

CIO Dashboard Computing/IT Services

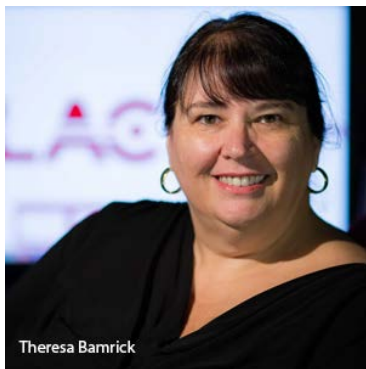
Ian Mackey

August 30, 2017

*This work was supported in part by the U.S.
Department of Energy, Office of Science, under
Contract No. DE-AC02-76SF00515.*

Project Background

Develop a standard and consistent CIO Dashboard to support transparency and facilitate strategic decision making

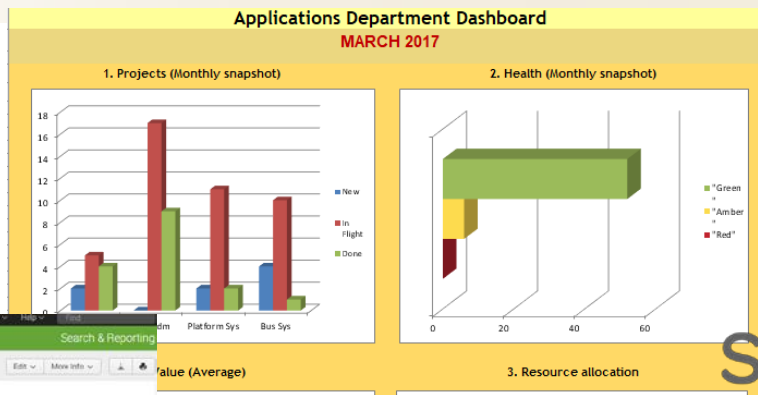


Current State of Dashboards

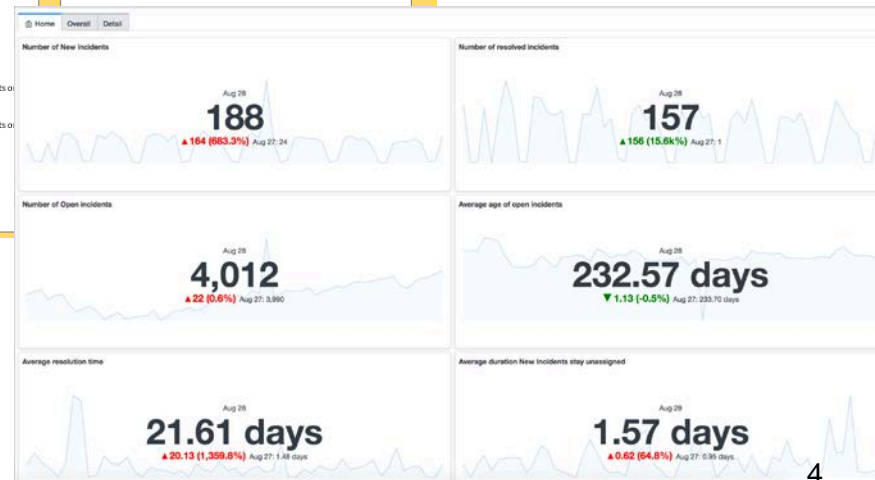
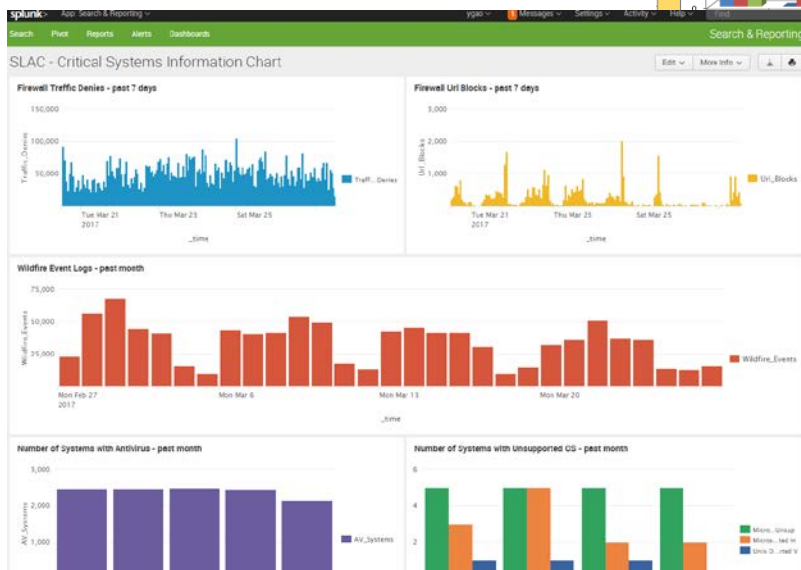
- Each division has taken ownership of creating their own dashboards
 - Significant data analysis in place
 - Not easily compiled
 - Metrics are unique to each organization
- **Lack of defined standardized criteria to drive decision making at the CIO-level**

Current metrics & dashboards

SLAC



servicenow



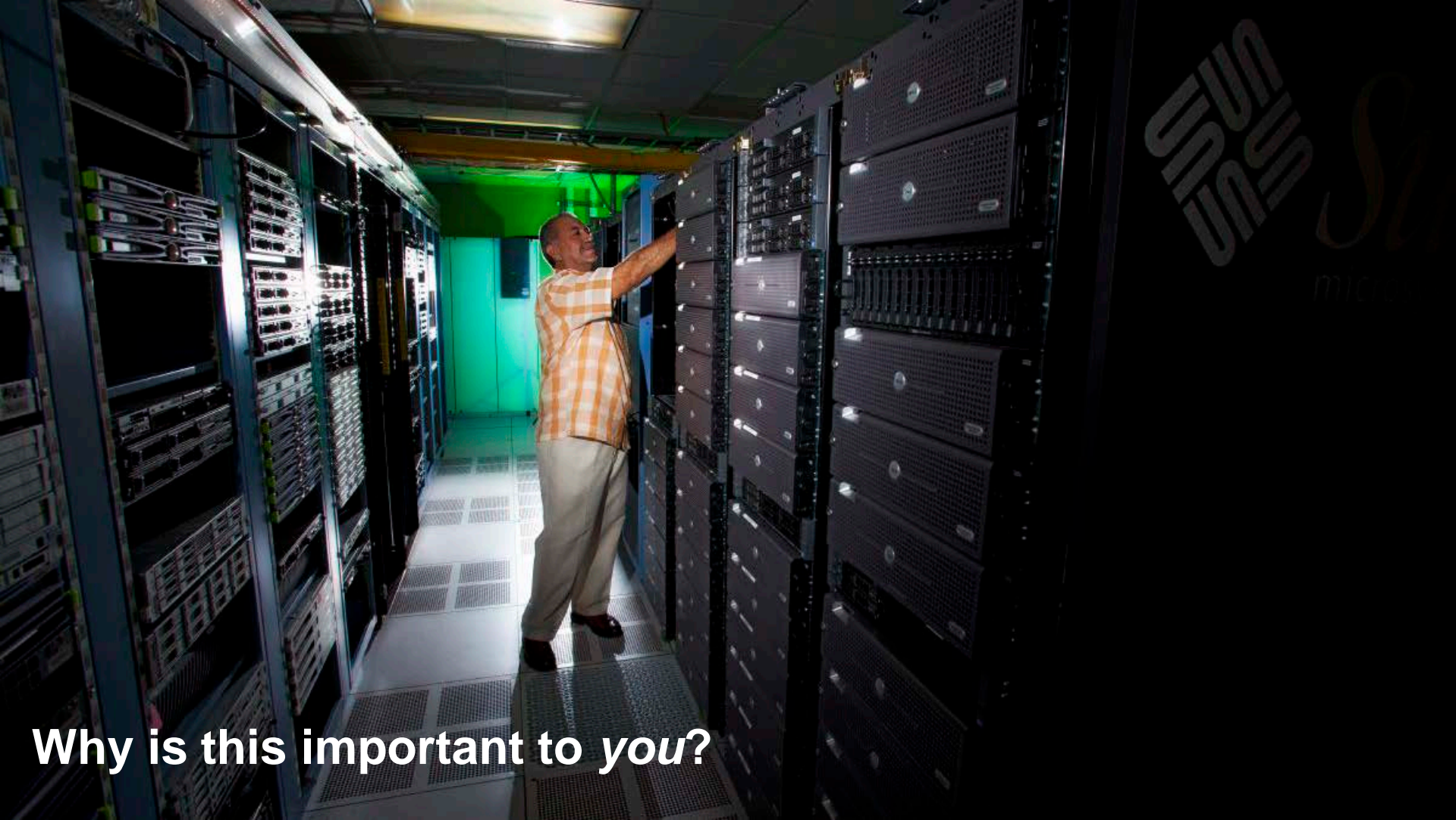
- Several groups across the Computing Division use various platforms to collect and analyze data:
 - ServiceNow
 - Splunk
 - Rackwise
 - Nagios

- Met with key stakeholders to understand the unique aspects of their organization
 - Determine current state of data analysis & metrics reporting
 - Gathered information on what's lacking (gap-analysis)
 - Met with OCIO leadership team on strategic decisions to be supported by the CIO Dashboard

Solution

- A dashboard with standardized criteria to enable the CIO and other key stakeholders to evaluate the health of the Computing Division and make business decisions





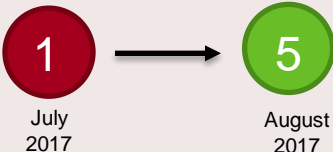
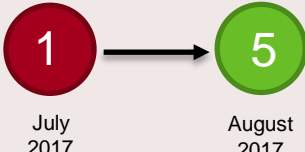
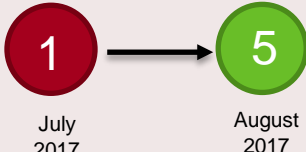
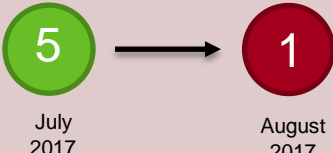
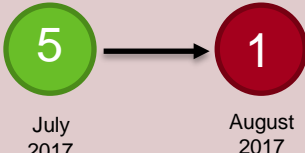
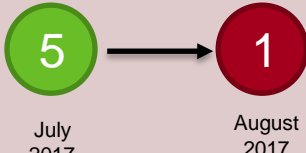
UNUS

St
mic

Why is this important to *you*?

Draft CIO Dashboard

SLAC

Health				Risk
	Infrastructure and Operations	Applications and Platforms	IT Services	Major
General Health (moderate enclave)				Major risk relating to non-science systems
Science Health (low enclave)				Major risk relating to science systems
Metrics	Infrastructure and Operations Metrics	Applications and Platforms Metrics	IT Services Metrics	
Cyber	Cyber-related metrics			Cyber-related risks

General Health Criteria

1. Budget (cost-savings)
2. Strategic alignment to laboratory objectives
3. Workforce readiness
4. Innovation / nimbleness

How does it drive decision making?

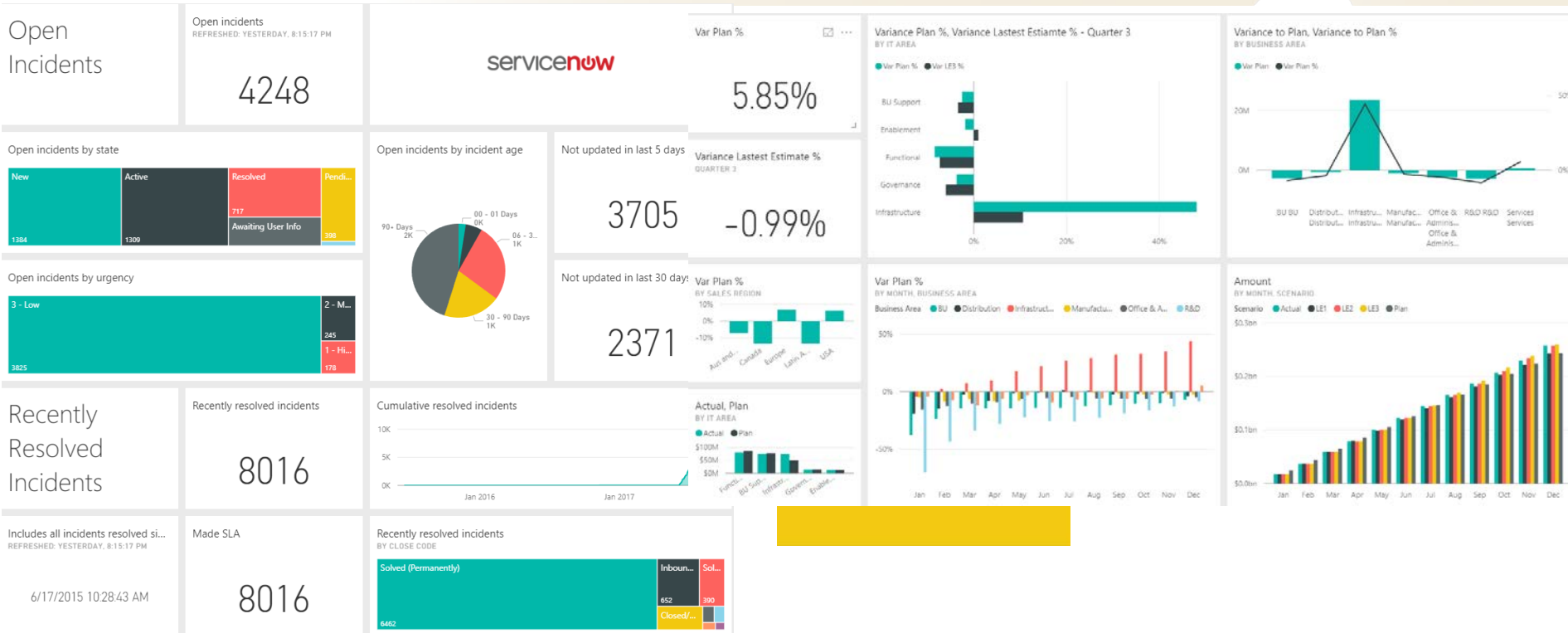
- Provides an overview of current and past trends
- Enables proactive approach to managing risks
- Allows the organization to decide how it should steer itself in the right direction

Conclusion

- Allows for greater transparency
- Help you do your job more efficiently
- Better track your team's progress over time
- Highlight the great work that you do at the senior level

Next Steps

SLAC



Special thanks to:

- Ramon Lim
- Mike Gonzalez
- Michelle Jost
- Theresa Bamrick
- Enzo Carrone
- Yemi Adesanya
- Ben Calvert
- Jerry Pierre

And to everyone who I've had the pleasure of meeting and who's made my experience at SLAC educational and enjoyable!

Questions?