Four Ways

to Use the Power of IT Operational Analytics to Prevent Service Disruptions
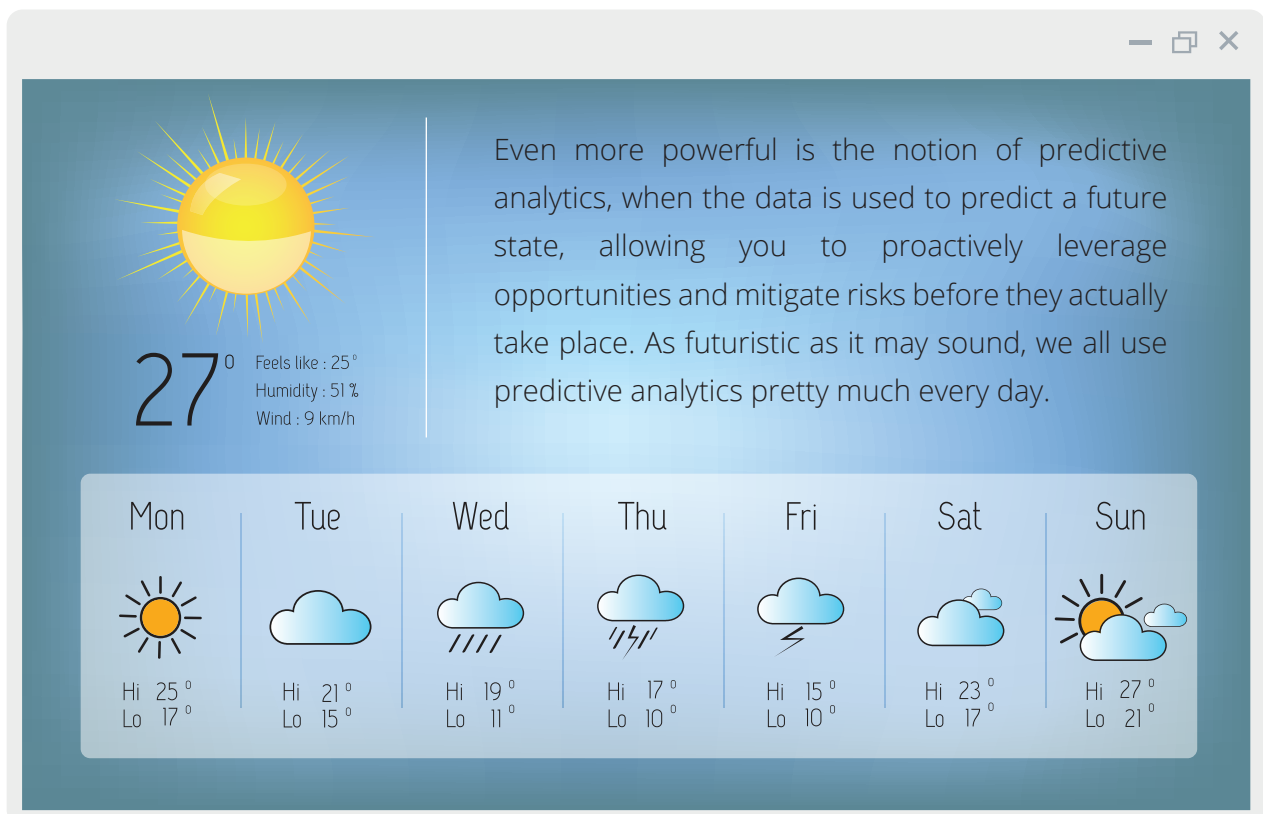
One Word

Were The Graduate movie filmed today, it is clear what the one word would be: Analytics (two words: Big Data). Just like plastics, analytics also come in all sorts of shapes and colors.

For some, analytics are no more than a fancy word for good old reports. For others, it's all about dashboards, multicolor charts, and drilldown capabilities.

Analytics really become powerful when it allows you to identify trends and gain insight into cause and effect. With this insight, you can start making better decisions moving forward.


"I want to say one word to you. Just one word". Analytics

27⁰
Feels like : 25°
Humidity : 51 %
Wind : 9 km/h

Even more powerful is the notion of predictive analytics, when the data is used to predict a future state, allowing you to proactively leverage opportunities and mitigate risks before they actually take place. As futuristic as it may sound, we all use predictive analytics pretty much every day.

Mon	Tue	Wed	Thu	Fri	Sat	Sun
Hi 25° Lo 17°	Hi 21° Lo 15°	Hi 19° Lo 11°	Hi 17° Lo 10°	Hi 15° Lo 10°	Hi 23° Lo 17°	Hi 27° Lo 21°

So how can analytics be effectively used to improve IT operational excellence? How can it help you make better decisions? And most importantly, how can it help you prevent downtime and service disruptions?
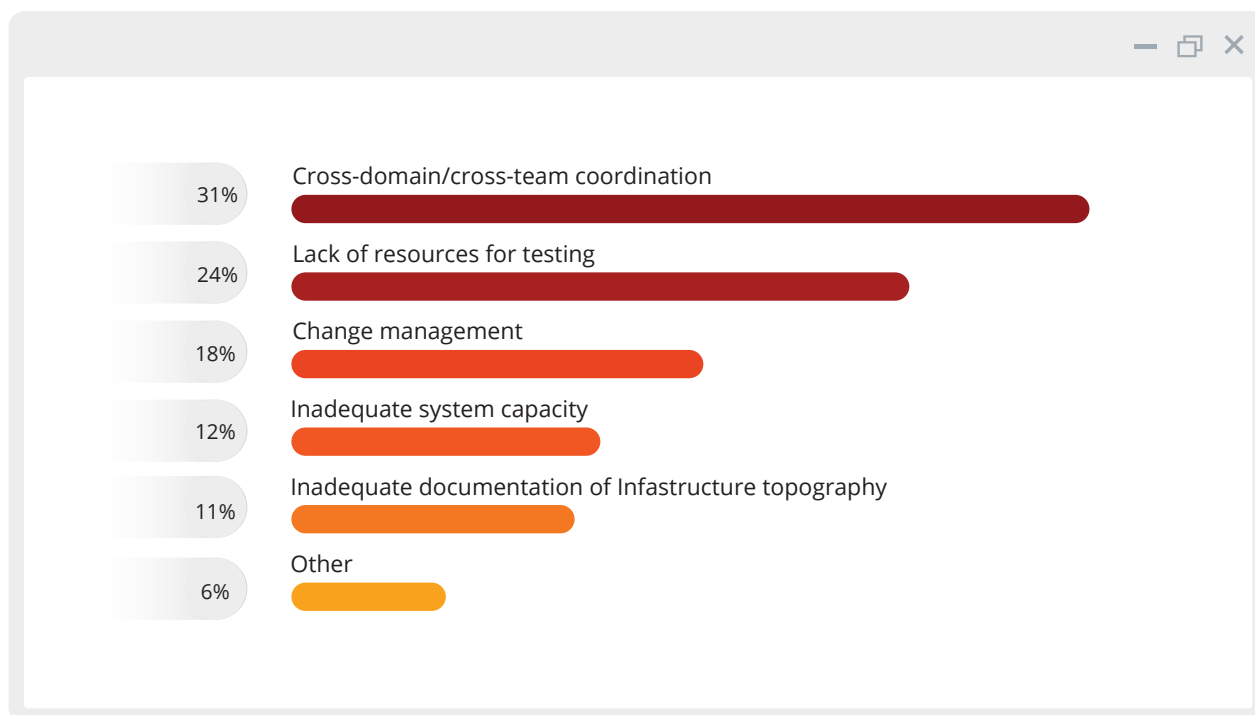
AUTOMATED VS. MANUAL
Manual detection of downtime and data loss risks is simply impossible in any sizable IT environment
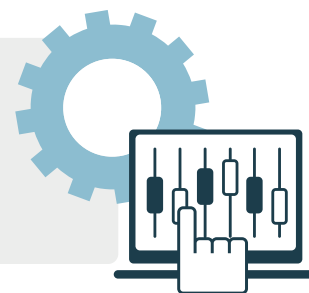
Analytics Power #1: Automate Cross-Domain Data Collection

While we call it IT landscape, it's really more like a weather map: what was true yesterday no longer holds today. It is practically impossible to manually review configuration data across all IT domains with any reasonable frequency.

It also requires cross-function and cross-team coordination, a challenge for any IT organization. Automated collection of the most up-to-date configuration data is the only way to keep track of constantly changing infrastructure topology and system interdependencies, a crucial first step towards effective analytics.

31%	Cross-domain/cross-team coordination
24%	Lack of resources for testing
18%	Change management
12%	Inadequate system capacity
11%	Inadequate documentation of Infastructure topography
6%	Other

Top Challenges for IT Service Availability (Continuity Software Survey)

Analytics Power #2: Recognize Patterns that Can Lead to Failure

Don't wait until it's too late. When a system is down the damage to the business cannot be undone. Highly visible outages tend to send the entire organization into frenzy, and troubleshooting and recovery efforts become extremely costly and disruptive to ongoing operations.

> **The cost of IT disruptions in the entire market is estimated at $1.7 trillion per year"** (EMC Global Data Protection Index)

On average

57 %

of critical issues are detected and addressed **AHEAD OF TIME.**
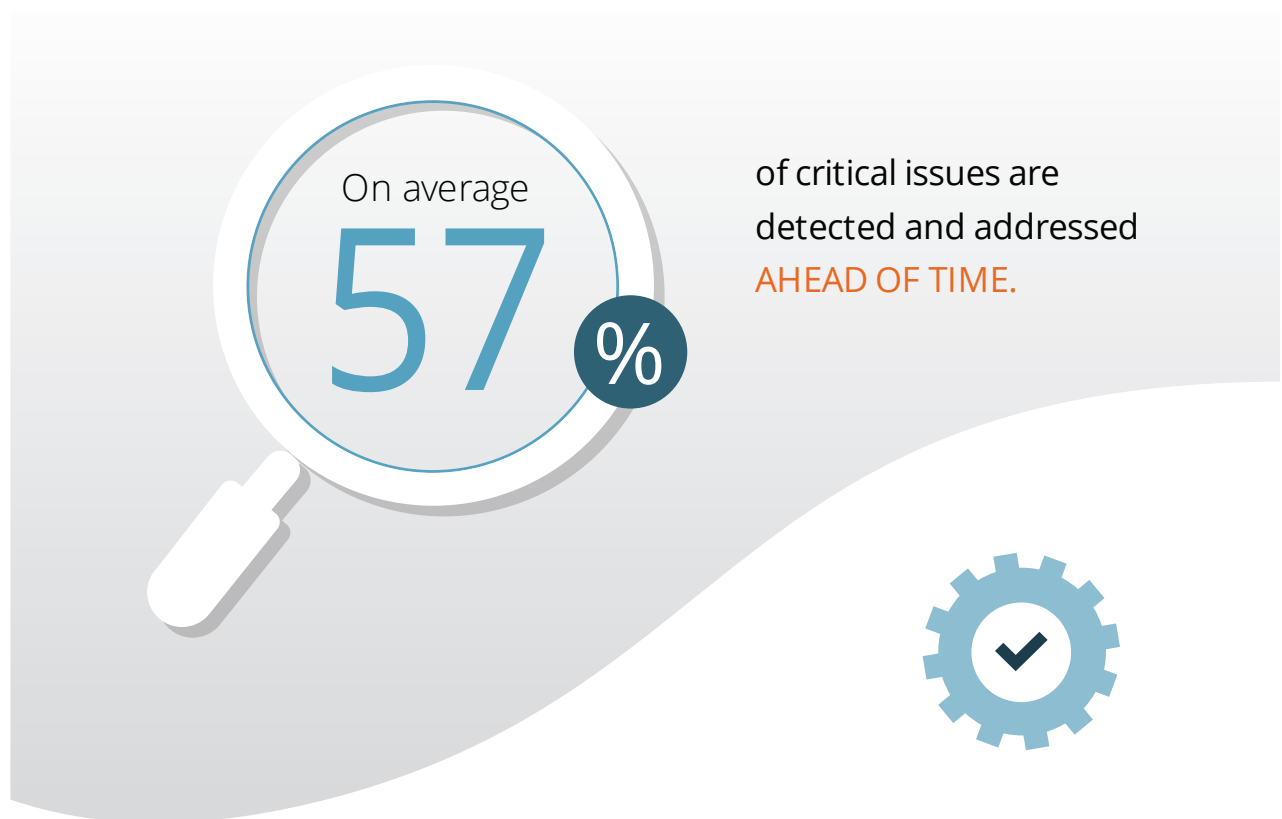
With automated daily verification of your environment against a knowledgebase of potential vulnerabilities, relevant IT teams can identify areas of risk and focus their attention and resources on fixing these issues before they impair business operations and turn into a costly undertaking.

76%

Of those who use analytical tools find them **HELPFUL FOR EARLY DETECTION**

Analytics Power #3: Identify Potential Remedies

DETECT ISSUES BEFORE THEY IMPACT YOUR BUSINESS

69%

of the organizations that are using analytical tools are able to transform all or most insights into improvements" (Continuity Software Survey)

Managing the IT infrastructure is a constant balancing act of risks and resources. When a risk is detected, resources must be prioritized based on its potential impact on the business. Quickly deducing the implications without extensive manual lookups and immediate routing of the problem to the correct team are imperative to reaching a quick resolution.

That's where the difference between predictive analytics and simple reporting becomes crucial: when you understand what the problem really is (as compared to only identifying its visible symptoms), the remedy becomes self-evident, so you can quickly turn insight into action.

Analytics Power #4: Define and Measure KPIs

While monitoring and predictive diagnosis is critical to day-to-day operations, measuring global KPIs is the only way to track the bigger picture. With this information in hand, you can analyze risk trends, focus your attention on areas of emerging risks, and coordinate corrective actions.

Measuring is also important for tracking the performance of the various teams you manage. In addition, your KPIS can highlight the systems that create the greatest availability risks, so you can proactively manage the relationships with these system vendors.
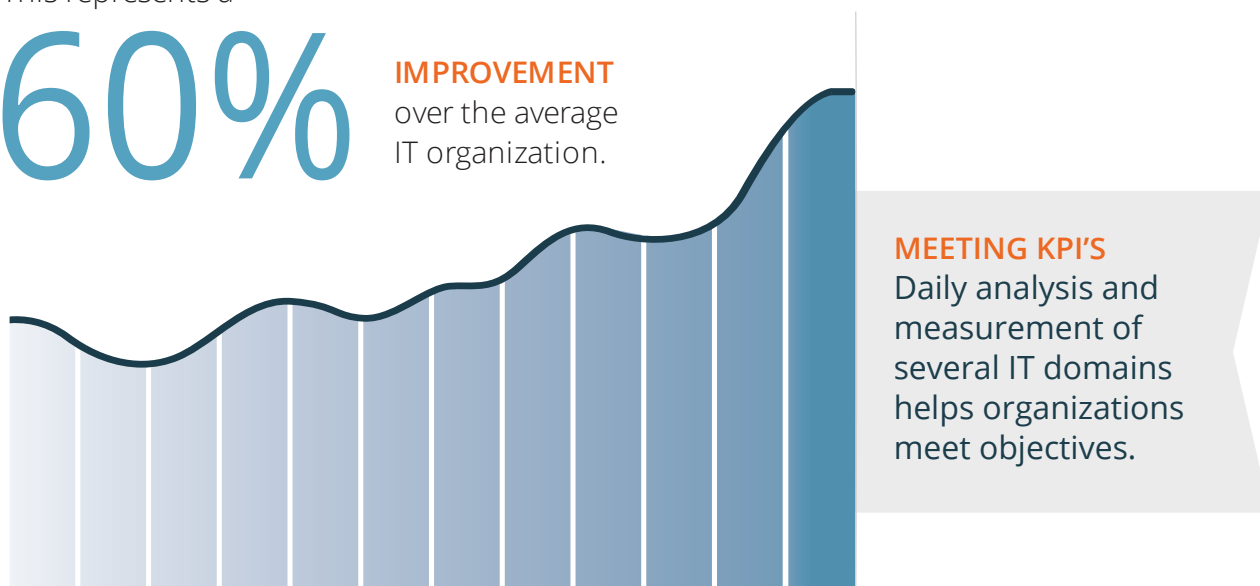
ONLY

29%

consistently meet or exceed their goals.
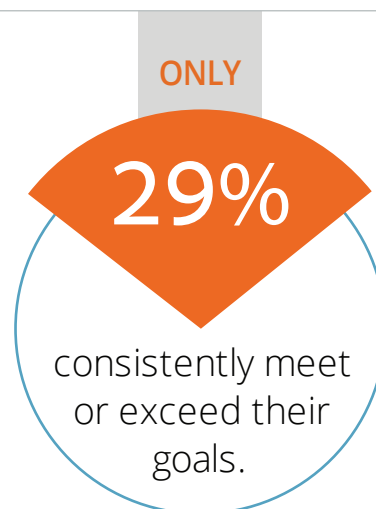
When it comes to critical systems,

"Most of the time"
is simply not good enough!

Last but not least, to support continuous process improvement, your KPIs can show what best practices are most frequently violated and whether processes are improving or deteriorating over time.

This represents a

60%

IMPROVEMENT
over the average IT organization.

MEETING KPI'S
Daily analysis and measurement of several IT domains helps organizations meet objectives.

* Figures taken from Continuity Software Survey

What IT Professionals Say About IT Analytics

Here are some of the key findings from a 2013 survey conducted by Continuity Software:

IT professionals recognize the importance of better IT analytics.

47% of the organizations with over 10,000 employees use analytical tools to measure IT performance.

Using analytical tools helps organizations transform their insights into operational improvements.

76% of the organizations that are using analytical tools are able to transform all or most insights into improvements.

Frequently analyzing configuration consistency across more areas of the IT landscape helps organizations meet their operational performance goals.

Organizations that track configuration consistency on a daily basis across 4-6 IT operations areas are 50% more likely to meet or exceed their goals compared to organizations that track fewer areas.

Additional Resources

IT Operations Analytics Results (Survey)

How Companies Ensure Infrastructure Resilience (Infographic)

How to Agile IT Operations (e-Book)

Ensure your Infrastructure Resiliency
With The Power of Predictive Analytics

PRODUCT BROCHURE