

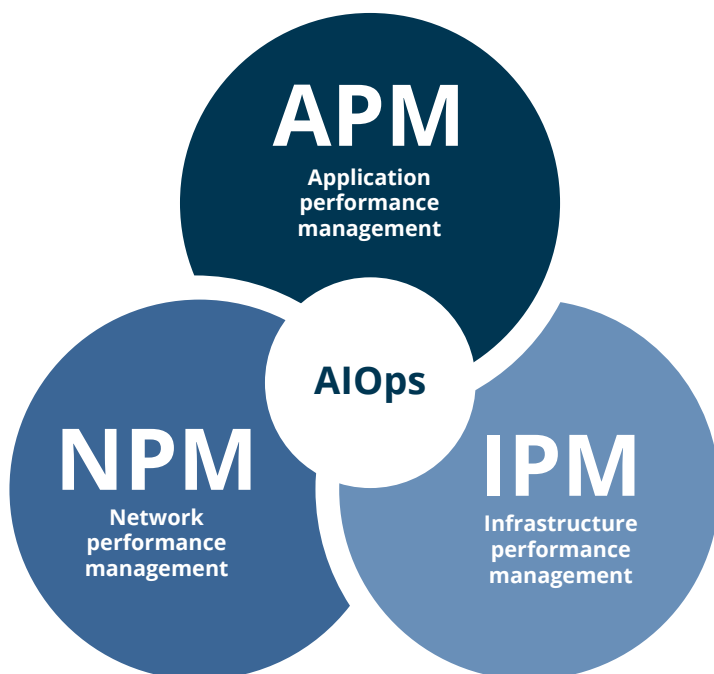
ITOM Solution

What is ITOM & AIOps?

IT Operations Management (ITOM) and Artificial Intelligence for IT Operations (AIOps) (sometimes called ITOA) are often used interchangeably and whilst they are similar, there is a difference. ITOM is what makes AIOps possible. Its components, platforms & functionalities are what brings together the vision and capability of AIOps.

The main feature of AIOps is to provide continuous insights and improvements in hyper-scaled IT environments using big data and machine learning to eradicate legacy tools/platforms and human limitations. This can seem a little daunting, but don't fear, the T-1000 is not here yet and AI is a long way from taking over the world!

What AIOps focusses on is using intelligence, learning and automation to improve the performance and stability of the big four; People, Applications/Platforms, Infrastructure & Networking and uses five core methodologies to do this.



AIOps itself, bridges three different IT disciplines:

1. Service management
2. Performance management
3. Automation

AIOps Five core methodologies:

1. Performance Baselineing
2. Machine Learning
3. Anomaly Detection
4. Automated Root Cause Analysis (ARCA)
5. Predictive Insights

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How do you start your AIOps journey?

To build a true AIOps function in your organisation, you will be required to implement platforms capable of providing:

1. Application Performance Management (APM)
2. Infrastructure Performance Management (IPM)
3. Network Performance Management (NPM)
4. Log Analytics

There is a plethora of platforms in the market place that are capable of giving your organisation the coverage in the areas that you need. Here are a few of our favourites:

1. APM: AppDynamics
2. APM: Dyantrace
3. APM: Datadog
4. IPM: Nagios WI
5. IPM: Zabbix
6. NPM: Solarwinds
7. NPM: Datadog
8. Logs: ELK
9. Logs: Solarwinds Log Analyzer

Our organisation has all this data. What now?

Once your platforms have been set up and are providing you with useful events, metrics and logs, you will need a 'master platform' to ingest this data to enable thorough analysis of it. This will then drive either automation to resolve the issue or automated tasks for humans to review and action.

While this is a high-level view of ITOM/AIOps, we hope that it has helped your understanding of what it is and what is needed to achieve the vision that it carries. If you would like more information, please feel free to contact us or register for one of our upcoming ITOM Hubs or ITOM Workshops.



AIOps ready platforms utilize big data, modern machine learning and other advanced analytics technologies to directly and indirectly enhance IT operations (monitoring automation and service) functions with proactive, personal and dynamic insight.



AIOps platforms enable the concurrent use of multiple data sources, data collection methods, analytical (real-time and deep) technologies, and presentation technologies.