

Cloud Pak for Watson AIOps

Roadmap & New in our 3.1 Release



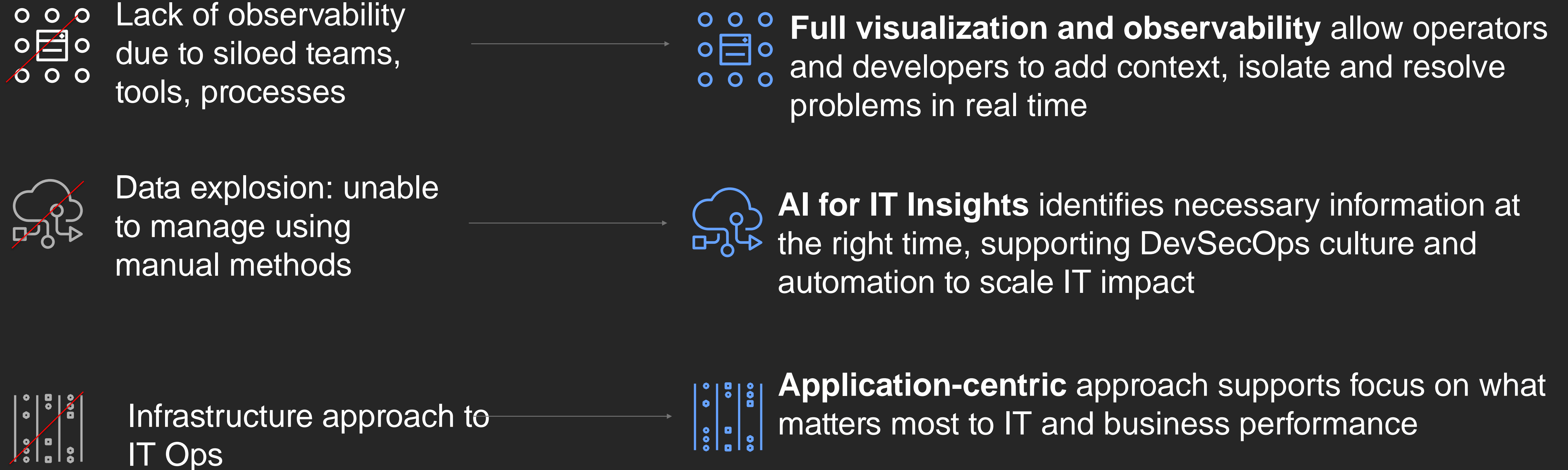
Matt Rodkey
Product Management
IBM Cloud Pak for Watson AIOps



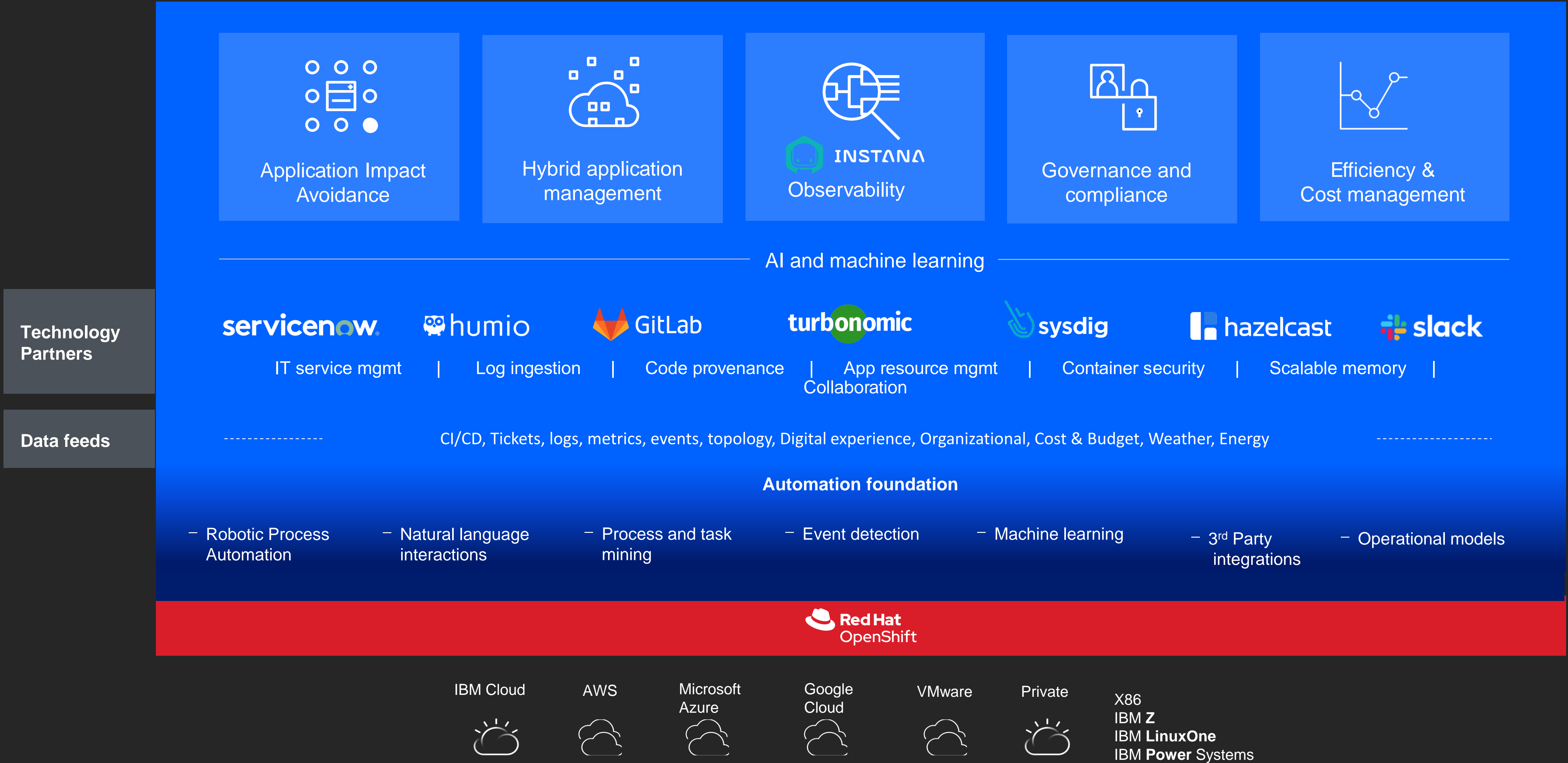
Morgan Timpson
Product Management
IBM Cloud Pak for Watson AIOps

AIOps is reimagining IT Operations

POWERED BY AI AND AUTOMATION



IBM Cloud Pak for Watson AIOps



What's new with CloudPak for Watson AIOps 3.1?

1. Application Hub
2. AI Hub for ML model management
3. MSFT Teams support as GA
4. Change Risk Advisor – Episode 1
5. Built on top of CloudPak 2.0 and the IBM Automation Foundation

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Application Hub

1. Complements ChatOps experience
2. Issues as stories
3. Empowers application owner and ITOps engineer with application-centric view

...

IBM Automation platform

Applications /

Refresh every 30 seconds

Train Ticket Application

🔴 47
🟡 320
🟢 4
[About the application](#) | [Learn more](#)

Stories 8

All Priorities ▾

ts-ticketinfo-service with 4 urgent events in a long story title
Updated: 1/11/2021 10:23:12PM

On average, you should expect to be addressing 4 CVEs this week on this applications infrastructure.

[View details](#)
P1

#ST235422390001
Updated: 1/11/2021 10:23:12PM

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

[View details](#)
P2

#ST23544021134
Updated: 1/11/2021 10:23:12PM

On average, you should expect to be addressing 4 CVEs this week on this applications infrastructure. Here is some more detail on that prediction.

[View details](#)
P3

ticketinfo-service with 4 useful recommendations
Updated: 1/11/2021 10:23:12PM

This application has assets that are seeing little to no activity.

[View details](#)
P4

Show all ▾

Topology

Find resources

Delta

Timeline

asm-demo-worker-2.fyre.ibm.com - server

Relationships State Property

View last updated: 1/21/2021, 5:27:51 PM. Refresh interval: 30s

4 resources, 3 relationships

Status severity breakdown Last 24 hours ▾

Topology churn Last 24 hours ▾

Number of relationships
Property changes

AI Hub

- 1. UI-based ML-model training & lifecycle management
- 2. Model Accuracy assessment
- 3. Quick time to value
- 4. End-user friendly

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IBM Automation platform

AI type / Change risk /

log_anomaly_detection_11.5-11.6

v1

Deployed

Actions

Last trained: 1 minute ago

Deployment complete

Your training definition is now deployed.

Data set breakdown

Training results

Excellent

Suggestion: Your training results look great! You can further view your results by looking at the models generated and view applications this training definition will cover.

Show me how

Models generated

55

view

Applications found

4

view

Overview

Scheduling

Name

change_risk_1-10-2021

Created on

01/10/2021 8:30 UTC

Version

1

Created by

John Smith

Automatically retrain

Yes

Start and end date

01/01/2021 to 01/01/2022

Frequency

Weekly

Promote AI policy

Manual

At time

12:00 AM CST

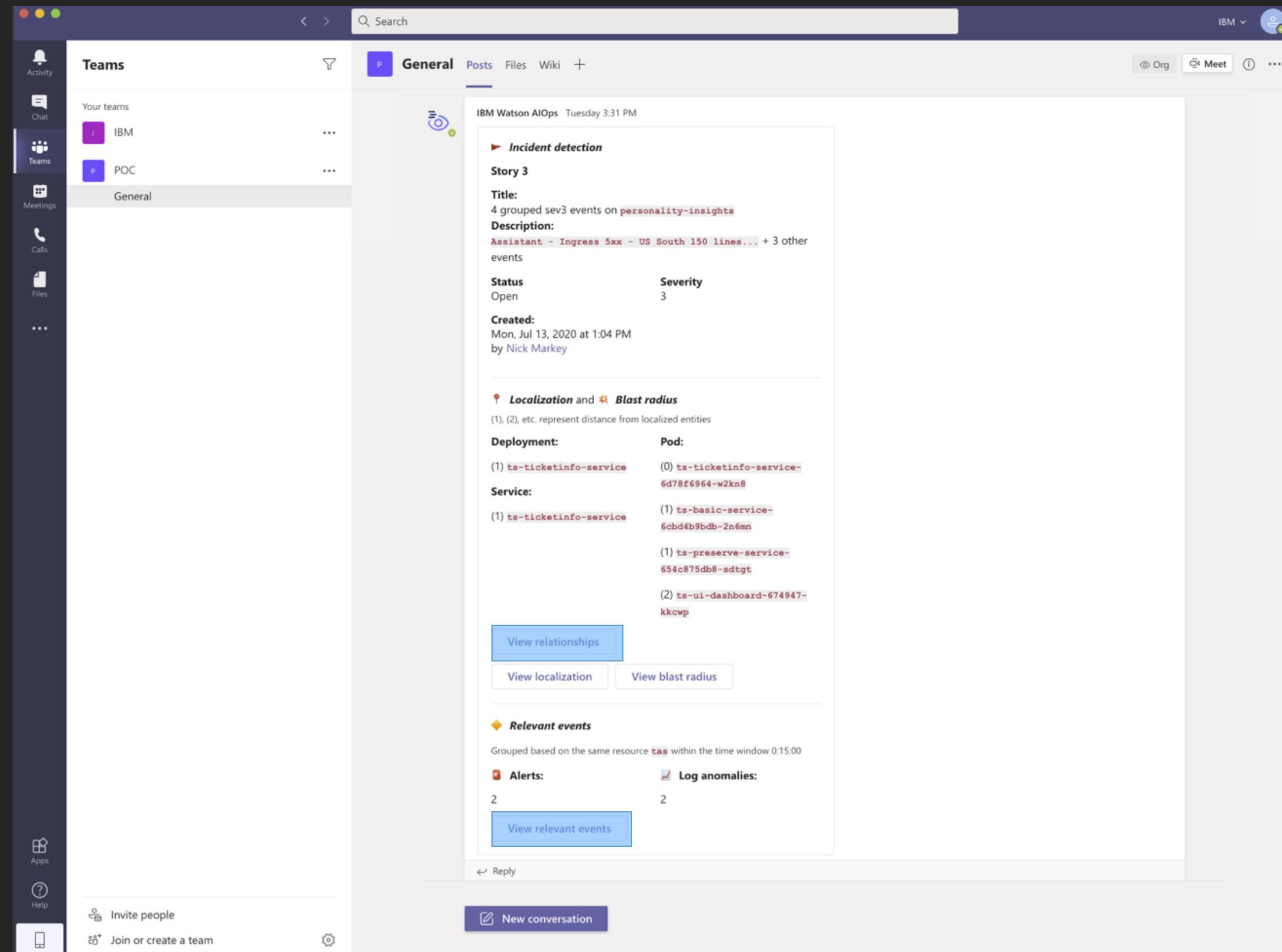
Date sets

Name	Connection(s)	Notes
change_risk_1-10-2021	SNow-1, Snow-2	Change risk AI on my flagship applications

Microsoft Teams ChatOps integration

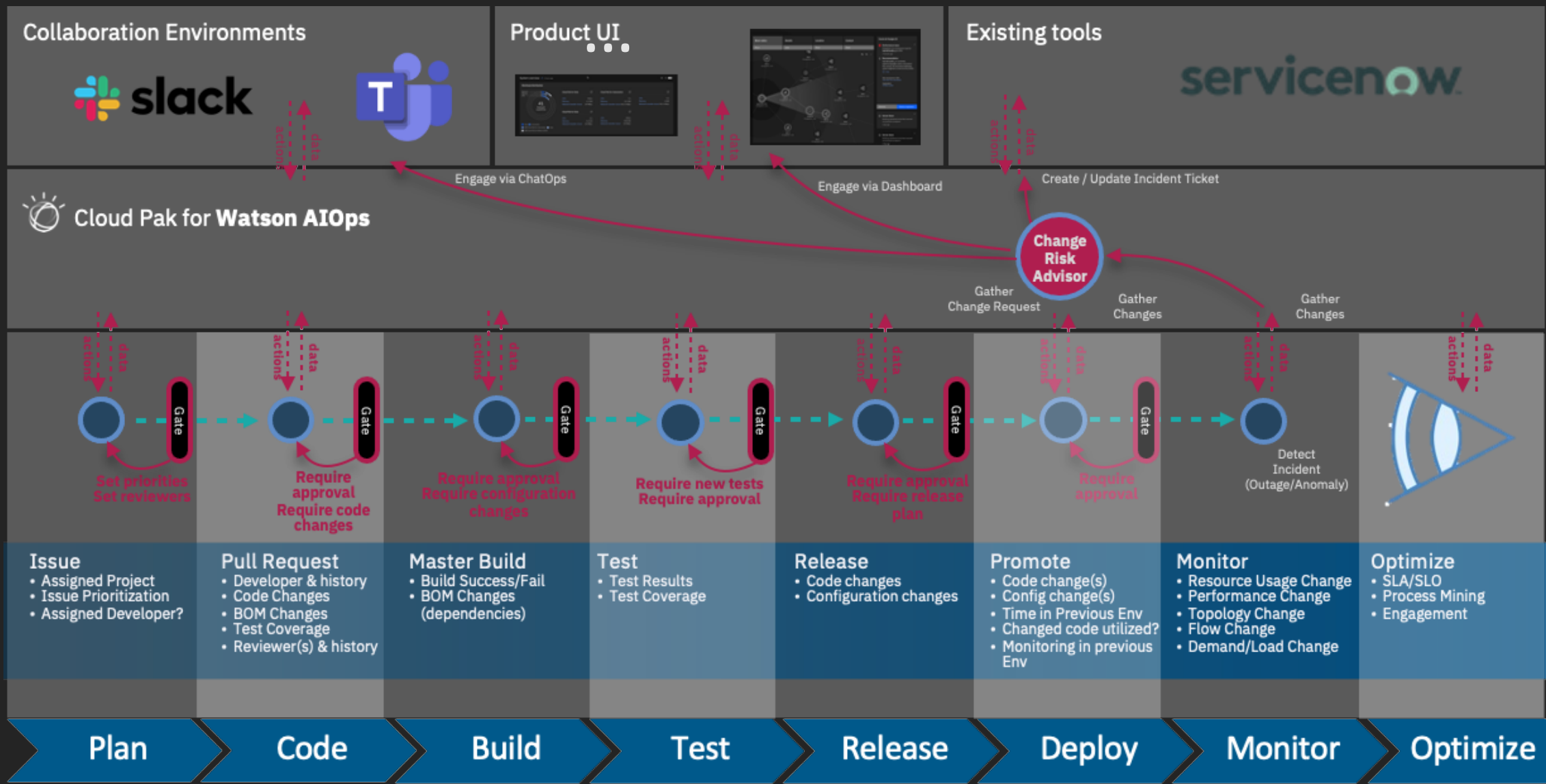
1. Leverage your regular enterprise collaboration platform
2. GA-ready, aligned with Slack UX
3. MSFT Teams marketplace integration coming with future SaaS offering

...



Change Risk advisor – Episode 1

- 1. Don't trade speed for stability
- 2. Avoid risky roll-outs
- 3. Predict risk based on similar change requests and associated incidents
- 4. Integrates with Service Now change request flow



Change Request CHG0030006

System Administrator

Follow Request Approval Update Delete

New Assess Authorize Scheduled Implement Review Closed Canceled

Number: CHG0030006 Type: Normal

Requested by: System Administrator State: New

Category: Other Conflict status: Not Run

Service: Conflict last run:

Service offering: Assignment group:

Configuration item: Assigned to:

Priority: 4 - Low

Risk: Moderate

Impact: 3 - Low

Short description:

Description:

Planning Schedule Conflicts Notes Closure Information

Watch list: Work notes list:

Work notes: Work notes

Additional comments (Customer visible) Post

Activities: 2

Watson AIOps
Change Risk Score: 80%
Description text to be added for guidance.

System Administrator
Field changes • 2020-12-02 07:25:21

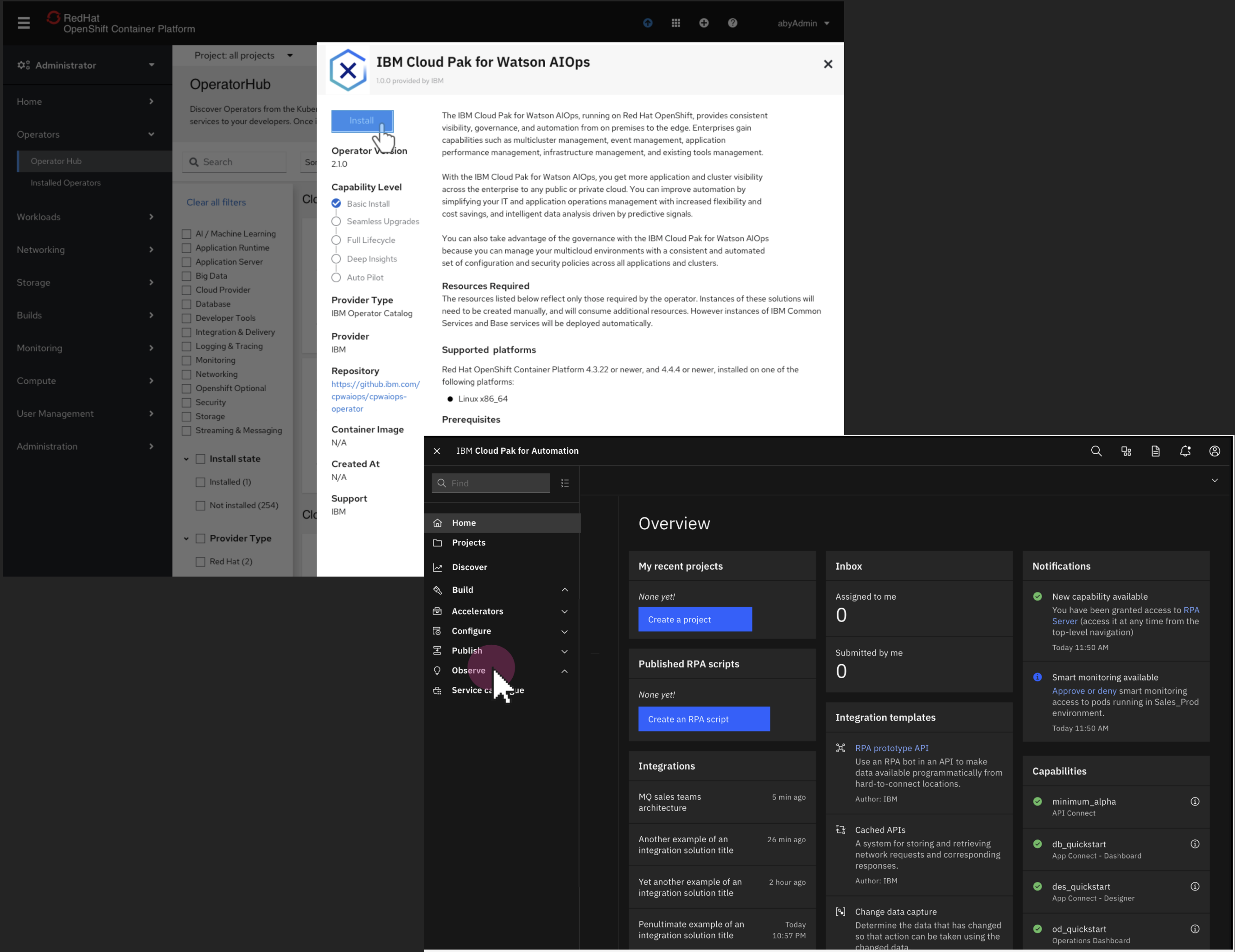
Impact: 3 - Low
Opened by: System Administrator
Priority: 4 - Low
State: New

Request Approval Update Delete

Build with CloudPak 2.0 and IBM Automation Foundation

- 1. Unified deployment and management experience across CloudPaks
- 2. Certified for RedHat Openshift
- 3. Accessible via marketplace
- 4. Deploy with Kubernetes Operator
- 5. Access to Process Mining included
- 6. Access to RPA included

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**Book
time
with an
Expert**

**IBM Cloud Pak for
Watson AIOps**



INSTANA

CP4WA Roadmap - Select Highlights

March

- Application Impact/Proactive Outage Avoidance
- AI & Automation for IT operations & management
- SRE focused AI interactions

June

- Intelligent application optimization & management
- Shift Left Change Risk for early incident prevention
- SaaS GA

September

- Infrastructure Management as an AIOps integration
- Exploit process mining for IT Ops use cases
- Cost optimization visibility

December

- Cluster Management as an AIOps integration
- Cost optimization and operational efficiency
- Business Impact insights

Cloud Pak for Watson AIOps Roadmap: 2022

- ***App-Centric AIOps Platform***

Support SREs + ITOps engineers by integrating with more ITOps tools, more ITOps data sources, and incorporating more AIOps tasks into the platform

- ***Shift-Left***

Providing information earlier in the lifecycle to drive better development and decision making

- ***Fast TTV***

Lighter weight deployments, continuous research into and improvement of UI/UX for greater consumability + scale

- ***Open AI***

AI is simplified, available and consumable for non-Data Scientist roles



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