Questions Every CIO Should Ask Before Diving Into AIOps

There is boundless potential for using AIOps in real-time work—but it can be hard to figure out what a useful AIOps solution looks like. Here are some key questions you can ask to help you find the right one for your specific situation.

1 Before you begin.

What specific problems are you facing?

Where could automation and/or noise reduction increase efficiency?

What will short- and long-term success look like?

2 Getting started.

What does the deployment timeline look like?

What implementation tasks are involved?

Which parts of your technology stack will this impact?

How will you roll it out to your organization?

3 Who's it for?

Which roles and teams will AIOps serve?

Who will manage this? Who are the stakeholders?

Which team members will see immediate benefits?

4 Technical aspects.

Is your technical organization distributed or centralized?

Which signals tend to create noise, or need more context?

Which remediation tasks or workflows create bottlenecks?

PagerDuty AIOps

Easy to get started. Delivers results out of the box. No need for costly maintenance or data scientists to train models.

Brings teams together. Services the needs of ITOps, distributed DevOps and service-owning teams for unified incident response.

Continuous learning. Models continuously learn from both streaming data and human interactions.

Ability to take action. Machine learning guides a responder towards the next best action. Automation completes the action without humans.

Learn more about PagerDuty AIOps at pagerduty.com/use-cases/aiops.

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