KPI Portal User Manual

Revision History :-

#	Author	Approver/Reviewer	Date	Version	Comments
1	Rupak Ghosh	Vipin Kumar R. Jaiswar	16th July 2021	1.0.0.1	Document Created.
2	Rupak Ghosh	Vipin Kumar R. Jaiswar	15th Feb 20212	1.0.0.2	Document Update & FAQ Section Add.

Contents

Introduction (A Brief About KPI Portal)

➔ KPI portal will serve the purpose to collect system/process/interface performance/error logs and storing them at a single location and based on collected information, creating and displaying the Real-Time/Near-Real-Time dashboard into the "KPI Portal". This KPI portal can be accessed by across the organization, so to get the Dashboard created, based on the indusial (IT, COE's, management etc..) requirement.

KPI Portal Modules - A Quick Overview

Below are the snapshots of the KPI Portal Modules :-

Module Name	Functionality
Settings	
Business Management	Responsible for creating, updating & deleting different BFL businesses (Ex :- B2B,CC,PLCS);
Role Management	Responsible for creating, updating & deleting roles in accordance with the accessibility of the portal (Ex :- Administrator, Business COE, TechOps Team etc.);
System Management	Responsible for creating, updating & deleting different BFL System Names (Ex :- 3IN1, Mobikwik, ATOS etc);
Module Management	Responsible for creating, updating & deleting different modules (i.e which are shown in the hamburger menu) (Ex :- Business Management, System Management etc.);
Access Management	Responsible for providing read, edit & delete access to different roles (Ex :- To provide read access to IT-PMO for Business Management);
KPI Classification	Responsible for creating, updating & deleting different KPI categories;
Process & Sub-Processes	Responsible for creating, updating & deleting different processes & sub-processes for different systems in **System Module** ;

KPI Management	
Set KPI	Responsible for creating, updating & deleting different KPIs which will be tracked through KPI Portal;
Set KPI Threshold	Responsible for setting thresholds to each & every KPI so that they can be monitored & to set thresholds to generate Kaizala alert with the particular alert message to be shown;
KPI Access	Responsible for providing access to different KPIs to different stakeholders;
Tracker	
Planned Downtime	Responsible for creating, updating & deleting downtimes for different APIs;
Runtime Downtime	Responsible for creating, updating & deleting “Unplanned“ downtimes for different APIs;
KPI Dashboard	
Dashboard	Responsible for showing KPI Monitoring dashboards to Users of the portal who have access to a set of particular KPIs (Linked With PowerBI);

KPI Portal Modules - In Details

Settings :-

➔ **Business Management :-** Different Business Verticals of BFL will reside here. Only Administrator has the access to Create & Delete multiple Businesses .

- **Location :-** Navigate to the main menu bar and click on “Settings >> Business Management”. After clicking on the said options, user will able to see the list of the businesses. [Refer to Image-1]

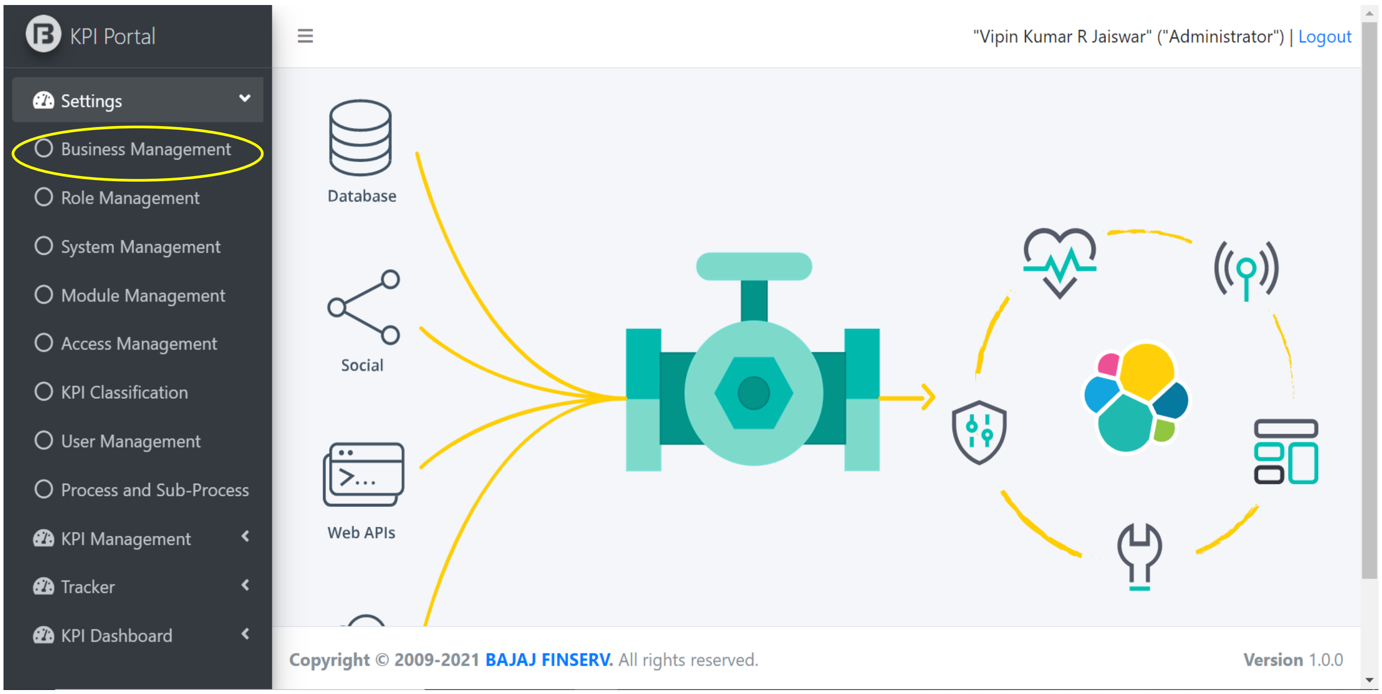

Image-1

- **Content :-** Business Management Contains different Businesses of BFL with Create-Edit-Delete Functionality (Only To Selected Users). [Refer to Image-2]

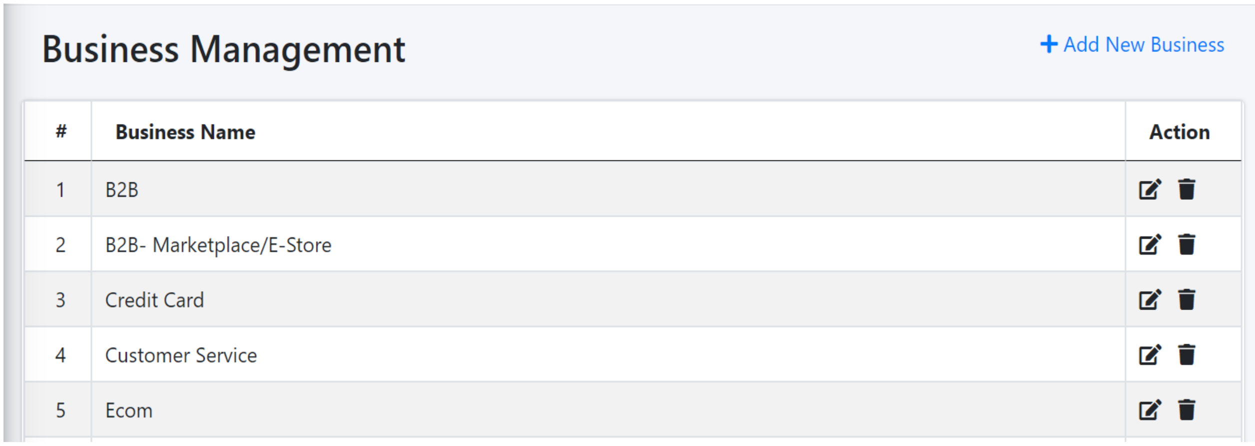

Image-2

- **Create New Business :-** To create a new business, navigate to " + Add New Business ". A pop-up window will open up where user will provide Business Name. Afterwards, on clicking "Submit" button, new business will be added & will be shown on dashboard. [Refer to Image-3]

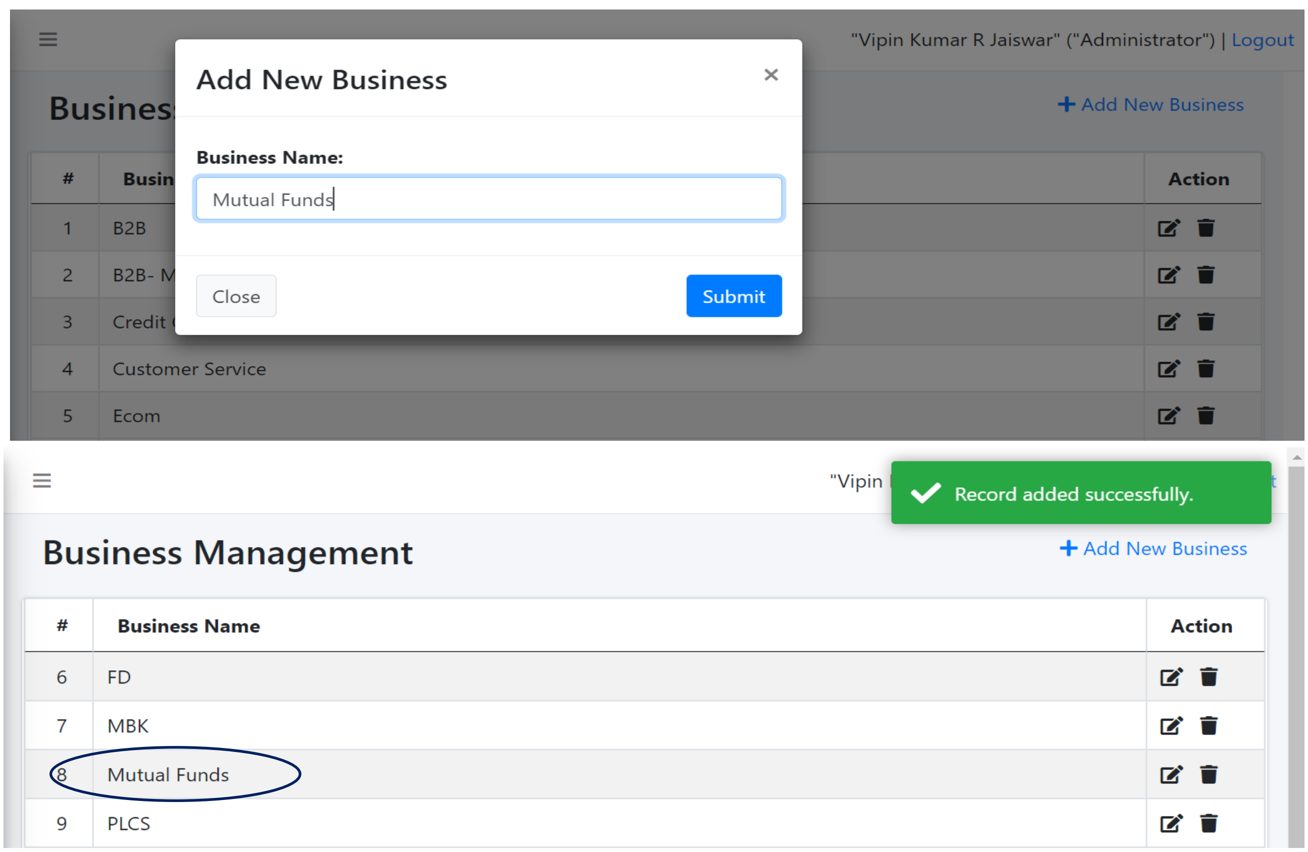

Image -3

- **Edit Existing Business :-** To edit an existing business, navigate to the "Edit" icon beside the desired Business name. A pop-up window will open up where user will provide updated Business Name. Afterwards, on clicking " Submit " button, updated business name will be added & will be shown on dashboard. [Refer To Image-4]

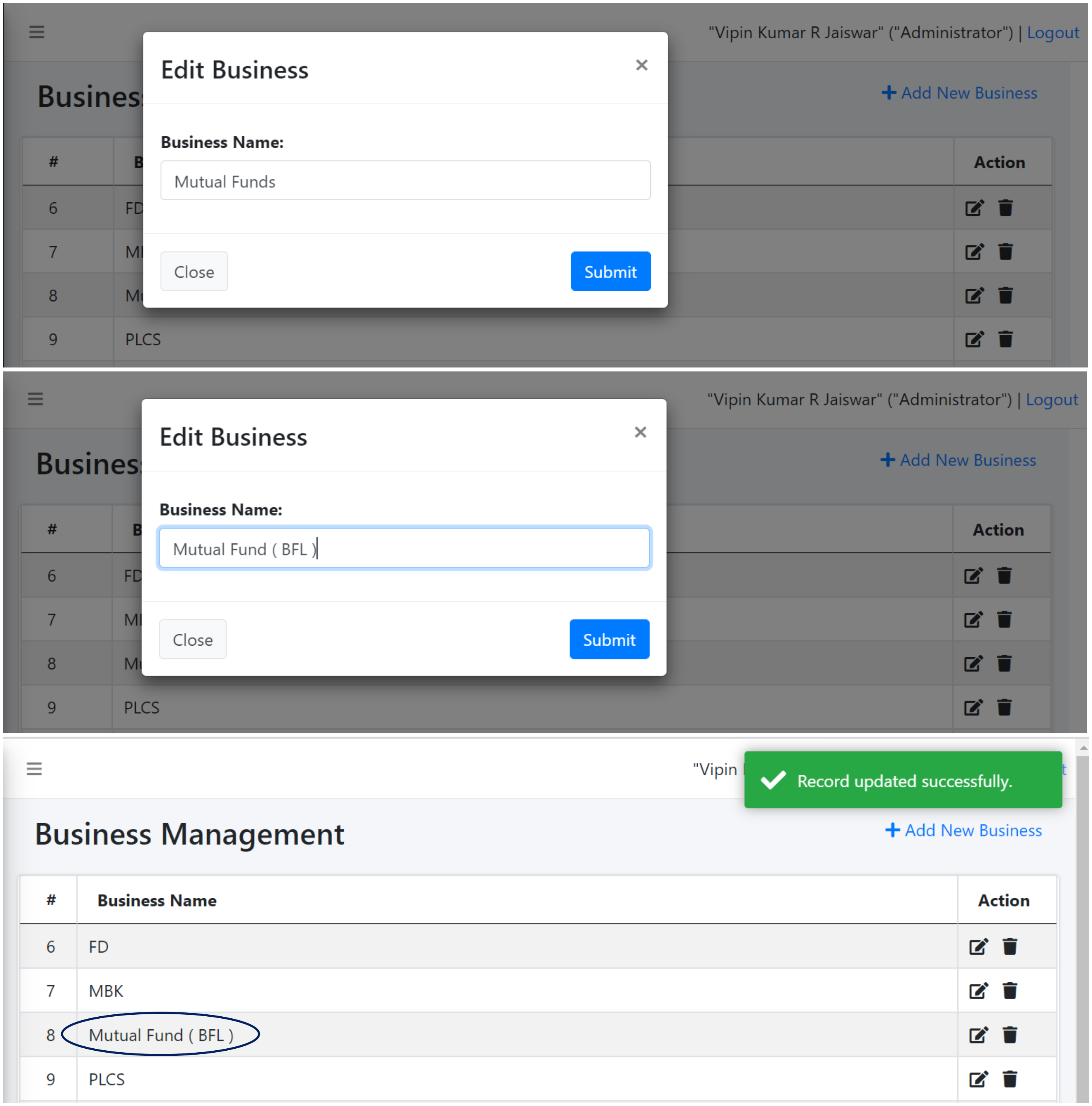

Image-4

- **Delete Business :-** To delete an existing business, navigate to the “Delete” icon beside the desired Business name. A pop-up window will open up where user will provide confirmation to delete the selected business. Afterwards, on clicking “ Submit ” button, selected business will be removed from the dashboard. [Refer To Image-5]

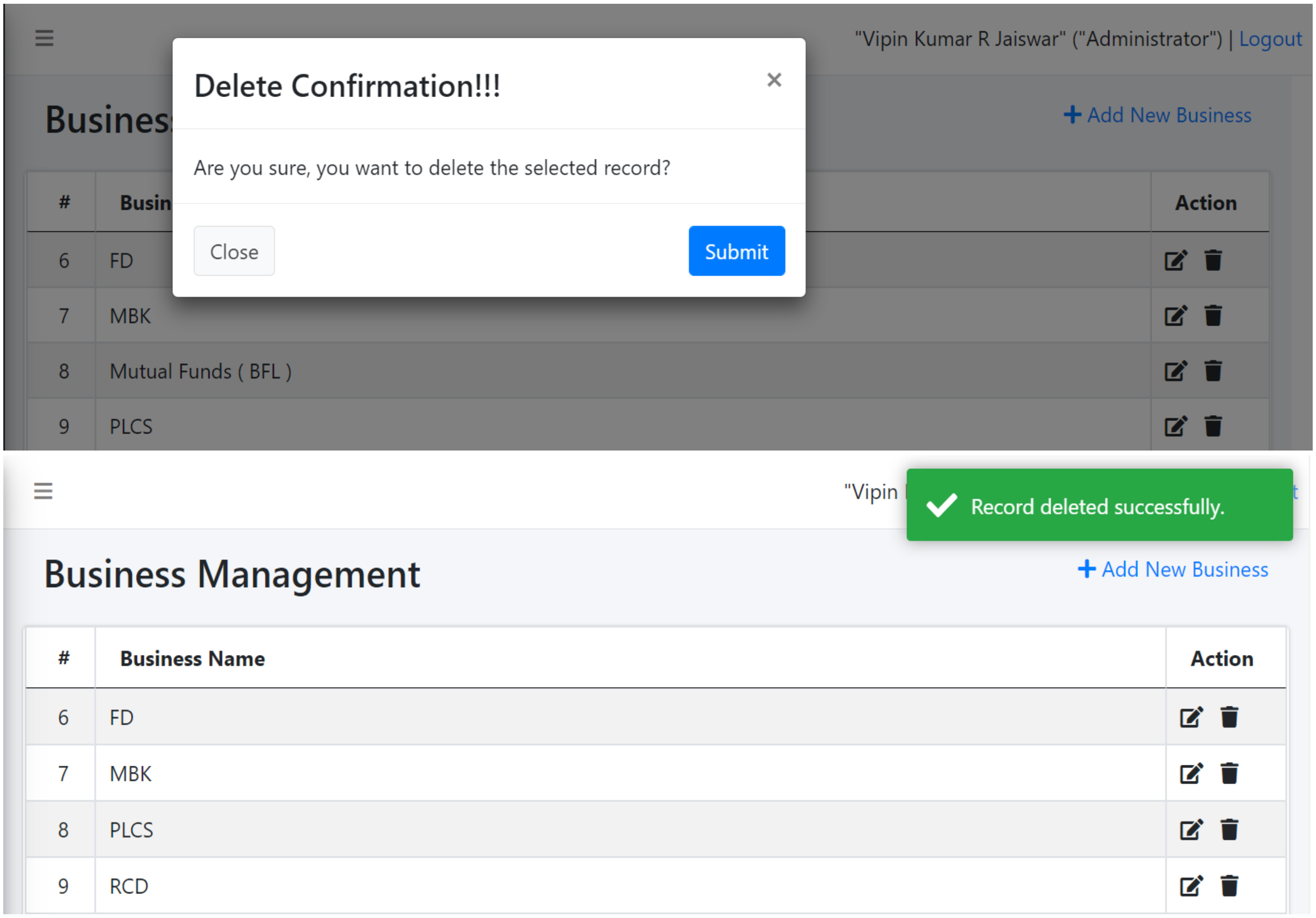

Image -5