

VIRTUALIZATION HOT, ITIL AND CMDB LUKEWARM, SCIENCELOGIC SURVEY FINDS

Interop survey reveals virtualization management tops IT to-do list; best practices and business intelligence fall short

RESTON, Va. – November 14, 2007 – The importance of virtualization and the relative lack of focus on best practices in corporate IT proved to be some of the key findings in a survey conducted at [Interop New York 2007](#) by [ScienceLogic](#), a leading provider of integrated solutions for systems, network and application monitoring. During the course of the trade show, 100 network and systems administrators from a variety of business segments were surveyed to determine the changing needs of IT operations.

One of the more overwhelming results of the survey highlighted virtualization management. More than 75 percent of respondents said that management of their virtualized environment was “important to very important” to their operations, and over 80 percent stated that they had a solution in place now or would have one within the next year.

“Deploying virtualization for benefits such as server consolidation is increasingly become a fact of IT life,” said David Link, CEO and founder of ScienceLogic. “But along with the benefits come some causes for concern. The rapid pace of virtualization adoption has actually left some traditional management vendors behind. It’s early days yet for supporting tools and technologies, and IT organizations need to take this into consideration as they evaluate solutions today.”

“Aligning IT with the business” has been a rallying cry for a variety of industry trends, from compliance to ITIL and CMDB to business intelligence. But while more than 63 percent of the survey respondents said that they feel business intelligence tools are important to their operations, less than one-quarter had the necessary tools in place.

Even less importance was placed on ITIL and CMDB. Fifty-nine percent responded that these issues are of moderate to no value to their operations, with almost half of corporate IT having no plans for an ITIL or CMDB implementation in the near future. Given these findings, it appears that “aligning IT with the business” is more lip service than reality for most IT organizations.

Other findings from the survey revealed:

- IPv6 is also not a priority in corporate IT with 73 percent ranking it at middle to low importance.
- IT asset management and inventory continues to be a major issue among IT departments, with 82 percent of the administrators ranking it as “important” or “very important”, but only a surprising 1 in 3 actually having existing tools in place.
- Security information management ranked high on the list for network and systems administrators, with 83 percent of respondents marking it as “important” and 56 percent of that pool marking it as “very important”.

When asked to list the top challenges facing their IT organization, respondents’ answers were varied with no single reason carrying a majority. The top three challenges:

- Improving service levels (29 percent)
- Supporting new technologies/enabling innovation (22 percent)
- Boosting staff productivity (17 percent)

Interestingly, “Reducing operation and management costs” was marked by only 11 percent of the survey base.

“The survey results provide quick insight into what really matters to IT departments regardless of the industry they play in,” said Link. “Just a few years ago, IT budgets were tighter, and reducing costs was on the mind of every IT professional. Today’s focus on service levels matches the trend we see in the marketplace where every IT team needs to act as a service provider – whether that is for external customers or internal constituents – to deliver high-quality IT services in an ‘always-on’ world.”

For more information on ScienceLogic and to view the full survey findings, please visit www.sciencelogic.com.

About ScienceLogic

Reston, Va.-based ScienceLogic LLC was started with one goal: Simplify IT. Founded and staffed by technology professionals who are intensely focused on making IT management simpler, better and faster, ScienceLogic is committed to delivering solutions with unquestionable quality and value and enabling its customers to deliver impeccable service to their constituents. ScienceLogic’s patent-pending EM7 Meta-Appliances are a next-generation “framework” solution engineered to deliver comprehensive systems, network and application management out-of-the-box. The revolutionary EM7 technology combines a secure and pre-integrated set of applications with automation tools, reporting, “single pane of glass” view and centralized data repository – all optimized to work together for proactive and efficient IT operations management. For more information, call 1-800-SCI-LOGIC (1-800-724-5644) or visit our web site at www.sciencelogic.com.

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