



We've provided this simple list of questions to help guide you through the AIOps landscape and choose the right platform to address your organization's needs.

# Considerations for adoption of AIOps

IT leaders are looking for ways to improve visibility and create actionable insights into infrastructure. AIOps platforms address IT leaders' needs for operational support by delivering relevant insights to the right personas. Does this sound like you? Is your organization looking to take the leap into AI & ML-driven event correlation and root cause analysis?

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## What is your end goal?

Defining your end goal provides a clear path forward for the entire organization while you are searching for the AIOps platform that will fulfill your needs. This singular focal point will ensure that you stay on an established path and avoid scope creep that can slow down your mission.

Consider the following questions when determining your end goal:

- How can AIOps transform data relevance for target personas across the organization?
- Out of the box platform capabilities such as anomaly detection and event correlation will be highly valuable for IT Operators, but what key features remain necessary for other areas of the organization?

Once your end state is established, define the steps necessary to reach that goal. Keep in mind the current state of your IT operations — do you have noisy events? Static-threshold alerts or dynamic thresholds? Look for a tool that meets the first steps on your roadmap and can also deliver a feature set that aligns with your organization's long-term roadmap.

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## Domain-agnostic or domain-centric?

Domain-centric vendors are traditionally focused on a single domain (ie. network monitoring, APM, etc.) and rely on ingesting data from their own instrumentation.

Domain-agnostic vendors rely on third-party tooling for data capture, and then ingest, correlate, and allow for a broad use case across the entire organization.

Based on your current tooling, consider what would be the best approach for your organization? Reflect on the end goal you've set above and determine whether a domain-agnostic or domain-centric platform best fits your needs.



### 3 How will I feed data into the platform?

Modern AIOps platforms provide a broad range of capabilities including various out of the box integrations with monitoring, change management, and ticketing platforms. Consider which platforms you will use as part of your AIOps toolkit.

Will your organization be ingesting data at rest and in-motion? The platform you choose should allow for real-time ingestion of both data types without requiring data to be saved to a database before analysis. Additionally, these tools should provide correlated analysis across multiple data streams.

### 4 What should we automate?

Is your organization looking to automate insight, automate actions, or both?

**Automating insights** prioritizes the reduction of visual overload for IT operators. Rather than having to search through disparate graphs and charts for the necessary information, the AIOps platform will highlight specific areas that require human attention and potential intervention.

**Automating tasks** is another opportunity provided by AIOps platforms, however you must consider that task automation requires a great deal of planning and reflection across all areas of the tech stack to ensure trust by leadership and end-users alike.

Consider the type of tasks that your organization looks to automate:

- Predetermined tasks planned well in advance (patch management or build deployment)
- Unplanned tasks with known triggers (workload optimization including starting a new virtual machine)
- Unpredictable tasks with unplanned triggers (known anomalies)

Consider which of these end goals is the best starting point for your organization and prioritize the platform that will help meet that goal.

### 5 What teams across the organization will use this platform?

Each team within your organization will have a different use case for the AIOps platform you adopt. Consider each of the following teams and how their use case fits within your end goal:

- DevOps teams:** Focus will likely begin with log ingestion and analytics. With this in mind, choose a platform that can ingest instrumented data such as traces, metrics, and logs while allowing for easy platform and product views.



- IT operations:** Focus is likely on metrics and log ingestion with the addition of analytics. At first, this team will focus on event correlation, eventually working towards anomaly detection and diagnostic information leading to root cause analysis. Choose a platform that allows for flexibility in ingesting events, logs, and metrics.
- Business leaders:** Focus on user engagement. In many organizations the users can be both employees and customers, and usually begins with correlation of user impact, but can broaden to KPIs such as efficiency and productivity of technology, people, and processes. Choose a platform that provides insights across diverse datasets including satisfaction.
- SRE practices:** Focus will likely overlap those of IT operations and DevOps with more mature use cases across both practices. Rather than focusing on event correlation and log ingestion, the SRE team's primary focus would include IT architecture assessments. Choose a platform that provides real-time topological and dependency insights as a possible use case.

Adopting an AIOps platform can be a daunting task for every organization regardless of size. However, by addressing the questions above, planning how the platform will grow with your organization, and creating use cases with wide-ranging possibilities for adoptions, the challenge is far from impossible.

As more business operations are digitized and the exponential growth of data becomes more critical than ever, AIOps platforms will become even more instrumental in digital transformation.

For more insight into the AIOps landscape and guidance on selecting the best tool for your organization, consider reading the [Gartner 2021 Market Guide for AIOps Platforms](#).