

AIOps FoundationSM BLUEPRINT

AIOps Practitioners deliver business value to customers through applying artificial intelligence to operations, enabling DevOps and engineering teams to deliver reliable, secure application environments and software systems.



AIOps Foundation

AIOps is critical to today's IT landscape because of rapid growth of complex, distributed technologies, including Big Data, Machine Learning, and Generative AI, which require analysing large amounts of data and responding quickly and effectively.



AIOps in the organization

Embarking on an AIOps journey in an organization allows AIOps to interact and enable other practices and technical domains together in an enterprise IT landscape.

› BENEFITS

Organization:

Automation, increased reliability, reduced downtime, enhanced abilities, cost-effective and minimizes waste for more effective production.

Individuals:

AI solutions increase reliability, and reduce noise and toil, allowing for better collaboration and improved operational efficiencies.



Core technologies: Data

AIOps relies on core technologies to replace manual processes. AIOps uses Machine Learning and Generative AI to monitor, analyse, and automate actions resulting from data across numerous sources.



Core technologies: Machine Learning (ML) and Generative AI (GenAI)

AIOps relies on three core technologies: Big Data to generate important data; Machine Learning for inference, classification, and prediction; and Generative AI to automate responses.



AIOps and operations metrics

Being able to quantify the reliability, maintainability, and performance of a system into absolute metrics is critical to effectively understanding it and improving it.



AIOps use cases and organizational mindset

AIOps has evolved from conditions such as the maturity of ML and AI, massive increases in data volumes, and the ever-growing complexity of today's systems. Adopting AIOps works to solve these issues but imposes a need for shifts as to how teams approach operations.



Evaluating AIOps' impact

Understanding and tracking the performance of an AIOps solution is critical for the solution to produce the desired outcomes, as well as towards continuously improving its value to the organization.



Implementing AIOps in the organization

Ensure that this strategy is well-documented and is shared and accepted by the various stakeholders that will be involved. Lack of a clear strategy, including clarity on the desired outcome, is perhaps the number one reason why an AIOps initiative may fail.