

# Management Information

Touchpaper Management Information (MI) is a graphical reporting application designed to provide IT and business managers with the information they require to track their performance against a range of pre-defined business measures. Using Key Performance Indicators (KPIs), MI displays an immediate view of how IT is performing against its key objectives and also provides a historic view of trend data captured and stored within the MI application.

## Measure your own performance

Every organization is different, so in addition to a range of pre-defined KPIs supplied with Touchpaper MI, organizations are able to define additional KPIs to represent their own performance criteria via both Touchpaper software and other IT systems. This information is then presented to users in accordance with their roles and responsibilities, ensuring that the relevant information is presented to the right people at the right time.

## Enable managers to manage

The Touchpaper MI solution enables managers to maintain visibility of how their own business area (for example, the IT department or Customer Service team) is performing against the agreed measurement criteria in the business plans and defined within the KPIs. Having such key information available on a regular basis provides the ability to track performance and also to proactively drill down into the underlying data to determine where issues are arising and what corrective measures could be taken.



KPI status indicator screen

## Key Benefits

- Enable IT to define what measurements are key to the business
- Provide the information to aid efficient management of IT assets
- Provide high level status information on the key elements the business measures (KPIs)
- Provides the IT department with critical Information for improved decision making
- Drill down and trend information for managers



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## Closer ties to the business

The most effective organizations are those that view their investment in IT as a direct contributor to productivity and achievement of strategic goals, rather than as an overhead cost.

It is therefore key that KPIs, critical to an organization's success are identified, captured, and achievement against them measured. For example, ensuring that systems are geared to cope with a surge due to seasonal demand.

## An aid to compliance

The increase in legislation and regulation over recent years and the associated reporting requirements, has affected most organizations. IT applications are often the source of much of this information, for example, Sarbanes-Oxley section 404, Basel II, UK Financial Services Authority requirements and FAST compliance. The historic reporting functionality within Touchpaper MI enables performance to be tracked, compared and reported against such KPIs quickly and easily over the required time period.

## Key Performance Indicators

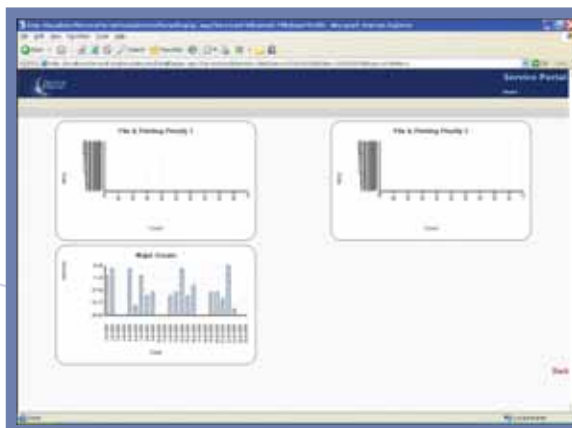
KPIs are created and defined within Touchpaper MI and can represent a number of services, which in turn can be made up of individual components. For example, a KPI representing the delivery of excellent customer service comprises in part, of the availability and performance of the IT systems that the Customer Service Staff utilize, but also involves the satisfaction of the users, the percentage of enquiries not resolved, the response times of support staff, etc.

Each of the services that contribute to the KPI can themselves be made up of different components: for example, the E-mail service could include the UK mail server, the US mail server, the e-mail software and so on.

Touchpaper MI enables each KPI to be defined while also allowing for 'weighting' in order to reflect the importance of a particular component to the compliance with the overall KPI.

## System requirements and version compatibility

For information on version compatibility and system requirements please see 'Touchpaper Supported Platforms' and 'Touchpaper Technical Architecture' documents at <http://www.touchpaper.com>



Drill down detail graphs

## Key Features

Feature	Description
KPI Definition	<ul style="list-style-type: none"><li>Create specific KPIs for your organization</li><li>Define the services, components, metrics and weightings that comprise each KPI</li><li>Give each service or component "thresholds" which are the target values for acceptable performance of this KPI (this can be within a range of values)</li><li>Define user numbers for a service or a component that also aids the definition of the effect of a given KPI on the organization</li></ul>
Graphical Viewer	<ul style="list-style-type: none"><li>Intuitive, easy to use and interpret</li></ul>
MI Engine	<ul style="list-style-type: none"><li>Define queries to enquire on any aspect of organizational systems</li><li>Schedule data collection</li></ul>
Drill Down	<ul style="list-style-type: none"><li>Drill down to underlying data for problem resolution</li></ul>
Role-Based Views	<ul style="list-style-type: none"><li>Define multiple views according to user roles</li></ul>
Historic Data	<ul style="list-style-type: none"><li>KPI data stored in a data warehouse for use in trend analysis and forecasting</li></ul>
Generic KPIs provided "out of the box"	<ul style="list-style-type: none"><li>A range of generic KPIs supplied as part of the application</li></ul>

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