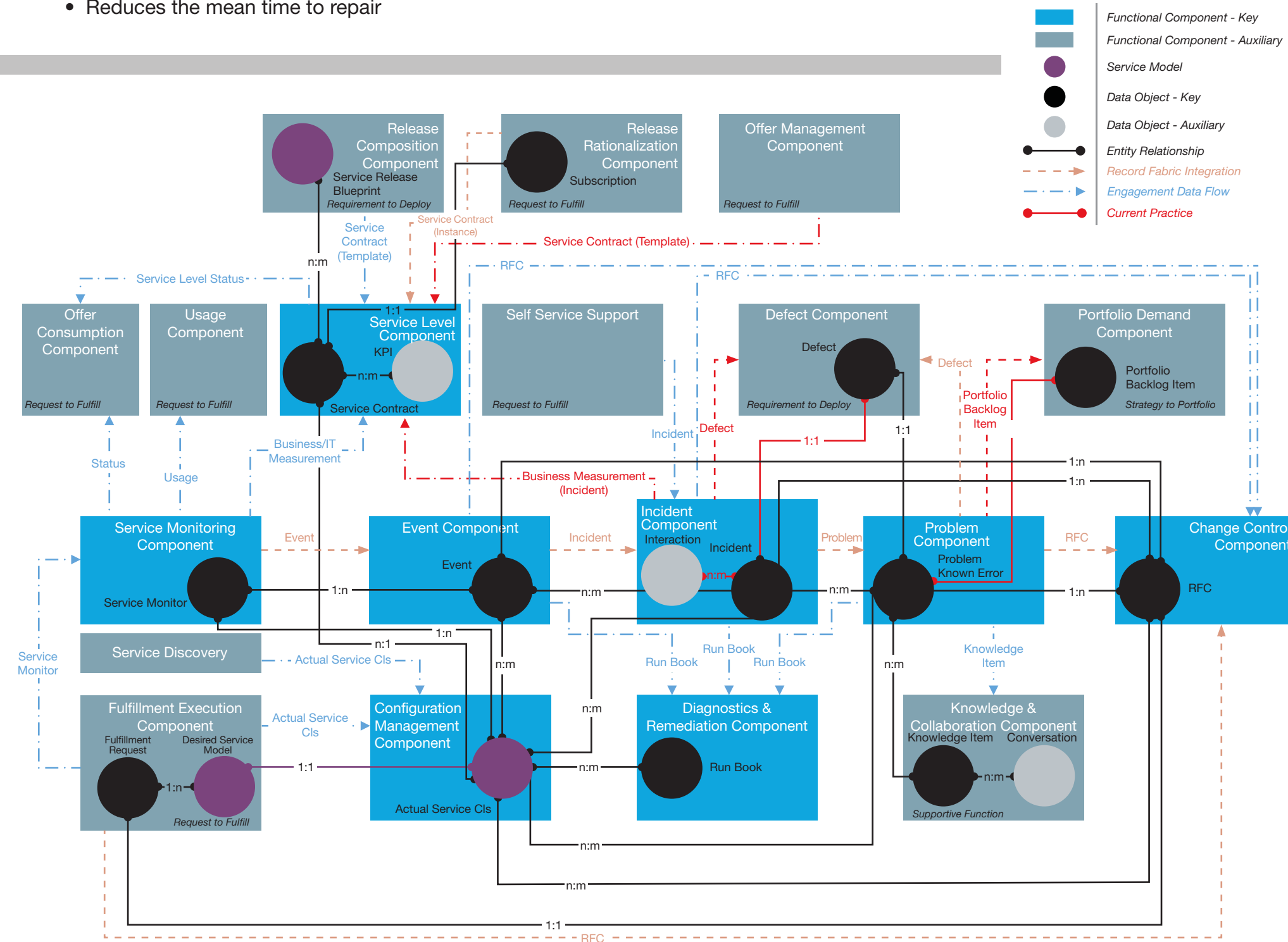


# IT4IT D2C: Detect to Correct

## Integrating IT Operations to Quickly Find and Fix Issues

- Brings together IT service operations to enhance results and efficiency
- Enables end-to-end visibility using a shared configuration model
- Identifies issues before they affect users
- Reduces the mean time to repair



Source: Open Group - <http://www.opengroup.org/IT4IT>

## Value Drivers

### Efficiency

End-to-end visibility to quickly identify and resolve.

### Collaboration

Common language with consistent data and shared configuration.

### Traceability

Across event, incident, change, and resolution.

### Cost

Reduce tickets, war rooms, and duplicate work.

### Risk

Defined business impact and reduced clannish knowledge.

### Improvement

Shorter mean time to repair and more uptime.

## Proof Points

### Velocity

Decrease mean time to repair

### Effort

% of events and incidents escalated

### Root Cause

Increase in problems identified and solved

### Teamwork

% of change-related outages

### Costs

% of automated event and incident resolutions

### Satisfaction

% of first call resolution

## Key Activities

### Detect

See events, alarms, and metrics across the entire infrastructure  
~  
Understand user issues  
~  
Trace the relationship between events

### Diagnose

Enrichment  
~  
Root cause  
~  
Severity and business impact  
~  
Defined escalation path  
~  
Auto-fixed common issues

### Change

Define change request  
~  
Perform problem and risk analysis  
~  
Approve

### Resolve

Implement change  
~  
Leverage run books  
~  
Verify recovery  
~  
Close records