

# HP IT Executive Scorecard

For the Windows® operating system

Software Version: 9.31

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

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

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

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

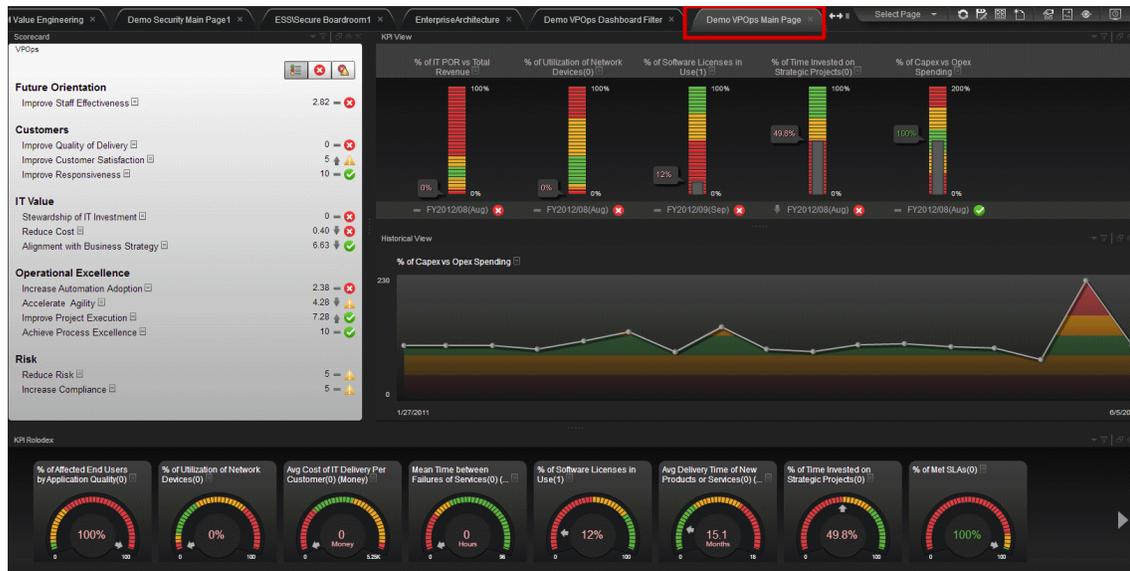
For details, see [Manage Content Acceleration Packs](#) in the *Administrator Guide*.

## 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

