

IT Network Health Check

June 2011

IT network management monitoring IMC Communications conducted a national survey to discover how the network managers of 500 companies felt about the current status of their networks in relation to business critical issues (such as disaster recovery, visibility and adaptability).

The inaugural research, titled *IT Network Health Check*, consisted of three 30-second surveys and was designed to get a snapshot of what network managers were thinking, what they were concerned about and whether they seemed prepared for the future.

The responses showed that although IT Networks are considered mission critical to the organisation, they aren't being used to their potential and network redundancy was inadequate, regardless of how important the networks were to an organisation.

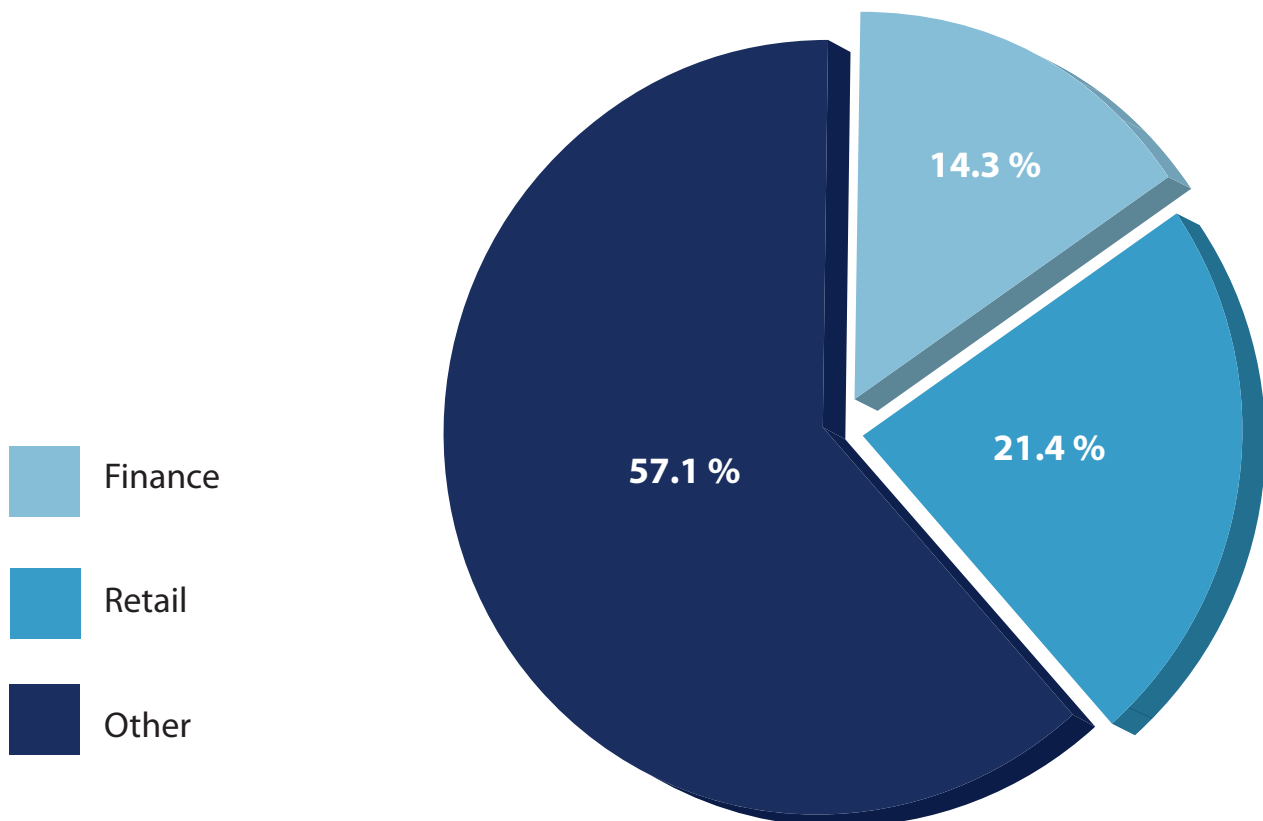
The survey responses are detailed in the report below.

Part 1

Question 1: What industry do you work in?

Government, Finance, Public Utility, Retail, Wholesale, Manufacturing, Other

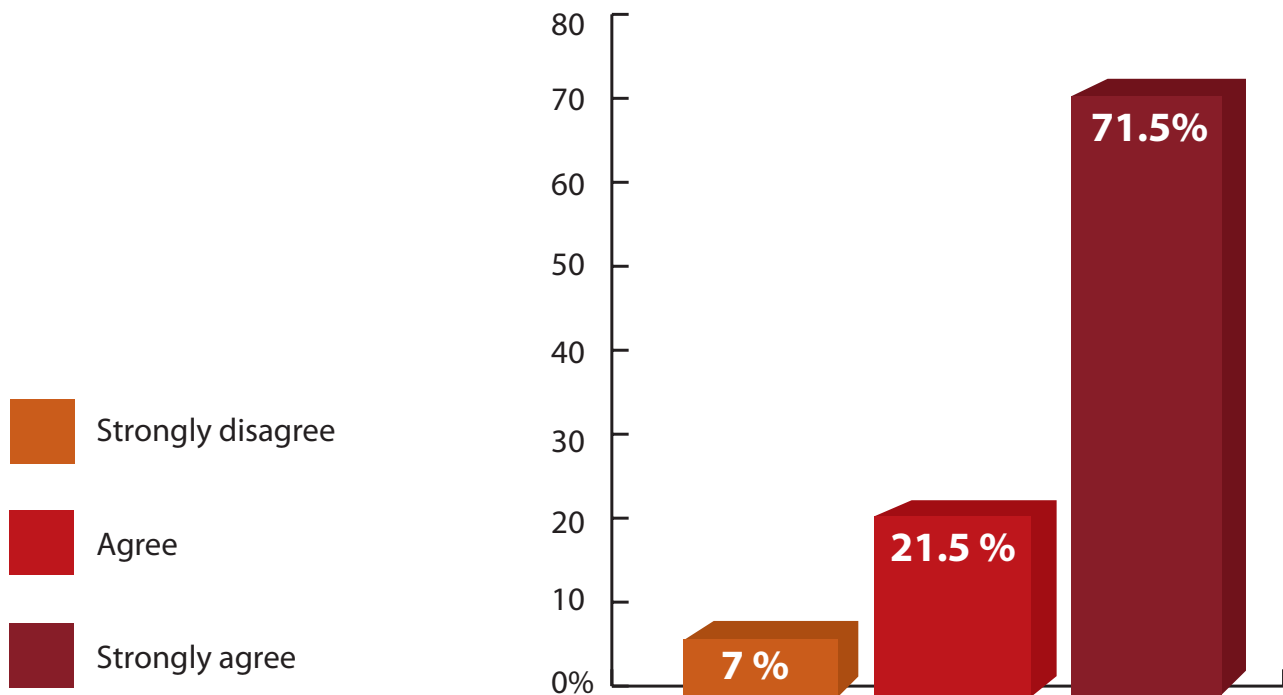
The majority of respondents came from a variety of industries, with retail and finance the most represented market sectors.



Part 1

Question 2: Our information communications network is a mission critical service to our organisation.

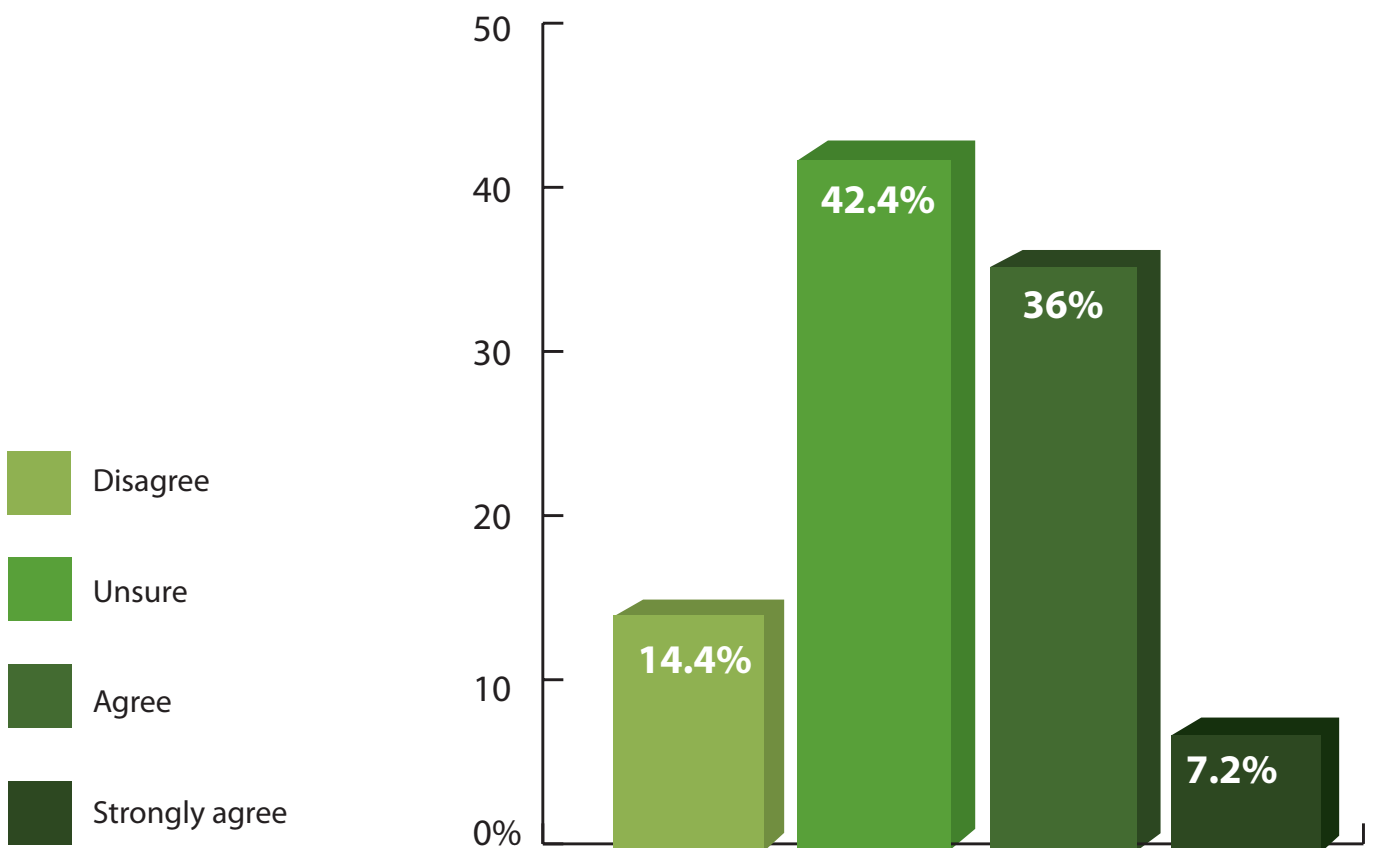
The majority of respondents strongly agreed that their information communications networks are mission critical services to their organisations.



Part 1

Question 3: We will increase our organisation's reliance on cloud based and/or externally hosted services.

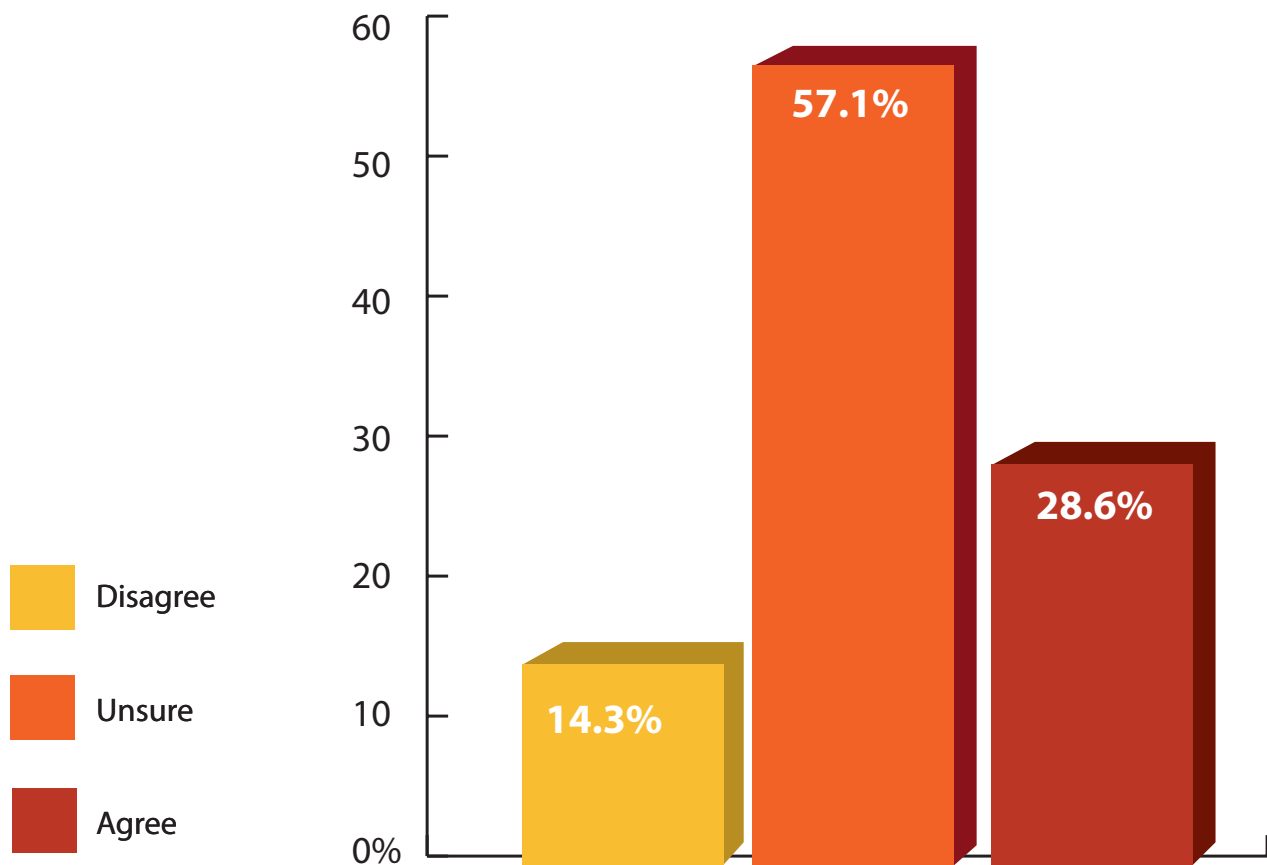
Almost an equal number of respondents were either unsure or agreed that their organisation would increase its reliance on cloud-based or externally hosted services, over 14% of respondents disagreed.



Part 1

Question 4: Our organisation will increase its reliance on gateway services to trading partners.

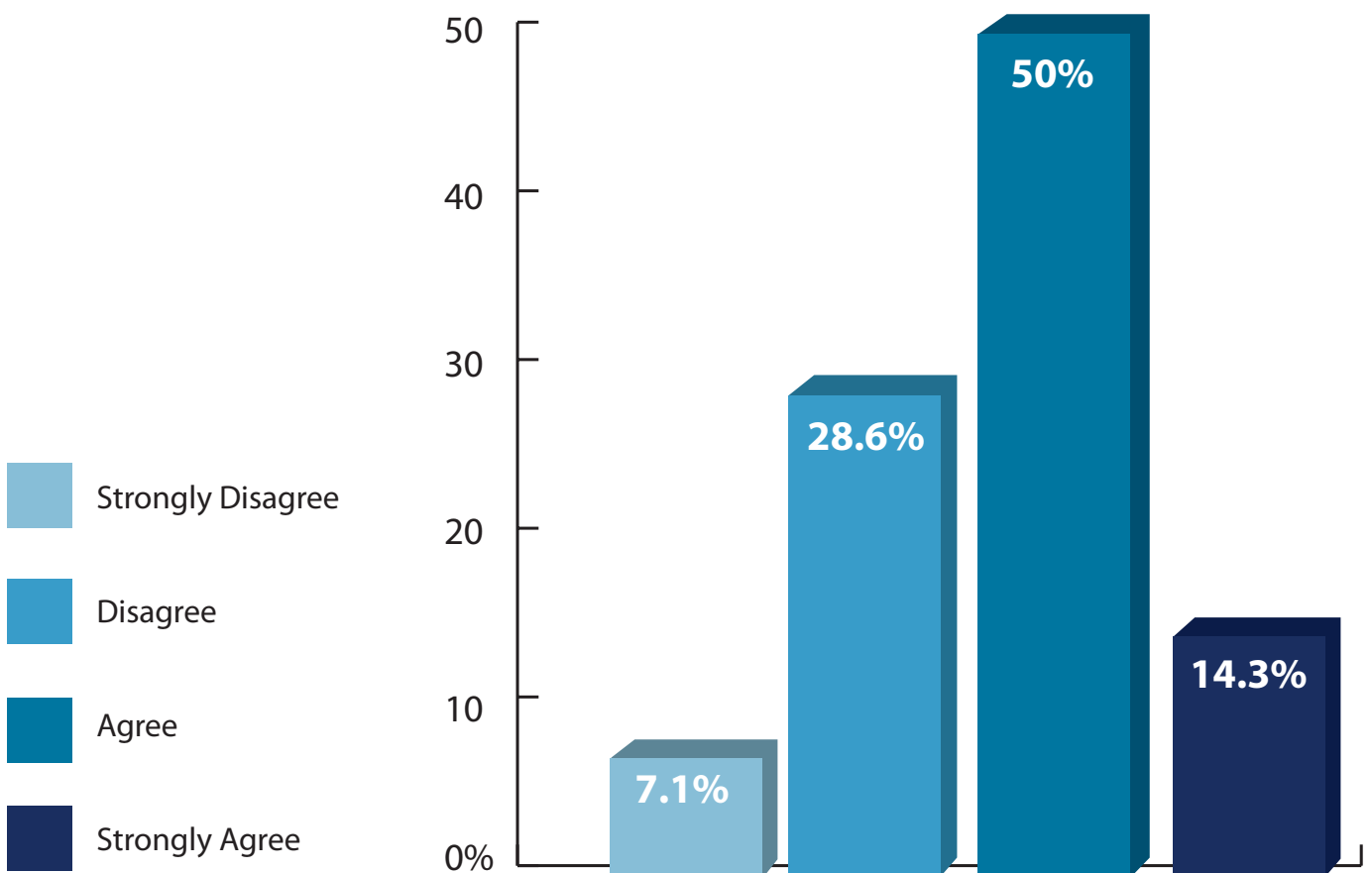
The majority of respondents were unsure if their organisation would increase its reliance on gateway services to trading partners, although almost 30% believed it would.



Part 1

Question 5: We have a comprehensive information communication network management solution in place (proactive alerts of faults and performance indicators).

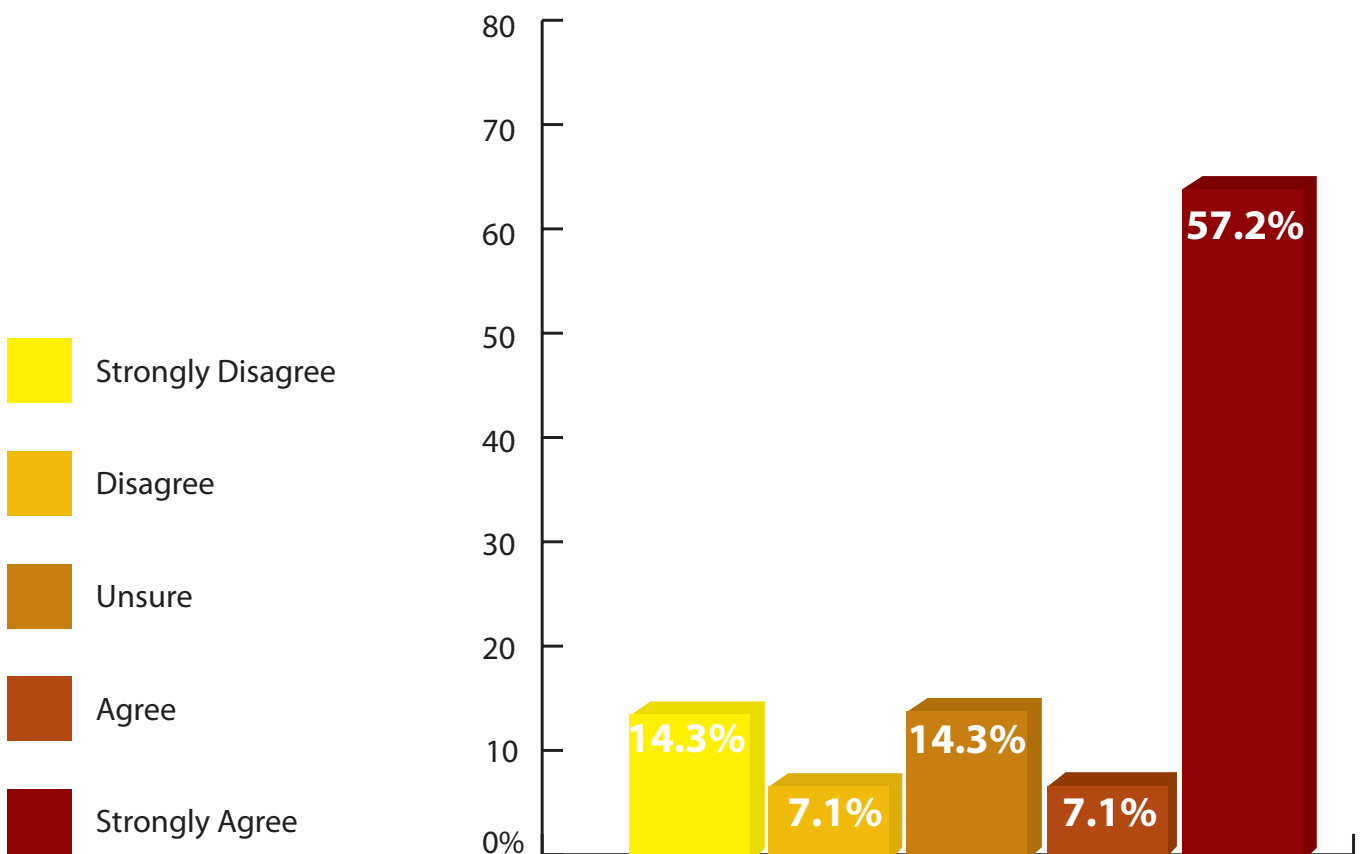
Half the respondents agreed they have a comprehensive information communication network management solution in place. Over 35% disagreed or strongly disagreed.



Part 1

Question 6: We have the capability in house to incorporate innovative change to our network and evolve our long term communications strategy.

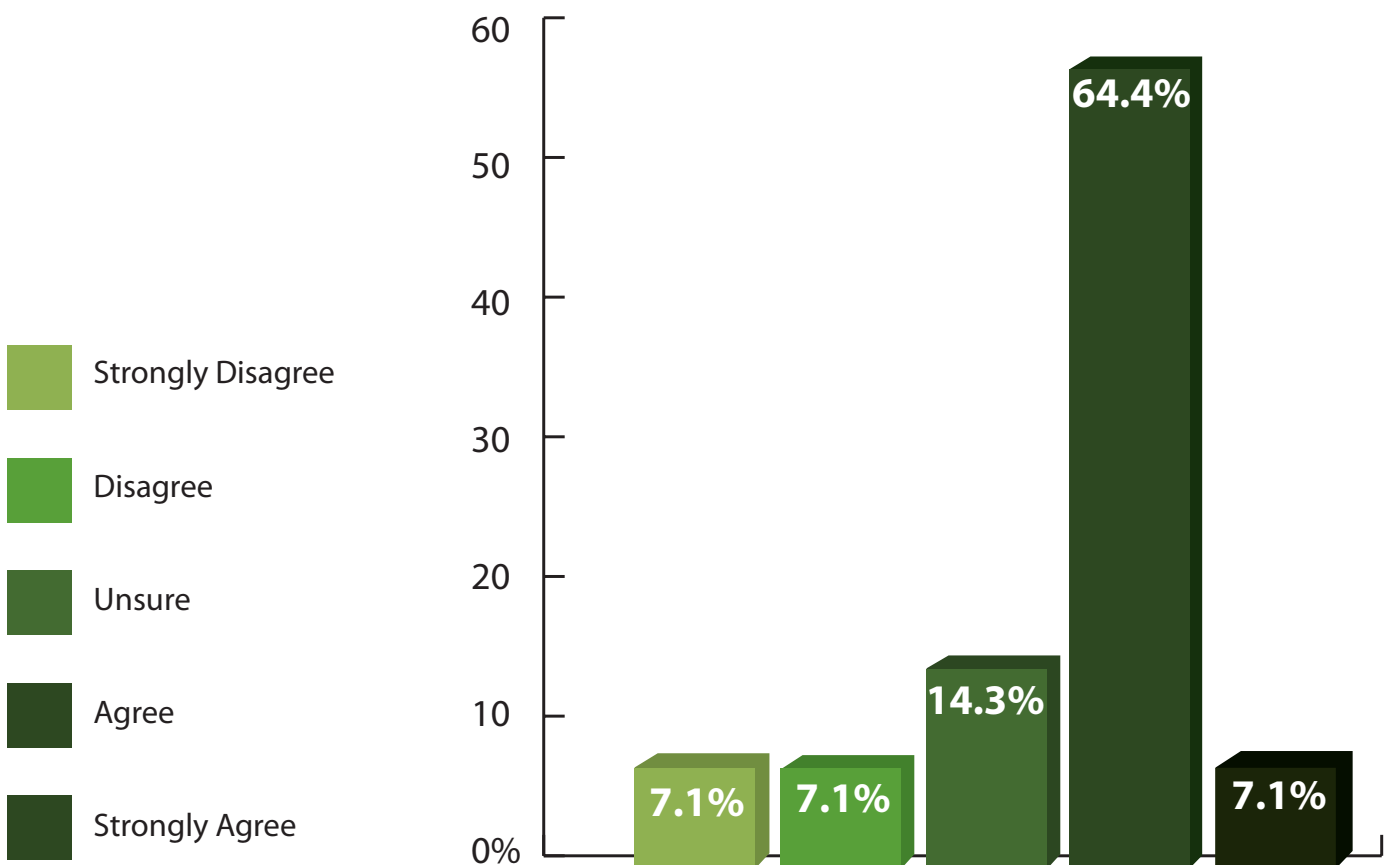
Nearly 60% of respondents agreed they have the capability in house to incorporate innovative change to their networks and evolve their strongly agreed long term communications strategies. 21% disagreed.



Part 1

Question 7: We are confident that our services and capabilities will allow our information communications network to be leveraged to support strategic business differentiation in the future.

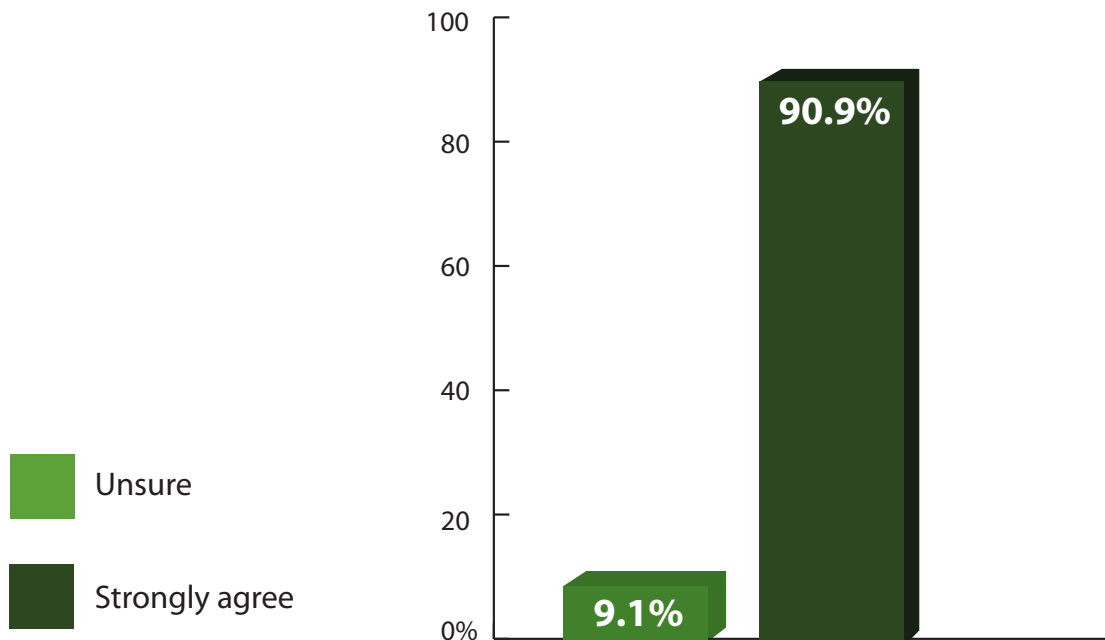
Over 64% of respondents are confident that their services and capabilities will allow their information communications networks to be leveraged to support strategic business differentiation in the future.



Part 2

Question 1: Our information communications network is a mission critical service to our organisation.

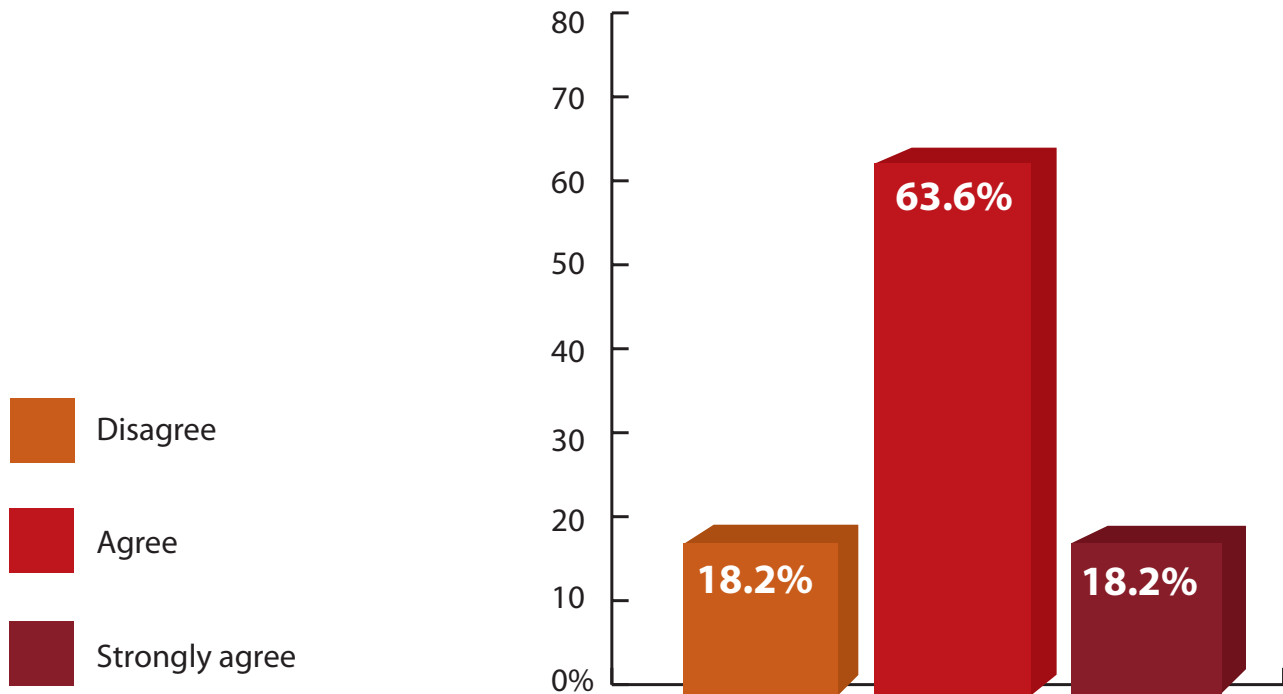
Over 90% of respondents agreed that their information communications network is a mission critical service to their organisation.



Part 2

Question 2: TECHNOLOGY: We are taking full advantage of the capabilities of our network devices.

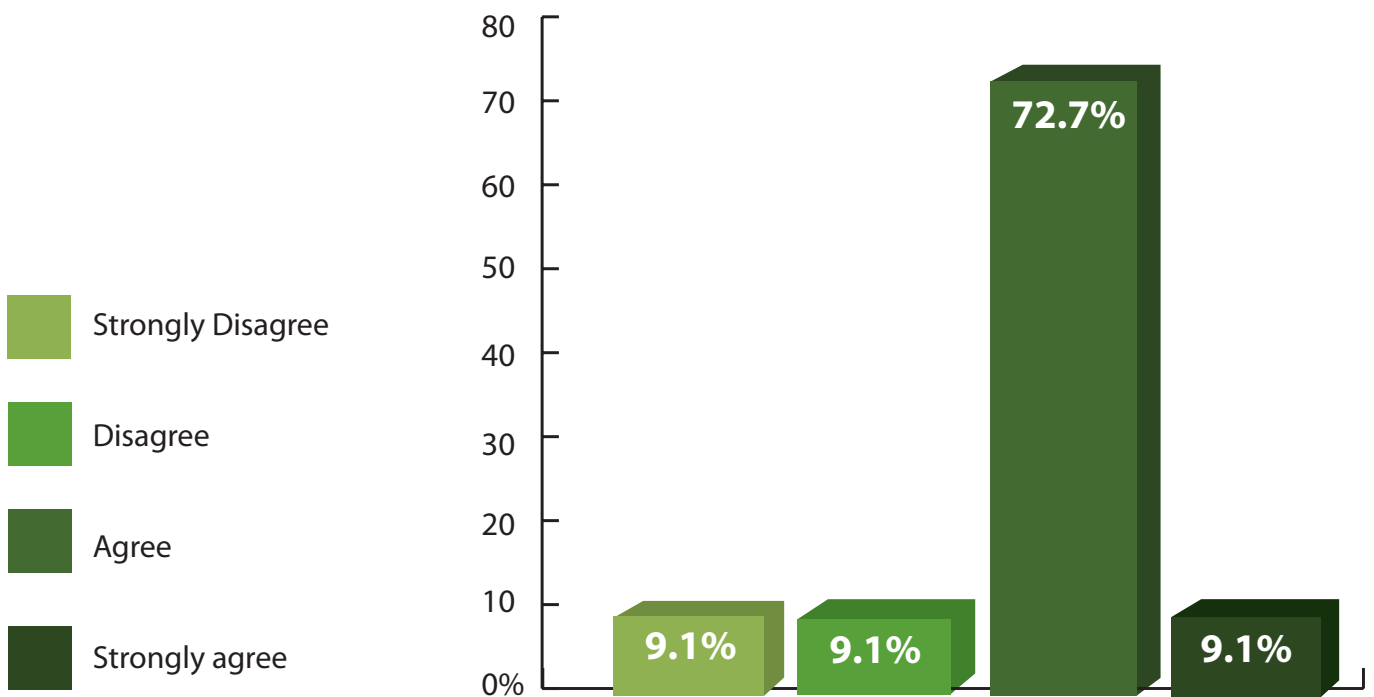
Over 80% of respondents agreed or strongly agreed that they are taking full advantage of the capabilities of their network devices.



Part 2

Question 3: MONITORING: We can see how our entire network is performing at a glance.

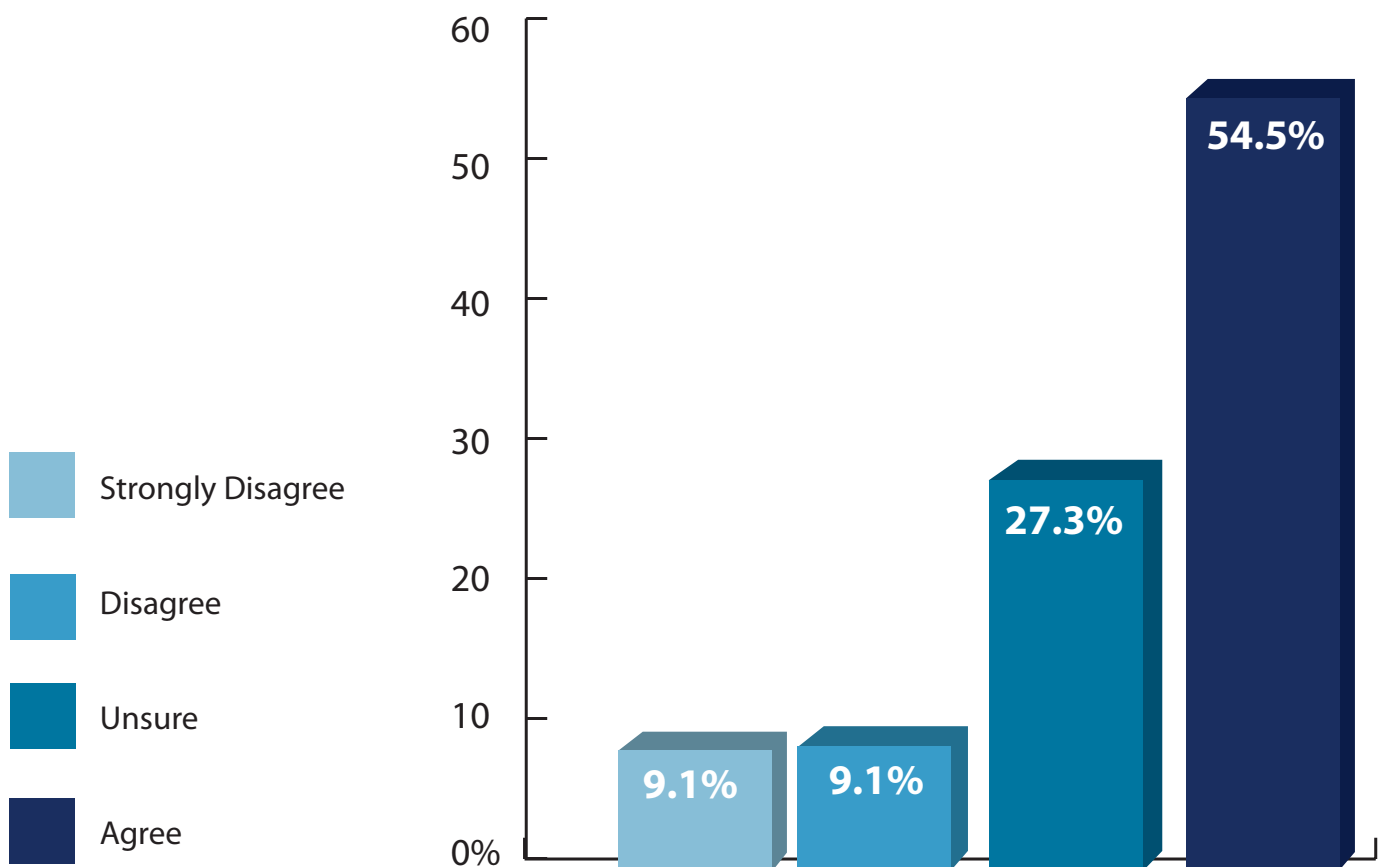
Over 80% of respondents agreed or strongly agreed that they can see how their entire network is performing at a glance.



Part 2

Question 4: CONTROL: We have sufficient control of our IT network to innovate, optimise and adapt to changes within the business.

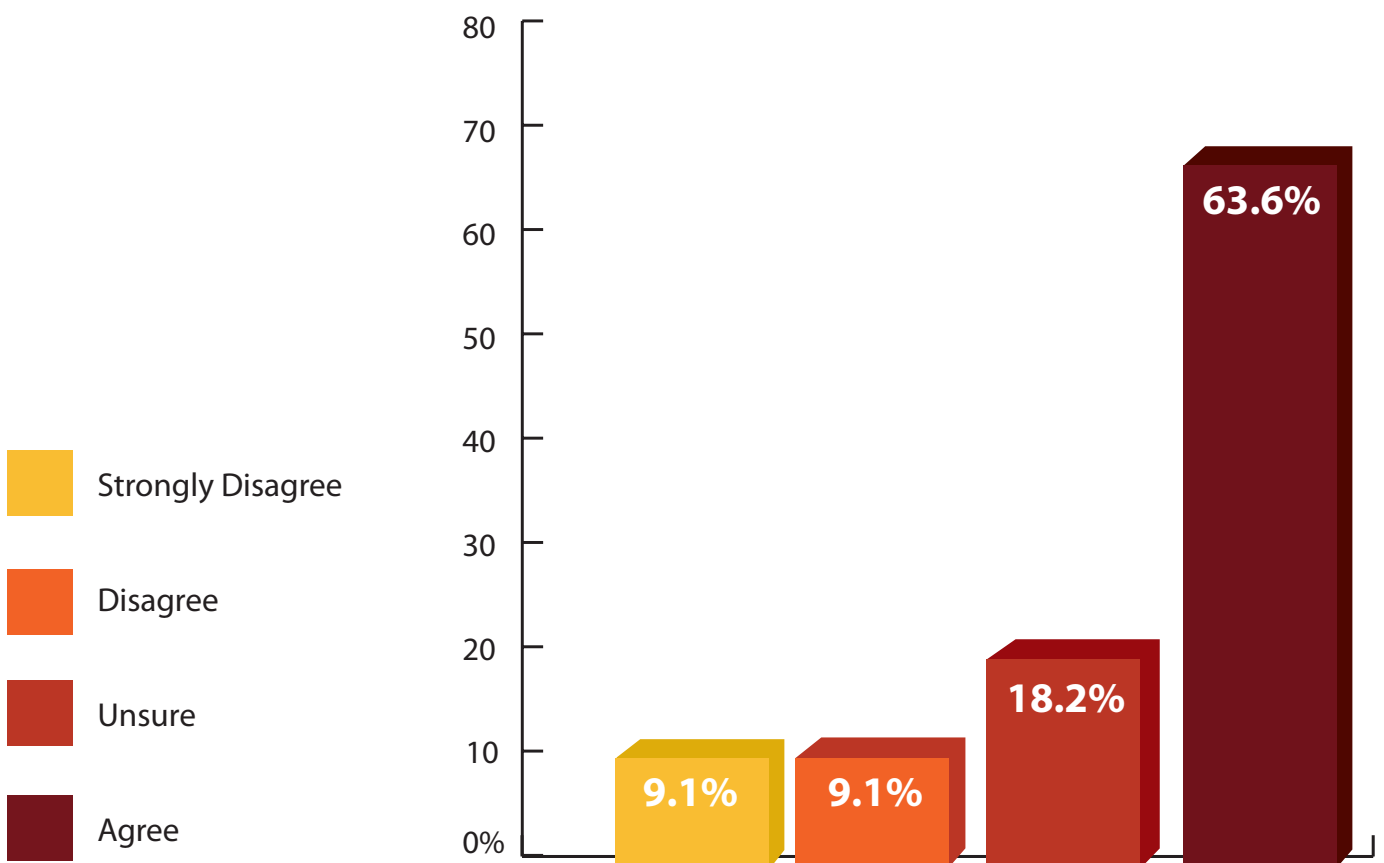
Over 45% of respondents disagreed, strongly disagreed or were unsure that they have sufficient control of their IT network to innovate, optimise and adapt to changes within the business.



Part 2

Question 5: STABILITY AND SECURITY: We are certain that our network is stable and secure.

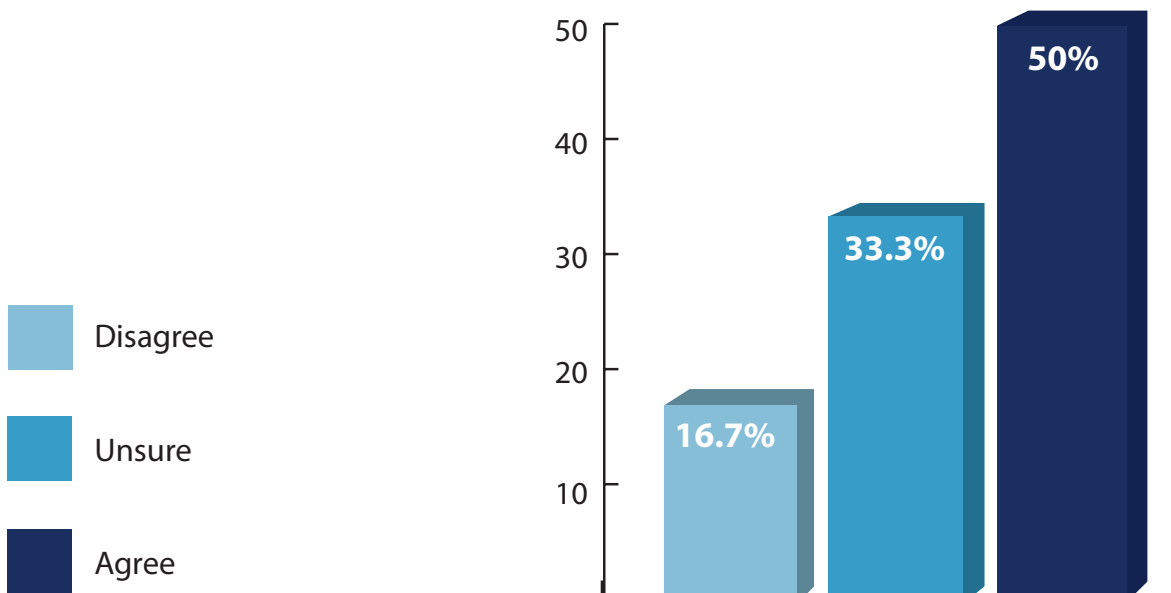
Nearly 37% of respondents disagreed, strongly disagreed, or were unsure that their network is stable and secure.



Part 3

Question 1: COMPETITIVE ADVANTAGE: We believe our IT Network gives our business a competitive advantage.

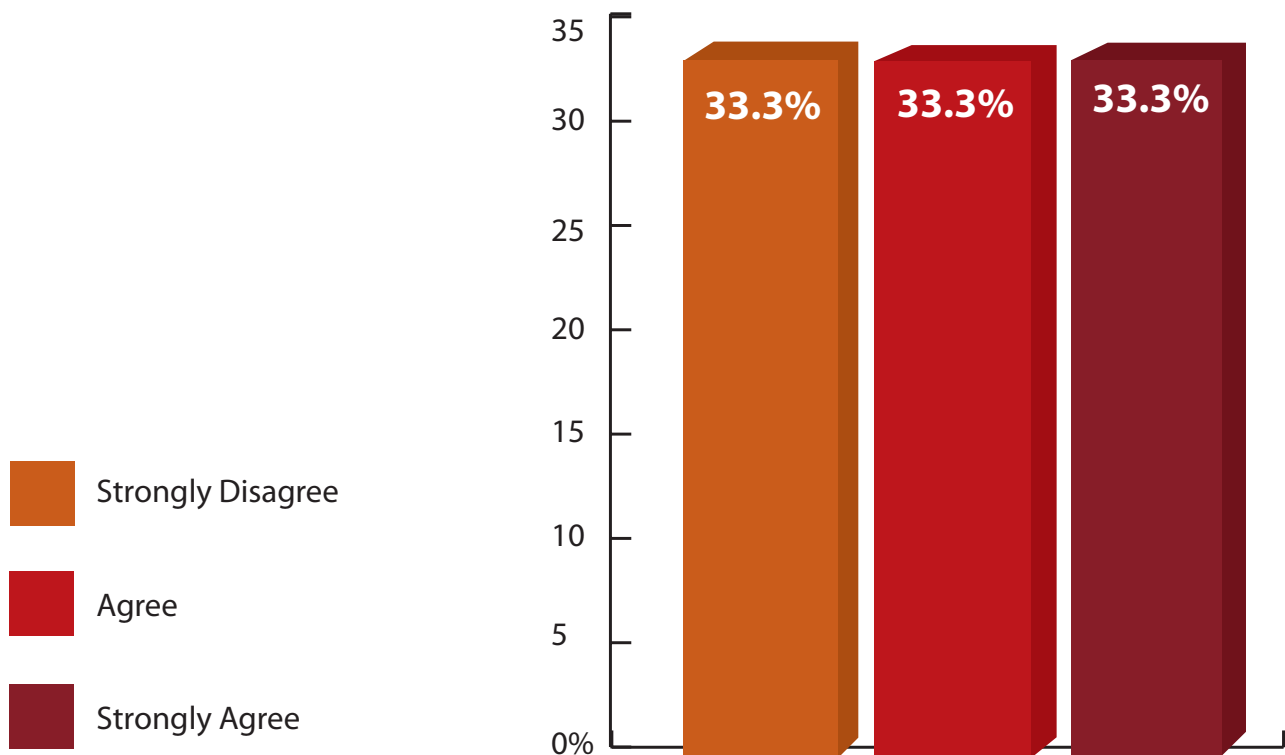
50% of respondents agreed that their IT Network gives their business a competitive advantage.



Part 3

Question 2: CARRIERS: We have a single carrier data network strategy in place.

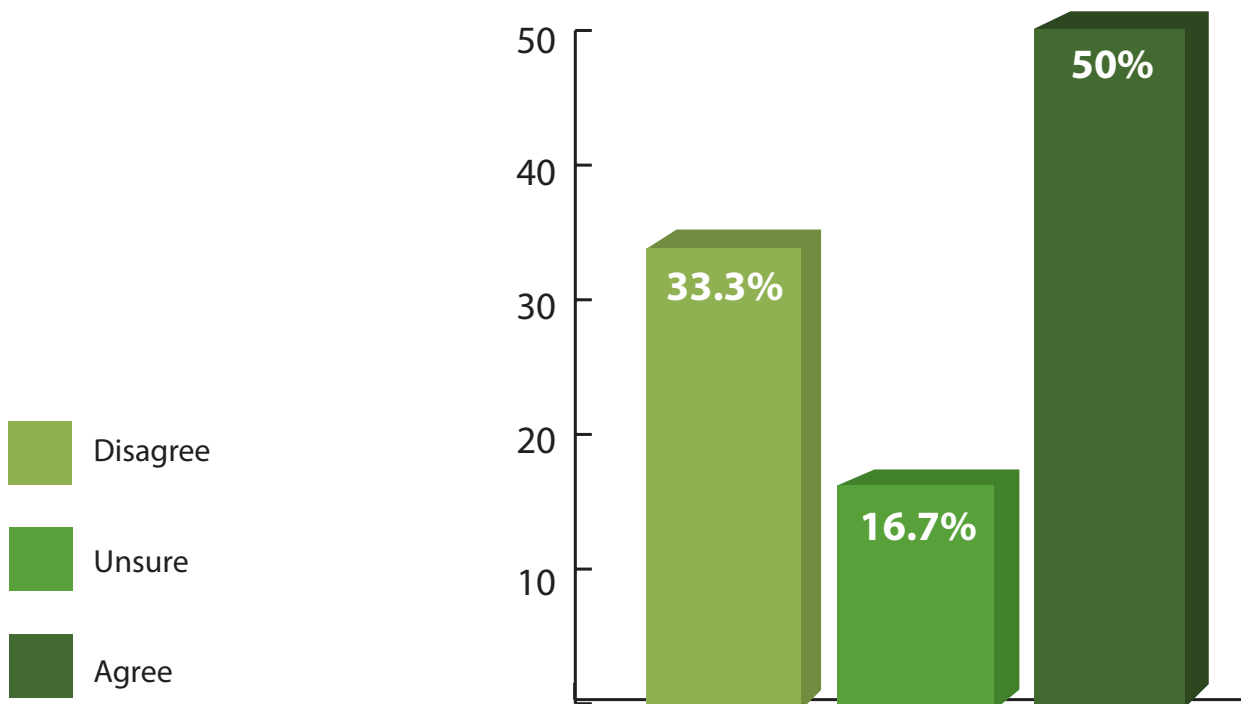
Over 66% of respondents said they have a single carrier data network strategy in place, while 33% of respondents strongly disagreed.



Part 3

Question 3: BUDGET: Executive Management are increasing investment in our network over the next 12 months.

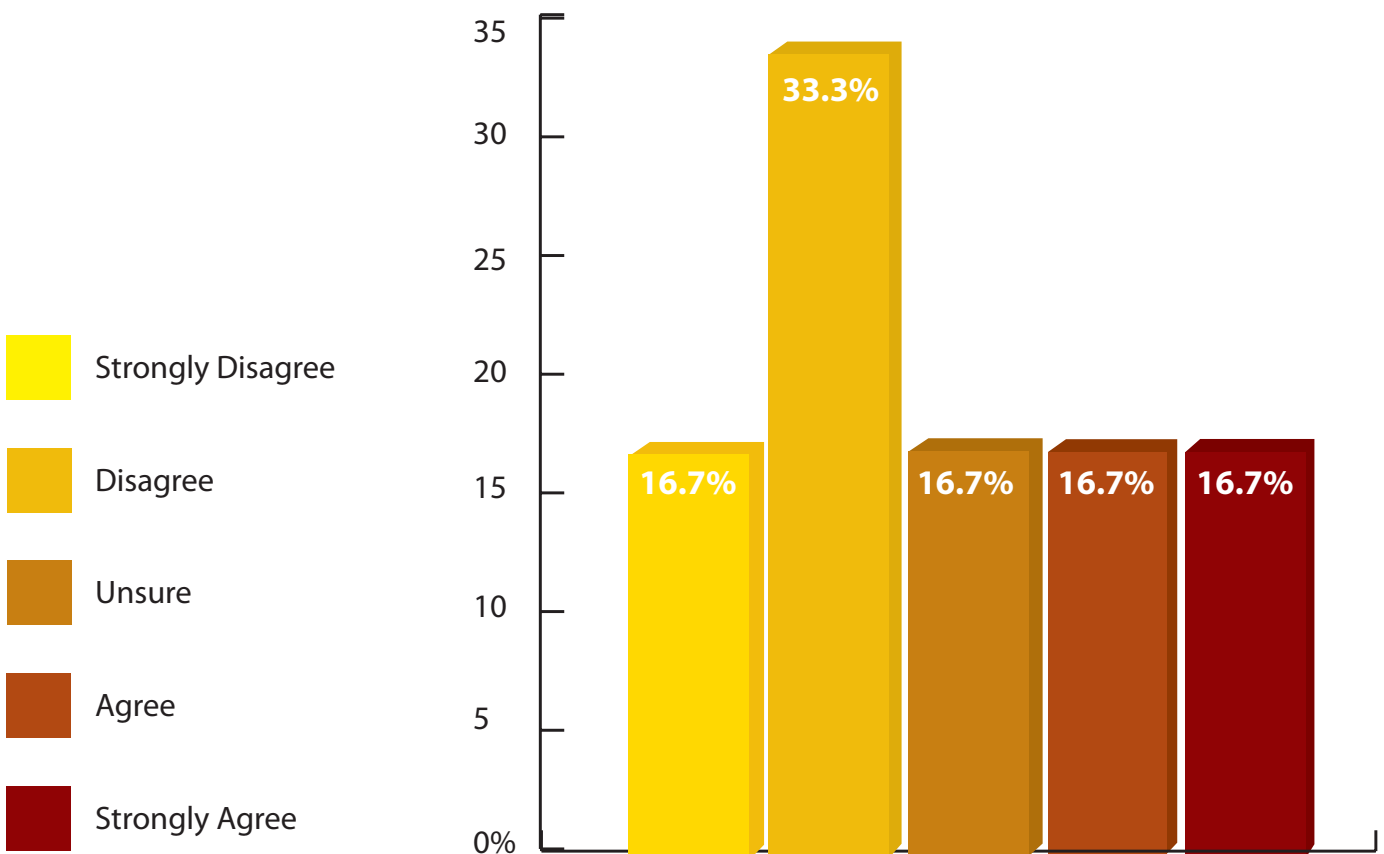
50% of respondents agreed that their Executive Management are increasing investment in their network over the next 12 months.



Part 3

Question 4: DISASTER: We have adequate redundancy measures in place to cope well in a disaster.

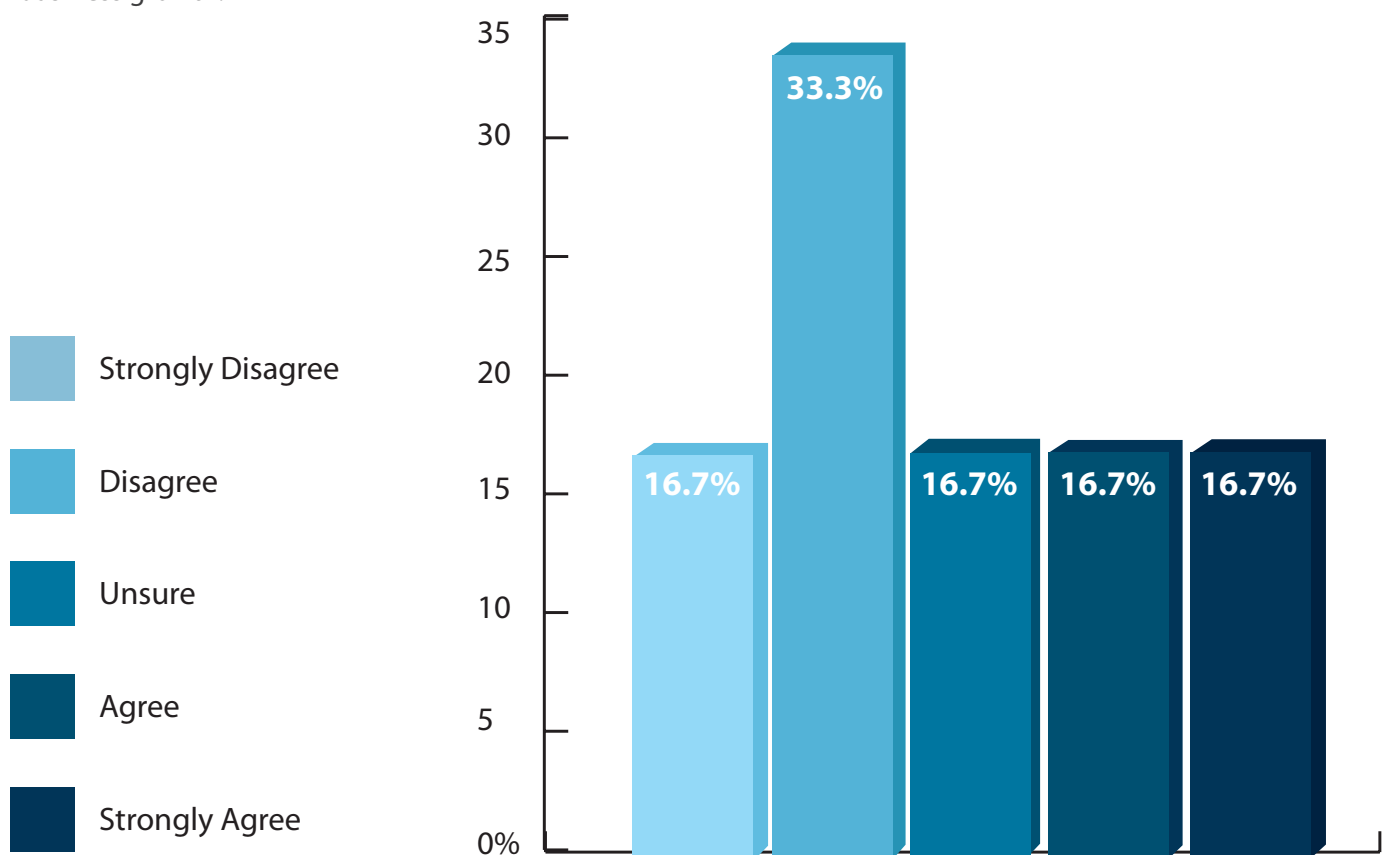
Almost 57% of respondents were unsure, disagreed or strongly disagreed that they have adequate redundancy measures in place to cope well in a disaster.



Part 3

Question 5: GROWTH: Our network is designed to cope with our predicted business growth.

50% of respondents disagreed or strongly disagreed that their network is designed to cope with their predicted business growth.



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