

IT Operations Analytics Benchmark Survey

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Executive Summary

The goal of this benchmark survey is to provide IT executives with an understanding of how operational analytics are used by peer organizations to meet their performance goals. The results presented here are based on responses from 90 IT professionals from a range of industries and geographies collected through an online survey. Some of the survey's key findings include:

➤ **Large organizations commonly use analytical tools to measure IT performance.**

Over half (57%) of the large organizations surveyed use analytical tools to measure IT performance, compared to only 29% of the small companies surveyed.

➤ **The Cloud environment lags far behind in terms of monitoring and measurement.**

Only 14% of the organizations surveyed track performance KPIs for their Cloud environment, compared to 49-71% in other parts of the IT infrastructure. Similarly, 43% of the organizations never analyze configuration consistency in the Cloud, compared to 13-17% in other areas of the IT infrastructure.

➤ **Using analytical tools to measure IT performance helps organizations transform their insights into operational improvements.**

Of the organizations that are using analytical tools for measuring IT performance, 69% are able to transform all or most insights into improvements. That's compared to 44% of the organizations that are not using analytical tools.

- **Frequently tracking configuration consistency across more areas of IT operations correlates to the extent that organizations are able to meet their KPI goals.**

53% of the organizations that track configuration consistency on a daily basis across 5-6 IT operations areas are meeting or exceeding their goals, compared to 31-33% of the organizations that track only up to 4 areas.

- **Survey respondents recognize the importance of better IT measurement and analysis tools.**

Using better analysis tools is the most commonly cited means for achieving operational excellence, mentioned by 40% of the respondents.

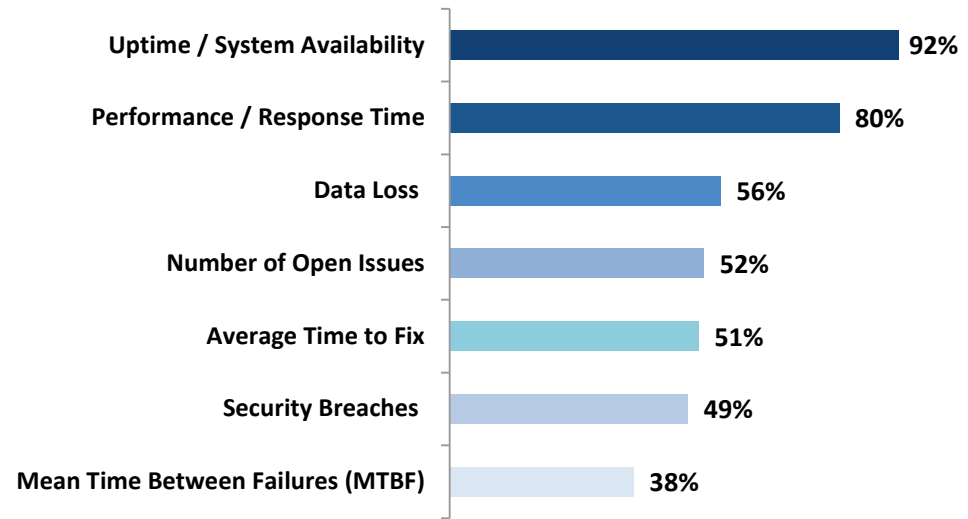
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Key Performance Indicators for IT Operations Excellence

Uptime / System Availability is the leading KPI for IT operations cited by 92% of the respondents, followed by Performance / Response Time (80%).

Other common KPIs for IT operations include Data Loss (56%), Number of Open Issues (52%), Average Time to Fix (51%), and Security Breaches (49%).



*Figure 1: KPIs for IT operations excellence
(respondents could select multiple options)*

Frequency of Tracking

The top 3 KPIs - uptime, performance and data loss are among the top 4 most frequently tracked with 43%, 28% and 24% respectively tracking it in real-time.

Security breaches are tracked second only to uptime with 33% tracking it at real-time.

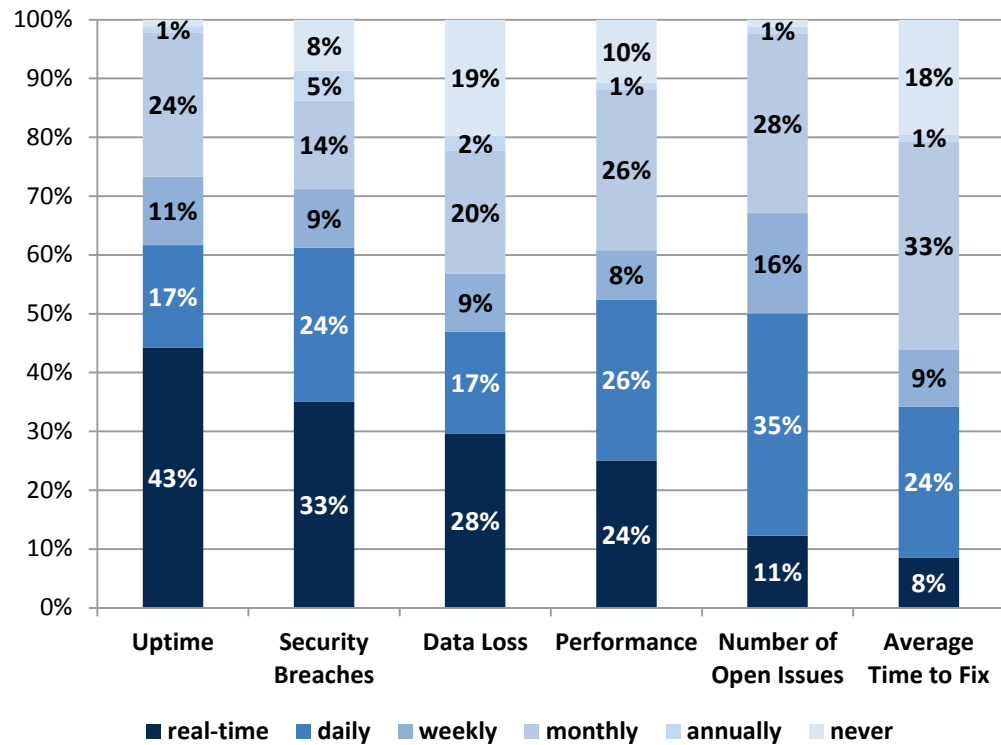


Figure 2: Frequency of Tracking KPIs

Most Difficult KPIs to Meet

According to the survey respondents, **Performance is the most difficult KPI to meet**, cited by 29% of the most difficult to meet and by 74% of the respondents as one of the three most difficult.

It is followed by **Uptime**, cited by 17% as the most difficult to meet and by 48% as one of the three most difficult.

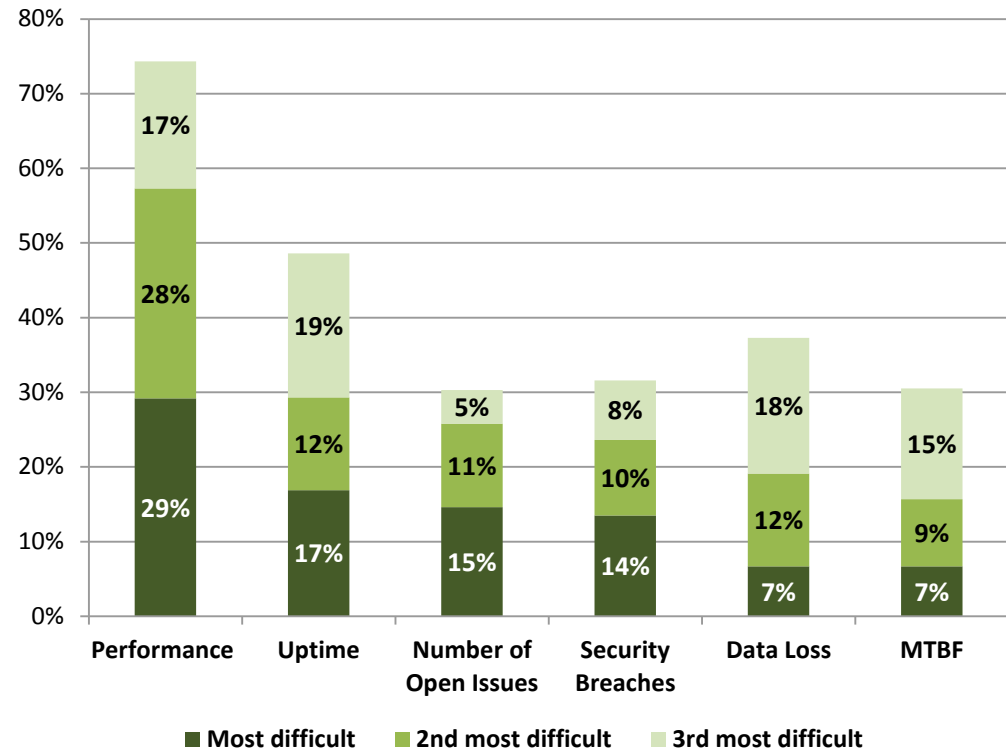
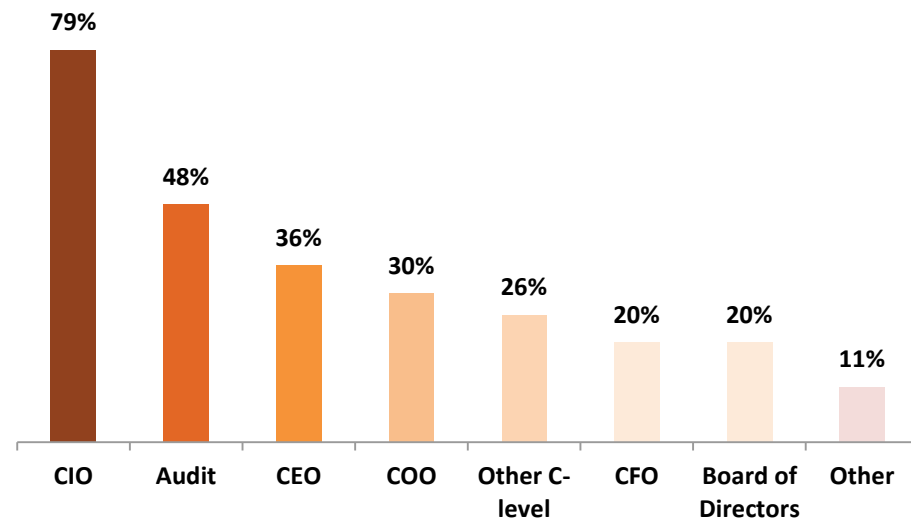


Figure 3: Most difficult KPIs to meet

Who Is Concerned with KPIs?

In 79% of the organizations surveyed the CIO is the one most concerned with IT Operations KPIs.

Corporate Auditing (48%), the CEO (36%) and the COO (30%) are also concerned with these KPIs.



*Figure 4: Concerned with KPIs
(respondents could select multiple options)*

Achieving KPI Goals: The Reality

Most organizations do a very good job meeting their KPI goals, with 36% of the respondents consistently meeting or exceeding their goals.

Just over a third of the respondents (34%) cited they met their KPI goals most of the time.

23% achieved some of their goals but not consistently, while 8% could not tell whether they met their goals or not.

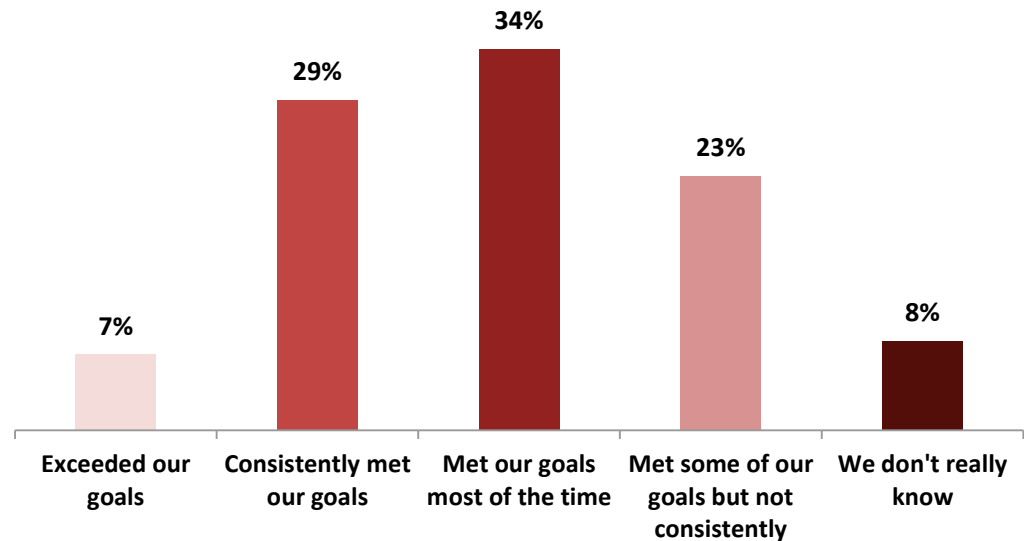


Figure 5: Achieving KPI goals

Use of Tools to Measure IT Performance

Over half (57%) of the large organizations surveyed use analytical tools to measure IT performance, compared to only 29% of the small companies surveyed.

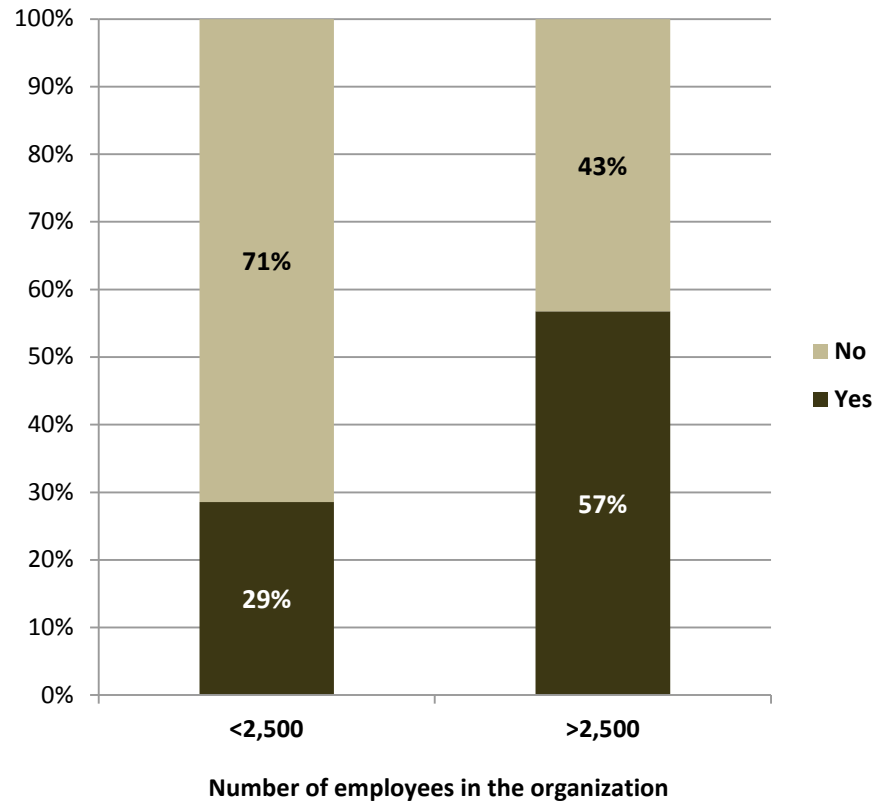


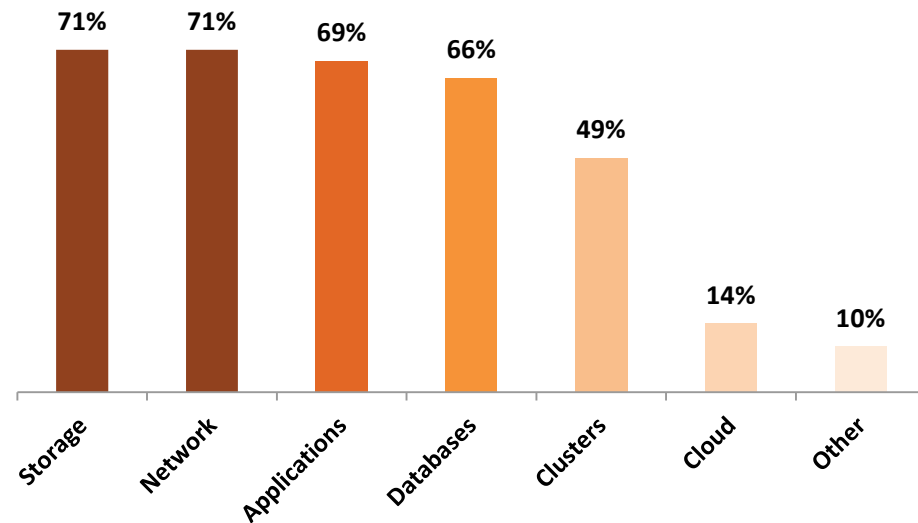
Figure 6: Use of tools to measure IT performance by company size

Areas of IT Operations Monitored for KPIs

Close to three-quarters (71%) of the organizations surveyed monitor their Storage and Network for their KPIs.

Other areas of IT operations that are commonly monitored for KPIs are Applications (69%), Databases (66%) and Clusters (49%).

The Cloud environment is still not as commonly monitored as some of the other areas of the infrastructure (14%).

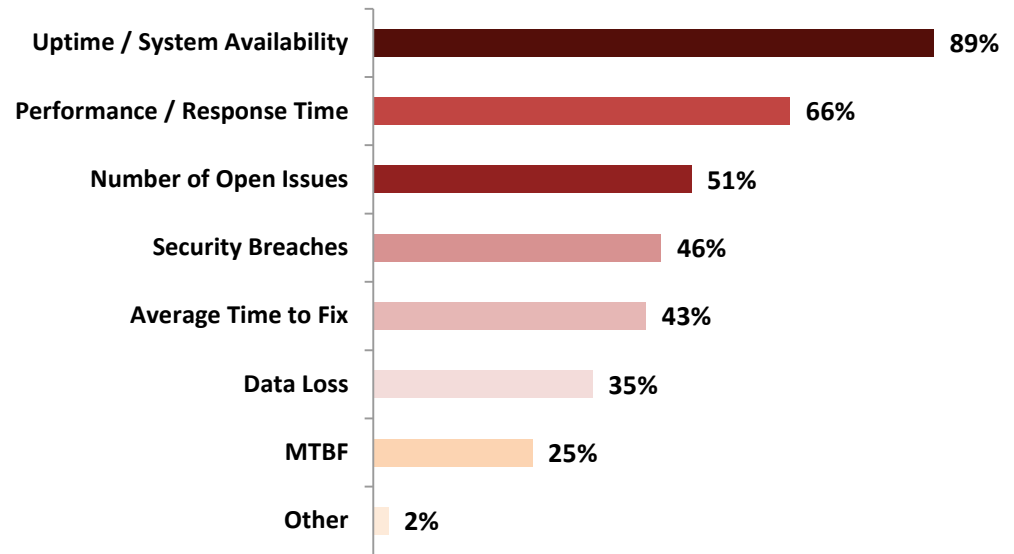


*Figure 7: Areas where KPIs are monitored
(respondents could select multiple options)*

KPIs Measured Across All or Most Domains

As the leading KPI for IT operations excellence, Uptime is measured across all or most domains in 89% of the organizations surveyed.

Performance (66%) and Number of Open Issues (51%) are additional KPIs that are commonly measured across all or most domains.



*Figure 8: KPIs measured across all or most domains
(respondents could select multiple options)*

Frequency of Analyzing Configuration Consistency across IT Operations Areas

39% of the organizations surveyed analyze configuration consistency across their Network either in real-time (23%) or daily (16%).

At the same time, 43% of the organizations never analyze configuration consistency in the Cloud.

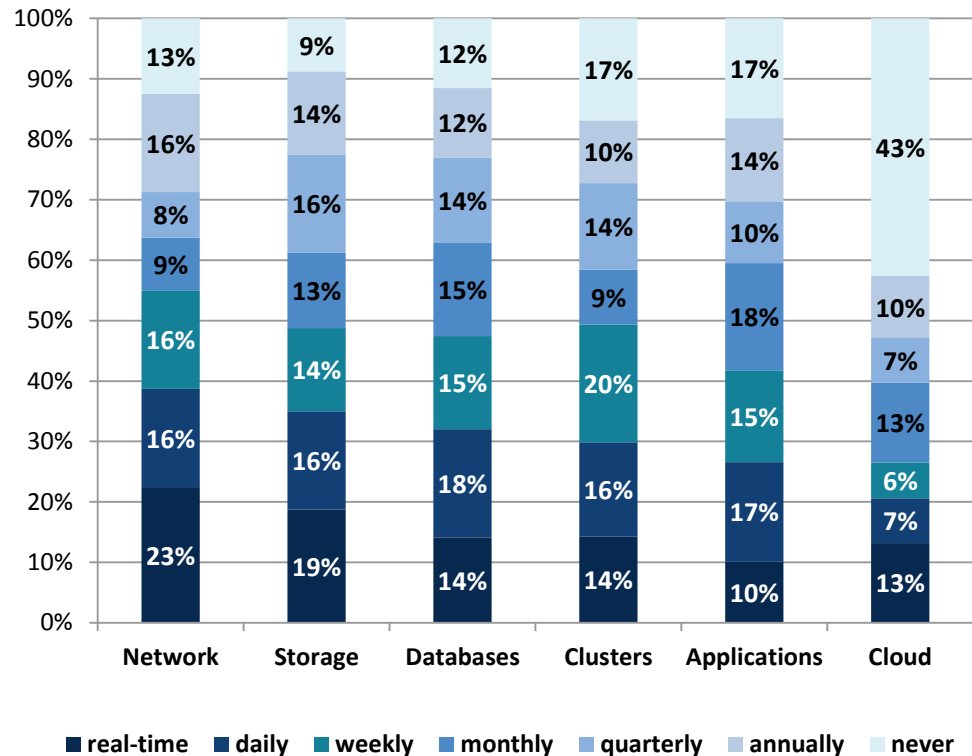


Figure 9: Frequency of analyzing configuration consistency

Meeting KPI Goals vs. Frequency of Analyzing Configuration Consistency across IT Operations Areas

Frequently tracking configuration consistency across more areas of IT operations correlates to the extent that organizations are able to meet their KPI goals.

53% of the organizations that track configuration consistency across 5-6 IT operations areas in real-time or daily are meeting or exceeding their goals, compared to 31-33% of the organizations that track only up to 4 areas.

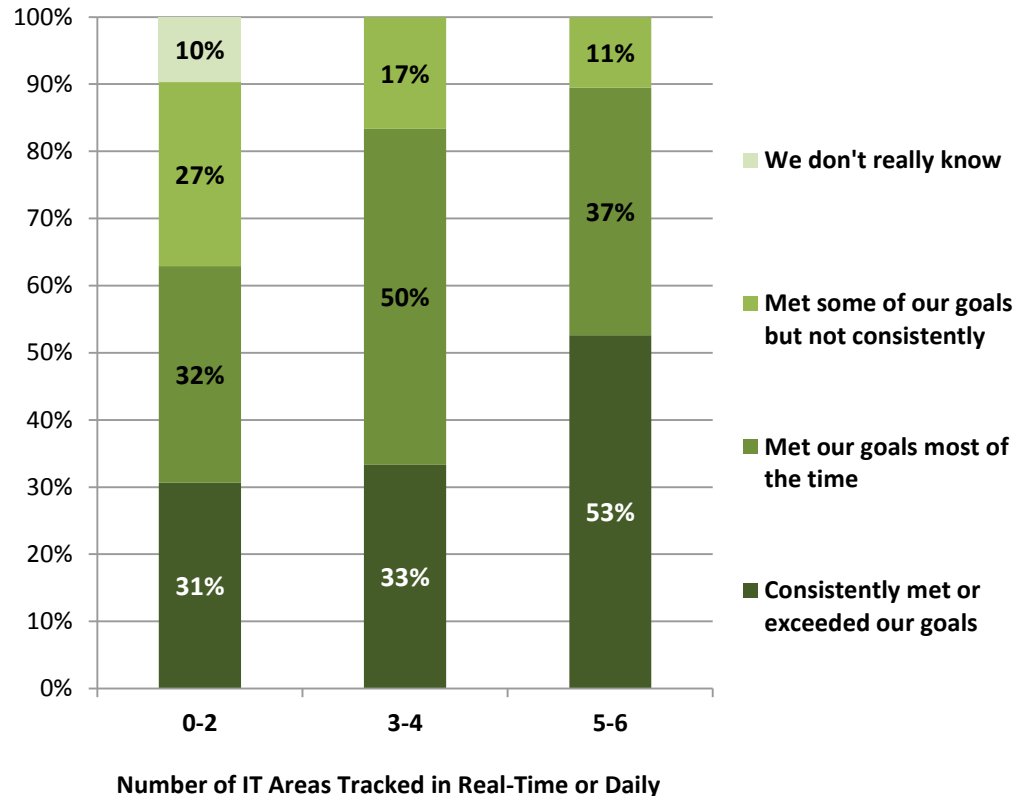


Figure 10: Meeting KPI Goals vs. Frequency of Analyzing Configuration Consistency across IT Operations Areas

Transforming Insights into Improvements

55% of the organizations surveyed are able to transform all or most of the relevant insights from IT analytics into actionable plans for improvement.

38% are able to translate only some of the relevant insights into improvements.

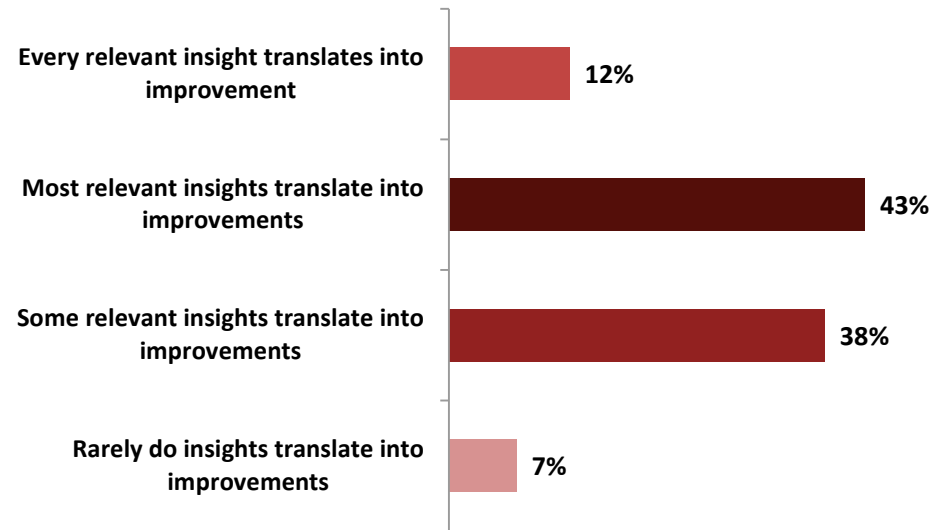


Figure 11: Transforming insights into improvements

Transforming Insights into Improvements by Using Analytical Tools

Of the organizations that are using analytical tools for measuring IT performance, 69% are able to transform all (22%) or most (47%) insights into improvements.

That's compared to 44% of the organizations that are not using analytical tools.

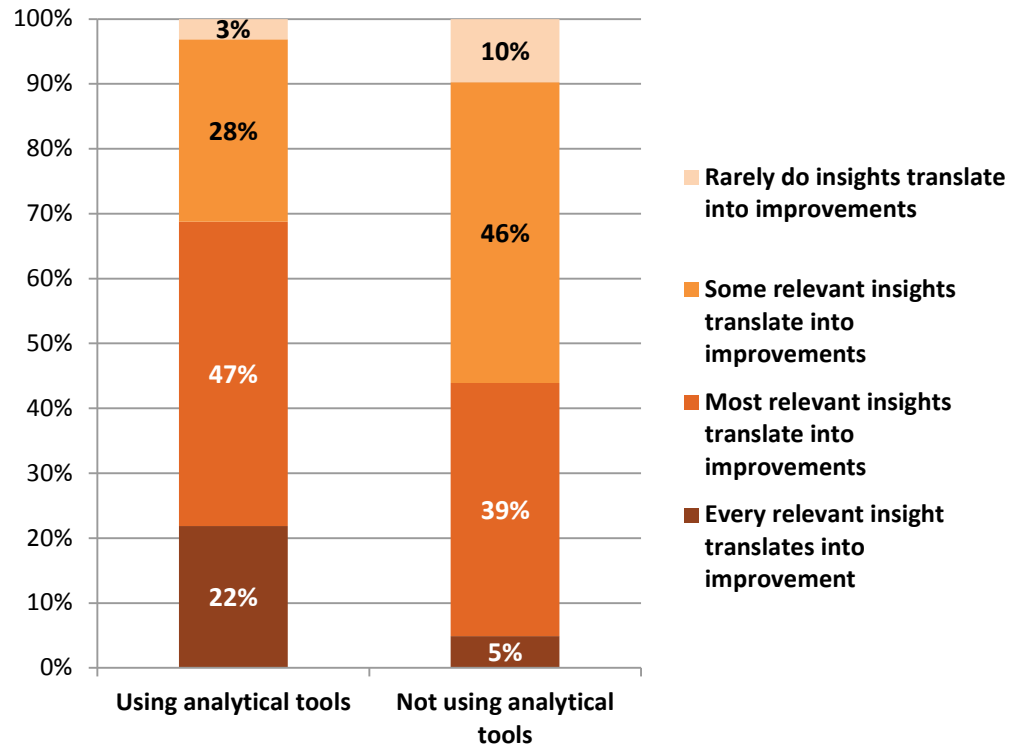


Figure 12: Transforming insights into improvements by using analytical tools

Incorporating Operational Analytics in Decision Making

48% of the organizations surveyed incorporate operational analytics in every (14%) or most (34%) critical decision.

In as many as 38% of the organization only some critical decisions are informed by operational analytics.

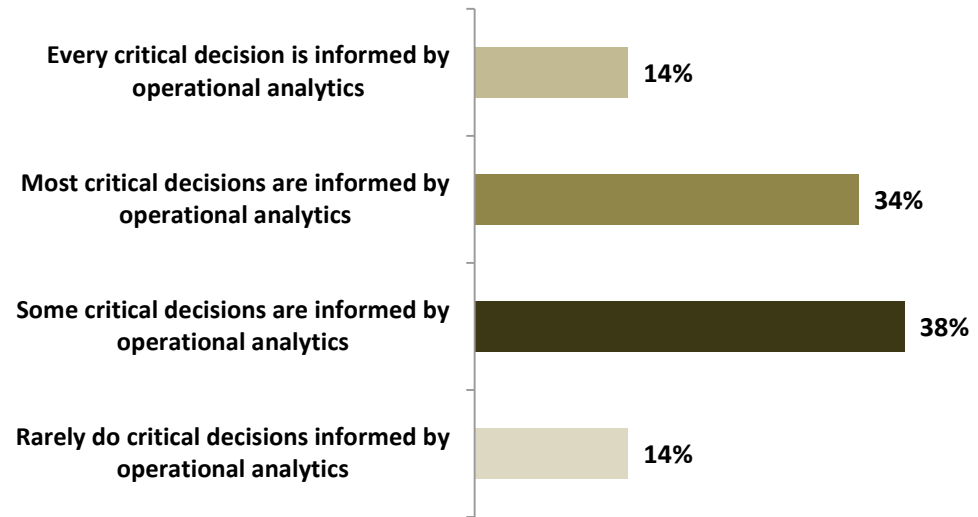


Figure 13: Incorporating operational analytics in decision making

Means to Achieve Operations Excellence

Better measurement and analysis tools are the most common means for achieving operations excellence, cited by 40% of the respondents.

Tools to detect cross-domain IT configuration issues and tools to enforce IT best practices were mentioned by 22% and 19% of respondents respectively.

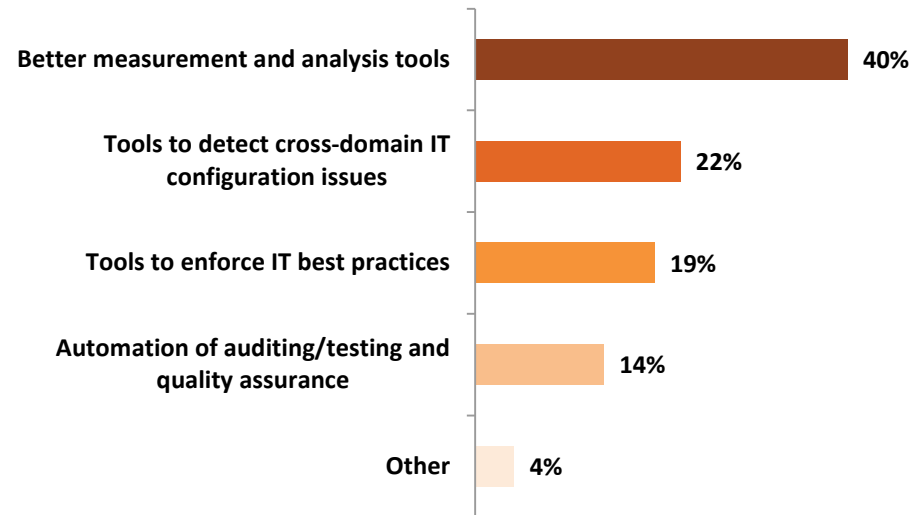


Figure 14: Means to achieve operations excellence

Respondent Demographics

44% of the survey respondents come from organizations of 5,000 or more employees.

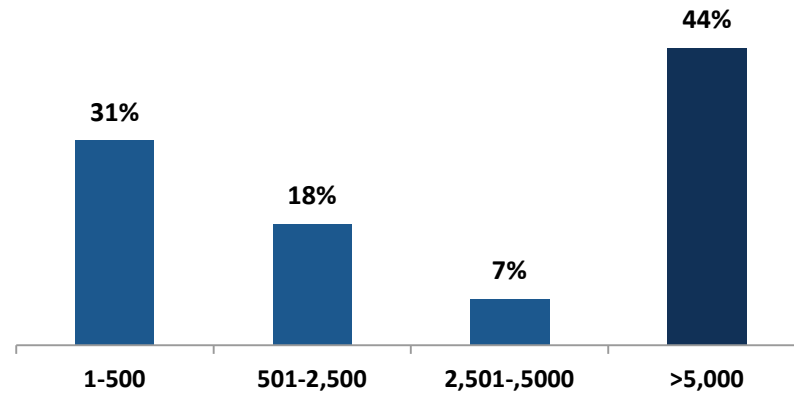


Figure 15: Number of employees

51% of the respondents have more than 500 servers in their datacenter and 25% have more than 2500 servers.

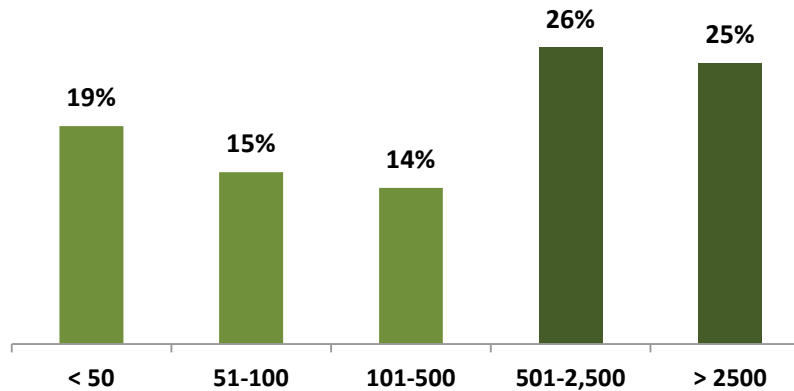


Figure 16: Number of servers

Respondent Demographics

23% of the respondents represent financial services organizations, while 17% come from the business services sector and 11% are in manufacturing.

IT Infrastructure is the function most represented among survey respondents (24%), followed by Service Availability (15%), Applications (14%), and Business Continuity (10%).

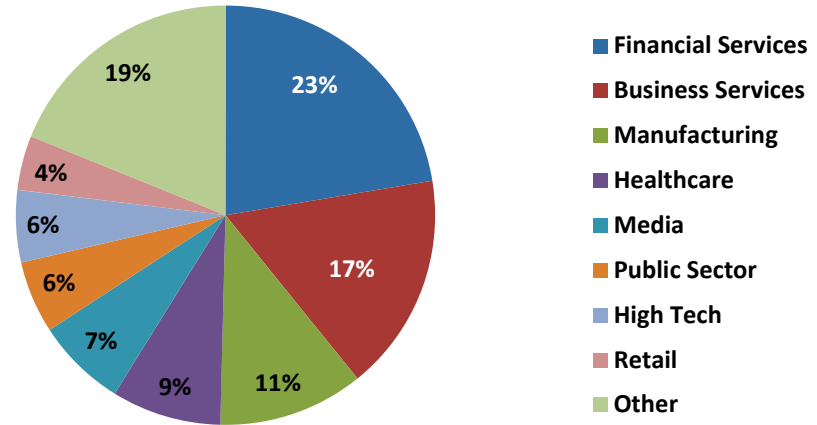


Figure 17: Respondent Industry

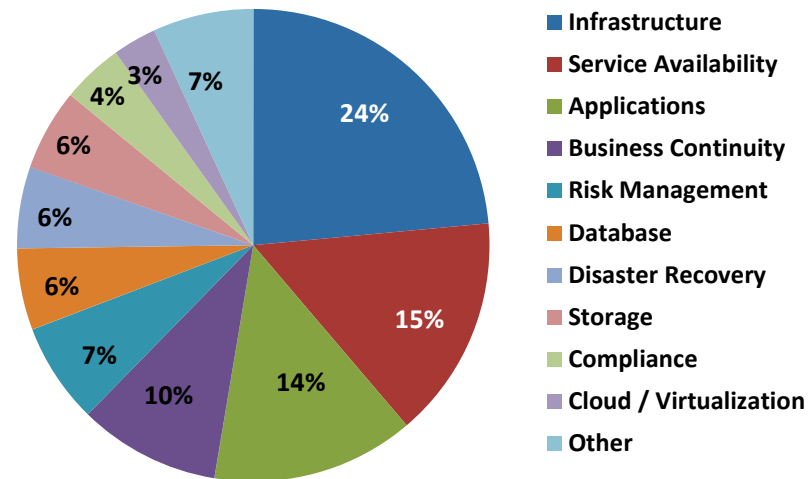


Figure 18: Respondent Function in the Organization

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Sign up for a Service Availability Assessment

Sign up for a Service Availability Assessment and find out how your IT organization can improve your ability to meet critical KPI goals:

- Find hidden risks that can jeopardize your datacenter
- Test your environment against a database of 5,000+ documented availability risks
- Get actionable recommendations that will help you eliminate availability risks before they impact your business

100% of the companies that have performed the assessment uncovered vulnerabilities that were previously undetected!

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