I can correlate myself to the example which Sara which you have presented in 2 ways, for one of the project for an Investment Bank that I had worked on.

Firstly related to waiting for data to be presented. During market start hour’s business user used to download report and it used to take considerable amount of time as the underlying data store (DB2) was very slow due the volume of data. Business users had frequently complained about the same, they used to click on the button and wait during the critical market hours for the data to be presented.

Secondly to the worker knowledge. So as a solution, we had developed another data store where data is indexed appropriately for speedy retrieval. UI used to hit web service which then used to hit this new data store. Now for the data to be available and indexed in new data store we had created a batch job which will push data from original source to this new source at odd night hours after the critical main frame jobs have been completed. So successful execution of job was very critical to this and occasionally it used to fail, so we had investigate failure and rerun with appropriate fix prior to market start. Initial couple of failure took some time to resolve, but eventually with lessons learnt from previous failures, turnaround time to fix issue was very less. Eventually we ended up fixing majority issues to make it more solid and stable. So in summary worker knowledge had a played a key role to success.