MICHIGAN STATE
U N I V E R S I T Y

Project Plan
SLA Management and Metric Reporting System

The Capstone Experience

Team Spectrum Health

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From Students…
…to Professionals

Project Overview

- Metrics ensure business objectives are met
- System for defining, approving, tracking, reporting, and displaying metrics
- Many different types of users use system
- Leadership reviews color-coded scorecards
- Needs to be flexible to accommodate changing business objectives and processes

Functional Specifications

- **Manage Metrics**
  - Add, remove, update
  - Metrics can have multiple measures
  - Metrics can belong to multiple scorecards
- **Enter Monthly Data**
  - Add, remove, update
  - Collect comments for yellow and red values
- **Manage Scorecards**
  - Add, remove, update, view
- **Issues Log**
- **Control Permissions**

Design Specifications

- Navigation bar on every page
- Add, remove, update from one page for metric definitions, monthly values, scorecards
- Monthly value entry form detects value's color, collects comments if necessary
- Color-coded scorecard display with options to display comments and change scope
- Recent user activity page
- Sort and exclude options for issues log

Screen Mockup: Navigation Bar

View Metrics

Add New Metric

Add Monthly Values

View Scorecards

My Recent Activity

Issues Log

Menu selection displayed here.
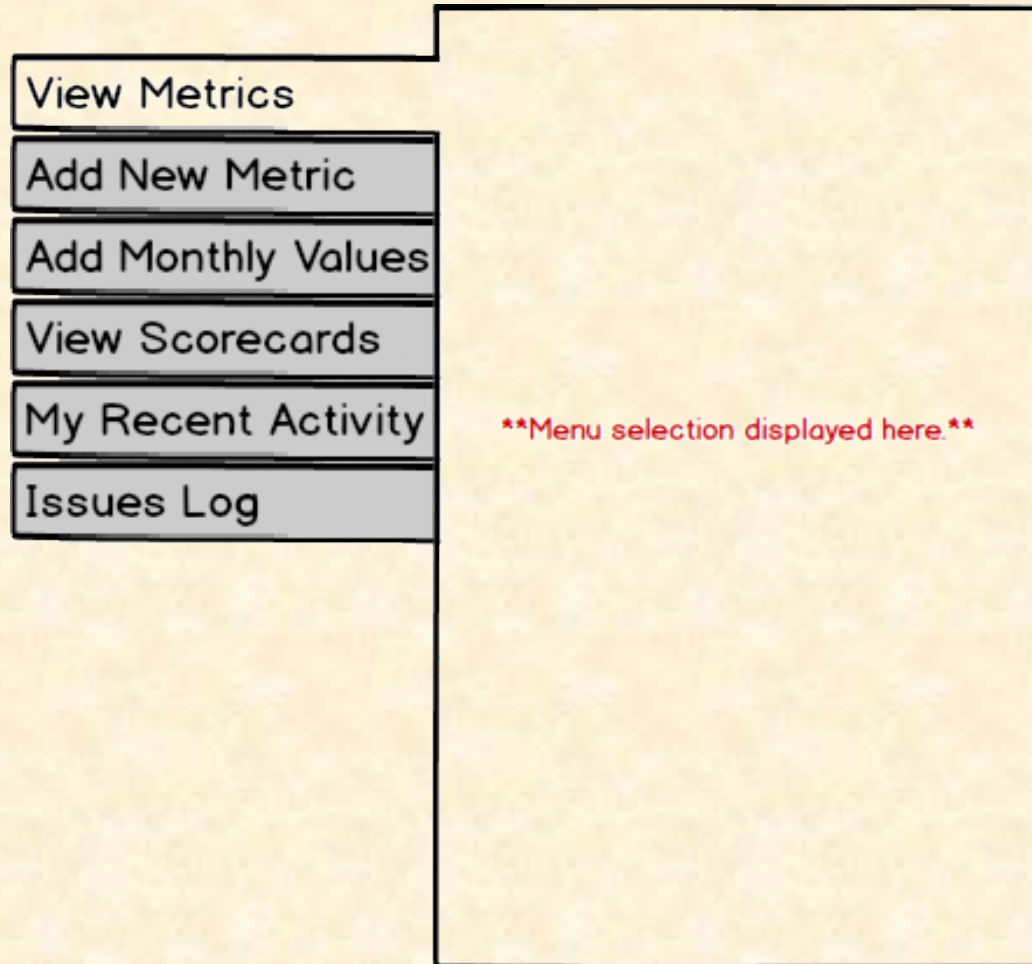
Screen Mockup: View Metrics
Add New Metric

Screen Mockup: Add Monthly Values

Screen Mockup: Add Scorecard

Screen Mockup: Update Scorecard
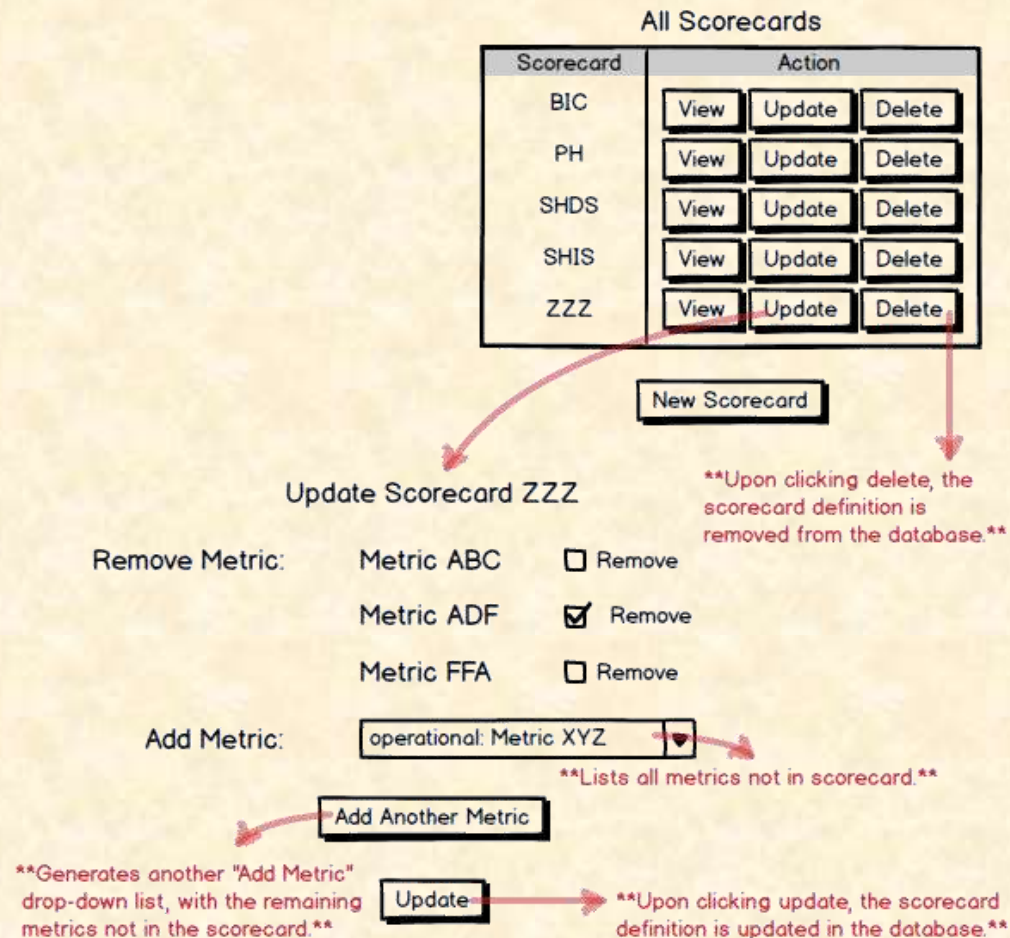
Screen Mockup: View Scorecard

Screen Mockup: My Recent Activity

My Recent Activity

My metric definition updates:

All of the user's metric definition updates are listed here with links to update the metrics.

My metric data updates:

All of the user's metric data updates are listed here with links to update and delete the entries; these update and delete links disappear after the 10th of the month.

My scorecard definition updates:

All of the user's scorecard definition updates are listed here with links to update the scorecards.

My issues log updates:

All of the user's issue log updates are listed here with links to update and delete the entries.

Screen Mockup: Issues Log

Technical Specifications

- Back-end database and a browser-based user interface
- Database design:
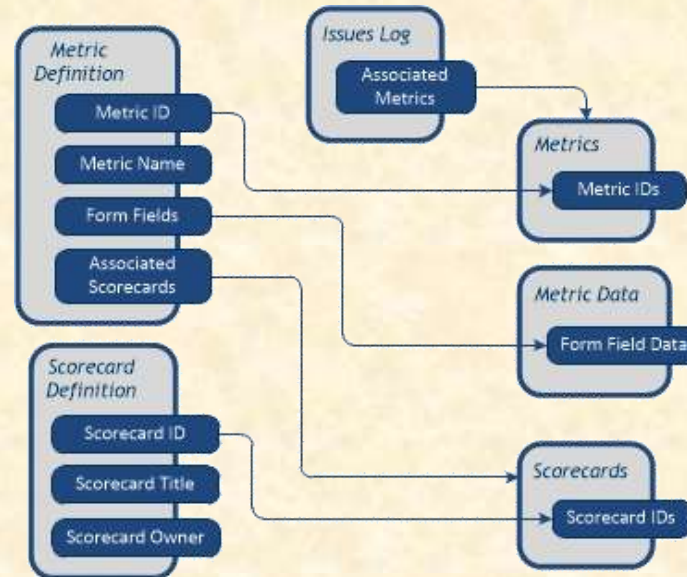
- View of website depends on Active Directory group
- Server specifications: Server runs on Windows Server 2008 R2, runs MySQL Server 5.5.29

System Architecture
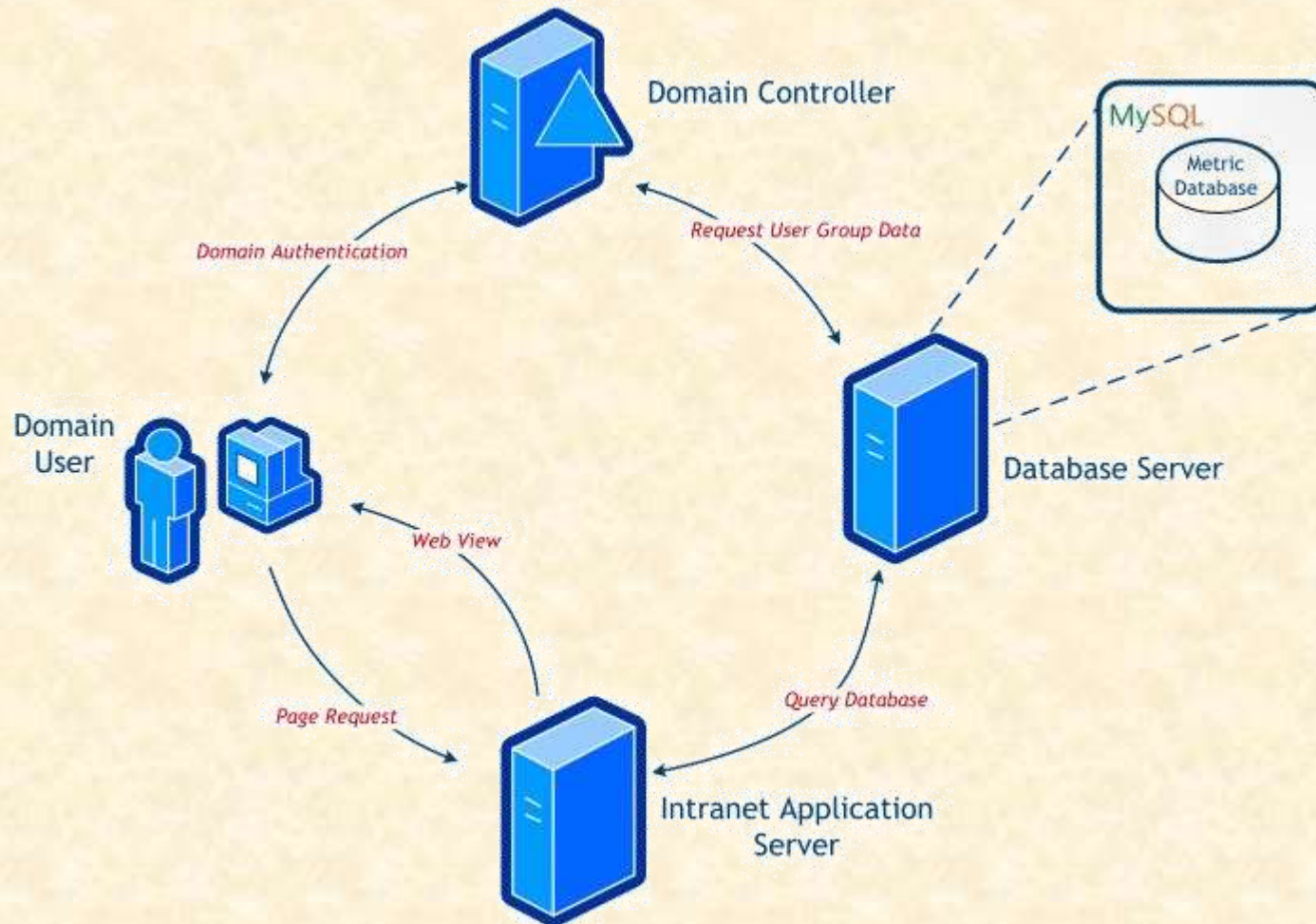
System Components

- Hardware Platforms
  - Servers based on x86-64 processor architecture
- Software Platforms / Technologies
  - Windows Server 2008 R2
  - MySQL server
  - PHP
  - HTML5 with CSS3
  - jquery

Testing

- Validate metric and score card data is stored and retrieved properly

- Work with client to extensively test for workflow and flexibility issues

- Create multiple user and group accounts in Active Directory to verify proper permissions are granted for each view of the website

Risks

- Risk 1
  - Active Directory for permissions control
  - Mitigation - Researching methods for accessing user information
- Risk 2
  - Flexibility of the system
  - Mitigation – Working with client to determine the extent of the flexibility and rigorous testing
- Risk 3
  - Little experience with PHP/MySQL
  - Mitigation – Familiarizing ourselves with the technologies