Role-Based Dashboards · GameOps Analytics

Role-Based GameOps Dashboards: Turning Live Game Data Into Better Decisions

Live game dashboards fail when they try to serve everyone with the same view. Executives, producers, engineers, support teams, and LiveOps operators all need a shared operational truth, but they do not need the same dashboard.

IN THIS ARTICLE

CORE ARGUMENT

Stakeholder-friendly dashboards are decision-specific dashboards.

A simplified dashboard is not automatically useful. A beautiful dashboard is not automatically useful. A stakeholder-friendly dashboard is useful only when it helps a specific audience make a better decision faster.

The right question is not: what data can we show? The right question is: what decision does this stakeholder need to make, and what operational signal helps them make it?

> **Stakeholder-friendly dashboards are not simplified dashboards. They are decision-specific dashboards.**

THE MISTAKE

One dashboard for everyone creates slower decisions.

The same raw data can support many teams, but forcing every team into the same view creates noise and misinterpretation.

Clutter	Too many metrics compete for attention, and the signal that matters gets buried.
Misread signals	Business stakeholders can overreact to technical noise, while technical teams may miss business context.
Decision delay	Teams spend time interpreting the dashboard instead of acting on what the situation requires.

DESIGN PRINCIPLE

Start with decisions, not metrics.

Role-based dashboard design starts with a simple chain: audience, decision, signal, view, action.

The dashboard should show the data that supports the decision. Anything else should be removed, moved to a drill-down view, or reserved for another audience.

- Executive
- Is the business exposed right now?
- Service health, player impact, revenue or event exposure, incident status, ownership, recovery trend.
- Producer
- Is the launch or live event under control?
- CCU, matchmaking, deployment state, active incidents, stakeholder status, recovery confirmation.
- Engineer
- What is breaking and where?
- API errors, latency, infrastructure health, logs, traces, dependency state, deployment correlation.
- Support / Community
- What should we tell players?

- Known issue state, affected regions, platforms, severity, workaround, status language, recovery confirmation.
- LiveOps / Platform
- What needs action now?
- Alerts, incident ownership, runbook state, player-impact signals, escalation path, mitigation progress.

ROLE-BASED VIEWS

Each stakeholder needs a different operational lens.

Executive dashboards	Executives do not need raw technical telemetry. They need an accurate view of business exposure and operational confidence. • Overall service status • Player impact • Revenue or live-event exposure • Incident severity • Time to response and recovery • Business risk trend • Whether action is owned • Recovery confidence
Producer and release dashboards	Producers need operational control during launches, patches, live events, and peak windows. • Deployment state • Launch readiness • Active incidents • Matchmaking and player flow • Support pressure • Stakeholder status • Recovery confirmation • Post-release observation
Engineering dashboards	Engineers need diagnostic depth and enough context to identify where the system is failing. • API error rates • Service dependency health • Database latency • Infrastructure saturation • Logs and traces • Deployment correlation • Rollback indicators • Root-cause context

Support and community dashboards	Support and community teams need operational context they can communicate without drowning in technical detail. • Issue summary • Affected players • Affected regions • Affected platforms • Severity • Workaround or status • Message approval state • Recovery confirmation
LiveOps and platform dashboards	LiveOps and platform teams need the operational command view: what is active, what is owned, and what needs action now. • Alert state • Incident owner • Runbook status • Service health • Player-impact signal • Escalation path • Mitigation progress • Post-fix validation

DESIGN RULES

Dashboard design rules that matter in live operations.

Dashboards used during incidents, launches, and live events should not be treated like static reporting pages. They are operational interfaces.

The design should make the next decision obvious and reduce the amount of interpretation required under pressure.

- Show fewer metrics and make each one justify its place.
- Show trends, not just snapshots.
- Label business impact clearly.
- Separate symptoms from likely causes.
- Include deployment, hotfix, or configuration context.
- Use status language consistently across teams.
- Avoid unexplained red, yellow, and green states.
- Make the next action obvious.

ZUMIDIAN MODEL

How Zumidian builds stakeholder-friendly dashboards.

Zumidian's dashboard work starts from the operating decisions each stakeholder needs to make, then maps the data, signals, and actions needed to support those decisions.

Identify stakeholder decisions	Define what executives, producers, engineers, support, LiveOps, and platform teams actually need to decide.
Define relevant signals	Separate operational signals from noise and align them to action, risk, and recovery.
Connect existing sources	Use existing monitoring, telemetry, cloud, network, deployment, and operational systems where possible.
Build role-specific views	Create dashboards that share a data foundation but present different views by audience and use case.
Tune thresholds and alerts	Improve signal quality so dashboards support response instead of adding more noise.
Support response and reporting	Connect dashboards to incident ownership, runbooks, recovery validation, and stakeholder reporting.

BOTTOM LINE

The same operational truth needs different operational views.

Role-based dashboards do not fragment the operating model. Done properly, they make the shared operating model clearer.

Executives, producers, engineers, support teams, and LiveOps operators can work from the same underlying reality while seeing the information that matters to their decisions.

That is the difference between a dashboard that displays data and a dashboard that improves live game operations.

Need dashboards that help each team act instead of forcing everyone to interpret the same data?

Schedule a Game Operations Review to assess whether your operational dashboards are aligned to the decisions your teams actually need to make.

Schedule a Game Operations Review