

Output Definitions

1) Hourly Corporate Contribution loss

The costs linked to the productivity loss of a company when a network failure occurs. IT dependent business functions become inoperative thus productivity stops.

Unit: Money lost per hour => £/hr

2) Employee Downtime Cost

When a network failure occurs, employees dependent on the use of the IT network will become inoperative but will still be paid for those working hours. The productivity of the employees stops resulting into consumption of revenue without any profit.

Unit: Money lost per hour => £/hr

3) Lost Data and Rework Cost

When a network fault is repaired by the maintenance engineers the business IT network is not resolved instantly. IT staff are required to restore all the configurations before the IT dependant business operations become functional.

Unit: Money lost per hour => £/hr

4) Average Value of Customer

Unit: Money => £

5) Sales/Customer Opportunity Loss

When downtime occurs customers are unable to access information from a client this could result into customer dissatisfaction or loss. Similarly the inability of interacting with clients or the delay of delivering a certain type of service or product can also result into the loss of sales.

Unit: Money lost per hour => \$/hr

6) Annual Revenue loss

Every firm composes of employees that directly contribute towards the revenue of a company. This result focus on the employees that are dependent on the use of IT and directly contribute towards the revenue.

Unit: Money lost per yr=> £/yr

7) **Revenue loss**

Unit: Money lost per hour => £/hr

8) **Annual Productivity loss**

A company's business target or competitive advantage can be affected if its productivity decreases. This can occur if the employees are unable to access network resources.

Unit: Money lost per yr => £/yr

9) Based on the annual amount of downtime and how long these occurrences last as a result will show the probability of downtime.