Cristhofer Munoz
ISS Operations – Global Run

AL: Brian D. Baker

Objective
- Compare the effects on business downtime (BTTR) as a function of redundancy/diversity
- Use data to build a cost vs. benefits model to be used as a discussion tool with executive leaders

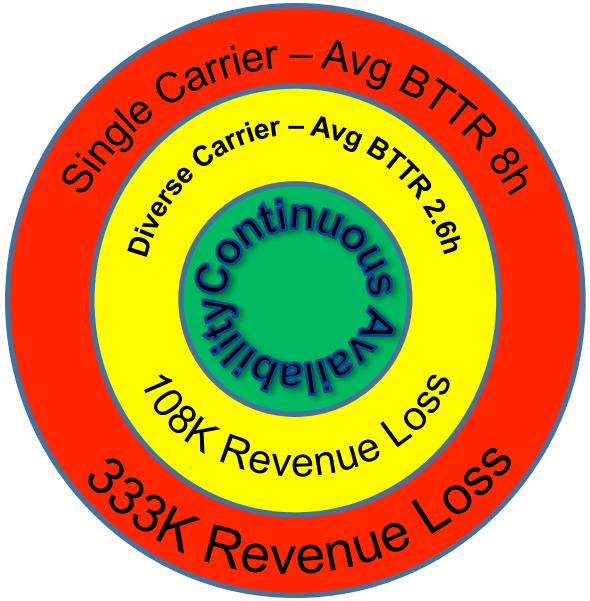
Skills Developed:
- Clear Thinking
- Understanding of Network Infrastructure
- Developing business cases

Analysis Method:
- Utilizing Service Now / Data Warehouse
- GIS incident tickets 2011 – May 2013 (n=254)
- Inclusion Criteria

Results:
- Single Threaded, Average BTTR 8 hours
- Diverse Carrier, Average BTTR 2.6 hours

Business Revenue Impact
$1MM / 24 hours

Availability Percentage	Uptime Minutes	Downtime Minutes	Revenue Loss
99.9%	525,074	526 min (8.7h)	$365K
99.99%	525,547	53 min	$37K
99.999%	525,595	5 min	$3K
99.9999%	525,600	0 min	$0



Project 20/20
GE Capital Americas

Thiru Venkat | Tim March | Jim Miller | Logan Marin

Objective:

- Monitoring a single transaction across disparate systems
- Monitor, measure, and minimize “Failed Customer Interactions”

Analysis Method:

- Business Activity Monitoring (Top-Down)
- Centralized Logging Indexing & Analytics (Bottom-Up)

Expected Savings:

- Reduction in troubleshooting time for P1 issues by 25%
- Reduction in troubleshooting time : 50-75%
- Improvement in correct team engagement
- 40% Effort reduction per incident from the current average of **73** minutes to **43** minutes
- Soft dollars savings for Business