

2024 STATE OF SYSADMIN

TOOLS OF THE TRADE

“To face the forces of digital darkness, one needs courage, a steady hand, and a set of good tools.” —
Codex Systemus Administratum, Vol. XXIV

Software tools can make or break a sysadmin's day. Want to know what's in everyone's toolbox?
We surveyed 1,600+ IT folks to find out what they're using to tackle their most important tasks.



MANAGING MOBILE DEVICES

- Not using any software: 28%
- Microsoft (Configuration Manager, Intune), Jamf, SimpleMDM, Mosyle, Cisco Meraki



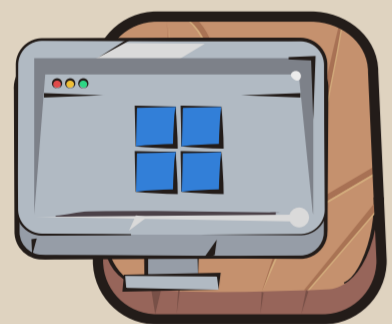
SOFTWARE DEPLOYMENT AND UPDATES

- Not using any software: 7%
- PDQ Deploy, Microsoft (Configuration Manager, Intune), SmartDeploy, PDQ Connect (👍), WSUS



ASSET MANAGEMENT

- Not using any software: 13% (+10% YOY)
- PDQ Inventory, Snipe-IT, SmartDeploy, Lansweeper, Excel (👍)



INSTALLING AND CONFIGURING OPERATING SYSTEMS

- Not using any software: 29%
- Microsoft Deployment Toolkit (MDT), SmartDeploy, Windows Autopilot, Configuration Manager (previously SCCM), WDS (for deployments)



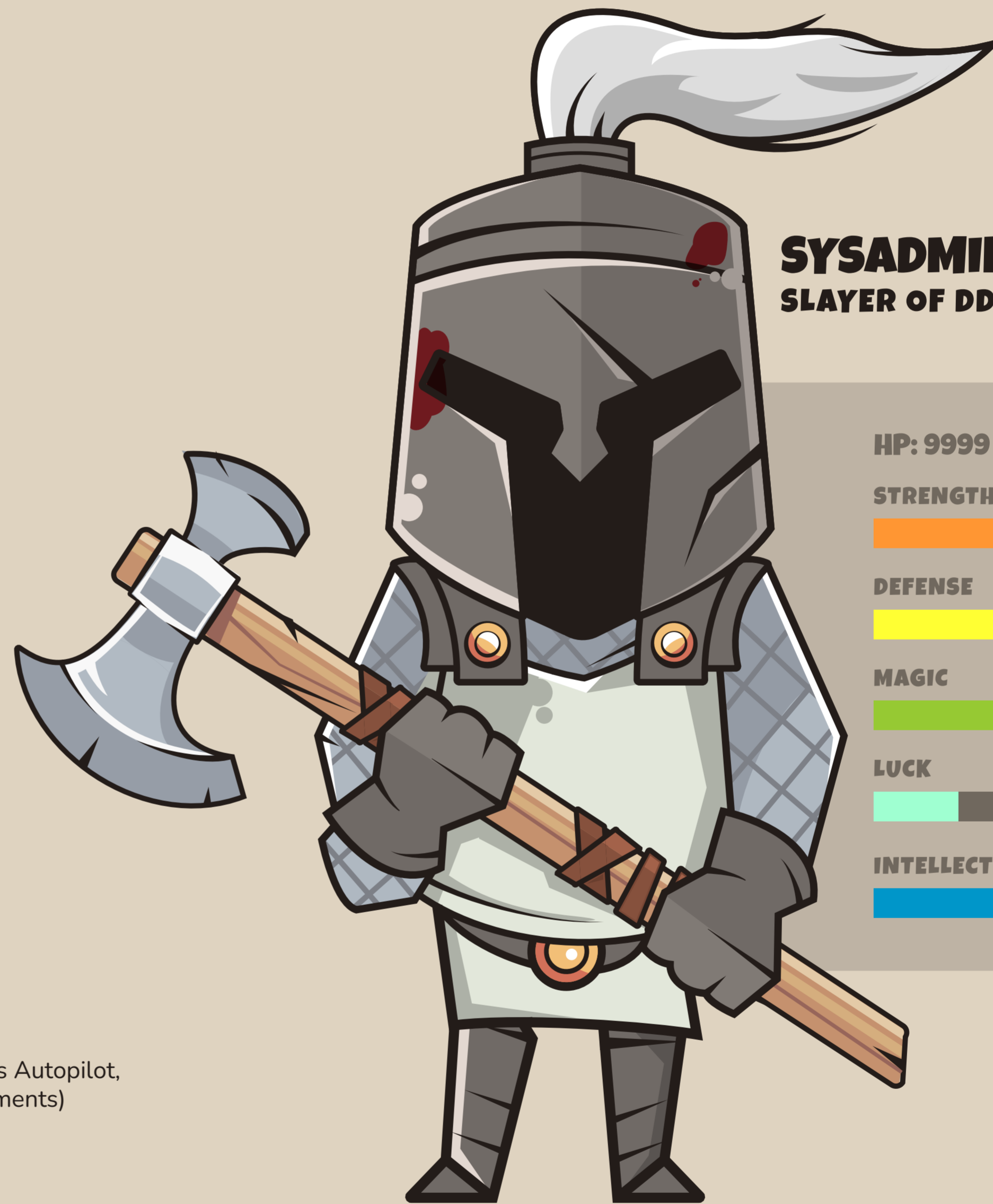
REMOTE ACCESS

- Not using any software: 9%
- Team Viewer, ConnectWise (formerly Screen Connect), Splashtop, BeyondTrust (previously Bomgar), AnyDesk



TICKETING

- Not using any software: 17%
- Jira Service Desk, Freshdesk, Spiceworks, ServiceNow (mixed reviews), Zendesk



SYSADMIN: SLAYER OF DDOS DRAGONS

HP: 9999 | 9999

STRENGTH



DEFENSE



MAGIC



LUCK



INTELLECT



To uncover more profound mysteries of the Sysadmin realm, including insights around cybersecurity and salary, download our full State of Sysadmin report.

GET THE REPORT

