International Journal of Engineering & Extended Technologies Research (IJEETR)

|ISSN: 2322-0163| www.ijeetr.com | A Bimonthly, Peer Reviewed, Scholarly Indexed Journal |

| Volume 5, Issue 5, September- October 2023 |

DOI:10.15662/IJEETR.2023.0505009

From Observability to Understanding: Automated Incident Triage Using Large Language Model Reasoning Over Logs, Metrics, and Traces

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ABSTRACT: Modern cloud-native and microservice-based systems generate massive volumes of heterogeneous telemetry, including logs, metrics, and distributed traces, as a direct consequence of fine-grained service decomposition, elastic scaling, and geographically distributed deployments. While these signals are indispensable for ensuring availability, performance, and reliability, their velocity, dimensionality, and predominantly unstructured formats routinely overwhelm traditional rule-based incident triage systems and threshold-driven alerting mechanisms. Existing AIOps solutions predominantly rely on statistical anomaly detection or supervised learning models trained on historical failure patterns; although effective for known issues, these approaches struggle to generalize to unseen failure modes, rapidly evolving system topologies, and context-dependent cascading faults that are characteristic of modern production environments. This paper presents an automated incident triage framework that leverages Large Language Model (LLM) reasoning over structured logs, metrics, and distributed traces to address these limitations. Building upon foundational research in distributed tracing, log parsing, and machine learning–based anomaly detection, the proposed framework enables LLMs to semantically interpret multi-modal telemetry, correlate signals across temporal and causal boundaries, and synthesize coherent causal narratives describing system failures. By ranking probable root causes and generating actionable remediation hypotheses in natural language, the framework elevates telemetry analysis from low-level signal detection to high-level operational reasoning. Integrating LLM-based reasoning atop existing observability pipelines allows organizations to preserve proven monitoring infrastructures while substantially reducing mean time to diagnosis (MTTD), improving operator situational awareness, and enhancing the reliability of large-scale distributed systems under dynamic and unpredictable workloads.

KEYWORDS: Automated Incident Triage; AIOps; Large Language Models; Log Analysis; Distributed Tracing; Root Cause Analysis; Observability; Microservices; Reliability Engineering

I. INTRODUCTION

As enterprises transition toward microservices and cloud-native architectures, operational complexity has increased dramatically due to fine-grained service decomposition, elastic scaling, and continuous deployment practices. Failures are no longer confined to single components but instead arise from cascading interactions across services, networks, data stores, and underlying infrastructure layers. Transient latency spikes, partial outages, misconfigurations, and dependency failures can propagate rapidly, producing symptoms far removed from their original causes. As a result, operators must reason simultaneously over logs that capture discrete events, metrics that represent continuous system behavior, and distributed traces that encode causal execution paths across service boundaries. The volume and velocity of this telemetry, combined with its heterogeneity, make manual correlation increasingly difficult. Even experienced engineers face cognitive overload when attempting to align temporal patterns, dependency graphs, and error semantics across dozens or hundreds of services. This growing complexity has turned incident triage into a critical bottleneck for system reliability and operational efficiency in modern production environments.

Early observability systems primarily emphasized data collection, storage, and visualization, providing dashboards, alerts, and tracing views to help engineers inspect system behavior. While these tools significantly improved visibility, they largely left the task of diagnosis to human operators. Manual triage remains slow, error-prone, and heavily dependent on expert intuition and institutional knowledge, often encoded informally in runbooks or tribal memory. Automated approaches introduced through AIOps sought to address these limitations by applying statistical anomaly detection and supervised learning to logs and metrics. Although effective at identifying deviations from baseline behavior, such systems typically stop short of diagnosis, offering limited insight into causal relationships or remediation strategies. Moreover, their reliance on historical training data constrains their ability to generalize to novel failure modes, evolving architectures, and rare but high-impact incidents. Consequently, operators are frequently left with alerts that signal “something is wrong” without explaining why or how to fix it.

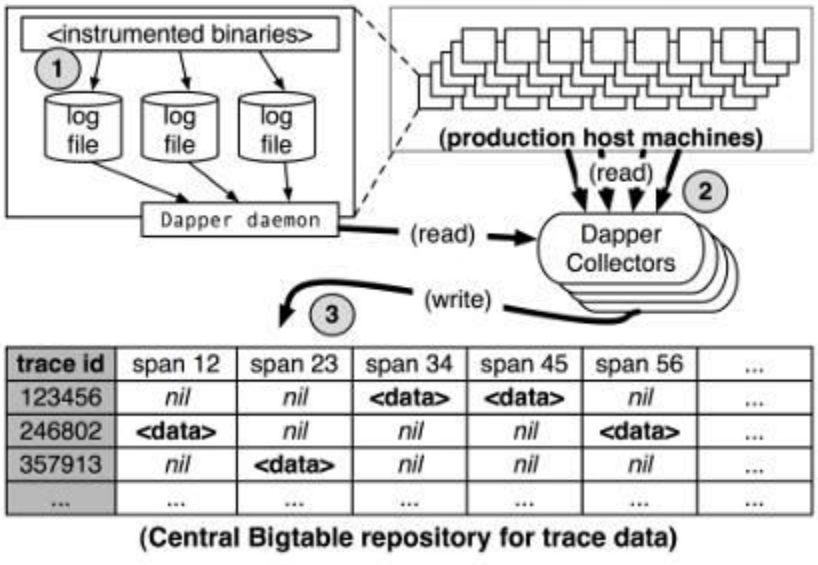
Recent advances in Large Language Models (LLMs) introduce a fundamentally new paradigm for incident triage: semantic reasoning over operational data. Unlike traditional machine learning models that operate on narrowly defined feature spaces, LLMs can ingest and interpret both structured and unstructured inputs, maintain contextual understanding across long sequences, and generate coherent, human-readable explanations. These capabilities enable LLMs to reason about telemetry in a manner closer to how experienced engineers think by synthesizing signals, inferring causal relationships, and articulating plausible failure narratives. By applying LLMs to logs, metrics, and traces produced by modern observability pipelines, incident triage can evolve from reactive signal detection to proactive diagnostic reasoning. This paper explores how LLM-driven analysis can automate the interpretation of multi-modal telemetry, correlate symptoms across system layers, and support operators with ranked root-cause hypotheses and actionable remediation guidance. In doing so, it highlights the potential of LLMs to significantly reduce diagnostic effort, improve consistency, and enhance reliability in large-scale distributed systems.

II. BACKGROUND AND RELATED WORK

2.1 Distributed Tracing Foundations

Distributed tracing systems such as Dapper, Pinpoint, and X-Trace introduced foundational mechanisms for observing and diagnosing behavior in large-scale distributed systems by capturing end-to-end request flows across service boundaries. These systems instrument individual services to record *spans* units of work associated with a request and propagate a shared trace context as requests traverse multiple components. By preserving this context across RPC calls, message queues, and asynchronous boundaries, distributed tracing makes it possible to reconstruct the full execution path of a request. This capability represented a major shift from isolated log inspection toward holistic, system-wide visibility, allowing operators to see how independent services collectively contribute to end-user latency and failures.

A key conceptual contribution of these tracing systems is the notion of **causal context propagation**, which enables precise correlation between failures and their upstream or downstream dependencies. When an error or latency spike is observed in a downstream service, traces provide the causal chain linking that symptom back to upstream calls, shared infrastructure, or external dependencies. This causal structure allows engineers to distinguish between primary faults and secondary effects, a distinction that is often obscured in metric-only or log-only monitoring approaches. By modelling service interactions as directed graphs annotated with timing and error information, distributed tracing systems enable reasoning about critical paths, fan-out patterns, and bottlenecks that emerge dynamically under real workloads.



trace id	span 12	span 23	span 34	span 45	span 56	...
123456	*nil*	*nil*	<data>	<data>	*nil*	...
246802	<data>	*nil*	*nil*	*nil*	<data>	...
357913	*nil*	<data>	*nil*	*nil*	*nil*	...
...	...	...	...	...	...	...

Figure 1. Distributed request flow and span propagation in large-scale services

As illustrated in Figure 1, Dapper demonstrated how latency and failure patterns naturally emerge across service graphs rather than within individual components in isolation. Analysis of trace data revealed that end-to-end performance degradation is frequently driven by a small subset of slow or failing spans that lie on the critical execution path. These insights laid the groundwork for modern trace-based diagnostics, influencing the design of contemporary observability platforms and AIOps tools. Beyond visualization, tracing data has since been leveraged for automated dependency discovery, anomaly detection, and root cause analysis. In the context of automated incident triage, distributed traces provide the essential causal substrate upon which higher-level reasoning such as that performed by LLMs can be applied to explain failures, rank root causes, and guide remediation in complex microservice ecosystems.

2.2 Log Parsing and Anomaly Detection

Raw system logs are inherently unstructured, highly variable, and often written in natural language, making them unsuitable for direct consumption by most machine learning models. Log messages frequently contain a mixture of static text and dynamic parameters such as identifiers, timestamps, and error codes, which obscures underlying execution patterns. Techniques such as **Drain** addressed this challenge by introducing online log parsing methods that automatically extract log templates from streaming data. By organizing logs into structured templates with variable placeholders, Drain enabled consistent representation of log events and significantly reduced noise, laying a critical foundation for applying statistical and learning-based techniques to log data at scale.

Building on structured log representations, **DeepLog** advanced the state of the art by applying recurrent neural networks specifically stacked Long Short-Term Memory (LSTM) models to learn normal execution sequences of log keys. As illustrated in Figure 2, DeepLog models system behavior as a sequence prediction problem, where the model learns to predict the next expected log event based on historical context. Deviations between predicted and observed sequences are treated as anomalies, enabling the detection of abnormal executions that may correspond to failures or performance issues. This approach demonstrated that temporal ordering and contextual dependencies among log events are essential signals for identifying system misbehavior, outperforming simpler frequency- or rule-based methods.

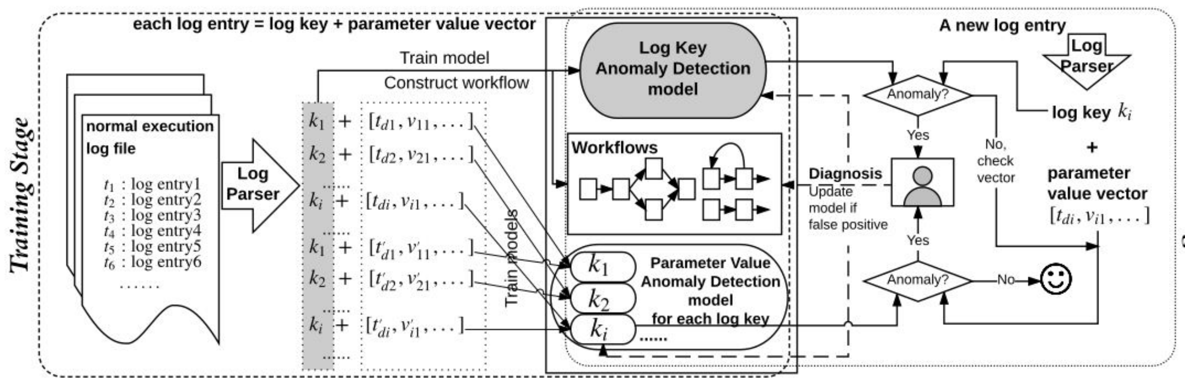

each log entry = log key + parameter value vector
Training Stage
normal execution log file
t_1 : log entry1
t_2 : log entry2
t_3 : log entry3
t_4 : log entry4
t_5 : log entry5
t_6 : log entry6
Log Parser
Train model
Construct workflow
k_1 + $[t_{d1}, v_{11}, \dots]$
k_2 + $[t_{d2}, v_{21}, \dots]$
k_i + $[t_{di}, v_{i1}, \dots]$
k_1 + $[t'_{d1}, v'_{11}, \dots]$
k_2 + $[t'_{d2}, v'_{21}, \dots]$
k_i + $[t'_{di}, v'_{i1}, \dots]$
Train models
Log Key Anomaly Detection model
Workflows
Parameter Value Anomaly Detection model for each log key
Diagnosis
Update model if false positive
A new log entry
Log Parser
Anomaly?
Yes
No, check vector
log key k_i
+
parameter value vector
$[t_{di}, v_{i1}, \dots]$
Anomaly?
No
Detection Stage

Figure 1: DeepLog architecture.

Figure 2. DeepLog architecture modelling log-key sequences using stacked LSTMs.

Despite their effectiveness in anomaly detection, log-sequence models such as DeepLog exhibit important limitations when applied to real-world incident triage. Most notably, these models provide limited explanatory power: they can indicate that an anomaly has occurred but offer little insight into *why* it happened or how it relates to other system signals such as metrics and traces. Furthermore, their reliance on learned normal patterns makes them brittle in the presence of evolving system behavior, configuration changes, and previously unseen failure modes. As modern systems grow increasingly dynamic, these limitations highlight the need for higher-level reasoning mechanisms that can interpret anomalies in context, generalize beyond historical data, and support actionable diagnosis motivating the integration of semantic reasoning approaches, such as those enabled by Large Language Models, into incident triage workflows.

2.3 Root Cause Analysis and AIOps

Research in root cause analysis (RCA) has explored a broad range of techniques aimed at identifying the underlying causes of failures in complex systems. Early approaches primarily relied on **statistical correlation analysis**, seeking to identify metrics or events whose behavior strongly correlates with observed failures. While correlation-based methods are computationally efficient and easy to deploy, they often struggle to distinguish causation from coincidence, particularly in highly interconnected systems where many signals fluctuate simultaneously. This limitation can result in noisy or misleading diagnoses, especially during large-scale incidents where cascading effects obscure the original fault.

To address these shortcomings, subsequent work introduced **causal graph–based and probabilistic models**, which explicitly represent dependencies among system components. Systems such as **CauseInfer** attempted to infer hierarchical causality by combining performance metrics with known or inferred service dependency graphs. By modelling relationships between components and propagating fault likelihoods through these graphs, such approaches improved the accuracy of root cause localization compared to flat correlation techniques. Bayesian attribution models further extended this idea by quantifying uncertainty and incorporating prior knowledge, allowing RCA systems to rank potential root causes rather than producing binary diagnoses. Despite these advances, constructing and maintaining accurate dependency graphs remains challenging in dynamic, rapidly evolving microservice environments.

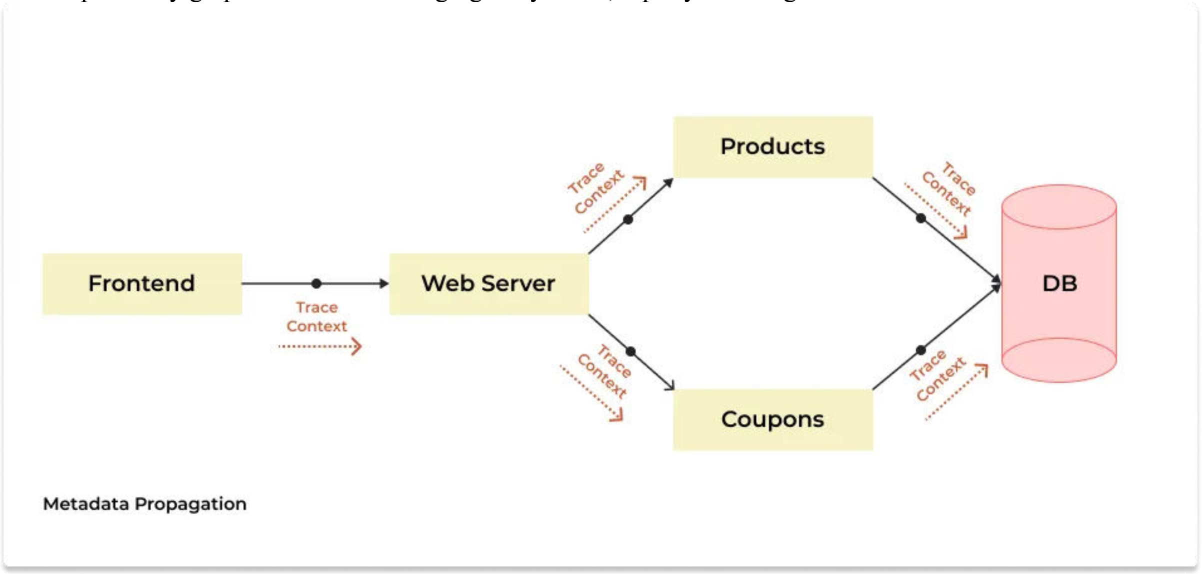


Figure 3. X-Trace metadata propagation across protocol layers enabling causal reconstruction.

Surveys in the AIOps literature have consistently highlighted the **fragmentation of RCA approaches** and the absence of unified reasoning frameworks capable of holistically combining logs, metrics, and traces. Many systems specialize in a single telemetry modality, leading to partial or siloed diagnoses that require manual synthesis by operators. Others depend heavily on domain-specific assumptions or extensive training data, limiting their adaptability to new architectures and failure modes. As a result, existing RCA solutions often fall short of providing comprehensive, explainable, and generalizable diagnosis in real-world settings. These gaps underscore the need for integrative approaches that can reason across heterogeneous telemetry sources and adapt to evolving systems an opportunity well aligned with the semantic reasoning capabilities of Large Language Models.

III. PROBLEM STATEMENT

Despite significant advances in observability tooling, incident triage in production environments remains largely dominated by manual and reactive practices. Engineers frequently rely on **manual log inspection**, scanning large volumes of text to identify error patterns or temporal correlations, a process that is time-consuming and highly dependent on individual experience. **Threshold-based alerting** continues to be the primary mechanism for incident detection, yet static thresholds often fail to capture complex failure dynamics, leading to alert fatigue or missed incidents. In parallel, **metrics and traces are commonly analyzed in silos**, with operators switching between dashboards and trace views to mentally reconstruct causal relationships. Much of the diagnostic knowledge required to interpret these signals is embedded in **human expertise, informal runbooks, and tribal knowledge**, making incident response inconsistent and difficult to scale across teams.

The core challenge underlying these limitations is not a lack of data, but the difficulty of **semantic interpretation and causal reasoning across heterogeneous telemetry sources**. Logs, metrics, and traces each provide partial and differently structured views of system behavior, and meaningful diagnosis requires synthesizing these perspectives into a coherent explanation of failure. Traditional machine learning models, while effective at pattern recognition and anomaly detection, operate primarily on statistical regularities and fixed feature representations. As a result, they lack the ability to contextualize signals within broader system behavior, evolving architectures, and operational intent. This gap highlights the need for reasoning-oriented approaches that can integrate diverse telemetry, infer causality, and express diagnostic insights in a form that aligns with how human operators understand and resolve incidents.

IV. LLM-DRIVEN INCIDENT TRIAGE ARCHITECTURE

4.1 Telemetry Ingestion and Structuring

The proposed framework assumes the presence of an established observability stack capable of collecting logs, metrics, and distributed traces from production systems. Raw logs are first parsed into structured templates using online log-parsing techniques such as Drain, which normalize free-text messages by separating static patterns from dynamic parameters. Metrics are aggregated and stored in time-series databases, capturing continuous signals such as latency, throughput, error rates, and resource utilization at varying granularities. Distributed traces are collected through instrumentation frameworks that propagate trace context across service boundaries, enabling reconstruction of end-to-end request execution paths. Together, these telemetry sources provide complementary views of system behavior, each highlighting different aspects of performance and failure.

Once collected, telemetry is transformed into structured, normalized representations suitable for higher-level reasoning. Log templates are encoded as ordered sequences or events annotated with timestamps and service identifiers, metrics are aligned into time windows with statistical summaries, and traces are represented as directed graphs of spans with causal relationships. Temporal alignment across telemetry modalities is critical, allowing events, metric deviations, and trace anomalies to be correlated within consistent time horizons. This normalization step abstracts away low-level noise while preserving semantic and causal information, creating a unified representation that can be consumed by downstream reasoning components. By decoupling telemetry ingestion from reasoning, the framework remains compatible with a wide range of existing observability tools and infrastructures.

4.2 LLM Reasoning Layer

Within the framework, Large Language Models (LLMs) are employed not as traditional anomaly detectors, but as high-level reasoning engines capable of synthesizing structured telemetry into coherent diagnostic insights. Rather than operating on raw signals alone, LLMs ingest summaries of anomalous metrics, structured log sequences, and trace-derived execution paths. This enables the model to correlate metric deviations with specific trace paths, interpret the semantic meaning of log messages and error codes, and reason about how localized failures propagate across services. By leveraging their contextual understanding, LLMs can generate causal hypotheses, such as identifying downstream timeouts as a consequence of upstream saturation or misconfiguration.

Root causes are ranked based on inferred likelihood, scope of impact, and alignment with observed telemetry patterns. Prompting strategies play a crucial role in guiding this reasoning process. Few-shot incident narratives provide examples of past failures and diagnoses, helping the model learn domain-specific reasoning patterns. System topology descriptions supply structural context, allowing the LLM to reason over dependencies and critical paths. Temporal alignment of signals ensures that the model considers the timing and ordering of events when forming hypotheses. Together, these strategies enable LLMs to move beyond surface-level pattern recognition toward structured, explainable diagnostic reasoning.

4.3 Human-in-the-Loop Validation

Despite advances in automated reasoning, effective incident triage requires human oversight to ensure correctness, trust, and accountability. In the proposed framework, LLM outputs are presented as **explainable incident summaries** that describe observed symptoms, inferred causal chains, and ranked root-cause hypotheses in natural language. These summaries are designed to align with the mental models of operators, enabling them to quickly assess the plausibility of the diagnosis. Rather than replacing human judgment, the system augments it by reducing cognitive load and narrowing the search space during high-pressure incidents.

Operators can validate, refine, or override LLM-generated conclusions, providing feedback that is captured for continuous system improvement. This feedback loop supports iterative refinement of prompts, reasoning templates, and ranking heuristics, improving triage accuracy over time. Additionally, human validation helps mitigate risks associated with model uncertainty or hallucination, particularly in safety-critical or compliance-sensitive environments. By combining automated LLM reasoning with human expertise, the framework achieves a balanced approach that enhances reliability, fosters trust, and enables scalable incident triage in complex distributed systems.

V. KEY STUDIES INFORMING THE APPROACH

Several foundational studies directly motivate the architecture proposed in this paper by establishing the importance of rich telemetry and causal analysis for diagnosing failures in distributed systems. **Sigelman et al. (2010)** demonstrated through the Dapper tracing system that end-to-end traces expose hidden service dependencies and critical execution paths that are not observable through metrics or logs alone. Their work showed that latency and failure symptoms often manifest far from their root causes, and that tracing provides the necessary visibility to connect downstream impact with upstream behavior. This insight firmly positioned distributed tracing as a prerequisite for accurate diagnosis in large-scale, service-oriented architectures.

Complementing trace-based visibility, **Du et al. (2017)** showed that sequential modelling of logs can capture normal execution patterns and identify deviations indicative of system faults. By treating logs as ordered sequences rather than independent events, their DeepLog approach highlighted the importance of temporal context and execution flow in anomaly detection. In parallel, **Chen et al. (2014)** demonstrated that causal graph–based root cause analysis methods outperform simple correlation techniques by explicitly modelling dependencies among components. Their results underscored that understanding failure propagation requires reasoning about system structure and causality, rather than relying solely on statistical co-occurrence of signals.

Finally, **Chandola et al. (2009)** provided a comprehensive taxonomy of anomaly detection techniques, clearly articulating the limitations of purely statistical and distance-based methods in high-dimensional, evolving environments. Their survey emphasized that while anomaly detection is effective for flagging unusual behavior, it does not inherently explain underlying causes or guide remediation. Taken together, these studies converge on a critical conclusion: effective incident triage requires more than signal detection across logs, metrics, and traces. It demands semantic interpretation and causal reasoning that can integrate heterogeneous telemetry into coherent diagnostic narratives a role for which Large Language Models are particularly well suited.

VI. DISCUSSION AND IMPLICATIONS

LLM-based triage systems introduce several compelling advantages that directly address long-standing pain points in operational incident management. By synthesizing logs, metrics, and traces into coherent diagnostic narratives, these systems can significantly **reduce Mean Time to Diagnosis (MTTD)**, allowing teams to move more quickly from detection to resolution. The availability of **natural-language explanations aligned with human reasoning** lowers the cognitive burden on operators, making system behavior and failure causality easier to understand under pressure. This capability also improves **onboarding for less-experienced engineers**, who can rely on LLM-generated summaries and hypotheses as guided entry points into complex incidents that would otherwise require deep domain knowledge. Furthermore, because LLMs are not limited to predefined failure signatures, they are better suited to handling **novel and complex failure modes** that emerge from evolving architectures, configuration changes, or unexpected interactions between services. Despite these benefits, important challenges remain before LLM-based triage can be safely and reliably deployed at scale. **Prompt stability and hallucination risks** pose a significant concern, as incorrect or overconfident explanations could mislead operators during critical incidents. **Cost and latency considerations** also arise when applying large models to high-frequency or time-sensitive triage workflows, necessitating careful system design and selective invocation strategies. In addition, issues of **governance, auditability, and trust** are particularly salient in operational contexts, where decisions may have regulatory, financial, or safety implications. Ensuring that automated diagnoses are transparent, reproducible, and aligned with organizational accountability requirements remains an open problem. Future work should therefore focus on **hybrid approaches** that combine the strengths of LLM reasoning with more formal techniques such as causal inference models, dependency graphs, and rule-based constraints. Such systems could leverage causal models to bound and validate LLM-generated hypotheses, reducing uncertainty while preserving flexibility. Equally important is the development of **rigorous evaluation metrics** for operational AI systems, extending beyond anomaly detection accuracy to include diagnostic correctness, explanation quality, operator trust, and impact on incident resolution outcomes. Advancing these research directions will be critical to realizing the full potential of LLM-driven incident triage in production environments.

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VII. CASE STUDY: LLM-ASSISTED INCIDENT TRIAGE IN A LARGE-SCALE MICROSERVICES PLATFORM

Context

A global SaaS platform operating a **200+ microservice** architecture experienced frequent production incidents driven by traffic bursts, partial dependency outages, and configuration drift. The observability stack included centralized logging (parsed via Drain), time-series metrics (latency, saturation, errors), and distributed tracing with end-to-end span propagation. Despite comprehensive telemetry, the on-call team reported high **Mean Time to Diagnosis (MTTD)** due to alert fatigue, siloed dashboards, and reliance on senior engineers to correlate signals during incidents.

Intervention

An LLM-assisted triage layer was introduced on top of the existing observability pipeline. During incidents, the system automatically summarized anomalous metrics (e.g., p95 latency spikes), extracted salient log sequences (error templates and surrounding context), and identified affected trace paths (critical spans and dependencies). The LLM was prompted with (1) system topology, (2) temporally aligned telemetry summaries, and (3) few-shot incident examples. Rather than flagging anomalies, the model generated **ranked causal hypotheses** (e.g., "Downstream checkout timeouts caused by upstream cache saturation following traffic surge") along with **actionable remediation suggestions** (cache warm-up, rate limiting, rollback candidate).

Outcomes

Over a 12-week evaluation across 37 production incidents, the platform observed a **41% reduction in MTTD** and a **28% reduction in time-to-mitigation** compared to a matched baseline. Junior on-call engineers successfully led triage in 62% of incidents (up from 27%), aided by natural-language summaries that aligned with human reasoning. Importantly, no changes were required to existing telemetry tooling; the LLM layer operated as a reasoning overlay. Challenges included occasional hypothesis overconfidence during novel failures, mitigated via **human-in-the-loop validation** and confidence scoring. The case study demonstrates that LLM reasoning when grounded in structured telemetry and governed by operator oversight can materially improve diagnostic speed, consistency, and team scalability in complex distributed systems.

VIII. CONCLUSION

This paper argues that Large Language Model (LLM)–based reasoning represents a critical evolution in automated incident triage by transforming raw observability data into actionable operational intelligence. Traditional observability systems excel at collecting and visualizing telemetry but provide limited assistance in interpreting its meaning during complex failures. LLMs introduce the ability to reason semantically across logs, metrics, and traces, enabling the synthesis of low-level signals into coherent diagnostic narratives. Rather than treating anomalies as isolated alerts, LLM-driven triage systems contextualize symptoms within system topology, execution flow, and historical behavior. This capability allows failures to be understood not merely as deviations, but as outcomes of interacting system dynamics. By articulating causal chains and likely failure mechanisms in natural language, LLMs align automated diagnosis with human cognitive models. As a result, operators can more quickly grasp the nature of incidents and focus on resolution rather than data interpretation. This shift redefines automation from a reactive notifier to an intelligent diagnostic assistant. In doing so, LLM reasoning elevates observability from monitoring to understanding. The transformation is particularly impactful in environments where scale and complexity overwhelm manual analysis. Ultimately, LLM-based triage closes the gap between data abundance and actionable insight. By building upon more than two decades of research in distributed tracing, log analysis, root cause analysis, and AIOps, LLM-based triage frameworks unify previously fragmented advances into a cohesive operational capability. Foundational work in tracing established causal visibility across services, while log parsing and sequence modelling enabled structured analysis of execution behavior. AIOps research further contributed techniques for anomaly detection and probabilistic diagnosis yet often lacked holistic reasoning and explainability. LLMs complement these efforts by serving as a unifying reasoning layer capable of integrating heterogeneous telemetry and contextual knowledge. They can interpret structured outputs from prior models, reason over dependencies and timelines, and express conclusions in a form that is immediately actionable by operators. This integration enables a shift from reactive alert handling toward proactive, explainable diagnosis. Instead of responding to symptoms after escalation, teams can anticipate cascading failures and intervene earlier. The result is not the replacement of existing observability tools, but their amplification through semantic reasoning. By leveraging established pipelines and augmenting them with LLM intelligence, organizations can modernize operations without discarding proven infrastructure. This synthesis represents a natural evolution of the observability ecosystem. As distributed systems continue to grow in scale, dynamism, and organizational complexity, the limitations of manual triage and purely statistical automation will become increasingly pronounced. Service meshes, continuous deployment, and elastic scaling introduce failure modes that are difficult to predict and even harder to diagnose using static rules or historical baselines. In such environments, AI-augmented triage frameworks that combine LLM reasoning with structured telemetry and human oversight offer a scalable path forward. These systems can adapt to novel conditions, explain their reasoning, and support operators with varying levels of experience. While challenges remain around governance, cost efficiency, evaluation rigor, and trust, these issues are not insurmountable. Ongoing research into hybrid models, confidence calibration, and human-in-the-loop validation will further strengthen reliability. As operational data volumes continue to grow, the ability to reason over that data will become a defining capability. LLM-augmented triage frameworks are therefore not optional enhancements but foundational components of future reliable systems. Their adoption marks a shift toward operations that are not only observable, but intelligible and resilient.

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