

ATLASSIAN Incident Management

BROWSE TOPICS

Respond

- > Incident communication
- > Incident response
- > On call

MTBF, MTTR, MTTA, and MTTF

Resolve

Understanding a few of the most common incident metrics

Tools

✓ KPIs

Overview

- **Common metrics**

Severity levels

Cost of downtime

SLA vs. SLO vs. SLI

Error budget

> DevOps

> ITSM

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> Postmortem

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In today's always-on world, outages and technical incidents matter more than ever before. Glitches and downtime come with real consequences.

Missed deadlines. Late payments. Project delays.

Which is why it's important for companies to quantify and track metrics around uptime, downtime, and how quickly and effectively teams are resolving issues.

Resolve

- Tools
- ✓ **KPIs**
 - Overview
 - **Common metrics**
 - Severity levels
 - Cost of downtime
 - SLA vs. SLO vs. SLI
 - Error budget
 - > DevOps
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Some of the industry's most commonly tracked metrics are MTBF (mean time before failure), MTTR (mean time to recovery, repair, respond, or resolve), MTTF (mean time to failure), and MTTA (mean time to acknowledge)—a series of metrics designed to help tech teams understand how often incidents occur and how quickly the team bounces back from those incidents.

A lot of experts [argue](#) that these metrics aren't actually that useful on their own because they don't ask the messier questions of how incidents are resolved, what works and what doesn't, and how, when, and why issues escalate or deescalate.

Learn

- > Postmortem

On the other hand, MTTR, MTBF, and MTTF can be a good baseline or benchmark that starts conversations that lead into those deeper, important questions.

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Resolve incidents faster with Opsgenie

Get an introduction to Opsgenie and

ATLASSIAN Incident Management

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> TUTORIAL
Incident communication

> **Learn incident communication with Statuspage**

> On call

Resolve

In this tutorial, we'll show you how to use incident templates to communicate effectively during outages. Adaptable to many types of service interruption.

> Tools

> KPIs

Overview
[Read this tutorial](#) →

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Incident communication templates and examples

When responding to an incident, communication templates are invaluable. Get the templates our teams use, plus more examples for common incidents.

[Read this article](#) →

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