

# AgenticOps: Observability in the AI era

How AI is empowering operations

Charlie DeMarco  
Solution Engineer, AgenticOps & Observability



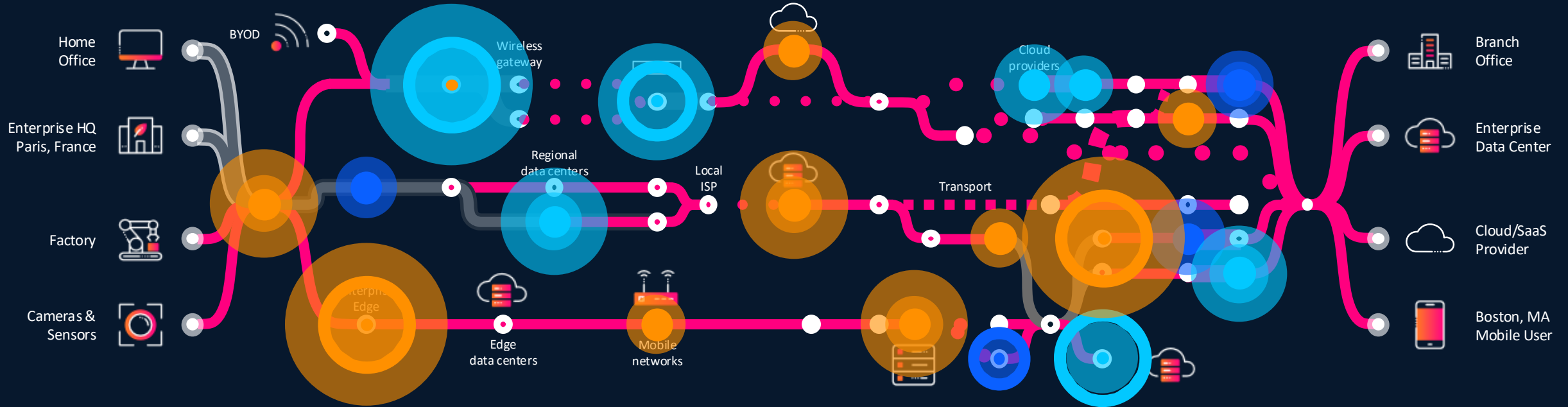
# Agenda

1. AI is here
2. The complexity challenge
3. Observability must evolve
4. Data Gap – bridge with Cisco AI
5. Observing AI applications
6. How AI empowers IT operations
7. Vision with AgenticOps

The image features a futuristic cityscape at night, illuminated with blue light trails and digital patterns. In the foreground, a line of silhouettes of people stands on a dark, textured ground. The overall scene is dominated by blue tones, creating a high-tech, digital atmosphere.

AI will make our world of **8B** people  
feel like one with the capacity of **80B**

# Complexity explosion is getting worse



The **next era** of AI is here



of CEOs say they are planning an AI integration



feel fully prepared to do so



feel they have a maximum of one year to implement their AI strategy before it negatively impacts their business

**96%** are relying on trusted partners to future-proof their network for AI

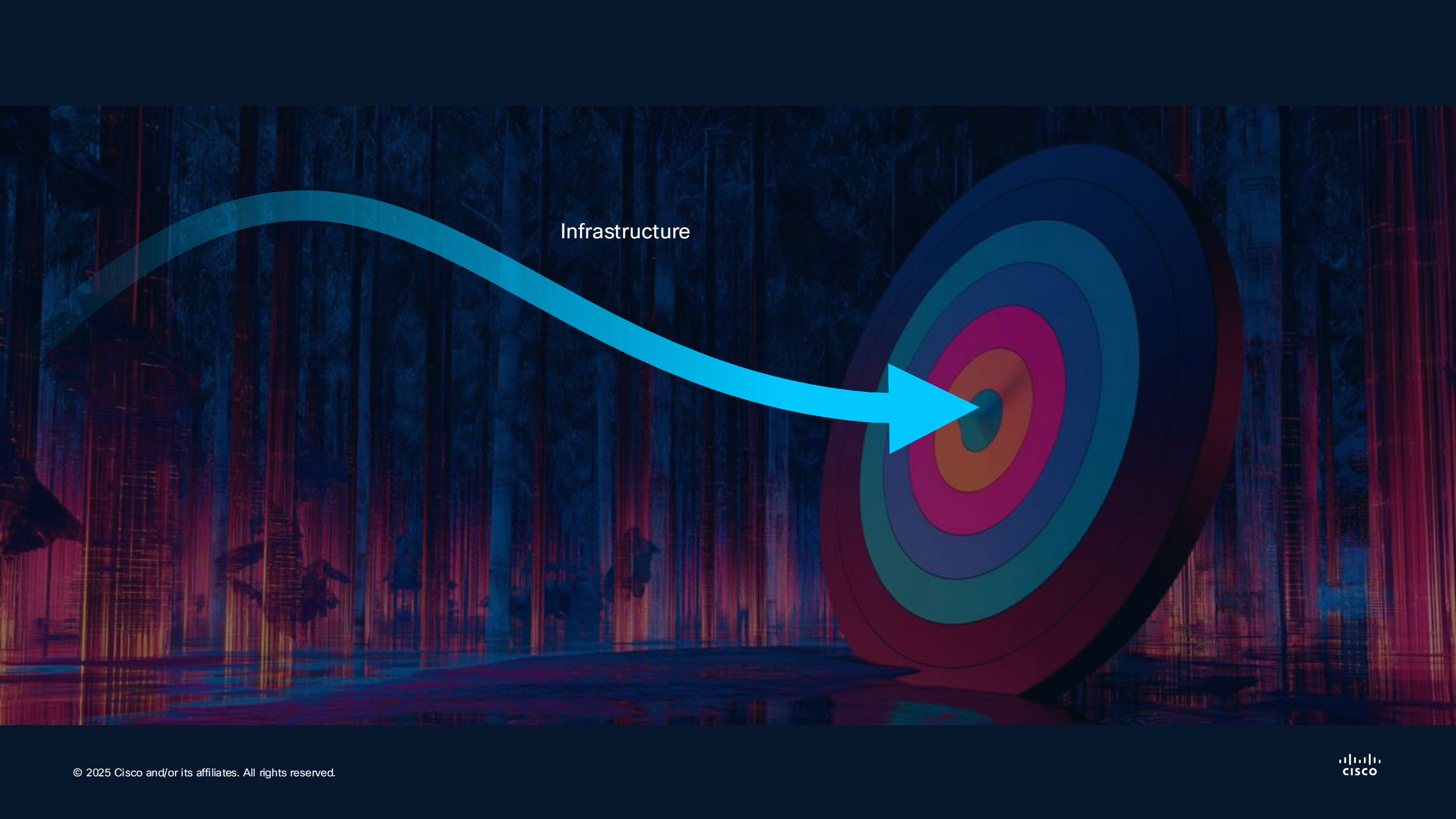
All of this has  
**massive implications**  
for your technology  
architectures

# AI is rewriting the rules

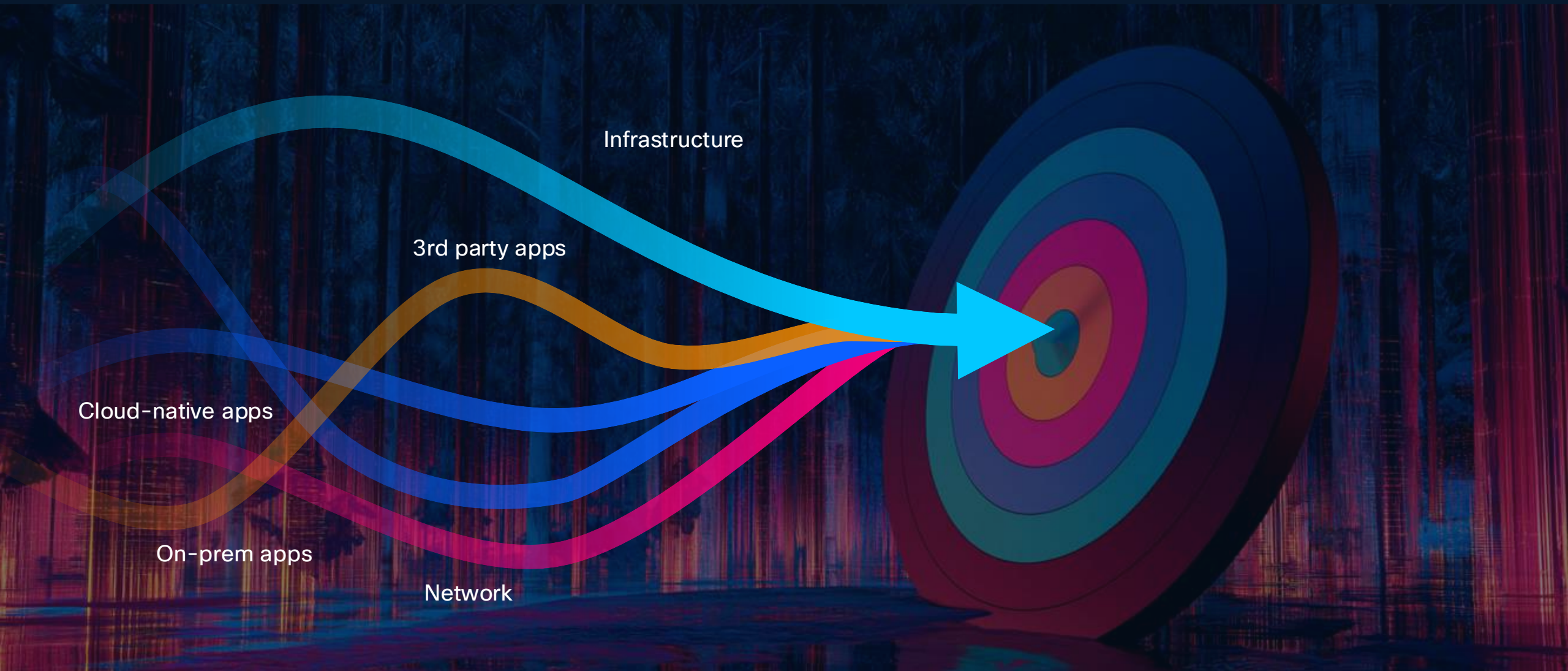
Apps can now be written with little human involvement

AI agents will perform basic troubleshooting and fixes, autonomously

AI apps require new forms of telemetry



Infrastructure



**AI**

Infrastructure

3rd party apps

Cloud-native apps

On-prem apps

Network



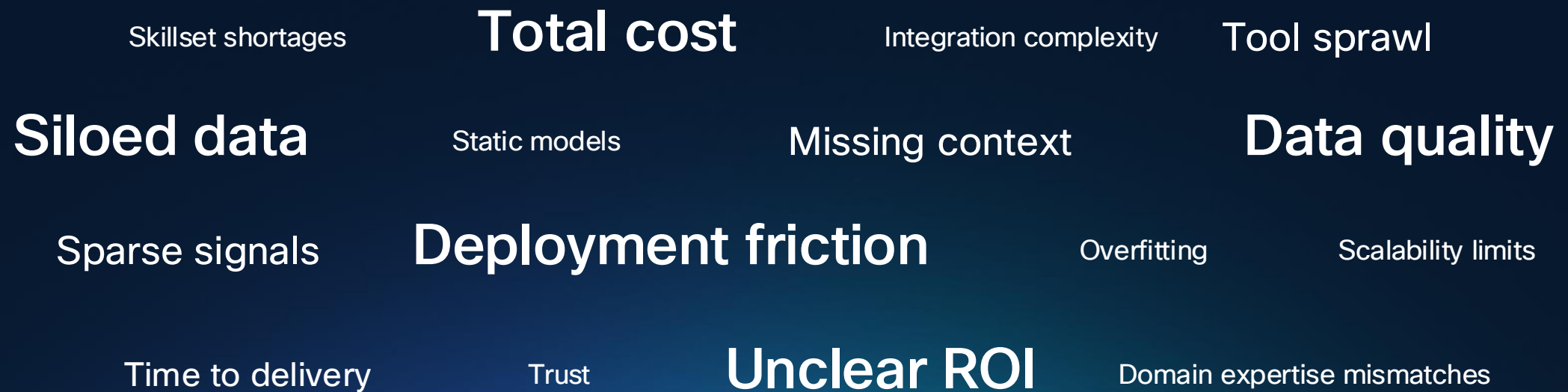
# Observability must evolve

Fix and prevent  
with AI agents

Observe AI agents  
and infrastructure

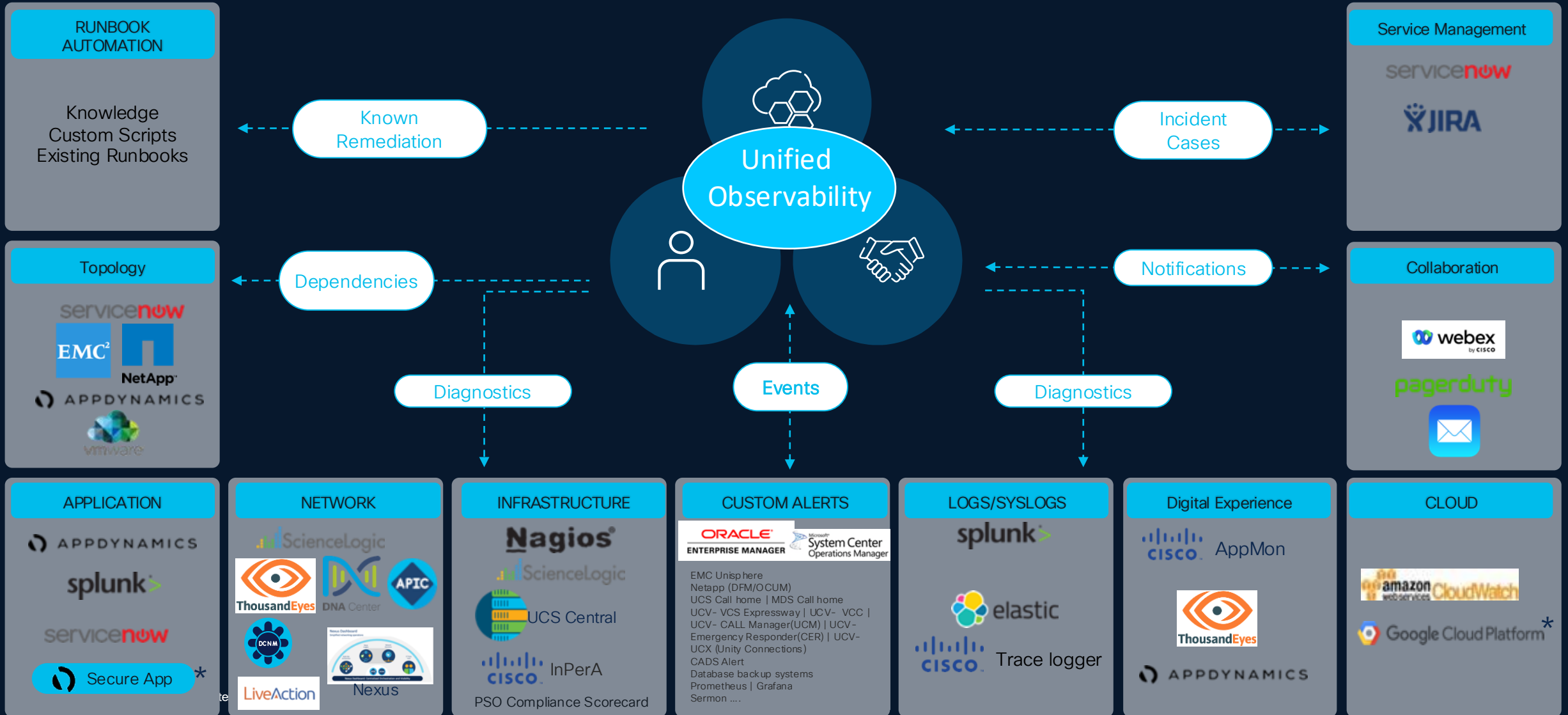
Unify observability  
and show business  
impact

# What makes this so difficult?



# Cisco IT Inter-domain Integrations

24 developers to maintain APIs



# Introducing **AgenticOps**

Cross-domain | Multiplayer | Purpose-built model

We must unlock the value of **machine  
data to fuel AI**



## **Operate**

on machine data at  
ludicrous scale



## **Unlock**

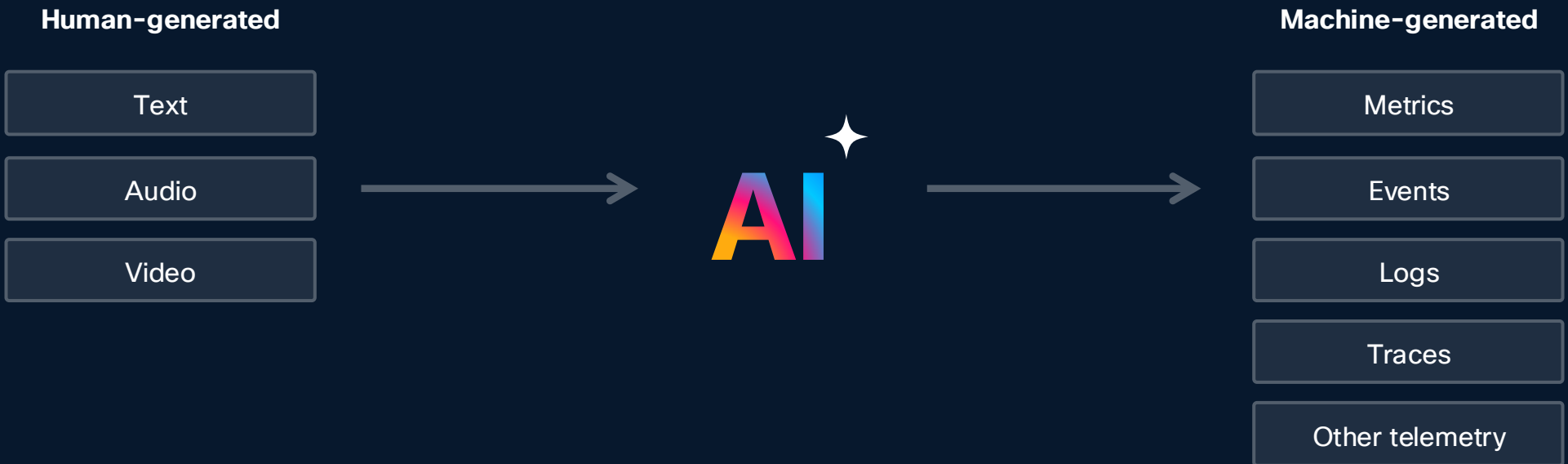
your proprietary data  
for AI



## **Unify**

experiences for  
humans and agents

# Data is the essential fuel for AI



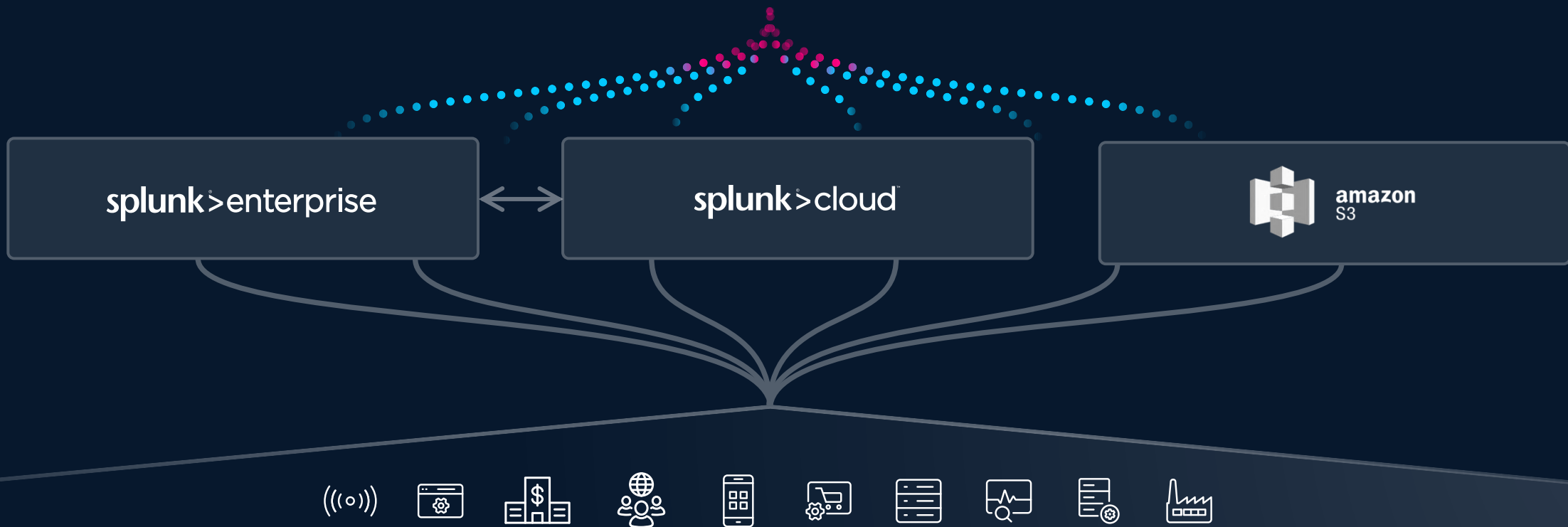
# Cisco Data Fabric

A revolutionary new architecture to harness  
the value of machine data with AI



# Bringing **Splunk** to **your data**

# Federated Search



ANNOUNCING

# Federated search for Snowflake

ALPHA FEBRUARY 2026



# Bring all your **data** together



AWS  
S3



snowflake





## **Operate**

on machine data at  
ludicrous scale



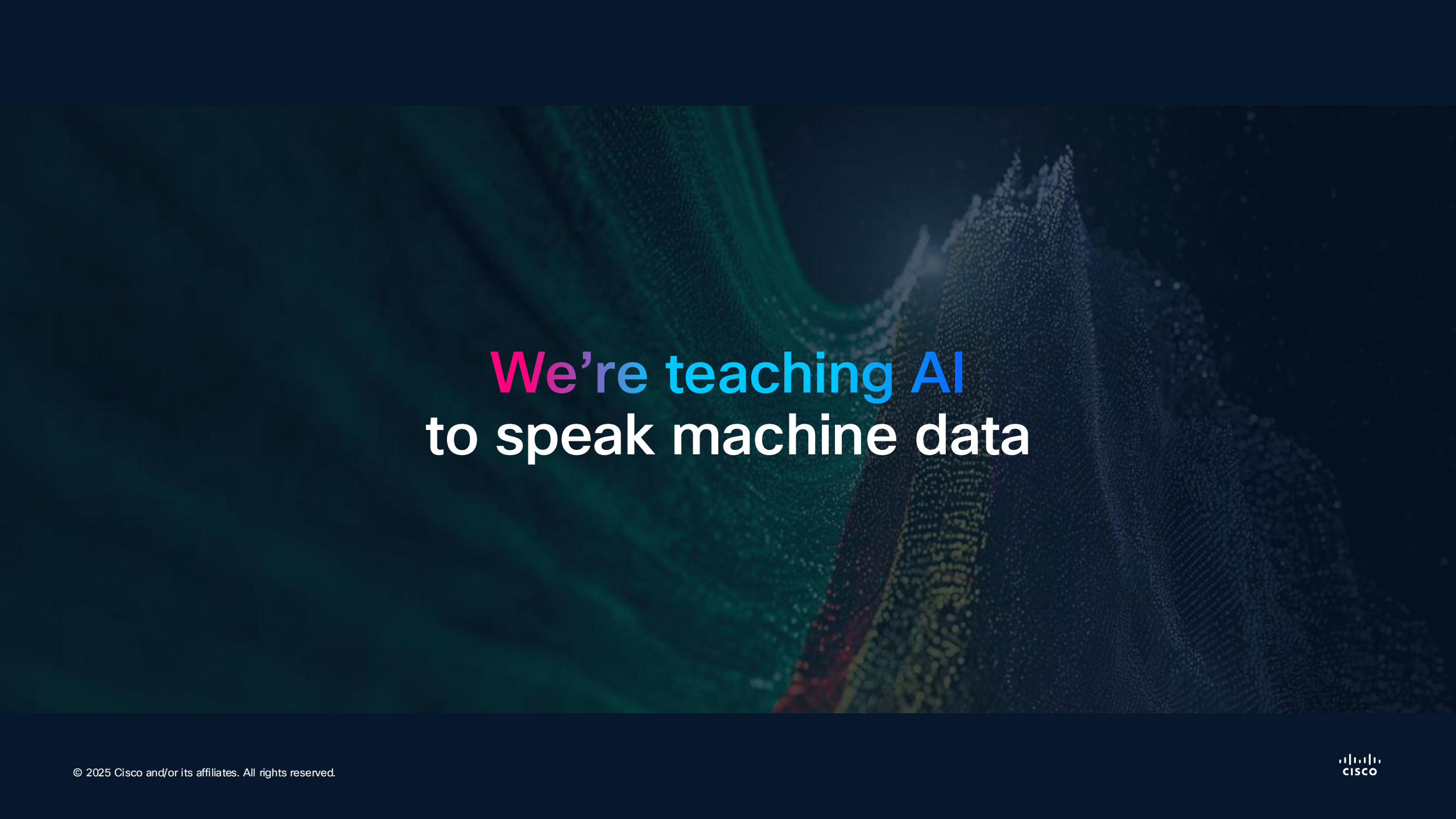
## **Unlock**

your proprietary data  
for AI



## **Unify**

experiences for  
humans and agents

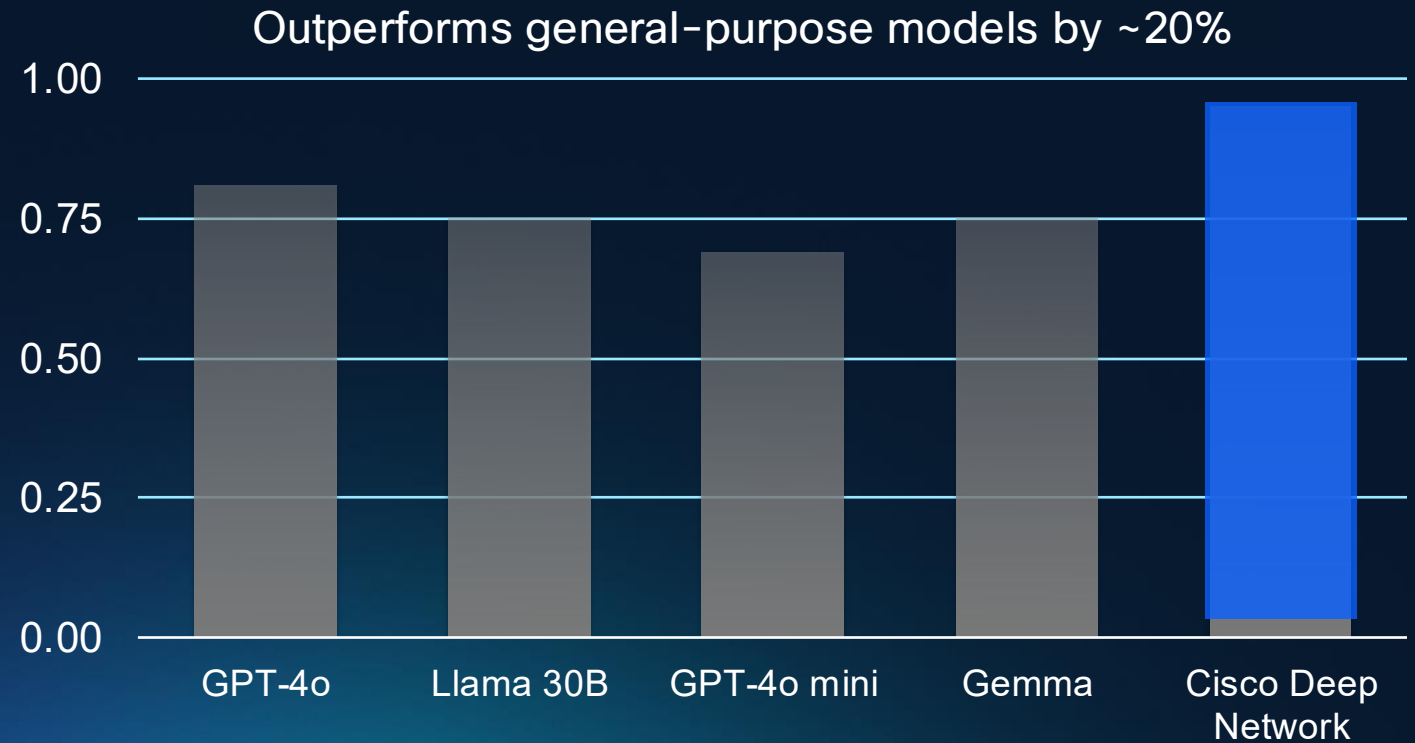


**We're teaching AI  
to speak machine data**

# Deep Network Model

Purpose-built for networking,  
expert accuracy

- 10% more precise reasoning for troubleshooting, configuration, and automation
- Fine-tuned on 40+ years of expertise and expert-vetted for accuracy
- Evolves with live telemetry and real-world Cisco TAC and CX insights



Accuracy on CCIE-style multiple choice questions (590-question benchmark), May 2025



ANNOUNCING

# Time Series Foundation Model

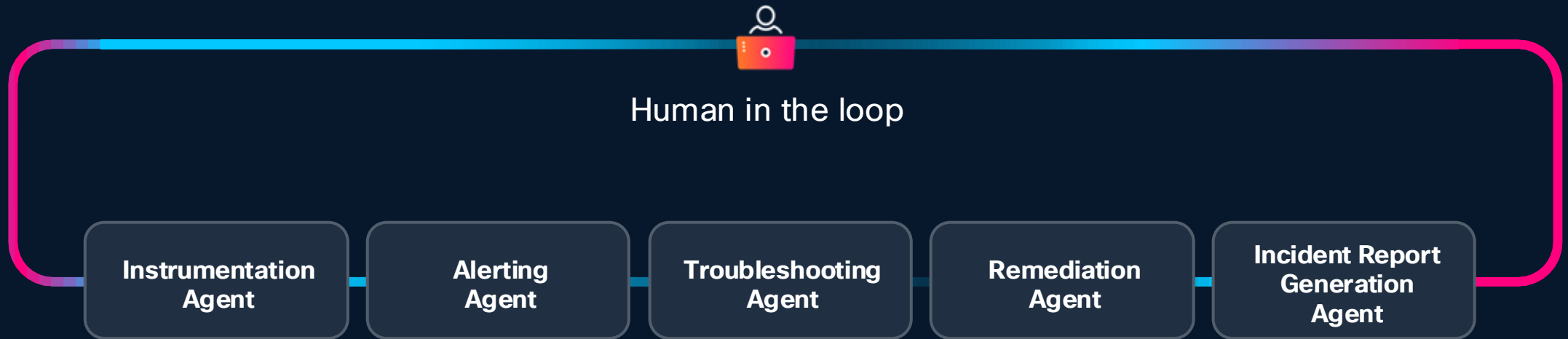
OPEN-SOURCE | ON HUGGING FACE NOVEMBER 2025

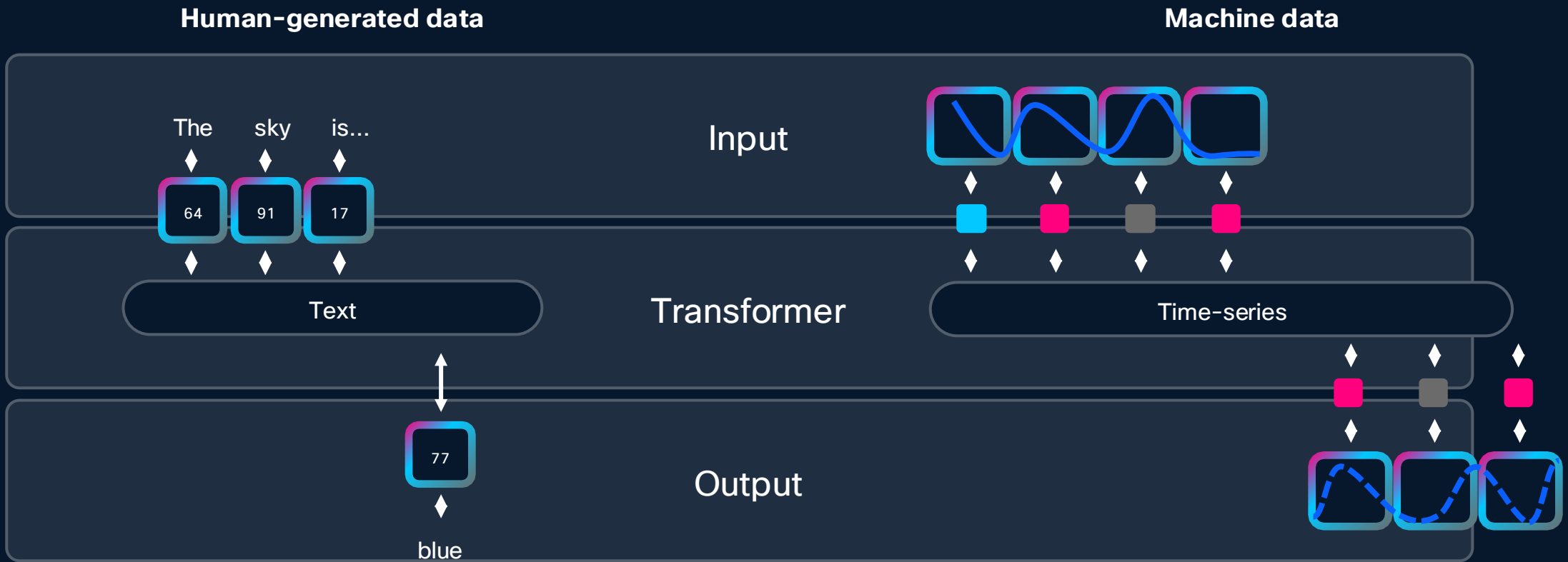
Optimized for machine data

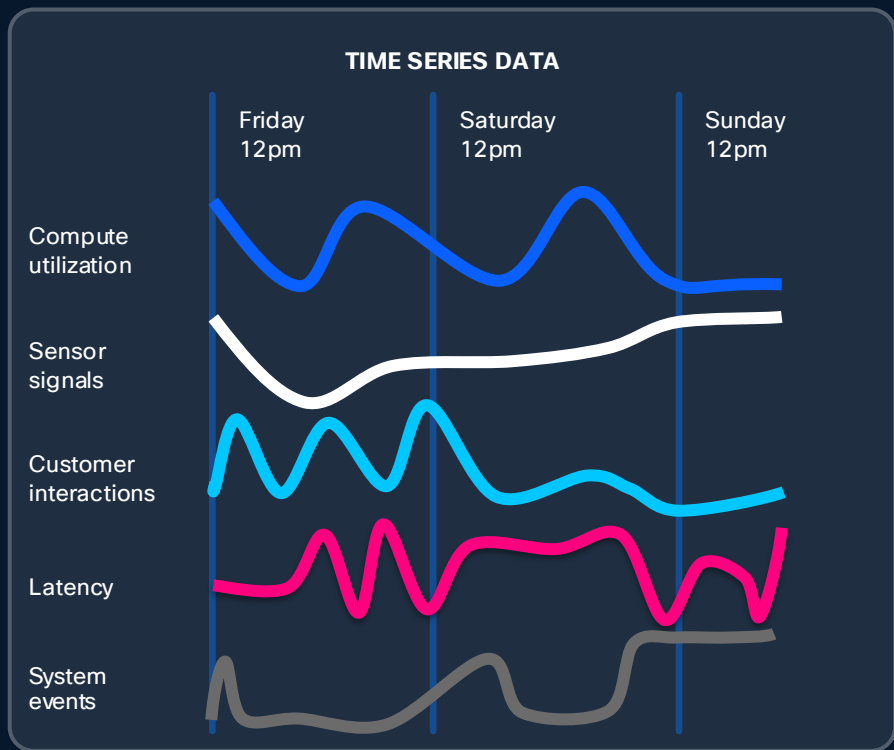
Accurate and scalable

Adaptable to your domain

# Fix and prevent with AI agents







### UNSTRUCTURED DATA

#### IT INCIDENT TICKET

User reports intermittent unresponsiveness when running reports

Saturday 08:31 AM

Saturday 12:11 PM

Saturday 1:18 PM

Saturday 1:38 PM

### STRUCTURED DATA

Sales transactions

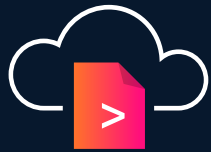


### Degradation in customer experience predicted

There's a **60% chance of a network outage in the next 18 hours** that will impact approximately 8,000 customers, resulting in \$500K missed revenue opportunity.

See suggested remediation...

**See and respond**  
**to events you never could before**



ANNOUNCING

# Machine Data Lake

ALPHA | FEBRUARY 2026

Turnkey solution

Optimized for AI training

Secure & governed



Now you can create your own  
**MachineGPT**

# Cisco Agentic Observability



**Cisco Data Fabric**  
(Splunk)

# AI Troubleshooting Agent Demo



Home



Dashboards



Alerts



APM



Infrastructure



Digital Experience



Logs



Metrics



Data

# Incidents overview

Monitor and manage AI-driven incident detection and remediation

🕒 PDT -24h
👤 Team: All
🏠 Environment: All
🔍 Add Filter

## 0 active incidents

0 Critical 0 Warning

[View active incidents](#)

## 2 incidents need attention

2 Critical 0 Warning

[View incidents needing attention](#)

## 1 incident auto-resolved

0 Critical 1 Warning

[Review AI-resolved incidents](#)

## AI detection and response overview

last 24 hours

# 4.03m

MTTR

↓ 0.02

# 139

AI-detected alerts

↑ 1.1%

# 164

Alerts grouped into incidents

↑ 16

# 34

AI-resolved incidents

↓ 2

# Demo: AI Infrastructure Framework

# AI Agent Monitoring Demo



Home



Dashboards



Alerts



APM



Infrastructure



Digital Experience



AI Agent Monitoring



Logs

# AI Agent Monitoring

PDT -4h

Environment: prod

Application: FlashSalesApp

## Agents

Search...

Prev Next Showing 5 of 17

Agent	Requests	Latency (P90)	Errors	Quality	Security Risks	Tokens	Conversations
CustomerDataAnalyst	342	1.85s	4 (3.5%)	Healthy	No risk	↑ 847K	57
TrendDesign	194	2.90s	6 (0.8%)	Healthy	No risk	↑ 623K	89
PricingPromo	123	1.75s	3 (5.1%)	Healthy	No risk	↓ 445K	120
CampaignGenerator	856	1.10s	7 (2.3%)	Unhealthy	No risk	↓ 298K	125
SupportAgent Third-party	289	2.45s	2 (6.4%)	Healthy	No risk	↑ 267K	248

## Performance

Requests

340

Requests

Latency

3.6s

P99

P90

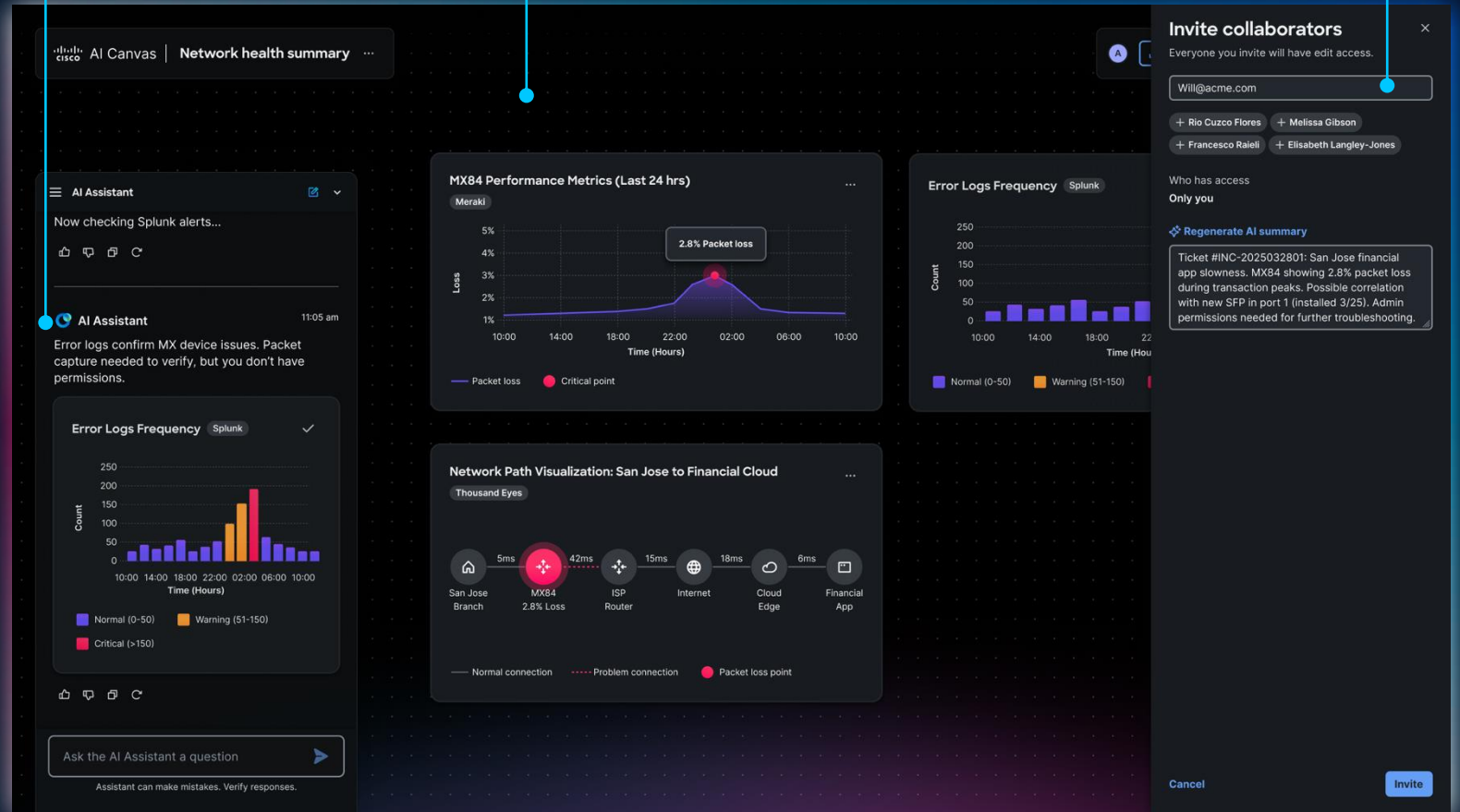
# AI Canvas

AI Assistant

Shared Workspace

Users

- Single canvas for cross domain troubleshooting
- Generative UI with reasoning built-in
- Keeps NetOps, SecOps, IT and execs on the same page



Many of the products and features mentioned are still in development and will be made available as they are finalized, subject to ongoing evolution in development and innovation. The timeline for their release is subject to change.



Generate report

View activity

Share

AI Assistant



Get details from servicenow



Assistant can make mistakes. Verify responses.



# Cisco Cloud Control

## Cisco Cloud Control Micro-Application Host



### Platform managed

1. Navigation
2. Global search
3. Global AI Assistant
4. Help
5. Global notification
6. User menu
7. Platform navigator

# A leader in observability



**Leader**  
2025 Magic Quadrant for  
Observability Platforms



**Leader**  
European Observability  
MarketScape, 2025



**Value Leader**  
2024 Radar Report  
for AIOps



**Leader & Fast Mover**  
2025 Cloud  
Observability Radar



**Leader**  
2024 Vendor Selection Matrix  
for Observability



**Overall Leader**  
2024 SPARK Matrix  
Full-Stack Observability

**Leader & Fast Mover**  
2024 AIOps Radar

**Top Vendor**  
2024 Vendor Selection Matrix  
for AIOps

**Overall Leader**  
2024 SPARK Matrix AIOps

**Leader & Outperformer**  
2024 APM Radar

**Leader & Fast Mover**  
2024 Kubernetes Observability Radar



**Overall Leader**  
2023-24 AIOps Universe

**Overall Leader**  
2024 SPARK Matrix  
Infrastructure Monitoring

Partner with your Cisco account team  
to **supercharge** your **AI** strategy

Track Name: **AI Ready Data Centers**  
Session Name: **Observability in the AI Era**

**We'd love to hear from you!**

To tell us about your experience so far,  
and your thoughts on this session.



**Thank you**



