

Data Center Infrastructure Business Satisfaction Report

**Prepared for COMPUTER
MEGACORP, INC.**

This report was prepared by Info-Tech Research Group for COMPUTER MEGACORP, INC. on 2013-10-10.

Data is comprised of X responses. Including responses by: NAME

powered by

INFO~TECH
research group

Report Overview

Report Purpose and Benefits

- Determine if existing service levels are meeting business needs.
- Gauge the business expectations and appetite for cloud services.
- Guide infrastructure strategy and service level reporting to address business concerns and level-set expectations.

Participating Locations

Location1
Location2
Location3

What is in this Report

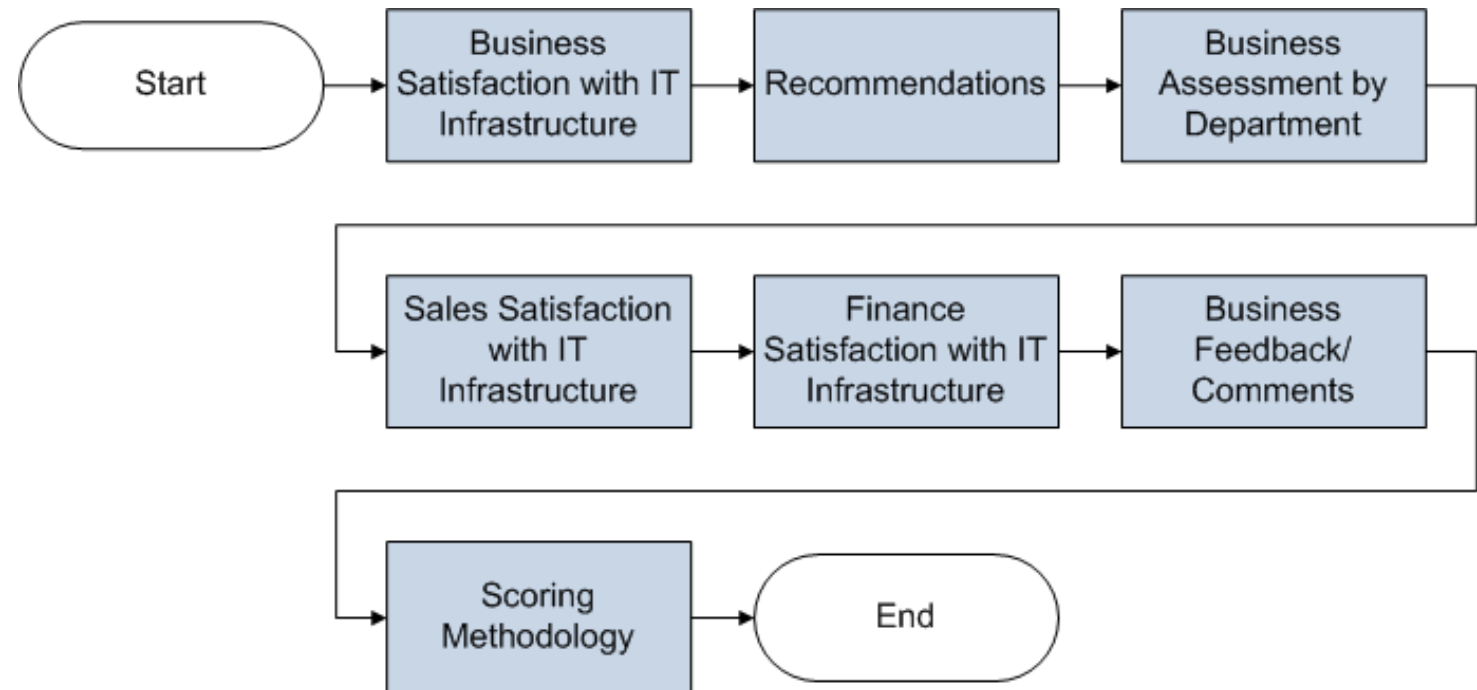
- **Business Feedback:** Business satisfaction with current infrastructure service levels.
- **Acceptance of Cloud Services:** Confidence and comfort level with the use of cloud services for infrastructure.
- **Recommendations:** Action items to address business concerns and ensure alignment.

Note to Designer

- Could be “Locations” or “Departments” depending on client preference via pre-survey participants spreadsheet.
 - “Location 1, 2, 3” could be department names; pull from the pre-survey spreadsheet]
- &&

Table of Contents

The individual report pages are identified in this flowchart and are hyperlinked if you wish to skip ahead.



Note to Designer:

- Base flowchart on actual pages in this report.
- Add **hyperlinks** to the respective pages.
- Please add “%change from previous year” to the report pages. Let’s discuss what our options are from a design perspective.
- You have complete freedom over the layout of this page.

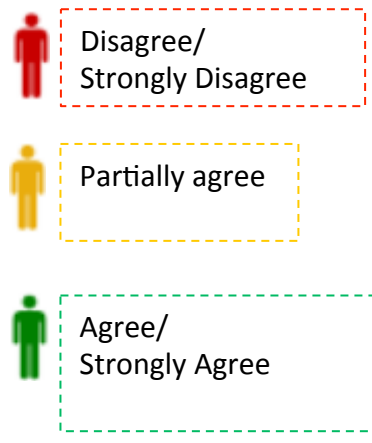
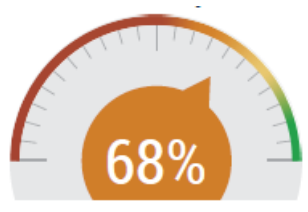
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Business Satisfaction with IT Infrastructure

Use the business feedback below to gauge satisfaction with infrastructure Reliability (outage frequency), Availability (overall uptime), Maintainability (time required to restore service), Value, and Data Security as well as the extent that the business accepts the use of cloud services.

Business Satisfaction with Existing Service Levels

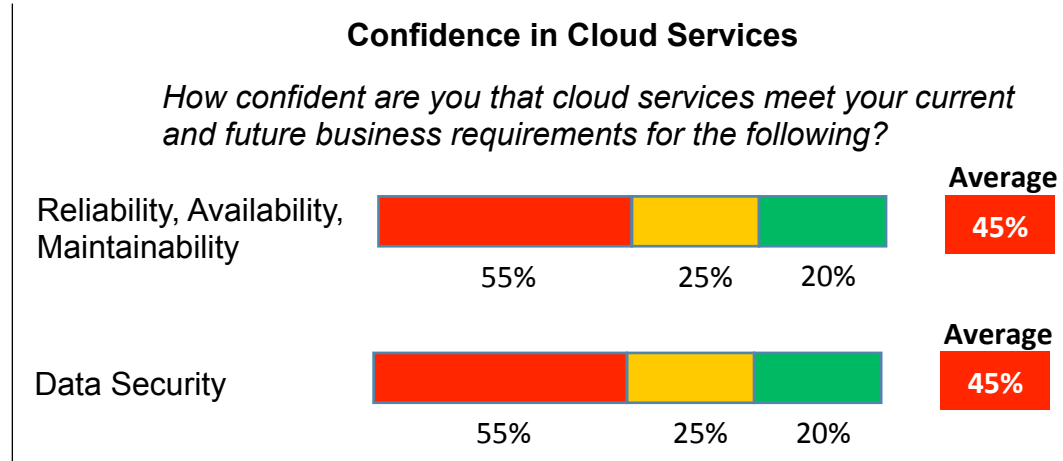
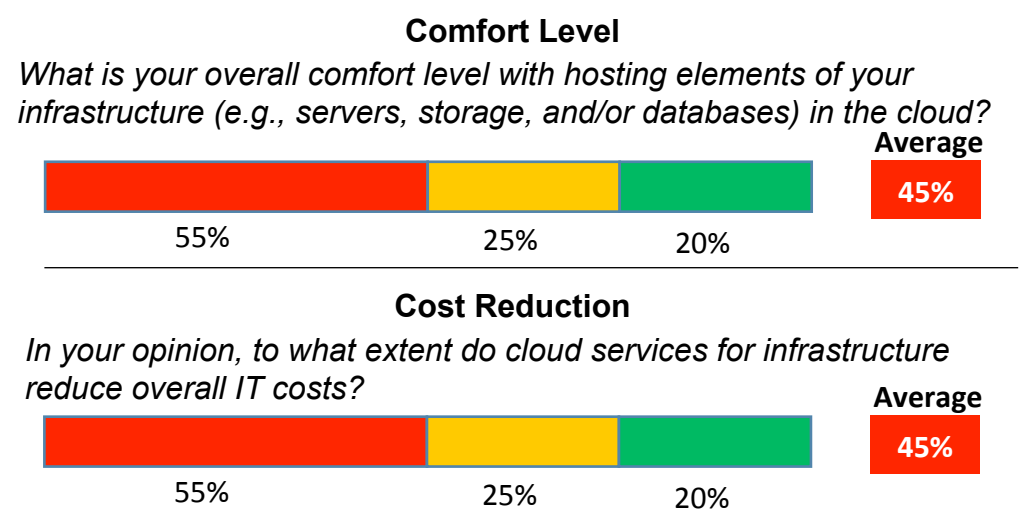
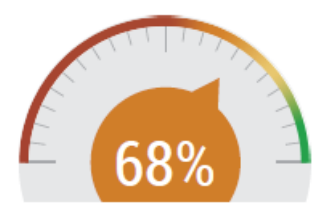
Overall Satisfaction Score
(Average of all satisfaction scores)



Categories	Results	Average
Reliability: I am satisfied with the reliability of our IT infrastructure (i.e., the frequency of server, storage, database, or power outages).		45%
Availability: I am satisfied with our IT infrastructure uptime (i.e., the total amount of downtime is acceptable).		75%
Maintainability: Infrastructure outages are resolved in a timely manner (i.e., within an acceptable timeframe).		85%
Data Security: I am confident that our data security meets our business requirements.		65%
Value: We get good value from our infrastructure investments.		70%

Business Acceptance of Cloud Services

Overall Cloud Acceptance Score
(Average of all cloud scores)



Recommendations

Follow the recommendations below to improve and optimize scores in these areas.

&&use these for red and yellow scores.

Note: Recommendations will be one page in the actual report, not two pages.

Area	Area Score	Action
Infrastructure Assessment		
Reliability	55%	<ul style="list-style-type: none"> If scores in the red or yellow range reflect actual metrics for reliability, availability, and maintainability (i.e., not meeting targets), this is affirmation that your service levels are being noticed. Use this to drive improvements to meet target service levels.
Availability	72%	<ul style="list-style-type: none"> If scores in the red or yellow range do not reflect actual metrics (e.g., low satisfaction despite meeting targets), then review this with participants to determine why. Specifically, is this: <ul style="list-style-type: none"> A perception issue (e.g., downtime is perceived to be more frequent or disruptive than it actually is)? If it's a perception issue, schedule regular reporting of actual vs. target service levels, and consider posting the results for all staff via an intranet page, email, or printed report posted in a common area. Targets are not aligned with actual business needs (e.g., availability targets are met, but the corresponding downtime exceeds what the business can tolerate)? If the issue is misaligned targets, review and validate target service levels as well as cost-to-serve issues with business leaders, For example, a desire for more aggressive targets must be balanced with cost tolerance.
Maintainability	72%	<ul style="list-style-type: none"> A perception issue (e.g., downtime is perceived to be more frequent or disruptive than it actually is)? If it's a perception issue, schedule regular reporting of actual vs. target service levels, and consider posting the results for all staff via an intranet page, email, or printed report posted in a common area. Targets are not aligned with actual business needs (e.g., availability targets are met, but the corresponding downtime exceeds what the business can tolerate)? If the issue is misaligned targets, review and validate target service levels as well as cost-to-serve issues with business leaders, For example, a desire for more aggressive targets must be balanced with cost tolerance.
Data Privacy/ Security	55%	<ul style="list-style-type: none"> This could be a perception issue or a red flag for your security team. Meet with survey participants to identify their specific concerns. For a more-detailed analysis of security satisfaction and governance practices, contact Info-Tech about the IT Security Toolkit program.
Value	55%	<ul style="list-style-type: none"> Meet with survey participants to identify underlying issues. For example, does the score reflect dissatisfaction with specific types of services (e.g., mobility), infrastructure performance (e.g., slow network), or budget management?
Business Acceptance of Cloud Services		
Cloud Comfort Level	55%	<ul style="list-style-type: none"> Business concerns with potential service disruption and data privacy/security can be a roadblock to leveraging cloud services where appropriate. Use the overall "comfort level" score to gauge the businesses readiness to accept the use of cloud services.
Cost Reduction	55%	<ul style="list-style-type: none"> A primary driver for outsourcing is to reduce costs. However, while facility costs are typically lower (vs. building your own data center), expect staffing costs to be shifted rather than reduced. Measure value by your ability to shift resources to new projects and optimize operations.
Confidence in Reliability, Availability, Maintainability	55%	<ul style="list-style-type: none"> Reputable vendors often have more mature and rigorous process to enable efficient support of multiple clients, and the economies of scale enable vendors to implement greater redundancy. However, you also give up some control over recovery when there is an outage, especially with an IaaS/PaaS vendor. Explore a hybrid approach – combination of in-house, co-location, and cloud - to achieve the desired reliability/availability at the right price.
Confidence in Data Privacy/ Security	55%	<ul style="list-style-type: none"> Reputable vendors often have more-stringent security practices than in-house data centers due to the demands and expectations of clients. However, security is ultimately the client's responsibility, from ensuring the vendor's security capabilities and practices meet your needs (before signing an agreement) to ensuring in-house practices are not increasing security risks.

Recommendations

Follow the recommendations below to improve and optimize scores in these areas.

&&use these for green scores

Area	Area Score	Action
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Infrastructure Assessment

Reliability	85%	<ul style="list-style-type: none">• Include this feedback when meeting with the business to determine or validate target service levels.
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Availability

Maintainability

Data Privacy/ Security		<ul style="list-style-type: none">• To validate that current security practices are meeting business needs, refer to Info-Tech's IT Security Diagnostic program.
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Value		<ul style="list-style-type: none">• Include this feedback in budget deliberations.
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Business Acceptance of Cloud Services

Cloud Comfort Level		<ul style="list-style-type: none">• The businesses has shown a readiness to accept the use of cloud services, and this result provides support for exploring where cloud services would be an appropriate option.
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Cost Reduction		<ul style="list-style-type: none">• A primary driver for outsourcing is to reduce costs. However, while facility costs are typically lower (vs. building your own data center), expect staffing costs to be shifted rather than reduced. Measure value by your ability to shift resources to new projects and optimize operations.
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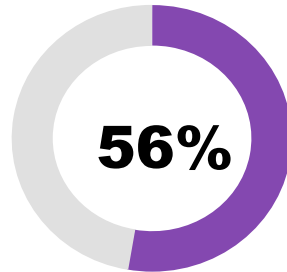
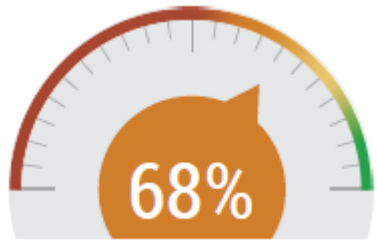
Confidence in Reliability, Availability, Maintainability		<ul style="list-style-type: none">• Reputable vendors often have more mature and rigorous process to enable efficient support of multiple clients, and the economies of scale enable vendors to implement greater redundancy. However, you also give up some control over recovery when there is an outage, especially with an IaaS/PaaS vendor. Explore a hybrid approach – combination of in-house, co-location, and cloud - to achieve the desired reliability/availability at the right price.
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Confidence in Data Privacy/ Security		<ul style="list-style-type: none">• Reputable vendors often have more-stringent security practices than in-house data centers due to the demands and expectations of clients. However, security is ultimately the client's responsibility, from ensuring the vendor's security capabilities and practices meet your needs (before signing an agreement) to ensuring in-house practices are not increasing security risks.
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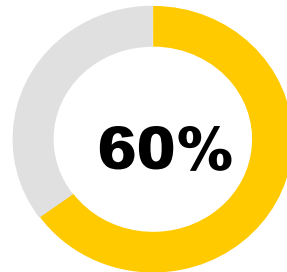
Satisfaction with Existing Service Levels by Department

These scores express satisfaction by department. For a detailed breakdown, see the Department pages.

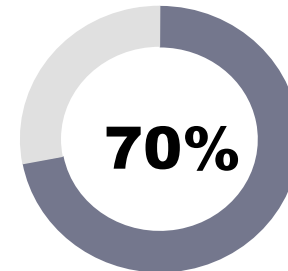
Overall Satisfaction Score



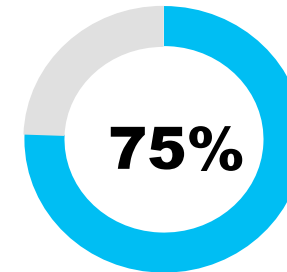
Research and Development



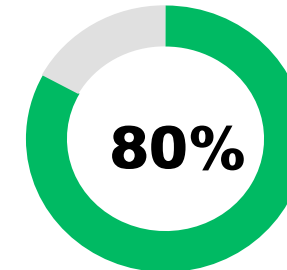
Sales



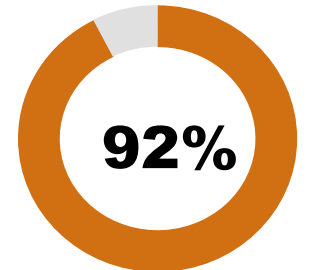
Portfolio Owner



Customer Relations



Human Resources



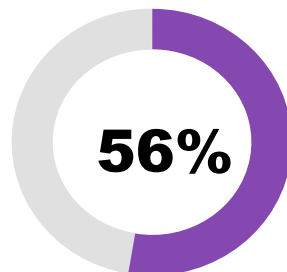
Marketing

Overall Cloud Acceptance Score

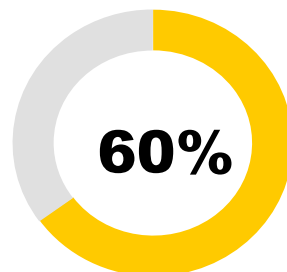


Acceptance of Cloud Services by Department

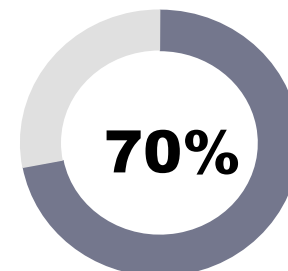
These scores express confidence in cloud services by department. For a detailed breakdown, see the Department pages.



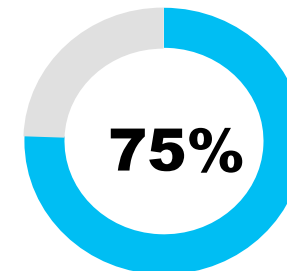
Research and Development



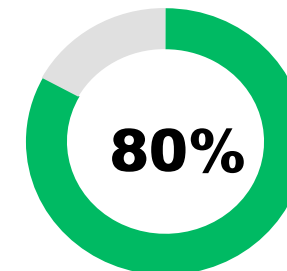
Sales



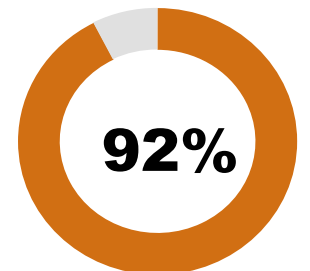
Portfolio Owner



Customer Relations



Human Resources



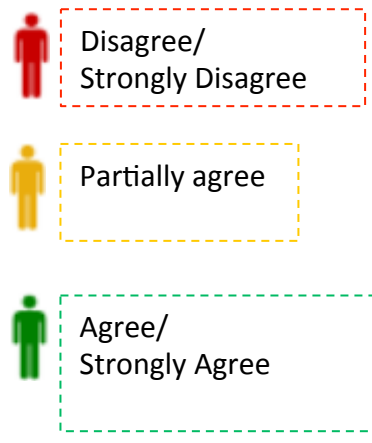
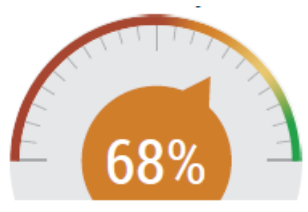
Marketing

Department Report [or "Location Report" &]: Sales Satisfaction with IT Infrastructure [or "New York Satisfaction with IT Infrastructure" &]

Use the feedback below to gauge satisfaction with infrastructure Reliability (outage frequency), Availability (overall uptime), Maintainability (time required to restore service), Value, and Data Security as well as confidence in cloud services.

Business Satisfaction with Existing Service Levels

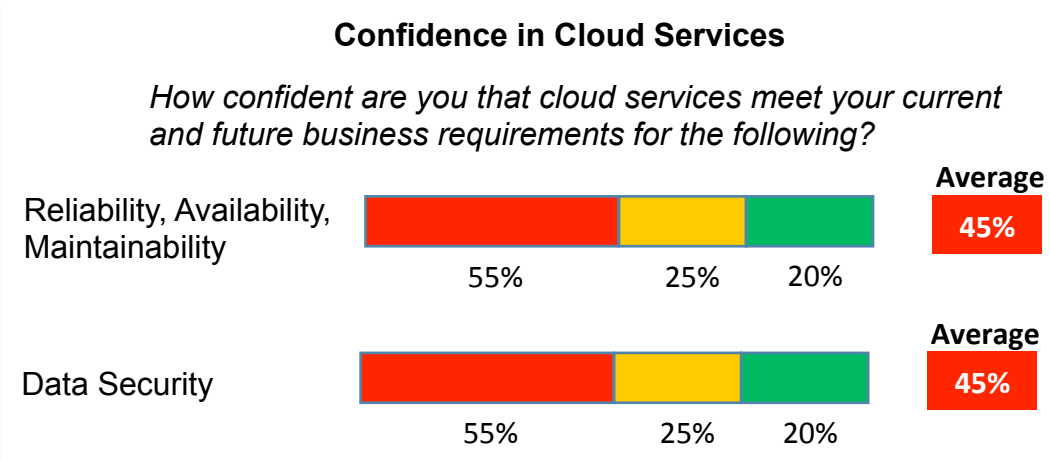
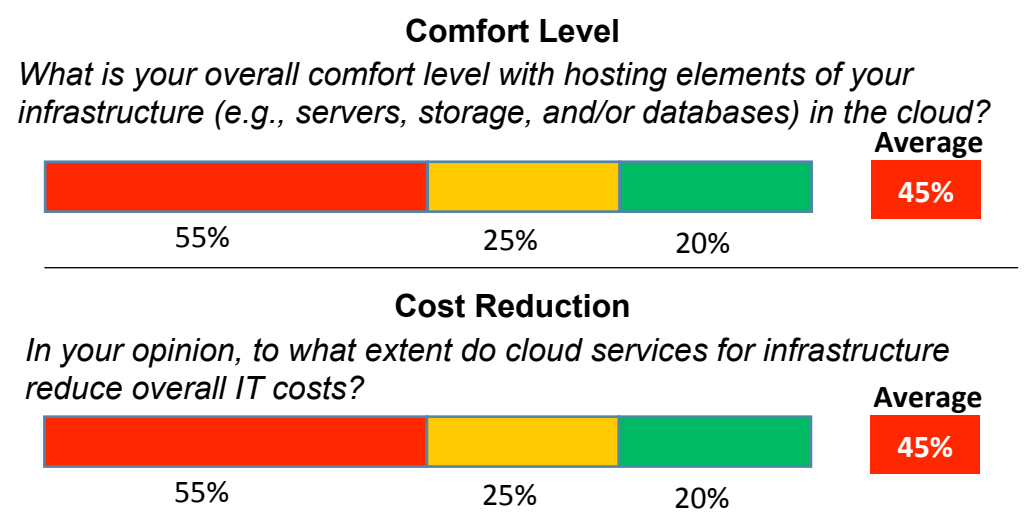
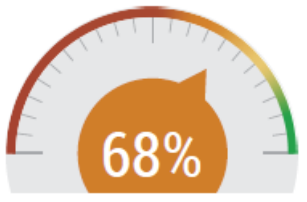
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Business Acceptance of Cloud Services

Overall Cloud Acceptance Score
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What does IT need to know about your planned business changes over the next 3-5 years to better prepare the IT infrastructure?

HUMAN RESOURCES FEEDBACK [or LocationName &&]

Feedback Provided By: NAME – Director-Level

Text

Text

Text

Text

SALES FEEDBACK [or LocationName &&]

Feedback Provided By: NAME – Director-Level

Text

Text

Text

Text

LEGAL FEEDBACK [or LocationName &&]

Feedback Provided By: NAME – Director-Level

Text

Text

Text

Text

FINANCE FEEDBACK [or LocationName &&]

NAME – Director-Level

Text

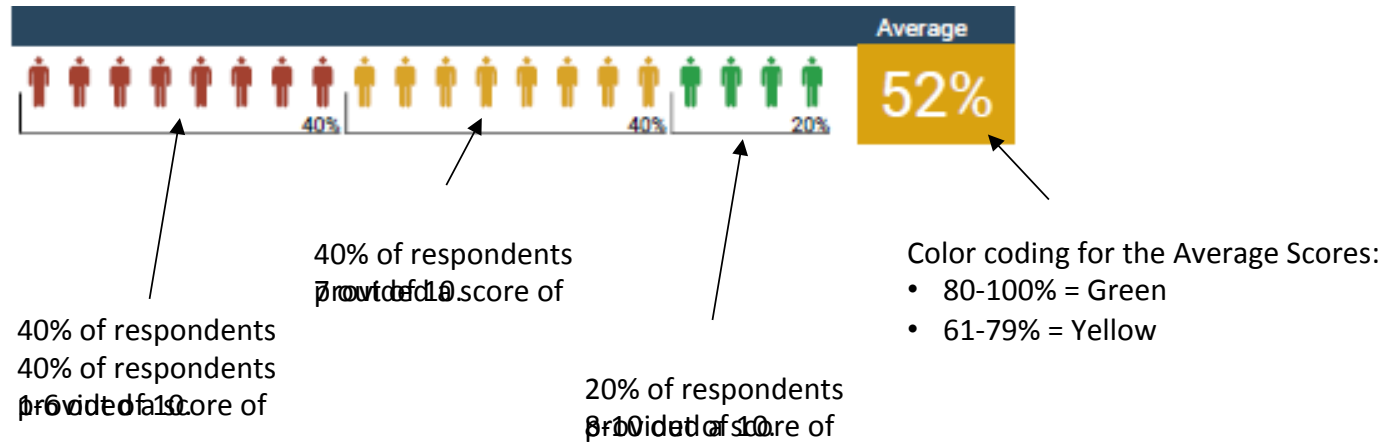
Text

Text

Text

Scoring Methodology

This chart type presents a breakdown of responses as well as an overall average score.



Similarly, this chart type presents a breakdown of responses, but as a bar chart, as well as an overall average score.

