

Riverbed Global Survey 2026

The State of Autonomous IT Operations

The rise of agentic AI and the need for visibility, governance, and control

1,200 leaders and technical specialists share their views on the adoption of agentic AI and recommend the most effective route to autonomous IT operations

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Riverbed Solutions

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Executive Summary

Companies around the world know that AI offers a clear route to competitive advantage.

AI projects are delivering impressive ROI and promise new levels of strategic innovation. But in 2026, the next horizon is Agentic AI – systems with the autonomy to plan and execute multi-step actions on their own to achieve business goals. Every organization we surveyed names agentic AI as an element of their future business strategy and three quarters explain that it is a central component of their strategic plans.

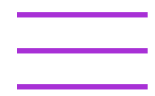
However, there's a disconnect between leaders and technical specialists about agentic's potential. Those working at the vanguard of this new technological era show more awareness of the challenges ahead. That gap matters. Realizing the promise of agentic AI will require more than executive ambition – it will demand trusted data, resilient infrastructure, clear governance, and the confidence to let AI take meaningful action.

By 2028, nine out of ten companies expect AI and automation to support their move towards more autonomous IT operations. However, few are fully prepared to achieve this transformation. Only four out of ten businesses have an IT environment that's ready to support agentic.

Right now, just one in five IT operations is automated. The reality is that companies aren't fully AI-enabled: few have rolled out their AI projects across their entire organization. It seems that trust is a major issue: 77% state that their enterprise is hesitant about allowing AI to make operational decisions without human approval.

As they try to turn their agentic ambitions into reality, organizations are concerned about security and compliance for AI, struggling to trust AI decisions, and aware that they lack oversight of AI technologies. Leaders identify security and compliance as major issues, while tech specialists are troubled by tool sprawl.

Organizations single out three routes to success with agentic: data they can have confidence in; multi-domain observability for unified visibility; and the consolidation of tools for efficiency. Currently most organizations feel that their data is not optimal for supporting autonomous IT operations or agentic decision-making. And while companies agree that observability is a central requirement for AI-driven IT, few have unified visibility across the tech stack. Year on year, organizations tell us that they want to cut down on the number of tools they are using, and nine out of ten still need to integrate the systems they rely on.



This new era of agentic AI offers businesses unprecedented rewards, but also considerable risks. Companies have realized they must actively manage AI technologies. 92% recognize that AI observability and governance will become a critical new requirement for organizations that want to succeed. Yet many lack an overview of how agentic AI is performing or a comprehensive picture of AI-related costs.

To stay ahead of the pack in the agentic era, organizations must prepare their data, achieve unified observability, consolidate their technology stack, get buy-in across every team, and establish continuous monitoring and control of AI operations. These steps could differentiate those who outpace competitors from those who fall behind.

The Riverbed Global Survey on The State of Autonomous IT Operations was conducted by Coleman Parkes Research in July 2026. We surveyed 1,200 business decision-makers, IT leaders, and technical specialists across seven countries (Australia, France, Germany, Saudi Arabia, Spain, the UK, and the USA) with an average of \$2.3 billion in annual revenue. Their industries include manufacturing, financial services, government and public sector, energy and healthcare providers amongst others.



Key Findings

Business and IT leaders are chasing the promise of AI. Technical teams see the challenges ahead.

AI has already earned its place in the enterprise. In 2026, 91% of leaders say their AI investments have met or exceeded ROI expectations. Organizations are moving beyond efficiency gains. 82% are using AI to accelerate innovation and many are using it to create new sources of advantage. However, only 76% of their AI projects have progressed beyond proof of concept stage, with only 9% deployed enterprise-wide. Now, attention is turning to the next frontier: agentic AI. Every organization surveyed says autonomous AI matters to its business strategy in 2026, with 76% naming it a critical or very important priority. But enthusiasm is not evenly shared. Business and IT leaders are more optimistic about agentic AI's potential, while the technical specialists responsible for deploying, governing, and operating it are more attuned to the practical hurdles ahead.

Companies want autonomous IT but they don't yet trust AI to run it

Over the next two years, 90% of companies want to use agentic AI to achieve autonomous IT operations. But in 2026, just 19% of IT operations are automated and only 41% of organizations have an IT environment that's fully prepared to support this. Companies aren't yet fully utilizing AI at scale: only 8% of organizations say they have reached enterprise-wide AI-enabled operations, while just 9% of AI projects are fully deployed organization-wide. Since last year, organizations have only managed to move 5% more AI projects past the proof of concept stage. 77% state that their organization is hesitant about allowing AI to make operational decisions without human approval. And only 17% of technical specialists believe that fully autonomous agentic will be their company's operating model in the future.



The journey to autonomous IT operations is held back by security and compliance concerns, lack of trust, and gaps in oversight

As they try to achieve autonomous IT, companies identify the biggest challenges as security and compliance concerns (55%), the risk of operational disruption (45%), and lack of trust in AI decisions (39%). Additionally, 51% say they lack oversight of AI agent performance, 49% are concerned about exactly how employees are using AI, and 44% say monitoring of AI costs and resource consumption is inadequate. Leaders are especially worried about security and compliance in relation to agentic AI, while technical specialists emphasize that tool fragmentation makes it more difficult to get the data they need to support it.

Ambition is ahead of readiness

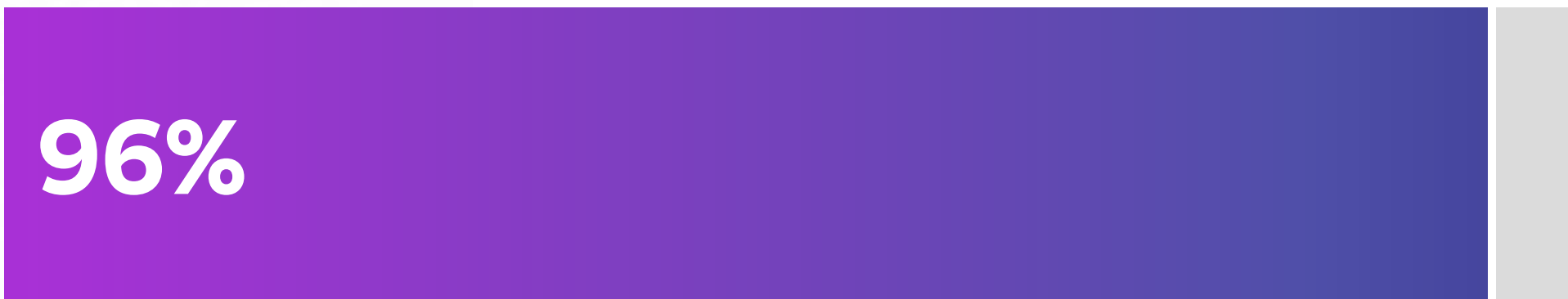
Businesses identify three foundations for success with agentic AI and autonomous IT operations: high-quality data, unified observability, and consolidated tools. Yet most organizations are not ready. Only 19% say they are very effective at collecting the high-fidelity, real-time data needed for AI-driven operational decisions. Technical experts are even less confident: just 17% rate their data as excellent for agentic decision-making. Observability presents a similar gap. While 96% agree that multi-domain visibility is essential for AI-driven IT operations, only 17% have achieved unified visibility across all domains. Tool sprawl is the third major barrier. Although 91% believe consolidation would reduce operational friction, 87% still need to integrate systems and tools to enable AI success. The message is clear: organizations have strong ambitions for autonomous IT, but fragmented data, incomplete visibility, and disconnected tools are holding them back.



AI presents its own operational challenge

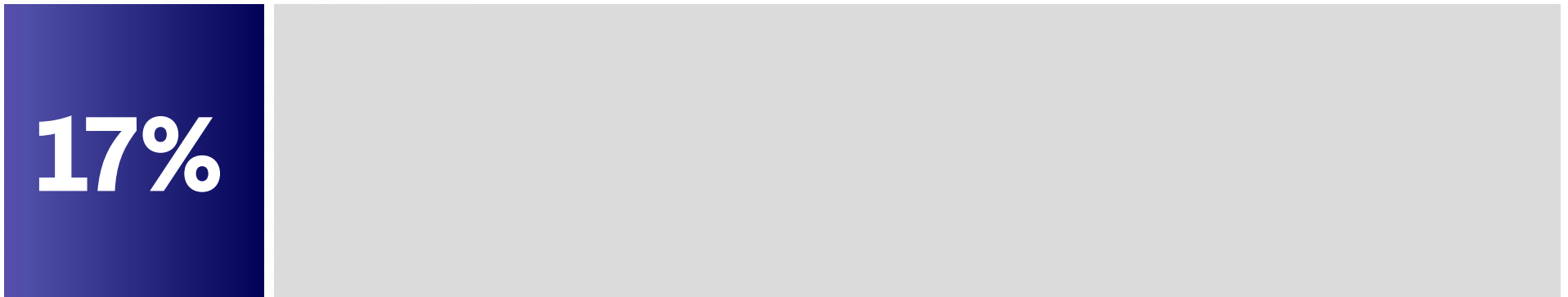
Despite growing investment in AI, many organizations still struggle to effectively supervise its use. Only 42% of research participants are very confident in their company’s governance and oversight of AI usage – and among technical specialists, this drops to 36%. 51% do not have enough oversight of AI agent performance, 49% don’t know enough about how employees are using AI, and 44% are not on top of AI costs and resource consumption. Aware of the risks of this new technological era, 92% of businesses agree that AI observability and governance will become a critical new IT domain to manage.

Organizations know what AI-driven IT operations require, but most haven’t built it yet



Say **multi-domain visibility** is **important** for AI-driven IT operations

Vs.



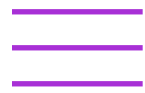
With **fully unified visibility** across networks, applications, endpoints and cloud





1. The Era of Zero Disruption

In 2026, AI adoption can make or break a business and organizations are looking to agentic AI for a competitive advantage.



Companies across the globe are under pressure to put agentic – AI that can act autonomously to achieve business goals – into operation. All our research participants (100%), whether business decision-makers, IT leaders, or technical specialists, agree that agentic AI is important to their company’s business strategy right now, with 76% saying it is a central factor.

Agentic is the next horizon for companies who are satisfied with their adoption of AI. Nearly two thirds of businesses (63%) report increased spend on AI projects over the past year, and these initiatives are proving their worth. This year, nine out of ten (91%) companies state that they have seen a return on investment from AI projects that met or exceeded their original goals (representing a rise from 87% in 2025).

As enterprises contemplate the success of their AI investments, they’re discovering new possibilities for these technologies.

It’s not just about efficiency, though that’s still important. Many organizations (86%) explain that they are investing in AI for IT operations to increase operational productivity. This continues to be the main measurement of success for AI initiatives: 55% say that efficiency is their number one KPI for AI operations (up from 47% last year).

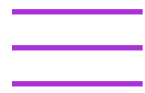
100%

Consider agentic AI **important**, including 76% who consider it as **‘critical or very important’** strategic priority over the next 12–24 months

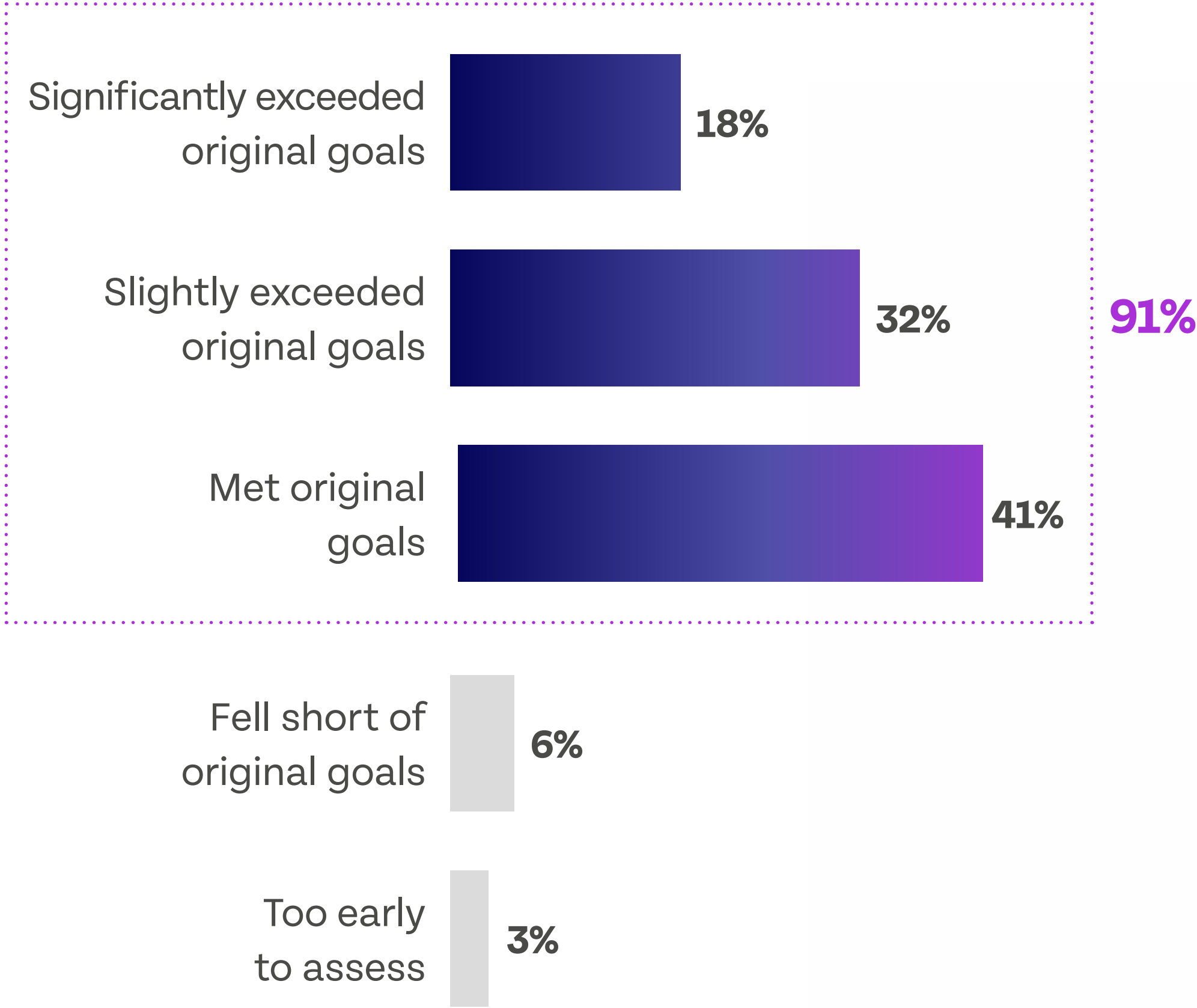
However, this year enterprises are also using AI to support innovation (82%) and are deploying it to find new solutions for specific functions of the business. Eight out of ten (77%) are utilizing AI to improve the employee digital experience and 69% are using it to reduce numbers of service desk personnel. Alongside efficiency, other key performance indicators include improved system reliability (48%), faster incident detection and resolution (38%), and a better end-user experience (37%).

86%

Agree that they are investing in AI for IT operations to **increase operational productivity**



**For nine out of ten companies,
ROI from AI projects in 2026 met
or exceeded their original goals**



Agentic AI offers even more impressive strategic advantages to companies that can implement it effectively. But for organizations who want to make progress with agentic, there are operational challenges ahead. Technical teams are especially aware of the problems that may be in store.

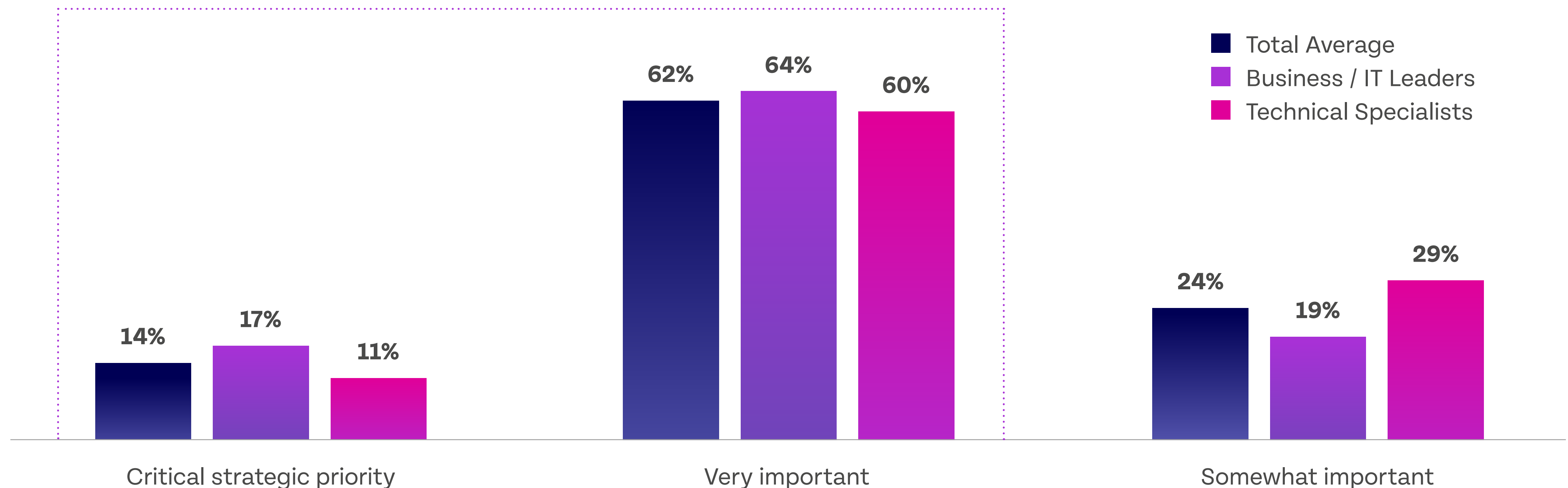


We found that enthusiasm for agentic is stronger among leaders than among technical specialists. Eight out of ten business and IT leaders (81%) state that agentic AI is strategically important to their company, in contrast to seven out of ten technical specialists (71%).

Leaders are also more likely to link AI investment to business outcomes: 90% say that improving operational productivity is a very important driver of AI investment, compared with 83% of technical specialists.

It's clear that compared to leaders, technical specialists are more mindful of the friction that companies may encounter on their AI journey, especially where agentic is concerned. As organizations try to stay ahead of the competition in their agentic adoption journey, what do they need to do to smooth the path ahead?

Leaders are more convinced that agentic AI is a strategic priority



2. Agentic AI Could Transform IT Operations – But Are Organizations Ready?

The decision to implement agentic AI
has never been more momentous.

By deploying an active AI partner that can use external tools and execute multi-step workflows autonomously, companies can achieve unprecedented efficiency and tackle problems that were previously unsolvable. By 2028, 90% of organizations have their sights set on autonomous IT operations. Nearly a quarter (21%) state that highly autonomous, self-managing IT operations will become a core part of their future operating model.

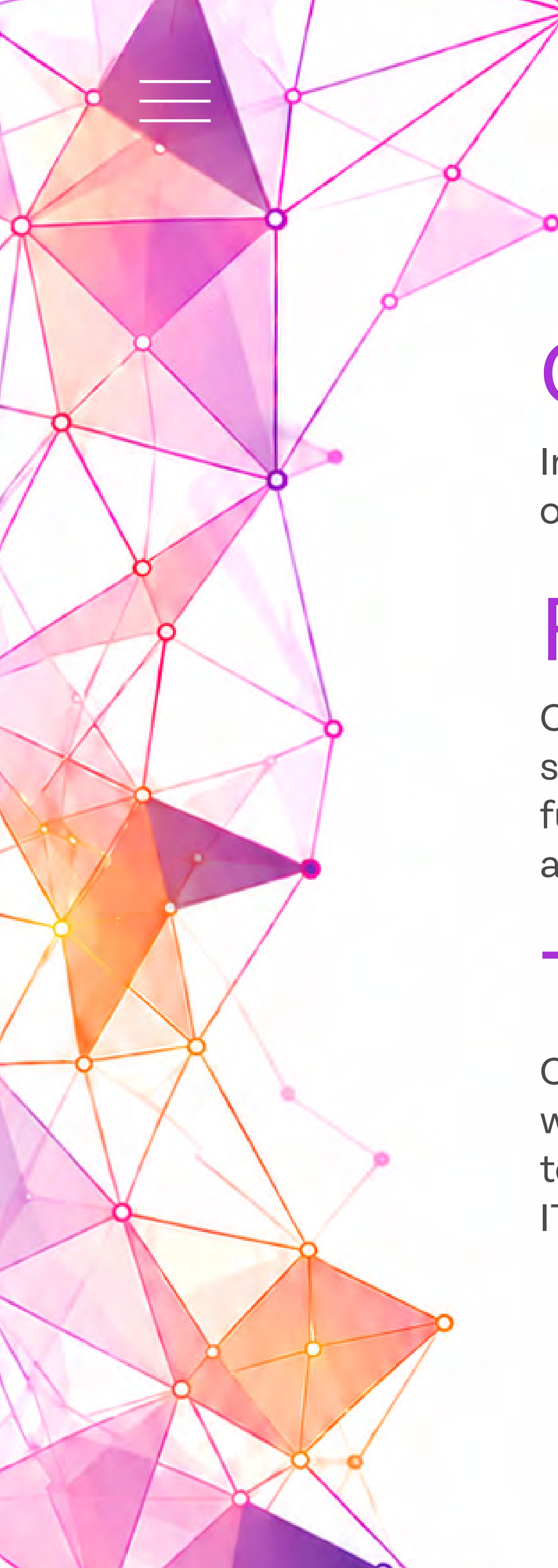
However, despite these ambitions, most organizations do not currently have the foundations in place to achieve an agentic transformation. Right now, only four out of ten businesses (41%) say that their IT environment is fully prepared to support autonomous operations. In 2026, only a fifth (19%) of IT operations are automated and most organizations say that it would take them three years to bring this up to 100%.

The reality is that even while most companies make plans to roll out agentic capabilities in the future, most are still laying the groundwork for AI deployment. Just 8% report that they have achieved AI-enabled operations across their enterprise: far more (38%) have put AI into production, but only for some tasks or on some teams. Only 9% of AI projects are fully deployed enterprise-wide. Meanwhile, 29% have had a limited roll-out, 38% are still in test mode, and 24% are still at the proof of concept stage.

90%

Want to move toward **human-supervised** (69%) or **highly autonomous** (21%) IT operations over the next two years





One fifth

In 2026, only a fifth of IT operations are automated

Four in ten

Only four out of ten businesses say that their IT environment is fully prepared to support autonomous operations

Three years

Organizations estimate that it will take approximately 3 years to achieve fully autonomous IT operations

The needle hasn't really moved since 2025: last year, our research showed that 62% of projects had moved beyond proof of concept but hadn't yet been rolled out across the organization. This year, it's 67%.

So what's causing this delay? Our research suggests that organizations still don't have full trust in AI. The evidence is that companies still overwhelmingly want human oversight over AI technologies. Three quarters of research participants (77%) tell us that there is internal hesitation around allowing AI to make operational decisions without human approval. This sentiment has only increased since last year, when 73% agreed with this statement.

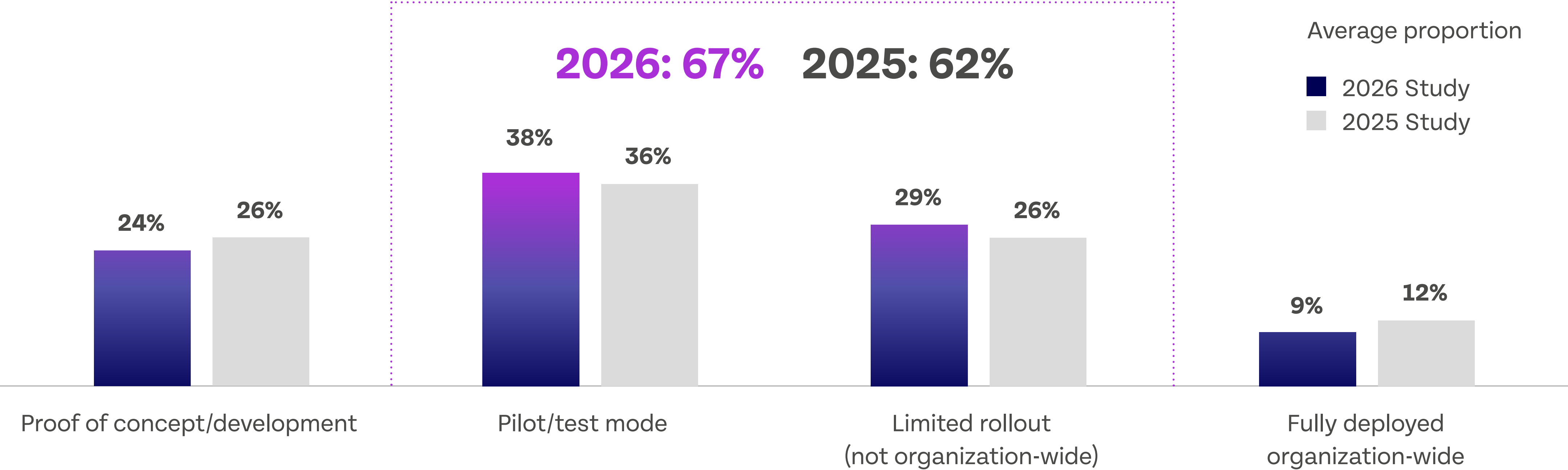
In 2026, even as nine out of ten companies (90%) shape their ambitions around agentic, just 21% want IT operations to be completely self-managed. Far more (69%) specify that they want autonomous IT operations that are supervised by humans. On this model, AI and automation support suggested workflows with people overseeing key decisions and actions.

Technical specialists are even more suspicious than non-experts. When looking more closely at the 69% who want to include human supervision, there is a notable difference in the data according to the job role of the research participant.

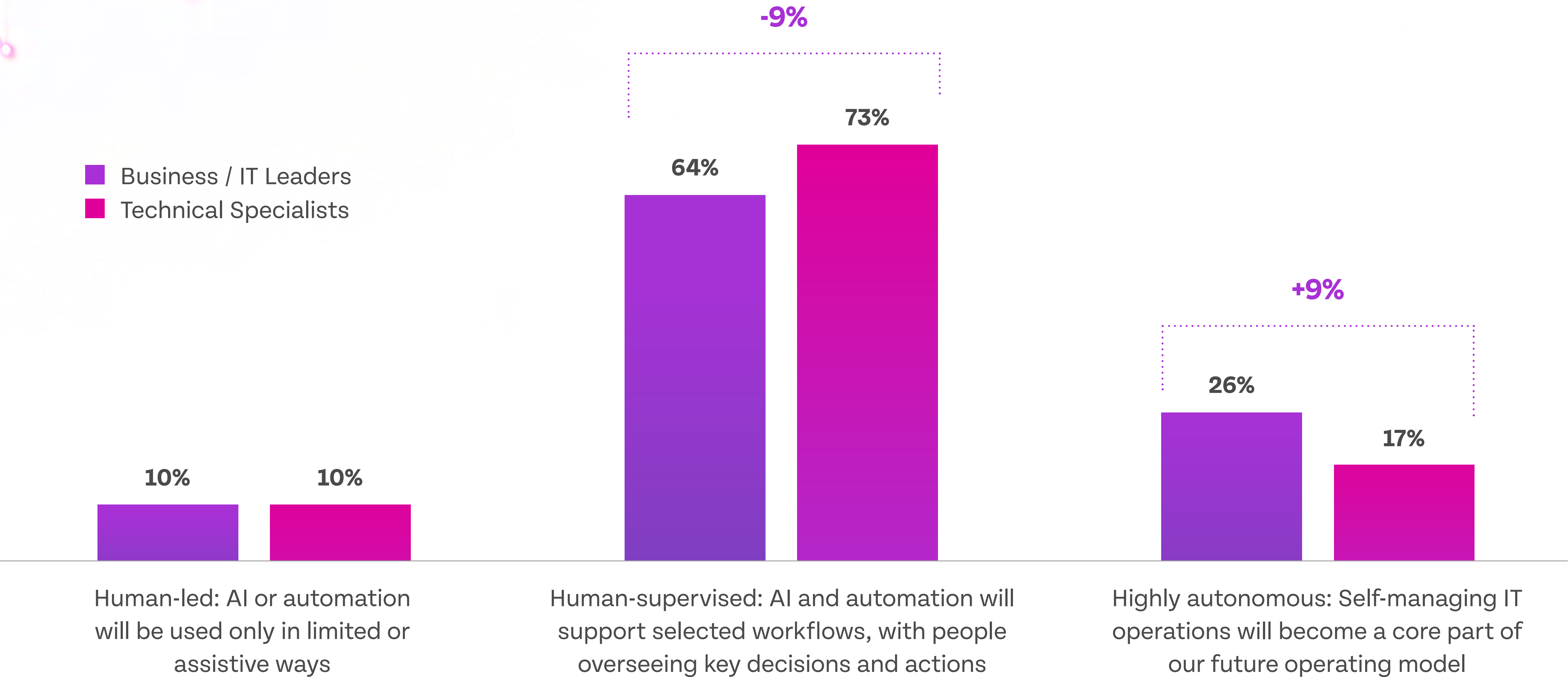
While 64% of leaders choose autonomous IT operations that are supervised by humans, this rises to 73% among technical specialists. Only 17% of technical specialists see highly autonomous IT as the future operating model for their company, in comparison to 26% of leaders.

In 2026, there’s a gap between what businesses say they want, and what they’re actually prepared to do. Organizations know that agentic could transform their IT operations, but they are not ready to trust this powerful new technology. So, what would need to change for organizations to put their faith in AI’s autonomous potential?

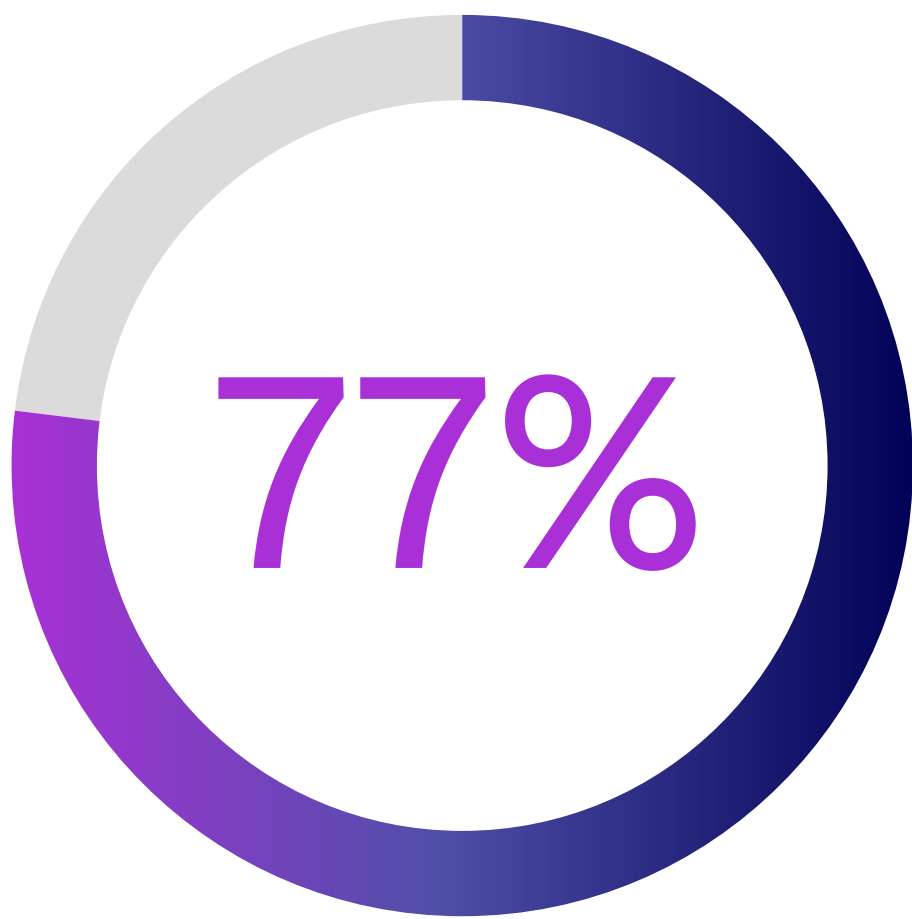
The number of AI projects that have moved beyond proof of concept but haven’t yet been rolled out hasn’t increased much since last year



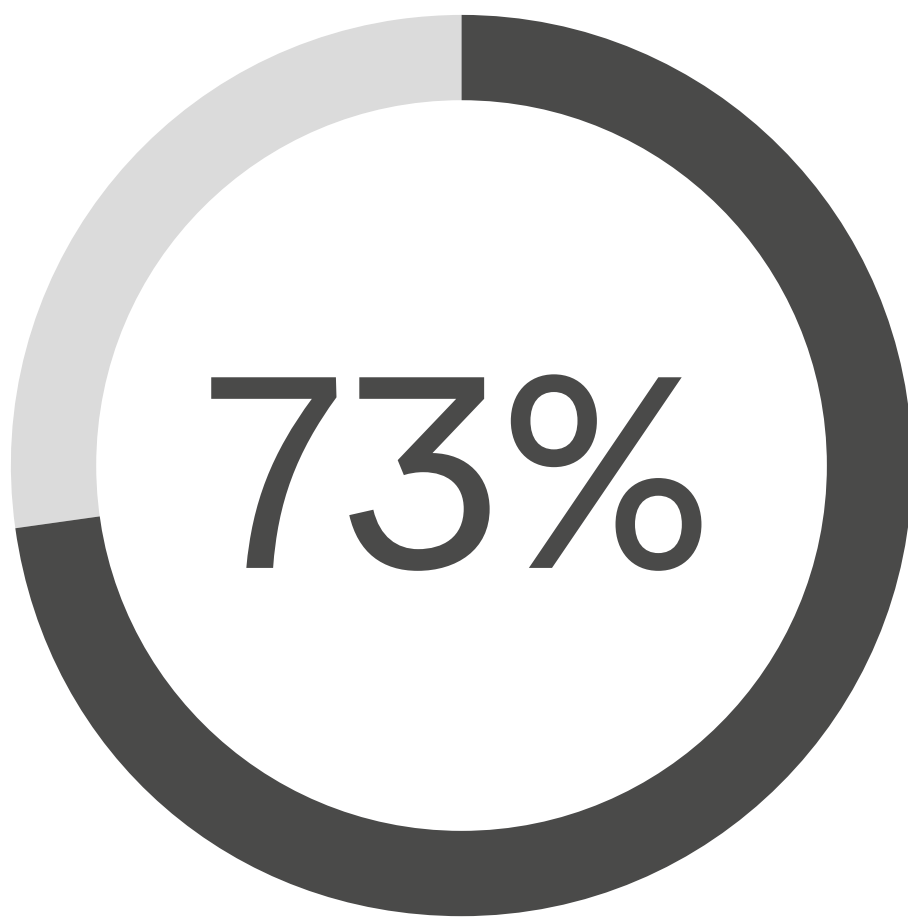
While 64% of leaders choose autonomous IT operations that are supervised by humans, this rises to 73% among technical specialists



2026



2025



Agree there is internal hesitation around allowing AI to make operational decisions without human approval (autonomous AI)

The autonomous service desk

Our research shows in the age of AI, the role of the service desk is set to transform. Almost all survey participants (93%) expect AI-powered operational intelligence to have an impact on the capabilities of frontline IT and service desk teams over the next two years. Over a quarter (27%) predict that by 2028, service desk activity will be significantly reduced through autonomous operations, while 22% think agentic will enable the service desk to handle more complex issues. Only 2% believe that the service desk will remain largely unchanged.

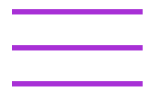
A third (35%) expect the role of service desk employees to switch focus from reactive support to proactive prevention due to increased use of AI. To some extent this change is already evident.

Right now, a third of companies (34%) say that their IT operations team is extremely effective at using AI to identify and resolve issues before employees even notice a disruption.



3. Risk, Mistrust and Oversight Hinder Autonomous IT Operations

Despite fearing that they will be overtaken by the competition in the rush to achieve autonomous IT operations, organizations are struggling to convert their ambitions into reality.



Research participants identify several interconnected issues that are blocking their way. Companies are battling security and compliance concerns (55%), the risk of operational disruption (45%), lack of trust in AI decisions (39%), skills gaps (37%), disconnected tools and/or vendors (35%), organizational resistance (34%), and poor data quality (30%).

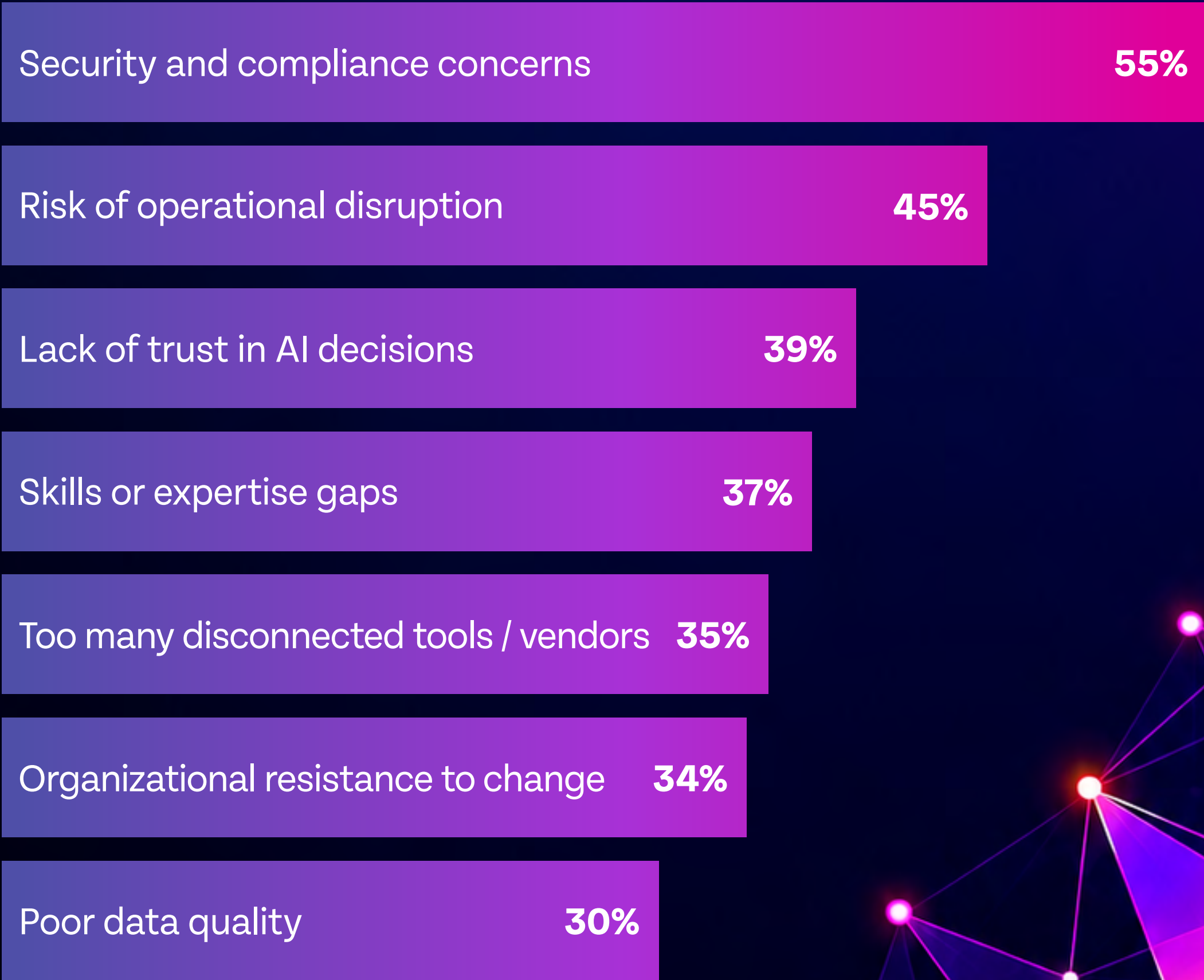
Security, privacy, and compliance loom large – 38% lack sufficient monitoring of these issues today, while half of respondents (50%) also cite these concerns as a key barrier when it comes to moving data to support AI initiatives.

Many believe that AI usage and operations are not adequately monitored. Half of organizations want more oversight of AI agent performance and reliability (51%) and are concerned about how employees are adopting and using AI (49%). Four out of ten (44%) worry about AI costs and resource consumption.

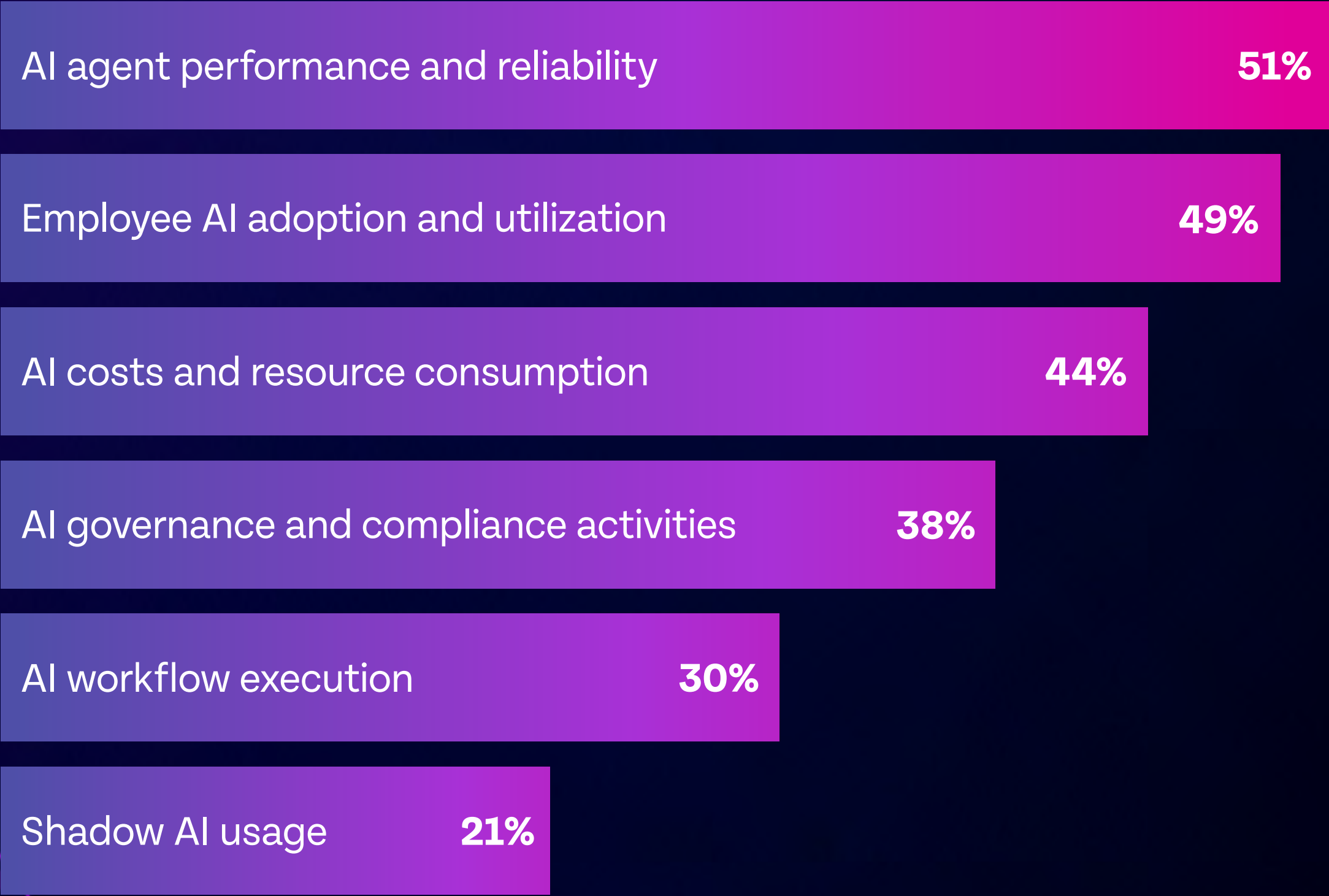
50%

Cite security, privacy and compliance restrictions as key barriers to effectively moving data

Research participants identify a number of interconnected issues that are blocking their way



Many believe that AI usage and operations are not adequately monitored



Notably, leaders and technical specialists differ in how they weigh the importance of these different challenges. Leaders are especially concerned about security and compliance (58% in comparison to 55% of all research participants) and operational disruption (49% vs 42%). Technical specialists raise the issue of tool fragmentation more often than leaders (39% vs 30%). These groups may emphasize different concerns, but it’s clear that all the issues raised, from governance to business impact to delivery, must be addressed by companies who want to achieve autonomous IT operations.





4. The Foundations of Autonomous IT Operations

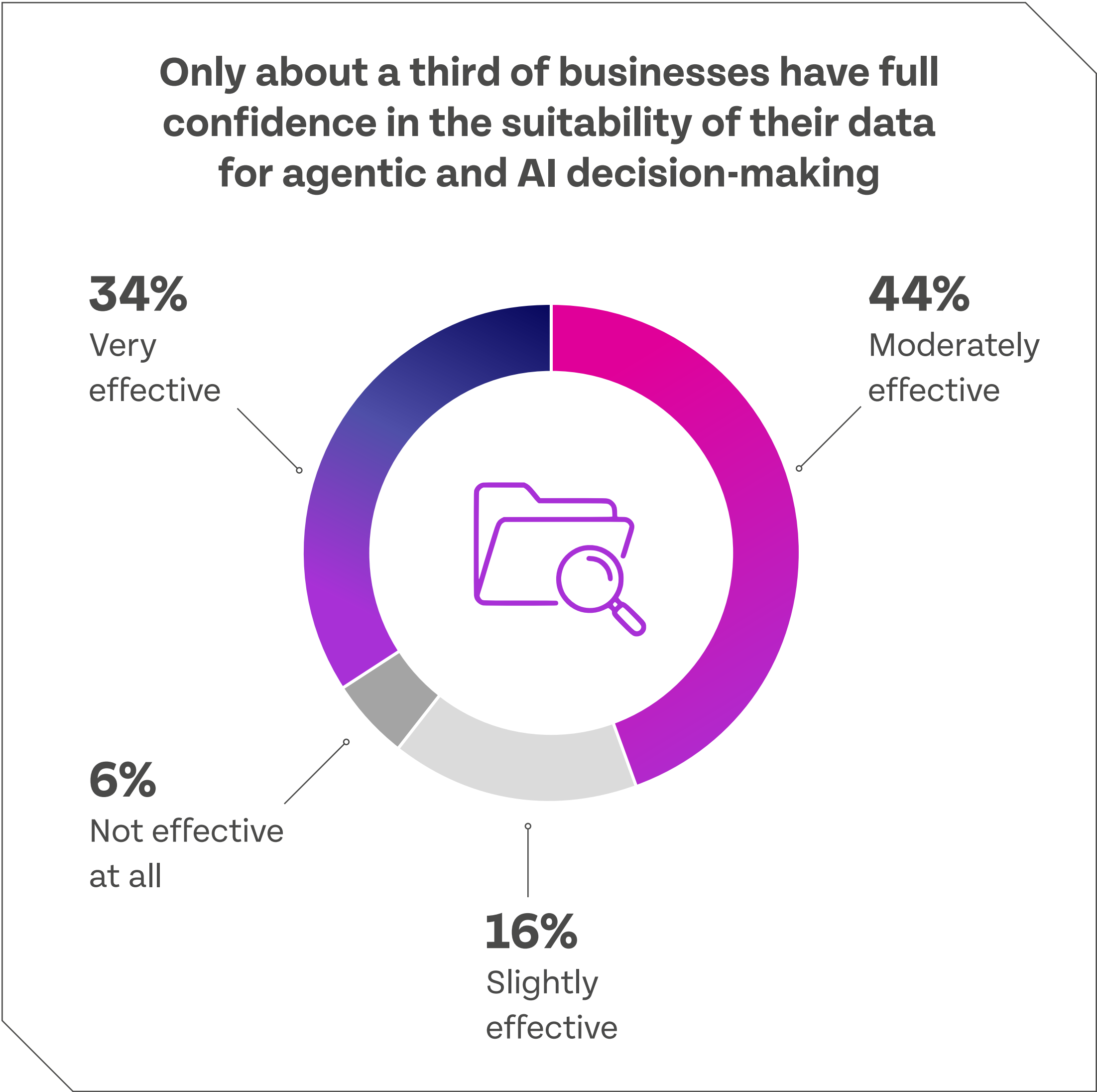
So, what operating domain enables enterprises to achieve success with their AI-agent journey?

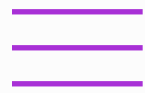
Organizations around the world name three key factors: data they can have confidence in; oversight across IT infrastructure; and a less fragmented tech stack.

1. Trusted Data

Right now, data confidence is still lacking across the global business landscape. Only 42% of companies fully trust the accuracy and completeness of their data. Confidence has dipped since last year – in 2025, 46% of companies felt good about their data. It’s possible that as companies make progress with AI, they are discovering more underlying data quality issues.

Organizations who want autonomous IT operations find their data inadequate across several metrics. Only a third have full confidence in the suitability of their data for agentic and AI decision-making (34%) and less than a quarter are sure of its quality for this purpose (21%). Few are fully convinced of their data’s completeness across the IT environment (33%), its accuracy (29%), availability for integration across domains (25%), or consistency (24%).





Asked how effectively they can use their data for IT operations driven by AI, only 19% were sure of success. Only a portion of research participants say they can be ‘very effective’ when unifying data across networks, applications, cloud, and endpoints to improve AI results (22%), analyzing data to derive actionable operational insights (18%), determining how each domain contributes to a root cause (33%), or using data to support AI-driven remediation (25%). Furthermore, less than a quarter of respondents (23%) say their data has excellent granularity (level of detail and resolution) for supporting AI-driven diagnostics and decision-making.

There’s a gap between how leaders and tech specialists see data, suggesting that leaders may have an idealized view of data readiness. A quarter of leaders (25%) rate the quality of their data as excellent for agentic and AI decision-making compared with only 17% of specialists. Similarly, 28% of leaders say that their data has excellent granularity, while only 18% of tech specialists agree. It seems that those who work with data on a daily basis are more skeptical about its quality. Overall, it’s clear that organizations must address issues with their data if they want to achieve autonomous IT operations.

23% Only 23% of respondents rate their **data granularity** as excellent



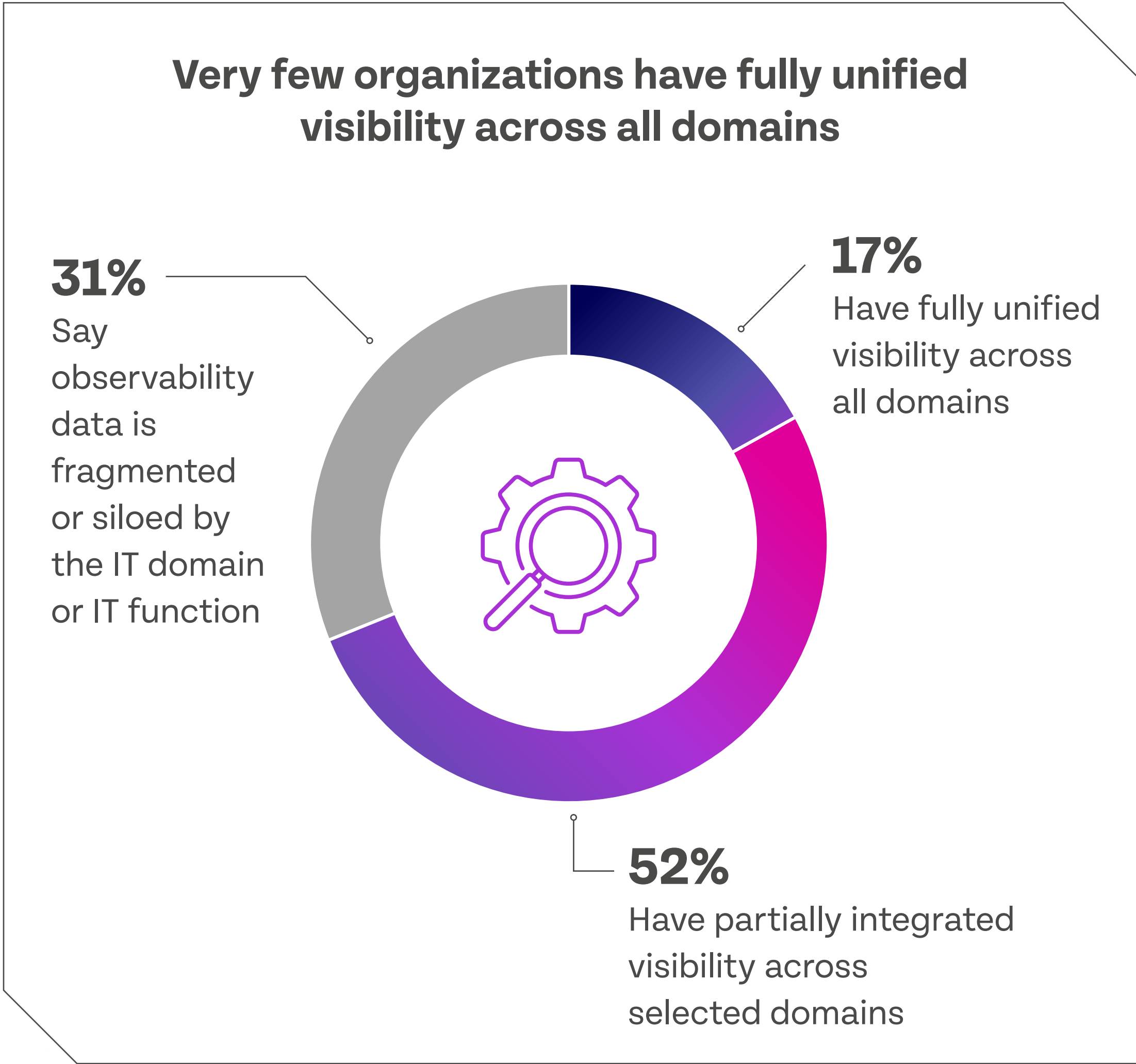
2. Unified Observability

Another key issue for companies who want to deploy successful AI-driven IT operations is observability. Almost all research participants (96%) agree that visibility across multiple domains (networks, applications, endpoints, and cloud) is important for IT departments that rely on AI and agentic. However, at present, only 17% of organizations have fully unified visibility across all domains. This picture looks even worse when you see it from the perspective of tech specialists: while 20% of leaders think they have this level of visibility, only 14% of technical specialists agree. Specialists are also more likely than leaders to describe visibility as only partially integrated (57% vs 47% leaders).

As businesses struggle with observability, OpenTelemetry has become a new industry standard: dedication to the approach has remained consistent since our research study in 2025. This year, the vast majority of organizations (87%) have adopted an OpenTelemetry policy, deploying an open-source framework that collects telemetry data to a consistent standard across distributed systems (88% in 2025). Nevertheless, visibility across their IT operations remains an aspiration rather than a reality for most organizations – blocking the path to autonomy.

96%

Agree that **visibility across multiple domains** is important for IT departments that rely on AI and agentic



3. Simplified IT Operations

For companies who plan to make progress with AI and agentic, the third piece of the puzzle is tool consolidation. Year on year, businesses report that they want to cut down on the number of tools in their tech stack. Nine out of ten (91%) say that tool consolidation would help them to standardize processes and reduce operational friction (90% in 2025). Ninety percent agree that a single-vendor, unified platform approach to operations tools simplifies problem identification and resolution (93% last year). This approach would make conversational AI a key interface for asking questions, diagnosing issues, and triggering actions alongside traditional dashboards: 90% predict this will eventually become a standard workflow. However, at present, tool sprawl remains a challenge as 87% note that it has increased their need for system integration (88% last year).

These three key issues – data preparedness, cross-domain observability, and tool consolidation – must be addressed by organizations who want to achieve AI-driven autonomy in their IT operations.

91%

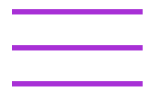
Agree that **tool consolidation** would help them standardize processes and reduce operational friction





5. AI Creates a New Imperative: AI Observability and Governance

As AI and agentic are embedded into IT operations, companies are realizing that using these powerful tools opens them up to significant risks.



The preparation to achieve autonomous IT operations extends even further than cleaning up data, expanding observability, and managing fragmented tools. AI itself becomes something that organizations must actively manage. The vast majority (92%) agree that in this new technological era, effective AI observability and governance will become a critical new domain. However, currently only 42% of survey respondents say that they are extremely confident in their organization's governance and human oversight of AI usage.

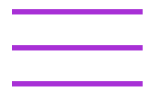
As businesses expand their use of AI, they agree that it's crucial to monitor AI application and agent performance (81%), measure AI usage across teams and individuals (78%), understand AI costs and resource consumption (77%), resolve any issues with the technology before they impact employees (76%), track adoption of sanctioned AI tools (75%), and detect unsanctioned tool usage (75%).

However, many organizations admit that they currently lack sufficient monitoring of AI usage and operations. Half (51%) say they don't have enough oversight of AI agent performance and reliability (despite 81% considering it important), 49% say they don't have sufficient awareness of AI adoption and utilization by employees (even though 78% want to monitor this), and 44% don't sufficiently monitor AI costs and resource consumption (considered important by 77%). Over a third (38%) lack sufficient monitoring of AI governance and compliance activities, 30% of AI workflow execution, and 21% of shadow AI usage, even though 75% believe that monitoring this is crucial.



92%

Agree that AI observability and governance will become **a critical new IT domain to manage**

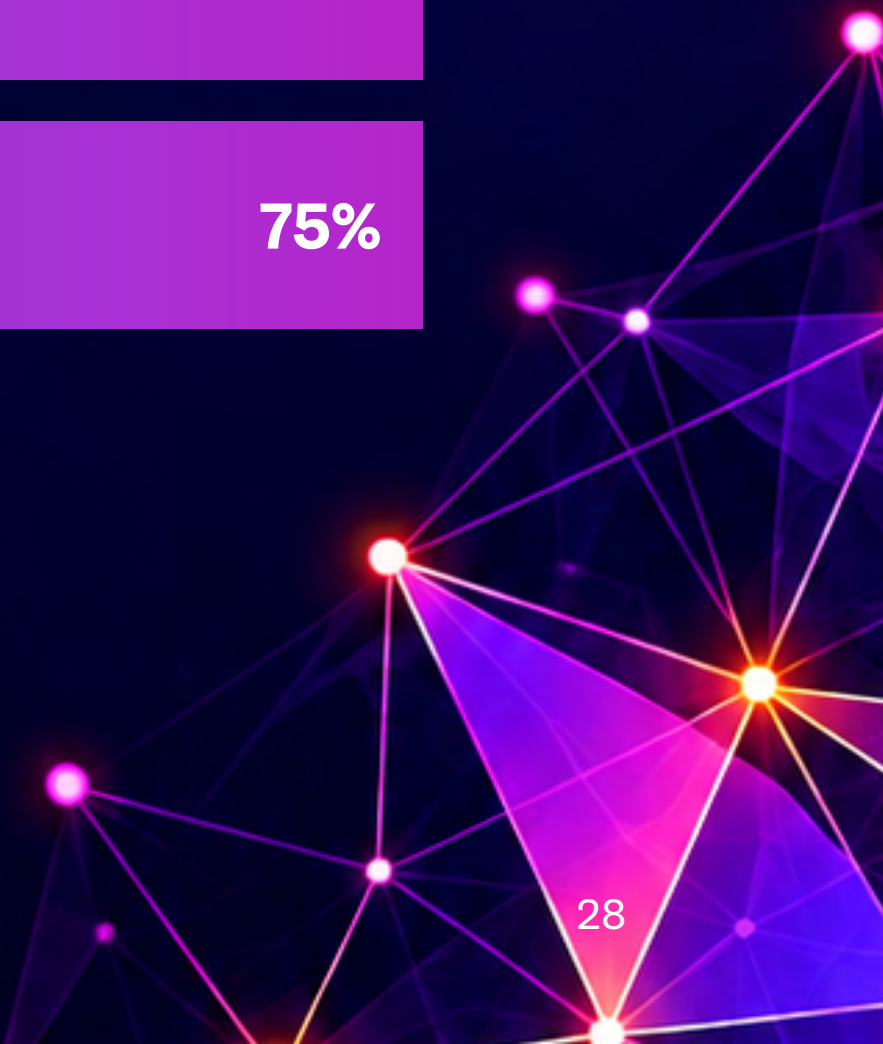


Perhaps most worryingly, there’s a confidence gap between leaders and technical specialists where AI monitoring is concerned. Almost half of leaders (48%) say they are extremely confident that in 2026, their organization has sufficient governance and oversight of AI usage. But among technical specialists, this falls to only 36%. The teams who work directly with AI are less sure than their leaders that governance models are working and that AI is sufficiently managed and controlled. It’s never been more important for organizations to implement effective control of their organization’s AI usage, but many seem uncertain how this can be achieved.

42%

Only four out of ten are **extremely confident** in their organization’s governance and **human oversight of AI usage**

Businesses identify key requirements as they expand their use of AI



Conclusion: Strategies for Success with Autonomous IT Operations

Our research indicates clear opportunities for organizations who want to maximize the potential of agentic AI across their IT operations. Here are our recommended strategies for success.

1. Establish trusted, AI-ready data

Only 19% of businesses are highly confident in their ability to use data effectively for AI-driven IT operations. Improving data quality, fidelity, and real-time availability is essential so AI agents can make accurate decisions and resolve issues effectively.

2. Consolidate the technology stack

Eighty-seven percent of organizations say tool sprawl has increased their need for systems integration. Consolidating tools helps standardize processes, reduce operational friction, and makes it easier for AI agents to access the data and workflows needed to identify and resolve problems.

3. Unify cross-domain observability for AI

While 96% of businesses view multi-domain visibility as important, only 17% have unified visibility across all domains. Organizations may already have data from networks, applications, endpoints, and cloud environments, but it is often fragmented across tools and teams. Unifying that observability data gives agentic AI the complete context needed to diagnose issues, identify root causes, and take effective action.

4. Prepare the business for autonomy

Autonomous IT requires more than technology. Organizations must build technical expertise and prepare teams to work effectively alongside AI agents. Skills gaps, cited by 37%, and organizational resistance, cited by 34%, remain significant barriers to adoption.

5. Continuously monitor and govern agentic AI

Organizations need visibility into whether AI agents are performing reliably, operating within policy, and delivering value at an acceptable cost. Monitor agent usage, performance, costs, and compliance to keep autonomous operations controlled and accountable. Today, 51% lack sufficient oversight of agent performance and reliability, 49% lack visibility into employee AI adoption, and 44% lack adequate monitoring of AI costs and resource consumption.

Riverbed – Delivering Practical AI Solutions for Autonomous IT Operations

Riverbed is helping organizations advance on the journey toward autonomous IT operations and Zero Disruption, where AI can predict, identify and resolve issues before they impact employees or business performance. The Riverbed Platform combines full-fidelity data, unified observability, and AI-driven automation to help IT move from reactive operations toward AI-driven autonomy. Riverbed IQ provides the intelligence layer for this journey, combining contextual intelligence from the Riverbed Data Store with an open agentic AI framework.

AI-Powered Observability

Riverbed captures full-fidelity data across users, devices, applications, networks, infrastructure and cloud, bringing it together in context to provide unified visibility across the IT environment. This rich data foundation enables Riverbed AI to correlate evidence, determine root cause and automate resolution with increasing levels of autonomy, helping organizations prevent disruption and advance toward autonomous IT operations.

Application and Data Acceleration

Riverbed helps organizations overcome latency, bandwidth and distance constraints with high-performance, resilient networking that accelerates applications and moves data efficiently across distributed environments. Riverbed offers a complete portfolio of SteelHead acceleration solutions powered by RiOS 10 software, as well as Riverbed Data Express, helping ensure critical applications and data perform reliably across campuses, data centers, cloud and edge environments, while supporting the movement of massive datasets required for AI.



About Riverbed

Riverbed, the leader in AIOps for observability, helps organizations optimize their users' experiences by leveraging AI automation for the prevention, identification, and resolution of IT issues. With over 20 years of experience in data collection and AI and machine learning, Riverbed's open and AI-powered observability platform and solutions optimize digital experiences and greatly improve IT efficiency. Riverbed also offers industry-leading Acceleration solutions that provide fast, agile, secure acceleration of any app, over any network, to users anywhere. Together with our thousands of market-leading customers globally – including 95% of the FORTUNE 100 – we are empowering next-generation digital experiences. Learn more at riverbed.com

About Coleman Parkes

Coleman Parkes is a full-service B2B market research agency specializing in IT/technology studies, targeting senior decision-makers in SMB to large enterprises across multiple sectors globally. For more information, contact IanBeston@coleman-parkes.co.uk

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