AIOps Readiness Scorecard

The first step in purchasing an AIOps solution is to honestly assess your operational maturity today. A good self-assessment will be useful for any organization that is trying to improve both operational performance and operational workload.

The phases of AI Readiness will look different across the various elements of Ops management, and may need different solutions.

To leverage the most from AI and Machine Learning tools, all of the Ops elements need to work in tandem. For each element, compare your organization's current situation to find the phase that best describes that portion of your IT Operations. Make an especial note of the elements that are in the lowest phases that will need the most attention to get up to speed.

PHASE	PHASE 0 REACTIVE	PHASE 1 RESPONSIVE	PHASE 2 PROACTIVE	PHASE 3 SEMI AI	PHASE 4 FULL AI
Operations Pipeline	IT Operations are uncoordinated Many high-priority issues are only discovered when reported by users Service availability is unmeasured or unclear	IT Operations may be centralized or decentralized, but lack a coherent resolution process Tool and process limitations prevent teams from rapidly and effectively detecting and remediating service issues	A partially integrated operations pipeline is tied to a continuous process Some key teams or system information may be left out of the detection and resolution process	A common operations pipeline connecting multiple monitoring, change, and topology data provides distilled outputs to ITSM, collaboration, and reporting systems Standardization enables automation of detection and remediation steps	A common operations pipeline connects all monitoring, change, and topology data throughout the remediation process ML-driven enrichment and correlation drives auto-remediation and escalation for even complex scenarios
Monitoring	Monitoring is nonexistent or siloed within domain teams Monitoring software may be poorly configured or fail to detect key outages	Monitoring tools are adequate, but siloed within domain teams Monitoring systems may generate a significant amount of alerts for low priority or non-actionable issues	Extensive monitoring coverage exists, but alerts lack necessary context and filtering Monitoring tools are resulting in alert noise rather than clarity	Extensive monitoring coverage includes context from most systems and includes anomaly detection for key business assets and SLAs	Extensive monitoring coverage includes context across all domains and business assets ML enables alert enrichment to adapt rapidly to system changes
Event Processing	Events are evaluated and interpreted manually by staff Individual events must be investigated for key context and correlation to other events	Event processing allows for some context, but results are inconsistent Limited central monitoring and high noise slows the ability to correlate events	Event processing is generally rules-based and inconsistent across the organization Manual rules lists require frequent upkeep and are prone to errors in correlation	ML-based correlation reduces incident volume and maintenance-based event suppression reduces noise Correlation rules may be too simple or not include changes and topology	Event enrichment and ML-based correlation dramatically reduce incident volume and alert noise ML suggests possible root causes for events based on change and topology information

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PHASE	PHASE 0 REACTIVE	PHASE 1 RESPONSIVE	PHASE 2 PROACTIVE	PHASE 3 SEMI AI	PHASE 4 FULL AI
Incident Management	Incident management processes are ad-hoc, undocumented, or team-specific Lack of coordination between teams causes serious delays during diagnosis and RCA	There is a documented incident management process, but low trust between teams leads to limited information sharing during diagnosis and RCA	Incident management is consistent and coordinated between teams Some tasks may be automated, but most incident management is manual	Significant portions of incident management are automated Auto-remediation is tied to specific incident scenarios and lacks flexibility for complex issues	Incident management is automated across all stages from detection to remediation and has the flexibility to route complex incidents through necessary channels
Topology	Topology and system structure is undocumented, or siloed in tribal knowledge	Topology and system structure is poorly documented and lacks key context on dependencies and business context	Topology is mostly consolidated with some known dependencies between locations, hosts, applications, and services	Topology data is well documented and can be accessed by event and incident management systems to inform correlation	Topology data is extensively documented and integrated with event and incident management systems
Change Management	Change information is unavailable or incomplete Only the Dev team has access to change information	Change information is documented, but is unclear or lacks important details Change information is difficult for other teams to access	Most changes are documented and major ones are centralized for general awareness	Change information is regularly updated Change information is standardized and can be accessed by event and incident management systems	Change information is integrated with event and incident management systems ML correlates related changes to developing incidents

Next Steps

Once you have an estimate of an element's readiness phase, you can create a game plan for building AIOps into your processes.

To leverage the most from AI and Machine Learning tools, all of your Ops elements need to work in tandem. Identify the elements that are in the lowest phase and focus first on making changes and improvements to bring them up to speed with the rest of your operations.

PHASE 0 REACTIVE

For elements currently in the Reactive Phase, now is the time to focus on building and standardizing organizational processes. Planning to include AIOps will ensure future scalability, but this is the time to focus on the foundations of Ops systems.

PHASE 1 RESPONSIVE

For elements currently in the Responsive Phase, now is the ideal time to look into AIOps. This is a great time to develop processes that will enable scalability and responsiveness, and integrating AIOps will ensure you don't find yourself struggling in the future.

PHASE 2 PROACTIVE

For elements currently in the Proactive Phase, now is the time to start building AIOps processes. Incidents and noise are threatening to overwhelm your team; good processes and capable people will no longer be enough to keep up with future scaling.

PHASE 3 SEMI AI

For elements currently in the Semi AI Phase, you may not be making the most of AI potential. Now is the time to evaluate tools, processes, and AI readiness in other categories to take your AIOps to the next level.

PHASE 4 FULL AI

For elements currently in the Full AI Phase, you're well ahead of the game in streamlining your system for scalability and responsiveness. Continue to tweak algorithms and refine processes as you turn your attention to other categories that might be ready for AIOps.