, unplanned downtimes are kept within the target limit.

Ensure 99% uptime of critical applications, ensured a structured approach to planned downtime, minimizing disruptions with email notifications and scheduling maintenance during non-business hours. Downtime is limited to under 30 minutes and strategically deployed patches using the schedulers in the early hours of the morning to eliminate the need for planned downtime altogether.

35 SRFs have been completed on time, aligned with the EDC. Notably, 8 major SRFs were addressed, incorporating key customer requirements such as paperless inspection, online pic with colour coding, and elimination of online registers. Emphasis was placed on maintaining utmost quality and minimizing regressions. Top priority was accorded to regression cases, resulting in a 90% achievement of desired outcomes. promptly sent for testing within 48 hours from the day of issue reporting

Ensured solving of 2341 queries, 2122 were promptly addressed, achieving an overall DPP (Daily Promptness Percentage) of 90.6%, meeting the targeted helpdesk query achievement rate of 90%

Handling Helpdesk Queries, PLM and ISDMS Helpdesk queries DPP achieved target,

2122/2341 queries has been addressed promptly and achieved the overall dpp of 90.6 which is the actual target for the helpdesk queury achievement of 90%