SERENA

SERENA DASHBOARD

Getting Started Guide

Serena Proprietary and Confidential Information

Copyright © 2011–2013 Serena Software, Inc. All rights reserved.

This document, as well as the software described in it, is furnished under license and may be used or copied only in accordance with the terms of such license. Except as permitted by such license, no part of this publication may be reproduced, photocopied, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, recording, or otherwise, without the prior written permission of Serena. Any reproduction of such software product user documentation, regardless of whether the documentation is reproduced in whole or in part, must be accompanied by this copyright statement in its entirety, without modification. This document contains proprietary and confidential information, and no reproduction or dissemination of any information contained herein is allowed without the express permission of Serena Software.

The content of this document is furnished for informational use only, is subject to change without notice, and should not be construed as a commitment by Serena. Serena assumes no responsibility or liability for any errors or inaccuracies that may appear in this document.

Trademarks

Serena, TeamTrack, StarTool, PVCS, Collage, Comparex, Dimensions, Serena Dimensions, Mashup Composer, Mashup Exchange, Prototype Composer, Mariner, and ChangeMan are registered trademarks of Serena Software, Inc. The Serena logo, Version Manager, Meritage, and Mover are trademarks of Serena Software, Inc. All other products or company names are used for identification purposes only, and may be trademarks of their respective owners.

Telelogic and DOORS are either registered trademarks or trademarks of Telelogic AB in the United States and/or other countries. Rational and IBM are either registered trademarks or trademarks of IBM in the United States and/or other countries. Eclipse is a trademark of the Eclipse Foundation in the United States and/or other countries. All other products or company names are used for identification purposes only, and may be trademarks of their respective owners.

U.S. Government Rights

Any Software product acquired by Licensee under this Agreement for or on behalf of the U.S. Government, its agencies and instrumentalities is "commercial software" as defined by the FAR. Use, duplication, and disclosure by the U.S. Government is subject to the restrictions set forth in the license under which the Software was acquired. The manufacturer is Serena Software, Inc., 1850 Gateway Drive, 4th Floor, San Mateo, California, 94404-4061.

Part number: Product version: 4.5

Publication date: 2013-04-22

Table of Contents

Getting Started 1
Serena Dashboard Overview 5
About Serena Dashboard 5
What Is Included Out-of-the-Box 5
Displaying Dashboard Metrics on Mobile Devices 5
Using the Dashboard Out-of-the-Box 5
Logging in to Serena Dashboard 5
Setting User Preferences 6
Customizing Your Dashboard Views 6
Out-of-Box Metrics for Serena Release Manager 7
Compare Release Trains 7
Application Release Rates 7
Package Break / Fix Per Stages 7
Deployment Tasks 8
Release Train on Time 8
Deployment Status by Application 9
Deployment Status by Train 10
Out-of-Box Metrics for Serena Development Manager 11
Build Success Rate 11
Defect Escape Rate 11
Project Defects Found / Project Defects By Month 12
Development Packages Iterations 13
Project Packages Count 14
Project Change Requests 15
Project Status 16
Project Duration 16
Test Execution Status Bar 18
Out-of-Box Metrics for Serena Requirements Manager 18
Average Requirement Approval Iteration Count Across Projects 19
Requirement Approval Status Distribution Across Projects 19
Ratio of Requirements to Development Change Requests 20
Out-of-Box Metrics for ChangeMan ZMF 20
All Applications by Instance 20
All packages by Status 21
All Packages by Application 21
All Packages Average Lifecycle 22
All Packages Average Lifecycle by Status 22
Application Packages Average Lifecycle 23
All Packages by Level 24

All Packages by Type 25
All Packages Installed by Date 25
All Packages Scheduled by Date 26
All Planned Packages by Week 26
All Unplanned Packages by Week 27
Build and Recompile Report 27
Change Activity by All Applications 28
Change Activity by All Types 30
Change Activity by All Users 33
Change Activity by Date 36
Component Builds by All Applications 37
Component Builds by All Components 39
Component Builds by All Users 42
Component Builds by Month 44
Out-of-Box Metrics for CIO Ops 45
All Service Level Agreement (SLA) Risk 45
Compliance Summary 46
Open Incidents by Issue Type 47
Performance Average 49
Violates v. In Compliance 50

Getting Started with Serena Dashboard

Serena Dashboard is a powerful reporting application that allows users at all levels of the organization to review project metrics that are most immediately relevant to them. Serena Dashboard runs on the Information Builders WebFOCUS platform, a rich business reporting tool that can aggregate key performance data from a variety of critical systems. Serena Dashboard presents data on your most essential key performance indicators (KPIs) with a fully configurable set of graphical charts, tabular data, and more.

Serena Dashboard Overview

About Serena Dashboard

Serena Dashboard is a powerful reporting application that allows users at all levels of the organization to review project metrics that are most immediately relevant to them. Serena Dashboard runs on the Information Builders WebFOCUS platform, a rich business reporting tool that can aggregate key performance data from a variety of critical systems. Serena Dashboard presents data on your most essential key performance indicators (KPIs) with a fully configurable set of graphical charts, tabular data, and more.

What Is Included Out-of-the-Box

Right out-of-the-box, Serena Dashboard includes a number of KPI metrics designed to present critical data stored in the Serena Orchestrated ALM solutions, such as Serena Release Manager, Serena Development Manager, and Serena Requirements Manager. Once Serena Dashboard is installed and configured, you can immediately start track such KPIs as the following:

- Deployment tasks and status
- Release rates
- Break / fix rates across the deployment workflow
- Build success rates and details
- Defect submission and escape rates
- Project status
- Project duration
- Requirement approval status
- ChangeMan ZMF package status

And many more.

Displaying Dashboard Metrics on Mobile Devices

You can display Serena Dashboard metrics using a mobile device, such as an Apple iPad. Your administrator and configure the Dashboard server to enable mobile connections, and then you can set up your mobile device to connect to the Dashboard server. For details on configuring mobile access on the Dashboard server and on connecting your device, please see Enabling Mobile Access.

Using the Dashboard Out-of-the-Box

Logging in to Serena Dashboard

Enter the URL to Serena Dashboard in a browser. The default format is as follows:

http://server:port/dashboard/login

For example, if the server is called dashboard and the port number is 8080:

http://dashboard:8080/dashboard/login

Enter your username and password and click Log In. The user name and password are case-sensitive.

Setting User Preferences

From the My Settings screen, you can choose a default view to see when you log in, reset your password, and set the order in which views appear in My Favorites.

To set your preferences:

1. Click the Settings button.
2. Under My Default Settings, choose the view that you would like to see when you log in from the Default View List.
3. Under Change My Password, you can enter a new login password.
   NOTE: You cannot change the password here if you are using a default admin account.
4. To change the order in which views are listed under My Favorites, select a view (or views) under Reorder My Favorites and click the Move Up or Move Down buttons as needed.
5. Click OK.

Customizing Your Dashboard Views

You can create views that display specific metrics. This allows you to customize your experience with Serena Dashboard so that when you log in, the first thing you see is whatever is most important for you. You can save multiple views with different metrics suited to different purposes, and lay out the metrics in the views however you like.

To set up your own custom view:

1. You can add a new view in either of the following ways:
   - First select an existing view from the Views view, click the Actions button, then select Copy View to Favorites. Then, to edit the copied view, display the My Favorites view, select the view that you just added to your favorites, click the Actions button and select Edit View.
   - From any view, click the Actions button and select Add New View.
3. From here, you can set the following:
   - General settings for the view. Under View Settings, the options include:
     - The title and description for your custom view.
     - The values for any custom attributes that your administrator has defined for metrics.
     - Under Access Level, whether this view is restricted to your view or visible to other users of your Serena Dashboard implementation.
   - Which metrics are displayed in the view, and how they are laid out. Under Metrics In View, the settings include:
     - Which metrics are available to lay out in the view. Click the Add button to add a new metric. A box appears representing the placement of a metric on the page.
     - How the metrics are laid out in the view. Click and drag in the middle of any metric box in order to move the metric to a different location in the view. Click on the top, bottom, or side walls of a metric and drag to resize it.

- To choose which metric displays in a box, select the box and choose the metric under Selected Metric. You must choose the package to which the metric belongs before you can select the metric itself.

2. Repeat these steps until you have chosen and arranged all of the metrics you want for this view.
3. Click Test to preview the changes.
4. Click OK to save changes.

Out-of-Box Metrics for Serena Release Manager

Serena Dashboard includes metrics on several Key Performance Indicators (KPIs) and metrics that are relevant to most release management organizations. These metrics are configured to work directly out-of-the-box with the default Release Manager configuration. Serena Dashboard pulls data from the following sources:

- The Release Manager process apps running on SBM.
- Dimensions CM.
- ChangeMan ZMF

The following metrics are included.

Compare Release Trains

The Compare Release Trains metric allows you to choose which release trains to compare:

And then evaluate the current status and stage of each:

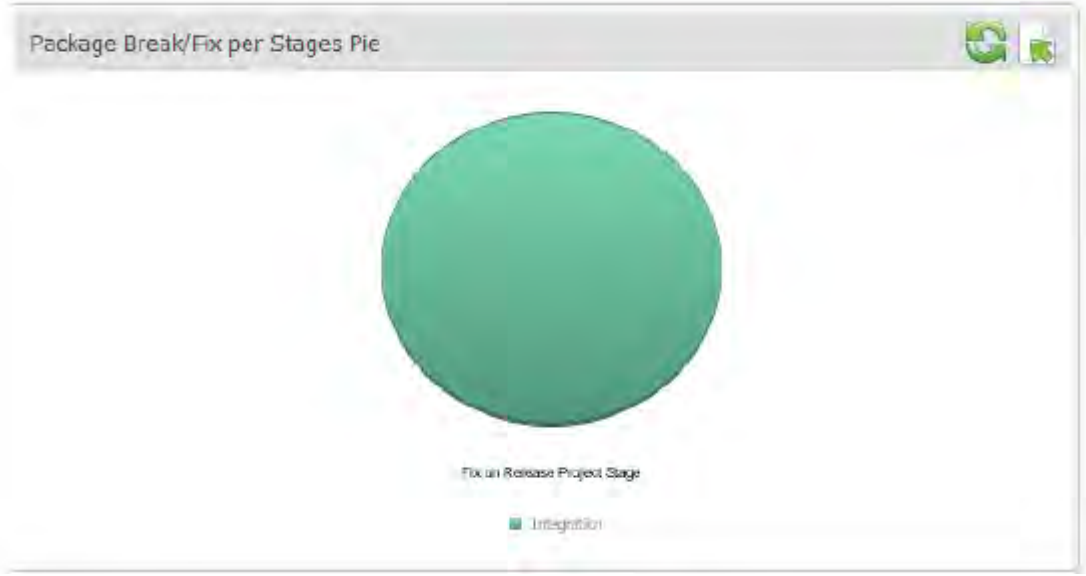
Application Release Rates

The Application Release Rates metric provides a bar chart that tells you the rate at which you are deploying requests and deployment units associated with an application.

Package Break / Fix Per Stages

The Package Brea / Fix Per Stages displays the number of break-fixes that have occured in specific workflow states, across all release packages You can display break-fixes in a bar chart or a pie chart. You can click a pie chart to display details about where the break-fixes occurred.

In the example below, 100% of break-fixes across all release packages occurred during the Integration stage:

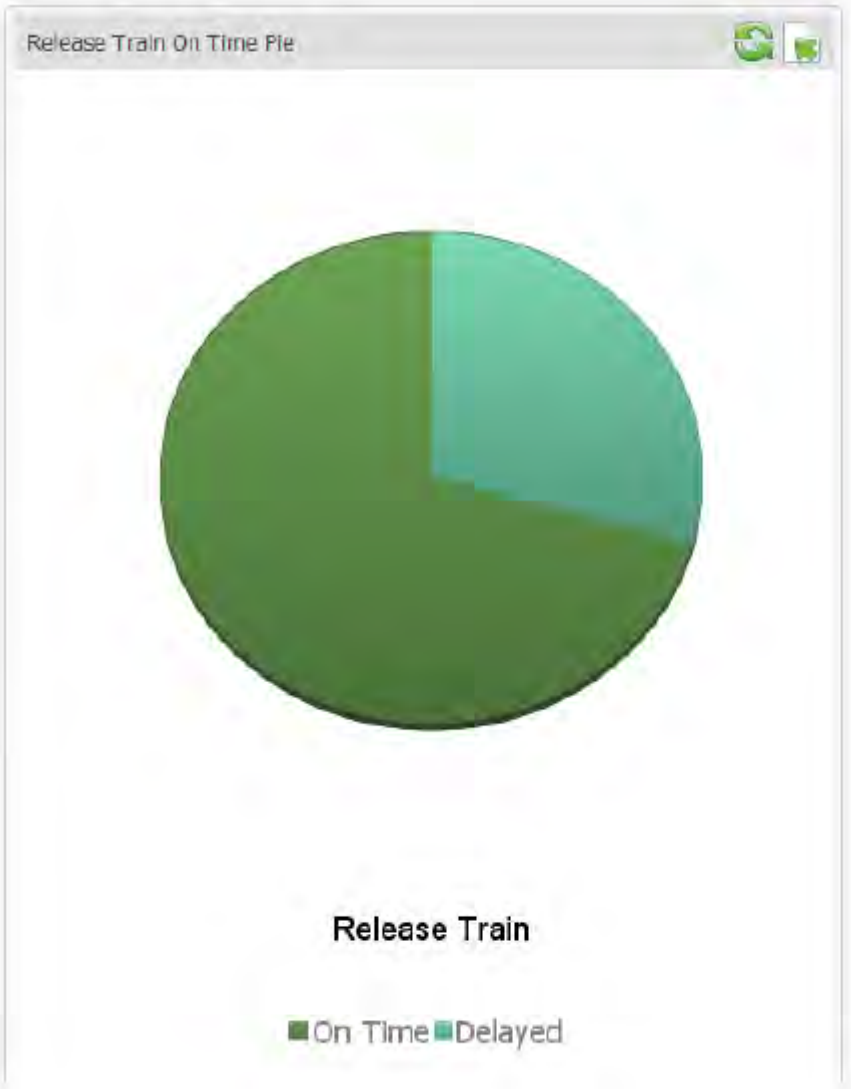


Deployment Tasks

The deployment tasks metric is a tabular report of all current deployment tasks and their status. You can click a specific deployment task to display its application information.

Release Train on Time

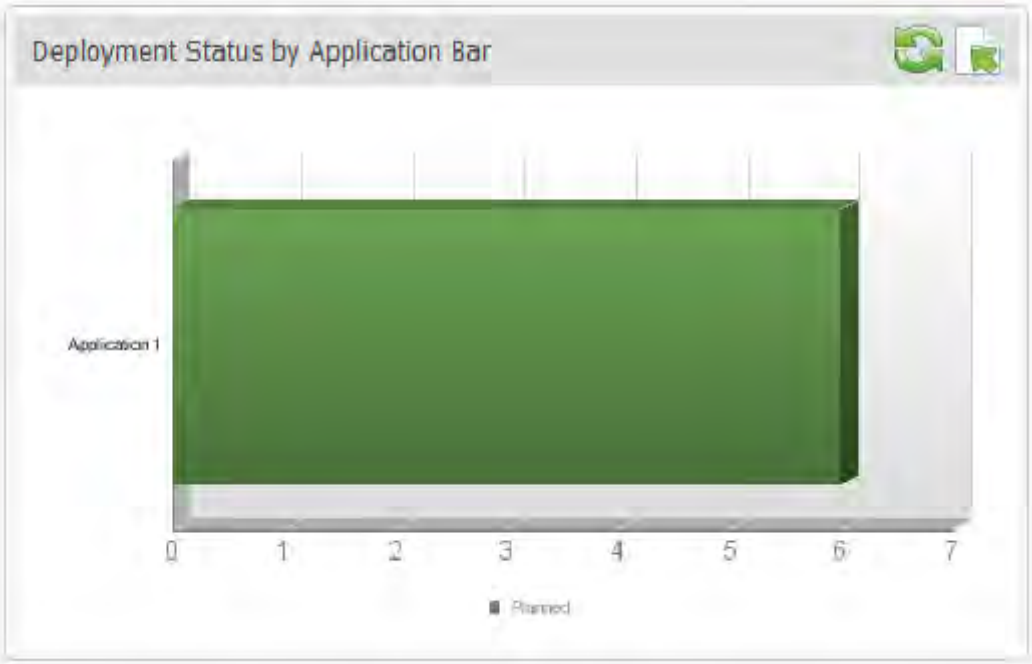
The Release Train on Time metric displays a pie chart that illustrates the number of release trains that are on time and that are delayed, as in the example below:



You can click the chart to display detailed information on status and deployment end-date for each release traiin.

Deployment Status by Application

You can display the specific status of deployment tasks in applications. For example, the following instance of the Deployment Status by Application Bar metric tells you that there are six tasks in the Planned stage associated with Application 1:



You can represent this data in a pie chart as well, and click a stage to display detailed tabular information about all deployment tasks.

Deployment Status by Train

With the Deployment Status by Train metric, you can display the specific status of a deployment task with a pie chart, bar chart, or tabular report. When you click the chart you can drill down into specific, detailed status information.

In the following example bar chart, you can see the number of open deployment tasks across three release trains. All of these tasks are in the Planned state.

Out-of-Box Metrics for Serena Development Manager

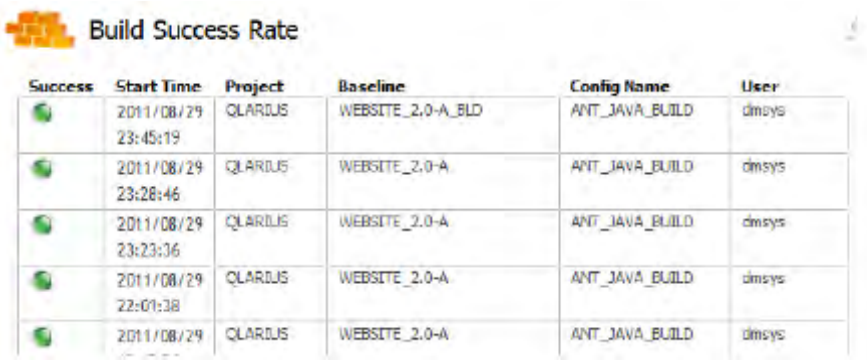
Serena Dashboard includes metrics on several Key Performance Indicators (KPIs) and metrics that are relevant to most development organizations. These metrics are configured to work directly out-of-the-box with the default Development Manager configuration. The Dashboard pulls data from the following sources:

- The Development Control process apps running on SBM
- Dimensions CM, to display data on build success

Build Success Rate

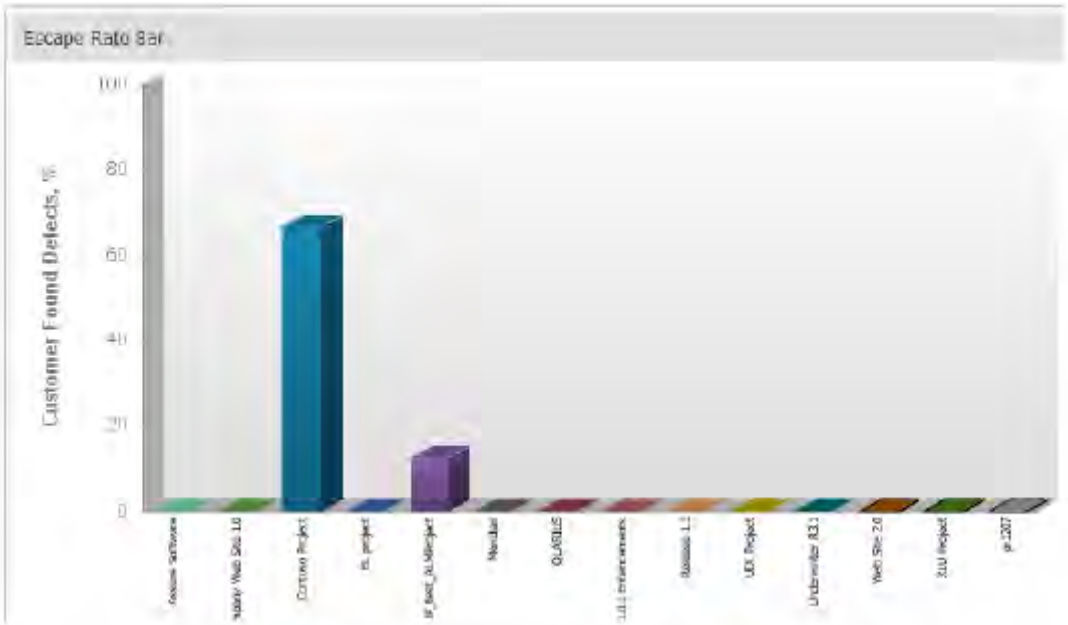
This metric displays the percentage of builds that completed successfully. This data is pulled from Dimensions CM. For example:

You can click the metric to see information about specific builds, including the name of the Dimensions CM build configuration, when the build stopped, and whether it succeeded.



Defect Escape Rate

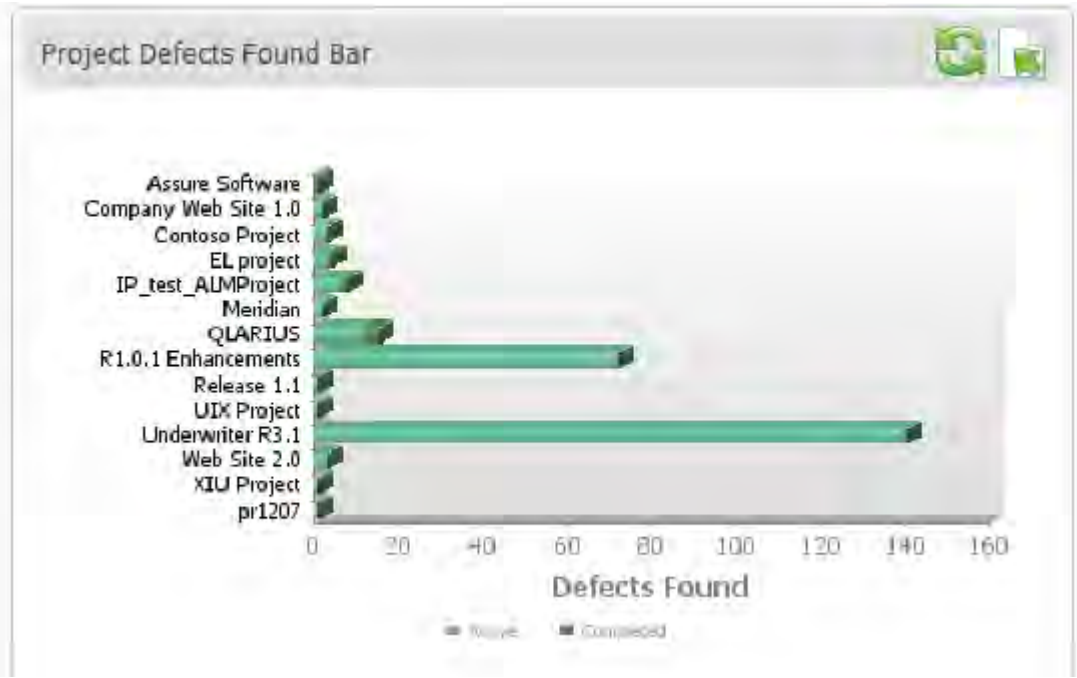
This metric displays the percentage of defects that are escaped. These are defects that were reported by users or customers, that were not found by internal testing.



You can also display a Defect Escape Rate Gauge, which shows you the total number of escaped defects across your applications. In this example, there are very few escape defects.

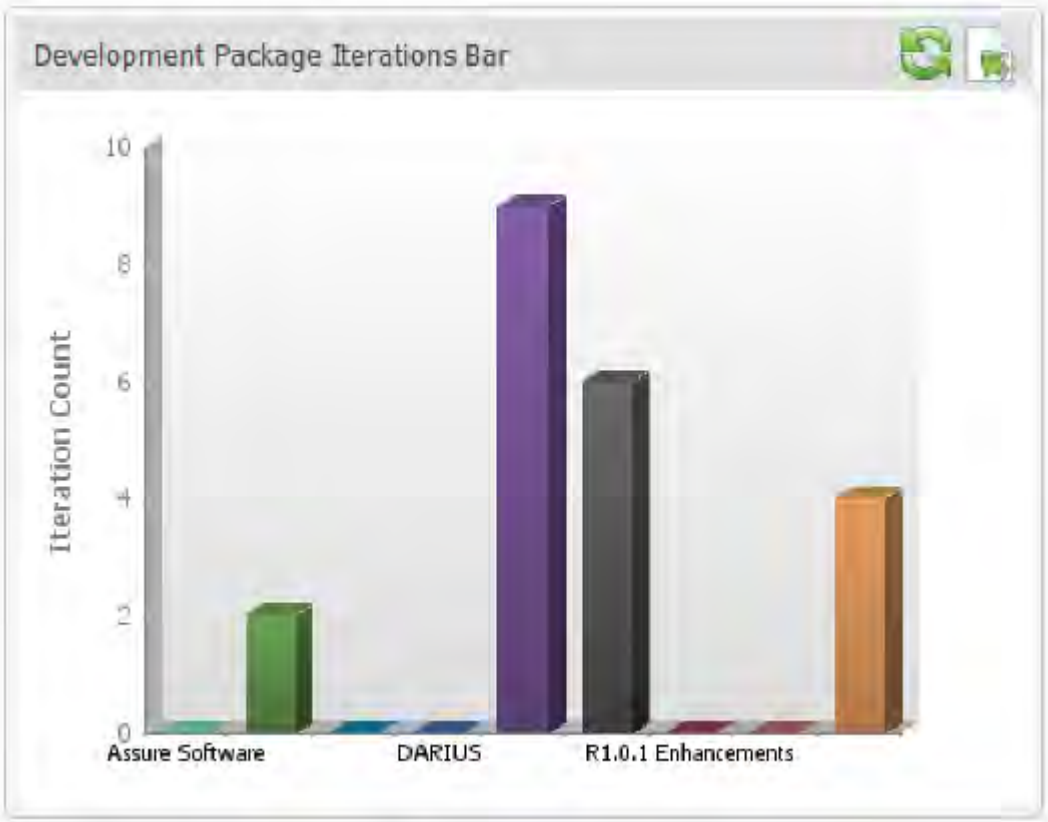
Project Defects Found / Project Defects By Month

These metrics (Project Defects Found and Project Defects by Month) display, in different colors, the number of active and inactive defects either for particular projects, or found on from month to month. The following is an example of Projects Defects Found.

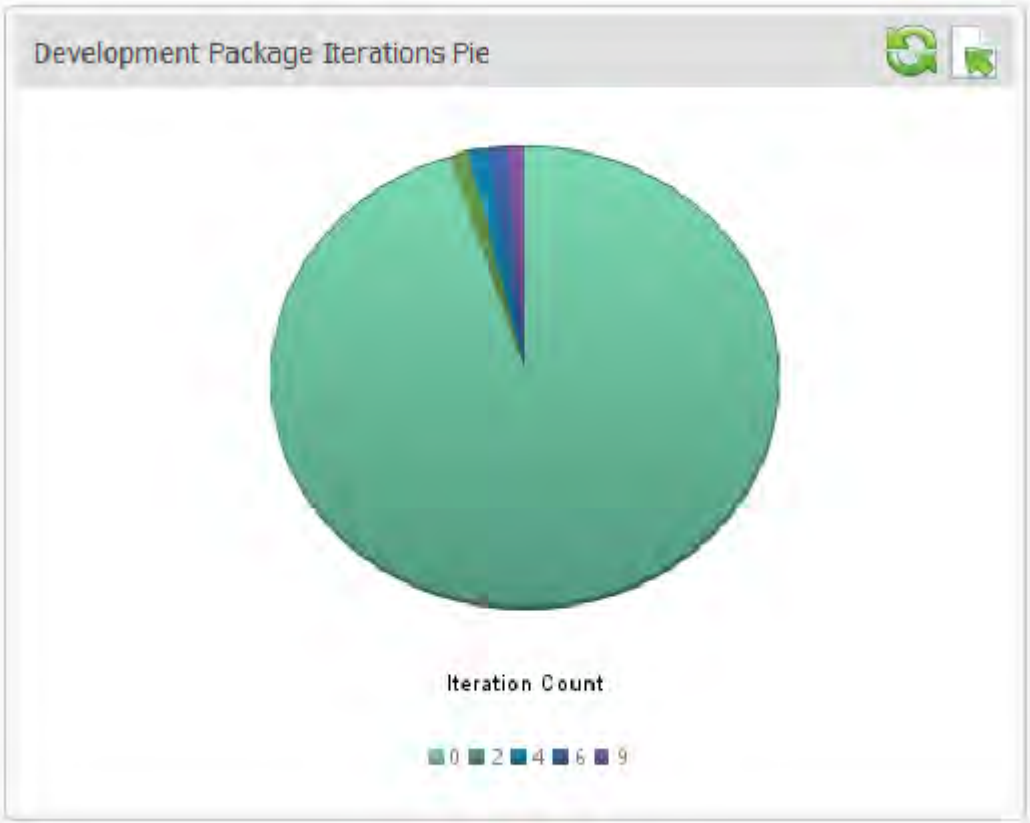


Development Packages Iterations

This metric displays the number of iterations that a development package has undertaken. You can display this data as a bar chart:

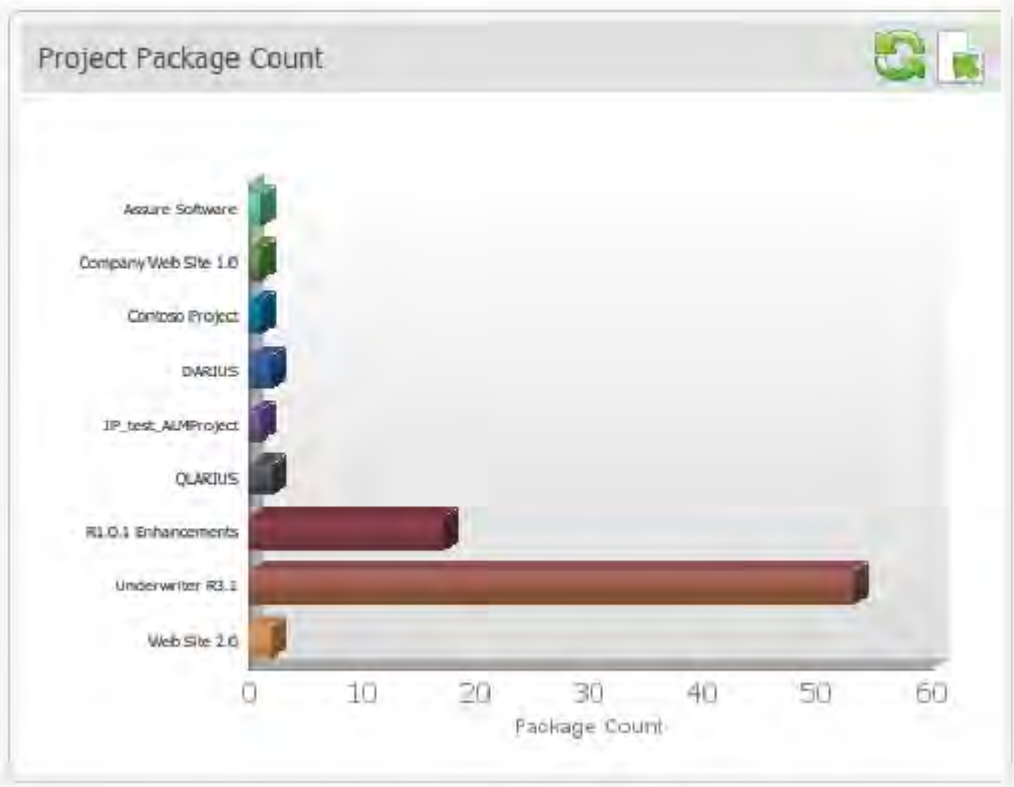


You can also display this data as a pie chart:

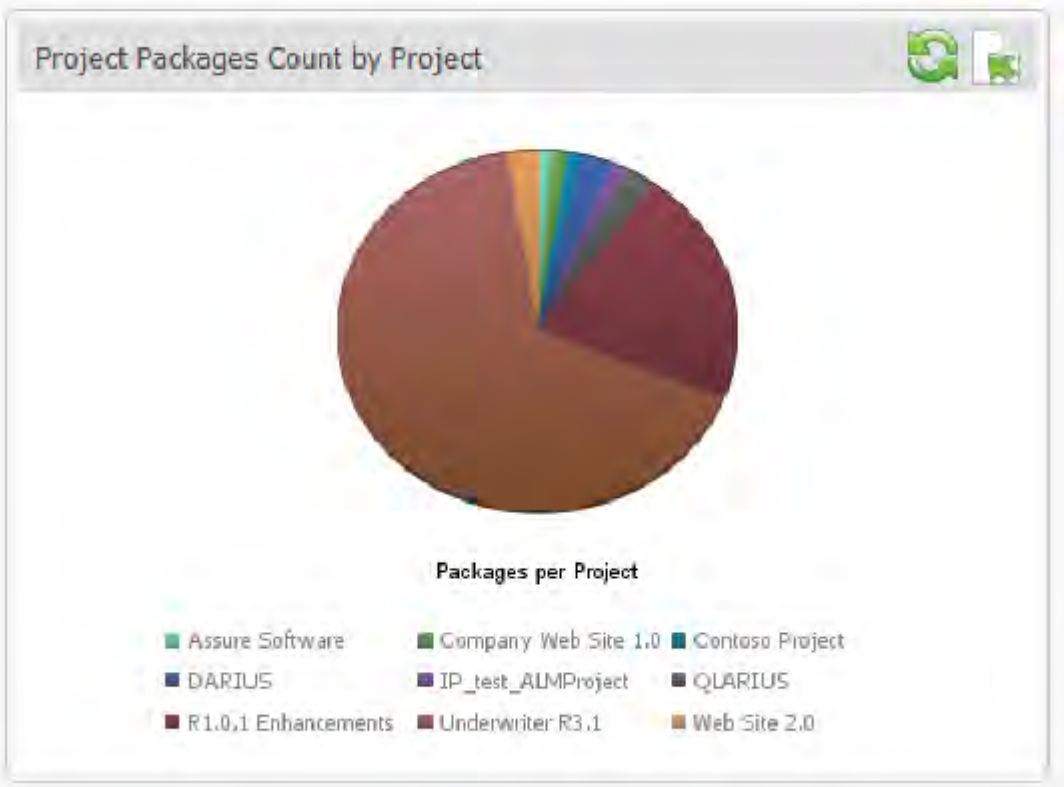


Project Packages Count

The Project Packages Count metric displays the total number of development packages contained in each project. You can display this data in a bar chart:

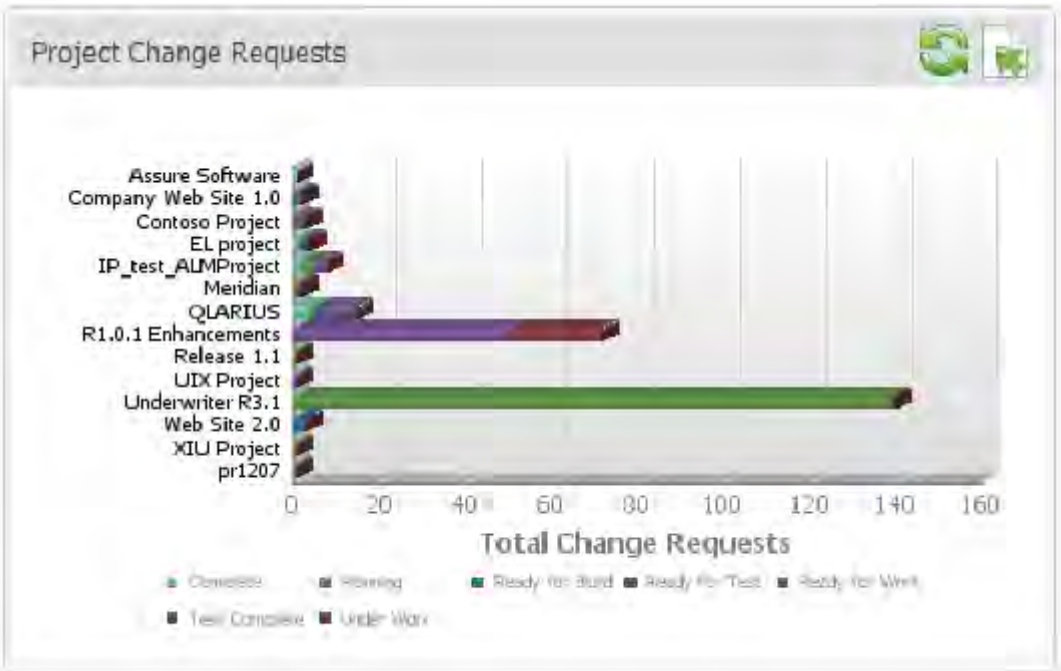


You can also display this data in a pie chart.



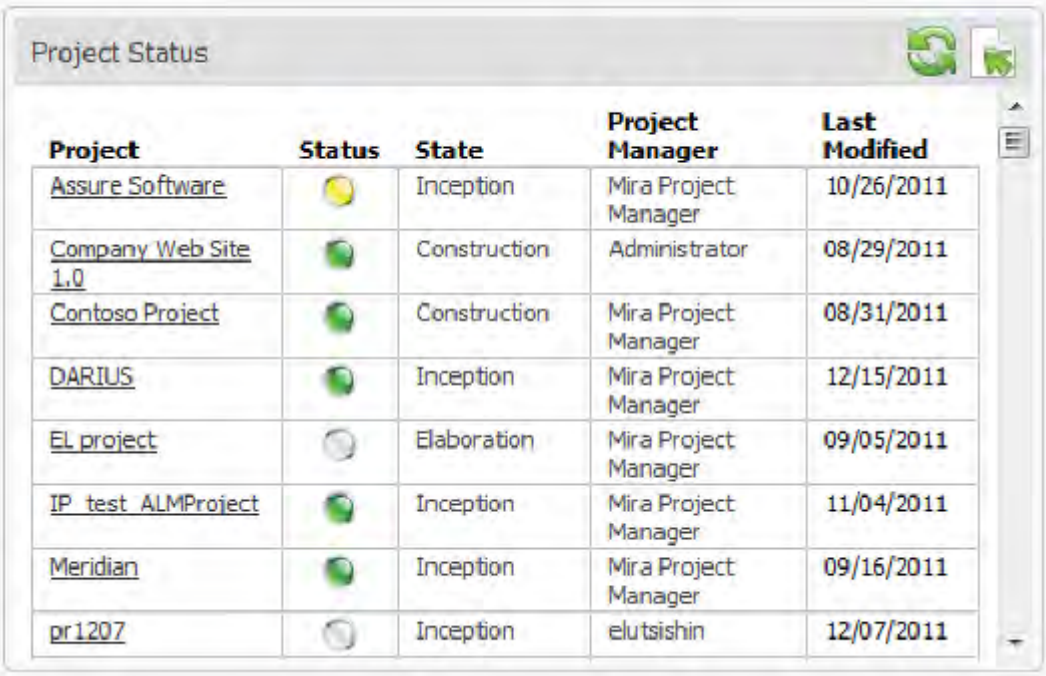
Project Change Requests

This metric displays the number of open change requests against projects defined in ALM Projects. The change request count is pulled from the Dev Change Requests process app. The change requests are color-coded according to their current state, such as Planning, Ready for Build, Ready for Work, and Complete.



Project Status

The Project Status metric lists all current projects in the ALM Projects process app and displays their status as green, red, or yellow. This metric also lists the state that the project is currently in. You can click a project name to drill down into project state, start date, and end date.

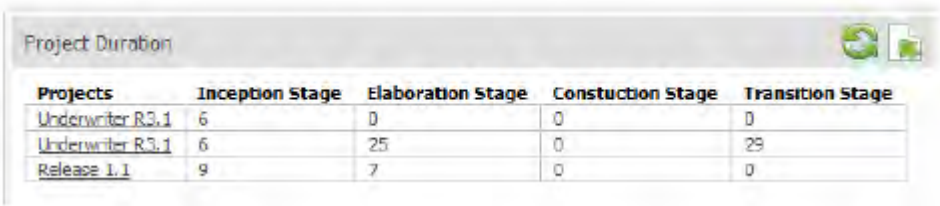


Project	Status	State	Project Manager	Last Modified
Assure Software		Inception	Mira Project Manager	10/26/2011
Company Web Site 1.0		Construction	Administrator	08/29/2011
Contoso Project		Construction	Mira Project Manager	08/31/2011
DARIUS		Inception	Mira Project Manager	12/15/2011
EL project		Elaboration	Mira Project Manager	09/05/2011
IP_test_ALMProject		Inception	Mira Project Manager	11/04/2011
Meridian		Inception	Mira Project Manager	09/16/2011
pr1207		Inception	elutsishin	12/07/2011

Project Duration

The Project Duration metric displays the number of days that projects has spent in each phase of the development lifecycle. You can display this data in a bar chart, such as the following:

You can display this data in tabular format as well:



Project Duration

Projects	Inception Stage	Elaboration Stage	Constuction Stage	Transition Stage
Underwriter R3.1	6	0	0	0
Underwriter R3.1	6	25	0	29
Release 1.1	9	7	0	0

The Release 1.1 project spent 9 days in the Inception stage and 7 days in the elaboration stage. Click any project name to detailed start and end dates for each phase:

Project Duration

Release 1.1

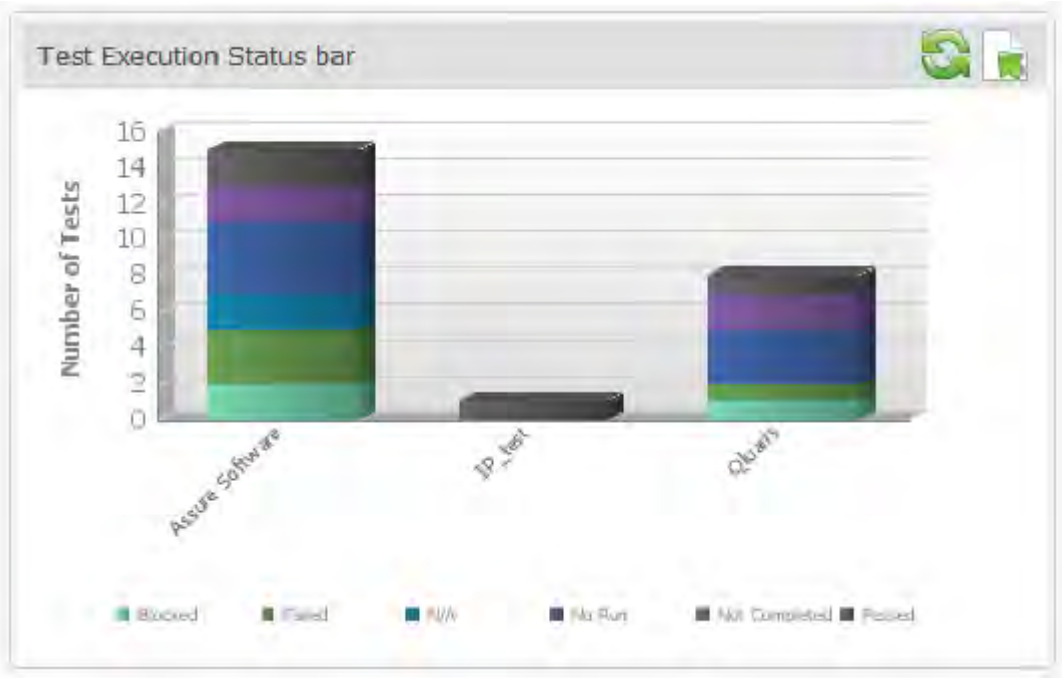
State: Complete
Status: Green
Project Manager: dlutsishin

	Target Start Date	Target End Date	Actual End Date	On Time
Inception:	12/08/2011		12/17/2011	No
Elaboration:	12/17/2011	12/17/2011	12/24/2011	No
Construction:	12/24/2011	12/24/2011	12/31/2011	No
Transition:	12/31/2011	01/31/2012	12/31/2011	No

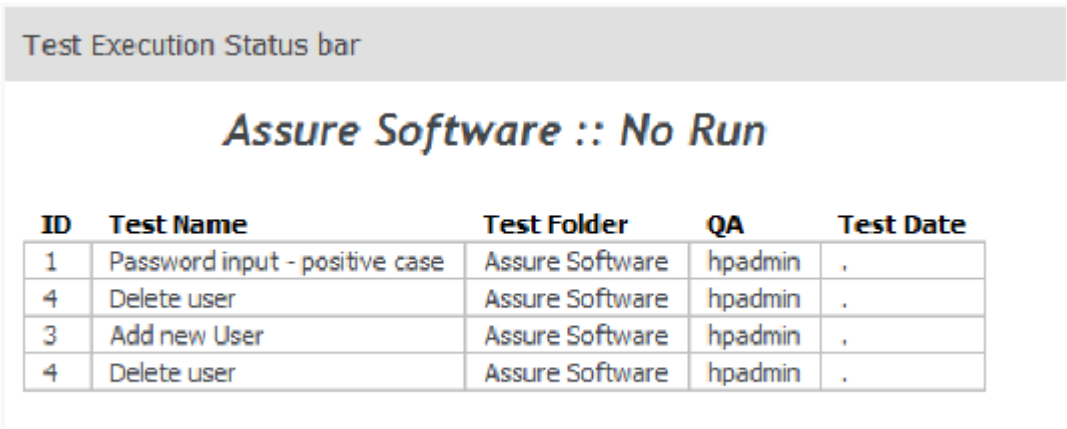
Description
qw

Test Execution Status Bar

The Test Execution Status Bar metric provides a visual over view of the total number of tests and their status in each project, For example, in the following, you can see that there are two blocked tests (light green-blue) in the Assure Software project, and another two that have passed (black):



You can click any segment in the chart to see details on specific tests.



ID	Test Name	Test Folder	QA	Test Date
1	Password input - positive case	Assure Software	hpadmin	.
4	Delete user	Assure Software	hpadmin	.
3	Add new User	Assure Software	hpadmin	.
4	Delete user	Assure Software	hpadmin	.

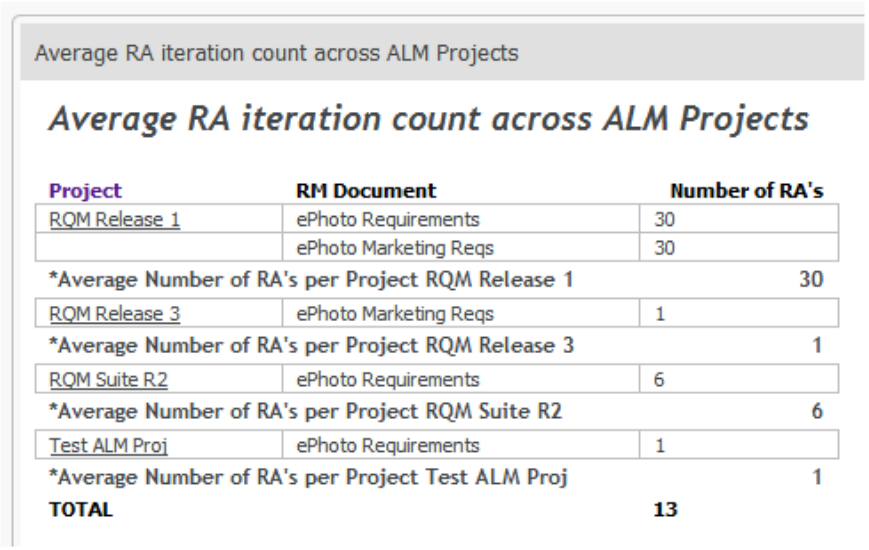
Out-of-Box Metrics for Serena Requirements Manager

Serena Dashboard includes metrics on several Key Performance Indicators (KPIs) and metrics that are relevant to Product Managers who are responsible for defining and driving requirements approvals for new development. These metrics are configured to work directly out-of-the-box with the default Serena Requirements Manager configuration. The Dashboard pulls data from the following sources:

- The Requirements Manager process apps running on SBM
- Dimensions RM

Average Requirement Approval Iteration Count Across Projects

This metric displays a list of all projects, and the number of requirement approvals that have been tracked against each requirements document in that project.



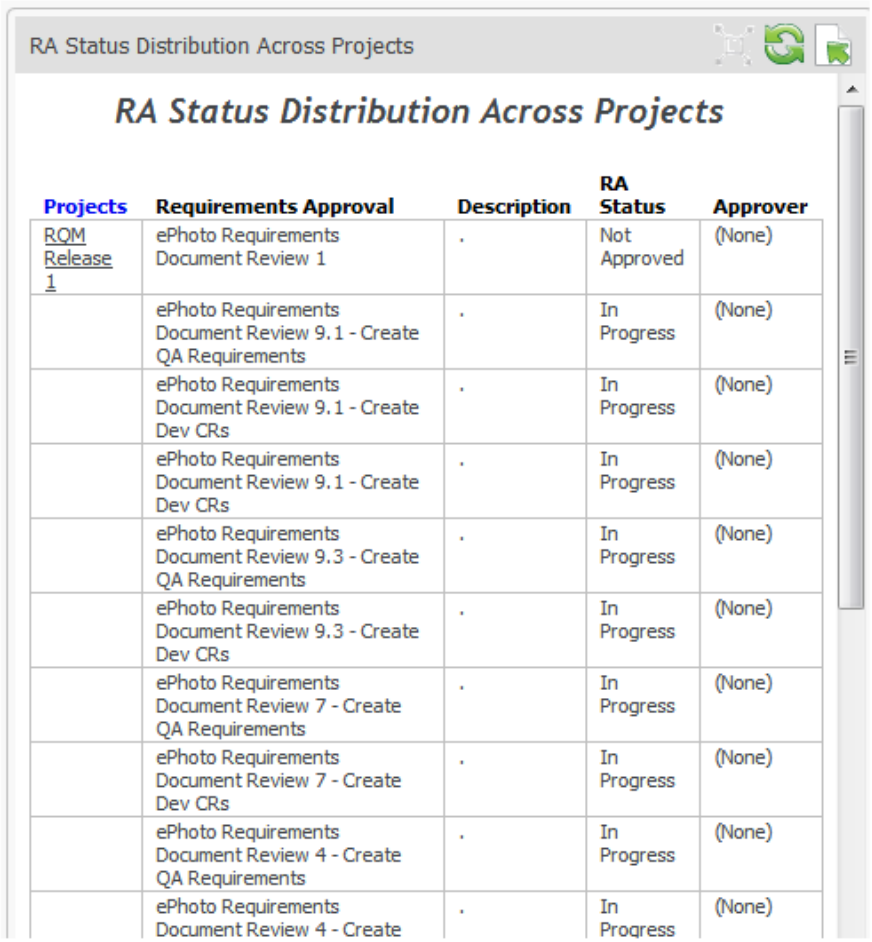
Average RA iteration count across ALM Projects

Average RA iteration count across ALM Projects

Project	RM Document	Number of RA's
RQM Release 1	ePhoto Requirements	30
	ePhoto Marketing Reqs	30
*Average Number of RA's per Project RQM Release 1		30
RQM Release 3	ePhoto Marketing Reqs	1
*Average Number of RA's per Project RQM Release 3		1
RQM Suite R2	ePhoto Requirements	6
*Average Number of RA's per Project RQM Suite R2		6
Test ALM Proj	ePhoto Requirements	1
*Average Number of RA's per Project Test ALM Proj		1
TOTAL	**13**	

Requirement Approval Status Distribution Across Projects

This metric displays the approval status of requirements approvals across all projects. You can display this in a table, as in the following example.



RA Status Distribution Across Projects

RA Status Distribution Across Projects

Projects	Requirements Approval	Description	RA Status	Approver
RQM Release 1	ePhoto Requirements Document Review 1	.	Not Approved	(None)
	ePhoto Requirements Document Review 9.1 - Create QA Requirements	.	In Progress	(None)
	ePhoto Requirements Document Review 9.1 - Create Dev CRs	.	In Progress	(None)
	ePhoto Requirements Document Review 9.1 - Create Dev CRs	.	In Progress	(None)
	ePhoto Requirements Document Review 9.3 - Create QA Requirements	.	In Progress	(None)
	ePhoto Requirements Document Review 9.3 - Create Dev CRs	.	In Progress	(None)
	ePhoto Requirements Document Review 7 - Create QA Requirements	.	In Progress	(None)
	ePhoto Requirements Document Review 7 - Create Dev CRs	.	In Progress	(None)
	ePhoto Requirements Document Review 4 - Create QA Requirements	.	In Progress	(None)
	ePhoto Requirements Document Review 4 - Create	.	In Progress	(None)

Ratio of Requirements to Development Change Requests

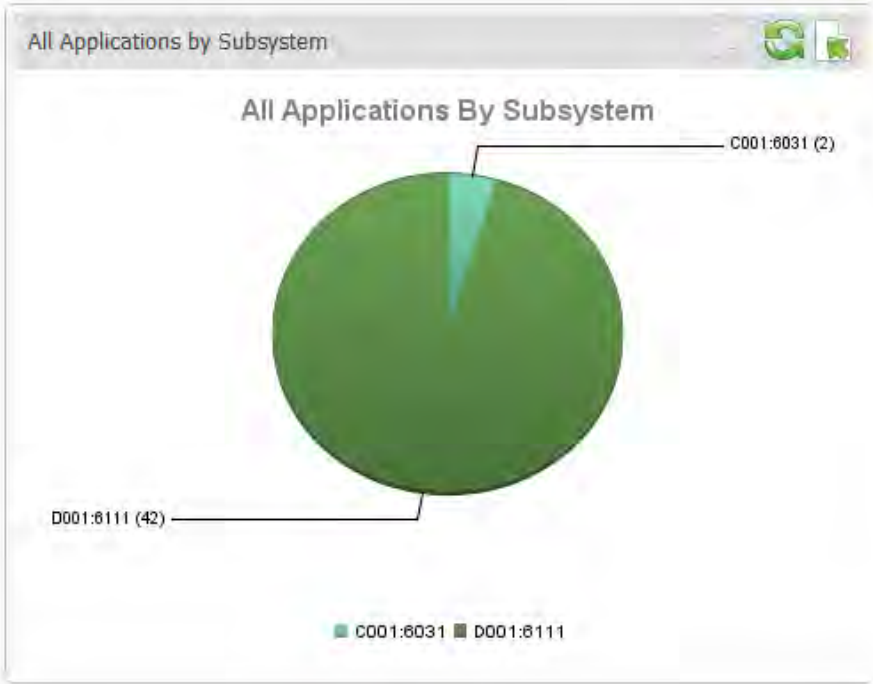
This pie chart visualizes the number of requirements that are / are not related to development change requests.

Out-of-Box Metrics for ChangeMan ZMF

Serena Dashboard includes metrics on several Key Performance Indicators (KPIs) and metrics that report on Serena Changeman ZMF data.

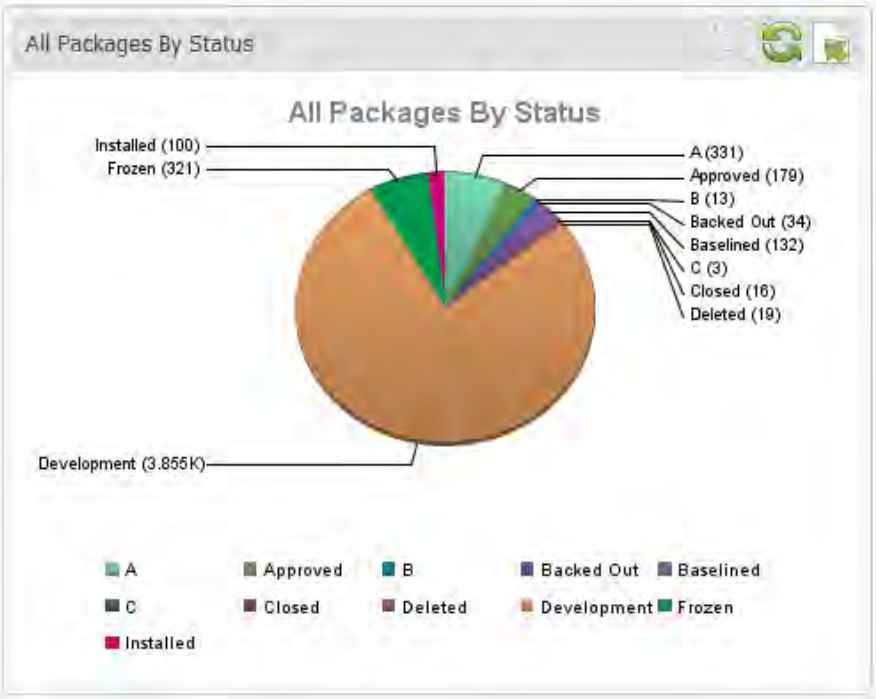
All Applications by Instance

You can display all applications broken down by instance or sub-system.



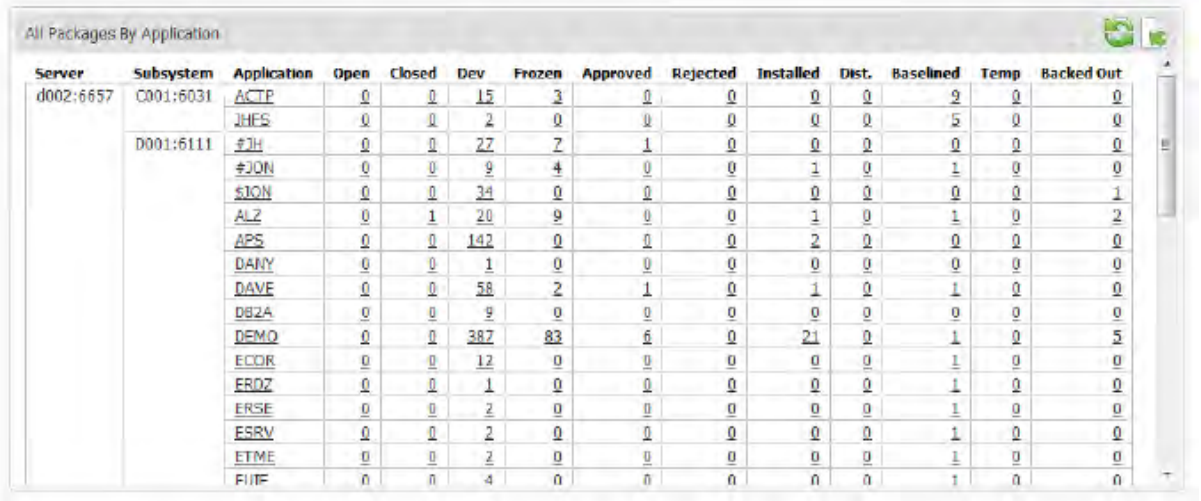
All packages by Status

This pie chart displays all packages, broken down by their status (such as Installed, Frozen, and Approved).



All Packages by Application

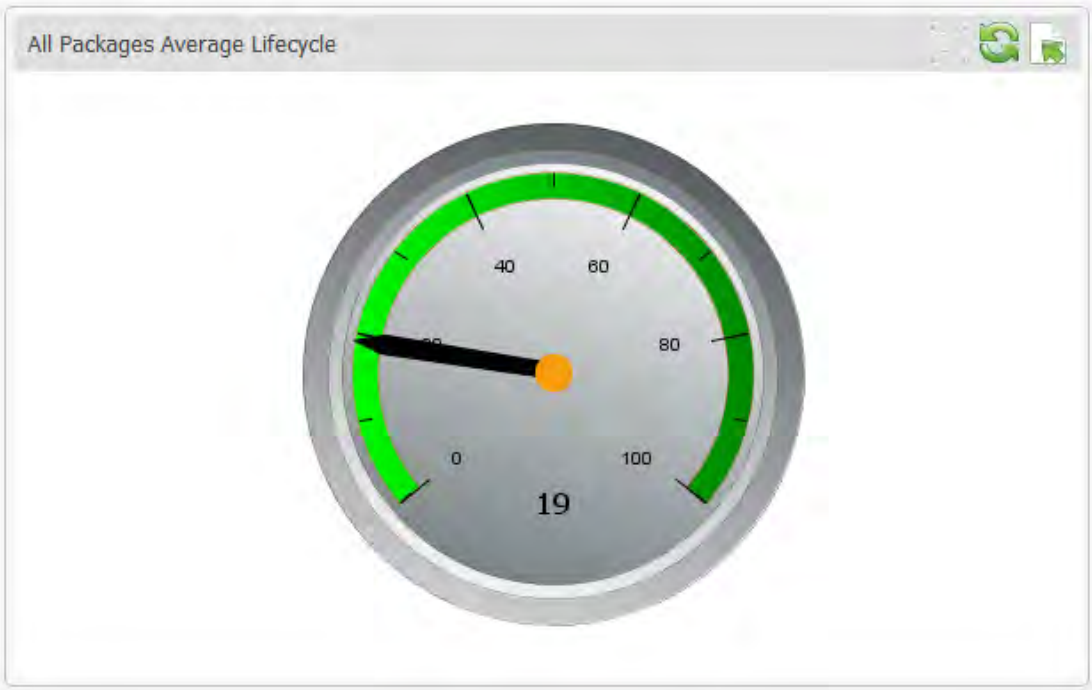
This metric displays data about all packages across each application in tabular format.



Server	Subsystem	Application	Open	Closed	Dev	Frozen	Approved	Rejected	Installed	Dist.	Baselined	Temp	Backed Out
d002:6657	C001:6031	ACTP	0	0	15	3	0	0	0	0	9	0	0
		JHFS	0	0	2	0	0	0	0	0	5	0	0
	D001:6111	#JH	0	0	27	7	1	0	0	0	0	0	0
		#JON	0	0	9	4	0	0	1	0	1	0	0
		$JON	0	0	34	0	0	0	0	0	0	0	1
		AL2	0	1	20	9	0	0	1	0	1	0	2
		APS	0	0	142	0	0	0	2	0	0	0	0
		DANY	0	0	1	0	0	0	0	0	0	0	0
		DAVE	0	0	58	2	1	0	1	0	1	0	0
		DB2A	0	0	9	0	0	0	0	0	0	0	0
		DEMO	0	0	387	83	6	0	21	0	1	0	5
		ECOR	0	0	12	0	0	0	0	0	1	0	0
		ERDZ	0	0	1	0	0	0	0	0	1	0	0
		ERSE	0	0	2	0	0	0	0	0	1	0	0
		ESRV	0	0	2	0	0	0	0	0	1	0	0
		ETME	0	0	2	0	0	0	0	0	1	0	0
		FUTF	0	0	4	0	0	0	0	0	1	0	0

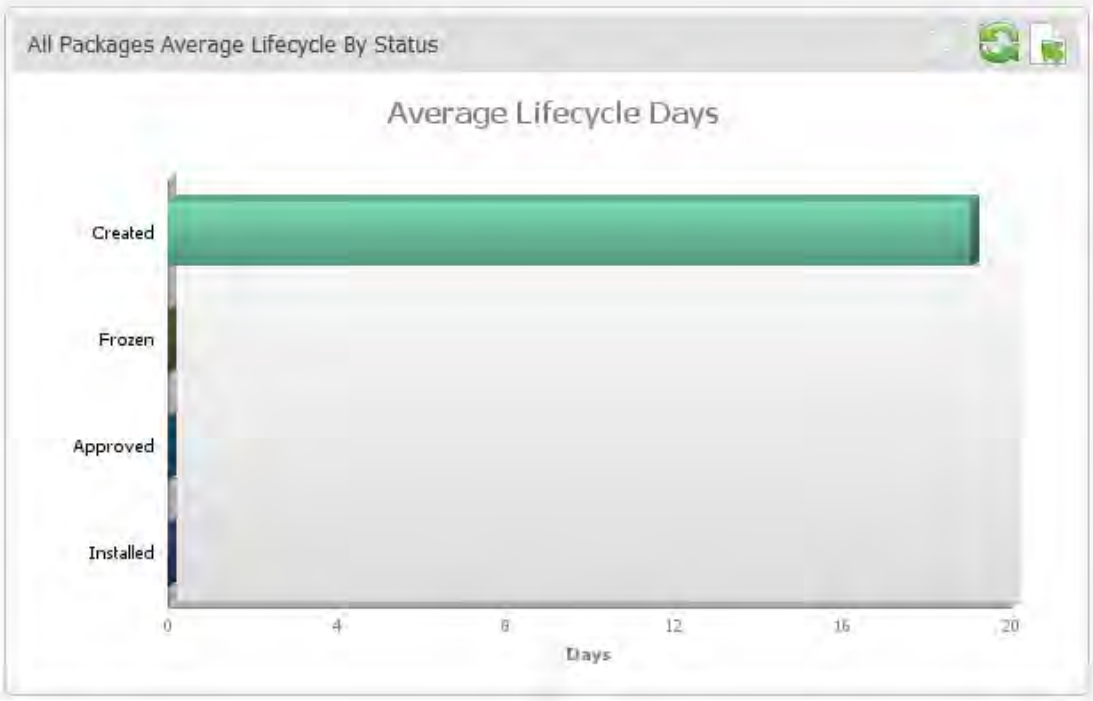
All Packages Average Lifecycle

This metric displays the average lifecycle span for all packages.



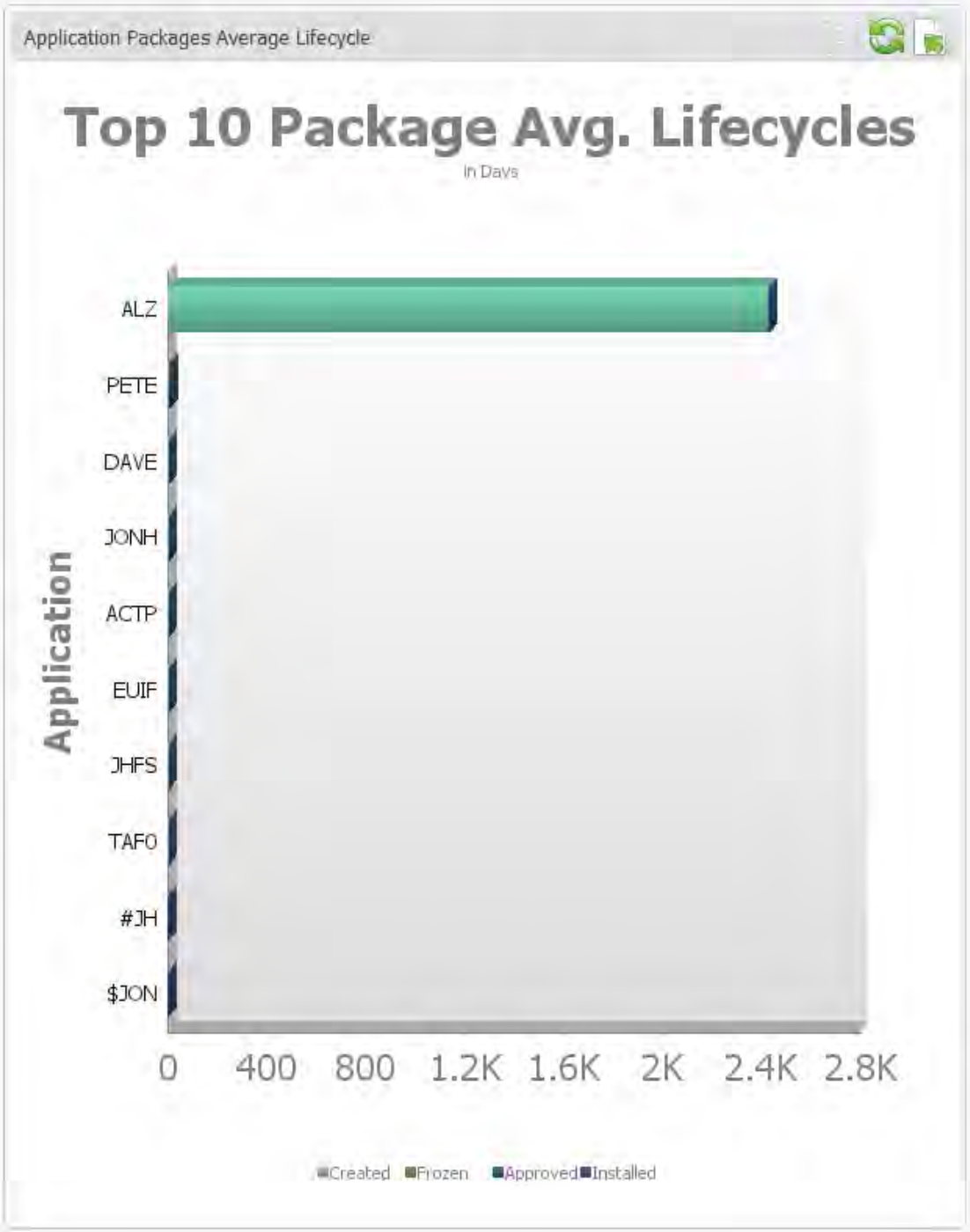
All Packages Average Lifecycle by Status

The metric displays the average lifecycle span, in days, for all packages broken down by status.



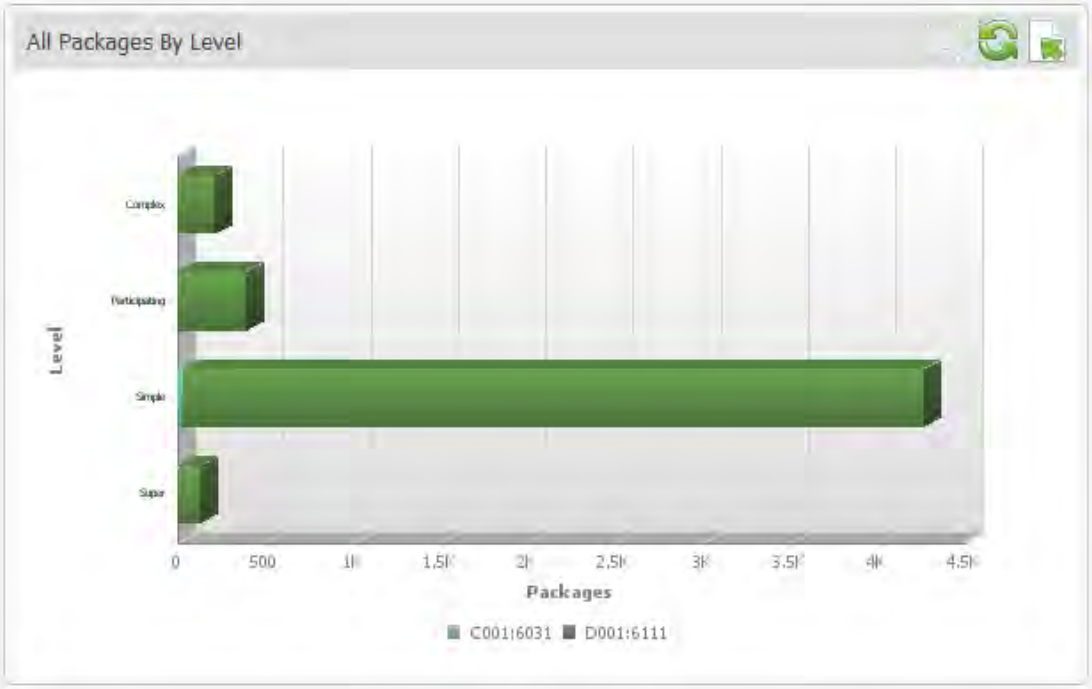
Application Packages Average Lifecycle

This metric displays the average lifecycle span, in days, for application packages.



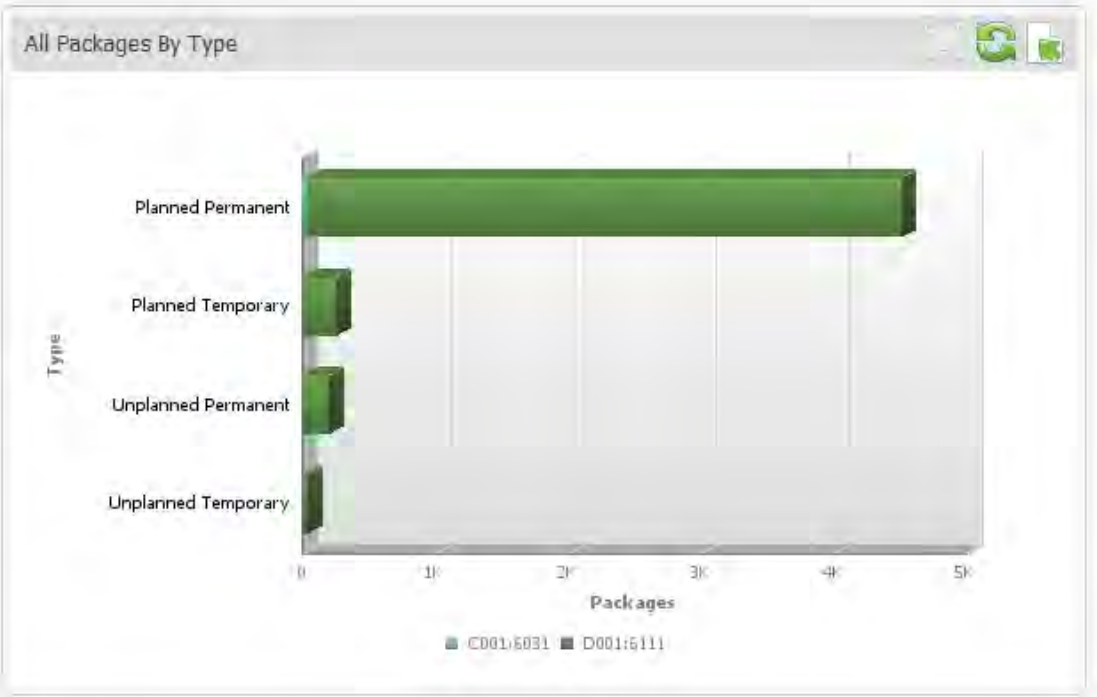
All Packages by Level

This metrics displays all packages, broken out by level.



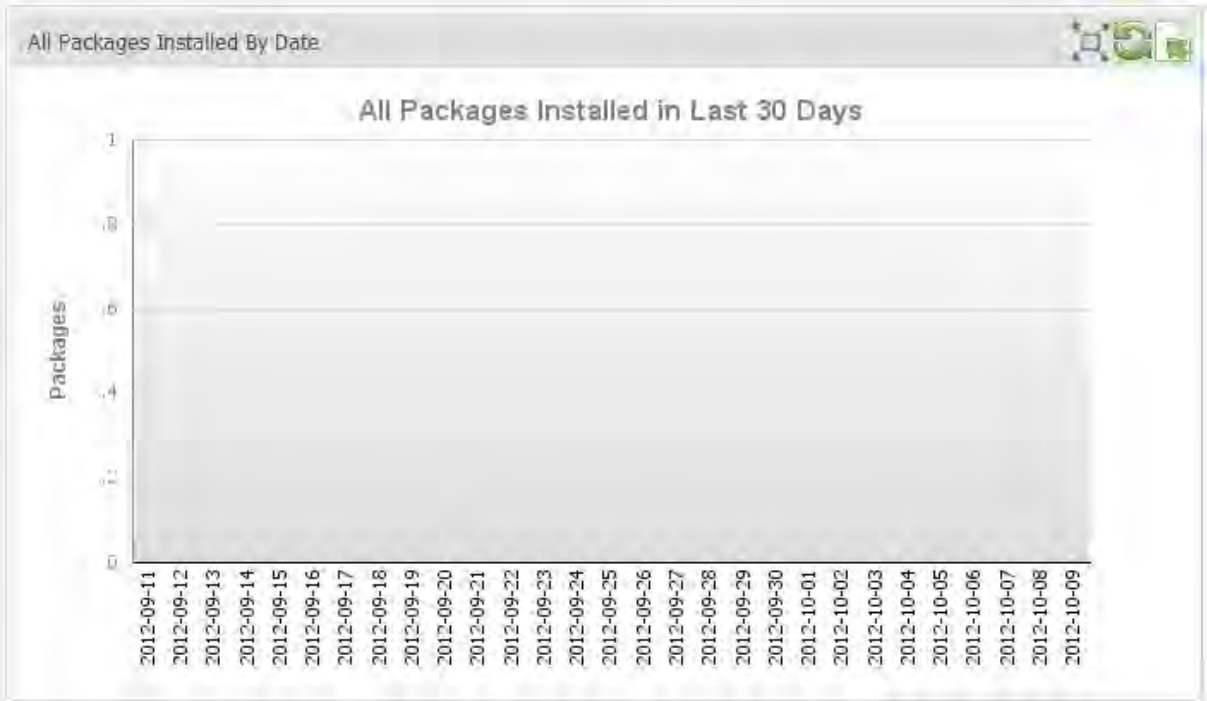
All Packages by Type

This metric displays all packages, broken down by type.



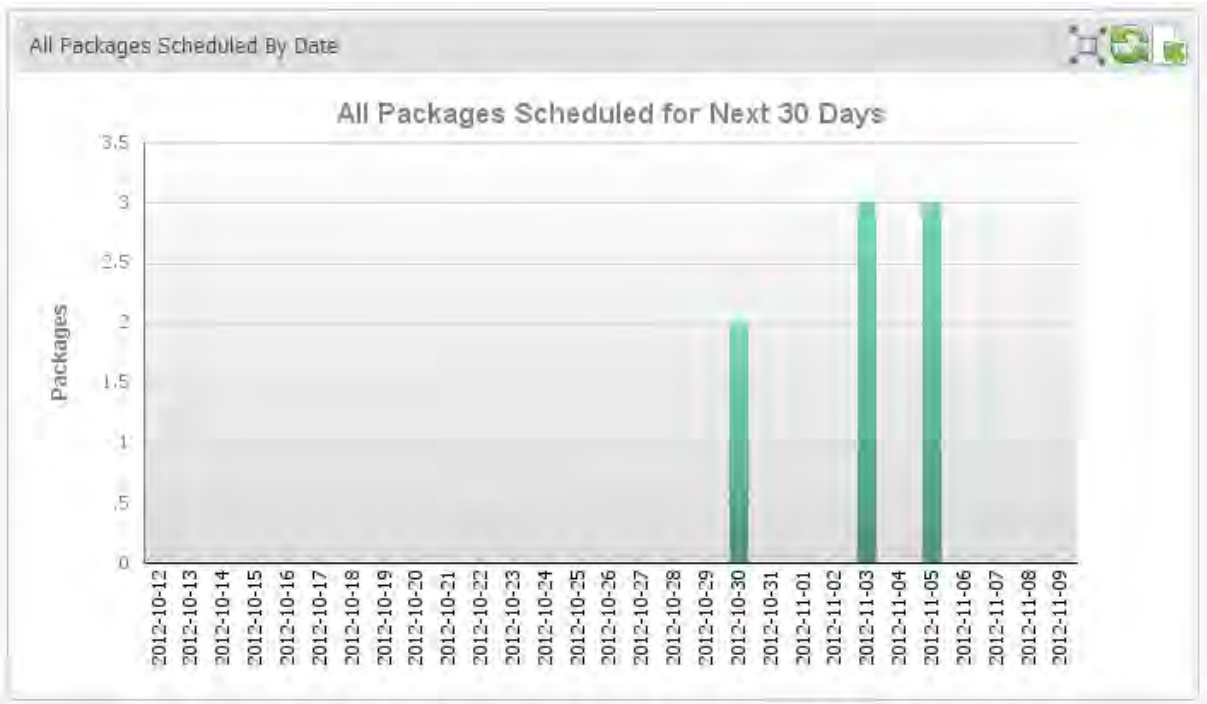
All Packages Installed by Date

This metric displays all packages, broken down by installation date.



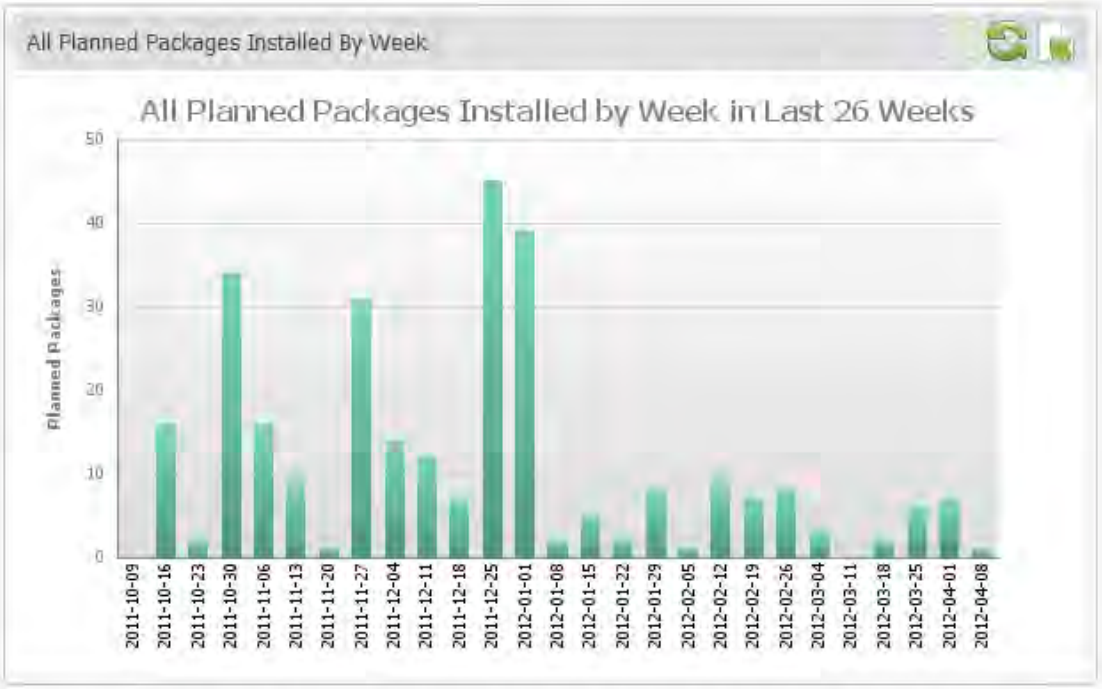
All Packages Scheduled by Date

This metric displays all packages, broken down by their scheduled date.



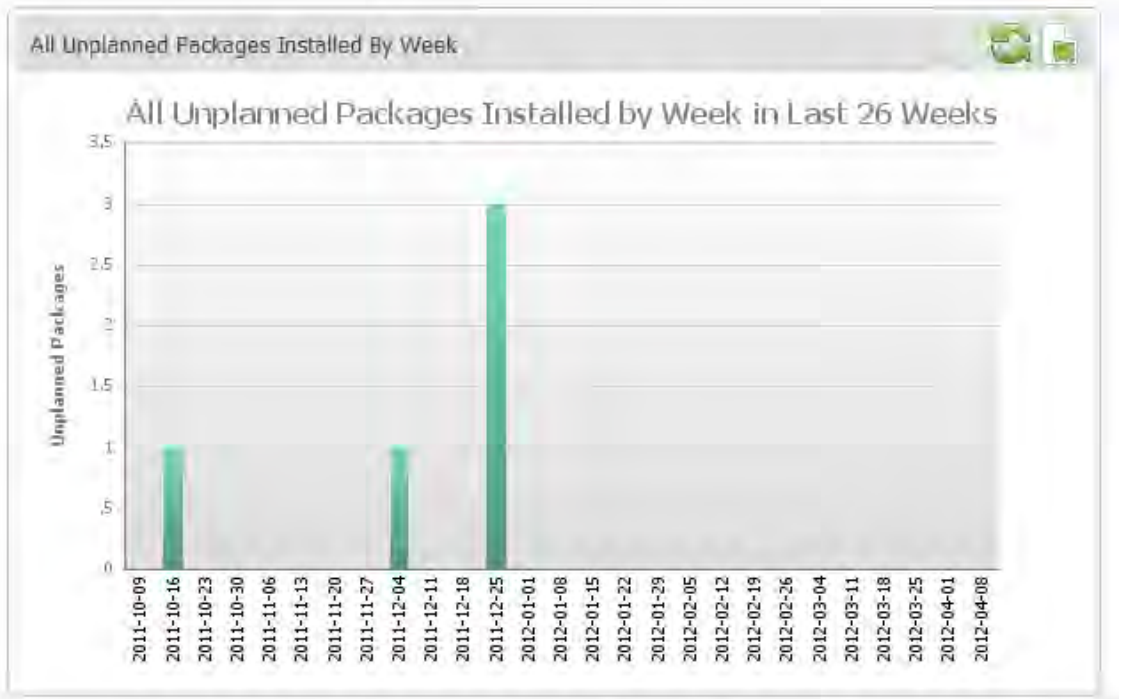
All Planned Packages by Week

This metric displays the total number of planned package installations on a week by week basis.



All Unplanned Packages by Week

This metric displays the total number of unplanned package installations on a week by week basis.



Build and Recompile Report

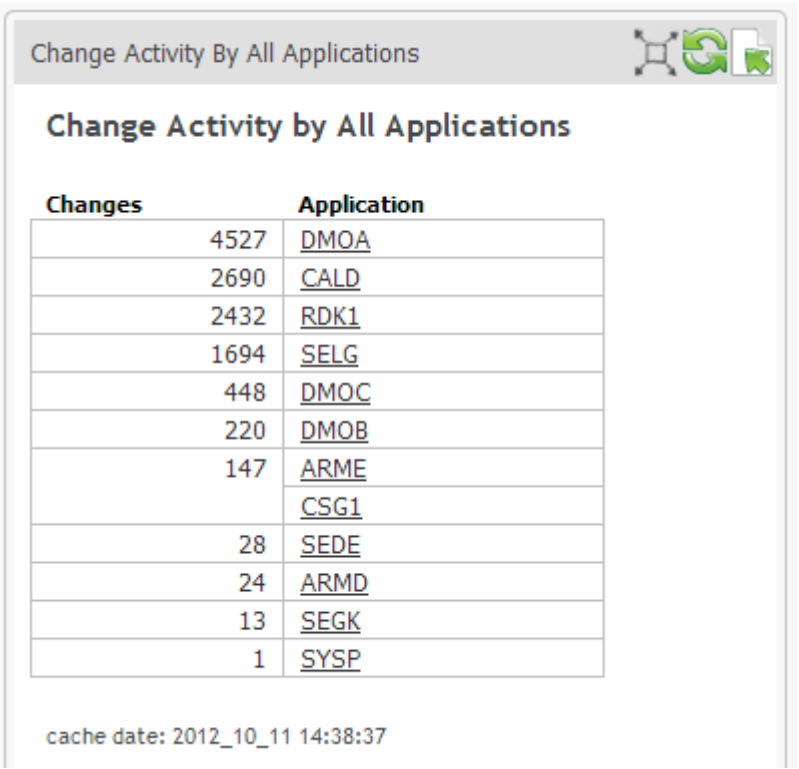
This metric displays the number of builds and recompiles and all packages.

Build and Recompile Report

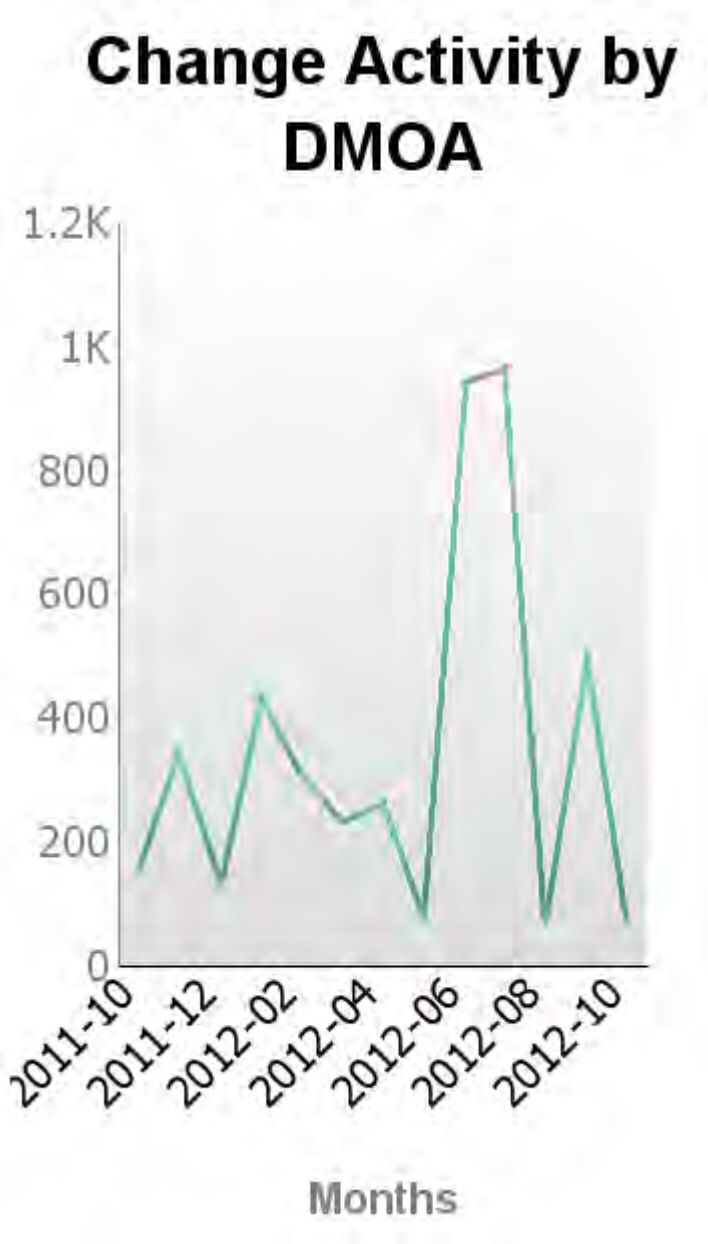
Instance	Component	App	Package	Builds	Recompiles
SEREZMFS	DMOAA0	DMOA	DMOA000057	10	0
			DMOA000083	2	0
			DMOA000088	1	0
			DMOA000090	1	0
			DMOA000132	0	1
	DMOAC0	DMOA	DMOA000050	1	0
			DMOA000051	2	0
			DMOA000052	4	0
			DMOA000053	1	0
			DMOA000054	1	0
			DMOA000055	1	0
			DMOA000084	1	0
			DMOA000085	1	0
			DMOA000086	7	0
			DMOA000087	1	0
			DMOA000089	3	0
			DMOA000102	1	0
			DMOA000103	1	0
			DMOA000104	2	0
			DMOA000105	2	0
			DMOA000106	1	0
			DMOA000120	1	0
			DMOA000127	1	0
			DMOA000130	1	0
			DMOA000135	1	0
			DMOA000138	1	0
			DMOA000177	1	0
		DMOC	DMOC000012	6	0
			DMOC000015	1	0
			DMOC000026	1	0
			DMOC000027	1	0
			DMOC000028	1	0
			DMOC000029	1	0
	DMOBA0	DMOB	DMOB000012	1	0
			DMOB000013	1	0
	DMOBC0	DMOB	DMOB000010	2	0

Change Activity by All Applications

This metric displays change activity for all applications.



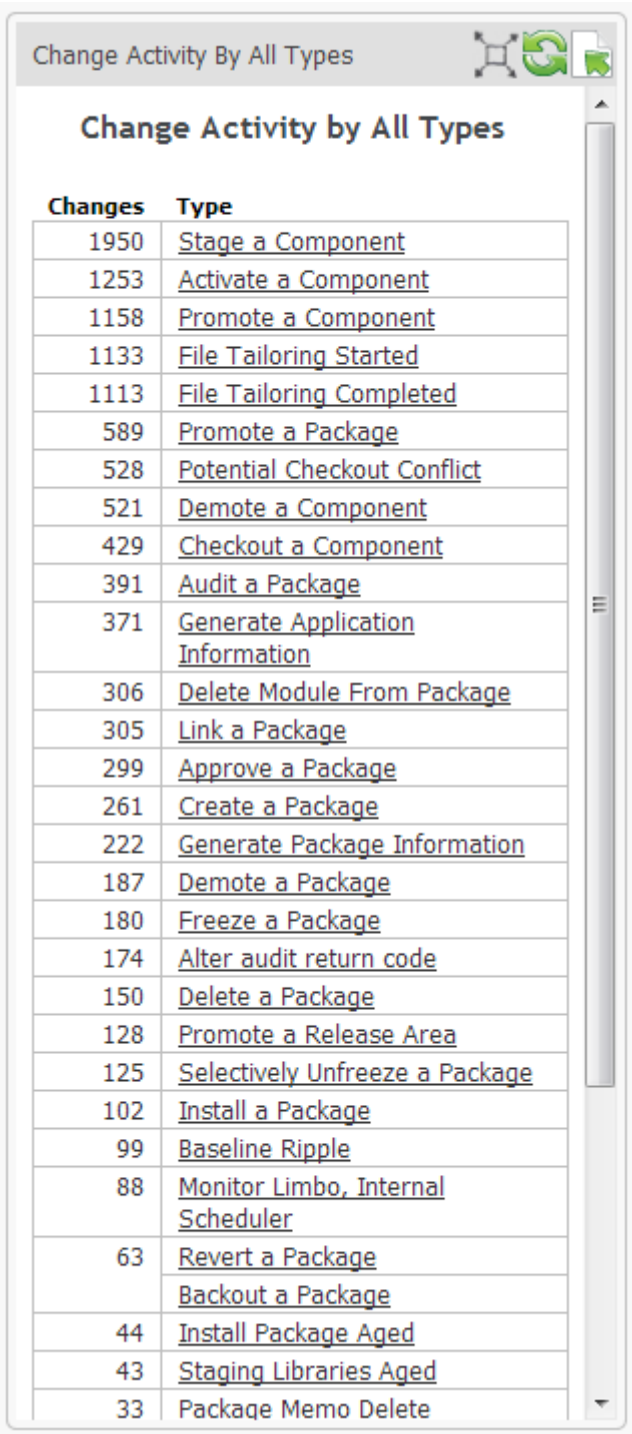
Click an application name to display change activity for that application, by date.



The Change Activity by Top 20 Applications metric displays the activity for the applications with the most change activity.

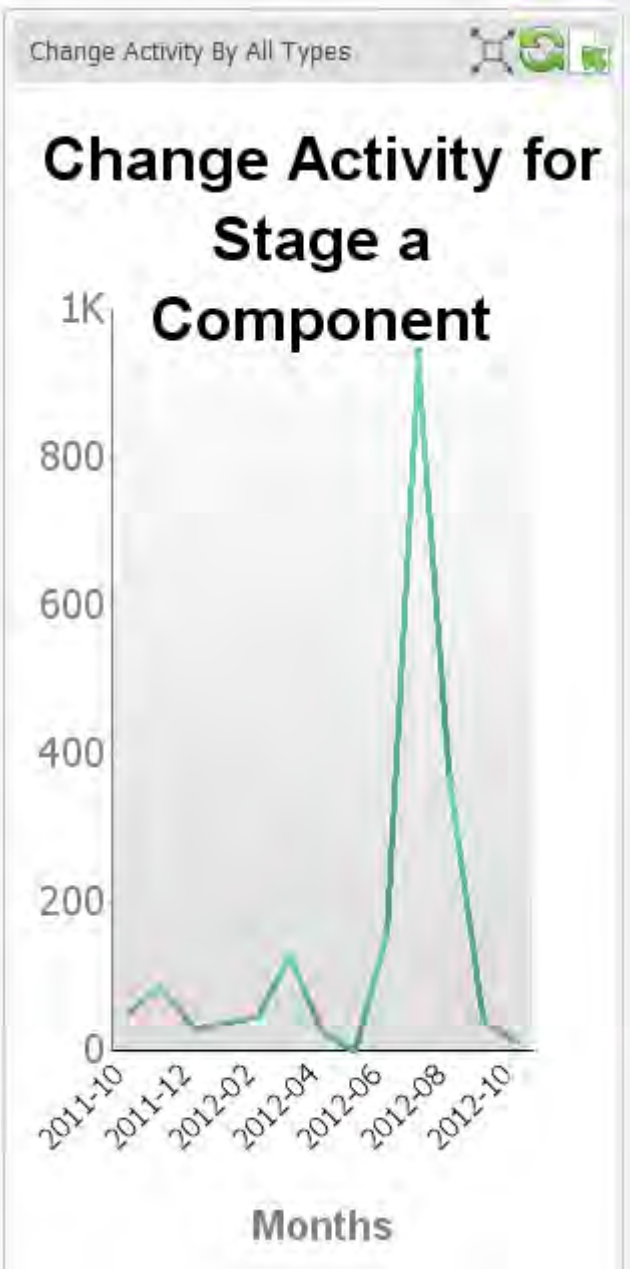
Change Activity by All Types

This metric displays total change activity, broken down by type.

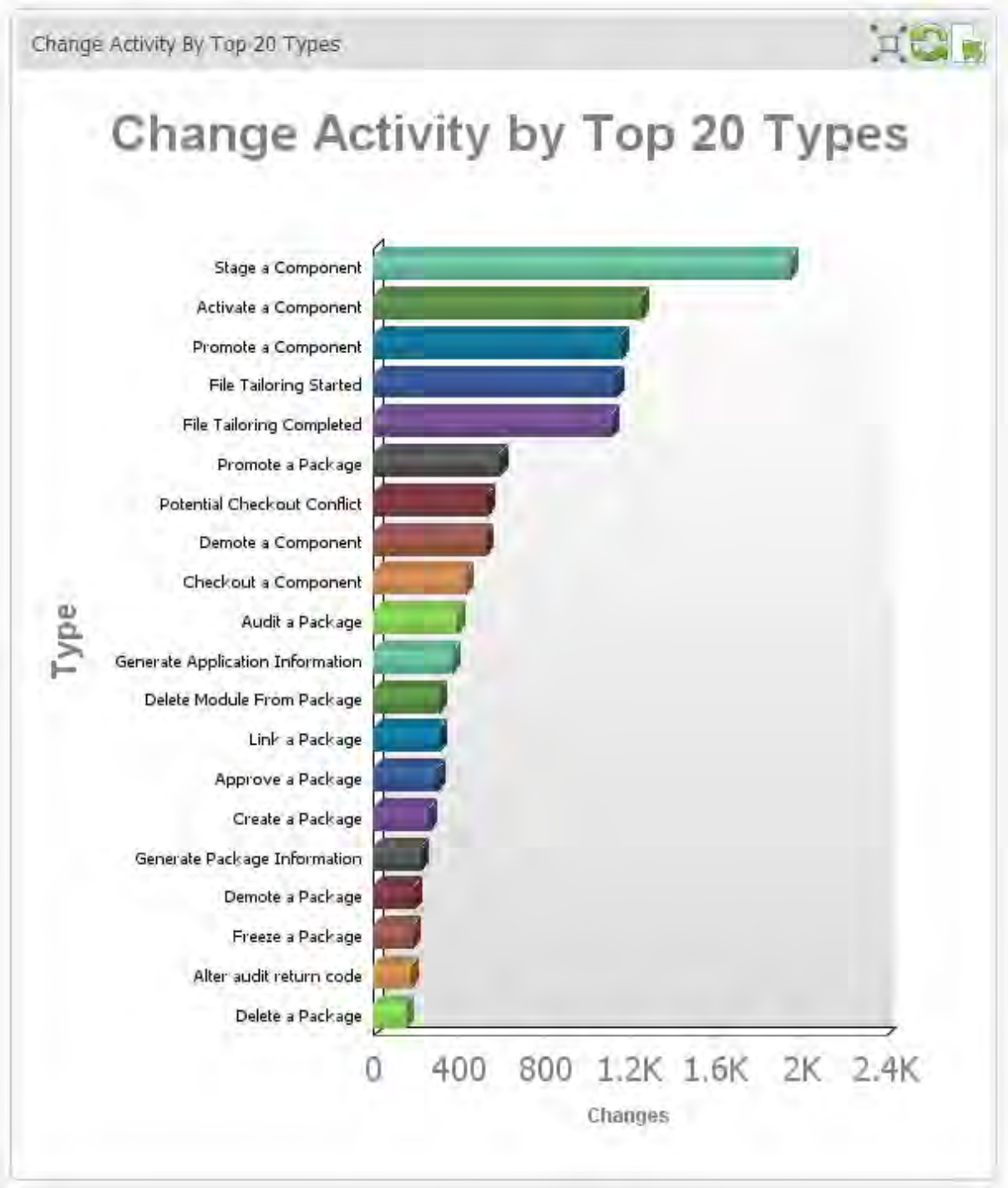


Changes	Type
1950	Stage a Component
1253	Activate a Component
1158	Promote a Component
1133	File Tailoring Started
1113	File Tailoring Completed
589	Promote a Package
528	Potential Checkout Conflict
521	Demote a Component
429	Checkout a Component
391	Audit a Package
371	Generate Application Information
306	Delete Module From Package
305	Link a Package
299	Approve a Package
261	Create a Package
222	Generate Package Information
187	Demote a Package
180	Freeze a Package
174	Alter audit return code
150	Delete a Package
128	Promote a Release Area
125	Selectively Unfreeze a Package
102	Install a Package
99	Baseline Ripple
88	Monitor Limbo, Internal Scheduler
63	Revert a Package
	Backout a Package
44	Install Package Aged
43	Staging Libraries Aged
33	Package Memo Delete

Click a type to display number of changes for that type, by date.

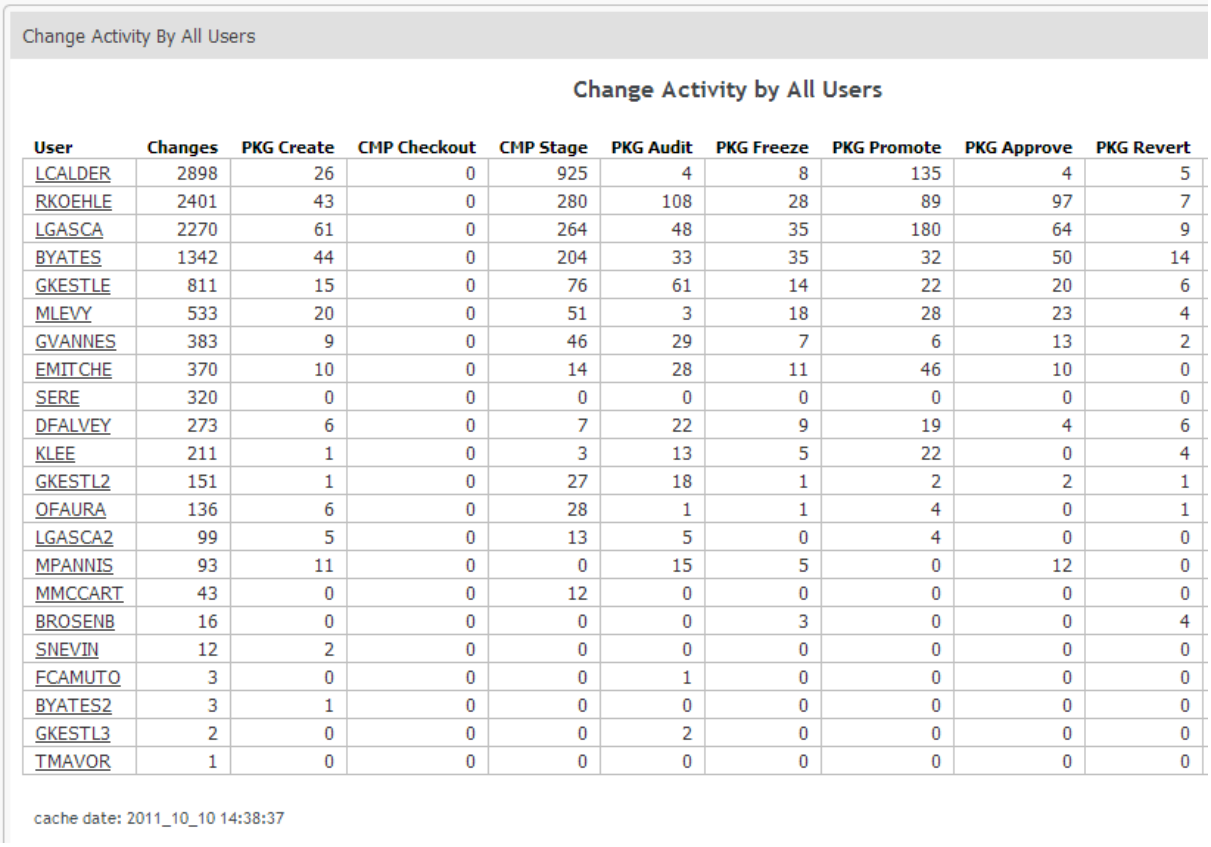


The Change Activity by Top 20 Types displays the amount of activity for the 20 types with the most activity.



Change Activity by All Users

This metric displays change activity, broken down by users.



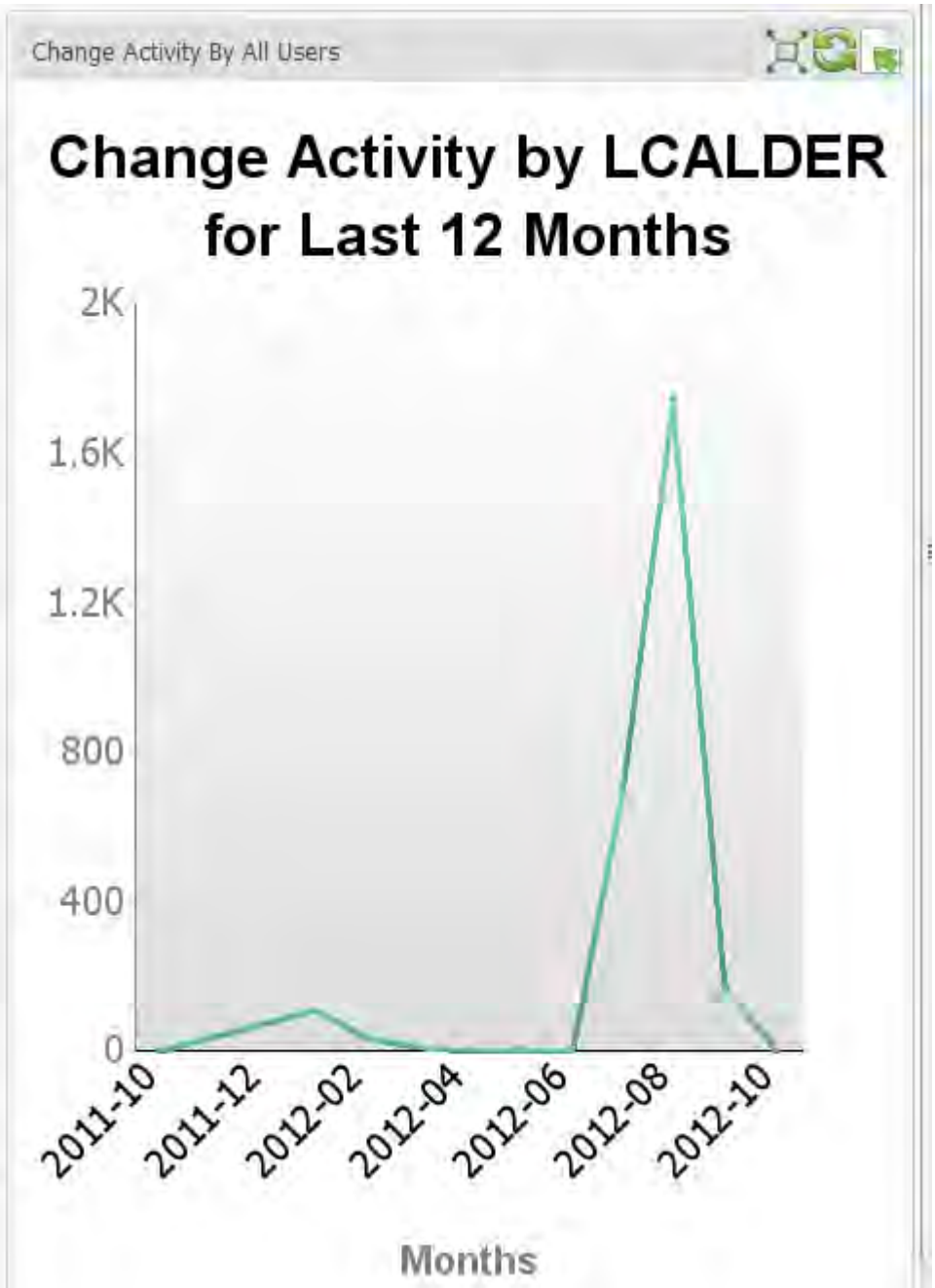
Change Activity By All Users

Change Activity by All Users

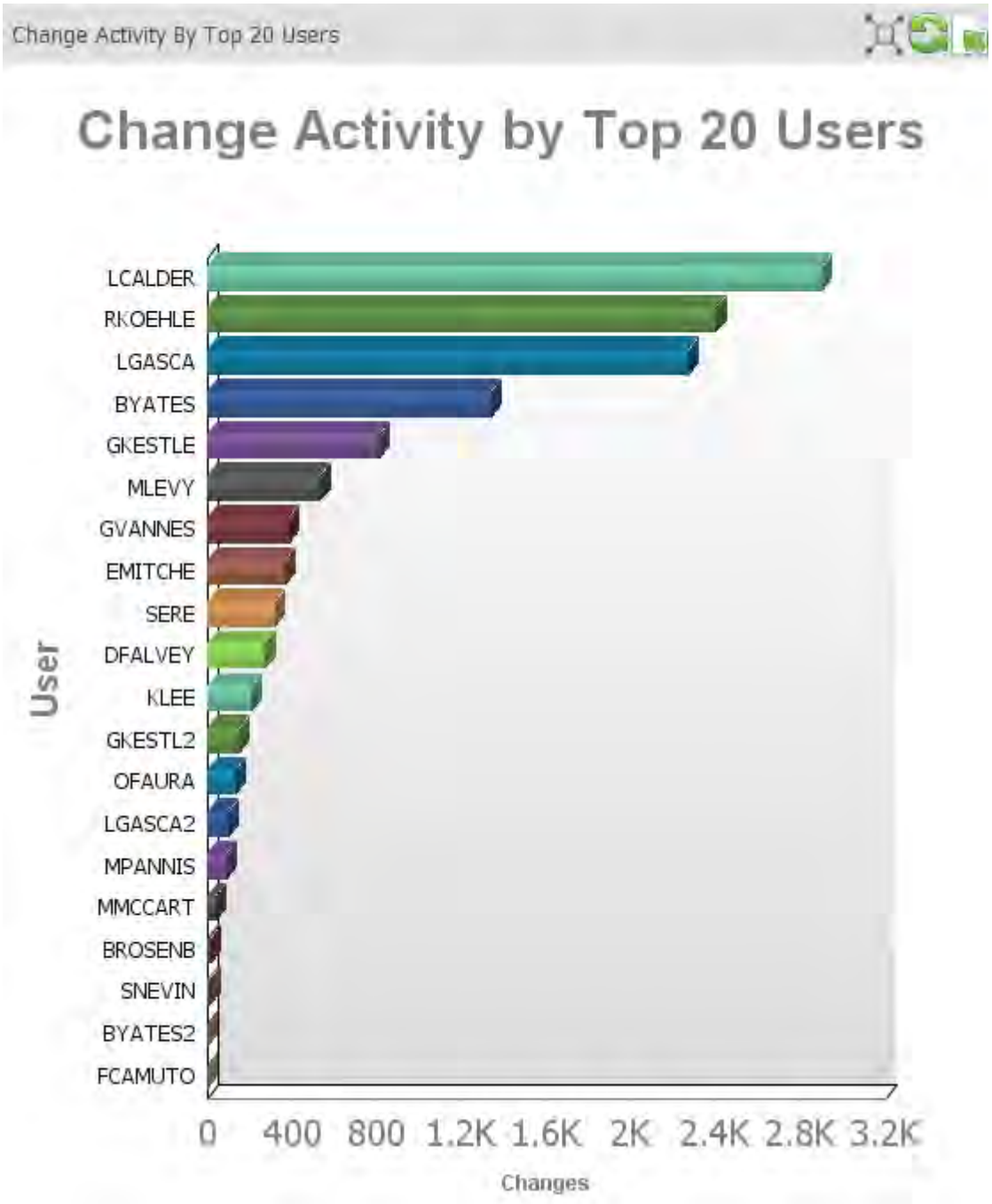
User	Changes	PKG Create	CMP Checkout	CMP Stage	PKG Audit	PKG Freeze	PKG Promote	PKG Approve	PKG Revert
LCALDER	2898	26	0	925	4	8	135	4	5
RKOEHLE	2401	43	0	280	108	28	89	97	7
LGASCA	2270	61	0	264	48	35	180	64	9
BYATES	1342	44	0	204	33	35	32	50	14
GKESTLE	811	15	0	76	61	14	22	20	6
MLEVY	533	20	0	51	3	18	28	23	4
GVANNES	383	9	0	46	29	7	6	13	2
EMITCHE	370	10	0	14	28	11	46	10	0
SERE	320	0	0	0	0	0	0	0	0
DFALVEY	273	6	0	7	22	9	19	4	6
KLEE	211	1	0	3	13	5	22	0	4
GKESTL2	151	1	0	27	18	1	2	2	1
OFAURA	136	6	0	28	1	1	4	0	1
LGASCA2	99	5	0	13	5	0	4	0	0
MPANNIS	93	11	0	0	15	5	0	12	0
MMCCART	43	0	0	12	0	0	0	0	0
BROSENB	16	0	0	0	0	3	0	0	4
SNEVIN	12	2	0	0	0	0	0	0	0
FCAMUTO	3	0	0	0	1	0	0	0	0
BYATES2	3	1	0	0	0	0	0	0	0
GKESTL3	2	0	0	0	2	0	0	0	0
TMAVOR	1	0	0	0	0	0	0	0	0

cache date: 2011_10_10 14:38:37

Click a username to display change activity for that user, for the past 12 months.

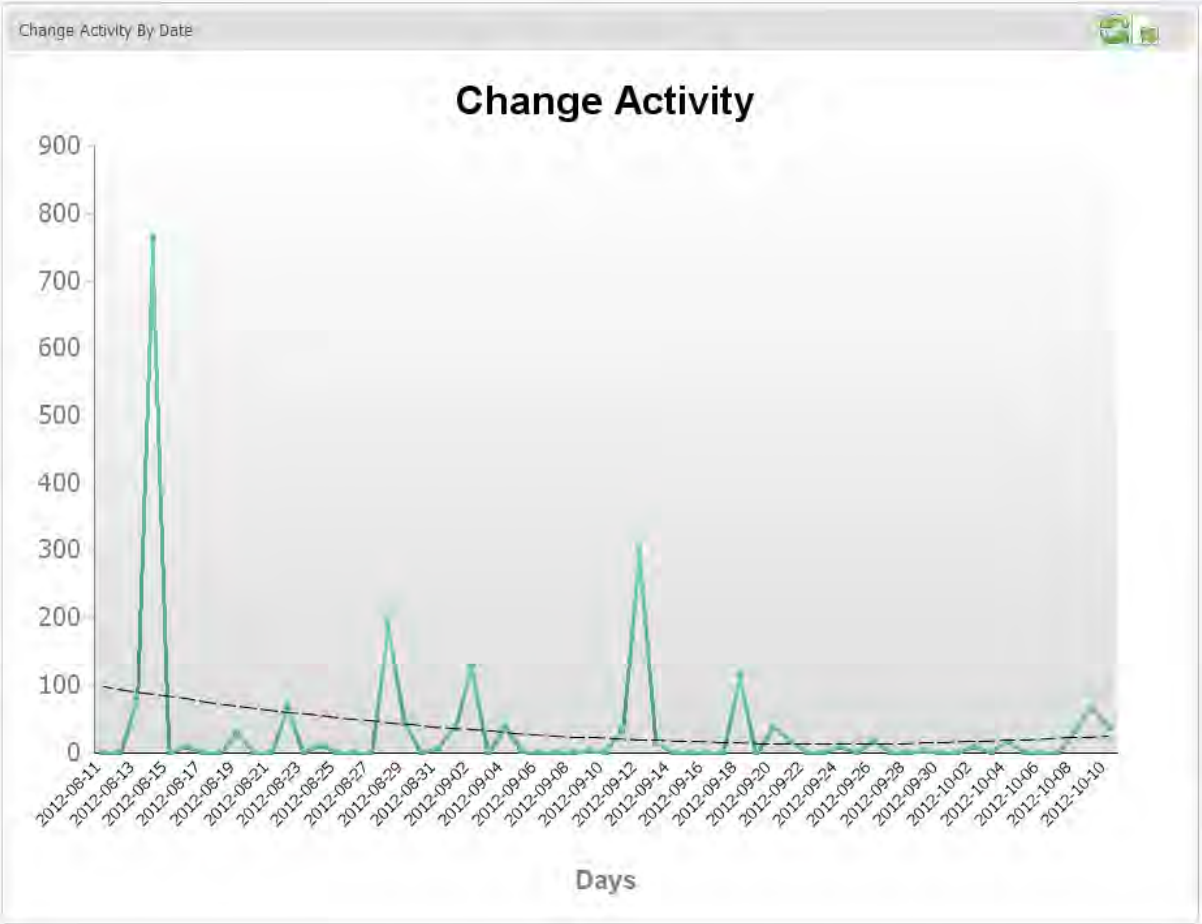


The Change Activity By Top 20 Users displays activity for the 20 users with the most change activity.



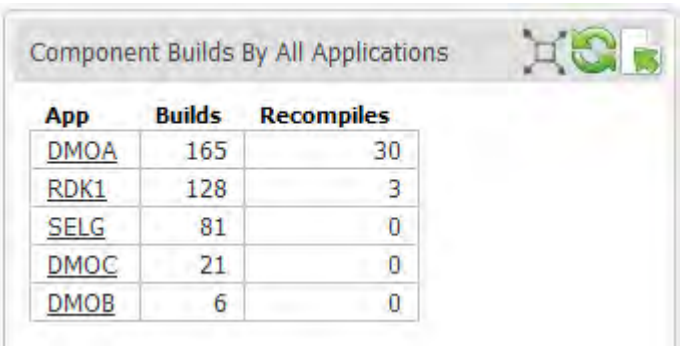
Change Activity by Date

This metric displays the amount of change activity on specific dates.



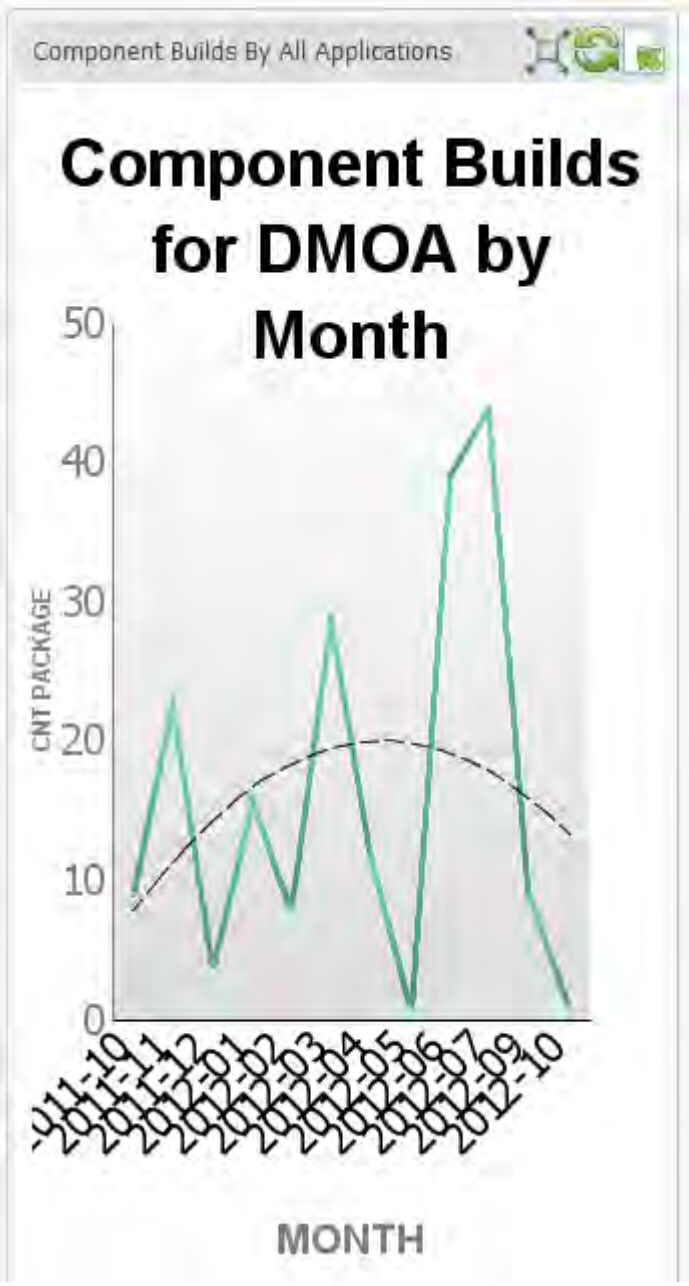
Component Builds by All Applications

This metric displays component builds broken down by applications.

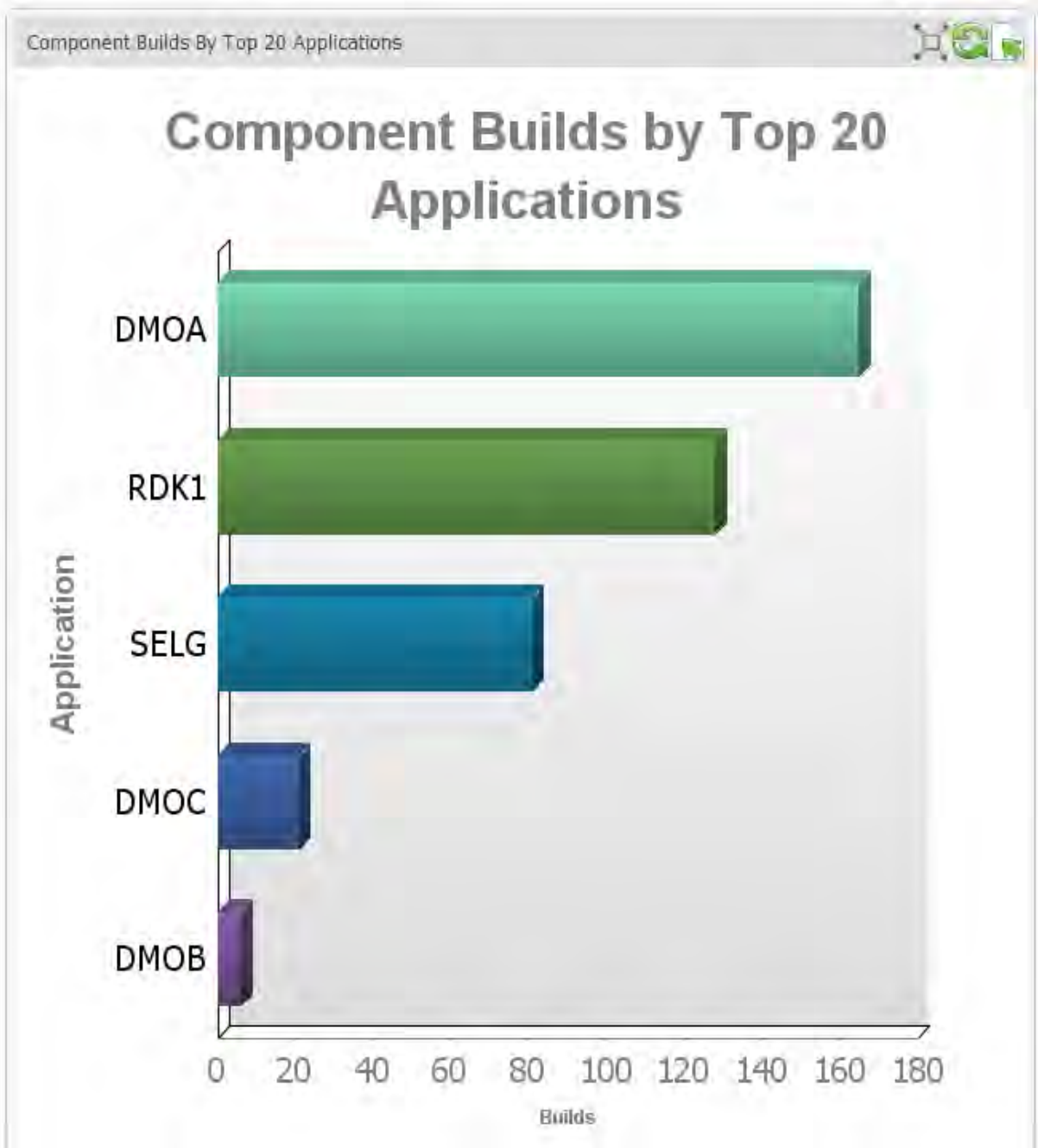


App	Builds	Recompiles
DMOA	165	30
RDK1	128	3
SELG	81	0
DMOC	21	0
DMOB	6	0

Click an application name to display builds broken down by month.

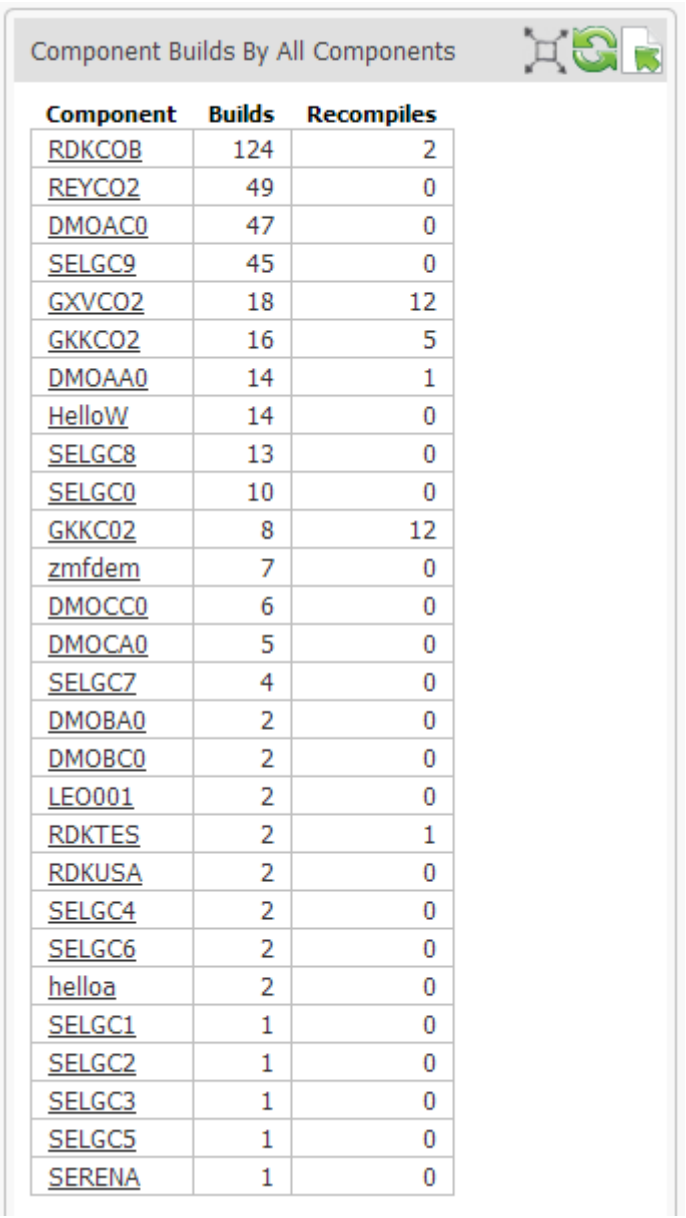


The Component Builds by Top 20 Applications shows the build activity for the applications with the most builds.



Component Builds by All Components

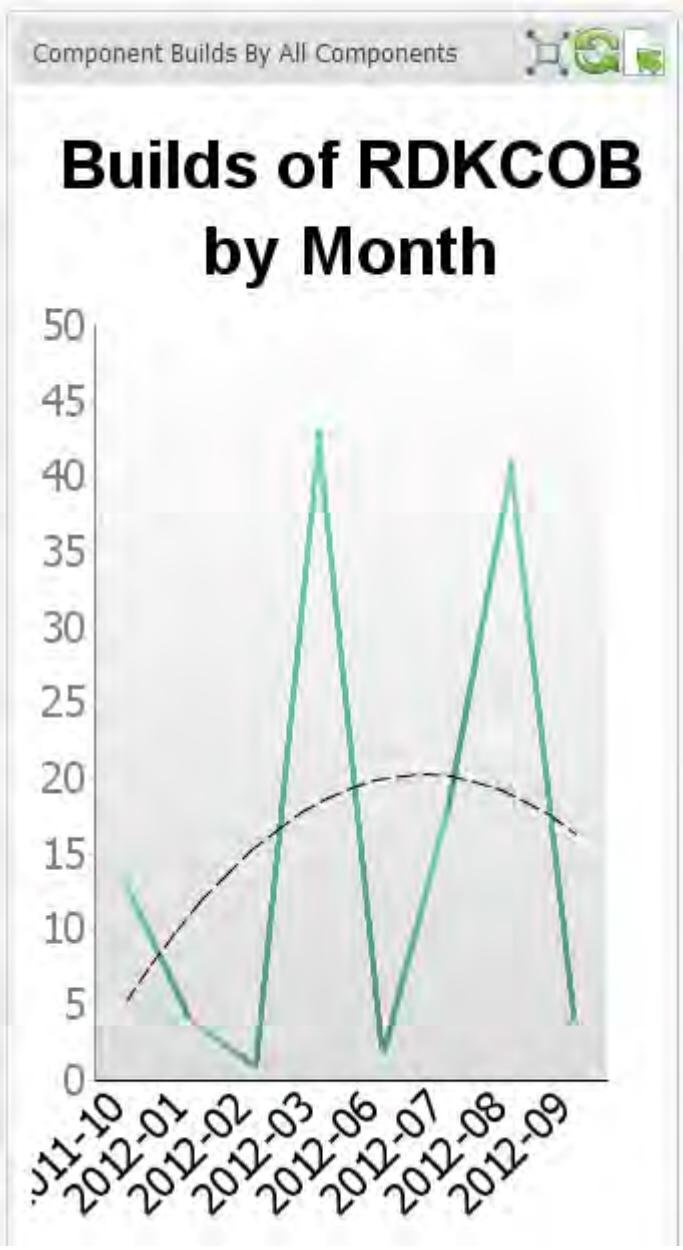
This metric displays component builds broken down by components.



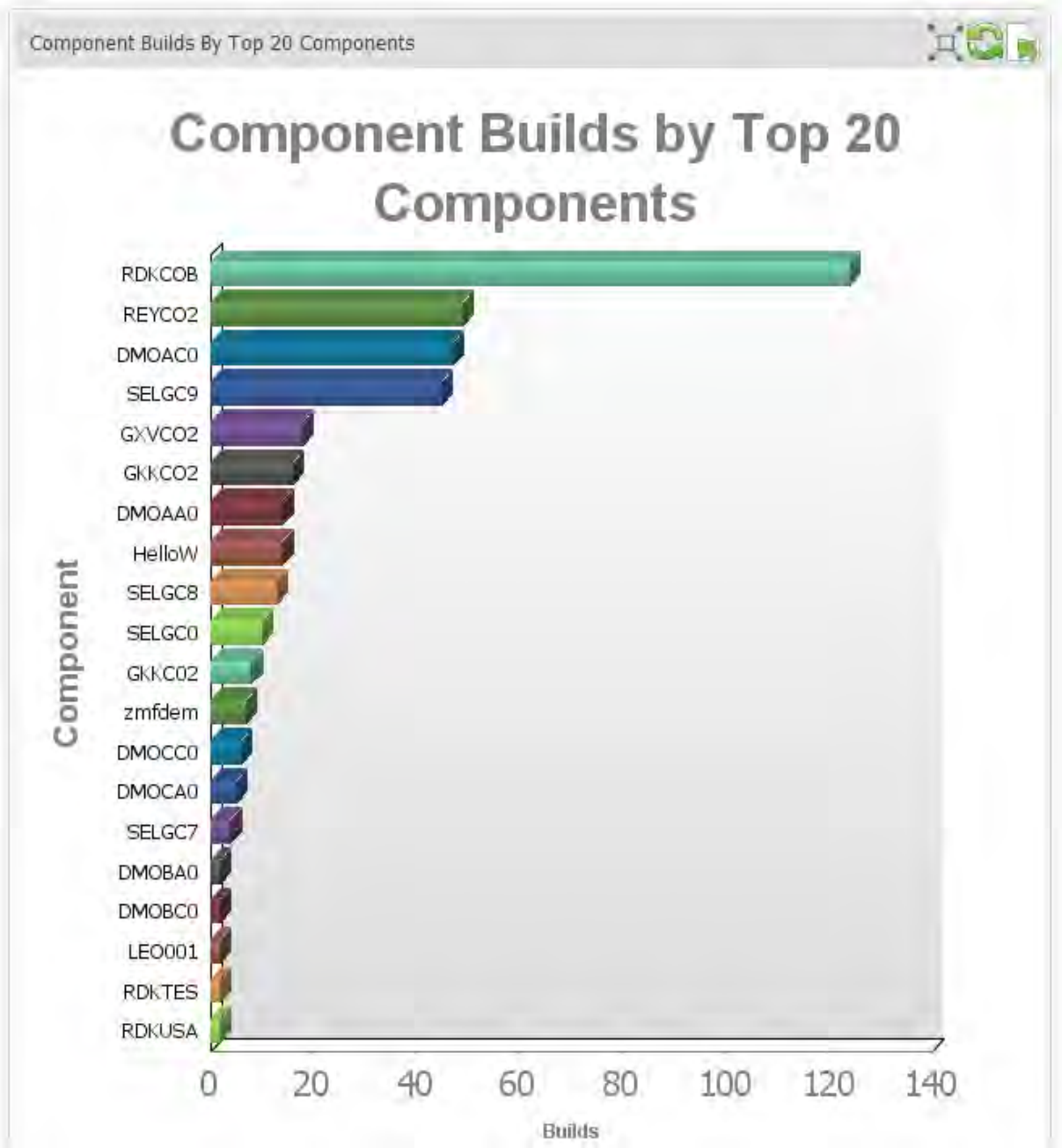
Component Builds By All Components

Component	Builds	Recompiles
RDKCOB	124	2
REYCO2	49	0
DMOAC0	47	0
SELGC9	45	0
GXVCO2	18	12
GKKCO2	16	5
DMOAA0	14	1
HelloW	14	0
SELGC8	13	0
SELGC0	10	0
GKKC02	8	12
zmfdem	7	0
DMOCC0	6	0
DMOCA0	5	0
SELGC7	4	0
DMOBA0	2	0
DMOBC0	2	0
LEO001	2	0
RDKTES	2	1
RDKUSA	2	0
SELGC4	2	0
SELGC6	2	0
helloa	2	0
SELGC1	1	0
SELGC2	1	0
SELGC3	1	0
SELGC5	1	0
SERENA	1	0

Click a component name to display build totals per month for that component.

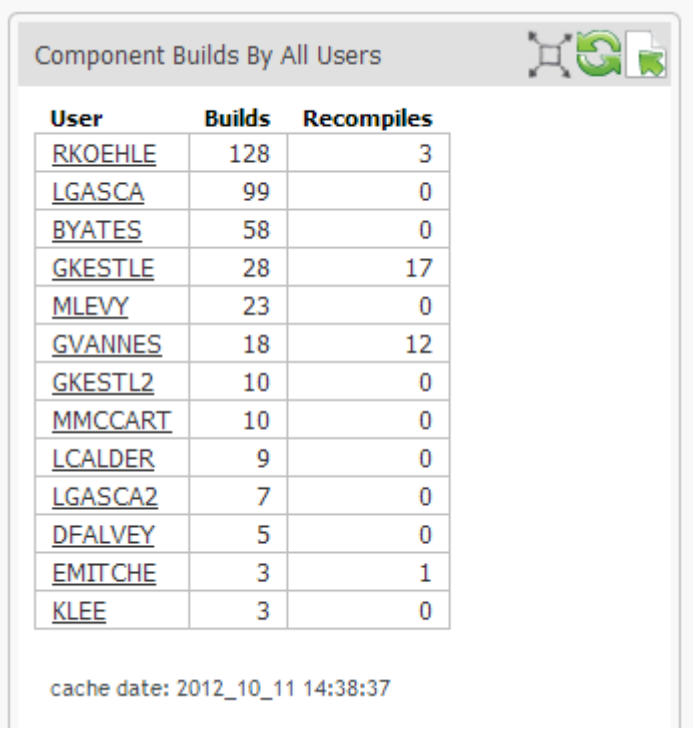


The Component Builds by Top 20 Components metric displays build totals by the 20 components with the most builds.



Component Builds by All Users

This metric displays component build totals, broken down by users.

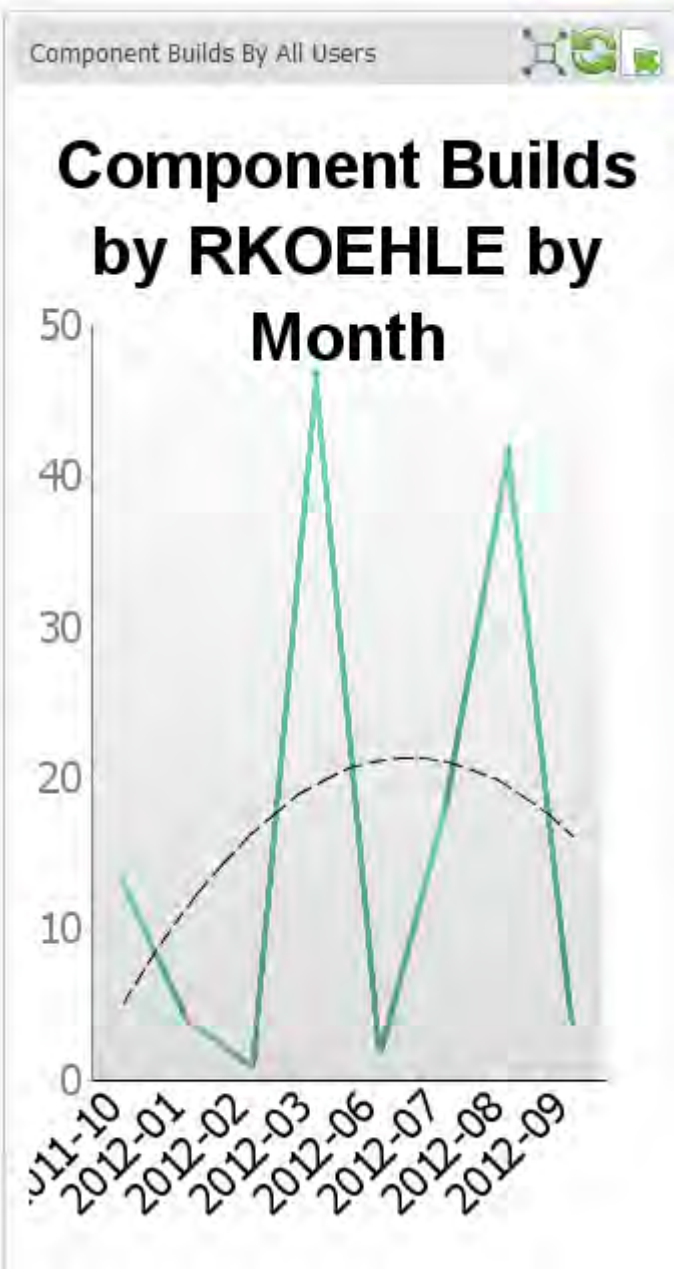


Component Builds By All Users

User	Builds	Recompiles
RKOEHLE	128	3
LGASCA	99	0
BYATES	58	0
GKESTLE	28	17
MLEVY	23	0
GVANNES	18	12
GKESTL2	10	0
MMCCART	10	0
LCALDER	9	0
LGASCA2	7	0
DFALVEY	5	0
EMITCHE	3	1
KLEE	3	0

cache date: 2012_10_11 14:38:37

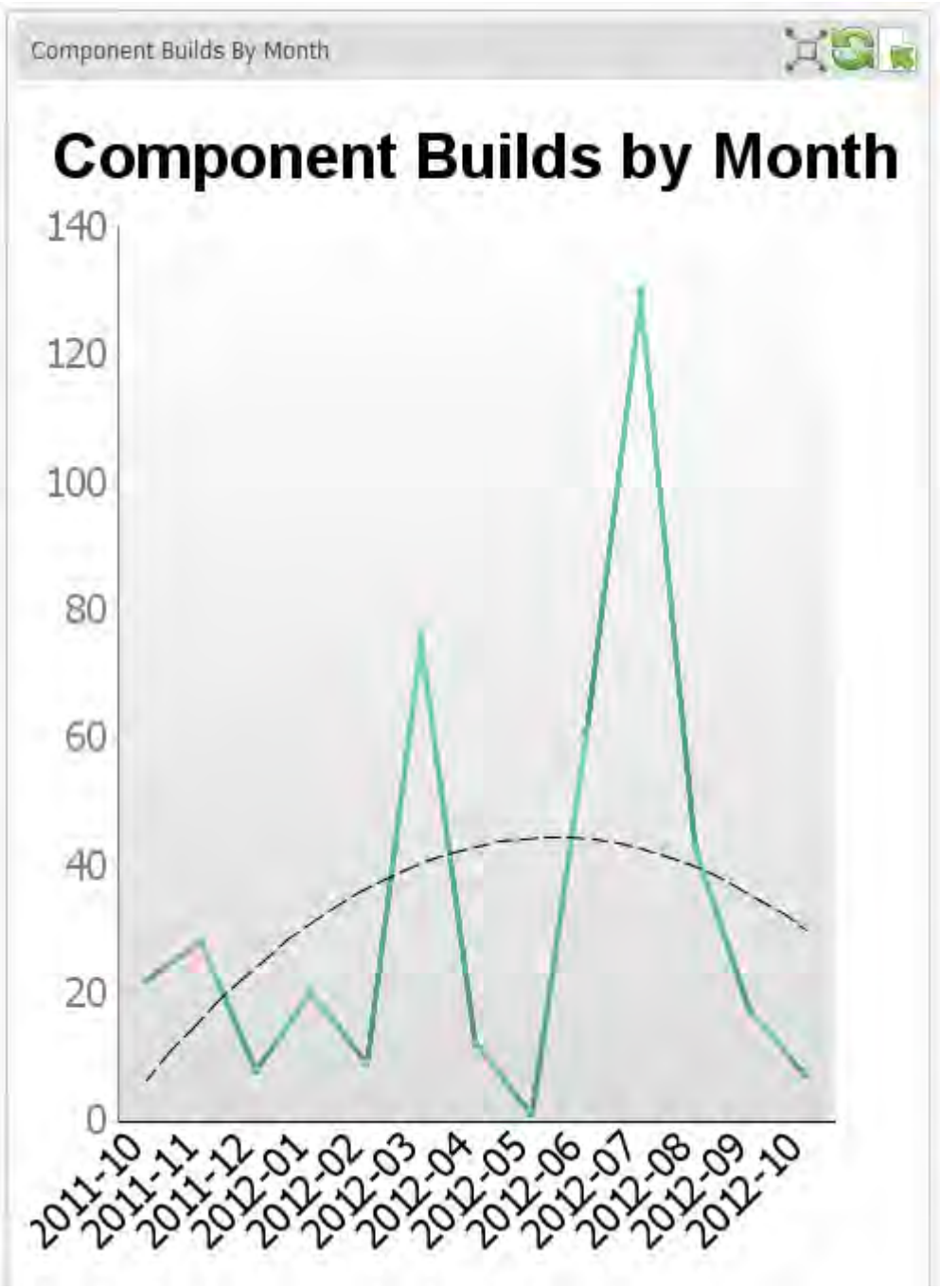
Click a user name to display monthly build totals by that user.



The Component Builds by Top 20 Users displays build totals for the 20 users with the most builds.

Component Builds by Month

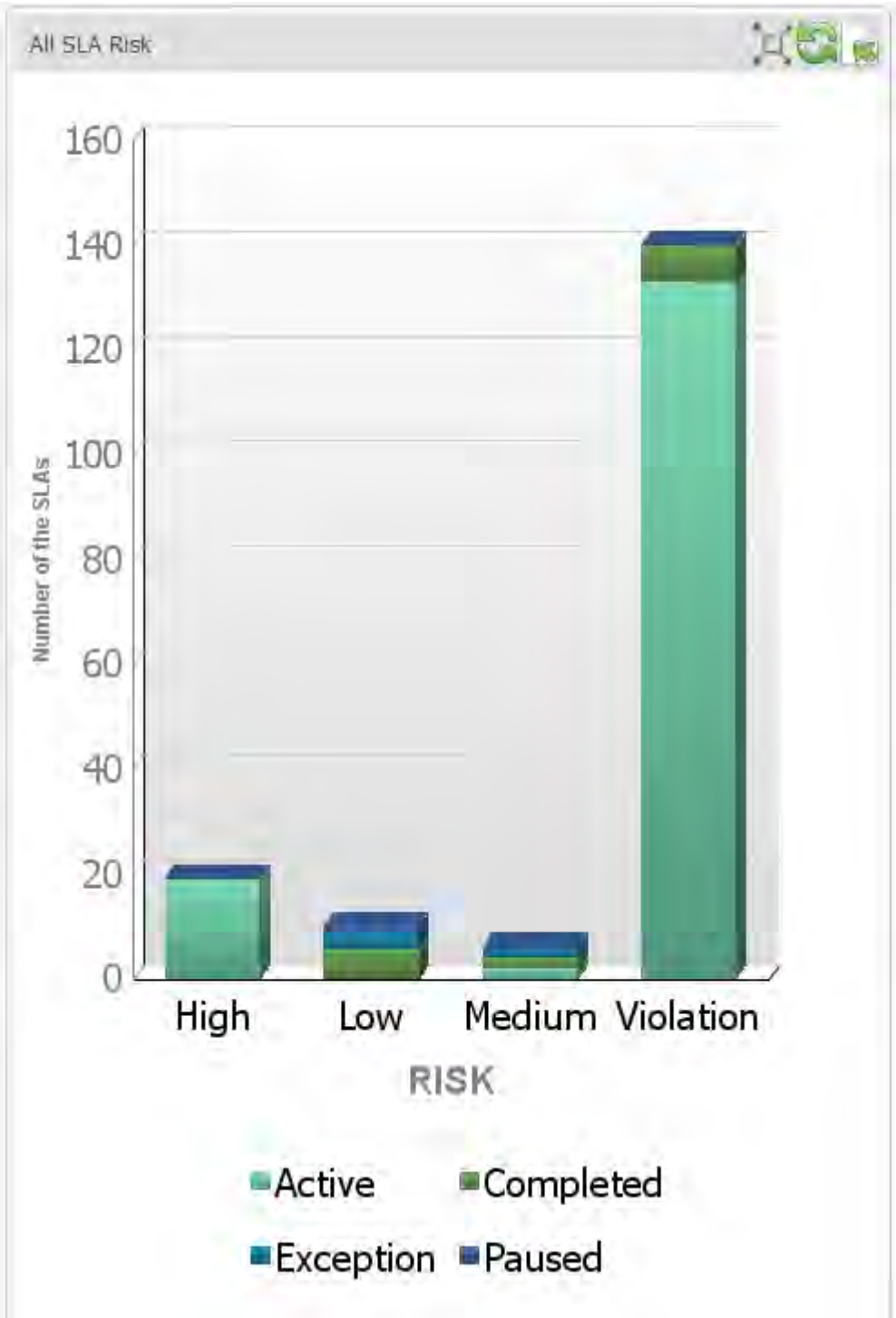
This metric displays all component builds, broken down by month.



Out-of-Box Metrics for CIO Ops

All Service Level Agreement (SLA) Risk

This metric provides a high level view of the number of service level agreements classified as high risk, low risk, medium risk, or in violation. This metric also displays the number of SLAs in each of these risk categories that are currently active, completed, paused, or that are exceptions.



To display details, you can click any part of the bar in the metric. This first displays a zoomed version of that portion of the bar. Click the bar again to display the specific SLAs.

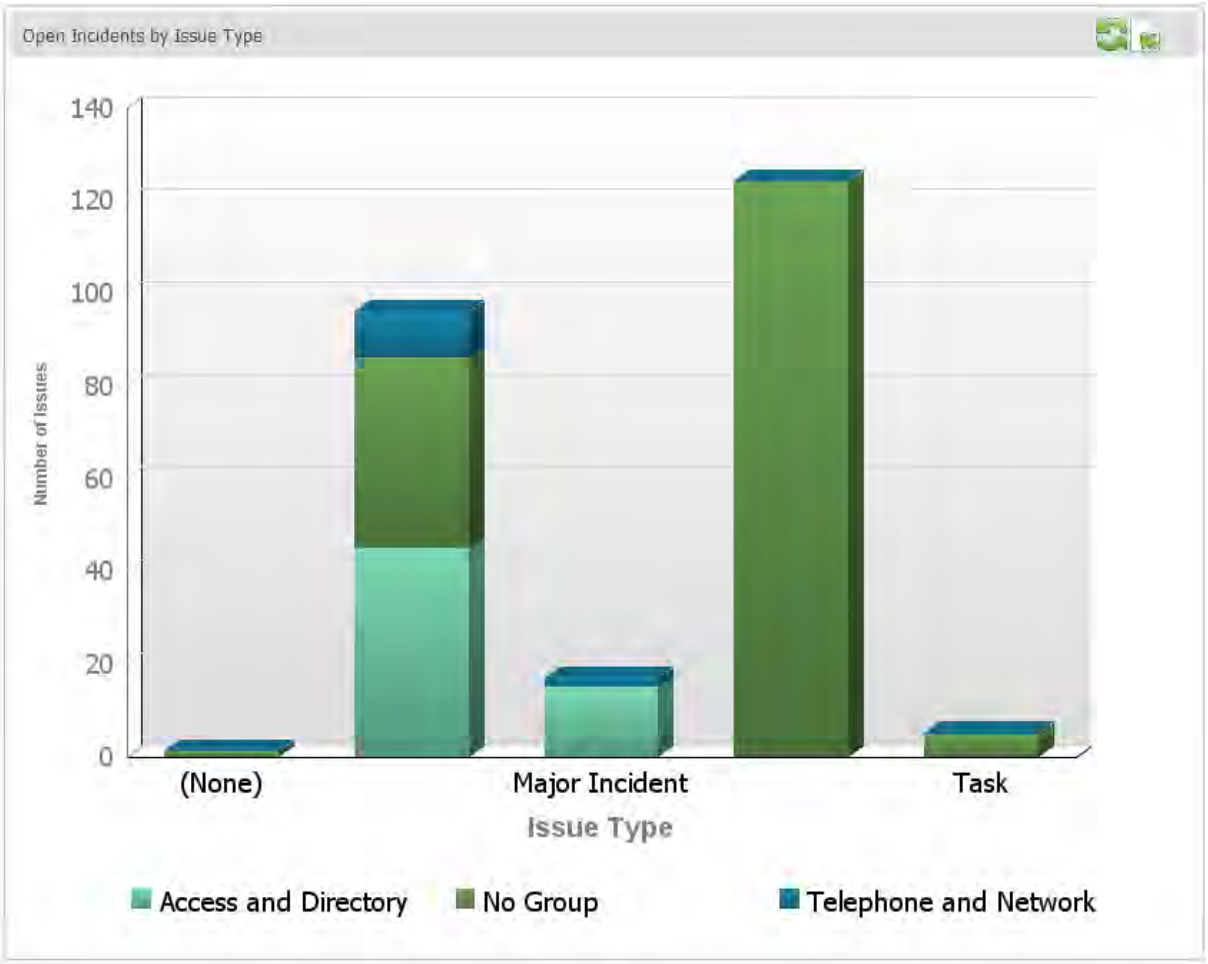
Compliance Summary

This metric shows you the number of items in compliance with Service Level Agreements and the number of items not in compliance.

Click to see more information about the state of items either in compliance or in violation.

Open Incidents by Issue Type

This metric displays the number of open incidents, categorized by incident type.

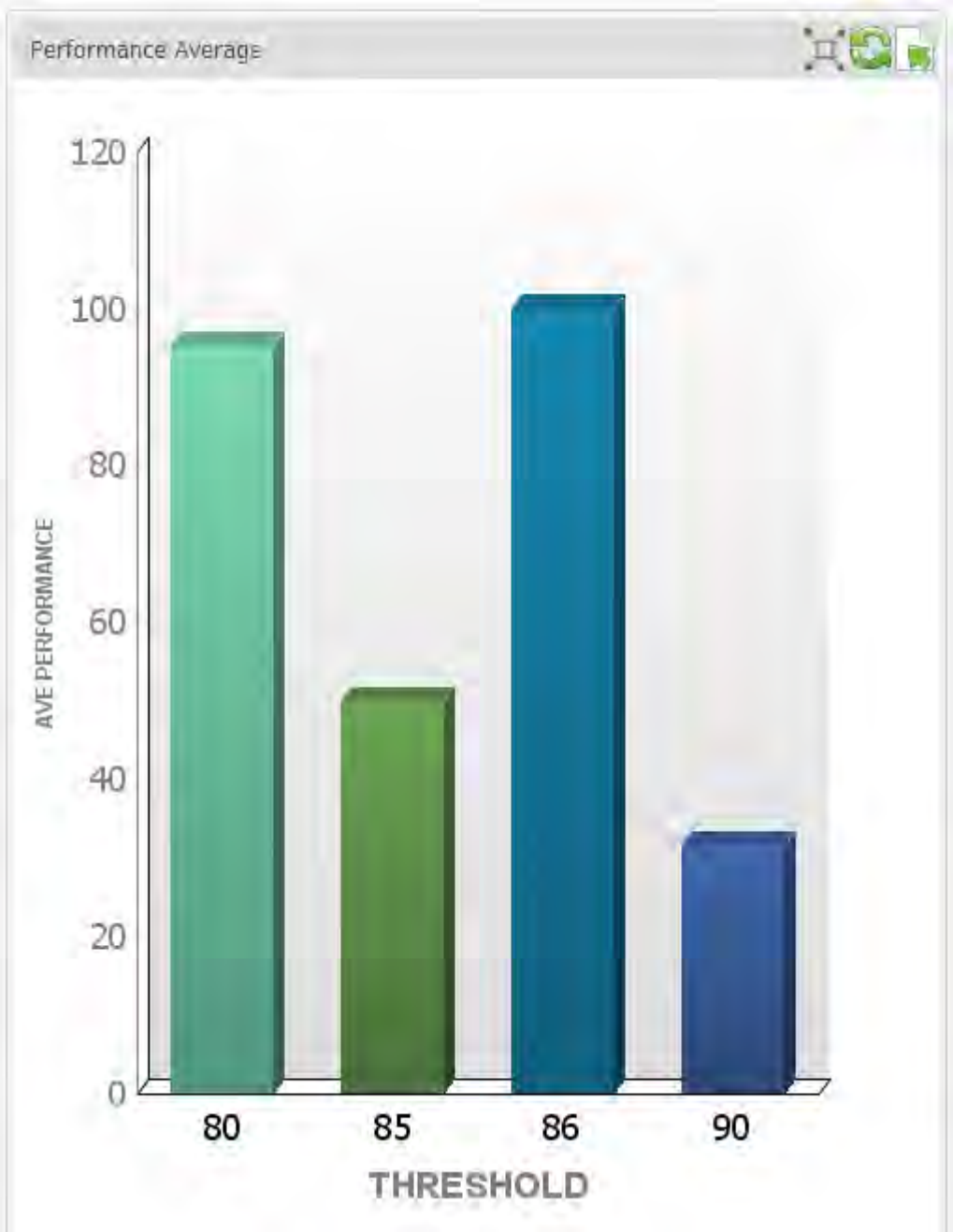


Click any type to see a summary of priority associated with all items of that type.

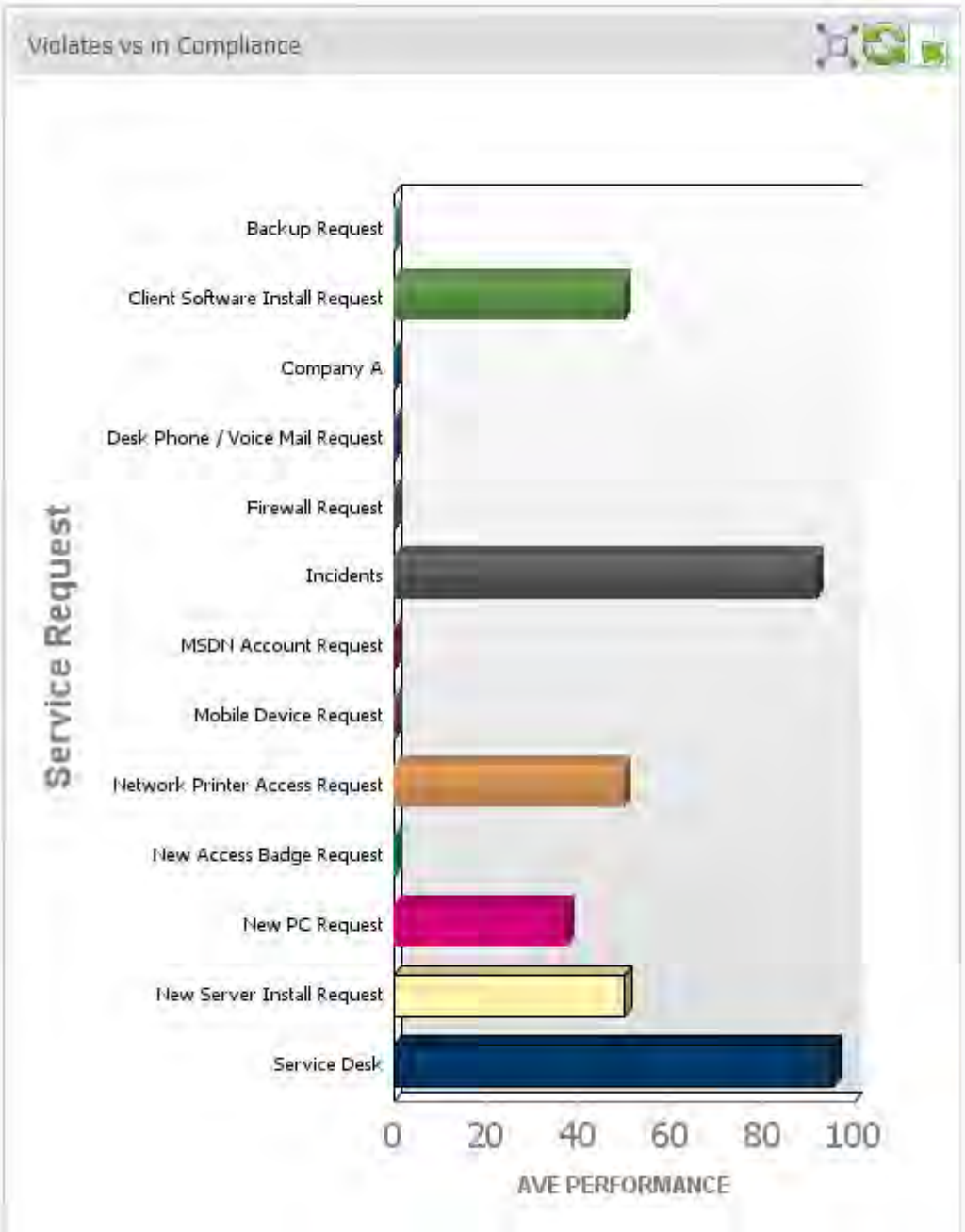
Click any of the bars to see a list of items.

Performance Average

This metric displays average performance.



Violates v. In Compliance


Violates vs in Compliance
Service Request
Backup Request
Client Software Install Request
Company A
Desk Phone / Voice Mail Request
Firewall Request
Incidents
MSDN Account Request
Mobile Device Request
Network Printer Access Request
New Access Badge Request
New PC Request
New Server Install Request
Service Desk
0
20
40
60
80
100
AVE PERFORMANCE