** Internal CSC Use Only **

Case 5102 – Retrospective

Agenda

- Introduction
- How it has been
- How it could have been
- Lessons
- Spin off
- Q&A

Introduction

What is Case 5102 ?
Why is Case 5102 famous?

193 Days **(6.5 Months)** for resolution
Many resource involved
People flying from Austin

A good example of process failure

How it has been?

Bad managed

- No focus from Support Team

- Customer treated with no professionalism

- We have been reactive

Difficult to fix

Had to fix many historical issue before arrive to the root cause of the issue (SSH2 Midterm Library)

- Creation of troubleshooting tool and **PROCESS** on the fly

With Possible Bad Outcomes

- Potential stopper the upgrade to 9.2

- CBA to move on from Agility adoption

How it should have been?

Better Managed
- Correct focus
- Better customer satisfaction
- Better communications
- We could have been proactive in managing the issue

Easier to be fixed
- With correct tools
- **Never** leave underlining issue , no good for the future

What we should had to do?
- No wait for CBA escalation

FOCUS MEANS CHEAP

Learnt Lessons

- A Customer is Happy when is loved

- Better communications
  - Our support currently does not have the correct coverage

- Correct focus translates in efficiency and massive cost saving

- Platform deficient in troubleshooting and monitoring **Tools**

Possible Spin Off

- Working on better support process

- Embed tools into the platform to better troubleshoot issue and collect information

- Creation of set of tools to perform sanity check of Agility

- Document Best Practice – We totally missing this type of documents

Q&A

Thank You