# IBM Watson AIOps

An AI-powered IT incident resolution application, fueled by your own data.

**The solution enables you to:**

– Remove guesswork and preemptively resolve your next IT outage
– Merge structured and unstructured data, on any cloud
– Manage complex multi-cloud and multi-vendor environments to more easily align to your IT practices
– Surface insights within your existing ChatOps environment
– Develop insights quickly with pre-trained models, accelerating time-to-value
– Explain the decisions and recommendations provided
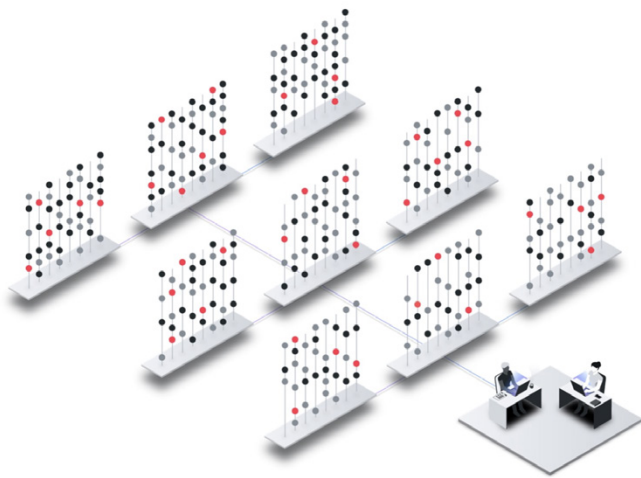


# Single (data) source of truth

IT infrastructure is the central nervous system of an enterprise. Managing large annual investments in corporate technology, CIOs are under more pressure than ever to deliver innovation and emerging technologies to their enterprise while keeping costs down.

However, in today's technology-driven landscape even the smallest of IT outages can cause massive economic impact. IT leaders indicate that the costliest aspects of downtime are lost revenue (53%), lost productivity (47%), and negative impact on corporate reputation (41%)[1].

IT teams sift through data from topology, logs, tickets, alerts and more, to better predict and reactively solve IT outages through static communication. Through these disparate data sources, teams still lack a singular view to aggregate these insights together into one application.

Unfortunately, the typical IT Operations manager must sift through several data sources to monitor the status and outage likeliness of their IT stack. Even if an issue is detected, workers use multiple platforms to notify team members and diagnose issues through a network's standard runbook. Teams often work with tools that are time-stamped and don't summarize an outage into one cohesive conversation within their existing ChatOps environment.

IBM® Watson AIOps connects to any collaboration platform and delivers insights where professionals already work. High-growth firms consider AI key to business competitiveness today: 38% say it is the most important factor vs. just 20% of lower-growth firms. Almost 60% of firms say AI and machine learning are one of their highest, or the highest, investment area[2].

# Unleash your IT Team

IT professionals around the world are overwhelmed with data, but often have difficulty focusing on the insights that truly matter. Site Reliability Engineers (SREs) can spend the majority of their time sifting through multiple data sources, but they need to shift to mission-critical workloads.

Teams must be equipped with acute agility to manage their capacities and operate across multiple departments in a timely manner. Nonetheless, the power of artificial intelligence has truly unlocked the ways in which it can be applied to the IT domain.

When outages occur, IT professionals often diagnose the issue and develop a crisis plan through a runbook. However, professionals are not provided the reasoning why certain actions should or should not be taken. Often, SREs can take multiple routes to solving an issue, but are not given the best possible resolution to pursue.

## Unlock the power of AI for IT

The news features story after story of large corporations being impacted by outages. Customers are unable to access accounts, shop online or order food, which causes catastrophic damage to the bottom line and brand perception of a company.

AI continues to transform core business domains from Customer Service to Finance and Operations across a variety of industries. To answer the growing demand for a platform that aggregates a variety of IT data including tickets and alerts, IBM created Watson™ AIOps.

Backed by hundreds of patents from IBM Research and powered by the strongest Watson technologies like NLU,

machine learning and NLP, Watson AI is an essential product for every enterprise. Watson AIOps helps users accurately detect and diagnose issues related to internal application problems to reduce any downtime.

When given access to required log, ticket, alert, and topology data from cloud native and legacy applications, Watson AIOps connects the dots between application log anomalies and metric-based alerts, and maps those potential problems to specific locations in agile service manager (ASM)-derived topologies through entity linking.

Watson AIOps is an AI-powered application that augments CIO workflows by delivering AI-led insights that leverage data and evidence from across your IT landscape. IBM's first release actively engages IT Operators to diagnose anomalies and resolve incidents with insights from across your chosen IT tool set.

The ability to provide trust and transparency in AI predictions and models remains a top concern for enterprises around the world. Watson AIOps provides clear recommendations through correlation, causality and pattern identification.

AI endows operators with the diagnostic skills they need because the machinery does the work of synthesizing data across channels to explain incidents.

## Solve for your next IT outage now

CIO offices require quick results from their investment in technology and seamless integration with a variety of technology. Watson AIOps provides out-of-the-box root cause ontology that targets frequently occurring problems in the IT operations domain with cloud-native applications. The technology integrates with your existing IT Ops tools, allows for model customization and runs on any cloud. With this product, enterprises have the ability to assess, diagnose, and react to anomalies surfaced in real time across disparate systems to improve stability, reliability and availability for their company.

By leveraging the advantages of Watson AI and a modern information architecture, we give the CIO organization new superpowers. Offering holistic, real-time insights and an interactive and consultative engagement experience, we provide peace of mind and instill agility into business workflows. With IBM AIOps, teams get insights, not just more data, enabling operations to keep pace with faster dev cycles, reducing skill requirements and the ability to exceed financial targets.

Built on IBM Cloud Pak® for Data, Watson AIOps aims to equip enterprises to execute an AI-first strategy to operationalize their data to transform and modernize business workflows. CIOs of the future will be able to use IBM's data fabric and AI-powered insights platform across their IT landscapes and dev toolchains to transform internal experiences, reduce risk, exceed client expectations, deliver external value, and accelerate business outcomes. This technology of tomorrow is available today.

# IBM Watson AIOPS

## Solution Brief

## Footnotes

1. "The Real Costs of Planned and Unplanned Downtime," Forrester opportunity snapshot: a custom study commissioned by IBM," August 2019 **https://www.ibm.com/downloads/cas/L57KW7ND**

2. "Playbook For AI-Driven Growth: Outpace The Competition By Operationalizing AI and Machine Learning At Scale," Forrester Consulting Thought Leadership Paper commissioned by IBM December 2019 **https://www.ibm.com/downloads/cas/GR7GK7EN**