



MicroLink IT Readiness Dashboards

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

The Four Deliverables Business Needs from IT

- *Quality*
- *Efficiency*
- *Effectiveness*
- *Value*

Like it or not, IT has no inherent business value. All of the data centers, blade servers, enterprise applications, networks, and so forth have no business value by themselves. It is ***only when the technology is deployed in context with people and business processes that it has the potential to deliver value***, yet this aspect is almost always underestimated or even ignored.

Forrester Report, **Programs, Not Projects, Deliver Business Value**, April 2009

MicroLink IT Dashboard Delivers Value

By integrating information, knowledge, processes, activities, and workflows within a SharePoint environment and standardization on ITIL best practices.

Home Page View

Solution Demonstration Site > IT Readiness Dashboard

Welcome MICROLINK\DHarts | My Site | My Links

All Sites Advanced Search

MicroLink, LLC IT Readiness Dashboard


Innovation Starts Here

IT Readiness Dashboard Site Actions

Solution Demonstration Site > Sites > IT Readiness Dashboard

IT Readiness Dashboard

View All Site Content



ITIL

- Service Level Mgt. - SCOM 2010
- Availability Mgt. - SCOM
- Service Cont Mgt. - SCSM 2010
- Supplier Mgt. - Excel 2010
- Incident Mgt. - SCSM 2010
- Network Diagram - Visio 2010

SCSM Incident Reports

- Incident Analyst Report
- List of Incidents

Resources

- Data Connections
- Report Calendar
- Reference Library

MicroLink News

July 29, 2009- MicroLink Recognizes Five Hospitals for Healthcare IT Excellence with 2009 VIP Award

July 20, 2009- St. Joseph Medical Center Selects Microlink for Revenue Management Services

July 16, 2009- Medical Center Hospital Selects Microlink for Move to Electronic Health Records


July 14, 2009- Former Senator Daschle Headlines Microlink Executive Leadership Summit for Healthcare CEOs

June 30, 2009- Capital Region Health Care to Partner with Microlink on Revenue Management Transformation

June 29, 2009- Good Samaritan Hospital Increases Clinical Efficiency with Microlink PACS

June 25, 2009- Microlink Group Honored for Consistent Excellence in Customer Service

June 24, 2009- Nyack Selects Microlink for Electronic Health Records Technology



Service Center Operations Manager News

- Beyond Cost Cutting: Discover "The New Efficiency"** - Join the virtual event on September 29th at 9am PST. Be a part of the conversation with top technology leaders across industry and Microsoft's Steve Ballmer as they debate the role of IT during this economic reset. Can cost savings, productivity and innovation come together to drive business growth? Get a close look at how real companies are justifying IT investments across the desktop, server, the network and beyond.

IT Rollup

	Target	Trend
Service Level Management	🟡	↗️
Availability Management	🟢	⬆️
Service Continuity Management	🟡	↗️
Supplier Management	🟢	⬆️
Incident Management	🟢	⬆️

'ITIL' IT Infrastructure Library News

IT "Infrastructure Library" - Bing News

Novell Delivers SAP-certified Configuration Management Database ... - WebWire

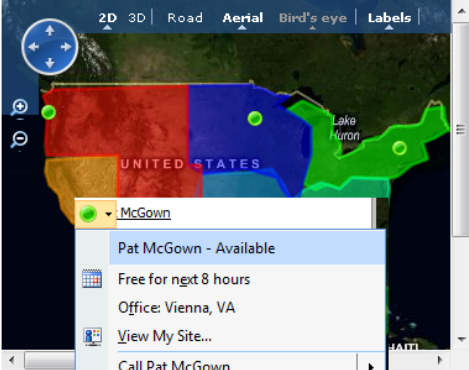
PMG Adds More Integration Connectors for Service Catalog Suite - TMCnet

Fujitsu Enhances Server Management Software for Multi-vendor, Multi ... - PR Inside

Mega Unveils Defense and Security Solution - TMCnet

Upcoming FCW Feature - FCW.com

Bing Maps - Regional Offices



2D 3D Road Aerial Bird's eye Labels

UNITED STATES

McGown

- Pat McGown - Available
- Free for next 8 hours
- Office: Vienna, VA
- View My Site...
- Call Pat McGown
- Send Mail
- Add to Instant Messaging Contacts...
- Reply with Instant Message
- Tag for Presence Alerts
- Additional Actions
- Add to Outlook Contacts
- Outlook Properties

Done

Trusted sites | Protected Mode: Off

100%

'Service Level Agreement Top View'

Solution Demonstration Site > IT Readiness Dashboard Welcome MICROLINK\DHarts | My Site | My Links |

MicroLink, LLC IT Readiness Dashboard All Sites Advanced Search
Innovation Starts Here

IT Readiness Dashboard Site Actions ▾

Solution Demonstration Site > Sites > IT Readiness Dashboard

Service Level Management

View All Site Content

ITIL

- Service Level Mgt. - SCOM 2010
- Availability Mgt. - SCOM
- Service Cont Mgt. - SCSM 2010
- Supplier Mgt. - Excel 2010
- Incident Mgt. - SCSM 2010
- Network Diagram - Visio 2010

SCSM Incident Reports

- Incident Analyst Report
- List of Incidents

Resources

- Data Connections
- Report Calendar
- Reference Library

My SharePoint

Open in Visio Refresh Availability Org 130%

Last refresh: 2:44:45 PM

SCOM Cube - Essential Performance Counters

IT Readiness > Documents : Excel Web Access - operationsbi.grid.xlsx Welcome Doug Harts

Edit Open in Excel Update Find Give Feedback View: OPSBI

Counter Name	12-3 AM	4-7 AM	8-11 AM	12-3 PM	4-7 PM	8-11 PM	Trend
% Free Space	41	42	43	42	42	42	
% Processor Time	4	2	2	1	2	4	
Available MBytes	1,303	1,304	1,298	1,298	1,297	1,304	

Bing Map

IT Northwest, Seattle WA

Pat McGown

View Region Dashboard

ESSENTIALS CPU by Hour

Min Value Average Value Max Value

http://mlmemoss.microlinkllc.com/SiteDirectory/IT/Pages/Incident-NorthWest.aspx

Unknown Zone (Mixed) | Protected Mode: Off 100%

www.MicroLinkLLC.com

MicroLink, LLC
Innovation Starts Here

Sub-Organization View

Solution Demonstration Site > IT Readiness Dashboard

Welcome MICROLINK\DHarts | My Site | My Links |

MicroLink, LLC IT Readiness Dashboard
Innovation Starts Here

All Sites Advanced Search

IT Readiness Dashboard Site Actions ▾

Solution Demonstration Site > Sites > IT Readiness Dashboard

Incident Management

View All Site Content

ITIL

- Service Level Mgt. - SCOM 2010
- Availability Mgt. - SCOM
- Service Cont Mgt. - SCSM 2010
- Supplier Mgt. - Excel 2010
- Incident Mgt. - SCSM 2010
- Network Diagram - Visio 2010

SCSM Incident Reports

- Incident Analyst Report
- List of Incidents

Resources

- Data Connections
- Report Calendar
- Reference Library

Done

My SharePoint ▾

Availability Org ▾ 130%

North West

Last refresh: 2:59:42 PM

Location: NorthWest ▾

SLA Availability

Organization	Availability (%)
FSA	~85
NRCS	~85
RD	~100

SLA Response Time

Organization	Response Time
FSA	~9.5
NRCS	~18.5
RD	~7.5

Bing Maps - Regional Offices

2D 3D Road Aerial Bird's eye Labels

UNITED STATES MEXICO GULF OF MEXICO CUBA

Filter Mode

	Actual	Target
SLA 95 Percent Response Time		●
FSA	14.47	●
NRCS	26.51	●
RD	21.72	●
SLA Availability		▲
FSA	67.72%	▲
NRCS	66.84%	▲
RD	74.56%	●

100%

Extend Your Microsoft Investment

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

Key Takeaways

- Monitors processes and ensures compliance with Service Level Agreements through scorecards
- Reduces resolution times by cutting across organizational silos
- Ensures that the right information from incident, problem, change, or asset records is accessible
- Enables informed and cost-effective decision making

For more information

- Email businessintelligence@MicroLinkLLC.com.
- Visit the Business Intelligence blog, <http://blogs.microlinkllc.com/businessintelligence/default.aspx>
- Sign up for the MicroLink newsletter
- Contact your MicroLink Account Manager.
- Register for an upcoming webinar
- Call MicroLink, 703-556-7740