MICHIGAN STATE UNIVERSITY

Beta Presentation

SLA Management and Metric Reporting System

The Capstone Experience

Team Spectrum Health

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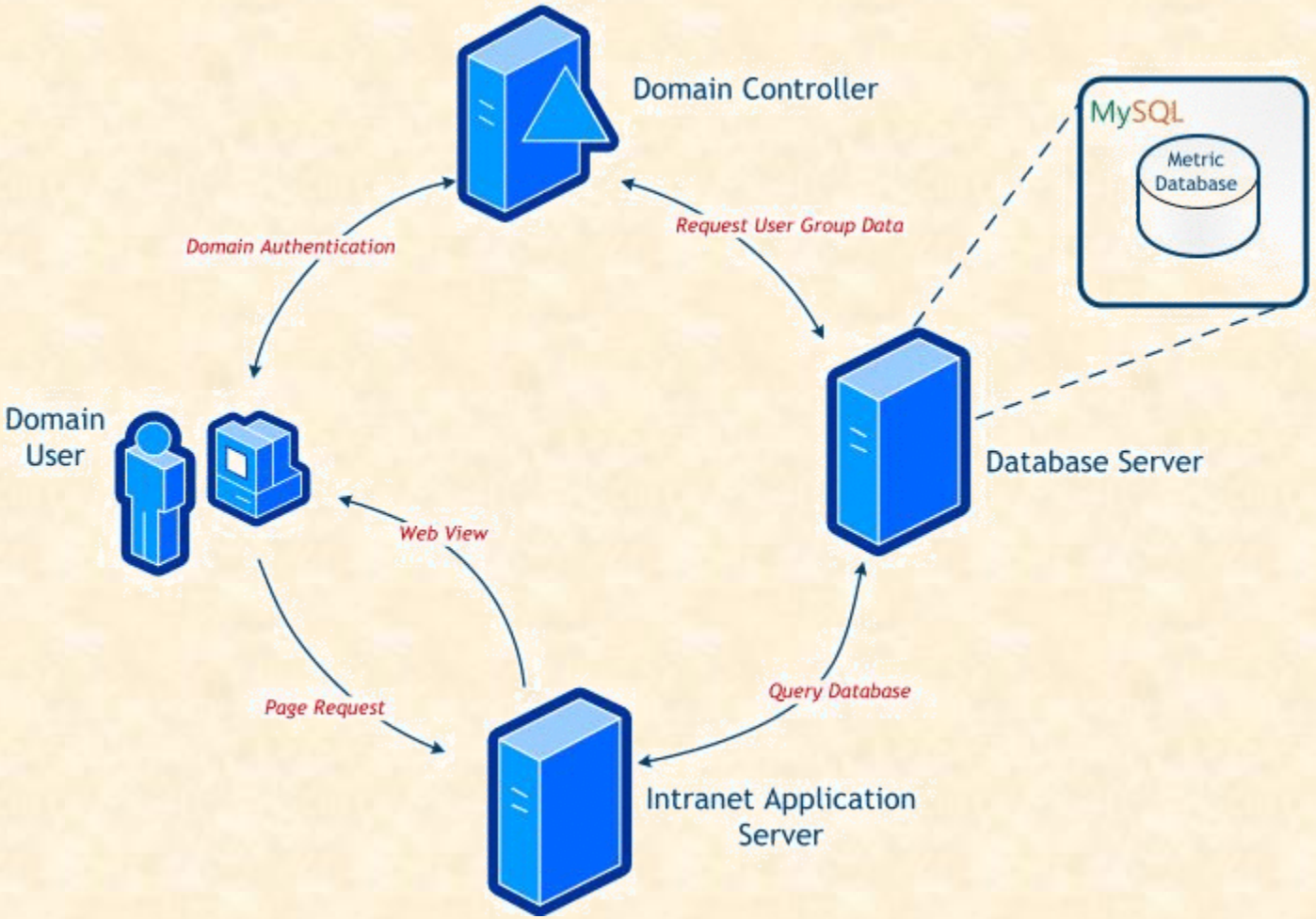
From Students…
…to Professionals

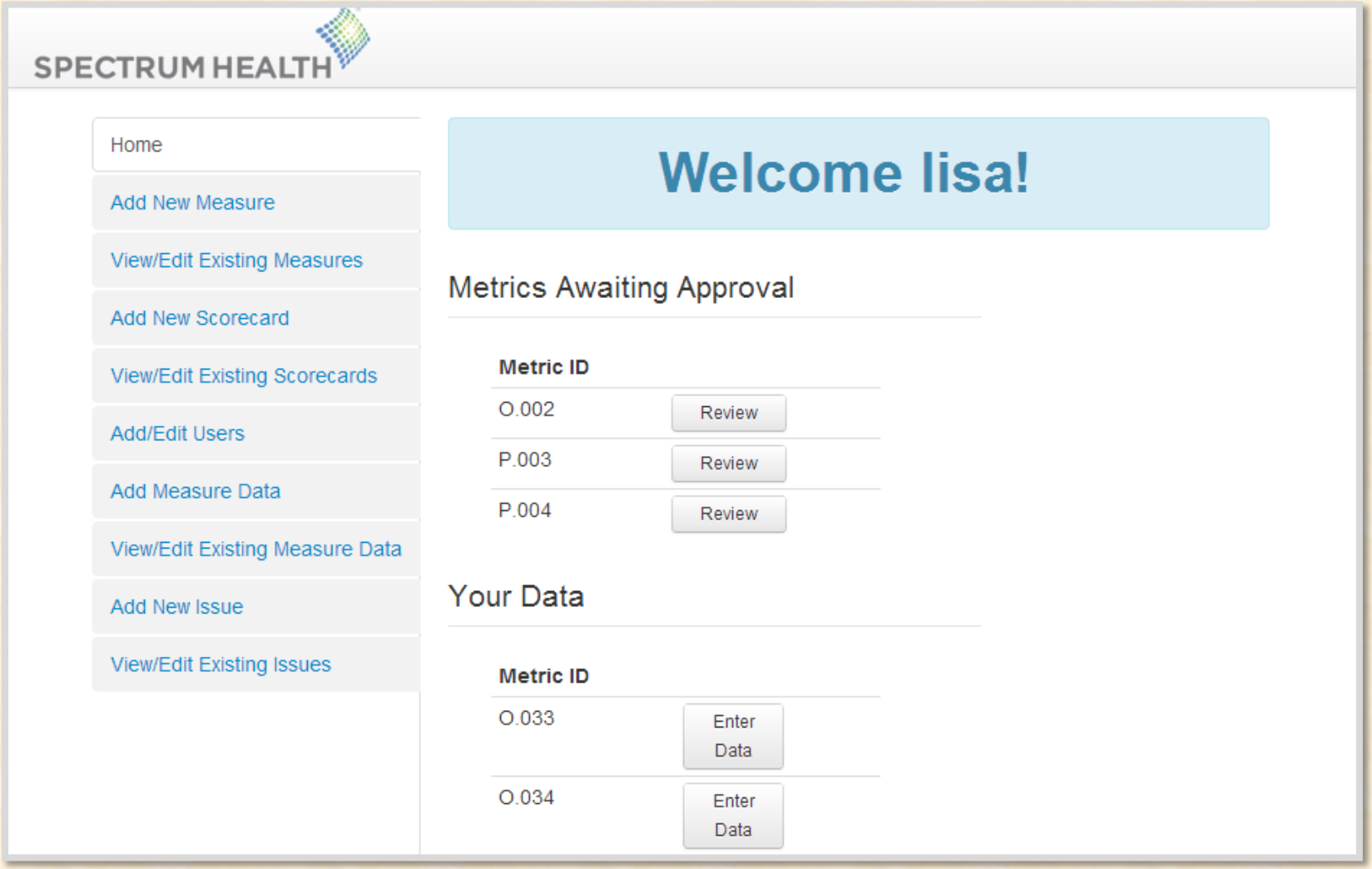
Project Overview

- 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

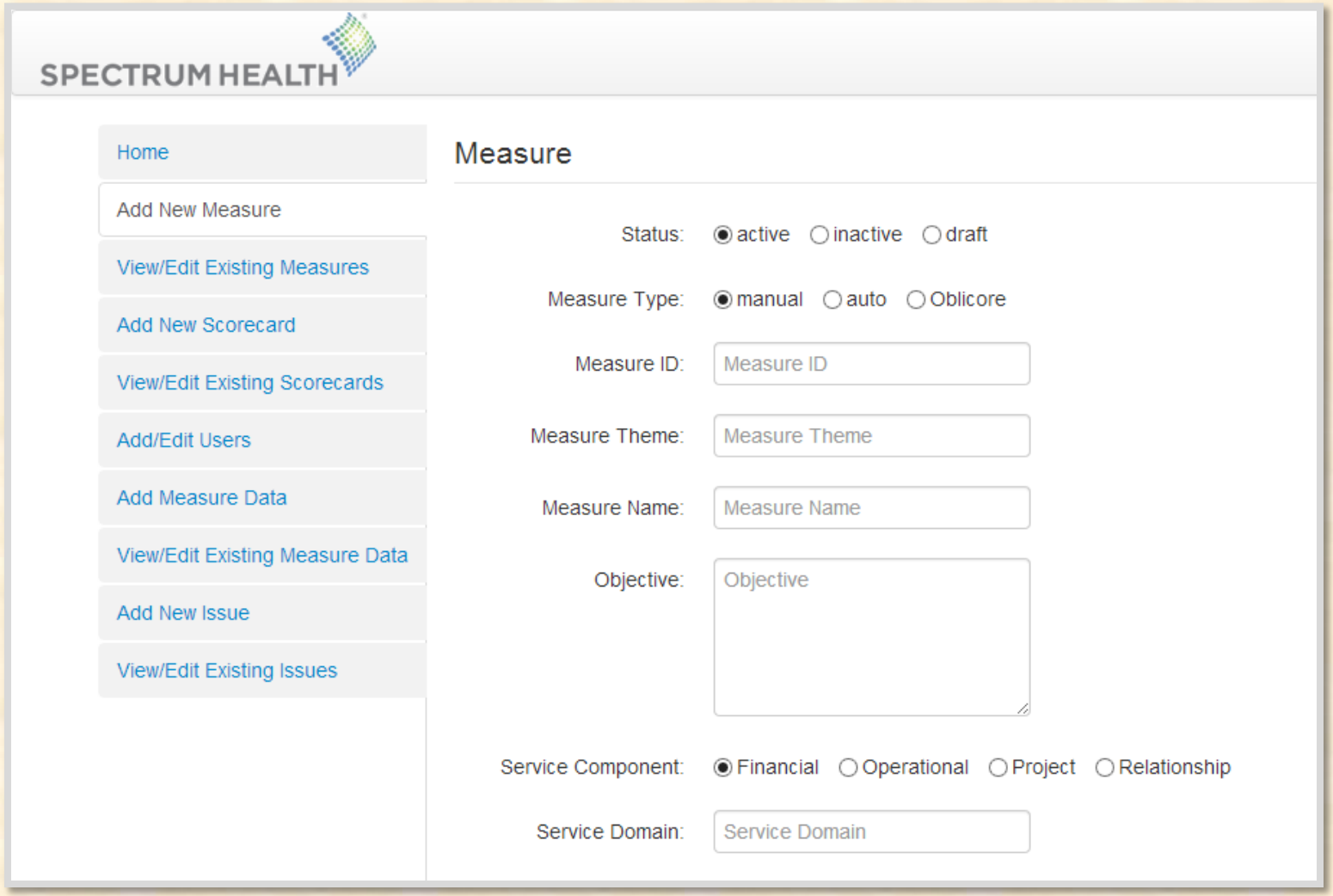
System Architecture



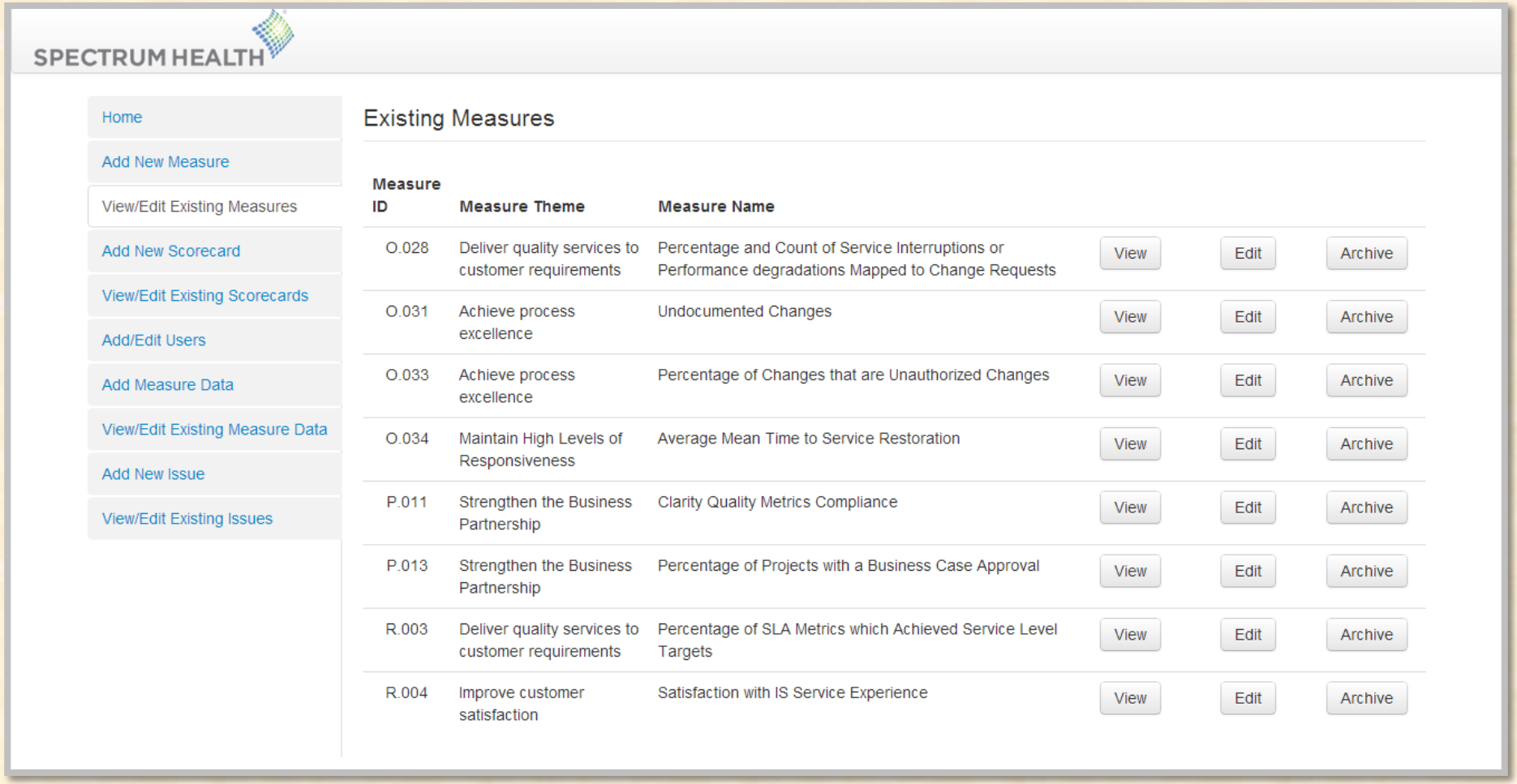
Home


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
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

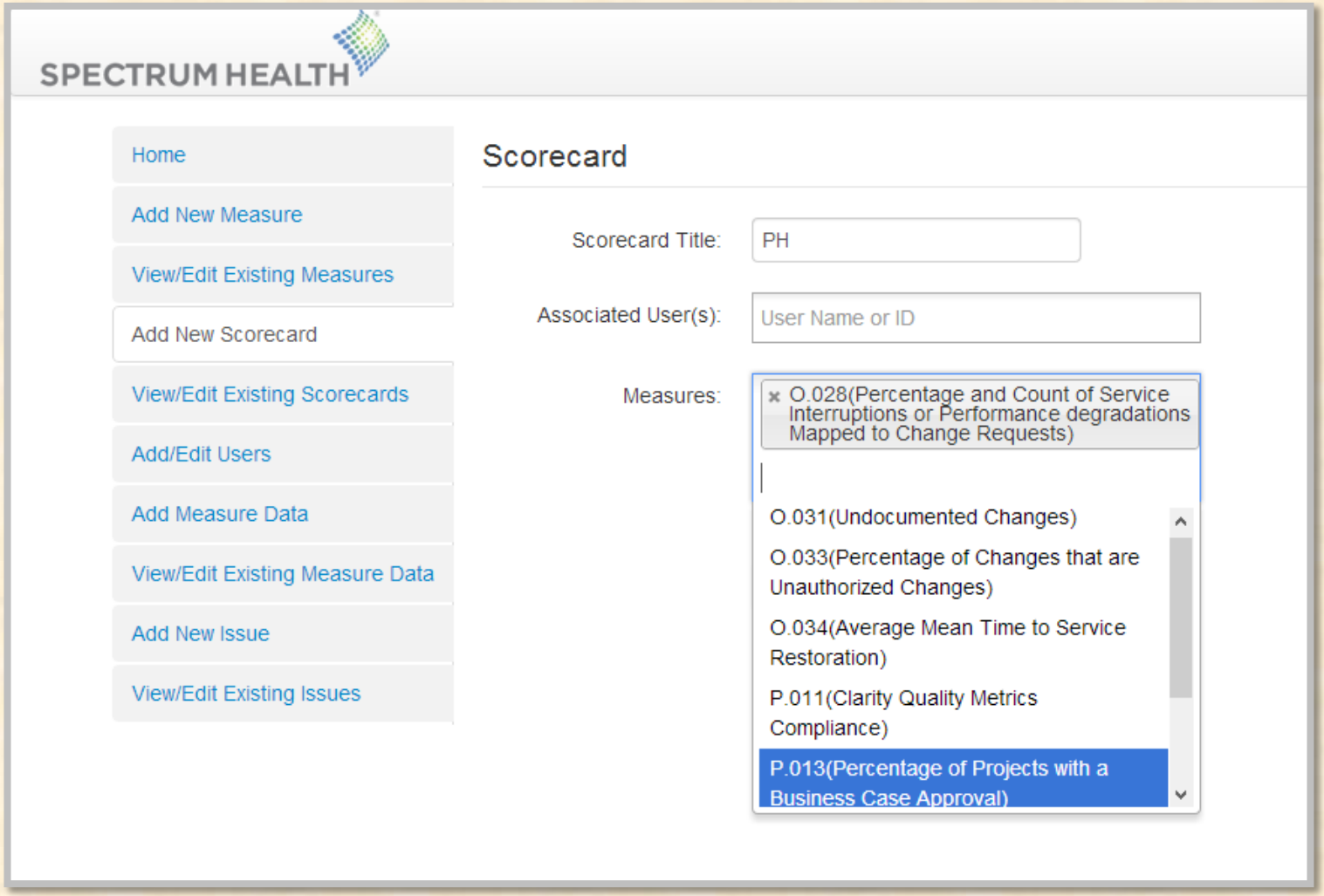
Add New Measure



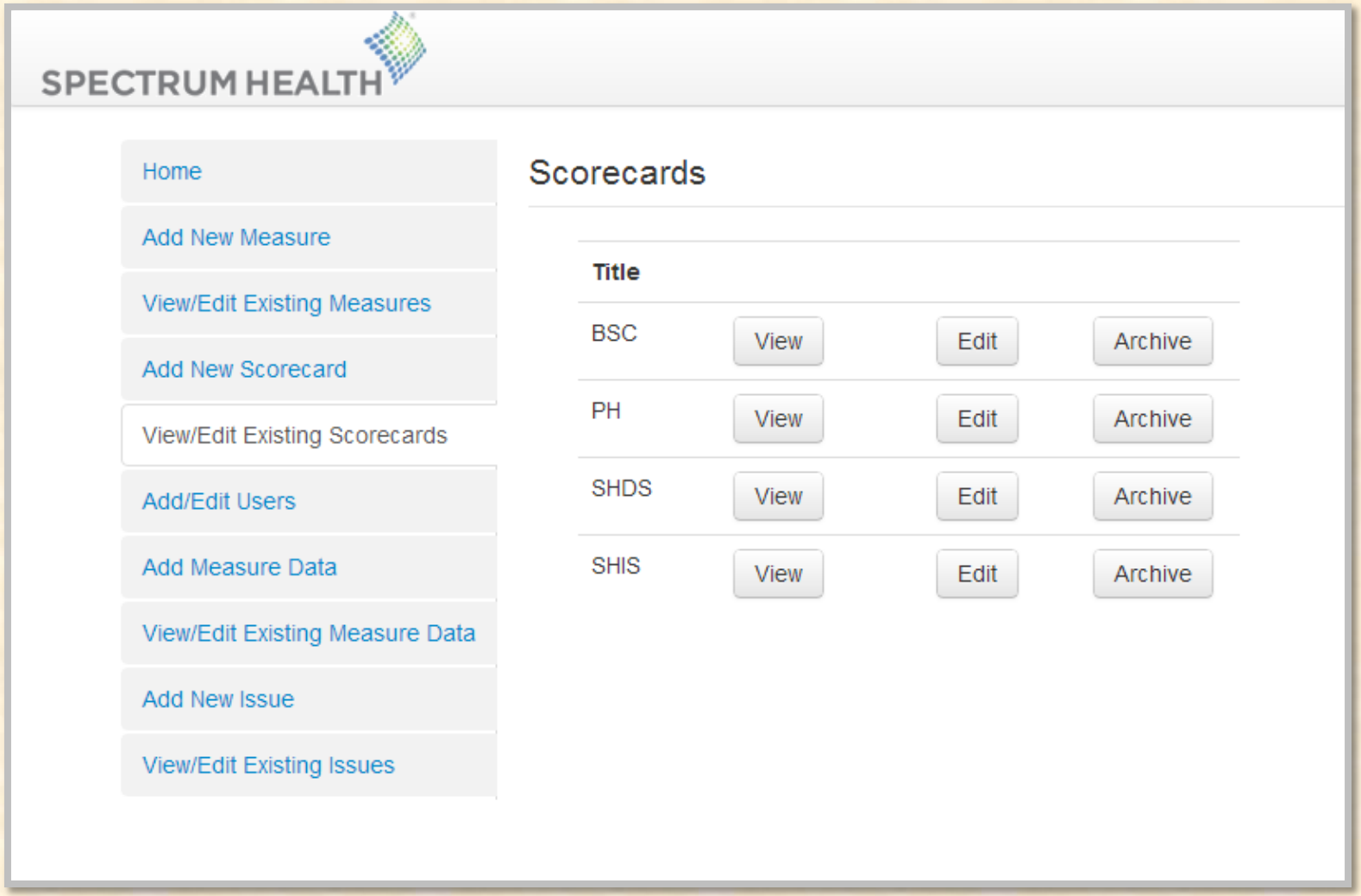
View/Edit Existing Metrics



Add New Scorecard



View/Edit Existing Scorecards



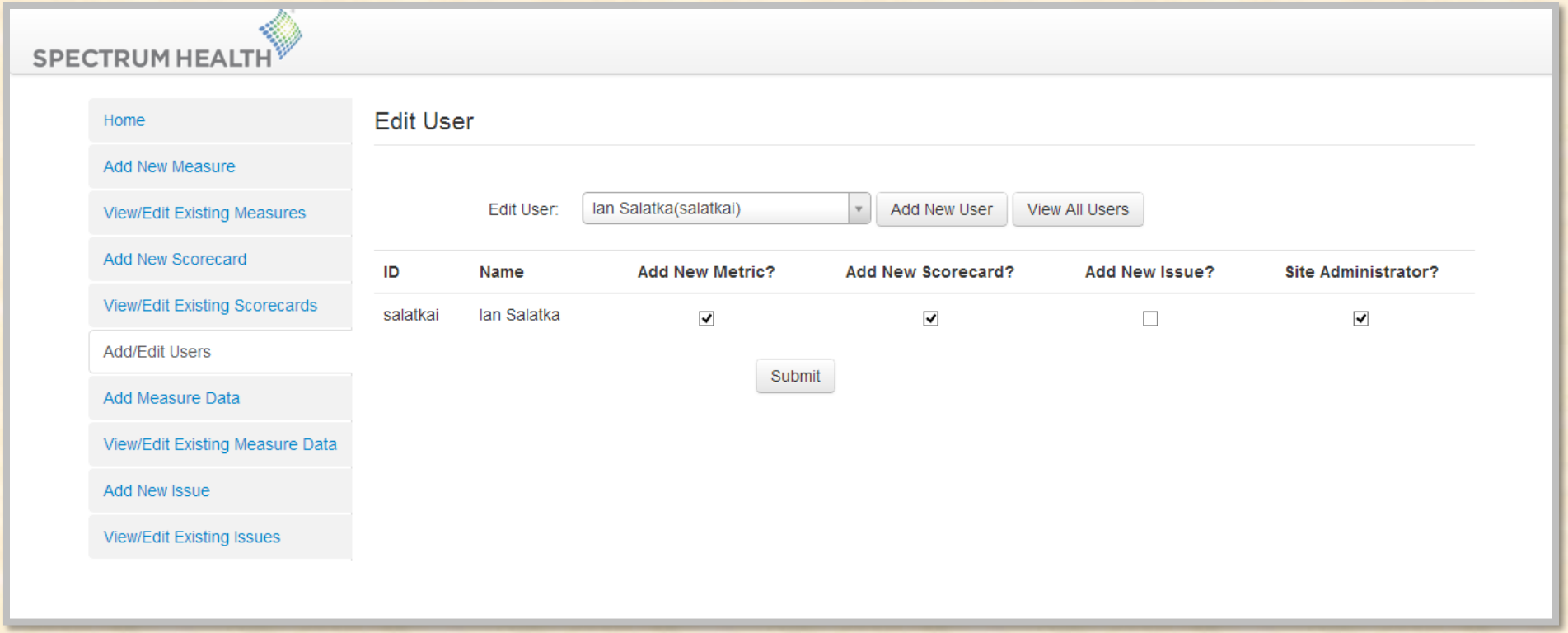
View Scorecard

PH

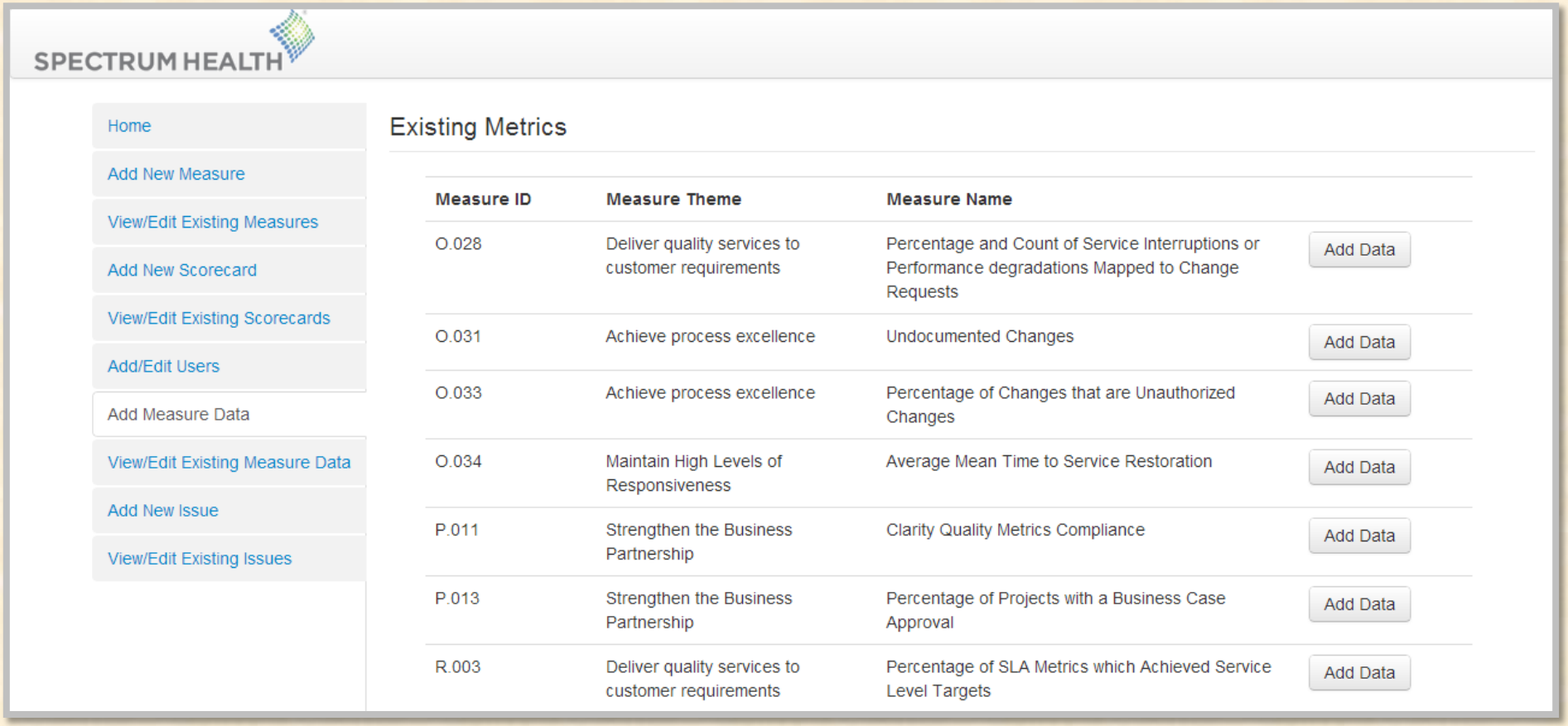
yyyy-mm to yyyy-mm display

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 2 1 < val < 2	tier 1 3 < val < 5 tier 2 3 < val < 8	tier 1 5 < val < 10 tier 2 8 < val < 10	5.5 7.8	1.5 3.8	1.4 8.5	1.3 1.2	1.4 1.6	3.5 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	

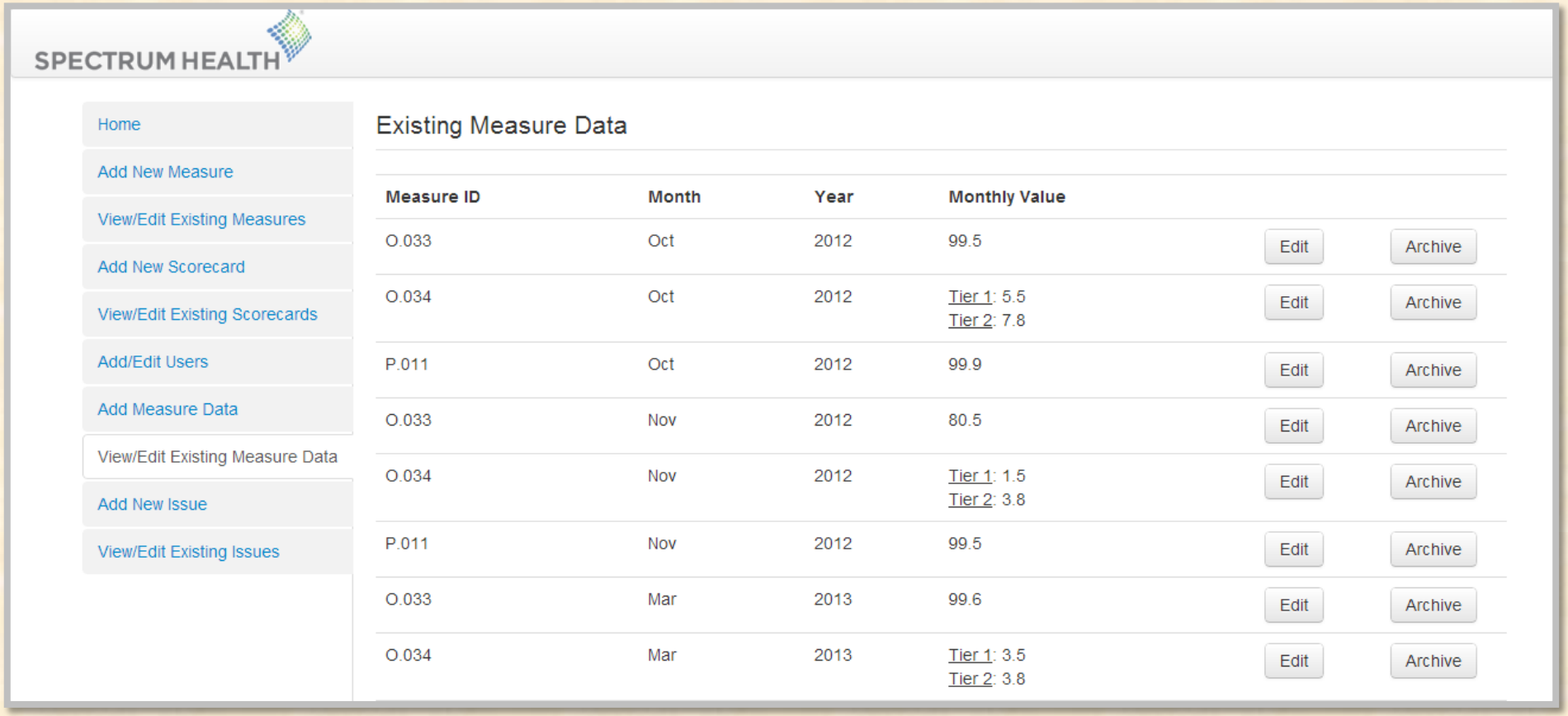
Add/Edit Users



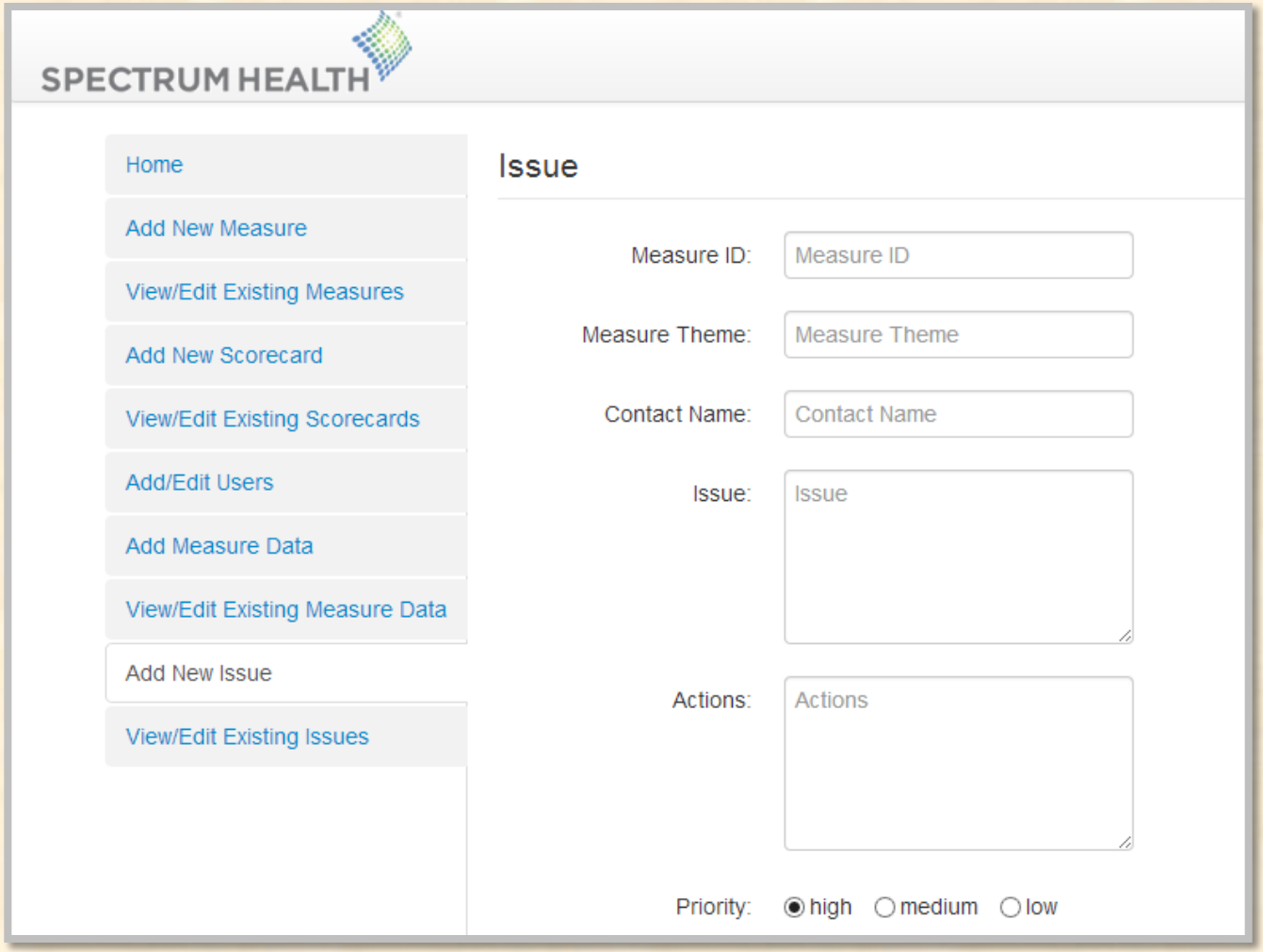
Add Measure Data



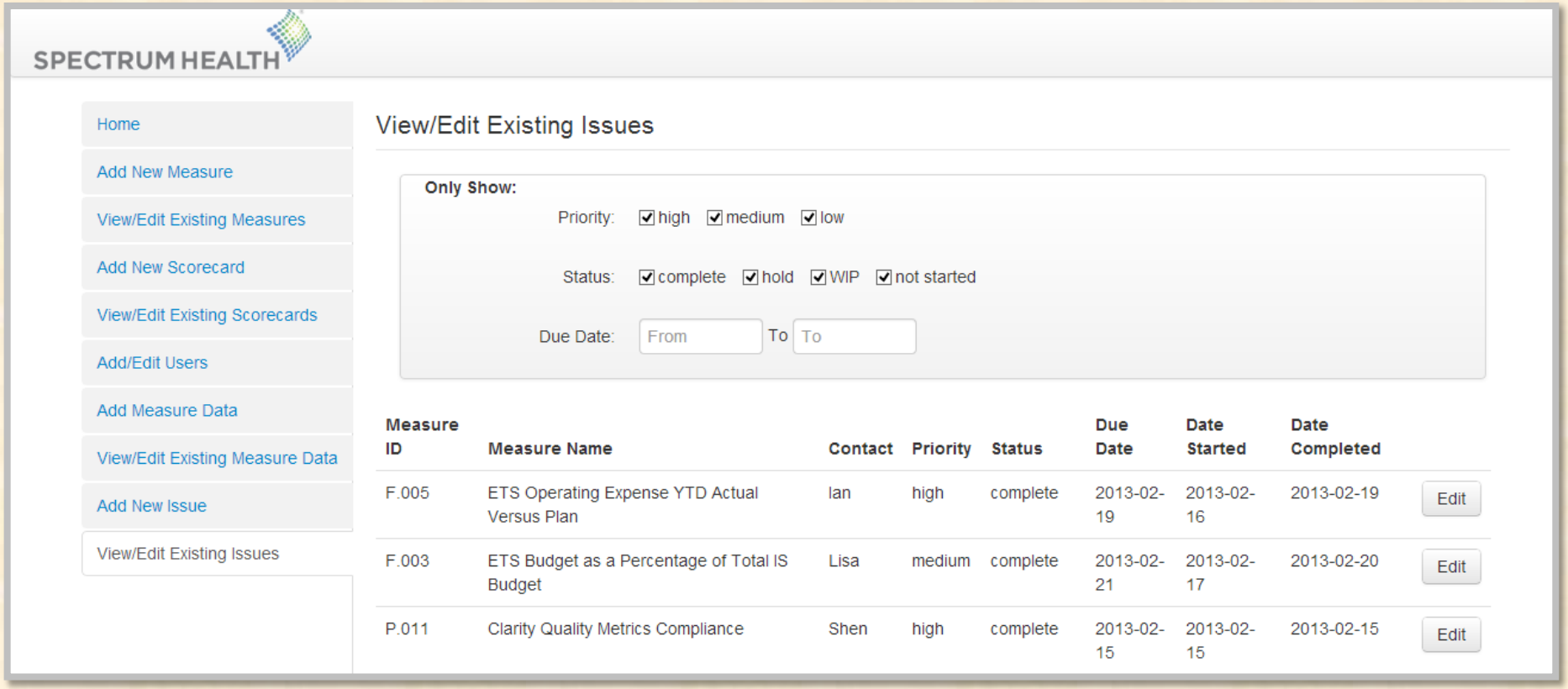
View/Edit Existing Measure Data



Add New Issue



View/Edit Existing Issues



What's left to do?

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