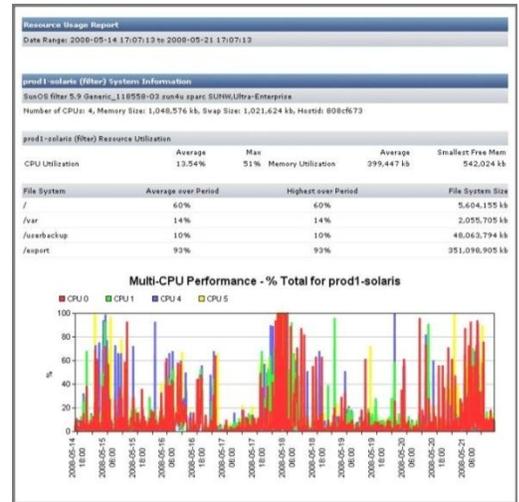


The Challenge

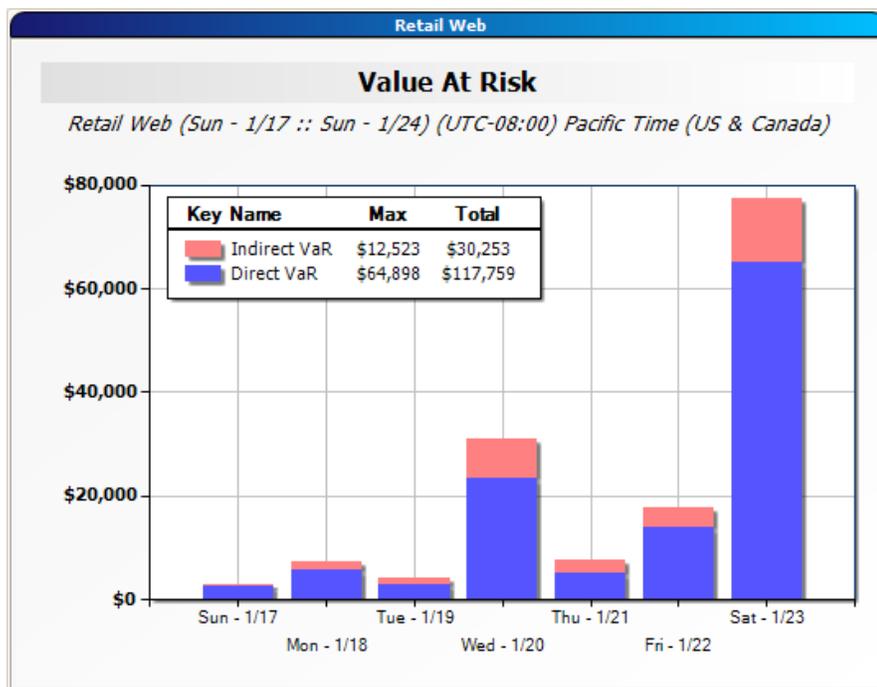
A communication gap continues to provide a major divide between Business and IT. The basic problem is that IT tools and their metrics primarily focus on making technical “things” better such as uptime and performance of servers, databases applications, networks, etc. Recent developments in “End-User Experience” tools have not changed this focus as they do not map to the work done by Business. This information does not provide CIOs or business leaders with the knowledge needed to **make decisions that provide a positive impact on business operations.**



What is the impact on the business?

Evidant Solutions

While IT is composed of technical building blocks such as servers, networks, databases, and applications, business operations is composed of its own set of building blocks which are its **Business Processes**. These business processes are further broken down into subcomponents such as Business Activities, tasks, business channels and calendars. Business leaders make



their decisions based on the performance and quality of their business processes. Further they see how IT performance impacts their ability to perform these processes (i.e., the ability to get work done). For IT to succeed in managing to Business needs, they must be able to measure and manage the impact that IT systems have on business process performance. **Thus, IT must be able to measure IT performance in business terms – productivity and opportunity risk.**



Bridging the Communication Gap between Business & IT

The Missing Link

In order to be able to provide IT metrics from a business process perspective, a model is required that describes the business processes and provides a way to map IT tool data to the business processes they support. Evidant utilizes a Business Activity Model based on Business Process Management (BPM) to capture the tasks associated with the Business Activity. In addition, a utilization and cost model is used to provide the foundation of Business Impact Metrics and translate IT measurements into business measurements, such as end-user hours lost as a result of IT systems and associated potential productivity and opportunity costs.

Business Activity Specifics	LA Facility	SC Facility
Staff Level	111	181
Hours per Week	40.0	40.0
Work Days per Week	5	5
Vacation Days per Year	24	21
Overtime Avg per Week (hrs)	1	1
Unproductive Time per Day (mins)	14	25
Non-Activity Time per Day (mins)	95	156
Wage Rate per Hour	16	16
Net Activity Hours per Week	27.3	22.4
Productivity Cost per Hour	\$23.17	\$23.43
Equivalent Workers Required	20.0	34.0
Expected Time to Complete BA (mins)	6.50	6.50
Total of Transaction Times (mins)	5.72	5.72
Avg Volume per User (per Hour)	7.1	7.1
Weekly BA Capacity per Worker	252	207
Weekly BA Volume per Worker	194	159
Cost per Business Activity	\$2.51	\$2.54

Utilizing Business Activity Modeling

Evidant Services

- **Business Activity Modeling:** Identify and prioritize critical Business Activities and the underlying applications and end-user transactions
- **Service Level Determination:** Define application availability and performance from an end-user perspective based on what Business NEEDS not WANTS
- **Monitoring and Metrics Deployment:** Deploy end-user monitoring and metrics that are accurate, valid and valuable to bridging the communication gap between Business and IT utilizing both active and passive technology from a host of vendors including, Aternity, IP-Label, Wiley, Compuware, Gomez, HP BAC, and IQ Services
- **Reporting & Analysis:** Delivery of actionable information that quantify the impact of application performance on the end-users in terms of:
 - Total time lost due to application issues
 - Business impact, in dollars, due to application issues
- **Reporting/Metrics Utilization Programs**

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