

# Activity Dashboard Metrics:

Aligning IT to Institutional Goals and Objectives

CSG January 2012



# Goal

- Demonstrate IT's alignment to institutional objectives and goals
- Make transparent the effort that is needed to deliver on these goals and objectives



# Mechanisms

- Quarterly Work-Planning
- Effort / Time Tracking
  - Projects
  - Effort Categories

# Project and Effort Categories

Project Business  
Objective  
Categories:



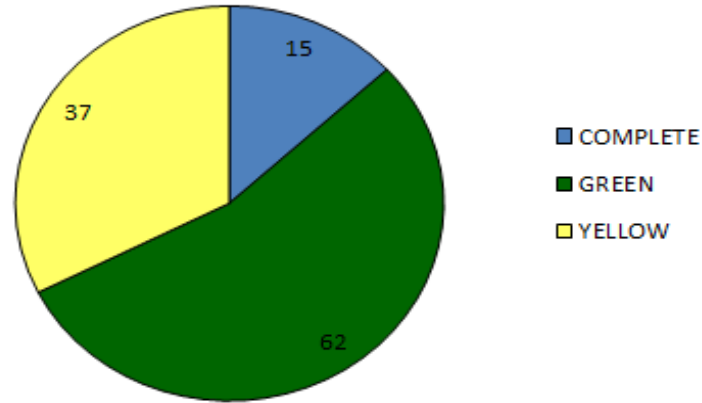
- Breakthrough Research
- Dynamic Outreach & Service
- Extraordinary Education
- World-Class Faculty & Staff
- Outstanding Organization

## WORKLOAD CATEGORY DEFINITIONS

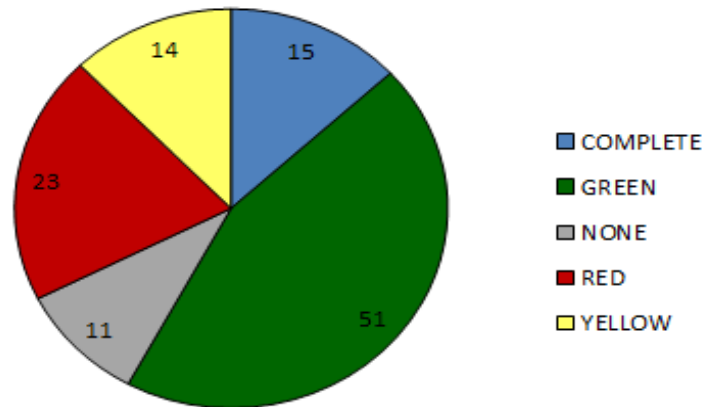
Workload Category Name	Description	
<b>Compliance</b>	Activity associated with implementing or adhering to University policy, federal regulations, or state law	1 - Non-Discretionary
<b>Critical Production Support</b>	Activity associated with restoring service of production applications or systems	2 - Non-Discretionary
<b>Maintenance/Enhancement</b>	Ongoing application/hardware/database support activities (typically including vendor delivered or custom business process change, upgrade, patch, performance, etc.)	3 - Discretionary
<b>New Initiative</b>	Work effort that supports new projects or technology initiatives	4 - Discretionary

## FY2012 Quarter 1 OIT Project Portfolio Status Report

**Large-Medium-Small Projects  
Grouped by Overall Health  
(Issues, Risks, Schedule)  
As of 10/28/2011**

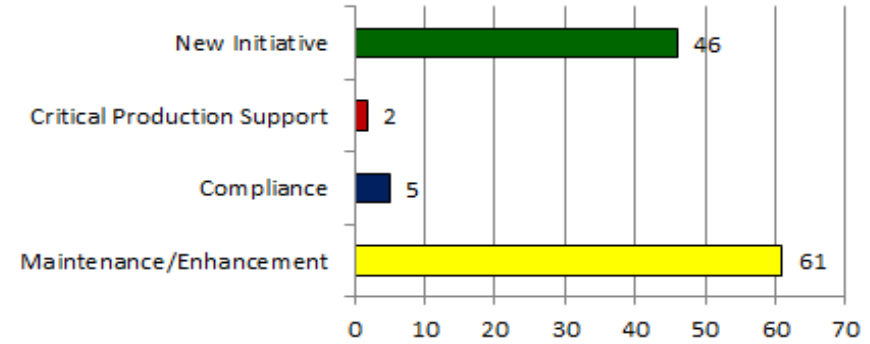


**Large-Medium-Small Projects  
Grouped by Schedule Health  
As of 10/28/2011**

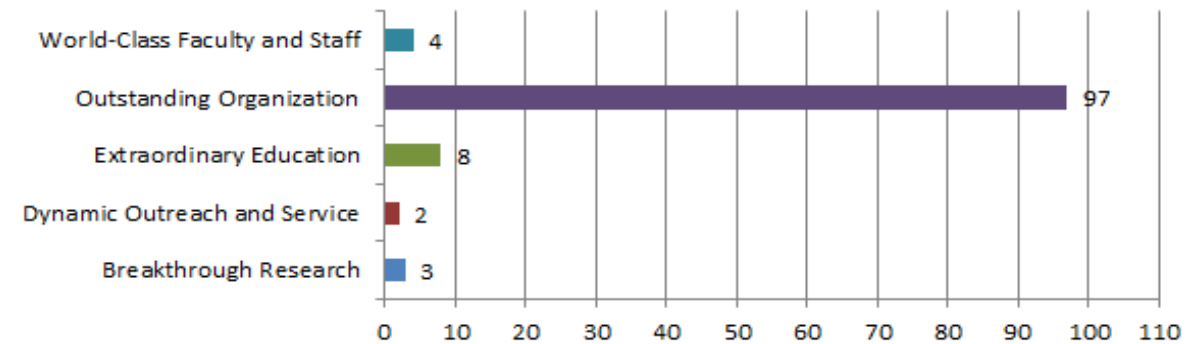


\* None:  
Project activity has not yet  
been reported in ITG Center

**Large-Medium-Small Projects  
Grouped by Workload Category  
As of 10/28/2011**



**Large-Medium-Small Projects  
Grouped by Business Objective  
As of 10/28/2011**

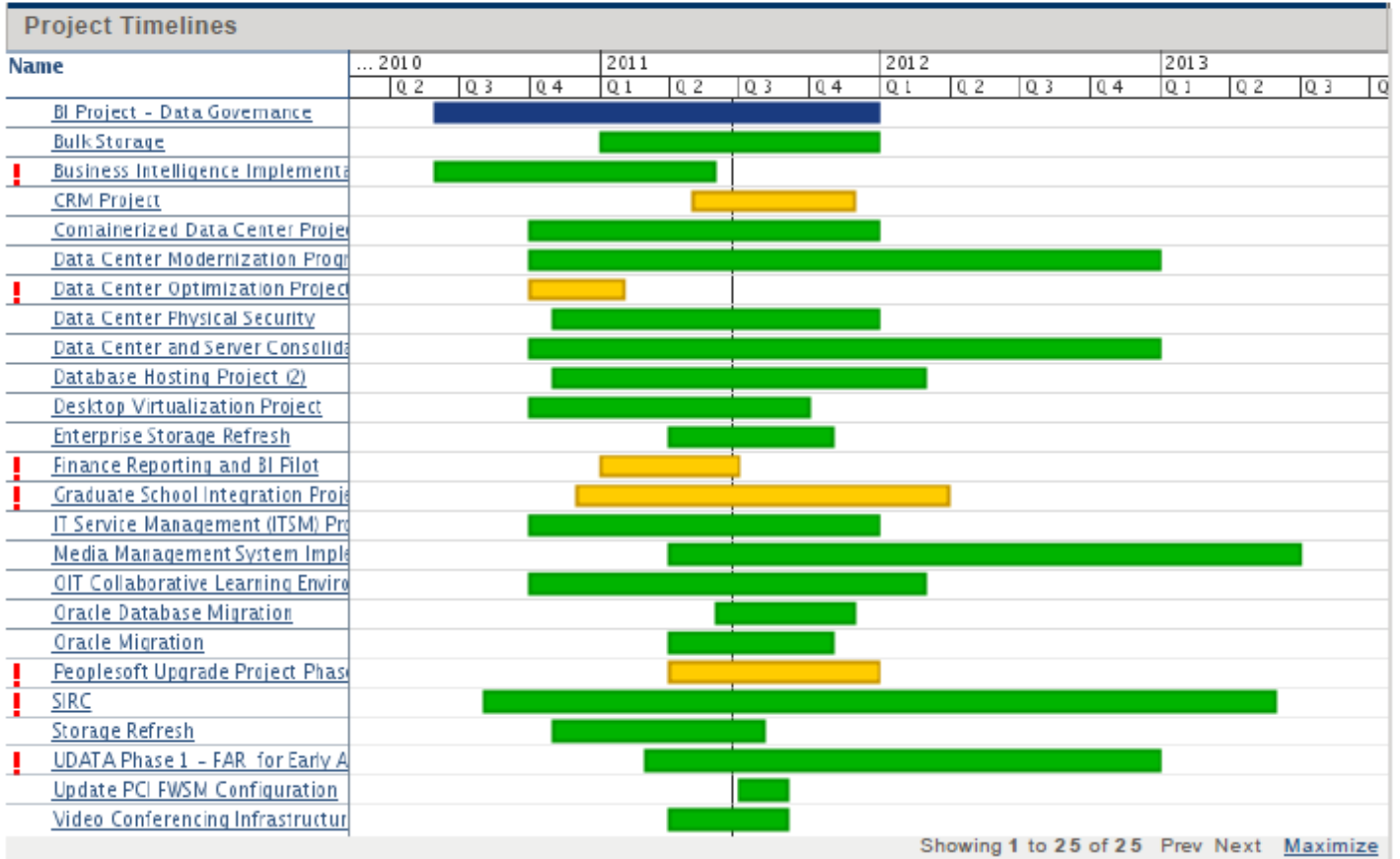


# All Projects Gantt - Large Projects / Six Year Plan

HP Project and Portfolio Management

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LARGE PROJECTS FY2011 Q1-Q4 / Six Year Plan



**Notes:**

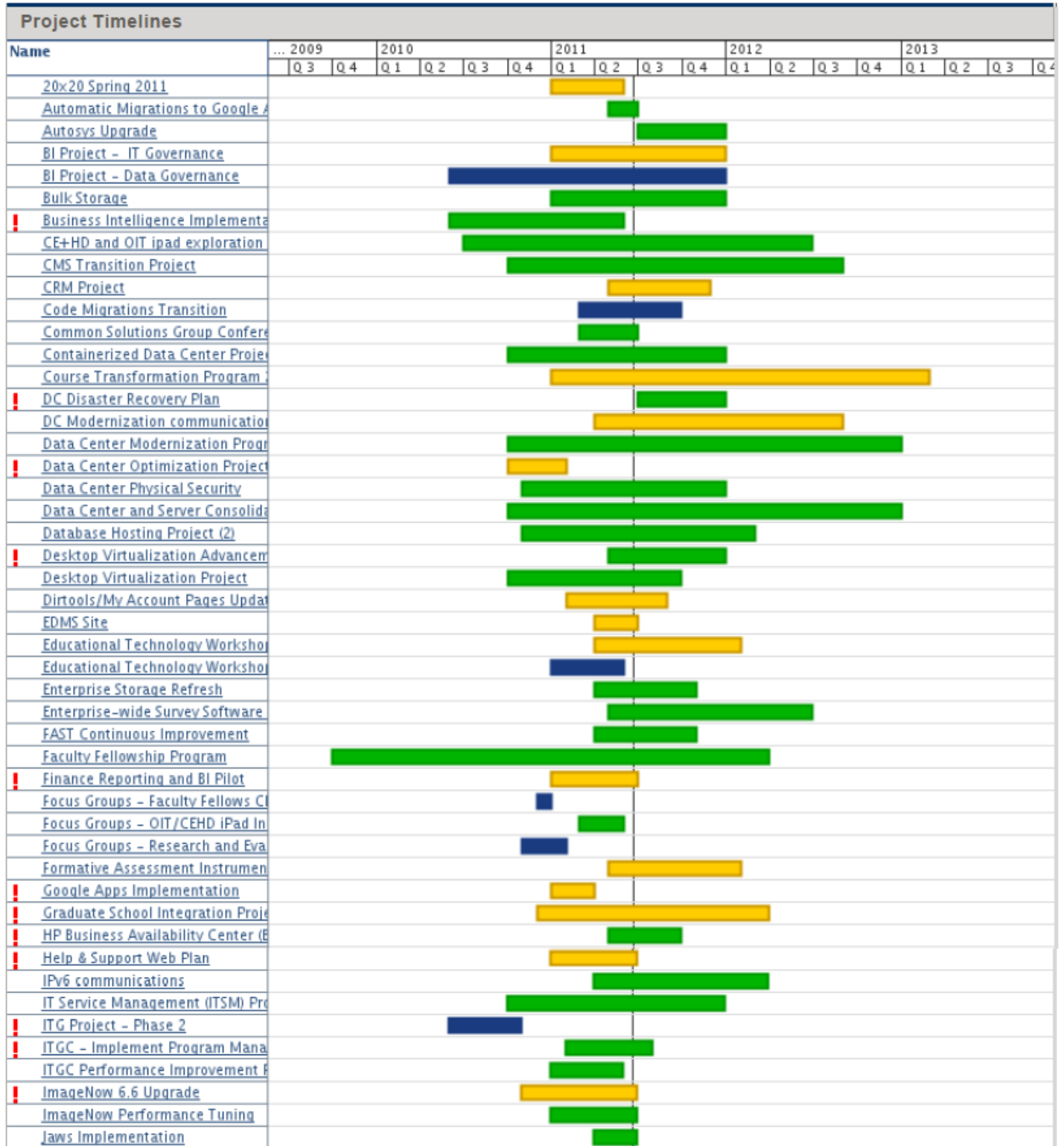
- Years and quarters represented in the gantt fiscal years and fiscal-year quarters
- Color coding indicates **Schedule Health**:
  - for active projects, ■ for projects that are completed or not yet started
  - ! indicates that one or more Schedule Exception(s) exist, (e.g. "Workplan Start date is earlier than Project Planned Start Date")

- Selection Criteria:
  - o All Large project types
  - o Excluding cancelled projects
  - o With project duration in FY2011 Q1 through Q4 (project finish date > 7/4/2010 and project start date < 7/4/2011)

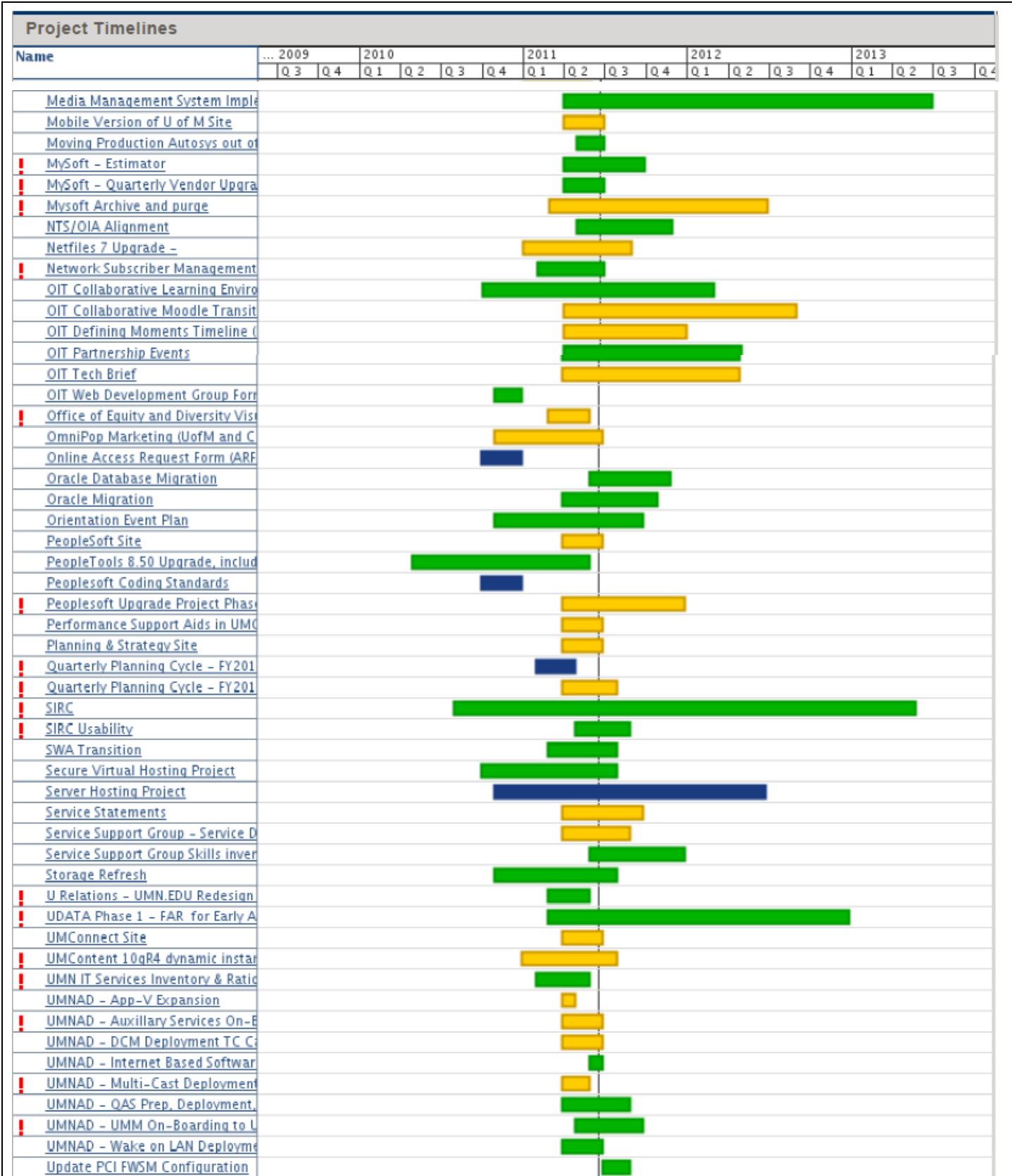
# All Projects Gantt - Large, Medium, and Small Projects HP Project and Portfolio Management

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LARGE, MEDIUM, and SMALL PROJECTS FY2011 Q1 through Q4

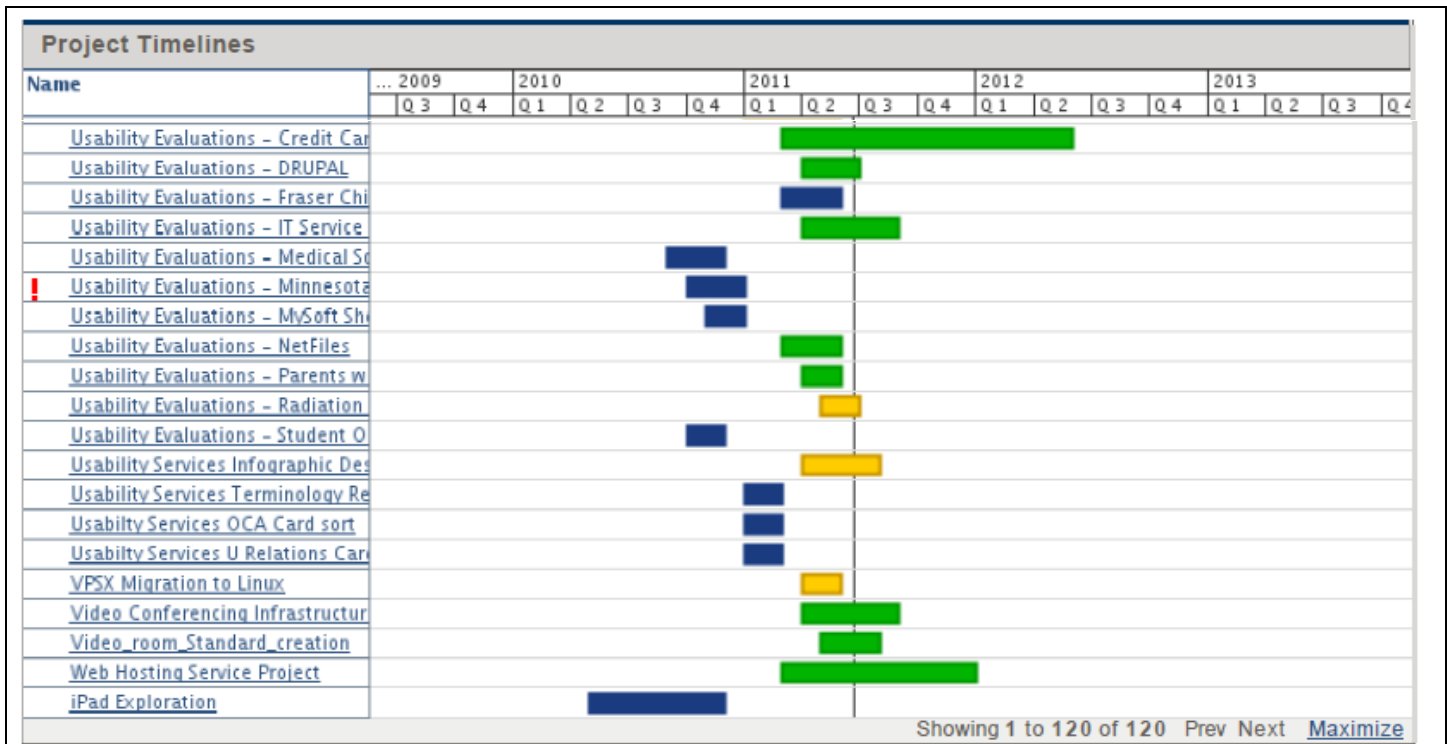







- Notes:**
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### FY2011 WORKLOAD CATEGORY ROLL-UPS IN TOTAL EFFORT DAYS

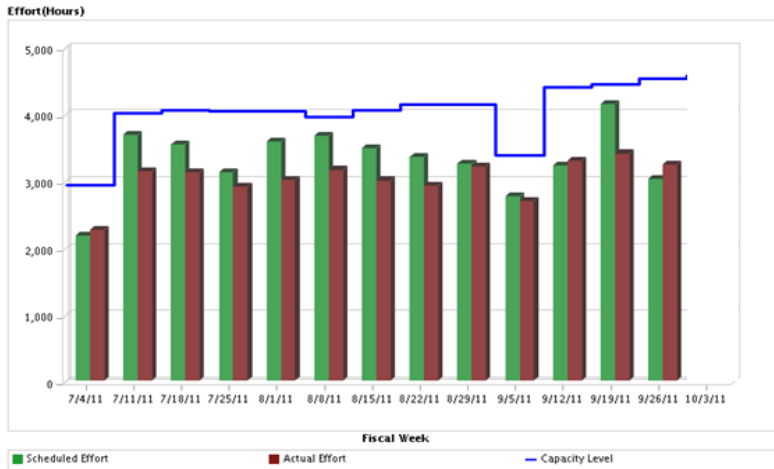
Based on all actuals posted in ITG Center as of 08/08/2011

TOTAL OIT EFFORT DAYS BASED ON REPORTED ACTUALS:	CRITICAL PRODUCTION SUPPORT	COMPLIANCE	MAINTENANCE / ENHANCEMENT	NEW INITIATIVE	GRAND TOTALS (in Effort Days)
<b>FY2011 Quarter 1</b>	1,972.1	224.3	13,950.8	1,230.3	<b>17,377.4</b>
<b>FY2011 Quarter 2</b>	1,262.2	795.1	14,126.1	1,326.0	<b>17,509.4</b>
<b>FY2011 Quarter 3</b>	1,391.6	976.8	15,397.4	2,502.4	<b>20,268.2</b>
<b>FY2011 Quarter 4</b>	1,792.2	982.3	15,530.9	3,005.7	<b>21,311.0</b>
<b>FY2011 Cumulative Total</b>	6,418.0	2,978.4	59,005.2	8,064.5	<b>76,466.0</b>

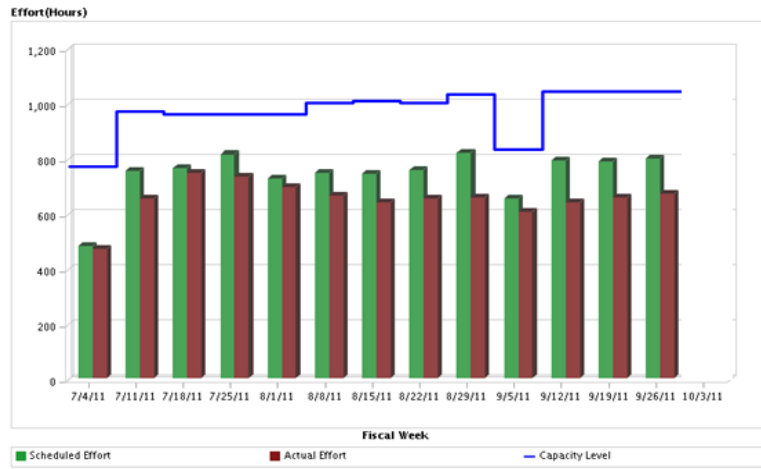


**PLANNED VS. ACTUALS BY OIT RESOURCE POOL**

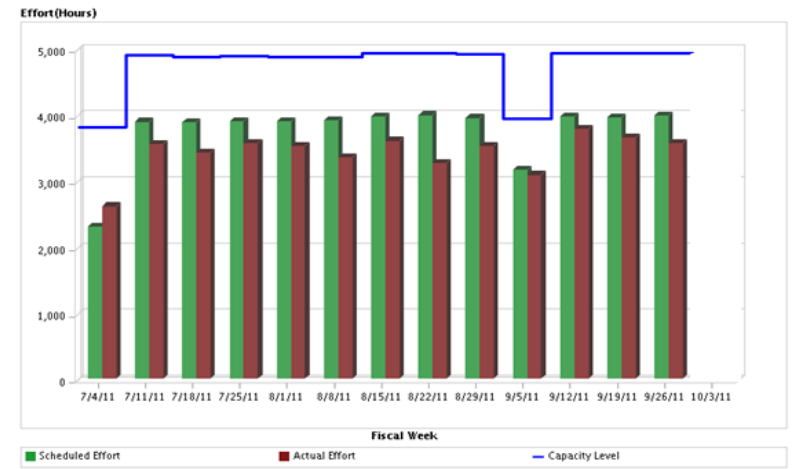
**Application Management**  
*Analyze Assignment Load*



**Collaborative for Academic Technology Innovation**  
*Analyze Assignment Load*



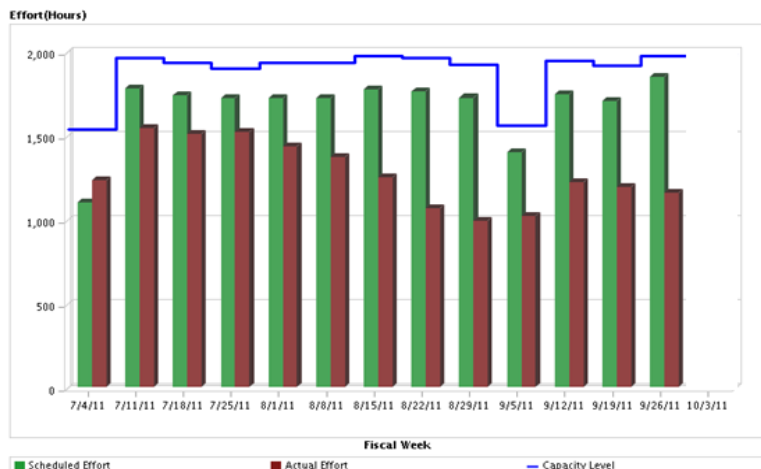
**Networking & Telecommunications Services**  
*Analyze Assignment Load*



**Operations, Infrastructure, and Architecture**  
*Analyze Assignment Load*



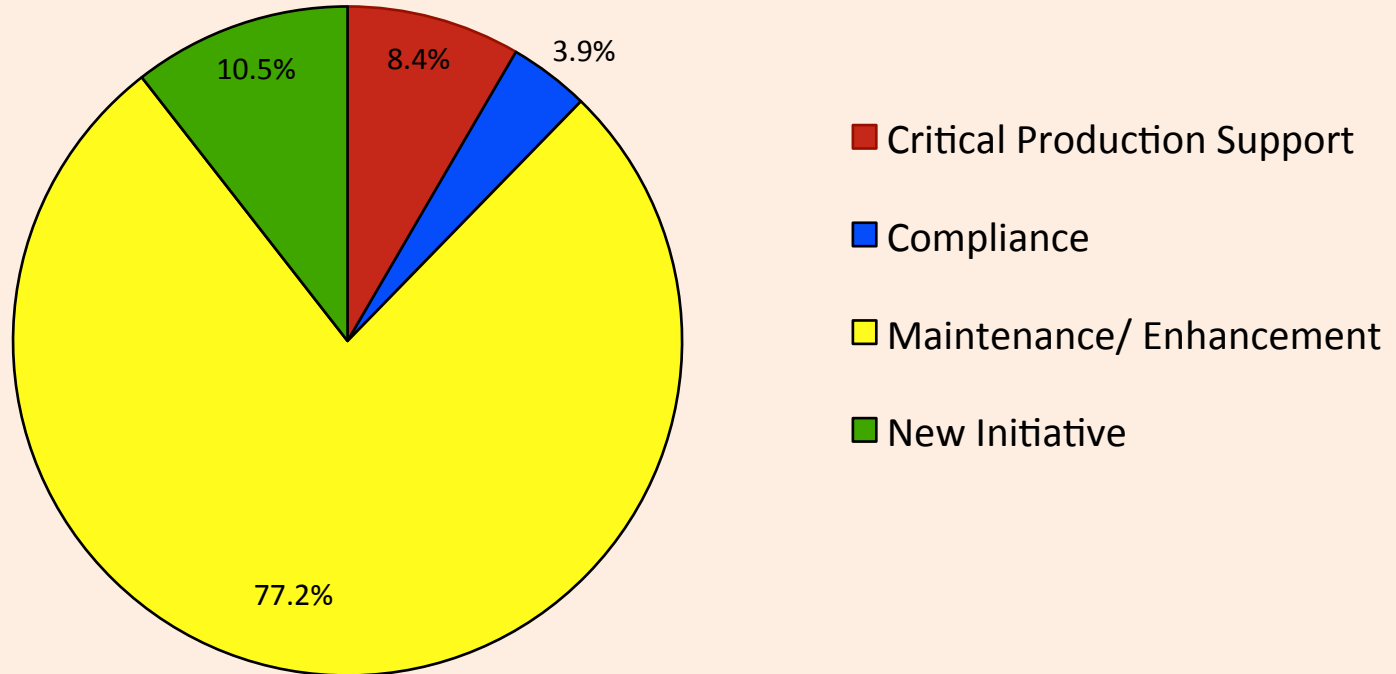
**OIT Central**  
*Analyze Assignment Load*



This section of the OIT Portfolio status report provides planned to actual comparisons.

Each chart shows the week-over-week Scheduled (planned) Effort, Actual Effort, and overall Capacity for the area. Scheduled Effort reflects only work that has been assigned. Actual Effort reflects all project work effort that has been saved or submitted on timesheets in ITG Center; time reported in Miscellaneous activities (e.g. Administrative time or Vacation) is not included. Capacity is based on the total resource capacity less resource non-work days as captured in the ITG Center resource calendars.

## FY2011 CUMULATIVE TOTALS PERCENT OF TOTAL EFFORT BY WORKLOAD CATEGORY



# Realizations Thus Far...

- Capacity constraints
- Alignment recognition
- Effort mix
- Trade-offs
- Continuing to mature

