



4 Key Benefits of AIOps

And the Use Cases that Drive Them

EBOOK



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AIOps : Lessons Learned

In an era where IT complexity is accelerating at an unprecedented pace and user experience expectations have become more demanding, IT leaders are recognizing that they need a better approach to IT operations. The advent of AIOps which stands for 'artificial intelligence for IT operations' marks a transformative shift in addressing the complexities and demands of today's ever-expanding IT environments.

AIOps refers to the application of artificial intelligence (AI) and machine learning (ML) techniques that enhance and automate various aspects of IT operations. It can analyze vast amounts of data generated by network, infrastructure, applications, and user experiences to provide insights, detect anomalies, and facilitate proactive problem resolution. By leveraging advanced analytics and automation capabilities, AIOps aims to improve the efficiency, reliability, and agility of IT operations.



The key components of AIOps include:

There are a variety of tools that can be used for observability and monitoring. Using multiple, different tools provides distinct perspectives into the data. However, you'll want to integrate this data into common dashboard views to gain unified insights across your IT domains. Here are some tools you will want to consider:



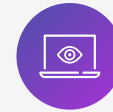
Leveraging cross-domain data ingestion from diverse sources such as logs, metrics, and events across the IT environment, including users, servers, networks, IT infrastructure, applications, and cloud services.



Understanding topology to assess relationships and dependencies.



Using various AI techniques to analyze these large volumes of data and identify patterns, trends, and anomalies in real-time that indicate performance issues, security threats, and other operational problems.



Correlating across the different data points and events to identify related or redundant events and help IT teams prioritize and diagnose incidents more effectively.



Automating routine IT tasks such as incident detection, ticketing, and root cause analysis to aid remediation.

Overcoming the hype of AIOps

AI Operations (AIOps) has gained significant attention in recent years due to its potential to revolutionize IT operations by leveraging artificial intelligence and machine learning techniques. However, like any emerging technology, AIOps comes with its own set of challenges. The biggest of which are the elevated expectations and excessive marketing hype.

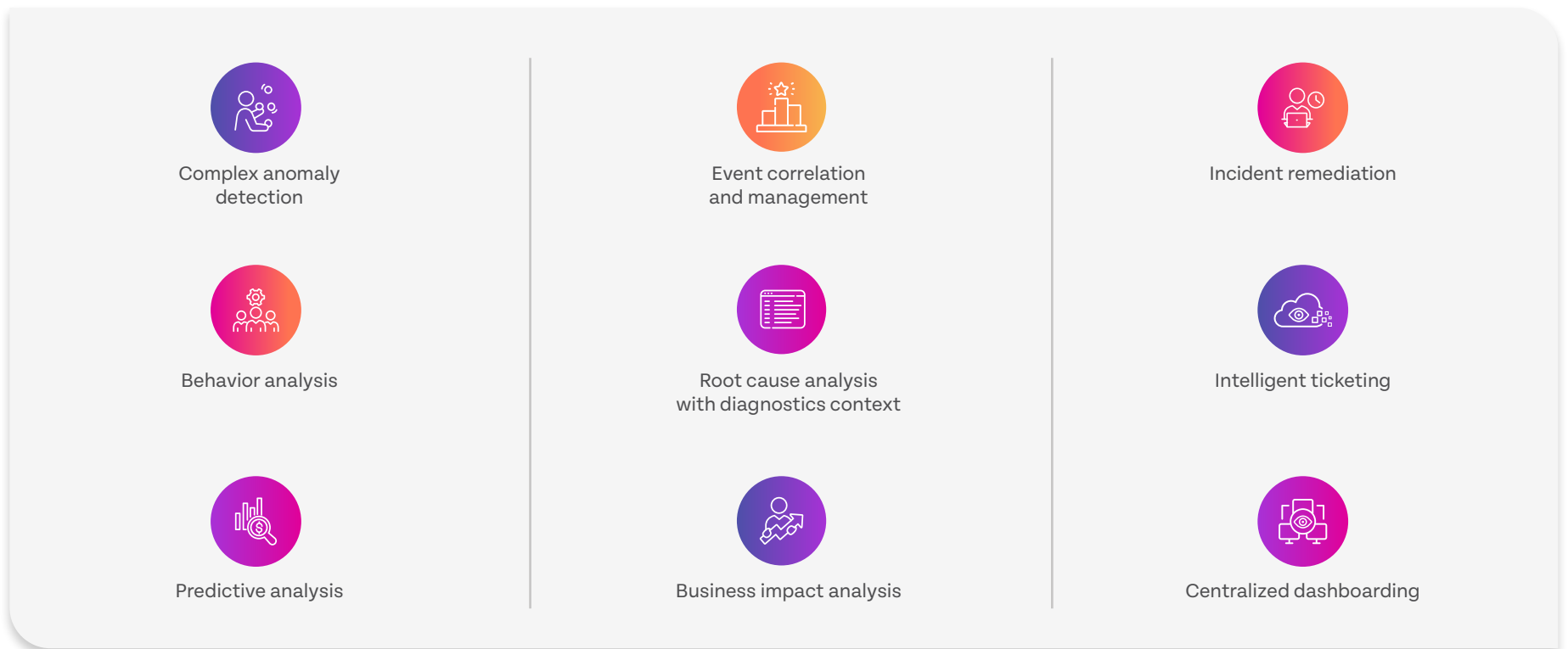
According to Gartner, the inability to understand the benefits and use cases of AIOps is a main barrier to implementation.

“Gartner state, “46% of IT leaders citing issues about understanding the benefits, value, and use cases as top barriers to successful AIOps implementation¹.”



Common AIOps Use Cases

AIOps supports a wide range of use cases aimed at enhancing IT operations, improving efficiency, and ensuring the reliability of IT infrastructure and applications. These are just a few examples of common AIOps use cases:



Depending on your organization's specific needs and objectives, AIOps can apply these use cases to various IT operations areas, including network observability, application observability, service desk automation, and cloud management.

Establishing early value

A poor understanding of the benefits and use cases of AIOps platforms adds to the difficulty in measuring and demonstrating an AIOps platform's value. This creates a tendency to fall back on intangible performance measures such as the number of AI-led initiatives in production or other approximations of impact.

Demonstrating early value with AIOps involves highlighting tangible benefits and quick wins that align with your organization's goals and priorities. Start by focusing on a limited number of use cases. Select a couple use cases that enable fast, easy wins. For example, focus on event correlation or root cause analysis. Once you gain confidence, develop other areas such as intelligent ticketing with ServiceNow or other ITSM platforms.



Establishing early value

Identify and target a limited number of business areas or systems initially to facilitate stakeholder management, processes development and proven value. Then replicate proven use cases across other business units.

Here are some other ways to achieve early value:

Augment

Early value in AIOps comes from enhancing manual processes, like anomaly detection and event correlation. AI extends the capabilities of traditional monitoring by reducing alert noise and alert fatigue.

Accelerate

Next is the ability to analyze huge volumes of diverse types of data to perform common and routine tasks faster than humans. For example, AI-driven root cause analysis makes ticket routing faster and more reliable while also providing richer diagnostics and business impact.

Automate

Advanced capabilities such as automated triage and remediation take more work to set up but can lead to great benefits. For example, AIOps solutions can automate the process of collecting diagnostic data, accurately prioritizing events based on business impact, and suggesting remediation steps.

Integrate

Once the automation workflows are proven reliable, you can begin to integrate third-party data into workflows to integrate across your IT ecosystem.

AIOps delivers proven results

Riverbed IQ, a SaaS-delivered AIOps service, empowers IT to identify and fix problems fast. It leverages full-fidelity observability data and applies various AI and correlation techniques to identify business-impacting events and reduce alert noise. This intelligence then informs automation in the form of investigative runbooks that replicate the troubleshooting workflows of IT experts to gather diagnostic context, identify business impact, and set priorities – resulting in fast time to resolution.

Here is what users have to say about Riverbed IQ AIOps service:

“Bringing data together and reducing incidents is a key concern of ours. On-demand runbooks is very compelling to simplify collecting data about an incident without forcing us to jump from tool to tool.”

“Riverbed IQ can deliver a simple output report to enable shift left. This is a critical use case for us. Our Zabbix incident logs have more than 1,000 incidents a day and it's not humanly possible to know if an issue like an interface down is important or not without IQ.”

“Love the investigation prior to tickets even being opened. Correlation behavior is important as our focus is simple: reduce the number of incidents.”

“There's too much information for any one individual to know what's going on 24/7/365. Riverbed IQ can help alleviate this by allowing SMEs to develop automated workflows – things we would normally check and do when a problem or outage occurs.”

For more information about AIOps or Riverbed IQ,
visit www.riverbed.com.

CONTACT US NOW >

¹Deliver Value to Succeed in Implementing AIOps Platforms, Gartner, 23 March 2023



About Riverbed

Riverbed is the only company with the collective richness of telemetry from network to app to end user that illuminates and then accelerates every interaction so that users get the flawless digital experience they expect across the entire digital ecosystem. Riverbed provides two industry-leading solutions: the Riverbed Unified Observability portfolio, which integrates data, insights, and actions across IT to enable customers to deliver seamless digital experiences; and Riverbed Acceleration, which offers fast, agile, and secure acceleration of any application over any network to users, whether they are mobile, remote, or on-premises. Together with our thousands of partners, and market-leading customers across the world, we empower every click, every digital experience. Learn more at riverbed.com.

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