Confuse AIOps And Observability At Your Own Peril!

Eveline Oehrlich, Research Director Research in Action.

The purpose of both, Observability and Artificial Intelligence for IT Operations (AIOps), is to understand what is happening within the applications and services and to avoid costly disruptions to your business. The end state is to ensure resilient systems with high uptime. A few things to remember:

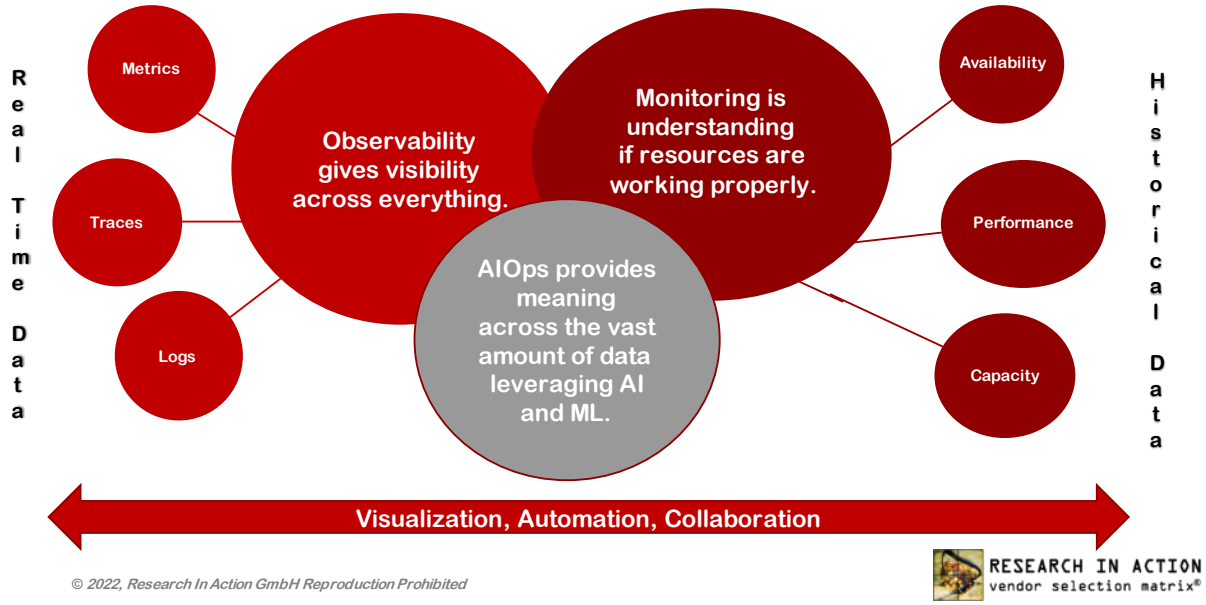
- **Complexity requires adoption of observability.** Observability, while not new, has emerged because today's modern systems often feature microservices-based architectures running across a distributed infrastructure. This makes it difficult to pinpoint the source of a problem and steps to increase the observability of applications and its supporting infrastructure must be prioritized. Observability provides metrics to understand **the what, where and why** of issues across applications and services.
- **AIOps gives further meaning and must be applied after Observability.** When Observability data is fed into AIOps, the correlation of events and the ability to identify problems using AI/ML enables improved quality and availability of applications and services. Through detection of anomalies, identification of location and cause of the incidents and suggestions of fixes, potential negative impact on end-users and customers can be avoided. Additionally, AIOps suppresses incident noise and alerts only on actual incident that needs attention saving valuable time for other tasks within IT operations. There While AIOps is still seen somewhat of a different topic and market, AIOps is an essential compliment to Observability as it adds additional meaning to the data leveraging Artificial Intelligence and Machine Learning and it should be a critical priority for any modern monitoring strategy.

The following figure is how Research In Action sees the different topics of Monitoring, Observability, and AIOps to fit together.

AIOps Will Expand Atop Of Observability

The adoption of DevOps and other methodologies and practices such as Site Reliability Engineering (SRE) and Chaos Engineering keep growing across IT organizations. According to the DevOps Institute, global DevOps adoption lies at 58%, SRE adoption at 18%, and Chaos Engineering at 13% in 2021. These modern methodologies to plan, deploy, release, operate and monitor applications and services require proactive, predictive, and holistic management philosophies. If AI is applied across the different steps within the life cycle of an application or service and its dependencies, it will aid these teams with different lenses to explore, understand and take actions within their responsibilities to ultimately improve the reliability and availability of applications and services.

CONTINUOUS HYBRID IT MONITORING (CHITM):COMBINATION OF TRADITIONAL MONITORING, OBSERVABILITY AND AIOPS LEVERAGING REAL TIME AND HISTORICAL DATA



The Top Three Roles Which Apply AIOps Platforms

Our survey data from our AIOps research in 2022 has shown that there are four teams within IT which are using AIOps: IT Operations/Continuous Operations (27% are applying AIOps in 2022); IT Service Management (23% are applying AIOPS in 2022); and Customer Experience and Application Owners (18% are applying AIOps in 2022); and Continuous Deployment (15% are applying AIOps in 2022). These teams are faced with enormous complexity and the desire to be more predictive and improve how they support and design applications and services. This will continue to drive AIOps adoption across modern hybrid enterprise teams.

The Vendor Landscape Varies Greatly

The current vendor solutions, while some are still labeled AIOps, vary greatly in terms of what lens they provide and what they share as their value proposition. While some are focused solely on the operate and monitor aspects, others provide capabilities around the planning of risks and changes aiding application release and deployment teams. The biggest observation however is that almost all vendors still talk too much inside-out metrics such as mean-time-to-repair reductions or reduction of toil. The biggest challenge (besides a shortage of skills and resources) for IT enterprise organizations today however is to ensure that value is delivered to an organization's customers and employees. That requires an outside-in perspective of understanding how value is experienced and that should guide the appropriate metrics for improvements. Increase across customer and employee satisfaction through the optimization of processes and interactions are just a few examples of outside-in metrics which should be populated and shared across business and IT for adjusting and people, process and technology improvements.

Reflect On Your Today And Future Needs To Assure A Solid Functionality Mix

Reflecting on your needs around your existing applications, services, and technology stacks within your company today and in the future will guide your evaluation of the functionality mix offered by each vendor and may help you to fit the most suitable vendors to your AIOps project. While Observability might be essential towards becoming "Cloud-native", AIOps can shift the existing reactive way of responding towards a proactive management of applications and services.

Dig Into the Vendors And Their AIOps Platform

The top AIOps Platform vendors have great vision, continuously innovate, and approach the market with thought leadership and think ahead to market and industry changes. If you are spending a significant amount of money on AIOps solutions, your goals should be to improve your existing application and infrastructure performance monitoring and improve the visibility across the business and technology ecosystem. Therefore, the second step is to ask the vendors a variety of questions:

- How will the tool vendor help to up your organization's service assurance, application performance or existing application performance monitoring game?
- How does the vendor intend to stay relevant? How poised are they to evolve with the market?
- Does the vendor provide new ideas and innovations or are they more about optimizing your existing processes?
- Will the vendor be able to assist in the delivery of new best practice practices such as SRE, DevSecOps, etc.?
- How about the ease of use, adaptability and how customizable is the tool?
- How does the vendor assist with changes and new releases?

The Top Global AIOps Platforms

We have researched the AIOps Platforms and are sharing the findings as a guide to important AIOps market trends, and key top global AIOps Platforms as selected by 1,500 buyer companies based upon product, company, and service quality (see the figure below).

This research should help you to determine which AIOps Platforms fit your requirements for an observability journey. This study should be used as a starting point before a more detailed evaluation of AIOps Platforms.

VENDOR SELECTION MATRIX™

AIOPS PLATFORMS

These are the Top vendors as selected by 1,500 buyer companies users based upon product, company and service quality.

VENDOR NAME	SOLUTION
AVANTRA	Avantra
BIG PANDA	Big Panda
BMC	BMC Helix
BROADCOM	DX Operational Intelligence
CISCO APPDYNAMICS	AppDynamics Platforms
CLOUDFABRIX	CloudFabrix AIOps Platforms
DIGITAL.AI	Digital.ai Change Risk Prediction, Digital.ai Service Management Process Optimization
DIGITATE	ignio AIOps
DYNATRACE	Dynatrace Software Intelligence Platforms
MICRO FOCUS	Micro Focus Operations Bridge
MOOGSOFT	Moogsoft
NEW RELIC	New Relic One
OPSRAMP	OpsRamp Platforms
RESOLVE	Resolve Insights
SCIENCELOGIC	ScienceLogic SL1
SOLARWINDS	Hybrid Cloud Observability, Orion Platforms Product Suite
SPLUNK	Splunk IT Service Intelligence
ZENOSS	Zenoss Cloud

NOTE: If a vendor does not respond, Research in Action will complete its scoring assessment based on analyst experience and desk research. The vendor's products and quick facts will be documented in the report, though a vendor scorecard will not be written.

This list is alphabetical and includes all relevant AIOps tool vendors and solutions named by the survey respondents.

For this report we interviewed 1,500 enterprise IT and business managers with budget responsibility in enterprises globally. We selected those vendors which achieved the best evaluations scores from the buyers but disregarded those with fewer than 15 evaluations.

RESEARCH IN ACTION
vendor selection matrix®

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Sincerely,

Eveline Oehrlich