

MICHIGAN STATE
UNIVERSITY

Beta Presentation

SLA Management and Metric Reporting System

The Capstone Experience

Team Spectrum Health

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Michigan State University

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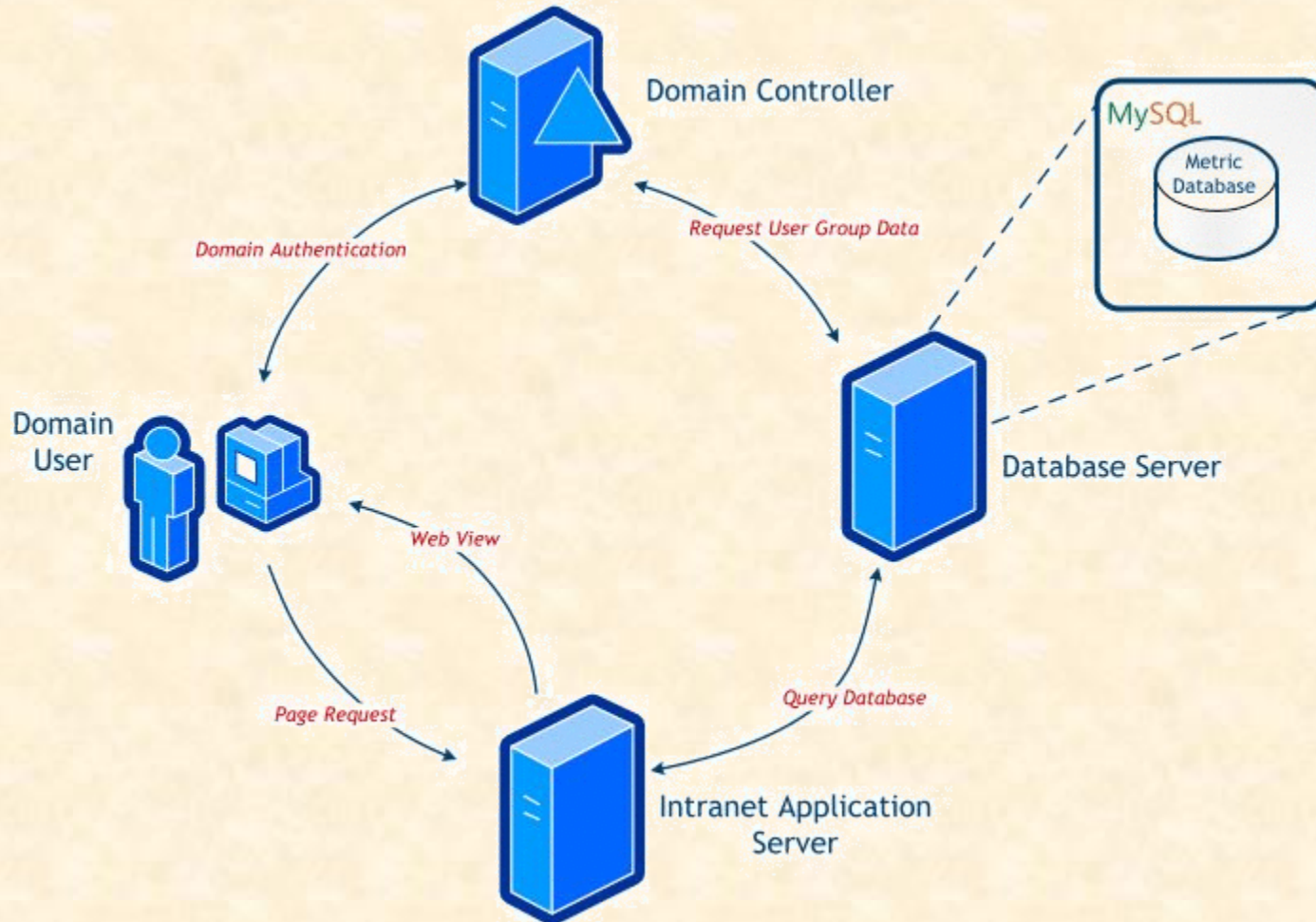


*From Students...
...to Professionals*


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

System Architecture



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Welcome lisa!


Metrics Awaiting Approval

Metric ID	
O.002	Review
P.003	Review
P.004	Review

Your Data

Metric ID	
O.033	Enter Data
O.034	Enter Data

Add New Measure

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Measure

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


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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

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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

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Scorecards

Title			
BSC	View	Edit	Archive
PH	View	Edit	Archive
SHDS	View	Edit	Archive
SHIS	View	Edit	Archive


View Scorecard

PH

yyyy-mm to yyyy-mm display

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

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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"/>

Submit

Add Measure Data

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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	Add Data
O.031	Achieve process excellence	Undocumented Changes	Add Data
O.033	Achieve process excellence	Percentage of Changes that are Unauthorized Changes	Add Data
O.034	Maintain High Levels of Responsiveness	Average Mean Time to Service Restoration	Add Data
P.011	Strengthen the Business Partnership	Clarity Quality Metrics Compliance	Add Data
P.013	Strengthen the Business Partnership	Percentage of Projects with a Business Case Approval	Add Data
R.003	Deliver quality services to customer requirements	Percentage of SLA Metrics which Achieved Service Level Targets	Add Data



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Existing Measure Data

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



Add New Issue

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Issue

Measure ID:

Measure Theme:

Contact Name:


Issue:

Actions:

Priority: ☒ high ☐ medium ☐ low



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Only Show:
Priority: ☒ high ☒ medium ☒ low
Status: ☒ complete ☒ hold ☒ WIP ☒ not started
Due Date: 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	Edit
F.003	ETS Budget as a Percentage of Total IS Budget	Lisa	medium	complete	2013-02-21	2013-02-17	2013-02-20	Edit
P.011	Clarity Quality Metrics Compliance	Shen	high	complete	2013-02-15	2013-02-15	2013-02-15	Edit

What's left to do?

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