



## The **Speed-Control Balance** is Violated.

While DevOps, CI/CD and Agile strive to push changes at accelerated speeds, the balance between speed and control has been violated - leaving stability, compliance and security at risk.

## The **First Question** Asked When Something is Wrong?

PagerDuty orchestrates distributed teams and automates incident investigation workflows to reduce mean-time-to-resolution and protect end-users' digital experiences.

But, as soon as you identify that something is wrong, the immediate next question is: “**what changed?**”. And rightfully so, as industry experts estimate that about 85% of incidents can be traced back to changes.

**FIRST** allows PagerDuty users to leverage information about **actual changes** carried out in their end-to-end environments in order to take accurate, informed actions in real time.

# Know What Changed - Prevent, Detect and Resolve Incidents Before the Trouble Starts.

With **FIRST**, IT Ops, Cloud Ops, DevOps, and SRE teams can prevent incidents by receiving actionable alerts on risky changes. Plus, with automated change analytics, **FIRST** enables teams can accelerate incident response and investigation on the incidents that do occur.

- 1 Accelerate Incident Resolution** - automatically correlate **actual changes** detected by Evolgen with incident data aggregated by PagerDuty. Quickly zoom in on the changes that are the true incidents' root cause.
- 2 Prevent Incidents through Hypercare** - receive actionable alerts on **risky changes** way before they can lead to an incident.
- 3 Drive Automated Remediation** - use granular **change data** gathered and analyzed by Evolgen to enrich and provide context to automated remediation.

The screenshot displays the FIRST incident management interface. At the top, it shows the incident title: "New Relic - High Response Time (>400 ms) - (95th percentile > 400 ms on average during the last 10m) - Critical". The status is "Triggered" with a priority of "P1" and a duration of "28d 19h 17m".

Key features and callouts include:

- Automatically Distribute Change Information to the right stakeholders:** A callout points to the "ServiceNow (dev67084)" link in the incident details.
- Automatically Correlate Actual Changes detected by Evolgen and causing the Incident:** A callout points to the "Alerts" section, which shows a list of alerts. The top alert is "Resolved" with severity "Error" and a message: "[Change - High Risk] Kubernetes-East-01:File endpoints-get-existing-loans.json: limits: parameter memory was decreased to 128".
- Automate Incident Resolution with actual change information from Evolgen:** A callout points to the "Notes" section, which shows a note from May 13, 2020: "Remediated by Evolgen from: 128 to: 1024".

The interface also includes a "Responders" section with 2 pending responders, a "Notes" section, and a "Contact Support" button.