

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%	≤ 5%	Failed changes / total changes
SLO breaches (count)	0	0	Any SLO window breach
Error budget consumed	11%	≤ 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

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