

Your autonomous IT operations roadmap

A practical guide for overcoming
AI inertia and driving business value

The new operational trap: Why AI inertia is preventing growth

IT operations teams face massive pressure to drive innovation and ensure robust resilience, while increasing operational efficiency.

These challenges are often misdiagnosed as issues around observability tools, rather than the quality of data used or how today's tools are integrated into workflows.

The lack of data insights and joined-up intelligence mean businesses often lack the operational resilience they need to shift to autonomous operations.

And the gap between what teams want to do, and what they practically can do, grows ever wider. Inertia sets in and priorities shift from driving revenue growth, strategic planning and delivering for customers, to managing fragmented, disconnected tools.

To break free of this inertia and position for future success, it is critical that teams move from reactive firefighting to AI-driven, autonomous IT operations, eliminating blind spots with a trusted, real-time data foundation.

Enabling them to turn observability insights into business outcomes, and reducing slow labor-intensive processes, while freeing up vital resources for AI innovation.

Cutting through the noise to overcome challenges

What else can teams do to break free from this state of inertia?

Everything starts with identifying the biggest blockers to autonomous operations. This is the first stage in creating an actionable, stepwise plan to empower people, drive new growth, accelerate innovation, and stay ahead of technology-powered change. In practice, businesses need to:

Accelerate path to automated operations

- Freeing up IT teams from constant backlog
- Bringing together systems to unleash the power of AI
- Accelerating automation to free talent for high value tasks

Build resilience with trusted data

- Shifting to proactive, AI-driven operations
- Embracing predictive incident management capabilities
- Closing gaps in fragmented tech ecosystems

Amplify existing observability investments

- Supporting seamless workflow integration
- Making real-time data insights actionable
- Bringing increased business context to analysis

Reduce manual workload

- Solving fragmented data challenges
- Automating processes for efficiency
- Reducing complexity by streamlining operations

This guide gives your business a roadmap to orchestrating autonomous operations.

No matter where you are on your journey or maturity stage, we explore how you can chart a path towards autonomous operations without increasing tool sprawl, adding operational complexity, or undergoing a risk-inducing big bang transformation.

Your path forward to accelerating AI value

To succeed, businesses need to move away from siloed platforms that limit growth and act as a drag on AI acceleration.

They must create a more unified, AI-driven control system that turns signals into action and action into business outcomes. Enabling and accelerating the operational resilience they need to power innovation.

To do this, organizations need an enterprise control plane that brings together integrated observability, workflows, automation, and governance.

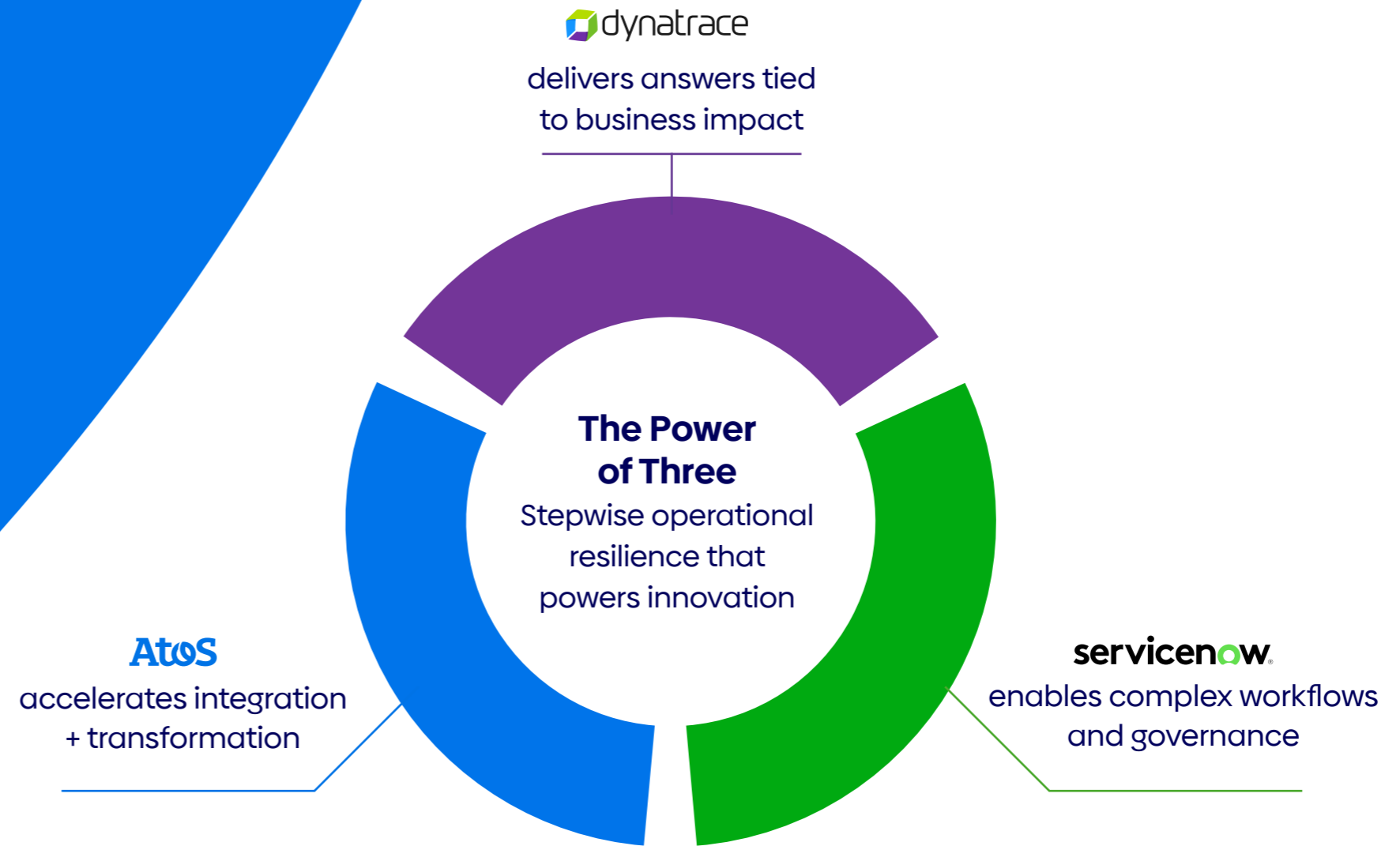


The Power of Three makes this possible

Atos, ServiceNow and Dynatrace deliver the Power of Three to enable businesses to move past AI inertia with a clear, actionable plan for stepwise transformation that accelerates transformation, turning fragmented observability and workflows into a unified, AI-driven control system.

You don't need more tools or big-bang transformation plans to win in the future. You need to unlock the value of what you already have. That's why the Power of Three is designed to accelerate your transformation while deriving more value from the Dynatrace and ServiceNow licenses you already have.

We automate CMDB enrichment as well as the associated business service mapping within ServiceNow to support more rapid adoption of wider Autonomous Ops capabilities and deeper, broader ServiceNow value.



Atos

Integrates, operationalizes, and scales Dynatrace and ServiceNow into a business-aligned, outcome-driven operating model.

ServiceNow

Transforms insights into automated workflows, incident response, and enterprise-wide orchestration.

Dynatrace

Provides precise, real-time answers powered by causal AI and a trusted data foundation across the full technology stack.

Unlocking value across every level of maturity

The journey toward tech maturity is progressive, continual, and intentional. It requires buy-in from decision-makers across the business and a clear, robust strategy for implementation to reduce cost, risk, and manual effort at each stage.

An incremental approach to implementation of new tech helps improve accuracy, accelerate change, and ensure higher rates of adoption so that workflows and processes can be more connected and powerful. Where you begin depends on your current level of maturity.

Stage 1 >

Connecting the tools you already have



Ensure incidents are created automatically from Dynatrace.

Stage 2 >

Unlocking context-driven visibility



Deliver automated CMDB and Service Mapping based on enterprise data.

Stage 3 >

Shifting to event-driven automation



Reduce alert noise, so you prioritize high value work.

Stage 4 >

Enabling true AI-governed remediation



Automatically identify and fix issues before users notice.

Our step-by-step roadmap for transformation reduces risk, complexity and cost while increasing trust in your data.

The result? You're connected, agile, and operationally resilient.

Stage 1 >

Connecting the tools you already have

How you can
stabilize operations
and accelerate
transformation

What types of pain points might you be experiencing?

- Spending up to 80% of time on reactive incident handling
- You have limited capacity for strategic initiatives and innovation
- You're experiencing increased demand without proportional team growth
- You're unable to make the most of AI-driven transformation due to fragmented systems

By enabling ServiceNow and Dynatrace API integration, you can stabilize the way your business runs, to lay the foundations you need to break free of a state of inertia. So, you can put robust processes in place for more seamless data insights to be shared across the business. At this stage Dynatrace begins generating incidents directly into ServiceNow via API.

The result? Alerts are no longer siloed, and incidents are centralized in ServiceNow for faster resolution.

At stage 1 you can expect:

- Consolidation of alerts into a single ticket, enriched with root cause answers, business impact and remediation steps
- Reduction in manual ticket creation effort
- Introduction of integration discipline



Stage 2 >

Unlocking context-driven visibility

How CMDB-enriched service integration supports service-aware reporting

What types of pain points might you be experiencing?

- **Your teams are struggling to deliver accurate and timely Service Mapping**
- **You have little predictive insight into failures or risk**
- **You're experiencing high escalation rates and slow recovery**
- **Change risk is difficult to assess**

At stage two, your business transforms from simple integration to service-aware operations, unlocking improvised routing accuracy and deeper trust across the entire organization in CMDB.

We help you do this by using the Service Graph connector, to enrich your ServiceNow CMDB with Dynatrace real-time dependency graphs, providing a more accurate view of your dynamic environment and impact of incidents.

Your business receives technical signals that are tied to real business services, and you move to a state of increased automation and self-aware reporting which unlocks greater control and visibility than ever before.

At stage 2 you can expect:

- **A significant reduction in triage effort**
- **Improved routing accuracy and first-time resolution**
- **Service-aware reporting for business stakeholders**
- **Greater trust in CMDB as a system of record**

Stage 3 >

Shifting to event-driven automation

Undergoing a fundamental architectural shift to unlock intelligent automation

What types of pain points might you be experiencing?

- Your insights remain siloed and disconnected from workflows
- Incidents lack business context and ownership clarity
- You're experiencing slow root cause analysis across complex environments
- The manual decision-making in the business is delaying resolution and increasing risk

At this stage, ServiceNow event intelligence correlates signals from disparate monitoring tools before tickets are even created, for faster, more coordinated remediation.

Service desks are no longer overwhelmed, alert volumes drop significantly, and incidents accurately represent real issues, not just raw signals. All your categorization, prioritization, and assignment processes are automated, and lower risk scenarios trigger predefined remediation workflows keeping you ahead of change.

At stage 3 you can expect:

- Focus to shift to exceptions and high value cases rather than routine tasks
- The cost of operations begins to decline structurally
- The level of risk your business faces is reduced through faster, consistent responses
- Your expert teams regain capacity for higher-value work



Stage 4 >

Enabling true AI-governed remediation

Realizing autonomous operations

What types of pain points might you be experiencing?

- Alert noise and duplicated incidents drive unnecessary workload
- High manual effort in triage, routing, and investigation
- Poor CMDB accuracy leads to rework and inefficiency
- Teams spend more time maintaining operations than improving them
- Cost of operations increases with scale and complexity

At this stage of your transformation, you'll no longer be reactive, but truly anticipating, identifying and solving potential issues.

AI models will predict service degradation before it impacts operations, observability data is continually analyzed for risk patterns and remediation action is automatically undertaken.

This means operational performance becomes more consistent and predictable, costs are continually optimized and risk is managed proactively to build and extend operational resilience.

At stage 4 you can expect:

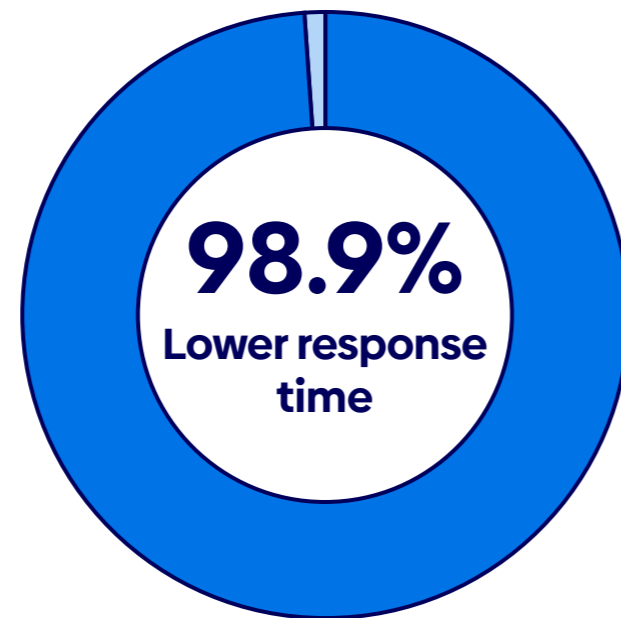
- A dramatic reduction in manual operational effort
- Fewer failed changes due to predictive impact analysis
- Proactive optimization of cloud and infrastructure resources
- Continuous alignment between cost, performance, and risk

The Power of Three in action

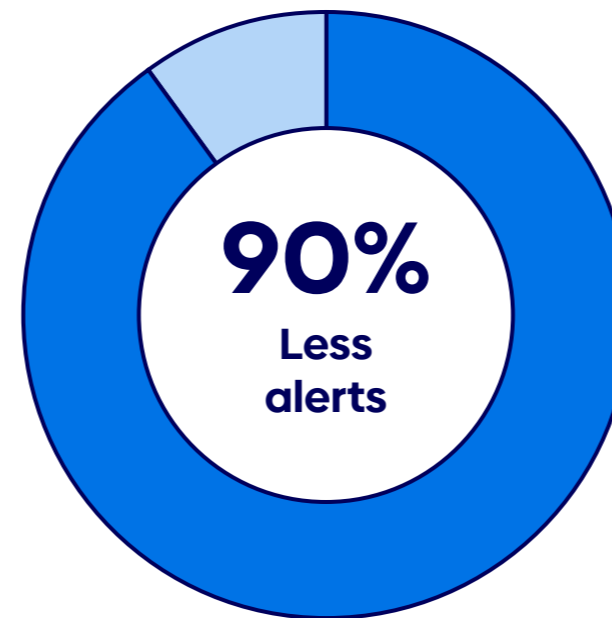
We worked with a global business to integrate Dynatrace and ServiceNow to help accelerate innovation, reduce incident response times and support the highest possible uptime. The result speaks to the dramatic results that are possible through the Power of Three.



Reducing breached SLAs from **16%** to just **0.2%** in two years and to **0.1%** in three years



From **six hours** to identify inform and solve to identify and inform within **two minutes**



Average **weekly alert** counts were reduced by 10x after service management consolidation



“ We promise to every customer a 99.95% uptime and that the storefront loads within one second. The answer to this big commitment is of course observability and to reach this, we chose Dynatrace integrated into ServiceNow. ”

Vice President,
Observability & Automation

Start your journey to automated operations with The Power of Three

No matter which level of digital maturity your business finds itself at, beginning your journey toward autonomous operations is now more critical than ever.

The Power of Three unifies AI-driven observability, workflow automation, and operating model transformation to turn fragmented IT operations into a connected, intelligent control system.

Enabling you to accelerate your path to automated operations, build resilience with trusted data, amplify existing observability investments, and reduce manual workloads.

The result?

A stepwise transformation journey to AI-driven autonomous operations based around four real-world scenarios, created by unlocking more value from existing observability investments.



Ready to start your journey to autonomous operations?

[Speak to an Atos expert](#) and we can discuss the ideal path forward.

Or if you want to see The Power of Three in action first, you can [check out the full case study](#).

About Atos Group

[Atos Group](#) is a global leader in digital transformation with c. 59,000 employees and annual revenue of c. € 7.2 billion, operating in 61 countries under two brands—Atos for services and Eviden for products and systems. European number one in cybersecurity and cloud, Atos Group is committed to a secure and decarbonized future and provides tailored AI-powered, end-to-end solutions for all industries. Atos Group is the brand under which Atos SE (Societas Europaea) operates. Atos SE is listed on Euronext Paris.

[The purpose of Atos Group](#) is to help design the future of the information space. Its expertise and services support the development of knowledge, education and research in a multicultural approach and contribute to the development of scientific and technological excellence. Across the world, the Group enables its customers and employees, and members of societies at large to live, work and develop sustainably, in a safe and secure information space.

About Dynatrace

Dynatrace is advancing observability for today's digital businesses, helping to transform the complexity of modern digital ecosystems into powerful business assets. By leveraging AI-powered insights, Dynatrace enables organizations to analyze, automate, and innovate faster to drive their business forward. Learn more at www.dynatrace.com.