REMOTE OVERSIGHT

A Green Dashboard Can Be Showing Yesterday’s Data

You open the dashboard from another city. Sales appear, inventory has numbers and there are no warnings. At the premises, a connection stopped working the previous night. The dashboard is presenting the last figure it received as though it had just arrived.

Every Figure Needs a Time Context

Distinguish when an operation happened from when it reached the dashboard. Yesterday’s order imported this morning is not a new sale today. The time zone and the business’s cut-off time also affect how results should be grouped.

Agree how old each source can become before it stops being useful. Inventory used to approve a sale may need fresher data than a monthly report. The person making the decision should help set that limit; one interval will not suit every source.

Keep Zero Separate from Unknown

- Zero sales means an up-to-date source reports that no sales occurred.
- No data means a sufficient response could not be obtained.
- Last known value means an earlier figure is available, with its timestamp visible.
- Partial load means some of the expected period or sources are missing.

People should see these differences without opening a technical log. If a connection fails, the dashboard can retain an earlier value for context, but it must show its age and avoid presenting it as current confirmation.

Test the behaviour by interrupting a test source. Check what the manager sees, who receives the warning and how normal reporting resumes. Remote oversight also needs to reveal what it can no longer observe.

> *A dashboard depends on its connected sources and their records. Showing delays and interruptions*

helps people interpret the data; it does not make incomplete information accurate.

A Check You Can Run

Imagine a dashboard refreshed at 10:00 whose source last delivered data at 08:00. Showing only 10:00 suggests a freshness the figures do not have. Display the time of the latest source record alongside the last successful import. If a source stops updating, keep the last value identifiable as old rather than replacing it with a reassuring zero.

Continue with: An Alert Needs Someone Who Can Act on It.
https://systems.kavaliero.com/en/blog/an-alert-needs-someone-who-can-act-on-it

For help with this work, see the scope of Remote Business Control.
https://systems.kavaliero.com/en/services/remote-control