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

Overview

Peripheral awareness
Identification of bottlenecks
Comparing teams
Navigation
Tracking of work items
Work item inbox

Reasons

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.”

Endgame
“As you’re getting towards the end, you’re paying more close attention to the last few remaining items as you wind down.”

Accuracy
“We’re showing data that’s already there.”

Distraction
“You’ve got to go there to look at them.”

Tool enhancements

advanced defaults
client integration
inbox functionality
better tab support
better visualizations
viewlet expiry
multiple projects

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