Δ challenging times, this 14th annual survey shows IT is poised to embrace new ways to accelerate digital transformation and achieve operational excellence.

Nearly 800 IT leaders and professionals share their ongoing initiatives and the obstacles to achieving optimal service delivery while safeguarding critical corporate assets.

ARE TOP CHALLENGES WHEN TROUBLESHOOTING APPLICATIONS For the first time Finding the requisite talent to solve **39%** in the history of the survey, a performance issues

SKILLS GAP AND MEASURING NETWORK HEALTH

non-technology challenge is the top response! 8%

Measuring underlying network health 38% (e.g. latency delay, retransmissions) **35%**

Understanding end-user experience Problem domain isolation 33%

(Client, Server, Application, Network) Managing application bugs and patches 28%

THE TOP BENEFITS OF USING AUTOMATION

Monitoring bandwidth consumption

Reduce risk of performance issues, equipment failure 66% data breaches, and regulatory compliance violations

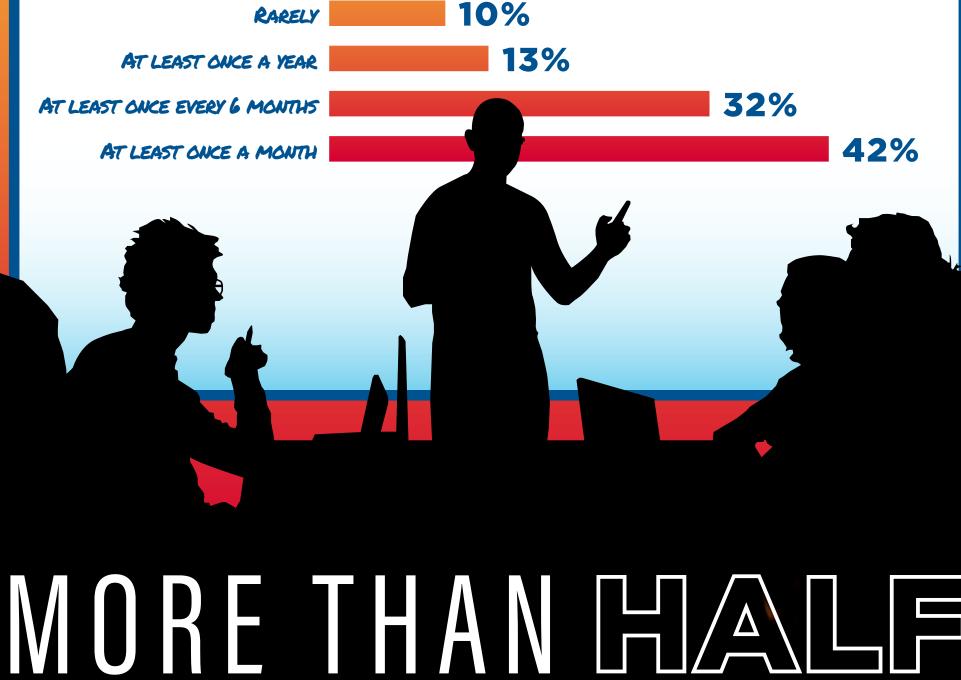


50%

identify opportunities, and drive business innovation

Free IT Staff to focus on strategic initiatives,

4%



TIME SPENT 9% **UP 25%** 26-50%

OF ORGANIZATIONS WERE IMPACTED BY THE SUNBURST ATTACK

23%

Identifying whether

an end user experience

issue is due to

application, client,

server, or network

Monitoring quality of

unified communications

and collaboration

technologies

2021

2018

10

2017

No /

I don't know

Internet of

Things (IoT)

SD-WAN

25%

62%

INCREASED



Unified Communications and collaboration services have

become the gatekeeper to a smooth end-user experience

Track network path data

from end users to both

on-premises and

cloud services

first time in 14 years!

12%

Measure and improve

how the performance of

infrastructure apps and

user experience affect

business outcomes

51-100%

No increase



Monitoring performance

of SaaS applications

Ensuring that

Service-level agreements

are tied to business KPIs

65% OF RESPONDENTS REPORTED SPENDING OVERIOHOURS PER WEEK TROUBLESHOOTING UC ISSUES IN 2021 vs 2018

Time spent resolving UC issues has increased overall since 2018

CLOUD HOSTING SHOWS

MODERATE SMALL 26 - 50% 0 - 25%

27%

INCREASING CLOUD ADOPTION

2019

MODERATE

101 - 150%

51%

EXPECTED BANDWIDTH USAGE GROWTH ABATES IN 2021 30 20

Is there a planned budget increase within the next 12 months? No / don't know

Yes

30%

2018

SMALL

51 - 100%

Stayed the same 2020 NEW TECHNOLOGY ROLLOUTS POISED TO EXPAND Secure Access Service Edge (SASE) AlOps Private 5G

STEEP INCREASES FOR 2021 24% LARGE

51 - 100%

11%

2021

2020

LARGE

Stayed

the same

Over 151%

IT BUDGETS TO DOUBLE IN THE NEXT 12 MONTHS

2021

Yes

60%

More than 70% adoption for all new technologies by 2022

10 30 20 **Yes, in 2021** Yes, in 2022

To access the complete 14th Annual State of the Network report, visit: stateofthenetwork.com WORK

40 50 60 70

VIAVI Solutions

80

90

100

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