FORRESTER®

IT Resilience At A Crossroads: Is AIOps Or Observability The Right Choice?

IT LEADERS WANT TO BE MORE PROACTIVE WITH MANAGING BUSINESS SYSTEMS

GOAL: 75% agree their organization must more proactively use systems data to maintain and support core business systems.

IMPROVEMENTS NEEDED

68% Focus on collecting the right data rather than more data

67% Better shared views or persona-based views of data across business functions

67% Gain broader context of whole IT system to use internal data to drive improvements

TOP TECHNICAL CHALLENGES WITH USING INTERNAL SYSTEMS' DATA

- Large/unmanageable data volumes
- Lack of analytics tools to extract insights
- Unable to process data fast enough
- Data gaps and inconsistencies

73%

of IT leaders agree that AI and automation are essential for helping their organization analyze and apply internal business data and insights.

IT LEADERS NEED AIOPS AND OBSERVABILITY TOOLS TO ADDRESS SYSTEM DATA ISSUES

There is clear conflation of AIOps and observability solution features and capabilities.

AIOps primary use cases:

64% AI/ML-support analytics
59% Autonomous problem identification/analysis
57% Infrastructure and device monitoring
57% Automated analytics of static and real-time data

Observability primary use cases:

60% Infrastructure and device monitoring
55% Data-driven automation and remediation
54% AI/ML-support analytics
54% Automated analytics of static and real-time data

EFFECTIVE INTERNAL DATA COLLECTION AND ANALYSIS BOOSTS SYSTEM PERFORMANCE

IT leaders expect a better understanding and application of AIOps and observability capabilities to:

59% Improve IT incident prevention

47% Increase productivity

45% Increase reliability and resilience

Base: 436 IT decision-makers responsible for applications, systems, network, and/or infrastructure monitoring and improvement
Source: Forrester's Q3 2024 Observability And AIOps Survey

Read the full study