

MERCURY QUALITY CENTER DASHBOARD

Mercury Quality Center Dashboard™ presents Key Performance Indicators (KPIs) in real-time, enabling users to make informed, accurate decisions about application deployment readiness.

To deploy new applications and upgrades flawlessly, companies must have access to critical information regarding application readiness. Do you have simple visibility into project status? Are you confident about the thoroughness of your testing – and whether the right metrics are being measured? When applications don't roll out smoothly, the company suffers, along with revenues and customer service.

Mercury solves these problems with Mercury Quality Center Dashboard, which provides a complete, real-time business view into your IT operations. The dashboard enables you to:

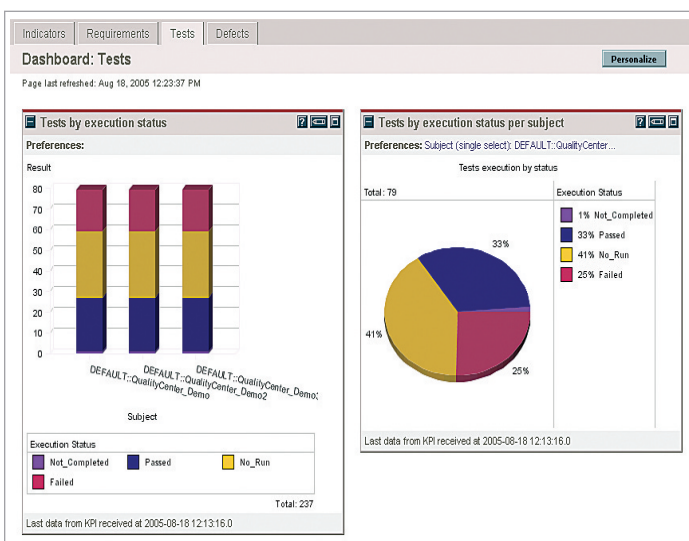
- Manage the risk of mission-critical applications.
- Rapidly recognize and resolve application delivery issues.
- Measure application delivery effectiveness across projects, to determine best practices.

How it Works

Mercury Quality Center Dashboard works by taking information from Mercury TestDirector for Quality Center and turns it into Key Performance Indicators (KPIs) that are graphically displayed via a web browser. The dashboard uses the KPIs to automatically analyze the project readiness data, and to show the overall health of a project in real-time.

The dashboard tells you how to measure projects by automating the process of continually gathering the data behind the KPIs and normalizing data to enable cross-project analysis. It also helps you decide what to measure by providing pre-built KPIs that can be modified, as well as by helping you create your own KPIs from scratch.

The dashboard makes it easy for people throughout your IT organization to personalize which KPIs they see. Customization might be based on the role someone plays in the organization or on the projects someone manages. For example, a QA engineer might be interested in different KPIs than a performance engineer. The end result is that IT project teams can quickly ascertain project status and know when projects are ready for deployment.



Mercury Quality Center Dashboard distills information into "traffic lights" to provide a CIO view.

Key Performance Indicators

Mercury Quality Center Dashboard comes with a set of over 20 predefined KPIs for quality, performance, and process, which incorporate the experience of our leading customers and allow you to get up and running fast. Examples of these common KPIs include:

Defects

- Closed Defects per Day (by Priority)
- Closed Defects per Day (by Severity)
- Defect Fix Rate (by Priority)
- Defect Fix Rate (by Severity)
- Defects by Priority
- Defects by Severity
- Defects by Status
- Defects Injection Rate (by Priority)
- Defects Injection Rate (by Severity)
- High Priority Defects Traffic Light
- High Severity Defects Traffic Light
- Reopen Defects
- Reopen Defects per Day (by Priority)
- Reopen Defects per Day (by Severity)
- Total Defects per Day

Requirements

- Requirements by Status
- Requirements Status Rate
- Requirements Traffic Light
- Total Requirements

Tests

- Last Tests Runs
- Tests Execution by Status
- Tests Traffic Light
- Total Runs per Day
- Total Tests per Day

However, because each business is different, you may want to modify the KPIs to suit your company's needs. The dashboard supports this customization and gives you a vast amount of flexibility. Some of the areas you can customize include:

- Specifying what data to use for a KPI.
- Processing source data into KPIs.
- Displaying KPI data, whether in a chart or as a traffic light.

Distill Project Info Into Traffic Lights

Your IT organization may be working on more than 100 IT projects at any given time. It's practically impossible to view raw data when you have this many projects. Being able to distill project status into a set of traffic lights is critical to knowing where you stand and which projects require immediate attention.

A traffic-light display will show those projects in "critical condition" with one or more red traffic lights. Projects in "caution condition" will display one or more yellow lights, and those in "normal condition" will have all green lights. Because critical-status projects are at the top of a page, you can quickly ascertain which projects need immediate attention.

Multi-Level Drill-Down

The dashboard provides multi-level drill-down, from the project indicators and individual KPIs down to the KPI graphs. This enables each team member to understand project status in the way that makes the most sense to that individual. Your team can work together to solve IT project issues quickly.

Analyze Trends and Compare Projects

The dashboard makes it easy to analyze historical trends, as well as to compare metrics and results on projects across the organization. You can view historical trends for KPIs. You can also compare between projects and answer the question: "Based on this particular KPI, is this one of my worst projects, best projects, or an average project?"

You have complete control over which graphs and displays you see and how each one looks. Similar to the type of customization available with other portals, you can specify which KPIs to view and can create tabs for showing a group of related KPIs.

The Application Delivery Dashboard's display options provide you with unprecedented flexibility and give your IT team members a means to instantly assess their projects' status.

Part of Mercury Quality Center

Mercury Quality Center Dashboard is part of Mercury Quality Center™, an integrated set of software, services, and best practices for automating key quality activities, including requirements management, test management, defect management, functional testing, and business-process testing.

FEATURES AND BENEFITS

- View real-time Key Performance Indicators (KPIs) to instantly assess quality across all pre-deployment projects.
- Use pre-built KPIs or build custom KPIs based on business logic.
- Track KPIs across all projects and through time.
- Drill-down to understand and resolve project issues quickly.
- Analyze trends and compare projects across the organization.
- Personalize the dashboard view for each user.

MERCURY™

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