CREATION OF SYS TRACK DASHBOARD

SysTrack is an endpoint performance monitoring platform from Lakeside Software, used to provide IT teams with insights into end-user computing (EUC) environments. It collects and analyzes data from various sources, including physical and virtual devices, to help identify and resolve performance issues proactively.

Key Features and Benefits:

Endpoint Performance Monitoring: SysTrack collects 10,000 data points every 15 seconds from each endpoint, providing detailed insights into hardware, software, and network performance.

Predictive Analytics: The platform uses machine learning and an embedded AI engine to identify potential issues and predict performance problems before they impact users.

Root Cause Analysis: SysTrack's "Black Box" feature provides detailed information about the root cause of performance issues, similar to an airplane's flight recorder.

Visibility and Insights: The platform provides real-time and historical data, allowing IT teams to monitor performance trends and make informed decisions.

Integration with Other Tools: SysTrack can integrate with other IT management platforms like ServiceNow and VMware, enabling a holistic view of the IT environment.

Digital Employee Experience Monitoring: SysTrack can measure digital employee experience by capturing metrics like system response times and application performance. helping to understand the impact of IT on employee satisfaction.

How SysTrack Works:

1. Data Collection: SysTrack collects a vast amount of data from endpoints, including. metrics like CPU usage, memory consumption, application performance, and network activity.

2. Data Analysis: The collected data is analyzed using machine learning algorithms to identify patterns and trends.

3. Insights and Recommendations: SysTrack provides actionable insights into potential issues, allowing IT teams to proactively address problems before they impact users.

4. Continuous Monitoring: SysTrack continuously monitors the IT environment, providing real-time visibility into performance and identifying emerging issues.

SysTrack Dashboards

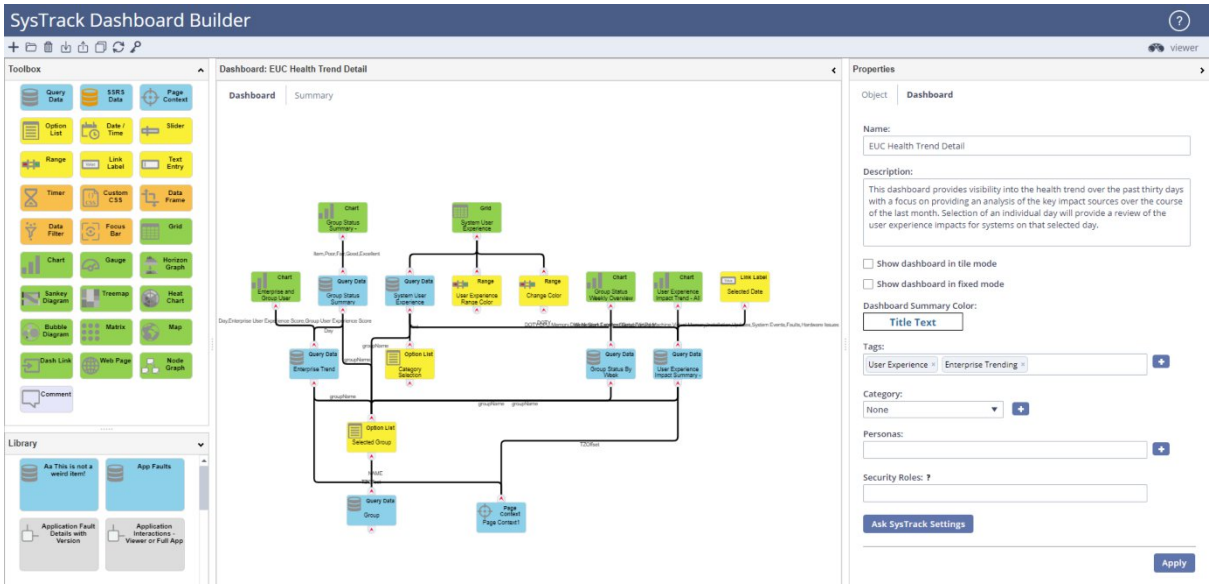
SysTrack dashboards offer customizable, real-time views of both SysTrack and external data. They support various visual formats like grids, charts, and gauges, and allow users to interact by applying filters, making selections, and personalizing chart displays.

Dashboard Viewer

SysTrack dashboards can be viewed from the SysTrack Dashboard Viewer.

Dashboard Builder

The SysTrack Dashboard Builder enables IT professionals to create, customize, save, and share dashboards using data blocks and visualization tools. It allows easy access to enterprise data by defining object properties and linking components within a visual workspace.



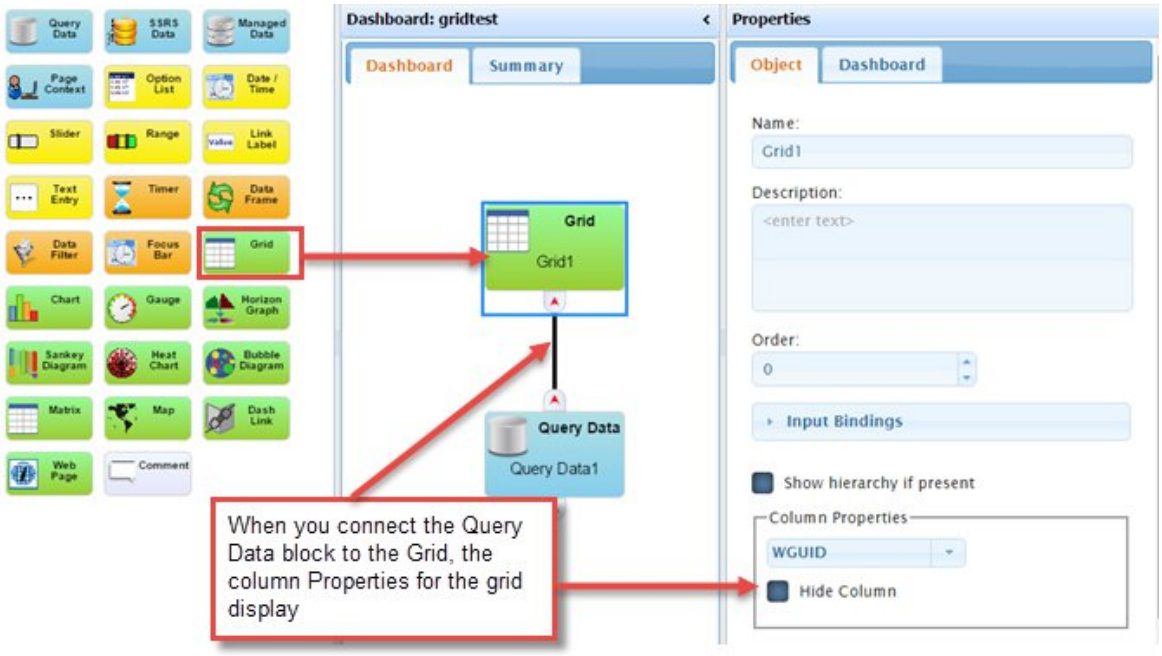
Build a Basic Dashboard

Dashboards are built by dragging data blocks and visualization objects from the Toolbox to the workspace, defining each object's properties, and linking them to one another. Before you begin, familiarize yourself with the Dashboard builder workspace.

1.The Query Data block in SysTrack retrieves data using a SQL query and can feed it to visualization objects. For users unfamiliar with SQL, a built-in Query Builder helps create queries to access SysTrack data.

2. Drag a visualization object block to the workspace (for example, a grid, gauge etc).

3.Connect the query object to the visualization object (grid, gauge, chart, etc) to supply data input to the visualization object.



4. The Input Bindings section lets you select the data input for a visualization object. If there's only one suitable input, it may be auto-selected; otherwise, you can manually choose the appropriate input source.

5. Set the Properties for the visualization object on the Object tab (such as the Column Properties in the example above).

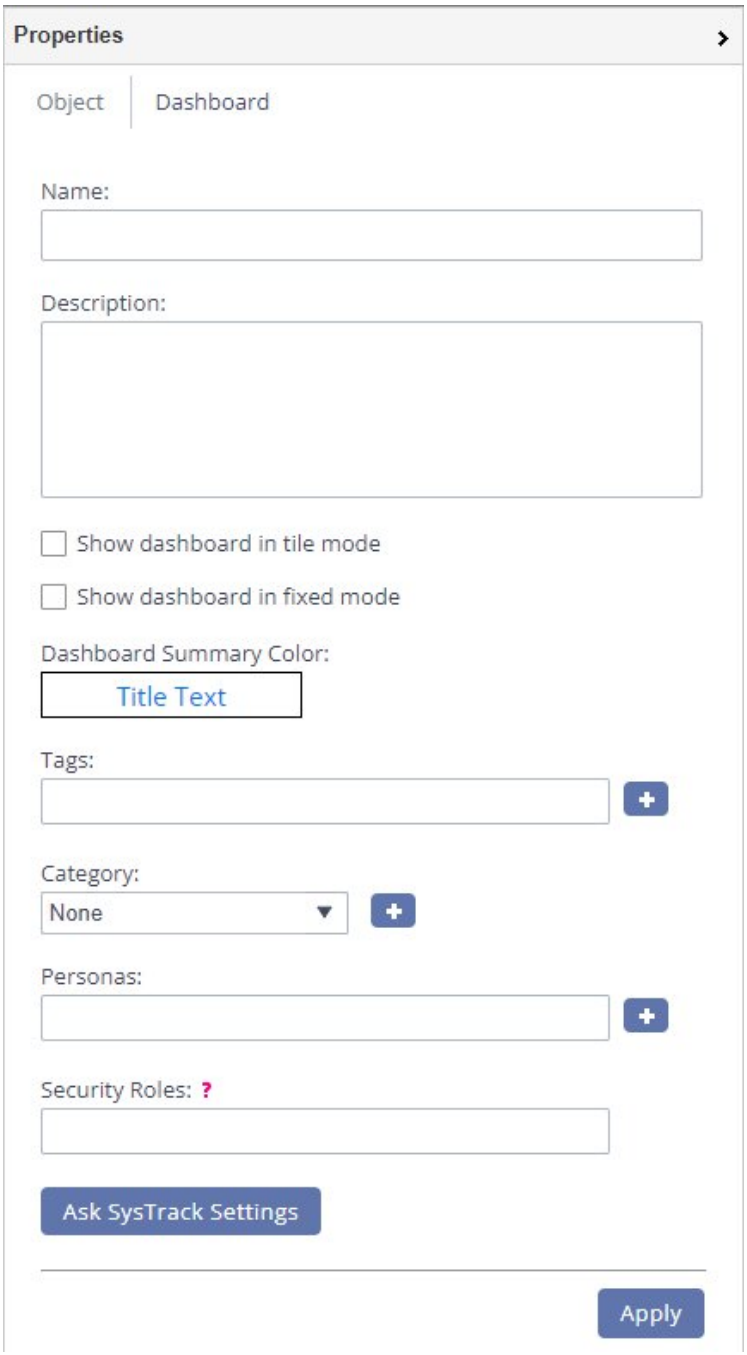
6. Optionally, supply an Order for where on the Dashboard you want the grid to display.

7.Optionally, rename the visualization object block in the Name field, and provide a Description. The name will appear in the visualization object's title bar when the dashboard is viewed.

8.Click the Apply button on the Dashboard tab to save your changes.

9. In the Dashboard tab, you can optionally set a name, description, and summary color for the dashboard. The name and description appear in links (e.g., Dashboard Browser), and the summary color is shown in Dash Link objects that link to this dashboard.

10. Optionally, either select or define any search tags, categories, or personas you want to include with your dashboard.



To optimize for mobile, you can enable Tile mode by checking the appropriate box. To control access, assign a security role; leave it blank for open access to all Dashboard Viewer users. You can also preview the dashboard to see how it will appear to users.

1E Digital Employee Experience (DEX)

1E Digital Employee Experience (DEX) Management suite is a platform designed to improve the digital experiences of employees by proactively identifying and resolving issues, automatically tasks, and measuring employee sentiment. It aims to help IT departments become more strategic enablers by optimizing processes, reducing costs, and enhancing employee productivity and satisfaction.

Here's a more detailed overview:

Core Functionality:

Digital Employee Experience (DEX): The suite focuses on ensuring a smooth and uninterrupted digital experience for employees, minimizing frustrations and enabling them to focus on their work. 12. 2. 3.31

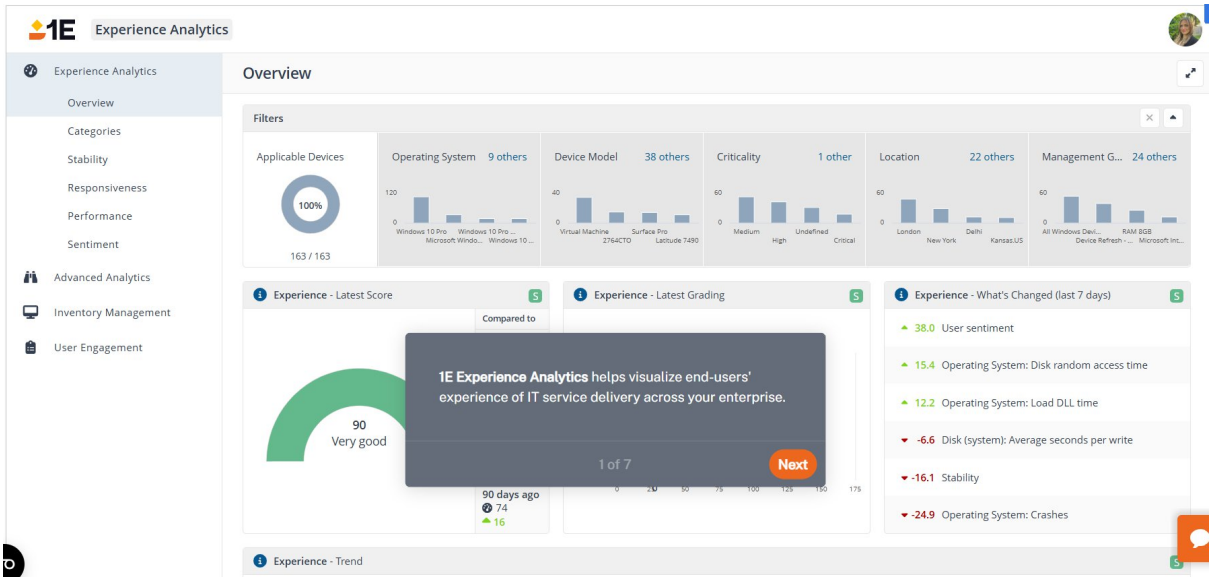
Autonomous DEX Platform: It leverages automation and Al to proactively identify, and fix issues, predict device drift, and deliver personalized DEX. [2.2.4.4] Endpoint Management: Provides real-time visibility and control over endpoints, ensuring compliance and enabling rapid response to security vulnerabilities.

IT Process Automation: Streamlines IT processes, reduces costs, and improves efficiency by automating tasks like troubleshooting, patching, and software deployment.

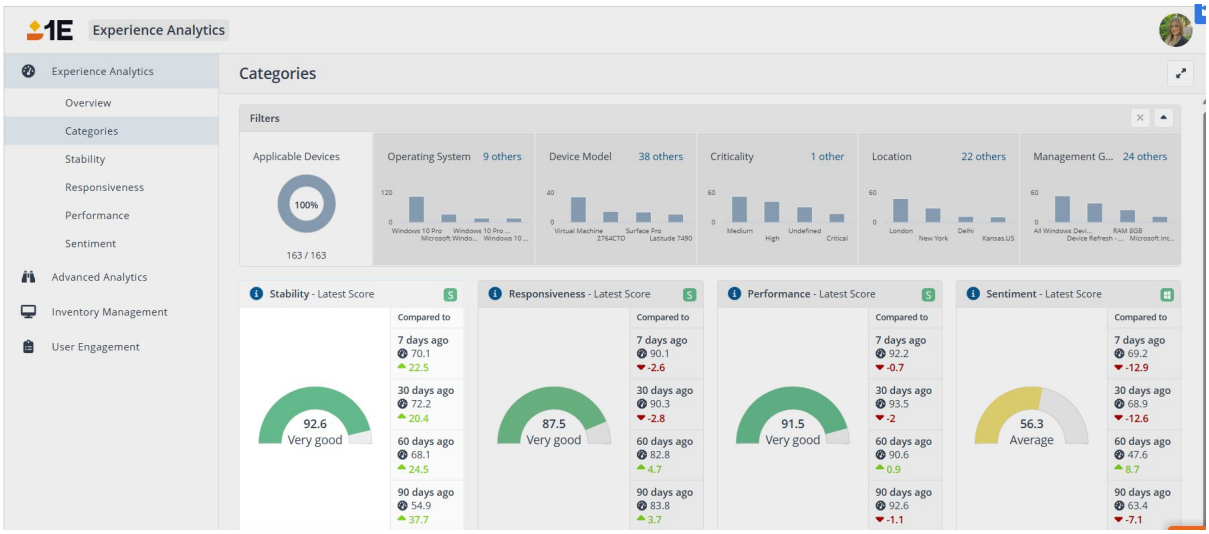
Employee Sentiment Measurement: Collects feedback from employees using surveys and other methods to gauge their digital experience and identify areas for improvement.

1E Experience Analytics

This dashboard helps IT teams visualize and monitor end-user experience across the organization by using real-time data from user devices.
The 1E Platform provides an **Experience** score. The score represents the overall experience users are having with their devices. It's derived from weighted User Sentiment, Performance, Stability, and Responsiveness data. The total possible score overall or in any given category is 100.

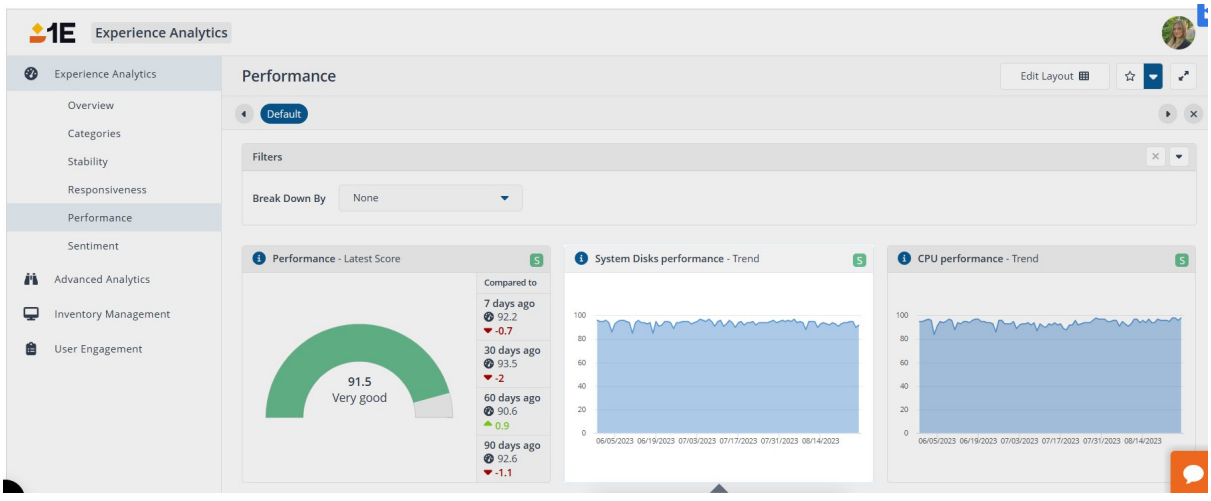


1. The **Stability** score is based on the frequency of operating system and software crashes, hangs and service failures.
2. The **Responsiveness** score is unique to 1E and is derived by using synthetic micro-transactions. These run periodically on the device and perform tests to measure the responsiveness of the device.
3. The **Performance** score is based on typical Windows performance type data such as CPU usage, memory usage, processes, etc. It is a measure of hardware utilization.
4. The **Sentiment** score is based on responses to user surveys. It is a measure of how users feel about their digital experience.



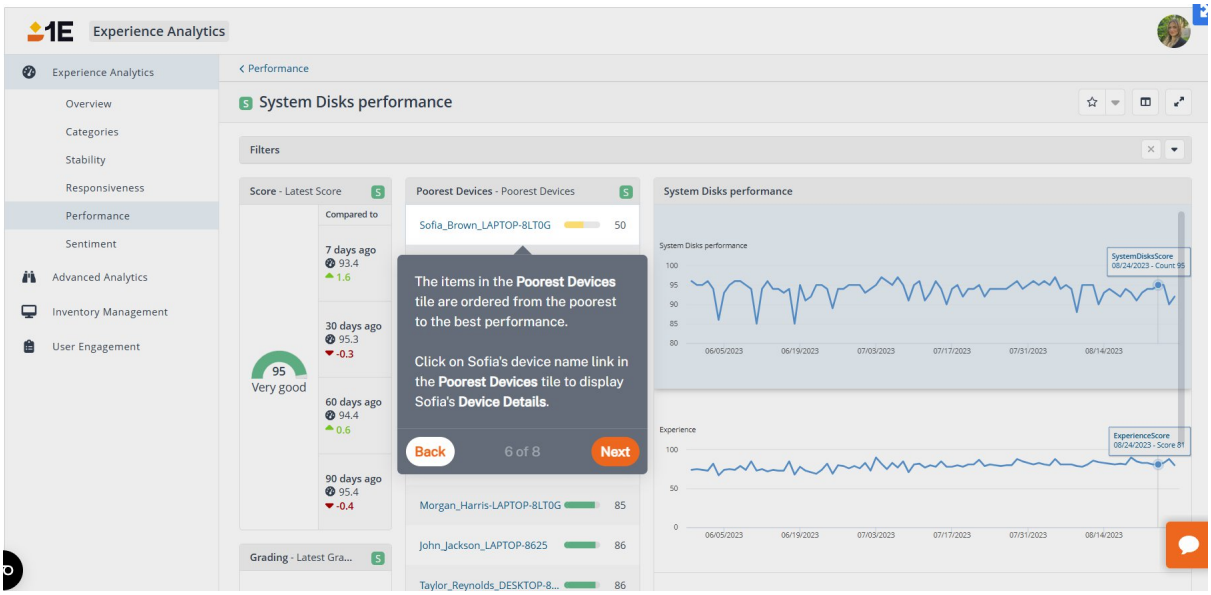
Performance Dashboard

The Performance dashboard gives visibility into disk, CPU, and memory percentages, as well as bandwidth. In addition to being able to see trends and investigate performance issues, this information helps determine if users have hardware that suits the tasks being performed.

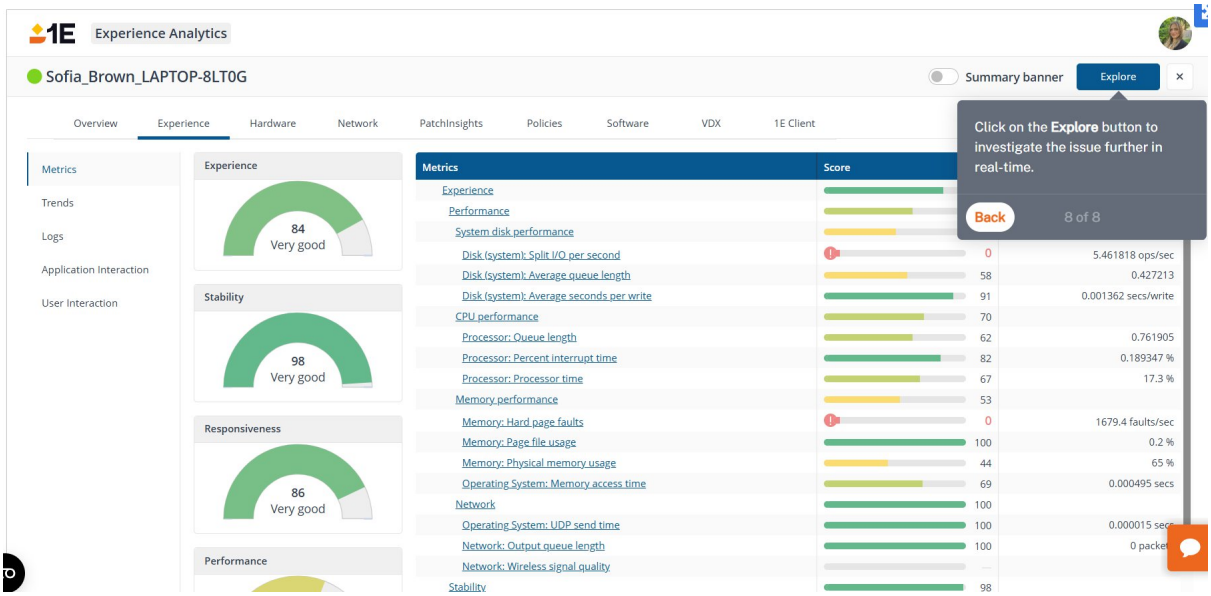


System Disks performance

To help IT teams identify and troubleshoot disk performance issues that negatively affect user experience. Devices like Sofia's can be investigated further using 1E's real-time diagnostic tools.



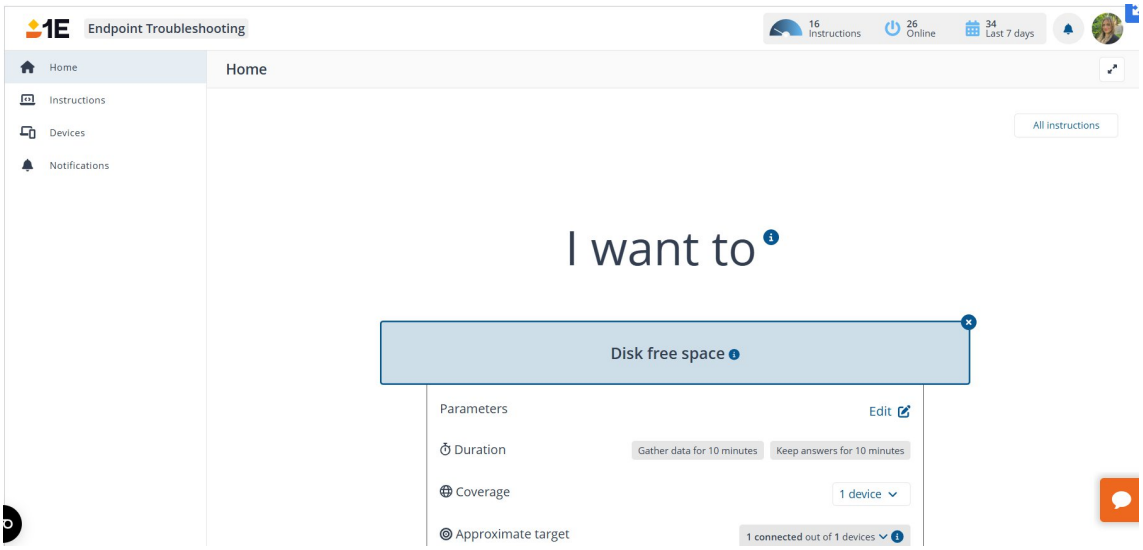
To provide IT with a **real-time, detailed diagnostic view** of an individual user's system, helping them **quickly pinpoint and fix performance or stability issues** without waiting for tickets.



Endpoint Troubleshooting

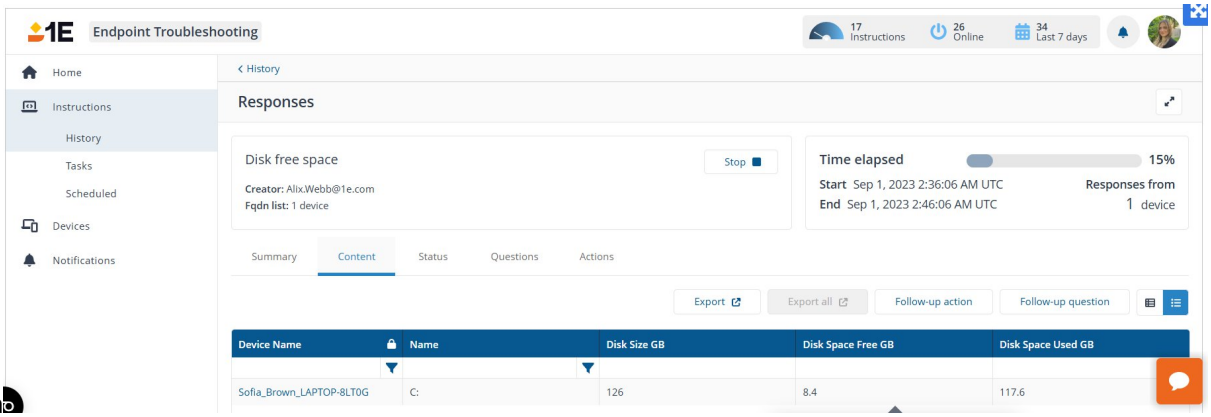
Once a problem is understood, it can be remediated.

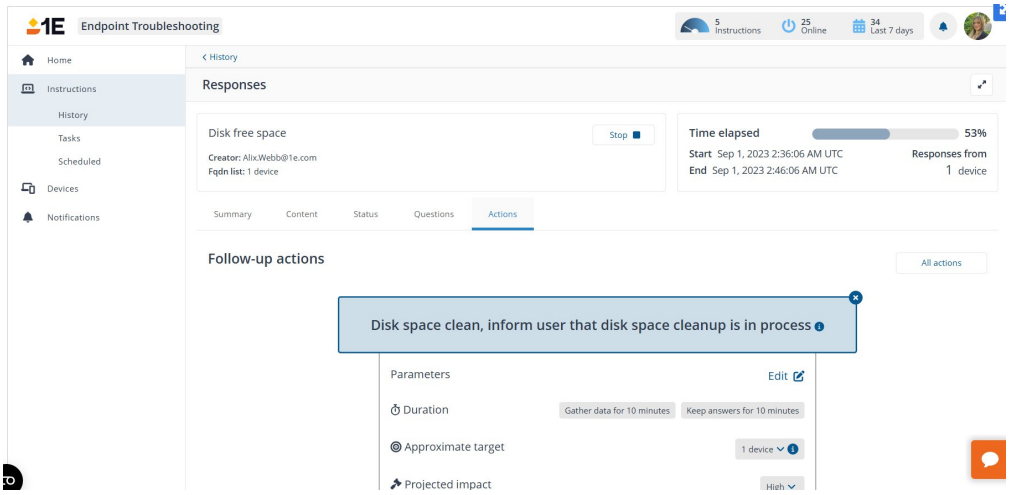
1E Endpoint Troubleshooting gives the ability to investigate and remediate issues and manage operations across all endpoints in real time. It lets you directly question connected devices to retrieve responses, run actions, and get real-time information from them.



Responses

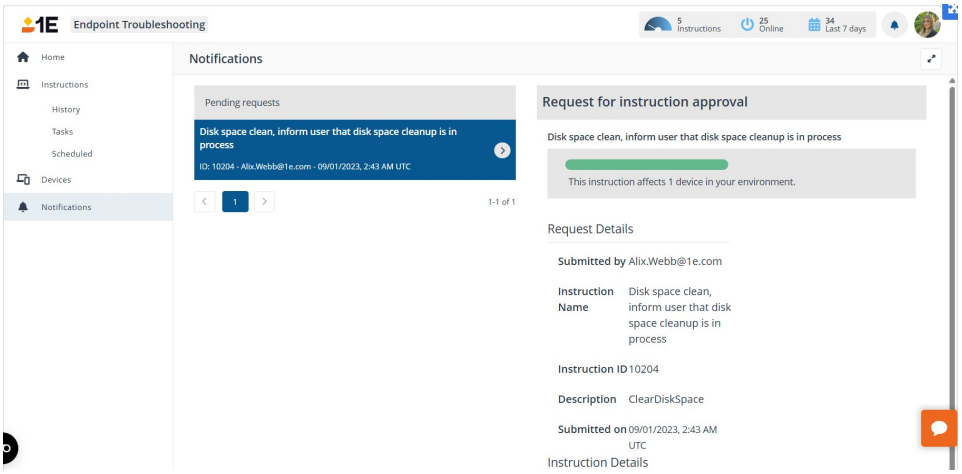
This tool helps IT quickly run diagnostics (like disk space checks) and respond **proactively**—before users even raise an issue. It enables **real-time endpoint investigation and repair**.





Notification Section

Notifications section of the 1E Endpoint Troubleshooting module, focusing on a pending instruction approval.
The instruction affects **1 device** in the environment.
To **automate and standardize remediation actions** (like disk cleanup) while keeping end users informed. This ensures IT actions are **approved, transparent, and trackable**.



The instruction has successfully run and cleared nonessential files from Sofia's device to increase the available disk space