

IT Operations Management Trends



**Hewlett Packard
Enterprise**

Summary Results • April 2016

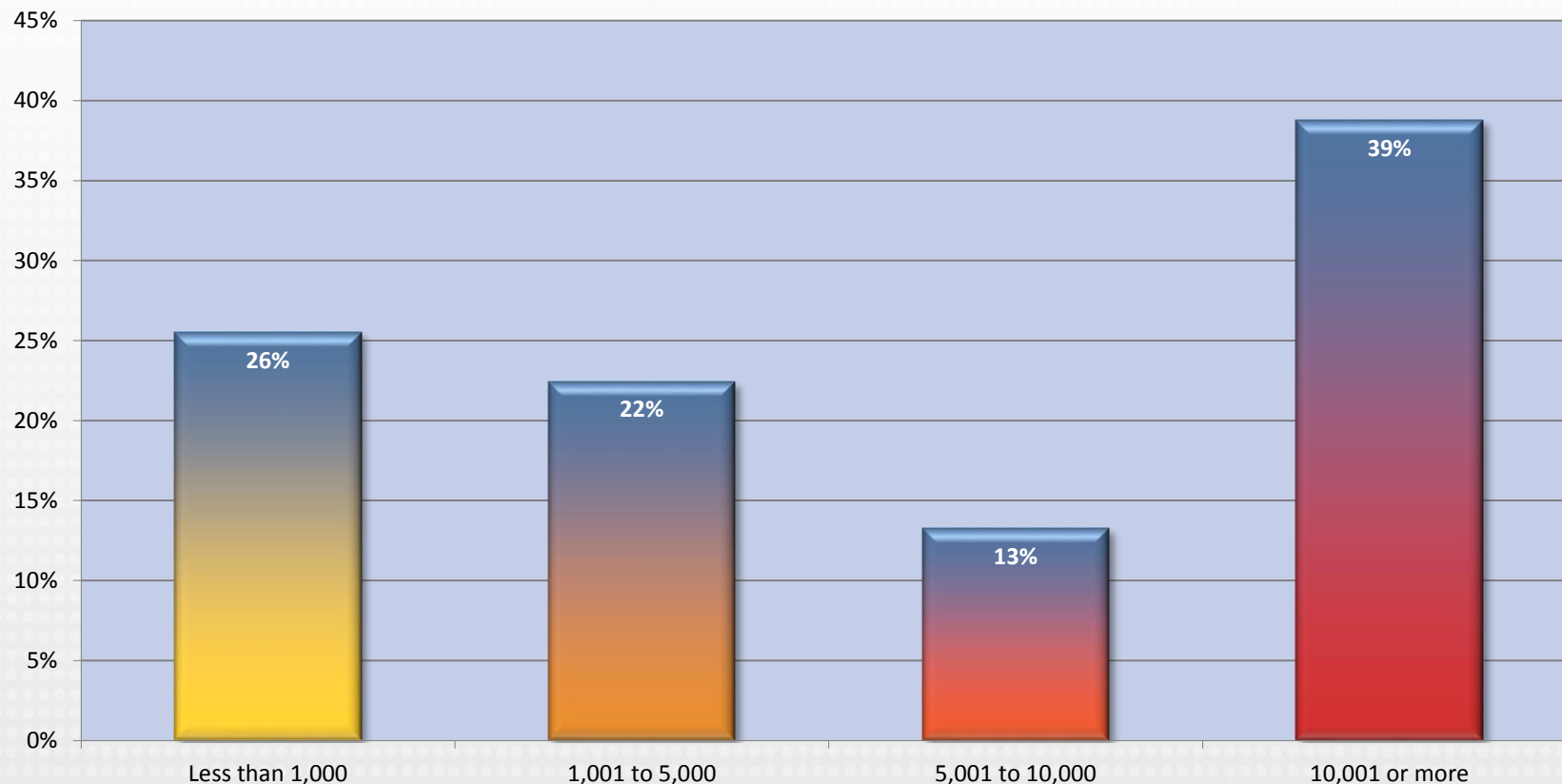
Program Overview

- Between January and March 2016, Gatepoint Research and HPE invited selected IT executives to participate in a survey themed *IT Operations Management Trends*.
- Candidates were invited via email and 100 executives have participated to date.
- Management levels represented are predominantly senior decision makers: 5% hold the title CxO, 20% are VPs, 45% are Directors, and 26% are Managers.
- Survey participants represent firms mostly in the financial services and healthcare industries, but also represented are media and telecom services.
- Responders work for firms with a wide range of revenue levels:
 - 45% work in Fortune 1000 companies with revenues over \$1.5 billion;
 - 18% work in Large firms whose revenues are between \$500 million and \$1.5 billion;
 - 16% work in Mid-Market firms with \$250 million to \$500 million in revenues;
 - 21% work in Small companies with less than \$250 million in revenues.
- 100% of responders participated voluntarily; none were engaged using telemarketing.

Observations and Conclusions

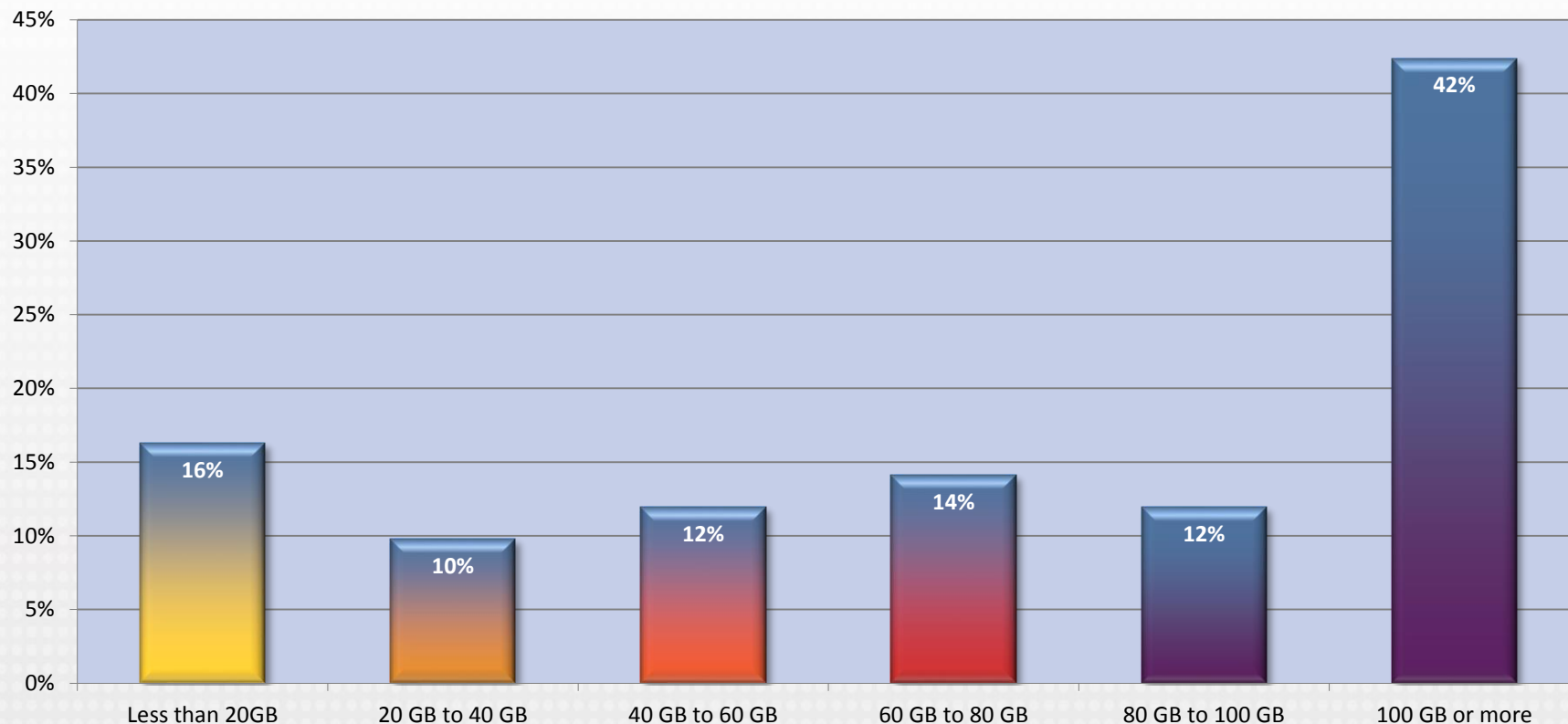
- **Some organizations are not confident of full IT visibility.** Asked how well they could see into their organization's IT operations, just 26% have high confidence. 40% rate their confidence level average or lower.
- **IT incident identification methods:** 70% of respondents report using root cause analysis to identify IT incidents. 65% employ action filtering; 63% use action triggering.
- **Many are dissatisfied with their IT organization's reaction time to incidents.** Only 19% of respondents can typically identify the cause of an IT incident within minutes. Not surprisingly, 33% of respondents think their firms do not react quickly enough to IT incidents.
- **IT organizations are falling behind the challenge.** 59% of those surveyed feel their organization's biggest challenge is reacting to IT incidents after-the-fact instead of proactively anticipating them.
- **How much is this costing us?** A stunning 48% of respondents are not even sure if their company tracks cost per IT incident. Another 23% are sure they do not.
- **Room for improvement.** Asked how they'd like their IT event management process improved, respondents want the ability to do predictive analysis (48%) and event correlation (47%).
- **Top IT goals:** Asked how their organization is improving this year, respondents cited more effective IT operations (58%), faster issue identification (47%), and ability to cope with complexity (43%).

How many IT events does your organization process per day?



IT operations represented in the survey vary greatly in complexity. 26% of respondents say their organizations processes less than 1,000 events a day. 39% process in excess of 10,000 per day.

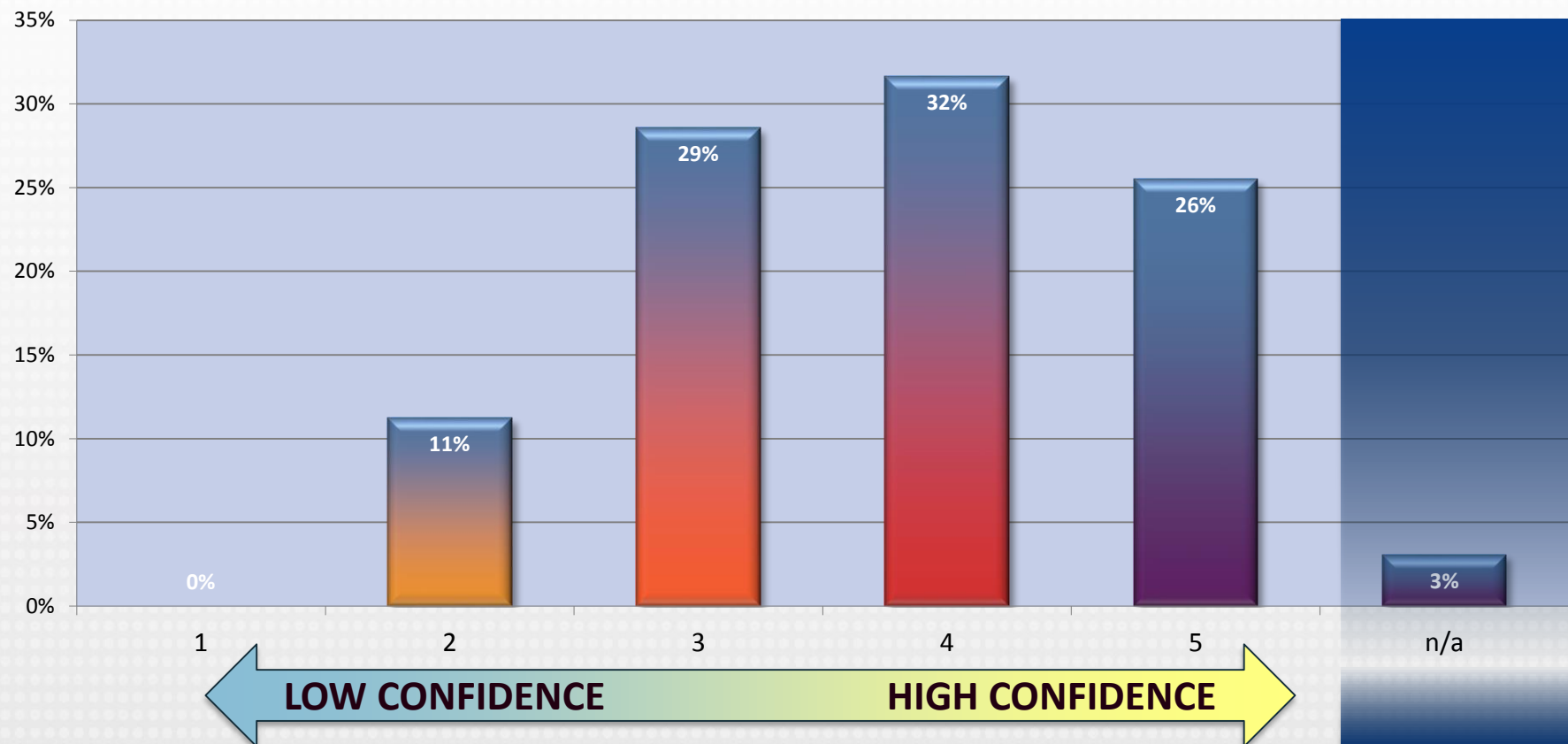
How much event data is generated per day by your organization's IT operations?



The amount of event data generated varies greatly as well. Respondents report IT operations generating anywhere from less than 20GB of event data per day up to more than 100GB/day.

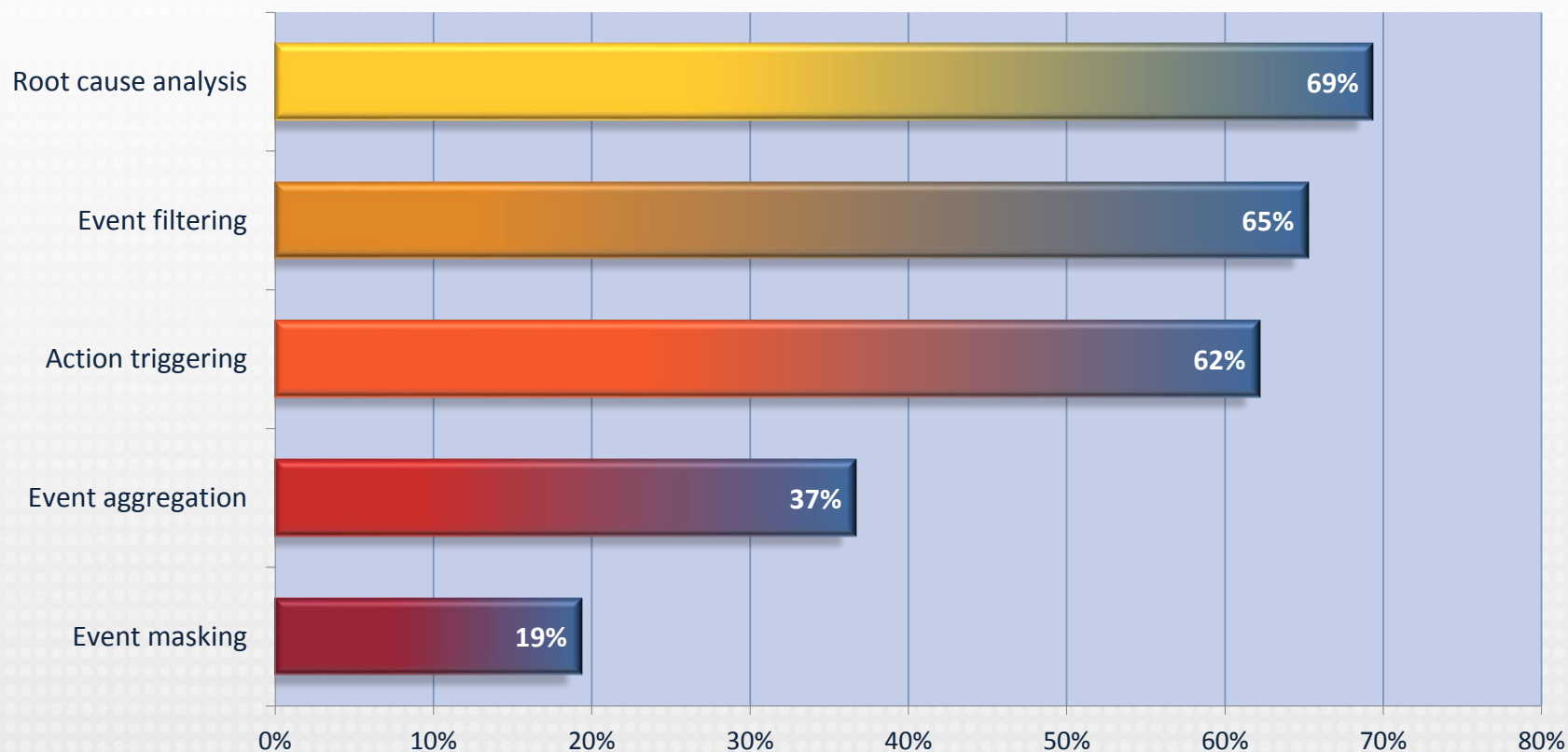
How confident are you in your organization's view of IT operations?

(Rate 1 – 5, 1 = not at all confident: we do not have complete visibility, 5 = highly confident: we see everything including mobile devices and sensors)



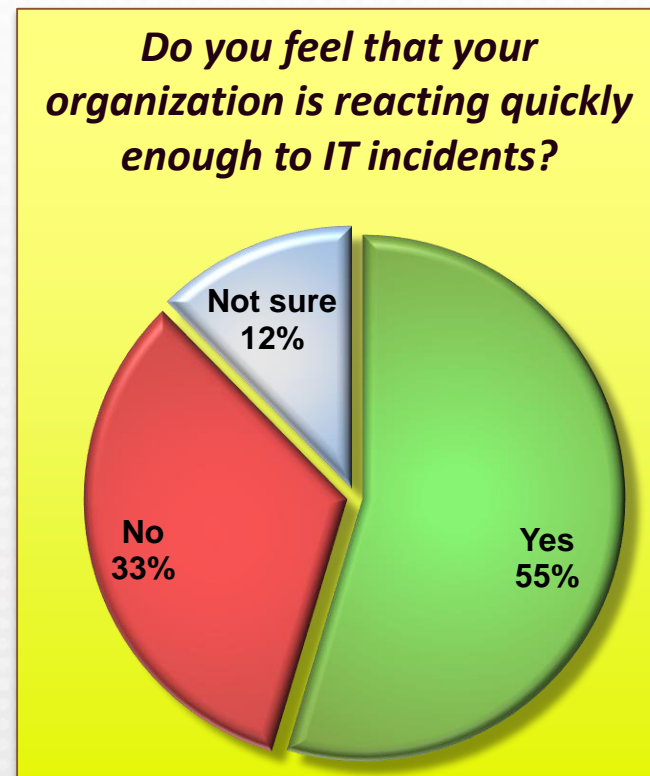
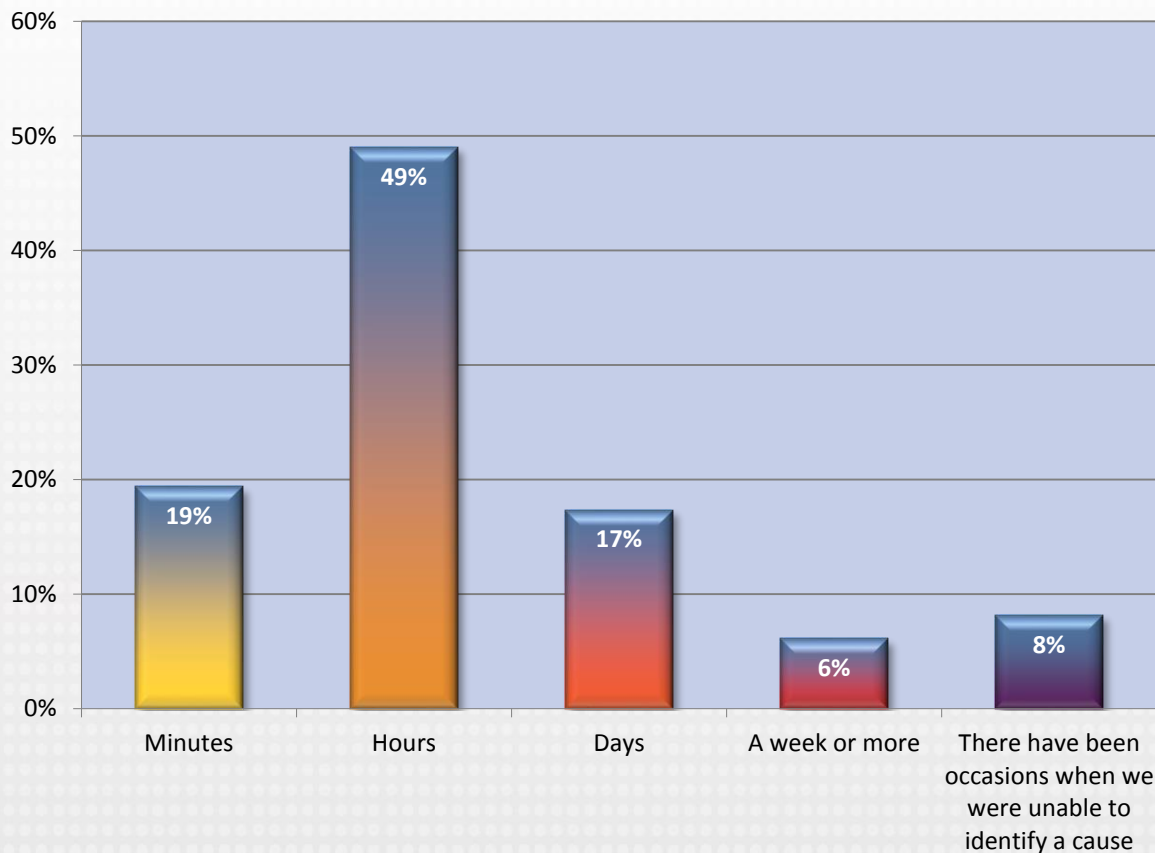
Some organizations are not confident of full IT visibility. Asked how well they could see into their organization's IT operations, just 26% have high confidence. 40% rate their confidence level average or lower.

Which approach(es) are used to identify IT incidents?



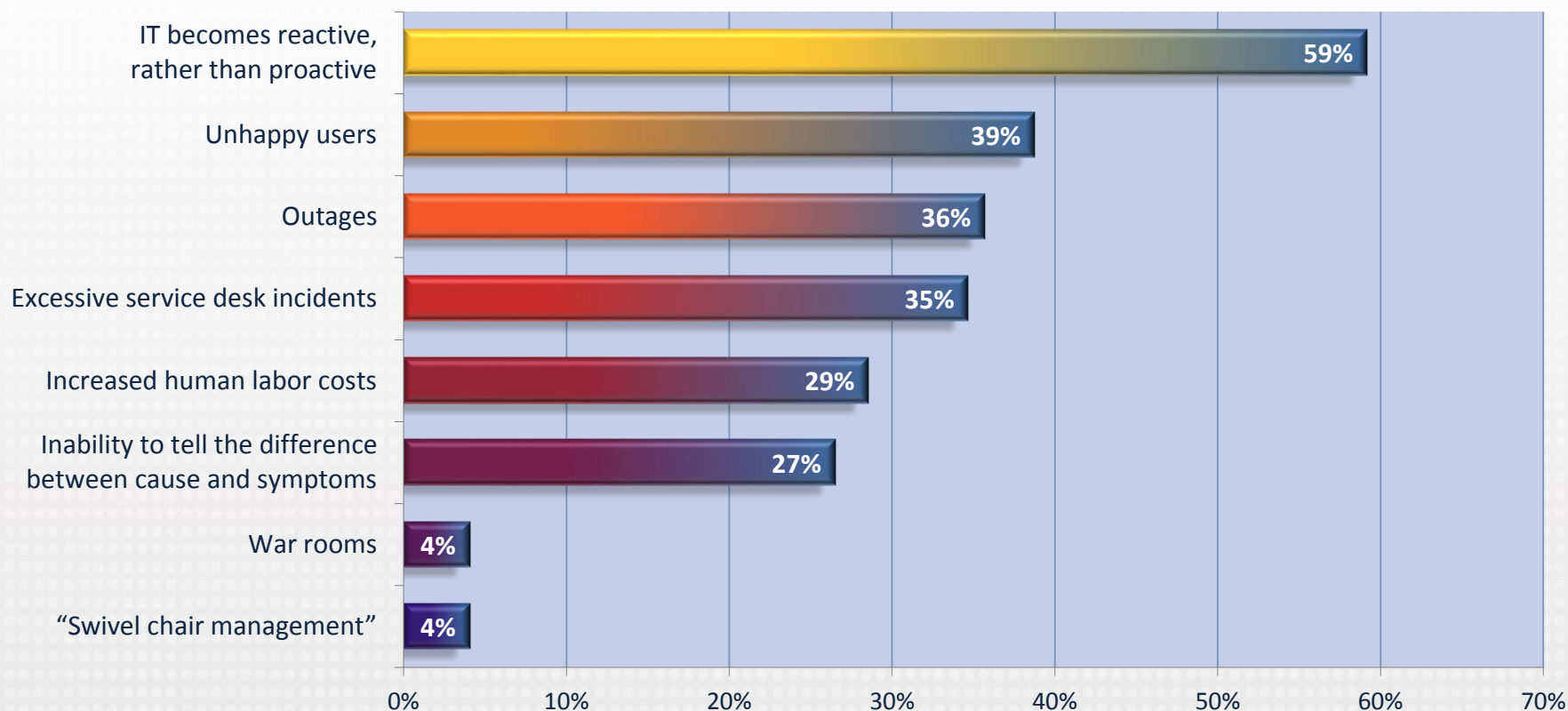
IT incident identification methods: 69% of respondents report using root cause analysis to identify IT incidents. 65% employ action filtering; 62% use action triggering.

How long does it typically take to identify the root cause of an IT incident?



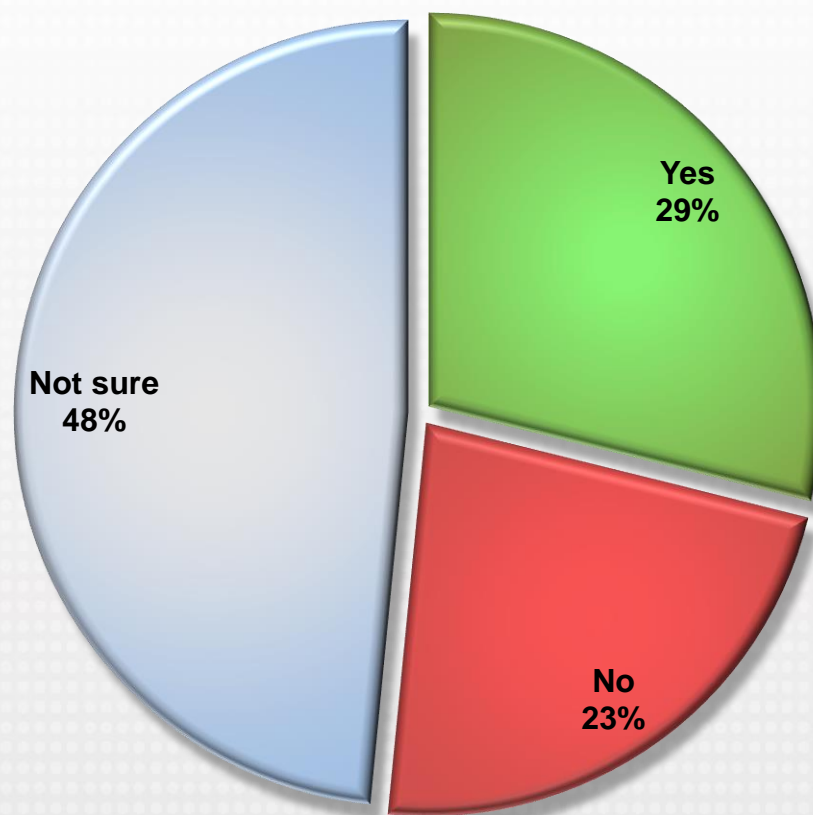
Many are dissatisfied with their IT organization's reaction time to incidents. Only 19% of respondents can typically identify the cause of an IT incident within minutes. Not surprisingly, 33% of respondents think their firms do not react quickly enough to IT incidents.

What are your organization's biggest challenges related to IT incidents?



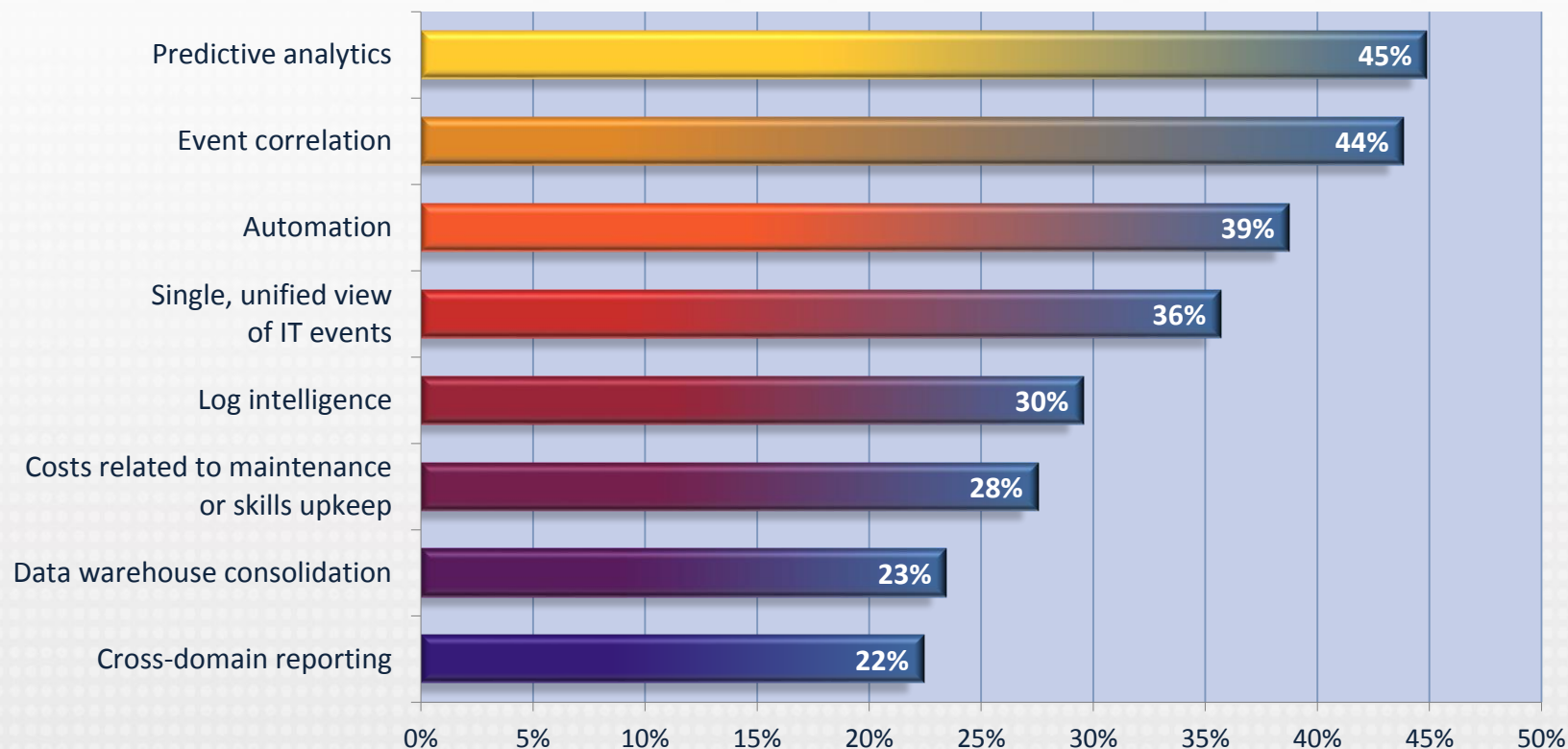
IT organizations are falling behind the challenge. 59% of those surveyed feel their organization's biggest challenge is reacting to IT incidents after-the-fact instead of proactively anticipating them.

Is your organization aware of the cost per IT incident?



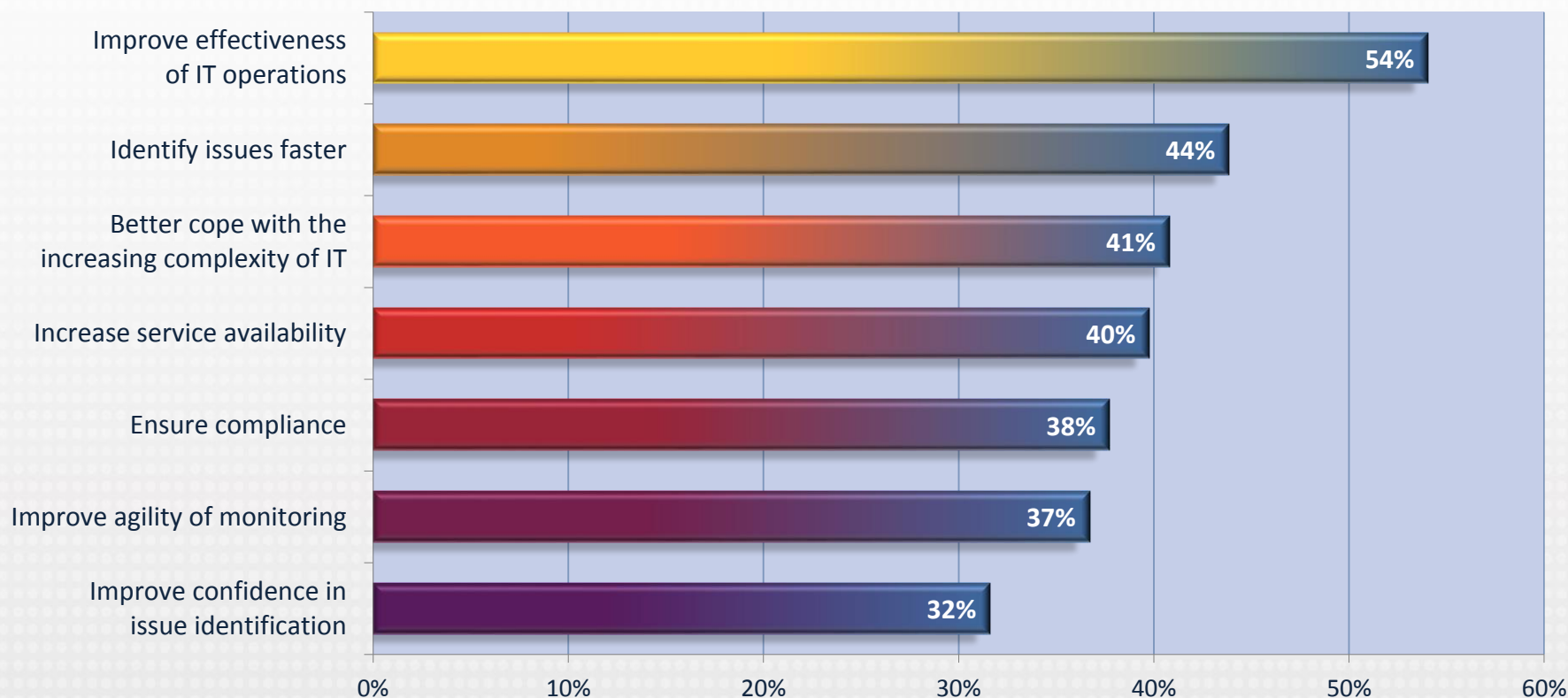
How much is this costing us? A stunning 48% of respondents are not even sure if their company tracks cost per IT incident. Another 24% are sure they do not.

Which aspects of your organization's IT event management process do you think need improvement?



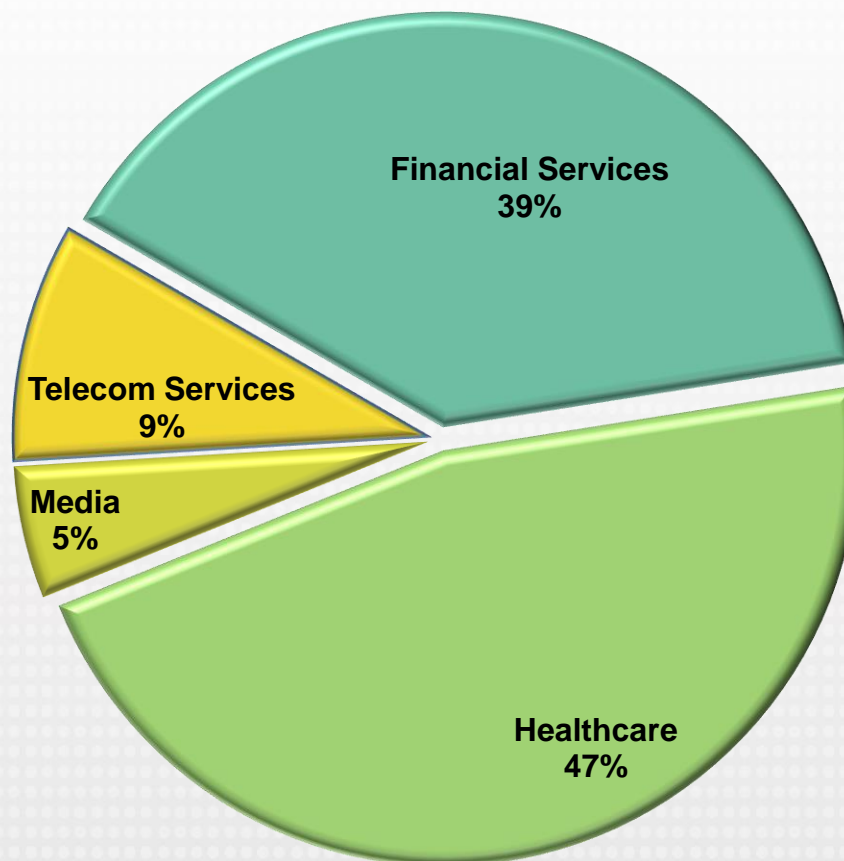
Room for improvement. Asked how they'd like their IT event management process improved, respondents want the ability to do predictive analysis (45%) and event correlation (44%).

What are some of your organization's IT operations goals for 2016?



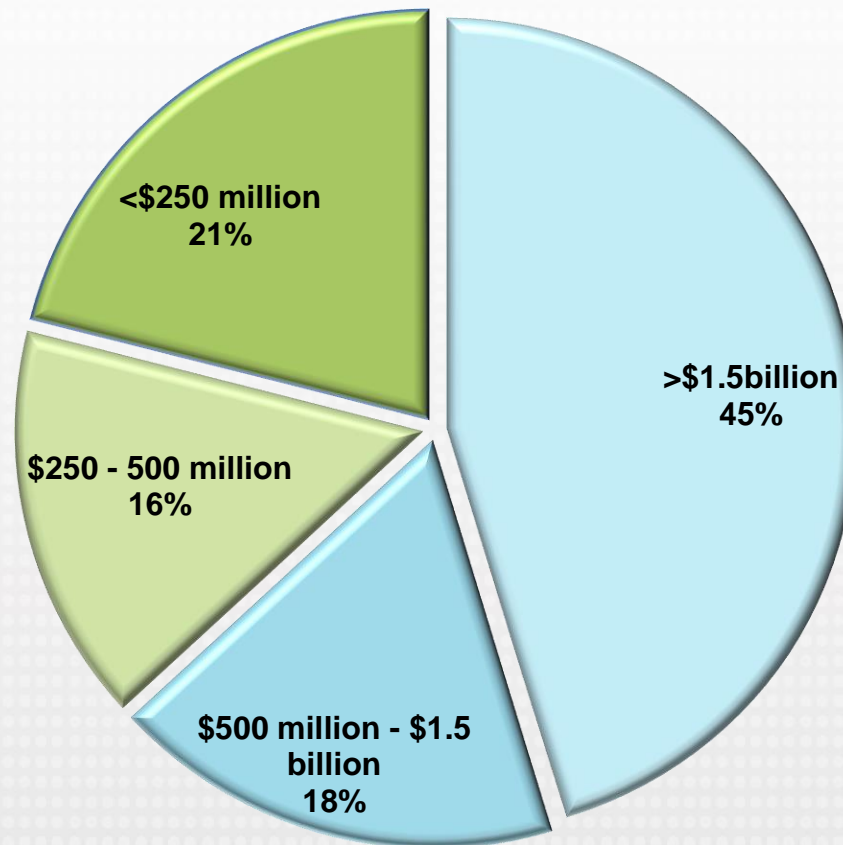
Top IT goals: Asked how their organization is improving this year, respondents cited more effective IT operations (54%), faster issue identification (44%), and ability to cope with complexity (41%).

Profile of Responders: Industry Sectors



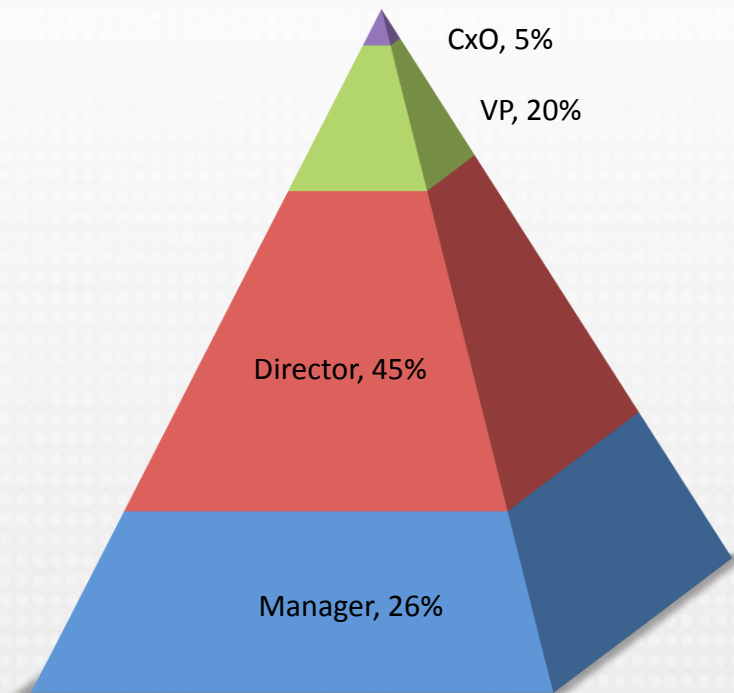
*Healthcare and financial services are the sectors
most heavily represented in the survey.*

Profile of Responders: Revenue



45% of respondents work in Fortune 1000 companies with greater than \$1.5 billion in annual revenue.

Profile of Responders: Job Level



70% of respondents hold executive level positions at their firms.



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