AgenticOps: Observability in the AI era

How AI is empowering operations

Kahahn Allen
Solution Specialist, AgenticOps & Observability

Leo Rodriguez
Solution Specialist, AgenticOps & Observability

Charlie DeMarco
Solution Engineer, AgenticOps & Observability
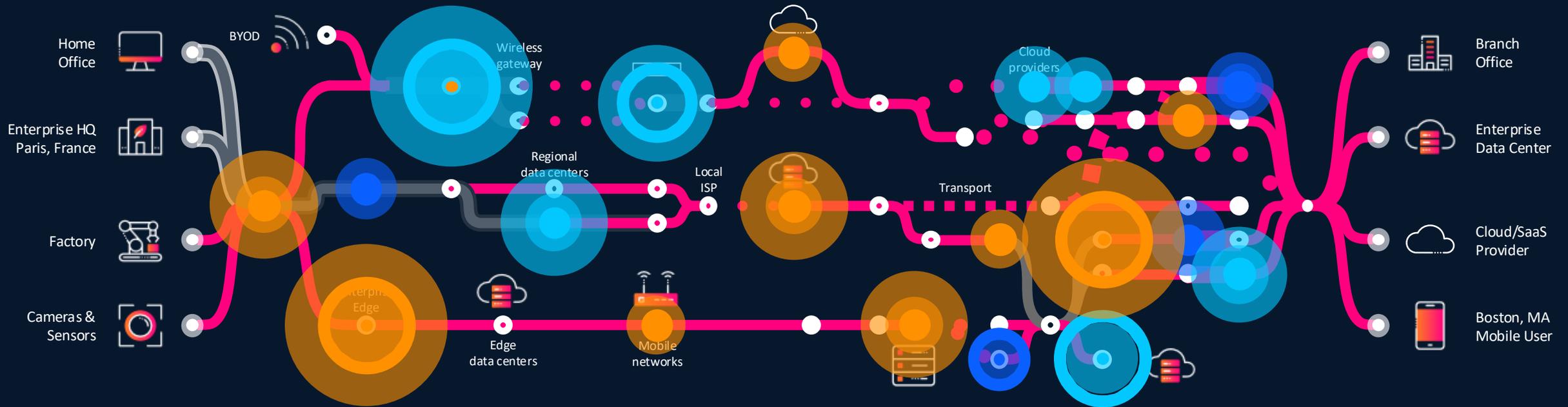
Feb. 19th, 2026

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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

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

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97%

of CEOs say they are planning an AI integration

1.7%

feel fully prepared to do so

59%

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

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All of this has massive implications for your technology architectures

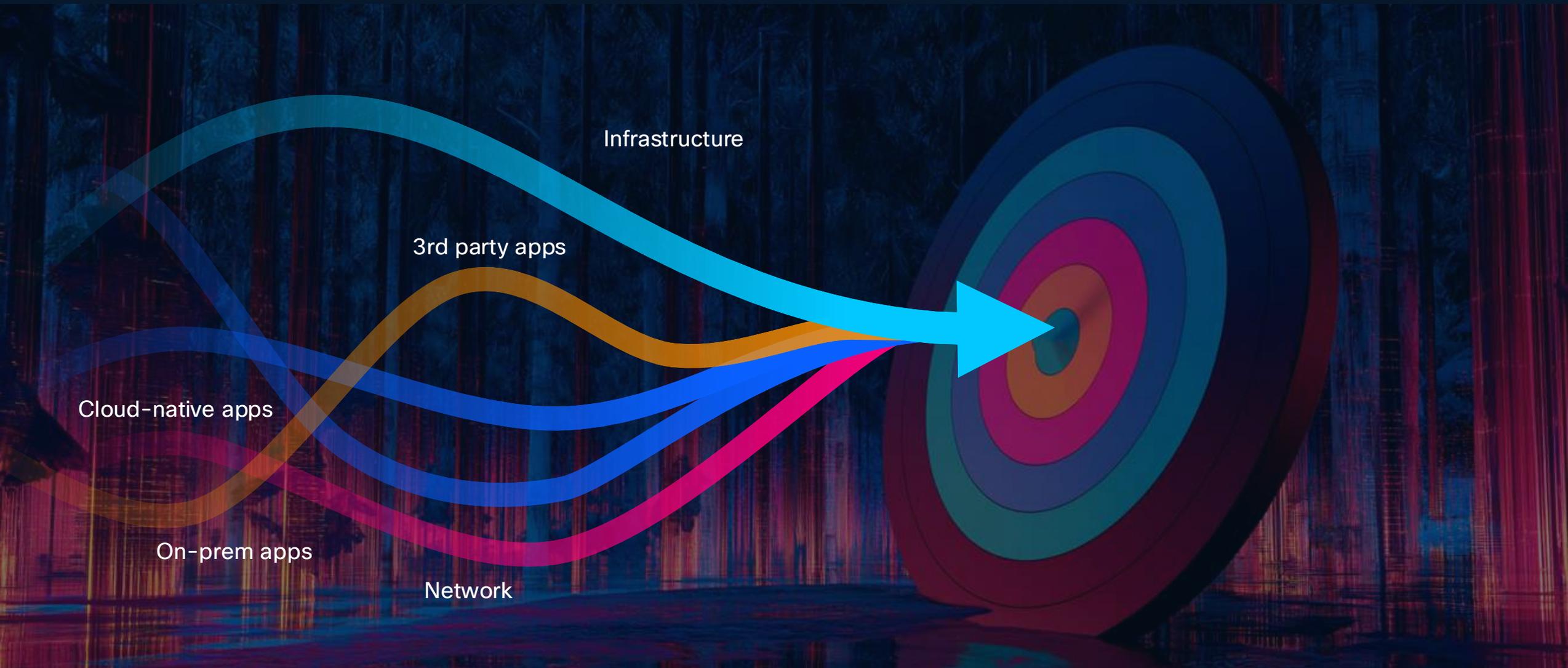# AI is rewriting the rules

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

Infrastructure

3rd party apps

Cloud-native apps

On-prem apps

Network

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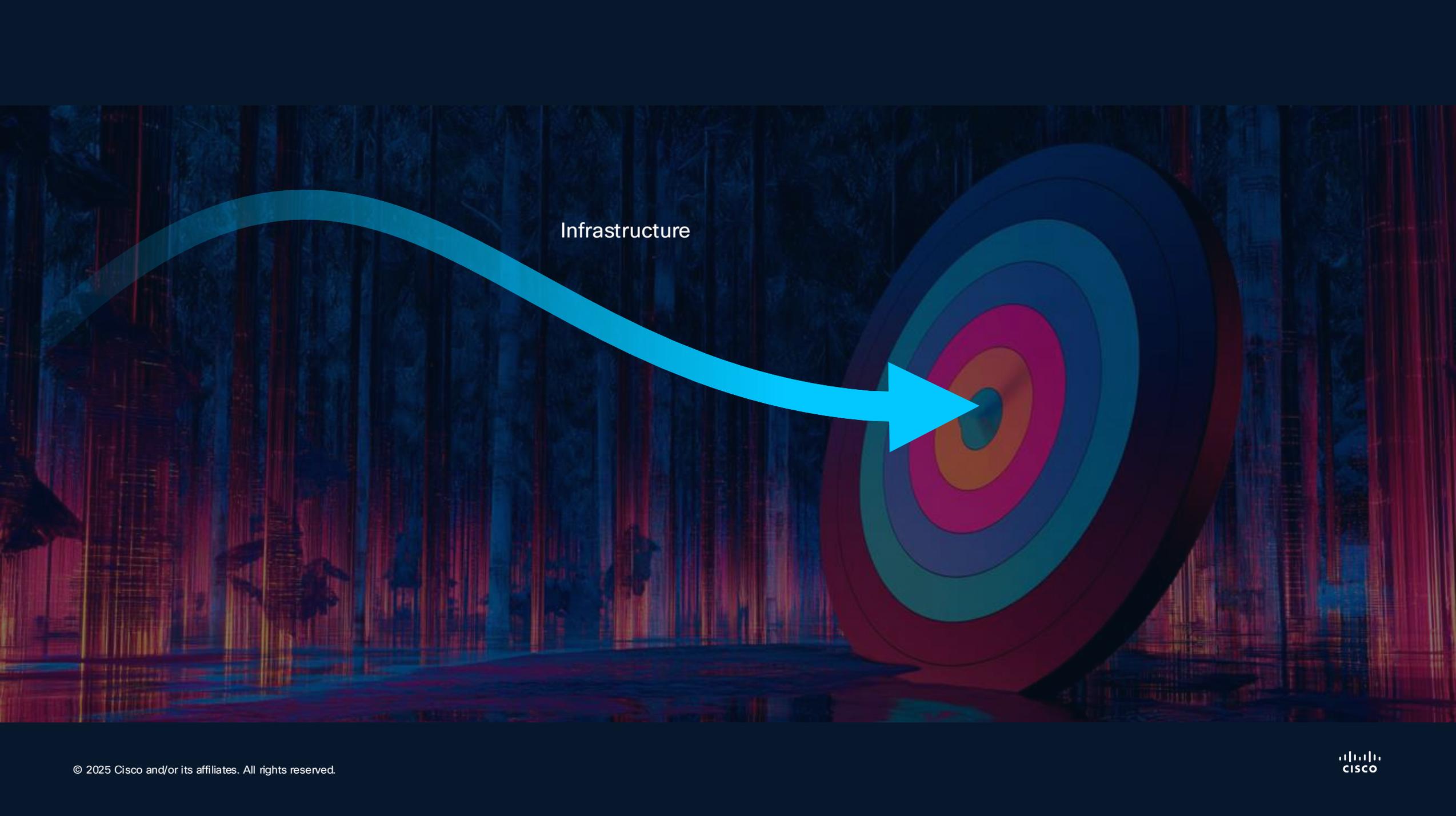
AI

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

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What makes this so difficult?

Skillset shortages   **Total cost**   Integration complexity   Tool sprawl

Siloed data   Static models   Missing context   **Data quality**

Sparse signals   **Deployment friction**   Overfitting   Scalability limits

Time to delivery   Trust   **Unclear ROI**   Domain expertise mismatches

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
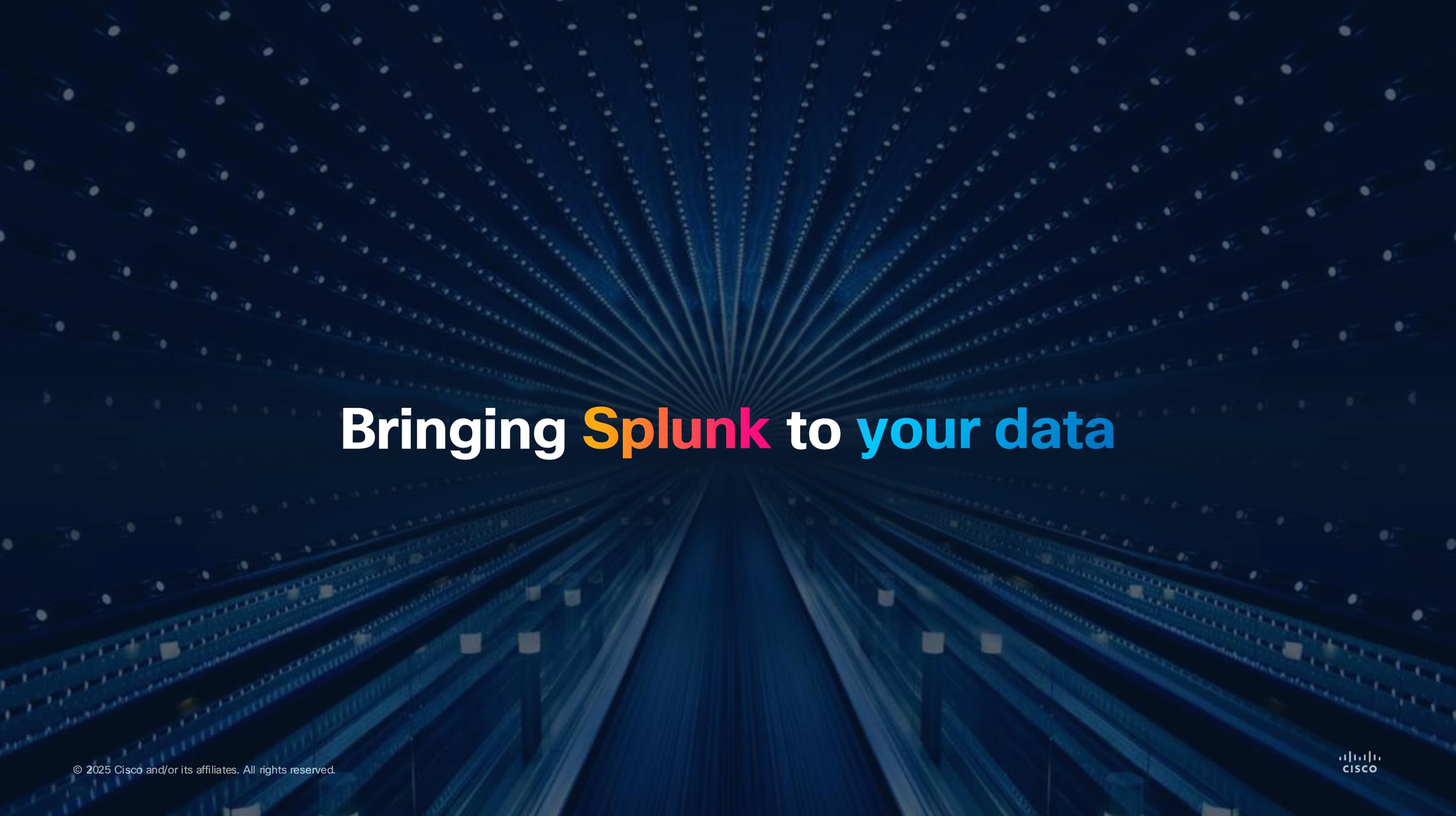ludicrous scale

Unlock

your proprietary data
for AI

Unify

experiences for
humans and agents

Data is the essential fuel for AI
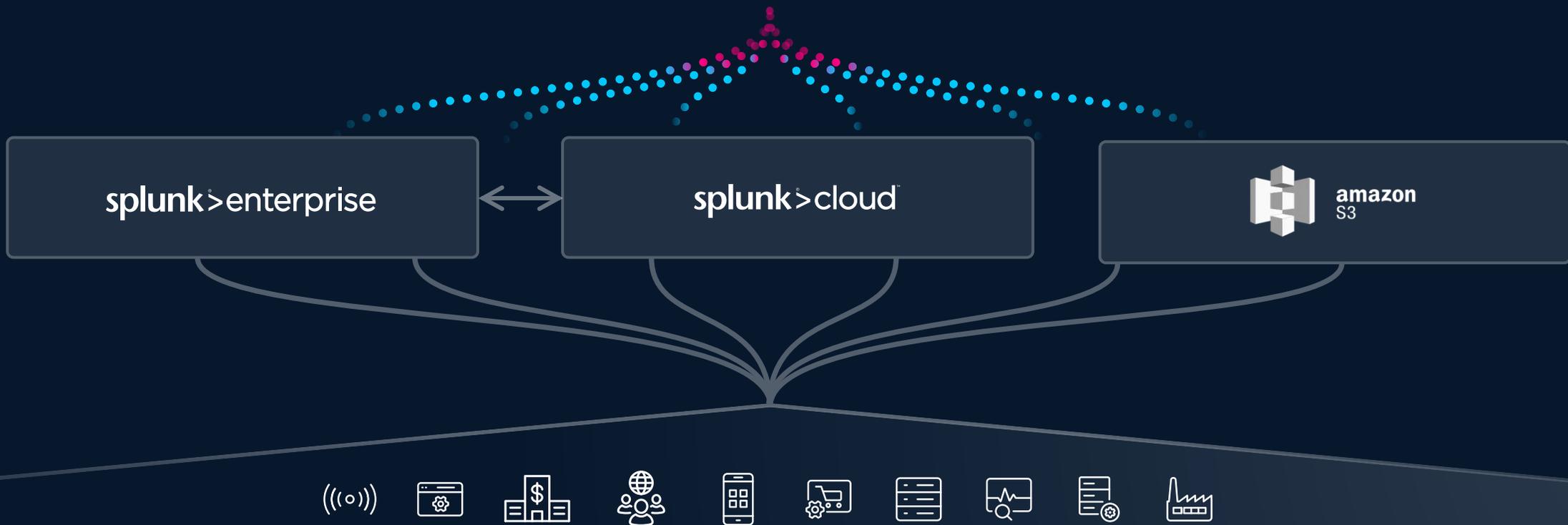
Human-generated

Text

Audio

Video

AI

Machine-generated

Metrics

Events

Logs

Traces

Other telemetry

Cisco Data Fabric

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

Bringing Splunk to your data

CISCO

Bring all your data together

Operate

on machine data at
ludicrous scale

Unlock

your proprietary data
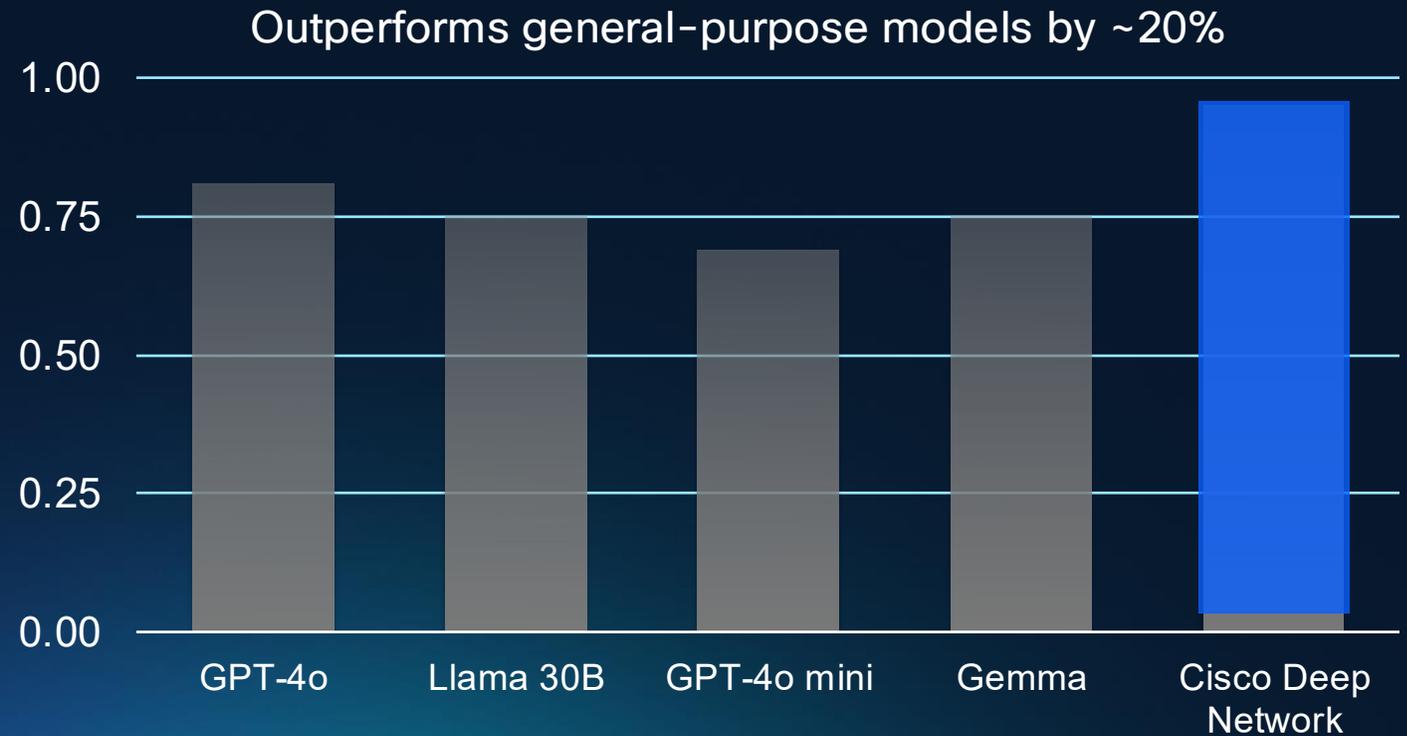for AI

Unify

experiences for
humans and agents
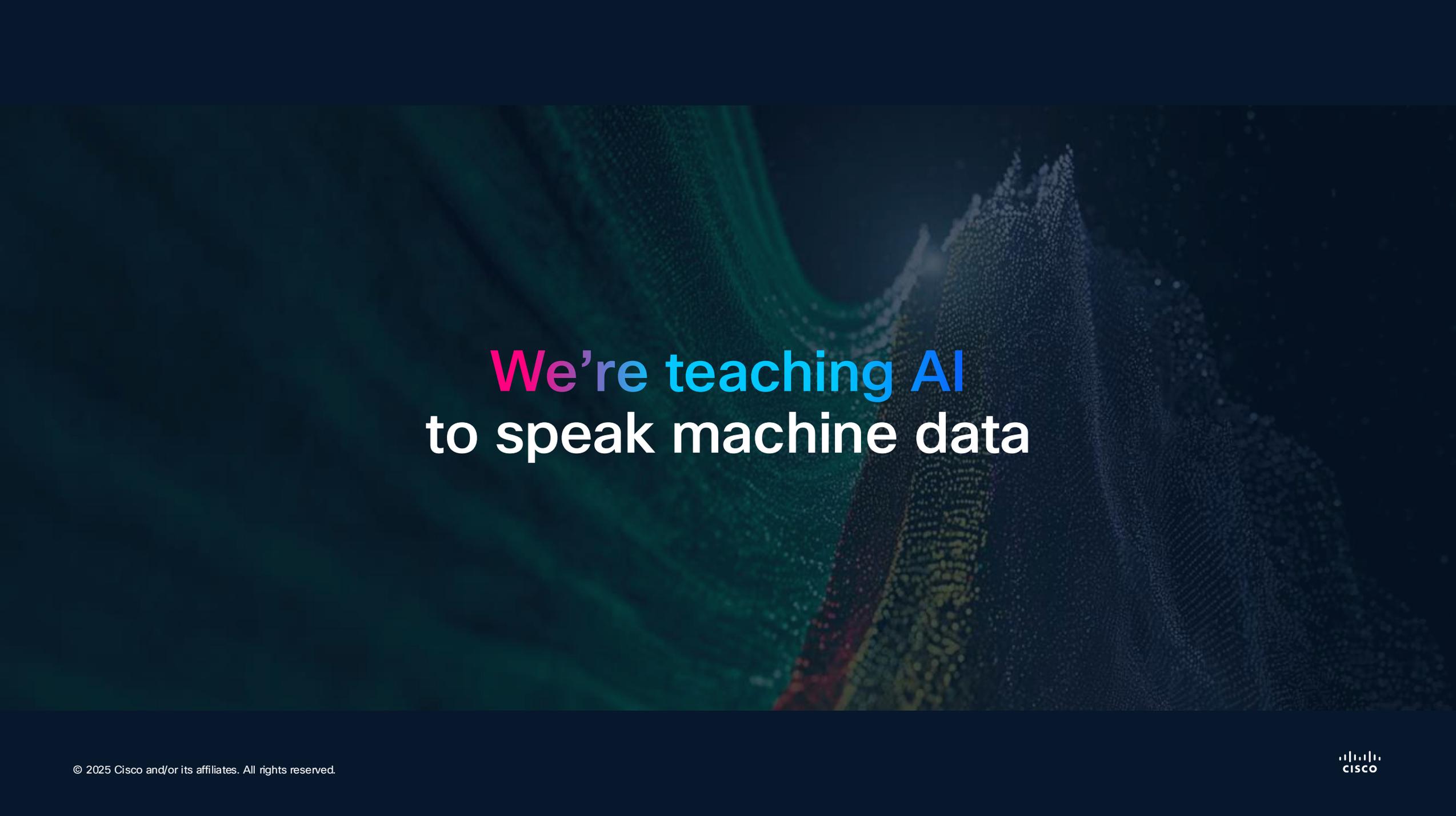
We're teaching AI
to speak machine data

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

Outperforms general-purpose models by ~20%

1.00	
0.75	
0.50	
0.25	
0.00	

GPT-4o   Llama 30B   GPT-4o mini   Gemma   Cisco Deep Network

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

Human in the loop

| Instrumentation Agent | Alerting Agent | Troubleshooting Agent | Remediation Agent | Incident Report Generation Agent |

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Human-generated data

Machine data

Input

The sky is...

| 64 | 91 | 17 |

Transformer

Text

Time-series

Output

77

blue

TIME SERIES DATA

Friday 12pm   Saturday 12pm   Sunday 12pm

Compute utilization

Sensor signals

Customer interactions

Latency

System events

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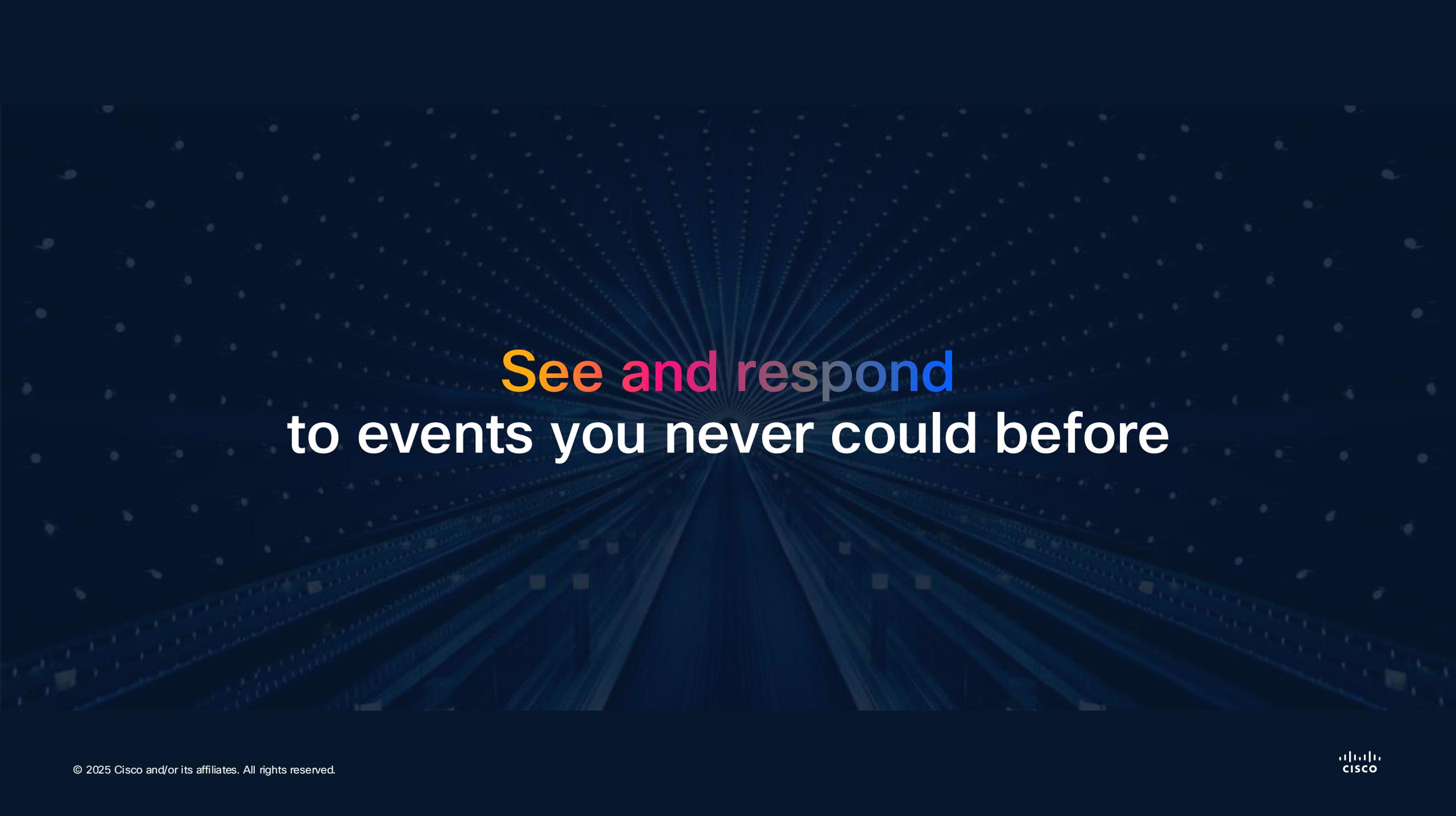
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See and respond
to events you never could before

Machine Data Lake

ALPHA | FEBRUARY 2026

| Turnkey solution | Optimized for AI training | Secure & governed |

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Now you can create your own
MachineGPT

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Infrastructure Monitoring

Digital Experience Monitoring

Application Performance Monitoring (APM)

Network Observability

Event Intelligence

Incident Response

Business Insights

Database Monitoring

Telemetry Pipeline Management

Observability for AI

App Security

Log Analytics

Cisco Agentic Observability
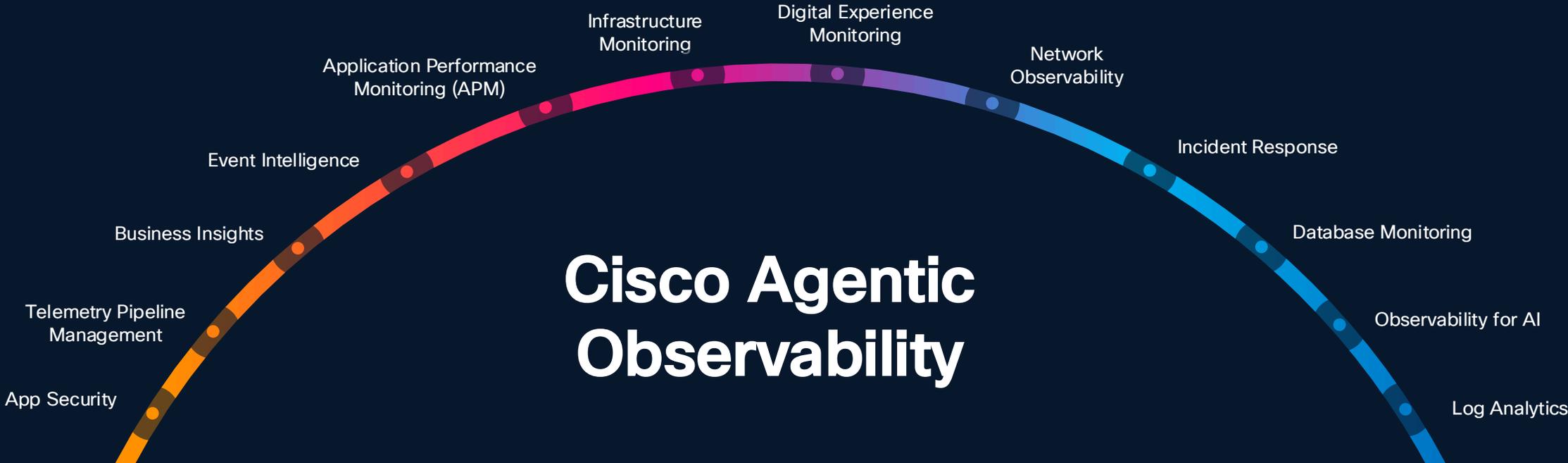
Cisco Data Fabric
(Splunk)

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AI Troubleshooting Agent
Demo

Peter
Initech Corp

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 ↓ 0.02
MTTR

139 ↑ 1.1%
AI-detected alerts

164 ↑ 16
Alerts grouped into incidents

34 ↓ 2
AI-resolved incidents

Home

Dashboards

Alerts

APM

Infrastructure

Digital
Experience

Logs

Metrics

Data

Demo: AI Infrastructure Framework

AI Agent Monitoring Demo

AI Agent Monitoring

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

■ Requests

340

Latency

■ P99
■ P90

3.6s

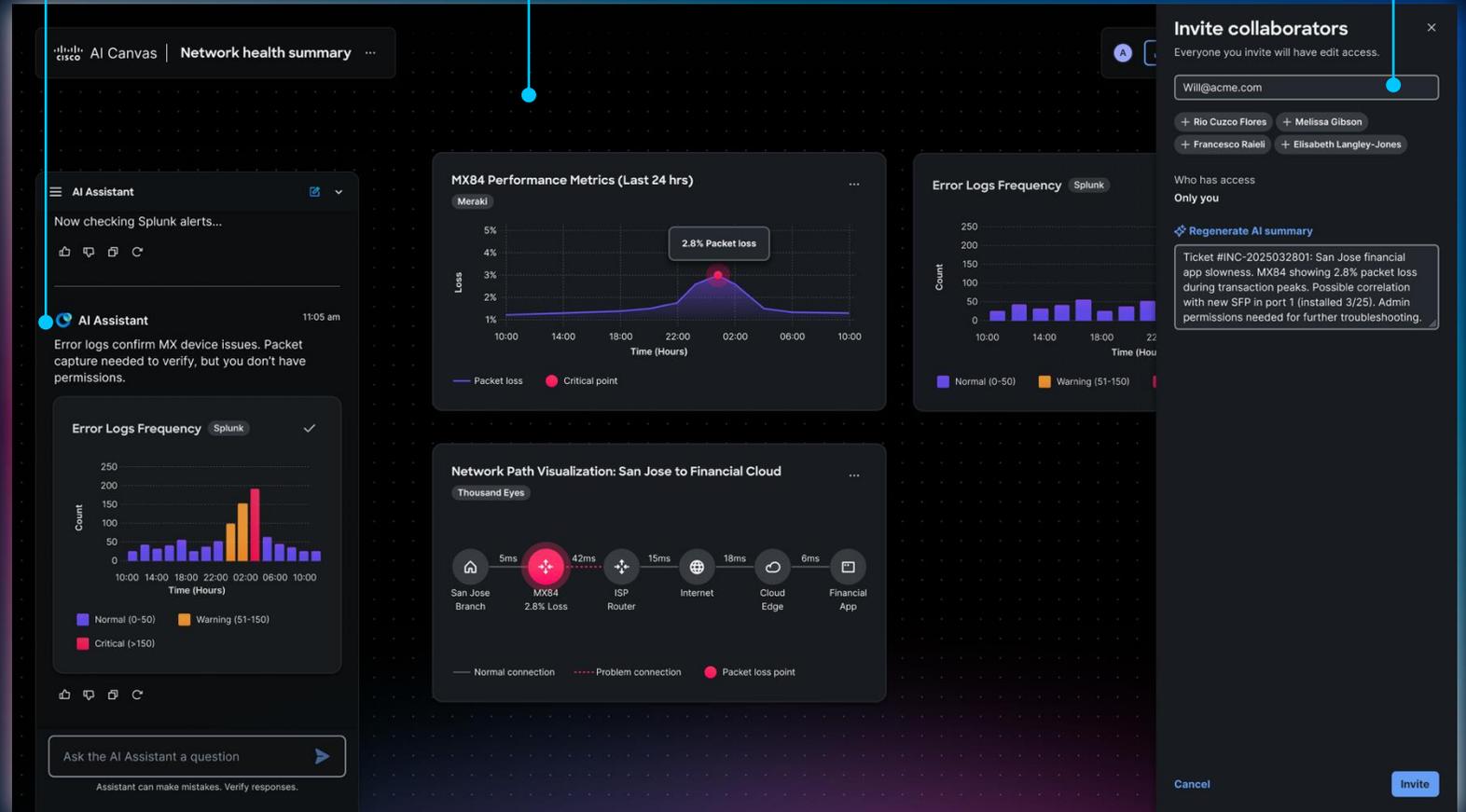# AI Canvas

- Single canvas for cross domain troubleshooting

- Generative UI with reasoning built-in

- Keeps NetOps, SecOps, IT and execs on the same page

AI Assistant

Shared Workspace

Users

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.

☰ 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

Gartner
Leader
2025 Magic Quadrant for
Observability Platforms

IDC
Leader
European Observability
MarketScape, 2025

EMA
Value Leader
2024 Radar Report
for AIOps

GIGAOM
Leader & Fast Mover
2025 Cloud
Observability Radar

Leader & Fast Mover
2024 AIOps Radar

Leader & Outperformer
2024 APM Radar

Leader & Fast Mover
2024 Kubernetes Observability Radar

RESEARCH IN ACTION
Independent research & consulting
Leader
2024 Vendor Selection Matrix
for Observability

Top Vendor
2024 Vendor Selection Matrix
for AIOps

Quadrant
Knowledge Solutions
Overall Leader
2024 SPARK Matrix
Full-Stack Observability

Overall Leader
2024 SPARK Matrix AIOps

Overall Leader
2024 SPARK Matrix
Infrastructure Monitoring

OMDIA
Overall Leader
2023-24 AIOps Universe

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