

IT CSI CONSULTING FOCUS

DAILY OCCURENCES (3 most popular ones)

Recurring incidents

Re-visit decisions

Roll backs

Underlying Causes of
Re-work

Re-work

How does
Thinking Dimensions
approach the
CSI Consulting
Initiative?

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DAILY OCCURENCES (3 most popular ones)

**Escalations of both
Incidents and Decisions**

**Long Incident
Investigation cycle times**

Security Breaches

Underlying Causes of Downtime

Downtime

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THE TWO FACTORS OF "DOWNTIME & RE-WORK" ARE MAJOR CONTRIBUTORS TO:

RE-WORK

DOWNTIME

Easily responsible for 80%

EXCESSIVE COSTS
&
PRODUCTIVITY ISSUES

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Re-work

Excessive down-time

**Roll
backs**

**Re-visit
decisions**

**Recurring
incidents**

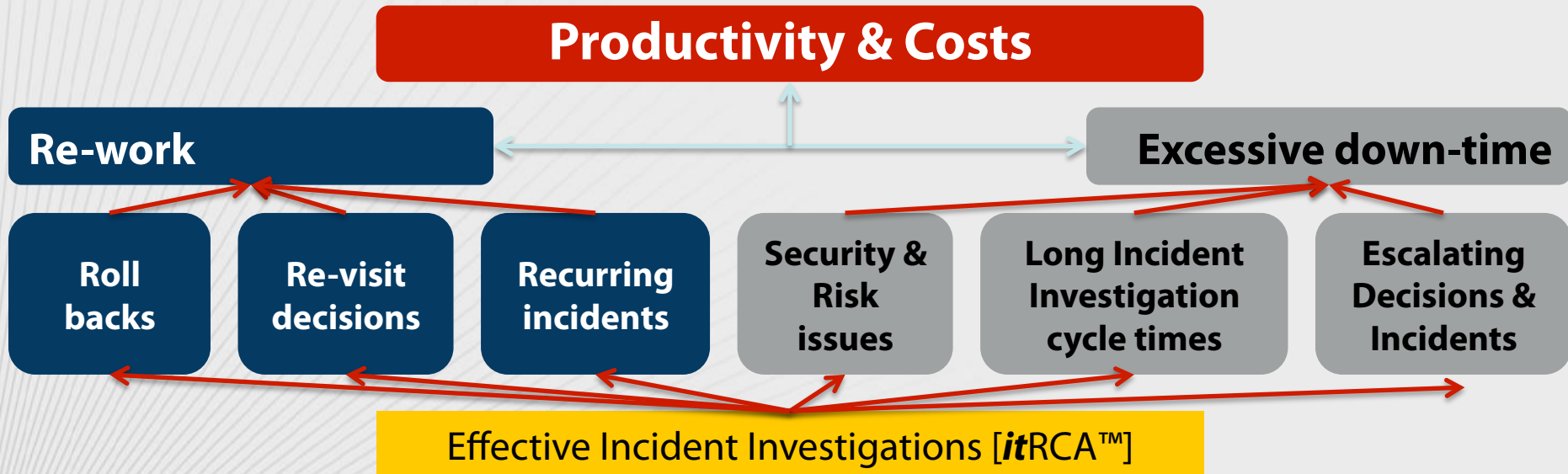
**Security
breaches**

**Long Incident
Investigation
cycle times**

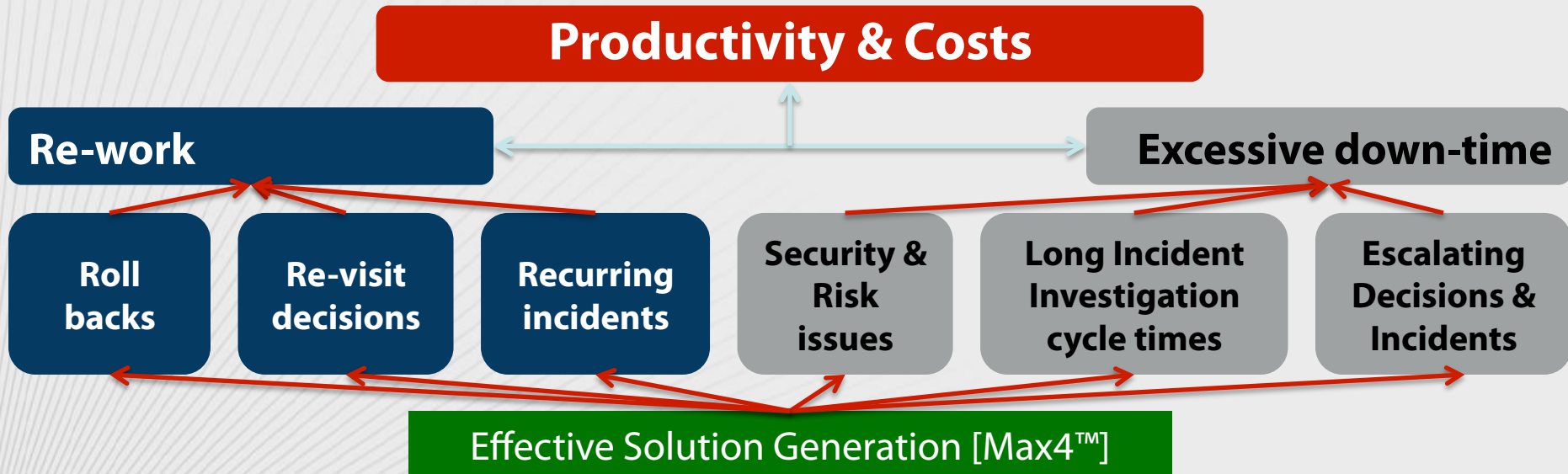
**Escalating
Decisions &
Incidents**

The root cause of the six factors contributing to Re-work & Downtime is the **inability to solve incidents quickly, accurately and permanently!**

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THE EXPONENTIAL BENEFITS OF ITRCA™ CONSULTING



**The Need to solve an Incident –

Quickly & Accurately & Permanently**

Identify Recovery & Containment

Outcome Impact on:	Time	Money	People
Stems Revenue Loss	√	√	√
Maintains UP TIME	√	√	√
Reduces Risks	√	√	√

Identify Technical Cause and Remove

Outcome Impact on:	Time	Money	People
Reduces repair cycle times	√	√	√
Reduces Costs		√	
Eliminates Trail & Error	√	√	√

Identify Root Cause and FIX

Outcome Impact on:	Time	Money	People
Avoids re-occurrence	√	√	√
Increases Service UP TIME	√	√	√
Reduces Risks	√	√	√