

**From:** Ress, Victor  
**Sent:** Friday, March 12, 2010 11:40 AM  
**To:** Pepera, Tom  
**Subject:** A Recognition for Siddharth Garg for remarkable new tool.  
**Sensitivity:** Confidential

Tom,

I need to recognize Siddharth Garg for his creation of the CTMT Dashboard. Right now the Dashboard has saved us between 60 to 80 hours in its first month alone. We see problems before the operators do. We are proactively preventing FCIs before they happen. WOW!

The Dashboard checks the connectivity of 9 and by next week 16 of the most important web applications within the CTMT sphere. The Dashboard gives us an immediate and clear colorized pictorial of the application connectivity from the viewpoints of 3DNS, Big-IP and the Application itself without adding any overhead to the system. It also allows drill downs for explicit information specific to that viewpoint. What used to take tens of minutes for 2 to 3 associates per application now takes seconds for 1 associate.

Furthermore, the Dashboard has legs and can grow. We are now examining ways to help other spaces from Channel Solutions to E-Commerce.

This creation is so typical of Siddharth’s insight and the insight of the entire team that I’ve become jaded in that I’ve come to expect invention. So Siddharth’s answer is not to present jade but diamonds. This Dashboard is truly a diamond and a gift to all of us.

Victor B Ress  
Channel Technology Support - Banking Center Technology  
Technology Control, Support & Architecture  
CSBB Technology and Operations  
415-349-4995 (Office)  
925-899-8179 (Blackberry)  
415-999-2583 (Cell)