

HEAD BACK TO SCHOOL WITH AN ITOPS REFRESHER COURSE



38.4% OF ORGANIZATIONS TAKE MORE THAN 30 MINUTES ON AVERAGE TO RESOLVE IT INCIDENTS IMPACTING REAL-TIME DIGITAL SERVICES.

The role of IT Ops is becoming more closely linked to the end-user experience, which is why the ability of operations teams to respond more quickly to incidents affecting end-users is becoming more important. One indication: About 7 in 10 customers abandon a slow or buggy digital app in less than 15 minutes.

NOTE 1:

Alerts Management eBook

Manage alert noise effectively to ensure actionable data reaches the right person, at the right time.

Tip:
Maximize the use of filters to make sure you're getting the most important information at all times.

THE AVERAGE COST OF A SINGLE HOUR OF UNPLANNED DOWNTIME HAS RISEN BY 25-30% SINCE 2008.

NOTE 2:

Incident Management eBook

Maintain quality and availability by adding automation to your workflows.

Tip:
One of the most common mistakes of busy, growing IT organizations is to try and reinvent the wheel and create processes from scratch or building their own tools for fielding tickets.

72% MAJORITY OF CORPORATIONS NOW REQUIRE "FOUR NINES" OR 99.99% MINIMUM UPTIME.

NOTE 3:

IT Dashboards eBook

IT dashboards are a critical tool in enabling productivity. One of the biggest challenges that IT leaders face is to integrate data from multiple business systems that are already in place, both on-premises and in cloud solutions.

Tip:
Before you create an IT Dashboard, it's important to know its purpose.

"Organizations that implement DEM tools can not only benefit from better application performance and improved user experience, but also ultimately improve business outcomes in support of digital transformation."

- GARTNER, July 2020

As the world looks to return to a "new normal", organizations need to consider how they will operate going forward. Making plans to ensure that every user - regardless of where and how they are working - has a consistent user experience. That means addressing the challenges users face when it comes to service quality, user performance and user experience both remote and in-office.

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