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GATEPOINT RESEARCH

ScienceLogic™

Enterprise IT Operations Management Strategies for the Cloud

Summary Results **July 2011**

Confidential

Observations and Conclusions

- *79% of respondents are running some percentage of their production applications in the cloud, but 64% indicated they are running less than a quarter of their production applications in the cloud.*
- *Respondents generally view the cloud favorably, with most indicating they expect to see fewer application availability and performance issues as services move the cloud.*
- *More than half of respondents also expect the cloud will facilitate collaboration. Responders also expect costs to decrease slightly as they move to the cloud.*

Observations and Conclusions

- ***66% of responders plan to train existing IT Operations staff on the cloud and not rely solely on their service providers for management.***
- ***64% of responders anticipate they will need new management tools as they move more systems and services to the cloud; nearly a third are not yet sure of their future needs.***
- ***65% of responders plan to use on-premise tools to monitor the performance of services they run on the cloud.***

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Program Overview

- Between May 10 and May 25, 2011, Gatepoint Research invited 1,021 selected executives to participate in a survey themed ***Enterprise IT Operations Management Strategies for the Cloud***. Candidates were invited via email to participate in a survey; 100 executives have participated to date.
- 88% of responders held at least the title of director; 31% worked at the VP level or higher. 58% of responders are employed by companies with annual revenues between $500 million and $2 billion.
- 100% of responders participated voluntarily; *none were engaged using telemarketing.*

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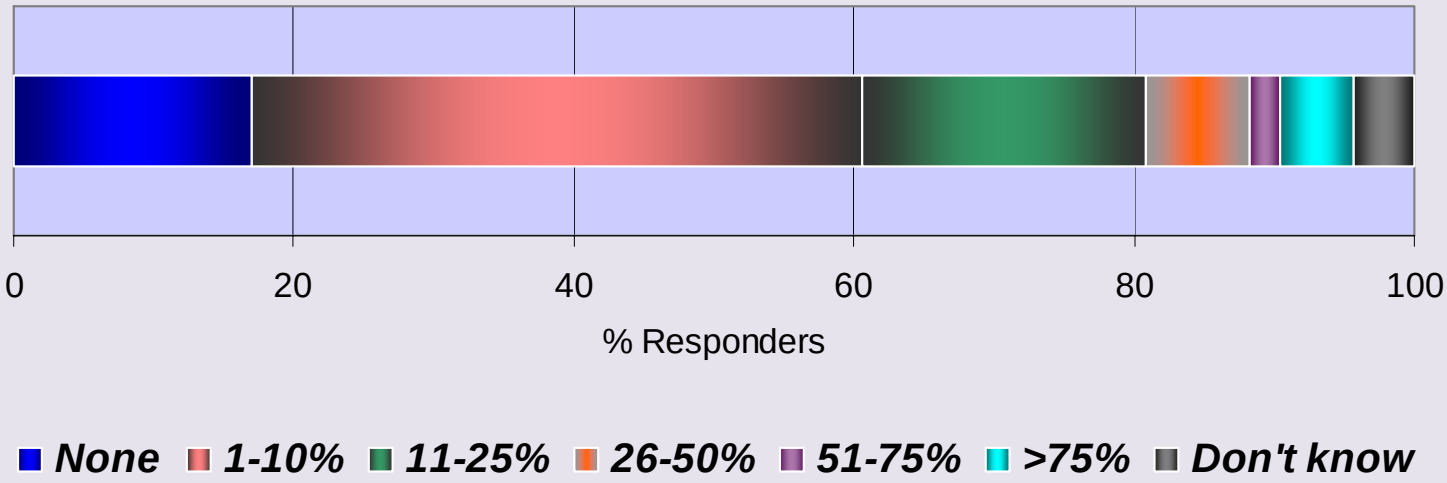
What percentage of your production applications currently run completely or partially in the cloud?



79% of responders are running some percentage of their production applications in the cloud, but 64% indicated they are running less than a quarter of their production applications in the cloud.

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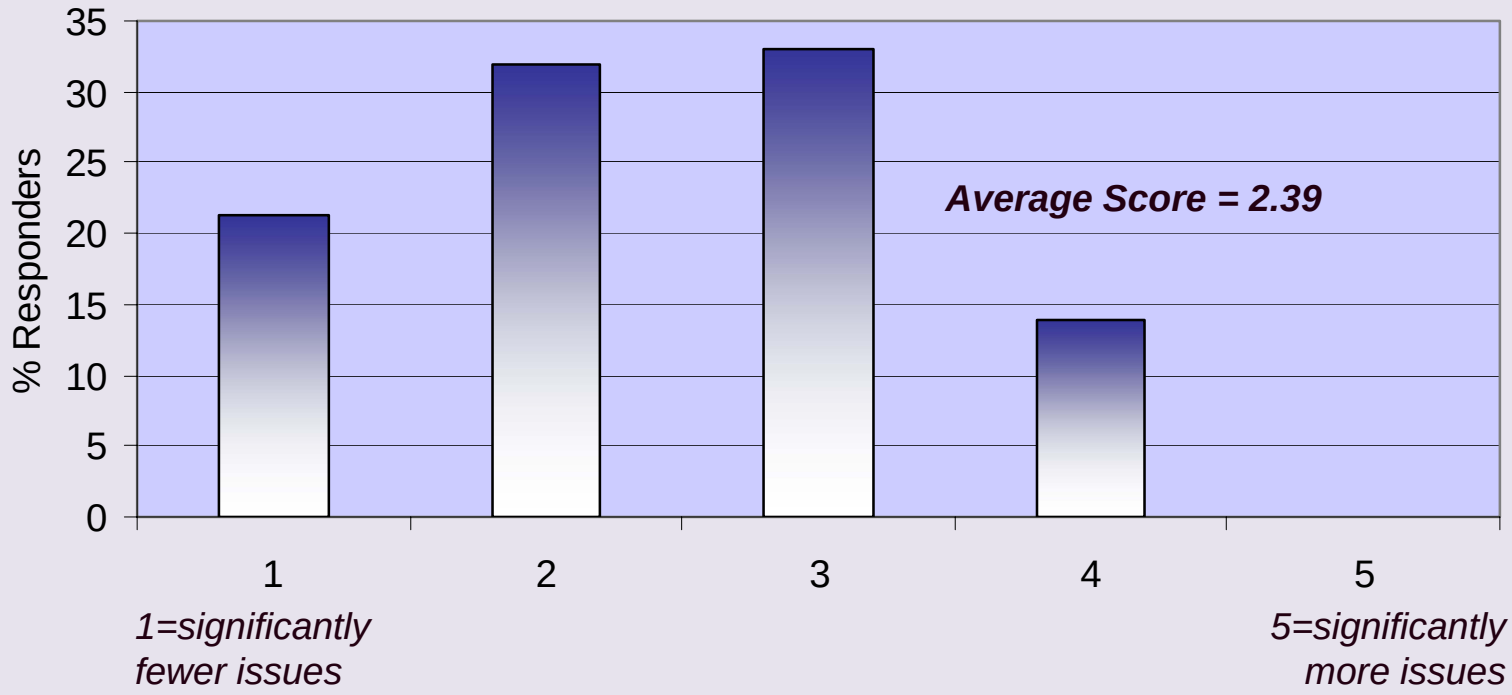
Do your foresee more or fewer application outages and periods of poor performance as you move more services to the cloud?



On average, responders expect fewer performance issues as services move to the cloud.

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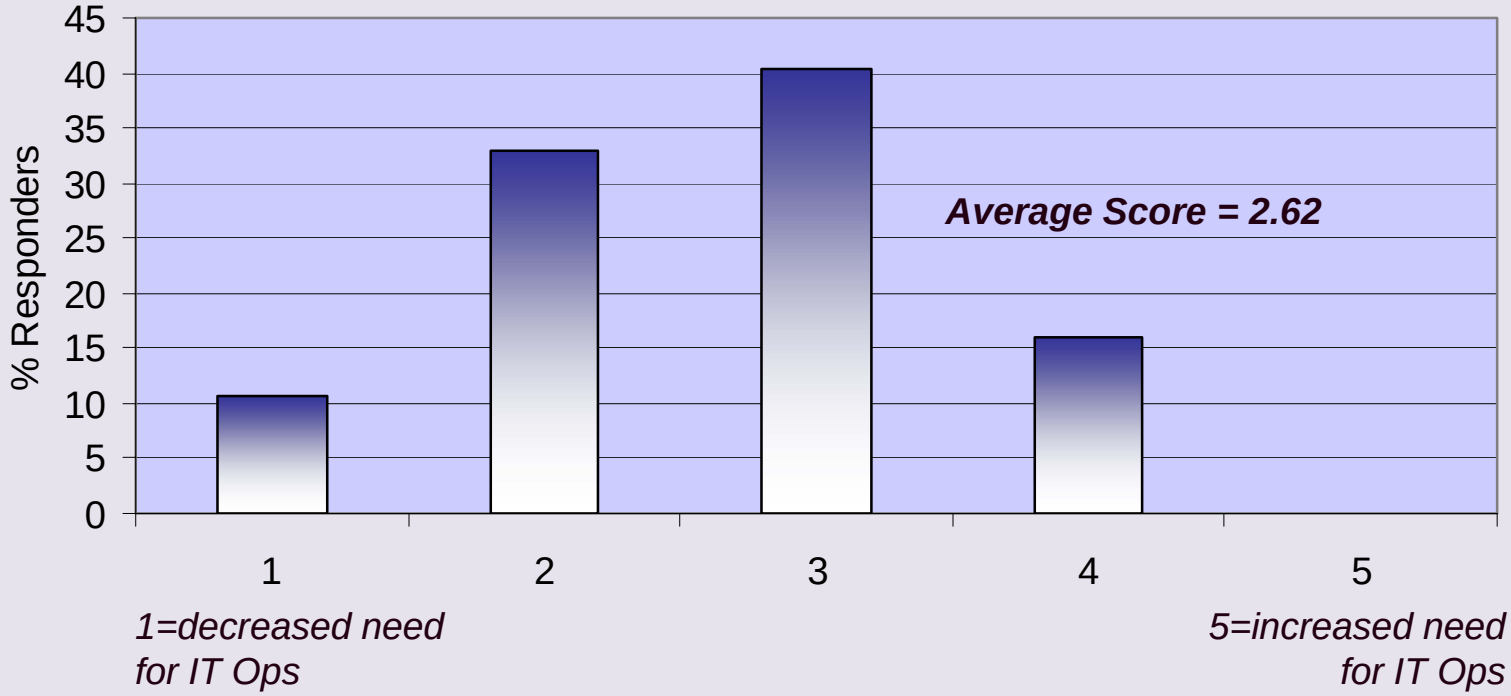
How important will your own organization's IT Operations function be as you move more assets to the cloud?



On average, organizations are uncertain about the role of IT Operations as assets move to the cloud.

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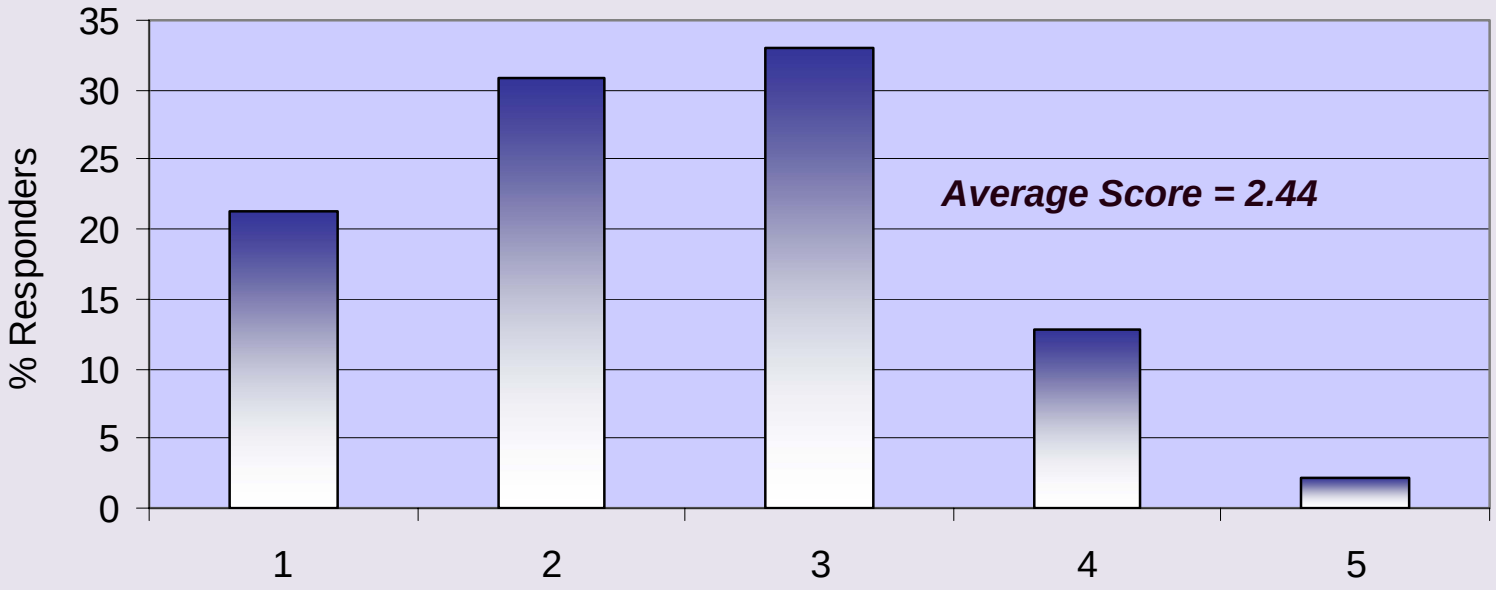
What do you expect to be the impact of cloud applications on workgroup collaboration and organizational silos?



1=cloud will help remove silos and increase collaboration

5=cloud will create more silos and decrease collaboration

There is a tendency to believe that the cloud will help remove silos and increase workgroup collaboration.

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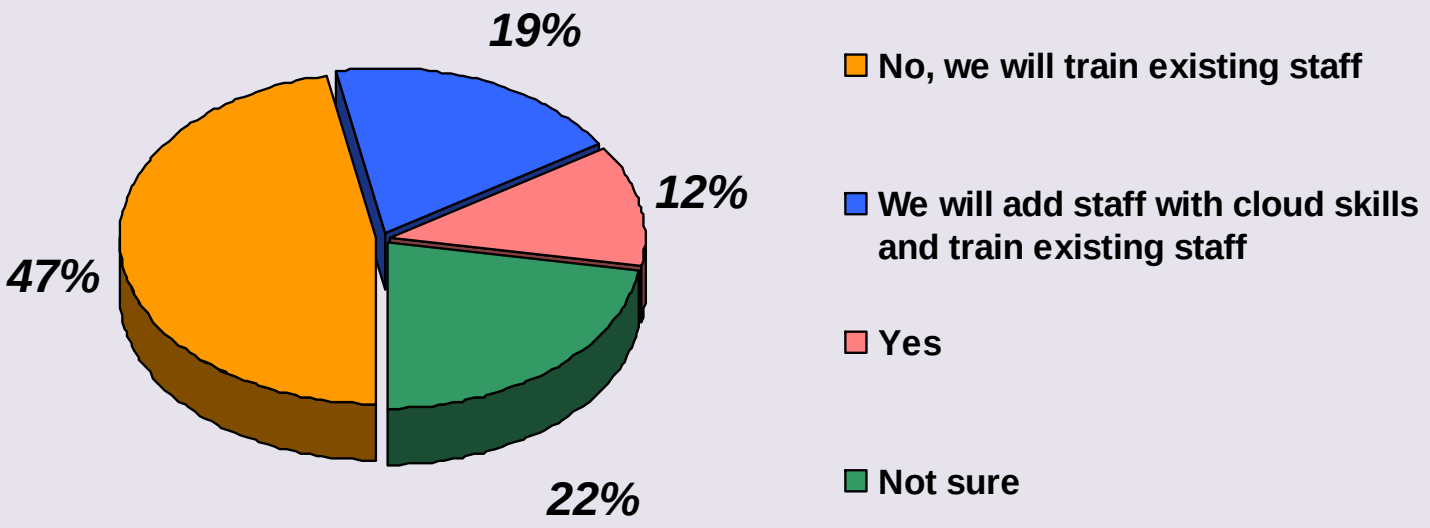
Do you expect you will need to hire additional IT Operations staff who possess cloud skills?



66% of responders plan to train existing IT Operations staff on the cloud and not rely solely on their service providers for management.

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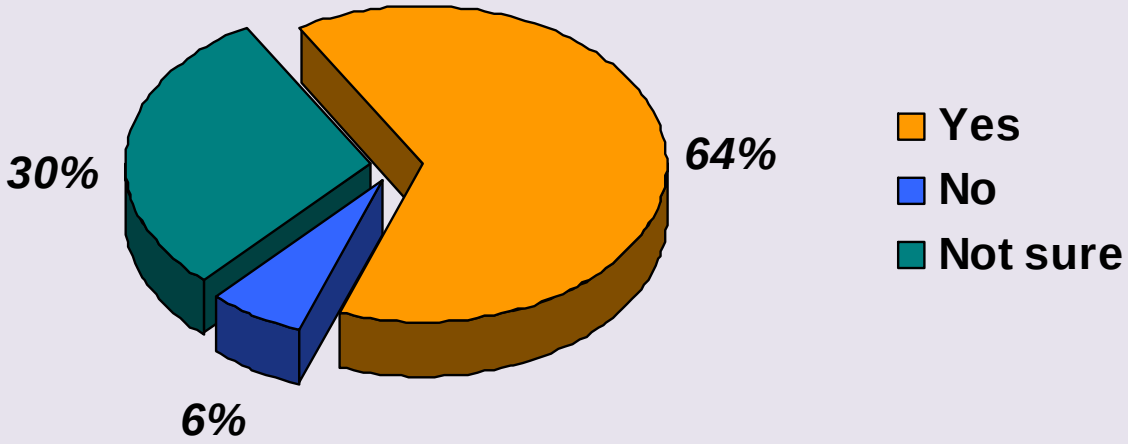
Do you expect you will need new management tools as you move services to the cloud?



64% of responders believe they will need new management tools as they move services to the cloud; nearly a third are not sure of their need yet.

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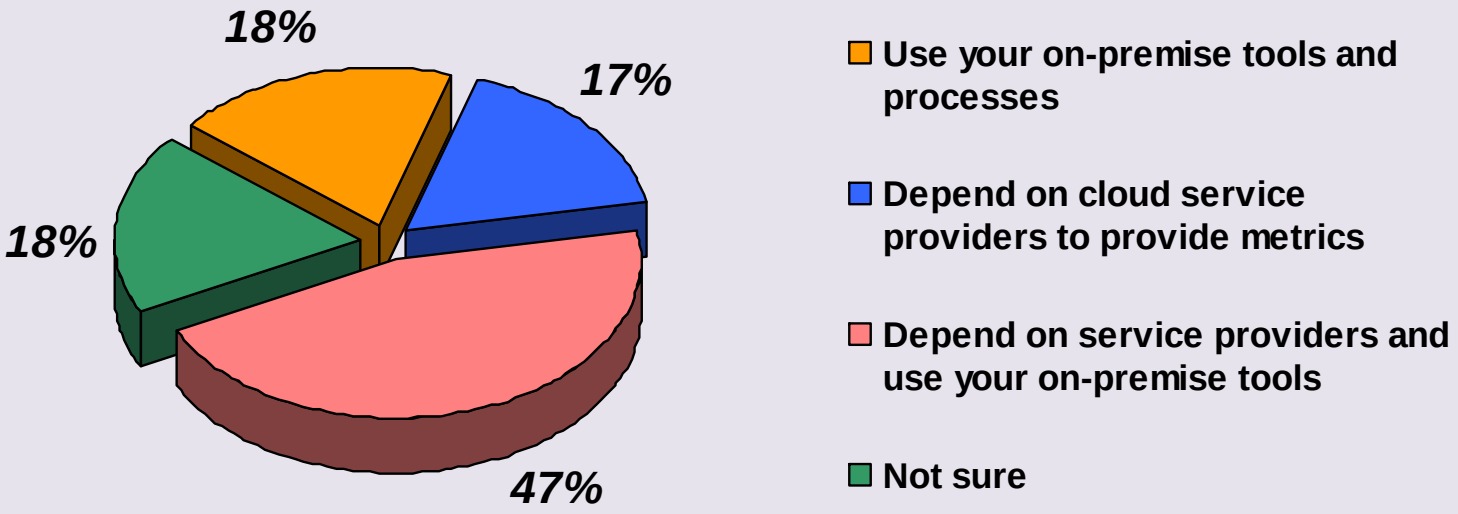
How will you measure the performance of services that you run in the cloud?



65% of responders plan to use on-premise tools to monitor the performance of services they run in the cloud.

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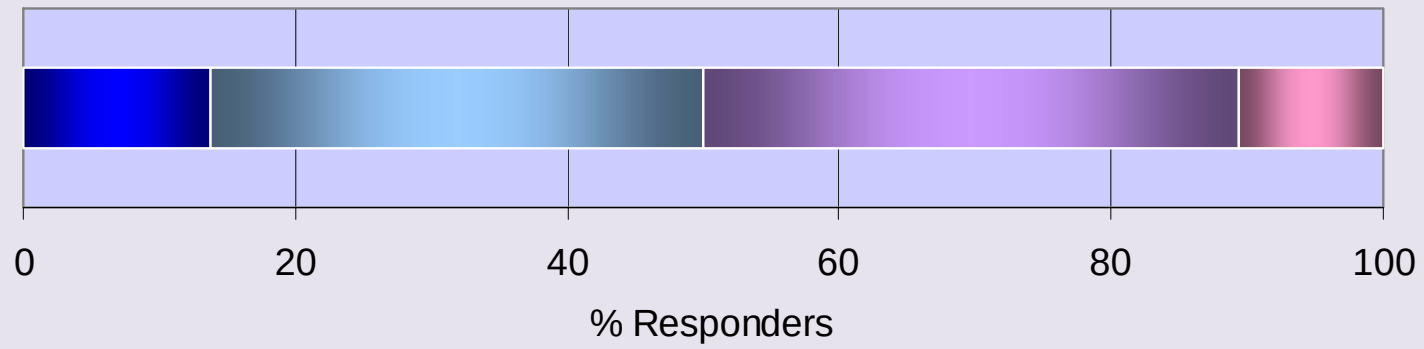
How do you expect your IT Operations Management costs (people and tools) to be affected as you move to the cloud?



Average Score = 2.47

1=significantly less costs to
5=significantly more costs

Responders expect that IT Operations Management costs will slightly decrease as they move to the cloud.

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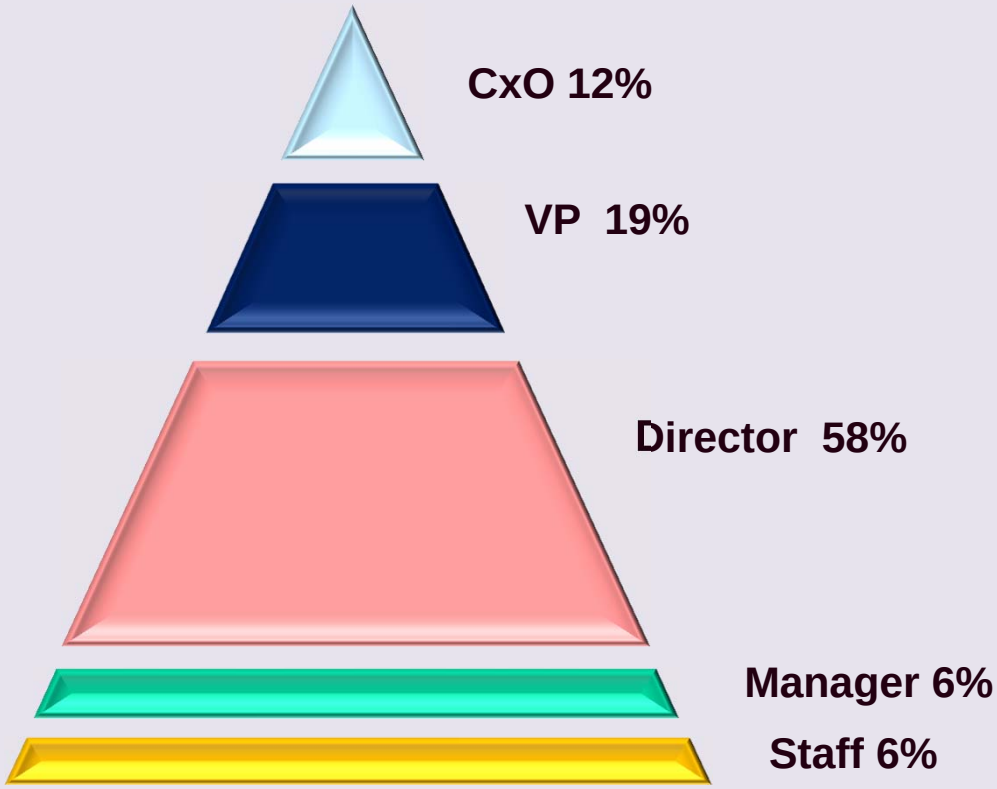
Profile of Responders: Job Level



88% of responders work at the Director level or above.

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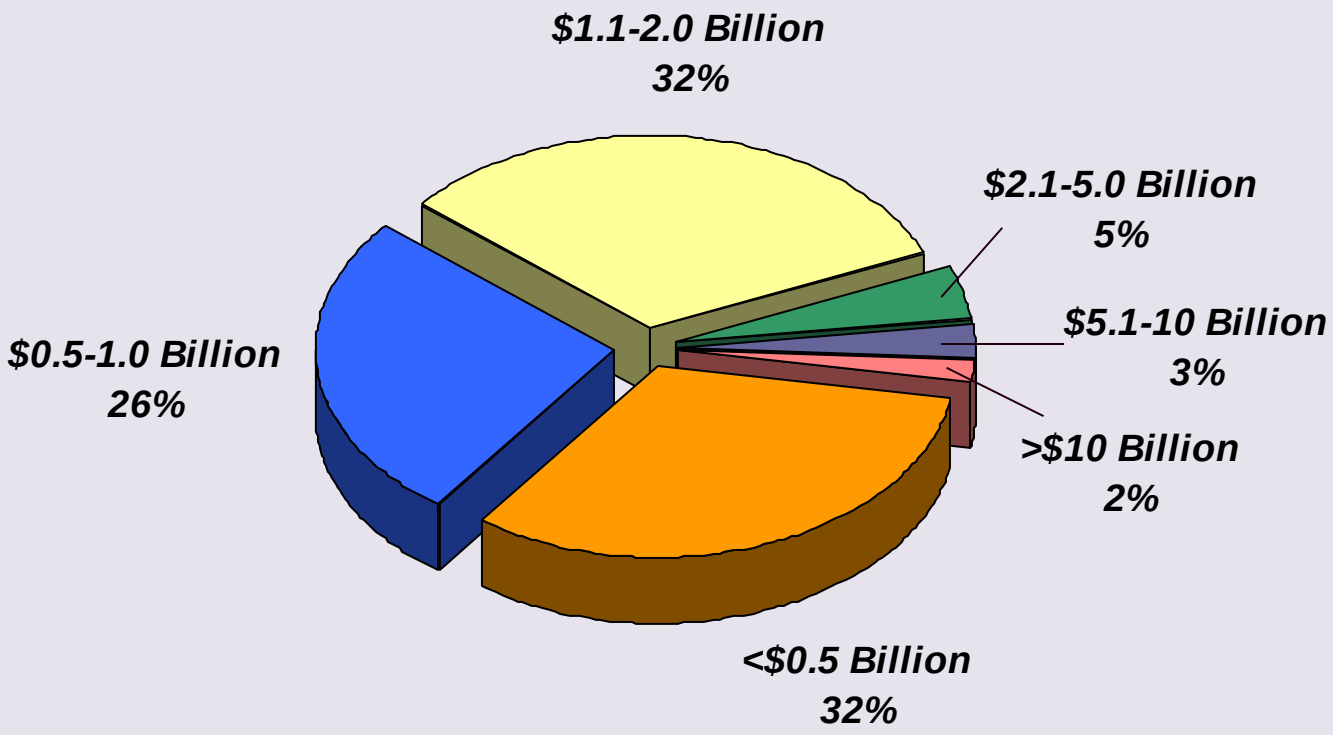
Profile of Responders: Company Revenue



58% of responders are employed by companies with annual revenues between $500 million and $2 billion.

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About ScienceLogic™

ScienceLogic centralizes IT operations and dynamic cloud management via a Management Fabric that correlates critical IT functions such as performance, fault, availability, asset, service desk, automation, and event management.

The ScienceLogic platform provides an accurate, actionable view of business service delivery across any mix of physical, virtual and cloud environments.

Beyond just monitoring, ScienceLogic gives enterprises the management capabilities needed to deliver optimal application performance, improve IT efficiency, and confidently move to new computing architectures.

For more information visit www.sciencelogic.com.