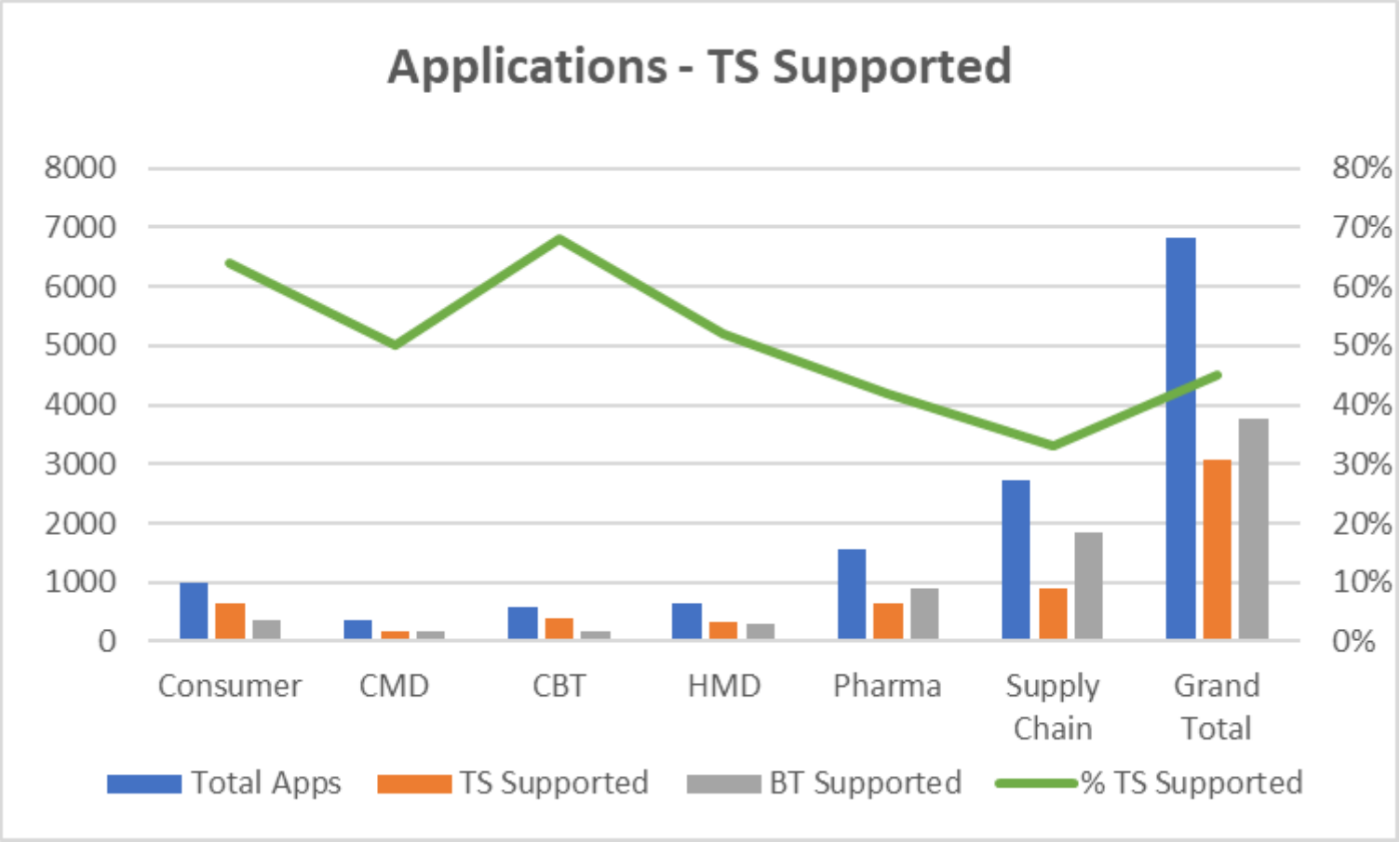
Application Maintenance RD Accomplishments

Application Maintenance – Our Services

Application Maintenance Services					
Incident Management	Change & Release Management	Knowledge and Document Management	Problem Mgmt (Root Cause Analysis)	Service Request Fulfillment	Service Level Management
Event Management, Monitoring	Platform	Security & Audit	Configuration Management	Application Lifecycle Management	Continuous Service Improvement

Application Maintenance – Executive Summary



Total # of Applications

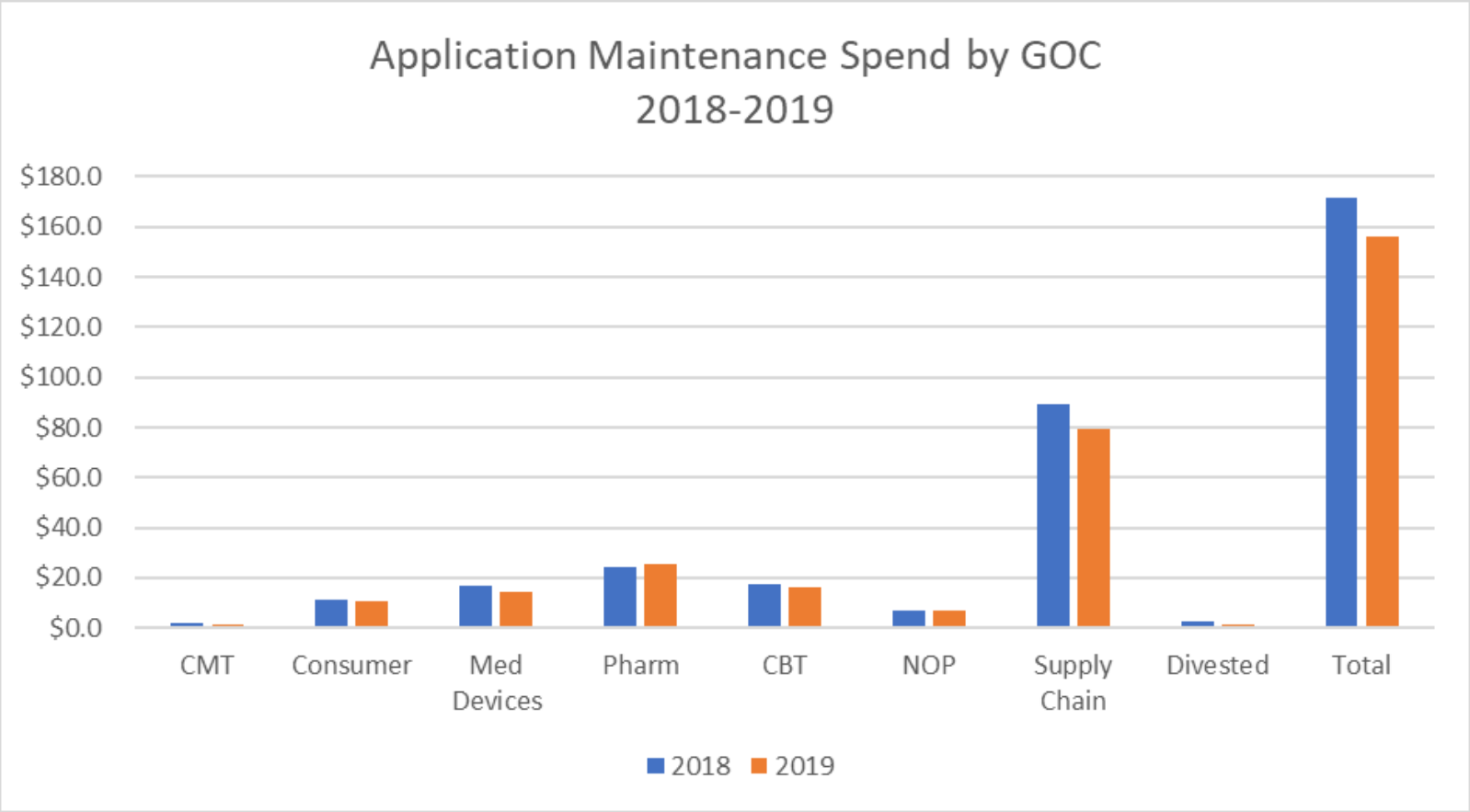
- 6823 total applications
- 3062 supported in TS

Key Takeaways:

- Across all Product Line Management Entities, TS supports 45% of applications in the CMDB
- This is lowest in Supply Chain and Pharma, 33% and 45% respectively
- Highest in CBT and Consumer, 68% and 64% respectively

Application Maintenance – Executive Summary

Our Strategic Intent is to enable J&J Technology to provide reliable and highly available applications to support business needs, while maintaining a customer focus as we collaborate to reduce the Total Cost of Ownership (TCO) of our applications. We strive to build a culture focused on continuous improvement, automation and continuous learning.



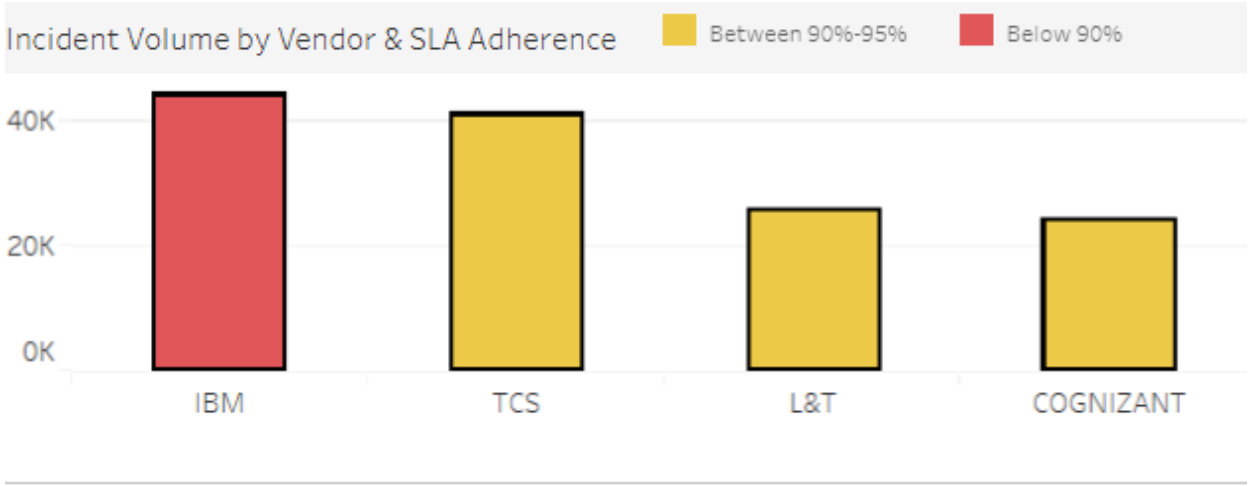
Total Aggregate Spend (Reduction$, %):

- 2018: $204mm
- 2018 (adj): $171.3mm
- 2019: $156.3mm ($15M, 9%)

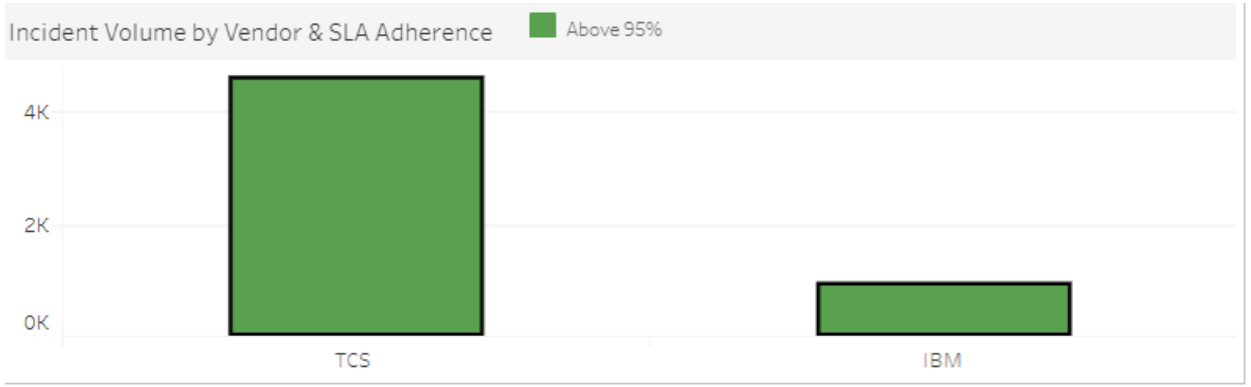
Key Takeaways:

- Cost reduction of $15M in 2019 due to
  - Change in operating model
  - New vendor strategy
- 2019 focus on reduction of ticket volume via
  - Automation
  - Self-service

Vendor Profile – Global vs RD



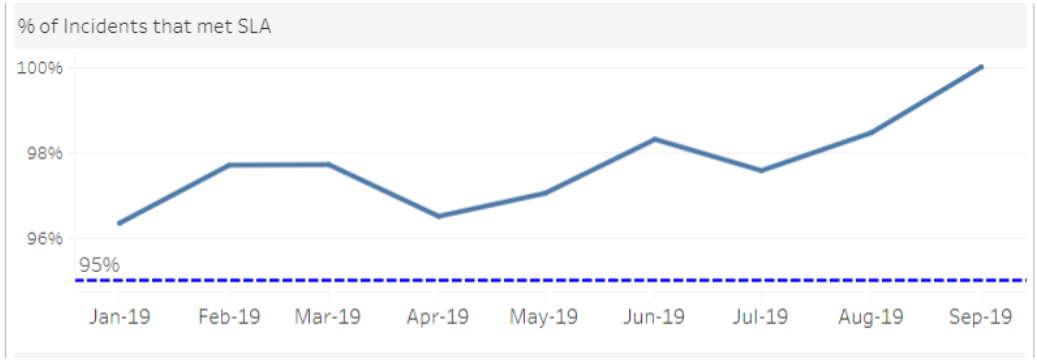
GLOBAL AM

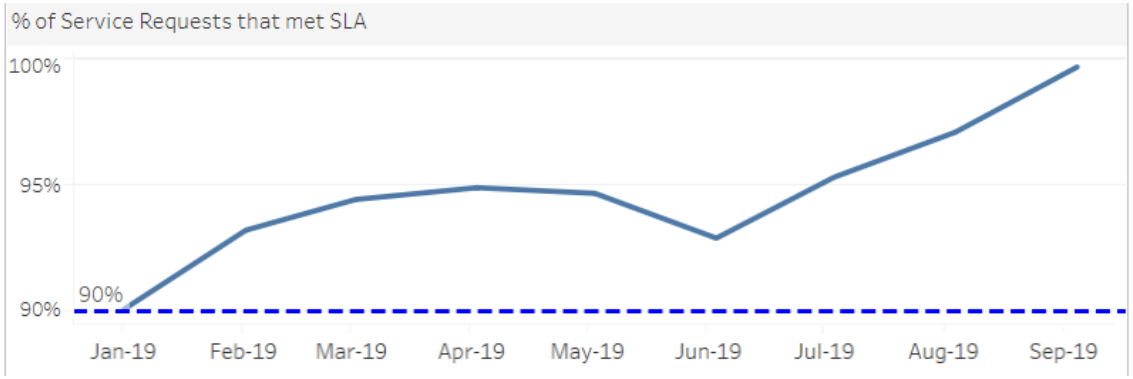


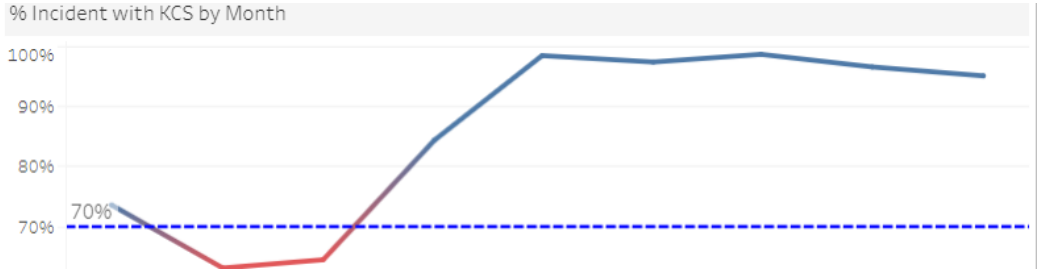
RD PORTFOLIO

RD Vendors are performing above set goals for SLA achievement

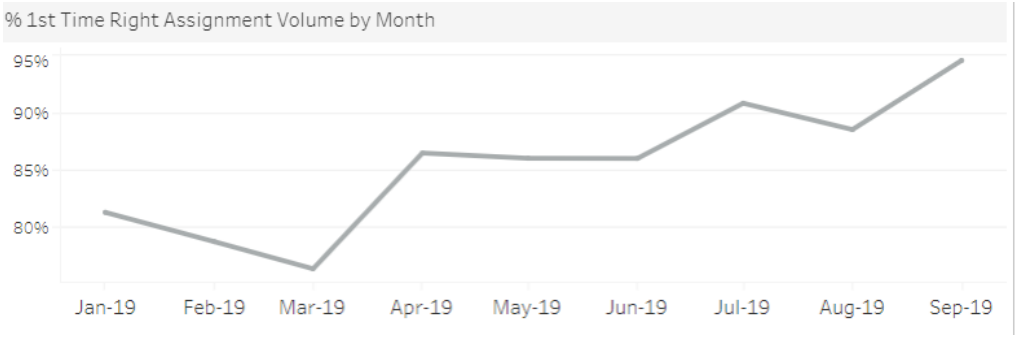
Application Maintenance – RD KPIs







Performance across all key KPI's has consistently improved throughout the year and are above the targets established.



Executive Summary

Cumulative Annualized Ticket Reduction

Jan-Feb: 144

Automation of LSAF RAVE autoload job monitoring (144 tickets)

900+

Total annualized tickets reduced through automation and process optimization till Aug'19 (including 200 tickets reduced through reliability)

May-Jun: 732

In JJAR, through user training and account deactivation job optimization (480 tickets)

Replaced InfoPath forms with excel based macro enabled forms to reduce incident related to InfoPath issues (108 tickets)

Oct: 6000+

Projected Ticket Reduction for Year 1

- LSAF: 2400 *
- WindChill: 1920 *
- JJAR: 480 *
- AMO : 600

* **4800** delayed due to process finalization and BUIT decisions

Automations Overview

Identified Building Block	Use Cases
Ignio	9
Blue Prism	3
Point Automation	5
Yet to be finalized	7
Grand Total	**24**

Use Case Type	Use Cases
Access Management	13
Application Maintenance	33
Application Monitoring	9
User Queries	1
Data Change	1
Grand Total	**57**

Current Status	Use Cases	Total Tickets Reduction per year	Cost Reduction per year ($)
01 – Ideation (by Cluster SME)	4	1380	$145,920
02 - Evaluation/Review in progress (by Solution Architect)	12	4668	$350,208
03 - Waiting for BUIT feedback (via RSO)	1	1920	$251,520
04 - Development In Progress	1	600	$69,600
05 - QA move completed. Testing in progress.	2	2880	$334,080
06 - Completed	3	732	$90,402
07 - On Hold	1	720	$83,520
08 - Cancelled	33	-	-
Grand Total	**57**	**16,212**	**$1,325,250**

- **Baseline** : 48,713 tickets per year
- **RFP Commitment for Year 1 reduction** : 1462 (3%)
- **Ticket Reduction achieved using Automation : 732** (1.30 %) *
- **Ticket Reduction pending for QA/Prod Move** (delayed due to process finalization and BUIT decisions)**: 4800** (9.8%)

Automation Use Case Details

* **1.9%** including reliability reductions (200)

TCS Executive Summary

Service Level Improvements Highlights

1 Reliability

- Reliability measures such as monitoring and system upgrade implemented which have helped in **preventive maintenance** and **reduction of 200 tickets** annually
- **Process improvements** by introducing SAML testing process at vendor end for upcoming patch installations helped in identifying potential login / access issues proactively in PharmaCM Application

2 Innovation / Automation

- Implementation of Enterprise & Point Automation resulted in **reduction of 732 tickets** in year 1
- Projected additional **reduction of 5400 tickets** annually which was planned in Year 1
  - WindChill: 1920
  - LSAF: 2400
  - JJAR: 480
  - AMO: 600

3 Customer Experience

- **MTTR reductions** in Service Requests resulting in faster provisioning of user requests
- Replaced 8 InfoPath forms used by LSAF users with excel based macro enabled forms resulting is **enhanced user experience** compared to issues related to out of support InfoPath product
- Monitoring and providing support for old catalog items for JJAR, **ensuring ZERO impact to business users** until the old catalog item gets decommissioned (planned Oct'19).

IBM Executive Summary

Service Level Improvements Highlights

1 Reliability

- Detailed root cause analysis resulted in a Software upgrade which resulted in a **reduction of 143 tickets** for NGENCODAC Application.
- **Process improvements** done by introducing **Selenium / Qlik view** based small utilities in different projects (e.g. CIOMS generation, DD letters, Regression Testing, AMS, etc.) reduced Manual effort and reduced the fulfillment time.

2 Innovation / Automation

- Java & **Selenium based** process will be created to automate account management process for CADENCE application which will automate 15 to 20 tickets per month for Ops MD Area.
- Implemented **HealthCheck Portal** to monitor Applications Incidents/SRs, ETL Monitoring/Network, Outages , etc. for Global Medical Safety. Portal will be configured by other critical applications such as Planisware.

3 Knowledge Base & Customer Experience

- Played a significant role in support of **PRISM go-live.** This included the execution of data analysis and data cleansing.
- Critical GMS CIOMS report Support provided to Business with Zero defects during **J&J TALC litigation** project requests.
- **100% SLA** Adherence for P2 Incidents received in Q1/Q2/Q3, 2019 with limited Incident rework rate of **3.82%**. Overall **97.33%** Incident SLA Adherence.
- **Improved KCS attachment rate from 56% (Q1) to 96% (Q2+3).**.