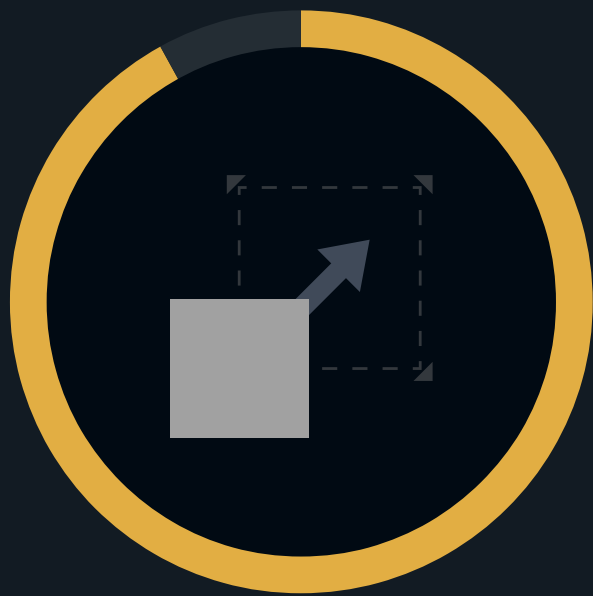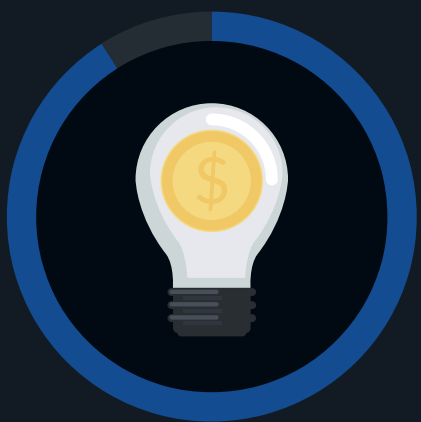# Generative AI in IT Operations:
Fueling the Next Wave of Modernization

In an era when IT operations teams are under tremendous pressure to accelerate processes, enable digital transformation, and reduce the unit cost and environmental impact of compute, AI can be a key enabling technology. Whether through generative AI (GenAI)-based tools, copilots, natural language querying, or advanced usage of causal and predictive AI, IT operations teams have an ever-increasing set of tools available to help them achieve their goals, improve stakeholder satisfaction, and optimize for their important metrics. TechTarget's Enterprise Strategy Group recently surveyed IT professionals involved with observability, ITSM, and AIOps technologies and processes to gain insights into these trends.
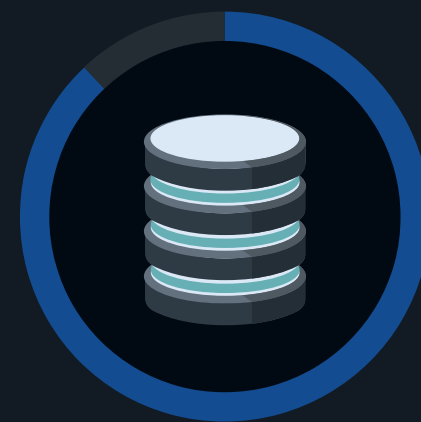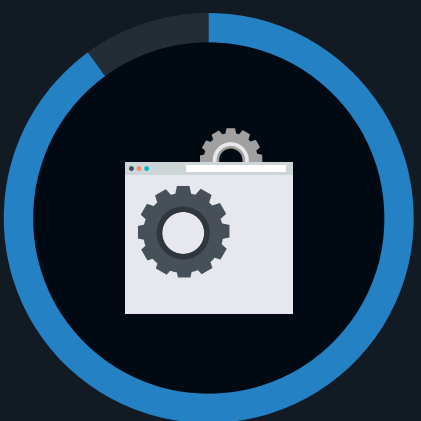
Notable findings from this study include:

92%
of organizations say GenAI will allow them to **scale IT operations without additional headcount.**
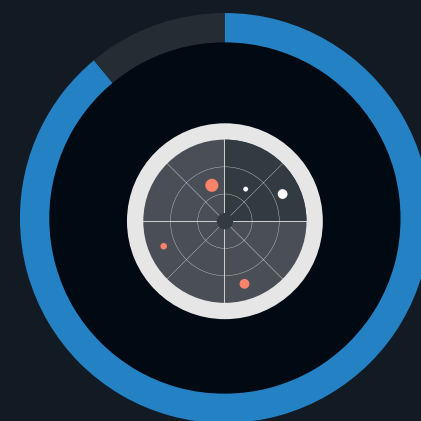
91%
of organizations agree that GenAI will go beyond process improvements and cost savings.

88%
of organizations agree that GenAI will significantly increase the amount of operational data they store and manage.

90%
of organizations would consider switching to or adding a new tool, platform, or service if it included GenAI capabilities.

89%
of organizations agree that GenAI has significantly or somewhat improved security incident response.

For more from this Enterprise Strategy Group study, read the full research report, *Generative AI in IT Operations: Fueling the Next Wave of Modernization.*

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