



# DDI Users Market Research Summary

DDI Consultancy Research

# FEATURES

Features of DDI Consultancy that are typically delivered to organisations:

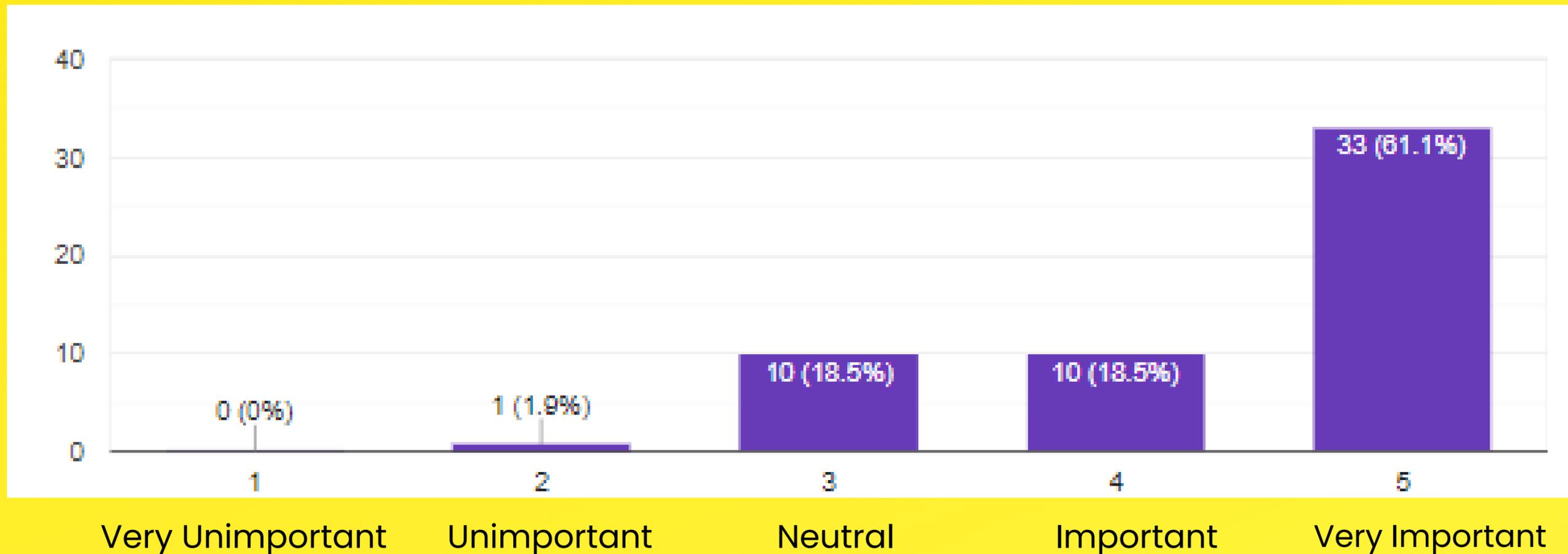
- A. Periodic Health Checks / Risk Assessments
- B. Expertise and Knowledge that Standard Support Contracts Do Not Cover
- C. System Upgrades
- D. Monitoring
- E. Architecture Checks



## HEALTH CHECKS. YES OR NO

61.1 % answered that it is **Very Important** that (DDI) services and platforms are health checked to ensure they are delivering robust, secure, cost-effective services to networked clients

*How vital is it that (DDI) services and platforms are health checked*

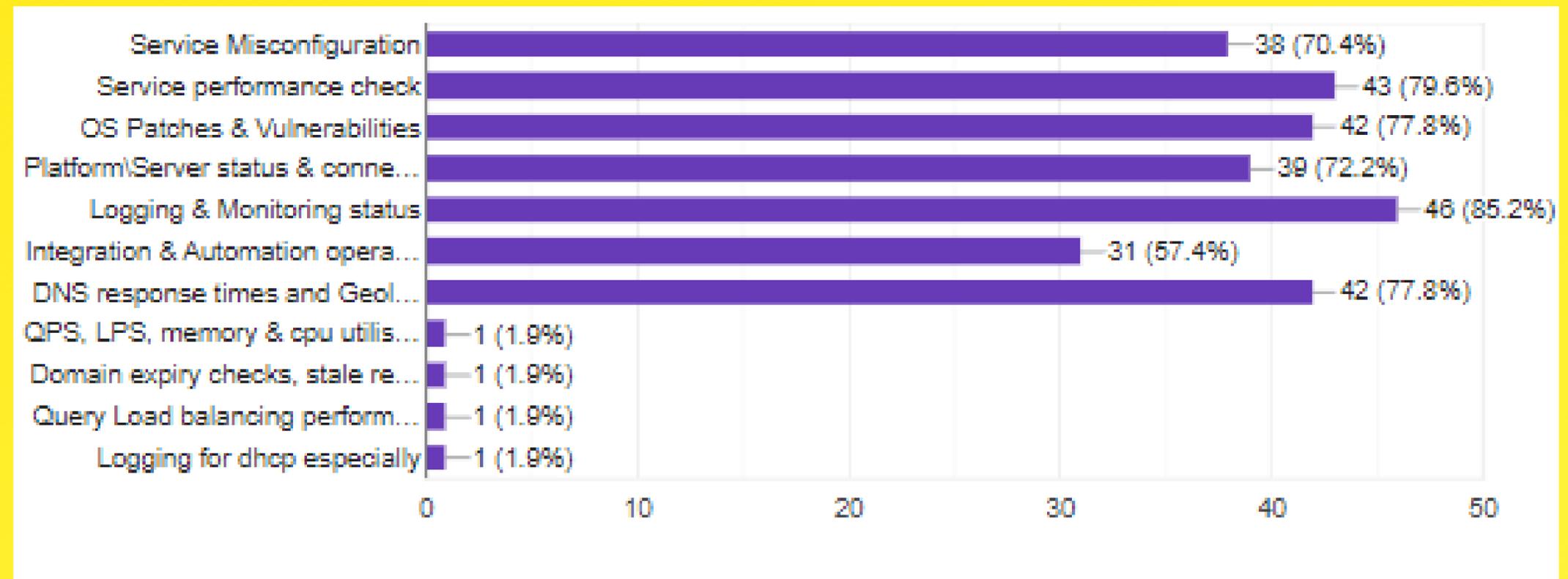


## HEALTH CHECKS. ACTIVITIES

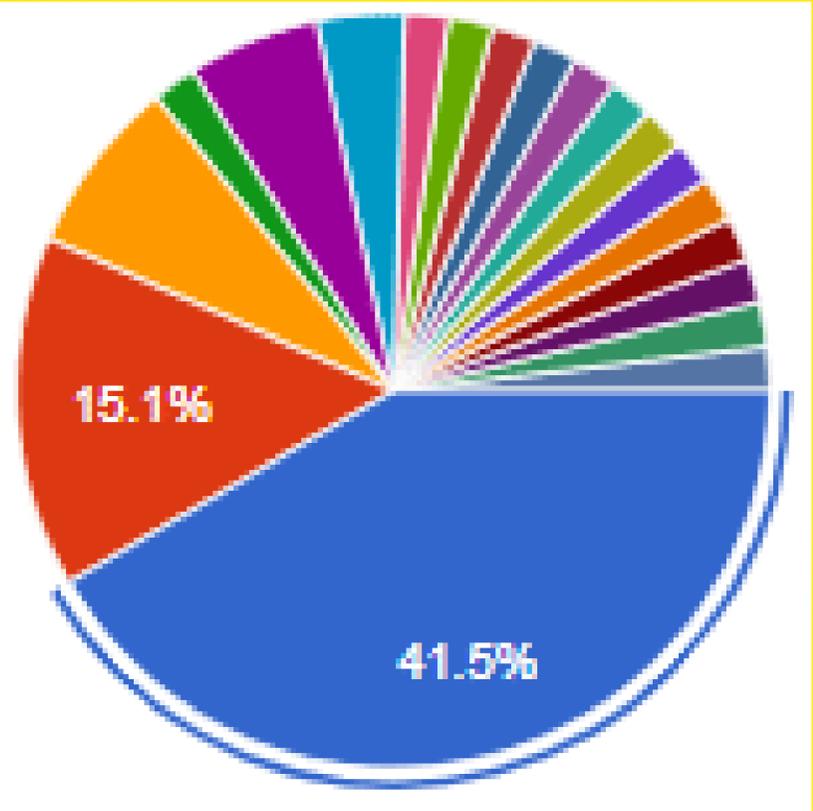
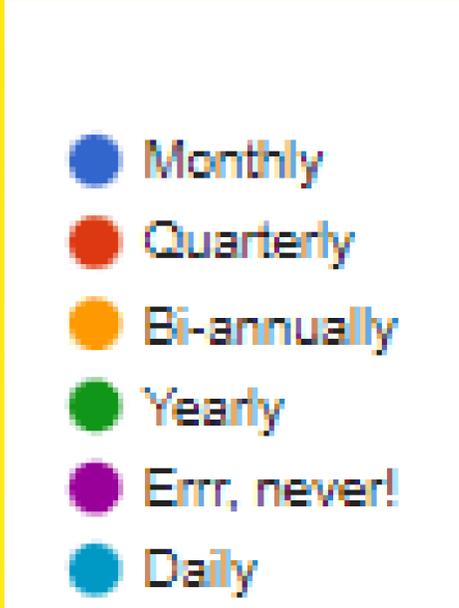
More than 50% answered that these features should be included when checking over (DDI) services & platforms :

*What should be included when checking (DDI) services & platforms*

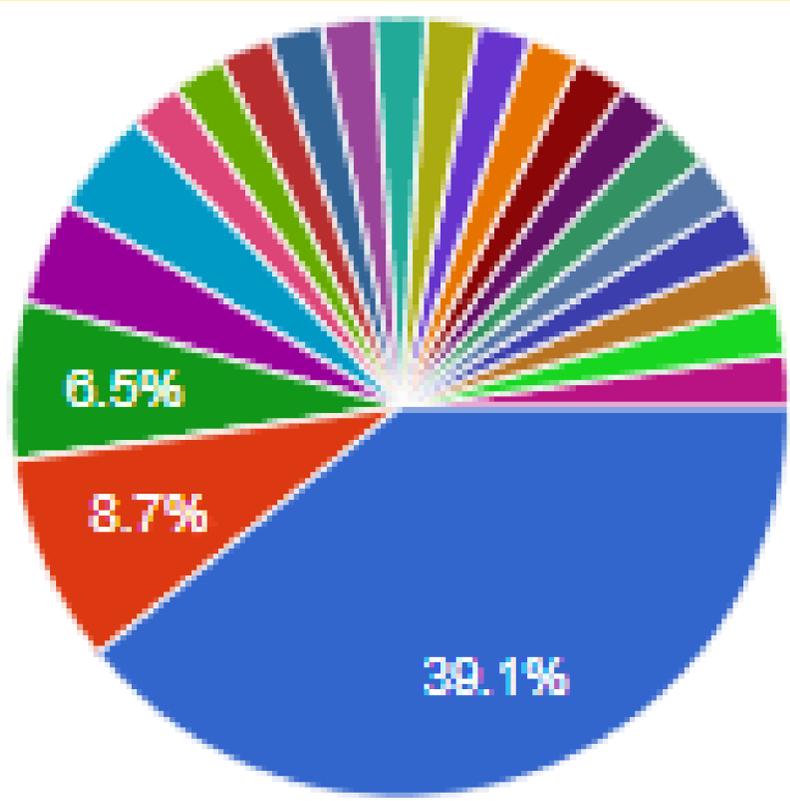
- A. Service Misconfiguration
- B. Service Performance Check
- C. OS Patches and Vulnerabilities
- D. Platform/Server Status & Connectivity Checks
- E. Logging & Monitoring status
- F. Integration & Automation operation
- G. DNS response times & Geolocation Response Checks



# HEALTH CHECKS. FREQUENCY



How frequent should health checks be performed

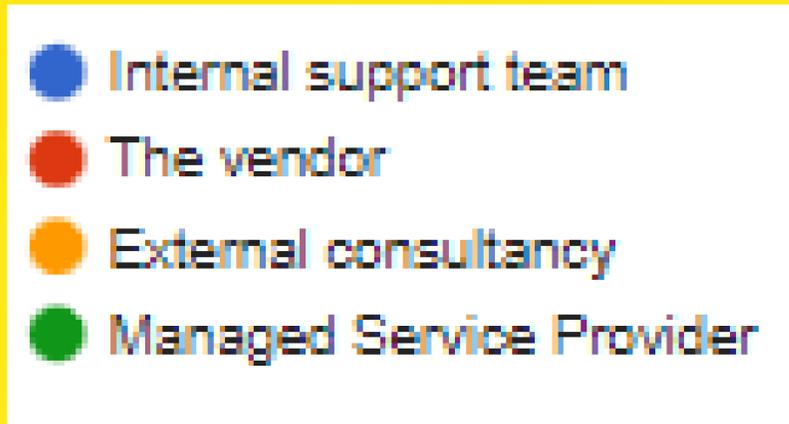


How frequent are health checks actually performed in an organisation

41.5% answered that health checks should be performed **Monthly**  
15.1% answered that health checks should be performed Quarterly

39.1% answered that health checks were performed **Monthly** in their organisation  
8.7 % answered that health checks were performed Quarterly in their organisation  
6.5 % answered that health checks were performed Yearly in their organisation

## SUPPORT. Who Supports Your DDI?

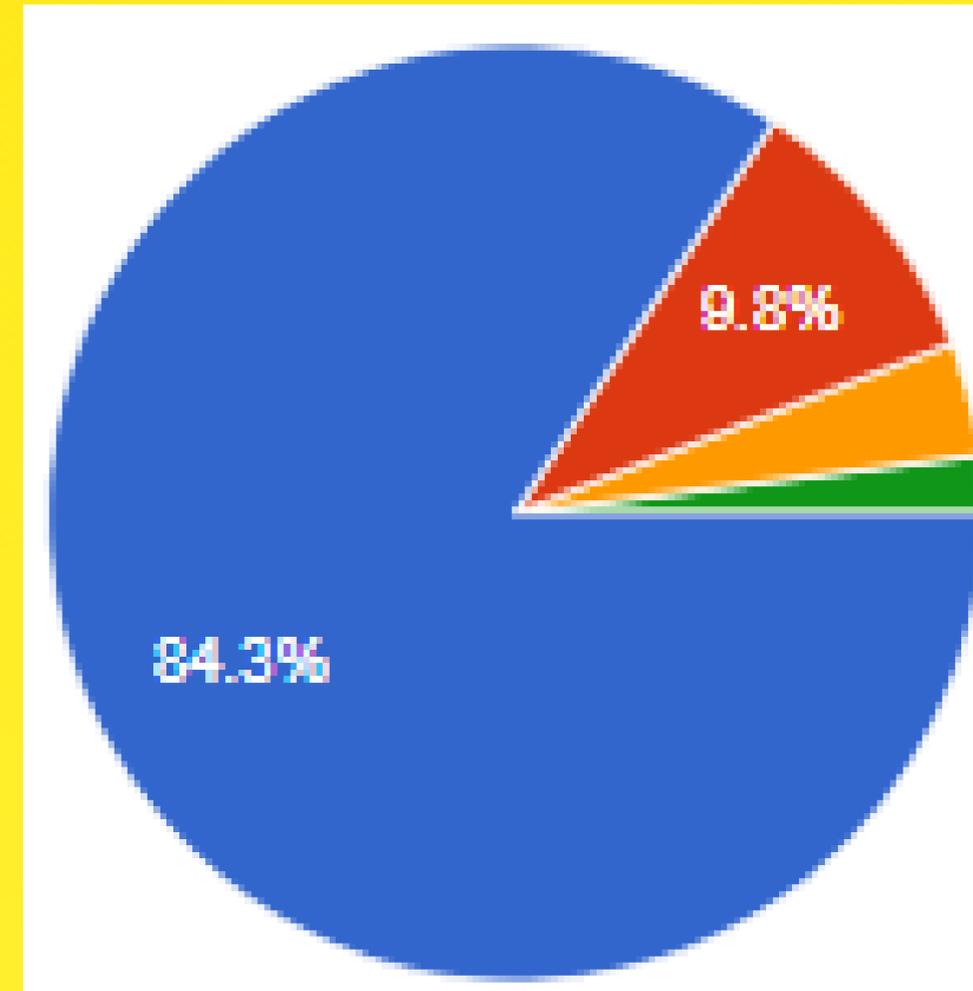


Internal Support Team  
(84.3%)

The Vendor  
(9.8%)

External Consultancy  
(3.9%)

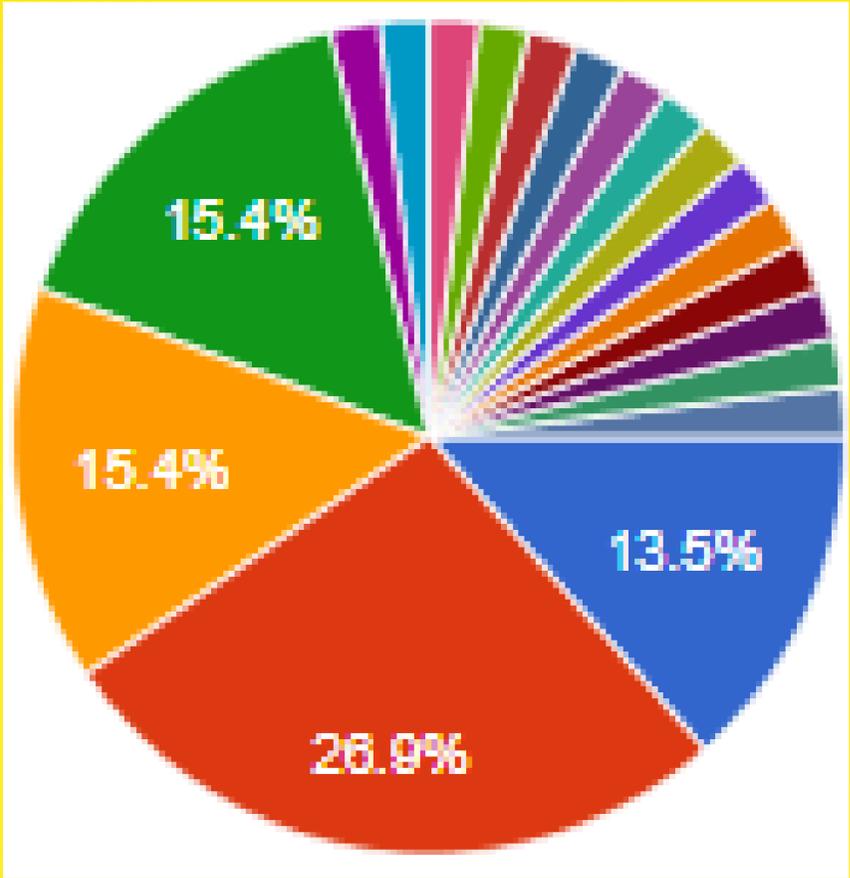
Managed Service Provider  
(2%)



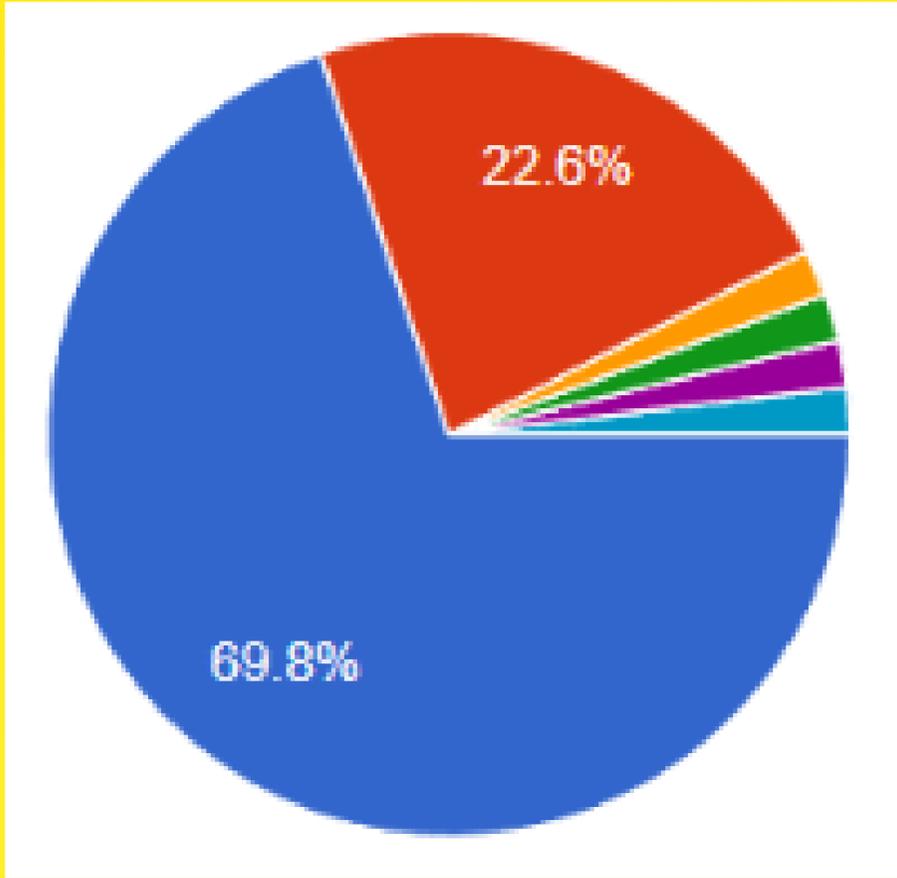
*Who supports DDI (Platform) in their organisation*  
**The majority of the result says that it's the Internal Support Team**

# UPGRADES. When - Scheduled & Emergency

- Monthly
- Quarterly
- Bi-annually
- Yearly



*How often SCHEDULED upgrades should be performed*  
**The majority of the result says quarterly**

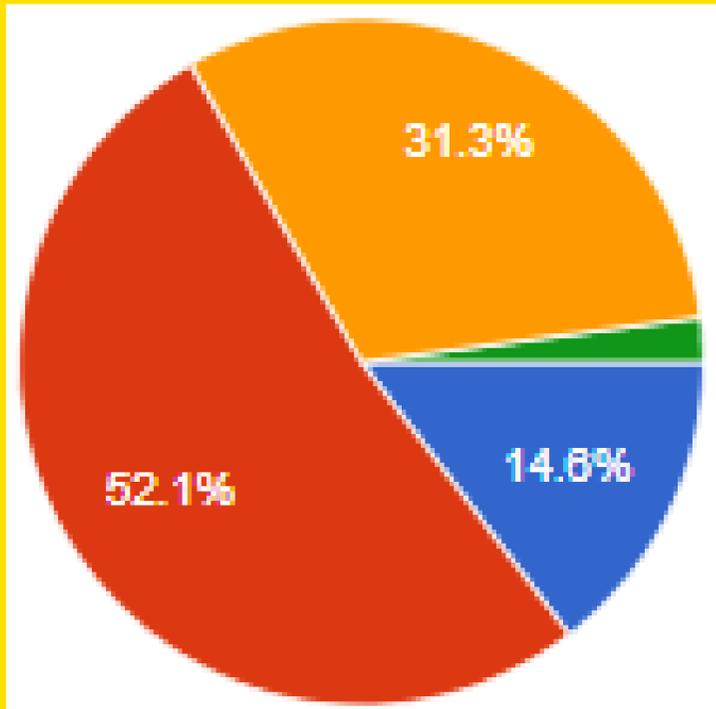


*When upgrades should be installed if there's a vulnerability patch*  
**69.8% said it should be installed immediately**

- Immediately
- Next scheduled upgrade
- Immediately on the testing environment. Depends on the criticality of the vulnerability. Higher vulnerability, quic...
- This is a big question to answer. A fix needs to be done NOW but don't break 2 things fixing 1.
- depends on rating
- Depending in severity

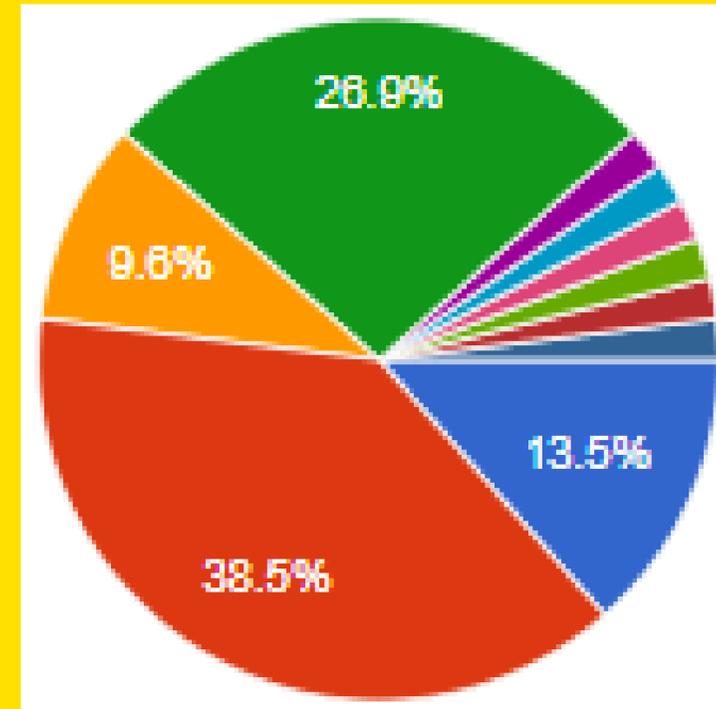
# Architecture Checks

- Monthly
- Quarterly
- Bi-annually
- Yearly
- Bi-annually. However, if there are DN...
- Compliance, At least once a day and t...
- Out of scope
- I am not sure this part, mostly it shoul...



How often architecture checks be performed  
**The majority of the result says quarterly**

- Yes
- No
- Maybe
- Depends on the scope of the change, existence of skill-set for the particular platform internally etc.



The interest in engaging a consultant for specific activities, such as new deployment or acquisition, etc

# HIGHLIGHTS

The first and second surveys focused more on pain points, possible solutions and DDI Consulting Delivery.

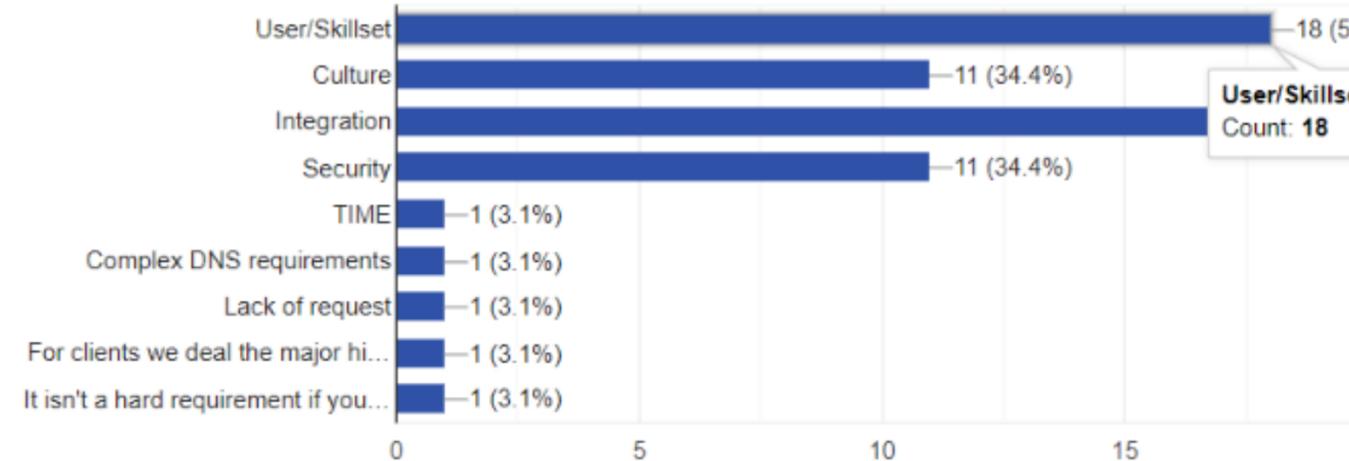
Objective driven not time base driven

## Pain points:

- Misconfiguration
- Multiple DNS Architectures
- High DNS Latency
- Hardware/Network Failures
- DDOS attacks

What's the biggest barrier in general to maximizing adoption and integration of DDI services?

32 responses



Strong experience in the subject, with time to use if a Big challenge appears. Also having the right people near you.

The key thing our clients ask about DDI solutions is how is it going to save them money or time and does it improve their overall security