

A Ten-point Checklist

For Modern IT Ops

IT's top mandates for 2021 are clear. We need to accelerate digital transformation to deliver a better digital customer experience, improve resilience including, but not limited to, cybersecurity, and align more closely with the business.

Success in any or all of these areas starts and ends with modernizing IT operations.

Why?

Because most companies spend three-quarters of their annual IT budget, and bandwidth on *Run* costs alone. The exhaustive investment in keeping the lights on leaves too few resources available to propel the business, or ops themselves, to the next level.

Use this quick ten-point checklist to gauge your progress on the digital ops modernization journey. Use the results, and any questions you can't answer at all, to start pivoting quickly.

1. Do you have full visibility into your digital customer experience?

- Have you invested in **APM** or **DEM** solutions?
- If so, do you have experts dedicated to maintaining these tools?
- Can you **consistently predict** your customer experience?

2. Do you have issues with tools overlap, complexity, or sprawl?

89%

451 Research

of companies are rethinking their tool strategies. **Again.**

- Are you using more than **7 disparate** monitoring tools?
- What percentage of your annual budget goes to buy, maintain, and operate tools?
- How many FTEs are dedicated to integrating, maintaining, and acting on data from monitoring point solutions?
- Are you able to keep SOPs, runbooks, and templates **updated**?

3. Despite tool investments, do you still have monitoring blind spots?

- Are you monitoring across **your whole stack**—network, cloud, app performance, user experience?
- Can you see **every asset**, and **every hop**, between users and the network infrastructure, including ISPs, CDNs, your own or third-party SaaS apps, and cloud services?

4. Is IT the first to know about outages and incidents most of the time?

- *This one is sort of a next-level metric and an excellent bellwether.*

Can you track what percentage of the time IT finds out about incidents from users versus spotting potential problems and acting before they impact users?

- Are the number of incidents that require intervention **going down** each month?

6. Do you have 24X7 eyes-on-glass?

- Do you have **24X7X365** analyst coverage in your network (NOC) and security operations centers (SOC)?
- Are level 2 and 3 engineers online at all times?
- What percent of your analyst time is spent responding to alerts and incidents?

7. How long does it take to respond to and resolve incidents?

- Can you respond within 5 to 10 minutes, and **resolve** most incidents **within 30**?
- What percent of resolution is handled **automatically** by machines? Is this percentage increasing steadily?

8. How well are events contextualized?

- Does your ticketing platform or service provider give IT **sufficient context** to take immediate action?
- Does context include where, when, and how the problem originated along with its **criticality** and **impact** on the business?
- Can you tell when and how often an incident occurred previously, who resolved it, and how?
- Does the system tell you who is available and best able to resolve it now?

9. Are you wasting too much time on avoidable escalations?

- Are you tracking how many escalations could be **avoided**?
- Do you know how much avoidable escalations **cost** the company annually?
- What other projects would IT be addressing if escalations could be **reduced** by half?

 **<\$1M per year**

Cost of avoidable
escalations to enterprises

OpsRamp

10. How resilient are your IT operations, infrastructure, and business?

- Are network, cloud, and security operations **siloed**?
- Is IT evolving to become more **predictive** and proactive?
- When outages and breaches do occur, can teams **collaborate easily**?
- How much money or mindshare are you losing to poorly performing IT infrastructure?
- Are you proactively managing your **attack surface**?

Bonus

Is IT aligned with the business?

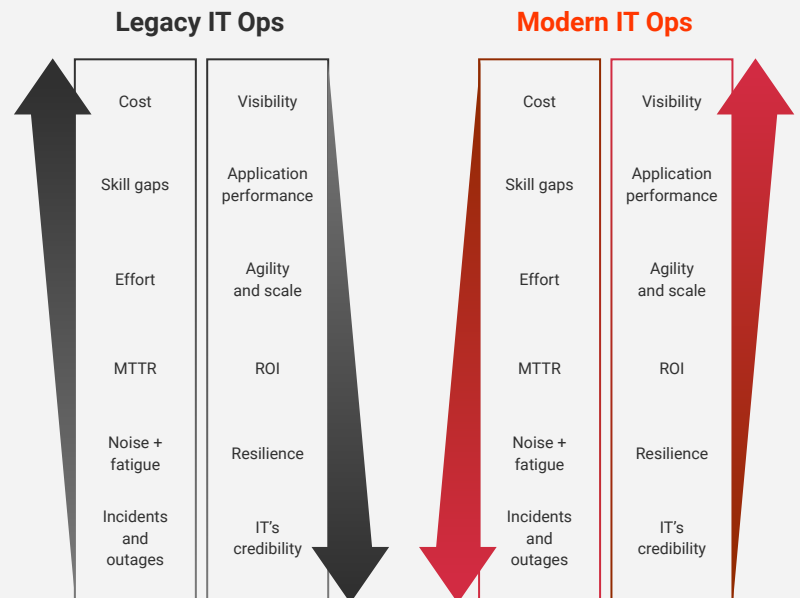
- Is IT collaborating with DevOps and functional team leads on a regular basis?
- Is the team’s **credibility** going up or down?
- Do you have a seat at the table from the outset of strategic initiatives?

Why **modern** matters

As with any solid foundation, the more, and more quickly you transform IT operations, the greater the return you’ll achieve on technology investments. Even more impactful, you’ll have additional resources available to drive better business outcomes into the future.

Plugging into Resolution Intelligence immediately modernizes and operationalizes your IT Ops infrastructure to achieve faster incident response, greater resilience, and faster time to market.

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