

2015 IT Operations Analytics Survey

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Executive Summary

The goal of this benchmark survey is to provide IT executives with an understanding of how their peers are using IT Operations Analytics to measure and meet their organization's operational goals. The results presented here are based on responses from over 200 IT professionals from a range of industries and geographies collected through an online survey.

Some of the survey's key findings include:

- **Uptime is the leading KPI for IT operations excellence**, cited by 89% of the respondents. As the leading KPI, uptime is tracked in real-time by 51% of the respondents, and daily by another 19%.
- While 29% of the respondents consistently met or exceeded their KPI goals, the majority of the organizations did not fare that well.
- On average, organizations are able to detect and address just 57% of the critical IT issues before they adversely impact the business.
- Frequently tracking configuration consistency across more areas of IT operations correlates to the ability of organizations to meet their KPI goals.

- Over 80% of the organizations analyze configuration consistency across all IT domains **with the notable exception of the Cloud**, where only 50% of the organizations analyze configuration consistency.
- 47% of the large organizations surveyed use analytical tools to measure IT performance, compared to only 32% of the smaller companies surveyed. Over three quarters (76%) of those that use IT analytics tools find them helpful in early detection of critical IT issues.

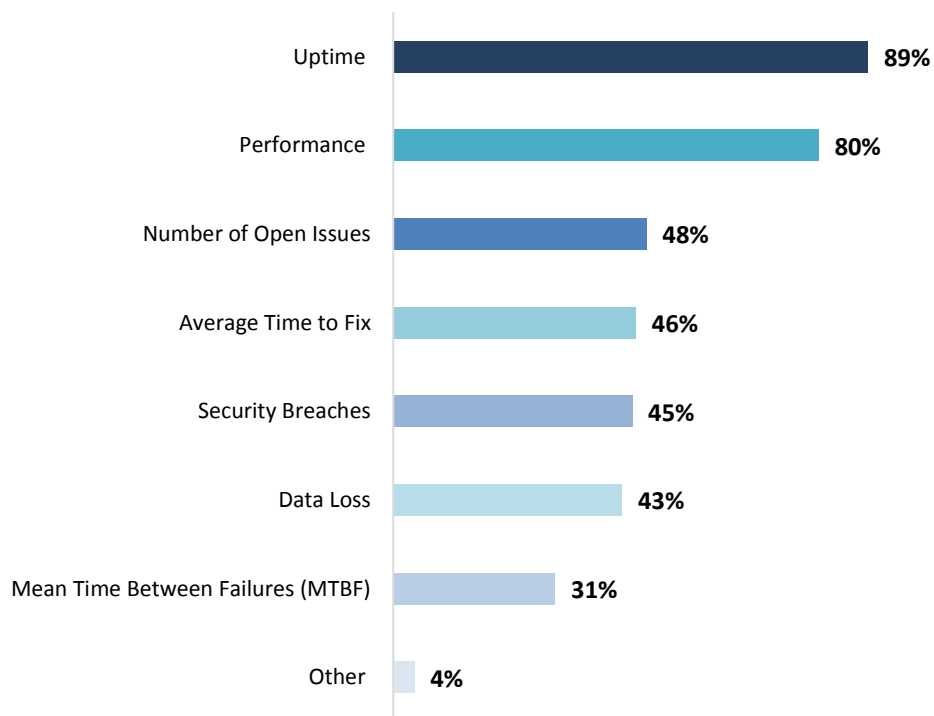
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Key Performance Indicators for IT Operations Excellence

Uptime is the leading KPI for IT operations excellence, cited by 89% of the respondents, and followed by performance (80%).

Other common KPIs for IT operations include the number of open issues (48%), average time to fix (46%), security breaches (45%), and data loss (43%).



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

Frequency of KPI Tracking

The top two KPIs – uptime and performance – are also the KPIs most frequently tracked by IT organizations. Uptime is tracked in real-time by 51% of the respondents, and daily by another 19%.

Performance and security breaches are tracked in real-time by 39% and 38% respectively.

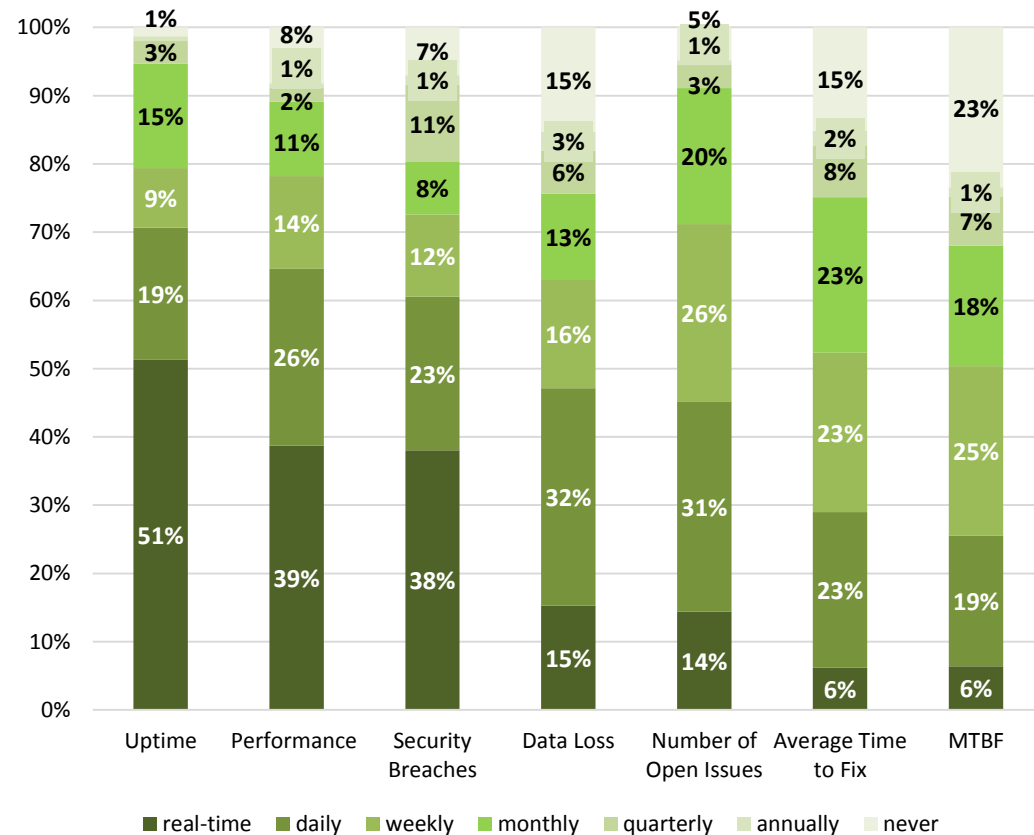


Figure 2: Frequency of Tracking KPIs

Most Difficult KPIs to Meet

According to survey respondents, performance is the most difficult KPI to meet (cited by 71%), followed by uptime (51%) and data loss (40%).

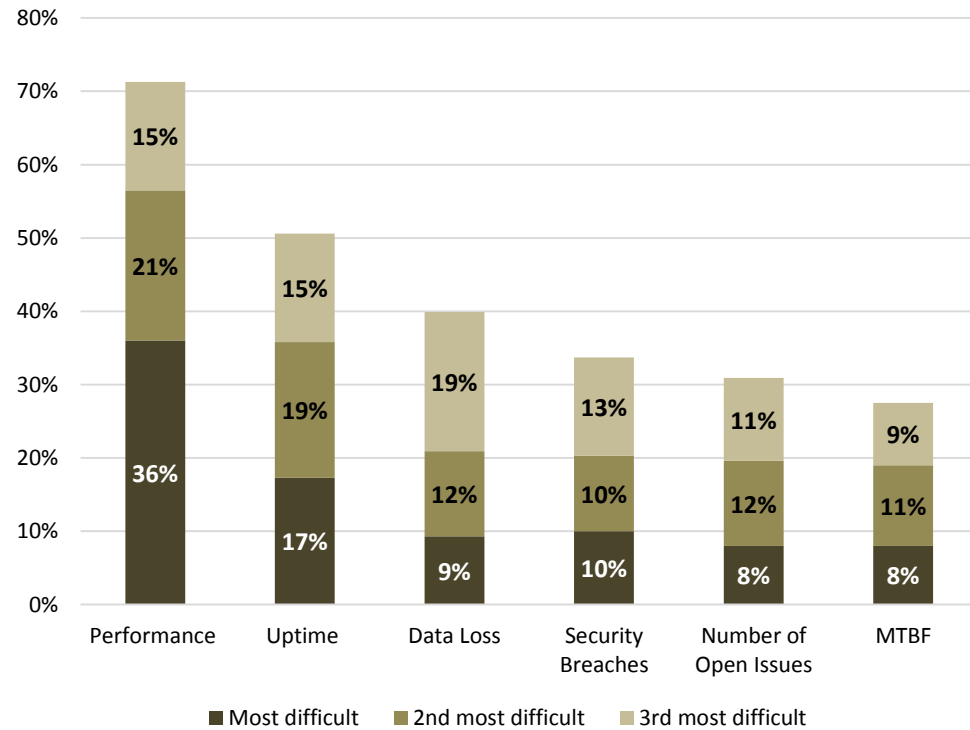


Figure 3: Most difficult KPIs to meet

Who Is Concerned with KPIs?

In 77% of the organizations surveyed the CIO is the executive most concerned with IT Operations KPIs, followed closely by the Head of IT Infrastructure (69%).

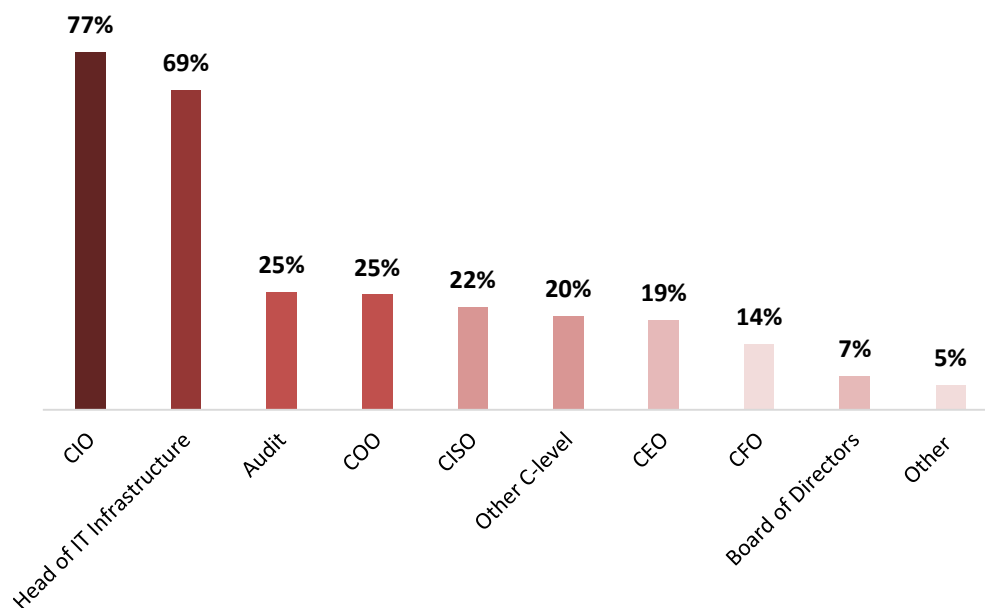


Figure 4: Concerned with KPIs
(respondents could select multiple options)

Achieving KPI Goals

While 29% of the respondents consistently met or exceeded their goals, the majority of the organizations did not fare that well.

46% met their goals most of the time, and 13% were able to achieve only some of their goals. 7% failed most of the time and another 4% could not tell whether they met their goals or not.

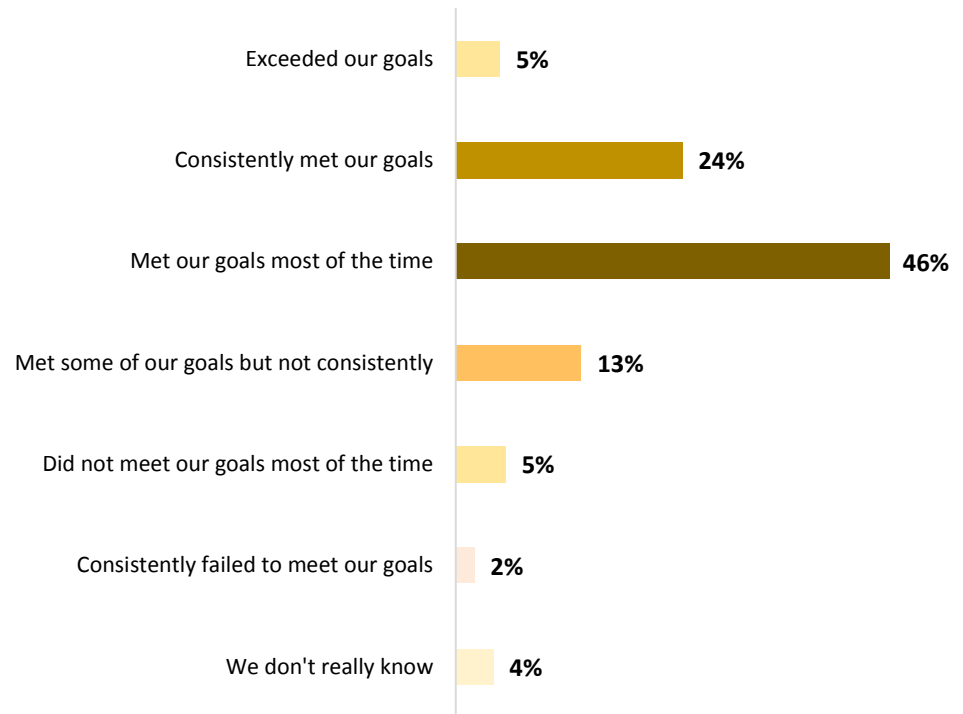


Figure 5: Achieving KPI goals

Use of Analytical Tools to Measure IT Performance

47% of the large organizations surveyed use analytical tools to measure IT performance, compared to only 32% of the smaller companies surveyed.

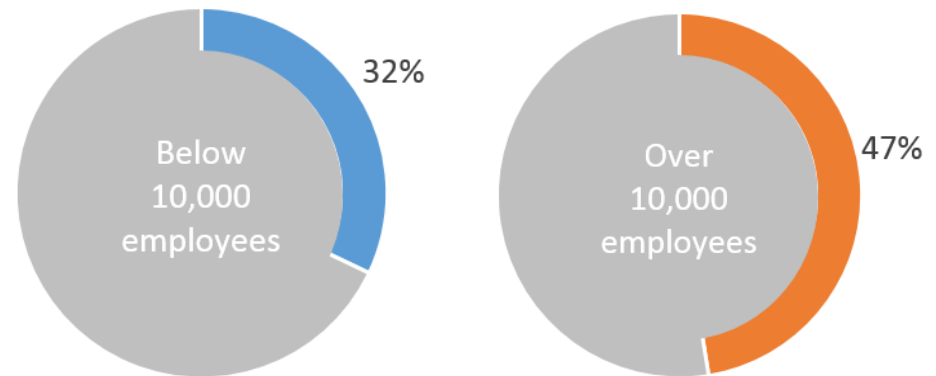


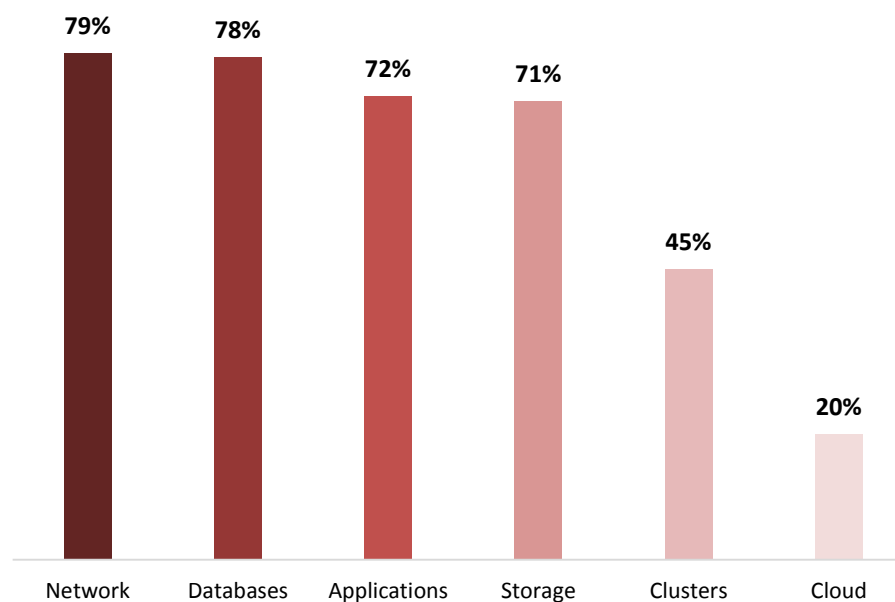
Figure 6: Use of tools to measure IT performance by company size

Where KPIs Are Monitored

Three quarters of the organizations surveyed monitor their KPI's over their networks (79%) and databases (78%).

Other areas of IT operations where KPIs are commonly monitored are applications (72%), and storage (71%).

At the same time, KPI monitoring in the Cloud environment is still lagging far behind other areas of the infrastructure (20%).



*Figure 7: Monitoring IT operations areas for KPIs
(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 85% of the organizations surveyed.

Performance (71%) and number of open issues (44%) are additional KPIs that are commonly measured across all or most domains.

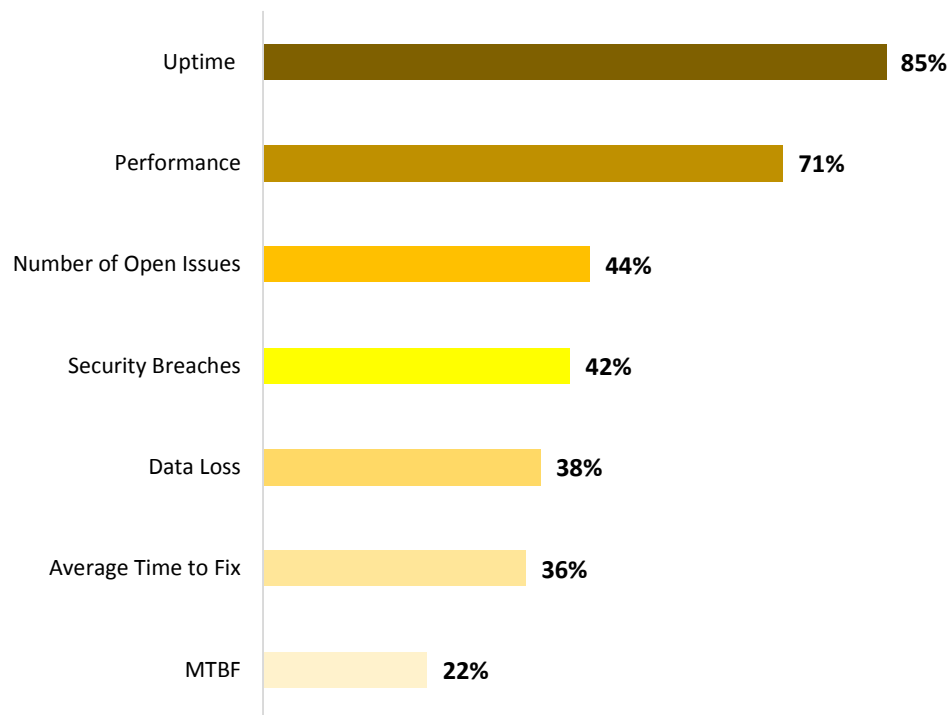


Figure 8: KPIs measured across all or most domains

(respondents could select multiple options)

Frequency of Analyzing Configuration Consistency across IT Operations Areas

Over 80% of the organizations analyze configuration consistency across all areas with the notable exception of the Cloud, where only 50% of the organizations analyze configuration consistency.

Over 50% of the organizations analyze configuration consistency across all areas at least once a week, while only 30% do the same in the Cloud.

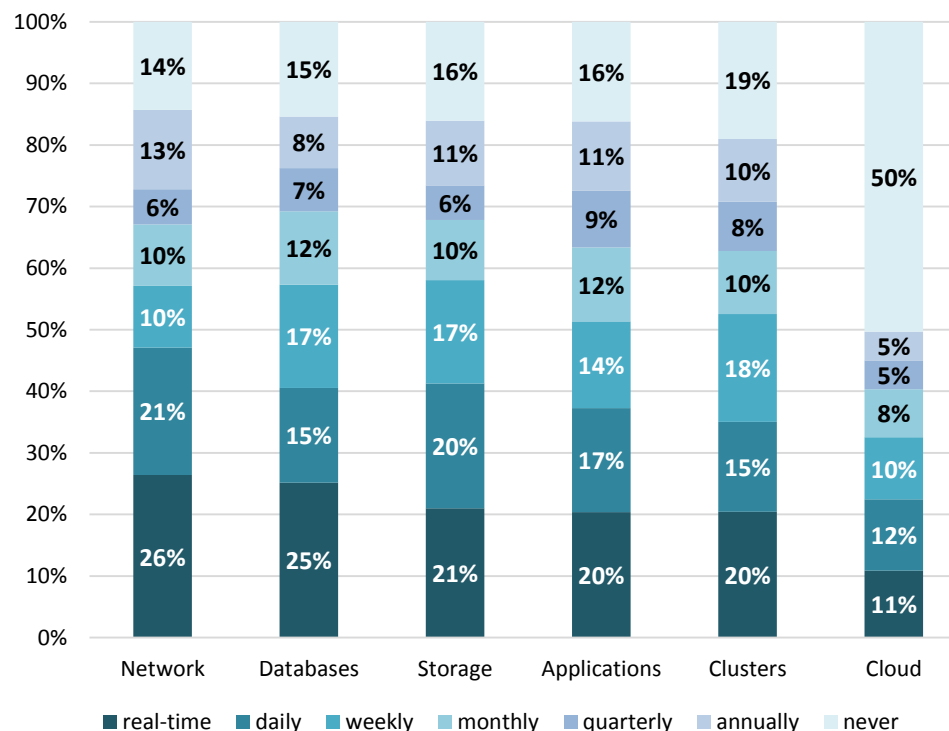


Figure 9: Frequency of analyzing configuration consistency

Meeting KPI Goals vs. Frequency of Analyzing Configuration Consistency

Frequently tracking configuration consistency across more areas of IT operations correlates to the ability of these organizations to meet their KPI goals.

39% of the organizations that track configuration consistency across 4-6 IT operations areas in real-time or daily are meeting or exceeding their goals, compared to 28% of the organizations that track only up to 3 areas.

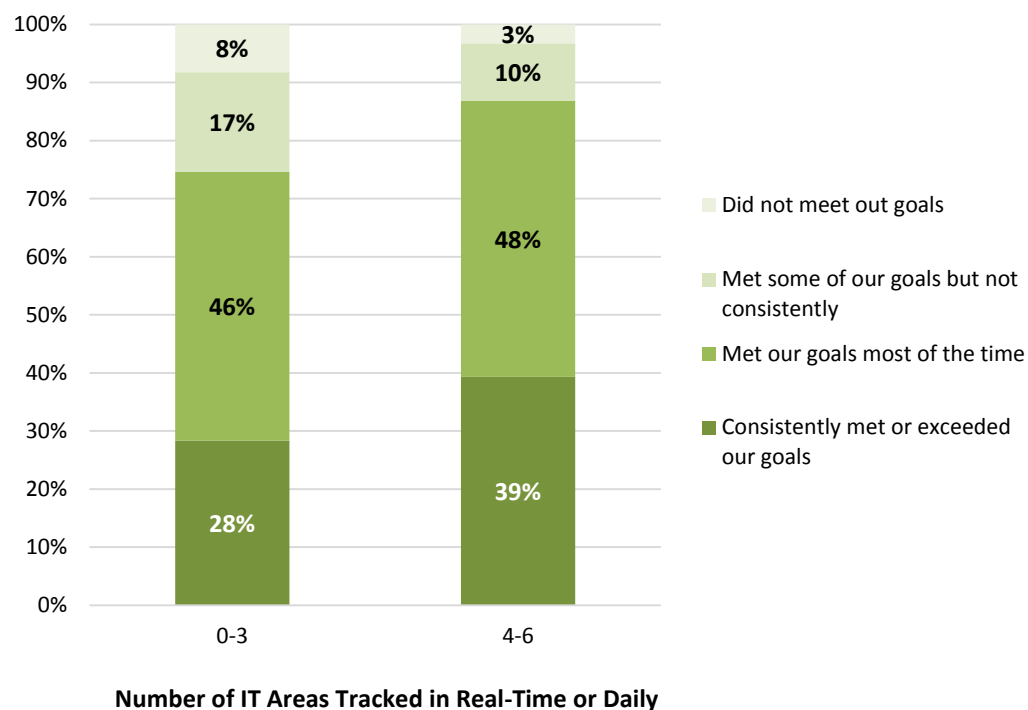


Figure 10: Meeting KPI goals vs. frequency of analyzing configuration consistency across IT operations areas

Measuring Replication, Failover, RPO and RTO Goals

60% of the respondents measure the portion of critical data successfully replicated either in real time (24%) or daily (36%).

Virtualization, storage, and load-balancing failover success are measured either in real-time or daily by over 40% of the respondents.

On the other side of the scale, only 29% of the organizations measure the percentage of RPO and RTO objectives met either in real time or daily.

How these measurements were defined in the survey:

- Replication: % of critical data successfully replicated
- Storage: % of active-active storage operational following a full site outage
- Virtualization: % of critical VMs that fail-over
- Load-balancing: % of applications operational following a full site outage
- RPO: % of goals met
- RTO: % of goals met

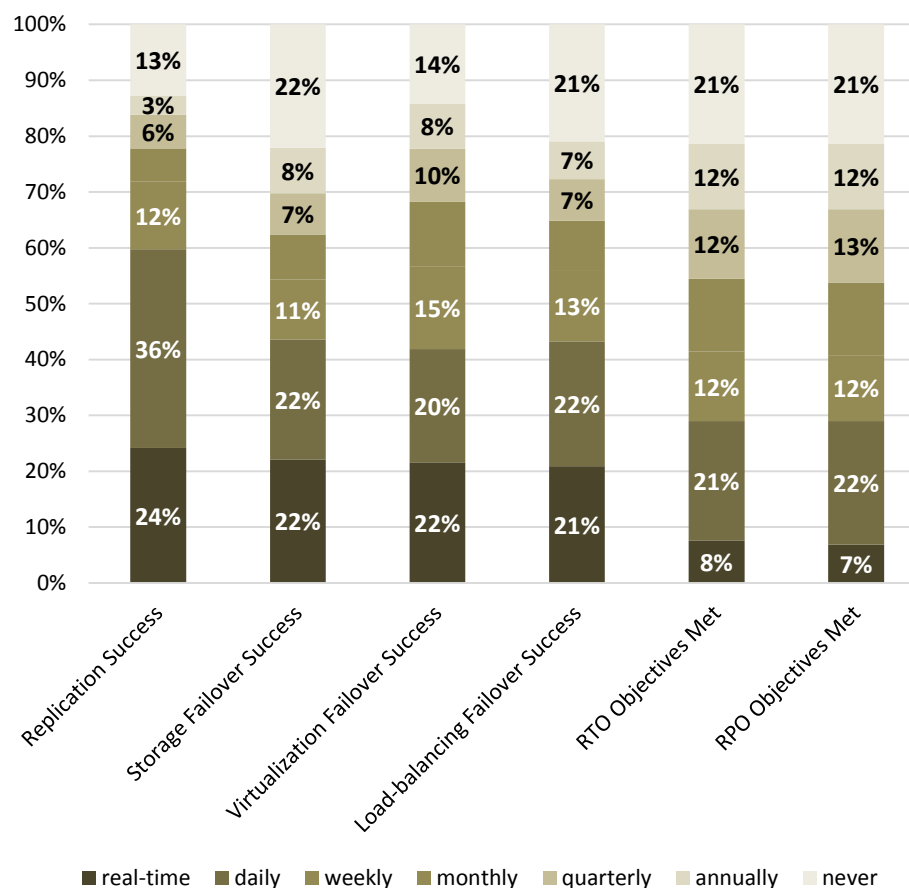


Figure 11: Frequency of measuring goals

Portion of Critical IT Issues Detected and Addressed before Impacting the Business

On average, organizations are able to detect and address 57% of the critical IT issues before they impact the business.

The best performers are those 22% of the respondents that are able to detect and address over 80% of the critical issues before the impact the business.

A third of the respondents (33%) are able to address just 40% or less of their critical issues before they impact the business.

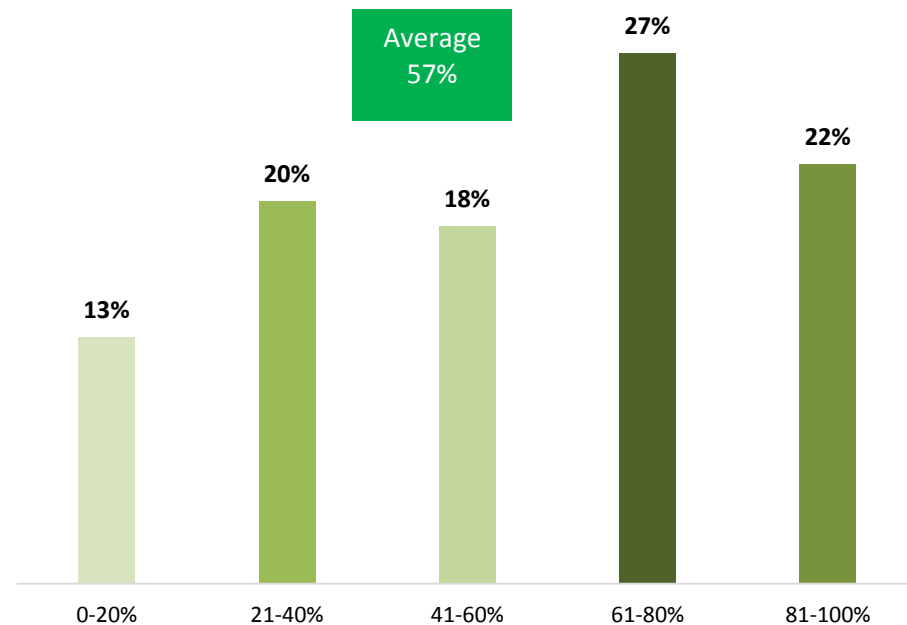


Figure 12: Portion of critical IT issues detected and addressed before impacting the business

How helpful are IT analytics in early detection of critical issues?

Over three quarters (76%) of those that use IT analytics tools find them either extremely helpful (24%) or helpful (52%) in early detection of critical IT issues.

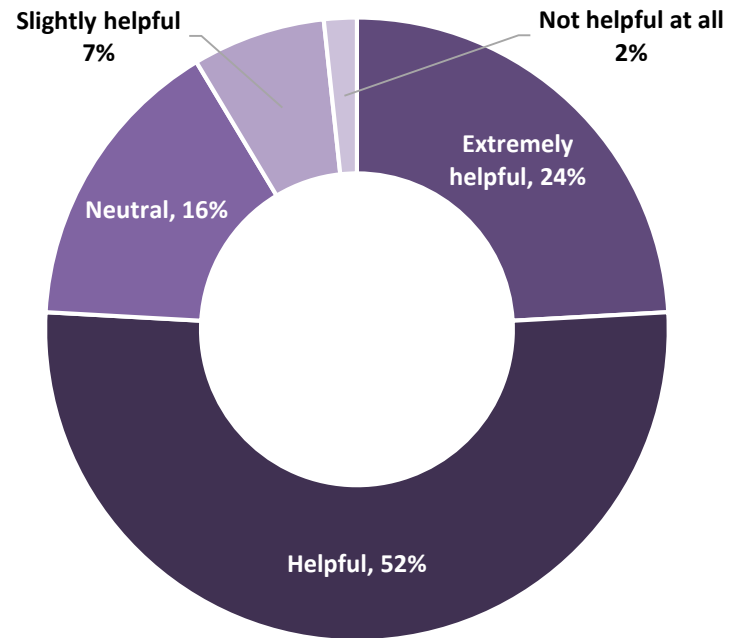


Figure 13: Meeting KPI goals vs. portion of detecting and addressing critical IT issues before impacting the business

Transforming Insights into Improvements

48% of the organizations surveyed are able to transform all or most of the relevant insights from IT analytics into actionable plans for improvement.

An equal number (48%) are able to translate only some of the relevant insights into improvements.

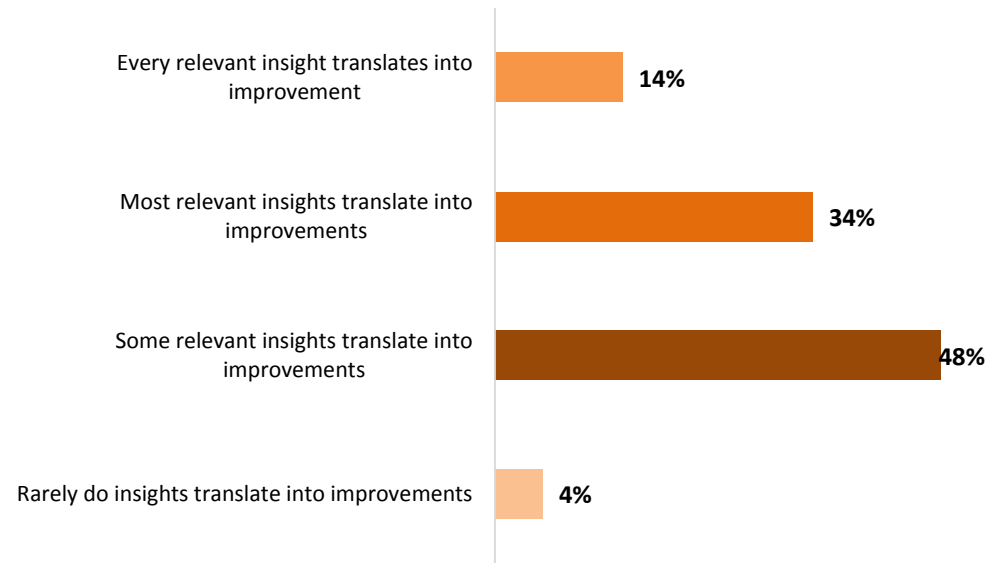


Figure 14: Transforming insights into improvements

Transforming Insights into Improvements by Company Size

While over half (56%) of the large organizations are able to transform all or most of the relevant insights from IT analytics into actionable plans for improvement, only 43% of the smaller organizations are able to realize these benefits.

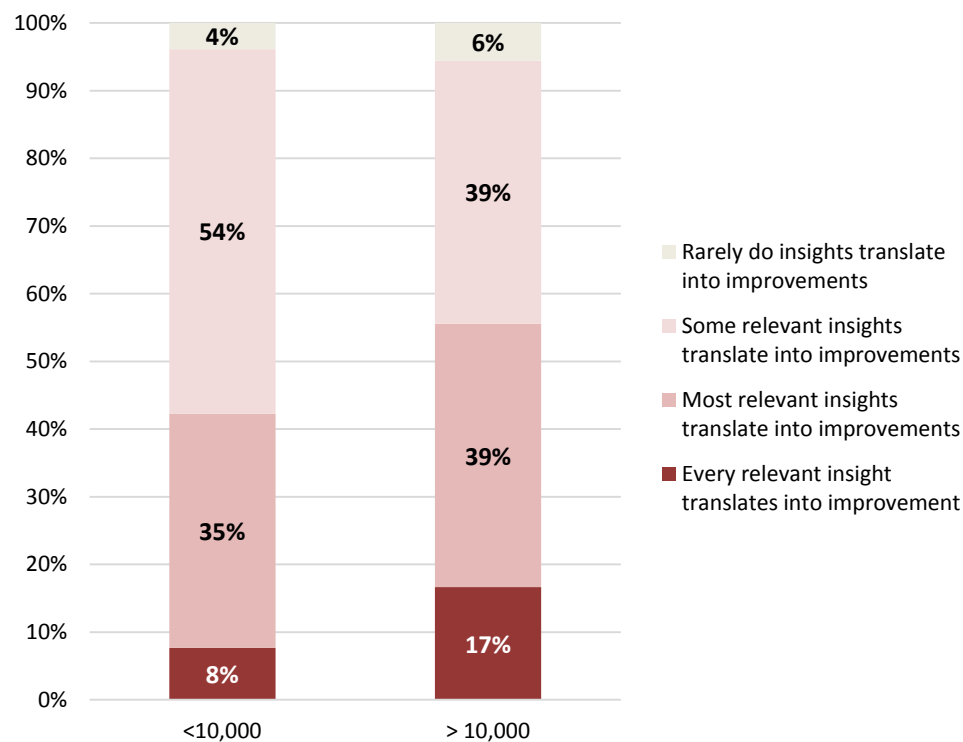


Figure 15: Transforming insights into improvements by company size

Means to Achieve Operations Excellence

According to survey respondents, the most effective means for achieving IT operations excellence are better tools for measurement & analysis (28%), enforcement of IT best practices (28%), and detection of cross-domain IT configuration issues (22%).

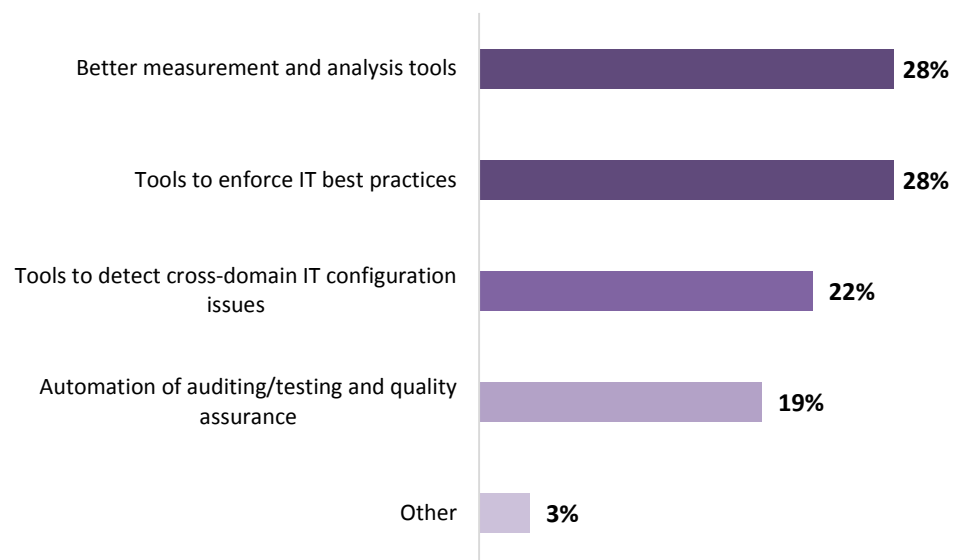


Figure 16: Means to achieve operations excellence

Respondent Demographics

48% of the survey respondents come from organizations of 10,000 or more employees.

56% of the respondents have more than 500 servers in their datacenter and 30% have more than 2,500 servers.

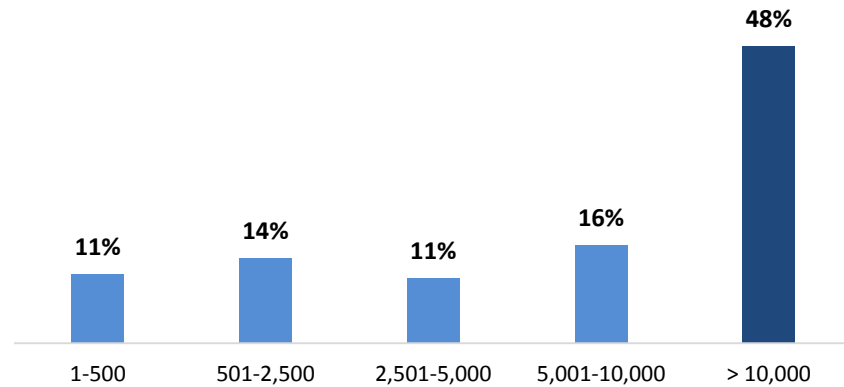


Figure 17: Number of employees

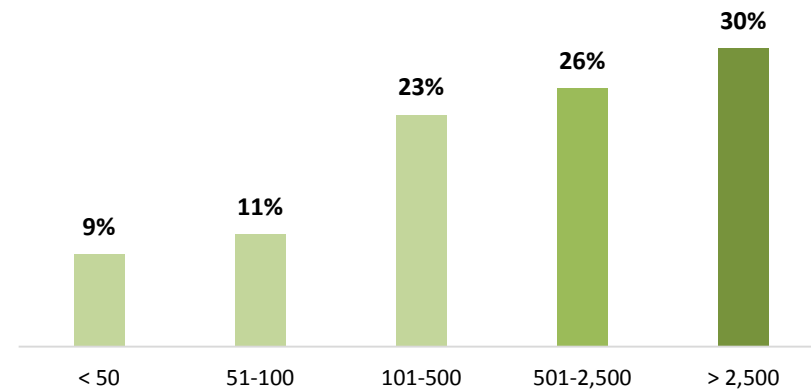


Figure 18: Number of servers

Respondent Demographics

Survey respondents come from a variety of industries: 18% represent financial services organizations, while 13% come from manufacturing and 10% are in healthcare.

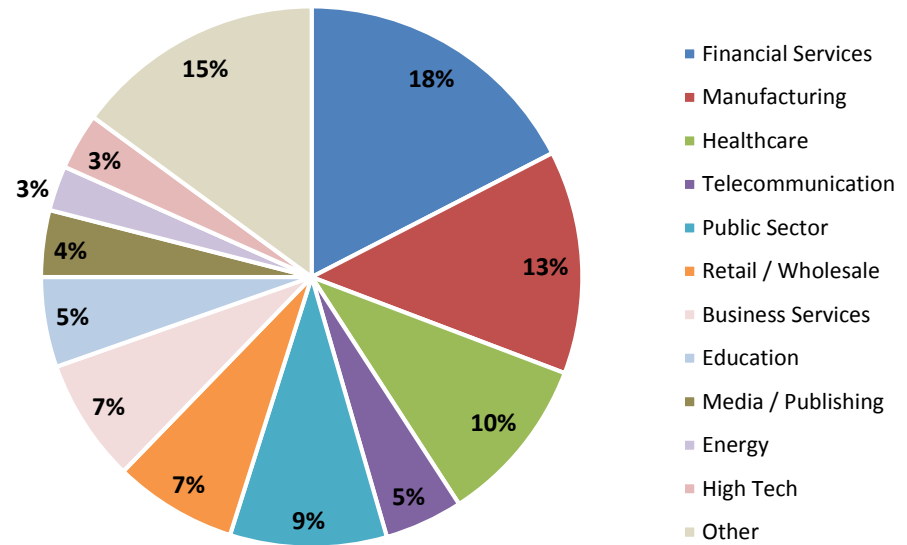


Figure 19: Respondent Industry

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Sign up for a 30-minute demo and find out how AvailabilityGuard can improve your ability to meet critical KPI goals:

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- Validate compliance with vendor best practices
- Validates that HA systems are always fail-over ready and that production and DR systems are always in sync
- Get clear visibility into RPO, RTO and other operational metrics (actual vs. planned)
- Present actionable recommendations that help IT teams prevent outages before they impact the business

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About Continuity Software

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