

The CIO pocket guide to event-driven automation

In today's macroeconomic environment, IT leaders know that balanced, sustainable growth is the key to moving an organization forward. Yet attaining that is a challenge. Leaders are looking at how to maximize efficiency, preserve their talented teams for value-add work, and provide ever-more-discerning customers with exceptional digital experiences. Leveraging end-to-end event-driven automation, a key component of [AIOps](#), is one way to do this.

What is end-to-end event-driven automation?

[End-to-end event-driven automation](#) carries disparate incoming event data all the way to a resolved incident. Event-driven automation means that it is kick-started at the event level, normalizing and enriching data at ingest. End-to-end means that you can execute automation to avoid human intervention entirely for well-known issues. This strategy works across teams, so the entire organization sees value.

What's the value to my teams?

NOC: Adopt L0 automation to run before a human is called. This reduces MTTR, risk, and cost to the business as well as mitigate burnout on first-line response teams.

SRE: Automate the full journey of an event by building auto-remediation. This reduces MTTR and preserves SRE time for valuable initiatives like scaling automation across more teams.

MIM: Populate incidents with automated diagnostics and normalize event data so it's consumable. This improves triage speed and helps all your responders work as effectively as your best responder.

Engineering: Intelligently route incidents to the right team every time and create auto-remediation for well-understood problems. This preserves engineering time for value-add initiatives that will generate revenue.

How can my team get started?

Crawl with suppression and eliminating transient alerts

For organizations looking for quick wins, suppressing alert noise and eliminating transient alerts can reduce the burden of incident response.

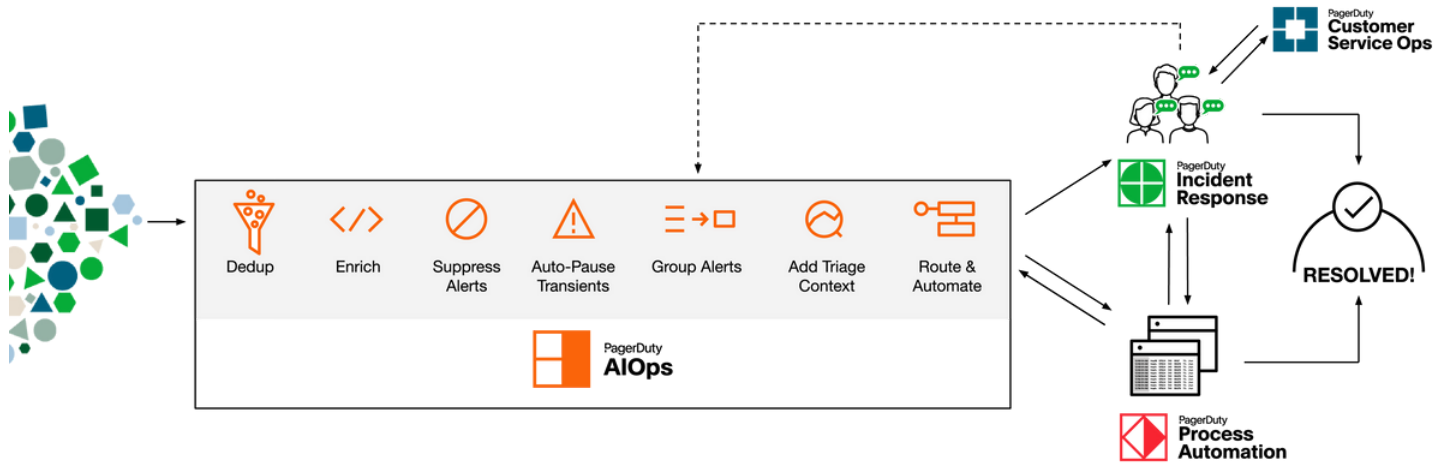
Walk with event, alert, and incident enrichment

The next stage is to make sure that the events, alerts, and incidents your teams do interact with are as informative as possible by enriching data at the event, alert, and incident levels.

Run with end-to-end automation and auto-remediation

Begin employing automation to gather diagnostics or resolve incidents with well-understood fixes. This is the apex of end-to-end event-driven automation.

The power of PagerDuty AIOps



How can PagerDuty help?

The PagerDuty Operations Cloud helps organizations resolve urgent, unplanned, high-impact work faster and with less expense to the business. As part of the PagerDuty Operations Cloud, **PagerDuty AIOps** leverages 14 years of machine learning to help teams reduce noise, triage efficiently to drive the right actions towards resolution, and remove manual, repetitive work from the incident response process.

Interested in learning more? Read why analyst firm Forrester named PagerDuty a Leader in [The Forrester Wave™: Process-Centric AI for IT Operations \(AIOps\), 2023](#).

PagerDuty

PagerDuty, Inc. (NYSE:PD) is a leader in digital operations management. In an always-on world, organizations of all sizes trust PagerDuty to help them deliver a better digital experience to their customers, every time. Teams use PagerDuty to identify issues and opportunities in real-time and bring together the right people to fix problems faster and prevent them in the future. Notable customers include Cisco, DocuSign, Doordash, Electronic Arts, Genentech, Shopify, Zoom, and more.

To learn more and try PagerDuty for free, visit www.pagerduty.com. 2023 PagerDuty® // All Rights Reserved.