

Accelerate your Autonomic IT Journey

How leading companies elevate
IT and business operations while
delivering a resilient customer
experience



Table of Contents

Introduction	3
PART 1: The Journey to Autonomic IT	4
From Manual to Machine-Powered, ScienceLogic Enables Autonomic IT	5
Five Benefits of the Autonomic IT Journey and the Autonomous Business	6
Experience Significant Value Within Days/Hours	7
PART 2: Assessing Your Organization's Progress	8
Phase 1: Siloed IT Monitoring	9
Phase 2: Coordinated IT	10
Phase 3: Machine-Assisted IT	11
Phase 4: AI-Advised IT	12
Phase 5: Autonomic IT	13
PART 3: Accelerate Your Journey to Autonomic IT with ScienceLogic	14

Introduction

71% of IT budgets are dedicated to just running operations, and only 16% are focused on growth initiatives.

Gartner, IT Key Metrics Data 2023: Industry Measures – Insights for Midsize Enterprises

Do you know why most businesses fail? It's because they don't integrate digital technology fast enough to deliver the always-on, always-mobile, instantly accessible experiences their customers demand. But can your IT environment deliver the agility required to adapt to these demands – without increasing operational complexity or downtime?

With Autonomic IT, it can.

Autonomic IT realizes the vision of a machine-driven, automated business that is self-aware and self-healing, one that intelligently guides and advises humans on how to maintain the most optimized and efficient IT estate possible.

Imagine a self-managing IT environment that monitors and optimizes technology investments as it runs. Where IT operations are continuous: always available, always responsive, always seamless, always delivering what your organization – and your customers – need. This is Autonomic IT.

About this eBook

In this eBook, we leverage our extensive experience assisting hundreds of clients to transform their IT operations, enhance service quality, and empower their IT teams to innovate and elevate business performance while delivering resilient customer experiences.

You may already be familiar with the concept of Autonomic IT, but in this eBook, we explain how we're redefining the term to encompass a new approach to AI and automation—and why it's important to your organization's success.

We highlight key milestones, challenges, and benefits you may encounter on your journey towards Autonomic IT. With this insight, you'll understand the value of embarking on a new approach to adopting and managing IT investments – one that ensures excellent experiences and increased profitability.

Go beyond current AIOps and semi-autonomous IT market offerings and leverage Autonomic IT to:

- 1 Optimize cost and operational agility
- 2 Improve profitability of IT services
- 3 Align IT and business services
- 4 Power IT and business acceleration
- 5 Mitigate risk and fortify compliance

Introduction

PART 1
The Journey to
Autonomic IT

From Manual to Machine-
Powered, ScienceLogic
Enables Autonomic IT

5 Benefits of the
Autonomic IT Journey and
the Autonomous Business

PART 2
Assessing Your
Organization's Progress

PHASE 1:
Siloed IT Monitoring

PHASE 2:
Coordinated IT

PHASE 3:
Machine-Assisted IT

PHASE 4:
AI-Advised IT

PHASE 5:
Autonomic IT

PART 3
Accelerate Your Journey
to Autonomic IT with
ScienceLogic

PART 1

The Journey to Autonomic IT

Whether you're starting or advancing your Autonomic IT journey, ScienceLogic will take your journey to the next level.

ScienceLogic's SL1 platform enables Autonomic IT by delivering global visibility, advanced AI insights, automation, and data in a complete, integrated solution.

From Manual Silos to Cross-Functional Machine-Powered Operations, ScienceLogic Enables Autonomic IT

Say goodbye to tool sprawl and resulting data silos, repetitive and manual processes, manual analysis, and a lack of scalability. ScienceLogic can help you achieve a fully autonomous, self-managing, self-optimizing IT system that delivers exceptional efficiency, cost savings, and customer experiences.

This shift in focus from human-driven to machine-driven IT enables ITOps teams to concentrate on innovation and business acceleration, freeing them from routine maintenance tasks and enabling them to be more agile and deliver better customer experiences.

ScienceLogic's SL1 platform is designed to support your journey to Autonomous IT, with compounding benefits for your business every step of the way.

With ScienceLogic's SL1 platform, you can:

- Broaden business visibility: Simplify IT complexity with complete observability from edge to cloud and human-friendly AI insights.
- Boost IT productivity and business agility: Eliminate tool sprawl, automate workflows, and free up engineering teams to drive innovation.
- Resolve issues faster: Proactively identify issues to improve business uptime, accelerate operations, and make customers happier.
- Empower the business: Drive continuous improvement with a self-healing, self-optimizing IT ecosystem.

All at the pace and scale that align with your business objectives.

Introduction

PART 1
The Journey to
Autonomic IT

From Manual to Machine-Powered, ScienceLogic Enables Autonomic IT

5 Benefits of the Autonomic IT Journey and the Autonomous Business

PART 2
Assessing Your Organization's Progress

PHASE 1:
Siloed IT Monitoring

PHASE 2:
Coordinated IT

PHASE 3:
Machine-Assisted IT

PHASE 4:
AI-Advised IT

PHASE 5:
Autonomic IT

PART 3
Accelerate Your Journey to Autonomic IT with ScienceLogic

Experience Significant Value Within Days/Hours

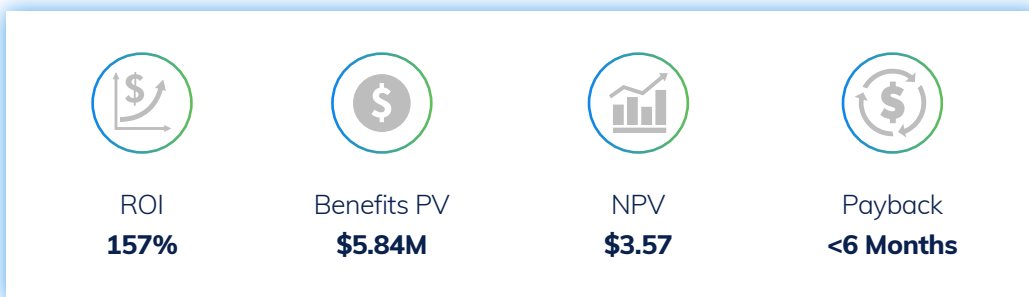
ScienceLogic has a proven track record of helping clients transform their IT operations and improve service quality while enabling IT teams to focus on innovation. This experience makes ScienceLogic well equipped to guide you on your journey to Autonomic IT.

Within hours of implementing the SL1 platform, you'll see significant value that will help propel your business forward.

A Total Economic Impact™ study from Forrester Consulting examined four enterprises running large, complex IT estates to see the results of an investment in ScienceLogic. For a composite organization representative of interviewed customers over three years, ScienceLogic delivered:

- **\$2.4 million boost in productivity** due to the auto-remediation of service issues
- **20,100 hours** of saved incident labor costs
- **60% reduction in monitoring and management solutions** by consolidating tools
- **\$5.84 million** in total benefits Payback within six months
- An impressive **157% ROI**
- And more

Source: Forrester Total Economic Impact™ Study



According to a vice president of an advanced solutions group in the IT services industry interviewed for the study:

“We saw a better than 80% reduction in incident-related noise. We went from 2,000-plus [incidents] for one large client of ours in one week to about 275, and we saw that consistently [with] several of our large clients.”

Introduction

PART 1
The Journey to
Autonomic IT

From Manual to Machine-Powered, ScienceLogic Enables Autonomic IT

5 Benefits of the
Autonomic IT Journey and
the Autonomous Business

PART 2
Assessing Your
Organization's Progress

PHASE 1:
Siloed IT Monitoring

PHASE 2:
Coordinated IT

PHASE 3:
Machine-Assisted IT

PHASE 4:
AI-Advised IT

PHASE 5:
Autonomic IT

PART 3
Accelerate Your Journey
to Autonomic IT with
ScienceLogic

5 Benefits of the Autonomic IT Framework

With the SL1 platform, you can go beyond current AIOps and semi-autonomous IT market offerings to the next generation of innovation and automation.



Optimize Cost and Operational Agility

Autonomic IT leverages full stack visibility, automation, and AI to help your business resolve issues faster, minimize customer disruptions, and deliver innovation to market faster, delivering happier customers and improved EBIDTA.



Improve Profitability of Your Core Business

Optimizing digital experience drives immediate value. Tap into unparalleled flexibility to reduce operational expenses by automating formerly manual tasks with Autonomic IT. Free up resources and capital to drive innovation, build new value-added services, and bolster recurring revenue streams.



Align IT with Business Impact

Unlock business value, drive strategic outcomes, and break technology silos by simplifying complexity. Autonomic IT provides a clear, comprehensive understanding of the health availability risk of each service across the entire landscape to ensure the heterogenous technologies work perfectly together, and deliver human-friendly insights to empower proactive decisions for a competitive edge and a tangible impact.



Power IT & Business Acceleration

Boost productivity, reduce the risk of staff burnout, and empower staff across levels through Autonomic IT's Generative AI-guided automated workflows. By leveraging AI assistance, even Level 1 staff can perform like seasoned Level 3 experts, rapidly adapting to market shifts and customer needs without deep coding knowledge while Level 3 staff focus on higher-value tasks, enabling your business to scale faster and provide greater value at speed.



Mitigate Risk, Fortify Compliance

Streamline your compliance efforts and quickly generate audit-ready reports vs manual hand to hand combat to create these reports across disparate data sources. Autonomic IT uses generative AI to quickly identify and understand root causes of incidents and spots potential compliance violations before they happen to help minimize business disruption, downtime, and risk.

Introduction

PART 1
The Journey to
Autonomic IT

From Manual to Machine-
Powered, ScienceLogic
Enables Autonomic IT

**5 Benefits of the
Autonomic IT Journey and
the Autonomous Business**

PART 2
Assessing Your
Organization's Progress

PHASE 1:
Siloed IT Monitoring

PHASE 2:
Coordinated IT

PHASE 3:
Machine-Assisted IT

PHASE 4:
AI-Advised IT

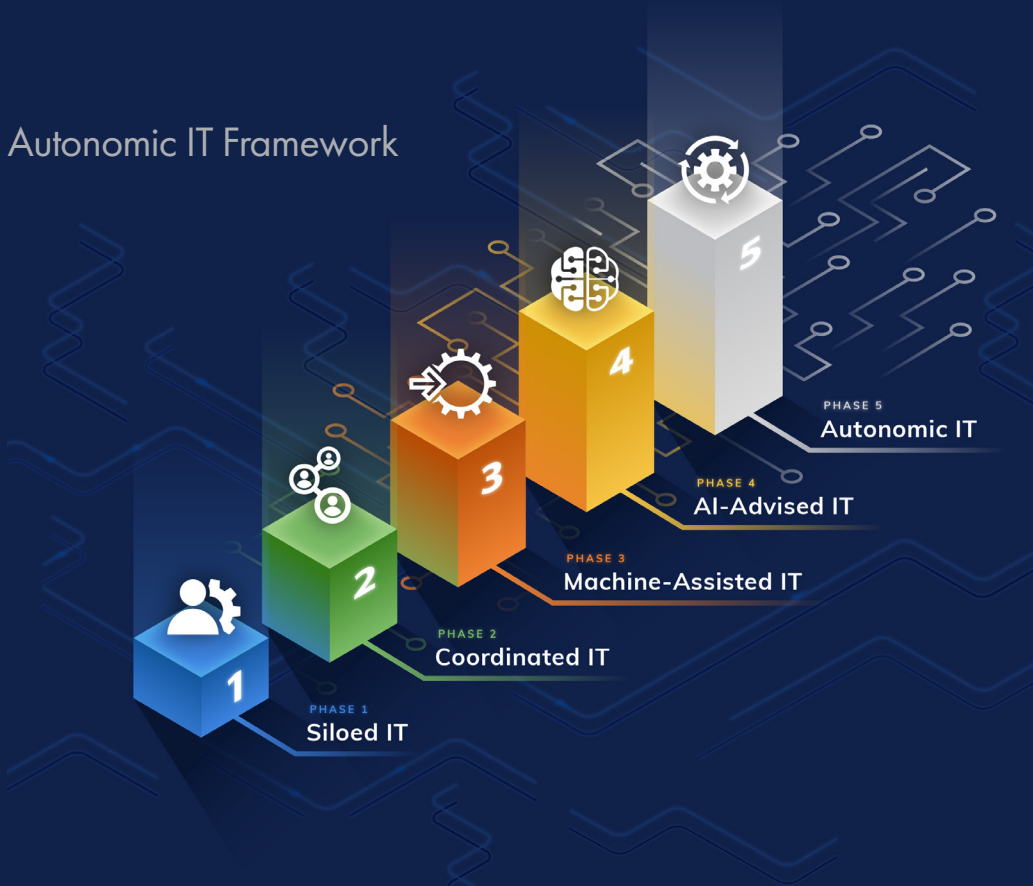
PHASE 5:
Autonomic IT

PART 3
Accelerate Your Journey
to Autonomic IT with
ScienceLogic

PART 2

Autonomic IT: Assessing Your Organization's Progress

Autonomic IT Framework



Your path to Autonomic IT involves a journey across five phases. These phases progress from highly-manual, human-powered operations carried out in silos and resulting in high costs, poor experience, and lost revenue.

The journey culminates in the most advanced stage of Autonomic IT, where organizations realize a self-healing and self-optimizing IT infrastructure with highly efficient automated processes that minimize operational team dysfunction and free up time to generate new revenue opportunities.

Take our self-assessment to determine where your organization falls on the journey by checking the boxes that apply to you.

Introduction

PART 1
The Journey to
Autonomic IT

From Manual to Machine-
Powered, ScienceLogic
Enables Autonomic IT

5 Benefits of the
Autonomic IT Journey and
the Autonomous Business

PART 2
Assessing Your
Organization's Progress

PHASE 1:
Siloed IT Monitoring

PHASE 2:
Coordinated IT

PHASE 3:
Machine-Assisted IT

PHASE 4:
AI-Advised IT

PHASE 5:
Autonomic IT

PART 3
Accelerate Your Journey
to Autonomic IT with
ScienceLogic

PART 2

Where Are You on Your Autonomic IT Journey?



PHASE 1

Siloed IT

Overly complex, disjointed monitoring

During this phase, organizations are building their IT monitoring and management capability. Their approach is highly manual, human-driven, and tool-intensive. Many organizations find their ITOps teams in this phase. Answer the following questions to determine if your organization is in this phase:

- Do your IT teams monitor heterogenous, globally distributed technologies? When issues arise, do they work collaboratively to identify the problem and its impact on business services?
- Does your organization have siloed teams that work independently of each other? If so, have you noticed that it results in slow response times, high costs, and reduced operational efficiency?
- Is your team more focused on resolving real-time run rate operational issues than optimizing IT operations?

Introduction

PART 1
The Journey to
Autonomic IT

From Manual to Machine-
Powered, ScienceLogic
Enables Autonomic IT

5 Benefits of the
Autonomic IT Journey and
the Autonomous Business

PART 2
Assessing Your
Organization's Progress

**PHASE 1:
Siloed IT Monitoring**

PHASE 2:
Coordinated IT

PHASE 3:
Machine-Assisted IT

PHASE 4:
AI-Advised IT

PHASE 5:
Autonomic IT

PART 3
Accelerate Your Journey
to Autonomic IT with
ScienceLogic



PHASE 2

Coordinated IT

Consolidated tools, reduced costs, better insights

Organizations in this phase are modernizing their IT monitoring and management infrastructure and leveraging extensible solutions to build the foundation for Autonomic IT. Are you among them?

- Are you currently consolidating tools into a few core platforms to gain visibility across the entire IT environment?
- Are you shifting from device-level monitoring to a holistic service view, aided by generative AI and ML, for faster issue resolution?
- Are you still heavily relying on manual collaboration for problem-solving and remediation?

You have already begun your Autonomic IT journey by eliminating visibility gaps and empowering agile integration of new technologies into standard operations.

Introduction

PART 1
The Journey to
Autonomic IT

From Manual to Machine-
Powered, ScienceLogic
Enables Autonomic IT

5 Benefits of the
Autonomic IT Journey and
the Autonomous Business

PART 2
Assessing Your
Organization's Progress

PHASE 1:
Siloed IT Monitoring

**PHASE 2:
Coordinated IT**

PHASE 3:
Machine-Assisted IT

PHASE 4:
AI-Advised IT

PHASE 5:
Autonomic IT

PART 3
Accelerate Your Journey
to Autonomic IT with
ScienceLogic



Machine-Assisted IT

Warming up to automation

As organizations build upon their initial modernization efforts, they are enhancing operational capabilities, automating data movement to where it is needed for people to make decisions, and carrying out work. Check the boxes below to determine how mature your machine-assisted IT capabilities are:

- Are you utilizing automated service notifications and incident creation/resolution for comprehensive visibility and reporting?
- Have you enabled scripted and automated remediation workflows to improve mean-time-to-repair (MTTR) and efficiency?
- Can you enrich tickets with cross-departmental data for holistic fault analysis and resolution?

Introduction

PART 1
The Journey to
Autonomic IT

From Manual to Machine-
Powered, ScienceLogic
Enables Autonomic IT

5 Benefits of the
Autonomic IT Journey and
the Autonomous Business

PART 2
Assessing Your
Organization's Progress

PHASE 1:
Siloed IT Monitoring

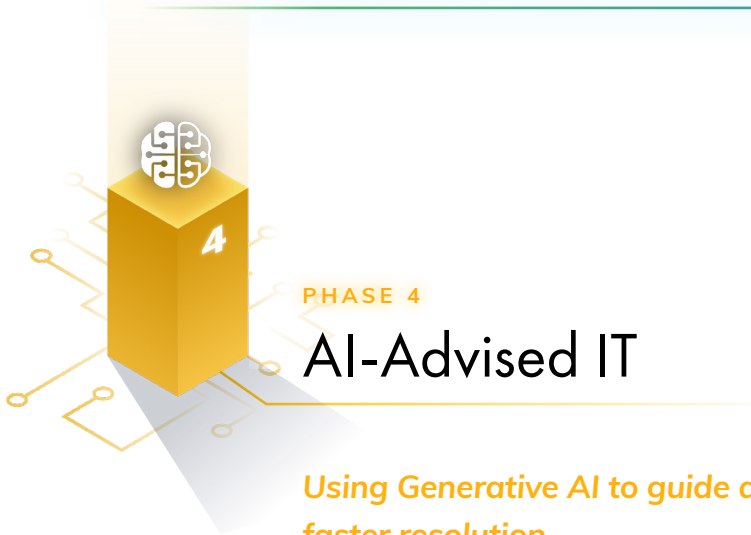
PHASE 2:
Coordinated IT

**PHASE 3:
Machine-Assisted IT**

PHASE 4:
AI-Advised IT

PHASE 5:
Autonomic IT

PART 3
Accelerate Your Journey
to Autonomic IT with
ScienceLogic



PHASE 4

AI-Advised IT

Using Generative AI to guide and automate action for faster resolution

In the AI-Advised IT phase, organizations embrace advanced AI/ML and automation to empower their engineers to handle tasks more efficiently. With this AI-powered partnership, you can rethink and transform your operational approach. If you meet all the criteria below, consider yourself as having successfully implemented AI-advised IT:

- Have you achieved automated issue identification, remediation recommendations, and initiated actions?
- Are you using Generative AI to advise lower-level engineers on how to resolve issues previously requiring top-tier expertise?
- Are you leveraging Autonomic IT to go beyond traditional operations, provide clear fix recommendations, and enable automated resolution?

AI + automation can help organizations realize \$1.2 million in saved effort and shave 20,100 hours off the time that IT support analysts spend on unnecessary trouble tickets.

Forrester Total Economic Impact™ Study

Introduction

PART 1
The Journey to Autonomic IT

From Manual to Machine-Powered, ScienceLogic Enables Autonomic IT

5 Benefits of the Autonomic IT Journey and the Autonomous Business

PART 2
Assessing Your Organization's Progress

PHASE 1:
Siloed IT Monitoring

PHASE 2:
Coordinated IT

PHASE 3:
Machine-Assisted IT

**PHASE 4:
AI-Advised IT**

PHASE 5:
Autonomic IT

PART 3
Accelerate Your Journey to Autonomic IT with ScienceLogic



5

PHASE 5

Autonomic IT

Fully autonomous, self-optimizing state

Building on the previous phases, Phase 5 is characterized by a stable, well-defined Autonomic IT system. This is the ideal state where Generative AI and automation deliver cost-optimized, efficient, scalable, and next-level capabilities to the business. Are you one of the few forward-thinking organizations to achieve Autonomic IT? Check the boxes below:

- Can you predict and optimize IT responses to various needs, including security recommendations, automated compliance, and more?
- Are you confident the diverse data gathered by IT service management (ITSM) and configuration management database (CMDB) tools delivers a service view that's accurate down to the minute?
- Are you leveraging automation workflows and functions like Generative AI automated root cause reporting for a self-healing and self-optimizing environment?

Introduction

PART 1
The Journey to
Autonomic IT

From Manual to Machine-
Powered, ScienceLogic
Enables Autonomic IT

5 Benefits of the
Autonomic IT Journey and
the Autonomous Business

PART 2
Assessing Your
Organization's Progress

PHASE 1:
Siloed IT Monitoring

PHASE 2:
Coordinated IT

PHASE 3:
Machine-Assisted IT

PHASE 4:
AI-Advised IT

**PHASE 5:
Autonomic IT**

PART 3
Accelerate Your Journey
to Autonomic IT with
ScienceLogic

PART 3

Accelerate Your Journey to Autonomic IT with ScienceLogic

Take the Next Leap Forward

Whether starting or advancing your Autonomic IT journey, ScienceLogic provides tailored deployment options proven to support your unique business needs, objectives, and operational approach.

ScienceLogic empowers organizations to rethink their approach to operational processes and go beyond rigid, siloed departmental structures that limit efficiency.

60% improvement in MTTR	50% reduction in IT complexity and costs	100% hybrid cloud visibility
10x faster root cause analysis	90% reduction in manual effort	Troubleshooting time reduced from 24 hours to 5 minutes

ScienceLogic's approach to Autonomic IT maximizes investments and proactively fixes issues by enabling IT environments are self-optimized, empowering the business to innovate and improve customer experiences – all at the pace best for your unique needs.

Autonomic IT helps businesses reach new levels of success – go beyond the now and realize the potential of tomorrow's autonomous business.

This daydream scenario can be a reality with the integrated Generative AI and automation capabilities available within ScienceLogic's SL1 platform.

Visit [ScienceLogic.com](https://www.sciencelogic.com) to start your journey today.

Introduction

PART 1
The Journey to Autonomic IT

From Manual to Machine-Powered, ScienceLogic Enables Autonomic IT

5 Benefits of the Autonomic IT Journey and the Autonomous Business

PART 2
Assessing Your Organization's Progress

PHASE 1:
Siloed IT Monitoring

PHASE 2:
Coordinated IT

PHASE 3:
Machine-Assisted IT

PHASE 4:
AI-Advised IT

PHASE 5:
Autonomic IT

PART 3
Accelerate Your Journey to Autonomic IT with ScienceLogic

The logo for ScienceLogic features the word "ScienceLogic" in a white, sans-serif font. Above the "i" in "Science" are three small circles in orange, blue, and green. A small green triangle is positioned above the "i" in "Logic".

ScienceLogic

www.sciencelogic.com