



TBM CONFERENCE 2014

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FANNIE MAE

Technology Business Management at Fannie Mae

TBM Conference

October 2014

What We Do



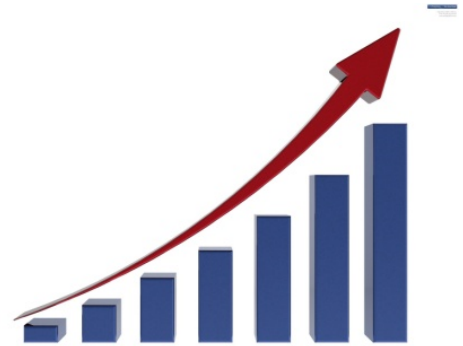
The beginning



1938



1968



1996

Recent history



2007



2008



2012

Reactive Reporting



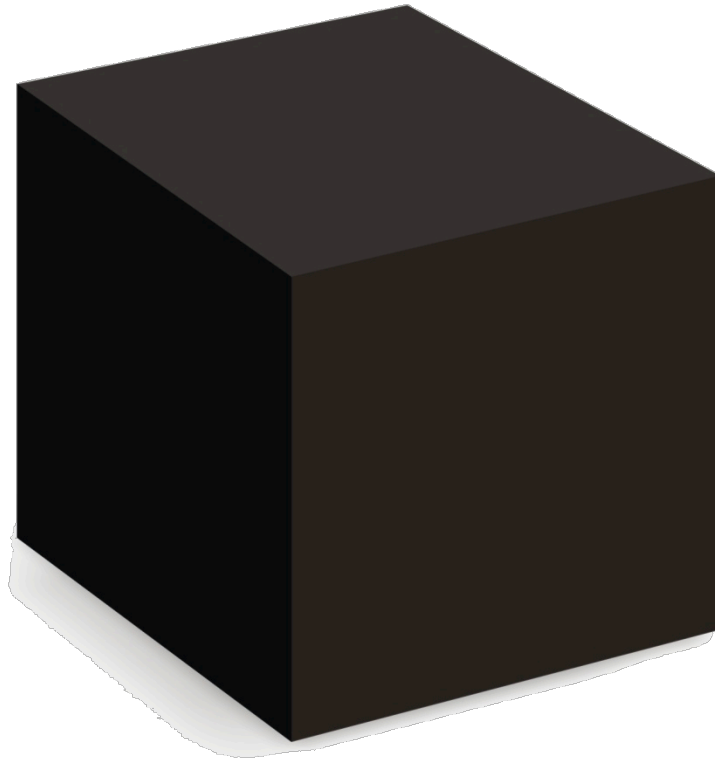
Too many metrics



Lack of standardization



No cost transparency



Operations & Technology

Change Initiatives

Technology

Operations & Risk

Program Management Business Office

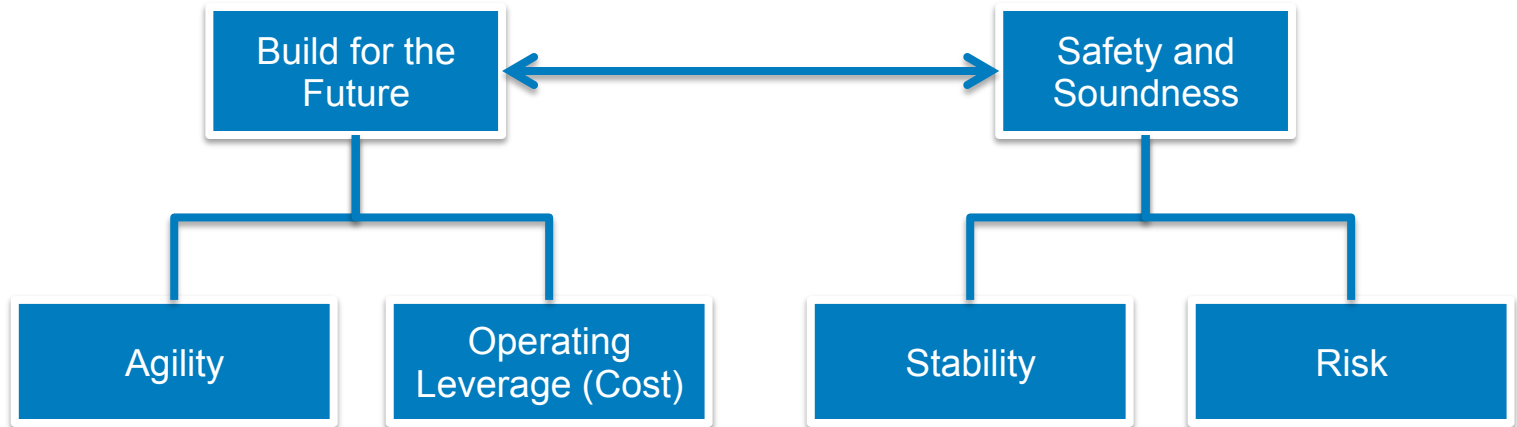
1. Stop non value added activities



2. Metrics Organizing Principles

**Corporate
Goals**

**Four
Strategic
Pillars**



3. Metrics scoring system

[illegible]

4. Metrics Governance: the Catalog

SharePoint > Ops and Tech > Strategic Solutions & Delivery > O&T Metrics

Welcome Chartol, Suzanne S | My Site | My Links | Site Owners

FannieMae METRICS WIKTIONARY

This Site: O&T Metrics

O&T Metrics | All | Enterprise Architecture | Finance | HR | Operations | Operations - Production | Projects/Releases | Risk | Service Management | SSD SharePoint

Add a Metric

Welcome to the O&T Metrics 'Wiktionary'!

How to Contribute?

Content Review Process

"Rules of the Road" / Guidelines

Latest Metrics Additions

Functional Group	Metric Name	Created
Risk	Security Containment	6/30/2014 1:35 PM

WIKI

The Metrics 'Wiktionary' serves as a comprehensive catalog of various metrics used throughout the PMBO. The goal is to increase transparency and consistency of metric usage throughout the PMBO. You can search through different types of metrics by clicking on the tabs above, and the search function in each tab allows for a quick and easy metric lookup. Select a specific metric to drill down and reveal all of the collected attributes.

Any Questions? Email the [OT Metrics Team!](#)

FannieMae METRICS WIKTIONARY

This List: Metrics

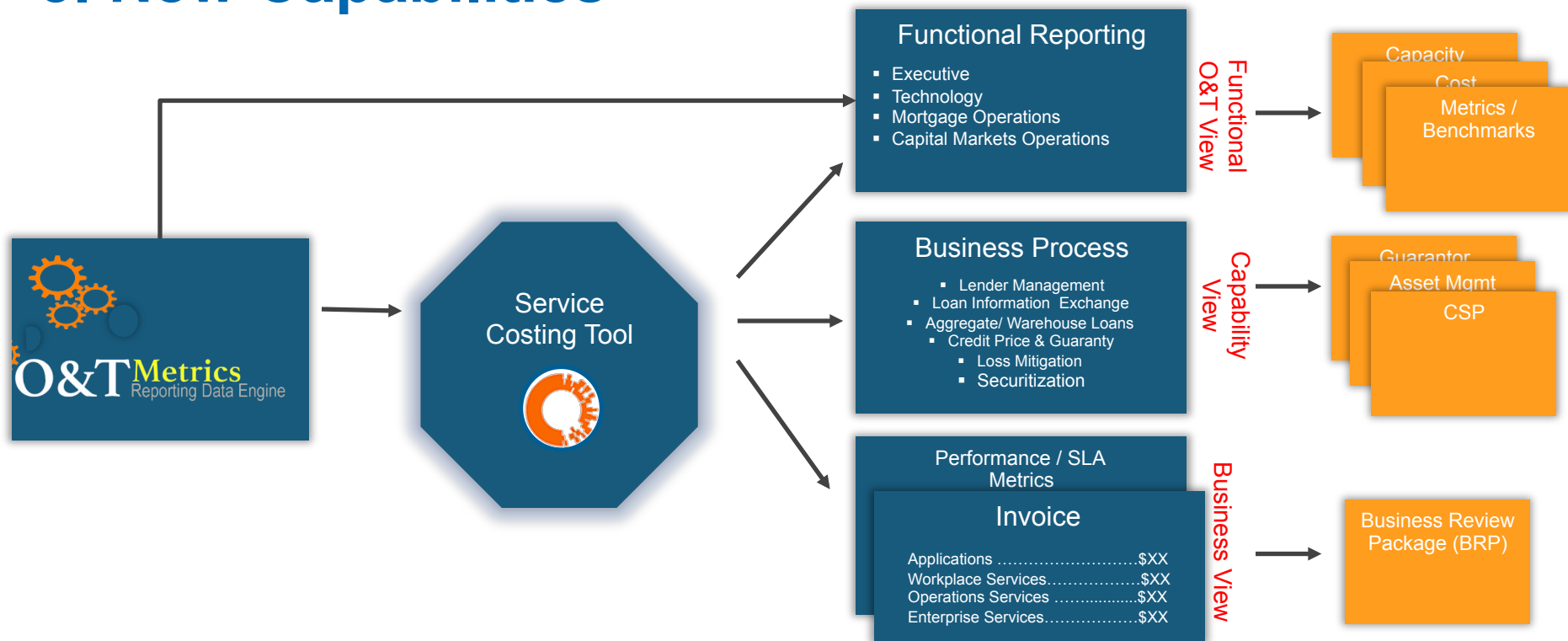
O&T Metrics | All | Enterprise Architecture | Finance | HR | Operations | Operations - Production | Projects/Releases | Risk | Service Management | SSD SharePoint

O&T Metrics > Metrics

Actions

Reports	Metric Name	Definition	Purpose	Calculation Summary	Data Source
OT Operational Scorecard: QBR	Severity 1 & 2 Production Incidents	Represents the number of production incidents for specific period of time. These incidents are based on Severity 1 and 2. This number is seasonal and may increase based on the number of implementations or releases into the environment.	The number of critical systems incidents is reflective of rigor and controls in the production environment. Fewer critical systems incidents indicate that controls are being utilized and working effectively.	Sum of Severity 1 + Severity 2 incidents in the production environment Filters from Ops Portal: Excludes Cancelled tickets Includes status Assigned/Closed;In Progress;Pending;Resolved Excludes Service Type equal to 'User Service Request' Excludes tickets where Operational Categorization Tier 2 equal to 'SUPPORT REQUEST' Excludes tickets where Assigned Group equal to 'CIC' Includes only Impact (Severity) equal to 1,2 or 3 Includes only Production environment tickets Date ranges are based on 'Submit Date'	Remedy / Ops Portal
OT Operational Scorecard: QBR	Production Incidents	Represents the number of production incidents for specific period of time. These incidents are based on Severity 1, 2 and 3. This number is seasonal and may increase based on the number of implementations or releases into the environment.	The number of production incidents is reflective of rigor and controls in the production environment. Fewer production incidents indicate that controls are being utilized and working effectively.	Sum of Severity 1 + Severity 2 + Severity 3 incidents in the production environment Filters from Ops Portal: Excludes Cancelled tickets Includes status Assigned/Closed;In Progress;Pending;Resolved Excludes Service Type equal to 'User Service Request' Excludes tickets where Operational Categorization Tier 2 equal to 'SUPPORT REQUEST' Excludes tickets where Assigned Group equal to 'CIC' Includes only Impact (Severity) equal to 1,2 or 3 Includes only Production environment tickets Date ranges are based on 'Submit Date'	Remedy / Ops Portal
OT Operational Scorecard: QBR	Avg Resolution Time for Production Incidents	Trend of average resolution time of incident tickets. These are based on Severity 1, 2 and 3.	Increased gap between actual resolution time and resolution time objectives for critical services indicates lack of organizational capability to resolve incidents as needed by the business; warrants increased investment in capabilities and process improvement to improve resolution time.	(System submit time + system resolve time of all tickets in each category) divided by number of tickets in each category Filters from Ops Portal: Excludes Cancelled tickets Includes only status Closed Excludes Service Type equal to 'User Service Request' Excludes tickets where Operational Categorization Tier 2 equal to 'SUPPORT REQUEST'	Remedy / Ops Portal

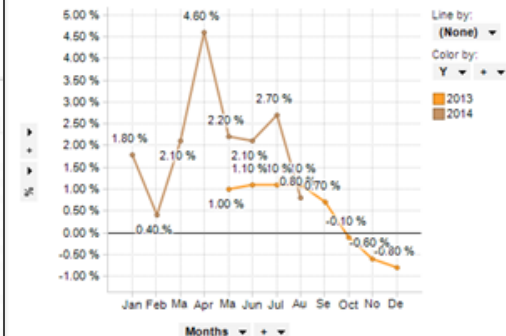
5. New Capabilities



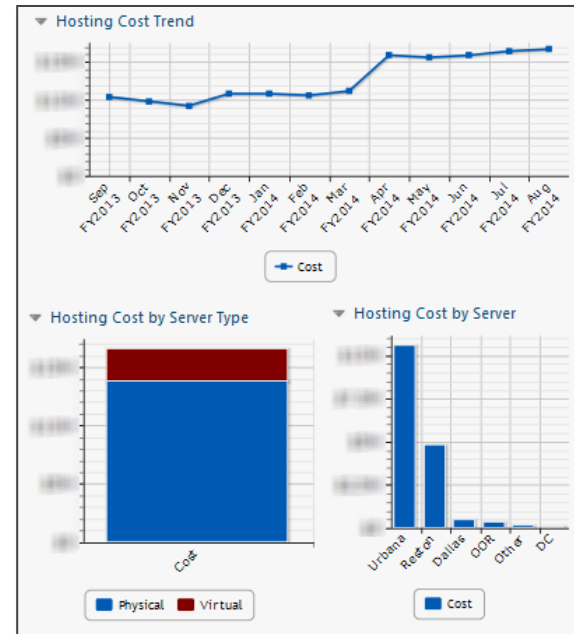
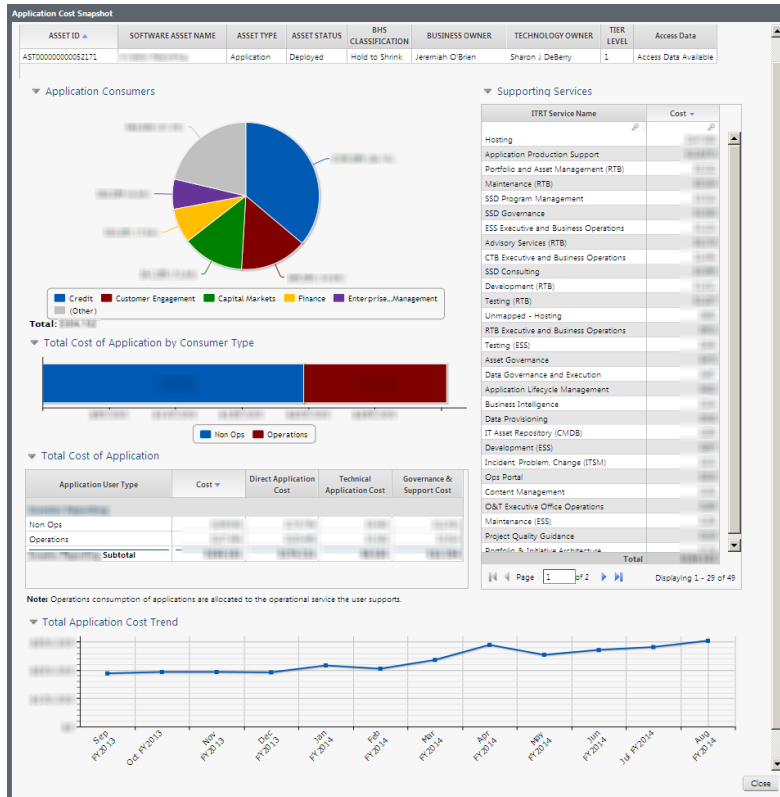
O&T Scorecard

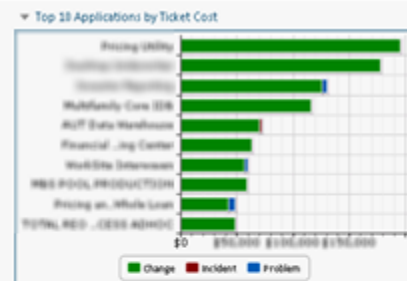
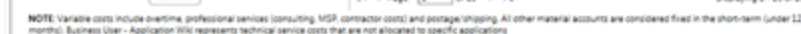
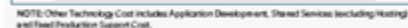


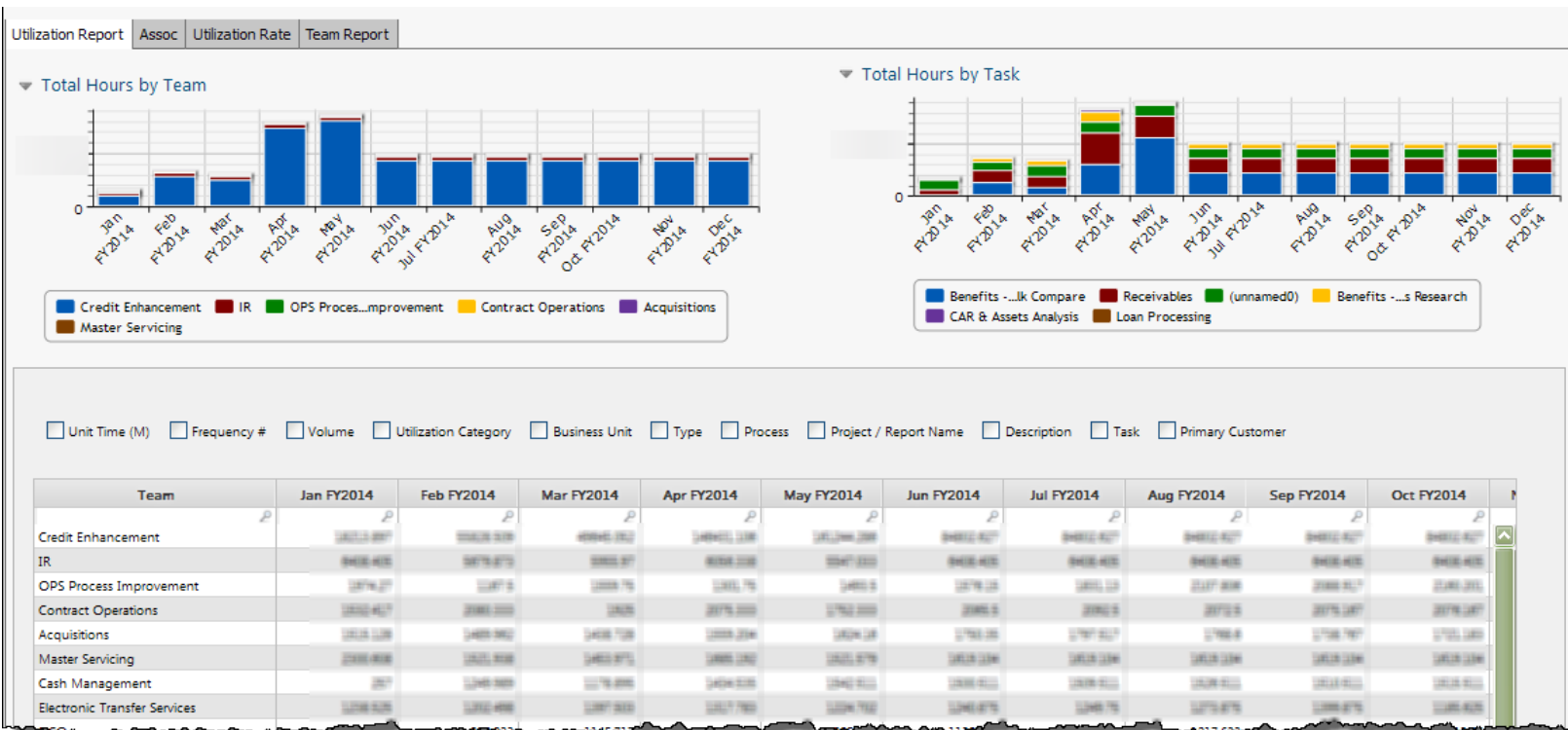
Current FY Base Forecast vs Budget Targ...



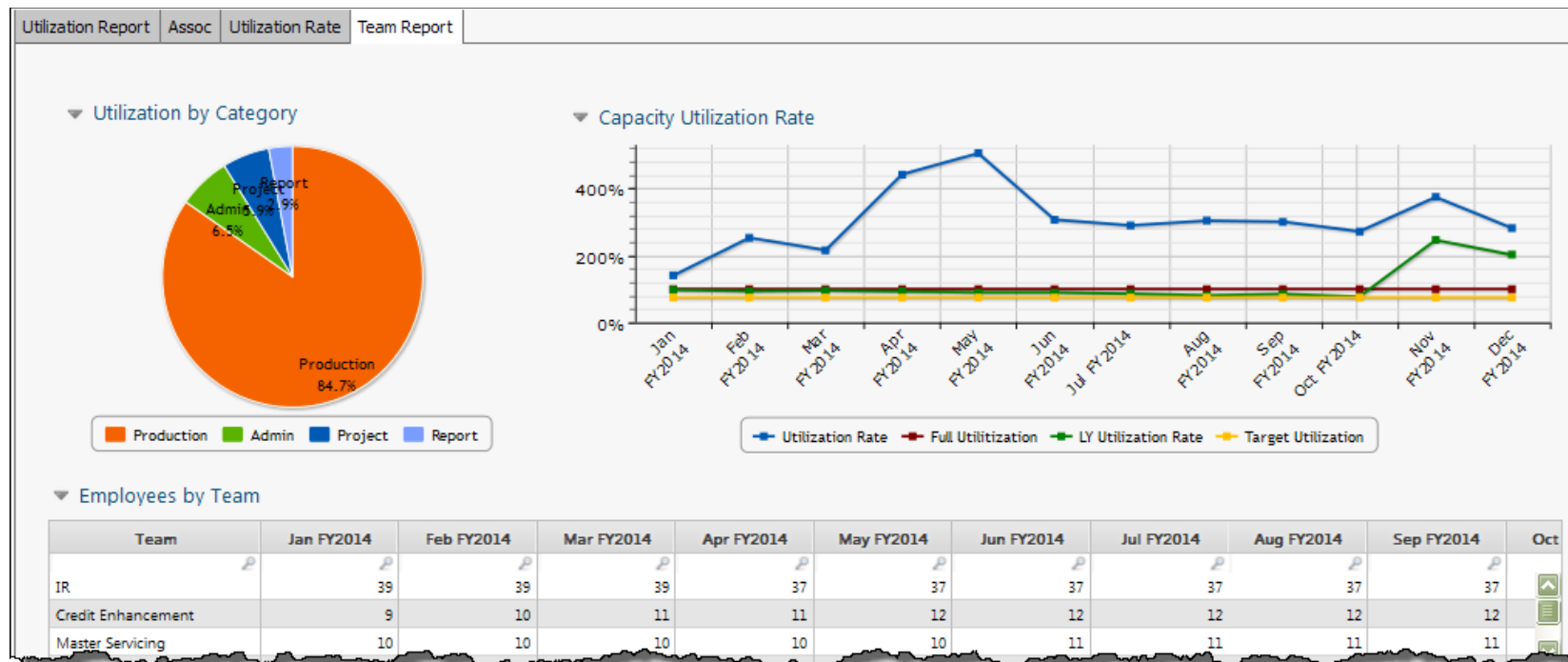
Application Dashboard







Operations Capacity Analysis



Results





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