

Challenges & Solutions Of Dashboards In Addressing Your Company's IT, Cyber Security & Risk Management Issues

PART 2

CURRENT TRENDS IN DASHBOARD PRODUCTS

Most products currently on the market tend to limit themselves to analyzing and depicting a large volume of raw data on dashboards made up of metrics that are difficult to understand and interpret. The only way to analyze and pull out metrics of true value is to employ a method that manipulates, consolidates and processes the data so as to produce clear, simple and synthesized results that focus only on the data that is relevant for making decisions.

The challenge consists in making a judicious choice of the right metrics for a specific company, sector, field and context, rather than generating and following a large number of metrics that do not aid in decision-making. It is not just a matter of transposing a large quantity of raw data, but of pinpointing the information that is essential to understand the situation, predict trends, and prescribe courses of action.

Generic products do not address the needs and problems specific to fields such as IT, IT security and risk management. Moreover, manipulating this type of data presents security challenges not only in terms of the data's usage but also to protect its integrity and counter unauthorized access that would put the company at risk. The metrics produced from this analysis are particularly sensitive and confidential given the details they provide.

An in-depth analysis has led us to conclude that dashboard products on the market are complicated to use. More specifically:

- These products offer various functions but concentrate on formatting the metrics using undefined data sources not ready for processing.
- They do not contain any knowledge database that allows the user to choose and build dashboards and quality metrics quickly and easily.
- They do not have an integrated wizard interface to facilitate the process while enabling the user to fully utilize the product's power to choose preconfigured metrics and dashboards that are ready to be used and deployed in production.
- Users therefore find themselves arbitrarily choosing and formatting metrics that are not adapted to the company, IT areas, IT security or risk management.

Clients report that dashboard products on the market do not solve their problem. It is still up to the user to choose, create, format, feed and generate dashboards made up of metrics that are relevant for decision-making.

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