



Our new Pica8 survey of 200 North American senior IT managers studies engagement with automation of a variety of IT domains, including the data center, cloud, remote offices and mobility. The survey finds automation to be one of the most important IT initiatives, ahead of AI-Ops, Edge computing and RPA.

In fact, 88 percent said IT automation was a somewhat to extremely important initiative in terms of reaching their organization's goals. Yet not all IT domains are equal in terms of automation engagement, progress, drivers, benefits and challenges.

Read on to see the survey results

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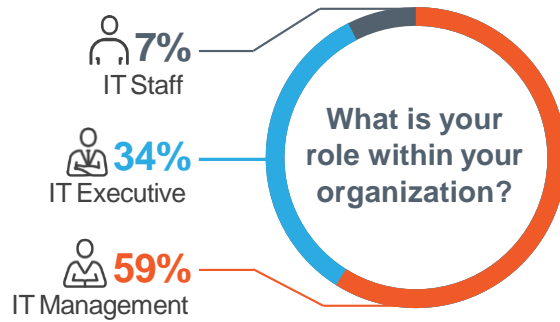
IT Automation Survey

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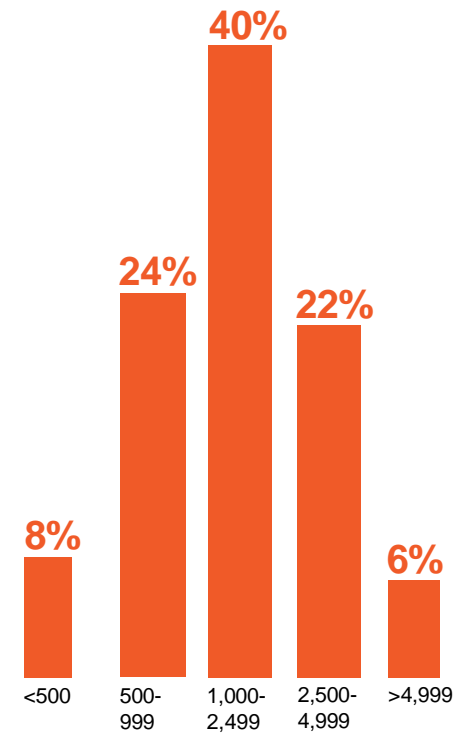
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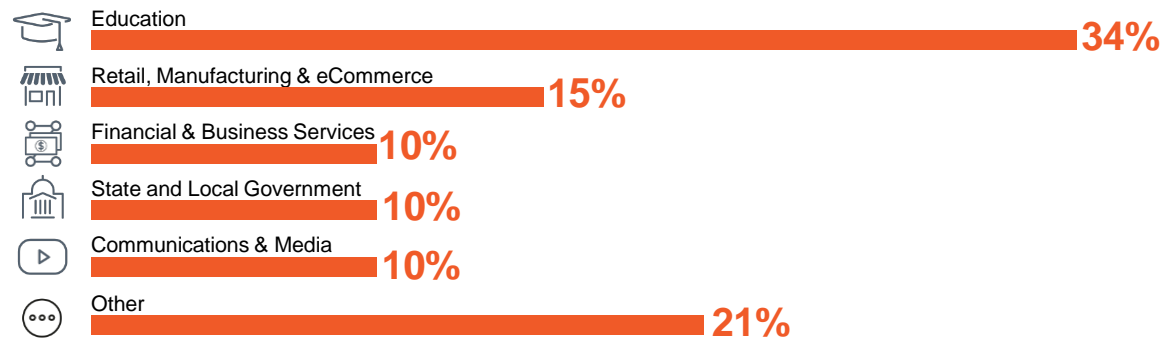
Demographics



How many employees work at your organization worldwide?

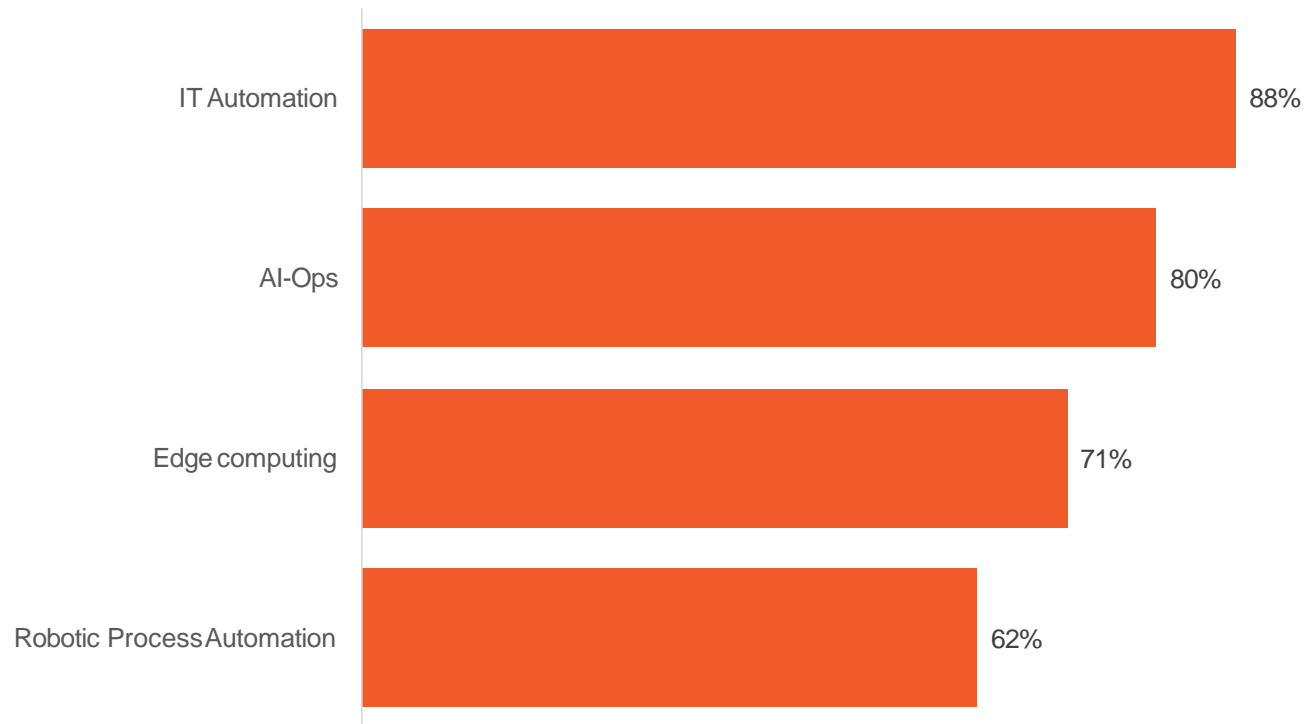


Which industry best describes your organization's primary focus?



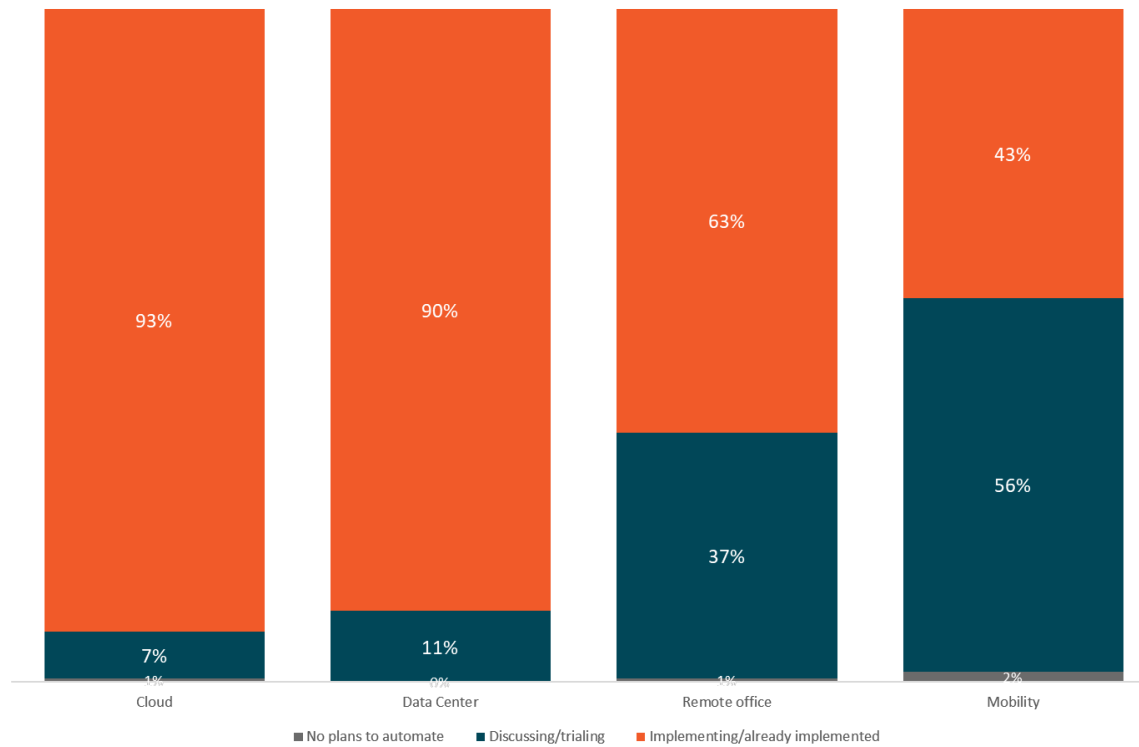
Automation is IT's Leading Initiative

How important are the following IT initiatives to your organization in terms of helping you reach your goals?
(Somewhat/Extremely important)



IT Automation Progress Varies by Focus

What is your level of engagement with automation in each of the following parts of IT TODAY?



IT Automation Drivers by Area of Automation



Why are they automating the Data Center?

- 1 Digital transformation
- 2 Desire for IT Agility
- 3 Addressing security issues



Why are they automating cloud?

- 1 Digital transformation
- 2 Addressing security issues
- 3 Desire for IT Agility



Why are they automating the Remote Office?

- 1 Digital transformation
- 2 Move to cloud
- 3 Addressing security issues



Why are they automating Mobility?

- 1 Digital transformation
- 2 Move to cloud
- 3 Operational efficiency

IT's Automation Goals



Benefits of automating the Data Center?

- 1 Faster deployment
- 2 Accuracy
- 3 Faster troubleshooting



Benefits of automating cloud?

- 1 Faster deployment
- 2 Improved security
- 3 Reduce staffing requirements



Benefits of automating the Remote Office?

- 1 Improved security
- 2 Reduce staffing requirements
- 3 Improved compliance



Benefits of automating Mobility?

- 1 Improved security
- 2 Improved compliance
- 3 Faster deployment

Automation Challenges



Challenges of automating the Data Center?

- 1 Lack of staff automation experience
- 2 Working with complex, heterogeneous systems
- 3 Cost



Challenges of automating cloud?

- 1 Lack of support from management
- 2 Cost
- 3 Working across organizational silos



Challenges of automating the Remote Office?

- 1 Lack of support from staff
- 2 Security concerns
- 3 Cost

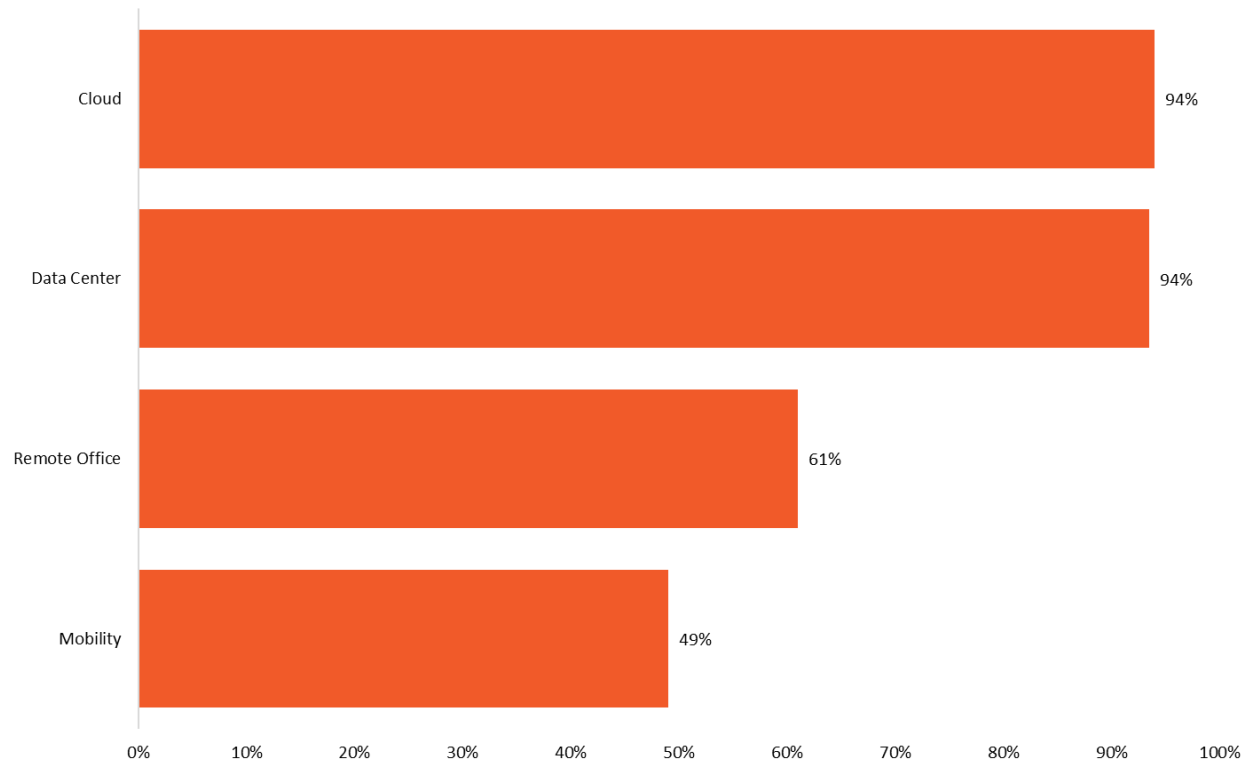


Challenges of automating Mobility?

- 1 Lack of staff automation experience
- 2 Getting different automation tools to work together
- 3 Cost

Mixed Report Card for IT Automation Progress

How well are you doing with automation in each of the following parts of IT today?
(Somewhat/extremely well)



Most Commonly Requested IT Automation Features



Most requested features for automating the Data Center?

- 1 Day-Zero automation
- 2 Configuration changes
- 3 Visibility
- 4 Day-Two automation
- 5 Day-One automation



Most requested features for automating cloud?

- 1 Cloud cost control
- 2 Automatic workload provisioning
- 3 Compliance checking
- 4 Security posture implementation
- 5 Provisioning and management of devices and services



Most requested features for automating the Remote Office?

- 1 Zero-Day Device bring-up
- 2 Inventory checking
- 3 Automated remediation
- 1 License management
- 2 Configuration management



Most requested features for automating Mobility?

- 1 BYOD onboarding
- 2 Remote wipe
- 3 Device decommissioning
- 4 BYOD provisioning
- 5 Security policies enforcement

Pica8 IT Automation Recommendations

The Pica8 IT Automation Survey points to five best practices for companies ready to make their IT automation journey more successful:



Focus on automation solutions designed for enterprise network deployments and workflows, not DevOps workflow-oriented data center tools. These are very much different worlds.



Start with inexpensive, open networking automation tools that simplify remote/campus switch deployment, configuration and maintenance, which is the lion's share of what most enterprises need on a day-to-day basis. For very large enterprises, more complex/expensive tools can always be added later (if needed).



Deploy simpler, GUI-based open networking campus automation tools to allow non-programmers to supplement your scarce and expensive top-tier network engineers, who are in short supply at most companies and organizations.



Challenge your existing networking vendor as to why you are paying – both in terms of cost and complexity – for a one-size-fits-all proprietary automation solution packed with hundreds of advanced features that you will likely never use.

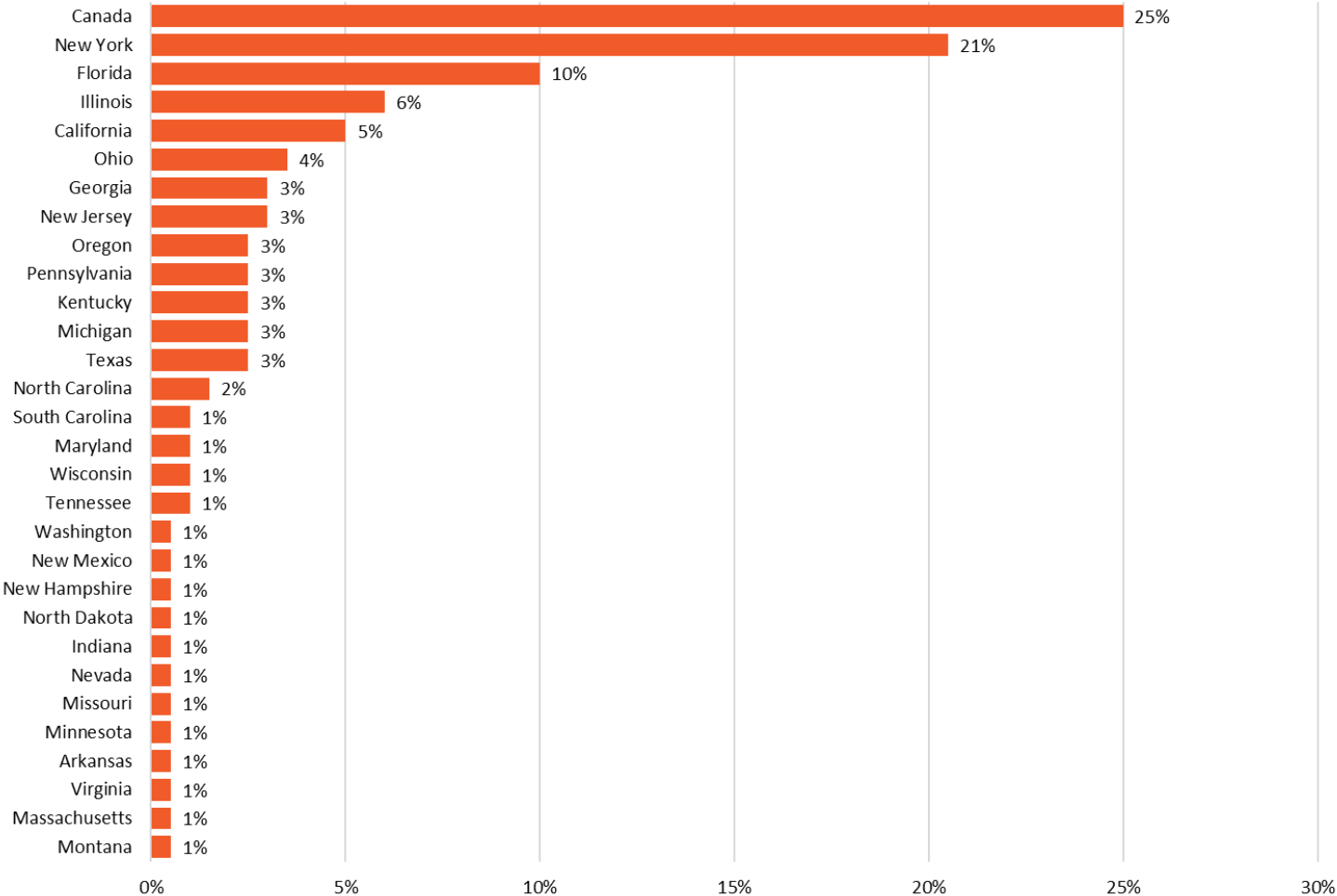


Adopt Linux-based open networking for easy integration with the ever-growing catalog of open source campus automation and management tools on the market

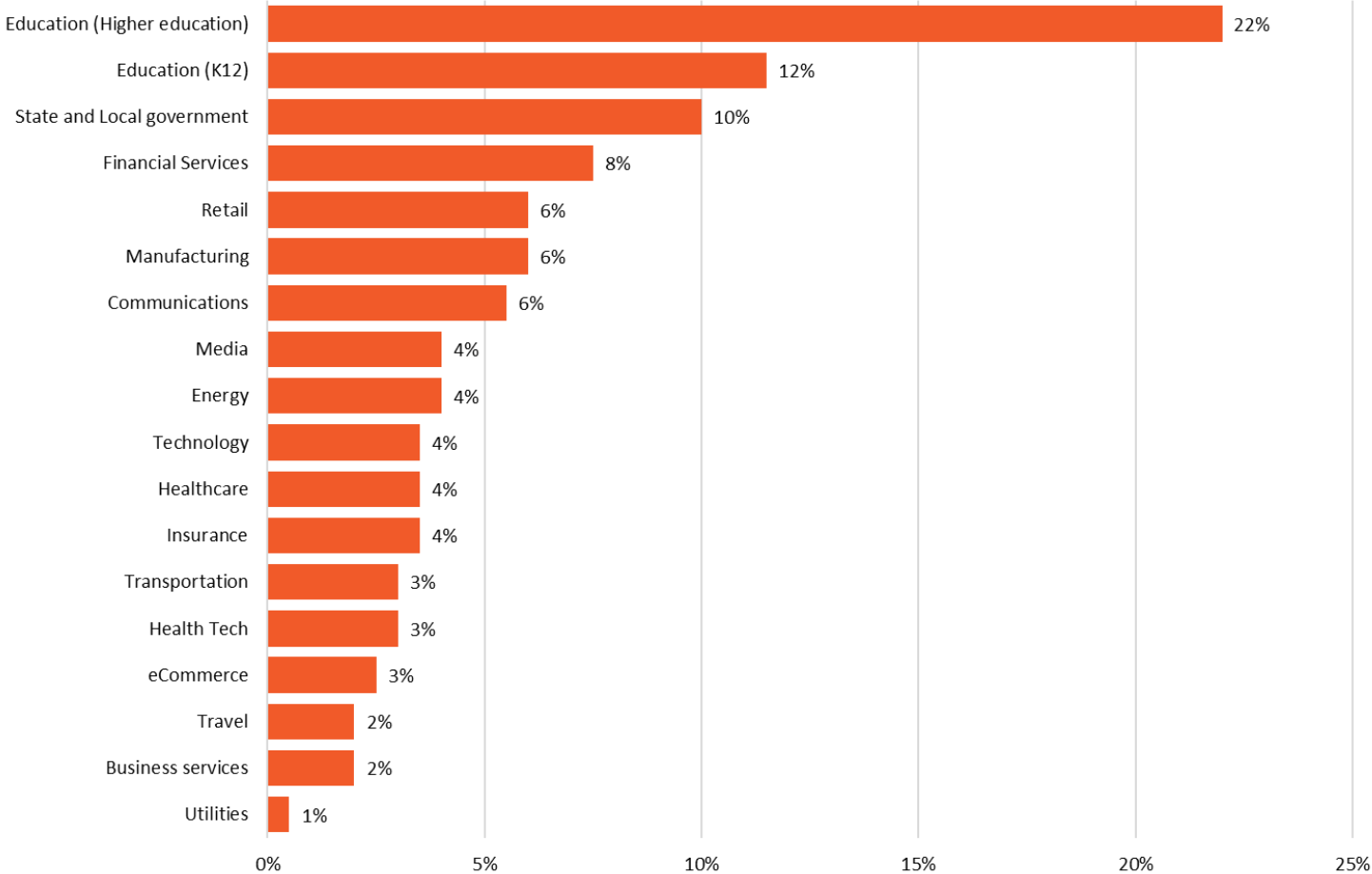


Appendix Slides

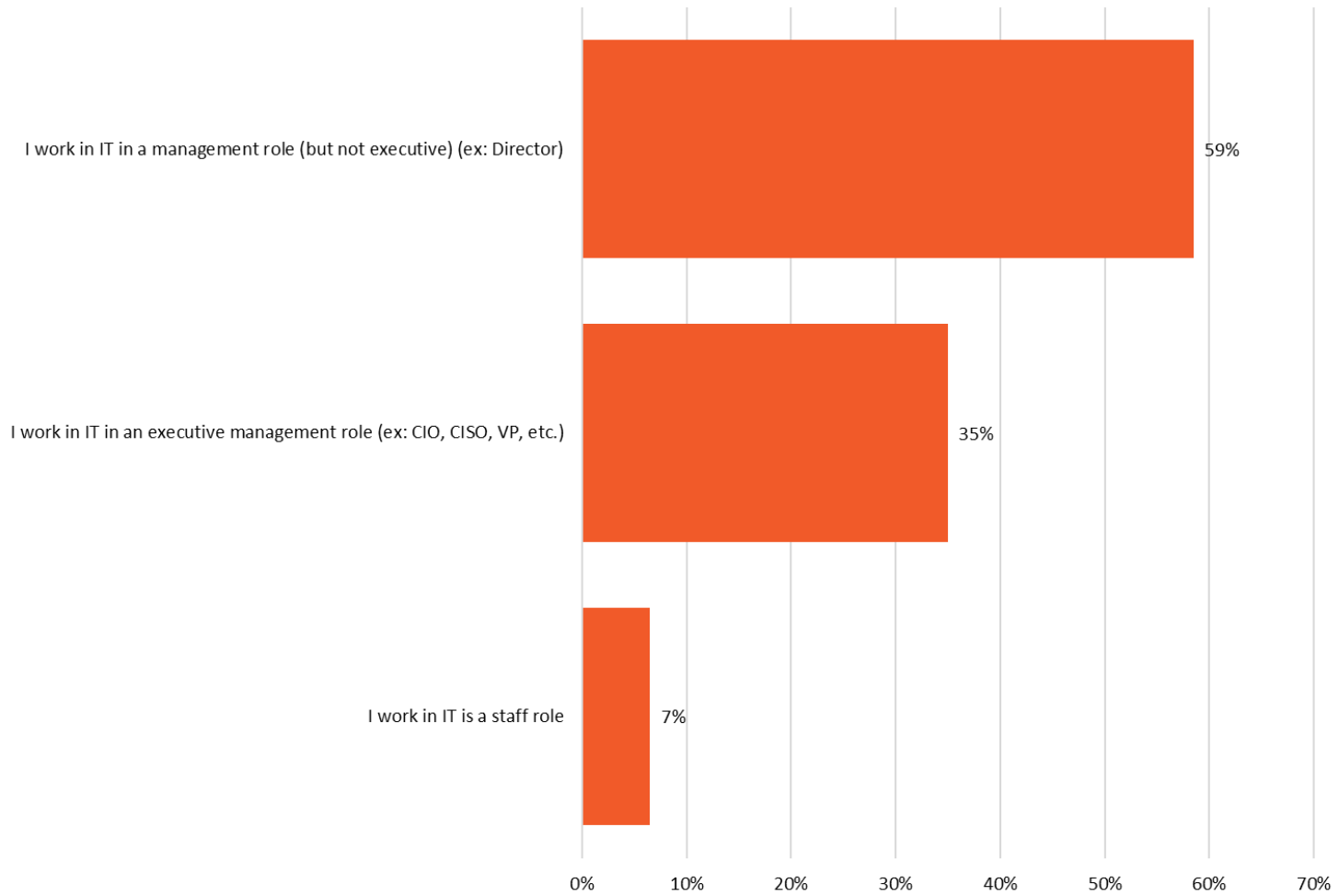
Q1: Where is your organization's main office located?



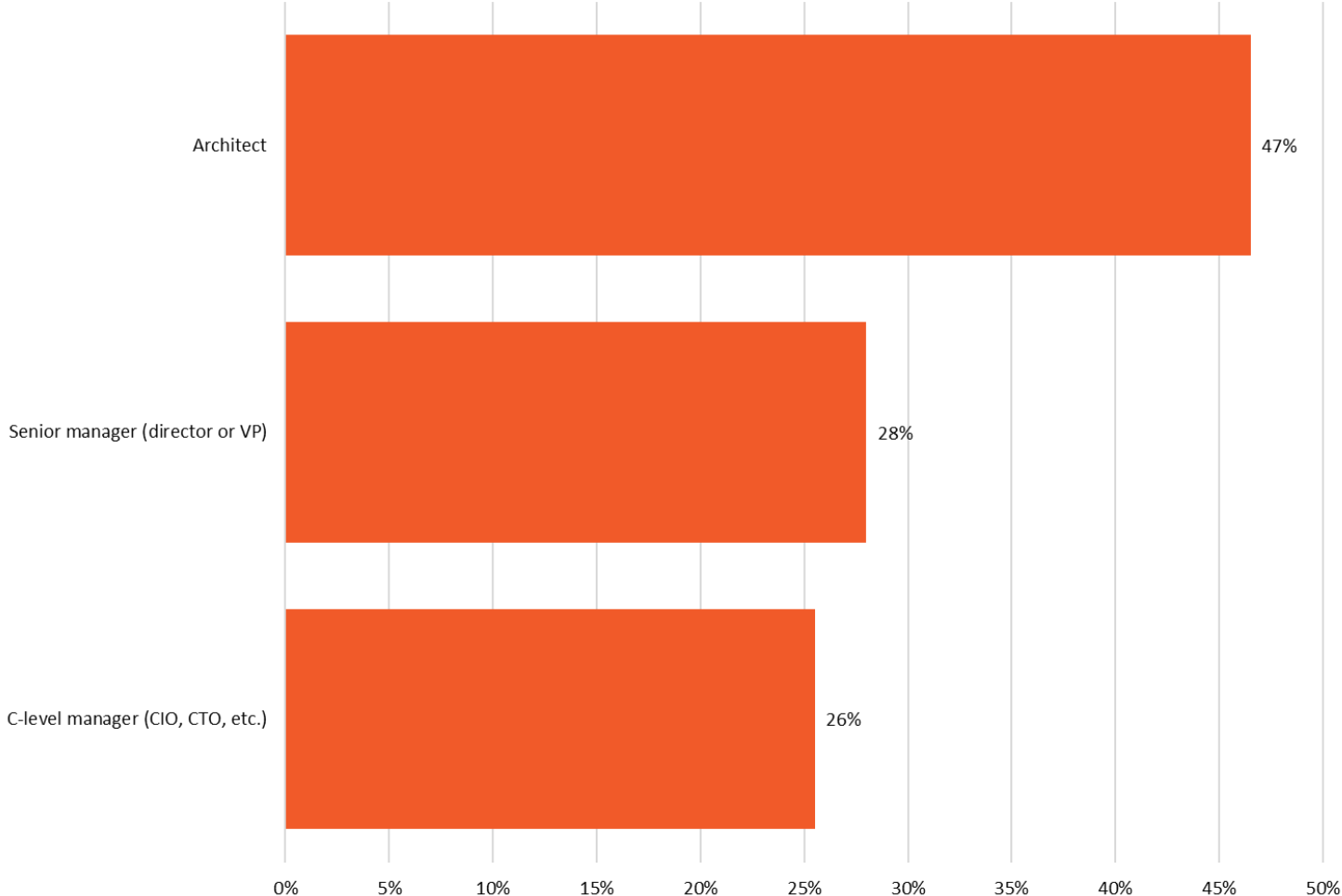
Q2: Which industry best describes your organization's primary focus?



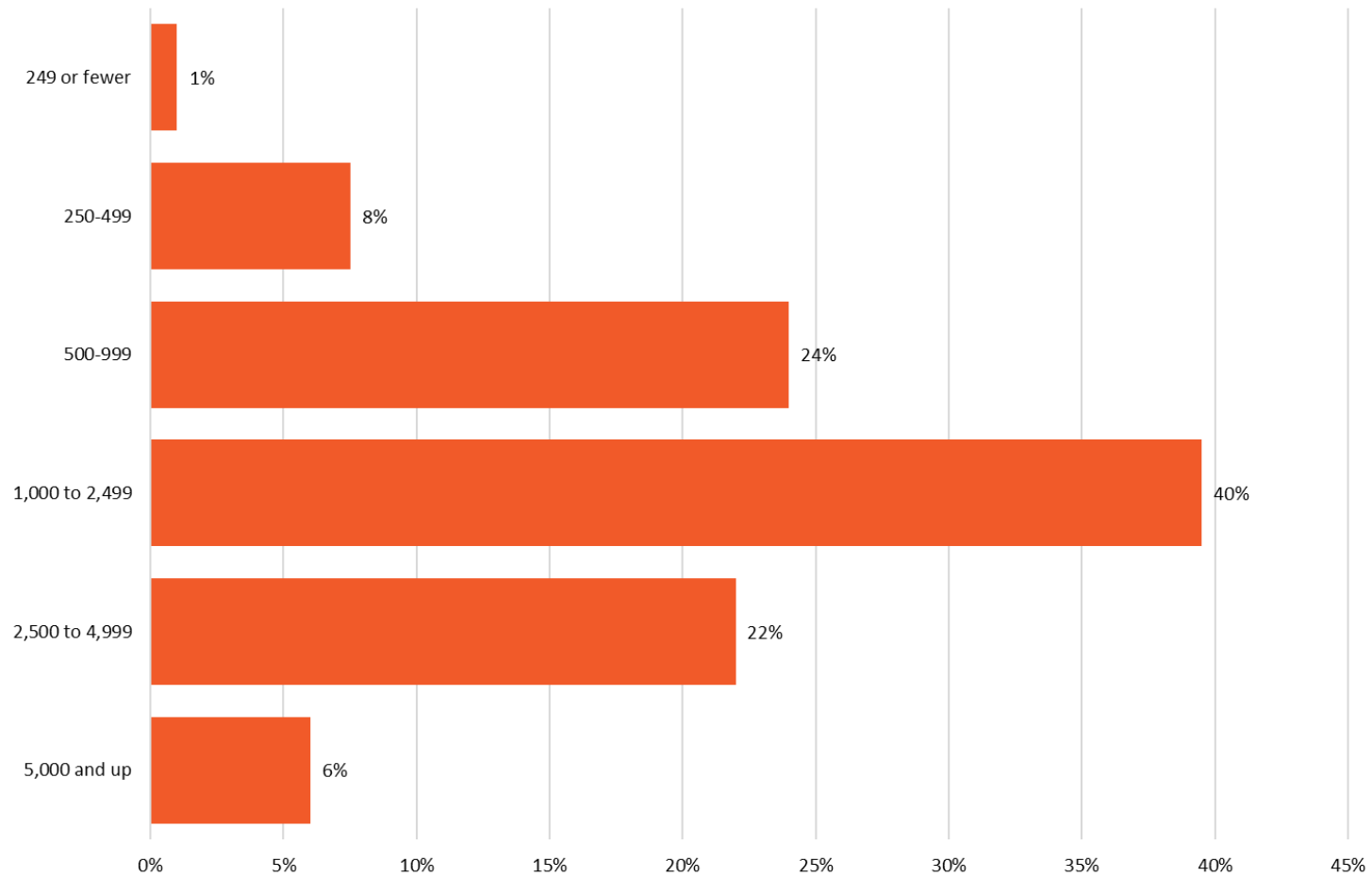
Q3: What is your role within your organization?



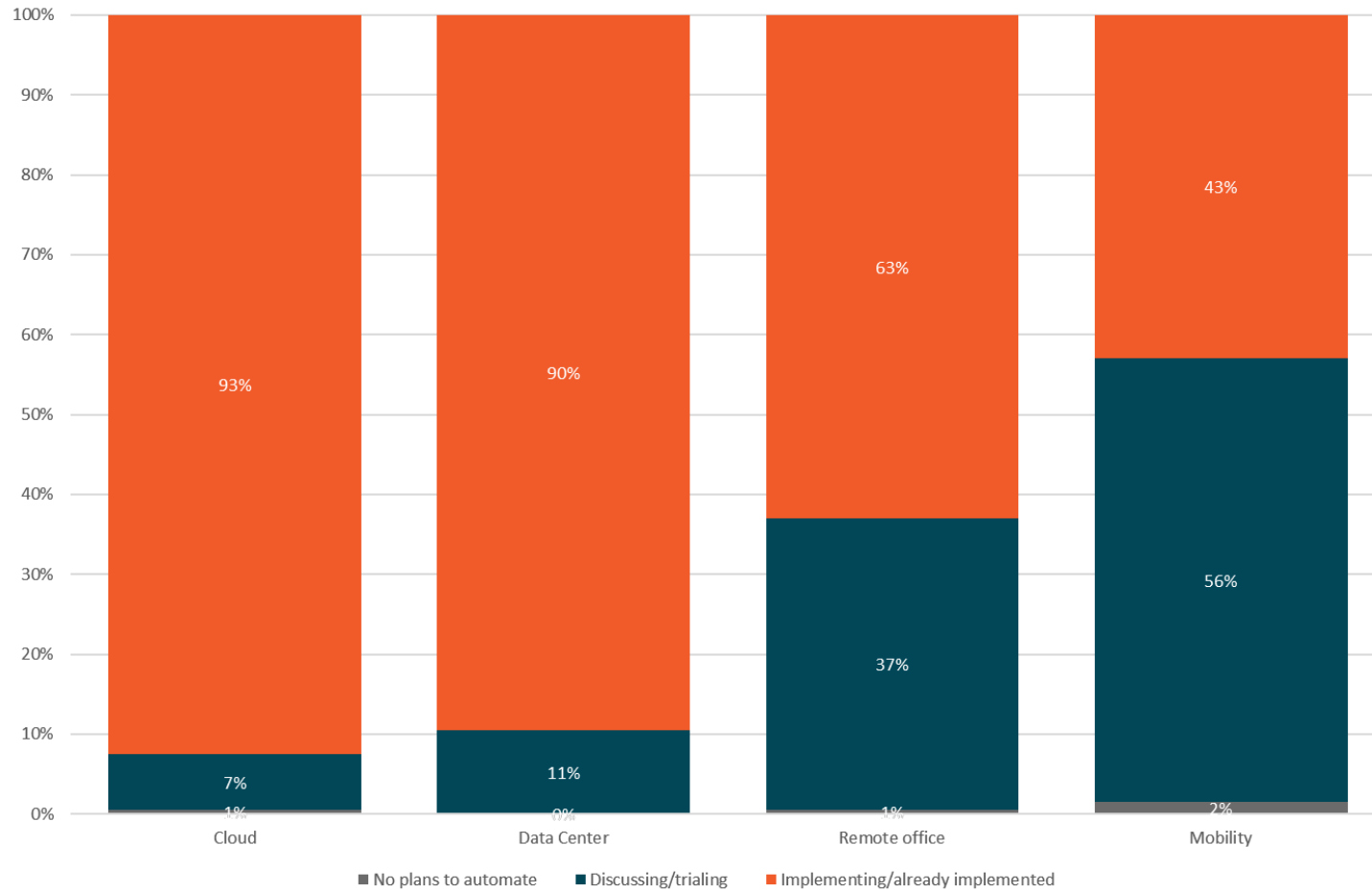
Q4: What is your level of seniority?



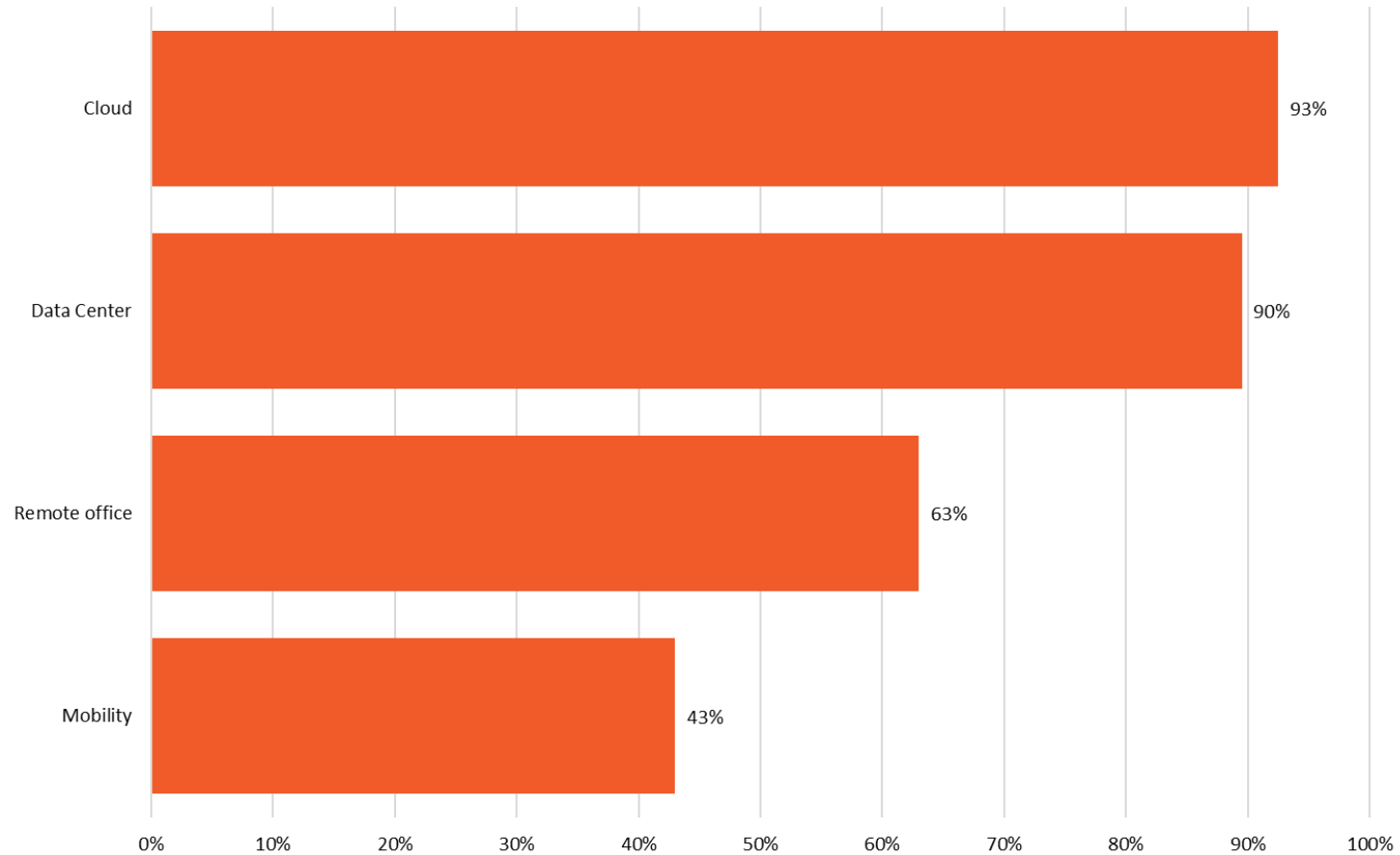
Q5: How many employees work at your organization worldwide?



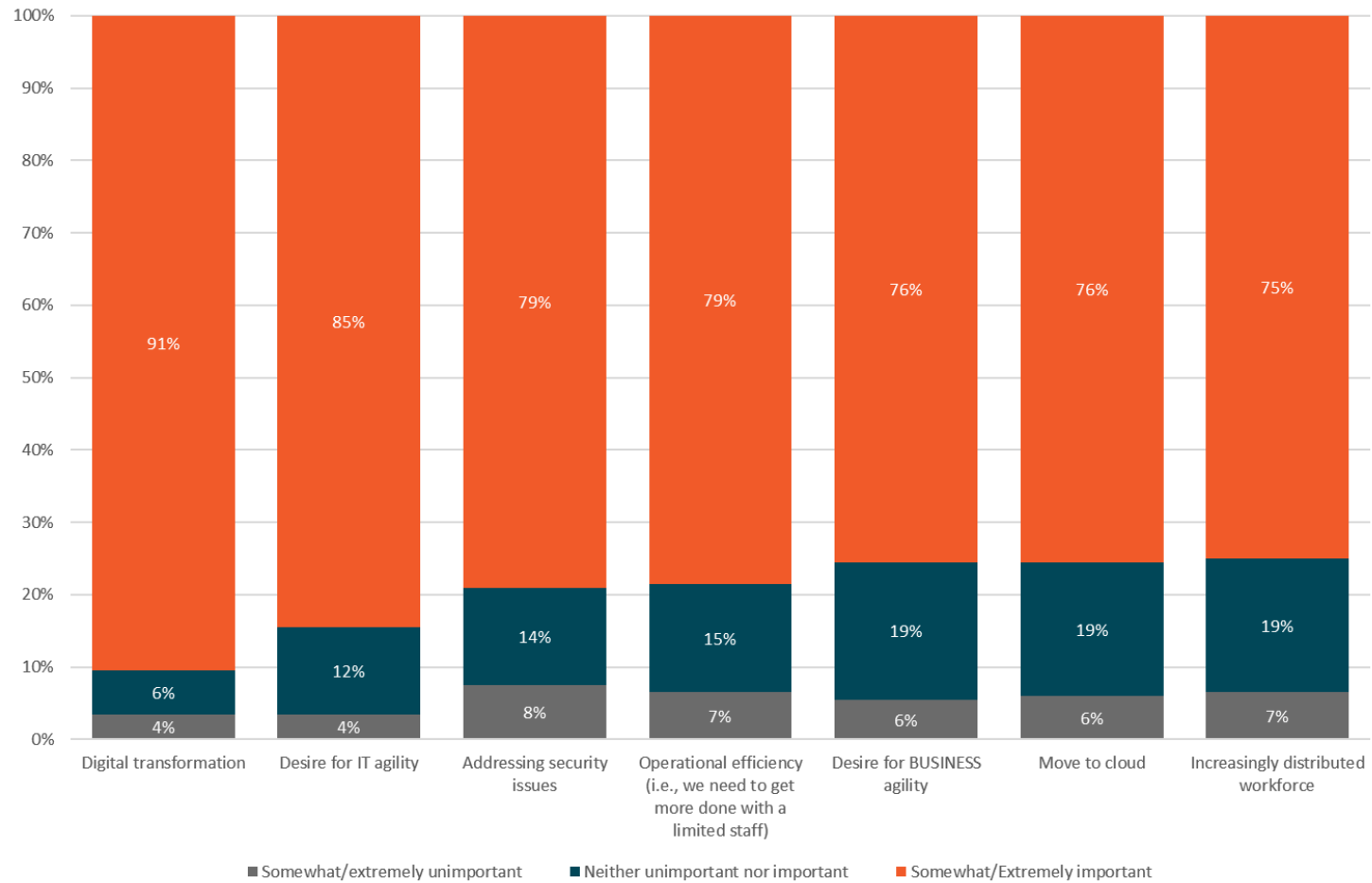
Q6: What is your level of engagement with automation in each of the following parts of IT TODAY?



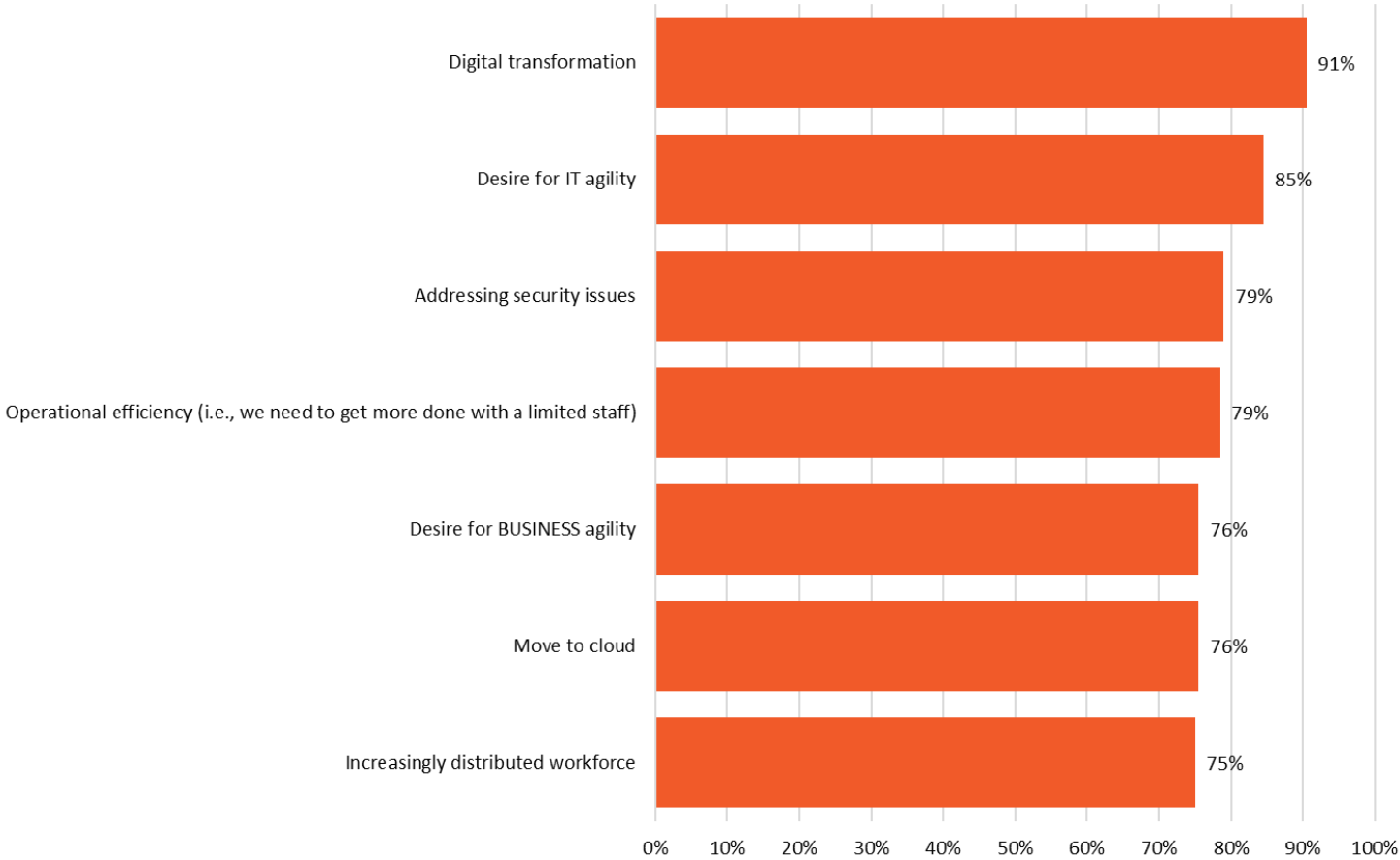
Q6: What is your level of engagement with automation in each of the following parts of IT TODAY?
(Implementing/already implemented)



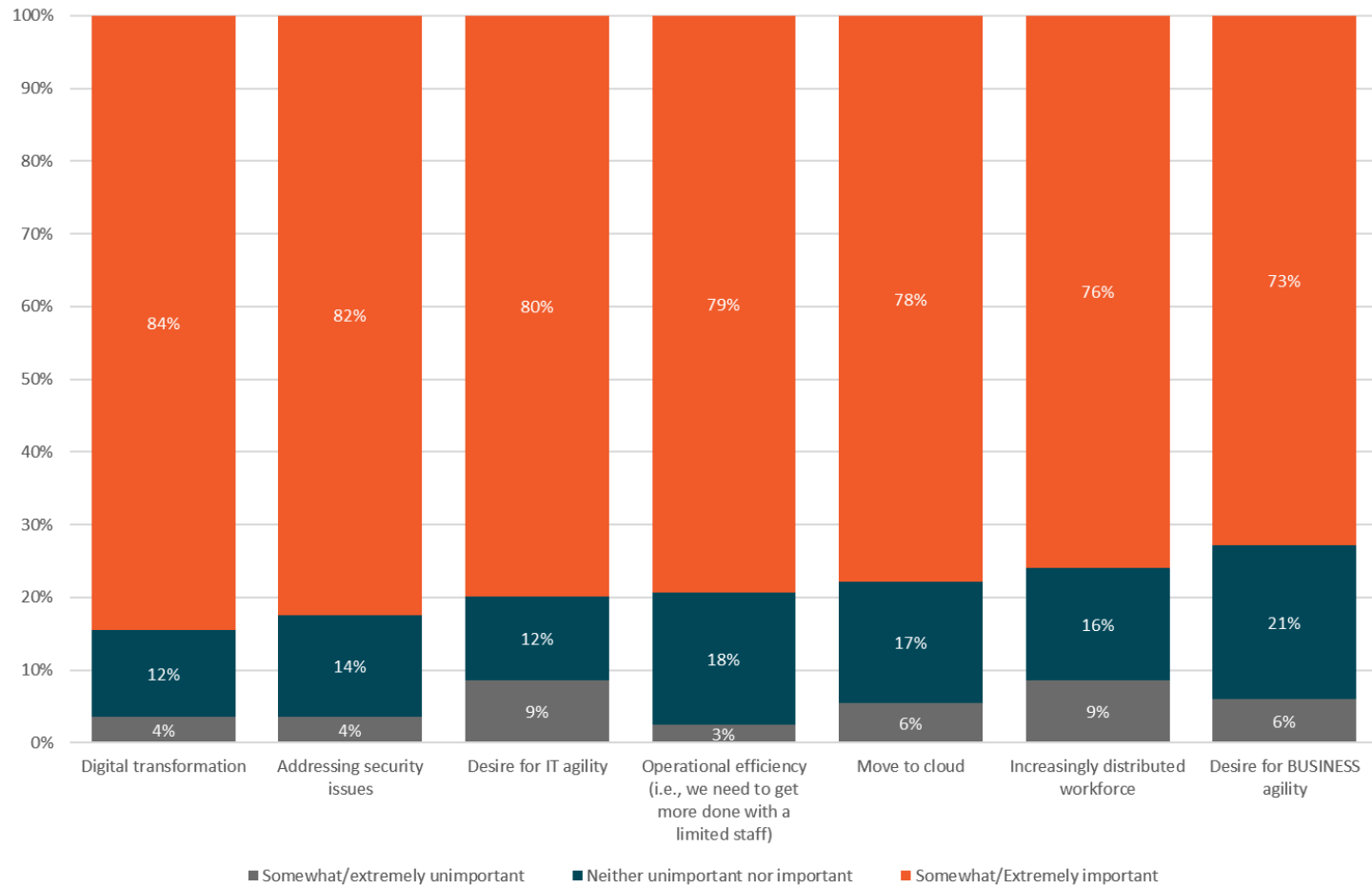
Q7: How important are each of the following in terms of driving your desire to automate the data center?



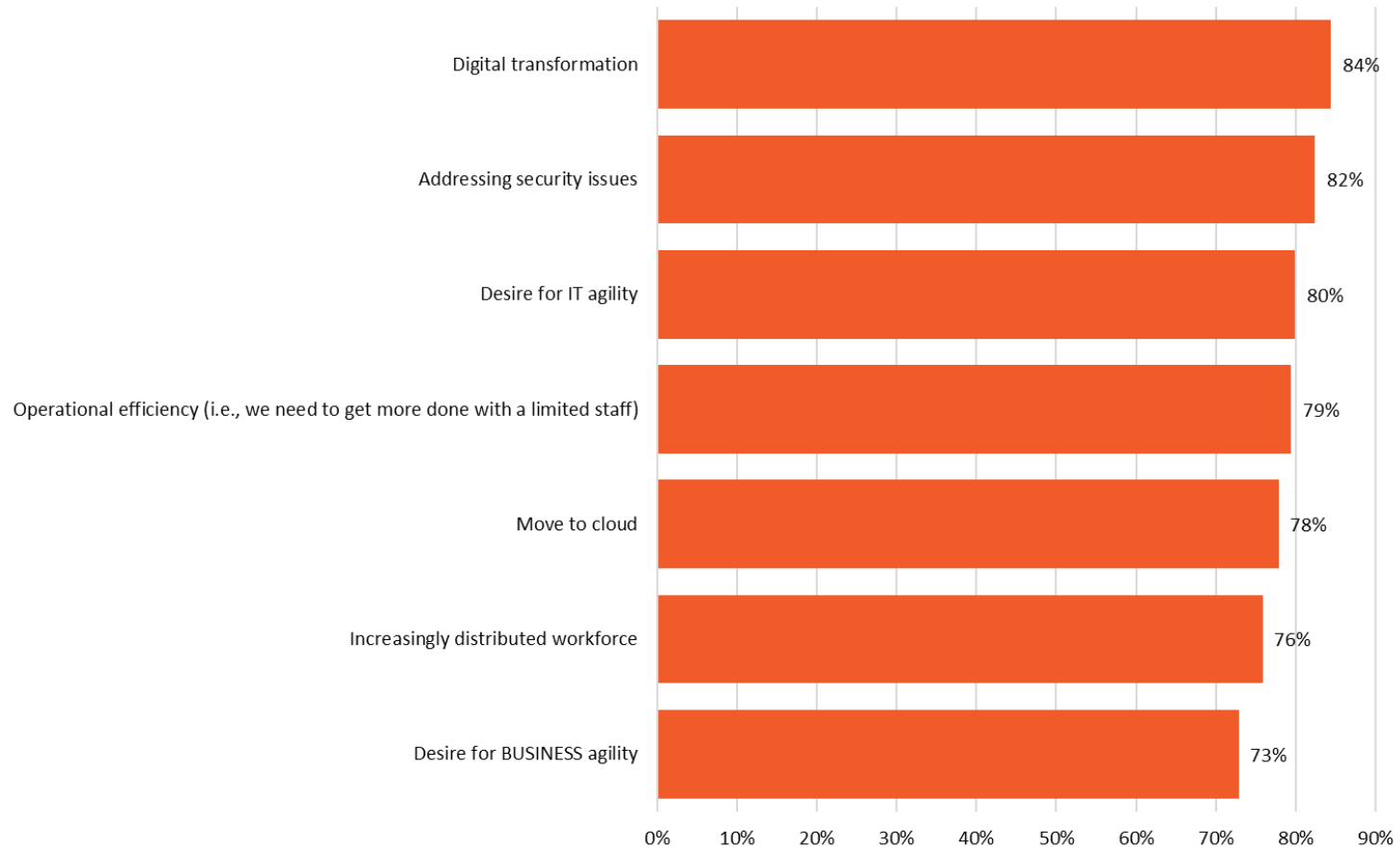
Q7: How important are each of the following in terms of driving your desire to automate the data center?
(Somewhat/Extremely important)



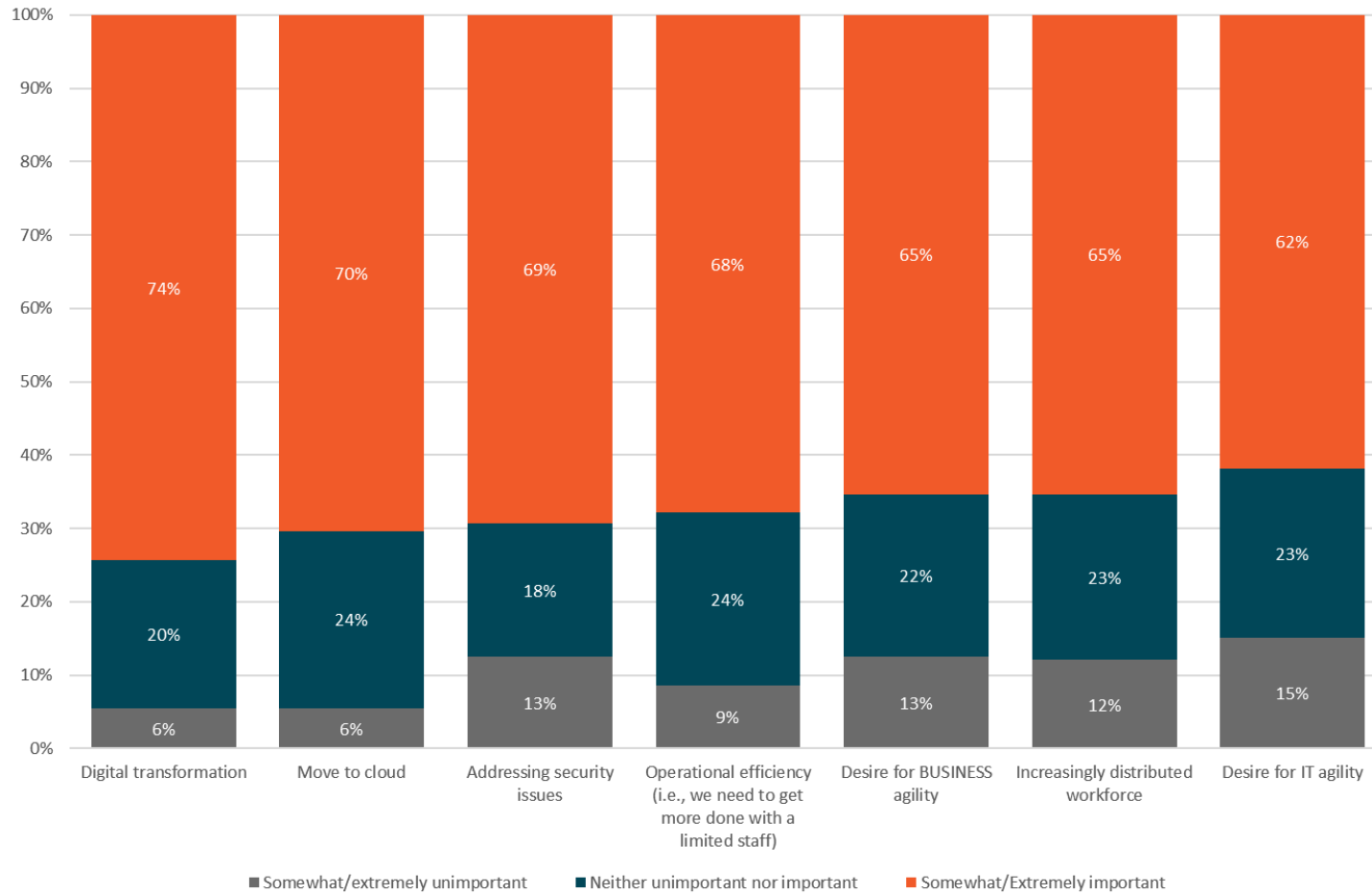
Q8: How important are each of the following in terms of driving your desire to automate your cloud initiatives?



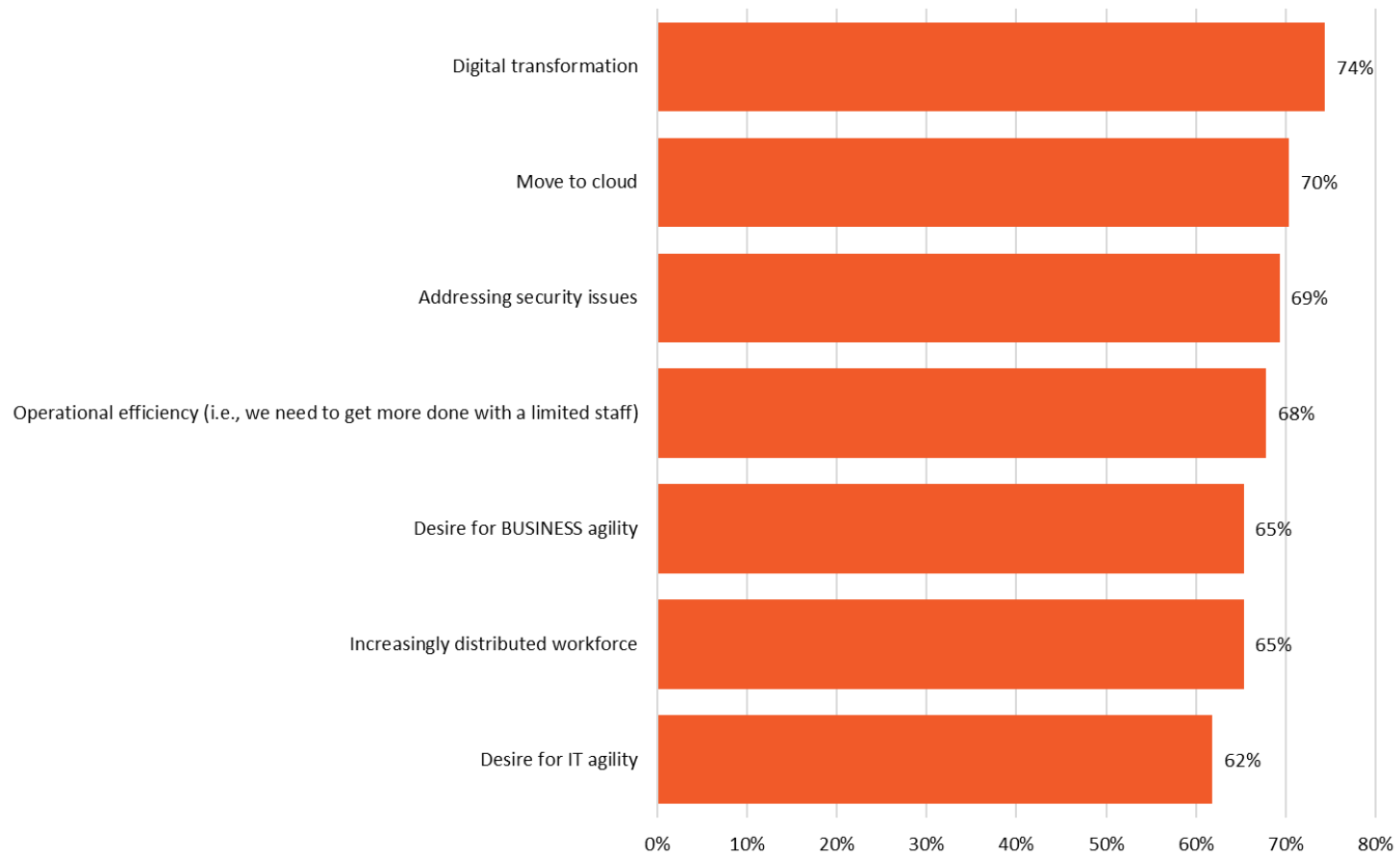
**Q8: How important are each of the following in terms of driving your desire to automate your cloud initiatives?
(Somewhat/Extremely important)**



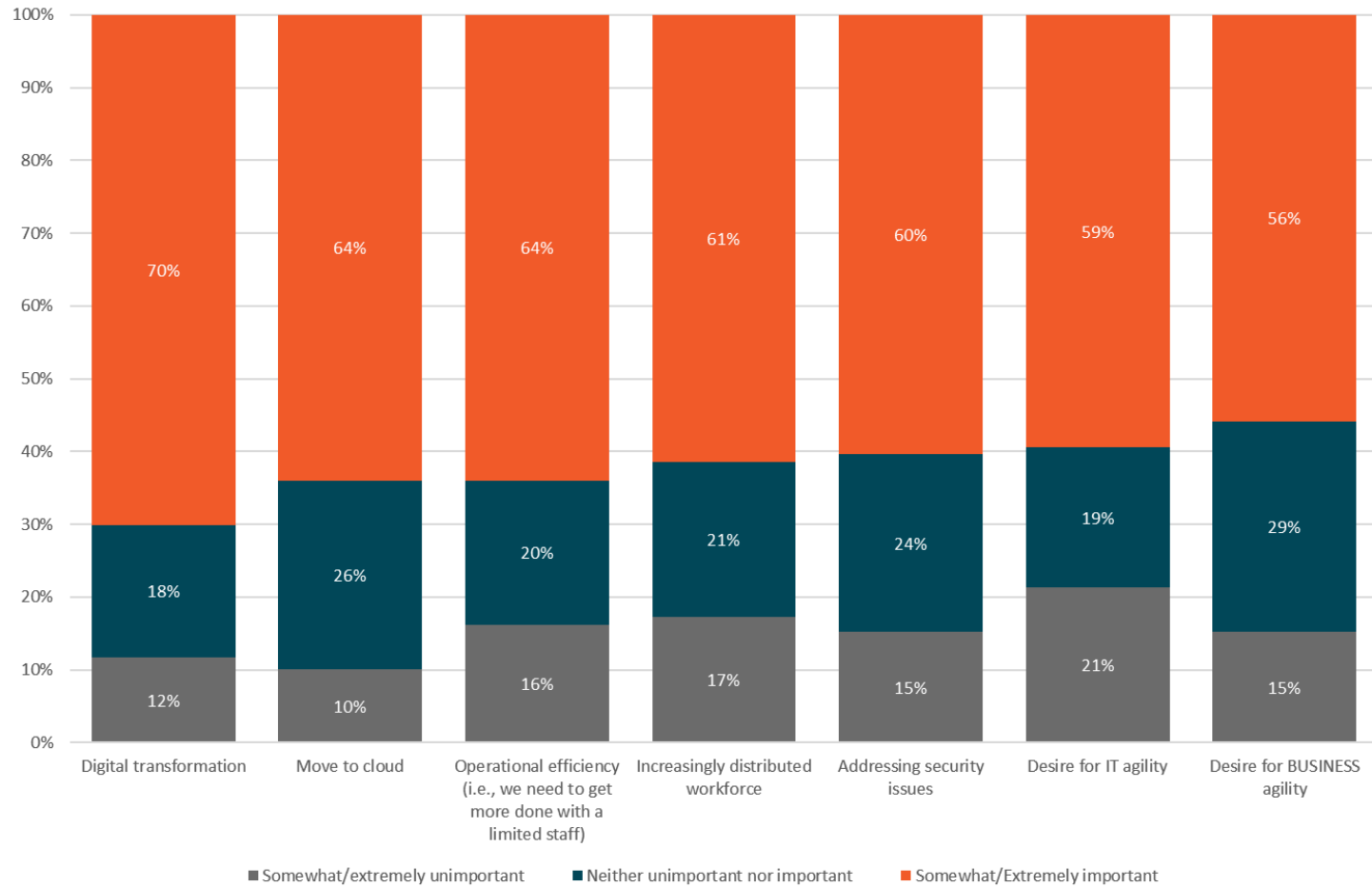
Q9: How important are each of the following in terms of driving your desire to automate the remote office?



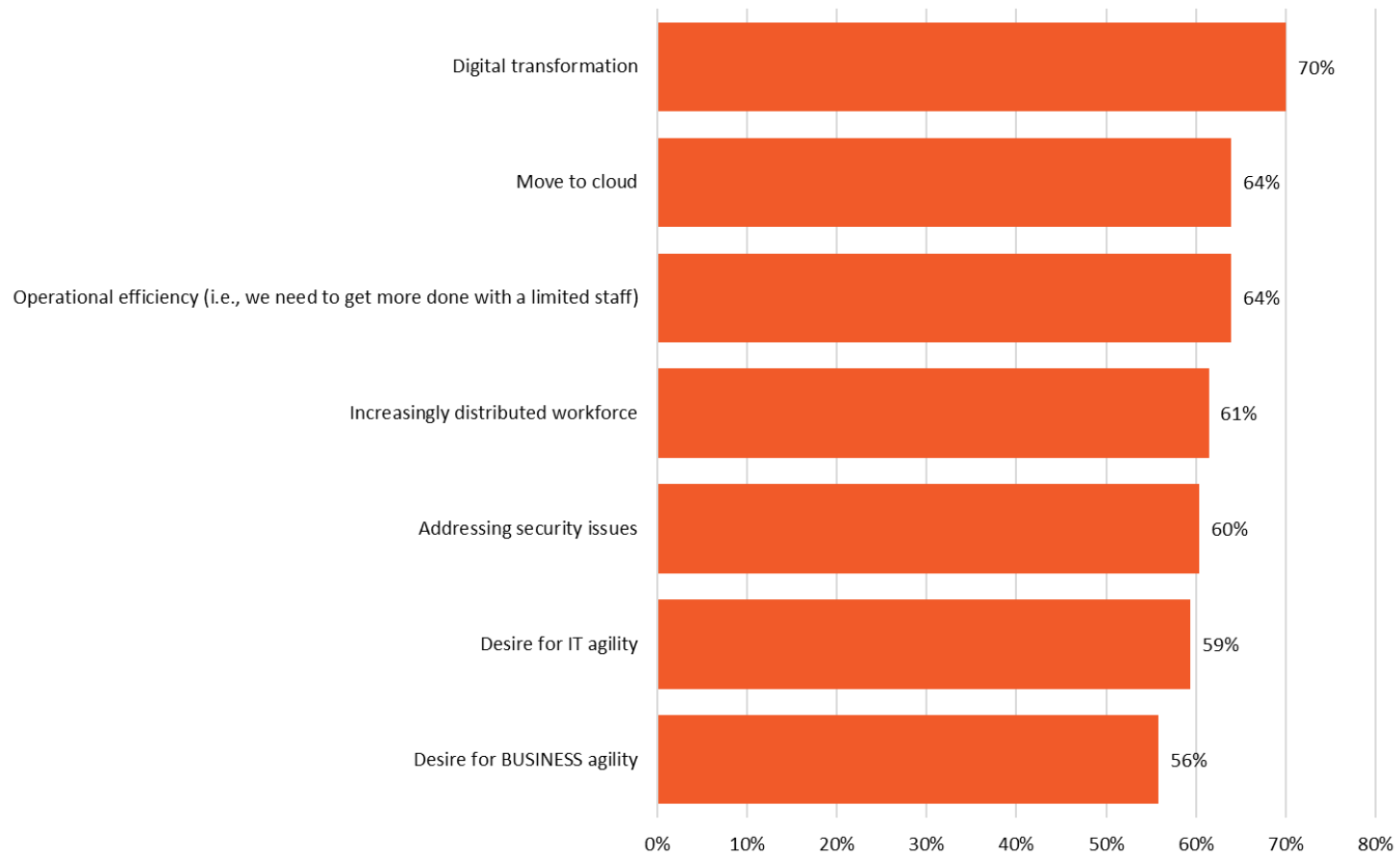
Q9: How important are each of the following in terms of driving your desire to automate the remote office?
(Somewhat/Extremely important)



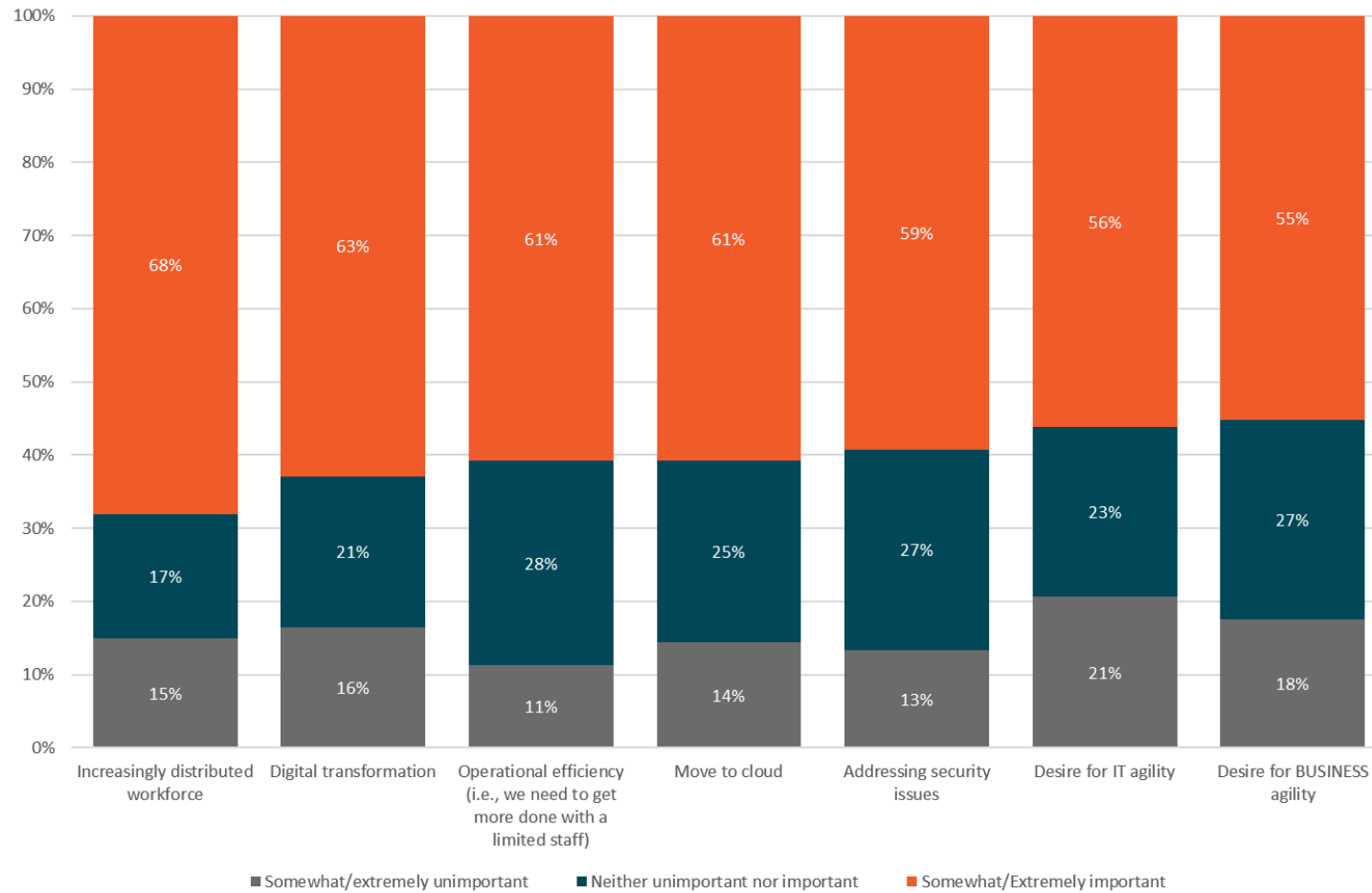
Q10: How important are each of the following in terms of driving your desire to automate mobility?



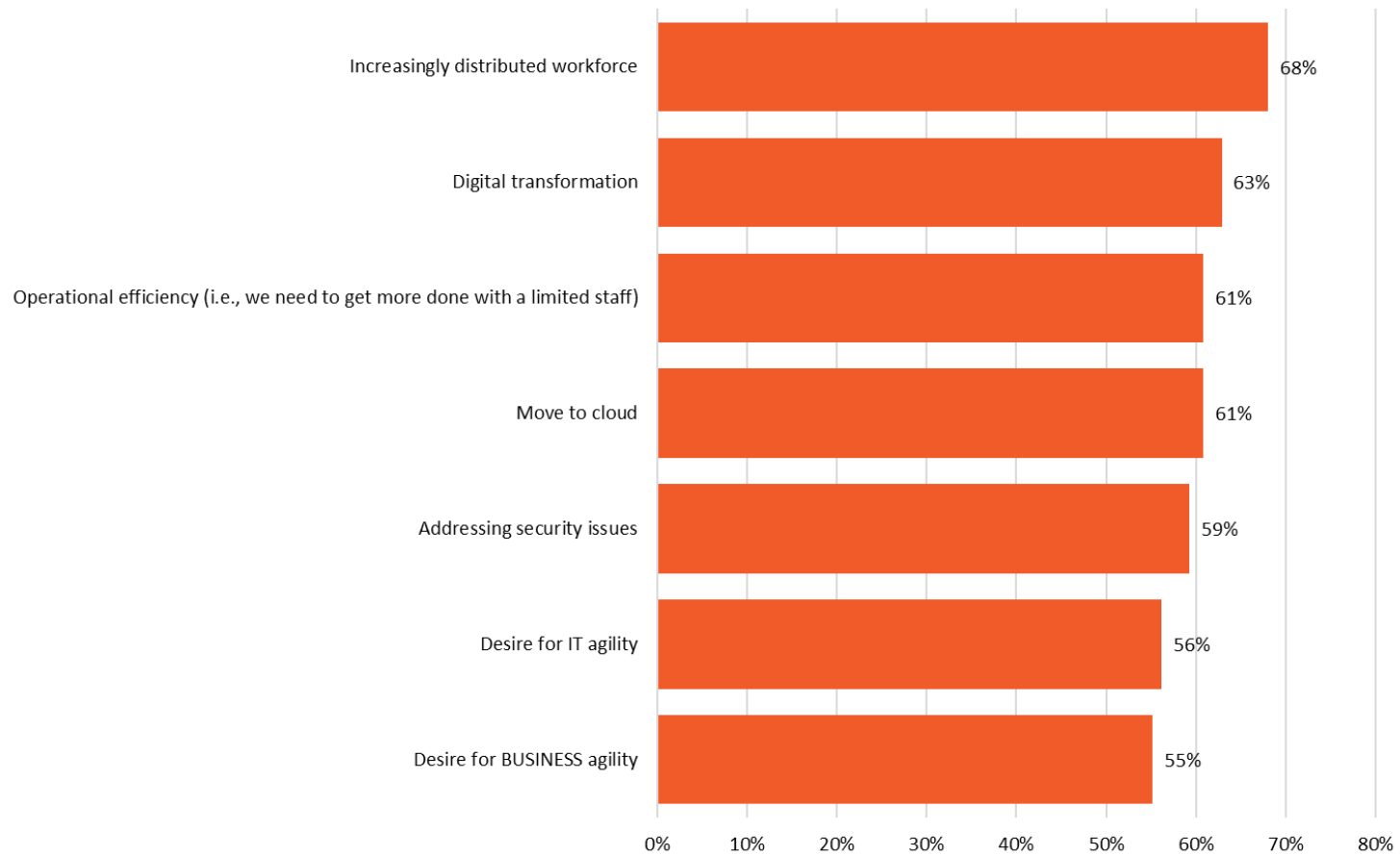
Q10: How important are each of the following in terms of driving your desire to automate mobility?
(Somewhat/Extremely important)



Q11: How important are each of the following in terms of driving your desire to automate DevOps?



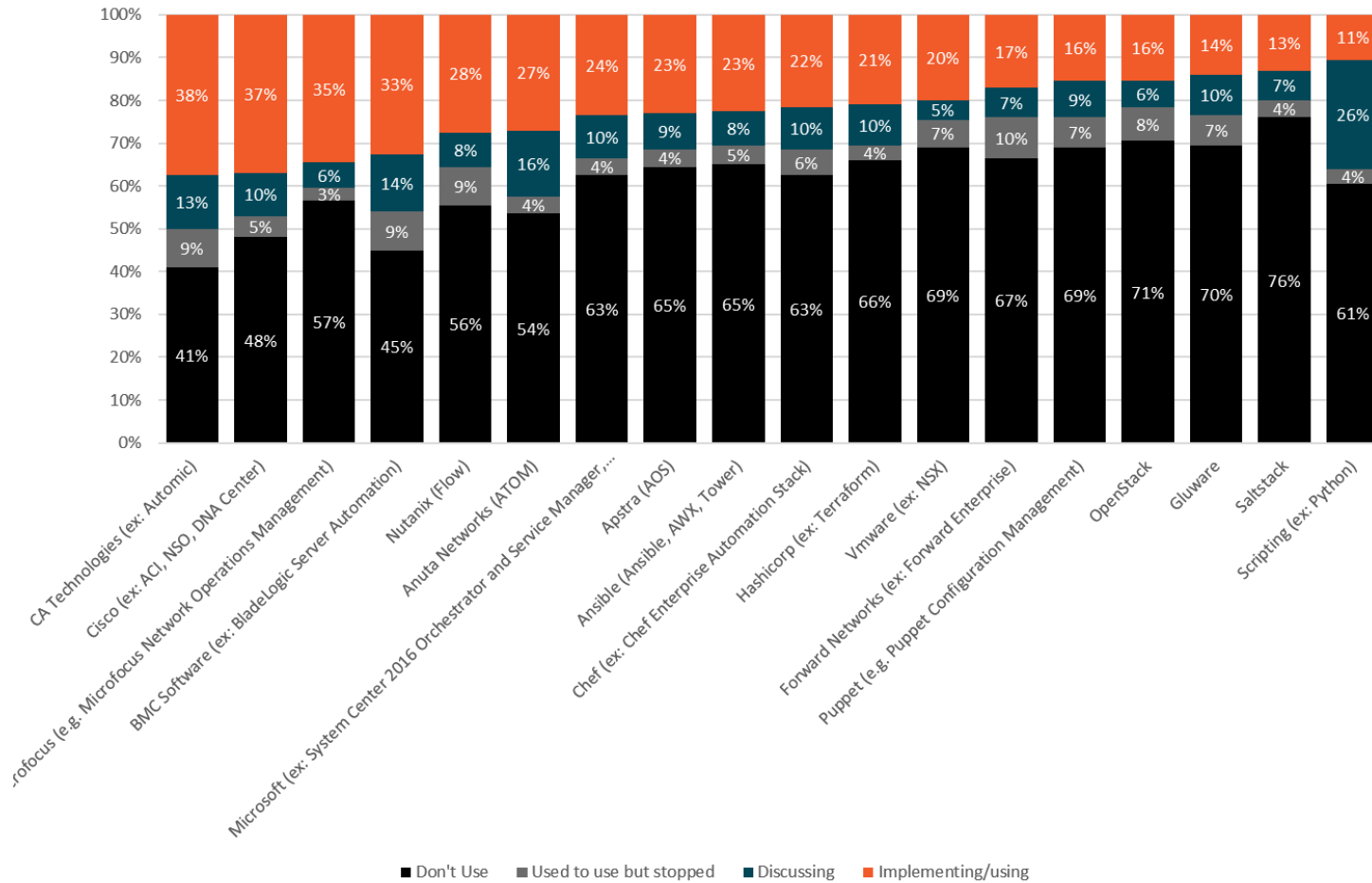
Q11: How important are each of the following in terms of driving your desire to automate DevOps? (Somewhat/Extremely important)



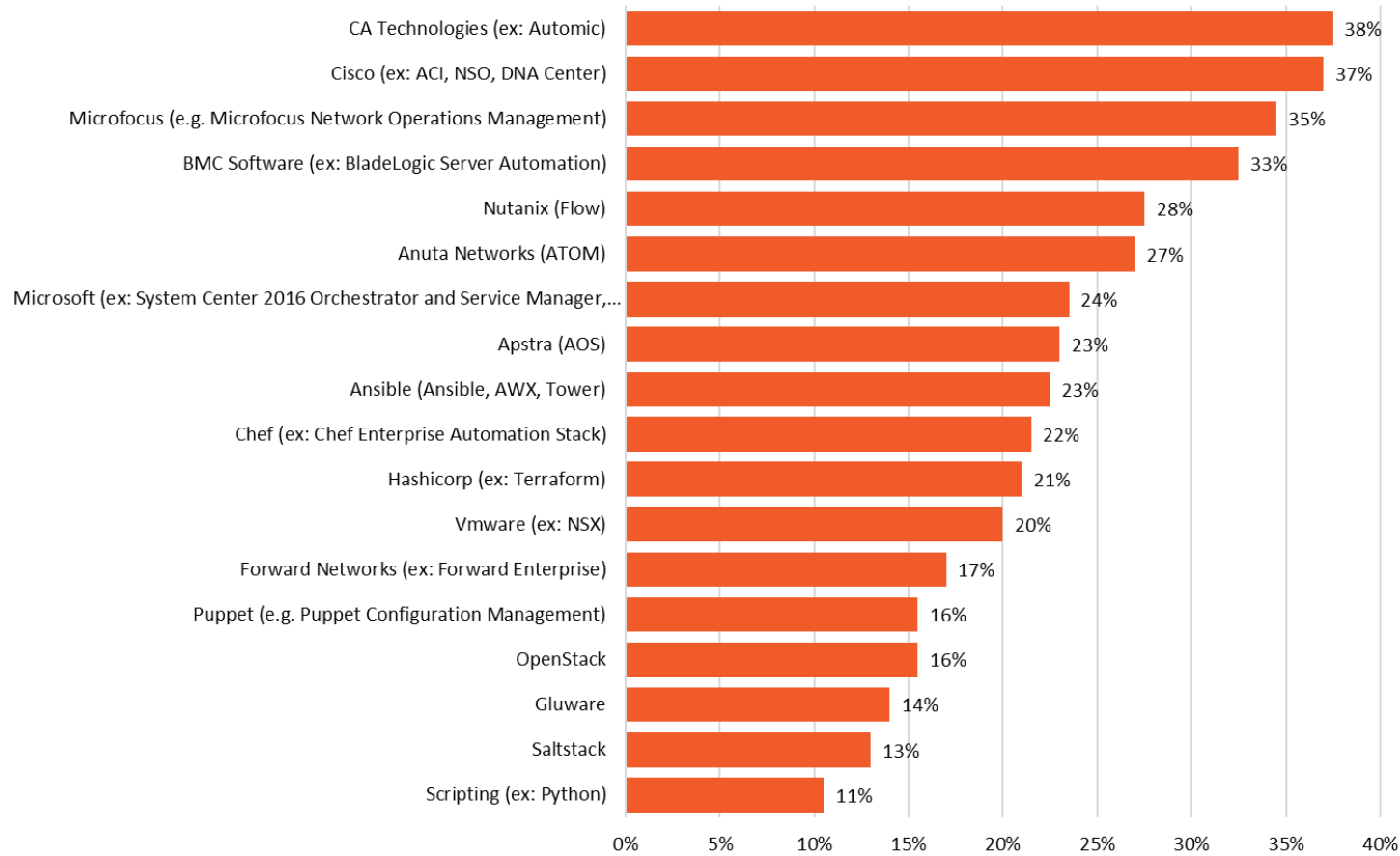
Q12: Rate your engagement with the following types of automation for each area

Automation Area	Business-intent-based network design	Provisioning	Configuration management	Orchestration	Application deployment	Security	Compliance	Self-healing	Remediation	Testing and validation
Data Center	50%	20%	39%	19%	22%	35%	21%	21%	20%	20%
Cloud	11%	46%	17%	26%	15%	16%	31%	22%	20%	21%
Remote office	28%	9%	28%	21%	21%	21%	13%	18%	9%	16%
Mobility	12%	13%	12%	5%	16%	16%	17%	13%	17%	16%
DevOps	3%	10%	8%	9%	15%	18%	11%	10%	19%	10%

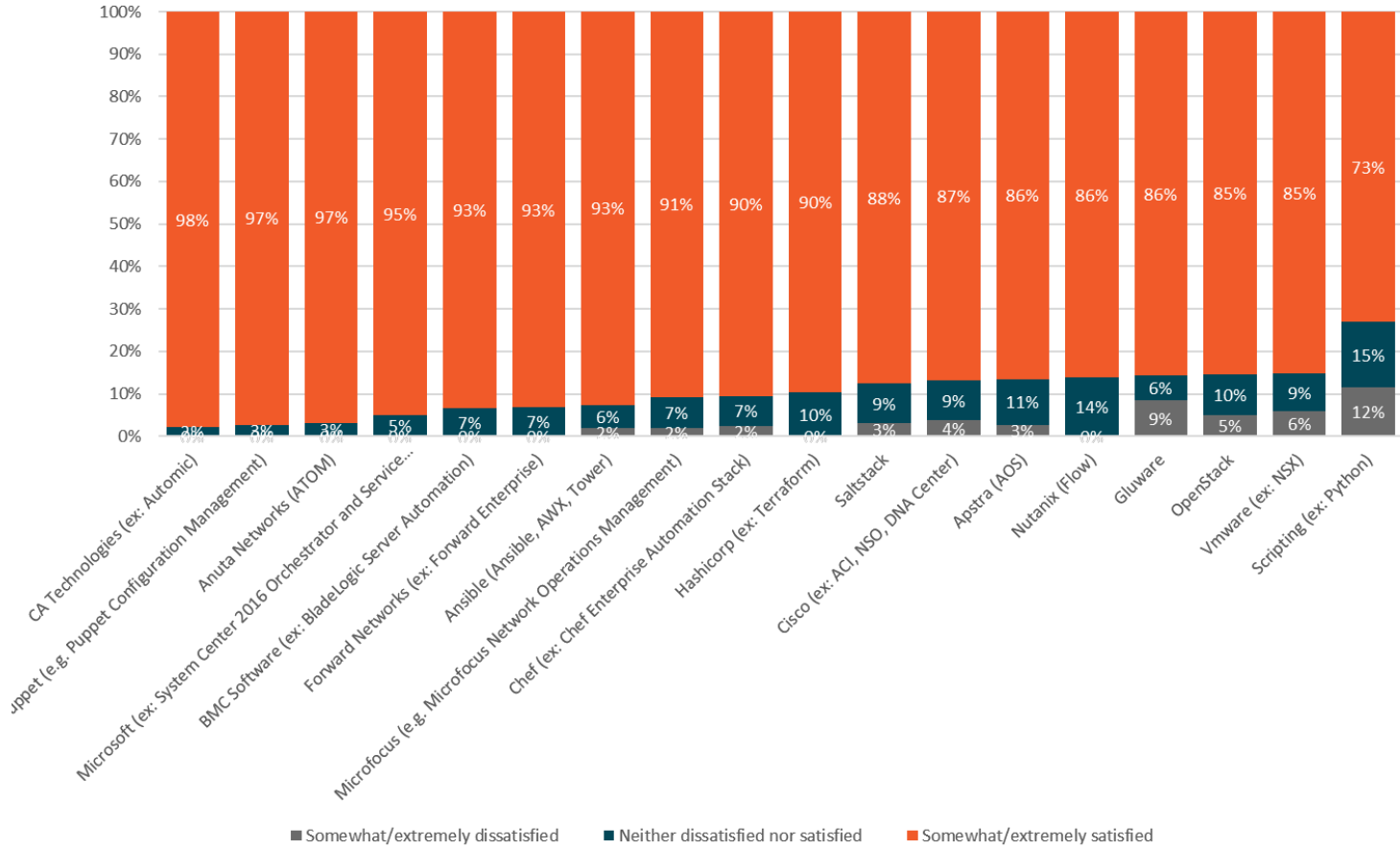
Q13: What is your engagement with each of the following automation tools/platforms?



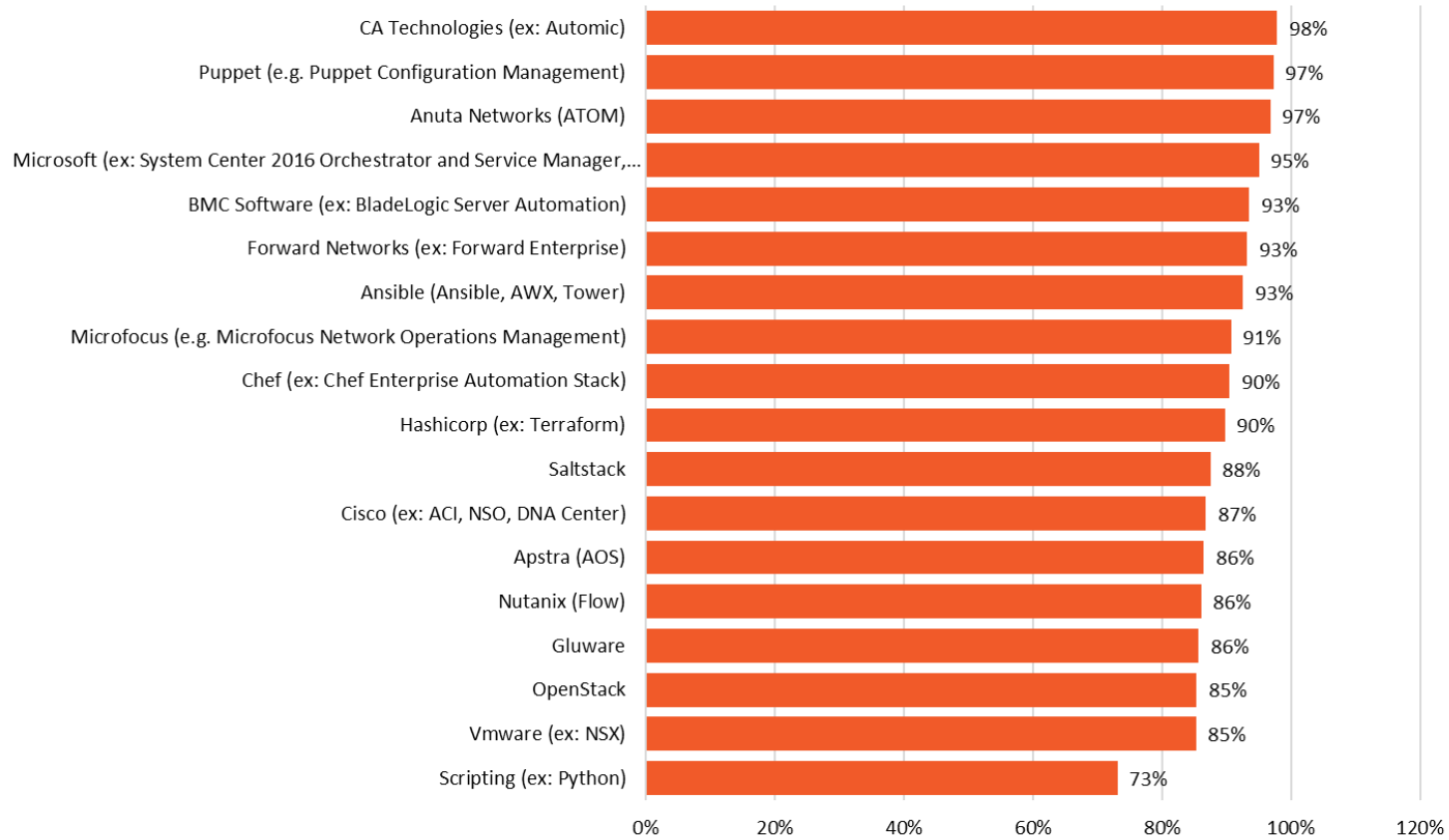
Q13: What is your engagement with each of the following automation tools/platforms? (Implementing/using)



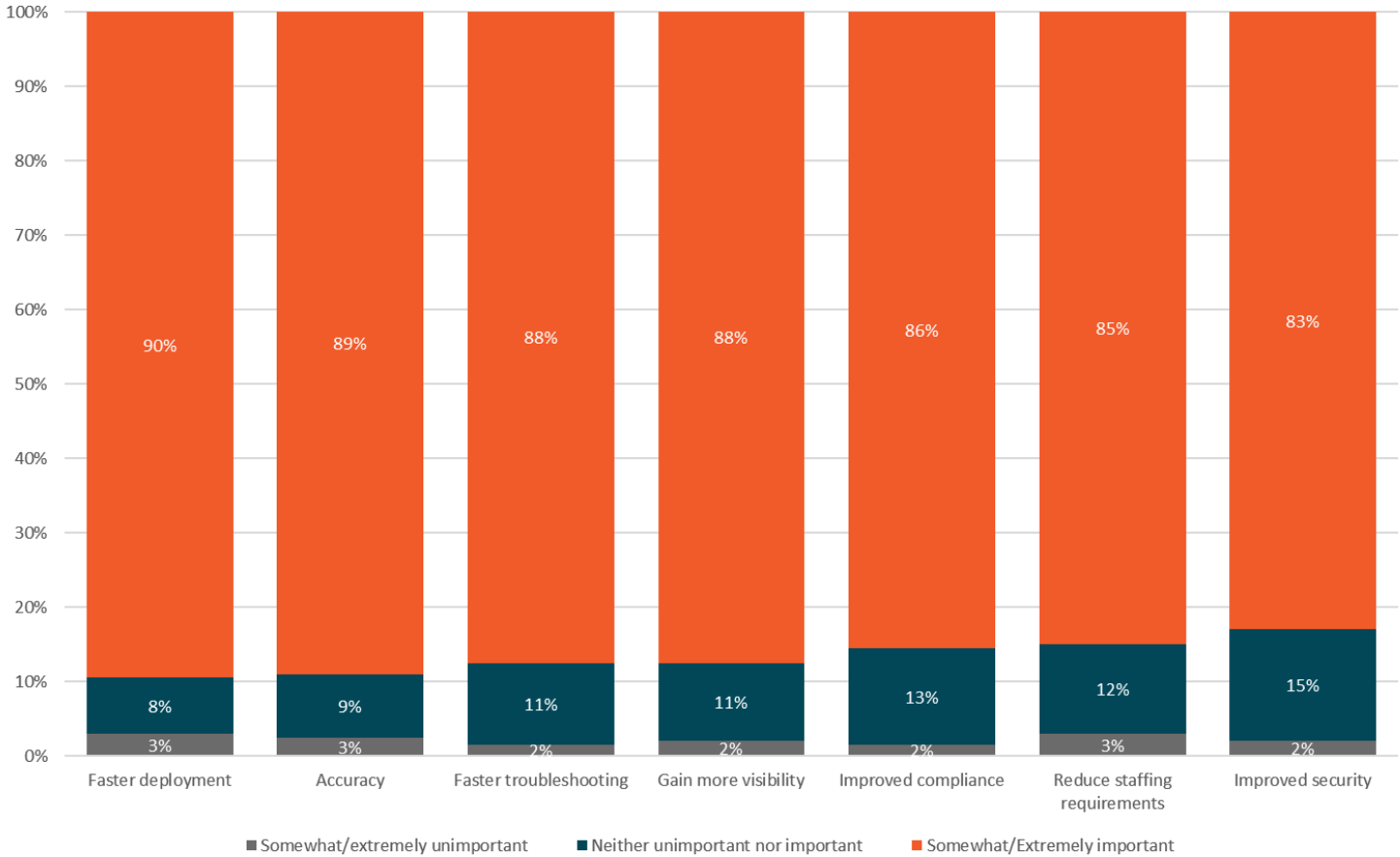
Q14: Rate your level of satisfaction with the following automation tools/platforms you indicated you are currently using?



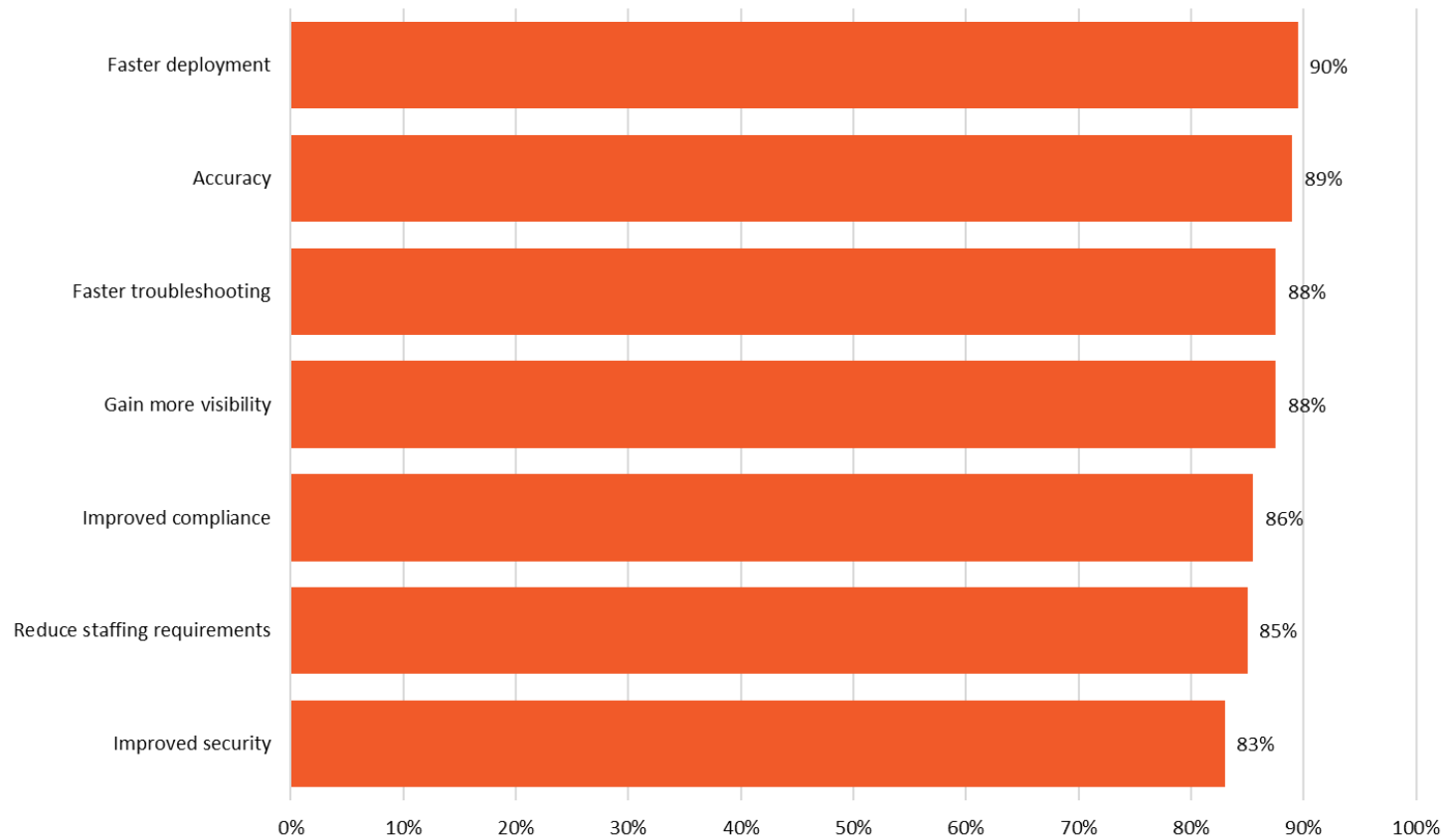
Q14: Rate your level of satisfaction with the following automation tools/platforms you indicated you are currently using?
(Somewhat/extremely satisfied)



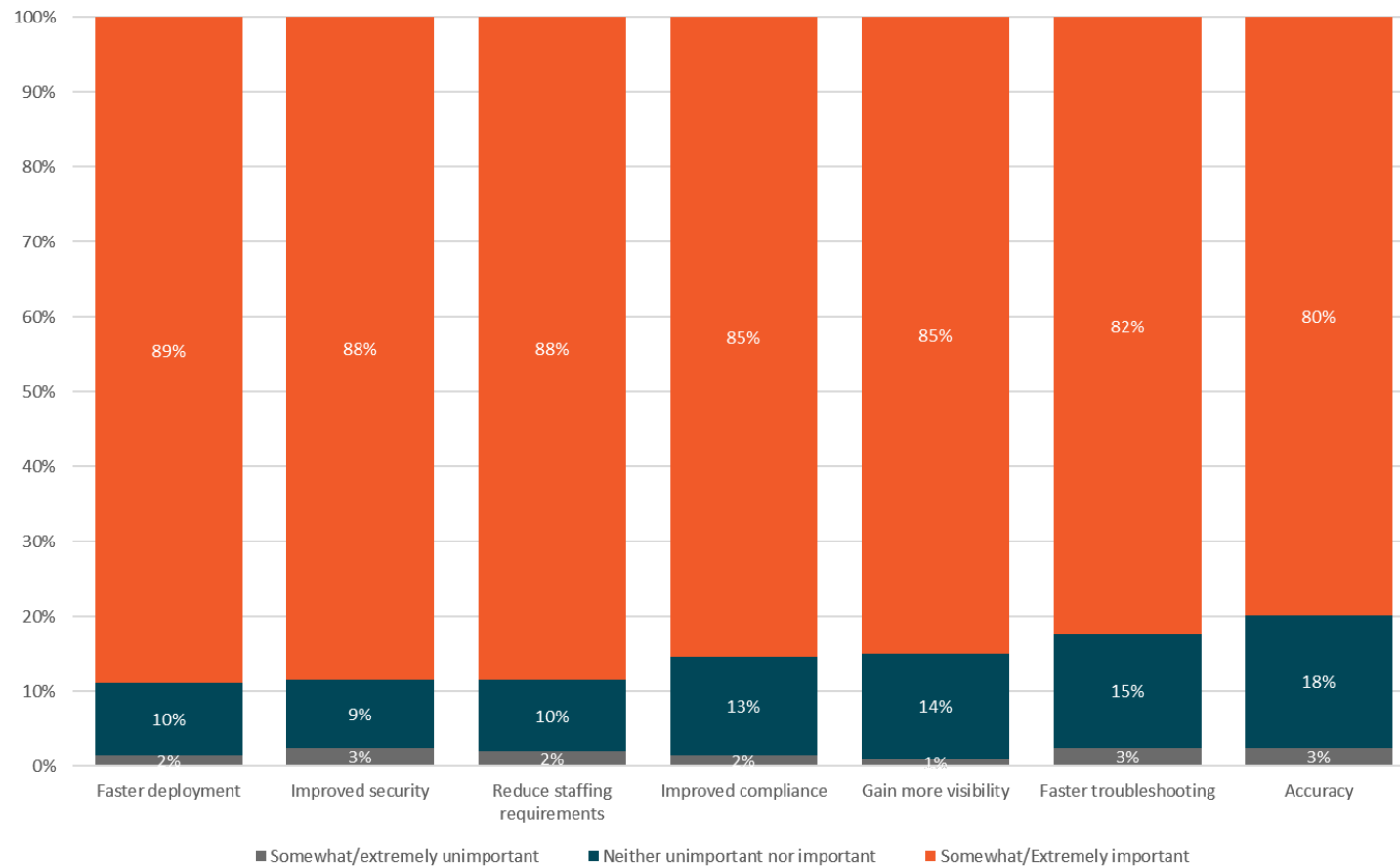
Q15: How important are each of the following BENEFITS of automation in terms of your engagement with data center automation?



Q15: How important are each of the following BENEFITS of automation in terms of your engagement with data center automation?
(Somewhat/Extremely important)

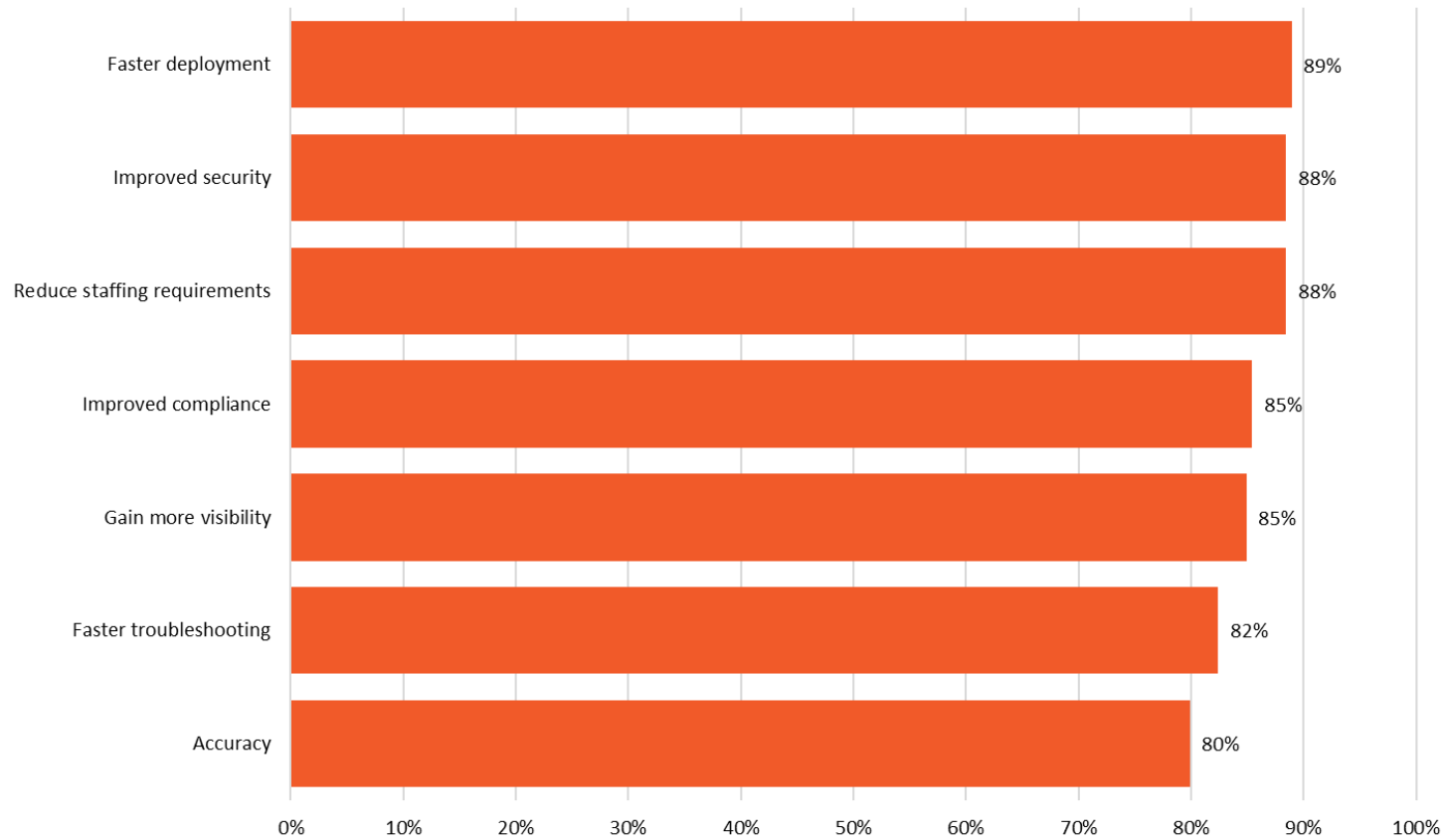


Q16: How important are each of the following BENEFITS of automation in terms of your engagement with cloud automation?

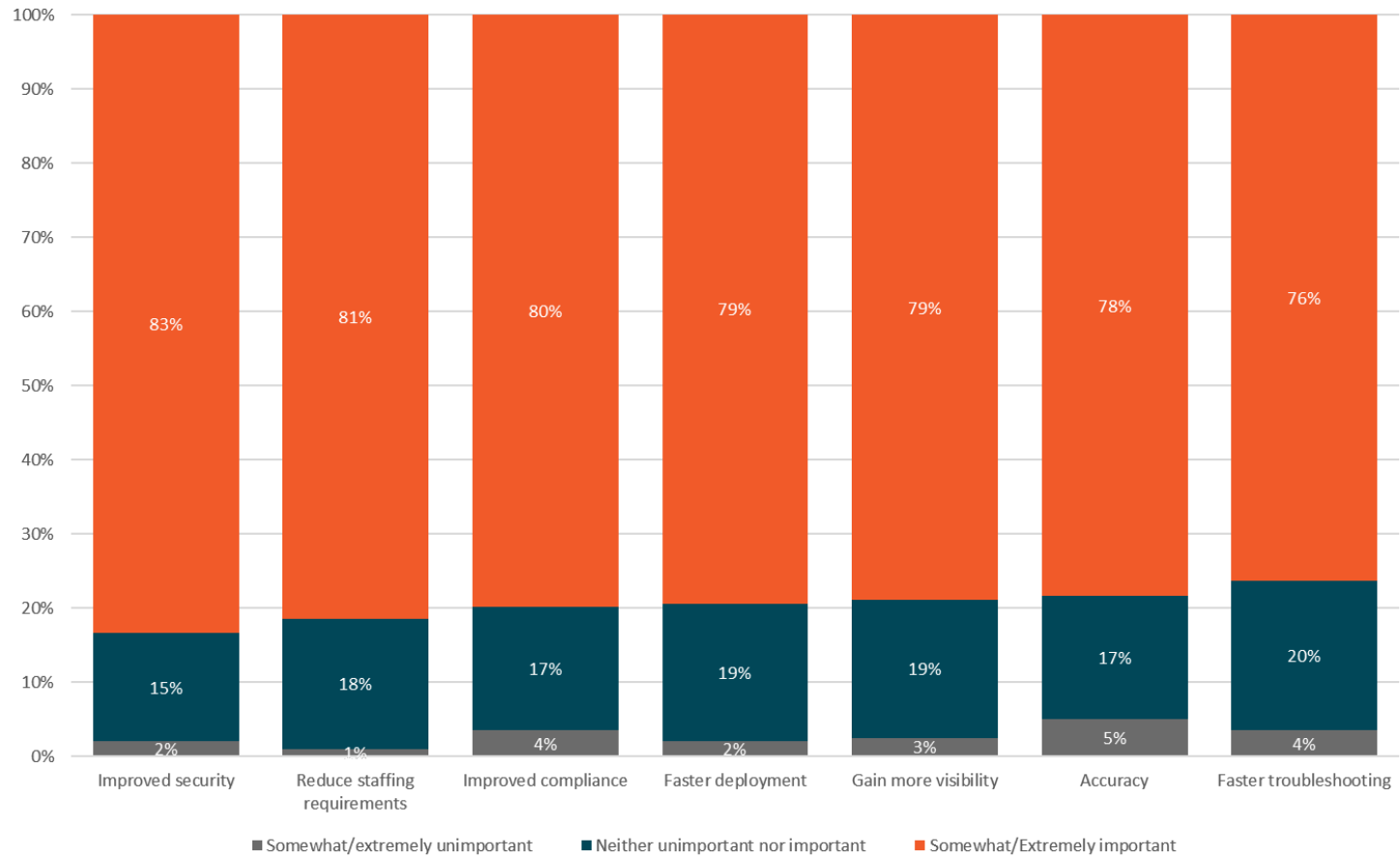


Q16: How important are each of the following BENEFITS of automation in terms of your engagement with cloud automation?

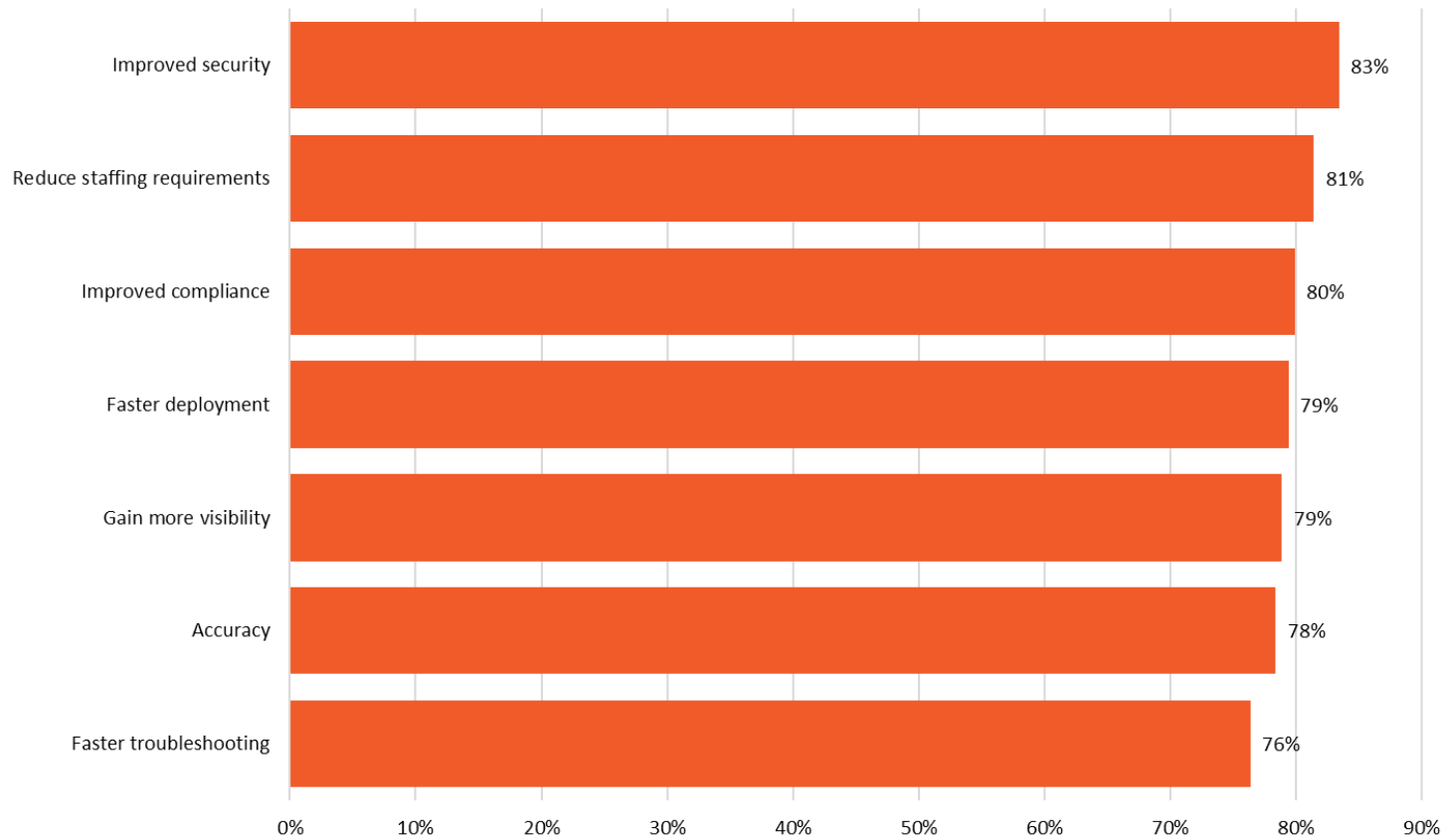
(Somewhat/Extremely important)



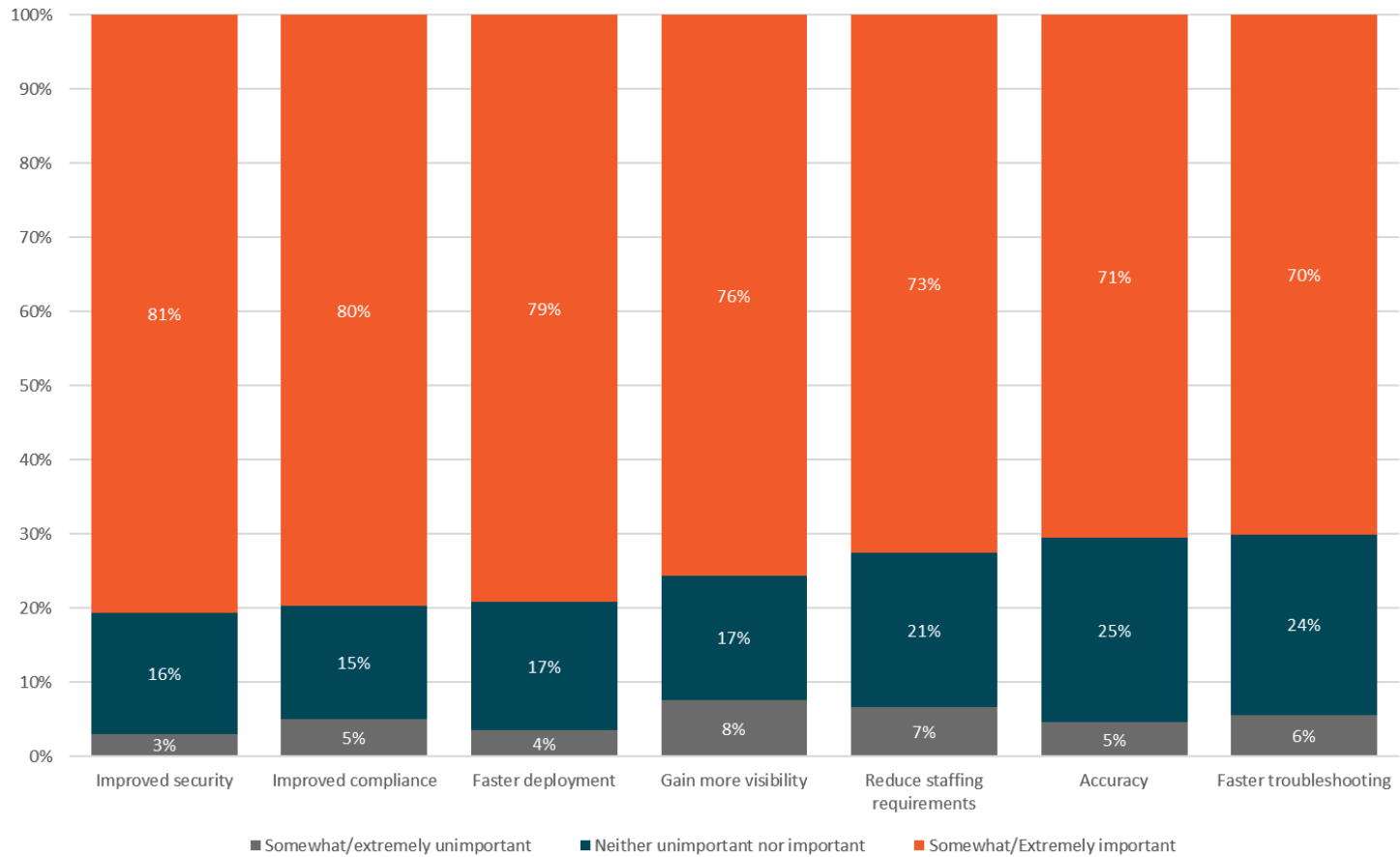
Q17: How important are each of the following BENEFITS of automation in terms of your engagement with remote office automation?



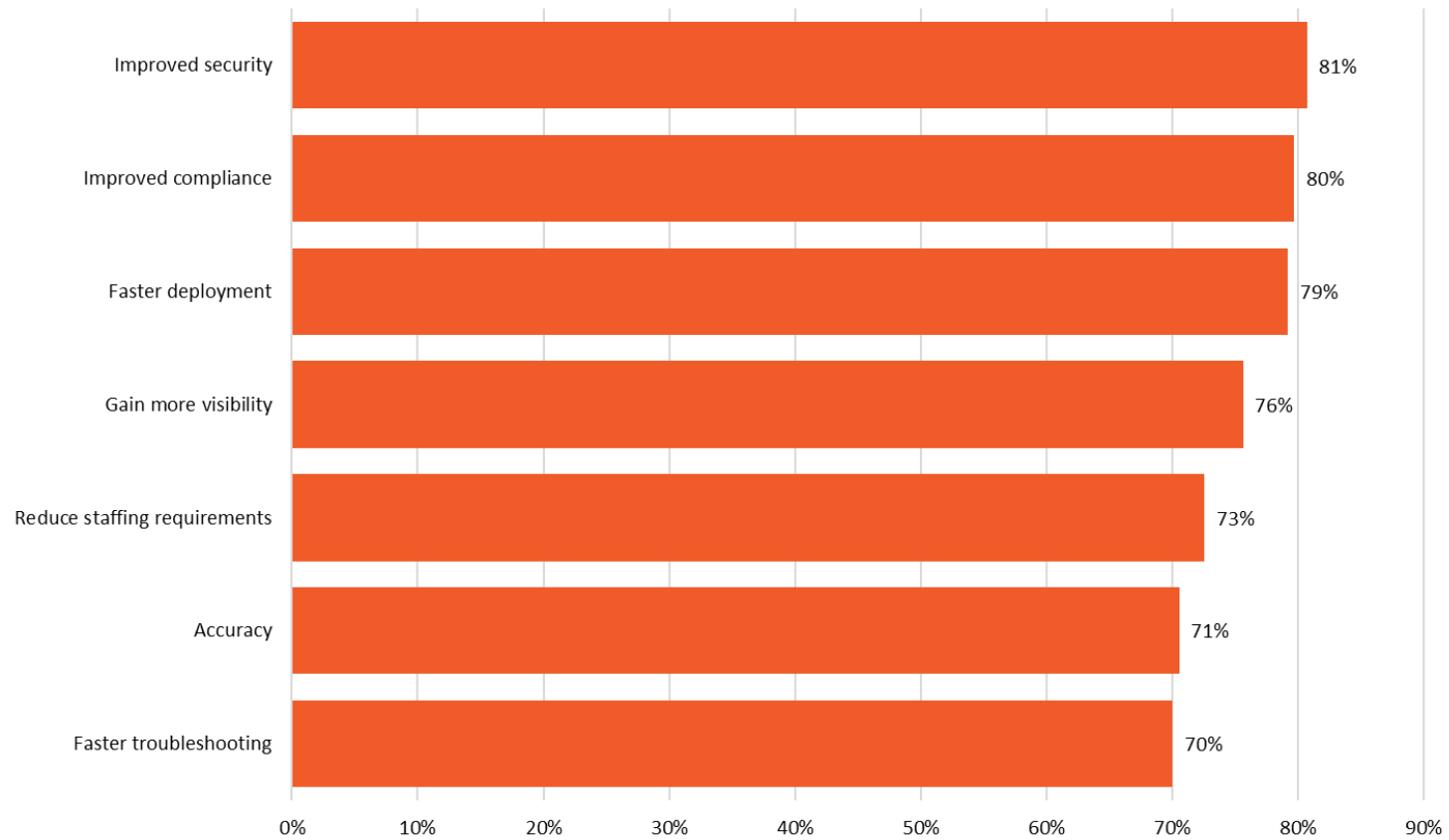
**Q17: How important are each of the following BENEFITS of automation in terms of your engagement with remote office automation?
(Somewhat/Extremely important)**



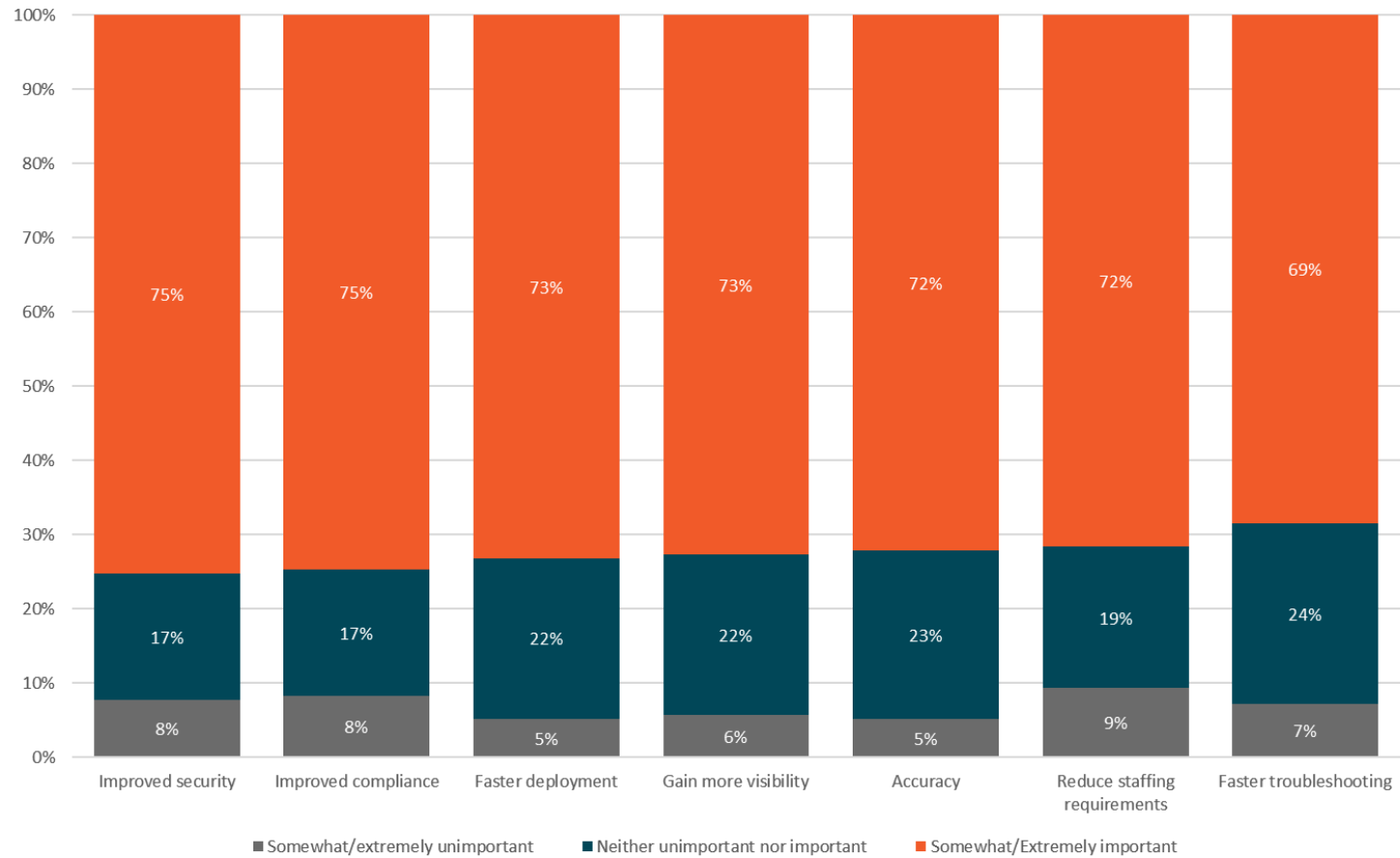
Q18: How important are each of the following BENEFITS of automation in terms of your engagement with mobility automation?



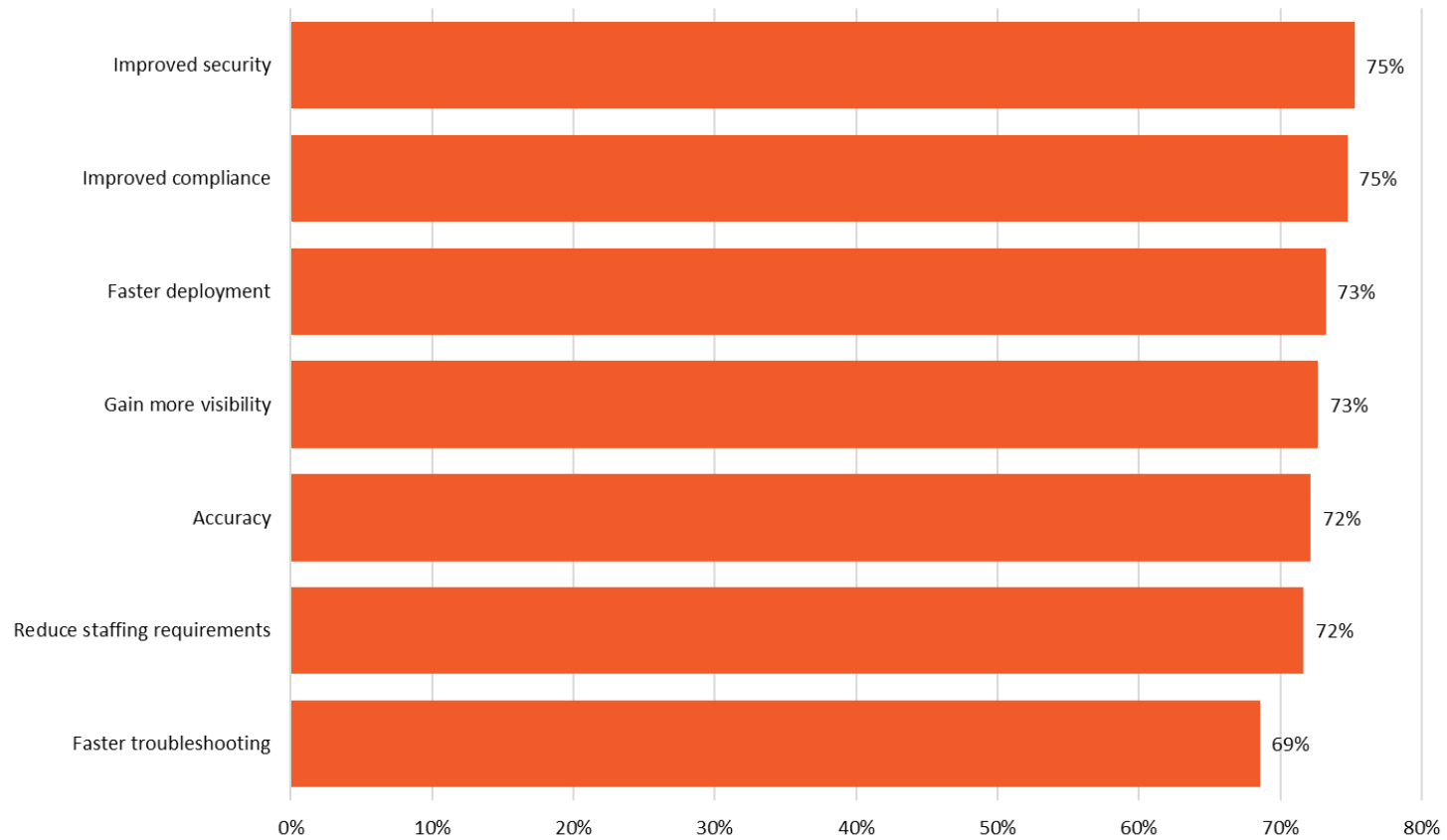
Q18: How important are each of the following BENEFITS of automation in terms of your engagement with mobility automation?
(Somewhat/Extremely important)



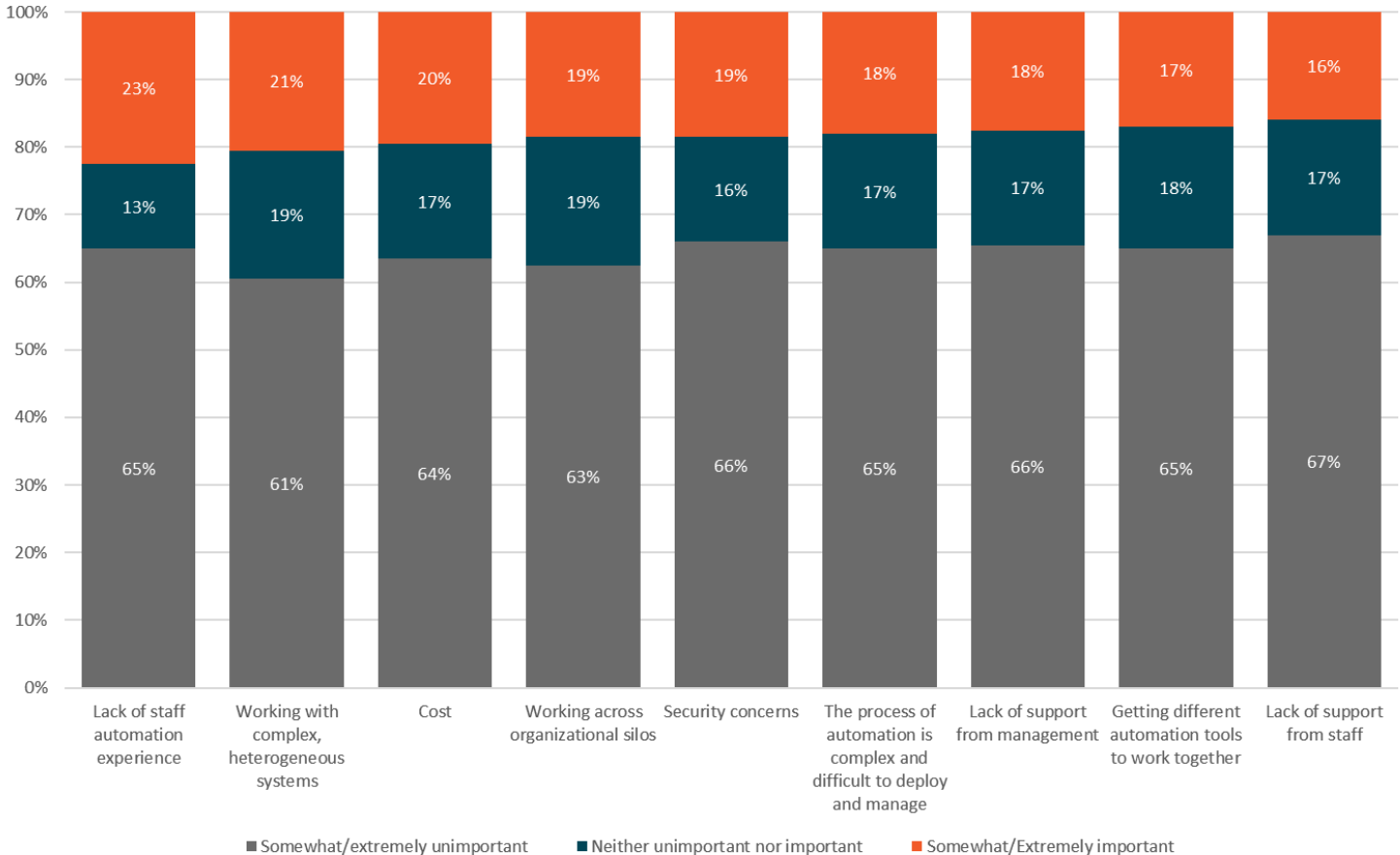
Q19: How important are each of the following BENEFITS of automation in terms of your engagement with DevOps automation?



Q19: How important are each of the following BENEFITS of automation in terms of your engagement with DevOps automation?
(Somewhat/Extremely important)

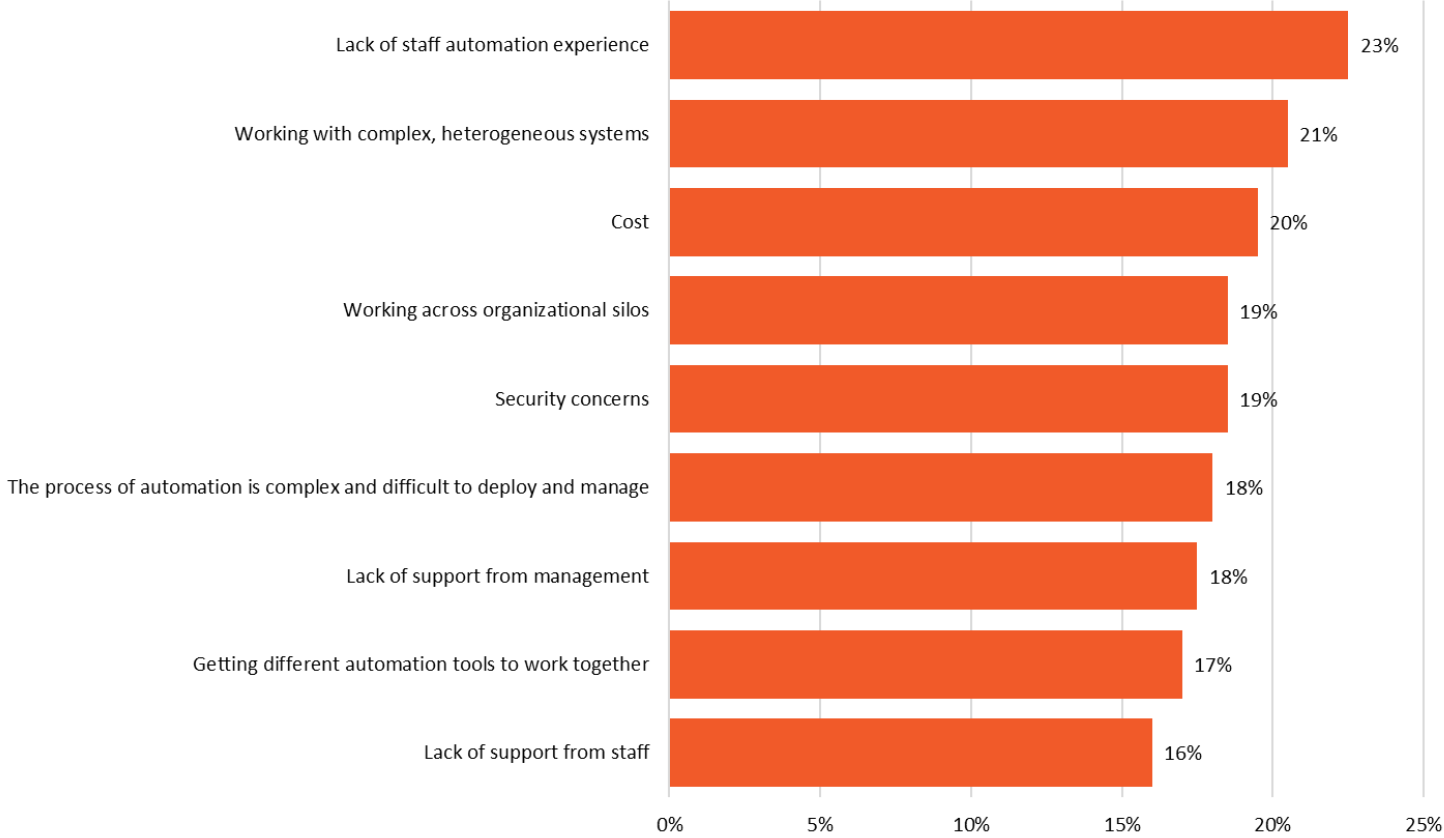


Q20: How important are each of the following CHALLENGES of automation in terms of your engagement with data center automation?

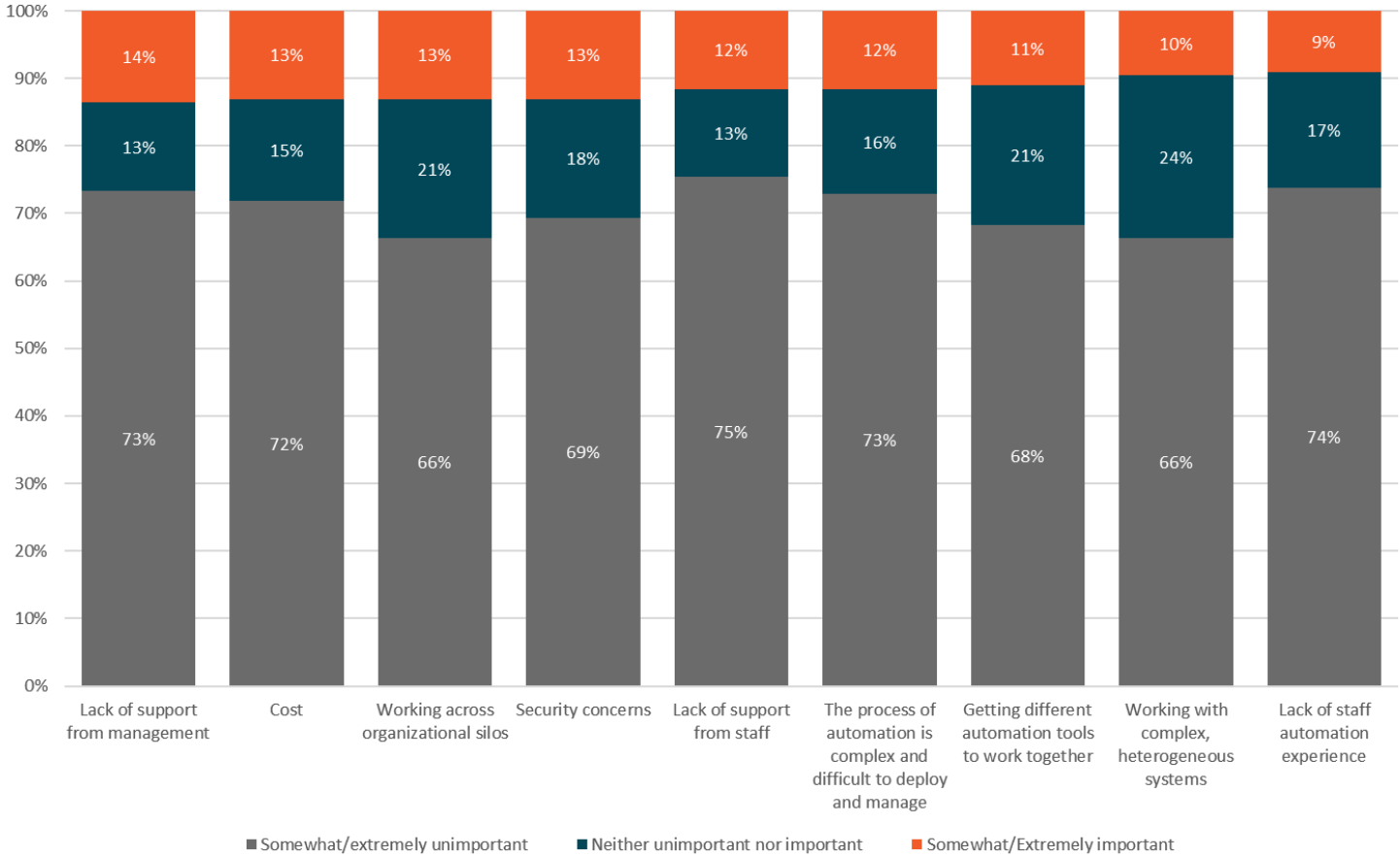


Q20: How important are each of the following CHALLENGES of automation in terms of your engagement with data center automation?

(Somewhat/Extremely important)

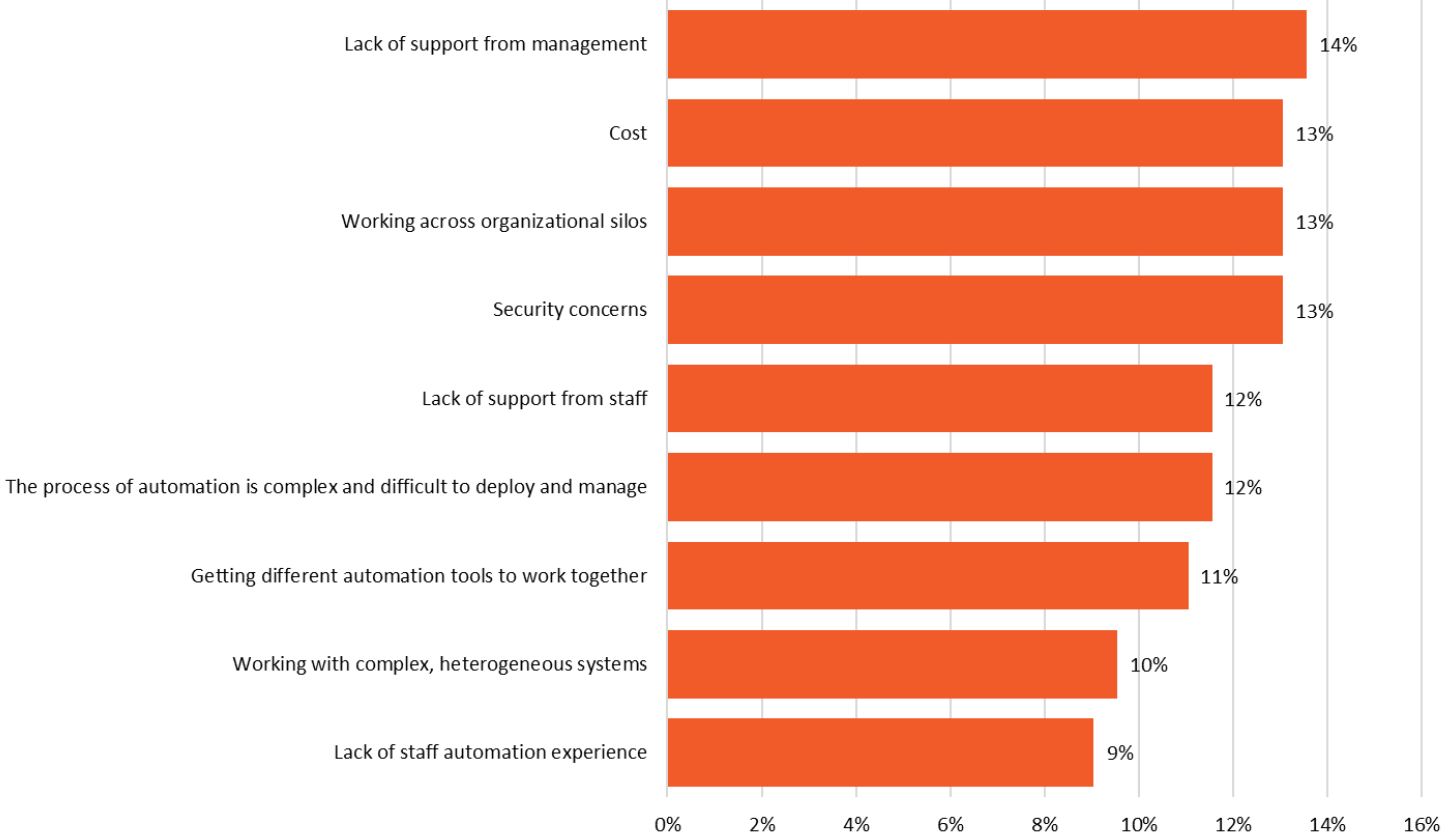


Q21: How important are each of the following CHALLENGES of automation in terms of your engagement with cloud automation?

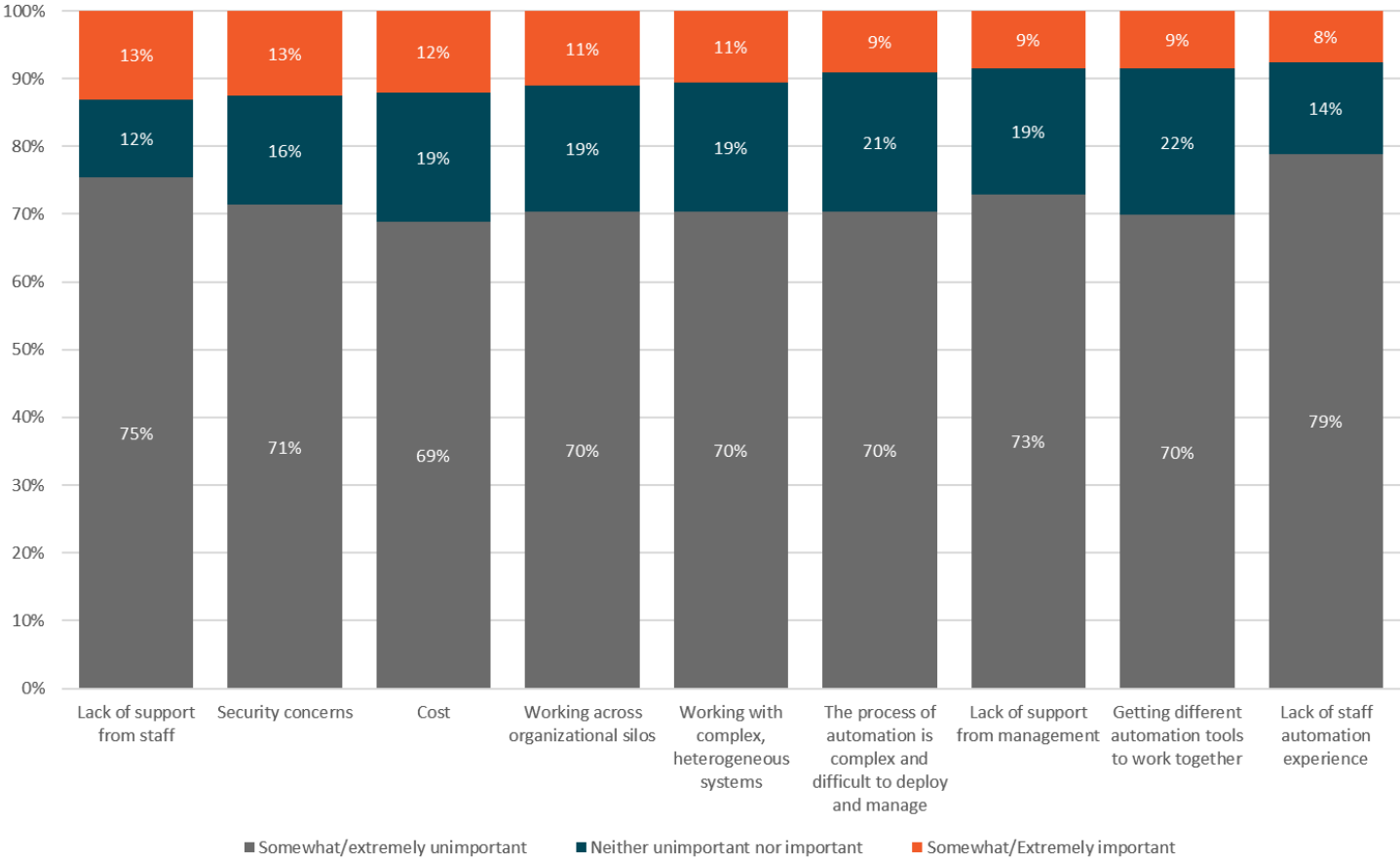


Q21: How important are each of the following CHALLENGES of automation in terms of your engagement with cloud automation?

(Somewhat/Extremely important)

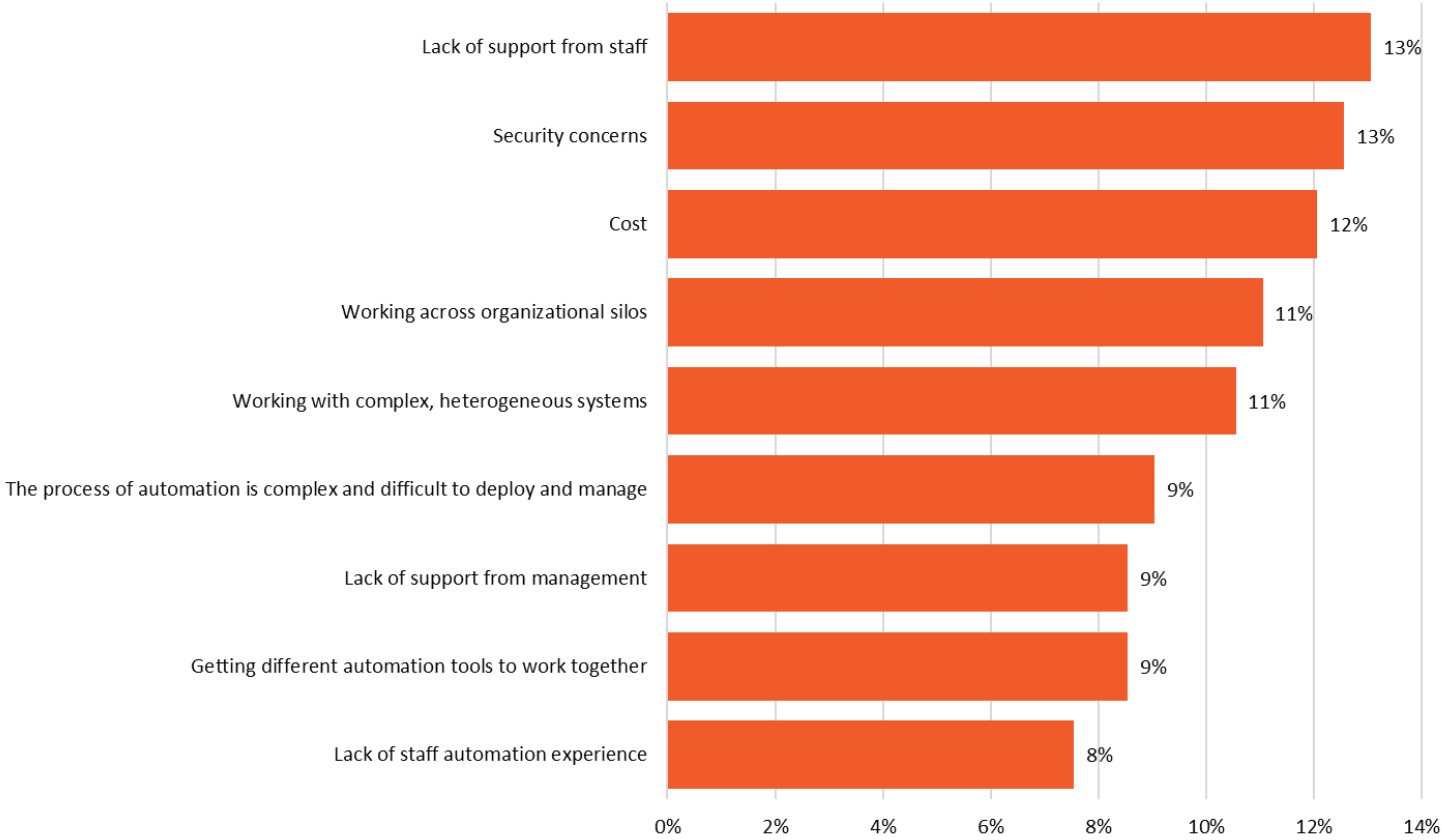


Q22: How important are each of the following CHALLENGES of automation in terms of your engagement with remote office automation?

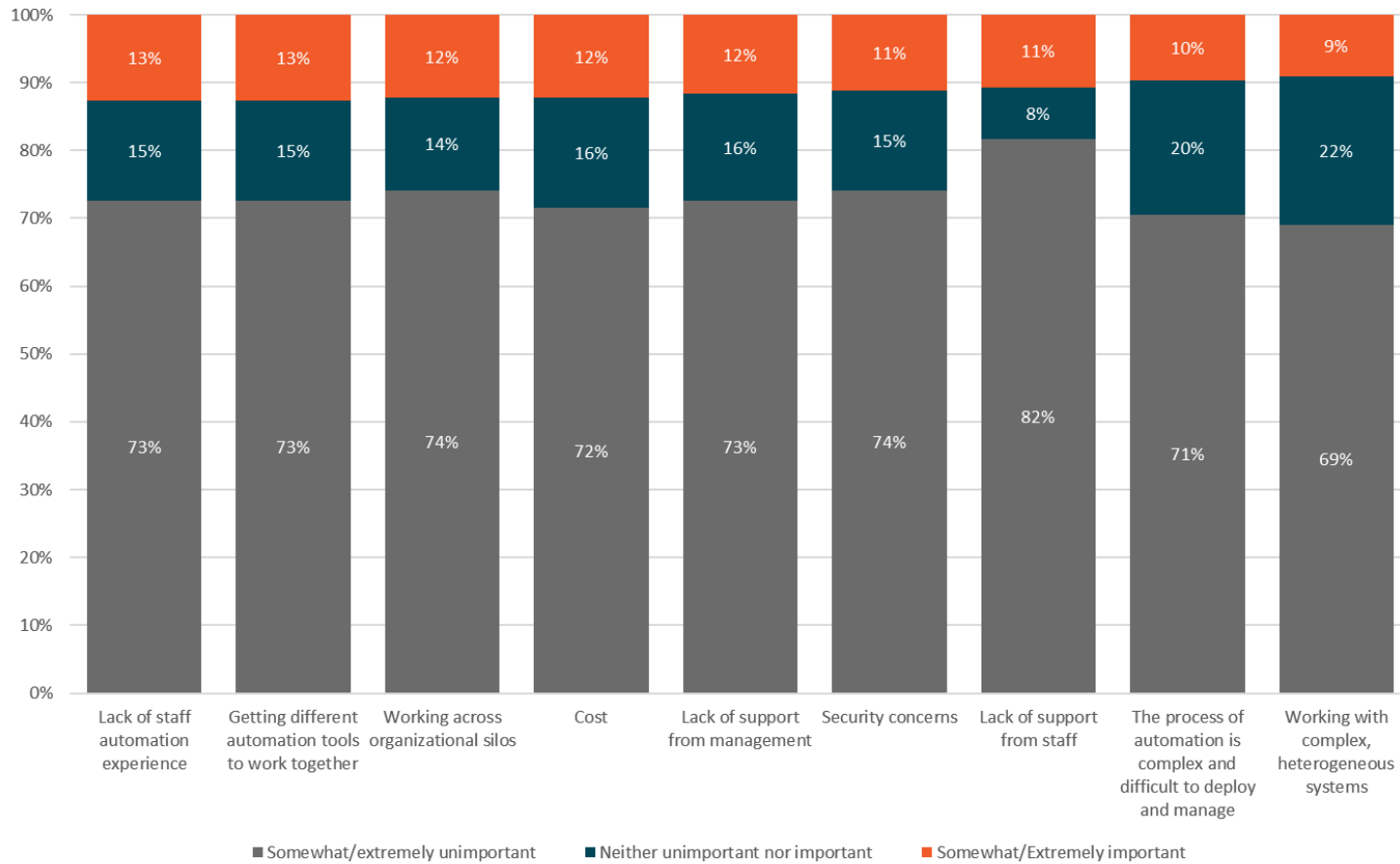


Q22: How important are each of the following CHALLENGES of automation in terms of your engagement with remote office automation?

(Somewhat/Extremely important)

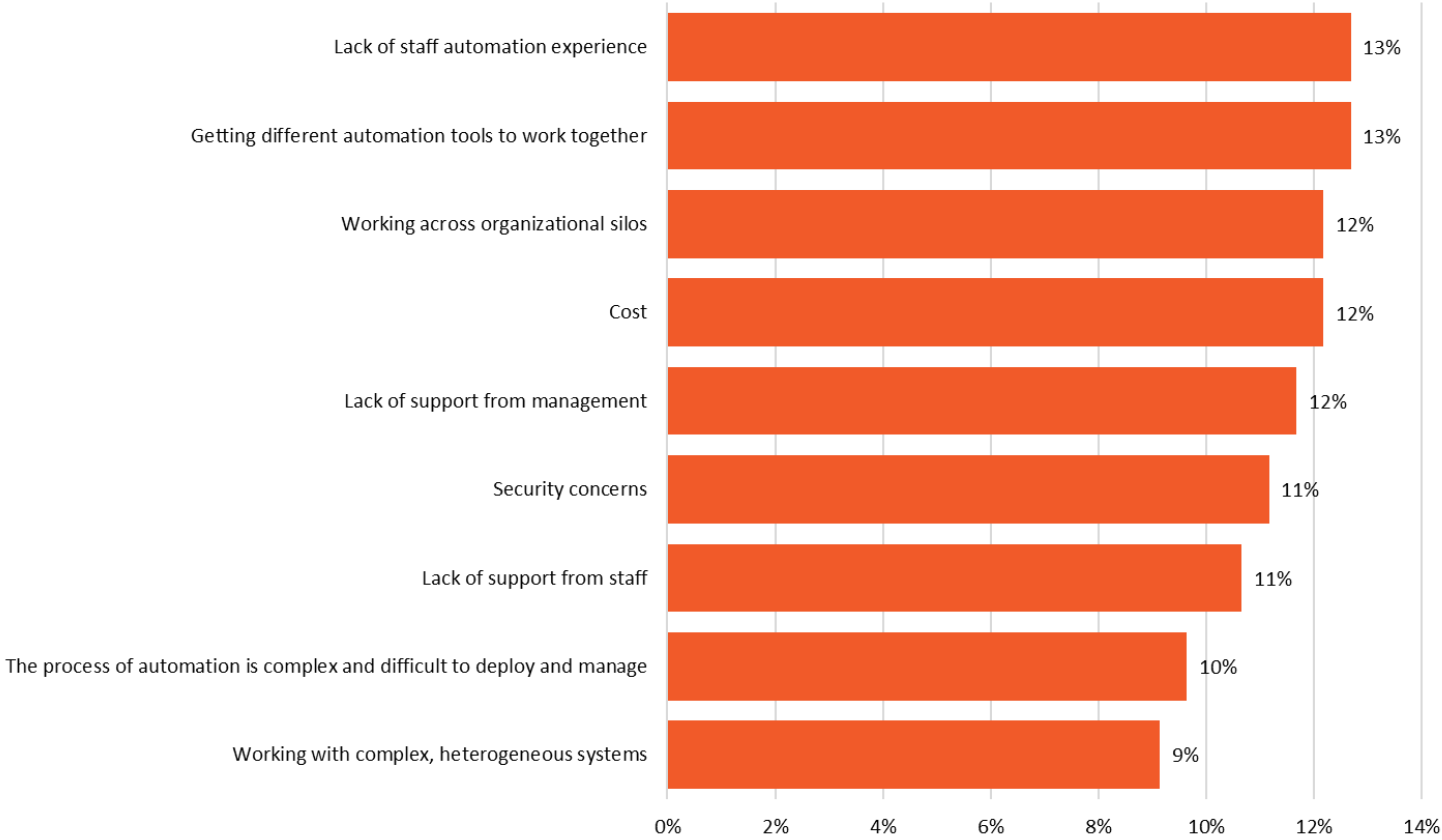


Q23: How important are each of the following CHALLENGES of automation in terms of your engagement with mobility automation?

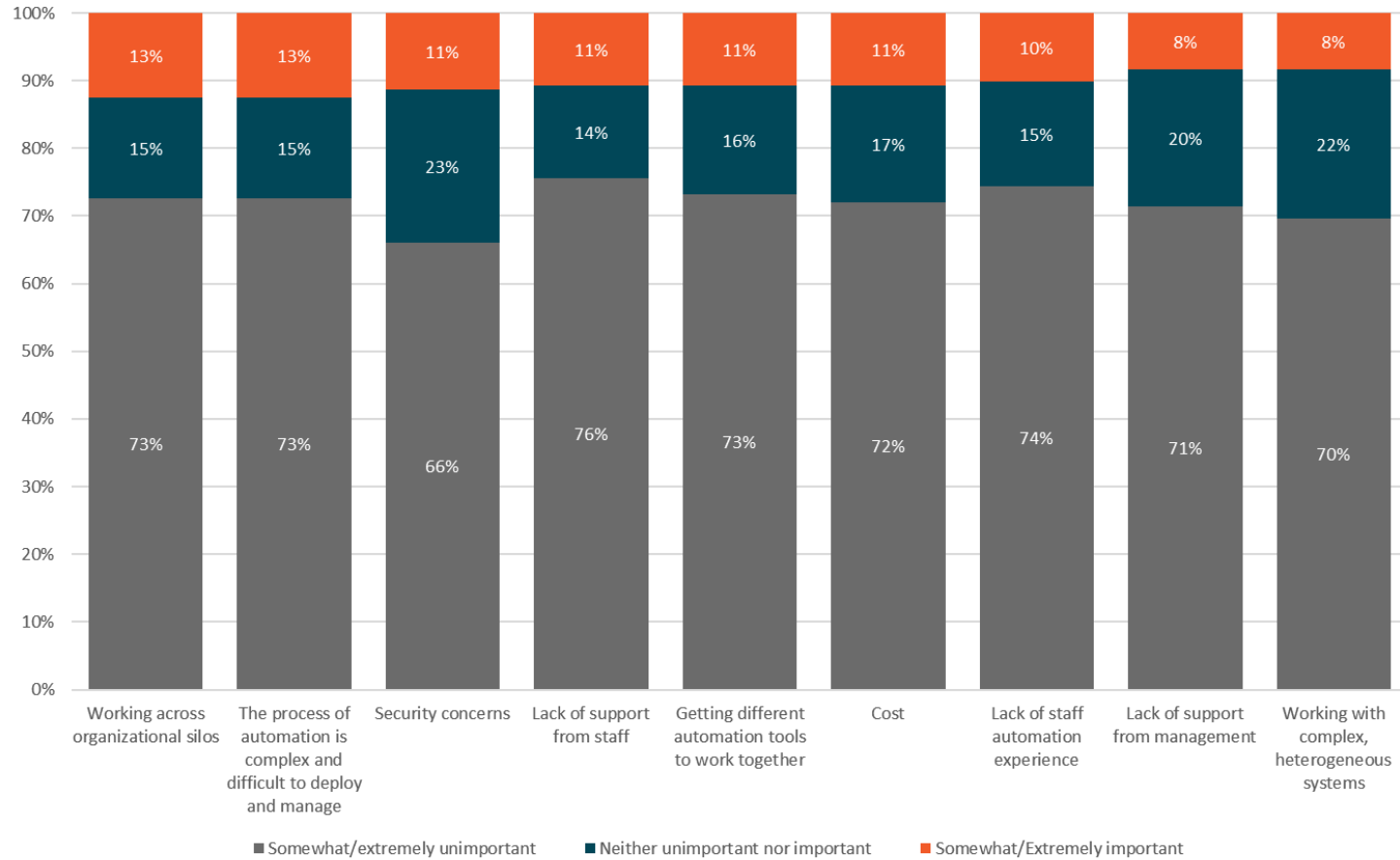


Q23: How important are each of the following CHALLENGES of automation in terms of your engagement with mobility automation?

(Somewhat/Extremely important)

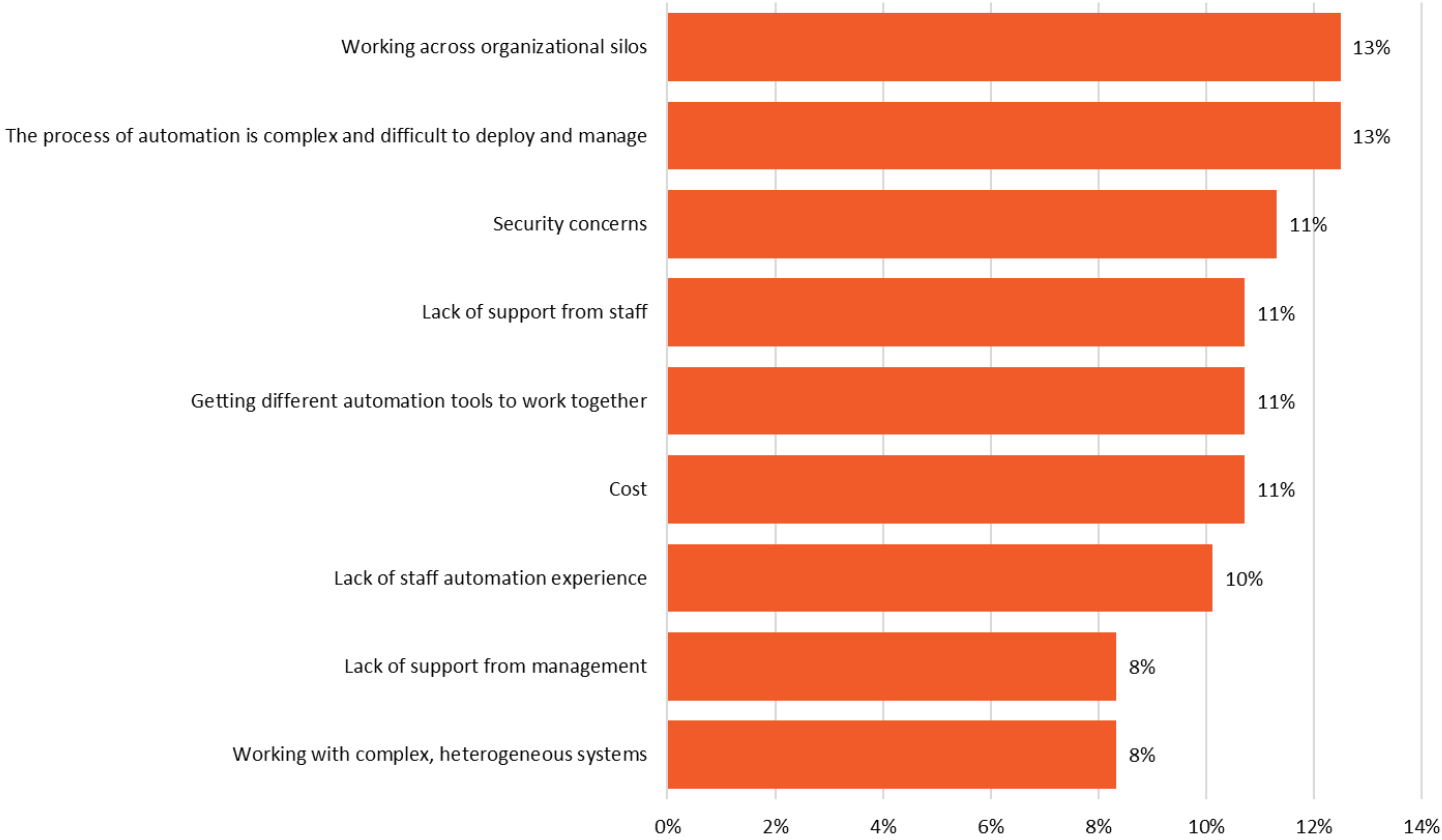


Q24: How important are each of the following CHALLENGES of automation in terms of your engagement with DevOps automation?

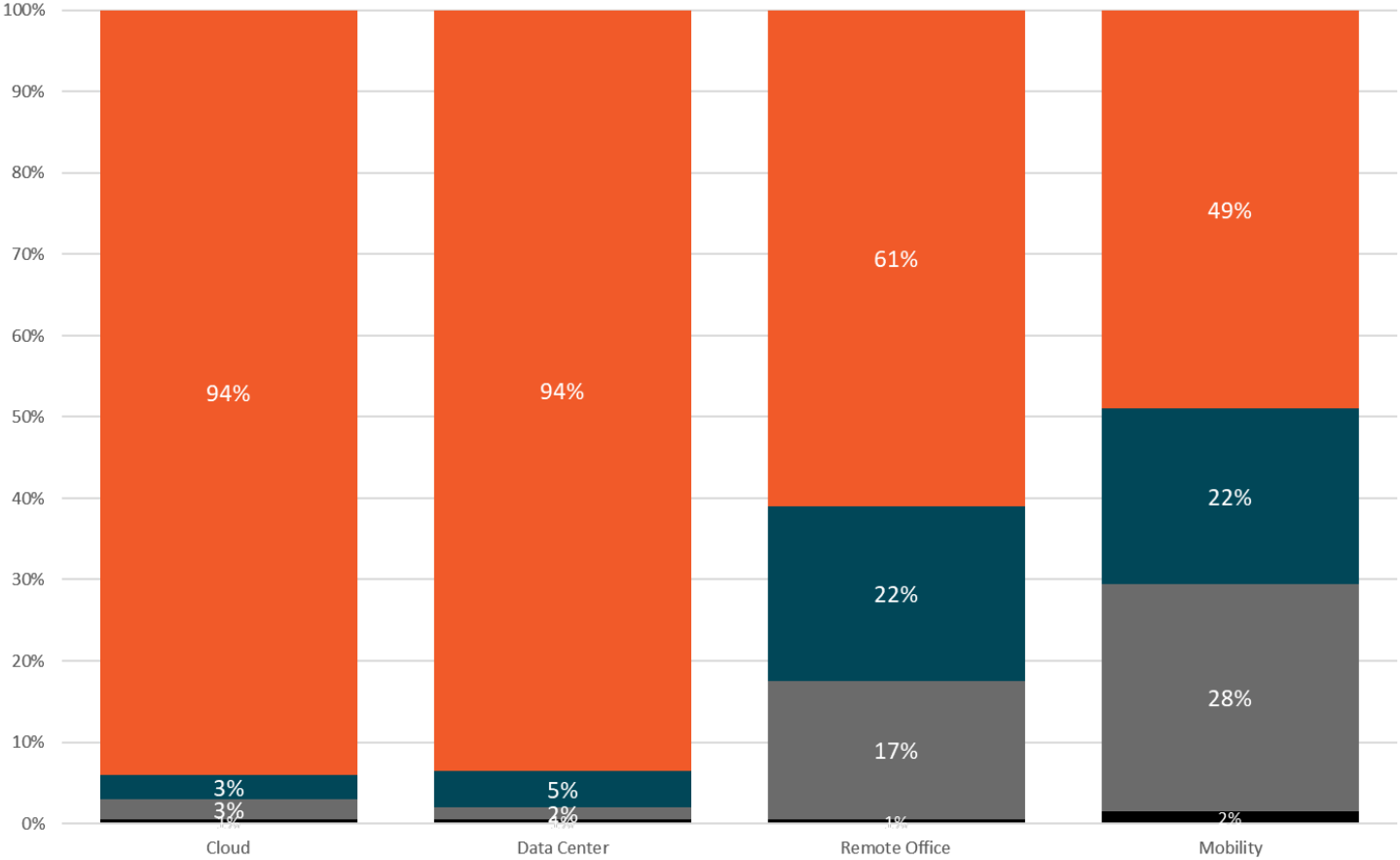


Q24: How important are each of the following CHALLENGES of automation in terms of your engagement with DevOps automation?

(Somewhat/Extremely important)

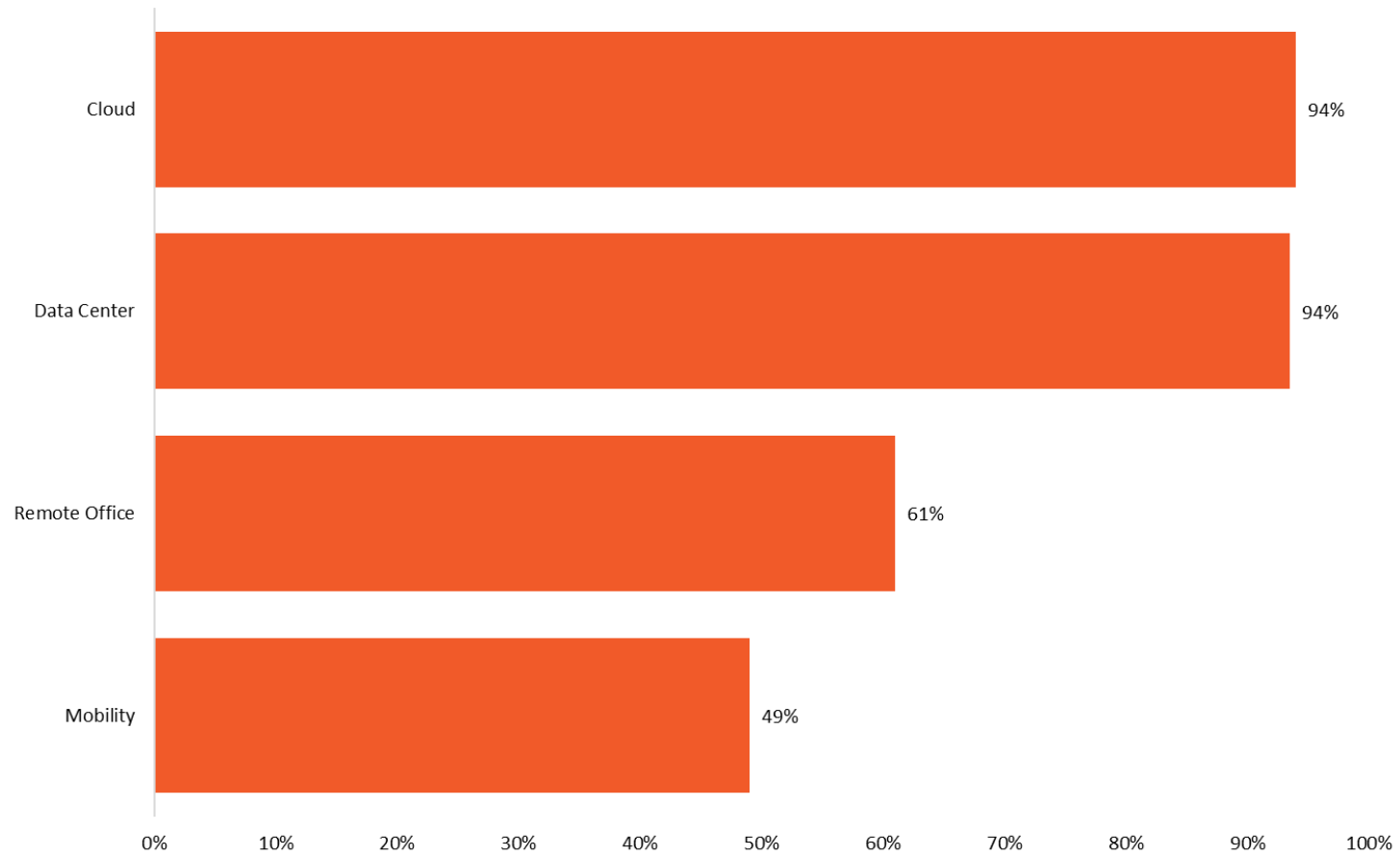


Q25: How well are you doing with automation in each of the following parts of IT today?

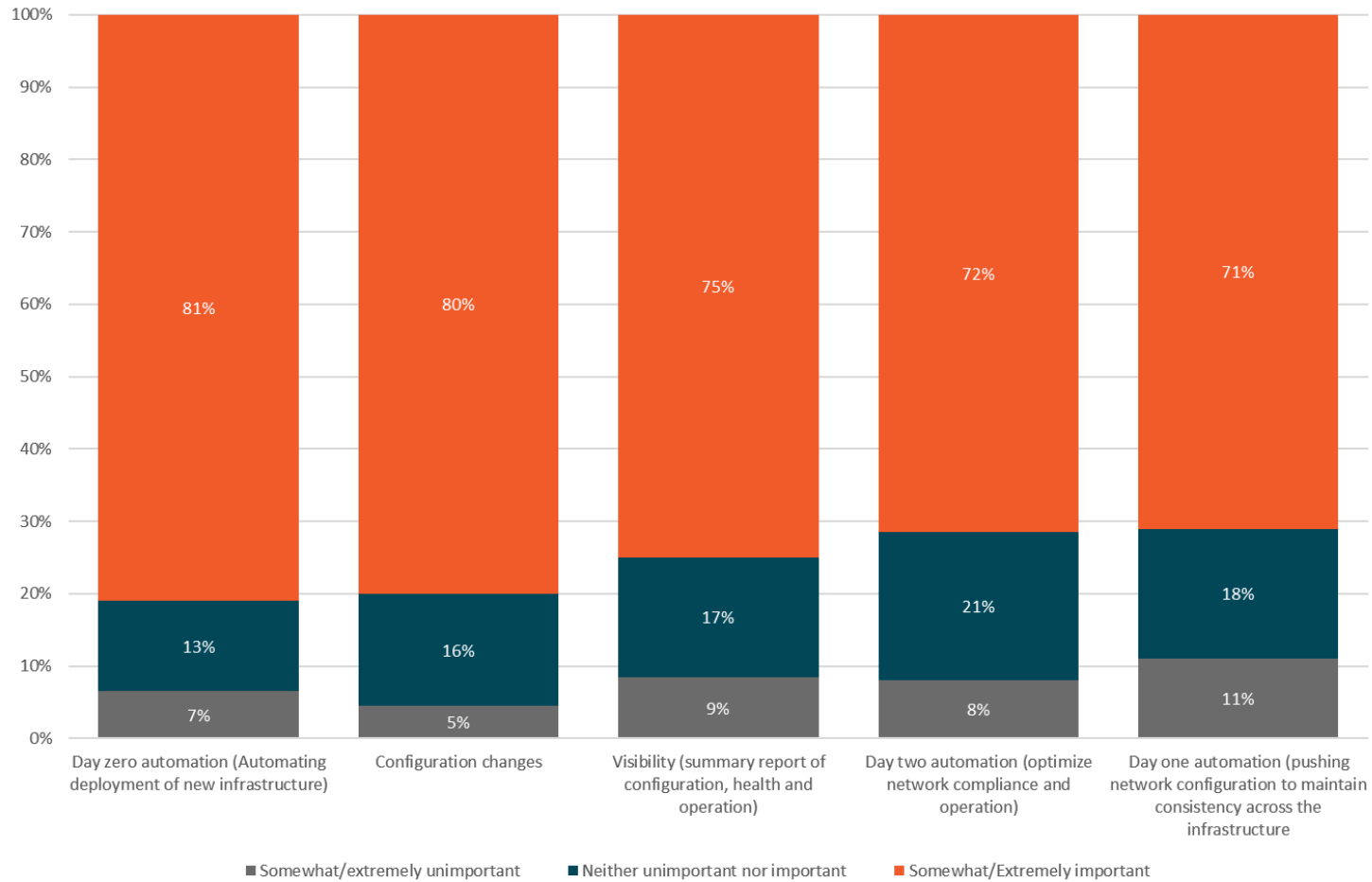


We have not automated this area
 Somewhat/Extremely poorly
 Neither poorly nor well
 Somewhat/Extremely well

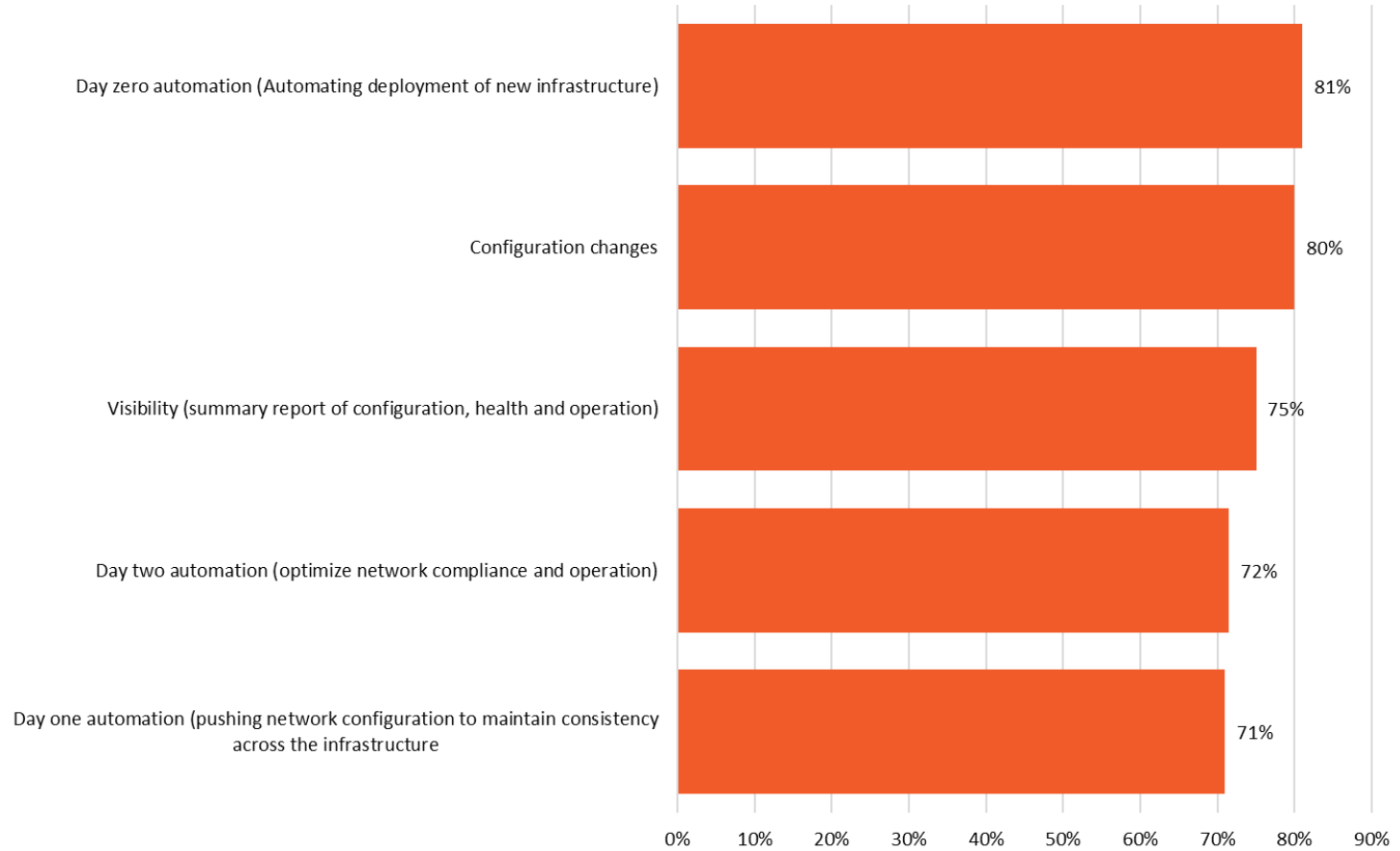
How well are you doing with automation in each of the following parts of IT today? (Somewhat/extremely well)



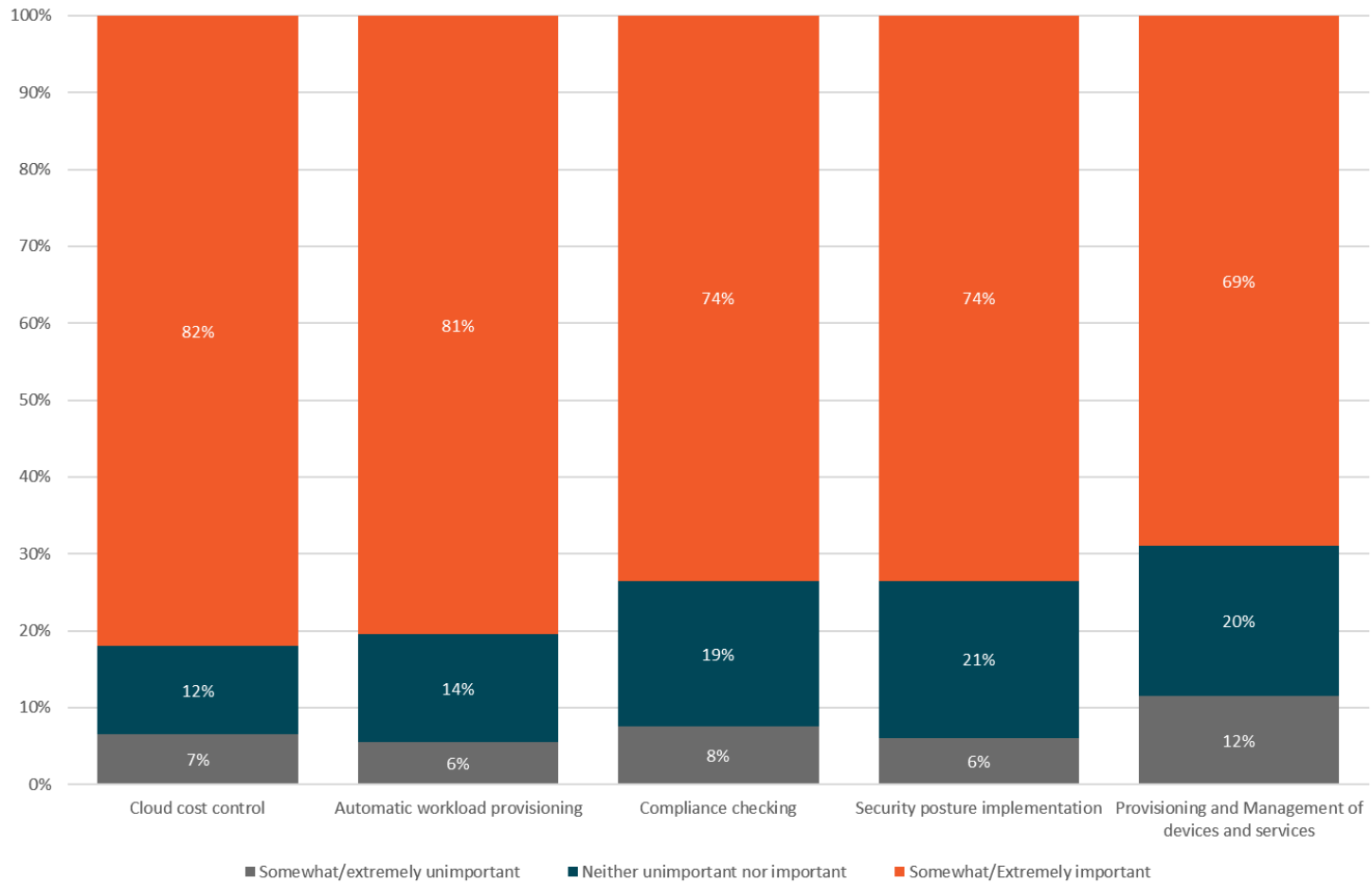
Q26: Rate the importance of the following features in terms of data center automation?



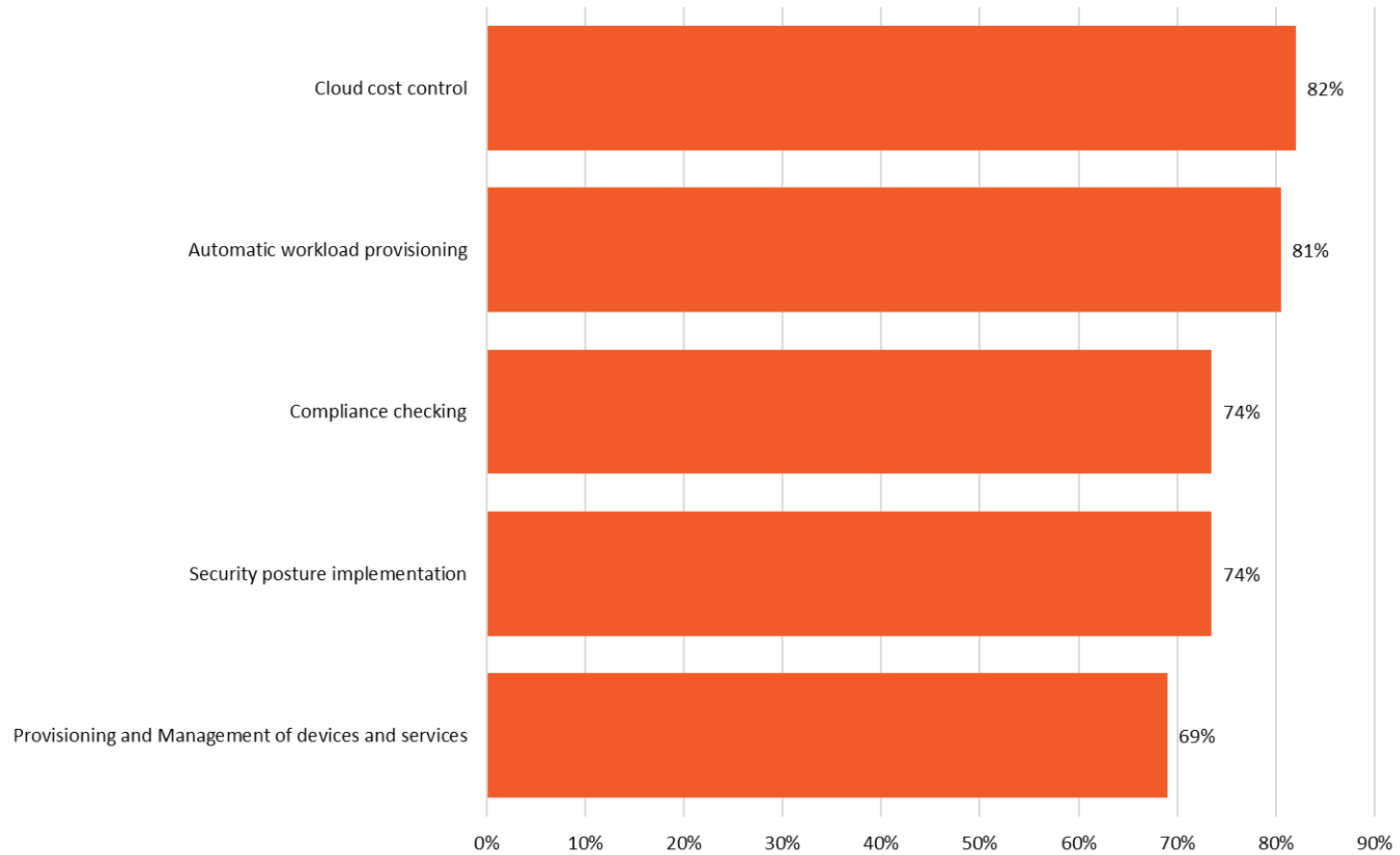
Q26: Rate the importance of the following features in terms of data center automation?
(Somewhat/Extremely important)



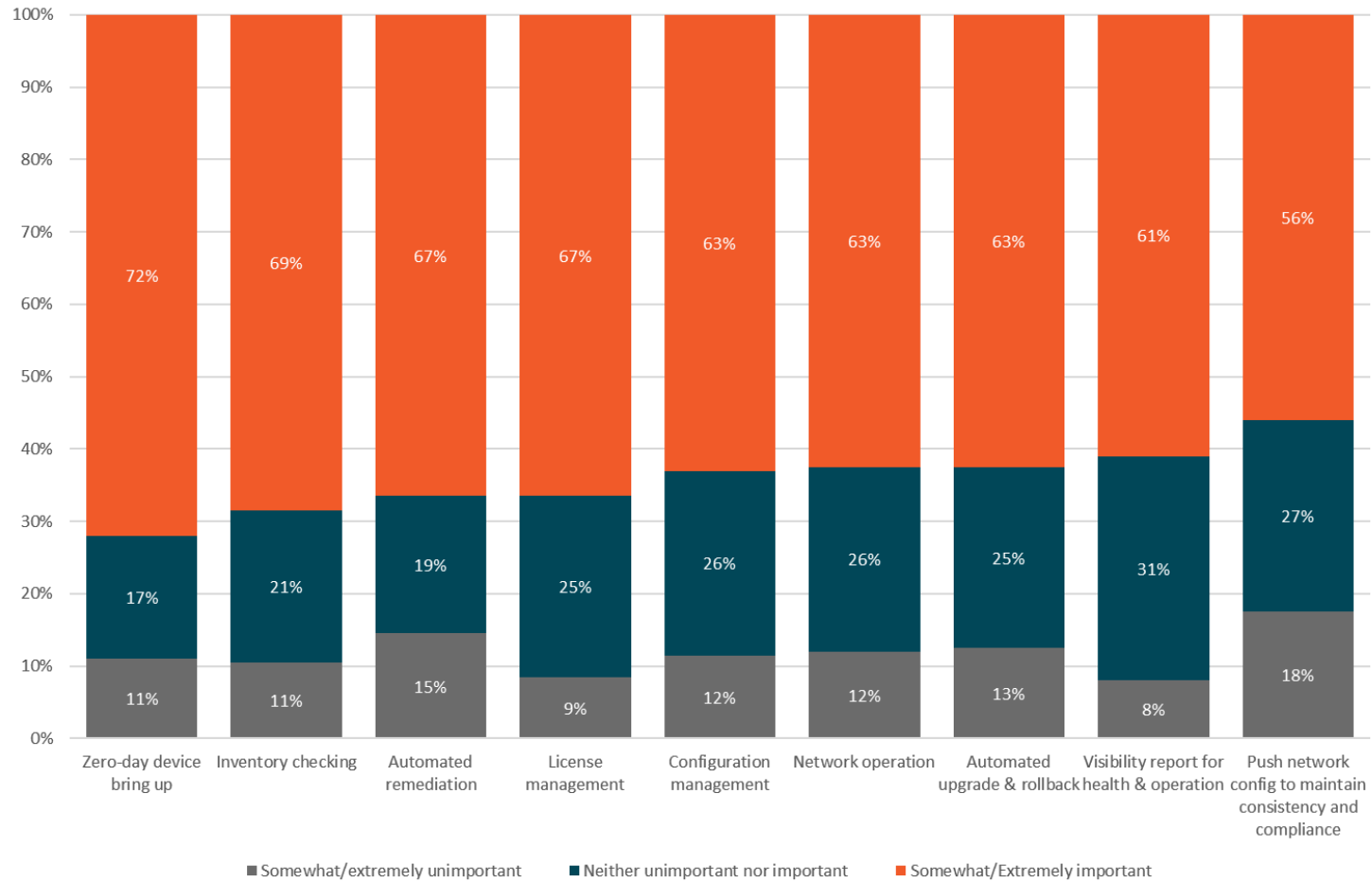
Q27: Rate the importance of the following features in terms of CLOUD automation?



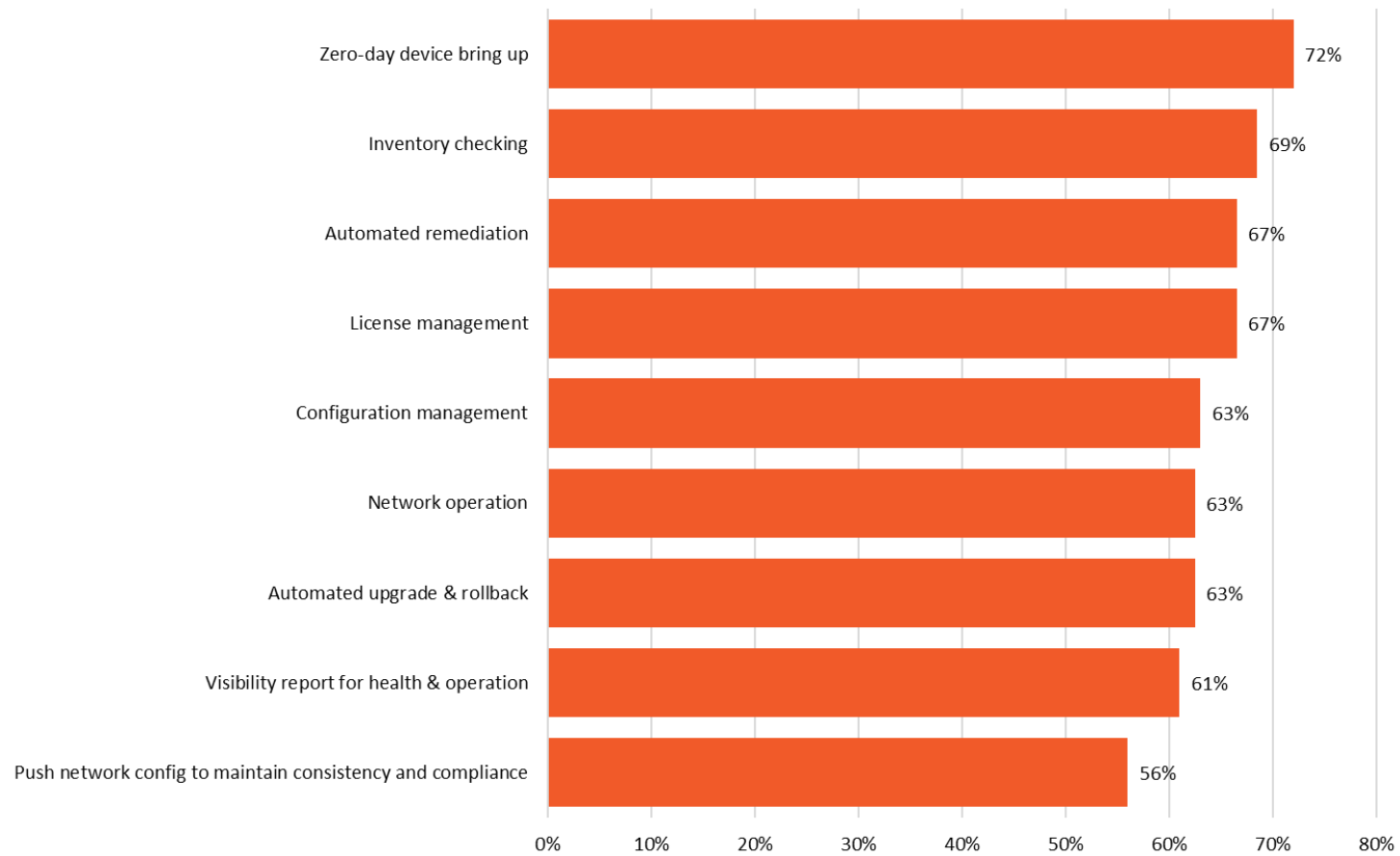
**Q27: Rate the importance of the following features in terms of
CLOUD automation?**
(Somewhat/Extremely important)



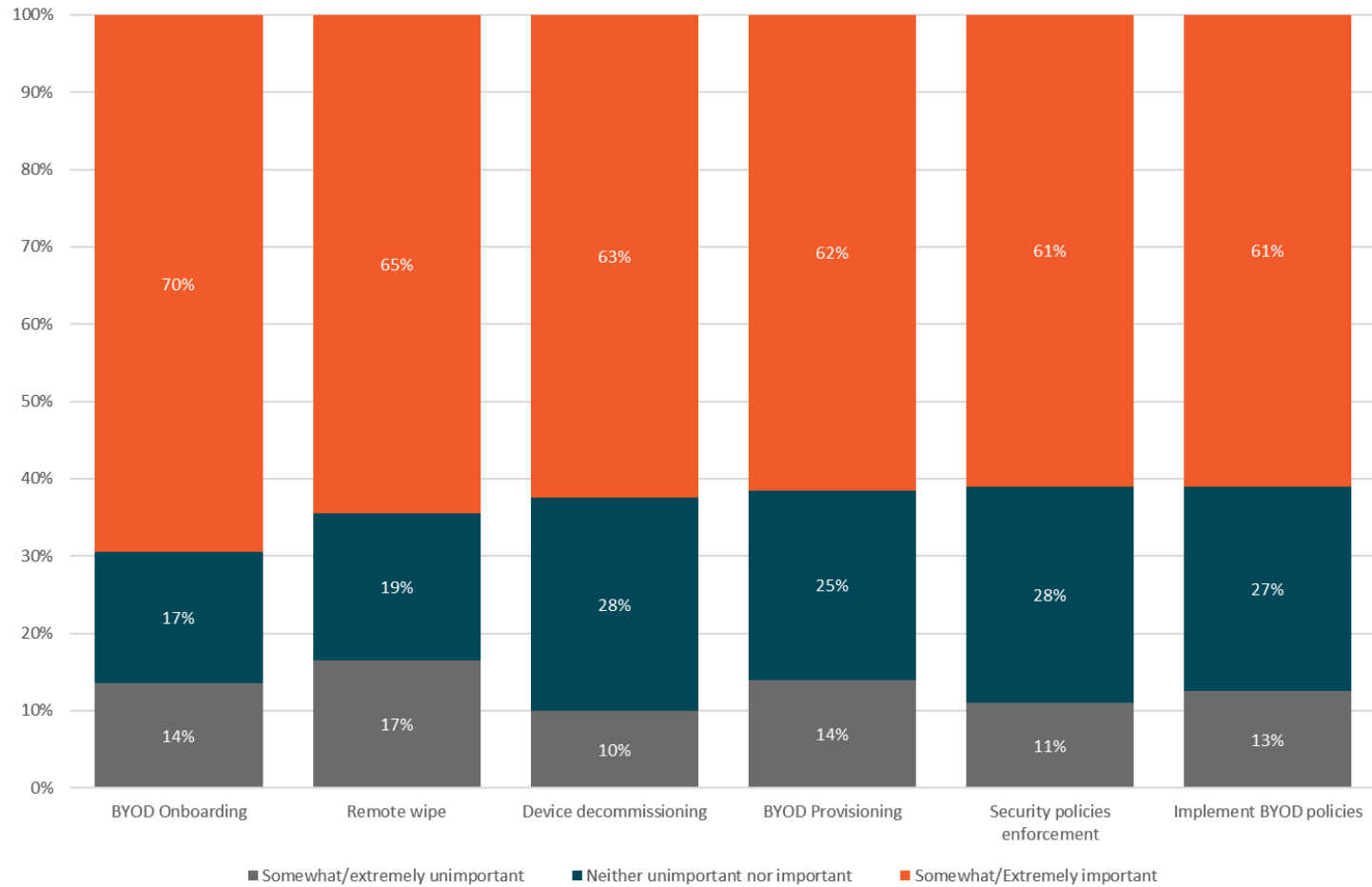
Q28: Rate the importance of the following features in terms of REMOTE OFFICE automation?



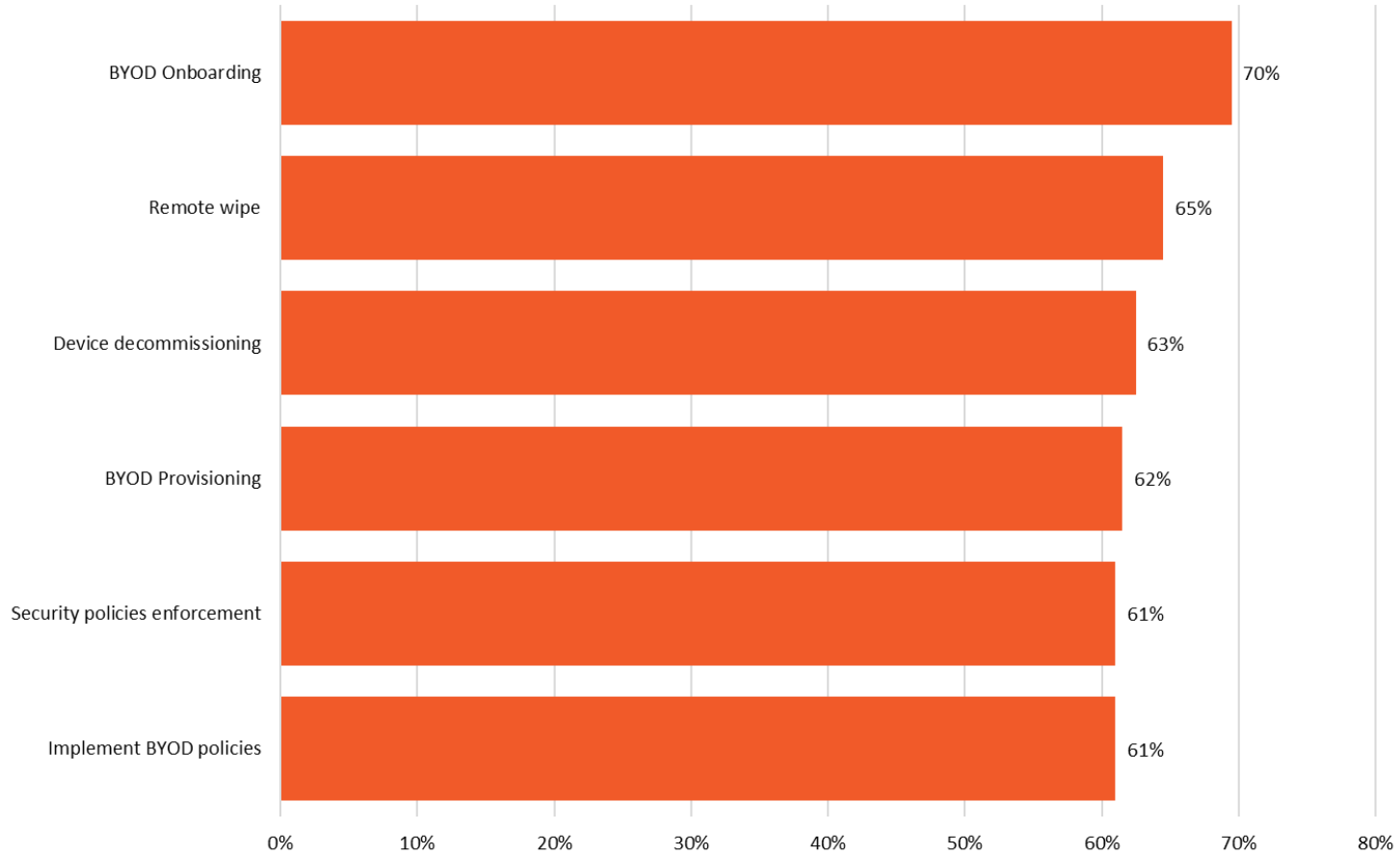
**Q28: Rate the importance of the following features in terms of
REMOTE OFFICE automation?
(Somewhat/Extremely important)**



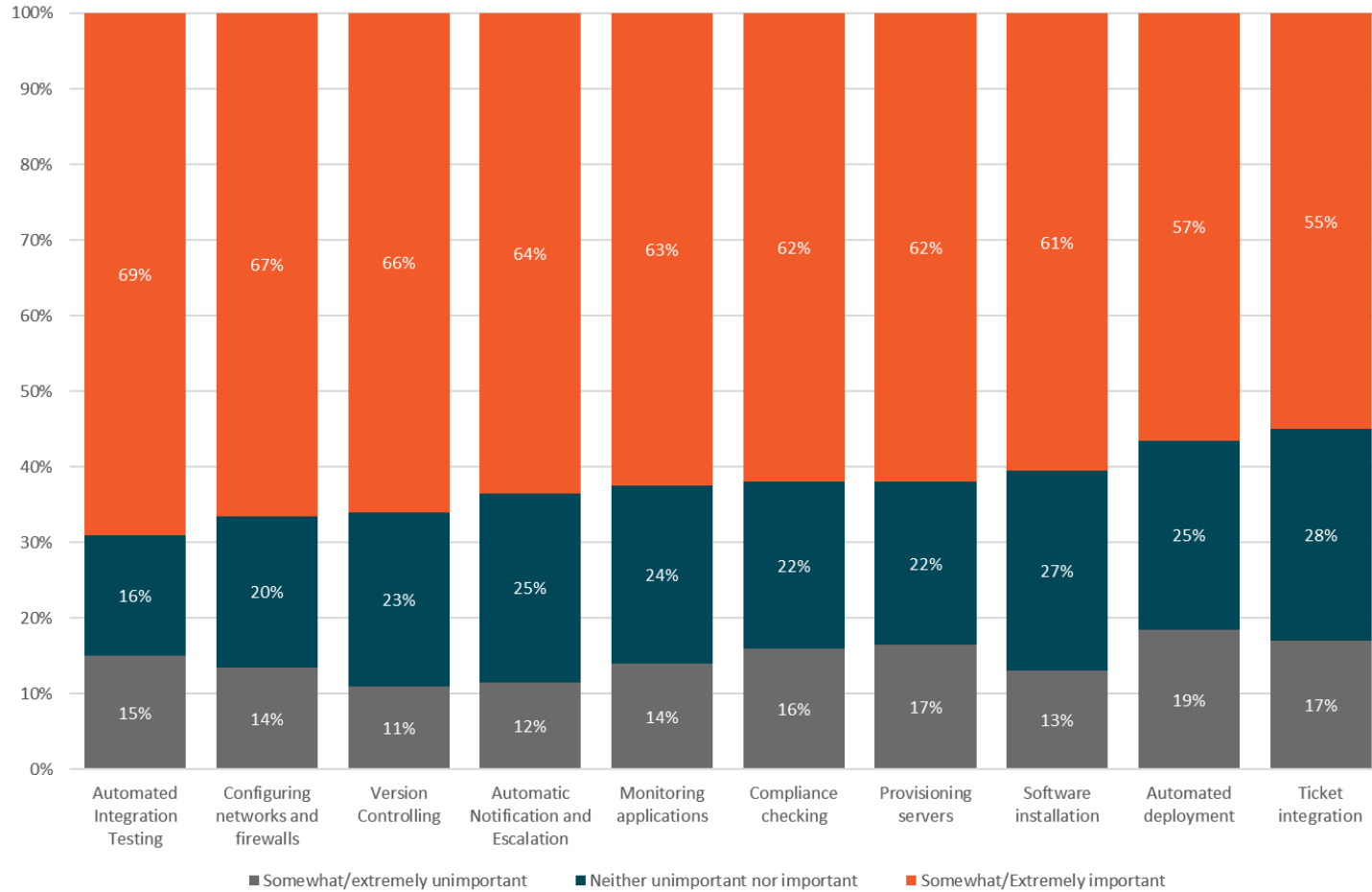
Q29: Rate the importance of the following features in terms of MOBILITY automation?



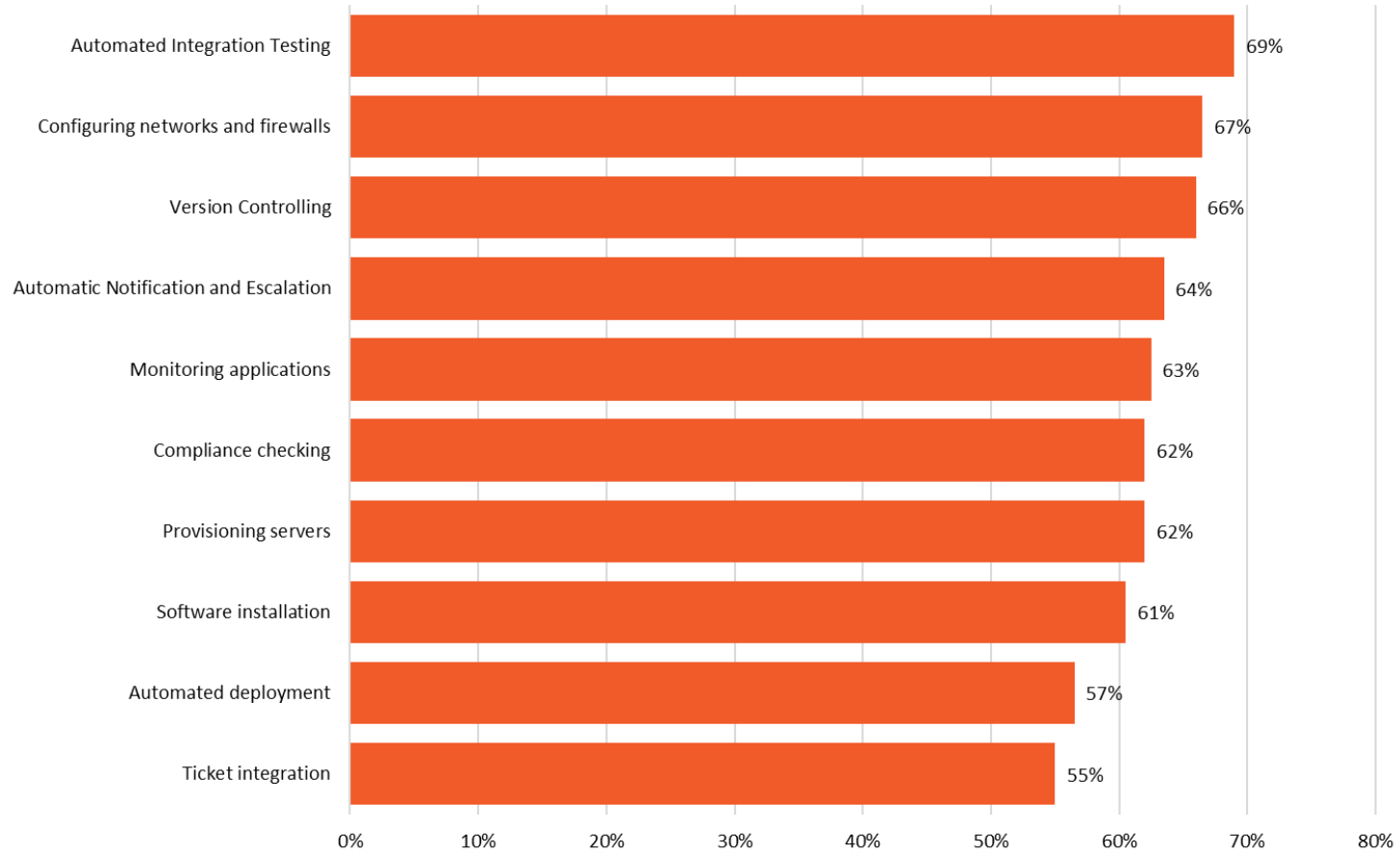
Q29: Rate the importance of the following features in terms of MOBILITY automation?
(Somewhat/Extremely important)



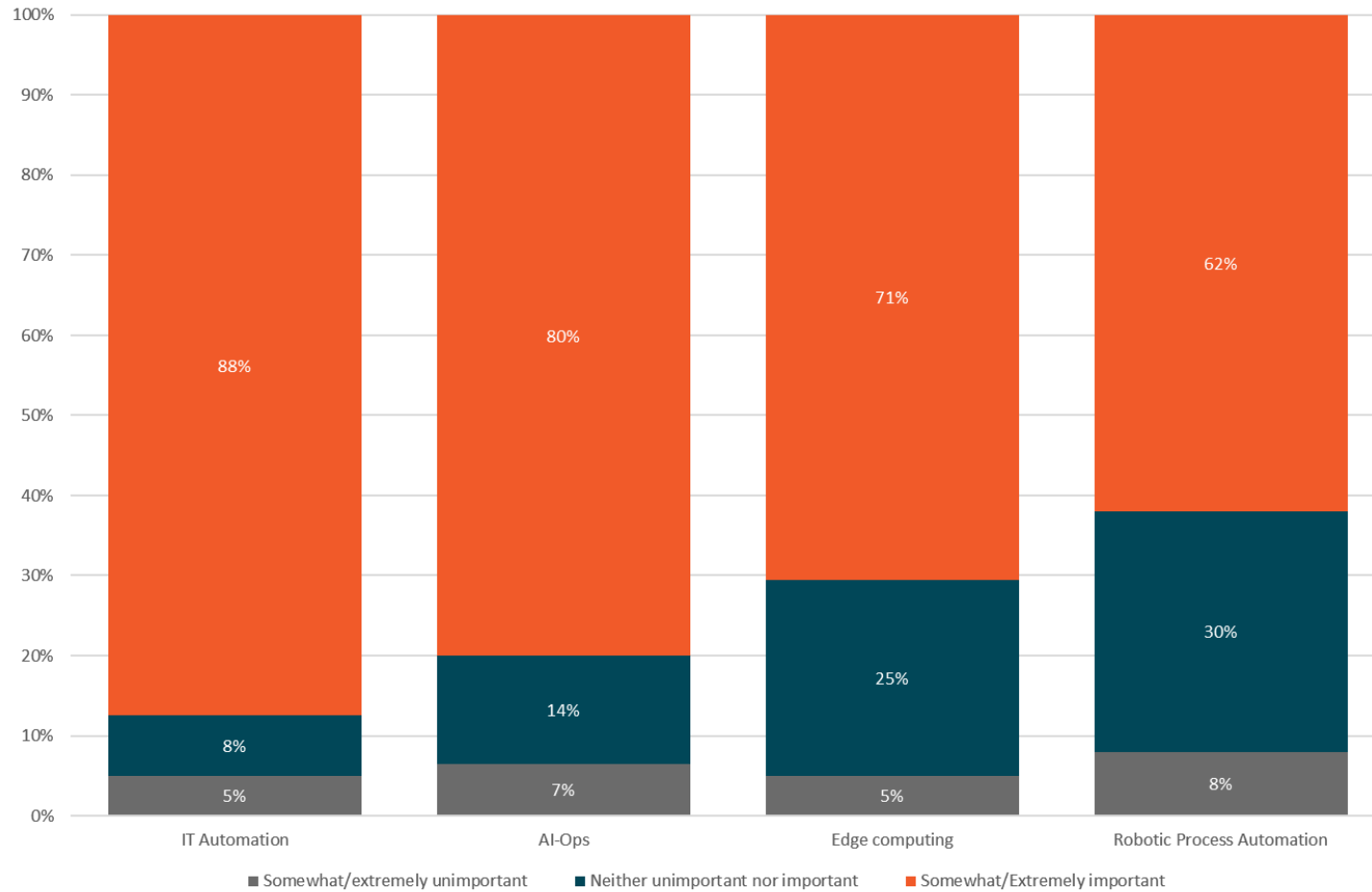
Q30: Rate the importance of the following features in terms of DEVOPS automation?



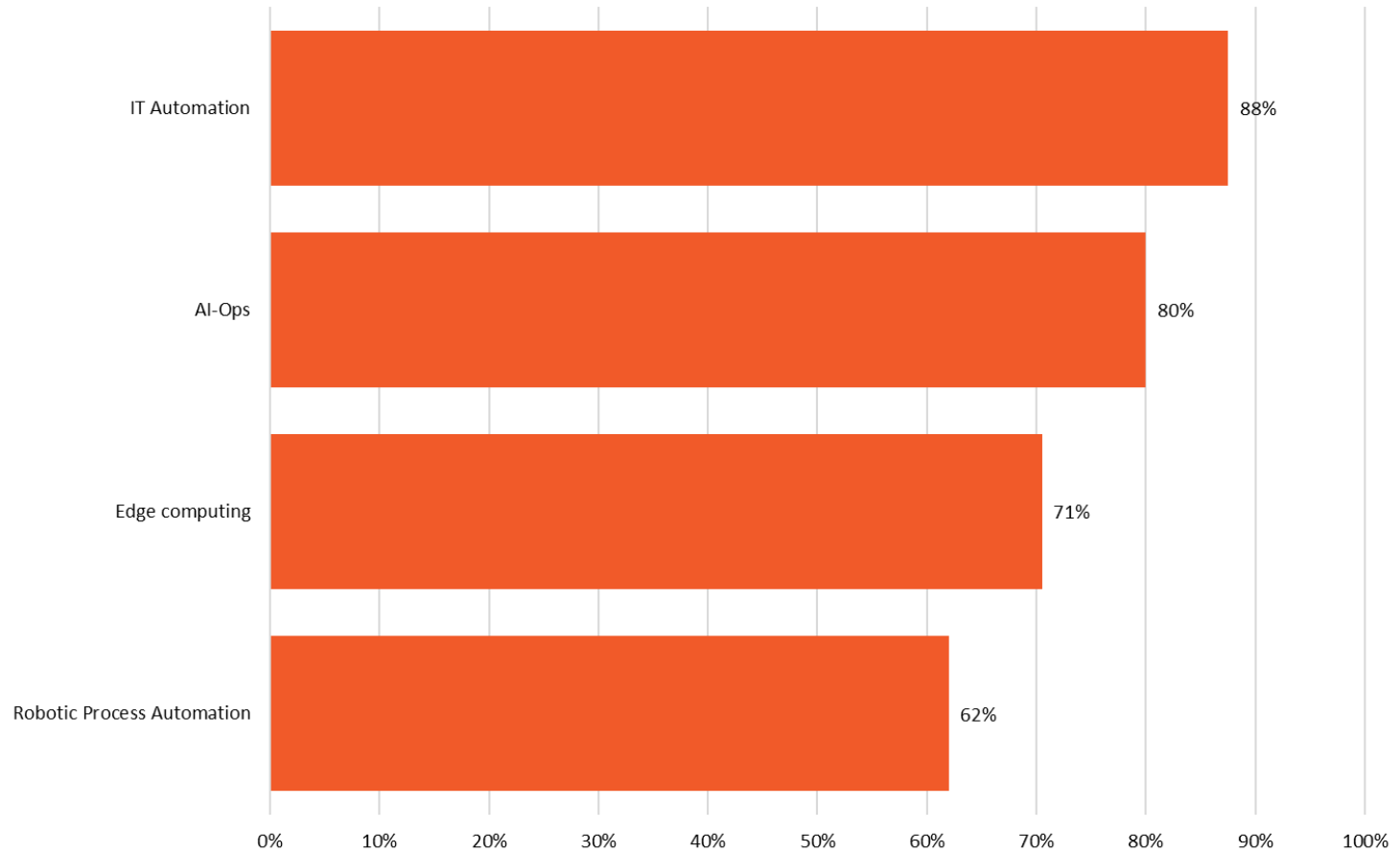
Q30: Rate the importance of the following features in terms of DEVOPS automation? (Somewhat/Extremely important)



Q31: How important are the following IT initiatives to your organization in terms of helping you reach your goals?



Q31: How important are the following IT initiatives to your organization in terms of helping you reach your goals? (Somewhat/Extremely important)





Thank You

For more information, contact Jeff Paine, SVP, Marketing;
jeff.paine@pica8.com