

IIC STAKEHOLDER PORTFOLIO DASHBOARD

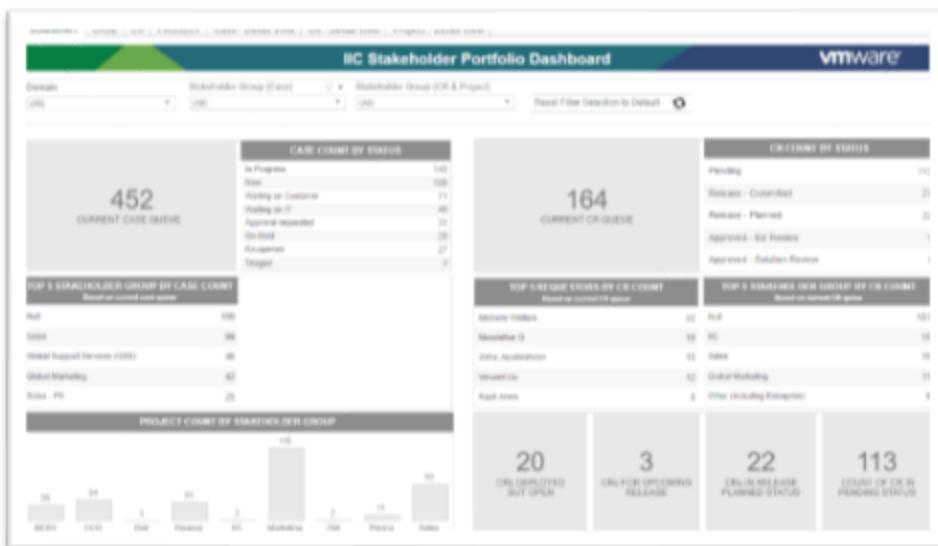


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Introduction and Purpose

The purpose of this dashboard is to provide you with a singular source of information regarding stakeholder cases, CRs, and PRB-registered projects. The dashboard provides a summary of each of these areas and drill-down capabilities to view the underlying data that make up the key stakeholder metrics covered within this dashboard.

Dashboard Overview

The IIC Stakeholder Performance Dashboard provides an overall summary view of all the stakeholder metrics within the dashboard. There are three additional summary tabs in the Tableau workbook – a Case Summary report, a CR Summary report, and a Project (official PRB) report.

Each of the charts on the Summary tab can be clicked on for drill-down details. Clicking on any of the Case metrics, CR metrics, or Project metrics, will bring you to the appropriate Details tab.

Accessing the Dashboard

The IIC Stakeholder Performance Dashboard is currently located in the Tableau Self-Service environment. To access the dashboard, begin by ensuring you are logged into Workspace ONE.



Within Workspace ONE, locate the BI: Self Service Data Visualization icon/application and click to open.



Once you have opened Tableau, use the Tableau Search function to locate the dashboard by typing in “IIC Stakeholder Portfolio Dashboard”. It should only take a few letters of this search string to display the correct dashboard for you as seen here:

The screenshot shows the Tableau application interface. At the top, there's a search bar with the text "IIC|Stakeholder Portfolio D". Below the search bar, the interface is divided into sections: "Views" (27) and "Workbooks" (5). The "Workbooks" section lists the "IIC Stakeholder Portfolio Dashboard" entry, which has 301 views and 3 stars. Other workbooks listed include "SUMMARY", "CASE", and "CR". On the left side, there's a sidebar with "Projects" (190) and a preview of a worksheet titled "MyVmware Live (MonTools)" with 321,671 views and 1 star.

You can click on the IIC Stakeholder Portfolio Dashboard from the Views section which will open the Tableau workbook on that specific view or from the Workbooks section (which will open by default on the first view within the dashboard).

Summary Dashboard



Summary Dashboard Key Metrics

The Summary tab in the IIC Stakeholder Portfolio Dashboard provides an overall view of key stakeholder metrics and their values. The key metrics captured in this dashboard are as follows:

- Current case queue count and case count by status
- Top 5 stakeholder groups by case count
- Project count by stakeholder groups
- Current CR queue count and CR count by status
- Top 5 individual requestor by CR count
- Top 5 stakeholder groups by CR count
- Total CRs deployed but not open
- Total CRs for upcoming release
- Total CRs in Release Planned status
- Total count of CRs in Pending status

Each chart on the Summary tab can be clicked on for additional drill-down details. Clicking on any of the Case metrics, CR metrics, or Project metrics will bring you to the appropriate Details tab.

Summary Dashboard Filters



The Summary Dashboard tab provides several filters that will impact all the dashboard tabs within the overall dashboard. You can select the Domain filter to choose between BI-related information for your stakeholders, MDM-related information for your stakeholders, or All. The default selection is All.

The Stakeholder Group (Case) filter impacts all Case metrics throughout the dashboard. Select only the stakeholder groups you need to help with the efficient performance of the dashboard. Similarly, the Stakeholder Group (CR & Project) filter impacts all CR and Project metrics throughout the dashboard.

You can always reset the filter values to their default value by clicking on the Reset Filter button.

Current Case Queue

This chart shows you the number of open cases (including those in progress) in the current queue.

Top 5 Stakeholder Group by Case Count

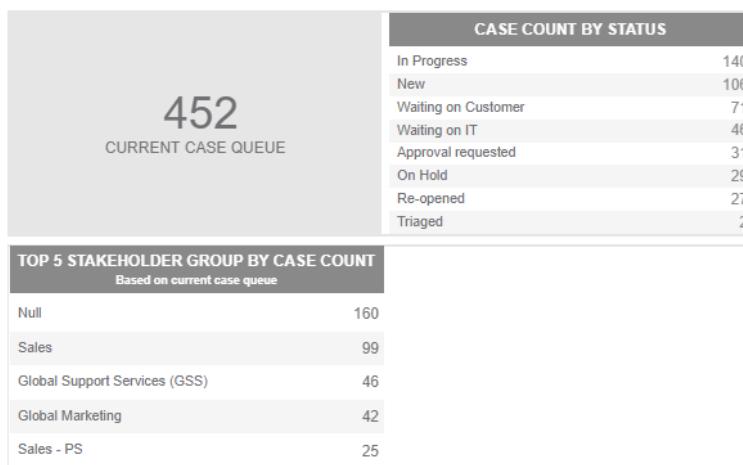
This chart shows you the top five stakeholders grouped within the current queue of open cases (including those in progress). The available status values are:

- Approval Requested
- New
- Re-Opened
- Waiting on Customer
- In Progress
- On Hold
- Triaged
- Waiting on IT

Case Count by Status

This chart shows you the count of cases by status. Status values include the following values:

- Null
- Closed
- Closed – No Action
- Closed – No Response
- Closed – Not Reproducible
- Closed - Resolved



Project Count by Stakeholder Group

This chart shows you the count of projects by stakeholder group. Bars in the chart show the count of projects. There is no filter on status.

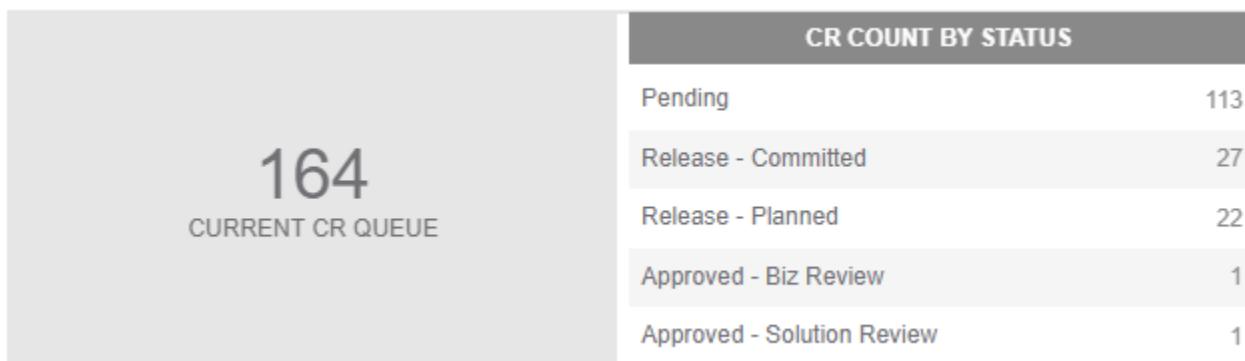


Current CR Queue

This chart shows you the number of open CRs including those in progress. Status values include all values except for “90. Closed”.

CR Count by Status

This chart shows you the top five values by CR count (current queue including those in progress). Status values include all values except for “90. Closed”.



Top 5 Requestors by CR Count

This chart shows you the top five requestors by CR count including those in progress. Status values include all values except for “90. Closed”.

Top 5 Stakeholder Groups by CR Count

This chart shows you the top five stakeholder groups by CR count including those in progress. Status values include all values except for “90. Closed”.

TOP 5 REQUESTORS BY CR COUNT Based on current CR queue		TOP 5 STAKEHOLDER GROUP BY CR COUNT Based on current CR queue	
Michelle Walters	32	Null	101
Murulidhar G	18	IIC	15
Jisha Jayakrishnan	15	Sales	15
Vincent Liu	12	Global Marketing	11
Kapil Arora	8	Other (Including Enterprise)	5

CR Deployed but Open

This chart shows you the current queue of CRs where the CR review status is **Release - Committed**. Status values include all values except for “90 Closed” and the release date is less than the Last Refresh date of the dashboard.

CRs for Upcoming Release

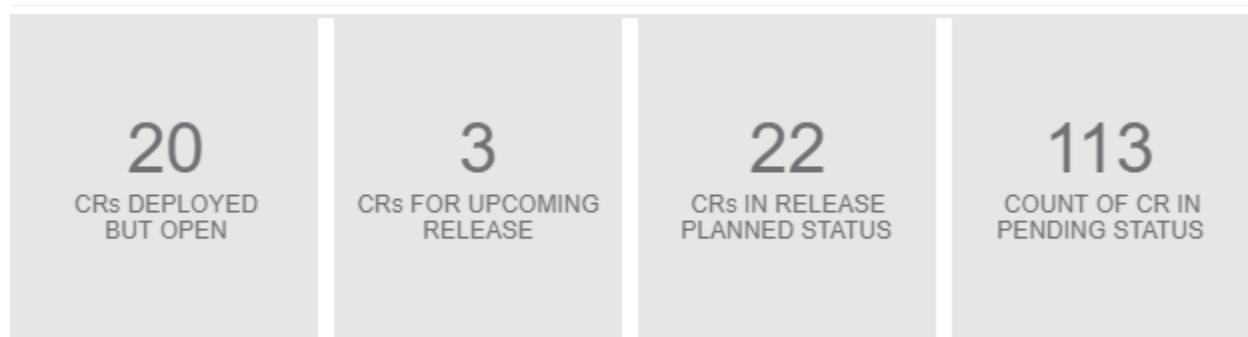
This chart shows you the count of CRs where the CR review status is **Release - Committed** and the release date is greater than the Last Refresh date of the dashboard.

CRs in Release Planned Status

This chart shows you the count of CRs where the CR review status is **Release - Planned**. Status values include all values except for “90. Closed”.

Count of CRs in Pending Status

This chart shows you the count of CRs where the CR review status is **Release - Pending**. Status values include all values except for “90. Closed”.



Case Dashboard

Case Dashboard Key Metrics

The Case tab in the IIC Stakeholder Portfolio Dashboard provides an overall view of key stakeholder metrics and their values. The key metrics captured in this dashboard are as follows:

- Cases Created (Cumulative)
- Cases Closed (Cumulative)
- Case Trend by Week
- Top 5 Issue Types
- Closed Case Trend by Issue Type
- Open Case Count by Age
- First Response SLA by Week
- Average Time To Close
- Average Days to Close by Week for Closed Cases



Cases Created (Cumulative)

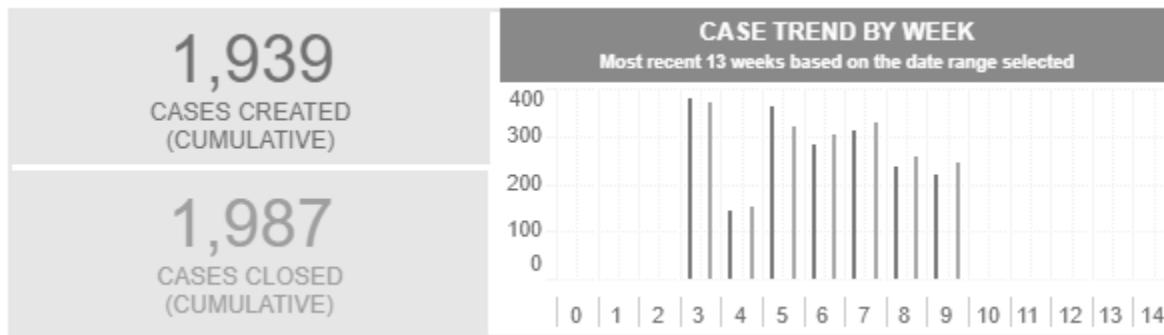
This chart shows you the count of cases created within the selected date range.

Cases Closed (Cumulative)

This chart shows you the count of cases closed within the selected date range (Snapshot data).

Case Trend by Week

This chart shows you the trends of New and Closed cases by Snapshot week. Color bars show details about New and Closed counts and the view is impacted by all the filters on the dashboard. Hover over the bars to see the detail.



Top 5 Issue Types

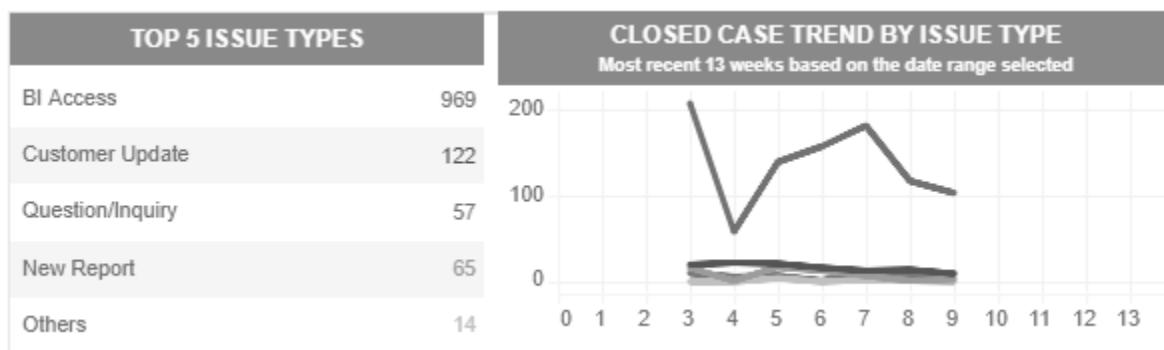
This chart shows you the top five issue types based on closed cases within the selected date range (Fiscal Quarter). This chart includes ONLY closed cases. Included status values are:

- Closed
- Closed – No Action
- Closed – No Response
- Closed – Not Reproducible
- Closed – Resolved

Closed Cases Trend by Issue Type

This chart shows you the top five issue types weekly trend (Closed Week) based on closed cases within the selected date range (Fiscal Quarter). Included status values are:

- Closed
- Closed – No Action
- Closed – No Response
- Closed – Not Reproducible
- Closed – Resolved



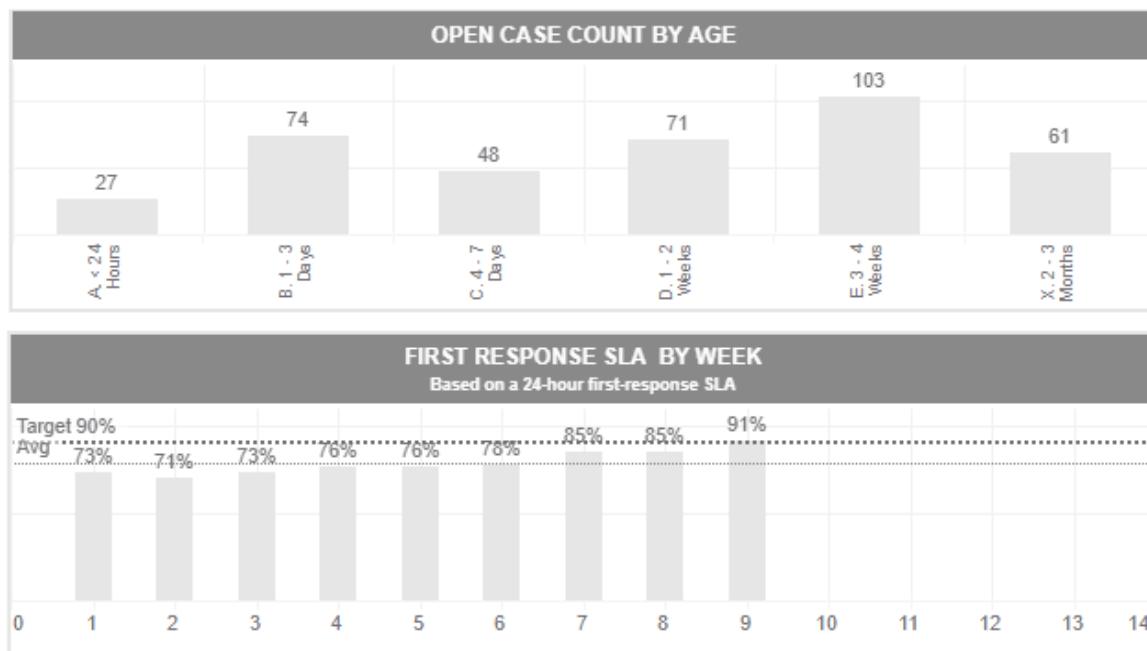
Open Case Count by Age

This chart shows you the count of open cases by age distribution, including cases in the **Approved Requested, In Progress, New, On Hold, and Re-Opened** status.

First Response SLA by Week

This chart shows you the total number of cases with a first-response within 24 hours, represented as a percentage (24 hours / total cases) within the selected date range.

The Average line is dynamic and is calculated based on the percentage by week. The static line represents a first-response target of 90%.



AVG Time to Close

This chart shows you the average time to close the cases within the selected date range. This chart includes only the closed cases within the selected date range.

AVG Days to Close by Week for Closed Cases

This chart shows you the trend of average days to close for closed cases by closed week of quarter within the selected date range. The y-axis denotes the closed week of the selected date range (Snapshot data).

Included status values are:

- Closed
- Closed – No Action
- Closed – No Response
- Closed – Not Reproducible
- Closed – Resolved



CR Dashboard

CR Dashboard Key Metrics

The CR tab in the IIC Stakeholder Portfolio Dashboard provides an overall view of key stakeholder metrics and their values. The key metrics captured in this dashboard include:

- CRs Created (Cumulative)
- CRs Closed (Cumulative)
- Open CR Count and Average Age by Week
- Average Age for Open CRs
- Average Age for Closed CRs
- Closed CR Count and Average Time to Close by Week
- Top 5 Project Categories by CR Count
- Top 10 CRs

Use the Domain filter to select the domain of interest – BI, MDM, or All. Use the Created Date Range dropdown filter to select fiscal quarter value(s). The Stakeholder Group dropdown filter can be used to select the stakeholder group(s) of interest. Use the Reset Filter Selection to Default to reset all filters.



CRs Created (Cumulative)

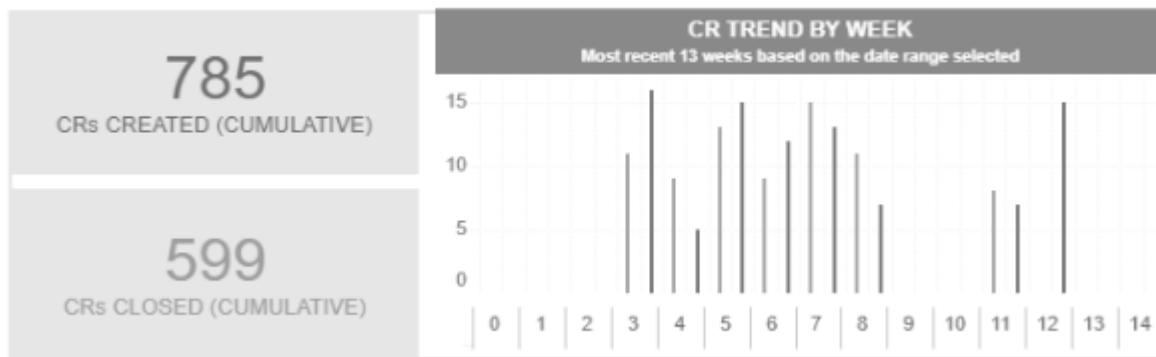
This chart shows you the total count of CRs created within the selected date range, regardless of the current CR status.

CRs Closed (Cumulative)

This chart shows you the total count of CRs closed within the selected date range.

CR Trend by Week

This chart shows you the trends of new and closed CRs for the Snapshot week. The **BLUE** bar represents the count of CRs opened within the corresponding week and the **ORANGE** bar represents the count of CRs closed within the corresponding week.



AVG Age for Open CRs

This chart shows you the average age for all CRs created within the selected date range, and which are still open. This chart excludes closed CRs.

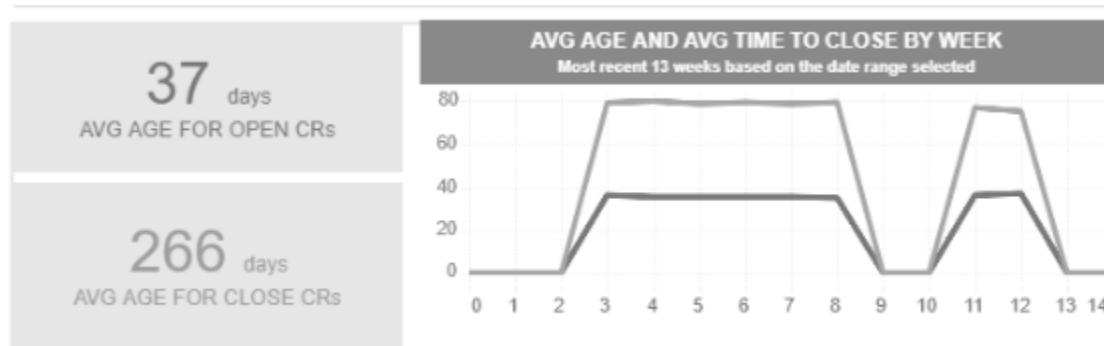
AVG Age for Closed CRs

This chart shows you the average time to close, for all closed CRs within the selected date range. Includes CRs in “.90 Closed” status.

AVG Age and AVG Time to Close by Week

This chart shows you the trend of average age for open CRs and the average time to close for closed CRs, by week.

The **BLUE** line represents the average age for open CRs within the corresponding week and the **ORANGE** line represents the average time to close, for closed CRs, within the corresponding week.



Top 5 Project Categories by CR Count

This chart shows you the top five categories, based on CR count. This chart includes open CRs only, within the selected date range. These categories represent the primary system impacted as part of the CR.

Top 10 CRs

This chart shows you the top ten CRs by score. This chart includes open CRs only, within the selected date range. The CR Score calculation is based on the following fields:

- PRB Category
- Breadth of Impact
- Level of Effort

Refer to the IIC CR Management Process for calculation details.

TOP 5 PROJECT CATEGORIES BY CR COUNT				
TOP 10 CRs				
CR #	Change Summary	Stakeholder Group	Business Owner	CR Review Status
CR-00147162	GDPR - Data Use Reminder Agreement Form for Tableau and Tableau SSE	Legal	Suzanne Khan	Release - Committed
CR-00147056	Tableau workbook Innovation to Production	Sales	Rajveer Dhillon	Release - Planned
CR-00144633	AWES - Embedded ELA Extract in QAV	Sales - ID	Mohanakrishnan Muthusamy	Rejected
CR-00146987	Calendar Dimensions in Quotable Asset	BESH - BU (BU/R&D)	Dan Trares	Release - Committed
CR-00145686	Executive engagement data: Logic change	Null	Null	Pending
CR-00146899	Map the fields in Hana	Null	Priya Komalius	Release - Planned
CR-00147349	Global Weekend Reporting	Null	Vincent Liu	Release - Committed

Project Dashboard

Project Dashboard Key Metrics

The Project tab in the IIC Stakeholder Portfolio Dashboard provides an overall view of key stakeholder metrics and their values. The key metrics captured in this dashboard include:

- Current Projects by Stakeholder & Status
- Project Count by Stakeholder Group
- Project Count by Funding Type
- Project Count by Month
- Project Count by Status
- Project Count by Phase

Use the Created Date Range dropdown filter to select fiscal quarter value(s). The Stakeholder Group dropdown filter can be used to select the stakeholder group(s) of interest. Use the Reset Filter Selection to Default to reset all filters.



Current Projects by Stakeholder & Status

This chart shows you the total count of open projects by stakeholder and status. The status values include:

- Phase – 0 Committed New
- Phase – 1 In Execution/Delivery
- Phase – 4 On Hold

Project status is color coded in the stacked bars. Gray represents projects with no status updated in the Plan of Record. Only open projects are included.

Project Count by Stakeholder Group

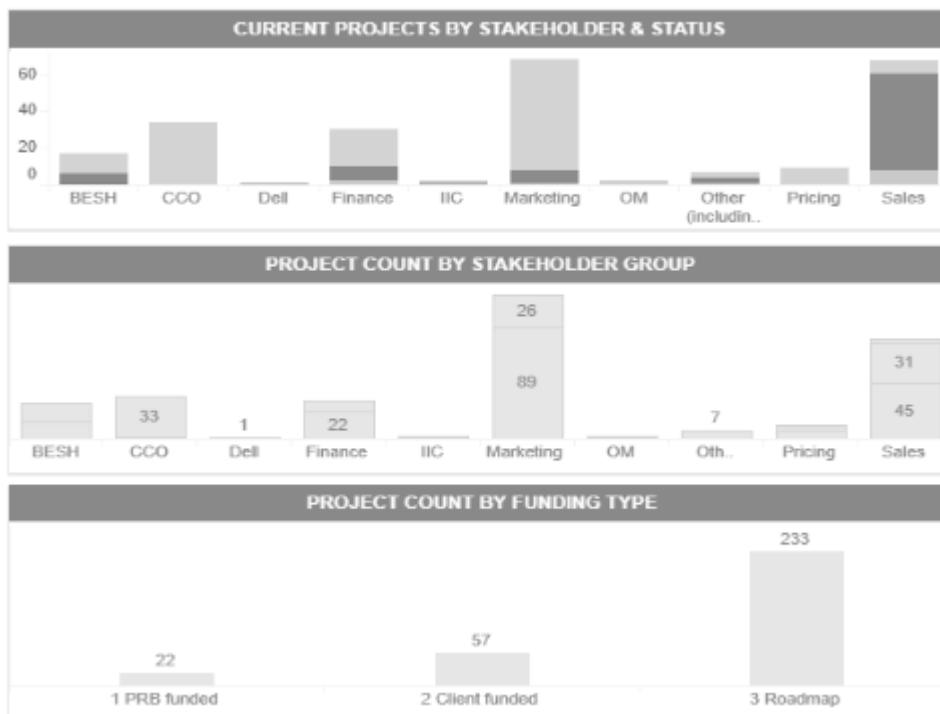
This chart shows you the count of projects by stakeholder group. The chart bars show the count of projects and there is no status filter applied. When the selected date range spans multiple quarters, the bars show the project count by the individual quarters.

Project Count by Funding Type

This chart shows you the count of projects by funding type. The chart bars show the count of projects within the selected date range. Funding type values included are:

- 1 PRB Funded
- 2 Client Funded
- 3 Roadmap

The project counts in this chart are impacted by the selected filters.



Project Count by Month

This chart shows you the count of projects, based on the month in which they were logged in the Plan of Record. The project counts are impacted by the selected filters.

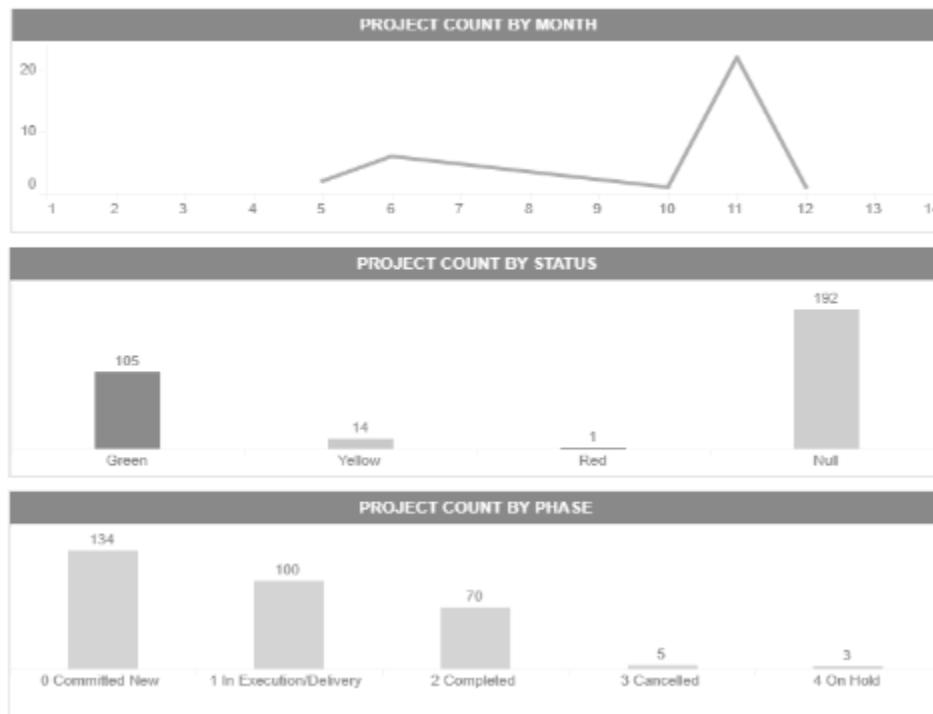
Project Count by Status

This chart shows you the count of projects by status. A Null status represents projects with a missing status in the Plan of Record. The project count is impacted by the selected filters.

Project Count by Phase

This chart shows you the count of projects by phase. The project count is impacted by the selected filters. Phase values include:

- 0 Committed New
- 1 In Execution/Delivery
- 2 Completed
- 3 Cancelled
- 4 On Hold



Case – Detail View

Detail View Reports

Drill-down enabled for the metrics on the Summary tab. Clicking on a Case related metric on the Summary tab, will present you with the corresponding Case records on this tab. You can always go back to the source tab, by clicking on the “Undo” button on the top-left of the dashboard or just clicking on the dashboard sheet tab.

Scrolling is enabled on this table and the filters applied on the CASE tab, automatically get applied to this tab. However, they may be over-ridden by the drill-down metrics on the Summary tab.

CR – Detail View

Detail View Reports

Drill-down enabled for the metrics on the Summary tab. Clicking on a CR related metric on the Summary tab, will present the user with the corresponding CR records on this tab. The user can go back to the source tab, by clicking on the “Undo” button on the top-left of the dashboard or just clicking on the dashboard sheet tab.

Scrolling is enabled on this table and the filters applied on the CR tab, automatically get applied to this tab. However, they may be over-ridden by the drill-down metrics on the Summary tab.

Project – Detail View

Detail View Reports

Drill-down enabled for the metrics on the Summary tab. Clicking on a Project related metric on the Summary tab, will present you with the corresponding Project records on this tab. You can always go back to the source tab by clicking on the “Undo” button on the top-left of the dashboard or just clicking on the dashboard sheet tab.

Scrolling is enabled on this table and the filters applied on the PROJECT tab, automatically get applied to this tab. However, they may be over-ridden by the drill-down metrics on the Summary tab.



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