



# SEVEN SINKHOLES THAT SWALLOW I.T. TEAMS' TIME

It disappears—you never get it back.



## 1. MANUAL CHORES

Installations, updates, patches... Are you implementing technology, or fiddling with it?

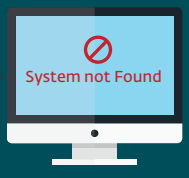


In a survey of IT leaders at more than 3,700 companies, respondents estimated that they spend an average 72% of their budgets on such keep-the-lights-on functions as supporting ongoing operations and maintenance, while only 28% goes toward new projects.

—Forrester Research

## 2. CLEAN-UPS

A little knowledge can be dangerous. Users prove it every day.



In a 2012 survey, workers said 37% of time wasted at work was due to "fixing other peoples' mistakes."

—business.salary.com

52% of IT security professionals said their biggest challenge is dealing with limited end user knowledge regarding risk.

—Spiceworks 2015 survey

## 3. FIRE FIGHTS

Who has time for preventing them if you spend all day putting them out?

Here's why prevention matters: Lost revenue from unplanned outages has increased by 56% since 2010.

—Ponemon Institute 2013 Cost of Data Center Downtime Study

IT professionals say 27% of interruptions cost them two hours of time to get back to their original tasks.

—business.salary.com survey 2012



## 4. DATA ANARCHY

Does anyone know where that file is? Didn't think so.



According to a 2011 IDC study, 90% of all data created in the next decade will be of the unstructured variety—making it almost impossible for organizations to manage, store, share and dispose of it in any meaningful way.

## 5. OFF-DUTY JOBS

When you need something fixed, call IT. They can fix anything.

In a survey of 200 IT professionals, 29% of respondents said they have lost count of the amount of time they spend each month on troubleshooting issues; 59% said that more than four people are involved in fixing these problems.

—ExtraHop Networks 2013



## 6. WINGING IT

No process, no documentation, no manual? Just make something up.

The OpTier survey indicated that 35% of IT managers felt that service level requirements were not clear. Lack of visibility into IT transactions was cited by 32%.



## 7. DATA GLUT

What happened? The answer's somewhere in this 2.4 GB text file.

Between now and 2020, the digital universe will grow by a factor of 10x— from 4.4 trillion gigabytes to 44 trillion. But the number of IT professionals available to manage all that data will only grow by 1.5 times today's levels.

—The EMC Digital Universe Study 2014



Read the full tech brief article "The 7 Great Sinkholes of an I.T. Department's Time".

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