



INFORMATION, UNPLUGGED:

2009 OAUG ResearchLine Survey on Enterprise Application Information Lifecycle Management

By Joseph McKendrick, Analyst
Produced by Unisphere Research, a division of Information Today, Inc.
December 2009

Sponsored by **INFORMATICA**[®]

Produced by **UNISPHERE**[®]
RESEARCH

TABLE OF CONTENTS

<i>Executive Summary Key Findings</i>	3
<i>Application Data Environments</i>	5
<i>Performance Issues</i>	8
<i>Data Archiving and Compliance</i>	11
<i>Data in Non-Production Environments</i>	15
<i>Legacy Application Issues</i>	19
<i>Demographics</i>	24

Information Unplugged: OAUG ResearchLine Survey was produced by Unisphere Research and sponsored by Infomatica. Unisphere Research is the market research unit of Unisphere Media, a Division of Information Today, Inc., publishers of Database Trends and Applications magazine and the 5 Minute Briefing newsletters. To review abstracts of our past reports, visit www.dbta.com/research. Unisphere Media, 229 Main Street, Chatham, NJ 07928. Tel: 973-665-1120, Fax: 973-665-1124, Email: Tom@dbta.com, Web: www.dbta.com.

Join the OAUG—If you're not already an OAUG member and would like to continue receiving key information like this, visit the OAUG at www.oaug.org today for information on how to join this dynamic user community for Oracle applications and database professionals.

Data collection and analysis performed with SurveyMethods.

EXECUTIVE SUMMARY

Many enterprises are being stymied by a proliferation of data in their databases and applications. Growing volumes of transaction data are being digitally captured and stored, along with unstructured forms of data files such as email, video and graphics. Adding to this tsunami are multiple copies of all this data being stored throughout organizations. At the same time, increasingly tight mandates and regulations put the onus on organizations to maintain this data and keep it available for years to come. Much of this data still resides on legacy systems, which are costly to operate and maintain. Most organizations are only just beginning to take the necessary steps to address these challenges and keep massive amounts of data from overwhelming their enterprise applications.

These are the findings of a new survey of 227 managers and professionals affiliated with the Oracle Applications Users Group (OAUG), conducted in the fall of 2009. The survey, which covered a range of organizations, was fielded by Unisphere Research, a division of Information Today, Inc., in partnership with Informatica Corporation.

The ability to properly manage information through its lifecycle—up through the archiving stage—is becoming essential to enterprises running Oracle E-Business Suite, PeopleSoft, Siebel, SAP, and other ERP, CRM or supplier relationship management (SRM) applications, which are increasingly beset by growing volumes of data within them.

Application information lifecycle management (ILM) offers a way for enterprise applications to be effectively managed throughout the stages of their existence—from development, test, production, and archive to retirement. This is important in terms of cost savings and business agility because as data volumes grow, production system performance and responsiveness slows. There is only so much hardware and application and database tuning that can be thrown at the problem. Maintaining application services levels while keeping cost down becomes virtually impossible.

The OAUG survey sought to identify challenges and practices pertaining to the emerging discipline of application “information lifecycle management” or ILM, defined as policies, processes, practices, and tools used to align the business value of information with the most appropriate and cost-effective IT infrastructure from the time information is conceived through final disposition.

Key findings from the survey include the following:

- Just under three out of 10 enterprises have adopted variations of ILM—policies, processes, practices, and tools used to align the business value of information with the most appropriate and cost-effective IT infrastructure from the time information is conceived through its final disposition. Another 16 percent

are considering such plans. However, the survey reveals, a majority, 56 percent, either do not have or plan to implement any ILM efforts, or simply are not aware if they even exist within their organizations. (See Figure 1.)

- In many organizations, expenditures for ILM are either unclear or considered to be a minimal part of IT budgets. Among respondents that have ILM efforts underway, more than 40 percent are not aware of exact expenditures for staffing and solutions. About a third of respondents, 32 percent, estimate that their ILM efforts equal five percent or less of their total technology and staff budgets. Only 14 percent say these costs exceed 10 percent of their budgets. (See Figure 2.)
- Close to a third of enterprises support more than a terabyte’s worth of data in their applications, but just as many respondents don’t have a grasp on the data volumes within their enterprise applications.
- Enterprises already are feeling the impact of uncontrolled data growth on overall performance. Nine out of 10 respondents say this is an issue, and only one out of four report they currently meet all service-level agreements.
- Two out of three respondents say data—no matter how old—should be readily available when needed with a reasonable amount of response time. Most have had to rely on their own custom-built solutions for archiving data to accomplish this.
- Close to half of organizations use full copies of production data within non-production environments, thereby increasing the volume of data across the enterprise, as well as exposing this information in unsecured settings.
- Half of the organizations surveyed are compelled to hang on to unproductive legacy applications for narrow, specialized functions. Full-time staff and other expenses compound the costs of maintaining these systems.

The survey, conducted in October and November 2009, was announced via an email notification to the OAUG membership, which directed participants to a web-based survey instrument. Of the respondents to the survey, 36 percent identify themselves as either IT director/managers or CIOs, and 15 percent as non-IT managers, executives or application owners. Another 30 percent say they are IT consultants, analysts or developers.

Respondents come from a diverse set of companies. About 24 percent come from large organizations with more than 10,000 employees, and 45 percent represent employers with 1,000 to 10,000 employees. In addition, 13 percent are with smaller to medium-size firms with 500 or fewer end-users.

By industry, 23 percent are in the manufacturing sector, while 17 percent identify themselves as being with governmental or nonprofit agencies or organizations. About nine percent come from the computer and high-tech sector, and another nine percent are

Information Unplugged: OAUG ResearchLine Survey was produced by Unisphere Research and sponsored by Informatica. Unisphere Research is the market research unit of Unisphere Media, a Division of Information Today, Inc., publishers of Database Trends and Applications magazine and the 5 Minute Briefing newsletters. To review abstracts of our past reports, visit www.dbta.com/research. Unisphere Media, 229 Main Street, Chatham, NJ 07928. Tel: 973-665-1120, Fax: 973-665-1124, Email: Tom@dbta.com, Web: www.dbta.com.

Join the OAUG—If you’re not already an OAUG member and would like to continue receiving key information like this, visit the OAUG at www.oaug.org today for information on how to join this dynamic user community for Oracle applications and database professionals.

Data collection and analysis performed with SurveyMethods.

with financial services firms. (For more information on the demographics of this survey, see Figures 30–32 at the end of this report.)

On the following pages are the survey results, which sought managers' and professionals' perspectives on the issues and solutions involved in application information lifecycle management. The survey reveals the many issues arising out of

the surge in data flowing through enterprises, requiring a more focused effort toward ILM. In the words of one respondent, the challenge for his organization is “a lack of a cohesive strategy across the organization for using information effectively and determining the applications best suited for meeting business objectives.”

Figure 1: Does Company Have ILM Policies, Processes, Practices?

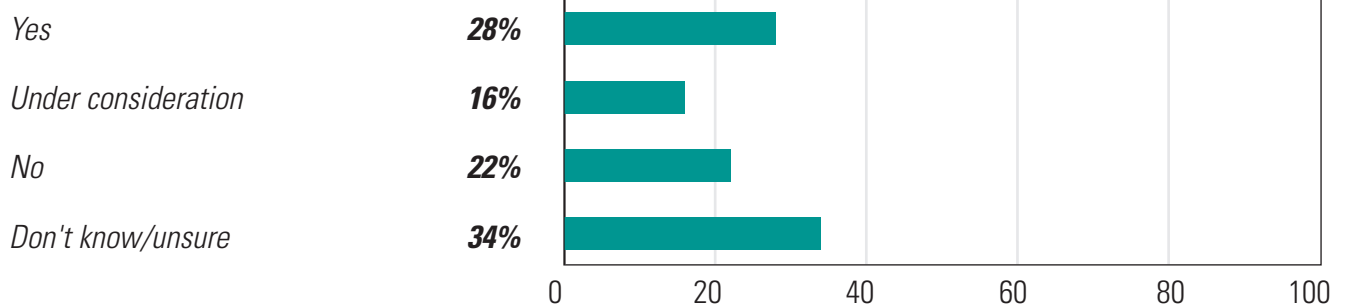
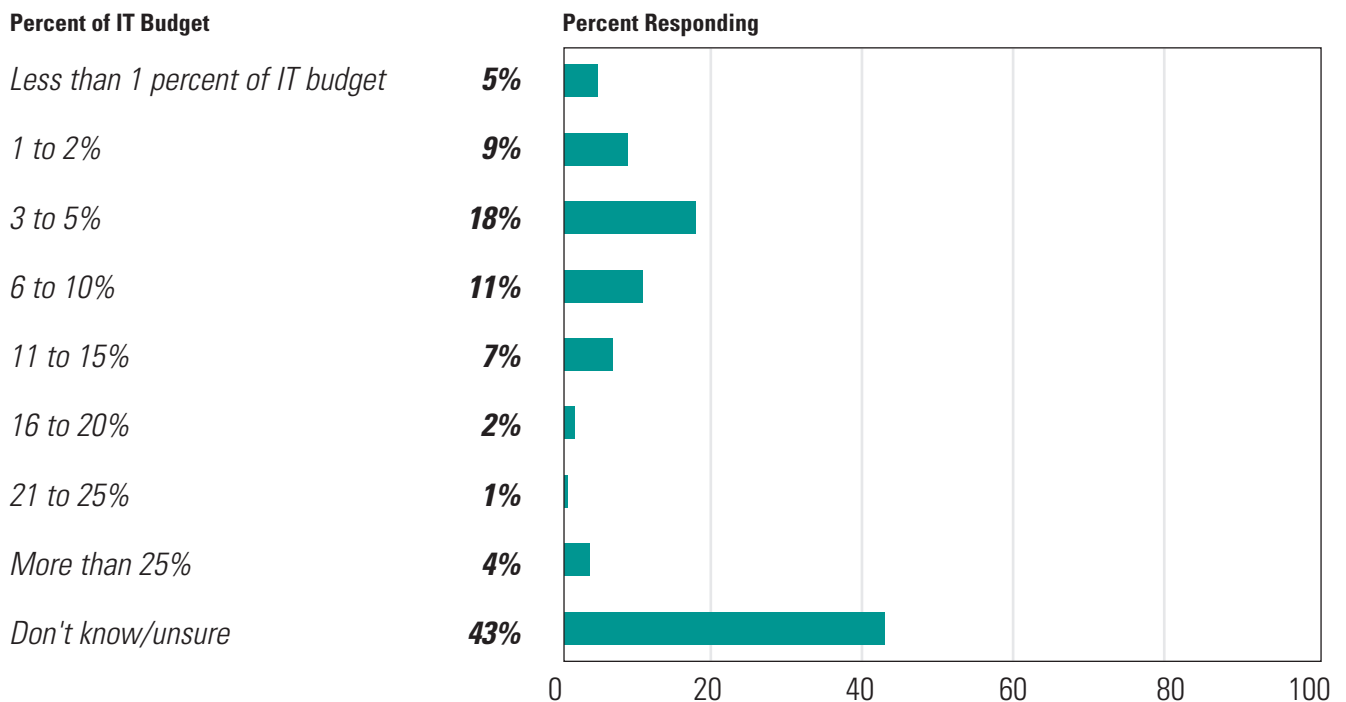


Figure 2: Approximate Costs for ILM



Information Unplugged: OAUG ResearchLine Survey was produced by Unisphere Research and sponsored by Infomatica. Unisphere Research is the market research unit of Unisphere Media, a Division of Information Today, Inc., publishers of Database Trends and Applications magazine and the 5 Minute Briefing newsletters. To review abstracts of our past reports, visit www.dbta.com/research. Unisphere Media, 229 Main Street, Chatham, NJ 07928. Tel: 973-665-1120, Fax: 973-665-1124, Email: Tom@dbta.com, Web: www.dbta.com.

Join the OAUG—If you're not already an OAUG member and would like to continue receiving key information like this, visit the OAUG at www.oaug.org today for information on how to join this dynamic user community for Oracle applications and database professionals.

Data collection and analysis performed with SurveyMethods.

APPLICATION DATA ENVIRONMENTS

Close to a third of enterprises support more than a terabyte's worth of data in their applications, but just as many respondents don't have a grasp on the data volumes within their enterprise applications.

At many enterprise application sites, the volume of data to be managed continues to grow rapidly, and this is creating challenges for enterprise application managers in terms of performance and data availability. For example, Oracle E-Business Suite and other ERP and CRM suites now extend across multiple departments and business units. Organizations running the latest versions of Oracle E-Business Suite are finding more tables and data stored in their databases as additional information is captured about each transaction.

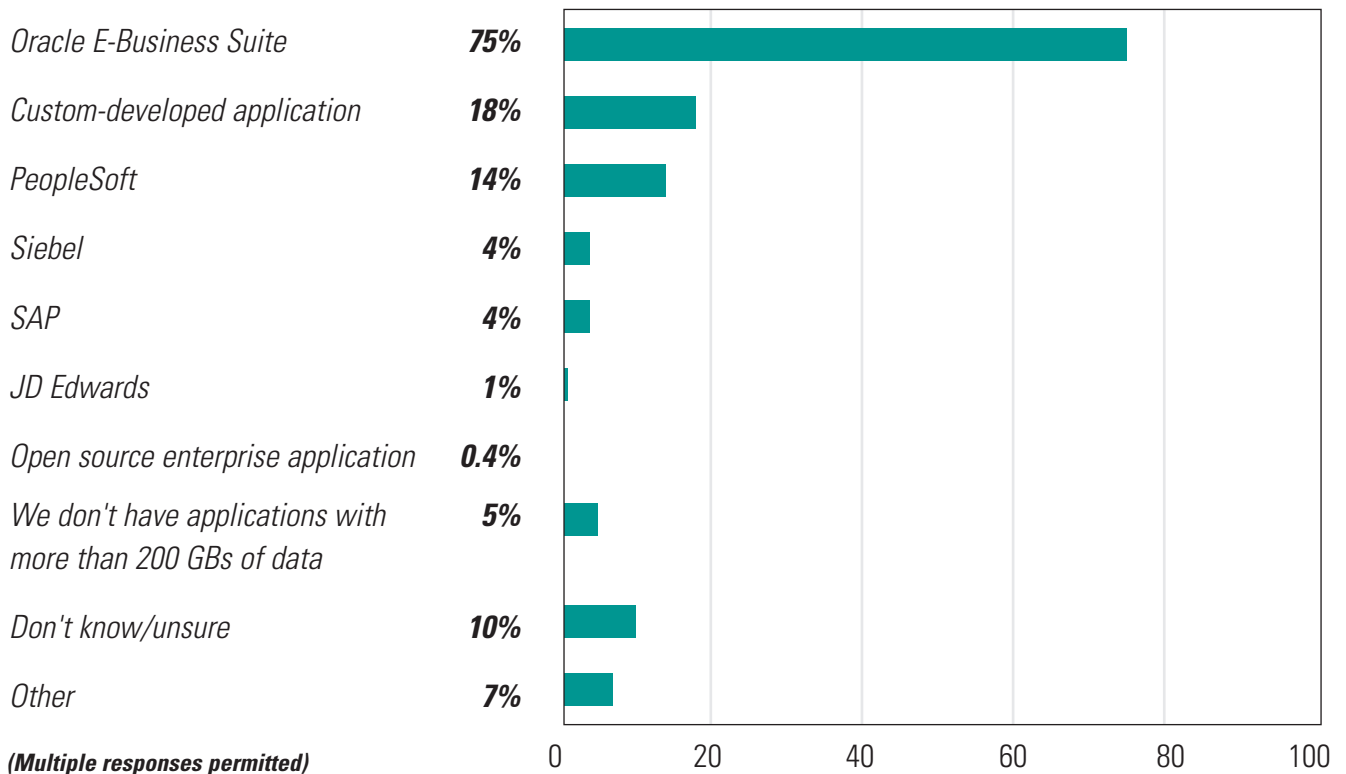
Almost all respondents have enterprise applications that are consuming more than 200 GBs of data. Not surprisingly—since OAUG members were surveyed—Oracle E-Business Suite is the dominant environment, used by three out of four respondents.

Another 18 percent report that their own, custom-developed enterprise applications are large consumers of data. (See Figure 3.)

In terms of total volume of data seen in the enterprises surveyed, close to a third, 30 percent, report they manage a terabyte or more of application data within their organizations. Interestingly, more than a third, 35 percent, simply were not aware of the volume of data within their enterprise application. While the survey did not probe the reasons for this lack of awareness, it's likely that respondents are focused on their particular domains, and are in enterprises that have numerous other application areas. (See Figure 4.)

For the most part, respondents work within shops with Oracle databases running on top of Unix server environments. Ninety-six percent run their applications on Oracle databases, and four out of ten on SQL Server. (See Figure 5.) While Windows topped the list of individual operating systems, in total, a combined total of about 70 percent of respondents say they use at least one of Unix version. (Figure 6.)

Figure 3: Enterprise Applications With More Than 200 GBs of Data



Information Unplugged: OAUG ResearchLine Survey was produced by Unisphere Research and sponsored by Infomatica. Unisphere Research is the market research unit of Unisphere Media, a Division of Information Today, Inc., publishers of Database Trends and Applications magazine and the 5 Minute Briefing newsletters. To review abstracts of our past reports, visit www.dbta.com/research. Unisphere Media, 229 Main Street, Chatham, NJ 07928. Tel: 973-665-1120, Fax: 973-665-1124, Email: Tom@dbta.com, Web: www.dbta.com.

Join the OAUG—If you're not already an OAUG member and would like to continue receiving key information like this, visit the OAUG at www.oaug.org today for information on how to join this dynamic user community for Oracle applications and database professionals.

Data collection and analysis performed with SurveyMethods.

Figure 4: Total Volume of Data Managed Within Enterprise Application Portfolios

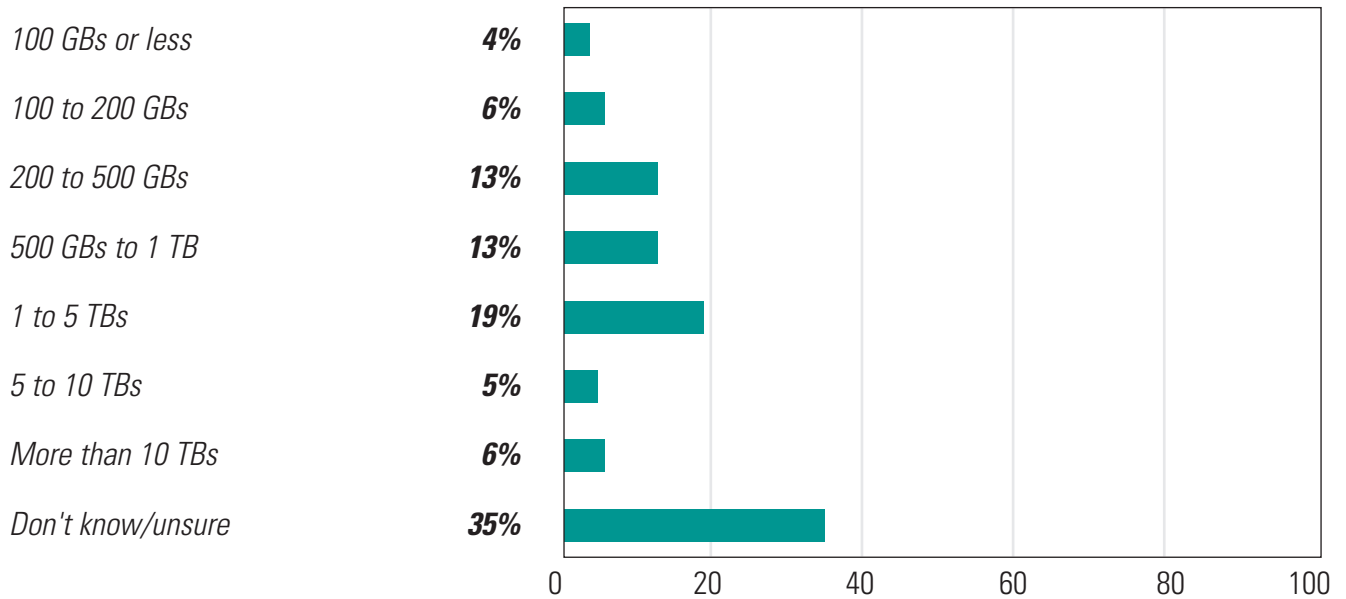
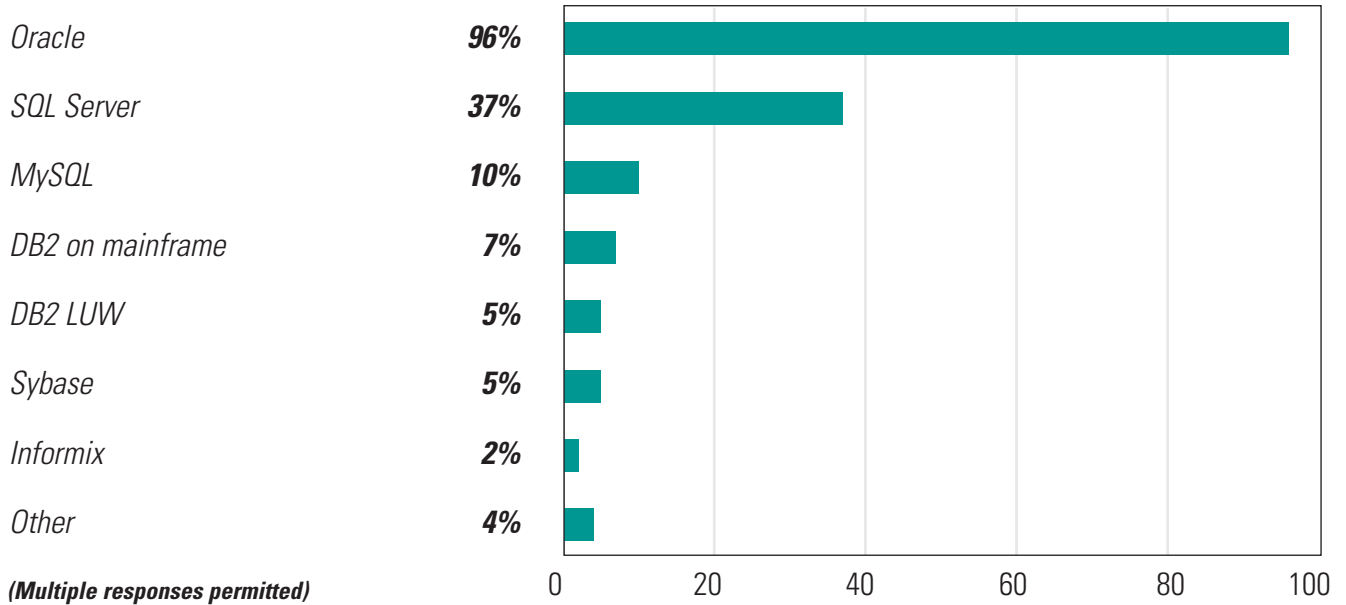


Figure 5: Databases Supporting Enterprise Applications

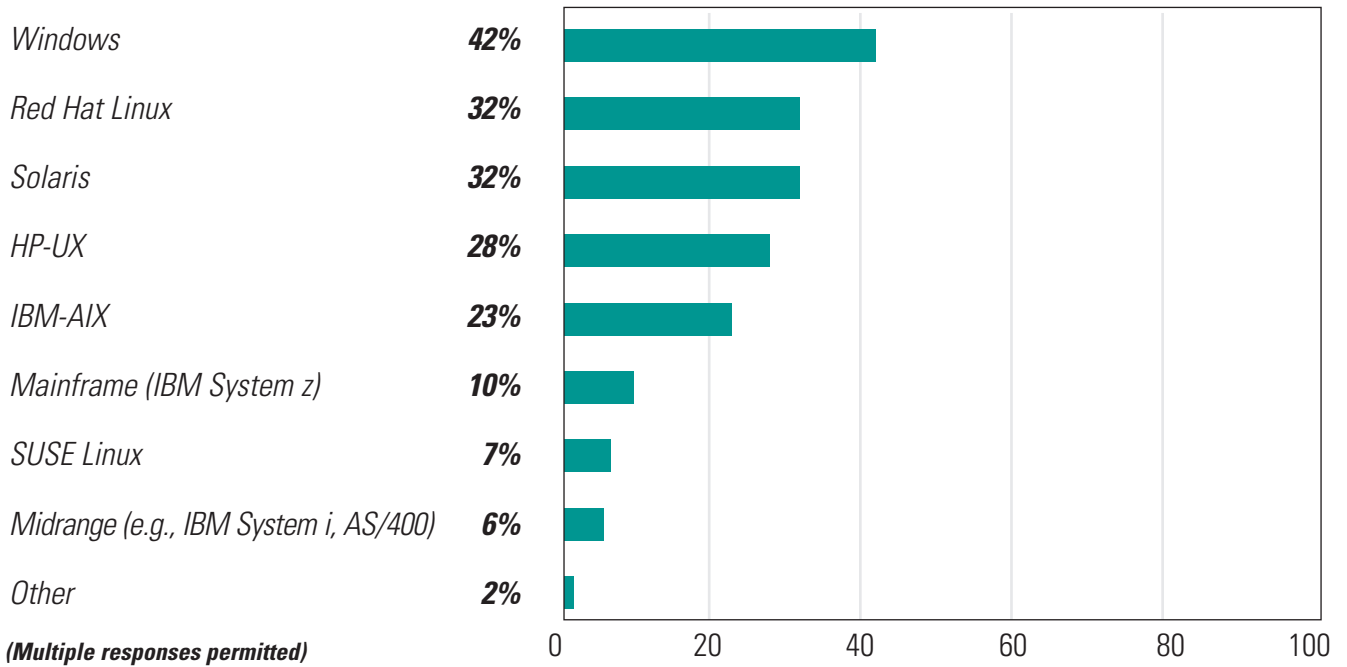


Information Unplugged: OAUG ResearchLine Survey was produced by Unisphere Research and sponsored by Infomatica. Unisphere Research is the market research unit of Unisphere Media, a Division of Information Today, Inc., publishers of Database Trends and Applications magazine and the 5 Minute Briefing newsletters. To review abstracts of our past reports, visit www.dbta.com/research. Unisphere Media, 229 Main Street, Chatham, NJ 07928. Tel: 973-665-1120, Fax: 973-665-1124, Email: Tom@dbta.com, Web: www.dbta.com.

Join the OAUG—If you're not already an OAUG member and would like to continue receiving key information like this, visit the OAUG at www.oaug.org today for information on how to join this dynamic user community for Oracle applications and database professionals.

Data collection and analysis performed with SurveyMethods.

Figure 6: Platforms Supporting Enterprise Applications and Data



Information Unplugged: OAUG ResearchLine Survey was produced by Unisphere Research and sponsored by Infomatica. Unisphere Research is the market research unit of Unisphere Media, a Division of Information Today, Inc., publishers of Database Trends and Applications magazine and the 5 Minute Briefing newsletters. To review abstracts of our past reports, visit www.dbta.com/research. Unisphere Media, 229 Main Street, Chatham, NJ 07928. Tel: 973-665-1120, Fax: 973-665-1124, Email: Tom@dbta.com, Web: www.dbta.com.

Join the OAUG—If you're not already an OAUG member and would like to continue receiving key information like this, visit the OAUG at www.oaug.org today for information on how to join this dynamic user community for Oracle applications and database professionals.

Data collection and analysis performed with SurveyMethods.

PERFORMANCE ISSUES

Enterprises already are feeling the impact of uncontrolled data growth on overall performance. Nine out of ten respondents say this is an issue, and only one out of four report they currently meet all service-level agreements.

The enormous volume of data in enterprise applications—in many cases, as shown in the previous section, more than a terabyte's worth—is clearly causing performance issues in enterprise application shops. In fact, close to nine out of ten respondents, 87 percent, blame their performance issues on data growth, the survey shows. A third say this is an issue affecting application performance “all” or “most” of the time. (See Figure 7.)

Respondents employ a range of strategies to address system performance issues when they arise. The most common response, cited by close to two out of three respondents, is to spend time tuning underlying databases. (See Figure 8.) However, while this approach may be effective at first, successive tunings may deliver diminishing returns. And such an approach is insufficient for applications such as Oracle E-Business Suite, which features complex relationships across tables and table spaces.

Just over half of survey respondents, 55 percent, say they seek to tune or upgrade their application stack. Another 52 percent look to throw more hardware at the problem—they upgrade or

expand their storage systems and other hardware. Another 50 percent will upgrade their servers and processors. Adding more hardware may eventually choke network bandwidth and add complexity to the environment.

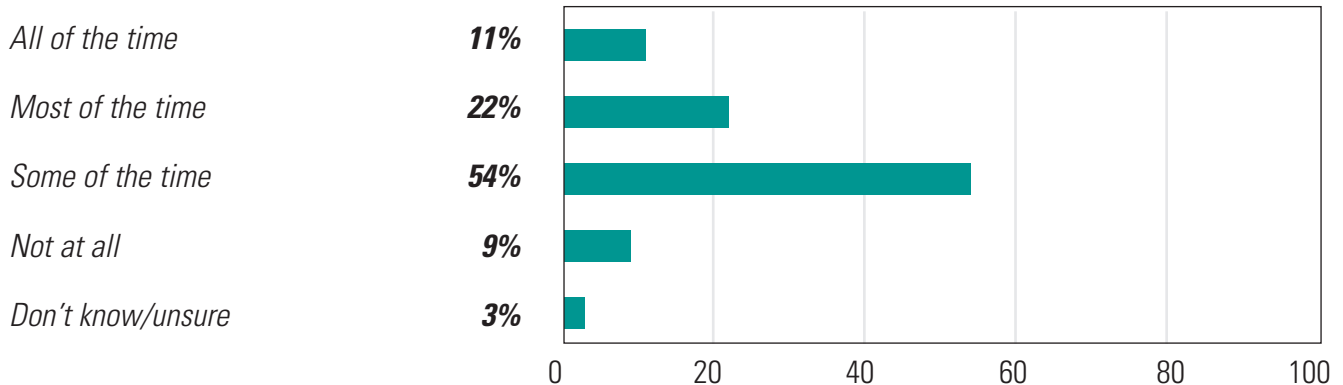
The important business aspect of systems performance is embedded within the SLAs. While most respondents report they do meet their SLAs most of the time, it's notable that only about one out of four can say they always meet their SLA targets on a regular basis. (See Figure 9.)

Among those respondents who have great difficulty meeting their SLAs, the problem appears to be too much data within their enterprise applications, as well as growing numbers of users. (See Figure 10.)

One respondent observes that in order to address the performance issues arising out of growing data volumes, a change in thinking is required across the enterprise. As he notes, “Long-term support costs of data, applications, and systems is rarely considered. As a result, maintenance consumes more and more resources and retirement of systems rarely occurs.”

It's noteworthy that less than half of respondents address performance issues by managing the cause of the problem, which is data growth. In this report, we will examine the issues and the solutions managing data growth in applications.

Figure 7: When is Data Growth a Major Source of Application Performance Issues?



Information Unplugged: OAUG ResearchLine Survey was produced by Unisphere Research and sponsored by Infomatica. Unisphere Research is the market research unit of Unisphere Media, a Division of Information Today, Inc., publishers of Database Trends and Applications magazine and the 5 Minute Briefing newsletters. To review abstracts of our past reports, visit www.dbta.com/research. Unisphere Media, 229 Main Street, Chatham, NJ 07928. Tel: 973-665-1120, Fax: 973-665-1124, Email: Tom@dbta.com, Web: www.dbta.com.

Join the OAUG—If you're not already an OAUG member and would like to continue receiving key information like this, visit the OAUG at www.oaug.org today for information on how to join this dynamic user community for Oracle applications and database professionals.

Data collection and analysis performed with SurveyMethods.

Figure 8: How Performance Issues are Addressed

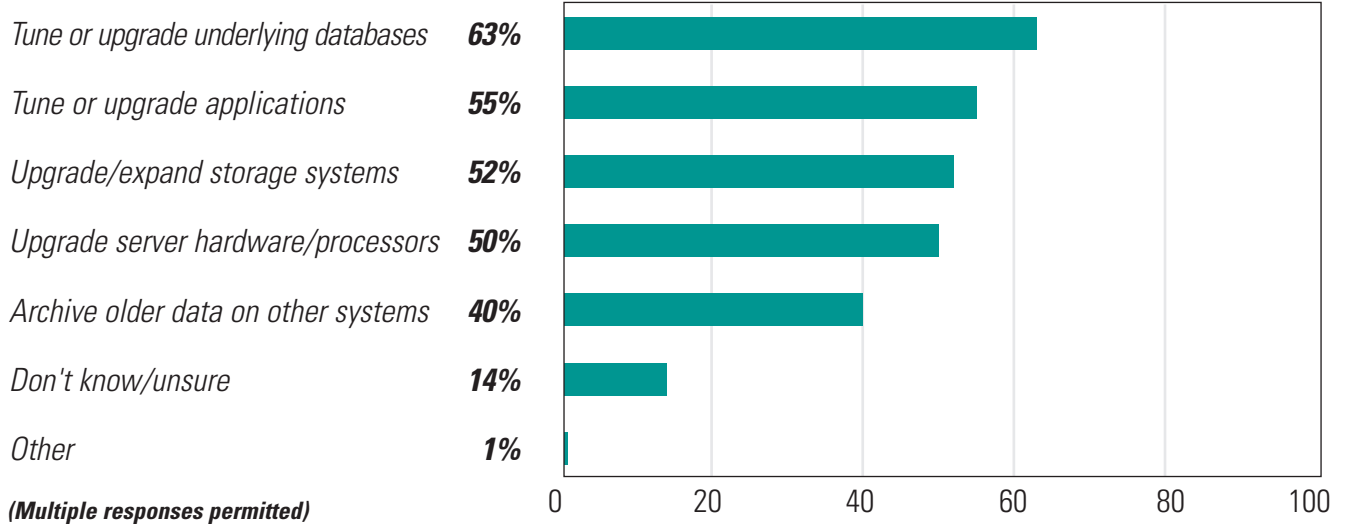
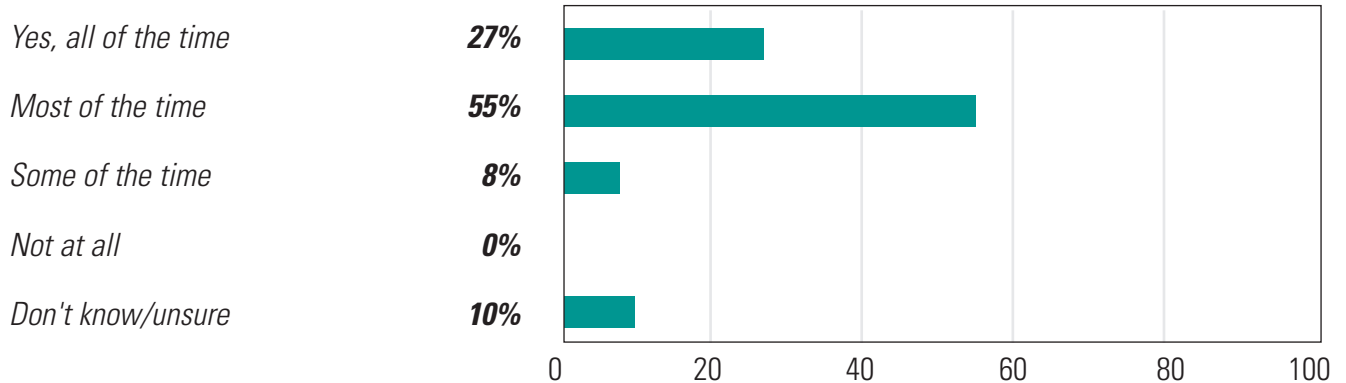


Figure 9: Able to Meet End User Service-Level Agreements for Critical Applications?

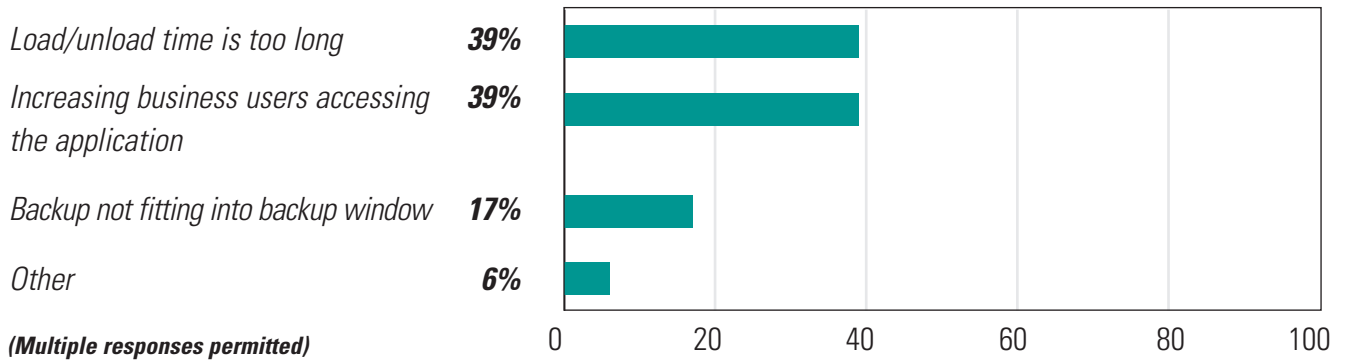


Information Unplugged: OAUG ResearchLine Survey was produced by Unisphere Research and sponsored by Infomatica. Unisphere Research is the market research unit of Unisphere Media, a Division of Information Today, Inc., publishers of Database Trends and Applications magazine and the 5 Minute Briefing newsletters. To review abstracts of our past reports, visit www.dbta.com/research. Unisphere Media, 229 Main Street, Chatham, NJ 07928. Tel: 973-665-1120, Fax: 973-665-1124, Email: Tom@dbta.com, Web: www.dbta.com.

Join the OAUG—If you're not already an OAUG member and would like to continue receiving key information like this, visit the OAUG at www.oaug.org today for information on how to join this dynamic user community for Oracle applications and database professionals.

Data collection and analysis performed with SurveyMethods.

Figure 10: Major Causes for Inability to Meet SLAs



Information Unplugged: OAUG ResearchLine Survey was produced by Unisphere Research and sponsored by Infomatica. Unisphere Research is the market research unit of Unisphere Media, a Division of Information Today, Inc., publishers of Database Trends and Applications magazine and the 5 Minute Briefing newsletters. To review abstracts of our past reports, visit www.dbta.com/research. Unisphere Media, 229 Main Street, Chatham, NJ 07928. Tel: 973-665-1120, Fax: 973-665-1124, Email: Tom@dbta.com, Web: www.dbta.com.

Join the OAUG—If you're not already an OAUG member and would like to continue receiving key information like this, visit the OAUG at www.oaug.org today for information on how to join this dynamic user community for Oracle applications and database professionals.

Data collection and analysis performed with SurveyMethods.

DATA ARCHIVING AND COMPLIANCE

Two out of three respondents say data—no matter how old—should be readily available when needed with a reasonable amount of response time. Most have had to rely on their own custom-built solutions for archiving data to accomplish this.

Another aspect of the issues around ILM is burgeoning requirements to maintain both active and inactive data for extended periods of time—and in many cases, keep it highly available to end users. Organizations may need to hold on to data for more than 10 years—further increasing data volumes and management costs. If data is not properly archived—moved off production systems—managers and administrators may end up continuously tuning their production systems to handle the growing volume of data. Moving data to archived systems enables enterprises to store information on less expensive media, such as tape.

In fact, a majority of respondents, six out of ten, report that they hold on to their data for extended periods of time, more than seven years, either because of company policy or compliance mandates. In 16 percent of cases, data is held onto “forever.” (See Figure 11.)

There is often debate within enterprises as to when data ceases being “current” and needs to be moved to the next stage. As one respondent put it: “The weakest link in our information lifecycle management is getting all parties to come to an agreement on when data is no longer active and should be classified as historical data and moved off to an archive.”

Of course, for many, the government may have a say in this matter. The main reason for holding onto data, cited by 61 percent of the group, are federal, state or provincial government compliance mandates that need to be met. Health Insurance Portability and Accountability Act (HIPAA) rules, for example, have varying directives for the length of time that patient records and imaging files need to be maintained. (See Figure 12.)

Another reason for maintaining data for extended periods of time is to be prepared in the event of litigation, cited as a driving factor by 37 percent of survey respondents. There are now well-documented instances of companies needing to provide email records, for instance, in various lawsuits.

Still, close to half of survey respondents say there are purely business advantages to maintaining such records. Forty-six percent of survey respondents say they need to hold onto data to improve their organizations’ ability to track and analyze customer history and other needs.

Accessibility of this long-term information to business users is a big issue, the survey reveals. Two out of three respondents say archived data should be readily available when needed with a reasonable amount of response time. One out of 10 application managers say older data needs to be just as quickly accessible as current production data. (See Figure 13.)

For the long-term retention of data, many companies rely on archiving strategies. For the most part, survey respondents report that they rely on custom-built tools and scripts to archive their data. About 47 percent say they code their own archiving solutions, versus 41 percent that have turned to the solutions included with their Oracle environments. (An overlapping total of 24 percent have both Oracle and home-grown solutions at their sites.) Interestingly, about a third report they currently are not archiving data, or don’t know how it’s done within their enterprise. (See Figure 14.)

For most respondents, cloud is not the answer to their archiving challenges—at least not yet. Only three percent outsource archived data to a cloud provider at this time, and only two percent are even considering a cloud approach to archiving. (See Figure 15.) Thus, data archiving will continue to be an internal enterprise challenge for the foreseeable future, requiring the proper tools and approaches to handling the growing massive volumes of data. As one respondent put it, her organization’s efforts have been plagued by “indecision about different groups in company about how long to keep data available and legal requirements for data access.” She notes that “resources have not been available to take on an archiving project previously, but in the past month, we have started on a project to research available tools to implement within our company.”

As more sensitive data is exposed to unauthorized users, there is a higher risk of data breaches, especially when development is outsourced or sent offshore. These challenges have prompted IT organizations to look for more effective solutions to manage the growing data in their enterprise applications.

Information Unplugged: OAUG ResearchLine Survey was produced by Unisphere Research and sponsored by Infomatica. Unisphere Research is the market research unit of Unisphere Media, a Division of Information Today, Inc., publishers of Database Trends and Applications magazine and the 5 Minute Briefing newsletters. To review abstracts of our past reports, visit www.dbta.com/research. Unisphere Media, 229 Main Street, Chatham, NJ 07928. Tel: 973-665-1120, Fax: 973-665-1124, Email: Tom@dbta.com, Web: www.dbta.com.

Join the OAUG—If you’re not already an OAUG member and would like to continue receiving key information like this, visit the OAUG at www.oaug.org today for information on how to join this dynamic user community for Oracle applications and database professionals.

Data collection and analysis performed with SurveyMethods.

Figure 11: Length of Time for Data Storage, Dictated by Company Policy or Compliance Mandates

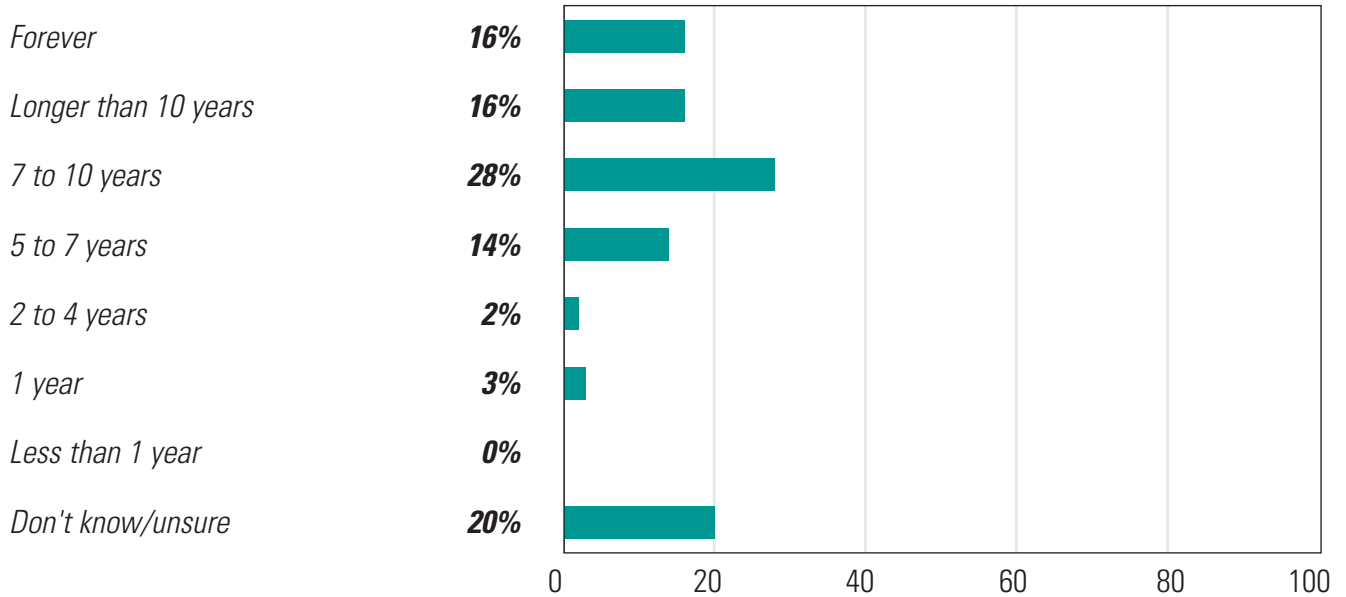
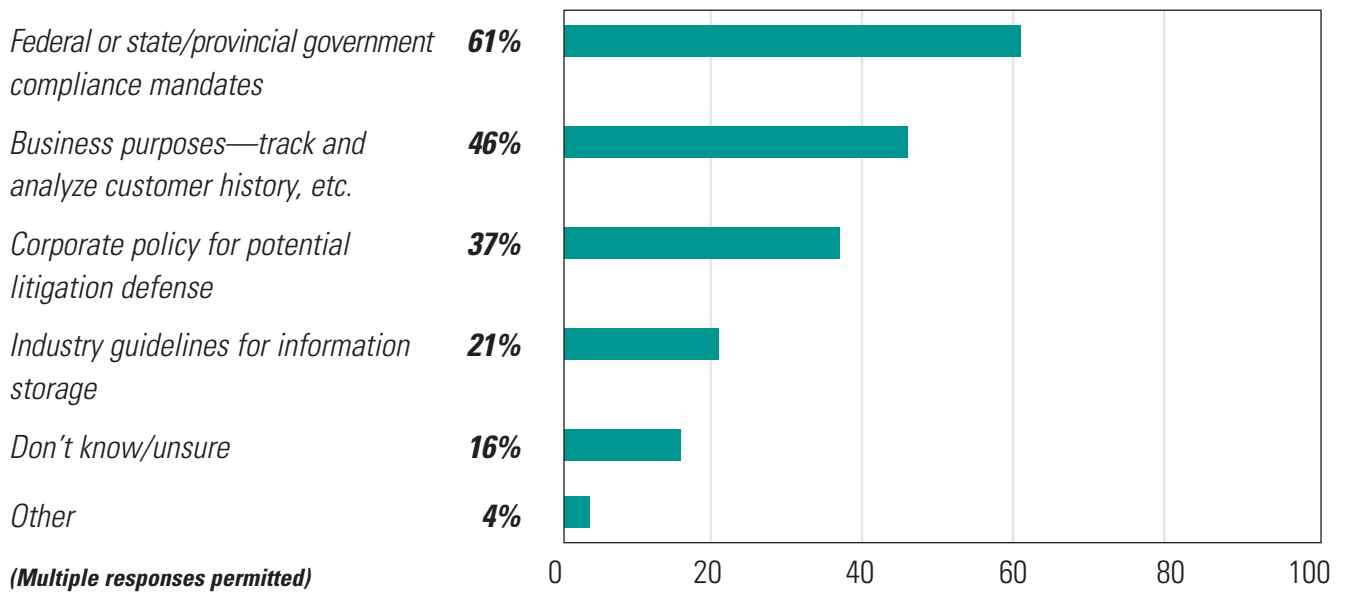


Figure 12: Primary Reasons for Extended Data Retention



Information Unplugged: OAUG ResearchLine Survey was produced by Unisphere Research and sponsored by Infomatica. Unisphere Research is the market research unit of Unisphere Media, a Division of Information Today, Inc., publishers of Database Trends and Applications magazine and the 5 Minute Briefing newsletters. To review abstracts of our past reports, visit www.dbta.com/research. Unisphere Media, 229 Main Street, Chatham, NJ 07928. Tel: 973-665-1120, Fax: 973-665-1124, Email: Tom@dbta.com, Web: www.dbta.com.

Join the OAUG—If you're not already an OAUG member and would like to continue receiving key information like this, visit the OAUG at www.oaug.org today for information on how to join this dynamic user community for Oracle applications and database professionals.

Data collection and analysis performed with SurveyMethods.

Figure 13: How Accessible Does Archived Information Need to be to Business Users?

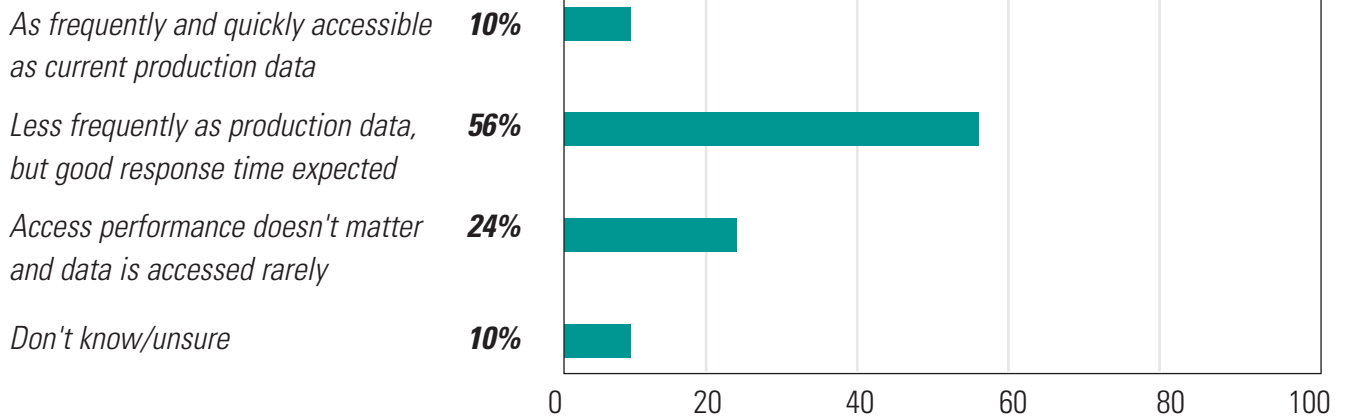
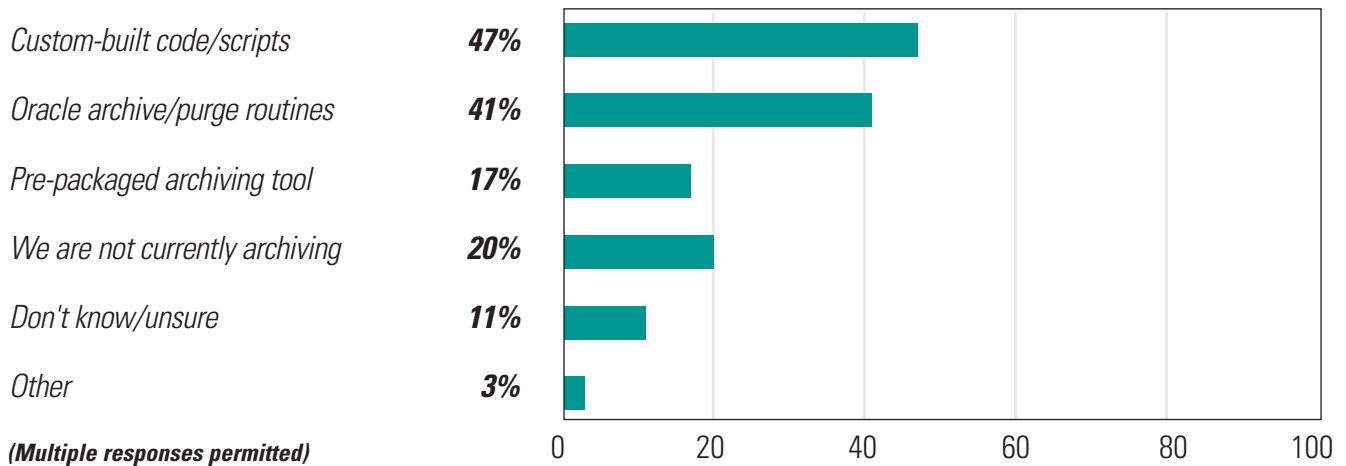


Figure 14: Tools for Archiving Data

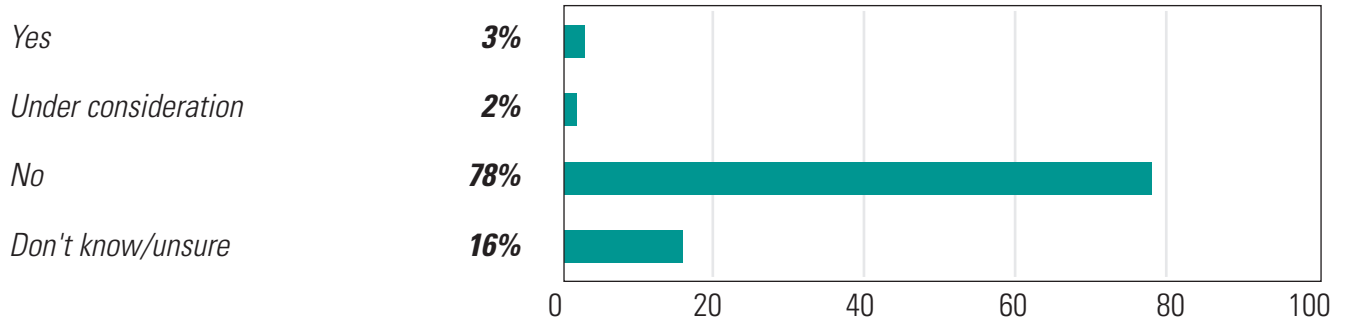


Information Unplugged: OAUG ResearchLine Survey was produced by Unisphere Research and sponsored by Infomatica. Unisphere Research is the market research unit of Unisphere Media, a Division of Information Today, Inc., publishers of Database Trends and Applications magazine and the 5 Minute Briefing newsletters. To review abstracts of our past reports, visit www.dbta.com/research. Unisphere Media, 229 Main Street, Chatham, NJ 07928. Tel: 973-665-1120, Fax: 973-665-1124, Email: Tom@dbta.com, Web: www.dbta.com.

Join the OAUG—If you're not already an OAUG member and would like to continue receiving key information like this, visit the OAUG at www.oaug.org today for information on how to join this dynamic user community for Oracle applications and database professionals.

Data collection and analysis performed with SurveyMethods.

Figure 15: Outsource Archived Data Storage to Cloud Vendor?



Information Unplugged: OAUG ResearchLine Survey was produced by Unisphere Research and sponsored by Infomatica. Unisphere Research is the market research unit of Unisphere Media, a Division of Information Today, Inc., publishers of Database Trends and Applications magazine and the 5 Minute Briefing newsletters. To review abstracts of our past reports, visit www.dbta.com/research. Unisphere Media, 229 Main Street, Chatham, NJ 07928. Tel: 973-665-1120, Fax: 973-665-1124, Email: Tom@dbta.com, Web: www.dbta.com.

Join the OAUG—If you're not already an OAUG member and would like to continue receiving key information like this, visit the OAUG at www.oaug.org today for information on how to join this dynamic user community for Oracle applications and database professionals.

Data collection and analysis performed with SurveyMethods.

DATA IN NON-PRODUCTION ENVIRONMENTS

Close to half of organizations use full copies of production data within non-production environments, thereby increasing the volume of data across the enterprise, as well as exposing this information in unsecured settings.

A major concern overlooked by many companies is the handling of live data within non-production environments, for testing applications, training staff, or business continuity and disaster recovery purposes. In many cases, these non-production environments may be at the sites of third-party partners. As a result, there is greater risk of exposure of confidential data to the risk of data breaches.

Typically, there are multiple copies of critical data circulating throughout the organization. The survey finds that 75 percent of respondents make up to five copies of live production data for non-production purposes—such as testing or business continuity. And another 17 percent respondents report that on average, more than five copies of their data are made for such purposes. (See Figure 16.)

The most expedient approach to managing the proliferation of production data is to create subsets of that data for use in non-production settings. However, for a large segment of respondents, these “subsets” are anything but. About a third of respondents say they copy the majority of their production data for replication in non-production environments. (See Figure 17.)

Respondents are evenly split about the release of confidential production data outside primary production environments. For four out of 10 respondents, the data sent over to non-production environments includes data that contains sensitive or confidential information such as credit card numbers, Social Security numbers,

or customer/employee/partner personally identifiable information. A similar number say they do not engage in such practices. (See Figure 18.)

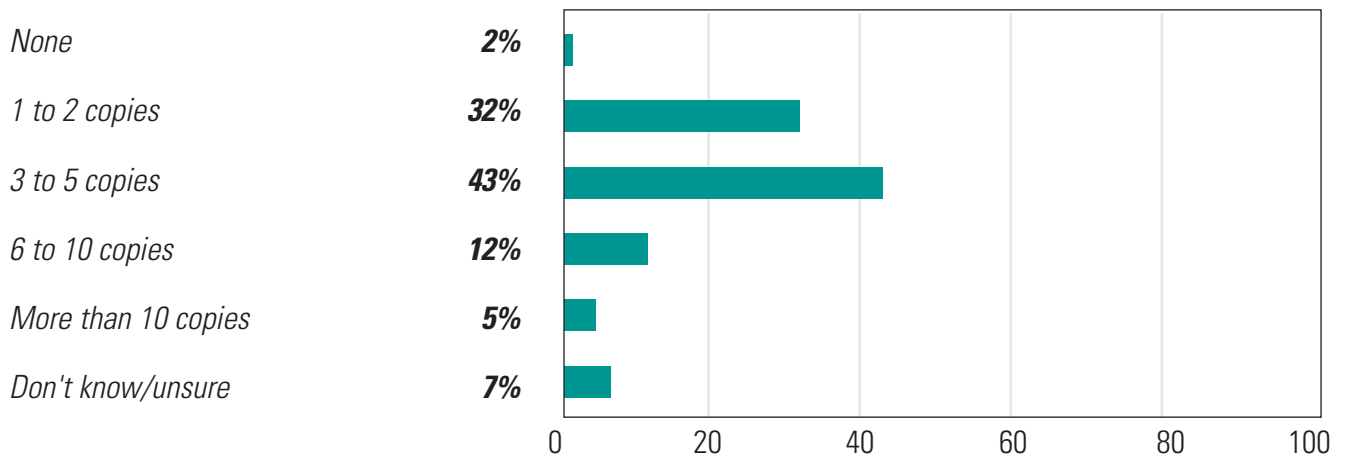
Overall, about 17 percent of respondents in the survey say that the majority of the enterprise data they work with is confidential in nature. Another 12 percent estimate that a sizable chunk, between a quarter and a half of the data in their environments, is sensitive information. About 40 percent say that little of the data is confidential, or that they simply don't know. (See Figure 19.)

IT shops often prefer to work with real data when testing or developing new applications to simulate real use cases as much as possible. However, more enterprises need to better ensure that this data has been stripped of any identifiers that could expose sensitive data on customers or partners. Almost all of the data employed in non-production environments is real production data. Seventy-eight percent of respondents report that they use real production data in non-production environments. Only 31 percent employ masking to hide at least some confidential information, and 25 percent employ manually created sample data. (See Figure 20.)

Among those organizations that do mask confidential data that is copied to non-production environments, about 43 percent employ their own hand-coded scripts to provide for the data masking. (See Figure 21.)

When it comes to building non-production databases for test, development, training and other purposes, a majority of respondents, 62 percent, say they utilize database clone or snap technologies to accomplish this. Another 44 percent, however, also turn to complete system copies. (See Figure 22.)

Figure 16: Number of Production Data Copies Made for Non-Production Purposes



Information Unplugged: OAUG ResearchLine Survey was produced by Unisphere Research and sponsored by Infomatica. Unisphere Research is the market research unit of Unisphere Media, a Division of Information Today, Inc., publishers of Database Trends and Applications magazine and the 5 Minute Briefing newsletters. To review abstracts of our past reports, visit www.dbta.com/research. Unisphere Media, 229 Main Street, Chatham, NJ 07928. Tel: 973-665-1120, Fax: 973-665-1124, Email: Tom@dbta.com, Web: www.dbta.com.

Join the OAUG—If you're not already an OAUG member and would like to continue receiving key information like this, visit the OAUG at www.oaug.org today for information on how to join this dynamic user community for Oracle applications and database professionals.

Data collection and analysis performed with SurveyMethods.

Figure 17: Percentage of Production Data in Subsets Copied to Non-Production Environments

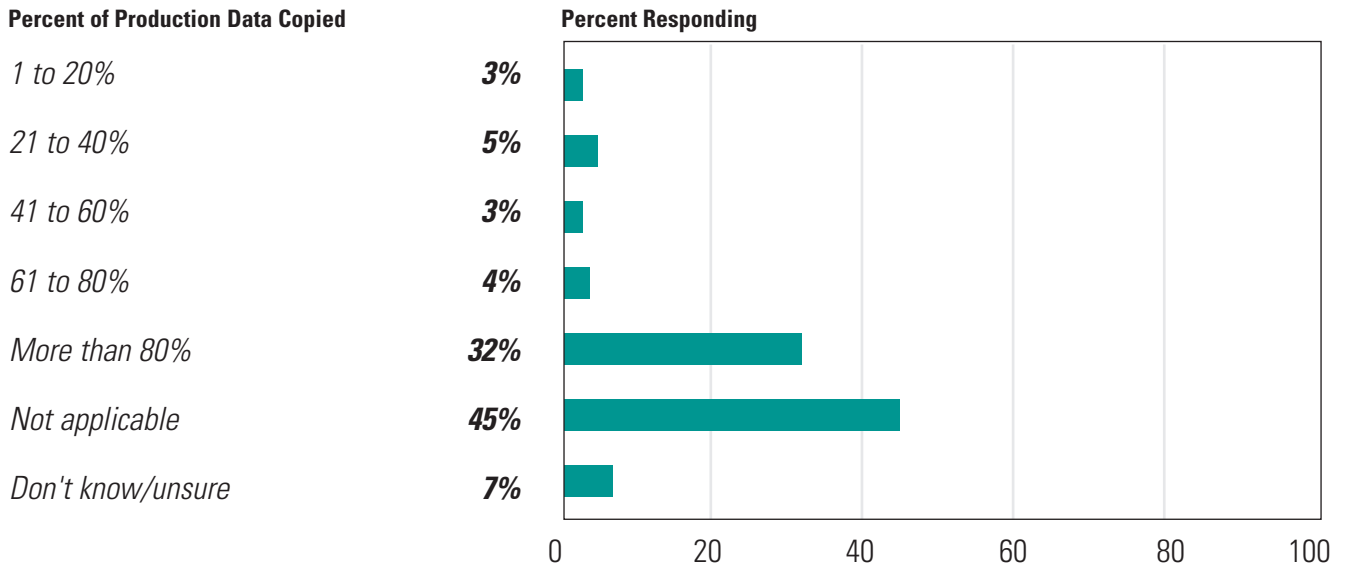
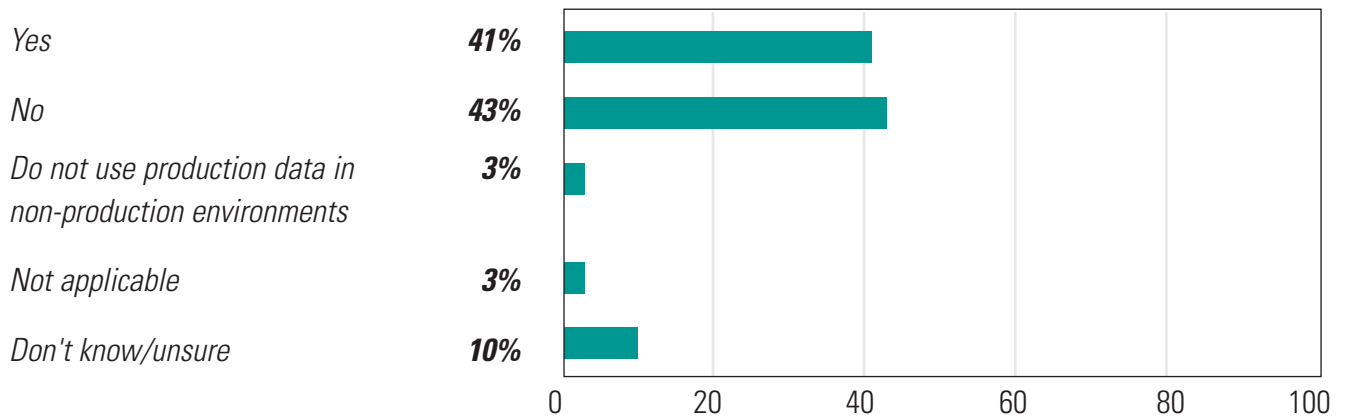


Figure 18: Production Data in Non-Production Environments Contain Sensitive Information?



Information Unplugged: OAUG ResearchLine Survey was produced by Unisphere Research and sponsored by Infomatica. Unisphere Research is the market research unit of Unisphere Media, a Division of Information Today, Inc., publishers of Database Trends and Applications magazine and the 5 Minute Briefing newsletters. To review abstracts of our past reports, visit www.dbta.com/research. Unisphere Media, 229 Main Street, Chatham, NJ 07928. Tel: 973-665-1120, Fax: 973-665-1124, Email: Tom@dbta.com, Web: www.dbta.com.

Join the OAUG—If you're not already an OAUG member and would like to continue receiving key information like this, visit the OAUG at www.oaug.org today for information on how to join this dynamic user community for Oracle applications and database professionals.

Data collection and analysis performed with SurveyMethods.

Figure 19: Percentage of Enterprise's Data Considered Confidential

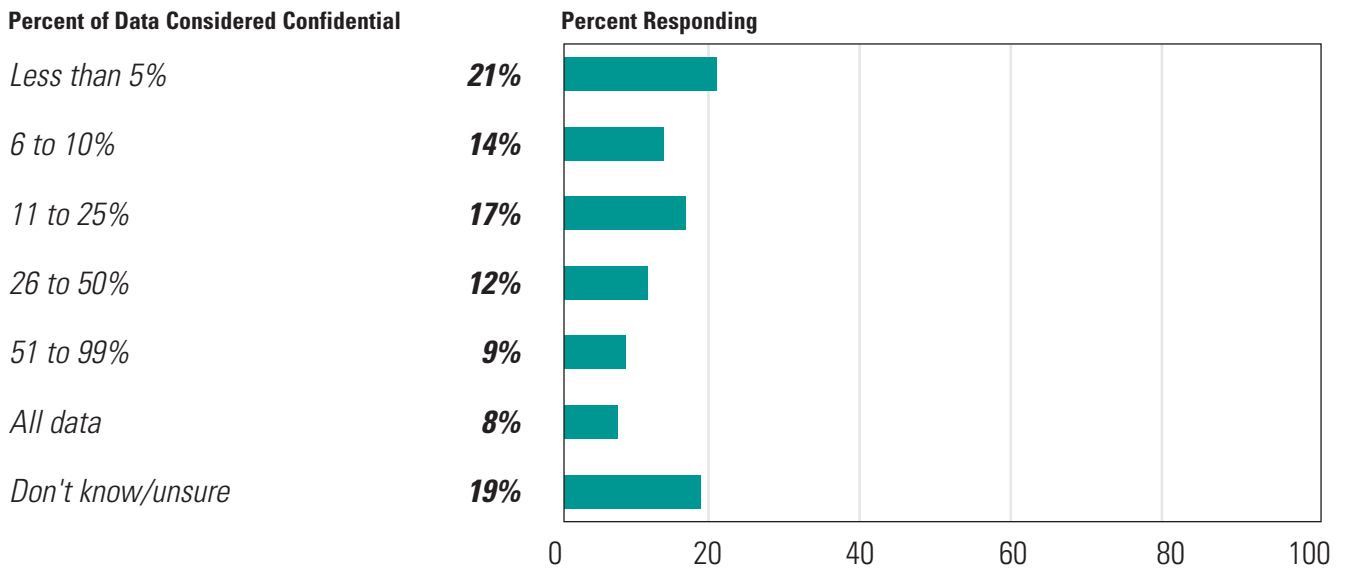
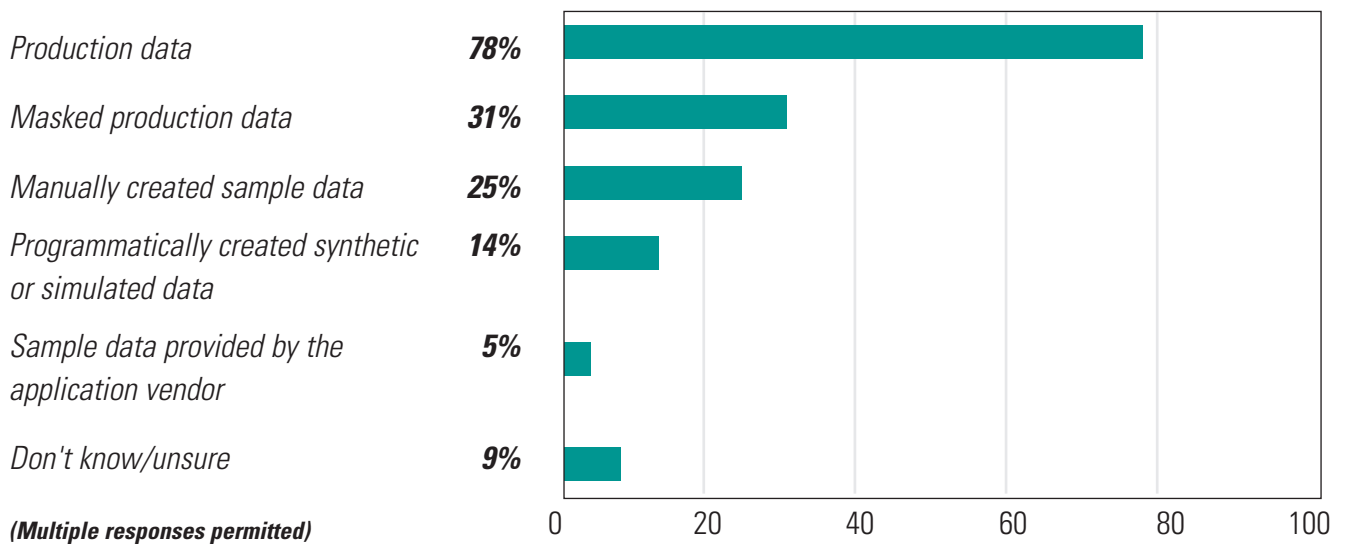


Figure 20: Types of Data Used Within Non-Production Environments



Information Unplugged: OAUG ResearchLine Survey was produced by Unisphere Research and sponsored by Infomatica. Unisphere Research is the market research unit of Unisphere Media, a Division of Information Today, Inc., publishers of Database Trends and Applications magazine and the 5 Minute Briefing newsletters. To review abstracts of our past reports, visit www.dbta.com/research. Unisphere Media, 229 Main Street, Chatham, NJ 07928. Tel: 973-665-1120, Fax: 973-665-1124, Email: Tom@dbta.com, Web: www.dbta.com.

Join the OAUG—If you're not already an OAUG member and would like to continue receiving key information like this, visit the OAUG at www.oaug.org today for information on how to join this dynamic user community for Oracle applications and database professionals.

Data collection and analysis performed with SurveyMethods.

Figure 21: How Sensitive Data is Masked for Non-Production Purposes

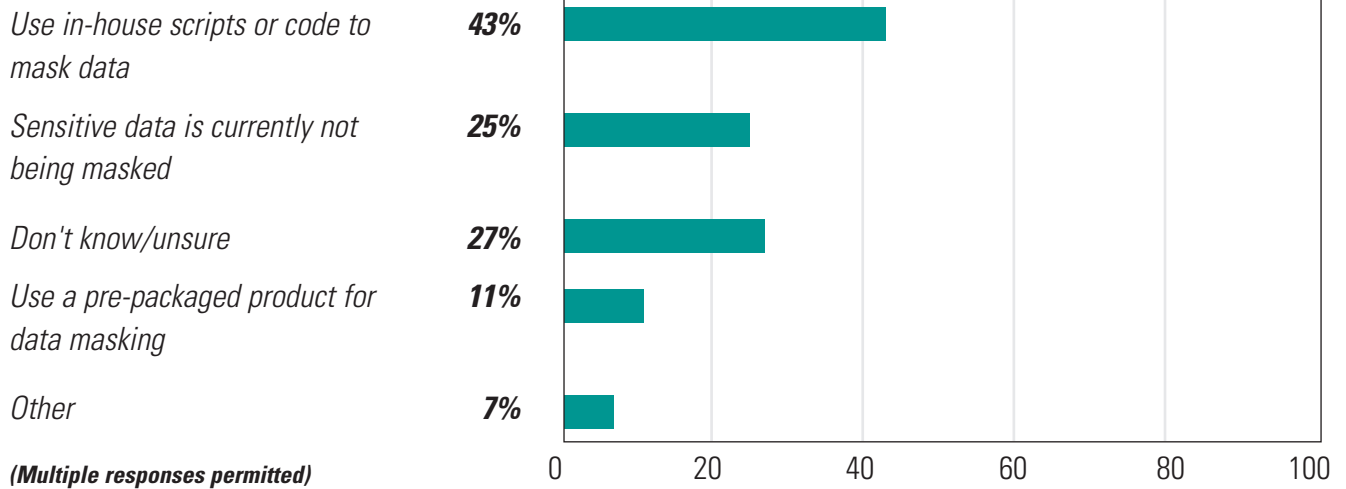
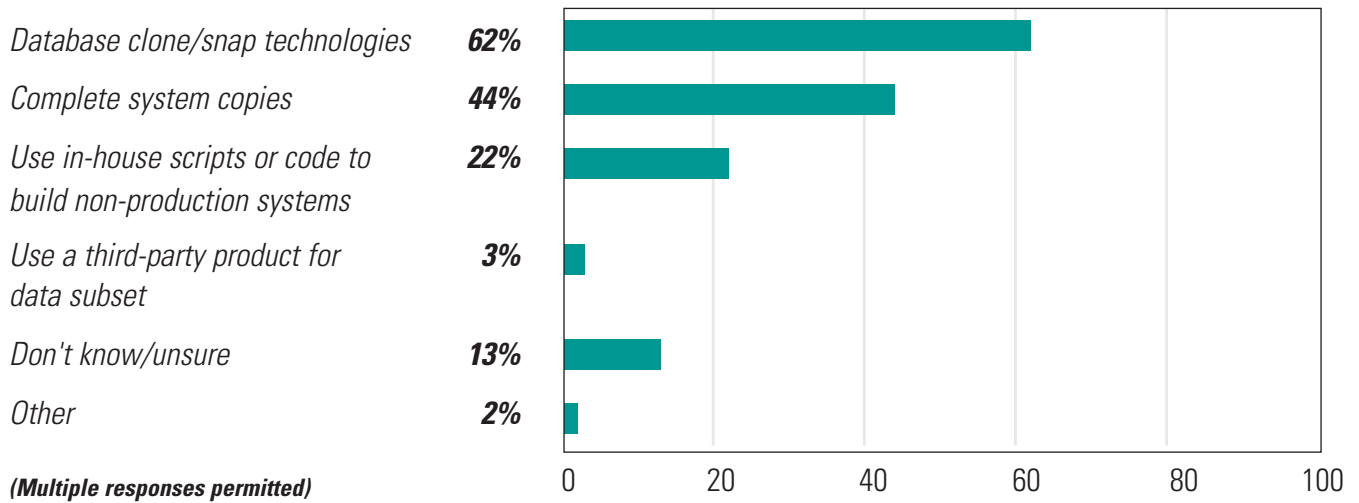


Figure 22: Strategy for Building Non-Production Databases



Information Unplugged: OAUG ResearchLine Survey was produced by Unisphere Research and sponsored by Infomatica. Unisphere Research is the market research unit of Unisphere Media, a Division of Information Today, Inc., publishers of Database Trends and Applications magazine and the 5 Minute Briefing newsletters. To review abstracts of our past reports, visit www.dbta.com/research. Unisphere Media, 229 Main Street, Chatham, NJ 07928. Tel: 973-665-1120, Fax: 973-665-1124, Email: Tom@dbta.com, Web: www.dbta.com.

Join the OAUG—If you're not already an OAUG member and would like to continue receiving key information like this, visit the OAUG at www.oaug.org today for information on how to join this dynamic user community for Oracle applications and database professionals.

Data collection and analysis performed with SurveyMethods.

LEGACY APPLICATION ISSUES

Half of the organizations surveyed are compelled to hang on to unproductive legacy applications for narrow, specialized functions. Full-time staff and other expenses compound the costs of maintaining these systems.

Legacy applications pose another challenge to information lifecycle management approaches. Namely, the maintenance and hardware infrastructure costs of older, no-longer-supported systems may tax the organization as these applications are pounded by growing volumes of data. The tendency to maintain unsupported legacy versions of not only Oracle E-Business Suite applications, but other older enterprise applications, beyond their value only exacerbates data growth and keeps software license and infrastructure cost at unnecessarily high levels. In addition, staff and IT resources still are needed to maintain these systems.

For purposes of this survey, “legacy applications” are defined as applications on mainframe platforms, applications and application versions no longer supported by the vendor, or applications that have not been upgraded in the last three years. Three out of four respondents report that they have at least some legacy applications within their enterprises. For the most part, the number of such applications ranges between 1 and 10 applications. (See Figure 23.) Size-wise, most consume more than 100 GBs of data. (See Figure 24.)

Why do these companies hang on to these legacy applications? Generally, user demand drives their long-lived existence. Close to half, 47 percent, say that the legacy application is still accessed by a few specialized end users, while 40 percent report that many end users still frequently access the application. (See Figure 25.)

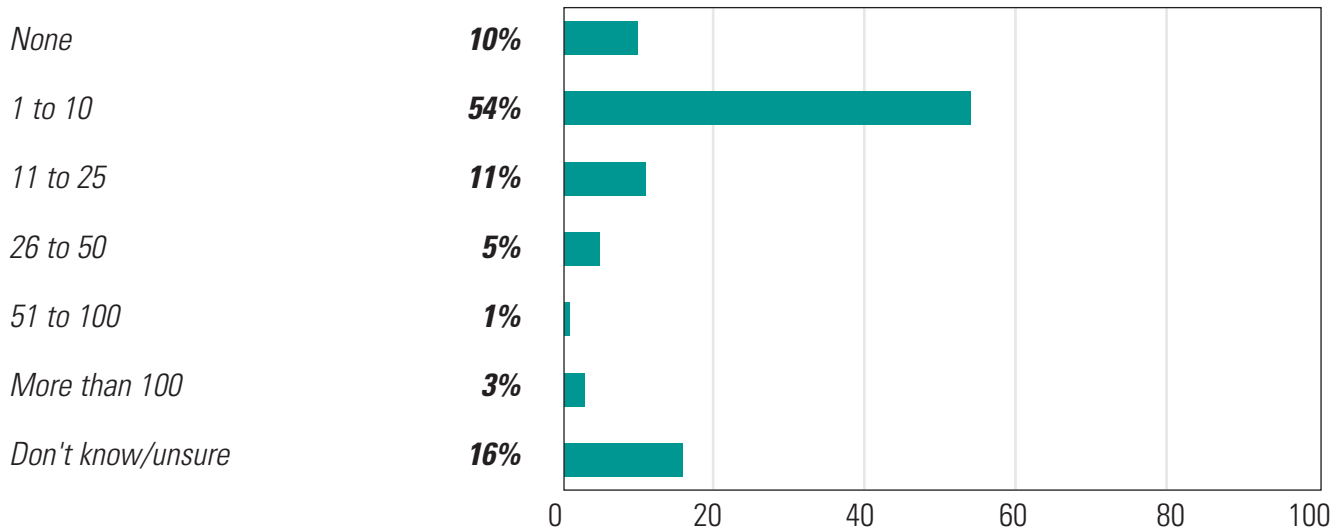
However, in many cases, these legacy applications have outgrown their value to the business. A majority of respondents, 52 percent, report that at least some are ready to be put out to pasture. (See Figure 26.)

There’s a cost to maintaining these marginal legacy applications as well. Close to a third of respondents, 42 percent, report that they need between one and five full-time employees to maintain these low-value applications. One out of seven said they even need more than five full-time employees. (See Figure 27.)

In addition to staff time, no matter how little value a legacy application may be delivering to the business, portions of IT budgets need to be dedicated to keeping them up and running. At least 14 percent of respondents say they end up devoting more than 10 percent of their annual IT budgets to such applications. (See Figure 28.)

Despite the costs and impact on business agility, most companies in this survey do not have a formal method for identifying and retiring legacy applications within their portfolios, the survey finds. Only 23 percent now have such a capability. (See Figure 29.)

Figure 23: Number of Legacy Systems in Operation

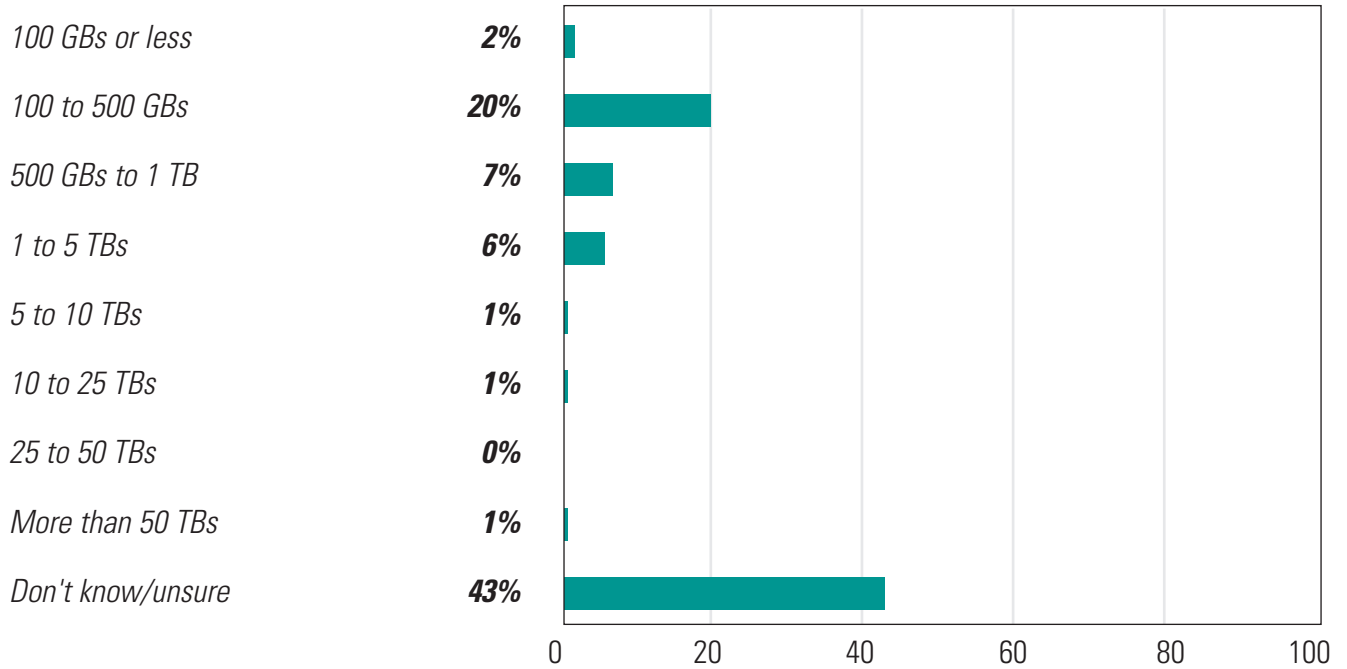


Information Unplugged: OAUG ResearchLine Survey was produced by Unisphere Research and sponsored by Infomatica. Unisphere Research is the market research unit of Unisphere Media, a Division of Information Today, Inc., publishers of Database Trends and Applications magazine and the 5 Minute Briefing newsletters. To review abstracts of our past reports, visit www.dbta.com/research. Unisphere Media, 229 Main Street, Chatham, NJ 07928. Tel: 973-665-1120, Fax: 973-665-1124, Email: Tom@dbta.com, Web: www.dbta.com.

Join the OAUG—If you’re not already an OAUG member and would like to continue receiving key information like this, visit the OAUG at www.oaug.org today for information on how to join this dynamic user community for Oracle applications and database professionals.

Data collection and analysis performed with SurveyMethods.

Figure 24: Total Size of Data Stored in Legacy Applications

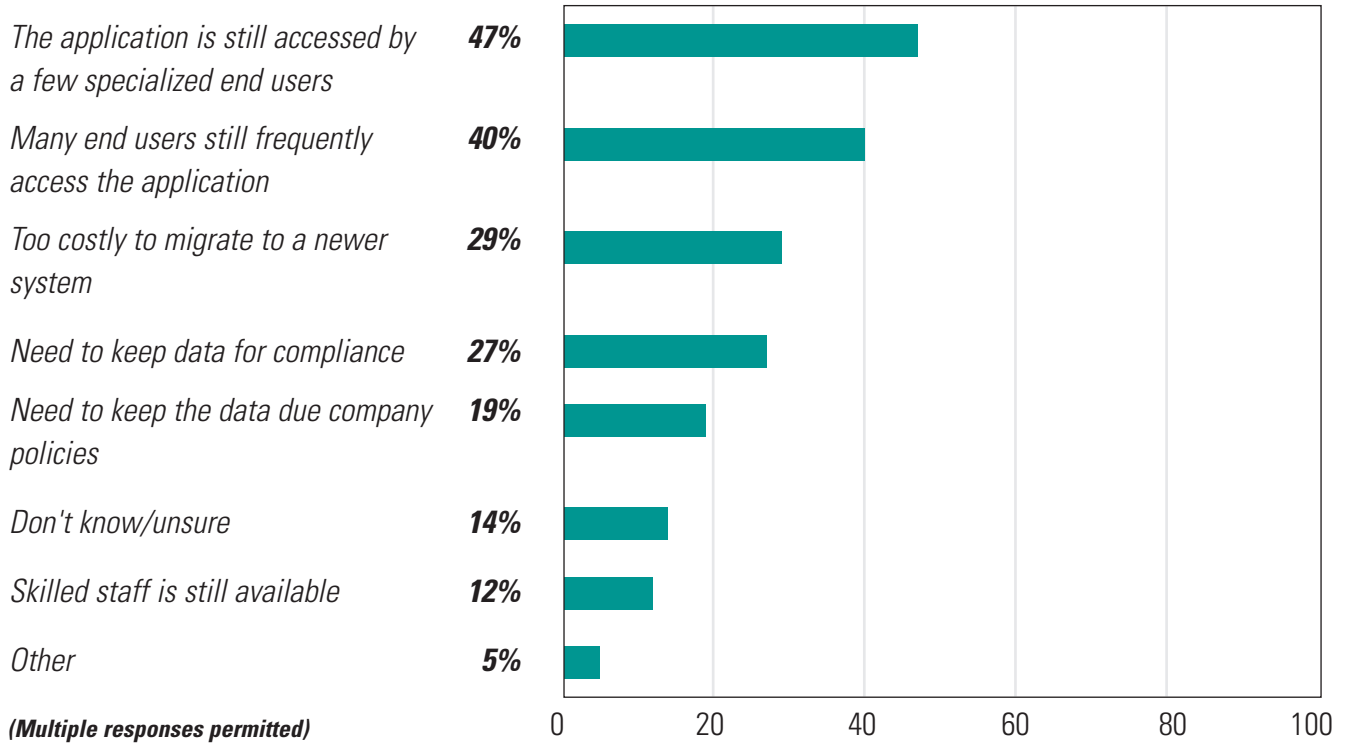


Information Unplugged: OAUG ResearchLine Survey was produced by Unisphere Research and sponsored by Infomatica. Unisphere Research is the market research unit of Unisphere Media, a Division of Information Today, Inc., publishers of Database Trends and Applications magazine and the 5 Minute Briefing newsletters. To review abstracts of our past reports, visit www.dbta.com/research. Unisphere Media, 229 Main Street, Chatham, NJ 07928. Tel: 973-665-1120, Fax: 973-665-1124, Email: Tom@dbta.com, Web: www.dbta.com.

Join the OAUG—If you're not already an OAUG member and would like to continue receiving key information like this, visit the OAUG at www.oaug.org today for information on how to join this dynamic user community for Oracle applications and database professionals.

Data collection and analysis performed with SurveyMethods.

Figure 25: Reasons for Maintaining Legacy Applications



Information Unplugged: OAUG ResearchLine Survey was produced by Unisphere Research and sponsored by Infomatica. Unisphere Research is the market research unit of Unisphere Media, a Division of Information Today, Inc., publishers of Database Trends and Applications magazine and the 5 Minute Briefing newsletters. To review abstracts of our past reports, visit www.dbta.com/research. Unisphere Media, 229 Main Street, Chatham, NJ 07928. Tel: 973-665-1120, Fax: 973-665-1124, Email: Tom@dbta.com, Web: www.dbta.com.

Join the OAUG—If you're not already an OAUG member and would like to continue receiving key information like this, visit the OAUG at www.oaug.org today for information on how to join this dynamic user community for Oracle applications and database professionals.

Data collection and analysis performed with SurveyMethods.

Figure 26: Percentage of Legacy Applications That Have Outgrown Their Business Value

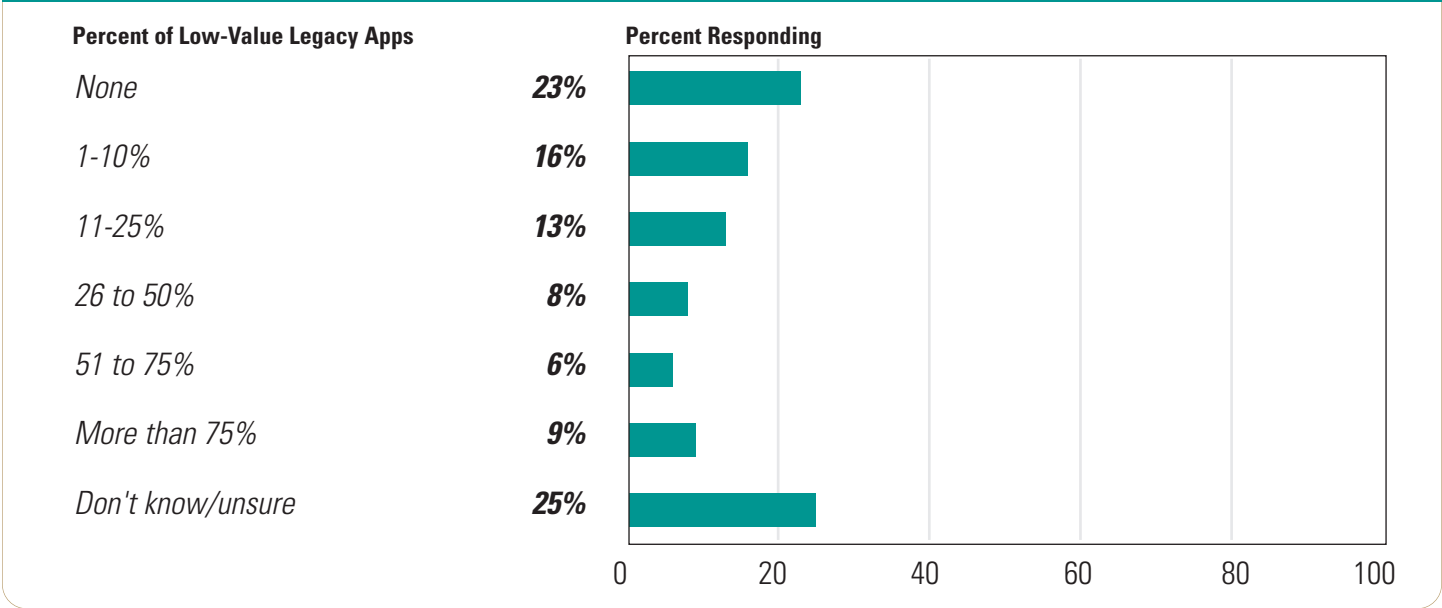
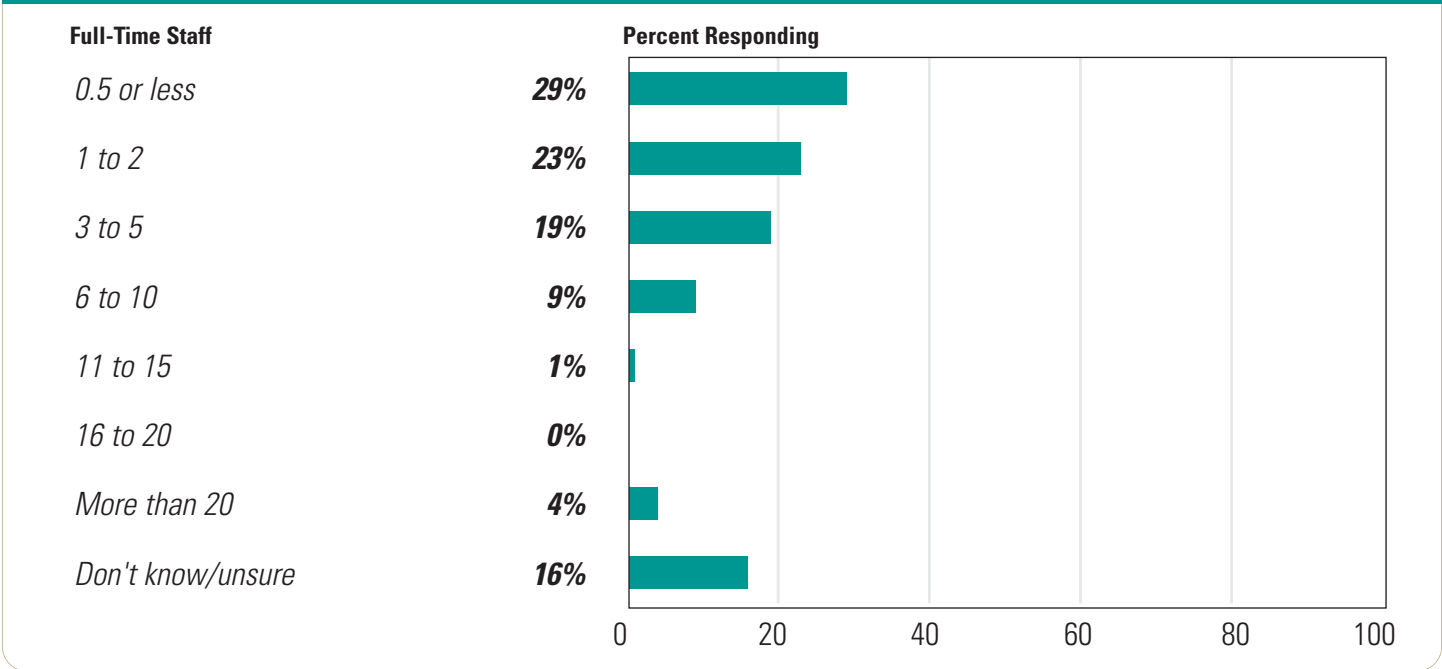


Figure 27: Number of Full-Time Staff Members Required to Maintain Low-Value Legacy Applications



Information Unplugged: OAUG ResearchLine Survey was produced by Unisphere Research and sponsored by Infomatica. Unisphere Research is the market research unit of Unisphere Media, a Division of Information Today, Inc., publishers of Database Trends and Applications magazine and the 5 Minute Briefing newsletters. To review abstracts of our past reports, visit www.dbta.com/research. Unisphere Media, 229 Main Street, Chatham, NJ 07928. Tel: 973-665-1120, Fax: 973-665-1124, Email: Tom@dbta.com, Web: www.dbta.com.

Join the OAUG—If you're not already an OAUG member and would like to continue receiving key information like this, visit the OAUG at www.oaug.org today for information on how to join this dynamic user community for Oracle applications and database professionals.

Data collection and analysis performed with SurveyMethods.

Figure 28: Percentage of IT Budget Spent on Low-Value Legacy Applications

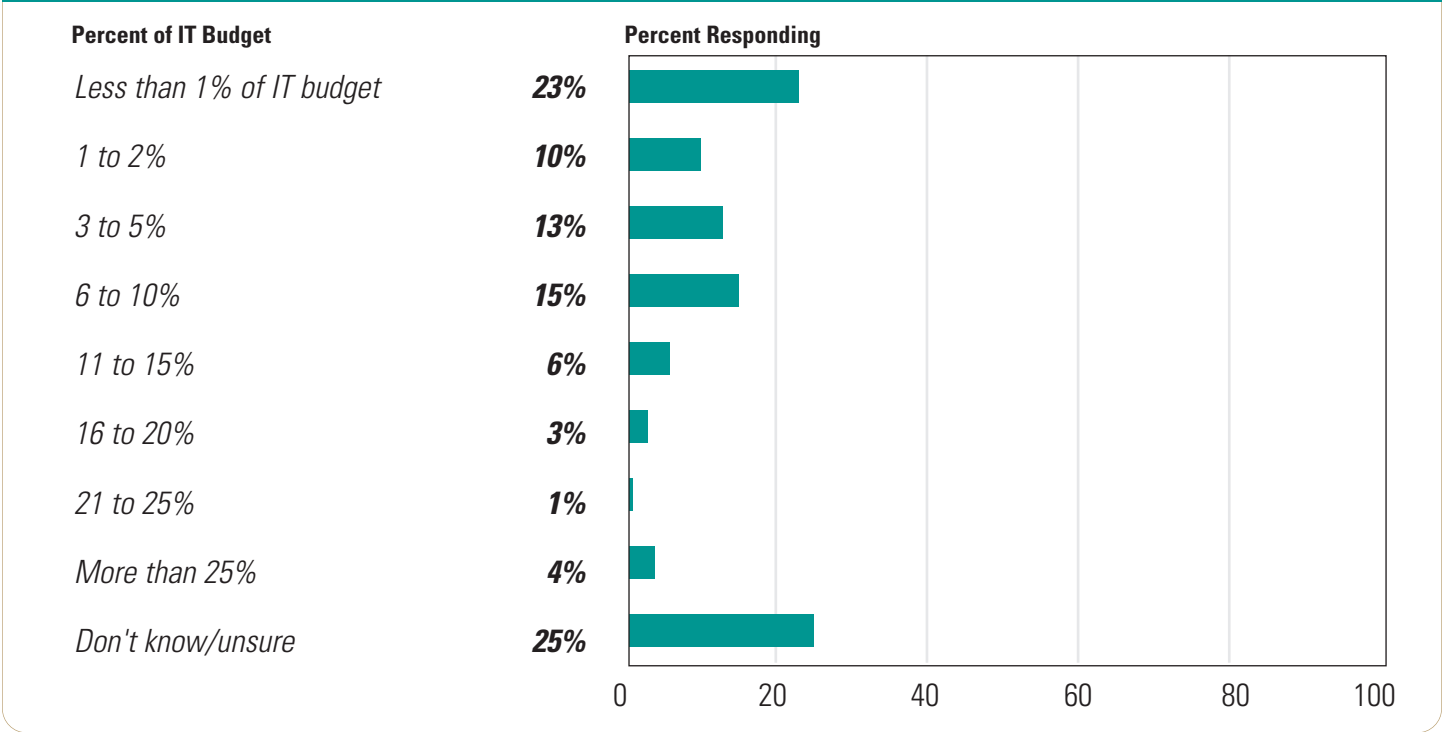
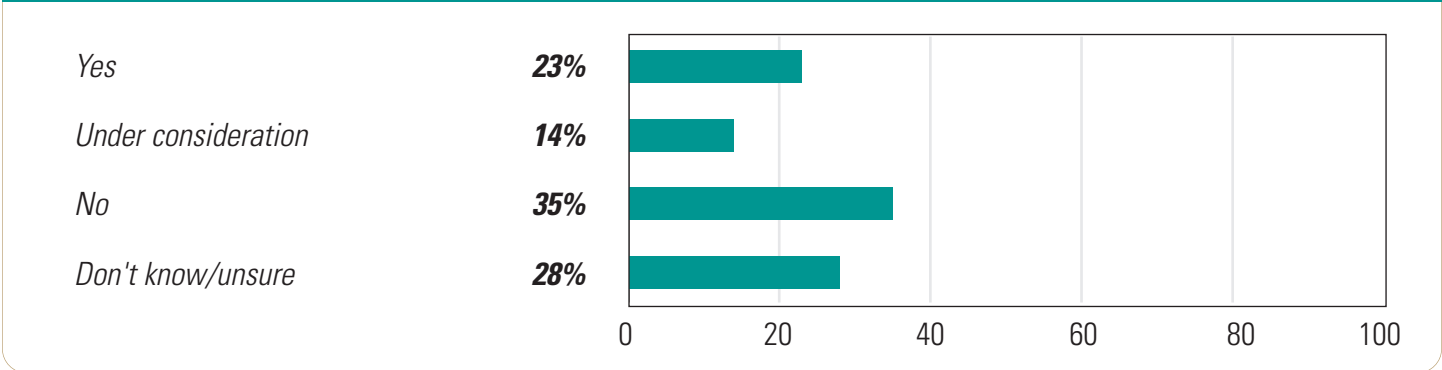


Figure 29: Formal Method for Identifying and Retiring Legacy Applications?



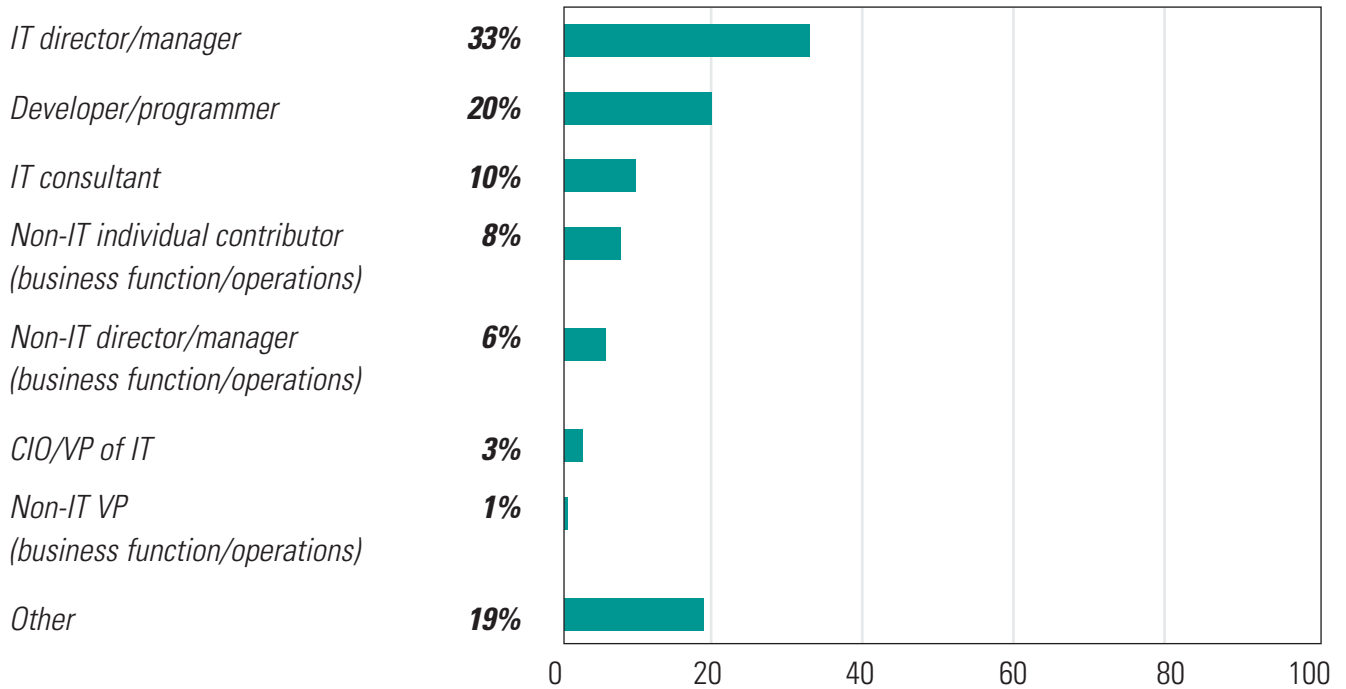
Information Unplugged: OAUG ResearchLine Survey was produced by Unisphere Research and sponsored by Infomatica. Unisphere Research is the market research unit of Unisphere Media, a Division of Information Today, Inc., publishers of Database Trends and Applications magazine and the 5 Minute Briefing newsletters. To review abstracts of our past reports, visit www.dbta.com/research. Unisphere Media, 229 Main Street, Chatham, NJ 07928. Tel: 973-665-1120, Fax: 973-665-1124, Email: Tom@dbta.com, Web: www.dbta.com.

Join the OAUG—If you're not already an OAUG member and would like to continue receiving key information like this, visit the OAUG at www.oaug.org today for information on how to join this dynamic user community for Oracle applications and database professionals.

Data collection and analysis performed with SurveyMethods.

DEMOGRAPHICS

Figure 30: Respondents' Job Roles

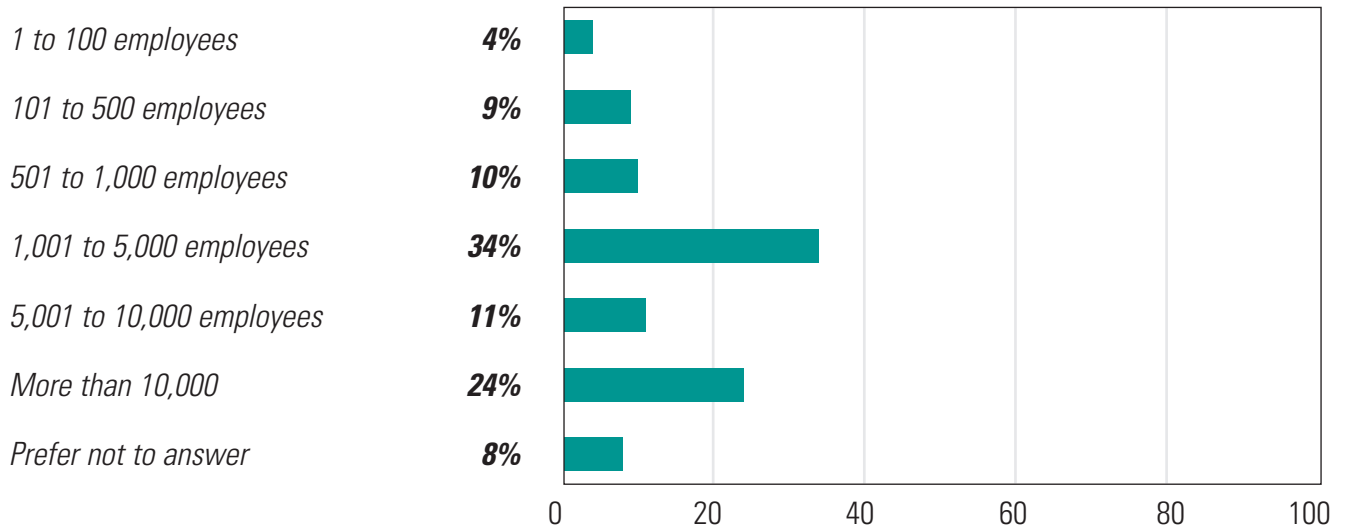


Information Unplugged: OAUG ResearchLine Survey was produced by Unisphere Research and sponsored by Infomatica. Unisphere Research is the market research unit of Unisphere Media, a Division of Information Today, Inc., publishers of Database Trends and Applications magazine and the 5 Minute Briefing newsletters. To review abstracts of our past reports, visit www.dbta.com/research. Unisphere Media, 229 Main Street, Chatham, NJ 07928. Tel: 973-665-1120, Fax: 973-665-1124, Email: Tom@dbta.com, Web: www.dbta.com.

Join the OAUG—If you're not already an OAUG member and would like to continue receiving key information like this, visit the OAUG at www.oaug.org today for information on how to join this dynamic user community for Oracle applications and database professionals.

Data collection and analysis performed with SurveyMethods.

Figure 31: Respondents' Organization Size— By Number of Employees

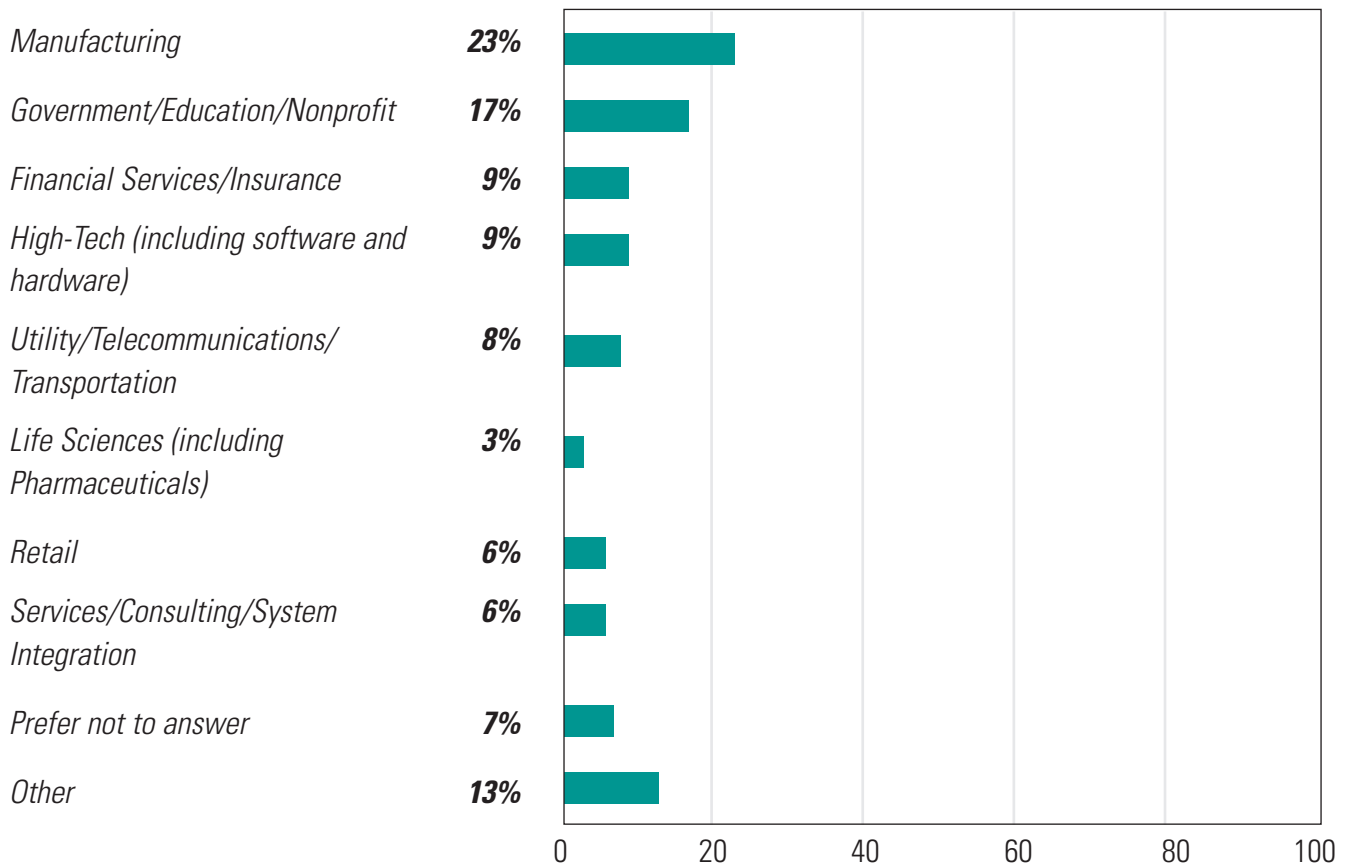


Information Unplugged: OAUG ResearchLine Survey was produced by Unisphere Research and sponsored by Infomatica. Unisphere Research is the market research unit of Unisphere Media, a Division of Information Today, Inc., publishers of Database Trends and Applications magazine and the 5 Minute Briefing newsletters. To review abstracts of our past reports, visit www.dbta.com/research. Unisphere Media, 229 Main Street, Chatham, NJ 07928. Tel: 973-665-1120, Fax: 973-665-1124, Email: Tom@dbta.com, Web: www.dbta.com.

Join the OAUG—If you're not already an OAUG member and would like to continue receiving key information like this, visit the OAUG at www.oaug.org today for information on how to join this dynamic user community for Oracle applications and database professionals.

Data collection and analysis performed with SurveyMethods.

Figure 32: Respondents' Primary Industry Groups



Information Unplugged: OAUG ResearchLine Survey was produced by Unisphere Research and sponsored by Infomatica. Unisphere Research is the market research unit of Unisphere Media, a Division of Information Today, Inc., publishers of Database Trends and Applications magazine and the 5 Minute Briefing newsletters. To review abstracts of our past reports, visit www.dbta.com/research. Unisphere Media, 229 Main Street, Chatham, NJ 07928. Tel: 973-665-1120, Fax: 973-665-1124, Email: Tom@dbta.com, Web: www.dbta.com.

Join the OAUG—If you're not already an OAUG member and would like to continue receiving key information like this, visit the OAUG at www.oaug.org today for information on how to join this dynamic user community for Oracle applications and database professionals.

Data collection and analysis performed with SurveyMethods.

The information in this report has been gathered through Web-based surveys of member and prospective member lists provided by the OAUG, through interviews with knowledgeable participants in the computer industry and through secondary research of generally available documents, reports and other published media, as well as from earlier studies conducted by Unisphere Research. Unisphere Research has relied on the accuracy and validity of all information so obtained. Unisphere Research assumes no liability for inaccurate or omitted information.