

HP IT Executive Scorecard

For the Windows® operating system

Software Version: 9.41

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.

Section navigation: ● ["Learn More" below](#) ● ["Tasks" on page 9](#) ● ["VP of Operations Content Acceleration Pack" above](#)

Learn More

Content Acceleration Packs (CAPs) are ready-to-import packages that include Dashboard pages that display Scorecards and components, KPIs, Metrics, Contexts (universes), data (.CSV files), and documentation for the CAP.

CAPs describe typical stories that show how the correct implementation of Executive Scorecard drives Performance Improvement and Cost Reduction for the IT organization.

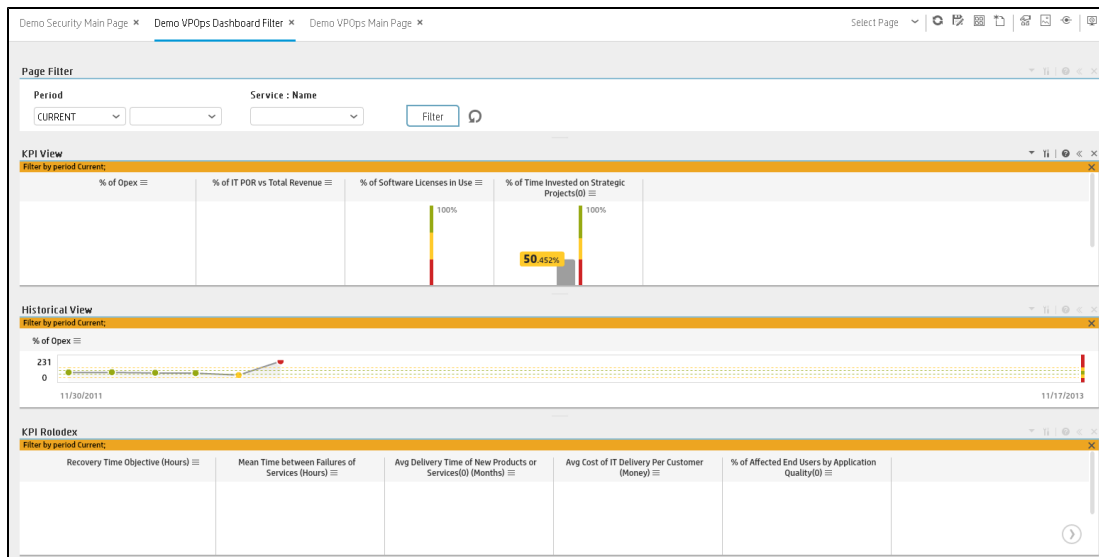
CAPs demonstrate Executive Scorecard capabilities, and helps you add basic elements that can be used to customize your Dashboard.

Pages

- **Demo VPOps Main Page in Dashboard**



• **Demo VPOps Dashboard Filter Page in Dashboard**



Scorecards

- VPOps

Out-of-the-box Business Contexts

- AssetManagementDemo (similar to [Asset Management Context](#))
- AvailabilityManagementDemo (similar to [Availability Management Context](#))

- 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](#))

KPIs

- [% of Affected End Users by Application Quality KPI](#)
- [% of OpEx KPI](#)
- [% of Failed Business Transactions KPI](#)
- [% of IT POR vs Total Revenue KPI](#)
- [% of Managed Nodes KPI](#)
- [% of Met SLAs](#)
- [% of Nodes with Compliance Issues KPI](#)
- [% of Non-Encrypted Traffic KPI](#)
- [% of Project Effort Done by External Resources KPI](#)
- [% of Projects on Time KPI](#)
- [% of Software Licenses in Use KPI](#)
- [% of Successful Patches KPI](#)

- [% of Time Invested on Strategic Projects KPI](#)
- [% of Utilization of Network Devices KPI](#)
- [Average Time to Deploy an Application KPI](#)
- [Average Time to Restore KPI](#)
- [Average Cost of IT Delivery Per Customer KPI](#)
- [Average Delivery Time of New Products or Services KPI](#)
- [Average Interaction Closure Duration KPI](#)
- [Average Time to Procure Hardware KPI](#)
- [Backup Success Rate KPI](#)
- [Frequency of Policy Checks KPI](#)
- [Incident Closure Time KPI](#)
- [Mean Time Between Failures of Services KPI](#)
- [Recovery Time Objective KPI](#)

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 *IT Executive Scorecard Administrator 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 [Content Acceleration Pack](#) in the *IT Executive Scorecard 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.

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