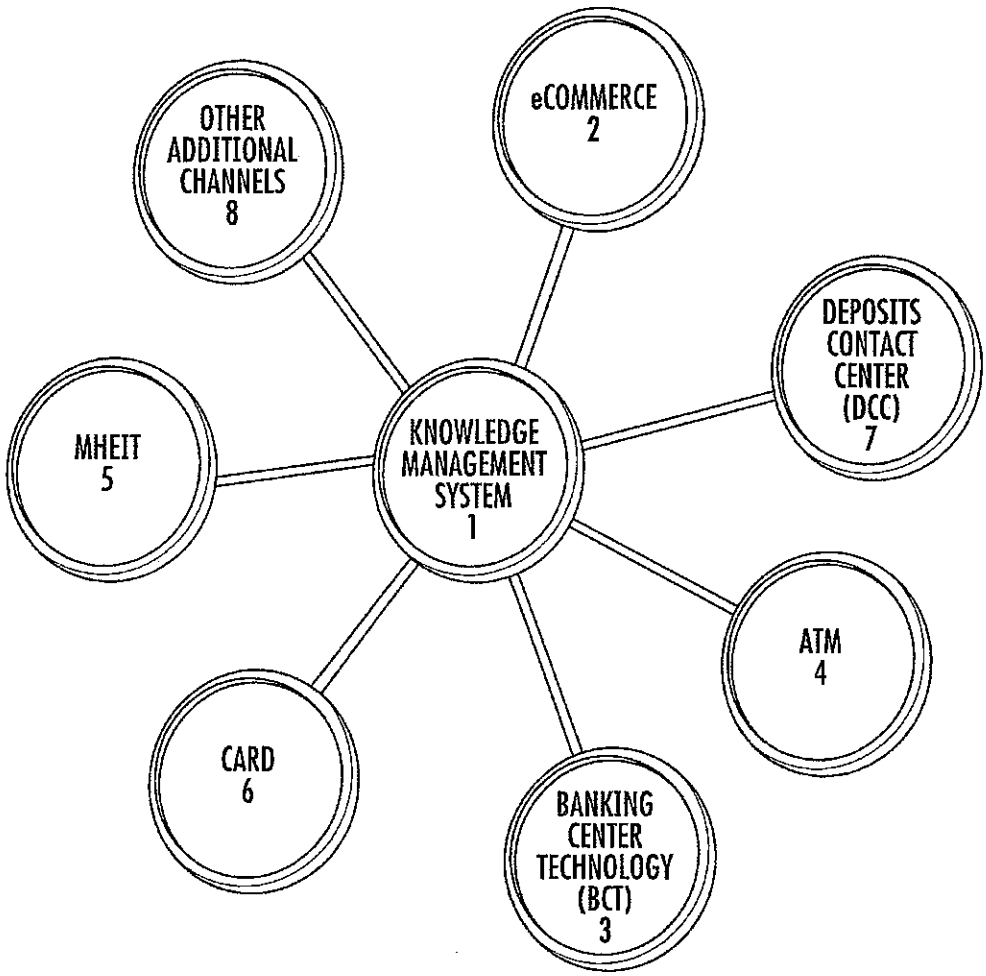

OTHER ADDITIONAL CHANNELS 8
eCOMMERCE 2
DEPOSITS CONTACT CENTER (DCC) 7
MHEIT 5
KNOWLEDGE MANAGEMENT SYSTEM 1
ATM 4
CARD 6
BANKING CENTER TECHNOLOGY (BCT) 3

FIG. 1

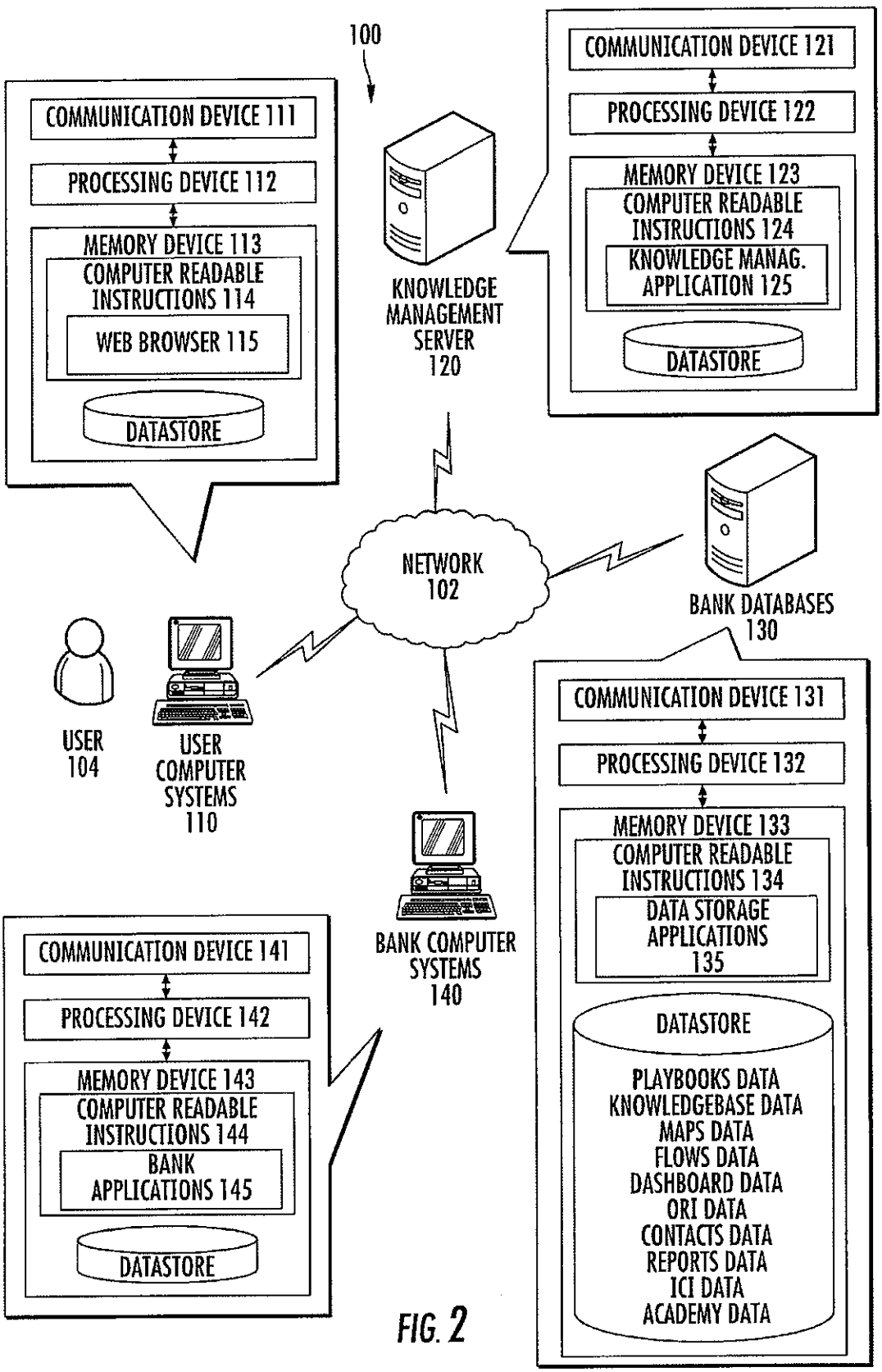
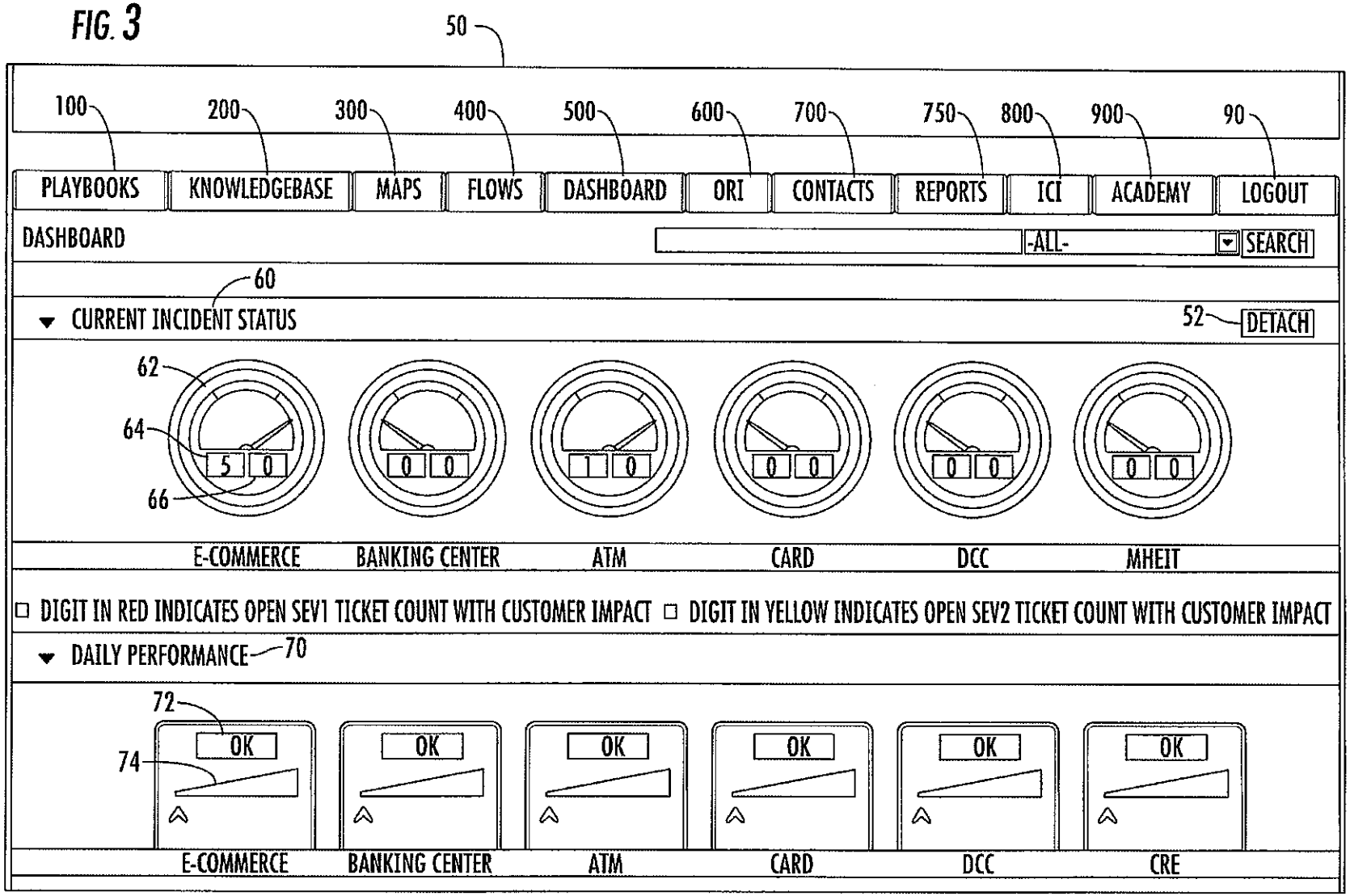

100
COMMUNICATION DEVICE 111
PROCESSING DEVICE 112
MEMORY DEVICE 113
COMPUTER READABLE INSTRUCTIONS 114
WEB BROWSER 115
DATASTORE
KNOWLEDGE MANAGEMENT SERVER 120
COMMUNICATION DEVICE 121
PROCESSING DEVICE 122
MEMORY DEVICE 123
COMPUTER READABLE INSTRUCTIONS 124
KNOWLEDGE MANAG. APPLICATION 125
DATASTORE
NETWORK 102
BANK DATABASES 130
USER 104
USER COMPUTER SYSTEMS 110
BANK COMPUTER SYSTEMS 140
COMMUNICATION DEVICE 131
PROCESSING DEVICE 132
MEMORY DEVICE 133
COMPUTER READABLE INSTRUCTIONS 134
DATA STORAGE APPLICATIONS 135
DATASTORE
PLAYBOOKS DATA
KNOWLEDGEBASE DATA
MAPS DATA
FLOWS DATA
DASHBOARD DATA
ORI DATA
CONTACTS DATA
REPORTS DATA
ICI DATA
ACADEMY DATA
COMMUNICATION DEVICE 141
PROCESSING DEVICE 142
MEMORY DEVICE 143
COMPUTER READABLE INSTRUCTIONS 144
BANK APPLICATIONS 145
DATASTORE

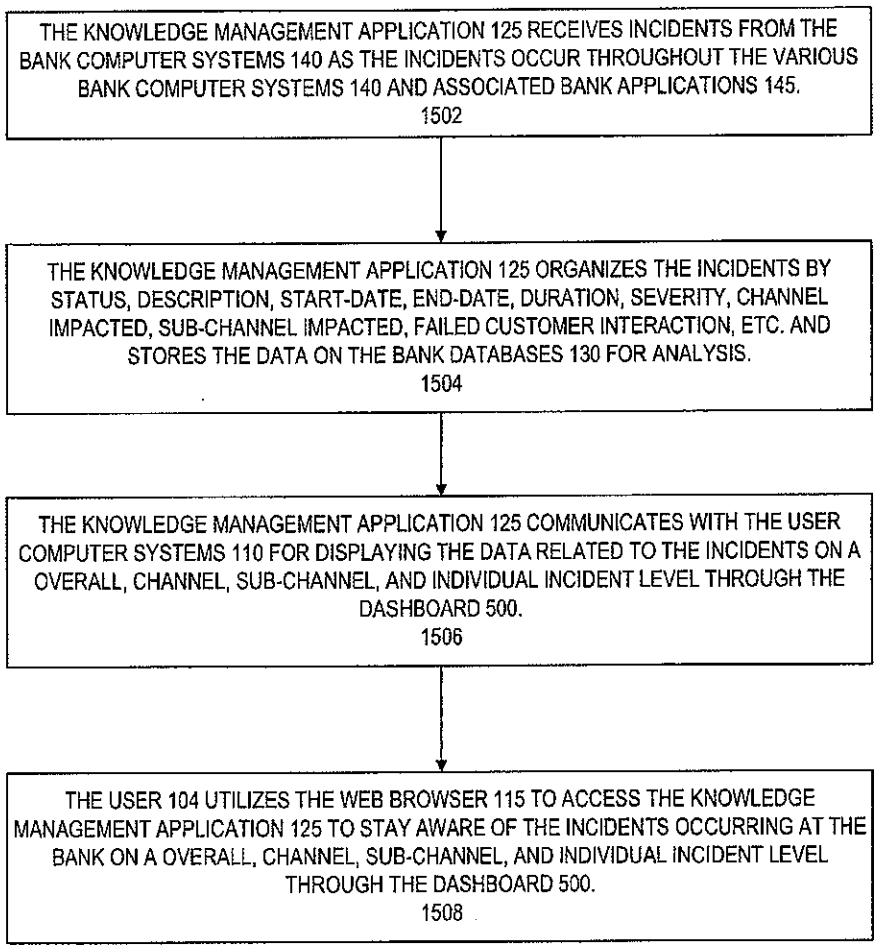
FIG. 2

FIG. 3


50
100
200
300
400
500
600
700
750
800
900
90
PLAYBOOKS
KNOWLEDGEBASE
MAPS
FLOWS
DASHBOARD
ORI
CONTACTS
REPORTS
ICI
ACADEMY
LOGOUT
DASHBOARD
-ALL-
SEARCH
60
CURRENT INCIDENT STATUS
52
DETACH
62
64
66
5 0
0 0
1 0
0 0
0 0
0 0
E-COMMERCE
BANKING CENTER
ATM
CARD
DCC
MHEIT
DIGIT IN RED INDICATES OPEN SEV1 TICKET COUNT WITH CUSTOMER IMPACT
DIGIT IN YELLOW INDICATES OPEN SEV2 TICKET COUNT WITH CUSTOMER IMPACT
DAILY PERFORMANCE
70
72
74
OK
OK
OK
OK
OK
OK
E-COMMERCE
BANKING CENTER
ATM
CARD
DCC
CRE

1500

FIG. 4a


THE KNOWLEDGE MANAGEMENT APPLICATION 125 RECEIVES INCIDENTS FROM THE BANK COMPUTER SYSTEMS 140 AS THE INCIDENTS OCCUR THROUGHOUT THE VARIOUS BANK COMPUTER SYSTEMS 140 AND ASSOCIATED BANK APPLICATIONS 145.
1502
THE KNOWLEDGE MANAGEMENT APPLICATION 125 ORGANIZES THE INCIDENTS BY STATUS, DESCRIPTION, START-DATE, END-DATE, DURATION, SEVERITY, CHANNEL IMPACTED, SUB-CHANNEL IMPACTED, FAILED CUSTOMER INTERACTION, ETC. AND STORES THE DATA ON THE BANK DATABASES 130 FOR ANALYSIS.
1504
THE KNOWLEDGE MANAGEMENT APPLICATION 125 COMMUNICATES WITH THE USER COMPUTER SYSTEMS 110 FOR DISPLAYING THE DATA RELATED TO THE INCIDENTS ON A OVERALL, CHANNEL, SUB-CHANNEL, AND INDIVIDUAL INCIDENT LEVEL THROUGH THE DASHBOARD 500.
1506
THE USER 104 UTILIZES THE WEB BROWSER 115 TO ACCESS THE KNOWLEDGE MANAGEMENT APPLICATION 125 TO STAY AWARE OF THE INCIDENTS OCCURRING AT THE BANK ON A OVERALL, CHANNEL, SUB-CHANNEL, AND INDIVIDUAL INCIDENT LEVEL THROUGH THE DASHBOARD 500.
1508

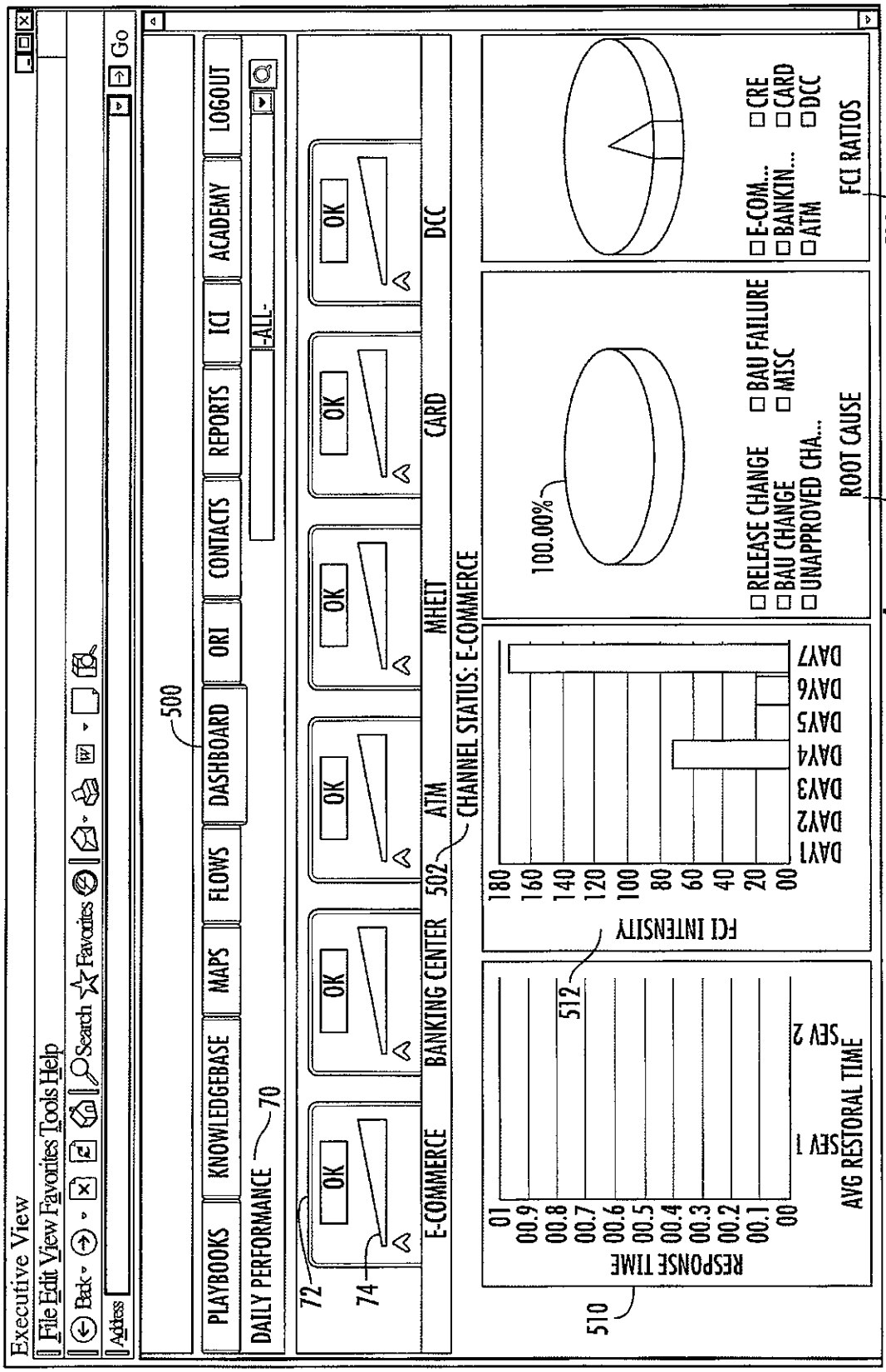

Executive View
File Edit View Favorites Tools Help
Back
Search
Favorites
Address
Go
500
PLAYBOOKS
KNOWLEDGEBASE
MAPS
FLOWS
DASHBOARD
ORI
CONTACTS
REPORTS
ICI
ACADEMY
LOGOUT
DAILY PERFORMANCE
70
-ALL-
72
74
OK
E-COMMERCE
BANKING CENTER
502
ATM
MHEIT
CARD
DCC
CHANNEL STATUS: E-COMMERCE
510
RESPONSE TIME
AVG RESTORAL TIME
SEV 1
SEV 2
512
FCI INTENSITY
DAY1
DAY2
DAY3
DAY4
DAY5
DAY6
DAY7
514
100.00%
RELEASE CHANGE
BAU CHANGE
UNAPPROVED CHA...
BAU FAILURE
MISC
ROOT CAUSE
516
E-COM...
BANKIN...
ATM
CRE
CARD
DCC
FCI RATIOS

FIG. 4b

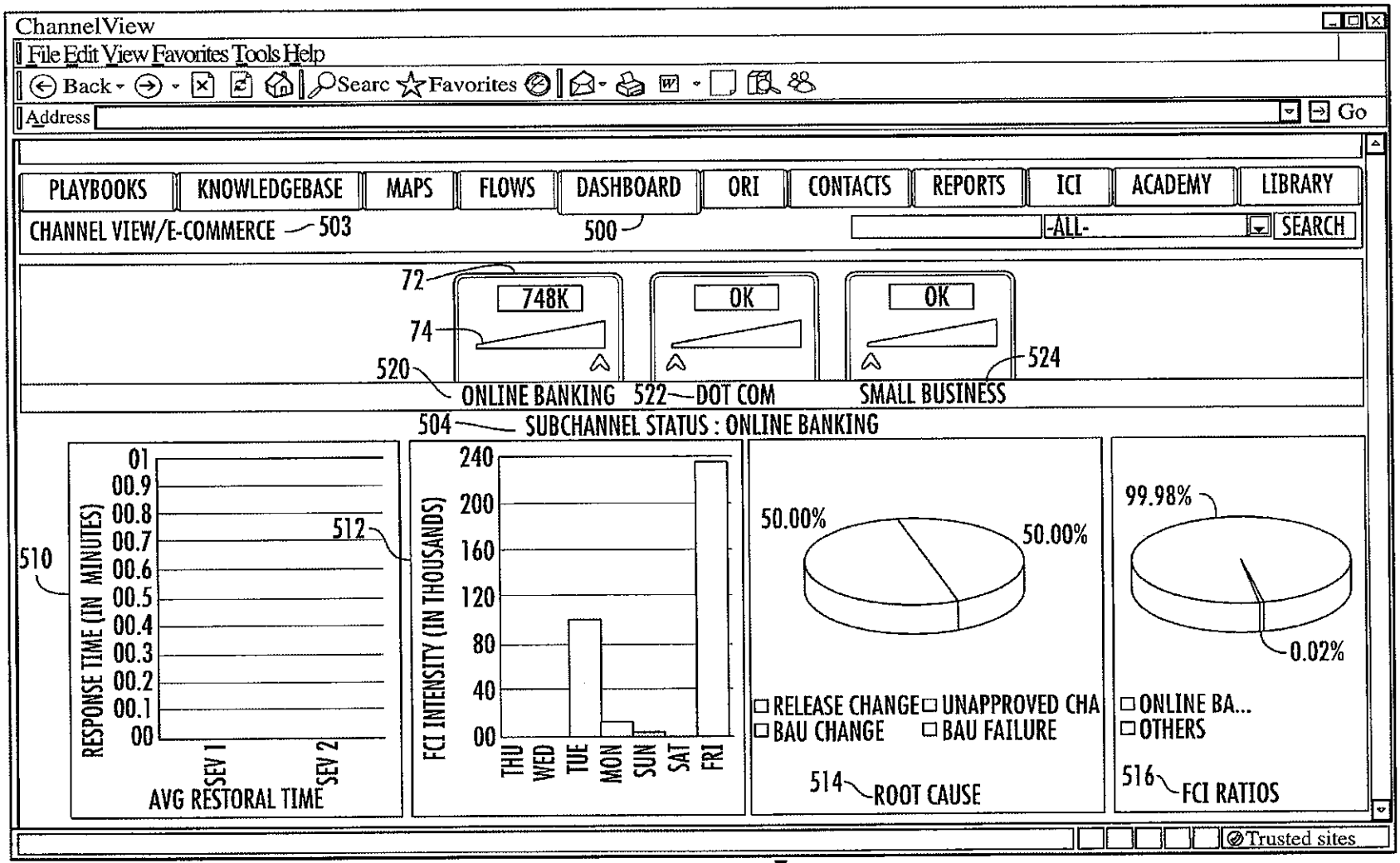

ChannelView
File Edit View Favorites Tools Help
Back
Searc
Favorites
Address
Go
PLAYBOOKS
KNOWLEDGEBASE
MAPS
FLOWS
DASHBOARD
ORI
CONTACTS
REPORTS
ICI
ACADEMY
LIBRARY
CHANNEL VIEW/E-COMMERCE
503
500
-ALL-
SEARCH
72
748K
OK
OK
74
520
524
ONLINE BANKING
522
DOT COM
SMALL BUSINESS
504
SUBCHANNEL STATUS : ONLINE BANKING
510
RESPONSE TIME (IN MINUTES)
01
00.9
00.8
00.7
00.6
00.5
00.4
00.3
00.2
00.1
00
512
SEV 1
SEV 2
AVG RESTORAL TIME
FCI INTENSITY (IN THOUSANDS)
240
200
160
120
80
40
00
THU
WED
TUE
MON
SUN
SAT
FRI
50.00%
50.00%
RELEASE CHANGE
UNAPPROVED CHA
BAU CHANGE
BAU FAILURE
514
ROOT CAUSE
99.98%
0.02%
ONLINE BA...
OTHERS
516
FCI RATIOS
Trusted sites

FIG. 5

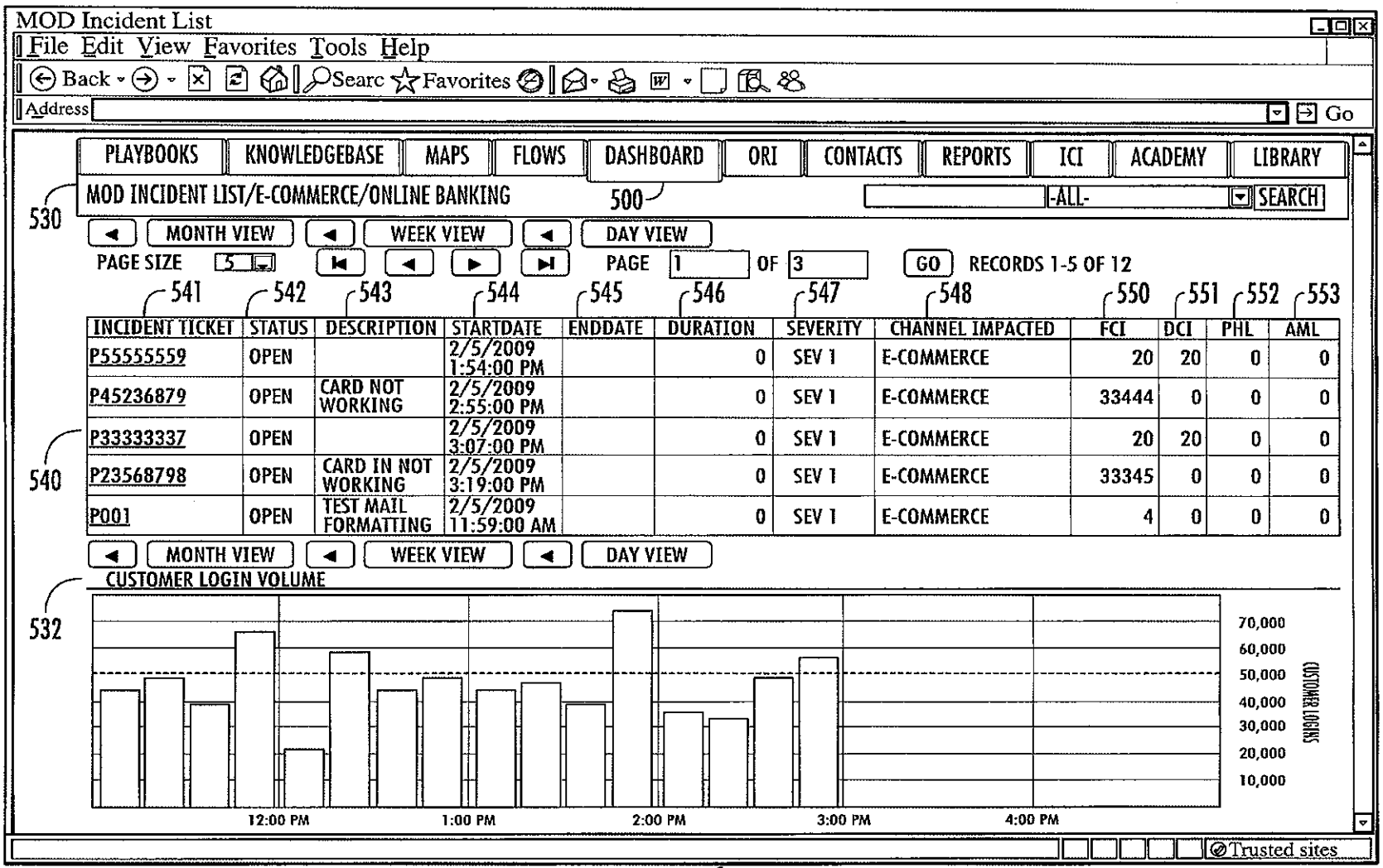

MOD Incident List
File Edit View Favorites Tools Help
Back
Favorites
Address
Go
PLAYBOOKS
KNOWLEDGEBASE
MAPS
FLOWS
DASHBOARD
ORI
CONTACTS
REPORTS
ICI
ACADEMY
LIBRARY
MOD INCIDENT LIST/E-COMMERCE/ONLINE BANKING
500
530
-ALL-
SEARCH
MONTH VIEW
WEEK VIEW
DAY VIEW
PAGE SIZE 5
PAGE 1 OF 3
GO
RECORDS 1-5 OF 12
541
542
543
544
545
546
547
548
550
551
552
553
INCIDENT TICKET
STATUS
DESCRIPTION
STARTDATE
ENDDATE
DURATION
SEVERITY
CHANNEL IMPACTED
FCI
DCI
PHL
AML
P55555559 OPEN 2/5/2009 1:54:00 PM 0 SEV 1 E-COMMERCE 20 20 0 0
P45236879 OPEN CARD NOT WORKING 2/5/2009 2:55:00 PM 0 SEV 1 E-COMMERCE 33444 0 0 0
P33333337 OPEN 2/5/2009 3:07:00 PM 0 SEV 1 E-COMMERCE 20 20 0 0
540
P23568798 OPEN CARD IN NOT WORKING 2/5/2009 3:19:00 PM 0 SEV 1 E-COMMERCE 33345 0 0 0
P001 OPEN TEST MAIL FORMATTING 2/5/2009 11:59:00 AM 0 SEV 1 E-COMMERCE 4 0 0 0
MONTH VIEW
WEEK VIEW
DAY VIEW
CUSTOMER LOGIN VOLUME
532
70,000
60,000
50,000
40,000
30,000
20,000
10,000
CUSTOMER LOGINS
12:00 PM
1:00 PM
2:00 PM
3:00 PM
4:00 PM
Trusted sites

FIG. 6

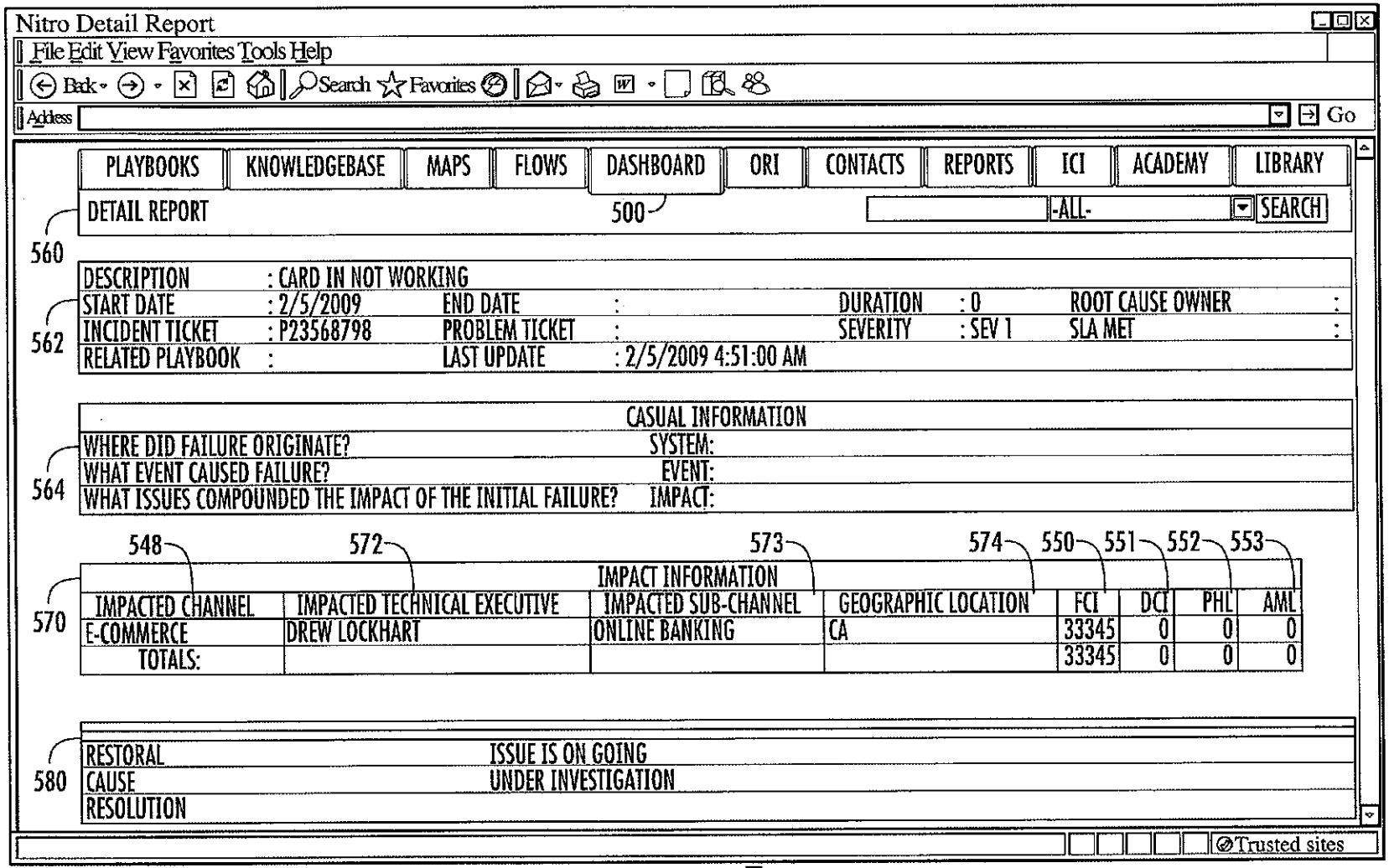

Nitro Detail Report
File Edit View Favorites Tools Help
Back Search Favorites
Address
Go
PLAYBOOKS
KNOWLEDGEBASE
MAPS
FLOWS
DASHBOARD
ORI
CONTACTS
REPORTS
ICI
ACADEMY
LIBRARY
DETAIL REPORT
500
-ALL-
SEARCH
560
DESCRIPTION : CARD IN NOT WORKING
START DATE : 2/5/2009
END DATE :
DURATION : 0
ROOT CAUSE OWNER :
562
INCIDENT TICKET : P23568798
PROBLEM TICKET :
SEVERITY : SEV 1
SLA MET :
RELATED PLAYBOOK :
LAST UPDATE : 2/5/2009 4:51:00 AM
CASUAL INFORMATION
564
WHERE DID FAILURE ORIGINATE?
SYSTEM:
WHAT EVENT CAUSED FAILURE?
EVENT:
WHAT ISSUES COMPOUNDED THE IMPACT OF THE INITIAL FAILURE?
IMPACT:
548
572
573
574
550
551
552
553
IMPACT INFORMATION
570
IMPACTED CHANNEL
IMPACTED TECHNICAL EXECUTIVE
IMPACTED SUB-CHANNEL
GEOGRAPHIC LOCATION
FCI
DCI
PHL
AML
E-COMMERCE
DREW LOCKHART
ONLINE BANKING
CA
33345
0
0
0
TOTALS:
33345
0
0
0
580
RESTORAL
ISSUE IS ON GOING
CAUSE
UNDER INVESTIGATION
RESOLUTION
Trusted sites

FIG. 7

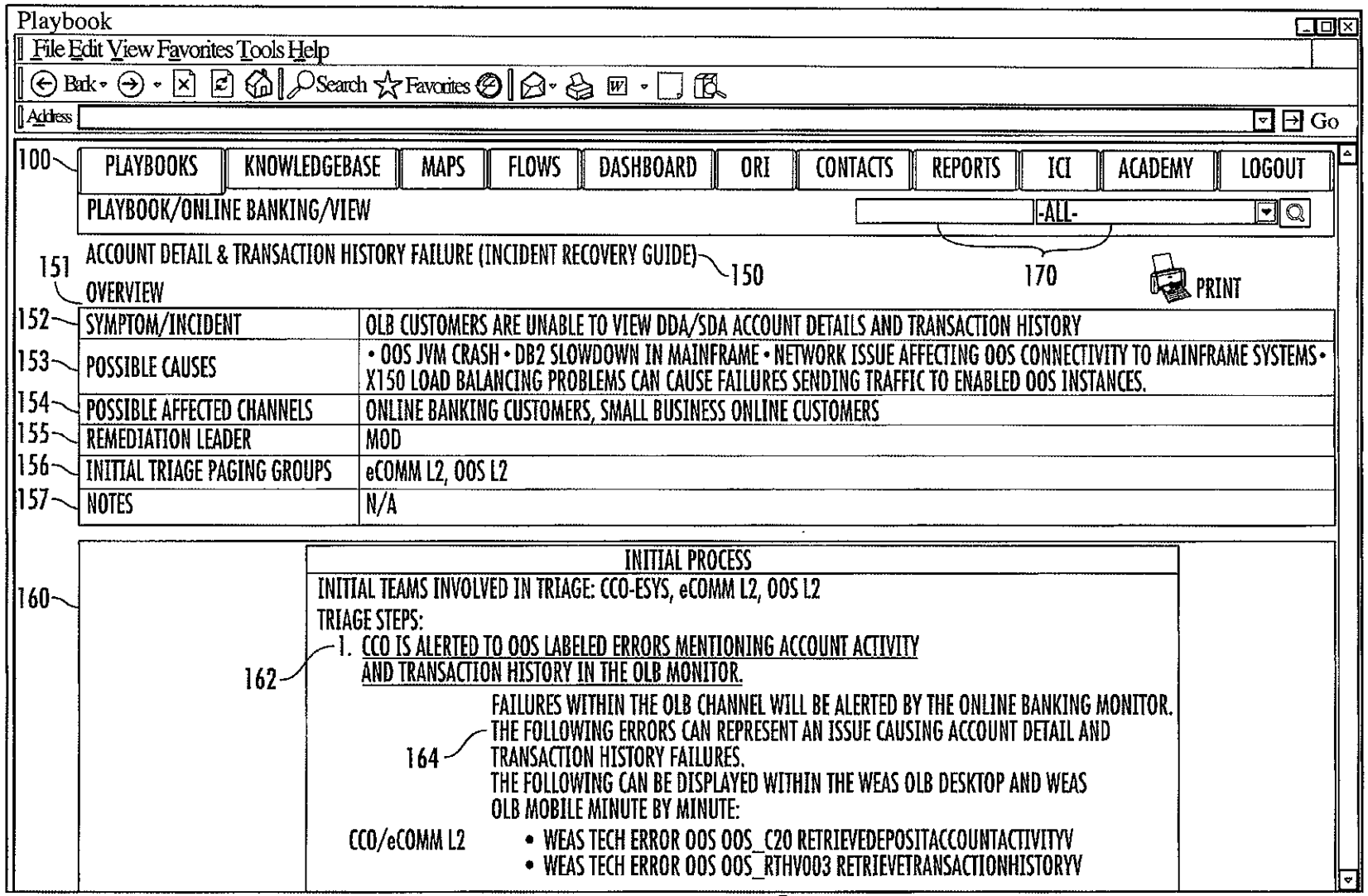

Playbook
File Edit View Favorites Tools Help
Back
Search
Favorites
Address
Go
100
PLAYBOOKS
KNOWLEDGEBASE
MAPS
FLOWS
DASHBOARD
ORI
CONTACTS
REPORTS
ICI
ACADEMY
LOGOUT
PLAYBOOK/ONLINE BANKING/VIEW
-ALL-
ACCOUNT DETAIL & TRANSACTION HISTORY FAILURE (INCIDENT RECOVERY GUIDE)
150
170
PRINT
151
OVERVIEW
152
SYMPTOM/INCIDENT
OLB CUSTOMERS ARE UNABLE TO VIEW DDA/SDA ACCOUNT DETAILS AND TRANSACTION HISTORY
153
POSSIBLE CAUSES
• OOS JVM CRASH • DB2 SLOWDOWN IN MAINFRAME • NETWORK ISSUE AFFECTING OOS CONNECTIVITY TO MAINFRAME SYSTEMS • X150 LOAD BALANCING PROBLEMS CAN CAUSE FAILURES SENDING TRAFFIC TO ENABLED OOS INSTANCES.
154
POSSIBLE AFFECTED CHANNELS
ONLINE BANKING CUSTOMERS, SMALL BUSINESS ONLINE CUSTOMERS
155
REMEDIATION LEADER
MOD
156
INITIAL TRIAGE PAGING GROUPS
eCOMM L2, OOS L2
157
NOTES
N/A
160
INITIAL PROCESS
INITIAL TEAMS INVOLVED IN TRIAGE: CCO-ESYS, eCOMM L2, OOS L2
TRIAGE STEPS:
162
1. CCO IS ALERTED TO OOS LABELED ERRORS MENTIONING ACCOUNT ACTIVITY AND TRANSACTION HISTORY IN THE OLB MONITOR.
164
FAILURES WITHIN THE OLB CHANNEL WILL BE ALERTED BY THE ONLINE BANKING MONITOR. THE FOLLOWING ERRORS CAN REPRESENT AN ISSUE CAUSING ACCOUNT DETAIL AND TRANSACTION HISTORY FAILURES.
THE FOLLOWING CAN BE DISPLAYED WITHIN THE WEAS OLB DESKTOP AND WEAS OLB MOBILE MINUTE BY MINUTE:
CCO/eCOMM L2
• WEAS TECH ERROR OOS OOS_C20 RETRIEVEDEPOSITACCOUNTACTIVITYV
• WEAS TECH ERROR OOS OOS_RTHV003 RETRIEVETRANSACTIONHISTORYV

FIG. 8

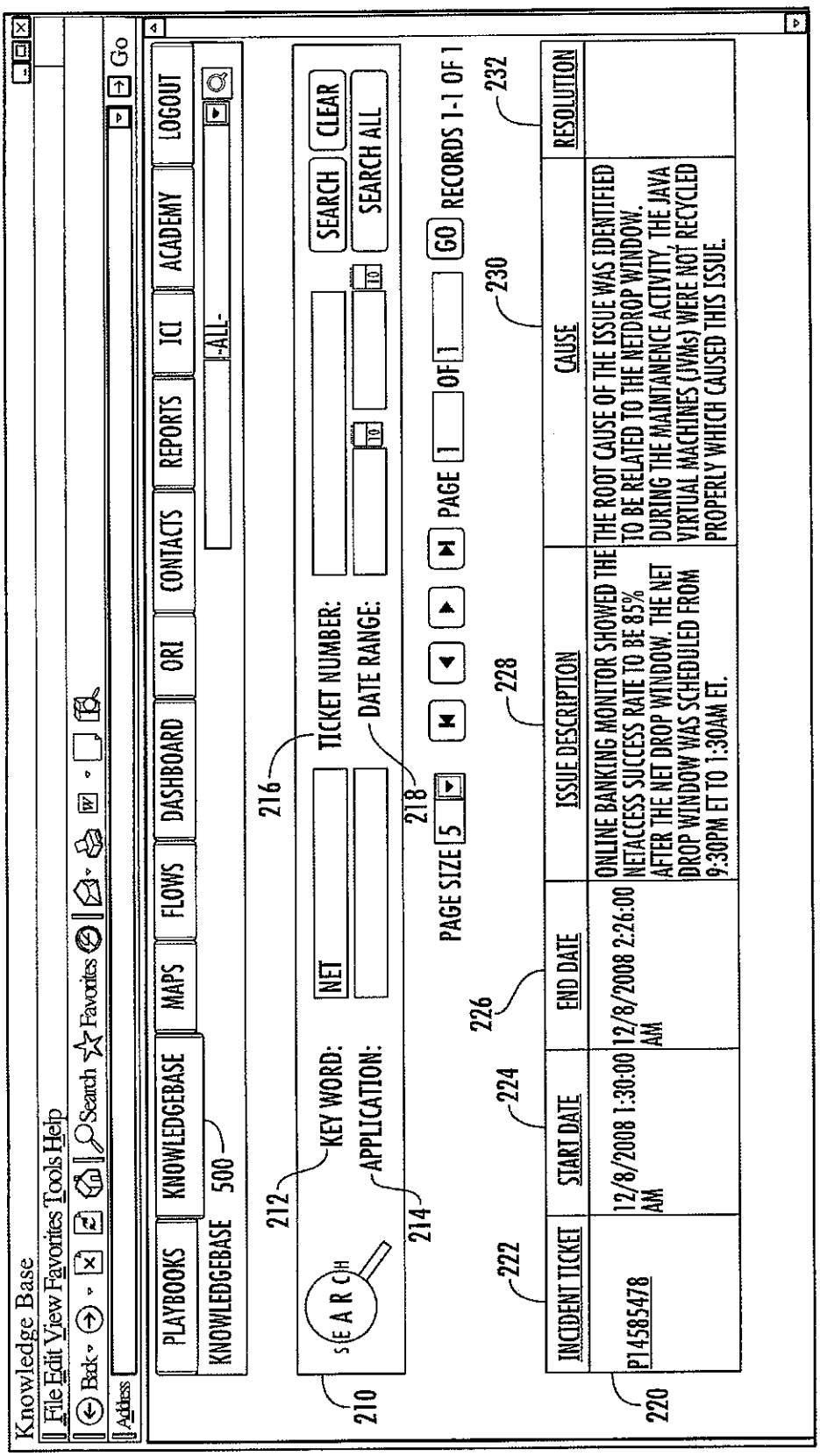

Knowledge Base
File Edit View Favorites Tools Help
Back
Search
Favorites
Address
Go
PLAYBOOKS
KNOWLEDGEBASE
MAPS
FLOWS
DASHBOARD
ORI
CONTACTS
REPORTS
ICI
ACADEMY
LOGOUT
KNOWLEDGEBASE
500
-ALL-
SEARCH
210
212
KEY WORD:
NET
APPLICATION:
214
216
TICKET NUMBER:
DATE RANGE:
218
SEARCH
CLEAR
SEARCH ALL
PAGE SIZE 5
PAGE 1 OF 1
GO
RECORDS 1-1 OF 1
222
224
226
228
230
232
INCIDENT TICKET
START DATE
END DATE
ISSUE DESCRIPTION
CAUSE
RESOLUTION
P14585478
12/8/2008 1:30:00 AM
12/8/2008 2:26:00 AM
ONLINE BANKING MONITOR SHOWED THE NETACCESS SUCCESS RATE TO BE 85% AFTER THE NET DROP WINDOW. THE NET DROP WINDOW WAS SCHEDULED FROM 9:30PM ET TO 1:30AM ET.
THE ROOT CAUSE OF THE ISSUE WAS IDENTIFIED TO BE RELATED TO THE NETDROP WINDOW. DURING THE MAINTANENCE ACTIVITY, THE JAVA VIRTUAL MACHINES (JVMs) WERE NOT RECYCLED PROPERLY WHICH CAUSED THIS ISSUE.
220

FIG. 9

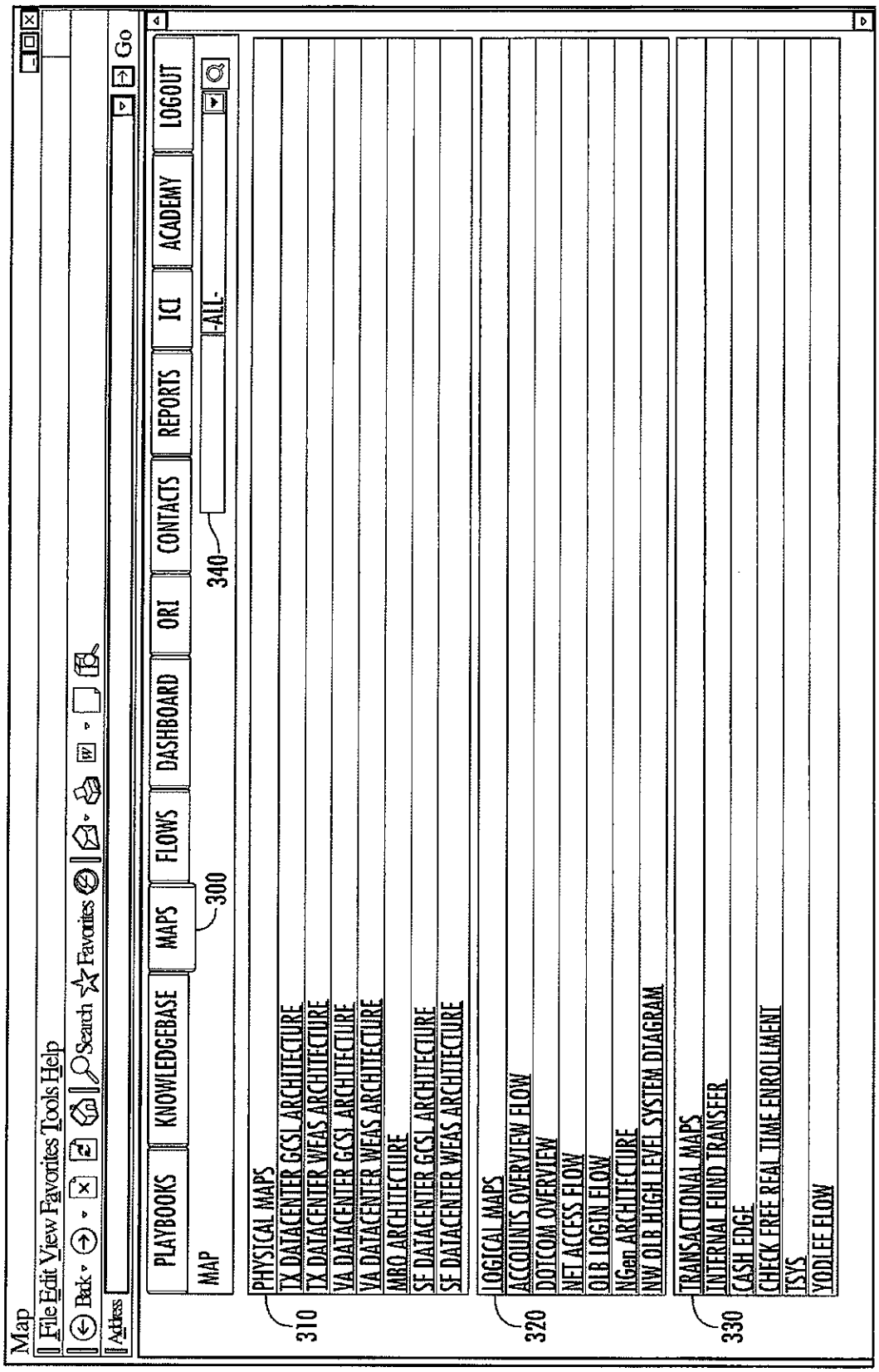

Map
File Edit View Favorites Tools Help
Back
Search
Favorites
Address
Go
PLAYBOOKS
KNOWLEDGEBASE
MAPS
FLOWS
DASHBOARD
ORI
CONTACTS
REPORTS
ICI
ACADEMY
LOGOUT
MAP
-ALL-
300
340
PHYSICAL MAPS
TX DATACENTER GCSI ARCHITECTURE
TX DATACENTER WEAS ARCHITECTURE
VA DATACENTER GCSI ARCHITECTURE
VA DATACENTER WEAS ARCHITECTURE
MRO ARCHITECTURE
SF DATACENTER GCSI ARCHITECTURE
SF DATACENTER WEAS ARCHITECTURE
310
LOGICAL MAPS
ACCOUNTS OVERVIEW FLOW
DOTCOM OVERVIEW
NET ACCESS FLOW
OIB LOGIN FLOW
NGen ARCHITECTURE
NW OIB HIGH LEVEL SYSTEM DIAGRAM
320
TRANSACTIONAL MAPS
INTERNAL FUND TRANSFER
CASH EDGE
CHECK FREE REAL TIME ENROLLMENT
TSYS
YODLEE FLOW
330

FIG. 10

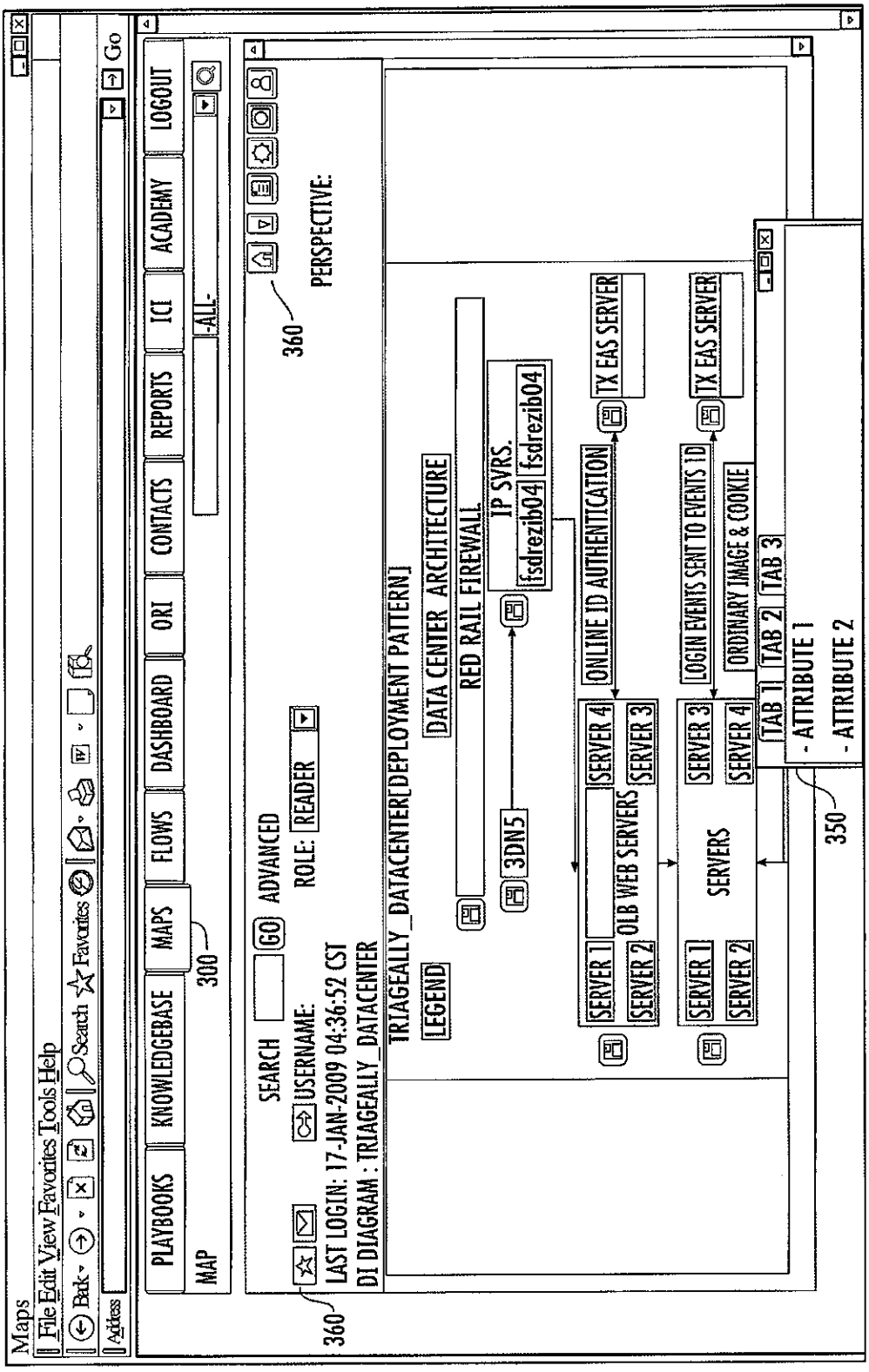

Maps
File Edit View Favorites Tools Help
Back
Search
Favorites
Address
Go
PLAYBOOKS
KNOWLEDGEBASE
MAPS
FLOWS
DASHBOARD
ORI
CONTACTS
REPORTS
ICI
ACADEMY
LOGOUT
MAP
300
SEARCH
GO
ADVANCED
ROLE: READER
USERNAME:
LAST LOGIN: 17-JAN-2009 04:36:52 CST
DI DIAGRAM : TRIAGEALLY_DATACENTER
360
360
PERSPECTIVE:
-ALL-
TRIAGEALLY_DATACENTER[DEPLOYMENT PATTERN]
DATA CENTER ARCHITECTURE
LEGEND
RED RAIL FIREWALL
IP SVRS.
fsdrezib04
fsdrezib04
3DN5
SERVER 1
SERVER 2
SERVER 3
SERVER 4
OLB WEB SERVERS
ONLINE ID AUTHENTICATION
TX EAS SERVER
SERVER 1
SERVER 2
SERVERS
SERVER 3
SERVER 4
LOGIN EVENTS SENT TO EVENTS 1D
ORDINARY IMAGE & COOKIE
TX EAS SERVER
TAB 1
TAB 2
TAB 3
- ATTRIBUTE 1
- ATTRIBUTE 2
350

FIG. 11

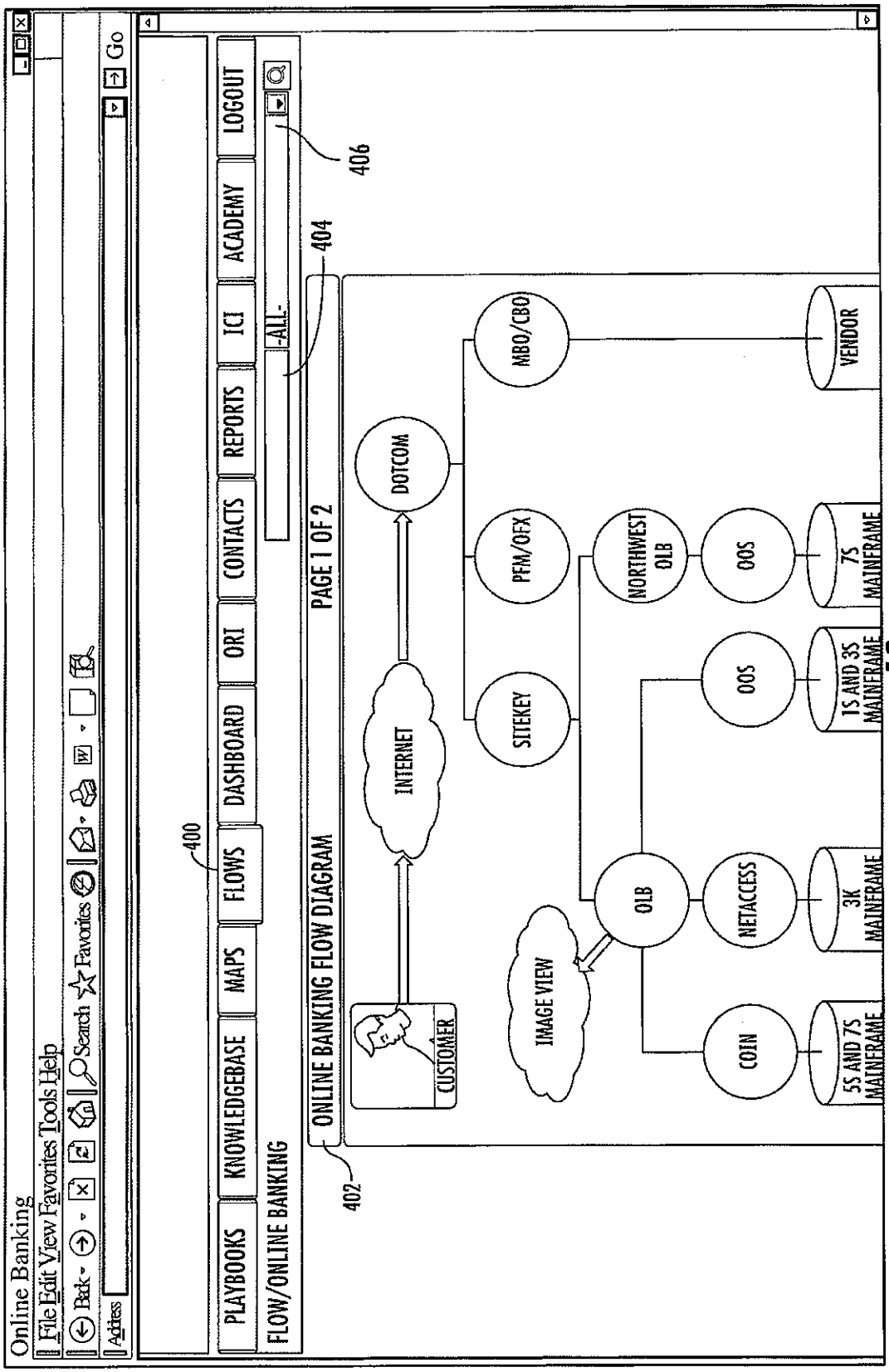
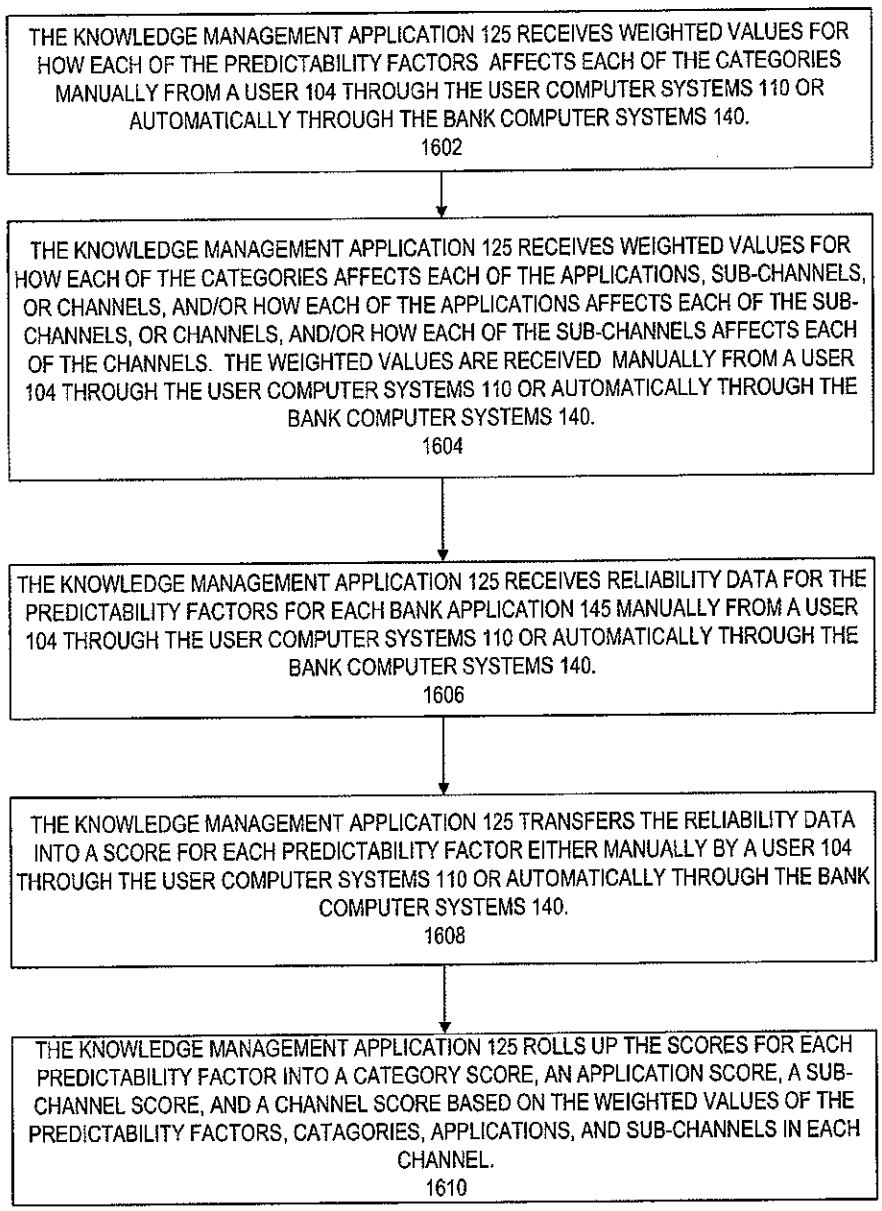

Online Banking
File Edit View Favorites Tools Help
Back
Search
Favorites
Address
Go
400
PLAYBOOKS
KNOWLEDGEBASE
MAPS
FLOWS
DASHBOARD
ORI
CONTACTS
REPORTS
ICI
ACADEMY
LOGOUT
FLOW/ONLINE BANKING
ONLINE BANKING FLOW DIAGRAM
PAGE 1 OF 2
-ALL-
402
404
406
CUSTOMER
INTERNET
DOTCOM
SITEKEY
PFM/OFX
MBO/CBO
IMAGE VIEW
OLB
NORTHWEST OLB
VENDOR
COIN
NETACCESS
OOS
OOS
7S MAINFRAME
5S AND 7S MAINFRAME
3K MAINFRAME
1S AND 3S MAINFRAME

FIG. 12

1600

FIG. 13a


THE KNOWLEDGE MANAGEMENT APPLICATION 125 RECEIVES WEIGHTED VALUES FOR HOW EACH OF THE PREDICTABILITY FACTORS AFFECTS EACH OF THE CATEGORIES MANUALLY FROM A USER 104 THROUGH THE USER COMPUTER SYSTEMS 110 OR AUTOMATICALLY THROUGH THE BANK COMPUTER SYSTEMS 140.
1602
THE KNOWLEDGE MANAGEMENT APPLICATION 125 RECEIVES WEIGHTED VALUES FOR HOW EACH OF THE CATEGORIES AFFECTS EACH OF THE APPLICATIONS, SUB-CHANNELS, OR CHANNELS, AND/OR HOW EACH OF THE APPLICATIONS AFFECTS EACH OF THE SUB-CHANNELS, OR CHANNELS, AND/OR HOW EACH OF THE SUB-CHANNELS AFFECTS EACH OF THE CHANNELS. THE WEIGHTED VALUES ARE RECEIVED MANUALLY FROM A USER 104 THROUGH THE USER COMPUTER SYSTEMS 110 OR AUTOMATICALLY THROUGH THE BANK COMPUTER SYSTEMS 140.
1604
THE KNOWLEDGE MANAGEMENT APPLICATION 125 RECEIVES RELIABILITY DATA FOR THE PREDICTABILITY FACTORS FOR EACH BANK APPLICATION 145 MANUALLY FROM A USER 104 THROUGH THE USER COMPUTER SYSTEMS 110 OR AUTOMATICALLY THROUGH THE BANK COMPUTER SYSTEMS 140.
1606
THE KNOWLEDGE MANAGEMENT APPLICATION 125 TRANSFERS THE RELIABILITY DATA INTO A SCORE FOR EACH PREDICTABILITY FACTOR EITHER MANUALLY BY A USER 104 THROUGH THE USER COMPUTER SYSTEMS 110 OR AUTOMATICALLY THROUGH THE BANK COMPUTER SYSTEMS 140.
1608
THE KNOWLEDGE MANAGEMENT APPLICATION 125 ROLLS UP THE SCORES FOR EACH PREDICTABILITY FACTOR INTO A CATEGORY SCORE, AN APPLICATION SCORE, A SUB-CHANNEL SCORE, AND A CHANNEL SCORE BASED ON THE WEIGHTED VALUES OF THE PREDICTABILITY FACTORS, CATAGORIES, APPLICATIONS, AND SUB-CHANNELS IN EACH CHANNEL.
1610

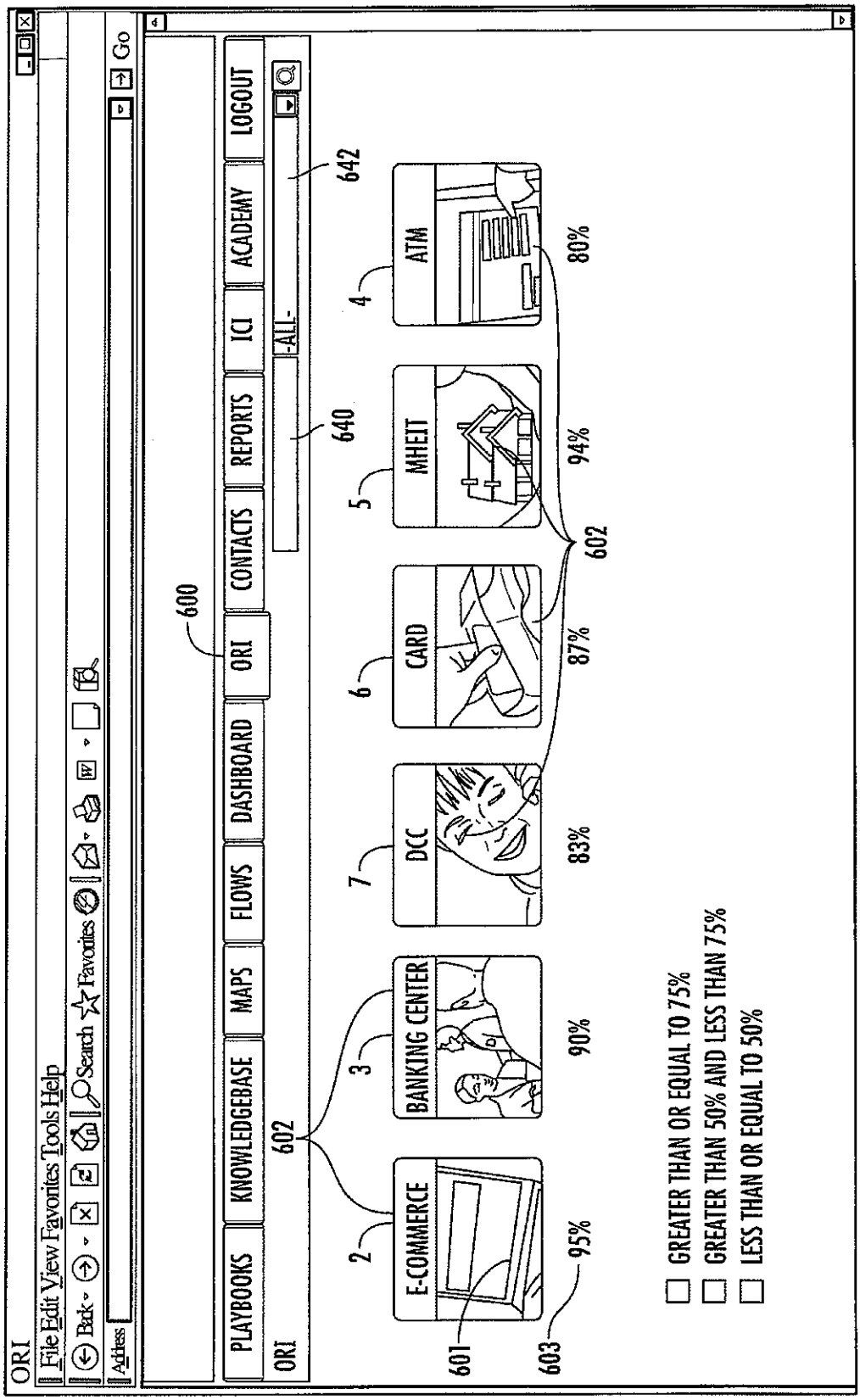

ORI
File Edit View Favorites Tools Help
Back
Search
Favorites
Address
Go
PLAYBOOKS
KNOWLEDGEBASE
MAPS
FLOWS
DASHBOARD
ORI
CONTACTS
REPORTS
ICI
ACADEMY
LOGOUT
ORI
-ALL-
600
602
640
642
2
E-COMMERCE
95%
601
603
3
BANKING CENTER
90%
7
DCC
83%
6
CARD
87%
5
MHEIT
94%
4
ATM
80%
602
GREATER THAN OR EQUAL TO 75%
GREATER THAN 50% AND LESS THAN 75%
LESS THAN OR EQUAL TO 50%

FIG. 13b

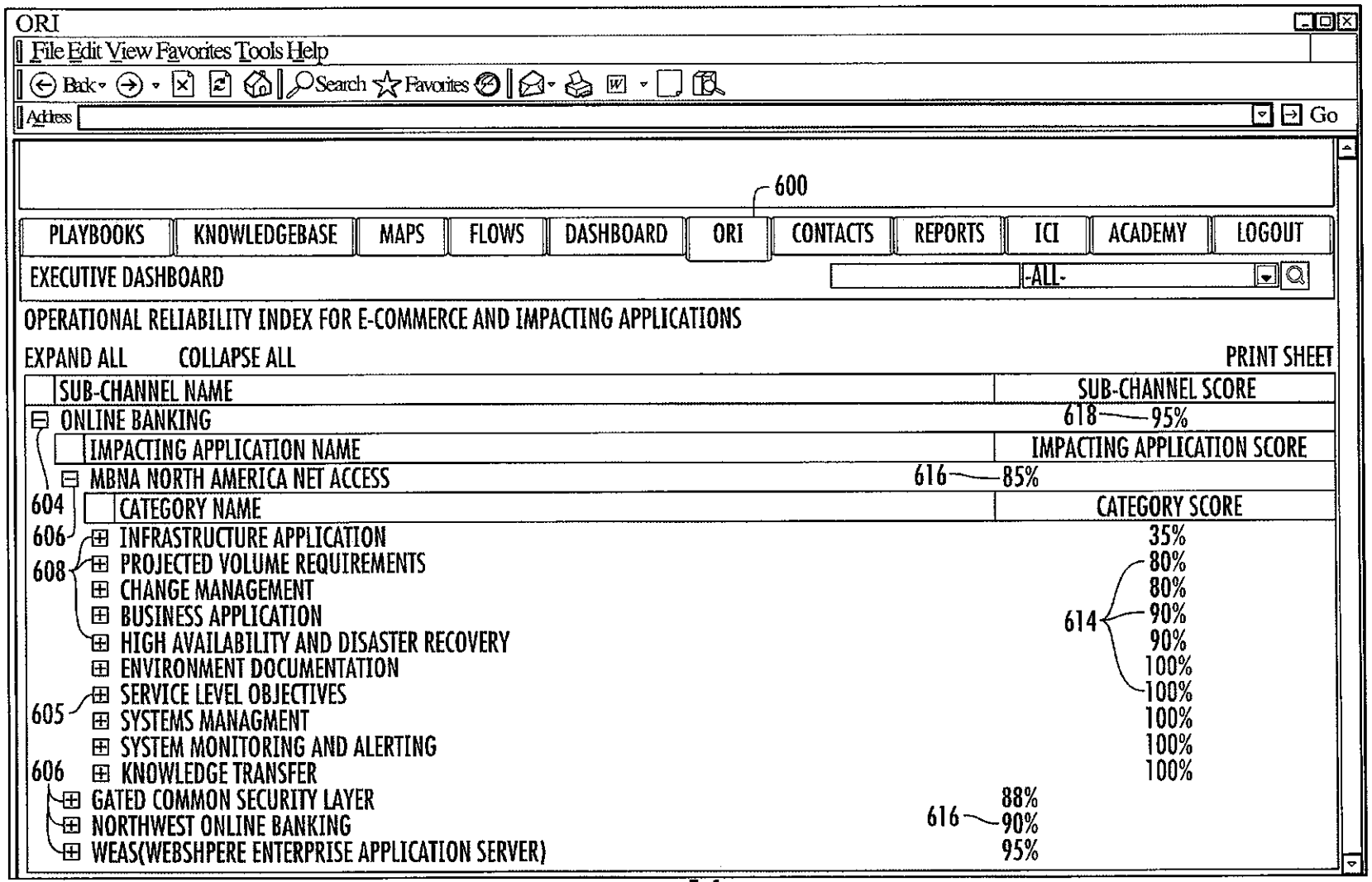

ORI
File Edit View Favorites Tools Help
Back
Search
Favorites
Address
Go
600
PLAYBOOKS
KNOWLEDGEBASE
MAPS
FLOWS
DASHBOARD
ORI
CONTACTS
REPORTS
ICI
ACADEMY
LOGOUT
EXECUTIVE DASHBOARD
-ALL-
OPERATIONAL RELIABILITY INDEX FOR E-COMMERCE AND IMPACTING APPLICATIONS
EXPAND ALL
COLLAPSE ALL
PRINT SHEET
SUB-CHANNEL NAME
SUB-CHANNEL SCORE
ONLINE BANKING
618
95%
IMPACTING APPLICATION NAME
IMPACTING APPLICATION SCORE
MBNA NORTH AMERICA NET ACCESS
616
85%
604
CATEGORY NAME
CATEGORY SCORE
606
INFRASTRUCTURE APPLICATION
35%
608
PROJECTED VOLUME REQUIREMENTS
80%
CHANGE MANAGEMENT
80%
BUSINESS APPLICATION
90%
614
HIGH AVAILABILITY AND DISASTER RECOVERY
90%
ENVIRONMENT DOCUMENTATION
100%
SERVICE LEVEL OBJECTIVES
100%
605
SYSTEMS MANAGMENT
100%
SYSTEM MONITORING AND ALERTING
100%
606
KNOWLEDGE TRANSFER
100%
GATED COMMON SECURITY LAYER
88%
616
NORTHWEST ONLINE BANKING
90%
WEAS(WEBSHPERE ENTERPRISE APPLICATION SERVER)
95%

FIG. 14a

FIG. 14b

TRIAGE ALLY - OPERATIONAL RELIABILITY INDEX QUESTIONNAIRE

CATEGORY (622)	FCI PREDICTABILITY FACTORS (624)	ANSWER (626)	SUB CATEGORY WEIGHTING (628)	SOURCE (630)	FORMAT (632)	SCALE (634)	CATEGORY WEIGHTING (636)					
							E-COMM.	BCT	DCC	CARD	CRE	ATM
							25%	20%	25%	25%	30%	10%
CHANGE MANAGEMENT 611	ARE THE PROCEDURES FOR INITIATING, APPROVING, VERIFYING AND SCHEDULING CHANGES ALWAYS ADHERED TO?		30%	APPLICATION MANAGER	YES/NO							
	IS THERE A CLEAR DISTINCTION BETWEEN A CHANGE REQUEST (e.g. UPGRADE APPLICATION, CHANGE ROUTER CONFIGURATION, UPDATE FIREWALL POLICIES, ETC) AND A SERVICE REQUEST (e.g. RESETTING A PASSWORD)?		15%	APPLICATION MANAGER	YES/NO	1(LOWEST)-10						
	ARE THERE REGULAR REVIEW (ex. AT LEAST QUARTERLY) ON PERFORMANCE OF CHANGES IMPLEMENTED AGAINST DOCUMENTED KEY PERFORMANCE INDICATORS (KPI's) FOR THIS APPLICATION?		15%	APPLICATION MANAGER	YES/NO							
	ARE MULTIPLE RELATED CHANGES GROUPED AND THEN PROPERLY SCHEDULED AND COMMUNICATED TO MINIMIZE THE IMPACT TO THE BUSINESS USERS INCLUDING LAST MINUTE SCHEDULE CHANGES (FOR EXAMPLE, UNFORSEEN DELAYS DURING IMPLEMENTATION)?		40%	APPLICATION MANAGER	YES/NO							
							15%	20%	15%	15%	10%	20%
AVAILABILITY MANAGEMENT 612	ARE THERE ANY SINGLE POINTS OF FAILURE (IF NOT KNOWN, PLEASE ANSWER YES)?		30%	APPLICATION MANAGER	YES/NO (NO =30%)	NO = 50%						
	IF YES, CRITICALITY TO ENV OF SPOF?			APPLICATION	1 - 5	YES = 5						
	ARE AVAILABILITY IMPACT INFORMATION (INCLUDING THE DETAIL OF THE IMPACT OF PROPOSED CHANGES) COMMUNICATED TO THE CHANGE MANAGEMENT PROCESS AREA?		10%	APPLICATION MANAGER								
	IS THERE A REGULAR (ex. AT LEAST EVERY 6-MONTHS) REVIEW OF CURRENT INFRASTRUCTURE AGAINST REQUIRED AVAILABILITY 1. WITH A VIEW TO IDENTIFY SPOF? 2. WITH A VIEW TO OPTIMIZING EQUIPMENT (LOWERING COST)?		15%	APPLICATION MANAGER								
	DO YOU HAVE PROCEDURES FOR MONITORING, ANALYZING, AND FORECASTING SERVICE AVAILABILITY?		5%	APPLICATION MANAGER								
	ARE THERE AUDIT PROCEDURES IN PLACE TO VALIDATE THE ONGOING ACCURACY AND APPROPRIATENESS OF THE MONITORING AND FORECASTING PROCEDURES?		15%									
	DO YOU HAVE DEFINED TARGETS FOR THE AVAILABILITY, RELIABILITY AND MAINTAINABILITY OF IT INFRASTRUCTURE COMPONENTS (INCLUDING 3RD PARTY VENDORS) RELIED UPON BY THE APPLICATION?		10%	APPLICATION MANAGER								
	DO YOU CARRY OUT MONITORING AND TREND ANALYSIS OF THE AVAILABILITY, RELIABILITY AND MAINTAINABILITY OF IT INFRASTRUCTURE COMPONENTS (INCLUDING 3RD PARTY VENDORS) TO HELP IDENTIFY POTENTIAL FUTURE BOTTLENECKS?		15%	APPLICATION MANAGER								

FIG. 14c

TRIAGE ALLY - OPERATIONAL RELIABILITY INDEX QUESTIONNAIRE

CATEGORY (622)	FCI PREDICTABILITY FACTORS (624)	ANSWER (626)	SUB CATEGORY WEIGHTING (628)	SOURCE (630)	FORMAT (632)	SCALE (634)	CATEGORY WEIGHTING (636)					
							E-COMM.	BCT	DCC	CARD	MHEIT	ATM
							10%	15%	20%	20%	10%	20%
SERVICE CONTINUITY MANAGEMENT 613	BUSINESS CONTINUITY PLAN IN STANDARD FORMAT?		30%	AIT	YES/NO	NO=0%						
	DATE OF LAST TEST		1-2+YEARS	AIT	>1 YR 0%	<1 YR 30%						
	HAVE ALL OUTSTANDING ISSUES IDENTIFIED AS A RESULT OF TESTING BEEN RESOLVED OR IS AN APPROVED BUSINESS CONTINUITY REMEDIATION PLAN IN PLACE?		15%	AIT	YES/NO							
	IS THERE A DOCUMENTED AND KNOWN RECOVERY PLAN IN PLACE FOR EACH SERVICE AREA, IN THE EVENT OF AN UNFORESEEN ISSUE?		5%	AIT								
	ARE THERE REGULAR BACKUPS OF CRITICAL DATA TAKEN AND STORED SECURELY?		30%									
	ARE CRITICAL BACKUPS OF INFORMATION TESTED ON A REGULAR BASIS?		10%									
	IS TESTING PERFORMED FOR QUALITY ATTRIBUTES SUCH AS RELIABILITY, USABILITY, AND MAINTAINABILITY?		10%									
KNOWLEDGE TRANSFER MANAGEMENT 614							5%	5%	5%	5%	5%	5%
	HAS HANDOVER/TAKEOVER MEETING CONDUCTED WITH INITIAL TEAM?		10%	APPLICATION MANAGER	YES/NO	YES=10% NO=0%						
	HAS NECESSARY DOCUMENTATION BEEN COMPLETED		30%	APPLICATION MANAGER	YES/NO	YES=30% NO=0%						
	RATE THE QUALITY OF ONBOARDING NEW RESOURCES (BANK AND STRATEGIC PARTNER)		20%	APPLICATION MANAGER	1-5 WITH 5 BEING BEST QUALITY	5=20% 4=15% 3=10% 2=5% 1=0%						
	RATE THE QUALITY OF TRAINING DOCUMENTATION AND SCHEDULES		20%	APPLICATION MANAGER	1-5 WITH 5 BEING BEST QUALITY	5=20% 4=15% 3=10% 2=5% 1=0%						
	ARE WORKAROUNDS DOCUMENTED/NEW CHANGES TESTED WITH WORKAROUNDS IN PLACE?		20%	APPLICATION MANAGER								

FIG. 14d

TRIAGE ALLY - OPERATIONAL RELIABILITY INDEX QUESTIONNAIRE

CATEGORY (622)	FCI PREDICTABILITY FACTORS (624)	ANSWER (626)	SUB CATEGORY WEIGHTING (628)	SOURCE (630)	FORMAT (632)	SCALE (634)	CATEGORY WEIGHTING (636)					
							E-COMM.	BCT	DCC	CARD	MHEIT	ATM
							15%	15%	15%	15%	15%	15%
INFRASTRUCTURE AND RISK MANAGEMENT 615	DOES APPLICATION USE ANY NON-PERMITTED TECHNOLOGIES? (CONSIDER SOFTWARE LEVEL: NON-PERMITED SCORE BY NCG (CAN BE MORE THAN 1 PER APPLICATION)		50%	RTT	YES/NO	NO=50%						
	IF YES, HOW MANY INSTANCES OF NP TECHNOLOGY EXISTS?			RTT								
	DOES APPLICATION HAVE REMEDIATION PLAN FOR ANY NON-PERMITTED TECHNOLOGIES?			RTT		YES=(1 INSTANCE=30% >1=10%); NO=0%						
	DOES APPLICATION HAVE A CONTROL PLAN?		30%	AIT	YES/NO	NO=0%						
	WAS CONTROL PLAN UPDATED WITHIN PAST CALENDAR YEAR?			AIT	>1 YR, 0%	<1 YR, 30%						
	DOES THE BUSINESS IMPACT ANALYSIS EXIST?		20%	AIT	YES/NO	NO=0%						
CAPACITY MANAGEMENT 616							5%	5%	5%	5%	5%	5%
	ON AVERAGE HOW CLOSE ARE CURRENT PROCESSING VOLUMES TO THE VOLUME CEILING OF THE APPLICATION?		40%	AIT	<40%, 40-80%, >80%	<40%=40%, 40-80%=15%, >80%=0%						
	ARE THERE ANY KNOWN INITIATIVES THAT WILL INCREASE RATE OF GROWTH? (INITIATIVE, SALES CAMPAIGNS, ETC.)		5%	APPLICATION MANAGER	YES/NO	YES/NO						
	ARE THRESHOLD ALARMS IN PLACE FOR INDIVIDUAL SERVICES THAT ALERT STAFF ABOUT APPROACHING MAXIMUM CAPACITY LIMITS?		10%	APPLICATION MANAGER								
	ARE KEY COMPONENTS (RESOURCES) MONITORED FOR CAPACITY LOAD (e.g.. HARD DISK, MEMORY, CPU, etc.)		10%	APPLICATION MANAGER								
	IS CAPACITY DATA CONSTANTLY ANALYZED TO HELP IN RESOLUTION OF INCIDENTS AND PROBLEMS?		5%	APPLICATION MANAGER								
	ARE CHANGES TO THE CAPACITY OF THE APPLICATION HANDLED THROUGH A FORMAL CHANGE MANAGEMENT PROCESS?		30%	APPLICATION MANAGER								

FIG. 14e

TRIAGE ALLY - OPERATIONAL RELIABILITY INDEX QUESTIONNAIRE

CATEGORY (622)	FCI PREDICTABILITY FACTORS (624)	ANSWER (626)	SUB CATEGORY WEIGHTING (628)	SOURCE (630)	FORMAT (632)	SCALE (634)	CATEGORY WEIGHTING (636)					
							E-COMM.	BCT	DCC	CARD	MHEIT	ATM
							10%	10%	5%	5%	10%	10%
SERVICE LEVEL MANAGEMENT 612	DO SERVICE LEVEL AGREEMENTS EXIST BETWEEN LOB AND GTS&F?		20%	ATT	YES/NO	YES= 20%;NO= 0%						
	IS RISK RATING ASSIGNED BY LOB?		20%	ATT	YES/NO	YES= 20%;NO= 0%						
	DOES THE CURRENT APPLICATION DESIGN SUPPORT THE LOB RISK RATING/SLA?		20%	APPLICATION MANAGER	YES/NO	YES= 20%;NO= 0%						
	ARE AGREEMENTS WITH VENDORS DOCUMENTED AND REFLECTED IN THE SLA'S?		20%	APPLICATION MANAGER								
	DOES THE SLA STRUCTURE INCLUDE FEATURES SUCH AS RELIABILITY, SECURITY, SERVICE HOURS, SUPPORT, RESPONSE TIMES, TURNAROUND TIMES, PERFORMANCE CRITERIA?		10%	APPLICATION MANAGER								
	ARE THERE MECHANISMS IN PLACE TO MONITOR AND MEASURE ALL ITEMS IN EXISTING SLAS?		5%	APPLICATION MANAGER								
	DO SLAS HAVE CLEARLY IDENTIFIED KEY TARGETS FOR SERVICE HOURS, AVAILABILITY, RELIABILITY, SUPPORT, RESPONSE TIMES AND CHANGE HANDLING?		5%	APPLICATION MANAGER								
							15%	10%	10%	10%	15%	15%
SYSTEMS MANAGEMENT 618	ARE TOOLS AND PROCESSES IN PLACE TO AUTOMATE OR QUICKLY REACT TO CUSTOMER/ AGENT IMPACTING EVENTS TO PROVIDE OPERATIONAL RELIEF?		35%	APPLICATION MANAGER								
	ARE COMPONENT BASED TECHNOLOGY MONITORING TOOLS AVAILABLE? EXAMPLE: INTROSCOPE, PERFMON, NETSCOUT, SITESCOPE, MQUEUE COMMAND CENTER, etc.		15%	APPLICATION MANAGER								
	IS THE OPERATING SYSTEM (ON WHICH THE APPLICATION COMPONENTS ARE INSTALLED) MONITORED ON SERVER AND CLIENT MACHINES (CPU LOAD, MEMORY USAGE, DIRECTORY SPACE)		10%	APPLICATION MANAGER								
	IS THE OPERATING SYSTEM (ON WHICH THE APPLICATION COMPONENTS ARE INSTALLED) MONITORED ON SERVER AND CLIENT MACHINES (PAGING, FILE I/O, NETWORK I/O, LOCAL DISK I/O, REMOTE DISK I/O)		5%	APPLICATION MANAGER								
	ARE APPLICATION PERFORMANCE TRENDS MONITORED AND PROJECTED FORWARD TO INDICATE WHEN THRESHOLDS WILL BREAK AND PROJECTED BREAKS THAT ARE ALERTED WITH SUFFICIENT TIME TO ALTER THE APPLICATION/SYSTEM TO AVOID SERVICE BREAKS FROM HAPPENING?		15%	APPLICATION MANAGER								
	ARE COMPONENT/APPLICATION INTERFACES MONITORED (ALL COMPONENT BOUNDARIES , FRAMEWORK INTERFACES)		5%	APPLICATION MANAGER								
	ARE CUSTOMER EXPERIENCE MONITORING TOOLS AVAILABLE? EXAMPLE: TOPAZ, ONLINE BANKING MONITOR, COMPUWARE VANTAGE AGENTLESS MONITORING (MEASURE TRANSACTION RESPONSE TIME, TRANSACTION VOLUME)		15%	APPLICATION MANAGER								
							100%	100%	100%	100%	100%	100%

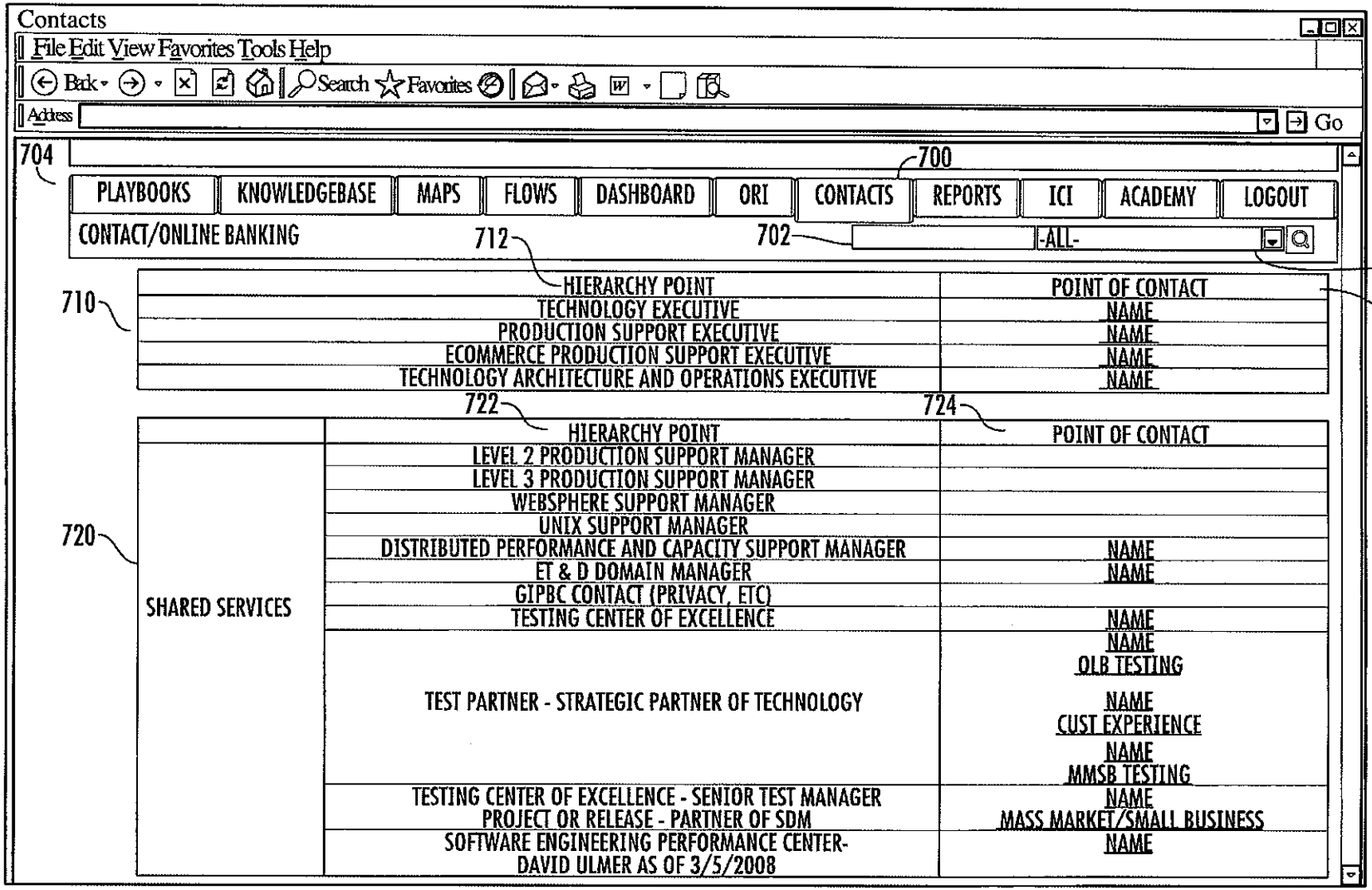

Contacts
File Edit View Favorites Tools Help
Back
Search
Favorites
Address
Go
704
700
PLAYBOOKS
KNOWLEDGEBASE
MAPS
FLOWS
DASHBOARD
ORI
CONTACTS
REPORTS
ICI
ACADEMY
LOGOUT
CONTACT/ONLINE BANKING
712
702
-ALL-
703
710
HIERARCHY POINT
POINT OF CONTACT
714
TECHNOLOGY EXECUTIVE
NAME
PRODUCTION SUPPORT EXECUTIVE
NAME
ECOMMERCE PRODUCTION SUPPORT EXECUTIVE
NAME
TECHNOLOGY ARCHITECTURE AND OPERATIONS EXECUTIVE
NAME
722
724
720
HIERARCHY POINT
POINT OF CONTACT
SHARED SERVICES
LEVEL 2 PRODUCTION SUPPORT MANAGER
LEVEL 3 PRODUCTION SUPPORT MANAGER
WEBSPHERE SUPPORT MANAGER
UNIX SUPPORT MANAGER
DISTRIBUTED PERFORMANCE AND CAPACITY SUPPORT MANAGER
NAME
ET & D DOMAIN MANAGER
NAME
GIPBC CONTACT (PRIVACY, ETC)
TESTING CENTER OF EXCELLENCE
NAME
TEST PARTNER - STRATEGIC PARTNER OF TECHNOLOGY
NAME
OLB TESTING
NAME
CUST EXPERIENCE
NAME
MMSB TESTING
TESTING CENTER OF EXCELLENCE - SENIOR TEST MANAGER
PROJECT OR RELEASE - PARTNER OF SDM
NAME
MASS MARKET/SMALL BUSINESS
SOFTWARE ENGINEERING PERFORMANCE CENTER-
DAVID ULMER AS OF 3/5/2008
NAME

FIG. 15

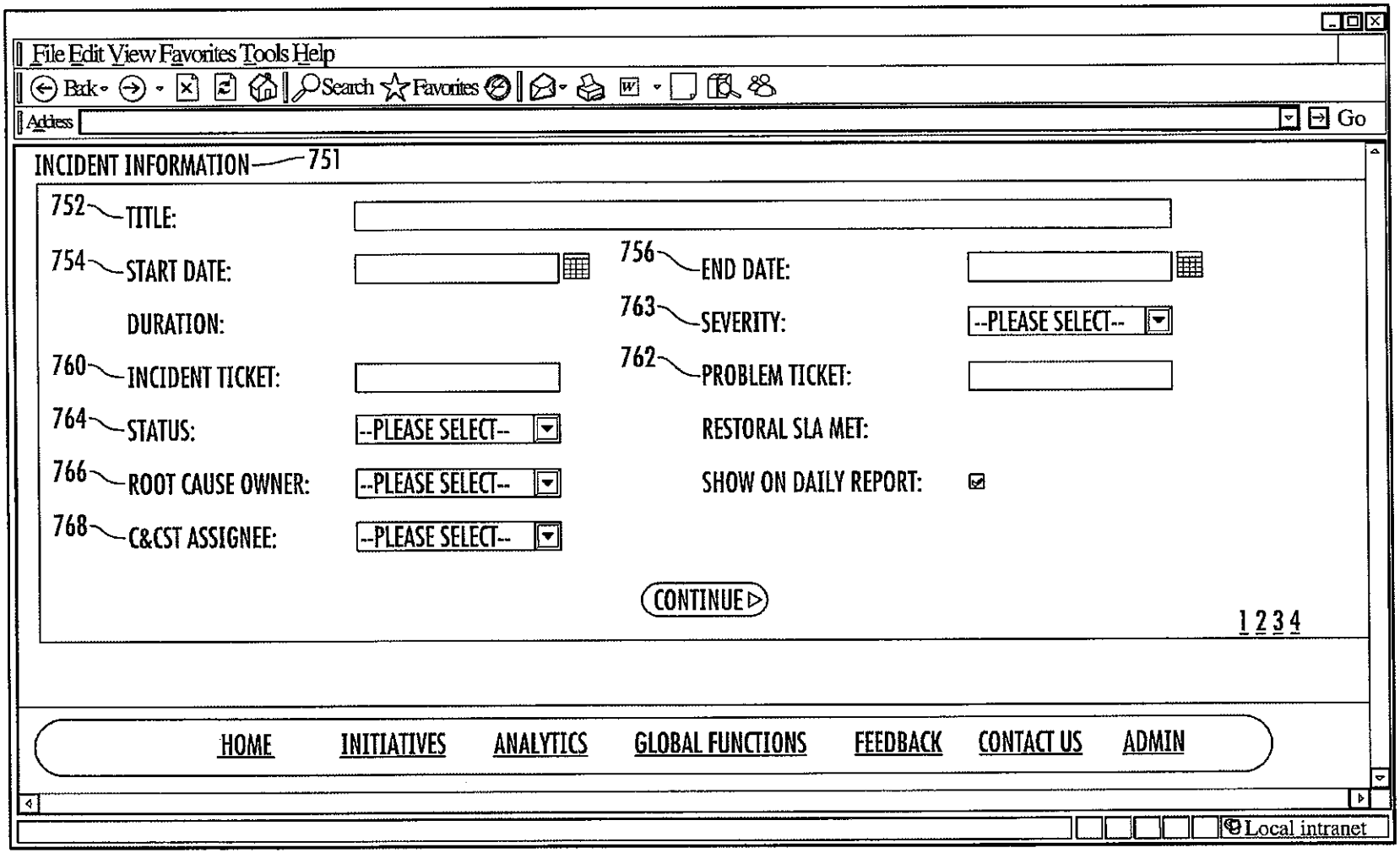

File Edit View Favorites Tools Help
Back
Search
Favorites
Address
Go
INCIDENT INFORMATION
751
752
TITLE:
754
START DATE:
756
END DATE:
DURATION:
763
SEVERITY:
--PLEASE SELECT--
760
INCIDENT TICKET:
762
PROBLEM TICKET:
764
STATUS:
--PLEASE SELECT--
RESTORAL SLA MET:
766
ROOT CAUSE OWNER:
--PLEASE SELECT--
SHOW ON DAILY REPORT:
768
C&CST ASSIGNEE:
--PLEASE SELECT--
CONTINUE
1 2 3 4
HOME
INITIATIVES
ANALYTICS
GLOBAL FUNCTIONS
FEEDBACK
CONTACT US
ADMIN
Local intranet

FIG. 16

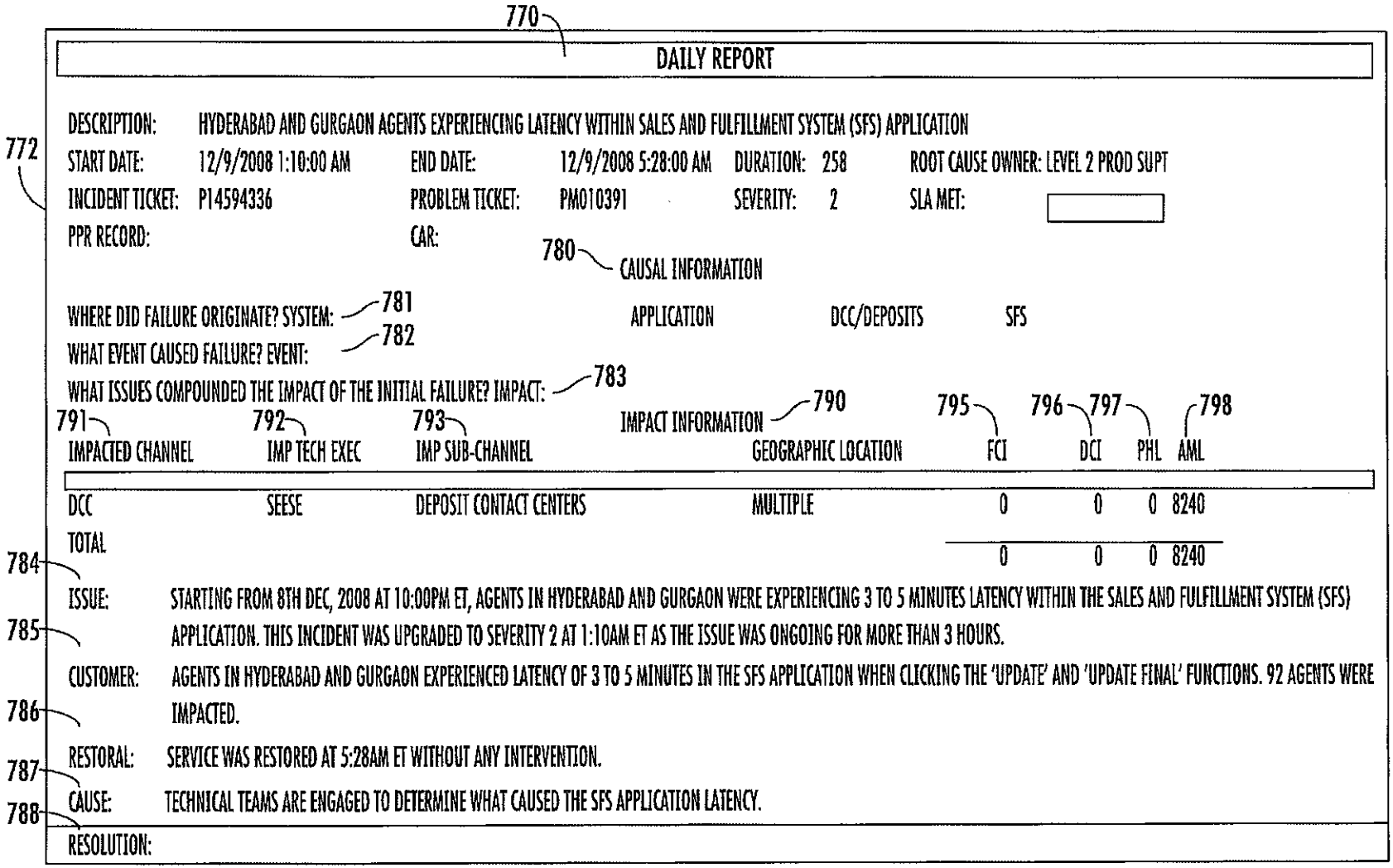

770
DAILY REPORT
772
DESCRIPTION: HYDERABAD AND GURGAON AGENTS EXPERIENCING LATENCY WITHIN SALES AND FULFILLMENT SYSTEM (SFS) APPLICATION
START DATE: 12/9/2008 1:10:00 AM
END DATE: 12/9/2008 5:28:00 AM
DURATION: 258
ROOT CAUSE OWNER: LEVEL 2 PROD SUPT
INCIDENT TICKET: P14594336
PROBLEM TICKET: PM010391
SEVERITY: 2
SLA MET:
PPR RECORD:
CAR:
780
CAUSAL INFORMATION
WHERE DID FAILURE ORIGINATE? SYSTEM:
781
APPLICATION
DCC/DEPOSITS
SFS
WHAT EVENT CAUSED FAILURE? EVENT:
782
WHAT ISSUES COMPOUNDED THE IMPACT OF THE INITIAL FAILURE? IMPACT:
783
IMPACT INFORMATION
790
791
IMPACTED CHANNEL
792
IMP TECH EXEC
793
IMP SUB-CHANNEL
GEOGRAPHIC LOCATION
795
FCI
796
DCI
797
PHL
798
AML
DCC
SEESE
DEPOSIT CONTACT CENTERS
MULTIPLE
0
0
0
8240
TOTAL
0
0
0
8240
784
ISSUE: STARTING FROM 8TH DEC, 2008 AT 10:00PM ET, AGENTS IN HYDERABAD AND GURGAON WERE EXPERIENCING 3 TO 5 MINUTES LATENCY WITHIN THE SALES AND FULFILLMENT SYSTEM (SFS) APPLICATION. THIS INCIDENT WAS UPGRADED TO SEVERITY 2 AT 1:10AM ET AS THE ISSUE WAS ONGOING FOR MORE THAN 3 HOURS.
785
CUSTOMER: AGENTS IN HYDERABAD AND GURGAON EXPERIENCED LATENCY OF 3 TO 5 MINUTES IN THE SFS APPLICATION WHEN CLICKING THE 'UPDATE' AND 'UPDATE FINAL' FUNCTIONS. 92 AGENTS WERE IMPACTED.
786
RESTORAL: SERVICE WAS RESTORED AT 5:28AM ET WITHOUT ANY INTERVENTION.
787
CAUSE: TECHNICAL TEAMS ARE ENGAGED TO DETERMINE WHAT CAUSED THE SFS APPLICATION LATENCY.
788
RESOLUTION:

FIG. 17

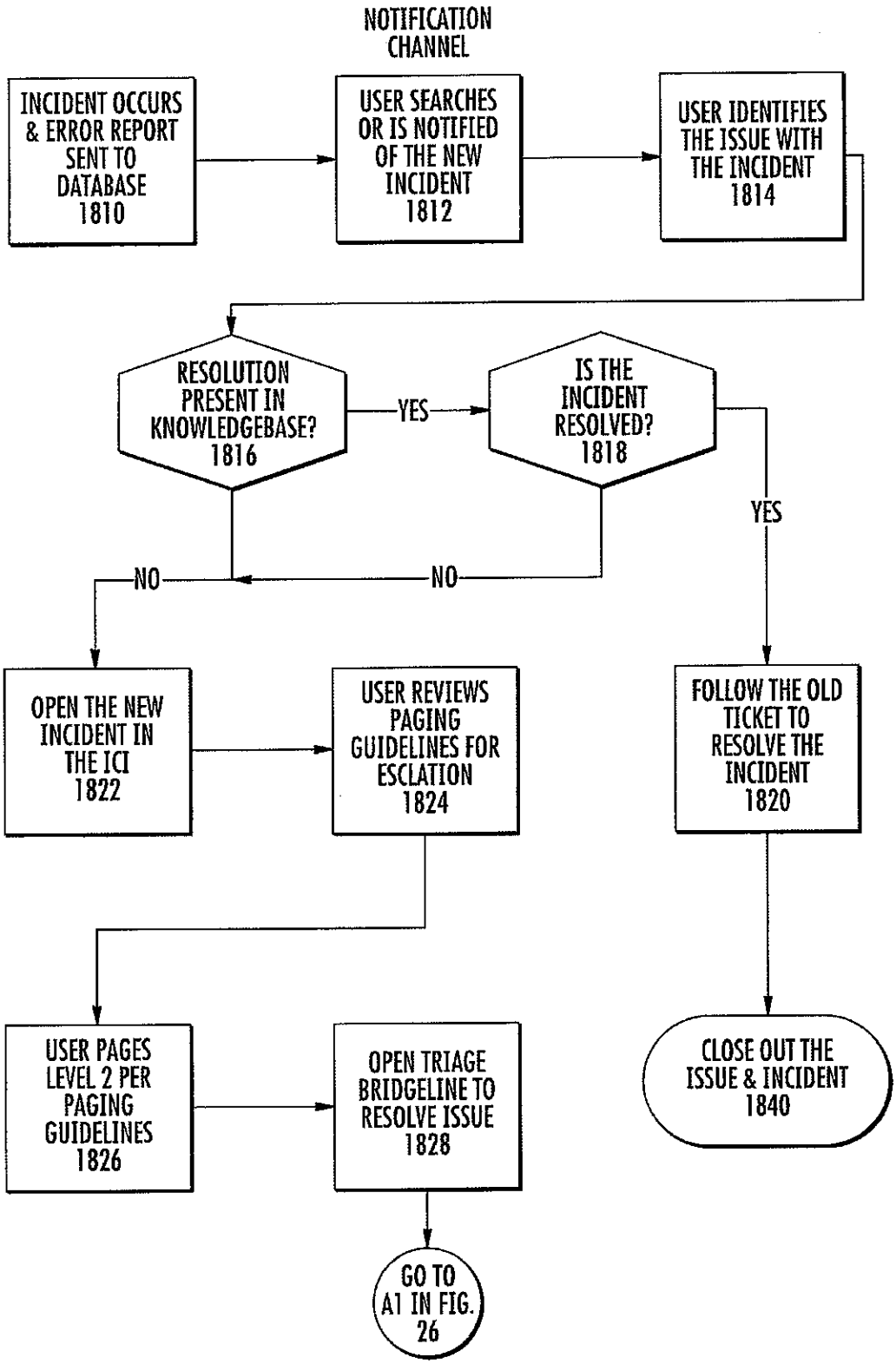

NOTIFICATION CHANNEL
INCIDENT OCCURS & ERROR REPORT SENT TO DATABASE 1810
USER SEARCHES OR IS NOTIFIED OF THE NEW INCIDENT 1812
USER IDENTIFIES THE ISSUE WITH THE INCIDENT 1814
RESOLUTION PRESENT IN KNOWLEDGEBASE? 1816
YES
IS THE INCIDENT RESOLVED? 1818
YES
NO
NO
OPEN THE NEW INCIDENT IN THE ICI 1822
USER REVIEWS PAGING GUIDELINES FOR ESCLATION 1824
FOLLOW THE OLD TICKET TO RESOLVE THE INCIDENT 1820
USER PAGES LEVEL 2 PER PAGING GUIDELINES 1826
OPEN TRIAGE BRIDGELINE TO RESOLVE ISSUE 1828
CLOSE OUT THE ISSUE & INCIDENT 1840
GO TO A1 IN FIG. 26

FIG. 18

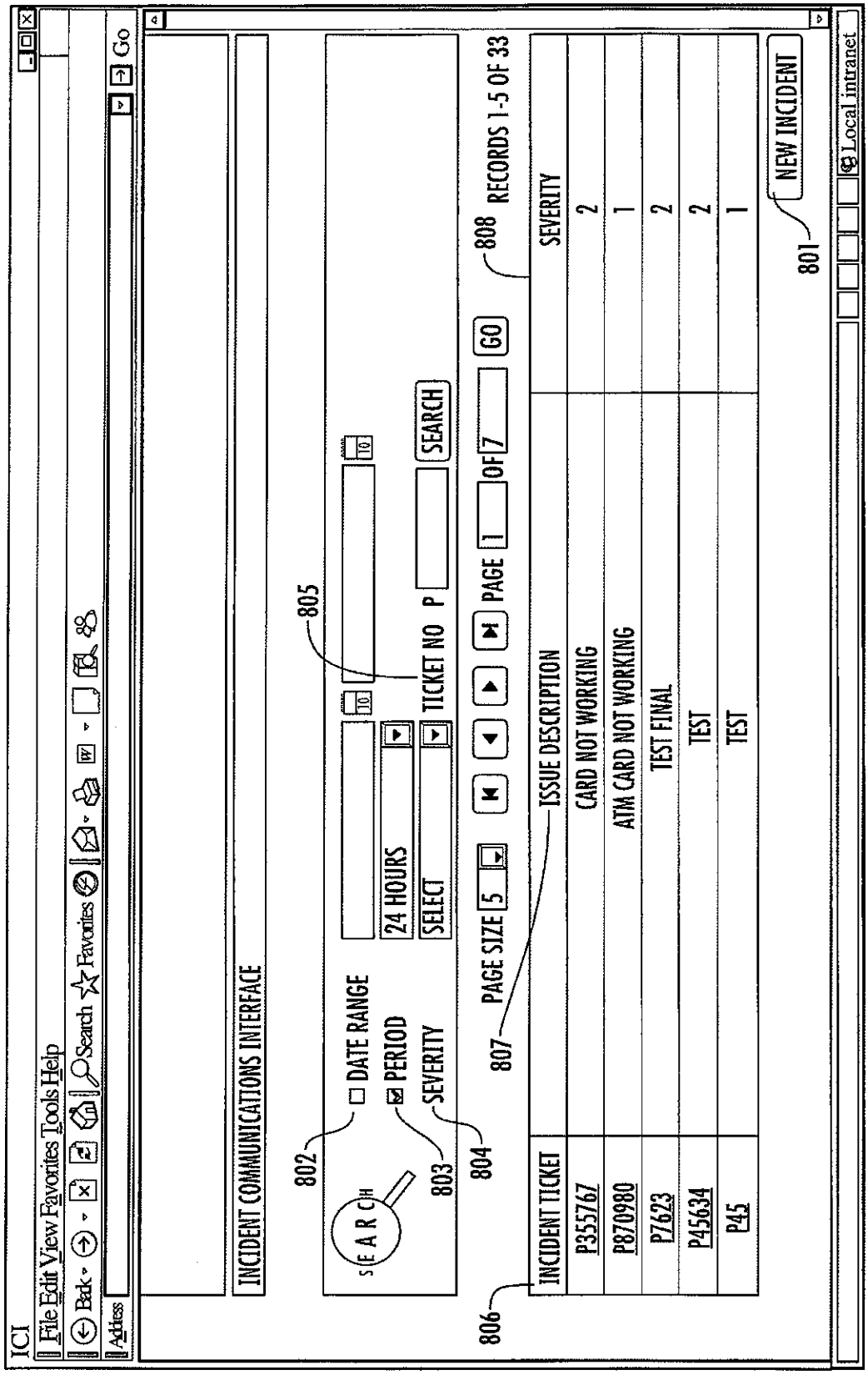

ICI
File Edit View Favorites Tools Help
Back
Search
Favorites
Address
Go
INCIDENT COMMUNICATIONS INTERFACE
SEARCH
DATE RANGE
PERIOD
SEVERITY
24 HOURS
SELECT
TICKET NO P
SEARCH
PAGE SIZE 5
PAGE 1 OF 7
GO
RECORDS 1-5 OF 33
INCIDENT TICKET
ISSUE DESCRIPTION
SEVERITY
P355767
CARD NOT WORKING
2
P870980
ATM CARD NOT WORKING
1
P7623
TEST FINAL
2
P45634
TEST
2
P45
TEST
1
NEW INCIDENT
Local intranet
801
802
803
804
805
806
807
808

FIG. 19

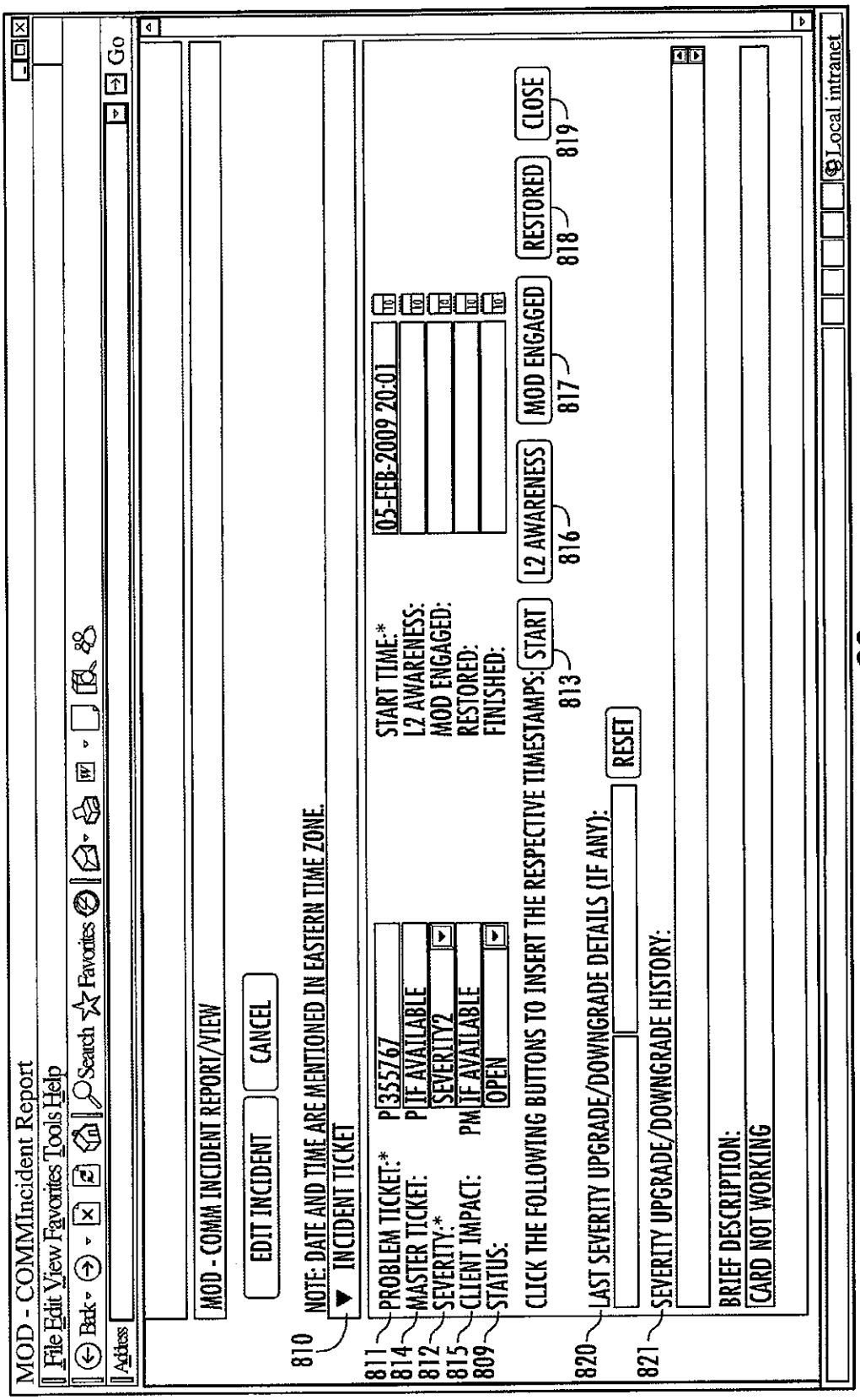

MOD - COMMIncident Report
File Edit View Favorites Tools Help
Back
Search
Favorites
Go
Address
MOD - COMM INCIDENT REPORT/VIEW
EDIT INCIDENT
CANCEL
NOTE: DATE AND TIME ARE MENTIONED IN EASTERN TIME ZONE.
INCIDENT TICKET
PROBLEM TICKET:*
MASTER TICKET:
SEVERITY:*
CLIENT IMPACT:
STATUS:
P355767
PTF AVAILABLE
SEVERITY2
PM TF AVAILABLE
OPEN
START TIME:*
L2 AWARENESS:
MOD ENGAGED:
RESTORED:
FINISHED:
05-FEB-2009 20:01
CLICK THE FOLLOWING BUTTONS TO INSERT THE RESPECTIVE TIMESTAMPS:
START
L2 AWARENESS
MOD ENGAGED
RESTORED
CLOSE
LAST SEVERITY UPGRADE/DOWNGRADE DETAILS (IF ANY):
RESET
SEVERITY UPGRADE/DOWNGRADE HISTORY:
BRIEF DESCRIPTION:
CARD NOT WORKING
Local intranet
810
811
814
812
815
809
813
816
817
818
819
820
821

FIG. 20

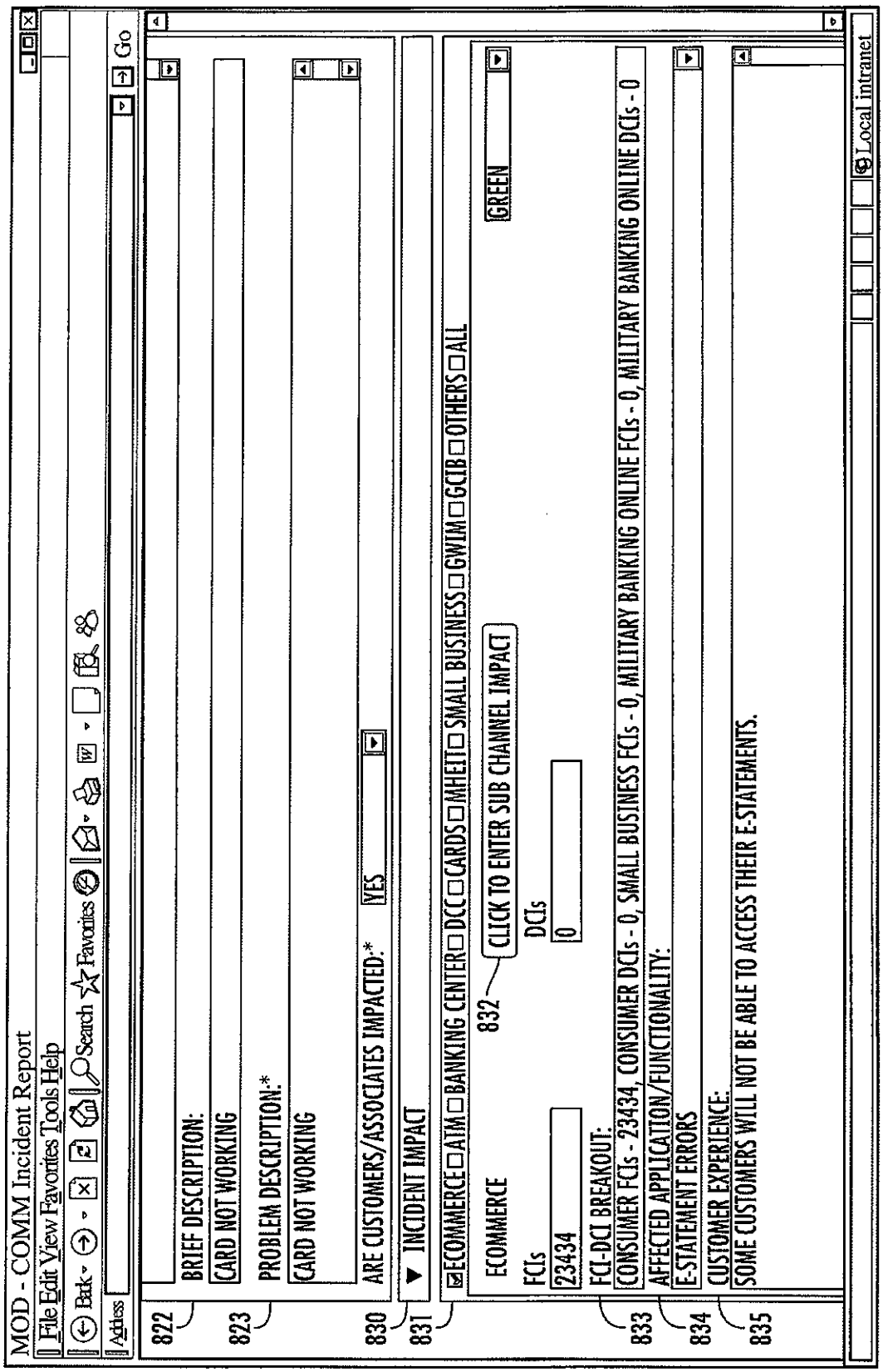

MOD - COMM Incident Report
File Edit View Favorites Tools Help
Back
Search
Favorites
Address
Go
822
BRIEF DESCRIPTION:
CARD NOT WORKING
823
PROBLEM DESCRIPTION:*
CARD NOT WORKING
830
ARE CUSTOMERS/ASSOCIATES IMPACTED:*
YES
831
INCIDENT IMPACT
ECOMMERCE ATM BANKING CENTER DCC CARDS MHEIT SMALL BUSINESS GWIM GCIB OTHERS ALL
832
CLICK TO ENTER SUB CHANNEL IMPACT
ECOMMERCE
GREEN
FCIs
23434
DCIs
0
833
FCI-DCI BREAKOUT:
CONSUMER FCIs - 23434, CONSUMER DCIs - 0, SMALL BUSINESS FCIs - 0, MILITARY BANKING ONLINE FCIs - 0, MILITARY BANKING ONLINE DCIs - 0
834
AFFECTED APPLICATION/FUNCTIONALITY:
E-STATEMENT ERRORS
835
CUSTOMER EXPERIENCE:
SOME CUSTOMERS WILL NOT BE ABLE TO ACCESS THEIR E-STATEMENTS.
Local intranet

FIG. 21

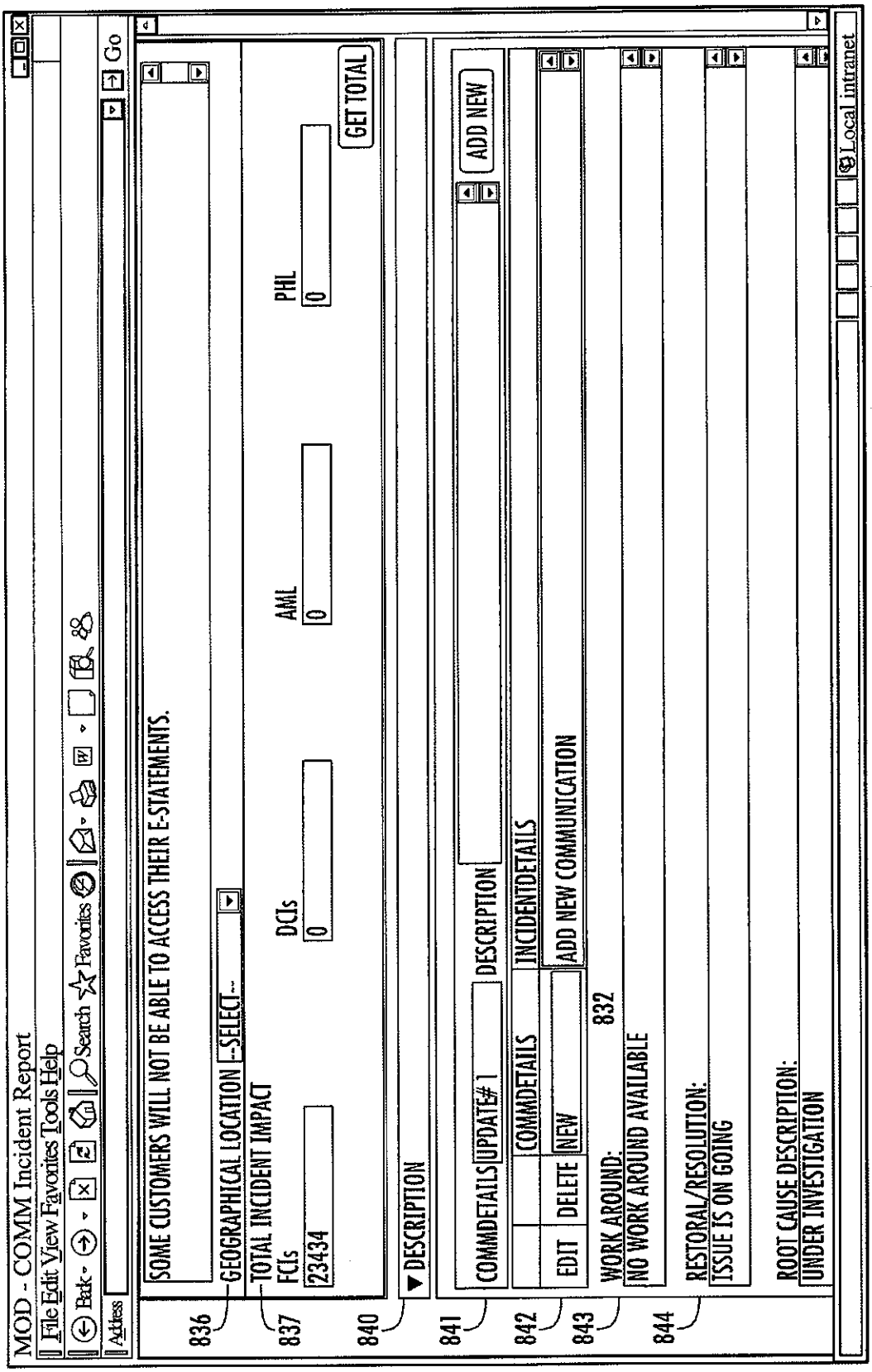

MOD - COMM Incident Report
File Edit View Favorites Tools Help
Back
Search
Favorites
Address
Go
836
SOME CUSTOMERS WILL NOT BE ABLE TO ACCESS THEIR E-STATEMENTS.
GEOGRAPHICAL LOCATION -SELECT-
837
TOTAL INCIDENT IMPACT
FCIs
23434
DCIs
0
AML
0
PHL
0
GET TOTAL
840
DESCRIPTION
841
COMMDETAILS
UPDATE#1
DESCRIPTION
ADD NEW
842
COMMDETAILS
INCIDENTDETAILS
EDIT
DELETE
NEW
ADD NEW COMMUNICATION
843
WORK AROUND:
832
NO WORK AROUND AVAILABLE
844
RESTORAL/RESOLUTION:
ISSUE IS ON GOING
ROOT CAUSE DESCRIPTION:
UNDER INVESTIGATION
Local intranet

FIG. 22

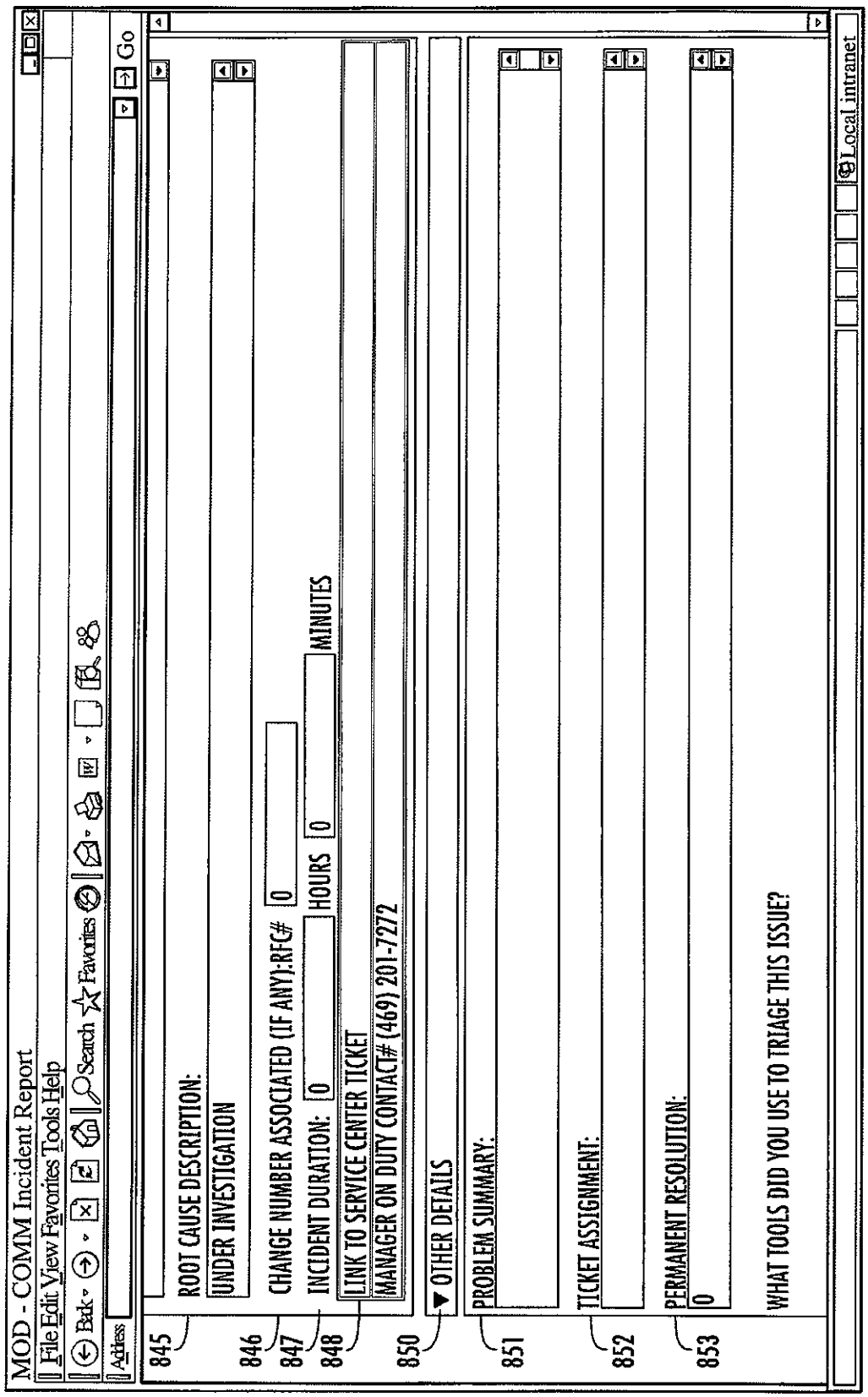

MOD - COMM Incident Report
File Edit View Favorites Tools Help
Back
Search
Favorites
Address
Go
845
ROOT CAUSE DESCRIPTION:
UNDER INVESTIGATION
846
847
CHANGE NUMBER ASSOCIATED (IF ANY):RFC#
0
848
INCIDENT DURATION:
0
HOURS
0
MINUTES
LINK TO SERVICE CENTER TICKET
MANAGER ON DUTY CONTACT# (469) 201-7272
850
OTHER DETAILS
851
PROBLEM SUMMARY:
852
TICKET ASSIGNMENT:
853
PERMANENT RESOLUTION:
0
WHAT TOOLS DID YOU USE TO TRIAGE THIS ISSUE?
Local intranet

FIG. 23

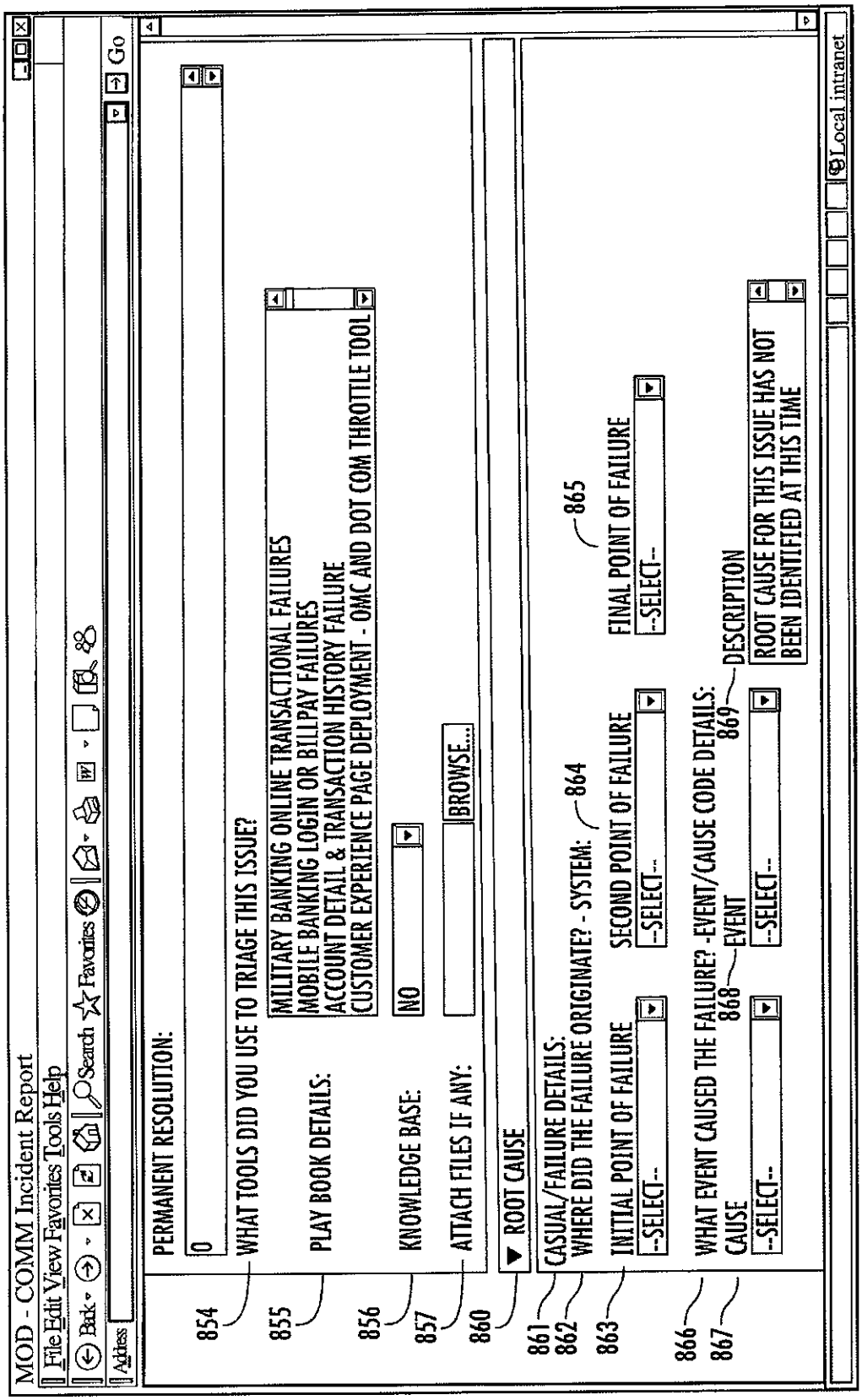

MOD - COMM Incident Report
File Edit View Favorites Tools Help
Back Search Favorites
Address
Go
PERMANENT RESOLUTION:
0
854
WHAT TOOLS DID YOU USE TO TRIAGE THIS ISSUE?
855
PLAY BOOK DETAILS:
MILITARY BANKING ONLINE TRANSACTIONAL FAILURES
MOBILE BANKING LOGIN OR BILLPAY FAILURES
ACCOUNT DETAIL & TRANSACTION HISTORY FAILURE
CUSTOMER EXPERIENCE PAGE DEPLOYMENT - OMC AND DOT COM THROTTLE TOOL
856
KNOWLEDGE BASE:
NO
857
ATTACH FILES IF ANY:
BROWSE...
860
ROOT CAUSE
861
CASUAL/FAILURE DETAILS:
862
WHERE DID THE FAILURE ORIGINATE? - SYSTEM:
864
865
863
INITIAL POINT OF FAILURE
--SELECT--
SECOND POINT OF FAILURE
--SELECT--
FINAL POINT OF FAILURE
--SELECT--
866
WHAT EVENT CAUSED THE FAILURE? -EVENT/CAUSE CODE DETAILS:
868
869
DESCRIPTION
867
CAUSE
--SELECT--
EVENT
--SELECT--
ROOT CAUSE FOR THIS ISSUE HAS NOT BEEN IDENTIFIED AT THIS TIME
Local intranet

FIG. 24

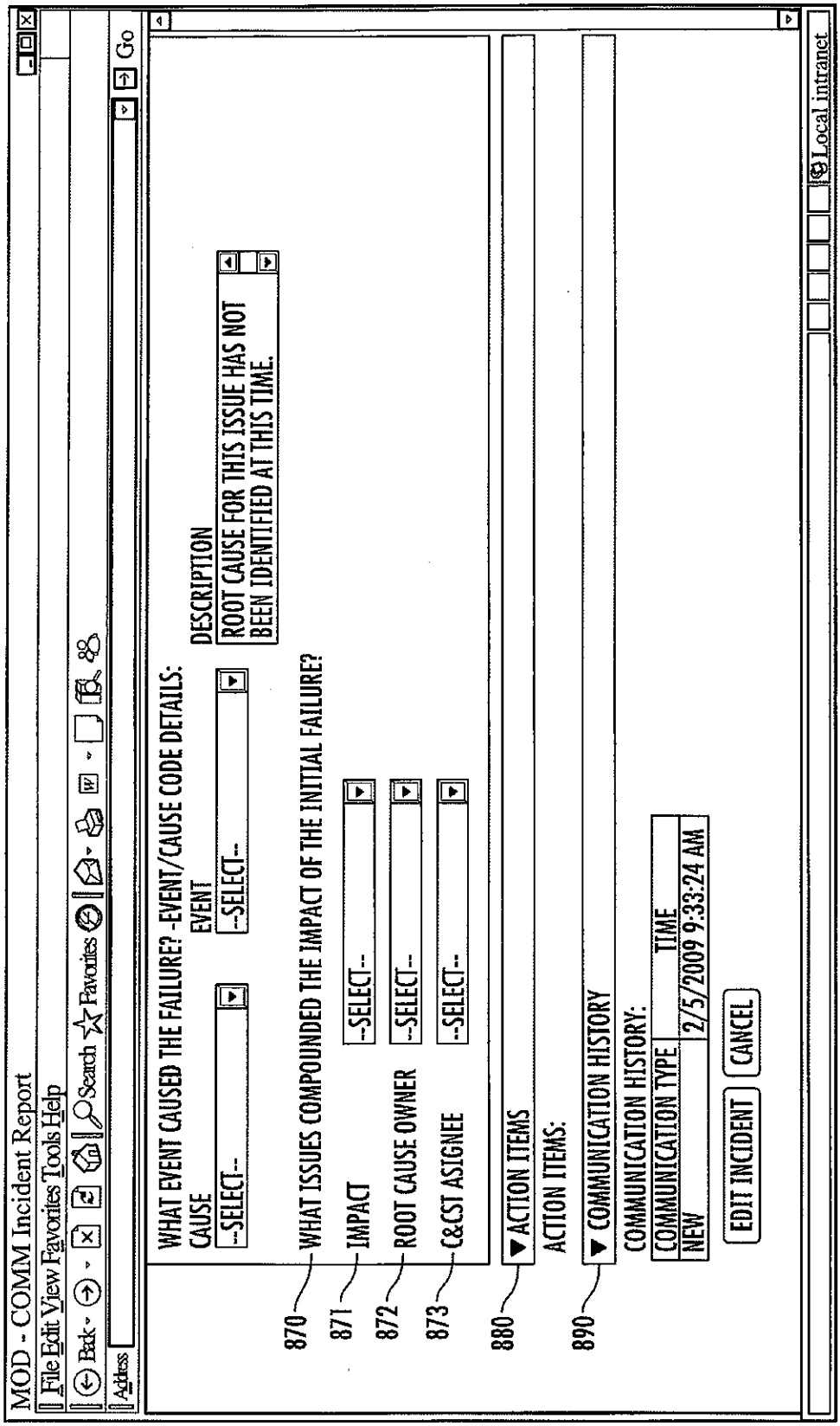

MOD - COMM Incident Report
File Edit View Favorites Tools Help
Back
Search
Favorites
Address
Go
WHAT EVENT CAUSED THE FAILURE? -EVENT/CAUSE CODE DETAILS:
CAUSE
--SELECT--
EVENT
--SELECT--
DESCRIPTION
ROOT CAUSE FOR THIS ISSUE HAS NOT BEEN IDENTIFIED AT THIS TIME.
870
WHAT ISSUES COMPOUNDED THE IMPACT OF THE INITIAL FAILURE?
871
IMPACT
--SELECT--
872
ROOT CAUSE OWNER
--SELECT--
873
C&CST ASIGNEE
--SELECT--
880
ACTION ITEMS
ACTION ITEMS:
890
COMMUNICATION HISTORY
COMMUNICATION HISTORY:
COMMUNICATION TYPE
TIME
NEW
2/5/2009 9:33:24 AM
EDIT INCIDENT
CANCEL
Local intranet

FIG. 25

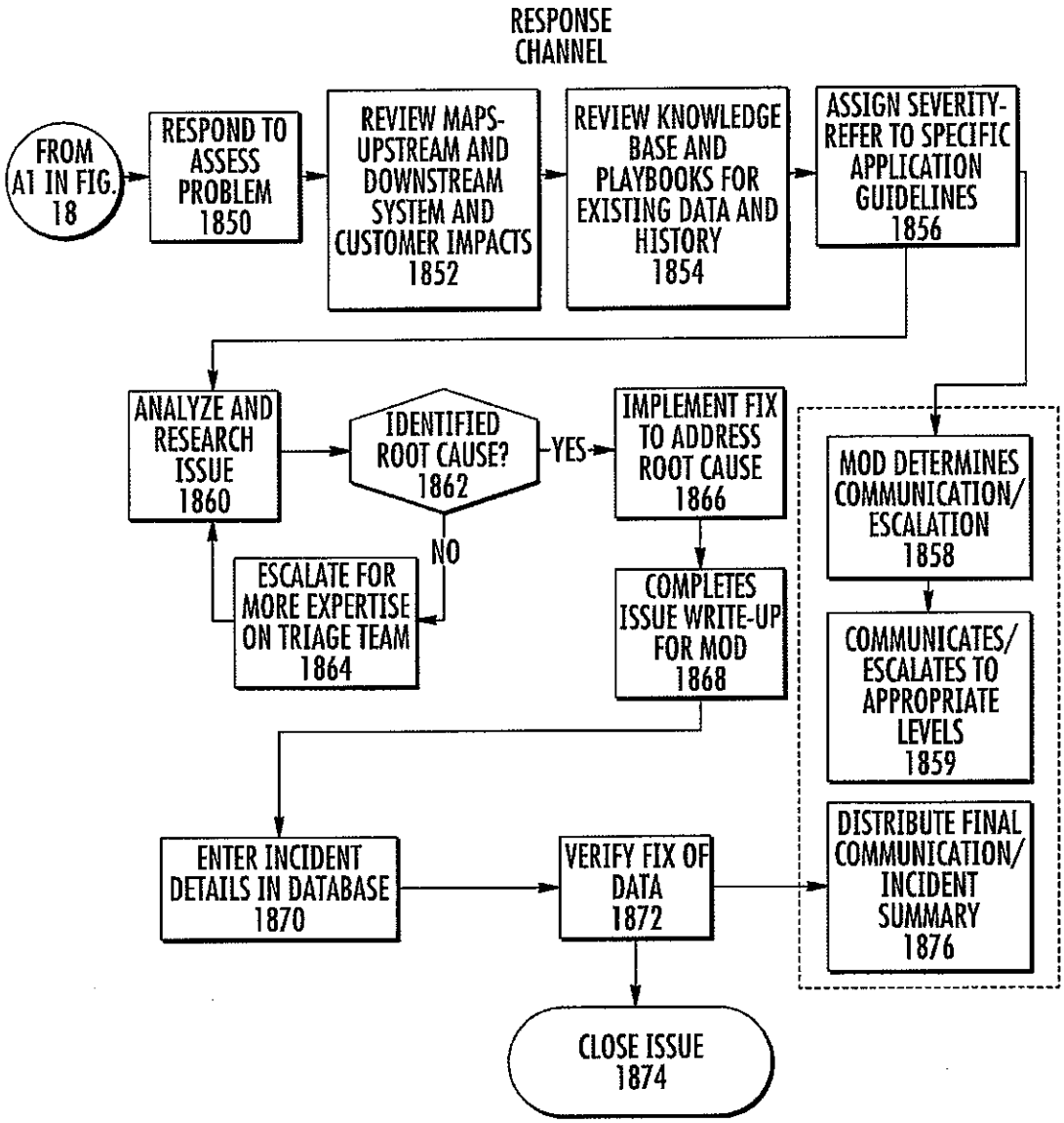

RESPONSE CHANNEL
FROM A1 IN FIG. 18
RESPOND TO ASSESS PROBLEM 1850
REVIEW MAPS-UPSTREAM AND DOWNSTREAM SYSTEM AND CUSTOMER IMPACTS 1852
REVIEW KNOWLEDGE BASE AND PLAYBOOKS FOR EXISTING DATA AND HISTORY 1854
ASSIGN SEVERITY-REFER TO SPECIFIC APPLICATION GUIDELINES 1856
ANALYZE AND RESEARCH ISSUE 1860
IDENTIFIED ROOT CAUSE? 1862
YES
NO
IMPLEMENT FIX TO ADDRESS ROOT CAUSE 1866
ESCALATE FOR MORE EXPERTISE ON TRIAGE TEAM 1864
COMPLETES ISSUE WRITE-UP FOR MOD 1868
MOD DETERMINES COMMUNICATION/ ESCALATION 1858
COMMUNICATES/ ESCALATES TO APPROPRIATE LEVELS 1859
DISTRIBUTE FINAL COMMUNICATION/ INCIDENT SUMMARY 1876
ENTER INCIDENT DETAILS IN DATABASE 1870
VERIFY FIX OF DATA 1872
CLOSE ISSUE 1874

FIG. 26

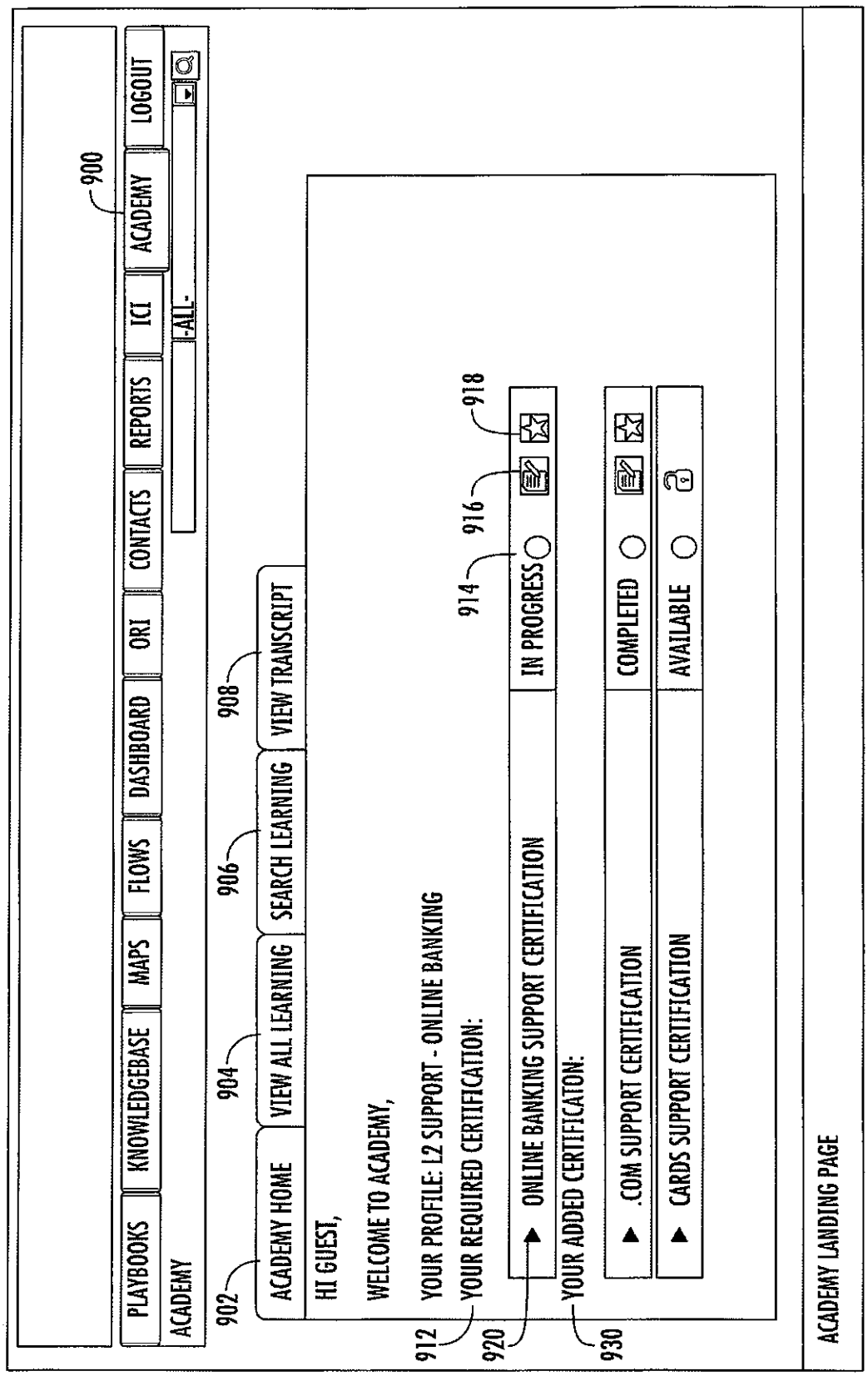

900
PLAYBOOKS
KNOWLEDGEBASE
MAPS
FLOWS
DASHBOARD
ORI
CONTACTS
REPORTS
ICI
ACADEMY
LOGOUT
-ALL-
ACADEMY
902
ACADEMY HOME
904
VIEW ALL LEARNING
906
SEARCH LEARNING
908
VIEW TRANSCRIPT
HI GUEST,
WELCOME TO ACADEMY,
912
YOUR PROFILE: L2 SUPPORT - ONLINE BANKING
YOUR REQUIRED CERTIFICATION:
914
916
918
ONLINE BANKING SUPPORT CERTIFICATION
IN PROGRESS
920
YOUR ADDED CERTIFICATON:
930
.COM SUPPORT CERTIFICATION
COMPLETED
CARDS SUPPORT CERTIFICATION
AVAILABLE
ACADEMY LANDING PAGE

FIG. 27

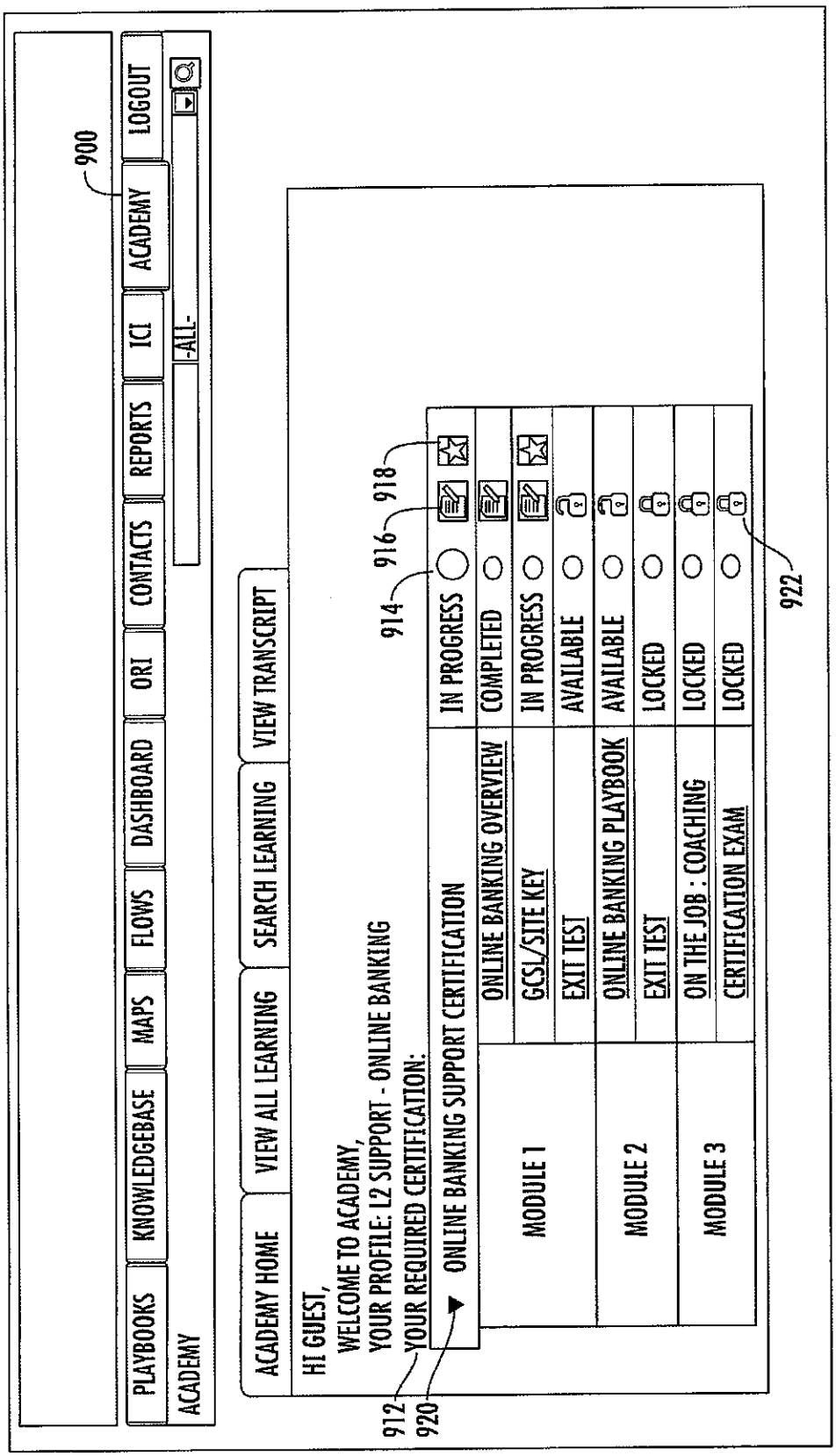

900
PLAYBOOKS
KNOWLEDGEBASE
MAPS
FLOWS
DASHBOARD
ORI
CONTACTS
REPORTS
ICI
ACADEMY
LOGOUT
ACADEMY
-ALL-
ACADEMY HOME
VIEW ALL LEARNING
SEARCH LEARNING
VIEW TRANSCRIPT
HI GUEST,
WELCOME TO ACADEMY,
YOUR PROFILE: L2 SUPPORT - ONLINE BANKING
YOUR REQUIRED CERTIFICATION:
ONLINE BANKING SUPPORT CERTIFICATION
IN PROGRESS
912
920
914
916
918
922
MODULE 1
ONLINE BANKING OVERVIEW
COMPLETED
GCSL/SITE KEY
IN PROGRESS
EXIT TEST
AVAILABLE
MODULE 2
ONLINE BANKING PLAYBOOK
AVAILABLE
EXIT TEST
LOCKED
MODULE 3
ON THE JOB : COACHING
LOCKED
CERTIFICATION EXAM
LOCKED

FIG. 28

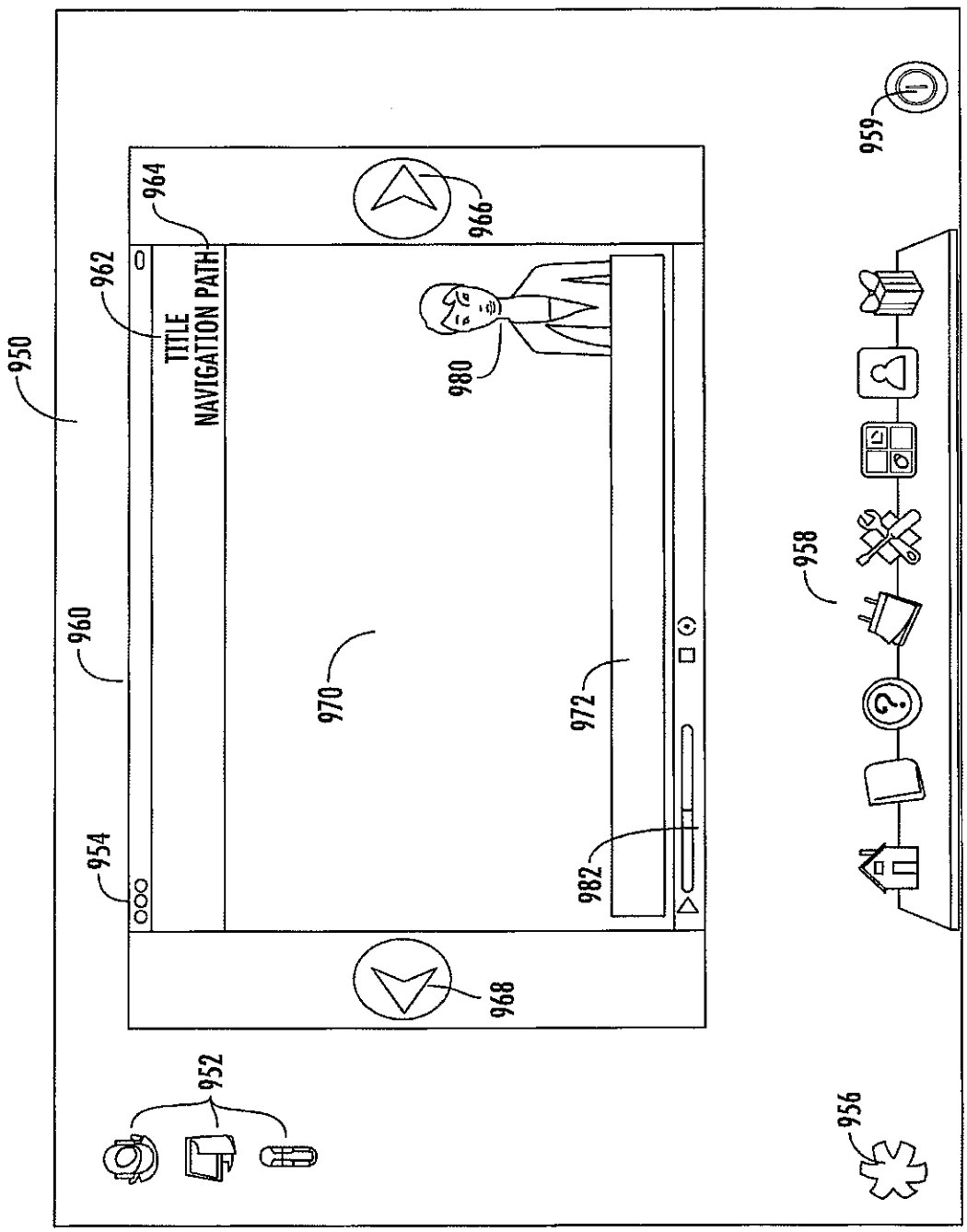
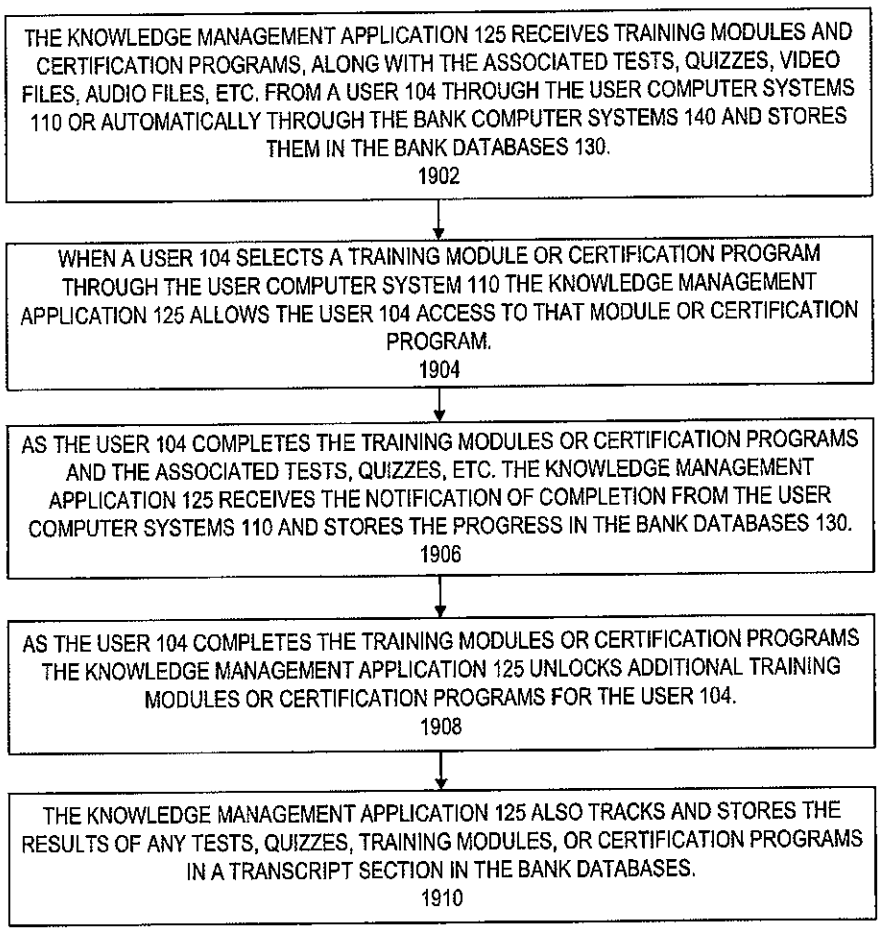

950
952
954
956
958
959
960
962
964
TITLE
NAVIGATION PATH
966
968
970
972
980
982

FIG. 29

1900

FIG. 30


THE KNOWLEDGE MANAGEMENT APPLICATION 125 RECEIVES TRAINING MODULES AND CERTIFICATION PROGRAMS, ALONG WITH THE ASSOCIATED TESTS, QUIZZES, VIDEO FILES, AUDIO FILES, ETC. FROM A USER 104 THROUGH THE USER COMPUTER SYSTEMS 110 OR AUTOMATICALLY THROUGH THE BANK COMPUTER SYSTEMS 140 AND STORES THEM IN THE BANK DATABASES 130.
1902
WHEN A USER 104 SELECTS A TRAINING MODULE OR CERTIFICATION PROGRAM THROUGH THE USER COMPUTER SYSTEM 110 THE KNOWLEDGE MANAGEMENT APPLICATION 125 ALLOWS THE USER 104 ACCESS TO THAT MODULE OR CERTIFICATION PROGRAM.
1904
AS THE USER 104 COMPLETES THE TRAINING MODULES OR CERTIFICATION PROGRAMS AND THE ASSOCIATED TESTS, QUIZZES, ETC. THE KNOWLEDGE MANAGEMENT APPLICATION 125 RECEIVES THE NOTIFICATION OF COMPLETION FROM THE USER COMPUTER SYSTEMS 110 AND STORES THE PROGRESS IN THE BANK DATABASES 130.
1906
AS THE USER 104 COMPLETES THE TRAINING MODULES OR CERTIFICATION PROGRAMS THE KNOWLEDGE MANAGEMENT APPLICATION 125 UNLOCKS ADDITIONAL TRAINING MODULES OR CERTIFICATION PROGRAMS FOR THE USER 104.
1908
THE KNOWLEDGE MANAGEMENT APPLICATION 125 ALSO TRACKS AND STORES THE RESULTS OF ANY TESTS, QUIZZES, TRAINING MODULES, OR CERTIFICATION PROGRAMS IN A TRANSCRIPT SECTION IN THE BANK DATABASES.
1910