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*Open Quality with*



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*IT Solution Architect*

*Engineering's Competence*

*Center for Quality*

**SpagoWorld webinar,**

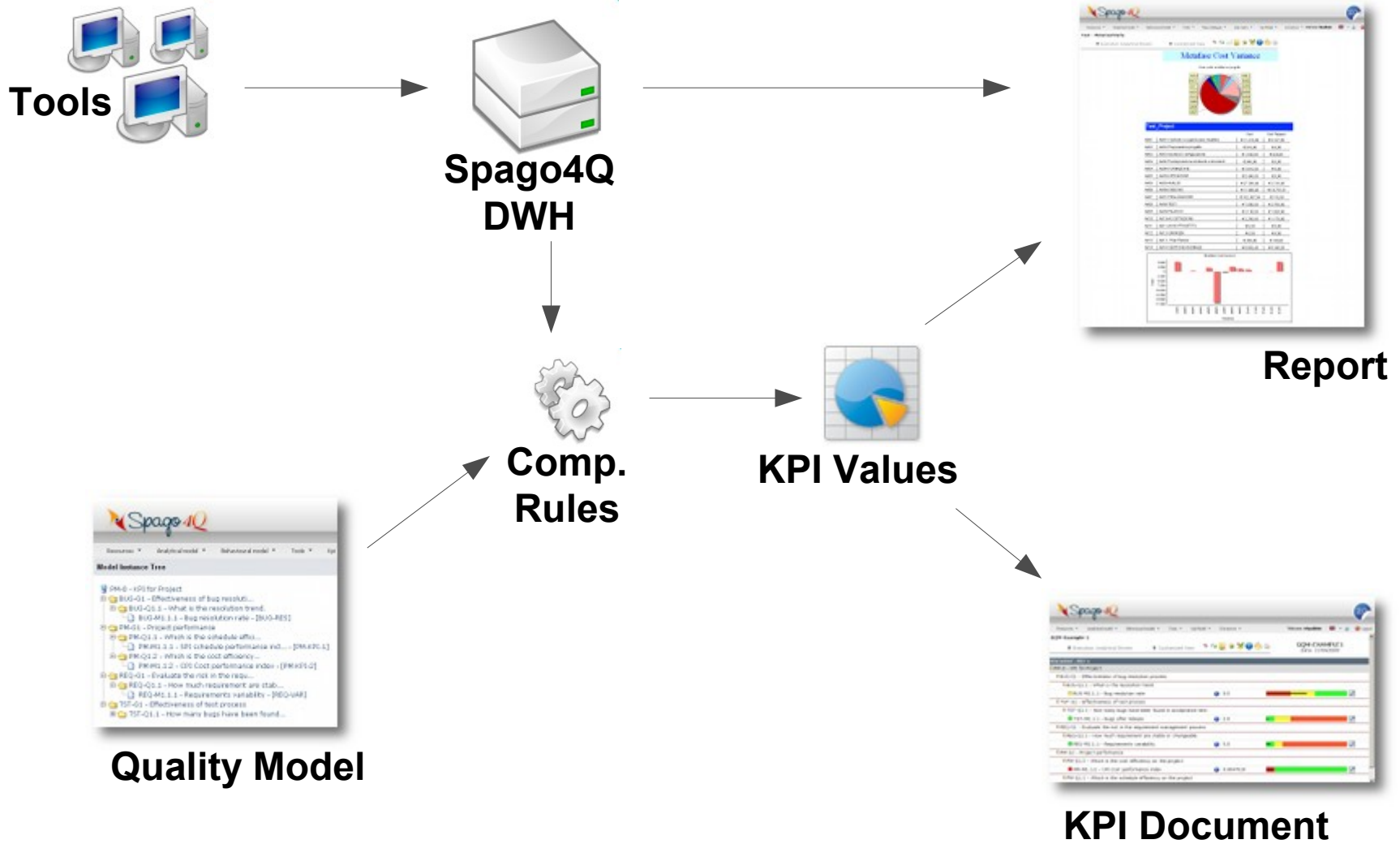
**May 5<sup>th</sup>, 2010**

*“The free/open source platform to measure, analyze and monitor Quality of products, processes and services”*

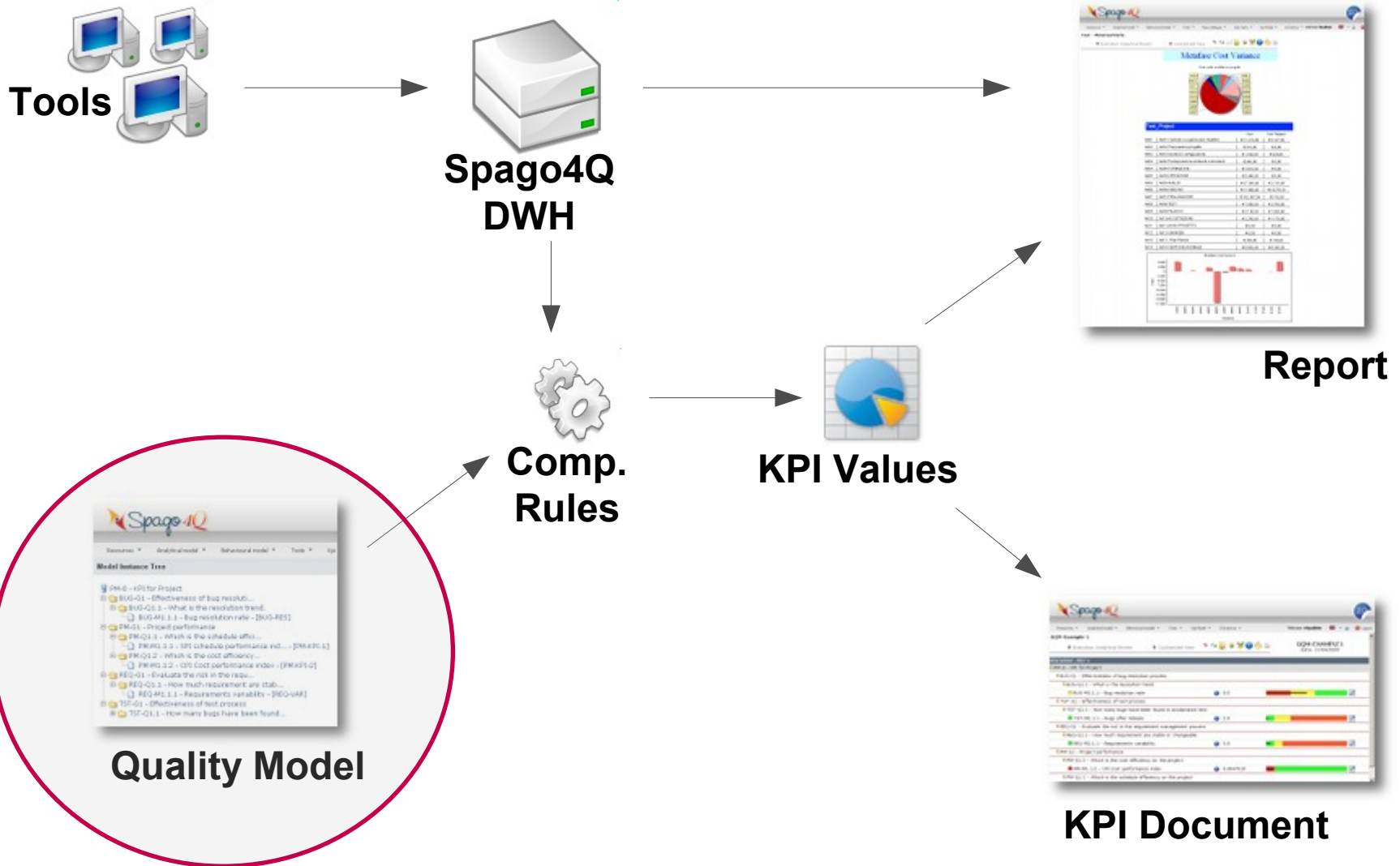
- It's adaptable to complex and various organizational contexts
- It supports companies and organizations
  - within their quality certification processes
  - to implement a Service Level Management system
  - to adopt a proactive monitoring process
- Spago4Q is built as a specialization of SpagoBI

- Defines quality models
- Defines KPIs and required data
- Defines data interfaces
- Extracts information
- Compute indicators
- Display results

# Complete Data Flow



# Defines Quality Models

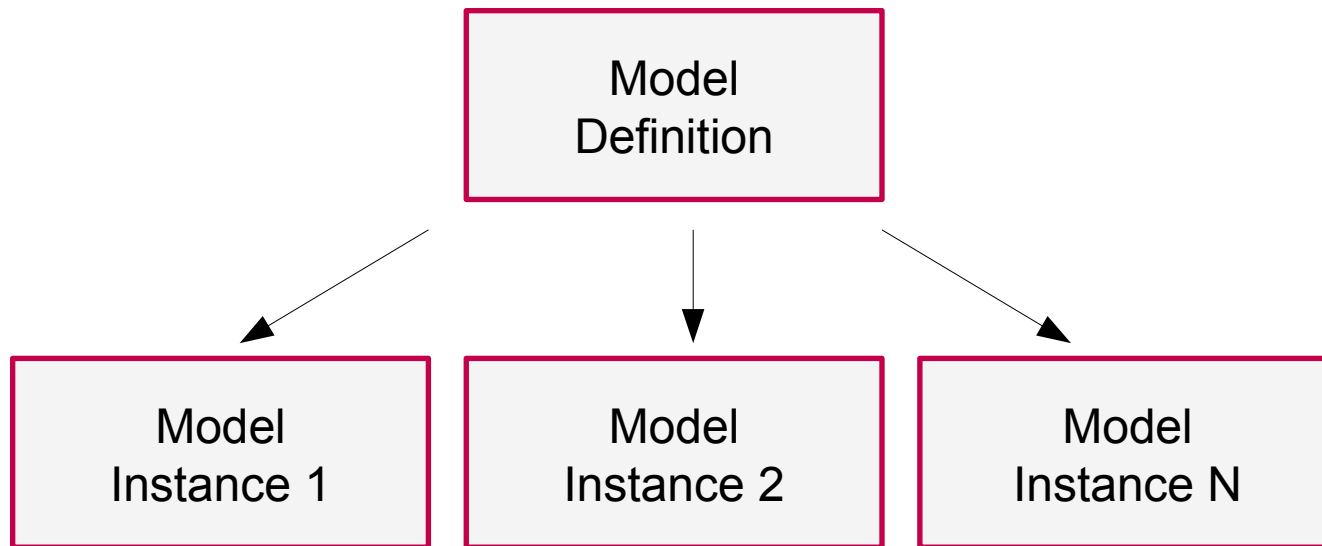


# Model Definition and Instances

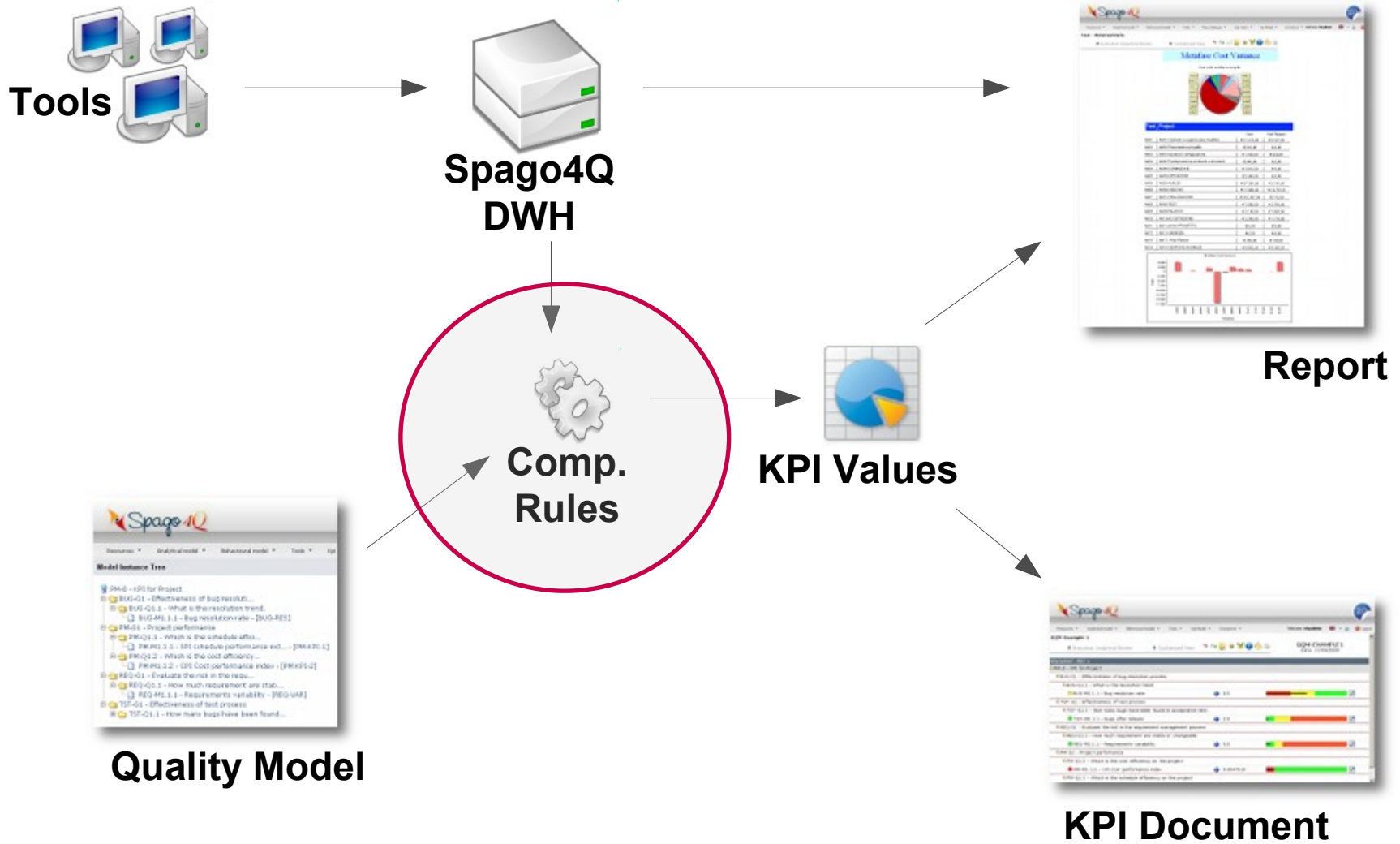
Design a Model Definition:

- Add nodes in a tree structure
- Extend the node type with attributes
- Fill the descriptive information

The Model Instances are available to the end users



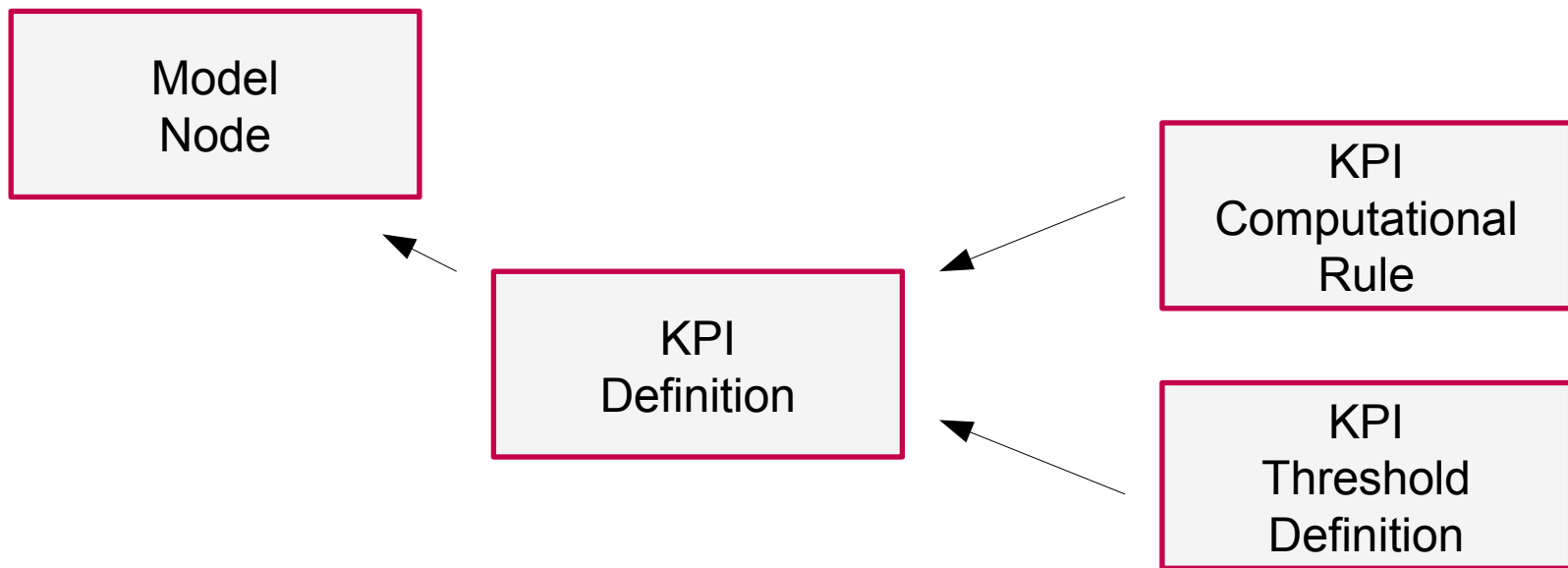
# Defines KPIs and Required Data



# Defines KPIs and Required Data

## KPI Definition:

- Defines KPI Computational Rule (Formula and required data)
- Defines Threshold Ranges
- Fill the descriptive information (Description, Interpretation, ...)





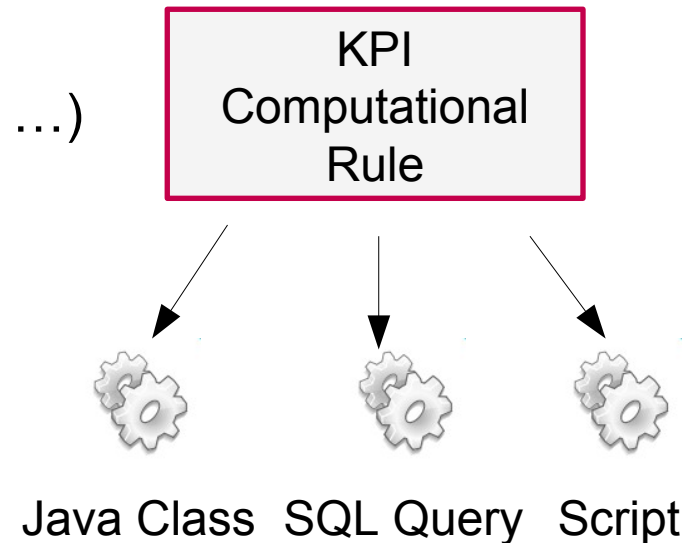
# Implements KPIs Computational Rules

Implement the KPI Formula in different languages depending on its complexity:

- SQL Query
- Java Class
- Scripting Language JSR-223 (Groovy, ...)

Parameters:

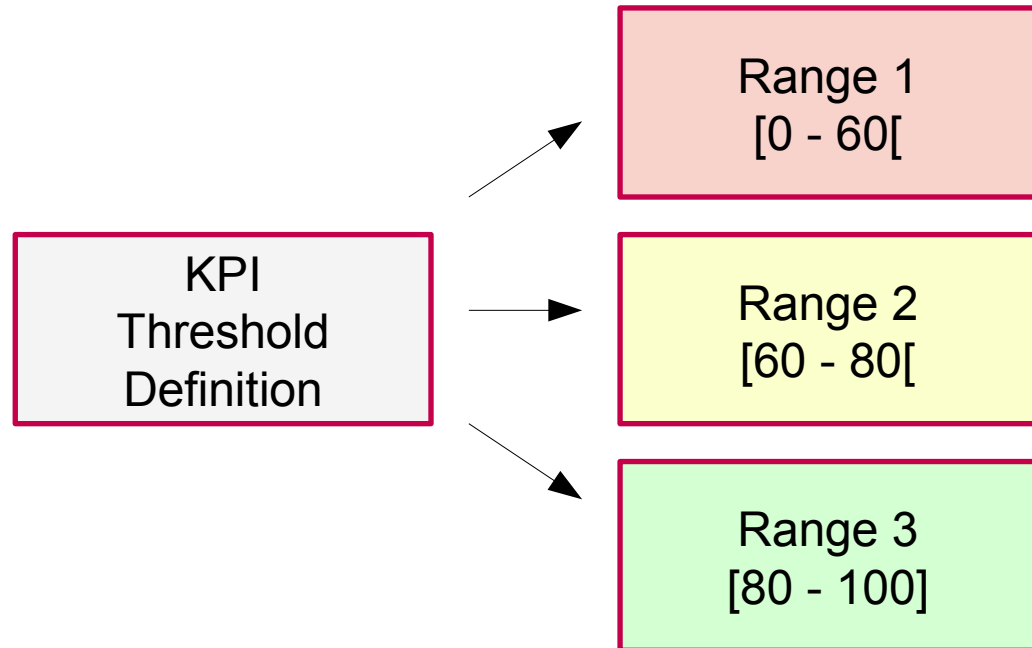
- Resource (product, process, service, ...)
- Date-time



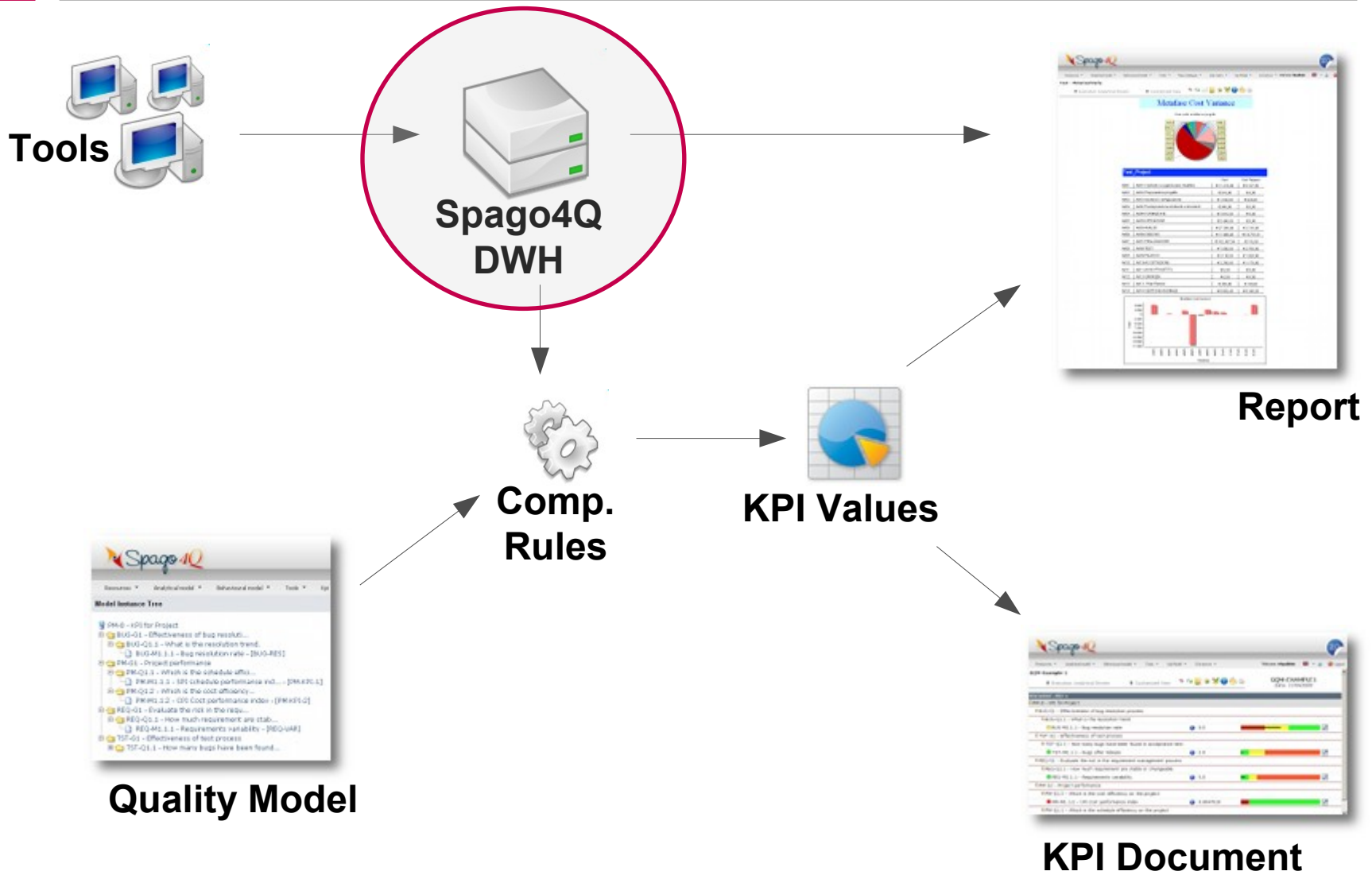
# Defines Threshold

Configure the Threshold specifying its ranges:

- Position
- Label
- Limit values (included or not)
- Color
- “Rating” value



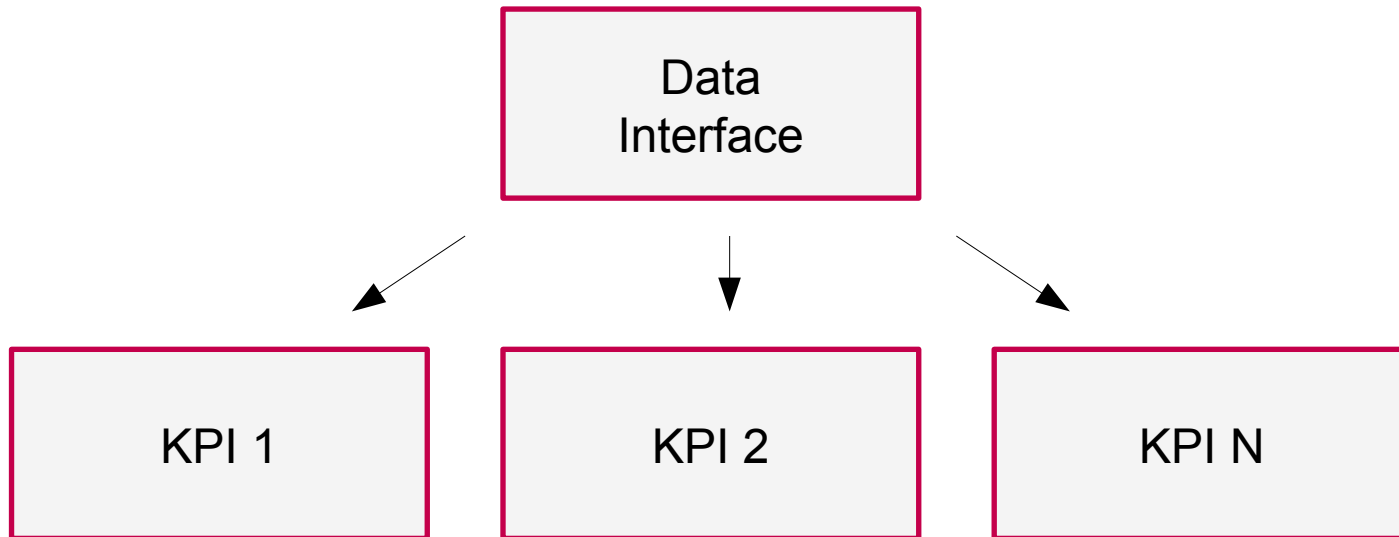
# Defines Data Interfaces



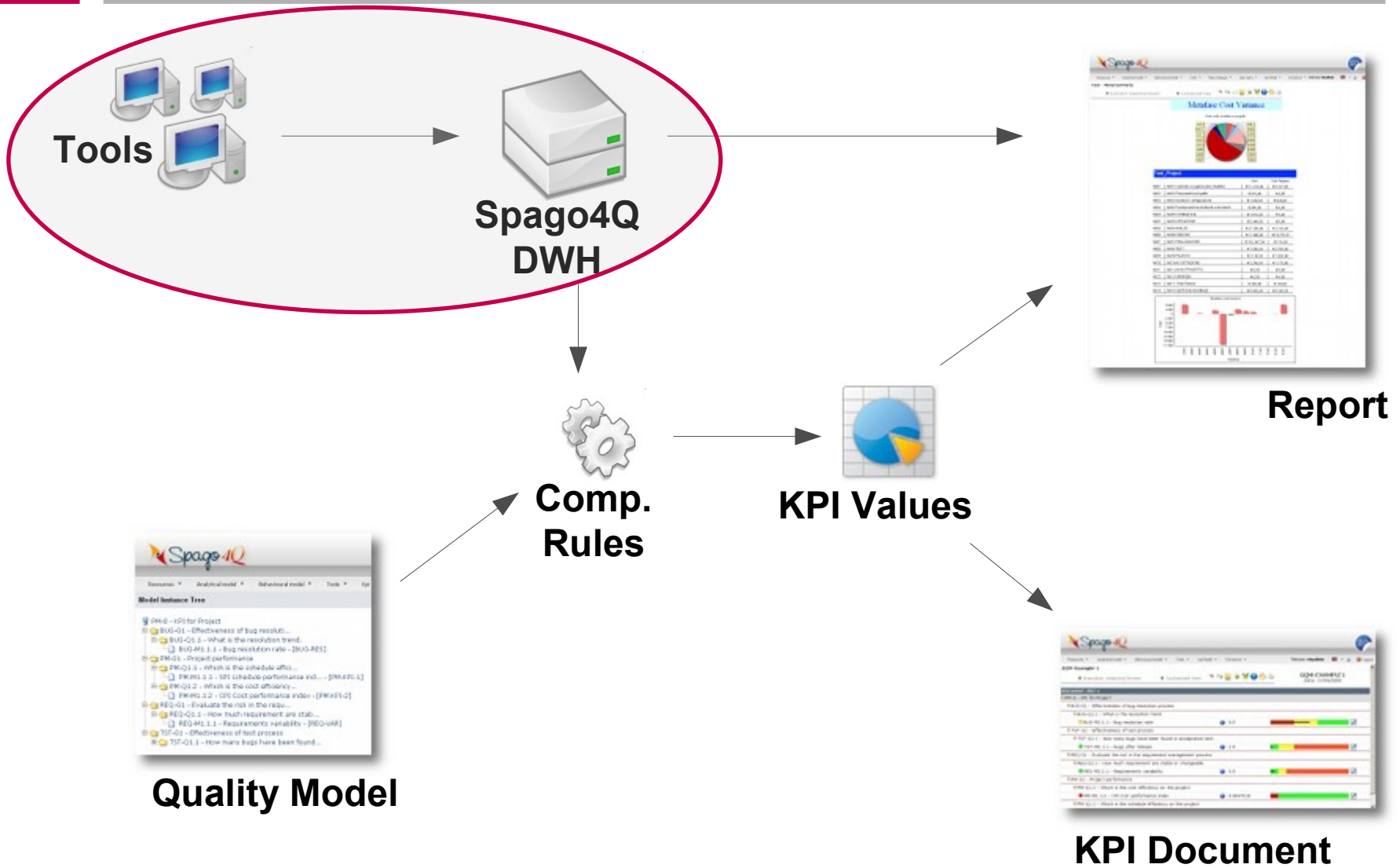
# Defines Data Interfaces

Defines the Data Warehouse (DWH) structures:

- From the KPI Formulas
- Based on the Business Items
- Independent from the actual Source
- With a specific granularity



# Extracts Information

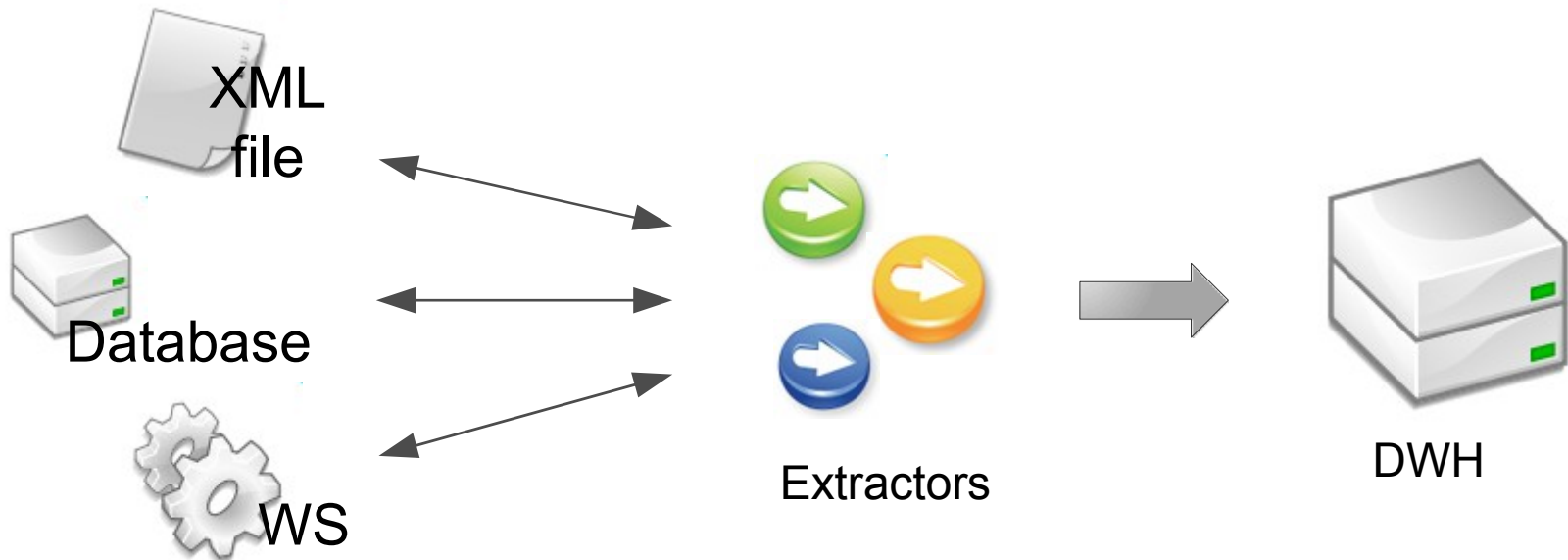


# Extracts Information

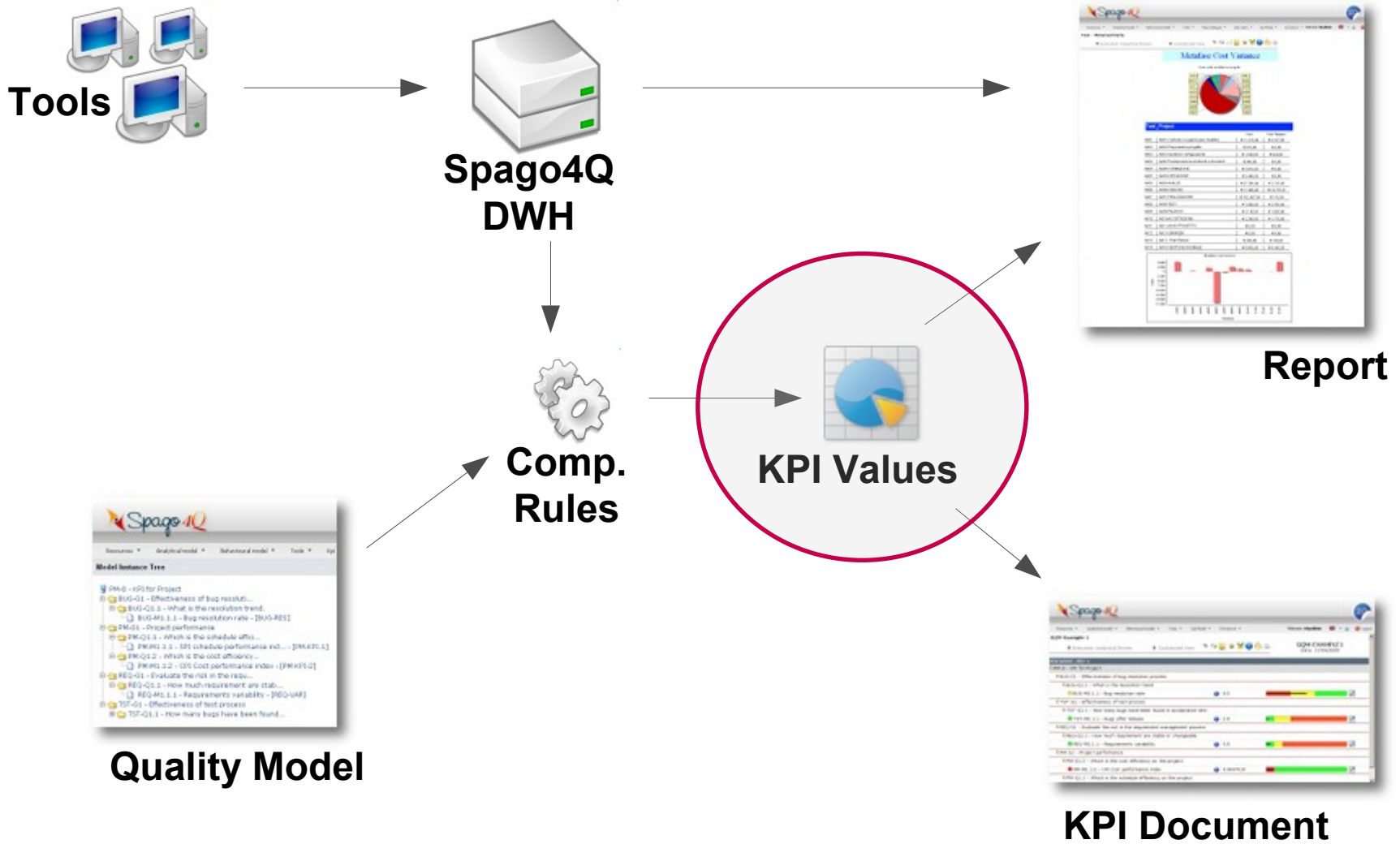
## Configure Extraction Operation

- Data Source (extractor component)
- Data Interface

Group the Operations in a Process that can be scheduled



# Compute Indicators



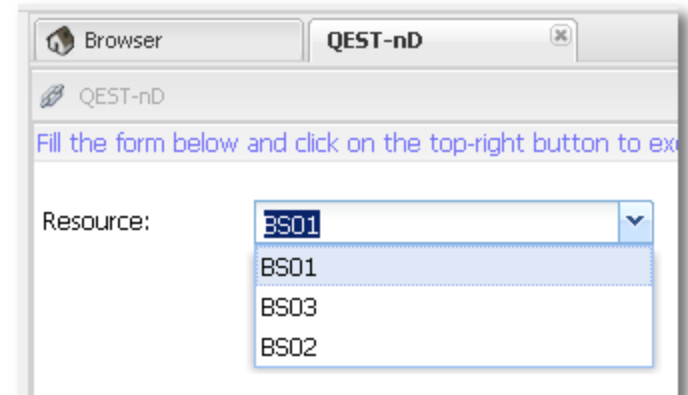
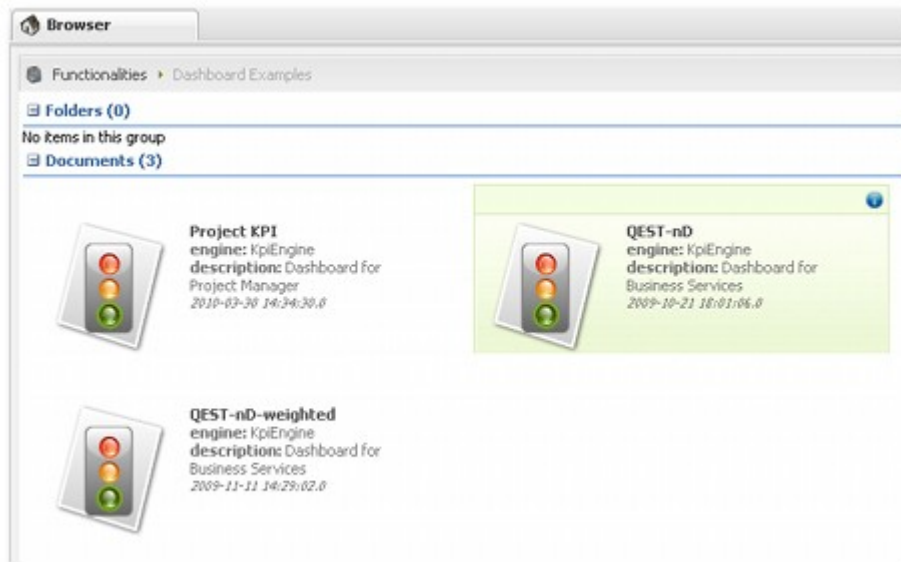
# Compute Indicators

Execute the Model/Document

- Manually forcing the computation
- Scheduling the execution

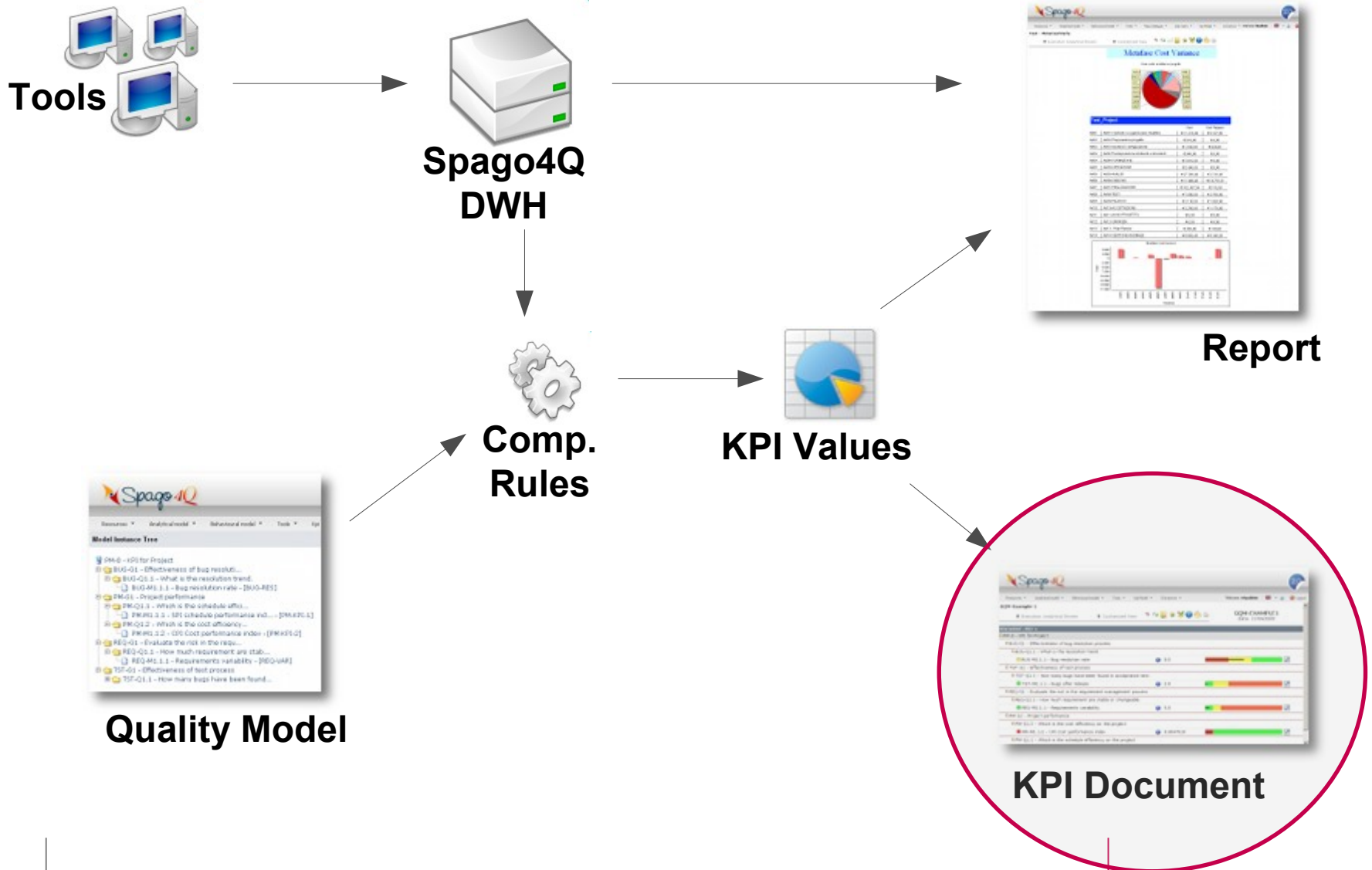


For performance improvement final users will see already computed values





# Display Results



# Display Results

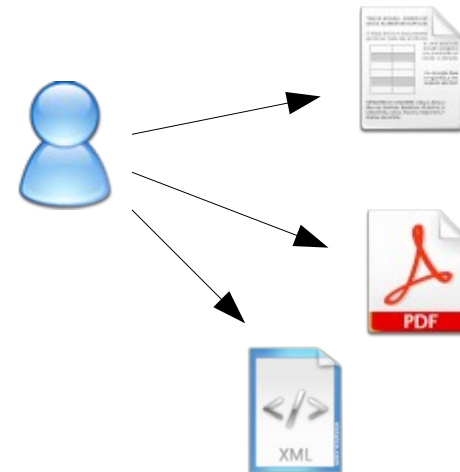
The final results are available to the end users thanks to the *behavioral model* provided by SpagoBI

The presentation layout is customizable by model

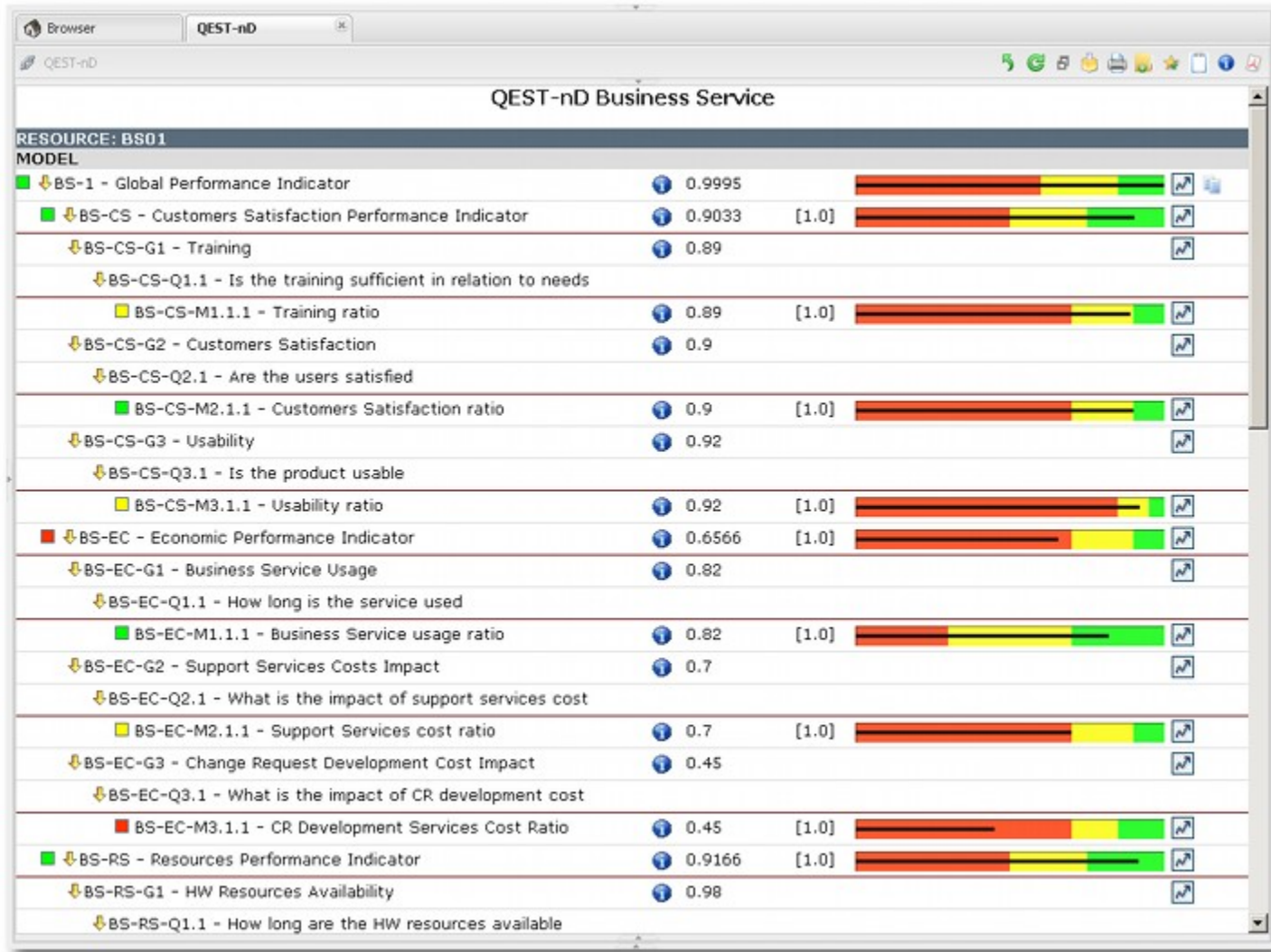
Results are available in different formats

- Html
- PDF
- Xml (Web Service)

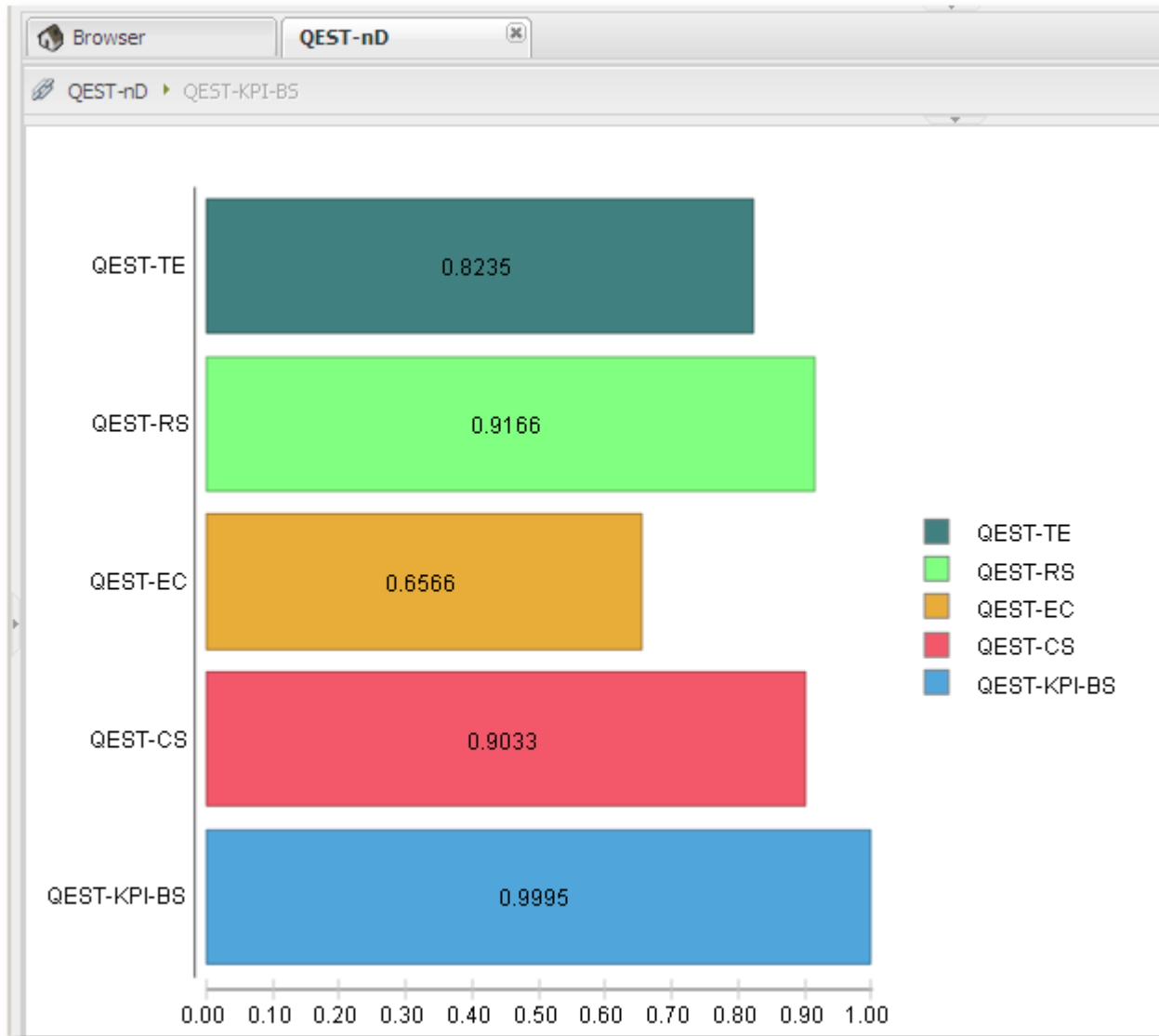
Every KPI can be related to a traditional reports set for a detail analysis



# Display Results



# Display Results



# References

[www.spago4q.org](http://www.spago4q.org)

[www.spagoworld.org](http://www.spagoworld.org)

[www.spagoworld.org/blog](http://www.spagoworld.org/blog)

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