



Time to restore service

Tags: **Flow**

Time to restore service is a DORA metric that shows the time it takes to restore service incidents that impact the user. Use this metric to help monitor the stability of your service and platform.

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Who can use this?

Core

Plus



Which reports use Time to restore service?

Time to restore service information is available in the Reports home, the Retrospective report, and Team health insights report.

Note: Time to restore service requires incident configuration, which is only available with Jira integrations. If you do not have a Jira integration, you will not see Time to restore service data.

Reports home

Customize your selected metrics to include Time to restore service in Reports home. Use this report as a high-level summary of your team's average Time to restore service. Learn more about [Reports home](#).

TIME TO RESTORE SERVICE ⓘ

Decreased by 2.7% from Aug 1 2023 - Aug 30 2023 ↘

1 mo 1 wk 4 d average

DevOps industry benchmarks ⓘ

Low ⓘ Med ⓘ High ⓘ Elite ⓘ

[Go to report >](#)

Retrospective report

Details about Time to restore service is available in the Retrospective report.

Managers can use this report for a detailed analysis of Time to restore service and answer the following questions:

- What incidents had to be restored?
- Which incidents took the longest to restore?

CHANGE FAILURE RATE ⓘ

15.6% ↘
Failure rate

8/51
Incidents/deloys

[View details](#)

TIME TO RESTORE SERVICE ⓘ

5.9 ↘
Average hours

[Hide details](#)

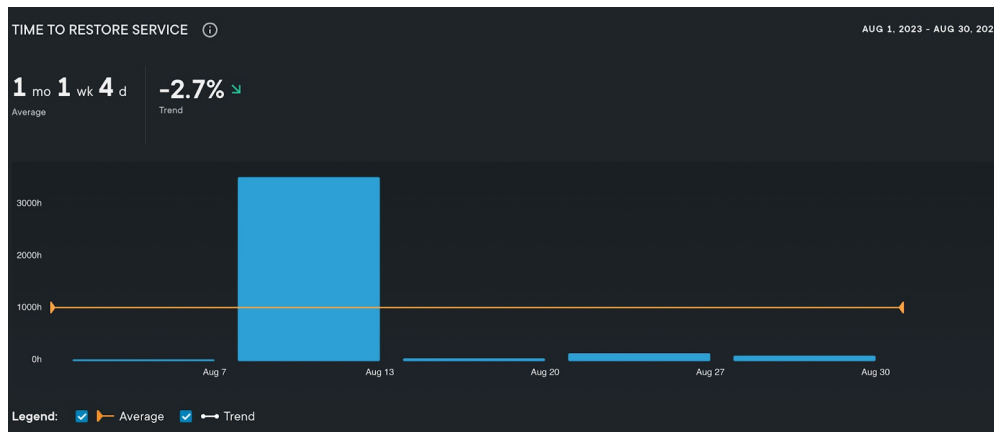
Time to restore service [Edit configuration](#)

Low ⓘ Med ⓘ **High ⓘ** Elite ⓘ

JANUARY 3		
ID	TITLE	TIME TO RESTORE
GP-2334	Lorem ipsum dolor...	6.5 hr
GP-2034	Lorem ipsum dolor...	1.75 hr

Team health insights

Team health insights provides a team-level view of Time to restore service. See how your teams and nested teams are doing across a certain time period.



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What does Time to restore service measure?

Time to restore service measures the time between an incident occurring and the incident being resolved.

To help minimize restore times:

- Use rollback procedures.
- Integrate feature flags and test new features by toggling them on for different groups of users at a time.

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How is Time to restore service calculated?

Time to restore service = Total time spent on incidents/number of incidents

Flow uses incident creation time and incident resolution time to calculate an average Time to restore service for the user's set date range on Reports home. Incidents are defined by a user's custom configurations. Learn more about [incident configurations](#).

Incidents are counted for a team if anyone on the team was ever assigned to the Jira ticket.

Flow uses ticket data from your integration to track when an incident occurs. Flow uses the ingested ticket time for when the ticket was opened to determine when a ticket was open or closed.

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What settings can affect Time to restore service?

The following settings can affect how Flow calculates Time to restore service:

- [Incident configurations](#)
- If a project is imported or not

- Date range

How do date ranges affect Time to restore service?

The date range affects the average time to restore service calculation. Use Flow's date range filter to view the incidents within the selected date range. To determine which incidents to include in the calculation for a certain date range filter, the incident's closed date must be included in that date range.

Below is an example of when an incident is captured in Time to restore service.

Incident start date	Incident end date	Date range filter	Does it show as an incident	Which day
1/5/2022	1/8/2022	1/2 - 1/5	No	
		1/6 - 1/7	No	
		1/2 - 1/8	Yes	1/8
		1/7 - 1-15	Yes	1/8

Note: [Change failure rate](#) uses the created date of an incident to select whether to show an incident. Because of this, the number of incidents for Change failure rate and Time to restore service for a given time period may not match.

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Time to restore service benchmarks

Flow uses four benchmarks to categorize the status of Time to restore service. An elite benchmark indicates a healthy Time to restore service, while a low benchmark indicates potential platform instability. The benchmarks displayed for this DORA metric are partially based on the [2021 State of DevOps Report \(PDF, opens in new tab\)](#), and customized for Flow. Flow compares the value of the metric against these benchmarks.

Not all processes and organizations allow for meeting the elite rating. Use the time as a signal to indicate where your team can focus their efforts in removing friction. The goal is continuous improvement rather than meeting a benchmark.

If you need help, please contact [Pluralsight Support](#).