Score Card

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Filter Week-	Week_27 (25/September - 1/October) ▼	Filter Month-	September 2023 ▼	Fiscal Year-	FY 23-24 ▼

Deliverables	KRA	KPI	Week	Month	YTD
IP Industrialization	**IP Upgrades**	BRAIO - Number of releases			
		Canvas AIOps - Number of releases			4
		Canvas iSGS - Number of releases			3
		Canvas OPSight - Number of releases			2
		Number of upgrades/update (instance)			5
	IP Deployments	BRAIO - Number of deployments			6
		Canvas AIOps - Number of deployments			5
		Canvas iSGS - Number of deployments			3
		Canvas OPSight - Number of deployments			3
		Associates from accounts (DUPU) trained on ACE IPs			6
	Data engineering - Plugins	Number of Tools connectors developed	4	4	25
		Number of Tools integrated in AIOPS in production	3	3	15
		Number of ML engines being trained (models)			7
	Account On-boarding	APPM - Number of Accounts onboarded	1	1	20
		APPM - Number of PPI identified	69	69	556
		APPM - Number of Incidents prevented	1851	1,851	9,379
		Canvas OPSight - Number of Accounts onboarded	2	8	124
		Canvas OPSight - Number of users onboarded	47	47	542
		Canvas OPSight - Number of tickets analyzed	3865K	3,865K	21,416K
IP Support / ACE Infra ITOps	**Knowledge Build**	KB/Document Created		1	64
		KB/Document Uploaded		1	17
	Problem Management	Problem Identified		1	6
		Problem Resolved			
	Change Management	Change executed successfully	4	9	119
	IP Support (IM)	(L1) Product support team -Tickets resolved	14	43	865
		(L2) Product support team - Tickets resolved		7	121
		(L3/Vendor) Product support - Tickets resolved			9
	ACE Infra ITOps (IM)	ACE Infra ITOPS team - Tickets resolved	18	215	6,013
	Commission/De-commission	VM Commissioned	13	94	347
		VM De-commissioned	2	47	127
	Strategic Improvements	Number of Tasks / Processes automated in ACE Infra ITOPS/IP Industrialization		3	29

KRA	KPI	Date ▲	Count	Remarks
Change Management	Change executed successfully	01-Sep-23	1	1.Frontend SSL Certificate Renewal in Carrier Aiops Prod
IP Support (IM)	(L1) Product support team - Number of Tickets resolved	01-Sep-23	13	1.L&TCIT: Braio 3.1 c_mohseen.shaikh@larsentoubro.com 14-08
				2.Fetch Service Portfolio details from ACE Braio 2.0 database
				3.Execution Failed at Resolve and Forward Node of IFIX
				4.Genre Prod Aiops application not working

Total			3867404	

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Deliverables	KRA	KPI	Week	Month	YTD
Center of Excellence	Risk Management	Risk Identified			8
		Risk Mitigated		1	20
	Demos	Presented to Customer			29
		Presented to Internal Stakeholders	7	11	69
	Case Study / Success Story	Created			
		Published			3
	Academy Contribution	Training Imparted (Hours)	18	18	59
		Training Assessment			4
		Session conducted for AI readiness			
	PoV/White Papers	Submitted			5
		Published			3
Competency Management	Competency Development	Training Attended (Hours)	73	85	779
		Certifications	2	2	44
	Associate Onboarding/ Offboarding	Number of Resignations			1
		Offboarded	1	1	16
		Onboarded		1	20
		Interview			16
Solution Development	AIOps Prototype	Solution developed			4
		PoC completed		1	5
		Solutions handed over		1	10
	Data Engineering - AI/ML BOT Development	Number of AI BOTs developed			12
		Number of AI BOTs POCs completed		1	6
		Number of AI BOTs handover completed		1	6
		Number of AI BOTs gone-live		1	5

KRA	KPI	Date	Count	Remarks
Competency Development	Training Hours attended	29-Sep-23	23	training hours study
Competency Development	Training Hours attended	28-Sep-23	20	Sequences, Time Series and Prediction
Competency Development	Training Hours attended	29-Sep-23	20	Training attended
Academy Contribution	Training Imparted (Hours)	29-Sep-23	18	Vikram singh did 18 hours at bangalore
Competency Development	Training Hours attended	29-Sep-23	9	Attended LCAP workshop for 9 hours, workshop training was dedicated to Agile practices that was dated on 28th and 29th

| Total | | | 124 | |

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Deliverables	KRA	KPI	Week	Month	YTD
IP Industrilization	IP Upgrades	☐ BRAIO - Number of releases			
		☐ Canvas AIOps - Number of releases			4
		☐ Canvas iSGS - Number of releases			3
		☐ Canvas OPSight - Number of releases			2
		☐ Number of upgrades/update (instance)			5
	IP Deployments	☐ BRAIO - Number of deployments			6
		☐ Canvas AIOps - Number of deployments			5
		☐ Canvas iSGS - Number of deployments			3
		☐ Canvas OPSight - Number of deployments			3
		☐ Associates from accounts (DU/PU) trained on ACE IPs			6
	Data engineering - Plugins	☐ Number of Tools connectors developed	4	4	25
		☐ Number of Tools integrated with AIOps in production	3	3	15
		☐ Number of ML engines being trained (models)			7
	Account On-boarding	☐ APPM - Number of Accounts onboarded	1	1	20
		☐ APPM - Number of PPI identified	69	69	556
		☐ APPM - Number of Incidents prevented	1851	1,851	9,379
		☐ Canvas OPSight - Number of Accounts onboarded	2	8	124
		☐ Canvas OPSight - Number of users onboarded	47	47	542
		☐ Canvas OPSight - Number of tickets analyzed	3865000	3,865K	21,416K

KRA	KPI	Date ▲	Count	Remarks
Account On-boarding	APPM - Number of Accounts onboarded	25-Apr-23	1	Account - Aspen
Account On-boarding	APPM - Number of Accounts onboarded	25-Sep-23	1	Account - Bakelite
Account On-boarding	APPM - Number of Accounts onboarded	22-Jan-24	1	Cloud experience
Account On-boarding	APPM - Number of PPI identified	10-Apr-23	1	1
Account On-boarding	APPM - Number of PPI identified	28-Apr-23	1	PPI Identified -1
Data engineering - Plugins	Number of ML engines being trained (models)	08-May-23	1	1
Data engineering - Plugins	Number of Tools connectors developed	13-Oct-23	1	Banfield - SCOM - Matrics DB Plugin
Total			**21426705**	

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IP Support / ACE Infra ITOps	Knowledge Build	☐ KB/Document created		1	64
		☐ KB/Document uploaded		1	17
	Problem Management	☐ Problem identified			6
		☐ Problem resolved			
	Change Management	☐ Change executed successfully	4	9	119
	IP Support (IM)	☐ (L1) Product support team - Number of Tickets resolved	14	43	865
		☐ (L2) Product support team - Number of Tickets resolved		7	121
		☐ (L3_Vendor) Product support team - Number of Tickets resolved			9
	ACE Infra ITOps (IM)	☐ ACE Infra ITOPS team - Number of Tickets resolved	18	215	6,013
	Commission/De-commission	☐ VM Commissioned	13	94	347
		☐ VM De-commissioned	2	47	127
	Strategic Improvements	☐ Number of Tasks / Processes automated in ACE Infra ITOPS/IP Industrialization	3	29	

KPI	KPI	Count	Date	Remarks
VM Commissioned	VM Commissioned	12	07-Sep-23	VMs deployed for Mahadevi Diggewadi
VM Commissioned	VM Commissioned	1	11-Aug-23	VM for NeuroHack'22 solution(Proceyes team)
VM De-commissioned	VM De-commissioned	5	31-Aug-23	VM Decommissioned: ACEBKIPTBRODB01- 10.194.80.135 ACEBKIPTBROAP01-10.194.80.144 ACEBKIPTBROAP02-10.194.80.156 ACEBKIPTBROAP03-10.194.80.169 ACEBKIPTBROAP04-10.194.80.149
VM De-commissioned	VM De-commissioned	39	16-Sep-23	VM decommissioned
VM Commissioned	VM Commissioned	12	31-Aug-23	VM Commissioned for Mahadevi
Total		**7717**		

Filter Week- | Week_27 (25/September - 1/October) | Filter Month- | September 2023 | Fiscal Year- | FY 23-24

Deliverables	KRA	KPI	Week	Month	YTD
Center of Excellence	Risk Management	☐ Risk Identified		1	6
		☐ Risk Mitigated		1	20
	Demos	☐ Presented to Customer			29
		☐ Presented to Internal stakeholders	7	11	69
	Case Study / Success Story	☐ Created			
		☐ Published			3
	Academy Contribution	☐ Training Imparted (Hours)	18	18	59
		☐ Training Assessment			4
		☐ Session conducted for AI readiness			
	PoV/White Papers	☐ Submitted			5
		☐ Published			3

KRA	KPI	Count	Date ▲	Remarks
Demos	Presented to Customer	1	28-Dec-23	1
Risk Management	Risk Identified	1	21-Dec-23	1 risk added
Risk Management	Risk Identified	1	04-Jan-24	1 Risk added by Madhuri
Risk Management	Risk Mitigated	2	07-Dec-23	2
Risk Management	Risk Mitigated	2	14-Dec-23	2 mitigated
Risk Management	Risk Mitigated	5	22-Feb-24	4 ABSA risk closed and 1 LFG risk closed
Risk Management	Risk Mitigated	5	02-Feb-24	5
Demos	Presented to Internal stakeholders	1	11-Aug-23	ACE Communication Session on BRAIO completed for all BUs
Risk Management	Risk Mitigated	1	28-Apr-23	Ace garage
Total		**189**		

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Deliverables	KRA	KPI	Week	Month	YTD
Competency Management	**Competency Development**	☐ Training Hours attended	73	85	779
		☐ Certifications	2	2	44
	Associate Onboarding/ Offboarding	☐ Resignations			1
		☐ Offboarded	1	1	16
		☐ Onboarded		1	20
		☐ Interview			16

KPI	KPI	Count	Date ▾	Remarks
Training Hours attended	Training Hours attended	2	02-Nov-23	Youtube course for GIT and Azure Repo of 2 hr completed
Offboarded	Offboarded	1	12-Oct-23	Yogesh Janal
Onboarded	Onboarded	1	07-Apr-23	yash
Interview	Interview	1	05-May-23	Vincent and Nilesh taken
Onboarded	Onboarded	1	05-May-23	Vikram singh
Resignations	Resignations	1	28-Mar-24	Vikram
Training Hours attended	Training Hours attended	7	15-Dec-23	Unsupervised Learning, Recommenders, Reinforcement Learning course from coursera completed.
Certifications	Certifications	1	15-Dec-23	Unsupervised Learning, Recommenders, Reinforcement Learning certification completed from Coursera.
Total		**873**		

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Filter Week Between- | Week_27 (25/September - 1/Oc... ▼ | Filter Month- | September 2023 ▼ | Fiscal Year- | FY 23-24 ▼

Deliverables	KRA	KPI			Week	Month	YTD
Solution Development	**AIOps Prototype**	☐ Solution developed					4
		☐ PoC completed				1	5
		☐ Solution handed over				1	10
	Data Engineering - AI/ML BOT Development	☐ Number of AI BOTs developed					12
		☐ Number of AI BOTs POCs completed				1	6
		☐ Number of AI BOTs handover completed				1	6
		☐ Number of AI BOTs gone-live				1	5

KRA ▼	KPI ▼	KPI	Count	Date	Remarks
AIOps Prototype	Solution handed over	Solution handed over	2	26-Jun-23	completed handover of the VM and Software Provisioning and de-provisioning usecases to Hema and team (bot Engineering)
AIOps Prototype	Solution handed over	Solution handed over	2	24-Jan-24	Handed over BRAIO Deployment Runbook automation and BRAIO Start and Shutdown Runbook Automation to Implementation Team
AIOps Prototype	Solution handed over	Solution handed over	1	16-Feb-24	Handover of Anomaly detection completed
AIOps Prototype	Solution handed over	Solution handed over	1	19-Sep-23	handover of Email classifier solution to Ayush and team (bot engineering) completed
AIOps Prototype	Solution handed over	Solution handed over	1	03-Aug-23	Handover of Rolebased Dashboard framework to Bala and team (Tech architects)
AIOps Prototype	Solution handed over	Solution handed over	1	31-Aug-23	Handover of Training model migration framework to Bala and team(platform architects)
AIOps Prototype	Solution handed over	Solution handed over	1	06-Nov-23	Solution handed over to Command center team of Carrier to use it as an analyser
AIOps Prototype	Solution handed over	Solution handed over	1	19-Dec-23	Upgradation of DHC to v1.3 and handover to