

The Future of Monitoring and AIOps

2019 Survey Report



Who participated in the survey?

1300+ IT Professionals



from the Technology, Education, Healthcare, Finance and Manufacturing industries in North America

Companies with over 1000 employees

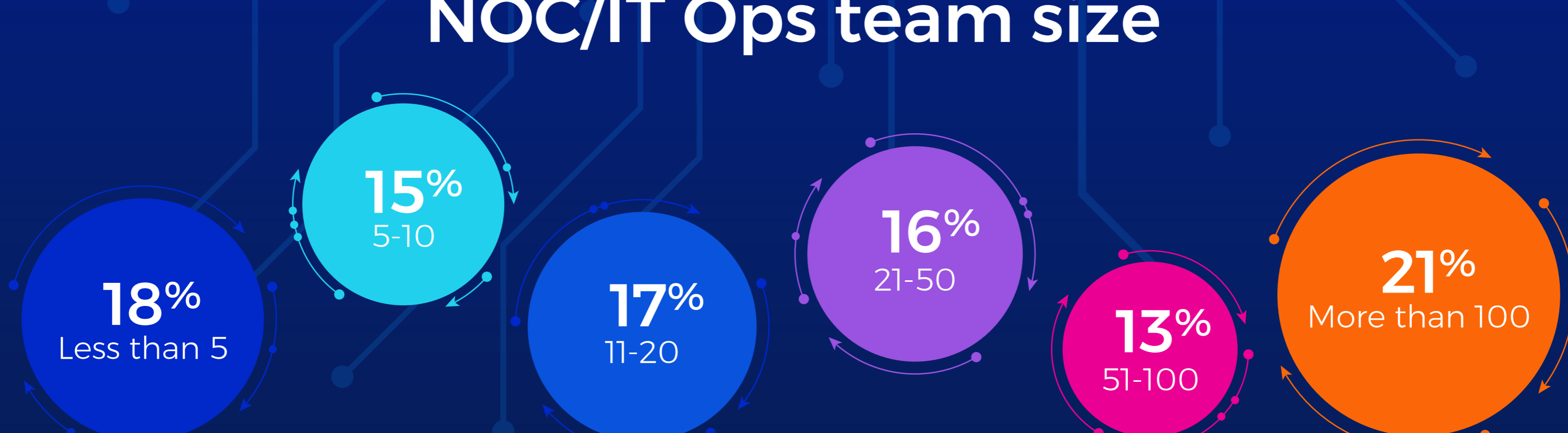


Mid-management and upwards

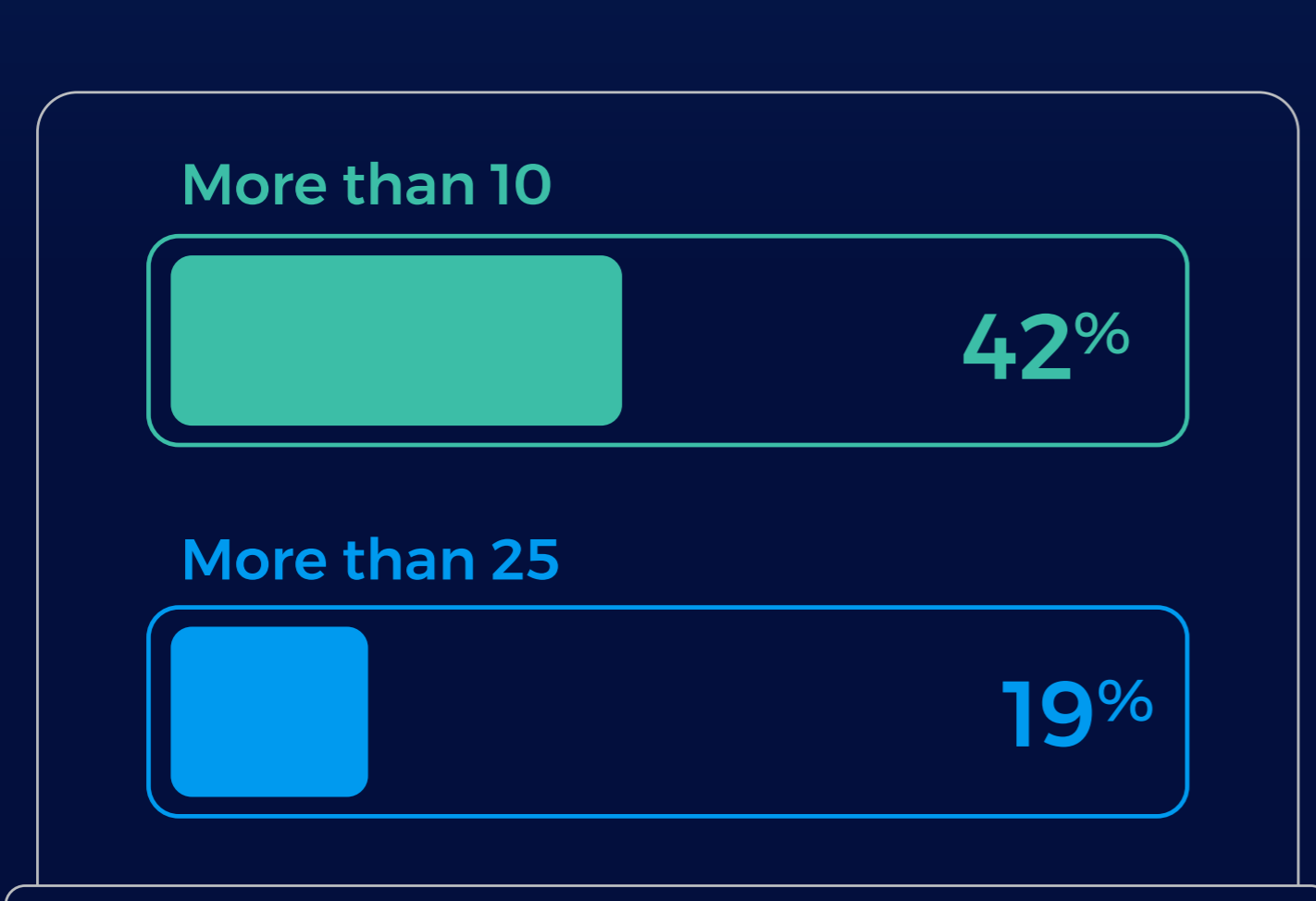


What does their IT environment look like?

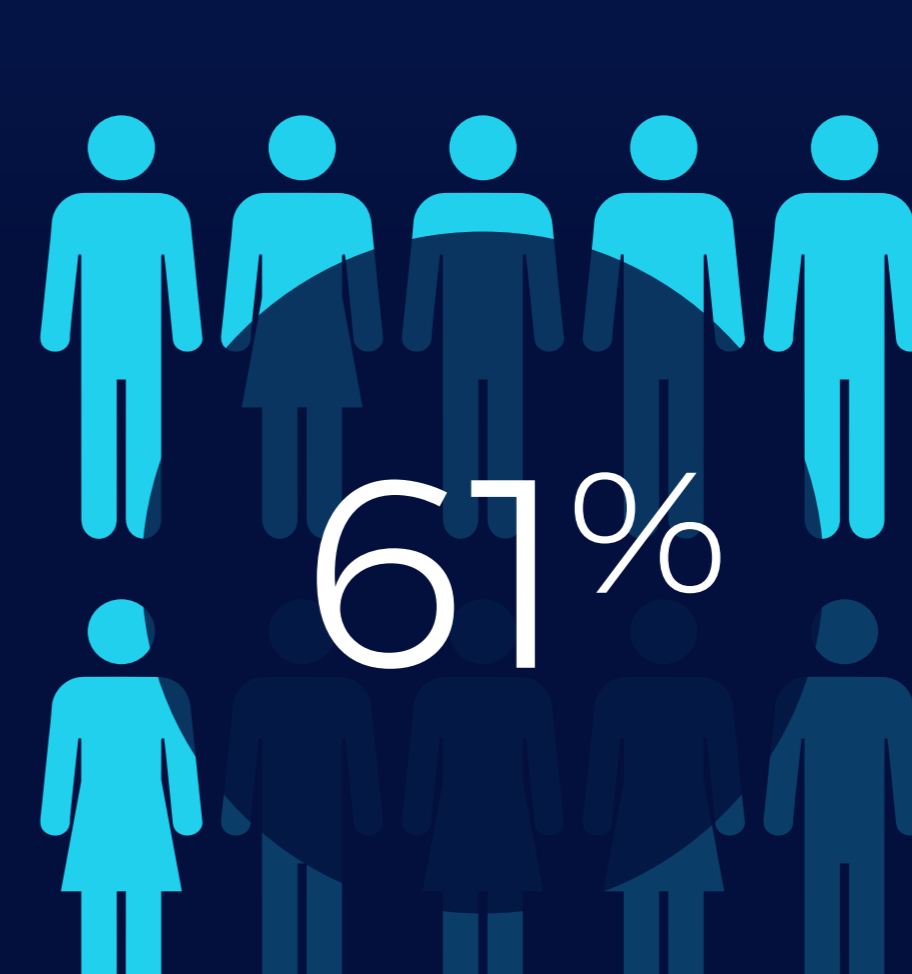
NOC/IT Ops team size



Number of monitoring tools



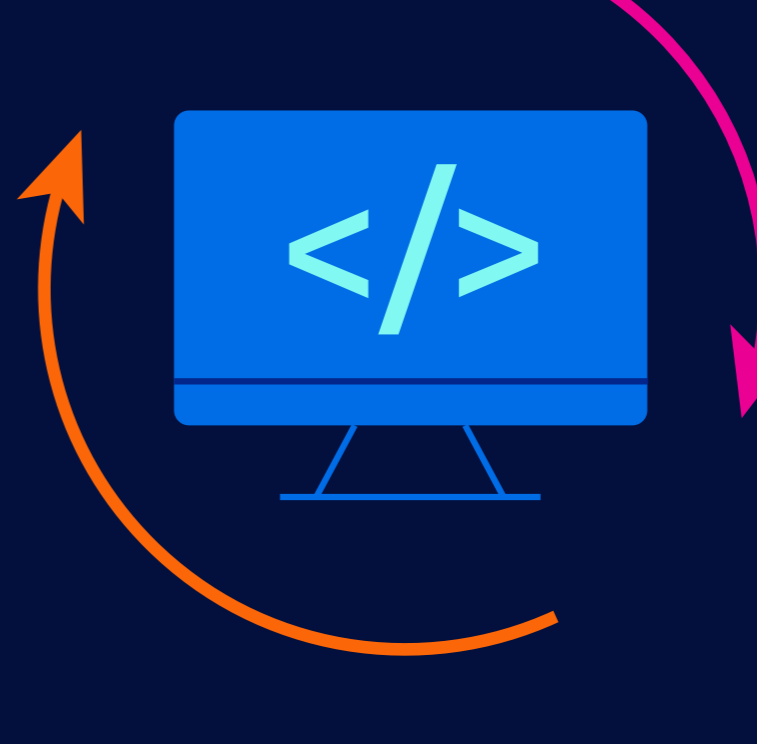
Rely on both NOC and DevOps



43% Expect to migrate to the cloud in the next 2 years



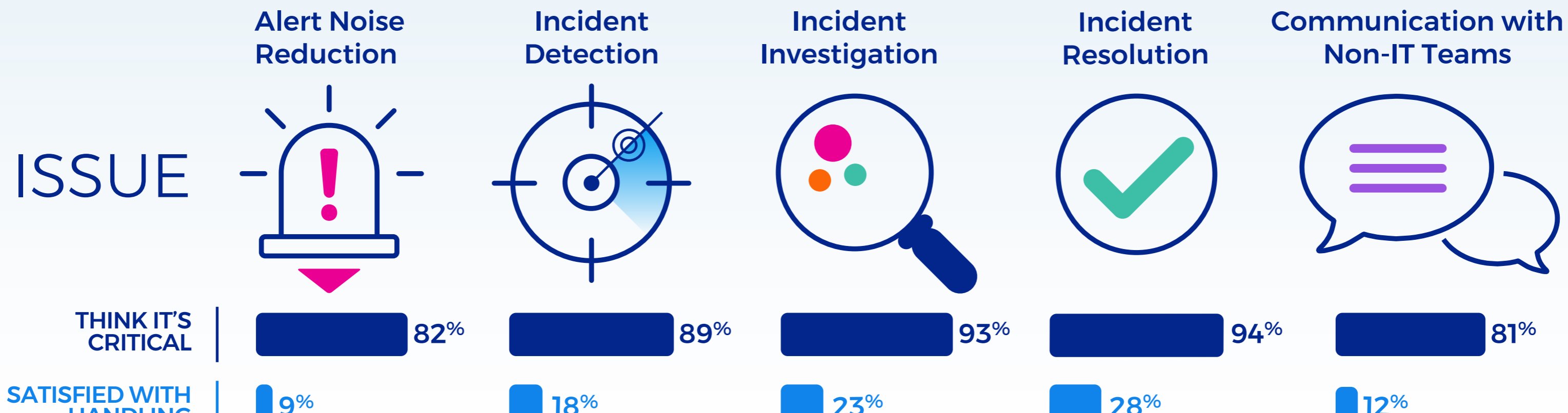
43% Experience constant infrastructure and code changes



How satisfied are they with the status quo?

IT Ops concerns vs. satisfaction levels

We asked respondents if the following issues were critical to their business, and how well they were handling them.



What does the future hold for them, and are they equipped for it?

53% believe that automation is the answer



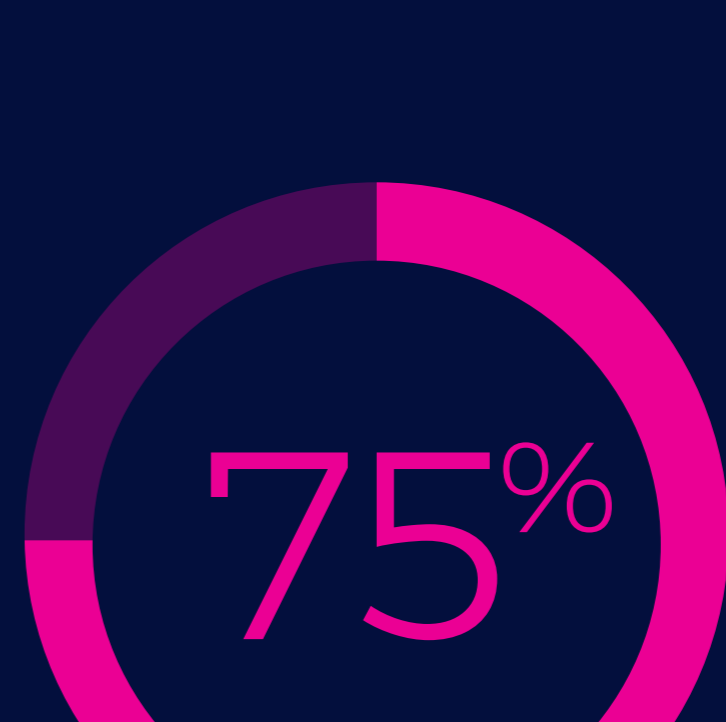
YET

56% Expect IT budgets to stay flat. And In fact, 21% think that IT budgets will actually decrease.



Believe that automation is the answer.

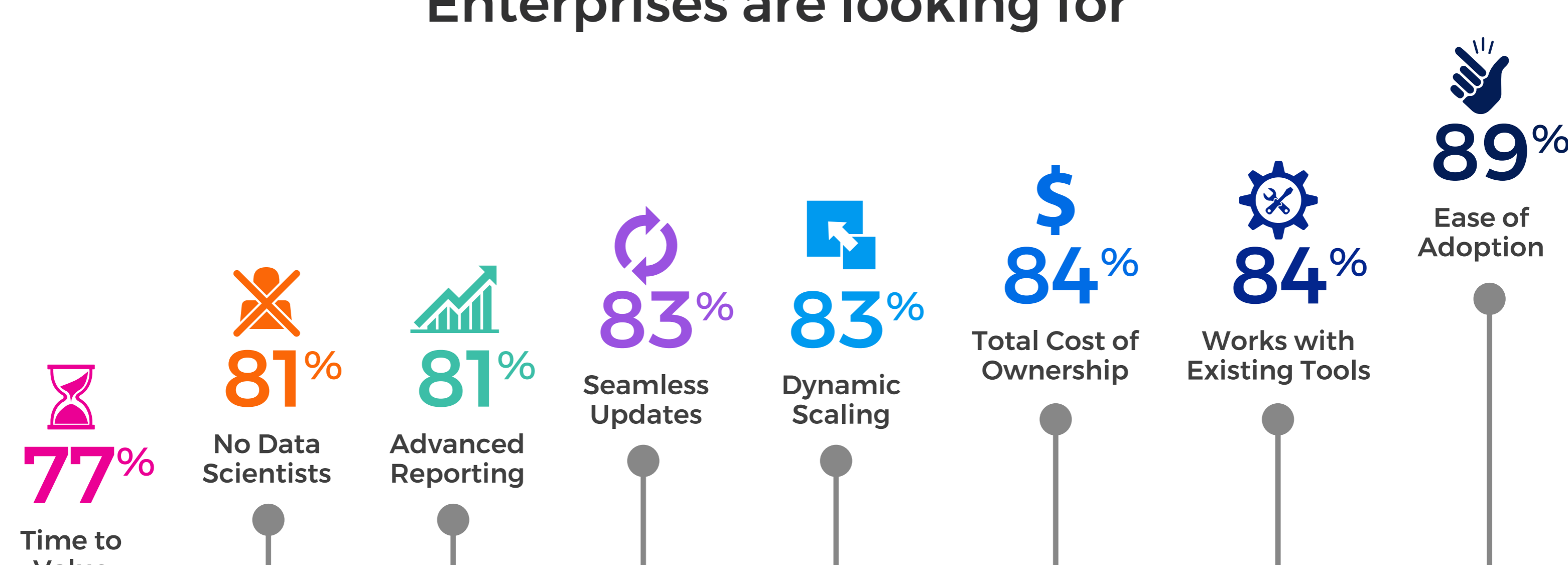
BUT



Say that their IT Ops tools do not facilitate automation

What do enterprises want from AIOps?

Enterprises are looking for



In order to trust AIOps tools, how important are these machine learning (ML) capabilities?

85%

Ability to preview results*

79%

Ability to see the ML logic

84%

Ability to test the ML logic

81%

Ability to edit the ML logic

* This is the ability to preview the impact of changes and edits before new ML logic is deployed into production.