

Prove the Value of AIOps by Focusing on These 4 Use Cases

By applying AIOps to these common IT operations responsibilities, ITOps teams can reduce event noise, avoid downtime, optimize application performance, and keep customers happy.

Digital transformation encompasses so much more than adopting sexy technologies such as agile, cloud, DevOps, or the Internet of Things. True digital transformation reaches across an enterprise organization to its foundation: IT operations. That's why in 2019 AIOps is THE digital evolution for ITOps teams looking to reduce manual efforts, streamline operations, and contribute more strategic innovation to the business.

As more businesses embrace hybrid cloud environments and adopt leading-edge technologies, ITOps teams can be challenged to keep pace with the complexity and data generated across systems. With AIOps, ITOps becomes a strategic player for the business, freeing up skilled staffers to work on innovative projects while smart software keeps the alerts, logs, and data in check and working for the business.

Organizations, and IT operations in particular, are suffering from data overload, which leads to event noise that is exacerbated by the multitude of different management tools being used. This is causing increased mean time to repair (MTTR) for incidents creating significant impact on business operations.

Roy Illsley, Distinguished Analyst, Ovum

98% of organizations say a single hour of downtime costs more than \$100K; 81% report that number to be more than \$300K; and 33% say it can cost anywhere between \$1M and \$5M.

Source: [IT Intelligence Consulting Hourly Cost of Downtime Survey 2018](#)



What was once considered just a back-office fundamental now has the opportunity to shine in the business spotlight by shifting IT's focus from chasing alerts to intelligently solving problems with what industry experts are calling AIOps. Essentially, AIOps is the advanced approach to optimizing the performance of infrastructure, applications, and services by applying artificial intelligence and machine learning to volumes of data generated from everyday systems across hybrid on-premise, and cloud environments.

More specifically, AIOps helps IT departments support the innovative digital experiences the business has created for customers and end users by reducing event noise, preventing problems from impacting customers, identifying and solving incidents more quickly, and accurately allocating the infrastructure resources needed to meet business demand.

AIOps at Work

While the promise of AIOps is to elevate IT, the real value of AIOps can be found in the details ITOps manages daily.

Often innovative technology is seen as an industry disruptor—for instance, the advent of cloud or IoT—yet for AIOps, the real benefit is in how it is a natural evolution for ITOps. It is about working smarter with the tools available, gathering, analyzing and acting upon the data the business generates, and thinking strategically about how the technology infrastructure can better support and build the business.

IT operations teams can start to see the results of AIOps across several critical areas of focus in the enterprise today. Consider these proven successful use cases of AIOps.



Event Noise Reduction

One of the major headaches for IT can be false events and alerts from the many monitoring tools installed across the environment. These alerts could indicate a critical problem to a customer-facing app or service, but more often than not, they just clutter inboxes and cause false alarms. AIOps reduces the noise of myriad events across an environment. To start, AIOps intelligently learns how the environment behaves in busy and slow times. It can then apply the knowledge of the behavior to the alerts systems generate to determine if, in fact, this alert indicates a bigger incident with potential service impact.

With AIOps, IT will only be alerted when the environment's behavior indicates anomalous behavior indicative of app or service degradation or system downtime. This also helps prioritize which issues need immediate attention and which can be addressed in a less timely manner or suppressed to free up the time of ITOps and drive efficiencies.

For instance, hybrid IT solutions provider Ensono was able to reduce event noise by 90% with the help of AIOps. Ensono also cut costs by reducing 10,000 tickets per month down to just a few hundred.



Predictive Alerting

The same intelligence gathered from data collected across the environment can be applied to predictive alerting. In this scenario, AIOps tools let technicians know that there is an event or series of events that directly relate to a known problem in the making. In this case, AIOps will call out somewhat innocuous-looking events for more attention because those events in the past have contributed to a larger issue. This type of predictive alerting saves IT from potentially hearing from end users first about a problem, and it enables the business to keep any service outages far from customers. Predictive information can also help IT departments evolve from a reactive state of response to proactively stopping problems before any stakeholders outside of the group is aware of them.

For Boston Scientific, the predictive alerting capabilities available via AIOps enabled the medical device manufacturer to proactively identify and remedy one-third of critical issues.

The artificial intelligence is really going to help us move from the reactive service model to proactive, and ultimately to predictive, where we'll be able to see signs that there's an impending failure and maybe remediate it before it happens, really saving our customers a lot of downtime.

Paul Mercina, Director of Product Management,
Park Place Technologies

Source: [BMC](#)



Probable Cause Analysis

Experienced IT experts understand the time and energy spent on root cause analysis, and how long it can take to parse through logs and events to better understand why an issue originally happened.

This type of triage can be lessened with the help of AIOps. AIOps can speed the time it takes to identify the source of issues by 60% with event correlation and log analytics capabilities. When an alert occurs, AIOps will rank the events by their relationship to the initial alert, the timeline in question, and any anomalies captured by the previously mentioned behavioral learning.

By applying advanced analysis to operational metrics across infrastructure and applications, AIOps will zero in on the true problem, saving IT teams time and energy that could be spent better elsewhere.

Brazil Ministry of Education has been able to achieve 50% faster root cause analysis by applying probable cause analysis across infrastructure and applications. This advanced analysis of operational metrics speeds the time needed for IT to pinpoint the true source of a problem.



Capacity Analytics

If IT is to support today's digital business, it must understand resource consumption on premise and in the cloud. Capacity management can be considered an art that only the uniquely talented can master successfully. Yet with AIOps that changes. With the collected data, AIOps can use its behavioral learning, advanced analytics, and more to understand what resources are being used and when—and perhaps more important, what resources will be needed to support the apps and services most in demand by customers.

By using the intelligence embedded in AIOps, IT can more easily plan for future needs using correlation analysis between business drivers and resource utilization metrics. The insights can also enable IT to allocate and schedule the resources needed to support new apps. IT can gain the intelligence to right-size resources, keeping costs down and applications performing as expected.

“With capacity management, you can take the business drivers and put them into the tool and understand those impacts across the different resources,” says Justin Martin, leader of capacity management team at healthcare and technology leader Cerner.

Why AIOps Now

Today's digital businesses require IT to keep pace with the technology needed to support ever-increasing customer demand—and to do that, enterprise IT organizations must also embrace the promise of AIOps. Businesses cannot deliver digital experiences on the front-end without also putting the right tools in place to digitally transform the back-end.

IDC analysts predicted that, by 2021, 70% of CIOs will aggressively apply AIOps to cut costs, improve IT agility, and accelerate innovation.

Source: [BusinessWire](#)

AIOps will enable this digital evolution of ITOps from at times being at the mercy of a complex distributed environment to intelligently orchestrating infrastructure, applications, and services across hybrid cloud ecosystems to align with the business and address customer needs on demand.

Savvy CIOs today recognize that they must digitally transform the entire IT environment to support a smart enterprise ready to meet the needs of a more demanding than ever digital market.



For more information

Learn how BMC powers these AIOps use cases and more at: <http://bmc.com/AIOps>

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