

Expand your Watson AIOps v3.4 and SevOne NPM 6.1+ Value with our Latest Integration

—
Jason Carrier
Principal Product Manager
IBM SevOne NPM

Jeremy Hughes
Senior Product Manager
Cloud Pak for Watson AIOps

July 27, 2022



Notices and Disclaimers

© 2022 International Business Machines Corporation. No part of this document may be reproduced or transmitted in any form without written permission from IBM.

U.S. Government Users Restricted Rights — use, duplication or disclosure restricted by GSA ADP Schedule Contract with IBM.

Information in these presentations (including information relating to products that have not yet been announced by IBM) has been reviewed for accuracy as of the date of initial publication and could include unintentional technical or typographical errors. IBM shall have no responsibility to update this information. **This document is distributed “as is” without any warranty, either express or implied. In no event, shall IBM be liable for any damage arising from the use of this information, including but not limited to, loss of data, business interruption, loss of profit or loss of opportunity.** IBM products and services are warranted per the terms and conditions of the agreements under which they are provided.

IBM products are manufactured from new parts or new and used parts. In some cases, a product may not be new and may have been previously installed. Regardless, our warranty terms apply.”

Any statements regarding IBM's future direction, intent or product plans are subject to change or withdrawal without notice.

Performance data contained herein was generally obtained in a controlled, isolated environments. Customer examples are presented as illustrations of how those

customers have used IBM products and the results they may have achieved. Actual performance, cost, savings or other results in other operating environments may vary.

References in this document to IBM products, programs, or services does not imply that IBM intends to make such products, programs or services available in all countries in which IBM operates or does business.

Workshops, sessions and associated materials may have been prepared by independent session speakers, and do not necessarily reflect the views of IBM. All materials and discussions are provided for informational purposes only, and are neither intended to, nor shall constitute legal or other guidance or advice to any individual participant or their specific situation.

It is the customer’s responsibility to ensure its own compliance with legal requirements and to obtain advice of competent legal counsel as to the identification and interpretation of any relevant laws and regulatory requirements that may affect the customer’s business and any actions the customer may need to take to comply with such laws. IBM does not provide legal advice or represent or warrant that its services or products will ensure that the customer follows any law.

Applying AI to IT – Cloud Pak for Watson AIOps

Unstructured CI/CD Log & Ticket Data



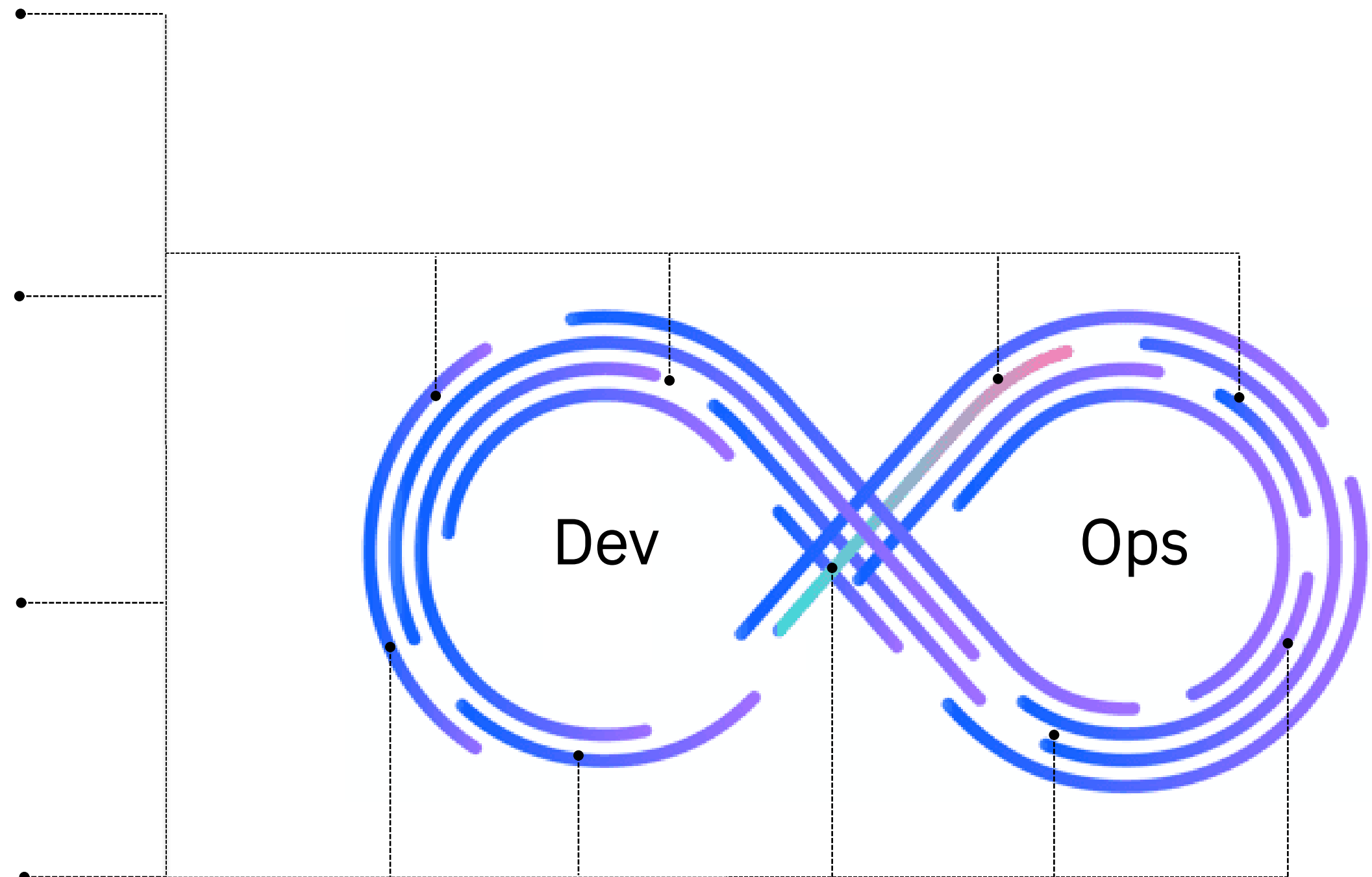
Structured Monitoring Data



Events & Alerts



Topology / Change Data



Systemic AIOps approach to Real Business Outcomes

Data Ingest

Automated Data Ingest

Unstructured

CI/CD

Logs

Tickets

Structured

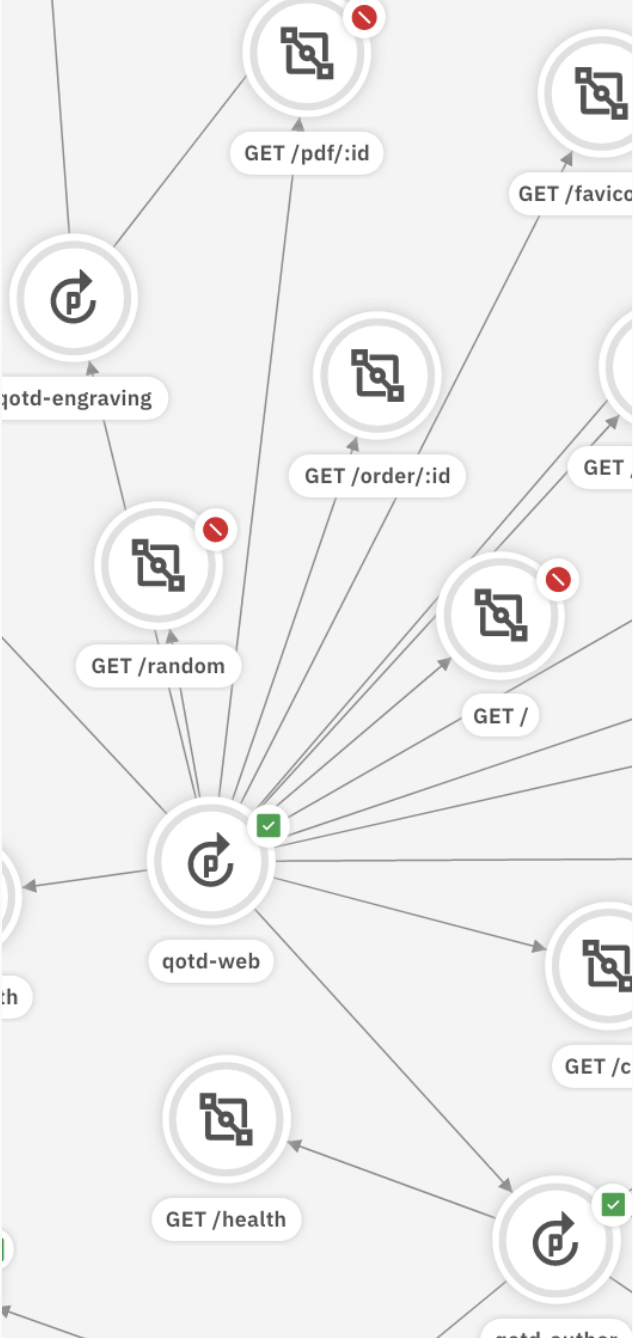
Events / Alerts

Metrics

Topology / Changes

Informed, Actionable Insights

Analyze & Enrich Data



Trustworthy Actions

Change Tracking

Anomaly Detection

Event Processing Correlation

& Enrichment

Fault Localization

Blast Radius

Probable Cause Analysis

Story Creation

Augment Ops

Take Actions

Contextual side-launch

Act Manually (with a click)

Semi | Full Automation

Pipelines & Workflows

Explainability

Collaboration Integration

Together Application + Ops teams...

Assure Application performance

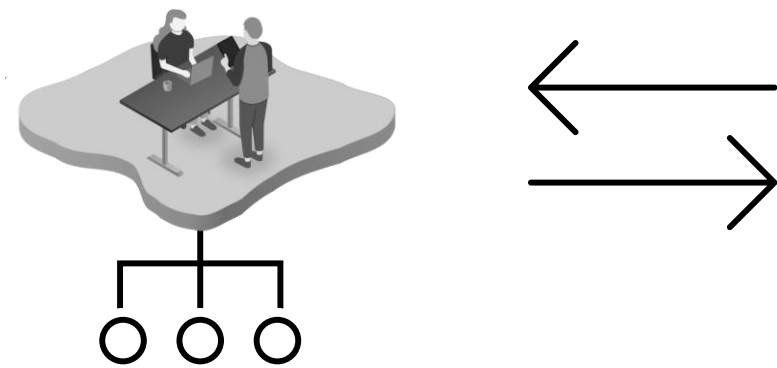
Accelerate rates of change

Free staff from toil

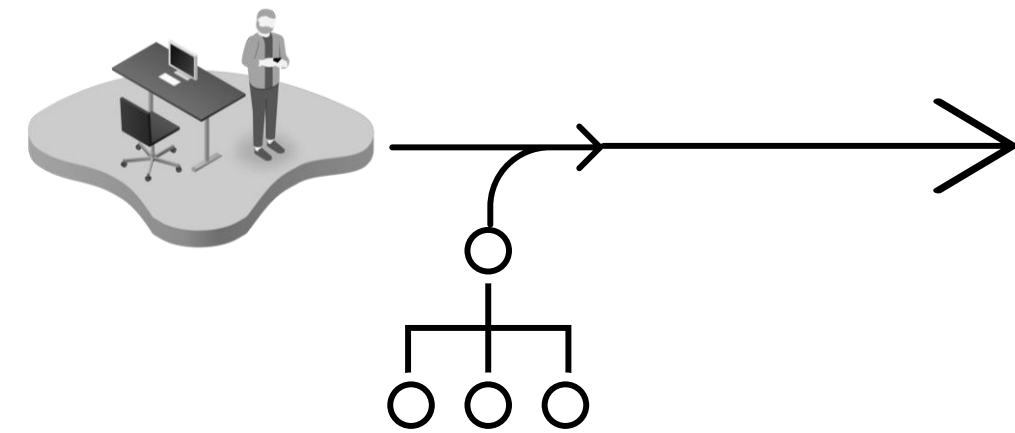
Reduce support tickets by up to 70%

Enhance and scale the value of your existing Netcool estate

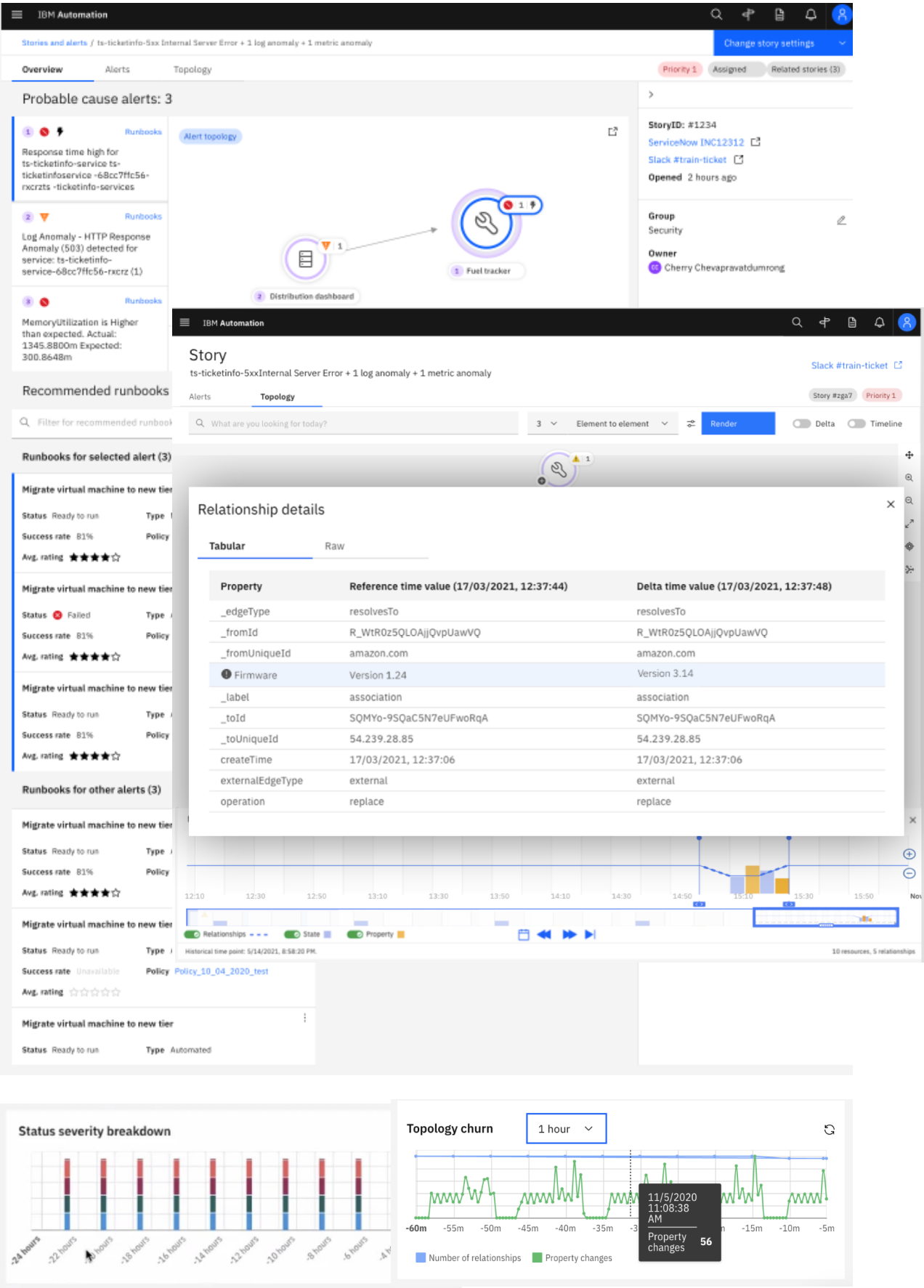
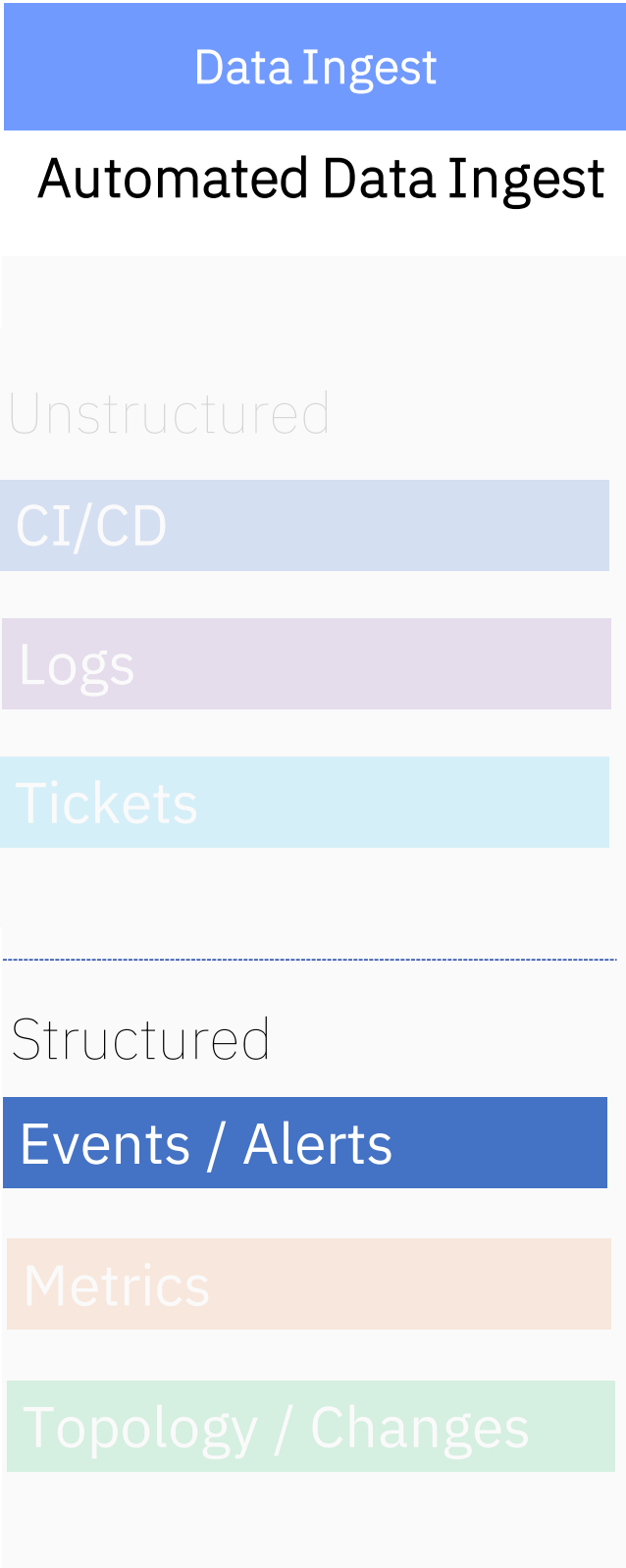
Bi-directional Netcool integration
Keep custom dashboards, leverage new experience at your pace and comfort level.



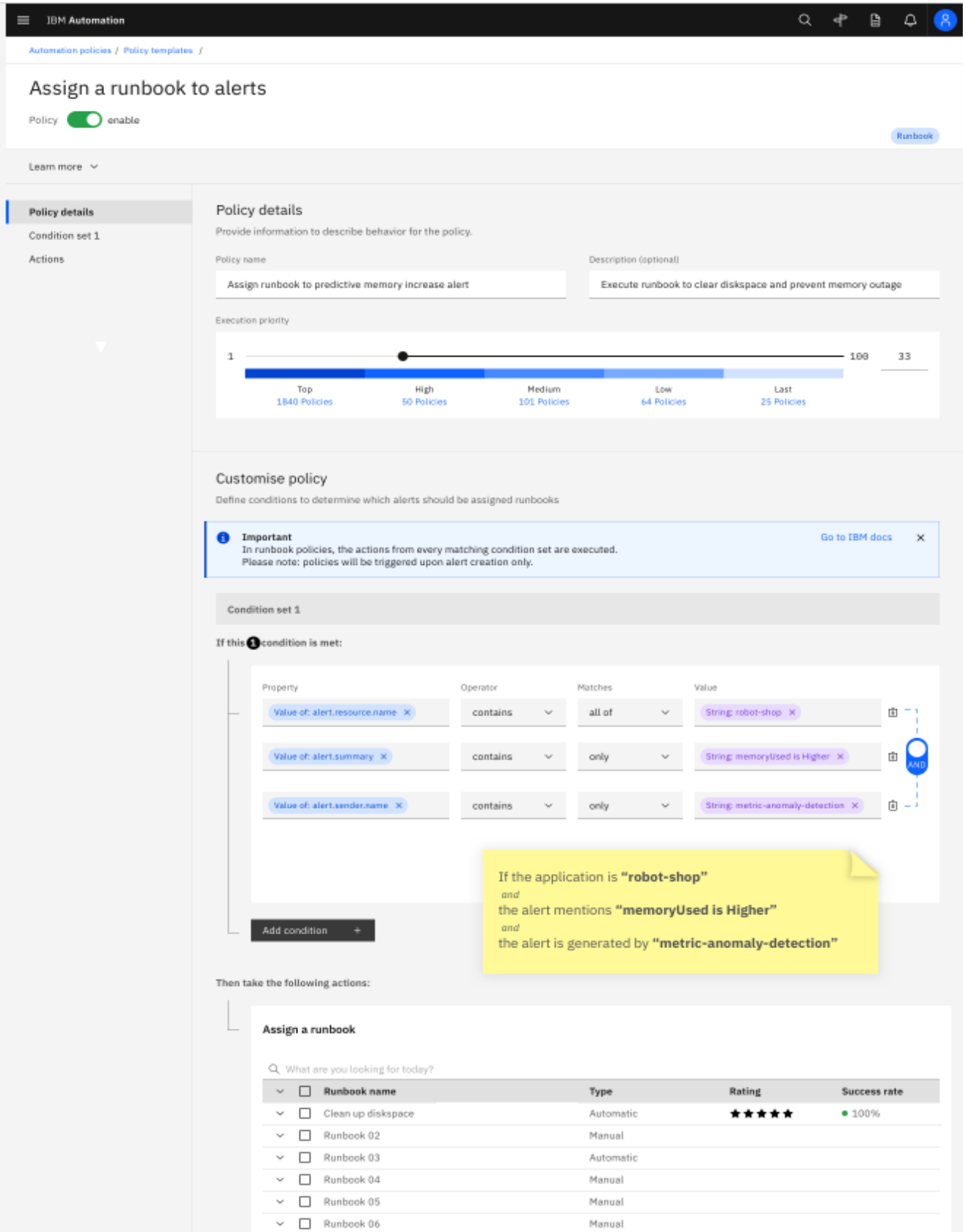
Redirect Netcool probes
Streamlined deployment, eliminate VM-based maintenance and leverage the existing estate.



Events / Alerts
Connector



Actionable options best suited to you



Automation Hub
Fully automated: auto-triggered and run without human attention

Manual: step-by-step guidance

Semi-automated: guidance + pre-set automated commands run by user

Integrates with Ansible Tower and other tools to initiate additional automated workflows



Augment Ops

Take Actions



Contextual side-launch



Act Manually (with a click)



Semi | Full Automation



Pipelines & Workflows

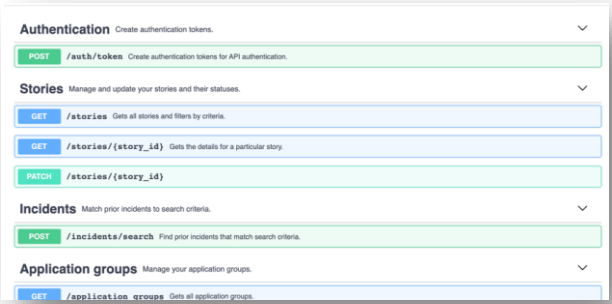


Explainability

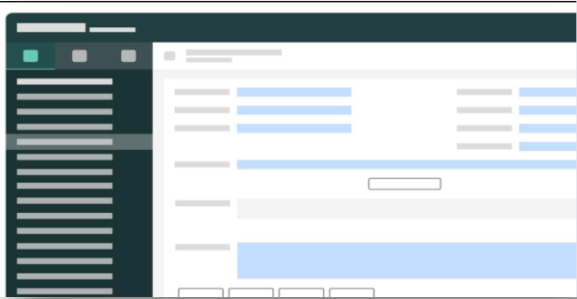


Collaboration Integration

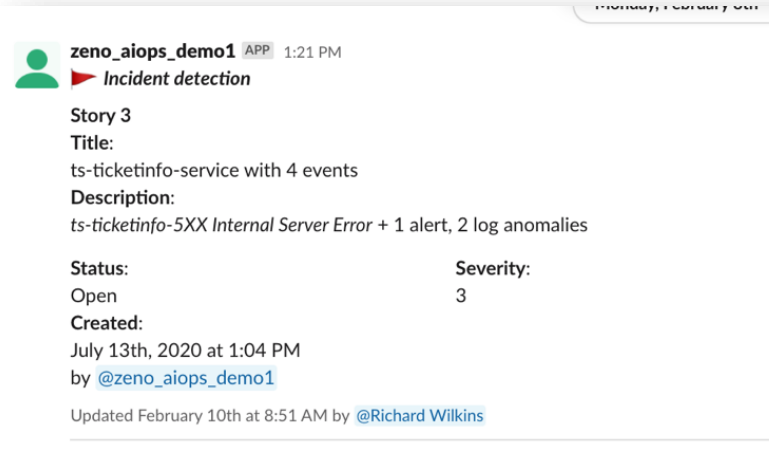
APIs with a variety of request types across key product capabilities



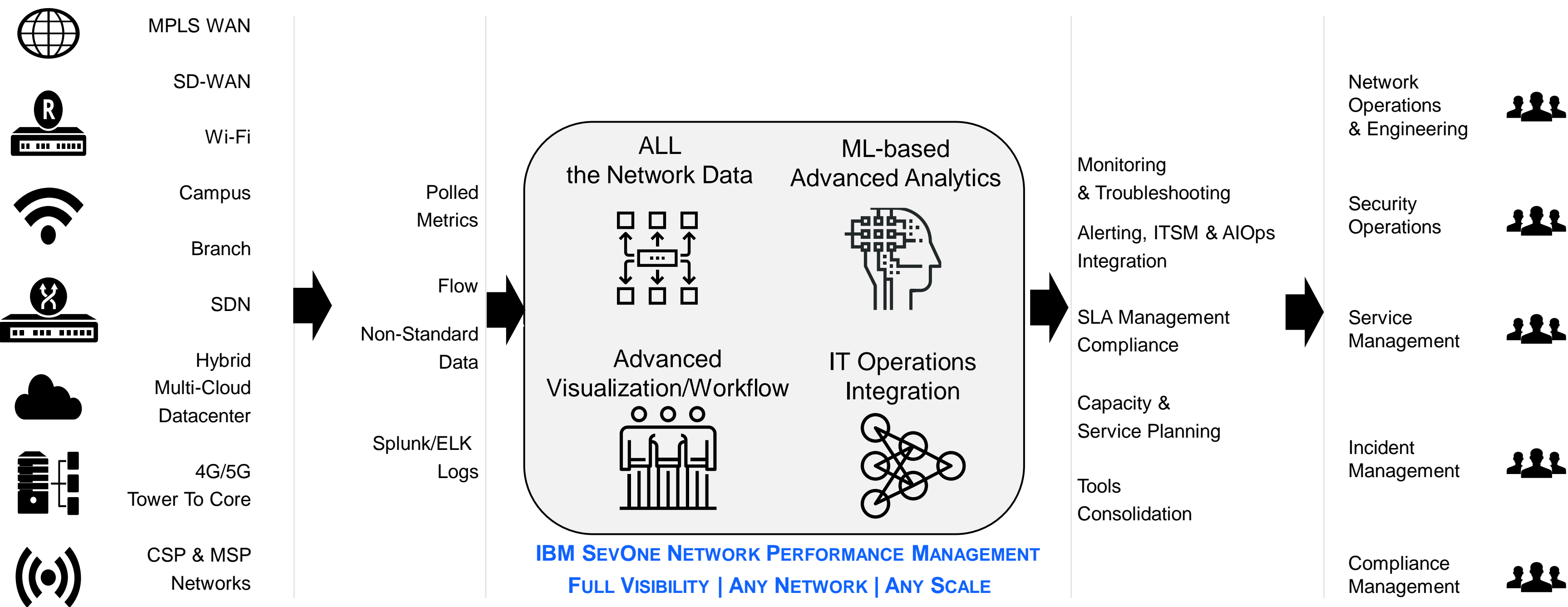
Two-way integration with ServiceNow



Notification through ChatOps
Stay aware of team members' activities and system events



SevOne NPM Overview

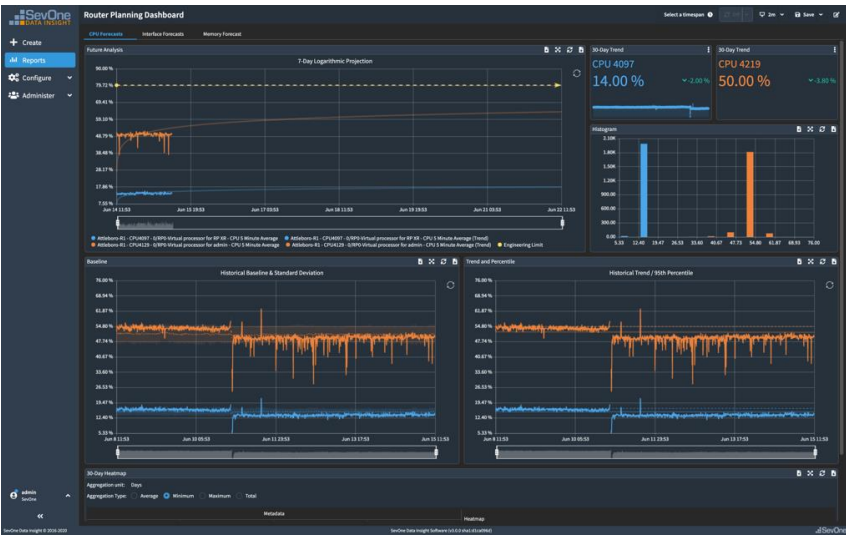


Solutions For Enterprise, MSPs & CSPs

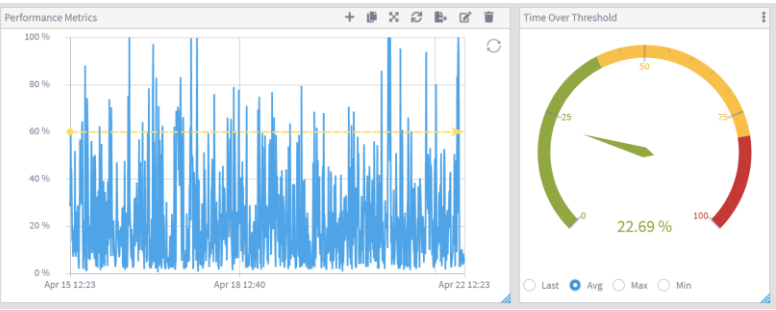
SDN Monitoring | SD-WAN Monitoring | Enterprise Wi-Fi Monitoring | 5G | Work From Home

SevOne NPM AIOps Capabilities

Capacity Planning for predicting future need.



Synthetic Indicators for custom KPIs.

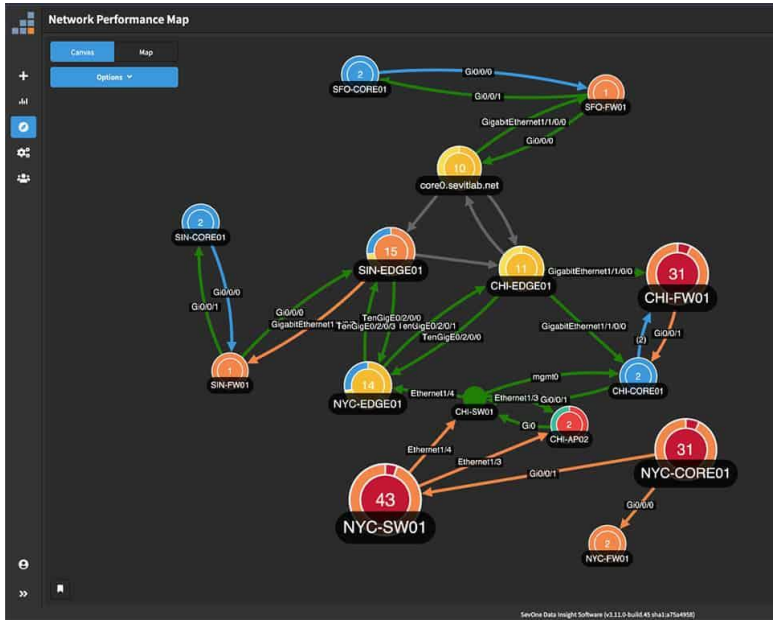
The Add Synthetic Indicator Type dialog box in SevOne NPM AIOps allows users to create custom KPIs. It includes fields for Indicator Name, Description, Synthetic Indicator Expression, Maximum Value Expression, Measure As, Display As, and Default allowed for new devices. A list of Available Source Indicators is provided for selection.

Alert Policy Workflows drive what info goes where.

Dynamic Baselines to know what's normal.

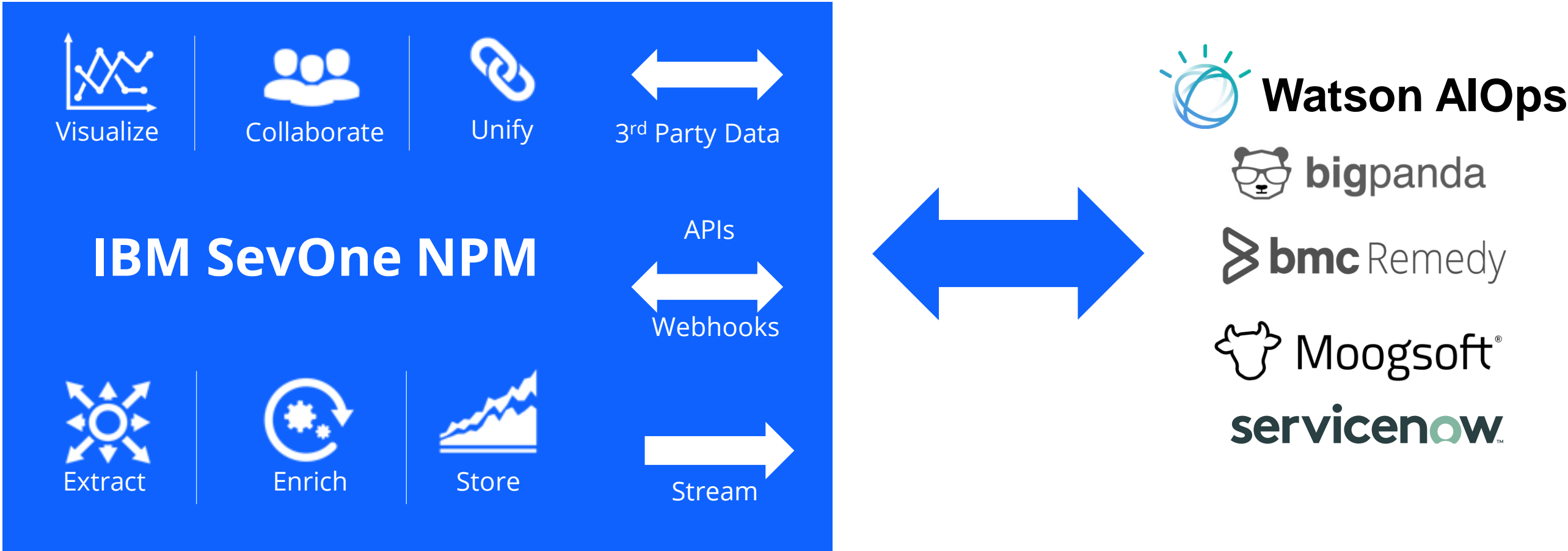


LiveMaps & Topology for relationship clarity.



SevOne NPM Integration Capabilities

Webhooks and APIs provide
ITSM / ITOM / AIOps
ecosystem integration.



Demo

SevOne + Watson Integration Review

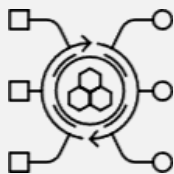
Released **June 29, 2022**, as part of:
Cloud Pak for Watson AIOps v3.4
and
Cloud-Pak-Entitled NOI v1.6.5

Supported by SevOne NPM v6.1+

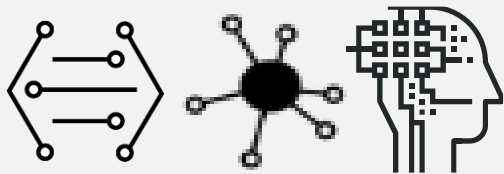
Provides **alert deduplication,**
correlation, & **runbook automation**

IBM Cloud Pak for Watson AIOps

Event & Anomaly Processing,
Correlation, Enrichment



Cross-Domain Topology & Analytics,
Automated Event Grouping via ML



Explainable Remediation
Augmentation

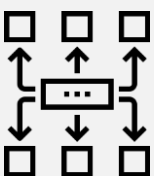


ML-based
alerts

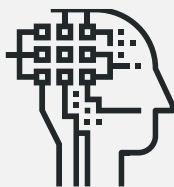


IBM SevOne Network Performance Management

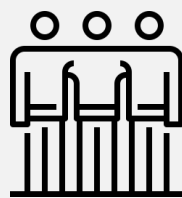
Network Data



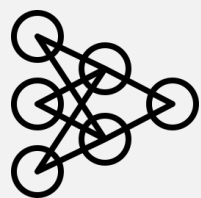
Network Domain, ML-
based Insight at Scale



Advanced
Visualization/Workflow



IT Operations
Integration



Polled
Metrics

Flow

Non-standard
Data

Splunk/ELK Logs



MPLS WAN



SD-WAN



Wi-Fi



Campus

Branch

SDN



Hybrid

Multi-Cloud Datacenter



4G/5G



Tower To Core



MSP

Servers



Databases



Thanks to the R&D Team!

SevOne NPM

Ryan Wilson (PM)
Rob Fisher (PM)
Matt Sweet (Arch)
Rupert Gregory (Arch)
Hamdi Hamdi (Eng Lead)
Aishwarya Patil (Eng)
Adam Seely (Lab)



Watson AIOps

Matt Griswold (PM)
Paul Watkins (PM)
John Lee (Eng Lead)
Cesar Araujo (Arch)
Isabella Sippli (Arch)
Vivek Agarwal (Eng Mgr)
Azman Rosman (Eng)
Mayuresh Gandhewar (Eng)
Nathan Bullock (Test)
Bryan Winkleman (Test)



