ManageEngine

The state of ITOM in 2023

Strategic insights into ITOps trends—such as Observability, AIOps, Cloud Migration, and more—for delivering a better customer experience.

Preface

With the digital landscape growing more complex each day, businesses are realizing that customer experience is a top priority. To achieve their goal of providing a superior digital experience to customers, organizations need to make the right investments to accelerate their IT operations.

We recently surveyed over 450 IT admins, engineers, CIOs, CTOs and other executives to understand how they plan to approach IT operations this year, and uncover the challenges they face, as well as their potential solutions. This infographic is intended to help organizations navigate the crucial trends in 2023 and avoid potential pitfalls.

Key highlights

45% of organizations will focus on implementing Observability and AIOps in 2023

71% of large enterprises are focused on providing a superior digital experience to customers

63% of large enterprises are still unfamiliar with the concept of Observability

50% of SMEs struggle with adopting a clear strategy for implementing AIOps

83% of large enterprises will prioritize their move to the cloud in 2023

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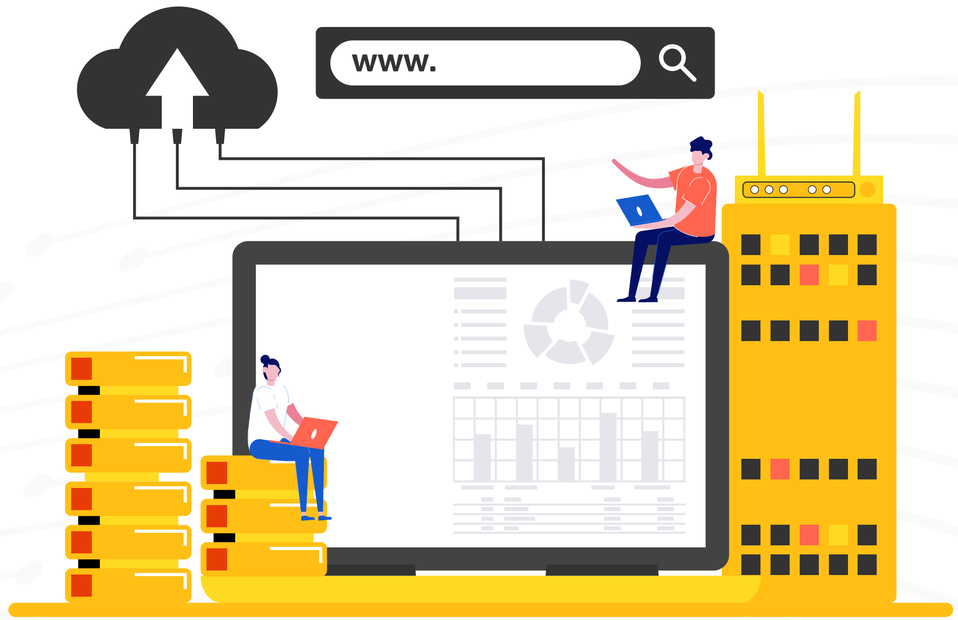
Infrastructure Modernization

With customer experience becoming the topmost priority for businesses, organizations need to ensure their IT infrastructure such as servers and applications is updated and equipped to meet business demands.



Infrastructure Modernization:

Servers and Applications

61%

of businesses will focus on modernizing legacy infrastructure such as servers and applications in 2023

Modernizing your outdated servers and applications can provide:

- Improved visibility
- Enhanced scalability
- Faster problem resolution
- Reduced downtime

Infrastructure Modernization:

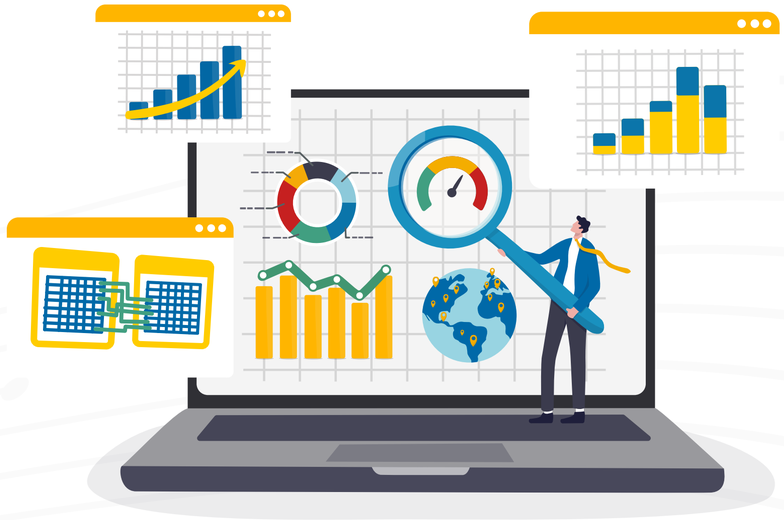
Servers and Applications

These are the top drivers for application modernization in 2023.

1. Security and compliance risks with legacy systems
2. Ability to integrate new technology with IT operations
3. Reduction in long-term operations costs
4. Improvement in customer experience

The Observability Conundrum

In today’s increasingly complex IT environments, implementing observability can go a long way in improving the reliability and efficiency of IT operations.



The Observability Conundrum

Is it the key to decoding complexity in modern IT environments?

45%

of organizations will focus on implementing observability and AIOps for seamless operations in 2023

By implementing observability, organizations can gain real-time visibility into their operations and resolve faults quicker. Streamlined IT operations will ultimately play a critical role in enhancing customer experience.

The Observability Conundrum

Is it the key to decoding complexity in modern IT environments?

Businesses primarily intend to use observability for easier **management of containerized systems**, since it can provide real-time visibility and insights into the performance, behavior, and health of containers and the underlying infrastructure.

Other use cases of observability that are important to businesses include the ability to provide a **superior customer experience,** and accelerating **development of cloud-native architecture**. Implementing observability would mean an easier achievement of all these goals for organizations.

71% of larger enterprises wish to enhance their customer experience

55% of organizations expect easier management of containerized systems

The Observability Conundrum

What to consider while choosing an observability platform

While choosing an observability platform, organizations keep the following priorities in mind:

1. Built-in and out-of-the-box integration capabilities
2. AI capabilities such as anomaly detection, predictive analysis, and forecasting
3. Support for cross-domain data ingestion
4. Built-in automation capabilities to facilitate seamless troubleshooting
5. Provides insights with recommendations for faster decision-making

The Observability Conundrum

Is a unified platform better than multiple tools?

In general, a **unified observability** tool can be more beneficial as it provides a consolidated view of system performance and availability, improves collaboration, and is more cost-efficient than using multiple, separate tools. **62%** of all organizations prefer using a single, **unified observability tool** and **34%** prefer **multiple tools.**

The Observability Conundrum

Common roadblocks with implementing observability.

57% of all organizations are unfamiliar with the concept and use cases of observability

63% of larger enterprises are also unfamiliar with observability

Despite the tremendous interest organizations have in observability, they often struggle during implementation as they are unprepared to overcome these roadblocks. The primary roadblock with observability is a **lack of familiarity.**

The Observability Conundrum

Common roadblocks with implementing observability.

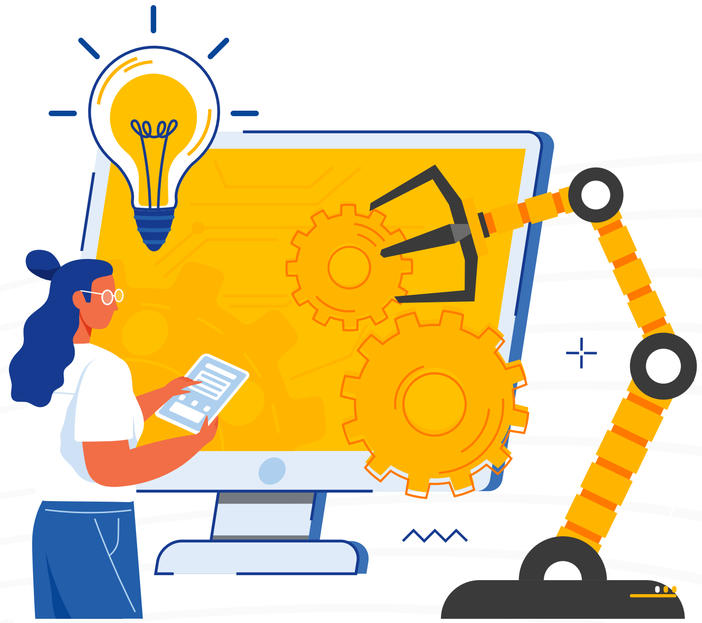
It can also be challenging to process the large volume of data required from various sources such as logs, metrics, traces, and events. Other challenges organizations have with observability include concerns about the ROI and business impact of implementing observability.

58% of SMEs mainly struggle with data processing with observability

52% are concerned with the ROI and business impact with observability

Streamlining ITOM with AIOps

Along with observability, AIOps—Artificial Intelligence for IT Operations—is becoming an imperative for modern IT operations. AIOps involves the use of big data and machine learning to automate ITOps processes.



Streamlining ITOM with AIOps

Are businesses equipped to leverage AIOps in 2023?

AIOps helps organization navigate increasingly complex operations, improve operations efficiency, and enables them to provide a superior customer experience.

45% of organizations will invest in AI and ML capabilities in 2023

54% of all organizations say that they plan to implement AIOps by the end of 2023

Streamlining ITOM with AIOps

What should you expect from an AIOps platform?

Similar to choosing an observability tool, organizations also have certain priorities or expectations when it comes to AIOps, specific to their business needs. The primary expectations from an AIOps platform are:

1. Faster anomaly detection and pattern recognition
2. Enabling faster decision-making using insights
3. Rapid fault isolation and root cause analysis
4. Using predictive analytics to prevent issues proactively
5. Facilitating intelligent automation to remediate issues
6. Reducing MTTR and increasing efficiency

Streamlining ITOM with AIOps

The biggest challenges with AIOps adoption.

66%

of organizations worldwide lack an understanding of AIOps and its use cases

Similar to observability, the majority of organizations across the board still **lack an understanding of what AIOps** is and how it works. AIOps involves the integration of AI, machine learning, and big data, which can be tricky to understand and implement without a certain level of technical expertise.

Streamlining ITOM with AIOps

The biggest challenges with AIOps adoption.

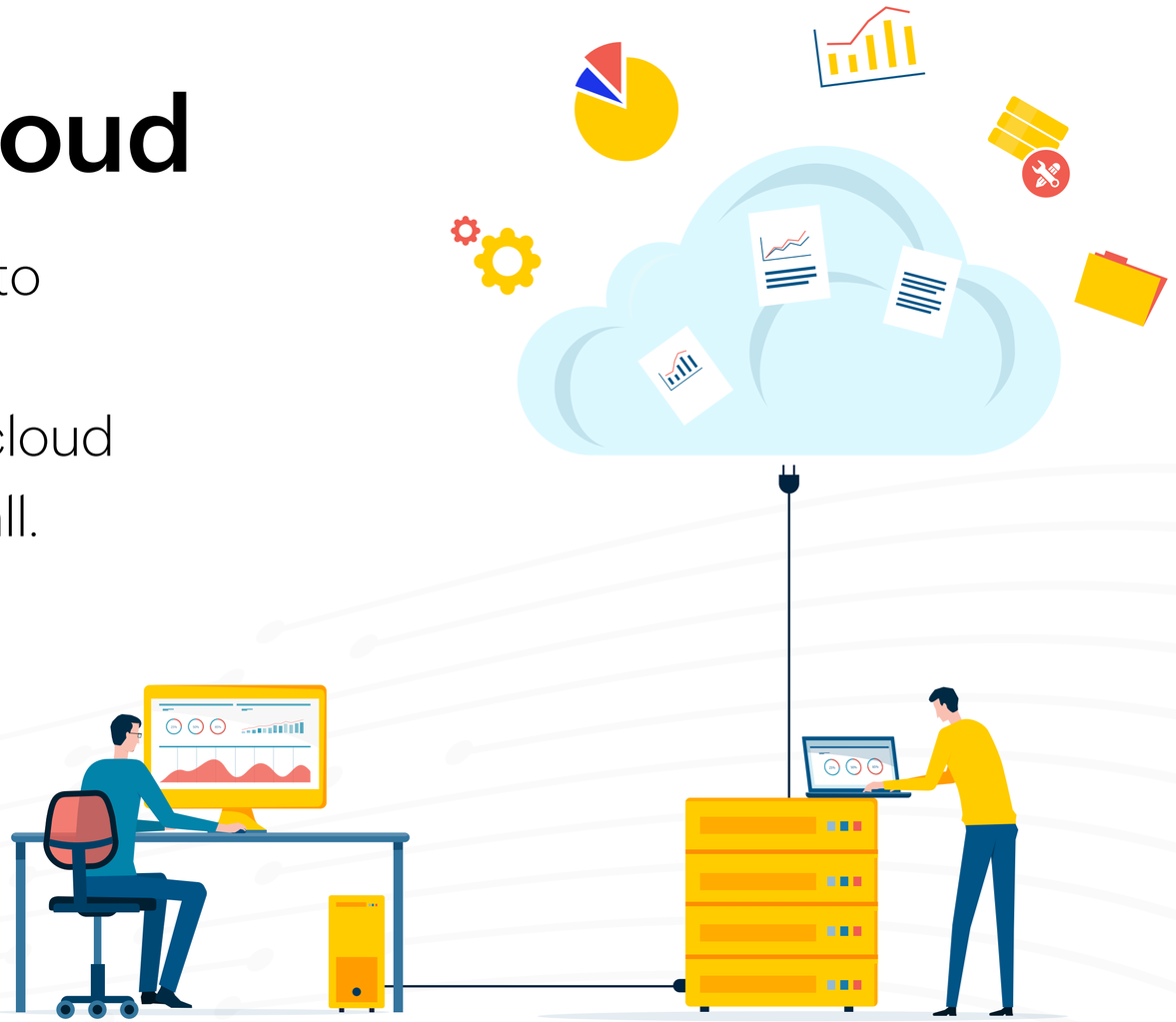
50% of SMEs mainly struggle with their implementation strategy

45% are concerned about rising implementation costs

Organizations also need a solid implementation strategy for AIOps. **50%** of small to medium sized businesses claimed that their primary challenge with AIOps is an **unclear implementation strategy.** Another concern organizations have with AIOps is the **rising cost of implementation.**

The Journey to the Cloud

In 2023, many organizations are expected to continue the trend of moving to the cloud. Despite the challenges associated with it, cloud migration can enhance IT operations overall.



The Journey to the Cloud

How cloud migration will continue to enhance IT Ops in 2023.

83%

of large enterprises will prioritize improving their cloud migration strategy

Cloud migration offers many benefits including enhanced scalability, security, and access to new technologies. These benefits can go a long way in providing an enhanced customer experience.

The Journey to the Cloud

The challenges shaping cloud adoption strategies and how organizations plan to succeed.

Cloud migration is not without its challenges, and organizations must be prepared to address and overcome them to ensure a successful outcome.

The primary concern businesses have with moving to the cloud is that of **security, data privacy, and compliance** due to the increased risk of data breaches, unauthorized access, and failure to meet compliance regulations.

59%

of organizations are concerned with data privacy, compliance, and security

The Journey to the Cloud

Understanding the dependencies and mapping the path to success.

50% struggle with understanding application dependencies

43% lack a clear migration strategy

Around half of all organizations also struggle with **understanding application dependencies,** or the relationships between components of an application and the resources they rely on. Understanding these dependencies also plays an important role in planning a **cloud migration strategy,** which **43%** of organizations also struggle with.

The Journey to the Cloud

The effect of geo-politics on cloud migration strategies.

26% will halt all cloud-related activity this year in the event of geo-political restrictions or new laws

43% of SMEs will scale back their cloud migration

44% of large enterprises will continue with their cloud migration plan as intended

Another potential roadblock that could impact cloud migration is the effect of geo-political situations, cloud sanctions, or IT laws.

Political tensions, instability, and sanctions in certain regions may limit access to cloud services or data centers. Regulations and laws around data privacy, security, and data residency can also impact cloud migration by requiring organizations to comply with specific requirements and standards.

Conclusion

Observability and AIOps adoption will continue to grow in importance for organizations to accelerate their IT operations. However, without a proper understanding of these concepts, organizations often fall short of their implementation plans. By understanding their specific business needs and adopting the right approach, observability and AIOps can prove to be valuable assets in providing visibility, increasing efficiency, and ultimately providing a seamless customer experience.

About ManageEngine ITOM

ManageEngine ITOM is an integrated IT operations management suite that helps you manage your networks, configurations, applications, network security, and servers. No matter how complex IT Ops continues to grow, our products can help you stay ahead of the curve and continue to meet your customer's expectations. Visit our **website** to learn more.