

# Distributed Cloud Series: Observability from Code to Cloud



IT operations teams continue to strive to improve collaboration with developers on building modern application architectures. As companies accelerate or embark on their digital transformation journeys, what is the expected role of ITSM in enabling businesses to realize the benefits of automation, observability, intelligence, and optimization? ESG recently surveyed IT, DevOps, and application development professionals responsible for application infrastructure to find the answers.

## There Is Near-universal Pressure on Organizations to Accelerate Operations

Rate at which applications, infrastructure, and services need to be deployed compared with three years ago.



We have to move between 25% and 49% faster



We have to move between 50% and 100% faster



We have to move twice as fast or more

Top 5 measures IT is taking to accelerate operations.



47%

Increasing adoption/prioritization of IT automation or AIOps



44%

Increasing adoption/prioritization of observability and monitoring tools



42%

Increasing investment in public cloud services



41%

Increasing investment in cloud-native architecture



38%

Modernizing data center infrastructure to provide improved consolidation/simplified operations

## As Observability Practices Expand, Complexity and Tool Sprawl Increase

Top 3 most important IT monitoring and observability priorities.



48% Providing real-time insights into application and/or infrastructure environments to ensure that service level agreement and performance commitments are met



48% Providing insights into application and/or infrastructure environments to assist with tracing, accelerated fault isolation, root cause analysis, and resolution



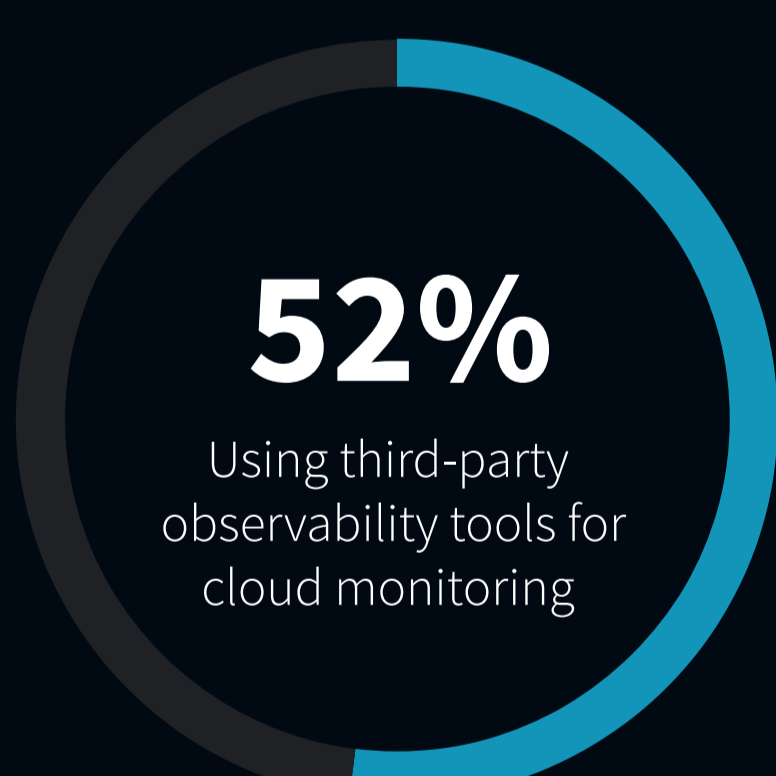
41% Providing insights to improve security posture/help with vulnerability detection and impact analysis



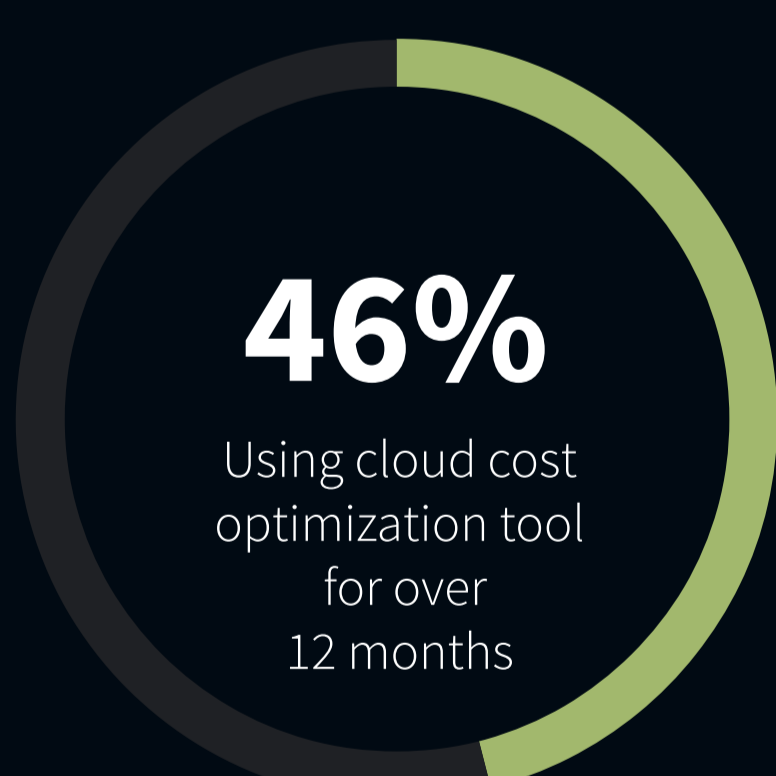
66% of organizations use more than 10 observability tools to collect data from their application environment.

## AIOps and Cloud Cost Optimization Tools Burgeon to Accelerate IT and DevOps

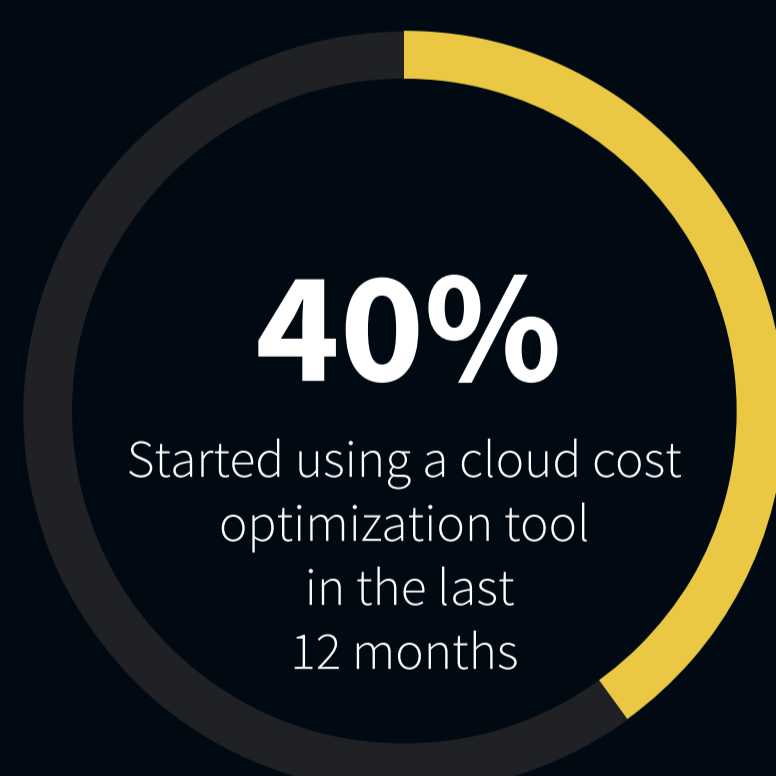
Adoption of cloud observability and cost optimization tools.



52% Using third-party observability tools for cloud monitoring



46% Using cloud cost optimization tool for over 12 months



40% Started using a cloud cost optimization tool in the last 12 months

AIOps is gaining traction.

We use AIOps today 62%



We plan to within 12 months 27%



Prioritization of AIOps relative to all other IT priorities

19% Our top overall IT priority



35% One of our top 5 IT priorities

[READ THE REPORT](#)

For more from this ESG study, including guidance for IT organizations seeking the essential benefits of observability solutions, read the ESG research report, *Observability from Code to Cloud*.