Strategies for IT Automation

Red Hat

Summary Results | June 2021
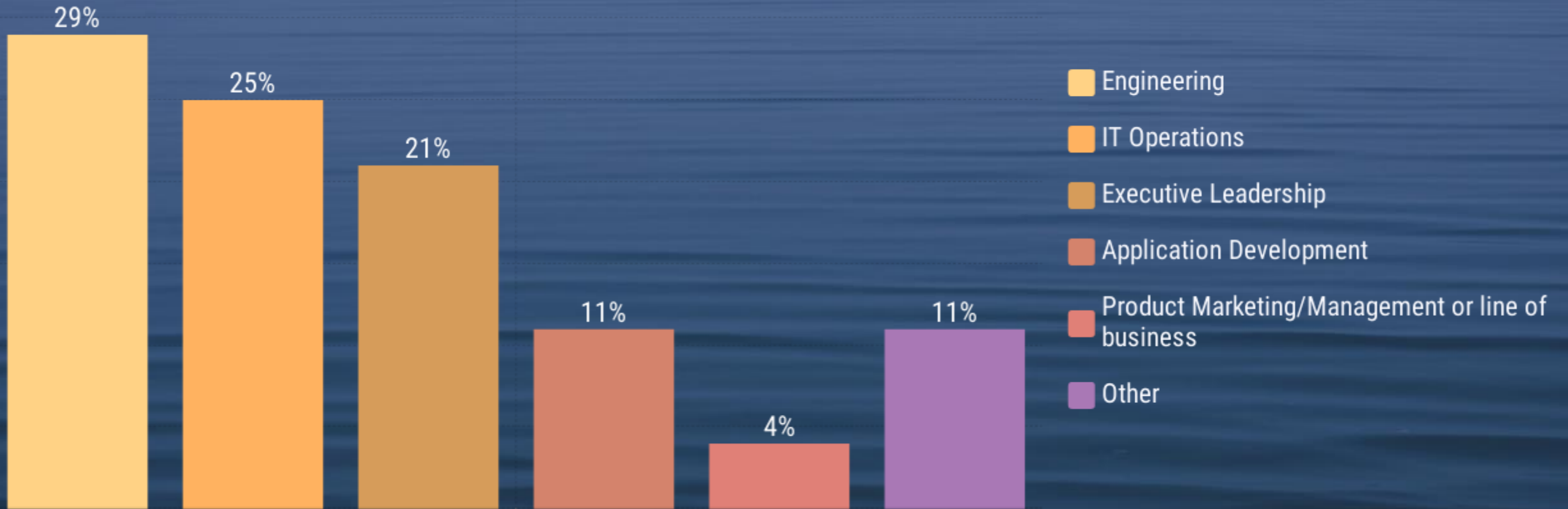
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EXECUTIVE OVERVIEW

Sure, IT automation can reduce the demand for manual processes and operations, unleashing greater enterprise-wide productivity. But how are organizations actually deploying and using IT automation now?
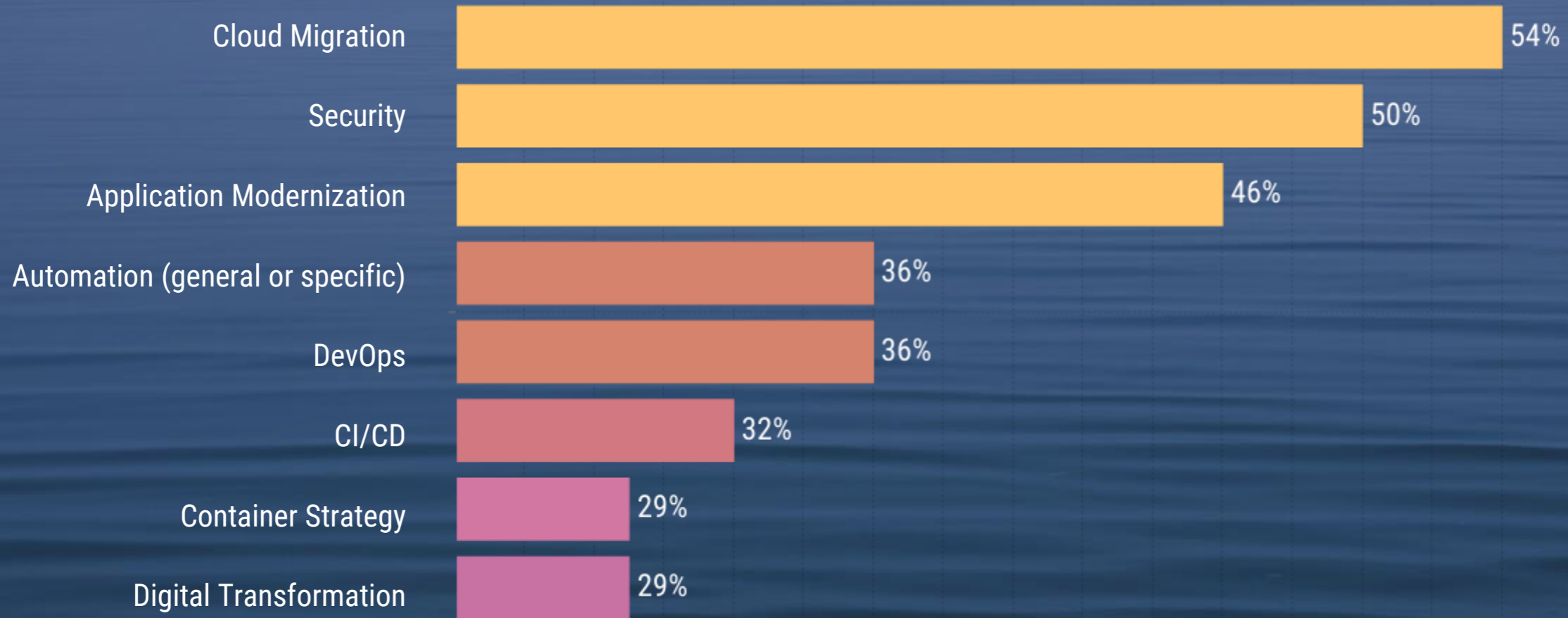
This survey asks respondents to report:

- What do you use IT automation for within your company?

- What best describes your IT automation efforts to date?

- What would be the most significant benefits of IT automation for your organization?

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Which team are you on in your organization?

- **Engineering** — 29%
- **IT Operations** — 25%
- **Executive Leadership** — 21%
- **Application Development** — 11%
- **Product Marketing/Management or line of business** — 4%
- **Other** — 11%

Three quarters of those responding to the survey report to one of three organizational teams: Engineering, IT operations, or Executive Leadership.
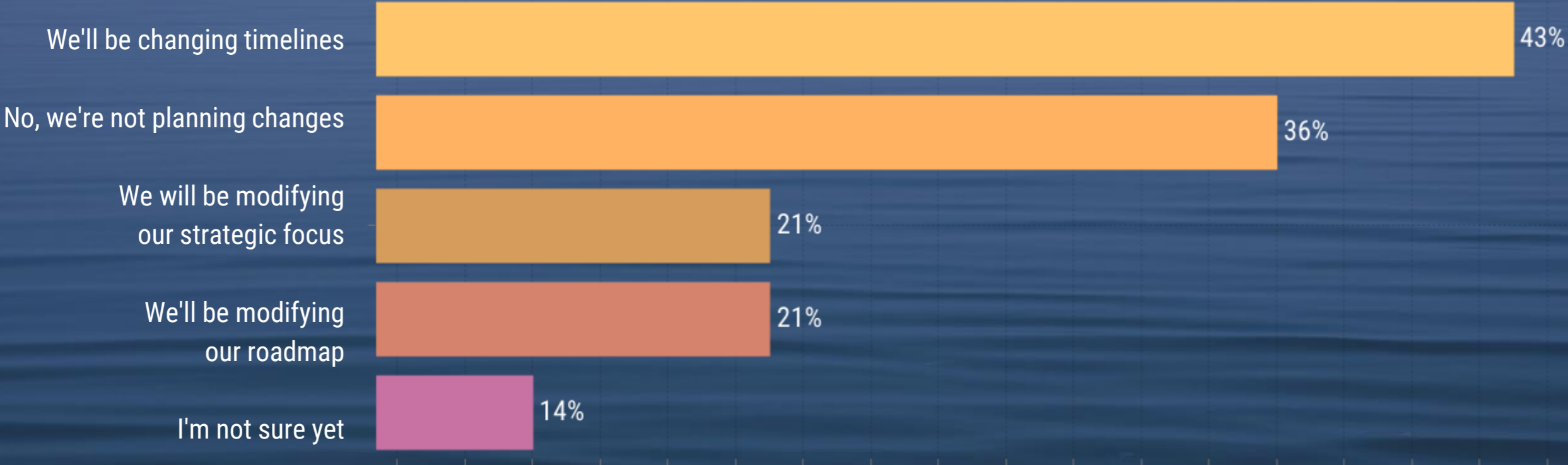
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At the start of 2021, what were your top three IT priorities?

Priority	Percentage
Cloud Migration	54%
Security	50%
Application Modernization	46%
Automation (general or specific)	36%
DevOps	36%
CI/CD	32%
Container Strategy	29%
Digital Transformation	29%

Top 3 IT priorities cited this year among respondents: cloud migration, security, and application modernization.

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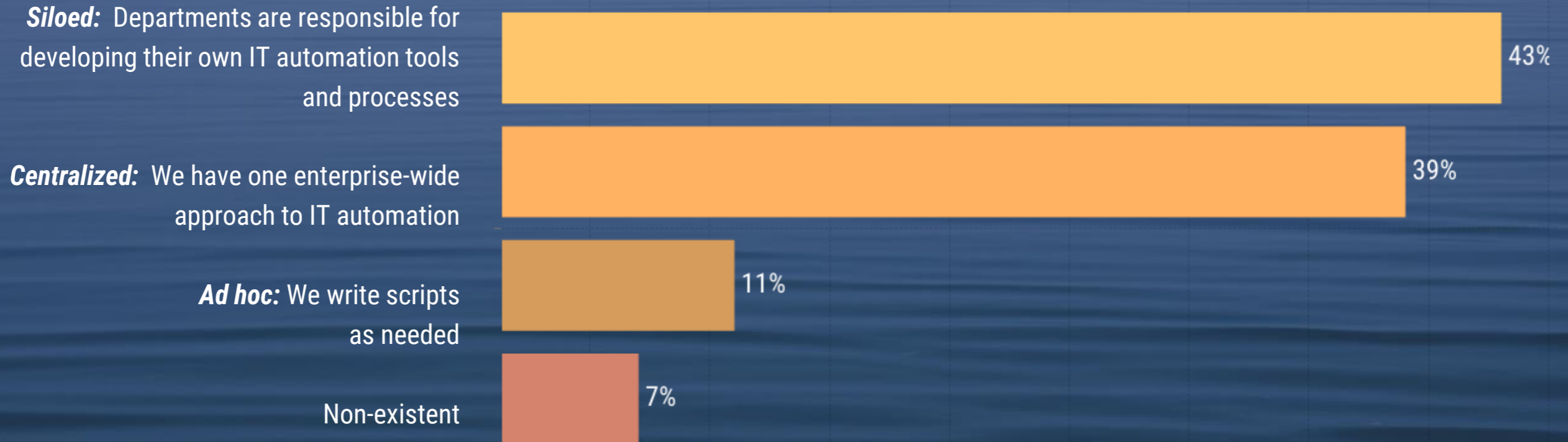PulseReport

Have the global events of 2020 resulted in any major changes to your IT strategy or roadmap?

We'll be changing timelines	43%
No, we're not planning changes	36%
We will be modifying our strategic focus	21%
We'll be modifying our roadmap	21%
I'm not sure yet	14%

More than a third of respondents report they are resolutely staying the course in their IT strategy, unchanged by the pandemic and related events. But 43% are changing their timelines, and 42% plan to change either their strategic focus or roadmap... or both.

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What best describes your IT automation efforts to date?

Siloed: Departments are responsible for developing their own IT automation tools and processes — 43%

Centralized: We have one enterprise-wide approach to IT automation — 39%

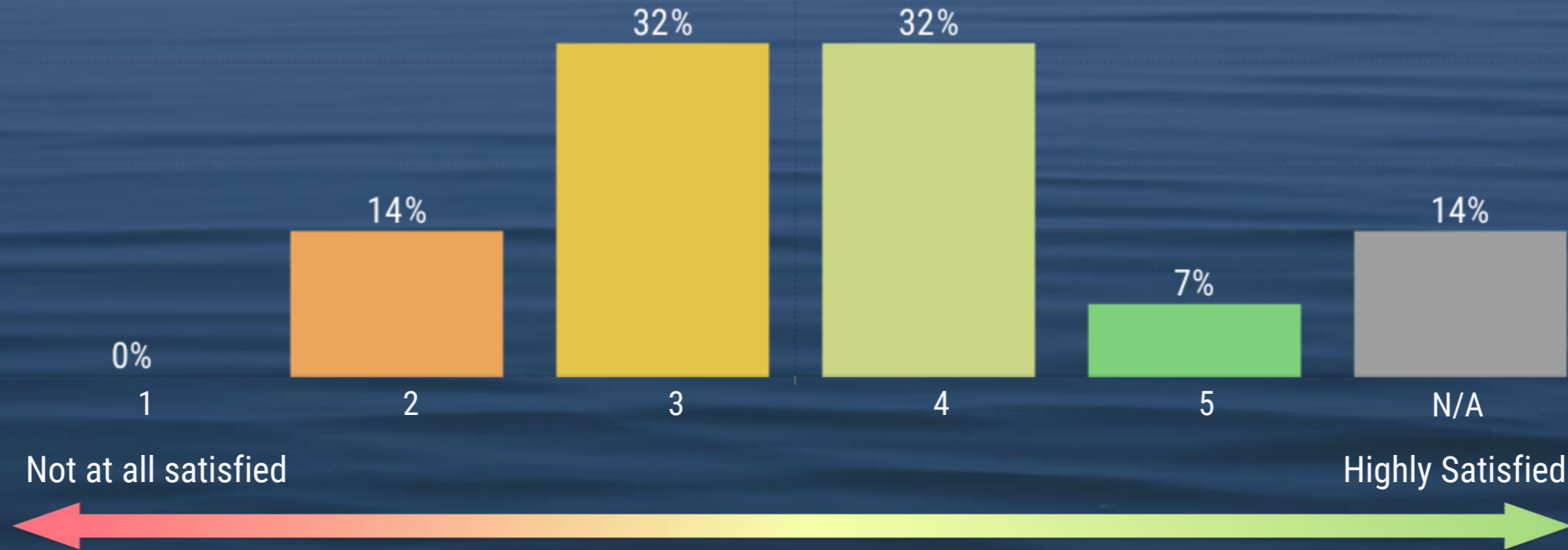**Ad hoc:** We write scripts as needed — 11%

Non-existent — 7%

43% of respondents say their IT automation efforts are patchwork, siloed within departments. A centralized, enterprise-wide automation strategy is reported by 39%.
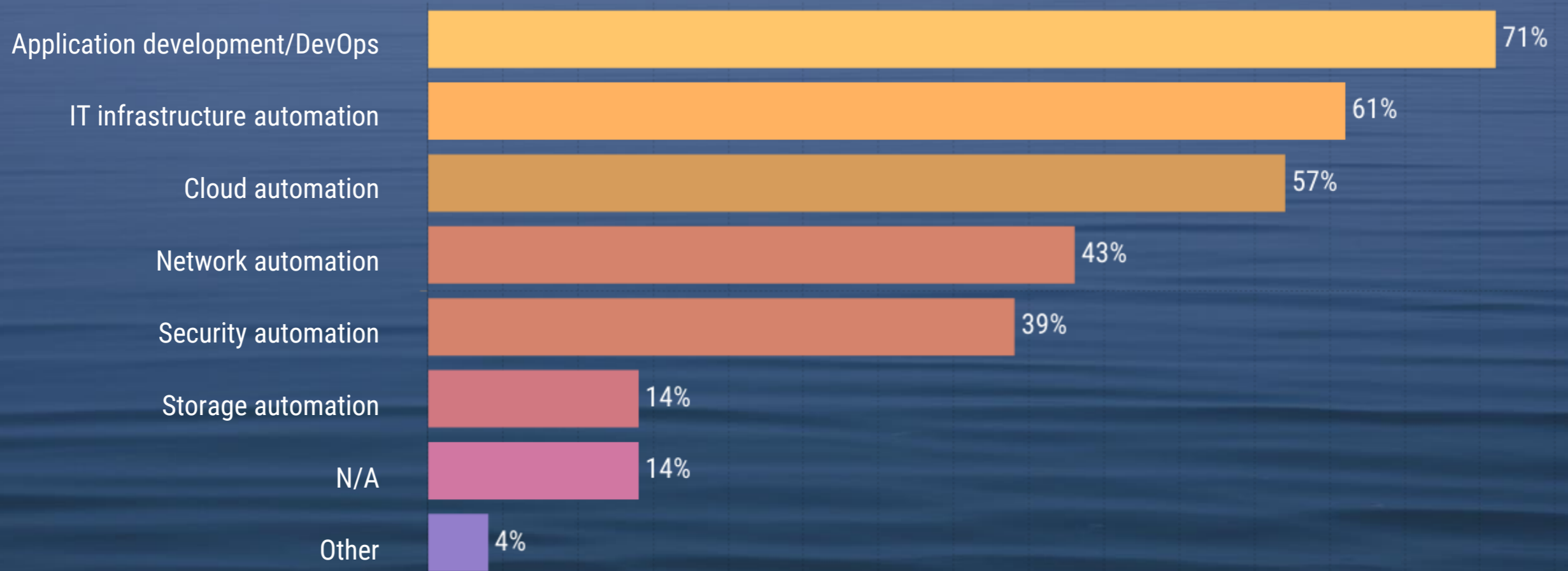
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How satisfied are you with your IT current automation platform? ?

(Rate 1 to 5: 1= not at all satisfied, 5 = highly satisfied)

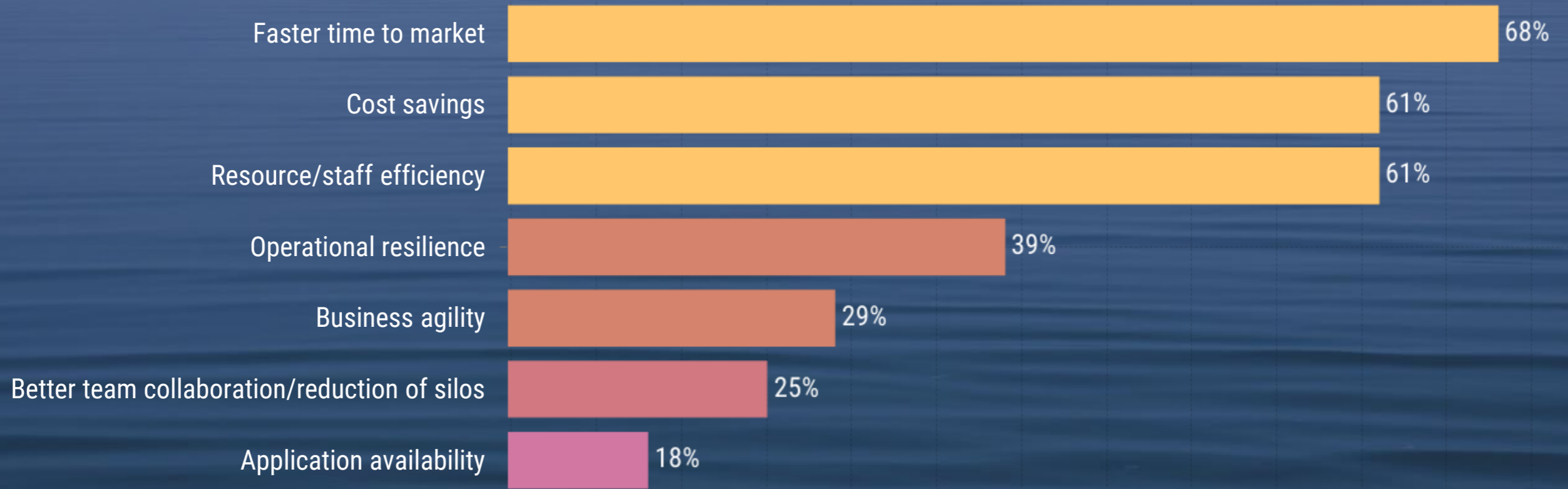*Satisfaction with their current IT automation platform is decidedly middling, with only 7% highly satisfied.*

0% — 1 — Not at all satisfied
14% — 2
32% — 3
32% — 4
7% — 5 — Highly Satisfied
14% — N/A

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What do you use IT automation for within your organization?

Category	Percentage
Application development/DevOps	71%
IT infrastructure automation	61%
Cloud automation	57%
Network automation	43%
Security automation	39%
Storage automation	14%
N/A	14%
Other	4%

Most organizations surveyed are using IT automation for application development/DevOps (71%), IT infrastructure (61%), and cloud automation (57%).
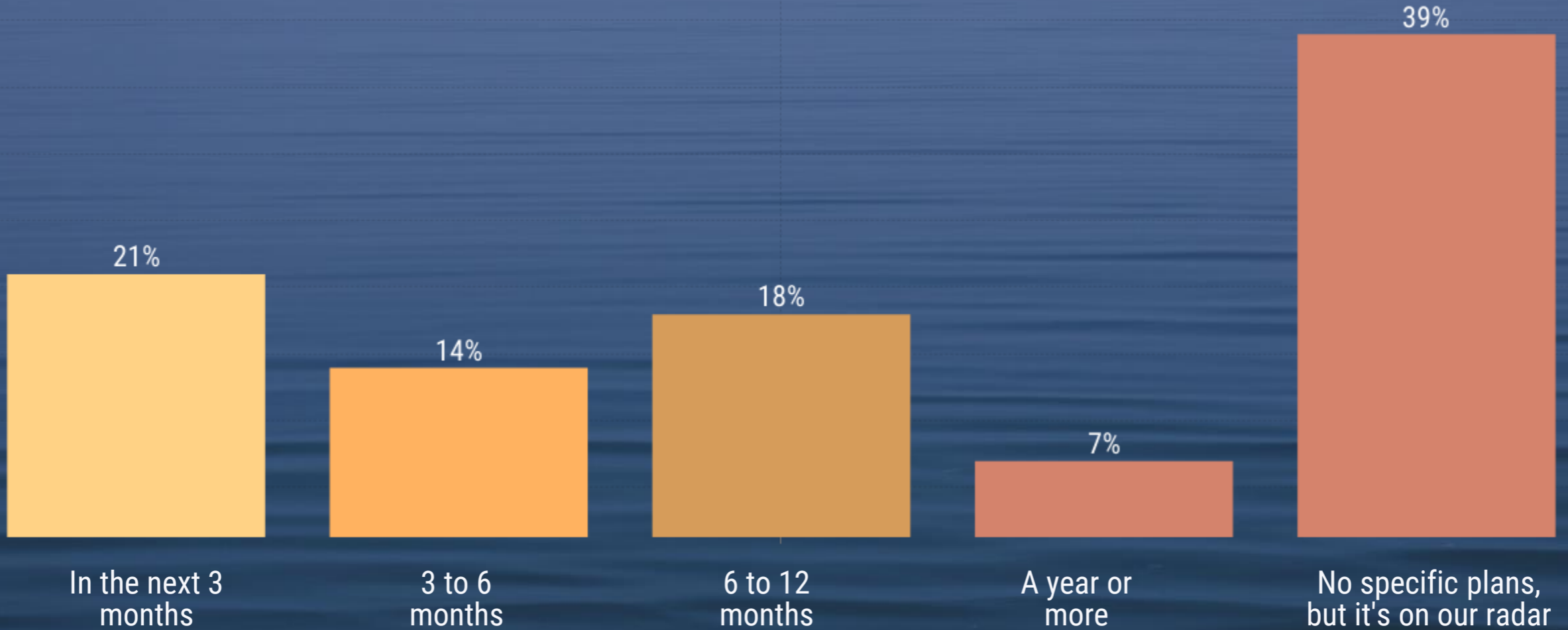
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What would be the three most significant benefits of IT automation for your organization?

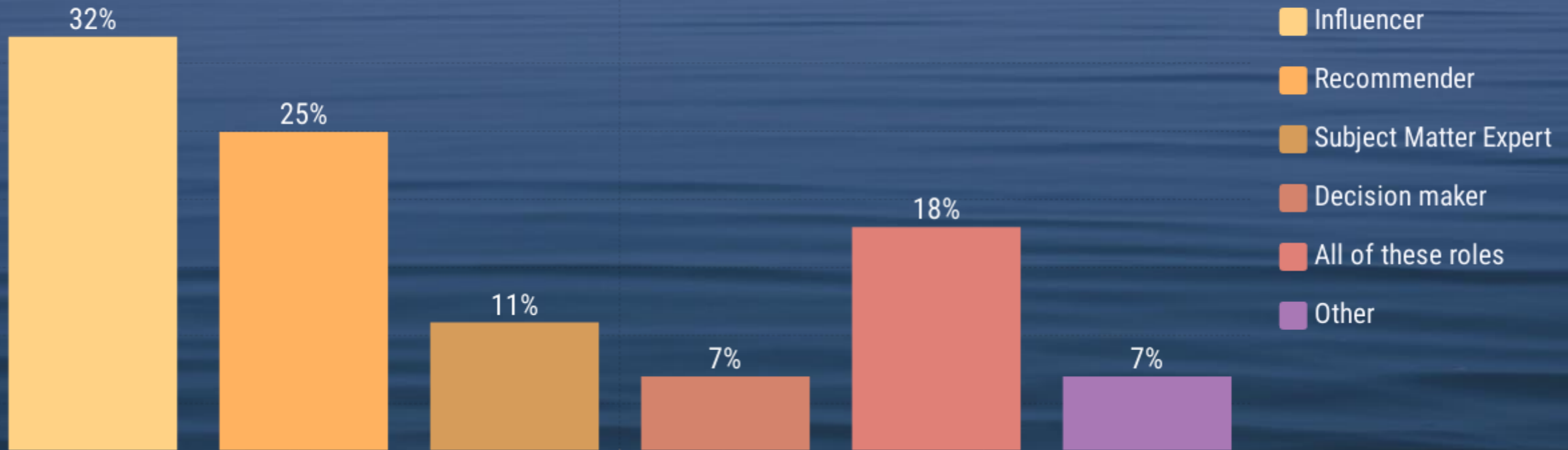| Benefit	Percentage
Faster time to market	68%
Cost savings	61%
Resource/staff efficiency	61%
Operational resilience	39%
Business agility	29%
Better team collaboration/reduction of silos	25%
Application availability	18%

Top 3 IT automation benefits respondents want to see: faster time to market (cited by 68%), cost savings, and greater resource/staff efficiency (61% each).

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When do you plan to implement/increase IT automation in your organization?

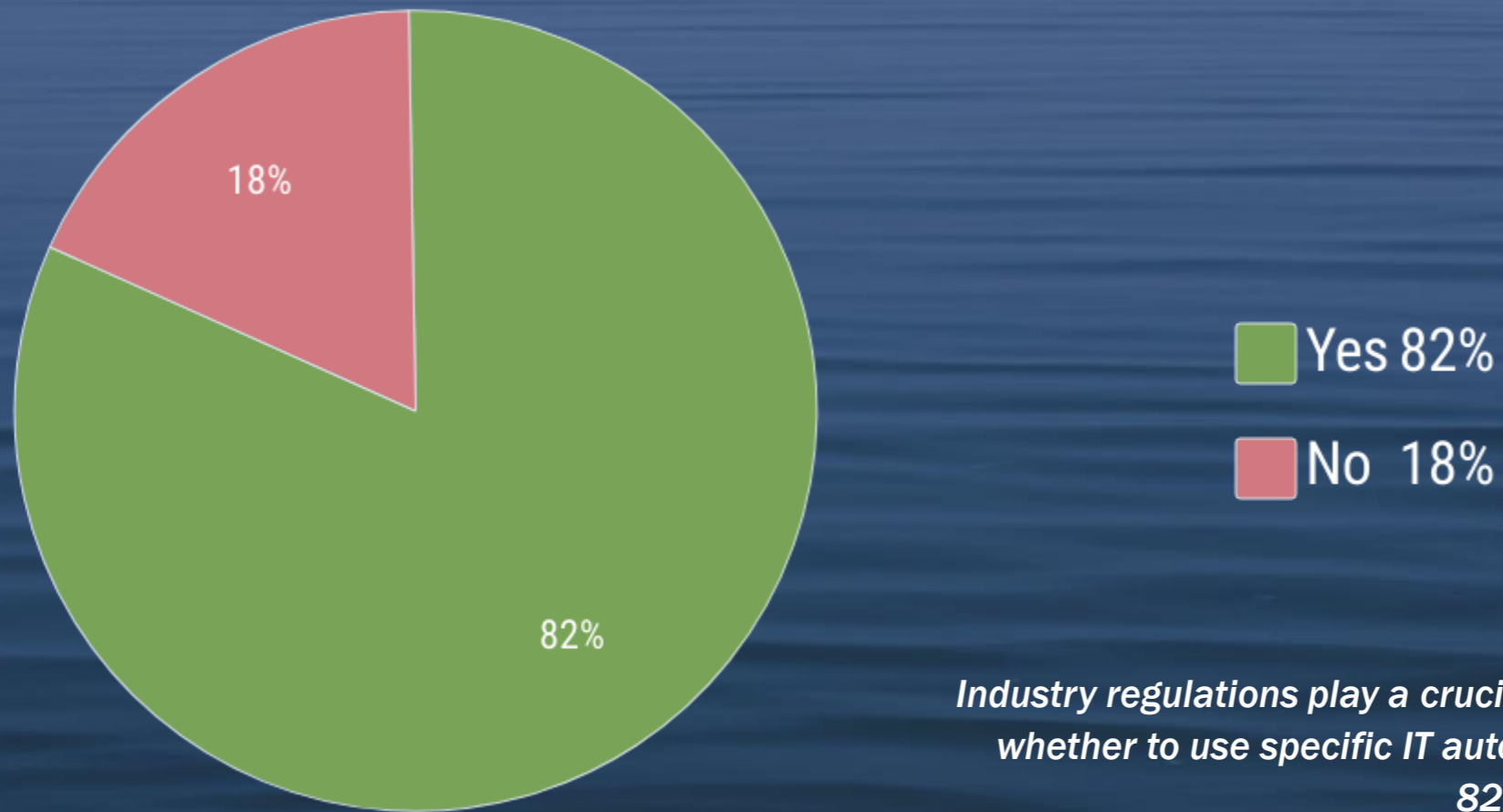| In the next 3 months	3 to 6 months	6 to 12 months	A year or more	No specific plans, but it's on our radar
21%	14%	18%	7%	39%

More than half of those surveyed (53%) report plans to implement or increase IT automation within the year.

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What is your usual role when your organization makes technology purchasing decisions?

	Percentage
Influencer	32%
Recommender	25%
Subject Matter Expert	11%
Decision maker	7%
All of these roles	18%
Other	7%

7% of those surveyed are their organization's technology purchasing decision maker - and another 18% fulfill that role after participating in all other aspects of the buying process!

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Does your organization have industry-specific regulations (e.g., PCI, HIPAA, etc.) that would factor into your decision to use an IT automation tool?

■ Yes 82%

■ No 18%

Industry regulations play a crucial role in deciding whether to use specific IT automation tools, say 82% of respondents.

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Red Hat uses an open source approach to solve problems, scale automation, collaborate across teams and bring the power of automation to your whole organization.

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