

Strategies for IT Automation



Summary Results | September 2020

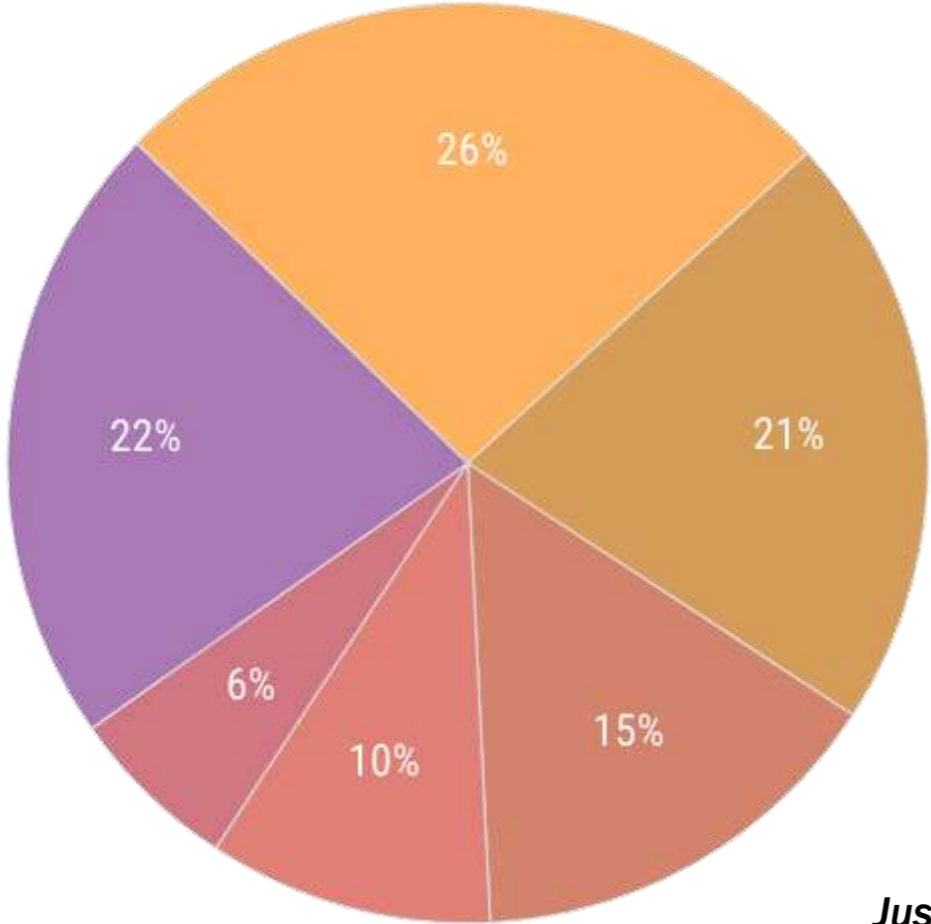
EXECUTIVE OVERVIEW

Have the tumultuous events of 2020 curtailed organizations' plans to automate and modernize their IT solutions? Hardly. As this survey shows, companies are as resolved as ever to keep their IT automation implementation cutting-edge, capable and secure.

This survey asks respondents to report:

- What were their top IT strategies at the beginning of 2020? How have this year's events altered that strategy?
- What IT automation solutions are they using? How are automation strategies implemented across their organization?
- How satisfied are they with their current automation platform? When do they plan to increase their IT automation?

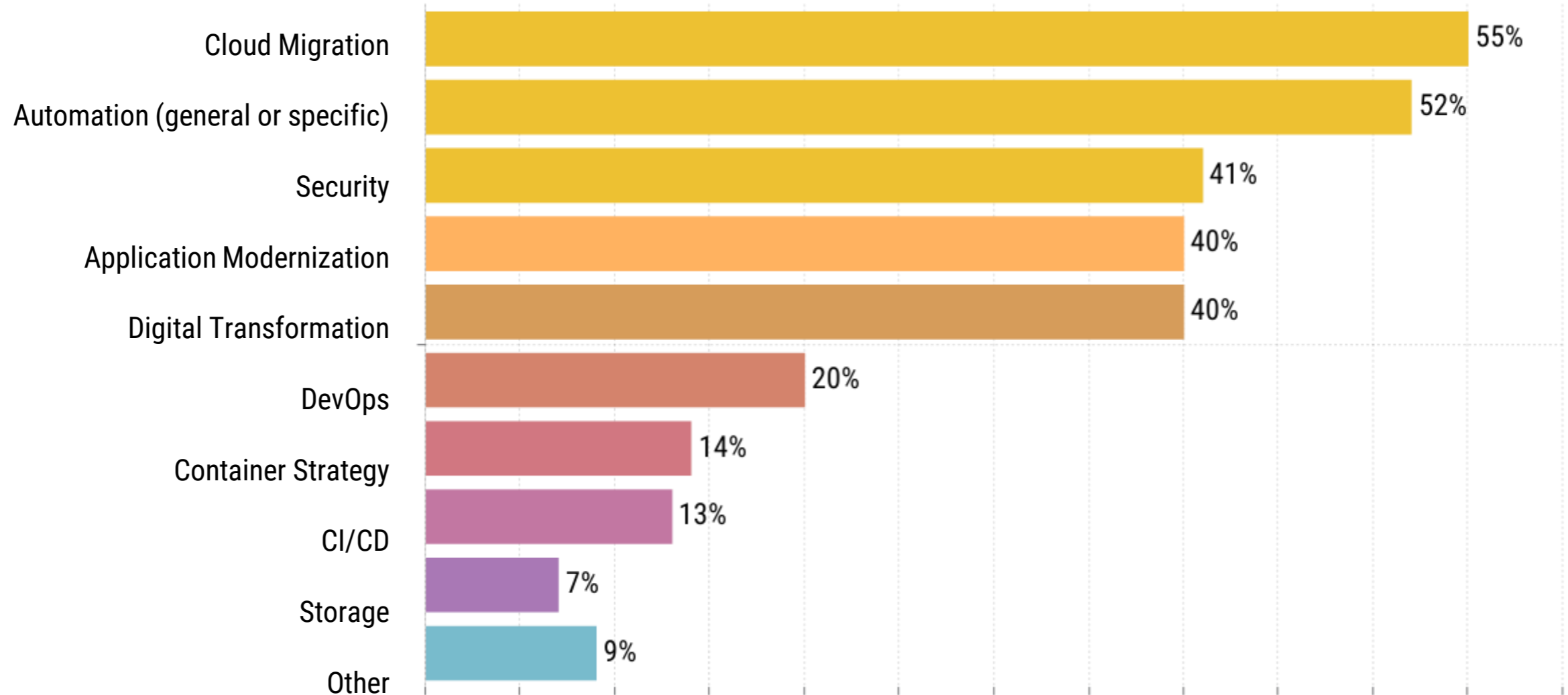
Which team are you on in your organization?



IT Operations	26%
Engineering	21%
Executive Leadership	15%
Application Development	10%
Product Marketing/Management or line of business	6%
Other	22%

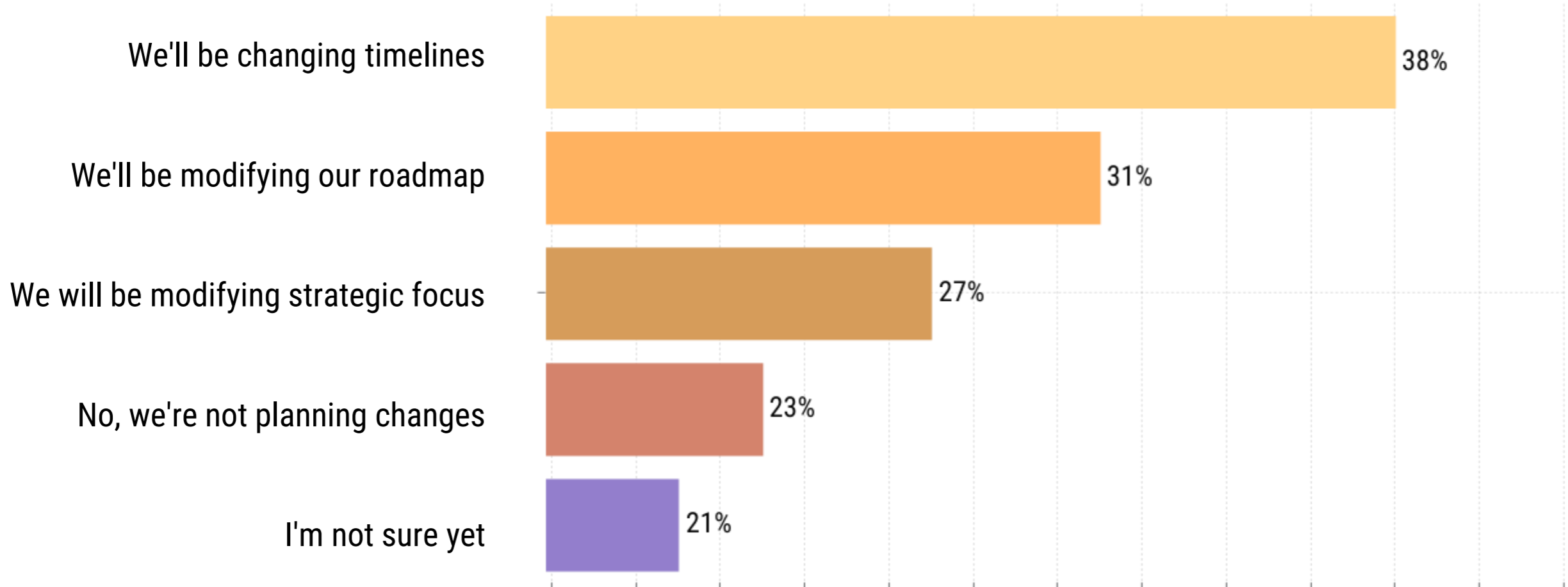
Just over a quarter of the respondents to the survey work in IT operations. Most of the remainder working in engineering (21%) executive positions (15%) application development (10%) and product marketing (6%).

At the start of 2020, what were your top three IT priorities?



This year began with most respondents focused on cloud migration (55%) and automation (52%). Security (41%) rounded out the top three IT priorities, narrowly edging out application modernization and digital transformation (40% each).

Will the 2020 worldwide events result in major changes to your IT strategy or roadmap?



The most significant bearing this impactful year has had on organizational strategy is on timelines (38%), doubtless because of changes in the roadmaps that determine those timelines (31%) and alterations in strategic focus (27%).

What best describes your IT automation efforts to date?

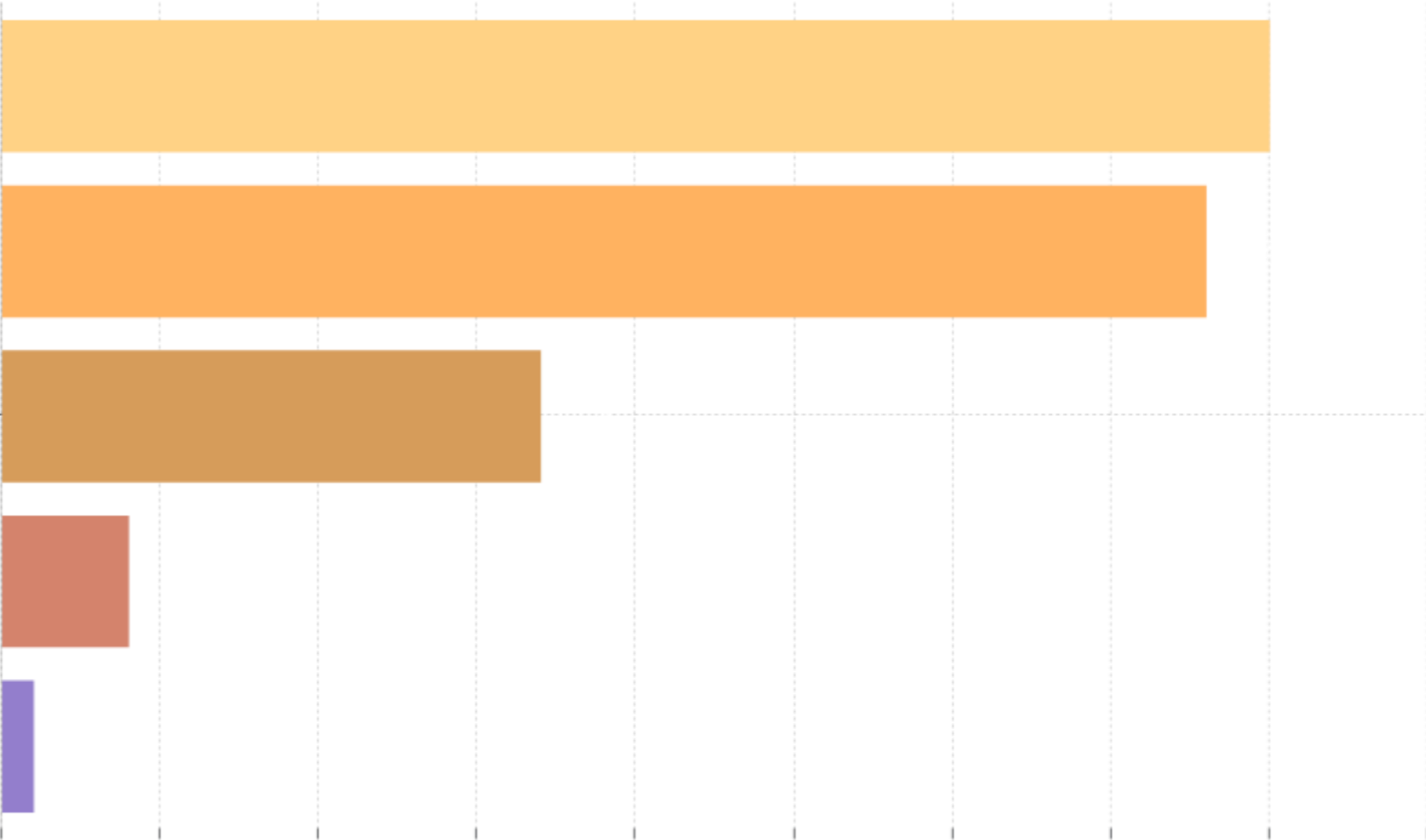
Siloed: Departments are responsible for developing their own IT automation tools

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

Ad hoc: We write scripts as needed

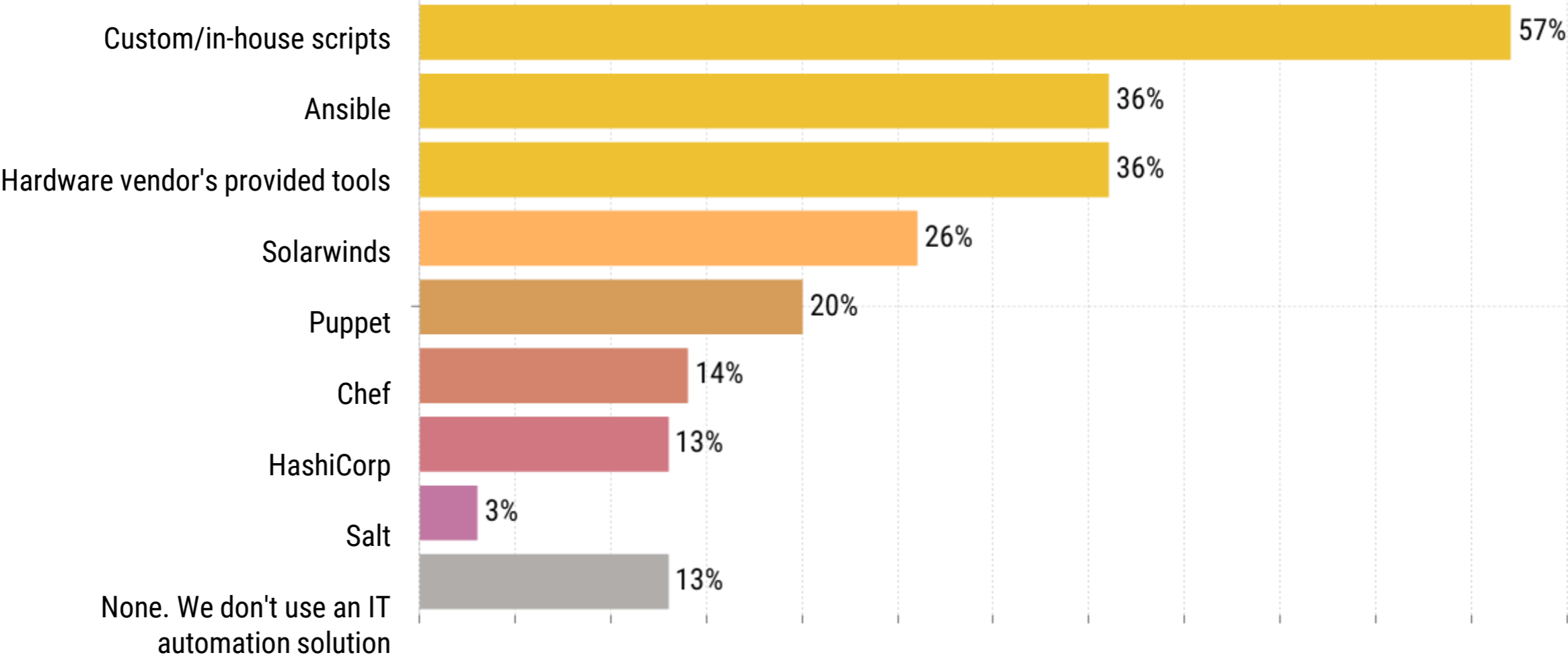
Non-existent

Other



Two conflicting organizational strategies shape respondents' IT automation efforts: Siloed by department (40%) or centralized (38%).

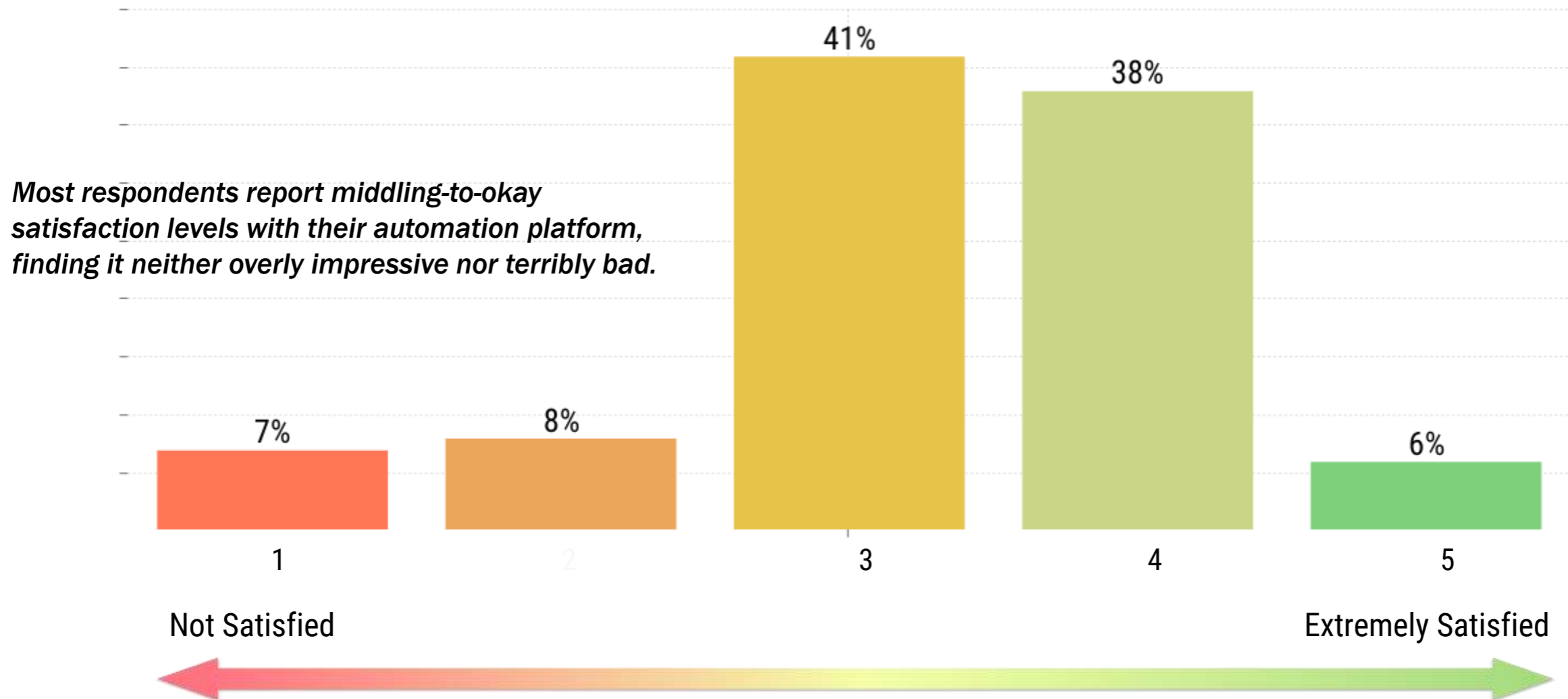
Which IT automation solution(s) do you use?



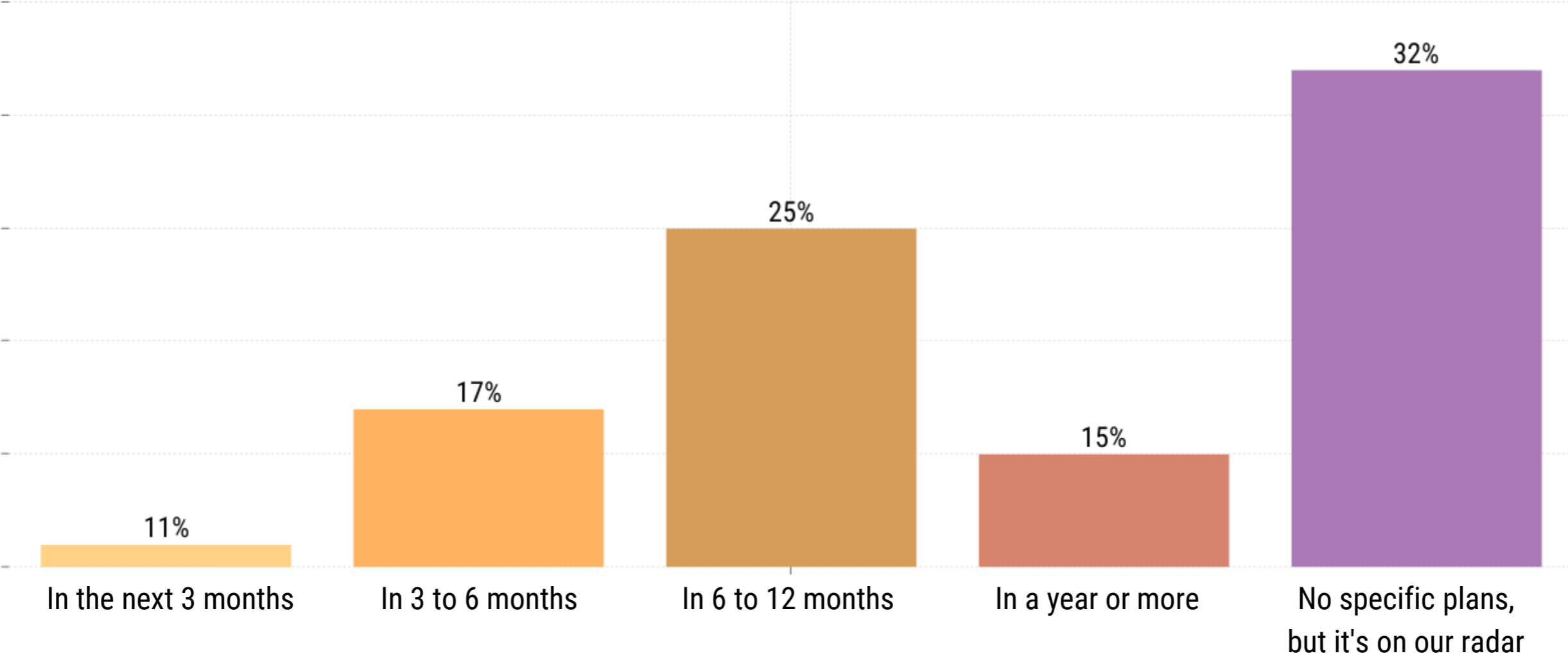
Respondents reveal that most (57%) use custom scripts, creating IT automation solutions in-house. Other top contributors: Ansible and hardware vendor-provided tools (36% each), Solarwinds (26%).

How satisfied are you with your current automation platform?

(Rate 1 to 5: 1 = not satisfied, 5 = extremely satisfied)

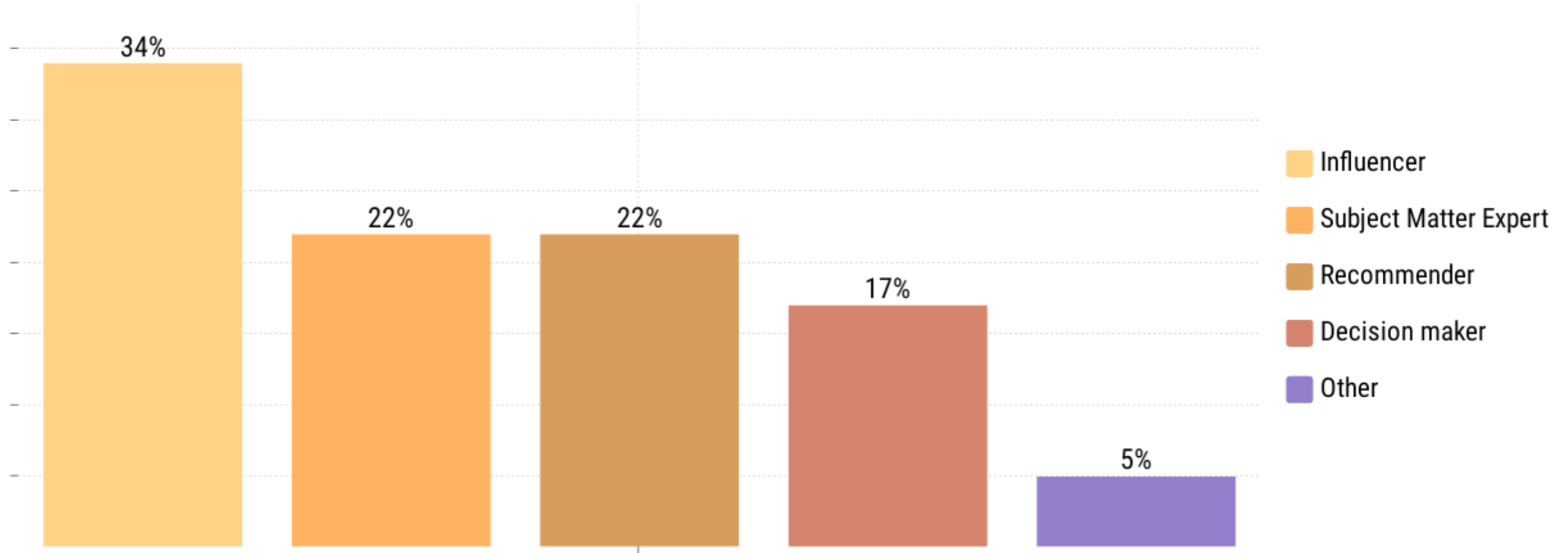


When do you plan to increase IT automation in your organization?



68% of those surveyed have plans to increase IT automation on their calendar. More than half (53%) expect to do it within a year.

What is your usual role when the organization makes technology purchases?



Roughly a third of respondents are technology purchase influencers. 22% are SMEs or recommenders. 17% make the buying decision.



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