BigPanda

Correlation Best Practices

Easily cut through unnecessary clutter and visual noise with event aggregation and correlation. By combining related alerts across tools into cross-system incidents, ITOps teams can understand the scope and impact of incidents faster. Power accurate correlation with normalized, context-rich data so you can group based on your unique service relationships.

Correlation Benchmarks

Compression
90%

Correlation
35%

Actionability
50%

## Improve actionability with context:

- Reduce ITSM ticket noise by consolidating related impacts across multiple monitoring tools into one actionable incident.

- Prevent duplicated efforts or assignment group silos with shared cross-system incidents.

- Leverage in-depth system insights to surface cross-source relationships and workflows.

- Speed up investigation and resolution by visualizing how an incident evolved over time.
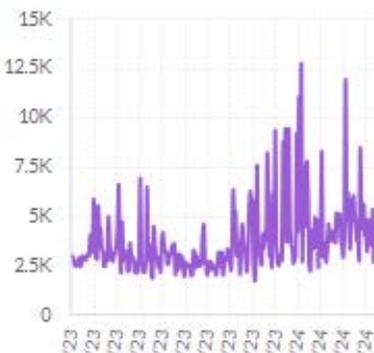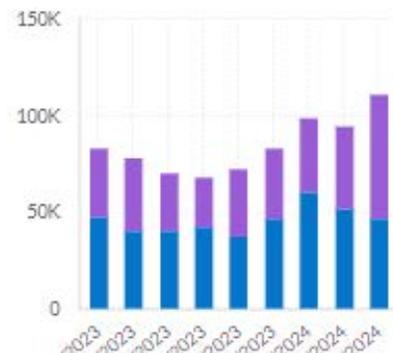
25.00%

1.02M

762,944

Average compression Trend
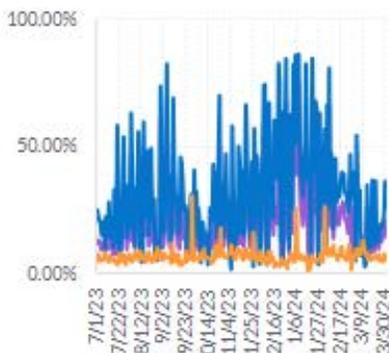
Total Alerts Trend

Correlated Incidents Trend

At-a-glance: Correlation Best Practices

Product Owner

Coordinates cross-team to drive strong compression

Observability Leader

Advises on cross-system correlation opportunities

Tool Administrator

Provides in-depth insight on tool settings and tags

Measuring Incident Compression in BigPanda

Evaluate trends with the Alert Correlation or Correlation Pattern Insights dashboards.

Investigate patterns with low compression or overly consistent patterns that may indicate potential over-correlation. Leverage a workflow tag to measure and track actionability and ticketing noise.

Aggregating alerts in BigPanda

- Build correlation patterns that use normalized tags and rich context to identify related alerts across multiple tools and systems.

- Leverage alert enrichment to add vital metadata and actionability tags so that correlation reflects your system relationships and operational processes.

- Use knowledge of your monitoring sources alerting behavior to configure correlation patterns settings and BPQL filter conditions.

- Add granularity to match preference by adjusting the correlation patterns run order.

Best Practices

Aim to use powerful correlation patterns that cover many use cases. Rather than building several filters, try first correlating on generic tags such as category_type, or creating correlation-specific tags.

As you understand the alert landscape, consolidate rules-based correlation into more generic patterns. Use Functional tags as the primary correlation tag. Iterate upon existing patterns as metadata, enrichment, and use cases change.

See Correlation Best Practices for more tips.

Additional Resources

BigPanda University   **BigPanda Docs**

BigPanda Community   **Contact Support**

Contact your account team with any questions

At-a-glance: Correlation Best Practices