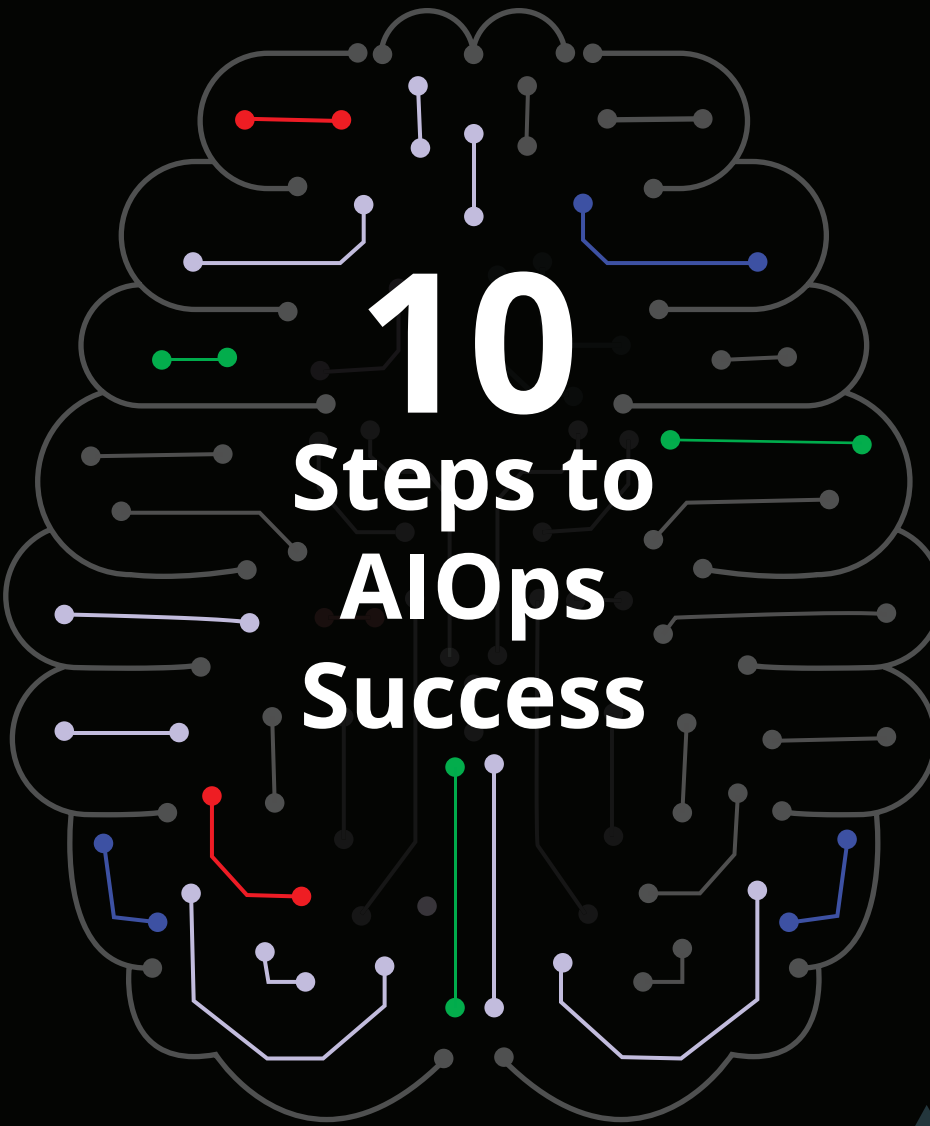


OpsRamp

a Hewlett Packard Enterprise company



# 10 Steps to AIOps Success

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## INTRODUCTION

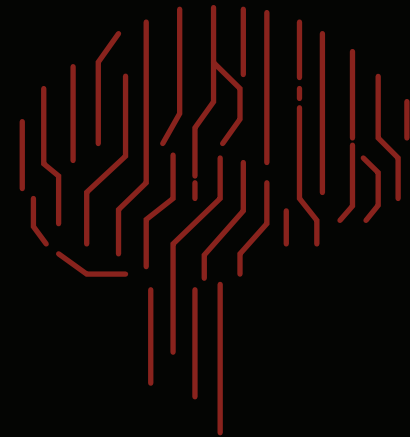
- STEP 1: PLAN
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## INTRODUCTION

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Artificial intelligence for IT operations (AIOps) has several use cases that IT operations managers can't deny: reduce alert noise with statistically significant outcomes (up to 80 percent), correlate alerts and events to uncover the critical business issues immediately, analyse data across environments to find root causes, and resolve routine issues (like patching) automatically.

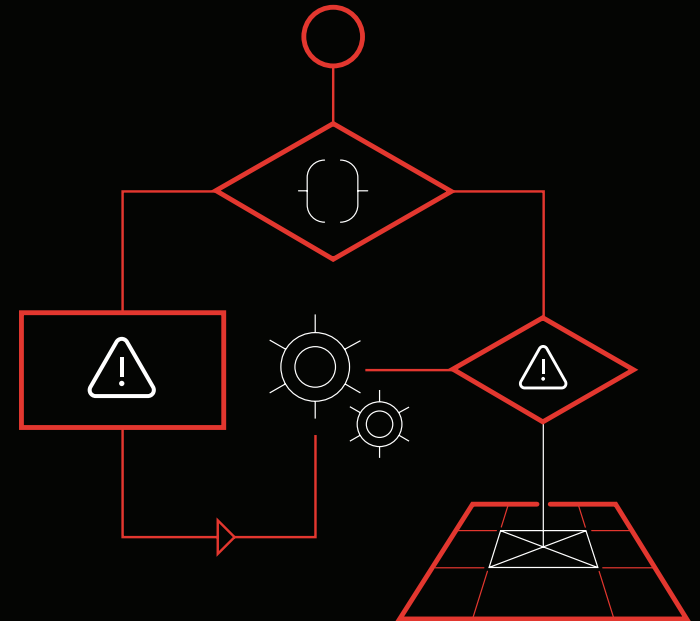
[A survey conducted in April, 2020 by OpsRamp](#) found that nearly 70 percent of IT operations leaders plan to invest in AIOps to improve incident diagnosis, troubleshooting and resolution. There are risks, though. If an AIOps tool goes wrong out of the gates, IT and executive trust diminish. The following steps in planning, adoption, awareness and deployment can help ensure faster ROI from an AI investment.



## STEP 1: PLAN

Start small with your project, by choosing one or two use cases/workloads that need improvement and have a team that is open to change.

- **Assess what skills you have** and where you may need some outside help or training, including: data science, automation, DevOps and continuous integration. IT Ops personnel will need enough understanding of how machine learning analytics work so that they can audit how automated control is doing its job.
- **Determine the needed workflow changes** to the IT operations process for the selected use case. For instance, if you are applying the AI system to manage alerts for the e-commerce site, what happens when correlated alerts involve multiple teams?
- **Understand data requirements for your use cases.** If the data is not native to the tool or platform, you may need to supplement the data from a CMDB or alternate source to get the needed context.
- **Set goals for expected results for your first projects.** These could include volume of alert noise reduced, support ticket volume decline, or faster incident resolution. Along with goals, establish the process for measuring and sharing results.
- **Develop a training plan for the system's machine learning model.** Set expectations early regarding what the trainers should expect when the model is immature and lessons are being learned.



## STEP 2: SOCIALIZE

Now it's time to bring the user community onboard.

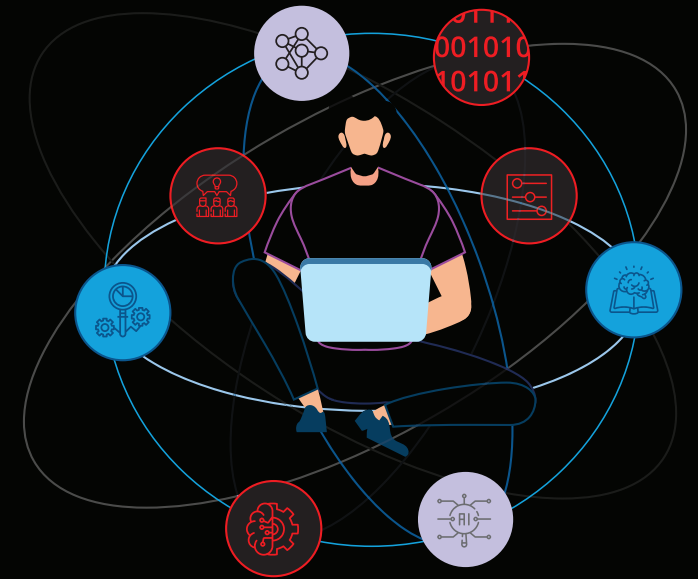
- Help people understand how the system works, benefits to the business and IT employees, and how it will change their current workflows.
- How will an individual interact with the system and what level of transparency is appropriate to ensure a frictionless experience?
- Find evangelists in your organization to spread the word and train others when needed.



## STEP 3: DIFFUSE CONCERNS OVER JOBS

Nobody wants to use a new technology which might eventually replace them. For the most part, AIOps is not going to jettison IT operations staff. Instead, AIOps will empower Ops and support teams to handle increasing alert volume and complexity with existing staff while ensuring that expensive engineers such as SREs can focus on higher-level data performance analysis and optimization initiatives.

*Having said that, skill gaps are a significant barrier for AIOps adoption<sup>1</sup>. IT teams will need to gain expertise in machine learning techniques and combine them with incident analysis skills to support AIOps deployments.*

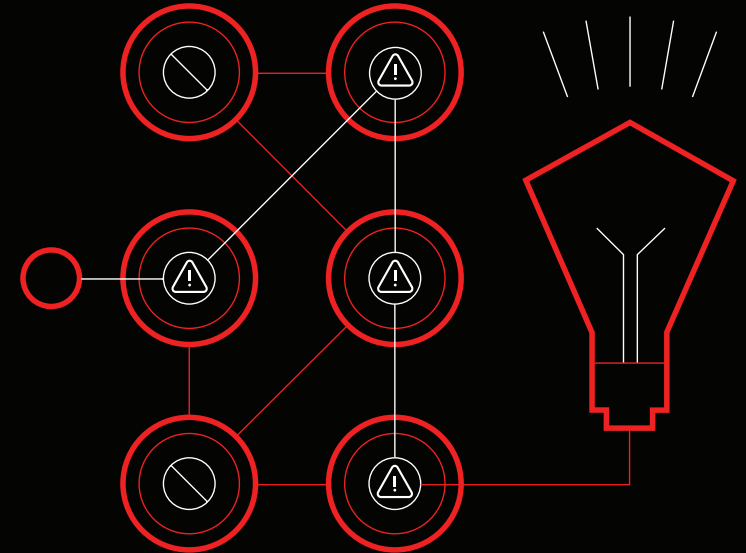


<sup>1</sup> [The OpsRamp State of AIOps Report](#), 2019.

## STEP 4: UNDERSTAND

The understanding phase is about digging deep into the AIOps systems capabilities and best practices, as follows:

- **Learn how the AIOps system works and its data requirements.** For example, if you are applying AI to alert correlation, you may need to include topology mapping to validate that the relationship exists between individual alerts.
- **What use cases and problems are being solved by the system?** Common ones include anomaly detection, event correlation, and ticket routing. Focus on those which are likely to deliver the fastest results, won't have negative effects on operations and can provide quick wins for your team.



## STEP 5: SETUP & OBSERVE

Now you can configure the system based on the use cases you have selected. If days or weeks of configuration is required to enable the machine learning to work, then the solution viability needs to be questioned. IT operators should be able to see how the algorithms interact with the data and deliver suggestions, guidance, and analysis.

*The top use cases for AIOps tools include intelligent alerting (69%), root cause analysis (61%), and anomaly detection (55%)<sup>2</sup>*

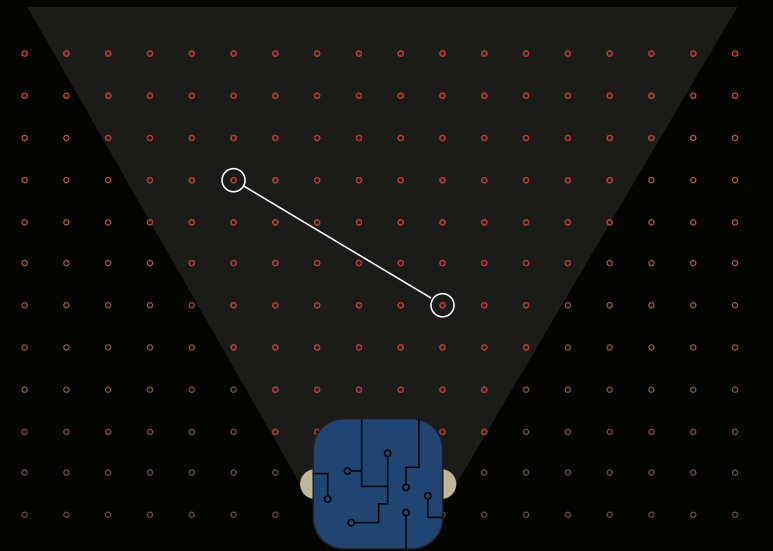
## STEP 6: START TRAINING EARLY

- Create internal-facing white papers or videos to demonstrate the workings behind algorithms to your technical staff and tools especially designed for users.
- Designing visual cues and tutorials within the application will be most effective.
- Ensure that you have dedicated AIOps subject matter experts who can guide users and answer questions like: when should the AI be allowed to automate an action and how can you override an automated decision?

*63% of IT practitioners want an AIOps platform that's easy to deploy, configure, and maintain across their modern IT infrastructure landscape.<sup>3</sup>*

<sup>2</sup> [The OpsRamp State of AIOps Report](#), 2019.

<sup>3</sup> [Top Trends in AIOps Adoption](#), 2019.

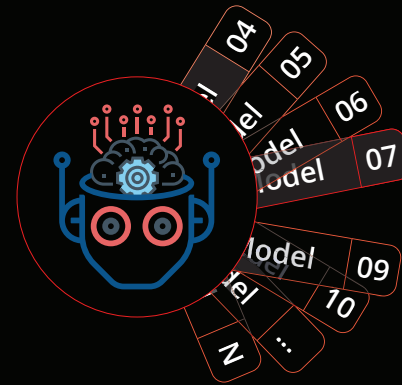




## STEP 7: EXPLAIN IT

A significant barrier for any machine learning application is people don't trust what the algorithms are doing. Ensure that software-driven actions and recommendations are transparent at the moment and location they occur in the application. For instance, you could have graphs showing the progression of a model being trained or the learned sequences in alert correlations. In-app simulation tools can help users see the impact of an AI-delivered recommendation without actually making the change.

*More than half of IT pros surveyed worry about the accuracy of AIOps prediction models.<sup>4</sup>*



<sup>4</sup> [Top Trends in AIOps Adoption](#), 2019.

## STEP 8: RECOMMEND

Part of the power of AIOps is the ability to automatically handle routine, predictable events as defined by IT operations. This saves time, ensures standard responses to known issues (such as VM/server utilization thresholds and patch updates) and also may prevent the development of more serious, cascading issues.

In a safe environment--such as a sandbox or on a non-critical workload--allow the system to automate these routine tasks and then monitor the results.



## STEP 9: DEPLOY

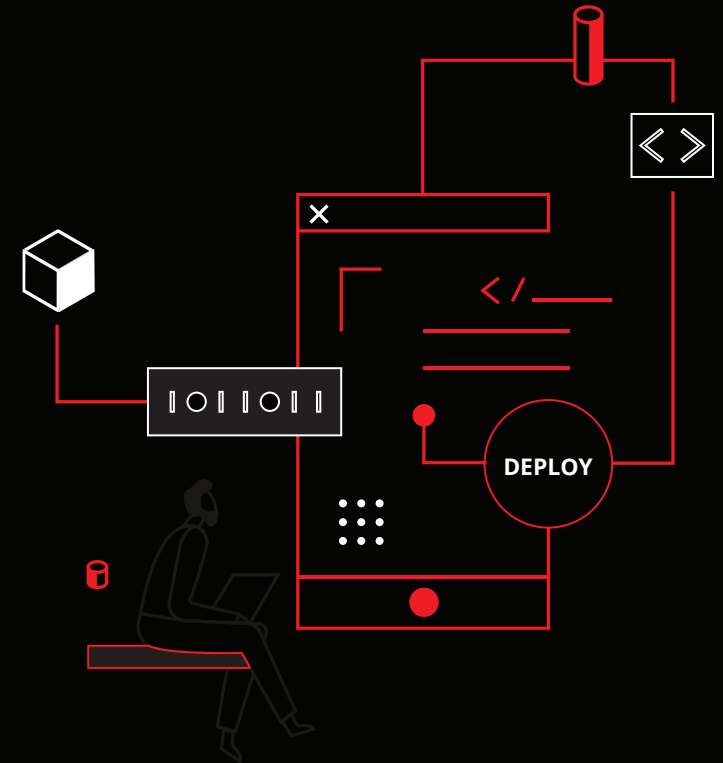
Once you are comfortable with the results from your testing and pilots, now you can turn the system on in production. Run the system in testing mode for at least two weeks to determine that the outputs are accurate and that users are happy with the recommendations.

## STEP 10: REVIEW & REFINE

After a few weeks in production, review the results against your original goals. Aside from checking against specific metrics that you set out in the beginning, conduct a qualitative survey of users to learn about their challenges and what benefits they are seeing so far. Then you can refine, retrain and/or if needed, or select new use cases.

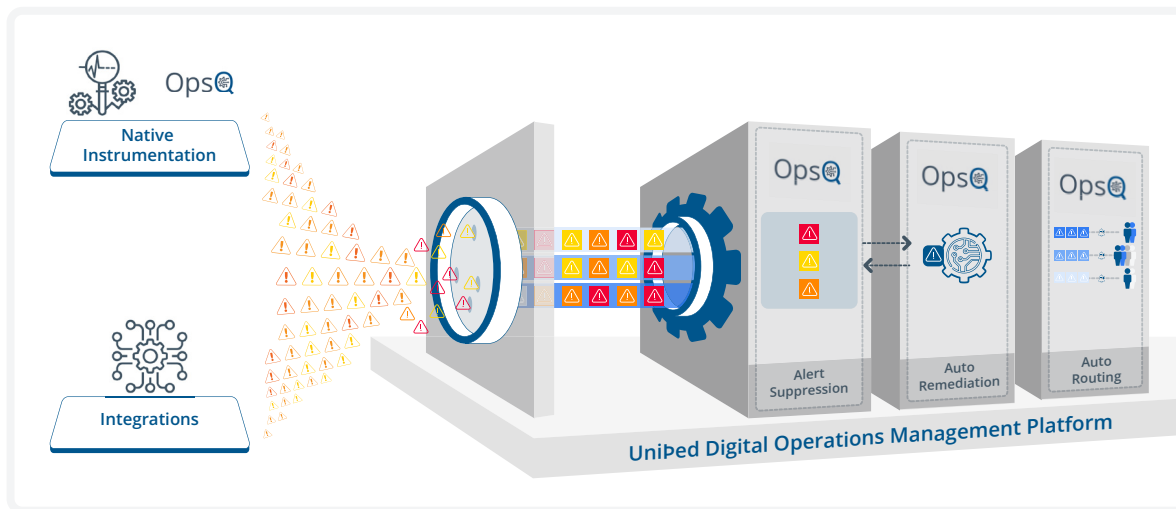
*The two biggest benefits of AIOps are the ability to automate routine functions (74%) and avoid costly service disruptions with faster MTTR (67%).<sup>5</sup>*

<sup>5</sup> [Top Trends in AIOps Adoption](#), 2019.



## AIOps with OpsRamp

OpsRamp offers [service-centric AIOps](#) capabilities within our IT operations management (ITOM) platform. OpsRamp incorporates machine learning algorithms, native instrumentation and topology context to consolidate alert floods, pinpoint root causes of a service disruption and then notify IT operators with contextual alert inferences. IT teams can also trigger automated runbooks to address repetitive incidents, thereby reducing up to 95% of the human time spent on event management.



“The real power of OpsRamp has been the artificial intelligence capabilities that allow us to recognize issues (sometimes before they happen, sometimes when they happen), easily correlate events to a specific solution and then target notifications in real-time to get the right resources engaged.”

– Robert Walden, CIO, Epsilon

EPSILON™

## About OpsRamp

OpsRamp allows enterprise IT teams and managed service providers to control the chaos of modern digital infrastructure. We do this through hybrid discovery and monitoring, event and incident management, remediation and automation, powered by AIOps. With OpsRamp, organizations can avoid costly outages and performance issues that result in lost revenue and productivity.

For more information, visit [www.opsramp.com/aiops](http://www.opsramp.com/aiops).