UPTIME

A 2008 Gartner report found that large companies experience 20 severity 1 'system down' events each year, with each one consuming an average of 12.88 hours. Since 2005 they found the average amount of unplanned downtime on mission critical applications has increased by 56%.

It isn't difficult to measure the more obvious costs of system downtime, such as lost revenue and lost staff productivity. But on the flipside, a 2006 study by ITPI has demonstrated that the benefits of an organisation that proactively focuses on uptime and delivering high service levels can in turn have significant organisational benefits.

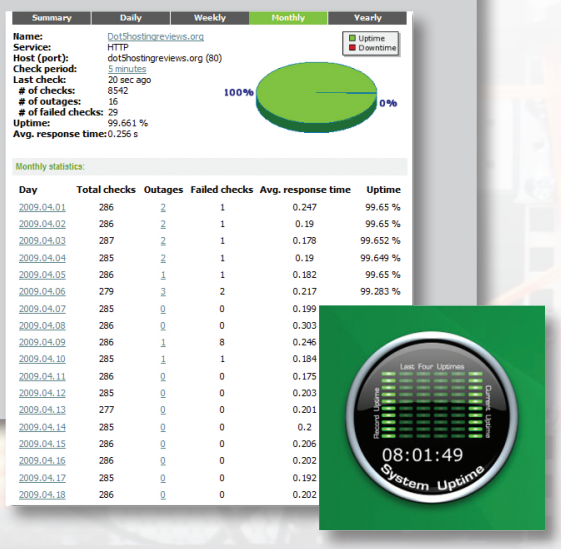
It has been found that 80% of all outages are due to a change that has occured*. Whilst it was found that high performing organisations did experience slightly fewer outages, more importantly, they were the ones that had the lowest mean time to repair an outage and experienced the highest first fix rate. The high performing organisations also demonstrated the highest change success rate (i.e. Making changes without negative impacts) and most importantly they delivered a significantly higher server to system administrator ratio, demonstrating a far greater IT staff efficiency rate.

The key factor that separated the high performers from the low performers in this global study was their culture of change and causality and their establishment of key metrics that drove their efficiency and effectiveness.

CS6 is a tool that is uniquely positioned to support and drive IT change management protocol by providing the organisation with a live, accurate picture of all IT equipment and connections. Using CS6 the IT team can pre-plan changes before they are made, with a complete knowledge of what is connected to what and where, so that any risks associated with a change can be mitigated, before stepping into the field.

CS6 utilises work orders and applies security controls to guide engineers, step by step, ensuring that changes are made accurately, thereby significantly removing the opportunity for human error.

Even more importantly, CS6 provides a record of all changes made, by whom and when. So if outages do occur, any changes that have been made can be traced quickly and accurately, eliminating time consuming 'tug and trace' exercises.



*source: Tripwire White Paper "IT Services Management Metrics that Matter"