

The logo for TRACE3, with 'TRACE' in black and '3' in blue. The background features a dark, stylized image of a modern building and a street with cars, overlaid with a blue gradient at the bottom.

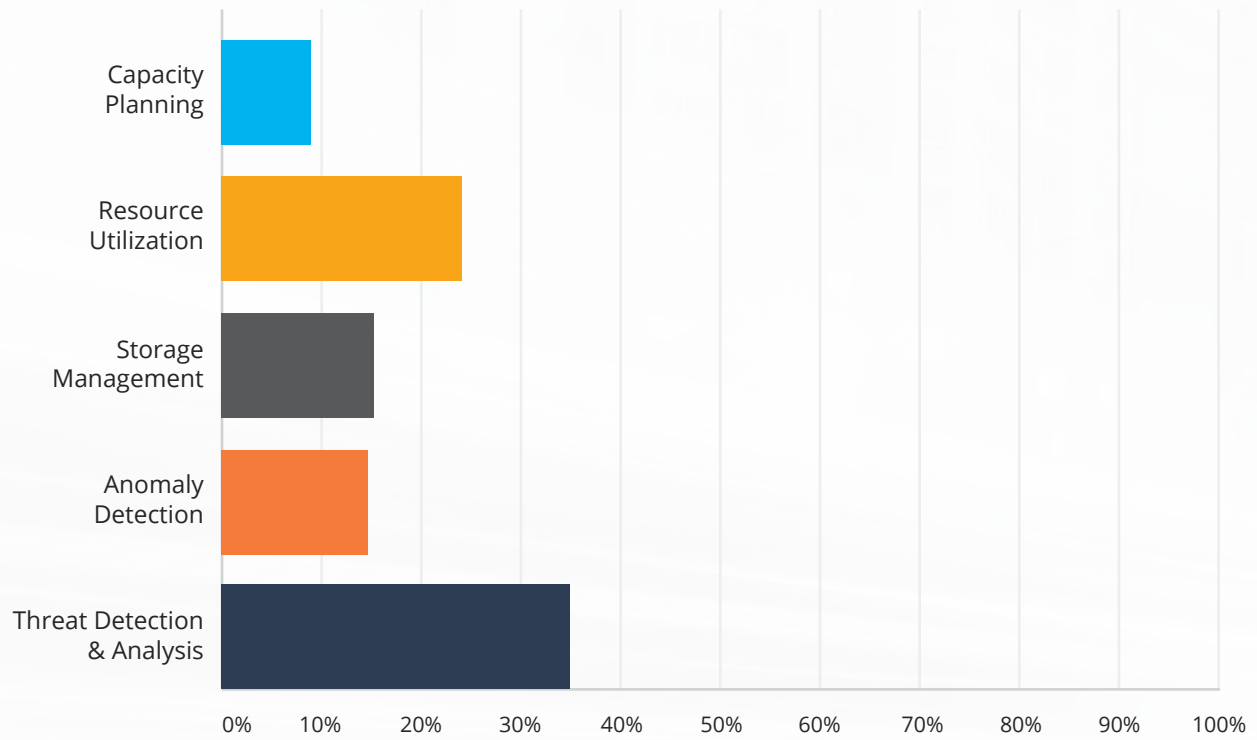
TRACE3

The Q2FY19 AIOps Business & Technology Survey

All Possibilities Live in Technology

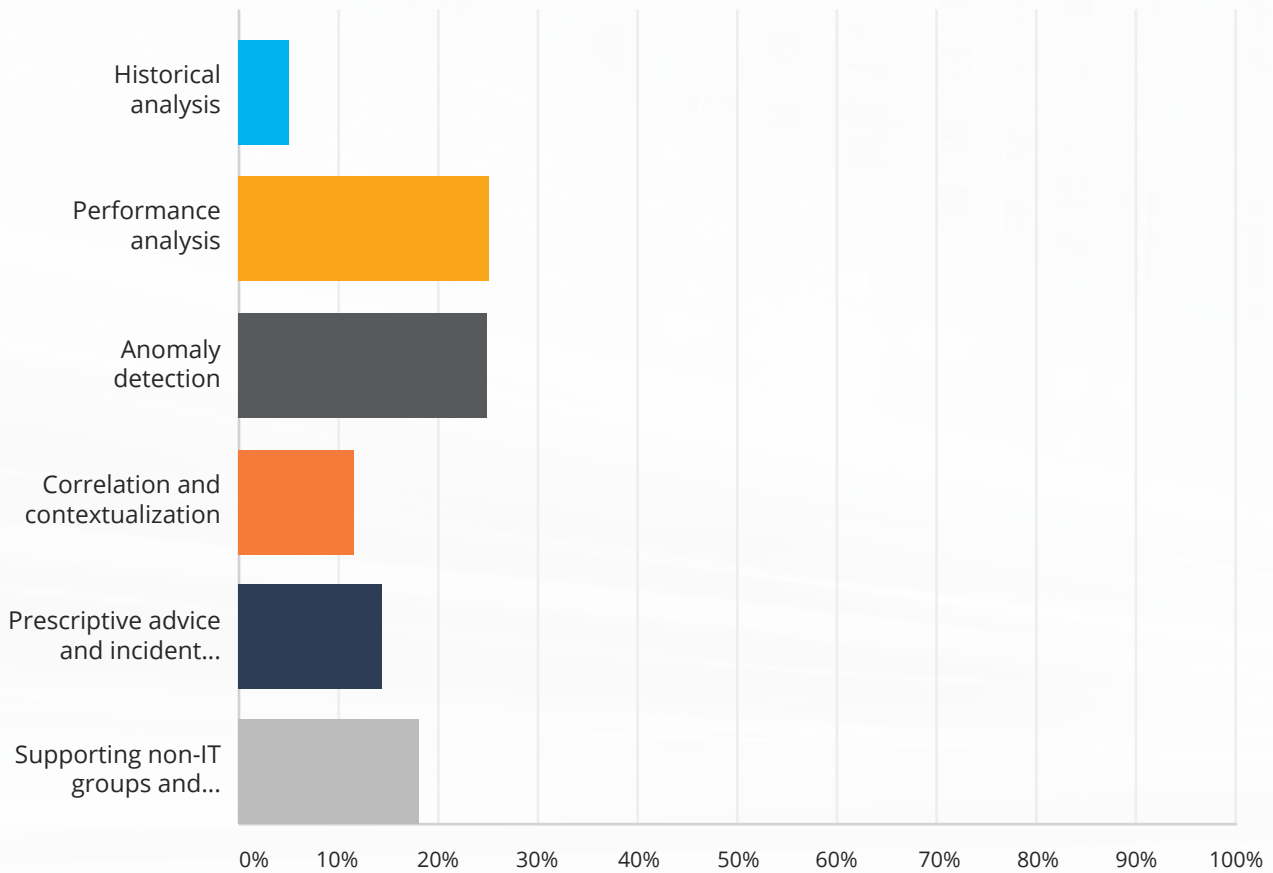
Technology leaders are being asked to deliver business outcomes at scale and reduce costs without enough time, people, or budget. Trace3 understands the challenges. We've built a business to help you deliver those outcomes and keep up with the rate of change impacting your business.

Q1: What is your primary IT concern to be solved by an AIOps platform?



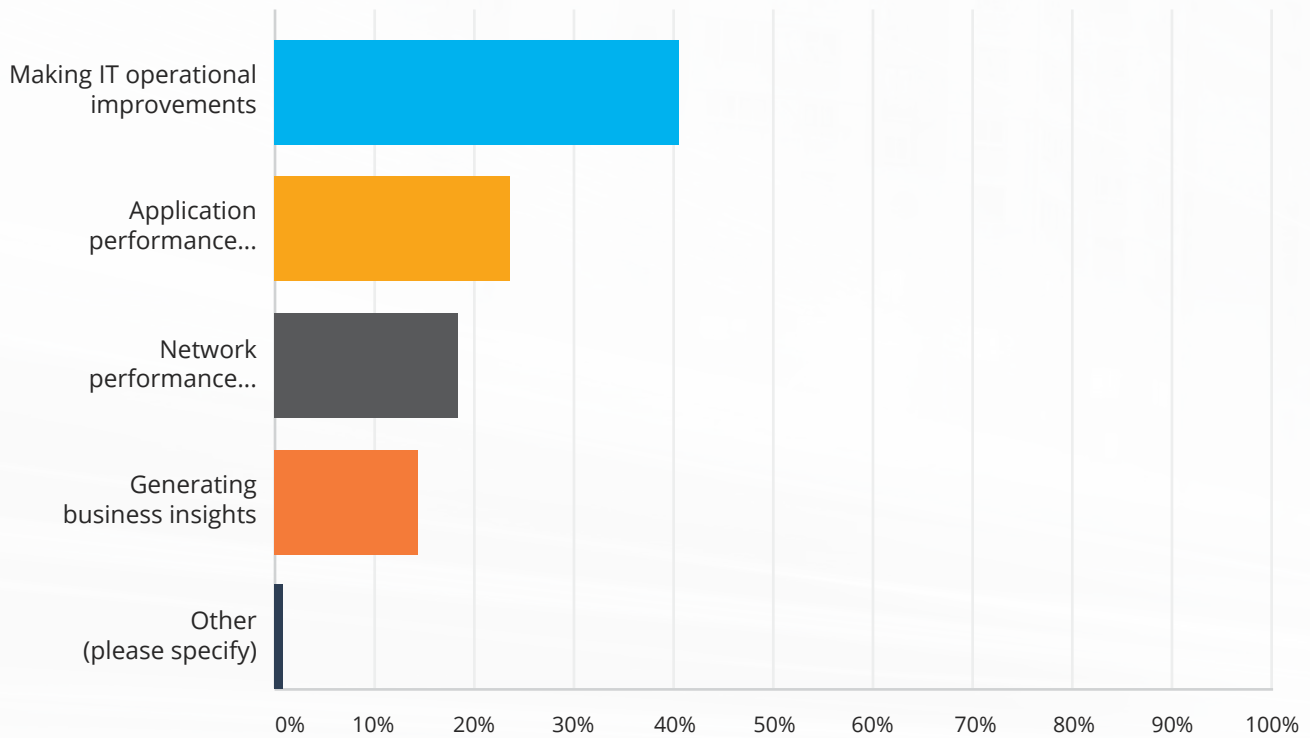
ANSWER CHOICES	RESPONSES
Capacity Planning	9.38% 15
Resource Utilization	23.75% 38
Storage Management	16.88% 27
Anomaly Detection	15.63% 25
Threat Detection & Analysis	34.38% 55
TOTAL	160

Q2: What is your primary tactical concern for AIOps enablement?



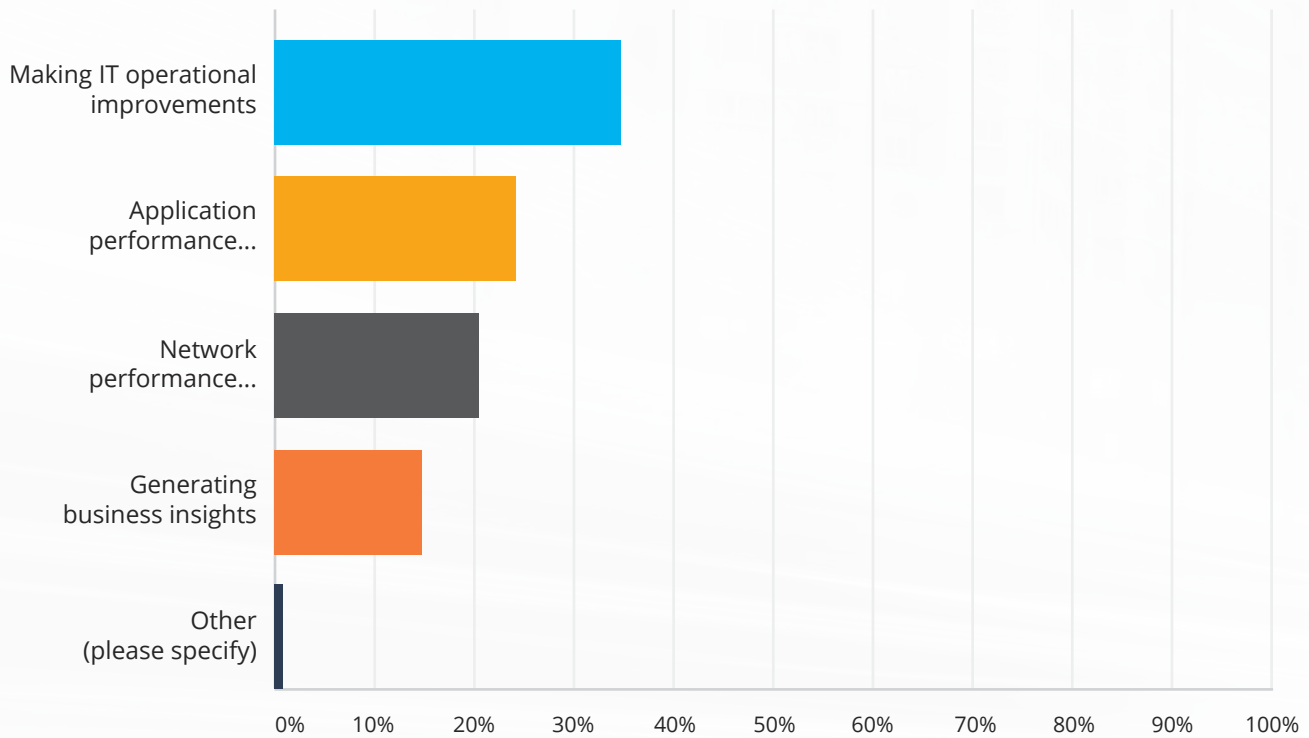
ANSWER CHOICES	RESPONSES	
Historical analysis	5.00%	8
Performance analysis	26.25%	42
Anomaly detection	25.00%	40
Correlation and contextualization	11.88%	19
Prescriptive advice and incident mitigation	13.13%	21
Supporting non-IT groups and line-of-business owners	18.75%	30
TOTAL		160

Q3: What area are you most focused on for using AIOps to drive current insights today?



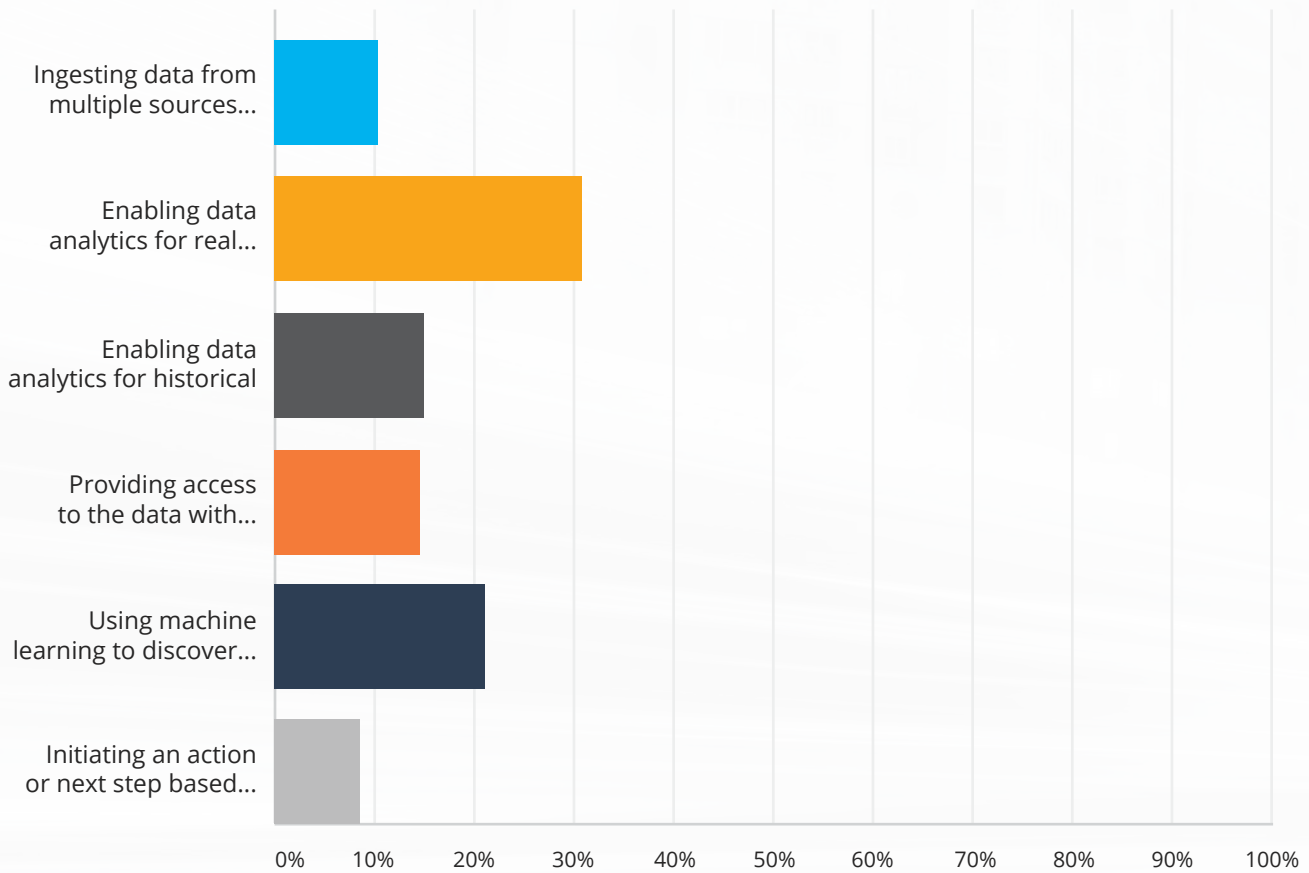
ANSWER CHOICES	RESPONSES
Making IT operational improvements	41.25% 66
Application performance management	23.75% 38
Network performance management	18.75% 30
Generating business insights	14.37% 23
Other (please specify)	1.88% 3
TOTAL	160

Q4: What area will you be most focused on for using AIOps to drive insights over the next 3-5 years?



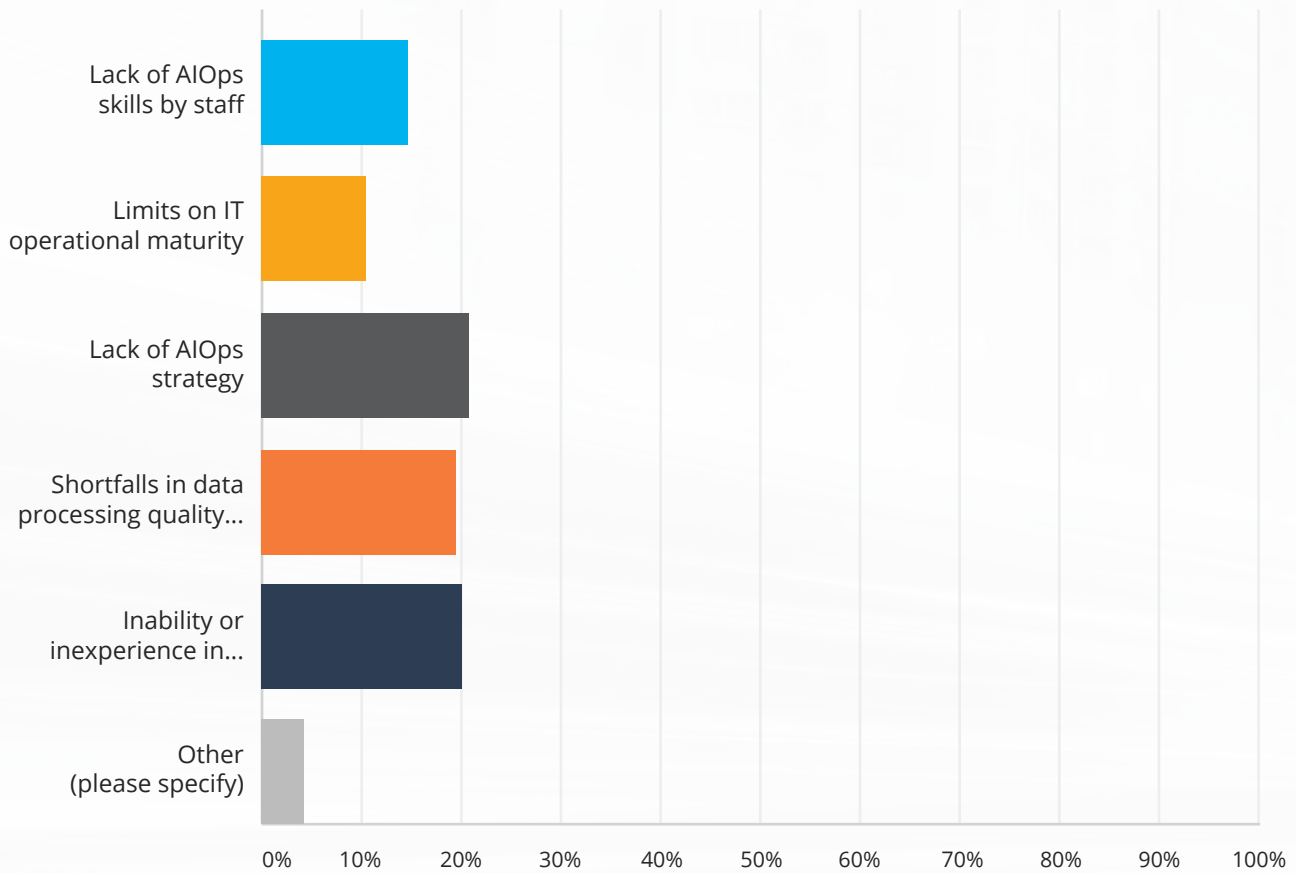
ANSWER CHOICES	RESPONSES
Making IT operational improvements	34.38% 55
Application performance management	26.88% 43
Network performance management	20.63% 33
Generating business insights	16.25% 26
Other (please specify)	1.88% 3
TOTAL	160

Q5: What is your top automation priority for AIOps adoption?



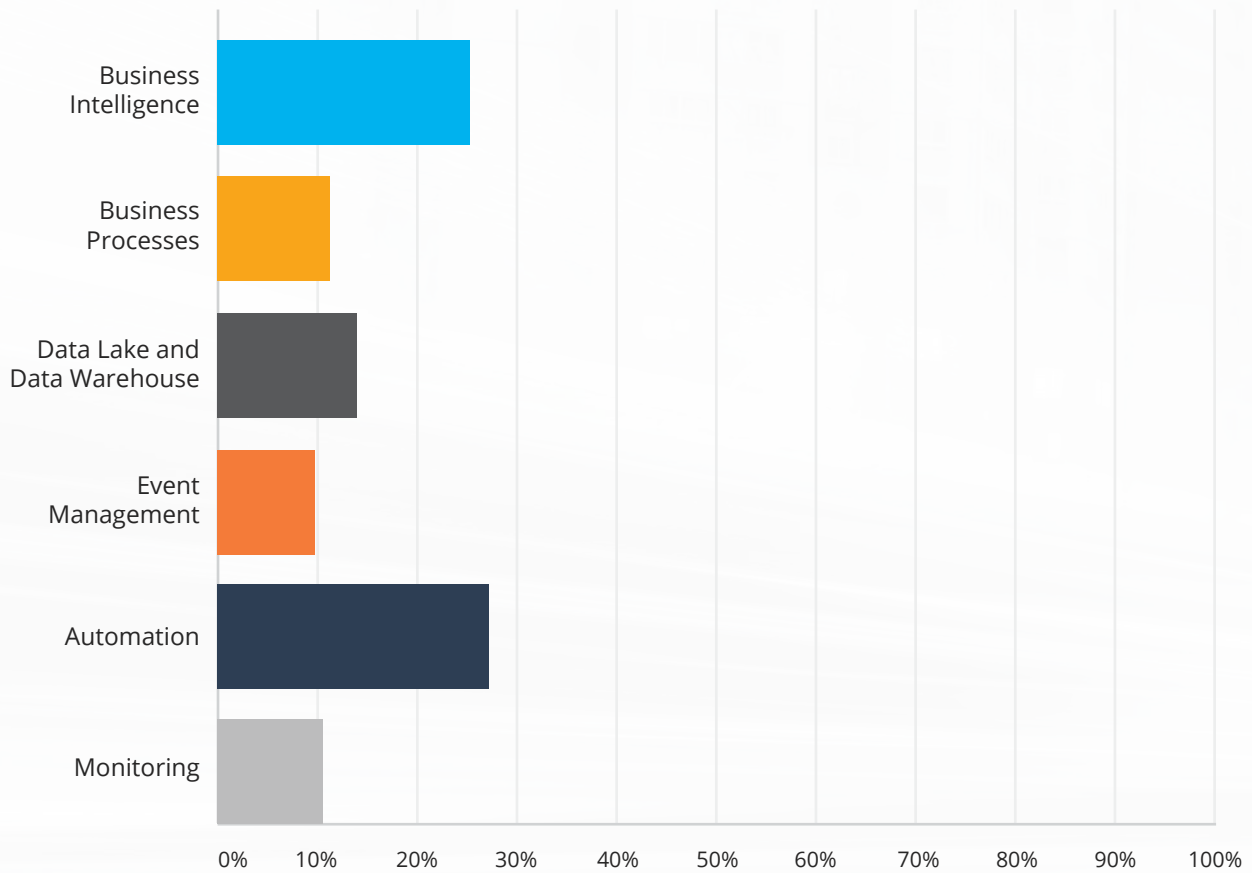
ANSWER CHOICES	RESPONSES
Ingesting data from multiple sources agnostic to the source or vendor	10.63% 17
Enabling data analytics for real-time analysis at the point of ingestion	31.25% 50
Enabling data analytics for historical analysis of stored data	14.37% 23
Providing access to the data with user-friendly visualization	13.75% 22
Using machine learning to discover patterns and anomalies	21.88% 35
Initiating an action or next step based on the result of analysis	8.13% 13
TOTAL	160

Q6: What is your biggest inhibitor to achieving AIOps success?



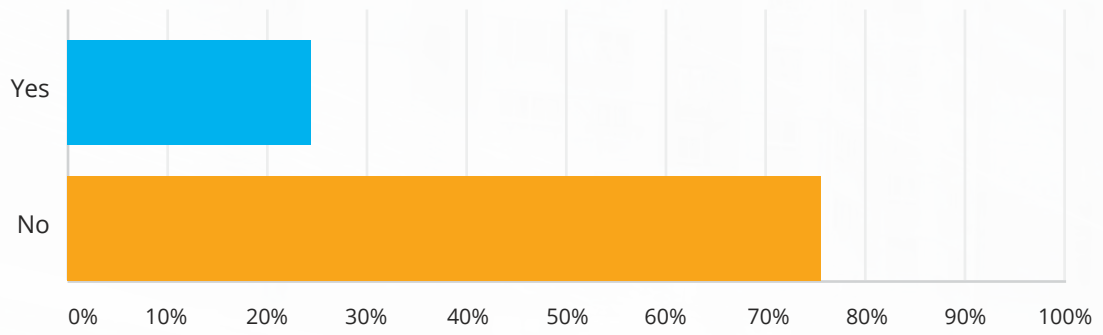
ANSWER CHOICES	RESPONSES	
Lack of AIOps skills by staff	25.00%	40
Limits on IT operational maturity	10.63%	17
Lack of AIOps strategy	21.25%	34
Shortfalls in data processing quality and data storage capacity	19.38%	31
Inability or inexperience in adopting machine learning strategies	20.00%	32
Other (please specify)	3.75%	6
TOTAL		160

Q7: What core IT Operations capability are you hoping to improve from operational analytics?



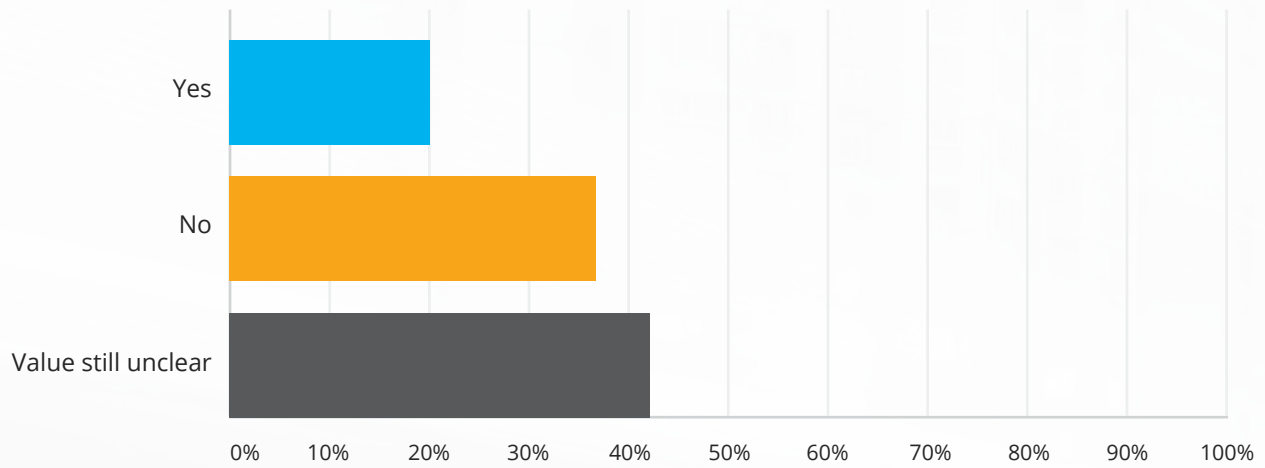
ANSWER CHOICES	RESPONSES
Business Intelligence	26.25% 42
Business Processes	11.88% 19
Data Lake and Data Warehouse	13.75% 22
Event Management	9.38% 15
Automation	27.50% 44
Monitoring	11.25% 18
TOTAL	160

Q8: Have you implemented an AIOps technology in the past year?



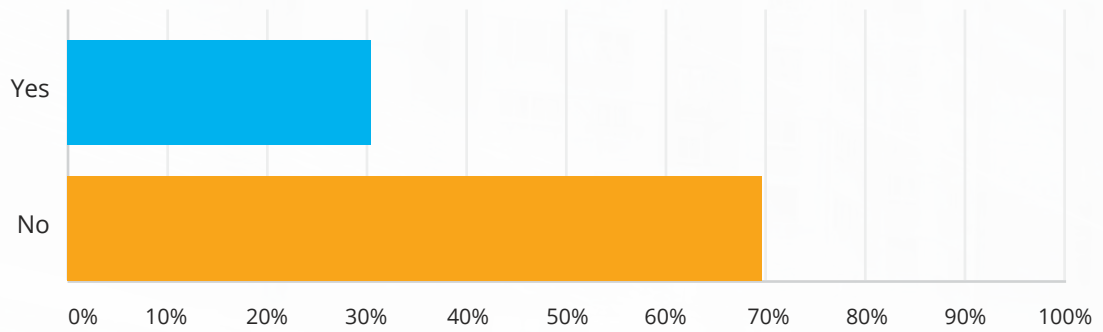
ANSWER CHOICES	RESPONSES	
Yes	23.75%	38
No	76.25%	122
TOTAL		160

Q9: If you have implemented AIOps technology in the past year, are you getting value from that investment?



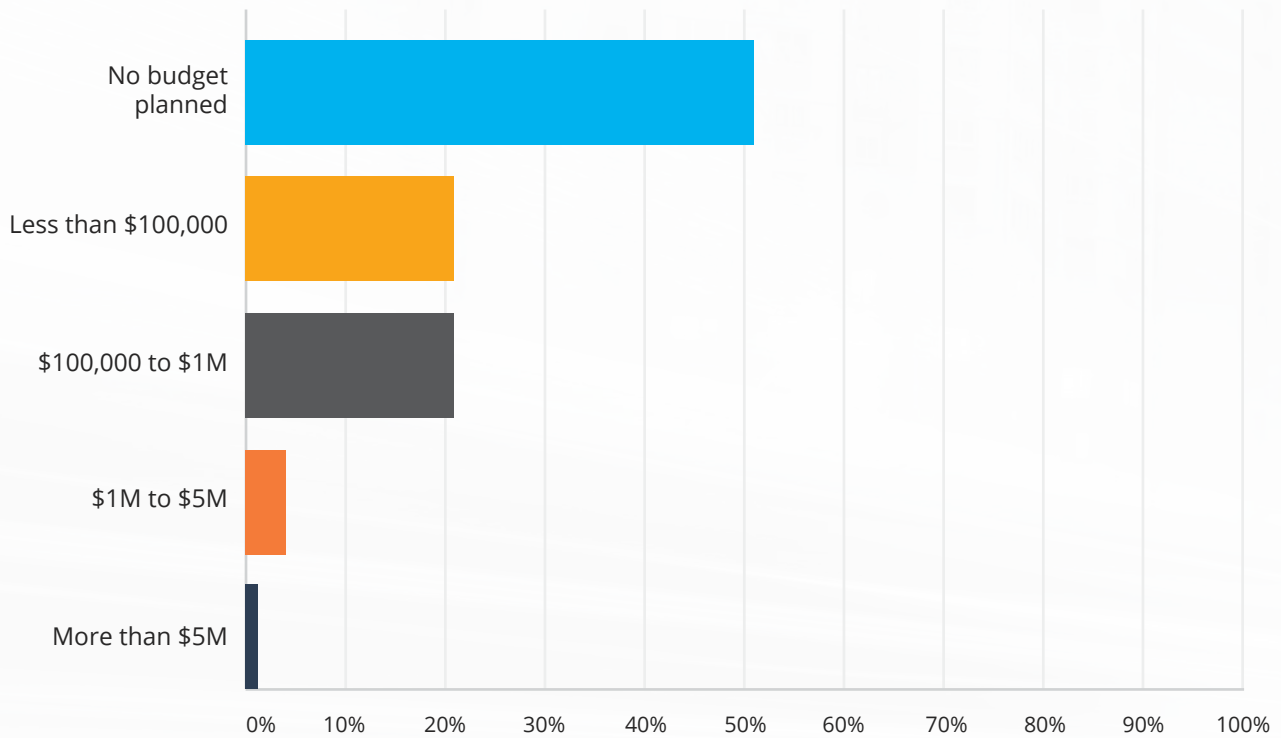
ANSWER CHOICES	RESPONSES	
Yes	20.00%	32
No	37.50%	60
Value still unclear	42.50%	68
TOTAL		160

Q10: Are you working with a 3rd party or other transformational specialist to help with your AIOps strategy?



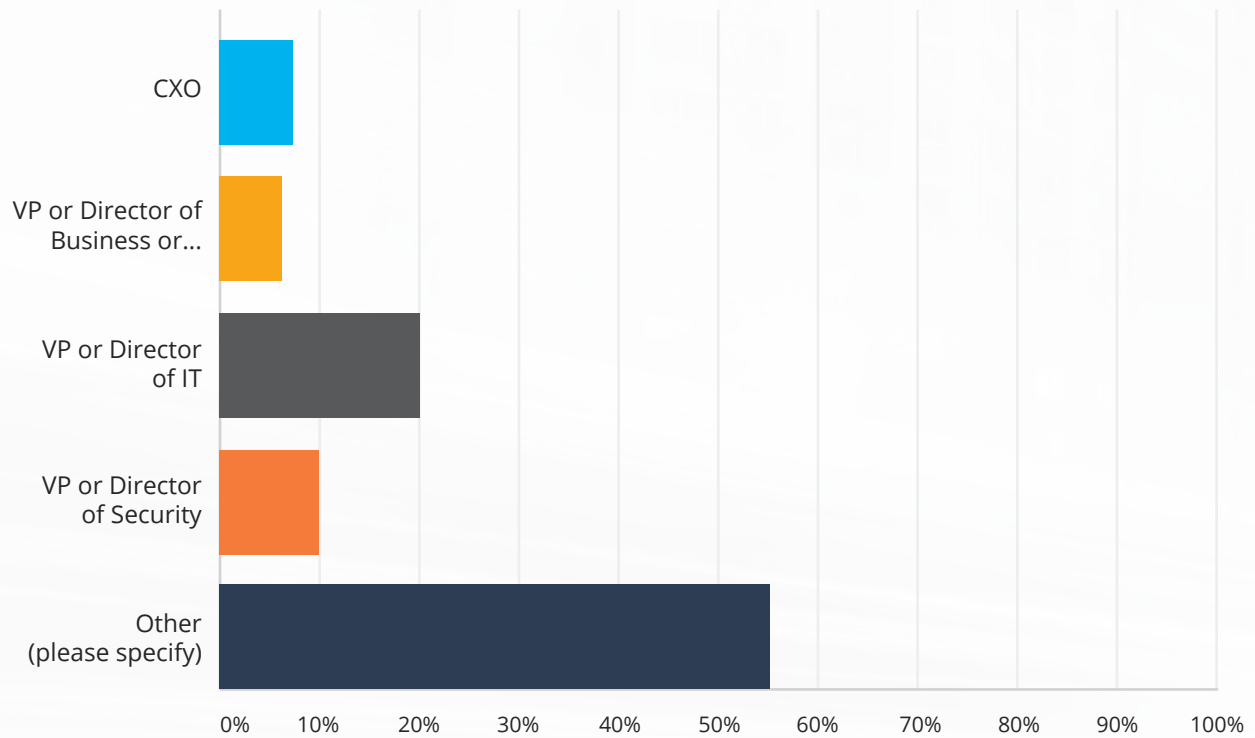
ANSWER CHOICES	RESPONSES	
Yes	30.63%	49
No	69.38%	111
TOTAL		160

Q11: What budget level does your team expect to spend on AIOps projects in the next 1-3 years?



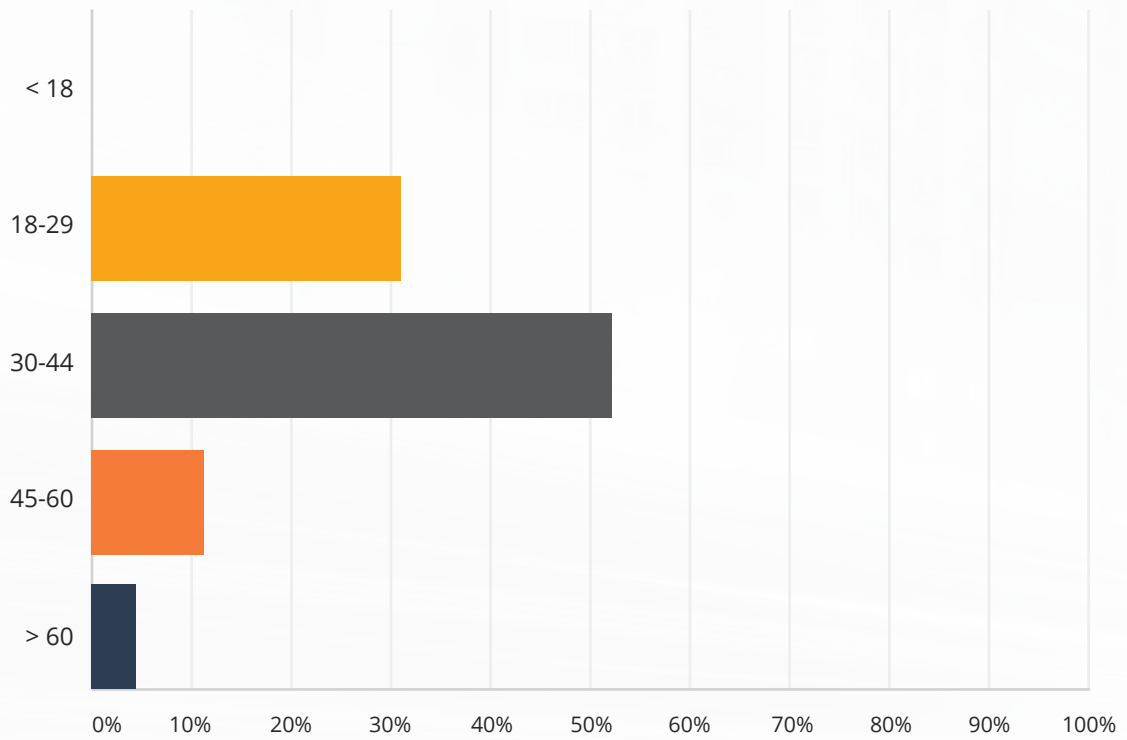
ANSWER CHOICES	RESPONSES	
No budget planned	51.25%	82
Less than \$100,000	21.25%	34
\$100,000 to \$1M	21.88%	35
\$1M to \$5M	3.75%	6
More than \$5M	1.88%	3
TOTAL		160

Q12: What is your role in your organization?



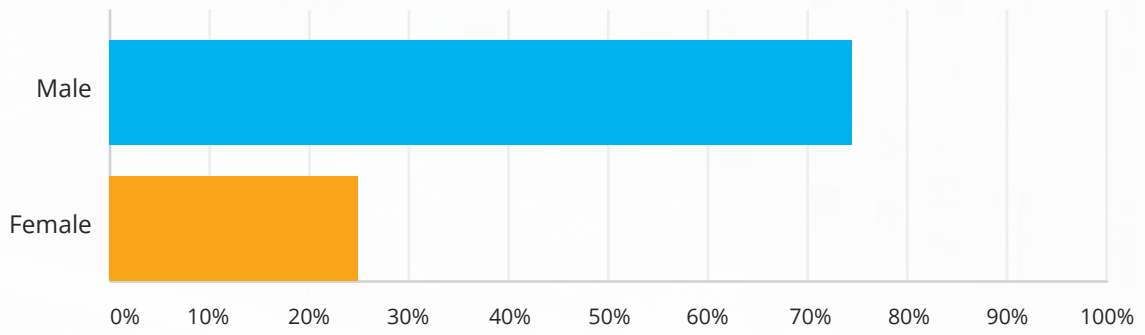
ANSWER CHOICES	RESPONSES	
CXO	7.50%	12
VP or Director of Business or Operations	6.88%	11
VP or Director of IT	20.00%	32
VP or Director of Security	10.00%	16
Other (please specify)	55.63%	89
TOTAL		160

Q13: Age



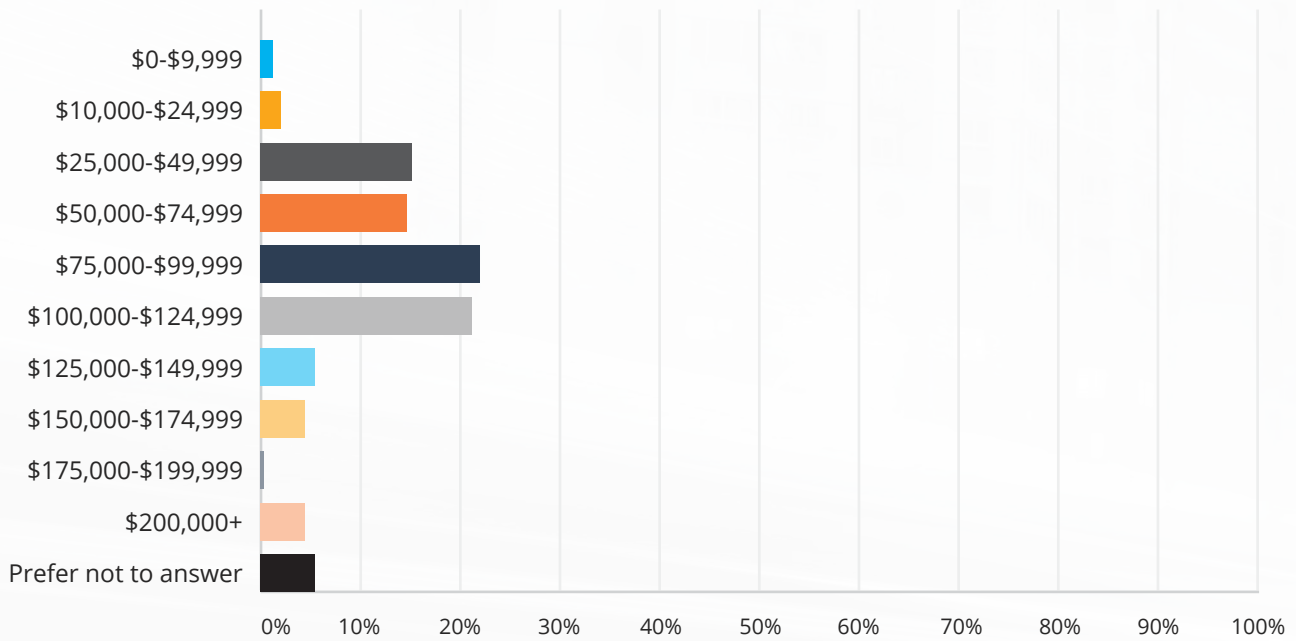
ANSWER CHOICES	RESPONSES	
< 18	0.00%	0
18-29	31.87%	51
30-44	52.50%	84
45-60	11.25%	18
> 60	4.38%	7
TOTAL		160

Q14: Gender



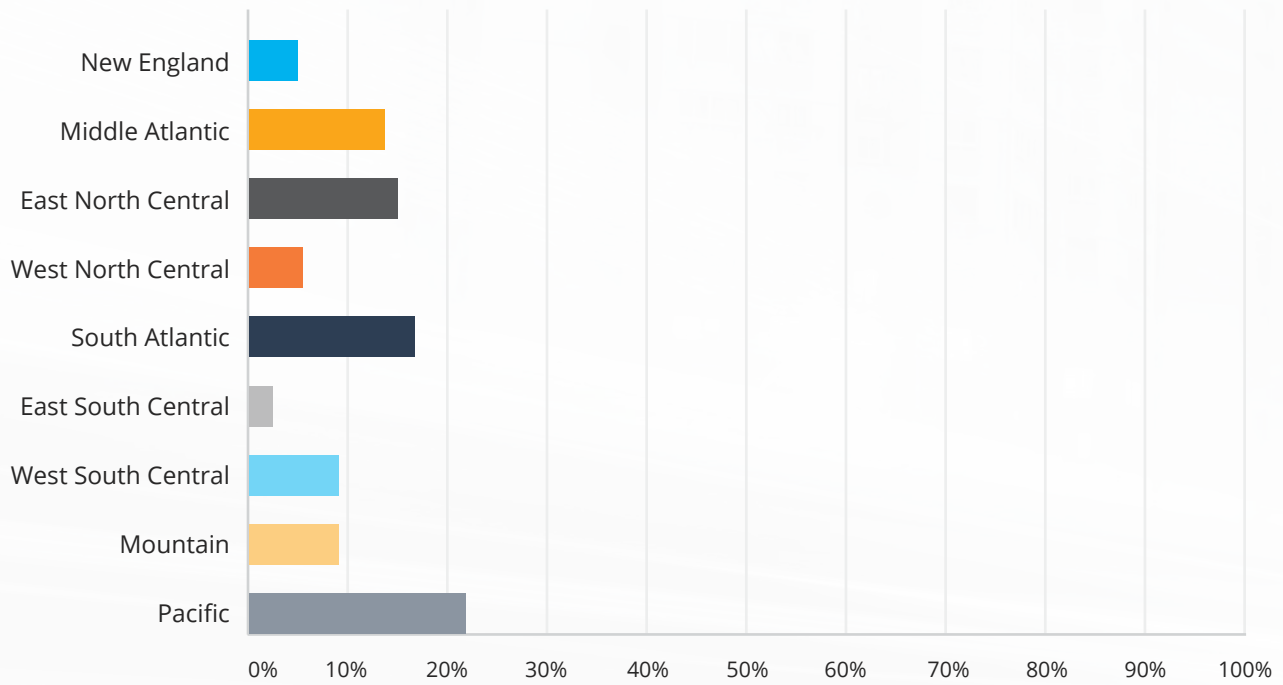
ANSWER CHOICES	RESPONSES
Male	74.38% 119
Female	25.62% 41
TOTAL	160

Q15: Household Income



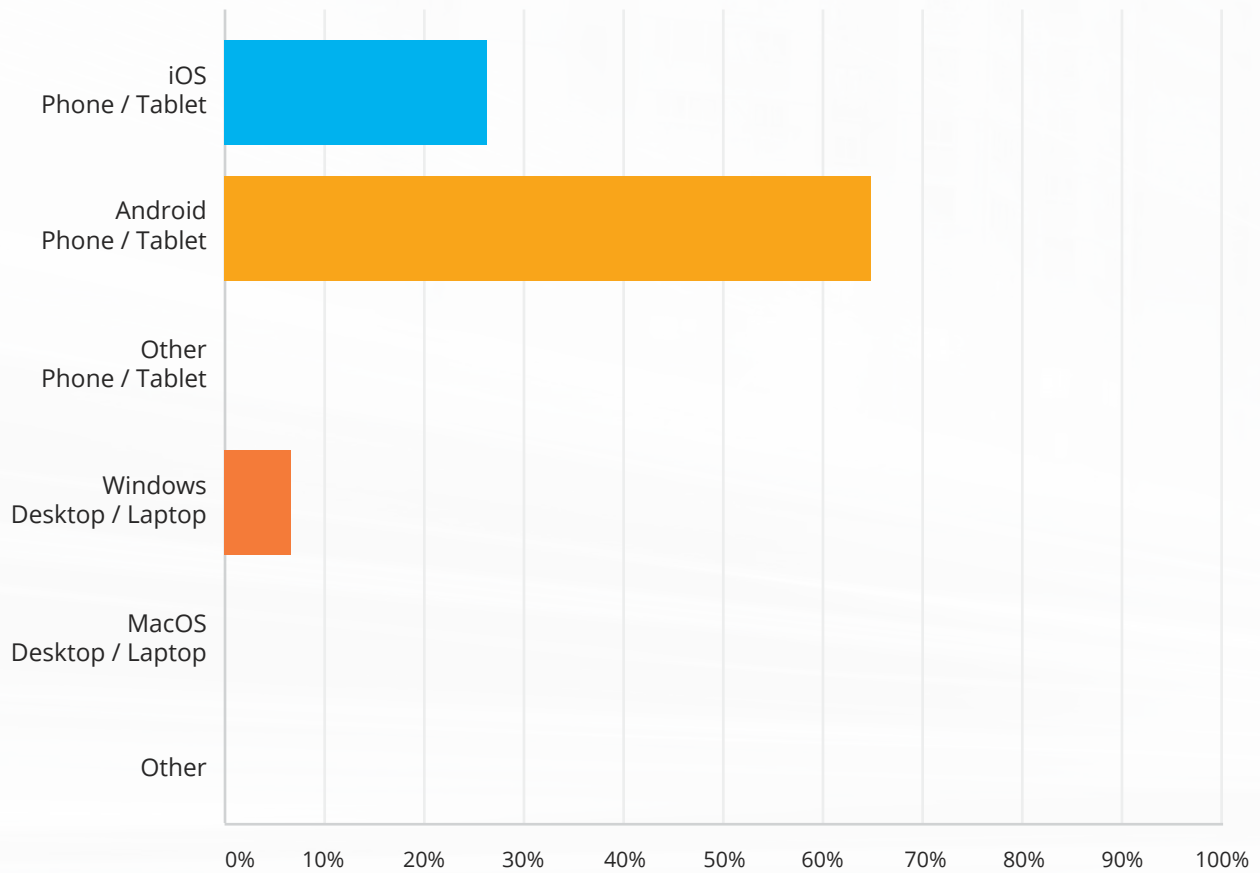
ANSWER CHOICES	RESPONSES	
\$0-\$9,999	1.88%	3
\$10,000-\$24,999	2.50%	4
\$25,000-\$49,999	16.25%	26
\$50,000-\$74,999	15.00%	24
\$75,000-\$99,999	22.50%	36
\$100,000-\$124,999	21.25%	34
\$125,000-\$149,999	5.63%	9
\$150,000-\$174,999	4.38%	7
\$175,000-\$199,999	0.63%	1
\$200,000+	4.38%	7
Prefer not to answer	5.63%	9
TOTAL		160

Q16: Region



ANSWER CHOICES	RESPONSES	
New England	5.03%	8
Middle Atlantic	13.84%	22
East North Central	15.72%	25
West North Central	5.66%	9
South Atlantic	17.61%	28
East South Central	2.52%	4
West South Central	8.81%	14
Mountain	8.81%	14
Pacific	22.01%	35
TOTAL		160

Q17: Device Type



ANSWER CHOICES	RESPONSES
iOS Phone / Tablet	27.50% 44
Android Phone / Tablet	65.00% 104
Other Phone / Tablet	0.00% 0
Windows Desktop / Laptop	7.50% 12
MacOS Desktop / Laptop	0.00% 0
Other	0.00% 0
TOTAL	160