



# Rundeck

by PagerDuty

## State of the Community 2023

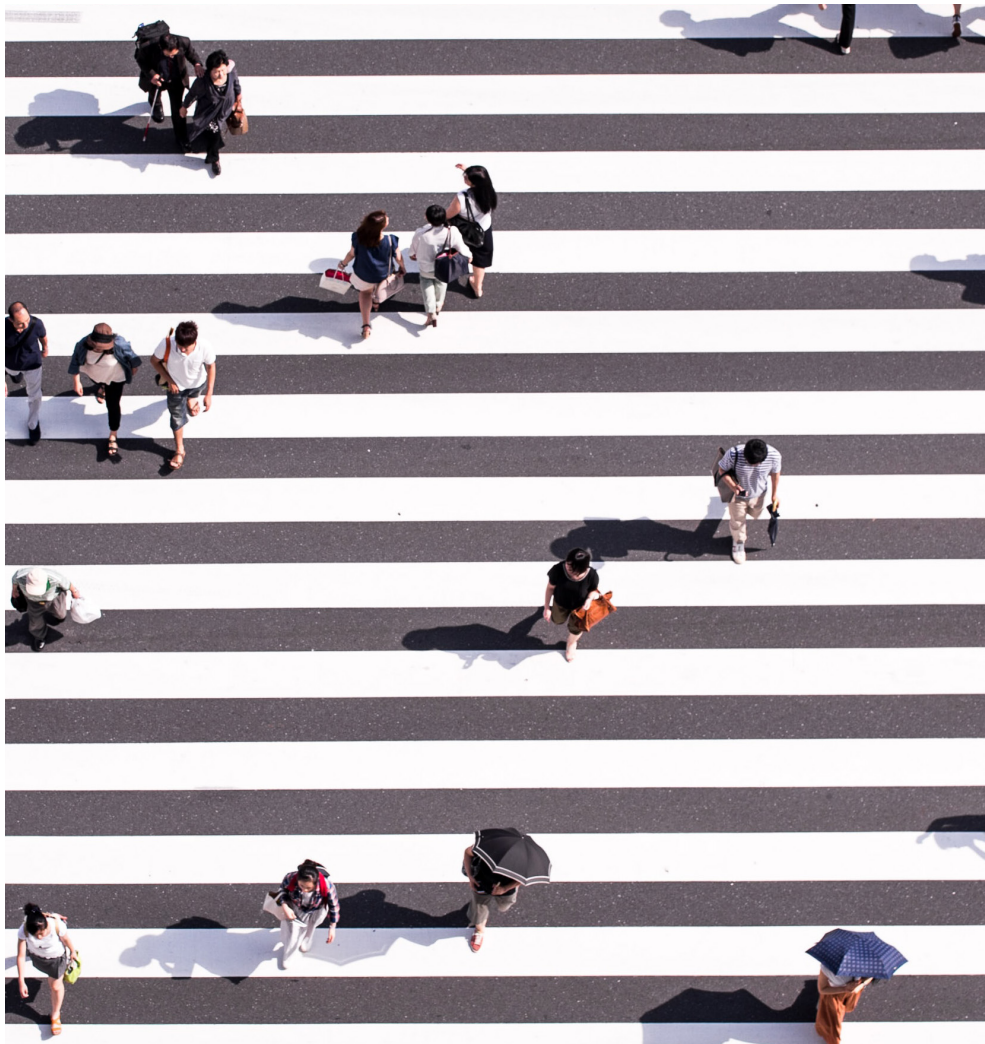
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# Background

At PagerDuty, customers and users are near and dear to our hearts. Our annual Rundeck Community survey is one way we gather feedback from existing Rundeck users. Respondents have the opportunity to share information about their experience with [Rundeck Open Source](#), tell us about important market trends, and provide feedback. This year, we decided to share the results so users can see what their peers in the community are saying.

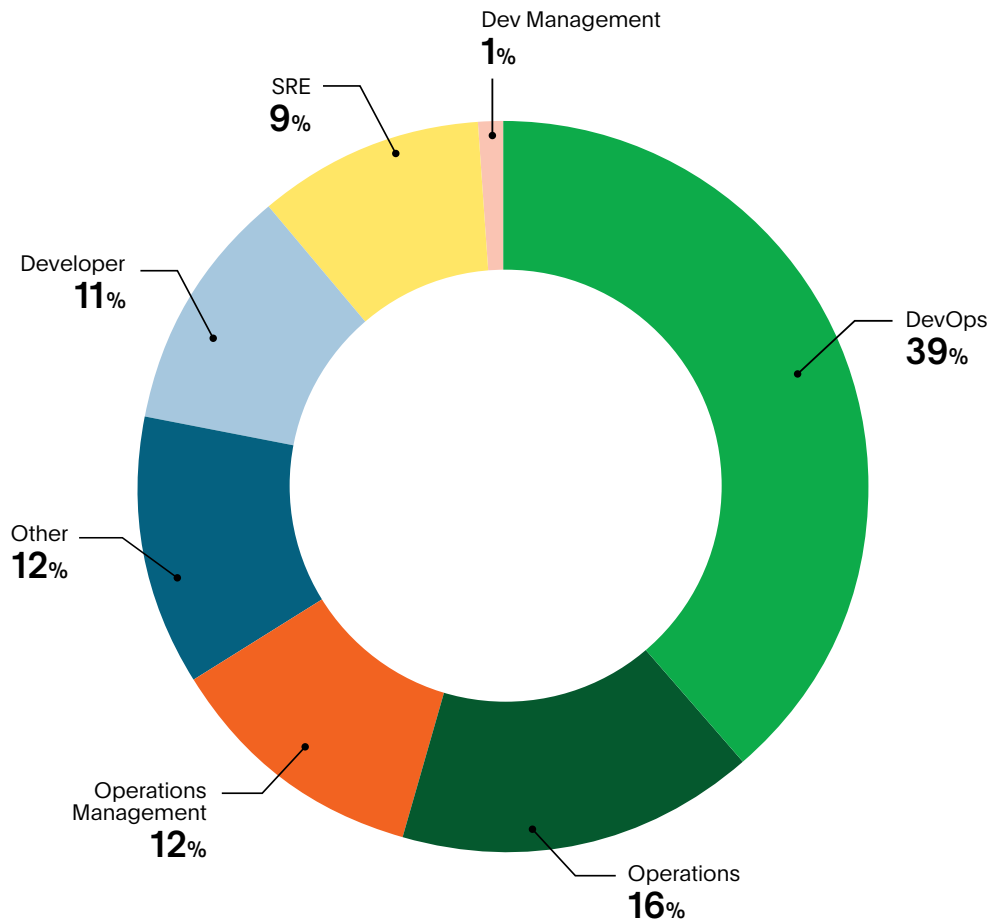
We hope you enjoy the Rundeck Community Survey, use the findings to reflect on your own practices, and begin new conversations about automation plans for 2023 and beyond.



# Who participated?

About 100 people shared their views for this survey. The top five countries represented are: United States, India, France, United Kingdom, and Canada.

## How would you describe your job role?



83% of respondents use Rundeck (others use a PagerDuty Process Automation portfolio product or don't report using any products). Most respondents are long-time users and have used Rundeck/PagerDuty Process Automation for 2 or more years (53%) and the majority are super users, with 75% authoring and using jobs.

The use of Rundeck/PagerDuty Process Automation is widespread for most organizations, with 47% report using the products in their group or division and 28% in multiple groups/divisions.

# Technology ecosystem

Rundeck enables users to develop workflows that span the different scripts, tools, APIs, and system commands, hence why plugins and integrations are the lifeblood of Rundeck.

Ansible still remains a popular plugin and 43% of respondents said they use the Rundeck Ansible plugin. Many Rundeck users integrate Ansible playbooks into Rundeck to orchestrate and schedule workflows across multiple tools.

Other popular plugins include:



## Use cases

Rundeck enables the standardization and automation of tasks and helps teams improve operational quality. The focus is typically on automating routine processes across development and production environments and then giving other end users self service access to that automation.

**Top 10 things Rundeck users are automating (in no particular order):**

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Ansible playbooks

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Maintenance

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Stop/start/restart a service

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Batch jobs

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Cloud operations (provisioning of resources and functions that would normally require privileged access)

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File transfer

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User management

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Deployment of websites, applications, infrastructure

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OS upgrades

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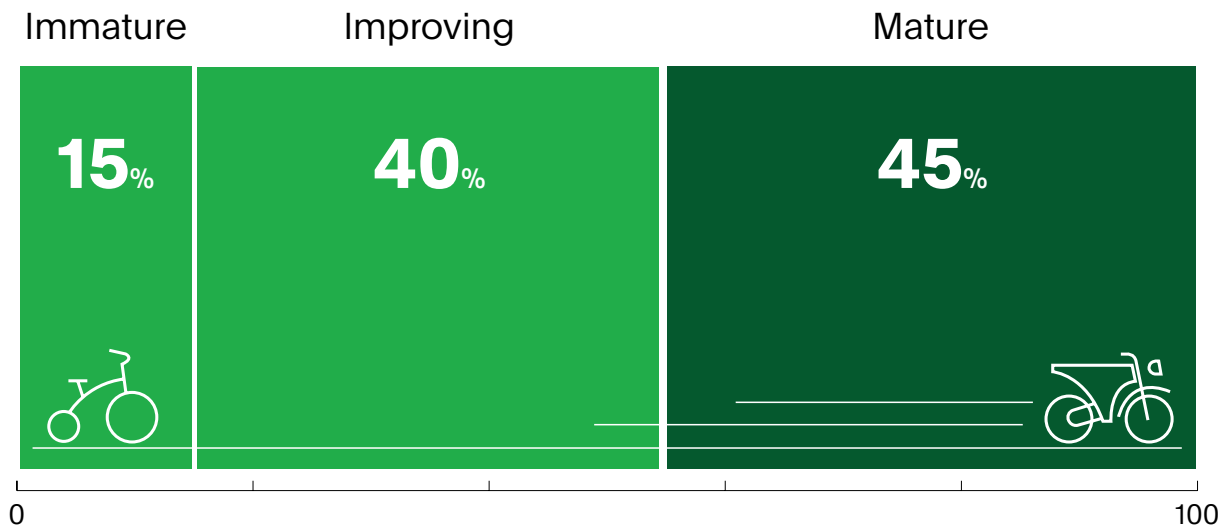
Backups

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# Automation maturity

Most respondents are well on their way to a mature automation function. 85% of respondents have standardized their automation. Additionally, a large portion (45%) have further utilized their automation by delegating it to other end users.

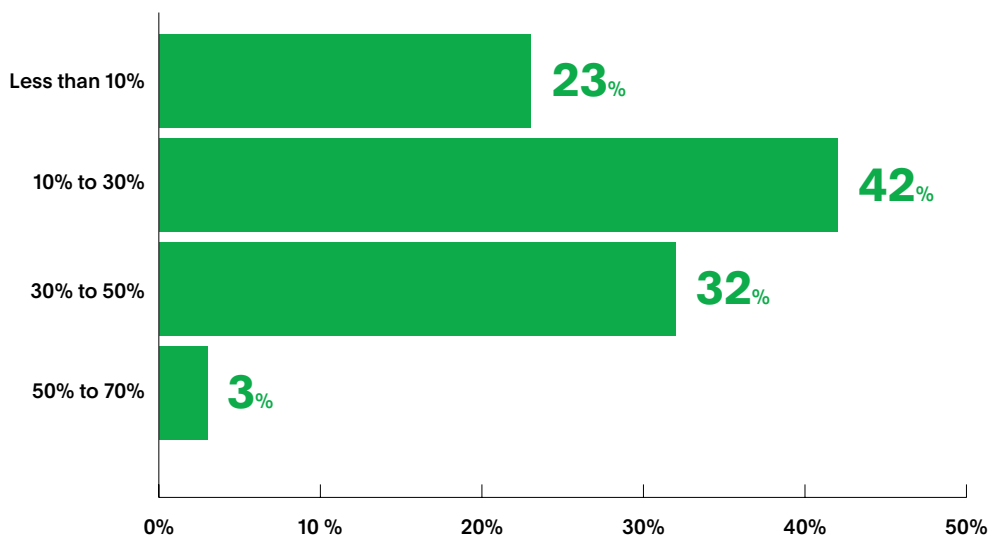
## How mature is your automation practice?



# Toil and time saving

Rundeck helps teams reduce toil by automating repetitive, manual tasks. It looks like our Rundeck users are doing a pretty good job of automating away that toil. 65% of respondents spend less than a third of their time on toil *and* 23% of those respondents report spending less than 10% of time on toil activities—impressive! There is still room for improvement here, with 35% spending more than a third of their time working on toil activities rather than focusing on engineering work.

## What % of your time is spent on toil activities (tasks that are manual, repetitive, could be automated, or tactical) vs. engineering time?



Automating toil is something that many recognize as a priority. This is especially true for Rundeck users who report productivity and the ability to work on interesting projects as the two most important factors that affect job satisfaction (more on this in the culture section). Toil certainly can have an impact on both factors.

### Some of the benefits of reducing toil with Rundeck include:

- Reduction in variation and errors that create toil by standardizing procedures.
- Making it easier to do engineering work that reduces toil by automating tasks that previously required a lot of toil.
- Stop one team from creating toil for another team by enabling self-service and allowing others to do operations tasks themselves.

Even though we found that some Rundeck users still have a way to go with automating toil, Rundeck users do report productivity as the number one benefit they receive from Rundeck today.

# Culture

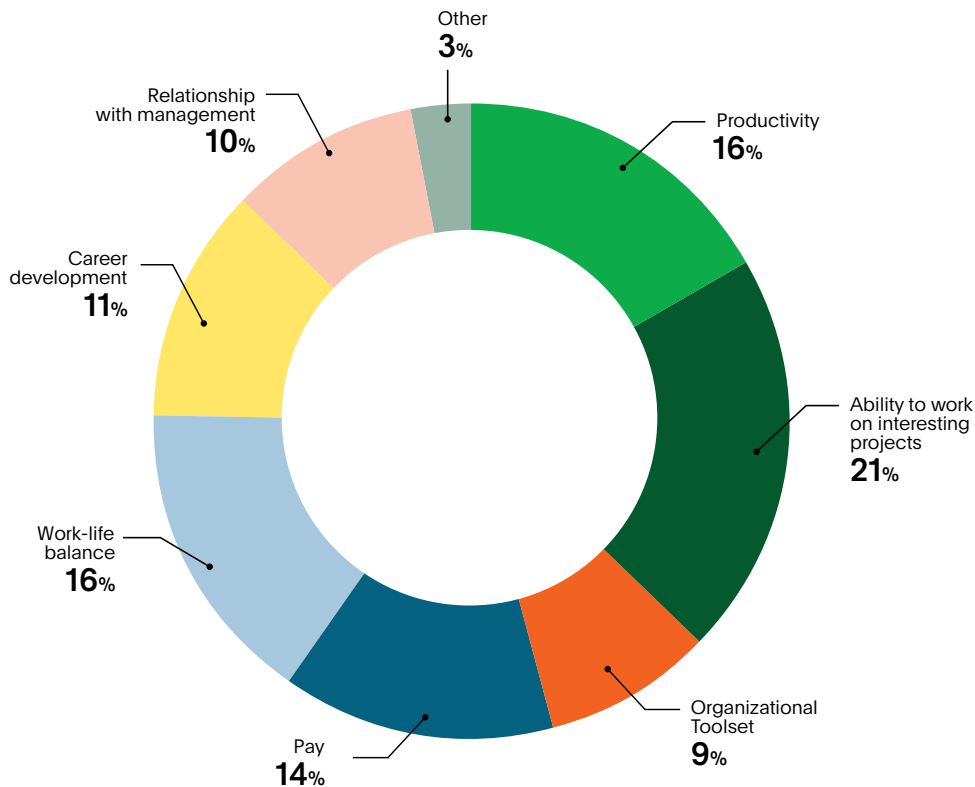
We believe that happiness matters. We were very pleased to see that Rundeck users are also happy with their jobs! 84% report being very satisfied or satisfied with their job. Our guess is some of that has to do with how much toil has been automated away :).

**Taking a closer look at what factors have affect the job satisfaction of Rundeck users, the top three factors are:**

1. The ability to work on interesting projects
2. Productivity
3. Work-life balance

These results aren't surprising, since runbook automation can have a positive impact on the three. We often see teams that use Rundeck create more space for engineering time since they have automated many recurring, manual tasks. By automating common manual requests, they also increase operations productivity. Additionally, the reduction in toil with automation helps lessen engineering burnout.

## What factors have the biggest effect on your job satisfaction? (check all that apply)

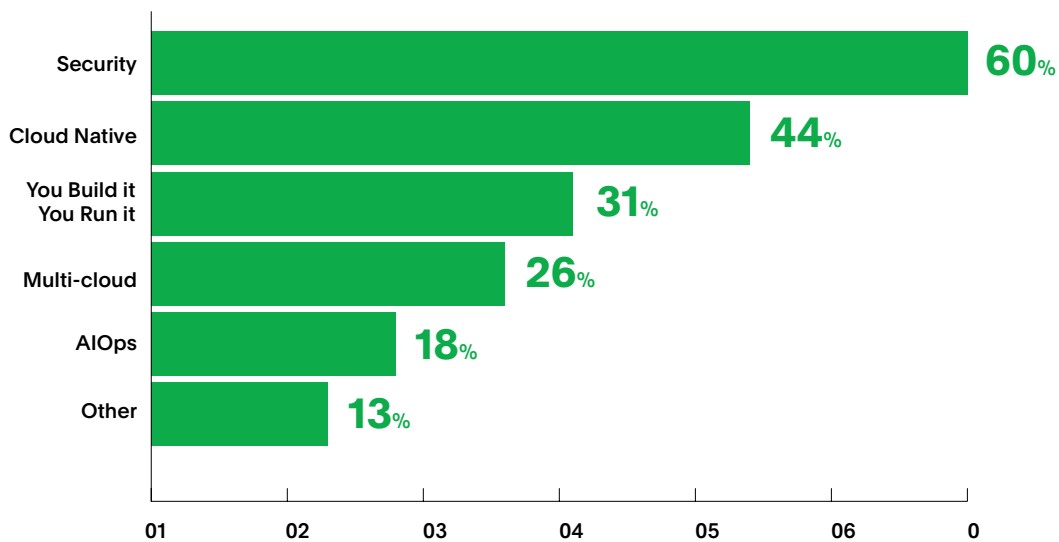





# Looking ahead

Rundeck users have big plans for 2023 and beyond. Security is by far the biggest focus for organizations and this aligns with industry trends. Gartner found that 66% of CIOs report security as a top area of increased investment for 2023.


## What initiatives are your organization focused on in 2023? (check all that apply)



Business wide objectives continue to drive strategic priorities for automation. The top three highest ranked business objectives for Rundeck users are:

  
Maintain continuity of revenue

  
Provide best customer experience

  
Reduce costs through optimization

# Summary

Thank you to all those who participated! Rundeck by PagerDuty helps teams eliminate manual tasks and toil and improve operational quality by standardizing and automating operation work. Automate IT processes and make them available as self-service functions that can be used to replace tickets and resolve incidents. Execute workflows across existing automation and automate workflows that span different scripts, tools, APIs, and system commands using any scripting language. Make routine processes across development and production environments (like provisioning, security, software updates/deployment, change configs, and opening ports) automated. Stay compliant with centralized control, logging, credential usage, version control, etc. Find the latest community news and Rundeck by PagerDuty info here: [rundeck.com](https://rundeck.com).

## Schedule a trial or demonstration today

To learn more about the commercial versions of Rundeck, PagerDuty Process Automation and PagerDuty Runbook Automation visit [www.pagerduty.com/platform/automation](https://www.pagerduty.com/platform/automation).

### About PagerDuty

PagerDuty, Inc. (NYSE:PD) is a leader in digital operations management. In an always-on world, organizations of all sizes trust PagerDuty to help them deliver a better digital experience to their customers, every time. Teams use PagerDuty to identify issues and opportunities in real time and bring together the right people to fix problems faster and prevent them in the future. Notable customers include Cisco, DocuSign, Doordash, Electronic Arts, Genentech, Shopify, Zoom and more.

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