The Open Group Cloud Computing Survey

May 9, 2011

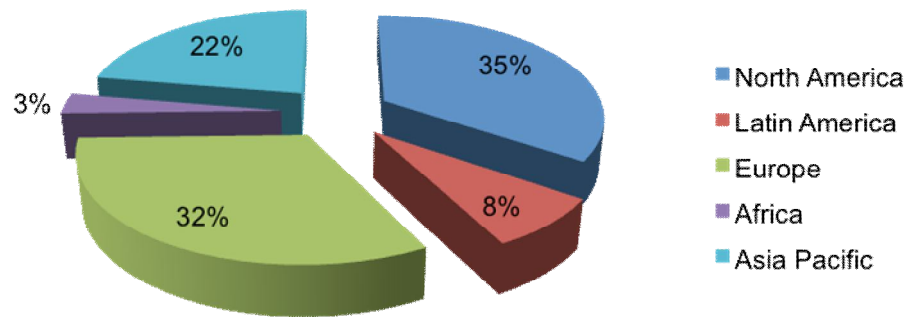THE *Open* GROUP

About the Survey

Cloud has been at the forefront of every IT discussion in 2011 and will continue to be, due to the potential system optimization and cost savings that are associated with it. However, industry-wide motivation and business impact behind Cloud implementation remains unclear. To better understand the top end-user business requirements for Cloud Computing and to determine how companies are measuring ROI, The Open Group surveyed 307 Cloud specialists at global organizations ranging in size from fewer than 200 to more than 5,000 employees. The survey was carried out online in February and March of 2011.
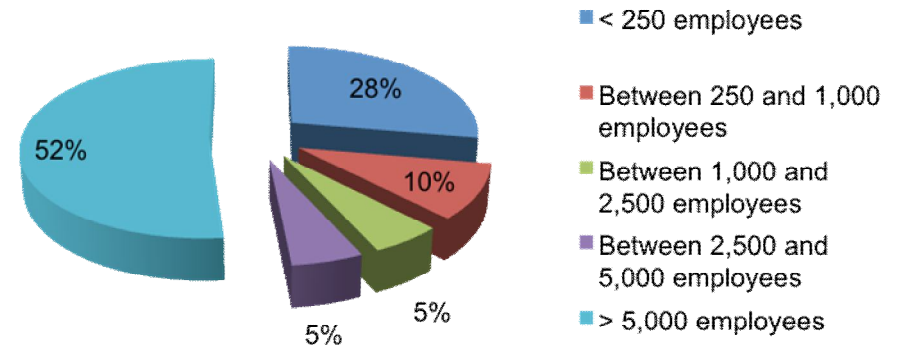
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Major Conclusions

- Majority of organizations needed buy-in from CIO or another C-level executive to fund Cloud Computing initiatives
- Main drivers behind Cloud Computing implementations were *cost*, *resource optimization* and *timeliness/agility of new services*
- Most organizations using Cloud Computing did not have an ROI mechanism in place
- 82 percent of survey participants believed Cloud Computing would significantly impact one or more business processes
- Top concerns surrounding Cloud Computing were *security*, *governance*, *integration issues* and *ability to cope with business process change*

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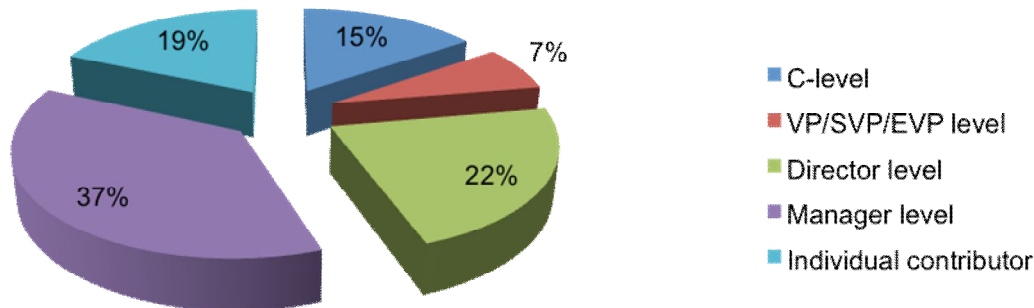
Who was surveyed?

Where is your organization headquartered?

- North America — 35%
- Latin America — 8%
- Europe — 32%
- Africa — 3%
- Asia Pacific — 22%

What size is your organization?

- < 250 employees — 28%
- Between 250 and 1,000 employees — 10%
- Between 1,000 and 2,500 employees — 5%
- Between 2,500 and 5,000 employees — 5%
- > 5,000 employees — 52%

What level best represents your position at your organization?

- C-level — 15%
- VP/SVP/EVP level — 7%
- Director level — 22%
- Manager level — 37%
- Individual contributor — 19%

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What best describes where Cloud Computing fits into your organization's IT roadmap?

Legend:
- Currently implementing for business use (at least 18 months) — 25%
- Recently began implementing for business use (within last 12 months) — 24%
- On radar or actively researching for business use — 43%
- Not on our IT roadmap — 8%

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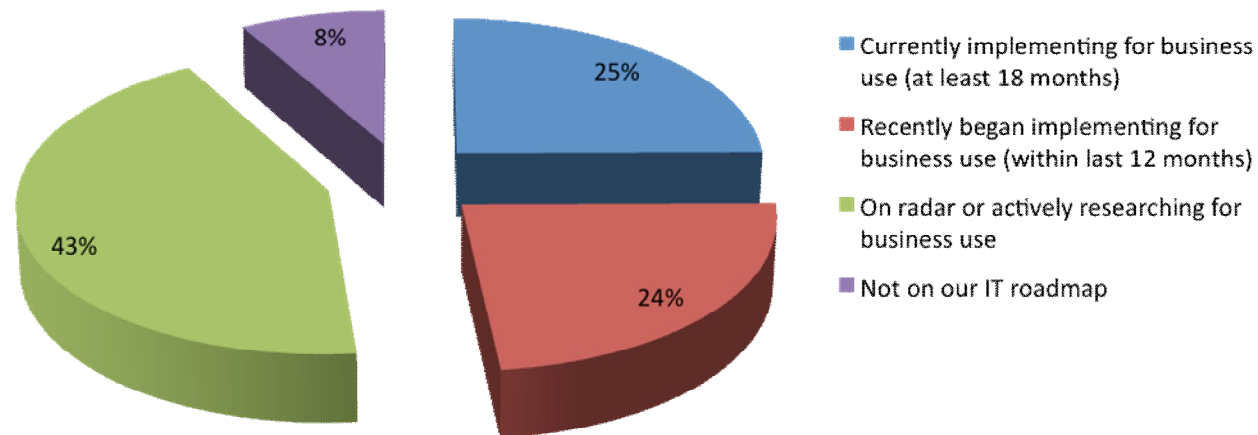
Which Cloud deployment model best meets your organization's business requirements?

Legend:
- Hybrid — 45%
- Private — 29%
- Public — 17%
- Unsure — 9%

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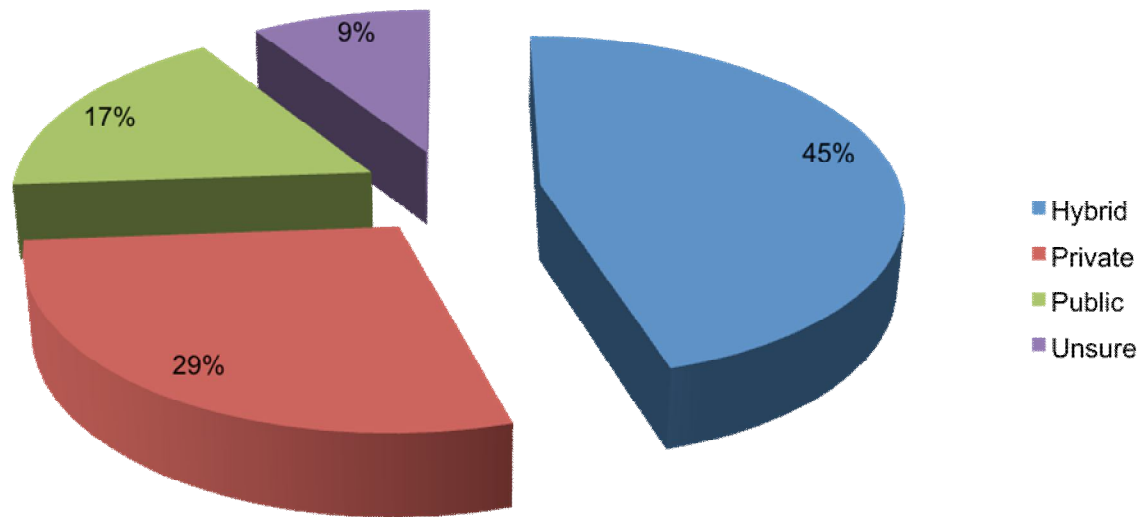
Cloud Decision Making

Who controls buying decisions?
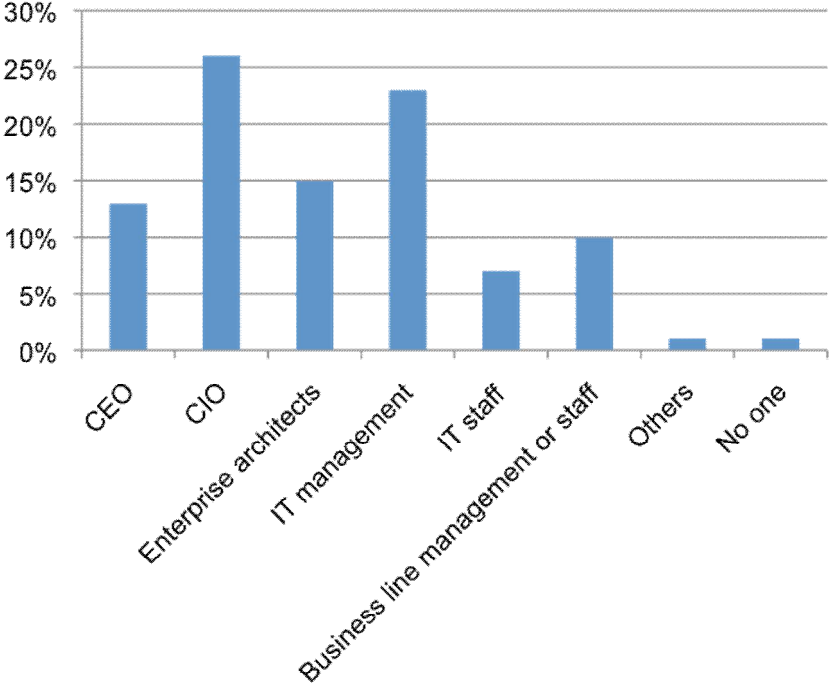
Executive level buy-in required?

Legend:
- CEO
- CIO
- IT director
- Enterprise architecture level
- All of the above

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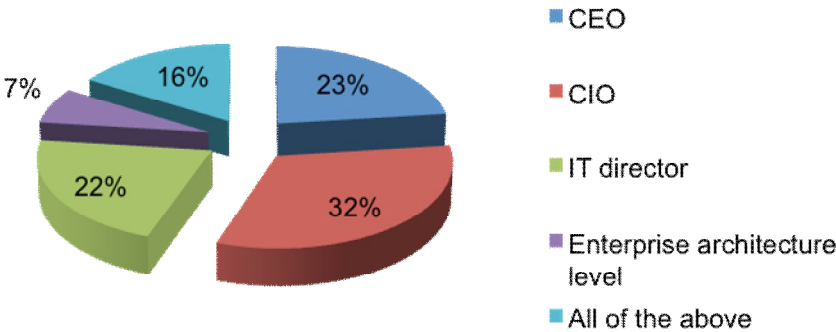
What are the main reasons for your organization to use Cloud Computing?
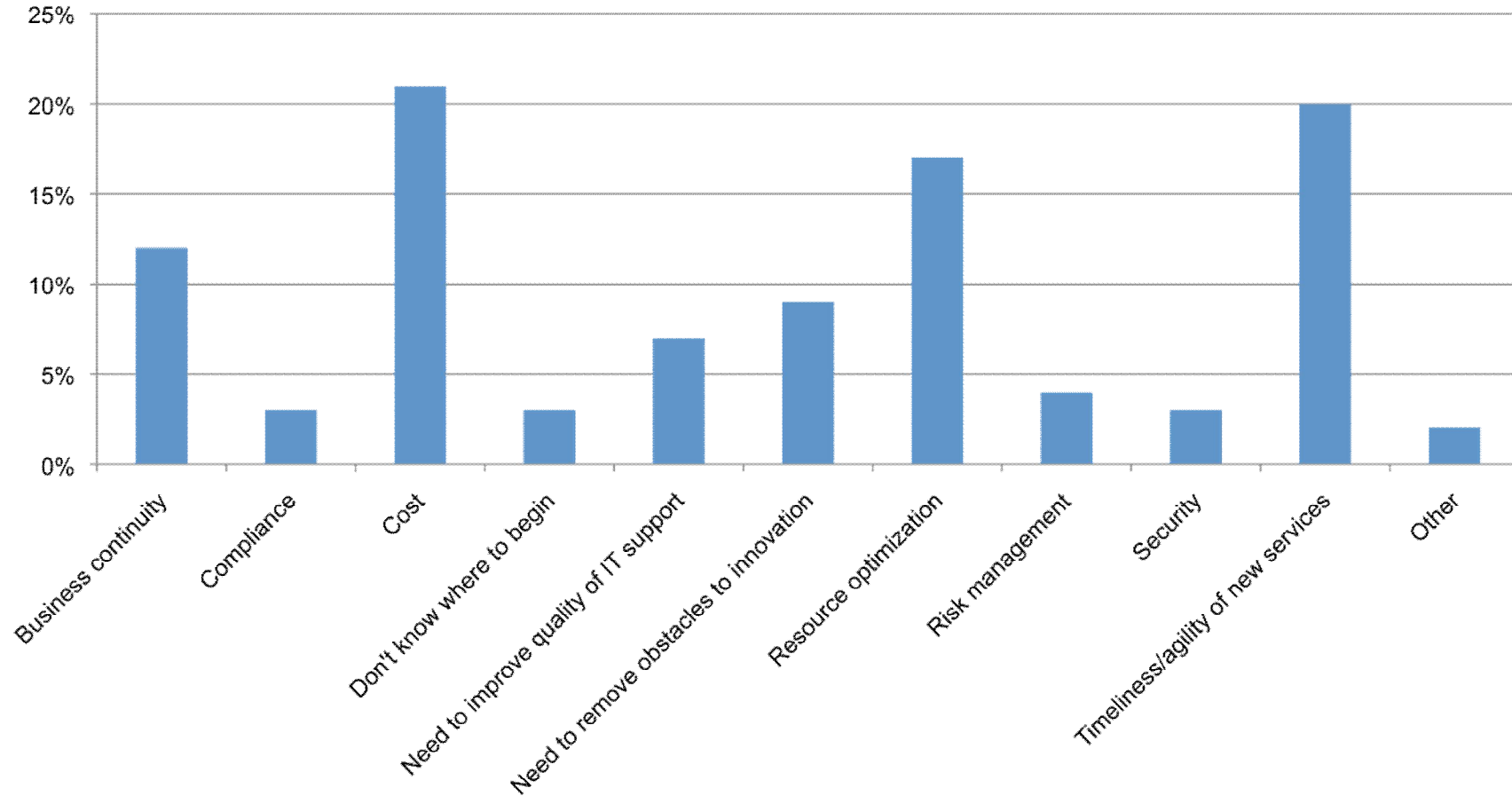
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Cloud ROI

Cloud ROI to address business requirements in your organization would be:

45%   55%

- Easy to evaluate and justify
- Hard to evaluate and justify
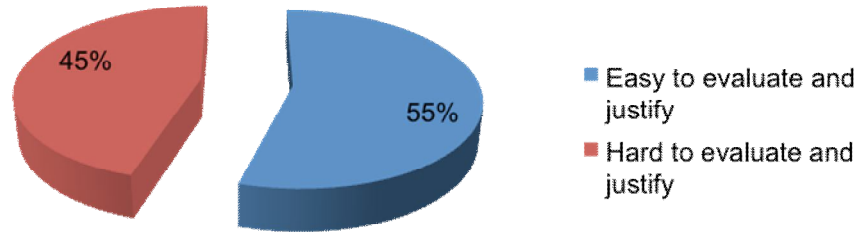
Are there any mechanisms in place to measure ROI for your Cloud Computing initiative?

20%   35%   45%

- Yes
- No
- Unsure
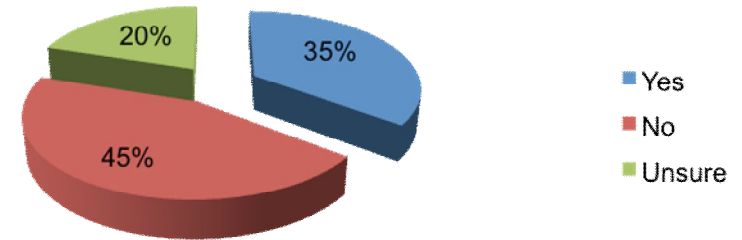
Which Cloud ROI metrics would be useful?

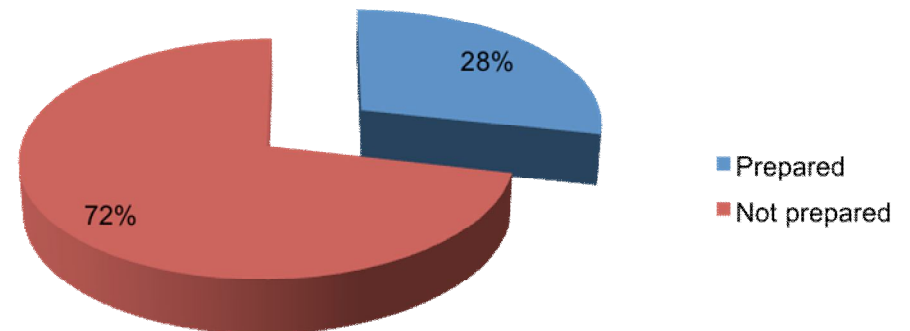|							
Cost	Margin	Quality of delivered result	Scale of operation	Speed of operation	Utilization of resource	None of the above	Other
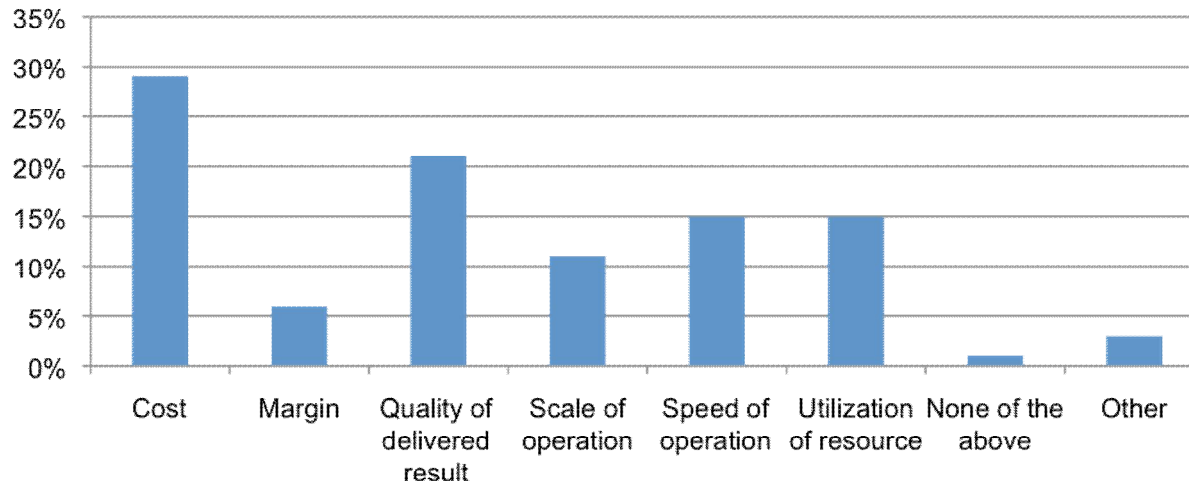
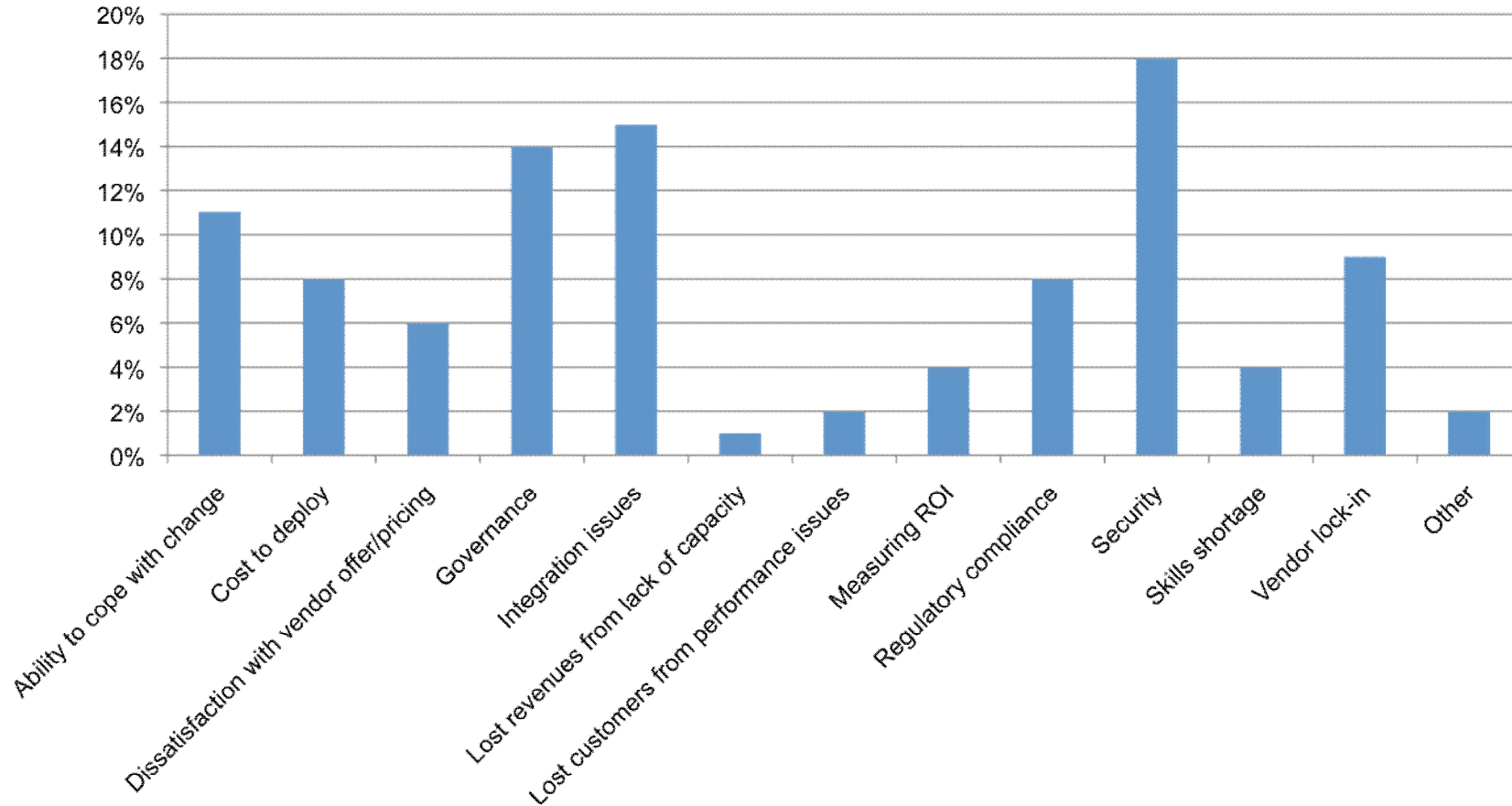THE *Open* GROUP

Impact of Cloud

Do you expect your Cloud initiative to significantly impact one or more business processes?

- Yes 82%
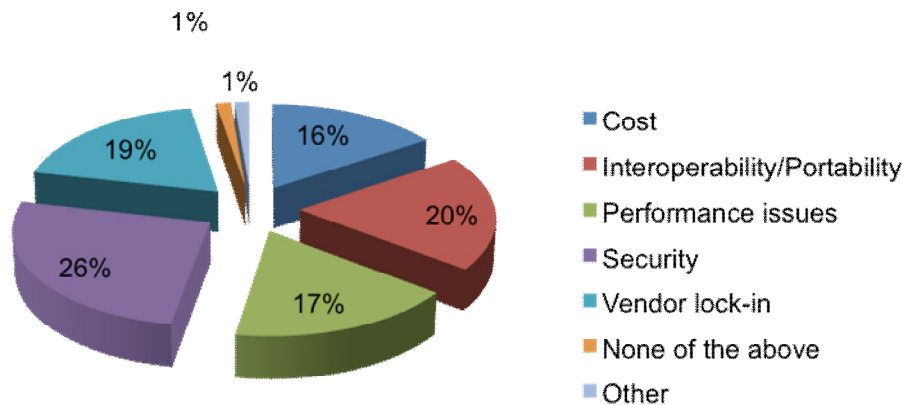- No 18%
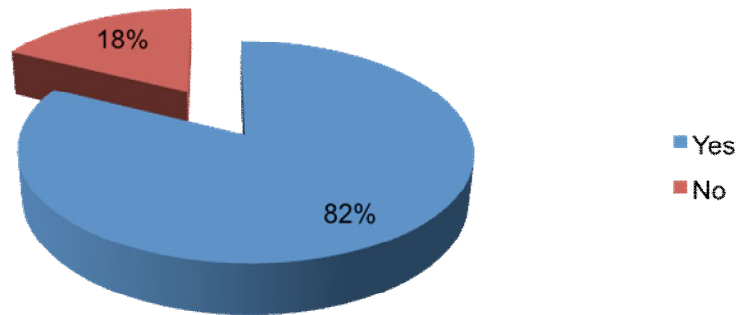
If yes, how prepared are you for these changes?

- Prepared 28%
- Not prepared 72%

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What are your biggest concerns surrounding the Cloud today?

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Top Concerns with Cloud

What are you main concerns with using an outside Cloud provider?

- Cost
- Interoperability/Portability
- Performance issues
- Security
- Vendor lock-in
- None of the above
- Other

How is your organization addressing concerns about data security and privacy surrounding the Cloud?

- Use existing information security controls
- Created new information security controls
- Use Cloud service provider's controls
- Other

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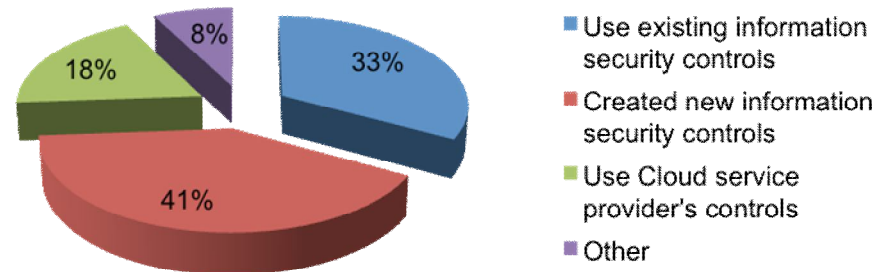
How satisfied are you with the level of available Cloud educational resources and professional training?

- **Very satisfied** — 8%
- **Satisfied** — 43%
- **Somewhat dissatisfied** — 34%
- **Dissatisfied** — 15%

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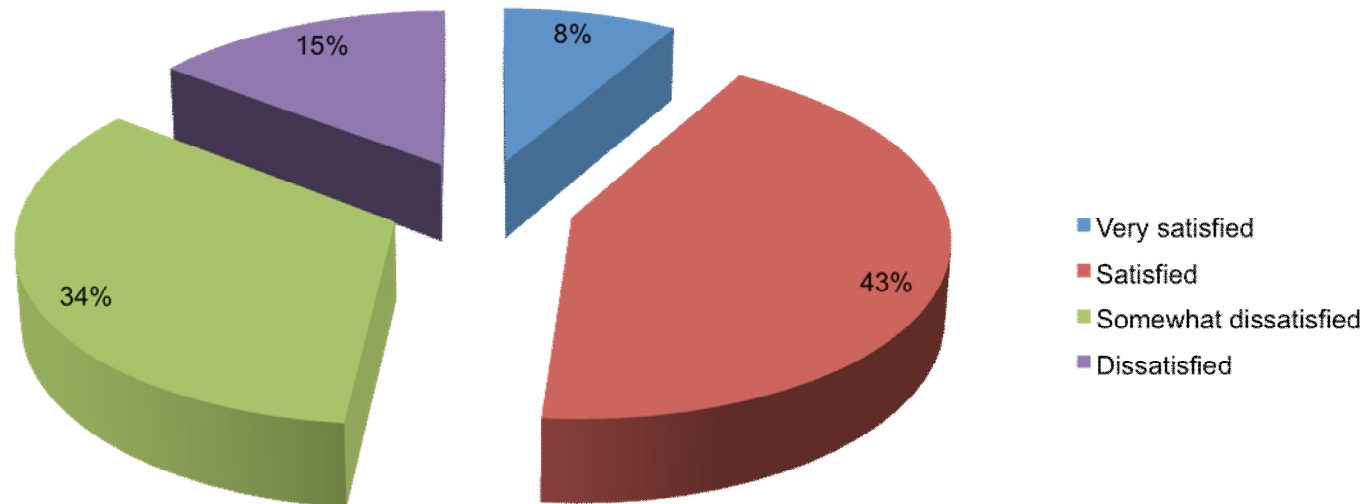
Commentary and Analysis

"The ability to transform business is the most exciting feature of the Cloud phenomenon. The survey shows users recognize that Cloud Computing will impact their business processes, but that they are not yet prepared to handle that impact or, in many cases, even to measure it."

~ Dr. Chris Harding, Forum Director for The Open Group

For Dr. Harding's blog on the survey findings, please visit:
http://wp.me/p1cB5i-ap

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Additional Resources

This survey builds on the ongoing work being orchestrated by The Open Group Cloud Computing Work Group, and the results will help guide its future development on the financial and business impact of Cloud Computing. If you are interested in getting involved with The Open Group Cloud Computing Work Group, visit http://www.opengroup.org/cloudcomputing/.

For Cloud Computing resources published by The Open Group, visit: http://www.opengroup.org/cloud/whitepapers/.

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