Copy of Operational Metrics

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1. Purpose – The Operational Metrics tab presents a snapshot of ServiceLink data over time based on criteria selected. The purpose of this tab is to provide functional owners with insight into key operational areas that encompass the bulk of responsibilities within their unit as well as how the workload is distributed across their teams. Data is available at various levels of aggregation down to the full task detail. Additional dashboards will be provisioned as data becomes available in UDW+. Access to Operational Metrics data is restricted to users who have completed the FIN 800 training course located in iLearn. If you have taken the course and wish to be granted access to the dashboard, contact contact DSG (askdsg@nyu.edu).

2. Fact Amounts –

3. Examples –

4. User Notes –

5. Additional Reports – Operational metrics are currently available for Sponsored Programs Administration (SPA) as of March 2016 and Accounts Payable (AP) as of June 2016.