PRODUCT BRIEF

ValueOps™ Insights
Enterprise Metrics and Analytics

KEY BENEFITS

- **Align IT and digital initiatives with business outcomes:** Enabling users to capture, visualize, analyze, and optimize critical indicators of speed and quality in the software delivery value stream.

- **Reduce time to market:** Helps users identify waste and eliminate bottlenecks. Incorporating data from multiple sources into a single view will highlight the impact of dependencies, work overload, wait times, and more.

- **Take corrective action faster:** Get a combined view of efficiency and effectiveness across an end-to-end product value stream. Analyzing data from ideation to production helps users find system bottlenecks, so they can focus efforts on changes that will genuinely increase end-to-end flow.

KEY FEATURES

- **Easy Configuration:** No-code configuration and efficiently gathers data for any source.

- **Out-of-the-Box Metrics:** Process time, cycle time, lead time, flow time, wait time, value-added time, MTTR, escaped defect ratio, WIP, blocker data, queues, throughput, production impact, DORA, and more.

- **24 Role-Based Metrics:** Agile teams; DevOps teams; program, project, and product managers; and support and solutions teams.

Overview

Data tells the story of an organization. It can tell how happy customers are, how quickly the organization can respond to market demand, and how much value their software is delivering to the company. However, numbers are just numbers until an enterprise can collect and visualize the correct data. ValueOps™ Insights puts predictability on the map for software delivery with real-time metrics and data visualization. ValueOps Insights collects the data from any tool, organizes it using our Common Data Model, and displays it using actionable metrics on a clear and concise dashboard. Enterprises need this intelligent system that examines data to help them understand trends and derive insights by streamlining the effort required to compile all the data necessary to make sound business decisions.

It is a customizable, real-time analytics product that enables users to combine data from any tool in the software delivery value stream (including requirements management, development, testing, ITSM, CRM, and other product and delivery tools), then use that data to establish where they are today and how they can achieve the next level on their software development journey. It integrates data from all sources and makes them visible through a Data Visualization Platform application. Users are given higher-value recommendations, the key metrics they need for both business and flow, and analytics that are not limited or typeset.

Chief experience officers, managers, and software development teams can track flow, DevOps, business, and lean metrics from any source that can provide actionable insights into the health of the value stream. These insights help users identify bottlenecks, issues, and constraints that impact business outcomes and slow down the delivery of value. ValueOps Insights has a no-code configuration, gathers data from any tool, and organizes data using the Common Data Model. Enterprises can leverage the data to get actionable metrics visible on role-based dashboards.

Business Challenge

Lack of analytics or poorly strategized business analytics might lead to a chaotic mix of metrics, data security threats, and the need for a centralized control system for governance and compliance. In most IT organizations, silos often obfuscate the big picture, and there are so many stakeholders involved that it feels impossible to have predictable software delivery. Software companies today need more metrics that help with efficiency, improve flow, and deliver customer value. So much data flows through a software delivery value stream, but is relevant data used to measure the value from a business level? How does one get this level of insight? How does one gauge the efficiency of value delivery to the customers? How does one know what is slowing down delivery? It is almost impossible to fully understand the health of the value stream with value stream mapping alone.

KEY FEATURES (CONT.)

- **Predefined Data Models:** It is a fully open and extensible system, bringing any additional data into the data warehouse. It organizes the raw data by hierarchies and structures it into a usable form.
- **Customizable Dashboard:** With point-and-click capability, users can access over 56 panels grouped vertically and horizontally.
- **Value Stream Visibility:** Uncover bottlenecks, issues, and constraints that impact business outcomes and slow down value delivery.
- **Compliance and Governance:** Real-time compliance alerts and monitoring, reduced governance overhead.

RELATED SOLUTIONS

ValueOps ConnectALL: Integrate an unlimited number of tools in the software value stream for seamless collaboration, bi-directional information capture and exchange, automated event triggering, and much more. With over 40 out-of-the-box and 25 community based pre-built adapters and a one-of-a-kind Universal Adapter, the integration can connect any application from planning to monitoring and every application. The product works on top of the value stream, synchronizing comments, statuses, attachments, moving issues, epics, and defects in sync. Artifacts appear in the queue, and users do not have to log in to other applications or use two interfaces.

Business Challenge (cont.)

It is critical to track metrics throughout the value stream. These metrics are the measures that can provide actionable insights into the health of the value stream, helping enterprises identify bottlenecks, issues, and constraints that impact business outcomes and slow down the delivery of value. Agile, product, and DevOps teams have common questions that can be answered through metrics and analytics.

Solution Overview

ValueOps Insights is a visualization and analytics platform that uses data from the Common Data Model (populated by the Insights Adapter). Enterprises can use ValueOps Insights to build metrics dashboards for each value stream. The Common Data Model improves speed and ease of use. It allows users to query the information in the data store simply and efficiently. ValueOps Insights is purpose-built to aggregate information from a number of third-party tools, including software delivery, ITSM, PPM, security, and testing solutions. ValueOps Insights enables users to instantly uncover issues and trends where manual collation might take hours or days to prepare.

ValueOps Insights consists of two parts: the Insights Adapter to gather and normalize the data thanks to a Common Data Model, and the Insights Analytics component to compute and provide actionable insights.

Insights Analytics is then used to consolidate that data into actionable metrics in a clear, concise dashboard to make data-driven decisions.

ValueOps Insights is a central platform, but customers can view it as an occasional dashboard. It is fully customizable, allowing users to capture and report on additional metrics and KPIs for process improvement, optimization, and management. ValueOps Insights provides the following benefits:

- **Effectively prioritize WIP:** Leverage critical metrics to inform product plans and prioritize spending accordingly.
- **Eliminate waste in the value stream:** Identify the bottlenecks, issues, and constraints hindering software delivery flow.
- **Reply faster to customer and market demand:** Decrease time-to-market, allowing enterprises to respond more quickly than the competition to market needs.
- **Reduce time to value:** See each project's time and find opportunities to reduce it without disrupting delivery.
- **Increase team productivity:** Recognize the current work allocation and adjust as necessary.
- **Deliver key business outcomes:** Connect flow, DevOps, and business metrics to foster collaboration and create a common language between IT and business leadership.

Critical Differentiators

ValueOps Insights provides the following unique features:

- **Universal Adapter:** ValueOps ConnectALL has the exclusive Universal Adapter that connects any software delivery value stream tools and lets data flow through the Insights Adapter into the Common Data Model.

- **Persona-Based Metrics:** Data is captured from everything flowing in, out, and through the value stream to identify trends and predict future outcomes so the organization can make decisions against those things impacting the business negatively or positively. Executives can make targeted data-driven decisions based on predictable software delivery. Some examples of the types of data available for executives are investment mix and initiative dashboards. Program and product managers can know the time-to-market for new product features and how to prioritize future work. Some examples of the types of data available for managers are lead/flow time, release frequency, epic size, and blockers. Software development teams can visualize work status and understand where to improve software delivery performance. Some examples of the types of data available for development teams are change/fail ratio deploy frequency, MTTR, and MLT. They each need a set of metrics that will help them measure product delivery initiatives to make decisions about future performance and value.

- **Common Data Model:** A fully open and extensible system brings additional data into the data warehouse. The Common Data Model combines data throughout the toolchain and across value streams. It enables users to capture and correlate data across tools and elements like people, processes, work items, data, time, cost, strategic alignment, and business value. It captures work flowing through the value stream and their state changes. It sits above the tools in the value stream, spanning from idea to production. The Common Data Model keeps track of where the information came from and organizes it by value stream, product, project, team, program, and organization. The data warehouse is based on a star schema. It unifies value stream elements such as ALM entities, code commits, time and work, project information, requirements, epics, user stories, features, tests, defects, tickets, releases, environments and bookings, stakeholders, and all tasks and activities. The Common Data Model supports full customization of parameters and can be tailored to reflect unique business logic resulting in a comprehensive view of the value stream.

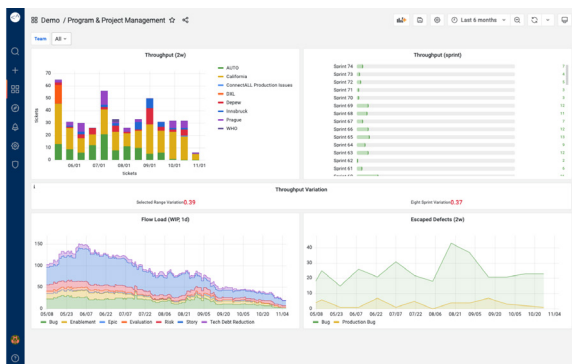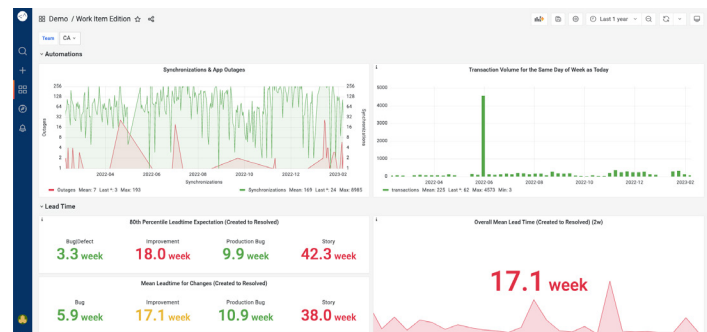**Figure 1: Example Program & Project Management Report**

Figure 2: Example Work Item Addition Report

To learn more about ValueOps Insights, please visit our website.

For more information, visit our website at: www.broadcom.com