

WELCOME TO THE WEBCAST!

How Automation is the *Superpower* Driving Successful AIOps



INTRODUCING OUR SPEAKERS



Valerie O'Connell

Research Director



Marcus Rebelo

Director, Sales Engineering

Agenda

- Introducing EMA's new research on AI(work)Ops
- AIOps success rates and value
- The current state of IT automation as it relates to AIOps
- AIOps capability and use case prioritization
- Benefits experienced from AIOps implementations
- Challenges and solutions
- A look at how Resolve combines automation with AIOps
- Q&A



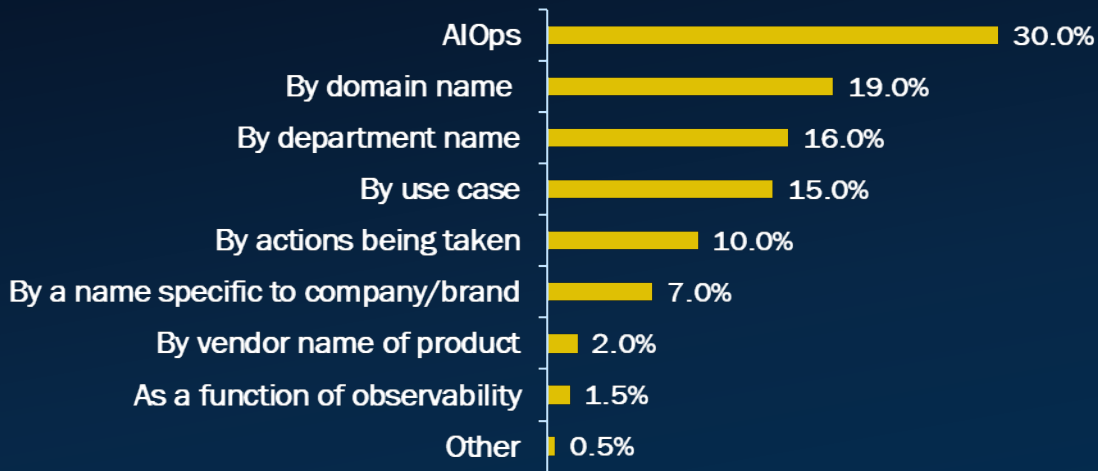
AI(work)Ops: The State of AIOps 2021



AIOps: What's in a Name?

How does your organization refer to AI/analytics and ML-assisted automation?

What does the term AIOps mean to you?



The use of AI or ML in IT operations	35%
The use of automation in IT operations	25%
The use of AI or ML plus automated actions	32%
An intelligent overlay or platform	8%

- *More than half of the respondents directly associated automation with AIOps.*
- *More than 50% of all respondents said that automation is a C-suite initiative, strategic across the organization. AIOps only rang in with a 32% strategic rating.*

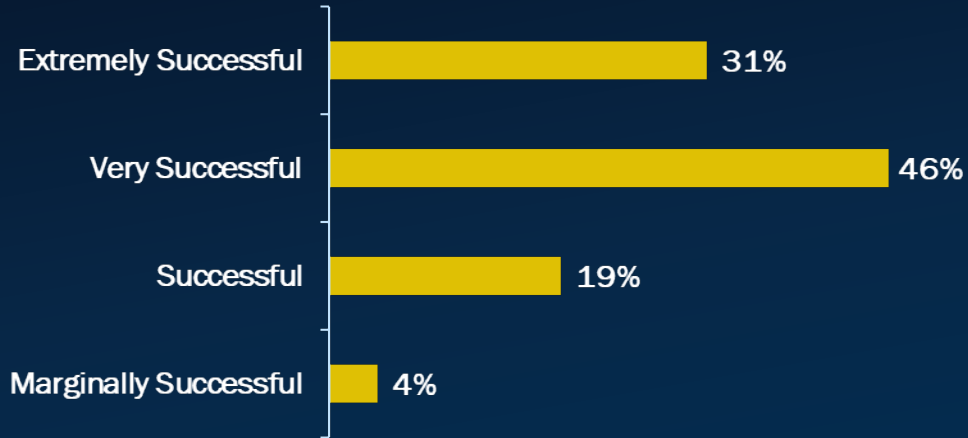
Survey Results: **AIOps Success** **Rates and Value**



High AIOps Success Rate & Value Relative to Cost

100% were successful with AIOps. 77% reported being very/extremely successful.

Overall, how successful do you feel your organization has been with its AIOps investments to date?

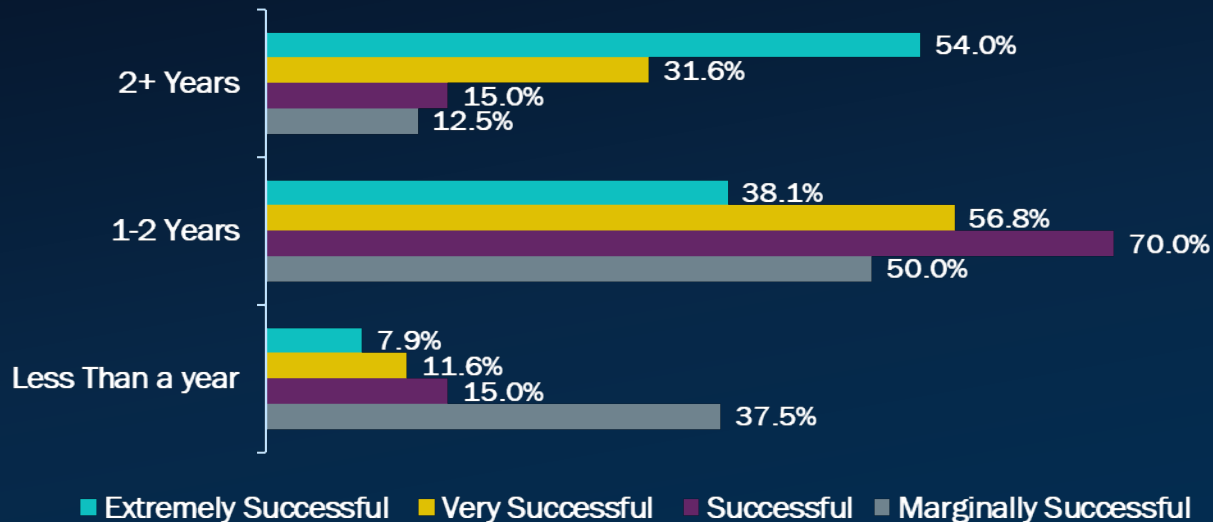


How would you characterize the value AIOps brings to your organization relative to the cost?

Very high	21%
High	41%
Breakeven	17%
Too early to tell	16%
Early, but looks good	5%

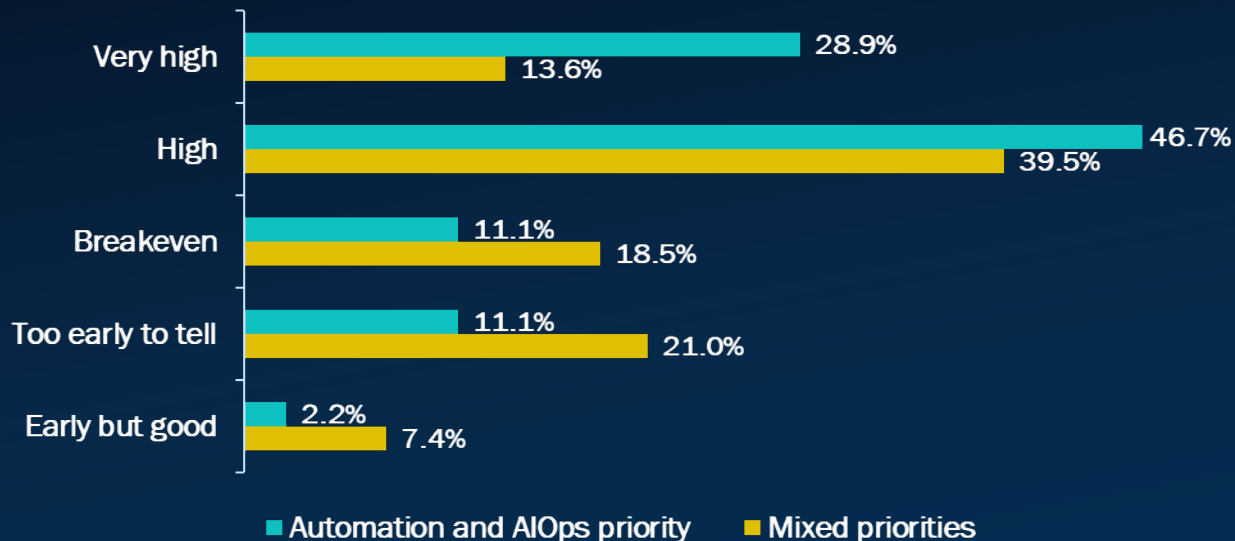
AIOps Maturity by AIOps Success Rate

How long have your top AIOps initiatives been operational?



Priority Group Cites Significantly Higher Level of AIOps Value Delivered

How would you characterize the value AIOps brings to your organization relative to the cost?

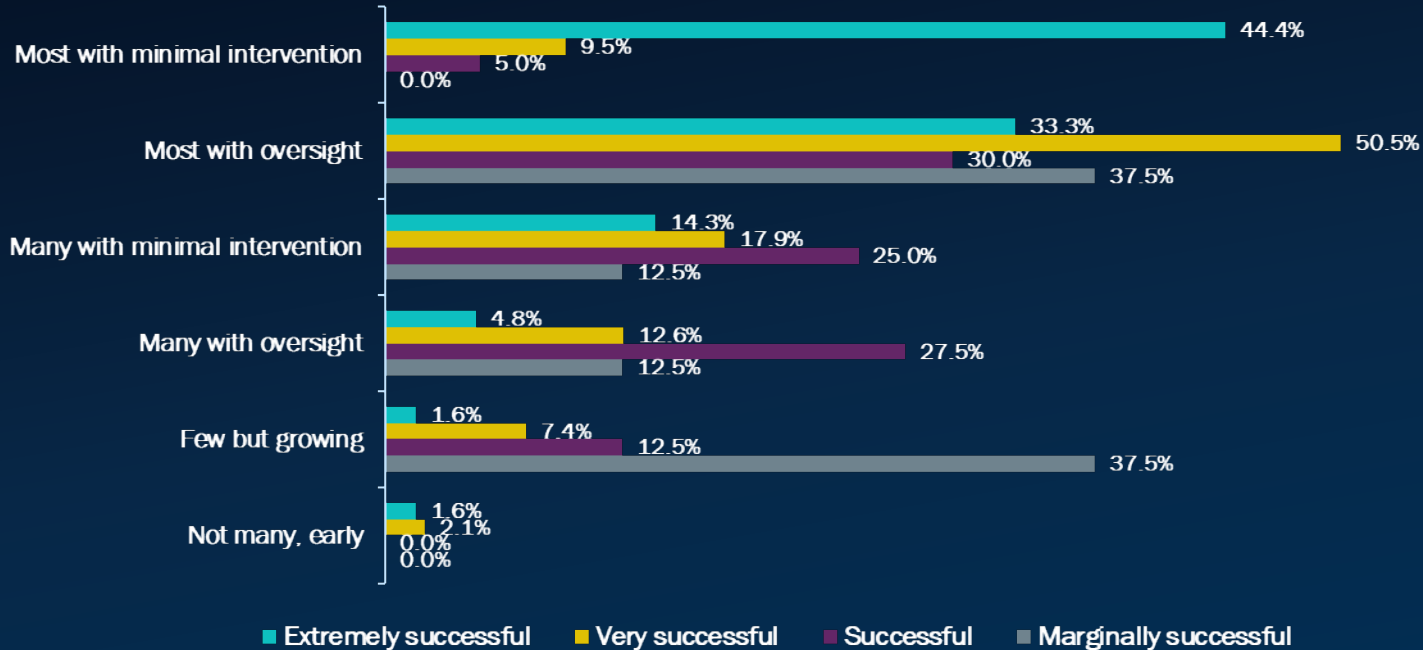


Survey Results: **The Current State of** **IT Automation as it** **Relates to AIOps**



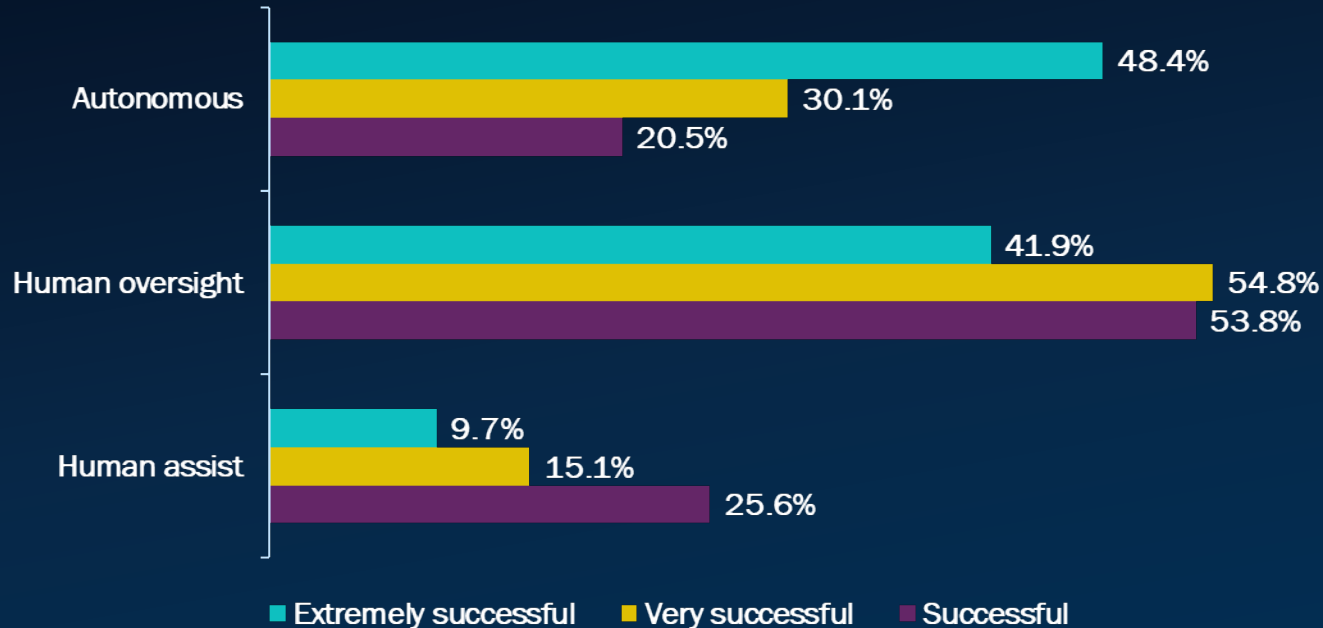
Current State of Automation

"When it comes to tasks and processes, we have automated ..."



Desired State of Automation

What is the long-term goal for automation in your organization?



Automations Supported by Extremely Successful

What automations are supported in your AIOps implementation currently or planned?

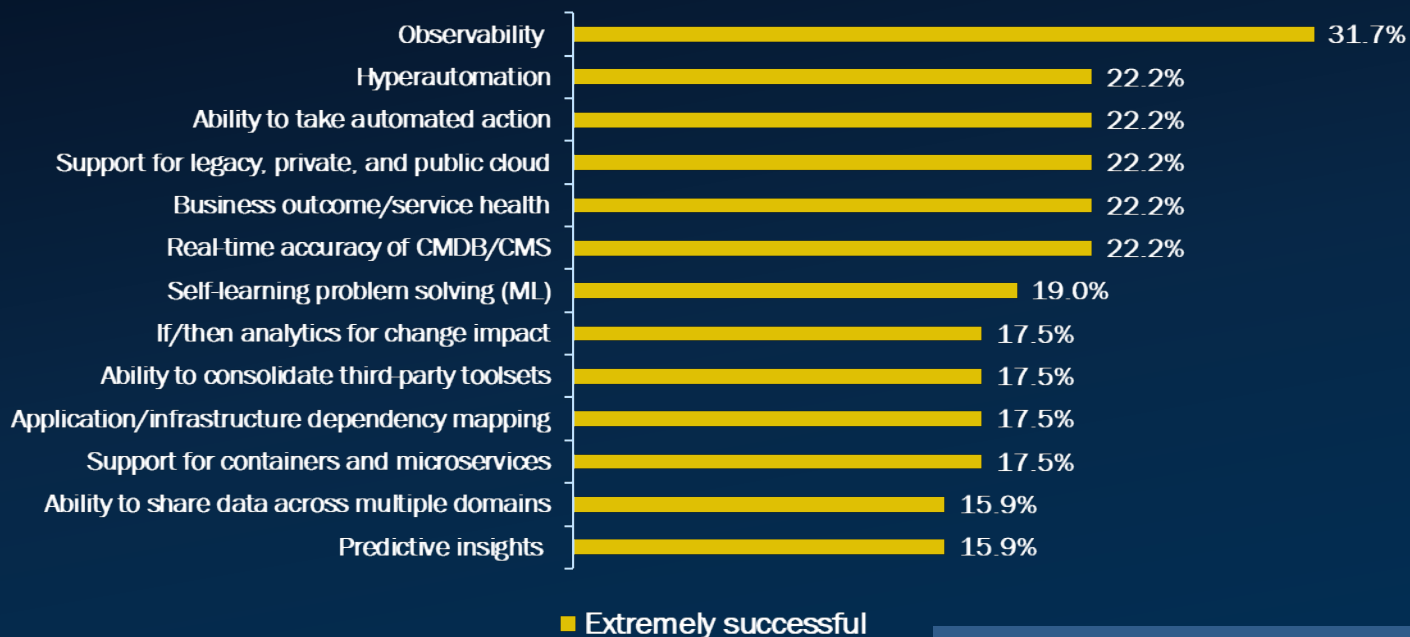


Survey Results: Capability and Use Case Prioritization



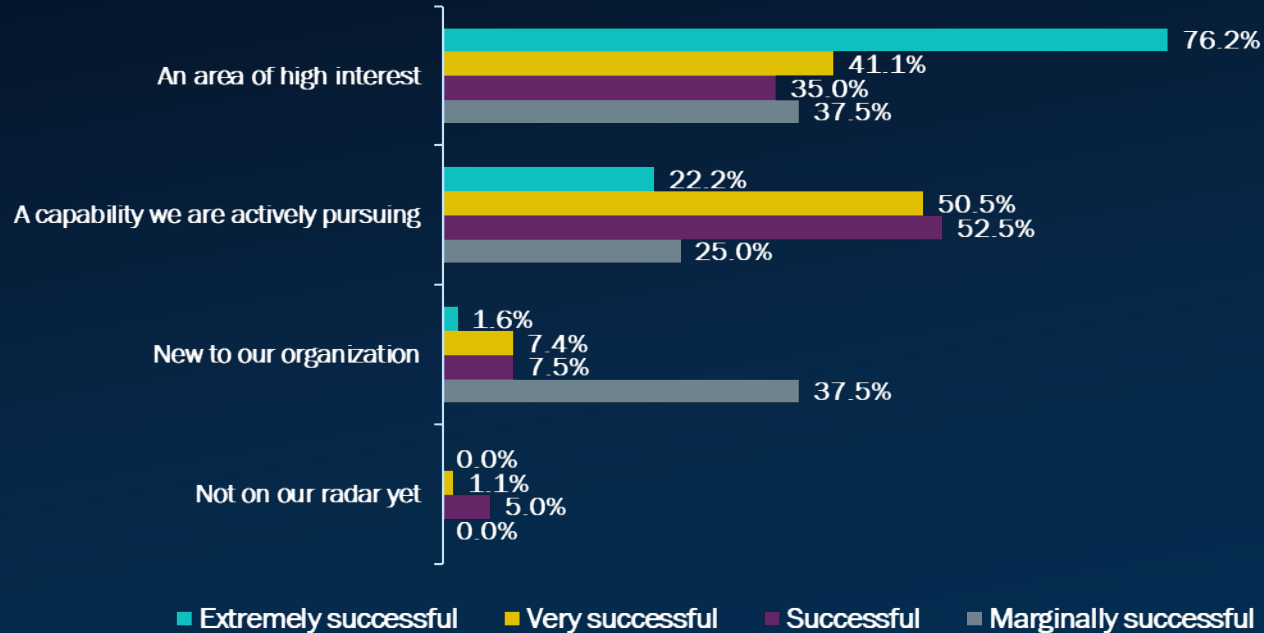
Top Capabilities for Extremely Successful

Which capabilities are most important to your AIOps implementation?



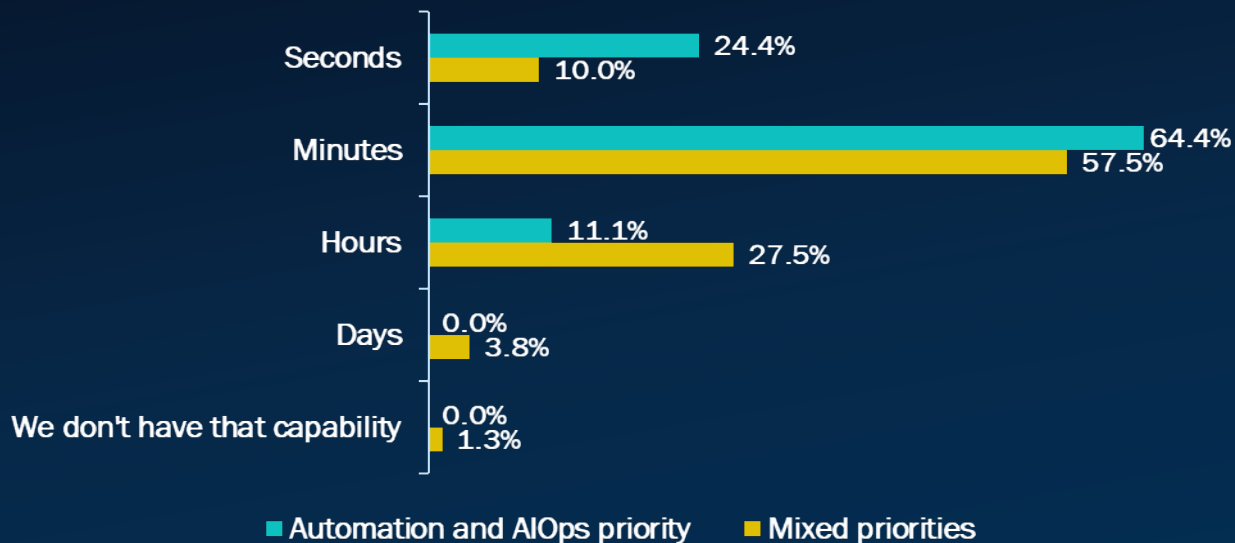
Observability is a Major Priority

Which statement about observability best characterizes your organization?



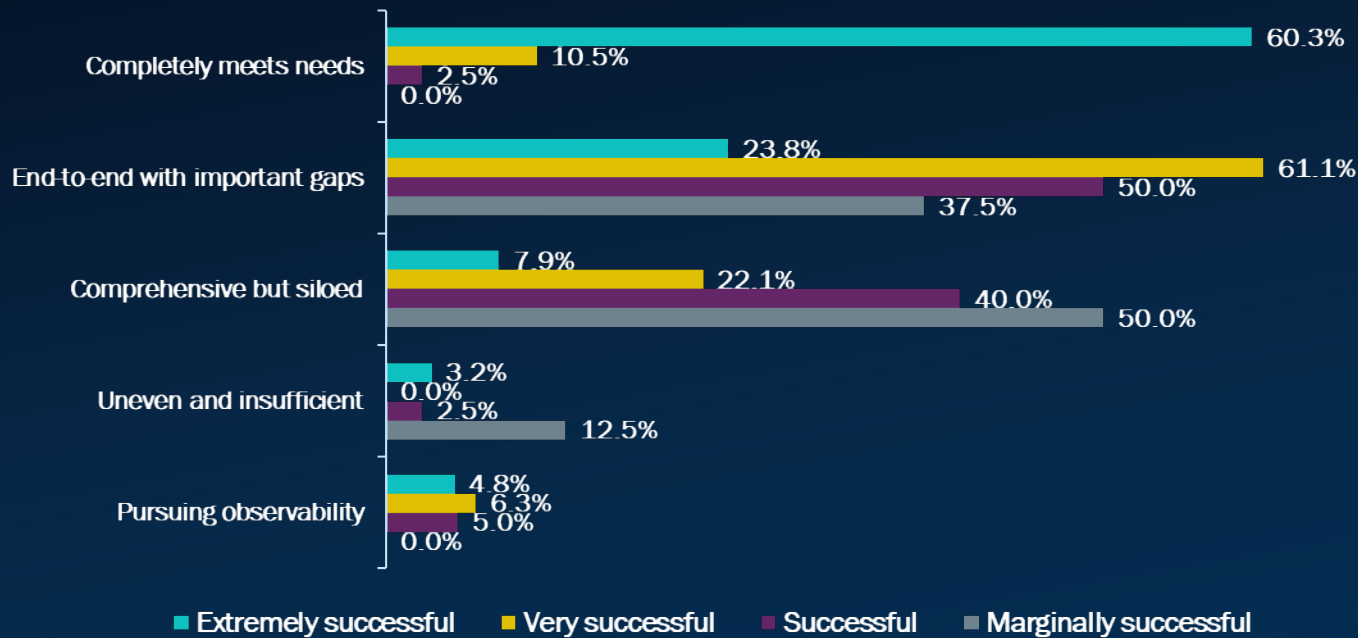
Problem Identification

How long would it take your team to answer the following type of question:
What was the relationship between my service & any infrastructure element at a specific point in time?



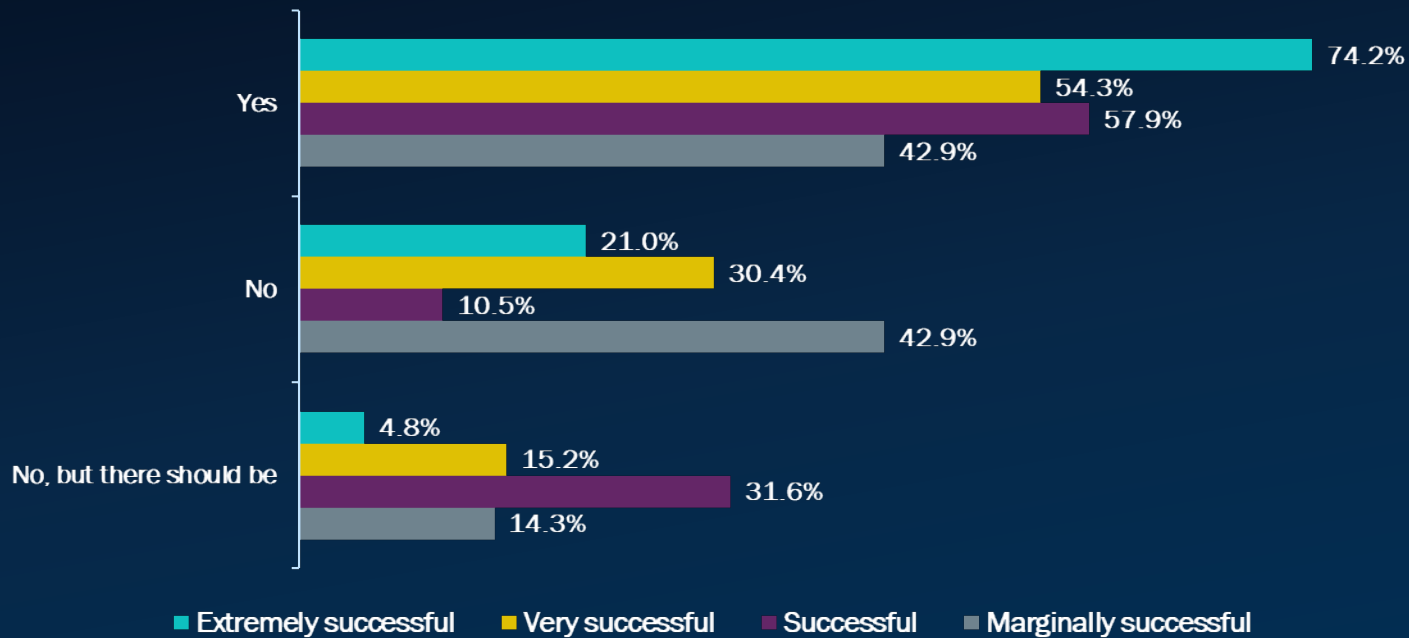
Monitoring Coverage

How would you characterize the effective coverage of your monitoring tools?



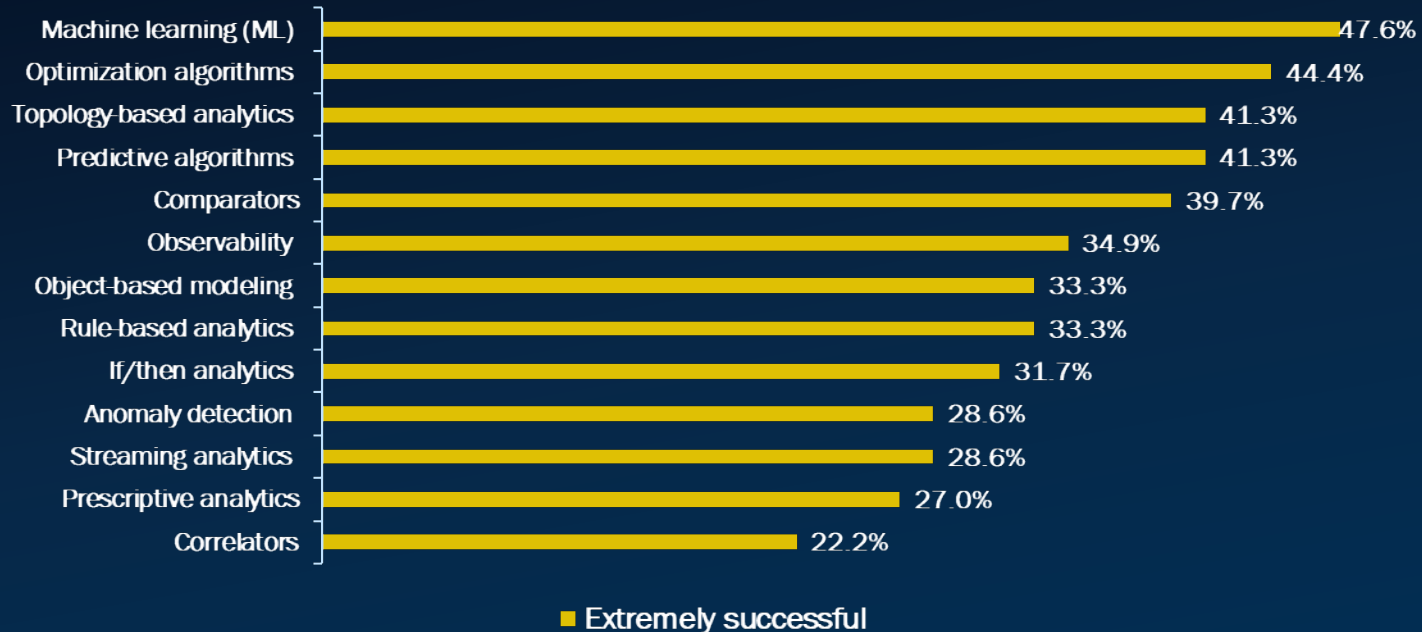
Toolset Consolidation

Is there currently any effort to consolidate or reduce the number of toolsets?



Analytical Capabilities for Extremely Successful

What analytical capabilities are important to your AIOps implementation?



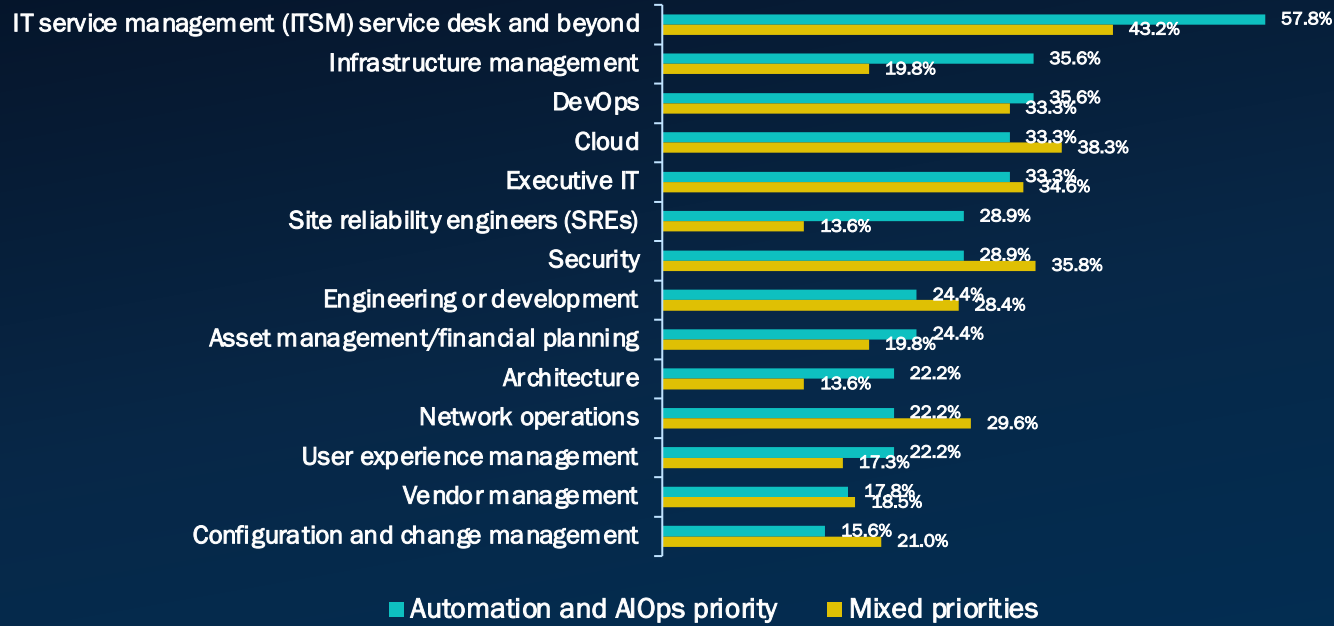
Use Cases for AIOps

What use cases are active or planned in your AIOps implementation?



IT Stakeholders – Big ITSM Share

Which cross-domain IT stakeholders do you support through AIOps?



The background is a deep blue gradient. It features several abstract digital elements: a large, faint circular pattern resembling a radar or a data visualization in the upper left; a series of glowing binary digits (0s and 1s) arranged in a curved path on the right side; and various geometric shapes like rectangles and lines scattered across the scene, some appearing to float or move. The overall aesthetic is high-tech and futuristic.

Survey Results: **Benefits Experienced** **from AIOps** **Implementations**

Organizational and Process Changes

What organizational or process changes does AIOps tend to foster?

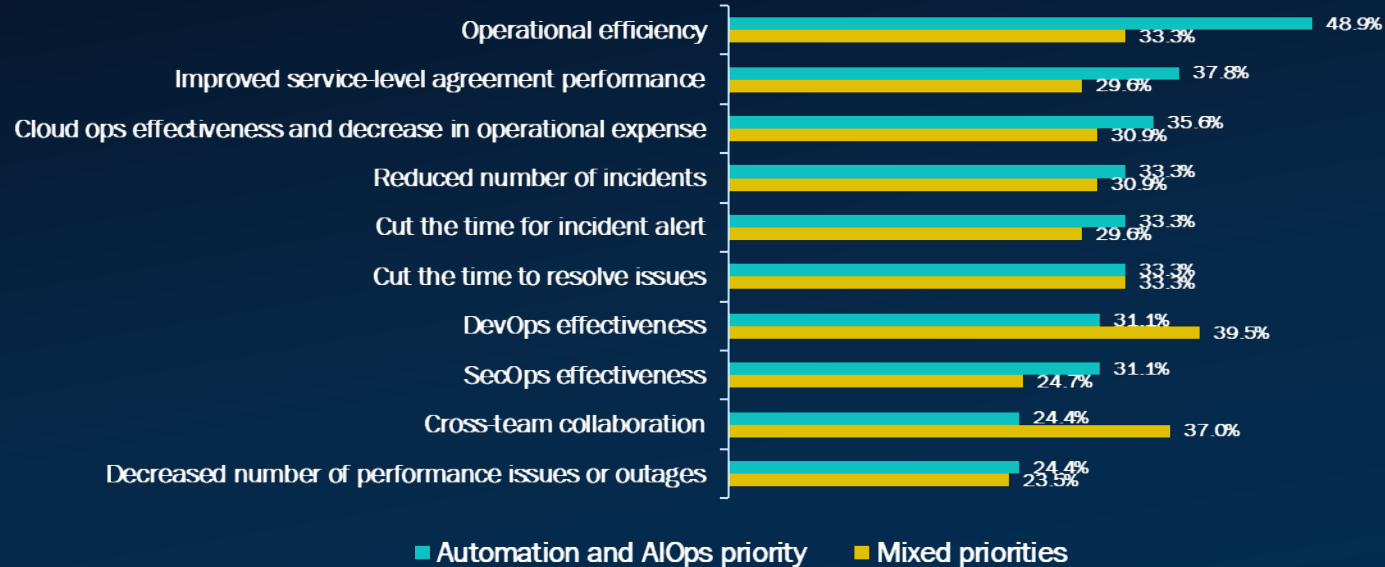


■ Extremely successful

AIOps Benefits Achieved

Mostly Even Other Than Operational Effectiveness + SLA

What benefits have resulted from AIOps so far?



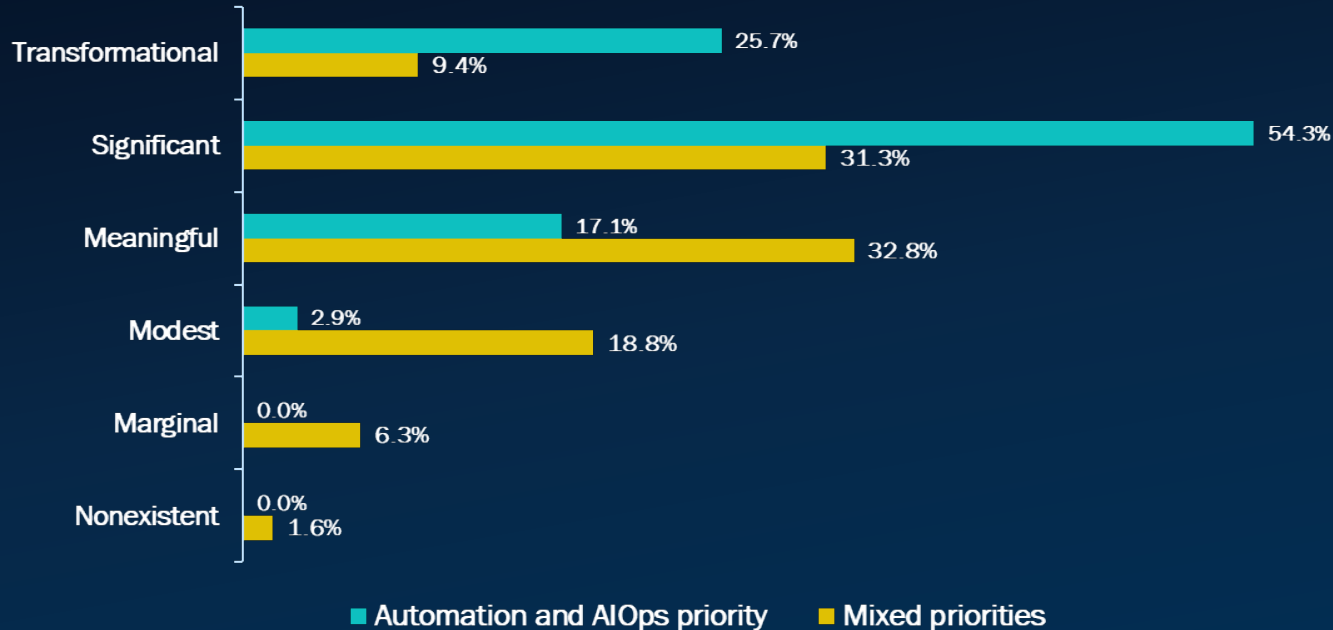
Business Benefits

What business-related benefits are a result of AIOps?



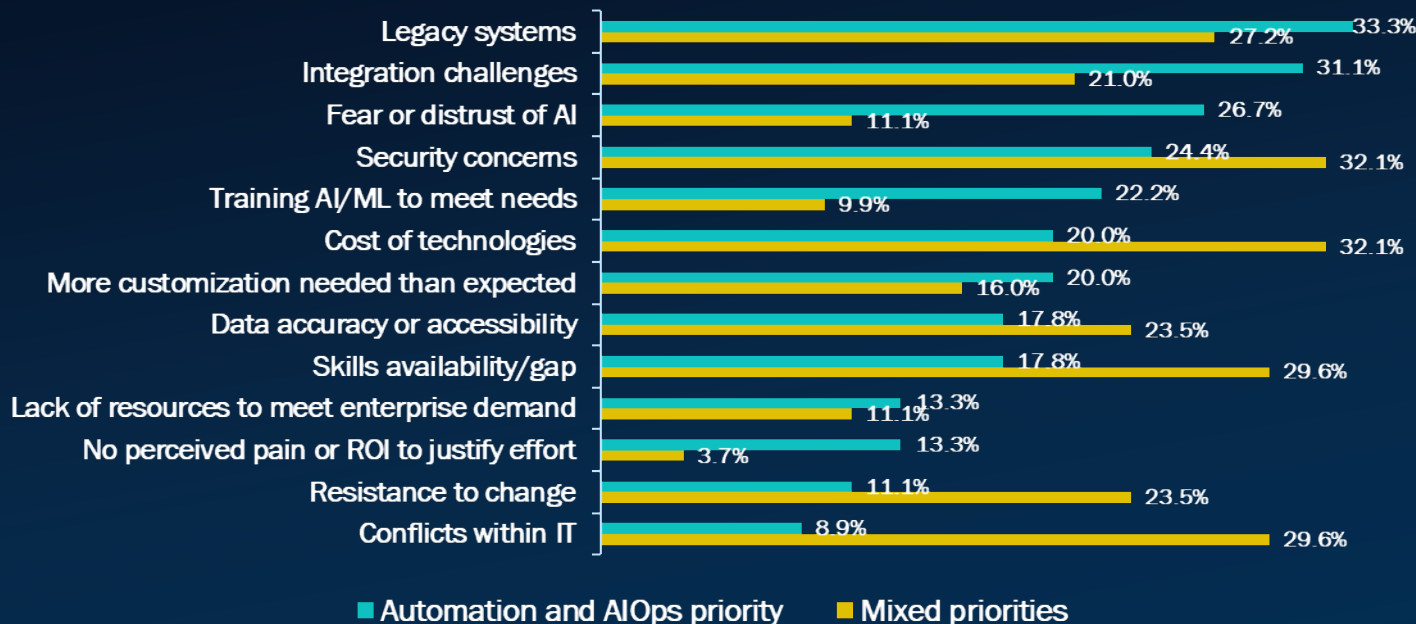
Impact of AIOps Differs Significantly Among Prioritization Groups

What impact has AIOps had on the relationship between IT and other parts of the business?



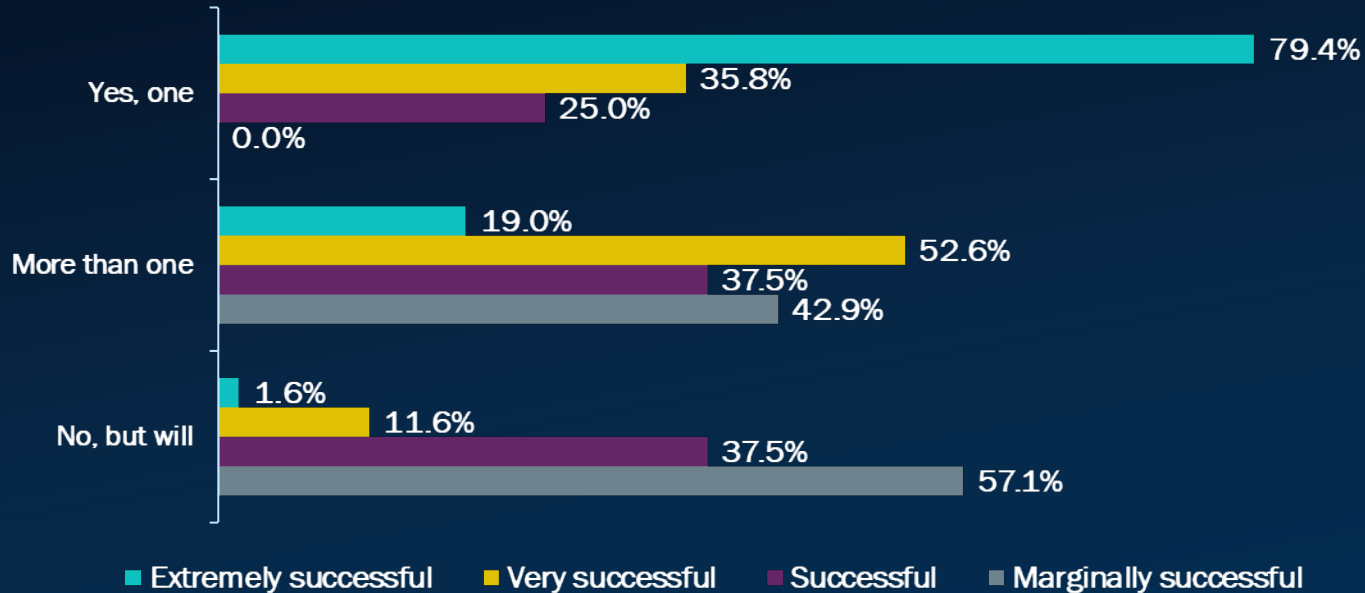
Challenges

What are (or were) the primary challenges to AIOps initiatives in your organization?



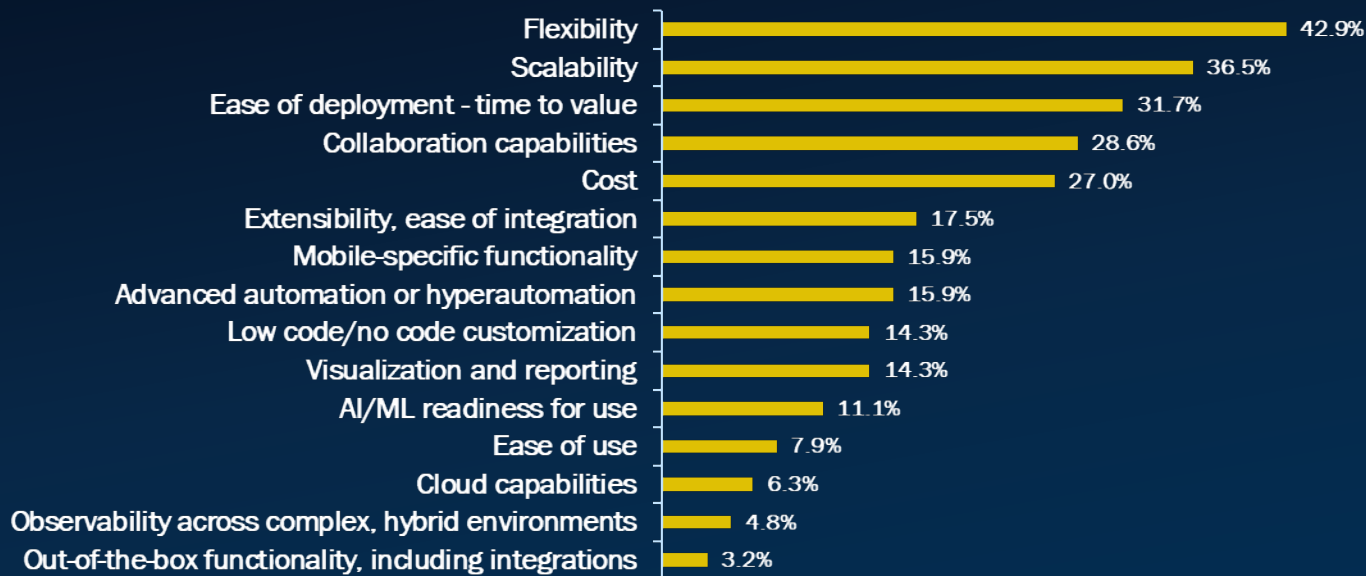
Platform Use

Does your organization use an AIOps platform?




Top 3 Factors in Platform Selection

Which 3 factors are the most important in an AIOps solution or platform?



■ Extremely successful



**What are some
key takeaways?**

RESOLVE 

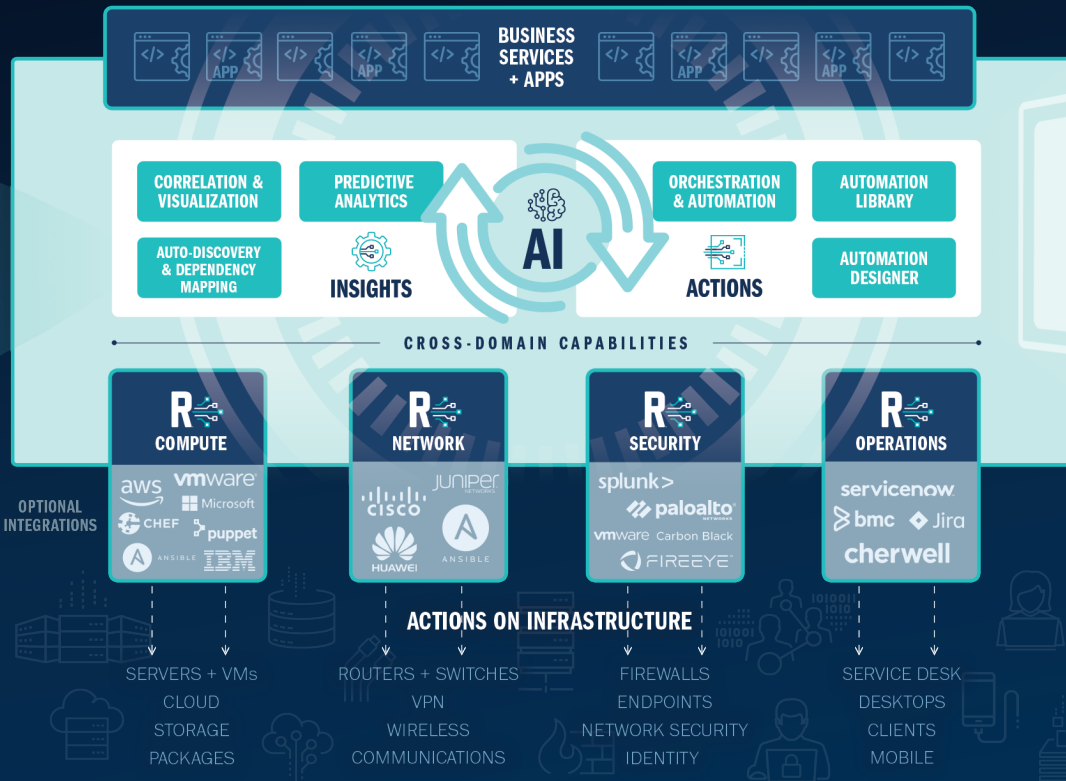
How Does Resolve Combine Automation & AIOps?



RESOLVE

AIOPS + ENTERPRISE AUTOMATION IN ONE PLATFORM

DISCOVERY
LOGS
EVENTS
SERVICE REQUESTS
MONITORING DATA



REAL-TIME
AUTOMATION
COMMAND CENTER

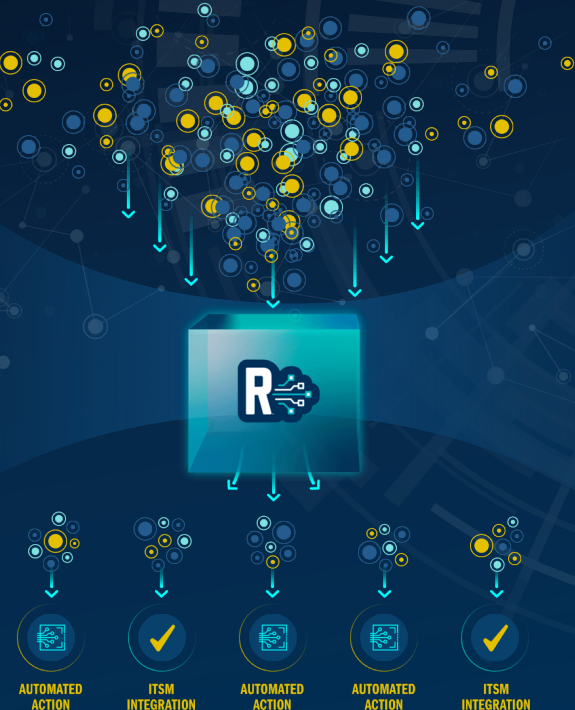
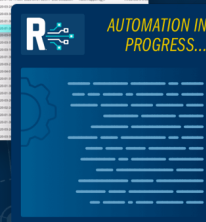
Self-Healing, Integrated Automation

A CLOSED-LOOP OF DISCOVERY, DETECTION, ANALYSIS, PREDICTION, AND AUTOMATION

Resolve Insights and Actions can be used together to autonomously trigger automations to remediate issues, dynamically adjust capacity, take proactive actions to prevent outages, and more!



A screenshot of a data table with multiple columns and rows. A hand cursor is pointing at one of the rows. The table appears to be a log or a list of events, with columns for various attributes like time, status, and details.





Q&A + Next Steps

- Send us your questions
- Request a 1:1 demo on our website
- Download EMA's New Report – Automation + AI Ops = Platform Power
- Explore more automation resources on the Resolve website!



RESOLVE 

Thank You!