6 ways you can reduce your MTTR

1. Prioritize your work

Don't hold this against us, but this might not do what we said it would. But trust us, if you get this bit wrong, then everything else will pale into insignificance...

Yes, MTTR is super important, but it doesn't guarantee success. If low priority items are being fixed in place of a business-critical application, then that's a sure-fire way for IT to lose friends and alienate people. However, if you were to prioritize work based on things such as severity, affected systems and stakeholder impact, then this will help reduce wasted effort and ensure IT stays in the business' good books.

Did you know?

Four in ten business executives believe IT can be significantly replaced by third-party services.

2. Flesh out your knowledge base

Given the choice between fixing something yourself, or hopelessly hanging on to the other end of the phone as you idly wait for support, most people would rather take matters into their own hands. A comprehensive knowledge base will help ensure that those that want to can, and those that can't, well, you still have to deal with those we're afraid...

Did you know?

On average it takes 24.2 hours to provide a first response to an internal support ticket

3. Think applications, not infrastructure

Knowing where to look when an application goes down can be like searching for a needle in a haystack. You don't know where to start.

And whilst monitoring tools like SCOM will do a fantastic job collecting rich health data across your entire technology stack, they often fail to present this information back to their users in a meaningful form. Monitoring strategies that are built from the top-down, rather than low-level component monitoring, can help organizations focus their attention on what really matters.

Did you know?

Organizations that use APM tools reduce their MTTR by 27%

4. Map Every App

For those lucky enough to have an Application Performance Management (APM) tool at their disposal, the MTTR for applications monitored by those bad boys will be pretty slick. But with enterprise IT typically responsible for hundreds, or even thousands of applications, APM doesn't scale at the rate you need. This is where Enterprise Application Monitoring (EAM) steps in. All your apps mapped, monitored and dashboarded so you can highlight the root cause for performance issues in just a few clicks.

Did you know?

Delta Airlines lost a reported $150 million during a five-hour outage back in 2016

5. Show everything on one screen

Put off by the user experience offered by centralized monitoring, many users turn their attention to their own niche tools. And whilst they excel within their own narrow focus, they do little to discourage monitoring silos and engender an 'us versus them' culture within IT. However, if you were to take all that juicy monitoring data – and put it in the context of your key business services - then you can quickly escalate application performance issues to the right team, at the right time.

Did you know?

31.9% of IT security professionals ignore alerts
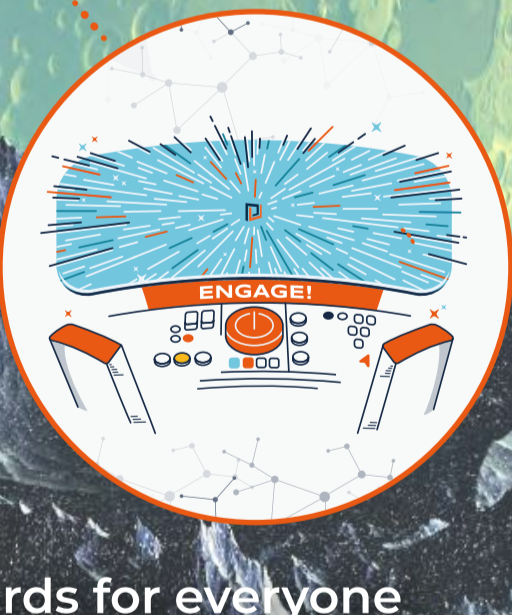
6. Custom monitoring dashboards for everyone

Dashboards should never try to be all things to all people. Vanilla insights will disengage stakeholders and give centralized monitoring a bad name. Instead, look to create custom dashboards that will inspire action before the service desk gets bombarded with angry calls.

Whilst application owners and senior management want to know if they're hitting their SLAs, the server team wants visibility of performance issues before all hell breaks loose. As always, the best fix is the one that prevents an issue occurring in the first place...

Did you know?

Only 9% of IT organizations use business related metrics to measure success

More information about Enterprise Application Monitoring is available on our website.

Find out more

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