

Avoiding the Primary Cause of Network Outages

Poor configuration, user error, and change can cripple IT operations and put your organization at risk.

Use ScienceLogic SL1 and Restorepoint together to build and manage highly resilient business services.

The Problem: Poor Change Management

In July of 2022 a major North American telecommunications services provider experienced a 20-hour outage affecting more than 12 million commercial and residential customers, including voice, internet, data, emergency 911, and other core services. The cause? Bad code pushed to the network during routine maintenance. But today, commercial organizations and managed services providers of every size are at risk of data breaches, non-compliance fines, increased operational costs, lost revenue, lost opportunities, reputational harm, customer abandonment, and service level agreement penalties.

Digital transformation and an increased reliance on services delivered over large, complex IT infrastructures mean organizations are at greater risk of outages as new network assets expand the IT estate. Because a mistake anywhere can quickly cascade to affect performance downstream, there is no margin for error.

The Solution: Science Logic SL1 with Restorepoint

Such errors are avoidable with the use of change management automation tools that audit and record network settings, check for unauthorized or unexpected changes, and make corrections before a simple mistake leads to catastrophe.

ScienceLogic's combination of the market leading SL1 AIOps platform and its Restorepoint network configuration management tool can mitigate this risk through centralized and automated configuration and change and management, enabling highly resilient network operations, and business services even in multi-vendor/multi-tenant and hybrid network environments.

Automating Risk Reduction

With SL1+Restorepoint you can automate key processes that dramatically reduce the risks and costs associated with inefficient change management processes:

Network Configuration Backup and Recovery: by automating backup and recovery, organizations can respond faster and recover from failures or errors by restoring configurations (often in seconds) from a secure, centralized repository.



Fact:

"Carelessness" resulting in insecure configurations and errors by delivery teams, and end-users, accounts for ~20% of breach vectors (Verizon).

Reduce human-error through tighter and more stringent configuration control management



Fact:

49% of all service outages are attributed to configuration and change management errors (Uptime Institute).

Improve SLA attainment with automated and intelligent remediation options



Fact:

The average downtime event costs affected organizations **\$5,600 per minute** (Gartner).

Bounce back faster and keep all teams informed through integrated IT Service Management context



Change Detection and Compliance Auditing:

by automating change detection—including when, where, and who—and comparing against authorized settings, organizations can maintain compliance, close risk gaps, and eliminate lengthy manual audits.

Change Automation: by automating bulk updates, whether in real-time or as a part of a scheduled maintenance and management program, human error is minimized, and time saved.

And, with SL1+Restorepoint:

- Automatically discover new services and devices making on-boarding easier and more consistent
- Detect and assess the impacts of changes that correlate with poor performance, avoid mistakes, and quickly correct them when they occur.
- When SL1 detects a change that Restorepoint recognizes as erroneous it automatically alerts your teams, enriching ticket to the service desk.

Meaning your teams can resolve incidents faster—even automatically—when improper changes impact critical business services.

Restorepoint + SL1 Mean Operational Resilience

Enterprises that use SL1+Restorepoint operate at maximal efficiency and with the highest level of service quality possible. That means IT operations have the resiliency needed to respond to incidents and perform to user expectations. And by integrating Restorepoint change management and network compliance auditing with the SL1 AIOps platform, IT operations have a single source of truth that delivers consistent, automated, and accurate results.

If you're tired of chasing your change management tail, we're here to help. We'll answer your questions about how SL1+Restorepoint can address your enterprise's health, availability, risk, and resilience to operate at its best possible efficiency, saving your organization time and money.

Whether in financial services, healthcare, manufacturing, retail, government, or managed services, many of the world's top organizations already rely on ScienceLogic SL1 and Restorepoint.

Contact ScienceLogic to learn more and get a demo of the ScienceLogic SL1 and Restorepoint solutions.