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Network Complexity, Change, and Human Factors are Failing the Business

A Global Survey of Network Professionals

October 2016

Executive Summary

This reports finds almost universal agreement that human factors lead to network outages. Ironically, the most common methods to protect the network from such errors are also manual. Participants report numerous outages occur every year, in which hours have passed before the issue is reported and require even more hours to resolve. Monitoring solutions fail to predict most incidents, proving the current process is not working. Even worse, eight out ten participants stated they are not confident their network is compliant and four out of ten participants are fearful network segmentation is not properly implemented.

It stands to reason that a large majority of participants desire solutions that could predict network impact before changes were even made. The network is not getting simpler and participants shared that increasing complexity drives network outages.



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