

MASTERS OF MACHINES III

Mitigating the impact of critical IT events

ciecalculator.com



A critical IT event (CIE) occurs when a business application or infrastructure is down, or has a malfunction, whereby a business process is halted, or users are unable to reasonably carry out tasks and transactions.

DOWNTIME TRUMPS SECURITY

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For the first time, downtime has replaced security as the top concern for IT management.

86%
of organisations use software-as-a-service

80%
of organisations use infrastructure-as-a-service

94%
still use on-premises servers for primary or secondary IT deployment



The overlap in use of on-premises and cloud services implied by these figures shows that hybrid deployment is now near ubiquitous.



Whilst there are many benefits to be had from hybrid IT deployments, it contributes to complexity and may lead to increased downtime.

THE COST OF CIES



The average number of CIEs per European organisations per month is 3



65% of European organisations report that a past CIE has led to reputational damage and associated financial losses

● Cost to business ● Cost to IT Total Cost



REDUCING THE IMPACT OF CIEs



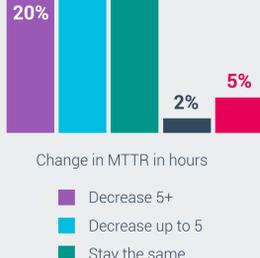
The most common measure of how CIEs are responded to is the mean time to repair (MTTR). A second measure is how quickly lessons are learnt from each CIE through root cause analysis (RCA); effective RCA helps to prevent recurrent CIEs.

MTTR



is the average mean time to repair (MTTR) for CIEs

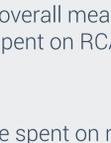
Mean desired change in MTTR



Change in MTTR in hours

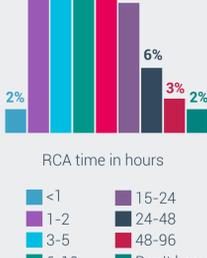
- Decrease 5+
- Decrease up to 5
- Stay the same
- Increase
- NA

RCA



is the overall mean time spent on RCA

Mean time spent on root cause analysis (RCA) for each critical IT event



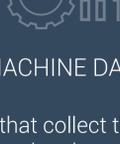
RCA time in hours

- <1
- 1-2
- 3-5
- 6-10
- 11-15
- 15-24
- 24-48
- 48-96
- Don't know

THE IMPACT OF IT OPERATIONAL INTELLIGENCE ON RESPONDING TO CIEs



IT operational intelligence is the ability an organisation has to gain insight into events that occur across its IT infrastructure.



MACHINE DATA

Those that collect the most machine data have a better operational intelligence capability



VISIBILITY AND RCA

50% improvement in visibility with better operational intelligence capability



CIE TEAMS

The mean number of IT staff deployed per CIE is 18. This rises to 22 for those organisations most reliant on IT and drops to about 16 for those less reliant on IT



PRODUCTIVITY

The cost per team member per CIE can be reduced by 25% through effective operational intelligence

MAP OF RESPONDENTS

- UK
- Netherlands
- Sweden
- Germany
- France

Overall total = 380



Try our critical IT events calculator at

ciecalculator.com