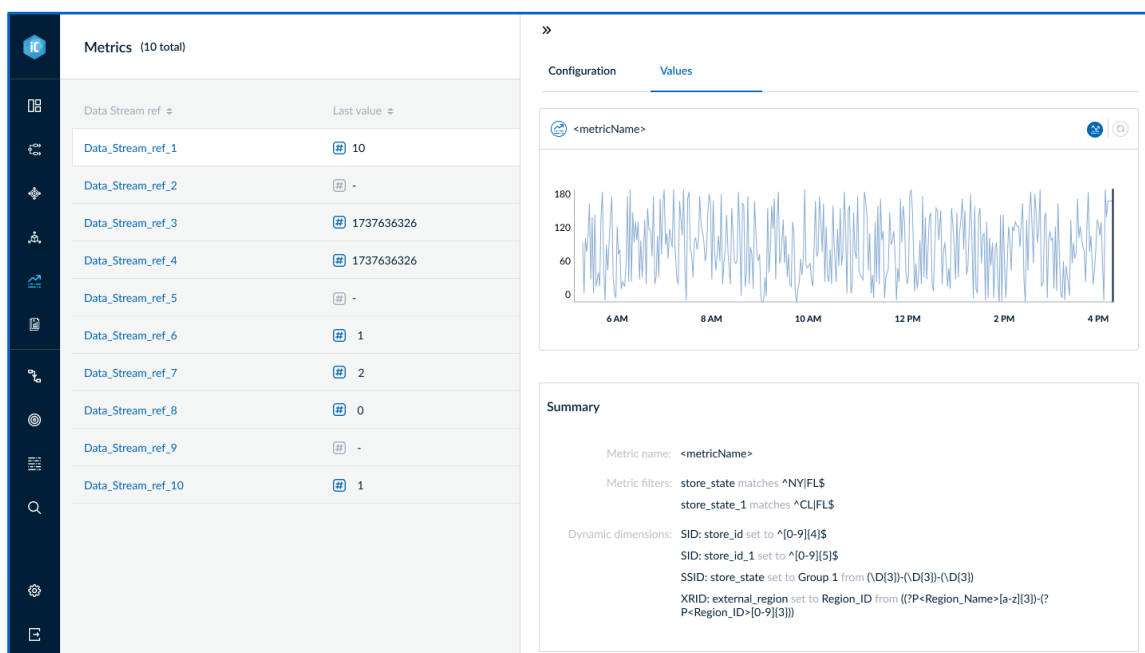
The current Metric values, the latest metric data received within the Data Stream, can also be added to Flow Widgets to give the user visibility of all Data Streams associated with the Flow, not just those configured as a Target with a KPI or SLA. Metric visibility within Flow Steps can be displayed within a mouseover pop-up.
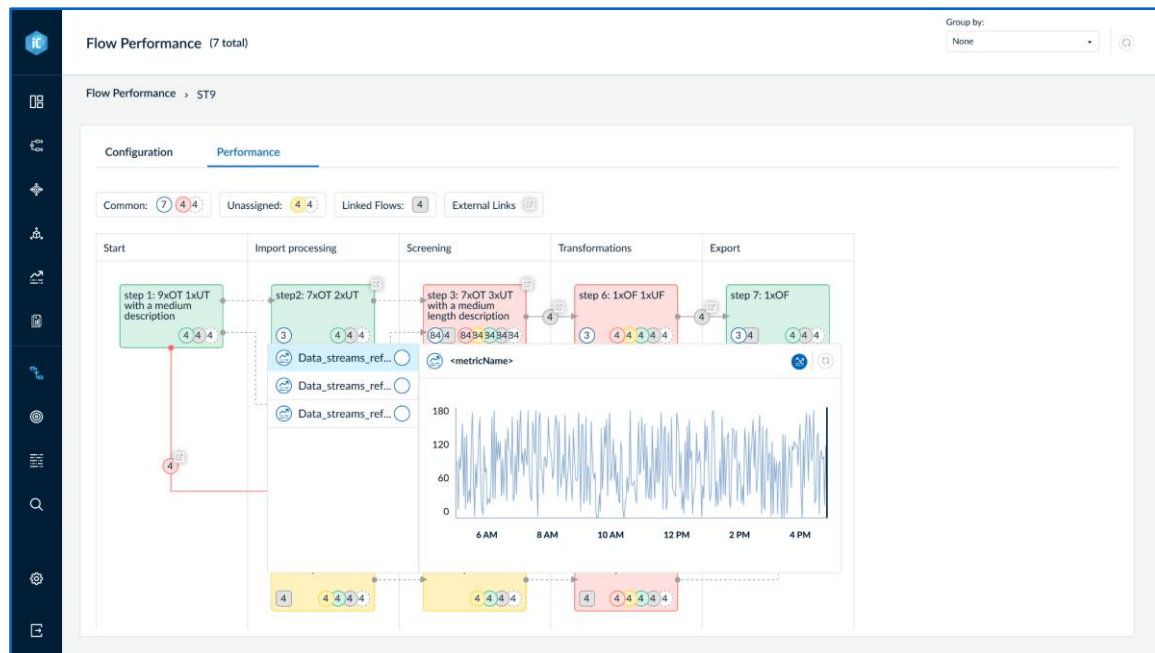
Metrics, combined with existing Targets, can also be displayed within the pop-up list associated with 'Links' within the Flow, In the Links pop-up Targets are listed first followed by Metrics.

iControl – 4.0.0
General Availability Release
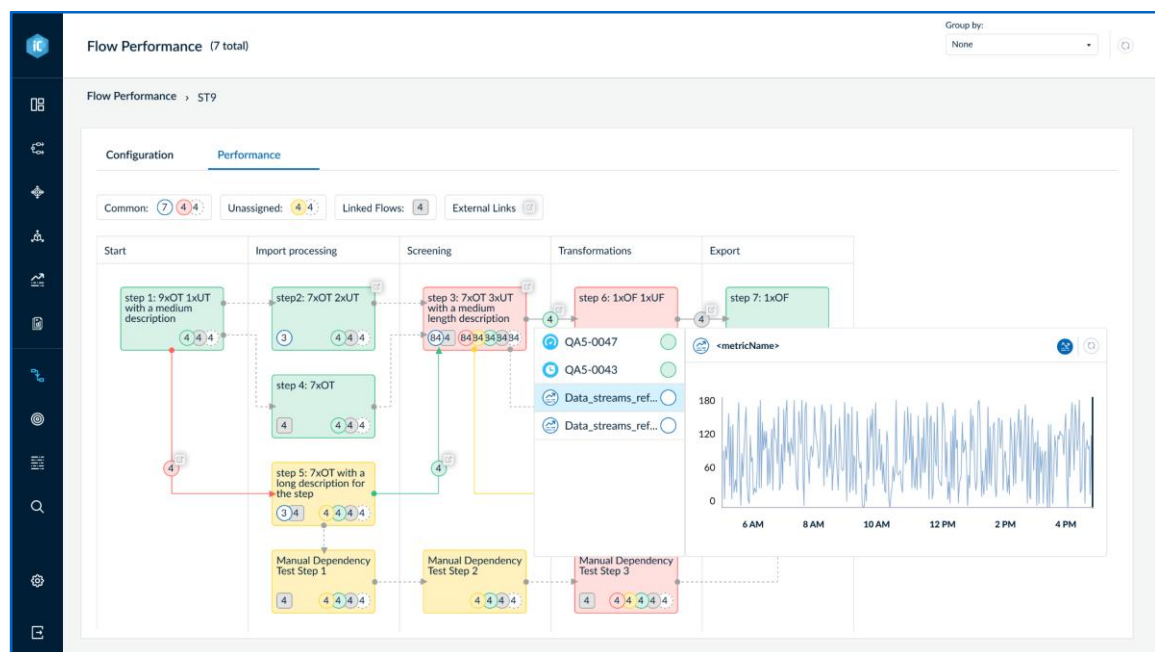
2.4. Data Driven Dimensions

In previous versions of iControl all dimensions had to be configured as Static at the point of configuring the Flow, Target or Data Stream. Within this latest release we have added the ability to define dynamic dimensions, dimensions whereby the reporting values are embedded within the received stream of data.

To facilitate the collection of dynamic reporting dimension values we first have to configure the associated dynamic dimension.

As part of the creation of a dynamic dimension the user can define whether Integrity Check is enabled:

● Integrity check: True - received dimension values are checked against existing values within the dynamic dimension, only values that already exist are accepted and associated with the metric value received.

● Integrity check: False - all received values that conform to the Regex defined are added and associated to the metric value received, if the dynamic dimension value is not already in the lookup table it is added.

Once the dynamic dimension has been created and any reporting values added, the extraction of values received can be configured within the Data Streams that receive the dimension values.

The Data Stream Create/Edit form has been enhanced into a three page 'wizard' similar to that already used to Create/Edit Targets, the third page of which is used to capture both status dimensions values and the extraction requirements for dynamic dimensions.

The extracted values can consist of a complete matching Regex value received or, if the Regex is set up with group properties, a portion of the dynamic dimension value received can be used.

Once both Metric value filters and dynamic dimension value extractions have been configured, they can be reviewed within the associated Data Stream Configuration page.

iControl – 4.0.0
General Availability Release

3. Known Outstanding Issues

- BACKEND-2262: Changing Target Type must be reflected in current Target Performance lookup.
- WEB-1939: Better handle search errors on widget load/refresh; when too many searches have been requested allow for a series of retries before displaying an improved error handler.
- WEB-1943: Better handle session expired errors, when the user has not accessed a page within iControl and their session has expired, implement a better UX to allow the user to re-establish the connection.
- WEB-2525: Incorrect visualization of prediction data.
- WEB-2545: Weighted Performance/Health Score Target drill-down Modal.
- WEB-3064: FilterBy/GroupBy not working for hierarchical dimension values.
- WEB-3273: Weighted Performance/Health Score Target Rollout.
- WEB-3301: Calendar not working in the observation graph widgets.
- WEB-3486: [Dimension] Cross Parenting still exists on Dimension value creation.
- WEB-3551: Widgets do not handle deleted Dimension types.
- WEB-3814: [Dimension Performance] no targets click through to Target Performance list not working.
- WEB-4356: [Widgets] Implementation of 'Duplicate widget' feature.
- WEB-4357: [Shared dashboards] 'Pin' widget should list Shared dashboards.
- WEB-4373: [Drilldowns] After deleting Dimension value unable to access Target Performance.
- WEB-4374: [Aggregated Targets] Invalid NOT_SET Aggregated Target displayed in Performance.
- WEB-4375: [Grouped Flow Widget] Display group by description not ref.
- WEB-4376: [Target Performance] Ensure list and rollout Target Performance details updated/same.
- WEB-4377: [Calendars] Add validation regarding addition of manual working/non-working same dates.
- WEB-4381: [Widgets] Improved display of 'no active targets' details.

4. System Requirements

HCL iControl dependencies:

- Splunk Machine Learning Toolkit v5 (for Splunk 8 and above).

5. About

iControl is a product within the emerging market sector of Operations Intelligence – Technology solutions that leverage analytics to help end-users continuously observe and manage business operations in real-time.

iControl forms part of a combined software and services solution developed by HCL Software around "Business Process Observability" which enables its customers to observe, measure, and report on the impact of IT performance in delivering business outcomes. Today iControl is primarily used by the project teams as an implementation tool.

Business Process Observability enables end users to observe business relevant targets on a real-time basis and take informed actions accordingly. It is used by Operations technology staff on a day-to-day basis to ensure smooth running of the critical business flows to deliver end product outcomes.

Key elements of a Business Process Observability implementation are to:

- Define a visual "flow" for the end-to-end business process.
- Define service-level targets to set expected performance for key points within the flow.
- Associate these targets with metric data provided from underlying monitoring.
- Calculate real-time service-level performance and capture variance from expected levels.

6. Support

- For existing customer support, log on to support.dryice.ai
- For sales-related inquiries, please reach us at ifso-pmg@hcl-software.com

HCLSoftware