Unlocking Insights through Incident Management Reports

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Agenda

THE ESSENCE OF INCIDENT MANAGEMENT REPORTS

MINING INSIGHTS FROM INCIDENT DATA

FUELING PLATFORM IMPROVEMENT

CUSTOMER-CENTRIC PERSPECTIVE

OPTIMIZING RESOURCE ALLOCATION

ENHANCING INCIDENT REACTION

Incident Management Reports

Incident cycle

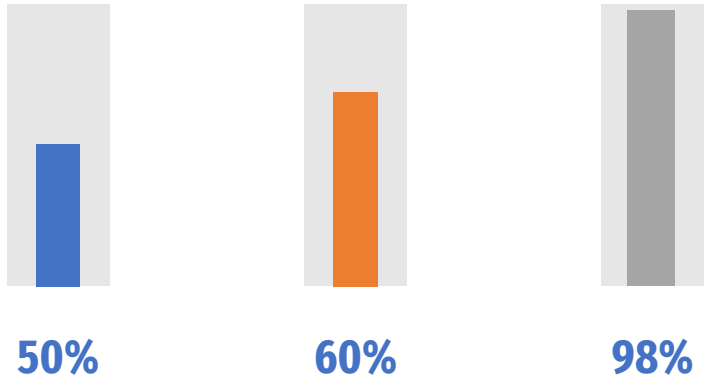
01 Detection

02 Investigation

03 Eradication

04 Recovery

05 Post-event activity

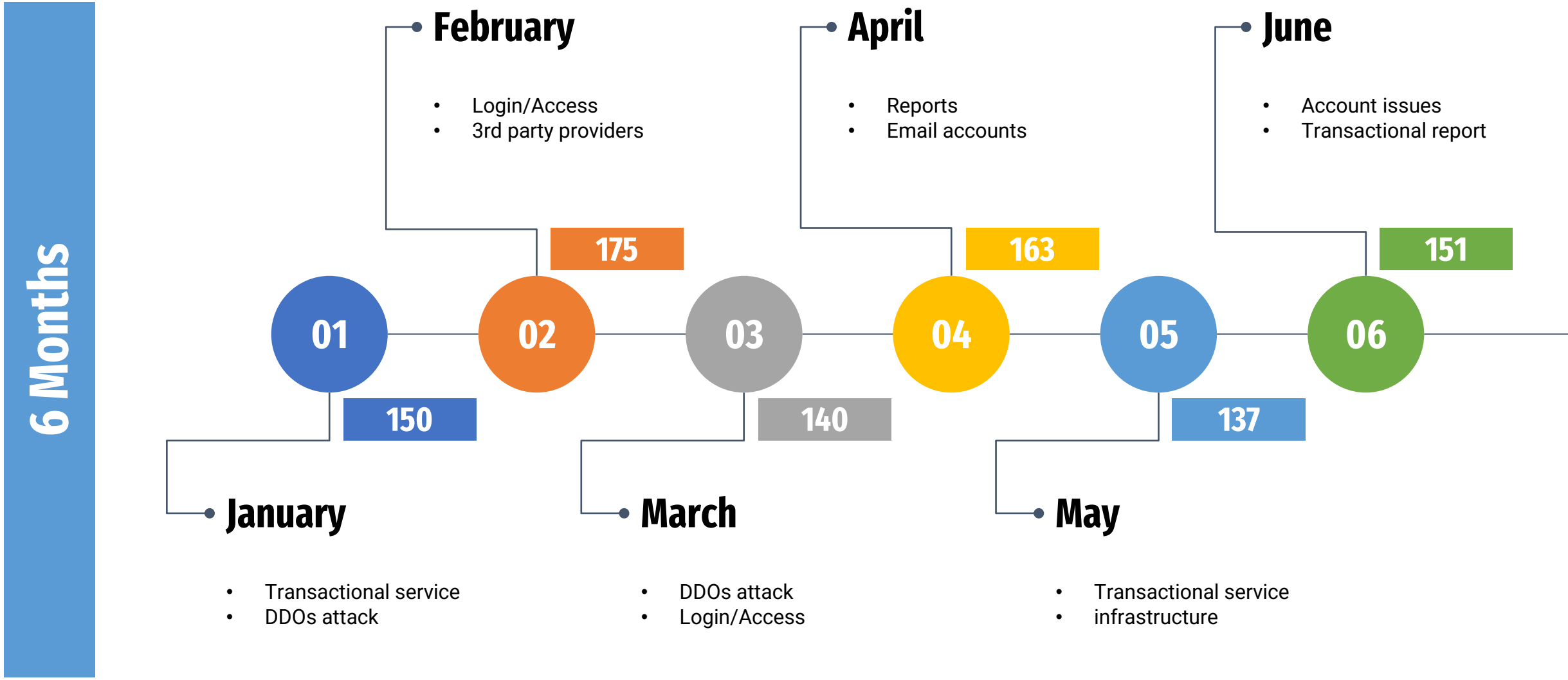


Data growing during Incident cycle

Incident Management Reports

Role		Key Metrics	
Capture	Coordinate	Severity	MTTR
Document	Prevent	SLOs	Frequency

Beyond Summaries



Analyzing Incident Data

Data

01

Clean

Revise the raw data

02

Structure

Organize the data

03

Visualize

Create insightful dashboard and cross information

Identifying Patterns and Trends

Transactional Services

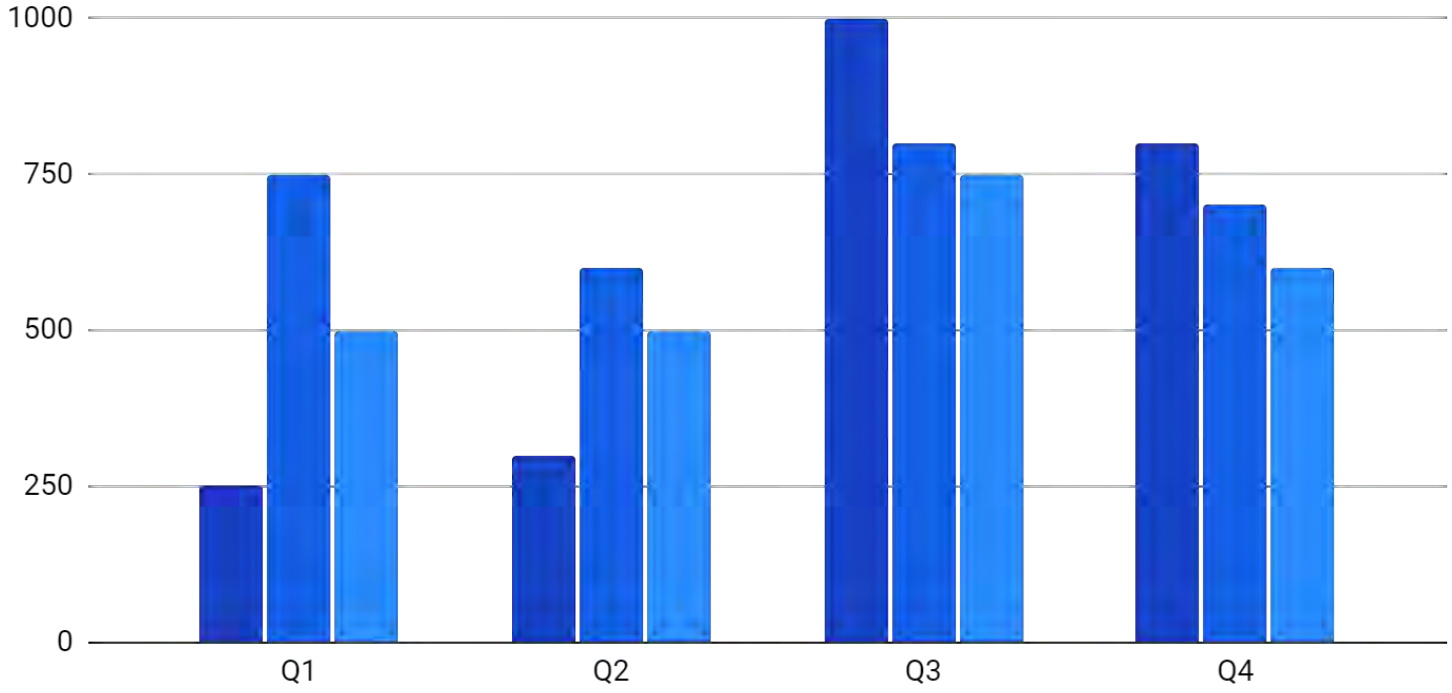
The increase of incidents in the transactional services lead to a drop of 5% in revenue

Login/Access

Teams aree performing quick and efficient on these incidents with low MTTR

DDOS Attack

With low or no end-user impact



MTTR	SLOs	Total Incidents
4:11 hrs	84%	150

Prioritizing Development Efforts

Prioritization Matrix		Impact		
		System Wide	Multiple users	Single User
Urgency	HIGH	Critical	High	Low
	Medium	High	Moderate	Low
	Low	Moderate	Low	Low

Leveraging Insights for Improvement

Previous Year

Total incidents

150

5:17 hrs	MTTR
76%	SLOs
High	End-user impact

Current year

Total incidents

87

3:24hrs	MTTR
87%	SLOs
Medium	End-user impact

Revenue

Previous Year

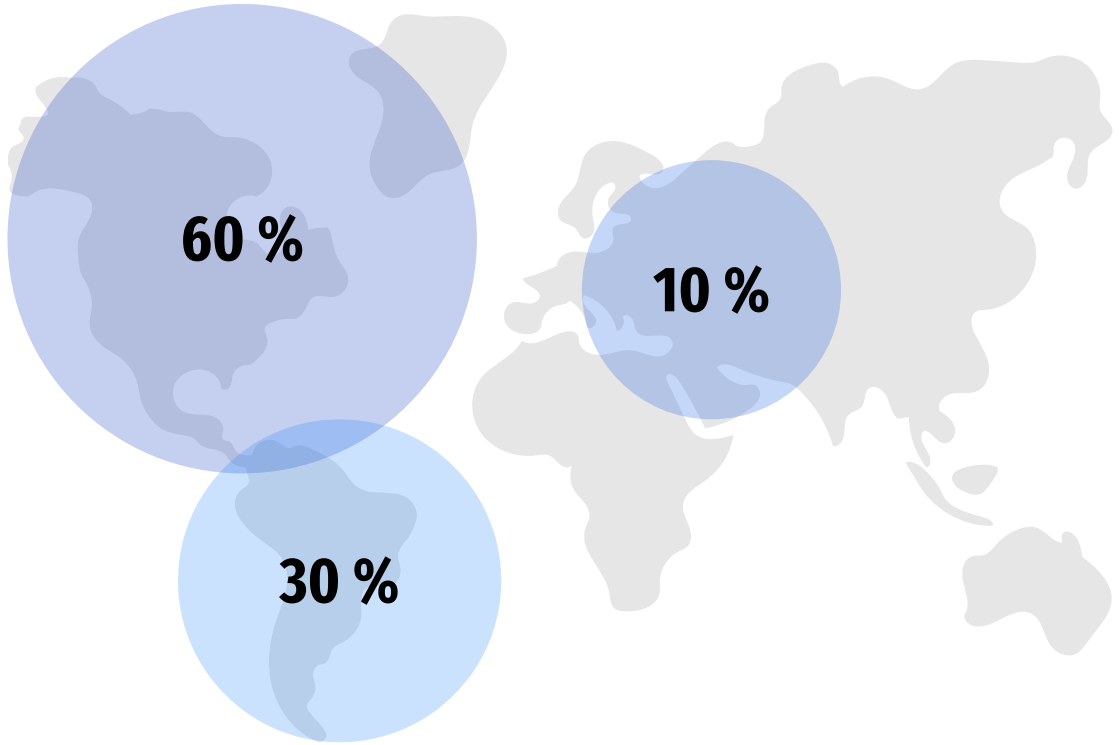
⬇ 5%

Current year

⬆ 7%

Customer Experience Impact

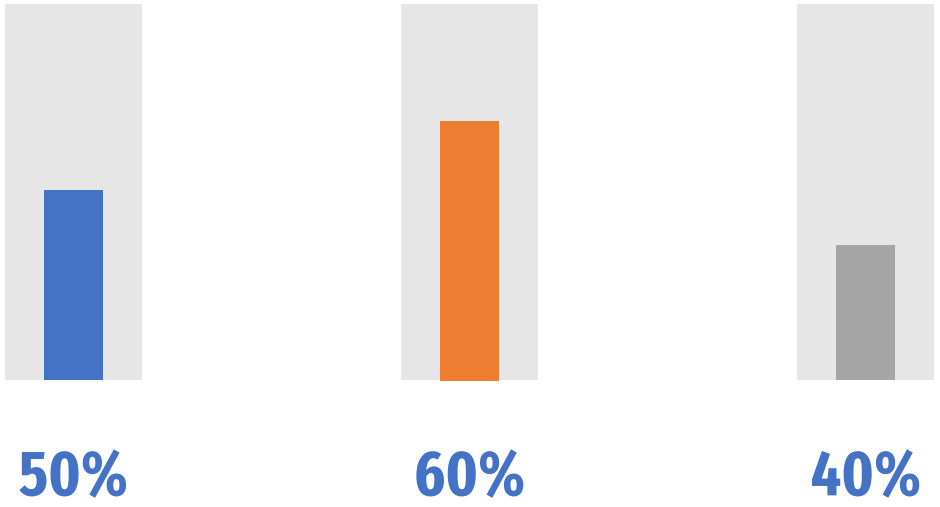
Popularity increase



America | Latam | Europe

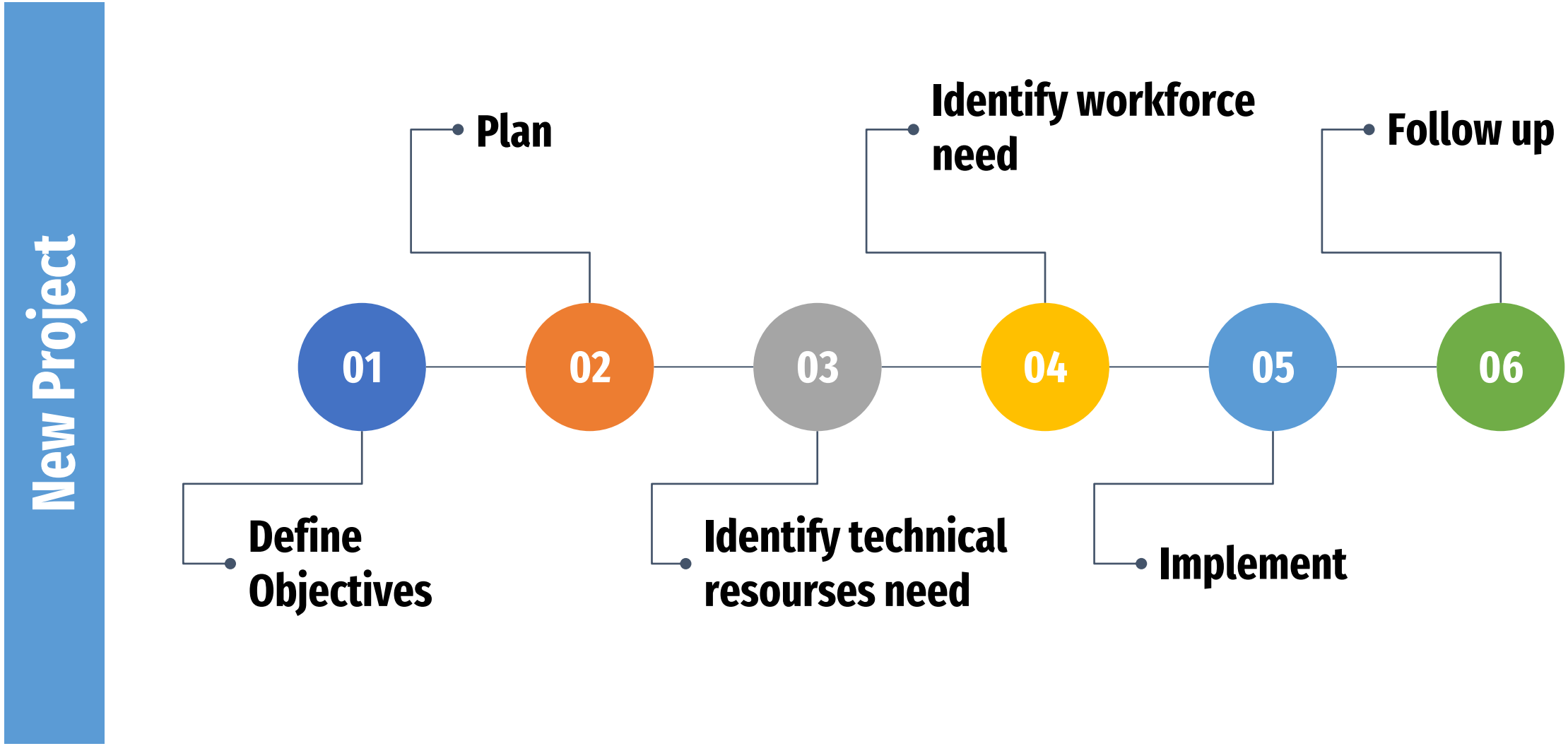
Clients Acquisition

Due to the fixes applied in the transactional service the Clients Acquisition has grow in all our major markets



America | Latam | Europe

Efficient Resource Allocation



Resource Allocation Benefits

01

MTTR

Neptune is the farthest planet from the Sun

1:53hrs

02

SLOs

Jupiter is a gas giant and the biggest planet

97%

03

GGR

Despite being red, Mars is a cold place

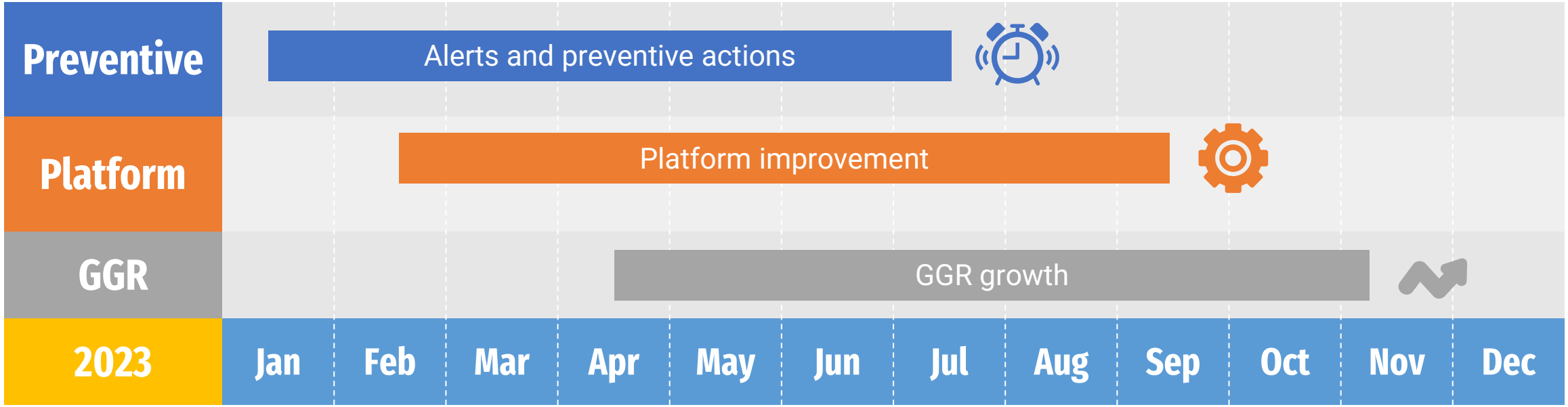
13%

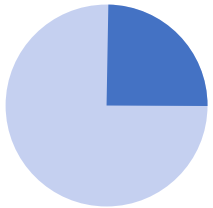
04

Employee Satisfation

Mercury is the closest planet to the Sun

Revolutionizing Incident Reaction

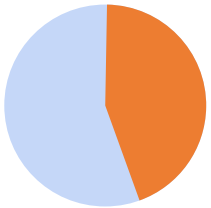




25%

Preventive

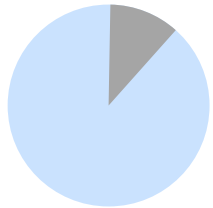
Preventive actions reduce end-user impact in 25%



45%

Platform

Platform stability increased by 45%



12%

GGR

GGR growth increasing 12%

Thank you

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