

IT Readiness Dashboard

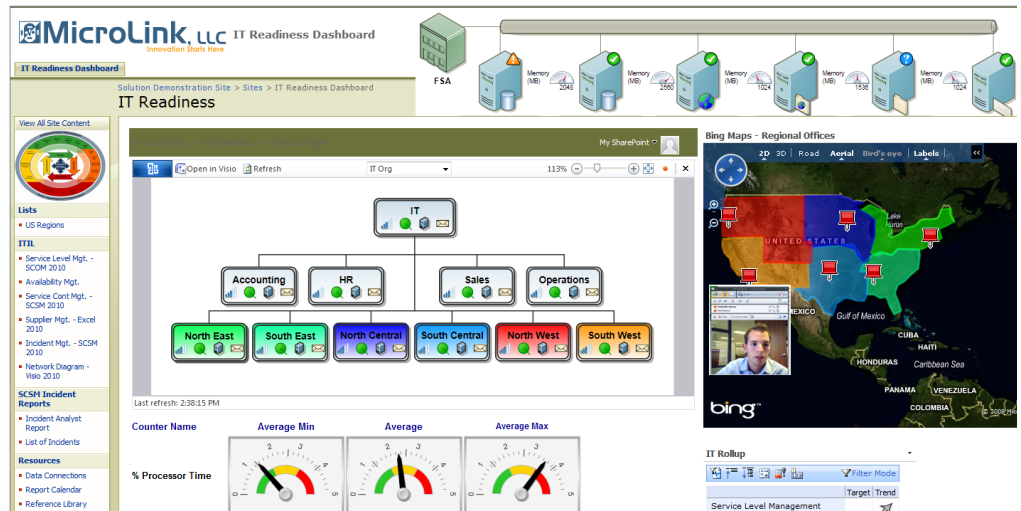
A MicroLink solution for creating IT Operational dashboards, scorecards, and analytics

Technologies:

- Microsoft SQL Server
- System Center
- Operations Manager /Service Manager
- Microsoft Office
- SharePoint
- Excel Services
- PerformancePoint
- Visio
- Office Communications Server
- Bing Maps

What Does Business Want from IT?

The ultimate business goal of information technology (IT) operation is to provide efficient and effective services while increasing the value of the IT department to the organization. MicroLink's IT Readiness Dashboard creates IT operational efficiencies by integrating information, knowledge, processes, activities, and workflows within a SharePoint environment and standardization on Information Technology Infrastructure Library (ITIL) best practices.



Sample IT Readiness Dashboard



Increasing Efficiency through Platform Integration

MicroLink's IT Readiness Dashboard is an integrated platform for automating and adapting your organization's IT service management best practices, such as those found in Microsoft Operations Framework (MOF) and ITIL. It provides built-in reporting, analysis, and monitoring for incident and problem resolution, change control, and asset lifecycle management.

The IT Readiness Dashboard delivers integration, efficiency, and business alignment of datacenter IT services by:

- Monitoring processes and ensuring their compliance with Service Level Agreements through scorecards that effectively guide IT analysts through ITIL best practices for change and incident management
- Reducing resolution times by cutting across organizational silos
- Ensuring that the right information from incident, problem, change, or asset records is accessible through a single 'source of the truth' in a SharePoint Dashboard
- Enabling informed and cost-effective decision making through its Analysis Services cube
- Connecting to the System Center Service Manager data warehouse – Integrates knowledge from disparate IT management systems, delivering out-of-the-box reporting and flexible data analysis through SQL reporting services, Excel Services, PerformancePoint Services, and Visio
- Automated generation of alerts (including mobile devices) for the coordination of resolution activities

Agency	2008		2009	Trend
	Nov	Dec	Jan	
FSA	9,114,959	13,274,075	13,695,707	
aegean.sc.egov.usda.gov	228,938	218,537	140,322	
arcticocean.sc.egov.usda.gov		2,418,781	2,280,551	
atlanticsar.sc.egov.usda.gov	1,939,060	2,159,434	2,106,361	
indianocean.sc.egov.usda.gov	6,540,583	7,771,038	8,330,974	
indianocean.sc.egov.usda.gov.	8		19	
indianocean.sc.egov.usda.gov:443	133,709	252,899	181,264	
scims2.fsa.usda.gov	272,661	453,386	656,216	

Report with Sparklines



Scorecard and Bar Chart Report

Extending the Value of the Microsoft Platform: Adding SharePoint to IT Performance Management in System Center

System Center tools such as Operations Manager (SCOM) have simple administrator-client dashboard screens, but they lack SharePoint Dashboards that can look across the entire organization with scorecards and trend analysis. The new Microsoft System Center Service Manager has a System Center 'data warehouse' that ties data together from other tools including System Center Operations Manager.

MicroLink's integration and SharePoint expertise presents infrastructure-wide information from geo-graphically disparate locations. This is how the MicroLink IT Readiness Dashboard increases IT efficiency.