Configuration drift — 214 environments

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61 deviations found, 12 that produce tickets · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. *The reference configuration is the state considered normal for a client environment; a deviation is a setting that departs from it — often for a good reason, sometimes for a reason nobody remembers.*

The 61 deviations, ranked by what they cost

Nature	Number	Proposed treatment
Documented, intended deviations	**34**	**Legitimate, now written down — they stop being flagged**
Deviations inherited from a migration	15	Restoration proposed, no ticket associated to date
Deviations that produce incidents	**12**	**Remediation written, ranked by tickets avoided**

The 12 costly deviations, quantified

Deviation	Environments	Tickets recorded	What is ready
Aggregation job shifted to 7:45 am	**11**	**34 « slowdown » tickets in 6 months**	**Rescheduling to 5:30 am, no downtime**
Logging quota left at its original value	**6**	**19 saturations**	Volume extension + alert at 80 %
Interface certificate expiring within the quarter	**4**	**4 incidents to come if nobody moves**	Rotation scheduled, client letter drafted
… and 9 further deviations of smaller volume	—	—	Detailed in the full table

What each remediation contains

Element	Content
Exact command	In order, with its parameters
Window	Duration, and whether a service interruption is required
Health check	The indicator to watch and its expected value
Rollback	**Written and tried on the staging environment**

> **Analysing the configuration involved drops from 35 % to 6 % of an incident's time — from 13 minutes to 2 minutes 15 seconds**, because the survey is done and dated before the ticket arrives.

For support to set

Three deviations to remediate at the next window: _____

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