Intelligent Approaches to Resilient IT Operations and AIOps

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Summary Results | January 2021

SURVEY SUMMARY

Between October and December 2020, Gatepoint Research invited selected executives to participate in a survey themed *Intelligent Approaches to Resilient IT Operations and AIOps.*

▶ Candidates were invited via email and 200 IT executives have participated to date.

▶ Management levels represented are all senior decision makers: 9% hold the title CxO or are VPs, 44% are Directors, and 47% are Managers.

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

▶ Responders work for firms with a wide range of revenue levels:
- 74% work in Fortune 1000 companies with revenues over $1.5 billion;
- 11% work in large firms whose revenues are between $500 million and $1.5 billion;
- 3% work in mid-market firms with $250 million to $500 million in revenues;
- 12% work in small companies with less than $250 million in revenues.

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

EXECUTIVE OVERVIEW

Every IT leader dreams of smooth daily operations, but then the business priorities change, new security threats loom, or unpredicted service outages need immediate attention. Managing IT operations requires the right tools to analyze, predict, protect, and maintain, but are do IT leaders have what they need to secure the infrastructure and keep it running at top efficiency?

This survey asks respondents to report:

- Do they have an operational configuration management database (CMDB)?

- How many tools and systems do they use to manage IT operations and services?

- Do they have visibility to all areas of operations? How long does it take to find and fix a service outage?

- What features and functionality are included in their ideal IT operations management solution?

Do you have an operational configuration management database (CMDB)?

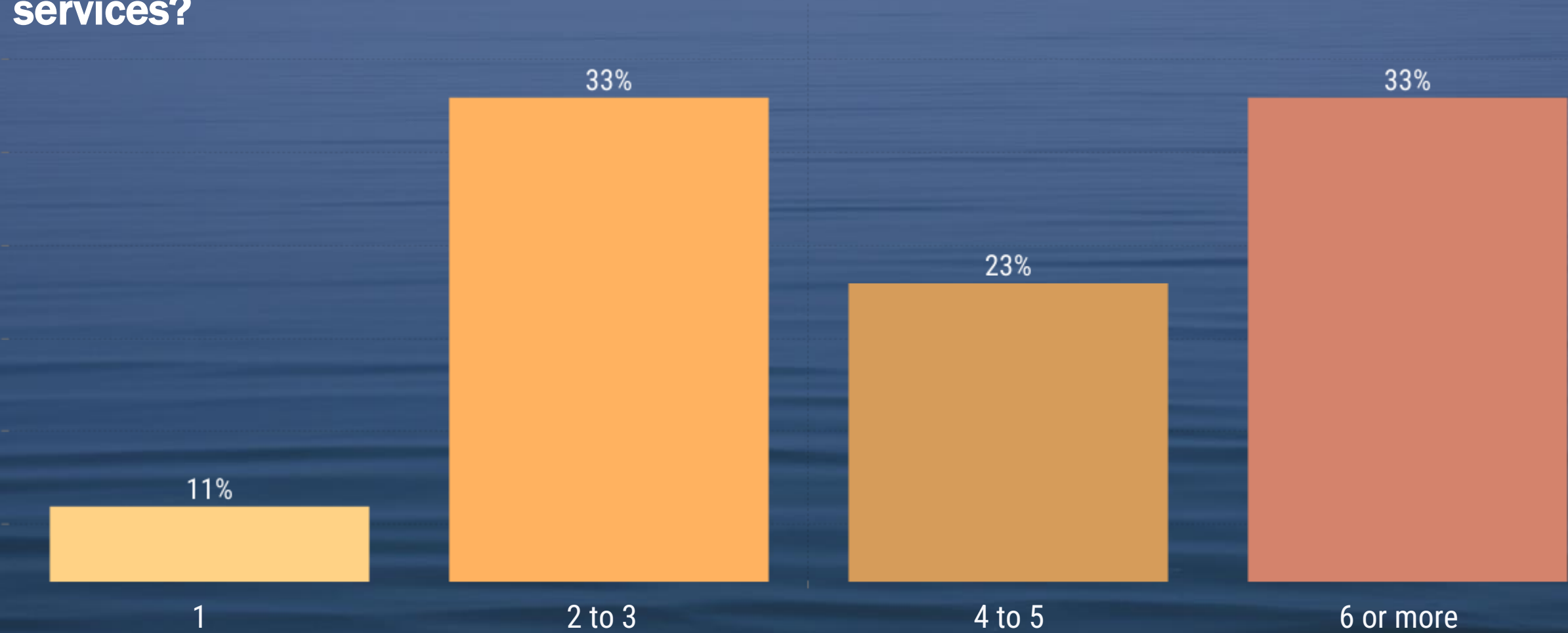
Nearly two-thirds of respondents use a CMDB.
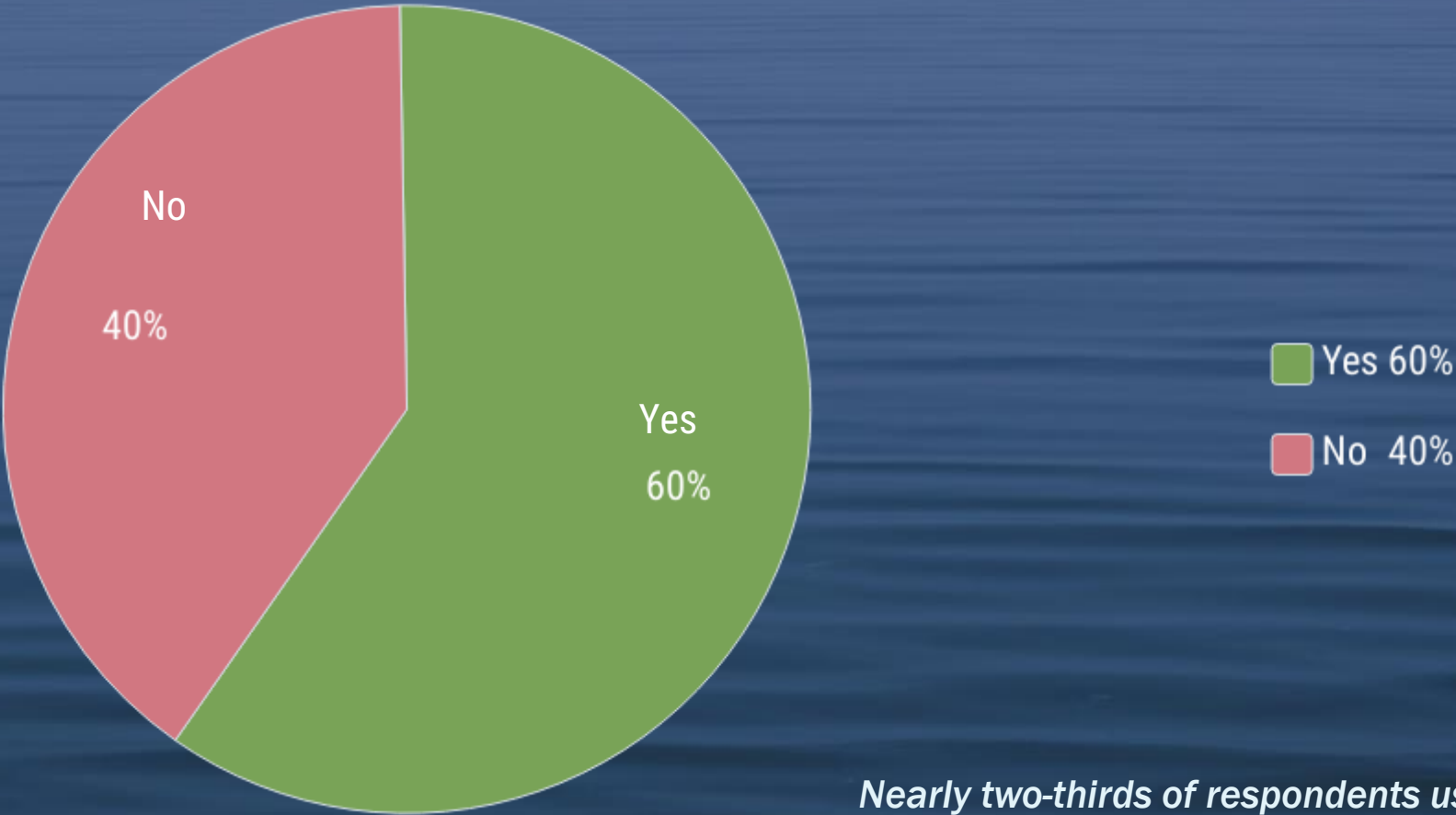
Are you able to correlate events to configuration items in your current CMDB automatically with a single solution?

Yes 69%

No 31%
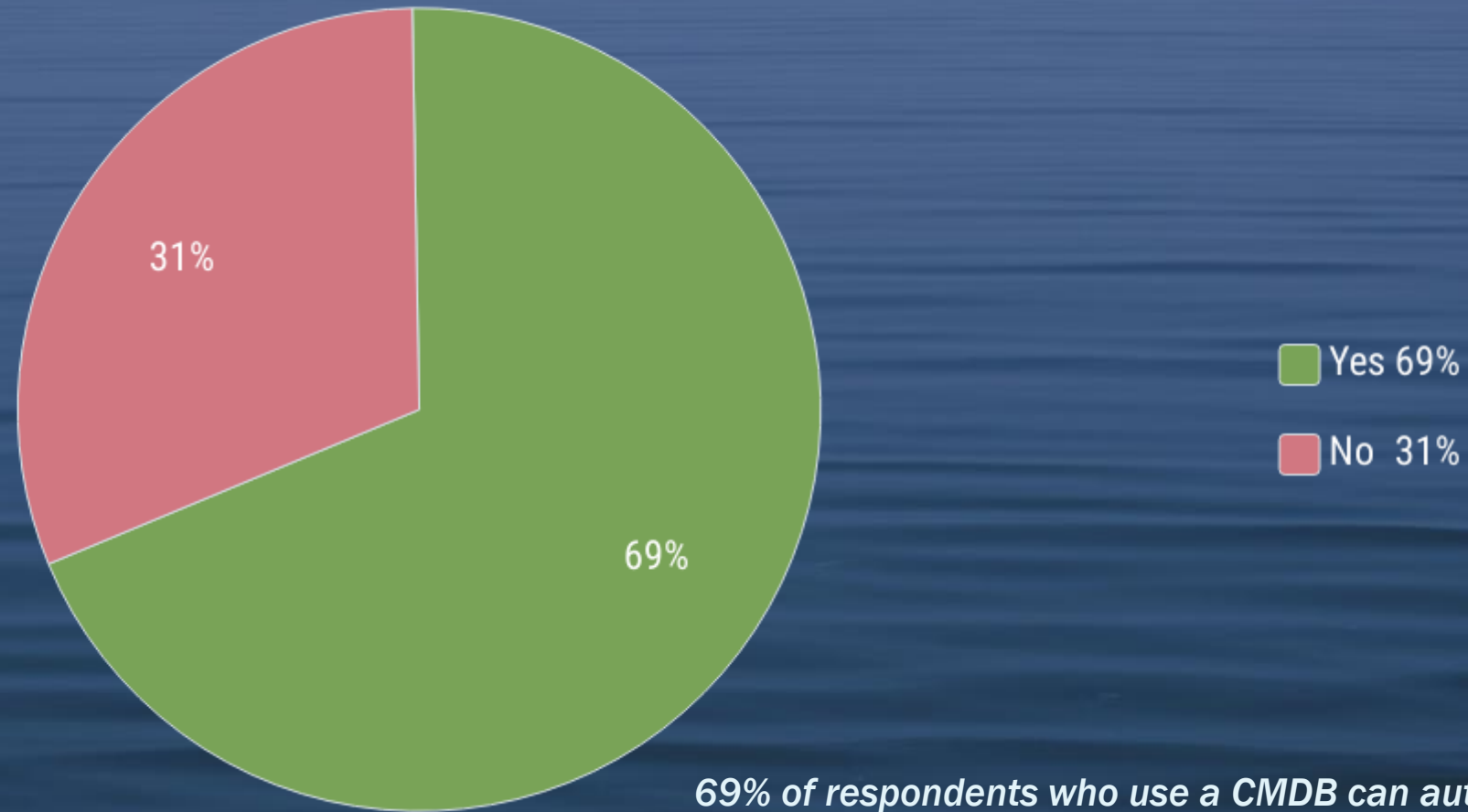
69% of respondents who use a CMDB can automatically correlate events to configuration items, using a single solution.

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How many tools and systems do you use to view and manage IT operations and services?

Category	Percentage
1	11%
2 to 3	33%
4 to 5	23%
6 or more	33%

Most respondents (56%) say they use more than three tools to view and manage IT operations and services.

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What day-to-day challenges do you face managing your IT operations?

Challenge	Percentage
Unexpected service issues/outages	47%
Infrastructure changes impacting configuration items or services	46%
Time consuming audit preparation	32%
Rising infrastructure costs	32%
Event noise / too many alerts / false positives	28%
Meeting service level agreements	23%
Other	5%
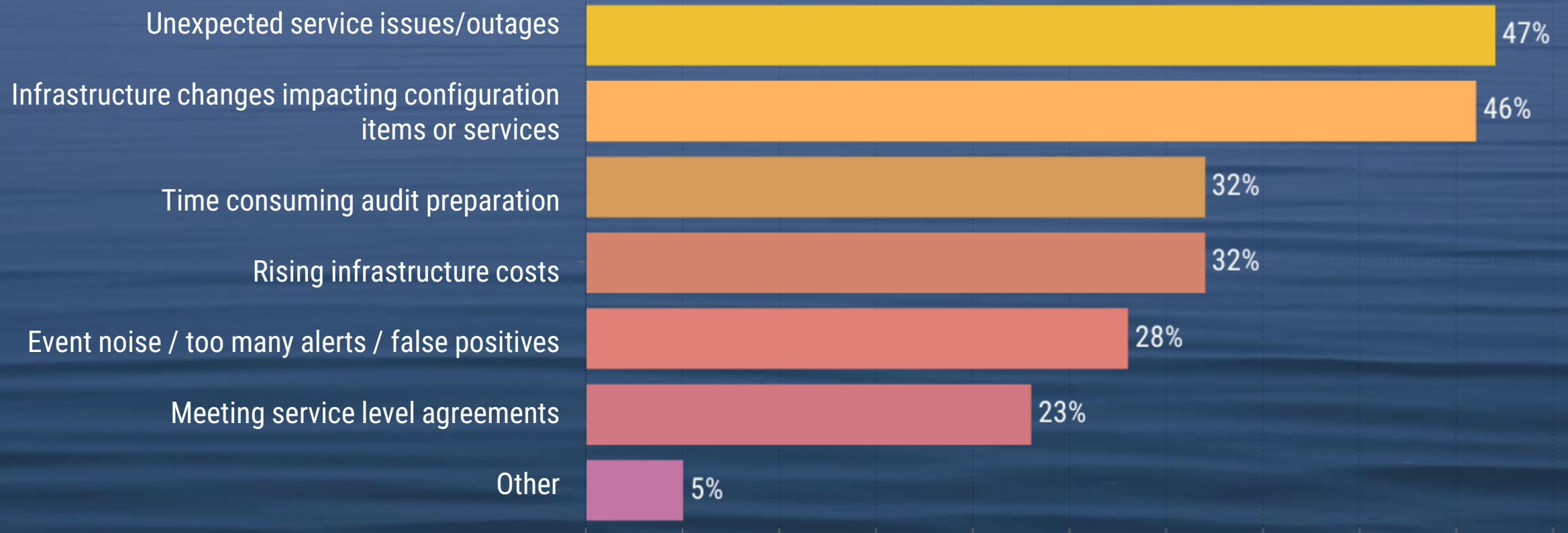
Nearly tied at the top of the list of challenges are two common problems: unexpected service issues or outages (cited by 47% of respondents), and impacts caused by infrastructure changes (46%). Nearly a third cite audit preparation time and rising costs (32% each) as common problems.

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How long does it typically take to identify and fix a service outage?

Minutes — 28%

Hours — 62%

Days — 7%
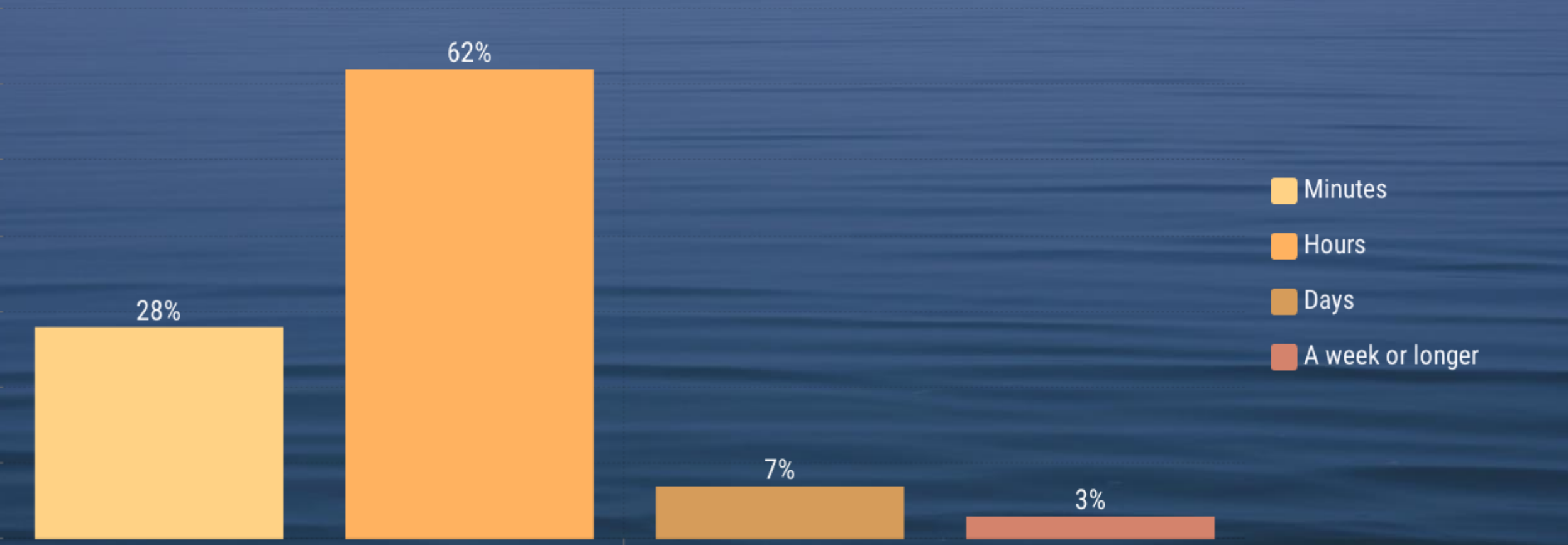
A week or longer — 3%

While most respondents can find and fix a service outage within hours, 10% admit it typically takes days, a week, or longer.

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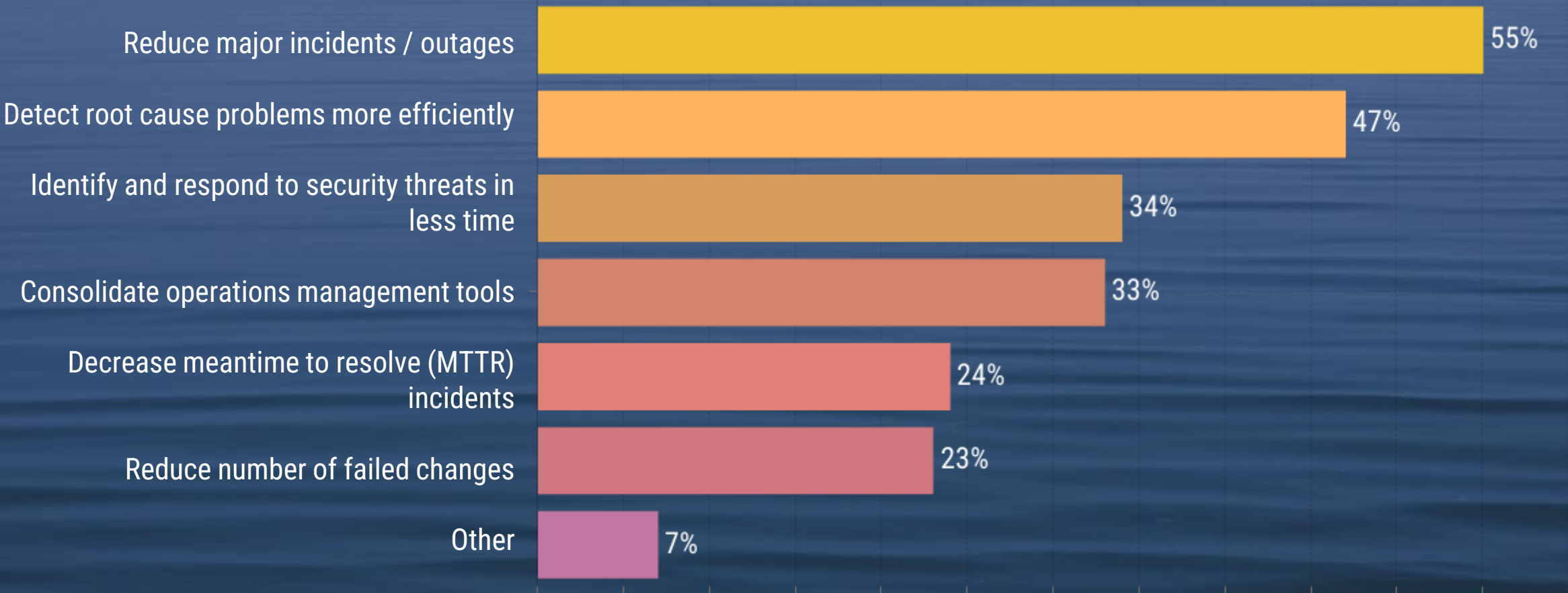PulseReport

Do you have real-time visibility into the following?

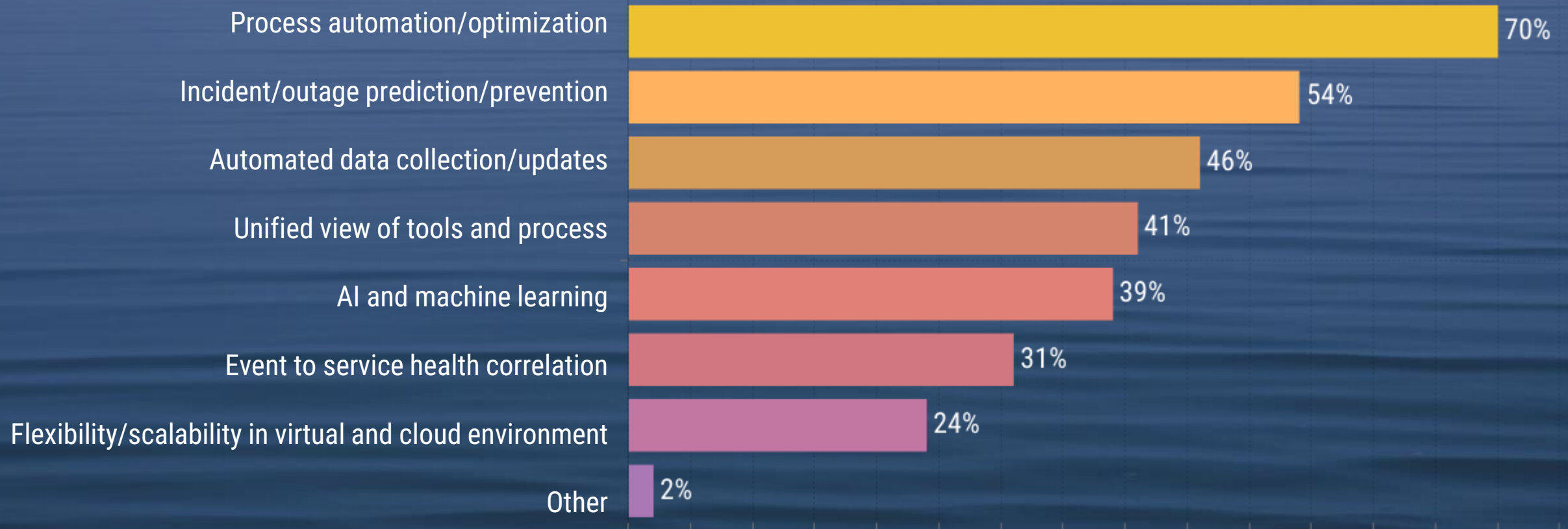| Category	Percentage
Servers and infrastructure in the cloud	55%
Software and patches installed across the enterprise environment	48%
Health / operational state of critical business services	42%
Configuration items that support business services	39%
The components that make up your business services	31%
Certificate inventory	28%
None of the above	16%
Other	2%
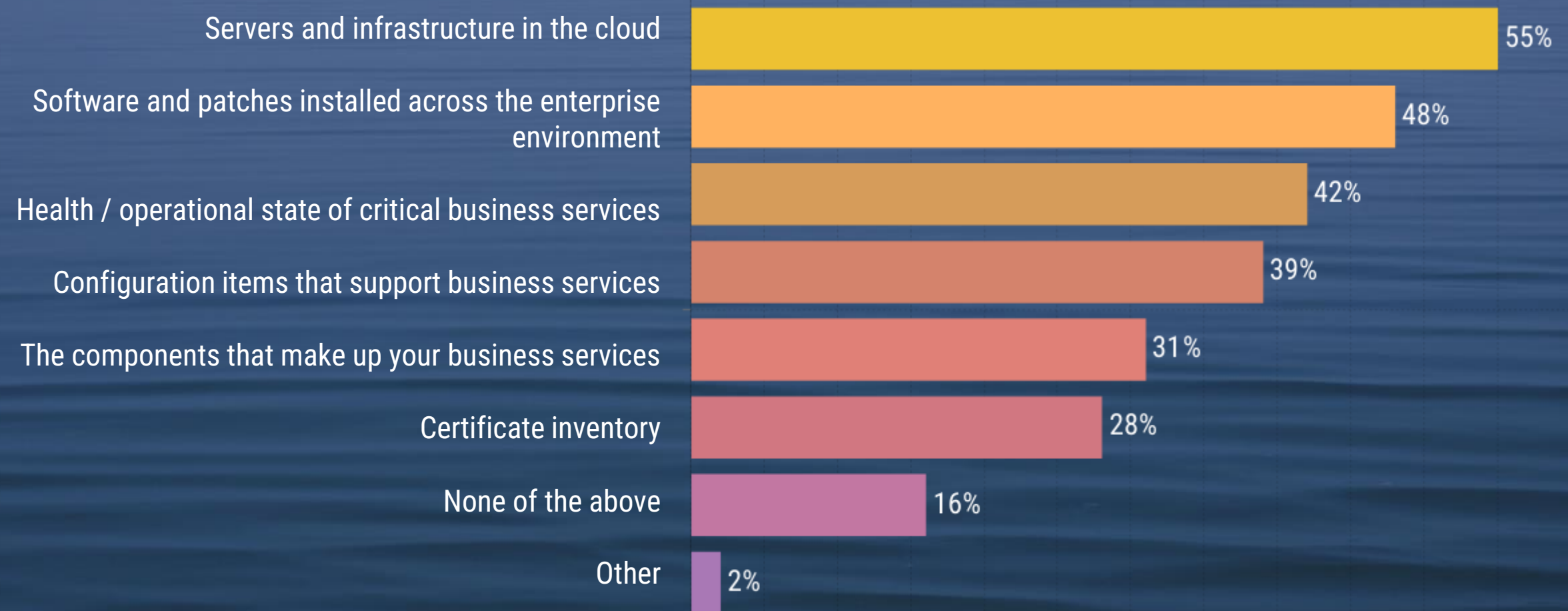
Real-time visibility across cloud-based servers and infrastructures is available to 55% of respondents. 48% report visibility to software and patches across the enterprise. Slightly fewer respondents (42%) have real-time visibility to the state of critical business services. A significant 16% admit they do not have critically important real-time visibility … at all!

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What are your top IT goals in the next 6 to 12 months? (Choose three)

Reduce major incidents / outages — 55%

Detect root cause problems more efficiently — 47%

Identify and respond to security threats in less time — 34%

Consolidate operations management tools — 33%

Decrease meantime to resolve (MTTR) incidents — 24%
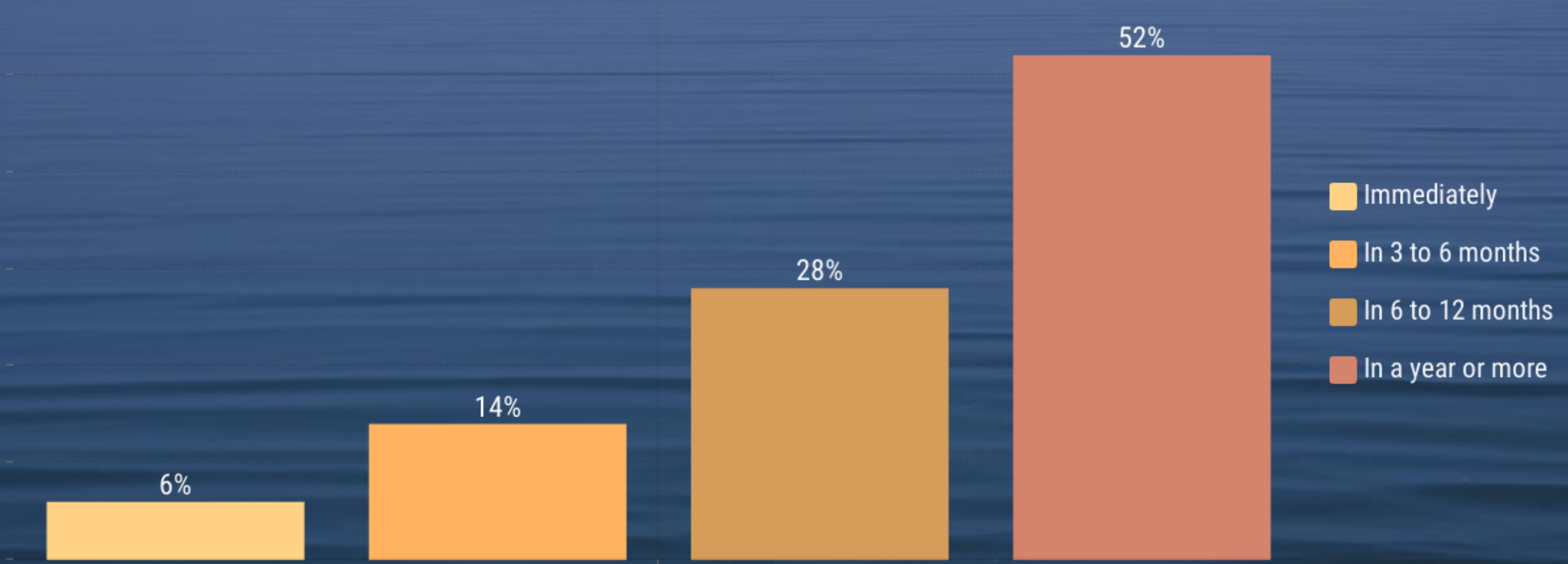
Reduce number of failed changes — 23%

Other — 7%

Most (55%) respondents are aiming to reduce major incidents and outages within the next year. Getting at the root cause of problems is the second most cited goal among those surveyed (47%). At 34%, finding and responding to security threats more quickly narrowly edges out consolidating operations management tools (33%) for the third most popular goal.

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What capabilities are included in your ideal IT operations management solution?

Capability	Percentage
Process automation/optimization	70%
Incident/outage prediction/prevention	54%
Automated data collection/updates	46%
Unified view of tools and process	41%
AI and machine learning	39%
Event to service health correlation	31%
Flexibility/scalability in virtual and cloud environment	24%
Other	2%

The list of features and functionality that constitute an ideal operations management solution is headed up by process automation and optimization, say 70% of respondents. The next three on the list identified by those surveyed are incident/outage improvements (54%), automated data collection and updates (46%), and a unified view of tools and process (41%).

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When do you expect to reevaluate your IT operations management approach?

Legend:
- Immediately
- In 3 to 6 months
- In 6 to 12 months
- In a year or more

Bar values: 6%, 14%, 28%, 52%

Nearly half (48%) of respondents will be reevaluating their IT operations management approach within the year, with 20% doing so within six months.

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REVENUE

74% of those surveyed work in Fortune 1000 companies with revenues over $1.5 billion.

- >$1.5 billion   74%
- $500M - $1.5B   11%
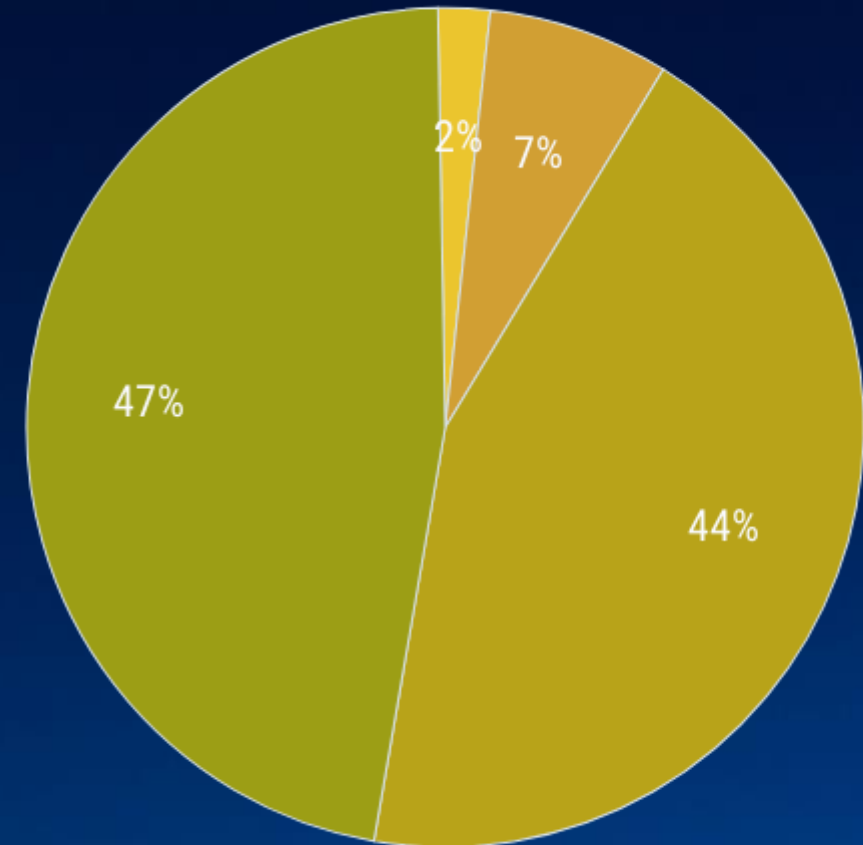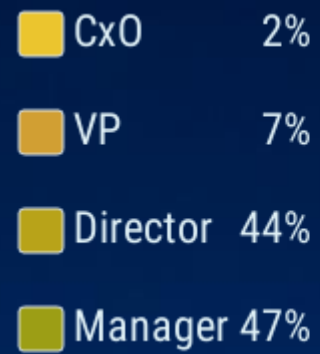- $250M - $500M   3%
- <$250 million   12%

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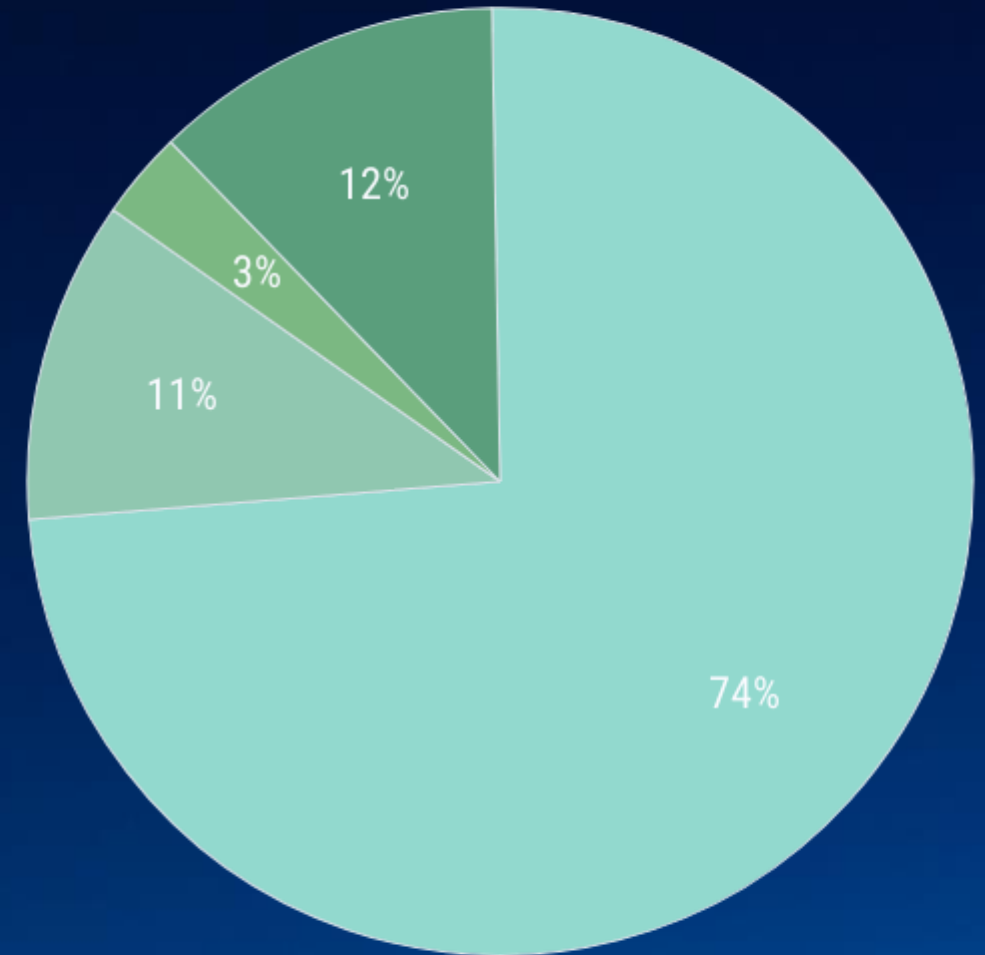
INDUSTRY SECTORS

Respondents represent a wide variety of industries.

Industry	%
Business Services	21%
Healthcare	15%
Financial Services	12%
Mfg - General	10%
Mfg - High Tech	9%
Retail Trade	6%
Telecom Services	6%
Mfg - Primary	4%
Utilities	4%
Other: Mining, Transportation, Consumer Svc, Media, Education, Public Admin, Wholesale Trade	13%

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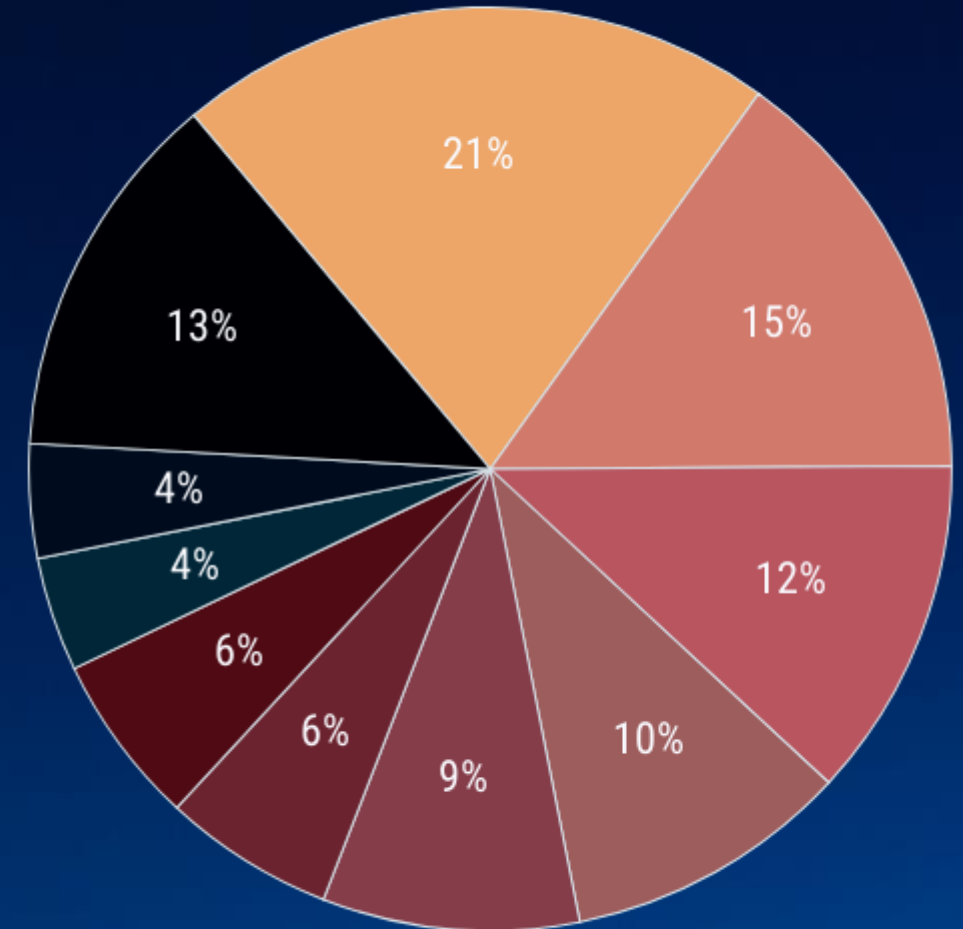
JOB LEVEL

53% of survey respondents hold director or executive level positions in their organization.

- CxO 2%
- VP 7%
- Director 44%
- Manager 47%

Pie chart:
- 2% CxO
- 7% VP
- 44% Director
- 47% Manager

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ServiceNow delivers resilient service experiences by helping IT operations:
○ Consolidate IT data and tools to gain enterprise-wide visibility
○ Predict and prevent issues before they impact users
○ Automate cross-team workflows for improved employee productivity

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