













## Digital Service Efficiency (DSE)



Established Infrastructure Taxonomy
Translated into Business Terms
Align to business level KPIs
Measured ebay.com as a single system
Simplified IT

## ebay DIGITAL SERVICE EFFICIENCY PERFORMANCE **ENVIRONMENT** REVENUE COST **BUSINESS INFRASTRUCTURE** Q4 Q2 Q3 **CONSUMPTION REVENUE** • COST . CARBON (METRIC TONNES) POWER LOAD MW PHYSICAL SERVERS 54,011 ACTIVE USERS • PER USER PER MILLION USERS PER USER 198 \$14 MILLION +13%▲ +16% +37% -8%V +12% 0% **DATA CENTER EFFECTIVENESS** ebay\* 32,225.4% PER SERVER PER SERVER PER SERVER PUE • 1.59 1.62 CUE 0 0.43 0.93 -8%V -18% **V** -24% V -2%V -13% **V** -12% V **ENERGY SUPPLIED** PER MWH PER MWH PER MWH \$39,019 MILLION -9% 0.56 OWNED CLEAN GRID 99.83 % Transactions per kWh -2%**V** -9%V +10%▲ BUY • SELL 0 37,454 11,068 Transactions/kWh +47% 2013

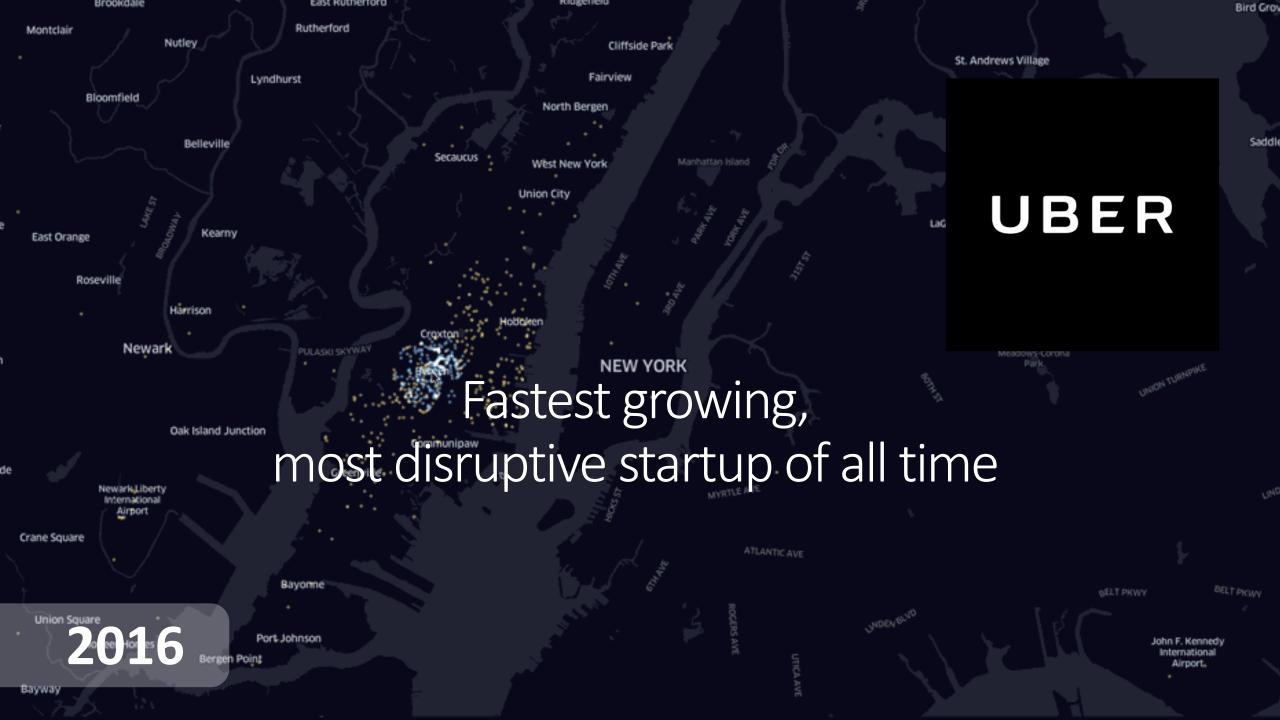


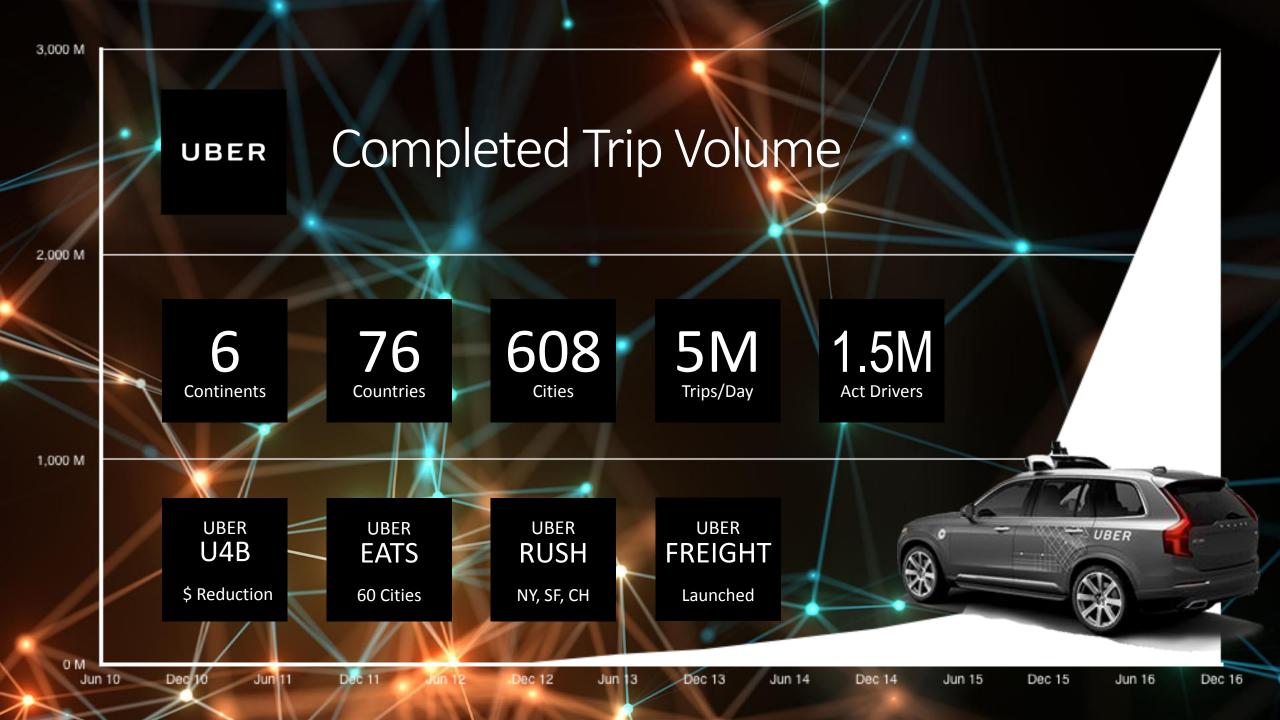












- Infrastructure grew 10x in 2 ½ years
- Structured for next wave of infrastructure growth
- Established Taxonomy
- Established Business Office
- Implemented DSE Trips/Core, \$/Trip
- Leveraged iMasons Community
- The journey continues...



