

QUARTERLY REVIEW METRICS — 2025 Q2

Quarter 2, 2025

Service Operational Health

Service uptime

| Metric | Value | Target | Notes |
|---------------------------------|--------|---------------|--------------------------------|
| Overall uptime (all services) | 99.94% | 99.9% | Weighted by traffic |
| Critical services uptime | 99.98% | 99.95% | Tier-0/Tier-1 only |
| Sev-1 incidents (count) | 1 | ≤ 2 | Customer-impacting outages |
| Sev-2 incidents (count) | 3 | ≤ 5 | Degraded but usable |
| Mean time to acknowledge (MTTA) | 8 min | ≤ 10 min | Median |
| Mean time to recover (MTTR) | 37 min | ≤ 45 min | Median |
| Change failure rate | 3.5% | $\leq 5\%$ | Failed changes / total changes |
| SLO breaches (count) | 0 | 0 | Any SLO window breach |
| Error budget consumed | 11% | $\leq 12\%$ | Aggregated across key SLOs |

Service downtime

| Metric | Value | Notes |
|-----------------------------------|---------|--------------------------------|
| Total downtime (hours) | 1.4 | Sum Sev-1/2 impact time |
| Unplanned outage hours | 0.8 | Excludes maintenance |
| Planned maintenance hours | 0.6 | Change windows |
| Sev-1 outage minutes | 40 | Includes partial region impact |
| Sev-2 outage minutes | 28 | Degradations |
| Longest single outage | 32 min | Max single-incident duration |
| Mean time between failures (MTBF) | 90 days | Between Sev-1s in quarter |

Team Utilisation

| Metric | Value | Notes |
|--|-------|---------------------------|
| End-of-quarter IT headcount | 57 | Total IT |
| Engineering headcount | 44 | SWE + SRE |
| On-call coverage (FTE) | 7 | 24/7 rotation |
| Project work allocation | 70% | Time-tracked |
| BAU/Operations allocation | 30% | Time-tracked |
| On-call hours per engineer (monthly avg) | 26 | Scheduled duty |
| After-hours incidents handled (count) | 22 | PagerDuty pages |
| Training hours per FTE | 6 | Formal learning |
| Certifications earned (count) | 4 | Cloud/Security/ITIL |
| Attrition (quarter) | 1.5% | Voluntary |
| New hires (count) | 3 | External + internal |
| Time-to-fill (median days) | 37 | Requisition to acceptance |
| Employee engagement score (10-pt) | 8.3 | Quarterly pulse |

The background is a dark blue gradient. On the left, there is a vertical bar of a slightly lighter blue. On the right side, there are several overlapping, semi-transparent light blue shapes, including a large circle and some angular polygons, creating a modern, abstract design.

Finance/Budget

Tool licensing spend (amortized, Q2)

| Product | Vendor | Licenses | Spend (Q2) | Notes |
|------------------------|-----------|----------|---------------|-----------------------------------|
| Jira + Confluence | Atlassian | 635 | \$32,200 | Includes Atlassian Access basic |
| GitHub Enterprise | GitHub | 265 | \$23,200 | Advanced Security broader rollout |
| Slack | Slack | 660 | \$24,470 | Plus plan |
| PagerDuty | PagerDuty | 66 | \$12,880 | Business plan |
| Datadog | Datadog | 98 | \$15,450 | Infra + APM sample |
| Sentry | Sentry | 46 | \$4,630 | Team plan |
| Okta | Okta | 670 | \$7,210 | Workforce identity |
| AWS Enterprise Support | Amazon | — | \$3,605 | Annualized estimate |
| Total (tools) | | | **\$123,645** | ~3% YoY increase |