

HP IT Executive Scorecard

For the Windows® operating system

Software Version: 9.40

VP of Operations Content Acceleration Pack Guide

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Software Release Date: June 2013



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The title page of this document contains the following identifying information:

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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 CAP includes the following items:

Pages

- ["Demo VPOps Dashboard Filter Page in Dashboard" on page 10](#)
- ["Demo VPOps Main Page in Dashboard" on page 9](#)

Scorecards

- VPOps

Out-of-the-box Business Contexts , KPIs and Metrics, and Data Files (.CSV Tables)

The following entities are included in the CAP:

Out-of-the-box Business Contexts	KPIs
<ul style="list-style-type: none">• AssetManagementDemo (similar to Asset Management Context)• AvailabilityManagementDemo (similar to Availability Management Context)	<ul style="list-style-type: none">• % of Affected End Users by Application Quality• % of OpEx

Out-of-the-box Business Contexts	KPIs
<ul style="list-style-type: none"> • DataProtectionDemo (similar to DataProtection Context) • IncidentManagementDemo (similar to Incident Management Context) • NetworkNodeManagerDemo (similar to NetworkNodeManager Context) • PolicyComplianceDemo (similar to PolicyCompliance Context) • PolicyRemediationDemo (similar to PolicyRemediation Context) • ProjectPortfolioManagementDemo (similar to Project Portfolio Management (PPM) Context) • SLMDemo (similar to Service Level Management Context) • ServiceDeskDemo (similar to Service Desk Management Context) 	<ul style="list-style-type: none"> • % of Failed Business Transactions • % of IT POR vs Total Revenue • % of Managed Nodes • % of Met SLAs • % of Nodes with Compliance Issues • % of Non-Encrypted Traffic • % of Project Effort Done by External Resources • % 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 • Average Cost of IT Delivery Per Customer • Average Delivery Time of New Products or Services • Average Interaction Closure Duration • Average Time to Procure Hardware • Backup Success Rate • Frequency of Policy Checks • Incident Closure Time • Mean Time Between Failures of Services • Recovery Time Objective

The cross-references in the Out-of-the-box Business Contexts column are to the *Content Reference Guide*.

The cross-references in the KPIs and Metrics column are to the *KPIs, Metrics, and Data Lineage Reference Guide*.

Data Files (CSV Tables)

The data files or .CSV tables are included in the CAPs themselves and provide the context and data needed by the CAP to show data in the relevant Dashboard page. For details, see [Data Files \(.CSV Tables\)](#) in the *Content Reference Guide*.

Structure

Scorecard: Operational Excellence

- **Perspective:** Customers
 - **Objective:** Improve Responsiveness
 - **Objective:** Improve Customer Satisfaction
 - **Objective:** Improve Quality of Delivery
- **Perspective:** IT Value
 - **Objective:** Alignment with Business Strategy
 - **Objective:** Stewardship of Investment
 - **Objective:** Reduce Cost
- **Perspective:** Operational Excellence
 - **Objective:** Accelerate Agility
 - **Objective:** Increase Automation Adoption
 - **Objective:** Improve Project Execution
 - **Objective:** Achieve Process Excellence
- **Perspective:** Future Orientation
 - **Objective:** Improve Staff Effectiveness
- **Perspective:** Risk
 - **Objective:** Reduce Risk
 - **Objective:** Increase Compliance

Tasks

This section includes:

["Upload and manage the Content Acceleration Pack" below](#)

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

Upload and manage the Content Acceleration Pack

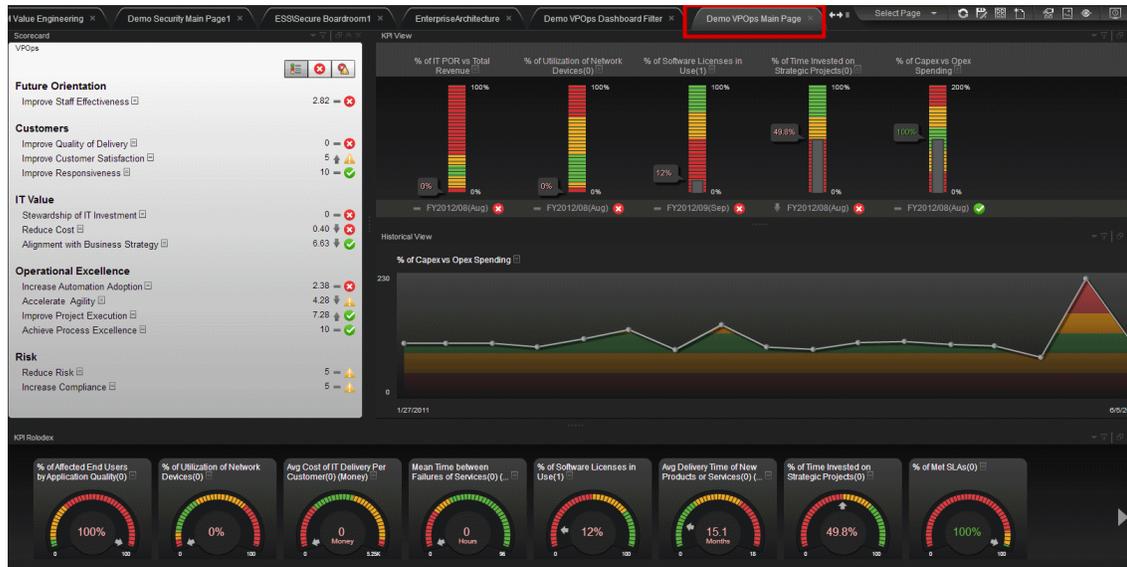
For details, see [Manage Content Acceleration Packs](#) in the *Administrator Guide*.

View the VP of Operations CAP-related Dashboard page

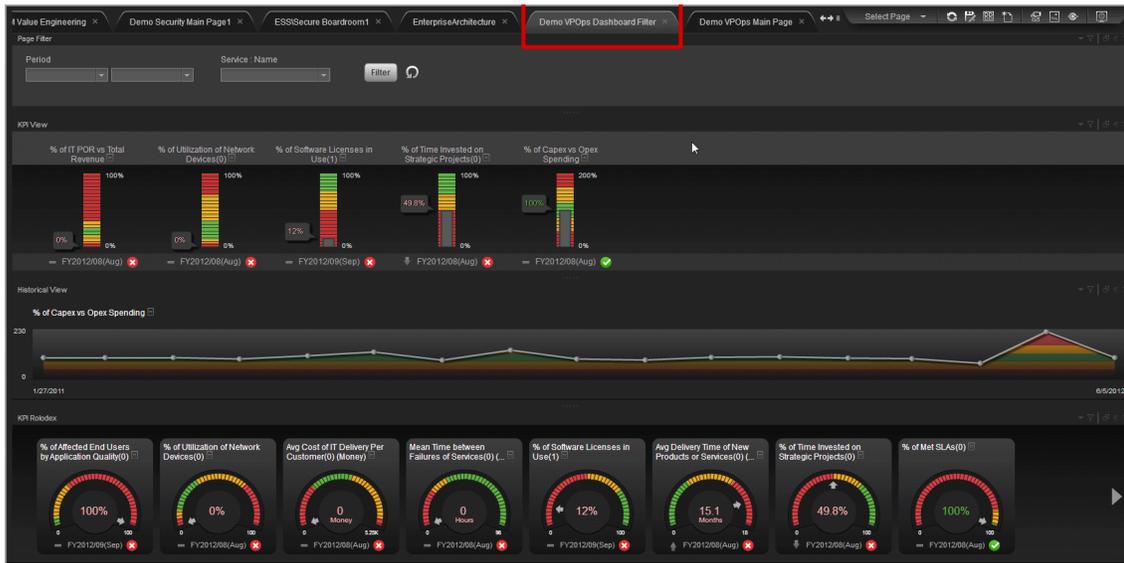
1. In the Executive Scorecard application, close all the tabs. The Dashboard is displayed.
2. Click the **Demo VPOPs Main Page** tab. If it is not displayed, click the **Page Gallery**  button in the Dashboard toolbar, double-click the **Demo VPOPs Main Page** icon and close the Page Gallery dialog box.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



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Feedback on IT Executive Scorecard, 9.41 VP of Operations Content Acceleration Pack Guide

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