# gathr

# DORA Metrics :
# Ensuring DevOps Success

## Company Profile

A leading media and entertainment company

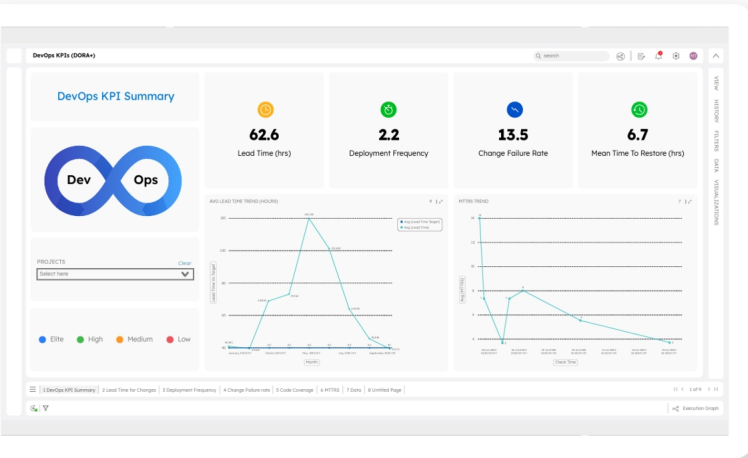**Headcount**
3000+

**Presence**
150 Countries

## Key Challenges

In addition to its newly launched subscription-based streaming application, the company had other apps that required frequent updates. While their internal DevOps team managed these applications, the company wanted to get better visibility into performance, detect areas of improvement, and gauge customer experience.

— No standard framework to measure DevOps success.

— Reliance on monthly manual reports to understand the health and performance of the team.

— Limitations in analyzing the DevOps data and metrics.

— Frequent bugs and a longer time to resolve issues led to poor customer experience.

## The Solution

Gathr helped the company in implementing DORA metrics that are taken as gospel for tracking DevOps success. The solution included a unified dashboard to monitor the metrics with the ability to drill through and across them, understand the root cause of issues, and drive decisions for continuous performance improvements.



— **Out-of-the-box connectors** to unify data across tools like Jira and Jenkins to get end-to-end visibility across development, deployment, and operations

— **Visual dashboard** to monitor the four key DORA metrics (Deployment Frequency, Lead Time for Changes, Change Failure Rate, and Time to Restore Service)

— **Custom metrics** to meet evolving requirements for strategic and operational decision making

— **Trend analysis** to gauge metrics over a defined period and analyze Lead Time based on parameters like Assignee, Type, Priority, etc.

## The **Impact**

The company was able to get accurate visibility into the performance of its DevOps team and how much time it was taking to resolve issues. With near real-time visibility and the ability to track and analyze metrics over a unified interface, the delivery leaders could identify performance gaps easily. The company reported the following improvements over a three-month period:
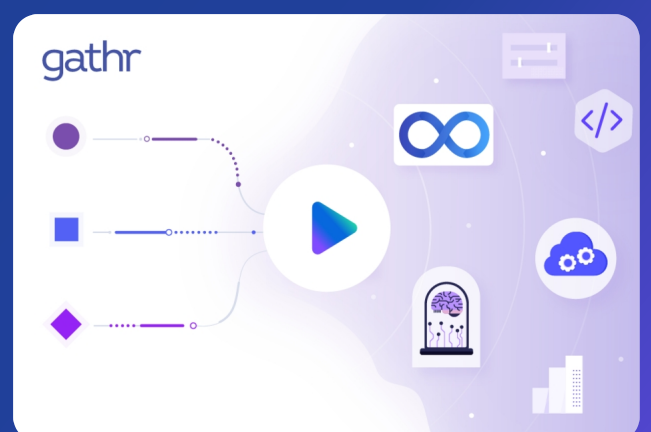
— **Deployment Frequency** – increased from 1 deployment per week to 2 deployments per week

— **Time to Restore Services** – reduced from 18 hours to 6 hours

— **Change Failure Rate** – reduced from 26% to 11%

— **Lead Time for Changes** – reduced from 6 days to 2.5 days

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