

HP IT Executive Scorecard

For the Windows® operating system

Software Version: 9.31

VP of Operations Content Acceleration Pack Guide

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VP of Operations Content Acceleration Pack

The purpose of the VP of Operations Content Acceleration Pack (CAP) is to provide a set of items (Dashboard pages, Scorecards, Contexts, KPIs, and more) that automatically gathers information from across your enterprise to build key performance indicators (KPIs) related to VP of Operations-related issues. The CAP provides broad and deep insight that should enable you to:

- Create the enterprise infrastructure and operations strategy and aligning it to the business.
- Deliver IT services to the lines of business, end users, and customers at the required cost, service level, and speed.
- Optimize infrastructure and operations to improve productivity, efficiency, service quality, and agility.
- Negotiate and manage all external contracts related to hardware, software, and co-location facilities.

The use case for this Content Acceleration Pack is to provide a 360 Degree Service View.

Learn More

The following entities are included in the CAP:

Pages	Score-cards	Out-of-the-box Business Contexts	KPIs	Data Files (CSV Tables)
<ul style="list-style-type: none"> Demo VPOps Dashboard Filter Demo VPOps Main Page 	<ul style="list-style-type: none"> VPOps 	<ul style="list-style-type: none"> ApplicationPerformanceDemo AssetManagementDemo AvailabilityManagementDemo DataProtectionDemo IncidentManagementDemo Net-workNodeManagerDemo PolicyComplianceDemo PolicyRemediationDemo Project-PortfolioManagementDemo SLMDemo ServiceDeskDemo 	<ul style="list-style-type: none"> % of Affected End Users by Application Quality % of Capex vs Opex Spending % of Failed Business Transactions % of IT POR v-s Total Revenue % of Managed Nodes % of Met SLAs % of Nodes with Compliance Issues % of Non-Encrypted Traffic % of Project Effort Done by External Resources 	<ul style="list-style-type: none"> ACTUAL_COST_FACT_V APPLICATION_DIM_V ASSET_FACT_V BACKUP_POLICY_DIM_V BACKUP_SESSION_FACT_V BACKUP_SESSION_RTO_FACT_V BUDGET_DIM_V BUDGETLINE_DIM_V BUSINESS_APP_PERF_FACT_V BUSINESS_APP_STATUS_FACT_V CHANGE_FACT_V COMPLIANCE_STATUS_FACT_V CONTRACT_DIM_V COST_FACT_V COST-CATEGORY_DIM_V COSTCENTER_DIM_V CYCLE_DIM_V DEMAND_FACT_V INCIDENT_FACT_V

Pages	Score-cards	Out-of-the-box Business Contexts	KPIs	Data Files (CSV Tables)
			<ul style="list-style-type: none"> • % of Projects on Time • % of Software Licenses in Use • % of Successful Patches • % of Time Invested on Strategic Projects • % of Utilization of Network Devices • Average Time to Deploy an Application • Average Time to Restore • Avg Cost of IT Delivery Per Customer • Avg Delivery Time of New Products or 	<ul style="list-style-type: none"> • INTERACTION_FACT_V • ITFUNCTION_DIM_V • KPINAME_DIM_V • LOCATION_DIM_V • MODEL_DIM_V • NODE_DIM_V • NODE_METRIC_FACT_V • ORGANIZATION_DIM_V • PERIOD_DIM_V • PERSON_DIM_V • POLICY_DIM_V • POLICY_REMEDIATION_FACT_V • POLICY_RESULT_FACT_V • PRJECTOBJECTIVE_DIM_V • PROGRAM_DIM_V • PROJECT_FACT_V • PROJECTISSUE_FACT_V • PROJECTRISK_FACT_V • PROJECTTASK_FACT_V • PROPOSAL_FACT_V • REQUIREMENT_

Pages	Score-cards	Out-of-the-box Business Contexts	KPIs	Data Files (CSV Tables)
			Services <ul style="list-style-type: none"> • Avg Inter-action Closure Duration • Avg Time to Procure Hardware • Backup Success Rate • Frequency of Policy Checks • Mean Time between Failures of Services • Mean Time to Recover Business Data • Time to Resolve an Incident 	FACT_V <ul style="list-style-type: none"> • RESTORE_SESSION_FACT_V • SCOPECHANGE_FACT_V • SERVICE_DIM_V • SERVICESTATUS_FACT_V • SLA_DIM_V • SLAOUTAGE_FACT_V • SLAOVERALLSTATUS_FACT_V • SLASTATUS_FACT_V • STATUS_DIM_V • SURVEYRESULT_FACT_V • TEST_FACT_V • TESTINSTANCE_FACT_V

For details, see [List of KPIs and Entities in Excel format](#).

Tasks

This section includes:


["Upload and manage the Content Acceleration Pack" on next page](#)

["View the VP of Operations CAP-related Dashboard page" on next page](#)

Upload and manage the Content Acceleration Pack

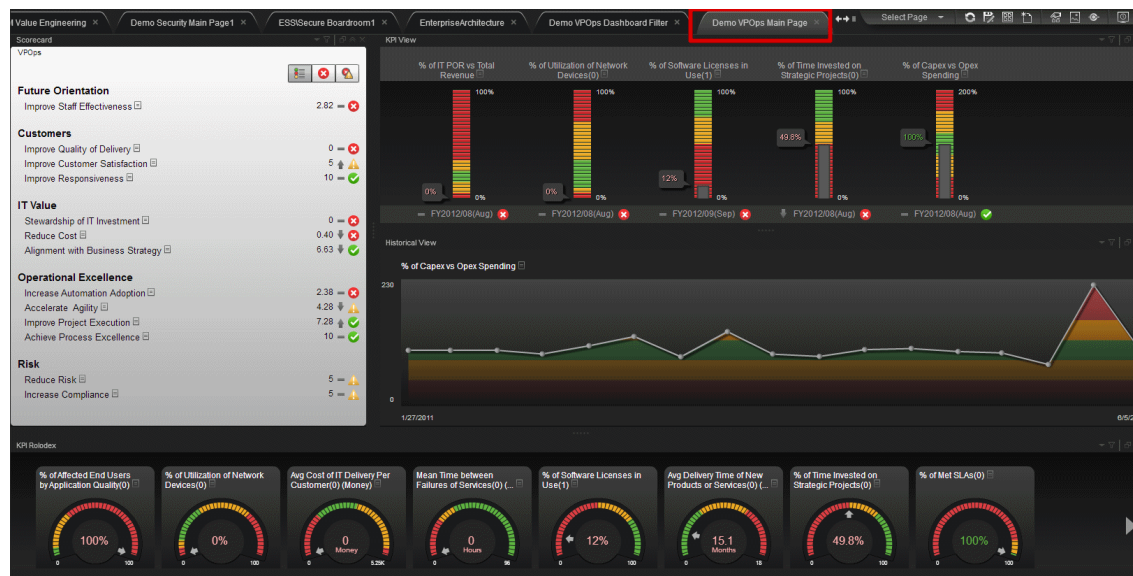
For details, see [Manage Content Acceleration Packs](#) in the *Administrator Guide*.

View the VP of Operations CAP-related Dashboard page

1. In the Executive Scorecard application, close all the tabs. The Dashboard is displayed.
2. Click the **Demo VPOPs Main Page** tab. If it is not displayed, click the **Page Gallery**  button in the Dashboard toolbar, double-click the **Demo VPOPs Main Page** icon and close the Page Gallery dialog box. You can also view the **Demo VPOPs Dashboard Filter** page.

UI Description

Demo VPOps Main Page in Dashboard



Demo VPOps Dashboard Filter Page in Dashboard

