



Highlights

- Identify shortcomings in your recovery planning and procedures
- Understand what causes problems or associated issues and identify preventive actions
- Benefit from recovery improvements to reduce the impact of future incidents, regardless of the trigger
- Engage with a world-class advisory service dedicated to helping clients meet their needs

Post Incident Review

Identify and correct weaknesses, determine strengths

What can be learned from what happened?

High impact incidents on IT services are costly to business; failures can lead to lengthy downtime and possibly millions of dollars in lost revenue. An independent evaluation of the causes of failures, recovery concerns, and contributing issues can help clients learn from major incidents and turn problems into high availability (HA) service improvement opportunities.

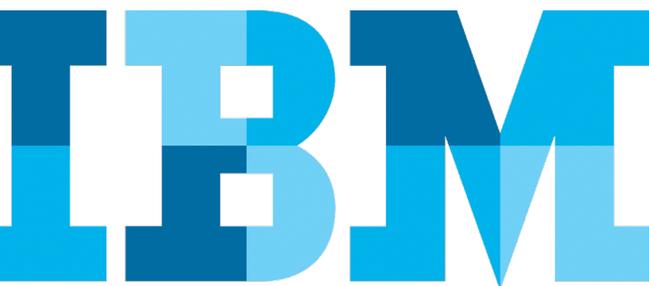
Engage Lab Services Executive Advisory Practice for High Availability for Post Incident Review services and jointly build and analyze a timeline of recovery events.

What you can expect

This one- to two-week review is led by senior advisors who facilitate open dialog and guide the analysis of secondary contributing problems and underlying causes—true root causes—of each. Using proven methodologies, focus is placed on failure prevention and impact mitigation to determine:

- The cause of the problem leading to the failure
- The cause of the impact to IT services
- The cause of lengthy recovery

The team will offer recommendations based on HA and service management best practices, policies, and procedures to help prevent and mitigate the impact of potential future failures; next steps will propose immediate, tactical, and long term strategic actions.



Key benefits and features

- Gain insight with an independent review that identifies lessons learned
- Gauge time lost to recovery issues with an in depth time line analysis
- Identify potential shortcomings in your IT technology implementation, monitoring and organization functions, and service management processes
- Determine solid policies and procedures to improve recovery effectiveness
- Accrue significant knowledge transfer from IBM subject matter experts

Ask yourself

The Lab Services Executive Advisory Practice portfolio is strong and designed to help optimize IT, reduce costs, and make your business a healthier one. To determine if a Post Incident Review is right for you, ask yourself:

- Have you experienced long duration or high impact IT services outages?
- Could you benefit from a review done by an experienced facilitator outside your IT organization?
- Have you implemented redundancy, but failover failed?
- Do existing HA features and functions protect your IT services as you'd expected them to?
- Is there concern that your service management investments are not providing value?
- When it comes to incidents, are you confident your technical teams— including process and policy contributors—have objectively identified all associated issues?

For more information

Learn more about Post Incident Review services and related Lab Services Executive Advisory Practice solutions.

Contact stgls@us.ibm.com or visit:

ibm.com/systems/services/executiveadvisorypractice



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IBM Corporation
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Produced in the United States of America
December 2014

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