CDM
Civilian FY 2013 Implementation – Dashboard
Principles Learned from iPost

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Useful > Informative

- The Dashboard must be more than informative – it must be operationally useful to those who are expected to remediate issues

- For every summary score, users need to drill down to see where that score came from

- For every table of data, users need to be able to export it to a spreadsheet or flat file

Fairness Trumps Intent

- The risk scores at every level are intended to be a measure of risk
- The risk scores will be perceived by those responsible to improve them as a measure of their effectiveness
- The scores will have no credibility unless they are accepted locally as operationally fair
  - Transfer risk at the object-defect level to the operationally responsible group
  - Transfer risk for false positives to…CMaaS provider?

"Not Reporting" is a Defect

- Every sensor fails to report some data as expected
  - For some of the objects
  - For some of the time
  - For some of the data
- If we want to check for a defect but cannot get the data to check, that's a different defect
- Operational realities necessitate some acceptable grace period before this is considered a defect