



A typical day managing your
IT Operations with

Zero Incident Framework™



Rob,
Delivery Manager



God, I am already running late. I must send four meeting invites, receive a few critical information from key stakeholders to take an important decision



What! My MS outlook mail system stopped working!!!

Let me raise a ticket



ZIF provides remedial activities based on similar tickets in the past

Oh NO! I tried all the remedial steps. None of them work... Let me raise a new ticket explaining my urgency



It predicts that it'll take 4 hrs to resolve my ticket





All my tickets are more organized based on 'the to be breached SLA's range', "ETC breached tickets". My tickets are prioritized based on user impact and sentiment and action awaiting tickets



The Virtual Supervisor has assigned me Rob's ticket (outlook not working) which has an ETC of around 4 hrs. Notes in the ticket tells of Rob's business impact and his urgency. So let me start troubleshooting



I have streamlined tickets, response delay elimination plus better user satisfaction ratings.

My ticket queue has many tickets with the same issue. It seems that one source is causing all these similar problems. Let me start working on this issue, to prevent future tickets being raised about the same problem.



Dave
Service Desk Agent



Service Desk Agent

Empowers superlative customer experience via its proactive, issue resolution techniques with minimum delay and understanding of end user communication.

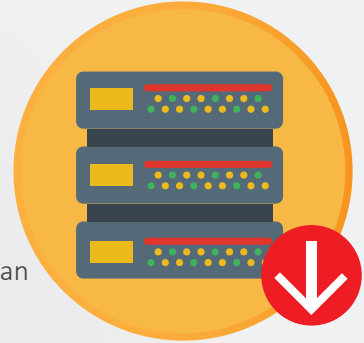
What ZIF Does?

- Provides comprehensive ticket information like: assigned, pending, action intervention etc.
- Prioritizes the pending tickets queue by: About to breach SLA, Ticket sentiment based on critical user and business impact
- Provides information on the tickets pending via: User sentiment is trending towards negative, User's respond to the agent's query and awaiting agent's action, Tickets that have exceeded the suggested ETC

Server Agent



ZIF prioritizes servers that need immediate action based on high business impact, priority, and severity. It makes monitoring the servers more effective....



Our ITSM Manager, Satya has just now intimated me about an impending downtime of an application server.

The server issues / downtime alerts are based on ZIF's predictive algorithms and event correlation techniques.



The Unified Dashboard gives a complete view of the organization's servers and applications.

I can also monitor the server health status, and proactively organize server maintenance activities way ahead of actual issues and events using ZIF's predictions.



Tess
Server Agent



Server Agent

Allows the Server Agent to proactively organize maintenance activities prior to issue incidences.

What ZIF Does?

- Provides a comprehensive view of the enterprise servers and applications
- Prioritizes the servers for immediate action based on high business impact, priority and severity
- Ticket Volume Model correlates current tickets and events to provide appropriate predictions for: possible server downtime, edging up the server maintenance schedule, etc.



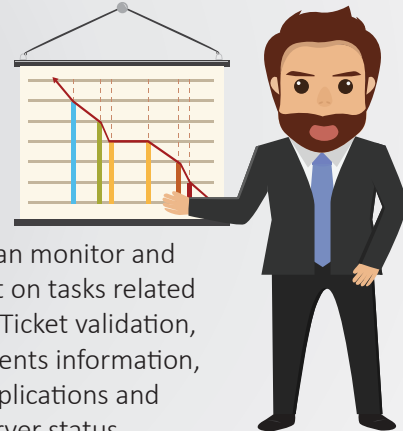
All the information and updates required for my day-to-day activities is easily available now. The Ticket Volume Model (TVM), Service Desk, Service Intelligence component and Dashboards have become my true allies.



Data rich dashboards like Ticket Information, Monitoring metrics and Network Monitoring gives me a '360 degree' view of the enterprise.



Capacity planning and event identification significantly reduces unplanned IT infrastructure downtime.



I can monitor and act on tasks related to Ticket validation, Agents information, applications and server status, scheduled maintenance activity, escalation queue and most importantly tasks that need my immediate intervention.

Satya

ITSM Manager



ITSM Manager

Provides 360 degree view of entire IT infrastructure operations, behavior & event pattern predictions, empowerment through insights and reduction in false positives.

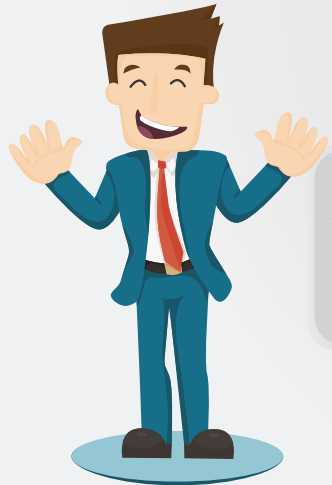
What ZIF Does?

- A one shop stop for gathering all required information for his day-to-day activities.
- ZIF provides various dashboards for all required updates.
- Predictions on future events – possible server downtime, suggestions to move ahead the server maintenance activities in view of an impending server issue.



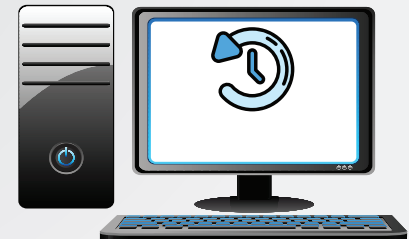
Now I have a virtual floor to view my entire enterprise through updates, predictions, dashboards of varied IT infrastructure operations under my purview.

I just need 15-20 minutes to gather most of the updates related to capacity planning of IT resources, critical issue / showstopper status and escalations.



ZIF is a one-stop shop to get a podium view of my IT organization.

I can even view past failures and correlate the revenue impact. ZIF's behavioral and event pattern predictions help me in better IT resources capacity planning. It plays a poignant role in influencing my resource optimization decisions.



Brian
*IT Infrastructure
Director*



Endeavors to provide CIO through a floor view and updates, predictions, dashboards of varied IT infrastructure operations under his purview.

What ZIF Does?

- A one shop stop for gathering all required information for his day-to-day activities.
- ZIF's prediction engine and algorithms assists in better capacity planning of IT resources
- Influence and recommend resource optimization decisions
- A Virtual Floor view of the entire IT Infrastructure operations for enhanced transparency and visibility

