

AI in IT Operation

Reimagining the IT Operation in the era of Agentic AI



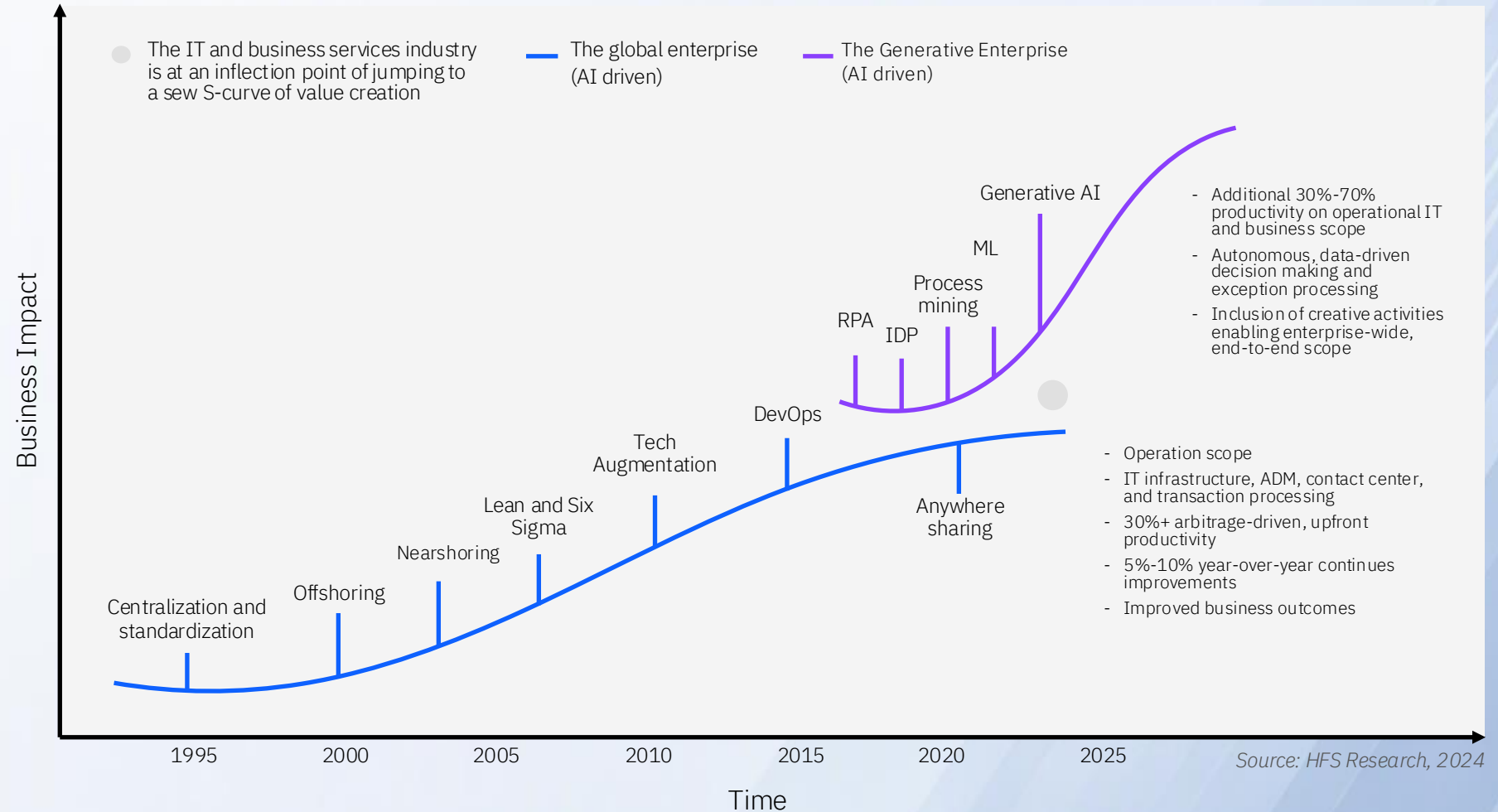
Narendra Sharma

<https://www.linkedin.com/in/mdnarendra/>
<https://narendra-sharma.com/>

An analyst view of value creation when AI is applied to IT & Business Operations Scope

Innovation & Value creation are the new priorities for clients

Clients are not just looking for legacy run-of-the-mill low-cost partners, due to the opportunities brought in by fast changing technology landscape



Core features of AIOps are applied widely across IT domains

Observability

Observability refers to tools and practices for ingesting & analyzing a steady stream of performance data to more effectively monitor and debug the application to meet service level agreements (SLAs) and other business requirements.

Predictive Analysis

AIOps solutions can analyze and correlate data for better insights and automated actions, allowing IT teams to maintain control over the increasingly complex IT environments and assure application performance.

Proactive Response

Some AIOps solutions proactively respond to unintended events, such as slowdowns and outages, bringing application performance and resource management together in real-time.

Hype vs. Reality — Where Agents Deliver Safe Value Today

The dominant narrative today is not AI hype vs. skepticism — it is autonomy vs. accountability.

What the Market Claims		Ground Reality Today	Our Pragmatic Stance
	Agents replace entire IT operations teams overnight	Most enterprises still scale with human-led operations	Agents elevate operators into supervisors, engineers and orchestrators
	Fully autonomous operations are achievable from Day 1	Most organizations are scaling autonomy incrementally	Build confidence progressively through governed autonomy milestones
	Agents can act safely in production without guardrails	Governance maturity consistently lags agent adoption	Governance enables faster, safer, enterprise-wide agent adoption
	Enterprise data is already agent-ready	Data quality, integration and context remain primary barriers	Unified operational context unlocks reliable agent decisions
	Agentic AI delivers predictable, immediate returns	Many programs struggle to prove value beyond pilots	Focus on high-value outcomes first, then scale proven patterns
	Human oversight becomes largely unnecessary	Auditability, accountability and judgment remain essential	Humans govern; agents execute with full transparent controls

The Five Debts — Universal Blocker to Autonomous Operations

Process, technical, skills, data and decision debt accumulate continuously — they are structural liabilities, not execution failures.

Agentic AI as the Catalyst for Transformation

Agentic AI transforming traditional operations into an autonomous, intelligent, adaptive and self driven system that:

Autonomously Orchestrates tasks and workflows across domains

Think, reason and act proactively to prevent and resolve

Continuously learns and adapts to drive scalability, efficiency and innovation

Process Debt



Siloed, manually-governed processes that AI cannot automate without standardization first.

COMMON SYMPTOMS

Multiple handoffs per incident · Inconsistent runbooks across teams · Region-specific workarounds

Technical Debt



Legacy systems lacking APIs, consistent data models, or integration points for AI-led operations.

COMMON SYMPTOMS

Custom scripts replacing integrations · Monitoring blind spots · Version-locked infrastructure

Skills Debt



Workforces trained for reactive, human-led operations — not for supervising autonomous systems.

COMMON SYMPTOMS

Low automation adoption · Fear of agent errors · No agent governance skills

Data Debt



Operational data not modernised for AI — poor quality, inaccessible, missing context and relationships.

COMMON SYMPTOMS

Stale CMDBs · Alert noise masking signal · No business-IT correlation

Decision Debt



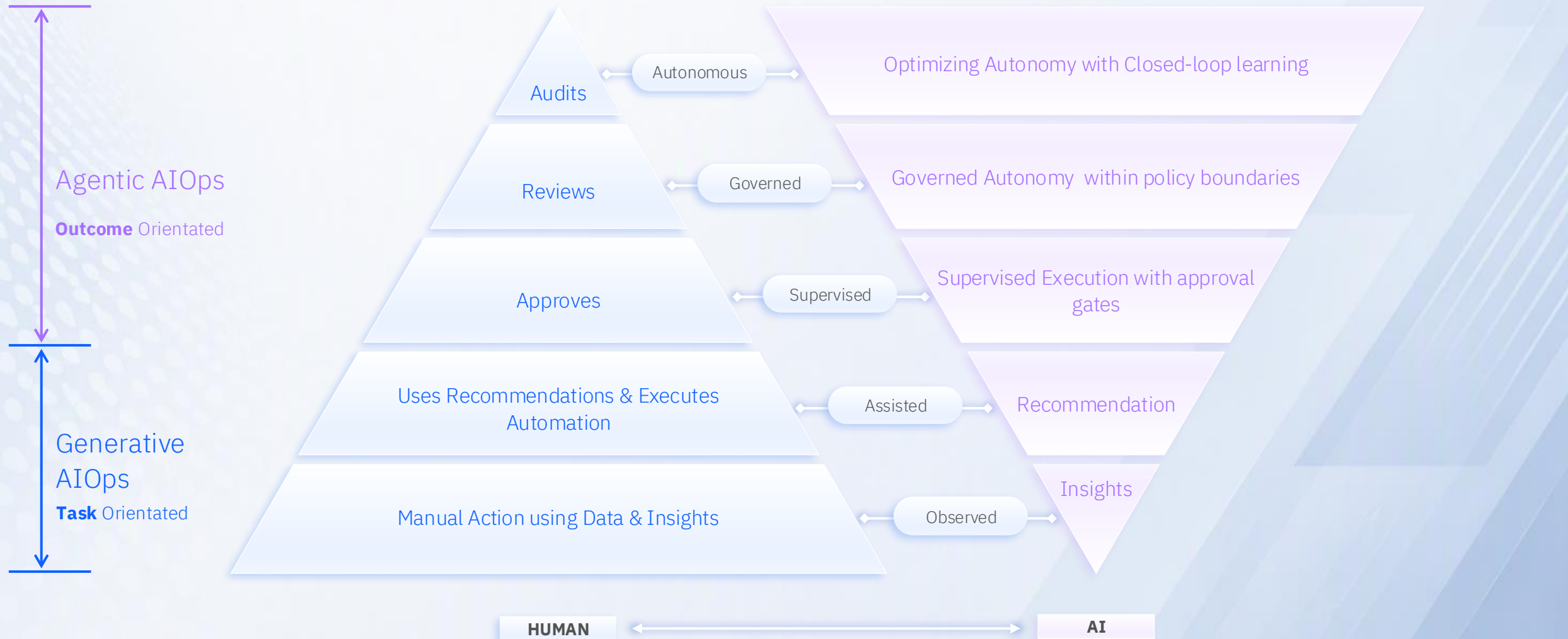
Years of undocumented operational knowledge, inconsistent decisions and tribal expertise locked in senior engineers.

COMMON SYMPTOMS

Same incident resolved differently per shift · Runbooks contradict reality · Critical knowledge leaves with people

Agentic AI does not eliminate these debts — a [Debt-Aware transformation model](#) acknowledges, prices, and progressively resolves them.

Agentic AIOps : Autonomy maturity model



Seven Layers Converge to Enable Governed Autonomous IT Operations

A tool-neutral architecture that separates sensing & understanding from deciding & acting — with governance embedded at runtime.

A I O P S I N F E R E N C E S P I N E	7	 Agentic AI Golden Threads Purpose-built autonomous workflows connecting insight, decision and execution across high-value operational outcomes.	WORKFLOWS
	6	 AgenticOps + AgentOps Governed agent execution — planning, orchestration, registry, non-human identity, guardrails, kill-switch, cost & reason traces.	AUTONOMOUS EXECUTION
	5	 AIOps Inference & Context Transforms operational data into actionable intelligence — correlation, causal RCA, anomaly detection, business-impact scoring.	INTELLIGENCE
	4	 ITSM & Process Workflows Operational processes, approvals, knowledge and automation pathways governing service delivery and agent action rights.	PROCESS
	3	 Observability & Event Intelligence Collects and contextualizes operational signals — reduces noise, maps topology and establishes service-aware visibility.	SIGNAL
	2	 Application Landscape Business services and digital workloads that generate operational demand, customer experiences and business outcomes.	APPLICATIONS
	1	 Platform, Cloud & Infrastructure Foundational compute, network, storage and hybrid-cloud resources — the substrate for all operations.	FOUNDATION

Why Enterprise IT Autonomy Programs Fail

Operating models are the primary blockers, followed by technology complexity, change management and skill availability.

~\$900M+

Annual IT operations spend per large enterprise

IBV, 2025

67%

of AI pilots never reach enterprise-scale deployment

McKinsey, 2025

\$1M/hr

Cost of IT downtime at a large enterprise

Gartner, 2024

4.4 tools

Average overlapping observability platforms

New Relic, 2025

01



AI Introduced Before Operational Standardization

Every team works differently. Runbooks contradict each other. Agents cannot automate inconsistency — they amplify it.

Agents fail silently on edge cases no-one documented

02



Observability Without Operational Context

Thousands of alerts. Millions of log lines. No service ownership, no topology, no business correlation. Agents become blind.

High false-positive action rate erodes operator trust

03



Governance Bolted On After the Pilot

Pilots succeed in a sandbox. Compliance blocks production. Risk office halts expansion. Governance must be embedded from day one.

Months of delay between pilot success and production approval

04



Automation Without Orchestration

Hundreds of existing scripts. Thousands of automation jobs. No policy governing when, why, or which should run. Agents inherit the chaos.

Conflicting automations produce worse outcomes than manual ops

05



Success Measured Technically, Not Commercially

Alert reduction. Faster MTTR. Lower ticket volume. The CFO sees none of this. Without business outcome metrics, programmes lose funding.

Programs cancelled before reaching scale — ROI never proven

Agentic AI programs rarely fail because models are weak. They fail because operating models were never designed for autonomous decision-making.

Demo



[Demo](#) Video Link