



Get More Done in IT:

Top Findings from the 2015 IT Operations Survey

In early 2015, Kaseya surveyed approximately 500 mid-sized companies globally to find out how IT groups at these companies are faring as IT management demands grow in number and complexity every day – and to learn from the most mature and successful ones.

Why are some IT departments recognized as strategic partners by executives, while others are still perceived as a utility required to keep the business running? More importantly, what does it take to make sure your IT department is one of the successful ones?

We focused only on mid-sized companies (which we define as organizations with between 100-3,000 employees) since these IT groups face resource and planning challenges that are much different than IT groups at Global 2000 enterprises.

This eBook gives an overview of the survey results, highlighting the top 8 differences between mature, successful IT groups and their counterparts, as well as the top 5 strategies for IT to drive business results and end-user satisfaction.



IT Management Maturity Model

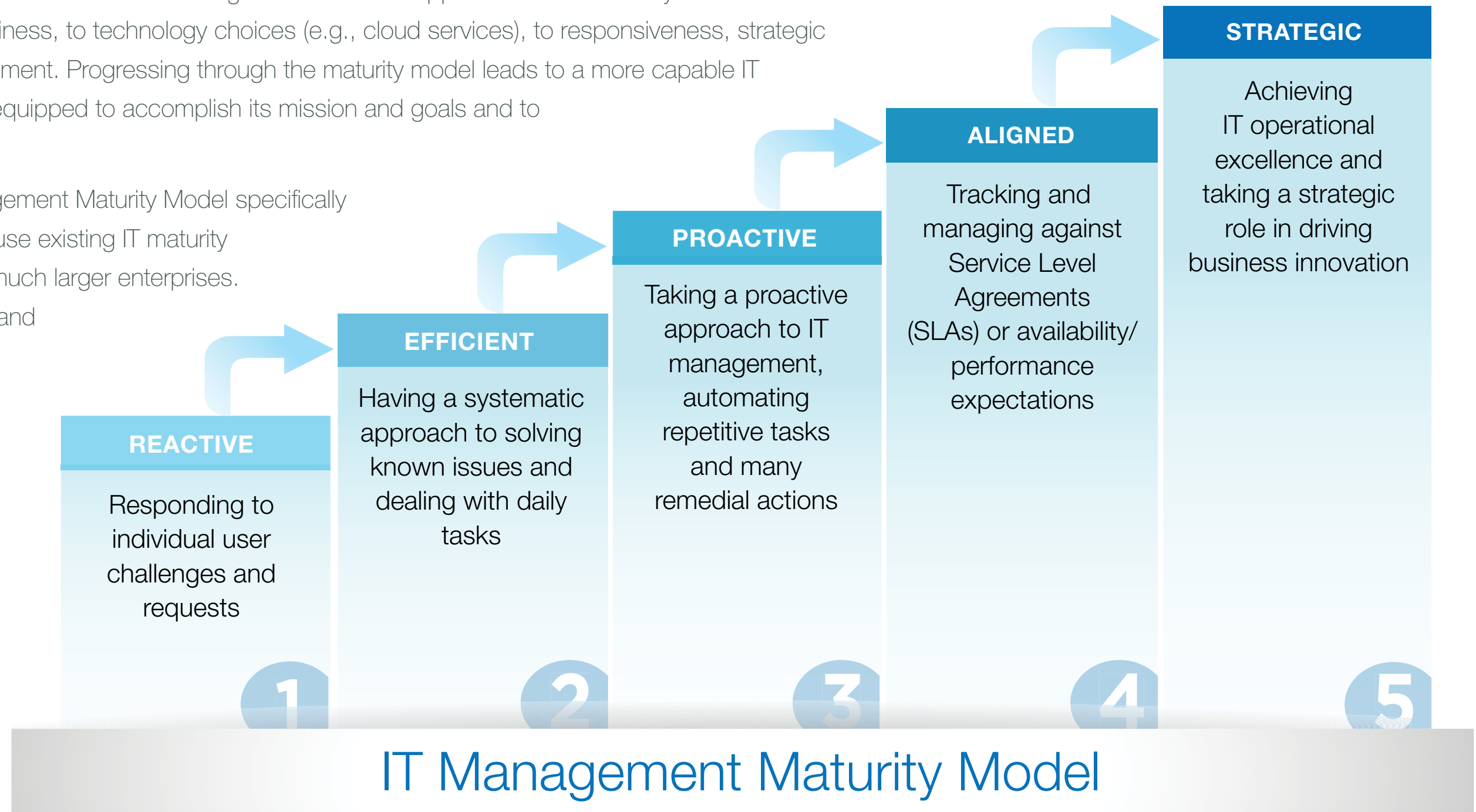
First, let's define some important terms used in this survey. We define IT Management Maturity as a way of describing:

People, technology and processes within IT that deliver and maintain your IT services

Maturity Levels simply measure how well the IT management function supports the IT needs of your business from systems and service readiness, to technology choices (e.g., cloud services), to responsiveness, strategic alignment and business enablement. Progressing through the maturity model leads to a more capable IT organization, one that's better equipped to accomplish its mission and goals and to help drive business success.

Kaseya developed its IT Management Maturity Model specifically for mid-sized companies because existing IT maturity models were only relevant for much larger enterprises.

This model, based on insights and feedback from our mid-sized customers, consists of five levels:



Eight Key Insights

So what did we learn from our survey respondents?

1

Only 11% of respondents consider their IT organizations to have reached either the Aligned or Strategic levels.



A clear majority of IT groups at mid-sized companies are in early stages of maturity. In fact, 89 percent classified themselves as being at one of the first three levels on the IT Management Maturity Model, namely Reactive, Efficient or Proactive. They primarily focus on internal IT challenges versus challenges faced by the business or the business' customers, and spend a good deal of time on day-to-day tasks that are much more manual than is ideal. Only 11 percent of respondents consider their IT organizations to have reached either the Aligned or Strategic levels.

2

Bigger doesn't mean better.

It would be easy to assume that as a business grows, its level of IT management maturity increases but this is not necessarily the case. We found no correlation between company size and IT maturity levels. Of course, larger organizations tend to have more IT resources. However, their IT needs are also more complex, keeping them in a lower-level of IT maturity.



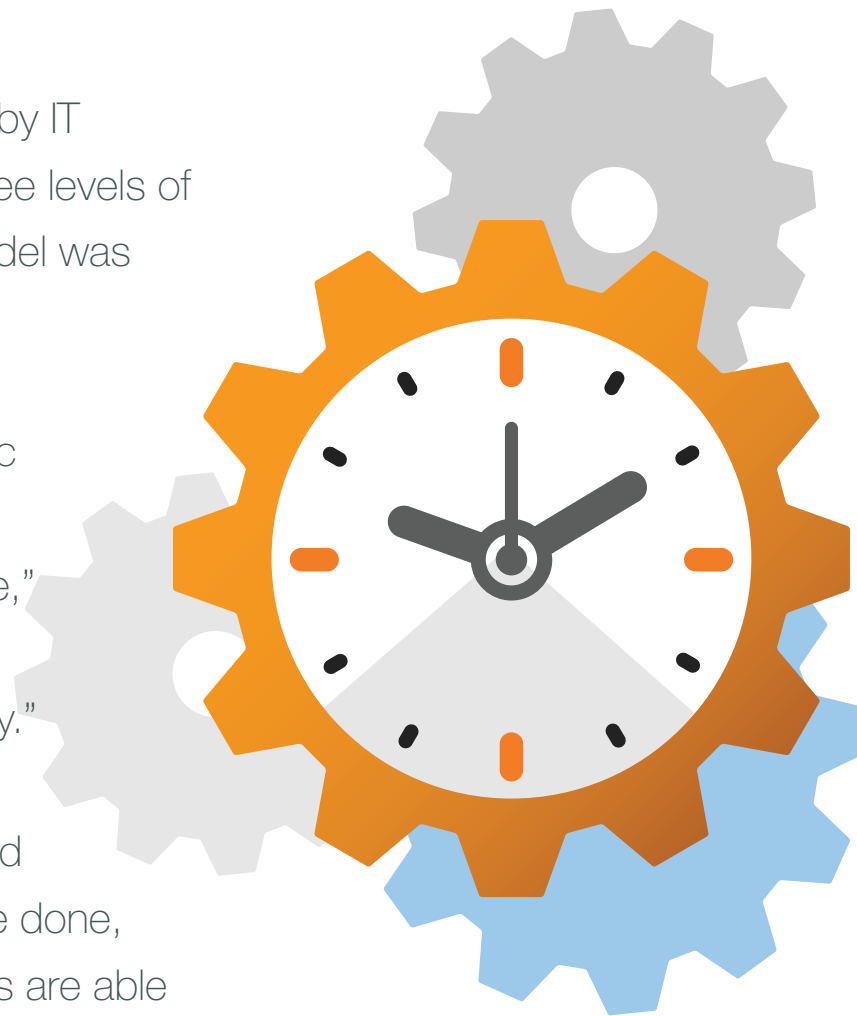
3

The chief challenge is completing projects on time.

The biggest challenge reported by IT organizations across the first three levels of the IT Management Maturity Model was “Completing projects on time.”

In contrast, the number one challenge for Aligned or Strategic groups was “Improving your company’s customer experience,” followed immediately by “Improving employee productivity.”

So, while the vast majority of respondents are just trying to find ways to free up time to get more done, the Aligned and Strategic groups are able to look at ways to leverage IT to improve user and customer experience.



4

Automation is underutilized.

At first glance, it seems that automation is strongly leveraged. 59 percent of all survey respondents use automation for management activities, including deployment or remediation.

Yet, there is great disparity among respondents in terms of the number of devices managed per technician. IT organizations with extensive automation are able to manage thousands of devices per technician, whereas over 90 percent of respondents report managing less than five hundred. This suggests many of those using automation are only using it in selected tasks as opposed to automating more comprehensively within their organization.



5

Measurement matters.

Those who do leverage metrics for benchmarking and service optimization operate at higher maturity levels than those who do not. Fully two thirds of companies at the Aligned or Strategic maturity levels have formal SLAs. For more than half of these companies, meeting their SLAs is a mandatory requirement. For companies at Efficient or Proactive levels of IT maturity, 40 percent monitor service levels but their SLAs are used primarily as guidelines only. Only 22 percent of Reactive level companies have formal SLAs but, again, primarily as a guidelines.



6

Strategy drives cloud adoption. (not costs)

Companies at the Aligned or Strategic levels of maturity are, on average, approximately 60 percent more likely to use cloud-based applications and infrastructure than companies at the lower levels. They are about 90 percent more likely to use them than companies at the Reactive level. More mature IT organizations use cloud management services (to manage private, public or hybrid cloud) primarily to increase IT staff productivity (by offloading repetitive and mundane tasks) and enable their IT staff to focus on IT projects that drive business strategy.



7

IT maturity correlates with revenue growth.

There is strong correlation between the level of IT management maturity and companies experiencing higher revenue growth. For companies who grew their revenue at greater than 10 percent between 2013 and 2014, 36 percent of the IT organizations were at the Aligned or Strategic maturity levels versus just 16 percent who were at the Reactive level.



8

More mature IT organizations have greater control.

IT organizations at Aligned or Strategic levels of maturity are 75% more likely to report that they are the primary decision maker for all IT decisions. In fact, this percentage grows steadily at each stage of the maturity model (rising from Reactive to Efficient, from Efficient to Proactive, etc.).



Recommendations and Next Steps

Most IT organizations at mid-sized companies struggle to meet their goals and objectives, due in large part to strong resource constraints. They can never find enough free time and/or limit unplanned interruptions to get their IT projects done on time.

In contrast, those few organizations who have reached the higher levels of IT management maturity by automating mundane activities, standardizing and streamlining processes, and leveraging cloud services have the time to focus on IT projects that drive business results and end-user satisfaction.

No matter where you fall on the IT Management Maturity Model, here are the top five steps that will have the biggest impact on improving your IT operations performance and maturity:

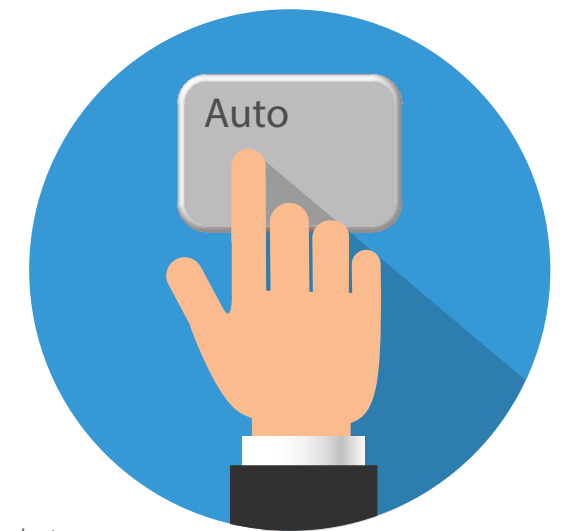
Start today!

It's never too late – and no IT group is ever too small – to starting taking control of IT processes. Developing a highly mature, highly respected IT group is not a function of company size, IT group size, or industry. IT infrastructure complexity is not going to go away. Demands on your IT group are, in fact, only going to increase. So, you have to take control, manage the complexity, and minimize its impact on IT and company productivity. Look for IT management and security tools that allow you to view, monitor and manage your entire IT environment holistically.



Automate everything!

Make sure to leverage as much automation as possible. Policy-based automation improves staff efficiency. Discovery, audit, software deployments (including third-party software), patches, antivirus updates, backup, and more, can all be automated based on defined policies. In addition, event-based remediation saves time by, for example, automatically initiating disk clean-up on a high CPU usage alert, isolating a client on virus detection, or rerunning backup on failed backup alert. Automation helps ensure that you identify and resolve IT problems before they cascade into crises.



Measure and track. Track and measure.

Do high-maturity IT organizations become that way because they track and measure their performance? Or does tracking and measuring performance help IT organizations evolve their IT maturity level? We can't definitively answer that question. But as with automation, tracking and measuring is no longer a luxury for 'someday.' Consolidating your IT management tools should naturally bring the benefit of simpler, more complete performance tracking and reporting. As Yogi Berra sagely said, "If you don't know where you are going, you might not get there."



Make friends with the cloud.

Cloud, and cloud-enabled services, certainly can help reduce infrastructure investments and other expenses. However, that's not where the real action is. Mature IT groups consider the cloud as a strategic enabler, allowing them to offload routine, repetitive tasks, scale at will, and focus their efforts on innovative IT projects to improve customer and end-user experience.



Consolidate IT management tools.

How many disparate IT management tools does your IT staff use today? Count up the minutes lost daily when an IT staff member transitions from one tool to the next (and sometimes to the next) to troubleshoot and resolve a problem. Then multiply THAT number by how many IT staff you have; then by week; then by month. Pretty soon, as they say, this adds up to real money.

More importantly, consider the costs beyond just productivity loss. Consolidated tracking and measuring, a key ingredient to achieve higher levels of IT maturity, becomes cumbersome and time-consuming. Furthermore, without a complete and consistent picture of your entire IT infrastructure, you can't make the connections and insights to drive meaningful process improvements, or ensure compliance and security requirements are routinely met.



Conclusion

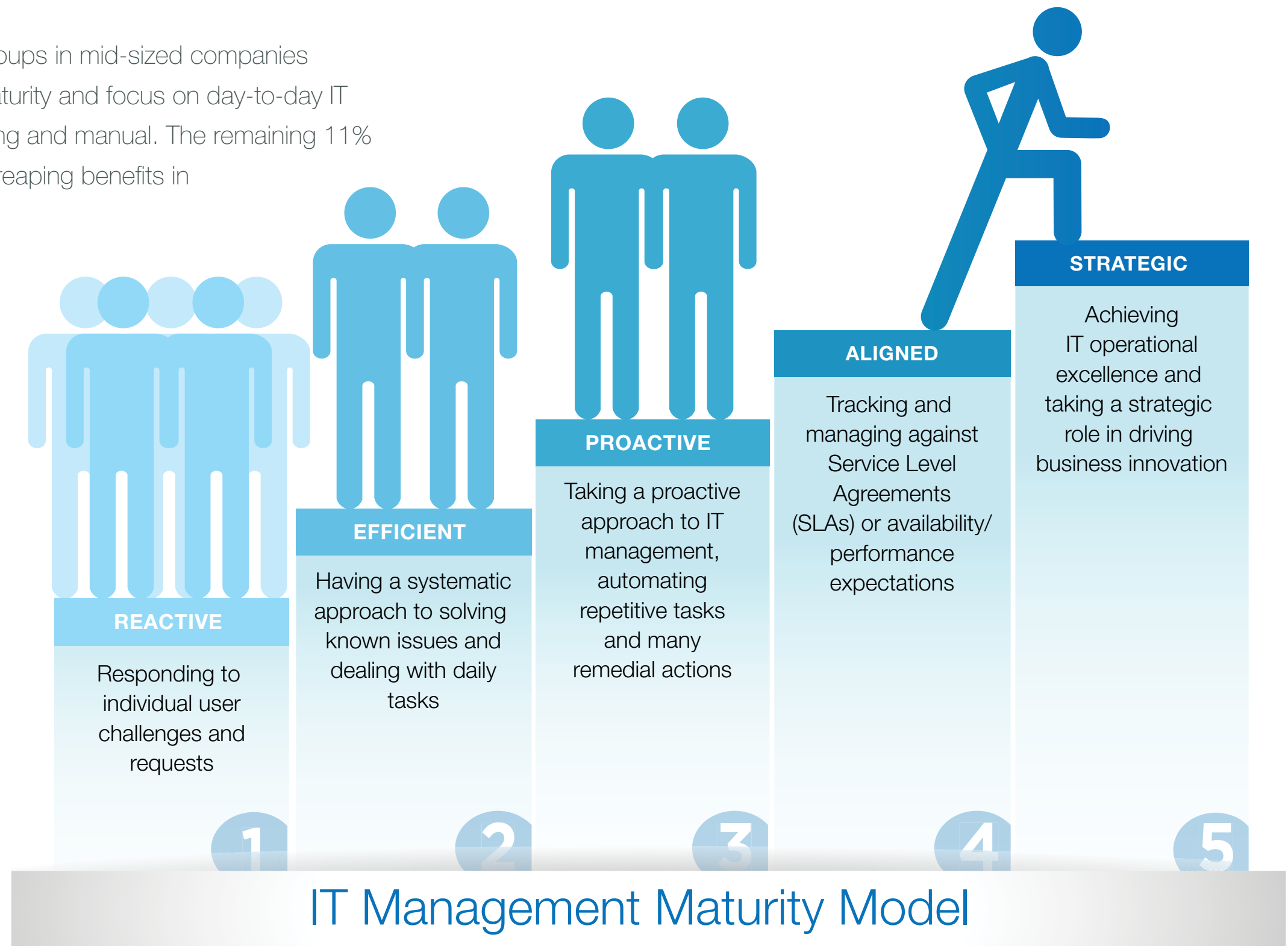
According to this survey's findings, 89% of IT groups in mid-sized companies are still in the early stages of IT management maturity and focus on day-to-day IT management tasks that are often time-consuming and manual. The remaining 11% have achieved higher levels of maturity and are reaping benefits in important ways for the business.

We hope that this eBook offers useful insight on how you can drive the effectiveness of both IT and the business using your current IT resources.

You can read the complete survey results by downloading the **IT Operations Benchmark Survey 2015**.

Kaseya is empowering IT groups worldwide to command all of IT centrally, manage remote and distributed environments with ease, and automate across IT management functions.

Visit www.kaseya.com today to find out how we can help you simplify IT management, free up time, and get more done in IT.



Kaseya is the leading provider of cloud-based IT management software. Kaseya solutions allow Managed Service Providers (MSPs) and IT organizations to efficiently manage IT in order to drive IT service and business success. Offered as both an industry-leading cloud solution and on-premise software, Kaseya solutions empower MSPs and mid-sized enterprises to command all of IT centrally, manage remote and distributed environments with ease, and automate across IT management functions. Kaseya solutions are in use by more than 10,000 customers worldwide in a wide variety of industries, including retail, manufacturing, healthcare, education, government, media, technology, finance, and more. Kaseya is privately held with a presence in over 20 countries. To learn more, please visit www.kaseya.com

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