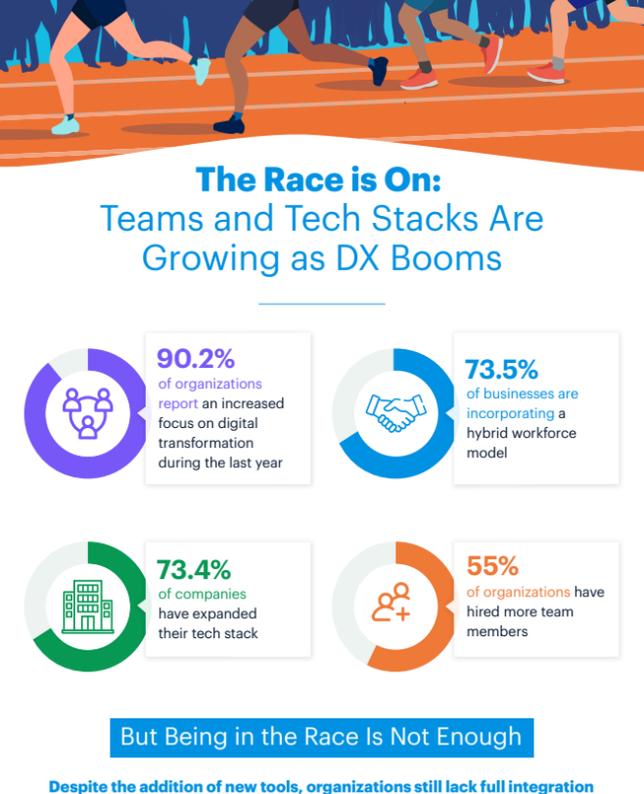


The State of DevOps Automation 2022

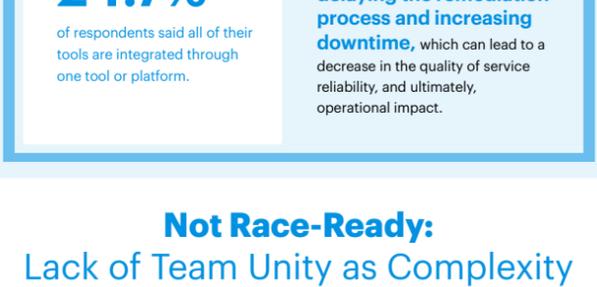
To provide a better understanding of how ITOps, DevOps and SRE teams are equipped to deal with the increased demands of evolving modern stacks, incidents and issue resolution, the second annual State of DevOps Automation study surveyed 1,046 IT Operations, DevOps and Site Reliability Engineering (SRE)

professionals with the role of VP, Director, Manager and individual contributor at U.S. organizations with over 300 employees.

Findings underlined the increasing need for automation and SRE practices as organizations continue to adopt hybrid work environments and execute digital transformation initiatives.



The Race is On: Teams and Tech Stacks Are Growing as DX Booms



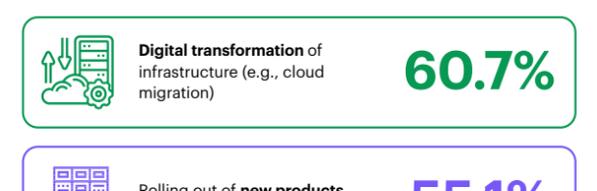
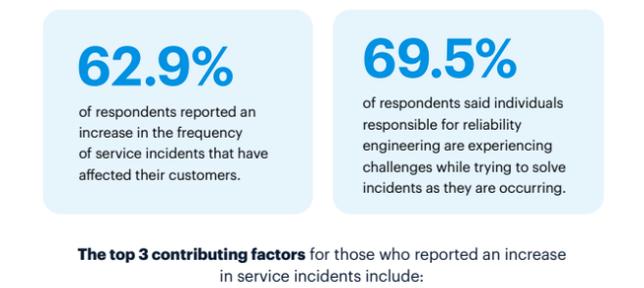
But Being in the Race Is Not Enough

Despite the addition of new tools, organizations still lack full integration of the platforms and services used during incident response, creating challenges that make it harder to resolve incidents.

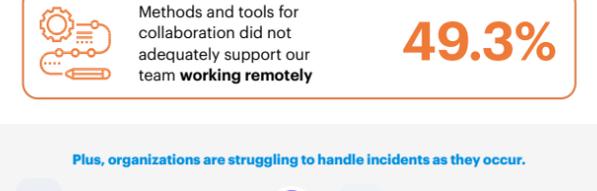


Not Race-Ready: Lack of Team Unity as Complexity Drives Rise of Service Incidents

Accelerated digital transformation initiatives, hybrid work and an expanding tech stack have increased complexity for Technical Operations. ITOps, DevOps and SRE teams are encumbered by the growing frequency of service incidents that are impacting customers, and the majority are experiencing challenges while trying to solve incidents.



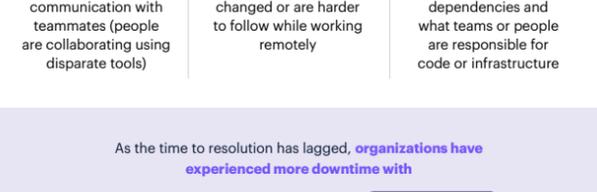
The top 3 contributing factors for those who reported an increase in service incidents include:



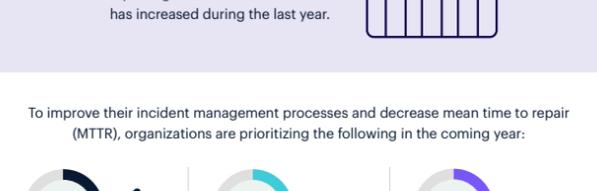
Plus, organizations are struggling to handle incidents as they occur.



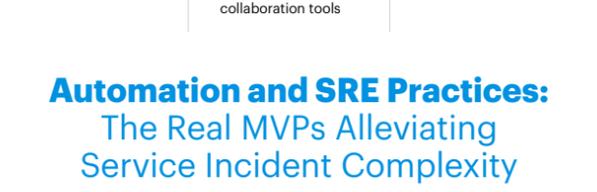
Of those who reported an increase in the amount of time it takes to resolve incidents, respondents reported the following reasons as the top three contributing factors:



As the time to resolution has lagged, organizations have experienced more downtime with

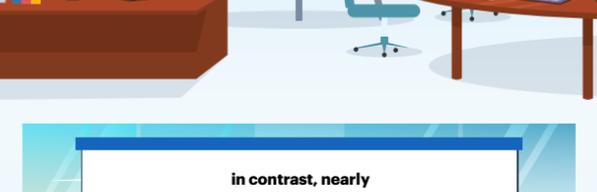
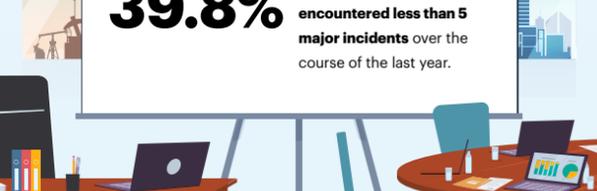
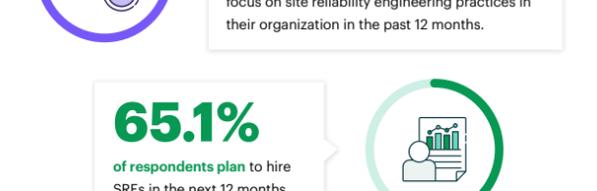
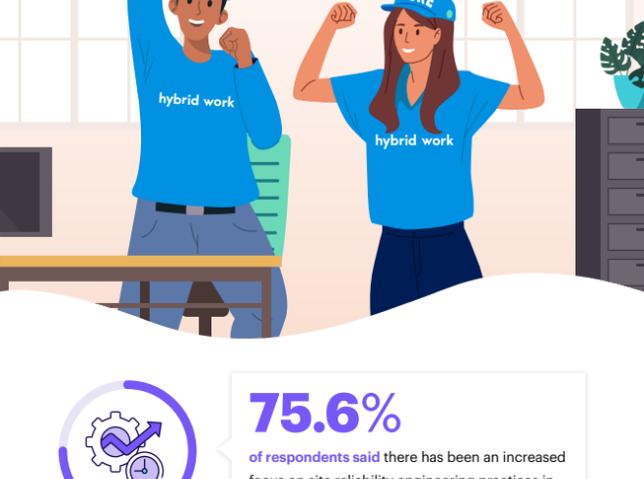


To improve their incident management processes and decrease mean time to repair (MTTR), organizations are prioritizing the following in the coming year:



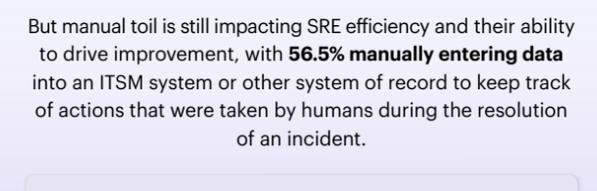
Automation and SRE Practices: The Real MVPs Alleviating Service Incident Complexity

Better collaboration methods and tools as well as harnessing human judgment are key to successfully enhancing service reliability, resolving incidents faster and expanding automation. Specifically, the need for new tools is evident in the SRE roles in order to support organizations' increased focus on site reliability practices.

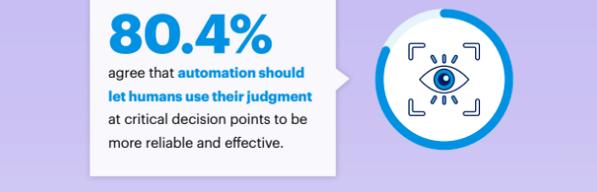


But manual toil is still impacting SRE efficiency and their ability to drive improvement, with **56.5% manually entering data** into an ITSM system or other system of record to keep track of actions that were taken during the resolution of an incident.

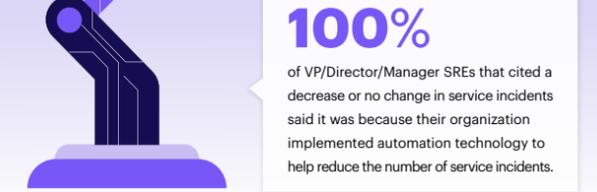
To avoid being hampered by inefficient and complex processes, teams are turning to automation.



The top three hurdles to implementing automation in their organization include:



Still, organizations are using extensive resources and time to build automation in-house by creating custom tools or bots for automating DevOps workflows:



There is a clear opportunity for ITOps, DevOps and SRE professionals to enhance service reliability through automation that harnesses human judgment, SRE practices as well as better collaboration methods so more time can be spent on creating business value. The benefits of automation are substantial but SREs are spending extensive time building automation technologies in-house.

Organizations should turn to ready-to-deploy automation solutions that are extensible, scalable and customizable—buying for industry standards and building for the gaps.

