

MICHIGAN STATE
UNIVERSITY

Alpha Presentation

SLA Management and Metric Reporting System

The Capstone Experience

Team Spectrum Health

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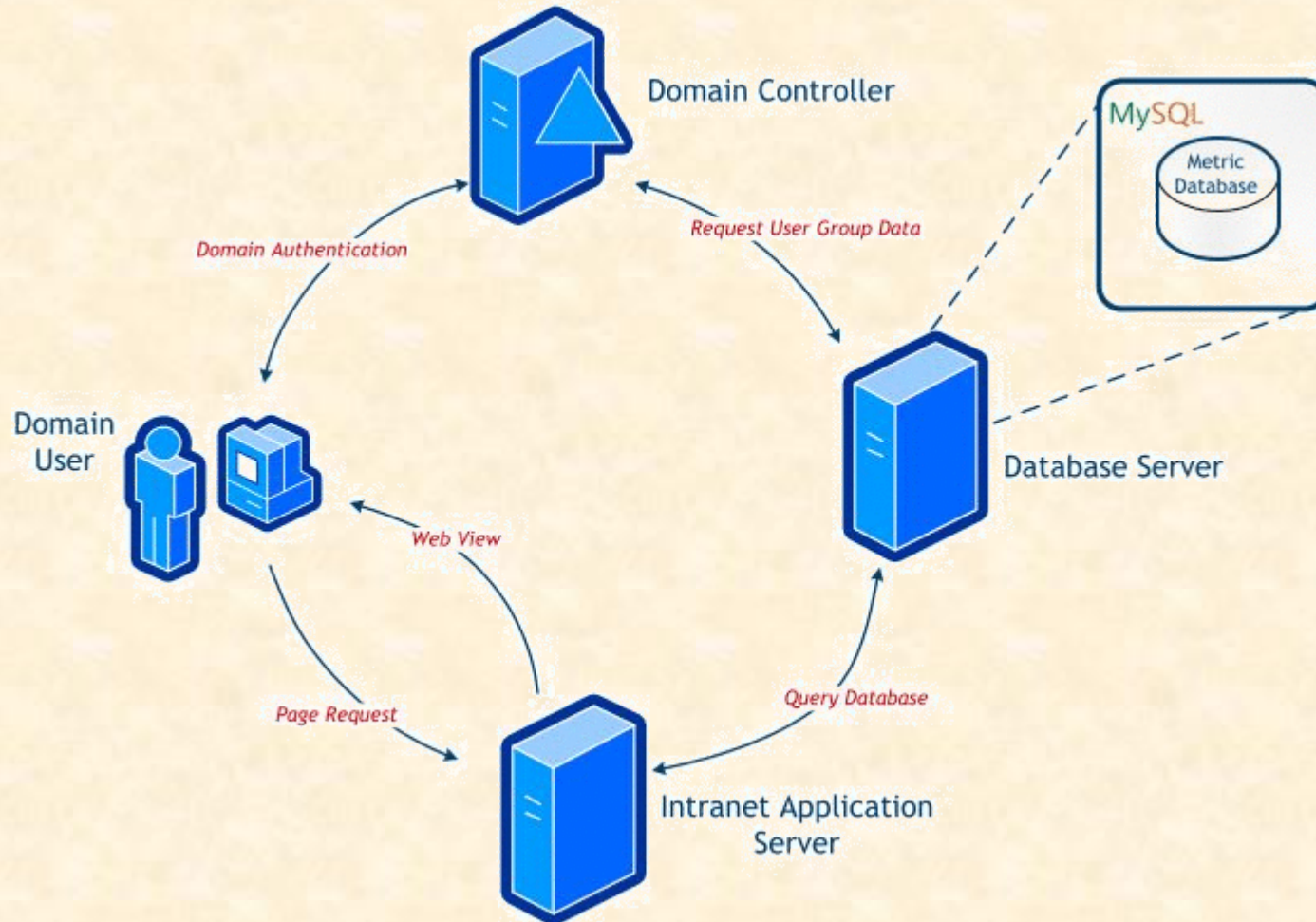
*From Students...
...to Professionals*

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



Add New Measure

Home

Measure

Add New Measure

View/Edit Existing Metrics

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

Status: active inactive draft

Metric Type: manual auto Oblicore

Metric ID:

Metric Theme:

Metric Name:

Objective:

Service Component: Financial Operational Project Relationship

Service Domain:

Target Type: Number Percent | Range Tier

Green Target Values



View/Edit Existing Metrics

Home

[Add New Measure](#)

[View/Edit Existing Metrics](#)

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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](#)

Existing Metrics

Measure ID	Metric	Measure		
F.003	Reduce Operational Costs	ETS Budget as a Percentage of Total IS Budget	Edit	Delete
F.005	Reduce Operational Costs	ETS Operating Expense YTD Actual Versus Plan	Edit	Delete
O.028	Deliver quality services to customer requirements	Percentage and Count of Service Interruptions or Performance degradations Mapped to Change Requests	Edit	Delete
P.011	Strengthen the Business Partnership	Clarity Quality Metrics Compliance	Edit	Delete
P.013	Strengthen the Business Partnership	Percentage of Projects with a Business Case Approval	Edit	Delete
R.003	Deliver quality services to customer requirements	Percentage of SLA Metrics which Achieved Service Level Targets	Edit	Delete
R.004	Improve customer satisfaction	Satisfaction with IS Service Experience	Edit	Delete



Add New Scorecard

[Home](#)

[Add New Measure](#)

[View/Edit Existing Metrics](#)

[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:

Associate User:

Metrics:

F.003 F.005 O.028 P.011 P.013 R.003 R.004



View/Edit Existing Scorecards

The screenshot displays a web application interface. On the left is a sidebar with the following navigation links: Home, Add New Measure, View/Edit Existing Metrics, 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. Each row represents a scorecard and includes three buttons: View, Edit, and Delete.

Title	View	Edit	Delete
BSC	View	Edit	Delete
PH	View	Edit	Delete
SHDS	View	Edit	Delete
SHIS	View	Edit	Delete

Add/Edit Users

Home

Add New Measure

View/Edit Existing Metrics

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

Administrator(administrator) Edit Add New User

ID	Name	Add New Metric?	Add New Scorecard?	Site Administrator?
administrator	Administrator	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Submit



Add Measure Data

The screenshot shows a web application interface for managing metrics. On the left is a sidebar with navigation links. The main content area is titled 'Existing Metrics' and contains a table with columns for Measure ID, Metric, Measure, and an 'Add Data' button for each row.

Existing Metrics

Measure ID	Metric	Measure	
F.003	Reduce Operational Costs	ETS Budget as a Percentage of Total IS Budget	Add Data
F.005	Reduce Operational Costs	ETS Operating Expense YTD Actual Versus Plan	Add Data
O.028	Deliver quality services to customer requirements	Percentage and Count of Service Interruptions or Performance degradations Mapped to Change Requests	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
R.004	Improve customer satisfaction	Satisfaction with IS Service Experience	Add Data



View/Edit Existing Measure Data

Home

[Add New Measure](#)

[View/Edit Existing Metrics](#)

[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 Measure Data

Measure ID	Month	Year	Monthly Value		
F.003	February	2013	50.91	Edit	Delete
F.005	February	2013	3.55	Edit	Delete
O.028	February	2013	99.93	Edit	Delete
P.013	February	2013	9.77	Edit	Delete



Add New Issue

Home

[Add New Measure](#)

[View/Edit Existing Metrics](#)

[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](#)

Issue

Metric ID:

Metric Name:

Contact Name:

Issue:

Actions:

Priority: high medium low

Status: complete hold WIP not started

Due Date:



View/Edit Existing Issues

Home

Add New Measure

View/Edit Existing Metrics

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

View/Edit Existing Issues

Only Show:

Priority

high

medium

low

Status

complete

hold

WIP

not started

Due Date:

From

To

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



What's left to do?

- Store target tiers/ranges
- Determine status color of measure data based on target tiers/ranges
- Personalized website views
- Form validation