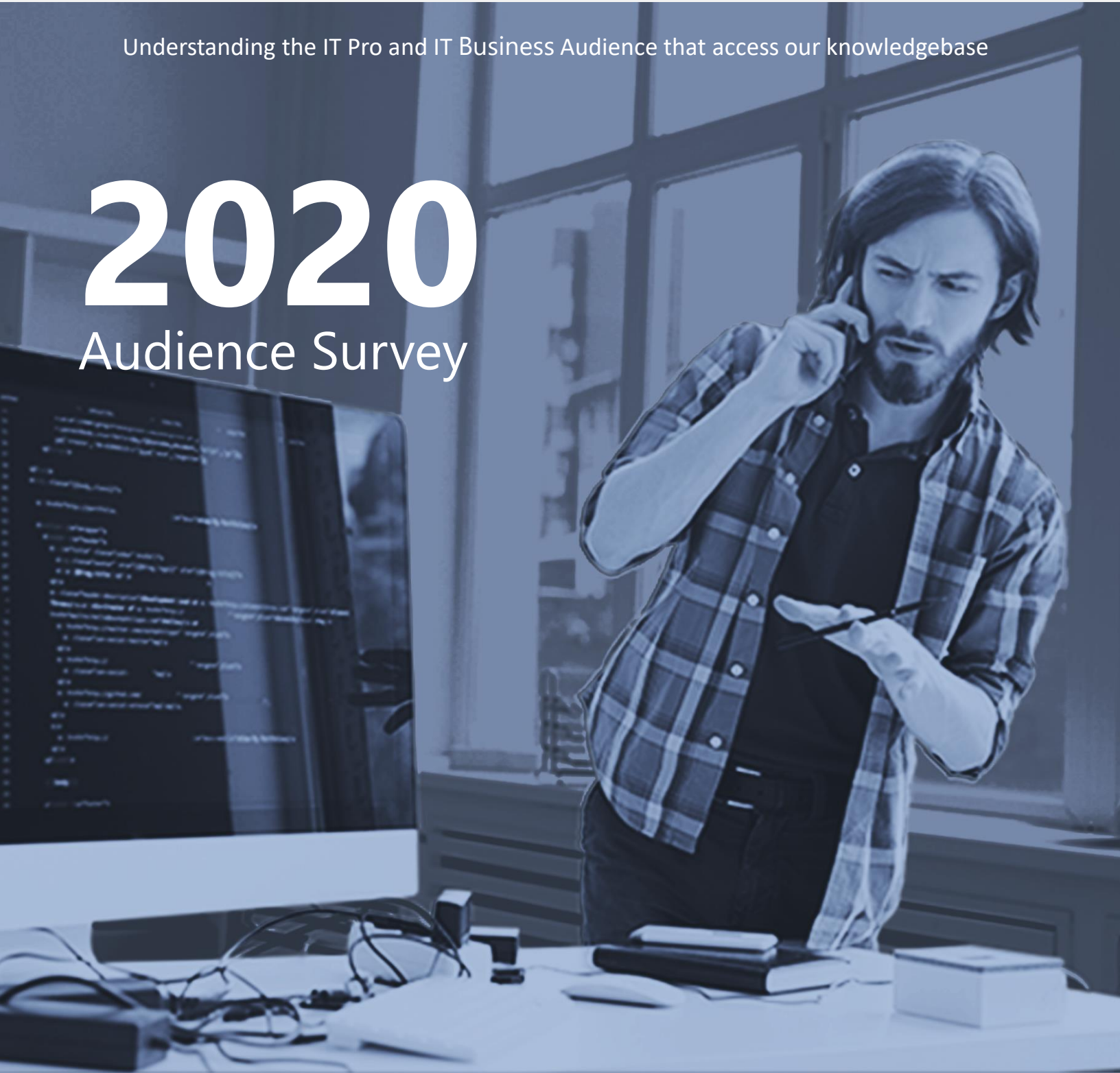




Understanding the IT Pro and IT Business Audience that access our knowledgebase

2020 Audience Survey



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2020 Petri.com Audience Survey

Table of Contents

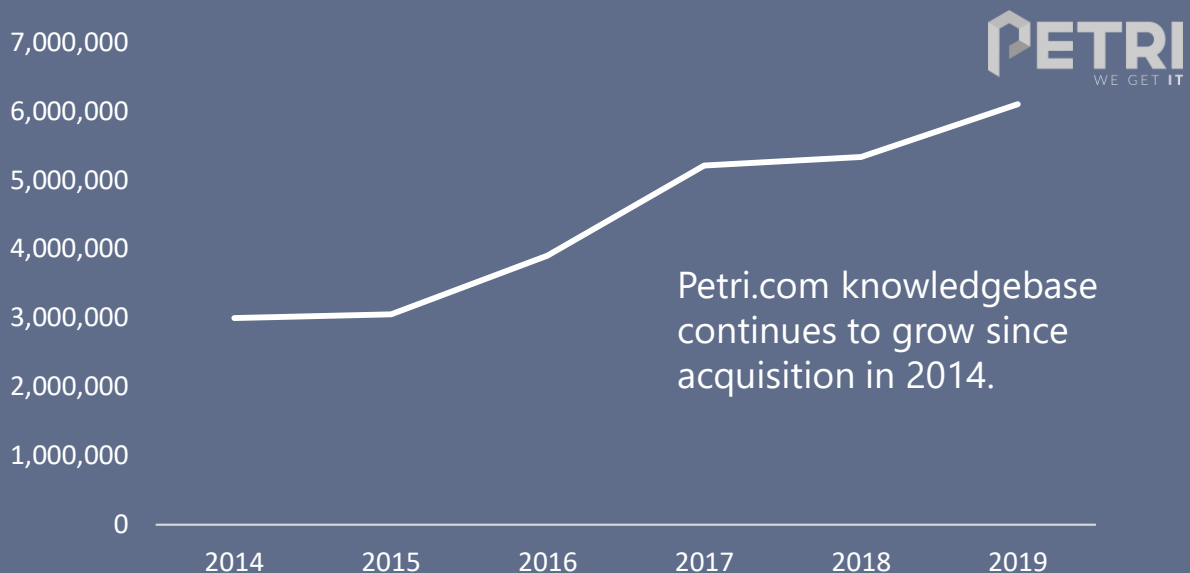
Audience Engagement	03
Petri.com Stats	03
Demographics	04
What is your age?	04
What best describes your current job title?	04
Please choose which functional role(s) you perform at work.	04
What is your industry?	05
What best describes your role in IT buying decisions in your organization?	05
How many employees work at your organization?	06
What is your company's annual revenue?	06
Industry Topics & Concerns	07
What topics are most important to you?	07
What is your biggest priority in 2020 when it comes to what you need to accomplish in your current role at your organization?	08
When you think of what you need to accomplish in 2020 in your current role, what are your biggest concerns?	09
What are the current industry trends that keep you up at night?	10
Does Your Organization have a CISO?	11
What is the biggest concern with safeguarding your data (choose all that apply?)	11
Which cloud vendors are you using?	12
Which cloud vendors are you considering?	12
When was the last time you had a service outage at work?	12
What platforms and services do you develop on or use on a regular basis?	13
Which of the following software-as-a-Service (SaaS) offerings are you using at work?	14
Petri Audience on Microsoft	15
What was the hardest part about migrating to Office 365?	15
If you have not moved to Office 365, will you:	15
Are you using Microsoft 365?	16
What is your biggest concern with Microsoft 365?	16
Is your organization using Microsoft Teams?	16
What version(s) of Windows are you currently running?	17
If you are running Windows 10, how do you feel about two major updates per year?	17
If you could change Microsoft's Windows 10 update process, what would you modify?	17



Over 15 years as a premier IT Knowledgebase.

Traffic		
Avg. Monthly Sessions	Avg. Monthly Users	Avg. Monthly Pageviews
750K	530K	900K

Reach		
35K Twitter Followers @Petrifed + Executive Editor	10K Facebook Followers	3K LinkedIn Group



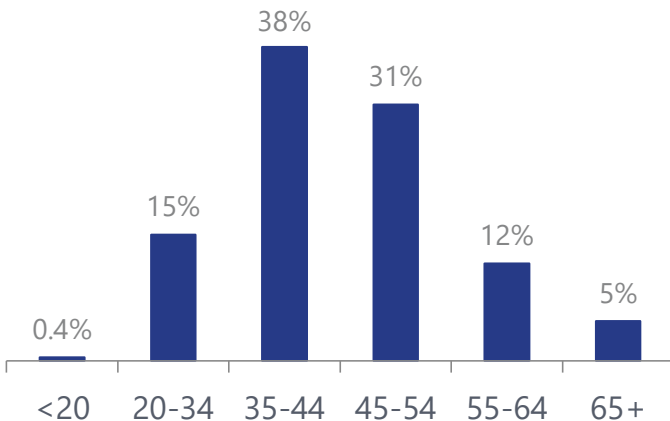
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What best describes your current job title?

IT Manager/Director	27%
Systems Admin/Engineer	29%
Network Manager	2%
Consultant/MSP,VAR	10%
Infrastructure Engineer	6.5%
Developer	5%
Network Administrator	3%
Help Desk Tech	3%
CIO	3%
CTO	1.5%
Other (please specify)	10%

In the Other category, our audience reported: Tech & Ops Coordinator, Business Analyst, Information Architect, Business Systems Analyst, SharePoint Administrator, Solutions Architect, Business Owner, CEO, Senior DevOps Architect, Product Engineer, Operations Manager, Capacity Manager

What is Your Age?

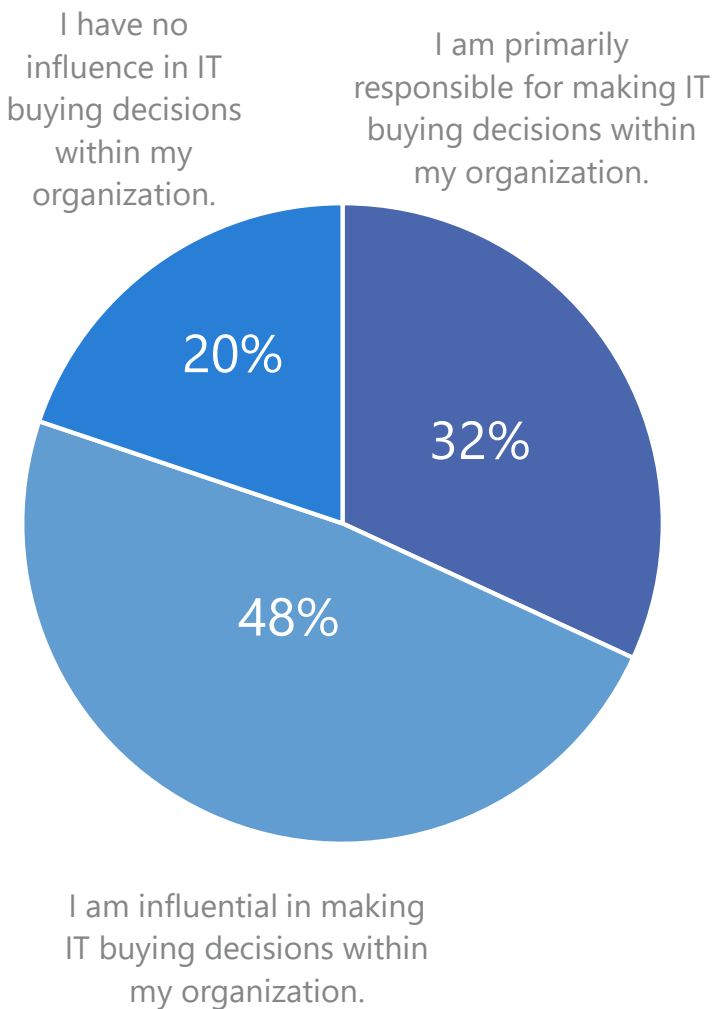


Please choose which functional role(s) you perform at work (choose all that apply)

Enterprise Architecture Management	31%
Infrastructure/Systems Engineering	60%
Capacity Management	25%
Cost /IT Budget Management	42%
Resource /Long Range Planning	22%
Services Desk /Help Desk	41%
Production /Production Support	33%
Problem Management	40%
Service Level Management	23%
Messaging Operations	19%
Database Operations	18%
Network Administration	45%
Vendor /Partner /Supplier Management	22%
Network and System Security	47%
Audit and Compliance Administration	22%
Contingency Planning	19%
Change Management	28%
Release Management	12%
Configuration Control /Asset Management	18%
Software distribution /Licensing control	28%
Software Engineering	13%
Software Development	14%
Quality Assurance	6%
SLA drafting /Negotiation /Review	7%
Service Catalog Management	10%
Other (please Specify)	4%

Other included: Lean Six Sigma Methodology, Systems Administration, Senior IT consultant, Training, Information architecture, content strategy, All the above, SharePoint Administrator, Analyst, Identity and access management, System Administrator, Systems Center Operations

What best describes your role in IT buying decisions in your organization?

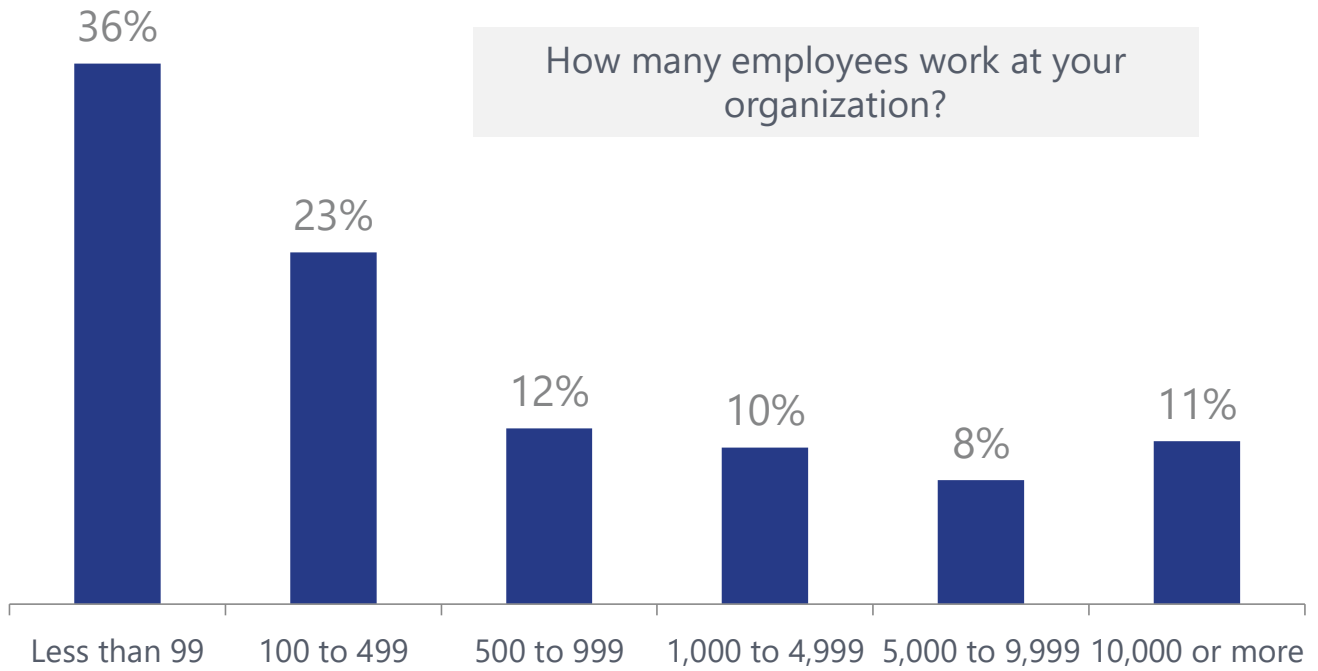


What is Your Industry?

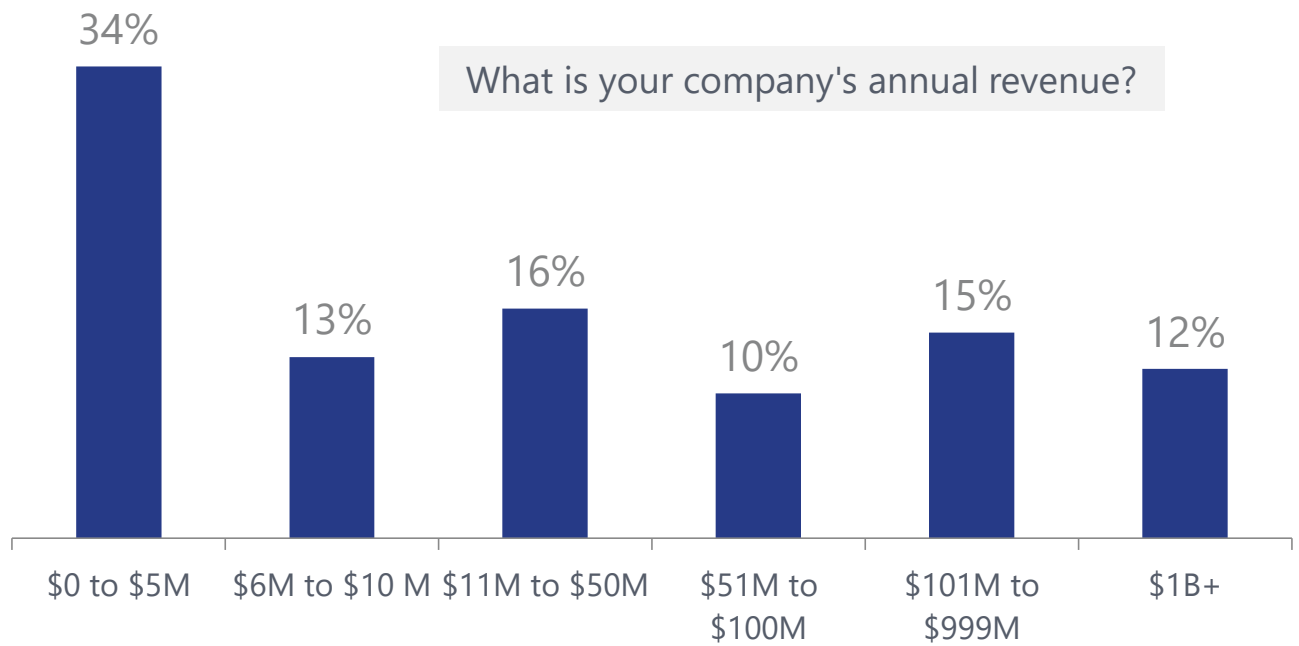
Agriculture	0.4%
Automotive	0.9%
Biotech and Pharmaceuticals	1.3%
Business Service and Consulting	3.5%
Computers and Technology	24.1%
Construction	4.3%
Consumer Packaged Goods	0.4%
Corporate Services	0.4%
Education	9.9%
Finance/Banking	4.7%
Government	5.2%
Healthcare/Medical	7.8%
Insurance	2.6%
Legal	0.9%
Lodging/Hospitality/Food Service	0.4%
Manufacturing	4.7%
Media	0.9%
Non-Profit/Organizations	6.5%
Oil and Gas	2.2%
Professional Services	4.7%
Real Estate	0.4%
Retail and Consumer Goods	2.2%
Service Industry	2.2%
Telecommunications	1.3%
Transportation and Logistics	0.9%
Utility/Energy	2.2%
Other (please specify)	5.2%

Other included: Sports, Entertainment, MSP, Food and Beverage, Maritime, Distribution, Consulting, Market Research, Funeral Services, Research University

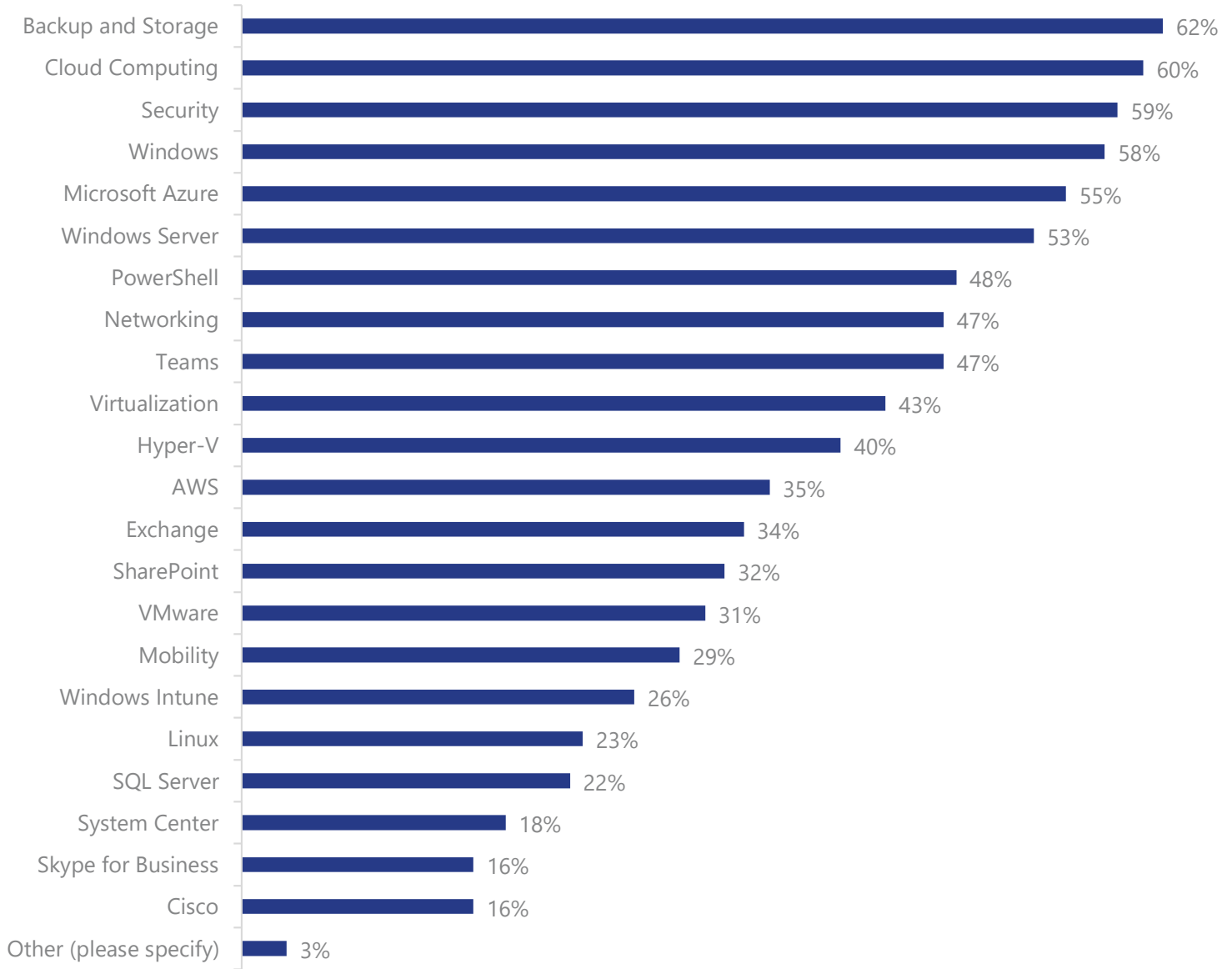
How many employees work at your organization?



What is your company's annual revenue?



What topics are most important to you?
Please select all that apply



Percentages reflect a representation of the population of Petri.com survey respondents interested in the topic.

Other Included: Remote Desktop Technologies (non-cloud based); Visual Studio Code WPF and WCF development; Power BI and power platform



Through our annual survey, we see that the IT Professional role continues to grow in complexity as technology and systems advance. With this persistent growth in responsibilities, there were five overwhelming themes that seemed to top almost all respondents' priority lists.

What is your biggest priority in 2020 when it comes to what you need to accomplish in your current role at your organization?

1. Security / Endpoint Security

Security was the top priority for our audience. With privacy laws becoming stricter globally and systems, business software, back-up, and work environments leaving the physical business premises, our audience is feeling the pressure of the increasing complexity of security. A consistent theme among respondents was the need to get all users on two-factor authentication (2fa) in 2020 while also strengthening their organization's security posture.

2. Migration to and adoption of the Cloud

Cloud is everywhere. Our audience overwhelmingly reported on the importance in their 2020 plans of not only completing migration of their systems to cloud solutions but then also creating KPIs and processes to ensure a proper governance and adoption.

3. Get more value from cloud / More knowledge of cloud

Many of our respondents spoke to wanting to get more from all their cloud solutions such as better use of OneDrive and SharePoint to learning more about cloud platforms for efficiency's sake throughout the org. They spoke of simply learning the technology better and being concerned about getting costs down. Their roles are revolving around the cloud for their businesses and end-users.

4. Modernize support for end users / Provide more choice in devices for end users

IT Professionals want to help their business end users more by rolling out solutions faster and giving them more device choices at work.

5. Keeping up with pace of technology change

Still in the top five from last-year is the priority of our IT Pro respondents to continue to learn and keep up with new technology.



Along with understanding our audience's priorities, we also want to understand what concerns they have in their roles for 2020.

When you think of what you need to accomplish in 2020 in your current role, what are your biggest concerns?

1. Security

Security was the number one concern of our audience due to worries about external and internal bad actors. From Ransomware, compliance issues, data security, translating security policies all the way to not knowing what they don't know due to rogue IT and lack of control over mobile devices were all significant concerns of our respondents.

2. Lack of team resources / knowledgeable manpower

Our survey respondents mentioned two concerns related to team resources. First was a general concern about having enough manpower on their teams to accomplish what needed to be accomplished, and the resulting burnout of both themselves and their teams. Second, they had concerns about the team having enough knowledge or training to keep up with the pace of technology changes to be efficient.

3. Time

Our IT Professional audience reported great concerns about not having enough time to complete all their priorities, learn new technologies, and support users.

4. Buy-in and support of leadership

Our IT Pro audience was also concerned about a lack of leadership support for technology upgrades and other changes to keep pace with the market. They were likewise very concerned about not having enough budget.

5. User rejection / user adoption / user support

Our IT Pros are concerned about their business users. Under the theme of users, the IT Pros spoke greatly about user adoption and rejection of new technology and its accompanying processes. There was a concern about user support and training with continuous and massive technology shifts.



We dove deeper into the Petri.com audience concerns in 2020.

What are the trends you currently see in your industry that keep you up at night when it comes to work-related tasks?

1. Security:

- Ransomware
- Password insecurity
- Recovery from new attacks
- Data breach
- Cybersecurity

2. Cloud:

- "Cloud moves fast hard to keep up"
- "Cloud keeps changing rapidly, and migrations are always evolving"
- "Inadequate cloud infrastructure, no one-size-fits-all, no matter what upper management thinks!"
- "The move of more and more services to cloud-only. That leaves us with ever-fewer realistic options for our systems."

3. Data management

- Backup & Recovery
- Data control
- Big data and legacy data
- "Users wanting to access company data anywhere at any time with no VPN."

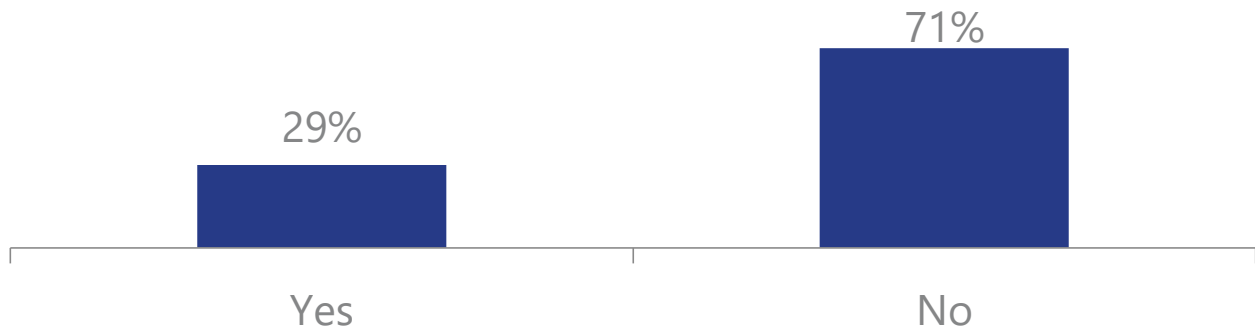
4. Resources

- "Pressured to do more with less"
- "Not enough total resource allocation for IT and always expecting Rolls Royce performance"
- "Increasing costs as the cloud is much more expensive."

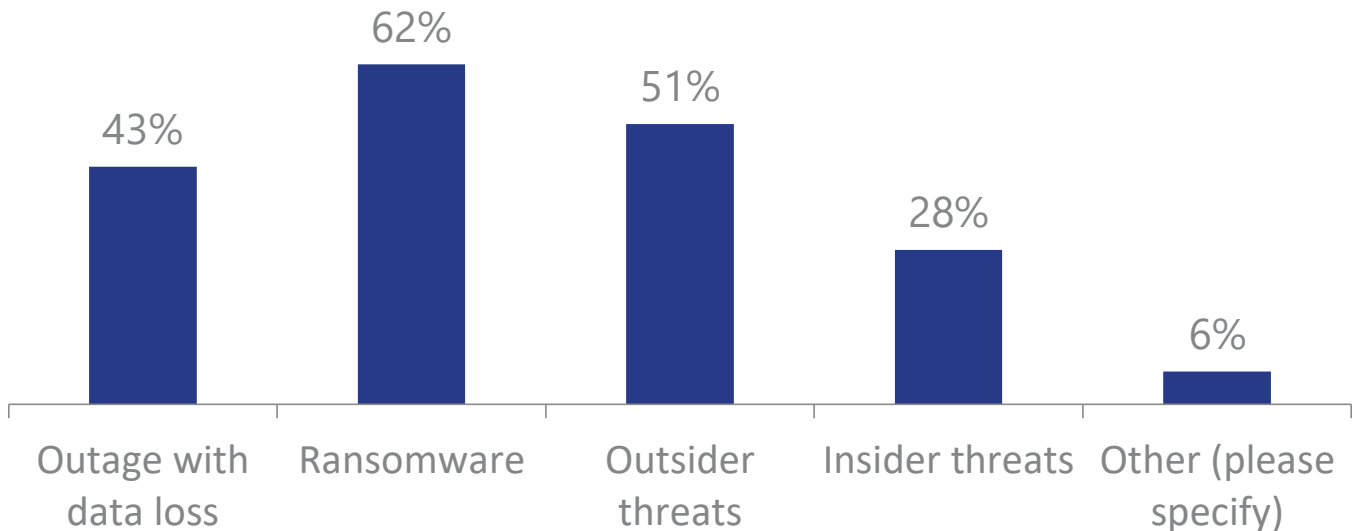
5. Change

- "Speed of change in field and being able to keep up/staying relevant"
- "Lack of process"
- "Change happening too quickly causing chaos"
- "Keeping up with pace of change"

Does your organization have a CISO
(Chief Information Security Officer)?

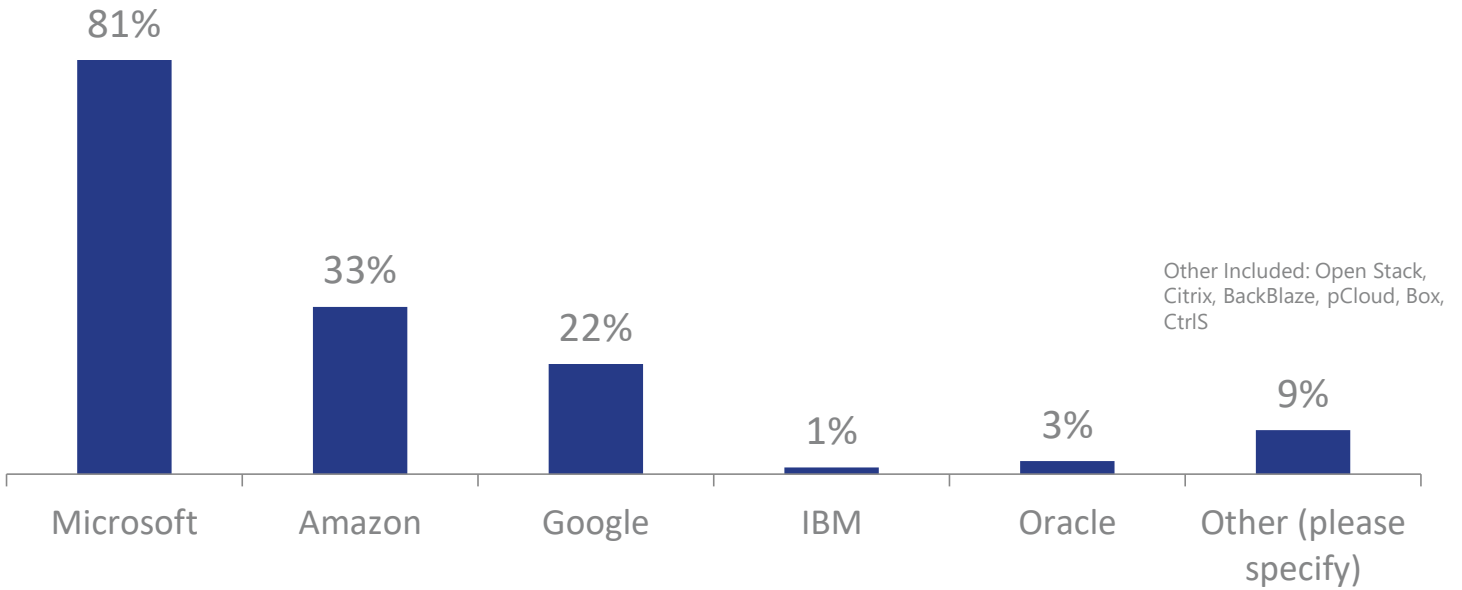


What is the biggest concern with safeguarding
your data? (choose all that apply.)

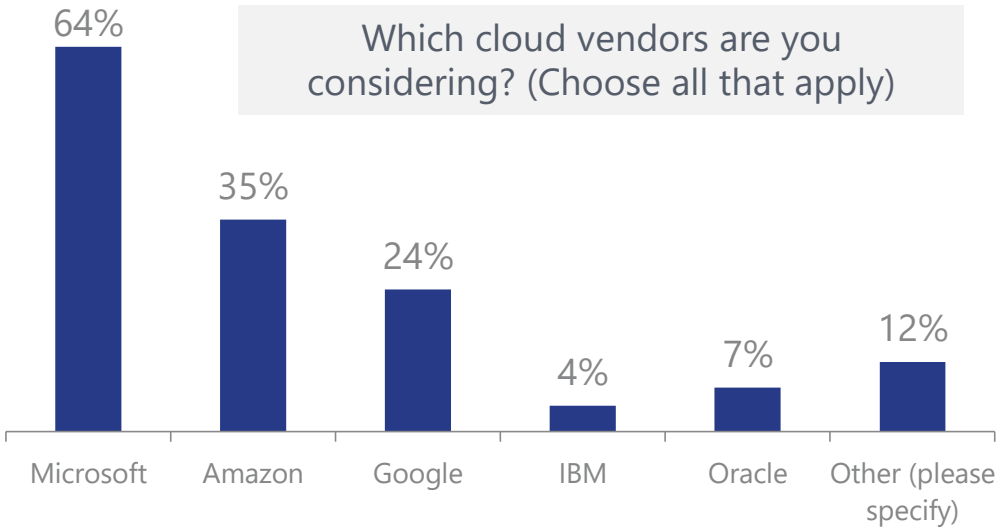


Other included: Oversharing data; Leaking of internal data; Snooping Cloud Providers; Complexity of data placement possibilities; DDoS attacks; User errors; Users working out of office; No control of data security or integrity, user incompetence, Speed and recovery.

Which cloud vendors are you using?
(Choose all that apply)



Which cloud vendors are you considering? (Choose all that apply)

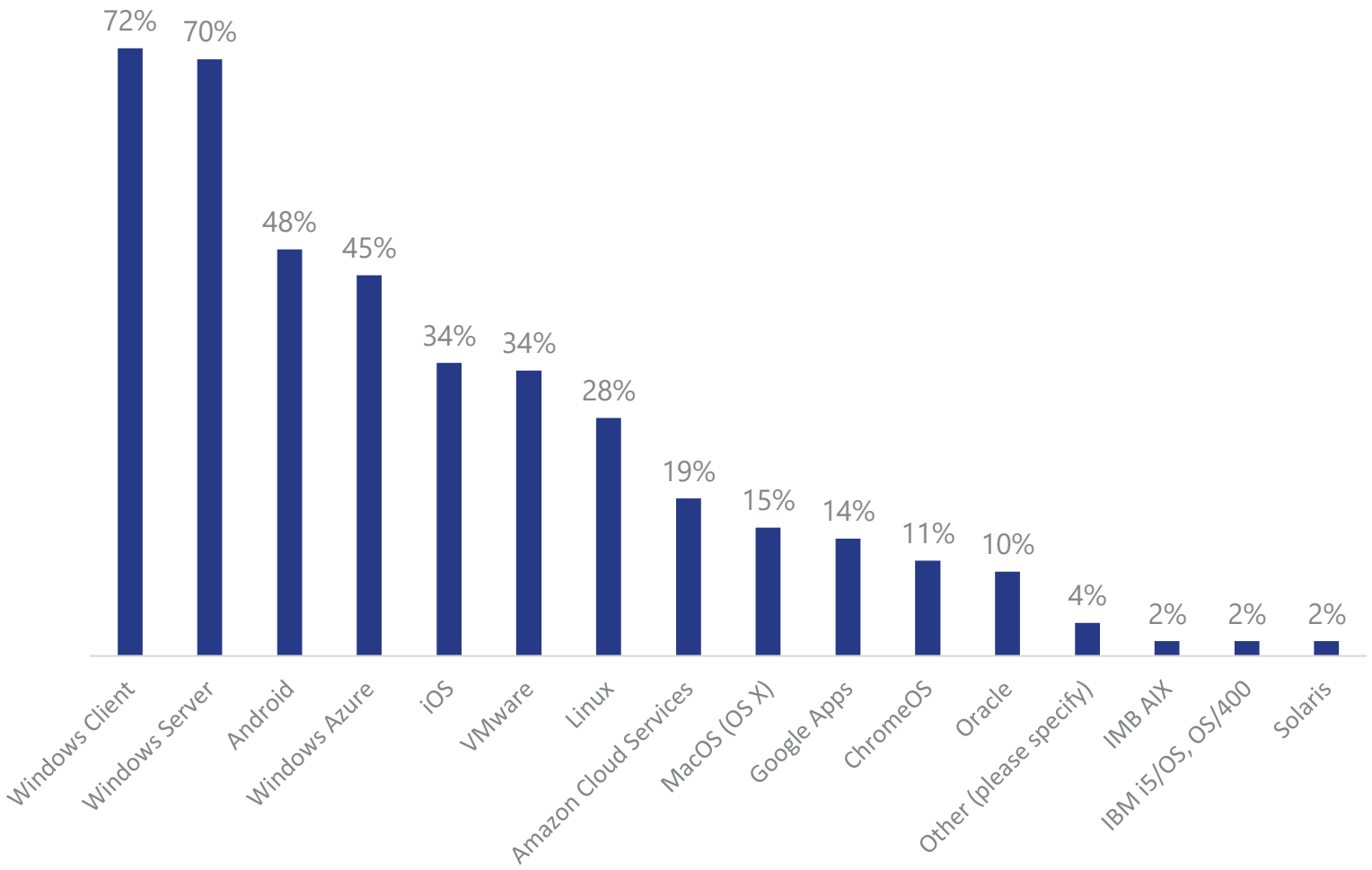


Other Included: Afraid to move to the cloud, Open Stack, OVH, Wasabi, None (Not moving to cloud)

When was the last time you had a service outage at work?

Less than 1 month ago	19%
1-2 months	10%
This quarter	16%
This Year	29%
No outages	25%

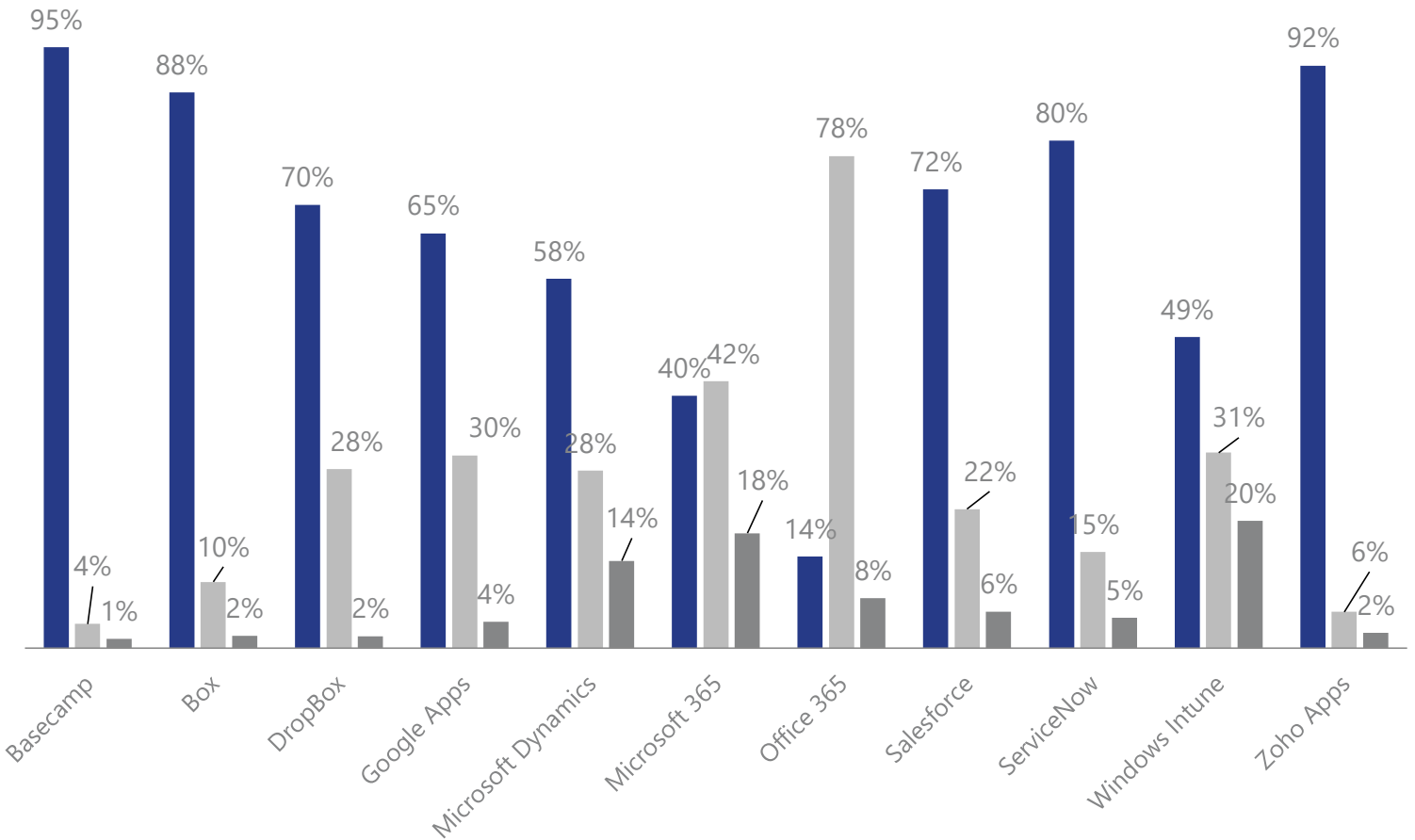
What platforms and services do you develop on or use on a regular basis?



Other included: SharePoint, FreeBSD, Power Platform, Google Cloud, Synology, Desktop applications C/C++/C#/CLI.Net/Net Core/Net Standard 2.0/Boost C++ libraries/OpenCV

Which of the following Software-as-a-Service (SaaS) offerings are you using at work? (NU = Not Using, CU = Currently Using, 24 = Plan to use in next 24 Months)

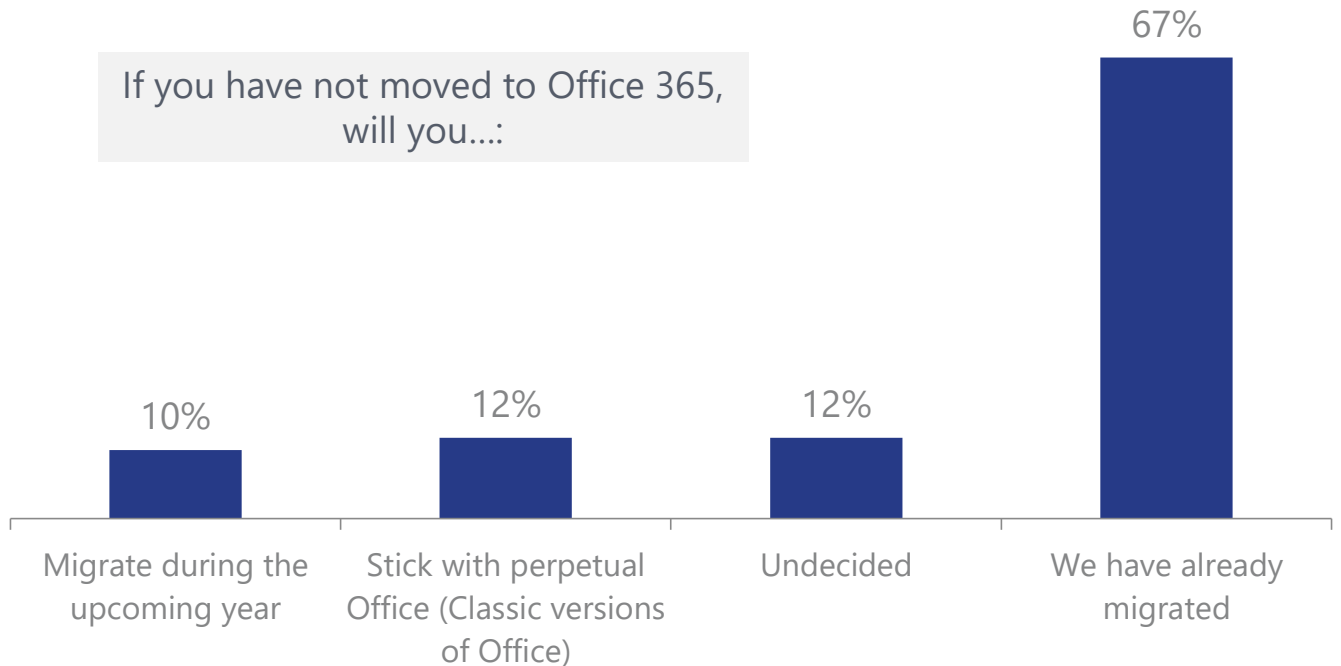
■ NU ■ CU ■ 24



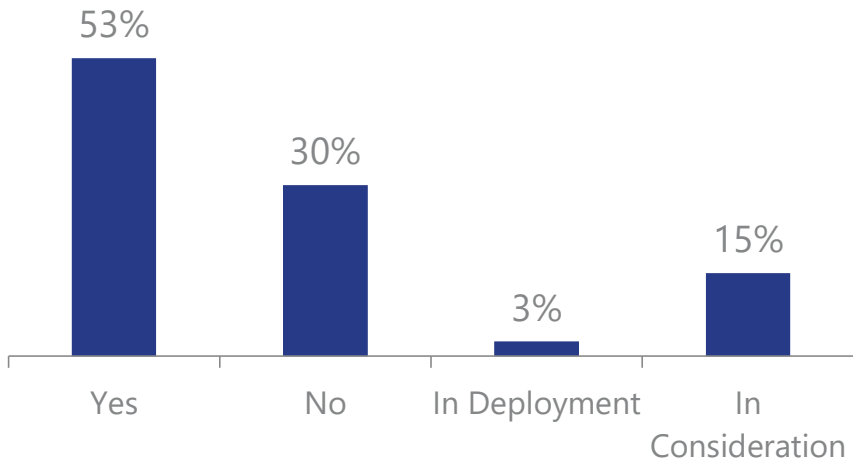
What was the hardest part about migrating to Office 365?



If you have not moved to Office 365, will you...:



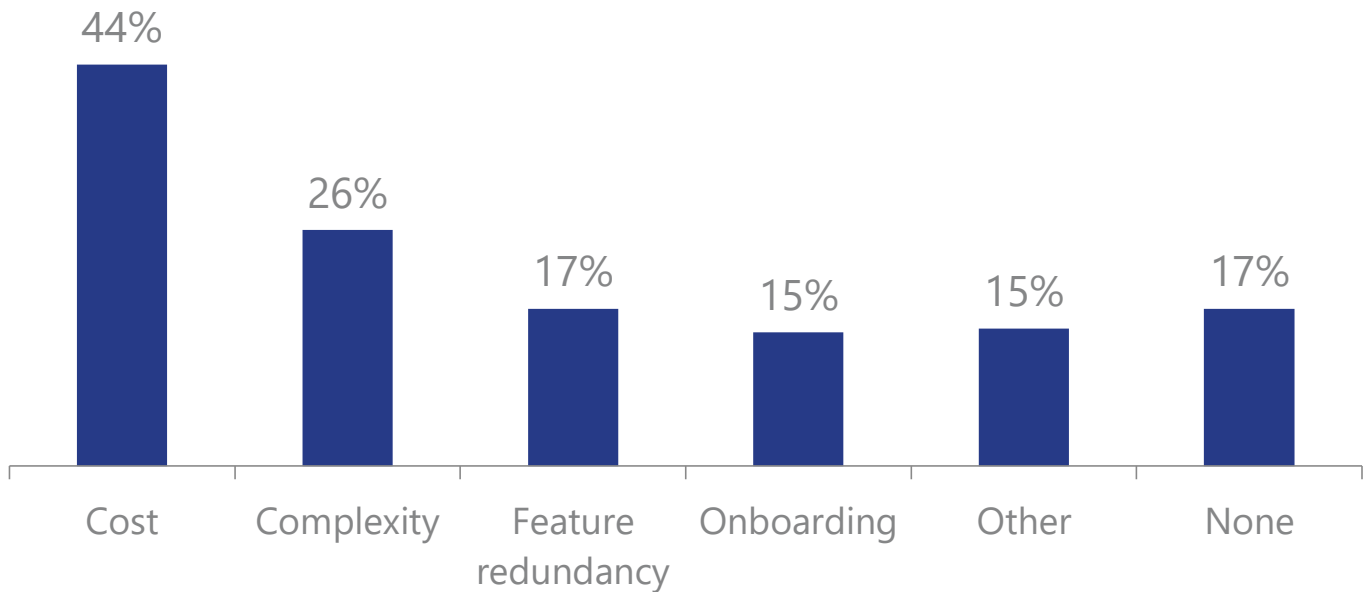
Are you using Microsoft 365?



Is your organization using Microsoft Teams?

Yes	52%
No	22%
Planning to in the next 24 months	17%
No plans to use Teams	9%

What is your biggest concern with Microsoft 365?





What version(s) of Windows are you currently running

Windows XP	5%
Windows Vista	1%
Windows 8/8.1	12%
Windows 7	36%
Windows 10	97%

If you are running Windows 10, how do you feel about two major updates per year?

Very Satisfied	13%
Satisfied	37%
Somewhat Satisfied	33%
Not Satisfied	17%

If you could change Microsoft's Windows 10 update process, what would you modify?

- "Being able to push updates to clients silently without a reboot."
- "Give enterprise clients more control. Fewer mistakes by Microsoft."
- "Make it yearly. Separate apps to be independent of OS (Edge, 3D Paint, Mixed Reality) so they are easier to remove."
- "Do more testing. MS is going to shoot us all in the foot one of these days."
- "Fewer 'feature' updates. Just stabilize the thing and fix bugs."
- "Do not force any updates at all!"
- "The updates sometimes appear to cause more troubles than it solves!!!"
- "Clearer control and reduced confusion."
- "Warn me before it updates."



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