BigPanda

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The most common causes of IT outages in 2024

Enterprise Management Associates surveyed more than 400 global IT professionals and executives to assess the causes and costs of IT outages in 2024.

EMA found that organizations with mature AIOps are mainly affected by external factors beyond their control. Those in the early stages experience outages based on internal factors, which AIOps can significantly mitigate.

Early-stage adopters face internal threats

For organizations just starting their AIOps journey, internal technical or human-generated issues cause most outages. Automation and AI significantly improve incident detection, investigation, and remediation in these cases.

34%
Change or configuration issues

29%
Hardware failure

27%
Inability to detect incidents before they become outages

With AIOps, outage causes shift externally

Once they have AIOps in place, outside factors beyond the reach of ITOps and ITSM teams are the leading causes of outages.

37%
Power outage

29%
Internet provider failure

27%
Security breach or hack



"BigPanda has helped significantly with automating our alert process. We have a better understanding of what is impacted and how to fix it quickly."

Mark Peterson
IT Operations Supervisor, Cambia Health Solutions

CAMBIA HEALTH SOLUTIONS

Improve incident response with AIOps

EMA found that AIOps consistently enables faster reaction to and resolution of outages. Organizations with mature AIOps can reduce the frequency and cost of outages by 30% and shorten their duration to less than an hour.

Get the full report

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