Results Infrastructure Monitoring Survey

Tribily.com

June 2011

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Introduction

Self-funded Dutch IT startup Tribily conducted a survey last year, asking visitors from websites like LinkedIn and IRC, and forums like Linode or WebHostingTalk, to give their opinion on different subjects concerning server monitoring (n=45).

26 respondents have IT as their core business, whereas 19 respondents don't.

Summary of the key results in graphs

Number of servers

Most of the respondents of the survey use 50 or more servers within their company. For cloud-based servers this is different: 51% of the respondents use no cloud-based servers at all and less than 10% use 50 or more cloud-based servers (Table 1).
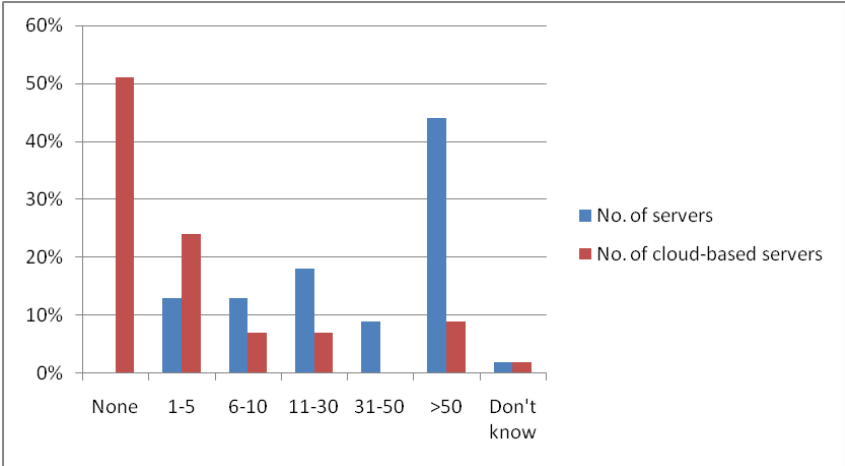

Table 1: Number of servers and cloud-based servers

Monitoring

When it comes to the kind of monitoring, most respondents indicate that they host their own monitoring solution (Table 2).
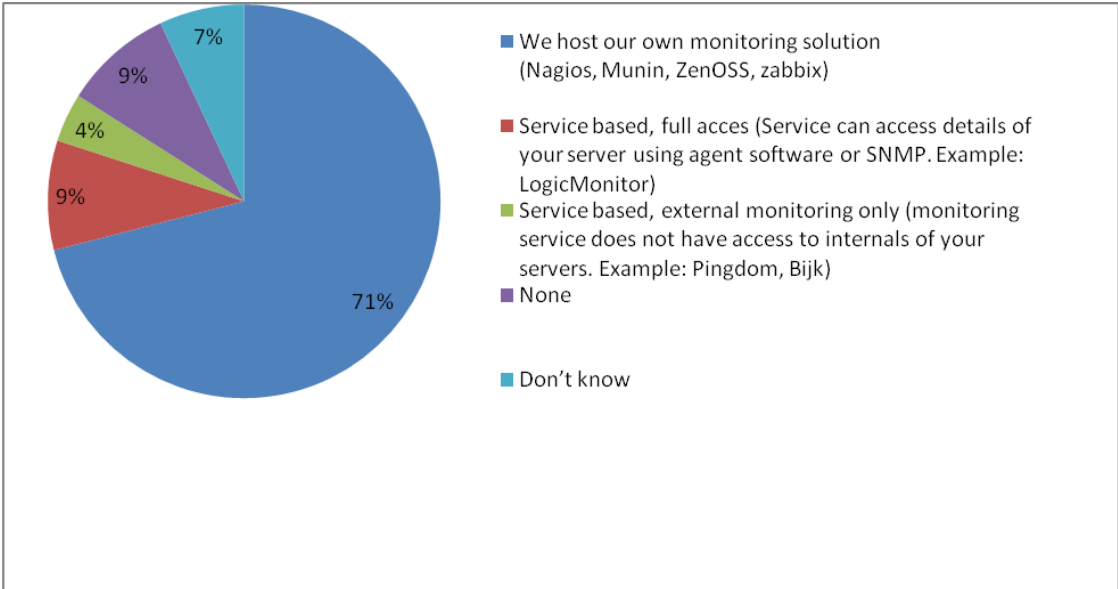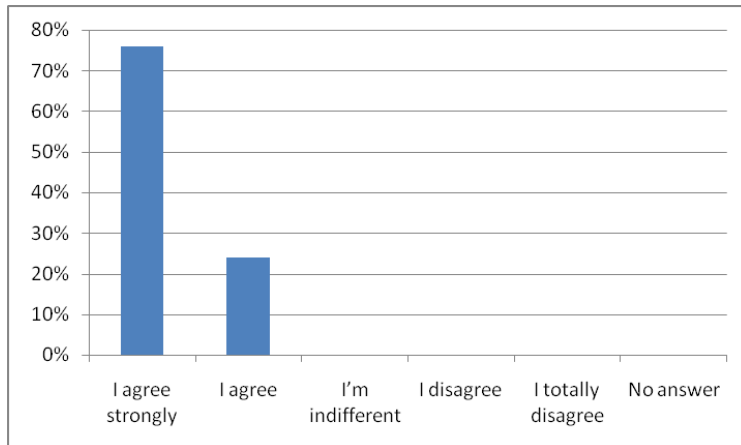

Table 2: Kind of monitoring

Statements

All respondents (100%) agree or strongly agree that monitoring is an absolutely vital part of IT (statement I).

Statement I: Monitoring is an absolutely vital part of any IT infrastructure

Most respondents (58% in total) think that their company has enough manpower to run their own monitoring infrastructure (Statement II).
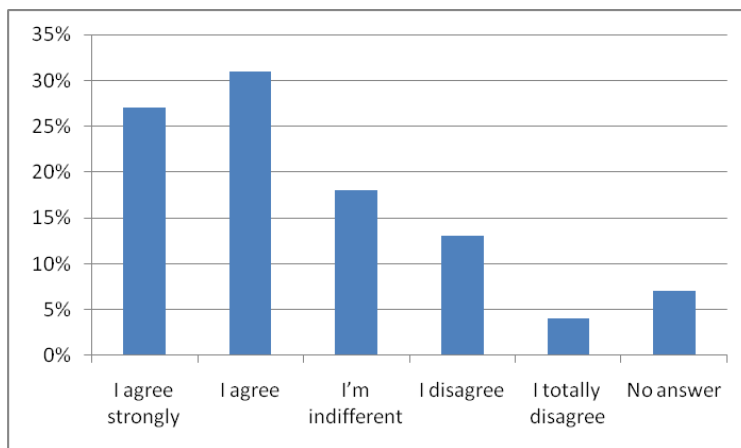
Statement II: Company has enough manpower to run our own monitoring infrastructure

The responses to this statement are scattered, but more respondents indicate that they are either indifferent about or do not mind sending data to an external server for monitoring (Statement III).
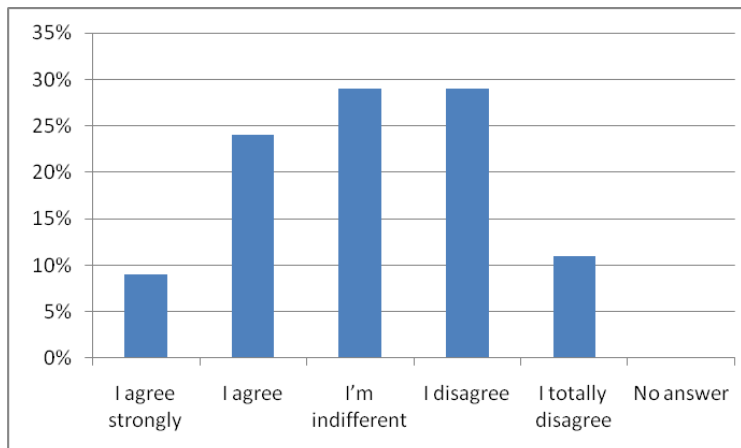
Statement III: I do not want to send health data to an external server for monitoring

Most respondents (78% in total) agree that they want to be able to customize every detail of which parameters of their servers are monitored and how often they are monitored (Statement IV).
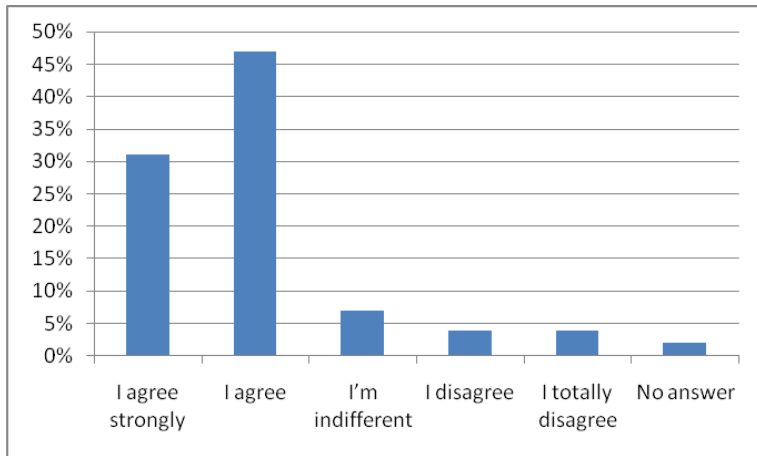
Statement IV: I want to be able to customize every detail of monitoring

Many respondents (44% in total) would be willing to pay for an external service to take monitoring of servers out of their hands.
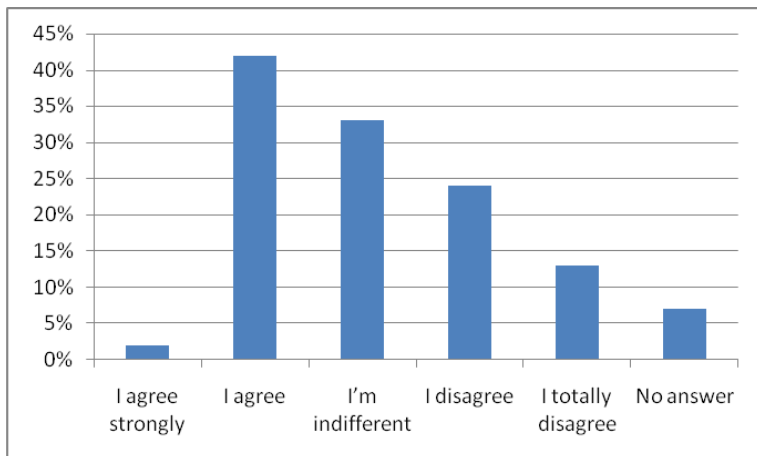
Statement V: I would be willing to pay for an external service

General client information

1. Number of employees

Total number of employees within the company

1-10	12	27%
11-50	11	24%
51-200	3	7%
> 200	18	40%
Unknown	1	2%

2. Number of servers

Total number of servers that the company works with

1-3	5	11%
4-10	7	16%
11-30	8	18%
31-50	4	9%
> 50	20	44%
Don't know	1	2%

3. Number of cloud-based servers

Total number of remote servers that are being used

None	23	51%
1-5	11	24%
6-10	3	7%
11-30	3	7%
31-50	0	0%
> 50	4	9%
Don't know	1	2%

4. Do you have a reasonable idea of the IT infrastructure in your company?

Yes	19	42%
No	26	58%

5. Do you have monitoring for your servers in place?

Yes	40	89%
No	4	9%
Don't know	1	2%

6. Which kind of monitoring do you have in place for your servers?

We host our own monitoring solution (Nagios, Munin, ZenOSS, zabbix)	32	71%
Service based, full access (Service can access details of your server using agent software or SNMP. Example: LogicMonitor)	4	9%
Service based, external monitoring only (monitoring service does not have access to internals of your servers. Example: Pingdom, Bijk)	2	4%
None	4	9%
Don't know	3	7%

7. Do you have alerting for your servers in place?

Yes	38	84%
No	4	9%
Don't know	3	7%

8. How many professional network devices do you have in your company?

0	3	7%
1-5	8	18%
6-20	14	31%
> 21	14	31%
Don't know	6	13%

9. How many of each type of server do you have [Windows 2008]?

1-3	5	11%
4-10	10	22%
11-20	2	4%
> 20	13	29%
None	15	33%

10. How many of each type of server do you have [Windows 2003]?

1-3	5	11%
4-10	10	22%
11-20	2	4%
> 20	13	29%
None	15	33%

11. How many of each type of server do you have [Windows 2000]?

1-3	6	13%
4-10	3	7%
11-20	0	0%
> 20	4	9%
None	29	64%

12. How many of each type of server do you have [other Windows versions]?

1-3	7	16%
4-10	1	2%
11-20	1	2%
> 20	4	9%
None	31	69%

13. How many of each type of server do you have (RedHat/Centos)?

1-3	5	11%
4-10	4	9%
11-20	5	11%
> 20	10	22%
None	20	44%

14. How many of each type of server do you have (Ubuntu)?

1-3	7	16%
4-10	4	9%
11-20	3	7%
> 20	5	11%
None	25	56%

15. How many of each type of server do you have (Debian)?

1-3	7	16%
4-10	2	4%
11-20	2	4%
> 20	5	11%
None	29	64%

16. How many of each type of server do you have (Gentoo)?

1-3	6	13%
4-10	1	2%
11-20	0	0%
> 20	0	0%
None	38	84%

17. How many of each type of server do you have (HPUX)?

1-3	5	11%
4-10	0	0%
11-20	0	0%
> 20	2	4%
None	38	84%

18. How many of each type of server do you have (Suse/Open Suse)?

1-3	6	13%
4-10	1	2%
11-20	1	2%
> 20	2	4%
None	34	76%

19. How many of each type of server do you have (Other*Nix)?

1-3	7	16%
4-10	4	9%
11-20	1	2%
> 20	7	16%
None	25	56%

20. How many of each type of server do you have (Mac/OS)?

1-3	7	16%
4-10	0	0%
11-20	1	2%
> 20	0	0%
None	35	78%

Statements

I. I think monitoring is an absolutely vital part of any IT infrastructure

I agree strongly	34	76%
I agree	11	24%
I'm indifferent	0	0%
I disagree	0	0%
I totally disagree	0	0%
No answer	0	0%

II. My company has enough manpower to run our own monitoring infrastructure

I agree strongly	12	27%
I agree	14	31%
I'm indifferent	8	18%
I disagree	6	13%
I totally disagree	2	4%
No answer	3	7%

III. I do not want to send health data about my servers (CPU usage, Free HD space, etc) to an external server for monitoring

I agree strongly	4	9%
I agree	11	24%
I'm indifferent	13	29%
I disagree	13	29%
I totally disagree	5	11%
No answer	0	0%

IV. I want to be able to customize every detail of which parameters of my servers are monitored and how often they are monitored

I agree strongly	14	31%
I agree	21	47%
I'm indifferent	3	7%
I disagree	2	4%
I totally disagree	2	4%
No answer	1	2%

V. I would be willing to pay for an external service to take monitoring of my servers out of my hands

I agree strongly	1	2%
I agree	19	42%
I'm indifferent	15	33%
I disagree	11	24%
I totally disagree	6	13%
No answer	3	7%

VI. I think that 10$ per server per month for 1-10 servers to be monitored by a service is a good amount

I agree strongly	7	16%
I agree	9	20%
I'm indifferent	17	45%
I disagree	6	13%
I totally disagree	4	9%
No answer	2	4%

VII. I want to be notified by email for non-critical issues

I agree strongly	11	24%
I agree	23	51%
I'm indifferent	4	9%
I disagree	1	2%
I totally disagree	0	0%
No answer	1	2%

VIII. I want to be notified by sms for critical issues

I agree strongly	22	49%
I agree	19	42%
I'm indifferent	1	2%
I disagree	1	2%
I totally disagree	0	0%
No answer	2	4%

IX. I want to be called by a computer-voice for critical issues, and I don't want that computer to stop trying to reach me until it does

I agree strongly	4	9%
I agree	21	47%
I'm indifferent	10	22%
I disagree	5	11%
I totally disagree	4	9%
No answer	1	2%

X. I want to be notified by Twitter for non-critical issues

I agree strongly	1	2%
I agree	3	7%
I'm indifferent	14	31%
I disagree	11	24%
I totally disagree	15	33%
No answer	1	2%

XI. I want my servers to be monitored from different geographical areas in the world

I agree strongly	4	9%
I agree	12	13%
I'm indifferent	22	49%
I disagree	2	4%
I totally disagree	3	7%
No answer	2	4%

About Tribily

Tribily is a project of OlinData, a micro-multinational technological startup from the Netherlands, founded in 2008. Tribily provides a 'Software as a Service' based product geared towards server monitoring to a worldwide customer base. Their service coverage includes all major operating systems (Windows, Linux/Unix/*nix, Mac OS, FreeBSD/BSD) and hardware monitoring (CPU, HD, Memory, Network). With engineers working from different places around the globe, a better support coverage can be guaranteed while a diversity of cultures is present. Tribily is actively involved in using and contributing to open source technologies in order to create a better and higher quality global IT environment. For more information visit http://tribily.com or send an email to nicole@tribily.com.