



## **Survey Results Comparison**

FOSE 2007 vs. 2007 Interop New York

<b>FOSE 2007</b> <b>March 20-22, 2007</b>	<b>2007 Interop New York</b> <b>October 22-26, 2007</b>
<p>113 survey participants</p> <p>Audience: Network Engineers, Systems Administrators, IT Managers and Directors</p> <p>More than 90% of FOSE survey respondents worked for a federal government agency, or government contractor. The remaining respondents worked for state and local government agencies.</p>	<p>100 survey participants</p> <p>Audience: Network Engineers, Systems Administrators, IT Managers and Directors</p> <p>Survey respondents were spread across verticals: Financial Services (18%); IT/Consulting Services (13%); Academic (11%); Government Civilian (9%); Manufacturing (8%); Telecommunications (8%); Healthcare (6%); IT Computing/Network products (5%); Media (5%); Research &amp; Development (3%); Retail distribution/Consumer products (3%); Defense (2%); Other (.09%)</p>
<p align="center"><b>KEY FINDINGS</b></p>	
<p align="center"><b>VIRTUALIZATION MANAGEMENT</b></p>	
<p><b>ScienceLogic's Take:</b> <i>Virtualization is hot – in both public and private sector. In government, the promise of cost savings around server consolidation is driving the adoption of virtualization. As a result, we expect adoption of virtualization management solutions to follow suit and continue their momentum in the next 12 – 18 months.</i></p>	
<ul style="list-style-type: none"> <li>o 93% say that virtualization management is important to their operations.</li> <li>o Over 20% already have tools in place for this and another 1/3 planning implement this technology by next year.</li> </ul>	<ul style="list-style-type: none"> <li>o 75% say that virtualization management is important to their operations. Of that 75%, 39% rank it as <b>very</b> important to their operations.</li> <li>o 35% already have tools in place for virtualization management. 48% plan to implement this technology by next year.</li> </ul>
<p align="center"><b>ITIL/CMDB</b></p>	
<p><b>ScienceLogic's Take:</b> <i>ITIL/CMDBs are still in the infancy stage in government. In industry, ITIL and CMDBs are proving to be even less important than in government, which strongly contradicts everything we've heard about the promise of ITIL and CMDBs.</i></p>	
<ul style="list-style-type: none"> <li>o Only 55% of agency IT departments feel that ITIL and CMDBs are important to their operations.</li> <li>o 30% planning to implement some form of solution by next year.</li> <li>o 30% didn't know or didn't answer.</li> <li>o Only 1% actually had tools in place to support this.</li> </ul>	<ul style="list-style-type: none"> <li>o ITIL is not a priority for respondents with nearly 60% citing it as middle to low importance.</li> <li>o 38% are planning to implement some form of solution by next year.</li> <li>o 48% had no plans for implementation or responded "do not know."</li> <li>o Only 14% actually had tools in place to support this.</li> </ul>
<p align="center"><b>DASHBOARDS / OPERATIONAL BUSINESS INTELLIGENCE</b></p>	
<p><b>ScienceLogic's Take:</b> <i>Much has been said about the need to align IT with the business. Network and systems administrators understand this goal, but for now as the people living the problems each day, this doesn't seem to be their main priority. After other IT priorities – like virtualization management– are implemented, we expect significant growth in the adoption of Operational Business Intelligence and dashboards.</i></p>	
	<ul style="list-style-type: none"> <li>o Dashboards/Operational Business Intelligence ranked fourth in terms of importance with 63%.</li> <li>o 22% of respondents report they currently have tools in place, and 53% say they plan to implement in the next year.</li> </ul>

**FOSE 2007**

March 20-22, 2007

**2007 Interop New York**

October 22-26, 2007

**COMPLETE IT ASSET MANAGEMENT / INVENTORY**

**ScienceLogic's Take:** *This is an on-going issue, but one that doesn't have as much buzz as something like virtualization management. Most every organization – across public and private sectors – ranks this as an issue of major importance, but surprisingly most do not have tools in place.*

- |   |  |
|---|--|
| <ul style="list-style-type: none"> <li>Over 70% say that a complete IT asset inventory is important to them</li> <li>43% are planning to implement a full assessment by next year.</li> </ul> | <ul style="list-style-type: none"> <li>IT Asset Management/Inventory is important to 82% of those surveyed. Of that 82%, 55% rank it as <b>very</b> important to their operations.</li> <li>36% already have tools in place for IT Asset Management/Inventory and another 50% planning to implement by next year.</li> </ul> |
|---|--|

**MULTI-VENDOR DATABASE MANAGEMENT**

**ScienceLogic's Take:** *Organizations are using multiple vendors when it comes to databases, but multi-vendor database management is not a burning issue at this time.*

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li>74% of agency respondents feel that multiplatform database management is an integral part of their IT operations</li> <li>Only 37% of those who responded actually plan to implement such a solution by next year.</li> </ul> | <ul style="list-style-type: none"> <li>While Multi-Vendor Database Management ranked high on the scale of importance (58%), it ranked low on tools in place with only 20%.</li> </ul> |
|--|---|

**CONFIGURATION MANAGEMENT**

**ScienceLogic's Take:** *Understanding how various IT components are linked and how they work together is important to government IT organizations, though most have not deployed sufficient tools in this regard. As they work to optimize the deployment of IT assets and understand how those assets are impacted by changes in the IT environment, configuration management will continue to be important.*

- |  |  |
|--|--|
| <ul style="list-style-type: none"> <li>88% of agency respondents say that configuration management is important to them</li> <li>60% are planning to implement such a program by next year.</li> </ul> |  |
|--|--|

**FISMA COMPLIANCE/REPORTING**

**SECURITY INFORMATION MANAGEMENT**

**ScienceLogic's Take:** *Security continues to be a significant priority in both public and private sectors. Out of all of the issues discussed in this survey, security information management is clearly one of the hottest issues today.*

- |   |  |
|---|--|
| <ul style="list-style-type: none"> <li>FISMA is, surprisingly, only important to 66% of the agency IT staff surveyed.</li> <li>Of those who answered, only 14% already had tools in place to help them with another 25% having plans to implement FISMA tools/solutions by next year.</li> <li>The average "grade" for government agencies improved this year only to C- from last year's D+ - possibly not surprising in light of the answers to this survey.</li> </ul> | <ul style="list-style-type: none"> <li>83% say that security information management is important to their operations.</li> <li>Only about a third of respondents already have a security information management tools in place, with another 50% reporting plans to implement by next year.</li> </ul> |
|---|--|

## FOSE 2007

March 20-22, 2007

## 2007 Interop New York

October 22-26, 2007

### IPv6

**ScienceLogic's Take:** These results validate what we've all thought – IPv6 is not a priority, in government or private sector. It is reported that all government agencies will not meet the June 2008 deadline to be IPv6 ready. One reason for government adoption of IPv6 is to push industry to follow so it's no surprise that industry is lagging behind.

- 1 in 5 respondents (20%) believe their agencies will meet the June 2008 mandate to run IPv6 on all Federal government agency backbones.
- Nearly 1 in 5 respondents (20%) believe that their agencies will NOT be ready.
- Over a 1/3 responded that they were uncertain.

- IPv6 is not a priority with 73% of respondents citing it as a middle to low priority.
- Of those answered, only 8% have tools to support IPv6 in place, with another 29% having plans to implement by next year. An overwhelming 63% have no plans to implement tools and another 20% responded "do not know."

### Top 3 challenges facing my agency's IT department today are:

### Top challenge facing my IT department is:

**ScienceLogic's Take:** Government agencies are much more in agreement than industry when it comes to identifying their IT pain points. In industry, the challenges are more diverse.

- IT Security (82%)
- Budget Constraints (75%)
- New Technology and Innovation (42%)

- Improving service levels (29%)
- Supporting new technologies/enabling innovation (22%)
- Boosting staff productivity (17%)
- Meeting compliance requirements (15%)
- Reducing management costs (11%)
- Deploying virtualization (5%)
- Other (1%)