

# Dashboards in IBM's Jazz: Business Intelligence for Software Development

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## Methodology

### Inspection of archival data

Team of ~175 developers  
 311 **dashboards**  
 2,975 **viewlets**

### Interviews

1 development manager  
 1 project admin  
 1 component lead  
 6 developers

### Web-based survey

sent to 1,200+ Jazz users  
 119 responses

## Reasons

**Overview** of the project status

**Peripheral** awareness

Identification of **bottlenecks**

**Comparing** teams

**Navigation**

**Tracking** of work items

Work item **inbox**

## Impact

### Peer pressure

*"I often put dashboards up for things that I know the teams will care about – or that I want them to care about."*

### Accuracy

*"We're showing data that's already there."*

### Endgame

*"As you're getting towards the end, you're paying more close attention to the last few remaining items as you wind down."*

### Distraction

*"You've got to go there to look at them."*

## Default Dashboards

## Configuring Dashboards

### Viewlet Chooser

- Build
- ClearQuest
- Feeds
- General
  - About Me
  - Bookmarks
  - HTML
  - Headlines
  - Server Status
- Help
- Plans
- Project/Team
- Reports
- Work Items

### Viewlet Preferences

Jazz Newsgroups (15 new)

Preferences Appearance

URL\*

User

Password

Items to show

\* required field

Save Cancel

## Last look at a Dashboard

last 10 mins



last hour



last 24 hours



last week



don't remember



don't use



## Tool enhancements

advanced **defaults**

**client** integration

**inbox** functionality

better **tab** support

better **visualizations**

viewlet **expiry**

**multiple** projects

## Contact information

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