

# Trends in Cloud Infrastructure Management

okta



Summary Results | November 2020

# SURVEY SUMMARY

Between September and November 2020, Gatepoint Research invited selected executives to participate in a survey themed *Trends in Cloud Infrastructure Management*.

▶ Candidates were invited via email and 102 IT and software development executives have participated to date.

▶ Management levels represented are all senior decision makers: 7% hold the title CxO, 14% are VPs, 21% are directors, 36% are managers, and 23% are practitioners (architects, engineers, etc).

▶ Survey participants represent firms from a wide variety of industries including business services, construction, consumer services, education, financial services, healthcare, media, manufacturing (general and high tech), public administration, retail trade, telecom services, transportation, utilities, and wholesale trade.

▶ Responders work for firms with a wide range of revenue levels:

- 40% work in Fortune 1000 companies with revenues over \$1.5 billion;
- 19% work in large firms whose revenues are between \$500 million and \$1.5 billion;
- 11% work in mid-market firms with \$250 million to \$500 million in revenues;
- 30% work in small companies with less than \$250 million in revenues.

▶ 100% of responders participated voluntarily; none were engaged using telemarketing.



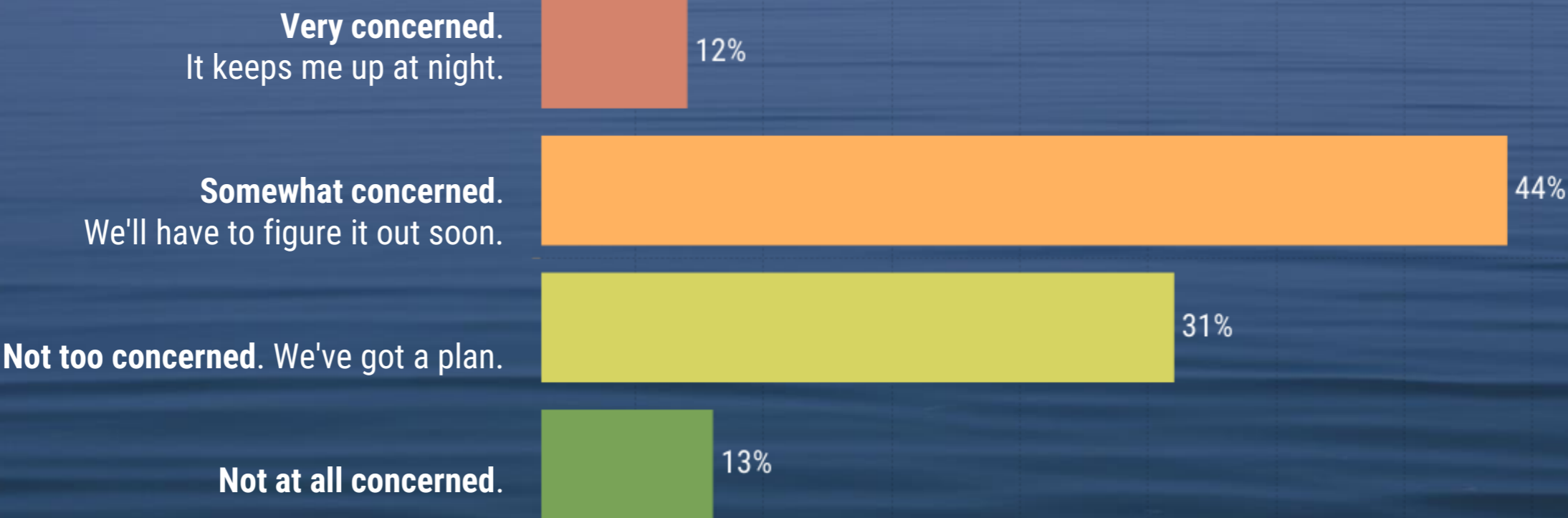
# EXECUTIVE OVERVIEW

IT and security teams are constantly reviewing, auditing, and tweaking user privileges to maintain the correct balance between permission and need. But user permissions can creep beyond their intended scope, creating cracks in the network security. How are organizations keeping a handle on credentials, and maintaining the least permissions?

This survey asks respondents to report:

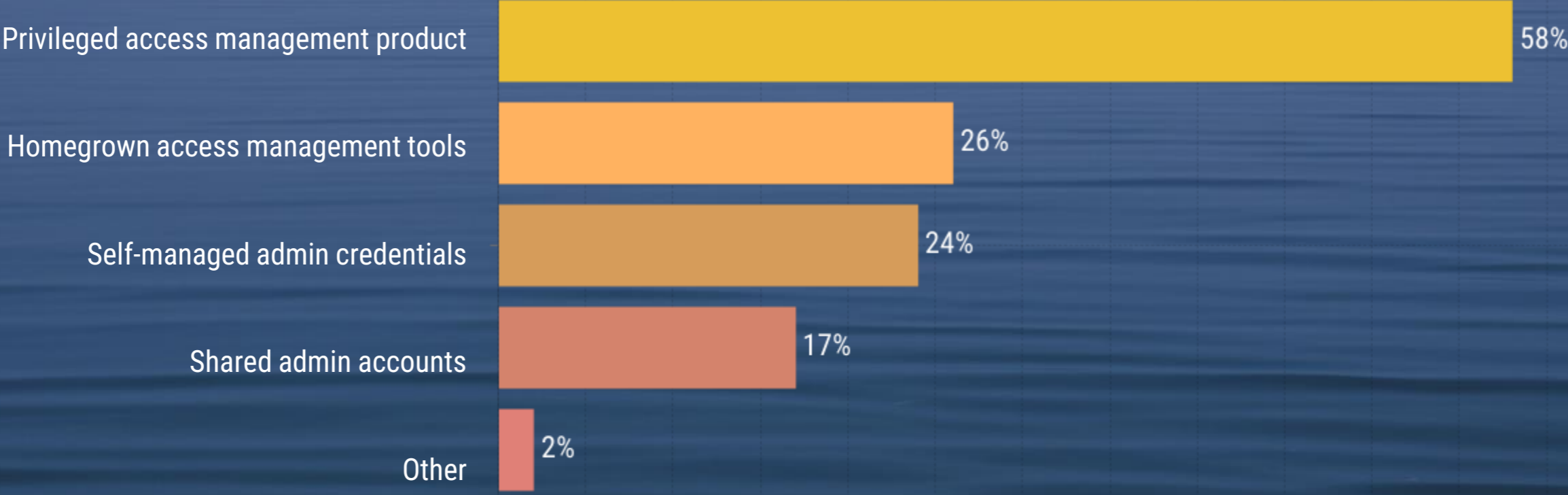
- How is credential sprawl affecting them?
- Is the server admin on- and off-boarding process efficient and effective?
- Do they have any concerns about compliance? Any current initiatives in play, such as SOC2, PCI, or FedRAMP?
- What are the "must-have" features in their next-generation privileged access management solution?

# How concerned are you with credential sprawl across your hybrid and/or multi-cloud infrastructure



*More than half of those surveyed are concerned about credential sprawl across their hybrid infrastructure. While 12% say they are sleepless over the issue, 44% plan to take action soon.*

# How do you manage privileged access to servers today?

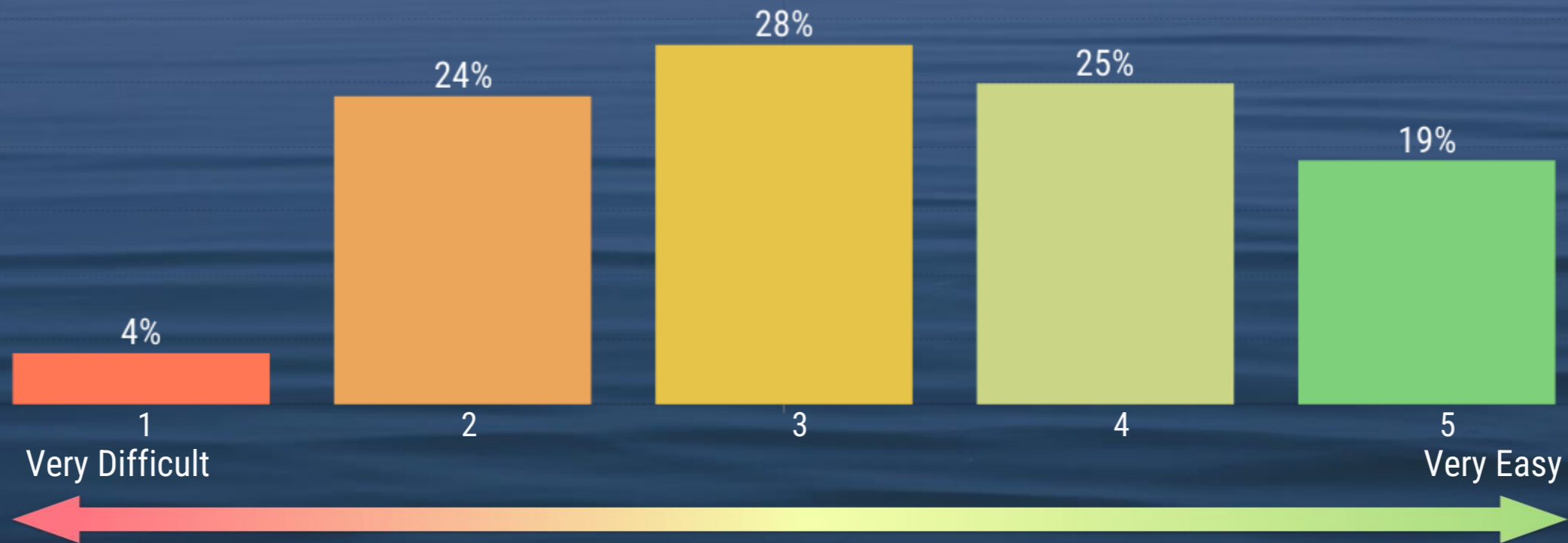


*58% of respondents are using a product specifically designed to manage privileged access, more than double the 26% who use a homegrown tool, or self-manage (24%), or share admin accounts (17%).*

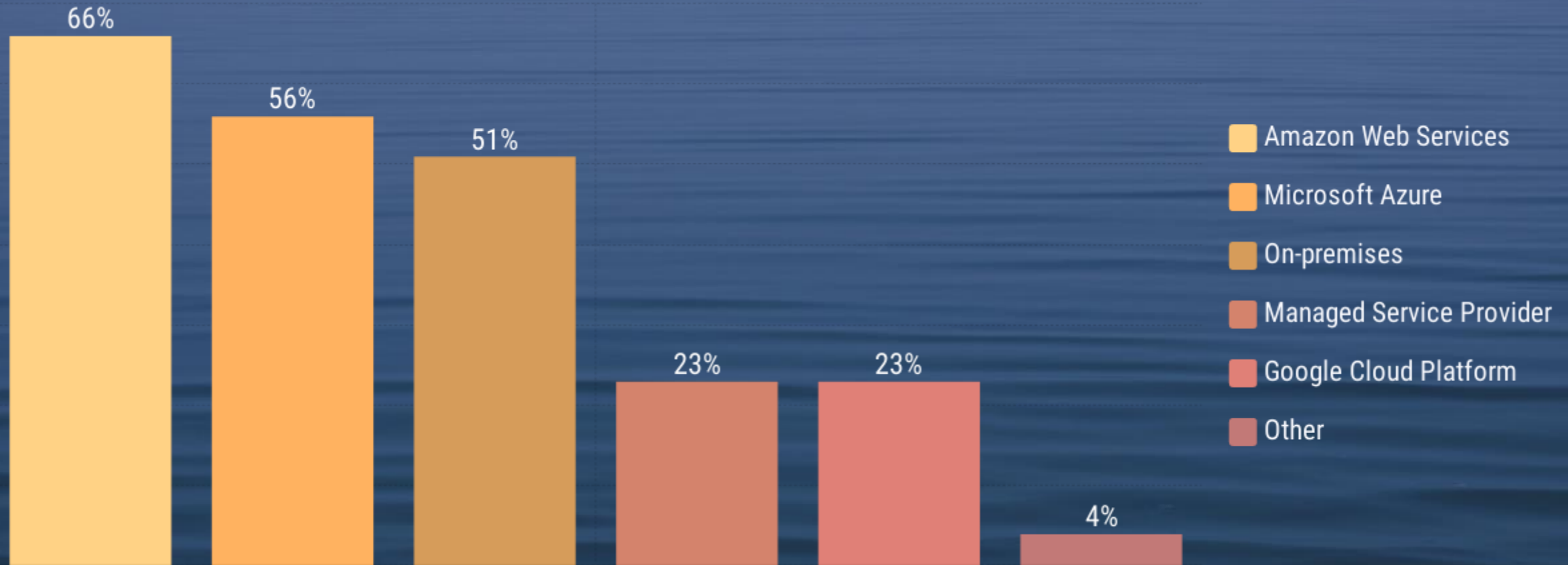
# How would you rate the server administrator on- and off-boarding process?

(Rate 1 to 5: 1 = Very difficult/manual/takes much too long, 5 = Very easy/automated/takes minutes.)

*Most respondents find some fault with their current server admin process for on- and off-boarding. Just 19% say it's a breeze.*

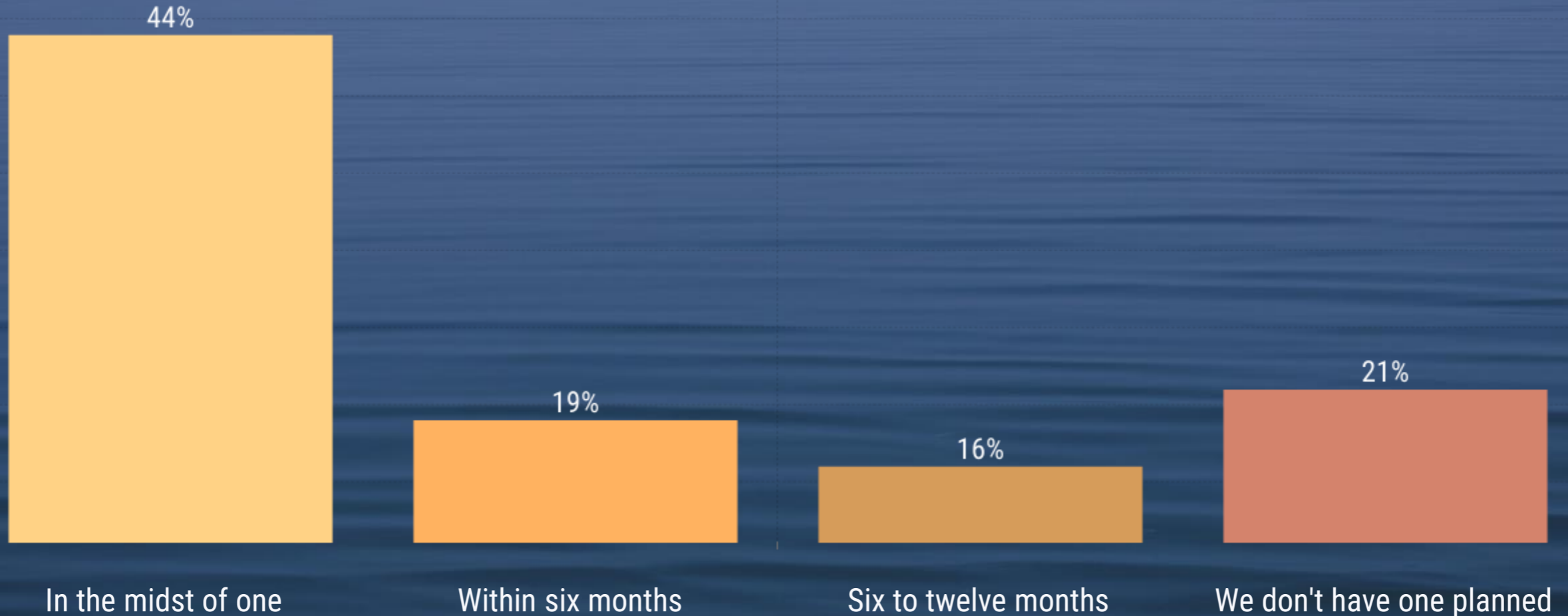


# To which environments have you deployed workloads?



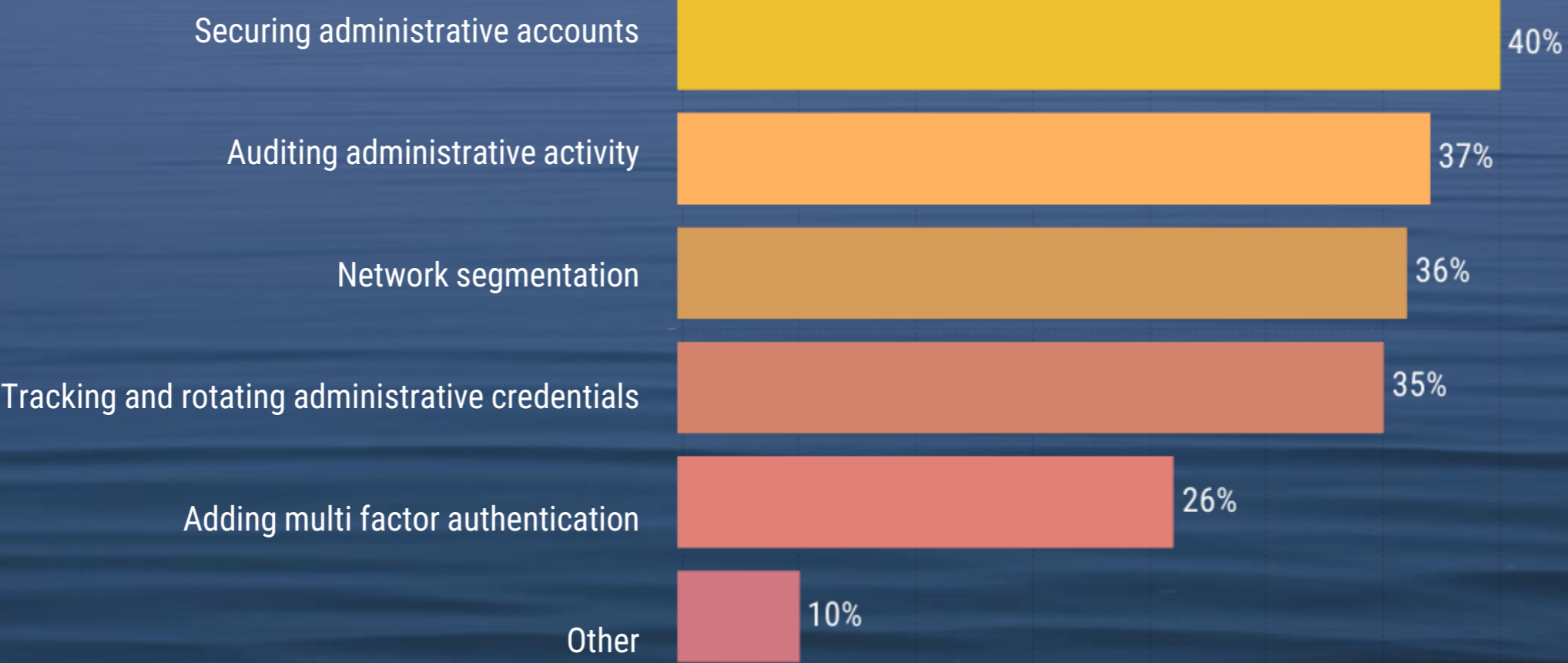
*Respondents are deploying workloads to the cloud, primarily using AWS (66%) and Microsoft Azure (56%), but more than half also continue to maintain workloads on premise.*

# When will you be going through a security compliance initiative, e.g. SOC2, PCI, or FedRAMP?



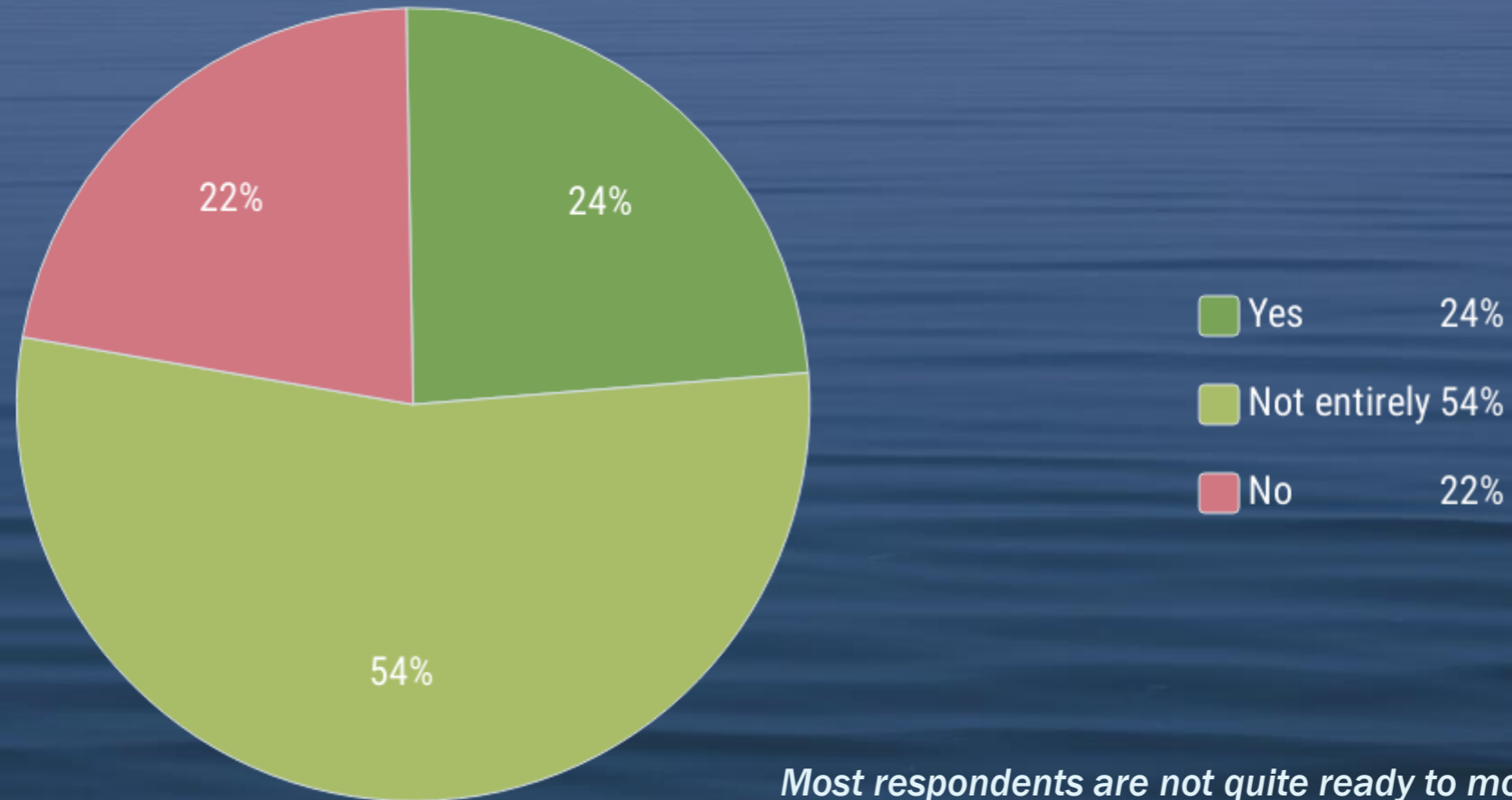
*79% of those surveyed are involved in a security compliance initiative currently, or will be within the next 12 months.*

# Do you have any of the following concerns about meeting the strict compliance requirements?



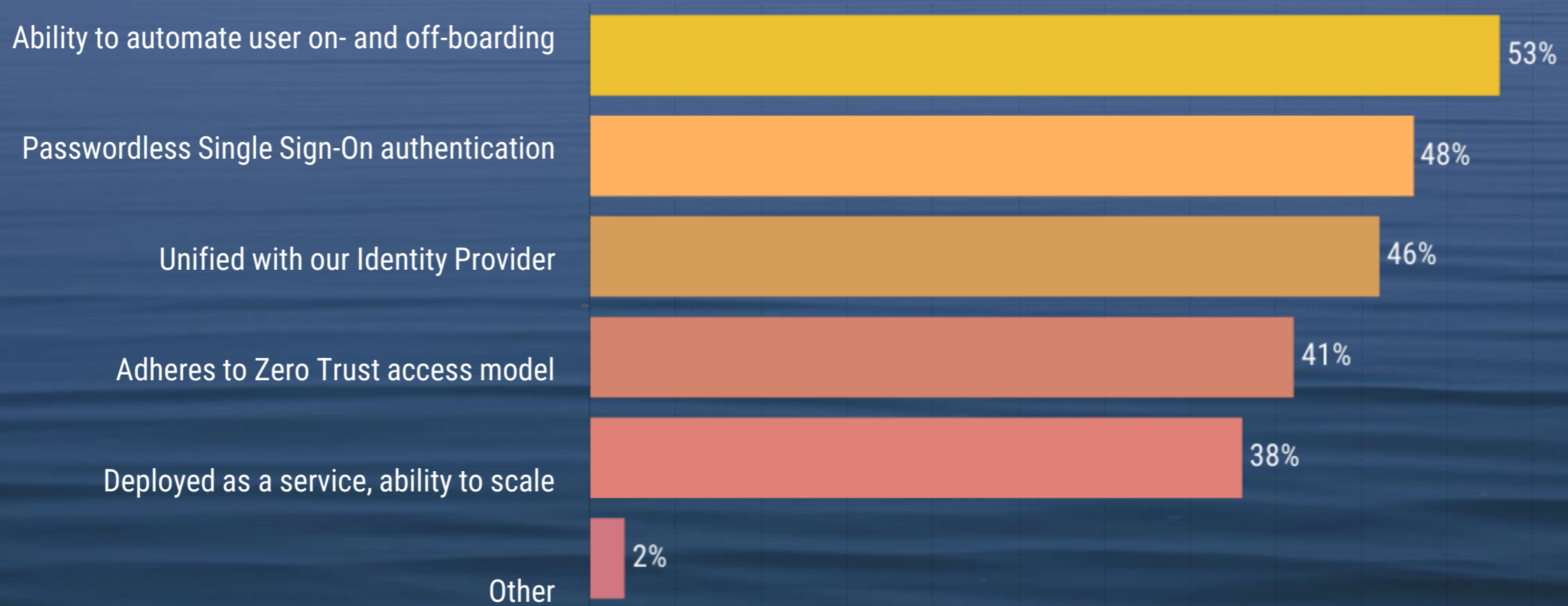
*A list of potential gaps in meeting compliance requirements concern respondents. 40% worry about securing admin accounts, while more than a third fret about auditing admins (37%), network segmentation (36%), and tracking/rotating admin credentials. Even the least cited worry, adding MFA, concerns more than a fourth of respondents.*

# As part of your cloud journey, have you sunset all of your legacy on-premises software for identity & access management?



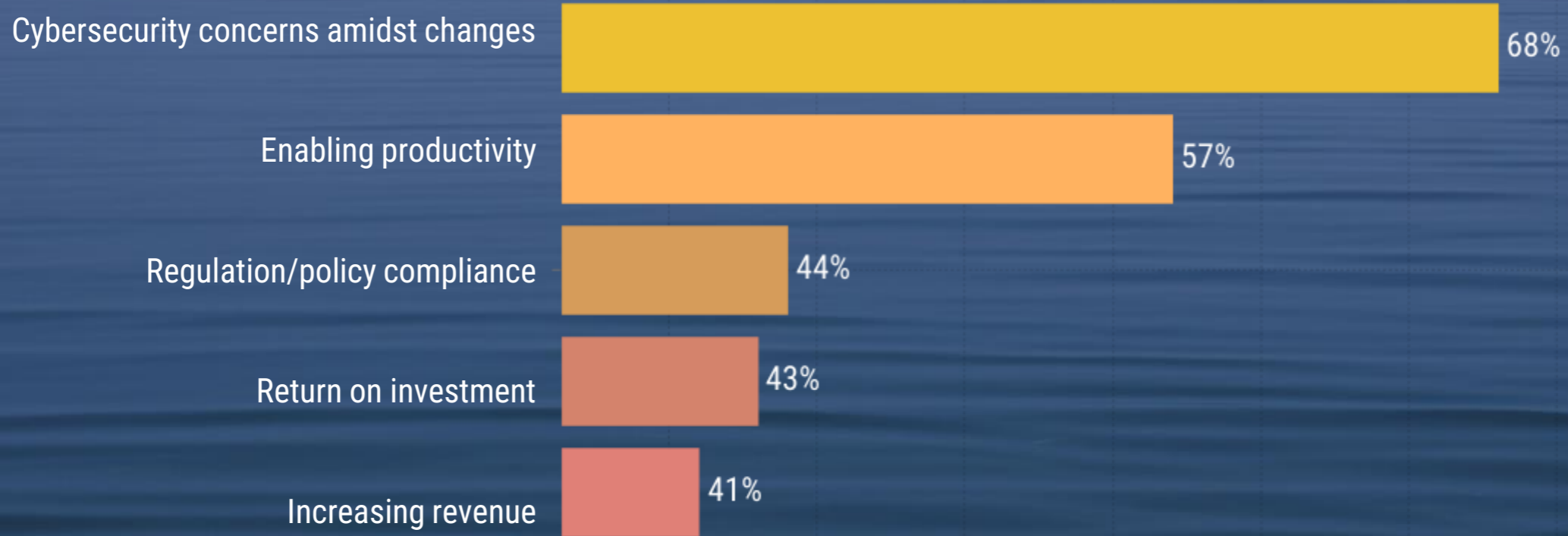
*Most respondents are not quite ready to move identity management entirely to the cloud. Just 24% have retired all of their legacy software from on-premise servers.*

# What features or capabilities are essential in a next-generation privileged access management solution?



*Automating user on- and off-boarding process is a must-have in their next-gen solution for privileged access management, say 53% of respondents. Other requirements: Eliminating SSO user passwords (48%), integration with their Identity Provider (46%), Zero Trust access (41%), and SaaS for scalability (38%).*

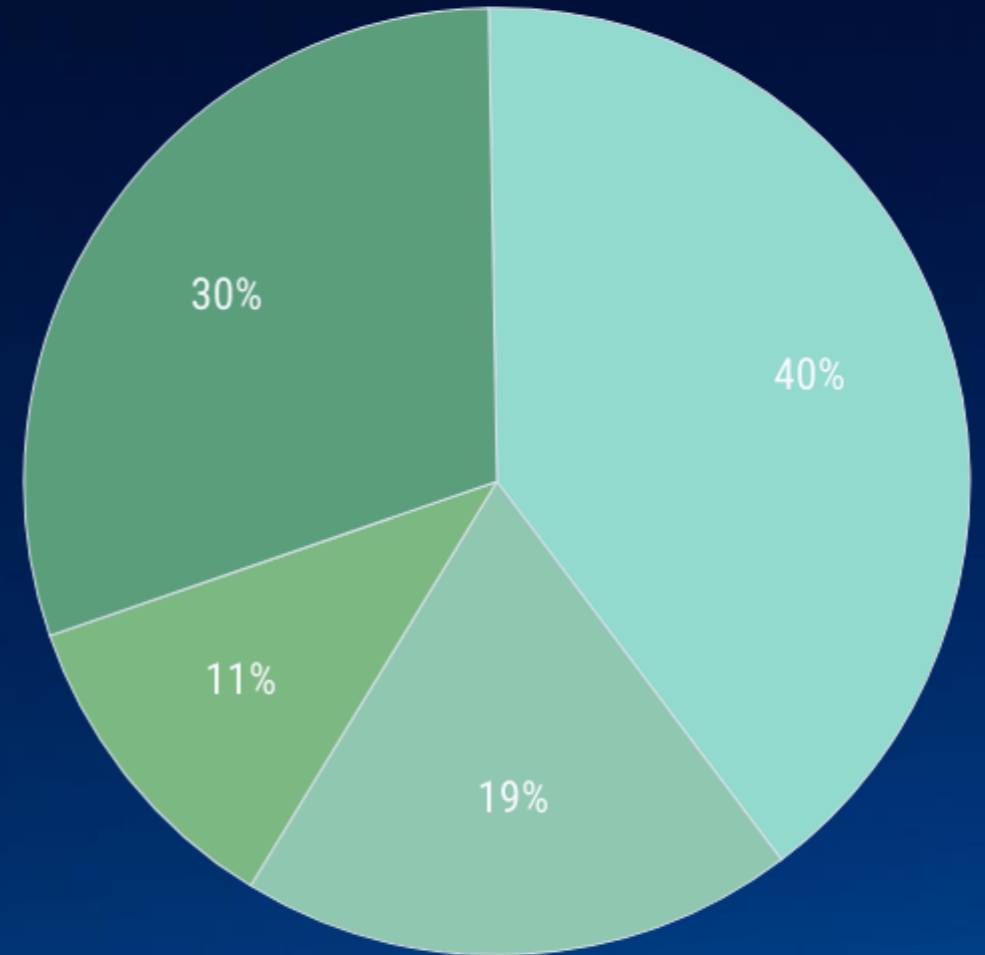
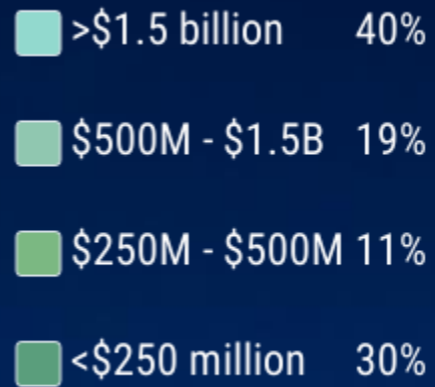
# Which initiative(s) typically prompt agreement on a new technology investment?



*When cybersecurity concerns are elevated during a period of change, or when higher productivity is an imperative, the majority of respondents say an agreement to invest in new technology is likely to be secured.*

# REVENUE

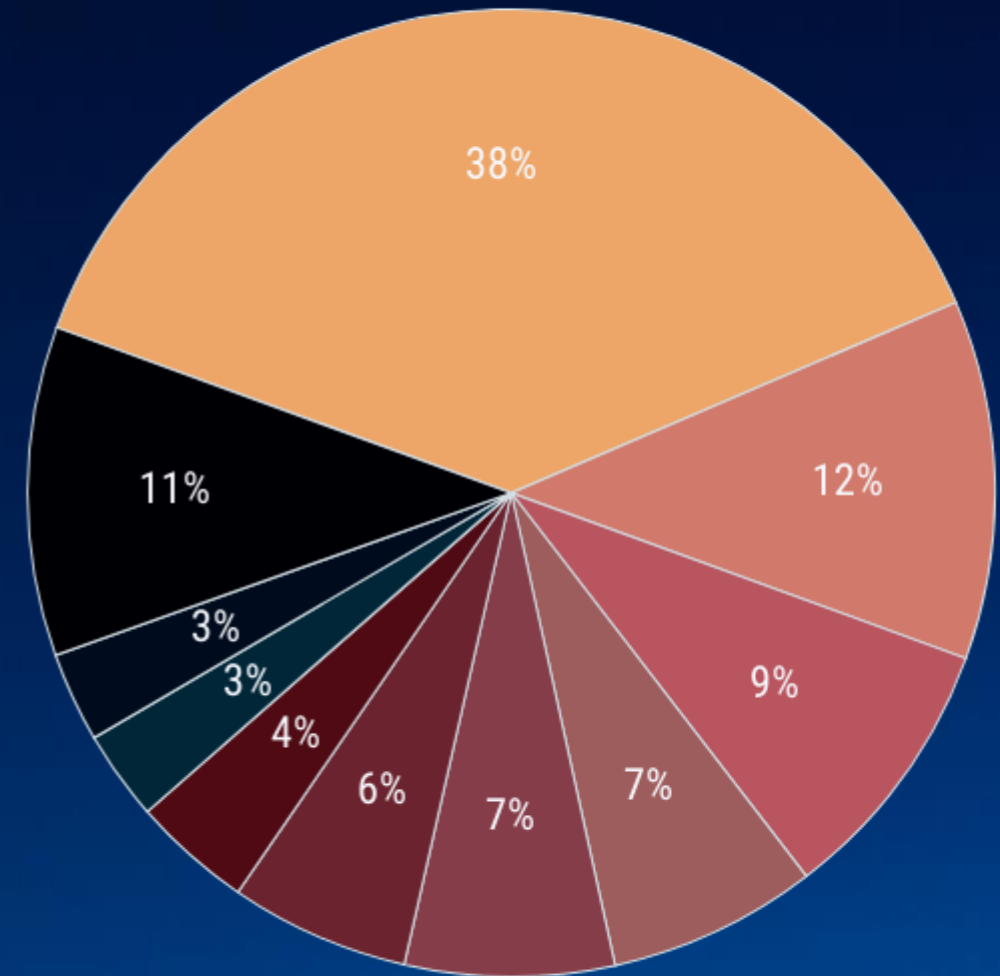
40% of those surveyed work in Fortune 1000 companies with revenues over \$1.5 billion.



# INDUSTRY SECTORS

Responders represent a wide variety of industries.

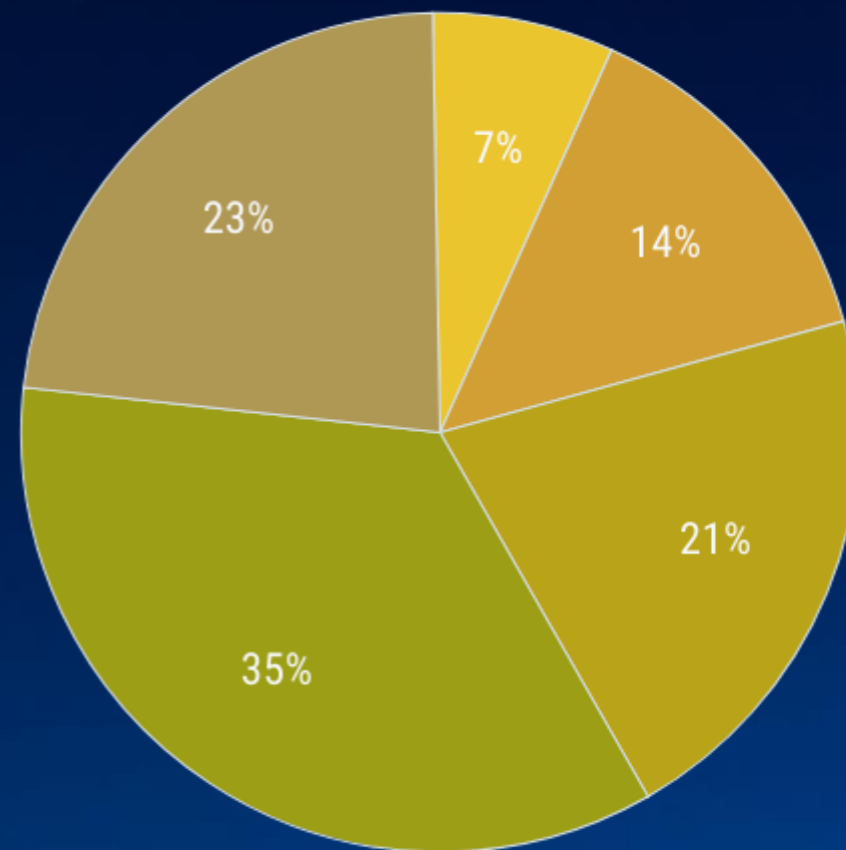
Business Services	38%
Mfg - High Tech	12%
Financial Services	9%
Healthcare	7%
Wholesale Trade	7%
Consumer Services	6%
Transportation	4%
Construction	3%
Telecom Services	3%
Other: Public Admin, Retail, Utilities, Education, Media, Gen'l Mfg	11%



# JOB LEVEL

42% of survey respondents hold director or executive level positions in their organization.

CxO	7%
VP	14%
Director	21%
Manager	35%
Practitioner	23%



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Okta offers Advanced Server Access, enabling just-in-time access to Linux and Windows servers, backed by a Zero Trust architecture that eliminates the use of SSH keys & passwords to mitigate the risk of credential misuse or theft. Okta's Advanced Server Access extends secure privileged access and automates the lifecycle of server accounts across dynamic fleets of infrastructure at any scale.

[Learn more at okta.com](https://okta.com)