

State of AIOps

Market outlook

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Agenda

Why

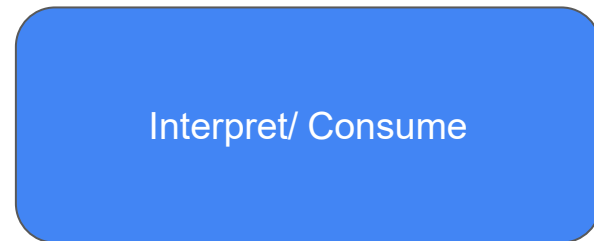
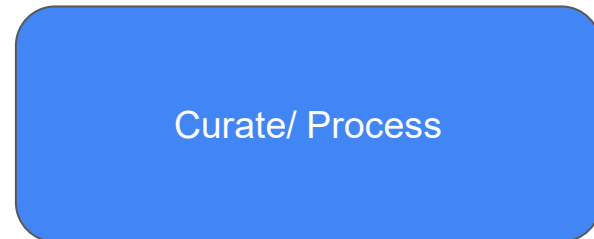
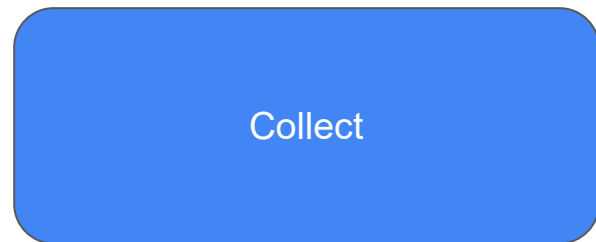
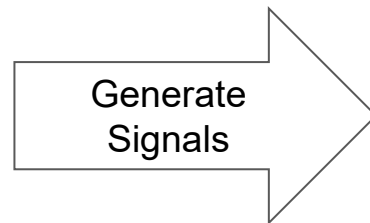
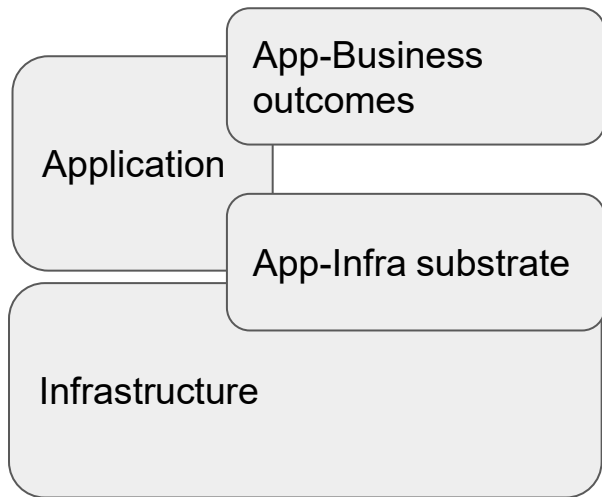
What

How

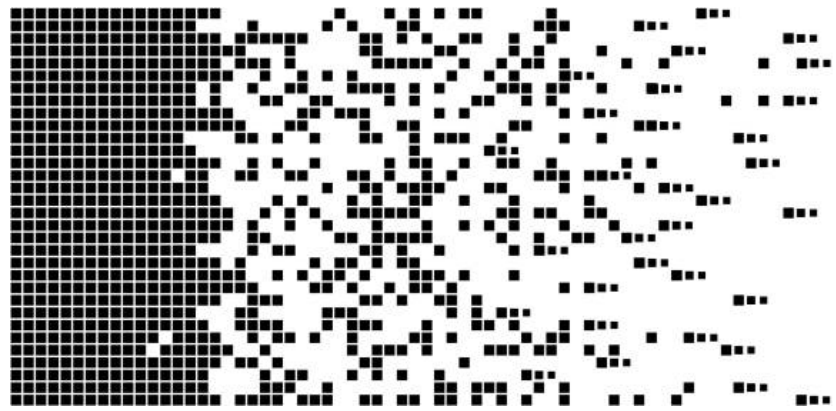
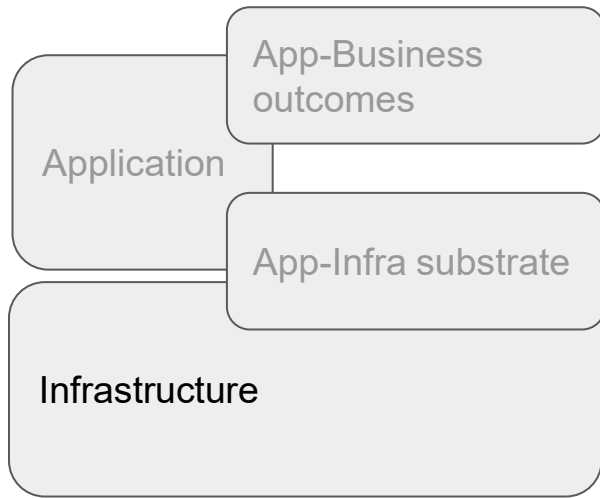
Pitfalls

Ops

“Use data to solve problems”

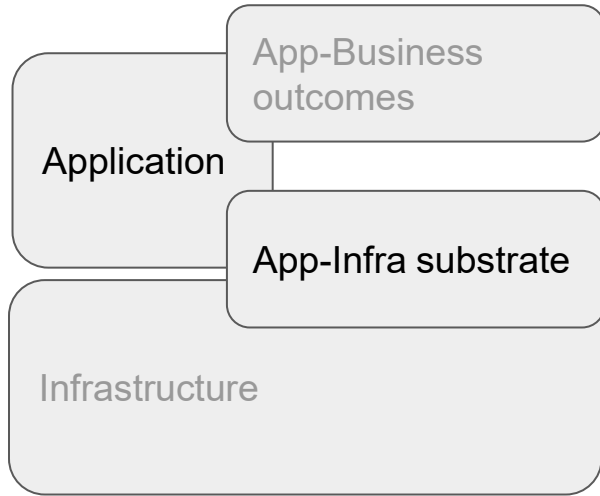


Signals are changing



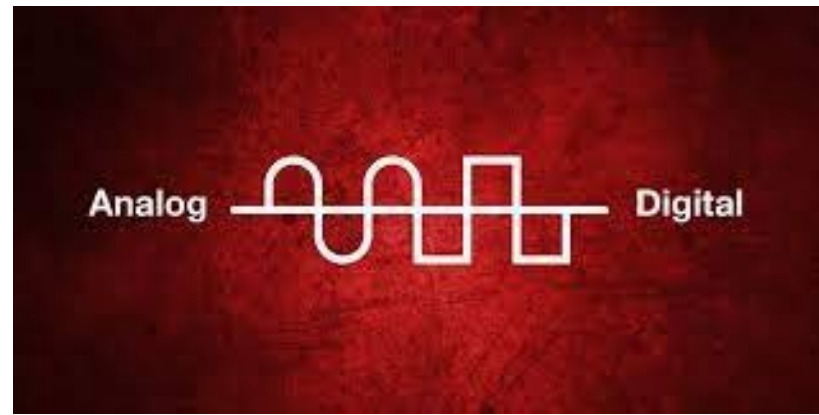
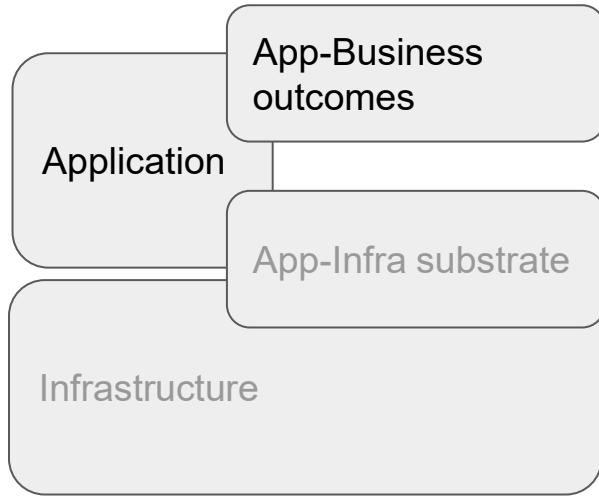
High fragmentation

- Cloud is accelerating
- The expanding Edge (IoT, Mobility)



Breaking up the monoliths

- Growth of microservices
- Infrastructure as code (IaC)

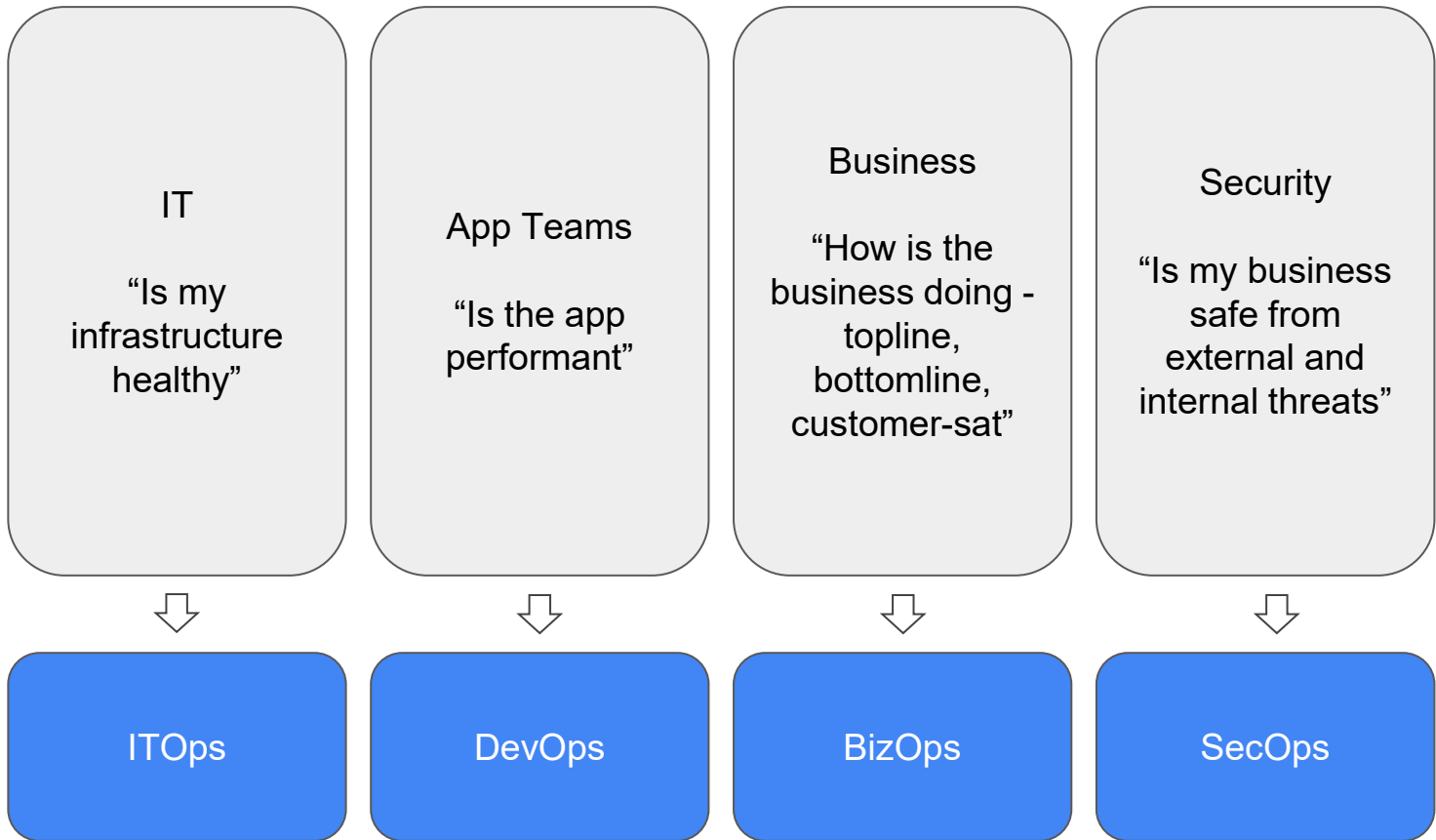


Digital Transformation

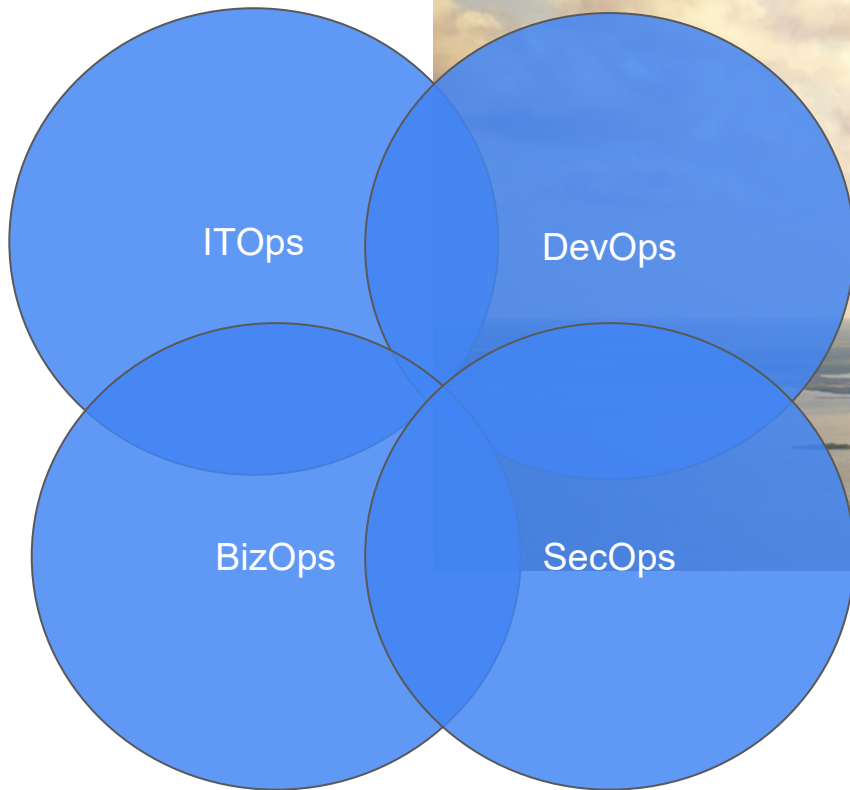
- Everything is an app!
- 2020 compressed 10+ years of change
- Even brick-mortar is digitally described

Signals

Exponentially increasing volume and **linearly**
increasing variety



Personas are changing



- Blurring silos
- Experts → Generalists
- Democratization of app-dev - Anybody can code

Personas

Linearly increasing volume of people with **diverse**
domain backgrounds



Collapse the tooling

Increase access to products

Do not rely on human expertise

Build for scale

Journey towards SmartOps

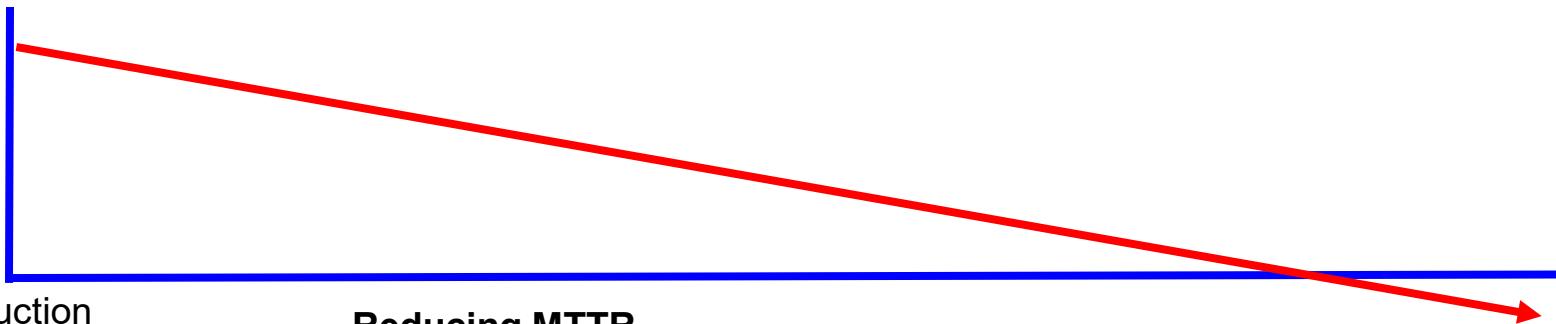


Processes	Manual	Smart Tools	ML	Fully Automated
Key Technology	Disparate Tools	Intelligent Tools	Machine Learning - Quickly Identify and Surface Issues	AIOps + Automation

Days
Hours
Minutes
Seconds

Fix Before Production Impact

Reducing MTTR



AIOps - Evolution



Awareness

- Anomaly Detection
- Intelligent Alerting
- Predictive Analytics



Investigate

- Event Correlation
- Root Cause



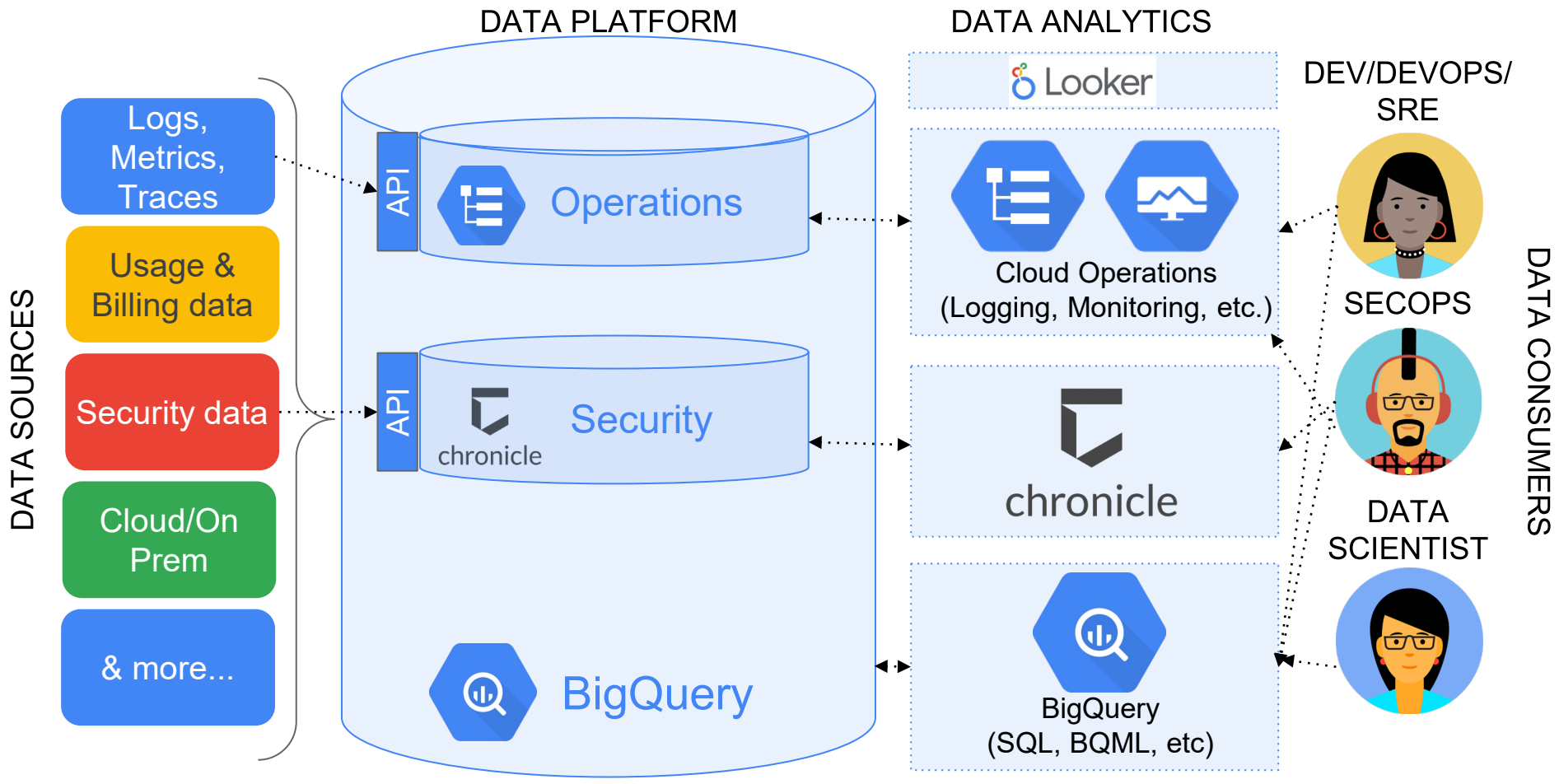
Resolve

- Automated Remediation



Reflect

- Update Playbook
- Recommend Alerts
- Automated SLO's



DATA SOURCES

DATA PLATFORM

DATA ANALYTICS

DATA CONSUMERS

Logs, Metrics, Traces

Usage & Billing data

Security data

Cloud/On Prem

& more...

API



Operations

API



Security

chronicle



BigQuery

Looker



Cloud Operations
(Logging, Monitoring, etc.)



chronicle



BigQuery
(SQL, BQML, etc)

DEV/DEVOPS/
SRE



SECOPS



DATA
SCIENTIST



DATA
SCIENTIST



Does the situation need AIOps

- Volume and Expertise check

Are we improving SnR

- Consequence of false-positive vs false-negatives

Decision criticality

- 1-way vs 2-way decisions

Questions