

APIOps in the Age of AI Agents: *What to Prioritise Next*

Date:

3rd June, 2026

Presented by:

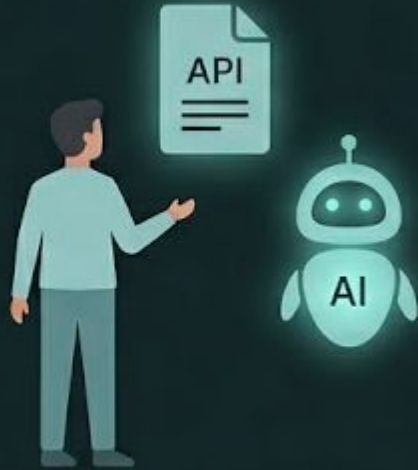
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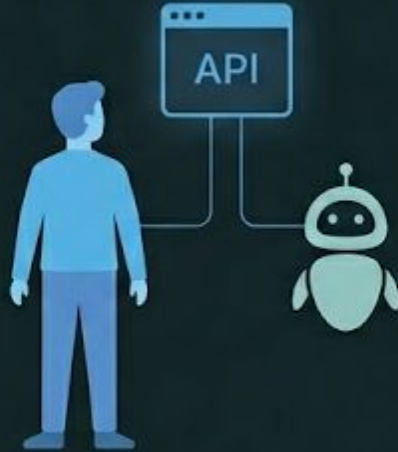
Three modes of AI are operating in your API lifecycle

... most teams are prepared for one ...

97% of developers use coding agents



AI-Assisted Delivery & Ops



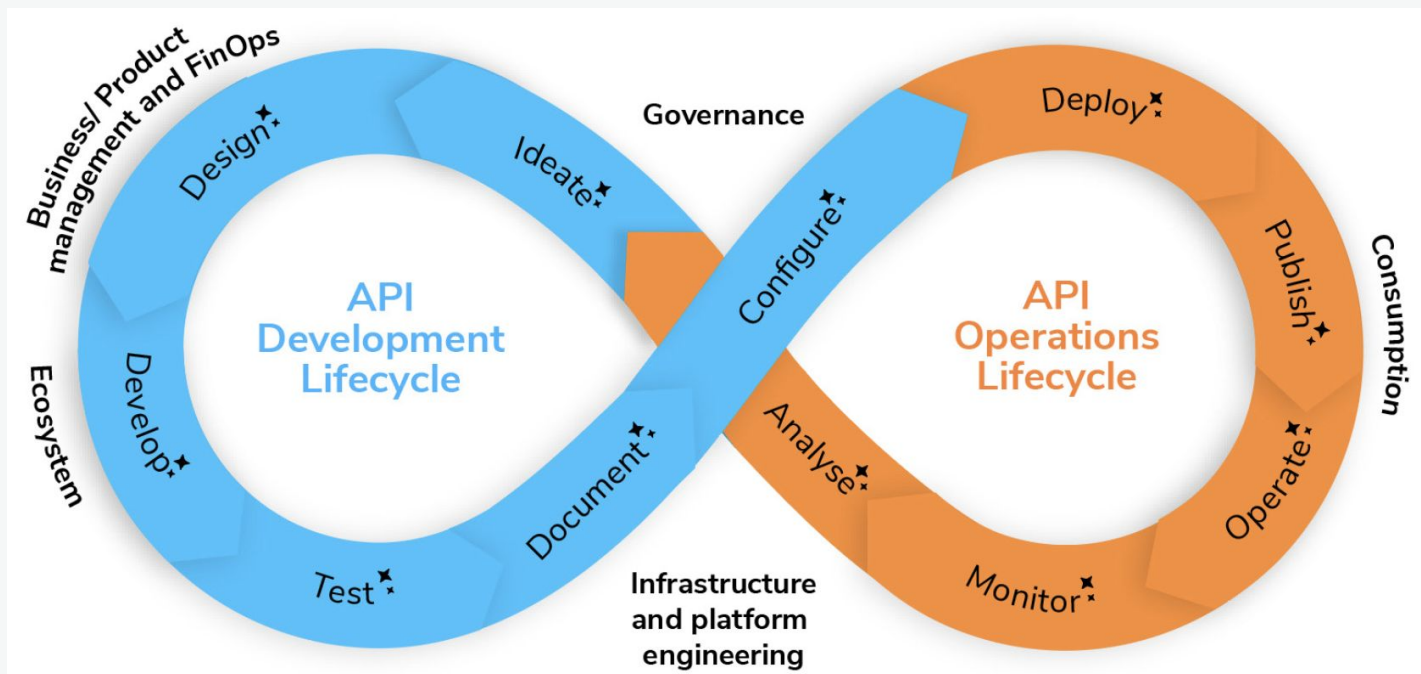
AI-Assisted
Consumption & Ops

50%+ of enterprises have
agents in Production



Autonomous Consumption

AI Is Already In Your Lifecycle



Source: SmartBear "The AI-enabled API lifecycle", Sep 2025
<https://www.apidays.global/report-download/the-ai-enabled-api-lifecycle>

The Missing Actor

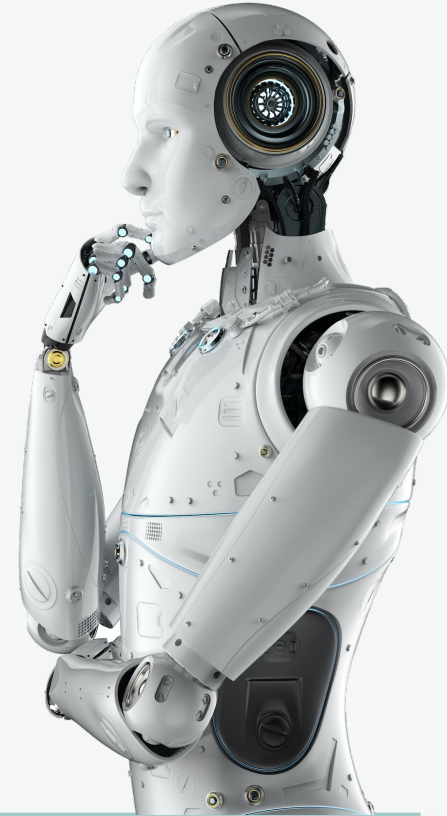
Traditional APIOps optimised for the delivery loop

API consumers were not always the primary concern

Now:

- developers use agents to consume **(mode 2)**
- agents self-discover, self-identify, self-onboard **(mode 3)**

The consumer was always the gap. Agents just made it expensive.



What's holding teams back?



NEW INDUSTRY REPORT

The Hidden Disconnects in Enterprise AI:

7 Tactics for Aligning Agentic Coding & Business Agents



2 in 3

survey respondents noted that APIs are being connected to their initial AI agents.

Who is responsible for connecting systems to AI agents?

78%

of respondents said dev teams are mostly responsible for identifying how to connect business systems to AI agents.

Coding agents are being connected to APIs...

45%

of respondents are connecting coding agents to their APIs.

Business agents are leveraging internal APIs...

41%

of respondents are leveraging internal APIs for business agents.

AI-First Without API-First

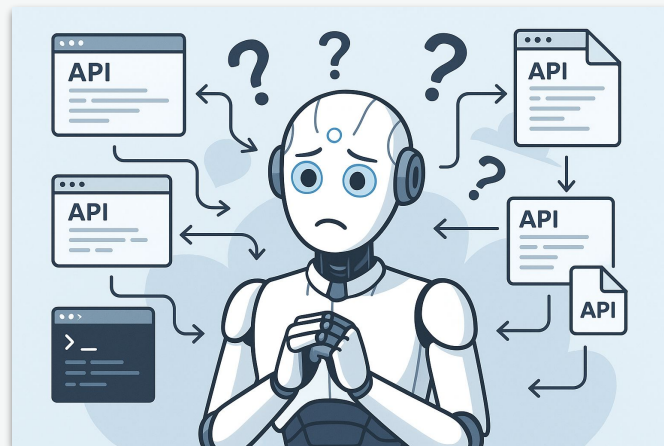
- Agents being connected to APIs which are not ready for agentic consumers
- Old problems don't get fixed - they get scaled
- API problems surface as AI problems, in production, and in a dangerous layer of the tech stack

Validity ≠ Usability

Human Interpretability:

- Vague descriptions
- Inconsistent naming
- Wrong servers
- Missing authentication info
- Missing examples

Machine Interpretability:



Directory Statistics

Refresh

APIs
6,358

Workflows
2,000
(across 381 Arazzo Documents)

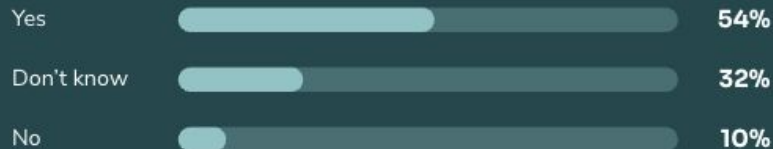
APIs with Workflows
381

Operations
220,491

Symbolic Security

- 55% give agents their own API keys
- 47% use down-scoping
- 46% don't know if agent usage is monitored

Do business agents have their own API keys?



Is there a delegation of rights to business agents?



Are risk management and downscoping mechanisms in place?

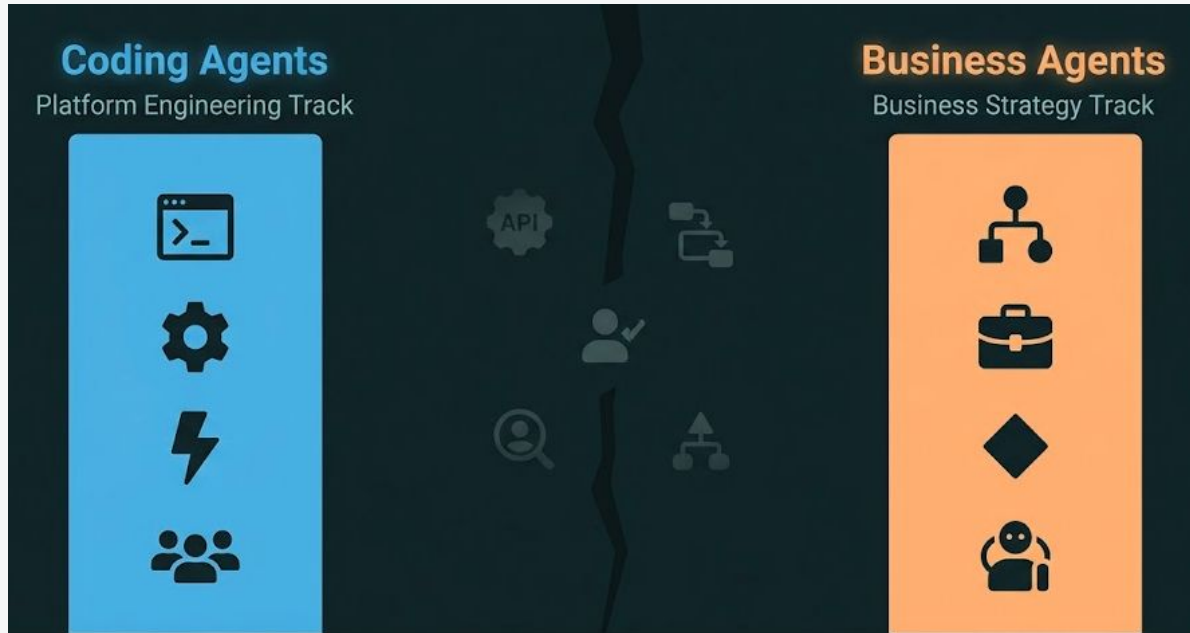


46% of respondents are unsure how often AI access to systems is monitored

44% are unsure if business agents are monitored via alerts

40% are unsure if business agents are monitored via alerts

Two Dominant but “Siloed” AI Tracks

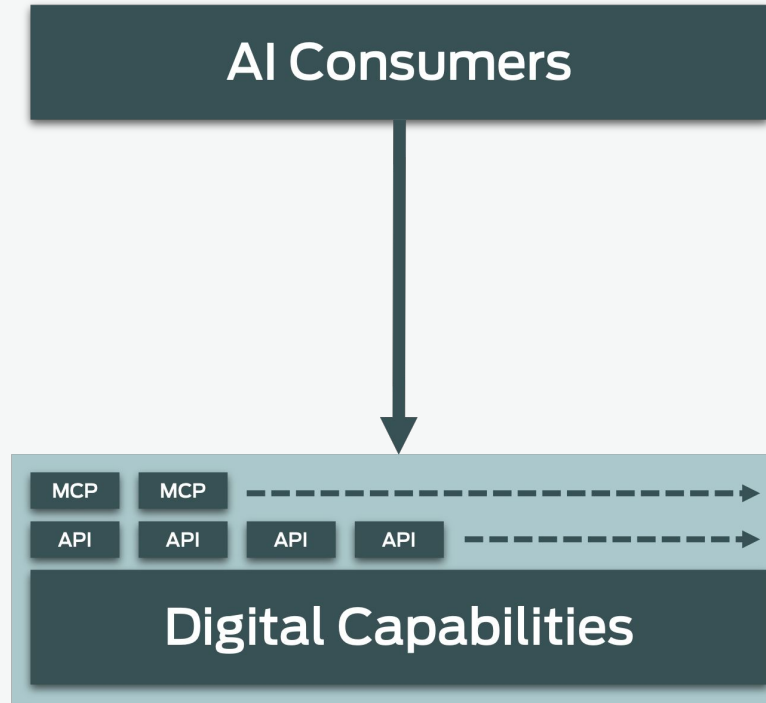


Two agent tracks. Zero shared platform. Broken AI outcomes.

What to Prioritize

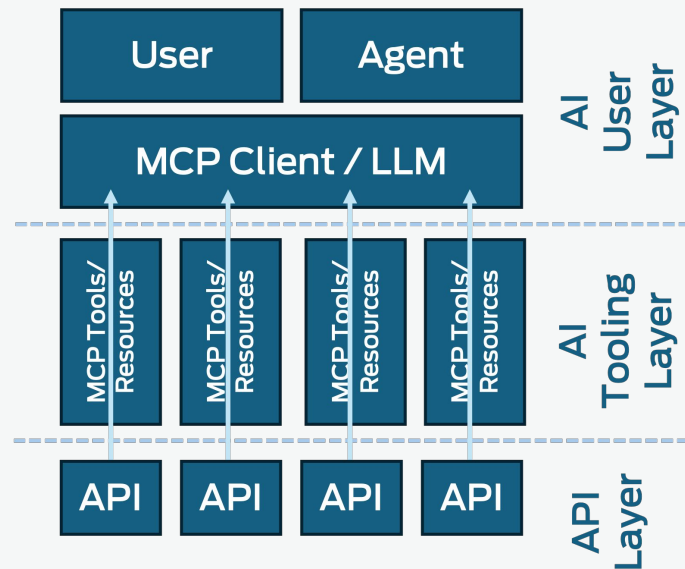
... when delivering & operating APIs for the agentic world ...

Enable More APIs & Tools



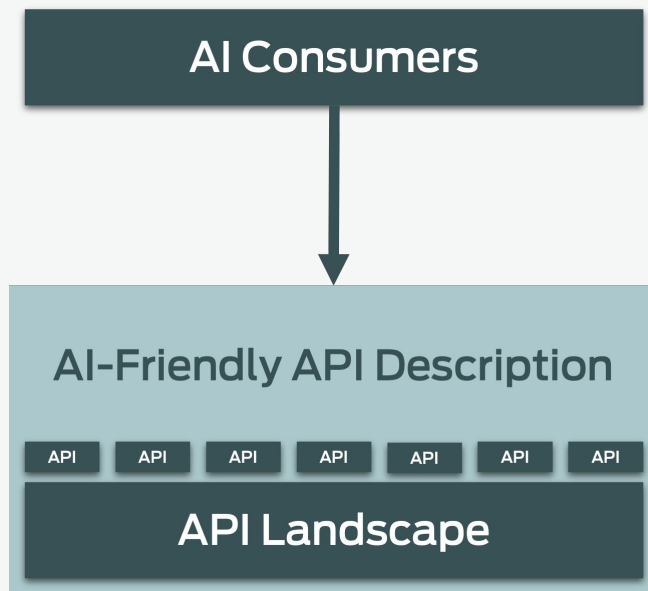
Beware of *MCPing all the things*

- Generate MCP from OpenAPI
- Publish/Install MCP servers for all APIs
- Consumers can access all MCP tools
- Causes tool sprawl
- Poor descriptions → poor tool selection → poor results



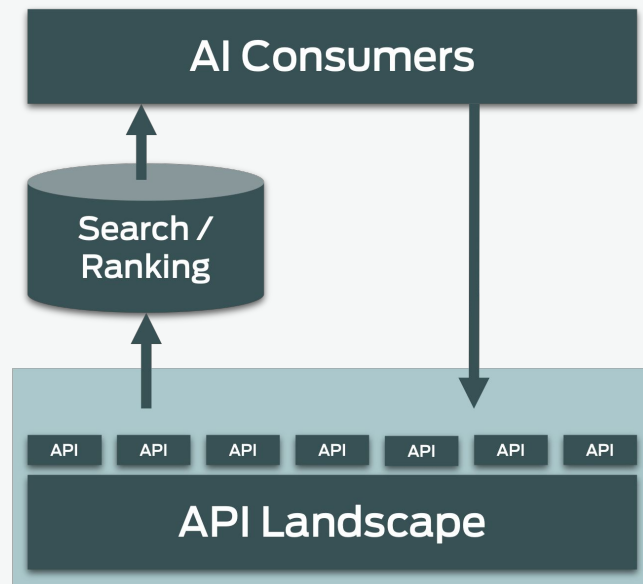
Better Described APIs for Agent Experience (AX)

- Most API descriptions need quality improvements anyway
- Better descriptions benefit everyone, not just AI agents
 - Complete and meaningful operation summaries
 - Comprehensive examples for all operations
 - Clear error handling
 - Consistent terminology and naming
- Good DX is the foundation for good agent experience (AX)



Dynamic API Discovery

- Discovery helps reduce tool overload
- Compliment with *MCP registries*, *workflow registries*, *Agents.md*, *llms.txt*, *well-known URIs*
- One API \neq One Tool
- Tools should be *task* or *use-case* specific
- We need higher-level, business-aligned APIs

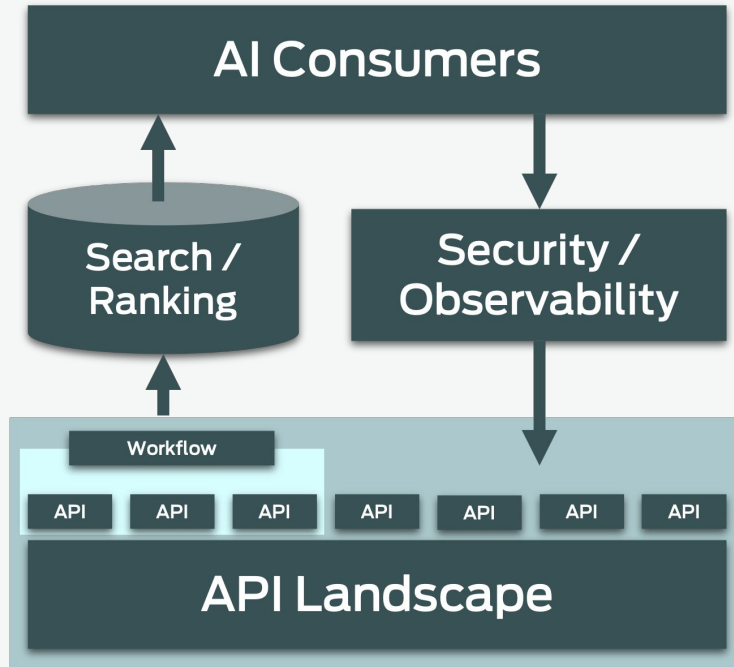


Workflows as Sovereign Business-Grade Assets

An agent's job isn't to invent business processes - it's to use them!

- Many tasks follow predictable, repeatable sequences and/or processes
- Agents should not be **forced to re-discover** the same steps
- Workflow-level tools reduce tool sprawl and context challenges
- Fewer tools = less context confusion = better, faster results
- Open Standards like **Arazzo** maintain optionality and remove vendor lock-in

Workflow-based Tools



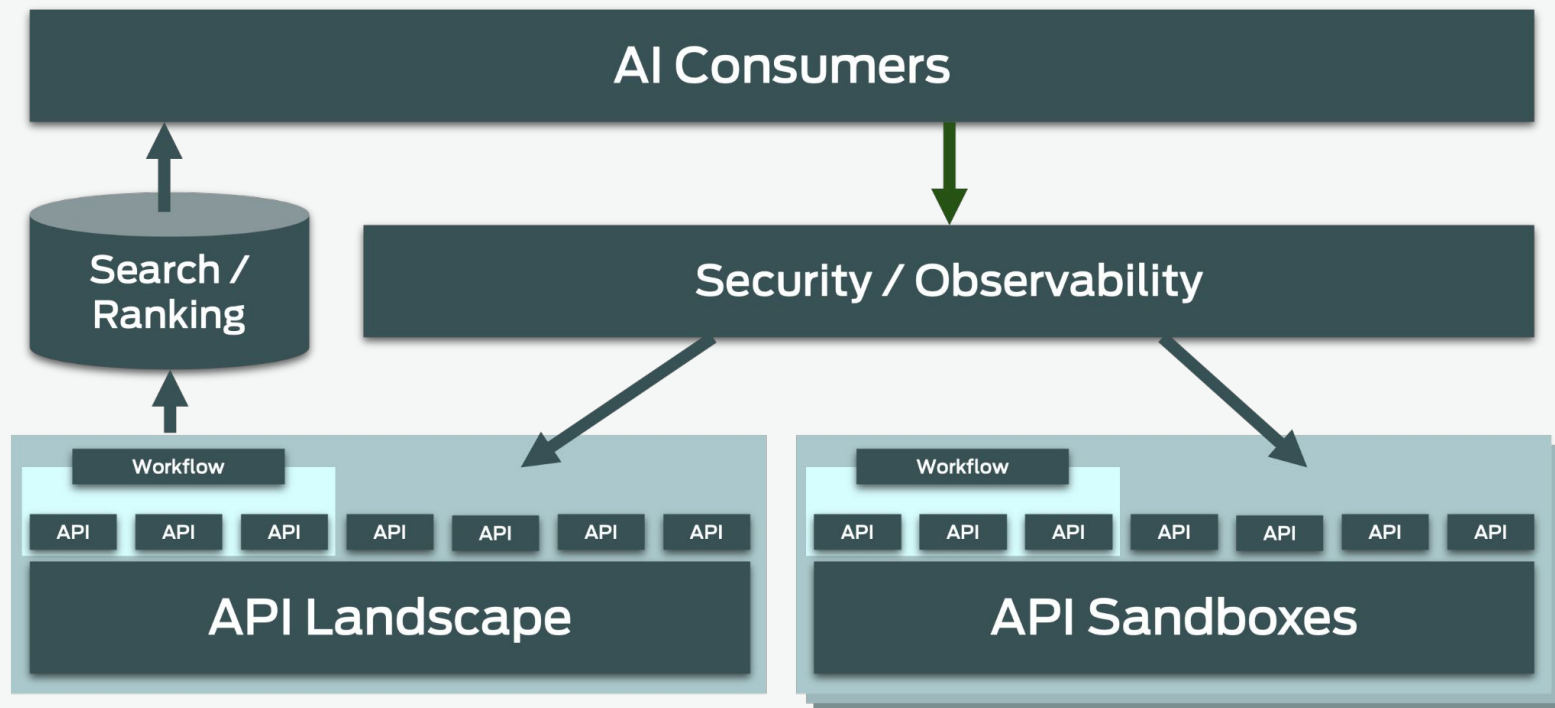
- Predictability
- Auditability
- Compliance
- Business alignment
- Reduced need for AI
- Energy/cost efficiency

Observing Agents to Discover Workflows

- Agents try to solve tasks in their own way
- Observing agents reveals workflow candidates
- Workflows can be reviewed and replayed
- More energy efficient than trial-and-error agent execution
- Workflows are captured as **Arazzo Documents** and published as new APIs, usable beyond AI



Managing Exposure to Agents



Using a Sandbox for Safe Experimentation

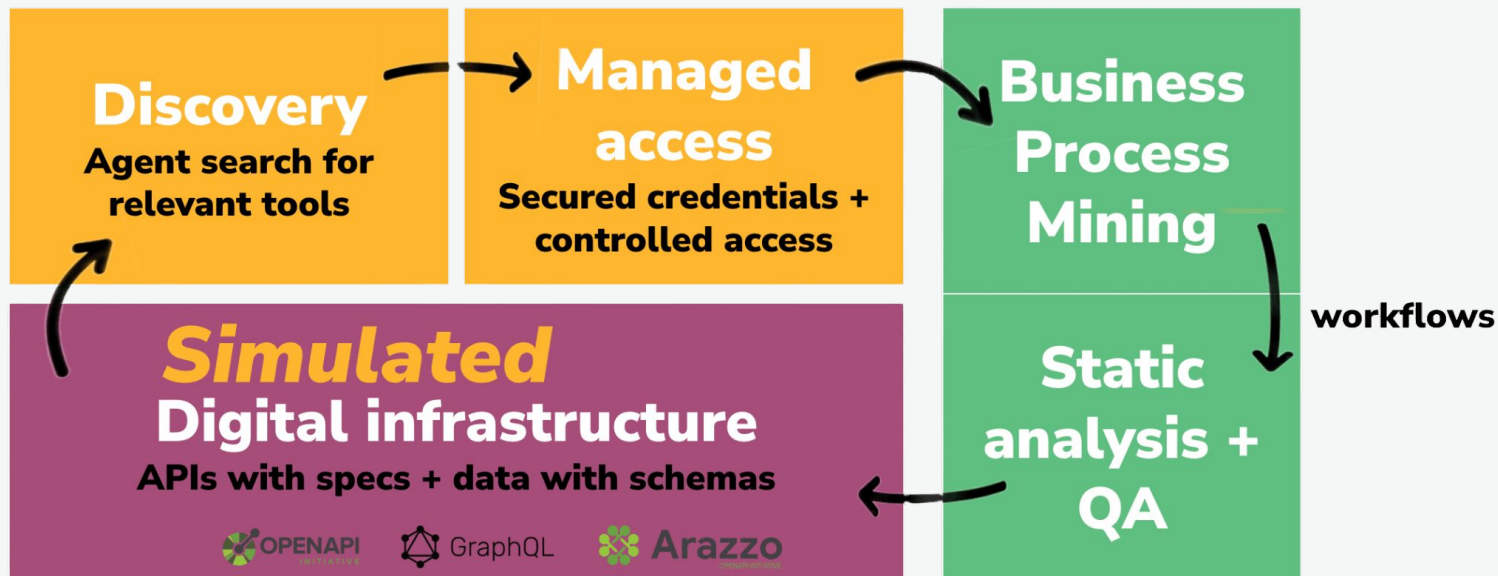
- Create a controlled environment for agents
- Make capabilities discoverable in sandbox
- Prevent Agents accessing production secrets
- Provide realistic data (synthetic or mock) for testing
- Remain in control: we decide where agents can reason and play
- Sandbox observations feed APIOps Cycles → improve the estate → improve agent behaviour (then repeats)



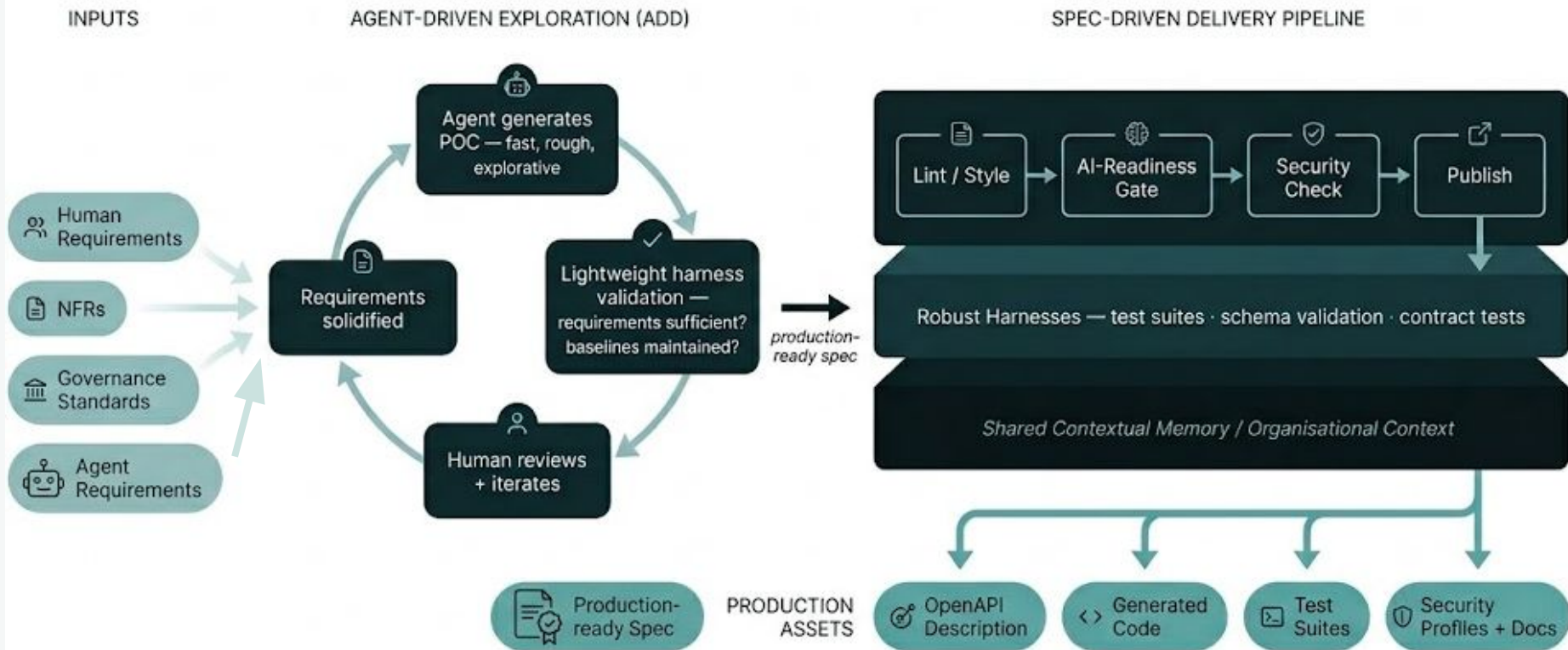
Observation closes the loop

*... What agents reveal in the sandbox changes
what you build and govern next ...*

Observation is key for “Safe Agency”



The *Spec* has expanded: Treat as Production



The model will change | The framework will change | The API estate is what persists

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*Coding agents
change **how** the
business does things
— yours, and your
customers'*

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*Business agents
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*... **APIOps determines whether either can do
those things reliably, securely, and at scale ...***

Thank you!



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