



# AI-Driven Observability Maturity Assessment

Executive Scorecard & Operational Visibility Assessment Guide

## 1. What Is the Assessment?

Primeshare's AI-Driven Observability Maturity Assessment helps organizations identify operational blind spots, monitoring gaps, dependency risks, and opportunities to modernize observability operations.

- Critical asset discovery
- Monitoring coverage analysis
- Alerting maturity review
- Incident response review
- ITSM integration review
- AI operational readiness assessment

## 2. What Customers Receive

- Executive Summary Report
- Infrastructure Visibility Analysis
- Alert Fatigue Assessment
- ITSM Integration Recommendations
- Optimization Roadmap
- Observability Maturity Score
- Dependency Mapping Review
- MTTD / MTTR Analysis
- AI Operations Readiness Score
- Managed Service Recommendations

## 3. Assessment Categories

Category	Weight
Infrastructure Visibility	15%
Application & Database Monitoring	15%
Incident Detection	15%
Alerting Quality	15%
Dependency Awareness	10%
ITSM Integration	10%
Operational Automation	10%
AI Readiness	10%

## 4. Sample Insights

- Critical database cluster lacks dependency monitoring.
- Average detection times exceed industry best practices.
- Alert noise contributes to operational fatigue.
- No centralized observability across cloud and on-prem assets.

## 5. Recommended Technologies

- SolarWinds
- Datadog
- Grafana
- Vendor-agnostic integrations

## 6. Assessment Process

1. Complete the intake assessment form
2. Participate in a discovery workshop
3. Temporary deployment of observability tooling
4. Telemetry collection and operational analysis
5. Executive assessment presentation
6. Recommendations & modernization roadmap delivery

## 7. Why Primeshare

- Vendor-agnostic observability expertise
- Managed observability services
- AI-driven operational intelligence
- 24x7 NOC operations
- Certified engineers
- Rapid time to value

## 8. Sample Scorecard Snapshot

Area	Score
Infrastructure Visibility	82
Application & Database Monitoring	74
Alerting Maturity	61
AI Readiness	45

**Overall Score: 68 / 100 — Reactive Operations**