

BENCHMARK *an exercise that produces a picture of where expertise lies and where the gaps are*

'How good is our incident response, really?'

Many teams answer that with a gut feeling. A benchmark answers it with evidence. A short survey plus three guided simulations give you an objective read on your team's incident response preparedness - the baseline every future improvement is measured against.



"Staged world simulations have been used in healthcare, aviation, transportation, spaceflight operations, and emergency management. Uptime Labs is the first to do it in software! It is a rare case of product development built on solid scientific foundations."

JOHN ALLSPAWE, FORMER CTO, ETSY

01

'What are our gaps?'

02

'What is our improvement plan to address those gaps?'

03

'How do we compare with other organisations?'

04

'How do we compare to world-class incident response standards?'

01

What are our gaps?

YOUR BIGGEST GAPS (AND WHERE TO START)

Decision-Making

1.29

vs 1.91 benchmark

Stakeholder Management

2.29

vs 2.74 benchmark

02

What is our improvement plan to address those gaps?

You leave with practical, ranked recommendations and a baseline to measure the next one against.

AREA OF FOCUS

Keep restoration as the priority. Make action risk visible, and give stakeholders impact, scope, working theory, ETA, and next-update time.

WHAT WE NOTICED

- Rollbacks and restarts were sometimes ordered with no visible "is it safe?" check.
- When the team was asked to restart a service, they did not check if the service was already running or if it was in a state that could be restarted.
- When the team was asked to restart a service, they did not check if the service was already running or if it was in a state that could be restarted.
- When the team was asked to restart a service, they did not check if the service was already running or if it was in a state that could be restarted.

STEPS TO IMPROVE

- Before restoration actions, ask: "What could this make worse?" and "How will we know quickly whether it helped?"
- When the team was asked to restart a service, they did not check if the service was already running or if it was in a state that could be restarted.
- When the team was asked to restart a service, they did not check if the service was already running or if it was in a state that could be restarted.
- When the team was asked to restart a service, they did not check if the service was already running or if it was in a state that could be restarted.

03

How do we compare with other organisations?

YOUR TEAM · VS GLOBAL BENCHMARK

TROUBLESHOOTING SKILLS

Managing signal vs. noise **1.86** = 1.86

Escalation **2.14** ↑ 2.43

Managing dependencies **2.29** ↑ 2.60

Information overload **1.86** ↑ 2.03

CAPABILITIES WE SCORE

Leadership **2.57** ↑ 2.78

Coordination **2.29** ↑ 2.49

Communication **1.79** ↑ 1.88

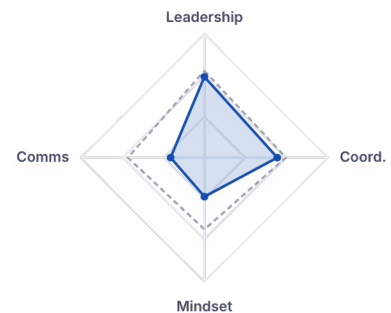
Restoration-first mindset **1.89** ↑ 2.23

04

How do we compare to world-class incident response standards?

READINESS · VS INDUSTRY

- Your organisation
- Industry benchmark



LIGHT & SPEEDY TO GET RESULTS

Low-touch, objective process to acquiring a benchmark. Minimum disruption.



SAFE BY DESIGN

The same insight a real outage would give you, without the cost or the unpredictability.



"Uptime Labs has helped us prove that good incident management is not a dark art known to the few but a real (and valuable) skill that can be taught and improved."

STEPHEN MORROW, COO, OPTIONS IT

No need to guess. Get your baseline.

Run your first benchmark and see *exactly* where your team stands.

[Speak to us](#)