

Cloud Pak for Watson AIOps

Event Management Update



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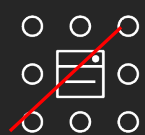
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AIOps is reimagining Operations

POWERED BY AI AND AUTOMATION



Lack of observability
due to siloed teams,
tools, processes



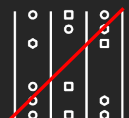
Full visualization and observability allow operators and developers to add context, isolate and resolve problems in real time



Data explosion: unable
to manage using
manual methods



AI Insights identifies necessary information at the right time, supporting DevSecOps culture and automation to scale impact



Siloed approach to Ops



Application Service-centric approach focuses on what matters most to business performance

Our mission: AI-Powered IT Process Automation

Reduce cost | Optimize performance | Minimize risk | Increase agility



Observability



**Resource
Optimization**



**Proactive issue
avoidance
& resolution**

Data acquisition | User Engagement | Collaboration | Automation

----- *Traces, Metrics, Logs, Events, Topology, Tickets, CI/CD artifacts* -----

Faster IT decision making | Optimal resource allocation | Efficient IT service delivery

Cloud Pak for Watson AIOps

CIO/VP
SRE

Efficiency Dashboard

SRE views to understand observed business objectives as they relate to service levels

Real-time Incident Detection and Mitigation

- Meet you where you are, be an SRE/Ops assistant
- Aggregate disparate indicators to free SREs from the toil of navigating multiple systems of truth
- Improve TTV with out-of-the-box domain agnostic analytics while domain aware use cases are configured

Predictive Incident Detection and Mitigation

- Improve insight by providing more contextually relevant information based on historical incidents & outcomes
- Identify future potential anomalies. Enable teams to address issues of at-risk areas before they worsen
- Tooling that's geared toward domain aware AIOps framework

Proactive Issue Avoidance

- SRE Safety Net helps mitigate change risk through historical outcome analysis.
- Humans give feedback to AIOps in real-time, AIOps consumes & makes adjustments
- Enable SREs to model & forecast upcoming change impact, driving management strategies within accepted risk levels

IBM CloudPak for Watson AIOps Fuels your Ops Efficiency Journey

Deepen your understanding. Operate proactively. Improve via automation.

Un-structured data (Logs and Tickets)



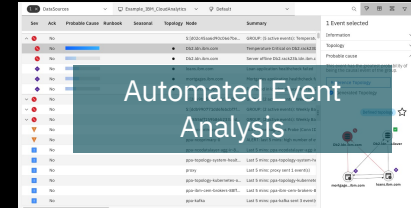
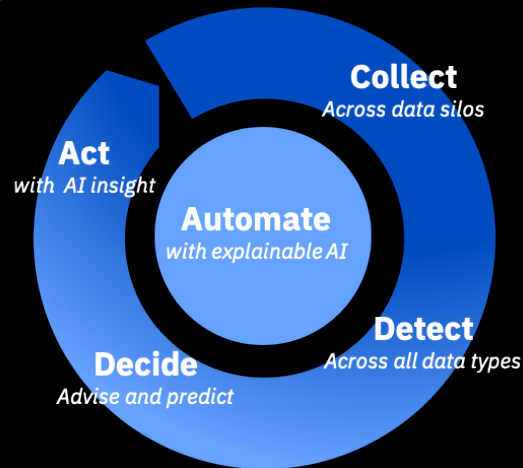
Structured data from Monitoring



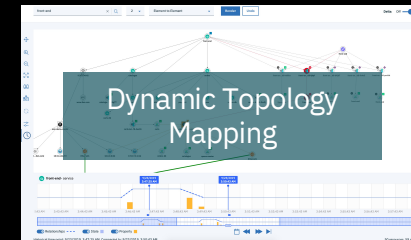
Events and Alerts



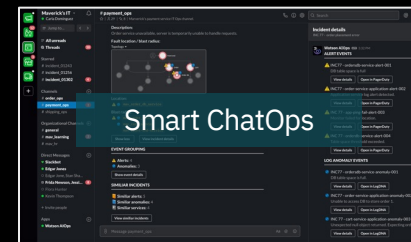
Topology Information



Correlate, curate and highlight most relevant data across tools without manual “deep-dive” investigations



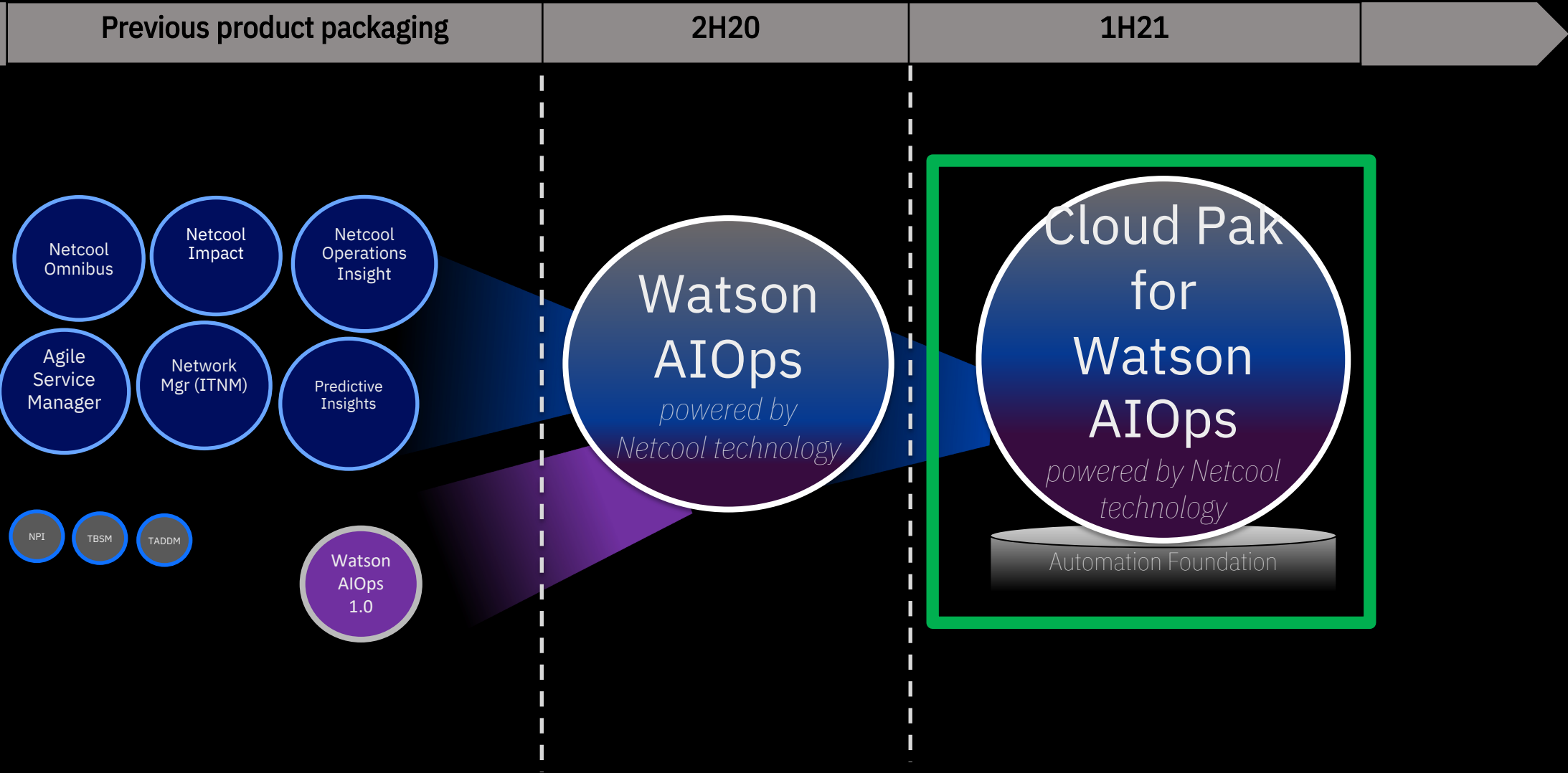
Focus your efforts via automated event grouping, analytics and probable cause



Accelerate data awareness to near-real time into existing workflows or ChatOps

Collect all relevant data

Strategic Roadmap for Observability, AIOPs, Hybrid Cloud Management



Your current deployment – Netcool/OMNIBus foundation

Leverage your existing Netcool deployment ...



Netcool probe library,
gateways, data source
adapters

Events /
Alerts

**Netcool/
OMNIBus**
Consolidation,
Correlation

OMNIBus event consolidation,
correlation, suppression

Netcool/ Impact
Event enrichment,
policy-driven
action

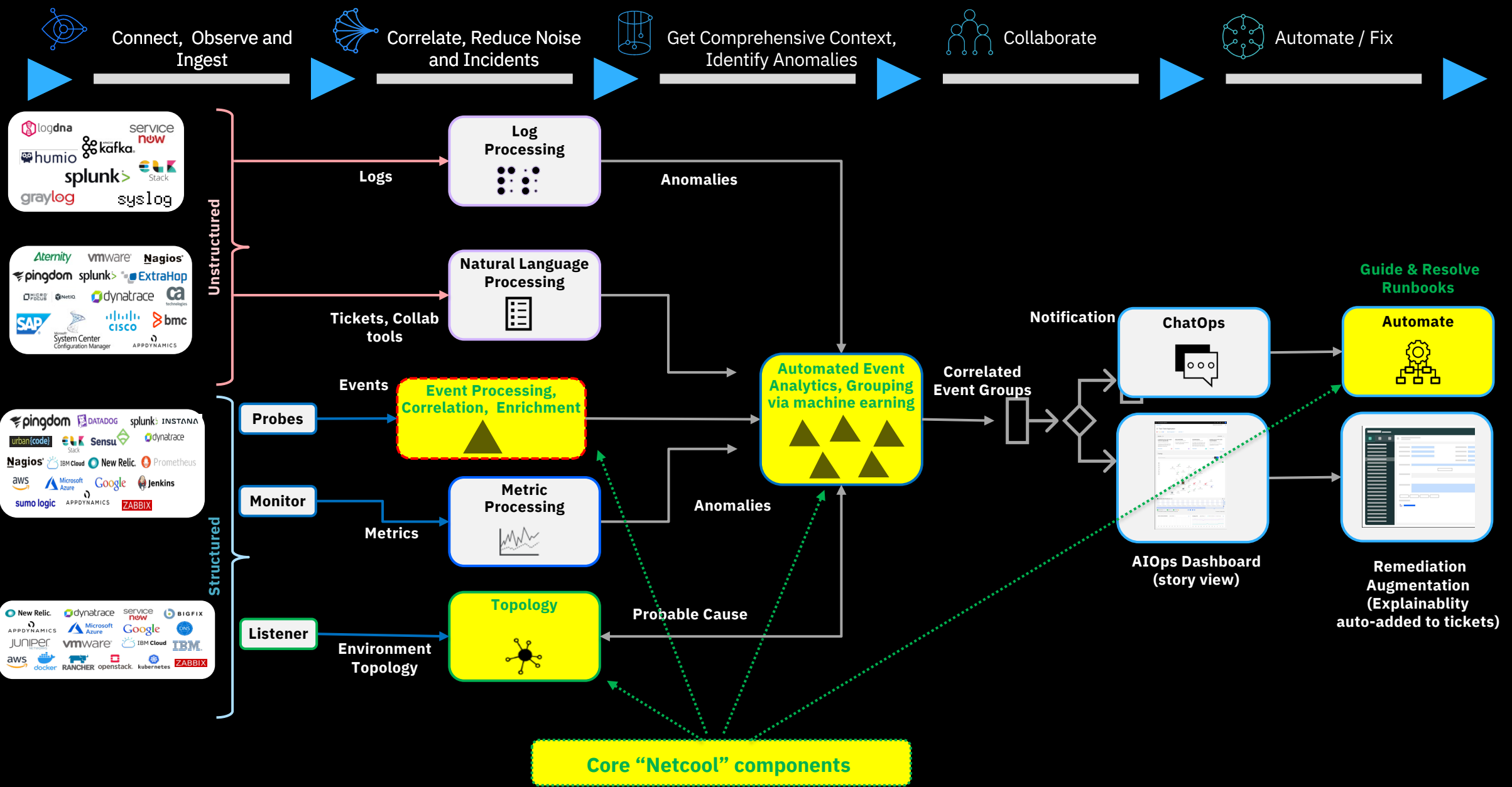
Impact event enrichment;
policy-driven actions, integration

Sev	Ack	Note	Alert Group	Summary	First Occurrence	Last Occurrence	Count	Type	Exp
No		5/14/21 09:18:16:496334M5	CEACorrelationKeyPhen	GROUP: (9 active events): Critical CPU usage on Hypervisor hyper.example.com (1-95%)	5/14/21, 2:49 PM	5/14/21, 2:54 PM	1	Type Not Set	Not
No		front-end	ASIM Status	Memory utilization 100%	5/14/21, 5:00 PM	5/14/21, 11:00 AM	116	Problem	Not
No		P-Cpu05_3a09mkim0a0hc	CEACorrelationKeyPhen	GROUP: (6 active events): Network error rate high on eth1	5/14/21, 5:00 PM	5/14/21, 11:00 AM	1	Type Not Set	Not
No		front-end-47798dbd6-fpjd	ASIM Status	pod front-end-47798dbd6-fpjd unhealthy: Container exceeded configured memory limit	5/14/21, 5:00 PM	5/14/21, 11:00 AM	116	Problem	Not
No		https://myapp.example.com	Synthetic test	Synthetic test failed for 15min on https://myapp.example.com	5/14/21, 2:52 PM	5/14/21, 2:52 PM	1	Problem	Not
No		hyper.example.com	CPU	Critical CPU usage on Hypervisor hyper.example.com (1-95%)	5/14/21, 2:50 PM	5/14/21, 2:50 PM	1	Problem	Not
No		test	ASIM Status	test is POWERED_OFF	5/14/21, 3:03 PM	4/14/19, 3:03 AM	1	Problem	Not
No		users-db/myapp-4798db6-fpjd	Database query timeout	High query timeout count (1/30 / min)	5/14/21, 2:53 PM	5/14/21, 2:53 PM	1	Problem	Not
No		semdrv	ASIM Status	semdrv is POWERED_OFF	5/14/21, 5:05 PM	4/14/19, 3:02 AM	1	Problem	Not
No		agora-brony	ASIM Status	agora-brony is POWERED_OFF	5/14/21, 5:05 PM	4/14/19, 3:02 AM	1	Problem	Not
No		agora-vyox	ASIM Status	agora-vyox is POWERED_OFF	5/14/21, 5:05 PM	4/14/19, 3:02 AM	1	Problem	Not
No		sem-demo-worker-2-fyrb3u	ASIM Status	Network error rate high on eth1	5/14/21, 5:00 PM	5/14/21, 11:00 AM	116	Problem	Not
No		OneArm-LoadBalancer-0	ASIM Status	OneArm-LoadBalancer-0 is POWERED_OFF	5/14/21, 5:05 PM	4/14/19, 3:02 AM	1	Problem	Not
No		Distributed-Router-01-0	ASIM Status	Distributed-Router-01-0 is POWERED_OFF	5/14/21, 5:05 PM	4/14/19, 3:02 AM	1	Problem	Not
No		Client1	ASIM Status	Client1 is POWERED_OFF	5/14/21, 5:05 PM	4/14/19, 3:02 AM	1	Problem	Not

DASH/WebGUI, right
click actions

End-to-End: IBM Cloudpak for Watson AIOps

Leverage your existing Netcool deployment ... Increase your ROI with proactive AIOps capabilities

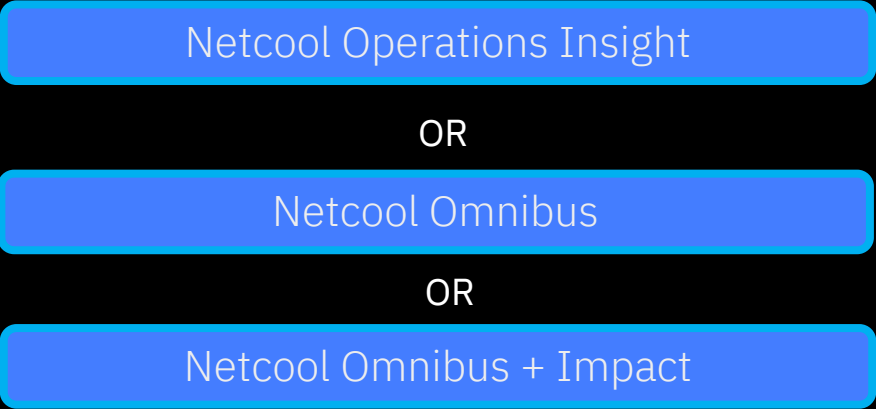


Typical Path to Watson AIOps

Common Netcool entitlements and deployments

Watson AIOps entitlements and deployments

Entitlement Path:

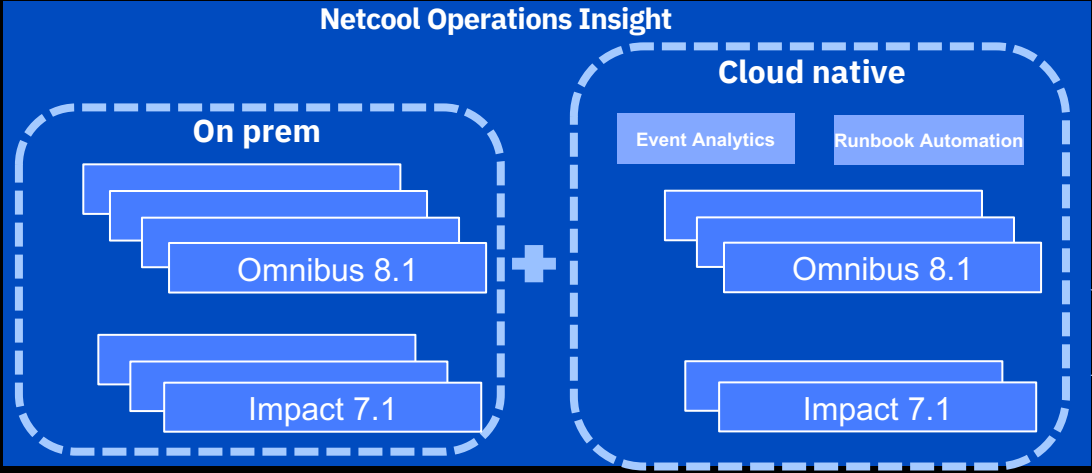


Trade-up to Watson AIOps Event Manager

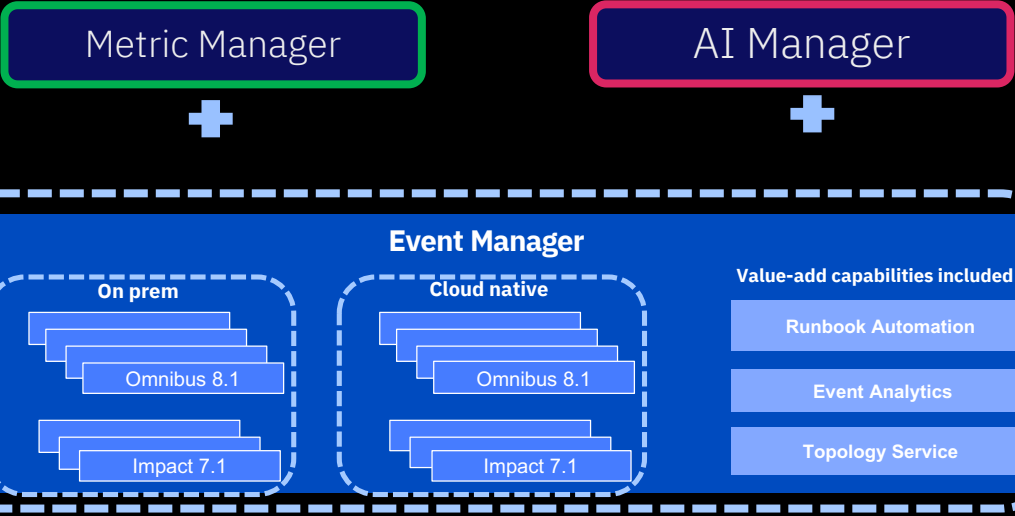


Deployment Path:

Current Netcool Deployment



Keep current components as-is



AIOps is about faster IT decision making

IBM clients see ROI in month one

25%

reduced MTTR

Teams working together
on unified dashboards to
act quickly

30% - 50%

IT savings

Eliminating
overprovisioned
resources and matching
application demand

40%

**improvement in
new services**

Shifting IT away from
diagnosing incidents to
launching new products



<https://www.ibm.com/cloud/cloud-pak-for-watson-aiops>