

4 Key Insights

to Elevating IT

RESEARCH STUDY

E-Book | 2018

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OVERVIEW

4 Key Insights to Elevating IT

1

Connecting the dots to digital transformation

2

**Service-centric, centralized approach
can't be optional**

3

**Cloud management - from a "use case"
to key requirement**

4

Beyond monitoring

CIOs and IT leaders are realizing that a modernized IT operations practice is a critical element to any digital transformation initiative.

No matter what their organizations' priorities may be as they undertake these critical transformation projects, the success of these projects hinges directly on the ability of their IT operations teams to successfully navigate the transition to a cloud-first, service-oriented infrastructure.

This essential guide demonstrates four key monitoring insights that can help forward-thinking leaders modernize their IT through new tools and approaches to software-defined IT operations.

1 CONNECTING THE DOTS TO DIGITAL TRANSFORMATION



INCREASE IN NUMBER OF ORGANIZATIONS THAT INCLUDE MODERNIZING IT OPERATIONS IN THEIR DIGITAL TRANSFORMATION STRATEGIES SINCE 2016

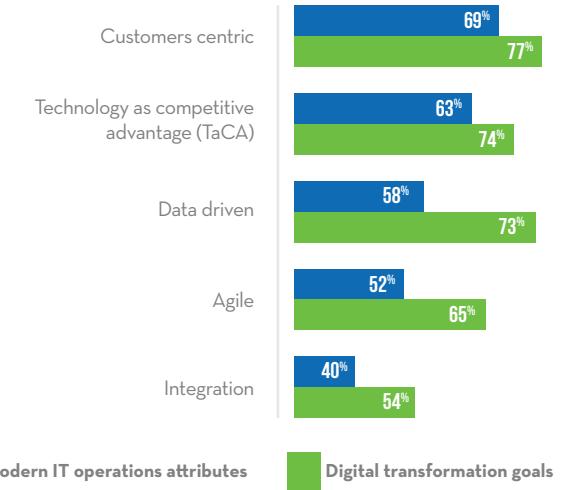
2.5X

More IT resources available for transformation, growth and innovation for top-performing organizations (TPOs) in IT operations as compared to all others

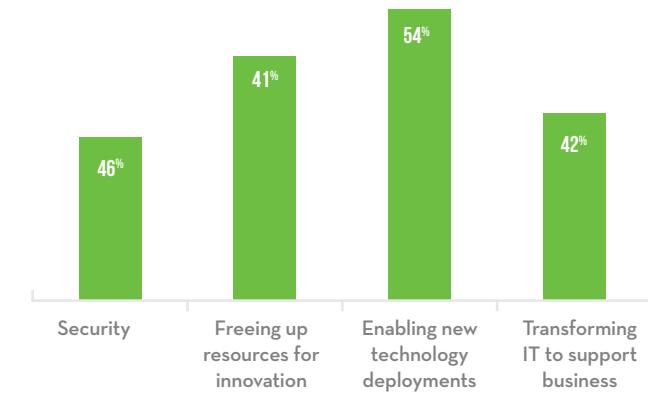
IT operations management technologies not only play an important role in enabling digital transformation and eliminating some of the key obstacles of becoming a digital business but also contribute to the main business goals of digital enterprises. However, the link between the value proposition of IT operations management and digital transformation is not easily noticeable.

In 2018, IT operations teams are looking to gain more visibility into how they contribute to the digitization of business processes and gain a better understanding of where they fit into the overall goals for digital transformation. Modernization of IT operations is in line with this effort as some of its key areas, such as automation, advanced analytics, security and user experience focus, are well aligned with the agendas of digital transformation leaders.

Digital transformation and IT operations alignment



Role of IT operations in addressing key challenges for digital transformation



2 SERVICE-CENTRIC, CENTRALIZED APPROACH CAN'T BE OPTIONAL



INCREASE IN ORGANIZATIONS
LOOKING TO TAKE A SERVICE-
CENTRIC APPROACH SINCE 2014

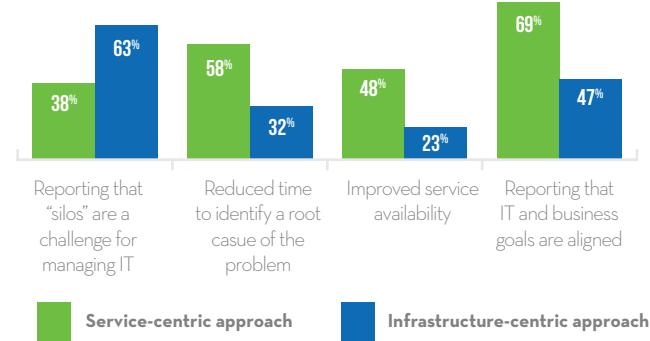
36%

More users per IT full-time equivalent (FTE) are being managed by organizations that are taking a centralized, “single-pane-of-glass” approach for IT performance management as compared to all others

The notion of the “single-pane-of-glass” monitoring approach and breaking down IT silos has been reported – as both the goal and challenge – for more than 10 years by user organizations. Also, we have seen a steady year-over-year growth in business services – as opposed to individual infrastructure elements – being a focal point of IT management. However, some organizations are still struggling with embracing this concept, which is increasingly leading to a variety of management issues.

Challenges of the increasing complexity and transformation of IT are making it apparent that a centralized, service-centric view into IT environments has become a “must-have” capability for IT operations.

The impact of taking a service-centric approach



3 CLOUD MANAGEMENT - FROM A “USE CASE” TO KEY REQUIREMENT



INCREASE IN DEPLOYMENT
OF CLOUD MANAGEMENT
CAPABILITIES OVER LAST
12 MONTHS

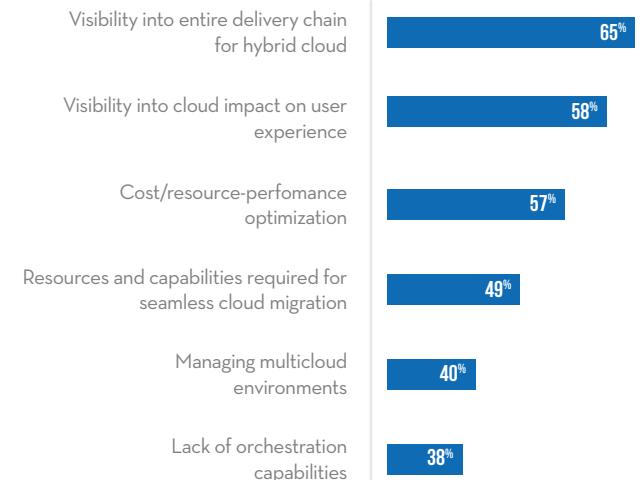
49%

Listed cloud management capabilities as one of the key selection criteria when evaluating IT operations solutions

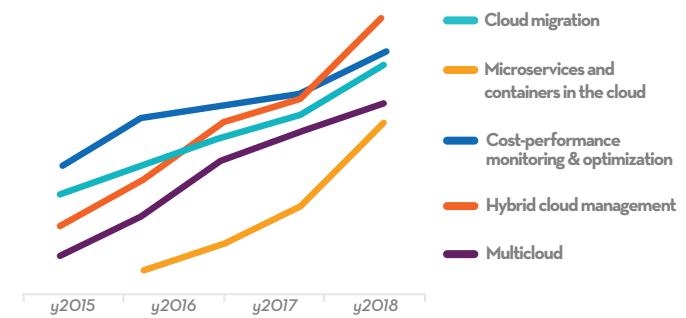
Capabilities for cloud management are no longer critical only for organizations that are “born in the cloud” or some specific industry verticals, but they are becoming increasingly important even for industries that were more hesitant to adopt cloud (such as financial services) in the past. Additionally, for IT operations and DevOps, managing, building and ensuring the performance of IT services in the cloud is a completely different game from the management perspective, as it requires a new set of capabilities and a different approach.

In 2018, cloud management will continue to change from being just one of the IT operations use cases to a key requirement for successful IT operations management.

Key performance challenges for cloud management



Use Cases



4 BEYOND MONITORING



INCREASE IN PLANS FOR
DEPLOYING NONMONITORING
CAPABILITIES FOR IT
OPERATIONS IN 2018

62%

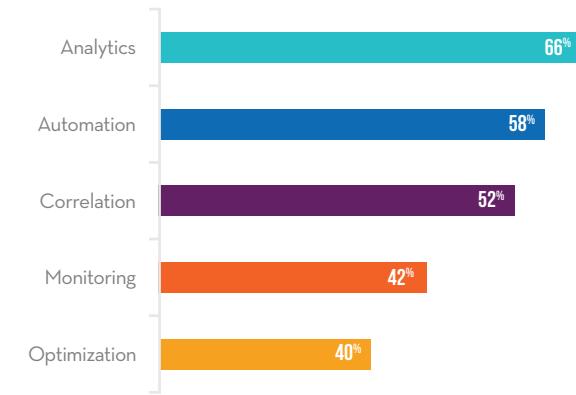
Of capabilities that have the strongest impact on top-performing organization (TPO) performance are not related to monitoring

32%

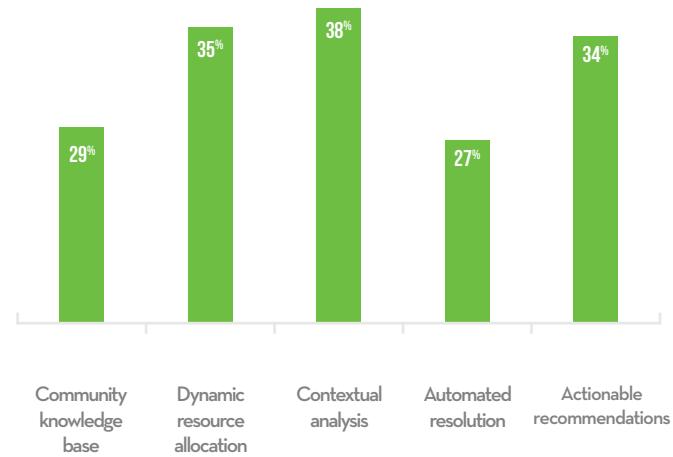
Of organizations reported that consolidation of monitoring tools is one of the key goals for IT operations management in 2018

Going into 2018, we are seeing that some of the emerging solutions for modern IT operations management do not even include monitoring capabilities. With organizations looking to reduce the complexity and noise of traditional IT monitoring tools, they are becoming increasingly interested in solutions that are focused on areas like optimization, automation, correlation or knowledge management. This shows that creating winning IT Operations strategies is becoming more complex and requires a multi pronged approach that is taking into consideration all of the keys of IT goals.

High importance for IT operations strategies in 2018



Capabilities organizations interested in adopting



CONCLUSION

Transforming IT operations requires tremendous focus and commitment, and choosing the right priorities matters. Leading IT organizations are already finding that building management practices that are service-centric and cloud-ready will set them up to optimize operations further through automation and intelligent correlation.

Discover why many of these leading IT organizations are using solutions provided by Zenoss, the leader in software-defined IT operations, to manage services delivered in hybrid cloud environments.



Download the Complete Study

Source: This e-book is an excerpt from the 2017 Digital Enterprise Journal (DEJ) research study that identified 17 key areas that had the strongest impact on IT operations in 2017 and are projected to be shaping this market in 2018 and beyond.



ABOUT ZENOSS:

Zenoss works with the world's largest organizations to ensure their IT services and applications are always on. Zenoss develops software as a service that builds comprehensive real-time models of hybrid IT environments, providing unparalleled holistic health and performance insights exactly where they are needed. As the leader in software-defined IT operations, we enable our customers to predict outages, dramatically reduce downtime, and redirect IT resources to projects that transform their businesses.



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