



The results of the 2019 Kaseya IT Operations Survey are in. The annual survey was conducted to gain a better understanding of the key challenges and priorities IT professionals in small and midsize businesses face. About 500 IT professionals from a wide variety of industries around the world weighed in to provide insight. Despite varied roles in their IT organizations, 66 percent of respondents identified their responsibility as “all of IT.”

KEY TAKEAWAYS:

TOP PRIORITIES FOR 2019

1. Improving security **57%**
2. Reducing IT costs **35%**
3. Delivering higher service levels **24%**

TOP CHALLENGES ANTICIPATED IN 2020

1. Cybersecurity and data protection **65%**
2. Lack of IT budget **35%**
3. Capacity and speed of network infrastructure **31%**

ALARMING CYBERSECURITY TRENDS

Security concerns were a recurring theme, and for many respondents, the reasons were grim.

Data breaches and outages are commonplace

- 83 percent of respondents experienced at least 1 outage in the past year.
- 44 percent of respondents had 2 to 4 outages in the past year.
- 10 percent of respondents had at least 1 security breach in the past year.
- 61 percent of respondents who experienced a security breach in the past year had 2 to 4 outages.

Ransomware attacks continue

- 12 percent of respondents experienced a ransomware attack in the past year, a 10 percent drop from 2018.

AT THE SAME TIME ...

VULNERABILITY MANAGEMENT POLICIES ARE A MIXED BAG

- Automated patch management is not widely adopted – only 42 percent of respondents automate or plan to automate patch management.
- 65 percent of respondents apply critical OS patches within 30 days of release.
- Over 73 percent of participants scan all servers and workstations for operating system patches regularly.
- *But, only 42 percent monitor third-party software and apply critical patches for these within 30 days – a major source of security risk!*

BACKUP AND DISASTER RECOVERY STRATEGIES IMPLEMENTED FOR SERVERS, BUT NOT SAAS

The need for backup is well understood.

- Nearly 9 out of 10 of respondents back up their servers.
- 69 percent of respondents back up locally and offsite.
- One-third of respondents have adopted backup to the cloud in combination with other media.
- 31 percent of participants have a formal business continuity disaster recovery (BCDR) plan in place.
- *However, only about 30 percent of respondents back up their SaaS application data.*

HOW SMBs ARE MAINTAINING COMPLIANCE

- HIPAA, PCI, and GDPR top the list of compliance regulations impacting respondents in 2019.
- HIPAA compliance (31%)
- PCI (26%)
- GDPR (16%)



READ THE COMPLETE 2019 KASEYA STATE OF IT OPERATIONS REPORT FOR SMALL AND MIDSIZE BUSINESSES.