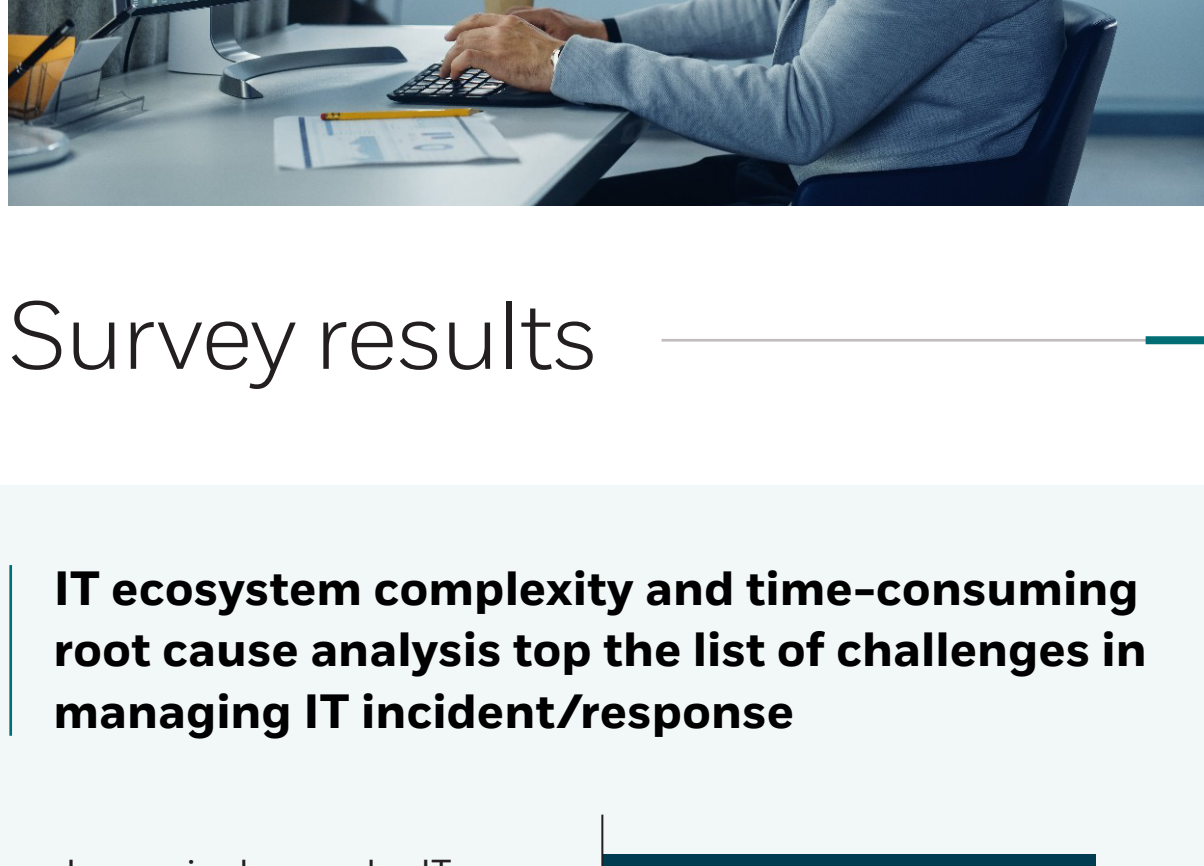


AIOps – predictive IT incident detection and response

IT ops teams are struggling to keep up with growing infrastructure complexity and increasingly demanding SLAs. Monitoring telemetry generates enormous amounts of data, creating so many alerts that parsing and processing manually is no longer possible.

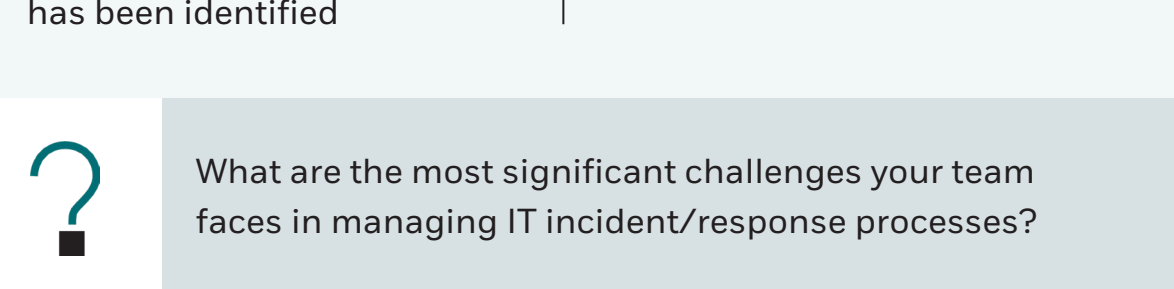
Shifting from reactive IT to proactive IT requires the power of AI to detect system anomalies and uncover underlying root cause. AIOps leverages machine learning techniques and natural language processing to create an early warning system for potential system degradation or operational disruption.

Foundry and UST surveyed 100 IT leaders to explore the current challenges, priorities, and expectations that IT operations teams face in modernizing IT incident detection and response.



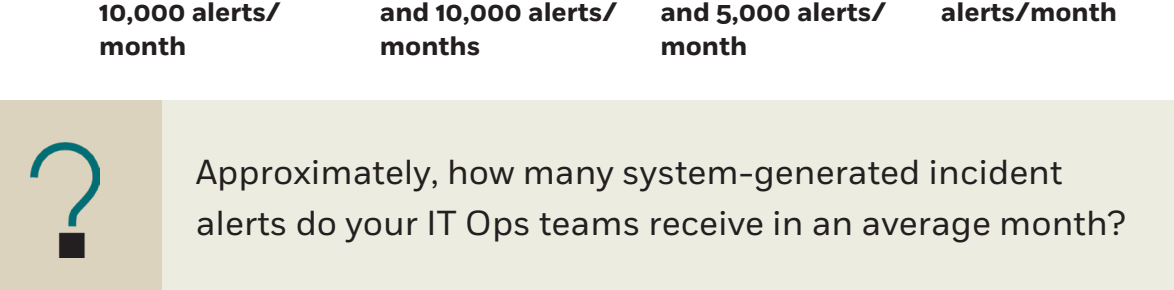
Survey results

IT ecosystem complexity and time-consuming root cause analysis top the list of challenges in managing IT incident/response



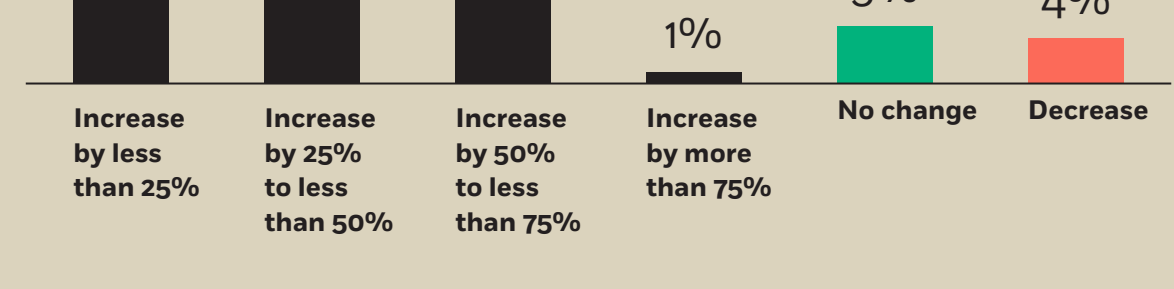
What are the most significant challenges your team faces in managing IT incident/response processes?

IT ops teams receive 5,206 system-generated incident alerts per month, on average



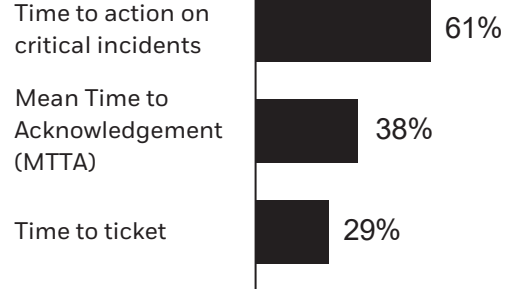
Approximately, how many system-generated incident alerts do your IT Ops teams receive in an average month?

91% of respondents are expecting an increase in alerts over the next 18-24 months



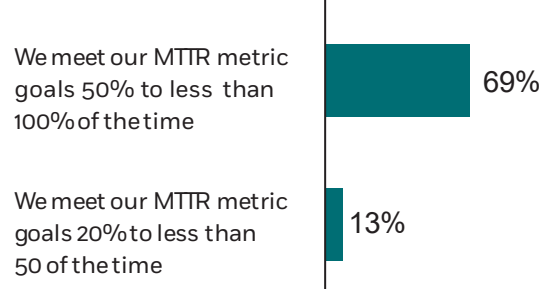
How do you expect the average number of incident alerts to change in the next 18-24 months?

Key metrics for evaluating IT incident detection and response include MTTR (72%) and time to action on critical incidents (61%)



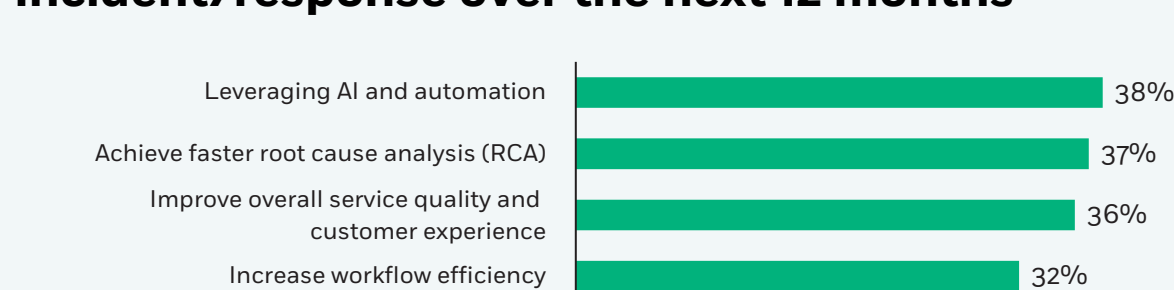
Which two metrics are most important for evaluating your IT incident/ response processes?

Only 18% report consistently meeting MTTR goals 100% of the time



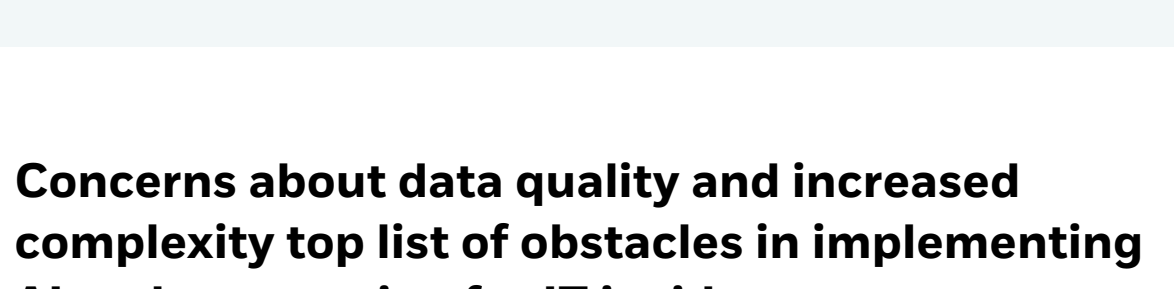
How often does your team meet your Mean Time to Recovery goals for IT incident/ response?

Decision-makers say leveraging AI and automation is their top priority for improving IT incident/response over the next 12 months



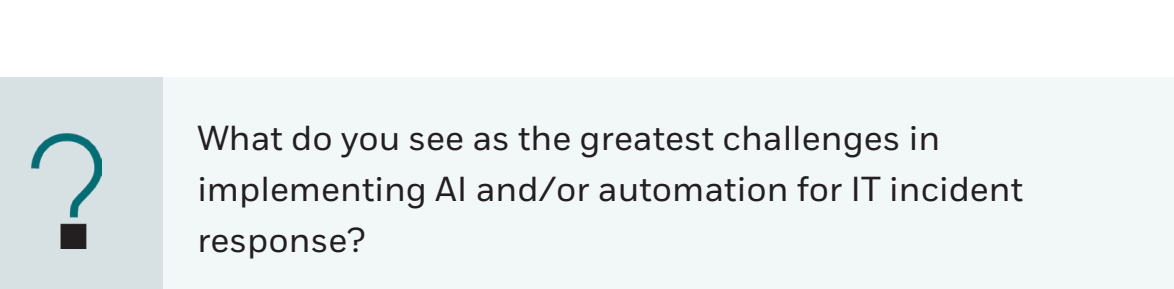
What are your top priorities for improving IT incident/ response over the next 12 months?

Concerns about data quality and increased complexity top list of obstacles in implementing AI and automation for IT incident response



What do you see as the greatest challenges in implementing AI and/or automation for IT incident response?

84% of IT leaders are already investing in or testing AI-enabled automation for IT incident/response



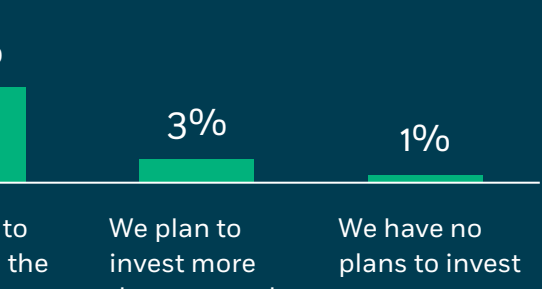
What are your organization's current or future plans to invest in AI and automation for IT incident/ response?

Those that have already invested in AI and automation are more likely to report MTTR metrics goals are met 100% of the time



How often does your team meet your MTTR goals for IT incident/ response?

When it comes to readiness for AI and automation, 97% are optimistic about their organizations' readiness to successfully implement AI and automation



How confident are you in your organization's readiness to successfully implement AI and automation for IT incident/ response?

Decision-makers anticipate positive outcomes from AI and automation, such as enhancing IT and business collaboration and helping IT teams to focus on higher-value strategic tasks



How do you expect AI and automation for IT incident/response to impact IT operations job roles in your organization over the next two years?

Breakdown of respondents

