Observability tools are hard to use and it’s impacting incident response

The folks at The Petilla Poll talked to more than 200 engineering professionals who are responsible for observability and log data management. Their findings show that incident response efforts are suffering and outcomes are falling short of expectations. One of the key areas that contributes to this is that the logging tools that are in place are not easy to use. Let’s dive into the data to understand why that’s important.

Logging tools have too high a barrier to entry

66% of organizations say that they spend more time trying to resolve issues because their logging tools are not easy to use.

82% of senior leaders said that response time in finished because tools are not easy to use.

67% of organizations say that they spend more time trying to resolve issues because it’s too difficult to collaborate with colleagues & others.

Incidence response is lagging

83% agree that ending security events in real-time is critical to delivering faster incidence response.

56% of organizations say that reducing the amount of data that enter SIEM systems due to cost.

61% indicate that limiting the volume ingested into SIEM systems slows the incident response.

Log data is critical to tracking performance of applications and capacity resources, informing product improvements, and flagging threats or other unauthorized entry. Nearly one in ten companies include log data in their top ten log data for these efforts. However, fewer than half are very satisfied with their ability to use log data for any one of these purposes. Additionally, this use case for Log data has the lowest satisfaction rates of any tested.

Log4Net is a comprehensive platform to control all of your log data. It will receive products/field data from millions of devices and be shared with startups and Fortune 500 companies, including Adobe, eBay.com, Salesforce, and 164 other companies across 25 enterprise software startups to watch.

To learn more about Log4Net and improving observability, talk with a seasoned expert.