Executive Presentation

on using

Management Dashboards

to support the processes of

Infrastructure, Production, Compliance, and Recovery Certification

Created by:

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A Dashboard that acts like a conduit between personnel and the most current and accurate data, that allows you to drill down to the actual work being performed and connect you to the person performing the work. All this from anywhere and at anytime, thereby reducing the need for conference calls and remote meetings, which improves productivity and helps you better achieve your goals on-time and within budget.

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My Last Project was world-wide and extensive

Phase I	Phase II	Phase III	Phase IV	Phase V	Phase VI
Bid	Inventory	Build Regionals	Transition	Build Recovery	Disaster Recovery	Compliance

Bid

- RFP;
- Bid;
- SOW;
- Project Plan;
- Scope;
- Goals and
- Timeframe

Inventory

- What they Have;
- Infrastructure;
- Equipment;
- Software;
- Applications;
- Locations;
- Computer Sites;
- Recovery Sites;
- Applications with Recovery Plans; and
- Applications that need Recovery Plans.

Build Regionals

- Prod 1;
- Prod 2;
- Prod 3.

Transition

- Move Resources and Applications to Regional Data Center;
- Test Successful Operation;
- Define Recovery Site resources;
- Virtualize;
- Prove successful recovery from Production to old Recovery Site.

Build Recovery

Recovery Site

Disaster Recovery

- "Proof of Concept";
- Infrastructure Readiness;
- Disaster Recovery;
- Application Recovery;
- Business Recovery;
- Workplace Safety and Violence Prevention;
- Emergency Management;
- Crisis Management;
- Protection, Salvage, and Restoration;
- Supply Chain Management;
- Insurance;
- Community Relations;
- Communications; and
- Use of Social Media.

Compliance

- Laws and Regulations;
- Compliance Requirements;
- Present Compliance status;
- Gaps & Exceptions;
- Obstacles;
- Domestic;
- International; and
- Cross Border Requirements.

As you can see, every step of this project required lots of data and many forms, which resulted in a loss of productivity measured in Man-Months.

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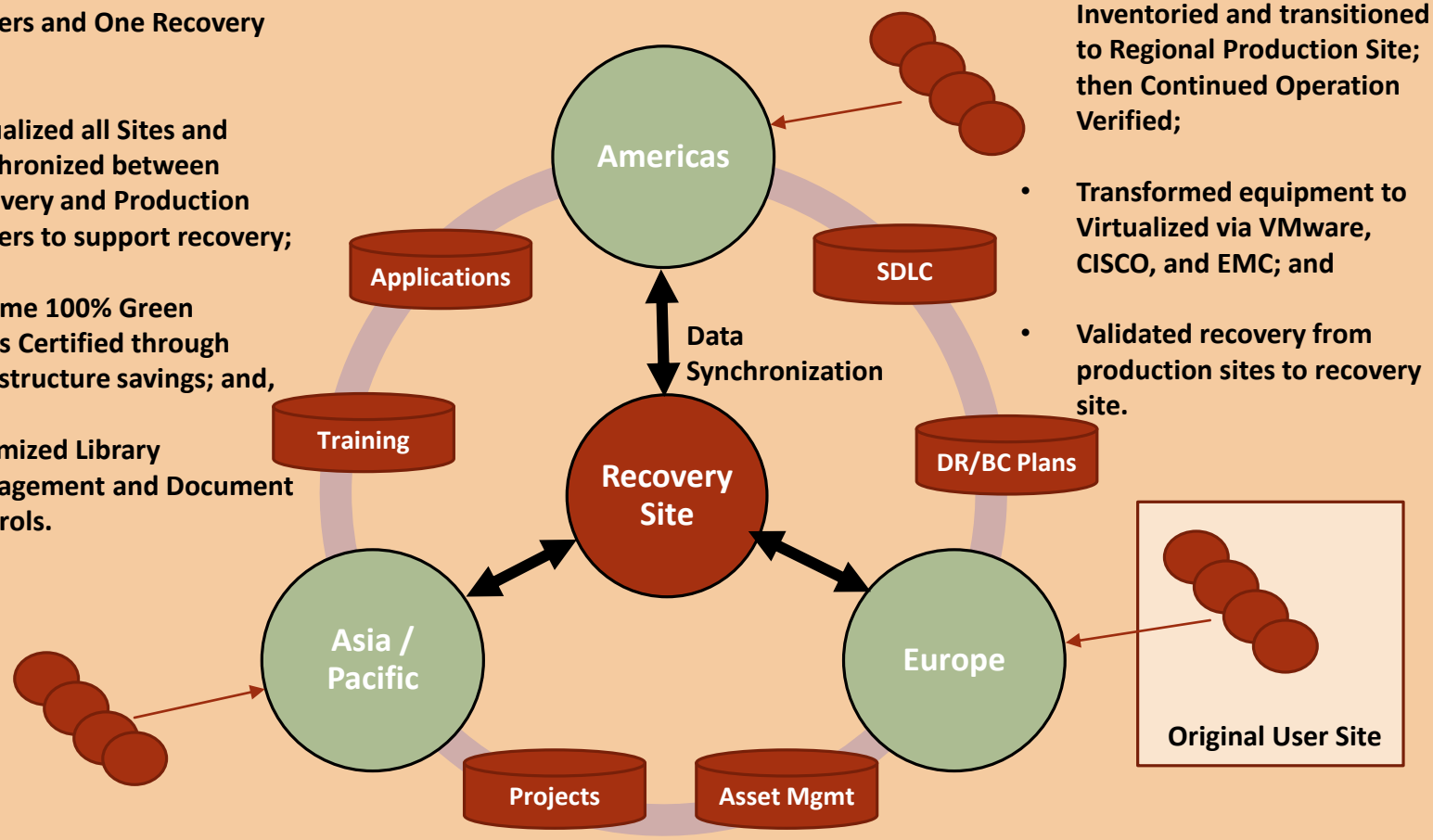
World-Wide Coverage for production and recovery

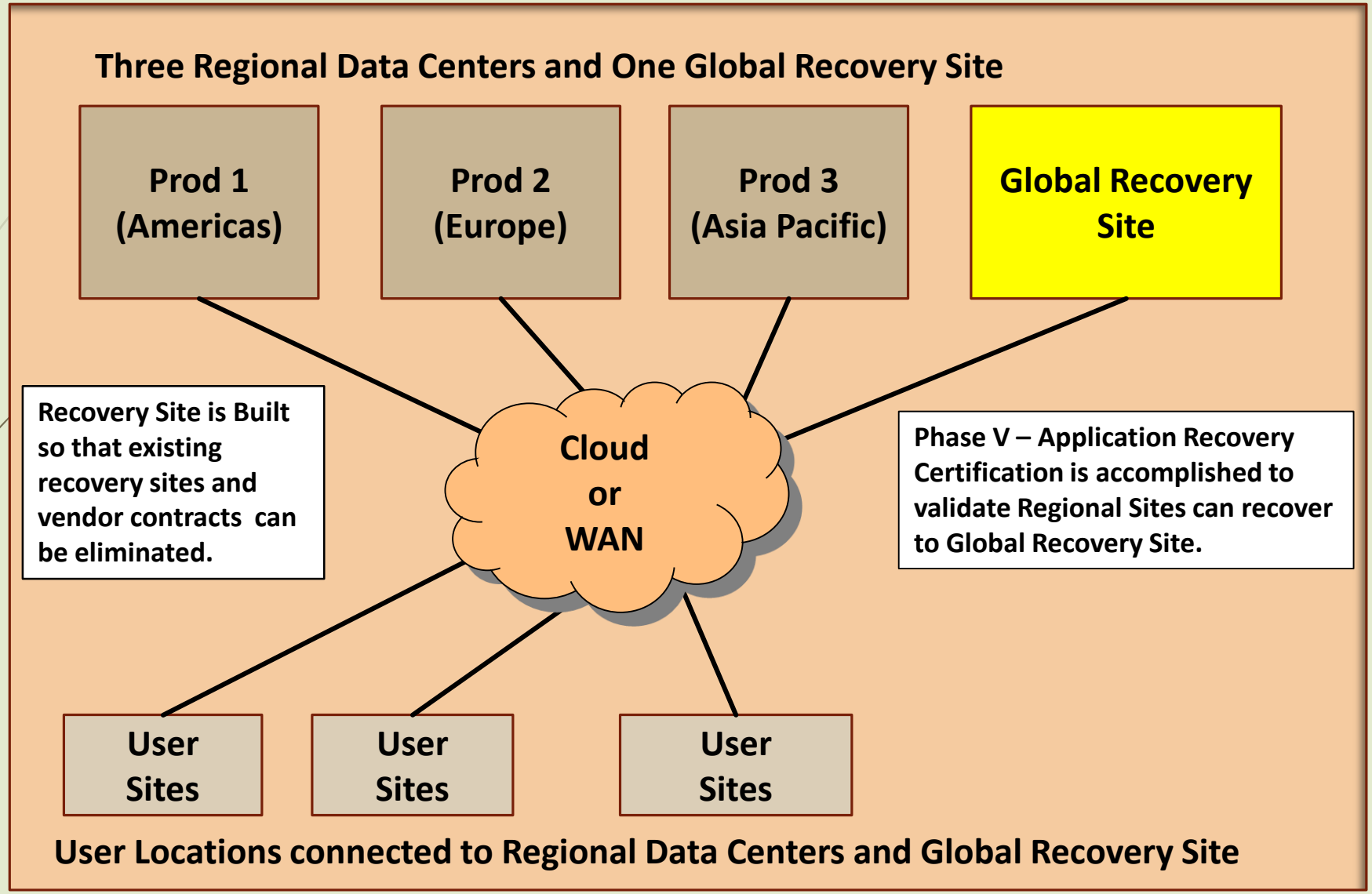
- Built Three Production Data Centers and One Recovery Site;
- Virtualized all Sites and Synchronized between Recovery and Production Centers to support recovery;
- Became 100% Green Leeds Certified through infrastructure savings; and,
- Optimized Library Management and Document Controls.



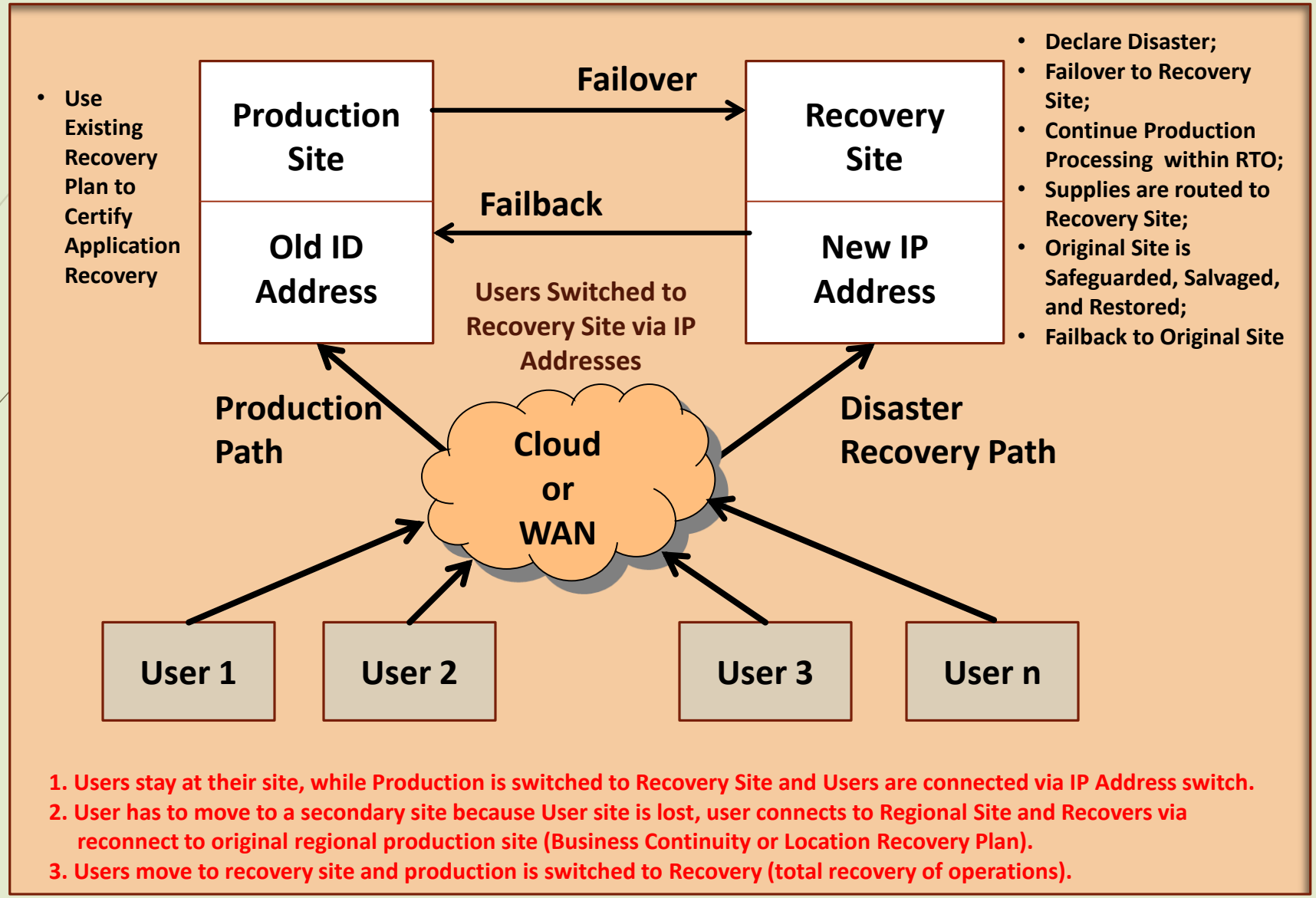
- Existing Equipment Inventoried and transitioned to Regional Production Site; then Continued Operation Verified;
- Transformed equipment to Virtualized via VMware, CISCO, and EMC; and
- Validated recovery from production sites to recovery site.

Project included people from many continents, countries, cultures, speaking many languages and in all time zones. Remote Meetings and Conference Calls were used. Controlling documentation was very difficult and needed special attention

Perform Application Recovery Certification



Failover / Failback DR Process



1. Users stay at their site, while Production is switched to Recovery Site and Users are connected via IP Address switch.
2. User has to move to a secondary site because User site is lost, user connects to Regional Site and Recovers via reconnect to original regional production site (Business Continuity or Location Recovery Plan).
3. Users move to recovery site and production is switched to Recovery (total recovery of operations).

Why I developed the Dashboards

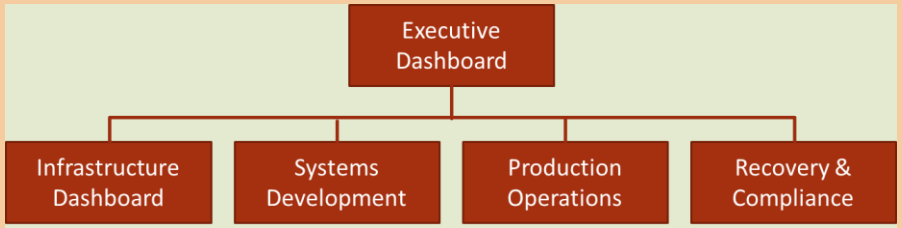
- Project was slipping its schedule and productivity was being lost due to inaccurate documents and misleading documentation;
- Too much time was spent in Conference Calls and Remote Meetings, where people did not have the right data in front of them;
- Confusion was rampant and nobody trusted the literature, which affected the status reporting and delivery schedule;
- Management was getting very upset because they were not receiving straight answers or could not examine project data directly;
- Costs were getting out of hand and work flow tracking was not being performed;
- There was no way to improve efficiency following the current path;
- The company and its reputation were in great peril because the final goal of having a virtual environment that could recovery all Tiers (CA, HA, Best Effort) of applications was no where in sight; and,
- I saw the Dashboards as a tool I could use to help clients succeed better.

What the Problem is

- Difficulty in coordinating activities across multiple sites led to project slippage and loss of management control.
  - Too much information, and unfortunately most of it is out-of-date, inaccurate, and extremely difficult to find.
  - People lost confidence in the documents they dealt with because Version and Release Management Guidelines were not adhered to.
  - Inability to communicate across multiple sites was a major problem (continents, countries, cultures, and languages were all problems as well).
  - Delays, confusion, chaos, and loss productivity was getting out of control – Something had to be done to control document accuracy.
  - When important decisions needed to be made, management and personnel were not able to access what they needed from any location at anytime, nor did they have confidence in the information.
  - Too many resources are spent in conference calls and remote meetings causing wasted time away from performing assigned functions.

What is the Solution

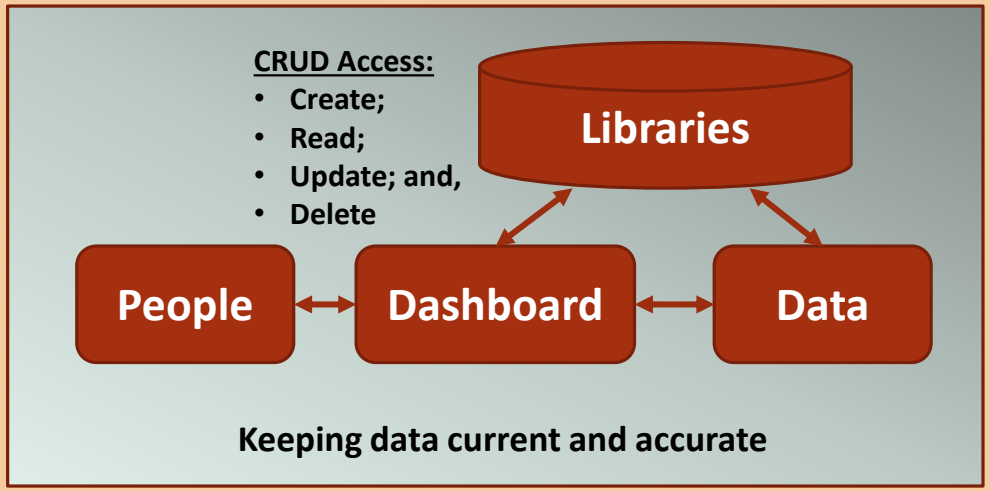
- **Provide Management and Personnel with Dashboards having Drill-Down capabilities:**
  - **Executive Dashboard;**
  - **Infrastructure;**
  - **Systems Development Life Cycle (SDLC);**
  - **Production:**
  - **Recovery Management; and,**
  - **Compliance.**



- **Accomplished through Enterprise Resiliency and Corporate Certification:**
  - **Enterprise Resiliency combines all Recovery Discipline under one Department's control;**
  - **Corporate Certification guarantee's adherence to all required Laws and Regulations in the countries that your company conducts business;**
  - **Utilize a "Work Order (WO)" and "Purchase Order (PO)" mechanism for cost accounting;**
  - **Forms Management and Control is included to provide forms and track them through their Life Cycle until completed, allowing access to the individual performing a task at any time and from any authorized terminal anywhere;**
  - **Personnel Training, Career Path assistance, and Performance Management; and**
  - **Charge-Back system to allow for the comparison of new projects against previously performed projects, so that effort and cost can be compared and better estimated.**

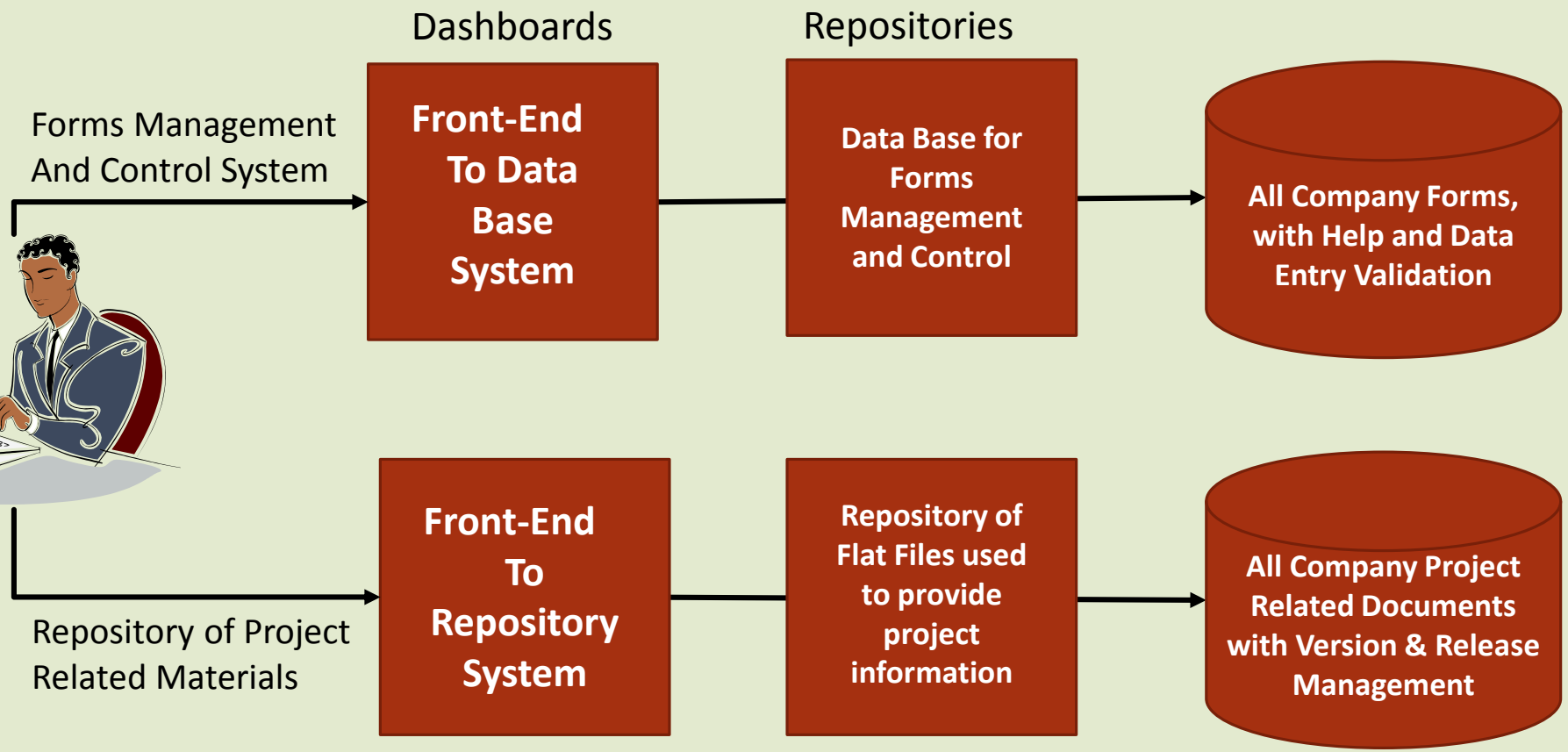
Utilizing Dashboards will

- Guaranty Accurate and Current Data;
- Viewable from any location at any time;
- Reduce the need for many conference calls and remote meetings;
- Improves efficiency;
- Reduces Costs.



- Providing a Dashboard between personnel and data will insure that current data is being displayed when needed;
- View data at remote meetings and conference calls from anywhere at anytime;
- Allow data to be updated as appropriate during meetings and then saving the updated data via Version and Release Management Guidelines will insure that all data is in sync and improve confidence in data accuracy and currency;
- Allow Drill-Down to current activity for a task being performed;
- Provide direct connection to person performing the actual task (i.e., Name, Title, Phone, Email, and IM for instant messages and screen viewing – Outlook based); and,
- Most efficient method for coordinating projects and real-time activities.

Building Dashboards for everything



Users can access the information at anytime and from anywhere, reducing the need for remote meetings and conference calls. Information can be drilled-down to actual task being performed and connect you with the person doing the work (IM, Name, Phone, Email, etc.). Only authorized personnel can update information, but everybody can access it, which allows for current and accurate information to be available upon demand.

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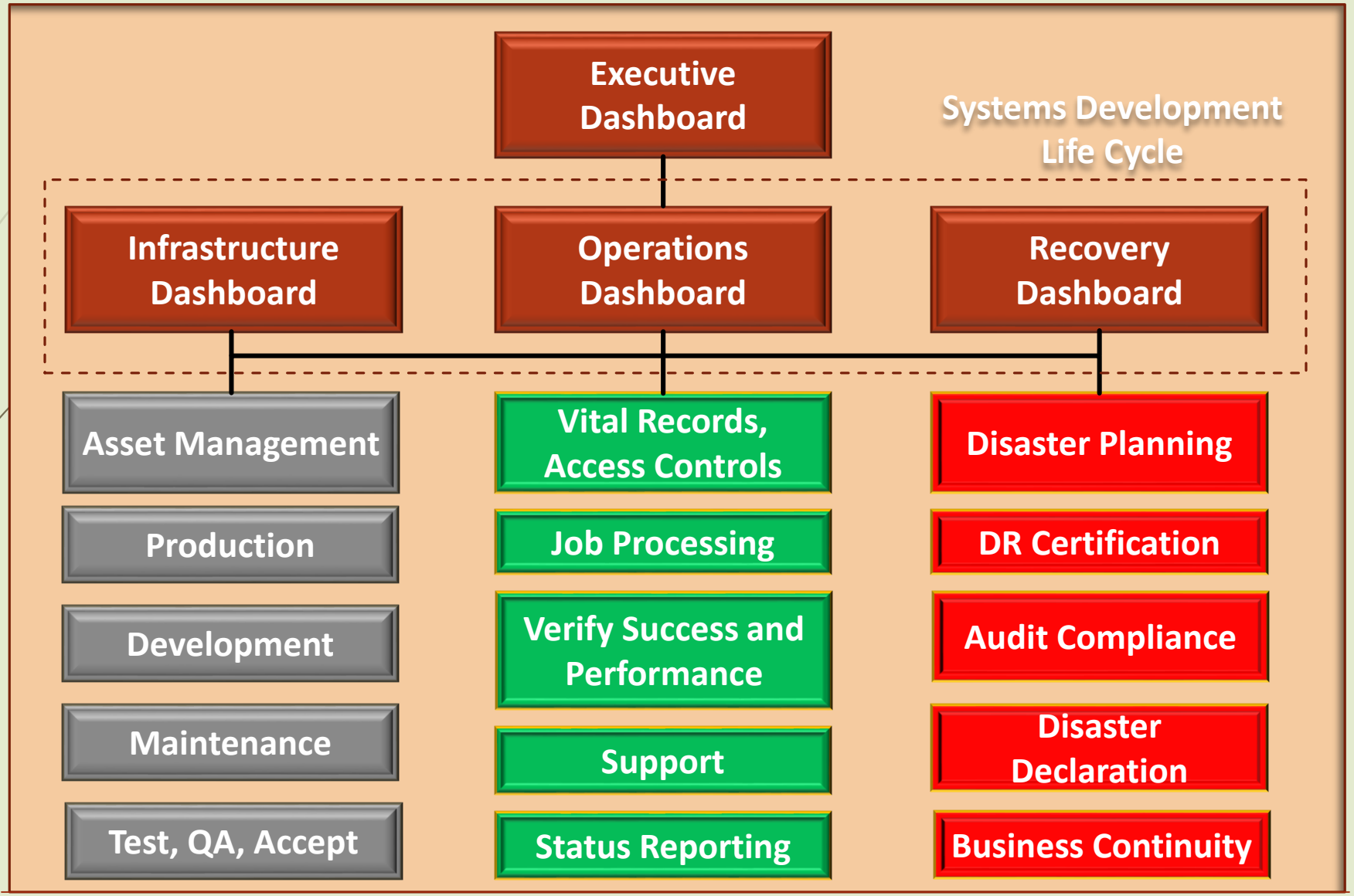
Executive Dashboard



Design and build to fit your needs

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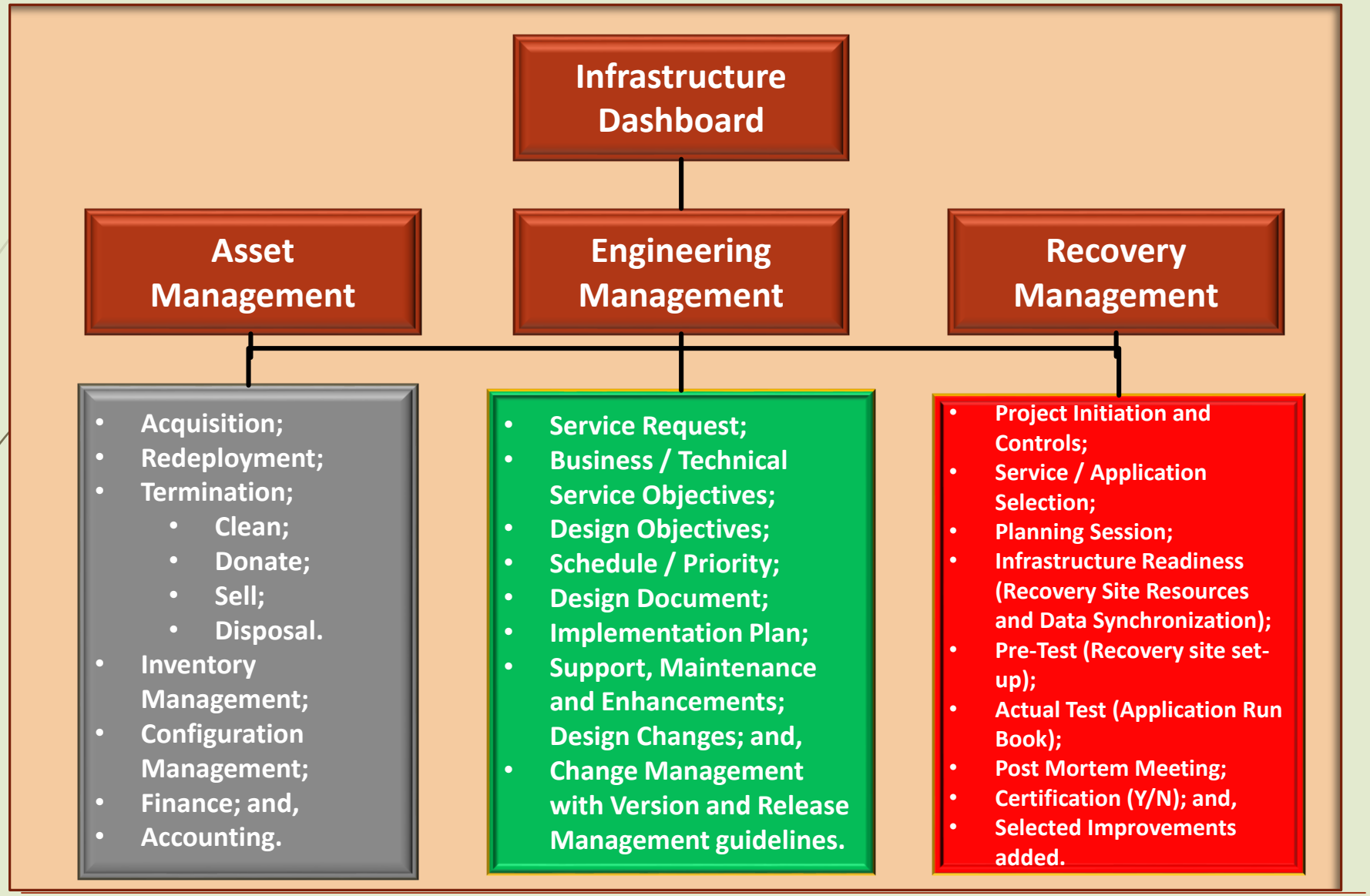
Infrastructure Dashboard



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Asset Management Lifecycle Dashboard

Assets can be: People, Equipment, Locations, or any resources that goes through an Acquisition, Redeployment, Termination cycle (which is most everything in your company). Tying them together into a WO/PO fashion allows tracking.

Asset Management Lifecycle Dashboard													
Work Order:	PO #:	Category:	Function:	Design:	Technical:	Asset Lifecycle Phase							
Owner WO #:	Resource PO #:	Acquisition:	Order:	Architecture:	Engineering:	Ordering:	Receiving:	Infrastructure:	Inventory:	Configuration:	Location:	Finance:	Accounting:
			Y/N	System Design	Equipment	Vendor	Date	Install	Add Entry	Add Entry	Installed at	Costs	Charge to
Owner WO #:	Resource PO #:	Reployment:	Clean (Company):	Architecture:	Engineering:	Ordering:	Receiving:	Infrastructure:	Inventory:	Configuration:	Location:	Finance:	Accounting:
			Y/N	System Design	Equipment	Vendor	Date	Uninstall	Update Entry	Update Entry	Update Entry	Costs	Charge to
			Y/N	System Design	Equipment	Vendor	Date	Warehouse	Update Entry	Update Entry	Update Entry	Costs	Charge to
			Y/N	System Design	Equipment	Vendor	Date	Move	Update Entry	Update Entry	Update Entry	Costs	Charge to
			Y/N	System Design	Equipment	Vendor	Date	Install	Update Entry	Update Entry	Update Entry	Costs	Charge to
Owner WO #:	Resource PO #:	Termination:	Clean (DoD):	Architecture:	Engineering:	Ordering:	Receiving:	Infrastructure:	Inventory:	Configuration:	Location:	Finance:	Accounting:
		Donation	Y/N	System Design	Equipment	Vendor	Date	Uninstall	Add Entry	Add Entry	Installed at	Costs	Charge to
		Sale	Y/N	System Design	Equipment	Vendor	Date	Warehouse	Add Entry	Add Entry	Installed at	Costs	Charge to
		Disposal	Y/N	System Design	Equipment	Vendor	Date	Move	Add Entry	Add Entry	Installed at	Costs	Charge to
		Redeploy	Y/N	System Design	Equipment	Vendor	Date	Move	Add Entry	Add Entry	Installed at	Costs	Charge to

Available Now

- **Tracks Asset from Acquisition, through Redeployment, and Termination;**
- **Relates activity to Work Order (WO) and Purchase Order (PO) to facilitate cost accounting;**
- **Defines Resources as Owned, Leased, Rented, Employee, Vendor, or Contractor for account and finance;**
- **Interfaces with Users, Resources, Locations, Finance, and Accounting; and,**
- **Provides easy tracking of required resources to determine their impact of delivery schedules.**

Recovery Dashboards

- Executive
- Steering Committee
- Management
- EOC, CCC, and DR Teams

Status Reporting

Executive Management Dashboard on DR Planning and Activation

Library Management

- Recovery Plans
- Training Materials
- Articles
- Standards and Procedures

- RFP's / Bid's
- SOW / Project Plans
- Business Plan
- Performance

DR Planning and Activation Dashboard

- Recovery Planning (7 Phases, each with 13 Steps)
- Statement of Work (SOW) Business / Project Plan
- Risk Analysis and Insurance Profile
- Dedicated BCM Organization
- Audit, Legal, and Compliance Requirements
- Long-Term Management Commitment
- SDLC, Integration, and Version & Release Management

Application Recovery Certification Dashboard

- Recovery Site Preparation
- Application Selection Procedures
- Actual DR Test, or Activation
- VMware, vSphere, vConnect, and RPA
- Post Mortem Meeting
- Failover / Failback for HA Applications
- Flip / Flop for CA Applications

Business Location Recovery Dashboard

- Business Recovery Site
- Workplace Safety and Violence Prevention
- Building Evacuation Plan
- OSHA,OEM, FEMA & Building Codes
- Business Recovery & Resumption Plan
- First Responders and Government Agencies
- Site Protection, Salvage, & Restoration

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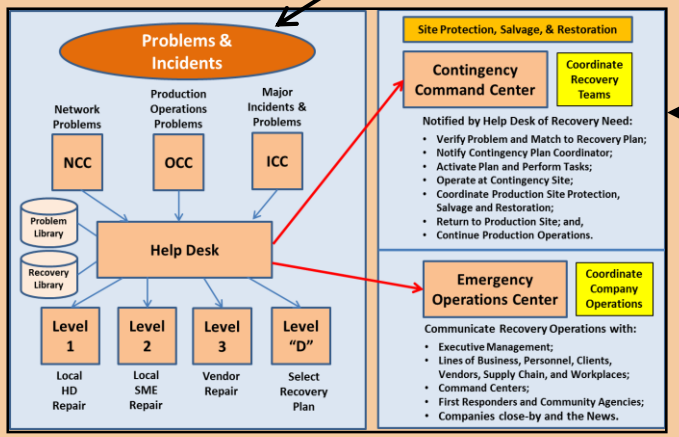
Tracking Active Disaster Recovery Events – Drill Down Actions

"Top Level" – Enterprise Resiliency and Corporate Certification Dashboard

Phase VI - Initiate Recovery Plan when Disaster Event Occurs

Help Desk Identifies Disaster Event or a Disaster Event is reported to Help Desk	Help Desk Notifies Contingency Recovery Plan Coordinator	Contingency Coordinator Declares Disaster and Initiates Plan	Team is Called and Recovery Tasks Performed	Failing Site Protection, Salvage, and Restoration is Initiated	Disaster Site is Evacuated, as needed	Recovery Personnel are Transferred to Recovery Site	Recovery Operations are Initiated and Conducted for Life of Disaster	Failing Site is Salvaged and Restored	Personnel Return to Original Site and Resume Production	Post Mortem is Conducted and Improvements Identified	Improvements are Incorporated in Future Recovery Plans	Recovery Steps are added to Testing Process and Periodically Repeated

"Sub Level"



"Activity Level"

Site Evacuation Plan

Task #:	Task Name:	Task Status:	Action Date:	Actions to be Taken:	Assigned to:	Expected Completion:	Actual Completion:	Comments:	Action Item Links:
									Site Evacuation Plan
1	Disaster Event Occurs		2/1/2014	Recognize Disaster Event and Report to DR Team Manager	DR Team Manager	2/1/2014		Active was recognized in British Rosen Whitewater on file	DR Team Members
2	Declare a Disaster		2/1/2014	Report Disaster to Contingency Command Center	DR Team Manager	2/1/2014		Designate People who have authority to declare a Disaster	
3	DR Recovery Team Leaders notified		2/1/2014	DR Recovery Team Leaders are told of disaster event	DR Team Leaders	2/1/2014		Notify DR Team Leaders to start recovery actions within their areas of concern	
4	Recovery Teams Notified		2/1/2014	All Recovery Teams are notified and told to commence their assigned recovery actions	DR Recovery Teams	2/1/2014		All Recovery Team Members are notified to commence recovery operations	
5	Recovery Plan Initiated		2/1/2014	Recovery Operations is initiated	DR Recovery Teams	2/1/2014		The Location Recovery Plan is initiated	Location Recovery Plan
6	Primary Site is Evacuated		2/1/2014	Fire Alarm sounds and Fire Marshals escort personnel from site	Fire Marshals	2/1/2014		All people are told that this is not a drill and they should evacuate building	
7	People meet at a pre-defined Assembly Site for Head Count and Further Instructions		2/1/2014	Perform a Head Count and await further instructions	Thomas Bronack	2/1/2014		After head count, it was found that two people were missing	Action Item 1
8	CCC and EOC are notified of head count and any missing people		2/1/2014	Notify Command Centers of head count and any missing people. If missing people, then: 1. Ask others if they saw missing people; 2. Notify Command Centers; 3. Notify First Responders (Fire, Police, EMT); and, 4. Continue looking for missing personnel.	Thomas Bronack	2/1/2014		Notified all necessary command centers and first responders and continued looking for missing people. Update Action Item with status data.	
9	EOC and CCC provide instructions for evacuated personnel		2/1/2014	Personnel are instructed to go home or to a secondary location for questioning or to continue work.	Command Center Management	2/1/2014		Instructions are provided to personnel who were accounted for.	
10	Primary Site is Protected by Security Department and local police throughout the disaster event.		2/1/2014	All intellectual properties, equipment, and facilities are protected against loss or theft.	Security Department	2/1/2014		The site is protected at all times against theft and intrusion.	
11	Salvage and Restoration Vendor is notified		2/1/2014	When the location is returned by the First Responders, the Salvage and Restoration operation can commence.	Salvage & Restoration Vendor	2/1/2014		Salvage will clean environment, while restoration will restore equipment	Salvage & Restoration Vendors
12	Supply Chain Management Vendor is notified of event and instructed to modify delivery schedule and location		2/1/2014	The Supply Chain Vendors are notified of the disaster event and instructed to modify delivery schedule as needed	Supply Chain Vendors	2/1/2014		The Supply Chain vendors will have to make their deliveries to another location, or modify their schedule	Supply Chain Vendors
13	Recovery Team Manager Maintains Status of recovery actions and communicates with CCC and EOC as needed		2/1/2014	The Recovery Team Manager will obtain status from all recovery teams and maintain a status log that will be shared with CCC and EOC personnel	Recovery Management	2/1/2014		Consistent status reporting is maintained on-line and viewable by all authorized personnel	Status Log
14	Site Personnel are instructed to move operations to designated recovery site		2/1/2014	Personnel travel to designated recovery site via Company provided transportation. They will also receive all necessary support from the company for living, meals, and miscellaneous expenses.	DR Team Leaders	2/1/2014		The Recovery Plan associated with transporting personnel to the recovery site is initiated	
15	Recovery Personnel Activate Recovery Site		2/1/2014	Personnel bring up systems at business recovery site and connect to production computers to pick up work from point of failure	DR Team Leaders	2/1/2014		The Recovery Site is brought-up and made ready to continue operations	
16	Company Operations is transferred to Business Recovery Site		2/2/2014	After Business Recovery Site is brought-up to the point of failure normal business operations can continue	DR Team Leaders	2/2/2014		Normal production operations is performed from recovery site	
17	Company Business is conducted from Recovery Site		2/2/2014	Normal Production Operations is conducted from business recovery site until disaster event is over and primary site is made available for occupation	DR Team Manager			After inspection the primary site is ready for reoccupation	
18	Recovery Teams return to primary site and recover production operations			The primary site is brought-up and tested to insure it can continue normal production operations	DR Team Manager			All infrastructure, equipment, supplies, and other essential materials are available and the primary site is able to support production operations	
19	Personnel return to Primary Site and resume normal production/operations			The primary site is declared operational and production operations is resumed at primary site	DR Team Manager			Normal production operations is resumed to primary site	
20	The Disaster Event is declared over			Management declares the disaster event is over and normal production operations is return to primary site	Management			Management declares the disaster event is over and that normal production operations can resume	
21	Vendors are notified that disaster event is over and physical services can resume			All vendors are notified that the disaster event is over and that they can resume normal schedules	DR Team Leaders			Vendor operations is resume to normal	
22	Post Mortem Meeting is conducted			A Post Mortem Meeting is conducted by presenting management with a report and presentation about the disaster event, including: Expected to Actual Time comparisons, encountered problems, and comments, Lessons Learned and Improvements are defined and implemented as needed	All related recovery personnel			Lessons Learned and Improvements are formulated and implemented in updated recovery plans and actions. Through this process the best recovery plan possible will be created.	
23	Executive Management communicates to the outside world and media on all aspects of the disaster event and is the only authorized source of communication on the disaster event			Only Executive Management can speak for the company regarding the disaster event and nobody else. This will insure the company is represented in managements best interest.	Executive Management			One voice is authorized to speak for the company.	

"Action Item Level"

DR Planning Action Items - Item 1 (Site Evacuation)

Number:	Status:	Action Item Description:	Priority:	Assigned to:	Due Date:	Actions Taken:	Comments:
1		Two People Missing from Head Count	1	DR Team Leader	2/1/2014	Recognize two people missing from head count	Continue looking for missing personnel
2		Command Center Management notified	1	DR Team Leader	2/1/2014	Notify Command Centers and Firs Responders	Seek advice from Command Center Management
3		Obtain Instructions from Command Center Managers	1	DR Team Leader	2/1/2014	Follow instructions provided	Management instructs personnel to go to a secondary site for further interviewing and / or to continue work.
4		Notify First Responders, including: 1. Police Department; 2. Fire Department, who started a search for the two missing people; 3. Emergency Medical Technicians (EMT) who said they did not take anyone to the hospital, nor have they had to render services to any of the company personnel.	1	DR Team Leader	2/1/2014	Made notifications to all First Responders to inform them of the missing people so that they can take appropriate actions to locate them.	The First responders swong into action and started a search for the missing personnel, while the fire progressed in size.
5		Notify CCC about First Responder notification and their reply.	1	DR Team Leader	2/1/2014	CCC notifies EOC and theiExecutive ManagementBecause this is a serious situation that could result in loss of life a devastation to the company's reputation.	If we did not notice that there were people missing the First Responders would not have reacted by commencing a building search.
6		Finally some good news, the Fire Department found the two missing people. They were found unconscious and suffering from Smoke Inhallation, but alive.	1	First Responders, DR Team Leader	2/1/2014	CCC is notified, the EMT's provide on-site treatment and rush the two people off to the local community hospital	We are all concerned about the people and wish them a speedy recovery. We will continue to monitor their treatment and recovery.
7		Management notifies the families of the missing peopleand they rush to the hospital to be alongside their loved ones.	1	Executive Management	2/1/2014	Families rush to Hospital, people are relieved but anxious.	We continue to monitor the treatment and recovery of our recovered personnel.
8		Word comes back from the Hospital that the two recovered people will make a full recovery and will be released from the Hospital in a day or two at the most.	1	DR Team Leader, CCC, EOC, and Executive Management	2/1/2014	Everybody is in a euphoric state and very relieved that our colleagues will recover	We continue recovery operations and close the Action Item.

"Management & Control Level"

Contingency Command Center (CCC)	Emergency Operations Center (EOC)	Executive Management

Available Now

Other Ways to utilize a Dashboard concept include:

Other Benefits to be derived

- Systems Development Life Cycle (SDLC) Forms Management and Control;
- Tracking SDLC Activities through Forms Management;
- Utilizing a Work Order (WO) / Purchase Order (PO) tracking system for cost accounting and charge back;
- Personnel Productivity and Training; and,
- Work Flow Management System

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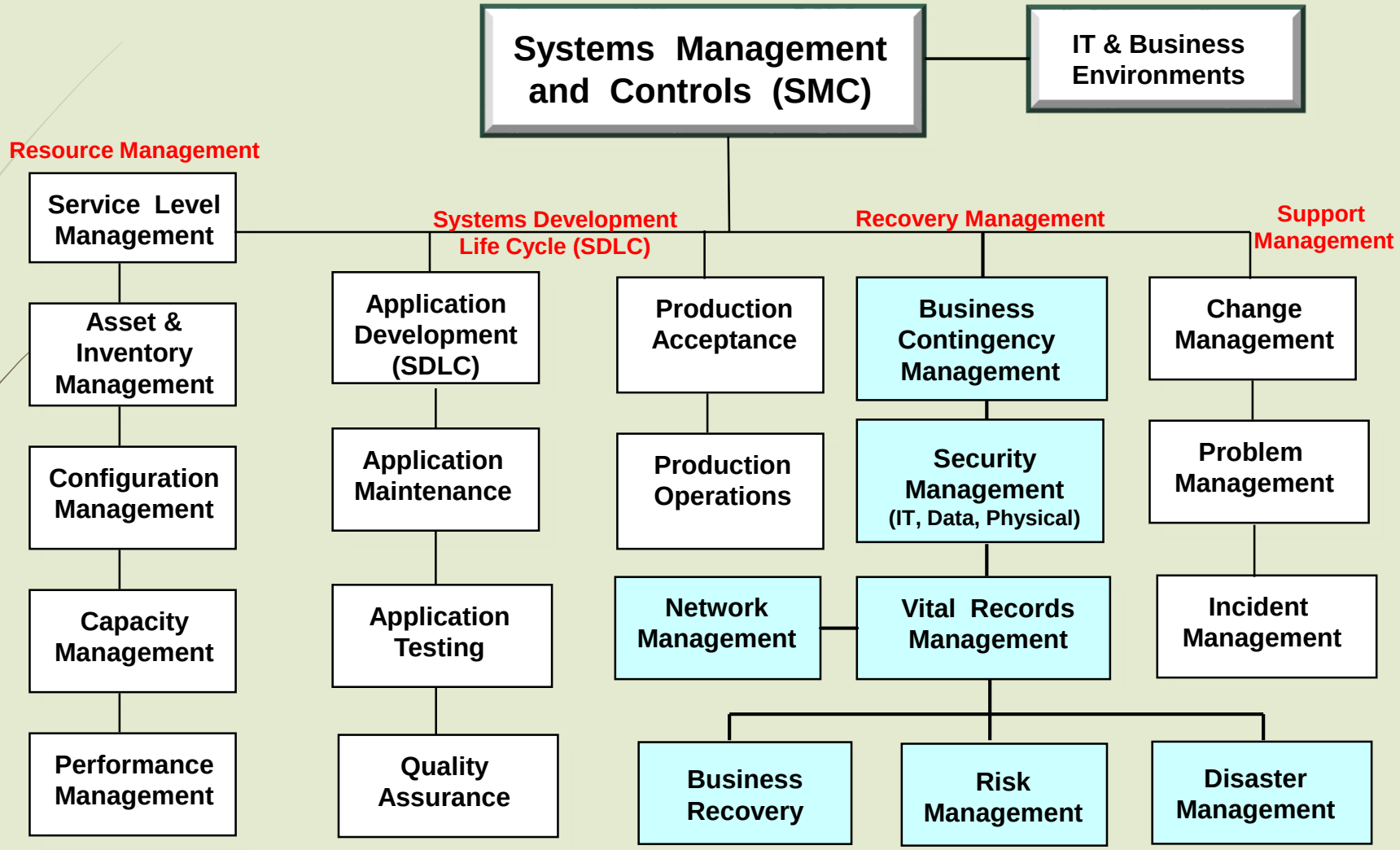
Systems Management Organization

Implement this Organization



Functional Responsibilities defined, Job Descriptions, Orientation & Training, Required Documentation (S&P, Manuals, etc.)

Job Documentation Requirements and Forms Automation

New Product / Service Development Request Form Life Cycle

Implement this Technique

Development Request Form

Phase:	Date
User Information	
Business Justification	
Technical Justification	
Build or Buy	
Development (Build / Modify)	
Test:	
Unit Testing	
System Testing	
Regression Testing	
Quality Assurance	
Production Acceptance	
Production	
Support (Problem / Change)	
Maintenance (Fix, Enhancement)	
Documentation	
Recovery	
Awareness and Training	

Main Documentation Dashboard

Documents are Linked to from Date Field

Link to Documents

Documentation

Development:

- Development Request Form Number
- Business Need
- Application Overview
- Audience (Functions and Job Descriptions)
- Business / Technical Review Data
- Cost Justification
- Build or Buy Decision
- Interfaces (Predecessor / Successor)
- Request Approval

Documentation

Testing:

- Data Sensitivity & Access Controls
- IT Security Management System
- Encryption
- Vital Records Management
- Data Synchronization
- Backup and Recovery
- Vaulting (Local / Remote)
- Disaster Recovery
- Business Recovery

Documentation

Quality Assurance:

- Application Owner
- Documentation & Training
- Application Support Personnel
- End User Coordinators
- Vendors and Suppliers
- Recovery Coordinators
- Testing Results

Documentation

Production Acceptance

- Application Setup
- Input / Process / Output
- Messages and Codes
- Circumventions and Recovery
- Recovery Site Information
- Travel Instructions

Sub-Documentation Menus

Information Accounting and Charge-Back System Concept

By utilizing Work Order (WO) and Purchase Order (PO) concepts, it is possible to track and bill clients for their use of Information Technology services associated with development and maintenance services. This concept is presented below:

User Name: _____ User Division: _____ User Identifier _____

Work Order #: _____ Date: _____ For: _____

Purchase Order Phases:

PO for: **Development, or Maintenance**	Cost: $ _____
PO for: **Testing**	Cost: $ _____
PO for: **Quality Assurance**	Cost: $ _____
PO for: **Production Acceptance**	Costs $ _____
PO for: **Production (on-going)**	Cost: $ _____
PO for: **Vital Records Management**	Cost: $ _____
PO for: **Asset Management (Acquisition, Redeployment, Termination)**	Cost: $ _____
PO for: **Inventory and Configuration Management**	Cost: $ _____
PO for: **Information and Security Management**	Cost: $ _____
PO for: **Safe Workplace Violence Prevention**	Cost: $ _____
PO for: **Recovery Management**	Cost: $ _____
PO for: **Documentation and Training**	Cost: $ _____
PO for: **Support and Problem Management**	Cost: $ _____
PO for: **Change Management**	Cost: $ _____
PO for: **Version and Release Management**	Cost: $ _____

Total Cost: $ _____

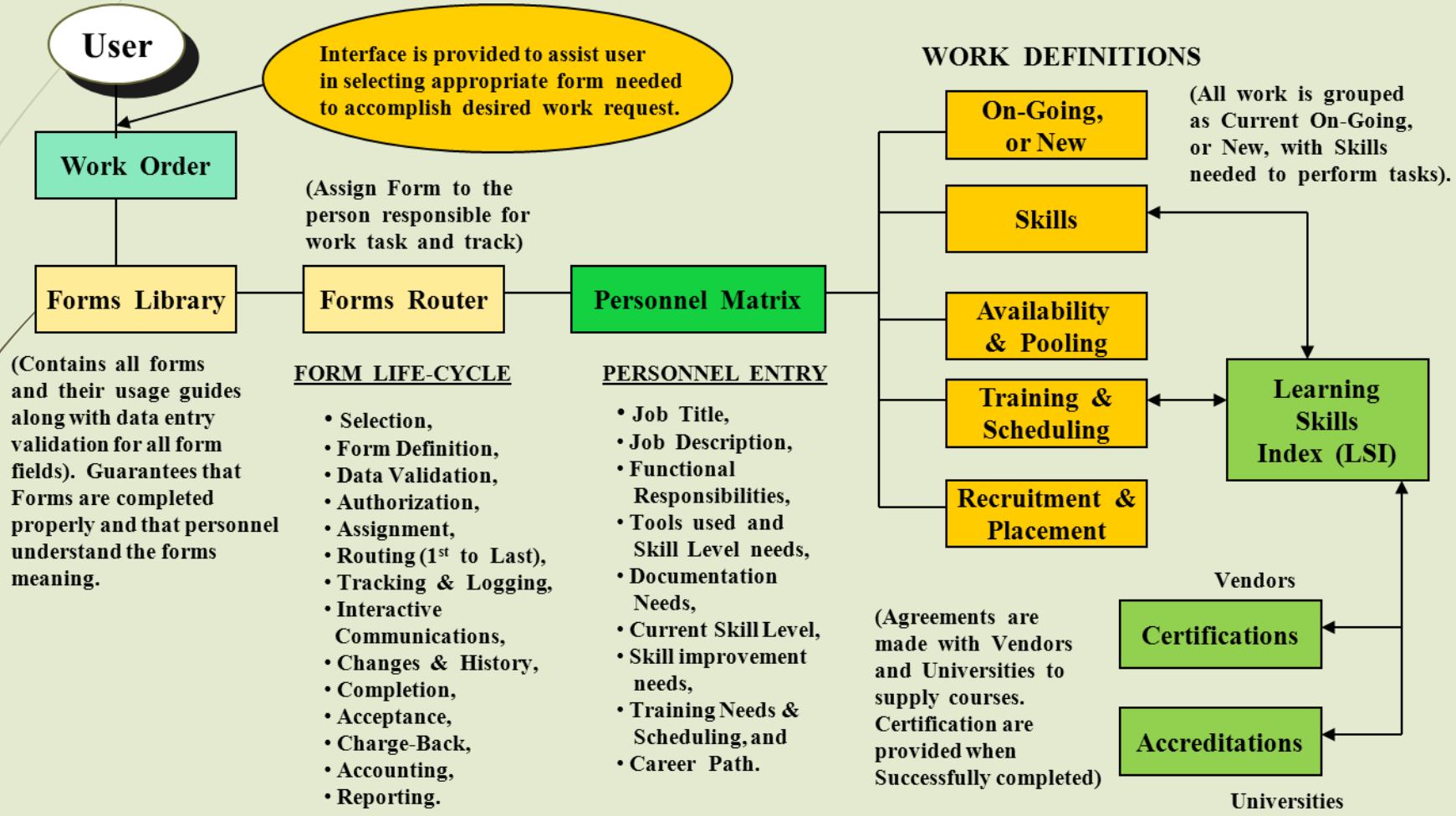
Implement this Charge-Back System

Bill can be generated via Forms Management, Time Accounting, or Flat Cost for Services. This system can be used to predict costs for future projects and help control expenses and personnel time management.

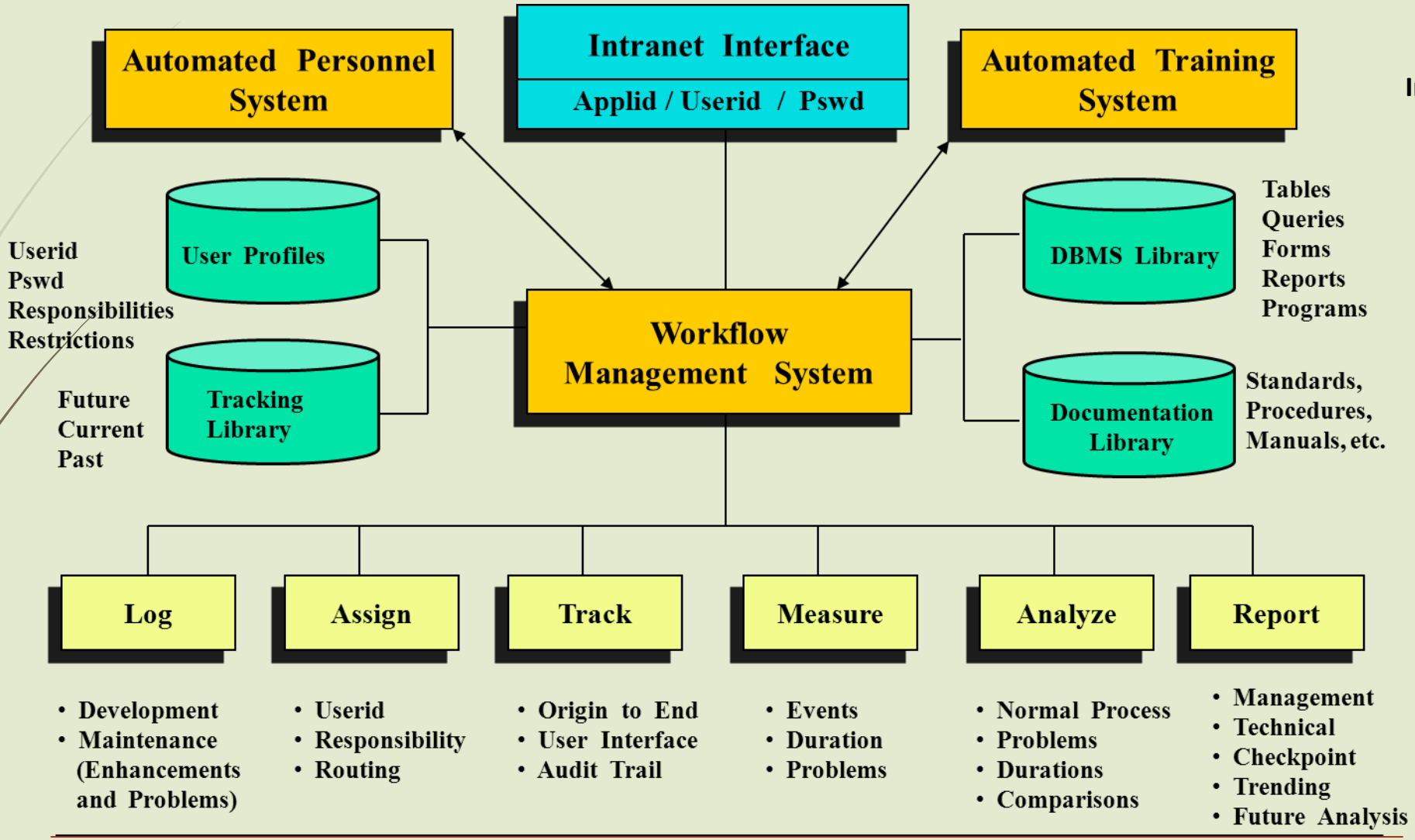
Personnel Productivity and Training

(Responsible for assigning work tasks to the right person at every project phase, while ensuring that skill requirements are met and the highest possible quality is achieved)

Implement this Personnel Productivity System

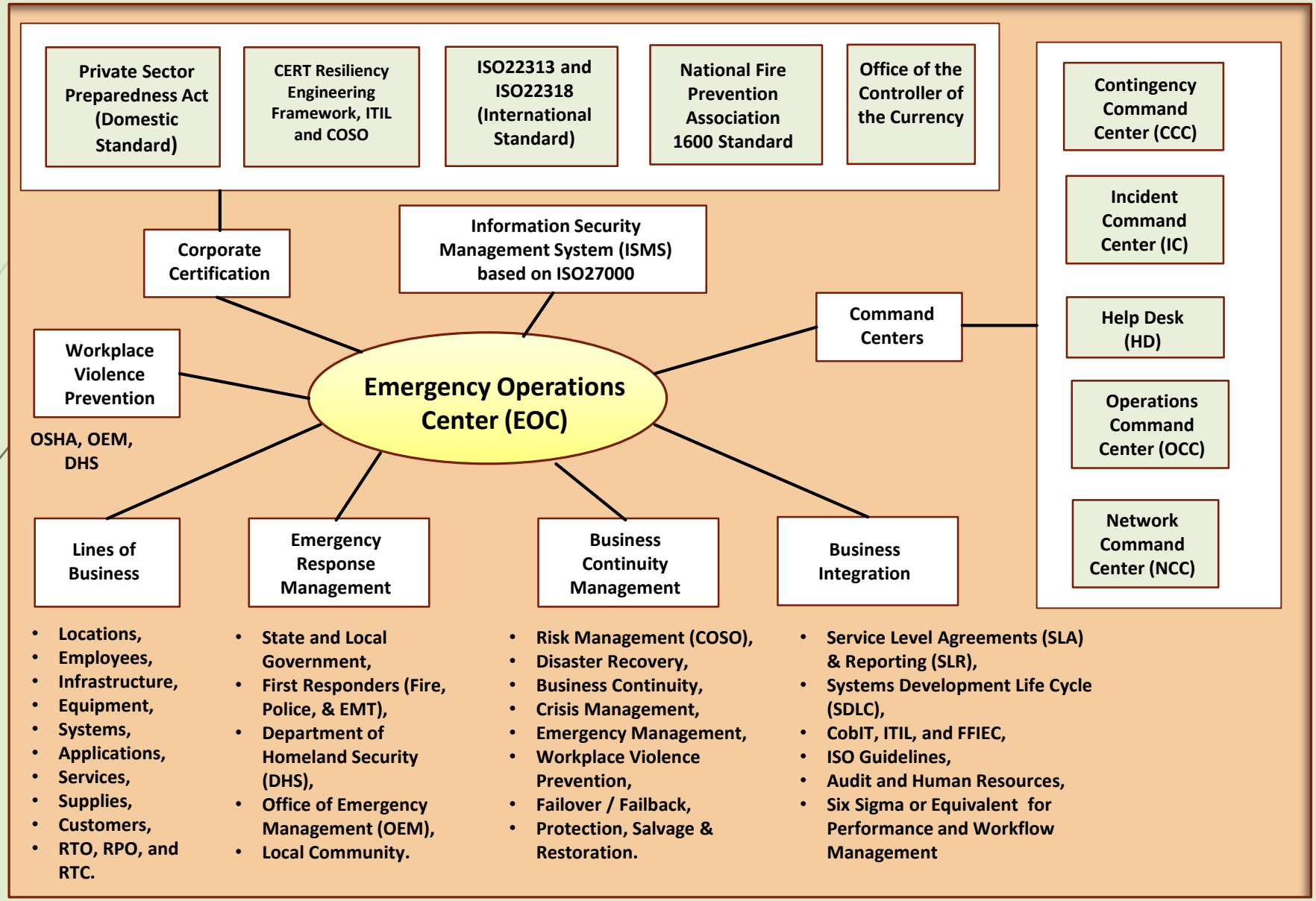


Personnel and Work Flow Management



Implement this Work Flow System

Fully Integrated Resiliency Operations and Disciplines (Logical End Goal)



How do we get there

- Start with defining your SDLC and all forms used within the system:
  - Implement a Forms Management and Control System;
  - Create a Mechanism to help personnel select the right Form for what they have to do which will insure that all Forms are of the same type and format and facilitate your being able to develop metrics based on the information contained in Forms;
  - Make sure all Forms have a "Help Screen" to explain their use and meaning;
  - Use "Field Validation Rules" to make sure all required data is entered correctly;
  - Insure that a Forms Tracking System is used from Origination through Completion; and
  - Utilize Performance Management to monitor work duration between estimated and actual.
- Integrate this system with:
  - Asset Management (Inventory, Configuration, Infrastructure, Personnel, etc.);
  - Production Operations (OCC, NCC, HD, Library Management, Access Controls, Back-up, etc.);
  - Utilize VMware type products to support Code Level Upgrades, Testing, and Recovery Management as part of the SDLC Test / Maintenance Phase to insure production is not interrupted;
  - Insure that Version and Release Management guidelines are adhered to in order to guaranty that documentation is at the same level as the products being delivered;
  - Provide personnel with Orientation, Awareness, Training, Certification, and Career Path support; and,
  - Connect all current and accurate information to Dashboards for easy access and management.

Now what will we have achieved?

- A fully implemented Systems Development Life Cycle (SDLC);
- A defined Systems Management Organization;
- A Work Order / Purchase Order Flow and Charge-Back System;
- An implemented Enterprise Resiliency and Corporate Certification environment;
- An Executive Dashboard and Implemented Dashboard Relationships with Drill-Down capabilities;
- Working Example of a current Dashboard used to support Application Recovery Certification Management (already completed);
- Personnel Productivity and Training System;
- Utilizing VMware, vSphere, vConnect, and Recovery Point Application to support rapid recovery in support of critical applications and sites;
- Integration within the Enterprise Environment;
- Emergency Operations Center (EOC) Support Organization, with interfaces to Command Centers and Lines of Business;
- Better able to Respond to Disaster Events in support of Business Continuity; and,
- Productivity Improvement Benefits are gained through this approach.

How Dashboards Help

- Improved efficiency by providing instant access to current and accurate information from any authorized terminal or personal computer, at anytime from anyplace;
- Drill-Down capability allows viewer to get to actual task being performed and be provided with the contact information for the person performing the task;
- Less time spent reviewing out-of-date or inaccurate information reduces chaos;
- Improved time frame for completing projects due to fewer remote meetings;
- Reduced costs associated with implementing projects due to fewer conference calls and more time to devote to actual work;
- Better protection to the company reputation;
- More highly trained staff with an improved morale, that are easier to retain and aid in the ability to recruit additional staff and new clients;
- Adherence to the laws and regulations where the company conducts business; and,
- Less stress and better performance helps everyone do their job better.

The Next Step

- If you believe that this approach can help your company improve performance and bring products and services to market more rapidly, then contact Thomas Bronack at:
  - Thomas Bronack
  - Phone: (917) 673-6992
  - Email: bronackt@dcag.com
- I would love to assist you in integrating this approach within your environment.
- Remember, this approach uses your existing data so you do not have to change information to adopt to this product.