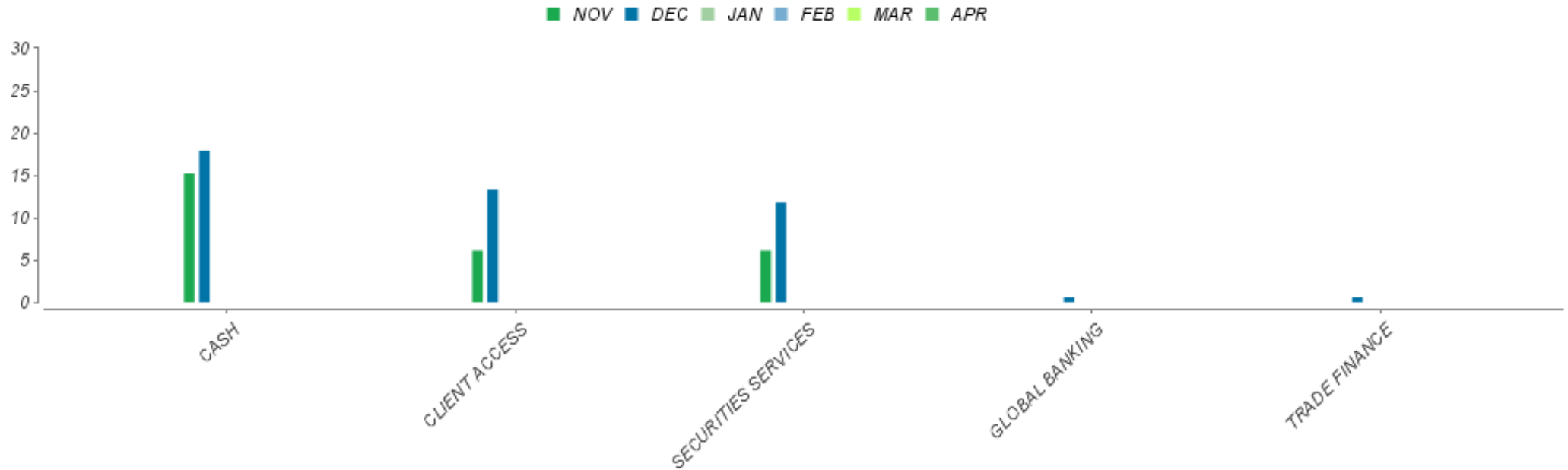


Delivery Stability Index

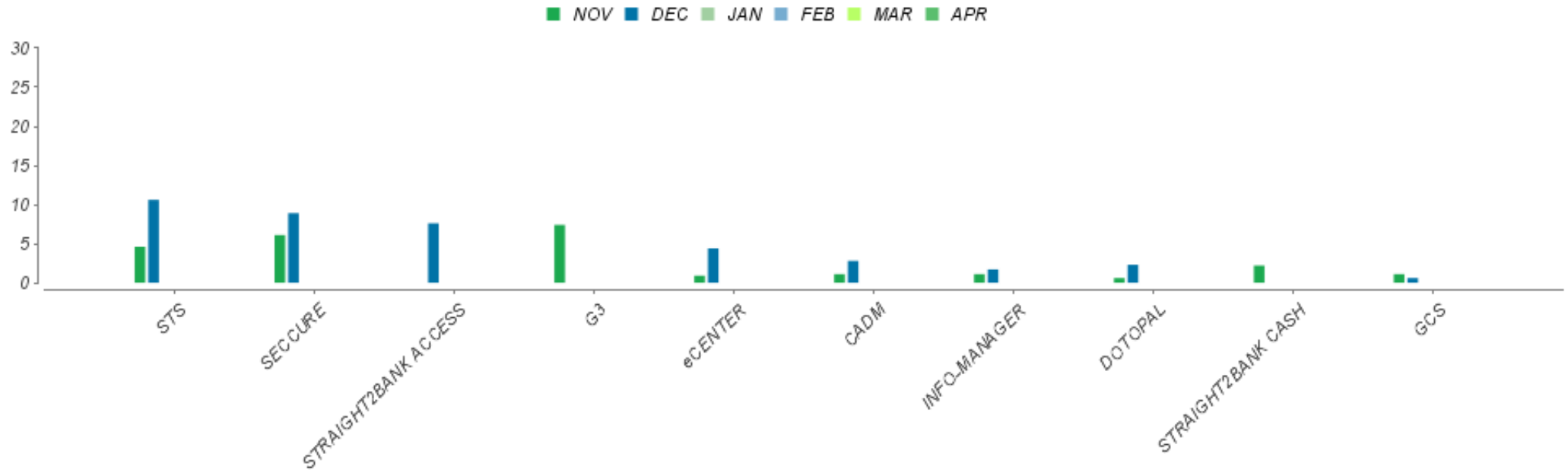
TB & GB

Here for good



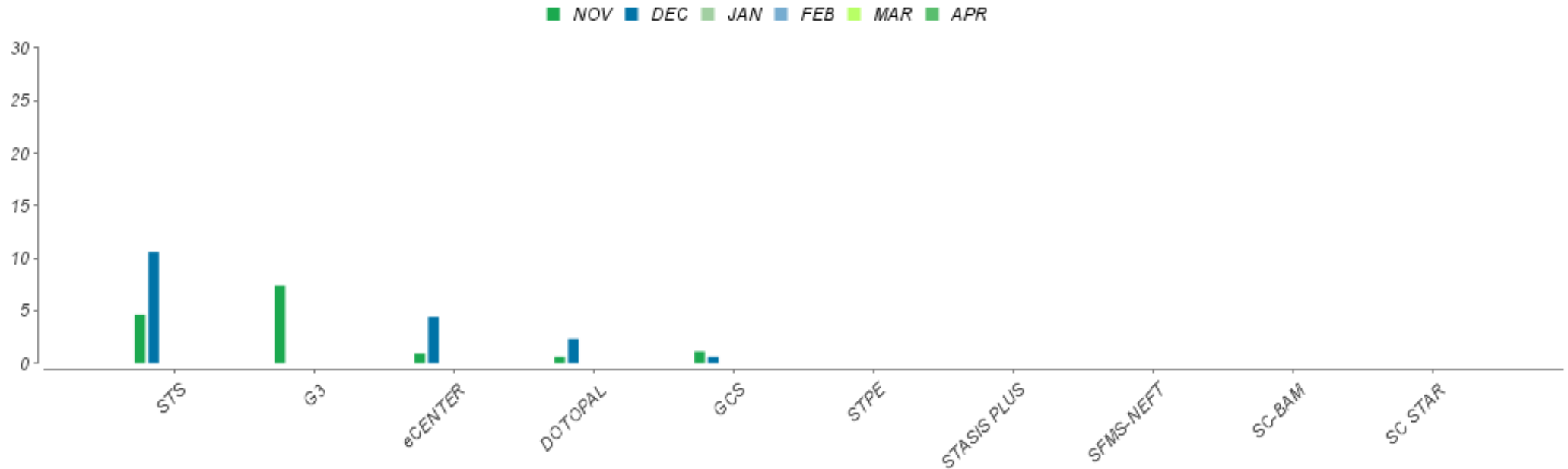
ITO Unit	Domain	NOV	DEC	JAN	FEB	MAR	APR	Curr. vs Prev.Mth	Mean
TRANSACTION BANKING	CASH	15.2	17.9	0.0	0.0	0.0	0.0	▲	16.5
TRANSACTION BANKING	CLIENT ACCESS	6.1	13.3	0.0	0.0	0.0	0.0	▲	9.7
TRANSACTION BANKING	SECURITIES SERVICES	6.1	11.8	0.0	0.0	0.0	0.0	▲	8.9
GLOBAL BANKING	GLOBAL BANKING	0.0	0.6	0.0	0.0	0.0	0.0	▲	0.3
TRANSACTION BANKING	TRADE FINANCE	0.0	0.6	0.0	0.0	0.0	0.0	▲	0.3

*Mean is calculated for the Month where the data is available.



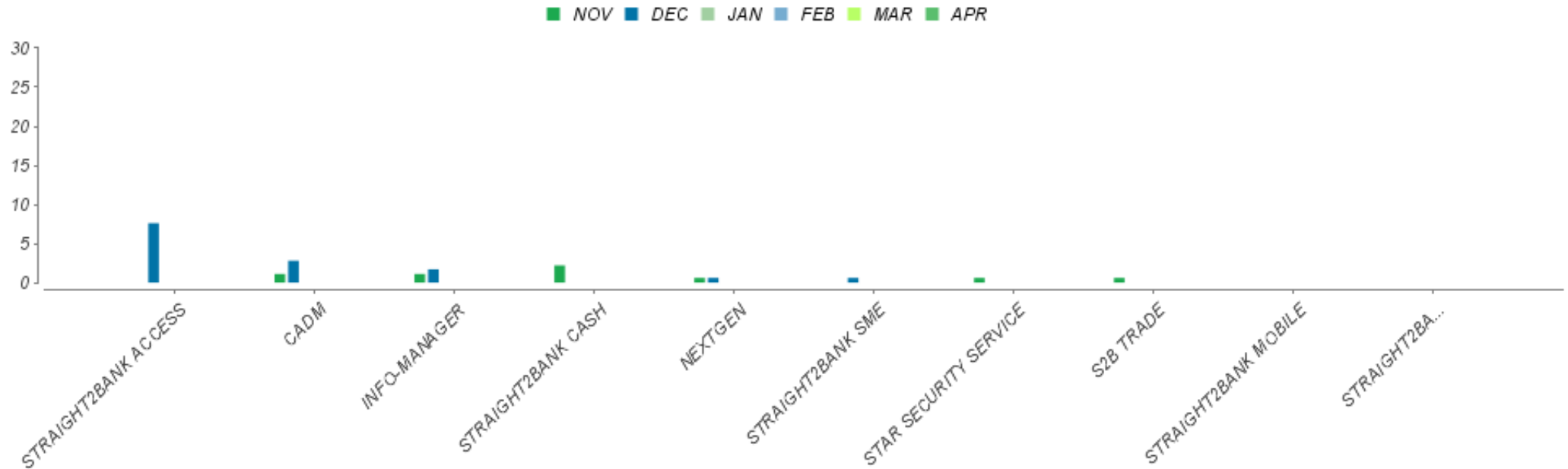
ITO Unit	Top 10 Applications	NOV	DEC	JAN	FEB	MAR	APR	Curr. vs Prev.Mth	Mean
TRANSACTION BANKING	STS	4.6	10.6	0.0	0.0	0.0	0.0	▲	7.6
TRANSACTION BANKING	SECCURE	6.1	8.9	0.0	0.0	0.0	0.0	▲	7.4
TRANSACTION BANKING	STRAIGHT2BANK ACCESS	0.0	7.6	0.0	0.0	0.0	0.0	▲	3.8
TRANSACTION BANKING	G3	7.4	0.0	0.0	0.0	0.0	0.0	▼	3.7
TRANSACTION BANKING	eCENTER	0.9	4.4	0.0	0.0	0.0	0.0	▲	2.6
TRANSACTION BANKING	CADM	1.1	2.8	0.0	0.0	0.0	0.0	▲	2.0
TRANSACTION BANKING	INFO-MANAGER	1.1	1.7	0.0	0.0	0.0	0.0	▲	1.5
TRANSACTION BANKING	DOTOPAL	0.6	2.3	0.0	0.0	0.0	0.0	▲	1.4
TRANSACTION BANKING	STRAIGHT2BANK CASH	2.2	0.0	0.0	0.0	0.0	0.0	▼	1.1
TRANSACTION BANKING	GCS	1.1	0.6	0.0	0.0	0.0	0.0	▼	0.9

*Mean is calculated for the Month where the data is available.



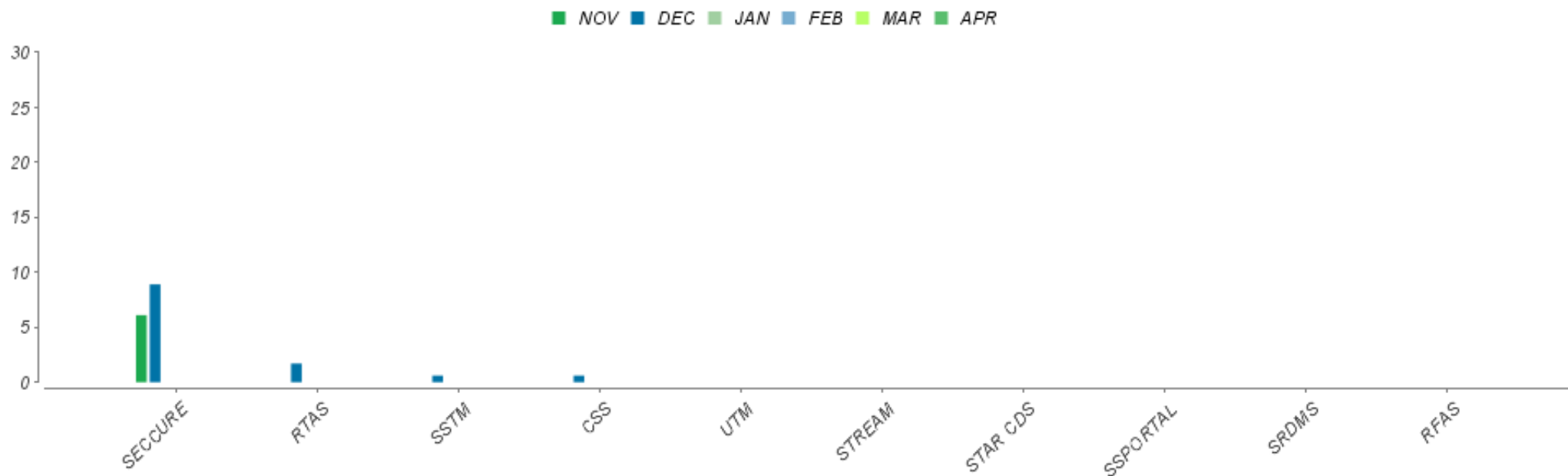
ITO Unit	Top 10 Applications	NOV	DEC	JAN	FEB	MAR	APR	Curr. vs Prev.Mth	Mean
TRANSACTION BANKING	STS	4.6	10.6	0.0	0.0	0.0	0.0	▲	7.6
TRANSACTION BANKING	G3	7.4	0.0	0.0	0.0	0.0	0.0	▼	3.7
TRANSACTION BANKING	eCENTER	0.9	4.4	0.0	0.0	0.0	0.0	▲	2.7
TRANSACTION BANKING	DOTOPAL	0.6	2.3	0.0	0.0	0.0	0.0	▲	1.5
TRANSACTION BANKING	GCS	1.1	0.6	0.0	0.0	0.0	0.0	▼	0.9
TRANSACTION BANKING	STPE	0.0	0.0	0.0	0.0	0.0	0.0	↔	0.0
TRANSACTION BANKING	STASIS PLUS	0.0	0.0	0.0	0.0	0.0	0.0	↔	0.0
TRANSACTION BANKING	SFMS-NEFT	0.0	0.0	0.0	0.0	0.0	0.0	↔	0.0
TRANSACTION BANKING	SC-BAM	0.0	0.0	0.0	0.0	0.0	0.0	↔	0.0
TRANSACTION BANKING	SC STAR	0.0	0.0	0.0	0.0	0.0	0.0	↔	0.0

*Mean is calculated for the Month where the data is available.



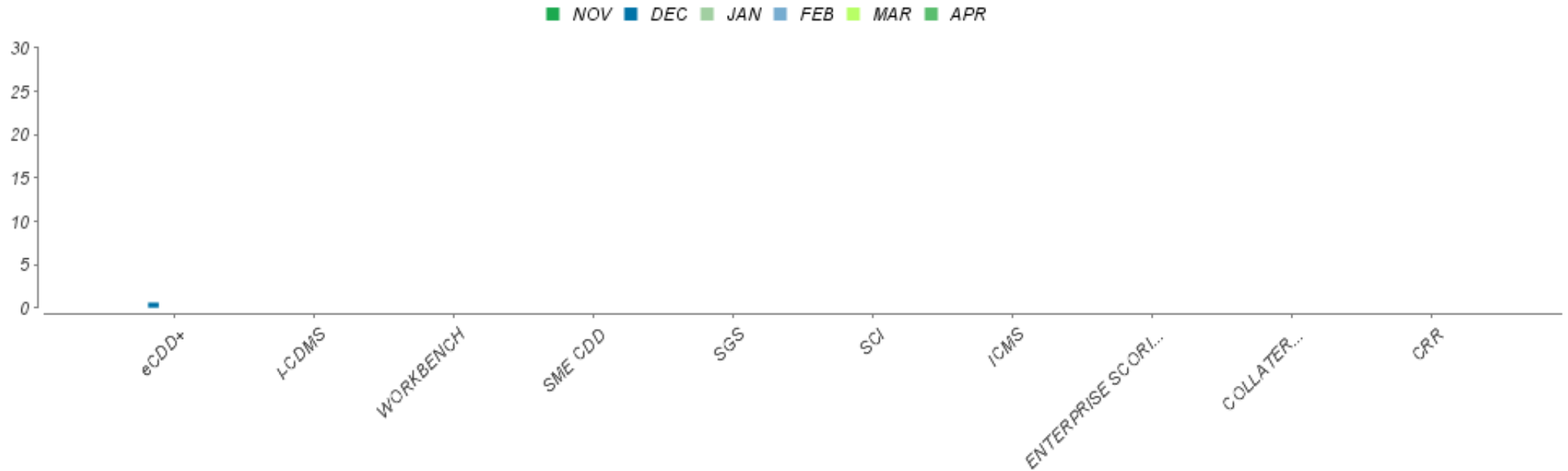
ITO Unit	Top 10 Applications	NOV	DEC	JAN	FEB	MAR	APR	Curr. vs Prev.Mth	Mean
TRANSACTION BANKING	STRAIGHT2BANK ACCESS	0.0	7.6	0.0	0.0	0.0	0.0	▲	3.8
TRANSACTION BANKING	CADM	1.1	2.8	0.0	0.0	0.0	0.0	▲	2.0
TRANSACTION BANKING	INFO-MANAGER	1.1	1.7	0.0	0.0	0.0	0.0	▲	1.4
TRANSACTION BANKING	STRAIGHT2BANK CASH	2.2	0.0	0.0	0.0	0.0	0.0	▼	1.1
TRANSACTION BANKING	NEXTGEN	0.6	0.6	0.0	0.0	0.0	0.0	↔	0.6
TRANSACTION BANKING	STRAIGHT2BANK SME	0.0	0.6	0.0	0.0	0.0	0.0	▲	0.3
TRANSACTION BANKING	STAR SECURITY SERVIC	0.6	0.0	0.0	0.0	0.0	0.0	▼	0.3
TRANSACTION BANKING	S2B TRADE	0.6	0.0	0.0	0.0	0.0	0.0	▼	0.3
TRANSACTION BANKING	STRAIGHT2BANK MOBILE	0.0	0.0	0.0	0.0	0.0	0.0	↔	0.0
TRANSACTION BANKING	STRAIGHT2BANK CUSTOD	0.0	0.0	0.0	0.0	0.0	0.0	↔	0.0

*Mean is calculated for the Month where the data is available.



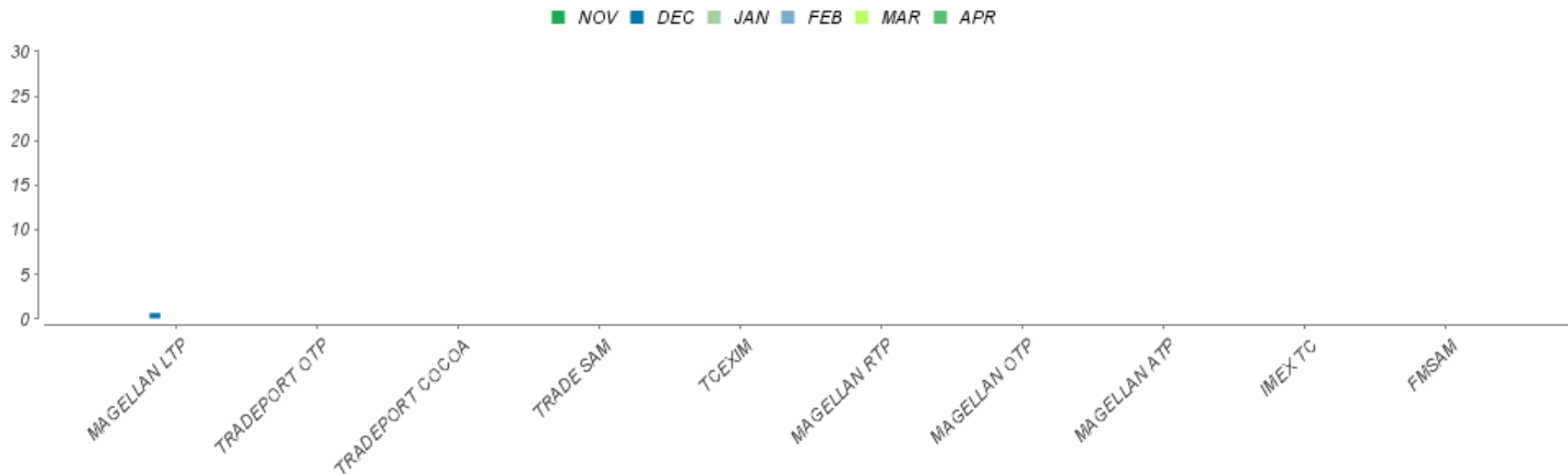
ITO Unit	Top 10 Applications	NOV	DEC	JAN	FEB	MAR	APR	Curr. vs Prev.Mth	Mean
TRANSACTION BANKING	SECCURE	6.1	8.9	0.0	0.0	0.0	0.0	▲	7.5
TRANSACTION BANKING	RTAS	0.0	1.7	0.0	0.0	0.0	0.0	▲	0.9
TRANSACTION BANKING	SSTM	0.0	0.6	0.0	0.0	0.0	0.0	▲	0.3
TRANSACTION BANKING	CSS	0.0	0.6	0.0	0.0	0.0	0.0	▲	0.3
TRANSACTION BANKING	UTM	0.0	0.0	0.0	0.0	0.0	0.0	↔	0.0
TRANSACTION BANKING	STREAM	0.0	0.0	0.0	0.0	0.0	0.0	↔	0.0
TRANSACTION BANKING	STAR CDS	0.0	0.0	0.0	0.0	0.0	0.0	↔	0.0
TRANSACTION BANKING	SSportal	0.0	0.0	0.0	0.0	0.0	0.0	↔	0.0
TRANSACTION BANKING	SRDMS	0.0	0.0	0.0	0.0	0.0	0.0	↔	0.0
TRANSACTION BANKING	RFAS	0.0	0.0	0.0	0.0	0.0	0.0	↔	0.0

*Mean is calculated for the Month where the data is available.



ITO Unit	Top 10 Applications	NOV	DEC	JAN	FEB	MAR	APR	Curr. vs Prev.Mth	Mean
GLOBAL BANKING	eCDD+	0.0	0.6	0.0	0.0	0.0	0.0	▲	0.3
GLOBAL BANKING	I-CDMS	0.0	0.0	0.0	0.0	0.0	0.0	↔	0.0
GLOBAL BANKING	WORKBENCH	0.0	0.0	0.0	0.0	0.0	0.0	↔	0.0
GLOBAL BANKING	SME CDD	0.0	0.0	0.0	0.0	0.0	0.0	↔	0.0
GLOBAL BANKING	SGS	0.0	0.0	0.0	0.0	0.0	0.0	↔	0.0
GLOBAL BANKING	SCI	0.0	0.0	0.0	0.0	0.0	0.0	↔	0.0
GLOBAL BANKING	ICMS	0.0	0.0	0.0	0.0	0.0	0.0	↔	0.0
GLOBAL BANKING	ENTERPRISE SCORING E	0.0	0.0	0.0	0.0	0.0	0.0	↔	0.0
GLOBAL BANKING	COLLATERAL AGGREGATO	0.0	0.0	0.0	0.0	0.0	0.0	↔	0.0
GLOBAL BANKING	CRR	0.0	0.0	0.0	0.0	0.0	0.0	↔	0.0

*Mean is calculated for the Month where the data is available.



ITO Unit	Top 10 Applications	NOV	DEC	JAN	FEB	MAR	APR	Curr. vs Prev.Mth	Mean
TRANSACTION BANKING	MAGELLAN LTP	0.0	0.6	0.0	0.0	0.0	0.0	▲	0.3
TRANSACTION BANKING	TRADEPORT OTP	0.0	0.0	0.0	0.0	0.0	0.0	↔	0.0
TRANSACTION BANKING	TRADEPORT COCOA	0.0	0.0	0.0	0.0	0.0	0.0	↔	0.0
TRANSACTION BANKING	TRADE SAM	0.0	0.0	0.0	0.0	0.0	0.0	↔	0.0
TRANSACTION BANKING	TCEXIM	0.0	0.0	0.0	0.0	0.0	0.0	↔	0.0
TRANSACTION BANKING	MAGELLAN RTP	0.0	0.0	0.0	0.0	0.0	0.0	↔	0.0
TRANSACTION BANKING	MAGELLAN OTP	0.0	0.0	0.0	0.0	0.0	0.0	↔	0.0
TRANSACTION BANKING	MAGELLAN ATP	0.0	0.0	0.0	0.0	0.0	0.0	↔	0.0
TRANSACTION BANKING	IMEX TC	0.0	0.0	0.0	0.0	0.0	0.0	↔	0.0
TRANSACTION BANKING	FMSAM	0.0	0.0	0.0	0.0	0.0	0.0	↔	0.0

*Mean is calculated for the Month where the data is available.

Nr	Item Name	Weightage	Logic	Source/Frequency
1	Critical incidents	8	Count of measures per item on application level	Daily
2	High incidents	6		
3	Medium incidents	3		
4	Critical incidents caused by change	10		
5	High incidents caused by change	8		
6	Medium incidents caused by change	5		
7	Latent change	5		
8	Emergency change	4		
9	Expedited change	3		
10	Failed change	2		
	Application level score	5.4 (weighted average)		

Example of application level score (PAYBASE CHEQUE PRINTING SW):

Items (0 excluded)	Count	Weightage	Score
Medium Incident	16	3	48
Emergency Change	7	4	28
Expedited Change	3	3	9
Weighted Total / weighted average			15.7 (85/5.4)