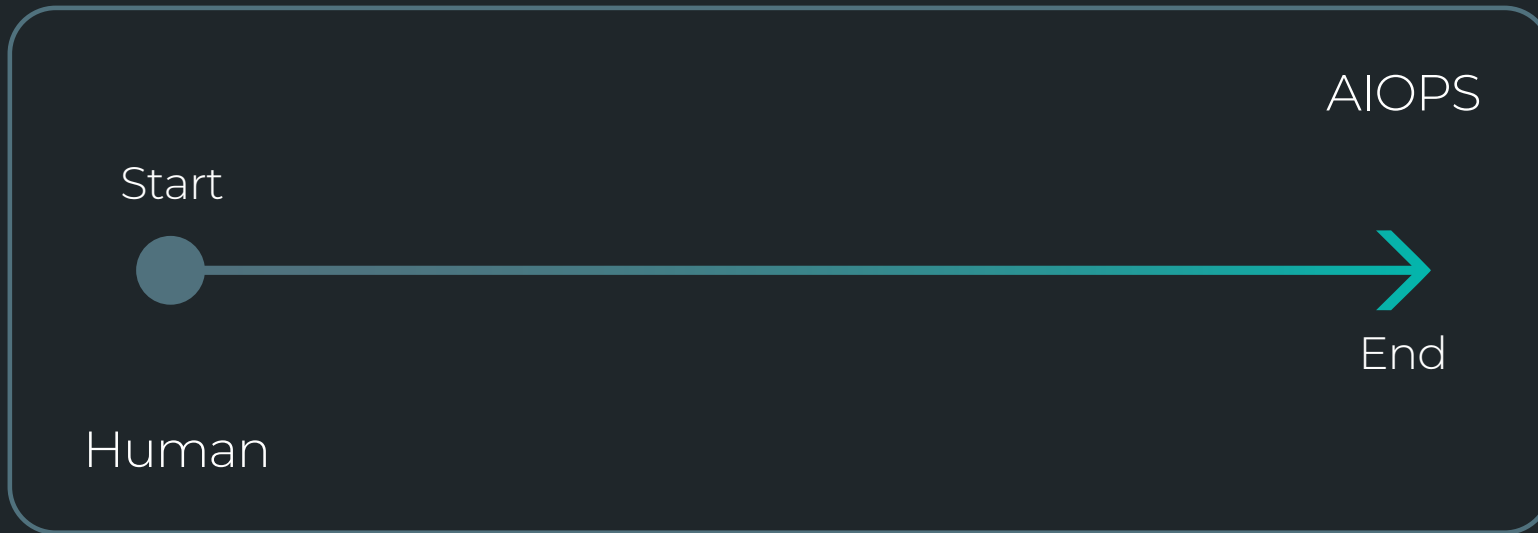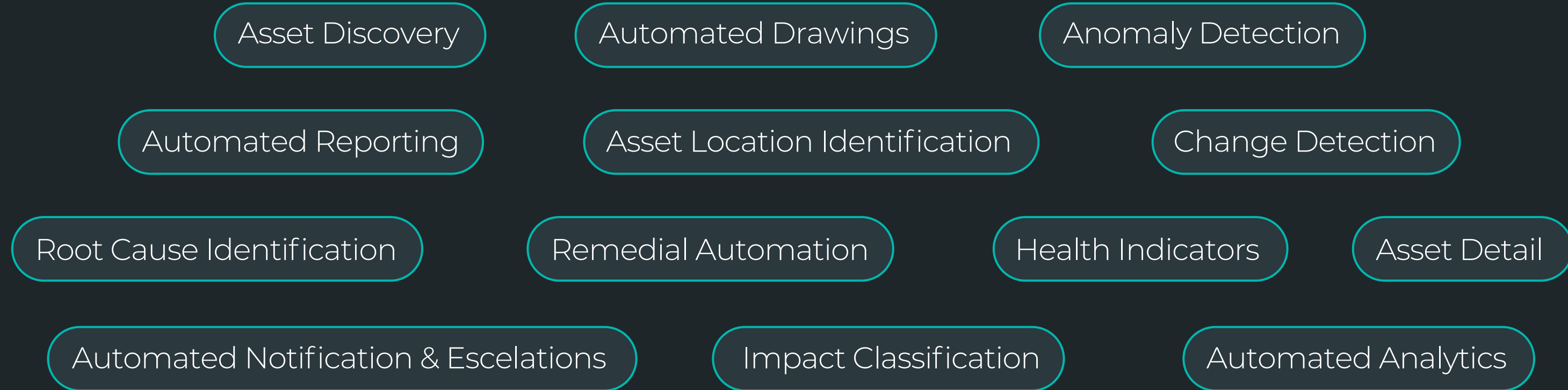SINTREX

AIOPS APPROACH

Simply put, we need to consider using technology more effectively to help manage our IT operations. If operational tasks can be performed using technology instead of humans, then we can lower resource costs and improve resolution time. Obtaining full automation and self-healing action, requires a phased approach as illustrated below.

AIOPS

Start

Human

End

On the extreme left, we are solely dependant on human resources for IT operations and as we transition to the right, more tasks can be automated. On the far right we will progress to a stage where our AIOPS system can complete many of our operational tasks, including real-time operational remedial actions.

THE SINTREX ROADMAP

It's important to note that AI elements can be activated from the visibility phase and matured further with the, Enrichment, Integration and Data Staging phases. These stages are critical, specifically to ensure that multiple data feeds can be ingested and integrated for the end goal of full AIOPS.

AIOPS

Zero   Visibility   Enrichment   Staging/   Machine   AIOPS
                                    Integration Learning   Automation

Human

CURRENT SINTREX AIOPS HIGHLIGHTS

Asset Discovery   Automated Drawings   Anomaly Detection

Automated Reporting   Asset Location Identification   Change Detection

Root Cause Identification   Remedial Automation   Health Indicators   Asset Detail

Automated Notification & Escelations   Impact Classification   Automated Analytics

AIOPS

38% Organisations that take more than 30 minutes on average to resolve IT incidents impacting consumer-facing digital services.

69% Organisations that said they either spend "almost as much" or " more" on cloud tooling than they spend on the cloud itself.

86% Respondents who said that by 2020 their organisation would require intelligent automation to keep up with business requirements.

96% Respondents who believe the cloud is failing to deliver.