



BSI EMEA User Group April 2018

How Dashboards are changing SLM



Focus on documenting (Providers) Service Level Performance as per contractual obligations

- Retrospective – reporting “after the fact”
- “nth business day activity” – consolidate, review, amend underlying data once a month
- Typically provided as monthly PDF documents
- Customer by customer view – not seeing cross customer trends/correlations
- No feedback to operations in order to avoid service level defaults



Business Success of the Agile Enterprise needs a different level of Service & Process Management



Top Down strategic SLM

4

From business overview to specific customer

Corporate Process Cockpit

Current, history, trend

At a push of a button

Transparent and comprehensible

Single point of truth





Spreadsheet Solutions – No Chance

5

Market
Customer
Competition

Mass Production
Functional Silos
Multiple Providers



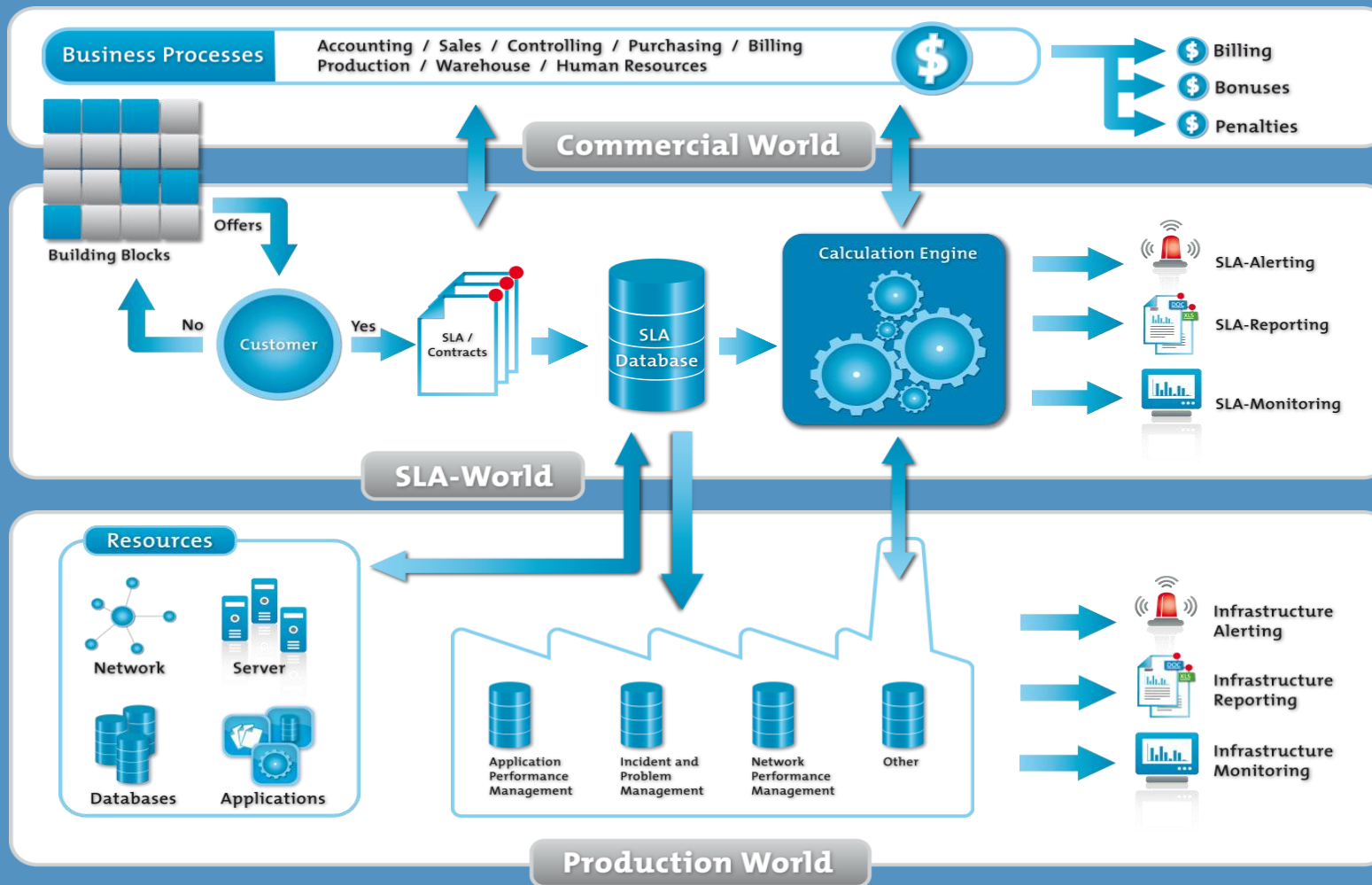
Profitability
Risk Management
Forecast

Huge Data Volumes
Multiple Sources
**Inconsistencies &
Late Delivery**



Automation mandatory

6



Linking
Commercial
and
Production
World



Process side

- Intra-month/-daily “SLA Monitoring” – change in working mode, especially when opening up dashboards to your customer
- Influence / Feedback to Service Operations (e.g. Incident Prioritization) to support contractual service level achievement



Operational Process Control

8

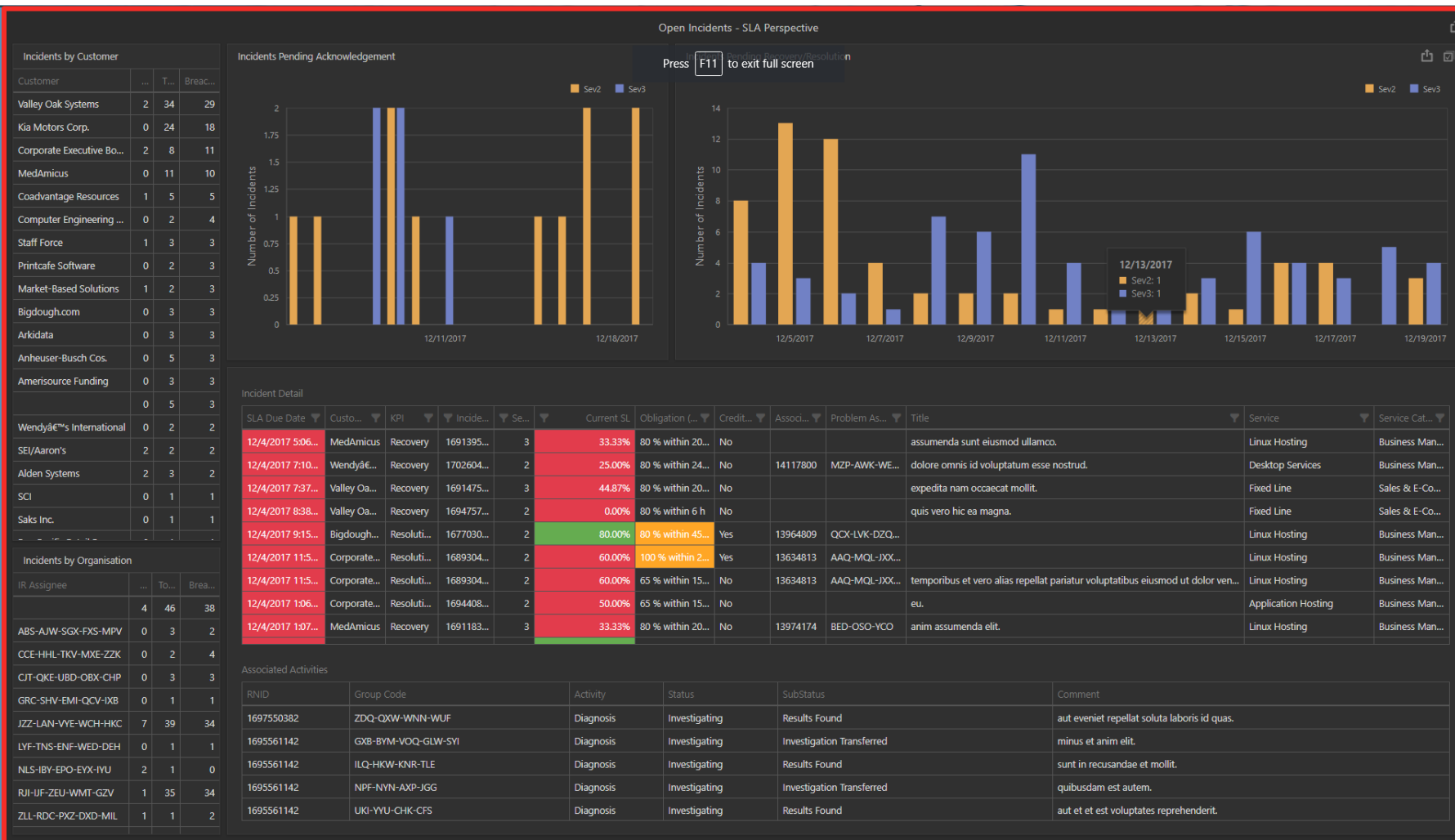
View for a single process or domain

Vendor- and tool agnostic approach to control IT and Business Processes

Impact Analysis

Decision making tool for prioritization

Drill down to customers and process teams





Data Provisioning Side

- Frequency as stipulated by the intended dashboard views (at least daily, for some use cases hourly and less)
 - Awareness of importance of the correct and timely delivery on data providers side
 - Data Quality – as high as possible to avoid need for (manual) corrections and or major recalculations
- Monitoring und Alerting mechanisms needed (e.g. Operational Cockpit)



Data Presentation Side / Dashboard Views

- Data presented should be “complete and accurate”, which is difficult to determine from within BSI
- Separation of BSI calculations from dashboard data



Single Customer / Vendor View

11

View for a single Customer or Vendor

Bar charts to display high level performance per service / domain

Detailed KPI view for current month

Historical results / trends

Drill down to root causes





BSI Operations Side

- ensure actuality of data (in and out) – i.e. optimize PSL cycle times with regards to dashboard views
 - Challenge on how to work with / avoid system-wide recalculations e.g. after business logic module commit
- better product support for such use cases needed



Take your business to the next level

SLM@fusionPOINT.de +49 7543 926 1031



Copyright © 2018 fusionPOINT. All rights reserved.

THIS PRESENTATION IS FOR INFORMATIONAL PURPOSES ONLY.

fusionPOINT assumes no responsibility for the accuracy or completeness of the information. To the extent permitted by the applicable law, fusionPOINT provides this presentation “as is” without warranty of any kind. In no event will fusionPOINT be liable for any loss or damage, direct or indirect, in connection with this presentation.

