

**MICHIGAN STATE**  
**UNIVERSITY**

# Beta Presentation

## SLA Management and Metric Reporting System

### The Capstone Experience

Team Spectrum Health

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*From Students...  
...to Professionals*

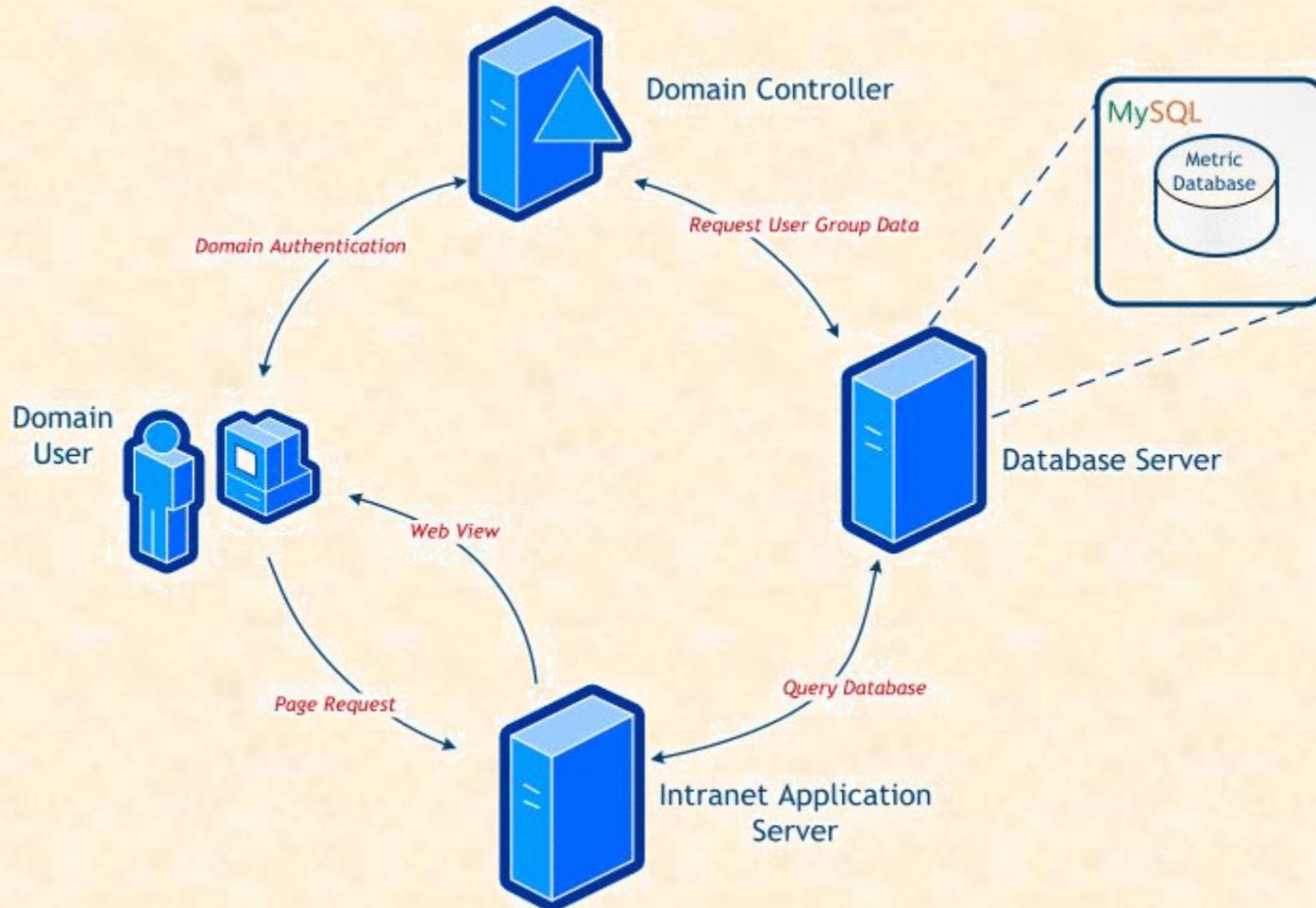
# Project Overview

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- 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



# System Architecture



# Home



Home

- Add New Measure
- View/Edit Existing Measures
- Add New Scorecard
- View/Edit Existing Scorecards
- Add/Edit Users
- Add Measure Data
- View/Edit Existing Measure Data
- Add New Issue
- View/Edit Existing Issues

## Welcome lisa!

### Metrics Awaiting Approval

Metric ID	
O.002	<input type="button" value="Review"/>
P.003	<input type="button" value="Review"/>
P.004	<input type="button" value="Review"/>

### Your Data

Metric ID	
O.033	<input type="button" value="Enter Data"/>
O.034	<input type="button" value="Enter Data"/>

# Add New Measure



## Measure

[Home](#)

- [Add New Measure](#)
- [View/Edit Existing Measures](#)
- [Add New Scorecard](#)
- [View/Edit Existing Scorecards](#)
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- [View/Edit Existing Measure Data](#)
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Status:  active  inactive  draft

Measure Type:  manual  auto  Oblicore

Measure ID:

Measure Theme:

Measure Name:

Objective:

Service Component:  Financial  Operational  Project  Relationship

Service Domain:



# View/Edit Existing Metrics



Home

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View/Edit Existing Measure Data

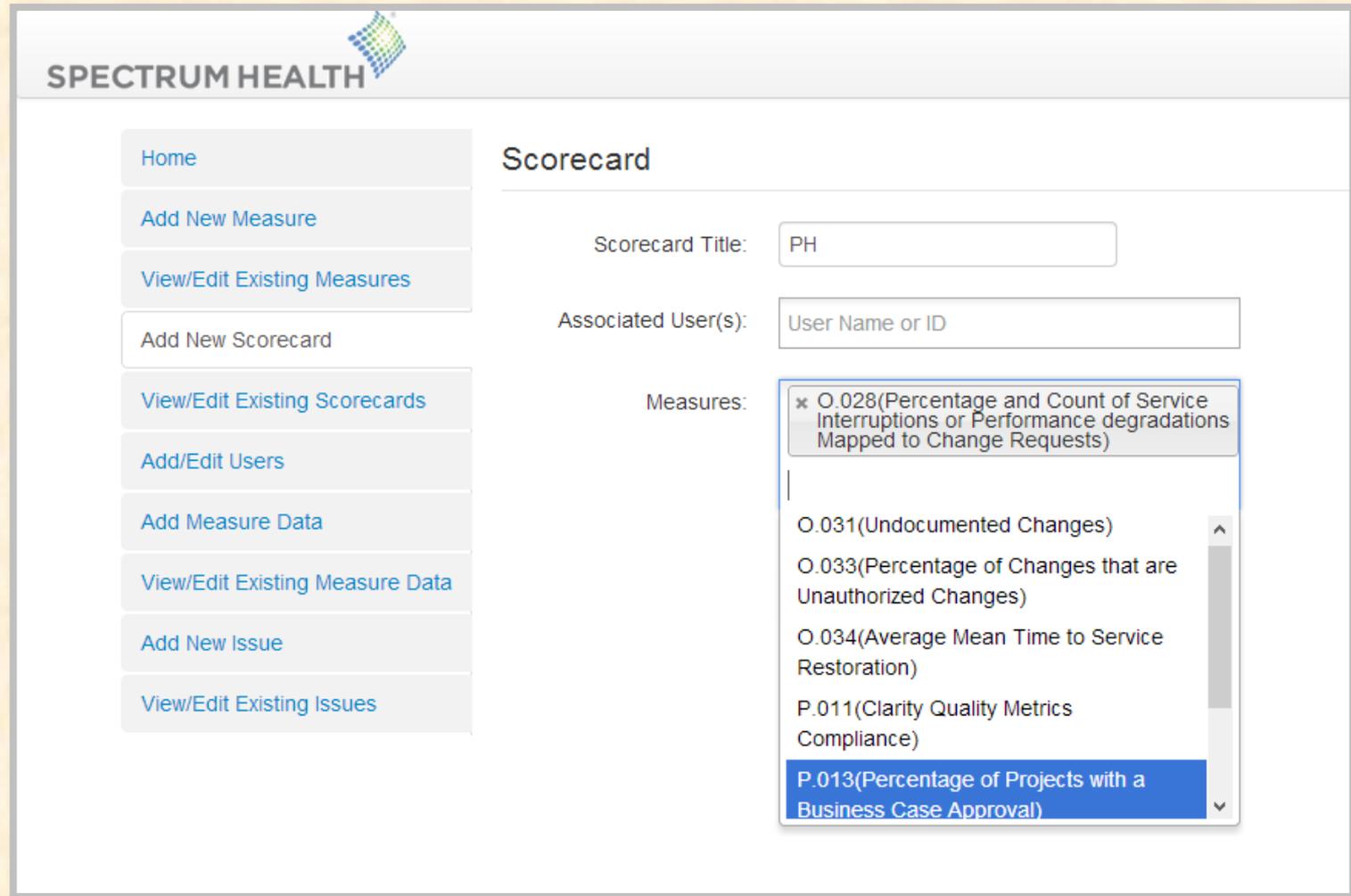
Add New Issue

View/Edit Existing Issues

### Existing Measures

Measure ID	Measure Theme	Measure Name			
O.028	Deliver quality services to customer requirements	Percentage and Count of Service Interruptions or Performance degradations Mapped to Change Requests	View	Edit	Archive
O.031	Achieve process excellence	Undocumented Changes	View	Edit	Archive
O.033	Achieve process excellence	Percentage of Changes that are Unauthorized Changes	View	Edit	Archive
O.034	Maintain High Levels of Responsiveness	Average Mean Time to Service Restoration	View	Edit	Archive
P.011	Strengthen the Business Partnership	Clarity Quality Metrics Compliance	View	Edit	Archive
P.013	Strengthen the Business Partnership	Percentage of Projects with a Business Case Approval	View	Edit	Archive
R.003	Deliver quality services to customer requirements	Percentage of SLA Metrics which Achieved Service Level Targets	View	Edit	Archive
R.004	Improve customer satisfaction	Satisfaction with IS Service Experience	View	Edit	Archive

# Add New Scorecard



**SPECTRUM HEALTH**

Home

Add New Measure

View/Edit Existing Measures

Add New Scorecard

View/Edit Existing Scorecards

Add/Edit Users

Add Measure Data

View/Edit Existing Measure Data

Add New Issue

View/Edit Existing Issues

## Scorecard

Scorecard Title:

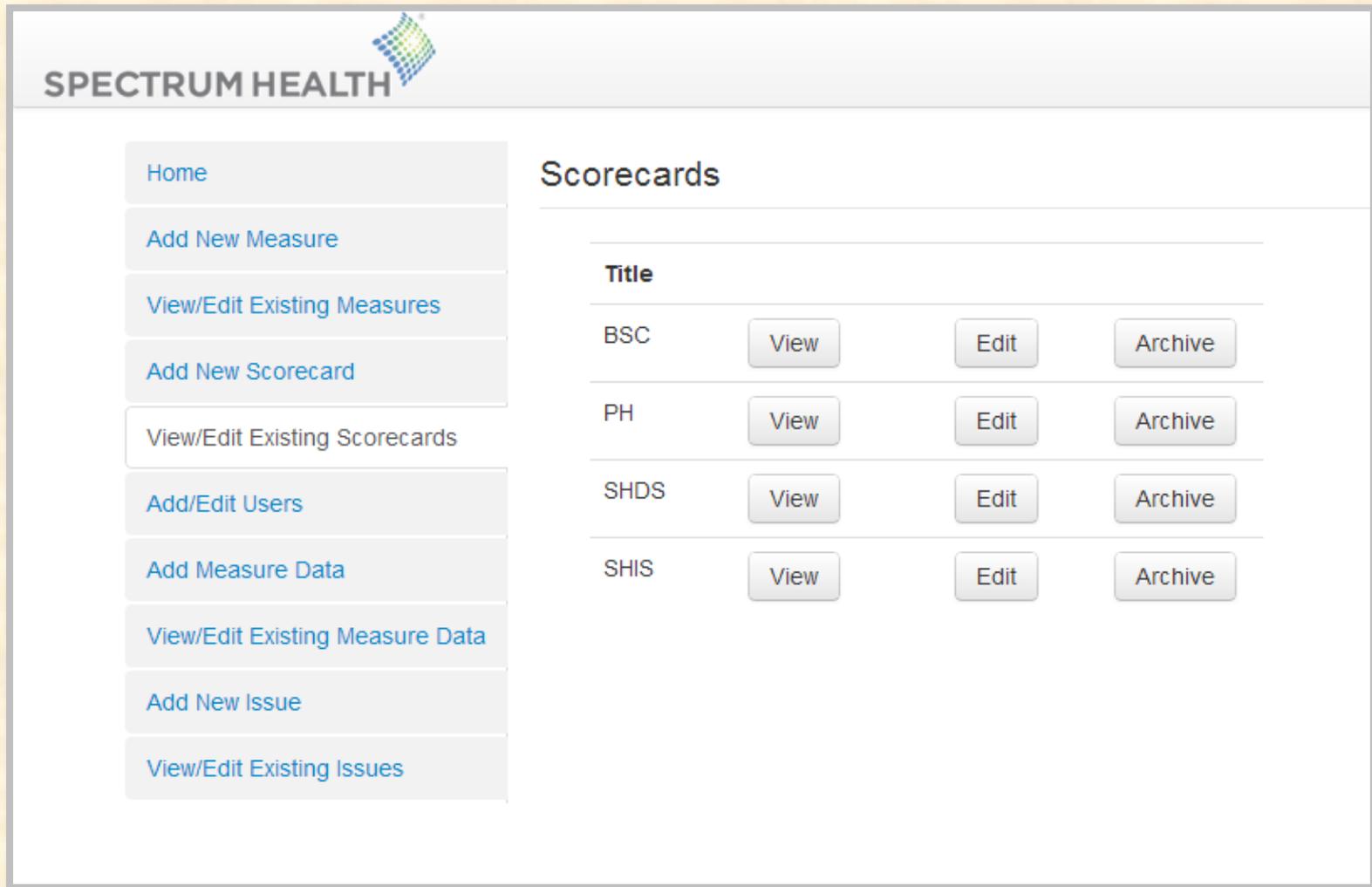
Associated User(s):

Measures:

- × O.028(Percentage and Count of Service Interruptions or Performance degradations Mapped to Change Requests)
- O.031(Undocumented Changes)
- O.033(Percentage of Changes that are Unauthorized Changes)
- O.034(Average Mean Time to Service Restoration)
- P.011(Clarify Quality Metrics Compliance)
- P.013(Percentage of Projects with a Business Case Approval)**



# View/Edit Existing Scorecards



The screenshot displays the SPECTRUM HEALTH dashboard. On the left is a vertical sidebar menu with the following items: Home, Add New Measure, View/Edit Existing Measures, Add New Scorecard, View/Edit Existing Scorecards, Add/Edit Users, Add Measure Data, View/Edit Existing Measure Data, Add New Issue, and View/Edit Existing Issues. The main content area is titled "Scorecards" and contains a table with four rows of scorecard data. Each row includes a title and three action buttons: View, Edit, and Archive.

SPECTRUM HEALTH			
Scorecards			
Title			
BSC	<a href="#">View</a>	<a href="#">Edit</a>	<a href="#">Archive</a>
PH	<a href="#">View</a>	<a href="#">Edit</a>	<a href="#">Archive</a>
SHDS	<a href="#">View</a>	<a href="#">Edit</a>	<a href="#">Archive</a>
SHIS	<a href="#">View</a>	<a href="#">Edit</a>	<a href="#">Archive</a>



# View Scorecard

PH

to

ID	Scope	Measure	Target Values			Oct12	Nov12	Dec12	Jan13	Feb13	Mar13	
Achieve process excellence												
O.033	None	Percentage of Changes that are Unauthorized Changes	99 < val < 100	80 < val < 99	0 < val < 80	99.5	80.5	59.5	99.5	99.1	99.6	
Maintain High Levels of Responsiveness												
O.034	None	Average Mean Time to Service Restoration	tier 1 1 < val < 3	tier 1 3 < val < 5	tier 1 5 < val < 10	5.5	1.5	1.4	1.3	1.4	3.5	
			tier 2 1 < val < 2	tier 2 3 < val < 8	tier 2 8 < val < 10	7.8	3.8	8.5	1.2	1.6	3.8	
Strengthen the Business Partnership												
P.011	None	Clarity Quality Metrics Compliance	99 < val < 100	80 < val < 99	0 < val < 80	99.9	99.5	50.5	88.8	99.8	80.5	



# Add/Edit Users

**SPECTRUM HEALTH**

Home  
Add New Measure  
View/Edit Existing Measures  
Add New Scorecard  
View/Edit Existing Scorecards  
Add/Edit Users  
Add Measure Data  
View/Edit Existing Measure Data  
Add New Issue  
View/Edit Existing Issues

### Edit User

Edit User:

ID	Name	Add New Metric?	Add New Scorecard?	Add New Issue?	Site Administrator?
salatkai	Ian Salatka	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

# Add Measure Data



Home

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Add New Scorecard

View/Edit Existing Scorecards

Add/Edit Users

Add Measure Data

View/Edit Existing Measure Data

Add New Issue

View/Edit Existing Issues

## Existing Metrics

Measure ID	Measure Theme	Measure Name	
O.028	Deliver quality services to customer requirements	Percentage and Count of Service Interruptions or Performance degradations Mapped to Change Requests	<a href="#">Add Data</a>
O.031	Achieve process excellence	Undocumented Changes	<a href="#">Add Data</a>
O.033	Achieve process excellence	Percentage of Changes that are Unauthorized Changes	<a href="#">Add Data</a>
O.034	Maintain High Levels of Responsiveness	Average Mean Time to Service Restoration	<a href="#">Add Data</a>
P.011	Strengthen the Business Partnership	Clarity Quality Metrics Compliance	<a href="#">Add Data</a>
P.013	Strengthen the Business Partnership	Percentage of Projects with a Business Case Approval	<a href="#">Add Data</a>
R.003	Deliver quality services to customer requirements	Percentage of SLA Metrics which Achieved Service Level Targets	<a href="#">Add Data</a>



# View/Edit Existing Measure Data



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View/Edit Existing Scorecards

Add/Edit Users

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View/Edit Existing Measure Data

Add New Issue

View/Edit Existing Issues

## Existing Measure Data

Measure ID	Month	Year	Monthly Value		
O.033	Oct	2012	99.5	Edit	Archive
O.034	Oct	2012	<u>Tier 1:</u> 5.5 <u>Tier 2:</u> 7.8	Edit	Archive
P.011	Oct	2012	99.9	Edit	Archive
O.033	Nov	2012	80.5	Edit	Archive
O.034	Nov	2012	<u>Tier 1:</u> 1.5 <u>Tier 2:</u> 3.8	Edit	Archive
P.011	Nov	2012	99.5	Edit	Archive
O.033	Mar	2013	99.6	Edit	Archive
O.034	Mar	2013	<u>Tier 1:</u> 3.5 <u>Tier 2:</u> 3.8	Edit	Archive



# Add New Issue



## Issue

Home

Add New Measure

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View/Edit Existing Scorecards

Add/Edit Users

Add Measure Data

View/Edit Existing Measure Data

Add New Issue

View/Edit Existing Issues

Measure ID:

Measure Theme:

Contact Name:

Issue:

Actions:

Priority:  high  medium  low

# View/Edit Existing Issues



SPECTRUM HEALTH

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## View/Edit Existing Issues

**Only Show:**

Priority:  high  medium  low

Status:  complete  hold  WIP  not started

Due Date:  From  To  To

Measure ID	Measure Name	Contact	Priority	Status	Due Date	Date Started	Date Completed	
F.005	ETS Operating Expense YTD Actual Versus Plan	Ian	high	complete	2013-02-19	2013-02-16	2013-02-19	<a href="#">Edit</a>
F.003	ETS Budget as a Percentage of Total IS Budget	Lisa	medium	complete	2013-02-21	2013-02-17	2013-02-20	<a href="#">Edit</a>
P.011	Clarity Quality Metrics Compliance	Shen	high	complete	2013-02-15	2013-02-15	2013-02-15	<a href="#">Edit</a>



# What's left to do?

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- Testing
- Polishing
- Setting up on Spectrum Health's servers

