



# Replacing Booklets by Dashboards

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- There's a need and a trend for „online“ and intra-month reporting, e.g. through dashboards
- Once you have such a more dynamic means of looking at your service performance, you want to have that as well for your monthly service reports
- Static reports still important and required, e.g. for legal reasons

→ So imagine you could have:

- The same level of „security“ against post-creation changes as with a PDF document
- The same level of „portability“ as with a PDF document
- The same level of “interactivity” as with an online dashboard, but “offline”

- Starting from the various dashboard approaches we see within our customers
  - How could we leverage the investment made into the development of the same
- Create an “(SLM) system independent” representation / snapshot
- Avoid the need of setting up direct customer access to the underlying data
- Keep control of what you distribute to your customers
- Technical approach
    - Packaging the dashboard definition together with the underlying data
    - Defining a generic container format, suitable to eventually include more information items
    - Relying on the same data (out of CA BSI) used for the monthly SLA Reporting and „online“ dashboards

You can find a recorded demo session on

<https://youtu.be/SEntym-Fiaw>

- Integrated Creation and Distribution
  - From Online Dashboard or via dedicated action, „package and distribute“
- Offline Annotation and Correction
  - During the Service Review Meeting, the SLM and Customer agree on final corrections and annotations
  - These are captured in the offline file and transmitted back to the sending entity (i.e. the SLM)
  - Extraction and injection into CA BSI for appropriate recalculation as necessary
- Multiple (Master-Detail) Dashboards within one file
- Additional export formats

- Would you consider such a concept as an (competitive) advantage over the current mode of SLA report distribution?
- Could it eventually replace a static SLA report?
- How critical would you see platform dependencies ?
  - i.e. the need to install/deploy a player app
  - Windows only player vs. platform agnostic / iOS, Android etc.
- Data Security – Encryption
  - Is built-in encryption safe enough? (i.e. packager encrypts, viewer app decrypts)
  - Requirement for strict viewer control? (i.e. by public/private key mechanisms)
- Any other aspects?



Thank you very much for your attention!

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