

AIOps as a Trend in DevOps for 2024

AIOps is one of the biggest trends in DevOps. And while AIOps has been around for a few years now, we think 2024 could see it hit an inflection point. The technology and algorithms have matured. Organizations have way more performance data ready for ML training. Team structures have transformed to embrace site reliability engineering (SRE) and cloud operating models. Thus, Ops teams need help keeping pace.

So, the table seems set for increased AIOps adoption, and we're excited by its promise.

While automation technologies help Ops teams work smarter, like scripting routine tasks or setting basic monitoring thresholds, AIOps can take these processes to the next level. It goes far beyond basic rule-based automation. ML algorithms are able to model the intricate behavior of complex systems and then analyze massive amounts of data in ways no human or legacy automation tool realistically could within such a short amount of time.

Still, the key word here must be "augment," not "replace." Contrary to sci-fi stereotypes of malicious AI, we think successful AIOps adoption comes from human operators and algorithms working together. We still need intuitive engineers to configure alerts, identify bad data, and determine when to use automated versus manual response plans. But AIOps gives them supercharged productivity.

Therefore, to realize the full benefits of AIOps in 2024, changes must happen on the human side. Engineers will need to cross-train outside their specialties and have visibility into the full DevOps toolchain. There also must be executive buy-in and a concerted effort from security teams to ensure AI's responsible and ethical use.

Plus, organizations can't just "plug and play" AIOps into existing workflows. To fully leverage its capabilities, processes need to be assessed and likely updated. For example, how will anomaly alerts from AIOps be handled? What new types of diagnosis data will it uncover? Having clear protocols for the ideal balance of automated responses and team interventions ensures consistency.



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