InsightETE > Executive Dashboard Wire Frames

Notes

Please use a black, Century Gothic font at least a 10 point size. It would be great if you could use 11 point.

Navigation: Dashboard - Clicking this graphic returns the user to this screen. Clicking the Historical Reporting, SLA Monitor, APE, and Administration graphics takes the user to corresponding screens in the current InsightETE tool.

All dialog boxes display in the bottom-right corner of the screen. The user must perform an action before they disappear. They will stay "on top" of the main screen.

By system, the user can view the following information in this order: Transaction performance; Alerts generated from InsightETE; Transaction volume; Transaction availability.

Every other row in all tables is shaded in a light gray color.

Bubble light values: Green light means No problems; Yellow light means Minor problems; Red light means Critical problem; Gray light means No data available.

If a large number of systems are loaded into the dashboard, the user can search for a specific system by using the Search function.

Sorting: System name should sort alphabetically, the other columns should sort by severity of the bulb. Also, when the user clicks the arrow once, the column should sort in ascending order. If the user clicks on the arrow again, the column should sort in descending order.

Refresh every values are: 10 seconds, 20 seconds, 30 seconds, 40 seconds, 50 seconds, 60 seconds, 5 minutes, 10 minutes, 20 minutes, 30 minutes, 60 minutes. This field defaults to 10 minutes.

The Refresh now when clicked will immediately refresh the systems' values.

The system's area will scroll vertically if needed.

Executive Dashboard

Refresh every: [10 minutes ▼]   (Refresh now)   **Search:** [_____]

System ▼	Transaction performance ▼	Alerts ▼	Transaction volume ▼	Transaction availability ▼
Hulk	green	yellow	gray	yellow
OJI	green	gray	green	red
OAKS	red	gray	green	gray
SACWIS	green	green	green	green
SCOTTI	yellow	gray	yellow	gray
Spideman	red	green	red	green
Wolverine	yellow	gray	yellow	gray

Legend:
- 🟢 No problems
- 🟡 Minor problem
- 🔴 Critical problem
- ⚪ No data available

InsightETE > Executive Dashboard Wire Frames

Notes

If a large number of systems are loaded into the dashboard, the user can search for a specific system by using the Search function.

When the user enters an "S" in the Search field, all results that contain an "S" appear on the dashboard. When the user enters "SA", all results that do not contain "SA" disappear from the dashboard. Typing more letters makes the results that do not match disappear from the dashboard.

The system's area will scroll vertically if needed.

Dashboard | Historical Reporting | SLA Monitor | APE | Administration

Executive Dashboard

Refresh every: 10 minutes ▼   (Refresh now)   **Search:** [   ]

System ▼	Transaction performance ▼	Alerts ▼	Transaction volume ▼	Transaction availability ▼
Hulk	🟢	🟡	⚪	🟡
OJI	🟢	⚪	🟢	🔴
OAKS	🔴	⚪	🟢	⚪
SACWIS	🟢	🟢	🟢	🟢
SCOTTI	🟡	⚪	🟡	⚪
Spideman	🔴	🟢	🔴	🟢
Wolverine	🟡	⚪	🟡	⚪

🟢 No problems
🟡 Minor problem
🔴 Critical problem
⚪ No data available

Notes

When the user clicks on the bulb for the OJI Transaction performance, a line appears around the bulb to act as a visual cue. A chart of the event displays. Detailed information about the event, if any exists, displays under the graph. The graph updates at the same rate specified for the OJI application.

Global rules for drill-down graphs: If bulb light is green, show the most important transactions. If bulb light is not green, show the transactions in question that are making the bulb a color other than green.

The graph for transaction performance shows the performance of the transactions. It should have a baseline value showing the hard-coded SLA and show one week past for historical context.

Sorting: System name should sort alphabetically; the other columns should sort by severity of the bulb. Also, when the user clicks the arrow once, the column should sort in ascending order. If the user clicks on the arrow again, the column should sort in descending order.

The user can click the Chart details link to create a more detailed chart of the event or change the current chart.

Insight ETE

Dashboard | Historical Reporting | SLA Monitor | APE | Administration

Executive Dashboard

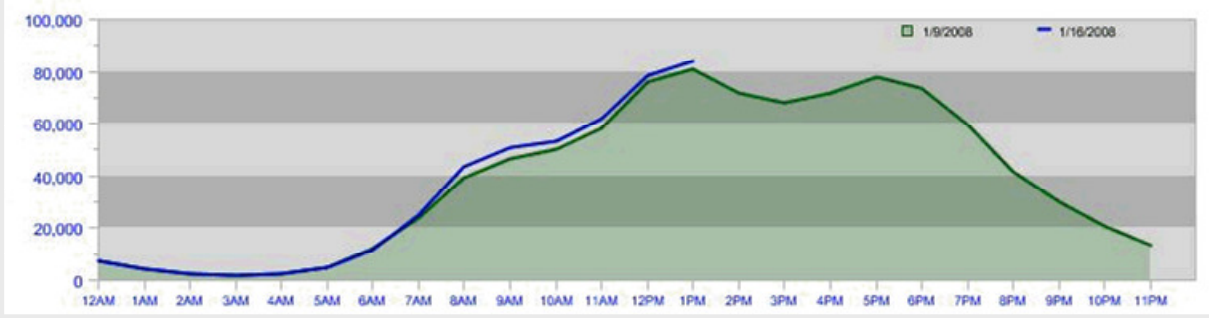**Refresh every:** [10 minutes ▼]   (Refresh now)   **Search:** [   ]

Transaction Performance

System ▼	Transaction performance ▼	Alerts ▼	Transaction volume ▼	Transaction availability ▼
SACWIS	🟢	🟡	⚪	🟡
SCOTTI	🟢	⚪	🟢	🔴
OJI	🔴		⚪	🟢	⚪

OJI Transaction Performance   Chart details Export Print Save

☐ 1/9/2008   — 1/16/2008

Detail information about graph appears here.

— History
— Current day

| OAKS | 🟢 | 🟢 | 🟢 | 🟢 |

🟢 No problems
🟡 Minor problem
🔴 Critical problem
⚪ No data available

Notes

When the user clicks on the bulb for the Oaks Alerts, a line appears around the bulb to act as a visual cue. The Alert information updates at the same rate specified for the OAKS application.

Global rules for drill-down graphs: If bulb light is green, show the most important transactions. If bulb light is not green, show the transactions in question that are making the bulb a color other than green.

Sorting: System name should sort alphabetically, the other columns should sort by severity of the bulb. Also, when the user clicks the arrow once, the column should sort in ascending order. If the user clicks on the arrow again, the column should sort in descending order.

Alert text would be fairly limited by what the product puts into an alert body. This needs to be defined so that it is more meaningful for the user.

Use "friendly time" that many mail programs implement (including gmail.) Basically, it does this: If same day: Just show the time: 2:35 PM. If same year: Just show the date: Jan 7. If different year: Show a full (short) date: 12/25/2007 (MM/DD/YYYY).

For the Alert, the user can click the Delivery details link to see more information.

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Dashboard | Historical Reporting | SLA Monitor | APE | Administration

Executive Dashboard

Refresh every: | 10 minutes ▼ | (Refresh now)   **Search:** [   ]

Alerts

System ▼	Transaction performance ▼	Alerts ▼	Transaction volume ▼	Transaction availability ▼
SACWIS	🟢	🟡	⚪	🟡
SCOTTI	🔴	⚪	🟡	🟡
OJI	🔴	⚪	🟢	⚪
OAKS	🟢	🟢	🔴	🟢

Alerts for OAKS

System	Date	Time	Transaction	Alert Severity	Alert Type	Alert Text	
OAKS	Jan 8	2:35 PM	OAKS_Login	🔴	Response Time SNMP Trap	Volume exceeds baseline value.	Alert details
OAKS	Jan 8	3:00 PM	OAKS_Customer_Search	🔴	Response Time SNMP Trap	Volume exceeds baseline value.	Alert details

🟢 No problems
🟡 Minor problem
🔴 Critical problem
⚪ No data available

Notes

When the user clicks the Alert details link next to an alert on the dashboard, this dialog box displays in the lower-right corner. It contains more detailed information about the alert.

Alert Details Dialog Box

Close

SLA = SCOTI

TransCountTarget = 50

TransCountActual = 114

RespTM_SEC = 35

ElapsedTM_SEC = 300

BeginTimeCheck = 2007-12-18 08:10:13

EndTimeCheck = 2007-12-18 08:15:13

Notes

When the user mouses or rolls over a data point on a chart, which is a value plotted in a series on a graph, a roll-over appears to give the user more information about that data point. The roll-over disappears then the user moves off the data point.

The name of the chart is the heading of the roll-over screen.

Use "friendly time" that many mail programs implement (including gmail.) Basically, it does this: If Same day: Just show the time: 2:35 PM. If same year: Just show the date: Jan 7. If different year: Show a full (short) date: 12/25/2007 (MM/DD/YYYY)

The fields on the roll-over are: Location/Transaction, Status (this displays the description of the bulb light color, Response Time, Date (MM/DD/YYYY), Time HH;MM AM/PM.

Roll-over

Name of graph	
Location / Transaction:	SCOTI_Login
Status:	Critical problem
Response Time:	<= 10
Date:	Feb 11
Time:	12:32 PM

Notes

When the user clicks on the bulb for the OJI Transaction volume, a line appears around the bulb to act as a visual cue. A chart of the event displays. Detailed information about the event, if any exists, displays under the graph. The graph updates at the same rate specified for the OJI application.

Global rules for drill-down graphs: If bulb light is green, show the most important transactions. If bulb light is not green, show the transactions in question that are making the bulb a color other than green.

The graph for transaction volume shows a comparison of transaction volume for the time period and the time period one week past. Volume would dictate which transactions are most important.

Automatic transaction importance ranking - This is based on transaction volume. Rate transactions into three categories:
KPI – the highest volume will impact the most customers (top 10%)
Standard – Middle 70%
Low – If these transactions fail then the product won't alert as aggressively

Sorting: System name should sort alphabetically; the other columns should sort by severity of the bulb. Also, when the user clicks the arrow once, the column should sort in ascending order. If the user clicks on the arrow again, the column should sort in descending order.

The user can click the Chart details link to create a more detailed chart of the event.

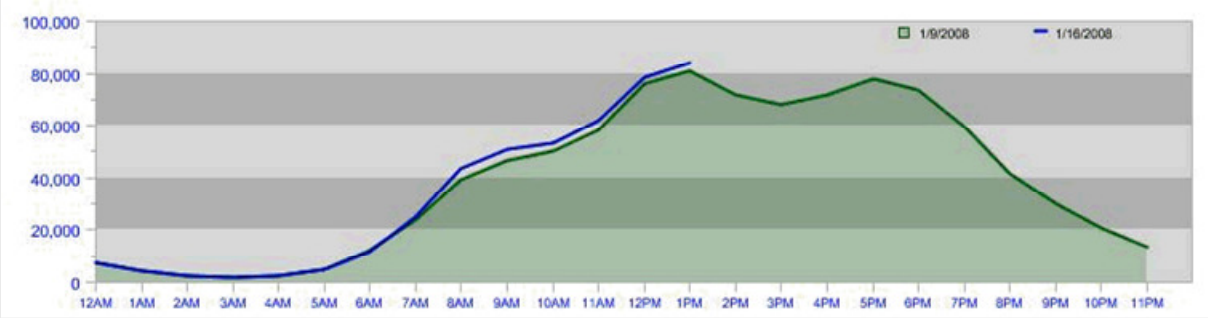Insight ETE

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Executive Dashboard

Refresh every: [10 minutes ▼]   (Refresh now)   **Search:** [_____]

Transaction Volume

System ▼	Transaction performance ▼	Alerts ▼	Transaction volume ▼	Transaction availability ▼
SACWIS	🟢	🟡	⚪	🟡
SCOTTI	🟢	⚪	🟢	🔴
OJI	🟢	⚪	🔴	⚪

OJI Transaction Volume   Chart details Export Print Save

☐ 1/9/2008   — 1/16/2008

— History
— Current day

Detail information about graph appears here.

| OAKS | 🟢 | 🟢 | 🟢 | 🟢 |

🟢 No problems
🟡 Minor problem
🔴 Critical problem
⚪ No data available

Notes

When the user clicks on the bulb for the OJI Transaction availability, a line appears around the bulb to act as a visual cue. A chart of the event displays. Detailed information about the event, if any exists, displays under the graph. The graph updates at the same rate specified for the OJI application.

Global rules for drill-down graph: If bulb is green, show the most important transactions. If bulb is not green, show the transactions in question that are making the bulb a color other than green.

The graphic for transaction availability shows the availability of the transactions in a percentage.

Sorting: System name should sort alphabetically; the other columns should sort by severity of the bulb. Also, when the user clicks the arrow once, the column should sort in ascending order. If the user clicks on the arrow again, the column should sort in descending order.

The user can export, print and save any graph that is displayed. When the user clicks the Print link, the user's computer print dialog box displays allowing the user to print the graph. Clicking the Save link allows the user to save the graph to their computer. Clicking the Export link exports the data and downloads it into CSV format. This format can be imported into most applications that work with numbers.

The user can click the Chart details link to create a more detailed chart of the event.

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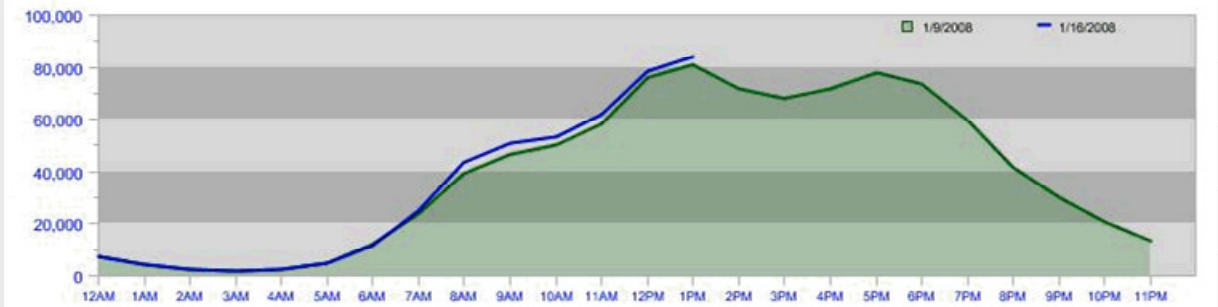Dashboard | Historical Reporting | SLA Monitor | APE | Administration

Executive Dashboard

Refresh every: 10 minutes ▼   (Refresh now)   **Search:** [   ]

Transaction Availability

System ▼	Transaction performance ▼	Alerts ▼	Transaction volume ▼	Transaction availability ▼
SACWIS	🟢	🟡	⚪	🟡
SCOTTI	🟢	⚪	🟢	🔴
OJI	⚪	⚪	🟢	🔴

OJI Transaction Availability   Chart details Export Print Save

Detail information about graph appears here.

| OAKS | 🟢 | 🟢 | 🟢 | 🟢 |

History
Current day

🟢 No problems
🟡 Minor problem
🔴 Critical problem
⚪ No data available

Notes

On this screen, the user can change information on the chart that displays. When the user changes any information and clicks the Save button, the chart is automatically updated on the screen.

View data from values are Past hour, Past day, Past week, Past month, Past quarter, Past year, Hour, Day, Week, Month, Quarter, Year.

The Every: field is controlled on the Transaction Availability and Transaction Performance screens as follows: If Hour is chosen --- then resolution options are include 1 minute, 5 minute; If Day is chosen --- then resolution options are 1 minute, 5 minute, 15 minute, 1 hour; If Week is chosen --- then resolution options are 1 hour, 1 day; If Month is chosen --- then resolution options are 1 hour, 1 day; If Quarter is chosen --- then resolution options are 1 hour, 1 day; If Year is chosen --- then resolution options are 1 hour, 1 day, 1 month. The time selection fields will also be responsible for determining the appropriate amount of data-points to plot on the graph. This will limit the number of points on the chart to a manageable number (maximum should be 35.)

Start Time and End Time links both pull up a dialog box. Date displays in MM/DD/YYYY. Time displays in HH;MM AM/PM.

Chart By creates a chart or report based on the transactions or locations. If you choose to chart by locations, then all transactions are averaged. If you choose to chart by transactions, then all locations are averaged.

Locations and Transactions are tabs. When one tab is selected, it is white along with the screen. The other tab is shaded in a light gray color.

All transactions/locations display here for the selected system. Each transaction/location has an associated colored box that represents the item on the report. Clicking on the colored box brings up a color selection box allowing you to change the color of the item.

If Average all Transactions is checked, no other transaction is able to be selected.

The user can switch between tabs and enter information but they only need to click the Save button once and all information is saved and populated on the chart.

Chart area: The user can export, print and save any graph that is displayed. When the user clicks the Print link, the user's computer print dialog box displays allowing the user to print the graph. Clicking the Save link allows the user to save the graph to their computer. Clicking the Export link exports the data and downloads it into CSV format. This format can be imported into most applications that work with numbers.

Below the chart, any detailed information will appear. A legend of the values the user selects with their corresponding colors displays below and to the right of the graph.

This page will scroll vertically if needed.

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Dashboard | Historical Reporting | SLA Monitor | APE | Administration

Executive Dashboard

View data from: Past week ▼

Every: 1 ▼ Hour ▼

Start Time: 2/11/2008 12:34 PM

End Time: 2/12/2008 12:34 PM

Chart By: Transactions ▼

All transactions/locations display here for the selected system. Each transaction/location has an associated colored box that represents the item on the chart. Clicking on the colored box brings up a color selection box allowing you to change the color of the item..

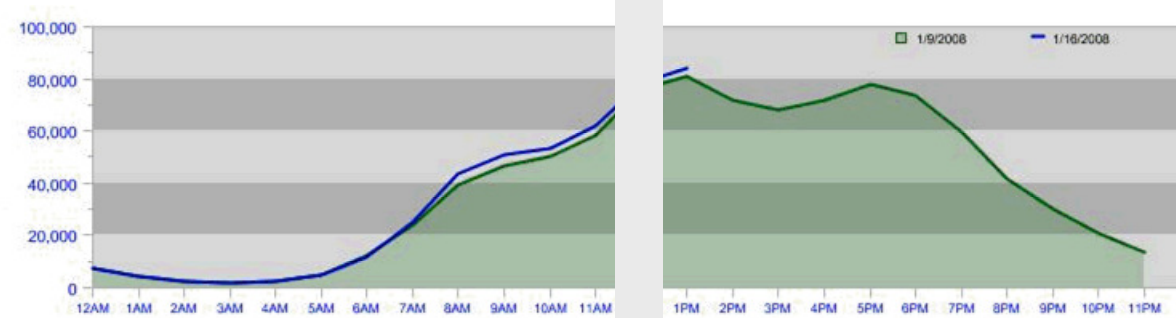| Locations	Transactions

Include

Average all transactions

🟩	Login	X
⬜	Account Lookup	☐
🟦	Account Open	X
⬜	Close Account	☐
⬜	Log out	☐
	Average Selected Transactions Only	☐

Include alert overlays: Yes ▼

(Save)   (Cancel)

Chart Details

Export Print Save

Detail information about graph appears here.

—— Account Open
—— Login

Notes

When the user clicks the Start and End Time links on the Chart Details screen, this dialog box displays in the lower-right corner of that screen.

The only difference between the Start Time Dialog Box and the End Time Dialog Box is the name of the dialog box and the name of the Start Time field (it will be End Time on the End Time Dialog Box).
On this dialog box, the user can either enter the start date. By using the forward and backwards arrows, the user can change the calendar that displays on the dialog box. If the user uses the arrows, the calendar and month field value update as needed. The user double-clicks the day to select it. Month values are January – December. Dates are 2001 – 2008.

Current date displays the current date.

Start/End Time fields: The user selects the start and end hour, minute, and specifies AM/PM.

Hour values: 1:00, 2:00, 3:00, 4:00, 5:00, 6:00, 7:00, 8:00, 9:00, 10:00, 11:00, 12:00,

Minute values are 01 – 60.

AM/PM values: AM, PM

The user enters/selects the information on this screen and clicks the Save button, this dialog box disappears and the values are populated in the corresponding fields on the Chart Details screen.
.

Start Time Dialog Box   Close

◄   February ▼   2008 ▼   ►

M	T	W	T	F	S	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29		

Current Date: 2/11/2008

	Hour	Minute	AM/PM
Start Time:	12 ▼	30 ▼	PM ▼

(Save)   (Cancel)