

Speed of Innovation in the Cloud: The Top 5 Challenges

Change is what drives success in today's digital businesses. But, the pace of that change – a constant churn of new updates and new releases – is becoming increasingly difficult for businesses to meet. Dynatrace surveyed 800 global CIOs to get their thoughts on the faster-than-ever pace for digital innovation today, and the challenges their organizations face in keeping up with these demands.

01 The World Keeps Getting Faster

End users expect weekly, daily, even hourly updates for their applications and services; that's become their new normal. And, as a result, those customer expectations are driving businesses to deliver new innovations at an increasingly rapid pace – approximately 3 new updates per working hour and 104 updates per week – a pace that 89 percent of think they will need to accelerate even more in the future.

02 The Customer Experience is Put at Risk

IT teams increasingly find themselves squeezed on three fronts: the pressure to accelerate new releases; the complexity of enterprise cloud environments; and, a limited pool of resources to work with. Because of customers' expectations for faster releases, 73 percent of CIOs worry this need for speed can put the customer experience at risk if IT needs to prioritize deadlines over quality performance testing. What's more, 64 percent of CIOs say they're already compromising between the need for new innovation and their needs for thorough testing.

03 Mastering the Cloud and Microservices is Hard Work

In order to achieve the agility needed for meeting user expectations and accelerating the speed of innovation, organizations are migrating applications and services to a hybrid and/or multi-cloud environment. Moreover, they're re-architecting these apps for microservices and containers for even greater agility and speed. But, this presents many new challenges, including: determining that app performance is not negatively impacted by cloud migration (for 67 percent of CIOs); identifying if an app is actually suited for the cloud (55 percent); and, re-engineering legacy apps for the cloud (51 percent).

04 Siloed Tools and Teams Hamper DevOps

Siloed organizational structures leave IT teams misaligned on both goals to work toward and tools needed to achieve those goals. Consequently, the ability to quickly release updates or services can be delayed. More than two-thirds (68 percent) of organizations are implementing, or have implemented, a DevOps culture to cultivate better collaboration across these teams – especially as 74 percent of CIOs say the lack of shared tools and datasets across teams undermine DevOps collaboration efforts.

05 Unplanned Work is Stifling Innovation

IT's day-to-day work of "keeping the lights on" takes time and resources away from innovating. This includes: IT outages; performance issues resulting from database, security, compliance or application changes; and, amending bad code that had been put into production. And, 78 percent of CIOs say they could have averted delays to IT projects if there were better collaboration across their teams.

For the full report on the roadblocks impeding the speed of innovation – and how Dynatrace's All-in one, full-stack AI-powered monitoring can help CIOs accelerate innovation and fuel closer collaboration among IT teams – read [A 2018 Global CIO Report – Speed of Innovation in the Cloud: The Top 5 Challenges](#).