The AgenticOps Ladder, one earned rung at a time.

Agentic operations doesn't start with autonomous agents. It starts with signals you can trust. The AgenticOps Ladder is a five-rung maturity model for getting from unified observability to autonomous remediation.

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RUNG 5	**Autonomous remediation within policy**		
	WHAT IT LOOKS LIKE	ENTRY CRITERIA	METRIC THAT PROVES IT
	Low-risk, reversible actions run on their own; risky ones escalate to a person.	Policy defines allowed actions by risk; sustained accuracy at rung 4.	% of incidents auto-remediated, human override rate, MTTR.
RUNG 4	**Approval workflows with audit trail**		
	WHAT IT LOOKS LIKE	ENTRY CRITERIA	METRIC THAT PROVES IT
	The agent executes after one-click human approval; every action is logged and reversible.	Runbooks codified as automation with rollback.	% remediated through approved actions, rollback rate.
RUNG 3	**Recommendations with evidence**		
	WHAT IT LOOKS LIKE	ENTRY CRITERIA	METRIC THAT PROVES IT
	The agent proposes the cause and the fix, citing logs, deploys and metrics.	The agent can read telemetry, change history and runbooks.	Recommendation acceptance rate, time to diagnose.
RUNG 2	**Correlation and noise reduction**		
	WHAT IT LOOKS LIKE	ENTRY CRITERIA	METRIC THAT PROVES IT
	Related alarms are grouped into one incident; anomalies are detected.	Alert deduplication and correlation are in place.	Alerts per incident, mean time to detect (MTTD).
RUNG 1	**Unified observability**		
	WHAT IT LOOKS LIKE	ENTRY CRITERIA	METRIC THAT PROVES IT
	Metrics, logs and traces in one place, with clear owners.	Every critical service has golden signals, traces and an SLO.	% of services with SLOs, alerts routed to an owner.

Climb one rung at a time; each rung is earned with evidence from the one below.

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