

# “Real Time Dashboard” Experience Sharing

---

CA BSI  
European User Group Meeting

April 6<sup>th</sup>, 2017



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

# Agenda

---

- Amadeus & CA Business Service Insight
- “Realtime Dashboard” – The Business Need
- Experience Sharing

# 1 — Amadeus – Introduction

# Amadeus in a few words

## 1 \_ Introduction

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

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

Our solutions help improve the **business performance** of our customers: 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.



# 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)

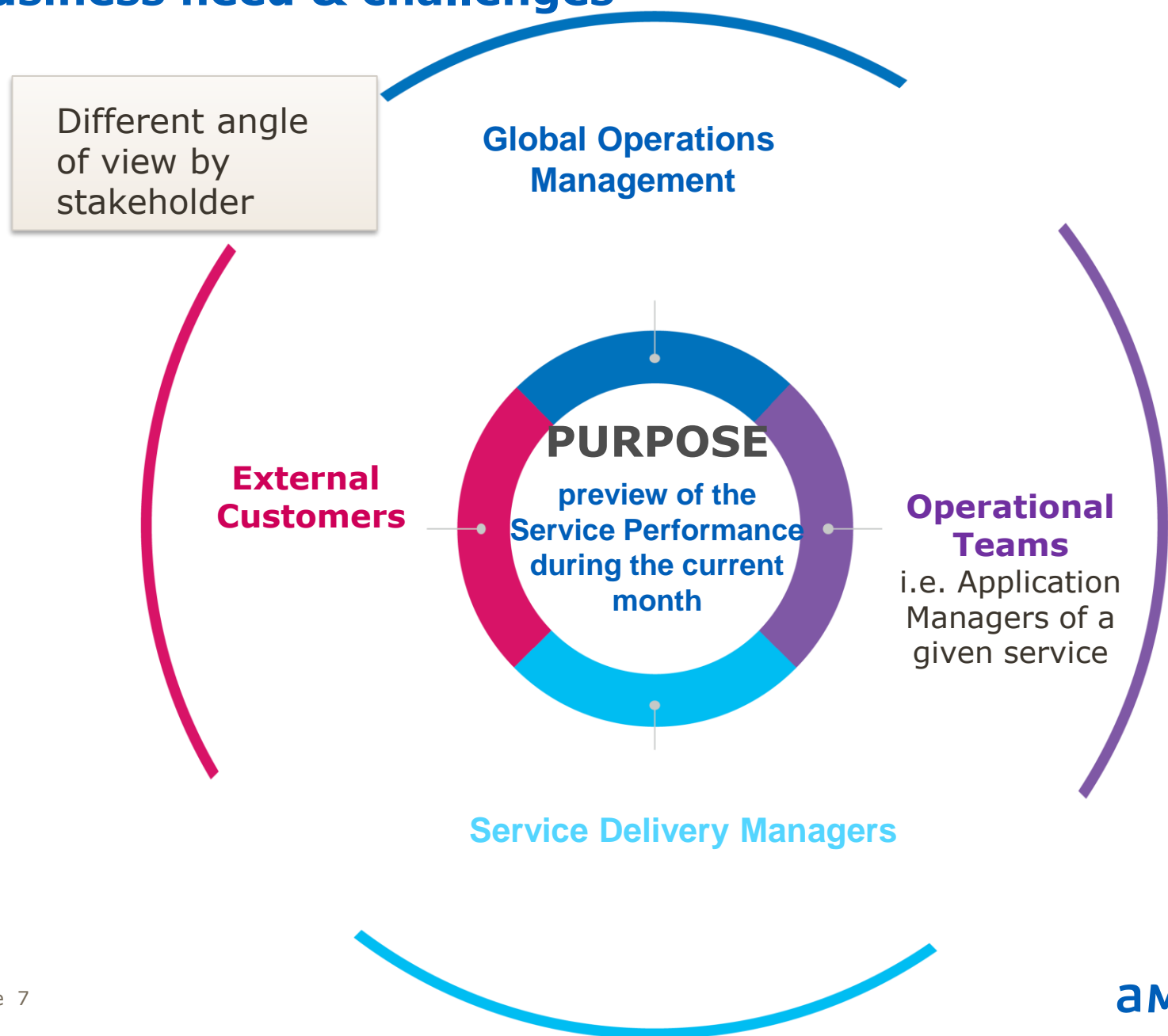


# 2

## Real Time Dashboard

### The Business Need & Challenges

# Business need & challenges



# 3 — Real Time Dashboard

## Experience Sharing

Presenter:  
Dr. Joachim Brenneisen  
CTO  
fusionPOINT GmbH



# What we achieved so far

## — Setup of

- Dashboard infrastructure
- Data extraction and mapping chain with regular updates (currently daily)

## — Deployed prototypes of

- Internal Cross Customer View
- Single Customer View

# Sample Internal View – Cross Customer



# Sample Internal View – Cross Customer

## Contract Health:

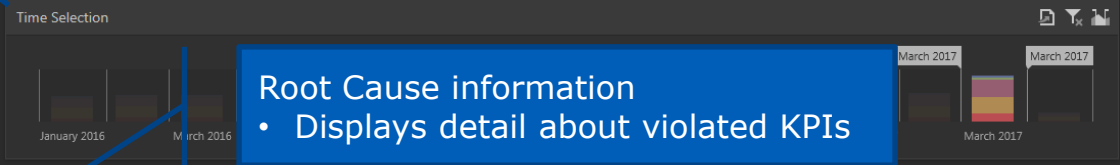
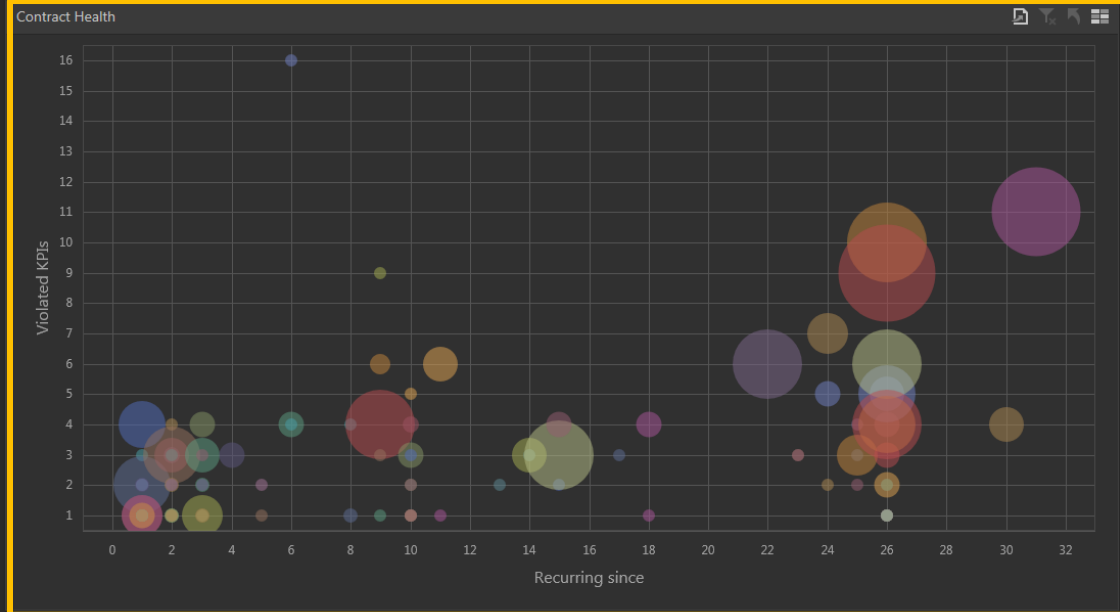
- X-Axis displays number of months a specific KPI is in default for consecutive months
- Y-Axis displays number of violated KPIs
- A bubble represents a customer
- The bubble size reflects “weight” of customer in terms of e.g. potential credits due

Selection of a customer will act as master filter on Root Cause section

Drill down into a customer will display services resp. KPIs affected.

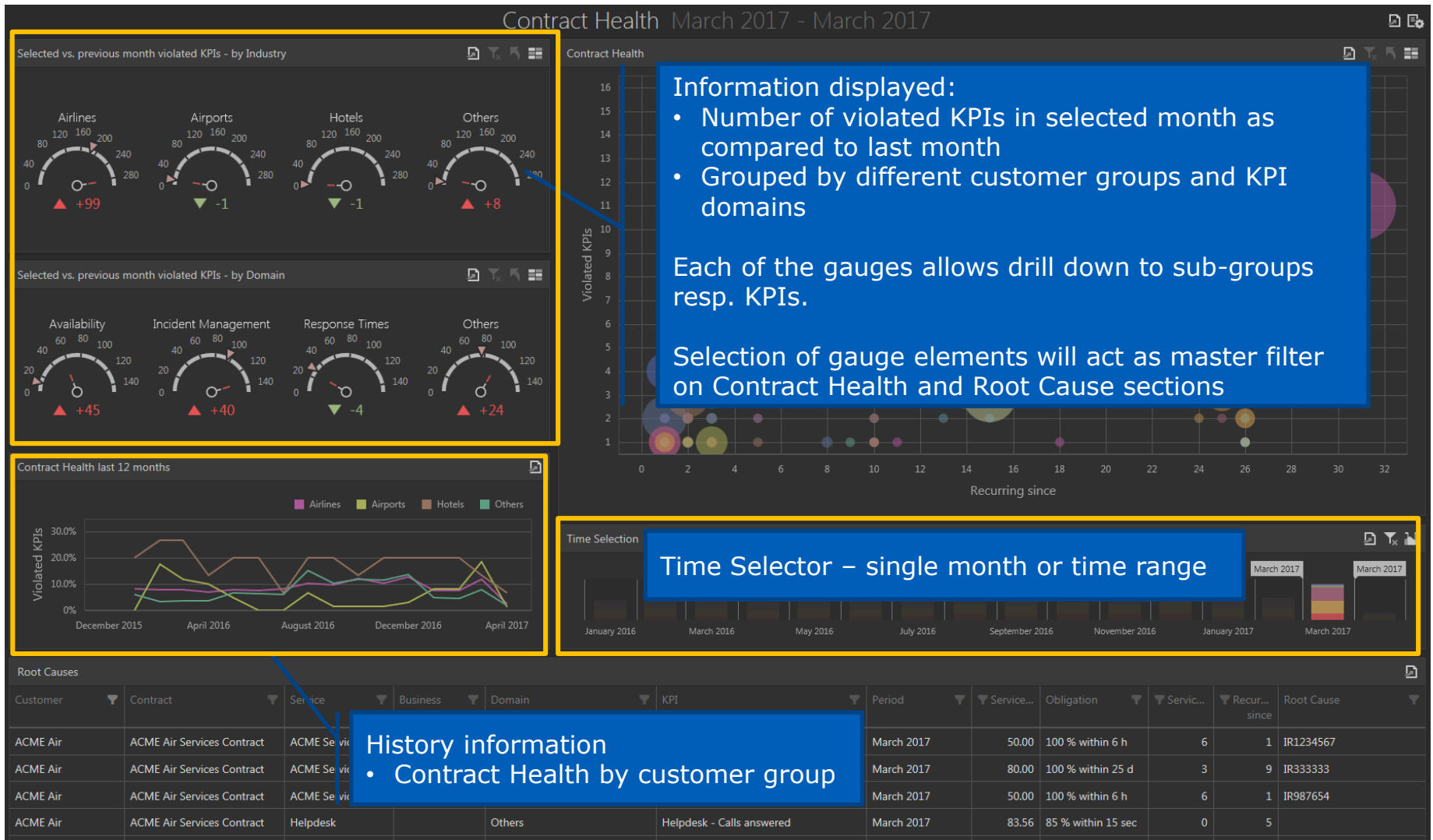
Note: All service level data is simulated, customer labels removed for confidentiality

Contract Health March 2017 - March 2017



Customer	Contract	Service	Business Transaction	Domain	KPI	Period	Service...	Obligation	Service...	Recur... since	Root Cause
ACME Air	ACME Air Services Contract	ACME Service 1		Incident Management	SEV1 Recovery	March 2017	50.00	100 % within 6 h	6	1	IR1234567
ACME Air	ACME Air Services Contract	ACME Service 1		Incident Management	SEV2 Recovery	March 2017	80.00	100 % within 25 d	3	9	IR333333
ACME Air	ACME Air Services Contract	ACME Service 3		Incident Management	SEV1 Recovery	March 2017	50.00	100 % within 6 h	6	1	IR987654
ACME Air	ACME Air Services Contract	Helpdesk		Others	Helpdesk - Calls answered	March 2017	83.56	85 % within 15 sec	0	5	

# Sample Internal View – Cross Customer



# What are the immediate benefits

- Consolidates SL calculation results in one place and “one language” – regardless of actual modelling approach in CA BSI
- Is available at the push of a button, also for historic research
- Allows forecast of SLA performance
- Allows easy comparison across clients and SLAs
- Drastically lowered the need of creating similar overviews manually from different sources (e.g. for monthly internal review meetings)

# Further potential

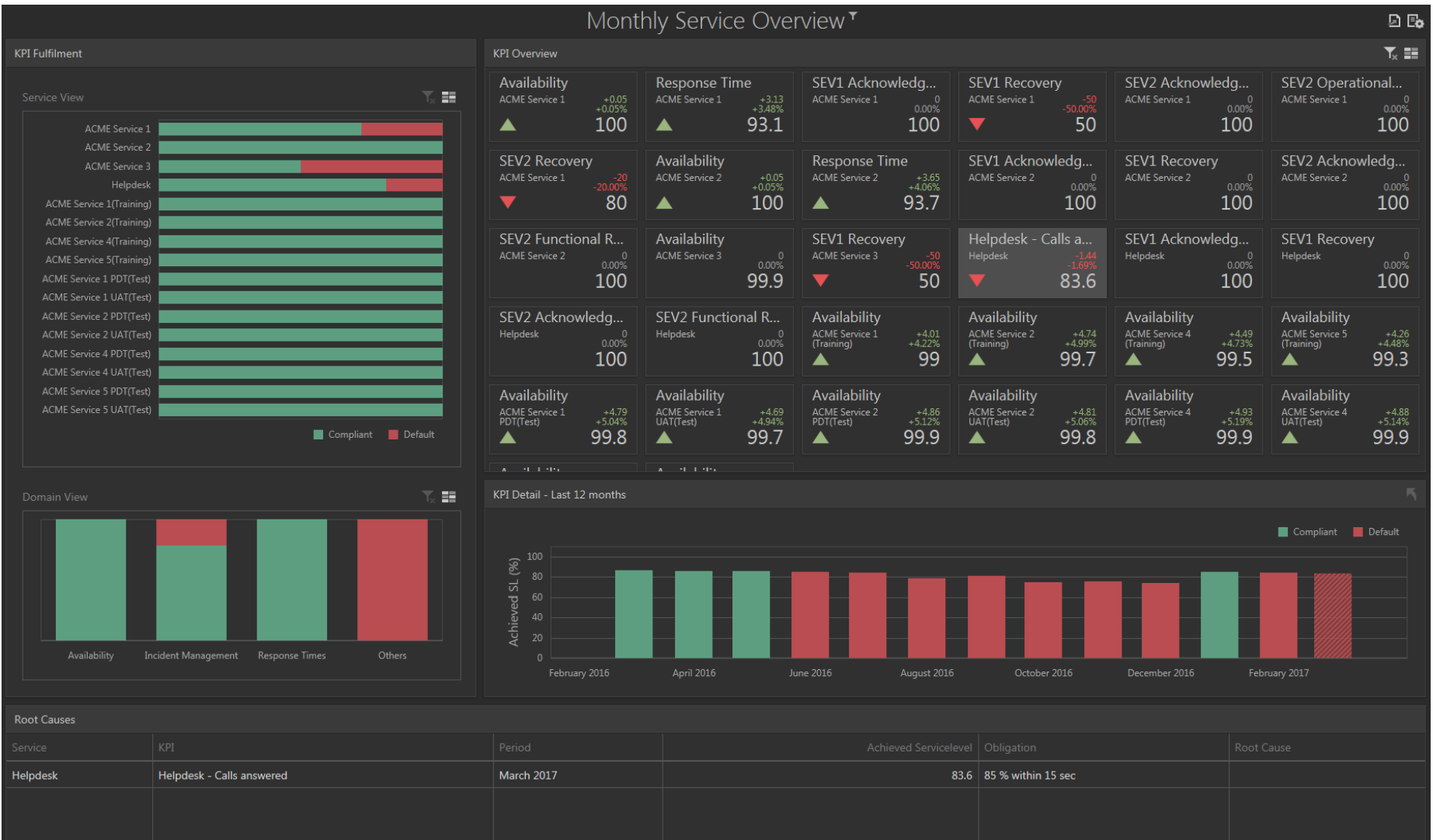
Raise awareness of potential SLA breaches to internal teams and thus allow for corrective or preventive action by using

- current month / up-to-date and consistent information
- domain specific dashboards (e.g. for Incident Management)
- Service Delivery Manager specific dashboards (i.e. a view on “his/her” customers)

# Ongoing Challenges

- Making sure that we have all relevant information on the dashboard (completeness)
  - No easy means to determine which reports are actually used in the booklets
- Making sure that we have the correct information on the dashboard
  - Identifying and eliminating/working around historic grown modelling
- Even with further automation in place – we need to supply at least a semi-automatic consistency checking method to support operations

# Sample Customer View – Monthly Service Levels





# Sample Customer View – Monthly Service Levels

Individual KPI data for selected month

Value shows respective service level

Deviation shows deviation against individual service level target

Note: All service level data is simulated, customer labels removed for confidentiality

Historic KPI data for selected KPI.

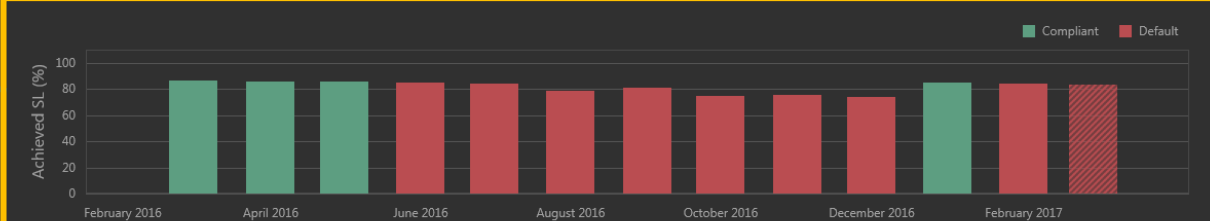
Also acts as a time selector

## Monthly Service Overview

### KPI Overview



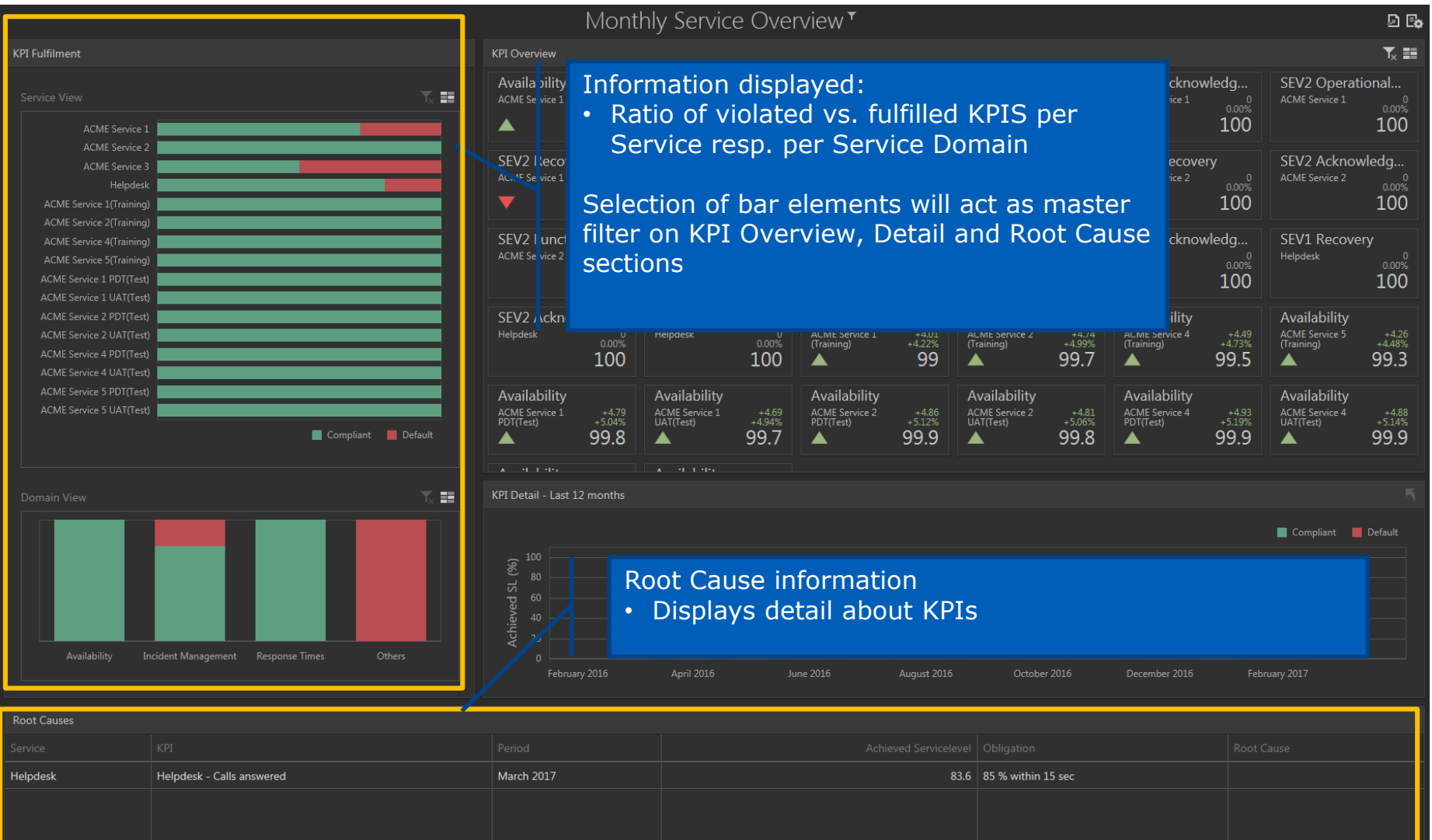
### KPI Detail - Last 12 months



### Root Causes

Service	KPI	Period	Achieved Servicelevel	Obligation	Root Cause
Helpdesk	Helpdesk - Calls answered	March 2017	83.6	85 % within 15 sec	

# Sample Customer View – Monthly Service Levels



# Customer View(s) – Work in Progress

## Objectives

- To complement today's Service Level Reporting
- To enable “intra month” views on (individual) Service Level Performance
- To offer a user friendly / customized access to service level performance information, e.g. to
  - provide easy access to specific service sections of SLA reports
  - “scroll” in the history information
- Currently in internal evaluation

# Further plans

## — Add more interactivity to the dashboards

- E.g. access detail from root cause information like outage start / end et.

# Recap: High Level Functional Architecture

## Service Catalogue: "Business Language":

- Amadeus Altéa Reservation - Availability minimum x%, expected y%

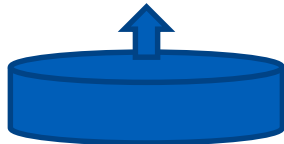
	Description	Service Type	SDR	Environment	Priority	Published	Status
Name: Amadeus Altéa Customer Contact (Count=1)	Altea reserv						
Name: Amadeus Altéa Reservation (Count=1)	Altea Reservation enables airlines to ensure seamless reservation service across all sales channels through the unique sharing of reservation services	Central	<input checked="" type="checkbox"/>	PRD	1-Critical	<input checked="" type="checkbox"/>	Operational
Name: Amadeus Altéa Reservation Desktop (Count=1)							



**Mapping Layer**  
(Technical to Business)

**Filter Layer**  
(filter/correct "modelling issues")

**BSI Model Extraction Layer**  
(generic)



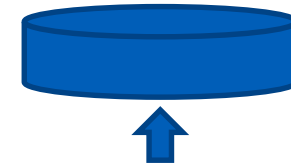
## BSI Contract & Metric Model: "Technical Language"

- AMADEUS ALTEA RESERVATION: <CUSTOMERNAME> - % minimum monthly Availability
- AMADEUS ALTEA RESERVATION: <CUSTOMERNAME> - % expected monthly Availability

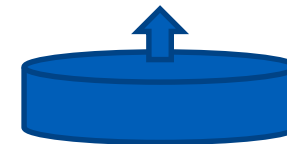
## Dashboard Views



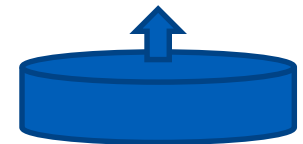
**Dashboard Data:**  
Daily and Monthly Values



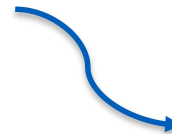
**Consolidated Results Layer**



PSL Data



SLALOM Output Data and / or External Data



# Recap: 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

\_\_\_\_\_ Thank you

*You can follow us on:*  
AmadeusITGroup



[amadeus.com/blog](http://amadeus.com/blog)  
[amadeus.com](http://amadeus.com)

**amadeus**