



**ZenSar**  
TECHNOLOGIES

Your Transformation Partner

White Paper



# Productivity Improvement through Optimization



## Executive Summary:

Zensar provides IT Support and Maintenance for the Commerce Applications which has direct and/or indirect impacts in the revenue of the Client. Support services are based on the industry standard ITIL framework which includes, but are not limited to, Incident Management, Problem Management, Change Management, System Monitoring, and Critical Period Support.

Issues due to continuous system enhancement and customer demand were addressed through optimization, process-oriented and fixing manual effort leakage on various activities.

## Introduction:

Applications are enhanced continuously and every quarter new functionalities are built into it which disturbed the system stability and leads to customer satisfactory issues. After observing a spike in the incident inflow Quarter-over-Quarter, it was realized that there is a need to avoid the wastage of manual efforts.

Being in support, the focus is always on Incident Management whereas productivity improvement, issue prevention, issue avoidance which are the backbone of customer satisfaction are not taken up.

Focus groups had been formed and actions taken over the areas that needs an attention and fixed the issues via collaboration with all stakeholders. Output of one focus group is served as an input to others.

## Background/Problem Statement:

With the changes in the system due to business requirements, there is an increase in incident inflow Quarter-over-Quarter and demands from customers are on rise. There was a continuous stretch by team in managing the deliverables and customer satisfaction demand.

## Challenges:

- Huge Incident Inflow
- Production Data Fix
- Monitoring
- Data Audit & Reporting

Productivity improvement through optimization is the need which addresses the challenges and satisfies customers as well as the team. With productivity improvement, we can provide more services to the customer and also diversify our operations.

## Solution:

Measures taken in identifying the inflow contributors, PDF contributors, automated monitoring, auditing and reporting utilities paved the way for productivity improvement.



Focus groups had been formed and distinctive goals were defined for each group. Execution and monitoring helped optimizing our deliverables to a greater extent. Output of each group triggers the input for next and helps in achieving the goals.

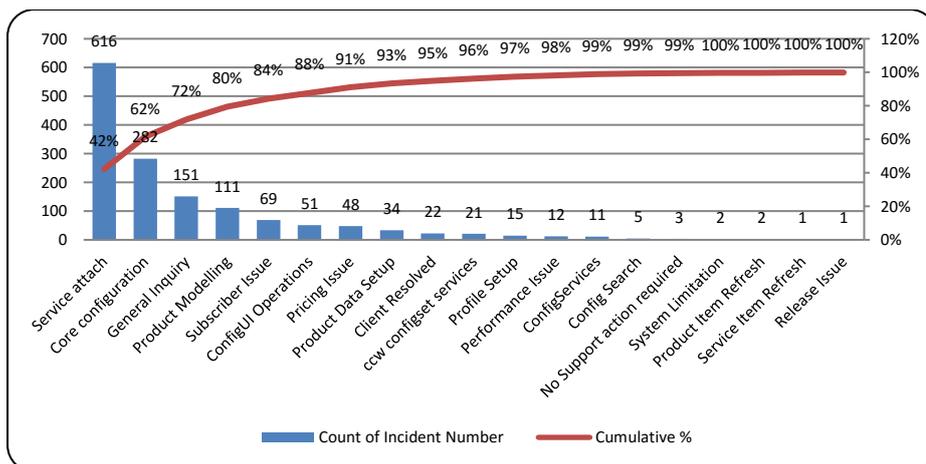
Focus groups are the team members with varying skill sets are brought together to achieve the goals set for that group.

Incident Management, Problem Management, Value Added services were the three focus groups that were formed. Metrics and Data analysis were performed by subject matter experts of the members of the focus group and works with other team members in achieving the targets.

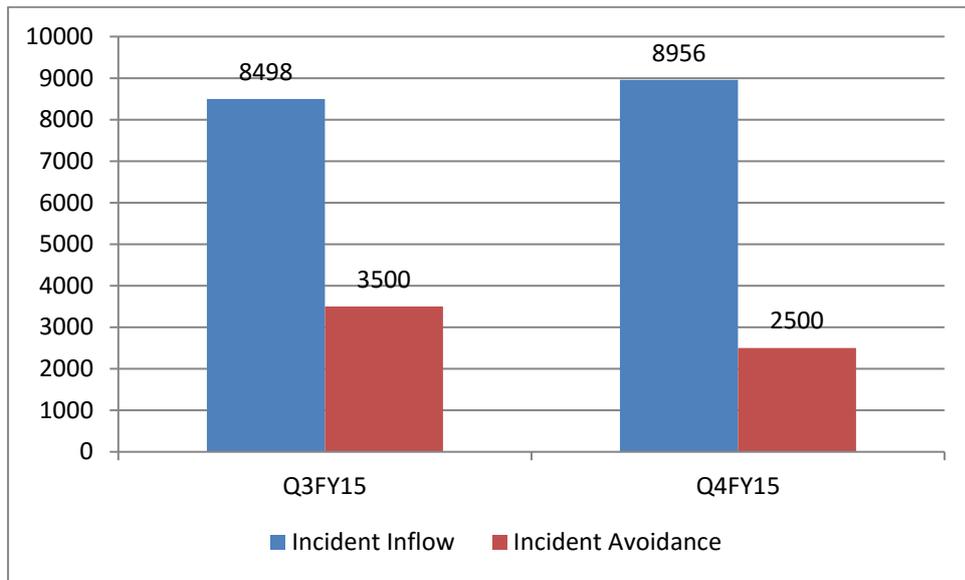
### Huge Incident Inflow:

Resolution Code (RC) was standardized and upon working on an incident, engineers update the right “RC Code” before putting the incident into resolved status. This helped for the incident classification and categorization like functional enquiry, user training, defects, service requests, etc.

Pareto Charts technique was used to get top inflow contributors and standardized RC code directed to the area where maximum numbers of incidents were reported.



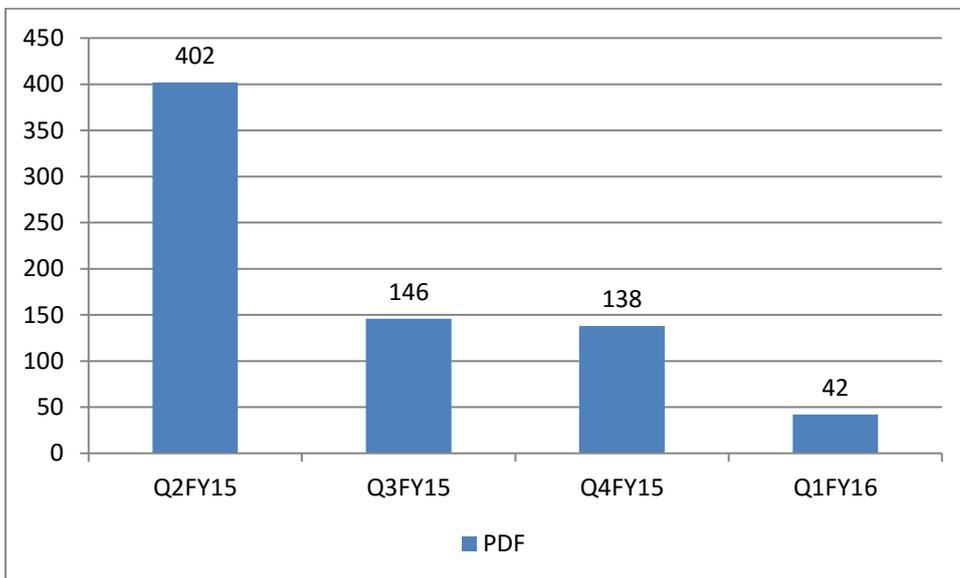
This serves as an input for Problem Management group via Problem tickets and Value Added services group for play book creation and automations. Problem tickets were worked upon and defects were raised for the inflow contributors wherever applicable and worked with development team, to reduce the inflow.



**Production Data Fix:**

As the systems were being enhanced there were bugs introduced and immediate fix as a short term solution needs a data fix and this was on rise with the releases. RC analysis and Pareto Technique adopted to reduce the number of Production Data Fix (PDF) in system as each PDF contributes to additional efforts in resolving an incident.

Issues were taken up with Development team in fixing the issues long term and avoided the further increase of PDF. Graph below shows the reduction in number of PDFs Quarter-over-Quarter.



**Monitoring:**

Application monitoring through Enterprise Monitoring System, Database performance, JVM load, Jobs were monitored manually by support engineers. Monitoring scripts were developed and hosted where we had defined the threshold, error details, etc. and a detailed email alerts gets triggered when there is an abnormality seen on any system capturing all details to act on the alerts. This made support engineer to look into the areas where there are failures alone.

Few sample alerts are attached below:



### **Data Audit & Reporting:**

Accurate RC code tagging with incident, incident-problem relation establishment was a big challenge. With huge inflow it was a tedious task in auditing the correctness of metrics which impacted Problem Management and Value add service as well.

We worked on a comprehensive Audit mechanism to ensure process compliance on each incident and accurate RC information is captured. Defaulters / Non-compliance were notified via mail to correct it and failing which mails triggered to the immediate lead / Managers on need basis. A sample is attached here.



### **Pareto Reporting:**

One of the key report that Customer is looking for and a major time consuming one for the support team where team faced lot of challenges in providing this on time. Developed a utility where we have to feed the standardized RC code and resolved incidents data upon which we will get the Pareto of those incidents.

### **Conclusion:**

Support team has managed to improve the productivity and proved that it can optimize and come up with new approach to existing issues and achieved high Customer Satisfaction. The entire approach of productivity improvement through optimization proved a win-win situation for Client as well as team.

### **About the Author:**

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Karthikeyan has vast experience in the eCommerce domain. He has also prepared Service Rationalization template, and has been involved in the preparation of various client presentations and proposals.

