

Executive Presentation

on using

Management Dashboards

to support the processes of

Infrastructure, Production, Compliance, and Recovery Certification



Created by:

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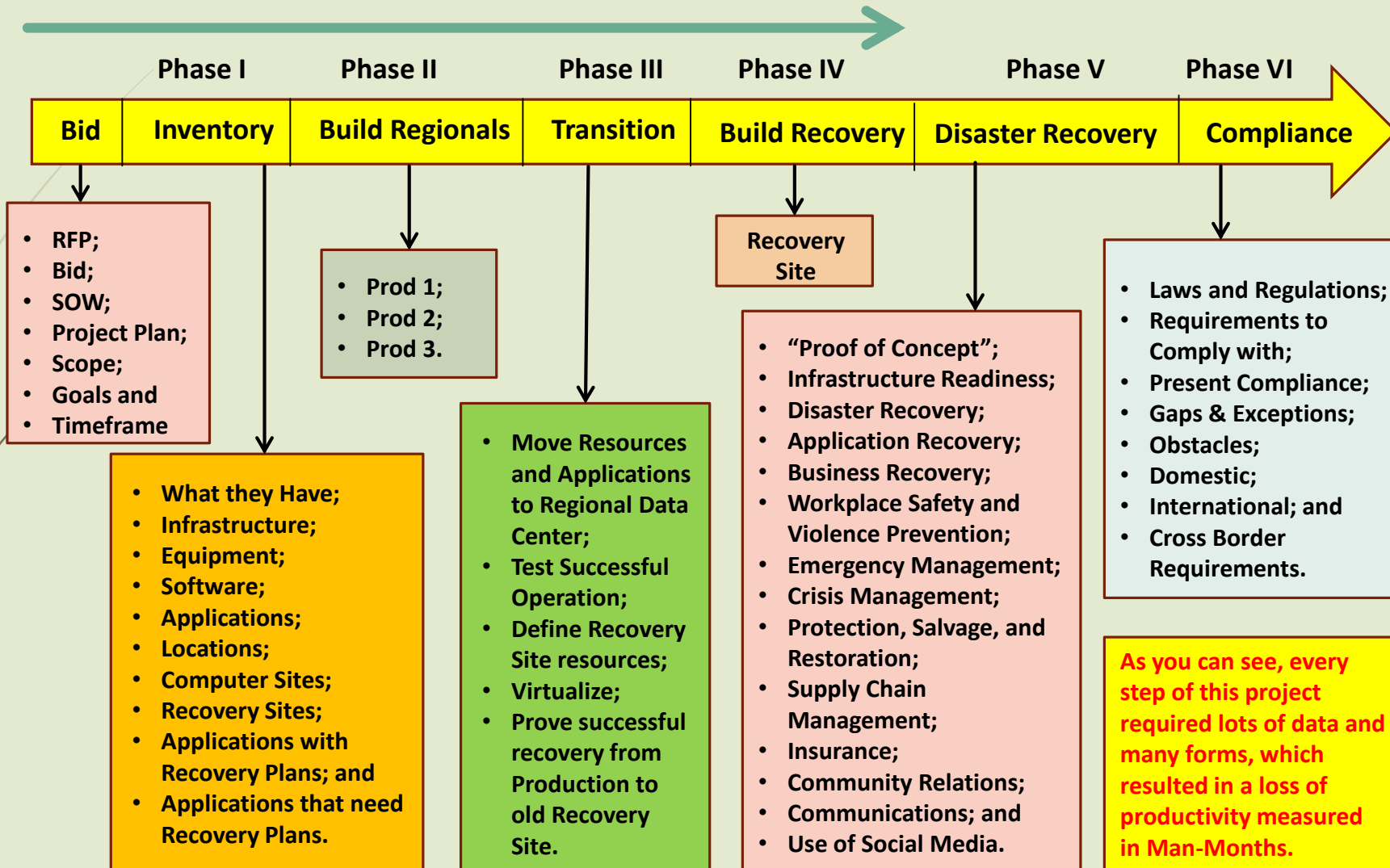
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A Dashboard that acts like a conduit between personnel and the most current and accurate data, that allows you to drill down to the actual work being performed and connect you to the person performing the work. All this from anywhere and at anytime, thereby reducing the need for conference calls and remote meetings, thereby improving productivity and helping you better achieve your goals on-time and within budget.

My Last Project was world-wide and extensive



Why I developed the Dashboards

- Project was slipping its schedule and productivity was being lost due to inaccurate documents and misleading documentation;
- Too much time was spent in Conference Calls and Remote Meetings, where people did not have the right data in front of them;
- Confusion was rampant and nobody trusted the literature, which affected the status reporting and delivery schedule;
- Management was getting very upset because they were not receiving straight answers or could not examine project data directly;
- Costs were getting out of hand and work flow tracking was not being performed;
- There was no way to improve efficiency following the current path;
- The company and its reputation were in great peril because the final goal of having a virtual environment that could recovery all Tiers (CA, HA, Best Effort) of applications was no where in sight; and,
- I saw the Dashboards as a tool I could use to help clients succeed better.

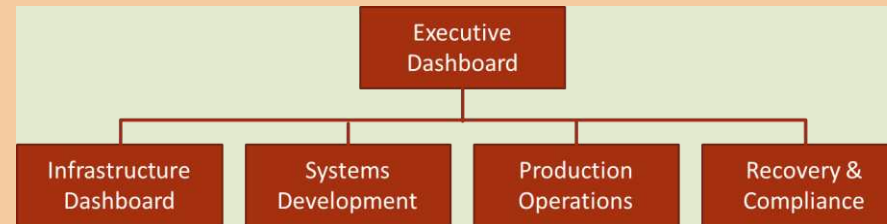
What the Problem is

- **Difficulty in coordinating activities across multiple sites led to project slippage and loss of management control.**
 - **Too much information, and unfortunately most of it is out-of-date, inaccurate, and extremely difficult to find.**
 - **People lost confidence in the documents they dealt with because Version and Release Management Guidelines were not adhered to.**
 - **Inability to communicate across multiple sites was a major problem (continents, countries, cultures, and languages were all problems as well).**
 - **Delays, confusion, chaos, and loss productivity was getting out of control – Something had to be done to control document accuracy.**
 - **When important decisions needed to be made, management and personnel were not able to access what they needed from any location at anytime, nor did they have confidence in the information.**
 - **Too many resources are spent in conference calls and remote meetings causing wasted time away from performing assigned functions.**

What is the Solution

- **Provide Management with Dashboards having Drill-Down capabilities:**

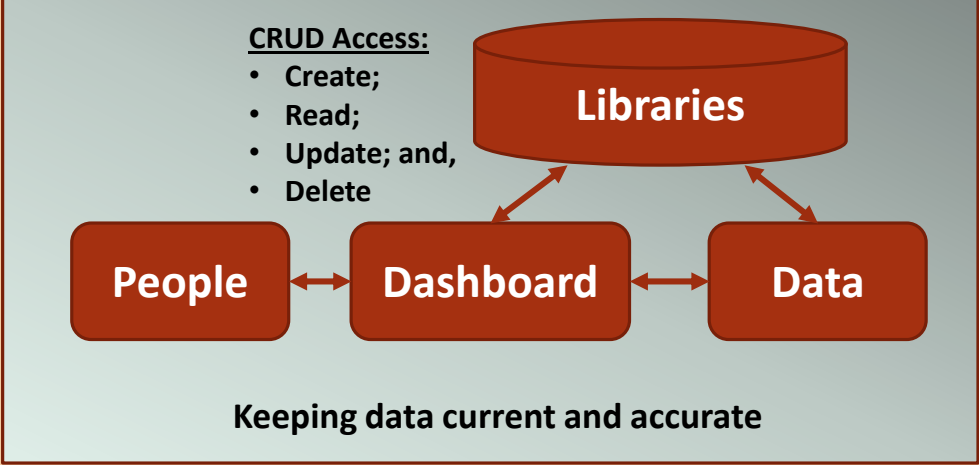
- Executive Dashboard;
- Infrastructure;
- Systems Development Life Cycle (SDLC);
- Production;
- Recovery Management; and,
- Compliance.



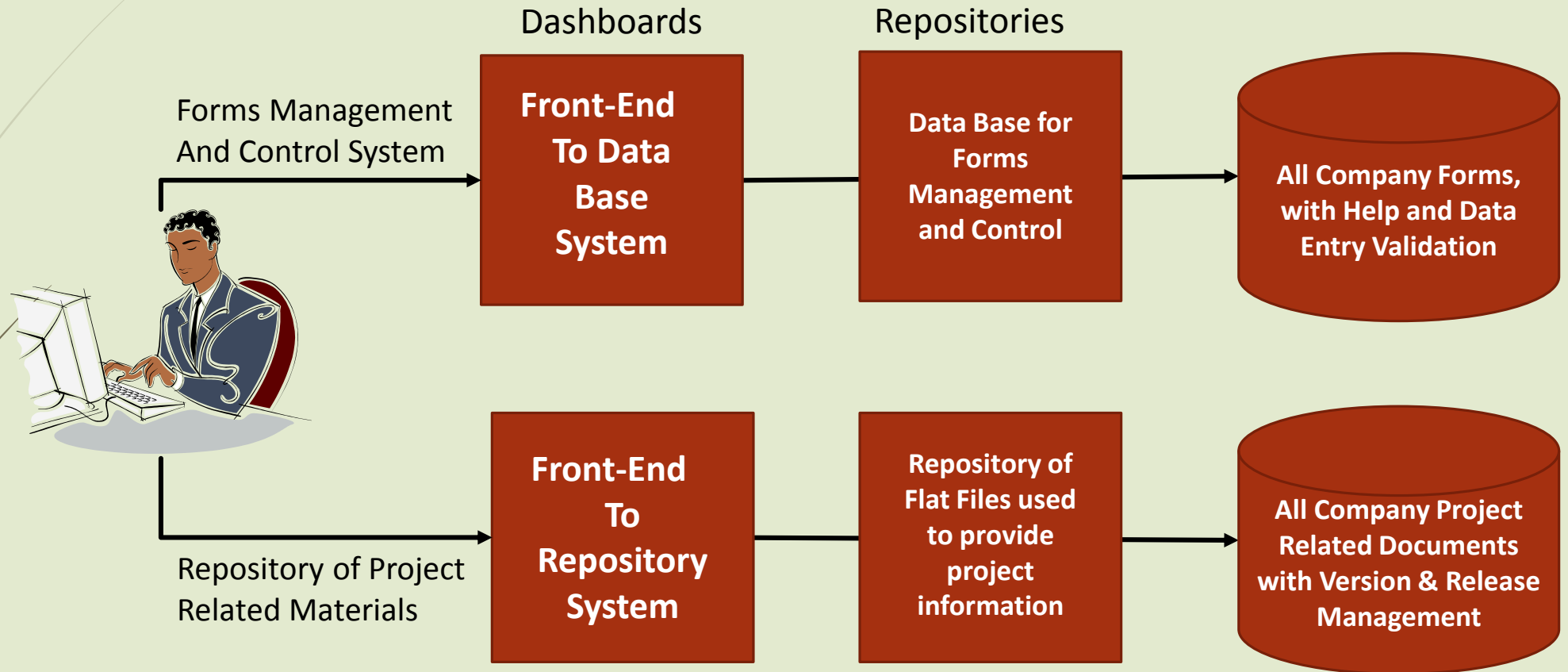
- **Accomplished through Enterprise Resiliency and Corporate Certification:**

- Enterprise Resiliency combines all Recovery Discipline under one Department's control;
- Corporate Certification guarantee's adherence to all required Laws and Regulations in the countries that your company conducts business;
- Utilize a "Work Order (WO)" and "Purchase Order (PO)" mechanism for cost accounting;
- Forms Management and Control is included to provide forms and track them through their Life Cycle until completed, allowing access to the individual performing a task at any time and from any authorized terminal anywhere;
- Personnel Training, Career Path assistance, and Performance Management; and
- Charge-Back system to allow for the comparison of new projects against previously performed projects, so that effort and cost can be compared and better estimated.

Utilizing Dashboards will

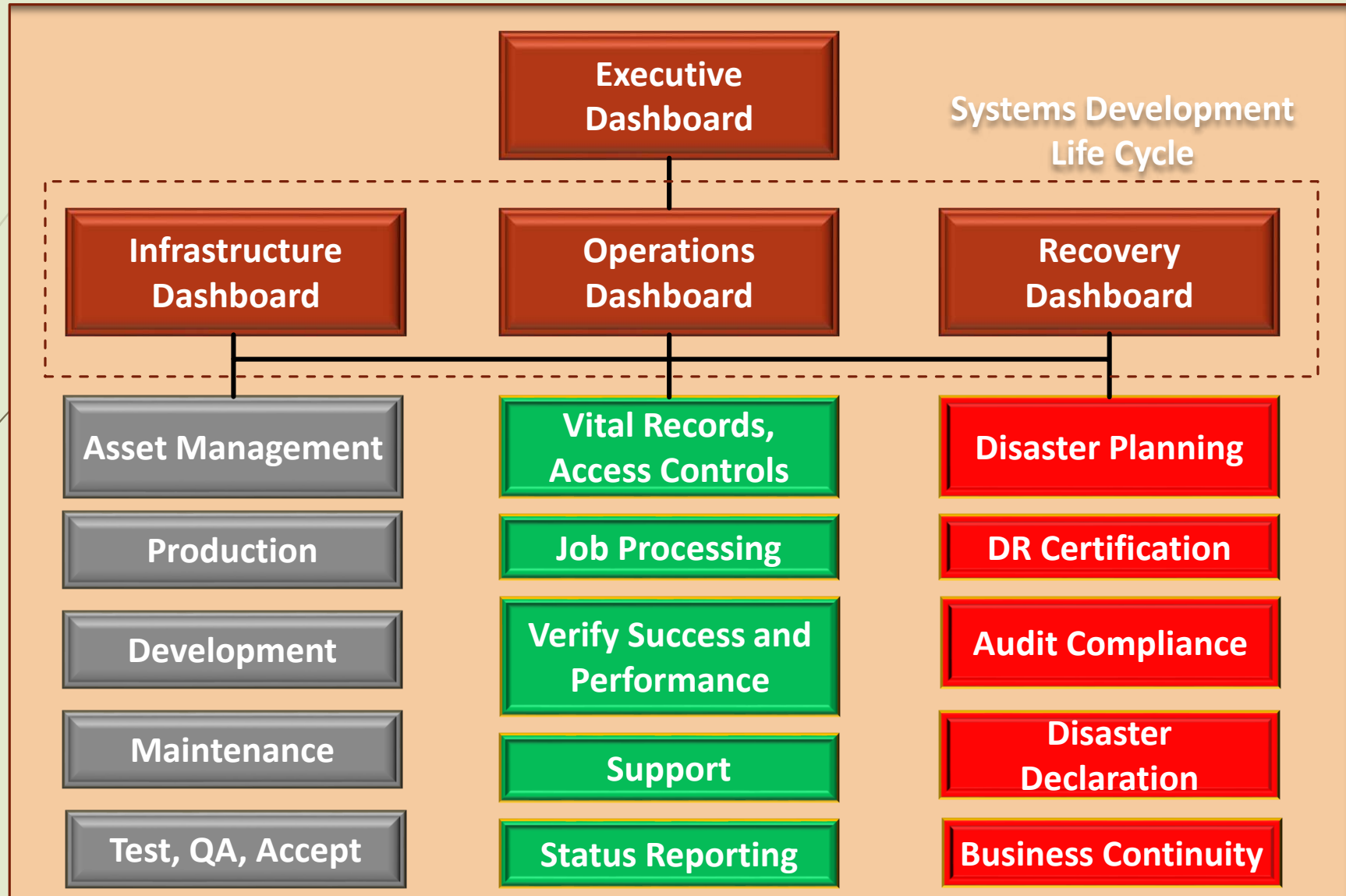
- Guaranty Accurate and Current Data;
 - Viewable from any location at any time;
 - Reduce the need for many conference calls and remote meetings;
 - Improves efficiency;
 - Reduces Costs.
- 
- CRUD Access:**
- Create;
 - Read;
 - Update; and,
 - Delete
- Libraries**
- People** ↔ **Dashboard** ↔ **Data**
- Keeping data current and accurate
- Providing a Dashboard between personnel and data will insure that current data is being displayed when needed;
 - View data at remote meetings and conference calls from anywhere at anytime;
 - Allow data to be updated as appropriate during meetings and then saving the updated data via Version and Release Management Guidelines will insure that all data is in sync and improve confidence in data accuracy and currency;
 - Allow Drill-Down to current activity for a task being performed;
 - Provide direct connection to person performing the actual task (i.e., Name, Title, Phone, Email, and IM for instant messages and screen viewing – Outlook based); and,
 - Most efficient method for coordinating projects and real-time activities.

Building Dashboards for everything



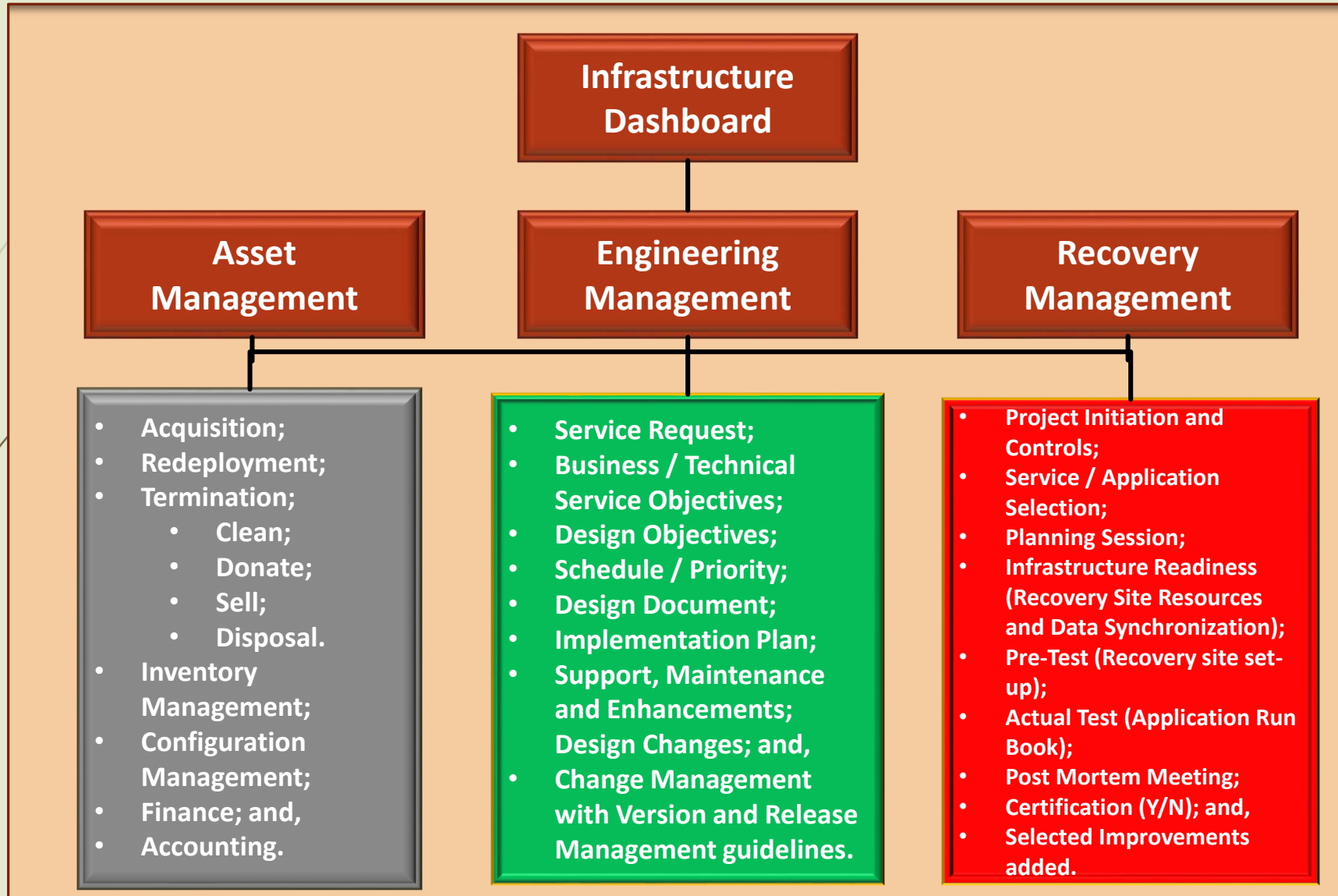
Users can access the information at anytime and from anywhere, reducing the need for remote meetings and conference calls. Information can be drilled-down to actual task being performed and connect you with the person doing the work (IM, Name, Phone, Email, etc.). Only authorized personnel can update information, but everybody can access it, which allows for current and accurate information to be available upon demand.

Executive Dashboard



Design and
build to fit
your needs

Infrastructure Dashboard



Design and
build to fit
your needs

Asset Management Lifecycle Dashboard

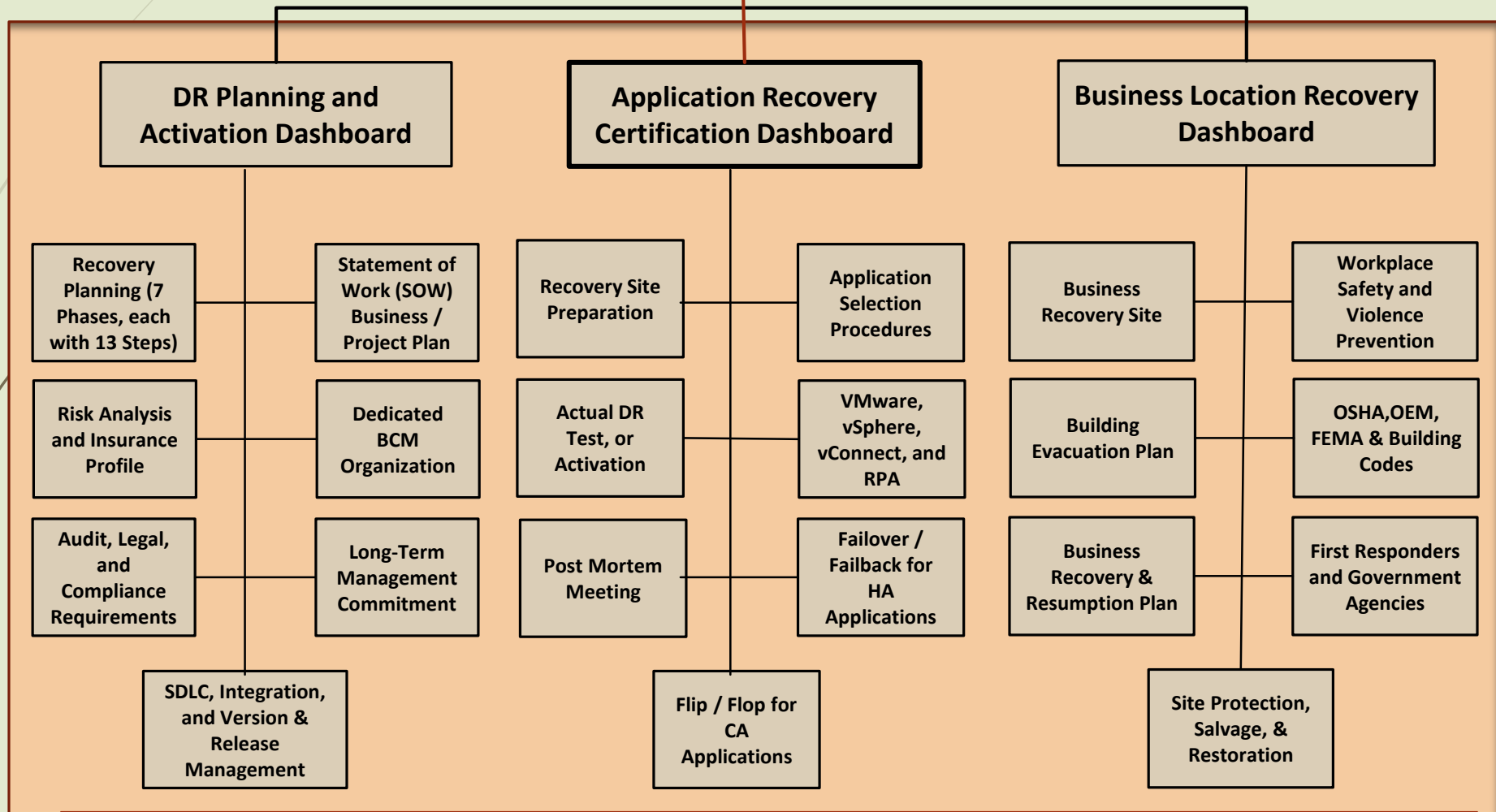
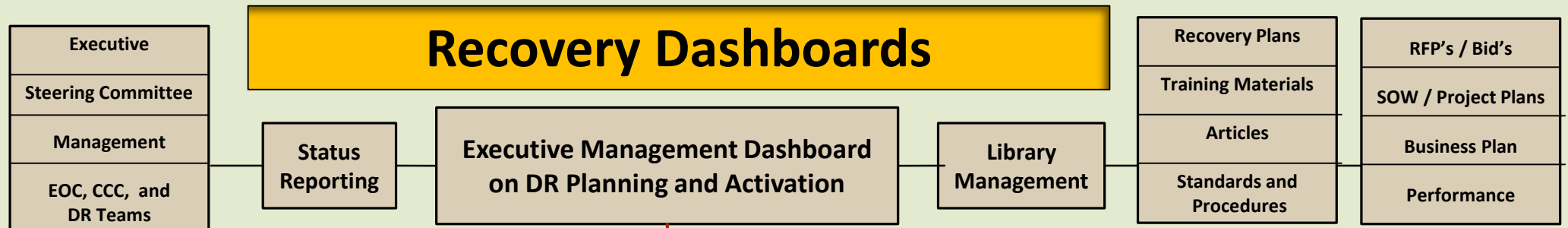
Assets can be: People, Equipment, Locations, or any resources that goes through an Acquisition, Redeployment, Termination cycle (which is most everything in your company). Tying them together into a WO/PO fashion allows tracking.

Asset Management Lifecycle Dashboard													
Work Order:	PO #:	Category:	Function:	Design:	Technical:	Asset Lifecycle Phase							
Owner WO #:	Resource PO #:	Acquisition:	Order:	Architecture:	Engineering:	Ordering:	Receiving:	Infrastructure:	Inventory:	Configuration:	Location:	Finance:	Accounting:
			Y/N	System Design	Equipment	Vendor	Date	Install	Add Entry	Add Entry	Installed at	Costs	Charge to
Owner WO #:	Resource PO #:	Redeployment:	Clean (Company):	Architecture:	Engineering:	Ordering:	Receiving:	Infrastructure:	Inventory:	Configuration:	Location:	Finance:	Accounting:
			Y/N	System Design	Equipment	Vendor	Date	Uninstall	Update Entry	Update Entry	Update Entry	Costs	Charge to
			Y/N	System Design	Equipment	Vendor	Date	Warehouse	Update Entry	Update Entry	Update Entry	Costs	Charge to
			Y/N	System Design	Equipment	Vendor	Date	Move	Update Entry	Update Entry	Update Entry	Costs	Charge to
			Y/N	System Design	Equipment	Vendor	Date	Install	Update Entry	Update Entry	Update Entry	Costs	Charge to
Owner WO #:	Resource PO #:	Termination:	Clean (DoD):	Architecture:	Engineering:	Ordering:	Receiving:	Infrastructure:	Inventory:	Configuration:	Location:	Finance:	Accounting:
		Donation	Y/N	System Design	Equipment	Vendor	Date	Uninstall	Add Entry	Add Entry	Installed at	Costs	Charge to
		Sale	Y/N	System Design	Equipment	Vendor	Date	Warehouse	Add Entry	Add Entry	Installed at	Costs	Charge to
		Disposal	Y/N	System Design	Equipment	Vendor	Date	Move	Add Entry	Add Entry	Installed at	Costs	Charge to
		Redeploy	Y/N	System Design	Equipment	Vendor	Date	Move	Add Entry	Add Entry	Installed at	Costs	Charge to



Available
Now

- Tracks Asset from Acquisition, through Redeployment, and Termination;
- Relates activity to Work Order (WO) and Purchase Order (PO) to facilitate cost accounting;
- Defines Resources as Owned, Leased, Rented, Employee, Vendor, or Contractor for account and finance;
- Interfaces with Users, Resources, Locations, Finance, and Accounting; and,
- Provides easy tracking of required resources to determine their impact of delivery schedules.



**Available
Now**

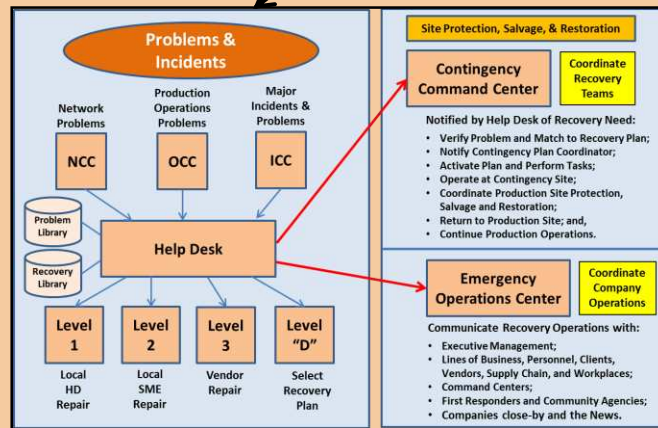
Tracking Active Disaster Recovery Events – Drill Down Actions

“Top Level” – Enterprise Resiliency and Corporate Certification Dashboard

Phase VI - Initiate Recovery Plan when Disaster Event Occurs

Help Desk Identifies Disaster Event or a Disaster Event is reported to Help Desk	Help Desk Notifies Contingency Recovery Plan Coordinator	Contingency Coordinator Declares Disaster and Initiates Plan	Team is Called and Recovery Tasks Performed	Failing Site Protection, Salvage, and Restoration is Initiated	Disaster Site is Evacuated, as needed	Recovery Personnel are Transferred to Recovery Site	Recovery Operations are Initiated and Conducted for Life of Disaster	Failing Site is Salvaged and Restored	Personnel Return to Original Site and Resume Production	Post Mortem is Conducted and Improvements Identified	Improvements are Incorporated in Future Recovery Plans	Recovery Steps are added to Testing Process and Periodically Repeated
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“Sub Level”



“Activity Level”

“Action Item Level”

“Management & Control Level”

Number	Status	Action Item Description	Priority	Assigned to	Due Date	Actions Taken	Comments
1	Complete	Two people missing from Head Count	5	DR Team Leader	2/2/2014	Recognize two people missing from head count	Continue looking for missing personnel
2	Complete	Contingency Center Management notified	5	DR Team Leader	2/2/2014	Notify Contingency Center and its Resources	DR actions from Contingency Center Management
3	Complete	Obtain Instructions from Contingency Center Managers	5	DR Team Leader	2/2/2014	Follow Instructions provided	
4	In Progress	Notify First Responders, including: 1. Police Department, 2. Fire Department, who started a search for the two missing people. 3. Emergency Medical Technician (EMT) who said they did not take anyone to the hospital, nor have they had to make someone be by of the company personnel.	5	DR Team Leader	2/2/2014	Made notifications to all First Responders to inform them of the missing people so that they can take appropriate actions to locate them.	The first responders having into action and started search for the missing people, while the first responder is in
5	In Progress	Notify CCC about First Responder notification and their reply.	5	DR Team Leader	2/2/2014	CCC notified CCC and third executive Management that this is a serious situation that could result in loss of life or devastation to the company's reputation.	If we did not notice that there were people missing the first responders would not have been notified by communicating a building search.
6	In Progress	Finally some good news, the Fire Department found the two missing people. They were found unconscious and suffering from smoke inhalation, but alive.	5	First Responders, DR Team Leader	2/2/2014	CCC is notified, the EMTs provide on-site treatment and took the two people off to the local community hospital.	We are all concerned about the people and wish there is a speedy recovery. We will continue to monitor their treatment and recovery.
7	In Progress	Management notifies the families of the missing personnel they call to the hospital to be brought their loved ones.	5	Executive Management	2/2/2014	Facilitate call to hospital, people are released but released.	We continue to monitor the treatment and recovery of our recovered personnel.
8	Complete	Management confirms that the two recovered people will make a full recovery and will be released from the hospital in a day or two at the most.	5	DR Team Leader, CCC, EOC, and Executive Management	2/2/2014	Everybody is in a regular state and very happy that our colleagues will recover.	We continue recovery operations and close the Action Items.

Task ID	Task Name	Task Status	Action Date	Action to be Taken	Assigned to	Expected Completion	Actual Completion	Comments	Action Item Status
1	Disaster Event Occurs	Complete	2/2/2014	Disaster Event Occurs in a building in DR Team Manager	DR Team Manager	2/2/2014	2/2/2014	DR Team Manager is notified of disaster event.	Complete
2	Disaster Event Occurs	Complete	2/2/2014	Disaster Event Occurs in a building in DR Team Manager	DR Team Manager	2/2/2014	2/2/2014	DR Team Manager is notified of disaster event.	Complete
3	DR Recovery Team Leaders notified	Complete	2/2/2014	DR Recovery Team Leaders are notified of disaster event	DR Team Leaders	2/2/2014	2/2/2014	DR Recovery Team Leaders are notified of disaster event.	Complete
4	Recovery Teams Notified	Complete	2/2/2014	Recovery Teams are notified and instructed to commence their assigned recovery actions	DR Recovery Teams	2/2/2014	2/2/2014	Recovery Teams are notified and instructed to commence their assigned recovery actions.	Complete
5	Recovery Plan Initiated	Complete	2/2/2014	Recovery Operations is initiated	DR Recovery Teams	2/2/2014	2/2/2014	Recovery Operations is initiated.	Complete
6	Recovery Site is Established	Complete	2/2/2014	Recovery Site is established and personnel are moved to the site	DR Recovery Teams	2/2/2014	2/2/2014	Recovery Site is established and personnel are moved to the site.	Complete
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Available Now

Contingency Command Center (CCC)

Emergency Operations Center (EOC)

Other Ways to utilize a Dashboard concept include:

- **Systems Development Life Cycle (SDLC) Forms Management and Control;**
- **Tracking SDLC Activities through Forms Management;**
- **Utilizing a Work Order (WO) / Purchase Order (PO) tracking system for cost accounting and charge back;**
- **Personnel Productivity and Training; and,**
- **Work Flow Management System**

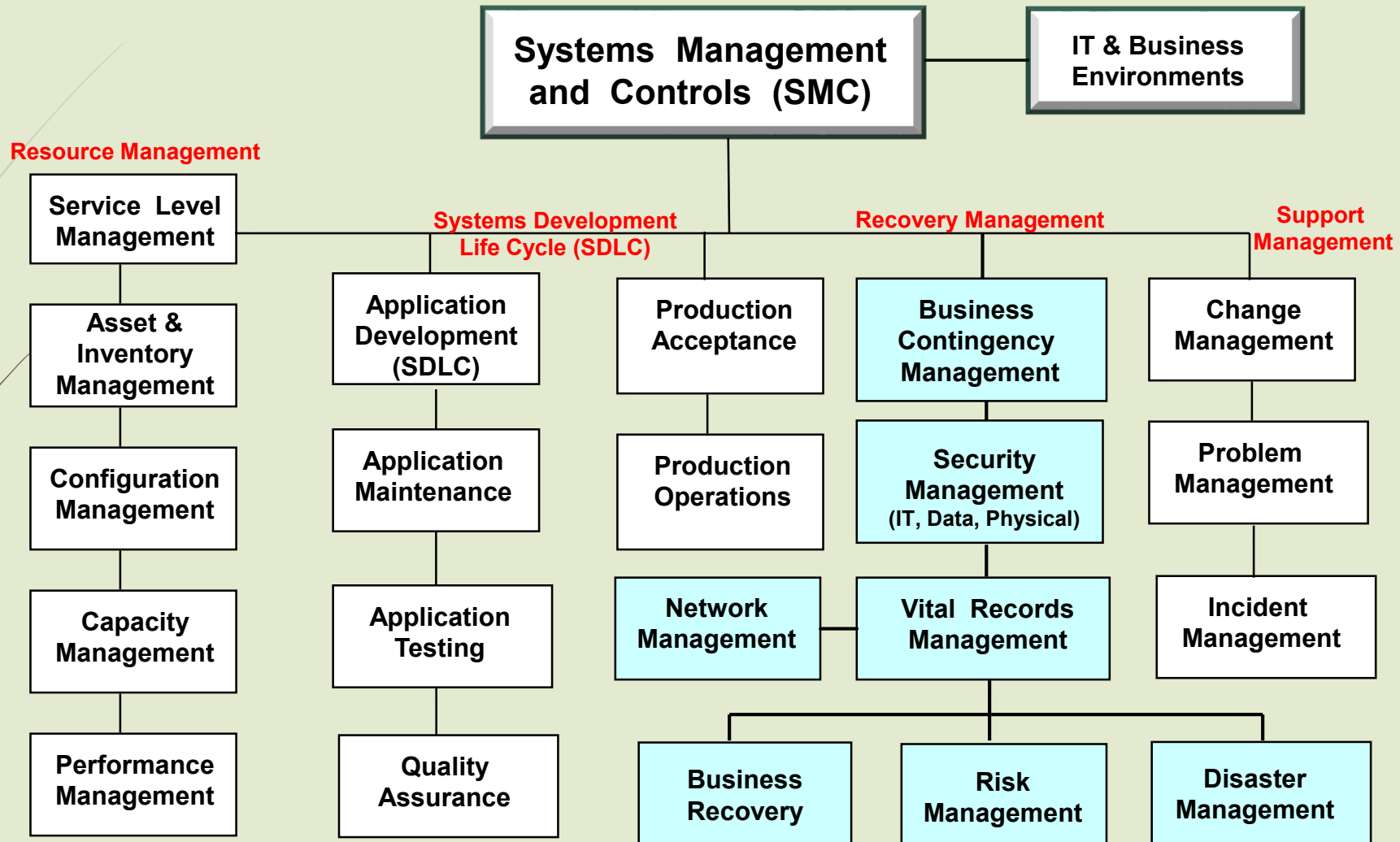


**Other
Benefits to
be derived**

Systems Management Organization



Implement
this
Organization



Functional Responsibilities defined, Job Descriptions, Orientation & Training, Required Documentation (S&P, Manuals, etc.)

Job Documentation Requirements and Forms Automation

New Product / Service Development Request Form Life Cycle



Implement
this
Technique

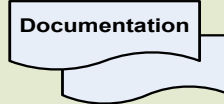
Development Request Form	
Phase:	Date
User Information	_____
Business Justification	_____
Technical Justification	_____
Build or Buy	_____
Development (Build / Modify)	_____
Test:	_____
Unit Testing	_____
System Testing	_____
Regression Testing	_____
Quality Assurance	_____
Production Acceptance	_____
Production	_____
Support (Problem / Change)	_____
Maintenance (Fix, Enhancement)	_____
Documentation	_____
Recovery	_____
Awareness and Training	_____

Main Documentation Dashboard

Documents are Linked to from Date Field



Link to
Documents



Development:

- Development Request Form Number
- Business Need
- Application Overview
- Audience (Functions and Job Descriptions)
- Business / Technical Review Data
- Cost Justification
- Build or Buy Decision
- Interfaces (Predecessor / Successor)
- Request Approval

Testing:

- Data Sensitivity & Access Controls
- IT Security Management System
- Encryption
- Vital Records Management
- Data Synchronization
- Backup and Recovery
- Vaulting (Local / Remote)
- Disaster Recovery
- Business Recovery

Quality Assurance:

- Application Owner
- Documentation & Training
- Application Support Personnel
- End User Coordinators
- Vendors and Suppliers
- Recovery Coordinators
- Testing Results

Production Acceptance

- Application Setup
- Input / Process / Output
- Messages and Codes
- Circumventions and Recovery
- Recovery Site Information
- Travel Instructions

Sub-Documentation Menus

Information Accounting and Charge-Back System Concept

By utilizing Work Order (WO) and Purchase Order (PO) concepts, it is possible to track and bill clients for their use of Information Technology services associated with development and maintenance services. This concept is presented below:

User Name: _____	User Division: _____	User Identifier _____
Work Order #: _____	Date: _____	For: _____
Purchase Order Phases:		
PO for: Development, or Maintenance	Cost: \$ _____	
PO for: Testing	Cost: \$ _____	
PO for: Quality Assurance	Cost: \$ _____	
PO for: Production Acceptance	Costs \$ _____	
PO for: Production (on-going)	Cost: \$ _____	
PO for: Vital Records Management	Cost: \$ _____	
PO for: Asset Management (Acquisition, Redeployment, Termination)	Cost: \$ _____	
PO for: Inventory and Configuration Management	Cost: \$ _____	
PO for: Information and Security Management	Cost: \$ _____	
PO for: Safe Workplace Violence Prevention	Cost: \$ _____	
PO for: Recovery Management	Cost: \$ _____	
PO for: Documentation and Training	Cost: \$ _____	
PO for: Support and Problem Management	Cost: \$ _____	
PO for: Change Management	Cost: \$ _____	
PO for: Version and Release Management	Cost: \$ _____	
		Total Cost: \$ _____



**Implement
this Charge-
Back System**

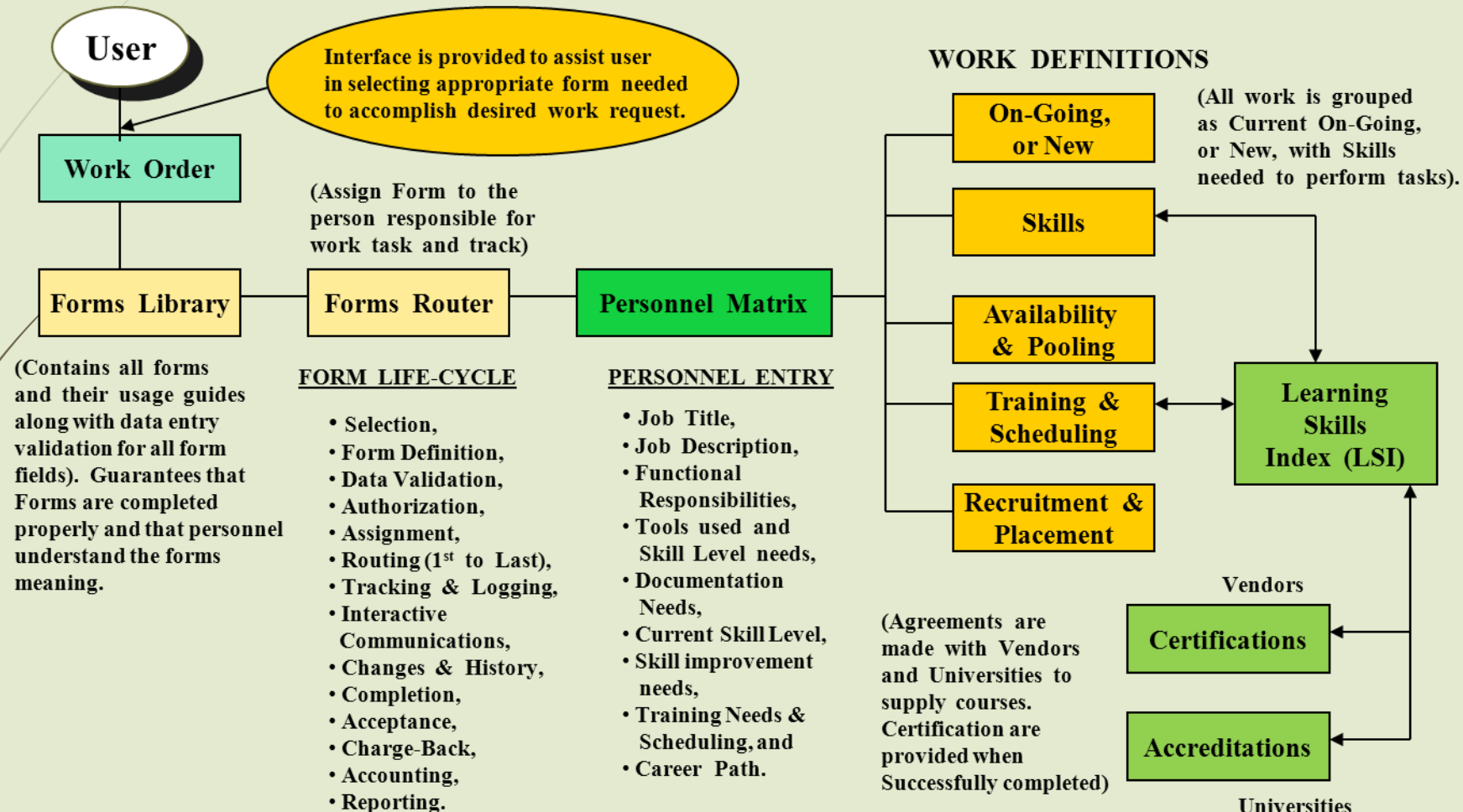
Bill can be generated via Forms Management, Time Accounting, or Flat Cost for Services. This system can be used to predict costs for future projects and help control expenses and personnel time management.

Personnel Productivity and Training

(Responsible for assigning work tasks to the right person at every project phase, while ensuring that skill requirements are met and the highest possible quality is achieved)



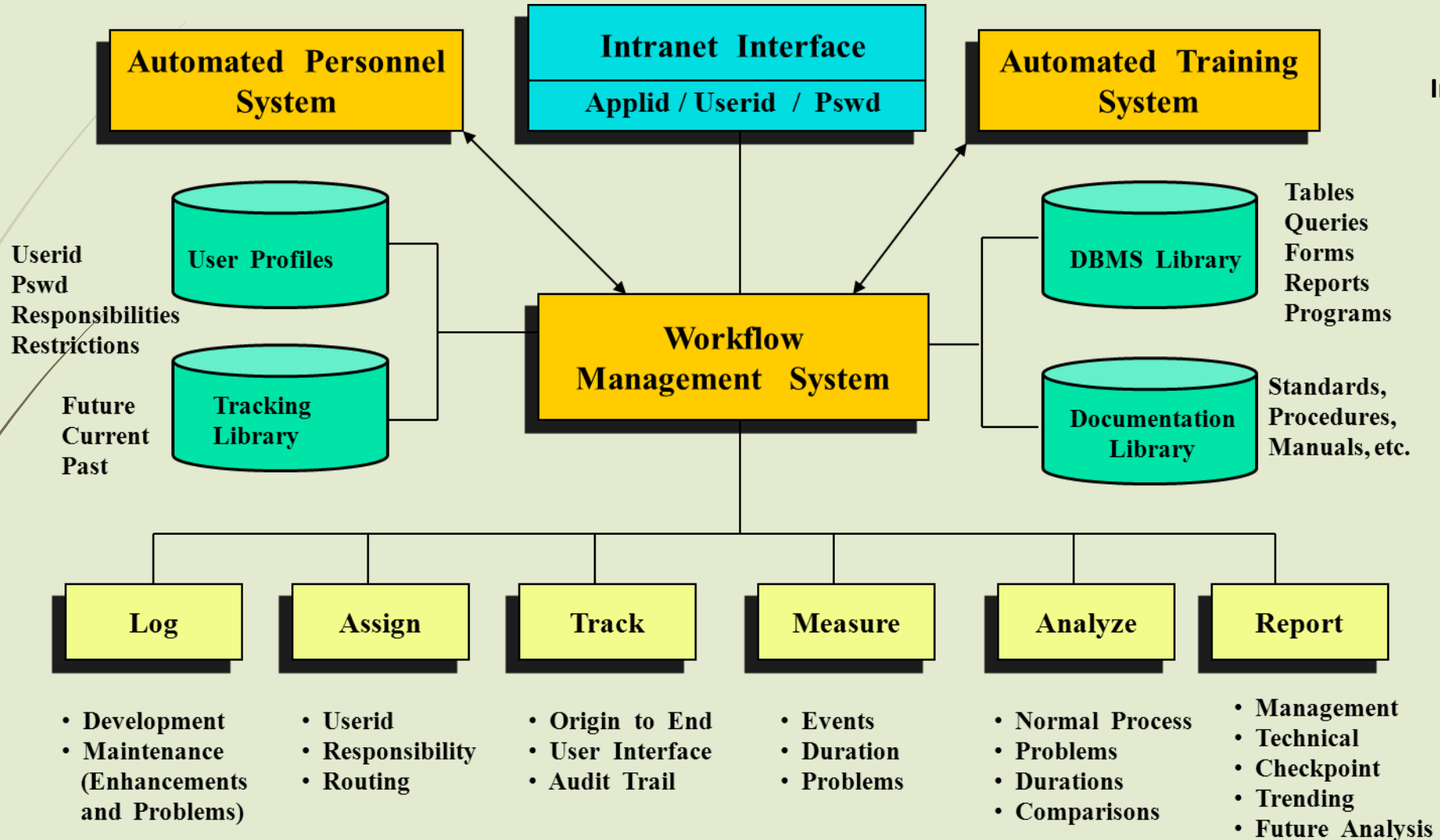
Implement this
Personnel
Productivity
System



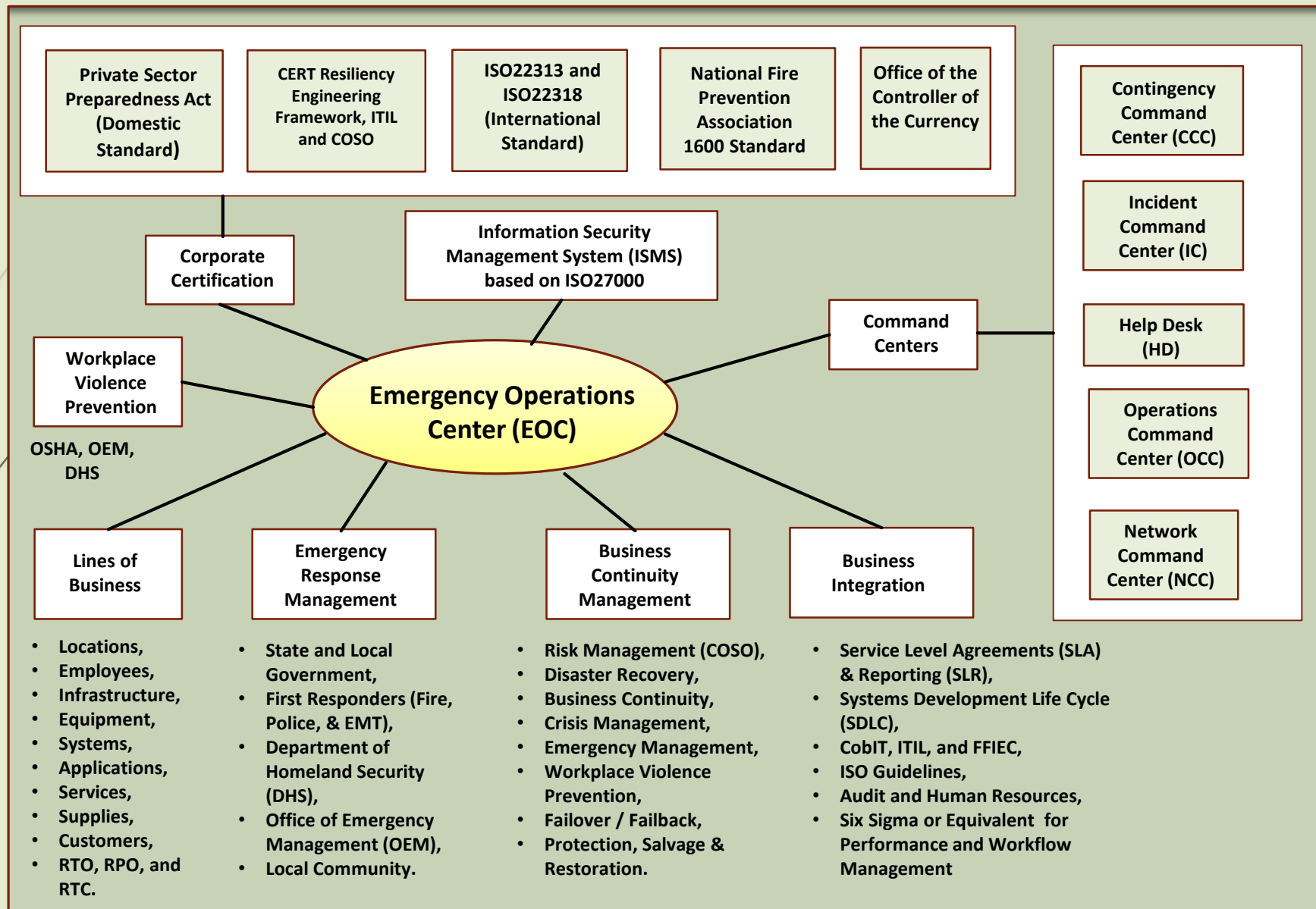
Personnel and Work Flow Management



Implement this
Work Flow
System



Fully Integrated Resiliency Operations and Disciplines (Logical End Goal)



How do we get there

- **Start with defining your SDLC and all forms used within the system:**
 - Implement a Forms Management and Control System;
 - Create a Mechanism to help personnel select the right Form for what they have to do which will insure that all Forms are of the same type and format and facilitate your being able to develop metrics based on the information contained in Forms;
 - Make sure all Forms have a “Help Screen” to explain their use and meaning;
 - Use “Field Validation Rules” to make sure all required data is entered correctly;
 - Insure that a Forms Tracking System is used from Origination through Completion; and
 - Utilize Performance Management to monitor work duration between estimated and actual.
- **Integrate this system with:**
 - Asset Management (Inventory, Configuration, Infrastructure, Personnel, etc.);
 - Production Operations (OCC, NCC, HD, Library Management, Access Controls, Back-up, etc.);
 - Utilize VMware type products to support Code Level Upgrades, Testing, and Recovery Management as part of the SDLC Test / Maintenance Phase to insure production is not interrupted;
 - Insure that Version and Release Management guidelines are adhered to in order to guaranty that documentation is at the same level as the products being delivered;
 - Provide personnel with Orientation, Awareness, Training, Certification, and Career Path support; and,
 - Connect all current and accurate information to Dashboards for easy access and management.

Now what will we have achieved?

- **A fully implemented Systems Development Life Cycle (SDLC);**
- **A defined Systems Management Organization;**
- **A Work Order / Purchase Order Flow and Charge-Back System;**
- **An implemented Enterprise Resiliency and Corporate Certification environment;**
- **An Executive Dashboard and Implemented Dashboard Relationships with Drill-Down capabilities;**
- **Working Example of a current Dashboard used to support Application Recovery Certification Management (already completed);**
- **Personnel Productivity and Training System;**
- **Utilizing VMware, vSphere, vConnect, and Recovery Point Application to support rapid recovery in support of critical applications and sites;**
- **Integration within the Enterprise Environment;**
- **Emergency Operations Center (EOC) Support Organization, with interfaces to Command Centers and Lines of Business;**
- **Better able to Respond to Disaster Events in support of Business Continuity; and,**
- **Productivity Improvement Benefits are gained through this approach.**

How Dashboards Help

- **Improved efficiency by providing instant access to current and accurate information from any authorized terminal or personal computer, at anytime from anyplace;**
- **Drill-Down capability allows viewer to get to actual task being performed and be provided with the contact information for the person performing the task;**
- **Less time spent reviewing out-of-date or inaccurate information reduces chaos;**
- **Improved time frame for completing projects due to fewer remote meetings;**
- **Reduced costs associated with implementing projects due to fewer conference calls and more time to devote to actual work;**
- **Better protection to the company reputation;**
- **More highly trained staff with an improved morale, that are easier to retain and aid in the ability to recruit additional staff and new clients;**
- **Adherence to the laws and regulations where the company conducts business; and,**
- **Less stress and better performance helps everyone do their job better.**

The Next Step

- If you believe that this approach can help your company improve performance and bring products and services to market more rapidly, then contact Thomas Bronack at:
 - Thomas Bronack
 - Phone: (917) 673-6992
 - Email: bronackt@dcag.com
- I would love to assist you in integrating this approach within your environment.
- Remember, this approach uses your existing data so you do not have to change information to adopt to this product.