

SERENA DASHBOARD

Adaptable Business Intelligence for Your End-to-End IT Processes

BENEFITS

- Increase enterprise visibility through insight into application development data, IT operational data and process metrics
- Accelerate time to value with built-in and configurable metrics across Serena and third-party solutions
- Easily adapt dashboards to changes across third-party tools, IT metrics and business processes
- Gain insight into IT metrics across mainframe, distributed, virtualized and mobile platforms

THE BANE OF BUSINESS INTELLIGENCE

Every IT executive wishes Business Intelligence (BI) tools would meet their long-promised potential of providing enterprise visibility over all IT initiatives. But after decades of long and expensive implementations, BI has fallen short. According to a survey by the National Computer Center, over half of all BI projects were rated average at best. Many BI projects can cost hundreds of thousands of dollars or more and take many months or years to implement. Furthermore, “heavy” BI tools often require additional infrastructure, specialty programming, and even more expenses down the road to perform any changes or upgrades.

For global IT organizations, visibility into their IT processes – from both an application development and operational perspective – is just as challenging. Multiple development tools, different processes, distributed teams and multiple platforms make it challenging for IT leaders to get an enterprise view into development status, service levels and IT cycle times. And because of constantly evolving tools, platforms and IT methodologies, connecting and reporting on changing information sources is extremely challenging.

SERENA DASHBOARD: ADAPTABLE ENTERPRISE INSIGHT

The Serena Dashboard provides IT organizations rapid insight into their end-to-end IT processes. Unlike BI tools that typically take months to deploy or lock IT organizations into a vendor-based platform, the Serena Dashboard provides KPIs and dashboards that are specifically designed for Application Lifecycle Management (ALM) and IT Service Management (ITSM) processes. Furthermore, all metrics and dashboards are easy to deploy and update – no matter how frequently IT organizations change their tools, processes and metrics.



Figure 1: The Serena Dashboard provides best-practice KPIs for application development data, IT operational data, mainframe data and process metrics.

The Serena Dashboard offers IT organizations key analytical capabilities for both ALM and ITSM processes:

FEATURES

- Out-of-the-box dashboards and KPIs, including build success/failure rate, percent of on-time releases, percent of deployments with known issues, ChangeMan ZMF instance distribution, requirements decomposition coverage and test execution rate
- Custom configurable dashboards for development data, IT operational metrics, mainframe data or process metrics
- Report on information across third-party tools, including HP Quality Center
- Instantly access KPIs and dashboards on mobile devices like the iPad
- Secure role-based dashboards and attribute-based views
- Drill-down capabilities from any dashboard view
- Chart customization with bar charts, pie charts, gauge charts, etc.
- Quickly find shared dashboards via powerful search capabilities
- Favorites, personalized dashboard views and report publication
- Streamlined user set-up with SSO and LDAP support

RELATED SERENA PRODUCTS

- Serena Mobile Dashboard
- Serena Development Manager
- Serena Release Manager
- Serena Requirements Manager
- Serena Service Manager
- Serena ChangeMan ZMF

- **Best-Practice KPIs:** The Serena Dashboard provides several out-of-the box KPIs and dashboards based on ALM and ITIL best practices, including project status, ChangeMan ZMF instance distribution by application counts, defect escape rate, build success/failure rate, test execution rate, percent of on-time releases, percent of failed packages by stage, and requirements decomposition coverage.
- **Easily Adaptable Dashboards:** Pre-configured dashboards can easily be configured and customized in just minutes. Administrators can easily create their own KPI's based on a library of existing metrics, and select from multiple chart types, including bar charts, gauge charts and more.
- **Process-Based IT Metrics:** IT organizations can use Serena to view process metrics for each phase and handoff in the application development and service delivery lifecycle – such as how long a release has been in the testing phase, the lag time between testing and deployment, and the biggest bottlenecks across all projects.
- **Enterprise Metrics Across All Tools:** The Serena Dashboard allows administrators to report on data from third-party tools across any phase of the application lifecycle. Quality metrics from HP Quality Center are already pre-configured in the initial dashboard views.
- **Mobile Access:** IT executives can use mobile devices like the iPad to interact with the latest KPIs and dashboards no matter where they are. With intuitive drill-downs, simple data manipulation and rapid personalization, the Serena Mobile Dashboard makes it even easier to find the right information to help executives run IT more efficiently.
- **Rapid Personalization:** Users can easily personalize the Serena Dashboard to quickly access the information they need. They can create favorites, search across shared dashboards and projects, and set up publication of reports.
- **Flexible and Modern Architecture:** The Serena Dashboard is based on a modern analytics architecture that provides consolidated IT metrics via the Web. In addition to reporting on real-time data from Serena suites like Serena Development Manager and Serena Release Manager, the dashboard can easily process information from third-party tools through web services.

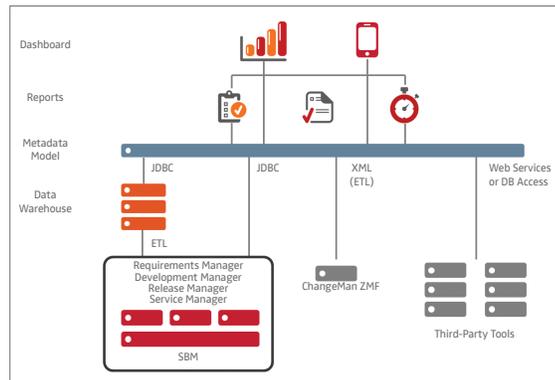


Figure 2: The Serena Dashboard leverages a modern analytics architecture to report real-time metrics across Serena products and third-party tools.

BENEFITS

The Serena Dashboard offers built-in best practices along with easily configurable views, so IT executives can avoid painful BI initiatives – and instead quickly deploy an enterprise IT intelligence solution that can adapt to their changing needs. No matter what tools, methodologies or metrics IT uses, the Serena Dashboard can give IT leaders the insight they need to deliver applications and services with confidence.

CONTACT

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ABOUT SERENA

Serena Software provides solutions that orchestrate application delivery, IT operations and business processes for the Global 2000. Serena's mission is to help enterprises orchestrate their world. Its 3,000 active enterprise customers, encompassing almost one million users worldwide, have made Serena the largest independent ALM vendor, and are now using Serena to orchestrate IT service management and many other processes. Headquartered in Silicon Valley, Serena serves enterprise customers from 29 offices in 14 countries. Serena is a portfolio company of Silver Lake Partners, the leader in private investments in technology-enabled industries. For more information on Serena, visit <http://www.serena.com>.