

Status:	TICKET RESOLVED
Project:	Technology Operations Board
Components:	None
Fix versions:	None

Type:	Task	Priority:	Medium
Reporter:	Brian Scott (Inactive)	Assignee:	Solounge Bowen
Resolution:	Unresolved	Votes:	0
Labels:	None		
Remaining Estimate:	0 minutes		
Time Spent:	2 hours		
Original estimate:	Not Specified		

Attachments:	Technical Operations Vital Statistics v.1.pdf Screenshot 2025-01-03 at 1.46.36 PM.png Screenshot 2025-01-03 at 4.40.26 PM.png Screenshot 2025-01-03 at 4.41.51 PM.png		
Issue links:	Problem/Incident		
	causes	TO-3398	Completion Date Pull test
			TICKET RESOLVED
	Relates		
	relates to	TO-3398	Completion Date Pull test
			TICKET RESOLVED
Vendor / Issue Type:	Jira/Atlassian, Maintenance, Process Improvement		
Key Performance Indicator:	Data Capture Rate, Data Quality & Safety Improvement, Improved User Experience		
KPI Measure:	Designed and delivered the "Tech Ops Vital Statistics" dashboard to visualize workload and track team metrics. Created filters, updated KPI tracker, and refined layout per feedback. Ensured alignment with team needs, earning approval on January 8, 2025.		
Completion date:	08/Jan/25 2:38 PM		

Description

Background: During a meeting with Brian, he proposed creating a dashboard to enhance the Tech Ops team's understanding of our workload. This tool would provide a clear visualization of the work we've completed, are actively working on, and any tasks where progress is blocked. Additionally, the dashboard would highlight the essential needs required to keep our team functioning efficiently while addressing the demands of other departments.

- Next Steps:
- Review the PDF file provided by Brian via Email
 - Create the required filters needed to build out the requested Dashboard

Follow Up:

- References:
- [Technical Operations Vital Statistics v.1.pdf](#)

Comments

Comment by Solounge Bowen [20/Dec/24]

- Update
- Created a dashboard to cover the Tech Op Vital Statistics <https://kindbody.atlassian.net/jira/dashboards/10123>
 - Confirmed using ticket [TO-3398](#) that whenever the ticket is set to resolved or rejected, the Completion date will be tracked for the Vital Stats
 - Updated the Priority Scheme by reducing the options to only **Low, Medium, and High**
 - Filters Created**
 - All Tech Op Tickets <https://kindbody.atlassian.net/issues/?filter=10575&atlOrigin=eyJpIjoiNjdjOTNiNzY1Zjk0NGUxNGI2ODVhMDY5MzgyNWwNjEiLCJwIjoiOiJ9>
 - Closed Tickets w/ completion date tracked (Last 7 Days) <https://kindbody.atlassian.net/issues/?filter=10572&atlOrigin=eyJpIjoiNDM4OGYxODU3ZWVjNGUONG>
 - Closed Tickets w/ completion date tracked (Last 90 Days) <https://kindbody.atlassian.net/issues/?jql=assignee+IN+%28612f8e05b1894f007175163c%2C+6054cc20a472f149bf%2C+61eb00ae85a2d600707651f7%29%0AAND+status+%3D+%22TICKET+RESOLVED%22%0AAND+project+%3D+%22TO%22%0AAND+type+>
 - Open TO Tickets <https://kindbody.atlassian.net/issues/?filter=10574&atlOrigin=eyJpIjoiMzRjOWExNzNmNGE2NDZNGFmMWJmMTI4OGE4MTRjMWUjLCJwIjoiOiJ9>
- Comment by Solounge Bowen [23/Dec/24]
- Sent over link to Brian for review, pending meeting for revisions
- Comment by Solounge Bowen [03/Jan/25]
- Per Brian's request, going to make a few updates to the Vitals dashboard



Brian Scott
to me, Jasmine ▾

Solounge,

This is a great start and excellent delivery of the requirements. We reviewed this in the TECH OPS IT Project meeting and we got wonderful reviews. Jasmine, spoke about
But wanted to give a little feedback :

- Reverse Priority Scheme **Low, Medium, and High** (High, Medium, Low)
- **Display % the same way**
- **Add a key map to define**
- *****
 1. High (Work Stop)
 2. Medium (Work Around)
 3. Low (No Work Stop)

Thank You,

Brian Scott
Sr.Technology Operations Manager
brian.scott@kindbody.com
"Together makes a Teamwork"

Next Steps

- Reverse Priority Scheme **Low, Medium, and High** (High, Medium, Low)
- **Display % the same way**
- **Add a key map to define**
 1. High (Work Stop)
 2. Medium (Work Around)
 3. Low (No Work Stop)

Comment by [Solounge Bowen](#) [03/Jan/25]

After looking further into the dashboard, I am unable to update the priority scheme however I was able up to update the Percentage for the KPI tracker .

:: Open Issue by Priority

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Required fields are marked with an asterisk *

Project or Saved Filter: *

Open TO Tickets

Search

Project or saved filter to use as the basis for the graph.

Advanced Search

Statistic Type: *

Priority ▾

Select which type of statistic to display for this filter.

Auto refresh

☒ Update every 15 minutes

Save Cancel

⌵ KPI Tracker (Last 7 days)



Key Performance Indicator	Count	Percentage
Impact on cost of care	1	<div><div></div></div> 10%
Reduction of cost	1	<div><div></div></div> 10%
Improved Patient Experience	1	<div><div></div></div> 10%
Reduction of time/workload	2	<div><div></div></div> 20%
IT	2	<div><div></div></div> 20%
Break Fix	2	<div><div></div></div> 20%
Data Capture Rate	4	<div><div></div></div> 40%
Completion and accuracy of records	5	<div><div></div></div> 50%
Data Quality & Safety Improvement	5	<div><div></div></div> 50%
Improved User Experience	6	<div><div></div></div> 60%
Total	10	

2 Comments

Comment by [Brian Scott \(Inactive\)](#) [08/Jan/25]

Reviewed new layout and It looks great

Comment by [Solounge Bowen](#) [08/Jan/25]

Thank you for your thorough review, Brian! I'm pleased to hear your positive feedback about the layout. Before proceeding, I'd like to confirm:

1. Are there any additional elements you'd like to see incorporated into the dashboard?
2. If not, would you approve closing this ticket?

Best,

Comment by [Brian Scott \(Inactive\)](#) [08/Jan/25]

Yes!