Inside the minds of government teams: A DevOps automation survey analysis

From freeing up overworked staff, to neutralizing issues before they become full-blown problems, automation is a game-changer for IT teams everywhere.

Dynatrace (NYSE: DT) exists to make the world's software work perfectly. Our unified platform combines broad and deep observability and continuous runtime application security with the most advanced AIOps to provide answers and intelligent automation from data at an enormous scale. This enables innovators to modernize and automate cloud operations, deliver software faster and more securely, and ensure flawless digital experiences. That is why the world's largest organizations trust the Dynatrace® platform to accelerate digital transformation.

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Respondents see clear benefits to DevOps automation.  

66% Improved software quality
66% Improved employee satisfaction for development, operations, and security teams
59% Reduction in the number of deployment failures
56% Reduction of IT costs (e.g., labor, infrastructure, testing, productivity)

But less than two-thirds of agencies have automated their DevOps processes:  

62% Problem remediation
61% Incident management and response
60% Capacity provisioning
59% Observability/monitoring
58% FinOps/cloud cost management

AI-driven observability can show teams the relationships and dependencies across their cloud technology stacks to unlock these insights instantly, so they can drive actionable automation workflows.

DevOps automation has gone from simply making things more efficient to being an irreplaceable part of an agency’s cloud delivery strategy.

Here’s what IT experts from Federal, state, and local agencies across the globe say about how automating DevOps practices has benefited their organization, taken pressure off staff, and helped make their jobs easier.

And while that number is growing, government faces many challenges when automating DevOps processes including:

- Rising technical debt
- Operational complexity to manage automation scripts
- Specialized skills required to operate them
- Growing number of toolsets
- Further, automation is only as precise as the data that informs it.

On average, data must hop through 10 systems to create the contextual insights necessary for unlocking DevOps automation.

Assess where your agency falls within the four stages of the DevOps Automation Maturity Model: Foundational, Standardized, Advanced, and Intelligent.

Discover common KPIs/SLOs agencies use to evaluate the success of automation.

Review the planned areas of investment in DevOps automation for government agencies over the next 12 months.

Determine the most popular DevOps automations tools/platforms and the skills needed to automate DevOps workflows.

Understand the biggest barriers preventing agencies from initiating new use cases or increasing existing use of DevOps Automation.

Want to learn more? Read the full report to:

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Read the report
How Dynatrace can help