

MERCURY IT GOVERNANCE DASHBOARD

Mercury IT Governance Dashboard™ provides role-based, exception-oriented visibility into IT trends, status, and deliverables so that you can make and execute real-time decisions.

Running a major IT operation today without real-time visibility into performance and status information is like flying a jet fighter without instruments – in fog. Unless you have visibility and control, before long something bad is going to happen. Technology projects are increasingly critical to business success, and executives across the organization want to be sure their projects are staying on track. So, of course, do IT leaders who are trying to align their operations with business strategies and deliver more value to the business. In this environment, stale IT data and opaque operations are a ticket to failure.

Mercury IT Governance Dashboard gives you a comprehensive real-time view of all your IT initiatives and operations through a single

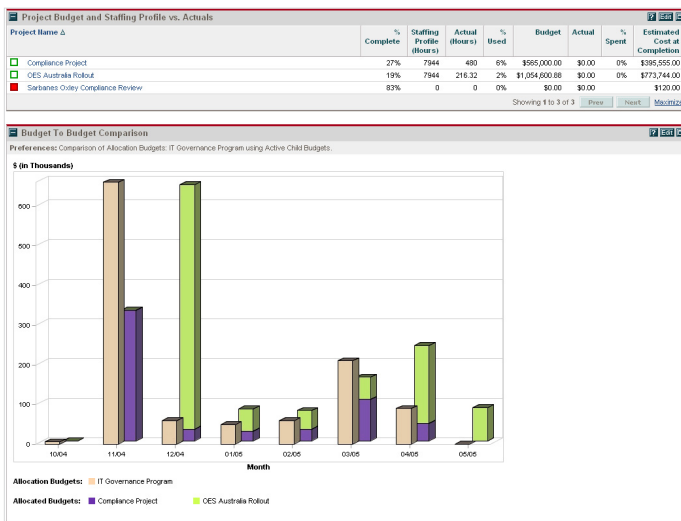
point of access. This powerful product provides the centralized visibility and control essential to building a high-performance IT organization. IT Governance Dashboard helps IT partner with the business to execute business strategy, gain control across multiple initiatives, and make effective decisions regarding IT operations.

Real-Time Visibility and Control

IT Governance Dashboard automatically captures and displays real-time information as part of Mercury IT Governance Center™. As activities are performed within the Center, updates are captured immediately and reflected in IT Governance Dashboard views. By providing real-time updates, users gain access to the most accurate information available at any time, eliminating the need for email updates, phone calls, or meetings to gain insight and control over what is going on.

Personalized and Role-Based Information

IT Governance Dashboard offers a personalized interface providing relevant information to each user. Individual users specify the information they want and how they want it displayed using “portlets,” with each portlet providing information on broad topics like overall program status or specific topics, including processes about to trigger SLA violations. Individual portlets are grouped together to form dashboard pages or role-based views so groups of users can have a common frame of reference. With IT Governance Dashboard, valuable IT information can be easily and cost effectively shared, eliminating the need to sift through a whole project plan or status report to find the exceptions you need to take action on. In addition, access to information is controllable, based on the role and security profile of each user.



Mercury IT Governance Dashboard presents both graphical and list-based real-time information pulled from Mercury IT Governance Center.

Quick Access to Information

To enable you to quickly identify and resolve issues at hand, IT Governance Dashboard provides drill-down capability to any level of detail. For example, you can create a portlet to view the number of projects outstanding for a particular department, organized by project type and priority. You simply click on a particular project from that list to open a new portlet detailing the underlying tasks that comprise that project. This consistent interface at all levels of project information enables comparative views of status information across multiple projects, in fact across all of IT with the proper security. Information can also be printed or downloaded to Excel at the click of a button for remote meetings, offline analysis, or extensive reports.

Dashboard: Exceptions
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New Critical Issues at Program Level

Project ID	Issue #	Priority	Escalation Level	Status	Description
SAP APAC Rol...	32455	Critical	Program	New	Development machine short of disk space.
SAP APAC Rol...	32464	Critical	Program	New	SAP ITS server is down
Paper Free E...	32458	Critical	Program	New	Access denied

Showing 1 to 3 of 3 | Print | Excel | Maximize

Critical Program Scope Changes

Project ID	Scope Change #	Severity	Change Request Level	Status	Description
APD - Fiat	32377	Critical	Level 1	New	Identified BOM report needed
APD - Fiat	32477	Critical	Level 1	New	User won't signoff
SAP APAC Rol...	32475	Critical	Level 1	New	Can we auto-route?

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Mercury IT Governance Dashboard presents real-time, role-based exception data so management and employees can focus on the most important activities.

Make Effective Decisions

To increase efficiency and productivity, IT Governance Dashboard enables “exception-based” viewing and reporting. When you set up conditions and benchmarks, visual updates of project risk and status are generated. These visual indicators display the severity of project risk using color codes, making it easy to recognize missed dates, out-of-scope activities, and other anomalies that need attention. With exceptions highlighted in real-time and up-to-date supporting information just clicks away, decision makers require less time to make effective decisions and keep IT aligned with and supporting business priorities.

How it Works

IT Governance Dashboard provides direct-access to Mercury IT Governance Center information stored within the Center’s relational database, providing the clearest window available into the status of your IT initiatives and operations. IT Governance Dashboard is based on industry standards, supporting both JSR 168 and WSRP, so that you can easily share information from other applications or services within Mercury IT Governance Center.

IT Governance Dashboard is easily configurable, so you see the most pertinent information for your needs. You view multiple portlets within each dashboard page, specifying what portlets you want to see and what information each portlet should contain. You can sort columns on the fly and filter selected criteria so only specific information of interest is displayed. You can pre-populate dashboard pages and publish them with predefined filter criteria or distribute them with adjustable criteria as appropriate. In this way, IT management can ensure stakeholders will have apples-to-apples information without worrying that they have adjusted their dashboards and lost their critical to-do action lists. You can also easily create custom portlets to access any information within Mercury IT Governance Center or in another database.

Stakeholders, executives, managers, and staff all need accurate, up-to-the-minute information on the projects, assignments, and deliverables with which they are involved. With IT Governance Dashboard, team members know where they stand, and powerful yet flexible security ensures information is appropriately available. Managers gain real-time insight into progress and problems in projects under their purview. Executives view all initiatives from an IT value perspective at a high level, ensuring alignment with the company’s overall strategic direction. IT Governance Dashboard provides the holistic view of enterprise IT activities and inter-dependencies you need to effectively manage the priorities, processes, and people of IT. Don’t fly blind – get visibility and control over IT with Mercury IT Governance Dashboard.

Part of Mercury IT Governance Center

Mercury IT Governance Dashboard is part of Mercury IT Governance Center™, an integrated set of software, solutions, and best practices that provides the first integrated transaction system to run IT like a business.

FEATURES AND BENEFITS

- **Optimized IT strategy and execution:** Reduces IT staffing costs by 15 to 25 percent, and improves productivity by 20 to 30 percent.
- **Real-time monitoring and control:** Provides dashboard visibility for real-time decision-making and eliminates dependency on email, phone calls, and meetings for project updates. Enables management by exception.
- **Risk assessment and resolution:** Displays risk severity through visual indicators. Highlights missed dates/activities for quick action.

MERCURY™

Mercury is the global leader in business technology optimization (BTO). We are committed to helping customers optimize the business value of IT.
WWW.MERCURY.COM