

# HP IT Executive Scorecard

For the Windows® operating system

Software Version: 9.41

## VP of Applications Content Acceleration Pack Guide

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# Contents

Contents ..... 4

VP of Applications Content Acceleration Pack ..... 5

We appreciate your feedback! ..... 11

# VP of Applications Content Acceleration Pack

The VP of Applications is responsible for developing, growing, and maintaining an organization's portfolio of business software, integration technologies, and application disciplines to drive effective business outcome. The VP of Applications/Application Owner's role has become more strategic to the business, because every line of business relies on applications.

The purpose of the VP of Applications 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 Applications-related issues. The CAP provides broad and deep insight that should enable you to:

- Reduce the cost of application development.
- Justify the investments.
- Provide explanations for project's delays.
- Provide explanations for application failures in production.
- Analyzing why applications are not meeting business requirements.
- Find the vendors with the best performance.
- Balance available resources with business demands.
- Be faced with the inability to quickly respond to the needs of the business.
- Be faced with the inability to deliver secure applications

If the applications are not aligned with the business, there is no innovation, users go to competitors, and business revenues decline.

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

**Section navigation:** • ["Learn More" below](#) • ["Tasks" on page 10](#) • ["VP of Applications 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 VPApps Main Page in Dashboard



## Scorecards

- VP Applications

## Out-of-the-box Business Contexts

- ALM\_DefectDemo (similar to [ALM\\_Defect Context](#))
- ALM\_RequirementDemo (similar to [ALM Requirement Context](#))
- ALM\_TestDemo (similar to [ALM Test Context](#))
- ApplicationPerformanceDemo (similar to [ApplicationPerformance Context](#))
- AvailabilityManagementDemo (similar to [Availability Management Context](#))
- ChangeManagementDemo (similar to [Change Management Context](#))
- DemandManagementDemo (similar to [RequestManagement \(DemandManagement\) Context](#))

- FinancialManagementDemo(similar to [Financial Management Context](#))
- IncidentManagementDemo  
(similar to [Incident Management Context](#))
- PolicyComplianceDemo  
(similar to [PolicyCompliance Context](#))
- ProjectPortfolioManagementDemo  
(similar to [Project Portfolio Management \(PPM\) Context](#))
- ServiceDeskDemo
- SLMDemo  
(similar to [Service Level Management Context](#))

## **KPIs**

- [% of Monitored Applications KPI](#)
- [% of Actual vs Planned Projects Cost KPI](#)
- [% of Actual vs Planned Executed Tests KPI](#)
- [% of Affected End Users by Application Quality KPI](#)
- [% of Applications Availability KPI](#)
- [% of Approved Project Scope Changes](#)
- [% of Authorized Tests KPI](#)
- [% of Automated Tests KPI](#)
- [% of Change in Project Cost KPI](#)
- [% of Completed Tests KPI](#)
- [% of Critical Defects KPI](#)
- [% of Documented Requirements KPI](#)
- [% of Failed Business Transactions KPI](#)
- [% of Failed Tests KPI](#)
- [% of Healthy Projects KPI](#)
- [% of Incidents Classified as Security Related KPI](#)

- % of Met SLAs
- % of Met Service Performance KPI
- % of Project Effort Done by External Resources KPI
- % of Project Tasks on Time KPI
- % of Projects Associated with Business Objectives KPI
- % of Projects Budget at Risk KPI
- % of Projects on Time KPI
- % of Projects with Unresolved Urgent Issues KPI
- % of Rejected Defects KPI
- % of Reopened Defects KPI
- % of Requirements Traced to Tests KPI
- % of Reviewed Requirements KPI
- % of Satisfied Customers KPI
- % of Successful Test Runs KPI
- % of Tested Requirements KPI
- % of Tests Resulting in Defects KPI
- % of Time Invested on Strategic Projects KPI
- Average Age of Active Demands
- Average Age of Active Proposals
- Average Cycle Duration KPI
- Average Time to Evaluate Proposal
- Average Time to Evaluate Scope Change
- Average Time to Resolve Production Defect KPI
- Average Time to Review Requirement KPI
- Average Delivery Time of New Products or Services KPI
- Average Project Initiation Time KPI



- [Change Success Rate KPI](#)
- [Defect Resolution Time KPI](#)
- [Demands Backlog](#)
- [Detected vs Closed Defects Ratio KPI](#)
- [Deviation of Planned Work Hours KPI](#)
- [Deviation of Planned Work Hours KPI](#)
- [Downtime % Based on SLAs](#)
- [Number of Escaped Defects KPI](#)
- [Number of Identified Issues KPI](#)
- [Number of Opened Risks KPI](#)
- [Project Scope Changes Backlog KPI](#)
- [Proposals Backlog KPI](#)
- [Ratio of Security Related Nodes KPI](#)
- [Time to Resolve Project Scope Change 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:** Accelerate Agility
  - **Objective:** Achieve Process Excellence
  - **Objective:** Improve Project Execution
  - **Objective:** Improve Quality
  - **Objective:** Increase Automation Adoption

- **Perspective:** IT Value
  - **Objective:** Alignment with Business Strategy
  - **Objective:** Improve ROI of Automation
  - **Objective:** Stewardship of Investment
- **Perspective:** Customer
  - **Objective:** Improve Customer Satisfaction
  - **Objective:** Improve Quality of Delivery
- **Perspective:** Future Orientation
  - **Objective:** Improve Knowledge Management
  - **Objective:** Improve Staff Effectiveness
- **Perspective:** Secured IT
  - **Objective:** Reduce Risk

## Tasks

This section includes:


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

["View the VP of Apps 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 Apps CAP-related Dashboard page**

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

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