HPE

Report

THE RISE OF AGENTIC AI: A NEW ERA FOR IT OPERATIONS

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Executive Summary

In 2024, Andrew Ng coined the phrase 'Agentic AI' to describe AI that turns knowledge into action. Unlike generative AI, which produces new content, agentic AI autonomously **completes tasks, makes decisions, and adapts to change** without human input.

With Agentic AI, the way we work and collaborate across organizational boundaries is being redefined. KPMG estimates agentic AI can boost corporate productivity by $3 trillion each year. Gartner's 2025 Hype Cycle for Artificial Intelligence places AI agents at the **peak of inflated expectations**, underscoring the need for treading cautiously.

AI agents, or digital workers, will handle complex tasks that would otherwise demand far more time and effort from humans. They will do so by adhering to the governance frameworks established for those tasks and by partnering with other agents to distribute sub-tasks.

This report focuses on the impact of **autonomous agents on IT operations**, amid broader changes driven by agentic AI. IT operations teams handle a wide variety of tasks such as administering infrastructure, monitoring performance, enforcing security and compliance, and managing service desks and incidents. Agentic systems will streamline IT operations by automating tasks, thereby improving efficiency and lowering costs.

Our report uncovers some notable trends:

— Nearly one in four IT leaders plan to allocate over **30% of next year's budgets** to agentic AI.

— Key adoption barriers to Agentic AI include **security and privacy risks, integration complexity, and limited trust in AI**.

— The IT Ops functions that will see the biggest impact from multi-agent systems include **observability, threat detection, and incident response**.

— By 2030, 43% of IT operations leaders view agentic AI as the **primary model for managing IT operations**.

Methodology

We conducted the survey through a third party with a total of 200 respondents. All respondents were IT managers or above, spanning IT operations and infrastructure teams. The survey covered North American enterprises with more than 1,000 employees. Finally, the survey included only IT decision makers with a strong knowledge of agentic AI.

#1 – Agentic AI in IT Ops: Adoption Drivers and I&O Areas of Impact

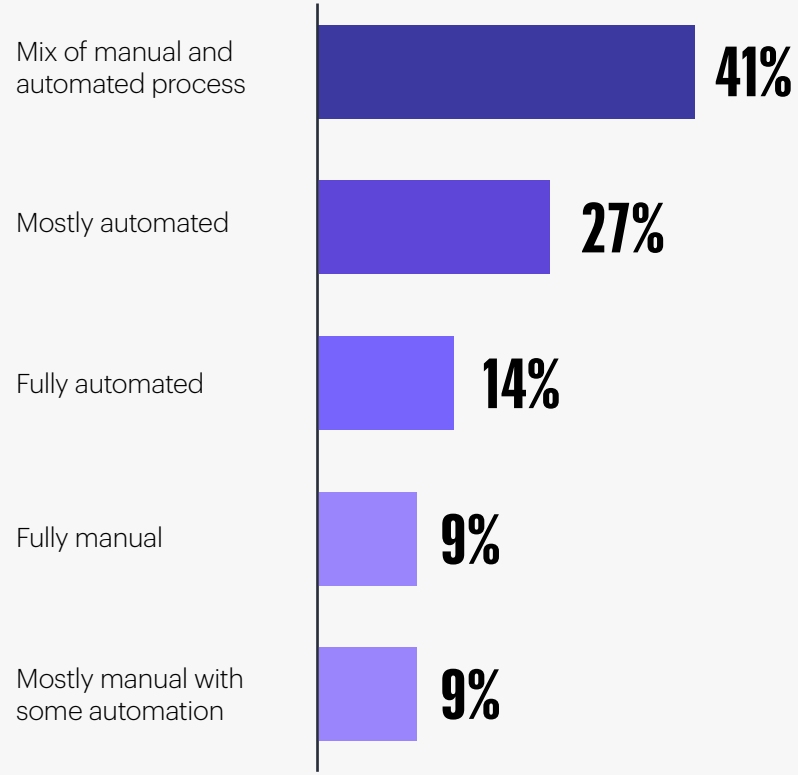
Automation at Work: Where IT Ops Stand Today

Critical IT functions such as monitoring, provisioning, patching, incident response, backup, and security ops have usually relied on a mix of automation and manual work.

We asked IT infrastructure leaders to share the extent of automation in their daily operations. **Full automation remains rare**—only 14% of IT leaders say their operations are fully automated. 41% of respondents use a **blend of manual and automated processes**, while 18% still rely on fully or mostly manual operations.

This creates a strong opportunity for agentic transformation, by automating **repetitive tasks with digital labor** and freeing IT teams from time-consuming, low-value work.

Level of Automation in IT Operations



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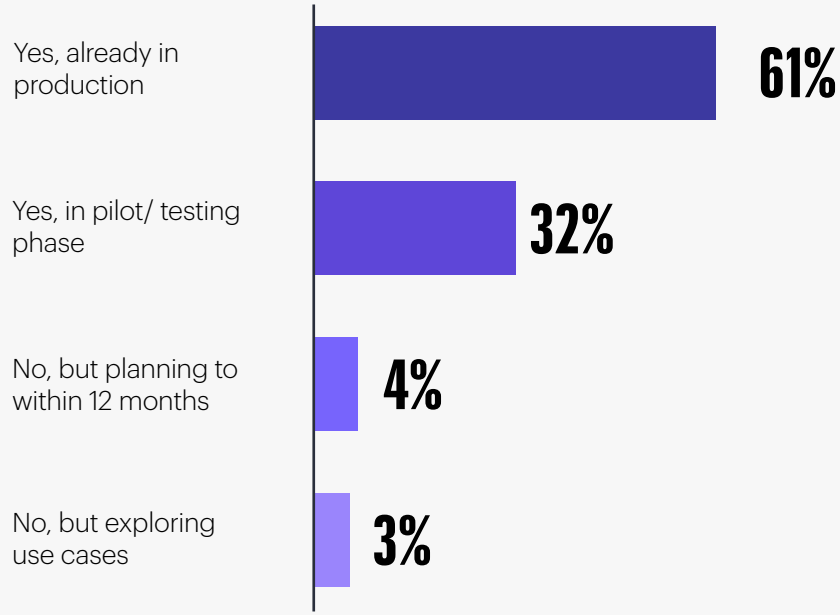
Agentic AI Adoption: From Pilots to Production

Our survey finds that **61% of IT leaders are moving beyond pilots** and actively implementing agentic AI in production environments. An additional **32% are currently piloting** agentic workflow implementations. Just 7% are still on the sidelines, exploring use cases or planning agentic AI rollouts in the year ahead.

While enthusiasm for autonomous systems is high, it's important to temper expectations. Gartner predicts that by 2027, more than 40% of agentic AI projects will be cancelled due to "**escalating costs, unclear business value, or inadequate risk controls.**" Rather than rushing into investments, IT leaders must focus on projects with clear business impact, maintain rigorous cost oversight, and implement adaptive guardrails to safeguard their enterprise.

Status of Agentic AI Implementations



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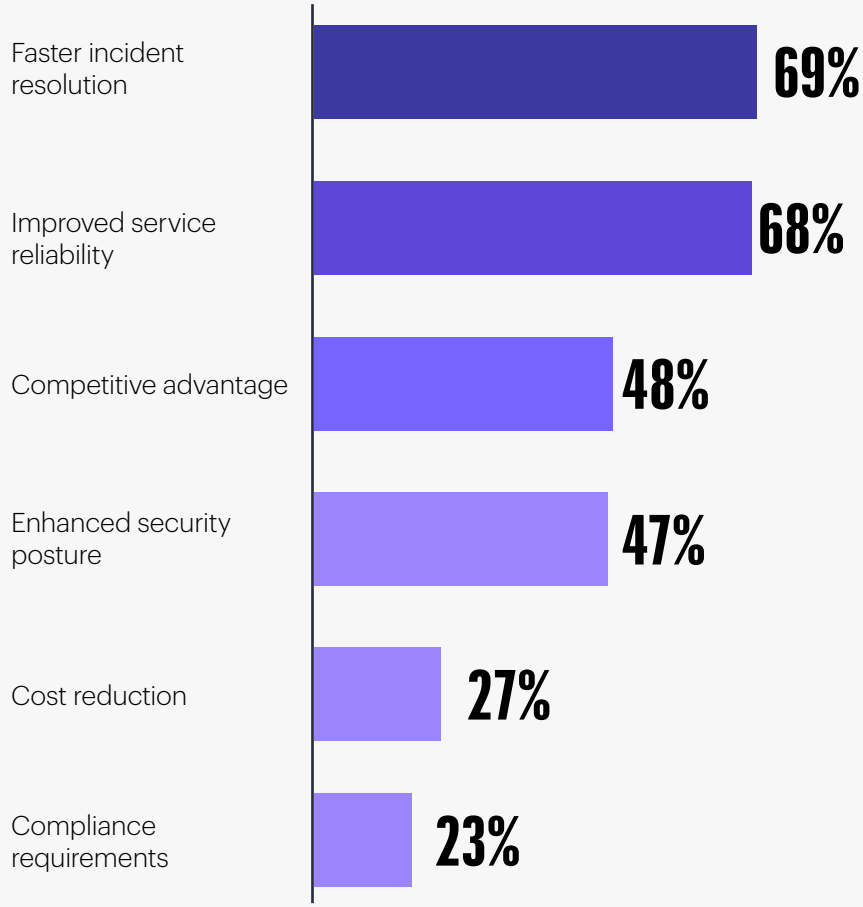
Driving Forces Behind Agentic AI Adoption

Agentic AI offers organizations the ability to not only enhance current processes but also **transform business models**. To accelerate value delivery, IT operations teams should determine which complex tasks and decisions to automate through agentic workflows.

With service disruptions carrying high business impact, IT leaders identified **faster incident response** (69%) and **improved service reliability** (68%) as the top use cases for agentic AI. IT leaders also cited gaining a **competitive edge** (48%) and strengthening **security posture** (47%) as other drivers for adopting multi-agent systems.

Primary Drivers for Implementing Agentic AI



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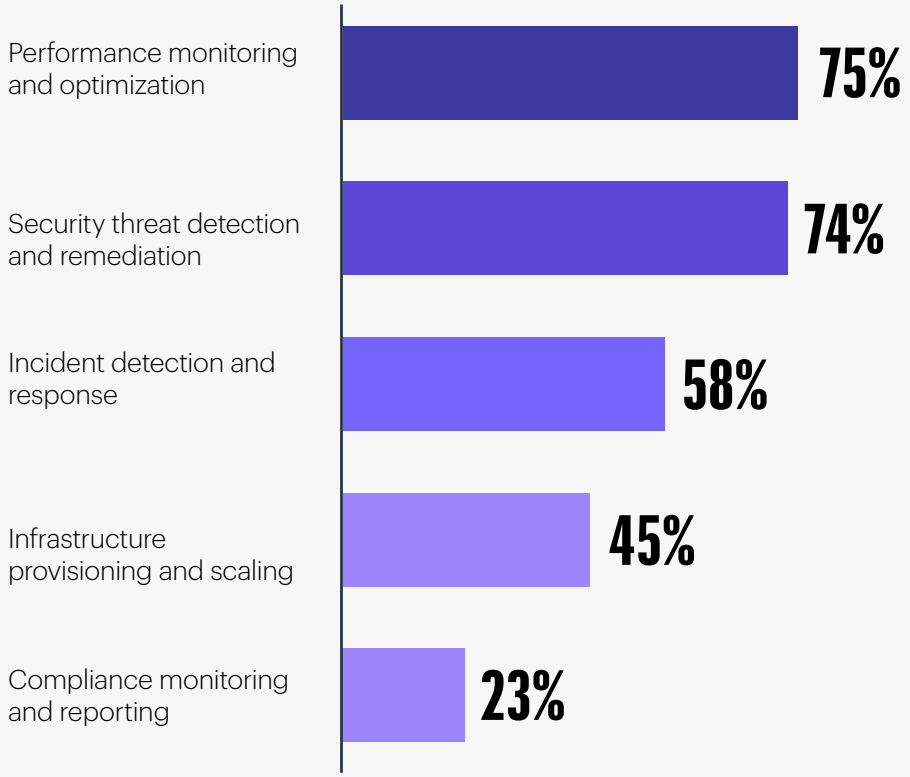
I&O Functions Ripe for Agentic Reinvention

Agentic AI is set to transform all aspects of Infrastructure & Operations (I&O) management in the next few years. IT Ops teams must learn to work with digital agents by setting **clear goals, supplying quality data, and enforcing governance** across different tasks.

Survey results show that the top functions to benefit from agentic AI will be **performance monitoring/observability (75%), security threat detection and remediation (74%), and incident detection and response (58%)**.

Effective execution of these functions relies on data-driven insights, cross-functional collaboration, and swift action in high-stakes situations like outages or security breaches. These activities are well-suited to agentic workflows, which thrive on autonomy, goal orientation, and rapid adaptability.

I&O Functions That Benifit The Most from Agentic AI



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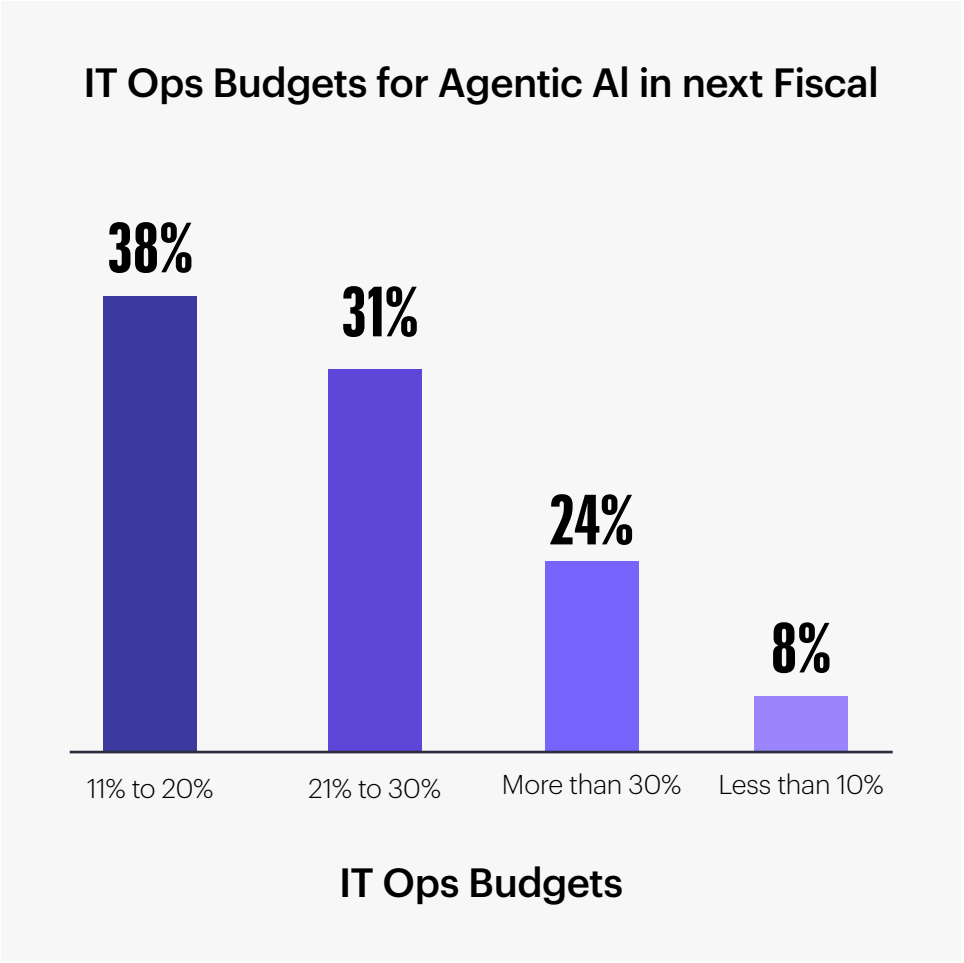
#2 – Agentic AI Drives Budget Shifts and Productivity Growth

The New Budget Priority: Agentic AI

By 2029, IDC projects that global spending on agentic AI technologies will hit $1.3 trillion. Agentic AI will transform IT operations, creating new roles for managing multi-agent systems and driving organizations to upgrade their technology stacks for supporting agentic infrastructure.

Our survey reveals **strong momentum for agentic-led transformation**, with nearly one in four organizations planning to **allocate over 30% of their IT budgets** to agentic AI in the next fiscal. An additional third of organizations expect to dedicate between **21% to 30% of their annual IT budgets** to multi-agent systems in the coming year.



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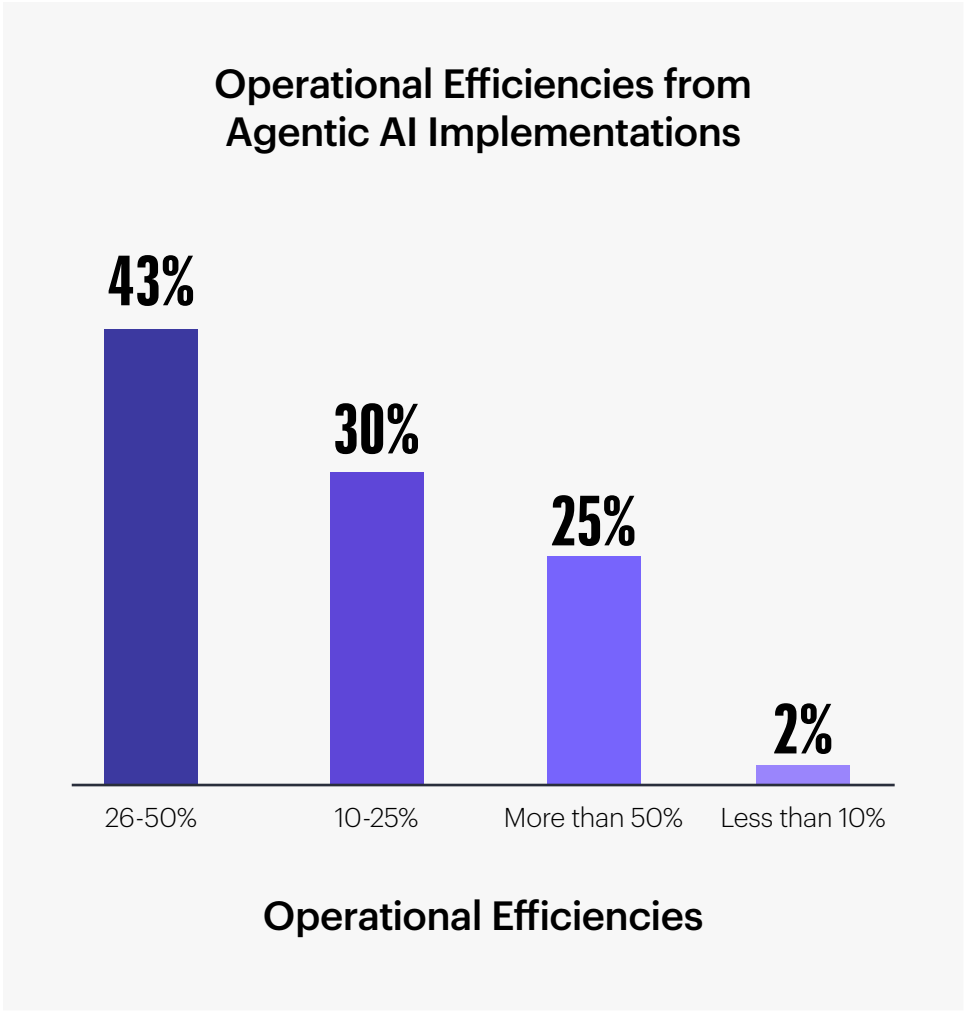
Unlocking Operational Efficiencies with Agentic AI

Agentic AI accelerates organizational productivity through autonomous execution, cross-functional orchestration, and adaptive learning. Salesforce Research finds CHROs expect a 30% productivity boost and a 19% reduction in labor costs from full agentic adoption.

IT operations leaders **anticipate major productivity gains** from their agentic investments. Nearly half of IT leaders foresee efficiency gains of 26% to 50%, with another 30% projecting a 10% to 25% productivity lift. A **quarter of respondents** are highly optimistic, projecting **productivity improvements above 50%** from agentic AI.



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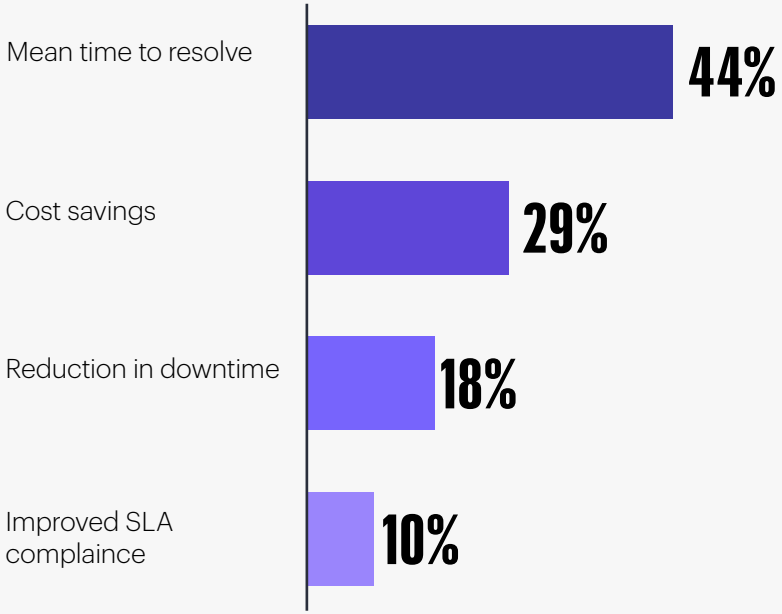
Performance Indicators for Agentic AI

IT operations leaders use a range of metrics to assess their organizational effectiveness, including uptime and availability, mean time to detect and resolve, end-user satisfaction, and service level agreement compliance.

Survey results show IT operations leaders prioritize **mean time to resolve (44%), cost savings (29%), and reduced downtime (18%)** as critical success metrics for agentic AI. MTTR measures how long it takes to resolve an incident while downtime reflects the total hours of service disruption. These metrics link directly to business outcomes, showing IT operations' role in ensuring service continuity and cost efficiency.

Metrics for Measuring Agentic AI Success



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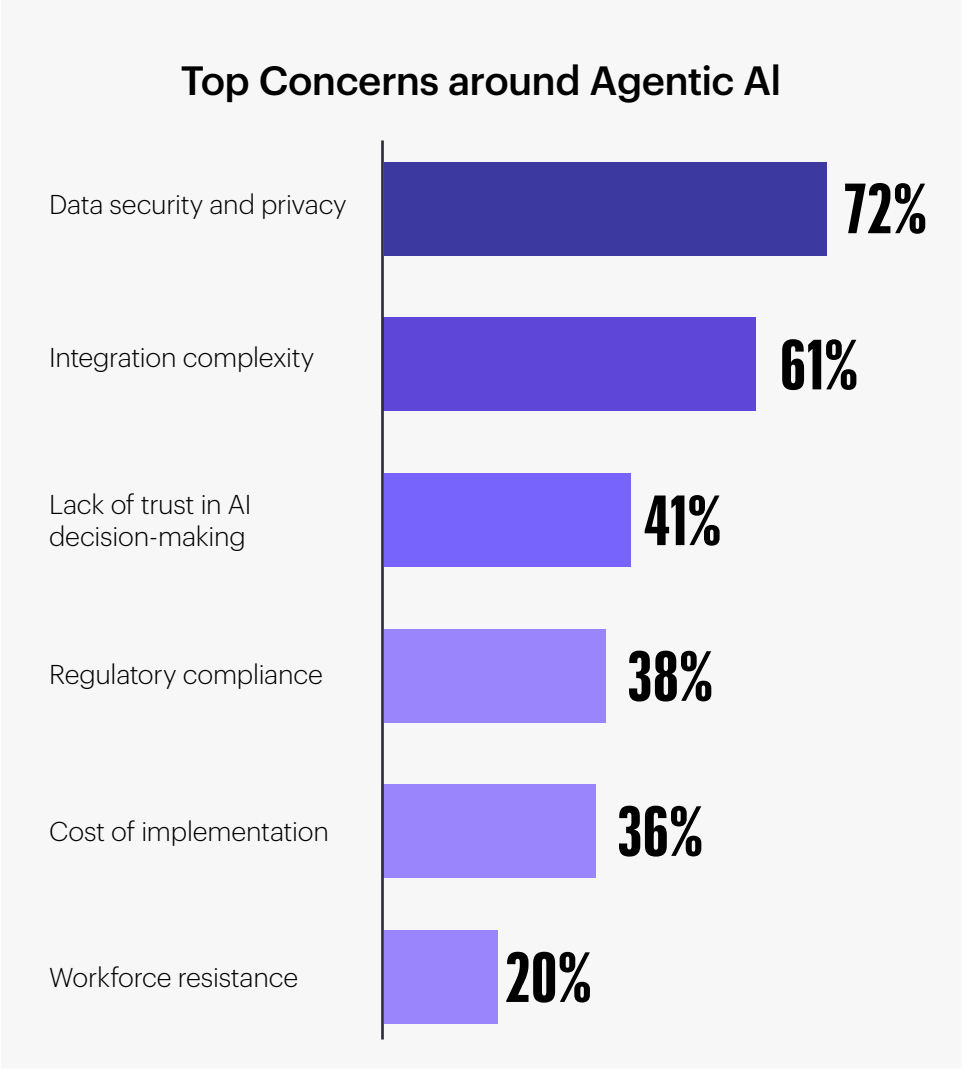
#3 – Organizational Concerns and Readiness for Autonomous Systems

Unpacking the Biggest Concerns with Agentic AI

Agentic AI introduces a fresh set of challenges for IT leaders: unpredictable behaviors, security vulnerabilities, ethical dilemmas, and integration challenges. IT operations teams must enforce **strong governance, real-time monitoring, and human oversight** to keep agentic systems aligned with organizational policies.

Our survey finds 72% of IT operations leaders cite **data security and privacy** as the top concern in adopting agentic AI. Integration complexity (61%) and skepticism toward AI decision-making (41%) follow as leading worries around autonomous systems.



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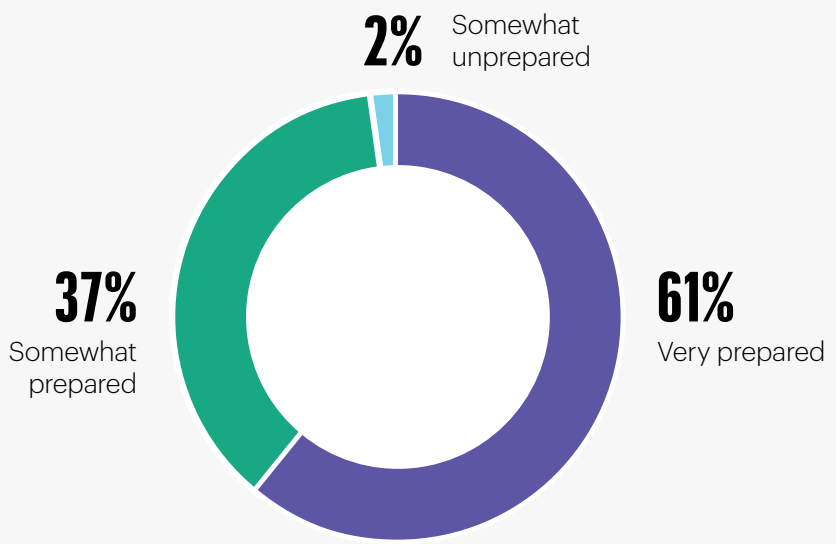
The Human Factor in Agentic AI Adoption

By 2027, IDC projects that 40% of current job roles will either be redefined or eliminated across Global 2000 organizations due to generative AI adoption.

Successful agentic AI rollouts will require **clear accountability, strong data quality, and seamless interoperability**. IT leaders must create workflows that streamline employee interactions with multi-agent systems while boosting team skills and AI literacy.

61% of survey respondents report being well prepared to work alongside agentic tools. Another 37% of IT Ops leaders feel somewhat prepared, while just 2% admit to being somewhat unprepared for agentic systems.

How Ready are IT Ops Teams to work with Agentic AI



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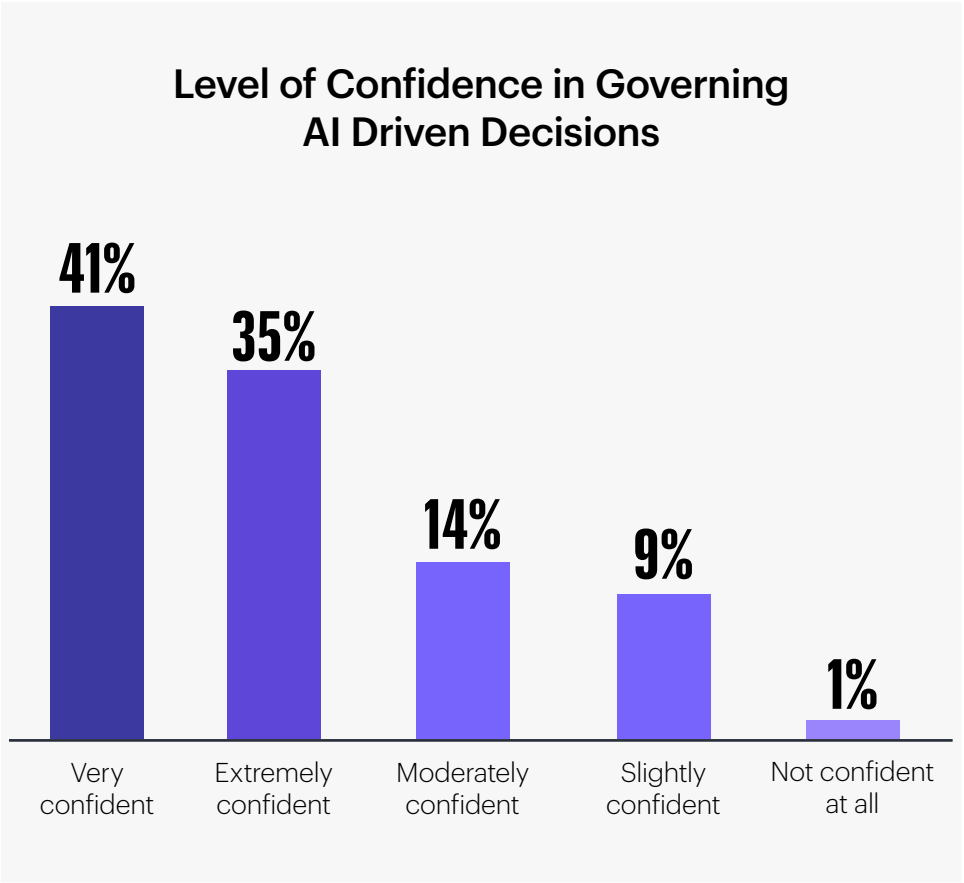
Measuring Confidence in AI Driven Decision-Making

Confidence in agentic outputs comes from strong governance frameworks and regular auditing by IT teams. To use autonomous systems effectively, technology teams must evaluate AI decisions with confidence scores and track their accuracy over time.

Our survey shows that **confidence in governing AI-driven decisions is high**: 41% of IT Ops leaders are very confident, and 35% are extremely confident. **Only 10% of respondents** are either slightly confident or not confident at all in governing AI decision making.



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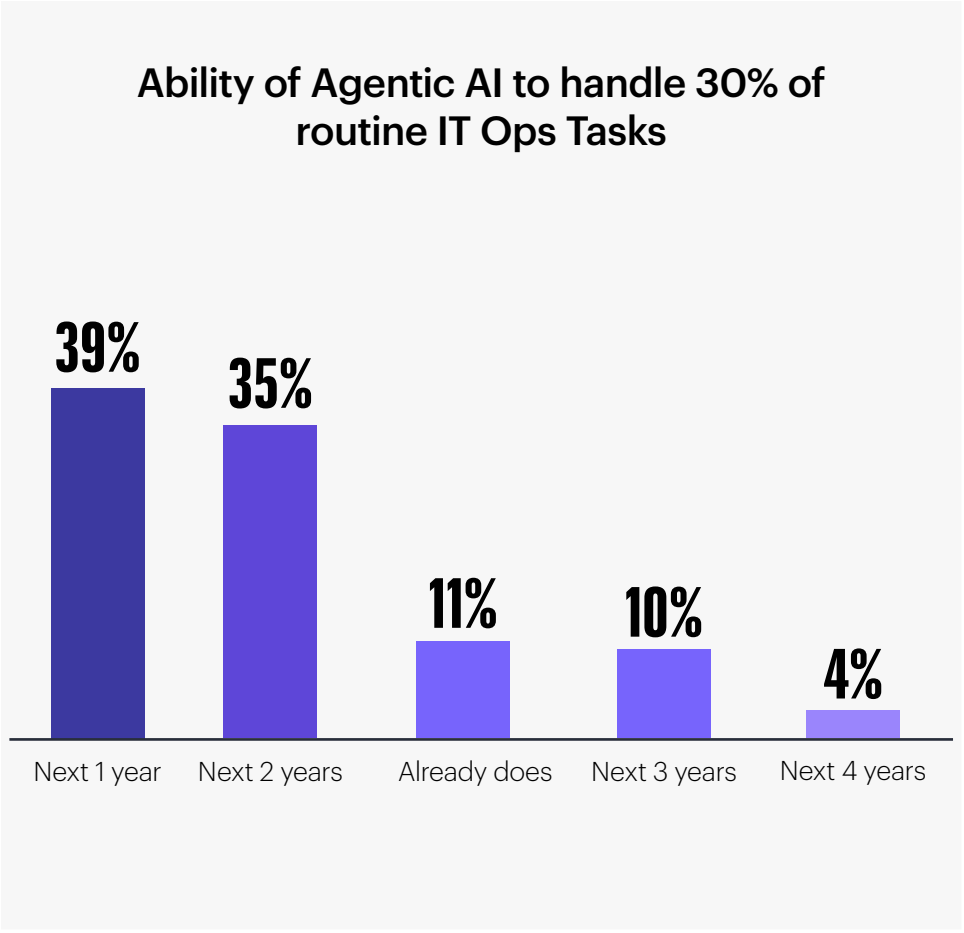
#4 – The Road Ahead for Agentic AI

Automating Routine Work with Agentic AI

The day-to-day work of IT operations includes applying patches, managing backups, handlining user permissions, running vulnerability scans, reviewing audit logs, monitoring networks, resolving helpdesk tickets, and resetting passwords. By 2027, Gartner projects that agentic AI systems will manage more than 50% of these IT operational activities.

Our survey indicates that 40% of IT operations leaders anticipate **agentic AI will handle 30% of routine work in the coming year**. Within two years, 35% of IT leaders expect agentic workflows to manage 30% of routine tasks. Notably, 11% of respondents report already using agentic AI to manage routine tasks.



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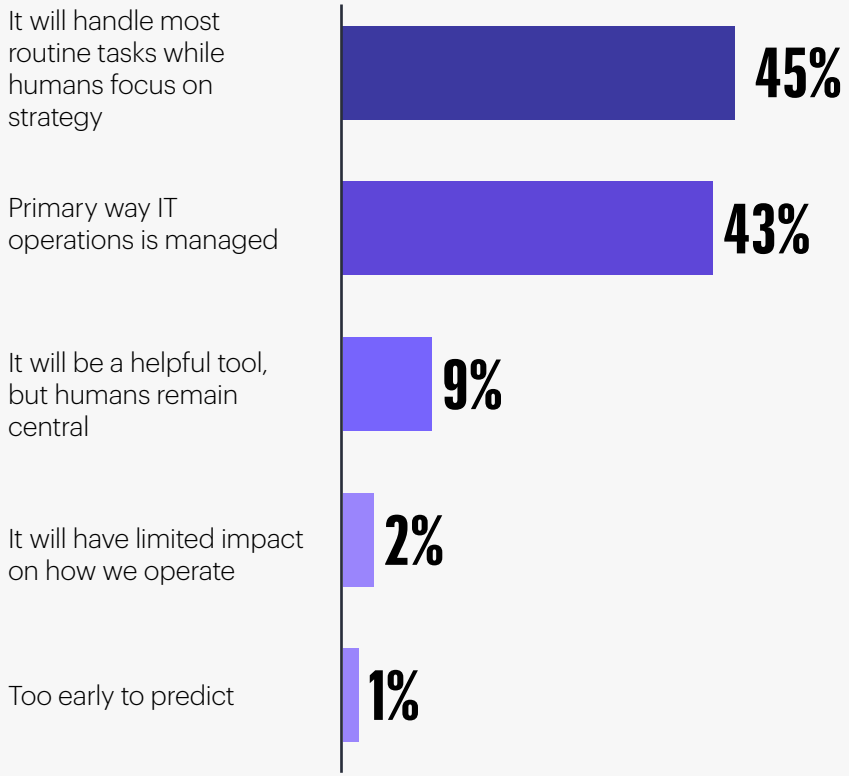
2030 Outlook: Agentic AI in IT Operations

We wanted to learn how IT leaders see agentic AI influencing their day-to-day work by 2030. Respondents are optimistic about agentic transformation: **45% expect autonomous agents to take over routine tasks**, freeing humans to focus on strategy.

An additional 43% believe that agentic AI will become the **primary model for managing IT operations** by 2030. Only 9% of respondents see agents as helpful yet view humans as central to managing IT operations.

Role of Agentic AI in IT Ops by 2030



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Conclusion

Here are five takeaways from 'The Rise of Agentic AI' report to help IT Ops leaders innovate and lead in an AI-first world:

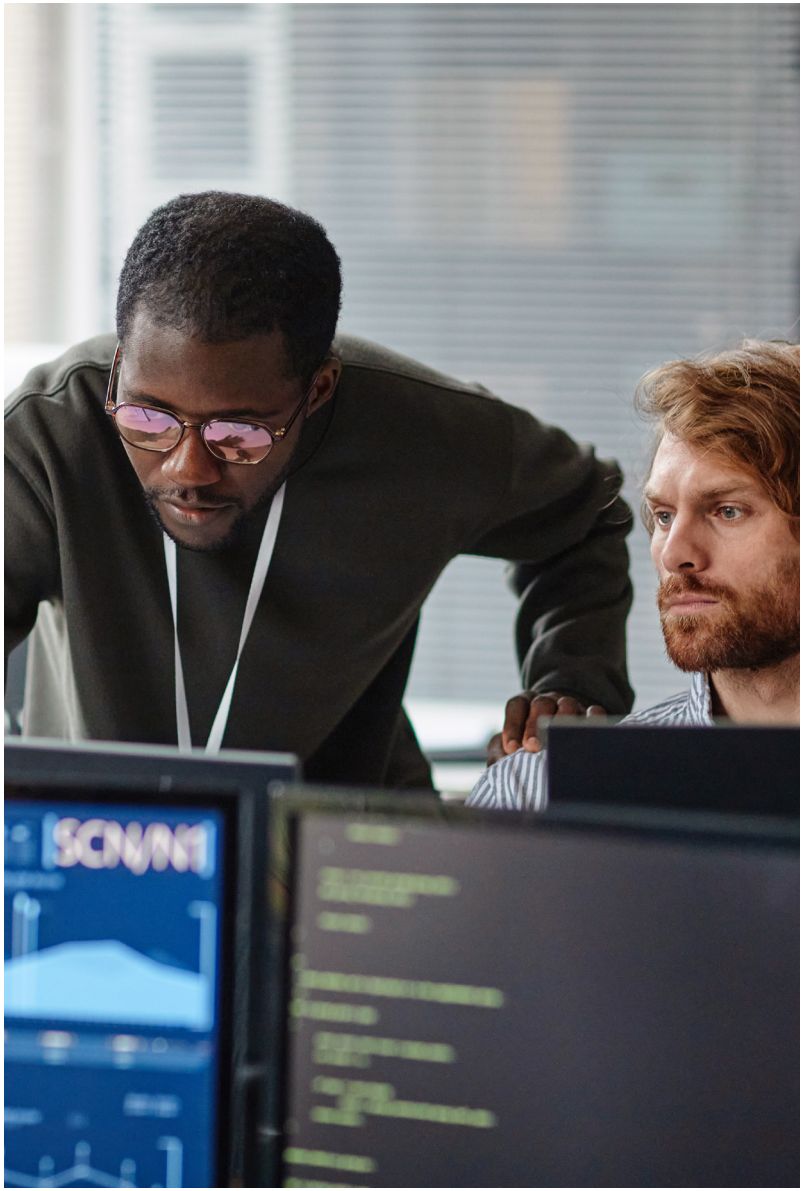
— **Harness the power of digital workers:** Systems of agents will collaborate with human counterparts to manage critical infrastructure, combining insights, workflows, and orchestration to optimize outcomes across IT operations.

— **Invest in guardrails for the right results:** IT leaders can unlock ROI, productivity, and efficiency by investing in AI governance that delivers trust, transparency, explainability, and fairness.

— **Act now:** Next year, one-third of IT leaders will dedicate over 20% of their budgets to agentic AI. IT Ops leaders should establish an Agentic Center of Excellence to scale, govern, and innovate with autonomous systems.

— **Overcome the skills gap:** IT leaders must invest in AI literacy to close the skills gap and help employees thrive in an AI-augmented future. Employees should be provided with sandbox environments to safely experiment and run pilot programs that apply agentic workflows to real business problems.

— **Establish the right data foundation:** Choosing the right AI architecture is critical for IT ops to ensure reliable and relevant data for multi-agent systems. Autonomous agents that use real-time, high-quality data will drive faster ROI, deliver optimal user experiences, and lower technical debt.



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About HPE OpsRamp

HPE OpsRamp helps IT teams master hybrid cloud operations with full visibility, faster fixes, and built-in automation.

OpsRamp unifies context and visibility across your hybrid stack, spanning every system, signal, and dependency. With AI-driven insights, IT teams cut through alert noise, prioritize critical issues, and act decisively. Finally, OpsRamp eliminates manual toil, automating everything from patching to incident remediation for faster resolution.

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