



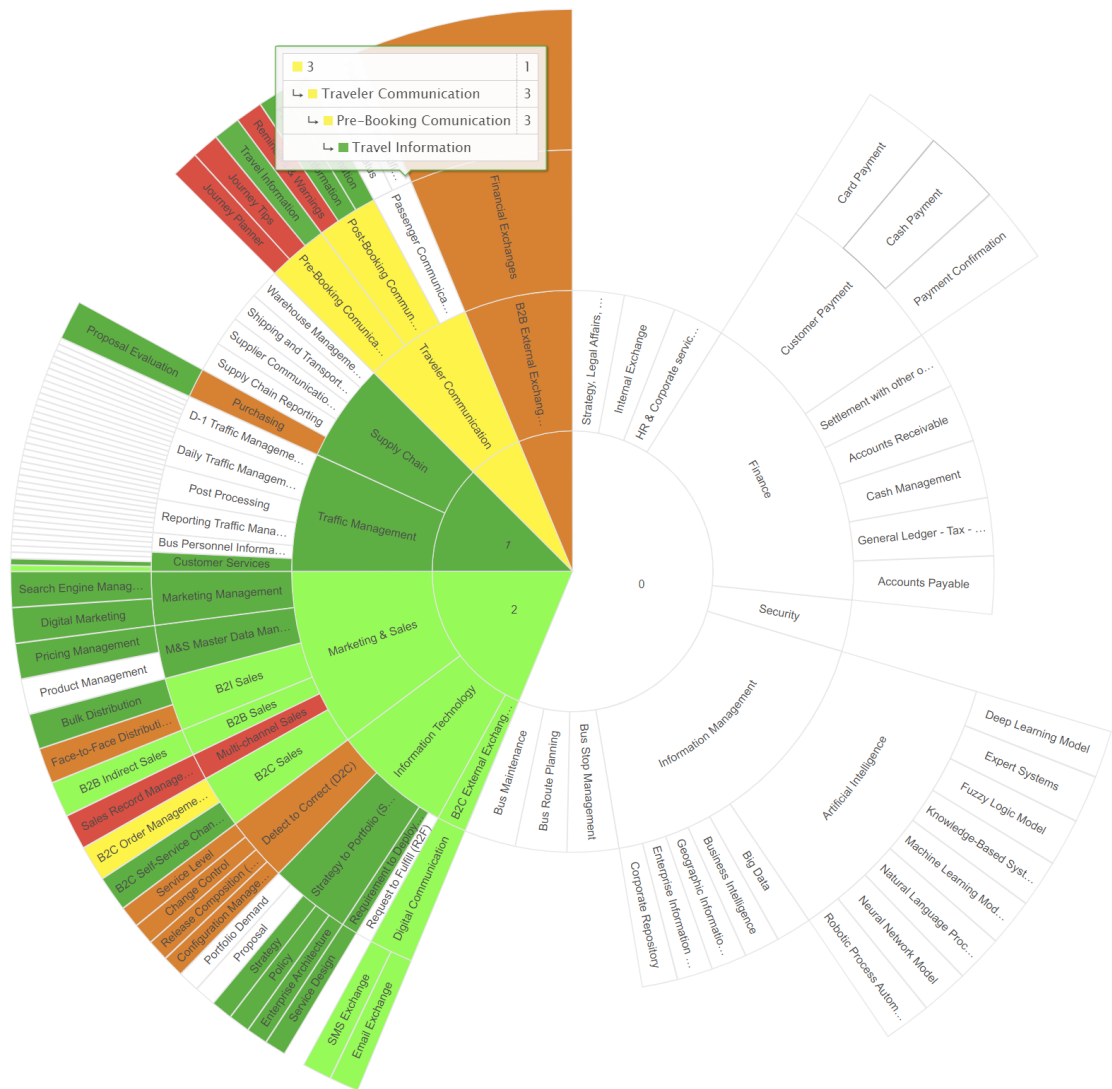
# Visible Enterprise Dashboards

## Application Availability

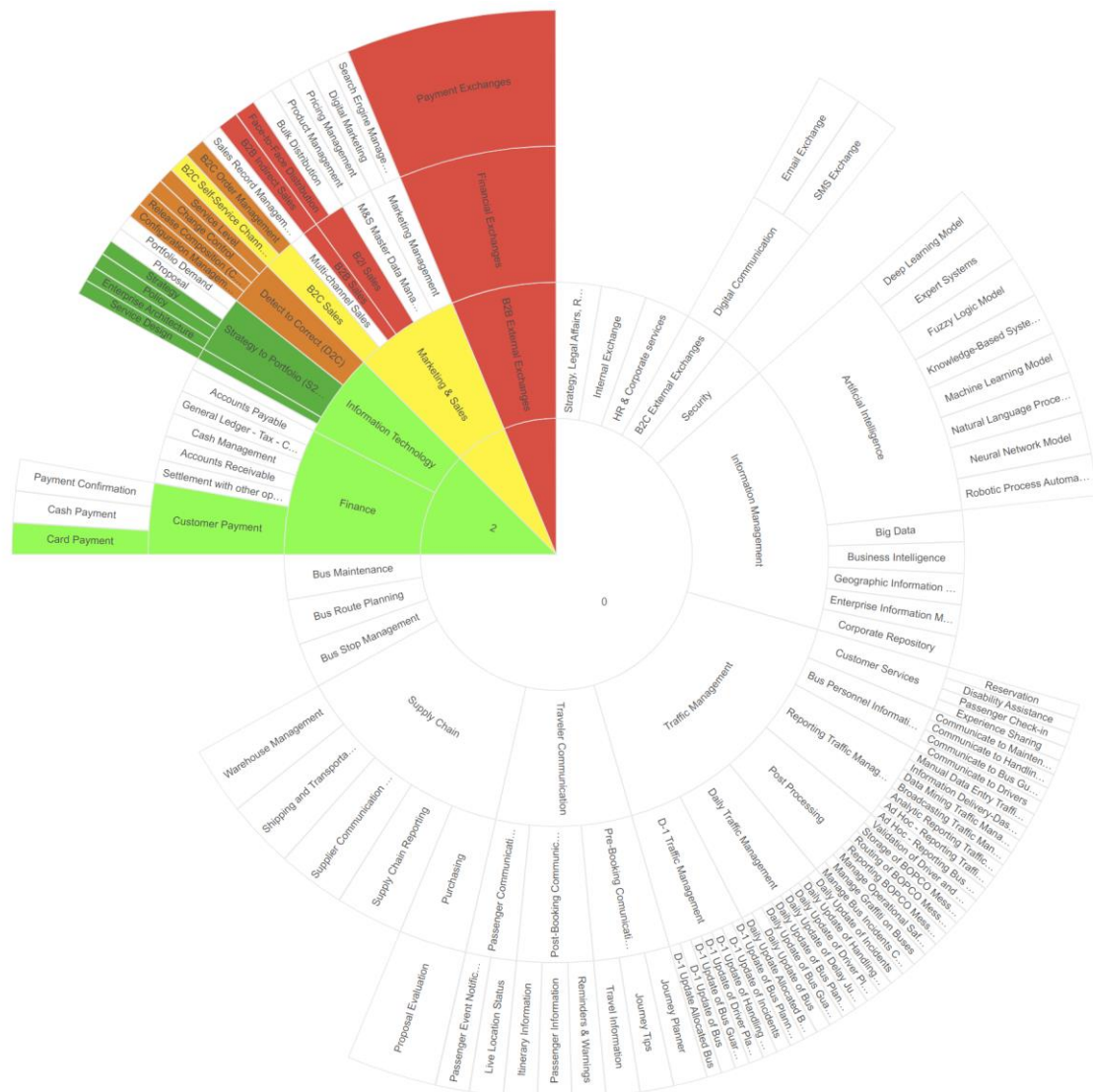
[Sample Labnaf Dashboards](#)

# Consolidated Impact of Unavailability on Enterprise Functions

Magnitude of the Number of Users impacted by unavailability



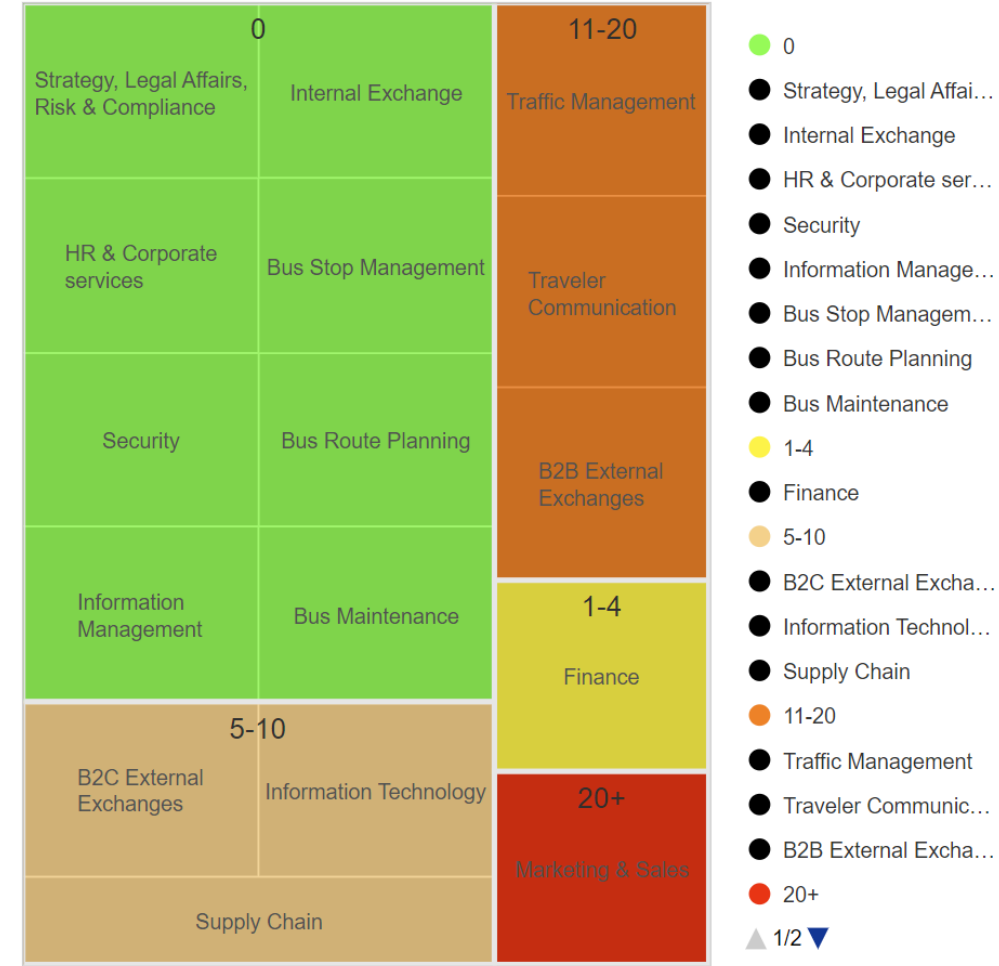
Magnitude of Critical Data impacted by unavailability



# Consolidated Impact of Unavailability on Enterprise Functions

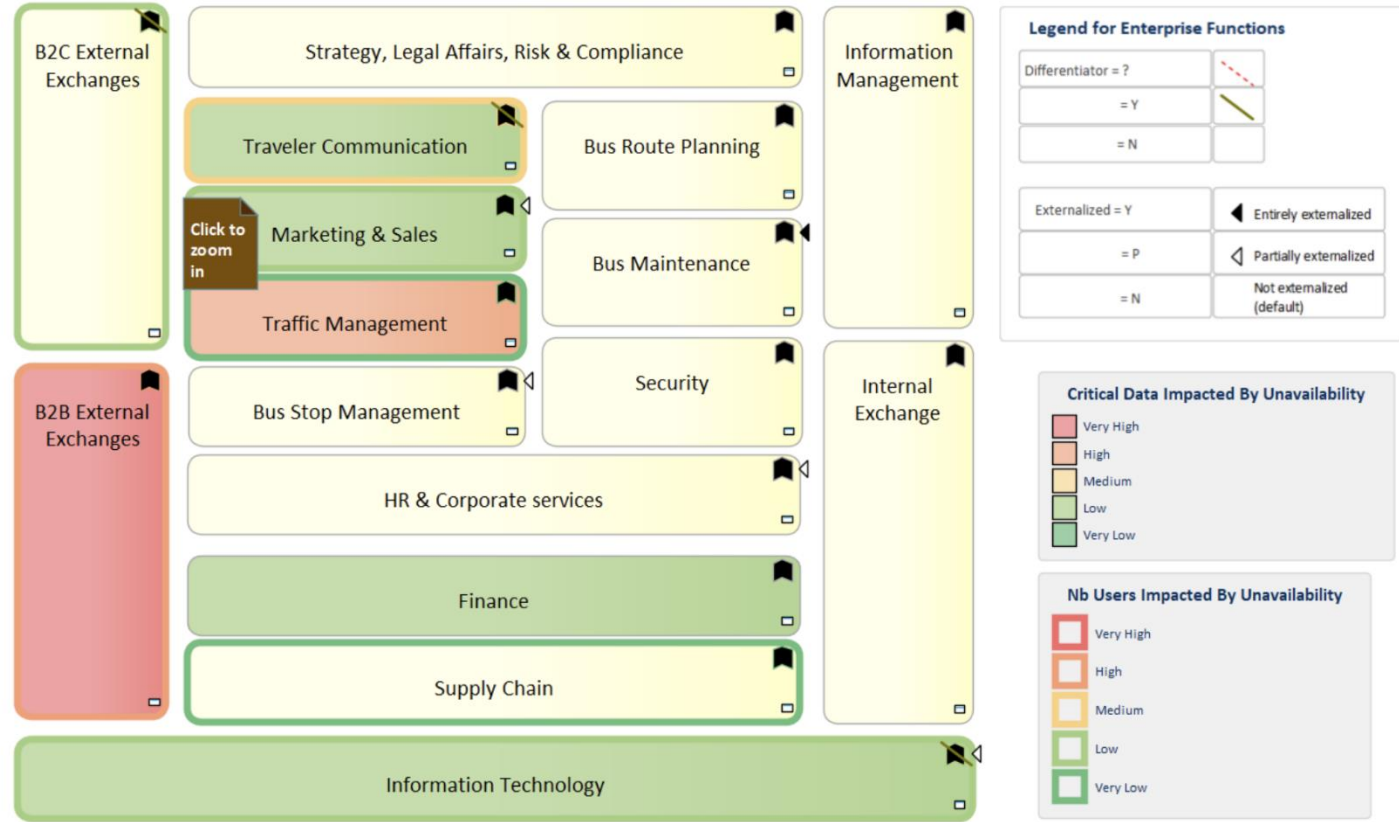
## Dynamic Layout

Number Incidents / Functional Domain



## Fixed Layout

Impact of Application Unavailability on L1 Business Capabilities



# Applications by Unavailability

Applications by Unavailability

Search

View all

10

Name ↑↓	Pct_unavailable ↑↓	Nb_incidents ↑↓	Nb_users ↑↓	Tco ↑↓
BOPCO Travel Info	5	1	120	45
CMDB	5	6	100	258
Zeus Prodcut Management	4	1	8	56
Customer Mobile Application ...	3	5	50	5
BOPCO Journey Planner	2	10	120	20
Neptune Indirect Sales Staff ...	2	1	62	510
Aphrodite Digimarketing	1	6	5	852
Athena Order Management	1	7	50	1250
Mars WebApp	1	5	100	65
Poseidon	1	1	50	95



# Applications by Unavailability

Traveler Communication

Marketing & Sales

Traffic Management

Bus Stop Management

HR & Corporate services

Finance

Supply Chain

Information Technology

Bus Route Planning

Bus Maintenance

Security

Internal Exchange

Extended = Y

Extremely automated

Partially automated

Not automated (default)

Data Impacted By Unavailability

Very high

High

Medium

Low

Very low

Users Impacted By Unavailability

Very high

High

Medium

Low

Very low

Strategy, Legal Affairs, Risk & Compliance

Internal Exchange

HR & Corporate services

Security

Bus Stop Management

Bus Route Planning

Information Management

Bus Maintenance

5-10

B2C External Exchanges

Information Technology

Supply Chain

CMDB

2 TRANSITION

Y

3 AS-IS

Y

Code

7

Criticality

M

Deployment\_Status

In Operation

Doc\_Amount

50

Expected\_Unavailability

4

Functional\_Fit

L

In\_Operation\_End\_Date

2023-12-31

In\_Operation\_Start\_Date

2005-01-01

IT\_Contact

Sleepy

IT\_Contact\_Delegates

Bashful

MTBF

2022-01-01=980;2022-02-01=854;2022-03-01=500

MTTR

2022-01-01=6;2022-02-01=3;2022-03-01=1

Nb\_Components

4

Nb\_In\_and\_Out\_Flows

6

Nb\_Incidents

6

Applications by Unavailability

Search

View all

10

Name	Pct_unavail...	Nb_incidents	Nb_users	Tco
BOPCO Travel Inf	5	1	120	45
CMDB	5	6	100	258
Zeus Product Man	4	1	8	56
Customer Mobil	3	5	50	5
BOPCO Journey P	2	10	120	20
Neptune Indire	2	1	62	510
Aphrodite Digimar	1	6	5	852
Athena Order Man	1	7	50	1250
Mars WebApp	1	5	100	65
Poseidon	1	1	50	95

Number Incidents / Functional Block

Search

View all

10

Functional	Functional	Functional	Nb_incidents	Subreport
Marketing & Sa	B2B Sales	B2B Indirect Sales	19	View
Marketing & Sa	B2C Sales	B2C Order Manag	19	View
B2B External E	Financial Exch	Payment Exchange	14	View
Marketing & Sa	B2I Sales	Face-to-Face Distr	14	View
Marketing & Sa	B2C Sales	B2C Self-Service C	11	View
Traveler Comm	Pre-Booking C	Journey Planner	10	View
Traveler Comm	Pre-Booking C	Journey Tips	10	View
Marketing & Sa	Multi-channel S	Sales Record Man	9	View
Traveler Comm	Post-Booking C	Reminders & Warn	9	View
Marketing & Sa	Marketing Man	Digital Marketing	7	View

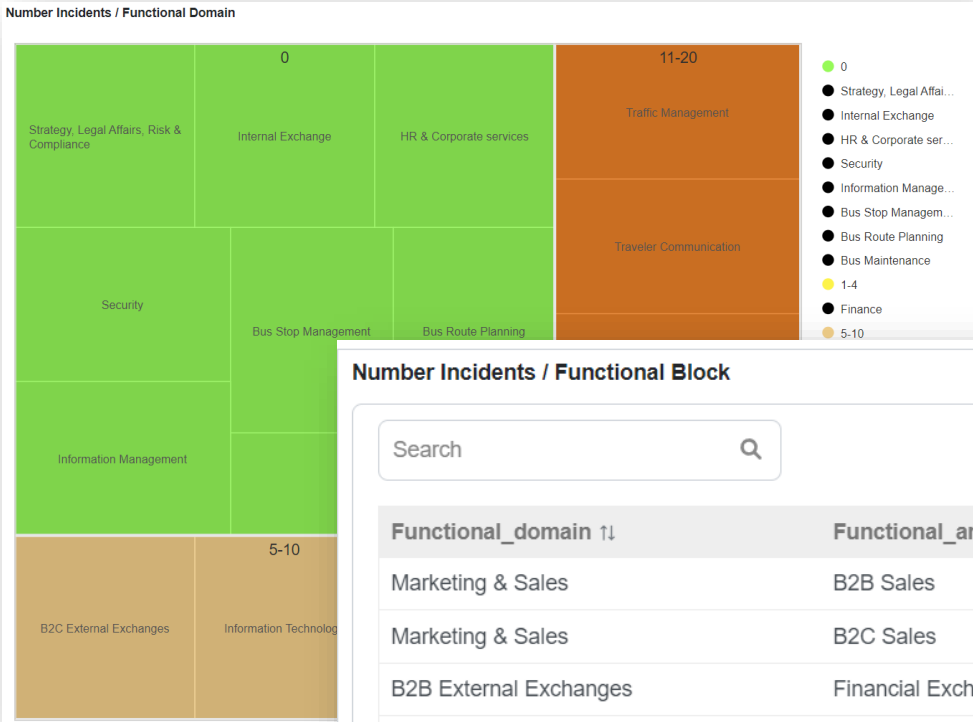
Marketing & Sales - Application Incident History

Application Incidents History - Functional Domain: Marketing & Sales

Application Incident Mean Times - Functional Domain: Marketing & Sales



# Consolidated Application Incidents



Number Incidents / Functional Block

Q

Functional_domain ↕	Functional_area ↕	Functional_block ↕	Nb_incidents ↕	Subreport ↕
Marketing & Sales	B2B Sales	<a href="#">B2B Indirect Sales</a>	19	<a href="#">View</a>
Marketing & Sales	B2C Sales	<a href="#">B2C Order Management</a>	19	<a href="#">View</a>
B2B External Exchanges	Financial Exchanges	<a href="#">Payment Exchanges</a>	14	<a href="#">View</a>
Marketing & Sales	B2I Sales	<a href="#">Face-to-Face Distribution</a>	14	<a href="#">View</a>
Marketing & Sales	B2C Sales	<a href="#">B2C Self-Service Channel</a>	11	<a href="#">View</a>
Traveler Communication	Pre-Booking Communication	<a href="#">Journey Planner</a>	10	<a href="#">View</a>
Traveler Communication	Pre-Booking Communication	<a href="#">Journey Tips</a>	10	<a href="#">View</a>
Marketing & Sales	Multi-channel Sales	<a href="#">Sales Record Management</a>	9	<a href="#">View</a>
Traveler Communication	Post-Booking Communication	<a href="#">Reminders &amp; Warnings</a>	9	<a href="#">View</a>
Marketing & Sales	Marketing Management	<a href="#">Digital Marketing</a>	7	<a href="#">View</a>



# Application Incidents

Number Incidents / Functional Block

Search

Functional_domain 1:	Functional_area 1:	Functional_block 1:	Nb_incidents 1:	Subreport 1:
Marketing & Sales	B2B Sales	B2B Indirect Sales	19	<a href="#">View</a>
Marketing & Sales	B2C Sales	B2C Order Management	19	<a href="#">View</a>
B2B External Exchanges	Financial Exchanges	Payment Exchanges	14	<a href="#">View</a>
Marketing & Sales	B2I Sales	Face-to-Face Distribution	14	<a href="#">View</a>
Marketing & Sales	B2C Sales	B2C Self-Service Channel	11	<a href="#">View</a>
Traveler Communication	Pre-Booking Communication	Journey Planner	10	<a href="#">View</a>
Traveler Communication	Pre-Booking Communication	Journey Tips	10	<a href="#">View</a>
Marketing & Sales	Multi-channel Sales	Sales Record Management	9	<a href="#">View</a>

Marketing & Sales

Traveler Communication

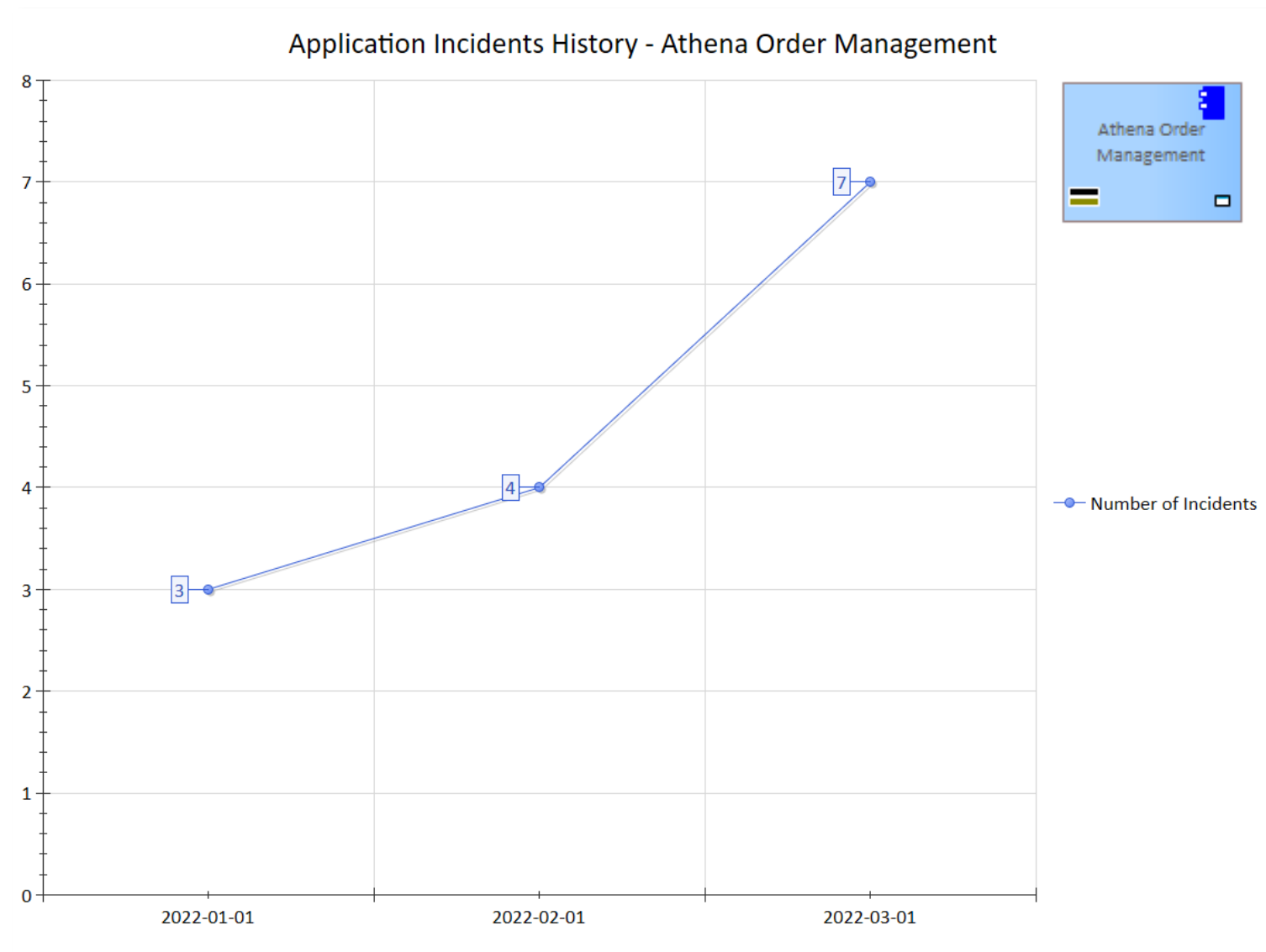
Marketing & Sales

Functional_domain	Functional_area	Functional_block	Application	Nb_incidents
Marketing & Sales	B2C Sales	B2C Self-Service Channel	Customer Mobile Application	9
Marketing & Sales	B2C Sales	B2C Self-Service Channel	Ares	8
Marketing & Sales	B2C Sales	B2C Order Management	Jupiter Cash Desk	8
Marketing & Sales	B2C Sales	B2C Order Management	Athena Order Management	6
Marketing & Sales	B2C Sales	B2C Self-Service Channel	LOGIN	4
Marketing & Sales	B2C Sales	B2C Order Management	Venus Cash Desk	4



# Evolution of the Number of Application Incidents Over Time

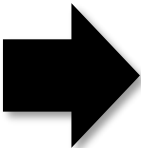
Automatic time  
series graph  
generation for  
every **application**



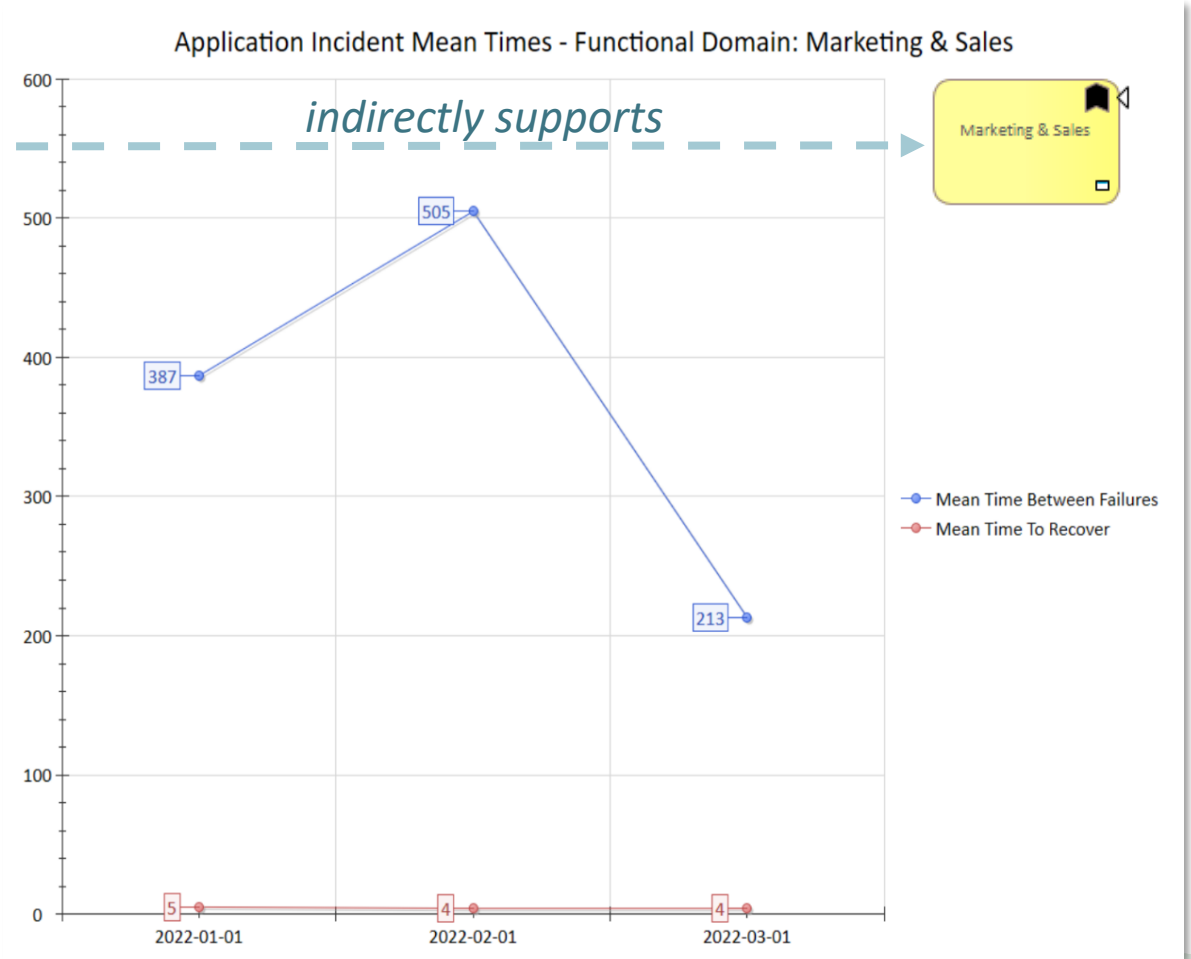
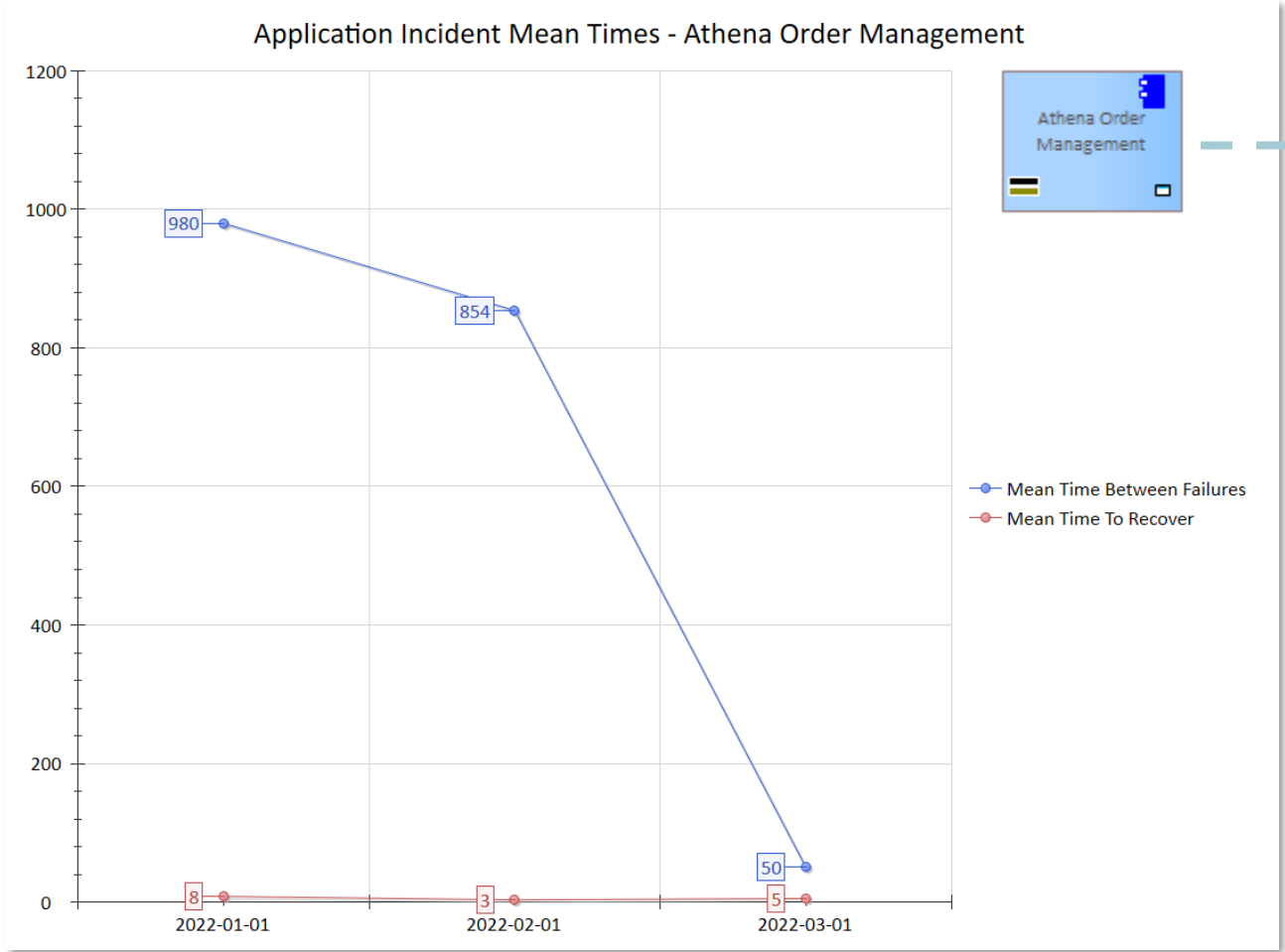


# Evolution of Application Incidents Duration Over Time

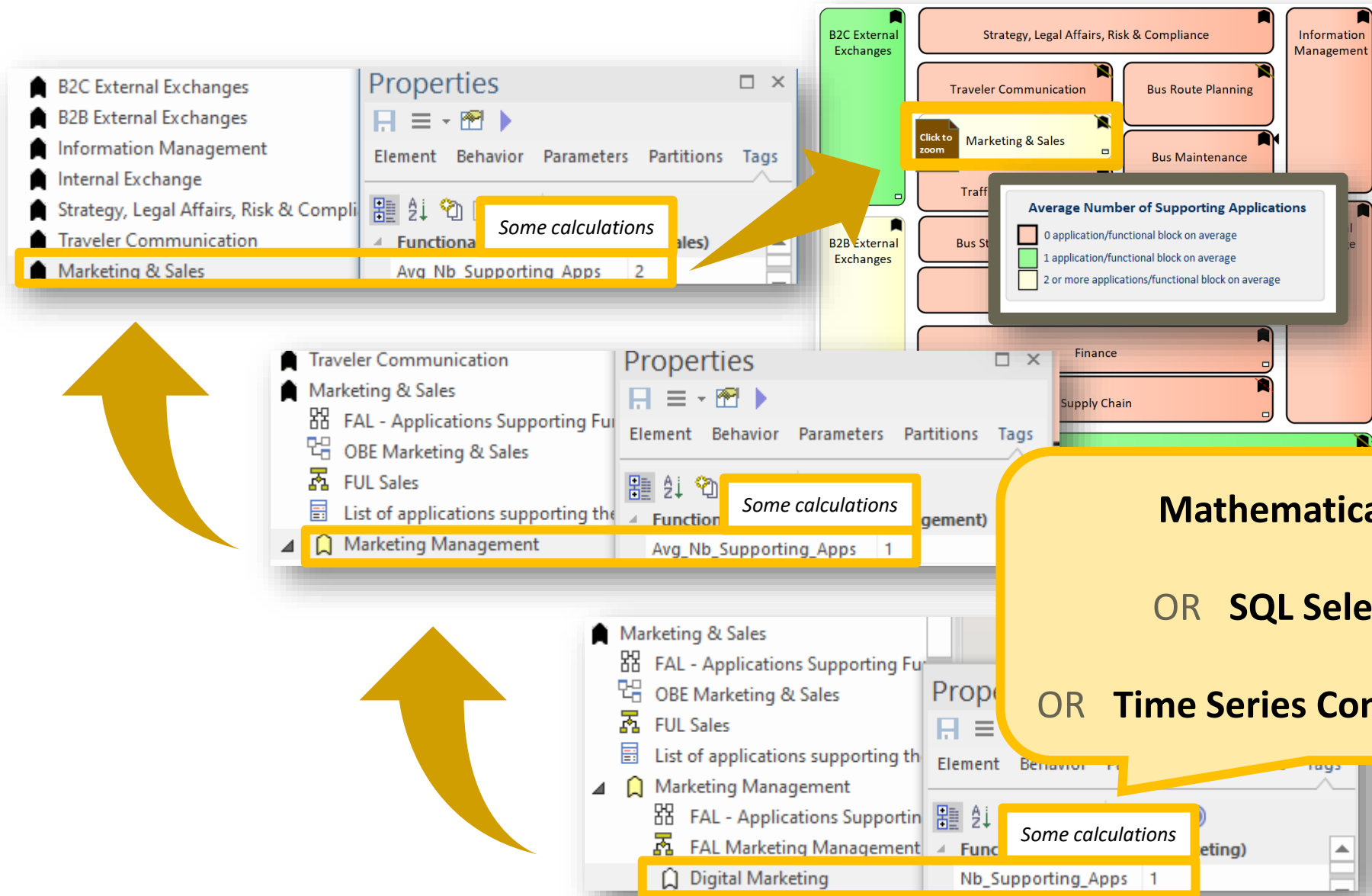
Automatic time series graph generation  
for every **application**



Automatic time series consolidation into 3 levels  
of **business capabilities** and then graph generation



# Cascaded calculations Including Time Series



**Mathematical Expression**

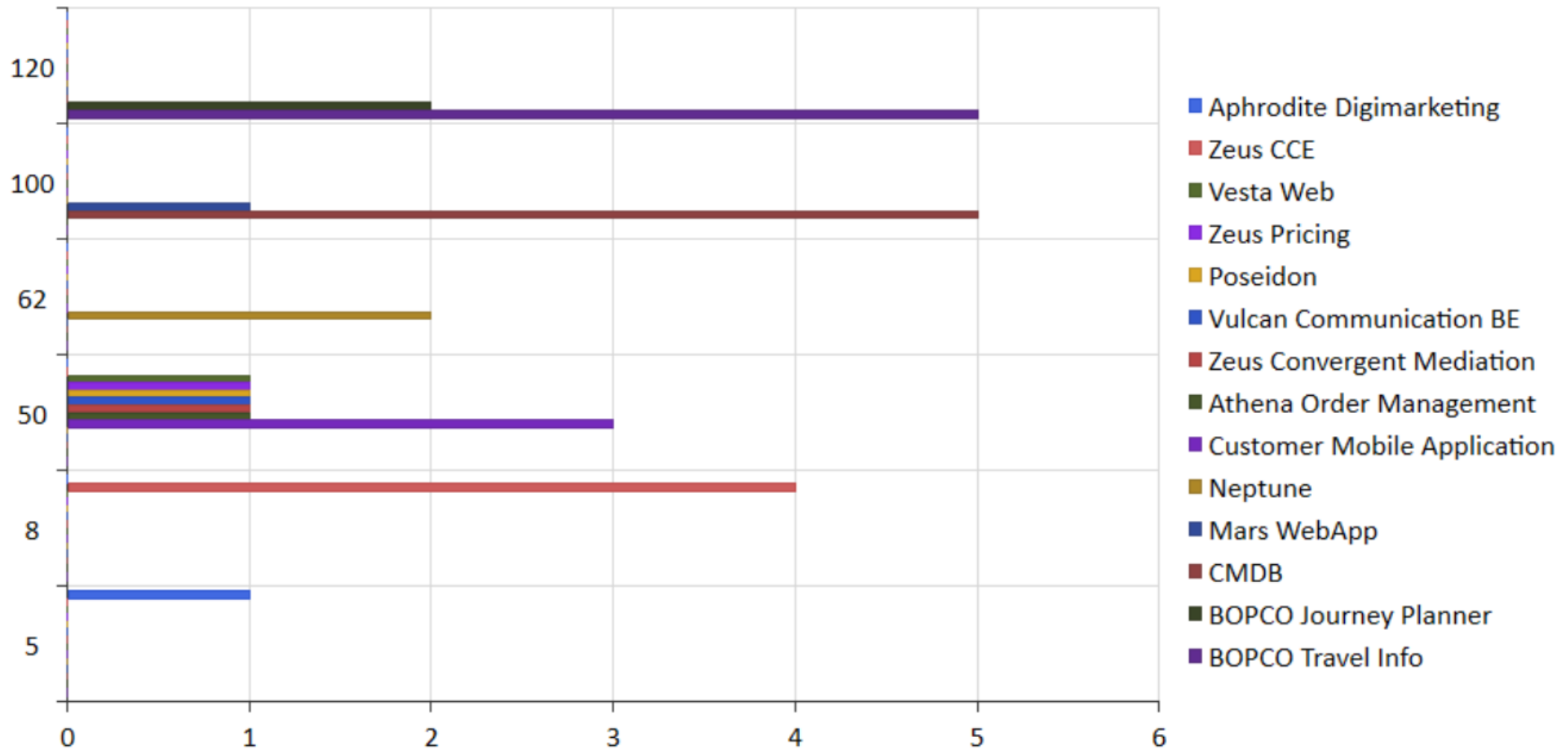
**OR SQL Select Statement**

**OR Time Series Consolidation Function**



# Visible Enterprise: Application Incidents Dashboard

Applications - Nb Users (Vertical) vs Percentage Downtime (Horizontal)



Variants of these charts can be easily created.

For example:

- Apply consolidation of application availability to supported processes
- Generate incident/availability/recovery evolution graphs for servers or HW
- ...

