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AI-Driven Enterprise IT

Generative AI, Observability & AIOps

Presented at

CIO Association of India Event

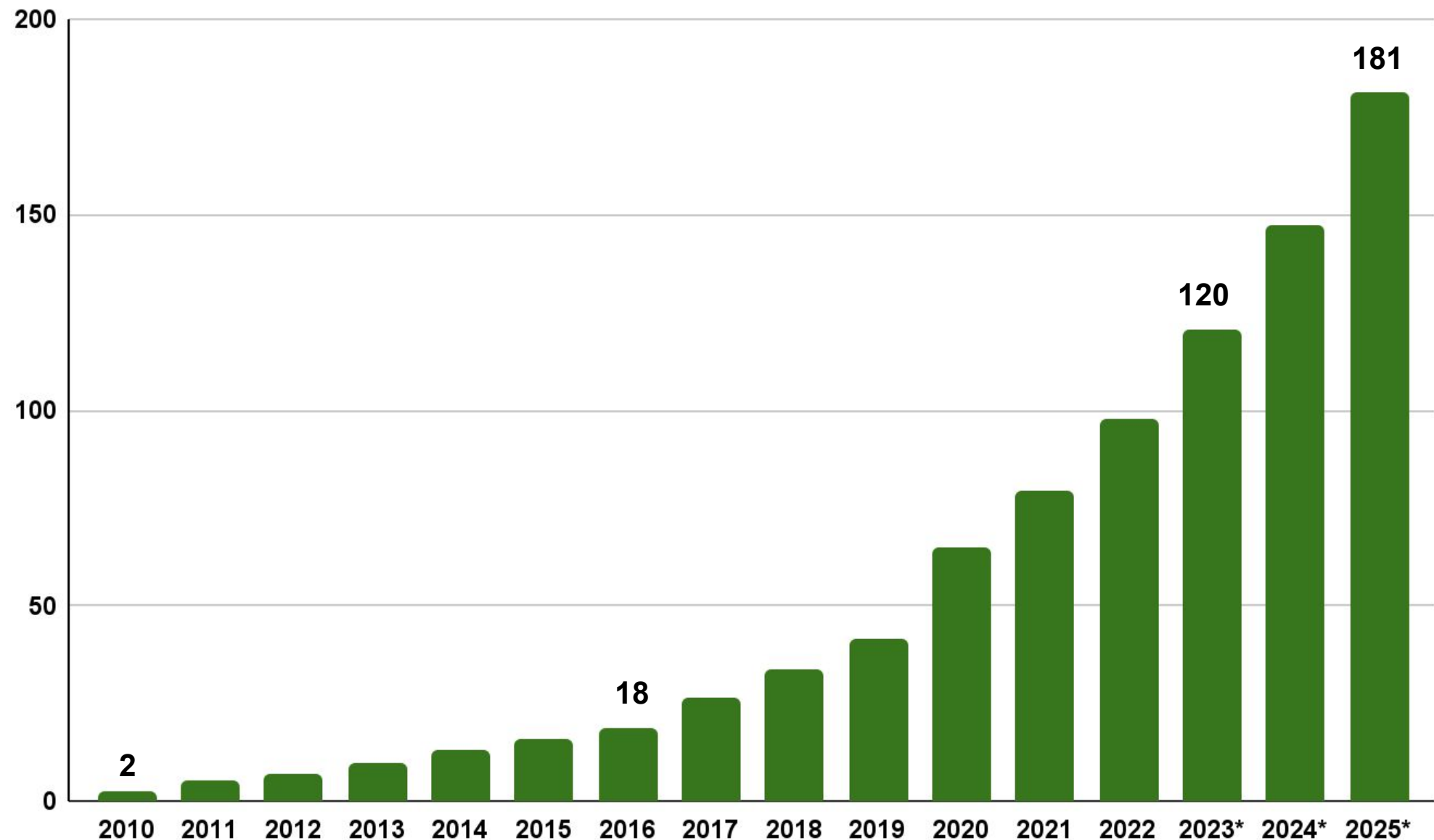
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2010s: The Zettabyte (10^{21}) era

Global Data Generated Annually (in Zettabytes)



- The amount of data generated annually has grown year-over-year since 2010
- It is estimated that 90% of the world's data was generated in the last two years alone
- In 13 years, this figure has increased by an estimated 60x from just 2 zettabytes in 2010
- Video forms over half (53.72%) of all the data that is generated in the world currently

Benefits of Generative AI for Enterprise IT Operations

Conversational AI

- Speeding up incident response times & remediating issues by integrating conversational AI chatbots into ITSM platforms
- LLM powered Gen AI providing appropriate dialog flows helps faster conversational AI chatbot development

Automation of Manual Tasks

- Not only learning through historical events, but when integrated with MLOps Gen AI can script and predict next sequence of events
- Sending out IT incident alerts, raising incident tickets for remediation... Gen Ai can reduce noise and works on correlated data to help escalate remediation workflows

Reducing MTTR

- LLM powered Gen AI reduces time taken for combining data points and root cause analysis by reducing manual steps & increasing system intelligence and offering real-time remedial suggestions for IT Ops managers
- Employees can easily handle most mundane IT issues easily w/o human intervention

What is Observability?

Observability, in a nutshell, is about knowing *at all times* what is happening with your systems, and whether anything is going to break down in the near future.

Monitoring

Are my systems OK?

How are my systems performing?

When did something break?

Respond to incidents

Observability

How are my systems behaving?

Why are they performing this way?

Can they be auto-remediated if something breaks?

Shorter, less impactful incidents

An important feature of Observability is its ability to analyse “what if?” scenarios and trending applications to predict future failure.

Key Benefits of Observability

Reduce lengthy
downtimes

Improve IT quality

Improve quality of
support personnel
lives

Minimise IT
support/SRE/Devo
ps burnout

Move from reactive
IT to proactive IT

Aim toward
business
demand-driven
self-driving IT

Avoid lengthy
war-room meetings

Be prepared for
unknowns

Gain complete
view of enterprise
IT instead of siloed
views

Mitigate customer
dissatisfaction &
brand damage due
to multiple outages

Deliver operational
efficiency and
confidence

Productionize
innovation projects
faster with
confidence

Align IT and
business

Decrease IT
dependency &
limitations on
business due to IT

Succeed in
efficient digital
transformation
projects

What is AIOps?

AIOps is the practice of applying analytics and machine learning to big data to automate and improve IT Operations.

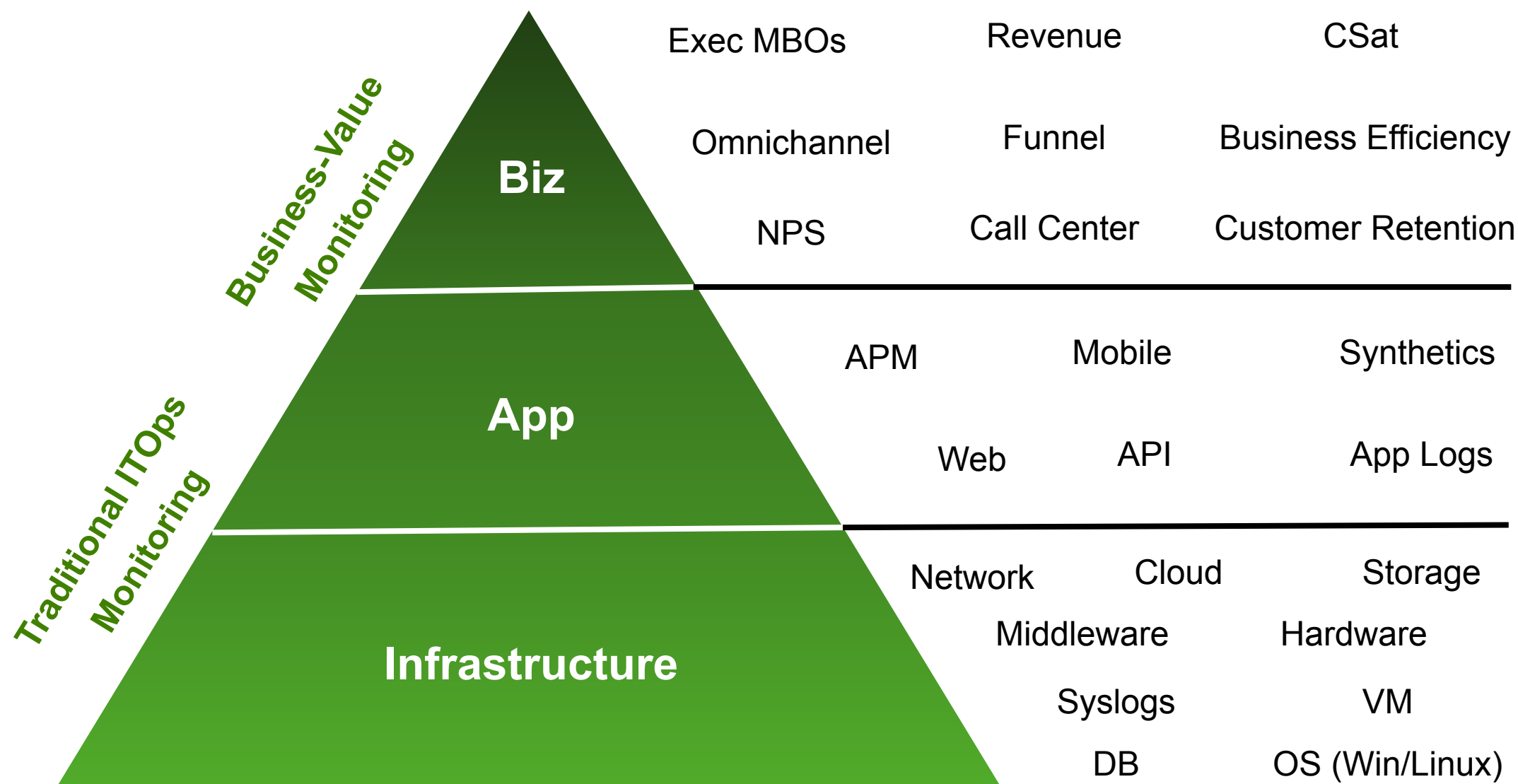
AIOps, What Does it do Today?

- Brings together data from multiple sources
- Simplifies data analyses
- Automates response

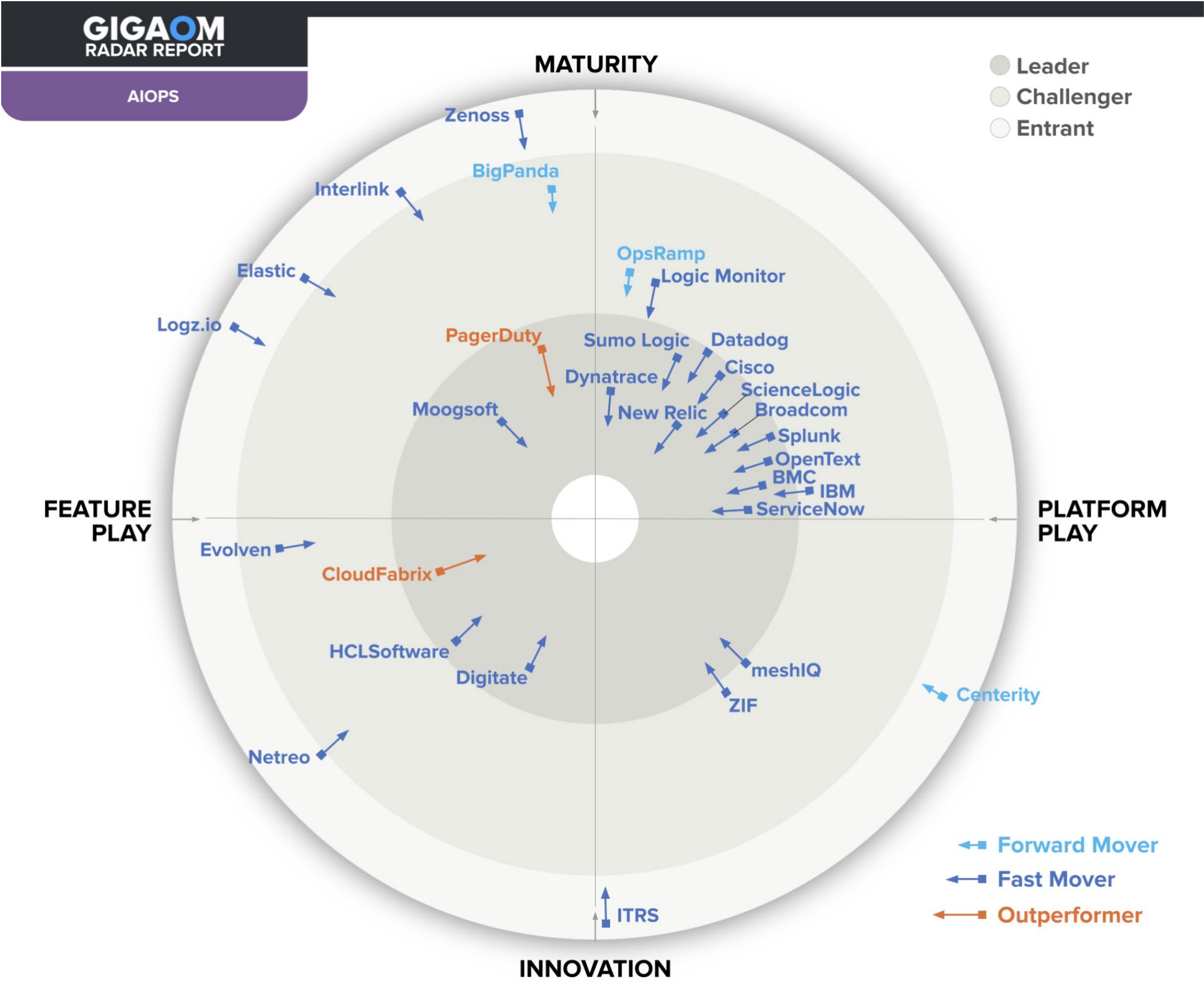
Key AIOps Use Cases

- Performance Analysis
- Anomaly Detection
- Event Correlation and Analysis
- IT Service Management
- Automation

AI Ops Can Enable Unlocking The True Potential of Enterprise Data



AIOPS Vendors Performance, Evolution and Leadership Positioning





Thank You

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