

Observability in the public sector

A data-driven look at how observability is evolving across government globally, based on insights from a survey of 300+ public sector IT decision makers.*

Observability maturity

Observability practices across the public sector are maturing rapidly, evolving from basic monitoring into a foundation for operational resilience, cybersecurity, and mission delivery.



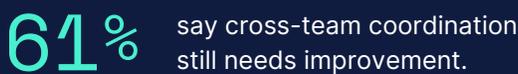
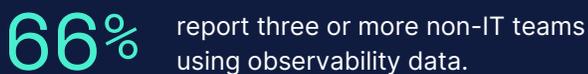
What's driving change

Agencies face mounting pressure to ensure interoperability across legacy and new systems. Most aim to optimize observability spend, not reduce it.



Expansion beyond IT

Observability data is increasingly shared across teams to improve responses and decision-making.



Top users beyond IT:

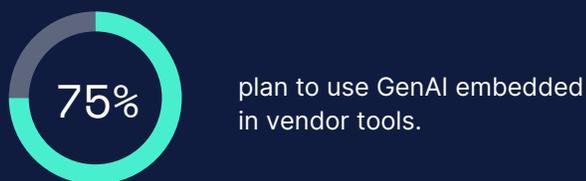
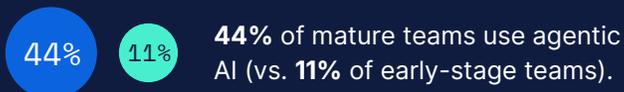
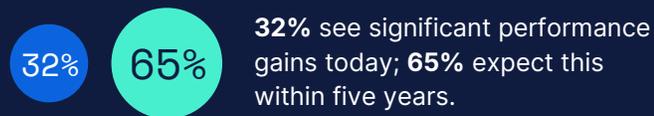
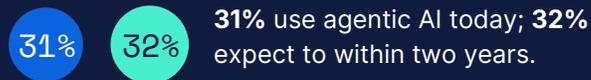


Primary use cases: **incident response** (59%) and **real-time compliance** (51%).



GenAI and agentic AI

AI is already changing how teams analyze telemetry and investigate issues. More mature teams are adopting agentic AI to reduce manual effort and speed decisions.



Top concerns:



Cost optimization

Observability is viewed as an optimization lever, not a cost center. Cost control is now a core observability requirement, with 66% reporting regular cost overruns. Agencies are finding ways to refine data collection and usage without sacrificing visibility.

Top optimization actions:



OpenTelemetry adoption

Vendor compliance is becoming increasingly important as OpenTelemetry (OTel) projects move into production.





Logging complexity

Logging remains the cornerstone of observability — but growing complexity is driving a reevaluation of tools and data workflows. Most (95%) have multiple stakeholders influencing logging decisions. Agencies are prioritizing OTel-ready pipelines and open APIs.

Top selection criteria:



Key themes across the data



Expansion from basic monitoring to AI-supported, cross-team observability



Increased focus on cost accountability alongside modernization



Growing adoption of OpenTelemetry and open architectures



Rising emphasis on interoperability, auditability, and shared visibility

[Download the full report for complete findings and data.](#)