

Why MTTR matters!

- How OnPage helps reduce it

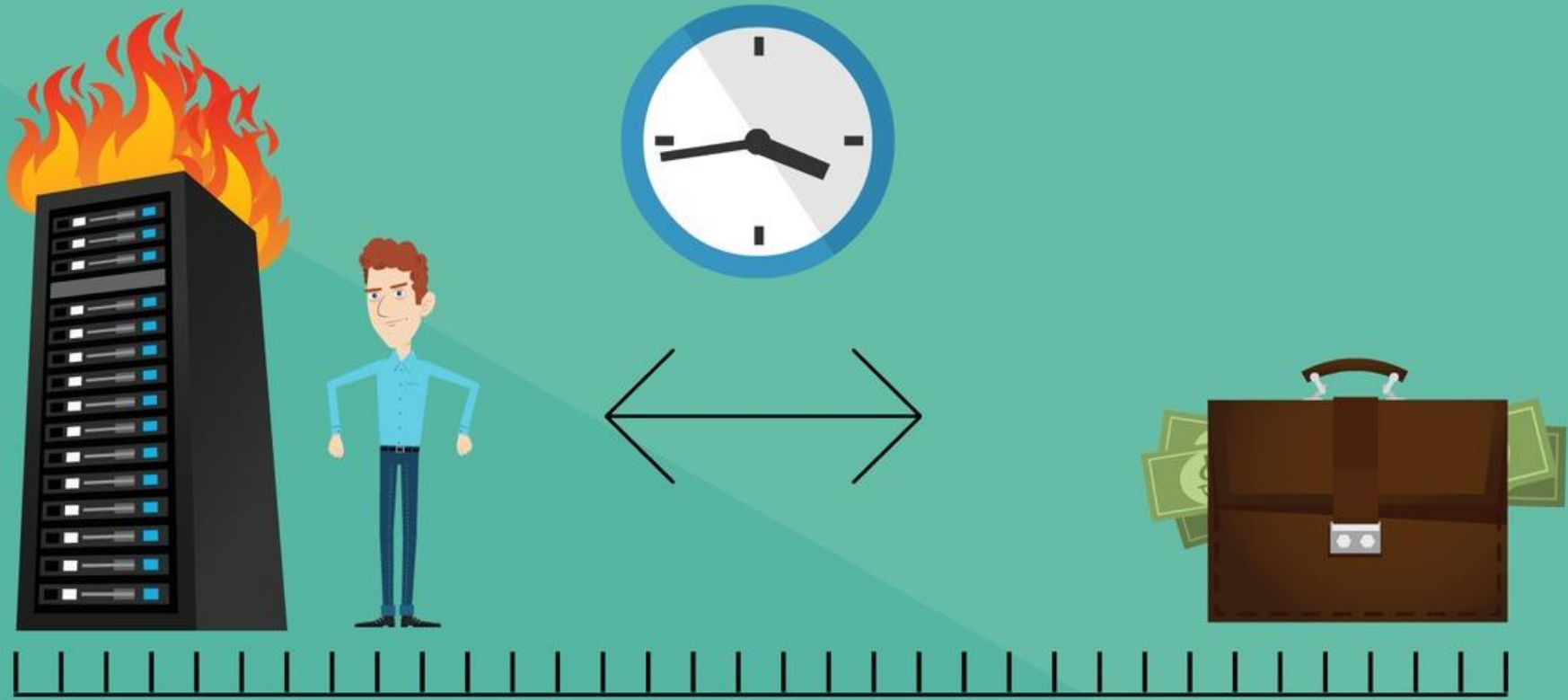
Mean Time to Resolution (MTTR)

is a metric that measures
the average elapsed time
from

★ when an incident is
reported

★ until when the incident is
resolved.





**1 hour of system downtime costs >
\$100K For 95% of Enterprises**

**It takes 18.5
hours on
average to
resolve data
center
downtime**



**Causes of
downtime:**

- Human error**
- Natural disasters**
- Hardware failure**



According to the Ponemon Institute:

- The avg. cost of a data center outage in 2015 was \$740,357 (a 38% increase over 2010) with a maximum downtime cost of \$2.4M

- The impact of downtime is most seen on business disruption, lost revenue, end user productivity

- Major cause of system outages is cybercrime



**Ignoring MTTR
can cost you
millions**



Who cares about MTTR



IT shops delve into issues such as why the repair time for components is too high. For individuals working in IT shops, MTTR often Measures the time until a failed or broken part is replaced.



When a deployment goes wrong or unusual activity occurs on the server DevOps should be prepared to handle an issue in a time span agreed to by their SLAs



Managed service providers are constantly looking at MTTR as a proxy for their efficiency. MSPs look across the range of issues from monitoring to testing to constantly minimize MTTR.



Issues impeding effective MTTR - Tools



Audit trails. No trail exists of who was alerted and on what criterion. Looking back, management is unable to see a history of what caused the most recent alert and who was notified.



Scheduling tools. Management cannot coordinate who's to be alerted based on the type of incident. Instead, the whole team is alerted regardless of their ability to provide insight or assistance.



Excessive alerting. Team receives too many false positives and inevitably begins to ignore alerts and eventually starts to miss important ones.

Issues impeding effective MTTR - Channels



Data channel connectivity. Consider, for example, the situation where you have a team in India. Your U.S. based team should complement the hours not worked in India and vice-versa. Yet due to the high cost of the data channel, your team in India turns their data channel off and is only reachable if they are in the office. Since your India team is delayed in receiving and responding to messages, MTTR increases.



Lack of effective monitoring tools. There is often no baseline for how your system should operate. Your teams use homegrown tools to monitor and create a baseline. Effective best-practices are ignored. By using tools lacking the necessary robustness, you are unable to truly understand your monitoring system.



No escalation. Even if an engineer is alerted to the incident, he or she has no easy way to escalate the issue when they realize the scope of the problem. Often, effective resolution of problems require bringing in other members of your team to resolve issues.



WHAT CAN YOU DO?

Steps to improve your MTTR



Identify problems quickly. Invest in monitoring tools that will capture the problem as soon as it occurs.



Integrate OnPage with monitoring tools. OnPage's escalations and redundancies leaves no critical alert unnoticed, enabling action as soon as an alert is received.



Alerts need to be differentiated: high & low. This reduces alert fatigue and increases sensitivity to alerts



Measure how long it takes to resolve issues and put strategies in place to improve them.



Bring in experts with a client centric approach to implement solutions that get to the root cause of the problems.



Test to verify the problem has been resolved

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- Increases Performance
- Ensures Five Nines
- Reduces Costs
- Full Accountability

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