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REPUBLIC OF BOTSWANA
MINISTRY OF FOREIGN AFFAIRS
"Promoting Botswana`s Interests Abroad"

PERFORMANCE MANAGEMENT APPLICATION DASHBOARD

USER MANUAL

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1 INTRODUCTION

The Performance Management Dashboard, developed for the Ministry of Foreign Affairs of Botswana, is an innovative tool for monitoring and reporting key performance indicators (KPIs) on a quarterly basis. This system offers dynamic visual representations like charts, graphs, and scorecards, enabling management to effectively track organizational performance at different levels.

The dashboard presents KPIs in an easily understandable format, facilitating analysis and decision-making. It also displays summarized KPI scores to reflect the achievement of specific strategic objectives. These scores are further consolidated to evaluate the performance of various perspectives, culminating in a singular score representing the organization's overall performance.

The dashboard's effectiveness depends on accurately configured perspectives, strategic objectives, KPIs, and their measurement formulas, along with baseline and target settings at the KPI level.

As a web application, the dashboard offers functionalities for both management and staff, encompassing tasks such as data entry, validation, and processing, along with performance monitoring. The accuracy and effectiveness of the system are closely tied to the quality and timeliness of data entered.

Developed using advanced tools typically employed in high-security and mission-critical applications, the dashboard is tailored to meet the unique needs and sensitivity of the Ministry. It incorporates features that foster smooth internal collaboration, eliminating the need for external tools to track data and information. It includes intuitive modules and user-friendly interfaces, thereby ensuring smooth adaptation and reducing the learning curve for users.

With robust security measures in place, the system adheres to standard software development practices. The system is designed with adaptability and customization in mind, ensuring it can evolve to meet the shifting requirements of the organization. Additionally, its versatile nature makes it suitable for adoption by various other organizations

2 How to access the dashboard

The Performance Dashboard System is an internal, web-based application that can be accessed via an internet browser. For enhanced security, each user is required to log in using a unique username and password. This system, designed for internal organizational use, is accessible only through specific invitations. As a potential user, you will receive an email invitation from the dashboard manager to join the system. Upon receiving this invitation, you will be guided to register by entering your personal details and creating a password. Once you complete the registration process and agree to the terms of use, you will be able to start using the Performance Dashboard System.

STEP 1: Enter the URL into your browser's address bar. This will direct you to the main landing page of the application, as illustrated below.

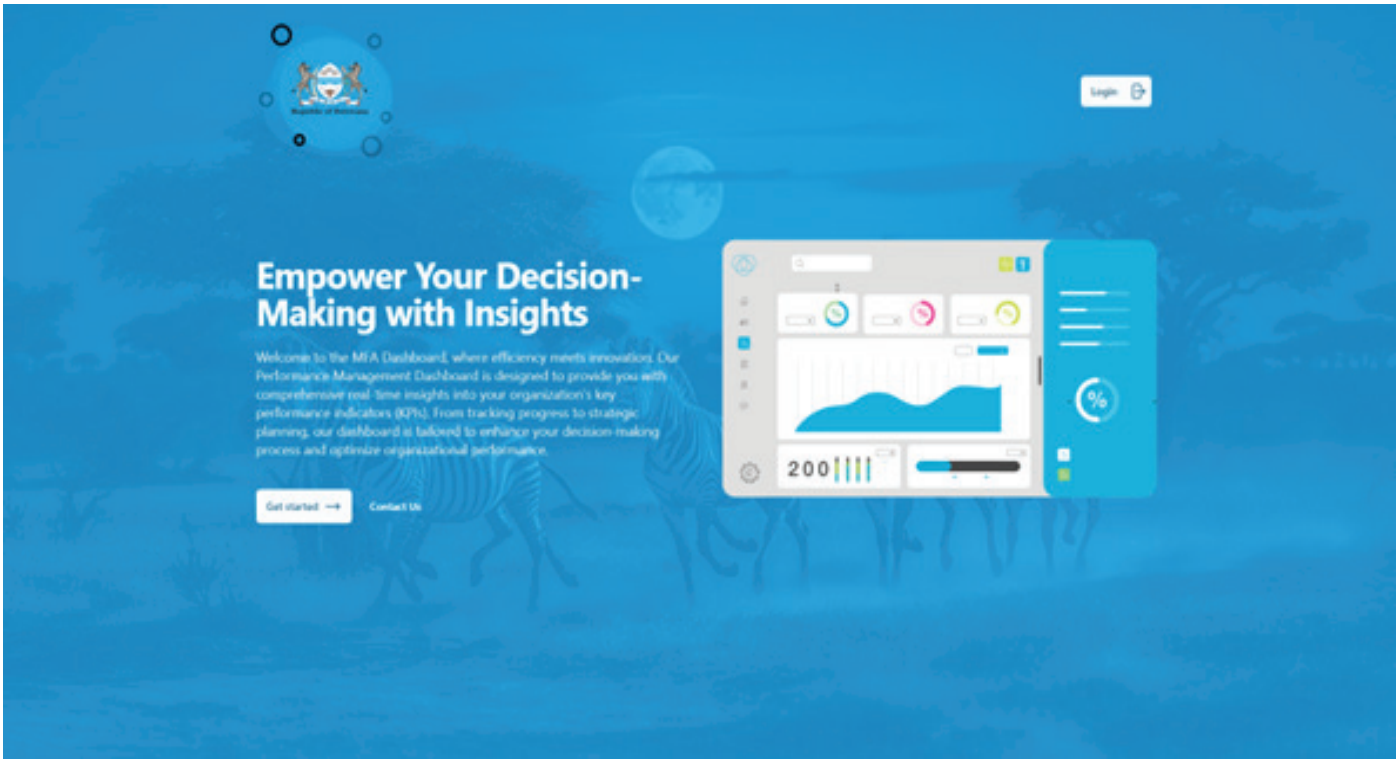


Figure 1: Dashboard landing page

STEP 2: To login, please click on either the 'Login' or 'Get Started' button displayed on the above-mentioned landing page. This action will lead you to a new screen where you'll be prompted to enter your login credentials.

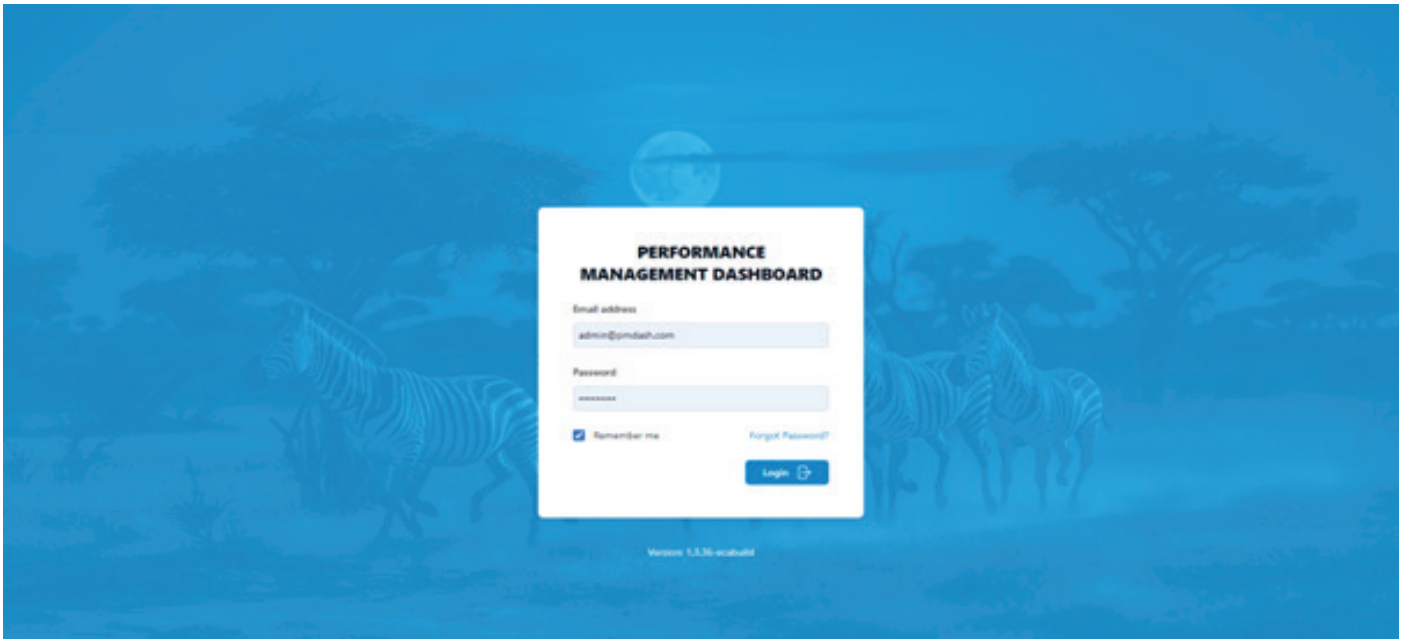


Figure 2: Login page

STEP 3: Enter your username and password in the designated fields to log into the system. Upon successful login, you will be directed to the page depicted below.

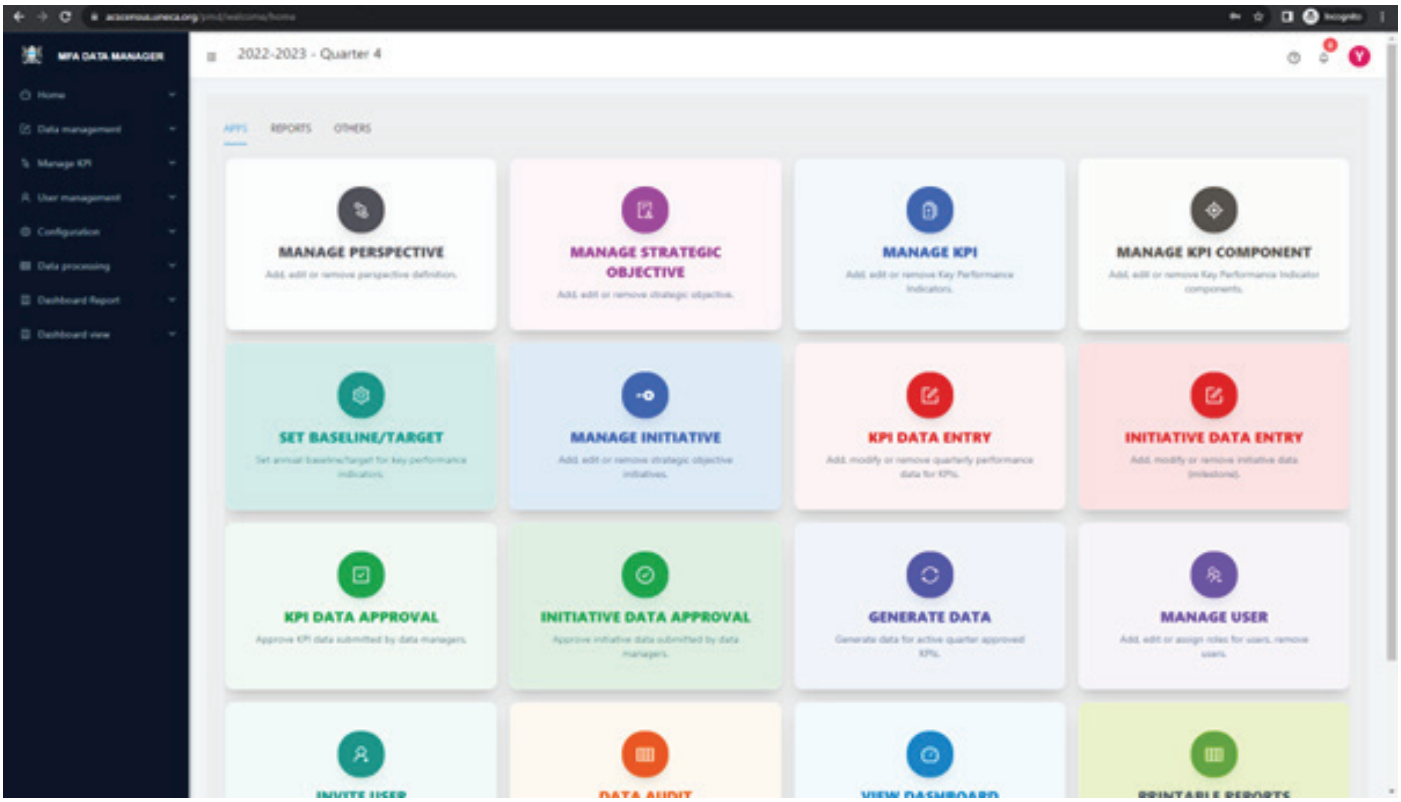


Figure 3: Dashboard home page

The home page of the dashboard presents a list of applications, each aligned with the user's assigned permissions.

1. Users with the 'Dashboard Users' role, for example, have access limited to functions like "View Dashboard" and "Printable Reports."
2. Those assigned the 'Data Manager' role will find options primarily focused on data entry.
3. Users in the "Data approver" role will find options focusing validation and approval submitted by data mangers.
4. Users assigned the "Data Approver" role will find options specifically centered on validating and approving data submitted by Data Managers.
5. Users in the 'Dashboard Manager' and "system manager" role have the privilege to view all available options.

This structured segmentation is intentionally designed to guide users to the specific functions relevant to their role, ensuring efficient use of the system while minimizing unnecessary exposure to its broader functionalities.

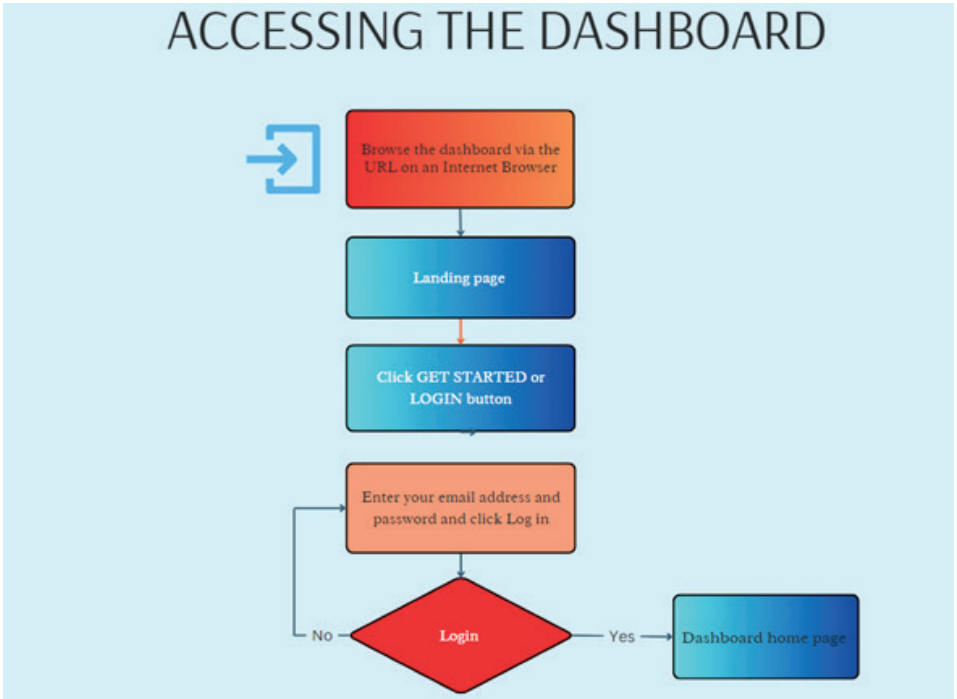


Figure 4: Accessing the dashboard flowchart

3 Application roles

In the Performance Dashboard System, application roles are crucial for shaping user interaction and managing system access. These roles, defined through a set of specific permissions, delineate what actions users can carry out. Upon logging in, users undergo authentication and are then granted permissions aligned with their designated roles. For example, users assigned the "Dashboard Manager" role receive comprehensive access to all features, whereas those with the "Dashboard Viewer" role are limited, particularly in altering data.

The system employs role-based access control, a streamlined approach that assigns privileges based on roles instead of individual users. This structure not only simplifies permission management but also ensures consistent application access across all users. This strategy is vital for bolstering security, as it restricts access solely to necessary data and functionalities. Furthermore, this approach facilitates the scalability and ease of management of the dashboard, particularly when updates or changes are made in the organization setting. Adjustments to permissions can be efficiently implemented at the role level, uniformly affecting all users in that role, thereby streamlining system maintenance.

The dashboard also integrates the assignment of KPIs to users, adding another layer of access differentiation based on specific areas of organizational performance. Management of KPI-related data is confined to users designated as KPI owners. The scope of a user's interaction with a KPI is guided by their assigned application roles.

Within the Performance Dashboard, there are five principal application roles: Data Manager, Data Approver, Dashboard Manager, Data Viewer, and System Managers. Each role is distinctively crafted to address particular duties and responsibilities within the dashboard.

3.1 Dashboard manager

The Dashboard Manager is key in overseeing the Performance Dashboard System, with responsibilities encompassing:

- Configuring the dashboard's various settings, including creating KPIs and establishing the appropriate structure of the dashboard.
- Assessing the system's structural health, formulas and taking corrective actions.
- Monitoring user activities and engagement.
- Reviewing and identifying missing, unsubmitted, or submitted but unapproved data, and alerting users for appropriate action before processing data and generating results.
- Generating and reviewing KPI reports for accuracy and insights.
- Conducting data audits for integrity and reliability.
- Calculating and generating performance scores from compiled data.
- Publishing the dashboard results quarterly for organizational review.
- Alerting users about the use of reports and dashboard results for actionable decisions.

These roles ensure the Dashboard Manager maintains the system's effectiveness, health, and accuracy, reflecting the true performance of the organization.

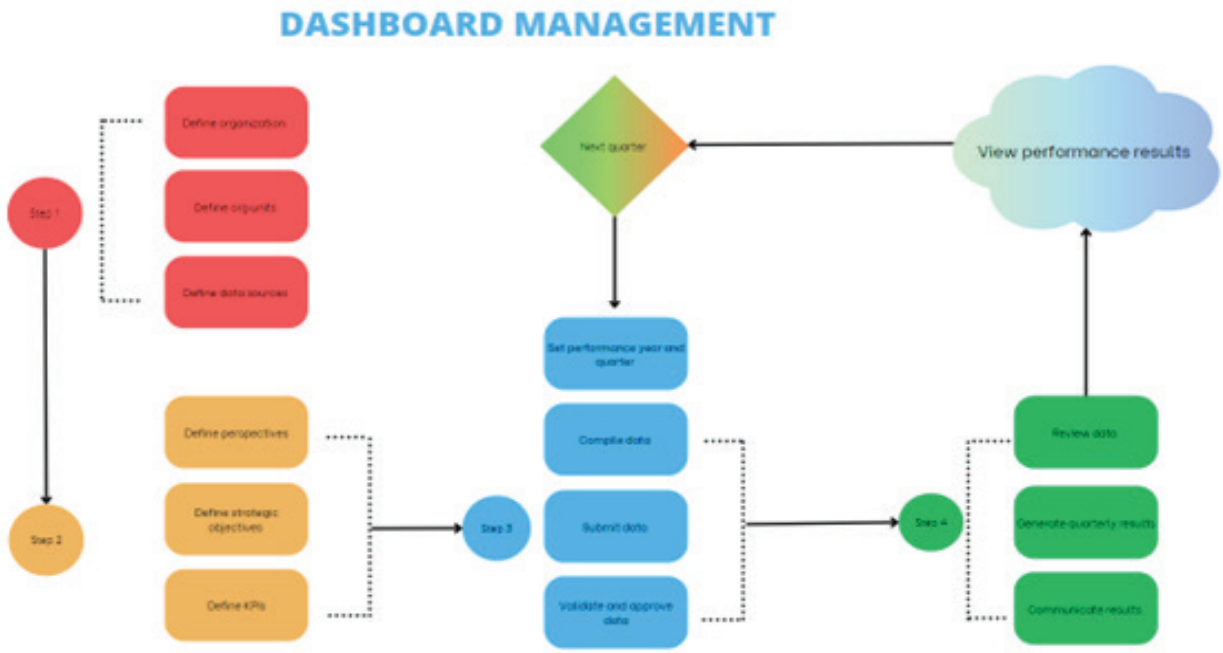


Figure 5: Dashboard management steps

3.1.1 Configuring dashboard variables

Setting up the dashboard for use requires several configurations, which include:

1. Data Collection Frequency: This refers to how often KPI data is expected to be collected from sources.
2. Data Sources: These are the various origins from which the data is sourced.
3. Period Type: This denotes the specific performance period for which the dashboard is set.
4. Performance Period: The time frame during which the dashboard operates and monitors data.
5. Organizational Units (Org Units): These are the specific segments or departments within the organization relevant to the data.
6. Data Status: This indicates the current stage or condition of the data within the dashboard.
7. Unit of Measure: The standard unit in which the KPIs are measured.

Each of these elements plays a crucial role in the effective functioning and accuracy of the dashboard.

STEP 1: To configure the settings mentioned above, click on the "OTHERS" tab to view a list of corresponding apps. Alternatively, you can select "Configuration" from the left side menu. This will display a list of configuration variables as shown in Figure 5 below.

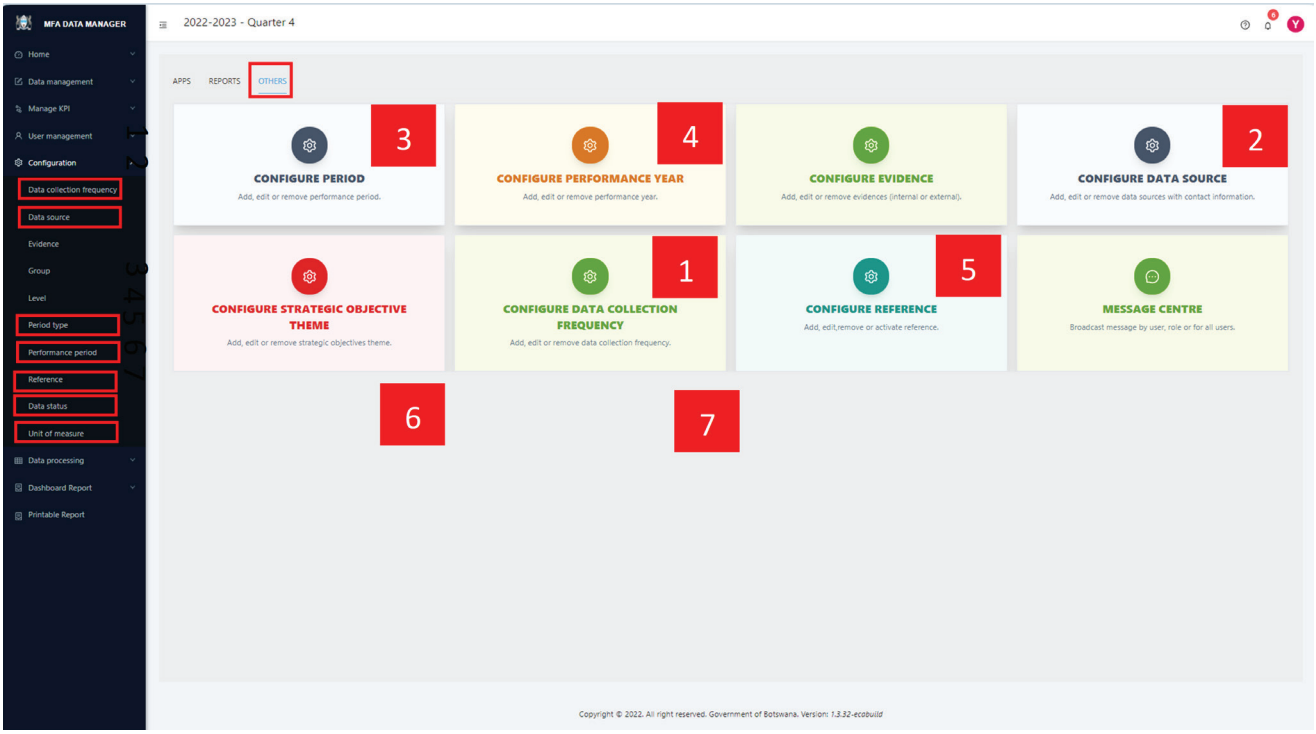


Figure 6: Configuration page

STEP 2: Select the specific configuration you wish to set. For instance, to configure "Data Collection Frequency," click on its respective menu item or app card. This action will lead you to the screen displayed below.

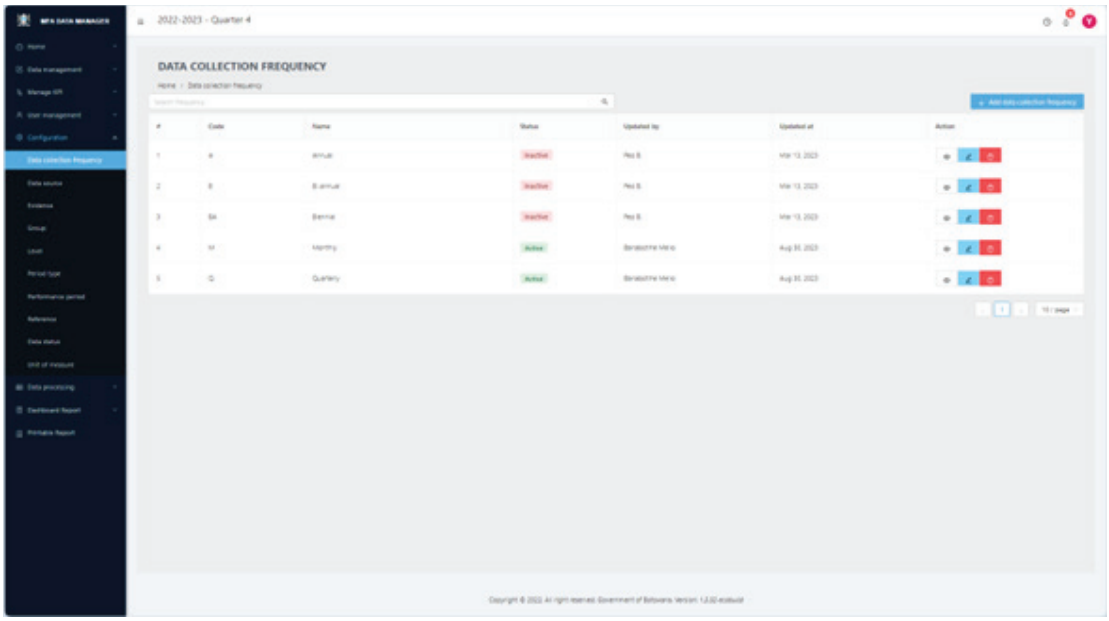


Figure 7: Data collection frequency page

STEP 3: To add a new data collection frequency, click the "+ Add data collection frequency" button located at the top right of the page. This action will bring up a new screen, as depicted in Figure 7, where you can enter the required details. After filling in this information, click the "Add" button on the popup to save your entry. You will then be redirected back to the "Data Collection Frequency" page.

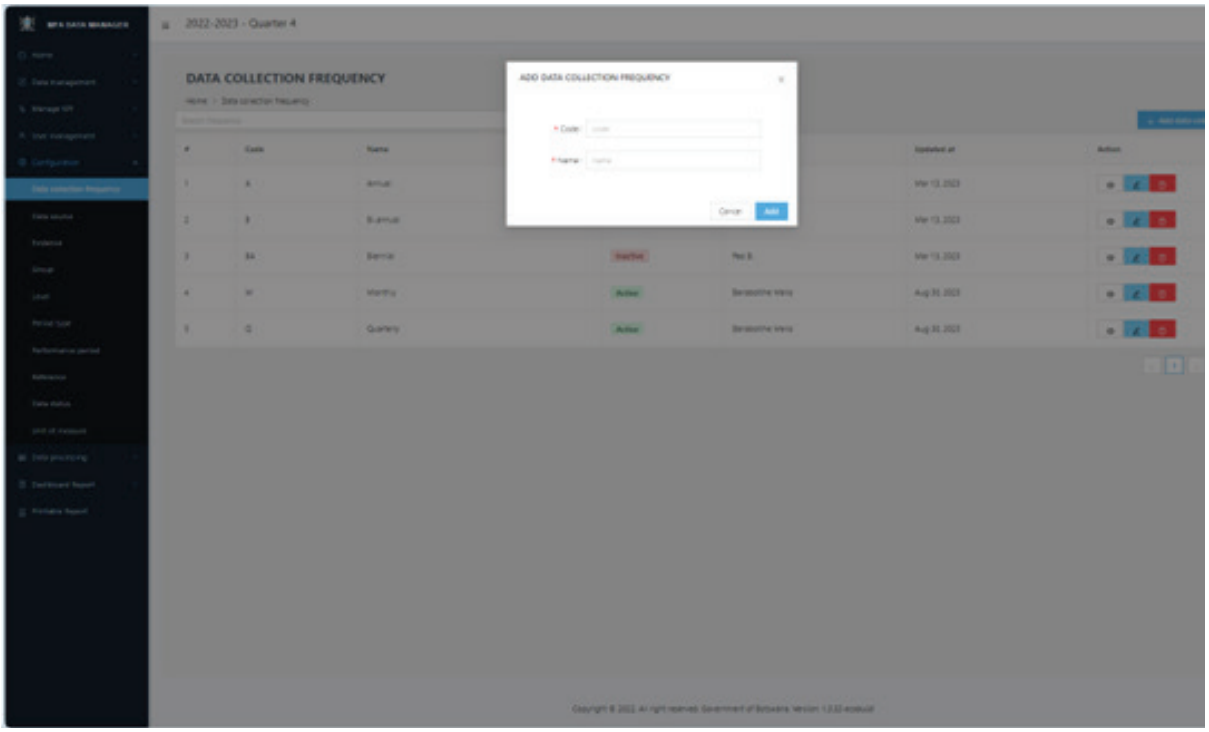


Figure 8: Configuration popup screen

On the "Data Collection Frequency" page, Figure 6 you have a variety of functions at your disposal:

a) To view an existing entry, click the view icon ( ) located in the action column.
b) For editing an entry, select the pencil icon ( ), also found under the action column.
c) To remove an entry, click the delete icon ( ).
d) Additionally, at the top of the page, there is a search box to help you filter and locate specific entries, making it easier to navigate through them.
e) If there are more entries than can fit on a single page, you will find page navigation controls at the bottom of the page to help you move through multiple pages.

Configuring the remaining system variables follows a similar pattern. Just select the appropriate menu item to start. As you become familiar with the configuration process in one section, you'll find navigating through other sections increasingly intuitive. While the key difference lies in the specific details required on each page, the overall design ensures a consistent and user-friendly experience throughout the system.

3.1.2 Setting KPI structure

KPIs, the fundamental components of a performance dashboard, are meticulously organized under **strategic objectives,** which are in turn grouped into **perspectives**. These KPIs must be well-identified, specific, measurable, and aligned with the organization's vision, mission, and objectives. Additionally, they require defined formulas for their calculation and vertical aggregation into strategic objectives and perspectives. For effective time-based comparison, a longer lifespan for KPIs is crucial.

The dashboard structure is defined starting from the top level, with perspectives, then moving down to strategic objectives, and finally to KPIs and its components.

1. **Perspectives:** These are high-level categories or viewpoints from which an organization's performance is evaluated. Examples include financial perspective, customer perspective, internal processes, and learning and growth.
2. **Strategic Objectives:** These are specific goals set within each perspective, aimed at achieving the organization's overall strategic plan. They translate the organization's vision and mission into actionable goals.
3. **KPIs:** These are measurable values used to evaluate the success in achieving strategic objectives. KPIs provide quantifiable metrics directly linked to both strategic objectives and perspectives.
4. **Components:** These atomic-level variables are integral for capturing raw data that is essential in measuring KPIs. They include elements like the numerator and denominator, which are necessary for converting a KPI

into a percentage or rate, or for deriving KPI results through a formula. The strategic implementation of components in the dashboard system ensures that KPIs are calculated efficiently as rates and percentages internally, thereby streamlining the process. This approach also maintains consistency in data handling and preserves raw data, which is crucial for purposes of auditing and verification.

3.1.2.1 Coding scheme of dashboard structure

Before starting In addition to the hierarchy mentioned previously, a coding scheme has been adopted to uniquely identify KPIs, strategic objectives, and perspectives. This scheme not only facilitates unique identification but also helps in determining the level of a specific measure, both by the system and the users. The application adheres to the following coding structure to ensure the proper functioning of the system:

1. Perspectives are assigned **one letter code**. For example, **'B'** represents the Business Processes Perspective.
2. Strategic objectives are identified by incorporating the code of the perspective they belong to, followed by an additional letter representing the objective measure, and a digit from 1 to n, denoting the count of objectives. For instance, **'BC1'** might signify the first Customer Satisfaction strategic objective.
3. KPIs under strategic objectives will adopt their respective strategic objective's code, followed by a decimal point and a sequential number. For example, **'BC1.1'** denotes the first KPI under the Customer Satisfaction objective.
4. Components under KPIs will use their parent KPI's code plus a decimal point and a sequential number. For example, **'BC1.1.1'** refers to the first component under the first KPI of Customer Satisfaction.

In defining the structure, it is crucial to strictly adhere to this coding scheme, as the dashboard utilizes these codes to identify and map the relationships within the hierarchies. The precise use of these codes is essential for the accurate functioning of the system, ensuring that each element – whether a perspective, strategic objective, KPI, or component – is correctly classified and linked within the overall framework. This systematic approach aids in maintaining clarity and consistency across the dashboard, facilitating effective tracking, analysis, and reporting of the respective scores.

For details please refer annex I.

STEP 1: To begin defining the dashboard structure, click the "APPS" tab to view the available applications. Alternatively, selecting "Manage KPI" from the left side menu will present a series of menu items, as illustrated in Figure 9 below:

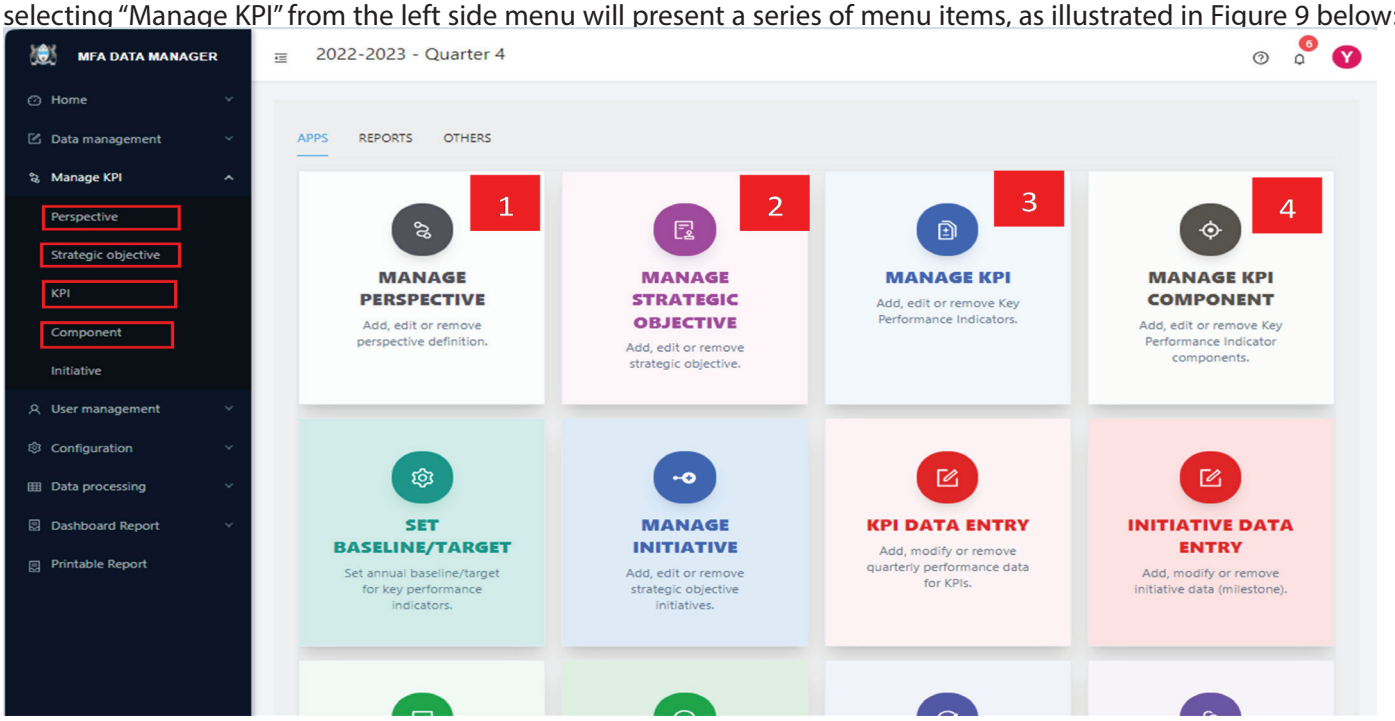


Figure 9: Dashboard home page

STEP 2: Select the specific structure you wish to define. For instance, to define "Perspectives" click on its respective menu item on the left side show above or the corresponding app card. This action will lead you to the screen displayed below.

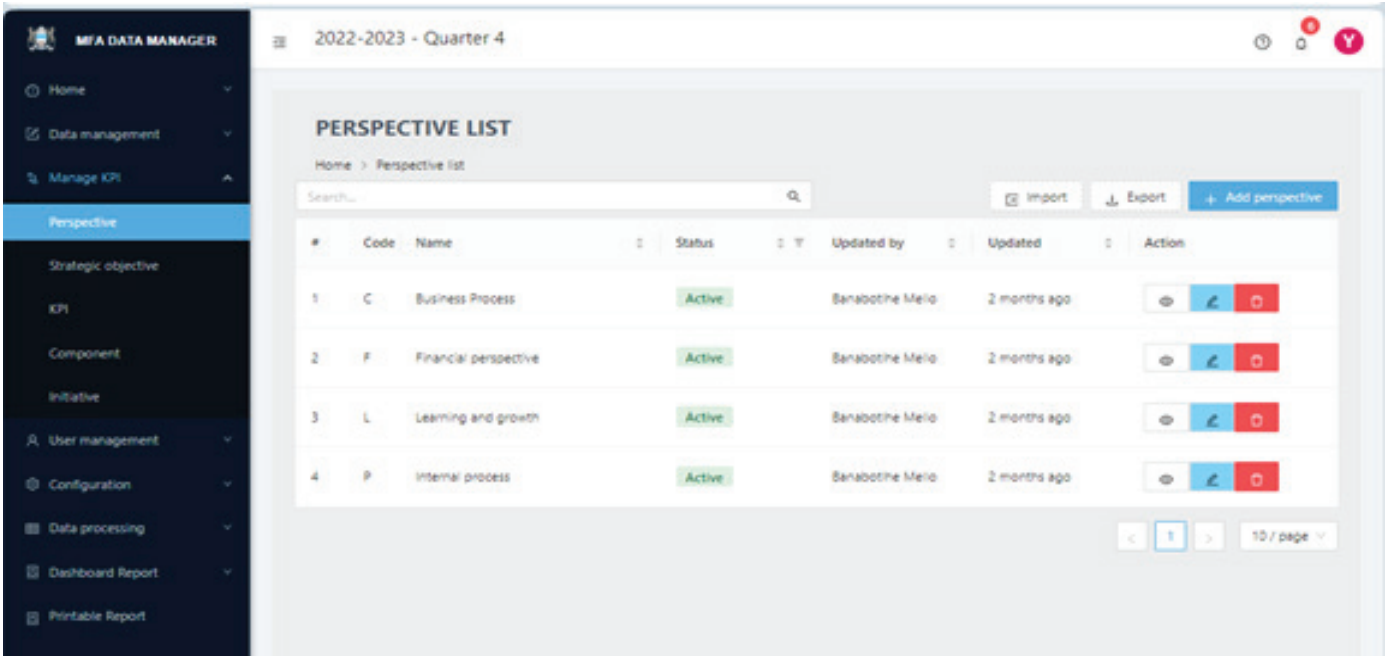


Figure 10: Perspective definition page

STEP 3: To create a perspective, click the "+ Add perspective" button located at the top right of the page. This action will bring up a new screen, as depicted in Figure 10, where you can enter the required details. After filling in this information, click the "Add" button on the popup to save your entry. You will then be redirected back to the "Perspective definition" page.

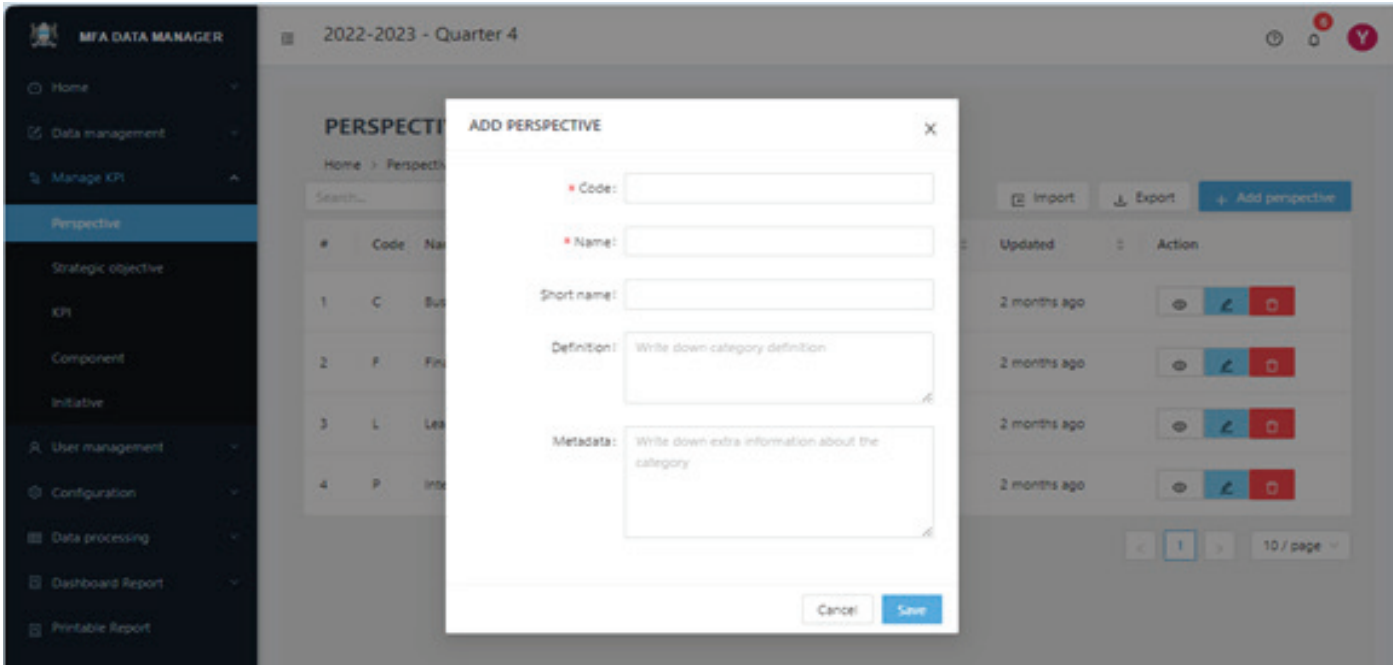


Figure 11: Perspective entry popup screen

On the "Perspective definition" page on Figure 9, you have a variety of functions at your disposal:

a) To view an existing entry, click the view icon (👁) located in the action column.
b) For editing an entry, select the pencil icon (✎), also found under the action column.
c) To remove an entry, click the delete icon (🗑).
d) Additionally, at the top of the page, there is a search box to help you filter and locate specific entries, making it easier to navigate through them.
e) If there are more entries than can fit on a single page, you will find page navigation controls at the bottom of the page to help you move through multiple pages.

The procedure for defining strategic objectives, KPIs, and Components is quite similar. Simply choose the relevant menu item to begin. You will notice that once you are accustomed to the process in one area, navigating the others becomes much more intuitive. The key difference in each page is the specific information you need to input, but the overall user experience is designed to be uniform and user-friendly.

3.1.3 Quarterly report generation and data processing

The Dashboard Manager's primary responsibility is overseeing the entire operation of the system. This encompasses ensuring that all KPIs are well-defined, accurately linked to strategic objectives, and in turn, these objectives are aligned with the overarching perspectives. Additionally, the Dashboard manager must verify that there are no missing data for the KPIs and that all data are approved.

The dashboard manager is supported these tasks with a variety of features in the system:

1. User Activity Report: Displays active user metrics, including connection details, IP addresses, and last active times, to monitor user engagement.
2. KPI Report: Lists each KPI, associated components, data managers, related strategic objectives, and corresponding perspectives.
3. KPI Health Check Report: Identifies KPIs that lack proper formulation, such as missing user assignments, owners, components, or formulas.
4. Data Status Report: Details the status of KPI data, including categories like draft, submitted but not approved, returned for correction, and approved.
5. Missing Data Report: Highlights KPIs with missing data, necessary for further processing.

After all is fine, the Dashboard Manager generates scores at all levels and communicates the results to management. This data processing step involves calculating KPI scores from the submitted component data, then consolidating these scores to assess the performance across various perspectives, resulting in an overall performance score for the organization.

The formula used ensures that KPI scores are standardized into a percentage unit, facilitating the aggregation of all KPIs into a single, unified metric for comparison and analysis.

KPIi (performance)= (*f*(∑ Component i,j))

The performance of KPI i, denoted as KPIi (performance), is determined by *f*(∑Component I,j), where f is a function that processes the components specific to KPIi according to the formula specified in the KPI settings.

The symbol ∑ signifies the sum of all data entered for the component in the performance quarter. Component i,j represents each individual component associated with KPIi, where j ranges from 1 to n, with n being the total number of components related to KPIi.

All KPIs are transformed into standard scores for aggregation and calculation of strategic objectives. The standard score for a KPI is calculated using the following formula:

$$\mathrm{KPI}_i(\mathrm{score}) = \left(\frac{\mathrm{KPI}_i(\mathrm{performance}) - \mathrm{Baseline}}{\mathrm{Target} - \mathrm{Baseline}}\right) \times 100$$

Scores for Strategic Objectives (SO) are calculated as:

$$\mathrm{SO}\ (\mathrm{score}) = w_1 \times \mathrm{KPI}\ (\mathrm{score})_1 + w_2 \times \mathrm{KPI}\ (\mathrm{score})_2 + \ldots + w_n \times \mathrm{KPI}\ (\mathrm{score})_n$$

Similarly, scores for Perspectives (P) are calculated using the formula:

$$\mathrm{P}\ (\mathrm{score}) = w_1 \times \mathrm{SO}\ (\mathrm{score})_1 + w_2 \times \mathrm{SO}\ (\mathrm{score})_2 + \ldots + w_n \times \mathrm{SO}\ (\mathrm{score})_n$$

To calculate the overall score, there are two options:

1. Arithmetic Mean: Calculated as the average of the Perspective scores, $\frac{\mathrm{P}\ (\mathrm{score})_1 + \mathrm{P}\ (\mathrm{score})_2 + \ldots + \mathrm{P}\ (\mathrm{score})_n}{n}$
2. Geometric Mean: Calculated as the nth root of the product of the Perspective scores, $\sqrt[n]{\mathrm{P}\ (\mathrm{score})_1 \times \mathrm{P}\ (\mathrm{score})_2 \times \ldots \times \mathrm{P}\ (\mathrm{score})_n}$

To generate quarterly reports using the dashboard, please follow these steps:

STEP 1. Review the dashboard manager reports listed above. To access the reports, click the "Reports" tab to view the available applications. Alternatively, selecting "Dashboard Report" from the left side menu will present a series of menu items, as illustrated in Figure 12 below:

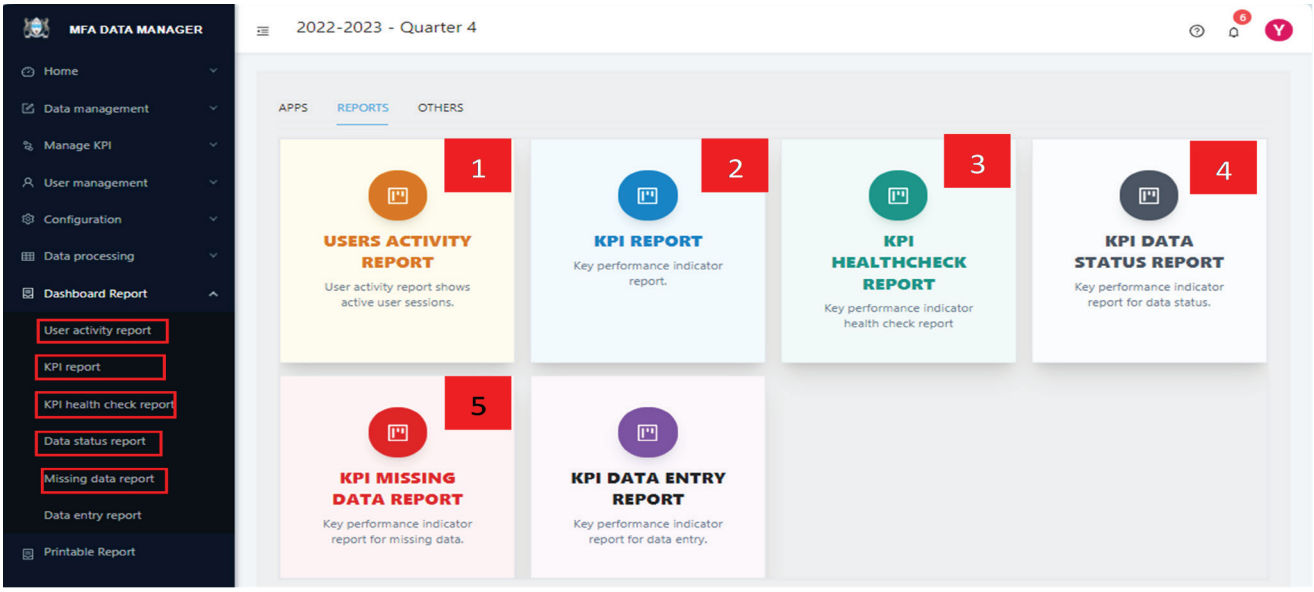


Figure 12: Dashboard home page with reports tab selected

STEP 2: Select the specific report you wish to view. For instance, to view "Data status" click on its respective menu item (3) on the left side show above or the corresponding app card. This action will lead you to the screen displayed below.

Figure 12: Data status report page

The report page empowers the Dashboard Manager with several key functionalities:

a) It enables the manager to notify data managers and approvers about observed issues. For instance, in cases of unapproved data, a "Notify" button at the top of the page can be used to send alerts, either individually or to all data approvers with pending approvals in their queue.
b) A search box is conveniently located at the top of the page, allowing for easy filtering and quick location of specific entries, thus enhancing navigation.
c) For extensive lists exceeding a single page, page navigation controls are available at the bottom, facilitating seamless movement through multiple pages of entries.

STEP 2: After ensuring that all data is correctly captured and everything is set up appropriately, the Dashboard Manager should select "Generate data" from the left submenu under the "Data Processing" group on the dashboard home page. This feature is also accessible through the "APPS" tab, where it's presented as the "Generate data" card. Clicking on this will open the page as shown in Figure 13.

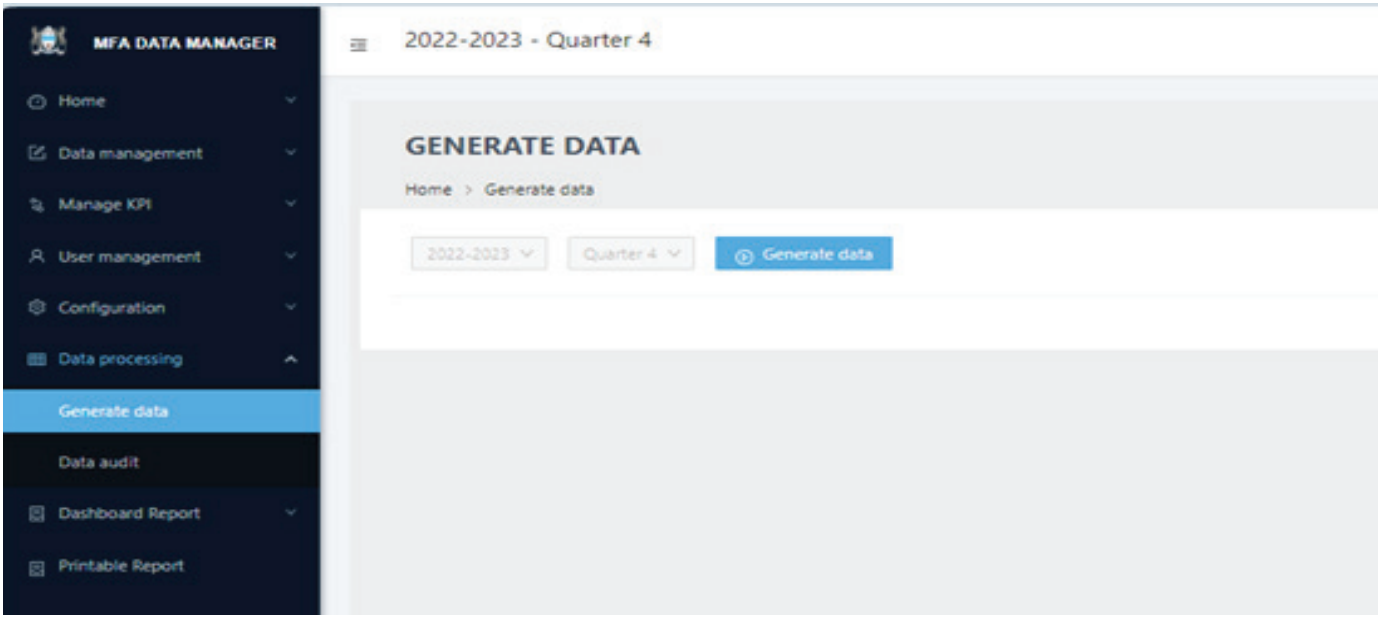


Figure 14: Generate data screen

STEP 3: To generate scores for all levels, click the "Generate data" button situated at the top of the screen. This action will process the data as illustrated in Figure 14 below.

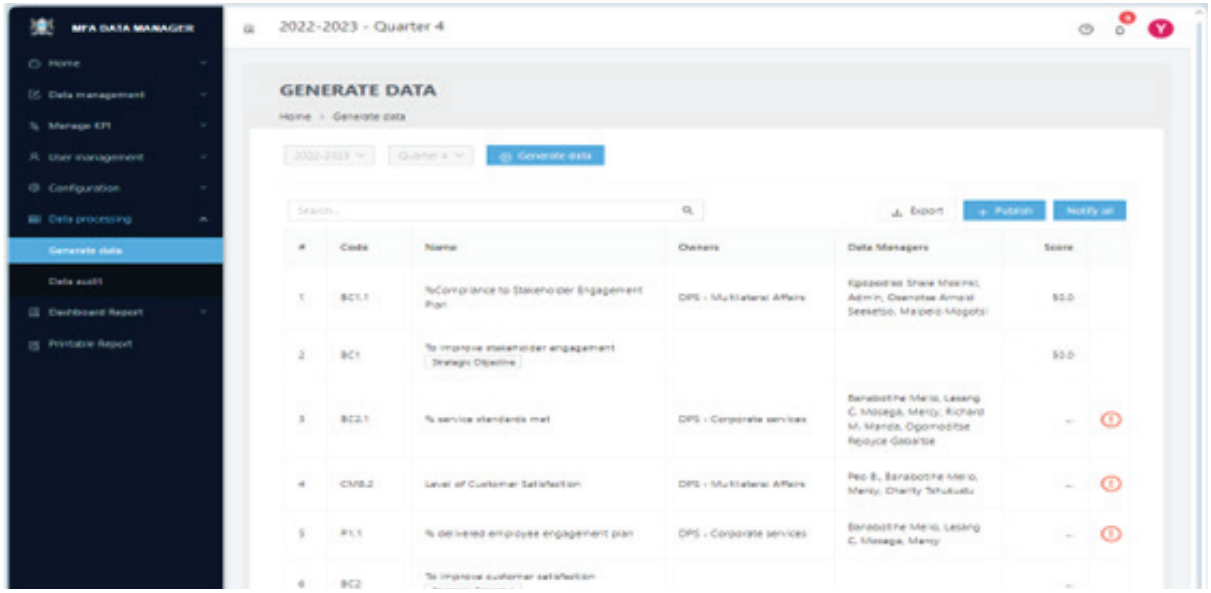


Figure 15: Generated data page with scores

STEP 5: The page displays generated data only temporarily. It will also indicate if there are any issues during the processing. If everything is in order, the Dashboard Manager can click 'Publish' to save the scores permanently for dashboard use. Any identified issues can be addressed by selecting "Notify all" for broader communication.

Step 6: Upon clicking 'Publish' and confirming the action, the screen shown in Figure 15 will appear, confirming that the scores have been successfully published and are now ready for use.

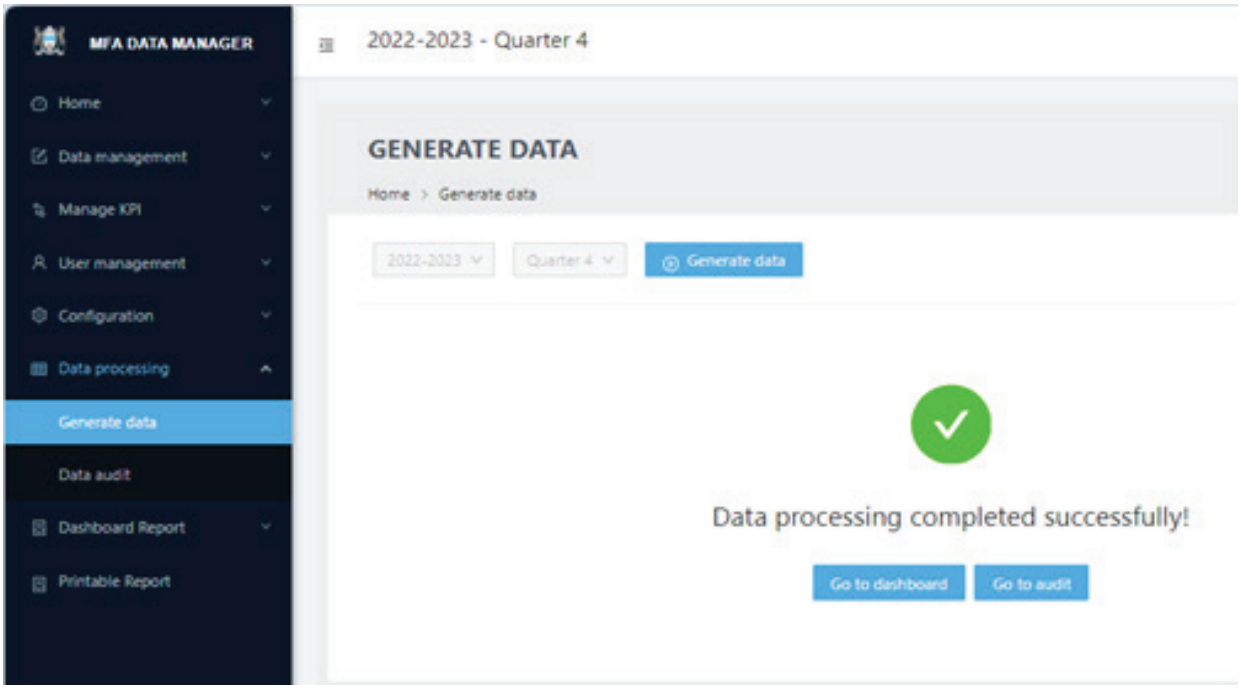


Figure 16: Generating data confirmation page

3.2 Data managers

Data Managers play a vital role within the Performance Dashboard System, specifically assigned the task of routinely gathering data for KPIs from various units within the organization. Their key duty is the accurate and consistent recording of data, a critical component of the dashboard's functionality. This role is crucial for ensuring the reliability and efficacy of KPI monitoring in the system. While Data Managers have the capability to input data, their access is limited to only those KPIs they are responsible for. This restriction is designed to ensure that data entry is conducted by those with the requisite knowledge and accountability for specific KPIs, aligning with the respective organizational units they represent. This approach reinforces accuracy and responsibility in data management within the organization.

In the dashboard system, there are two primary types of data that require regular input. The first is the performance data related to Key Performance Indicators (KPIs), and the second comprises initiatives that are aligned with the strategic objectives of the organization.

3.2.1 KPI data management

STEP 1: To begin entering data for KPIs, navigate to the dashboard's home page as illustrated below.

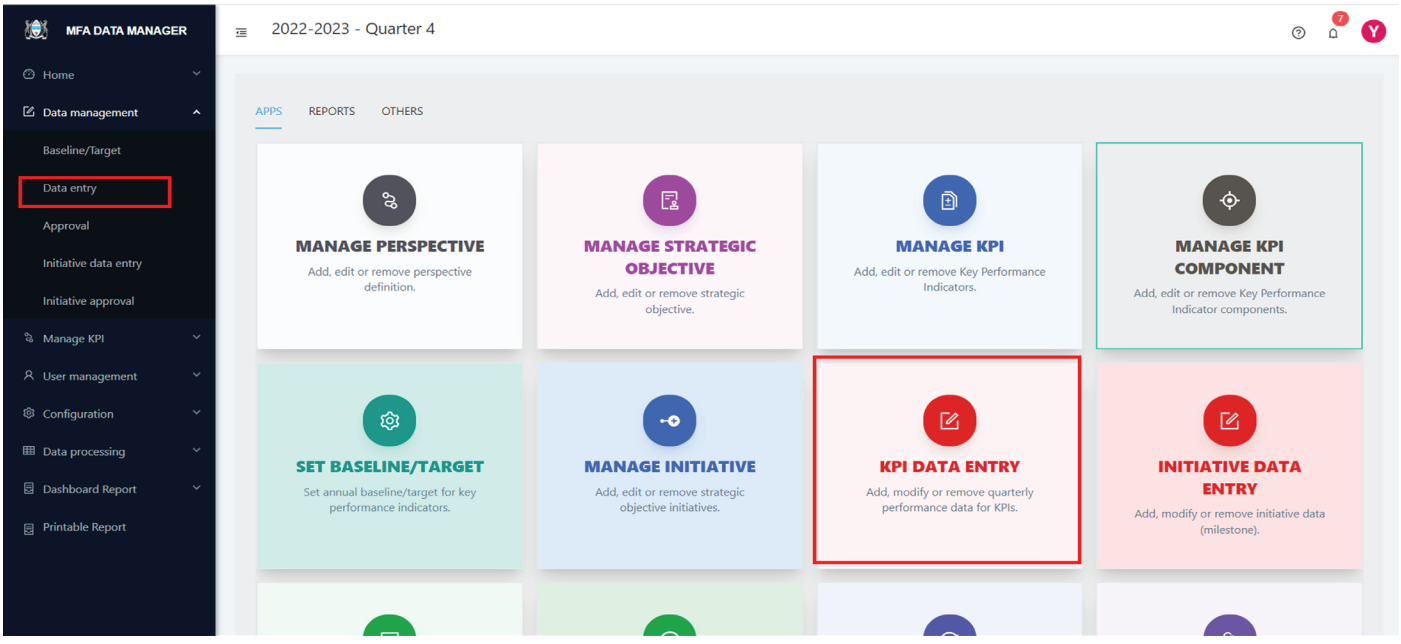


Figure 17: Dashboard manager home page

STEP 2: Navigate to the "Data Management" menu from the dashboard home page and select "Data entry" sub menu or click on the "KPI DATA ENTRY" card in the APP section. This will open the data entry page as shown below.

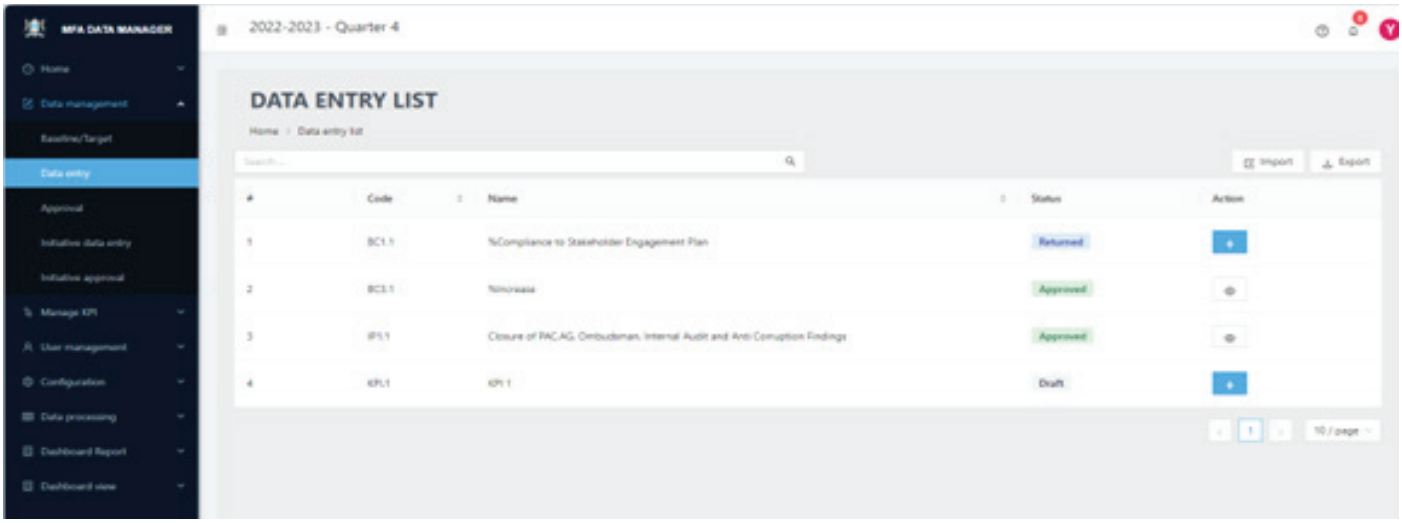
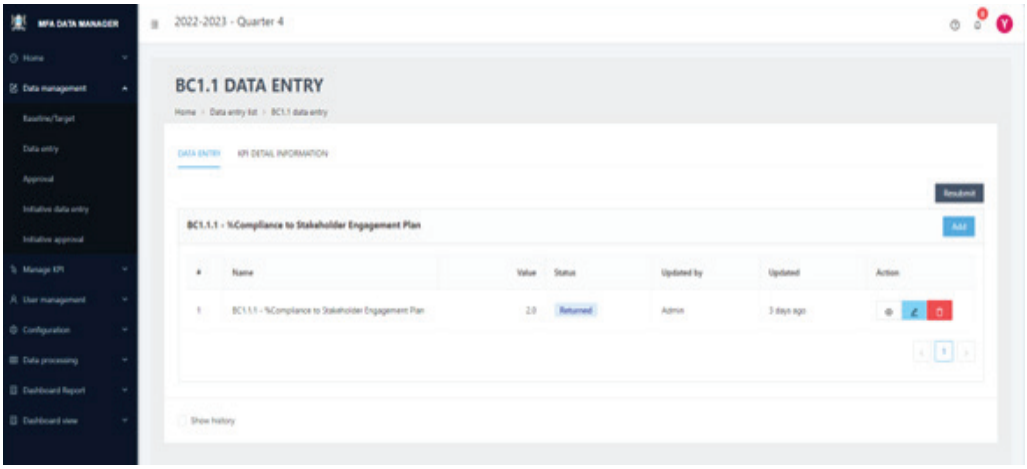
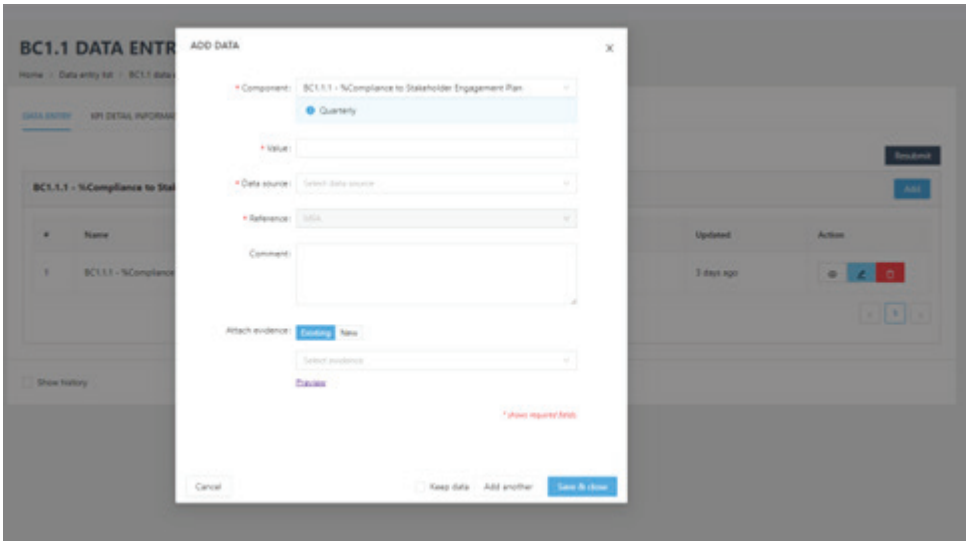


Figure 18: KPI data entry landing page

STEP 3: Choose the specific KPI for which you wish to enter data by clicking the "+" icon located in the action column. This will open the data entry screen for that particular KPI as shown below:



STEP 4: Click the "Add" button next to the relevant component to proceed. This action will open a pop-up screen for data entry as shown below:



Follow the on-screen guides to input the data value, its source, and the relevant organizational unit (select 'Organization' if the data is specific to any particular unit). If you have additional information about the data, include it in the comments box. Attach any supporting evidence to validate the data; this is crucial for ensuring its accuracy and enhancing the overall quality of the Dashboard. Such evidence also aids Data Approvers in verifying the accuracy of the data. Once all information is entered, click the appropriate save button at the bottom to permanently save your entry.

The final step in the data entry process involves submission for approval. After all relevant data for a KPI have been accurately entered, the responsible Data Manager should submit it to the Data Approver for further review and processing.

3.3 Data approvers

Data Approvers are integral to the dashboard system, tasked with reviewing and validating data entered by Data Managers. These approvers are not only the custodians but also the subject matter experts of the KPIs. The application's workflow dictates that data must be approved before it undergoes processing for performance score calculation.

This critical validation step is essential to ensure data accuracy and reliability, which are vital for generating meaningful performance metrics. Without rigorous validation, the dashboard's output could lose its integrity, leading to potentially inaccurate assessments and ill-informed decisions. Thus, robust data validation is a cornerstone of the system, upholding the quality and credibility of the results derived from the dashboard.

3.2.1 KPI data approval

STEP 1: To begin approving data for KPIs, navigate to the dashboard's home page as illustrated below.

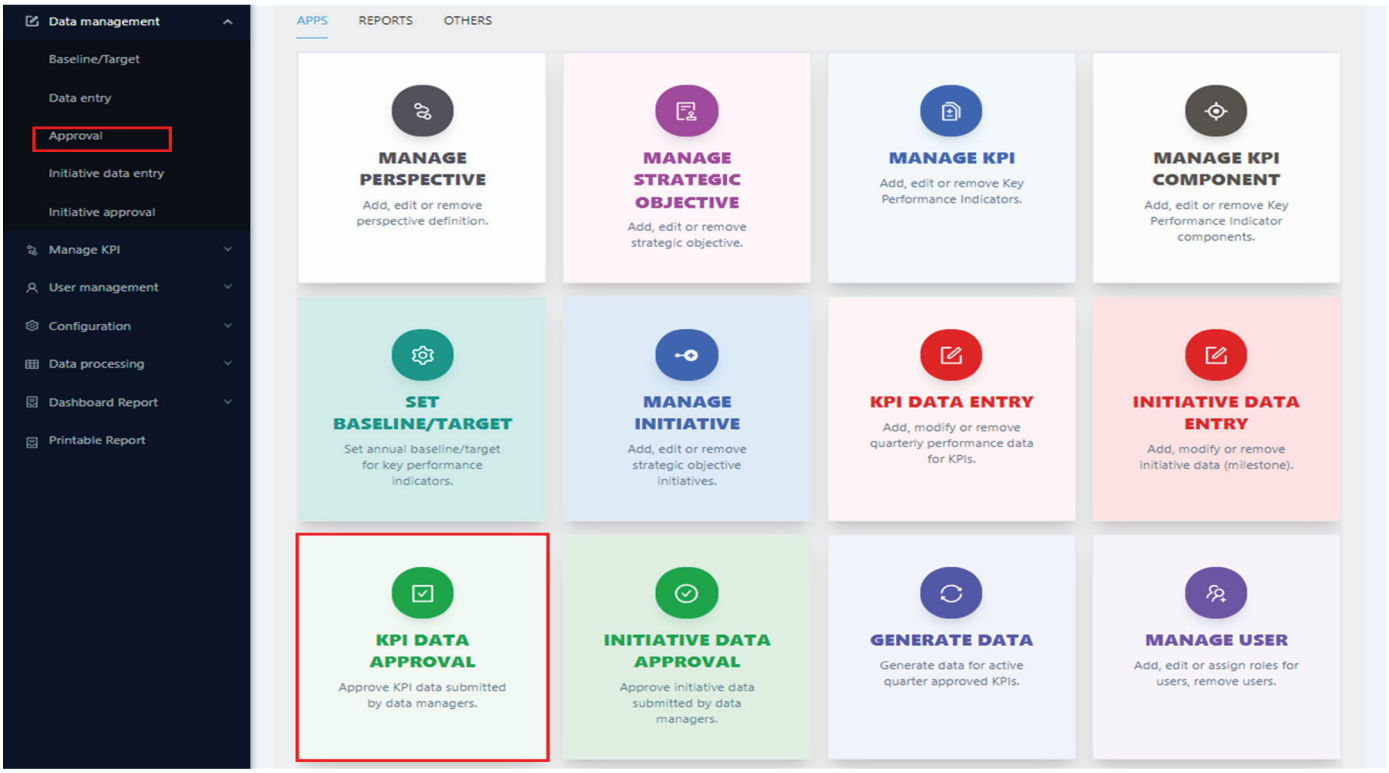
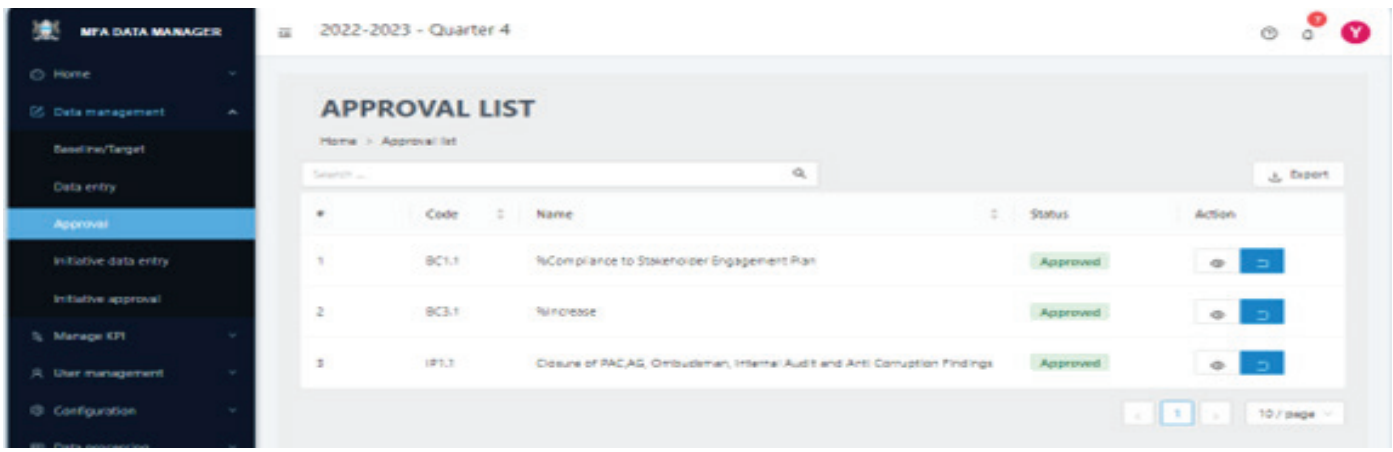


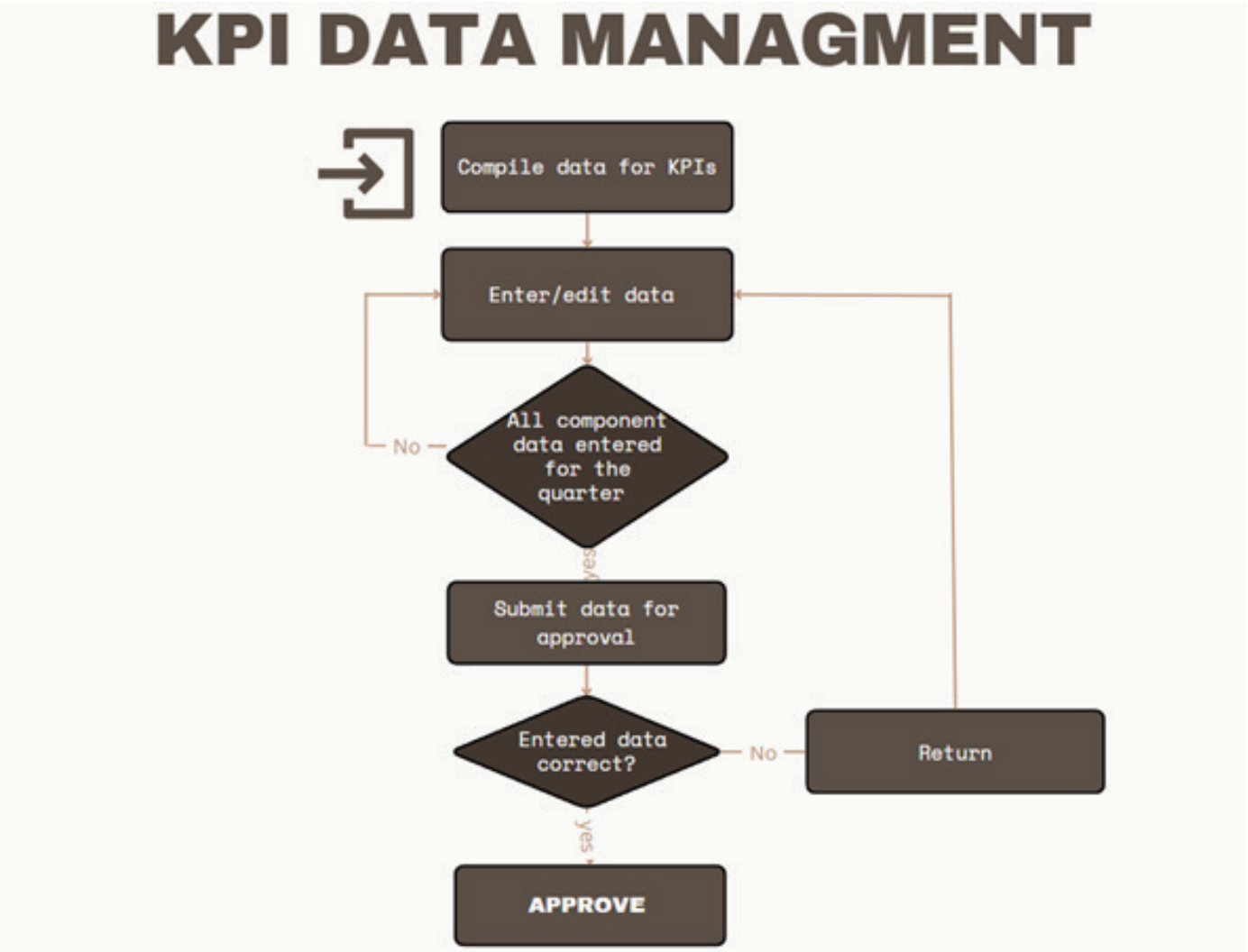
Figure 19: Dashboard Home page for approval

STEP 2: Select the "Approval" submenu item or click "KPI DATA APPROVAL" card in the APP tab. This action will display the corresponding screen.



STEP 3: Select the specific KPI for which you intend to approve data. The page will display a list of KPIs assigned to you, showing details such as the KPI code, name, approval status, and available actions. The actions available depend on the current status of each KPI. If a KPI's data has not yet been approved, click the approval icon in the action column. This action will lead you to the approval screen as shown below.

STEP 4: The approver has the option to either approve the data or return it for correction using the designated buttons. If the data is being returned for correction, it is mandatory for the approver to include a note explaining the reasons for the return, providing clear guidance to the Data Manager.



3.4 Dashboard users

The goal of the dashboard to effectively communicate performance scores across all organizational levels to both management and staff. This facilitates informed decision-making and ongoing monitoring and improvement. By presenting these scores, the dashboard serves as a vital tool for highlighting areas of strength and pinpointing opportunities for improvement. It plays a crucial role in aligning organizational efforts with strategic objectives and helps in fostering a culture of continuous improvement.

As the dashboard is an internal system, it requires proper authentication to ensure data security and confidentiality. Only those users who have been assigned the "Dashboard Viewer" role are authorized to access and view the performance scores.

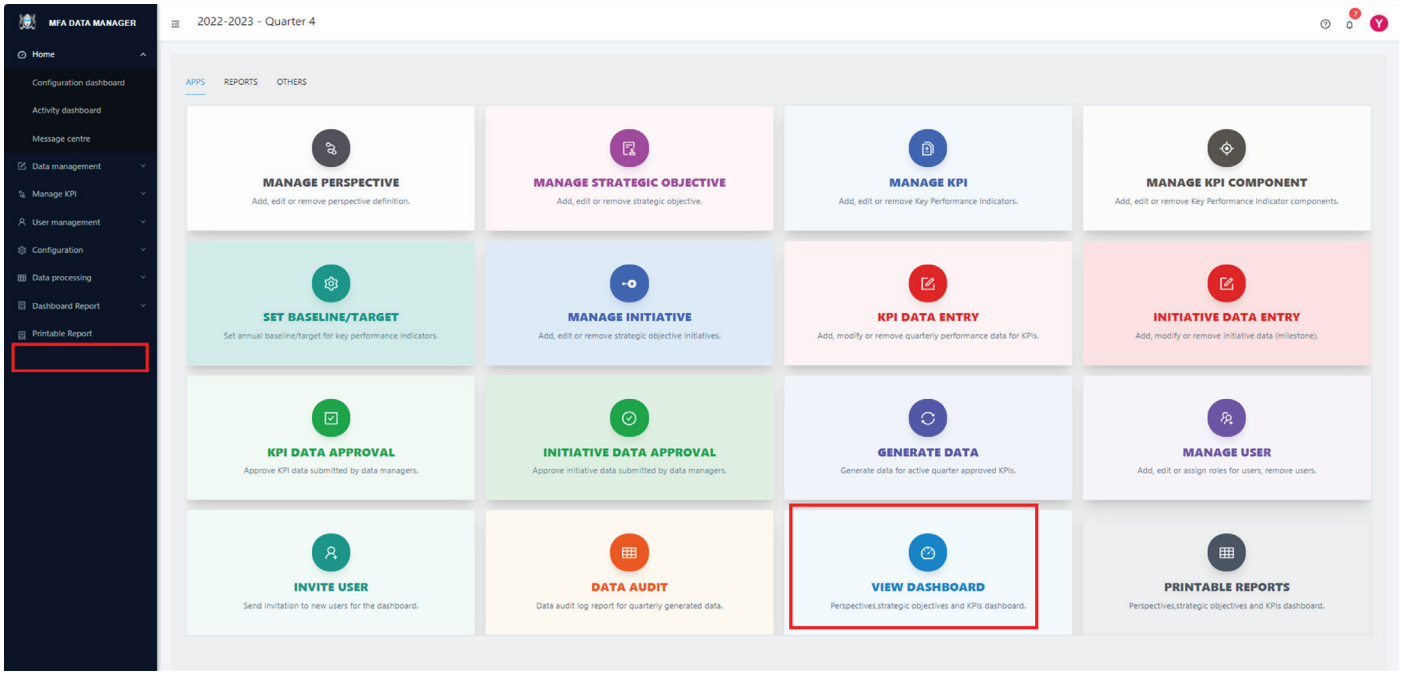


Figure 20: Dashboard home page

STEP 1: To view the dashboard, type the URL for the dashboard viewer. Alternatively, you can select the Dashboard view submenu from the "VIEW DASHBOARD "card from the APP list indicated above. This will display the dashboard home page like the one below.

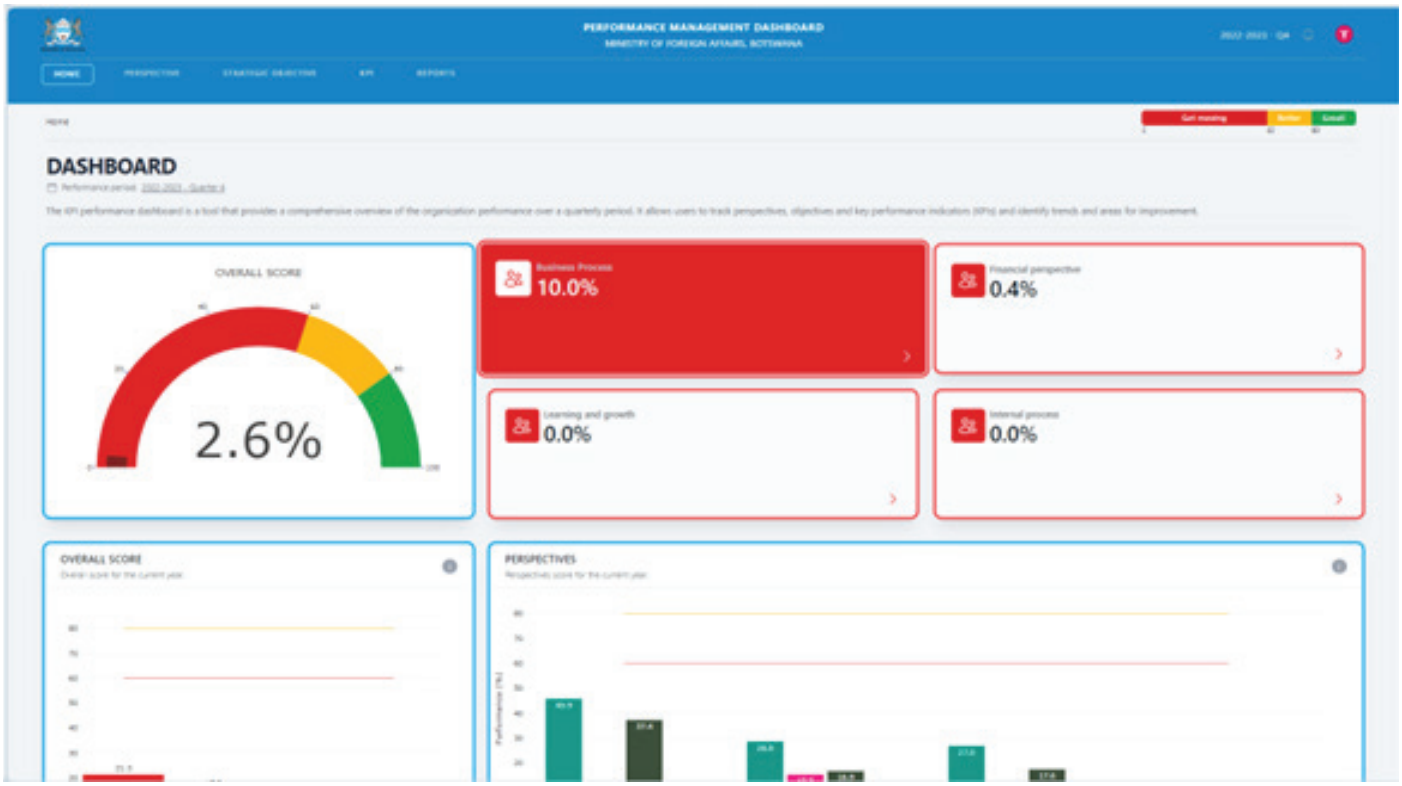


Figure 21: Dashboard view home page

The dashboard is designed to present results in a clear and logical manner. On the home page, it displays the overall performance of the organization using a gauge, and breaks down further into scorecards for each perspective. This layout provides a concise snapshot of the organization's quarterly performance.

Clicking on a perspective leads to its associated strategic objectives and more detailed views. The user interface is intuitively designed for easy navigation through these various layers of information.

Additionally, users have the capability to view and analyze quarterly performance trends at different levels, including perspectives, strategic objectives, and KPIs. Detailed raw data is also accessible for a comprehensive understanding of the performance scores.

3.4.1 Printer-friendly quarterly reports

Alternatively, the dashboard also offers printer-friendly formats for reports, providing performance scores at all levels. This feature caters to those who prefer to have printed copies or need to archive the results for future reference.

To access these reports, follow these steps:

STEP 1: Access the reports menu from the left side menu on the dashboard. Alternatively, you can choose the "PRINTABLE REPORT" card from the APP list as mentioned above. Selecting either of these options will display a list of available reports in a format suitable for printing.

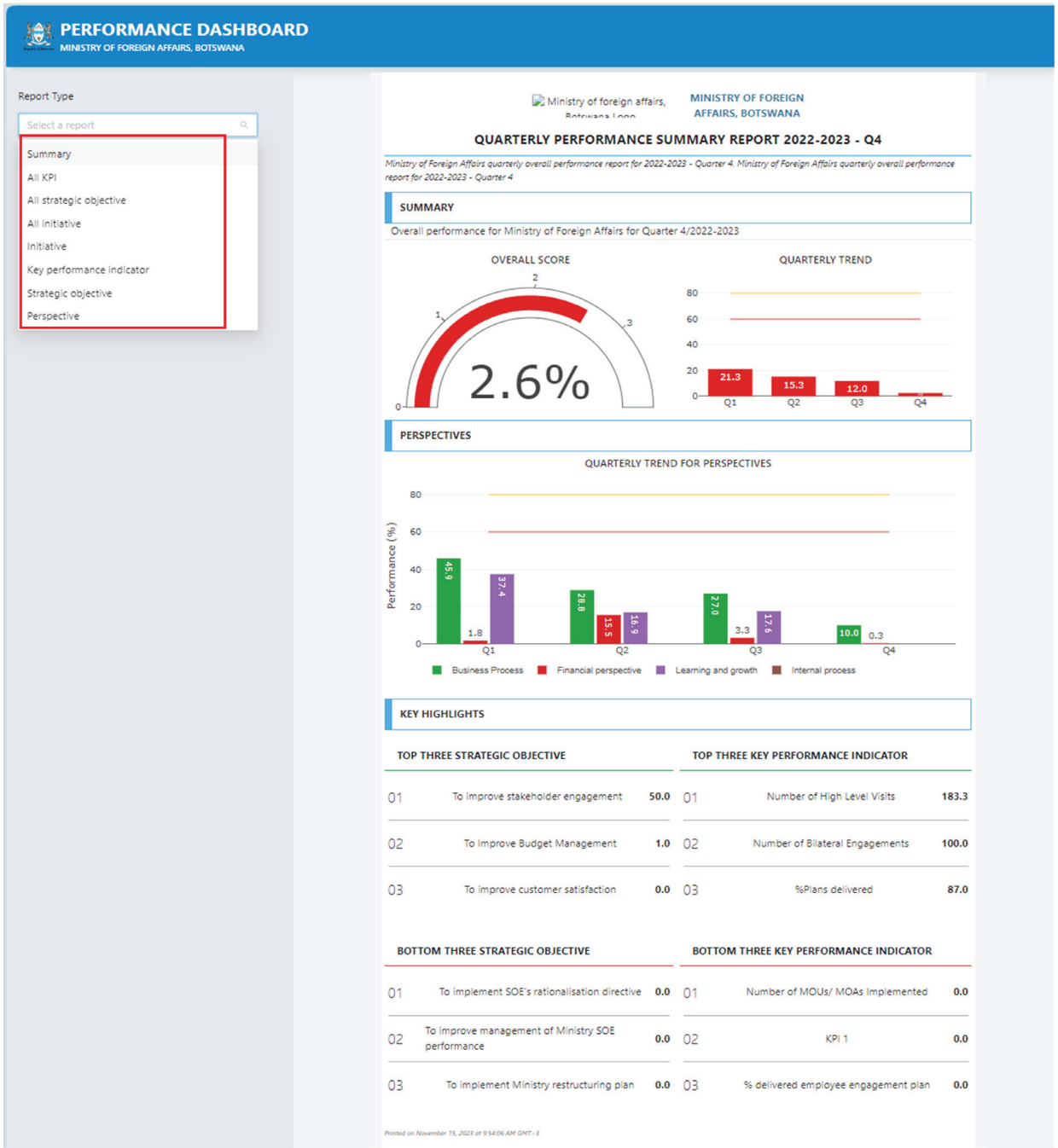


Figure 22: Reports page

STEP 2: Select the desired report by clicking its link on the left, as illustrated in the screen above. The report will initially be displayed on your screen. From there, you have the option to print it if necessary.

3.5 Systems manager

The System Manager plays a vital role in ensuring the seamless functioning and high performance of the dashboard system. This role is essential both before and after deployment. Pre-deployment responsibilities involve setting up the infrastructure, including the installation and configuration of front-end, back-end (API) applications, and database management. Post-deployment, the role shifts to ongoing maintenance, which is critical during operational phases. This includes data backup, restoration, and consistent performance monitoring. In essence, the System Manager is fundamental in supporting the Dashboard Manager and guaranteeing that the system operates smoothly, efficiently, and reliably at all times

3.5.1 Deployment

During deployment, the System Manager undertakes several critical tasks:

1. Preparing Infrastructure: Setting up the required infrastructure based on the application needs.
2. Front-end Application Deployment and Maintenance:
    - Installing and configuring the front-end application on the server.
    - Monitoring its performance and resolving any issues.
    - Back-end Application Deployment and Maintenance:
- Installing and configuring the back-end (API) application.
- Overseeing its performance and troubleshooting problems.
- Ensuring the security of the back-end application.
- Database Deployment and Maintenance:
- Installing and configuring the PostgreSQL database.
    - Monitoring database performance and addressing any concerns.
    - Securing the database to protect data integrity.

3.5.2 Maintenance

Once deployed, the System Manager is essential in maintaining the dashboard's health and performance. Their responsibilities include:

- Performance Monitoring: Regularly checking system performance, identifying any bottlenecks, and implementing solutions to enhance functionality.
- Security Management: Enforcing security policies, configuring firewalls and intrusion detection systems, auditing access logs, and staying updated on potential threats.
- Documentation and Maintenance: Keeping detailed records of system configurations, updates, and creating robust backup and disaster recovery plans.
- Collaborative Problem-Solving: Working with other team members to swiftly resolve any issues related to the application and server.

ANNEX I: CODING PATTERN - CODING PATTERN FOR PERSPECTIVES, OBJECTIVES, AND KPIS

1. Perspectives
- Code Structure: Each perspective is assigned a single letter code.
- Codes:
- C - Customer Perspective
- F - Financial Perspective
- P - Internal Process Perspective
- L - Learning & Growth Perspective

2. Strategic Objectives
- Code Structure: Each strategic objective under a perspective is designated by the perspective code followed by a number.
- Format: <Perspective Code><Objective Number>
- Examples:
  - Objectives under Customer Perspective: C1, C2, C3...
  - Objectives under Financial Perspective: F1, F2, F3...

3. Key Performance Indicators (KPIs)
- Code Structure: Each KPI under a strategic objective is indicated by a two-letter code (representing the strategic objective) followed by a number.
- Format: <Strategic Objective Code><KPI Number>
- Examples:
  - KPIs under the C1 objective: CM1.1, CM1.2...
  - KPIs under the F1 objective: FM1.1, FM1.2...

4. KPI Components
- Code Structure: Components of a KPI are identified by the KPI code followed by a number.
- Format: <KPI Code>.<Component Number>
- Examples:
  - Components of KPI CM1.1: CM1.1.1, CM1.1.2...
  - Components of KPI FM1.1: FM1.1.1, FM1.1.2...

Guidelines for users
- Consistency: Strictly adhere to the above coding format to maintain uniformity and clarity.
- Precision: Ensure the correct sequence and combination of letters and numbers as per the pattern.
- Verification: Regularly cross-check codes against this guide to avoid errors.

Defining KPIs and Setting Weights
- KPI Definition: Always define KPIs under each strategic objective. Failing to do so can disconnect the link between objectives and KPIs, affecting the overall strategy execution.
- Weight Assignment: Assign appropriate weights to each KPI to reflect their relative importance. This helps in accurately measuring performance against strategic objectives.

KPI Formula
- Formula Accuracy: Ensure each KPI formula is set properly using the designated KPI components. Incorrect formulas can lead to misleading performance data. Component Integration: Verify that each component is correctly integrated into the KPI formula. This is crucial for the precise calculation of KPI values.

Impact on Performance Calculation: Adherence to this coding pattern and proper KPI setup are essential. Any deviation or error can adversely affect the accuracy of performance calculations and the alignment of strategic objectives. Consistently using the correct coding and settings is vital for reliable data analysis and effective performance measurement.