

The State of Service Level Objectives:

A Global Survey of IT Professionals and Executives

May 2022



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EXECUTIVE SUMMARY

The research finds that...

Most companies have a wide array of observability and monitoring tools. They commonly provide visibility into IT operations, but that data now also provides deeper insights for security, compliance, AI/ML, and other applications. However, even with all of these observability solutions, less than half of the companies surveyed have visibility into all their IT environments, and the expanding use of the hybrid-cloud is compounding this challenge. Given the swift adoption of containers and microservices, it was staggering to see just 45% and 35% have visibility into those systems respectively.

Service Level Objectives (SLOs) adoption has grown as more than 8 out of 10 companies are increasing their use. SLOs are providing greater visibility into new technologies. For example, 87% stated using SLOs for microservices would increase their performance. While many would expect SLOs to be used purely for IT operations, this research shows that increasingly business teams (executives, manufacturing, R&D, marketing, finance, etc.) are employing SLOs. This trend is supported by the overwhelming 94% who intend to map SLOs directly to business operations, and 91% who indicate that SLOs are improving decision making.

More than 6 out of 10 companies indicated that SLOs aligned to business operations have prevented business disruptions. Given the tremendous value of SLOs, it is not surprising that 71% of companies not using SLOs today plan to adopt them. In a world where technology quite literally enables and facilitates most businesses, visibility is key. Knowing what is going on can help optimize business operations and provide early warning indicators to stave off potential losses.



KEY FINDINGS

IT and observability facilitate the business, but most don't have full visibility into their systems

- 35% of companies employ 11 or more observability and monitoring tools
- 78% state hybrid clouds make observability more difficult
- More than half of companies lack visibility into their IT environments

Service Level Objective (SLO) adoption is growing to enhance visibility, improve decisions, and protect business from disruptions

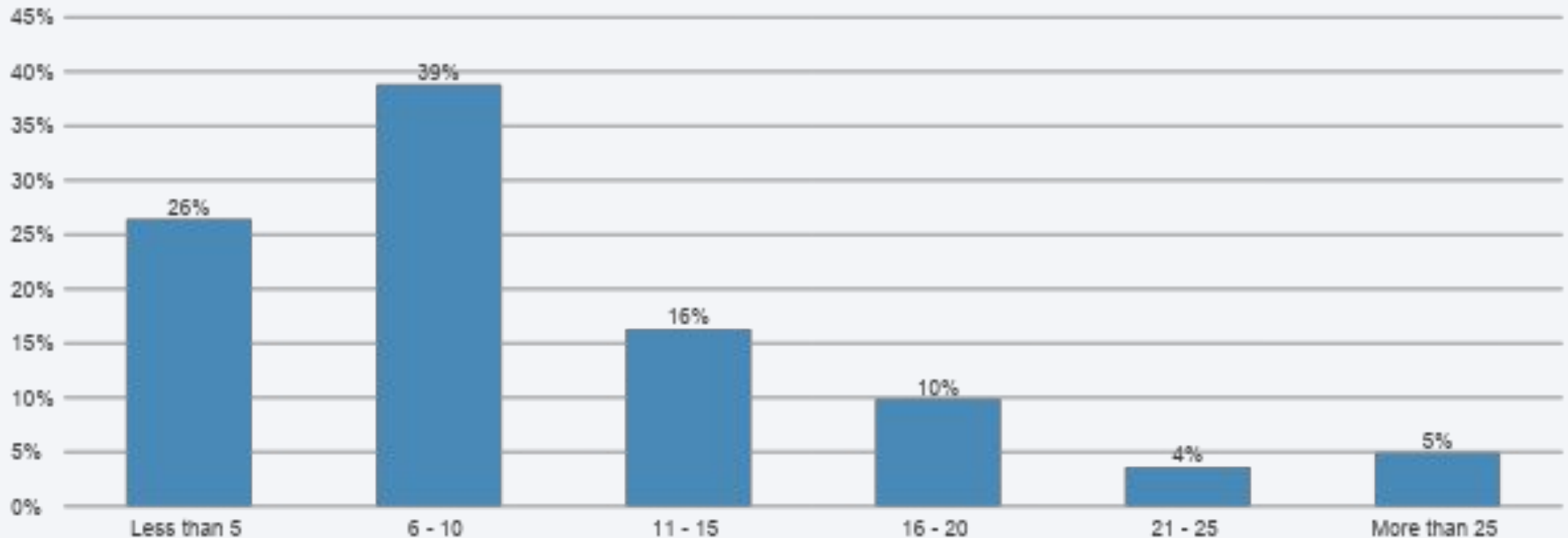
- 82% of companies using SLOs plan on increasing their use
- 87% indicate that SLOs would improve microservice performance
- 94% of companies intend to map SLOs directly to business operations, with 58% already doing so today
- 91% agree that SLOs drive improved business decision making
- 67% have used SLOs to prevent potential business impacts
- 71% of companies not currently using plan to adopt SLOs

DETAILED FINDINGS



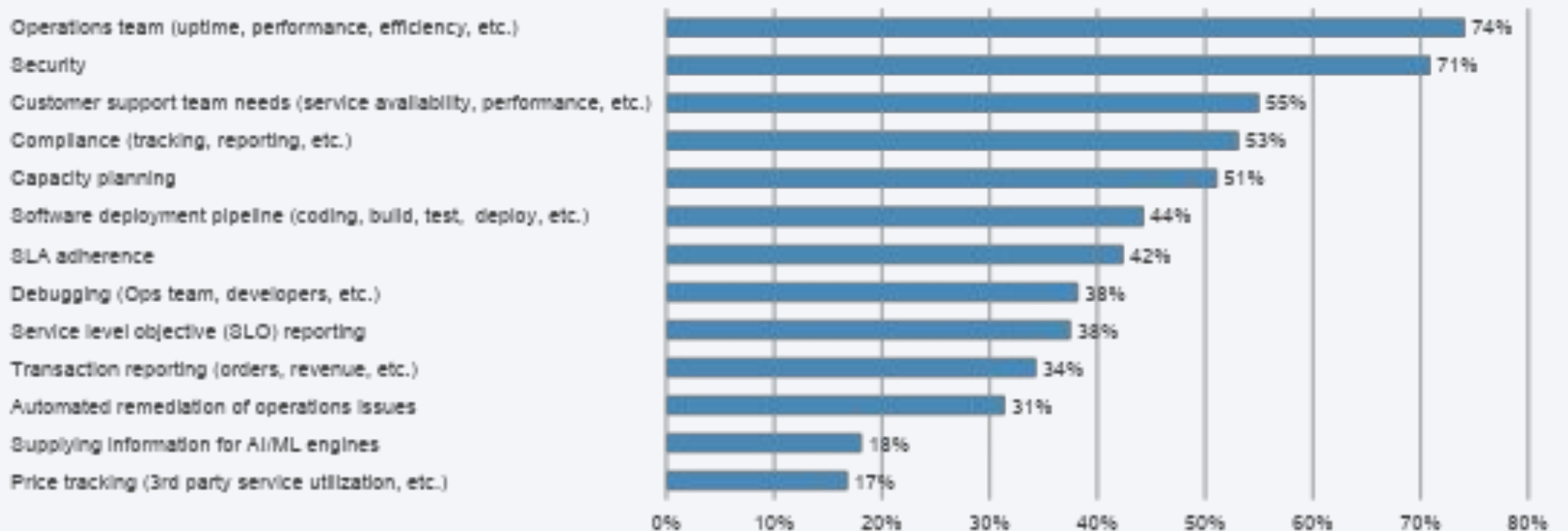
35% OF COMPANIES USE 11+ MORE OBSERVABILITY AND MONITORING TOOLS

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



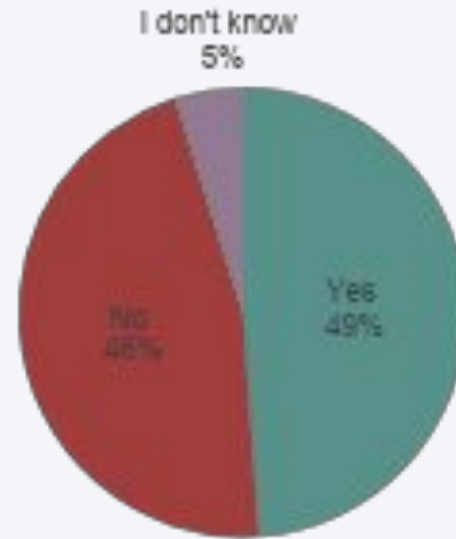
NUMEROUS TECHNICAL AND BUSINESS ACTIONS ARE DIRECTLY SUPPORTED BY OBSERVABILITY AND MONITORING INFORMATION

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



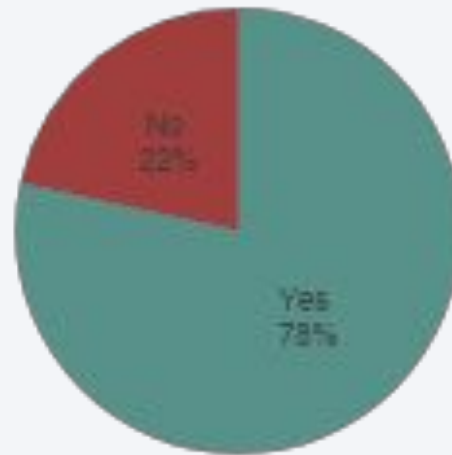
NEARLY THAN HALF OF COMPANIES LACK VISIBILITY INTO THEIR ENTIRE IT ENVIRONMENTS

Are your company's monitoring and observability tools able to provide full visibility into all of your company's IT environments (applications, services, infrastructure, etc.)?



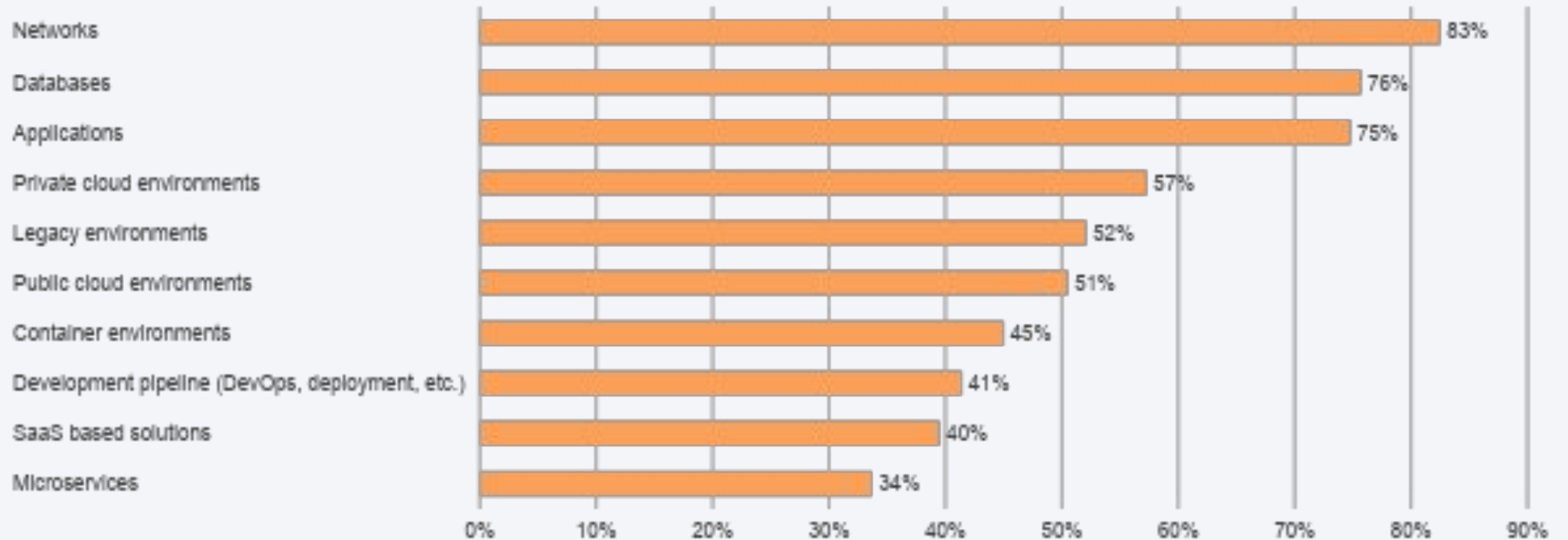
78% STATE HYBRID CLOUDS MAKE OBSERVABILITY MORE DIFFICULT

Does a hybrid cloud infrastructure make monitoring and observability more difficult?



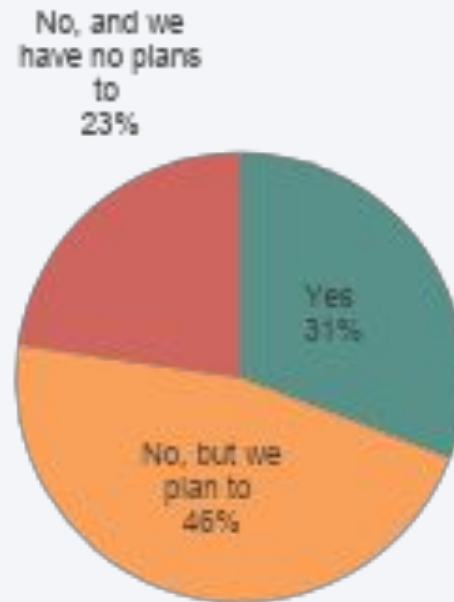
JUST 45% HAVE OBSERVABILITY INTO CONTAINER ENVIRONMENTS AND ONLY 34% INTO MICROSERVICES

Which of the following areas is your company's current monitoring and observability tools able to provide visibility into?



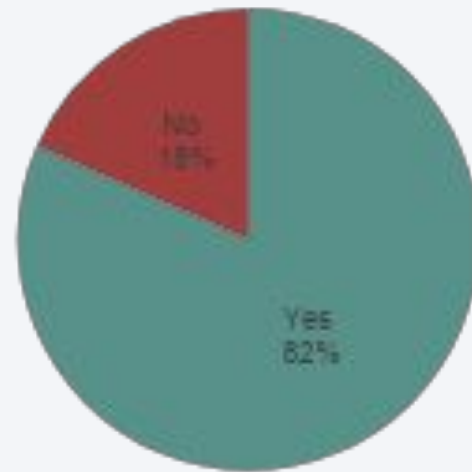
77% HAVE ADOPTED SITE RELIABILITY ENGINEERING (SRE) OR PLAN TO

Has your company adopted site reliability engineering (SRE)?



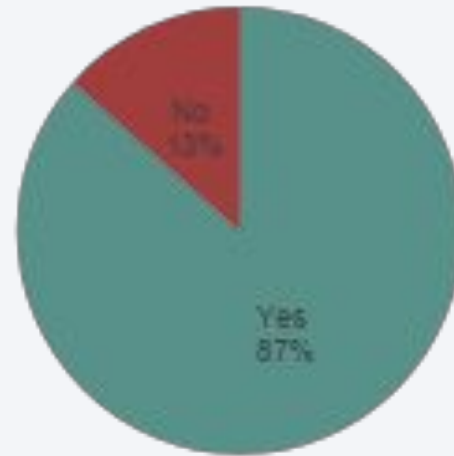
82% COMPANIES USING SLOs PLAN ON INCREASING THEIR USE

Does your company plan on increasing the use of SLOs?



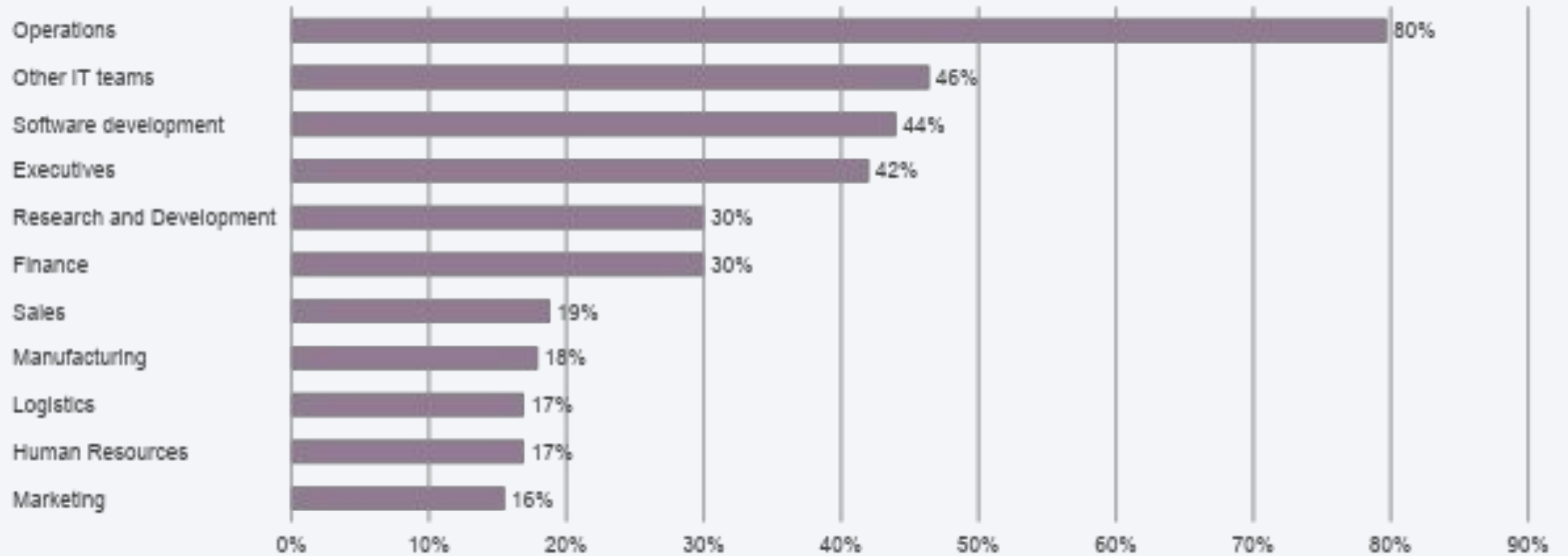
87% INDICATE SLOs WOULD IMPROVE MICROSERVICE PERFORMANCE

In your opinion would SLOs for microservice architectures help improve service performance?



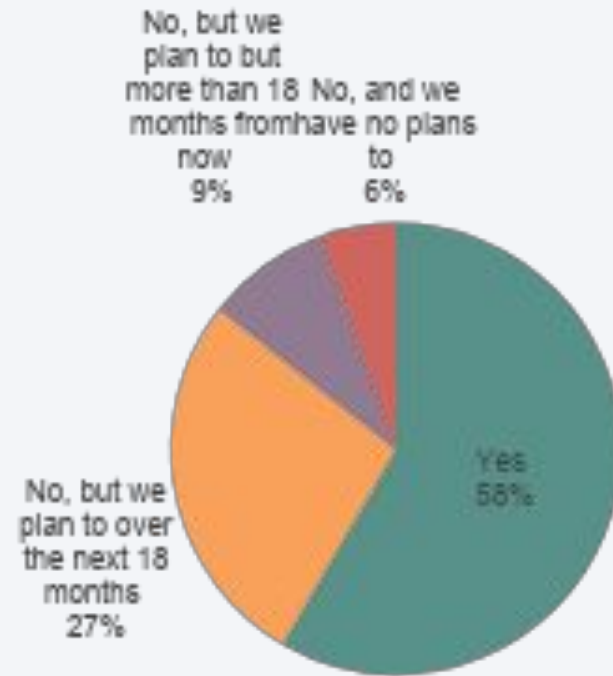
MANY BUSINESS TEAMS ARE NOW RECEIVING SLOs

Which teams does IT currently provide SLOs to?



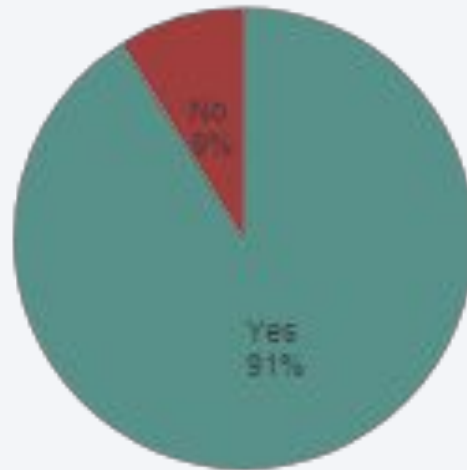
94% OF COMPANIES INTEND TO MAP SLOs DIRECTLY TO BUSINESS OPERATIONS, WITH 58% ALREADY DOING SO TODAY

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



91% AGREE THAT SLOs DRIVE IMPROVED BUSINESS DECISION MAKING

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



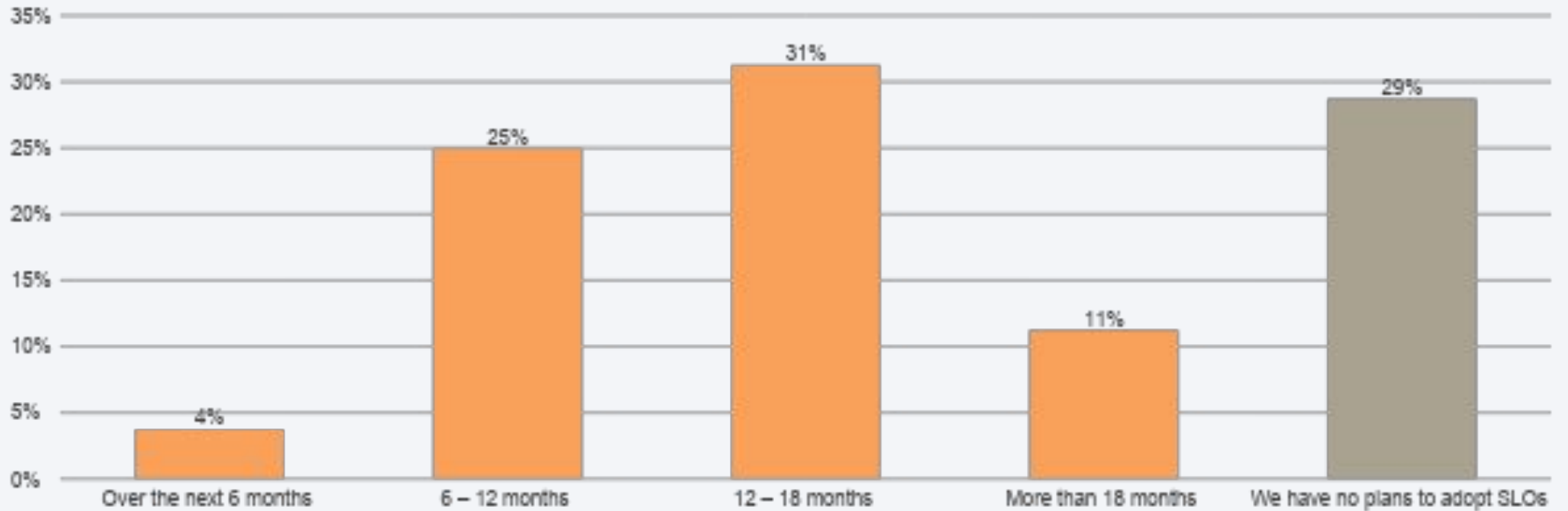
67% HAVE USED SLOs TO PREVENT POTENTIAL BUSINESS INTERRUPTIONS

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



71% OF COMPANIES NOT CURRENTLY USING SLOs PLAN TO

Approximately, when does your company plan on adopting SLOs?



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.

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.

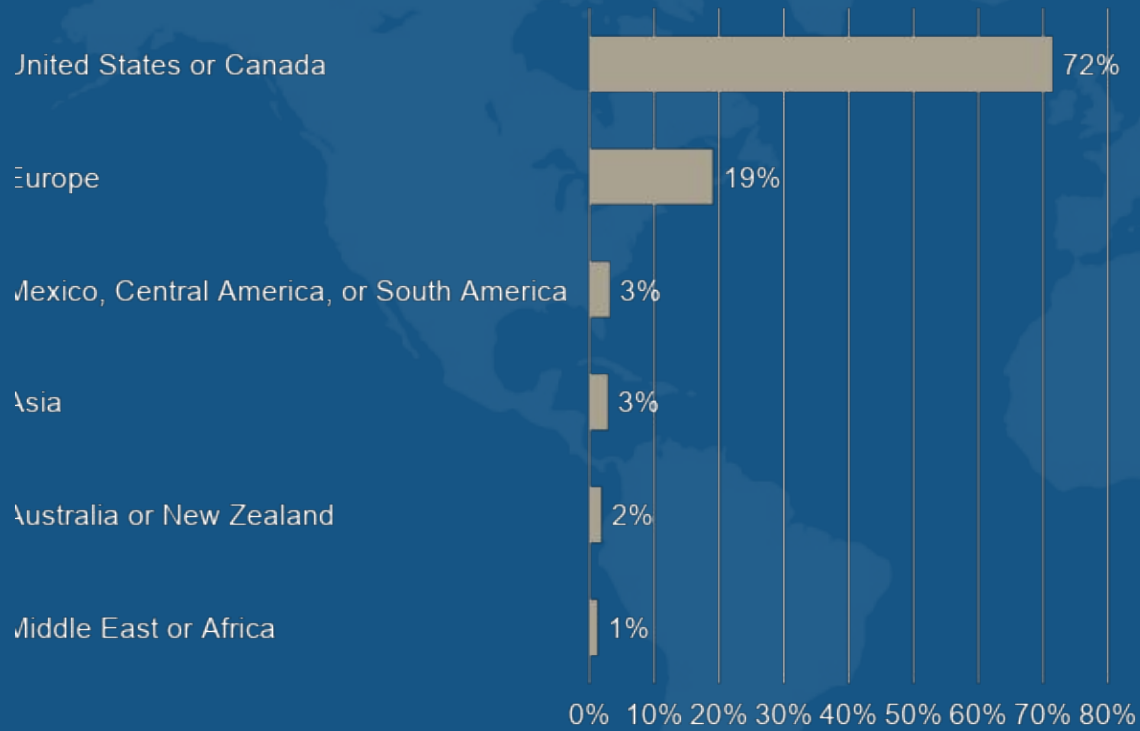
The survey was administered electronically, and participants were offered a token incentive for their participation.

Participants A total of **309 qualified participants** completed this global survey. All participants had observability and monitoring responsibilities. Participants represented numerous countries from 5 continents providing a global market perspective.

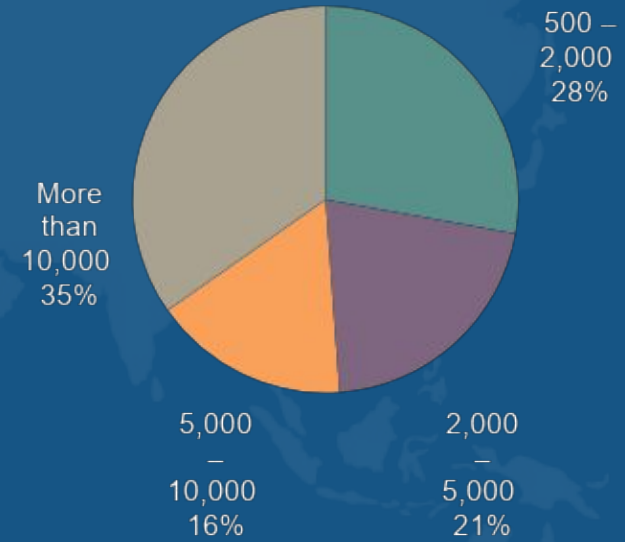


COMPANIES REPRESENTED

Location



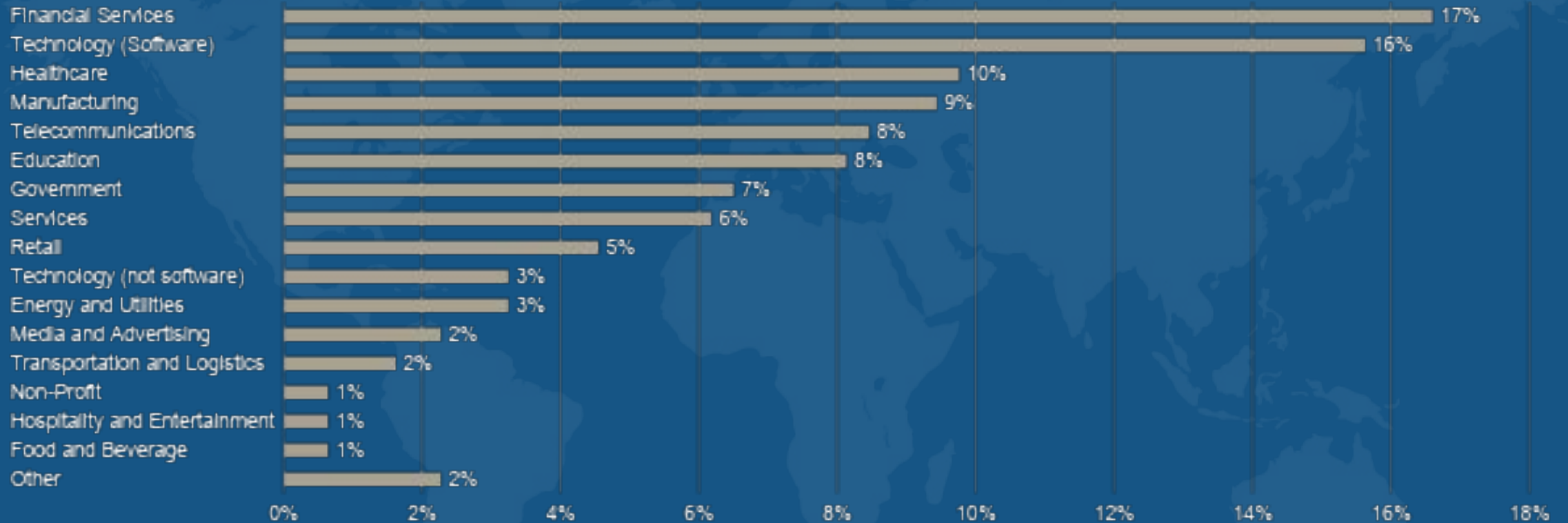
Size





COMPANIES REPRESENTED

Industry





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