

Insights Newsletter

November 2026

Special edition: the Appledore Research collection on agentic AI and VIA AIOps

The November Insights Newsletter gathers everything Vitria has published with Appledore Research in one place. Together, the papers, podcast and scorecard make a single argument: in mission-critical operations, the cost of an unresolved incident compounds by the minute, and agentic AI can only act safely and quickly when it reasons over structured operational knowledge, not just more data. This edition covers Appledore's new standard for mission-critical operations, a six-question scorecard for any system trusted to act, and Robert Curran's conversation with Vitria CTO Dale Skeen on the Semantic Knowledge Plane.

10× → 100×

Ten times faster resolution averts a hundred times the accumulated impact (Appledore Research)

30–50%

Lower mean time to recovery from AI-augmented detection and response (Appledore Research)

95%

Of problems detected and triaged before customer impact at one Vitria operator

New white paper · Appledore Research

Agentic AI in Mission-Critical Operations: Setting a New Standard

Mission-critical operations are not just a harder version of IT operations. When the cost of an incident compounds rather than accumulates, spotting the problem is not the job; resolving it inside the window is. In this new paper, Appledore Consulting Analyst Robert Curran turns that idea into a testable standard, drawn from large-scale telecom network operations but applicable to any industry:

- Five requirements a system must meet at the same time: real-time detection and resolution, multi-domain scale, cross-domain correlation, behavioral semantics, and validated recommendations
- Each requirement quantified into a threshold, from sub-second streaming detection to resolution in minutes, ideally about 20 minutes ahead of customer impact
- A closed-loop time budget from ingest to confirmed fix, and how to introduce a new system into an estate that can't be switched off

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Interactive tool · Based on Appledore Research

Agentic AI Scorecard: Six Questions for Any System Trusted to Act

The gap between a capable operations system and a re-badged monitoring platform rarely shows up on a datasheet. Built from the closing page of the Appledore paper, this scorecard asks six questions, scored 0 to 2, about raw streaming data, ontology-grounded knowledge, auditable actions, confidence-gated autonomy, continuous learning, and proven production scale. A score of 10 to 12 marks a system credible for mission-critical work; every weak answer comes with a note on what it reveals. Ask it of every vendor you're evaluating, including us. Nothing you enter is stored.

SCORE YOUR OPERATION

Podcast · Talking Transformation, Episode 61

The Role of Knowledge in Autonomous Operations: Appledore Research Podcast

Agentic AI works well in narrow, well-bounded telecom use cases but struggles with the complex, cross-domain problems where accuracy and trust matter most. In this 28-minute episode, Appledore's Robert Curran talks with Dr. Dale Skeen, Vitria CTO and Co-founder, about why more data isn't enough. What they cover:

- How semantic knowledge captures what a relationship means, such as a pod's total dependency on its host versus the partial dependency between linked routers
- Incremental transformation: a minimum viable knowledge graph delivered in 90- to 100-day sprints tied to measurable ROI
- A self-evolving knowledge plane that learns from inventory, telemetry, troubleshooting guides and closed trouble tickets
- Results including 20–30% year-over-year NOC productivity gains sustained for more than five years at one customer

LISTEN NOW

Q&A highlights · Appledore Research podcast

Transformation with Agentic AI: Q&A Highlights

Short on time? This downloadable Q&A distills the Appledore conversation into six questions: why operators struggle to scale agentic AI, how a Semantic Knowledge Plane differs from a traditional database, why incremental transformation lowers risk, what operational impact knowledge-driven AI is delivering, how semantic knowledge improves explainability and trust, and why knowledge is becoming a lasting strategic asset as AI models keep improving.

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In case you missed it · Appledore Research

Semantic Knowledge Plane in Telecom: The Missing Layer for Agentic AI

Operators can now see what is happening in their networks with real precision; what they still struggle to do at scale is establish why, and what to do next. Patrick Kelly and Robert Curran of Appledore Research argue that this gap between visibility and understanding is the real constraint on automation. The paper defines

the Semantic Knowledge Plane, positions it above observability and inventory rather than against them, and shows how to start in a brownfield estate with a bounded use case. Appledore puts the payoff at 30–50% lower MTTR and 10–20% lower NOC operating cost for mature implementations.

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Vitria Technology is a privately held AI software company, founded in 1994 and headquartered in Menlo Park, CA. Its VIA AIOps platform delivers knowledge-driven AIOps that helps telecom operators and enterprises detect, correlate and resolve service impacts before customers are affected.

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