

CustomSurveys

Mission-Critical Application Survey

Engagement: 220622840

Date: August 2004

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Presentation Outline

→ Objective and Methodology

■ Results

- Respondent Profile
- Platform Environment

Objective and Methodology

Objective

- Measure operating system (OS) and application platform use for mission-critical applications.

Methodology

- CATI phone survey.
- Sample drawn from U.S. general business market.
 - Data collected between May and June of 2004.
 - Focus on U.S. companies with 1,000+ employees.
- Respondents categorized as IT decision maker, developer or architect.

Sample Composition and Reliability

	IT Decision			
	Total	maker	Developer	Architect
Sample size	712	292	205	215
Reliability +/-	3.67%	5.73%	6.84%	6.68%

- Reliability estimates based on questions that have a 50/50 split with a 95% confidence level.

Respondent Categories

■ Survey data is shown for the following groups:

- **Total** — All respondents who completed survey.
- **IT Decision makers** — Main job responsibility is managing the IT department or staff and have significant decision-making authority related to technology purchases and operations.
- **Developers** — Main job responsibility is to create software applications, write computer code or develop Web sites for others' use at work.
- **Architects** — Main job responsibility is designing, specifying or architecting applications.

Presentation Outline

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- Platform Environment

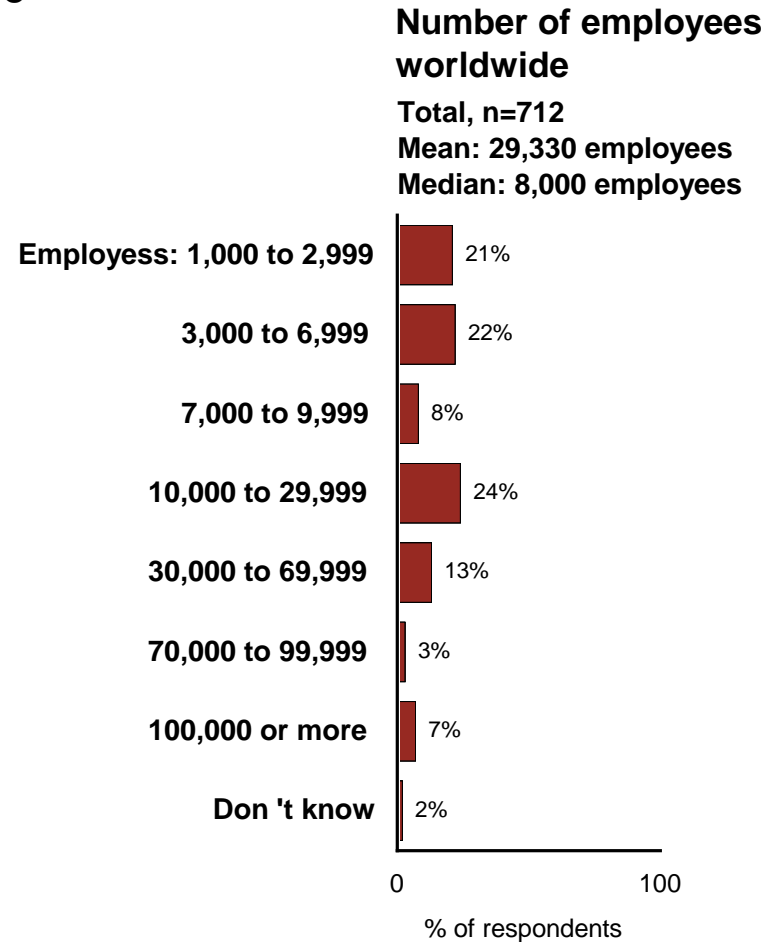
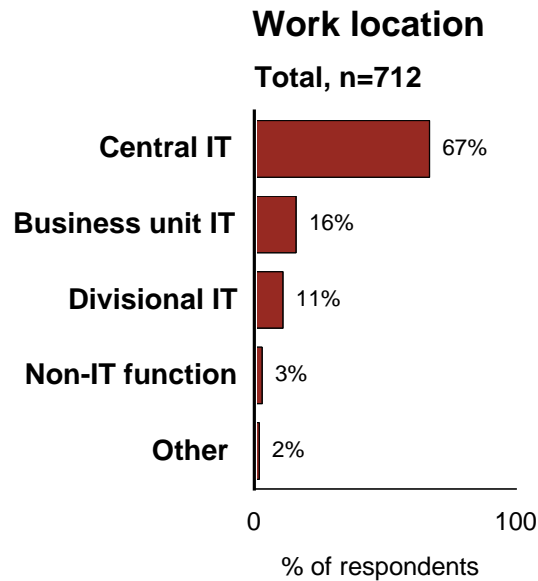
Respondent Profile

Department and Employee Size

S6. Do you work in ... ?

BASE: Primary role at work is either IT decision maker, developer or architect.

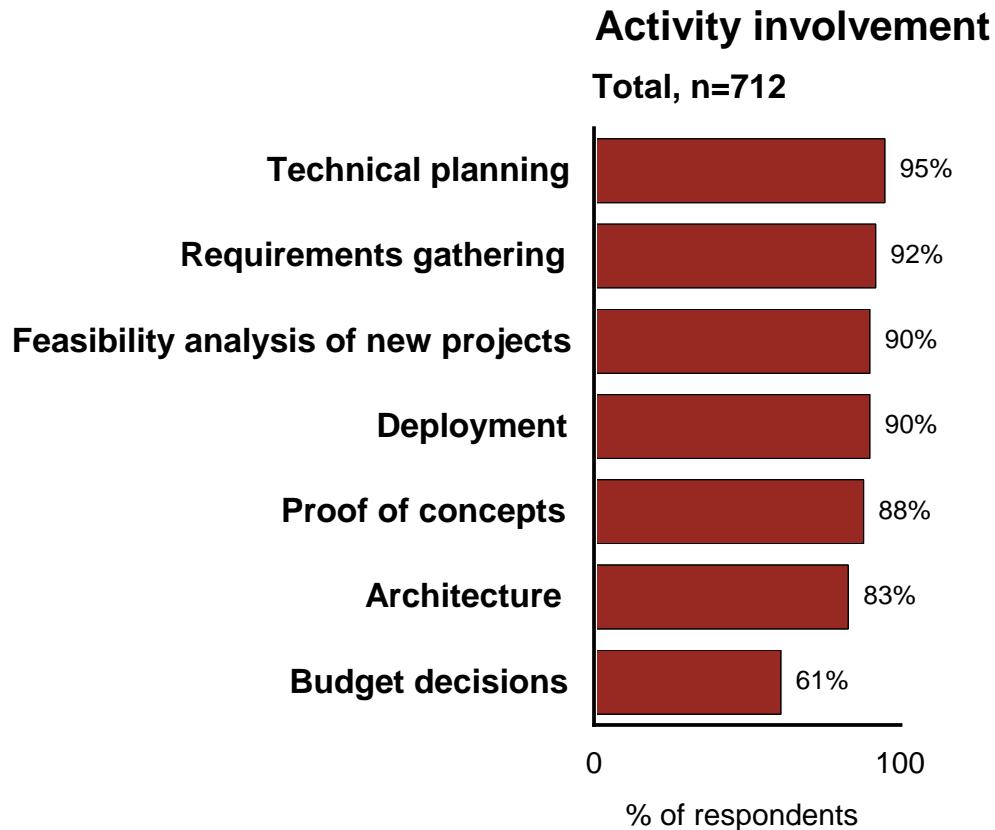
- **Most survey respondents work in central IT departments of companies with 5,000 or more employees.**



Respondent Profile

Decision Involvement

S4. IT: Are you involved in any of the following activities for your organization? BUSINESS DECISION MAKER: Are you involved in any of the following activities for software application selection or development for your organization?



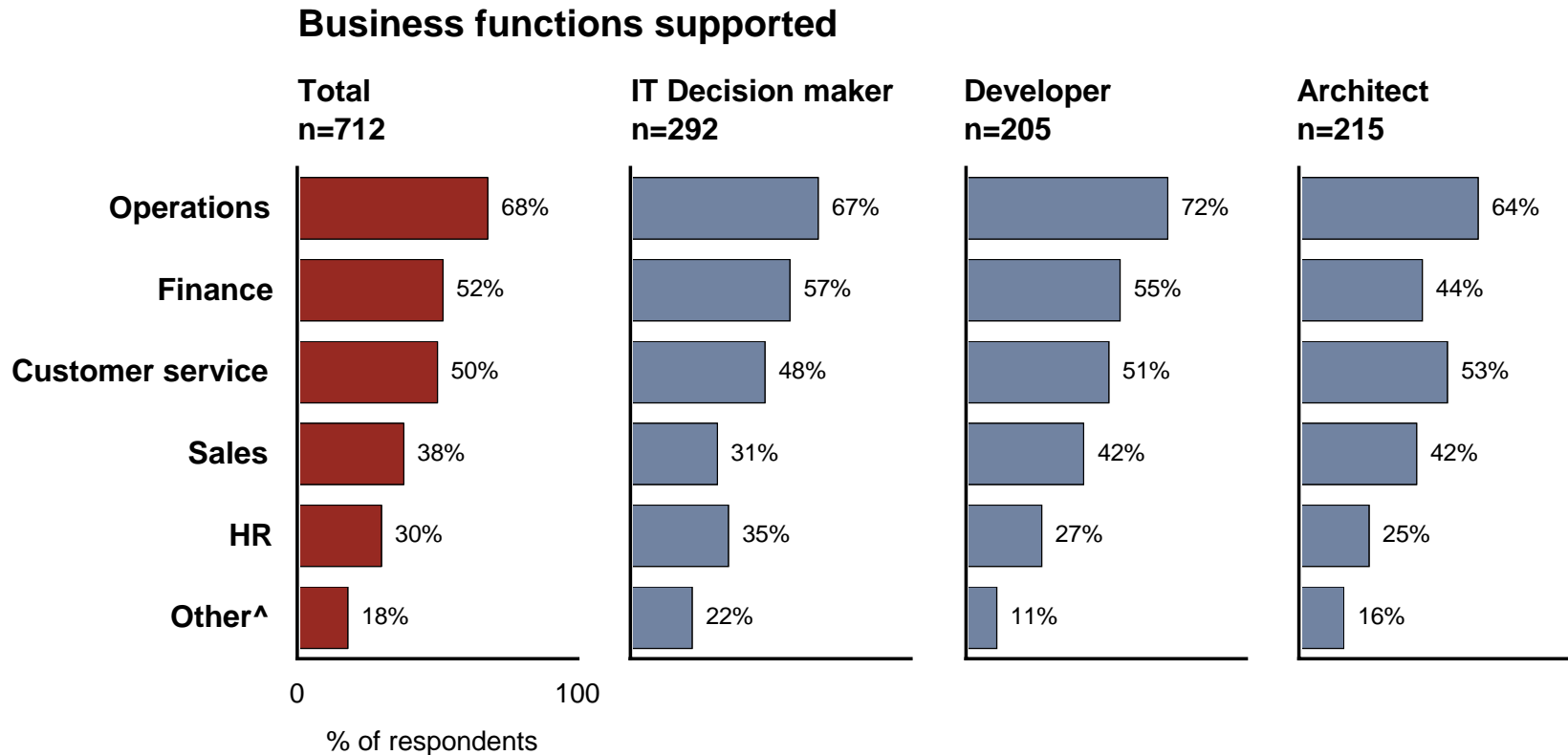
- **Most respondents are involved in technical planning, requirements gathering, feasibility analysis, deployment, proof of concepts and architecture.**
- **A little more than half are also involved in budget decisions.**

Respondent Profile

Operations Supported by Project

Q13. Which of the following business functions does your project support?
 ^ "Other" category may include multiple responses from same respondent.

- The primary applications most respondents are working on are associated with either operations, finance or customer service.

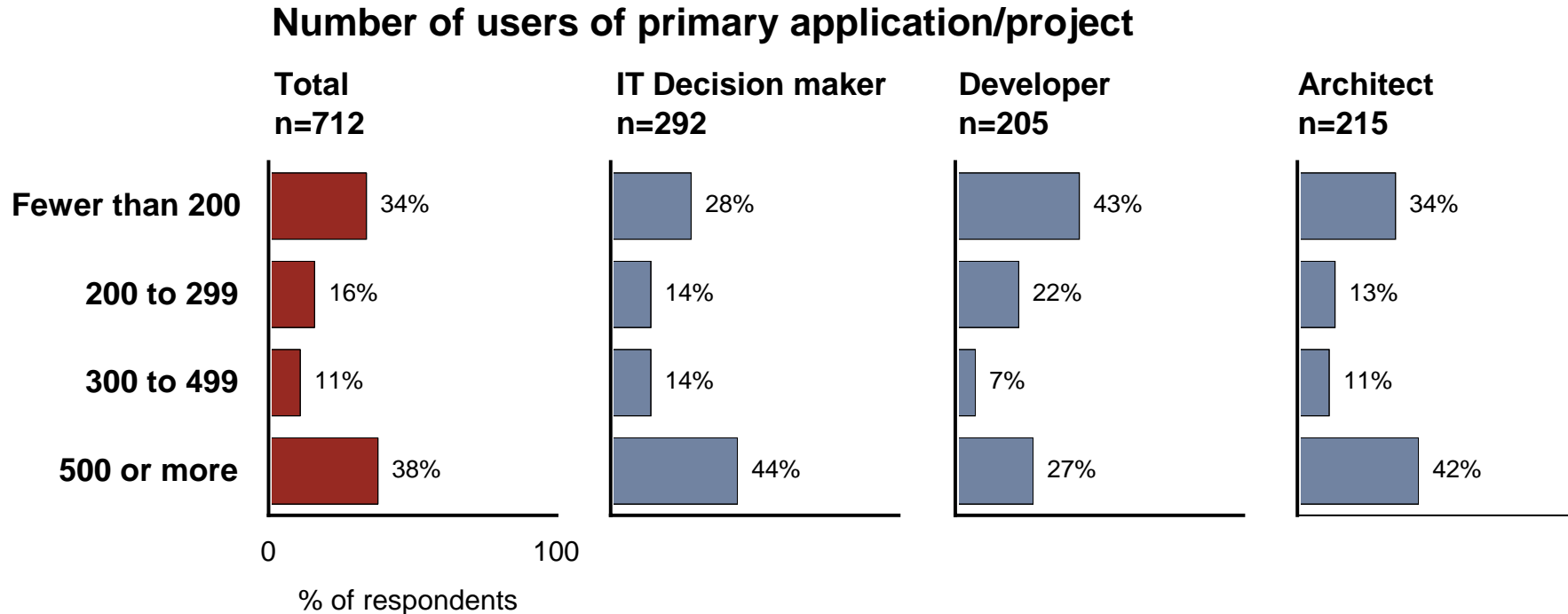


Respondent Profile

Number of End Users During Peak Use

Q12. How many end users will access your primary project or application at the same time during peak use?

- The number of users accessing applications at peak times varies, with about one-third saying fewer than 200 users, and one-third saying 500 or more users.



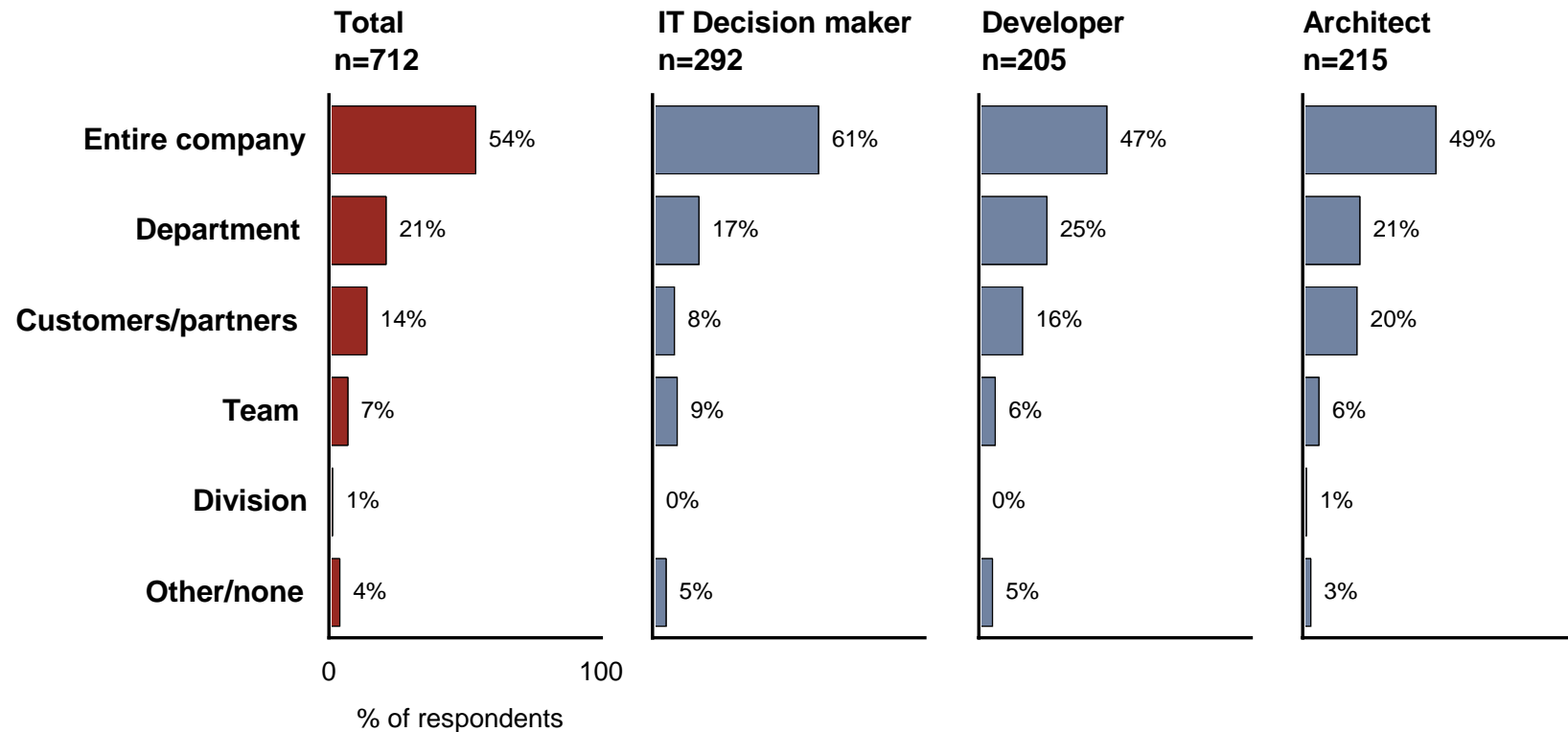
Respondent Profile

Most Applications Are Used by Entire Company

Q11. Is your primary application or project used mostly by ... ?

- Most say the primary application they work on is used by their entire company.

Users of primary application/project



Presentation Outline

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Platform Environment

Mission-Critical Definition

- **The following slides display data related to mission-critical applications.**
- **Prior to answering these questions, respondents were read the following definition of mission-critical applications:**
 - “Gartner defines ‘mission-critical’ applications as business applications, excluding e-mail, that would bring your company to a stop if they were not running. Mission-critical applications are typically supported and managed by a central IT staff. Examples of such applications are airline reservation systems and order processing for a retail store chain. Please exclude any e-mail applications.”
- **Please note, respondents were asked to exclude e-mail from their responses regarding mission-critical applications.**

Platform Environment

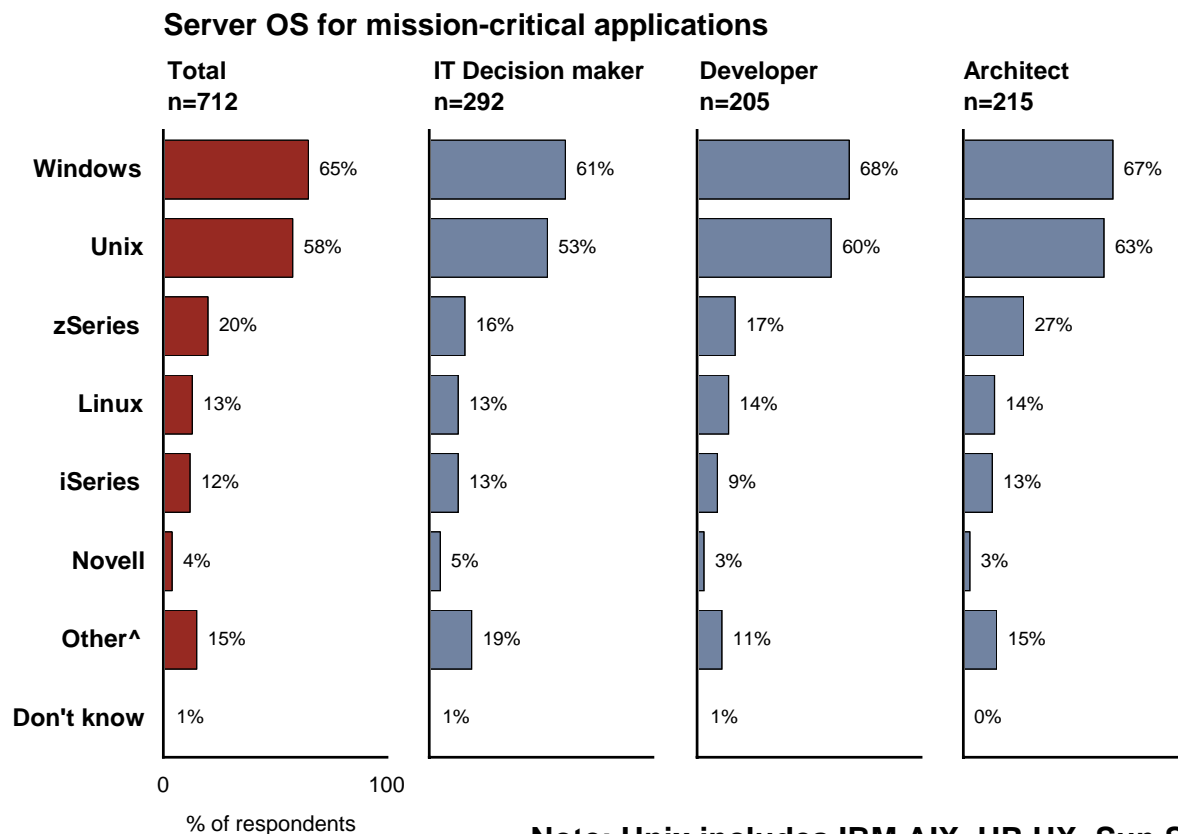
Mission-Critical Operating Systems

Q5A. What server operating systems does your company currently use for mission-critical applications?

^ "Other" category may include multiple responses from same respondent.

■ The chart below shows which operating systems respondents indicate their mission-critical systems run on.

- Please note, respondents were asked to exclude e-mail when answering this question.
- Question is multiple response, so respondents can name more than one OS.



Note: Unix includes IBM AIX, HP-UX, Sun Solaris, and non-specific Unix.

Platform Environment

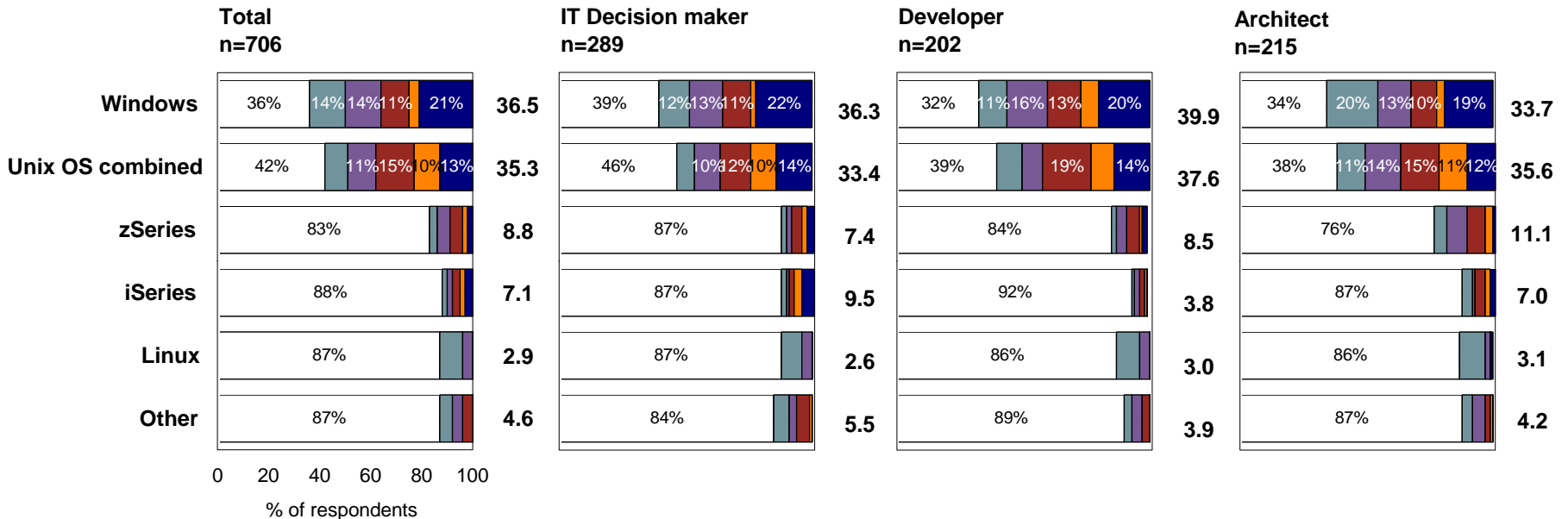
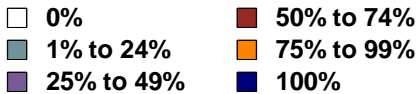
Mission-Critical Operating Systems

Q5B. What percentage of your mission-critical applications run on each type of server operating system?

BASE: Company uses server operating system.

- To understand what percentage of mission-critical applications run on each OS, respondents divided 100% across the mission-critical OS they use according to the number of applications run on each.
- The charts below show percentage distribution as well as average percentage.

OS for mission-critical applications



Note: Unix includes IBM AIX, HP-UX, Sun Solaris, and non-specific Unix.

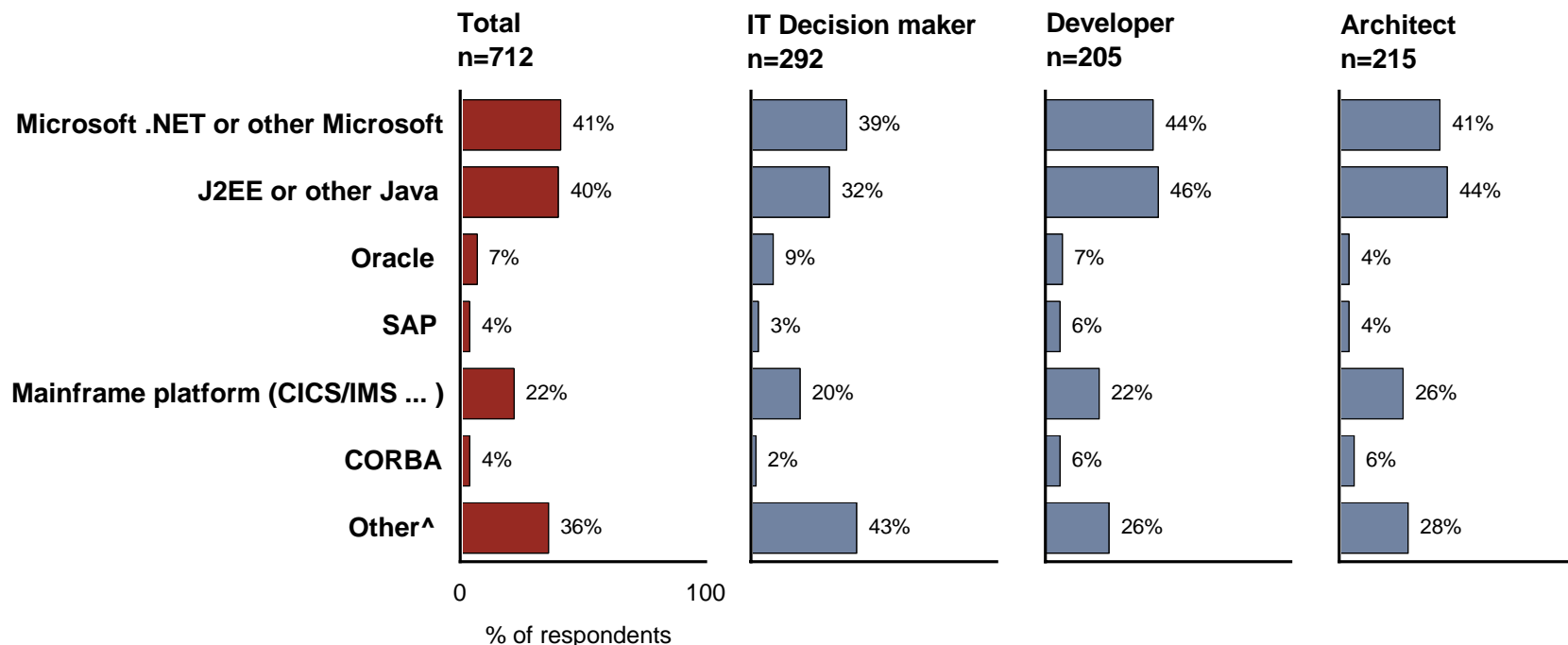
Platform Environment

Current Software Application Platform

Q7A. What software application platforms do your company's mission-critical applications run on?
 ^ "Other" category may include multiple responses from same respondent.

- The chart below shows the application platforms respondents indicate are used in their companies for mission-critical applications — excluding e-mail.
 - Respondents were read the following application platform definition before answering: "We consider software application platforms to be those such as J2EE application server, Microsoft .NET, CICS and CORBA."
 - Question is multiple response, so respondents can name more than one platform.

Current platforms for mission-critical applications

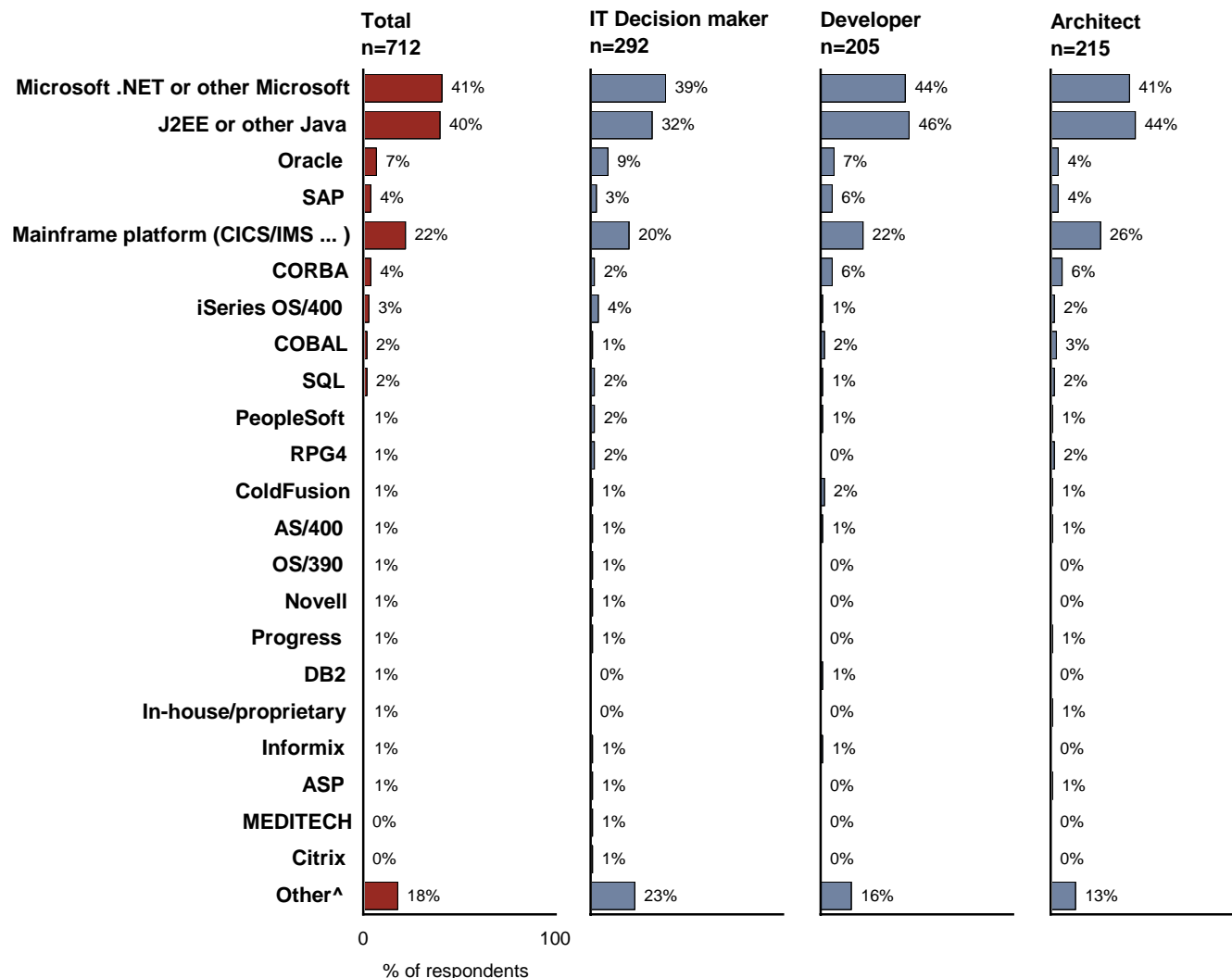


Platform Environment

Current Software Application Platform

Q7A. What software application platforms do your company's mission-critical applications run on?
 ^ "Other" category may include multiple responses from same respondent.

Current platforms for mission-critical applications



- This chart shows a more detailed breakout of the application platform data shown on the previous page.
- Items combined into the “other” category on the previous slide are delineated here.
- Question is multiple response, so respondents can name more than one platform.

Platform Environment

Current Software Application Platform

Q7B. And which one platform does your company currently use for the greatest number of its mission-critical applications?

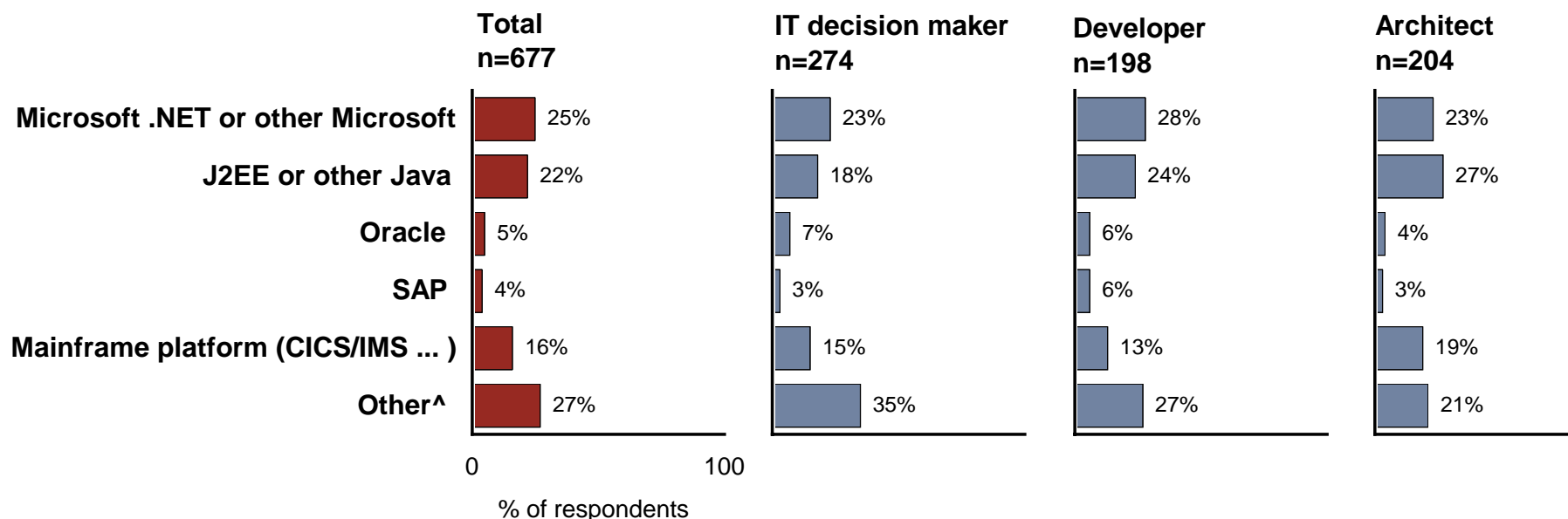
BASE: Company uses software application platforms.

^ "Other" category may include multiple responses from same respondent.

- Data below shows which single application platform respondents indicate is used for the largest number of mission-critical applications in their company — excluding e-mail.

- Respondents were read the following application platform definition before answering: "We consider software application platforms to be those such as J2EE application server, Microsoft .NET, CICS and CORBA."

Current platforms for mission-critical applications



Platform Environment

Current Software Application Platform

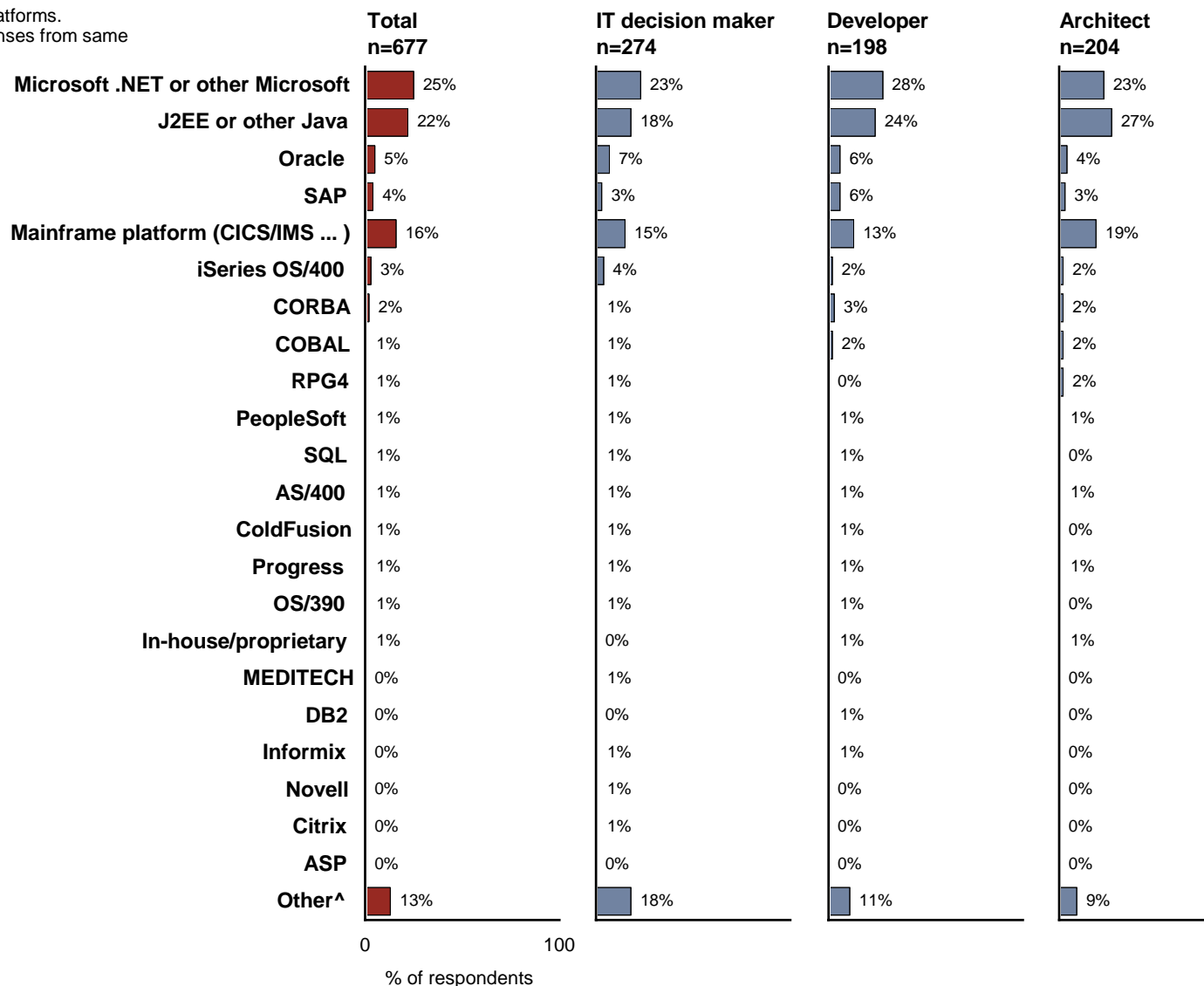
Q7B. And which one platform does your company currently use for the greatest number of its mission-critical applications?

BASE: Company uses software application platforms.

^ "Other" category may include multiple responses from same respondent.

- This chart shows a more detailed breakout of the application platform data shown on the previous page.
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Current platforms for mission-critical applications

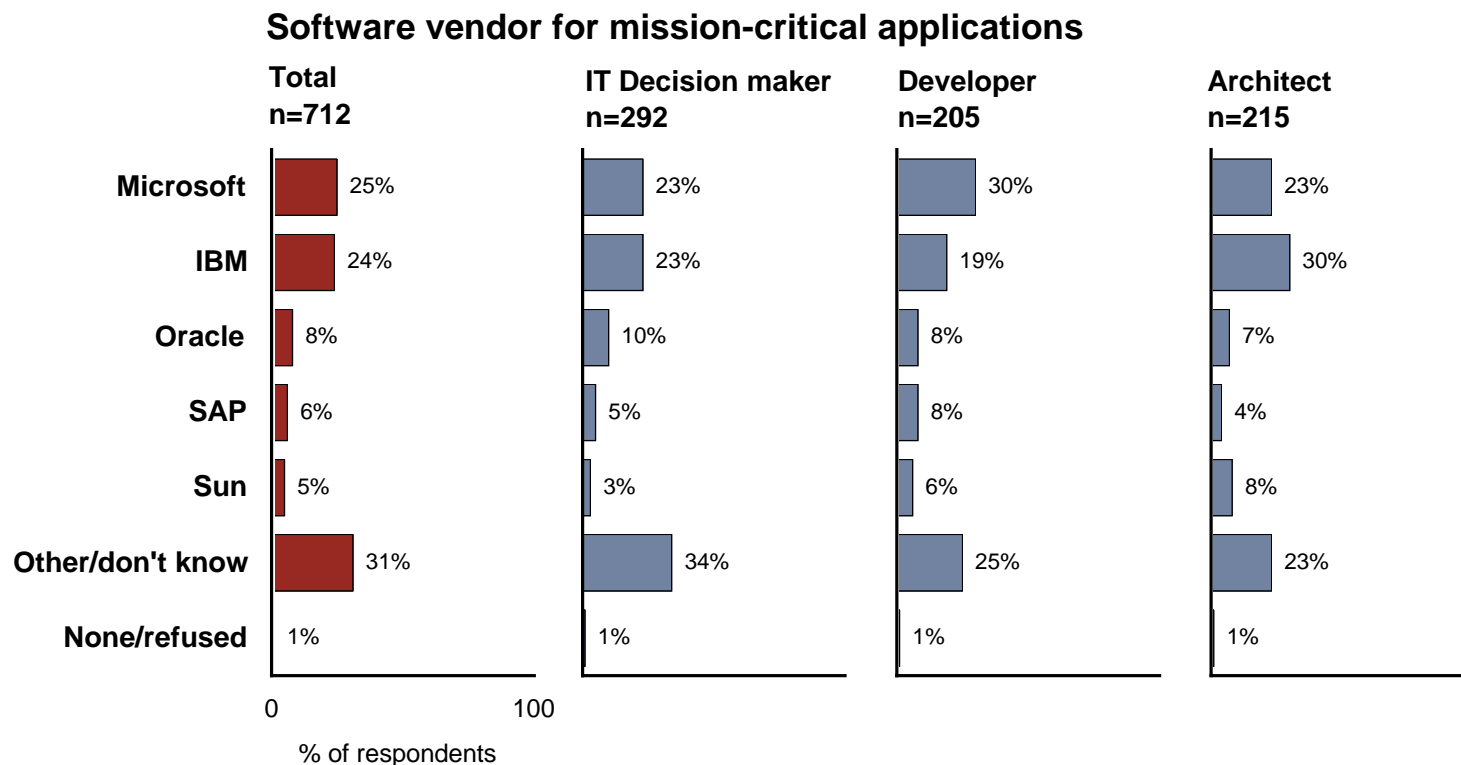


Platform Environment

Current Software Application Platform

Q8A. What vendor is the primary supplier of the software application platform running your company's largest number of mission-critical applications?

- Respondents also indicated which vendor is the primary supplier of the software application platform running their companies largest number of mission-critical applications — excluding e-mail.



Platform Environment

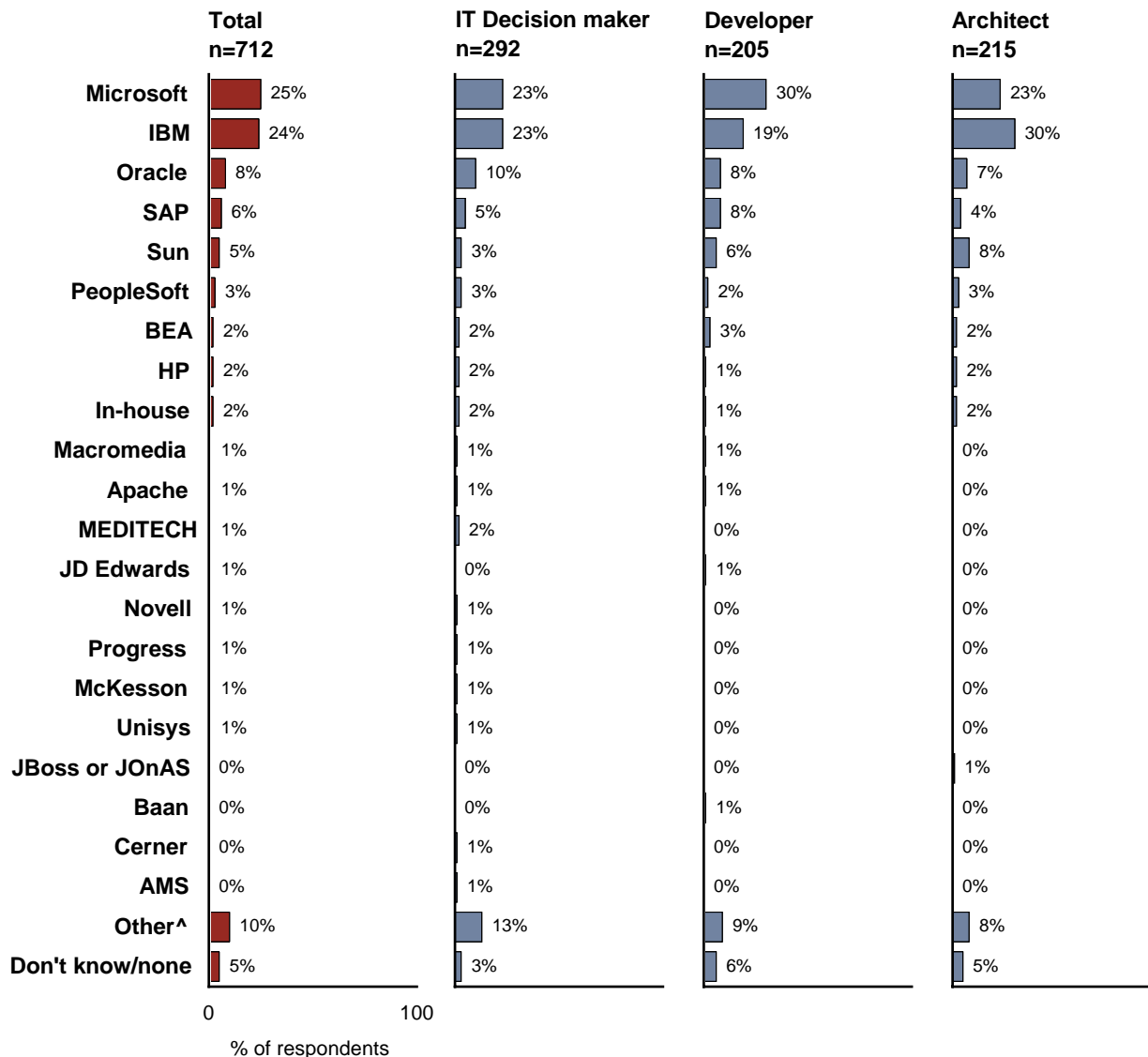
Current Software Application Platform

Q8A. What vendor is the primary supplier of the software application platform running your company's largest number of mission-critical applications?

^ "Other" category may include multiple responses from same respondent.

- This chart shows a more detailed breakout of the application platform data shown on the previous page.
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Software vendor for mission-critical applications



Platform Environment

Web Services

Q32A. Are you currently working on any Web services?

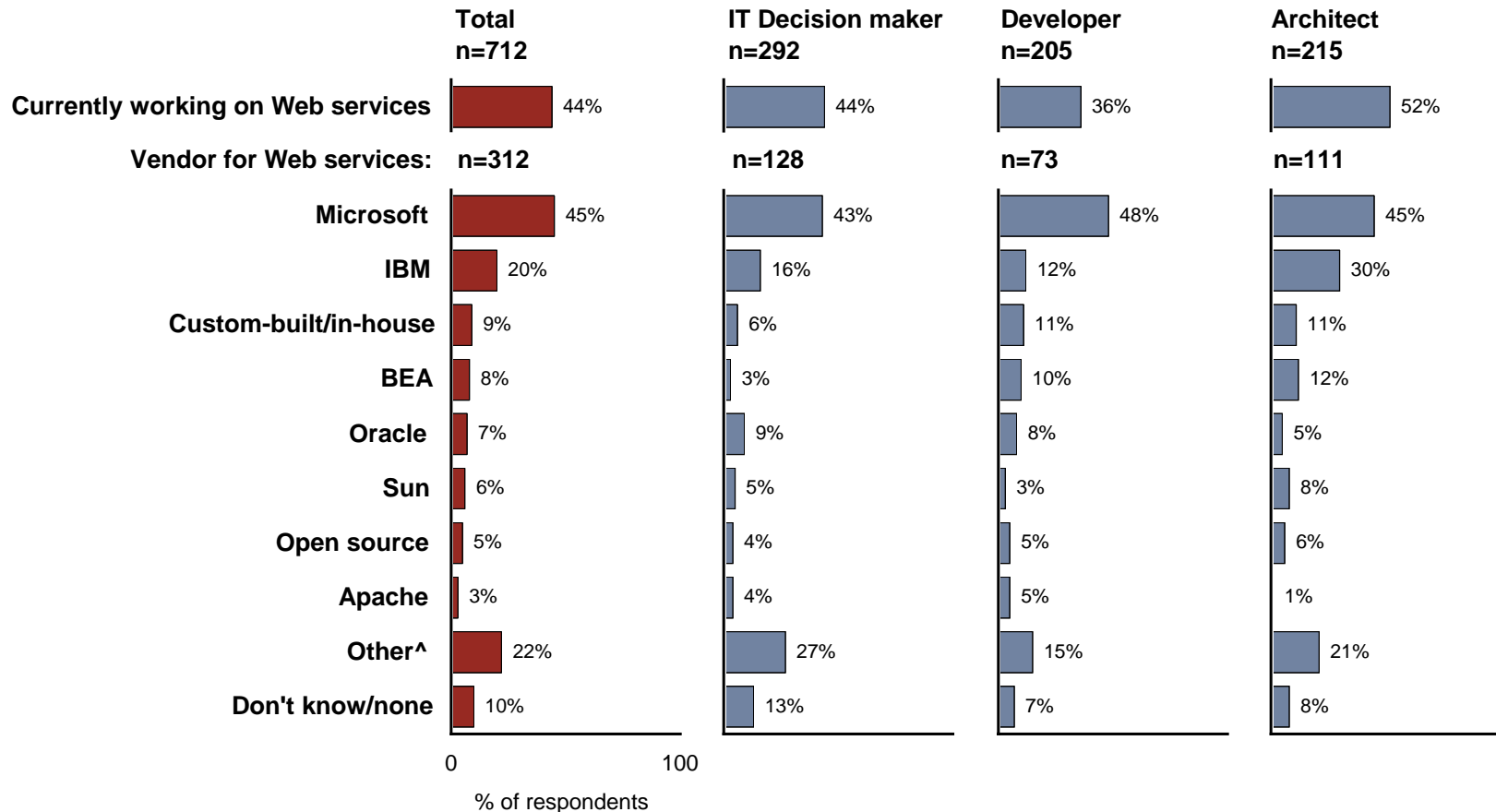
Q32B. Which vendors does your company use for Web services?

BASE: Currently working on any Web services.

^ "Other" category may include multiple responses from same respondent.

- Respondents were read the following Web services definition and asked whether or not they are currently working on any Web services: "Gartner defines Web services as software components which use SOAP, WSDL, UDDI or other W.S. Star standards."

- Those using Web services also indicated which vendors they use.



Platform Environment

Service-Oriented Architecture (SOA)

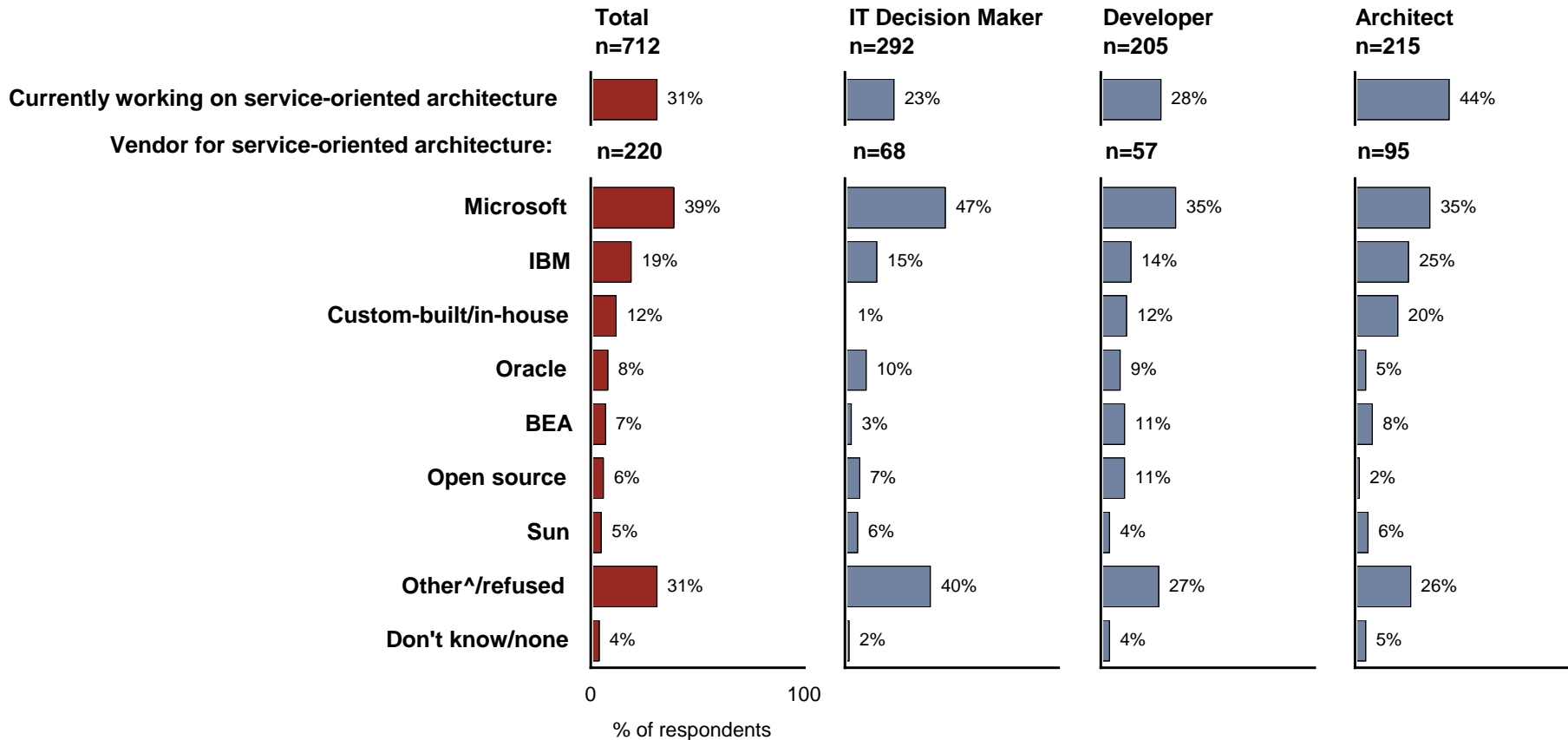
Q33. Are you currently working on any applications that use service-oriented architecture?

Q34. Which vendors does your company use for applications that use service-oriented architecture?

BASE: Currently working on any applications that use service-oriented architecture.

^ "Other" category may include multiple responses from same respondent.

- Respondents were read the following SOA definition and asked whether or not they are currently working on any Web services:
 - "Gartner defines service-oriented architecture as software topology where an application is built of programmatically accessible 'black box' business components, called services, and clients that act as consumers of those services."
 - Those using Web services also indicated which vendors they use.



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