

Industry: cross industry

Solution: IBM Z ChatOps

# A ChatOps solution which enables collaborative problem isolation for your Z environment

Chat-based operations in a chat platform of choice  
leveraging service management tools on IBM Z

Learn more at: <https://www.ibm.com/it-infrastructure/z/capabilities/it-operations-management>

IBM Z ChatOps provides ChatOps capabilities for your IBM Z environment. It includes a chatbot that gives users access to information from Z systems management tools such as IBM Z System Automation, IBM Z NetView, and IBM OMEGAMON within popular collaboration platforms like Slack.

IBM Z ChatOps can be used to notify the operations team in the chat tool about IBM Z events, including recommendations powered by machine learning, to help isolate and resolve problems quickly.

IBM Z ChatOps integrates with IBM Service Management Unite for a broad access to IBM Z operations data and allows users to drill-down to web-based dashboards with more information to help resolve problems fast.



# The challenge

## **Working effectively across teams and remote workforce**

- Silos inhibit SLA attainment, make collaboration more difficult and increase time to problem resolution
- Team members who have a specific skill set and tools, may not be co-located and may even work in different time zones
- How do you include the IBM Z operations data and staff into your team-based collaboration platform?

## **Optimize cost and skills, reduce resolution time**

- Organizations face skills issues as they go through a generational shift
- Reduce cost and maintain operational integrity under increasing transactional volume
- Pulling the right information and people together quickly to reduce the time to resolve issues.

## **Hybrid cloud & DevOps reality**

- Environments are getting more complex and hybrid and often include IBM Z. How do you get a complete view of the application across domains?
- IT Operations is changing with organizations adopting DevOps practices and agile methods as well as adding more and more automation. This leads to frequent changes to applications.

## **Journey to AIOps**

Leverage AI-driven intelligence to make quick and accurate decisions to maintain resiliency.

Make use of ChatOps to collaborate across teams or team members.

# The IBM solution

IBM Z ChatOps provides all the necessary information about your IBM Z environment in your collaboration platform. (Slack or Mattermost are current supported)

It provides an intelligent chatbot which enables you to analyze and operate your IBM Z environment from your collaboration platform and can help to improve teaming across site reliability engineers, operators, administrators and cross-platform subject matter experts, resulting in less time spent in war-rooms and faster time to issue resolution.

## **Integrate with event management**

- Display IBM Z events from sources such as IBM OMEGAMON, IBM Z System Automation, or IBM Z Operations Analytics, and more
- Provide drill-down to web-based dashboards and linkage to other resources

## **Share data**

- Easily share IBM Z systems and applications data in the collaboration platform

## **Analyze and operate**

- Query Z system health, get monitoring details, and issue simple commands by communicating with the ChatOps facility
- Get information from IBM Z systems management products, such as IBM Z System Automation, IBM OMEGAMON, and IBM Z NetView
- Drill-down to dashboards provided by IBM Service Management Unite
- Lookup Z message descriptions in IBM Knowledge Center
- Interact with Z ChatOps through commands, simple sentences, links, and clickable actions

## **What is ChatOps?**

ChatOps is a collaboration model that connects people, processes, tools, and automation together in a seamless and transparent way through a chat platform and extensive use of chatbots.

With ChatOps, all technical team members are working together in the same virtual location with everyone seeing the same information using a chat platform that they are familiar with and use for other purposes anyway in their daily work. All the necessary tools are available at their fingertips because they can now be used from within the chat window using bots and other integrations instead of opening a dedicated application window or console. 4

# The solution value

## Improved collaboration

With the adoption of a powerful collaboration platform, such as Slack or Mattermost, all technical team members can work together in one virtual location using a familiar tool.

Collaboration platforms maintain a timeline of team communication that provides a record and keeps everyone up to date while avoiding information overload.

With IBM Z ChatOps you enable the Z operations team to greatly improve collaboration and to enable faster onboarding of next generation of Z operators.

## Faster incident identification and resolution

IBM Z ChatOps can be used to notify the technical team members in your collaboration platform about Z events including recommendations powered by machine learning, to isolate and resolve problems quickly. For example, anomalies detected by IBM Z Operations Analytics can be displayed in the chat environment by integrating with IBM Z ChatOps.

IBM Z tools and corresponding data are available through the IBM Z chatbot from within the chat window.

Drill down in context to IBM Service Management Unite for more information and access to actions to restore service quickly.

## Easy integration and sharing of data

By consolidating on a common collaboration platform and by providing open APIs in IBM Z ChatOps, tools, processes and other teams in your hybrid cloud environment can be easily integrated to your workflow.

In addition, IBM Z data that is displayed in IBM Service Management Unite, can be easily shared with the team by sending the links to the team's channel. The IBM Z ChatOps will render a point-in-time preview of the data within the chat window.

## Why IBM

IBM's unique capabilities to include data and knowledge from your IBM Z environment into a collaboration platform helps you resolve problems faster.

Z ChatOps can help to improve the resiliency on IBM Z systems, accelerate incident resolution, and onboard next generation of IBM Z operators by providing robust chatbot and collaborative problem isolation capabilities.

# Learn more

## **AIOps Blog:**

[www.ibm.com/blogs/systems/your-journey-to-aiops-includes-ibm-z](https://www.ibm.com/blogs/systems/your-journey-to-aiops-includes-ibm-z)

## **IBM Z AIOps Webpage:**

<https://www.ibm.com/it-infrastructure/z/capabilities/it-operations-management>

## **For more information:**

### **IBM Z Monitoring Suite:**

<https://www.ibm.com/products/z-monitoring-suite>

### **IBM Z Service Automation Suite:**

<https://www.ibm.com/products/z-service-automation-suite>

### **IBM Z Operations Insights Suite:**

<https://www.ibm.com/products/operations-insight-suite>

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