

Prepared for



AIOps automation: real-world challenges and rewards

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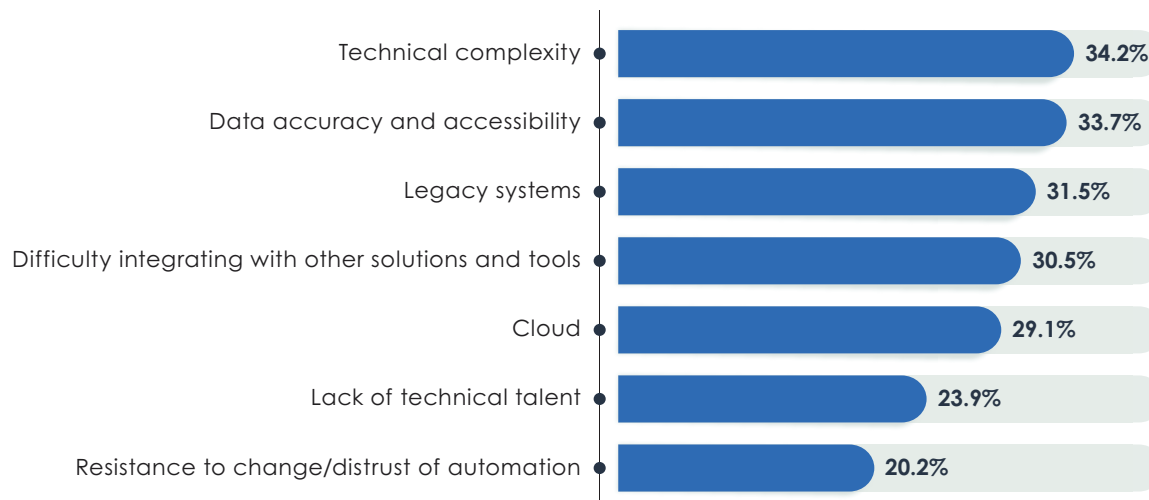
Game-changing digital transformation initiatives and disciplines, such as DevOps and SRE, require new levels and types of interaction and automation for cross-domain workflows, efficiencies, and business outcomes. Enter the AIOps platform. Capable of powering staggering gains in efficiency and effectiveness, the one-two punch of AI/ML and automation blurs the lines between functional domains. EMA recently surveyed 406 IT professionals in North America, EMEA, and APAC to look at AI-enabled, cross-functional automation and processes as practiced today and as planned for the near future.

What challenges do automation, IT service quality, and DevOps have in common?

Automation is the answer to so many of IT's most pressing challenges. After all, common sense and everyday experience clearly demonstrate that the complexity, scope, and criticality of IT far outstrip any human capacity to comprehend, much less control. The volume and velocity of data and change amplify the complexity and magnify the risks. No wonder automation is universally a C-level initiative.

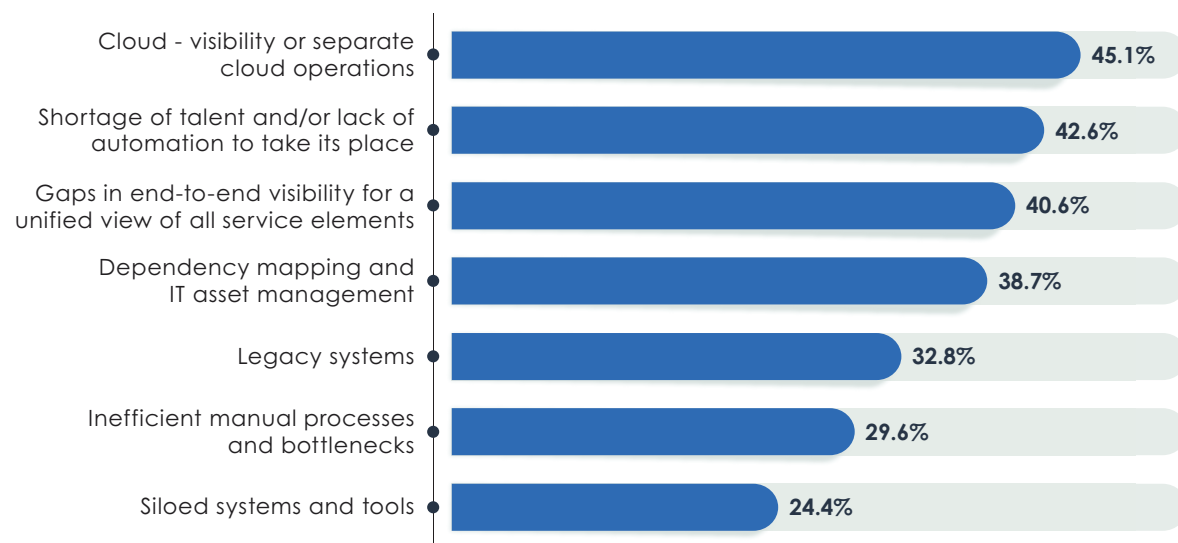
Automation is a survival tactic—strategic and compelling. However, there's nothing automatic about it. It requires changes to the classic triad of people, processes, and technology. Asked to name the top three impediments to automation, EMA's global panel were tightly grouped around the top offenders.

What's preventing you from adopting automation more broadly? (Select 3)



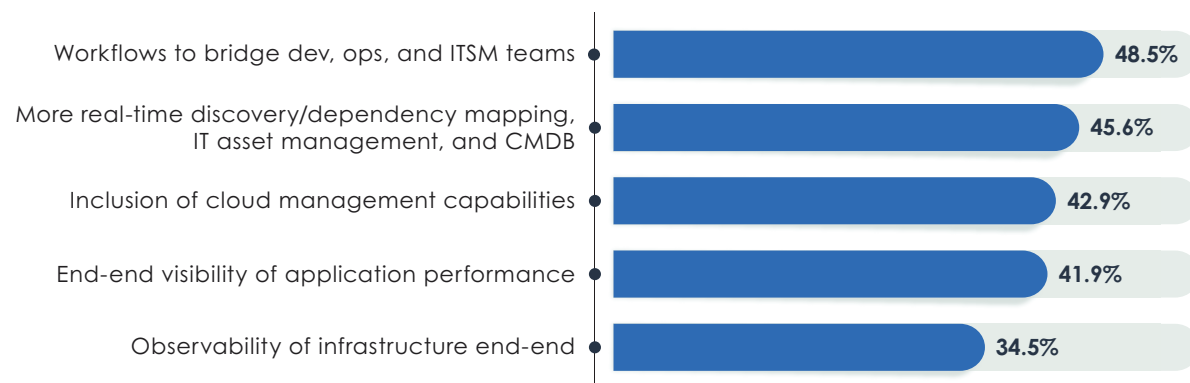
The impediments to automation share a lot in common with the generalized challenges of delivering high-quality IT service.

What are the biggest challenges to delivering high-quality IT service? (Select 2)



The plot thickens when the DevOps angle is considered.

What changes does DevOps require or result in?



Automation, high-quality IT service, and DevOps effectiveness all share a common set of challenges that call for a common set of responses:

- Data accuracy and accessibility
- The need for end-end observability in real time
- Accurate and complete association of all assets with the services they support
- Inclusion of cloud as part of the whole
- Cross-function workflows and processes
- Functionality that offsets the shortage of technical talent

AIOps platforms can directly address all of these issues, completely solving some and easing others. EMA finds that more than 90% of organizations have strategic AIOps initiatives underway—most directly tied with digital transformation and broad automation initiatives.

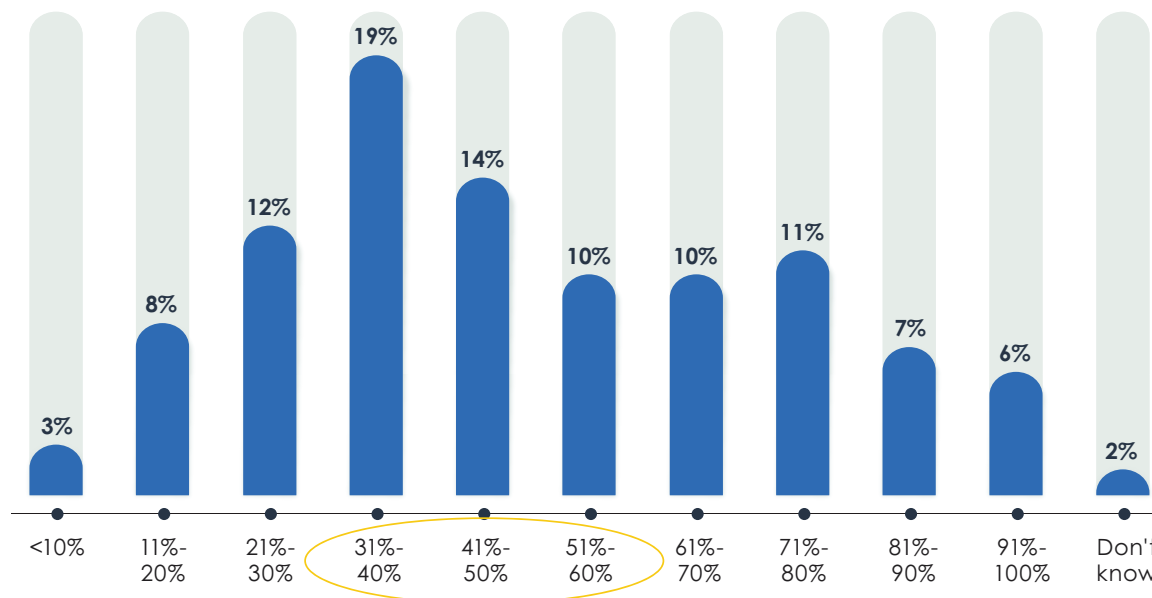
Automation runs on AIOps

Automation returns high value in IT personnel productivity, operational efficiencies, and improved service quality that comes from reduced outages and slashed MTTR. The catch is that automation slams to a halt in the face of disconnected siloed processes, tools, and systems. Still, few companies are willing or able to tear down existing functionality in hopes of future gains. AIOps platforms make that kind of wholesale change unnecessary.

AIOps platforms bridge the existing and the new, allowing for innovation at speed and scale. Use of AI/ML and automation gives organizations a way to leverage existing monitoring tools and systems for end-end, real-time visibility to identify and fix potential issues quickly. As AIOps implementations mature, quick resolution and low MTTR give way to predictive capabilities that fix issues before they have a chance to cause problems.

EMA research shows that AIOps-enabled event management routinely allows for 30%-60% of incidents to be detected and remediated before they impact end users or business outcomes.

What percentage of incidents are being proactively detected and remediated before they impact end-user experience or business outcomes?



The end-end visibility and automation that make this level of effectiveness possible require the unifying capabilities of a platform for making sense of multiple diverse tools and adding business context to technical data.

A good AIOps platform smooths the way for automation that would otherwise be impossible. It:

- Provides a common data model for inclusion of diverse tools and systems
- Streamlines integration of both cloud and legacy systems in end-end views
- Simplifies the technical complexity of implementing AI and automation
- Offloads mundane and routine tasks, freeing valuable IT talent for more valuable work
- Acclimates organizations to adopt automation at their own speed

As it turns out, platform initiatives and the automation they enable are not only generally successful, but more than pay for themselves. A recent global panel of IT leaders was asked, **“In terms of cost, what value has your platform investment returned?”**

- 32% high value – the savings and value are at least double the cost
- 60% good value – it more than paid for itself, probably returning in excess of 20%
- 8% breakeven – it paid for itself and then some

A hidden but high-value return on AIOps investment is marked improvement of the relationship between IT and the business. All of the respondents reported this gain, with 16% describing the impact on the relationship as not only positive, but “transformative.”

IT service and ITOps converge on AIOps

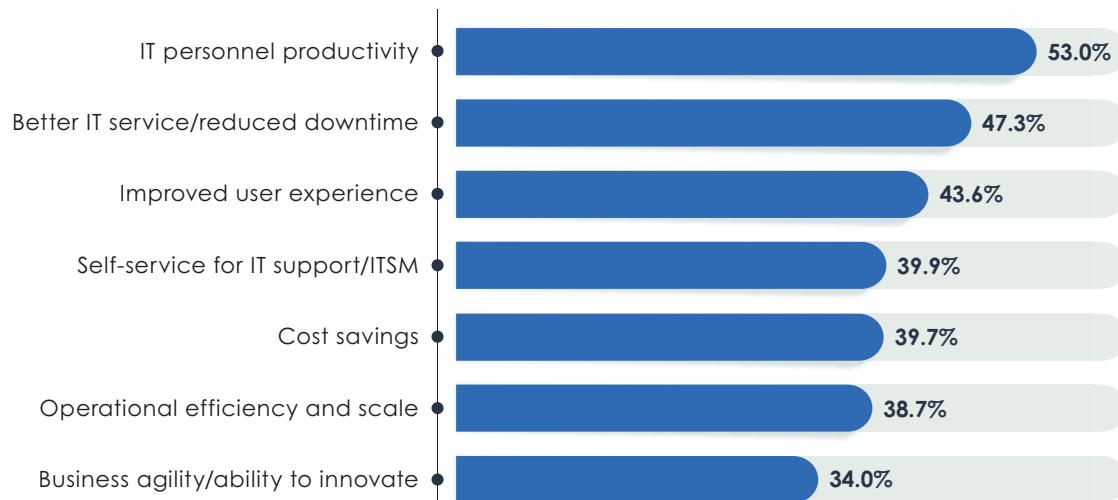
In addition to quantifiable gains of reduced outages and MTTR, the positive impact of AI-enabled automation can be seen on the relationships of traditionally siloed functions, such as IT service and IT operations.

In a perfect world, IT service and IT operations act in synchronized execution of their distinct functions. In the real world, not so much. When it comes to IT service and operations interaction, fully 26% of respondents stated that the two functions interact only on an as-needed basis. The two circumstances that force cooperation are major incidents and change management required by DevOps. Otherwise, each team is largely on its own.

In contrast, an interesting 24% of respondents are forging a more effective partnership based on platform capabilities. AIOps platforms that enable cross-domain workflows, end-end visibility, and automation increasingly unify the functions. Naturally moving from grudging cooperation to collaboration, each team does better work more efficiently while retaining their distinct tools of choice and charters. IT service quality goes up and operational costs go down when automation is in play.

This heightened level of cross-functional collaboration flourishes when groups share a common base of information and friction-free processes/workflows. In fact, people considerations top the list of drivers behind IT automation investments and AIOps enablement.

What are the top drivers of IT automation?



EMA perspective

Tight coupling of AIOps with automation tames technical complexity and improves the human side of the enterprise equation as well. Real-time, end-end visibility makes streamlined processes and automated actions enterprise-wide practicalities that are otherwise impossible. This operational necessity makes AIOps platform use a high-value/high-impact strategic initiative in most enterprises.

It is no surprise that buying activity is projected to remain high. EMA's recent research showed that all but 8% of its global panel plan to buy new AI, automation, and AIOps solutions in the coming 18 months. A healthy 17% of companies also plan to extend existing solutions.

Automation is an acquired taste. Initial distrust of AI-enabled actions is common in early AIOps implementations. However, as organizations experience the game-changing power of AI and automation, willingness to allow automated actions grows—often by leaps and bounds.

It's important to approach AIOps and automation initiatives with a platform that is flexible, scalable, and extensible, as well as easy to implement. Ease of integration with a wide range of tools and solutions is key. The platform must be able to grow with the business. Not only will organizations grow the number and type of use cases, but different groups will have differing requirements within the same enterprise.

Automation and AIOps platforms that welcome cross-functional workflows and automated processes make collaboration a practical reality. It turns out that organizational siloes can be just as deadening as siloed toolsets and systems. Both can be mitigated by AI and automation, freeing IT talent to invest time and effort into initiatives that are rewarding on both personal and corporate levels.



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