



EAST

Summit & Awards

Cyber Production Support Center of Excellence

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Nominee Showcase Presentation

Company Overview

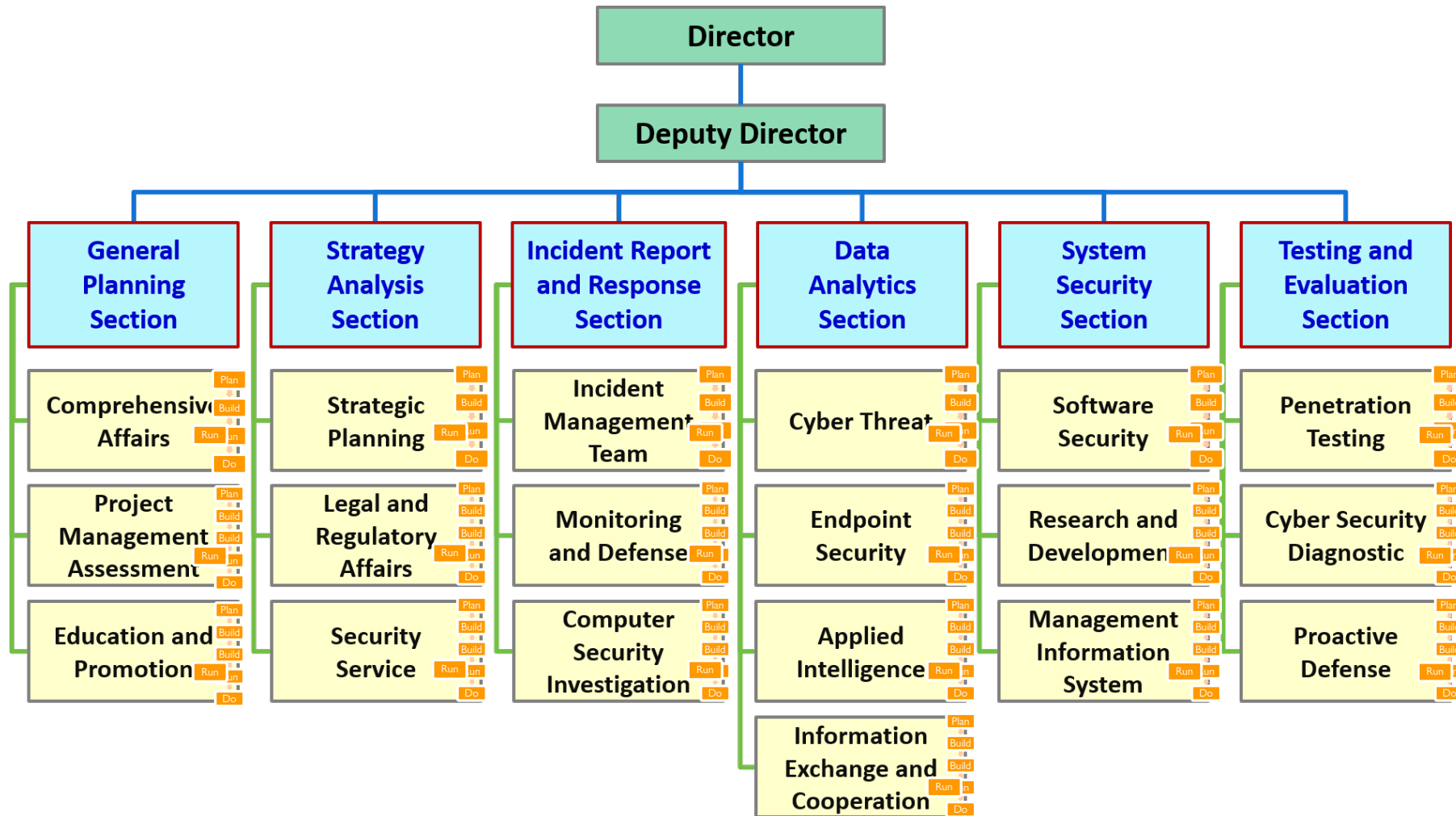


- Headquarters: Charlotte, North Carolina
- 15MM clients we serve across the U.S.
- 17 states + D.C. – our footprint includes seven of the top 10 fastest-growing markets in the U.S.
- 21 community banking regions, with certain lines of business operating nationally across the U.S.
- 7th largest U.S. commercial bank
- 2,100+ branches
- ~3,000 ATMs
- \$544B total assets
- \$294B loans
- \$428B deposits
- Truist Insurance Holdings: 7th largest in the world, 6th largest broker in the U.S. with a nationwide presence

**All figures as of March 31, 2022*



Problem Statement



Plan

Production Support Center Of Excellence

Source: National Center for Cyber Security Technology



Benefits of a Center of Excellence

Low impact

- No disruptive organizational changes
- Departments and leaders maintain autonomy to execute on published priorities
- Expertise stays close to the users
- Flexible to be compatible with future org changes

Visibility

- Allows for top-down visibility and course correction
- Identify and support single-person teams
- Identify risks and track remediation
- Standard KPIs

Enablement

- Give all our teams the same level of support
- Promote knowledge sharing and management
- Encourage innovation and experimentation
- For support teams, run table top sessions to exercise rare support procedures

Accountability

- Make everyone aware of enterprise standards
- Ensure teams are being measured by the same requirements
- Enable production owners and service managers to own and remediate their issues
- Ticket and Change reviews
- Measure team by team maturity



Success Measured

Scope (Phase 1)

- 249 Teammates
- 50 ServiceNow Groups
- 496 new tasks each week average
- 582 closed tasks each week average
- 54 applications

Programs

- Operational Excellence
 - MTTR, MTTF, SLA adherence
- Table Tops
- Maturity Review

Success Stories

- MTTR down 96.0%
- MTTF down 84.3%
- SLA Breaches down 94.4%
- Table Top resulted in 154 task added to the back log
- Average Maturity improved from 2.7 to 3.0
- 27 new procedure documents written

