GE IT Solutions

Putting the power of GE behind IT

Backup Completeness

Pfizer Account

Project Leader/Green Belt: Hank Gross

Project Leader Title: Senior Systems Engineer

Project Start Date: February 5, 2003

Master Black Belt: Steven Bonacorsi

Customer Profile – Leading Pharmaceutical Company

Business Problem & Impact

Only 50% of databases were being backed up. The number of databases had increased 118% over the last year. The possibility of data loss could have cost the customer US **$1,206,024**. The target backup success rate was 100%.

Measure & Analyze

Data Collection: Database backup success was measured. The existing process sigma was 1.49.
Root Causes: No SQL Agent was installed and lack of notification of new databases were identified as root causes.
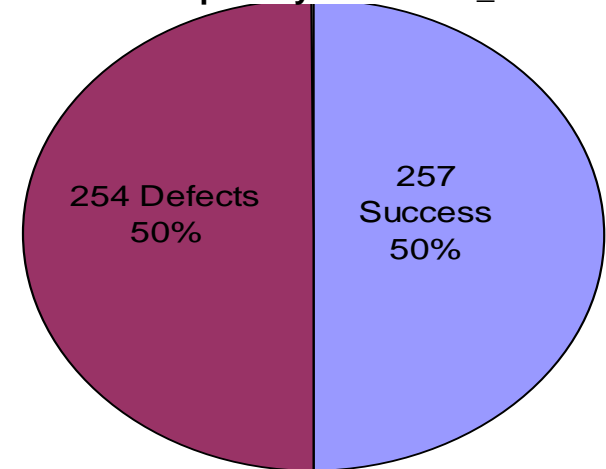
Improve & Control

One resource was identified and used to implement the pilot and all agents were installed on servers identified as defects. SQL backups and restores are now tested periodically as part of SOP.
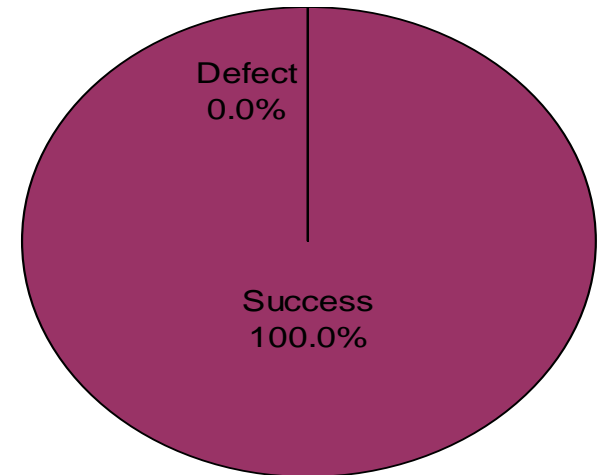
Results/Benefits

After the 1 month project, the customer saved US **$100,502**, as a result of DB availability.

Process Capability – Before Z_ST = 1.49

254 Defects
50%

257
Success
50%

Process Capability – After Z_ST = 6.0

Defect
0.0%

Success
100.0%

A Savings of US $1,206,024 in 2003!