

INTERVIEW HIGHLIGHTS
WITH AUDIO LINK

AIOps Done Right

Listen Now

Techstrong tv



Mitch Ashley, CTO Research Principal at Techstrong Group interviews
Chris Menier, President of VIA AIOps about Service Assurance powered by AIOps.



“As we introduce more DevOps, more CI/CD life cycles, more rapid, constant change, we open ourselves up to that change potentially negatively impacting the service and not always just positively impacting it.”

Chris Menier, President of Vitria VIA AIOps

Any large complex service delivery organization understands the challenges faced in its dynamic, rapidly changing network environment. With the advent of virtualization, microservices, and orchestrators like Kubernetes, understanding all the service dependencies and identifying where the problem resides when there is a service-impacting incident is cumbersome and difficult. Constant change is a reality and getting ahead of problems before it affects the customer can't be done without the support of AI. AIOps platforms capable of addressing the entire service assurance process from ingestion through remediation can drive down the time to respond to outages by 40% and service impairment issues by 80%.

Putting the customer first

Vitria's VIA AIOps platform sees things through the lens of the customer, the consumer of the application, or the consumer of the service. For a large enterprise, the user might be the

employee, who needs to have VPN service so they can do their job and work from home. For a communication service provider, it's the person on the other side of the smartphone. This is to achieve an overarching objective to get ahead of service disruption issues before the customer acts and calls their support center.

The fallacy of relying on a single-screen solution

Today's service delivery ecosystems are dynamic. According to Chris Menier, with dynamic delivery ecosystems, it no longer works to have everything on a single screen and think that if you take all the element management and the telemetry systems, the APMs, and the tools, and put all their red dots on a single screen, a human is going to be able to consume and triage all that data. AI and Machine Learning technologies are required across the entire service assurance and incident management process.

With the VIA AIOps platform, all the data across the total ecosystem of fault and performance and change is enriched with valuable information, such as the inventory, and basic information like the make and model of devices and topology. VIA learns the topological relationships through the data itself and learns the service dependencies. Once the data is enriched, AI pulls it all together in a logical way and performs correlations in real-time at a massive scale. Something that a human just can't do.

Constant change creates challenges that require AI

Applications are not just surrounded by a bunch of software hardened and then a few interfaces in and out. Microservices and APIs are talking to themselves all over, inside containers or organized by orchestrators like Kubernetes. Kubernetes is spinning things up, clusters are growing, spinning up new microservices, instances of the same service, that humans can't follow quickly when an incident occurs. It's just not possible.

Chris states, "As we introduce more DevOps, more CI/CD life cycles, more rapid, constant change, we open ourselves up to change potentially negatively impacting the service and not always just positively impacting it."

At Vitria and with the VIA AIOps platform, change is treated as a first-class object or a first-class event in terms of operational troubleshooting, and operational support. Chris goes on to report, "One study indicated that 37% of service-impacting events were the result of change. Our job is to identify that change and then immediately identify any impact of that change. Sometimes change is good. We see KPIs increase, we see faults go down, but a lot of times change will cause issues."

AI plus HI, Artificial Intelligence plus Human Intelligence always wins

There is clearly value in institutional knowledge of the services an organization is operating. Vitria understands that institutional knowledge is important, but only goes so far. They believe artificial intelligence plus human intelligence is going to be greater than artificial intelligence by itself. The VIA platform allows institutional knowledge to be injected into the VIA AI process flow and for you to apply your best practices and policies.

Using AI and ML throughout the pipeline

Chris Menier reports that the VIA AIOps platform uses AI at every step along the way to deliver performance that dramatically reduces the MTTR for outages and impairments. The VIA AIOps platform uses AI as data is coming in, being enriched, pulling out key information from log files, learning the topologies and dependencies, classifying, and categorizing them, and doing this in real-time at a massive scale. "With AI at scale through a pipeline, you're going to get results like our customers are getting. They're cutting their MTTR down by 40% for outages and 80% for impairments. We have one of our large-scale cable companies that has pulled out over a hundred thousand technician visits that they're directly attributing to our solution. That's from applying AI and machine learning across that pipeline in a scalable way", Chris stated.

About VIA AIOps

VIA AIOps delivers the process automation capabilities to shorten the incident lifecycle and improve the overall service experience. VIA's total ecosystem observability, internet-scale noise reduction, machine learning based anomaly detection, and cross silo correlation transforms and optimizes operational practices. The result is lower costs, superior customer experience, and augmented intelligence to support a more efficient and effective operational staff.

