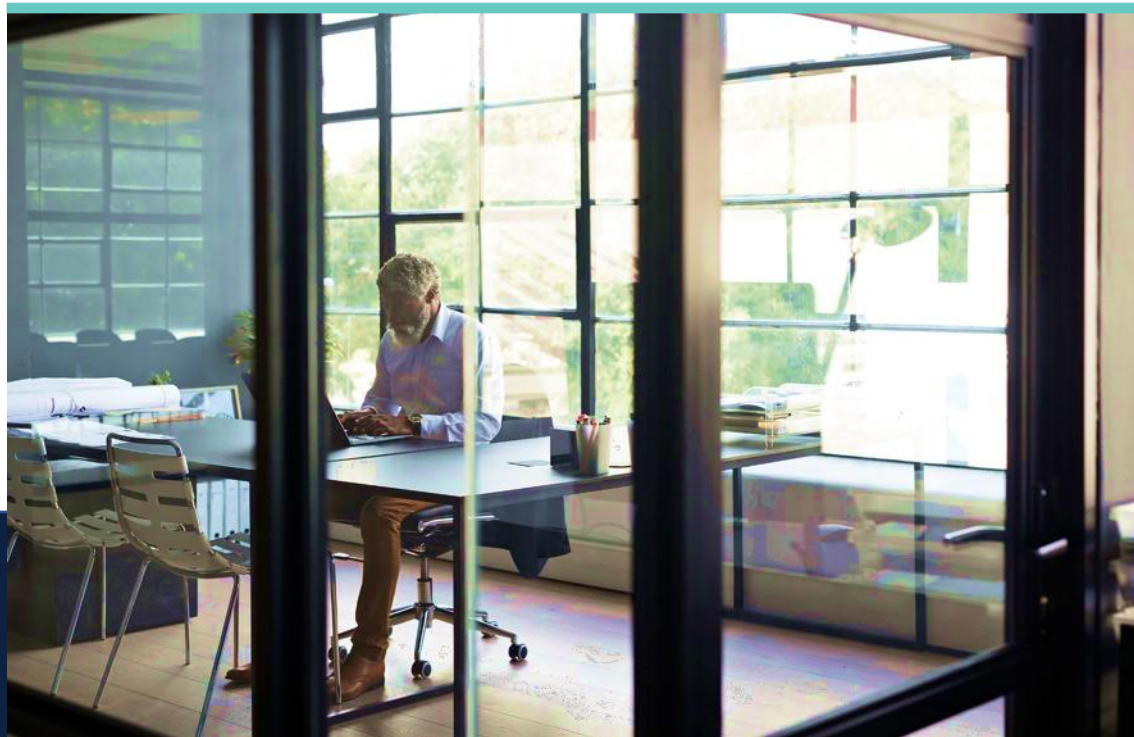# STRATEGIC PRIORITIES IN CI/CD THIS YEAR

SUMMARY RESULTS

MAY 2025

EXECUTIVE SUMMARY

- We surveyed technology leaders across industries such as financial services, healthcare, telecommunications, and retail to understand how they are navigating common CI/CD challenges and investing in DevOps platform improvements.

- To uncover the true barriers to efficient software delivery, we asked about current pain points and priorities. Leaders cited manual processes, disconnected tools, and skills gaps as major blockers, with downstream consequences like employee burnout, missed delivery goals, and degraded customer experience.

- In response, organizations are prioritizing scalable platforms, streamlined workflows, and centralized dashboards—critical features for improving developer productivity, ensuring compliance, and accelerating time to market.

Summary Results | May 2025

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WHO DID WE SURVEY?

Between February and May 2025, Gatepoint Research invited selected executives to participate in a survey themed *Strategic Priorities in CI/CD This Year.*

Candidates from several industries were invited via email and 94 executives have participated to date.

Management levels represented include: 17% who hold the title CxO or are VPs, 20% directors, and 63% senior or department managers.

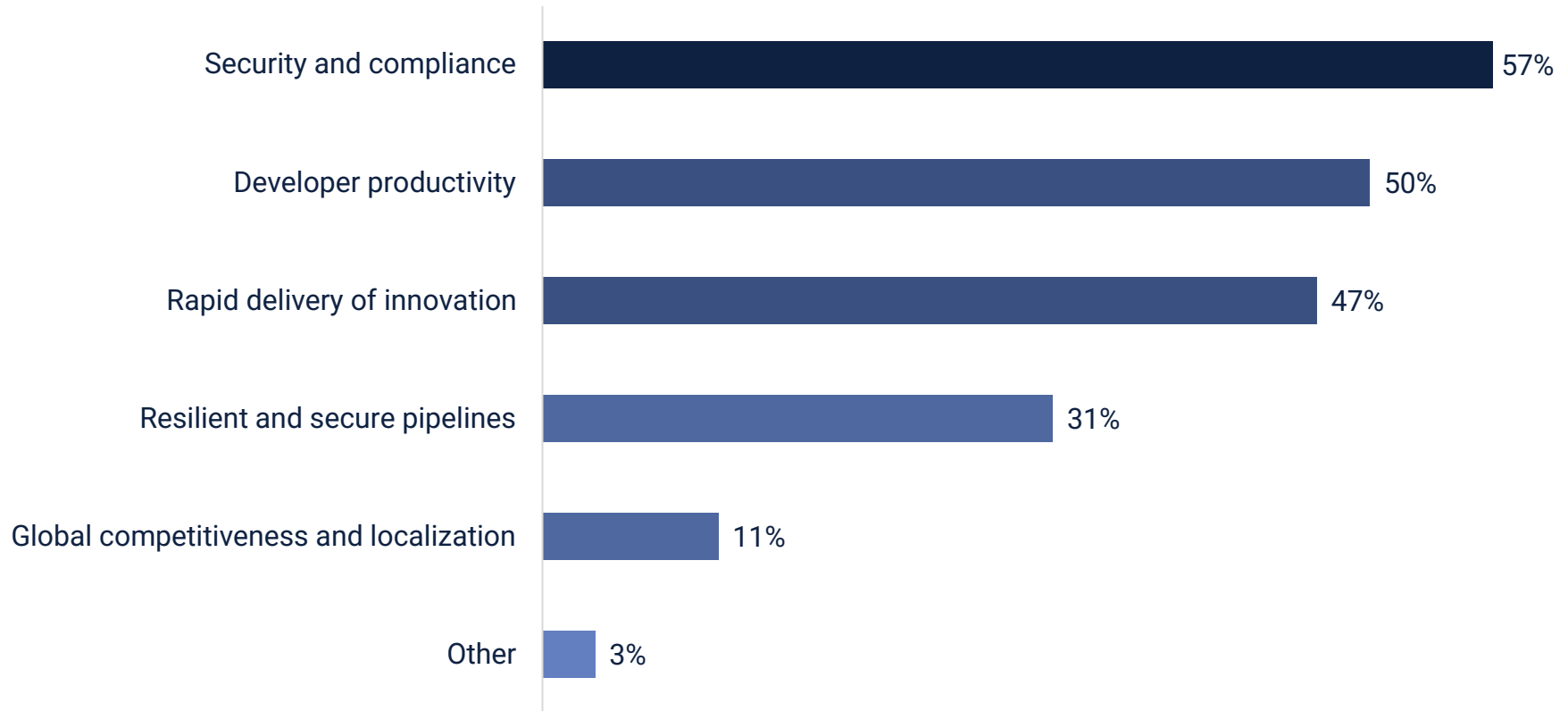Summary Results | May 2025

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JOB LEVEL

37% of respondents to this survey hold executive or director-level positions in their organization.

CxO
6%

VP
11%

Director
20%

Manager
63%

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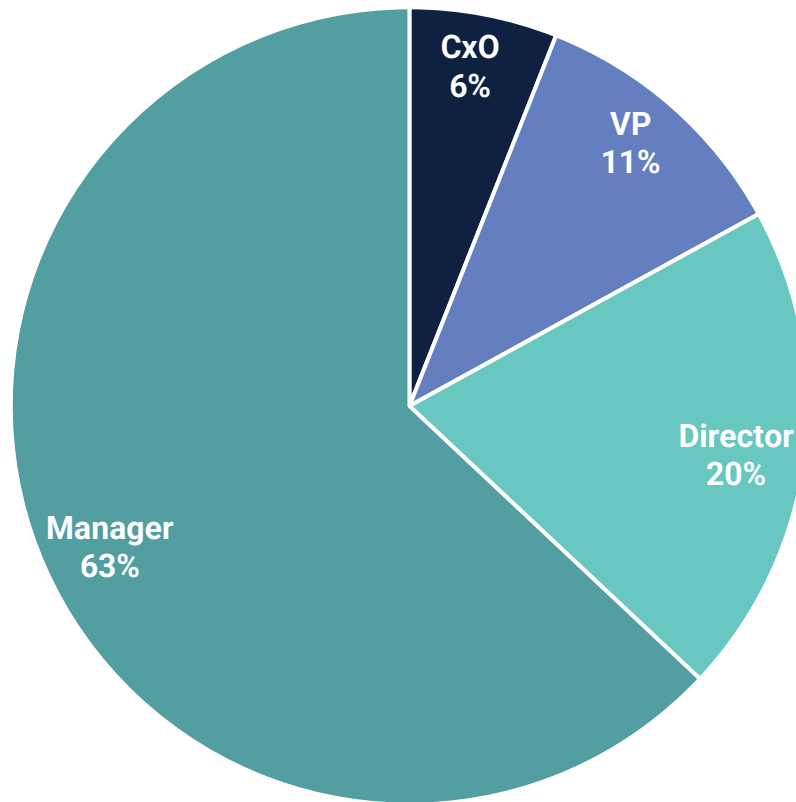
What software delivery area are you most focused on to improve this year?

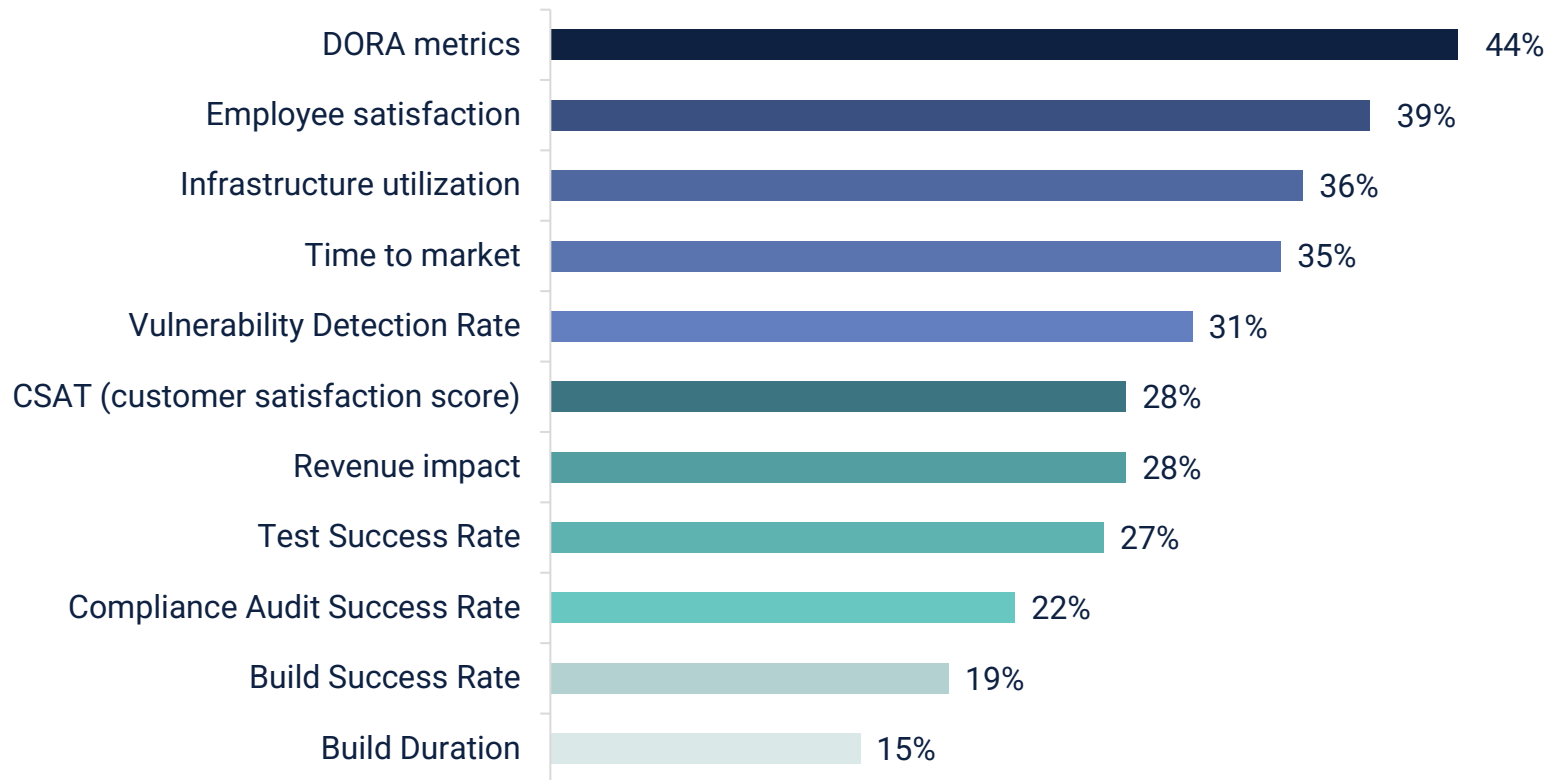| Software delivery area	Percentage
Security and compliance	57%
Developer productivity	50%
Rapid delivery of innovation	47%
Resilient and secure pipelines	31%
Global competitiveness and localization	11%
Other	3%

Organizations are striving to make improvements to security and compliance (57%), developer productivity (50%), and rapid delivery of innovation (47%).

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What CI/CD improvement initiatives do you have planned?

Initiative	Percentage
Build stronger cross-team collaboration	53%
Improve compliance and cybersecurity	51%
Strengthen pipeline resiliency	39%
Reduce infrastructure cost	39%
Improve availability of metrics and analytics	37%
Tool consolidation and platform unification	36%
Eliminate downtime	33%
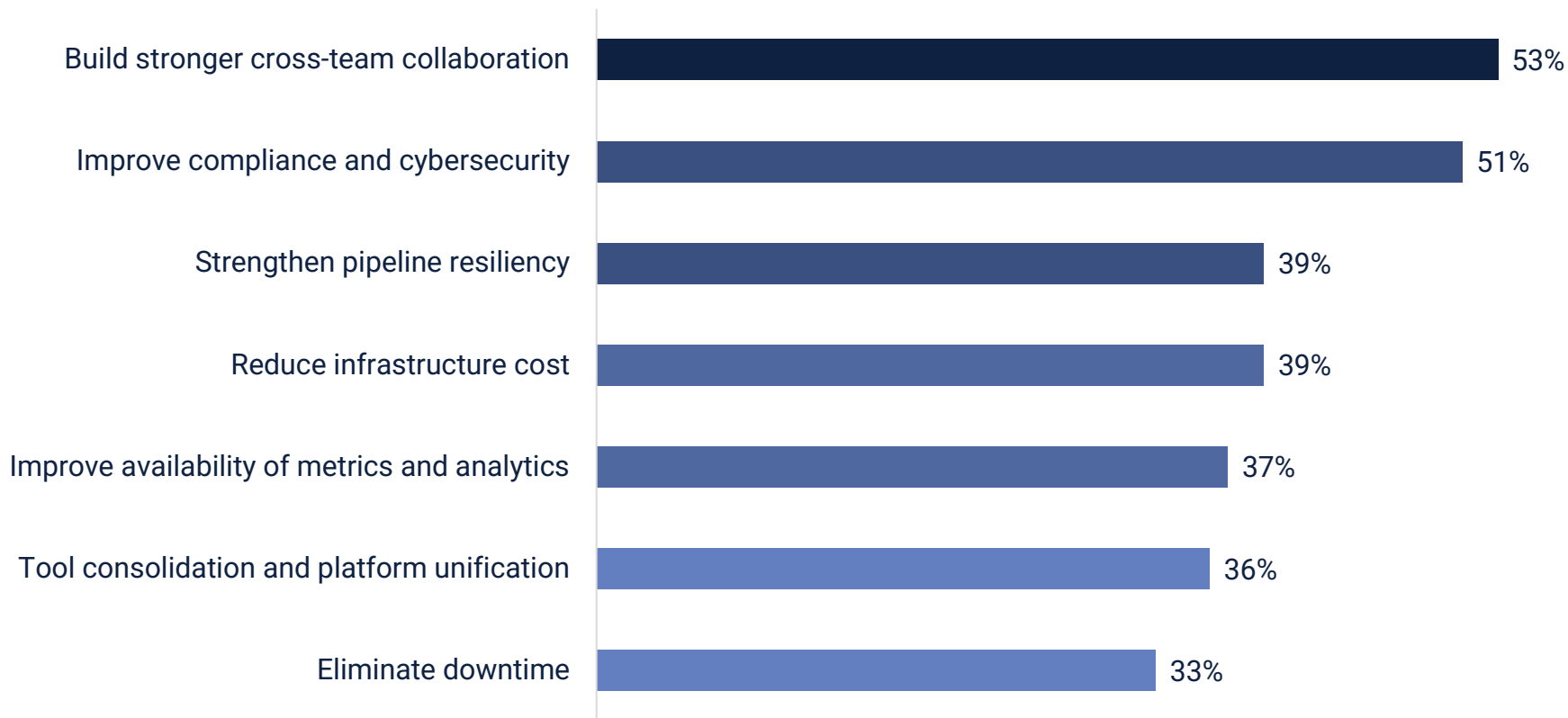
To improve CI/CD, respondents are planning to build stronger cross-team collaboration (53%) and improve compliance and cybersecurity (51%).

Summary Results | May 2025

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What are the top business-level metrics you will measure in the next 12 months?

Metric	Percentage
DORA metrics	44%
Employee satisfaction	39%
Infrastructure utilization	36%
Time to market	35%
Vulnerability Detection Rate	31%
CSAT (customer satisfaction score)	28%
Revenue impact	28%
Test Success Rate	27%
Compliance Audit Success Rate	22%
Build Success Rate	19%
Build Duration	15%

DORA metrics will be measured in the next 12 months by 44%. Many will also gather data on employee satisfaction (39%), infrastructure utilization (36%) and time to market (35%).

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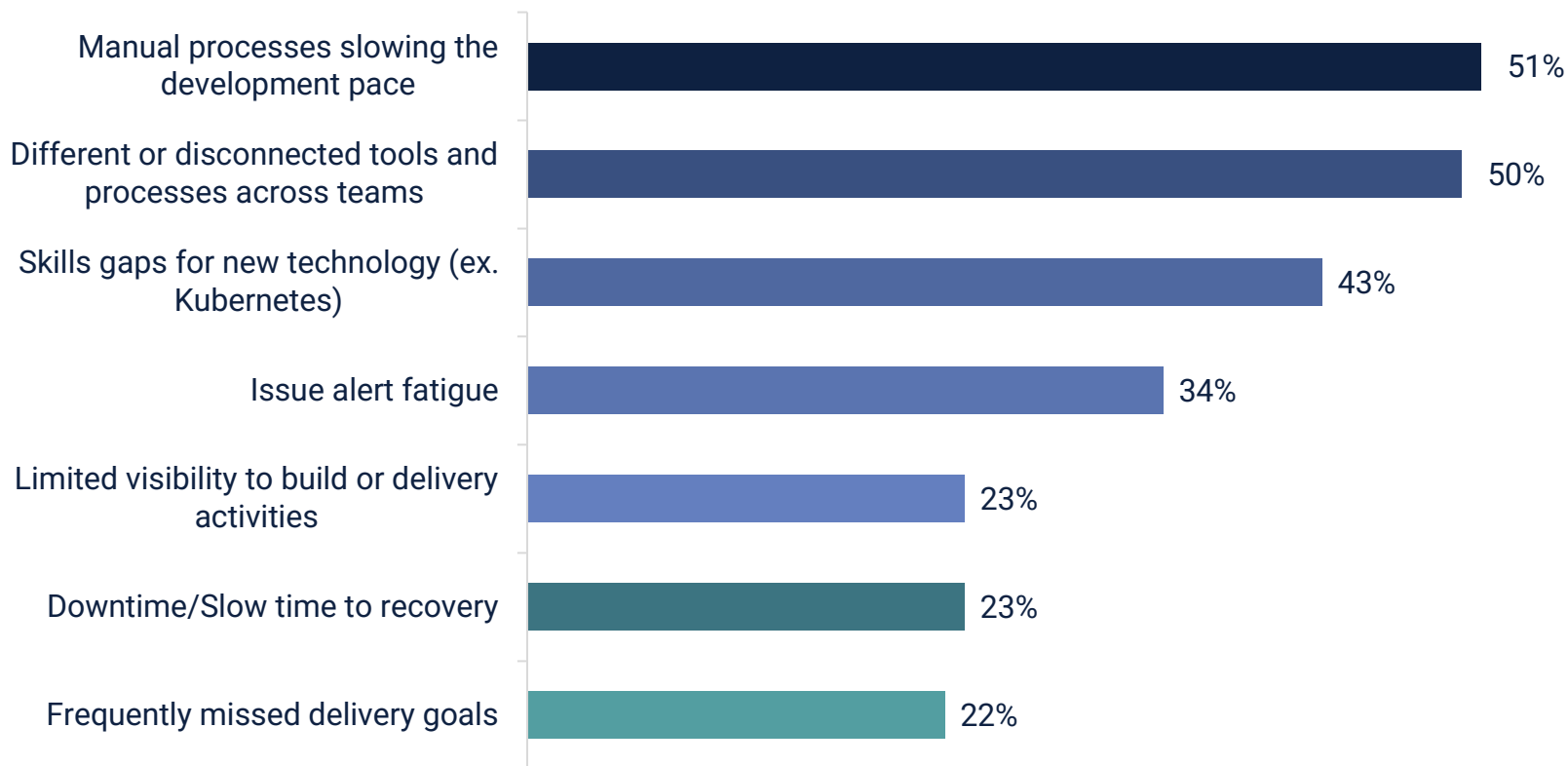# How confident are you in your DevOps platform to support your improvement initiatives?

(Rate 1 to 5: 1 = Little or no confidence, 3 = confident for some, not all initiatives, 5 = Complete confidence)

2%	3%	44%	34%	17%
1	2	3	4	5

Little or no confidence ← **Some, not all** → **Complete confidence**
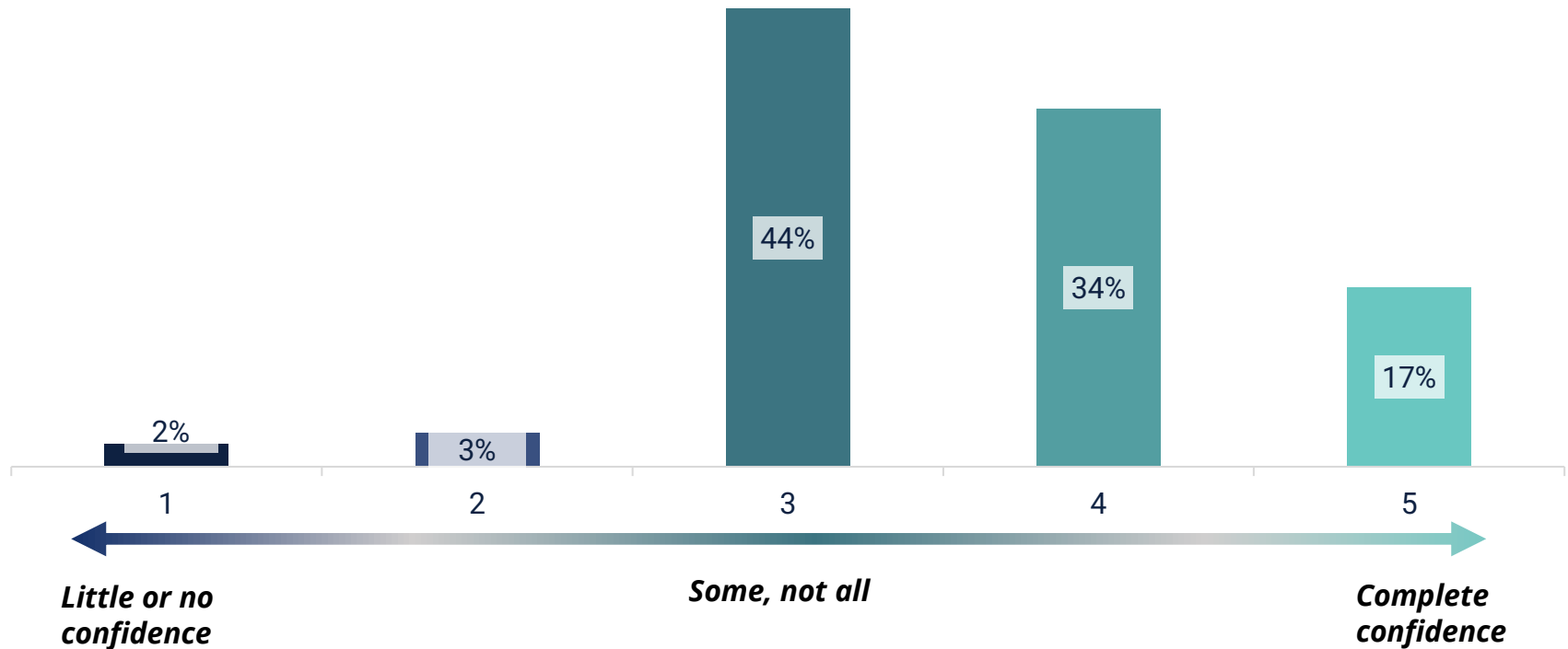
The majority expressed at least moderate confidence in their DevOps platform's ability to support improvement initiatives. Only 17% express complete confidence.
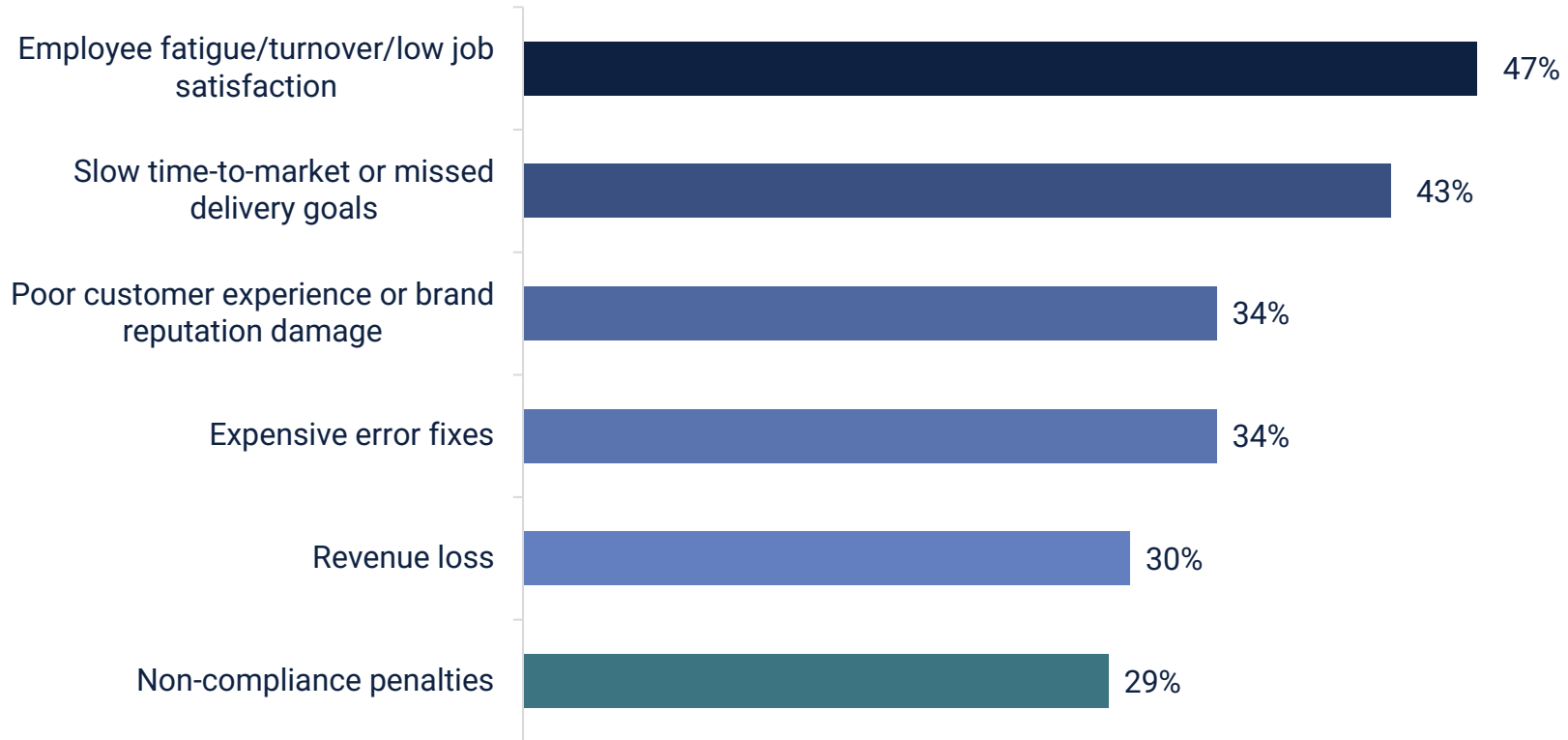
Summary Results | May 2025

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Are any of these common CI/CD issues challenging your development teams?

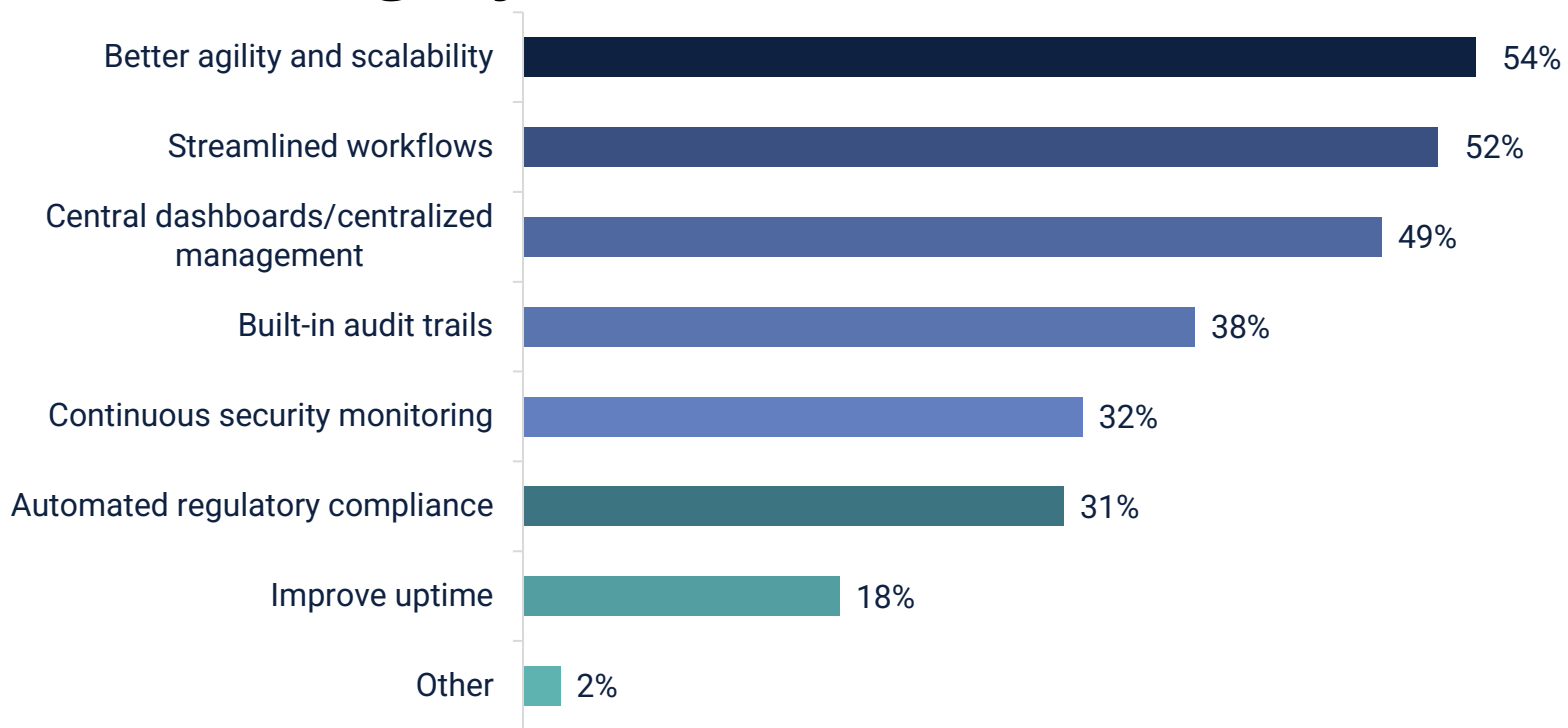| Challenge	Percentage
Manual processes slowing the development pace	51%
Different or disconnected tools and processes across teams	50%
Skills gaps for new technology (ex. Kubernetes)	43%
Issue alert fatigue	34%
Limited visibility to build or delivery activities	23%
Downtime/Slow time to recovery	23%
Frequently missed delivery goals	22%

The most common CI/CD challenges facing development teams are manual processes (51%) and disconnected tools (50%), followed by skills gaps and alert fatigue.

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What are some of the worst consequences of the challenges you identified?

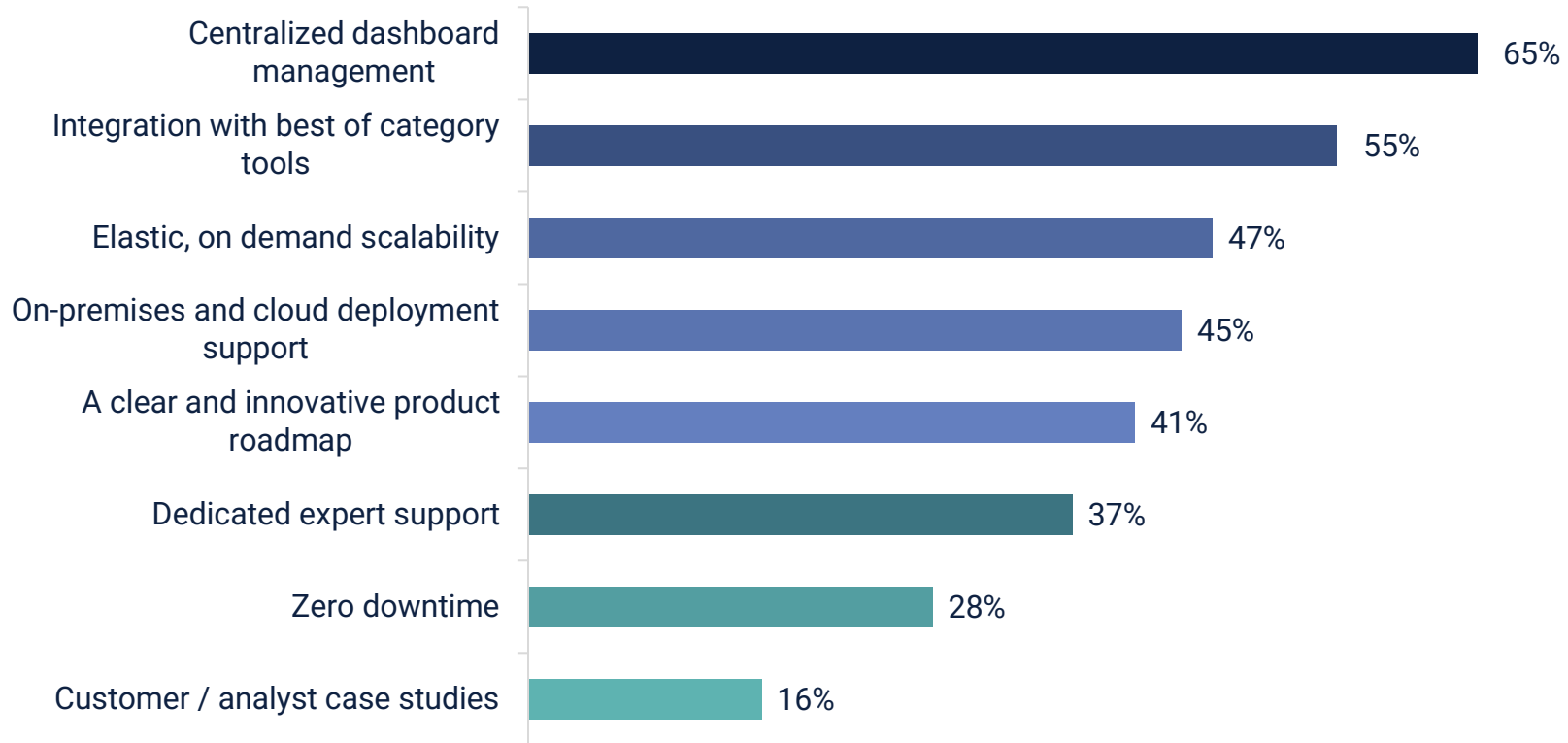| Consequence	Percentage
Employee fatigue/turnover/low job satisfaction	47%
Slow time-to-market or missed delivery goals	43%
Poor customer experience or brand reputation damage	34%
Expensive error fixes	34%
Revenue loss	30%
Non-compliance penalties	29%

The top consequences of these challenges include employee fatigue and turnover (47%), delayed delivery (43%), and negative customer experiences and expensive error fixes, both cited by 34%.

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If you were the sole decision maker, what would you add to your CI/CD pipeline technology to address the challenges you identified?

Category	Percentage
Better agility and scalability	54%
Streamlined workflows	52%
Central dashboards/centralized management	49%
Built-in audit trails	38%
Continuous security monitoring	32%
Automated regulatory compliance	31%
Improve uptime	18%
Other	2%

To address these issues, respondents would prioritize adding agility and scalability (54%), streamlined workflows (52%), and centralized management tools (49%) to their CI/CD pipelines.

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In evaluating a new DevOps CI/CD platform, what would differentiate a reputable company for you?

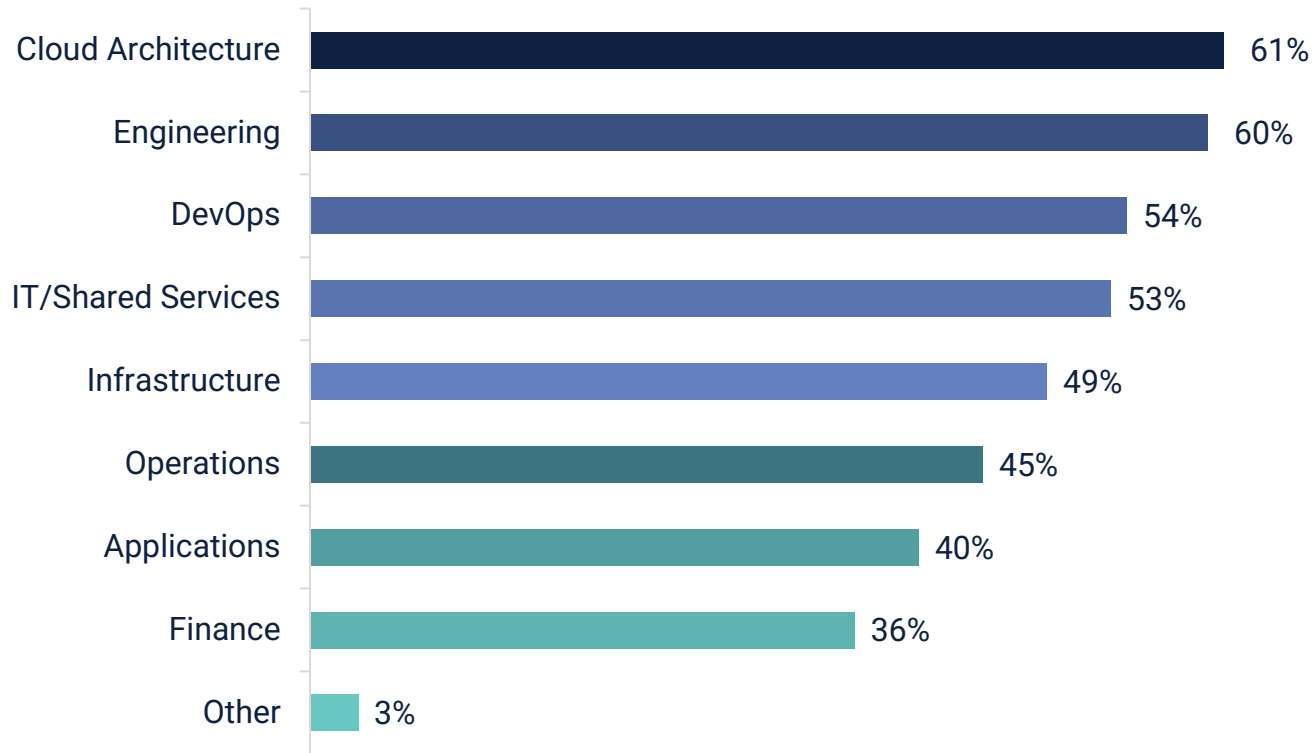| Category	Percentage
Centralized dashboard management	65%
Integration with best of category tools	55%
Elastic, on demand scalability	47%
On-premises and cloud deployment support	45%
A clear and innovative product roadmap	41%
Dedicated expert support	37%
Zero downtime	28%
Customer / analyst case studies	16%

When evaluating a new DevOps CI/CD platform, respondents value centralized dashboard management (65%) and integration with best-in-class tools (55%) most highly.

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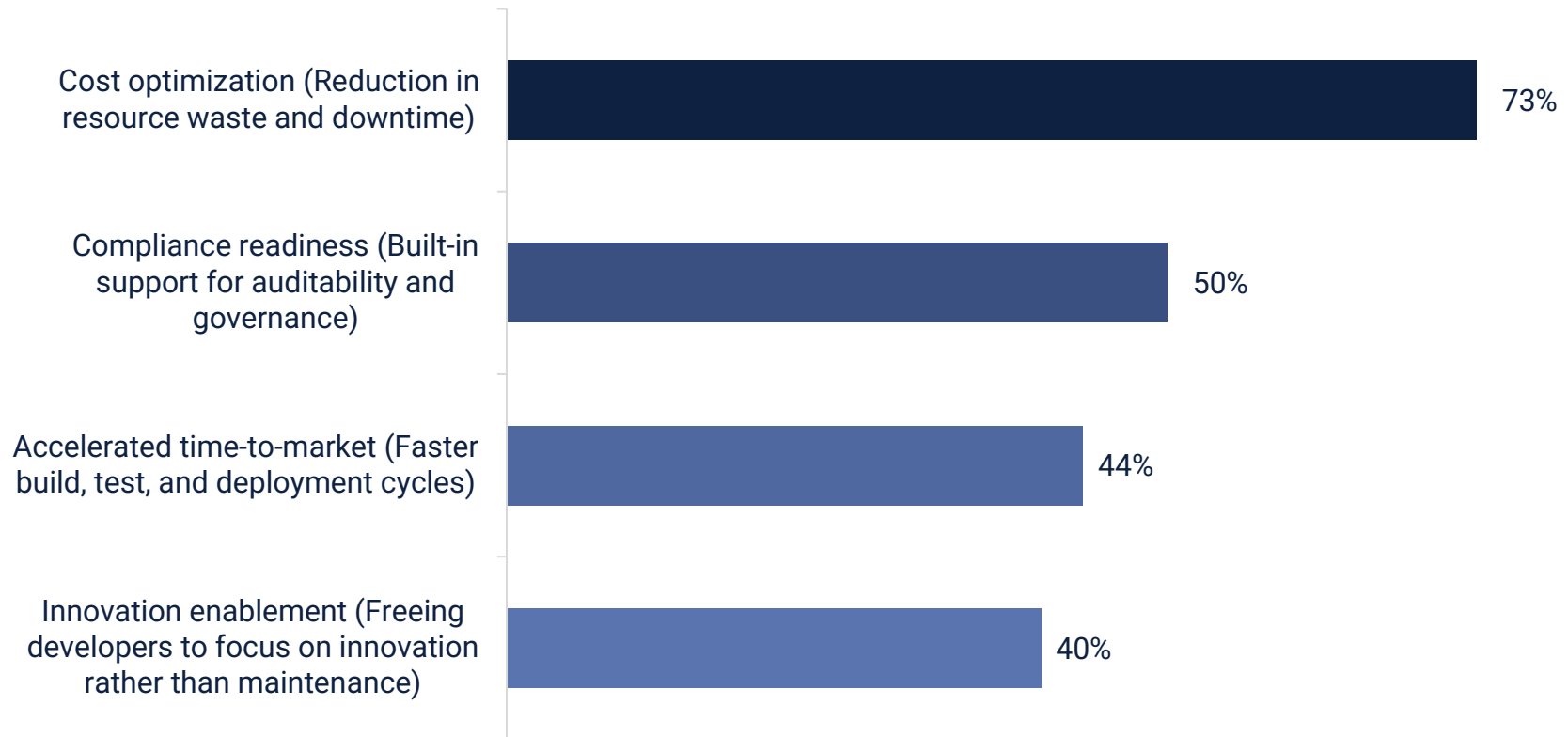# What departmental executives are involved in technology investment decisions?

Department	Percentage
Cloud Architecture	61%
Engineering	60%
DevOps	54%
IT/Shared Services	53%
Infrastructure	49%
Operations	45%
Applications	40%
Finance	36%
Other	3%

Technology investment decisions typically involve executives from cloud architecture (61%), engineering (60%), and DevOps (54%) departments.

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Which projected business outcomes would compel stakeholders to consider a technology investment?

Outcome	Percentage
Cost optimization (Reduction in resource waste and downtime)	73%
Compliance readiness (Built-in support for auditability and governance)	50%
Accelerated time-to-market (Faster build, test, and deployment cycles)	44%
Innovation enablement (Freeing developers to focus on innovation rather than maintenance)	40%

Stakeholders are most compelled to invest in technology by outcomes like cost optimization (73%) and compliance readiness (50%).

Summary Results | May 2025

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About the Company

CloudBees offers CloudBees CI, an enterprise-grade CI/CD platform built on Jenkins that enables global enterprises to deliver scalable, compliant, and secure software, empowering developers to do their best work. Seamlessly integrating into any hybrid and heterogeneous environment, CloudBees is a strategic partner in the cloud transformation journey, ensuring security, compliance, and operational efficiency while enhancing the developer experience across the entire software development lifecycle.

Learn more at changeme.com

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