The Hidden Costs of On-Call: False Alarms

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MOTOROLA
FALSEALARM

Hidden Costs

Investigation

Direct Investigation Costs	$100
+ Opportunity Cost of False Alarm	$200
+ Interruption Cost	$200 * 40%
Costs For 1 Hour	**$380**

$39,520

Cognitive Load

Stress

More Stress Studies

- St. Paul Fire & Marine Insurance Company
  - Study 1: 50% decline in medication errors after stress prevention activities implemented
  - Study 2: 70% reduction in malpractice claims in 22 hospitals
    No reduction in control group of 22 hospitals that did not implement stress prevention activities

Sleep Deprivation

Work-Life Balance

Alarm Fatigue

Solutions

Identifying Problematic Alerts

- Read reports provided by monitoring and alerting systems
- Parse the alerting system logs
- Look at the e-mail folder you filtered all those alerts into

Prune Your Alerts

Are your alerts actionable?
Are they urgent?

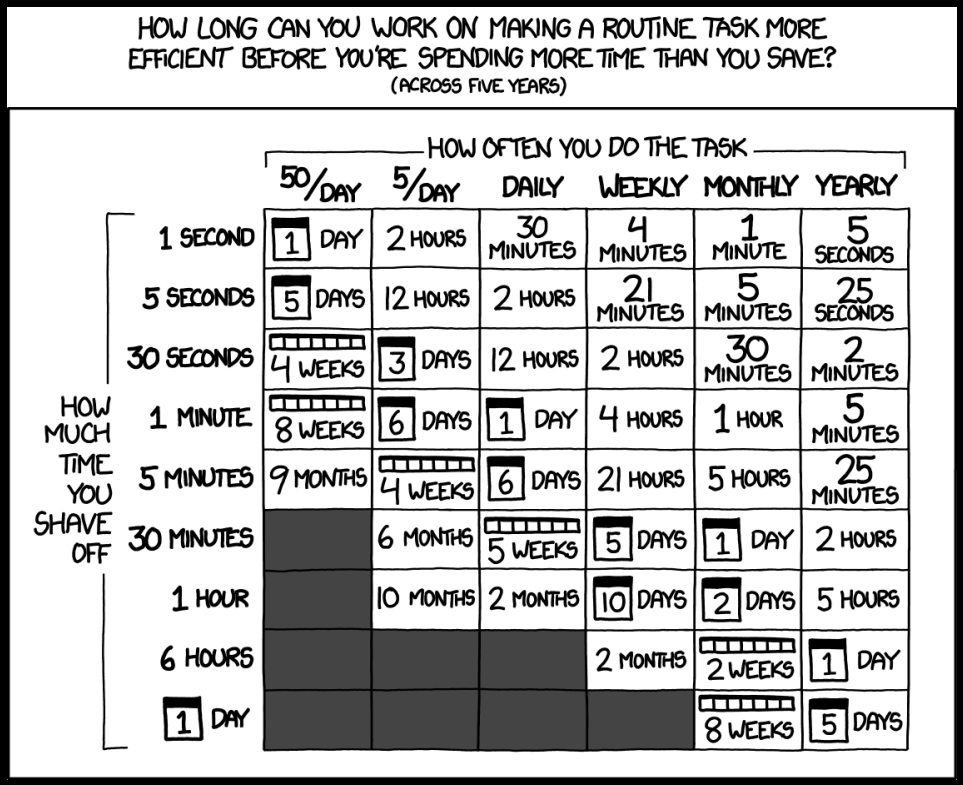
Update Scope

- **Alerts** - Messages that go to your pager
- **Notifications** - Don't go to pager, but may go to email or chat (Slack, IRC, etc)
- **Informational** - Log messages that should not go to email or chat

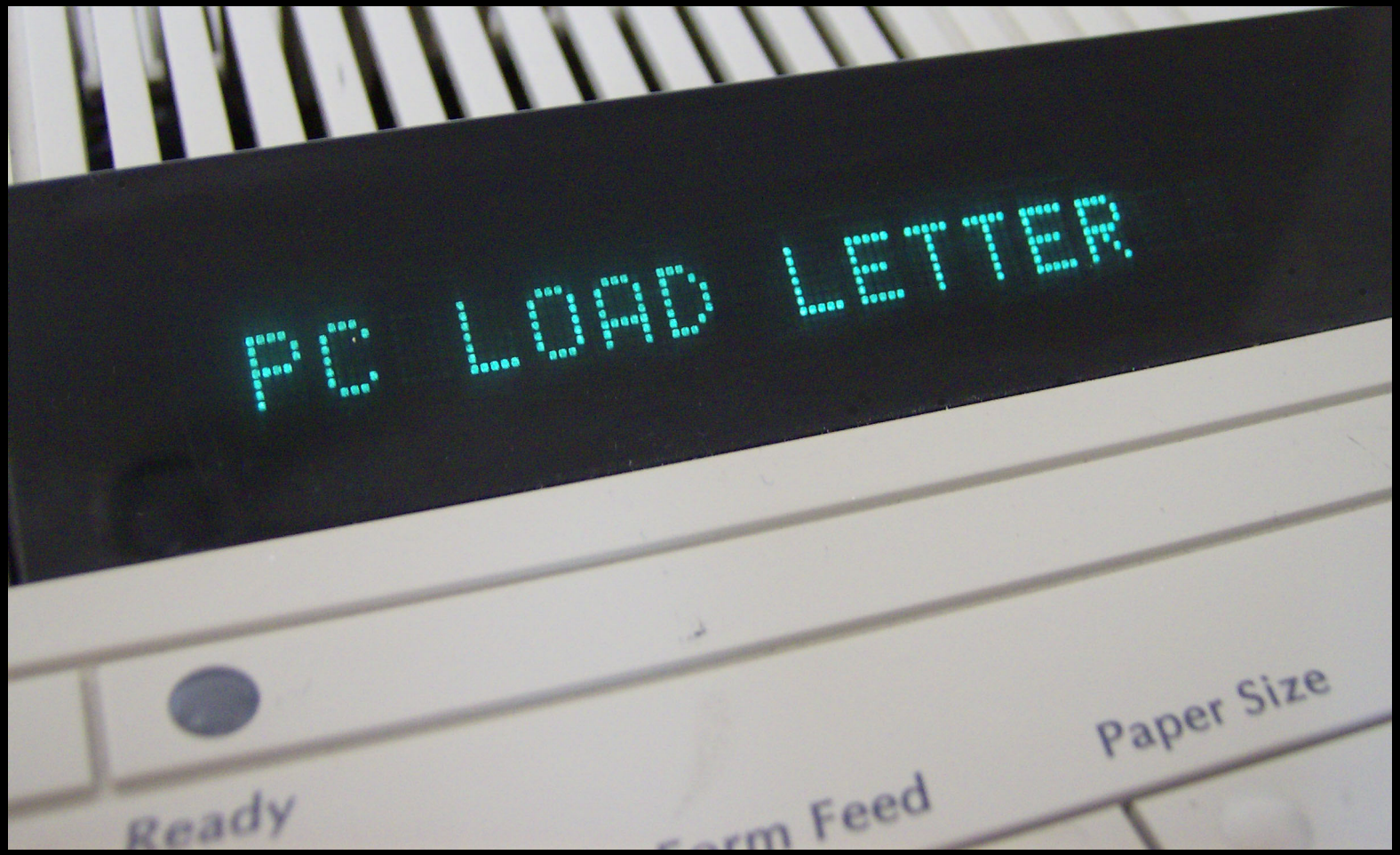
Check the Right Things

Limit Reminders & Combine Related Alerts

Automate


HOW LONG CAN YOU WORK ON MAKING A ROUTINE TASK MORE EFFICIENT BEFORE YOU'RE SPENDING MORE TIME THAN YOU SAVE?
(ACROSS FIVE YEARS)
HOW OFTEN YOU DO THE TASK
50/DAY
5/DAY
DAILY
WEEKLY
MONTHLY
YEARLY
HOW MUCH TIME YOU SHAVE OFF
1 SECOND
1 DAY
2 HOURS
30 MINUTES
4 MINUTES
1 MINUTE
5 SECONDS
5 SECONDS
5 DAYS
12 HOURS
2 HOURS
21 MINUTES
5 MINUTES
25 SECONDS
30 SECONDS
4 WEEKS
3 DAYS
12 HOURS
2 HOURS
30 MINUTES
2 MINUTES
1 MINUTE
8 WEEKS
6 DAYS
1 DAY
4 HOURS
1 HOUR
5 MINUTES
5 MINUTES
9 MONTHS
4 WEEKS
6 DAYS
21 HOURS
5 HOURS
25 MINUTES
30 MINUTES
6 MONTHS
5 WEEKS
5 DAYS
1 DAY
2 HOURS
1 HOUR
10 MONTHS
2 MONTHS
10 DAYS
2 DAYS
5 HOURS
6 HOURS
2 MONTHS
2 WEEKS
1 DAY
1 DAY
8 WEEKS
5 DAYS

Fix System Fragilities


PC LOAD LETTER
Ready
Paper Size

Your monitoring system is a constant reminder of work [not] put into it

Slides: codywilbourn.com/lisa17

Questions?