

Private Cloud Service Availability – 2014 Benchmark Survey

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Executive Summary

This private cloud benchmark survey presents service availability metrics that allow IT executives in charge of private cloud infrastructure to compare the practices and performance of their organizations to their peers.

The results presented here are based on responses from 113 IT professionals from a wide range of industries and geographies collected through an online survey.

The following are some of the key highlights from the survey results:

- **Enterprises are continuing to shift mission-critical applications to the cloud:** 75% of the organizations run some mission-critical applications in their private cloud, compared to 71% in 2013.
- **60% of the largest companies run more than half of their mission-critical applications in the private cloud** and 37% of them run over three quarters of these applications in the cloud.
- Close to a third (30%) of the respondents state that their **cloud application service availability readiness is not on par with the rest of their systems.**
- At the same time, half of the organizations either **never test their private cloud availability** (39%) or test it less than once a year (11%).

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Mission-Critical Applications in the Cloud

Enterprises are continuing to shift mission-critical applications to the cloud.

75% of the organizations run some mission-critical applications in their private cloud, compared to 71% in 2013.

47% of the organizations run these applications in the public cloud, compared to only 33% which reported so in 2013.

The private cloud is becoming a mainstream option for running mission-critical applications, while the reliance on public cloud still lags.

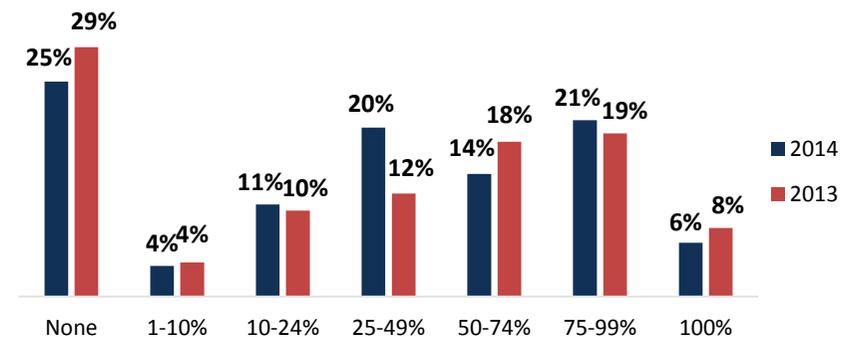


Figure 1: Mission critical applications running in the private cloud

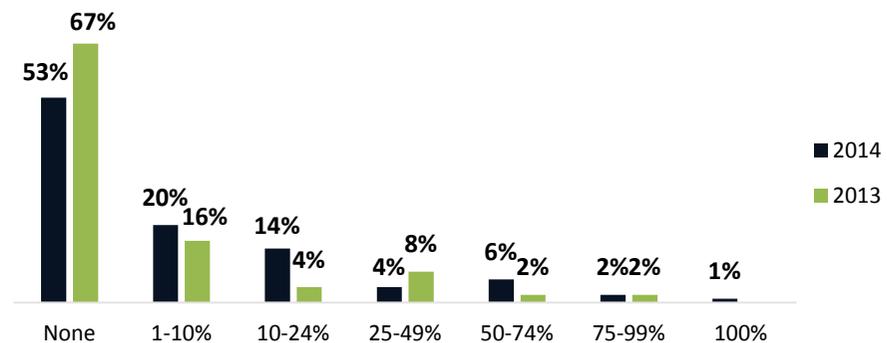


Figure 2: Mission critical applications running in the public cloud

Mission-Critical Applications in the Private Cloud by Company Size

The size of the company has a clear effect on the percentage of mission-critical applications it runs in the private cloud.

60% of the largest companies run more than half of their mission-critical applications in the private cloud and 37% of them run over three quarters of these applications in the cloud.

Large enterprises have made early and substantial investment in private cloud infrastructure and now feel confident enough to rely on this infrastructure to run their mission-critical applications. But is this confidence justified? The following results show that the jury is still out.

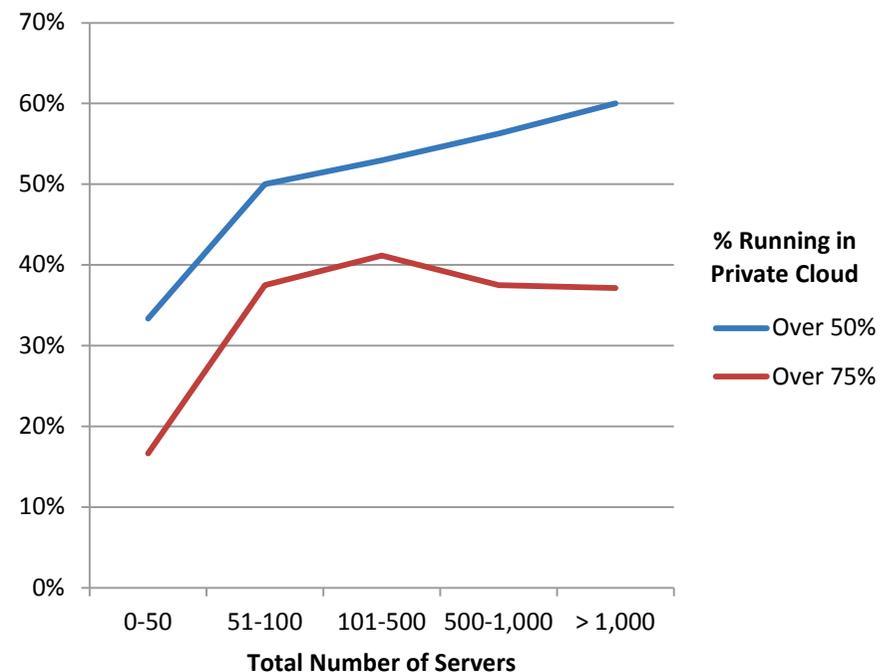


Figure 3: Running mission-critical applications in the private cloud by company size

Testing Private Cloud Availability

As many as 39% of the organizations never test their private cloud availability, while another 11% conduct such testing less than once a year.

With so many organizations running a growing portion of their mission-critical systems in the private cloud, we expected to see more of these organizations allocating resources to frequent testing of high availability in the cloud.

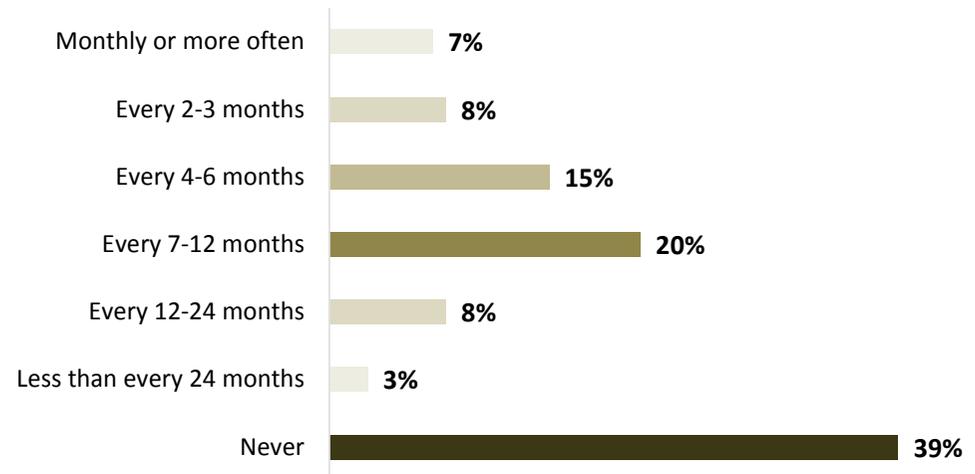


Figure 4: Frequency of testing private cloud availability

Private Cloud Disaster Recovery

47% of the organizations surveyed have a DR solution in place for their private cloud system.

Similarly, we expected to see a large number of organizations implementing DR solutions for their cloud systems. This could also be an indication that while organizations are moving mission-critical systems to the cloud, these are still not their Tier One business systems running in this environment.

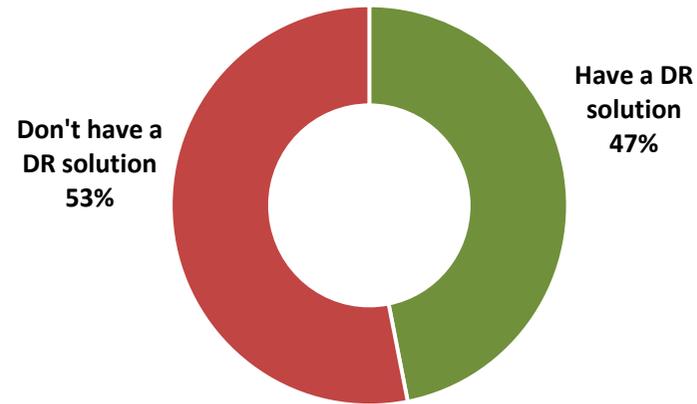


Figure 5: Have a DR solution in place for cloud systems

Monitoring and Measuring the Cloud Environment

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.

47% of the organizations analyze configuration consistency in the Cloud quarterly or more frequently, compared to 70-78% in other areas of the IT infrastructure.

The pattern is consistent when looking at tracking of KPI's and analyzing configuration consistency. Both are still significantly lower in the private cloud than in other areas of the IT infrastructure.

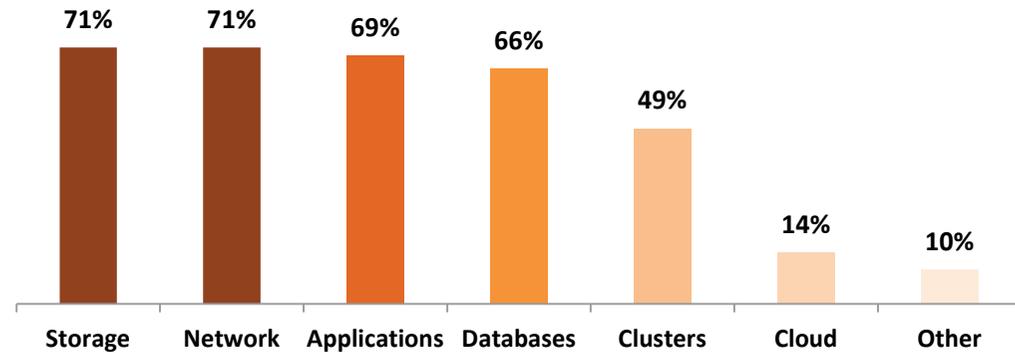


Figure 6: Monitoring IT operations areas for KPIs (respondents could select multiple options)

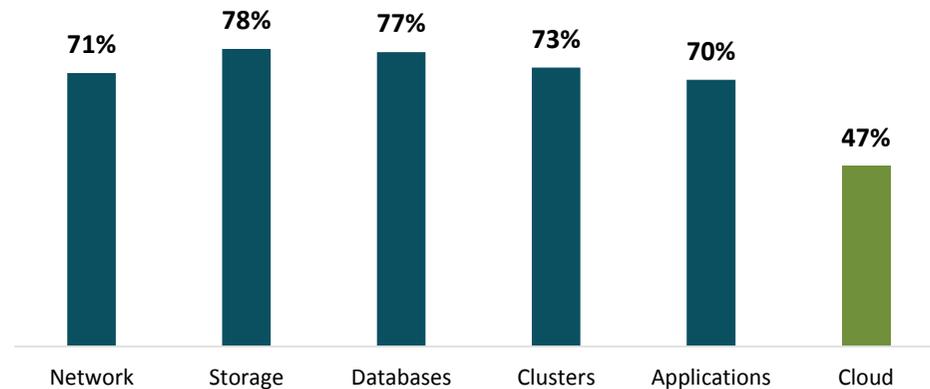


Figure 7: Frequency of analyzing configuration consistency

Perception of Cloud Application Availability

While 26% of the respondents describe their cloud application service availability readiness as better than the capabilities they have for the rest of their systems, **close to a third (30%) state that these capabilities are not at the level as the rest of their systems.**

There is a clear gap between perception and reality. While most IT organizations believe their cloud environment is on par or better than the rest of their infrastructure, the findings show that high availability and DR in the cloud are still not protected with the same level of urgency as other mission-critical systems.

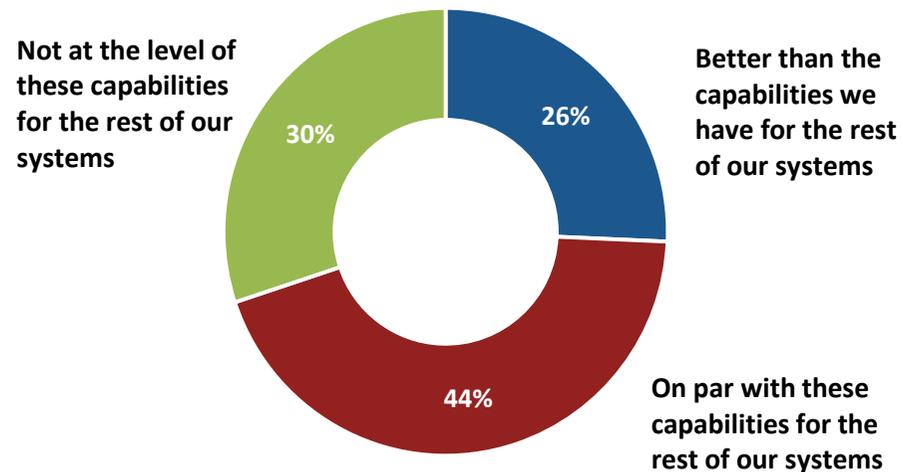


Figure 8: Cloud application service availability readiness

Respondent Demographics

44% of the survey respondents come from organizations of over 10,000 employees.

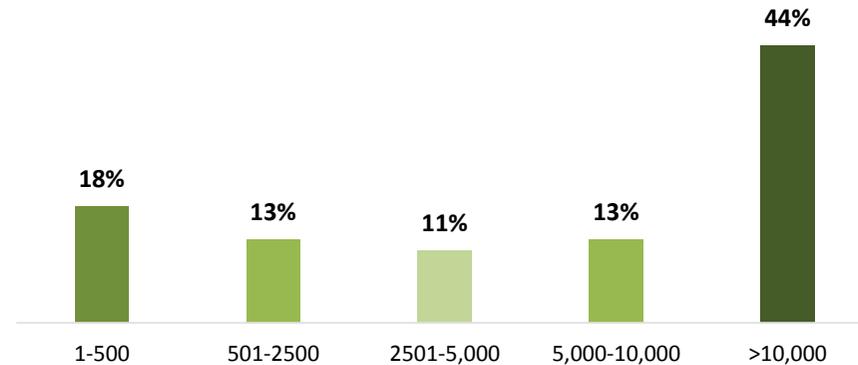


Figure 9: Number of employees

40% of the respondents have more than 1,000 servers deployed across all their data centers.

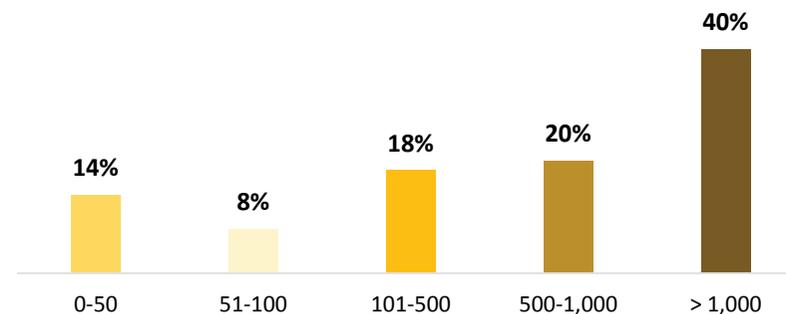


Figure 10: Number of servers deployed across all data centers

Respondent Demographics

27% of the survey respondents are in IT infrastructure management and another 18% are responsible for other IT functions.

12% of the respondents are in business continuity and another 12% are in disaster recovery functions.

18% of the respondents come from the financial services sector, 17% from healthcare, 14% from manufacturing and 10% are in the business services sector.

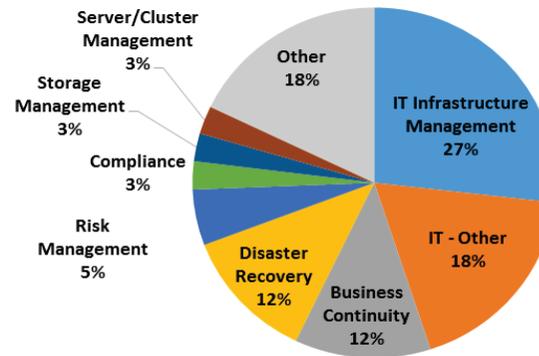


Figure 11: Job responsibility

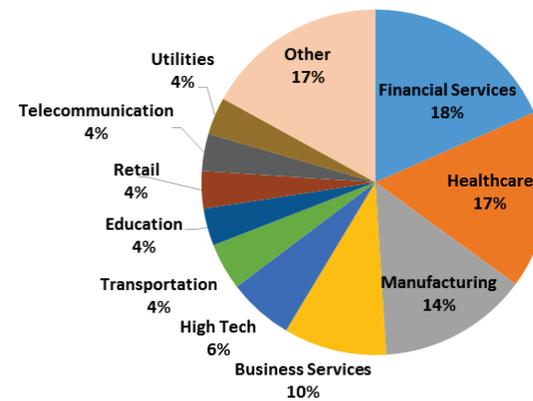


Figure 12: Industry

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