



Corporate Support – Operational Review

Presented to Solution Portfolio Leaders

May 14th 2015

Agenda

Corporate – Support Overview

- Portfolio Landscape – Scope & Structure
- Applications Vs Technology Spread

Operating Model

- MSP Overview

Operational Details

- Roles & Responsibilities – L2 Vs L3
- Partner Eco Systems
- Incident & Events inflow trends and CSL
- Committed Business Outcomes

Special Topics

- Key value adds
- SAP 15.1 Implementation – calls outs
- BSOH

Corp. Services Support – Lay of the Land

SCOPE

Services

- Incident Management
- Event Management
- Problem Management
- Service Requests
- Transition Management
- Change Management
- Keep the Lights On
- Operations Management
- Business Liaison

Applications

- **200+** applications
 - 80 – Finance (10 P1 Level)
 - 84 – TMT (3 P1 Level)
 - 38 – BI
- **39** Business LOSes

Out Of Scope

Services:

- Problem effort > 80 hours
- SRs >30 hours
- SBEs
- Design Changes

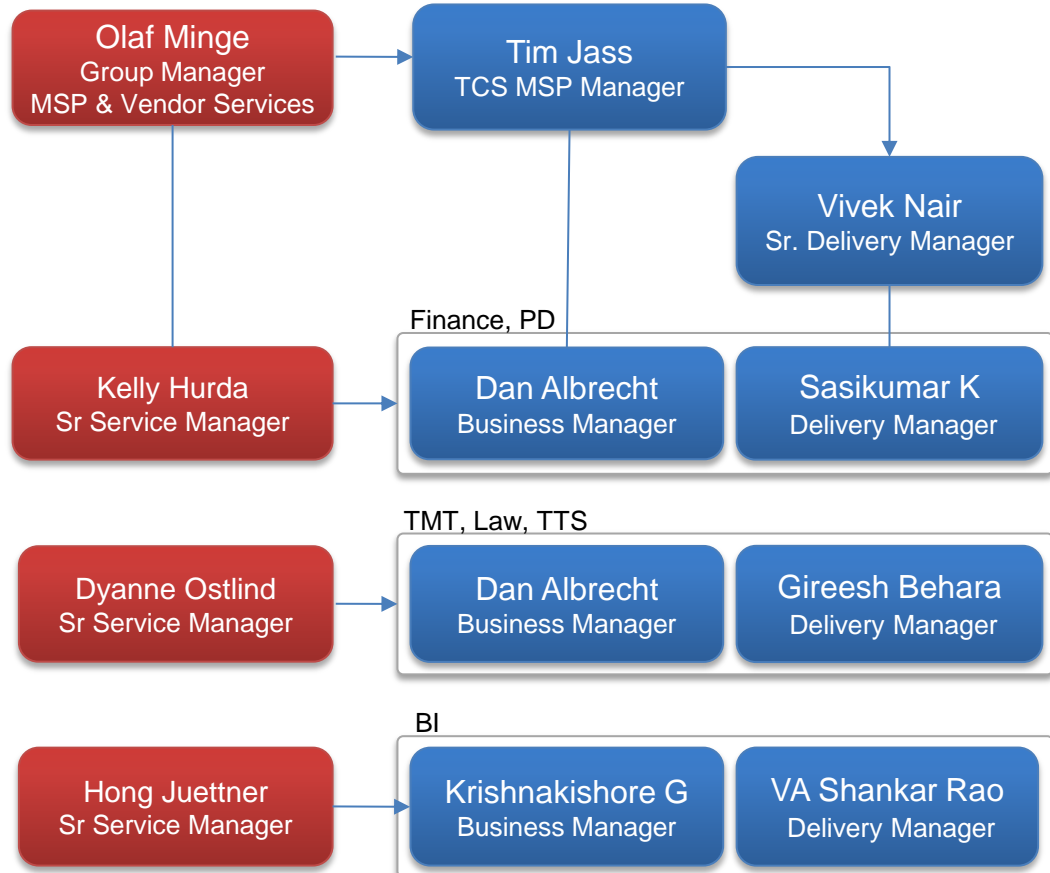
Applications:

- Non Production Environment

TATA CONSULTANCY SERVICES































Experience certainty.

STRUCTURE



Application & Technology Landscape

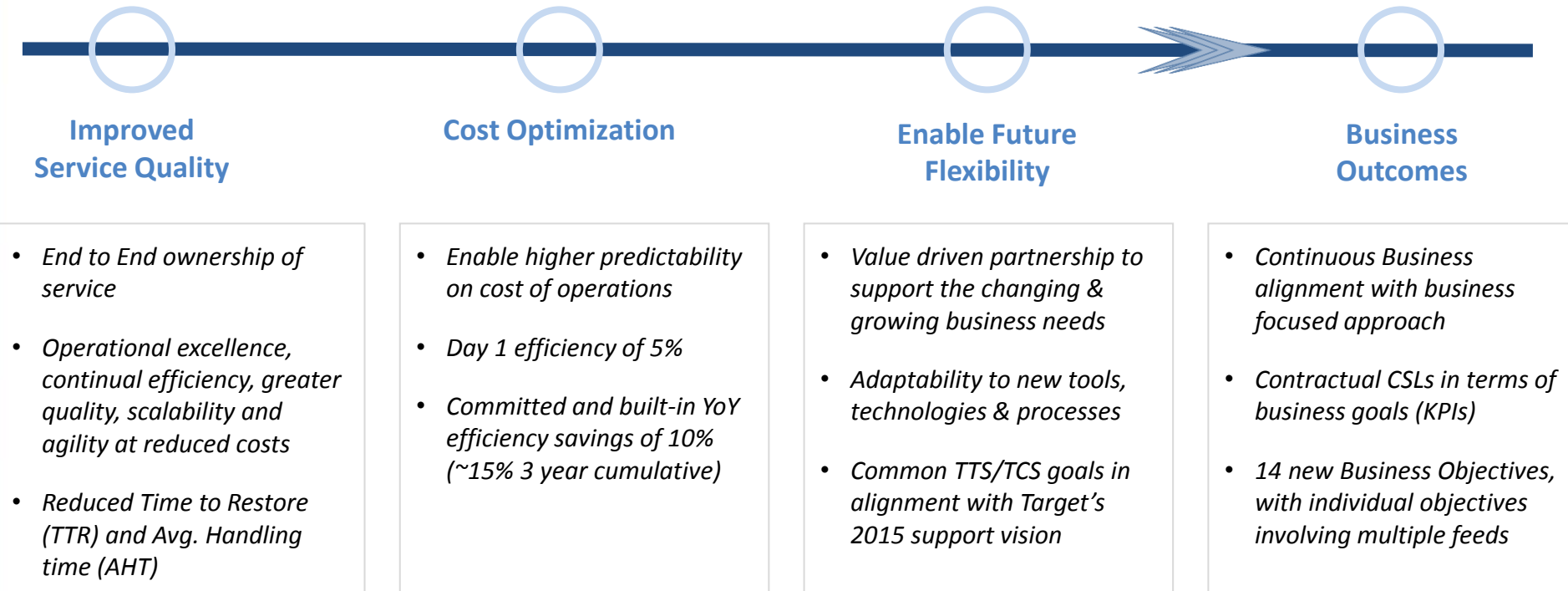
BI – Integration; Finance & TMT – Packaging & Technology

Layers	# of Applications			Technology		
	Fin	TMT	BI	Fin	TMT	BI
Presentation	8	1	38	WebFOCUS		  
Package/ Application	18	5	1	 	 	   
Application/ Technology	62	84	4	 	 	
Integration	25	12	38			 
Database	80	84	38		 	 
OS	80	84	38			 

Experience certainty.

The MSP Vision

*Managed Services Partnership (MSP) is a business outcome based model to help Target achieve an **Optimized Cost of Operations** with **Improved Service Quality**.*



** The MSP brings together four typically unrelated teams of Corporate Systems ESS, Event Management, and Deployment under the same governance umbrella.*

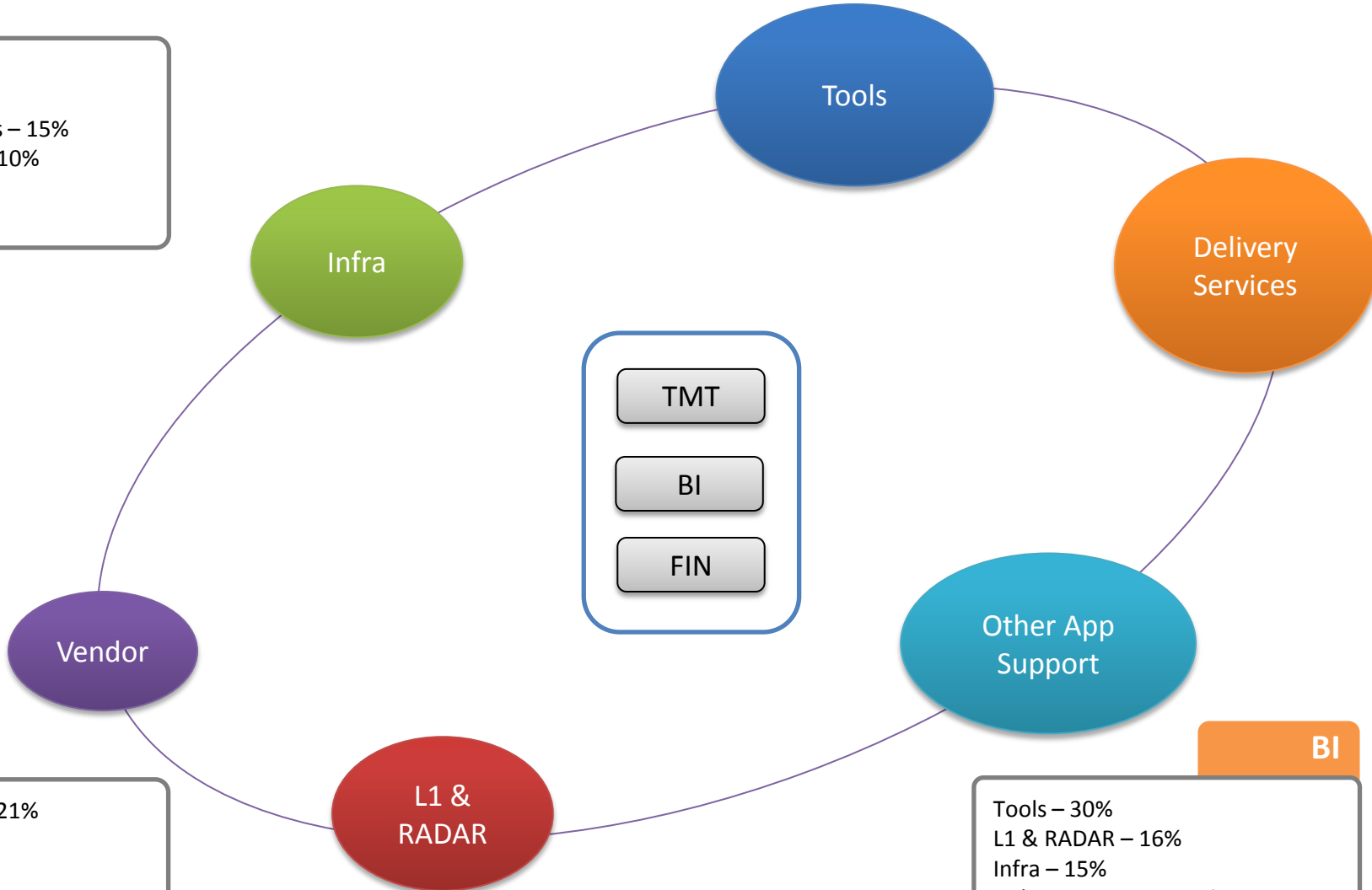
Roles and Responsibilities – L2 and L3

Roles & Responsibilities	Business Communication	Drive Major incidents	Change/Access approvals	Incident / Event recovery	Vendor Management & Config Management	Root cause analysis	Problem Identification	Problem Resolution / Solutioning	KLO	Service Requests & Post change validation	Application Consulting	Stability/Special Initiatives	Platform Health	Health Reporting	Knowledge Management
Business Manager	L2 L3		L2 L3									L2			
Delivery Manager		L2	L2 L3									L2			
App Owner	L2	L2			L2 L3	L3	L2		L2	L3	L3	L2	L3	L2	L2
SME		L2		L2		L3	L2	L2 L3	L2	L3	L3		L3		L2
Oncall Engineers				L2			L2		L2			L2			

Partner Ecosystem

Fin

Infra – 20%
L1 & RADAR – 20%
Other App Supports – 15%
Delivery Services – 10%
Tools – 10%
Vendor – 5%



TMT

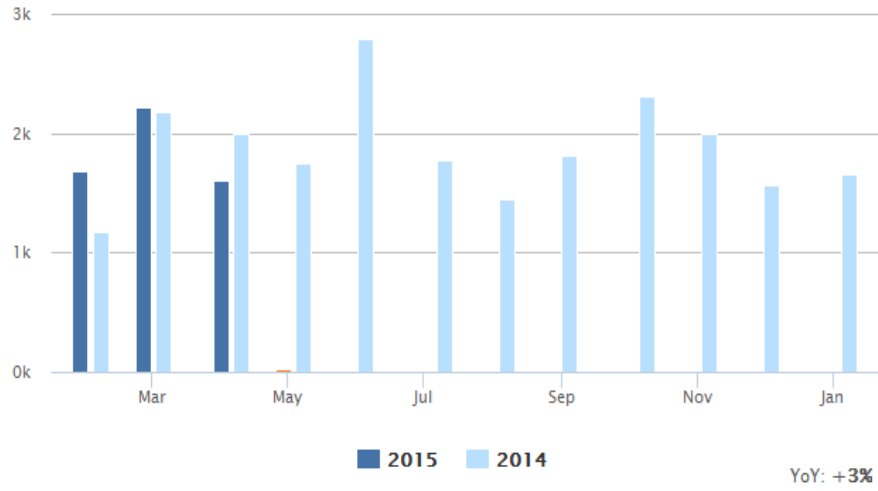
Delivery Services – 21%
L1 & RADAR – 21%
Infra – 17%
Vendor – 11%
Other App Supports – 6%
Tools – 2%

BI

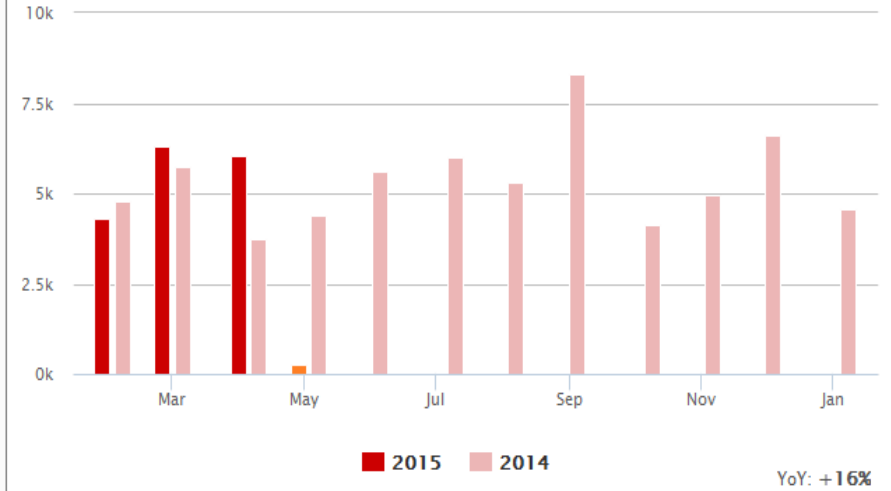
Tools – 30%
L1 & RADAR – 16%
Infra – 15%
Delivery Services – 7%
Other App Supports – 6%
Vendor – 5%

Operational Metrics – Overview - MSP

Corporate Services - Incident Volume

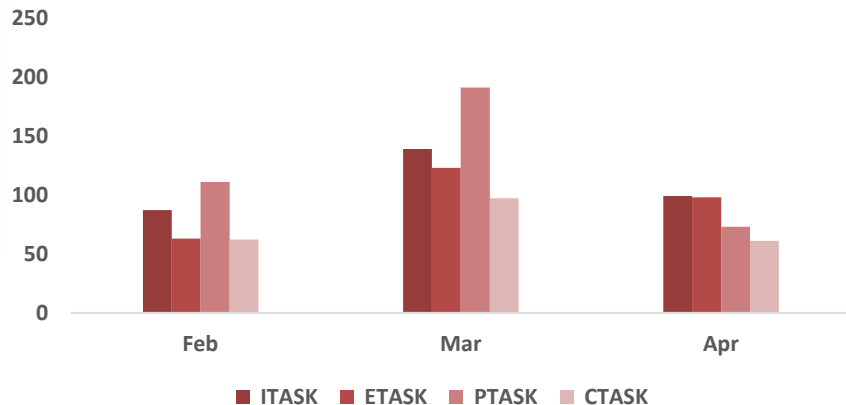


Corporate Services - Event Volume



- 43% Increase in TVS inflow for Mar'15 compared to Feb'15 due to "Camera Red" issues in LAW
- Merch-IQ – 24% increase in incident due to data corruption in Item table for BI

























- Events related to SAP 15.1 release increased inflow by 12% (~150+ out of March total inflow 1176).
- BI DataStage TTC-E instability - 10% increase in YoY count
- 100% Increase in EICM events in Mar'15 compared to Feb'15 due to Sharepoint issues



Corp-Critical Service level Metrics-April

CSL Metrics	Goal SLA	Actual SLA
High Sev SLA%	72%	94.29%
Low Sev SLA %	83%	87.85%
Event SLA	90%	94.75%
Ptask SLA%	85%	86.81%
RTIP%	<9%	4.53%
Backlog >20 days	25	0

Business Outcomes

Service	Frequency	Measure	Feb'15	Mar'15	Apr'15
TMT	Weekly	 Timely Completion of Peoplesoft Payrun & check Printing			
TMT	Weekly	 Shift Schedule Generation for Store Team members			
BI	Weekly	 myStore Performance Reports data Availability			
BI	Monthly/ Daily	 Store Controllable & Contribution Report , Cost Center Owner (Monthly) and Vendor Income Processing (daily) data availability			
Fin	Daily/ Weekly	 Key Performance Report Data availability			
Fin	Monthly	 Monthly Period close for AP (Accounts Payable), AR (Accounts Receivable), GL (General Ledger) (Reported at (EOM)			

Future Outcomes: **BI** – HRS, EDWC&VRC data availability, **PD/Fin** – SBN, EFT/ACH, **TMT** – Check and DD accuracy

Value Adds

- **FETCH** – Application availability to Merchant Finance team is ensured through NTLM v2 authentication mechanism upgrade consuming 60+ hours of total Support effort
- **Security Center:** 66 hours effort across 3 months saved by Creating Storage array validation tool
- **TCPM** – Saved 9 hours/day runtime of the datastage job which provisions Vendor access. After optimization runtime reduced to <3 minutes
- **myTime:** 8 hours/month effort savings through Proactive DB monitors which ensures application Availability to Store users
- **SWB:** 10 hours/month effort savings for Stellent Monitors which ensures SWB availability and proactively avoids P2-Major incidents
- **Finance: MAGIC Tool** for automating recovery for recurring batch processing activities like Force opening/closing appointments, VPM upload and VIP status updates, improving MTTR
- **First Call Resolution** improvement for CSC enabled through recovery demo sessions, KA updates in TVS, TTE, FETCH, Maximo reducing 40 incidents/month

SAP 15.1 Release

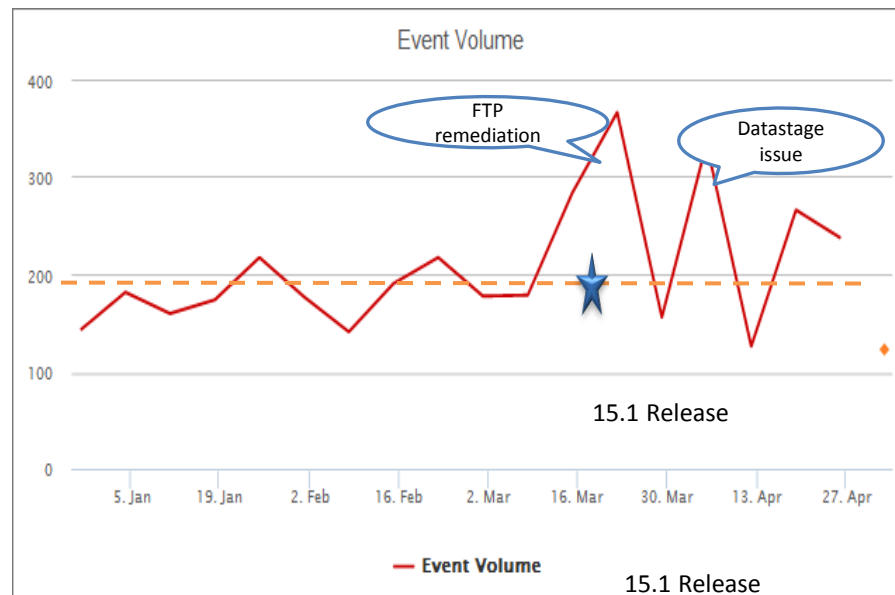
PI Ariba adapter replacement :

- Business data between SAP and Ariba supplier network flows through SAP PI and Ariba adapter .
- The integration through PI involved more potential failure points which in turn increased the complexity for error handling and supportability.
- To overcome this challenge, SAP PI and Ariba adapter were replaced with Ariba add on allowing business data to flow directly between SAP and Ariba.

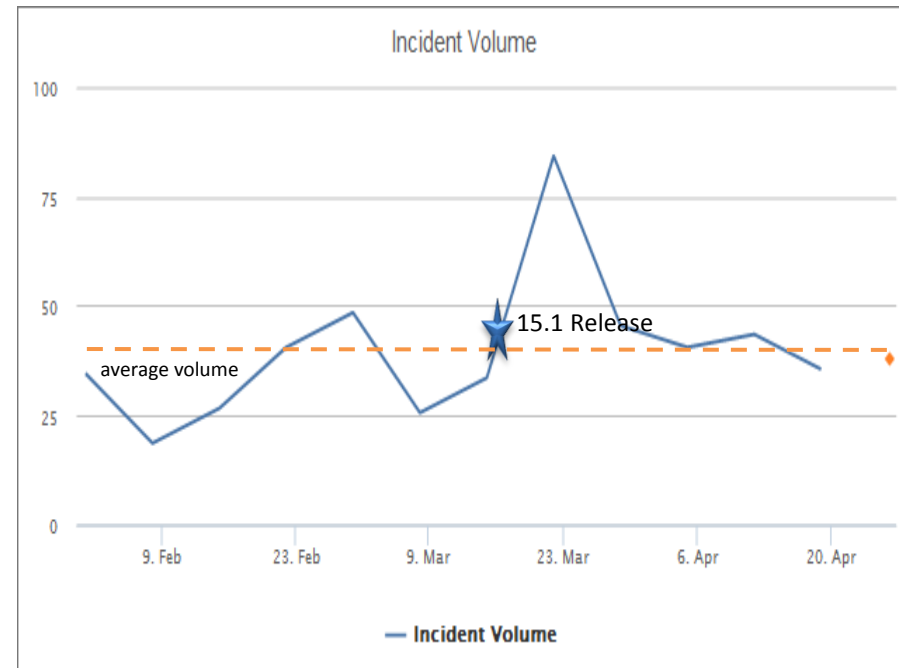
FTP remediation

- FTP Communication between SAP PI and integration tools was replaced with SFTP communication.

SAP support pack upgrade



Experience certainty.



Issues due to 15.1 Release

Common Integration Framework (all 196 events handled by Support team)

- 24 ETL jobs failed and 174 jobs were running long.

PI ARIBA adapter replacement

- 85 Incidents & 34 Problems created. Support partnering with delivery team to identify solutions for the issues.

SAP FI

- Support identified a defect and created PRB0126735. Delivery SAP functional team is planning to implement SAP note after encoding.

SAP BW

- Support identified that Invoice date column is not filtering based on given range in Invoice plan BEx report due to SAP 15.1 release.

BSOH Introduction

Building for Stability and Operational Health [BSOH] –

- Framework with a lifecycle of activities related to the development, implementation and support of technology solutions in partnership between Support Services, project, Build/Release and partner teams

Goal & Objectives

Guide and assist teams through a standardized [Support Acceptance process](#) towards development and implementation of application and infrastructure solutions that are [stable, operationally healthy and supportable in production](#)

- Increase stability of application and infrastructure changes
- Provide tools needed for supportability and performance management
- Minimize negative business and Guest impact

“Early engagement and accountability are the cornerstones of a successful transition”



Thank You