Fourteen correlations, nine right

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11 months · fictional document

Fictional document — demonstration example

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Fictional document, produced for demonstration. **The cost of the error is not symmetrical.**

Outcome of the flag	Count
Real incident	**9**
Coincidence	**3**
Two separate incidents merged into one	**2**

The two costs, compared

Situation	What it costs
False alarm	**Ten minutes of checking, and a message that stays true**
Undetected incident	**40 customers × 20 minutes of pointless manoeuvres**
Of which reinstalls	**11, losing a configuration in 3 cases**

> **An alerting mechanism whose false-alarm rate is unknown ends up either ignored or believed blindly**, and both are bad.

What was corrected after the two mergers

Correlations are now separated **by product version**: the two incidents looked like one because the symptom was read without the version.

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