Do you work companies I				npaı	ny o	r do	you	ı hav	/e in	sight	t to your
O Yes											
No											
Do you use metrics and monitoring											
What is your	title	in y	our	orga	aniza	atio	า? *				
·											
How large we number of us		-	-	-		_	st IT	-sys	tem	, bas	ed on
	1	2	3	4	5	6	7	8	9	10	
Minor system	0	0	0	0	0	0	0	0	0	0	Large system

your IT-systems with tools like Grafana/Kibana, Newrelic, Azure Application Insight, AWS Cloud Watch etc? *
O Yes
○ No
O 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
O Andet:
Have your IT-system ever gone down or not functioned correctly
Have your IT-system ever gone down or not functioned correctly without your knowlegde? *
, , ,

What was the consequence, on a scale, for your organization, for not knowing a crash or misfunction happend immediatly?											
	1	2	3	4	5	6	7	8	9	10	
Low impact	0	0	\bigcirc	0	0	0	0	0	\bigcirc	0	Katastrophic
Using mon	itoriı	ng									
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 b					•			g the	e mo	nito	ring and
Yes											
O No											
Andet:											
How much system? *	insi	ght v	woul	d yc	ou sa	ay m	onit	orin	g giv	e to	your IT-
	1	2	3	4	5	6	7	8	9	10	
No insight	\bigcirc	0	\bigcirc	\bigcirc	\bigcirc	0	0	\bigcirc	\bigcirc	0	We have 100% insight of what is going on

What areas of your organization do you think is the most crucia to monitor? *	al
Front end, client application	
Back end system	
Database	
Servers	
Andet:	
If you implemented monitoring later in an IT-project. Did you se a clear differnce since setting up monitoring?	e
1 2 3 4 5 6 7 8 9 10	
No differnce O O O O O O O O Huge positi differnce	
Does you monitoring system avoid situations where your system would suffer if you didn't have monitoring? *	m
O Yes	
○ No	
Have your IT-system when using monitoring ever gone down or not functioned correctly without your knowlegde? *	ſ
○ Yes	
○ No	
O Andet:	

Do you see any negatives impacts of the monitoring system? *											
	1	2	3	4	5	6	7	8	9	10	
Negative impact	0	0	0	0	0	0	0	0	0	0	No negative impact
What would system would		-	the	nega	ative	e / c	ons	of u	ısing	j a m	nonitoring
Visibility and	cor	itrol									
How importa			•			-	-			mpl	ete visibility
	1	2	3	4	5	6	7	8	9	10	
Not so important	0	\bigcirc	\bigcirc	\bigcirc	0	\bigcirc	\bigcirc	\bigcirc	0	0	Very important
Does your sy to maintenar			ice i	n a	whil	e ne	ed t	o ha	ave a	a dov	wntime due
O Yes											
O 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	0	0	\bigcirc	\bigcirc	0	\bigcirc	0	0	0	0	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	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	Very important	
Have used m	onit	orin	g in	the	pas	t						
What is the main reason your organization do not implement monitoring of IT-systems any more? *												
O Too expens	ive to	holo	dres	ource	es for	mon	itorir	ng				
The moniro	ing sy	ysten	n did	n't sh	now v	vhere	the	probl	em w	/as		
Monitoring	Monitoring took time from onther important tasks											
Andet:												

9	,	,										
	you work npanies l				npa	ny o	r do	you	ı ha	ve ir	sigh	t to your
•	Yes											
\bigcirc	No											
Do	you use n	netri	cs a	and	mor	nitor	ing					
Wh	at is your	title	in y	our	orga	aniz	atio	n? *				
deve	eloper											
	w large wo nber of us		-	-	-		_	st IT	-sys	tem	, bas	ed on
		1	2	3	4	5	6	7	8	9	10	
Mi	nor system	0	0	0	0	0	0	0	•	0	\bigcirc	Large system

your IT-systems with tools like Grafana/Kibana, Newrelic, Azure Application Insight, AWS Cloud Watch etc? *
Yes
○ No
O 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
O Andet:
Have your IT-system ever gone down or not functioned correctly without your knowlegde? *
O yes
O no

What was the consequence, on a scale, for your organization, for not knowing a crash or misfunction happend immediatly?												
	1	2	3	4	5	6	7	8	9	10		
Low impact	0		0	0	0	0	\bigcirc	0	\bigcirc	\bigcirc	Katastrophic	
Using mon	itorii	ng										
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 b					•			g the	e mo	nito	ring and	
Yes		,		•								
O No												
Andet:												
How much system? *	insi	ght v	woul	d yo	u sa	ay m	onit	orin	g giv	e to	your IT-	
	1	2	3	4	5	6	7	8	9	10		
No insight	\bigcirc	0	0	\bigcirc	\bigcirc	•	\bigcirc	\bigcirc	\bigcirc	0	We have 100% insight of what is going on	

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 O O O O O O O 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 a	ny n	ega	tive	s im	pac	ts of	fthe	mo	nito	ring	system? *
	1	2	3	4	5	6	7	8	9	10	
Negative impact	0	0	•	\bigcirc	\bigcirc	0	0	0	0	0	No negative impact
What would you say the negative / cons of using a monitoring system would be?											
Overhead in ma concept system		ance	e, it m	night	be ov	erkill	if its	very	early	or a	proof of
Visibility and	cor	itrol									
How importa			•			-	•			mpl	ete visibility
	1	2	3	4	5	6	7	8	9	10	
Not so important	0	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	•	0	0	0	Very important
Does your sy to maintenar			ice i	n a '	whil	e ne	ed t	o ha	ave a	a dov	wntime due
to maintenar	11.7										
Yes											
YesNo											

period of one	mo	nth?	*								
	1	2	3	4	5	6	7	8	9	10	
Small variation		0	0	0	0		0	•	\bigcirc	0	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	\bigcirc	\bigcirc	\bigcirc	0	0	\bigcirc	\bigcirc	\bigcirc	•	\bigcirc	Very important
Have used monitoring in the past											
What is the monitoring of				-	_			on u	io ric	וווו	piement
O Too expens	ive to	holo	d reso	ource	es for	mon	itorir	ng			
The moniro	ing sy	ysten	n did	n't sh	now v	vhere	the	probl	lem w	/as	
Monitoring	took	time	from	onth	ner im	port	ant ta	asks			
Andet:											

99		,										
•	ou work panies l				npa	ny o	r do	you	ı hav	ve in	sigh	t to your
Y	'es											
O N	No											
Do y	ou use n	netri	cs a	and	mor	iitor	ing					
Wha	t is your	title	in y	our	orga	aniz	atio	n? *				
IT stu	ıdent											
	large wo		•	-	•		_	st IT	-sys	tem	, bas	ed on
		1	2	3	4	5	6	7	8	9	10	
Min	or system	0	0	0	0	0	0	0	0	\bigcirc	•	Large system

your IT-systems with tools like Grafana/Kibana, Newrelic, Azure Application Insight, AWS Cloud Watch etc? *
Yes
○ No
O 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
O Andet:
Have your IT-system ever gone down or not functioned correctly without your knowlegde? *
O yes
O no

What was the consequence, on a scale, for your organization, for not knowing a crash or misfunction happend immediatly?												
	1	2	3	4	5	6	7	8	9	10		
Low impact	0	\bigcirc	0	0	\bigcirc	0	0	0	0	0	Katastrophic	
Using mon	itorir	ng										
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 b					•			g the	e mo	nito	ring and	
Yes												
No												
Andet:												
How much system? *	insi	ght v	woul	d yo	ou sa	ay m	onit	orin	g giv	e to	your IT-	
	1	2	3	4	5	6	7	8	9	10		
No insight	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	0	•	0	0	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 O O O O O O O O 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
O Andet:

Do you see any negatives impacts of the monitoring system? *												
	1	2	3	4	5	6	7	8	9	10		
Negative impact	0	0	0	•	\bigcirc	\bigcirc	0	0	0	0	No negative impact	
What would system woul	•	•	the	neg	ative	e/c	ons	of u	ısing	j a m	nonitoring	
Visibility and	d cor	itrol										
How importa			•			•	•			mpl	ete visibility	
	1	2	3	4	5	6	7	8	9	10		
Not so important	\bigcirc	0	0	\bigcirc	0	0	\bigcirc		0	•	Very important	
Does your sy to maintena			ice i	n a	whil	e ne	ed t	o ha	ave a	a dov	wntime due	
Yes												
O No												

period of one	mo	nth?	*									
	1	2	3	4	5	6	7	8	9	10		
Small variation	0	0	0	0	•	\bigcirc	0	0	0	\bigcirc	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	\bigcirc	\bigcirc	\bigcirc	0	0	0	\bigcirc	0	\bigcirc	()	Very important	
Have used m	onit	orin	g in	the	pas	st						
What is the monitoring of				•		_		on d	lo no	ot im	plement	
O Too expens	ive to	holo	d reso	ource	es for	mon	itorir	ng				
The moniro	ing sy	ysten	n did	n't sh	now v	vhere	the	probl	lem w	/as		
Monitoring	took	time	from	onth	ner im	nport	ant ta	asks				
Andet:												

going on in their IT-	system	is.									
Do you work companies l				npa	ny o	r do	you	ı hav	ve in	ısigh	t to your
Yes											
O No											
Do you use n	netri	cs a	and	mor	nitor	ing					
What is your	title	in y	our	orga	aniz	atio	n? *				
Junior backend	deve	loper									
How large we		-	-	-		_	st IT	-sys	tem	, bas	ed on
	1	2	3	4	5	6	7	8	9	10	
Minor system	0	0	0	0	0	0	•	0	0	0	Large system

your IT-systems with tools like Grafana/Kibana, Newrelic, Azure Application Insight, AWS Cloud Watch etc? *
Yes
○ No
O 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
O Andet:
Have your IT-system ever gone down or not functioned correctly without your knowlegde? *
O yes
O no

What was the consequence, on a scale, for your organization, for not knowing a crash or misfunction happend immediatly?												
	1	2	3	4	5	6	7	8	9	10		
Low impact	0	\bigcirc	0	0	\bigcirc	0	0	0	0	0	Katastrophic	
Using mon	itorir	ng										
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 b					•			g the	e mo	nito	ring and	
Yes												
No												
Andet:												
How much system? *	insi	ght v	woul	d yo	ou sa	ay m	onit	orin	g giv	e to	your IT-	
	1	2	3	4	5	6	7	8	9	10		
No insight	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	0	•	0	0	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 OOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOO
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? *
O Yes
No
O Andet:

Do you see any negatives impacts of the monitoring system? *											
	1	2	3	4	5	6	7	8	9	10	
Negative impact	0	0	0	0	\bigcirc	\bigcirc	0	0	0	•	No negative impact
What would system would	-	-	the	neg	ative	e/c	ons	of u	ısing	j a m	nonitoring
-											
Visibility and	l cor	itrol									
How importa			-			-	-			mpl	ete visibility
	1	2	3	4	5	6	7	8	9	10	
Not so important	0	0	0	0	0	0	0	0	0	•	Very important
Does your sy to maintenar			ice i	n a	whil	e ne	ed t	o ha	ave a	a dov	wntime due
Yes											
O No											

period of one	mo	nth?	*										
	1	2	3	4	5	6	7	8	9	10			
Small variation	0	\bigcirc	0	\bigcirc	0	0	•	\bigcirc	\bigcirc	0	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	\bigcirc	\bigcirc	\bigcirc	0	0	0	\bigcirc	0	\bigcirc	•	Very important		
Have used m	Have used monitoring in the past												
What is the monitoring o				•				on d	lo nc	t im	plement		
O Too expens	ive to	holo	l reso	ource	es for	mon	itorir	ng					
The moniro	ng sy	ysten	n did	n't sh	now v	vhere	the	probl	lem w	as			
Monitoring	took	time	from	onth	ner im	nport	ant ta	asks					
Andet:													

Do you work				npa	ny o	r do	you	ı hav	ve ir	nsigh	t to your
companies I	T-sy:	sten	∩? *								
Yes											
O No											
Do you use r	netri	ics a	and	mor	nitor	ing					
What is your	title	in y	our	orga	aniz	atio	n? *				
Developer											
How large w		•	•	•		•	st IT	-sys	tem	, bas	ed on
	1	2	3	4	5	6	7	8	9	10	
Minor system	0	\bigcirc	\bigcirc	\bigcirc	0	0	\bigcirc	\bigcirc	•	0	Large system

your IT-systems with tools like Grafana/Kibana, Newrelic, Azure Application Insight, AWS Cloud Watch etc? *
O Yes
No
O 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
O Andet:
Have your IT-system ever gone down or not functioned correctly without your knowlegde? *
yes
O no

What was the consequence, on a scale, for your organization, for not knowing a crash or misfunction happend immediatly?											
	1	2	3	4	5	6	7	8	9	10	
Low impact	0	0	\bigcirc	0	0	0	0	0	\bigcirc	0	Katastrophic
Using mon	itoriı	ng									
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 b					•			g the	e mo	nito	ring and
Yes											
O No											
Andet:											
How much system? *	insi	ght v	woul	d yc	ou sa	ay m	onit	orin	g giv	e to	your IT-
	1	2	3	4	5	6	7	8	9	10	
No insight	\bigcirc	0	\bigcirc	\bigcirc	\bigcirc	0	0	\bigcirc	\bigcirc	0	We have 100% insight of what is going on

What areas of your organization do you think is the most crucia to monitor? *	al
Front end, client application	
Back end system	
Database	
Servers	
Andet:	
If you implemented monitoring later in an IT-project. Did you se a clear differnce since setting up monitoring?	e
1 2 3 4 5 6 7 8 9 10	
No differnce O O O O O O O O Huge positi differnce	
Does you monitoring system avoid situations where your system would suffer if you didn't have monitoring? *	m
O Yes	
○ No	
Have your IT-system when using monitoring ever gone down or not functioned correctly without your knowlegde? *	ſ
○ Yes	
○ No	
O Andet:	

Do you see a	any n	ega	tive	s im	pac	ts o	f the	e mo	nito	ring	system? *
	1	2	3	4	5	6	7	8	9	10	
Negative impact	0	0	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	0	\bigcirc	No negative impact
What would system wou	-	•	the	neg	ative	e / c	ons	of u	ısing	j a m	nonitoring
Visibility and	d cor	ntrol									
How imports of all of you			•			-	-			mpl	ete visibility
	1	2	3	4	5	6	7	8	9	10	
Not so important	0	0	\bigcirc	0	0	0	\bigcirc	•	0	0	Very important
Does your sy to maintena			ice i	n a	whil	e ne	ed t	o ha	ave a	a dov	wntime due
Yes											
O No											

riod of one	mo	nth?	*								
	1	2	3	4	5	6	7	8	9	10	
nall variation	•	0	0	\bigcirc	0	\bigcirc	0	\bigcirc	0	0	Heavy variation
perience a	ny p		•		_						
	1	2	3	4	5	6	7	8	9	10	
Not so important	\bigcirc	0	\bigcirc	0	0	0	\bigcirc	•	\bigcirc	\bigcirc	Very important
ve used m	onit	orin	g in	the	pas	st					
				•				on d	lo no	ot im	plement
Too expens	ive to	holo	d reso	ource	es for	mon	itorir	ng			
The moniroi	ing sy	/sten	n did	n't sh	now v	vhere	the	probl	em v	/as	
Monitoring 1	took ⁻	time	from	onth	ner im	nport	ant ta	asks			
Andet:											
	nall variation w importate perience and department Not so important ve used mat is the mat is the material or ing or ingential is the material is the mater	nall variation w important is perience any pedepartment? * 1 Not so important at is the main point oring of IT-state to expensive to the monitoring symmetry took in the monitoring symmetry took in the monitoring took in the m	and variation we important is it for berience any performs the main reasonitoring of IT-system Too expensive to hold the monitoring system. Monitoring took time	w important is it for your perience any performate department? * 1 2 3 Not so important ve used monitoring in the main reason onitoring of IT-systems Too expensive to hold resorm the monitoring system did Monitoring took time from	and the main reason your open and is the main reason your onitoring of IT-systems and Too expensive to hold resource. The moniroing system didn't shadow to hold remain to hold remain to hold resource. The moniroing took time from onthe monitoring took time from the monitoring took time from the monitoring took time from the monitoring took time fro	and variation The monitoring of IT-systems any monitoring of IT-systems any monitoring took time from onther in the passes of the monitoring took time from onther in the passes of the monitoring took time from onther in the passes of the monitoring took time from onther in the passes of the monitoring took time from onther in the passes of the monitoring took time from onther in the passes of the monitoring took time from onther in the passes of the monitoring took time from onther in the passes of	1 2 3 4 5 6 mall variation	and variation \(\begin{array}{c} \) \(\cdot \) \(\cdo \) \(\cdot \) \(\cdot \) \(\cdot \) \(\cdo \) \(\cdot \) \(\cdot \) \(\cdo	and variation 1 2 3 4 5 6 7 8 In all variation 1 2 3 4 5 6 7 8 In all variation 2 3 4 5 6 7 8 In all variation 3 4 5 6 7 8 In all variation 4 5 6 7 8 In all variation 5 6 7 8 In all variation 6 7 8 In all variation 7 8 9 In all variation I	and a variation 1	nall variation 1 2 3 4 5 6 7 8 9 10 w important is it for your organization that the encorerience any performance issues and will be the fidepartment?* 1 2 3 4 5 6 7 8 9 10 Not so important Not so important The main reason your organization do not important 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

genig en in unen											
Do you wo				npa	ny o	r do	you	ı hav	ve in	sigh	t to your
Yes											
O No											
Do you use	emetr	ics a	and	mor	nitor	ing					
What is yo	ur title	in y	our	orga	aniz	atio	n? *				
TP											
How large number of		•	-	•		•	st IT	-sys	tem	, bas	ed on
	1	2	3	4	5	6	7	8	9	10	
Minor syste	m 🔘	0	0	0	0	0	0	0	0	•	Large system

your IT-systems with tools like Grafana/Kibana, Newrelic, Azure Application Insight, AWS Cloud Watch etc? *
Yes
○ No
O 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
O Andet:
Have your IT-system ever gone down or not functioned correctly without your knowlegde? *
O yes
O no

What was th	ne co	nse	que	nce,	on a	a sc	ale,	for y	our/	orgar	nizatio	n, for
not knowing	j a ci	rash	or r	nisf	unct	tion	hap	pen	d im	medie	etly?	
	1	2	3	4	5	6	7	8	9	10		

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											
\bigcirc	No											
\bigcirc	Andet:											
	w much stem? *	insi	ght	woul	ld yo	ou sa	ay m	onit	orin	g giv	e to	your IT-
		1	2	3	4	5	6	7	8	9	10	
N	o insight	0	0	0	0	0	0	\bigcirc	\bigcirc	0	•	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: 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 O O O O O O O O O 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	0	\bigcirc	0	•	No negative impact						
What would system wou	•	•	the	neg	ative	e / c	ons	of u	ısing	g a m	nonitoring
Visibility and	d cor	ntrol									
How importa			•			-	•			mpl	ete visibility
	1	2	3	4	5	6	7	8	9	10	
Not so important	0	\bigcirc	\bigcirc	•	\bigcirc	\bigcirc	\bigcirc	\bigcirc	0	0	Very important
Does your sy to maintena			nce i	n a	whil	e ne	ed t	o ha	ave a	a do	wntime due
Yes											
No											

period of one month? *											
	1	2	3	4	5	6	7	8	9	10	
nall variation	0	0	\bigcirc	\bigcirc	0	•	\bigcirc	\bigcirc	\bigcirc	0	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	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	o	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:											
	w importation w importation department. Not so important ve used mat is the mat is the material or ing or intoring or intoring or into intoring or into intoring or into into into into into into into into	mall variation on which is the main onitoring of IT-state to expensive to the monitoring symmetric materials and the monitoring of IT-state to expensive to the monitoring symmetric materials.	and variation \(\) \(\) \(\) w important is it for berience any perfordepartment? \(\) \(1 \) 2 Not so important \(\) \(\) \(\) \(\) important \(\) at is the main real enitoring of IT-system to expensive to hold. The monitoring system Monitoring took time	and variation w important is it for your perience any performate department? * 1 2 3 Not so important we used monitoring in the main reason on itoring of IT-systems Too expensive to hold reson the monitoring system did Monitoring took time from	and variation \(\) \(\	and variation \(\) \(\	1 2 3 4 5 6 mall variation	and variation \(\) \(\	at is the main reason your organization onitoring of IT-systems any more? * Too expensive to hold resources for monitoring The moniroing system didn't show where the problem.	and variation \(\) \(\	nall variation \(\) \(

goin	g on in their i i -	systen	18.									
	you work mpanies l'				npa	ny o	r do	you	ı ha	ve ir	sigh	t to your
•	Yes											
0	No											
Do	V011 1100 m	t w		اممد	100 O W	itor	in a					
טט	you use r	netri	ics a	and	mor	iitor	ing					
Wh	at is your	title	in y	our	orga	aniz	atio	n? *				
Sof	tware Develo	oper										
	w large w mber of us		-	-	-		•	st IT	-sys	tem	, bas	ed on
		1	2	3	4	5	6	7	8	9	10	
M	inor system	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	•	\bigcirc	\bigcirc	\bigcirc	\bigcirc	Large system

your IT-systems with tools like Grafana/Kibana, Newrelic, Azure Application Insight, AWS Cloud Watch etc? *
O Yes
No
O 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
O Andet:
Have your IT-system ever gone down or not functioned correctly without your knowlegde? *
yes
O no

What was the consequence, on a scale, for your organization, for not knowing a crash or misfunction happend immediatly?												
	1	2	3	4	5	6	7	8	9	10		
Low impact	0	0	0	•	\bigcirc	0	0	0	0	0	Katastrophic	
Using moni	torir	ng										
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 b					•			g the	e mo	nitor	ring and	
O Yes												
O No												
O 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	\bigcirc	\bigcirc	\bigcirc	\bigcirc	0	\bigcirc	\bigcirc	\bigcirc	0	0	We have 100%	

is going on

What areas of your organization do you think is the most crucia to monitor? *	al
Front end, client application	
Back end system	
Database	
Servers	
Andet:	
If you implemented monitoring later in an IT-project. Did you se a clear differnce since setting up monitoring?	e
1 2 3 4 5 6 7 8 9 10	
No differnce O O O O O O O O Huge positi differnce	
Does you monitoring system avoid situations where your system would suffer if you didn't have monitoring? *	m
O Yes	
○ No	
Have your IT-system when using monitoring ever gone down or not functioned correctly without your knowlegde? *	ſ
○ Yes	
○ No	
O Andet:	

Do you see any negatives impacts of the monitoring system? *													
	1	2	3	4	5	6	7	8	9	10			
Negative impact	0	0	0	0	\bigcirc	0	0	\bigcirc	0	\bigcirc	No negative impact		
What would you say the negative / cons of using a monitoring system would be?													
Visibility and	l cor	ntrol											
How importa			•			-	-			mpl	ete visibility		
	1	2	3	4	5	6	7	8	9	10			
Not so important	0	0	\bigcirc	0	\bigcirc	\bigcirc	\bigcirc	\bigcirc	0	•	Very important		
Does your sy to maintenar			ice i	n a	whil	e ne	ed t	o ha	ave a	a dov	wntime due		
Yes													
O 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	\bigcirc	0	0	•	0	\bigcirc	0	0	0	0	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	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	•	\bigcirc	\bigcirc	Very important	
Have used monitoring in the past												
What is the main reason your organization do not implement monitoring of IT-systems any more? *												
O Too expens	ive to	holo	l reso	ource	es for	mon	itorir	ng				
The moniro	ing sy	ysten	n did	n't sh	now v	vhere	the	probl	em w	as		
Monitoring	Monitoring took time from onther important tasks											
O Andet:												

going on in their ii -	systen	18.									
Do you work companies l				npa	ny o	r do	you	ı hav	ve in	sigh	t to your
Yes											
O No											
Do you use n	netri	cs a	and I	mor	nitor	ing					
What is your	title	in y	our	orga	aniz	atio	า? *				
Cloud Architect											
How large we		-	-	-		_	st IT	-sys	tem	, bas	ed on
	1	2	3	4	5	6	7	8	9	10	
Minor system	0	0	0	•	0	0	0	0	0	\bigcirc	Large system

your IT-systems with tools like Grafana/Kibana, Newrelic, Azure Application Insight, AWS Cloud Watch etc? *
Yes
○ No
O 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
O Andet:
Have your IT-system ever gone down or not functioned correctly without your knowlegde? *
O yes
O no

What was the consequence, on a scale, for your organization, for not knowing a crash or misfunction happend immediatly?														
1 2 3 4 5 6 7 8 9 10														
Low impact	0	0	0	0	0	0	0	0	0	0	Katastrophic			
Using moni	itorir	ng												
How much more insight would you say that monitoring of you IT-systems and IT-infrastructur give compared to not having it implemented?														
Have you b metrics sys					•			g the	e mo	nitoı	ring and			
Yes														
O No														
Andet:														
How much system? *	insiç	ght v	voul	d yo	ou sa	ay m	onit	orin	g giv	e to	your IT-			
	1	2	3	4	5	6	7	8	9	10				
No insight	0	0	\bigcirc	\bigcirc	\bigcirc	0	•	\bigcirc	0	0	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 O O O O O O 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	0	0	0	0	\bigcirc	0	0	•	0	0	No negative impact			
What would you say the negative / cons of using a monitoring system would be?														
Extra overhead														
	Extra overhead													
Visibility and	l cor	ntrol												
How importa			-			-	-			mpl	ete visibility			
	1	2	3	4	5	6	7	8	9	10				
Not so important	0	0	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	•	0	\bigcirc	Very important			
Does your sy to maintenar			ice i	n a	whil	e ne	ed t	o ha	ave a	a dov	wntime due			
Yes														
O 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		•	0	\bigcirc	0	0	0	\bigcirc	0	0	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	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	•	\bigcirc	\bigcirc	\bigcirc	\bigcirc	Very important	
Have used monitoring in the past												
What is the main reason your organization do not implement monitoring of IT-systems any more? *												
O Too expens	ive to	holo	l reso	ource	es for	mon	itorir	ng				
The moniro	ing sy	/sten	n did	n't sh	now v	vhere	the	probl	em w	/as		
Monitoring took time from onther important tasks												
O Andet:												

goin	g on in their IT-	systen	ıs.									
	you work npanies l				npa	ny o	r do	you	ı hav	ve in	ısigh	t to your
•	Yes											
\bigcirc	No											
Do	you use n	netri	cs a	and	mor	itor	ing					
Wh	at is your	title	in y	our	orga	aniz	atio	n? *				
Sof	tware develo	per										
	w large we		•	•	•		•	st IT	-sys	tem	, bas	ed on
		1	2	3	4	5	6	7	8	9	10	
M	inor system	0	•	0	0	0	0	0	0	0	0	Large system

your IT-systems with tools like Grafana/Kibana, Newrelic, Azure Application Insight, AWS Cloud Watch etc? *
Yes
○ No
O 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
O Andet:
Have your IT-system ever gone down or not functioned correctly without your knowlegde? *
O yes
O no

What was t not knowin			-					-		_	anization, for ietly?
	1	2	3	4	5	6	7	8	9	10	
Low impact	0	0	0	\bigcirc	0	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	Katastrophic
Using mon	itorir	ng									
How much more insight would you say that monitoring of you IT-systems and IT-infrastructurgive compared to not having it implemented?											
Have you b					•			g the	e mo	nitor	ring and
O Yes											
O No											
Andet: Y	'es, bι	ıt onl	y cer	tain p	arts						
How much system? *	insiç	ght v	voul	d yo	u sa	ay m	onit	orin	g giv	e to	your IT-
	1	2	3	4	5	6	7	8	9	10	
No insight	\bigcirc	•	\bigcirc	\bigcirc	We have 100% insight of what						

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 No differnce No 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	•	0	0	0	0	0	0	0	0	0	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	con	itrol											
How importa			•			•	•			mple	ete visibility		
	1	2	3	4	5	6	7	8	9	10			
Not so important	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	O	\bigcirc	0	\bigcirc	Very important		
Does your sy to maintenar			ice i	n a '	whil	e ne	ed t	o ha	ave a	a dov	wntime due		
O Yes													
No													

period of one	mo	nth?	*										
	1	2	3	4	5	6	7	8	9	10			
Small variation	\bigcirc	\bigcirc	•	0	0	0	0	0	0	0	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	\bigcirc	\bigcirc	\bigcirc	0	0	0	•	0	\bigcirc	\bigcirc	Very important		
Have used monitoring in the past													
What is the monitoring o				•	7	_		on d	lo no	t im	plement		
O Too expens	ive to	holo	l res	ource	es for	mon	itorir	ng					
The monirol	ing sy	ysten	n did	n't sh	now v	vhere	the	probl	em w	/as			
Monitoring	took	time	from	onth	ner im	nport	ant ta	asks					
Andet:													

Does the number of users consuming your IT-system vary over a

going on in their IT-	systen	ns.									
Do you work companies l'				npa	ny o	r do	you	ı hav	ve in	sigh	t to your
Yes											
O No											
Do you use n	netri	ics a	and	mor	nitor	ing					
What is your	title	in y	our	orga	aniz	atio	n? *				
android progran	nmer										
How large we		-	-	-		_	st IT	-sys	tem	, bas	ed on
	1	2	3	4	5	6	7	8	9	10	
Minor system	0	0	\bigcirc	•	\bigcirc	0	0	0	0	0	Large system

your IT-systems with tools like Grafana/Kibana, Newrelic, Azure Application Insight, AWS Cloud Watch etc? *
O Yes
No
O 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
O Andet:
Have your IT-system ever gone down or not functioned correctly without your knowlegde? *
yes
O no

What was t			-							_	anization, for ietly?
	1	2	3	4	5	6	7	8	9	10	
Low impact	0	0	O	\bigcirc	\bigcirc	\bigcirc	\bigcirc	0	\bigcirc	0	Katastrophic
Using mon	itorir	ng									
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 b					•			g the	e mo	nitoı	ring and
O Yes											
O No											
Andet:											
How much system? *	insi	ght v	woul	d yo	ou sa	ay m	onit	orin	g giv	e to	your IT-
	1	2	3	4	5	6	7	8	9	10	
No insight	\bigcirc	We have 100% insight of what									

is going on

What areas of your organization do you think is the most crucia to monitor? *	al
Front end, client application	
Back end system	
Database	
Servers	
Andet:	
If you implemented monitoring later in an IT-project. Did you se a clear differnce since setting up monitoring?	e
1 2 3 4 5 6 7 8 9 10	
No differnce O O O O O O O O Huge positi differnce	
Does you monitoring system avoid situations where your system would suffer if you didn't have monitoring? *	m
O Yes	
○ No	
Have your IT-system when using monitoring ever gone down or not functioned correctly without your knowlegde? *	ſ
○ Yes	
○ No	
O Andet:	

Do you see any negatives impacts of the monitoring system? *														
	1	2	3	4	5	6	7	8	9	10				
Negative impact	0	0	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	0	\bigcirc	No negative impact			
What would you say the negative / cons of using a monitoring system would be?														
Visibility and	d cor	ntrol												
How importa			•			-	-			mpl	ete visibility			
	1	2	3	4	5	6	7	8	9	10				
Not so important	\bigcirc	0	0	•	0	0	0	0	\bigcirc	\bigcirc	Very important			
Does your sy to maintena			nce i	n a	whil	e ne	ed t	o ha	ave a	a dov	wntime due			
Yes														
O No														

period of one	mo	nth?	*										
	1	2	3	4	5	6	7	8	9	10			
Small variation	0	0	0	\bigcirc	0	•	0	\bigcirc	0	0	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	0	\bigcirc	\bigcirc	0	\bigcirc	\bigcirc	\bigcirc	•	\bigcirc	\bigcirc	Very important		
Have used monitoring in the past													
What is the main reason your organization do not implement monitoring of IT-systems any more? *													
O Too expens	ive to	holo	l reso	ource	es for	mon	itorir	ng					
The moniro	ing sy	ysten	n did	n't sh	now v	vhere	the	probl	lem w	/as			
Monitoring took time from onther important tasks													
O Andet:													

Does the number of users consuming your IT-system vary over a

gg		,										
Do you w companie					npa	ny o	r do	you	ı hav	ve in	ısigh	t to your
Yes												
O No												
Do you us	se n	netri	cs a	and	mor	itor	ing					
What is y	our	title	in y	our	orga	aniz	atio	n? *				
Senior Deve	elope	r										
How largenumber of			-	-	-		•	st IT	-sys	tem	, bas	ed on
		1	2	3	4	5	6	7	8	9	10	
Minor syst	tem	\bigcirc	•	0	Large system							

your IT-systems with tools like Grafana/Kibana, Newrelic, Azure Application Insight, AWS Cloud Watch etc? *
Yes
○ No
O 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
O Andet:
Have your IT-system ever gone down or not functioned correctly without your knowlegde? *
O yes
O no

What was the consequence, on a scale, for your organization, for not knowing a crash or misfunction happend immediatly?											
	1	2	3	4	5	6	7	8	9	10	
Low impact	0	0	0	0	0	0	0	0	0	0	Katastrophic
Using mon	itorii	ng									
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 b					•			g the	e mo	nito	ring and
O Yes											
No											
Andet:											
How much system? *	insi	ght v	woul	d yo	ou sa	ay m	onit	orin	g giv	e to	your IT-
	1	2	3	4	5	6	7	8	9	10	
No insight	\bigcirc	0	0	0	\bigcirc	0	•	0	\bigcirc	0	We have 100% insight of what is going on

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 O O O O O O O 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? *
O Yes
No
O Andet:

What areas of your organization do you think is the most crucial

Do you see any negatives impacts of the monitoring system? *											
	1	2	3	4	5	6	7	8	9	10	
Negative impact	0	0	\bigcirc	•	\bigcirc	\bigcirc	\bigcirc	0	0	\bigcirc	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	l cor	ntrol									
How importa			-			-	-			mpl	ete visibility
	1	2	3	4	5	6	7	8	9	10	
Not so important	0	0	0	•	0	\bigcirc	\bigcirc	\bigcirc	0	0	Very important
Does your sy to maintenar			nce i	n a	whil	e ne	ed t	o ha	ave a	a dov	wntime due
O Yes											
No											

period of one month? *											
	1	2	3	4	5	6	7	8	9	10	
Small variation	\bigcirc	0	•	\bigcirc	0	\bigcirc	\bigcirc	\bigcirc	0	\bigcirc	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	0	\bigcirc	0	\bigcirc	0	0	\bigcirc	0	\bigcirc	•	Very important
Have used monitoring in the past What is the main reason your organization do not implement											
monitoring o				•	-						
O Too expens	ive to	holo	d res	ource	es for	mon	itorir	ng			
The moniro	ing s	ysten	n did	n't sh	now v	vhere	the	probl	em w	/as	
O Monitoring	took	time	from	onth	ner im	nport	ant ta	asks			
Andet:											

Does the number of users consuming your IT-system vary over a

gom	g on in their m	бубісн	10.									
	you work npanies l				npa	ny o	r do	you	ı hav	ve ir	sigh	t to your
•	Yes											
\bigcirc	No											
				_								
Do	you use n	netri	CS a	and	mor	nitor	ing					
Wh	at is your	title	in y	our	orga	aniz	atio	n? *				
Sen	ior develope	er										
	w large we mber of us		-	-	-		•	st IT	-sys	tem	, bas	ed on
		1	2	3	4	5	6	7	8	9	10	
Mi	nor system	\bigcirc	\bigcirc	\bigcirc	\bigcirc	•	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	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? *
O Yes
No
O 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
O no

What was the consequence, on a scale, for your organization, for not knowing a crash or misfunction happend immediatly?											
	1	2	3	4	5	6	7	8	9	10	
Low impact	\bigcirc	\bigcirc	•	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	0	0	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 be metrics syst					-		_	the	e mo	nitori	ng and
O Yes											
O No											
Andet:											
How much insight would you say monitoring give to your IT-system? *											
	1	2	3	4	5	6	7	8	9	10	

We have 100% insight of what is going on

What areas of your organization do you think is the most crucia to monitor? *	al
Front end, client application	
Back end system	
Database	
Servers	
Andet:	
If you implemented monitoring later in an IT-project. Did you se a clear differnce since setting up monitoring?	e
1 2 3 4 5 6 7 8 9 10	
No differnce O O O O O O O O Huge positi differnce	
Does you monitoring system avoid situations where your system would suffer if you didn't have monitoring? *	m
O Yes	
○ No	
Have your IT-system when using monitoring ever gone down or not functioned correctly without your knowlegde? *	ſ
○ Yes	
○ No	
O Andet:	

Do you see any negatives impacts of the monitoring system? *											
	1	2	3	4	5	6	7	8	9	10	
Negative impact	0	0	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	0	\bigcirc	No negative impact
What would system wou	-	•	the	neg	ative	e / c	ons	of u	ısing	j a m	nonitoring
Visibility and	d cor	ntrol									
How imports of all of you			•			-	-			mpl	ete visibility
	1	2	3	4	5	6	7	8	9	10	
Not so important	0	0	\bigcirc	0	0	0	\bigcirc	•	0	0	Very important
Does your sy to maintena			ice i	n a	whil	e ne	ed t	o ha	ave a	a dov	wntime due
Yes											
O No											

period of one month? *											
	1	2	3	4	5	6	7	8	9	10	
nall variation	•	0	0	\bigcirc	0	\bigcirc	0	\bigcirc	0	0	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	\bigcirc	\bigcirc	\bigcirc	0	0	0	\bigcirc	•	\bigcirc	\bigcirc	Very important
ve used m	onit	orin	g in	the	pas	st					
				•				on d	lo no	ot im	plement
Too expens	ive to	holo	d reso	ource	es for	mon	itorir	ng			
The moniroi	ing sy	/sten	n did	n't sh	now v	vhere	the	probl	em v	/as	
Monitoring 1	took ⁻	time	from	onth	ner im	nport	ant ta	asks			
Andet:											
	nall variation w importate perience and department Not so important ve used mat is the mat is the material or ing or ingential is the material is the mater	nall variation w important is perience any pedepartment? * 1 Not so important at is the main point oring of IT-state to expensive to the monitoring symmetry took in the monitoring symmetry took in the monitoring took in the m	and variation we important is it for berience any performs the main reasonitoring of IT-system Too expensive to hold the monitoring system. Monitoring took time	and variation w important is it for your perience any performate department? 1 2 3 Not so important we used monitoring in the main reason on itoring of IT-systems Too expensive to hold reson the monitoring system did Monitoring took time from	and the main reason your open and is the main reason your onitoring of IT-systems and Too expensive to hold resource. The moniroing system didn't shadow to hold remain to hold remain to hold resource. The moniroing took time from onthe monitoring took time from the monitoring took time from the monitoring took time from the monitoring took time fro	and variation The monitoring of IT-systems any monitoring of IT-systems any monitoring took time from onther in the passes of the monitoring took time from onther in the passes of the monitoring took time from onther in the passes of the monitoring took time from onther in the passes of the monitoring took time from onther in the passes of the monitoring took time from onther in the passes of the monitoring took time from onther in the passes of the monitoring took time from onther in the passes of	1 2 3 4 5 6 mall variation	and variation \(\begin{array}{c} \) \(\cdot \) \(\cdo \) \(\cdot \) \(\cdot \) \(\cdot \) \(\cdo \) \(\cdot \) \(\cdot \) \(\cdo	and variation 1 2 3 4 5 6 7 8 In all variation 1 2 3 4 5 6 7 8 In all variation 2 3 4 5 6 7 8 In all variation 3 4 5 6 7 8 In all variation 4 5 6 7 8 In a 1 2 3 4 5 6 7 8 In a 2 3 4 5 6 7 8 In a 2 3 4 5 6 7 8 In a 3 4 5 6 7 8 In a 4 5 6 7 8 In a 5 6 7 8 In a 6 7 8 In a 7 8 In a 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8	and a variation 1	nall variation 1 2 3 4 5 6 7 8 9 10 w important is it for your organization that the encorerience any performance issues and will be the fidepartment?* 1 2 3 4 5 6 7 8 9 10 Not so important Not so important The main reason your organization do not important 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

Does the number of users consuming your IT-system vary over a

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