

What is AIOps?

AI for the IT department

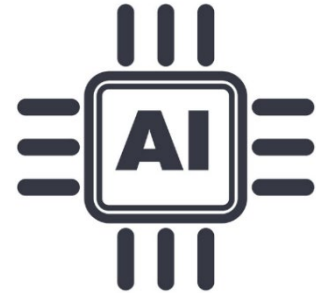


Table of Contents

Summary.....	3
Introduction.....	3
AIOps in brief.....	4
How does AIOps work?.....	4
When do you benefit from AIOps?.....	4
How quickly do we benefit from AIOps?	5
What investments are required?.....	5
Is it difficult to get started?	6
Do we need to hire new people?.....	6
Silos – abolish or keep?	6
Costs for AIOps	6
Are we losing control with AIOps?	7
Risks with AIOps	7
About the Author.....	8
About Conscia.....	8

Summary

Today, it is impossible for the human brain to have an overview of all systems interconnected in our IT environment and understand how they affect each other. A complex IT environment creates uncertainty and risk. The IT department's technicians must constantly be ready to step in when something goes wrong.



At the same time, artificial intelligence has become more accessible in a wide range of industries. Cloud-based services enable companies of all sizes to take advantage of AI and machine learning technology. And the IT department is next.

AIOps is an intelligent tool for monitoring and preventing problems in the IT environment. AIOps makes the performance of the IT department more efficient – so you get more time for value-creating work.

Introduction

The number of applications has increased in recent decades, not least due to our smart mobile phones. At the same time, it has become increasingly important that our IT solutions work, as many companies rely on IT as a critical process. Additionally, our IT solutions are crucial to customers who rely on apps and web services to manage their daily lives.

The more systems that are interconnected and affect each other, the more difficult it becomes to gain control over the IT environment as a whole. When something goes wrong, it becomes a big challenge to find out where the problem lies. We actively release new versions, often several times a week. Every time there is a risk that a new error will occur somewhere in the complex IT environment.

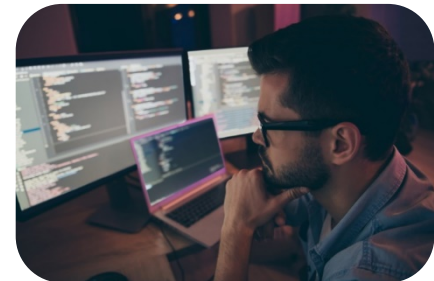
By automating troubleshooting and preventing problems, AIOps makes the IT environment more stable. The increased efficiency that AIOps provides also gives the IT department more time for value-creating work. But what exactly is AIOps, and how does it work?

AIOps in brief

AIOps stands for Artificial Intelligence for IT operations - i.e., AI to IT. By using AI to monitor networks, infrastructure, applications and security, troubleshooting can be automated. When you also add machine learning, many problems can be predicted and prevented before they occur.

How does AIOps work?

AIOps is an intelligent platform that learns how the systems work and where deviations may occur. A good AIOps is an independent platform that monitors your entire IT environment. It is impossible for a human brain to get an overview of today's IT environments. But an artificial intelligence can do the job.



A good AIOps also offers a user-friendly interface that quickly provides the IT department with information about the situation in the IT environment. If an error occurs, you immediately know where it is and can take the right action. And the more you work with AIOps, the better AI learns to ward off problems, even before they occur.

When do you benefit from AIOps?

Do you have an application that is important to the company and that you need an overview of? Then AIOps can help you become more efficient. The more complex your IT environment is, the greater the benefit of AIOps becomes.

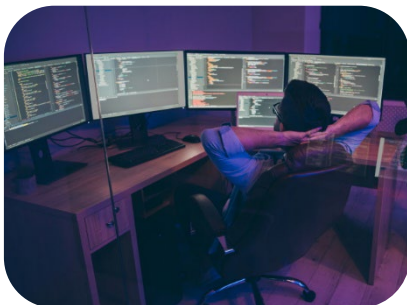
A common misconception is that AIOps is only relevant for large companies. This is not true – today, companies of all sizes have a complex IT environment that they can benefit from gaining insight into. In addition, the digital revenue stream is becoming increasingly important to many companies. This also increases the value of gaining insight into the systems and optimizing their function.

AIOps can also be used as a business tool to understand the customer's user journey through the systems and optimize transactions with this knowledge. For developers, AIOps will be a tool for understanding how new code affects other systems.

How does AIOps affect the work of the IT department?

For the IT department, the big change lies in knowing what is happening in the IT environment. No more calls at night to fix a broken system. You avoid worrying about what will happen at the next release. Instead of spending time on troubleshooting, IT staff can spend time on value-added work. AIOps also improves collaboration. In a larger organization, it is common to blame each other when something goes wrong. The database team blames the network technicians, who in turn believe that the fault lies in the security solution. Can you recognize it? With AIOps, you do not only get a direct answer as to where the error lies but additionally get an in-depth understanding of how everything is connected. To create a good experience for users, you need to collaborate with each other.

How quickly do we benefit from AIOps?



Most companies can leverage AIOps very quickly. Once the solution is up, you can see how the applications work and what they consist of. This is often the first time that IT departments have such visibility. After a few days, you have had time to understand how everything is connected and locate where to troubleshoot when something happens.

An example of how quickly it can be possible to take advantage of AIOps is a bank that had issues with the user experience. After testing the AIOps solution AppDynamics APM during their one-month free experience, they were able to find the error that caused customers to disconnect within the matter of few hours.

What investments are required?

With a cloud-based AIOps platform, you can get started quickly without major investments. To get the most out of the platform, it may be wise to get a knowledgeable partner who will support you in your work. Make sure your partner has solid experience with the platform, to maximize the potential AIOps provides.

Although AIOps by themselves do not require large investments, using them may make you choose to invest in other areas. With AIOps, you can see vulnerabilities in the IT environment, such as bottlenecks where you need to upgrade your infrastructure.

Is it difficult to get started?

A good platform for AIOps is not difficult to use. Naturally, there is a learning curve that applies to all new tools, but a good platform that has a clear and simple interface makes it easy to get started. Make sure you work with a vendor who is with you throughout the deployment of AIOps and can answer questions, to save time and get started quickly.

The deeper you want to go into your understanding of your IT environment, the more you will need to learn during the journey. It is therefore an advantage if the supplier has in-depth knowledge and can guide you further when you are ready for the next step.

Do we need to hire new people?

A common question about AIOps is whether the new tools require the IT department to hire specialists. This is not the case. If you already have technicians in the IT department, they can work with AIOps.



In the long run, you may want to introduce new roles into organizations. Today, many larger organizations are introducing a Center of Excellence in AI. Such a department develops expertise in AI and supports the rest of the organization in implementing AI throughout the company.

Silos – abolish or keep?

The major advantage with AIOps is its potential to gather everything in one place. In this way, you can understand how your IT environment is connected, and take advantage of that knowledge to make the applications work optimally. However, it is also possible to work with AIOps on an individual part of your IT environment.

If you start working with AIOps, you will soon realize that collaboration across borders is essential to solve problems faster and for your IT environment to work better. For many companies, AIOps has become a catalyst for internal discussions and force a cultural change with increased cooperation.

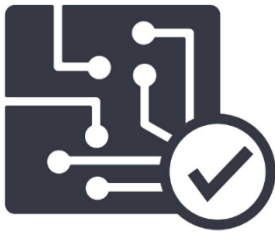
Costs for AIOps

AIOps are not expensive, especially if you look at the efficiency increase that the investment provides. The IT department saves a lot of time when troubleshooting is automated, giving

the IT support teams fewer cases to solve because of the systems being more robust. You no longer risk losing business because the system is down, or because the customer experience is so bad that customers give up their purchases.

The exact costs vary depending on the circumstances of the company. An experienced supplier can help you develop a business case and assess the profitability of the investment. It is often also possible to try AIOps before deciding to invest fully.

Are we losing control with AIOps?



Many people are worried about losing control of their IT environment when an artificial intelligence takes over – but it's just the opposite. AIOps increases control, providing full visibility throughout your IT environment. When something goes wrong, you know exactly where the fault lies, and you can immediately take the right action.

If you want to go slow, it is possible to implement AIOps step by step at a pace you are comfortable with. For example, you can start using it to increase understanding of what is happening on your servers or monitor your applications, ensuring that the right people are made aware of incidents.

Risks with AIOps

As with everything else, there are naturally risks when implementing AIOps. One risk is that staff do not want to change the way they work. For those accustomed to working in silos, AIOps means a big change, challenging the territorial thinking of the organization. When everyone gets full visibility in all parts of the IT environment, it is no longer possible for employees to protect their own territory. There may therefore be resistance in the organization, even though the new way of working brings benefits.

Here, as a manager, you have an important task in communicating to the staff how they can benefit from AIOps. As a result of this change, it may be them who win the most when it comes to a more predictable working life with fewer fires to put out. The biggest risk with AIOps is that you wait too long to take advantage of the technology – and slip behind the competition.

About the Author

Joacim Wicander is a Senior Datacentre Consultant with a focus on solutions. With his long experience in the design, construction and practical implementation of highly efficient networks since 2000 as well as data center solutions based on Cisco since 2010, Joacim offers expert knowledge in data center solutions and design.

As a person, Joacim has a creative mind to develop innovative solutions to improve reliability and leverage maximum productivity. He is responsive, service-oriented, committed and has been CCIE (Cisco Certified Internetwork Expert) certified since 2015.



About Conscia

Conscia is a Network of Knowledge and an ICT service provider that specializes in cyber security, IT infrastructure solutions, and managed services. As a trusted advisor Conscia strives to support the customers 'business-critical IT infrastructure' across the entire value chain from design, implementation, operation, and optimization. The ambition is supported by profound technical competencies and insight, which is displayed through the unique customer portal, this also forms the basis for the best customer experiences and the highest customer satisfaction in the industry. Another strategic goal for Conscia is to be the most attractive workplace for talented IT infrastructure specialists in Europe. Currently, Conscia Group has more than 750 employees across six countries (Denmark, Sweden, Norway, Germany, Netherlands, and Slovenia), with an annual turnover of approximately 335m EUR.

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