

# 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.

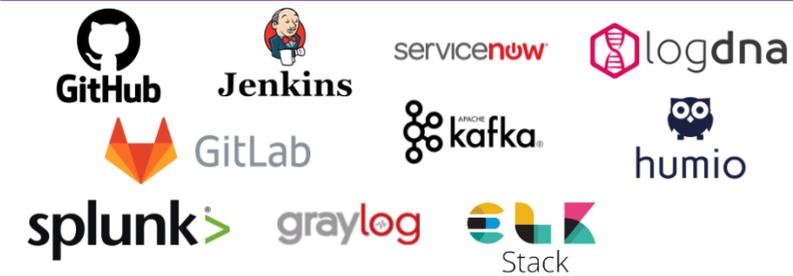
References in this document to IBM products, programs, or services does not imply that IBM intends to make such products, programs or services available in all countries in which IBM operates or does business.

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



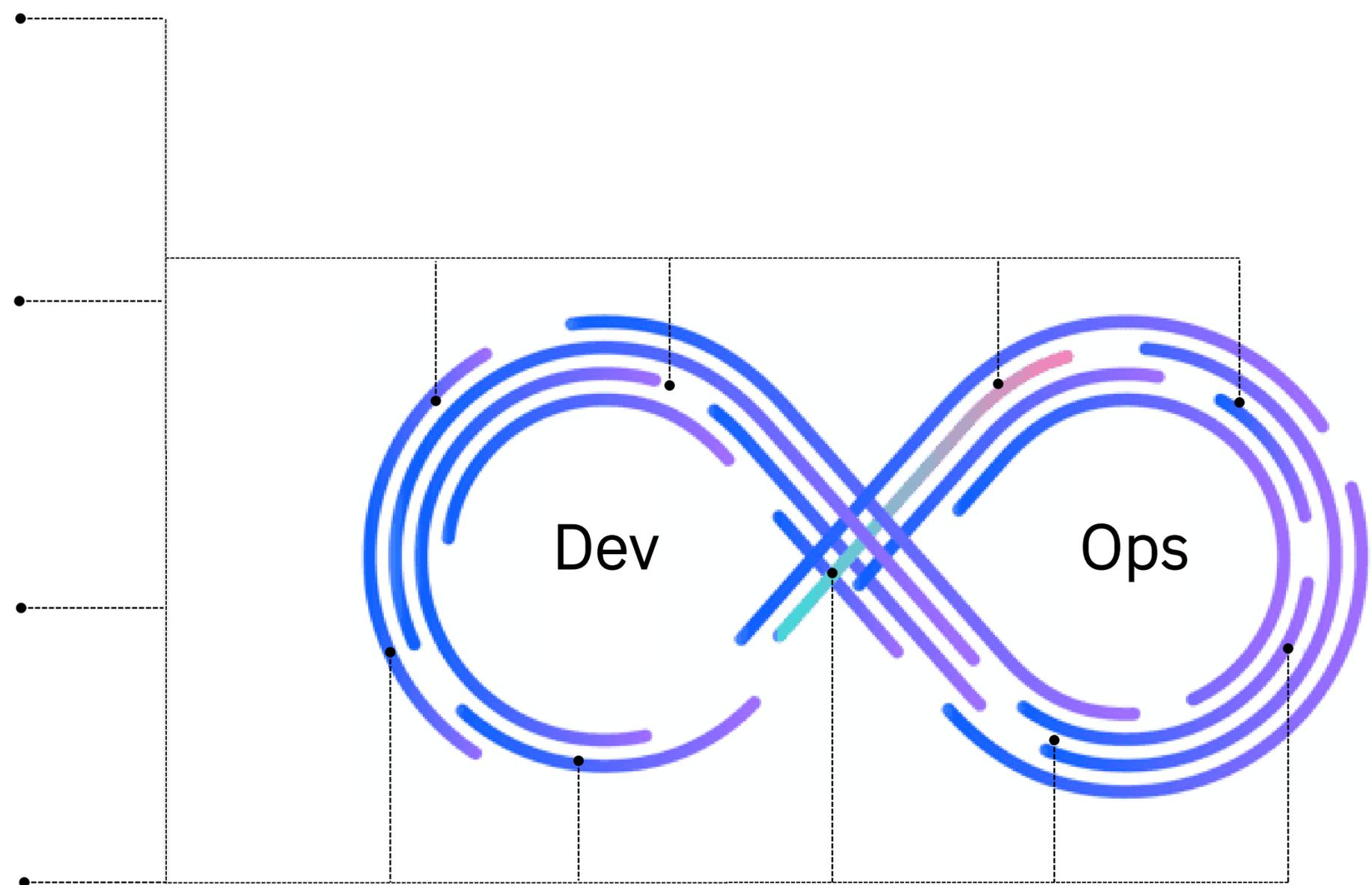
## Structured Monitoring Data



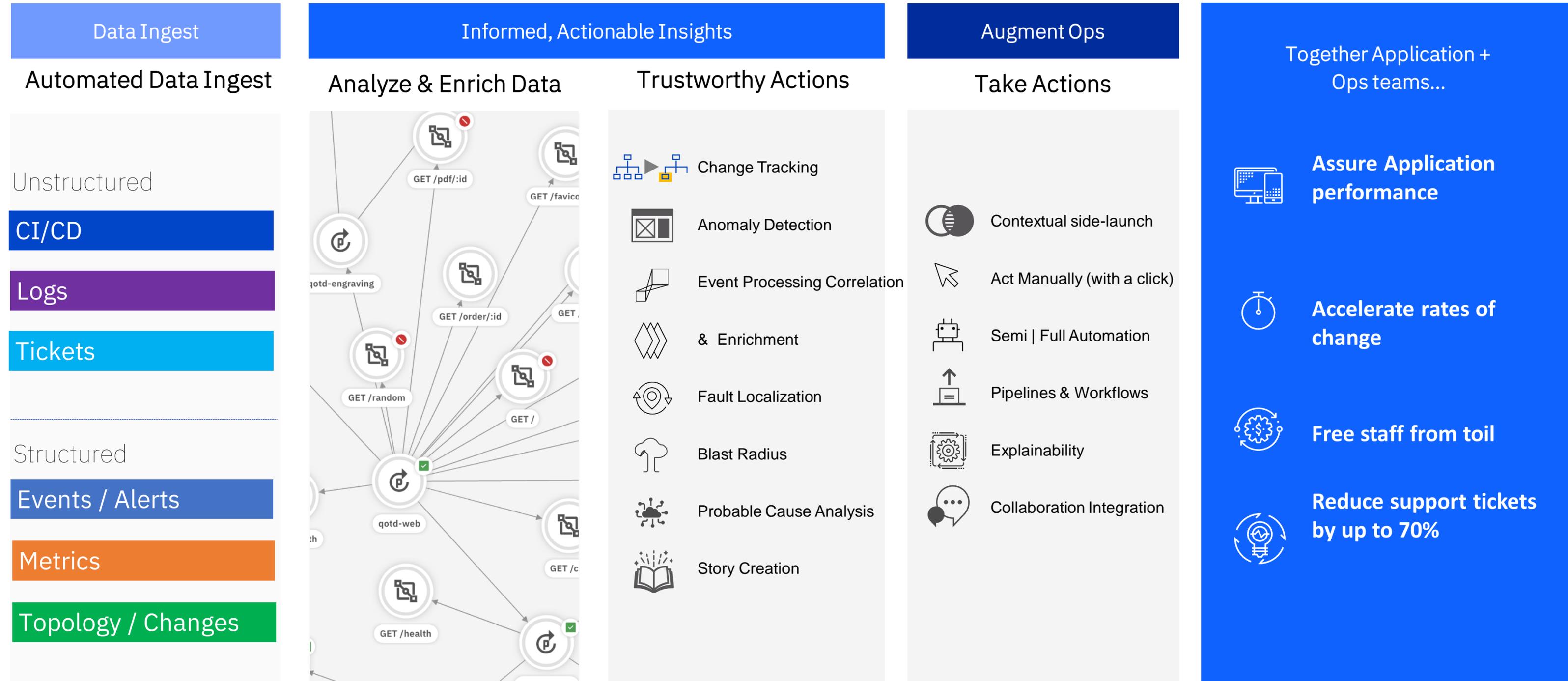
## Events & Alerts



## Topology / Change Data



# Systemic AIOps approach to Real Business Outcomes





# Actionable options best suited to you

**Assign a runbook to alerts**

Policy  enable

Learn more

**Policy details**

Condition set 1

Actions

**Policy details**  
Provide information to describe behavior for the policy.

Policy name: Assign runbook to predictive memory increase alert  
Description (optional): Execute runbook to clear disk space and prevent memory outage

Execution priority: 33 (Scale 1-100)

**Customise policy**  
Define conditions to determine which alerts should be assigned runbooks

**Important**  
In runbook policies, the actions from every matching condition set are executed. Please note: policies will be triggered upon alert creation only.

**Condition set 1**

If this condition is met:

Property	Operator	Matches	Value
Value of: alert.resource.name	contains	all of	String: robot-shop
Value of: alert.summary	contains	only	String: memoryUsed is Higher
Value of: alert.sender.name	contains	only	String: metric-anomaly-detection

**Then take the following actions:**

**Assign a runbook**

Runbook name	Type	Rating	Success rate
Clean up disk space	Automatic	★★★★★	100%
Runbook 02	Manual		
Runbook 03	Automatic		
Runbook 04	Manual		
Runbook 05	Manual		
Runbook 06	Manual		

**Note:** If the application is "robot-shop" and the alert mentions "memoryUsed is Higher" and the alert is generated by "metric-anomaly-detection"

## 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

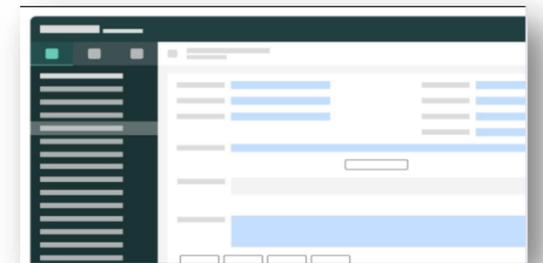
- Contextual side-launch
- Act Manually (with a click)
- Semi | Full Automation
- Pipelines & Workflows
- Explainability
- Collaboration Integration

APIs with a variety of request types across key product capabilities

API endpoint list:

- Authentication: Create authentication tokens.
  - POST /auth/tokens: Create authentication tokens for API authentication.
- Stories: Manage and update your stories and their statuses.
  - GET /stories: Get all stories and filter by criteria.
  - GET /stories/{story\_id}: Get the details for a particular story.
  - PATCH /stories/{story\_id}
- Incidents: Match prior incidents to search criteria.
  - POST /incident/search: Find prior incidents that match search criteria.
- Application groups: Manage your application groups.
  - GET /application-groups: Get all application groups.

Two-way integration with ServiceNow



## Notification through ChatOps

Stay aware of team members' activities and system events

ChatOps notification message:

**zeno\_aiops\_demo1** APP 1:21 PM

**Incident detection**

**Story 3**

**Title:** ts-ticketinfo-service with 4 events

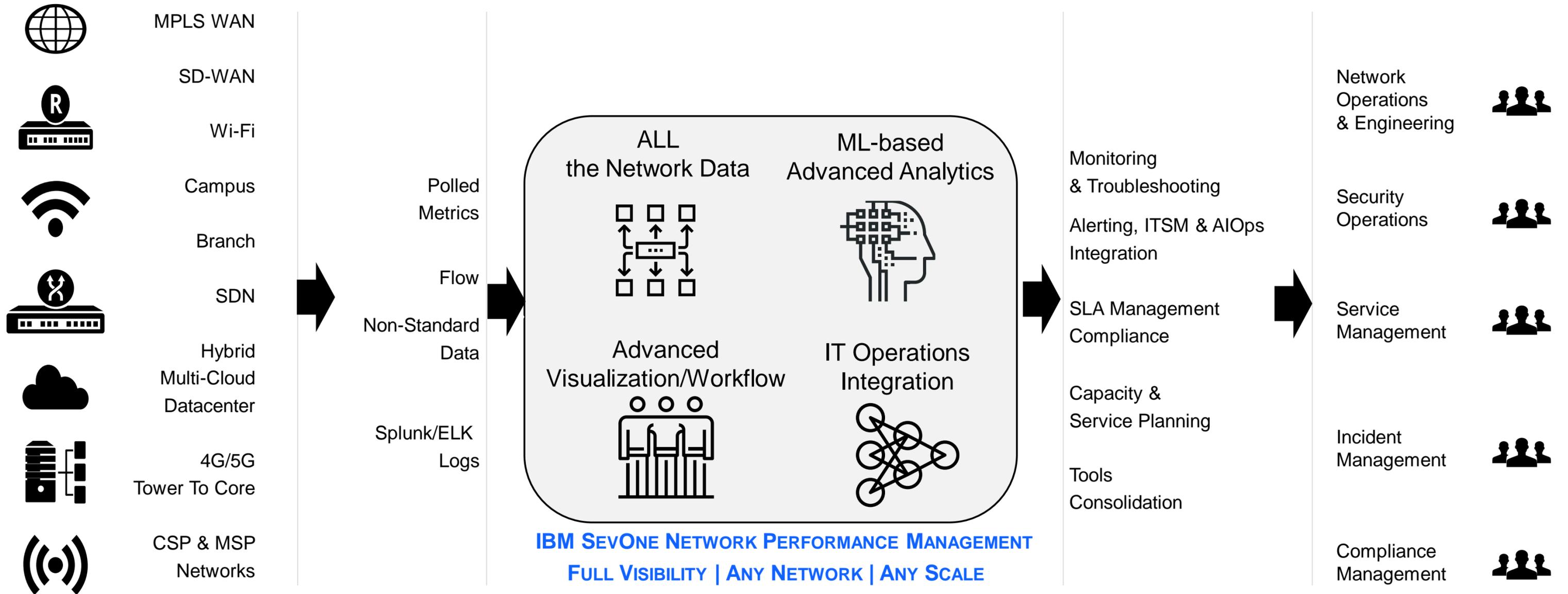
**Description:** ts-ticketinfo-5XX Internal Server Error + 1 alert, 2 log anomalies

**Status:** Open **Severity:** 3

**Created:** July 13th, 2020 at 1:04 PM by @zeno\_aiops\_demo1

Updated February 10th at 8:51 AM by @Richard Wilkins

# SevOne NPM Overview

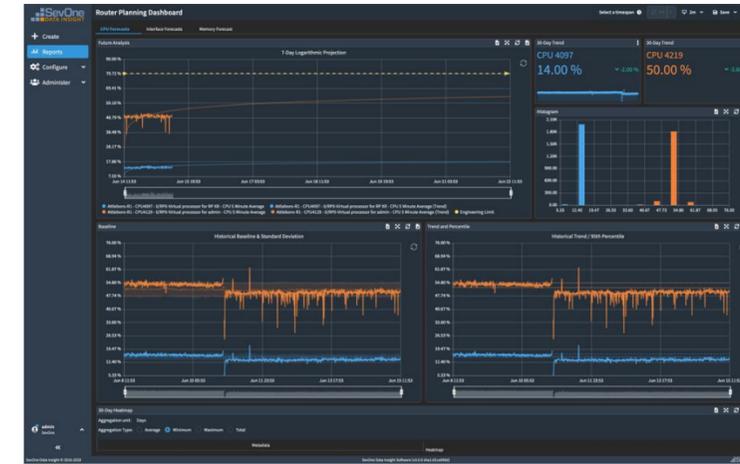


Solutions For Enterprise, MSPs & CSPs

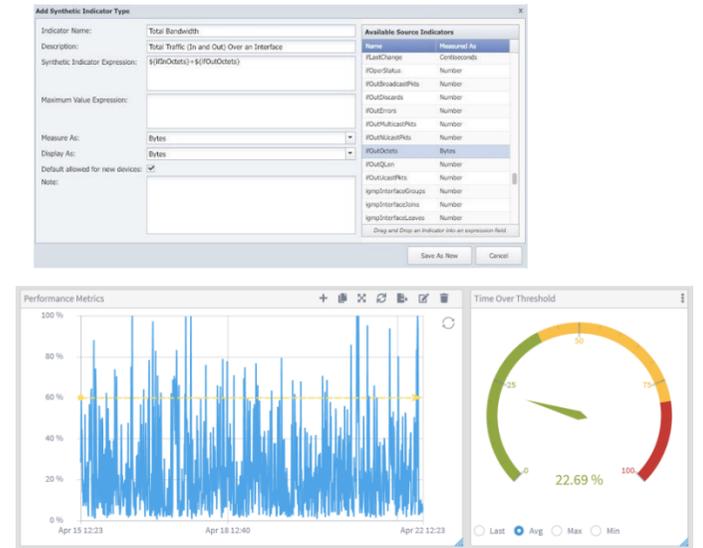
SDN Monitoring | SD-WAN Monitoring | Enterprise Wi-Fi Monitoring | 5G | Work From Home

# SevOne NPM AIOps Capabilities

Capacity Planning for predicting future need.

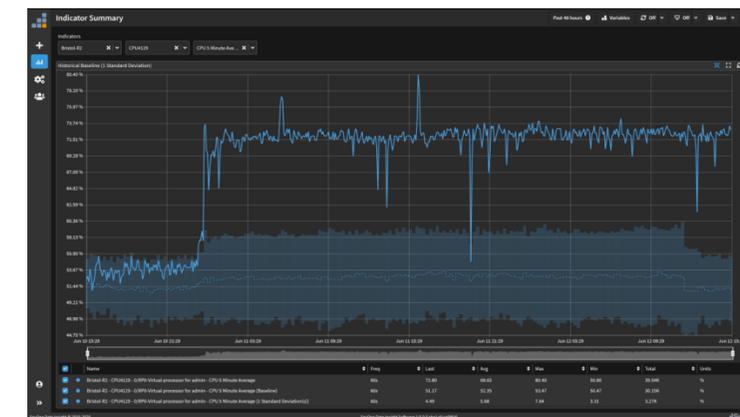


Synthetic Indicators for custom KPIs.



Alert Policy Workflows drive what info goes where.

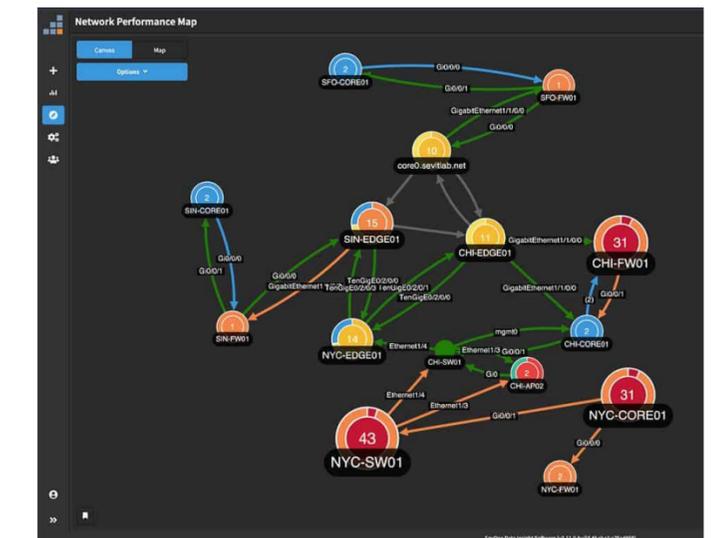
Dynamic Baselines to know what's normal.



IGNORE THIS

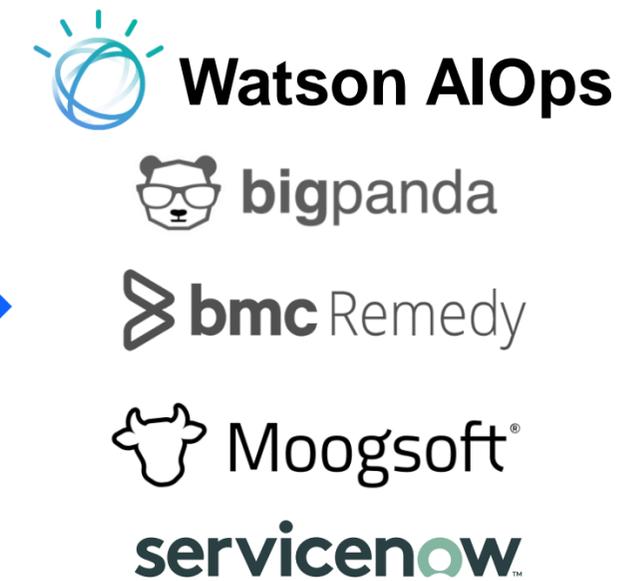
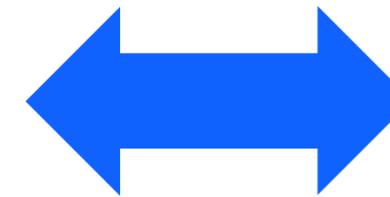
ALERT ON THIS

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+

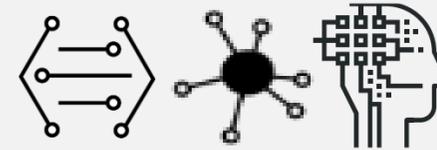
Provides **alert deduplication, correlation, & runbook automation**

## IBM Cloud Pak for Watson AIOps

Event & Anomaly Processing, Correlation, Enrichment



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



Explainable Remediation Augmentation

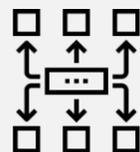


ML-based alerts



## IBM SevOne Network Performance Management

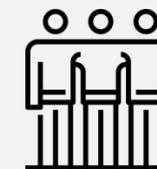
Network Data



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)



IBM