

Incident Management in the Age of Customer-Centricity

For technology and digital service providers, providing a superior customer experience demands new IT architectures and places new expectations on the way previously siloed groups, such as SRE, development, ITOps and business leaders, work together.

EVERYONE IS RESPONSIBLE FOR THE CUSTOMER EXPERIENCE

A survey of over 300 SRE, development, ITOps and business leaders from organizations delivering digital services of varying sizes, including midsize and enterprise-level businesses, found that ownership of the customer experience is now shared across roles throughout the enterprise.



Customer experience has become a key measure of business digital transformation success

91.7% of respondents believe delivering a superior customer experience is a priority in their roles

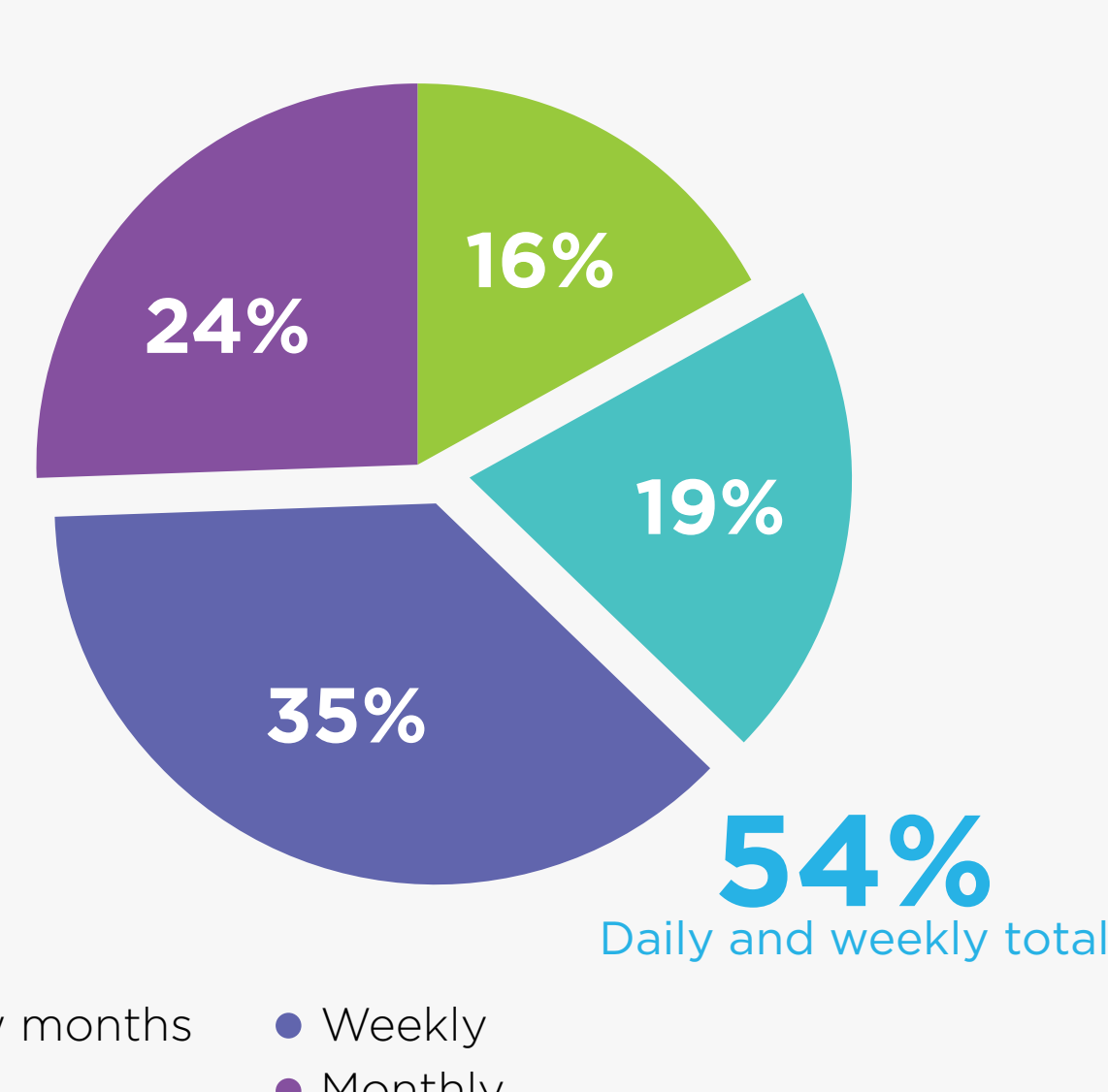
TEAMS PUSH TO INNOVATE AND KEEP PACE

Digital services organizations are delivering software releases significantly faster than just a few years ago.

77%

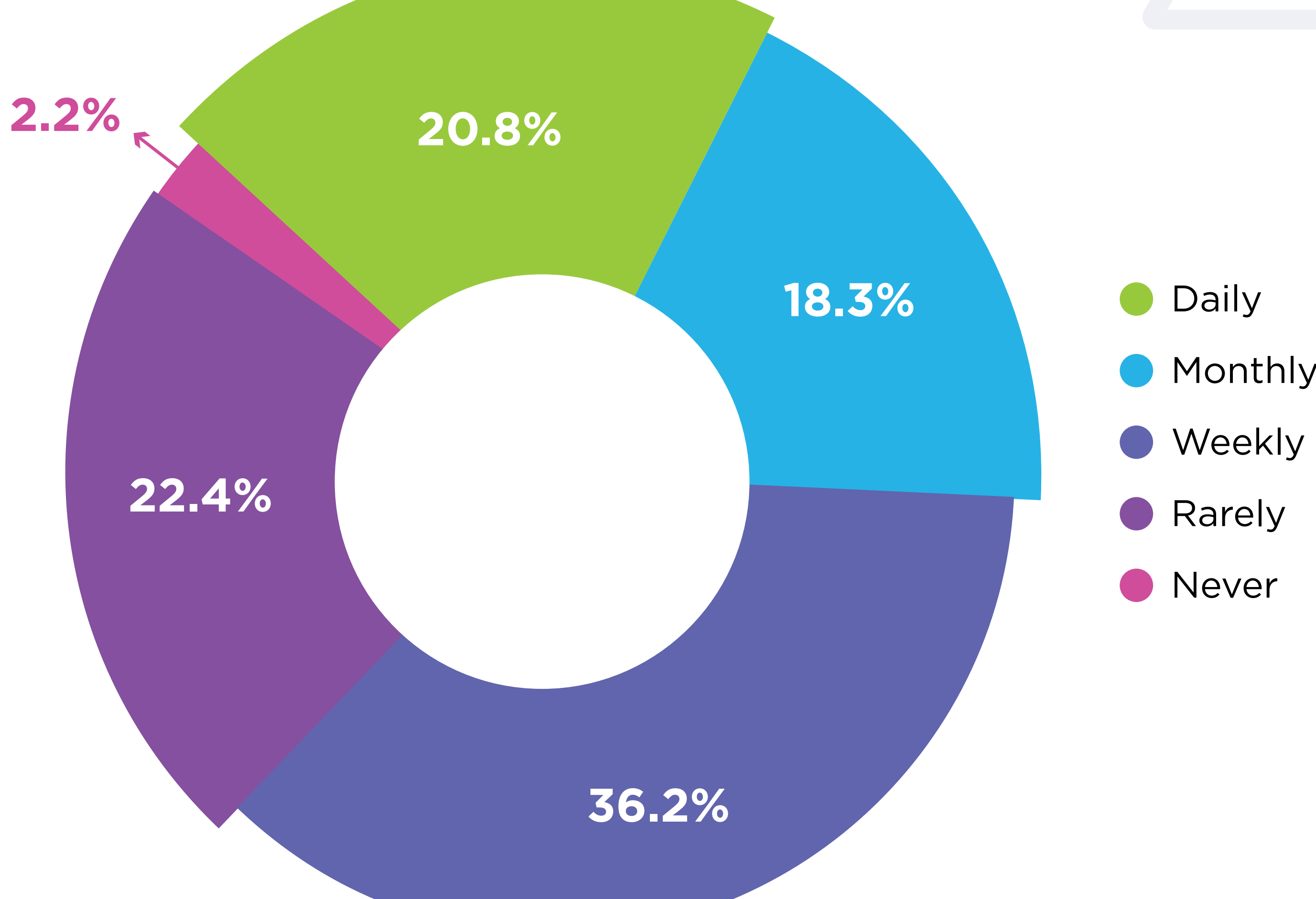
reported the amount of releases increased by at least 25% over the past three years

How often are companies delivering new releases?



THE HIDDEN COST OF INNOVATION

How often are customers seeing service degradations (ranging from minor performance issues to major outages)?



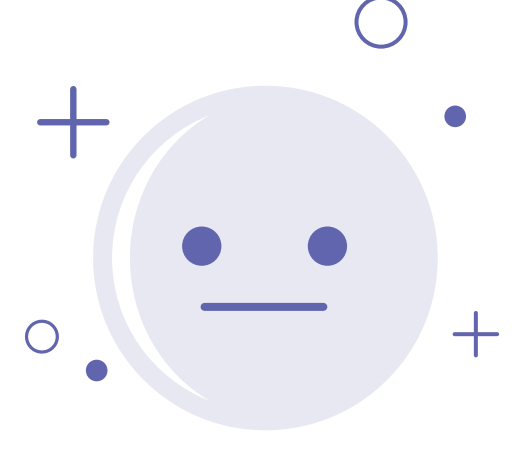
3 out of 4

say their ability to build out services is sometimes or always affected by customer-impacting issues



54.9%

of respondents who indicated that their customers have weekly degradations in their digital experiences also reported their organization delivers new releases weekly



How much time is currently being spent manually resolving incidents?

Nearly half of development team leads (**44.8%**) indicated their developers spend more than 50% of their time manually addressing incidents



Most Common Shifts in Roles

63.1%

Need to learn new technologies (i.e., automation, orchestration, cloud, etc.)



51.9%

Need to understand incident management and issue resolution



49.7%

Need to manage more data



Top tools or services that provide the insight needed for teams to deliver an overall positive customer experience



64.7%

Infrastructure Monitoring



61.2%

Security Monitoring



53.2%

Application Monitoring



47.1%

IT Operations Analytics



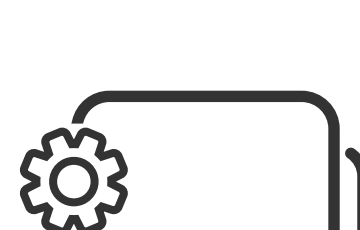
33%

Alert and Event Management



32.7%

Incident Management



18.6%

ChatOps



A new approach to incident management is needed for delivering uninterrupted digital customer experiences

Do you think emerging technologies like Artificial Intelligence (AI) and Machine Learning (ML) could help you do your job better?

No



13.8%

Yes



77.2%

Majority of DevOps/SRE, IT Ops and developers believe AI and ML will help them do their jobs better

83.9%

DevOps/SRE

72.9%

IT Operations

64.9%

Developers