

**Information Technology Policy  
Commonwealth of Pennsylvania  
Governor's Office of Administration/Office for Information Technology**

<b>ITP Number:</b>	<b>ITP-INF012</b>	
<b>ITP Title:</b>	<b>Dashboard Policy</b>	
<b>Issued by:</b>	<b>Deputy Secretary for Information Technology</b>	
<b>Date Issued:</b>	<b>March 23, 2009</b>	<b>Date Revised: 11/18/2010</b>
<b>Domain:</b>	<b>Information</b>	
<b>Discipline:</b>	<b>Business Intelligence</b>	
<b>Technology Area:</b>	<b>Dashboard</b>	
<b>Revision History Date:</b>	<b>Description:</b>	
<b>11/18/2010</b>	<b>ITP Refresh</b>	

**Abstract:**

The purpose of this Information Technology Policy (ITP) is to establish enterprise-wide standards and policies for Business Intelligence (BI) Dashboard technologies. Establishing standards will provide guidance to agencies as they plan for new application development projects or make investments in existing applications.

A dashboard typically is a Web-based application that delivers key information in a highly visual format to a key user group or groups. Dashboards contain summarized data that enables users to quickly interpret and understand a snapshot perspective of organizational performance, with the ability to drill down to greater levels of detail. Dashboards are a primary method of delivering and displaying BI to users since they are more visual and intuitive than traditional reports.

Dashboards are deployed to deliver near-real-time analysis and use visualization techniques to render complex or detailed information. Dashboards often are linked to more than one enterprise application and use agents to monitor transactional performance and generate alerts based on unexpected behaviors or out-of-tolerance deviations.

STD-INF012A: *Dashboard Product Standards* provides guidance to agencies on the current standards and the status of other dashboard solutions that are being used or being considered for use.

GEN-INF012B: *Dashboard Product Availability* provides information on the availability and licensing of current reporting product standards.

**General:**

This ITP applies to all departments, boards, commissions and councils under the Governor's jurisdiction. Agencies not under the Governor's jurisdiction are strongly encouraged to follow this policy.

**Policy:**

Agencies requiring dashboard solution are to use one of the current standards as defined in STD-INF012A.

Agencies are to avoid creating information silos. Organizations are to incorporate dashboards into a broader BI and performance management framework. (See STD-INF010: *Business Intelligence Policy*.)

Agencies are to ensure that data that supports the key performance indicators (KPIs) and metrics displayed in dashboards is to be synchronized with the underlying detail data that is used for drill-down analysis.

Dashboard implementations are to analyze security requirements to ensure dashboard users can only view dashboards and data that they are entitled. Dashboard implementations are to leverage current identify

and access management standards in conjunction with the security facilities intrinsic in the dashboard solution. (See STD-SEC014: *Identity Protection and Access Management (IPAM) Architectural Standard – Identity Management Technology Standards.*)

Agencies are to ensure that applications that support a dashboard are to provide consistent data and metadata for KPIs and metrics.

**Refresh Schedule:**

All standards identified in this ITP are subject to periodic review and possible revision, or upon request by the Enterprise Architecture Standards Committee (EASC).

**Exemption from This Policy:**

In the event an agency chooses to seek an exemption, for reasons such as the need to comply with requirements for a federally mandated system, a request for waiver may be submitted via the Commonwealth of PA Procurement and Architectural Review (COPPAR) process. Requests are to be entered into the COPPAR Tool located at <http://coppa.oa.pa.gov/>. Agency CIO approval is required. Contact your agency [CoP Planner](#) for further details or assistance.

**Questions:**

Questions regarding this policy are to be directed to [RA-ITCentral@pa.gov](mailto:RA-ITCentral@pa.gov).

**Policy Supplements:**

STD-INF012A: Dashboard Product Standards

GEN-INF012B: Dashboard Product Availability

**References:**

STD-INF010: Business Intelligence Policy

STD-SEC014: Identity Protection and Access Management (IPAM) Architectural Standard – Identity Management Technology Standards