

VIA for AIOps Readiness Assessment

More companies are adopting or planning to adopt an AIOps platform. There are benefits across your organization. Adopting AIOps is not a “once and done” exercise. Where you start may not be where you aspire to be.

Many teams in your organization benefit from the insights: ITOps, DevOps, Site Reliability Engineering and Application Support. Gartner suggests that the primary purpose of AIOps is “. . .to help teams automate time-consuming and error prone tasks, making human operators “faster, smarter and more proactive. . .”

Implementing AIOps is transformative for many organizations – literally changing the way you work. By automating the analysis of all monitoring telemetry – events, alerts, syslog, SNMP TRAP and more – you can enable correlation and visibility across toolsets and teams. Here you can discover the benefits of a *single pane of glass*: increased agility, lower cost of operations and improved customer experience.

Why do we recommend this Readiness Assessment?

Not all AIOps platforms are created equal and every production environment is unique. Vitria provides a day of guided inspection – a chance to document and discuss what you want to achieve by adopting AIOps. This assessment will also provide Vitria with the data points we need to ensure that we are a good fit for you. The assessment focuses in three areas:

DATA READINESS



One of the first considerations is the DATA. In this step of the assessment we are looking at data availability: your IT infrastructure signal collection including application performance monitoring, network performance monitoring and security monitoring tools. For these systems how many events, alerts and incidents do you log?

During this first step we consider the basics: how many hosts, devices, machines do you have; how often does your environment change, how many operators do you have, how many teams?

ACTION READINESS



In this step we are looking at your ability to automate actions today. Everyone has implemented some automation – typically not correlated across functions. Assessing your readiness for action is important so we discuss what your automation looks like ITSM relative to customer care, the maturity of your CMDB and discuss orchestration across functional silos.

ANALYTICS READINESS



Everyone has lots of data and many have taken steps to automate certain actions. In this phase of the assessment we are focused on service delivery. We consider your ontology mapping and correlation. What are you doing today – what would you like to be doing? We discuss and document your automated incident classification – specifically looking at root cause versus symptoms and a broader understanding of how populations of users might be impacted by a root cause problem.

Vitria brings our experience and templates for guided inspection of what is today in order to determine a phased approach to where you would like to be in 12 months, 24 months.

Most importantly – we want to be sure that there is a good match between what your vision and near-term requirements are and what Vitria’s AIOps platform – VIA – can provide in the short term.



Download Our AIOps Buyer’s Guide:

<https://www.vitria.com/resources/aiops-buyers-guide/>

Or click here to schedule a demo.