Infrastructure complexity has never stopped increasing. Issues in any one area cause ripples and reduce uptime, performance and efficiency – or in the worst instances, cause entire outages. Security and compliance requirements add to the workload of managing infrastructure.

Analytics and machine learning applied to telemetry data are now boosting infrastructure availability and efficiency by:

- IT infrastructure will never stop becoming more complex, but analytics and ML are already significantly helping to address the growing management burden.
- With automation, they can address the issues of staff overload and skills shortages, and deliver agility alongside operational efficiency in terms of service levels, cost, resilience, security and compliance.

Among storage staff...

- 64% Have seen an increase in the amount of work given to IT infrastructure teams
- 7% Have seen a decrease in the amount of work given to IT infrastructure teams
- 29% Have seen no change in the amount of work given to IT infrastructure teams

Lack of automation already impacts agility

- 12% of IT decision-makers believe AI & ML will simplify IT management

How organizations would measure the value of AI & ML enhancements

- Improved efficiency (fewer FTEs to manage workloads) 63%
- Fewer incidences (tickets) 59%
- Faster remediation 56%
- Reduced Recovery Time Objective (RTO) and/or Recovery Point Objective (RPO) 41%
- Higher capacity planning accuracy 30%

Less than half of organizations (45%) can provision in the scale of hours or minutes

- Minutes 33%
- Hours 29%
- Days 17%
- Weeks 8%
- Months 5%

Infrastructure management relies on manual labor and remediation for 91% of enterprises

- Automated with manual exception handling 16%
- Manual with limited automation tools 13%
- Fully autonomous remediation 9%
- None 7%
- Highly manual 5%

IT infrastructure will never stop becoming more complex, but analytics and ML are already significantly helping to address the growing management burden.

However, their impact will be severely limited without the automation of infrastructure tasks.

With automation, they can address the issues of staff overload and skills shortages, and deliver agility alongside operational efficiency in terms of service levels, cost, resilience, security and compliance.