Predicting Downtime – Before it Happens

Pass to Go without needing a "Get of a jail free" card

"If you don't know where you are going, any road will get you there."

~ Lewis Carroll

Downtime still exists. For some enterprises, it's a too familiar, costly, embarrassment for IT staff and management. For others, downtime is rare, but still it's an event that is managed with care.
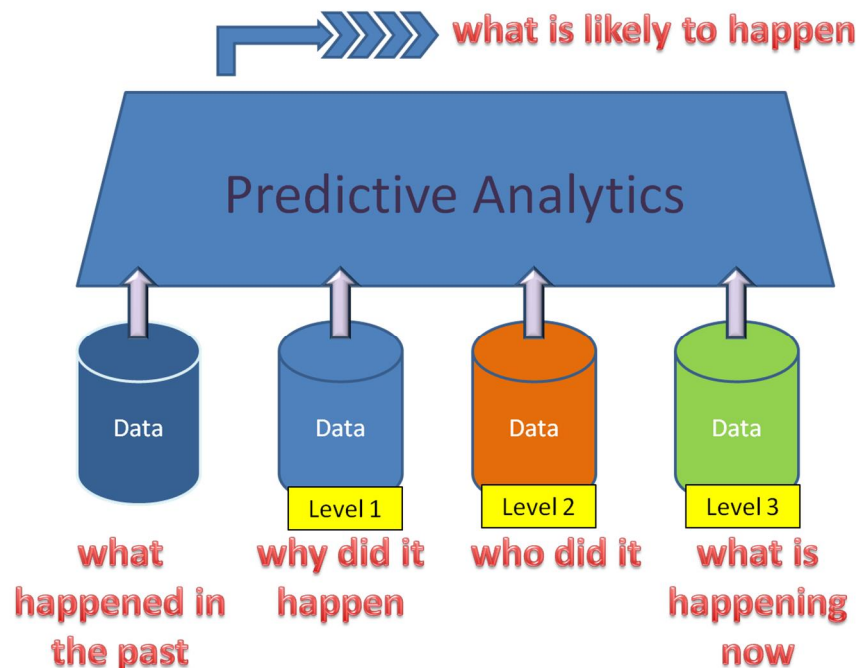
What you don't know can hurt

For many enterprises, IT changes regularly lead to outages and unwelcomed downtime. In the aftermath, itøs easy to find ways the problem could have been avoided, steps that were overlooked, and adverse consequences that no one should have experienced.

Today, prediction technology is used to avoid these negative consequences, before they occur. Predictive analytics begin with simple õdescriptive analyticsö, relating future outcomes based on past occurrences. But true prediction comes with added correlations ó based on the interdependencies of system elements, the business environment, and who is involved in the change.

The perfect storm often exists where a planned change has an unacceptable risk of failure ó but no one knows it. We walk blindly into traps, week after week, change after change.

Patented[1] risk prediction technology from Netwatch Solutions lets enterprises quantify and mitigate unacceptable risks before making IT changes.

Let us show you how.

what is likely to happen

Predictive Analytics

Data	Data	Data	Data
	Level 1	Level 2	Level 3

what happened in the past | **why did it happen** | **who did it** | **what is happening now**

Net Watch Solutions, Inc.

[1] 2013 US Patent 8,516,312

Predictive Analytics – for customer success

Maturing IT enterprises have the basics for prediction – the data exists in many of the IT Service Management tools.

What do you need for prediction?
Effective change risk prediction begins with õconfiguration-based change managementö. That is, when proposing IT changes (õRFCsö), those change records should be tied to the device that is being changed.

Next, configuration and application dependency mapping is needed to define the relationships between what is being changed, to whom and what else can be affected.

Changes need to be correlated against the macro-environment, the time of day, the time of the month, and based on other important business relationships.

Last, but certainly not least, information on the Change Agent is vital to knowing the õlikelihood of success.ö

Our prediction algorithms are rounded-out with socially derived inputs, data based on past change outcomes, and information on who was affected on past changes.

As you use the Netwatch system, data on past failures improves future predictions. In essence, you rely on past mistakes to increase future successes.

Let us show you how.

"I no longer feel comfortable planning IT changes without first predicting the impact. We wouldn't have it any other way."

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