



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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