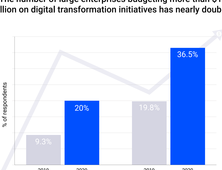
The State of Automation in Incident Management

Incident Management Needs Transformation

Pandemic Forces Digital Transformation

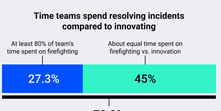
The number of large enterprises budgeting more than $10 million on digital transformation initiatives has nearly doubled.



Customer-impacting Issues Magnified Since Pandemic

84.3% report that customer-impacting issues hamper their ability to innovate—a 10% increase since before the pandemic

Time teams spend resolving incidents compared to innovating



72.3%
Say their teams spend more than half their time firefighting

Industries most impacted by customer-reported incidents

IT	Financial Services	Healthcare
44.7%	41.9%	23%

Incident management is critical for digital transformation success, continued uptime, and for delivering an overall positive customer experience.

Opportunity for Advancement in the Incident Management Spectrum

The study evaluated components of an incident management practice to create a spectrum of representative types and characteristics, including:

Ad Hoc 0.6%
No formal incident management process and customer-reported outages trigger incidents

Traditional 40.1%
Driven by service desk tickets and mostly manual processes

Modern 58.6%
Individual teams detect and resolve service-based issues

Adaptive 0.6%
A scalable and service-centric model using as much automation as possible

Differences in the Incident Management Spectrum

	Ad Hoc	Traditional	Modern	Adaptive
INCIDENTS VS INNOVATION	Don't measure	Majority of time spent firefighting	Equal time resolving incidents/building features	Majority of time spent on new features, incident prevention
DIGITAL TRANSFORMATION BUDGET	None	<$1M	>$1M	>$1M
INCIDENT TRIGGERS	Customer-reported	System-reported	Automated indicators	Automated indicators
LEADERSHIP ALIGNMENT	No role	No role	Support and process-aware	Support and process-aware

Findings: The more evolved an enterprise is in the Incident Management Spectrum, the more likely they are to have more budget for digital transformation, gain leadership support, and learn about problems before customers are impacted. Most importantly, there is less time spent on incidents and more time on developing new features.

Automation, Collaboration, and Constant Learning are Key to Superior Customer Experiences

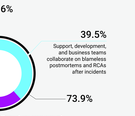
There is room for advancement in multiple aspects of day-to-day incident management process.

Top tools used across teams for incident response and management

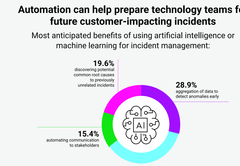
44.5% Service Desks

42% Specific incident management tools

43.4% deploy less sophisticated processes such as email blasts, conference bridges, or manual outreach to engage team members, stakeholders, and customers.



Only 39.5% reported that support, development, and business teams collaborate on blameless postmortems and Root Cause Analyses (RCAs) after incidents.



Automation can help prepare technology teams for future customer-impacting incidents

Most anticipated benefits of using artificial intelligence or machine learning for incident management:

To develop and deploy reliable services faster, incident management must undergo its own transformation by embracing automation, collaboration, and continuous improvement. Adaptive incident management can result in new market innovations while ensuring superior customer experiences.

The State of Automation in Incident Management research surveyed over 300 DevOps and ITOps professionals and business leaders.