EBOOK

The Advantages of AIOps

Delivering benefits to the business and IT operations

Maintaining service level agreements (SLAs), preventing outages, and addressing service degradations are some of the issues that AIOps (artificial intelligence for IT operations) addresses. AIOps increases the efficiency of IT organizations, and customers have achieved real cost savings. The data and analysis also help IT organizations to align to business objectives. AIOps can also contribute meaningful insights that provide new marketing and monetization opportunities.

Extreme networks

What is AIOps?

According to analyst firm, Gartner®, **AIOps combines big data and machine learning to automate IT operations processes, including event correlation, anomaly detection and causality determination.**[1]

AIOps platforms analyze telemetry and events, and identify meaningful patterns that provide insights to support proactive responses.

-Gartner

AIOps platforms have five characteristics[2]

- ✓ Cross-domain data ingestion and analytics

- ✓ Topology assembly from implicit and explicit sources of asset relationship and dependency

- ✓ Correlation between related or redundant events associated with an incident

- ✓ Pattern recognition to detect incidents, their leading indicators or probable root cause

- ✓ Association of probable remediation

Why is AIOps important to IT and the business?

According to a recent IT industry survey by analyst firm Forrester Research, the respondents identified the top benefits of AIOps.

52%
Improved IT/business alignment as a top benefit of AIOps. [3]

46%
Improved business process efficiency by contextualizing and enhancing human judgement with AI-enriched actionable information. [3]

"Enterprises looking past the hype of AIOps can find actual business value and a strong return on investment (ROI),"

Jevin Jensen, VP of Intelligent CloudOps, IDC[4]

What are the to benefits of AIOps?

These benefits that are generally recognized as some of the greatest advantages IT teams realize as a result of adopting AIOps solutions: [5]
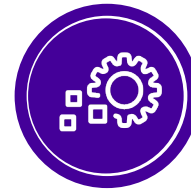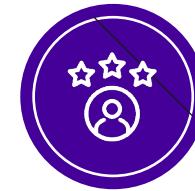
Greater Observability

Improve Business Outcomes

Minimize Downtime

Automate Predictive Actions

Optimize Use of Human Resources

How does AIOps facilitate alignment between IT and the business?

Consulting firm Cap Gemini notes that IT organizations can use the data and reporting derived from AIOps to help the business

"... understand user behavior, customer trends, and customers' experience journey and to design customer-focused improvements."[6]

Accenture made a similar observation in a recent report,

"With a cloud-based platform incorporating AIOps capabilities, IT organizations gain the tools and insights they need to move IT from being a cost center to a true partner to the business." [7]

Why is it important to use AIOps for end user experience monitoring?

"When end users think about IT, they imagine their laptop or workstation and all the apps that run on them or in the cloud. To them, it is all about the applications and how the software performs. But an application does not exist in isolation; it relies on the network." [8]

Despite the volatile economy and tech industry, networking pros should see a strong job market in 2023, with opportunities for better salaries and increased skill sets.[9]

How does AIOps address the skills shortage in IT operations?

IT organizations worldwide face a shortage of employees with the right tech skill set. AIOps isn't a replacement for an IT operations team—it's a supplement that can enhance their abilities and streamline workflows.

Providing experienced networking professionals with AIOps tools to help them do their work makes them more effective.

It allows them to offload tasks that are repetitive, complex, or require extremely high levels of focused attention. Over time less-skilled staff can be cross-trained to use the tools effectively. The increased efficiencies resulting from the adoption of AIOps applications and processes allow experienced network staff time to move into other IT activities.

Why is it important that the output from AIOps is explainable and interpretable?

Users need to trust the analysis and recommendations from AIOps applications and tools. "Explainable AI systems allow for the understanding of how models are created; interpretable AI systems facilitate the understanding of the output of AI systems."[4]

What are some of the top AIOps capabilities that need to be considered?

Implementing cloud-based AIOps solutions with enhanced data provides superior insights and increases efficiency. They improve insights by contextualizing large volumes of data and identifying trends that help enhance troubleshooting and decision making.

Explainable Machine Learning (ML)
Algorithms should be transparent to explain how the insights were derived, so users can trust the recommendations and automate operations with confidence. The insights and descriptions must include the data behind every recommendation.

Anomaly Detection
Filtering the noise and identifying unusual incidents allows users to focus on relevant data and make more informed decisions. This capability is implemented at multiple levels to enable dynamic baselining, starting at the local device, installed location, associated devices, and across multiple sites where applicable.

Experience Index
The ability to summarize the client experience into a single quality index score to easily track, identify, and troubleshoot connectivity issues.

Learn more about Extreme's AIOps solution

Sources

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