

# Monthly Metrics Review

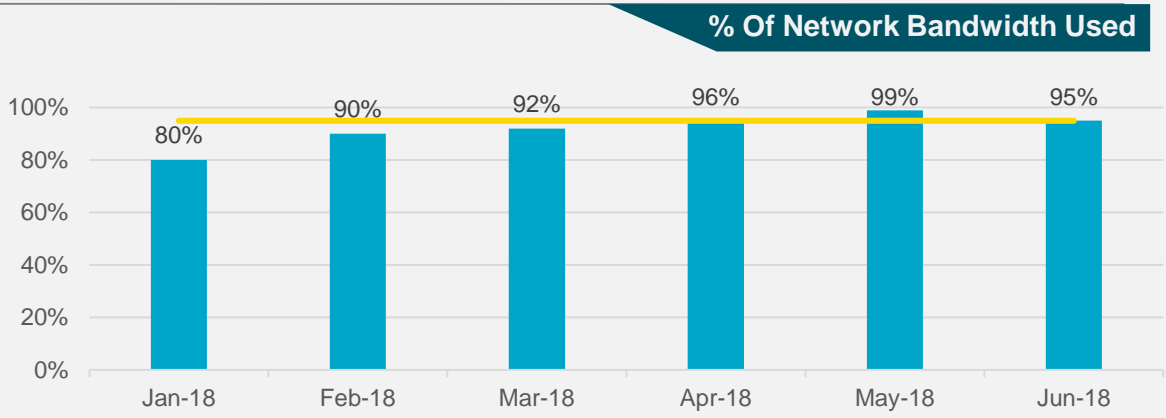
MONTH - YEAR

# Monthly Metrics Overview

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95.00%

June'18 % Of  
Network Bandwidth  
Used  
Target (95%)



Metrics

Metrics	May '18	Jun '18	Trend
Average Time to fix connectivity problems (mins) (Target: 50 mins)	60	80	
Average international packet loss percentage (Target: 3%)	6%	6%	
Average national packet loss percentage (Target: 2%)	2%	3%	

TI&S Portfolio

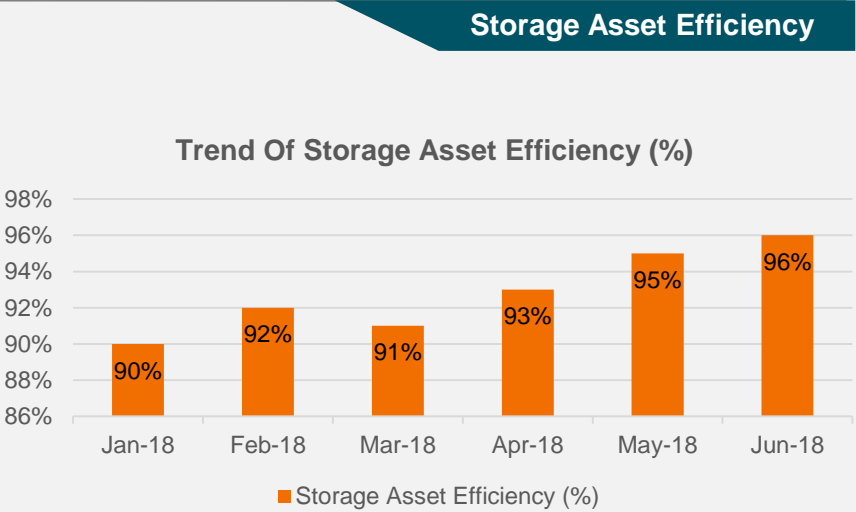
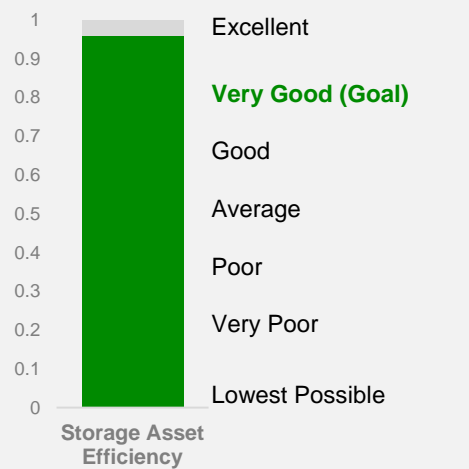
Top Inflight Initiatives (by \$\*\*)

1	Product X	\$3.8 M	<div></div>
2	Product Y	\$3.2 M	<div></div>
3	Product Z	\$1.7 M	<div></div>
4	Product A	\$1.7 M	<div></div>
5	Product B	\$1.5 M	<div></div>
6	Product C	\$900 K	<div></div>
7	Product D	\$860 K	<div></div>

Summary / Actions

- A computer network is a data communications system which interconnects computer systems at various different sites. A network may be composed of any combination of LANs, or WANs.
- % of network bandwidth used
  - Gap between actual network usage and maximum capacity of the network.
- Average Time to fix connectivity problems
  - Average time, in hours, in your corporation to fix network connectivity problems
- Average international packet loss %
  - Average international packet loss percentage.
- Average national packet loss %
  - Average national packet loss percentage.

96%  
June'18  
Storage Asset  
Efficiency (%)



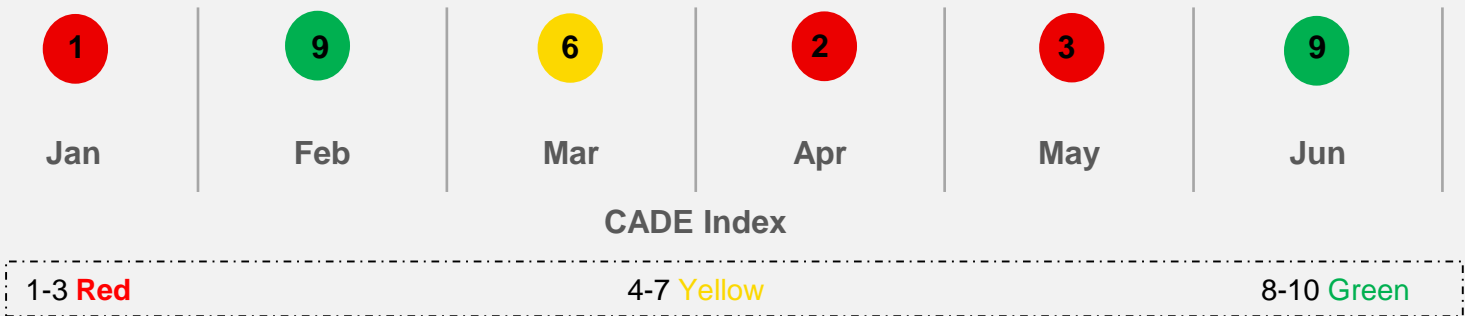
### Summary / Actions

- The process of storing information in a computer memory or on a magnetic tape or disk
- % of (assigned) disk space quota used
  - Percentage of assigned disk space quota used relative to the total assigned disk space quota.
- Storage Asset Efficiency %
  - Storage asset efficiency percentage. Usage percentage of the current capabilities divided by a reference capability.
- # of FTE per size of storage under management
  - of Full time equivalent employees (FTE) per Gb or Tb of storage under management

### Metrics

KPI	May '18	Jun '18	Trend														
Percentage of (assigned) disk space quota used	99%	98%	<table><tr><th>Month</th><th>Percentage of (assigned) disk space quota used</th></tr><tr><td>Jan-18</td><td>90%</td></tr><tr><td>Feb-18</td><td>85%</td></tr><tr><td>Mar-18</td><td>98%</td></tr><tr><td>Apr-18</td><td>99%</td></tr><tr><td>May-18</td><td>99%</td></tr><tr><td>Jun-18</td><td>98%</td></tr></table>	Month	Percentage of (assigned) disk space quota used	Jan-18	90%	Feb-18	85%	Mar-18	98%	Apr-18	99%	May-18	99%	Jun-18	98%
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# of FTE per size of storage under management	3.6	4.2	<table><tr><th>Month</th><th># of FTE per size of storage under management</th></tr><tr><td>Jan-18</td><td>4</td></tr><tr><td>Feb-18</td><td>3</td></tr><tr><td>Mar-18</td><td>4</td></tr><tr><td>Apr-18</td><td>3.6</td></tr><tr><td>May-18</td><td>3.6</td></tr><tr><td>Jun-18</td><td>4.2</td></tr></table>	Month	# of FTE per size of storage under management	Jan-18	4	Feb-18	3	Mar-18	4	Apr-18	3.6	May-18	3.6	Jun-18	4.2
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Jan-18	4																
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Apr-18	3.6																
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Corporate average data efficiency (CADE)



Significant Data Center Projects/Initiatives



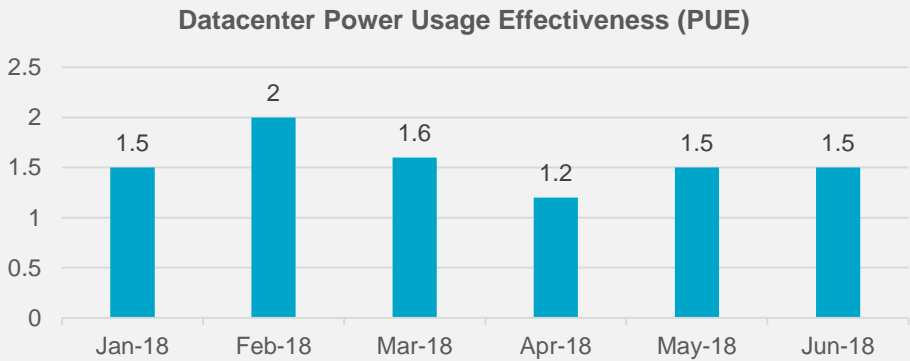
- DC1 capacity increase
- Addition of xyz service to DC2



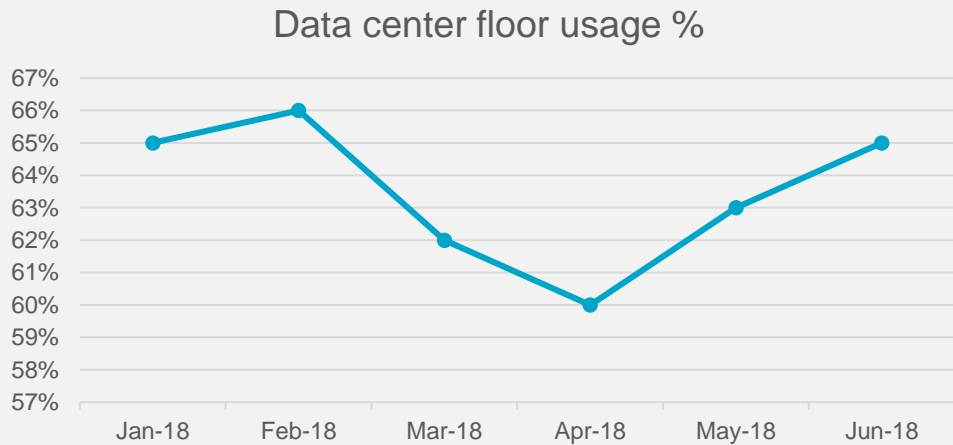
- DC3 setup plan approved

Datacenter Power Usage Effectiveness (PUE)

PUE	DCiE	Level of Efficiency
3.0	33%	Very Inefficient
2.5	40%	Inefficient
2.0	50%	Average
1.5	67%	Efficient
1.2	83%	Very Efficient

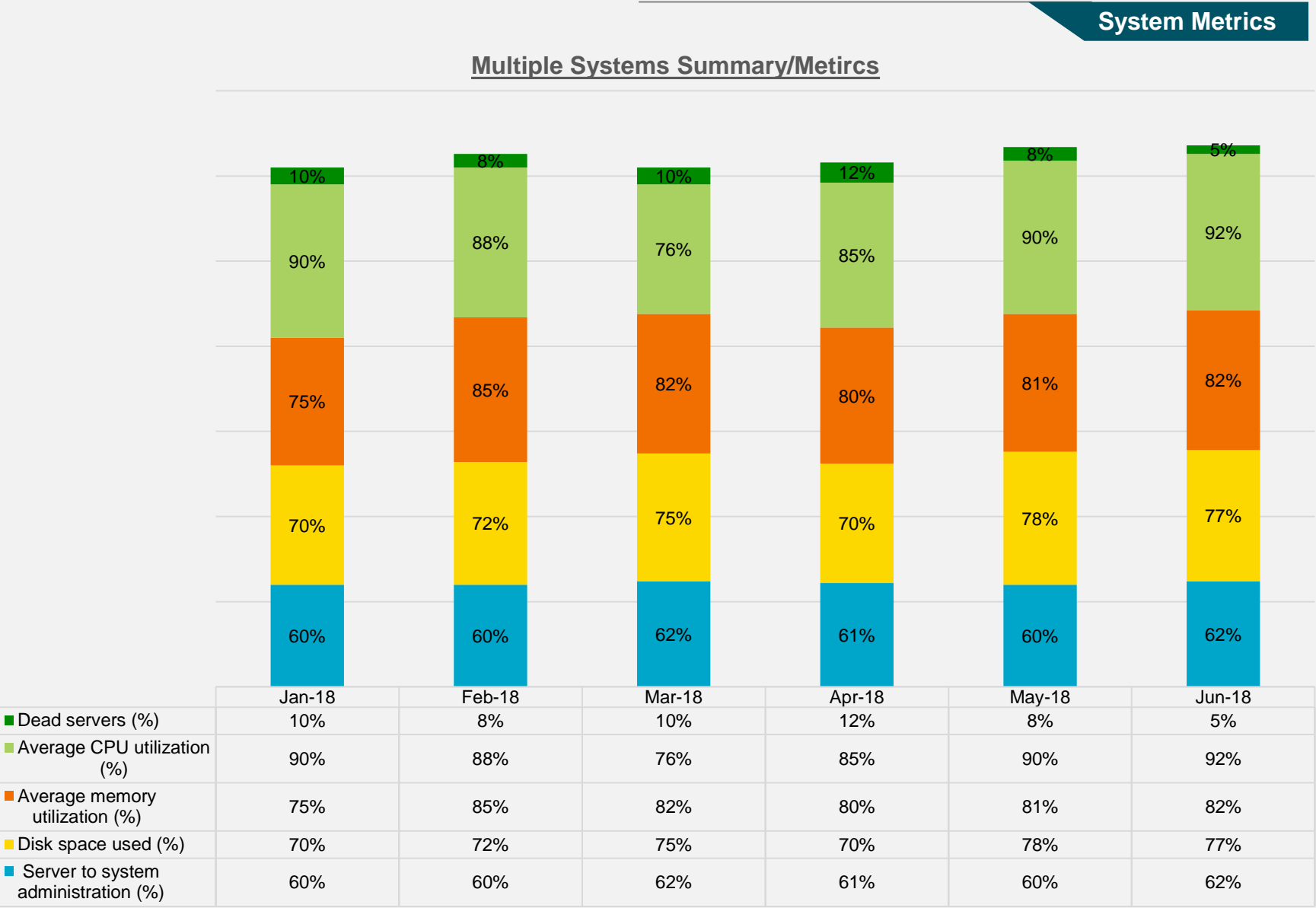


Data Center Floor Usage (%) Over Time



Summary / Actions

- A facility used for housing a large amount of computer and communications equipment maintained by an organization for the purpose of handling the data necessary for its operations.
- Corporate average data efficiency (CADE)
  - Corporate average data efficiency (CADE) measures data center efficiency across the corporate footprint.
- Data center floor usage %
  - Data center floor space utilization percentage.
- Average data center rack utilization
  - Percentage of rack space in use.
- Datacenter power usage effectiveness (PUE)
  - PUE is calculated by dividing the total power usage of a data center by the power usage of IT equipment (computer, storage, and network equipment as well as switches, monitors, and workstations to control the data center).

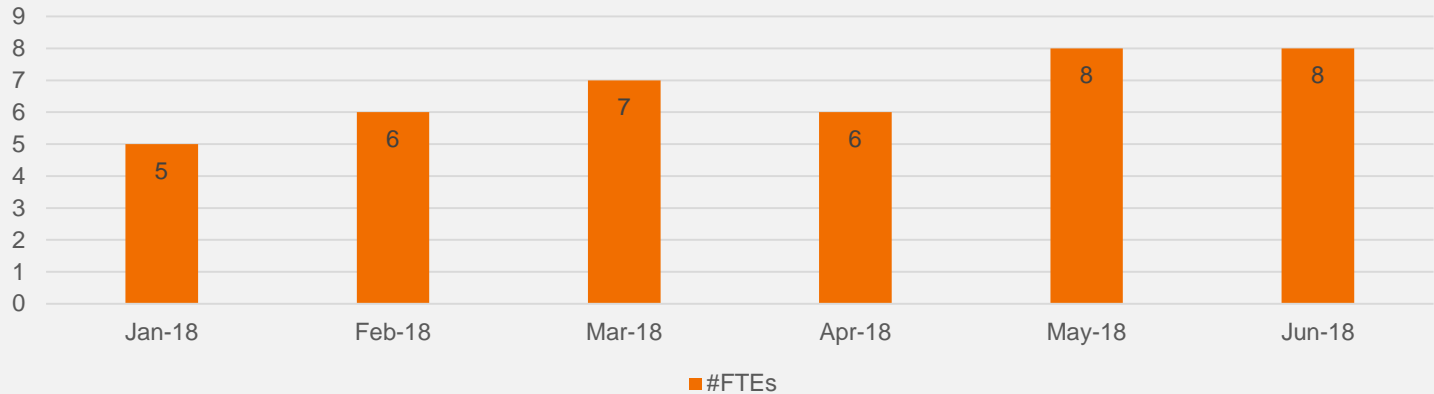


- Summary / Actions
- % of "dead" servers
    - Percentage of “dead” servers i.e. servers that are not used based on for example hardly any CPU utilization.
  - Server to System Administration Ratio
    - Server to System Administration Ratio
  - % of disk space used
    - Percentage of disk space used.
  - Average % of memory utilization
    - Average percentage of utilization of memory capacity of system within measurement period.
  - Average % of CPU utilization
    - Average percentage of utilization of CPU of system during the measurement period.



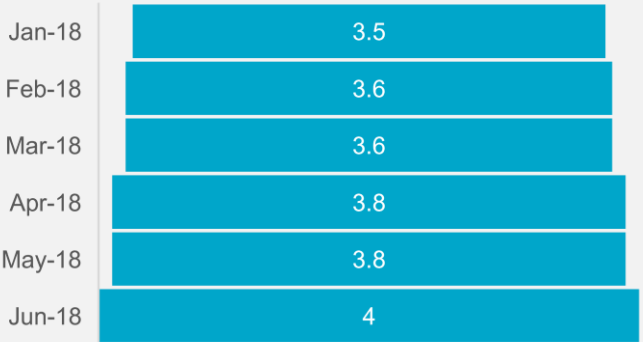
Total FTEs On Telephony Projects

#FTEs On Telephony Projects



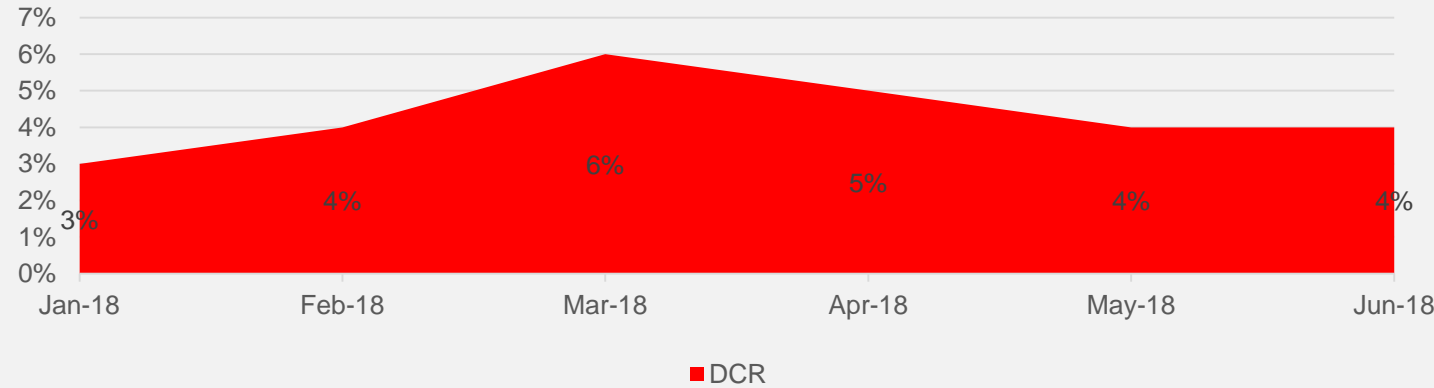
Mean Opinion Score (MOS)

Mean Opinion Score  
(1-Lowest to 5-Highest)



Dropped % Telephone Calls (DCR)

Dropped % Telephone Calls (DCR)



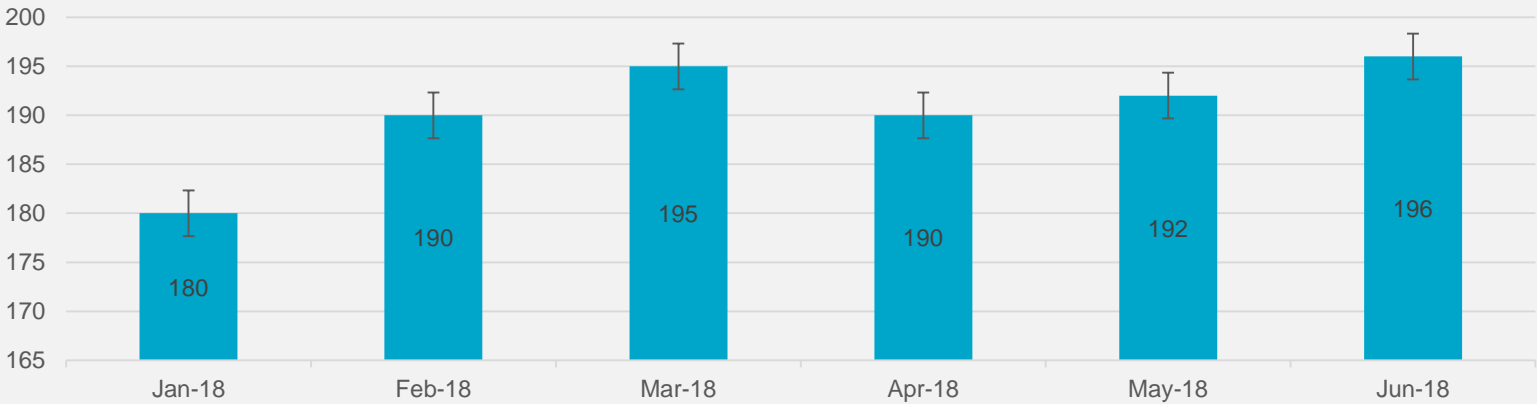
Summary / Actions

- Mean Opinion Score (MOS)
  - In multimedia (audio, voice telephony, or video) especially when codecs are used to compress the bandwidth requirement (for example, of a digitized voice connection from the standard 64 kilobit/second PCM modulation), the Mean Opinion Score (MOS) provides a numerical indication of the perceived quality of received media after compression and/or transmission. The MOS is expressed as a single number in the range 1 to 5, where 1 is lowest perceived quality, and 5 is the highest perceived quality. (MOS tests for voice are specified by ITU-T recommendation P.800)
- % of dropped telephone calls (DCR)
  - Percentage of telephone calls that were not regularly ended due to technical failure, relative to all telephone calls within the measurement period.



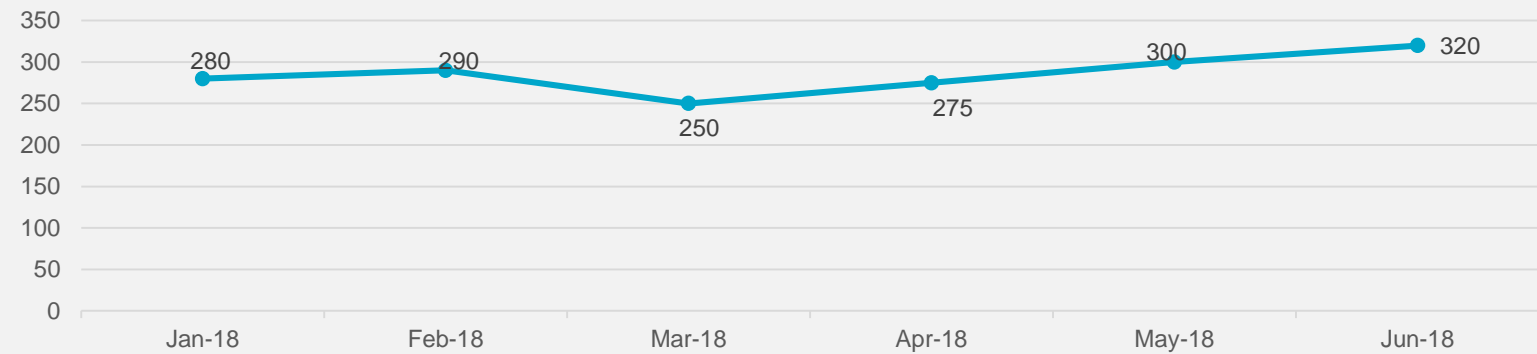
Virtual images per administrator

Average Number Of Virtual Images Per Administrator



Mean Time To Provision

Mean Time To Provision (minutes)



Summary / Actions

- In computing, virtualization is a broad term that refers to the abstraction of computer resources. Virtualization hides the physical characteristics of computing resources from their users, be they applications, or end users.
- Average number of virtual images per administrator
  - Average number of virtual images per administrator. According to IDC, the average VM to administrator ratio, or average number of virtual images per administrator, is 200.
- Mean time to provision
  - The average time that it takes to add additional services (e.g. storage) to an environment after the new additional service is requested



# **Appendix For More Data Insights**