

Information Systems (CIO) Dashboard

Health Care DataWorks' Information Systems (CIO) dashboard presents the critical information about the state of your IS department's operational performance.

The dashboard provides valuable feedback to help drive strategic and tactical decisions. The hidden power of the dashboard application is its interactivity, each chart supporting drill-down reports that can be activated with the click of the mouse.

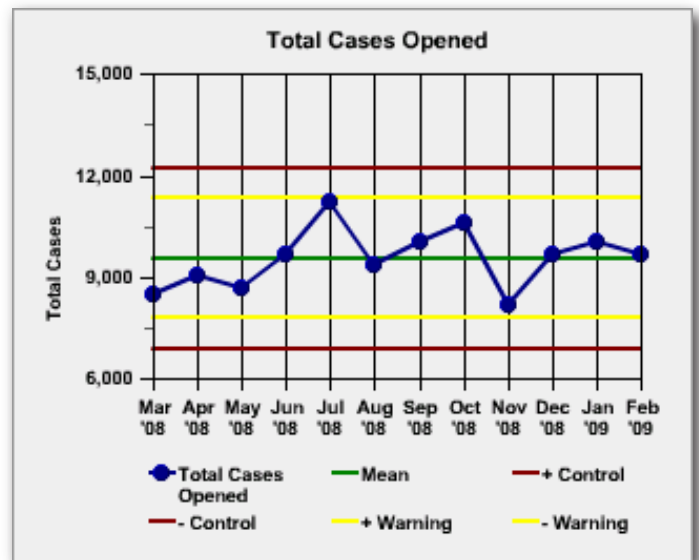
Over 80 Distinct Indicators Including:

- Average Hours to Resolve
- Abandonment Rate Vs. Call Volume
- Data Load Success Rate
- Operating Level Agreement Compliance
- Average Account Creation Time
- Incident Back Logs
- Change Management Statistics
- Customer Satisfaction

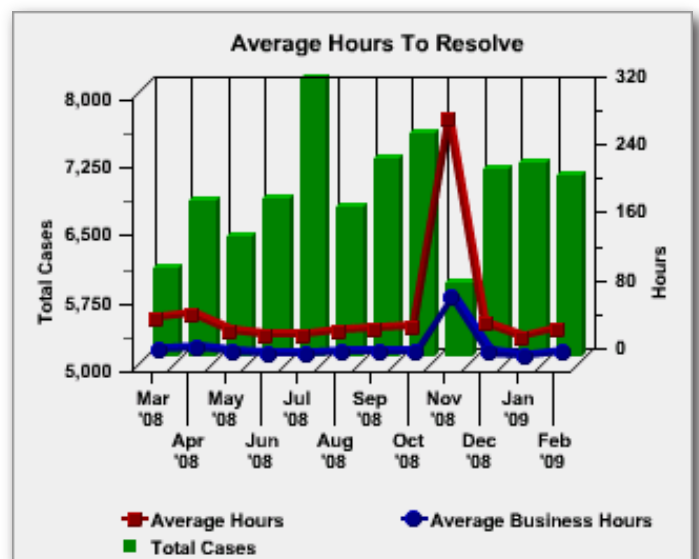
Each metric includes "drill down" reporting to let each user personally investigate the underlying drivers of that metric and take appropriate action to fix the problem. For example, within Incident Management, the user can drill to the categories of cases, and then to the case detail. In this way, drill-downs can help find which entities are responsible for variations in performance on an aggregated metric.

Value:

In the Information Systems (CIO) dashboard, trend charts help staff and leadership to understand, at a glance, the progress of IS related metrics over time, allowing them to proactively take actions instead of reacting to fix problems after the fact.



Managers and Senior Leadership have an "at a glance" view of the metrics that drive a modern IT department.



With a "one click" drill, Leadership can see actionable graphs, to know what is generating their metrics.