



Fifth Discipline Group

FDG[®] Master Measure Management Platform

End to end performance measure transparency and control

What does it do?

Provides a platform for the end to end management of performance measures.

Structures the approach to performance measure delivery and maintenance.

Facilitates workflow for the development and approval of performance measures

Enhances the transparency of business rules contained within performance measures.

Why is it important?

Reduces the measure cost of ownership to BI stakeholders.

Improves turnaround time for the inception to materialisation of measures.

Supports effective strategy alignment.

Increases traceability and auditing of measure definitions and calculations

Attains embedded knowledge management for performance measures

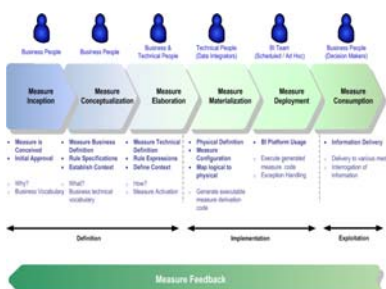
Who will benefit?

Business Organisations

Business Individuals

BI Development Teams

BI Support Teams



The calculation of solitary and interdependent measures is used to determine the performance status of particular business functions and processes. The management of these measures is vital for business in making accurate informed strategic and tactical decisions on an ongoing basis.

A number of challenges face organisations in terms of managing their measures. It takes an enormous amount of effort to manage measures in an enterprise environment. This includes:

- ◇ Enterprise wide conformity of measure definitions and instances
- ◇ Controlling the access to measures
- ◇ Enforcing a structured measure development process
- ◇ Transparency and traceability of business rules implied by measures
- ◇ Knowledge management

The FDG Master Measure Management platform provides organisations with functionality aimed at achieving the principles of master measure management. It is a suite of interactive components designed to integrate the various facets of measure management into an existing BI environment.

Platform addresses :

- ◇ Structured analysis and definition
- ◇ Controlled measure environment
- ◇ Collaborative process facilitation
- ◇ Business rule transparency
- ◇ Audit trails
- ◇ Forward and reverse impact analyses
- ◇ Measure detail enrichment
- ◇ Associated business metadata
- ◇ Various reporting structures to leverage captured measure details
- ◇ Pull-through reutilisation of measure elements
- ◇ Measure delivery status management and progress reporting
- ◇ Integration of definitions through executable code in ETL processes

Key Benefits

• Strategic Alignment

Attaining strategic alignment of performance measures is made easier through the centralisation, conformity and control over measures being defined, developed and deployed.

• Cost Reduction

The turnaround time for measures from inception to delivery is decreased thus reducing the cost of delivery. The maintenance effort required for measures is also substantially reduced thus reducing cost of ownership.

• Structured Process

The life cycle of a measure is facilitated through the platform thus providing gateways for control over measure states throughout development enabling better coordination of development teams.

• Structured Definition

A structure for the definition of measures is provided establishing clear standards for enterprise wide definitions and understanding. This also reduces risks induced through unnecessary complexity.

• Traceability

Business rules are traceable through measure definition to calculation due to the integration of business rule formulation and ETL implementation.

• Knowledge Management

The centralised, conformed nature of the detailed measure structures promoted embedded knowledge management

• Transparency

Business rule definitions are readily available for review in business and technical context making them transparent to multiple role players.

Solution Overview

The Master Measure Management Platform is a seamless integrated suite of components that compliment each other in providing various levels measure management. The solution is based on a number of key functional principles:

- ◊ Role based interface availability
- ◊ Collaborated measure design and development between business and technical role players
- ◊ Facilitation of the measure lifecycle through measure state management as a development process
- ◊ Simplified construction of complex measures through utilisation of reusable business components
- ◊ Pull-through functionality allowing users to link measure elements through the various levels of measure abstraction
- ◊ Measure detail enrichment through object attachments
- ◊ Reporting interfaces for the delivery of information contained in the repository specific to each component

Components

Measure Stencil – Facilitates the analysis and approval of measures within their business context for further utilisation in the measure lifecycle.

Measure Stencil

Measure Name: Consultant Billability Ratio

Description: Ratio to determine the ratio of consultant billed hours to available hours in a work month

Process being measured: Revenue Cycle

Area being measured: Consultancy

Output Type: Percentage Ratio

Frequency of Output: Monthly

Decision Support

What decision is supported? Consultant promotion

Who makes the decision? Consultancy manager

Frequency of decision: Quarterly

What information is required to make the decision? Consultant billability, Consultant qualifications, Consultant capability matrix

Where is the required information sourced from? Project server/sheetsheets, consultant cv repository

What behaviour will be discouraged or encouraged? Consultants realize their potential through increasing demand for their service by delivering value to clients on a continual basis

Measure Workbench – Allows for the consumption of measure business context defined, in abstracting the measure definition into a more logical nature by defining expressions for business rules leveraging reusable measure elements such as constants, data elements and other measures.

Formula

Formula: SUM(Consultant Billed Hours) / SUM(Available Work Hours)

Assertions

Operator	Constraint	Condition	Operator
	Active Consultant	Is true	and
(Consultant is an intern	Is false	or
	Consultant is a sub-contractor	Is false)

Code Generators – Provides for mapping to logical elements required for code generation of selected measures. SAS and SQL generators will be made available.

Hierarchy Manager – Provides functionality for the management of reporting hierarchies as business context to measures. These hierarchies are simple elements describing the hierarchy itself and the levels contained within. Each level is also provided a ranking for aggregation definitions.

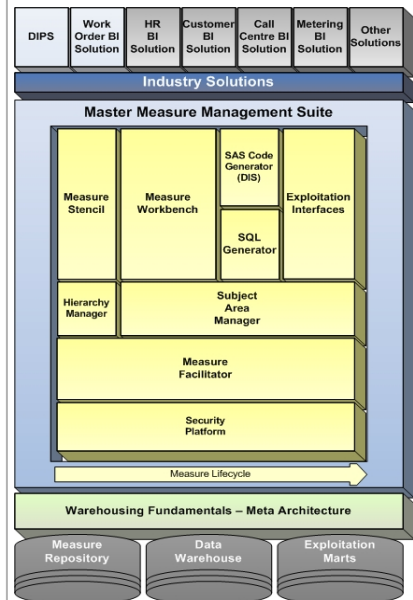
Subject Area Manager – Managing warehouse content in an evolutionary BI environment is never easy unless quantified through some form of structure. One of those structures is a subject area. Each subject area is contains detail regarding its source information, measure values and the dimensional detail related to it. The dimensions are also managed on a content level through association to source and hierarchy information contained within

Measure Facilitator – Supplies the platform required for workflow management and integration to communication media required.

Security Platform – Management of users in the environment in terms of authentication using lightweight directory access protocol (LDAP) and authorisation of users in relation to functionality within the environment. The role definitions are further used in workflow processes configured and applied by the facilitator.

Architecture

The product suite makes use of a thin client web interface. The interface has been constructed with network availability and consumption in mind by optimising the number of post-backs required. The interface can operate as a standalone solution or it can be integrated into existing information portals available. Various data storage technologies can be utilised through configuration of a data access layer. The components have been designed to attain seamless integration and extensibility by implementing interfaces in order to facilitate good principles of object orientation.



About FDG

Fifth Discipline is a consulting firm specialising in Business Intelligence. Our team of highly skilled and professional consultants provides a wealth of business experience to our clients. In support of our philosophy of continuous learning, our team receives continuous training and development in all of the relevant consulting streams. We also install a team-based approach with ongoing mentoring by experienced staff.

