



AI Ops: The Next Five Years

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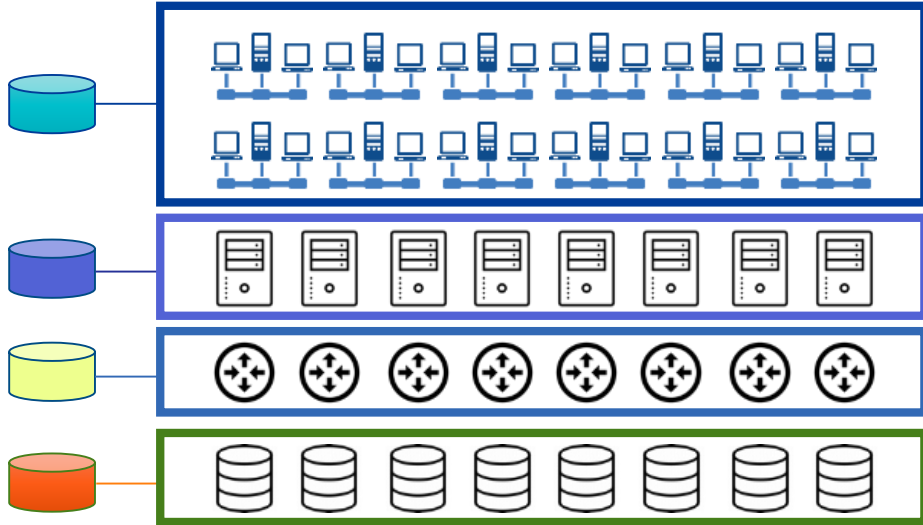
The Changing World of Monitoring

AI is the key to future IT operations assurance

Agenda

- › *Where we were before*
- › *Where we are now*
- › *Where we will eventually be*

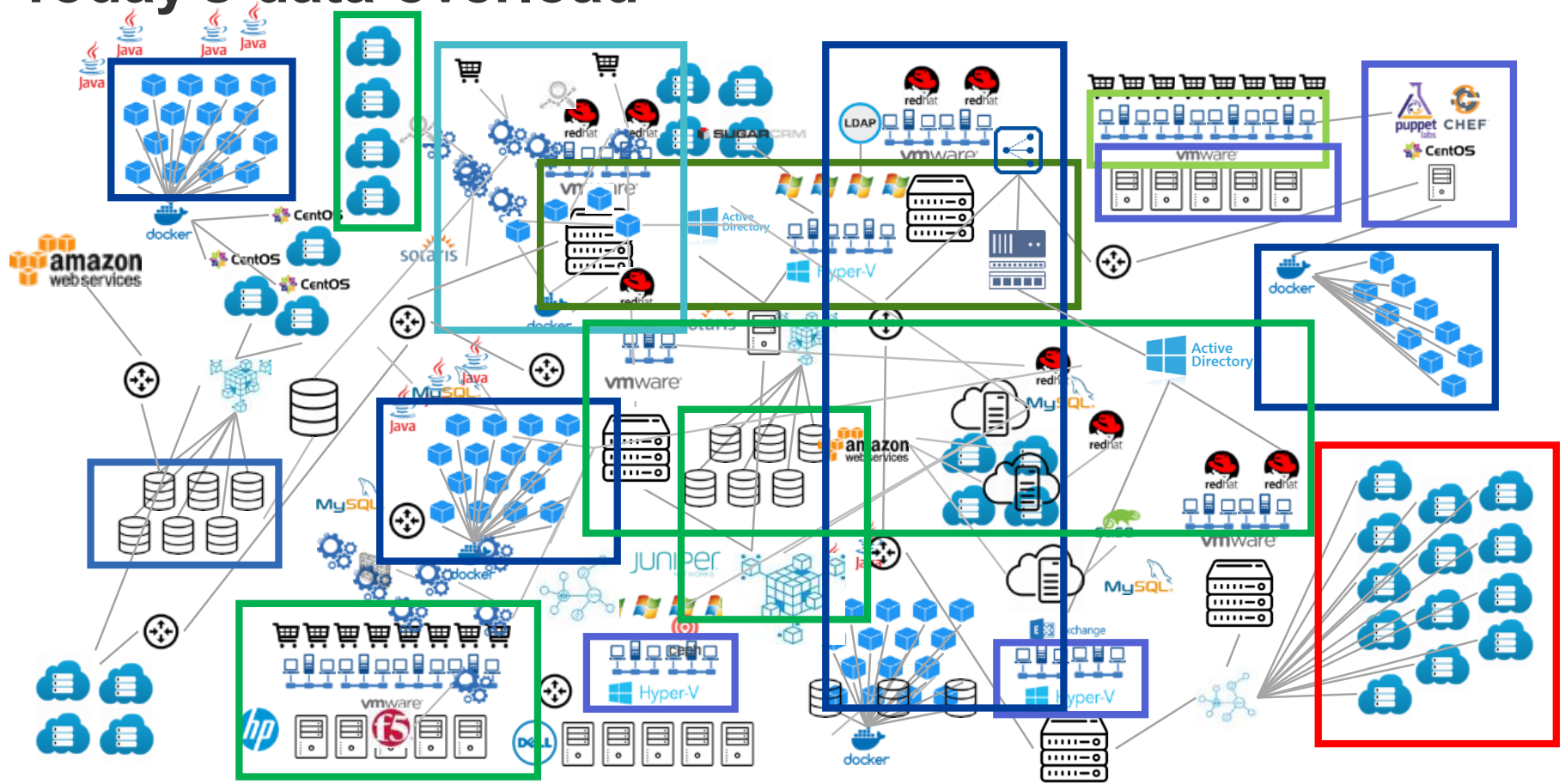
The Good Old Days



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Today's data overload



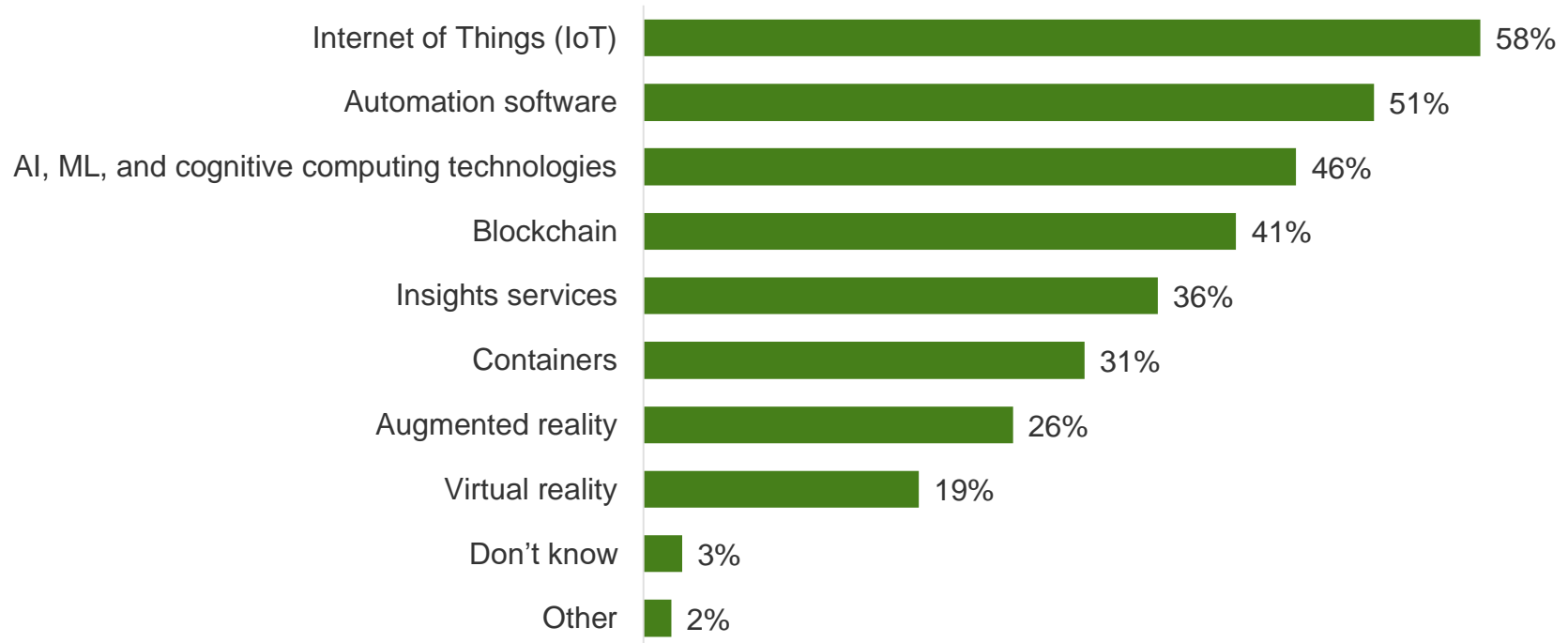
AI for IT Operations is a Culture Shift

- › I&O teams will need to realign much like DevOps
 - Silos must be broken down and monitoring tools consolidated
 - Bridge calls, response teams, and war rooms are antiquated
- › A single source of monitoring truth
 - Today we measure digital experience not just 99.999
- › Next Gen Systems – Contextual Intelligence
 - Everything in modern IT relates and a fault has multiple follow on effects

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“In which of the following emerging technologies will your firm invest/is your firm investing in as part of their most recent digital transformation?”



Base: 2,391 services decision-makers who are involved in their company's digital transformation
Source: Business Technographics® Global Services Survey, 2018

AI for IT Operations Beyond Today

- › Trust for AI to make a huge leap forward
 - Operations teams will integrate AI systems into daily routines
 - Low priority tasks that used to require humans to determine remediation path will be performed by AI driven systems
- › AI driven technology will go beyond automation
 - Predictive insights will expand
 - Prescriptive insights will increase in accuracy
- › Integrations across the entire pipeline of IT services
 - CI/CD systems will complete the loop of monitoring/remediation
 - ITSM integrations will make history of ticket queue management
 - AI driven monitoring systems will drive CMDB rationalization...finally

AI for IT Operations Beyond Today

- › Closer team collaboration
 - ChatOps becomes imbedded in everyday IT Ops life
- › IT will become the leader of business insight data
 - Using AI driven monitoring tools non-convention data consumers can be served
 - CMO, Sales, and CFO dashboards for real-time financial performance will be provided by IT Ops
- › Digital transformations will change IT
 - Business is digitizing to compete effectively
 - DT creates more and more pressure on IT through complexity, speed, data volumes
 - Humans can no longer keep up
 - AI must lead the way

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AIOps: What is it and where is it going?

What is AI?

The reverse engineering of cognitive algorithms deployed by the brain with the goal of observing, understanding, and manipulating complexly structured and dynamic environments.

Why? - because traditional programming techniques are pretty rubbish at dealing with highly complex and dynamic environments!

What is **AI Ops**?

The application of AI-based algorithms to IT operations use cases with the goal of reducing MTTR and, by iteratively increasing the quality of resolutions, MTBO.

We use don't use AI because it's cool. We use it because it is necessary!

The Three Dimensions of AI

Inference

Pattern Discovery

Problem Selection/Action

AIOps In Action

