

#SASGF

The logo features the word "VIRTUAL" in a large, outlined, sans-serif font. Each letter is filled with a colorful, abstract pattern of diagonal stripes in shades of blue, red, green, and purple. Below "VIRTUAL" is the text "SAS® GLOBAL FORUM 2021" in a smaller, white, sans-serif font.

VIRTUAL
SAS® GLOBAL FORUM 2021

Improving Mean Time to Resolution and Root Cause Analysis for complex SAS® environments

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Introduction

- What is Mean Time to Resolution?
- What is Root Cause Analysis?

Mean Time To Resolution

- *Resolution* includes the time spent understanding what happened and implementing changes to ensure that the same issues doesn't happen again
- $\text{mttr} = \text{time spend resolving issues} / \# \text{ of issues}$
 - Typically only includes “business hours”
- Why is it used?
 - Proven correlation between MTTR and customer satisfaction
 - Simple to calculate with know specific domain or technology knowledge required

Root Cause Analysis

- Delivered in a report form with the following sections:
 - A clear problem statement
 - A timeline from normal operations to when the problem occurred
 - Distinguish between the root cause and other causal factors
 - Identify the corrective actions required

5-WHY

Root Cause Analysis Methodology

- Easily applicable method that involves asking “why?”
- Example: Flow didn't complete properly. Error was that there was a lock on a table.
 - Why was there a lock on the dataset?
 - Why was another program using the dataset at the same time?
 - Why did the program take 5 times longer to run than normal?
 - Why did the program need to process so much data?
 - Why had the program not been run for 7 days?

Tips and Tricks

For improving Mean Time to Resolution

- Put SLAs (deadlines) on customers too
- SAS is hard – things do take time
- Glacial paced teams
- Resolution time outliers

Tips and Tricks

For improving Root Cause Analysis

- Don't include the parties involved in the analysis
- Use a multi-disciplinary team
- Frame questions around facts, not hypotheses
- Use the right tools to help you conduct the analyses

Helpful resources

RCA Template.mxd - Typora

File Edit Paragraph Format View Themes Help

Input YAML Front Matter.

ROOT CAUSE ANALYSIS REPORT

EVENT TITLE

This is an RCA investigation led by <INSERT NAME HERE>. The investigation was started on <INSERT START DATE> and finished on <INSERT END DATE>.

The following people have been drafted in by investigation lead to help with the diagnosis and resolution of the below described incident.

| Name | Position |
|------|----------|
| | |

NARRATIVE DESCRIPTION OF THE EVENT

<In this section describe the events that led to the problem including detailed descriptions of the symptoms seen and the undesired results that were seen.>

ROOT CAUSES AND CORRECTIVE ACTIONS

<In this section the root causes of the event are identified and described. In addition to their description identified corrective actions are also described. In order to ensure accountability for the delivery of each corrective action a responsible individual is assigned to deliver the corrective actions by the identified and documented date. Once you have populated this section with details this descriptive text can be removed.>

| Root Cause | Corrective Actions | Responsible Individual | Completion Deadline |
|------------|--------------------|------------------------|---------------------|
| | | | |

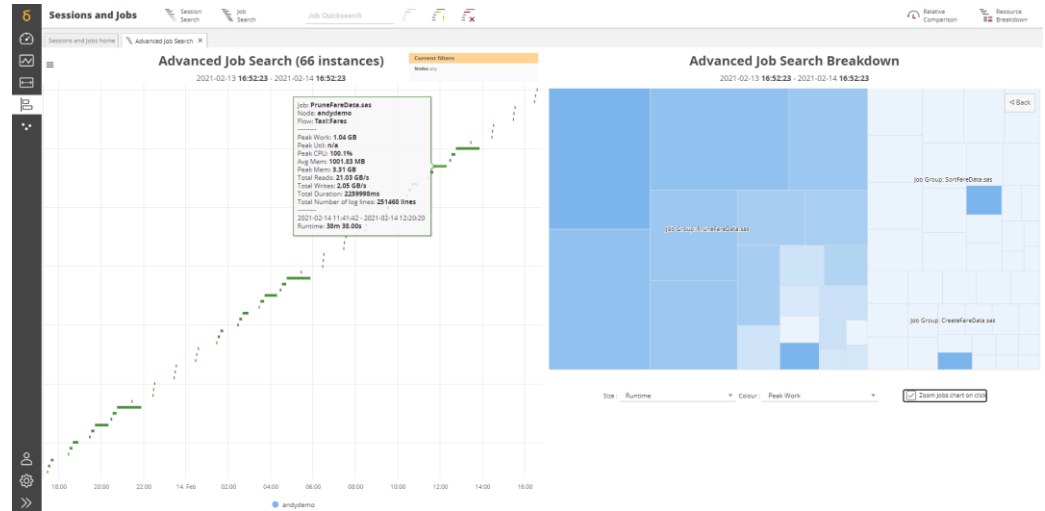
MEASURES OF SUCCESS

Like all improvements and changes, the success of the change should be evaluated. Below, is a list of the changes that have been identified in the corrective actions section along with their success measure(s) and reporting schedule.

- Corrective action - A change made which is intended to prevent the root cause of an issue from occurring again
- Measure of success - This captures how we will know if this action is successful. Consider measures of how often recommended processes are not followed and the incidence of similar adverse events.
- Reporting schedule - This identifies the individual or group responsible for reviewing the results of the changes against the identified measure of success.

| Corrective Action | Measure(s) of success | Reporting schedule |
|-------------------|-----------------------|--------------------|
| | | |

388 Words



Thank you!

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