ScienceLogic

Accelerating Mean Time to Recovery

A ScienceLogic Spotlight on the Benefits of the ScienceLogic
AI Platform for Observability and Automation

One of the most common reasons that IT organizations acquire an observability platform for network observation is to accelerate the identification, analysis, and repair of issues within their environment, often referred to as mean time to repair or recovery (MTTR).

The challenge is that diagnosing issues is increasingly complicated. Multi-layered application stacks running across virtual machines or microservice architectures powered by a dynamic mix of compute, network, and storage resources create numerous opportunities for issues to occur anywhere in the network. It also creates more alerts to be sorted through and analyzed to find the true root cause to repair.

These factors can extend MTTR from minutes to hours or more. And if the root cause isn't fully addressed, the same issue may resurface. Observability can help, but to be effective a solution must perform five critical tasks.

- Monitor all IT resources and applications that power business services

- Alert on any changes and how they may affect the business service

- Correlate information across resources to determine root cause

- Provide actionable recommendations on how to resolve the issue

- If appropriate, automate changes that resolve the issue

While it is possible to integrate multiple point products together to deliver a complete solution for reducing MTTR, the best solution is one that can perform all tasks, reducing the complexity and cost of AIOps.

Speed and Simplicity with an End-to-End Observability Platform

ScienceLogic enables IT teams to reduce MTTR and prevent repeat issues by up to 94% using an end-to-end approach to observability. With Skylar One (formerly SL1) monitoring and Skylar AI driving analysis and automated recovery, all of this is accomplished from an integrated platform.

This approach prevents potential solution gaps that could result in misdiagnosis of an issue and extended downtime. It also centralizes management efforts, reducing administration time by up to 80%.[1]

[1] Large multinational food manufacturing company

Reduce Visibility Gaps
Provides 500+ out-of-box collectors and custom monitoring to cover almost any IT asset.

Respond to the Business Sooner
Business service monitoring and leading ITSM integration enable faster responses with less risk.

Find Root Cause Faster
ML finds issues in seconds with >90% accuracy and collects extra data to support cyber responses.

Cut Time Spent on MTTR by 80%
Generative AI deciphers complex event logs so anyone can easily determine the action to take.

Fix Issues in Seconds, Not Hours
Eliminate the need for teams to travel to sites or manually execute scripts with automation.

Step 1: More Complete Hybrid Cloud Monitoring

The first step to resolving an issue is to gain visibility into what caused it. To ensure you can identify issues anywhere in your IT stack, Skylar One delivers out-of-box support for auto-discovery of over 500 types of hybrid cloud assets. This includes end-user applications, databases, containers, cloud IT services and edge technologies.

And since IT environments, even cloud native ones, are built on application and infrastructure services that change over time, Skylar One provides industry leading build-your-own monitoring. This allows operations teams to design their own custom monitors to support new vendors and unique edge IoT devices for more robust coverage and fewer potential for gaps in your MTTR strategy.

Step 2: Consolidated Business Service Alerting for Faster Responses

When an IT incident occurs, operations teams need to alert affected business units. This can be as critical as identifying root cause, because every second that passes creates an opportunity for other teams to initiate uncoordinated repairs. It can also add administrative challenges if executives aren't informed. To accelerate reporting and reduce operational risks, Skylar Automation provides best in class business service level monitoring and ITSM ticket management. The Skylar One business service view delivers a unified view of the entire IT stack for immediate visibility into all related problem areas. And integrated intelligence improves signal clarity, reducing alert volume by 90% or more so your team can get to work quicker. ITSM integration automatically creates, enriches and updates service tickets. Together, Skylar One and Skylar Automation (formerly PowerFlow) simplifies and coordinates MTTR response efforts, so teams are better aligned and keeps the risk of mistakes to a minimum.
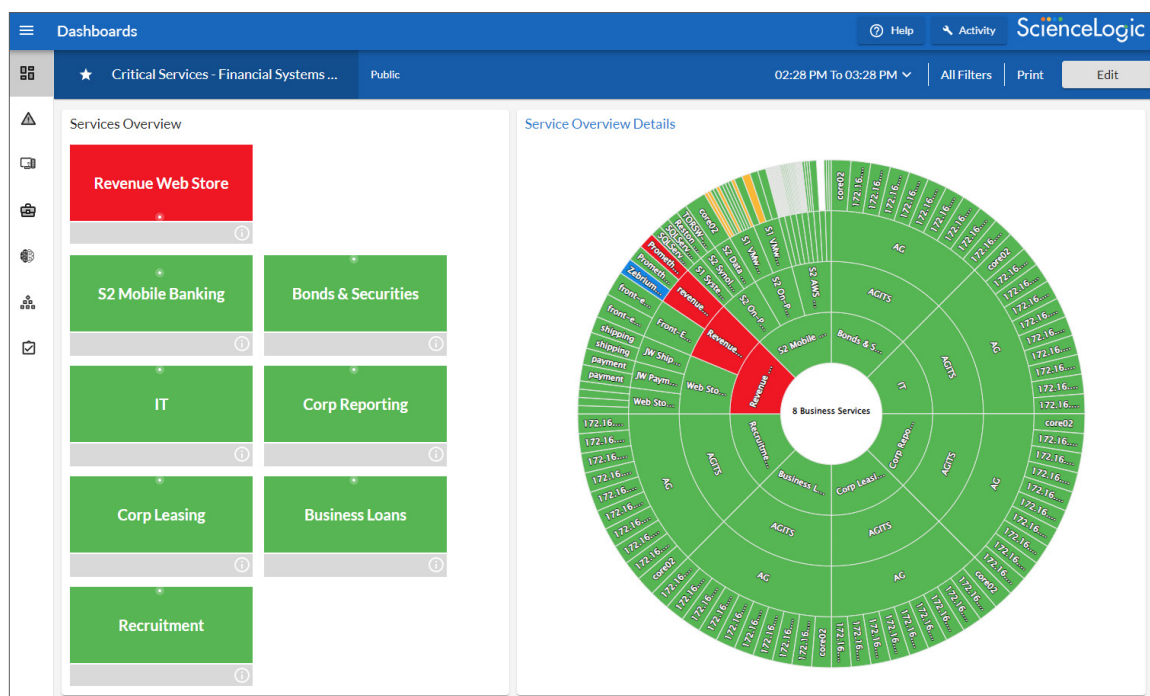
Step 3: Superior Root Cause Identification with Access to More Information

One of the most common factors for extended repair times and repeat issues, is the complexity of root cause analysis in modern IT stacks. Skylar AI handles this by analyzing and correlating detailed environmental, log and configuration data from all related on-premises and/or cloud-based services.

Using generative AI proven to identify root cause., Skylar AI enables operations teams to fix issues faster and ensure an outage does not occur again because the actual root cause, not a symptom, was addressed. To help resolve security issues that created an outage, Skylar One provides APIs for integration with cybersecurity software. This accelerates identification of threat actors before they compromise other systems or impact information security.

Step 4: Provide Human-Ready Insights to Resolve Events

On its own, accurate identification of incident root cause is not enough to accelerate MTTR. Root cause detail must be presented in a human-friendly format so operators don't need to spend time researching event codes to understand what action must be taken.

To resolve this challenge and further accelerate MTTR, Skylar One generative AI uses large language models to review issues and convert analysis into IT operator-friendly language that explains what caused the event and what actions to take. This enables IT leaders to assign issues to the right team, versus every team, and enables Level 1 support teams to confidently triage an issue in minutes versus hours.

Step 5: Automate Incident Response

Once the root cause has been analyzed, the last step in accelerating MTTR efforts is to automatically take action and repair the affected systems. Many observability solutions leave this step to IT operational teams, but that can extend MTTR by hours. To reduce MTTR from hours to minutes, automation is critical.

Why This Matters

Business Outcome: Faster MTTR means less downtime, lower incident costs, and higher customer satisfaction. For the business, that translates directly into reduced SLA penalties, avoided revenue loss, and more predictable operations.

Skylar Automation offers automated corrective action using pre-built and customizable runbooks for rolling back to a stable, secure configuration, applying software patches, scaling cloud resources and more – all based on your organizational best practices. This ensures repairs are performed in seconds, with minimal risk of misconfiguration, using ServiceNow, PagerDuty, and more. Even custom, in-house automation tools can be easily integrated with Skylar One using our industry leading custom workflow builder.