

CARBONITE 

A PORTRAIT OF THE IT PROFESSIONAL



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INTRODUCTION

If you're an IT pro, you probably love what you do—and do it well. But you also know that most of your time is spent on routine maintenance. There never seems to be enough time to really focus on the tasks that bring you the most enjoyment—such as learning more about new releases, modernizing technology, and planning for the future.

If this all sounds familiar, it's not surprising. **IT pros spend most of their time on routine maintenance and too little on those other tasks they enjoy most**, according to a new survey.¹

IT pros are the backbone of today's organizations, but they often operate so much in the background that not enough is known about them as a group. So Carbonite commissioned Spiceworks to conduct a survey of more than 150 IT decision makers in the US and Canada. Based on their responses, this eBook offers insight into how IT pros spend their days—and what keeps them awake at night.

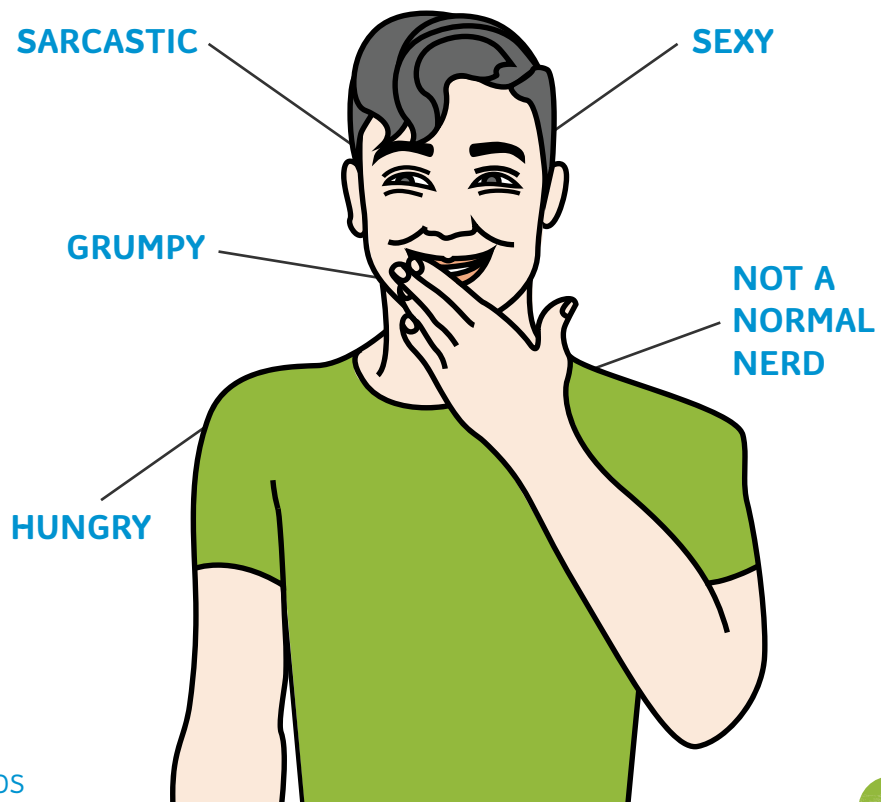
CHAPTER 1:

GETTING TO KNOW IT PROS



IT PROS, IN THEIR OWN WORDS

To get to know them better, the Spiceworks survey asked IT pros to name the one word that colleagues would use to describe them. The most common responses included: **dedicated**, **helpful** and **reliable**. But IT pros also had a few more unexpected, humorous ideas for how colleagues might describe them. Here's what they said:



The Spiceworks survey respondents are prepared for serious IT challenges due to years of experience.

Years of IT Experience



15 years

Worked in an IT role
(across organizations)



7 years

Worked at their
current organization



6 years

Worked in their
current position

Although they have a huge task in keeping organizations running, IT pros said they frequently work with a small number of full-time, dedicated IT staff.

Median number of
team members =
4 members



CHAPTER 2: WHAT DO THEY DO?



IT pros are tasked with reducing downtime and protecting network environments from disasters. You could almost call them the superheroes of their organization.

Here's the rub, though: So much of an IT pro's time is spent doing routine maintenance and troubleshooting that innovative and strategic tasks—such as researching new technologies, improving security policies and improving IT operations—get put on the back burner.

WHICH TECHNOLOGY TAKES UP MOST OF THEIR TIME?



Hardware
(deployment/
maintenance)



Networking



Email



Security



**Data storage,
backup and recovery**

The survey results showed a big disconnect in what IT pros enjoy to do, versus how they actually spend their days. Although they really enjoy modernizing technology, strategizing for the future, and training/development for themselves, they get to spend less than a third of their time in this way. It's interesting to note that assisting end users is one of the chief ways IT pros spend their time and also something they enjoy to do!

**TOP 3 WAYS IT PROS
LOVE TO SPEND
THEIR DAYS**

- 1. MODERNIZING TECHNOLOGY
- 2. TROUBLESHOOTING/
ASSISTING USERS
- 3. PLANNING/STRATEGY

**TOP 3 WAYS IT PROS
ACTUALLY SPEND
THEIR DAYS**

- 1. TROUBLESHOOTING/
ASSISTING USERS
- 2. ROUTINE MAINTENANCE
- 3. TICKET DOCUMENTATION

IT pros estimated only 11% of their time was spent on IT planning and strategy, and only 13% of their time on their favorite task: modernizing technology.

The emphasis on maintenance is necessary, but it also potentially stands in the way of an IT team that employs cutting-edge techniques and solutions.

CHAPTER 3:

WHAT'S ON THEIR MINDS?



In the Spiceworks survey, IT pros were also asked to name one superpower they'd prefer. As shown here, many of their responses would prove helpful in the modern workplace.



MIND READING

Help anticipate user problems



INVISIBILITY

Work without interruptions



TIME CONTROL

Get more done in less time



TELEPORTATION

Get to users faster



SUPER SPEED

Perform extreme multitasking



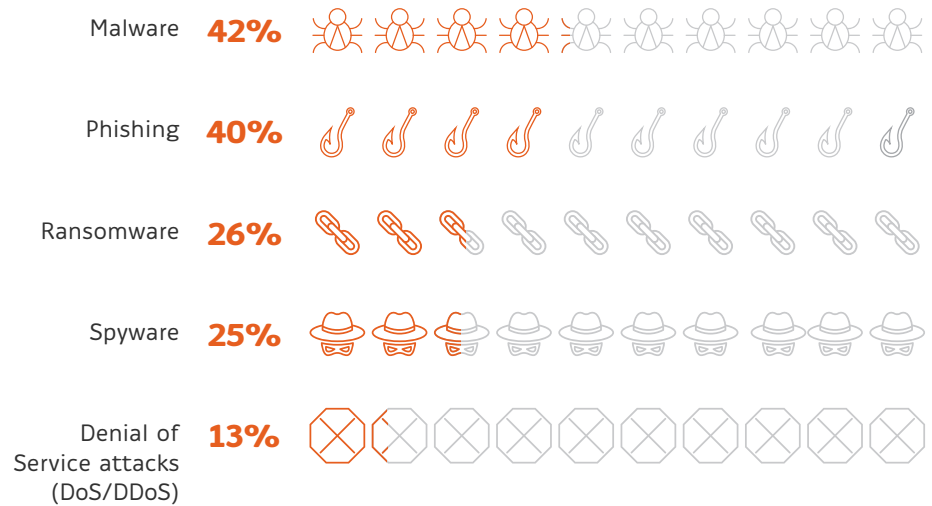
SEE THE FUTURE

Fix issues before they appear

SECURITY THREATS ARE A TOP CONCERN

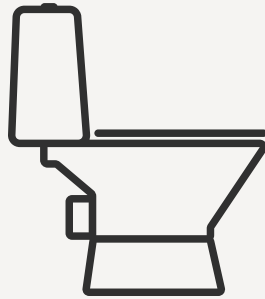
Malware, phishing attacks, and ransomware topped the list of IT pros' security concerns.

2016 Security Breaches/Threats Organizations Experienced



As the Internet of Things (IoT) continues to expand, along with dramatic increases in ransomware, organizations are going to have to increase readiness for threats. A majority of surveyed IT pros said their company was not fully prepared to handle these security threats.

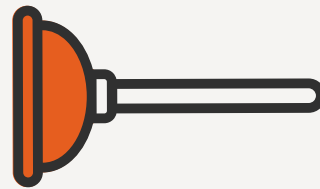
RANSOMWARE HEADACHES



"I would rather unclog a toilet with my hands than deal with a ransomware attack."

26%

suffered a ransomware attack in 2016.



Ransomware is a type of malicious software designed to block access to a computer system until a sum of money is paid. The FBI estimates that ransomware cost businesses \$1 billion in 2016.² More than 4,000 ransomware attacks happen every day, and ransomware demands more than doubled in 2016 to an average cost of \$2,500 per attack.³

Top consequences of ransomware attacks:

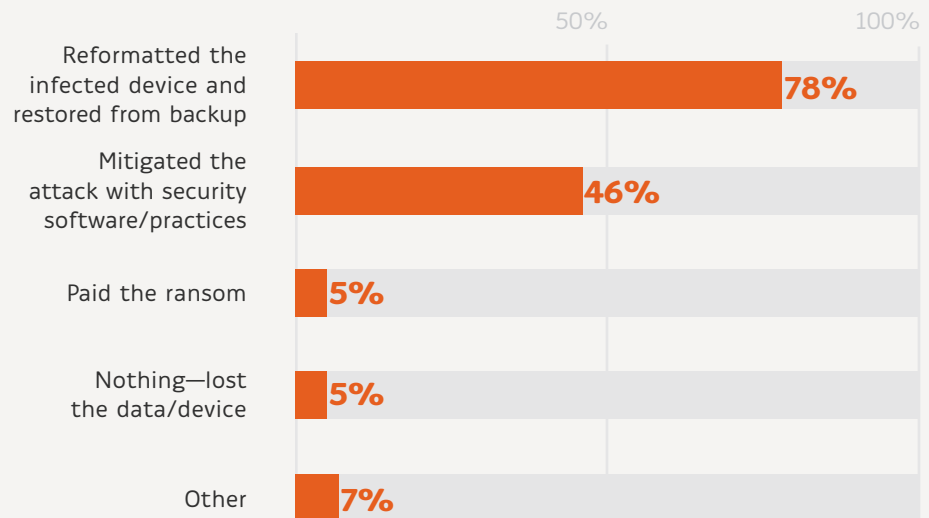
- Having to invest in new security technologies
- Lost money from downtime
- Lost customers
- Diminished reputation
- Lost customer data

Common attack methods:

- Phishing/social engineering
- Unsecure or spoofed websites
- Malvertisements

The majority of our respondents didn't pay their attackers. Payment often wasn't necessary because organizations were able to recover clean copies of their data and restore from backups—emphasizing the need for a constant, reliable, secure backup solution.

How IT Pros Addressed Ransomware Attacks



RANSOMWARE PROTECTION CHECKLIST

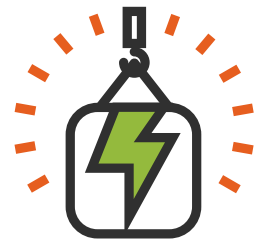
- ✓ Develop a data backup and recovery plan for all critical information.
- ✓ Regularly test business continuity and disaster recovery (BCDR) plans to limit the impact of ransomware infection and expedite recovery.
- ✓ Keep your antivirus and firewall software up to date.
- ✓ Keep operating systems and software patched.
- ✓ Restrict users' ability to install and run unauthorized software.
- ✓ Disable macros in e-mail attachments.
- ✓ Train users to avoid clicking on unsolicited or untrusted web links in e-mails.
- ✓ Have a plan to respond to ransomware, and update that plan regularly.

CONCLUSION

KNOW YOUR IT PRO

IT pros are pressed for time and too often focused on routine maintenance and troubleshooting—foundational duties that are essential to keeping businesses secure and growing. But too often they don't get the time they need to learn new technologies and make strategic contributions. They're constantly seeking ways to create more efficiencies, allowing them to focus on tasks beyond the most basic, tasks that would bring them more career fulfillment and bring increased benefit to the organization.

IT pros are superheroes who save the day when ransomware and other threats hit. Reliable, dedicated and hardworking, they are essential to success in today's business world.



ABOUT CARBONITE

Carbonite is a leading provider of cloud backup and restore solutions for small and midsize businesses. Together with our partners, we protect millions of devices and their valuable data for IT pros around the world.

[LEARN MORE](#)

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Sources:

¹ Spiceworks Voice of IT survey of 156 IT Pros in the US and Canada, on behalf of Carbonite, December 2016

² "Ransomware: Now a Billion Dollar a Year Crime and Growing," NBC News, January 9, 2017
<http://www.nbcnews.com/tech/security/ransomware-now-billion-dollar-year-crime-growing-n704646>

³ "The Rise of Ransomware," Ponemon Institute Research Report, sponsored by Carbonite, November 2016