

Hands on with CABI Webi and the CA Clarity 12.1 Universes



Improving People's Lives
through innovations in personalized health care

About OSUMC

- 16,000 Employees
- 350 IT – 25 in PMO
- 4 Years with CA Clarity
- Clarity 12.1



About Me

Rob.Ensinger



ABOUT ME
PPM Platform Futurist. CA
Clarity Global User
Community Enhancement
Coordinator.

JOB TITLE
Systems Specialist
[LINKEDIN](#)

View my profile on [LinkedIn](#)

[10 POSITIVE RATINGS](#)
[ACTIVITY DETAILS](#)
[2 BLOG ENTRIES](#)

- 15+ Years in Project Management
- 8 Years with PPM Tools
- 6 Years with CA Clarity
- CACGUC Officer



Target Audience of Today's Demo

- Anyone new to Webi and/or the 12.1 CA Clarity Universes who wants to see the potential.
- Anyone who could use a methodology on *how* to create quality reports.

Goal of Today's Demo

- Based upon a real world business problem to solve, in the next 30 minutes we will go from Goal Definition to finished, published report using Webi and the Clarity 12.1 Universes.

You will see...

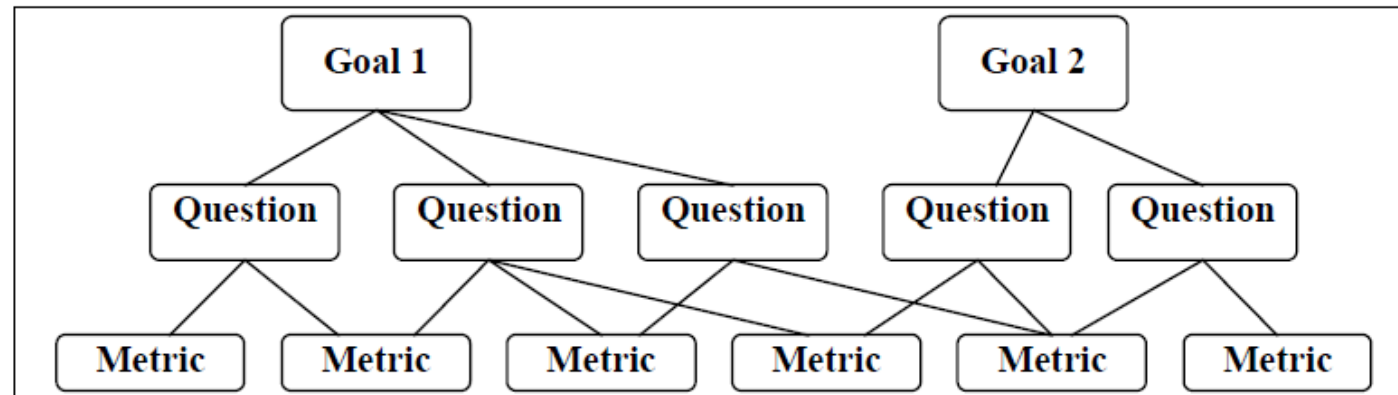
- Queries & Combined Queries
- Variables & Functions
- Alerters!
- Webi deployed for execution from Clarity
- Parameters passed from Clarity & the report running from Clarity

See One, Do One, Teach One

GQM – Goal Question Metric

The GQM Approach is a means of defining goals and driving to metrics and measures through a structured, 'top down' methodology.

Goal	Purpose Issue Object (process) Viewpoint	Improve the timeliness of change request processing from the project manager's viewpoint
Question		What is the current change request processing speed?
Metrics		Average cycle time Standard deviation % cases outside of the upper limit
Question		Is the performance of the process improving?
Metrics		$\frac{\text{Current average cycle time}}{\text{Baseline average cycle time}} * 100$ Subjective rating of manager's satisfaction

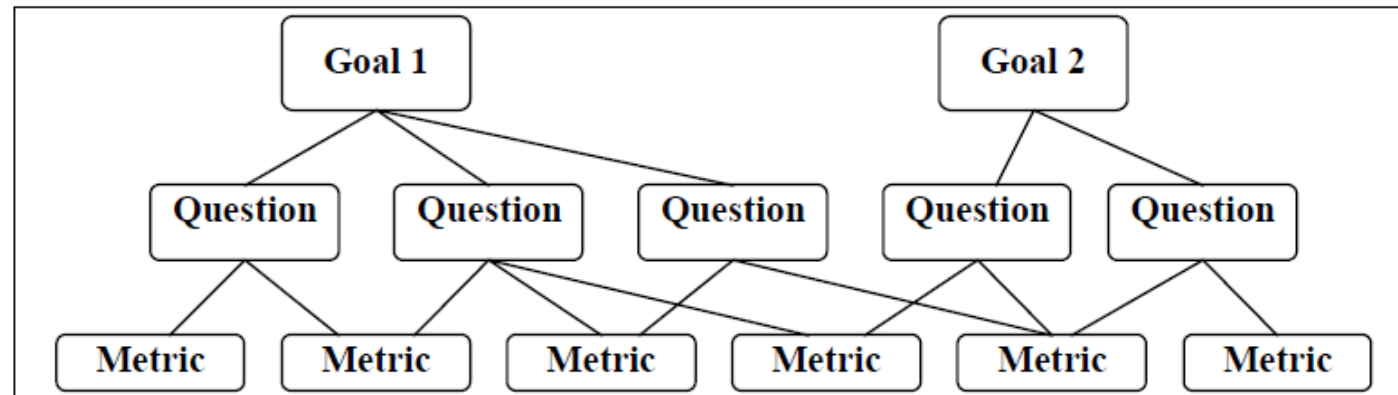


For more information on GQM, please start with: <http://en.wikipedia.org/wiki/GQM>

GQM – Goal Question Metric

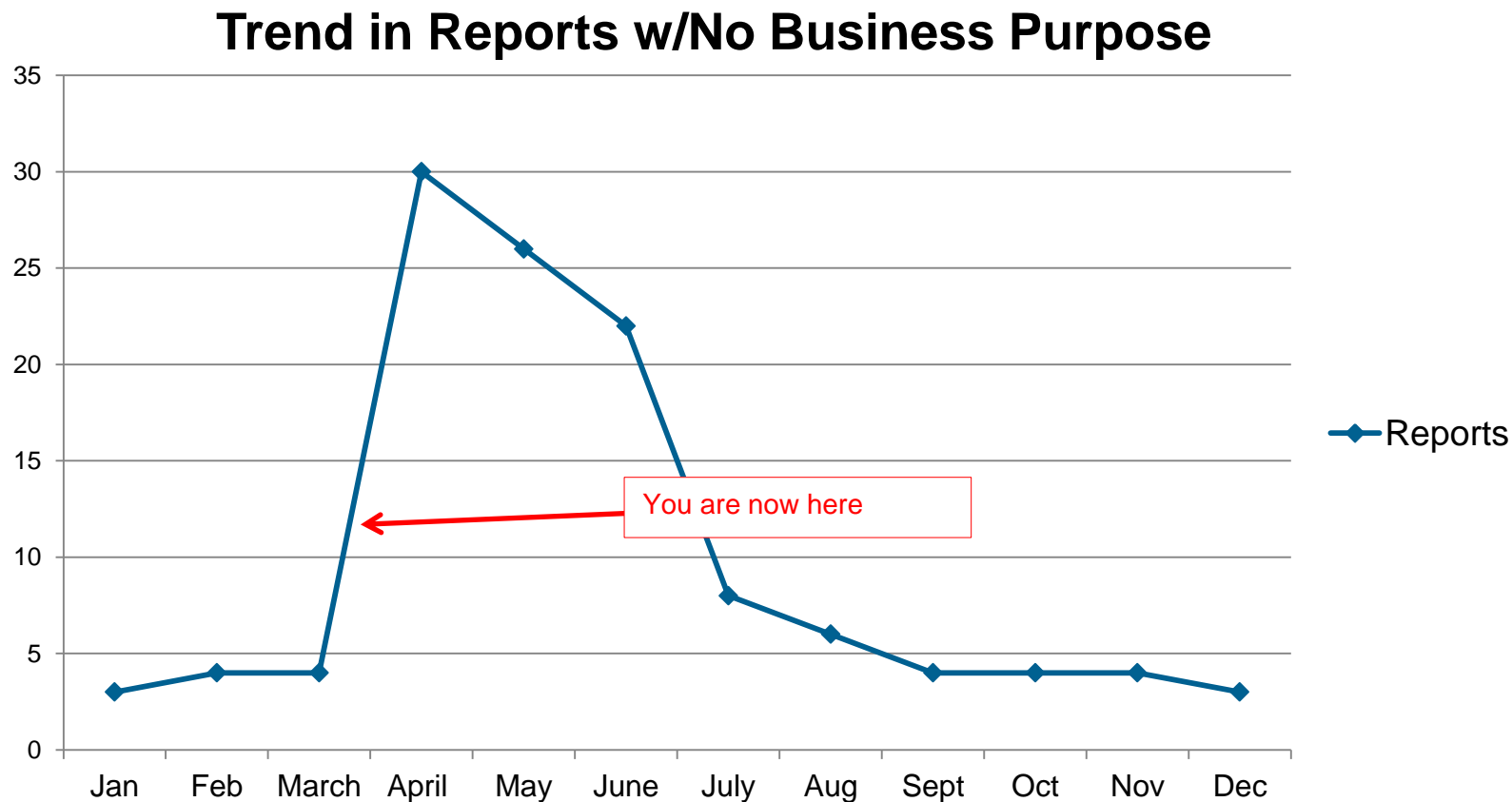
The GQM Approach is a means of defining goals and driving to metrics and measures through *a structured, 'top down' methodology.*

Goal	Purpose Issue Object (process) Viewpoint	Improve the timeliness of change request processing from the project manager's viewpoint
Question		What is the current change request processing speed?
Metrics		Average cycle time Standard deviation % cases outside of the upper limit
Question		Is the performance of the process improving?
Metrics		$\frac{\text{Current average cycle time}}{\text{Baseline average cycle time}} * 100$ Subjective rating of manager's satisfaction

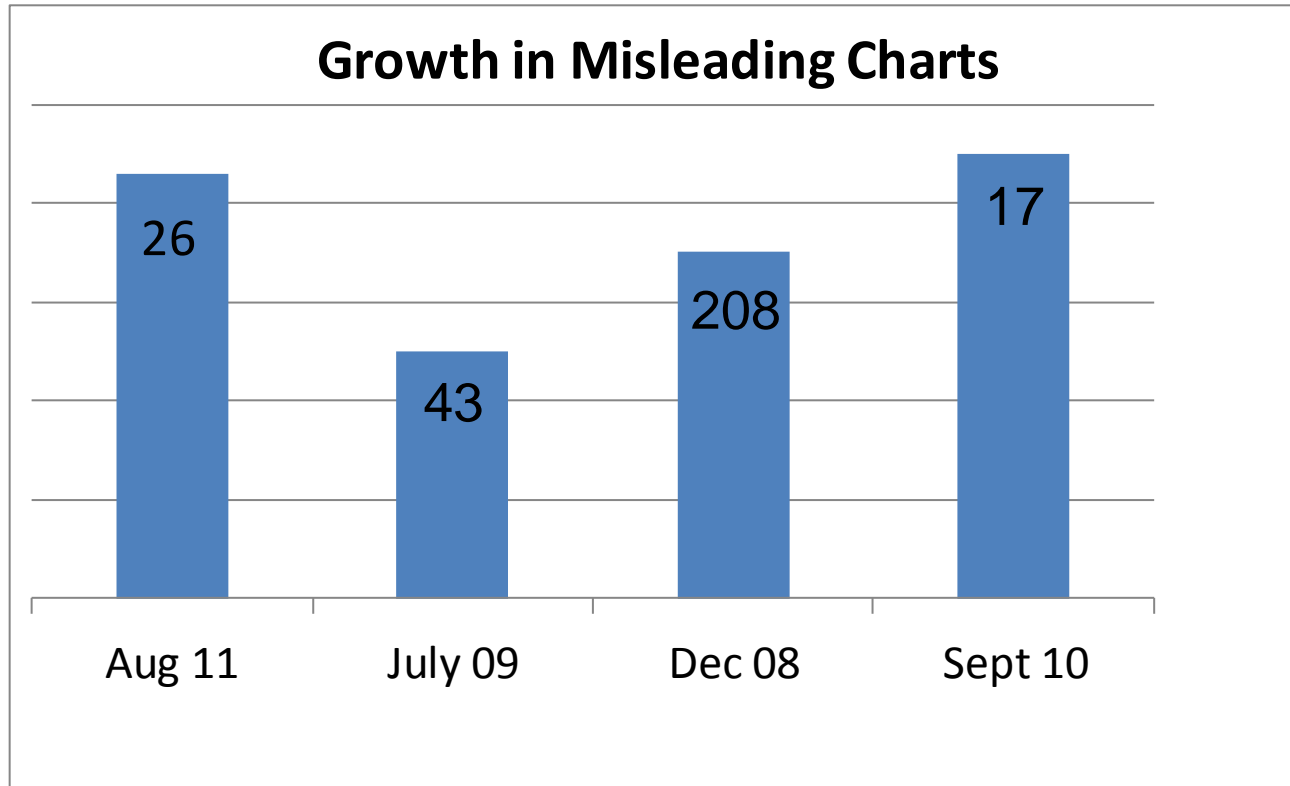


For more information on GQM, please start with: <http://en.wikipedia.org/wiki/GQM>

Why the GQM Methodology?



Why the GQM Methodology?



Goal:

We want to retain our talented employees.

How Do We 'Retain'?

- Great Benefits
- Good Working Environment
- Recognition and Advancement
- Good Work/Life Balance

How Do We 'Retain'?

- Great Benefits
- Good Working Environment
- Recognition and Advancement
- **Good Work/Life Balance?**

How Do We 'Retain'?

- Great Benefits
- Good Working Environment
- Recognition and Advancement
- Good Work/Life Balance?

Resource Management

- Scheduled work is challenging and achievable.
 - Metric: Upcoming work is adequately scheduled and leveled.
- Work is manageable.
 - Metric: Past work has been executed at a manageable level.

How Do We 'Retain'?

- Great Benefits
- Good Working Environment
- Recognition and Advancement
- Good Work/Life Balance?

Resource Management

- Scheduled work is challenging and achievable.
 - Metric: Upcoming work is adequately scheduled and leveled.
- Work is manageable.
 - Metric: Past work has been executed at a manageable level.

Measurement Tool: Actuals to % of a Resource's FTE over a period.



Let's Run the GQR Process!

Goal:
Employee Retention
Good Work/Life Balance

Question:
Has Work Been
Manageable?

Metric:
Workload Indicator
for Period

Goal: Employee Retention - Good Work-Life Balance	Purpose:	Maintain workloads within manageable levels.
	Issue:	Extended periods of over or under utilization damage employee morale.
	Object:	Resource Actuals.
	Viewpoint:	Resource Managers, Executive Leadership
Question:		For a period, what resources have been working un-manageable, over-utilized, manageable and under-utilized hours?
Metric:		Period: contiguous 4 weeks Un-manageable: > 150% FTE Over-utilized: 120 to 150% FTE Manageable: 95 to 120% FTE Under-utilized: < 95% FTE

Workload Indicator for Period Report

Indicators:

- ◆ **Un-managed:** Resource at greater than 150% of FTE for period.
- ◆ **Over-utilized:** 120 to 150% of FTE for period.
- ◆ **Managed:** 95% to 120% of FTE for period.
- ◆ **Under-utilized:** Under 95% of FTE for period.

Assumptions

- All time (FTE) is entered in Clarity.
- Time in Timesheets is Honest, Accurate *and Approved*.

Let's Build It!

... Your Professional Courtesy and Discretion Please.

Next Steps

■ Post Build Thoughts

- This should be an indicator on a Resource Management Dashboard.
- The Report is not the ends – Operational documentation, training and support.
- Webi is a great prototyping and R&D tool.
- 60% Ad Hoc, 20% Productized Reports, 20% R&D.

■ OK, how do we get there?

- Rob's GUC Blog: Going from Zero to Hero with CA Business Intelligence.
 - Are you going to Build, Buy or Borrow?

■ Training and Services

- CA Education & Services.
- 3rd Party Vendor Education & Services.
- SAP Education.

Questions?