Monitoring of IT-systems

All answers are anonymous. We want to find out if organizations use monitoring to visualize what is going on in their IT-systems.

Do you work in an IT-Company or do you have insight to your companies IT-system? *

○ Yes

◉ No

Do you use metrics and monitoring

What is your title in your organization? *

How large would you say your largest IT-system, based on number of users, is on a scale? *

	1	2	3	4	5	6	7	8	9	10	
Minor system	○	○	○	○	○	○	○	○	○	○	Large system

Does your organization implement monitoring and metrics to your IT-systems with tools like Grafana/Kibana, Newrelic, Azure Application Insight, AWS Cloud Watch etc? *

○ Yes

○ No

○ No but we have in the past.

Not using monitoring

What do you think is the main reason why your organization doesn't implement monitoring of IT-systems? *

○ We lack the knowledge

○ We don't have the budget to implement it

○ We don't have time

○ We see no benifits with monitoring of our IT-systems

○ Andet: _____

Have your IT-system ever gone down or not functioned correctly without your knowlegde? *

○ yes

○ no

Not using monitoring

What was the consequence, on a scale, for your organization, for not knowing a crash or misfunction happend immedietly?

	1	2	3	4	5	6	7	8	9	10	
Low impact	○	○	○	○	○	○	○	○	○	○	Katastrophic

Using monitoring

How much more insight would you say that monitoring of you IT-systems and IT-infrastructure give compared to not having it implemented?

Have you been involved in implementing the monitoring and metrics system in your IT-systems? *

○ Yes

○ No

○ Andet: ....

How much insight would you say monitoring give to your IT-system? *

	1	2	3	4	5	6	7	8	9	10	
No insight	○	○	○	○	○	○	○	○	○	○	We have 100% insight of what is going on

What areas of your organization do you think is the most crucial to monitor? *

- [ ] Front end, client application
- [ ] Back end system
- [ ] Database
- [ ] Servers
- [ ] Andet: ....

If you implemented monitoring later in an IT-project. Did you see a clear differnce since setting up monitoring?

	1	2	3	4	5	6	7	8	9	10	
No differnce	○	○	○	○	○	○	○	○	○	○	Huge positive differnce

Does you monitoring system avoid situations where your system would suffer if you didn't have monitoring? *

- ○ Yes
- ○ No

Have your IT-system when using monitoring ever gone down or not functioned correctly without your knowlegde? *

- ○ Yes
- ○ No
- ○ Andet: ....

Do you see any negatives impacts of the monitoring system? *

	1	2	3	4	5	6	7	8	9	10	
Negative impact	○	○	○	○	○	○	○	○	○	○	No negative impact

What would you say the negative / cons of using a monitoring system would be?

....

Visibility and control

How important is it for your company to have complete visibility of all of your hardware and software assets? *

	1	2	3	4	5	6	7	8	9	10	
Not so important	○	○	○	○	○	○	○	○	○	○	Very important

Does your system once in a while need to have a downtime due to maintenance? *

○ Yes

○ No

Does the number of users consuming your IT-system vary over a period of one month? *

	1	2	3	4	5	6	7	8	9	10	
Small variation	○	○	○	○	○	○	○	○	○	○	Heavy variation

How important is it for your organization that the end users don't experience any performance issues and will be the first to call the IT-department? *

	1	2	3	4	5	6	7	8	9	10	
Not so important	○	○	○	○	○	○	○	○	○	○	Very important

Have used monitoring in the past

What is the main reason your organization do not implement monitoring of IT-systems any more? *

○ Too expensive to hold resources for monitoring

○ The moniroing system didn't show where the problem was

○ Monitoring took time from onther important tasks

○ Andet: ....

Monitoring of IT-systems

All answers are anonymous. We want to find out if organizations use monitoring to visualize what is going on in their IT-systems.

Do you work in an IT-Company or do you have insight to your companies IT-system? *

- ◉ Yes
- ○ No

Do you use metrics and monitoring

What is your title in your organization? *

developer

How large would you say your largest IT-system, based on number of users, is on a scale? *

	1	2	3	4	5	6	7	8	9	10	
Minor system	○	○	○	○	○	○	○	◉	○	○	Large system

Does your organization implement monitoring and metrics to your IT-systems with tools like Grafana/Kibana, Newrelic, Azure Application Insight, AWS Cloud Watch etc? *

◉ Yes

○ No

○ No but we have in the past.

Not using monitoring

What do you think is the main reason why your organization doesn't implement monitoring of IT-systems? *

○ We lack the knowledge

○ We don't have the budget to implement it

○ We don't have time

○ We see no benifits with monitoring of our IT-systems

○ Andet: _____

Have your IT-system ever gone down or not functioned correctly without your knowlegde? *

○ yes

○ no

Not using monitoring

What was the consequence, on a scale, for your organization, for not knowing a crash or misfunction happend immedietly?

	1	2	3	4	5	6	7	8	9	10	
Low impact	○	○	○	○	○	○	○	○	○	○	Katastrophic

Using monitoring

How much more insight would you say that monitoring of you IT-systems and IT-infrastructure give compared to not having it implemented?

Have you been involved in implementing the monitoring and metrics system in your IT-systems? *

◉ Yes

○ No

○ Andet: ....

How much insight would you say monitoring give to your IT-system? *

	1	2	3	4	5	6	7	8	9	10	
No insight	○	○	○	○	○	◉	○	○	○	○	We have 100% insight of what is going on

What areas of your organization do you think is the most crucial to monitor? *

- [ ] Front end, client application
- [x] Back end system
- [ ] Database
- [x] Servers
- [ ] Andet: ....

If you implemented monitoring later in an IT-project. Did you see a clear differnce since setting up monitoring?

	1	2	3	4	5	6	7	8	9	10	
No differnce	○	○	○	○	○	●	○	○	○	○	Huge positive differnce

Does you monitoring system avoid situations where your system would suffer if you didn't have monitoring? *

- (●) Yes
- ( ) No

Have your IT-system when using monitoring ever gone down or not functioned correctly without your knowlegde? *

- (●) Yes
- ( ) No
- ( ) Andet: ....

Do you see any negatives impacts of the monitoring system? *

	1	2	3	4	5	6	7	8	9	10	
Negative impact	○	○	●	○	○	○	○	○	○	○	No negative impact

What would you say the negative / cons of using a monitoring system would be?

Overhead in maintainance, it might be overkill if its very early or a proof of concept system.

Visibility and control

How important is it for your company to have complete visibility of all of your hardware and software assets? *

	1	2	3	4	5	6	7	8	9	10	
Not so important	○	○	○	○	○	○	●	○	○	○	Very important

Does your system once in a while need to have a downtime due to maintenance? *

● Yes

○ No

Does the number of users consuming your IT-system vary over a period of one month? *

	1	2	3	4	5	6	7	8	9	10	
Small variation	○	○	○	○	○	○	○	◉	○	○	Heavy variation

How important is it for your organization that the end users don't experience any performance issues and will be the first to call the IT-department? *

	1	2	3	4	5	6	7	8	9	10	
Not so important	○	○	○	○	○	○	○	○	◉	○	Very important

Have used monitoring in the past

What is the main reason your organization do not implement monitoring of IT-systems any more? *

○ Too expensive to hold resources for monitoring

○ The moniroing system didn't show where the problem was

○ Monitoring took time from onther important tasks

○ Andet: ....

Monitoring of IT-systems

All answers are anonymous. We want to find out if organizations use monitoring to visualize what is going on in their IT-systems.

Do you work in an IT-Company or do you have insight to your companies IT-system? *

◉ Yes

○ No

Do you use metrics and monitoring

What is your title in your organization? *

IT student

How large would you say your largest IT-system, based on number of users, is on a scale? *

	1	2	3	4	5	6	7	8	9	10	
Minor system	○	○	○	○	○	○	○	○	○	◉	Large system

Does your organization implement monitoring and metrics to your IT-systems with tools like Grafana/Kibana, Newrelic, Azure Application Insight, AWS Cloud Watch etc? *

(•) Yes

( ) No

( ) No but we have in the past.

Not using monitoring

What do you think is the main reason why your organization doesn't implement monitoring of IT-systems? *

( ) We lack the knowledge

( ) We don't have the budget to implement it

( ) We don't have time

( ) We see no benifits with monitoring of our IT-systems

( ) Andet: _____

Have your IT-system ever gone down or not functioned correctly without your knowlegde? *

( ) yes

( ) no

Not using monitoring

What was the consequence, on a scale, for your organization, for not knowing a crash or misfunction happend immedietly?

	1	2	3	4	5	6	7	8	9	10	
Low impact	○	○	○	○	○	○	○	○	○	○	Katastrophic

Using monitoring

How much more insight would you say that monitoring of you IT-systems and IT-infrastructure give compared to not having it implemented?

Have you been involved in implementing the monitoring and metrics system in your IT-systems? *

○ Yes

⦿ No

○ Andet: ....

How much insight would you say monitoring give to your IT-system? *

	1	2	3	4	5	6	7	8	9	10	
No insight	○	○	○	○	○	○	○	⦿	○	○	We have 100% insight of what is going on

What areas of your organization do you think is the most crucial to monitor? *

☐ Front end, client application

☑ Back end system

☑ Database

☑ Servers

☐ Andet: ....

If you implemented monitoring later in an IT-project. Did you see a clear differnce since setting up monitoring?

	1	2	3	4	5	6	7	8	9	10	
No differnce	○	○	○	○	○	○	○	◉	○	○	Huge positive differnce

Does you monitoring system avoid situations where your system would suffer if you didn't have monitoring? *

◉ Yes

○ No

Have your IT-system when using monitoring ever gone down or not functioned correctly without your knowlegde? *

◉ Yes

○ No

○ Andet: ....

Do you see any negatives impacts of the monitoring system? *

	1	2	3	4	5	6	7	8	9	10	
Negative impact	○	○	○	◉	○	○	○	○	○	○	No negative impact

What would you say the negative / cons of using a monitoring system would be?

Visibility and control

How important is it for your company to have complete visibility of all of your hardware and software assets? *

	1	2	3	4	5	6	7	8	9	10	
Not so important	○	○	○	○	○	○	○	○	○	◉	Very important

Does your system once in a while need to have a downtime due to maintenance? *

◉ Yes

○ No

Does the number of users consuming your IT-system vary over a period of one month? *

	1	2	3	4	5	6	7	8	9	10	
Small variation	○	○	○	○	◉	○	○	○	○	○	Heavy variation

How important is it for your organization that the end users don't experience any performance issues and will be the first to call the IT-department? *

	1	2	3	4	5	6	7	8	9	10	
Not so important	○	○	○	○	○	○	○	○	○	◉	Very important

Have used monitoring in the past

What is the main reason your organization do not implement monitoring of IT-systems any more? *

○ Too expensive to hold resources for monitoring

○ The moniroing system didn't show where the problem was

○ Monitoring took time from onther important tasks

○ Andet: ....

Monitoring of IT-systems

All answers are anonymous. We want to find out if organizations use monitoring to visualize what is going on in their IT-systems.

Do you work in an IT-Company or do you have insight to your companies IT-system? *

◉ Yes

○ No

Do you use metrics and monitoring

What is your title in your organization? *

Junior backend developer

How large would you say your largest IT-system, based on number of users, is on a scale? *

	1	2	3	4	5	6	7	8	9	10	
Minor system	○	○	○	○	○	○	◉	○	○	○	Large system

Does your organization implement monitoring and metrics to your IT-systems with tools like Grafana/Kibana, Newrelic, Azure Application Insight, AWS Cloud Watch etc? *

(●) Yes

(○) No

(○) No but we have in the past.

Not using monitoring

What do you think is the main reason why your organization doesn't implement monitoring of IT-systems? *

(○) We lack the knowledge

(○) We don't have the budget to implement it

(○) We don't have time

(○) We see no benifits with monitoring of our IT-systems

(○) Andet: _____

Have your IT-system ever gone down or not functioned correctly without your knowlegde? *

(○) yes

(○) no

Not using monitoring

What was the consequence, on a scale, for your organization, for not knowing a crash or misfunction happend immedietly?

	1	2	3	4	5	6	7	8	9	10	
Low impact	○	○	○	○	○	○	○	○	○	○	Katastrophic

Using monitoring

How much more insight would you say that monitoring of you IT-systems and IT-infrastructure give compared to not having it implemented?

Have you been involved in implementing the monitoring and metrics system in your IT-systems? *

○ Yes

◉ No

○ Andet: ....

How much insight would you say monitoring give to your IT-system? *

	1	2	3	4	5	6	7	8	9	10	
No insight	○	○	○	○	○	○	○	◉	○	○	We have 100% insight of what is going on

What areas of your organization do you think is the most crucial to monitor? *

- ☐ Front end, client application
- ☑ Back end system
- ☑ Database
- ☑ Servers
- ☐ Andet: ....

If you implemented monitoring later in an IT-project. Did you see a clear differnce since setting up monitoring?

	1	2	3	4	5	6	7	8	9	10	
No differnce	○	○	○	○	○	○	○	○	○	◉	Huge positive differnce

Does you monitoring system avoid situations where your system would suffer if you didn't have monitoring? *

- ◉ Yes
- ○ No

Have your IT-system when using monitoring ever gone down or not functioned correctly without your knowlegde? *

- ○ Yes
- ◉ No
- ○ Andet: ....

Do you see any negatives impacts of the monitoring system? *

	1	2	3	4	5	6	7	8	9	10	
Negative impact	○	○	○	○	○	○	○	○	○	◉	No negative impact

What would you say the negative / cons of using a monitoring system would be?

-

Visibility and control

How important is it for your company to have complete visibility of all of your hardware and software assets? *

	1	2	3	4	5	6	7	8	9	10	
Not so important	○	○	○	○	○	○	○	○	○	◉	Very important

Does your system once in a while need to have a downtime due to maintenance? *

◉ Yes

○ No

Does the number of users consuming your IT-system vary over a period of one month? *

	1	2	3	4	5	6	7	8	9	10	
Small variation	○	○	○	○	○	○	◉	○	○	○	Heavy variation

How important is it for your organization that the end users don't experience any performance issues and will be the first to call the IT-department? *

	1	2	3	4	5	6	7	8	9	10	
Not so important	○	○	○	○	○	○	○	○	○	◉	Very important

Have used monitoring in the past

What is the main reason your organization do not implement monitoring of IT-systems any more? *

○ Too expensive to hold resources for monitoring

○ The moniroing system didn't show where the problem was

○ Monitoring took time from onther important tasks

○ Andet: ....

Monitoring of IT-systems

All answers are anonymous. We want to find out if organizations use monitoring to visualize what is going on in their IT-systems.

Do you work in an IT-Company or do you have insight to your companies IT-system? *

◉ Yes

◯ No

Do you use metrics and monitoring

What is your title in your organization? *

Developer

How large would you say your largest IT-system, based on number of users, is on a scale? *

	1	2	3	4	5	6	7	8	9	10	
Minor system	◯	◯	◯	◯	◯	◯	◯	◯	◉	◯	Large system

Does your organization implement monitoring and metrics to your IT-systems with tools like Grafana/Kibana, Newrelic, Azure Application Insight, AWS Cloud Watch etc? *

○ Yes

◉ No

○ No but we have in the past.

Not using monitoring

What do you think is the main reason why your organization doesn't implement monitoring of IT-systems? *

○ We lack the knowledge

○ We don't have the budget to implement it

◉ We don't have time

○ We see no benifits with monitoring of our IT-systems

○ Andet: _____

Have your IT-system ever gone down or not functioned correctly without your knowlegde? *

◉ yes

○ no

Not using monitoring

What was the consequence, on a scale, for your organization, for not knowing a crash or misfunction happend immedietly?

	1	2	3	4	5	6	7	8	9	10	
Low impact	○	○	○	○	○	○	○	○	○	○	Katastrophic

Using monitoring

How much more insight would you say that monitoring of you IT-systems and IT-infrastructure give compared to not having it implemented?

Have you been involved in implementing the monitoring and metrics system in your IT-systems? *

○ Yes

○ No

○ Andet: ....

How much insight would you say monitoring give to your IT-system? *

	1	2	3	4	5	6	7	8	9	10	
No insight	○	○	○	○	○	○	○	○	○	○	We have 100% insight of what is going on

What areas of your organization do you think is the most crucial to monitor? *

- [ ] Front end, client application
- [ ] Back end system
- [ ] Database
- [ ] Servers
- [ ] Andet: ....

If you implemented monitoring later in an IT-project. Did you see a clear differnce since setting up monitoring?

	1	2	3	4	5	6	7	8	9	10	
No differnce	○	○	○	○	○	○	○	○	○	○	Huge positive differnce

Does you monitoring system avoid situations where your system would suffer if you didn't have monitoring? *

- ○ Yes
- ○ No

Have your IT-system when using monitoring ever gone down or not functioned correctly without your knowlegde? *

- ○ Yes
- ○ No
- ○ Andet: ....

Do you see any negatives impacts of the monitoring system? *

	1	2	3	4	5	6	7	8	9	10	
Negative impact	○	○	○	○	○	○	○	○	○	○	No negative impact

What would you say the negative / cons of using a monitoring system would be?

Visibility and control

How important is it for your company to have complete visibility of all of your hardware and software assets? *

	1	2	3	4	5	6	7	8	9	10	
Not so important	○	○	○	○	○	○	○	●	○	○	Very important

Does your system once in a while need to have a downtime due to maintenance? *

● Yes

○ No

Does the number of users consuming your IT-system vary over a period of one month? *

	1	2	3	4	5	6	7	8	9	10	
Small variation	◉	○	○	○	○	○	○	○	○	○	Heavy variation

How important is it for your organization that the end users don't experience any performance issues and will be the first to call the IT-department? *

	1	2	3	4	5	6	7	8	9	10	
Not so important	○	○	○	○	○	○	○	◉	○	○	Very important

Have used monitoring in the past

What is the main reason your organization do not implement monitoring of IT-systems any more? *

○ Too expensive to hold resources for monitoring

○ The moniroing system didn't show where the problem was

○ Monitoring took time from onther important tasks

○ Andet: ....

Monitoring of IT-systems

All answers are anonymous. We want to find out if organizations use monitoring to visualize what is going on in their IT-systems.

Do you work in an IT-Company or do you have insight to your companies IT-system? *

- ⦿ Yes
- ◯ No

Do you use metrics and monitoring

What is your title in your organization? *

TP

How large would you say your largest IT-system, based on number of users, is on a scale? *

	1	2	3	4	5	6	7	8	9	10	
Minor system	◯	◯	◯	◯	◯	◯	◯	◯	◯	⦿	Large system

Does your organization implement monitoring and metrics to your IT-systems with tools like Grafana/Kibana, Newrelic, Azure Application Insight, AWS Cloud Watch etc? *

- ◉ Yes
- ○ No
- ○ No but we have in the past.

Not using monitoring

What do you think is the main reason why your organization doesn't implement monitoring of IT-systems? *

- ○ We lack the knowledge
- ○ We don't have the budget to implement it
- ○ We don't have time
- ○ We see no benifits with monitoring of our IT-systems
- ○ Andet: _____

Have your IT-system ever gone down or not functioned correctly without your knowlegde? *

- ○ yes
- ○ no

Not using monitoring

What was the consequence, on a scale, for your organization, for not knowing a crash or misfunction happend immedietly?

	1	2	3	4	5	6	7	8	9	10	
Low impact	○	○	○	○	○	○	○	○	○	○	Katastrophic

Using monitoring

How much more insight would you say that monitoring of you IT-systems and IT-infrastructure give compared to not having it implemented?

Have you been involved in implementing the monitoring and metrics system in your IT-systems? *

◉ Yes

○ No

○ Andet: ....

How much insight would you say monitoring give to your IT-system? *

	1	2	3	4	5	6	7	8	9	10	
No insight	○	○	○	○	○	○	○	○	○	◉	We have 100% insight of what is going on

What areas of your organization do you think is the most crucial to monitor? *

- [ ] Front end, client application
- [ ] Back end system
- [ ] Database
- [ ] Servers
- [x] Andet: All services

If you implemented monitoring later in an IT-project. Did you see a clear differnce since setting up monitoring?

	1	2	3	4	5	6	7	8	9	10	
No differnce	◉	○	○	○	○	○	○	○	○	○	Huge positive differnce

Does you monitoring system avoid situations where your system would suffer if you didn't have monitoring? *

- ◉ Yes
- ○ No

Have your IT-system when using monitoring ever gone down or not functioned correctly without your knowlegde? *

- ○ Yes
- ◉ No
- ○ Andet:

Do you see any negatives impacts of the monitoring system? *

	1	2	3	4	5	6	7	8	9	10	
Negative impact	○	○	○	○	○	○	○	○	○	◉	No negative impact

What would you say the negative / cons of using a monitoring system would be?

Visibility and control

How important is it for your company to have complete visibility of all of your hardware and software assets? *

	1	2	3	4	5	6	7	8	9	10	
Not so important	○	○	○	◉	○	○	○	○	○	○	Very important

Does your system once in a while need to have a downtime due to maintenance? *

○ Yes

◉ No

Does the number of users consuming your IT-system vary over a period of one month? *

	1	2	3	4	5	6	7	8	9	10	
Small variation	○	○	○	○	○	◉	○	○	○	○	Heavy variation

How important is it for your organization that the end users don't experience any performance issues and will be the first to call the IT-department? *

	1	2	3	4	5	6	7	8	9	10	
Not so important	○	○	○	○	○	○	○	○	○	◉	Very important

Have used monitoring in the past

What is the main reason your organization do not implement monitoring of IT-systems any more? *

○ Too expensive to hold resources for monitoring

○ The moniroing system didn't show where the problem was

○ Monitoring took time from onther important tasks

○ Andet: ....

Monitoring of IT-systems

All answers are anonymous. We want to find out if organizations use monitoring to visualize what is going on in their IT-systems.

Do you work in an IT-Company or do you have insight to your companies IT-system? *

- ⦿ Yes
- ◯ No

Do you use metrics and monitoring

What is your title in your organization? *

Software Developer

How large would you say your largest IT-system, based on number of users, is on a scale? *

	1	2	3	4	5	6	7	8	9	10	
Minor system	◯	◯	◯	◯	◯	⦿	◯	◯	◯	◯	Large system

Does your organization implement monitoring and metrics to your IT-systems with tools like Grafana/Kibana, Newrelic, Azure Application Insight, AWS Cloud Watch etc? *

○ Yes

⦿ No

○ No but we have in the past.

Not using monitoring

What do you think is the main reason why your organization doesn't implement monitoring of IT-systems? *

○ We lack the knowledge

○ We don't have the budget to implement it

⦿ We don't have time

○ We see no benifits with monitoring of our IT-systems

○ Andet: _____

Have your IT-system ever gone down or not functioned correctly without your knowlegde? *

⦿ yes

○ no

Not using monitoring

What was the consequence, on a scale, for your organization, for not knowing a crash or misfunction happend immedietly?

	1	2	3	4	5	6	7	8	9	10	
Low impact	○	○	○	◉	○	○	○	○	○	○	Katastrophic

Using monitoring

How much more insight would you say that monitoring of you IT-systems and IT-infrastructure give compared to not having it implemented?

Have you been involved in implementing the monitoring and metrics system in your IT-systems? *

○ Yes

○ No

○ Andet: ....

How much insight would you say monitoring give to your IT-system? *

	1	2	3	4	5	6	7	8	9	10	
No insight	○	○	○	○	○	○	○	○	○	○	We have 100% insight of what is going on

What areas of your organization do you think is the most crucial to monitor? *

☐ Front end, client application

☐ Back end system

☐ Database

☐ Servers

☐ Andet: ....

If you implemented monitoring later in an IT-project. Did you see a clear differnce since setting up monitoring?

	1	2	3	4	5	6	7	8	9	10	
No differnce	○	○	○	○	○	○	○	○	○	○	Huge positive differnce

Does you monitoring system avoid situations where your system would suffer if you didn't have monitoring? *

○ Yes

○ No

Have your IT-system when using monitoring ever gone down or not functioned correctly without your knowlegde? *

○ Yes

○ No

○ Andet: ....

Do you see any negatives impacts of the monitoring system? *

	1	2	3	4	5	6	7	8	9	10	
Negative impact	○	○	○	○	○	○	○	○	○	○	No negative impact

What would you say the negative / cons of using a monitoring system would be?

Visibility and control

How important is it for your company to have complete visibility of all of your hardware and software assets? *

	1	2	3	4	5	6	7	8	9	10	
Not so important	○	○	○	○	○	○	○	○	○	◉	Very important

Does your system once in a while need to have a downtime due to maintenance? *

◉ Yes

○ No

Does the number of users consuming your IT-system vary over a period of one month? *

	1	2	3	4	5	6	7	8	9	10	
Small variation	○	○	○	◉	○	○	○	○	○	○	Heavy variation

How important is it for your organization that the end users don't experience any performance issues and will be the first to call the IT-department? *

	1	2	3	4	5	6	7	8	9	10	
Not so important	○	○	○	○	○	○	○	◉	○	○	Very important

Have used monitoring in the past

What is the main reason your organization do not implement monitoring of IT-systems any more? *

○ Too expensive to hold resources for monitoring

○ The moniroing system didn't show where the problem was

○ Monitoring took time from onther important tasks

○ Andet: ....

Monitoring of IT-systems

All answers are anonymous. We want to find out if organizations use monitoring to visualize what is going on in their IT-systems.

Do you work in an IT-Company or do you have insight to your companies IT-system? *

◉ Yes

○ No

Do you use metrics and monitoring

What is your title in your organization? *

Cloud Architect

How large would you say your largest IT-system, based on number of users, is on a scale? *

	1	2	3	4	5	6	7	8	9	10	
Minor system	○	○	○	◉	○	○	○	○	○	○	Large system

Does your organization implement monitoring and metrics to your IT-systems with tools like Grafana/Kibana, Newrelic, Azure Application Insight, AWS Cloud Watch etc? *

(●) Yes

( ) No

( ) No but we have in the past.

Not using monitoring

What do you think is the main reason why your organization doesn't implement monitoring of IT-systems? *

( ) We lack the knowledge

( ) We don't have the budget to implement it

( ) We don't have time

( ) We see no benifits with monitoring of our IT-systems

( ) Andet: _____

Have your IT-system ever gone down or not functioned correctly without your knowlegde? *

( ) yes

( ) no

Not using monitoring

What was the consequence, on a scale, for your organization, for not knowing a crash or misfunction happend immedietly?

	1	2	3	4	5	6	7	8	9	10	
Low impact	○	○	○	○	○	○	○	○	○	○	Katastrophic

Using monitoring

How much more insight would you say that monitoring of you IT-systems and IT-infrastructure give compared to not having it implemented?

Have you been involved in implementing the monitoring and metrics system in your IT-systems? *

- ◉ Yes
- ○ No
- ○ Andet: _____

How much insight would you say monitoring give to your IT-system? *

	1	2	3	4	5	6	7	8	9	10	
No insight	○	○	○	○	○	○	◉	○	○	○	We have 100% insight of what is going on

What areas of your organization do you think is the most crucial to monitor? *

☐ Front end, client application

☑ Back end system

☑ Database

☑ Servers

☐ Andet: ....

If you implemented monitoring later in an IT-project. Did you see a clear differnce since setting up monitoring?

	1	2	3	4	5	6	7	8	9	10	
No differnce	○	○	○	○	◉	○	○	○	○	○	Huge positive differnce

Does you monitoring system avoid situations where your system would suffer if you didn't have monitoring? *

◉ Yes

○ No

Have your IT-system when using monitoring ever gone down or not functioned correctly without your knowlegde? *

◉ Yes

○ No

○ Andet: ....

Do you see any negatives impacts of the monitoring system? *

	1	2	3	4	5	6	7	8	9	10	
Negative impact	○	○	○	○	○	○	○	◉	○	○	No negative impact

What would you say the negative / cons of using a monitoring system would be?

Extra overhead

Visibility and control

How important is it for your company to have complete visibility of all of your hardware and software assets? *

	1	2	3	4	5	6	7	8	9	10	
Not so important	○	○	○	○	○	○	○	◉	○	○	Very important

Does your system once in a while need to have a downtime due to maintenance? *

◉ Yes

○ No

Does the number of users consuming your IT-system vary over a period of one month? *

	1	2	3	4	5	6	7	8	9	10	
Small variation	○	◉	○	○	○	○	○	○	○	○	Heavy variation

How important is it for your organization that the end users don't experience any performance issues and will be the first to call the IT-department? *

	1	2	3	4	5	6	7	8	9	10	
Not so important	○	○	○	○	○	◉	○	○	○	○	Very important

Have used monitoring in the past

What is the main reason your organization do not implement monitoring of IT-systems any more? *

○ Too expensive to hold resources for monitoring

○ The moniroing system didn't show where the problem was

○ Monitoring took time from onther important tasks

○ Andet: ....

Monitoring of IT-systems

All answers are anonymous. We want to find out if organizations use monitoring to visualize what is going on in their IT-systems.

Do you work in an IT-Company or do you have insight to your companies IT-system? *

⦿ Yes

◯ No

Do you use metrics and monitoring

What is your title in your organization? *

Software developer

How large would you say your largest IT-system, based on number of users, is on a scale? *

	1	2	3	4	5	6	7	8	9	10	
Minor system	◯	⦿	◯	◯	◯	◯	◯	◯	◯	◯	Large system

Does your organization implement monitoring and metrics to your IT-systems with tools like Grafana/Kibana, Newrelic, Azure Application Insight, AWS Cloud Watch etc? *

- ⦿ Yes
- ◯ No
- ◯ No but we have in the past.

Not using monitoring

What do you think is the main reason why your organization doesn't implement monitoring of IT-systems? *

- ◯ We lack the knowledge
- ◯ We don't have the budget to implement it
- ◯ We don't have time
- ◯ We see no benifits with monitoring of our IT-systems
- ◯ Andet: _____

Have your IT-system ever gone down or not functioned correctly without your knowlegde? *

- ◯ yes
- ◯ no

Not using monitoring

What was the consequence, on a scale, for your organization, for not knowing a crash or misfunction happend immedietly?

	1	2	3	4	5	6	7	8	9	10	
Low impact	○	○	○	○	○	○	○	○	○	○	Katastrophic

Using monitoring

How much more insight would you say that monitoring of you IT-systems and IT-infrastructure give compared to not having it implemented?

Have you been involved in implementing the monitoring and metrics system in your IT-systems? *

○ Yes

○ No

◉ Andet: Yes, but only certain parts

How much insight would you say monitoring give to your IT-system? *

	1	2	3	4	5	6	7	8	9	10	
No insight	○	○	○	○	○	○	○	◉	○	○	We have 100% insight of what is going on

What areas of your organization do you think is the most crucial to monitor? *

- [x] Front end, client application
- [x] Back end system
- [x] Database
- [x] Servers
- [ ] Andet: ....

If you implemented monitoring later in an IT-project. Did you see a clear differnce since setting up monitoring?

	1	2	3	4	5	6	7	8	9	10	
No differnce	○	○	○	○	○	◉	○	○	○	○	Huge positive differnce

Does you monitoring system avoid situations where your system would suffer if you didn't have monitoring? *

- ◉ Yes
- ○ No

Have your IT-system when using monitoring ever gone down or not functioned correctly without your knowlegde? *

- ○ Yes
- ○ No
- ◉ Andet: Uncertain

Do you see any negatives impacts of the monitoring system? *

	1	2	3	4	5	6	7	8	9	10	
Negative impact	●	○	○	○	○	○	○	○	○	○	No negative impact

What would you say the negative / cons of using a monitoring system would be?

Not sure, maybe if you're using an off-the-shelf monitoring service (as we do), you might send sensitive data to the provider. Perhaps also letting the provider montitor your system's vulnerabilities

Visibility and control

How important is it for your company to have complete visibility of all of your hardware and software assets? *

	1	2	3	4	5	6	7	8	9	10	
Not so important	○	○	○	○	○	○	●	○	○	○	Very important

Does your system once in a while need to have a downtime due to maintenance? *

○ Yes

● No

Does the number of users consuming your IT-system vary over a period of one month? *

	1	2	3	4	5	6	7	8	9	10	
Small variation	○	○	◉	○	○	○	○	○	○	○	Heavy variation

How important is it for your organization that the end users don't experience any performance issues and will be the first to call the IT-department? *

	1	2	3	4	5	6	7	8	9	10	
Not so important	○	○	○	○	○	○	◉	○	○	○	Very important

Have used monitoring in the past

What is the main reason your organization do not implement monitoring of IT-systems any more? *

○ Too expensive to hold resources for monitoring

○ The moniroing system didn't show where the problem was

○ Monitoring took time from onther important tasks

○ Andet: ....

Monitoring of IT-systems

All answers are anonymous. We want to find out if organizations use monitoring to visualize what is going on in their IT-systems.

Do you work in an IT-Company or do you have insight to your companies IT-system? *

(•) Yes

( ) No

Do you use metrics and monitoring

What is your title in your organization? *

android programmer

How large would you say your largest IT-system, based on number of users, is on a scale? *

	1	2	3	4	5	6	7	8	9	10	
Minor system	○	○	○	●	○	○	○	○	○	○	Large system

Does your organization implement monitoring and metrics to your IT-systems with tools like Grafana/Kibana, Newrelic, Azure Application Insight, AWS Cloud Watch etc? *

○ Yes

◉ No

○ No but we have in the past.

Not using monitoring

What do you think is the main reason why your organization doesn't implement monitoring of IT-systems? *

○ We lack the knowledge

○ We don't have the budget to implement it

○ We don't have time

◉ We see no benifits with monitoring of our IT-systems

○ Andet: _____

Have your IT-system ever gone down or not functioned correctly without your knowlegde? *

◉ yes

○ no

Not using monitoring

What was the consequence, on a scale, for your organization, for not knowing a crash or misfunction happend immedietly?

	1	2	3	4	5	6	7	8	9	10	
Low impact	○	○	◉	○	○	○	○	○	○	○	Katastrophic

Using monitoring

How much more insight would you say that monitoring of you IT-systems and IT-infrastructure give compared to not having it implemented?

Have you been involved in implementing the monitoring and metrics system in your IT-systems? *

○ Yes

○ No

○ Andet: ....

How much insight would you say monitoring give to your IT-system? *

	1	2	3	4	5	6	7	8	9	10	
No insight	○	○	○	○	○	○	○	○	○	○	We have 100% insight of what is going on

What areas of your organization do you think is the most crucial to monitor? *

☐ Front end, client application

☐ Back end system

☐ Database

☐ Servers

☐ Andet: ....

If you implemented monitoring later in an IT-project. Did you see a clear differnce since setting up monitoring?

	1	2	3	4	5	6	7	8	9	10	
No differnce	○	○	○	○	○	○	○	○	○	○	Huge positive differnce

Does you monitoring system avoid situations where your system would suffer if you didn't have monitoring? *

○ Yes

○ No

Have your IT-system when using monitoring ever gone down or not functioned correctly without your knowlegde? *

○ Yes

○ No

○ Andet: ....

Do you see any negatives impacts of the monitoring system? *

	1	2	3	4	5	6	7	8	9	10	
Negative impact	○	○	○	○	○	○	○	○	○	○	No negative impact

What would you say the negative / cons of using a monitoring system would be?

Visibility and control

How important is it for your company to have complete visibility of all of your hardware and software assets? *

	1	2	3	4	5	6	7	8	9	10	
Not so important	○	○	○	●	○	○	○	○	○	○	Very important

Does your system once in a while need to have a downtime due to maintenance? *

◉ Yes

○ No

Does the number of users consuming your IT-system vary over a period of one month? *

	1	2	3	4	5	6	7	8	9	10	
Small variation	○	○	○	○	○	◉	○	○	○	○	Heavy variation

How important is it for your organization that the end users don't experience any performance issues and will be the first to call the IT-department? *

	1	2	3	4	5	6	7	8	9	10	
Not so important	○	○	○	○	○	○	○	◉	○	○	Very important

Have used monitoring in the past

What is the main reason your organization do not implement monitoring of IT-systems any more? *

○ Too expensive to hold resources for monitoring

○ The moniroing system didn't show where the problem was

○ Monitoring took time from onther important tasks

○ Andet: ....

Monitoring of IT-systems

All answers are anonymous. We want to find out if organizations use monitoring to visualize what is going on in their IT-systems.

Do you work in an IT-Company or do you have insight to your companies IT-system? *

(●) Yes

(○) No

Do you use metrics and monitoring

What is your title in your organization? *

Senior Developer

How large would you say your largest IT-system, based on number of users, is on a scale? *

	1	2	3	4	5	6	7	8	9	10	
Minor system	○	○	○	○	○	○	○	○	●	○	Large system

Does your organization implement monitoring and metrics to your IT-systems with tools like Grafana/Kibana, Newrelic, Azure Application Insight, AWS Cloud Watch etc? *

(●) Yes

( ) No

( ) No but we have in the past.

Not using monitoring

What do you think is the main reason why your organization doesn't implement monitoring of IT-systems? *

( ) We lack the knowledge

( ) We don't have the budget to implement it

( ) We don't have time

( ) We see no benifits with monitoring of our IT-systems

( ) Andet: _____

Have your IT-system ever gone down or not functioned correctly without your knowlegde? *

( ) yes

( ) no

What was the consequence, on a scale, for your organization, for not knowing a crash or misfunction happend immedietly?

	1	2	3	4	5	6	7	8	9	10	
Low impact	○	○	○	○	○	○	○	○	○	○	Katastrophic

How much more insight would you say that monitoring of you IT-systems and IT-infrastructure give compared to not having it implemented?

Have you been involved in implementing the monitoring and metrics system in your IT-systems? *

○ Yes

◉ No

○ Andet: ....

How much insight would you say monitoring give to your IT-system? *

	1	2	3	4	5	6	7	8	9	10	
No insight	○	○	○	○	○	○	◉	○	○	○	We have 100% insight of what is going on

What areas of your organization do you think is the most crucial to monitor? *

- ☑ Front end, client application
- ☑ Back end system
- ☐ Database
- ☐ Servers
- ☐ Andet: ....

If you implemented monitoring later in an IT-project. Did you see a clear differnce since setting up monitoring?

	1	2	3	4	5	6	7	8	9	10	
No differnce	○	○	○	○	○	○	○	○	○	○	Huge positive differnce

Does you monitoring system avoid situations where your system would suffer if you didn't have monitoring? *

- ◉ Yes
- ○ No

Have your IT-system when using monitoring ever gone down or not functioned correctly without your knowlegde? *

- ○ Yes
- ◉ No
- ○ Andet: ....

Do you see any negatives impacts of the monitoring system? *

	1	2	3	4	5	6	7	8	9	10	
Negative impact	○	○	○	⦿	○	○	○	○	○	○	No negative impact

What would you say the negative / cons of using a monitoring system would be?

Increased complexity, third party libraries, dependency on another system's availability

Visibility and control

How important is it for your company to have complete visibility of all of your hardware and software assets? *

	1	2	3	4	5	6	7	8	9	10	
Not so important	○	○	○	⦿	○	○	○	○	○	○	Very important

Does your system once in a while need to have a downtime due to maintenance? *

○ Yes

⦿ No

Does the number of users consuming your IT-system vary over a period of one month? *

	1	2	3	4	5	6	7	8	9	10	
Small variation	○	○	◉	○	○	○	○	○	○	○	Heavy variation

How important is it for your organization that the end users don't experience any performance issues and will be the first to call the IT-department? *

	1	2	3	4	5	6	7	8	9	10	
Not so important	○	○	○	○	○	○	○	○	○	◉	Very important

Have used monitoring in the past

What is the main reason your organization do not implement monitoring of IT-systems any more? *

○ Too expensive to hold resources for monitoring

○ The moniroing system didn't show where the problem was

○ Monitoring took time from onther important tasks

○ Andet: ....

Monitoring of IT-systems

All answers are anonymous. We want to find out if organizations use monitoring to visualize what is going on in their IT-systems.

Do you work in an IT-Company or do you have insight to your companies IT-system? *

◉ Yes

◯ No

Do you use metrics and monitoring

What is your title in your organization? *

Senior developer

How large would you say your largest IT-system, based on number of users, is on a scale? *

	1	2	3	4	5	6	7	8	9	10	
Minor system	◯	◯	◯	◯	◉	◯	◯	◯	◯	◯	Large system

Does your organization implement monitoring and metrics to your IT-systems with tools like Grafana/Kibana, Newrelic, Azure Application Insight, AWS Cloud Watch etc? *

○ Yes

⦿ No

○ No but we have in the past.

Not using monitoring

What do you think is the main reason why your organization doesn't implement monitoring of IT-systems? *

○ We lack the knowledge

○ We don't have the budget to implement it

○ We don't have time

○ We see no benifits with monitoring of our IT-systems

⦿ Andet:
The benefits does not outweight the time it takes for us to implement

Have your IT-system ever gone down or not functioned correctly without your knowlegde? *

⦿ yes

○ no

Not using monitoring

What was the consequence, on a scale, for your organization, for not knowing a crash or misfunction happend immedietly?

	1	2	3	4	5	6	7	8	9	10	
Low impact	○	○	●	○	○	○	○	○	○	○	Katastrophic

Using monitoring

How much more insight would you say that monitoring of you IT-systems and IT-infrastructure give compared to not having it implemented?

Have you been involved in implementing the monitoring and metrics system in your IT-systems? *

○ Yes

○ No

○ Andet: ....

How much insight would you say monitoring give to your IT-system? *

	1	2	3	4	5	6	7	8	9	10	
No insight	○	○	○	○	○	○	○	○	○	○	We have 100% insight of what is going on

What areas of your organization do you think is the most crucial to monitor? *

- [ ] Front end, client application
- [ ] Back end system
- [ ] Database
- [ ] Servers
- [ ] Andet: ....

If you implemented monitoring later in an IT-project. Did you see a clear differnce since setting up monitoring?

	1	2	3	4	5	6	7	8	9	10	
No differnce	○	○	○	○	○	○	○	○	○	○	Huge positive differnce

Does you monitoring system avoid situations where your system would suffer if you didn't have monitoring? *

- ○ Yes
- ○ No

Have your IT-system when using monitoring ever gone down or not functioned correctly without your knowlegde? *

- ○ Yes
- ○ No
- ○ Andet: ....

Do you see any negatives impacts of the monitoring system? *

	1	2	3	4	5	6	7	8	9	10	
Negative impact	○	○	○	○	○	○	○	○	○	○	No negative impact

What would you say the negative / cons of using a monitoring system would be?

....

Visibility and control

How important is it for your company to have complete visibility of all of your hardware and software assets? *

	1	2	3	4	5	6	7	8	9	10	
Not so important	○	○	○	○	○	○	○	●	○	○	Very important

Does your system once in a while need to have a downtime due to maintenance? *

◉ Yes

○ No

Does the number of users consuming your IT-system vary over a period of one month? *

	1	2	3	4	5	6	7	8	9	10	
Small variation	⦿	○	○	○	○	○	○	○	○	○	Heavy variation

How important is it for your organization that the end users don't experience any performance issues and will be the first to call the IT-department? *

	1	2	3	4	5	6	7	8	9	10	
Not so important	○	○	○	○	○	○	○	⦿	○	○	Very important

Have used monitoring in the past

What is the main reason your organization do not implement monitoring of IT-systems any more? *

○ Too expensive to hold resources for monitoring

○ The moniroing system didn't show where the problem was

○ Monitoring took time from onther important tasks

○ Andet: ....