# HP IT Executive Scorecard

Software Version: 9.50
Windows ® operating system

## Content Reference Guide for the Integration with HP Data Protector

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# Contents

% of Managed Nodes KPI ..... 5
% of Nodes with Compliance Issues KPI ..... 6
Average Time to Restore KPI ..... 7
Backup Success Rate KPI ..... 8
Consecutive Backup Failure Period KPI ..... 9
Number of Servers Being Backed Up KPI ..... 10
Number of Servers with Non-Encrypted Backup Data KPI ..... 11
Recovery Point Objective KPI ..... 12
Recovery Time Objective KPI ..... 14
Restore Operations Success Rate KPI ..... 16
Time Elapsed since Last Backup KPI ..... 17
Volume of Protected Data KPI ..... 18

Send Documentation Feedback ..... 19

# % of Managed Nodes KPI

| | |
|---|---|
| **Component Type** | KPI |
| **Business Questions** | Reduce the risk by increasing the percentage of managed Devices. Breakdown by Node Role: servers, network devices and storage devices. |
| **Business Objective** | Increase Compliance |
| **Description** | The number of managed nodes relative to the total number of nodes. |
| **Context** | PolicyCompliance |
| **Data source** | SA, NA, UCMDB, DP, IC, NNM |
| **Formula** | PERCENTAGE(Node,Node.IsManaged='Y', Node.Name <> 'INVALID' And Node.Name <> 'UNKNOWN' ) |
| **KPI Formula Filter** | N/A |
| **Unit Type** | % |
| **Time Period** | Monthly |
| **Direction** | Maximize |
| **Thresholds** | 0 to 50 \| 50 to 75 \| 75 to 100 |
| **Release** | 9.03 |

# % of Nodes with Compliance Issues KPI

| | |
|---|---|
| **Component Type** | KPI |
| **Business Questions** | Make sure our node compliance procedures are efficient. |
| **Business Objective** | Increase Compliance |
| **Description** | The number of nodes that were not compliant during the KPI Period relative to the total number of nodes. |
| **Context** | PolicyCompliance |
| **Data source** | SA, NA, DP, UCMDB, NNM, IC |
| **Formula** | PERCENTAGE_MATH( COUNT_DISTINCT( Node.Name, PolicyResult.ComplianceStatus='In_breach' AND Node.IsDropped ='N' AND PolicyResult.ComputedResultDate IN_PERIOD), COUNT_DISTINCT (Node.Name,Node.IsDropped ='N' AND PolicyResult.ComputedResultDate IN_PERIOD),0) |
| **KPI Formula Filter** | N/A |
| **Unit Type** | % |
| **Time Period** | Monthly |
| **Direction** | Minimize |
| **Thresholds** | 0 to 10 \| 10 to 25 \| 25 to 100 |
| **Release** | 9.03 |

# Average Time to Restore KPI

| | |
|---|---|
| **Component Type** | KPI |
| **Business Questions** | Major variations in this indicator could point to problems anywhere in this chain. May not be able to measure across the entire value chain. Offsite versus onsite break down could be provided. |
| **Business Objective** | Accelerate Agility |
| **Description** | Average time in minutes to restore backup data. It combines metrics related to user requests, staff responsiveness, tape recall and onsite storage, backup system utilization and absolute restore speed. |
| **Context** | DataProtection |
| **Data source** | DP |
| **Formula** | DATE_CONVERT('MS','M',AVG(Restore.EndDate, Restore.EndDate is Not Null and Restore.Status = 'success' and PERIOD_ENTITY= RestoreStartPeriod)-AVG(Restore.StartDate, Restore.EndDate is Not Null and Restore.Status = 'success' and PERIOD_ENTITY=RestoreStartPeriod)) |
| **KPI Formula Filter** | N/A |
| **Unit Type** | Minutes |
| **Time Period** | Monthly |
| **Direction** | Minimize |
| **Thresholds** | 0 to 60 \| 60 to 120 \| 120 to 180 |
| **Release** | 9.03 |

# Backup Success Rate KPI

| | |
|---|---|
| **Component Type** | KPI |
| **Business Questions** | Make sure our backup procedures are efficient. |
| **Business Objective** | Achieve Process Excellence |
| **Description** | The number of successful backup operations relative to the total number of backup operations. Typically segmented by application type. |
| **Context** | DataProtection |
| **Data source** | DP |
| **Formula** | PERCENTAGE(Backup, Backup.Status='success' And PERIOD_ENTITY=EndPeriod,PERIOD_ENTITY=EndPeriod,100) |
| **KPI Formula Filter** | N/A |
| **Unit Type** | % |
| **Time Period** | Monthly |
| **Direction** | Maximize |
| **Thresholds** | 0 to 50 \| 50 to 75 \| 75 to 100 |
| **Release** | 9.03 |

# Consecutive Backup Failure Period KPI

| | |
|---|---|
| **Component Type** | KPI |
| **Business Questions** | Make sure our backup procedures are efficient. |
| **Business Objective** | Achieve Process Excellence |
| **Description** | The period of time (in hours) during which backup operations have failed. |
| **Context** | DataProtection |
| **Data source** | DP |
| **Formula** | AVG(Backup.DurationSinceLastSuccessfulBackup , Backup.Status ='failure' and Backup.StartDate IN_PERIOD)/60 |
| **KPI Formula Filter** | N/A |
| **Unit Type** | Hours |
| **Time Period** | Monthly |
| **Direction** | Minimize |
| **Thresholds** | 0 to 24 \| 24 to 48 \| 48 to 72 |
| **Release** | 9.03 |

# Number of Servers Being Backed Up KPI

| | |
|---|---|
| **Component Type** | KPI |
| **Business Questions** | Make sure our backup procedures are efficient. |
| **Business Objective** | Reduce Risk |
| **Description** | The number of servers being backed up |
| **Context** | DataProtection |
| **Data source** | DP, NA, UCMDB, NNM, IC, SA |
| **Formula** | COUNT_DISTINCT(Node.Name, Backup.Status = 'success') |
| **KPI Formula Filter** | N/A |
| **Unit Type** | Number |
| **Time Period** | Monthly |
| **Direction** | Maximize |
| **Thresholds** | 0 to 50 \| 50 to 75 \| 75 to 100 |
| **Release** | 9.03 |

# Number of Servers with Non-Encrypted Backup Data KPI

| | |
|---|---|
| **Component Type** | KPI |
| **Business Questions** | Make sure our backup procedures are efficient. |
| **Business Objective** | Reduce Risk |
| **Description** | The total number of servers in the organization that have non-encrypted backup data. |
| **Context** | DataProtection |
| **Data source** | DP, UCMDB, NNM, NA |
| **Formula** | COUNT_DISTINCT( Backup.Node, Backup.Status = 'success' and BackupPolicy.IsEncrypted = 'N') |
| **KPI Formula Filter** | N/A |
| **Unit Type** | Numbers |
| **Time Period** | Monthly |
| **Direction** | Maximize |
| **Thresholds** |  |
| **Release** | 9.03 |

# Recovery Point Objective KPI

| | |
|---|---|
| **Component Type** | KPI |
| **Business Questions** | Make sure our data loss protection procedures are efficient. |
| **Business Objective** | Increase Compliance |
| **Description** | RPO, also called Acceptable Amount of Data Loss. This KPI describes the maximum tolerable period in which data may be lost as defined by the organization's policies. This is generally a definition of what an organization determines is an acceptable loss in a disaster situation. The RPO allows an organization to define a window of time before a disaster during which data may be lost. The value of the data in this window can then be weighed against the cost of the additional disaster prevention or loss-prevention measures that would be necessary to close the window. Typically segmented by application type. Actual versus target values are measured (e.g., tests). |
| **Context** | DataProtection |
| **Data source** | DP |
| **Formula** | PERCENTAGE_MATH( AVG(Backup.DurationSinceLastSuccessfulBackup, PERIOD_ ENTITY=EndPeriod), AVG(Backup.RpoTarget, PERIOD_ENTITY=EndPeriod), 100) |
| **KPI Formula Filter** | N/A |
| **Unit Type** | % |
| **Time Period** | Monthly |
| **Direction** | Minimize |
| **Thresholds** | 0 to 50 \| 50 to 75 \| 75 to 100 |

| | |
|---|---|
| **Release** | 9.03 |

# Recovery Time Objective KPI

| | |
|---|---|
| **Component Type** | KPI |
| **Business Questions** | How quickly can I recover my data? Typically segmented by application type. Actual versus target values are measured (e.g., tests) |
| **Business Objective** | Reduce Risk |
| **Description** | RTO, also called Mean Time to Recover Business Data. It represents the length of time and service level to which a business process must be restored after a disaster (or disruption) in order to avoid unacceptable consequences associated with a break in business continuity. |
| **Context** | DataProtection |
| **Data source** | DP |
| **Formula** | Avg(BackupRTO.DurationToFurthestStorage, BackupRTO.Status='success' and PERIOD_ ENTITY=BackupRTOStartPeriod)*24+RATIO_MATH(SUM_MATH(Sum (BackupRTO.FullBackupAvgExecTime , BackupRTO.Status='success' AND PERIOD_ ENTITY=BackupRTOStartPeriod),Sum(BackupRTO.LastIncrAvgExecTime , BackupRTO.Status='success' AND PERIOD_ENTITY=BackupRTOStartPeriod),Sum (BackupRTO.DeltaAvgExecTime , BackupRTO.Status='success' AND PERIOD_ ENTITY=BackupRTOStartPeriod)), Count_Distinct(BackupRTO.FullBackupId, BackupRTO.Status='success' AND PERIOD_ENTITY=BackupRTOStartPeriod),0)/60*2 |
| **KPI Formula Filter** | N/A |
| **Unit Type** | Hours |
| **Time Period** | Monthly |

| | |
|---|---|
| **Direction** | Minimize |
| **Thresholds** | 0 to 24 \| 24 to 48 \| 48 to 72 |
| **Release** | 9.03 |

# Restore Operations Success Rate KPI

| | |
|---|---|
| **Component Type** | KPI |
| **Business Questions** | Make sure our restore operations procedures are efficient. |
| **Business Objective** | Achieve Process Excellence |
| **Description** | Percentage of restore operations that were executed successfully. Segmentation by business service levels will require manual input. General figure will be provided. |
| **Context** | DataProtection |
| **Data source** | DP |
| **Formula** | PERCENTAGE(Restore, Restore.Status='success' And PERIOD_ ENTITY=RestoreStartPeriod,PERIOD_ENTITY=RestoreStartPeriod,100) |
| **KPI Formula Filter** | N/A |
| **Unit Type** | % |
| **Time Period** | Monthly |
| **Direction** | Maximize |
| **Thresholds** | 0 to 50 \| 50 to 75 \| 75 to 100 |
| **Release** | 9.03 |

# Time Elapsed since Last Backup KPI

| | |
|---|---|
| **Component Type** | KPI |
| **Business Questions** | Make sure our backup procedures are efficient. |
| **Business Objective** | Achieve Process Excellence |
| **Description** | Period of time elapsed (in days) since the last backup was completed successfully. |
| **Context** | DataProtection |
| **Data source** | DP |
| **Formula** | DATE_CONVERT('ms', 'd', NOW()-MAX(Backup.EndDate, Backup.Status='success' AND Backup.EndDate<=NOW)) |
| **KPI Formula Filter** | N/A |
| **Unit Type** | Days |
| **Time Period** | Monthly |
| **Direction** | Minimize |
| **Thresholds** | 0 to 1 \| 1 to 3 \| 3 to 7 |
| **Release** | 9.03 |

# Volume of Protected Data KPI

| | |
|---|---|
| **Component Type** | KPI |
| **Business Questions** | Make sure our data protection procedures are efficient. |
| **Business Objective** | Reduce Cost |
| **Description** | The total volume (in GB) being backed up. Break down by time and encryption |
| **Context** | DataProtection |
| **Data source** | DP |
| **Formula** | SUM(Backup.DataVolume, Backup.Status = 'success' And PERIOD_ENTITY = EndPeriod)/1024/1024 |
| **KPI Formula Filter** | N/A |
| **Unit Type** | GB |
| **Time Period** | Monthly |
| **Direction** | Maximize |
| **Thresholds** | 0 to 1000 \| 1000 to 2000 \| 2000 to 10000 |
| **Release** | 9.03 |

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