

## Solution Showcase

# Achieving Automated Operations with TrueSight

## *Event-Driven IT Process Automation and Closed-loop Configuration and Compliance Management*

**Date:** September 2018 **Authors:** Edwin Yuen, Senior Analyst

**Abstract:** As digital transformation drives higher volumes of complex changes within enterprises, IT process automation has become a necessity for operations teams. Yesterday's manual processes have become outdated and need to be replaced with process automation solutions for incident detection, creation of change requests, remediation, and closure. Solutions that automate IT event management, and closed-loop configuration and compliance management, have become particularly important because they can save labor and deliver the high levels of quality needed to prevent service disruptions and change roll-backs. New technologies such as AIOps, advanced data analytics, and machine learning can also help, and BMC has incorporated them in its solutions for IT process automation for managing traditional on-premises, private, public, and multi-cloud environments.

### Introduction

Digital transformation has changed the breadth and depth of what IT operations is expected to manage. Traditionally already complex IT environments are getting even more complex, with massive increases in data volumes, cloud adoption, and new applications and endpoint devices. Thus, not only has the landscape become more complex but the overall scale of the environments is much greater than it has ever been. With this level of complexity and scale, IT departments need new tools with advanced automation and artificial intelligence for IT operations (AIOps) to keep up.

### Digital Transformation and Cloud Have Made IT *More Complicated, Not Less*

As the ages of digital transformation and cloud have dawned, organizations expected that the new digital capabilities enabled by cloud would help simplify IT operations. But a research survey conducted by ESG found just the opposite. In our *2018 IT Spending Intentions Survey*, 68% of respondents said that their IT environments were more complex in 2018 than they were two years before and over one in five said that they were significantly more complex than two years ago.

When the survey respondents were asked what was driving this increase in IT complexity, the leading responses were higher data volumes, increases in the number and type of endpoint devices, increases in the number and type of applications, and the need to integrate on-premises and public cloud (see Figure 1).<sup>1</sup> These results show that the complexity is increasing in both the breadth of management coverage and depth of the potential data and systems to monitor. And the combination of these two factors results in services and applications that can dramatically increase the complexity of the incidents that need to be monitored, remediated, and closed.

<sup>1</sup> Source: ESG Master Survey Results, [2018 IT Spending Intentions Report](#), December 2017.

But what do IT operations teams need to improve their management?

**Figure 1. Top Five Factors Influencing Increased IT Complexity**

**What do you believe are the biggest reasons your organization’s IT environment has become more complex? (Percent of respondents, N=441, three responses accepted)**



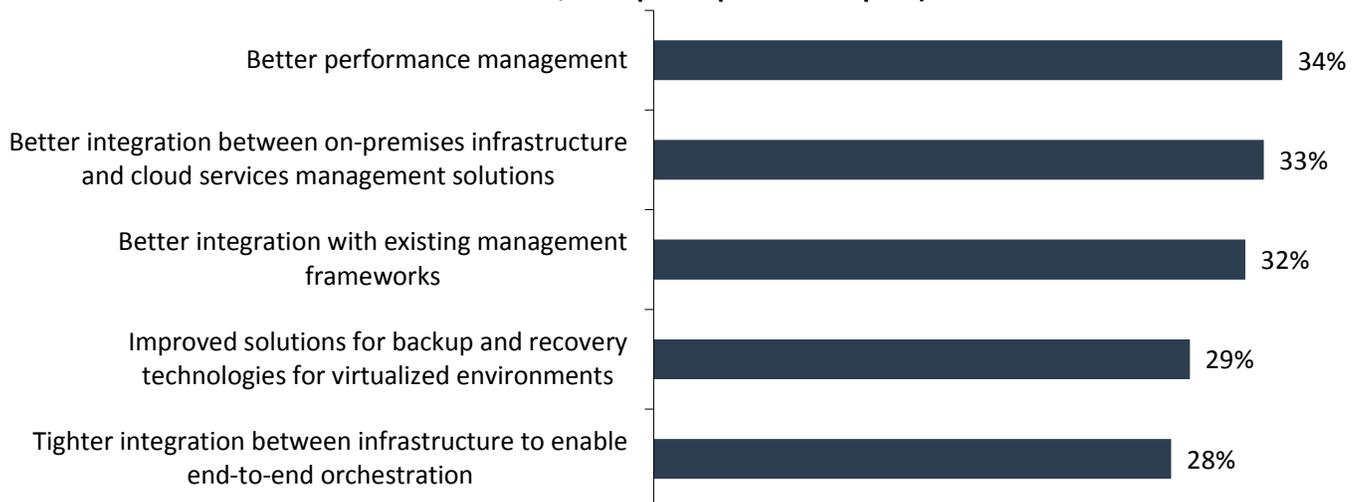
Source: Enterprise Strategy Group

### Better Management Capabilities for IT Operations

The need to enable better incident remediation, as well as closed loop change and compliance management, starts with a better understanding of the entire environment. In a separate ESG research survey, 34% of organizations cited better performance management as a development needed to improve operations management of their hybrid cloud environments, making it the most-cited response (see Figure 2).<sup>2</sup> But following close behind performance management was better integration with existing management and the enablement of end-to-end orchestration.

**Figure 2. Top Five Developments Needed to Improve the Management of Hybrid Cloud Environments**

**Which of the following developments do you believe need to take place in order to improve the management of your organization’s hybrid cloud environment? (Percent of respondents, N=261, multiple responses accepted)**



Source: Enterprise Strategy Group

<sup>2</sup> Source: ESG Research, *Systems Management & Hybrid Cloud Survey*, April 2017.

## The Need for Automated Event Management, Configuration, and Compliance Solutions

These results show the need for more modern solutions for event automation and closed-loop change and configuration management. The old ways of simply trying to do the same process faster or adding personnel are just not going to keep pace with digital transformation. IT operations needs to automate tasks with process automation and runbooks that go across the IT environments.

A modern solution for event-driven IT process automation will provide incident monitoring, incident tracking and approvals, and incident remediation, all with end-to-end orchestration. This will allow IT to effectively monitor, track, and resolve any issues related to their environments, leveraging automation and artificial intelligence for IT operations (AIOps). These solutions enable IT to transparently resolve incidents and services while still integrating with CMDBs and trouble ticket systems, tracking the entire remediation process.

Modern event automation solutions are easy to use and implement, will integrate with all the systems within organizations, and can ensure that IT teams are driving resolutions, not creating processes in an attempt to implement resolution. Supporting IT operations with an end-to-end, automation- and AIOps-enabled solution will truly allow IT to keep pace with digital transformation within and across IT.

An automated solution for closed-loop change and compliance management will support frequent server patch updates and configuration changes, which are needed to improve performance, correct configuration drift, and close security vulnerabilities, while at the same time reducing labor costs and errors. It can also automatically create incidents and change requests, execute remediation, close-out change records, create audit-ready processes to drive compliance, and improve the overall change process discipline.

### TrueSight Automated Operations

BMC has developed modern solutions for event-driven IT process automation and closed-loop configuration and compliance management. BMC's TrueSight Operations Management, TrueSight Orchestration, and TrueSight Server Automation form solutions that deliver automated operations with:

- **Monitoring and Event Management** – Complete application-centric view of services, monitoring the status and availability of the server to drive the event automation and remediation process. This includes behavioral learning to establish baselines and predictive alerts to identify events before they happen, ensuring that any events related to your applications and services are always detected and acted upon.
- **AIOps/Analytics Capabilities for Remediation** - Leveraging Artificial Intelligence, TrueSight brings together historical and real-time data, including log analytics, uses machine learning and probable cause analytics to identify the issue and best solutions for remediation, and measures the resulting activity to ensure that the event is resolved.
- **Automation and Orchestration across the entire IT Operations Lifecycle** – Automatically execute and orchestrate the right remediation for the event, integrating the detection, validation, resolution, and verification of remediation. The automation integrates with your existing management system for closed-loop change and compliance management, including intelligent ticketing and service desk automation.
- **Multi-Cloud Platform Coverage** – TrueSight monitors the health and performance of all your key platforms, across private, hybrid, and public cloud, bringing an integrated monitoring view to IT operations, and simplifying the ever-increasing complexity of today's digitally transformed environments.

By integrating automation, performance management, and service management, TrueSight Operations Management and TrueSight Orchestration work together to deliver an AIOps platform with event automation that can automatically resolve IT incidents, reducing the need for SME and high-level human intervention, reducing human errors, and cutting mean time

to resolution (MTTR). In addition, TrueSight Server Automation and TrueSight Orchestration form a solution that provides workflows for configuration and compliance management out-of-the-box, and performs automated remediation, keeping configurations compliant and automating sticking points in the change process. Both solutions lower costs and reduce human error through better process automation, which allows for the propagation of best practices across the entire IT operations organization and yields more consistent and higher quality results when compared to traditional, manual processes.

This level of intelligence and automation is required to keep up with today's digitally transformed environments. Only through integrated IT process automation and AI/machine learning solutions can IT operations scale to meet the increasingly complex environments and drive business value by eliminating significant service downtimes that impact the business.

## The Bigger Truth

As the breadth and depth of IT environments continue to change, the tools that IT operations uses must change to keep pace. One of the changes that they can make is to leverage automation to simply execute the existing remediation process and resolve incidents quickly and without excessive human interaction. To properly automate their systems, IT teams must make the increasing amounts of operations data available work for them by incorporating machine learning and intelligence tools that drive speed and efficiencies across the IT event identification and remediation process. By reducing the complexity and time it takes to restore services, a modern process automation solution can help IT operations meet the needs of today's digital businesses.

BMC is leading the way with automated IT operations by taking the common, frequently occurring tasks that IT operations faces, applying intelligence to the data, and putting in place automation, leading to reduced costs, lower risk, higher performance, and more rapid execution of tasks. With TrueSight Operations Management, TrueSight Orchestration, and TrueSight Server Automation, BMC provides the modern end-to-end IT process automation and AIOps solutions digitally transformed businesses need and organizations looking to transform their IT operations should look closely at the BMC solutions.

All trademark names are property of their respective companies. Information contained in this publication has been obtained by sources The Enterprise Strategy Group (ESG) considers to be reliable but is not warranted by ESG. This publication may contain opinions of ESG, which are subject to change. This publication is copyrighted by The Enterprise Strategy Group, Inc. Any reproduction or redistribution of this publication, in whole or in part, whether in hard-copy format, electronically, or otherwise to persons not authorized to receive it, without the express consent of The Enterprise Strategy Group, Inc., is in violation of U.S. copyright law and will be subject to an action for civil damages and, if applicable, criminal prosecution. Should you have any questions, please contact ESG Client Relations at 508.482.0188.



**Enterprise Strategy Group** is an IT analyst, research, validation, and strategy firm that provides market intelligence and actionable insight to the global IT community.

© 2018 by The Enterprise Strategy Group, Inc. All Rights Reserved.

