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Market Pulse

IT leaders agree: Extend observability to operations to drive productivity

A new survey shows overwhelming need for impactful observability tools that lower costs, improve production troubleshooting, and extend access beyond SREs and developers. The key? **OpenTelemetry**.

CIO

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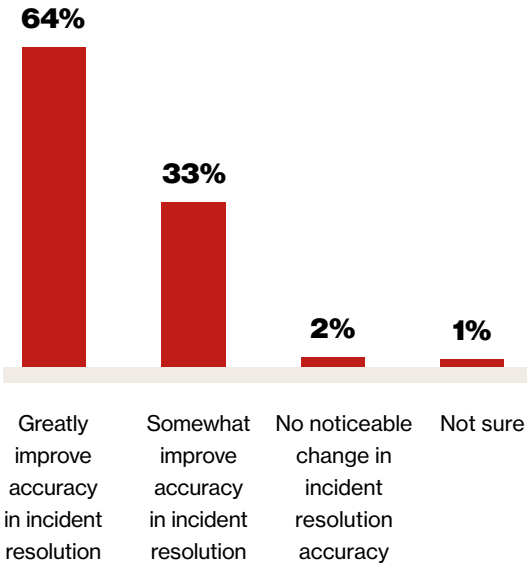
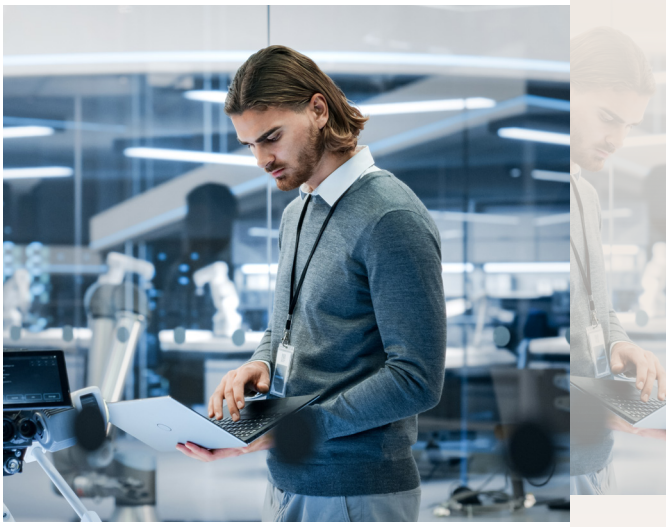
IT leaders stand on the brink of an observability revolution. Recognizing the value of observability tools to application developers and site reliability engineers (SREs) for incident resolution, technology decision-makers assert that they would gain even more by enabling IT Operations to use the tools. In a new Foundry MarketPulse survey, nearly two-thirds of respondents said that extending access to observability tools would greatly improve incident accuracy, demonstrating the power of observability tools in IT application troubleshooting.

How would access to insights from observability tools impact the ability of IT operators and administrators to resolve incidents?





Observability is the ability to measure the internal state of a system or an application by examining the data collected from that system or application. Observability tools collect traces, logs, and metrics, enabling IT teams to quickly detect, diagnose, and resolve issues that impact performance and availability.

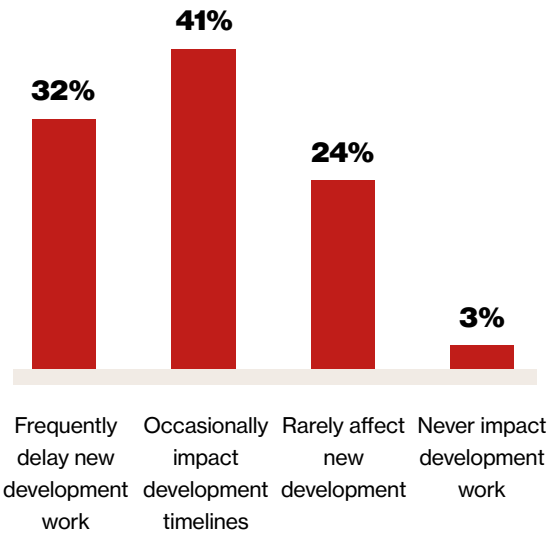
64%

expect that extending access to observability tools **would greatly improve incident resolution accuracy.**

IT leaders at most organizations have deployed observability tools in some capacity — six in 10 (61%) have fully deployed observability tools across their organization's applications, and nearly all (97%) have deployed observability tools to some extent.

Making the tools available to a broader spectrum of managers beyond application developers and SREs would bring the tools' power to IT administrators, IT operations administrators, system administrators, and application administrators.

How often do workloads related to production incidents affect the ability of SREs and developers to work on new capabilities or applications?



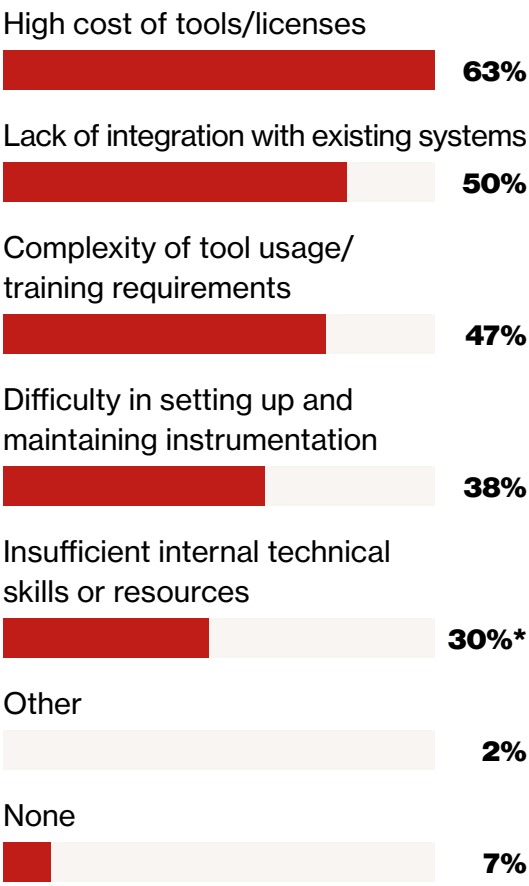
According to the MarketPulse survey, improved incident response (58%) and better performance optimization (58%) are the top benefits of comprehensive access to observability tools.

The vast majority of the respondents (73%) also reported that production issues have impacted application development at their organization — an easy-to-avoid challenge for those leveraging an observability tool beyond the SRE and development teams. For example, an IT operations manager could use one of these tools to detect a problem with payment processing. Instead of sending a trouble ticket to an application developer or an SRE, the operations manager could directly open a ticket against the third party that is processing the payment, saving the developer's or the SRE's time by removing the need to respond to tickets that can be resolved by other parties. As a result, developers could focus on writing new code and SREs could devote their attention to automating tasks.

Observability tools challenges

Despite the advantages of expanding tool access, organizations are hesitant to do so because of several challenges, led by cost.

What challenges does your organization face in extending observability tools to all relevant users, including IT operators and admins?



* U.S. 20%, UK 40%.

As the MarketPulse survey reveals, 73% of organizations face unexpected observability tool costs or budget overruns at least several times per year. High costs result from several factors, including vendor lock-in. Lock-in occurs when vendors take advantage of proprietary instrumentation to keep customers from easily shifting to alternative providers. Other factors causing elevated costs are allowing the tools to pull in too much data and tools' collecting data when it is not needed.

The dawn of the OpenTelemetry era

The emergence of the OpenTelemetry standard helps overcome the challenges to the wider deployment of observability tools. Using tools that support the OpenTelemetry standard would remove vendor lock-in by giving decision-makers the flexibility to choose vendors based on cost, capabilities, and functionality. As such, nearly all the respondents are likely to consider OpenTelemetry tools: 52% are very likely to consider them, and 38% are somewhat likely.

OpenTelemetry tools enable organizations to use enhanced capabilities such as correlation between metrics, logs, and traces, which reduces the time needed to identify problems. In addition, using OpenTelemetry tools reduces the need to train staff in the usage of complex proprietary tools.

Better troubleshooting, faster app dev

Technology decision-makers recognize the value of observability tools. Augmenting existing tools with a lower-cost OpenTelemetry-compliant tools provider makes it possible to extend usage beyond developers and SREs to a wide range of IT operations managers. The result: faster troubleshooting and increased application velocity, thanks to the ability to detect and fix more incidents with higher efficiency and responsiveness, enabling developers and SRE resources to focus on application development and automation.

Learn about OpenText™ Core Application Observability.

Contact us to schedule a demo for Application Observability.

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