Winning at

ROOT-CAUSE ANALYSIS

With **Software-Defined IT Operations**

An excerpt from **7 Characteristics of Service-Centric IT Organizations**

zenoss
Own IT.

Service-centric IT organizations are differentiated from their device-centric peers by their ability to accelerate root-cause identification.

Instead of spending their time treating recurring symptoms, they attack problems at their core. And they use software to help them throughout their deductive problem-solving process.

For example, they are able to:

- **Isolate probable cause sooner with confidence ranking**
- **Identify resources affecting service availability and performance**
- **Triage issues faster without the frustration of event storms**
- **Prioritize responses based on event severity**

Because most problems in complex systems aren't typically attributed to a single cause but a series of casual interlinked factors, service-centric IT organizations rely on software that will accelerate diagnosis by ranking causal culpability while maintaining the context that the combination of factors caused the issue. Doing that with disparate tools that aren't connected is nearly impossible.

"We probably had the same problem as most folks have, which is a bunch of monitoring tools that aren't connected — that are islands on their own and cost a lot of money."
– Art Rogers, Director of Enterprise Services, TransUnion

Now, Rogers describes how his team is able to distill thousands of events from distributed infrastructures worldwide and boil them down to a red light or green light for performance and availability.
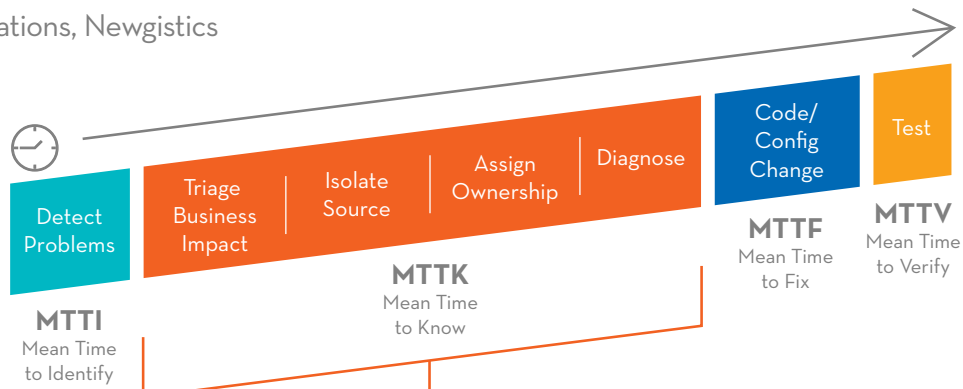
"When those graphs change colors, you can get to root cause within three clicks — and that's faster than we can do with our people."
– Art Rogers, Director of Enterprise Services, TransUnion

For Rodney McCarter, Vice President of infrastructure engineering operations at Newgistics, agility is essential. And the ability to get to root-cause analysis quickly is paramount to his team's success.

"We are changing our software development processes to be more agile — more continuous deployment. And with change comes instability sometimes, and so our goal is to get a complete view of our environment — to know how things are interconnected — so when there is a problem, when change is introduced, we can get to that root cause as quickly as possible."

– Rodney McCarter, Vice President of Infrastructure Engineering Operations, Newgistics

Rodney McCarter

VP of Infrastructure Engineering Operations, Newgistics

newgistics.

Detect Problems	Triage Business Impact	Isolate Source	Assign Ownership	Diagnose	Code/Config Change	Test

MTTI Mean Time to Identify

MTTK Mean Time to Know

MTTF Mean Time to Fix

MTTV Mean Time to Verify

Mean Time to Know (MTTK) is **70%** of Mean Time to Resolution (MTTR)

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