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"Real Time Dashboard" Amadeus Showcase _____

CA BSI
European User Group Meeting

October 6th, 2016

Elona Eski
Section Manager
Customer Service Delivery (SPC)
Customer Support Services (SCS)

Agenda

- Amadeus & CA Business Service Insight

- "Realtime Dashboard" – The Business Need

- Challenges & Solution Approach

- Why not BRV and/or CA BSI native dashboard

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1 Amadeus – Introduction

Amadeus in a few words

Amadeus is a company dedicated to provide IT technology to the **global travel industry**.

We are present in **195 countries** and employ 14,000 people worldwide.

Our solutions help improve the **business performance** of travel agencies, corporations, airlines, airports, hotels, railways and more.

Our **clients and partners** include Lufthansa Group, Air France/KLM, British Airways, Qantas, Finnair, Iberia, AMEX, Carlson Wagonlit, TUI and Expedia.

566 million total bookings processed in 2015
using the Amadeus distribution platform

1.2 billion passengers boarded in 2015
with Amadeus and Navitaire solutions

#10 software company in the world
Forbes 2015 global rankings

CA BSI @ Amadeus

- In operational use since 2005
  - Initial setup together with fusionPOINT
  - Self-Contained Operation and Enhancements
- Current Use scenario
  - Creation of all SLA related reports for external customers
  - Creation of SLA/OLA related reports for internal stakeholders

Some Figures

- Monthly delivery of more than 200 SLA reports (booklets) for more than 150 end customers, 40 reports/booklet in average
- 8.000+ metrics

- 24 data sources (adapters)

- Several preprocessing and enrichment scripts (translation scripts, PL/SQL procedures)

- Resource Model managed synchronized from CMDB (> 12.000 resources, 1.600 resource groups)
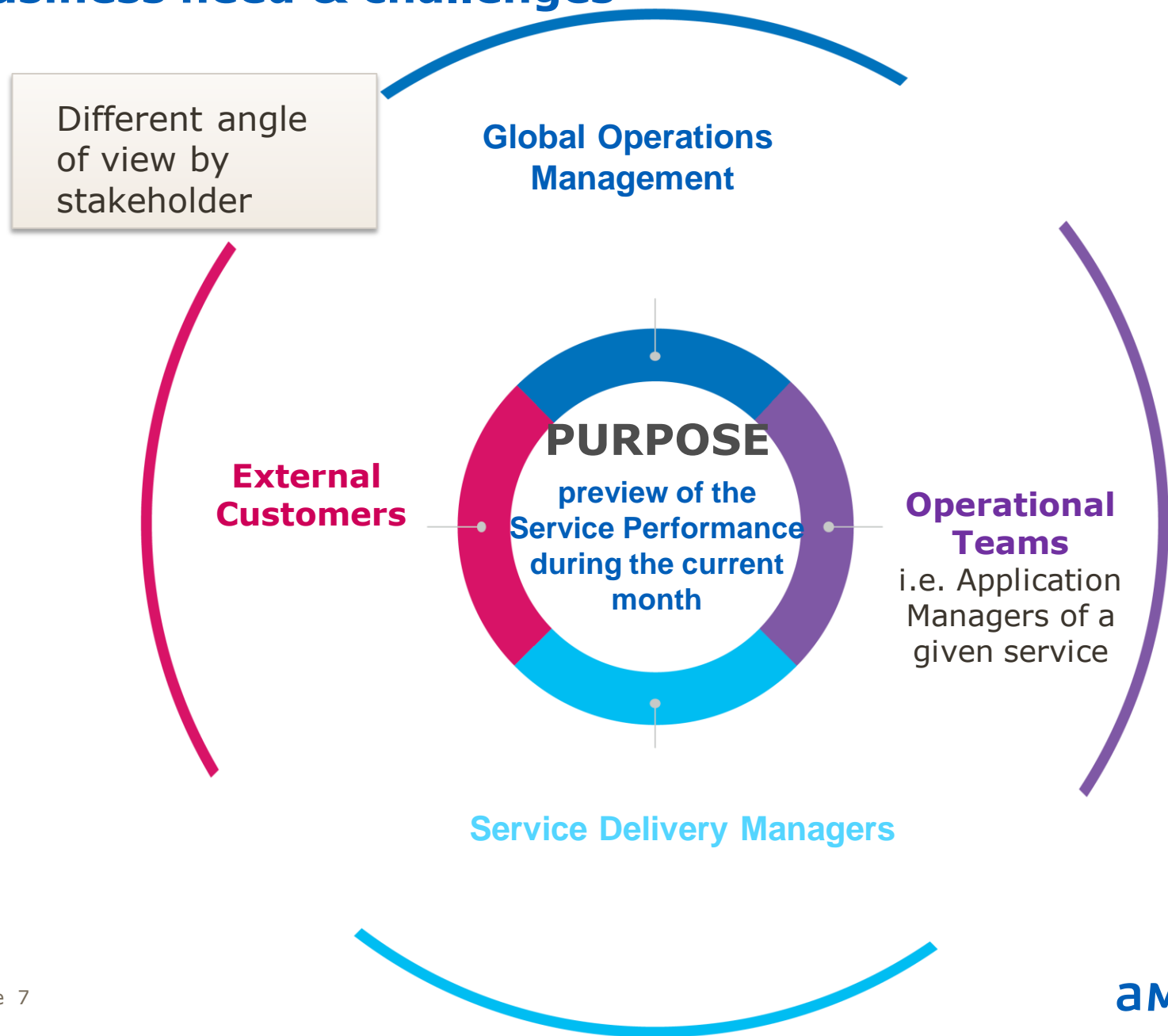
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Real Time Dashboard

The Business Need & Challenges

Business need & challenges

Different angle of view by stakeholder

Global Operations Management

External Customers

PURPOSE

preview of the Service Performance during the current month

Operational Teams
i.e. Application Managers of a given service

Service Delivery Managers

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Technical challenges

- The existing modelling

    - Targeted to automate SLA reports

    - Widespread use of SLALOM Output

    - "Dilution" of initial "clean" model over time

    - Technical instead of business language

- Possible change of system operational model

    - Expected System Availability

    - Timeliness of data

- User Management for External Customers

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Real Time Dashboard

Project & Solution Approach

Presenter:

Dr. Joachim Brenneisen
CTO
fusionPOINT GmbH

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Project Approach

Project kicked off September 2016

Business Challenges addressed through a series of mockups and workshops with (internal) stakeholders

- Information to be presented
- Drill scenarios
- Timeliness of Data – What is "Real Time"

Expected Go-Live for internal stakeholders December 2016

Expected Go-Live for selected external customers first half 2017

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Solution Approach

_ Main drivers for chosen solution architecture

- Handle translation from technical to business language
- Be dynamic with regards to new customers/contracts
- Be flexible with regards to new data sources/KPIs
- Allow for different "timeliness" per stakeholder

_ Could leverage improvements and developments of past years

- Standardization of business logic modules
- CMDB Integration
- Service Catalogue Application

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High Level Functional Architecture

Dashboard Views

Service Catalogue: "Business Language":
- Amadeus Altéa Reservation - Availability minimum x%, expected y%

Mapping Layer
(Technical to Business)

Filter Layer
(filter/correct "modelling issues")

BSI Model Extraction Layer
(generic)

Consolidated Results Layer

Dashboard Data: Daily and Monthly Values

PSL Data

SLALOM Output Data and / or External Data

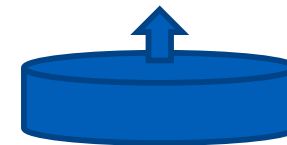**BSI Contract & Metric Model: "Technical Language"**
- AMADEUS ALTEA RESERVATION:<CUSTOMERNAME> - % minimum monthly Availability
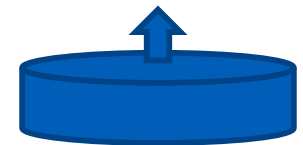- AMADEUS ALTEA RESERVATION:<CUSTOMERNAME> - % expected monthly Availability

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Technical Architecture

Solution leverages the existing BSI infrastructure

- Separate database schema for dashboard views and related ETL jobs
- Application deployed on BSI Web Server as a separate website
- Internal stakeholders access the dashboards via existing login mechanisms

For external customer access, it is planned to use existing Amadeus Customer Portal infrastructure

- Technical integration planned based on iFrame displayed
- URL will carry (encrypted) information of user and dashboard type to be displayed

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Sample Screen – Operational View

Master Filters

SLA Dashboard - Operational Overview Current Month ▾

Drill Scenario

e.g.
Customer Group / Customer

Customer Selection

- ☑ (All)
- ▸ ☑ Premium
- ▸ ☑ Superior
- ▸ ☑ Classic

Compliance Filter

- ▾ ☑ No
  - ☑ Violated (No Credit Scheme)
  - ☑ Violated (Potential Credits)
- ▾ ☐ Yes
  - ☐ Compliant
  - ☐ Compliant (Below Expected)

Violated KPIs per Customer Group

Premium	Superior	Classic
31 +14.81%	10 +66.67%	266 +21.46%
▲ +4	▲ +4	▲ +47

Customer Overview Details - Drill option

Customer	Availability	Incident Management	Response Times	Critical Data Feeds	Others
		● 1			
	● 2	● 1	● 2	● 1	
	● 1	● 2	● 2		
	● 1		●		
		● 1	● 2		
			● 2		

Customer / Service

Root Cause Detail

Customer	Service	KPI	Current Month Performance	Last Month Performance	Service Level Obligation	Last 12 months (AVG)	Root Cause
		SEV1 Recovery ● ↓					
		Response Time ● ↑					
		Availability ● →					
		Response Time ● ↑					

KPI / Root Cause

Status and Trend Indications

- ● Violated, potential credits due
- ● Violated, no credit schemes
- ● Compliant, below expected
- ● Compliant

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Sample Screen – Executive View

Master Filter

Drill Scenario

SLA Dashboard - Impacted Customers

Impacted Customers by Customer Group

Customer Selection
- ✓ (All)
- ✓ Premium
- ✓ Superior
- ✓ Classic

Premium — Impacted Customers: 4

Superior — Impacted Customers: 2

Classic — Not Impacted Customer... / Impacted Customers: 95

Impacted Customers Overview

	Availability		Incident Management		Response Times		Critical Data Feed		Others	
▸ Premium	↓	75.00%	→	100.00%	→	100.00%	→	50.00%	↑	33.33%
▸ Superior	→	100.00%	↓	50.00%	↓	100.00%	↓	100.00%	↑	50.00%
▸ Classic	↑	19.40%	↑	45.86%	↓	59.14%	↑	57.14%	↑	3.15%

September 2016
- Availability: 17
- Incident Management: 59
- Response Times: 24
- Critical Data Feed: 10
- Others: 75

Impacted Customers by Domain - Last 12 Months

Legend: Availability, Incident Management, Response Times

Y-axis: Impacted Customers (0, 20, 40, 60, 80)

X-axis: September 2015, November 2015, January 2016, March 2016, May 2016, July 2016, September 2016

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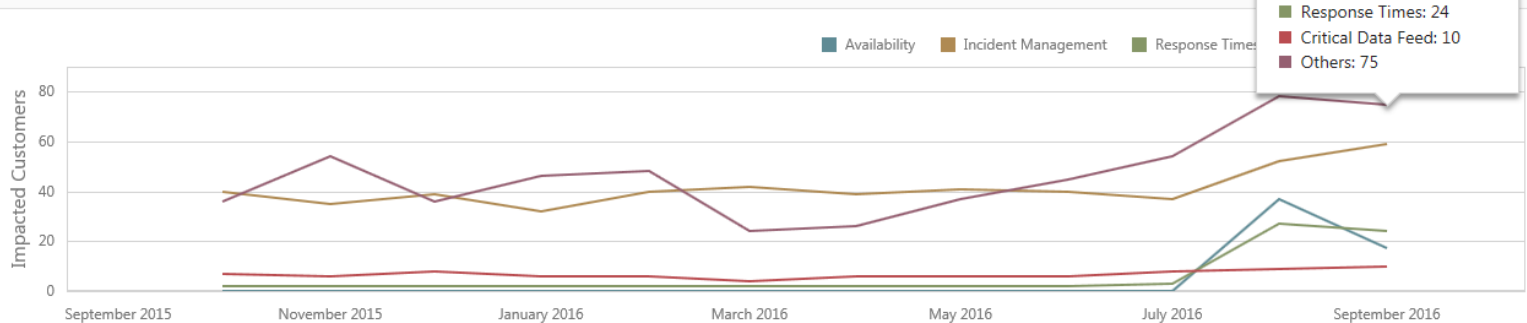
Why not CA BSI dashboard and/or BRV?

Native Dashboard

- Use of widgets basically requires all information presented to be modelled as metrics → difficult for new projects, almost impossible to reach for existing environments
- Limited to no flexibility regarding dynamic creation / population of dashboards → high manual effort
- Scalability of dashboard engine
- No Browser Flexibility / Mobile Devices

BRV

- Limited to no flexibility regarding content displayed
- No real progress seen on development since initial versions

Both

- Content reflects "BSI technical language"

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_____ Thank you