

Big Data Analytics and Business Intelligence

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Course description

- ❑ The main goal of this course is to help students understand and solve problems of big data and applications of big data analytics to business intelligence.

- ❑ The main objective of the course: the concept of big data overview, algorithms and data analytics technology on big data support for business.

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Course materials

1. Vijayan Sugumaran, Arun Kumar Sangaiah, Arunkumar Thangavelu, "Computational intelligence applications in business and big data analytics", Taylor & Francis, (2017)
2. Daniel O'Reilly, Python for Data Science: The Ultimate Step-by-Step Guide to Python Programming. Discover How to Master Big Data Analysis and Understand Machine Learning, ISBN: 979-8719424248, (2021).
3. Michael Minelli, Michele Chambers, Ambiga Dhiraj, "Big data,big analytics - emerging business intelligence and analytic trends for today's businesses", John Wiley & Sons, (2013)
4. Steve Williams, "Business intelligence strategy and big data analytics: a general management perspective", Elsevier, (2016)
5. David Dietrich, Barry Heller, Beibei Yang, "Data science and big data analytics", Wiley, (2015) Oracle, "Data Mining Concepts", 18c, E83730-03, 2018
6. <https://www.ibm.com/analytics/hadoop/big-data-analytics>

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Assessment methods

- Mini project: 35%
- Presentation: 15%
- Final exam: 50%

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Content

Week	Content
1	Big data overview
2,3	Basics in big data analytics
4,5	Big data analytics
6	Business intelligence system
7,8	Big data analytics supports business
9,10,11,12	Student group reports on major subject matter topics

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Lecturer 1

BIG DATA OVERVIEW

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What's Big Data?

No single definition; here is from Wikipedia:

Big data is the term for a collection of data sets so large and complex that it becomes difficult to process using on-hand database management tools or traditional data processing applications.

The challenges include **capture, curation, storage, search, sharing, transfer, analysis, and visualization**.

The trend to larger data sets is due to the additional information derivable from analysis of a single large set of related data, as compared to separate smaller sets with the same total amount of data, allowing correlations to be found to "spot business trends, determine quality of research, prevent diseases, link legal citations, combat crime, and determine real-time roadway traffic conditions."

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Definition and Characteristics of Big Data

"Big data is high-volume, high-velocity and high-variety information assets that demand cost-effective, innovative forms of information processing for enhanced insight and decision making." -- Gartner

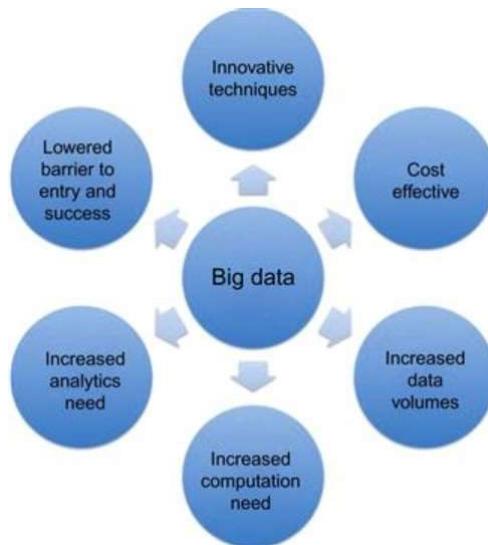
which was derived from:

*"While enterprises struggle to consolidate systems and collapse redundant databases to enable greater operational, analytical, and collaborative consistencies, changing economic conditions have made this job more difficult. E-commerce, in particular, has exploded data management challenges along three dimensions: **volumes, velocity and variety**. In 2001/02, IT organizations must compile a variety of approaches to have at their disposal for dealing each." – Doug Laney*

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What made Big Data needed?



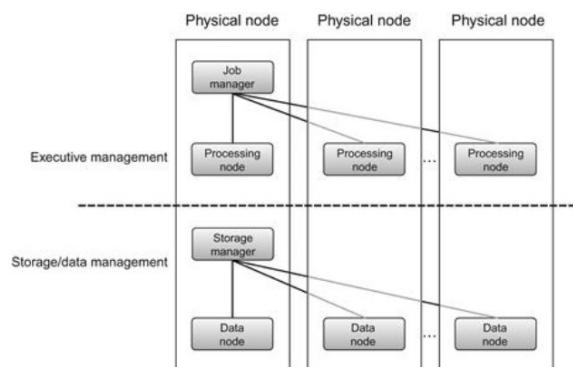
"Big Data Analytics", David Loshin

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Key Computing Resources for Big Data

- Processing capability: CPU, processor, or node.
- Memory
- Storage
- Network



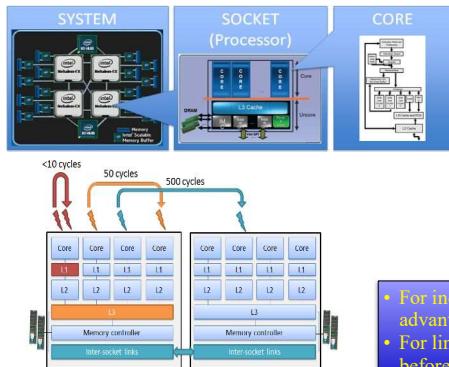
"Big Data Analytics", David Loshin

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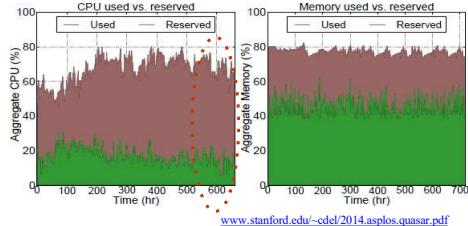
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Scalability — Scale Up & Scale Out

- Scale out
 - Use more resources to distribute workload in parallel
 - Higher data access latency is typically incurred
- Scale up
 - Efficiently use the resources
 - Architecture-aware algorithm design



Example: Resource utilization for a large production cluster at Twitter data center



www.stanford.edu/~cdel/2014.asplos.quasar.pdf

- For independent data => scale up may not have obvious advantage than scale out
- For linked data => utilizing scale up as much as possible before scale out

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Contrasting Approaches in Adopting High-Performance Capabilities

Aspect	Typical Scenario	Big Data
Application development	Applications that take advantage of massive parallelism developed by specialized developers skilled in high-performance computing, performance optimization, and code tuning	A simplified application execution model encompassing a distributed file system, application programming model, distributed database, and program scheduling is packaged within Hadoop, an open source framework for reliable, scalable, distributed, and parallel computing
Platform	Uses high-cost massively parallel processing (MPP) computers, utilizing high-bandwidth networks, and massive I/O devices	Innovative methods of creating scalable and yet elastic virtualized platforms take advantage of clusters of commodity hardware components (either cycle harvesting from local resources or through cloud-based utility computing services) coupled with open source tools and technology
Data management	Limited to file-based or relational database management systems (RDBMS) using standard row-oriented data layouts	Alternate models for data management (often referred to as NoSQL or "Not Only SQL") provide a variety of methods for managing information to best suit specific business process needs, such as in-memory data management (for rapid access), columnar layouts to speed query response, and graph databases (for social network analytics)
Resources	Requires large capital investment in purchasing high-end hardware to be installed and managed in-house	The ability to deploy systems like Hadoop on virtualized platforms allows small and medium businesses to utilize cloud-based environments that, from both a cost accounting and a practical perspective, are much friendlier to the bottom line

"Big Data Analytics", David Loshin

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Techniques towards Big Data

- Massive Parallelism
- Huge Data Volumes Storage
- Data Distribution
- High-Speed Networks
- High-Performance Computing
- Task and Thread Management
- Data Mining and Analytics
- Data Retrieval
- Machine Learning
- Data Visualization

→ Techniques exist for years to decades. Why is Big Data **hot now?**

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Why Big Data now?

- More data are being collected and stored
- Open source code
- Commodity hardware / Cloud

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Why Big Data now?

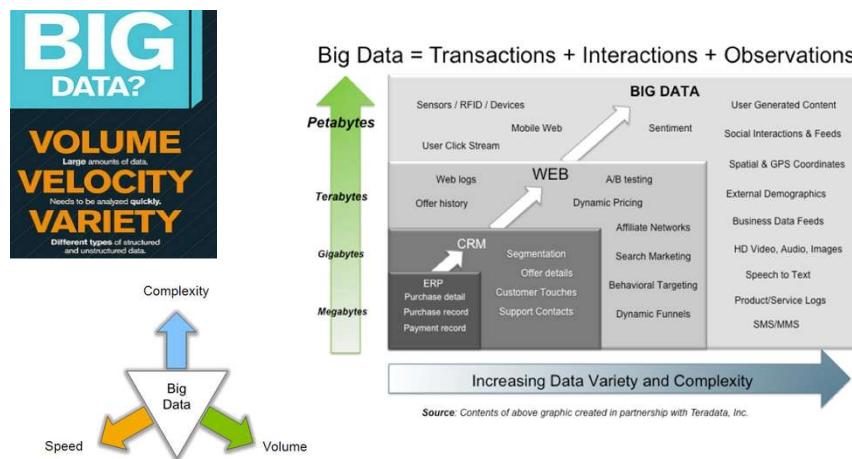
- More data are being collected and stored
 - Open source code
 - Commodity hardware / Cloud
-
- High-Volume
 - High-Velocity
 - High-Variety

→ Artificial Intelligence

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Big Data: 3V's



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Volume (Scale)

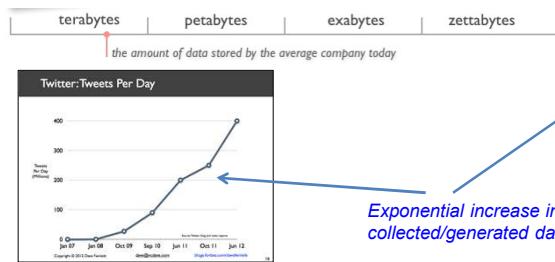
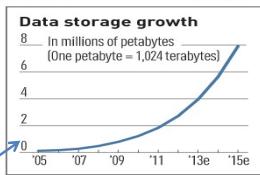
Data Volume

44x increase from 2009-2020

From 0.8 zettabytes to 35zb

Data volume is increasing exponentially

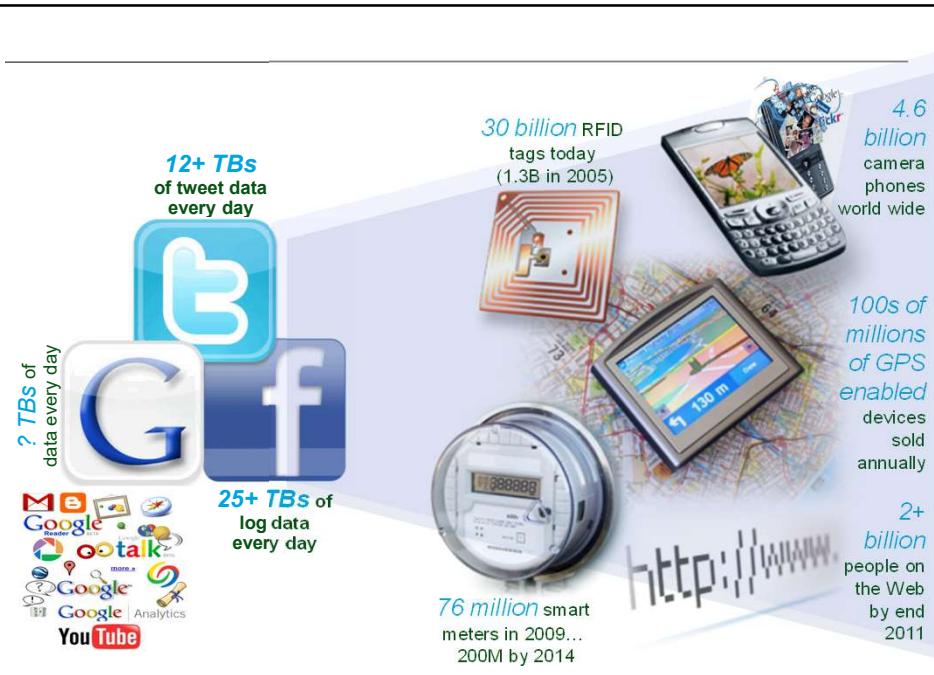
The Digital Universe 2009-2020



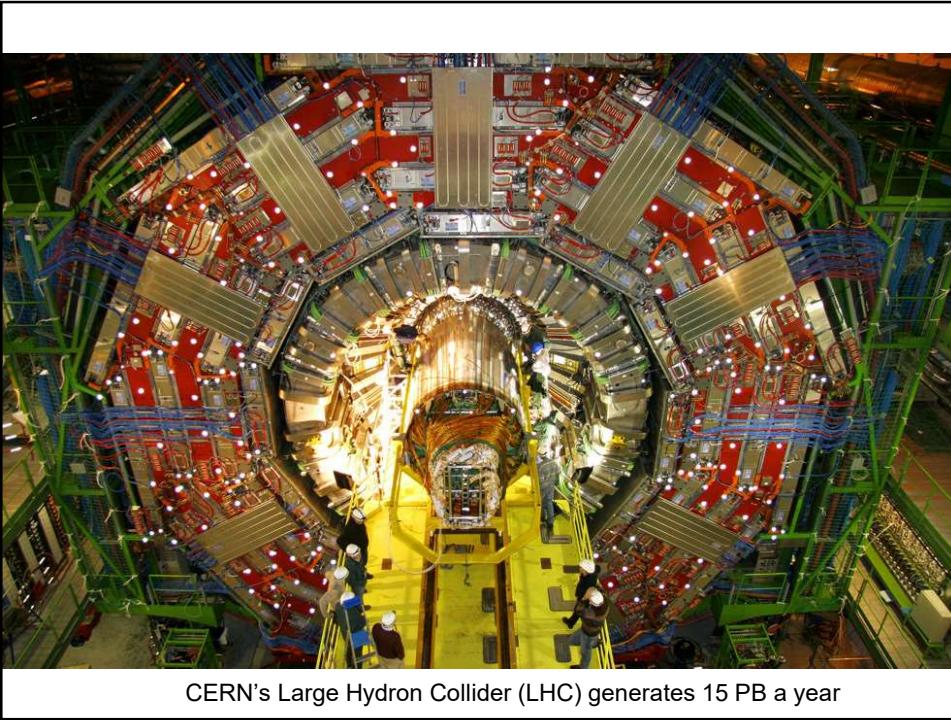
Exponential increase in collected/generated data

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The Earthscope

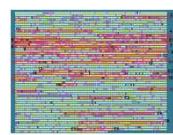
- The Earthscope is the world's largest science project. Designed to track North America's geological evolution, this observatory records data over 3.8 million square miles, amassing 67 terabytes of data. It analyzes seismic slips in the San Andreas fault, sure, but also the plume of magma underneath Yellowstone and much, much more.
http://www.msnbc.msn.com/id/44363598/ns/technology_and_science-future_of_technology/#.TmetOdQ--ui



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Variety (Complexity)

Relational Data (Tables/Transaction/Legacy Data)



Text Data (Web)

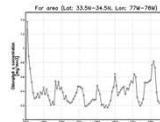


Semi-structured Data (XML)

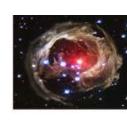
Graph Data

Social Network, Semantic Web (RDF), ...

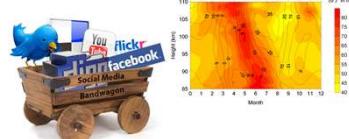
Streaming Data



You can only scan the data once



A single application can be generating/collecting many types of data



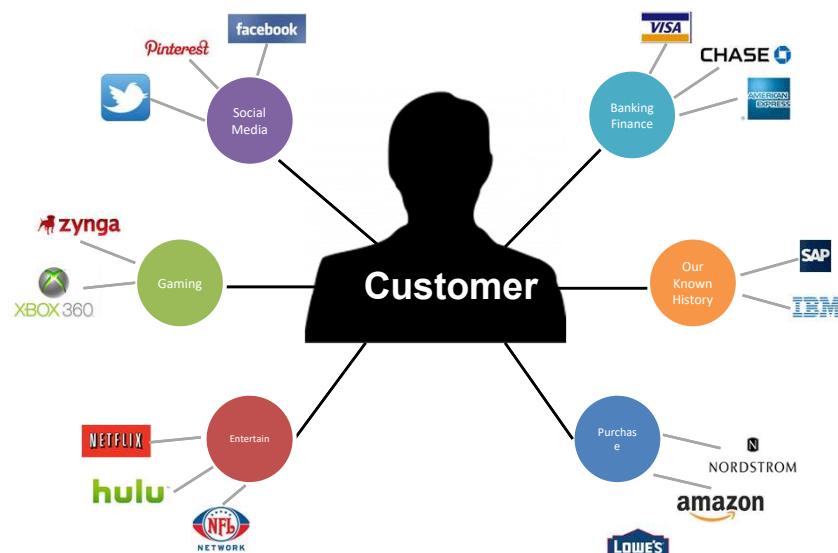
Big Public Data (online, weather, finance, etc)

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To extract knowledge → all these types of data need to linked together

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A Single View to the Customer



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Velocity (Speed)

Data is being generated fast and need to be processed fast

Online Data Analytics

Late decisions → missing opportunities

Examples

E-Promotions: Based on your current location, your purchase history, what you like → send promotions right now for store next to you



Healthcare monitoring: sensors monitoring your activities and body → any abnormal measurements require immediate reaction

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Real-time/Fast Data



Social media and networks
(all of us are generating data)



Scientific instruments
(collecting all sorts of data)



Mobile devices
(tracking all objects all the time)



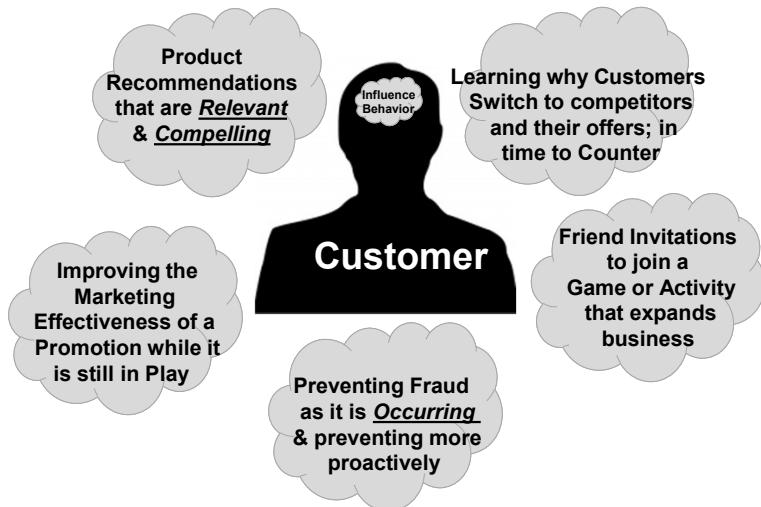
Sensor technology and networks
(measuring all kinds of data)

The progress and innovation is no longer hindered by the ability to collect data
But, by the ability to manage, analyze, summarize, visualize, and discover knowledge
from the collected data in a timely manner and in a scalable fashion

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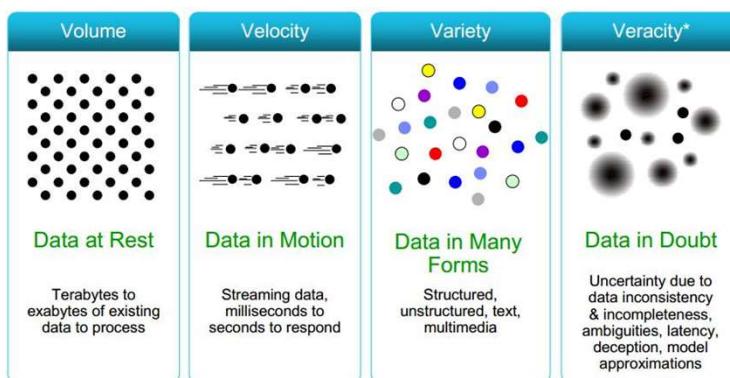
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Real-Time Analytics/Decision Requirement



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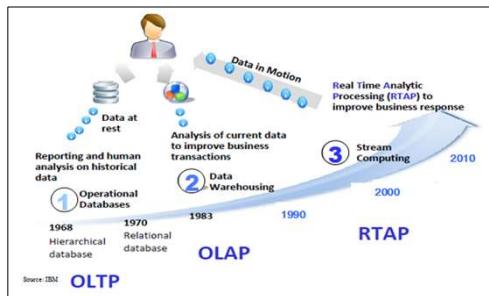
Some Make it 4V's



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Harnessing Big Data



OLTP: Online Transaction Processing (DBMSs)

OLAP: Online Analytical Processing (Data Warehousing)

RTAP: Real-Time Analytics Processing (Big Data Architecture & technology)

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The Model Has Changed...

The Model of Generating/Consuming Data has Changed

Old Model: Few companies are generating data, all others are consuming data



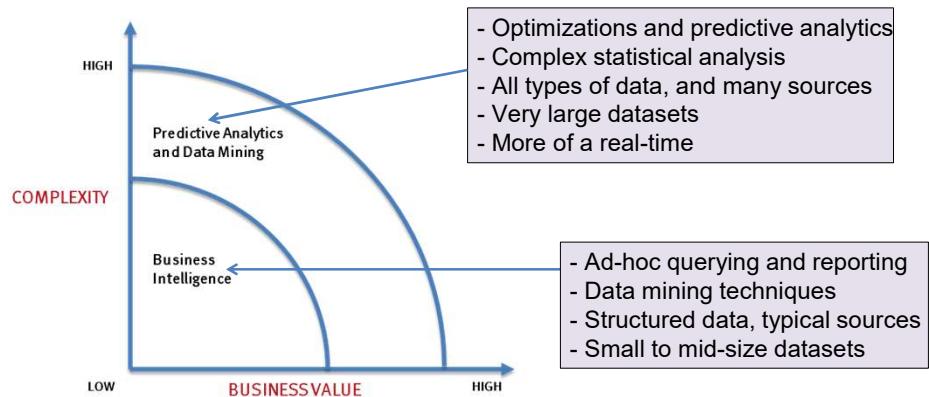
New Model: all of us are generating data, and all of us are consuming data



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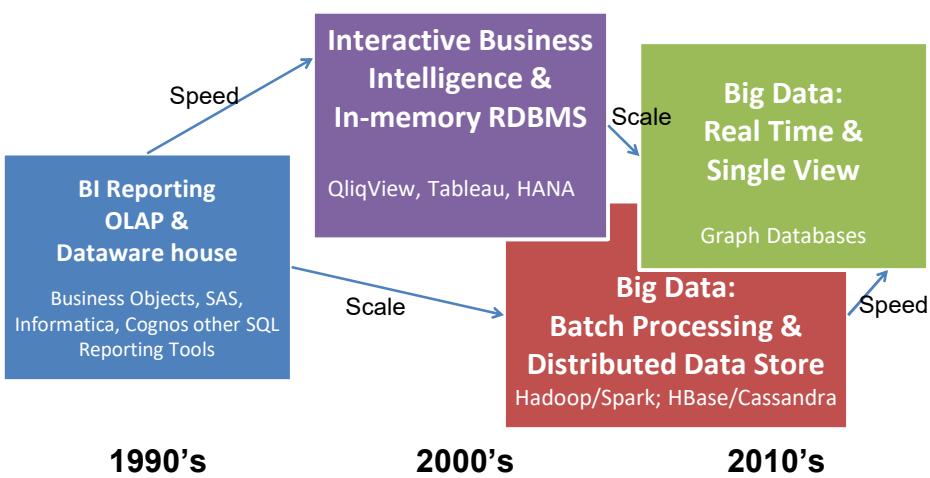
What's driving Big Data



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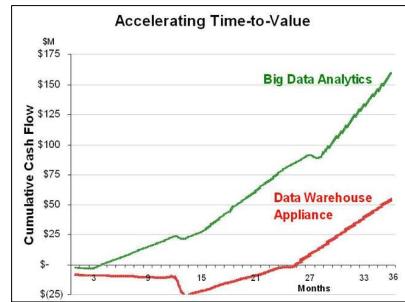
The evolution of business intelligence



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Big Data Analytics

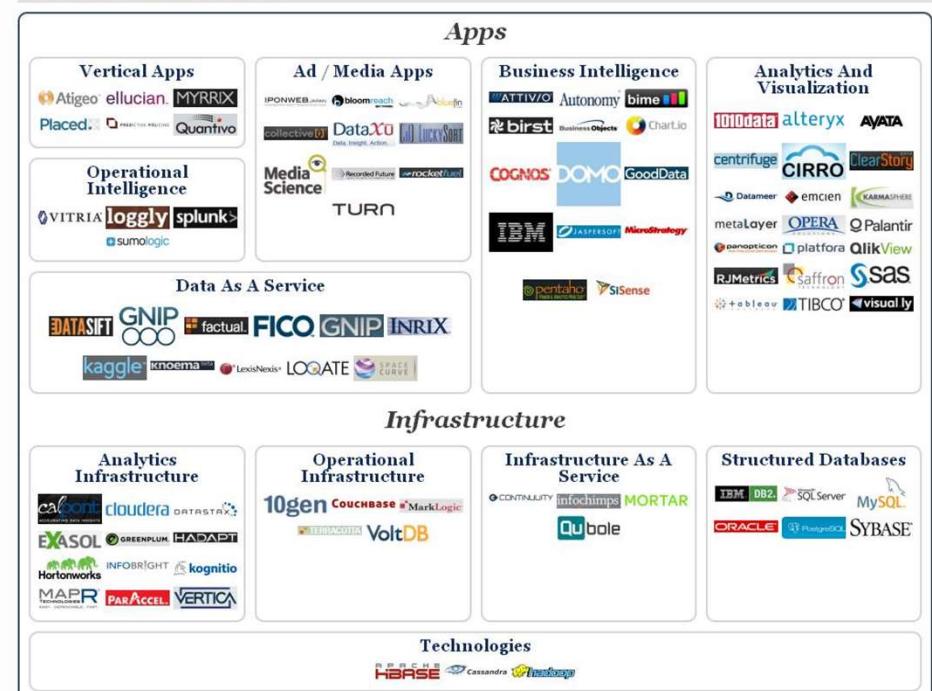
Big data is more real-time in nature than traditional DW applications
 Traditional DW architectures (e.g. Exadata, Teradata) are not well-suited for big data apps
 Shared nothing, massively parallel processing, scale out architectures are well-suited for big data apps



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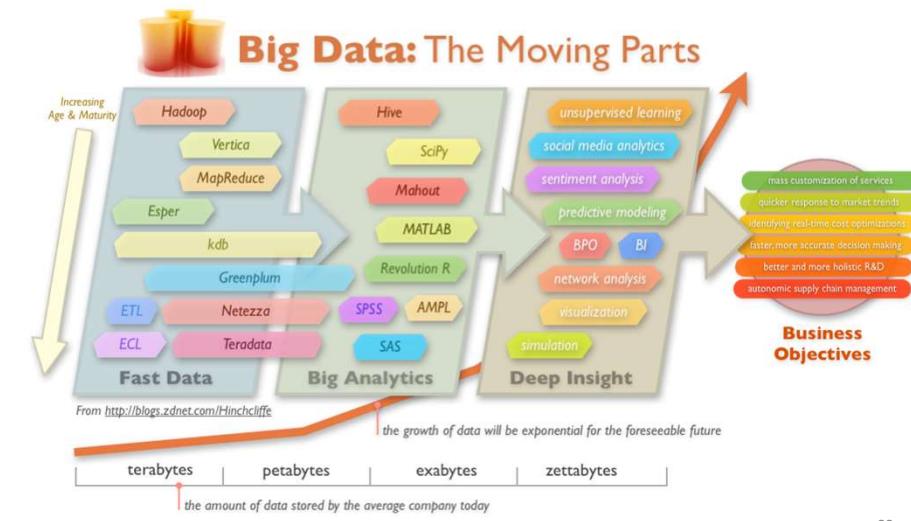
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The Big Data Landscape



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Big Data Technology



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Cloud Computing

IT resources provided as a service

Compute, storage, databases, queues

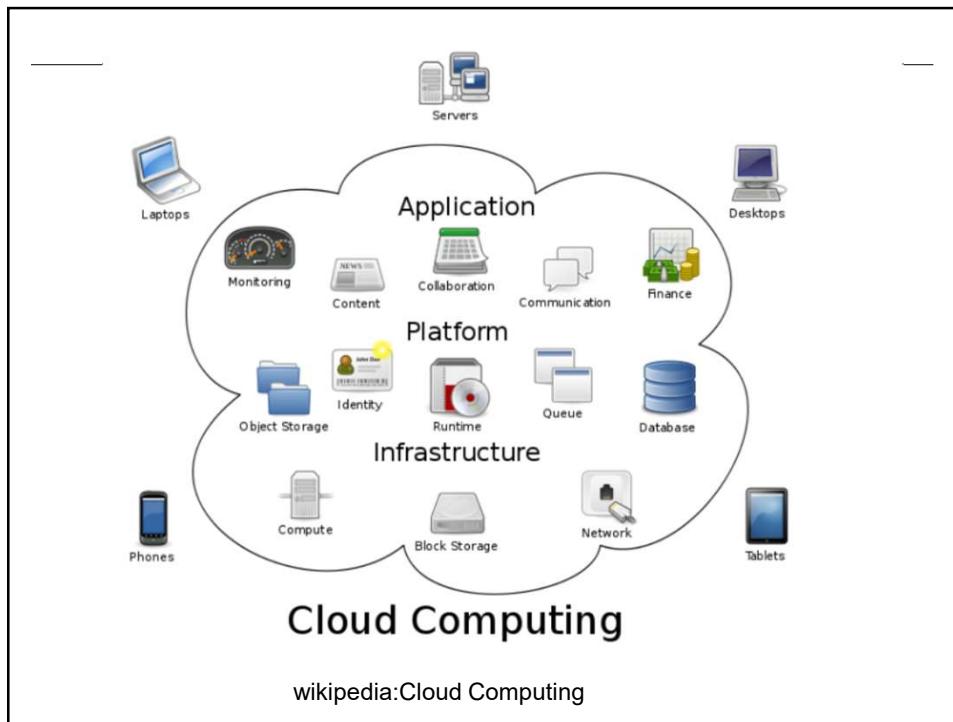
Clouds leverage economies of scale of commodity hardware

Cheap storage, high bandwidth networks & multicore processors

Geographically distributed data centers

Offerings from Microsoft, Amazon, Google, ...

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Benefits

Cost & management

Economies of scale, “out-sourced” resource management

Reduced Time to deployment

Ease of assembly, works “out of the box”

Scaling

On demand provisioning, co-locate data and compute

Reliability

Massive, redundant, shared resources

Sustainability

Hardware not owned

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Types of Cloud Computing

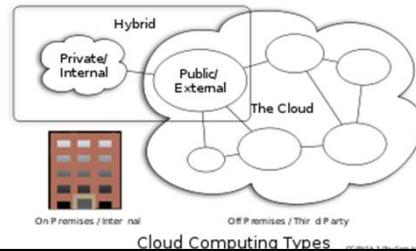
Public Cloud: Computing infrastructure is hosted at the vendor's premises.

Private Cloud: Computing architecture is dedicated to the customer and is not shared with other organisations.

Hybrid Cloud: Organisations host some critical, secure applications in private clouds. The not so critical applications are hosted in the public cloud

Cloud bursting: the organisation uses its own infrastructure for normal usage, but cloud is used for peak loads.

Community Cloud



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Classification of Cloud Computing based on Service Provided

Infrastructure as a service (IaaS)

Offering hardware related services using the principles of cloud computing. These could include storage services (database or disk storage) or virtual servers.

[Amazon EC2](#), [Amazon S3](#), [Rackspace Cloud Servers](#) and [Flexiscale](#).

Platform as a Service (PaaS)

Offering a development platform on the cloud.

[Google's Application Engine](#), [Microsofts Azure](#), Salesforce.com's [force.com](#) .

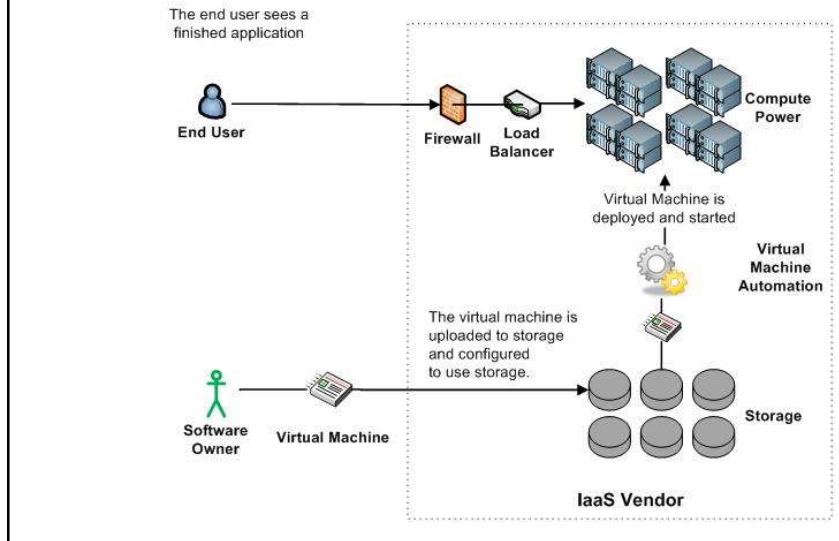
Software as a service (SaaS)

Including a complete software offering on the cloud. Users can access a software application hosted by the cloud vendor on pay-per-use basis. This is a well-established sector.

Salesforce.com's offering in the online Customer Relationship Management (CRM) space, Googles [gmail](#) and Microsofts [hotmail](#), [Google docs](#).

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Infrastructure as a Service (IaaS)



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More Refined Categorization

Storage-as-a-service
Database-as-a-service
Information-as-a-service
Process-as-a-service
Application-as-a-service
Platform-as-a-service
Integration-as-a-service
Security-as-a-service
Management/
Governance-as-a-service
Testing-as-a-service
Infrastructure-as-a-service

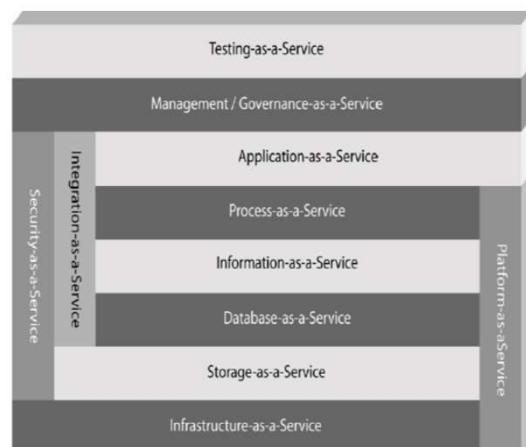


Figure 1: The patterns or categories of cloud computing providers allow you to use a discrete set of services within your architecture.

InfoWorld Cloud Computing Deep Dive

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Key Ingredients in Cloud Computing

Service-Oriented Architecture (SOA)
Utility Computing (on demand)
Virtualization (P2P Network)
SAAS (Software As A Service)
PAAS (Platform AS A Service)
IAAS (Infrastructure AS A Service)
Web Services in Cloud

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Enabling Technology: Virtualization



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Everything as a Service

Utility computing = Infrastructure as a Service (IaaS)

Why buy machines when you can rent cycles?

Examples: Amazon's EC2, Rackspace

Platform as a Service (PaaS)

Give me nice API and take care of the maintenance, upgrades, ...

Example: Google App Engine

Software as a Service (SaaS)

Just run it for me!

Example: Gmail, Salesforce

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Cloud versus cloud

Amazon Elastic Compute Cloud

Google App Engine

Microsoft Azure

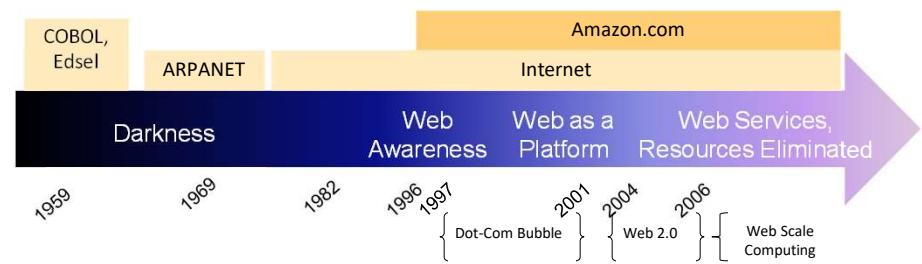
GoGrid

AppNexus

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The Obligatory Timeline Slide

(Mike Culver @ AWS)



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AWS

Elastic Compute Cloud – EC2 (IaaS)
Simple Storage Service – S3 (IaaS)
Elastic Block Storage – EBS (IaaS)
SimpleDB (SDB) (PaaS)
Simple Queue Service – SQS (PaaS)
CloudFront (S3 based Content Delivery Network – PaaS)
Consistent AWS Web Services API

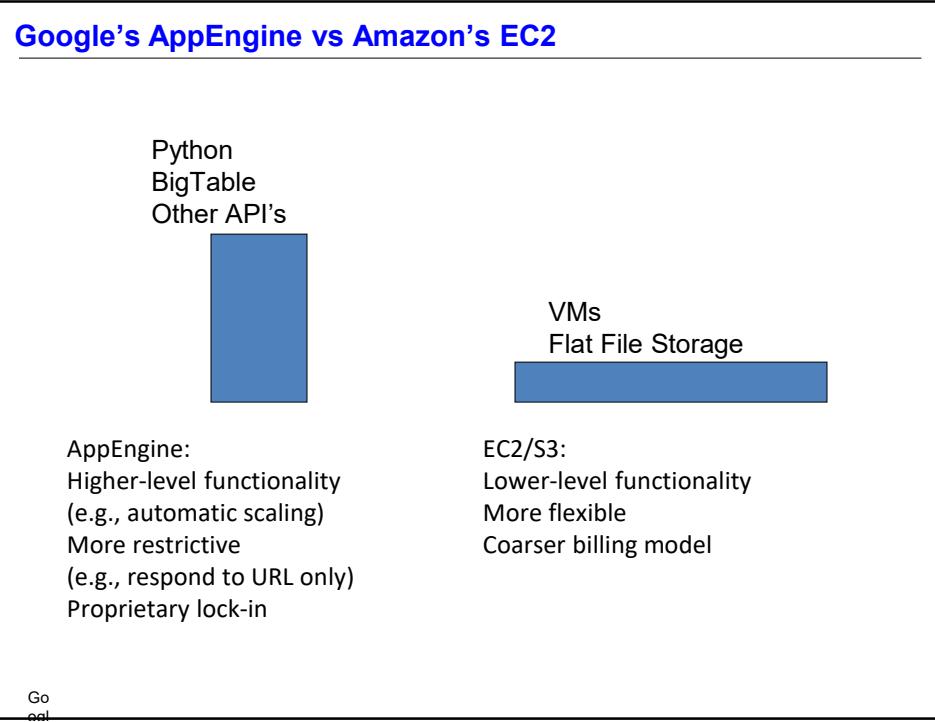
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What does Azure platform offer to developers?



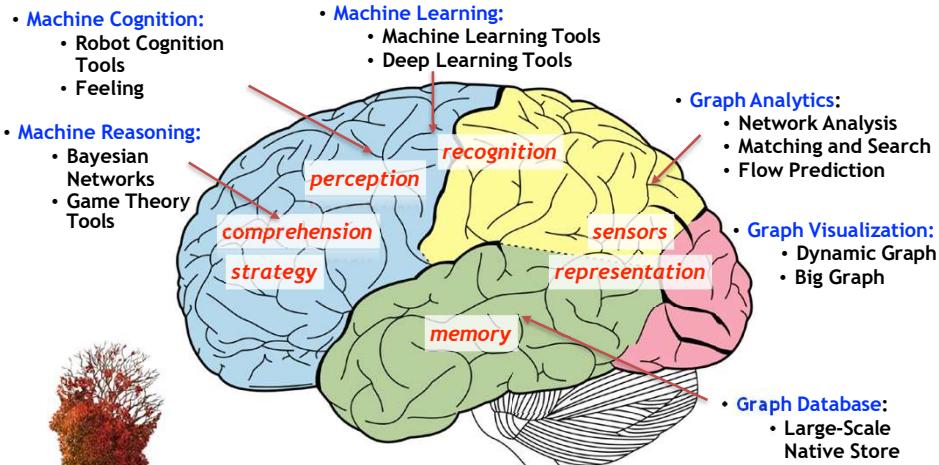
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Google's AppEngine vs Amazon's EC2



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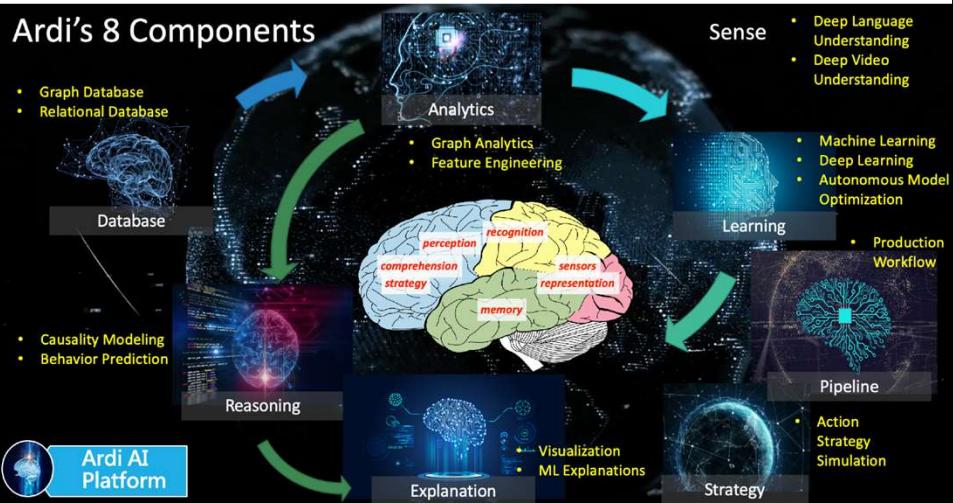
Human brain is a graph/network of 100B nodes and 700T edges.



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Big Data AI Platform Example: Graphen Ardi



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Why you want to take this class

- **Key Differentiator of this class:** Focusing on building a full-spectrum understanding of the latest Big Data Analytics technologies and using them to build real industry real-world solutions.
- **Sapphire Big Data Analytics Open Source Applications:** Create a Big Data open source toolsets for various industries (and disciplines)



- **Dataset and Use Cases:** Welcome!!

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5 Example Big Data Use Case Categories



Big Data Exploration

Find, visualize, understand all big data to improve decision making



Enhanced 360° View of the Customer

Extend existing customer views (MDM, CRM, etc) by incorporating additional internal and external information sources



Security/Intelligence Extension

Lower risk, detect fraud and monitor cyber security in real-time



Operations Analysis

Analyze a variety of machine data for improved business results



Data Warehouse Augmentation

Integrate big data and data warehouse capabilities to increase operational efficiency

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Big Data Examples -- Application Use Cases

1. Expertise Location
2. Recommendation
3. Commerce
4. Financial Analysis
5. Social Media Monitoring
6. Telco Customer Analysis
7. Healthcare Analysis
8. Data Exploration and Visualization
9. Personalized Search
10. Anomaly Detection
11. Fraud Detection
12. Cybersecurity
13. Sensor Monitoring (Smarter another Planet)
14. Cellular Network Monitoring
15. Cloud Monitoring
16. Code Life Cycle Management
17. Traffic Navigation
18. Image and Video Semantic Understanding
19. Genomic Medicine
20. Brain Network Analysis
21. Data Curation
22. Near Earth Object Analysis



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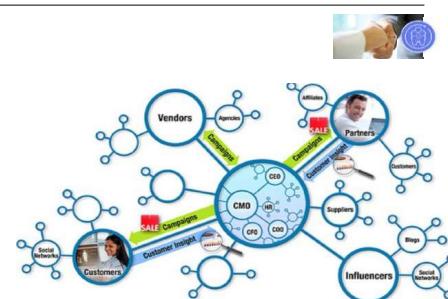
Category 1: 360° View

Recommendation

A screenshot of an Amazon.com homepage showing a recommendation for books. The recommendation section is titled "Recommended for you" and lists three books: "Spikes [Reprint] Paperback by Fred Rieke", "Solving Neuron Models Paperback by Wolfram Gerstner", and "Methods in Neuronal Modeling - 2nd Edition Hardcover by Christof Koch". Below the recommendation section, there is a sidebar for "Your Favorites" and a "Featured Stores" section.

item

user



Enhancing:

Graph Visualizations

- | | | | |
|------------------|----------------|-------------------|----------------------|
| Communities | Graph Search | Network Info Flow | Bayesian Networks |
| Centralities | Graph Query | Shortest Paths | Latent Net Inference |
| Ego Net Features | Graph Matching | Graph Sampling | Markov Networks |

Middleware and Database

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Use Case 1: Social Network Analysis in Enterprise for Productivity

Production Live System used by IBM GBS since 2009 – verified ~\$100M contribution

15,000 contributors in 76 countries; 92,000 annual unique IBM users
 25,000,000+ emails & SameTime messages (incl. Content features)
 1,000,000+ Learning clicks; 14M KnowledgeView, SalesOne, ..., access d
 1,000,000+ Lotus Connections (blogs, file sharing, bookmark) data
 200,000 people's consulting project & earning d



Shortest Paths
Centralities
Graph Search

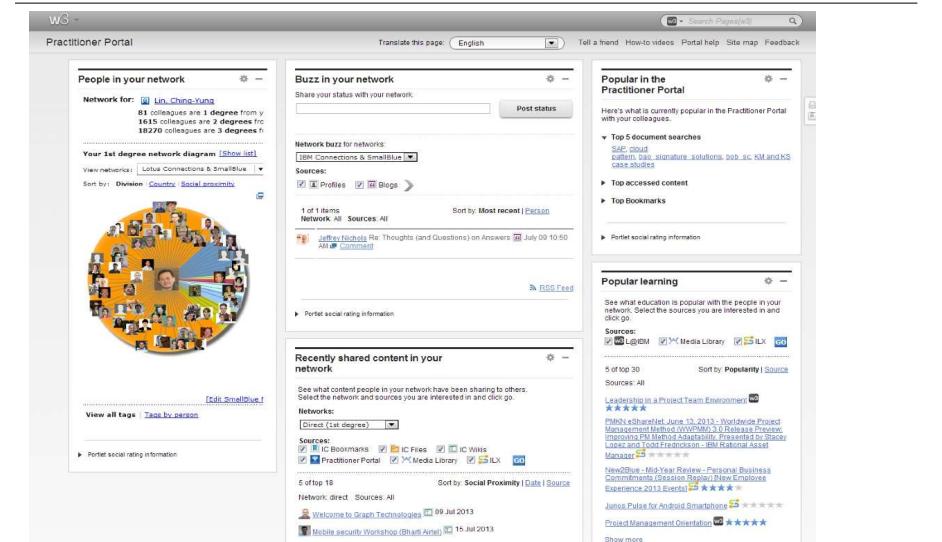
Dynamic networks of 400,000+ IBMers:

- On BusinessWeek four times, including being the Top Story of Week, April 2009
- Help IBM earned the 2012 Most Admired Knowledge Enterprise Award
- Wharton School study: \$7,010 gain per user per year using the tool
- In 2012, contributing about 1/3 of GBS Practitioner Portal \$228.5 million savings and
- APQC (WW leader in Knowledge Practice) April 2013:
"The Industry Leader and Best Practice in Expertise Location"

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Use Case 2: Personalized Recommendation



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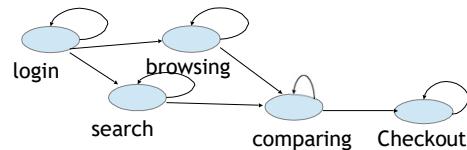
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Use Case 3: Customer Behavior Sequence Analytics

Markov Network

Latent Network

Bayesian Network



- Behavior Pattern Detection
- Help Needed Detection

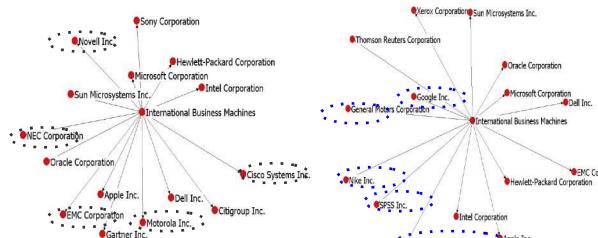
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Use Case 4: Graph Analytics for Financial Analysis

Goal: Injecting Network Graph Effects for Financial Analysis. Estimating company performance considering correlated companies, network properties and evolutions, causal parameter analysis, etc.

▪ IBM 2003

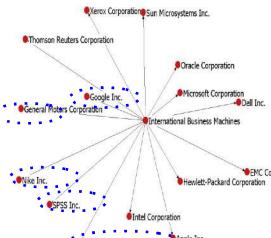


Targets: 20 Fortune companies' normalized Profits

Goal: Learn from previous 5 years, and predict next year

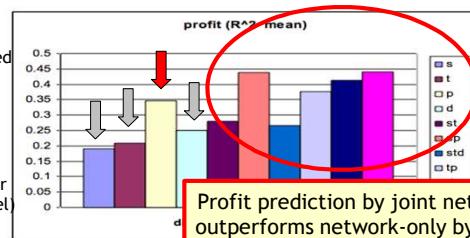
Model: Support Vector Regression (RBF kernel)

▪ IBM 2009



▪ Data Source:

– Relationships among 7594 companies, data mining from NYT 1981 ~ 2009



Network feature:

s (current year network feature),
t (temporal network feature),
d (delta value of network feature)

Financial feature:

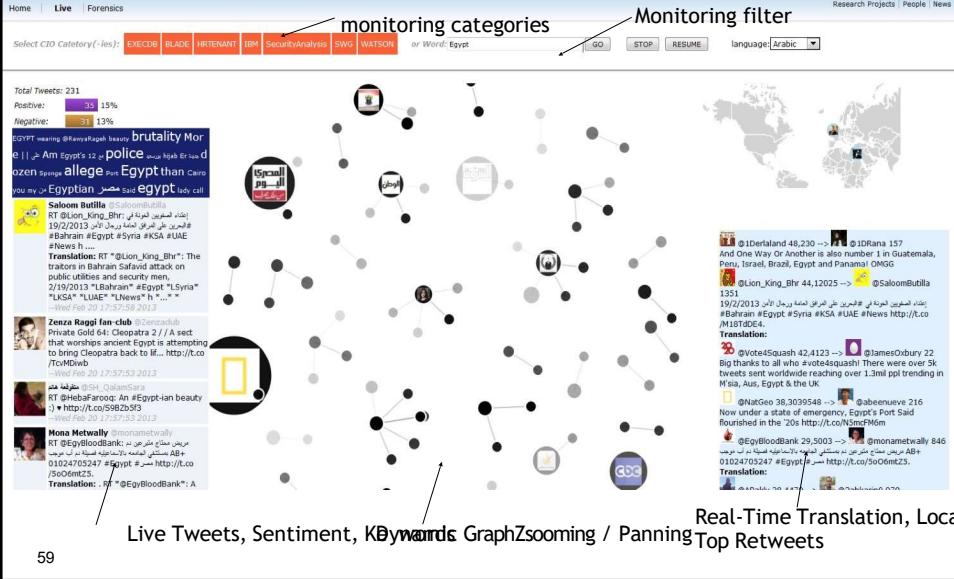
p (historical profits and

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Use Case 5: Social Media Monitoring



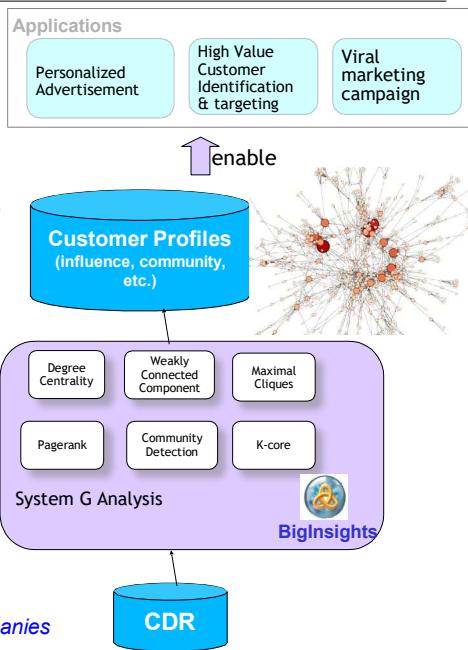
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Use Case 6: Customer Social Analysis for Telco

Goal: Extract customer social network behaviors to enable Call Detail Records (CDRs) data monetization for Telco.

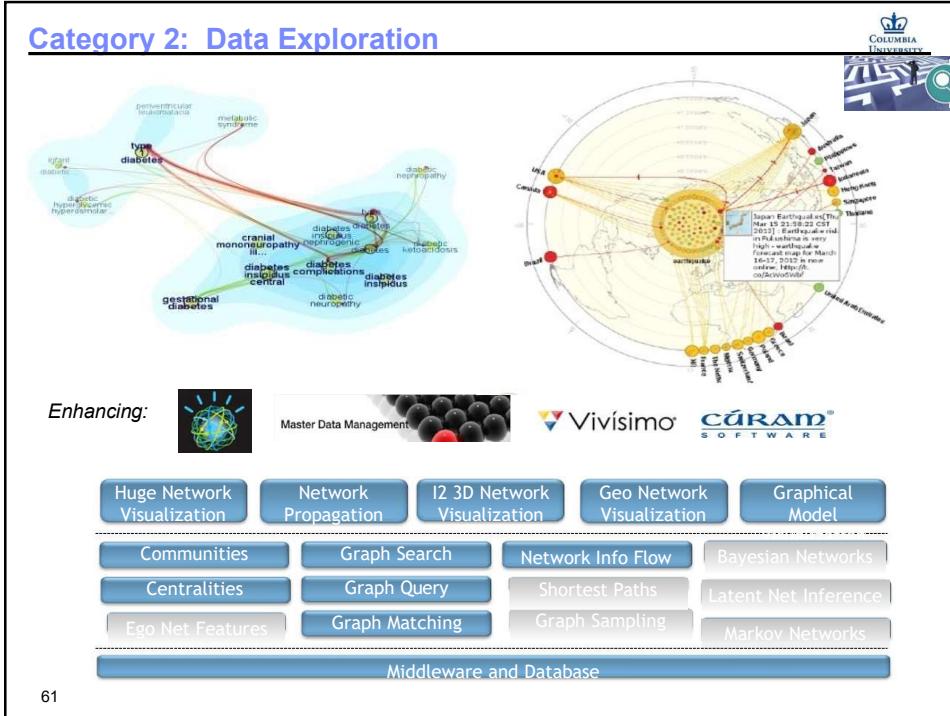
- Applications based on the extracted social profiles
 - Personalized advertisement (beyond the scope of traditional campaign in Telco)
 - High value customer identification and targeting
 - Viral marketing campaign
- Approach
 - Construct social graphs from CDRs based on {caller, callee, call time, call duration}
 - Extract customer social features (e.g. influence, communities, etc.) from the constructed social graph as customer social profiles
 - Build analytics applications (e.g. personalized advertisement) based on the extracted customer social profiles

60 PoCs with Chinese and Indian Telecomm companies



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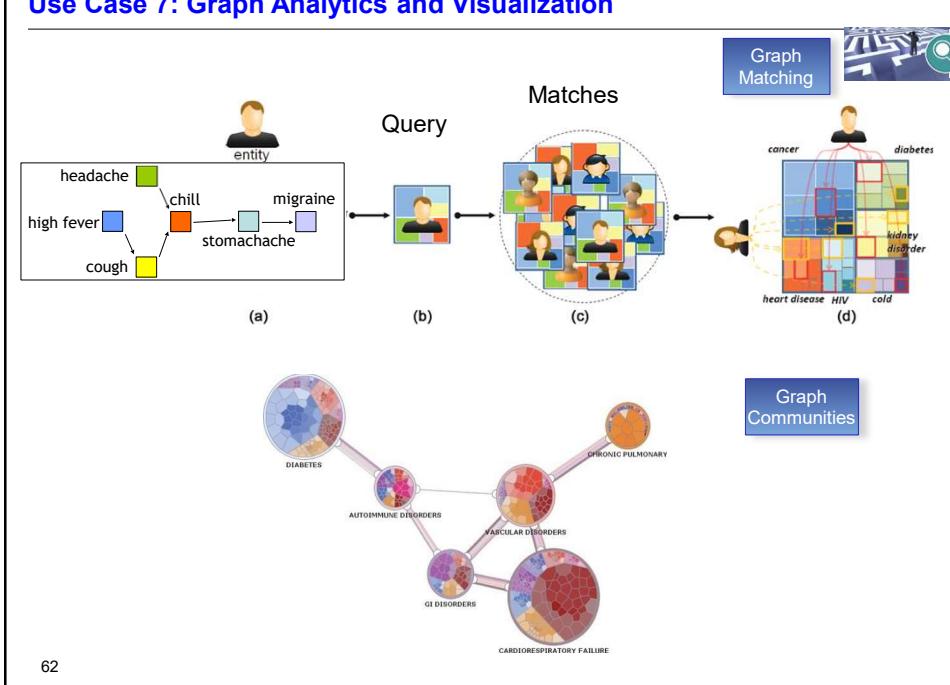
Category 2: Data Exploration



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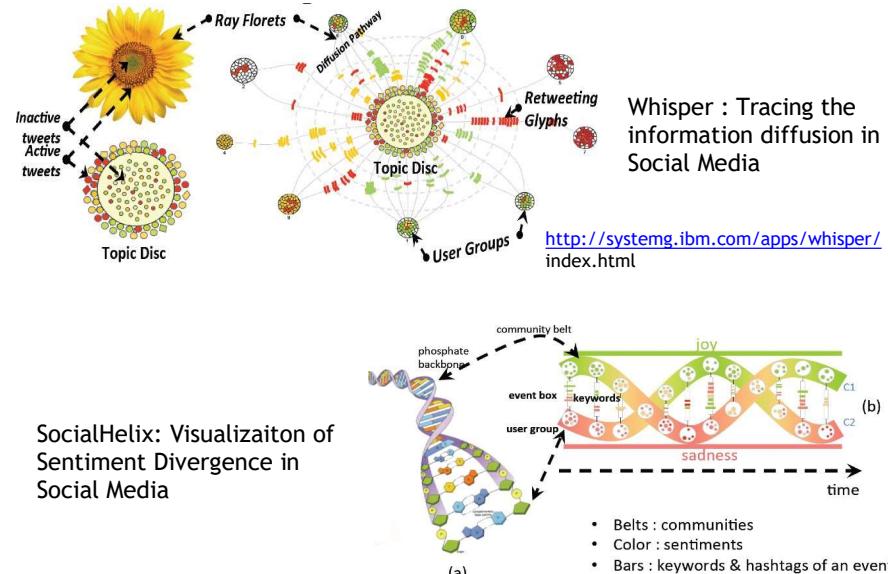
Use Case 7: Graph Analytics and Visualization



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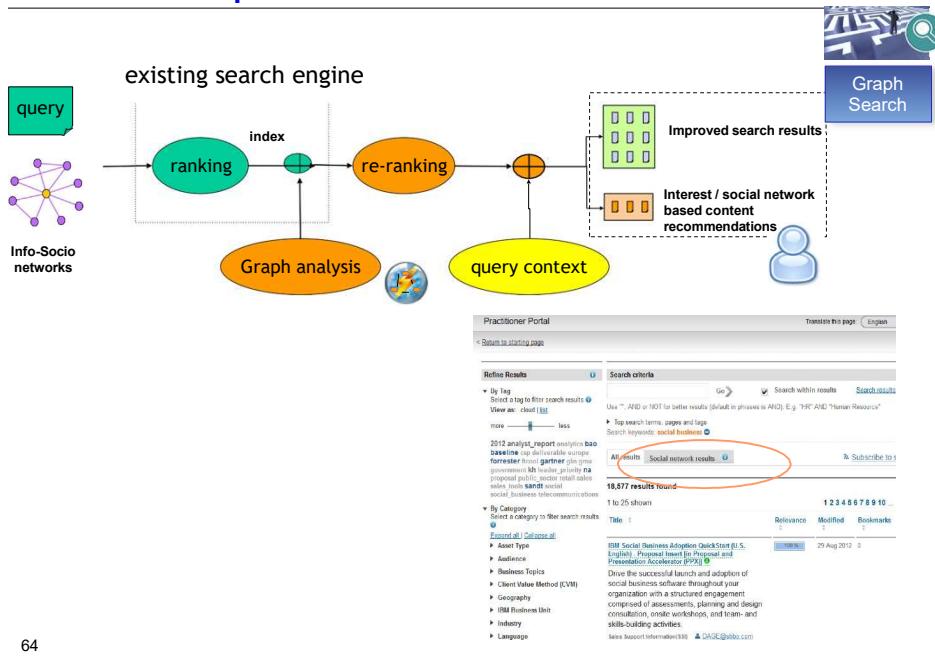
User Case 8: Visualization for Navigation and Exploration



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Use Case 9: Graph Search



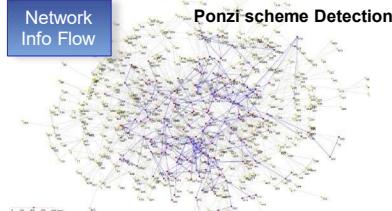
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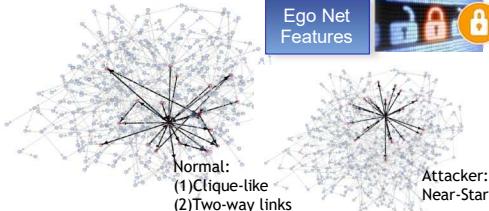
Category 3: Security



Ponzi scheme Detection



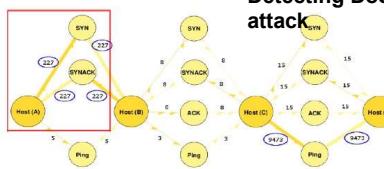
Ego Net Features



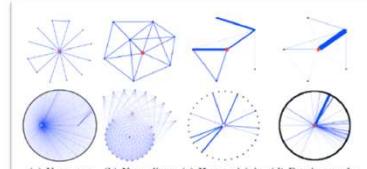
Normal:
(1) Clique-like
(2) Two-way links

Attacker:
Near-Star

Detecting DoS attack



(a) Single large graph representing TCP SYN and ICMP PING network traffic, with two Denial of Service (DoS) attacks taking place.



Graph Visualizations

Communities	Graph Search	Network Info Flow	Bayesian Networks
Centralities	Graph Query	Shortest Paths	Latent Net Inference
Ego Net Features	Graph Matching	Graph Sampling	Markov Networks

Middleware and Database

65

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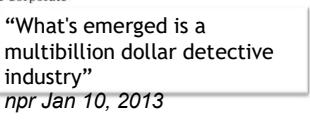
Use Case 10: Anomaly Detection at Multiple Scales



Based on President Executive Order 13587

Goal: System for Detecting and Predicting Abnormal Behaviors in Organization, through **large-scale social network & cognitive analytics and data mining**, to decrease insider threats such as espionage, sabotage, colleague-shooting, suicide, etc.





Emails

- Instant Messaging
- Web Access
- Executed Processes
- Printing
- Copying
- Log On/Off

Social sensors

Click streams capturer

Feed subscription

Database access

Graph analysis

Behavior analysis

Semantics analysis

Psychological analysis

Multimodality Analysis

Detection, Prediction & Exploration Interface

Infrastructure + ~ 490 Analytics

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Use Case 11: Fraud Detection for Bank

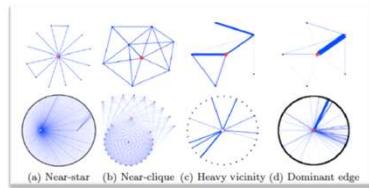
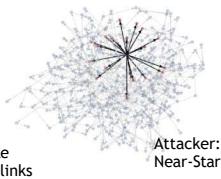
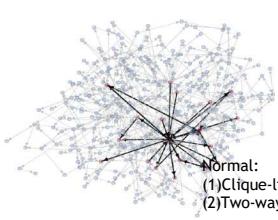
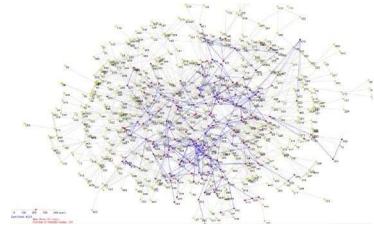


Network
Info Flow

Ego Net
Features



Ponzi scheme Detection



67

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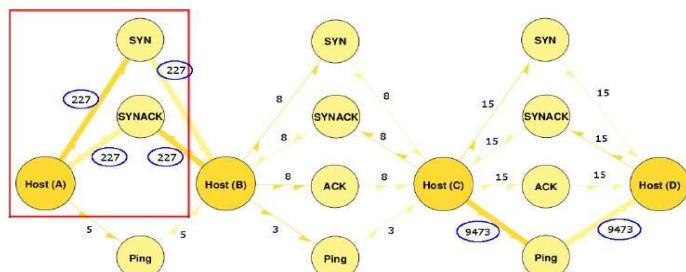
Use Case 12: Detecting Cyber Attacks

Network
Info Flow

Ego Net
Features



Detecting DoS
attack

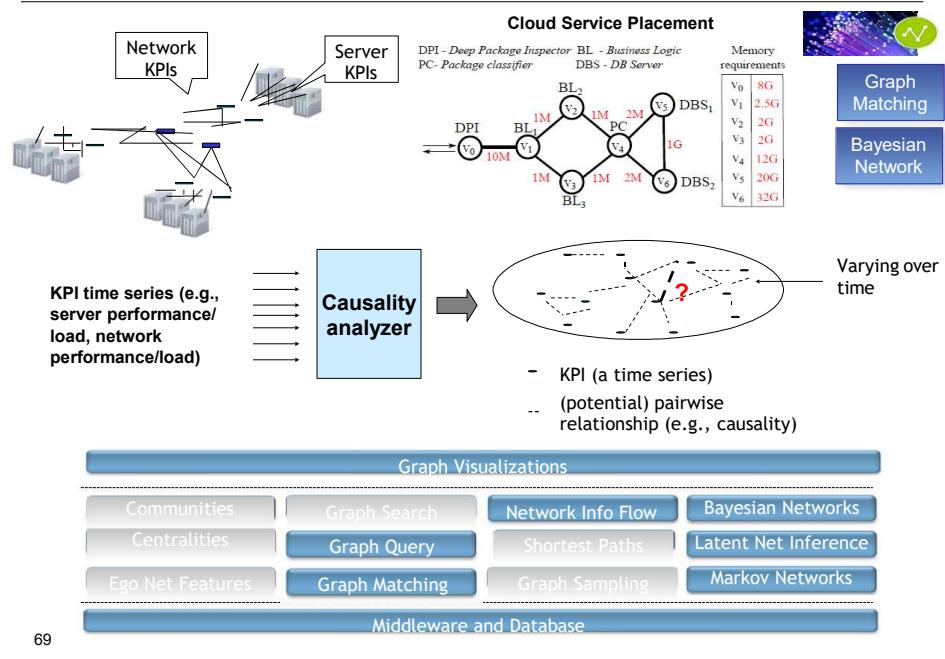


(a) Single large graph representing TCP SYN and ICMP PING network traffic, with two Denial of Service (DoS) attacks taking place.

68

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Category 4: Operations Analysis



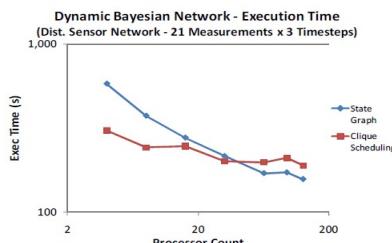
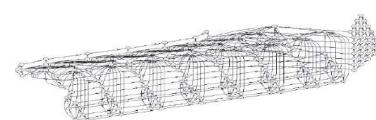
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Use Case 13: Smarter *another* Planet

Goal: Atmospheric Radiation Measurement (ARM) climate research facility provides 24x7 continuous field observations of cloud, aerosol and radiative processes. **Graphical models** can automate the validation with improvement efficiency and performance.

Approach: BN is built to represent the dependence among sensors and replicated across timesteps. BN parameters are learned from over 15 years of ARM climate data to support distributed climate sensor validation. Inference validates sensors in the connected instruments.



Bayesian Network
 * 3 timesteps * 63 variables
 * 3.9 avg states * 4.0 avg
 indegree
 * 16,858 CPT entries
Junction Tree
 * 67 cliques
 * 873,064 PT entries in cliques

70

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Use Case 14: Cellular Network Analytics in Telco Operation

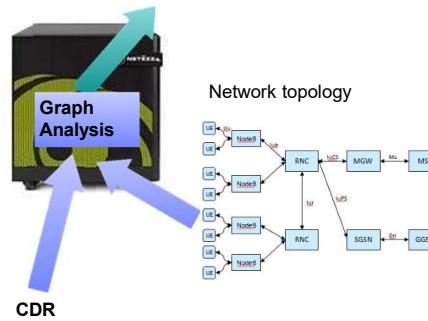
Goal: Efficiently and uniquely identify *internal* state of Cellular/Telco networks (e.g., performance and load of network elements/links) using probes between monitors placed at selected network elements & endhosts

- Applied Graph Analytics to telco network analytics based on CDRs (call detail records): estimate traffic load on CSP network with low monitoring overhead

- (1)CDRs, already collected for billing purposes, contain information about voice/data calls
- (2)Traditional NMS* and EMS** typically lack of end-to-end visibility and topology across vendors
- (3)Employ graph algorithms to analyze network elements which are not reported by the usage data from CDR information

- Approach**

- Cellular network comprises a hierarchy of network elements
- Map CDR onto network topology and infer load on each network element using graph analysis
- Estimate network load and localize potential problems



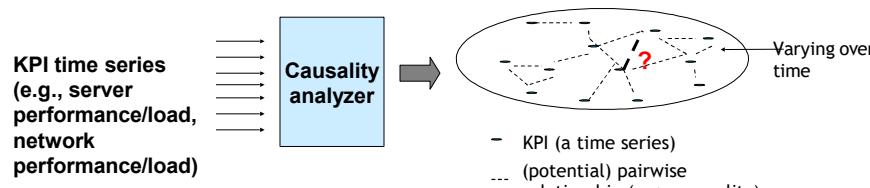
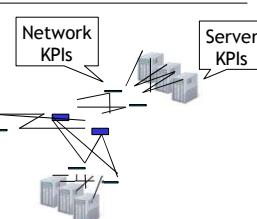
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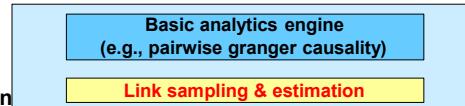
Use Case 15: Monitoring Large Cloud

Goal: Monitoring technology that can track the time-varying state (e.g., causality relationships between KPIs) of a large Cloud when the processing power of monitoring system cannot keep up with the scale of the system & the rate of change

- Causality relationships (e.g., Granger causality) are crucial performance monitoring & root cause analysis*
- Challenge: easy to test pairwise relationship, but hard to test multi-variate relationship (e.g., a large number of KPIs)*



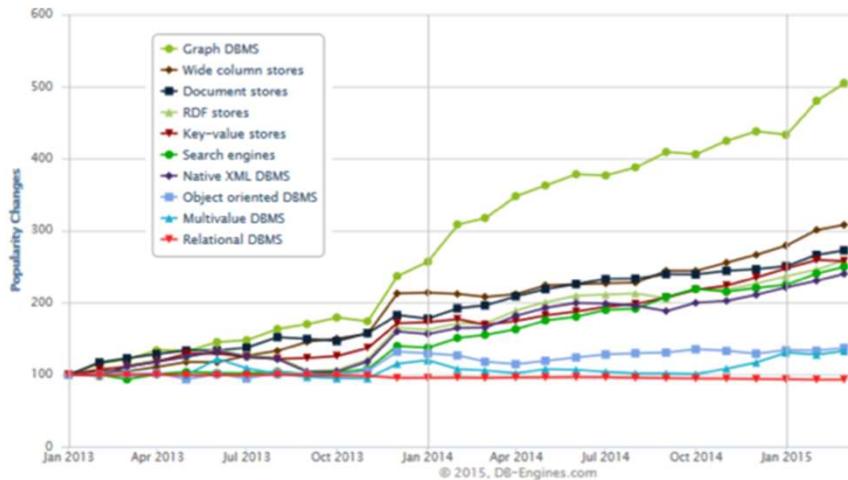
Our approach:
Probabilistic monitoring via sampling & estimation



*Select KPI pairs (sampling) → Test link existence → Estimate unsampled links based on history
50 → Overall graph*

72

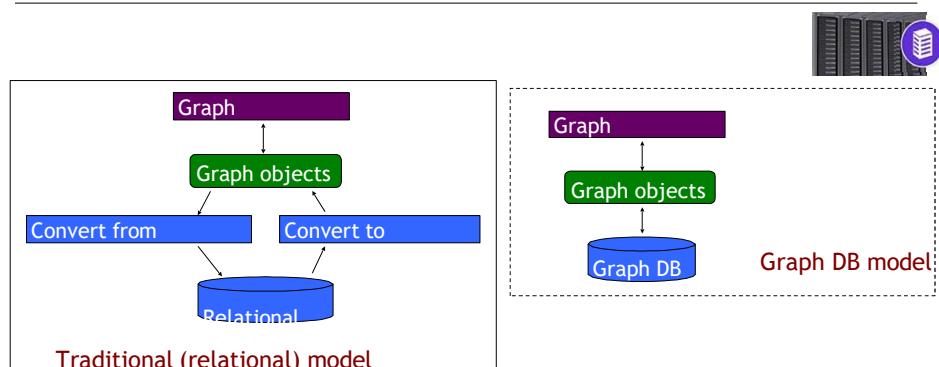
Category 5: Data Warehouse Augmentation



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Use Case 16: Code Life Cycle Improvement



- Advantages of working directly with graph DB for graph applications
 - (1) Smaller and simpler code
 - (2) Flexible schema ! easy schema evolution
 - (3) Code is easier and faster to write, debug and manage
 - (4) Code and Data is easier to transfer and maintain

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Use Case 17: Smart Navigation Utilizing Real-time Road Information

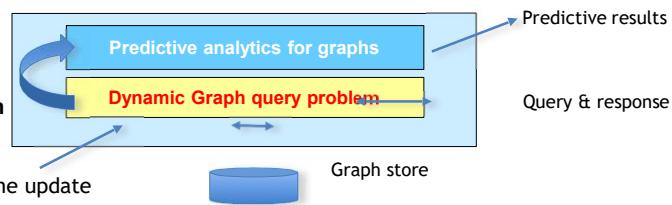
Goal: Enable unprecedented level of accuracy in **traffic scheduling** (for a fleet of transportation vehicles) and navigation of individual cars utilizing the **dynamic real-time information** of changing road condition and predictive analysis on the data

- Dynamic graph algorithms implemented in System G provide **highly efficient graph query computation** (e.g. shortest path computation) on time-varying graphs (order of magnitudes improvement over existing solutions)

- High-throughput real-time predictive analytics on graph makes it possible to estimate the future traffic condition on the route to make sure that the decision taken now is optimal overall



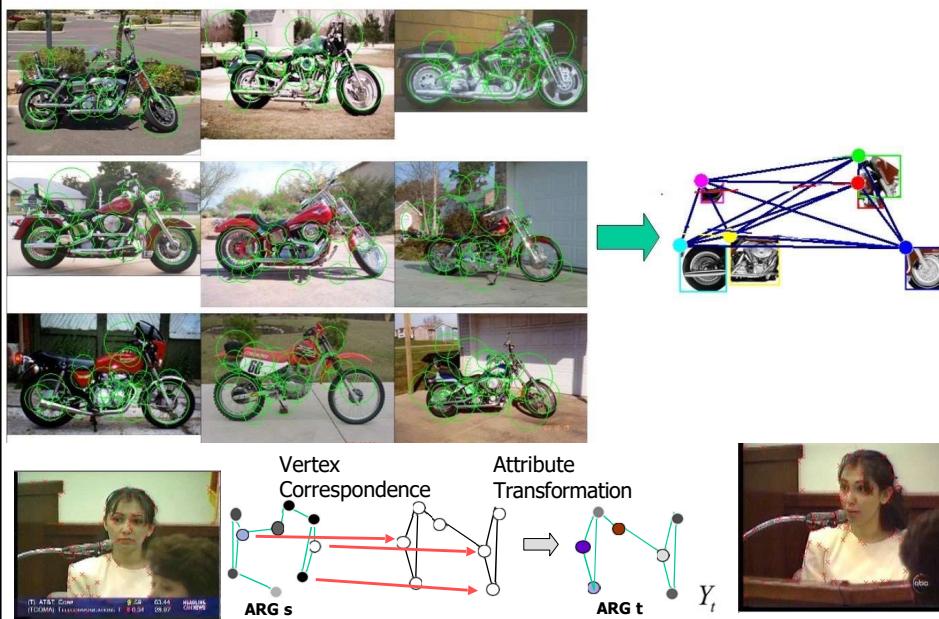
Our approach:
Querying over
dynamic graph +
predictive analytics on
graph properties



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Use Case 18: Graph Analysis for Image and Video Analysis



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Use Case 19: Graph Matching for Genomic Medicine

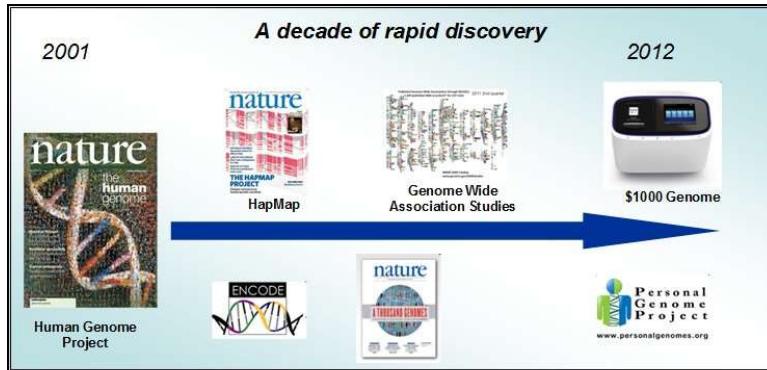
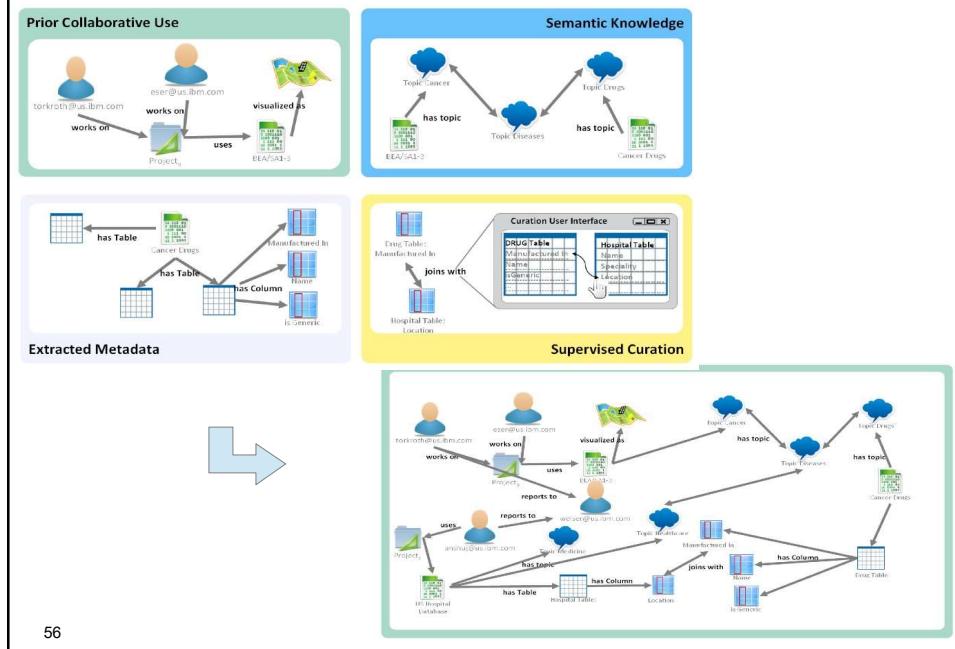


Figure 1: Since the Human Genome Project, various projects have started to reveal the mysteries of genomes and the \$1000 Genome is almost reality.

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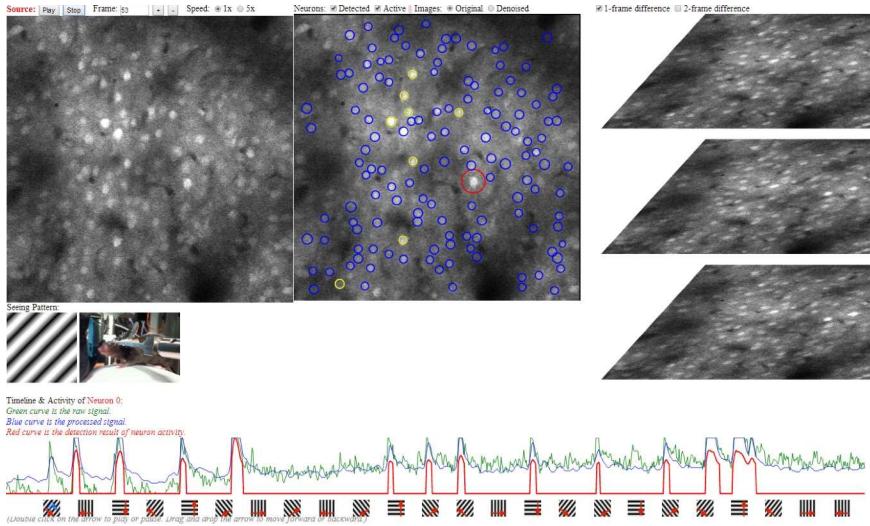
Use Case 20: Data Curation for Enterprise Data Management



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Use Case 21: Understanding Brain Network



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Use Case 22: Planet Security

- Big Data on Large-Scale Sky Monitoring



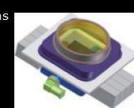
Dangers from space

Learn about the threat to Earth from asteroids & comets and how the Pan-STARRS project is designed to help detect these NEOs. [Learn more...](#)



1,400,000,000 pixels

Pan-STARRS has the world's largest digital cameras.



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The PS1 Prototype

PS1 goes operational and begins science mission
PS1 Science Consortium formed...



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