

‘0’ Incident Framework

Best-In-Class Technology Solutions

As your business partner, our goal is to help
Unlock the potential of your organization through Best-in-class technology solutions

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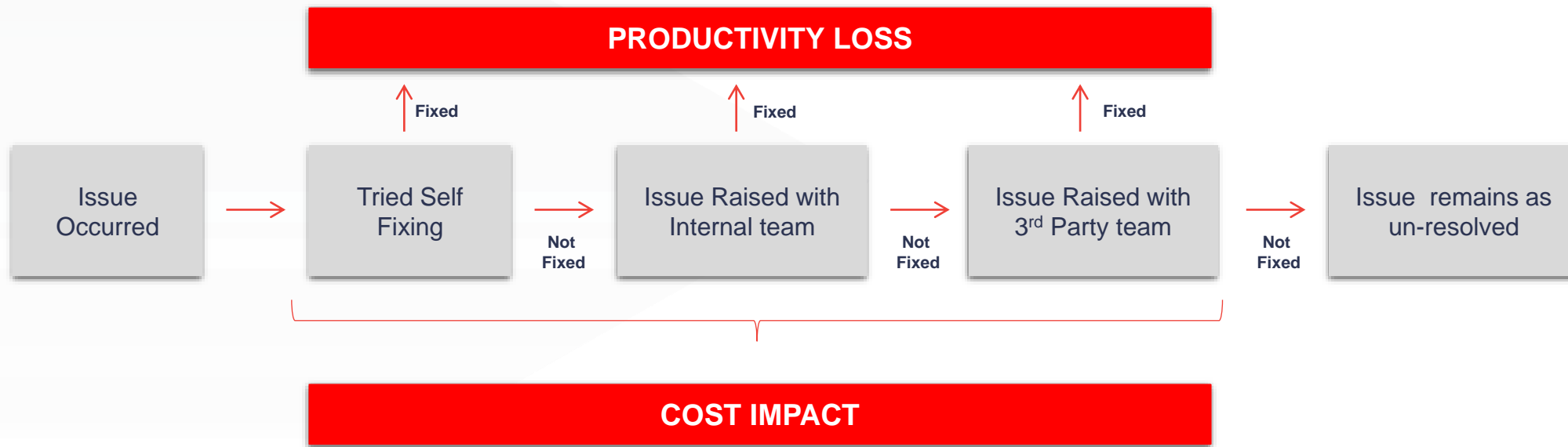
Executive Summary – Problem Statement

Consider a 3 day SLA for a P3 incident and about 100 incidents per week.

This will cause about 300 days of productivity loss just in one week. Vary rarely we calculated the revenue impact due to this productivity loss. But you can calculate it with an estimated calculation below

Per employee daily revenue = ((Annual revenue INR 2000 Crores/ total staff 30,000) / 12) / 20) = INR 2777

So for 300 days productivity loss, estimated total indirect impact is a loss of INR 8,33,100 per week



Assume 80% incidents are resolved by in house team at the rate of INR 3000 per day and 20% are resolved by 3rd party team at the rate of INR 10000 per day. **The total direct cost impact is about 12,00,000 per week**

- 300 * 80% = 240 * 3000 = 7,20,000
- 300 * 20% = 60 * 8000 = 4,80,000
- Total = 600000 + 720000 = 12,00,000

* Assumption for any reasonable big bank

Executive Summary – Skillmine’s Offer

Our ‘0’ incidents framework is an attempt towards:

1. Saving you 50% of direct cost and
2. Saving you 70 – 80% of Indirect cost.



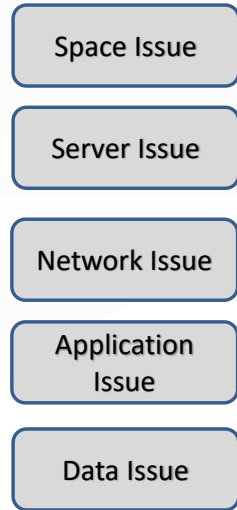
Executive Summary – Skillmine’s Solution

What we implement

- Culture for success
- Architecture for success
- Teams for success
- Mechanism of root cause resolution

- Easy ongoing enforcement

Generally Defined
AS – IS Root Causes



Dealing with these issues fixes them for a small area and for some time

'0' Incident Framework
Root Causes



Dealing with these issues fixes them for all areas and for always

Major Outcomes:

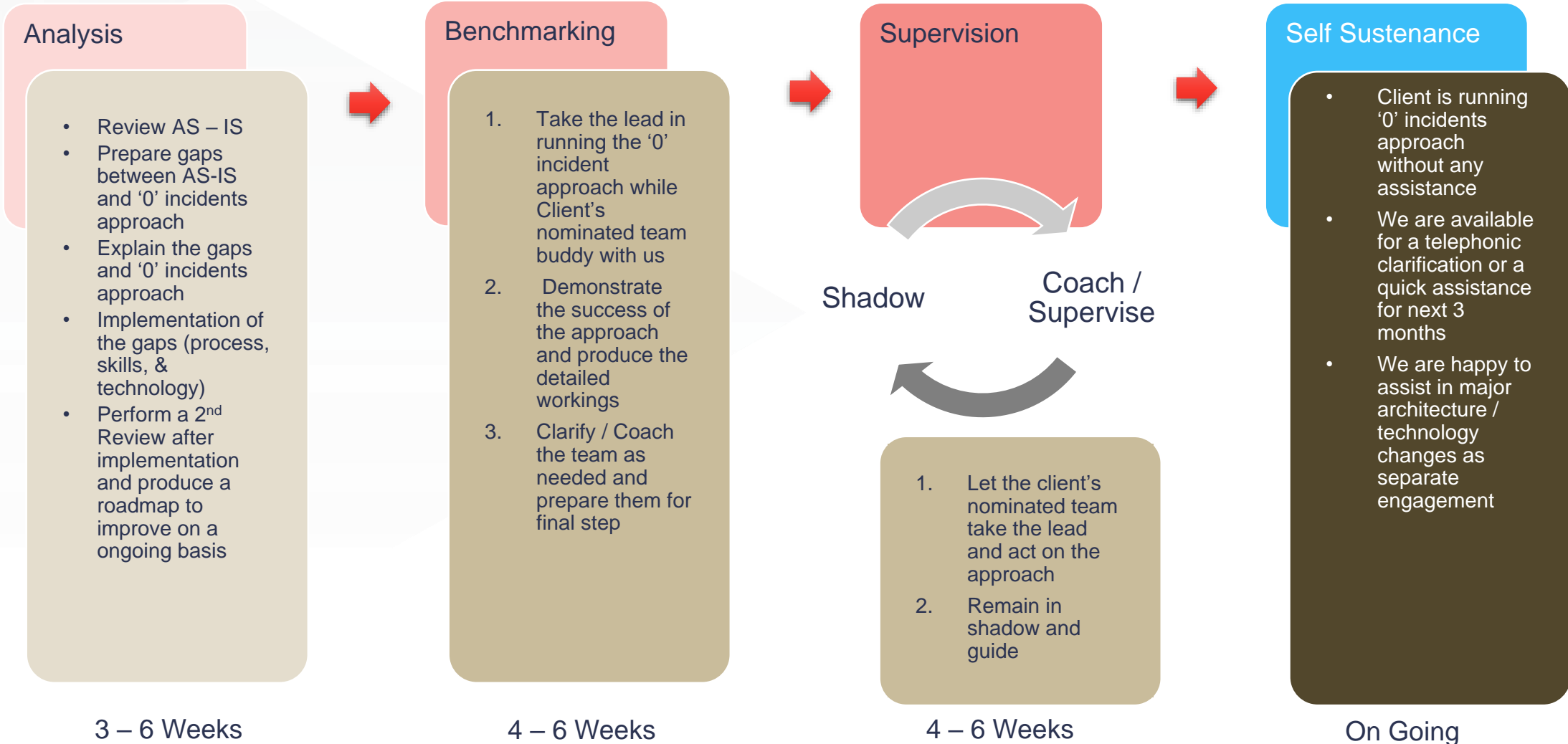
1. Process level changes - Fixes 70% Issues
2. Architecture level changes - Fixes 20% Issues
3. Technology level changes - Fixes 10% Issues

Why our approach is successful

1. A great practical fit
2. There is no enforcement. Using our artefacts it becomes natural
3. Not relying on tools. Tools only gather data and automate action and outputs

Implementation Options

Methodology (80% Universal to Both Options. 20% differences are in the level of technical involvement)




Artefacts

Some of the artefacts that you receive during this journey are:

1. Detailed Worksheets to Implement Key Processes and impose CSF
2. Underpinning frameworks such Root Cause Analysis (RCA)
3. Documents such as (SLA samples, availability & capacity planning document, standard operating procedure books, business architecture sample, IT architecture sample, technology roadmap sample etc)
4. Relevant Service Management Org Structure
5. Critical Success Factors for Each Maturity Level
6. IT Service Management Tool Implementation Guidelines



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