

JULY 2025

## SUMMARY

Two in five respondents (40%) report their senior management is more concerned about IT service outages than they were 12 months ago. Only 9% say their senior management is less concerned.

Networking/connectivity issues (29%) are the most common cause of IT service outages that have affected respondent organizations in the past three years. IT system/software (22%) and power issues (19%) are other common causes.

Two-fifths of respondents (39%) say their organization has experienced an outage due to human error in the past three years. Among those that have, 59% say the root cause was data center staff failure to follow procedures.

A total of 43% of data center owner/operators perform pull-the-plug testing on their backup power systems more than once a year, while another 43% report they do so once per year.

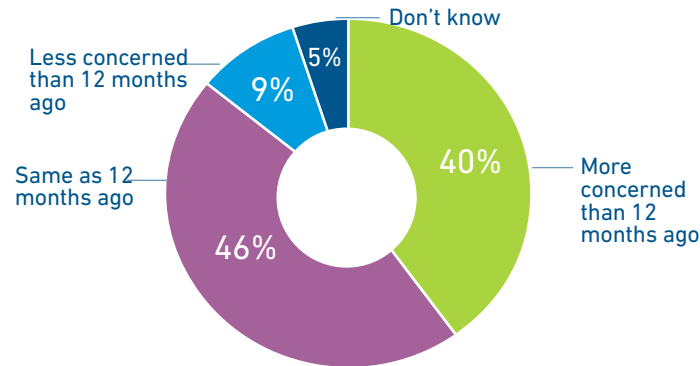
## ABOUT THIS SURVEY

Uptime Institute's Resiliency Survey was conducted between February 17, 2025 and March 24, 2025 and had a total of 970 data center industry respondents.

This report is based on the results from 507 data center owner/operator respondents.

## IT service reliability concerns

I. Would you say your senior management is more concerned about IT service outages, less concerned, or is their level of concern the same as it was 12 months ago? (n=450)

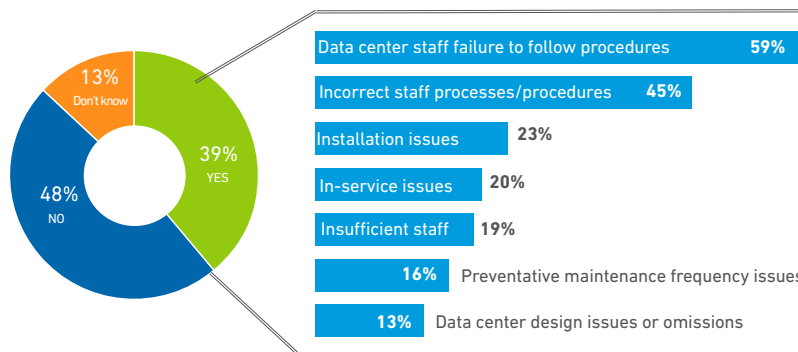


UPTIME INSTITUTE RESILIENCY SURVEY



## Root causes of human error-related outages

III. Over the past three years, has your organization experienced a significant, serious, or severe outage(s) that was caused by human error? If so, what were their most common causes? (n=430)

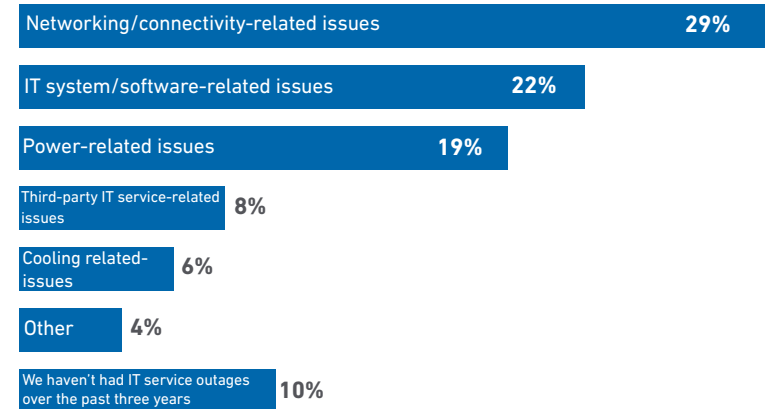


UPTIME INSTITUTE RESILIENCY SURVEY



## Most common causes of IT service outages (past three years)

II. In your experience, which of the following issues has been the most common cause of any IT service outages that may have affected your organization over the past three years? (n=449)

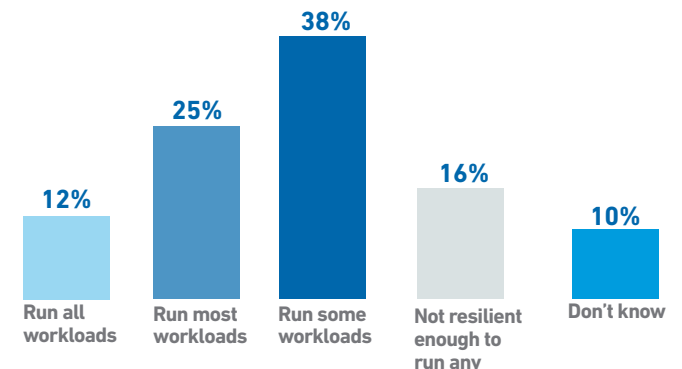


UPTIME INSTITUTE RESILIENCY SURVEY



## Public cloud resiliency for IT workloads

IV. Do you think public cloud is resilient enough to run all of your organization's mission critical IT Workloads, run most of them, run only some of them, or is public cloud not resilient enough to run any of your organization's mission-critical IT workloads? (n=448)

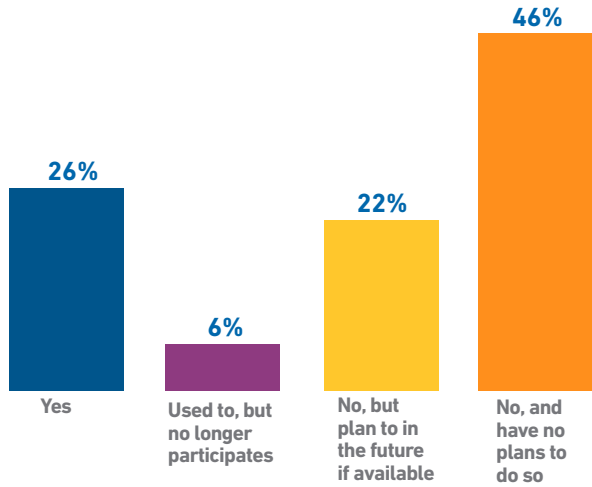


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**Power demand management**

V. Does your organization participate in a power demand management program that provides power to an electrical utility when it is requested? (n=405)

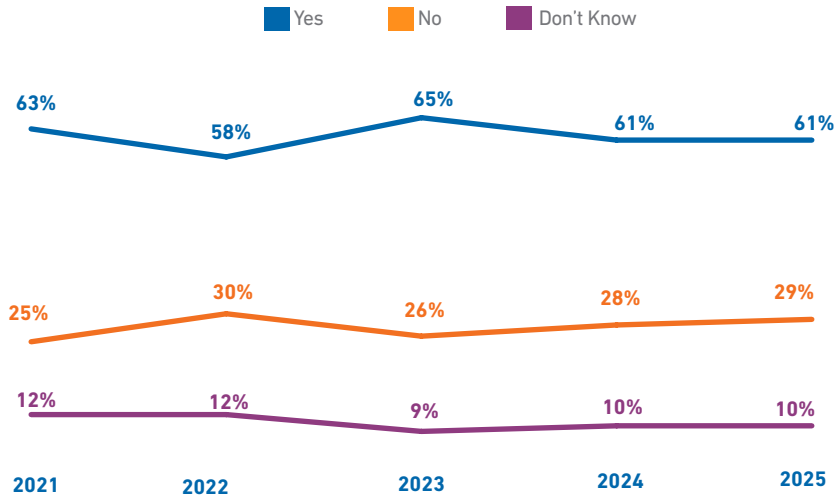


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**Pull-the-Plug testing of backup systems**

VII. Regarding your organization's largest data center, do you perform pull-the-plug testing of its backup power systems? (n=423)

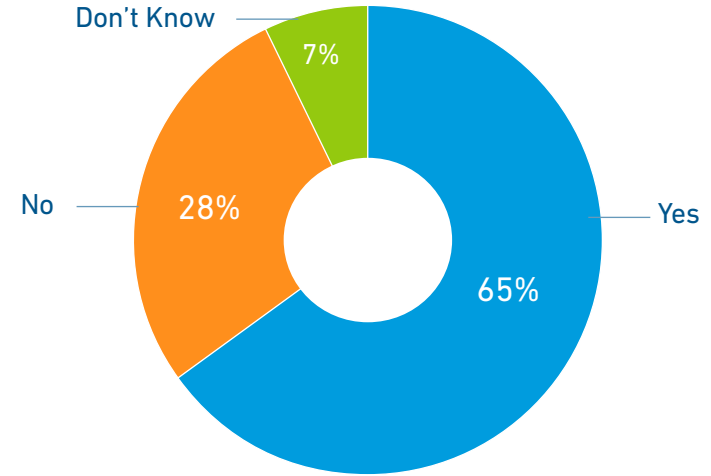


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**Backup emergency power generators**

VI. In the past year, has your organization used its backup emergency power generators to power a data center due to a loss of power or grid instability? (n=403)

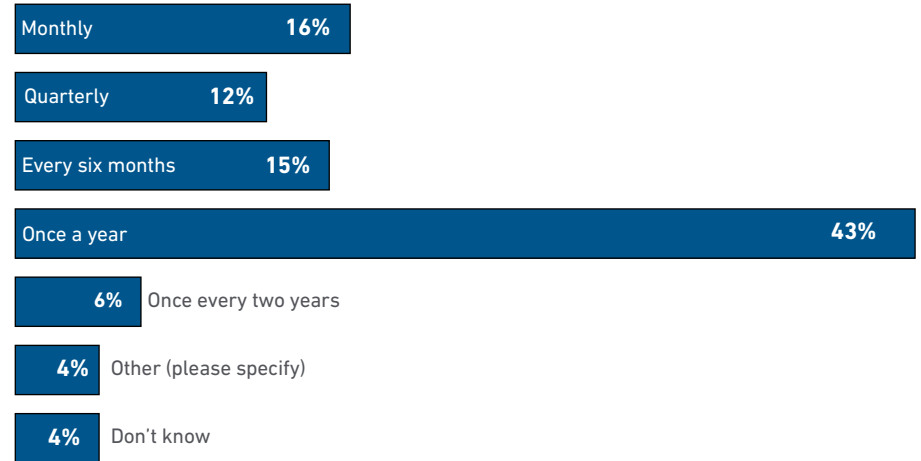


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**Pull-the-Plug testing frequency**

VIII. How often do you perform pull-the-plug testing at your largest data center? (n=258)

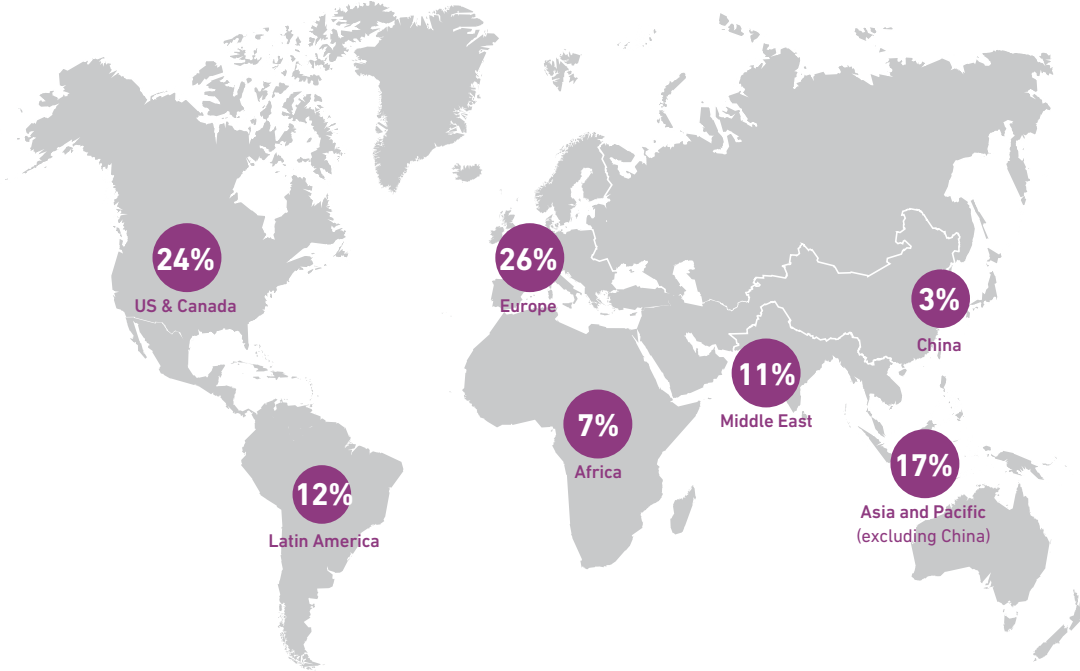


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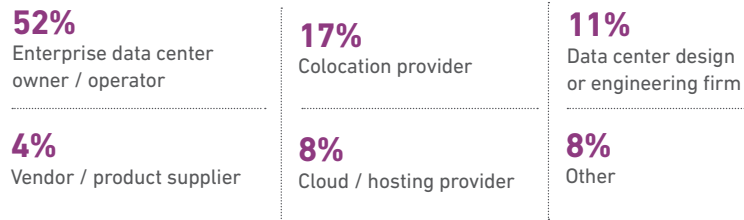


## Owner/Operator Respondent Demographics

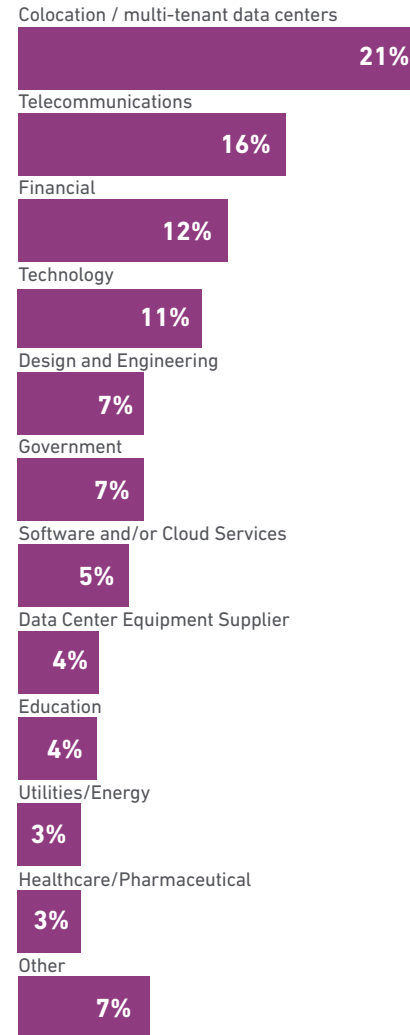
Respondents' location (n=507)



Digital infrastructure environment (n=507)



Verticals (n=507)



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### About Uptime Institute

Uptime Institute is the Global Digital Infrastructure Authority. Its Tier Standard is the IT industry's most trusted and adopted global standard for the proper design, construction, and operation of data centers – the backbone of the digital economy.

For over 25 years, the company has served as the standard for data center reliability, sustainability, and efficiency, providing customers assurance that their digital infrastructure can perform at a level that is consistent with their business needs across a wide array of operating conditions.

With its data center Tier Standard & Certifications, Management & Operations reviews, broad range of related risk and performance assessments, and accredited educational curriculum completed by over 10,000 data center professionals, Uptime Institute has helped thousands of companies, in over 100 countries to optimize critical IT assets while managing costs, resources, and efficiency.

Uptime Institute is headquartered in New York, NY, with offices in Seattle, London, Sao Paulo, Dubai, Singapore, and Taipei. For more information, please visit [www.uptimeinstitute.com](http://www.uptimeinstitute.com)

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