

SLOs PROVIDING IMPROVED OPERATIONAL EFFICIENCY, VISIBILITY, AND BUSINESS BENEFITS

A Global Survey of IT Professionals and Executives

April 2023



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EXECUTIVE SUMMARY

The research finds that...

80% of companies are increasing their focus on system reliability. In order to improve system reliability, companies are looking to monitoring and observability tools to provide visibility and enable key functions such as security, operational efficiency, capacity planning, customer support, and much, much more. But visibility is needed beyond the typical applications, databases, and networks, and into cloud and container environments, microservices, and the developer pipeline - something barely half of companies can do today. Companies want to use the data from monitoring and observability tools to increase operational efficiency and improve the customer experience but find they must use a multitude of tools to gain the needed visibility, and for 72% of companies surveyed, that means using 6 or more tools today.

Using SLOs to measure and manage those key business indicators is driving improvements in reliability, visibility, and the customer experience. Those improvements led to direct bottom-line savings as 88% saved \$50k or more, while 27% saved over \$500k. Utilizing SLOs led more than 9 out of 10 companies to state it helps them make better business decisions. Year over year trends indicate a growing maturity in the use of SLOs with 96% already mapping SLOs directly to business operations or planning to. And 76% report using SLOs has prevented disruptions to business operations, likely leading the bottom-line savings. This research reveals a trend of SLO reports increasingly going to executive and compliance teams.

However, building and managing SLOs is not easy. In order to map SLOs to business operations, 91% noted they need to span environments, workloads, and applications and near the same amount indicated it requires several measurement techniques such as end user, synthetic user, log-based, traces, performance tracking, etc. More than 8 out of 10 companies indicate these diverse requirements result in the use of multiple monitoring and observability tools leading a large majority down a DIY SLO tool path. But that path is leading to problems in reporting, as well as still not supporting needed environments or application and revealing tool interoperability issues. With SLOs providing so much value and delivering on companies' key business objectives, it time to find a dedicated SLO solution that removes technical barriers.



KEY FINDINGS

Increasing System Reliability Needs Drives Companies to Adopt Numerous Visibility Tools

- 80% indicate an increased focus on system reliability
- Numerous areas require monitoring beyond networks, applications, and databases but most lack needed visibility
- 72% of companies use 6 or more monitoring and observability tools today

SLO Adoption Continues Driving Numerous Business and Customer Experience Benefits

- 69% of companies have adopted SLOs - consistent year over year
- Numerous benefits received from SLOs including improved reliability, visibility, and the customer experience
- 27% of companies indicated SLOs saved \$500k or more
- 95% indicate SLO adoption is driving better business decisions
- 76% prevented business interruptions – a growing number - but 9% haven't implemented thresholds yet

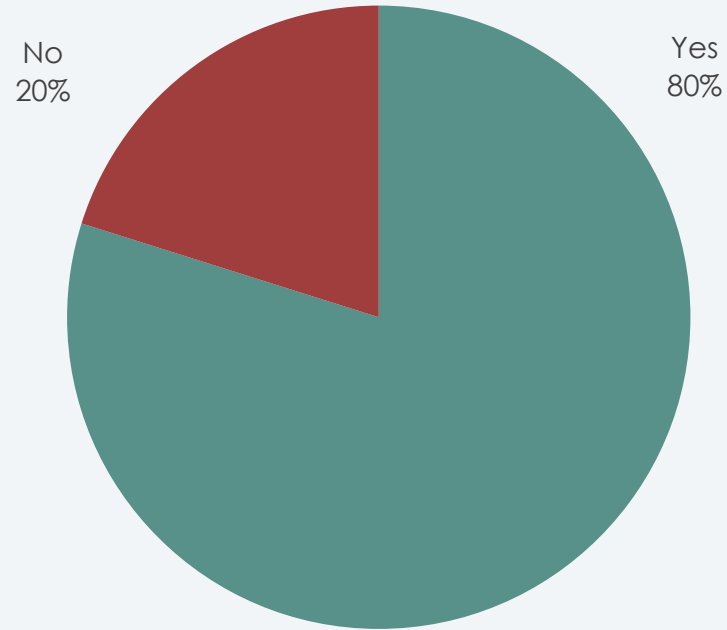
DIY Approach to SLOs Creation and Management Generates Challenges

- 91% note SLOs need to span environments, workloads, and applications
- 90% reveal several measurement approaches needed to properly manage SLOs
- Most companies taking a DIY approach to building and managing SLOs
- 97% report it is difficult to manage SLOs, led by reporting, lack of application and environment support ,and interoperability issues

DETAILED FINDINGS

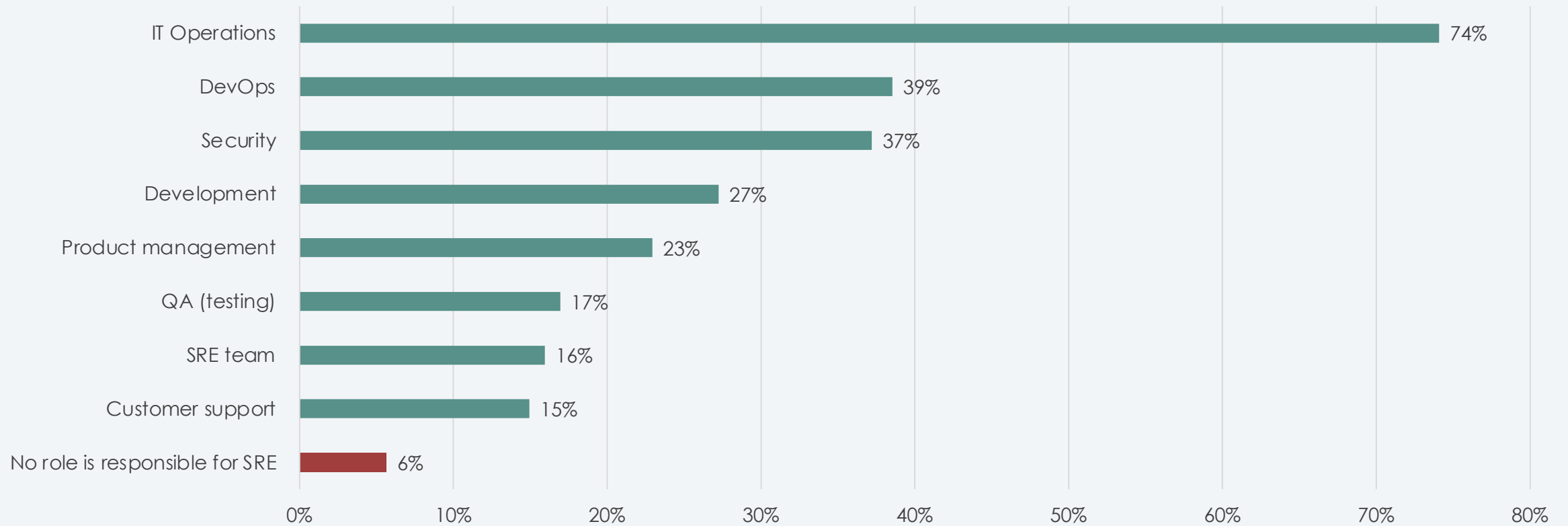
80% INDICATE AN INCREASED FOCUS ON SYSTEM RELIABILITY

The pandemic for most companies has driven increased cloud adoption, remote workers, and supply chain issues. Have these changing conditions led to an increasing focus on system reliability?



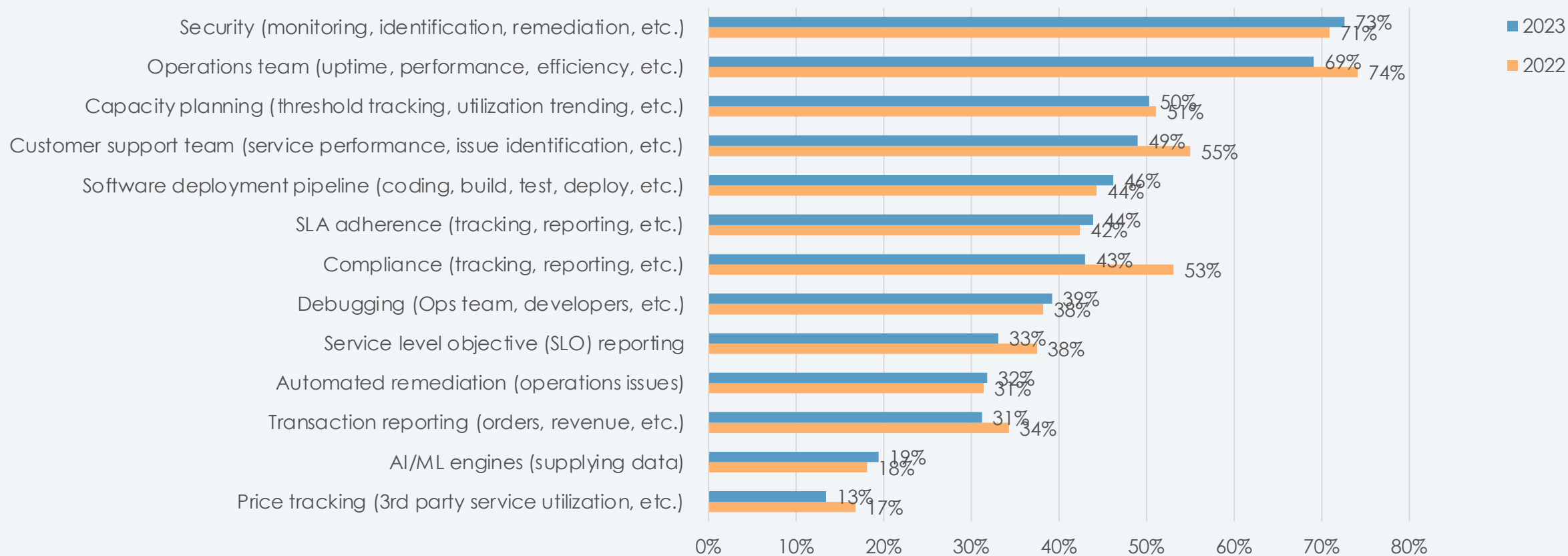
94% STATE THEY ARE DOING SITE RELIABILITY ENGINEERING, BUT MOST ARE ASSIGNING THE TASK TO IT OPERATIONS

At your company, which of the following roles are responsible for site reliability engineering (SRE)?



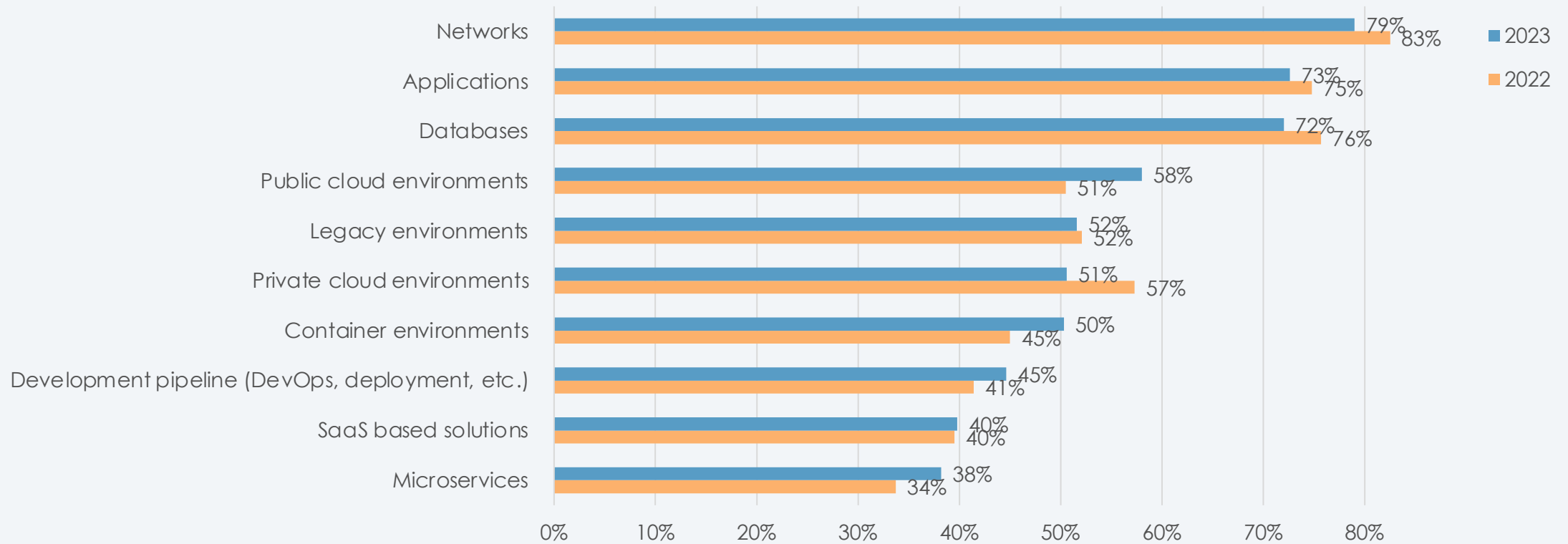
NUMEROUS INITIATIVES RELY ON MONITORING AND VISIBILITY

At your company, which of the following tasks do your company's monitoring and observability tools support?



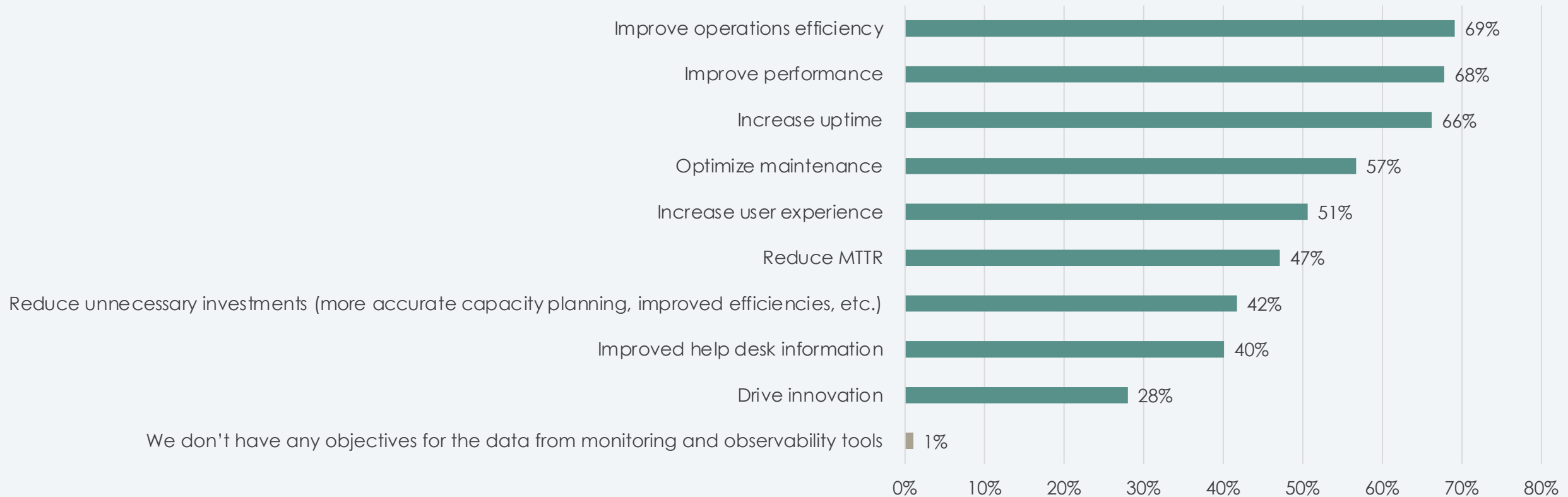
NUMEROUS AREAS REQUIRE MONITORING BEYOND NETWORKS, APPLICATIONS, AND DATABASES BUT MOST LACK NEEDED VISIBILITY

Into which of the following areas are your company's current monitoring and observability tools able to provide visibility?



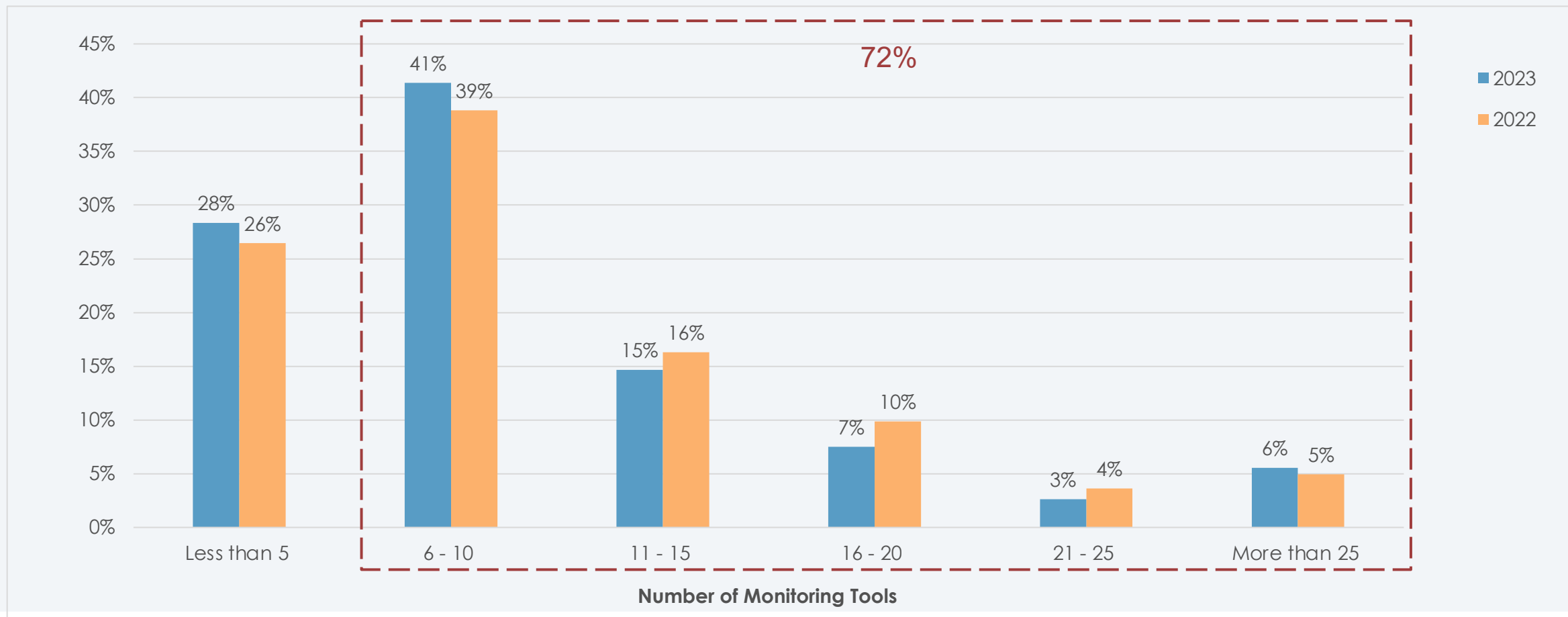
COMPANIES LOOKING TO IMPROVE OPERATIONAL EFFICIENCY AND CUSTOMER EXPERIENCES WITH MONITORING AND OBSERVABILITY TOOLS

What objectives does your company want to achieve with the data from monitoring and observability tools?



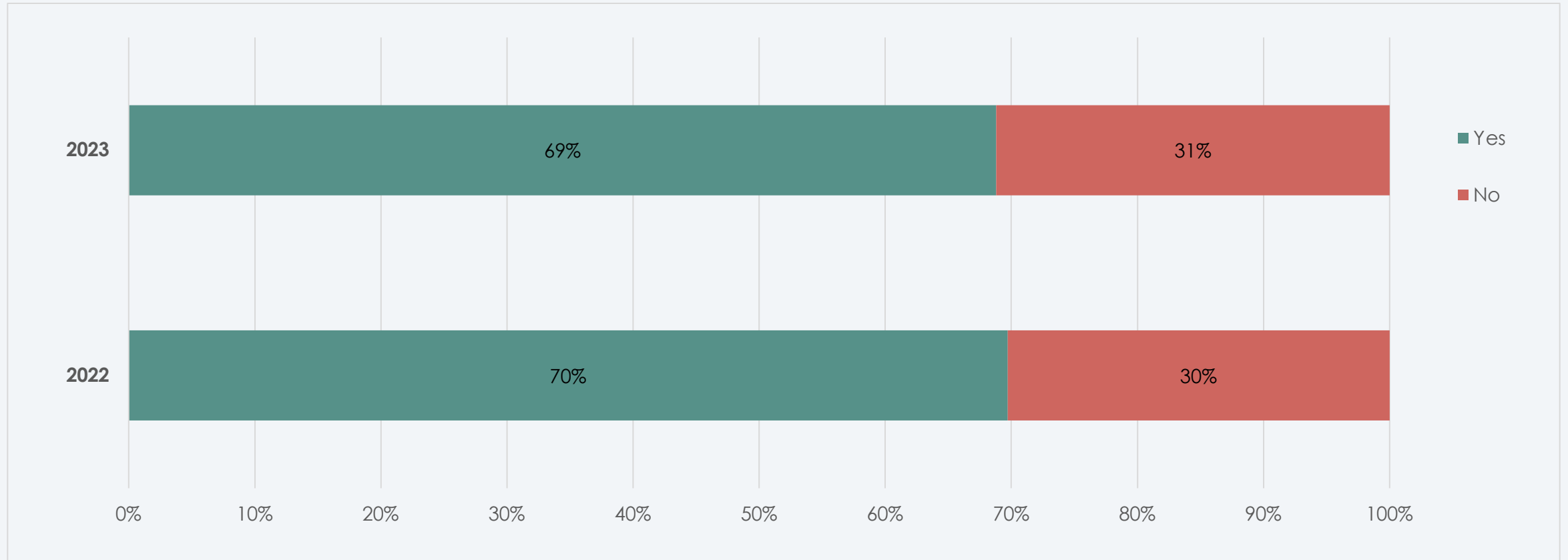
72% OF COMPANIES USE 6 OR MORE MONITORING AND OBSERVABILITY TOOLS TODAY

Approximately, how many different monitoring and observability tools does your company currently have deployed?



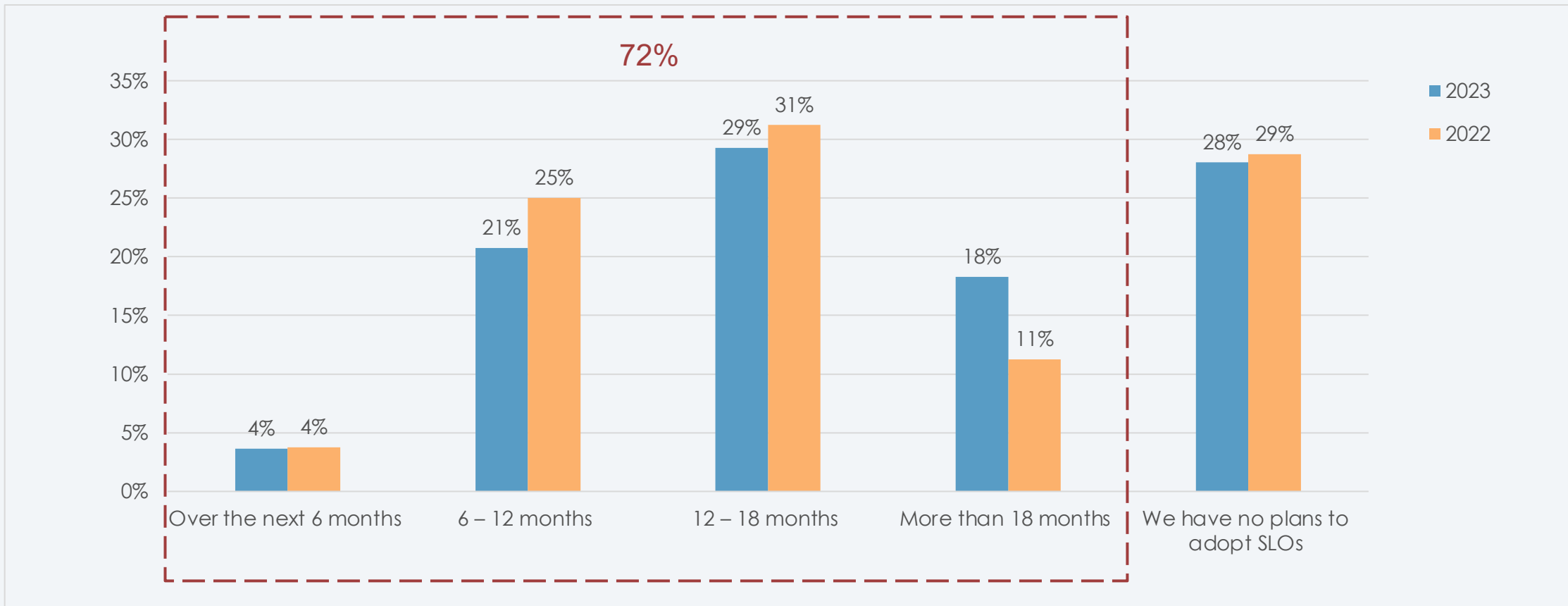
69% OF COMPANIES HAVE ADOPTED SLOs - CONSISTENT YEAR OVER YEAR

Does your company currently use service level objectives (SLOs)?



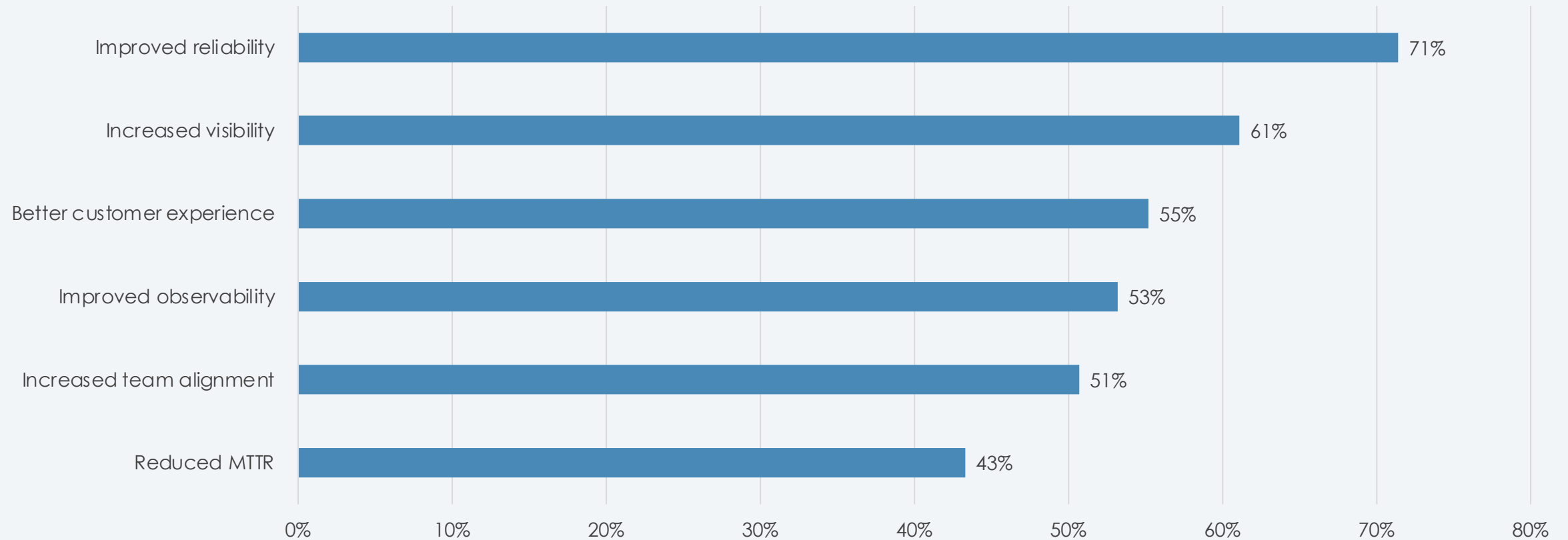
72% OF COMPANIES NOT USING SLOs TODAY PLAN ON ADOPTING THEM, WITH 54% BEGINNING IN THE NEXT 18 MONTHS

Approximately, when does your company plan on adopting SLOs?



NUMEROUS BENEFITS RECEIVED FROM SLOs INCLUDING IMPROVED RELIABILITY, VISIBILITY, AND THE CUSTOMER EXPERIENCE

Which of the following benefits has your company already gained from using SLOs?



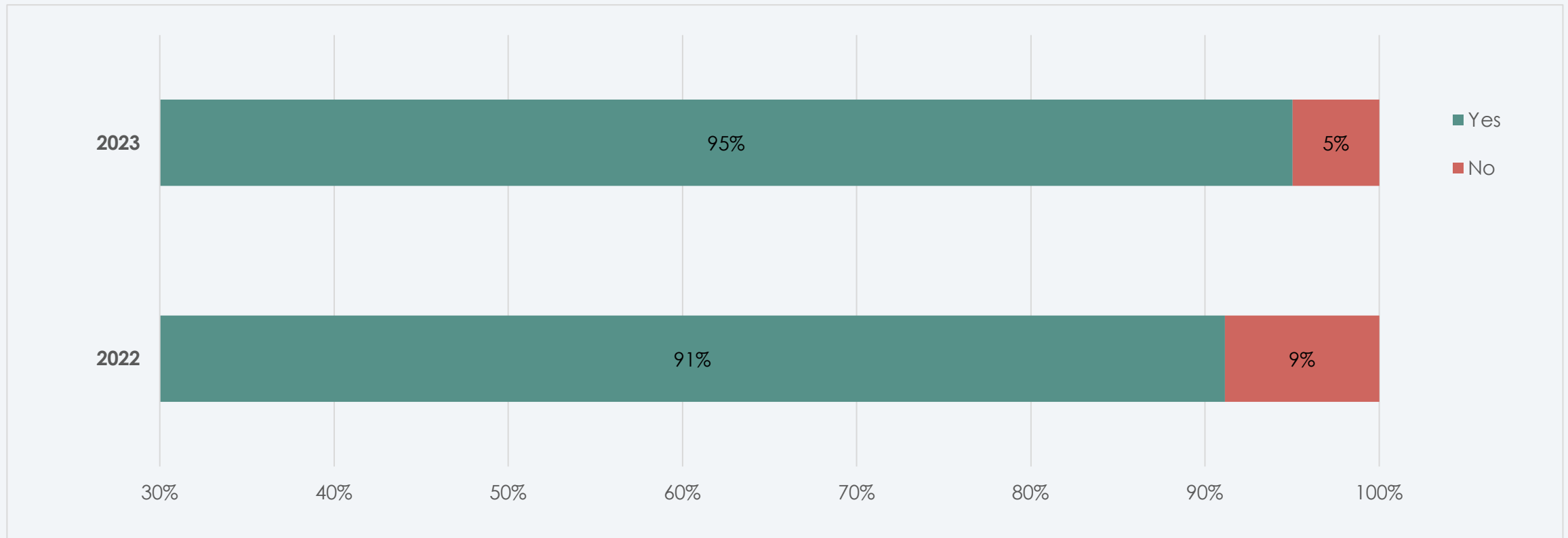
27% OF COMPANIES INDICATED SLOS SAVED \$500K OR MORE

To the best of your knowledge, by using SLOs, approximately how much money has your company saved?



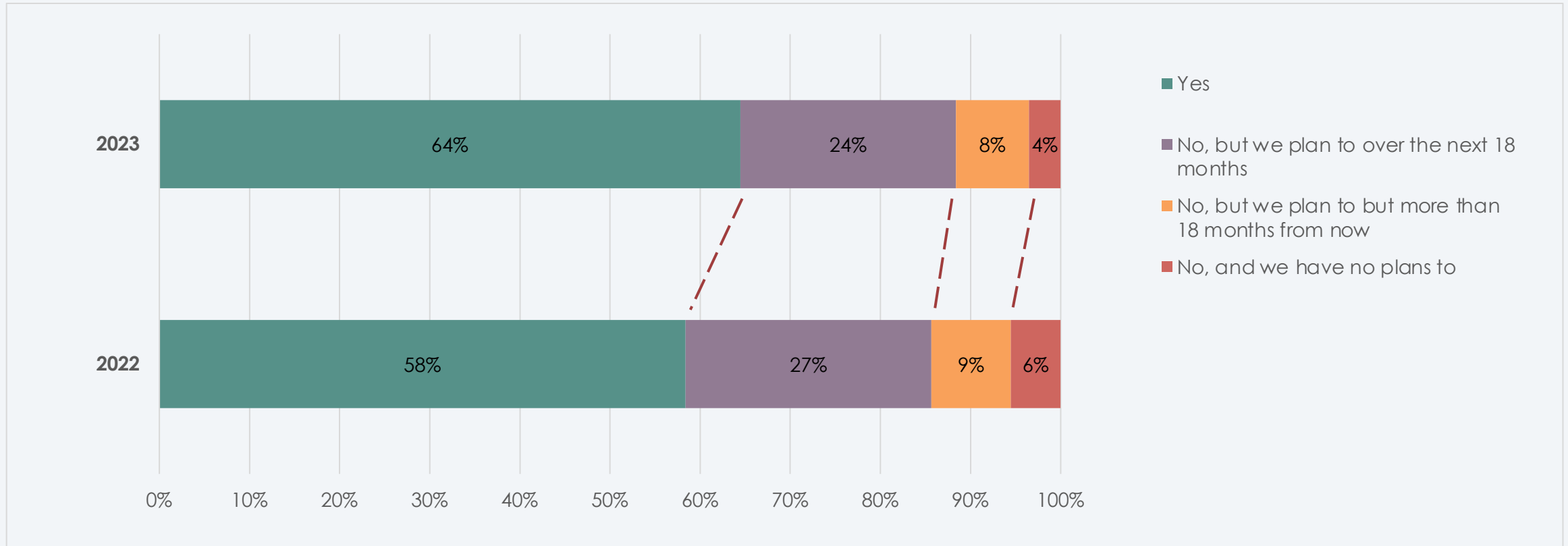
95% INDICATE SLO ADOPTION IS DRIVING BETTER BUSINESS DECISIONS

In your opinion, does using SLOs help your organization make better business decisions?



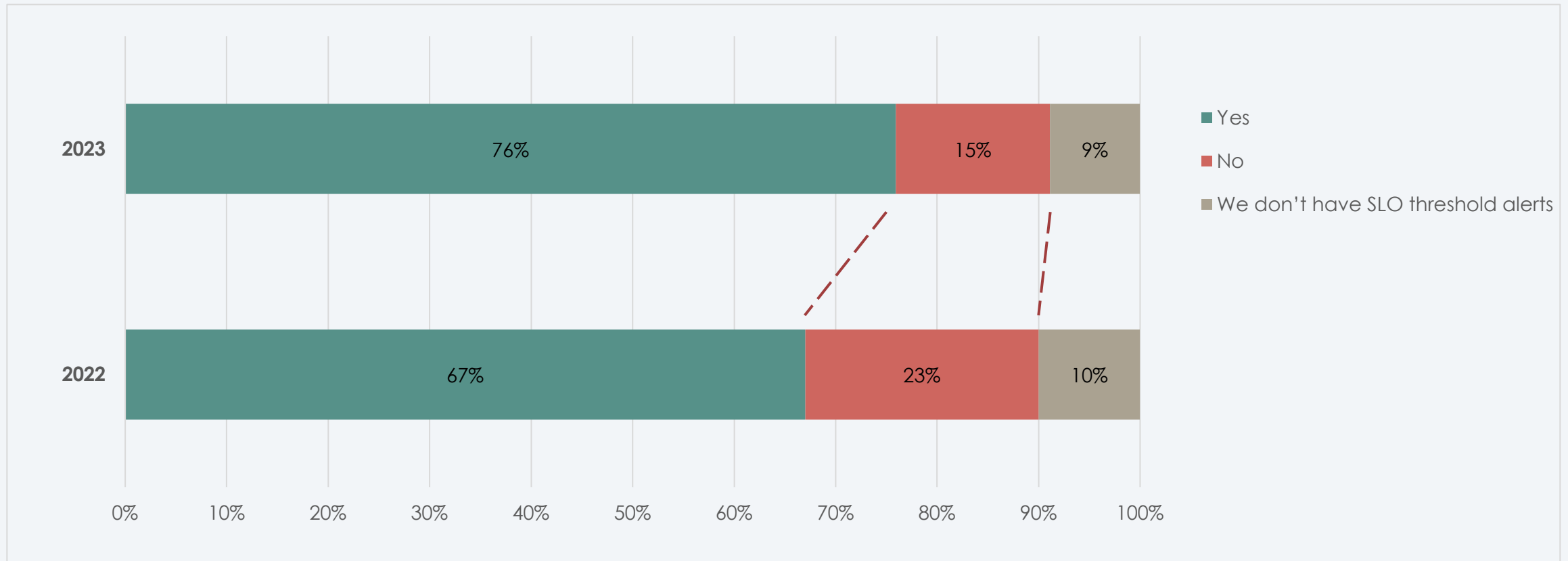
GROWING SLO MATURITY AS 96% HAVE MAPPED SLOs DIRECTLY TO BUSINESS OPERATION OR PLAN TO

Are some of your company SLOs directly mapped to business operations?



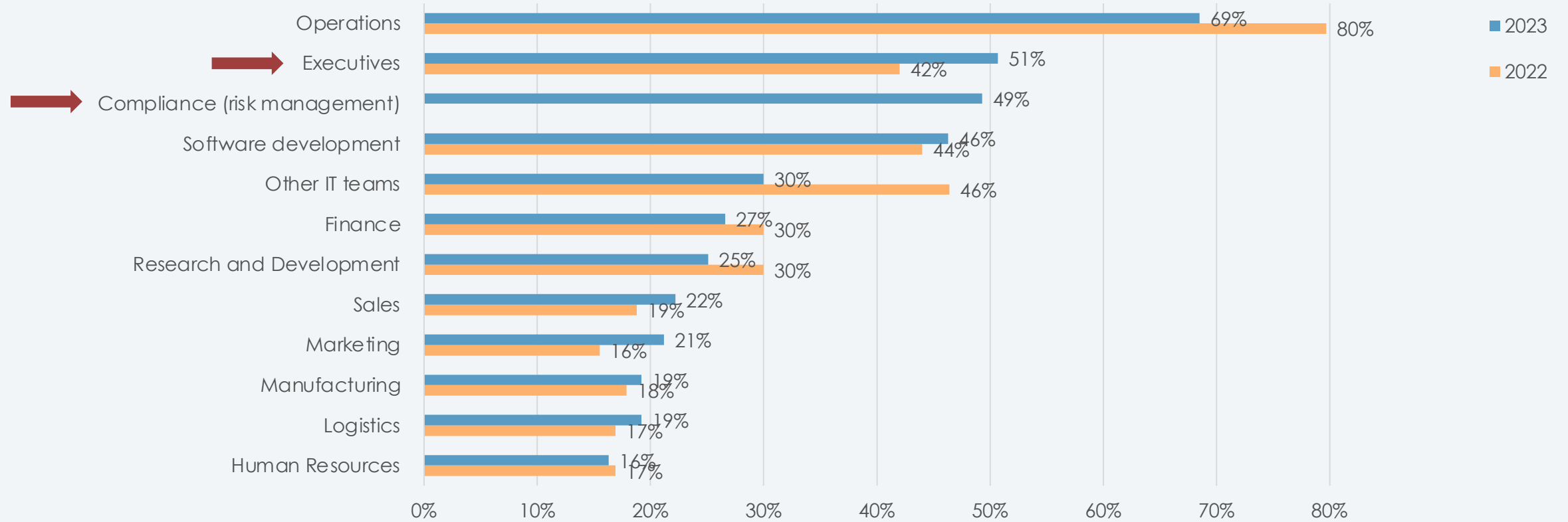
76% PREVENTED BUSINESS INTERRUPTIONS - A GROWING NUMBER - BUT 9% HAVEN'T IMPLEMENTED THRESHOLDS YET

Has your company been able to prevent business interruptions due to SLO thresholds alerts?



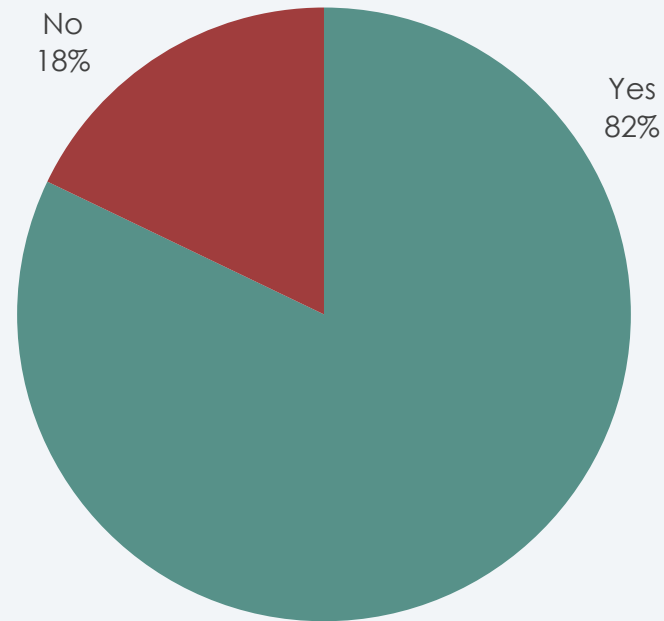
EXECUTIVES AND COMPLIANCE TEAMS GROWING AS STAKEHOLDERS FOR SLO REPORTS

To which teams does IT currently provide SLOs reports?



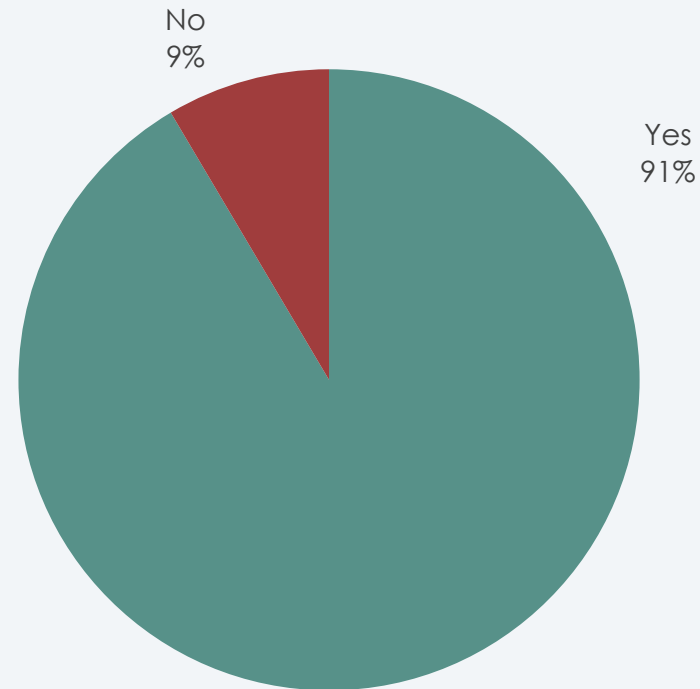
82% INTENDING TO INCREASE THE USE OF SLOs

Does your company plan on increasing the use of SLOs?



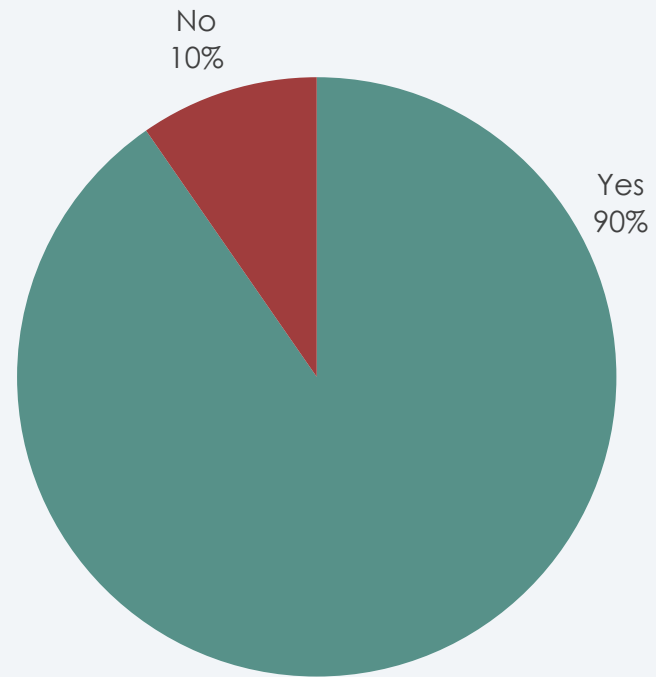
91% NOTE SLOs NEED TO SPAN ENVIRONMENTS, WORKLOADS, AND APPLICATIONS

In your experience, will some SLOs need to span across different systems (environments, clouds, workloads, applications, etc.)?



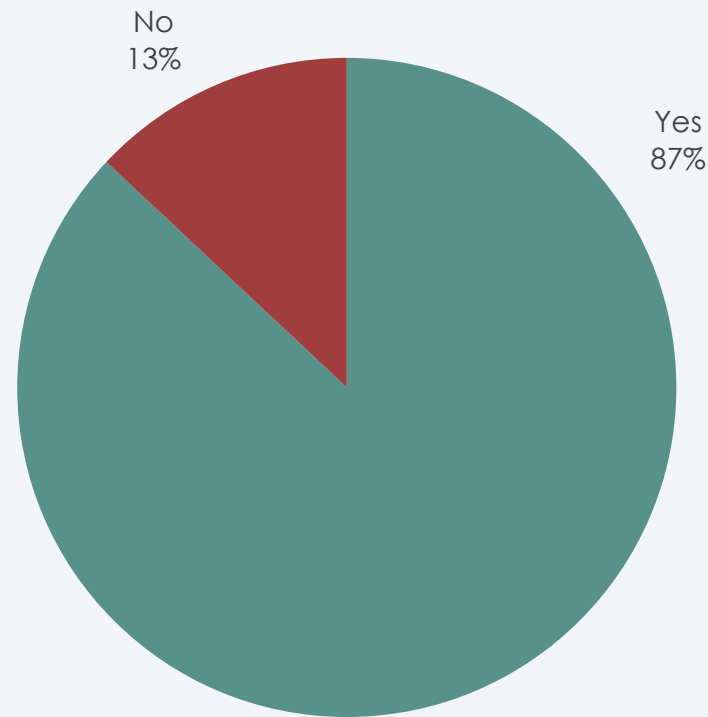
90% REVEAL SEVERAL MEASUREMENT APPROACHES NEEDED TO PROPERLY MANAGE SLOs

In your experience, are different types of measurement approaches (end user, synthetic user, log-based, traces, performance tracking, etc.) are needed to properly manage SLOs?



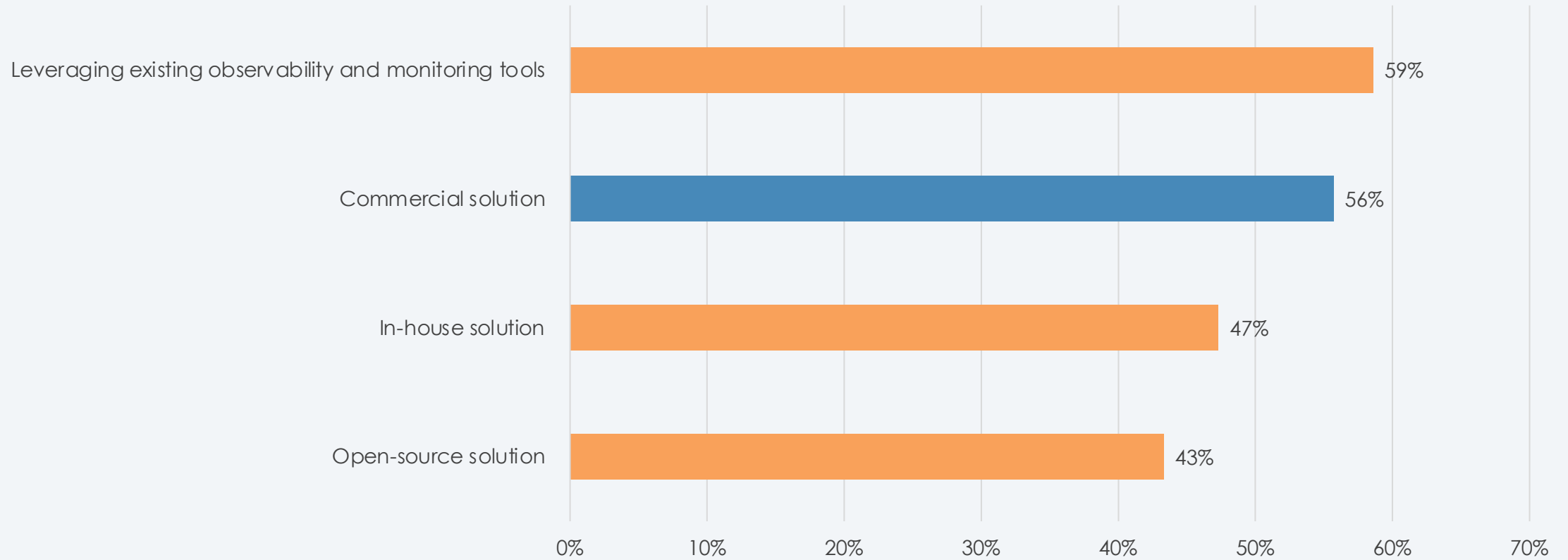
DIFFERENT MEASUREMENT APPROACHES DRIVES COMPANIES TO USE MULTIPLE MONITORING AND OBSERVABILITY TOOLS

In your experience, does the need for different measurement approaches drive the need to use multiple monitoring and observability tools?



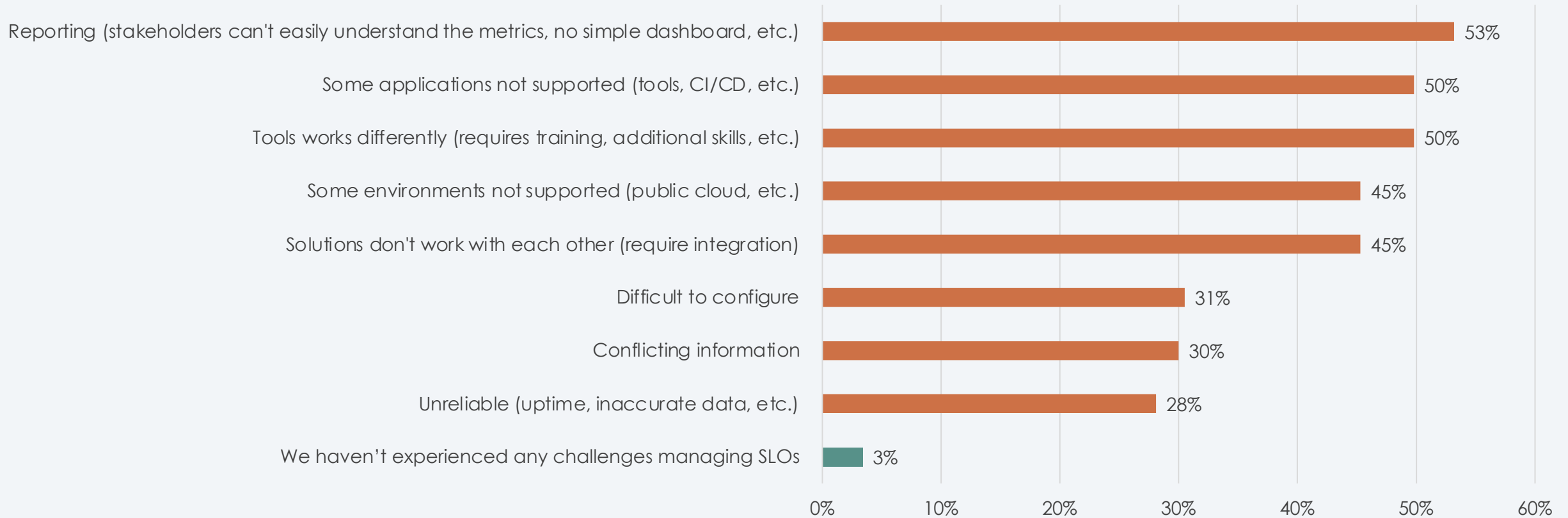
MOST COMPANIES TAKING A DIY APPROACH TO BUILDING AND MANAGING SLOs

What types of tools is your company using to establish and manage SLOs?



97% REPORT IT IS DIFFICULT TO MANAGE SLOs, LED BY REPORTING, LACK OF APPLICATION AND ENVIRONMENT SUPPORT, AND INTEROPERABILITY ISSUES

What challenges has your company had managing SLOs?





FOR MORE INFORMATION...

About Dimensional Research

Dimensional Research® provides practical market research for technology companies. We partner with our clients to deliver actionable information that reduces risks, increases customer satisfaction, and grows the business. Our researchers are experts in the applications, devices, and infrastructure used by modern businesses and their customers.

For more information, visit www.dimensionalsearch.com.

About Nobl9

Nobl9 is the first service level observability platform that adds business context to software delivery. Global Enterprises in the financial services, e-commerce, and SaaS industries, such as Flexera, Outsystems, Procore, ServiceNow, Ticketmaster, and Trusted Shops, choose Nobl9 to accelerate engineering, set clear software reliability goals, and ensure end-user happiness. Nobl9 enriches data from popular enterprise observability systems and fits into developer workflows using popular DevOps and collaboration tools. Nobl9 is backed by Battery Ventures, Bonfire, Cisco Investments, CRV, Harmony Partners, Resolute, ServiceNow, and Sorenson Capital.

For more information, visit www.nobl9.com.

METHODOLOGY AND PARTICIPANTS



GOALS AND METHODOLOGY

Research Goal The primary research goal was to understand the current level of observability and monitoring, and what technologies and IT environments prove to be the most challenging. The research also investigated the use and adoption for service level objectives (SLOs) and their material impact on improved operations and business decision making. A similar survey was conducted in 2022 building visibility into market trends, SLO adoption, persistent challenges, and business benefits.

Methodology IT professionals and executives at medium to enterprise companies representing all seniority levels were invited to participate in a survey on their company's observability and monitoring practices.

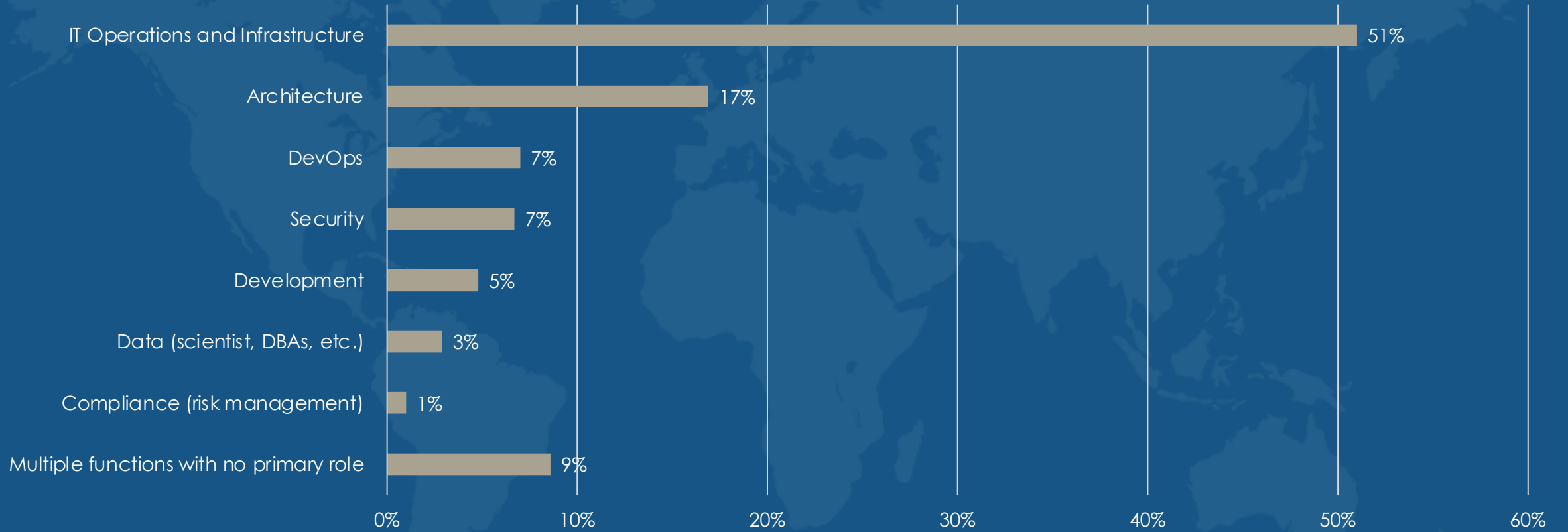
The survey was administered electronically, and participants were offered a token compensation for their participation.

Participants A total of **314 qualified participants** completed the global survey in 2023, with 309 completing the survey in 2022. All participants had observability and monitoring responsibilities. Participants represented numerous countries from 5 continents providing global market perspective.



INDIVIDUALS REPRESENTED

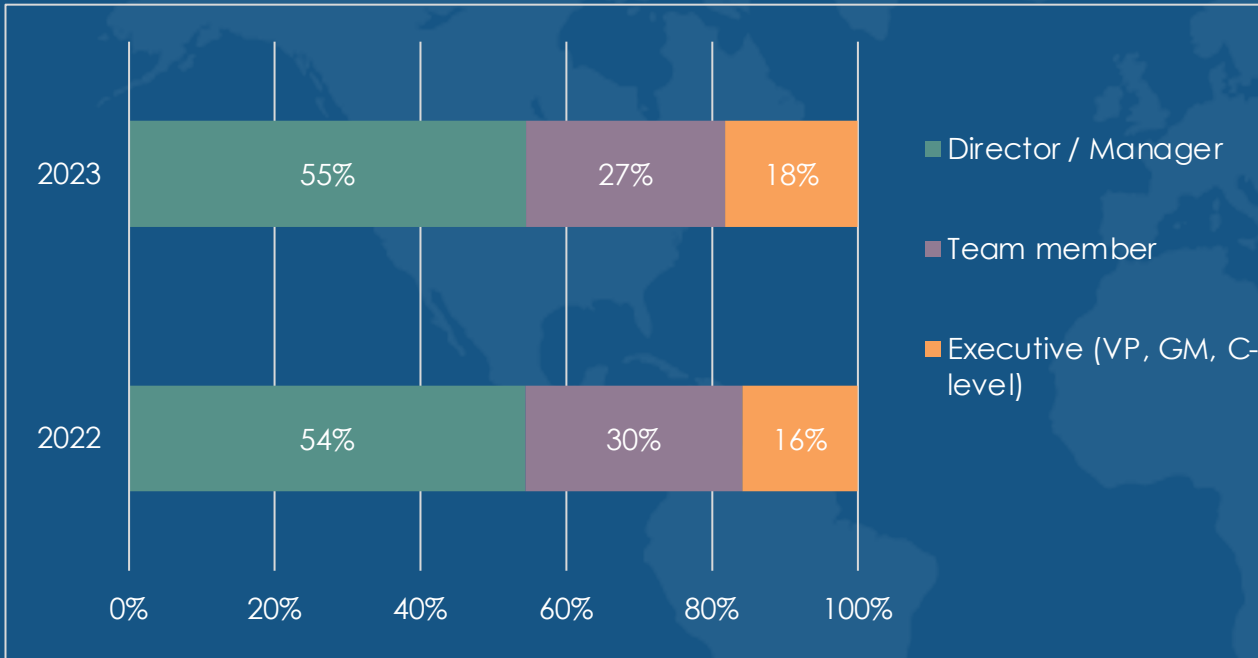
Role



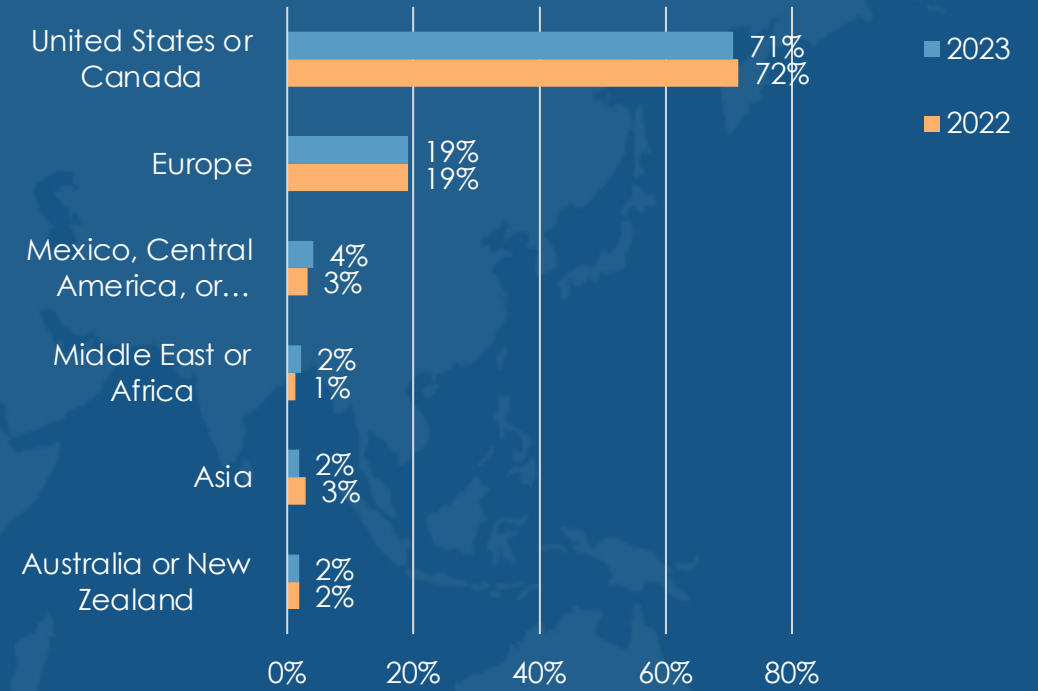


INDIVIDUALS REPRESENTED

Seniority



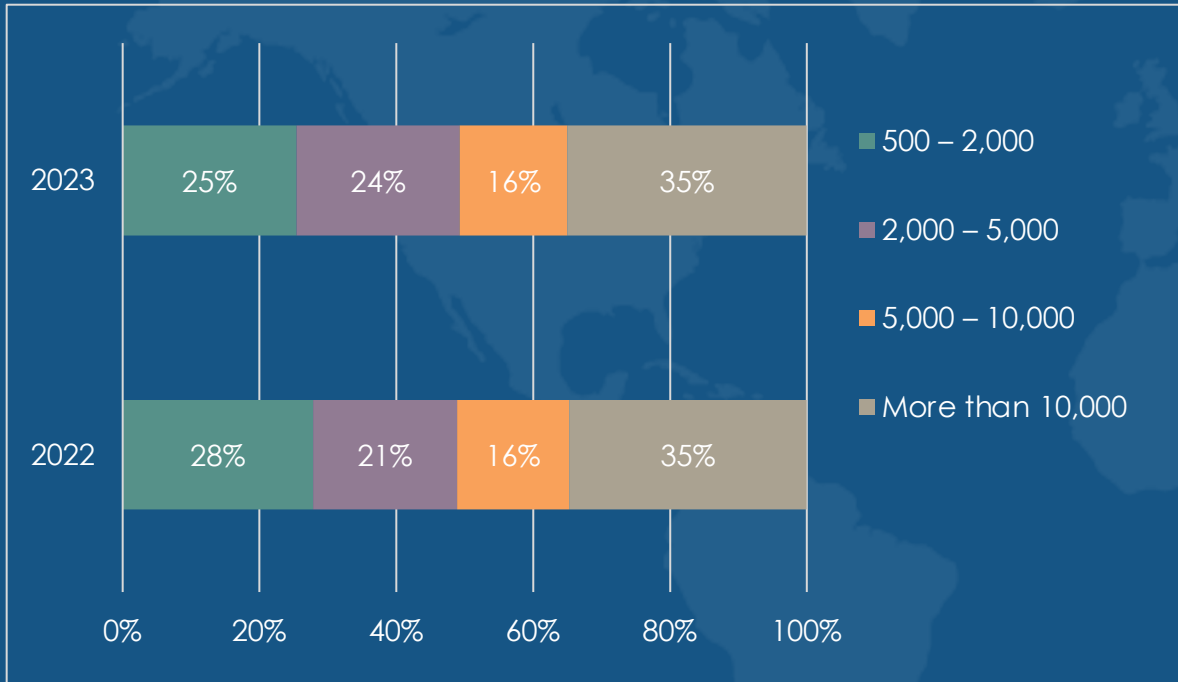
Location



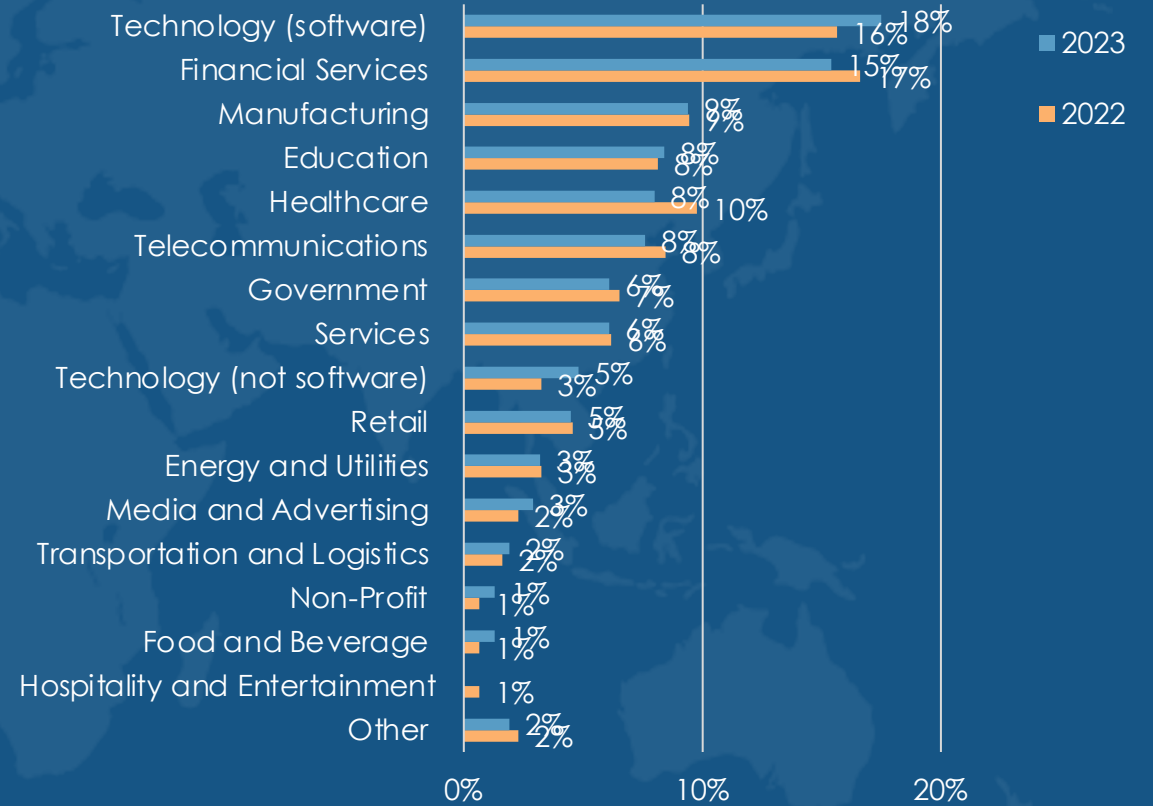


COMPANIES REPRESENTED

Size



Industry



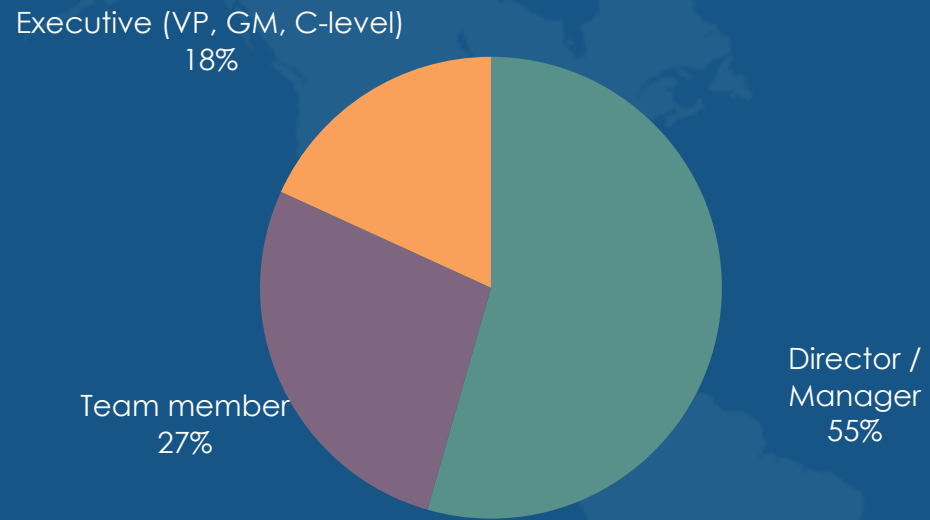
APPENDIX



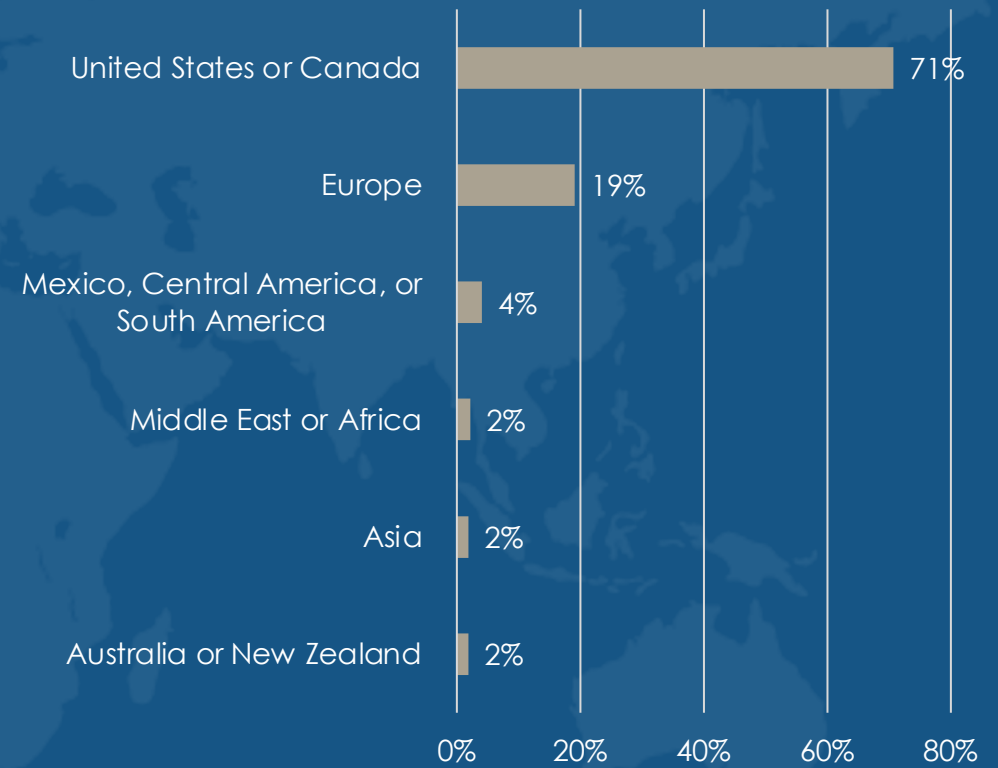


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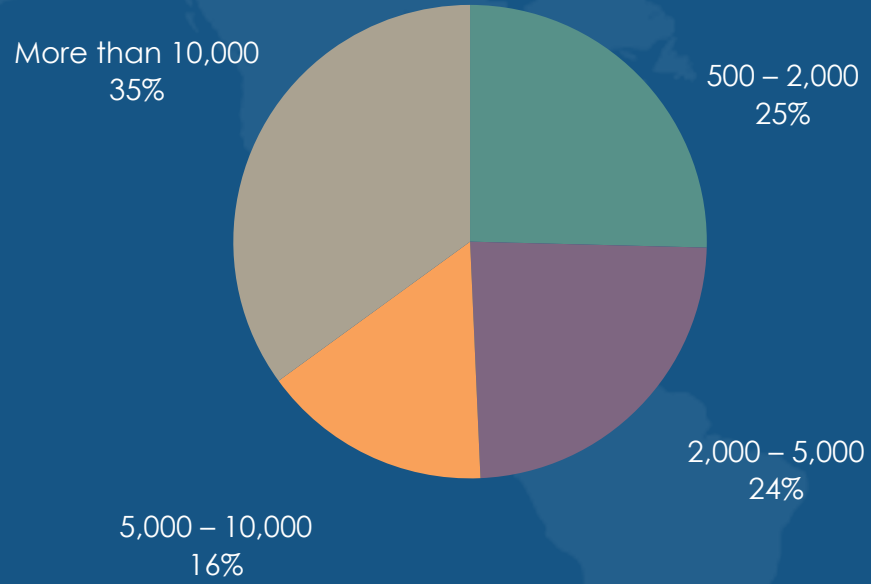
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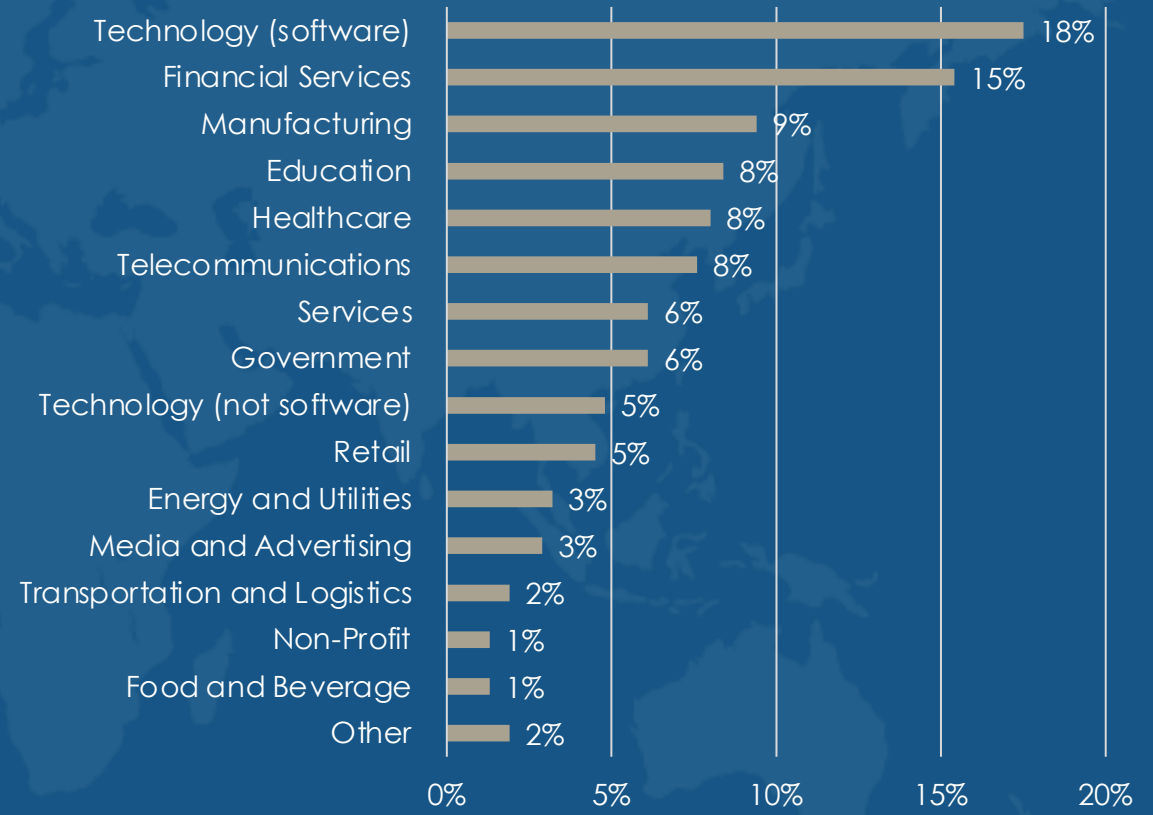


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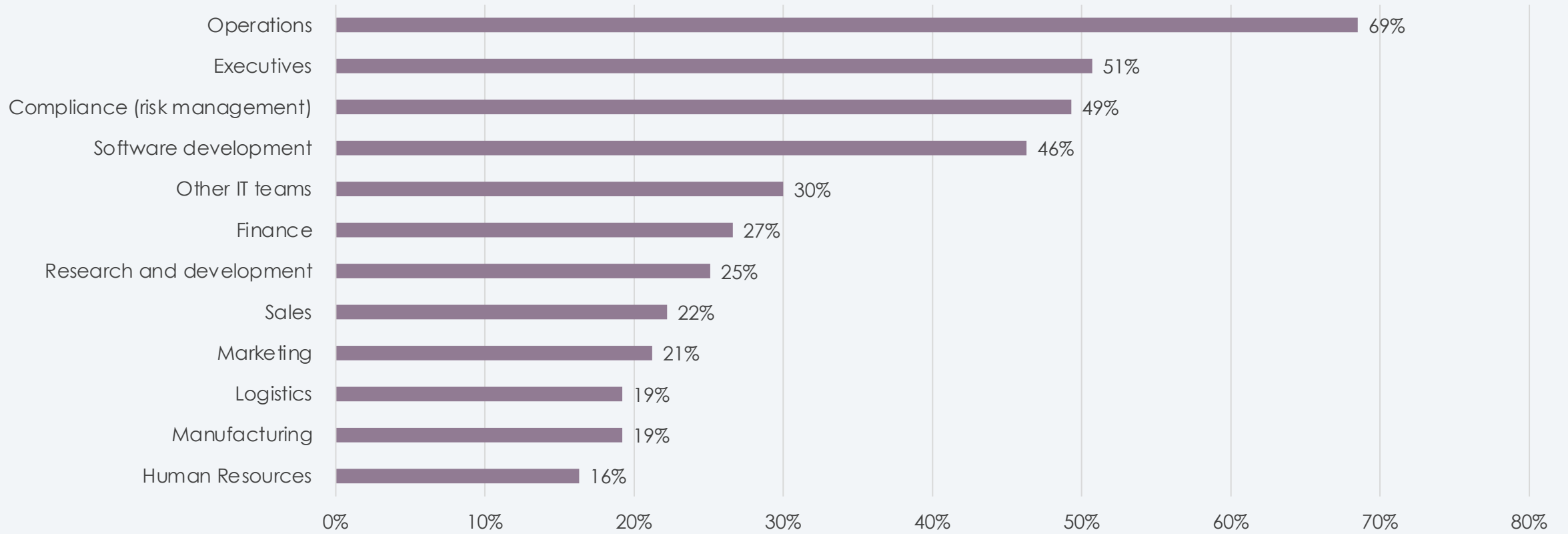
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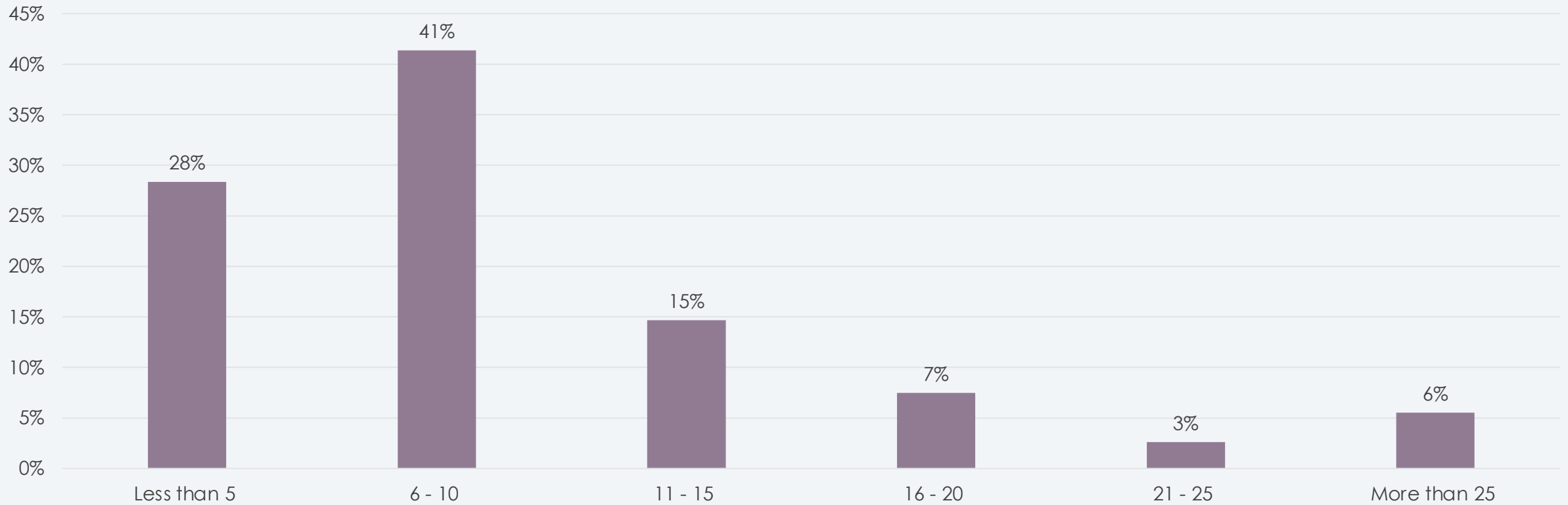


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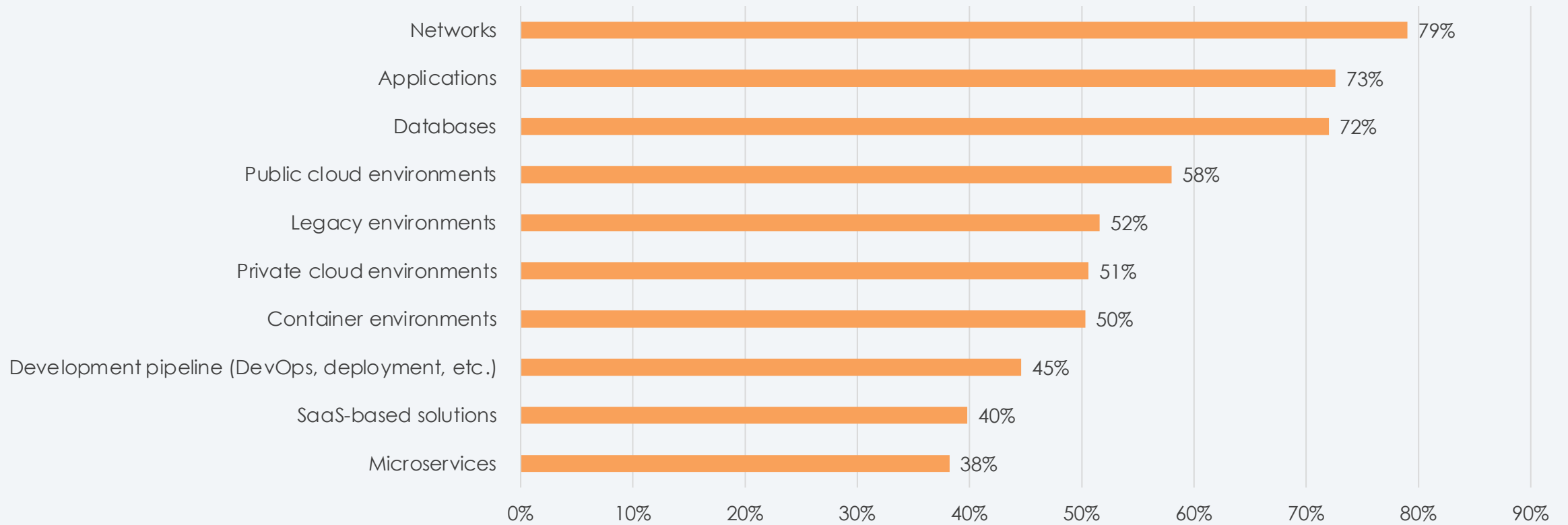
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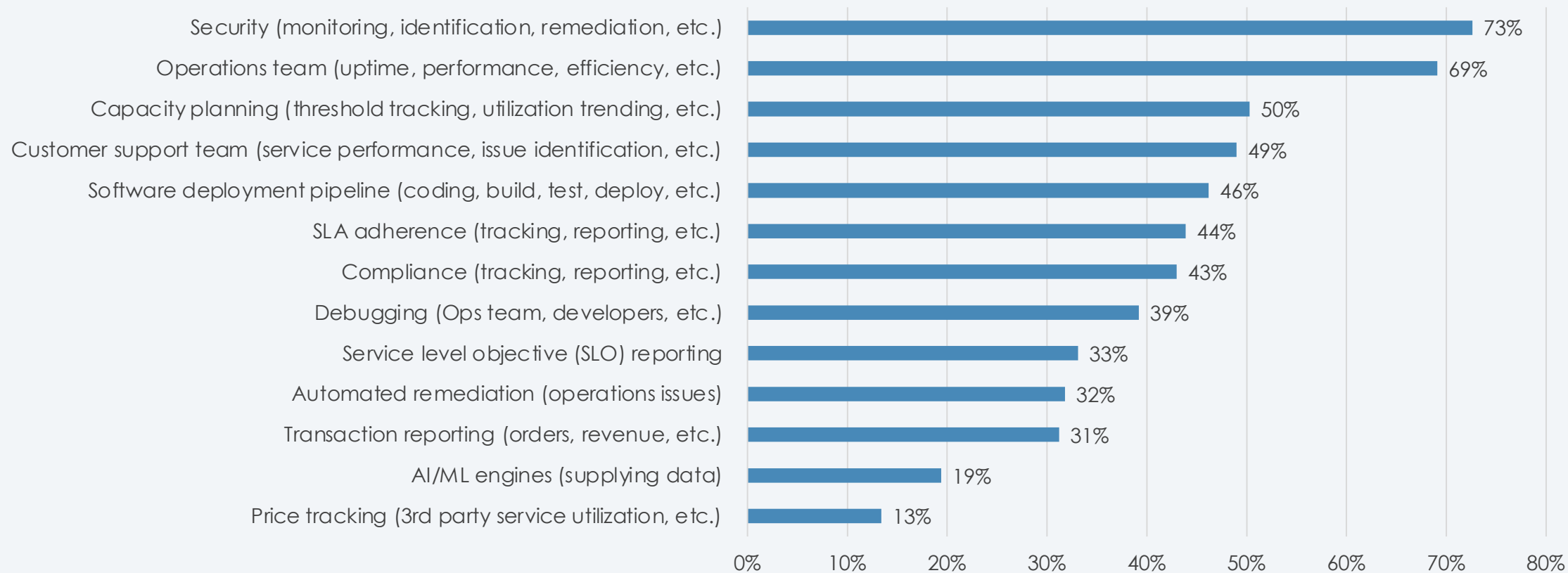
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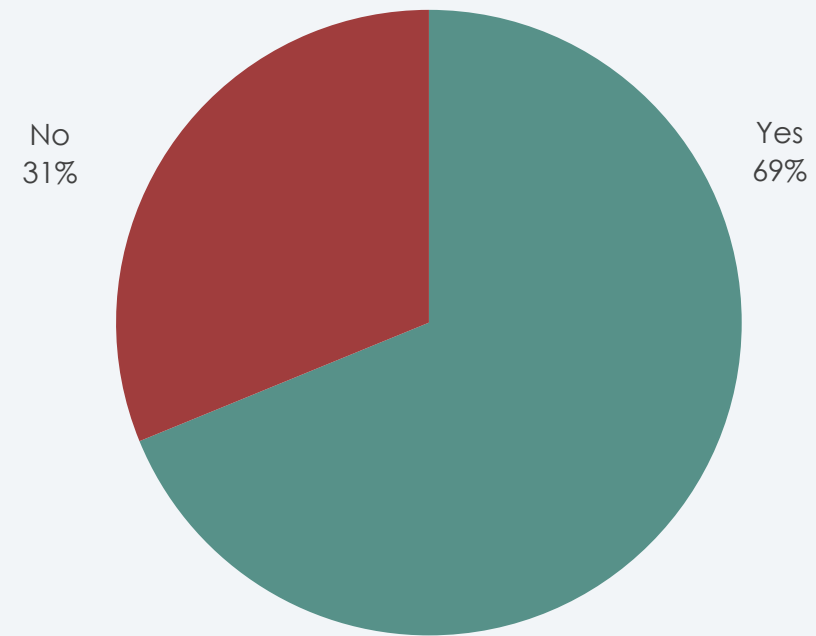
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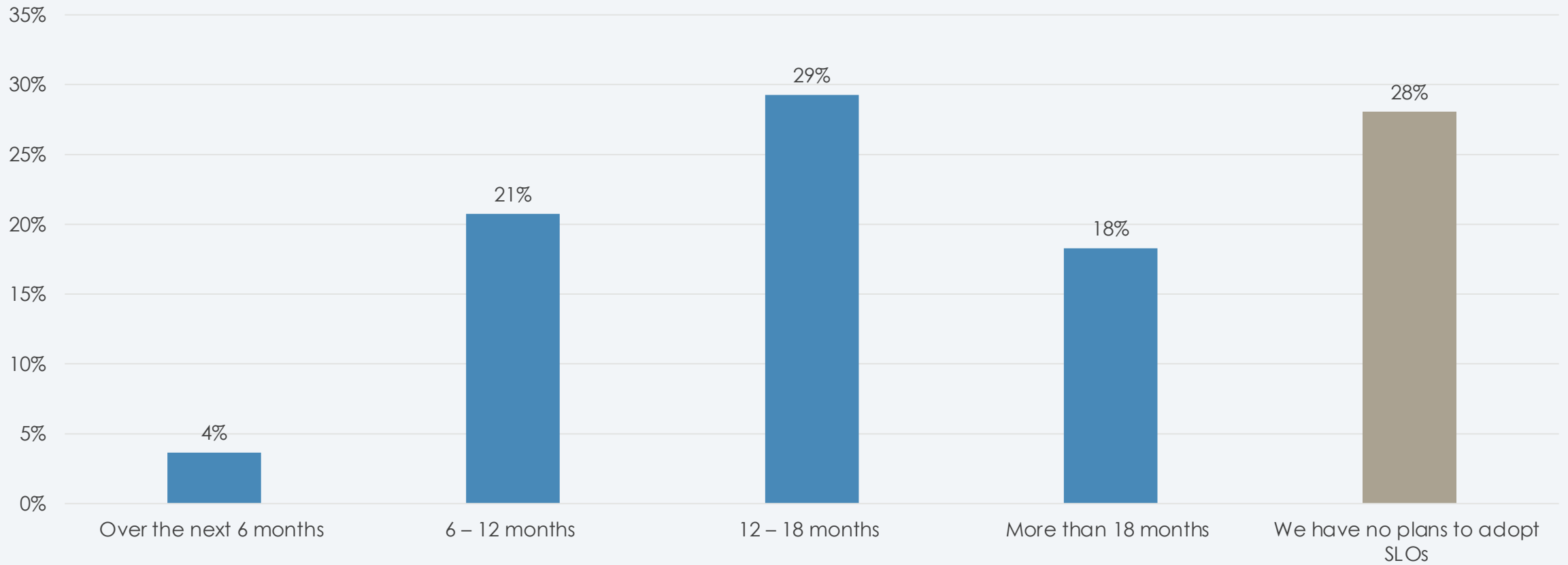
69% STATE THEIR COMPANY USES SLOS

Does your company currently use service level objectives (SLOs)?



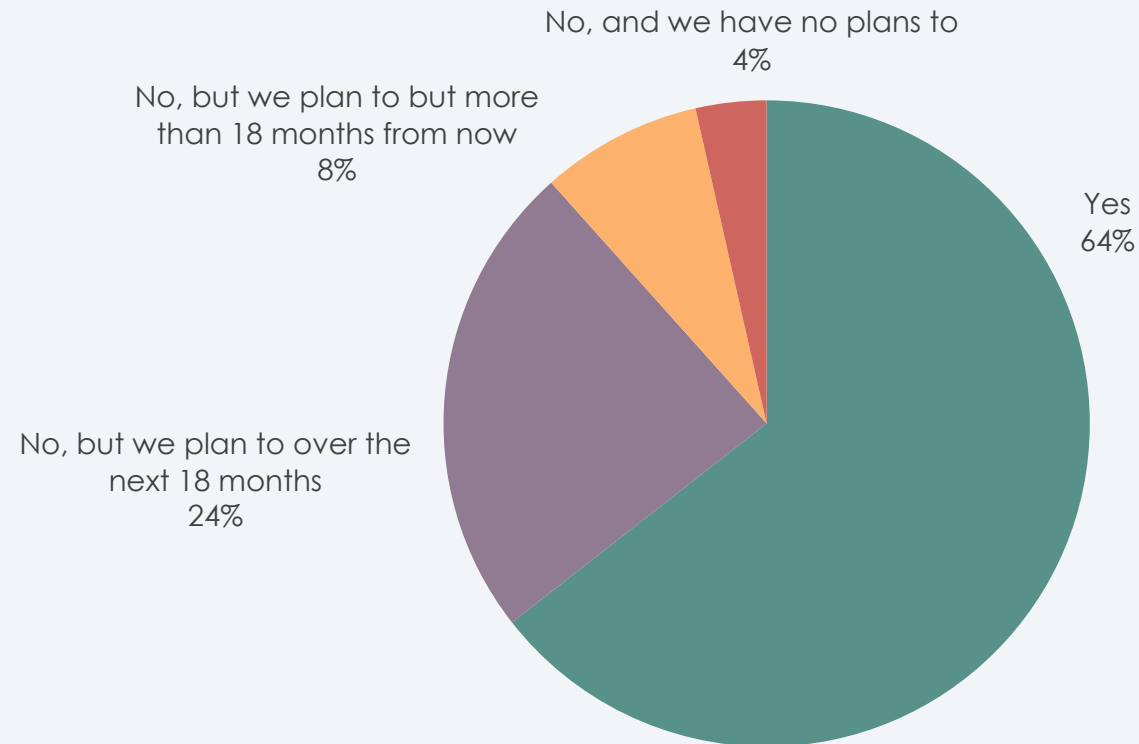
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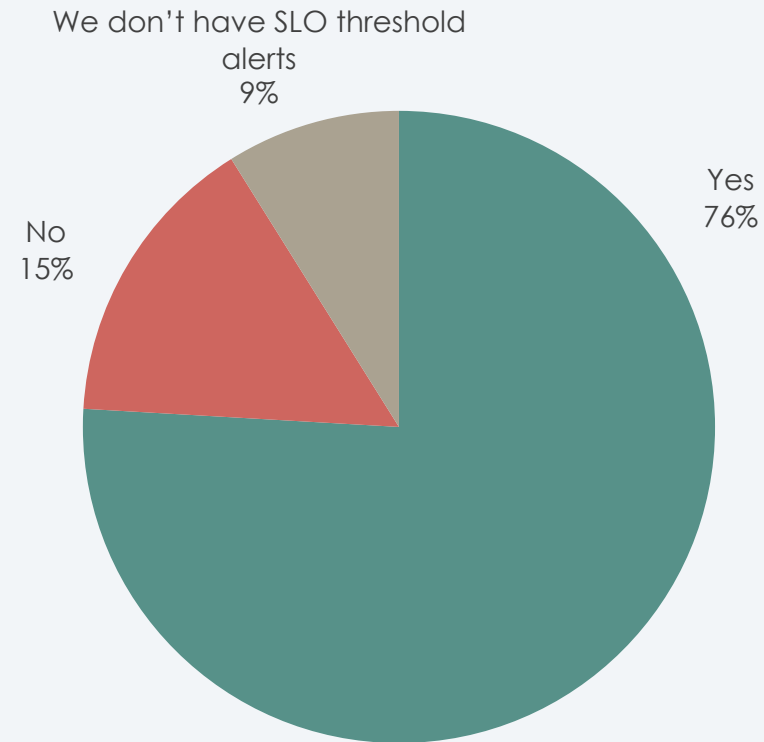
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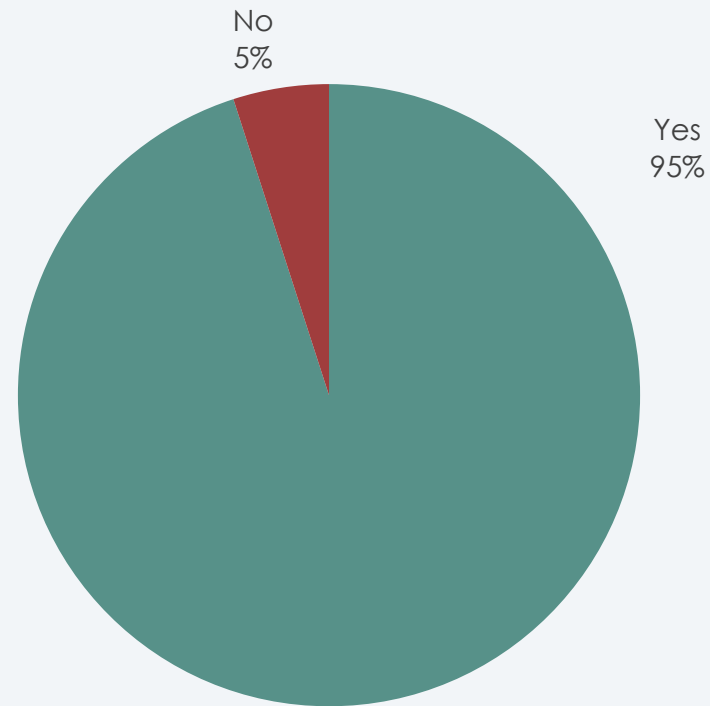
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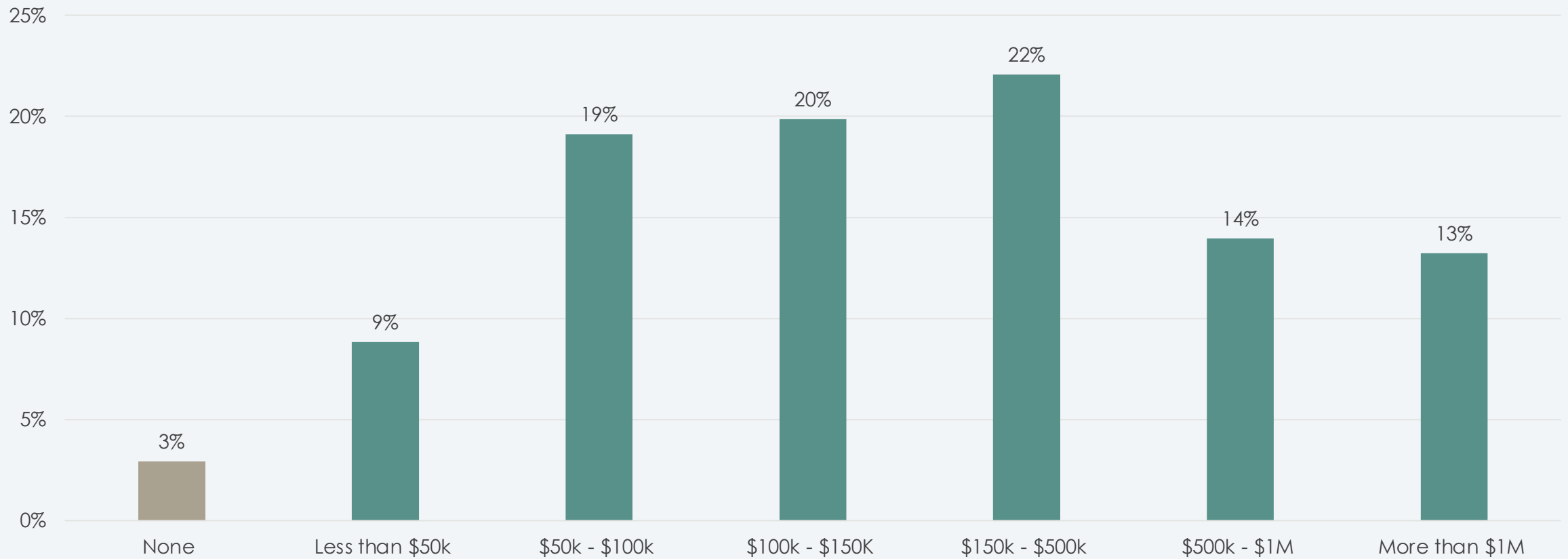
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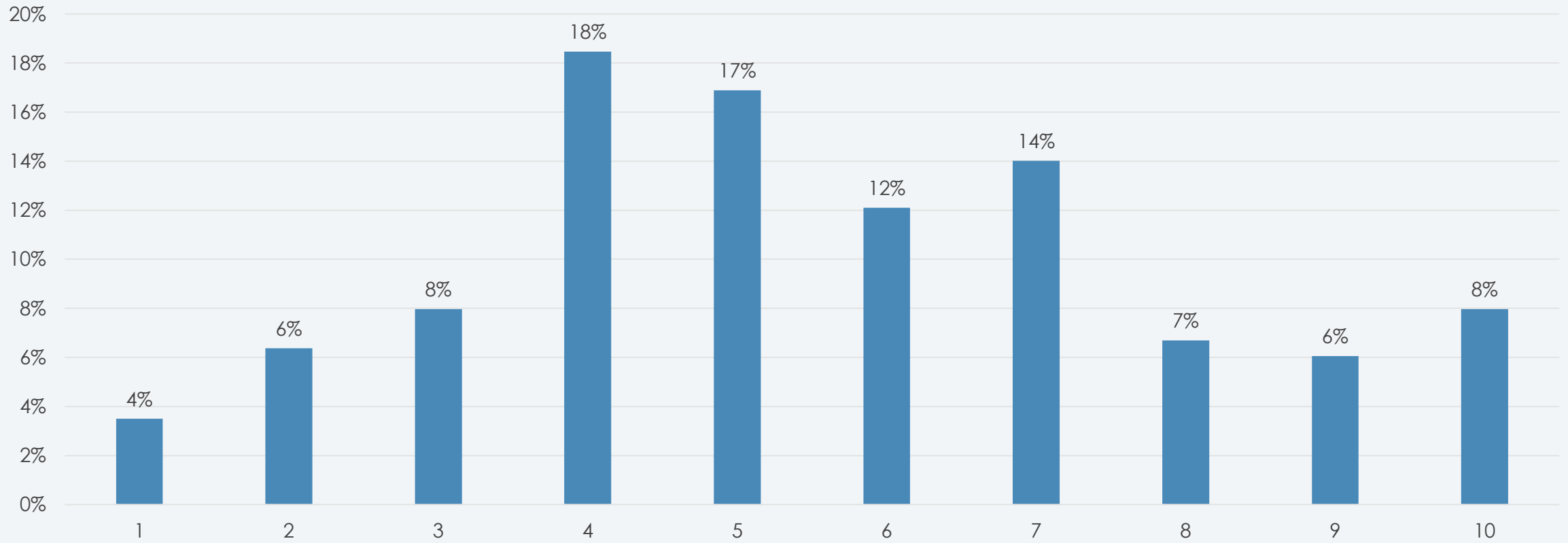
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APPENDIX ANSWER COUNTS

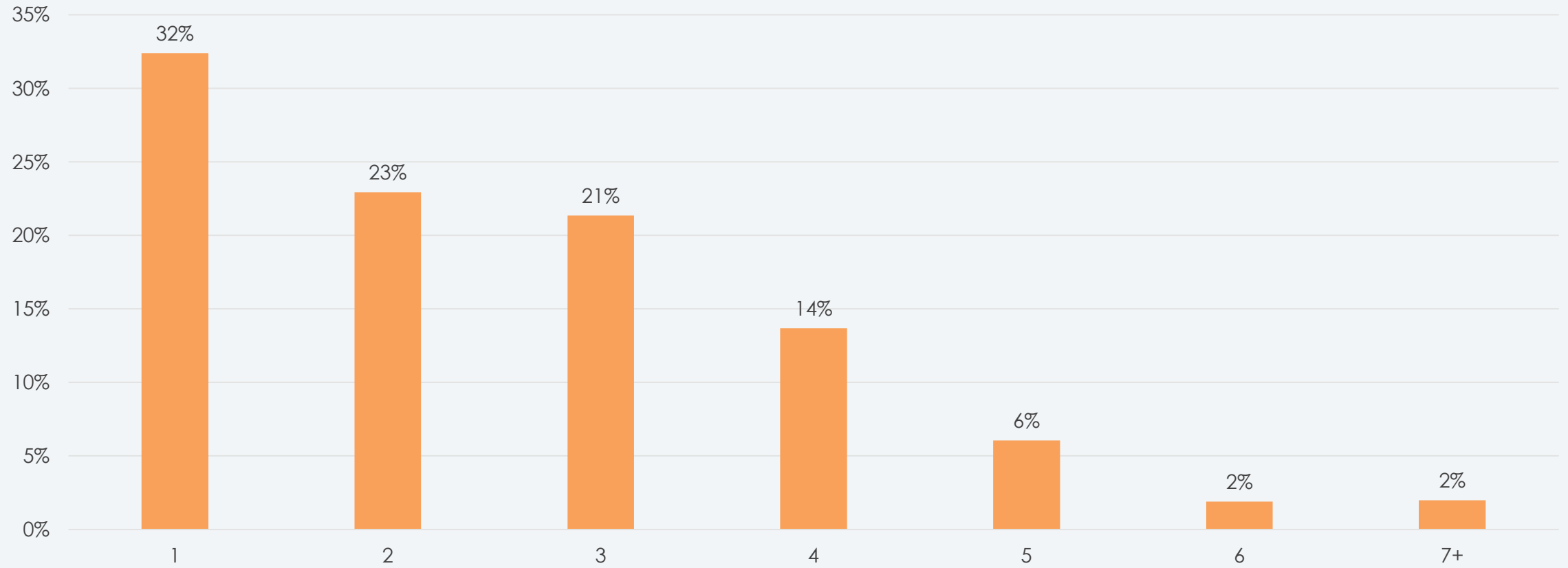
of areas with visibility



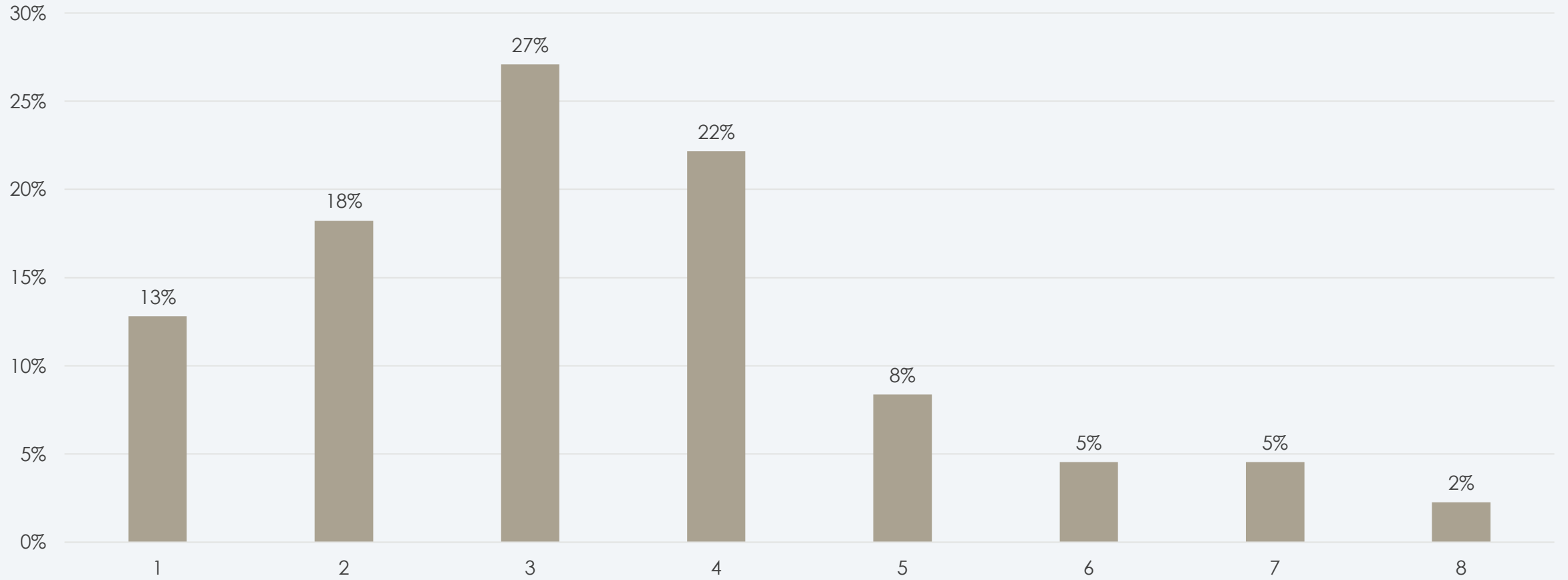
of supported actions



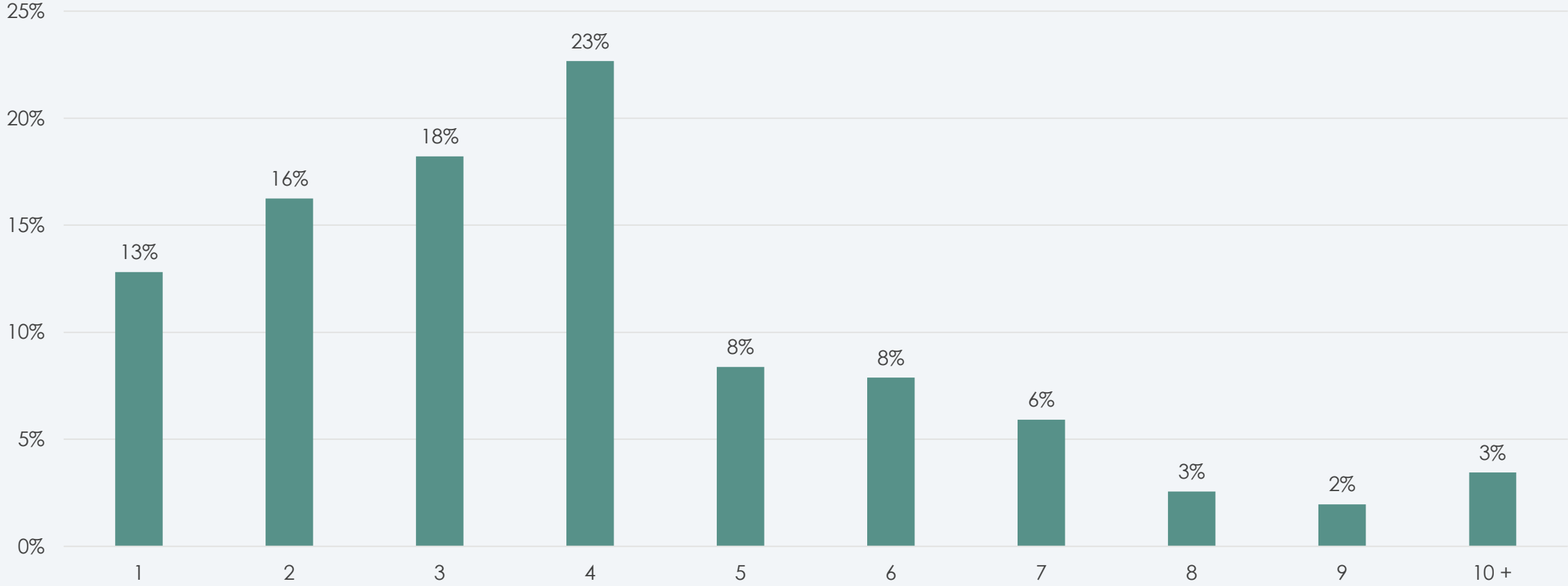
of roles for SRE



of challenges for managing SLOs



of team receiving SLO reports



of tools to establish and monitor SLOs

