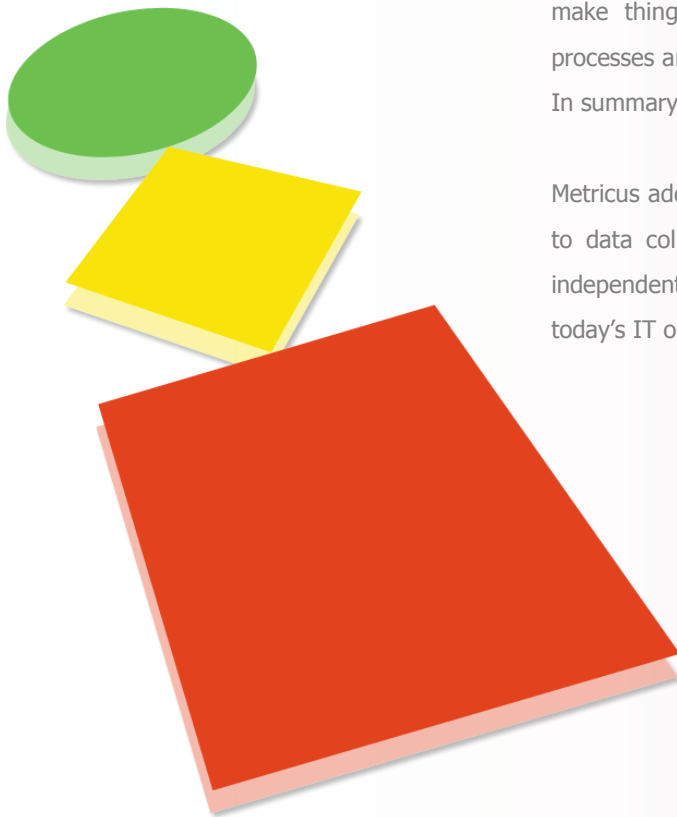## Metricus Data Architecture Fact Sheet

A practical, flexible approach to data collection and transformation

The effective measurement of IT performance is driven by timely, accurate and consistent data.   Traditional approaches to meeting challenges in providing this data have relied on pre-built 'plug-ins' and 'APIs' related to specific applications associated with processes within IT.   For example, an API interface that automatically extracts data from HP OpenView or BMC Remedy/Patrol.   These approaches provide benefit but fail to address many of the practical issues in collecting data required for IT Performance Metrics.

IT organizations today often have applications and related data sources from multiple vendors, sometimes even having more than one application for a given workflow process or monitoring requirement. Often data needs to be consolidated from multiple data sources to provision a metric. Data delivery can be automated or manual, in either a structured or unstructured format. To make things even more difficult, data quality issues can be rampant as processes are changed without re-engineering of reference data in applications. In summary, it's a complex environment!

Metricus addresses these challenges by applying a practical, pragmatic solution to data collection and transformation.   A solution that is open, application independent, and supports the heterogeneous data environments prevalent in today's IT organizations.

Components

The Metricus Data Architecture is driven by standard definitions for IT Performance Metrics provided by the **Metrics and Measurement Library**

The standard definitions are supported by **Metricus IT Performance Datasets** representing standard data structures associated with core entities involved in IT Performance e.g. Service Requests, Changes, Projects, Risk Events, etc.

To populate the datasets, a library of pre-built data extraction scripts and best practice templates are available in the **Metricus Data Extraction Library**

Together, the Metricus IT Performance Datasets and Metricus Data Extraction Library constitute **Metricus IT Performance Data Mart** – the engine behind the Metricus Data Architecture

Metric and Measurement Library

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Metricus Data Mart

Metricus Data Sets	Metricus Data Extraction Library
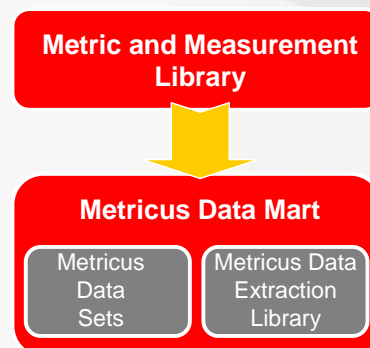
Benefits

Key benefits of this approach include

- IT Performance Datasets act as the knowledge driver between the underlying operational data sources hosting the data required for IT Performance Metrics and the actual data used to present the metrics. *This is the key concept behind the Metrics Data Architecture and allows for extensibility across all applications and data used to drive IT Performance.*

- Provides generic scripts and templates for extraction of data from major IT application software suites e.g. HP Open View, BMC Patrol/Remedy, CA Unicentre. These scripts and templates act as a 'rapid-start' in extracting the required data for IT Performance Metrics and supporting reports.

- Scripts within the Data Extraction Library can easily be customized and new scripts created to custom data sources.

- The existence of pre-defined IT Performance Datasets minimizes the requirement for designing new data structures within a data mart environment to store data related to IT Performance Metrics.

- Data from satellite and unstructured data sources such as Excel, Word and Email can be manually loaded into the IT Performance Datasets. This is often more cost-effective and realistic, particularly for qualitative measures

Data Quality

Practitioners involved in the design of the Metricus Data Architecture have hand-on experience with hundreds of different data sources involved in IT operations. Without doubt the single largest issue in data collection and transformation for IT Performance Metrics is data quality. To help address this issue **Metricus IT Performance Data Mart** contains automated procedures for:

- Data profiling and associated metrics and reports

- Identifying data quality issues through techniques including element analysis, structural analysis, value and aggregation correlation

- Data cleansing based on pre-defined data quality rules including re-categorization, value mapping and amalgamation of standardized reference data.

Also, as part of the services associated with implementing Metricus an **IT Performance Data Quality Assessment** is offered to assist in ensuring that data quality issues are addressed in the early stages of implementing IT Performance Measurement.

Metricus Data Architecture In Action

1. IT Performance Metrics selected from **Metric and Measurement Library**
2. **Metricus IT Performance Datasets** related to selected IT Performance Metrics identified and created
3. Template scripts from **Metricus Data Extraction Library** related to selected metrics and associated datasets identified
4. IT Performance Operational Data Sources identified
5. Data extraction scripts customized for IT Performance Operational Data Sources
6. **Metricus IT Performance Data Mart** populated with data required for IT Performance Metrics and supporting reports
7. **Metricus Scorecards** and supporting reports made available to user base for measurement and management of IT Performance

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