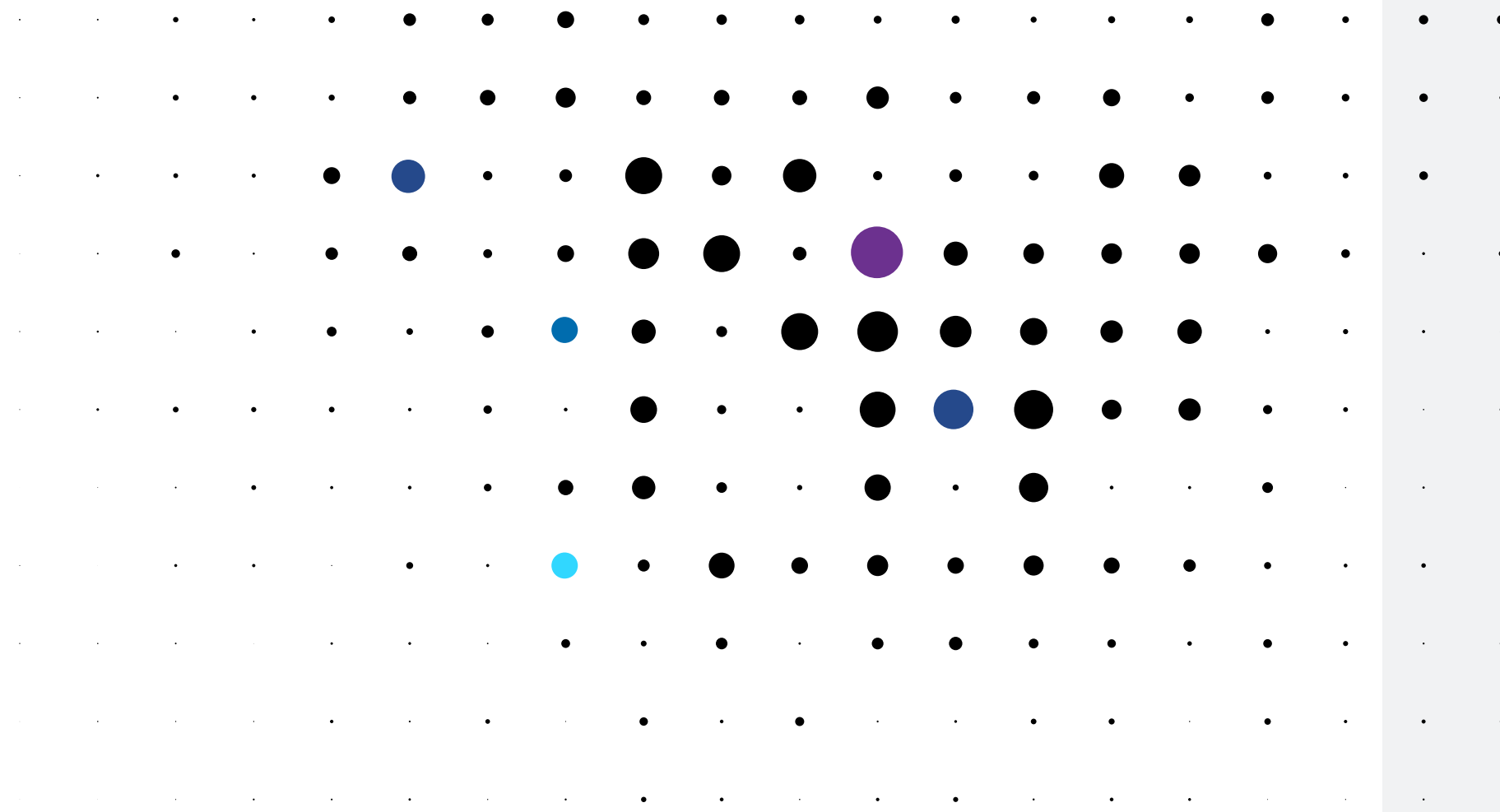# 2023 SRE Survey
Empirical Data

We are pleased to offer this empirical survey data so readers may find their own insights. The survey data generated the insights for **The SRE Report 2023**, but not all survey data was included in the final, published report. As such, readers are encouraged to enjoy the read.
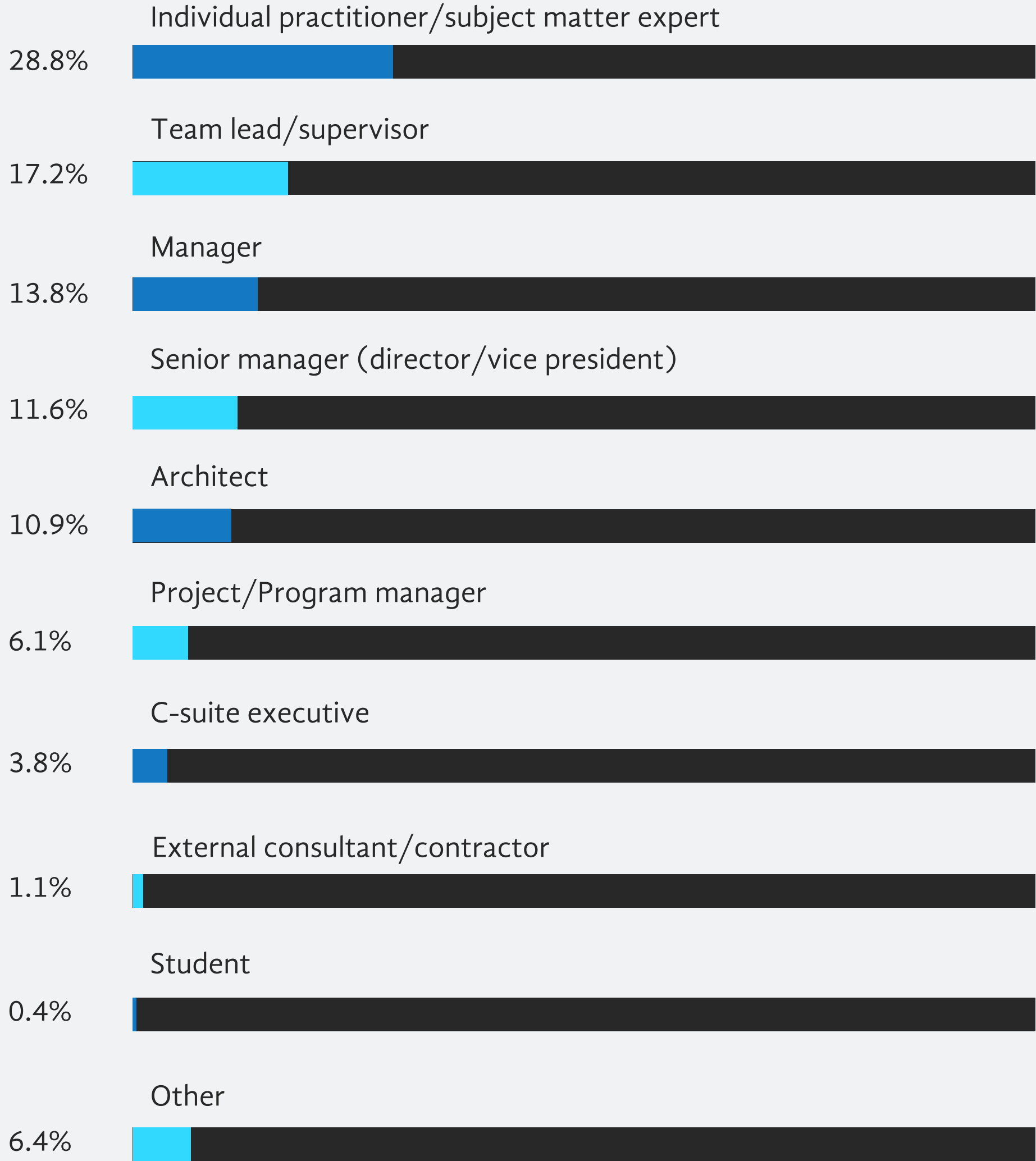
The SRE survey data was collected from June through July 15th, 2022 – 559 respondents total. This empirical data does not contain any correlation investigations.

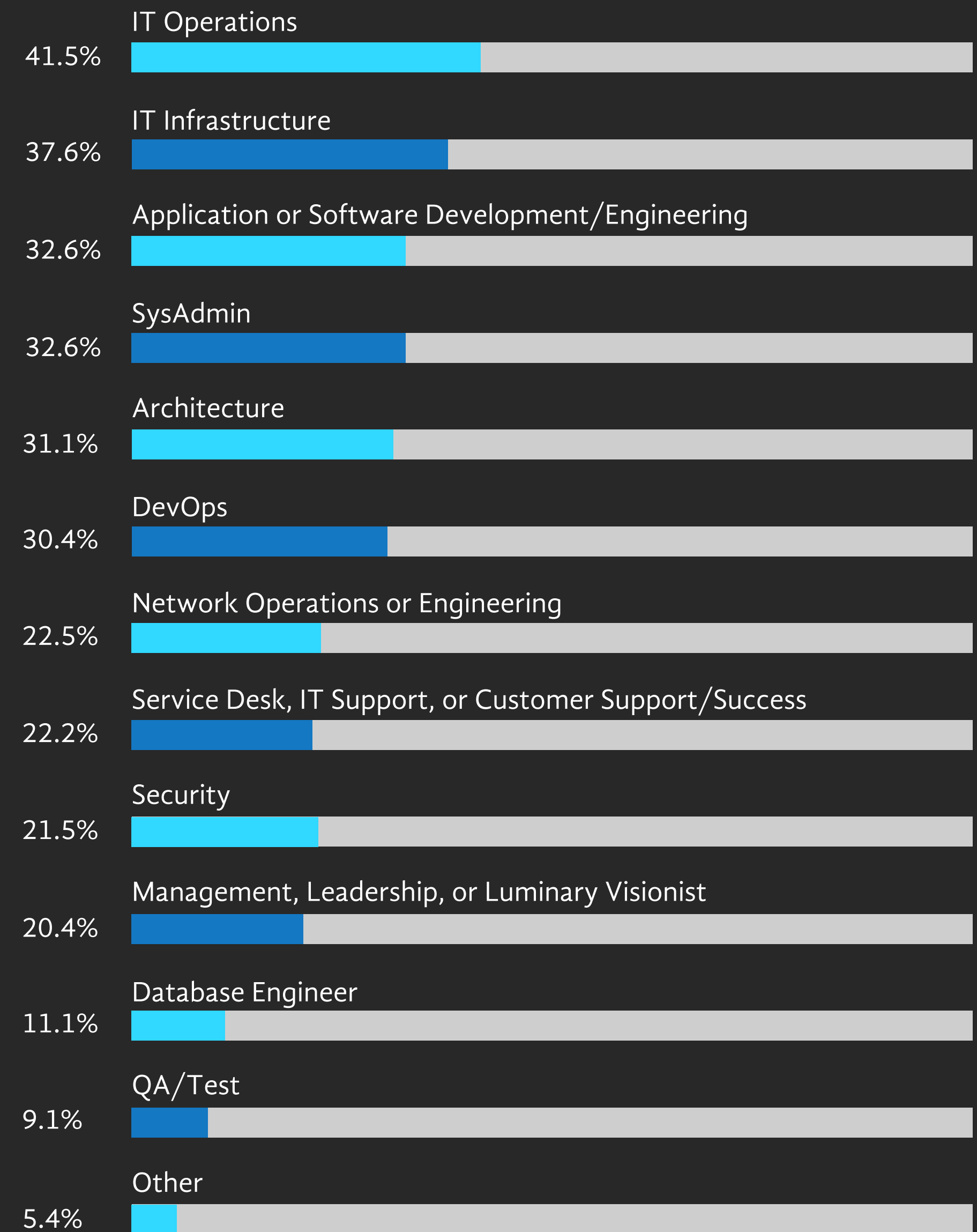catchpoint

Role

Which most closely describes your role?

Individual practitioner/subject matter expert
28.8%

Team lead/supervisor
17.2%

Manager
13.8%

Senior manager (director/vice president)
11.6%

Architect
10.9%

Project/Program manager
6.1%

C-suite executive
3.8%

External consultant/contractor
1.1%

Student
0.4%

Other
6.4%

catchpoint

Primary Expertise Areas

What are your primary areas of expertise?

Choose as many as you like

IT Operations
41.5%

IT Infrastructure
37.6%

Application or Software Development/Engineering
32.6%

SysAdmin
32.6%

Architecture
31.1%

DevOps
30.4%

Network Operations or Engineering
22.5%

Service Desk, IT Support, or Customer Support/Success
22.2%

Security
21.5%

Management, Leadership, or Luminary Visionist
20.4%

Database Engineer
11.1%

QA/Test
9.1%

Other
5.4%

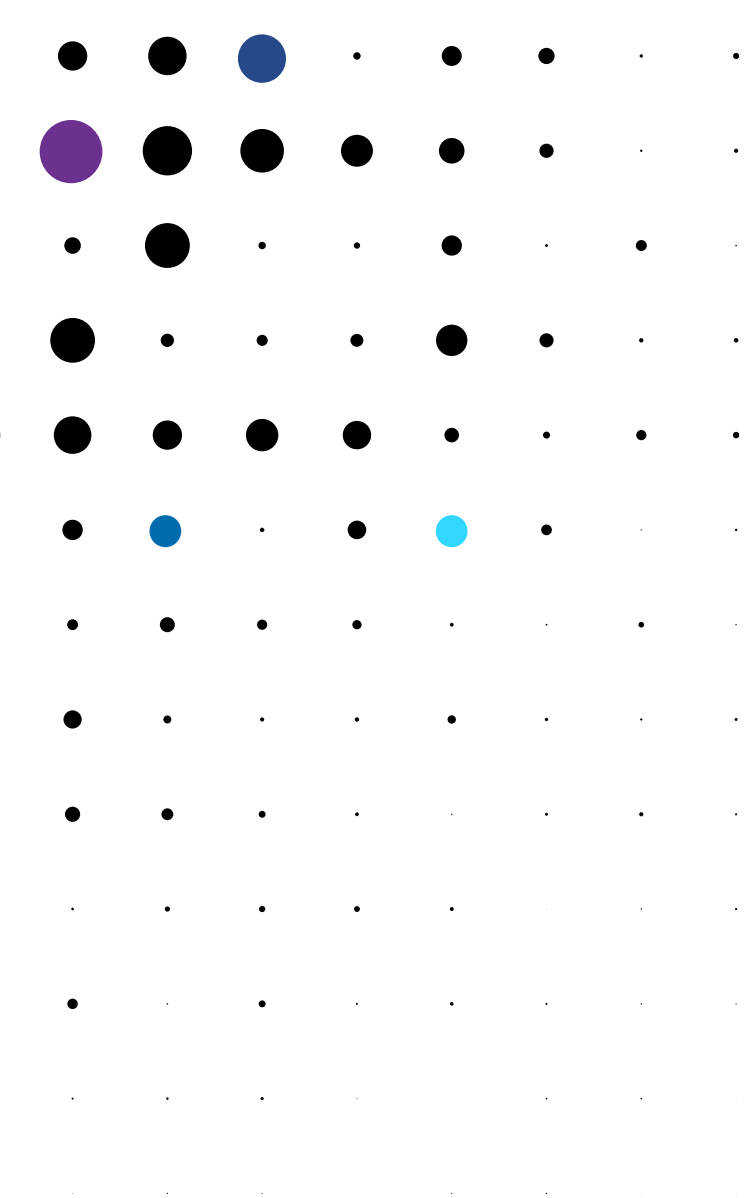catchpoint

Layers Between Officer

How many layers of management are there between you and an executive officer (e.g. CIO or CTO?)

Percent of Respondent for Each Bin

- 0: 9.1%
- 1: 22.7%
- 2: 27.2%
- 3: 19.0%
- 4: 10.6%
- 5: 7.2%
- 6: 2.5%
- 7: 0.5%
- 8: 0.4%
- 9: 0.2%
- 10+: 0.7%

Layers Between Executive Officer
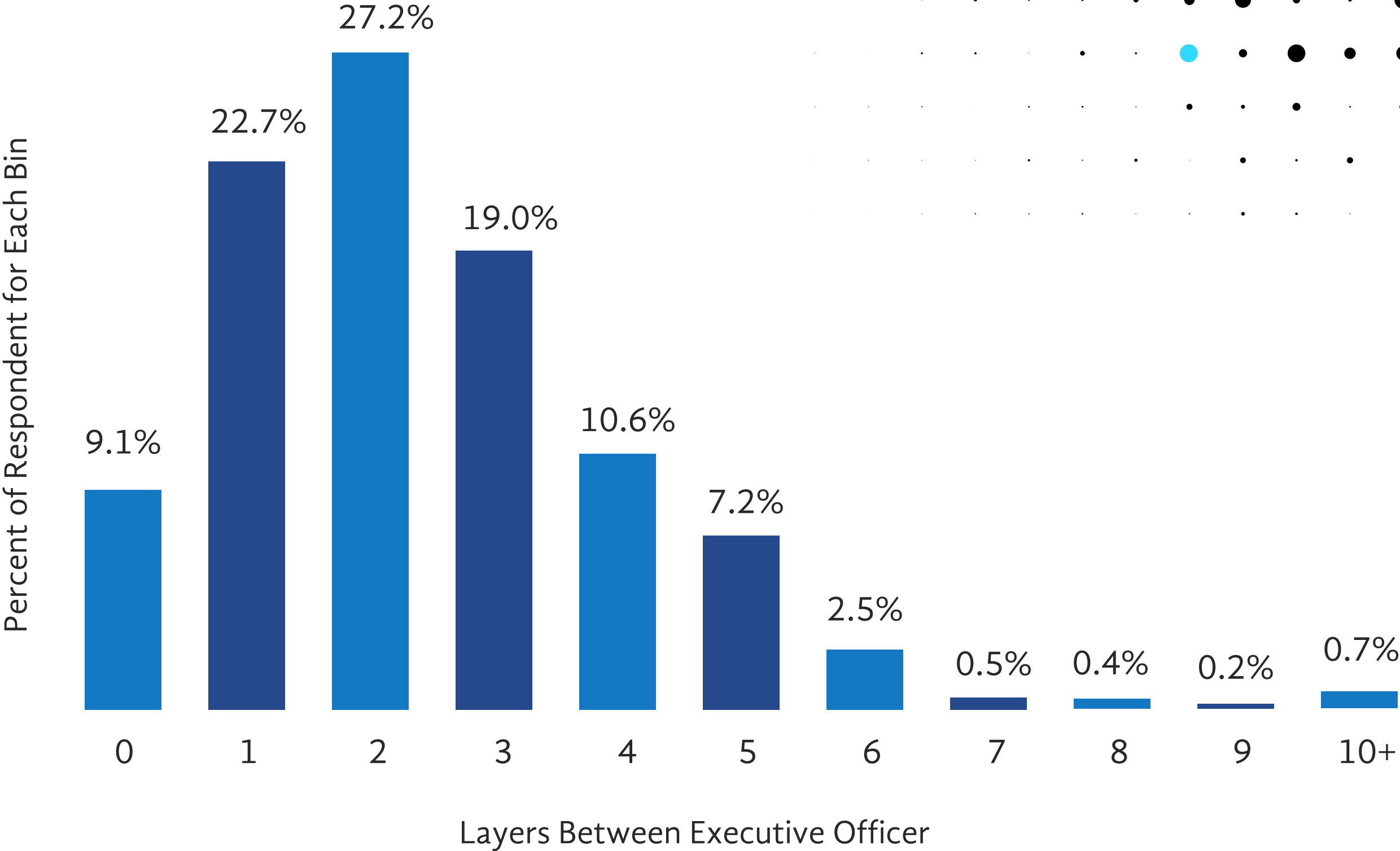
How frequently do you collaborate
with the following groups?

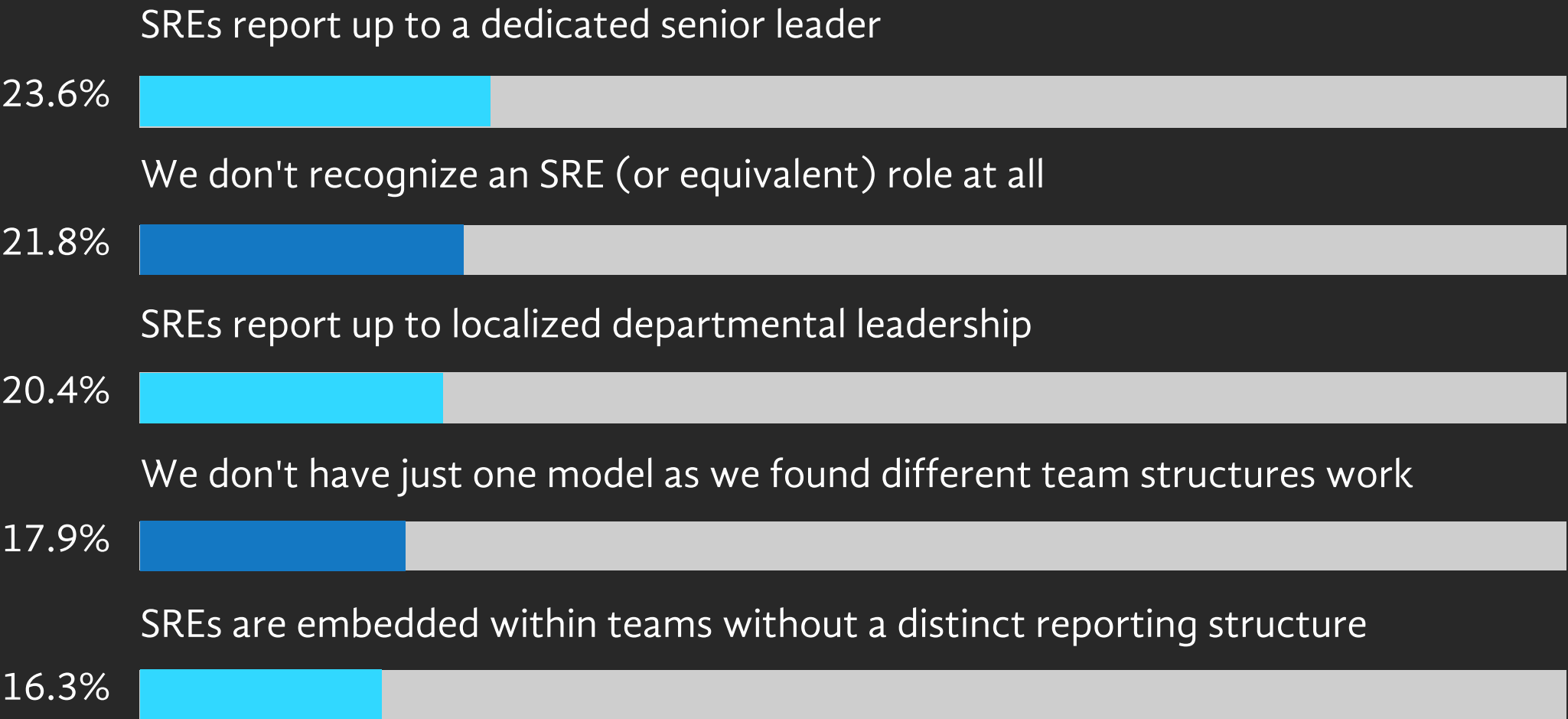|	Never	Seldom	Occasionally	Often	N/A
Engineering	4.3%	8.6%	17.4%	64.2%	5.5%
Operations	2.7%	5.4%	22.9%	63.1%	5.9%
Infrastructure	5.4%	7.7%	22.4%	57.8%	6.8%
DevOps	5.9%	11.8%	26.1%	45.8%	10.4%
Network Engineering	5.0%	11.6%	30.1%	44.4%	8.9%
Product	7.2%	16.8%	30.2%	37.6%	8.2%
Customer Support	7.9%	18.8%	32.7%	34.9%	5.7%
QA/Test	7.5%	15.2%	32.4%	32.9%	12.0%
Executive Officer	16.3%	22.7%	31.5%	24.9%	4.7%
Sales or Marketing	21.8%	27.0%	25.9%	15.7%	9.5%

catchpoint

Velocity Impacting Productivity - Employee

How frequently does maintaining innovation velocity come at the cost of negatively impacting employee productivity or morale?

Never	6.4%
Seldom	19.5%
Occasionally	41.3%
Often	15.6%
Unsure	13.6%
N/A	3.6%
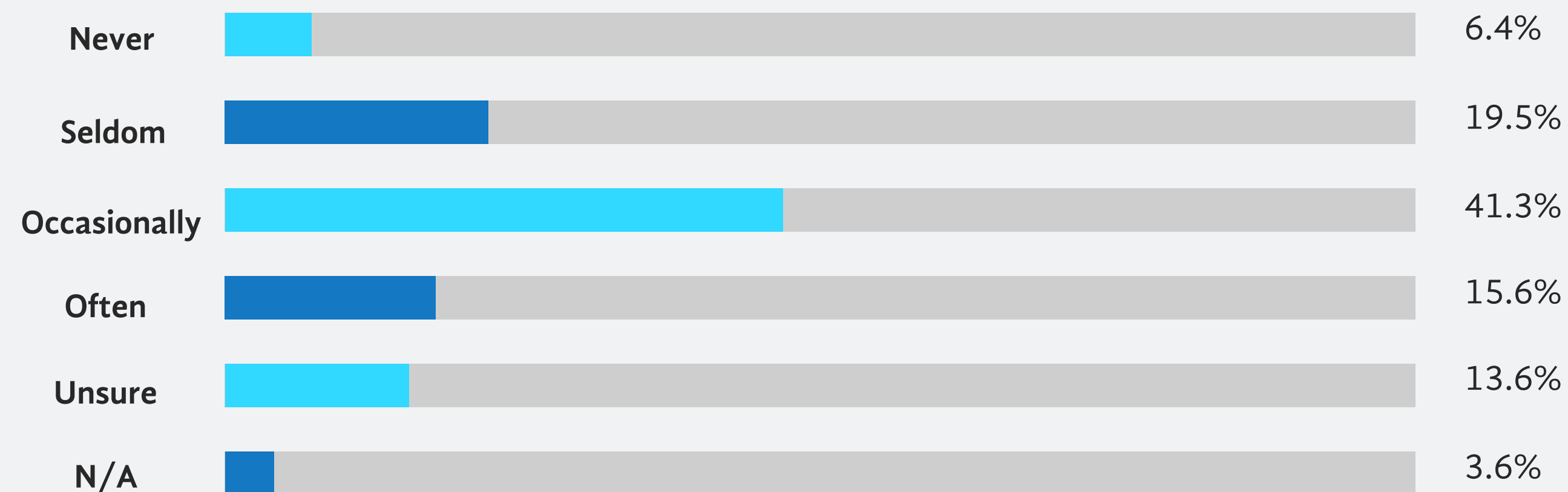
Organizational Structure

There are different organizational structures for the people and teams which focus on reliability. From an official (HR) perspective, which of the following best describes the structure of the SRE Team(s) (or equivalent) within your organization?

SREs report up to a dedicated senior leader
23.6%

We don't recognize an SRE (or equivalent) role at all
21.8%

SREs report up to localized departmental leadership
20.4%

We don't have just one model as we found different team structures work
17.9%

SREs are embedded within teams without a distinct reporting structure
16.3%

catchpoint

Engagement Model

How frequently are each of the following models used in your company?

	Never	Seldom	Occasionally	Often	Unsure
Available for consultation when teams ask for help	3.3%	9.4%	36.0%	46.5%	4.8%
Provide platform-level services	6.5%	13.9%	28.7%	42.8%	8.0%
Build and support tools for other teams	6.1%	13.1%	32.9%	42.0%	5.9%
Engage on specific projects with an expected limit to the engagement	6.5%	13.3%	41.1%	33.7%	5.4%
Embedded (long-term) with other teams	13.9%	22.4%	31.5%	25.4%	6.7%

catchpoint.

DevOps Split 2022

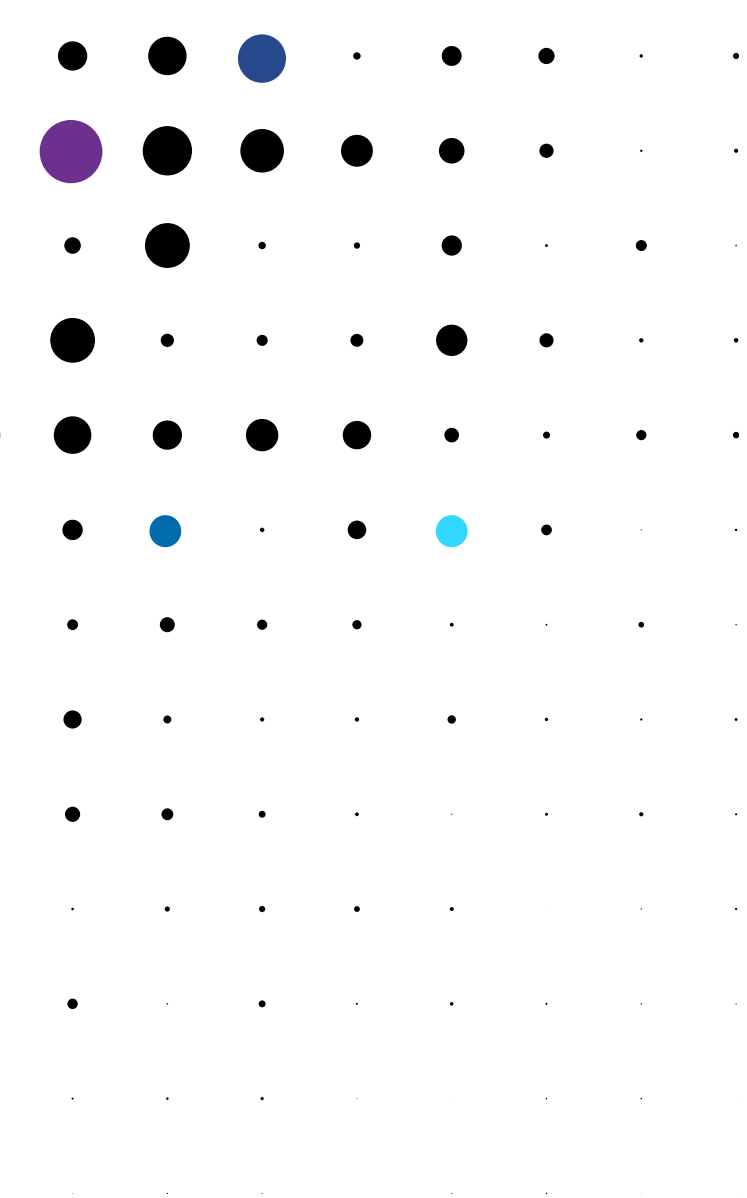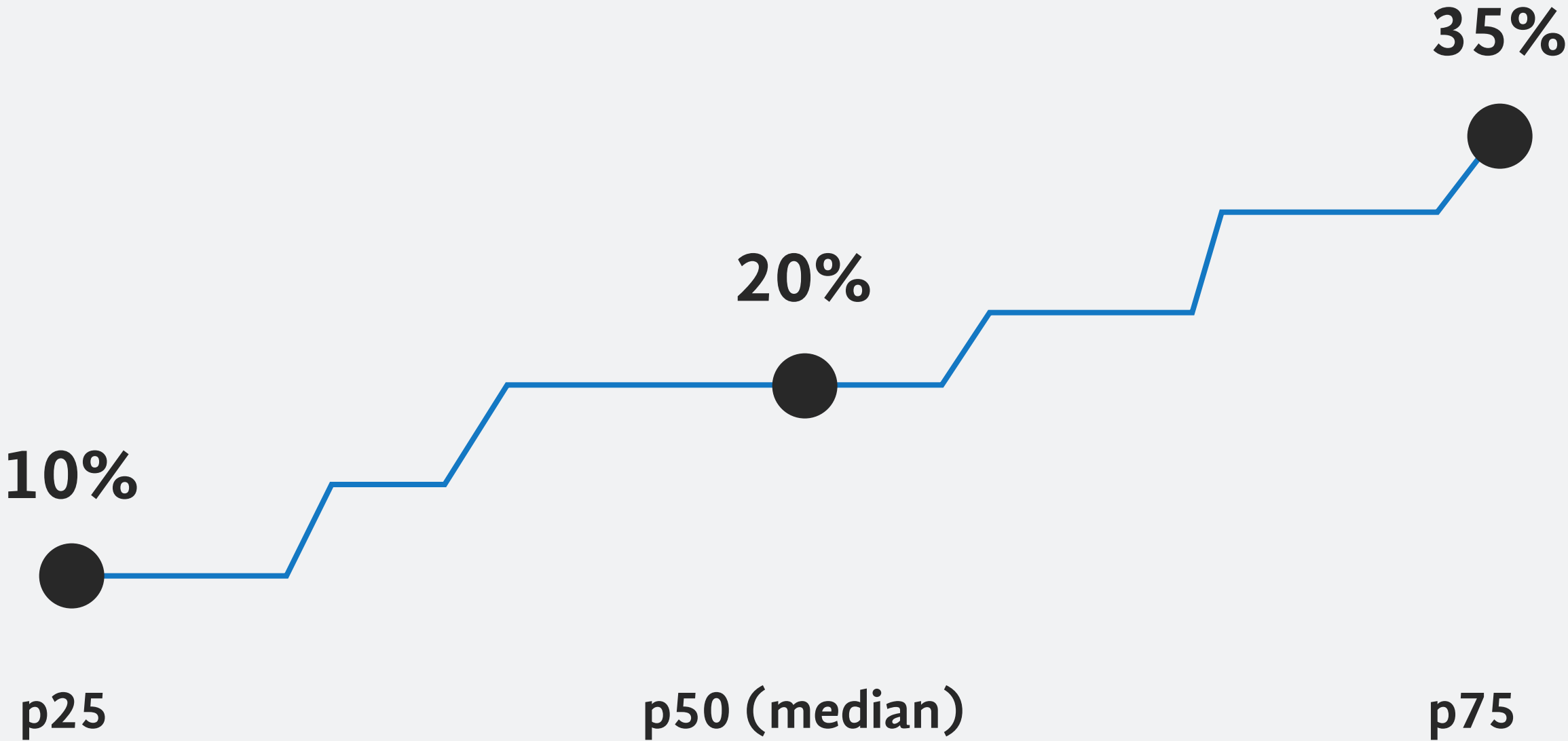What percent of your time is spent exclusively on engineering activities (vs. operational activities)?

20%

p25

40%

p50
(median)

60%

p75

catchpoint
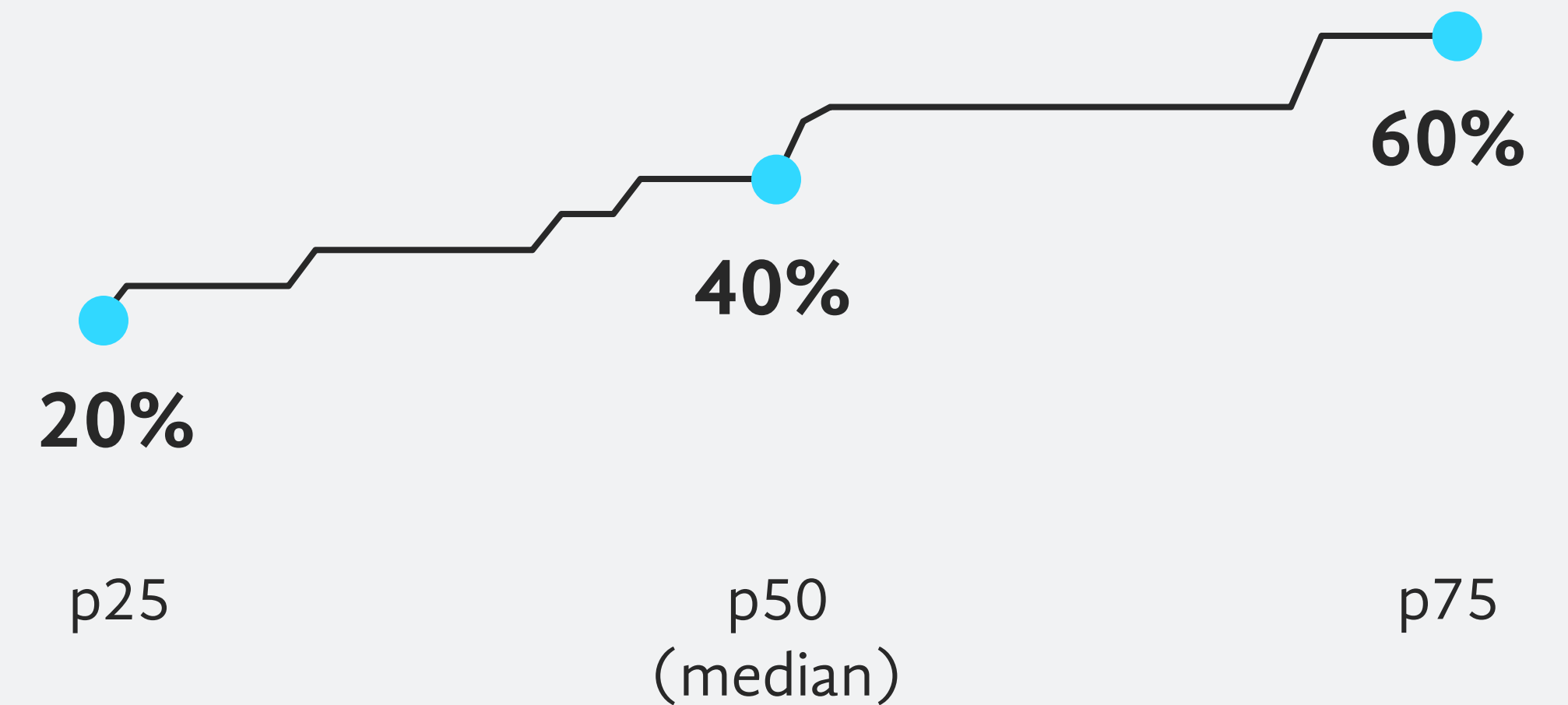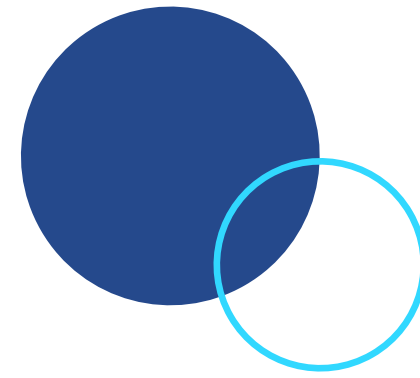
Time On Call 2022

What percent of your time is spent on call?
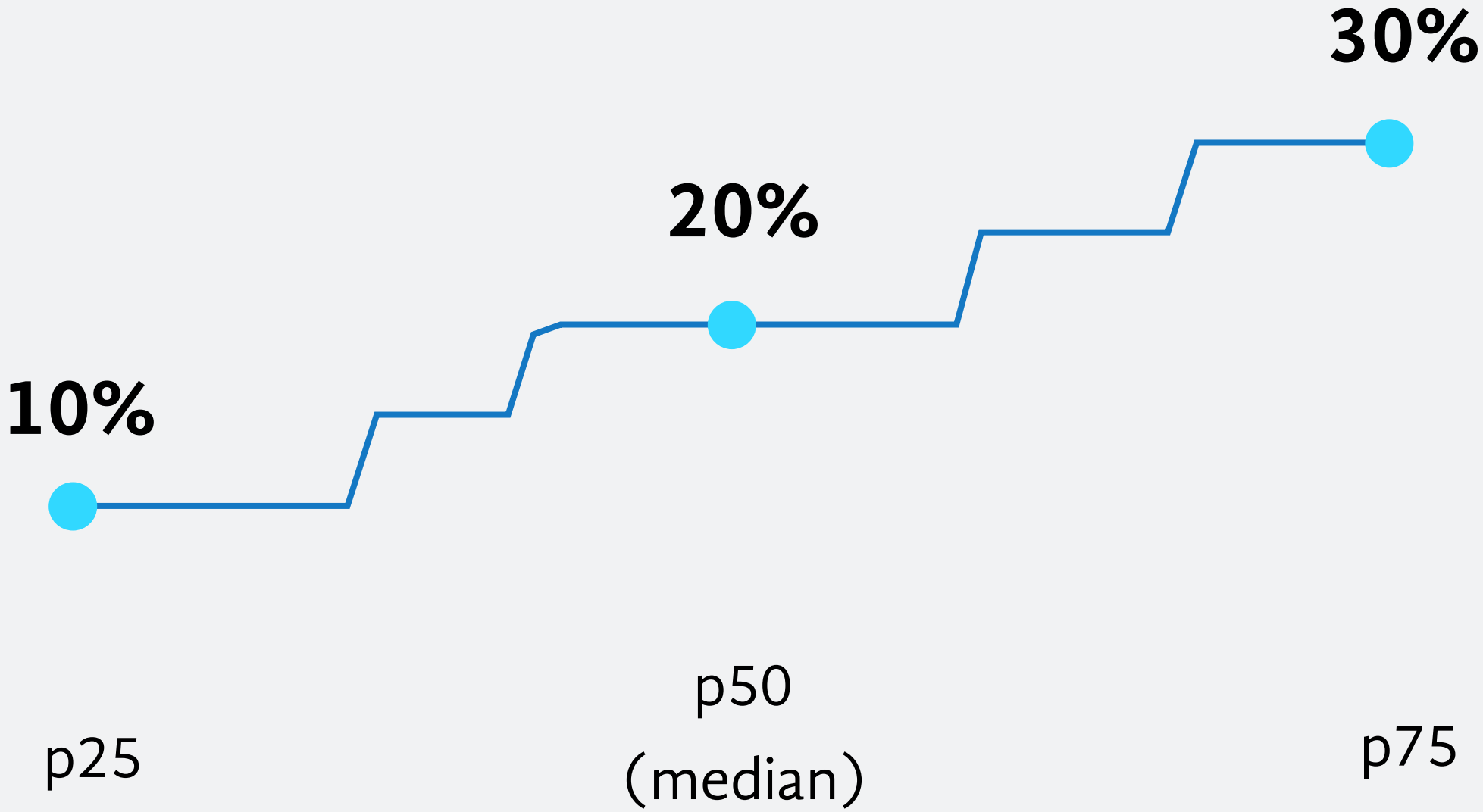
10%

p25

20%

p50
(median)

33%

p75

catchpoint.
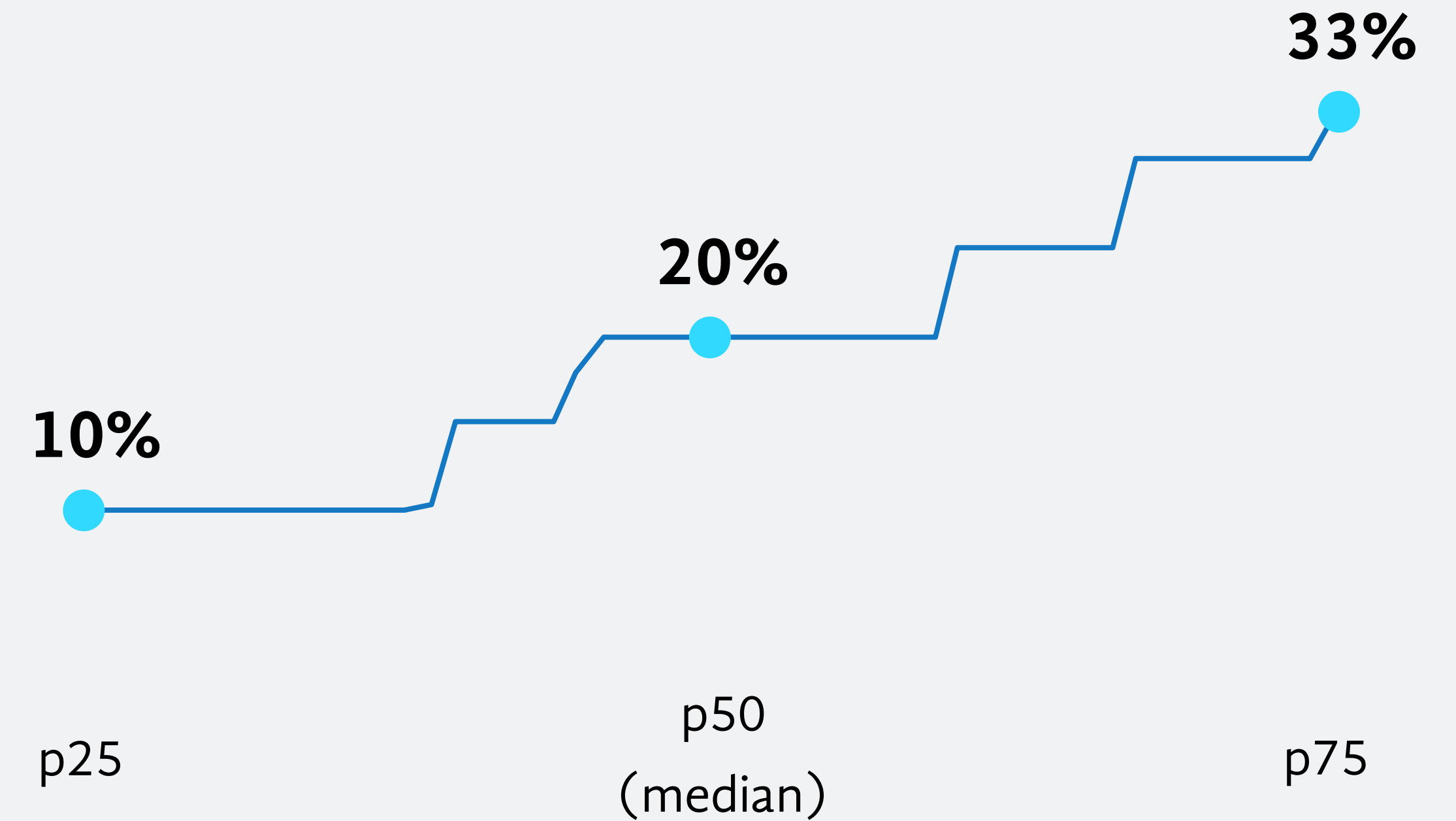
In a typical week (when you are not on call) what percentage of your time is consumed responding to interrupts?

10%

20%

35%

p25
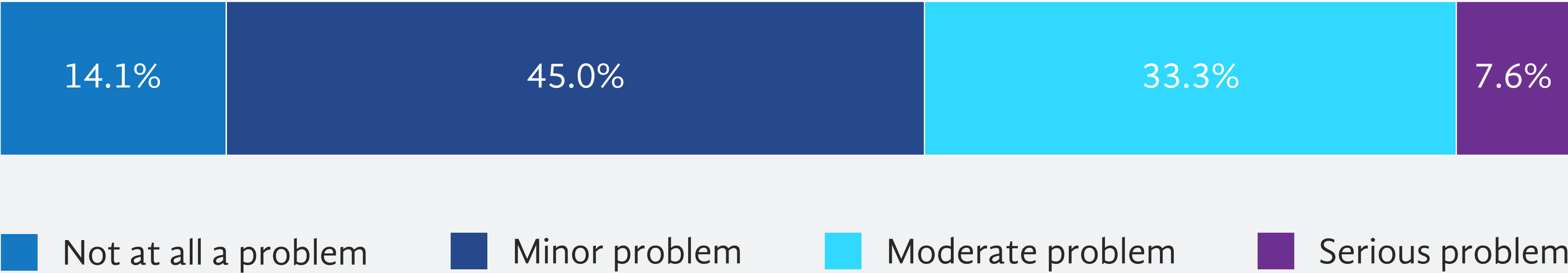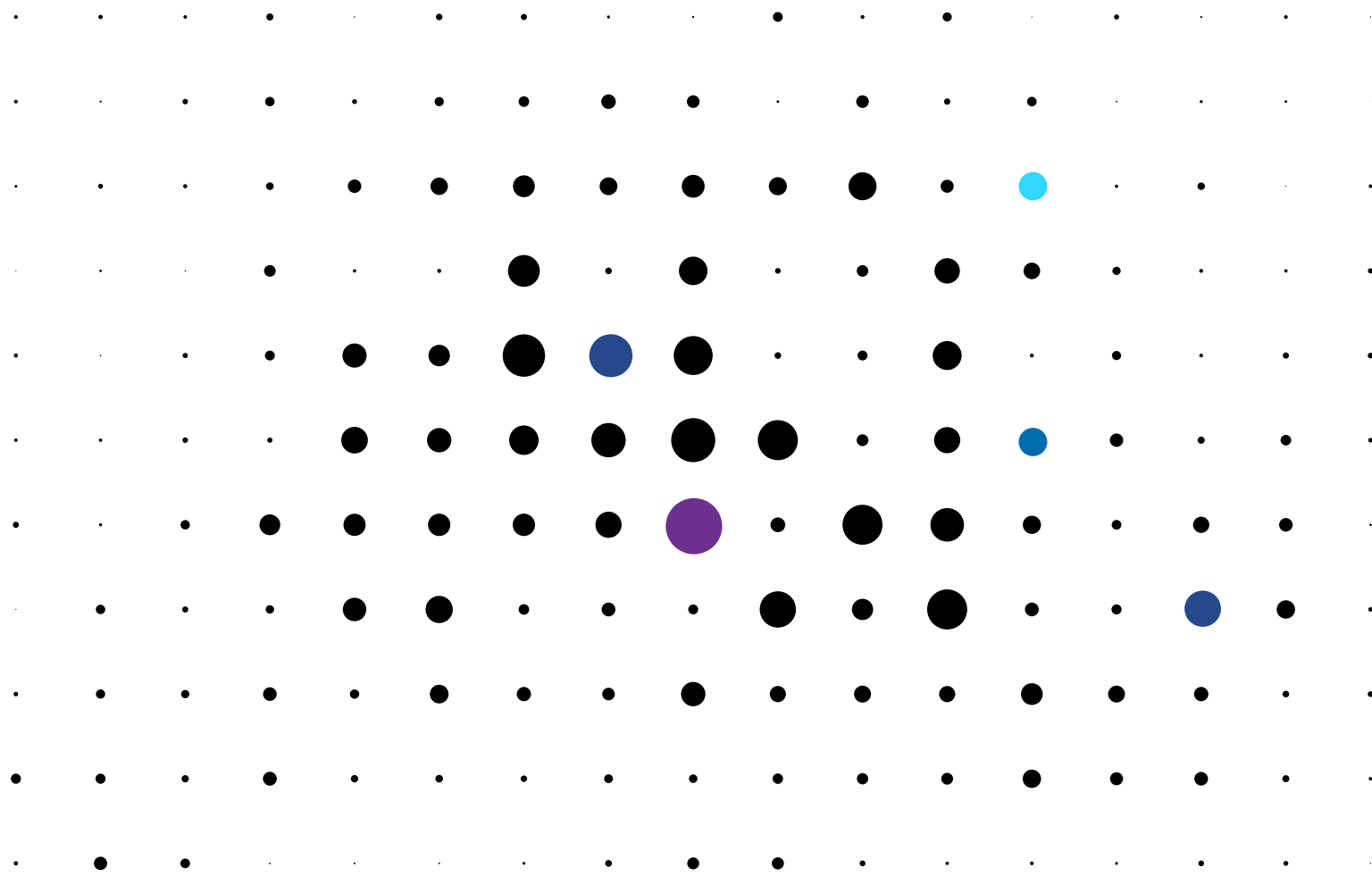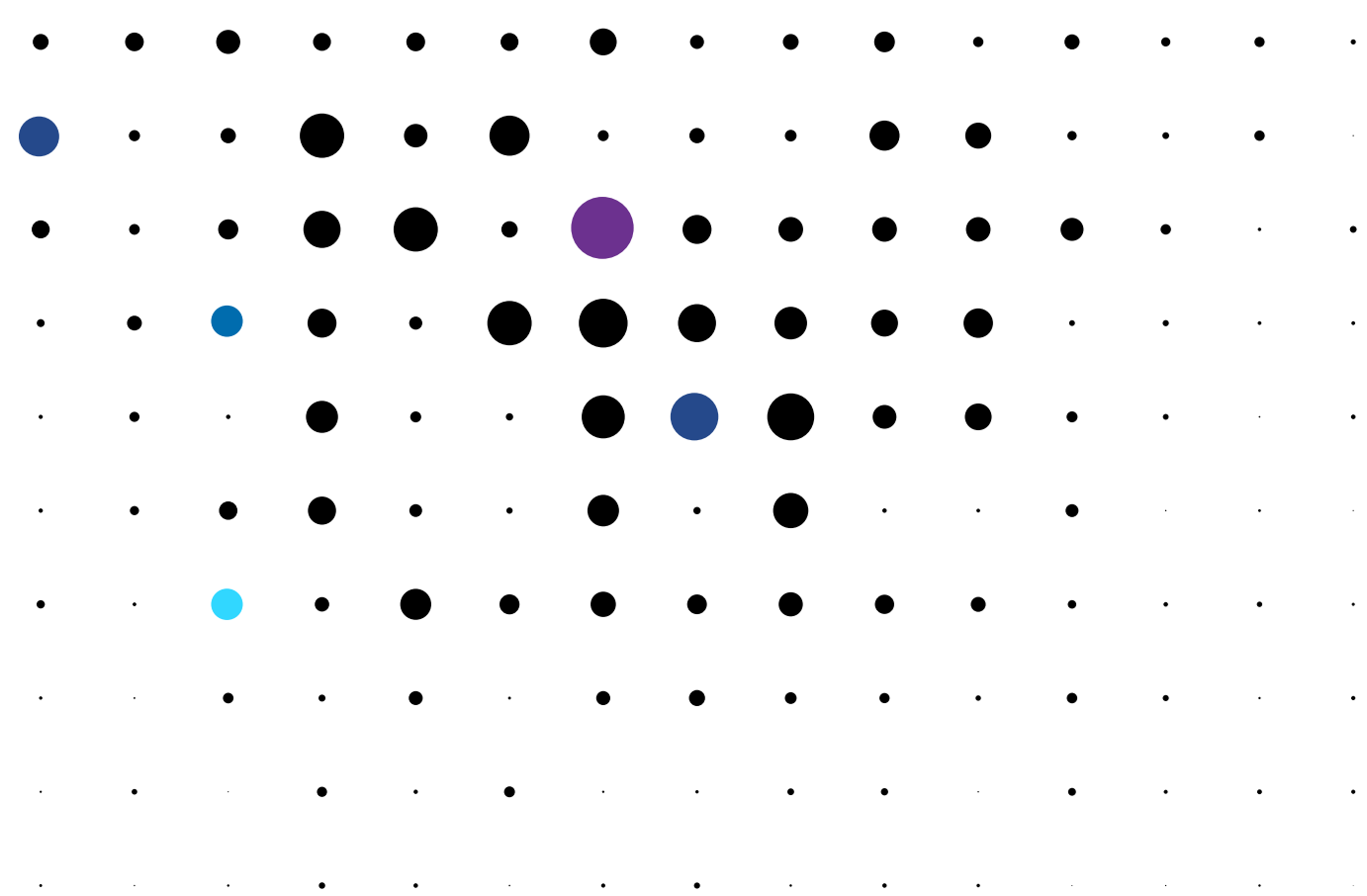
p50 (median)

p75

catchpoint

How large of a problem is tool sprawl
for your company?

14.1%	45.0%	33.3%	7.6%

■ Not at all a problem   ■ Minor problem   ■ Moderate problem   ■ Serious problem

How have work circumstances (I.e., change in remote or hybrid work policies) since the start of COVID pandemic affected the following?

|	Much worse	Somewhat worse	About the same	Somewhat better	Much better	N/A
Service reliability	1.1%	10.1%	51.2%	22.0%	9.4%	6.1%
Project completion	2.3%	15.9%	49.0%	19.6%	7.5%	5.7%
Innovation velocity	2.0%	18.9%	48.5%	15.7%	8.1%	6.7%
Knowledge retention	4.7%	24.8%	43.0%	16.6%	5.6%	5.4%
Morale	4.2%	21.0%	38.8%	22.1%	8.7%	5.1%
Productivity	1.8%	11.6%	36.7%	30.4%	14.3%	5.1%
Relationship building	11.6%	33.1%	32.0%	12.5%	5.4%	5.4%
Talenting hiring/retention	11.5%	27.6%	31.2%	14.9%	8.1%	6.6%

catchpoint

How much negative impact has The Great Resignation had on the following?

	No impact	Minor impact	Moderate impact	Serious impact
Productivity	28.8%	33.6%	31.7%	5.9%
Knowledge retention	24.9%	30.3%	30.8%	14.0%
Project completion	32.2%	32.9%	28.2%	6.6%
Morale	26.7%	35.8%	27.4%	10.1%
Talent hiring/retention	22.7%	27.7%	26.5%	23.2%
Relationship building	30.5%	33.3%	26.0%	10.2%
Innovation velocity	33.0%	34.4%	25.9%	6.6%
Service reliability	36.8%	37.0%	21.9%	4.2%

catchpoint
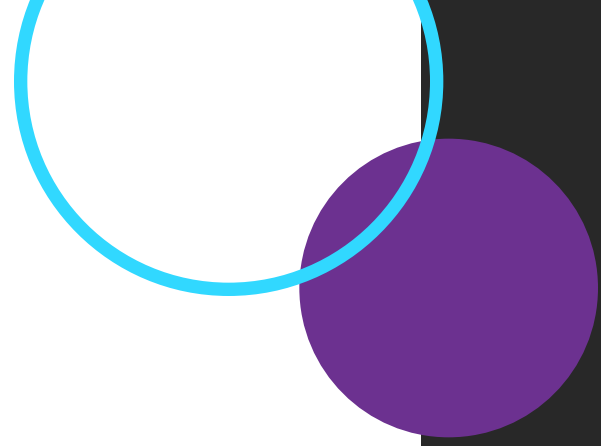
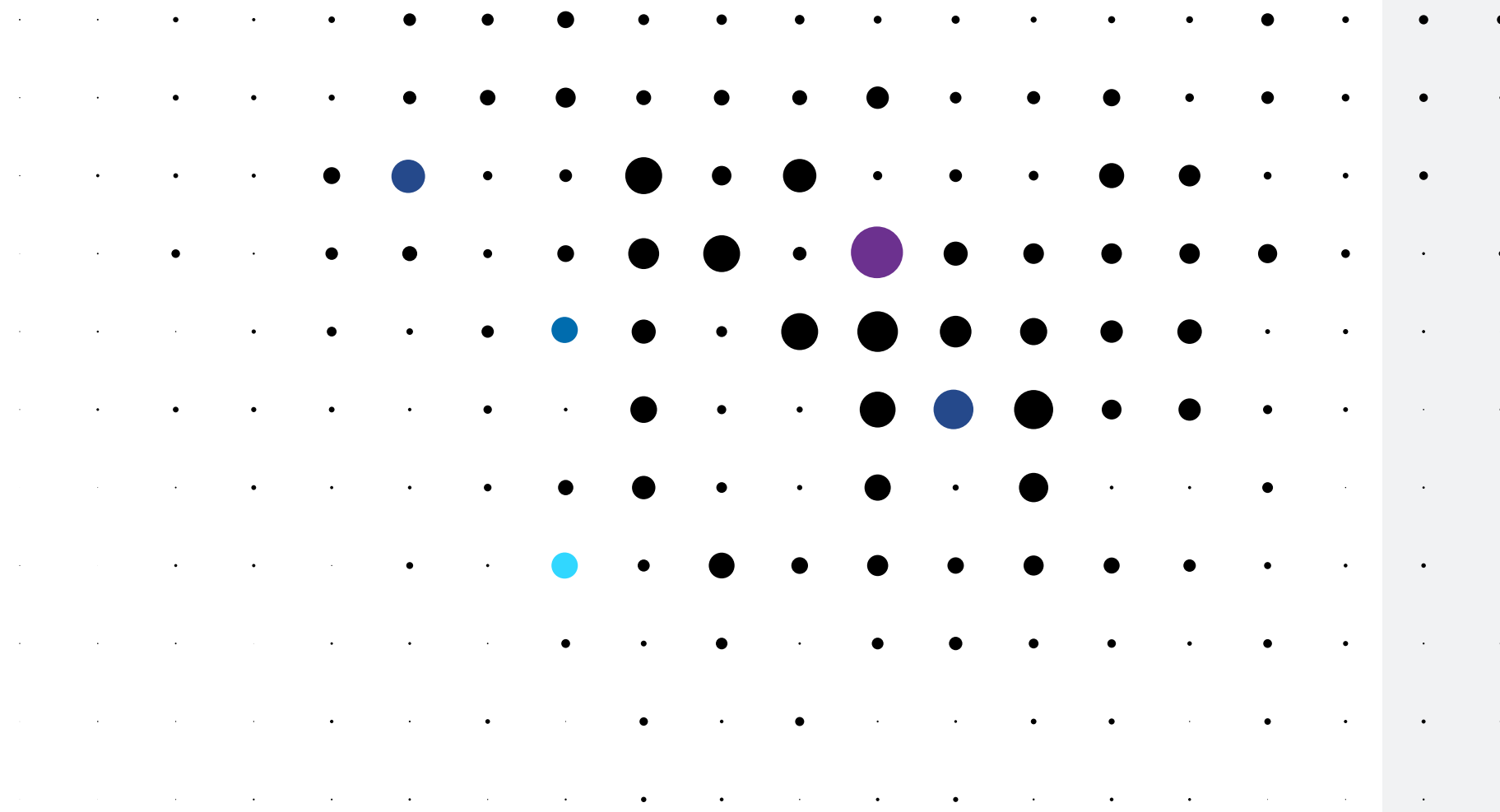What percent of your tools are exclusively built in-house (versus commercially purchased)?

10%

30%

50%

p25

p50
(median)

p75
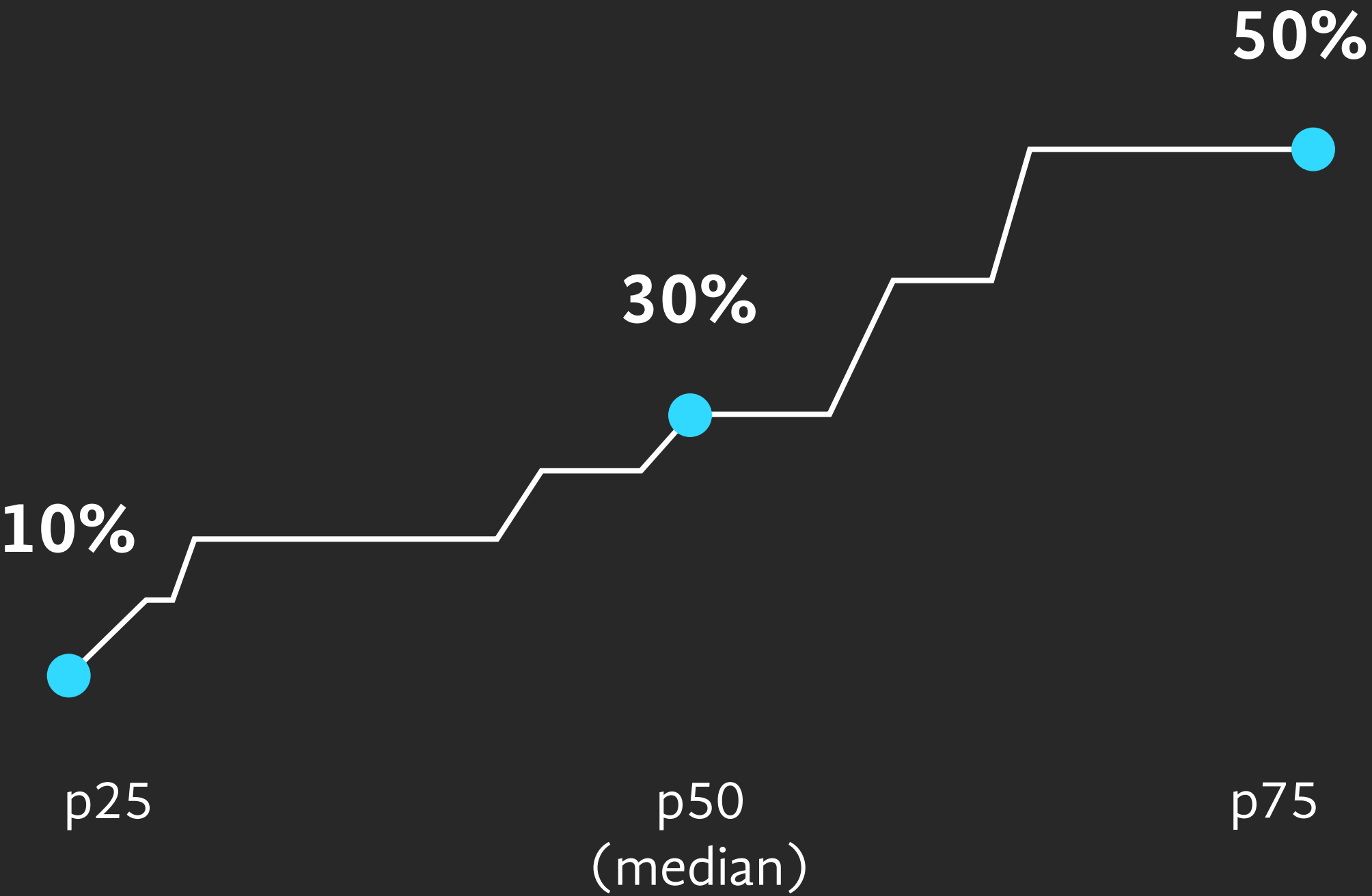
Google vs Microsoft

Prefer Google Workspace or Microsoft 365 (Aggregate)?

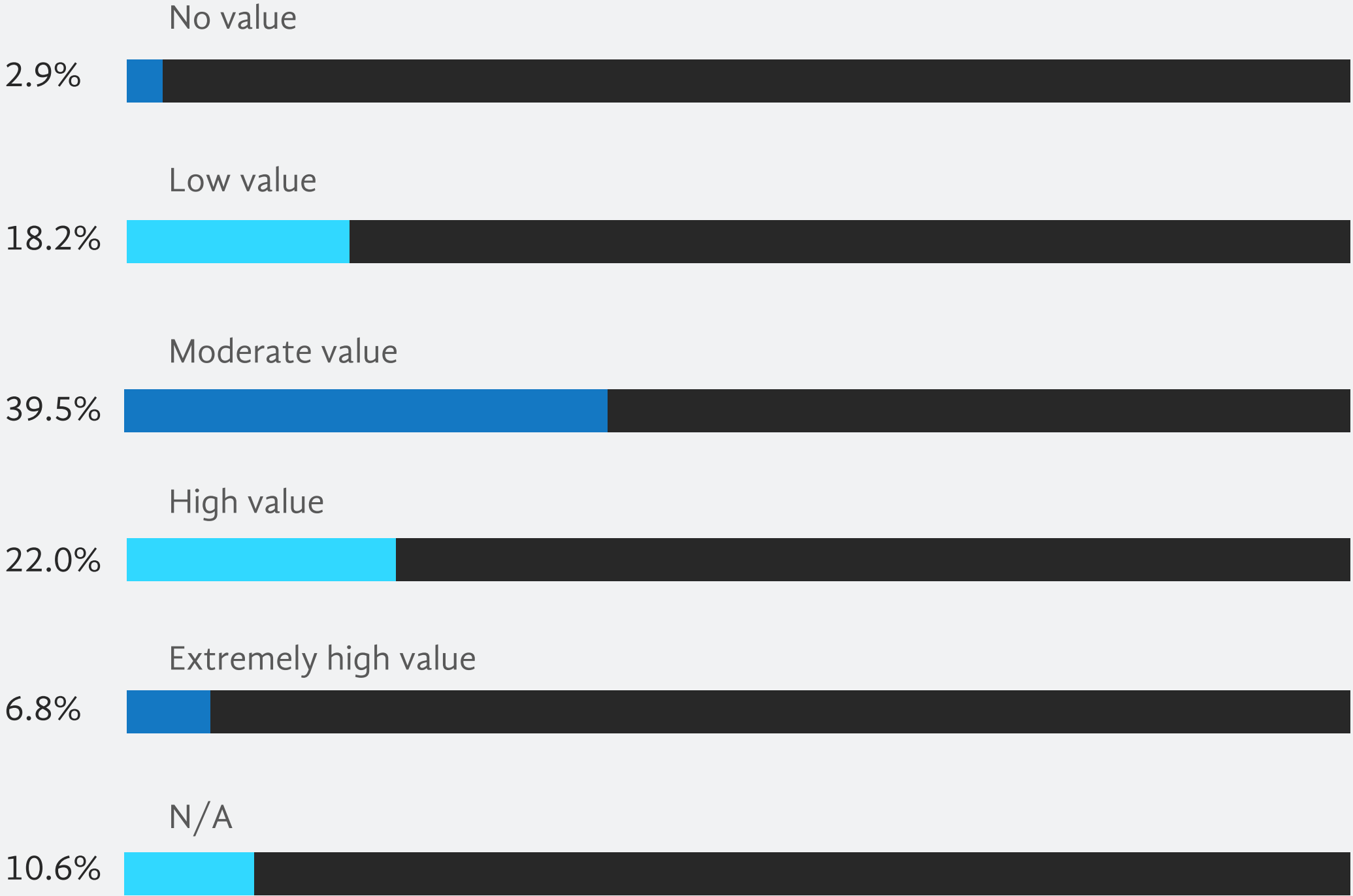| 68.7%	31.3%

● Microsoft 365　　　● Google Workspace

Postmortem Value

Please rate the value received from incident postmortems/retrospectives

No value

2.9%

Low value

18.2%

Moderate value

39.5%

High value

22.0%

Extremely high value

6.8%

N/A

10.6%

catchpoint

Postmortem Party Value

Compared with postmortem participants, how frequently do these parties gain benefit from postmortem work?

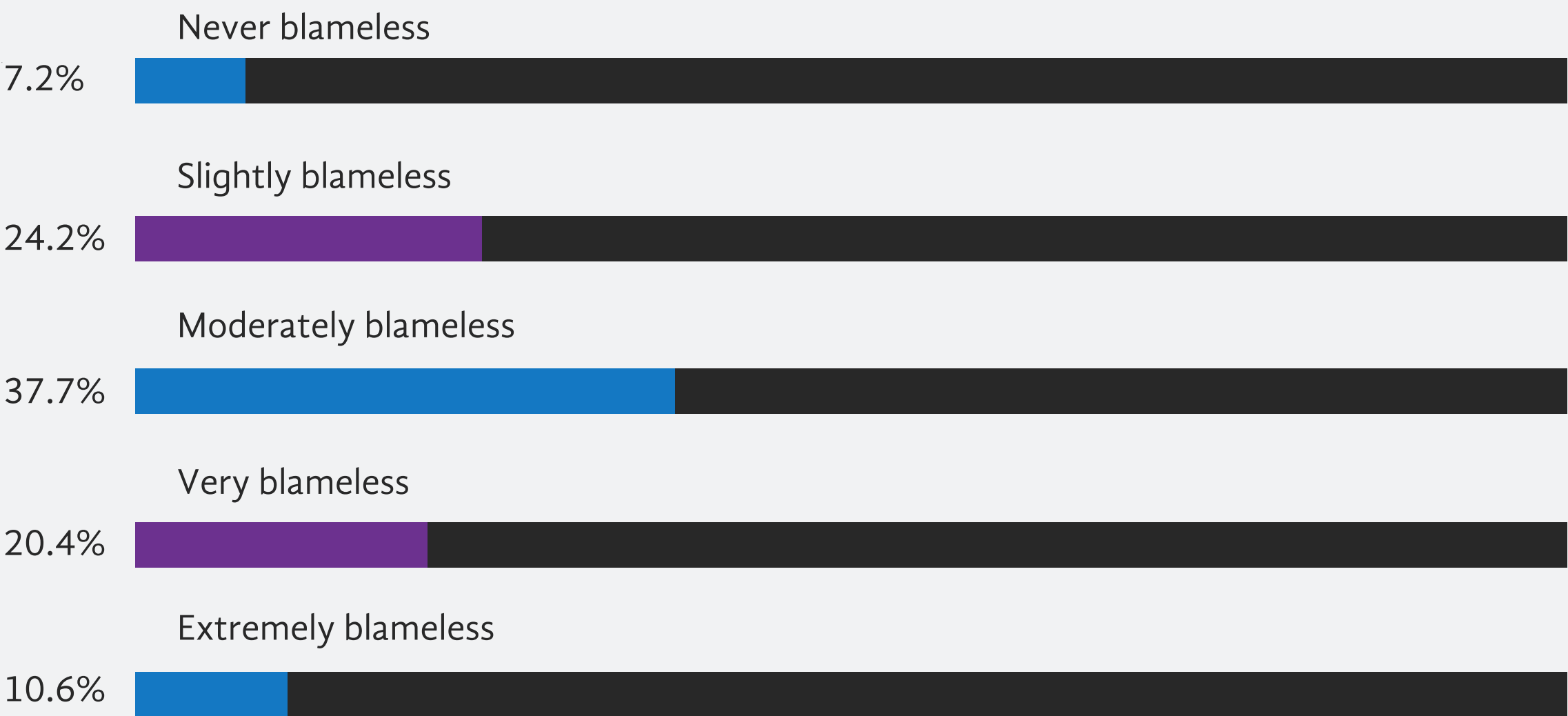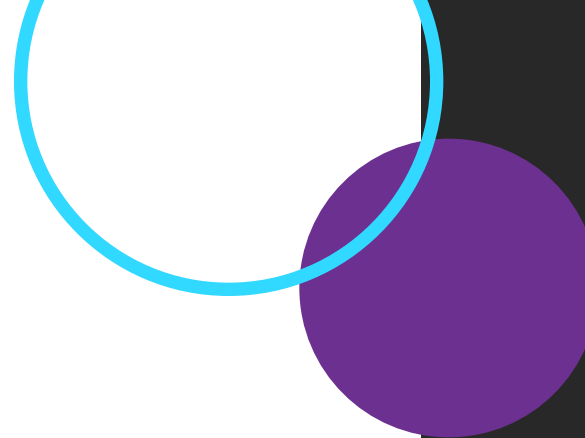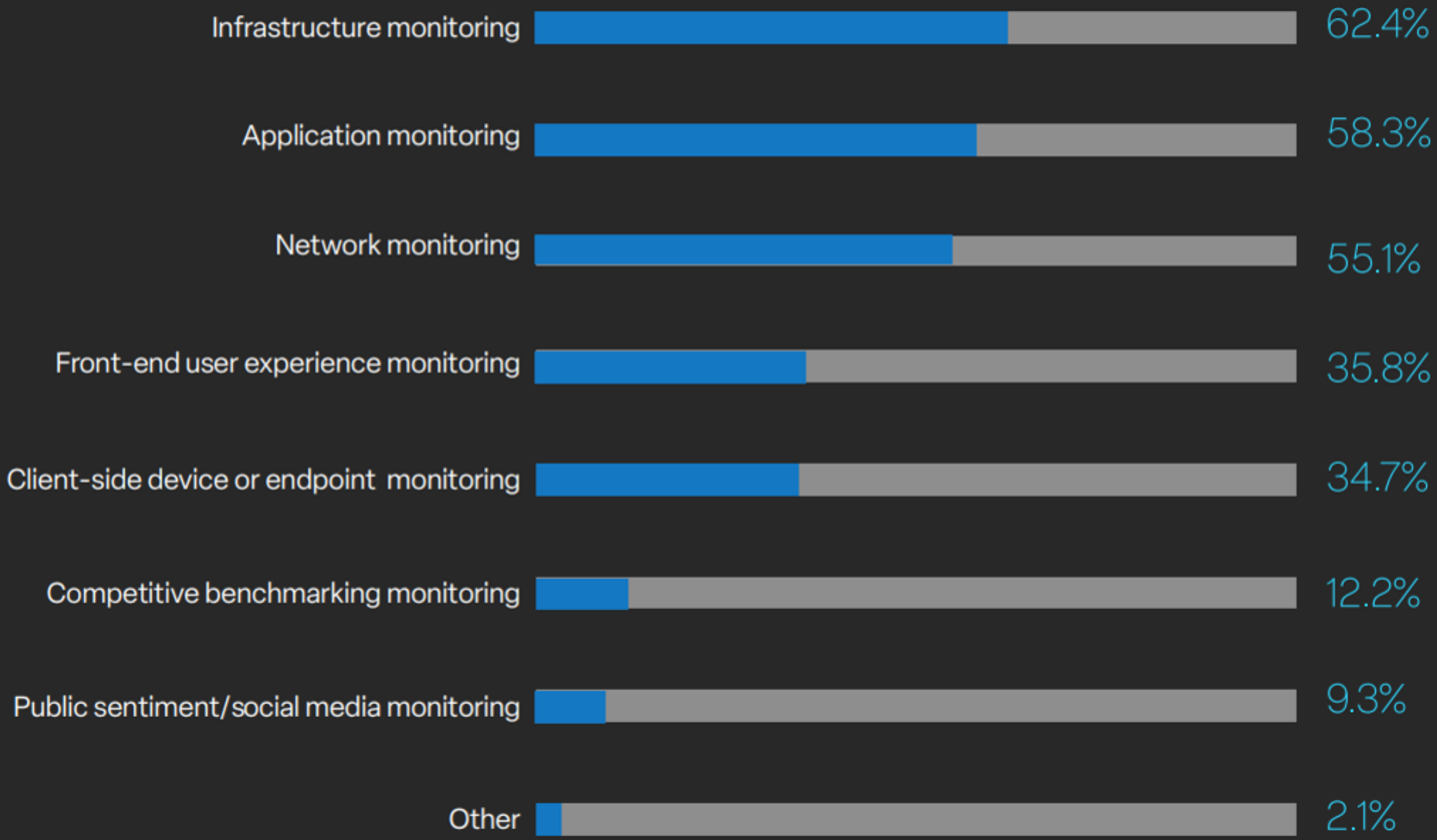|	Never	Seldom	Occasionally	Often	Unsure
Direct teammates	1.7%	8.4%	30.1%	57.1%	2.7%
Directly adjacent teams	3.4%	9.9%	50.7%	31.0%	5.1%
Local management	2.4%	14.7%	49.3%	27.1%	6.5%
Senior management	7.9%	25.0%	40.1%	19.5%	7.5%
Executives	13.9%	28.6%	35.7%	9.5%	12.2%
Other teams	6.0%	22.5%	43.5%	13.3%	14.7%

catchpoint
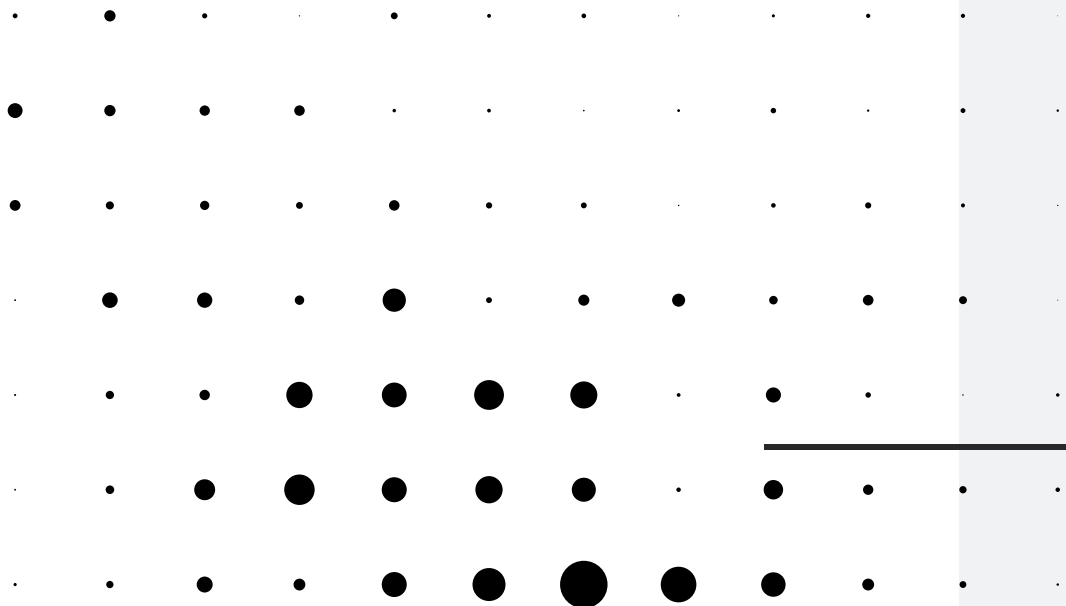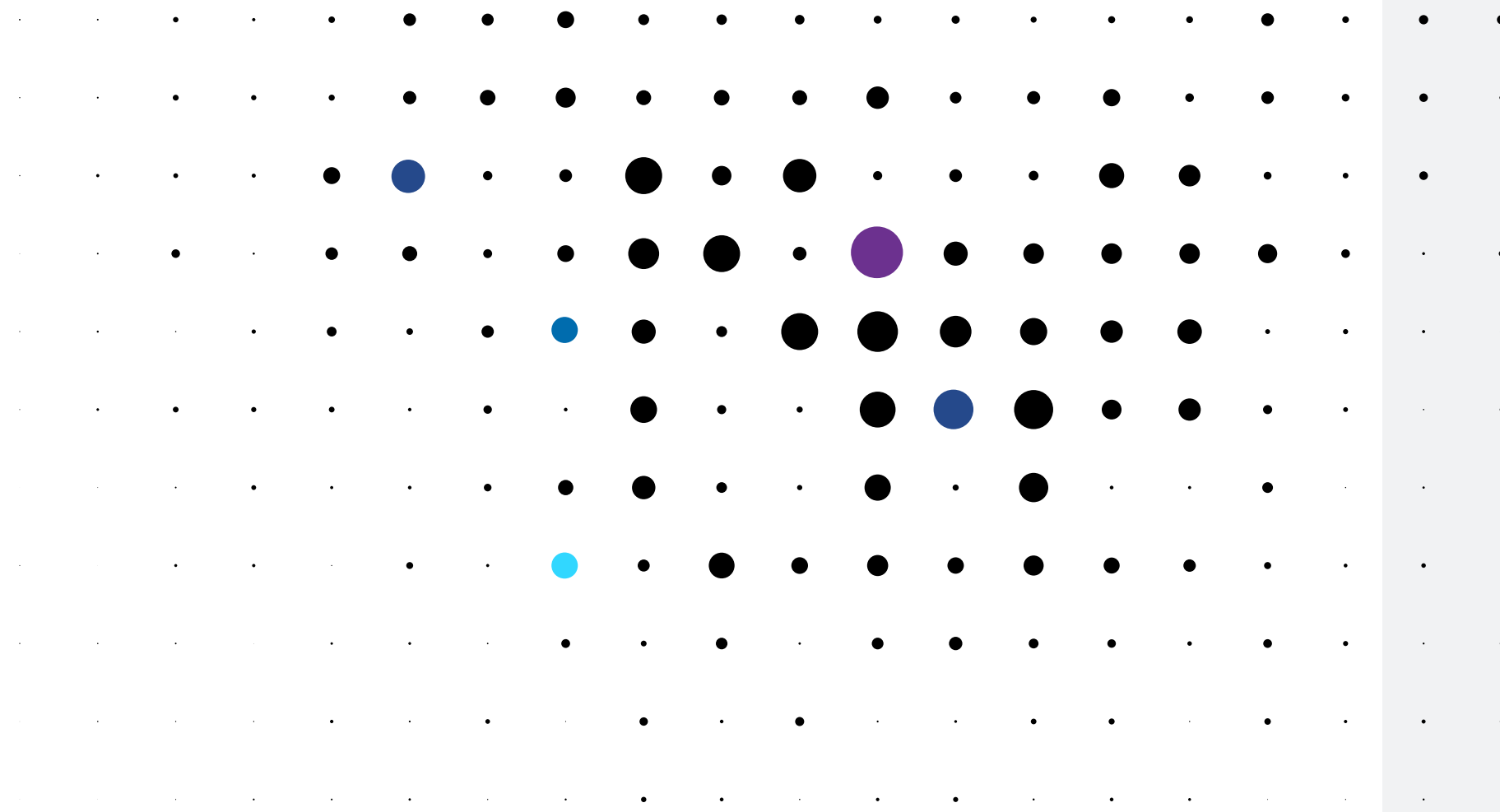
Blameless Level

How effectively do you achieve the goal of being "blameless" (or operating with a "just culture") in your postmortems?

Never blameless
7.2%

Slightly blameless
24.2%

Moderately blameless
37.7%

Very blameless
20.4%

Extremely blameless
10.6%

catchpoint

Which telemetry feeds your monitoring and observability frameworks?

Infrastructure monitoring	62.4%
Application monitoring	58.3%
Network monitoring	55.1%
Front-end user experience monitoring	35.8%
Client-side device or endpoint monitoring	34.7%
Competitive benchmarking monitoring	12.2%
Public sentiment/social media monitoring	9.3%
Other	2.1%

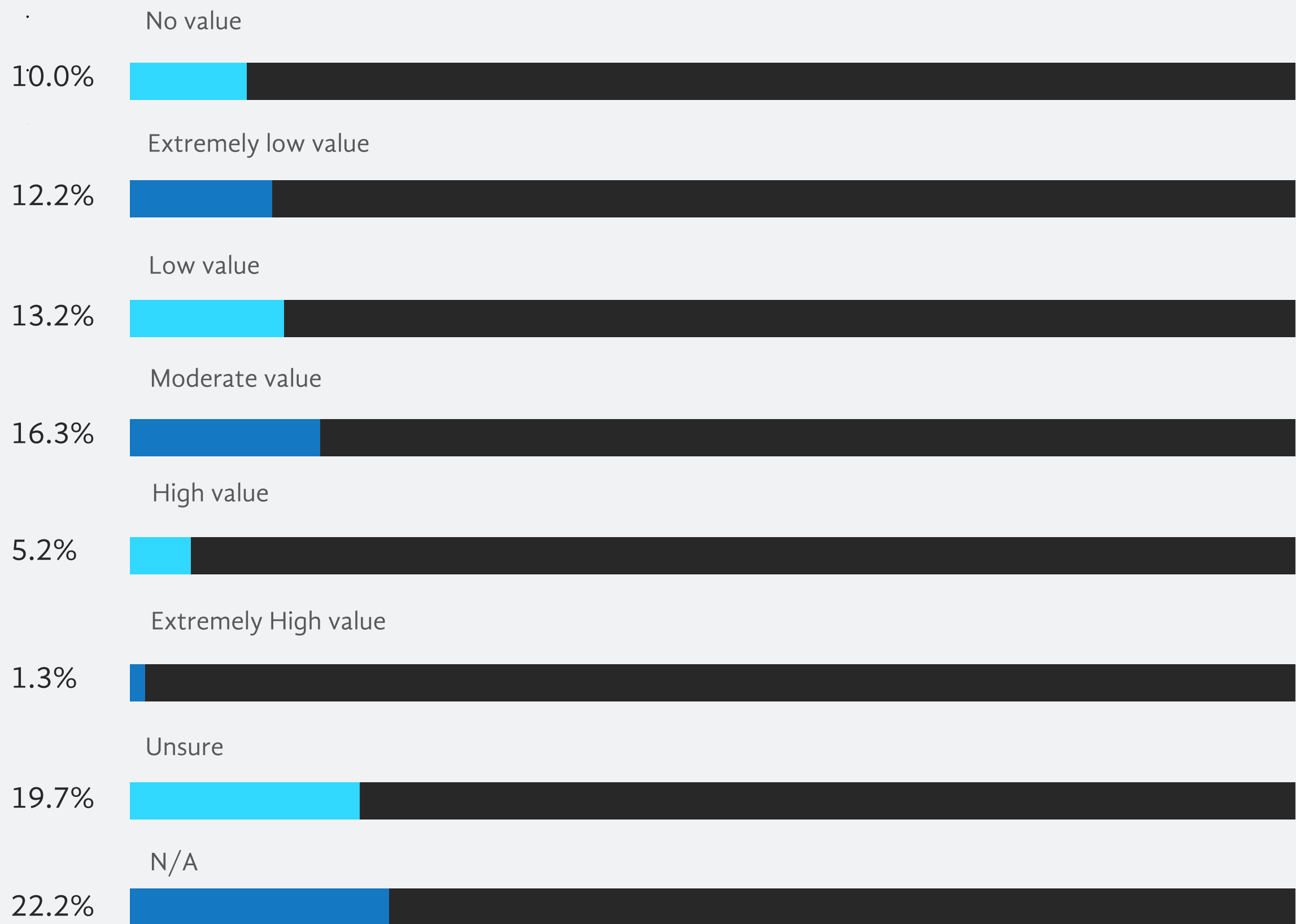catchpoint

Feeding Telemetry Count

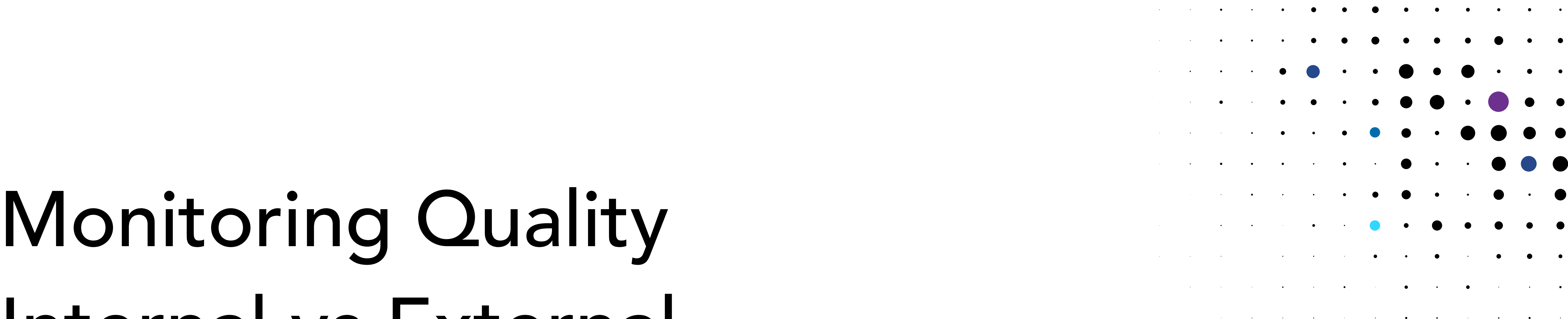How many telemetry sources feed your monitoring or observability frameworks?
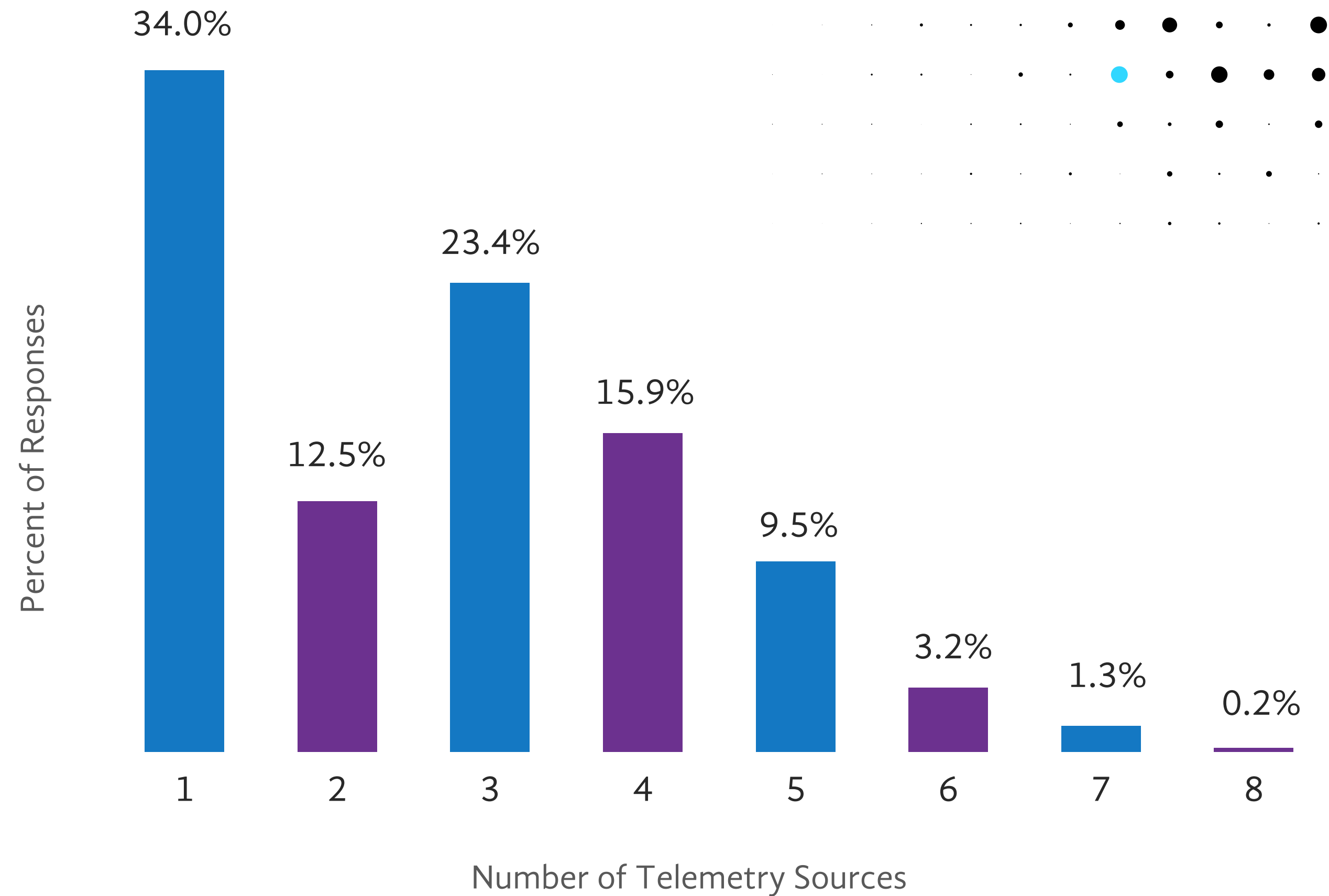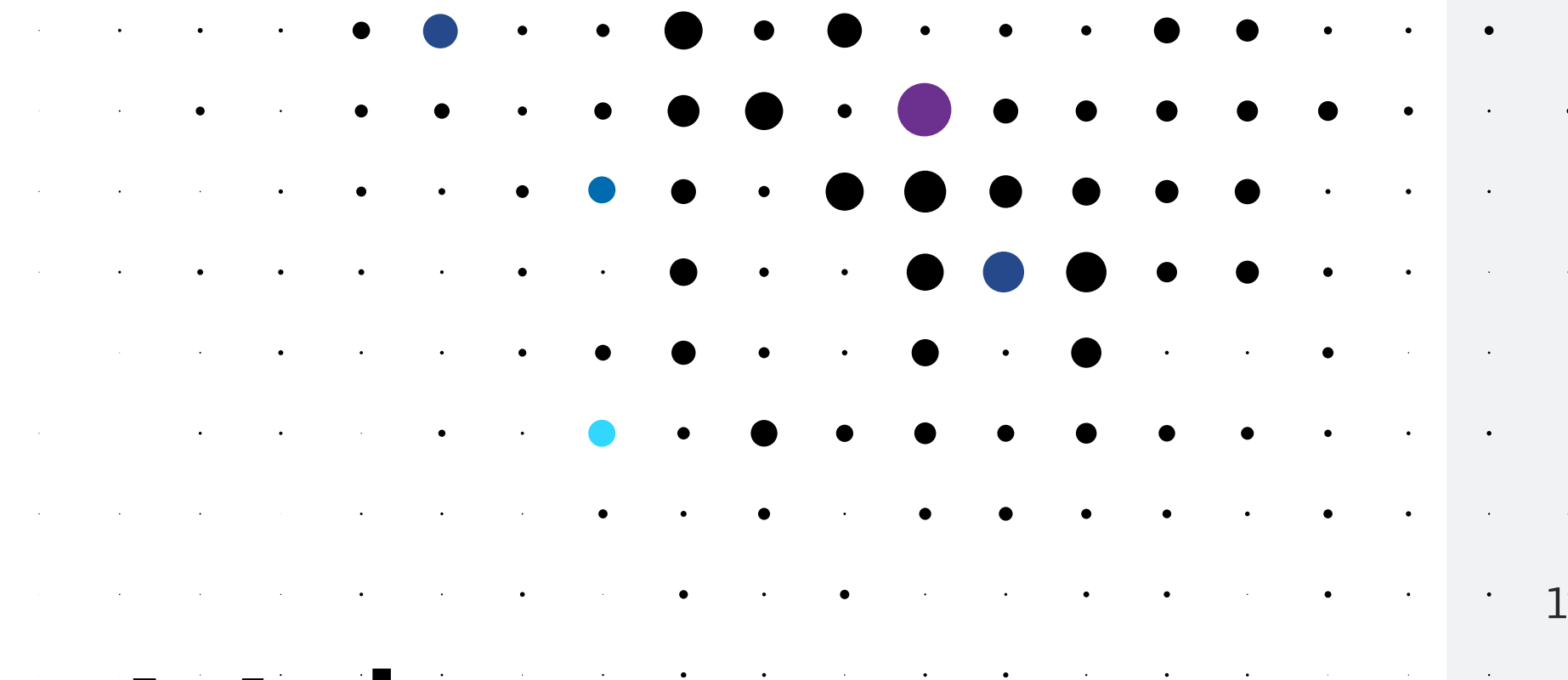
AIOps Value Empirical

Please rate the value received from Artificial Intelligence for IT Operations (AIOps)

No value
10.0%

Extremely low value
12.2%

Low value
13.2%

Moderate value
16.3%

High value
5.2%

Extremely High value
1.3%

Unsure
19.7%

N/A
22.2%

catchpoint

Monitoring Quality Internal vs External

Please rate the relative monitoring/observability instrumentation quality for the following.

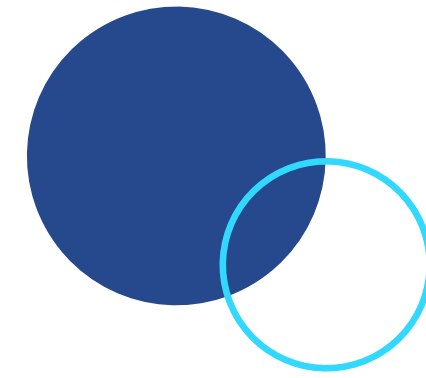|	N/A	Low	Moderate	High	Extremely high
Internal employee-facing tools or systems	11.3%	14.3%	44.0%	25.9%	4.5%
External customer-facing products or services	14.7%	14.8%	42.8%	20.2%	7.5%

catchpoint.
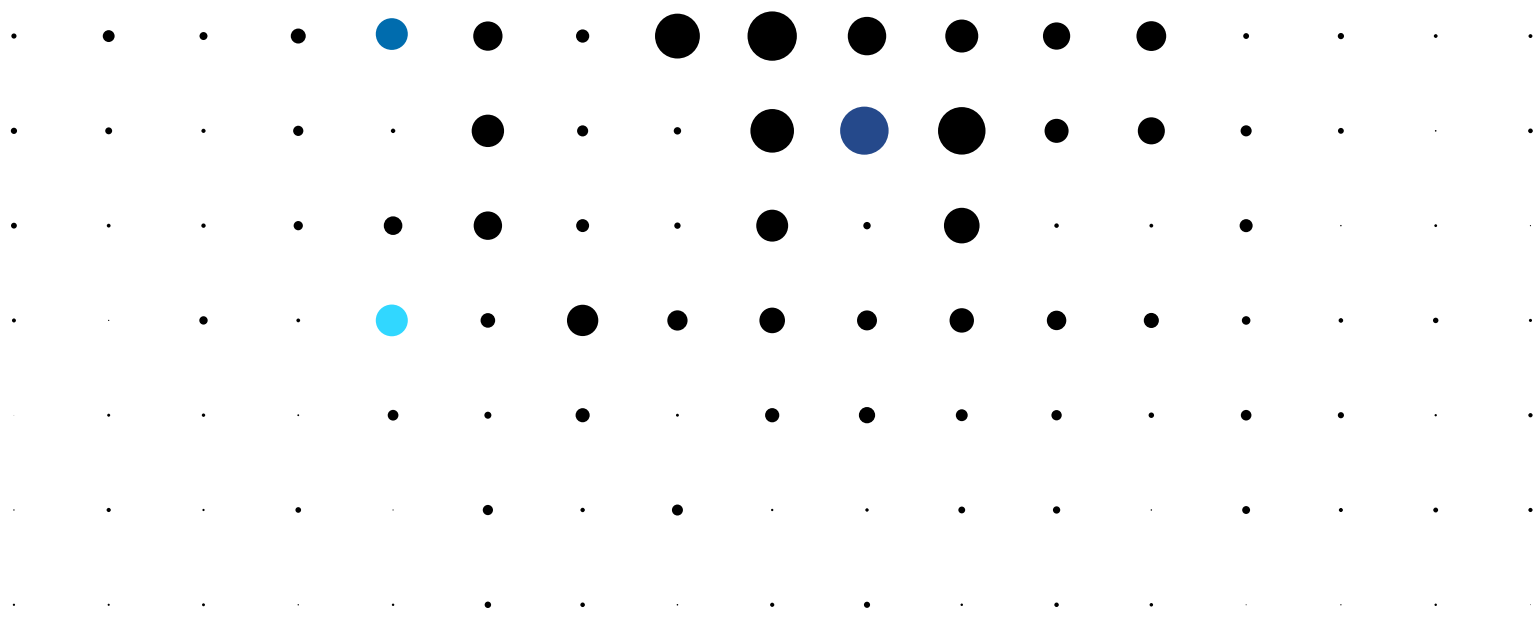
Slack or Teams

Prefer Slack, IRC, Teams, or Discord?

3.9%

49.6%	40.0%	6.6%	

- ● Teams
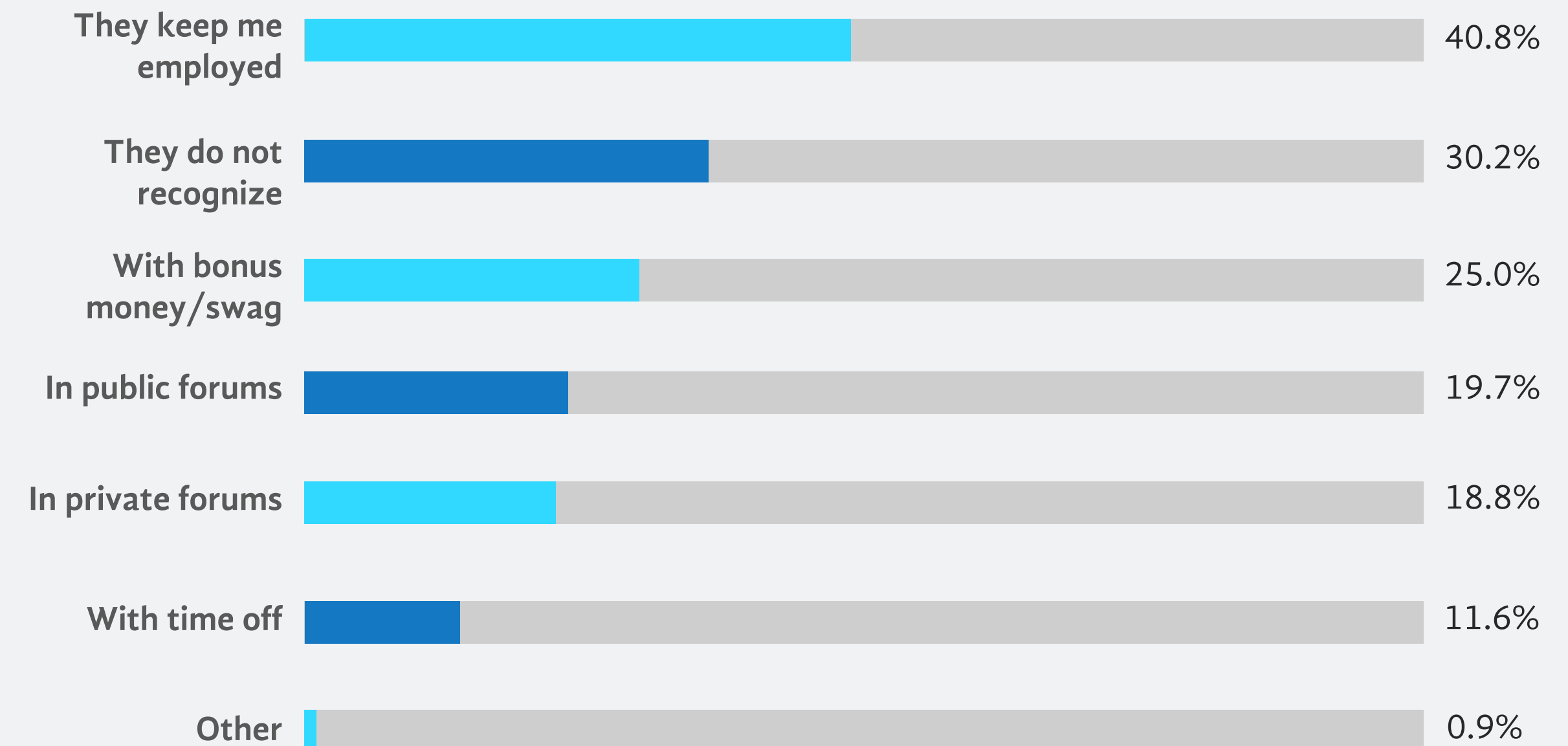- ● Slack
- ● Discord
- ● IRC
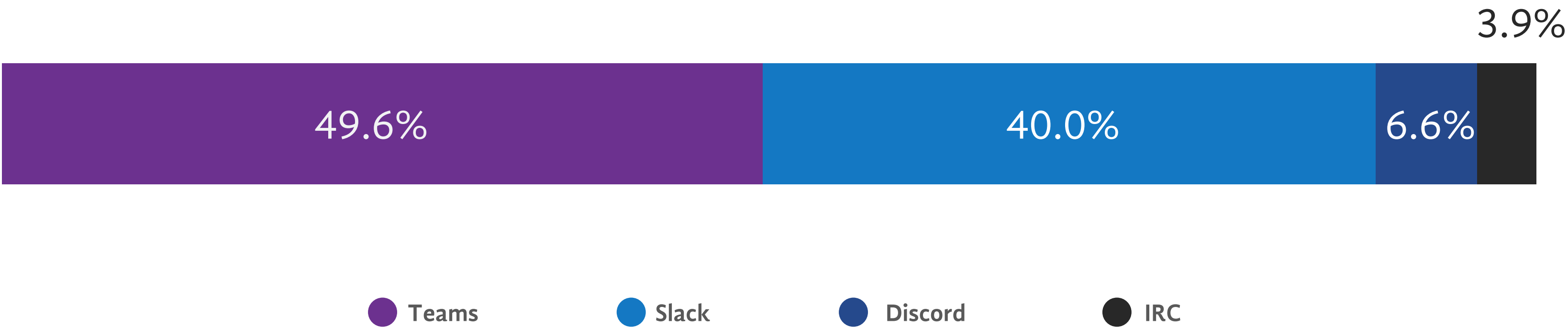
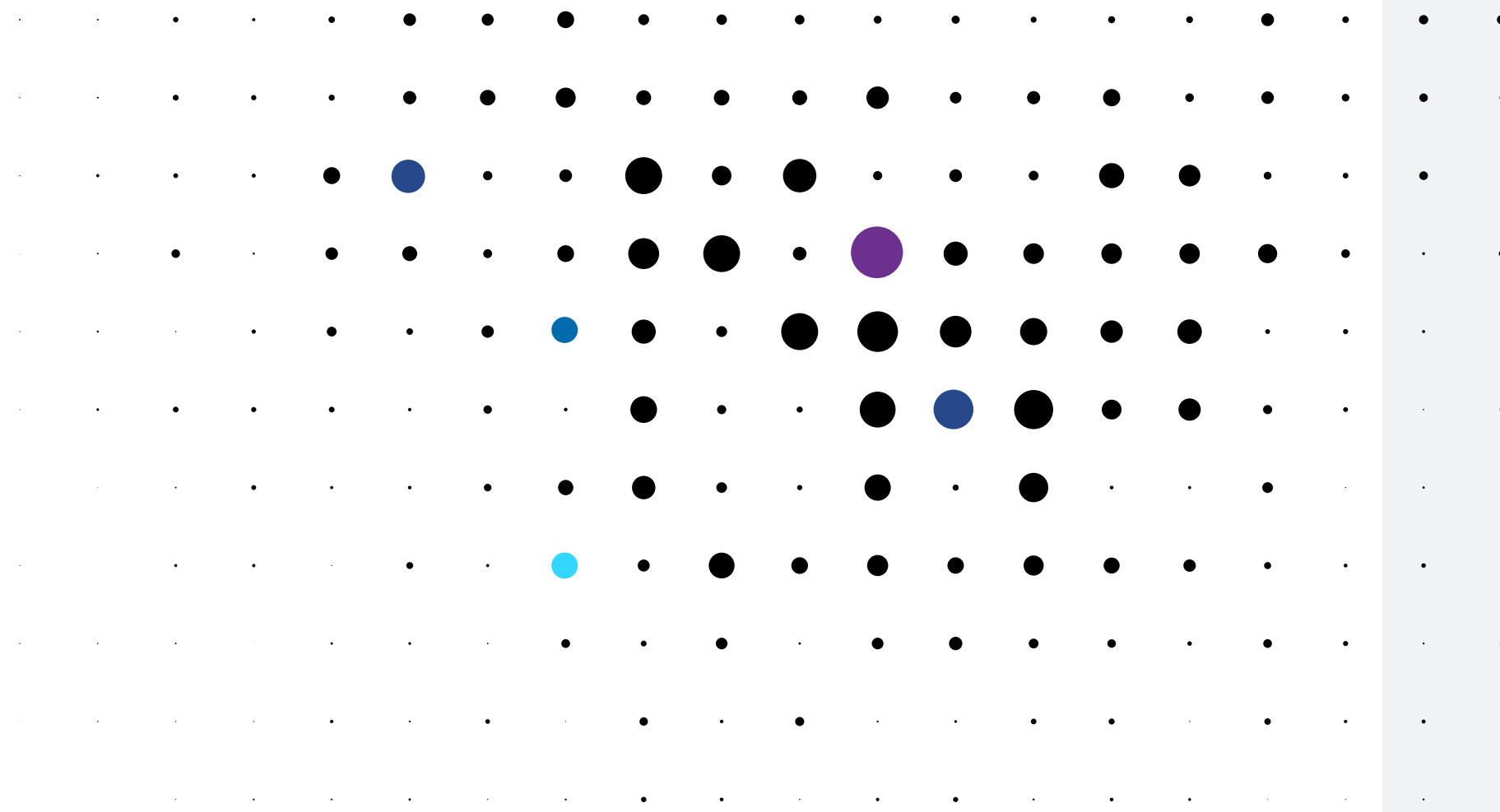# Recognition

How does your company recognize successful, potentially silent, reliability investments?

They keep me employed — 40.8%

They do not recognize — 30.2%

With bonus money/swag — 25.0%

In public forums — 19.7%

In private forums — 18.8%
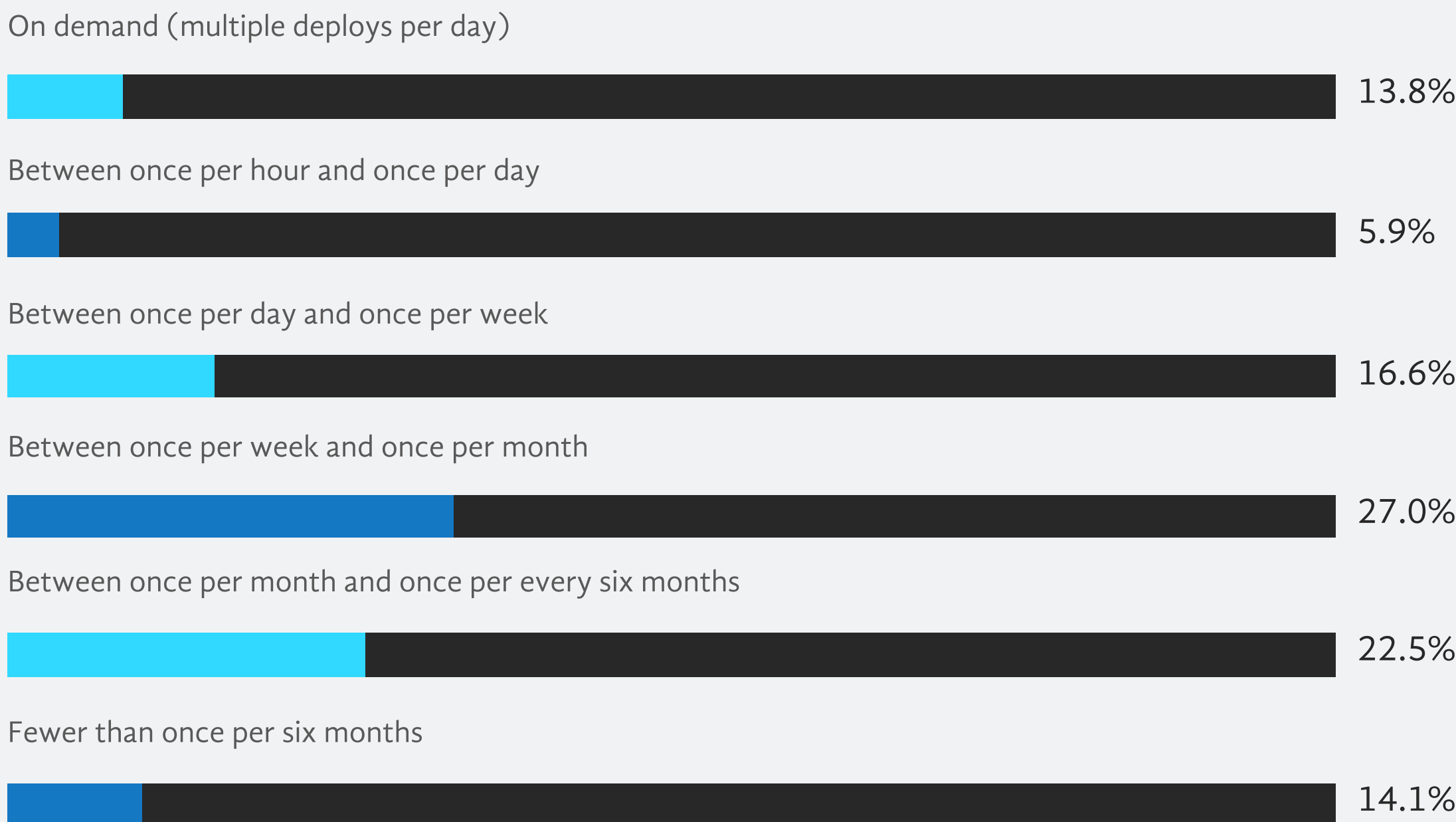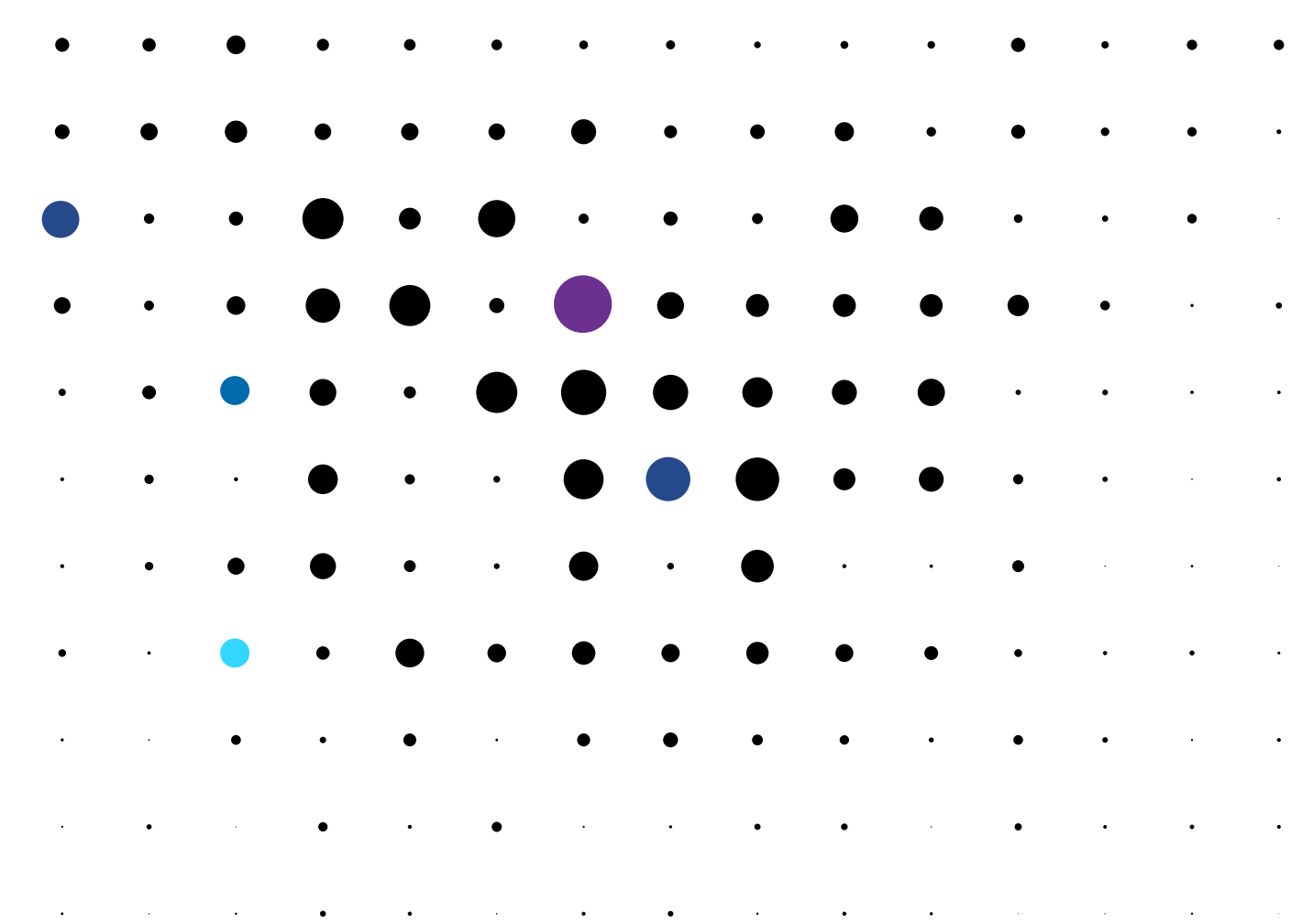
With time off — 11.6%

Other — 0.9%

For the primary application or service you work on, how long does it take to go from commited code to successfully-running-in-production code?

Less than one hour

7.9%

One hour to one day

13.2%

One day to one week

16.3%

One week to one month

28.3%

One to six months

24.2%

More than six months

10.2%

catchpoint
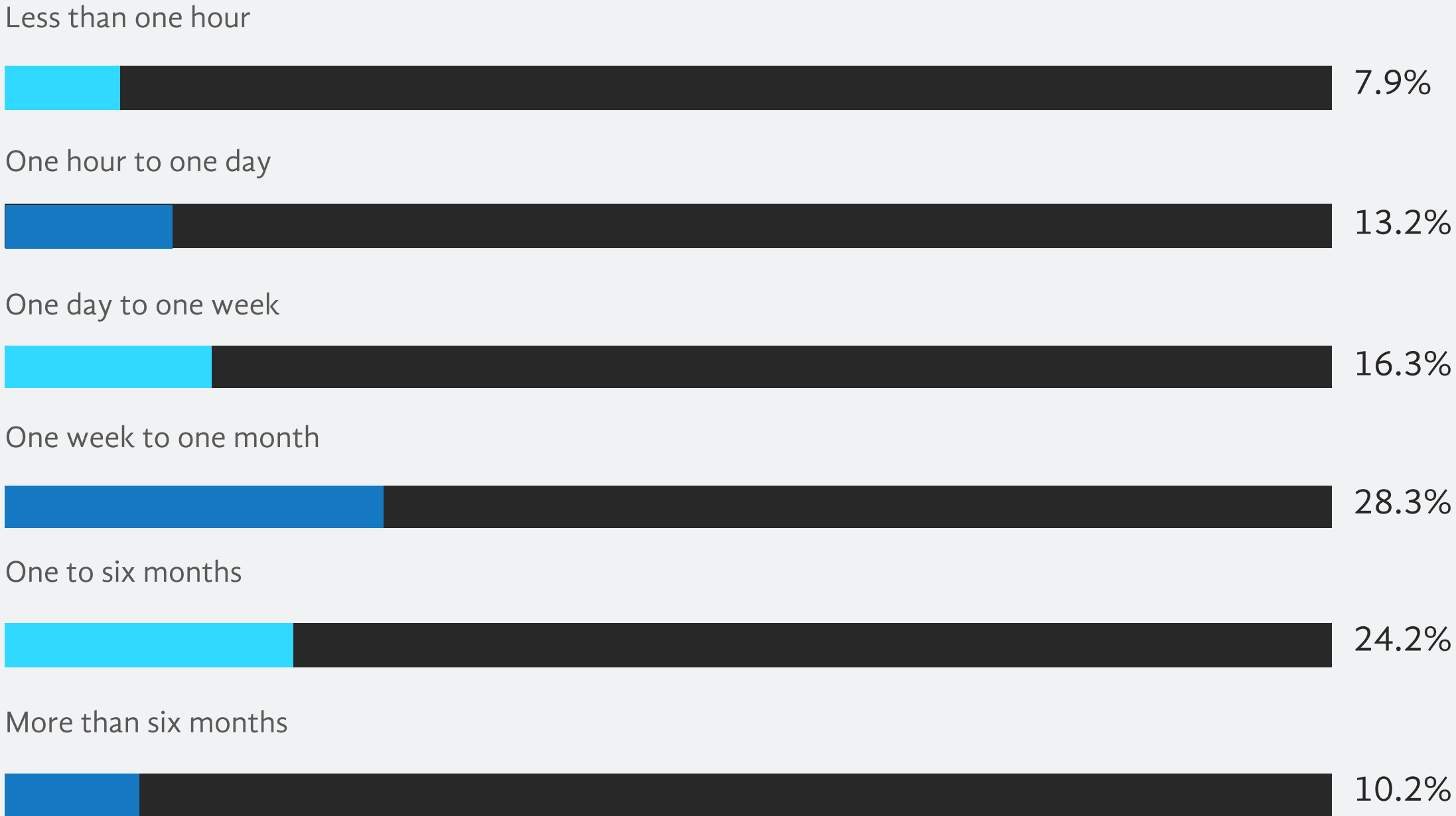
For the primary application or service you work on, how often does your organization deploy code to production or release it to end users?

On demand (multiple deploys per day)

13.8%

Between once per hour and once per day

5.9%

Between once per day and once per week

16.6%

Between once per week and once per month

27.0%

Between once per month and once per every six months

22.5%

Fewer than once per six months

14.1%

catchpoint

For the primary application or service you work on, how long does it take to restore service when a user-impacting incident or defect occurs (e.g., unplanned outage, service impairment)?

Less than one hour

18.2%

One hour to one day

42.4%

One day to one week

19.0%

One week to one month

13.4%

One to six months

4.7%

More than six months

2.3%
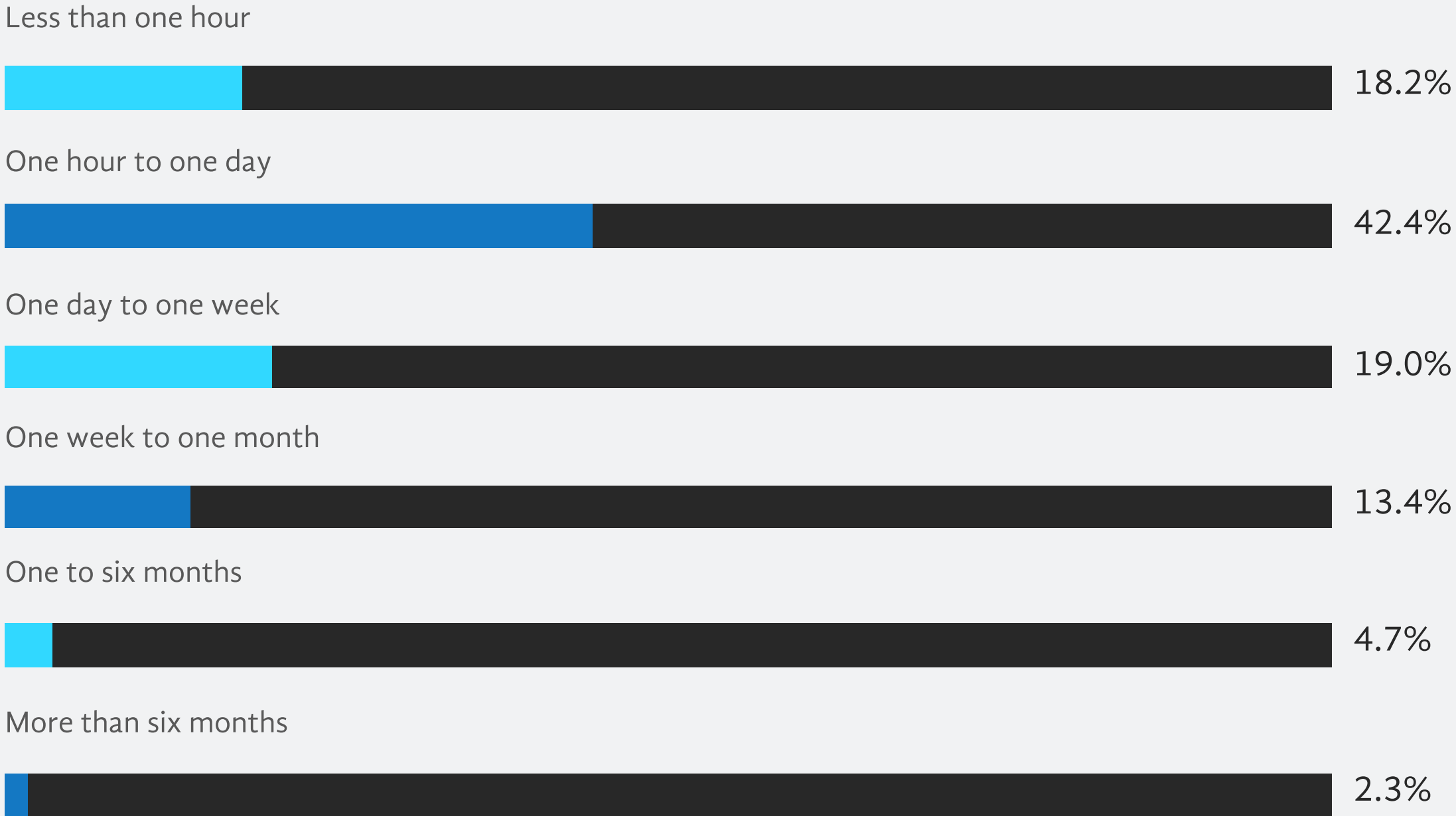
For the primary application or service you work on, what percentage of changes to production or releases to users result in degraded service (e.g., lead to service impairment or service outage) and subsequently require remediation (e.g., hotfix, rollback)

0-15%	50.1%
16-30%	23.6%
31-45%	14.3%
46-60%	9.3%
61-75%	1.4%
76-100%	1.3%

catchpoint
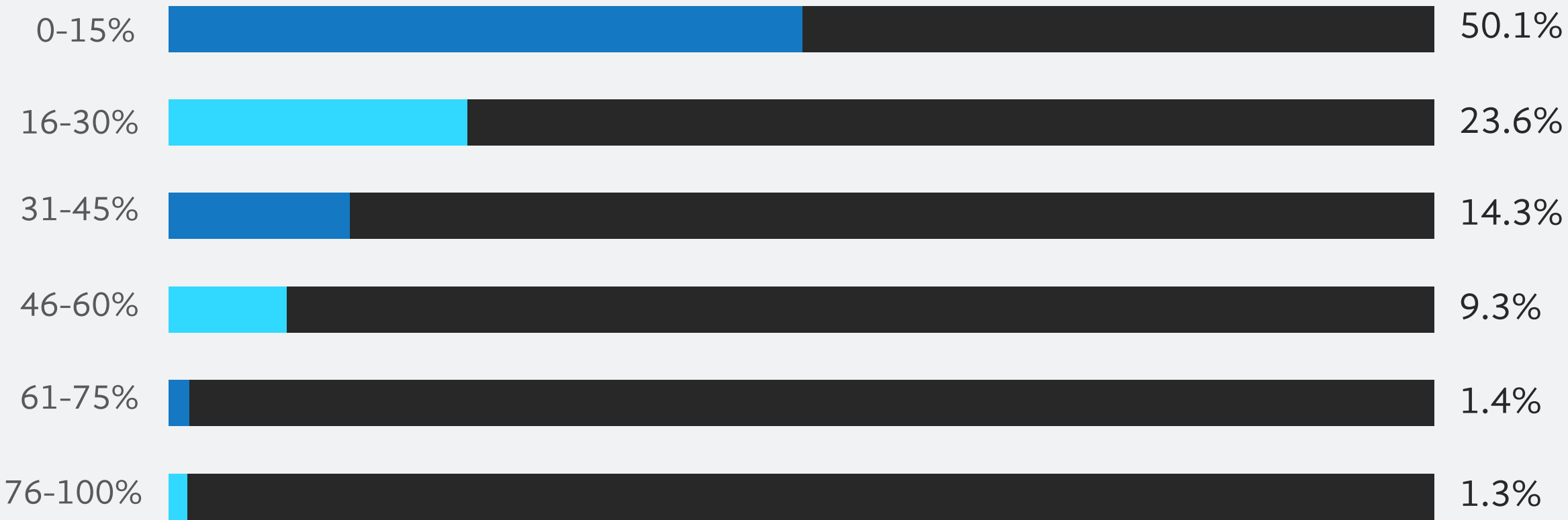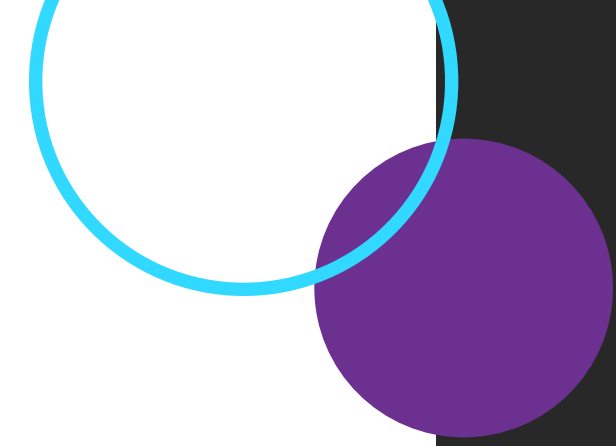
In your company, how balanced is the reliability focus of external (customer-facing) products or services, versus the reliability focus of internal (employee-facing) tools or systems?

Substantial internal tools or systems skew

5.0%

Some internal tools or systems skew

14.0%

Neither externally or internally skewed; a good balance

39.9%

Some external products or services skew

23.4%

Substantial external products or services skew

17.7%