IBM Cloud Pak for Watson AIOps

An IT automation platform, powered by AI, fueled by your own data

Needing a single source of truth

In the 21st century, IT infrastructure acts as the central nervous system for businesses, governments and other complex organizations. Managing large annual investments in corporate technology puts CIOs under more pressure than ever to deliver innovation and emerging technologies to their stakeholders while keeping costs down. In today's technology-driven landscape, even the smallest of IT outages can cause a massive economic impact. IT leaders indicate that the costliest aspects of downtime are lost revenue, at 53%, lost productivity, at 47% and a negative impact on corporate reputation, at 41%.[1]

IT teams sift through data pulled from topology, logs, tickets, alerts and more to better predict and reactively solve IT outages. Through these disparate data sources and disjointed tools, teams still lack a view to address outages from a single shared perspective.

If an issue is detected, teams use multiple platforms to notify members and diagnose issues through a network's standard runbook. Teams often work with tools that are timestamped and don't summarize an outage into one cohesive conversation within their existing collaboration environment.

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Highlights

– Remove guesswork and preemptively resolve your next IT outage

– Merge structured and unstructured data, on any cloud

– Manage complex multi-cloud and multi-vendor environments to easily align to your IT practices

– Surface insights within your existing ChatOps environment

– Develop insights quickly with pre-trained models that accelerate time-to-value

– Explain the decisions and recommendations provided

Unleash your IT Team

IT professionals around the world are overwhelmed with data but often have difficulty identifying the insights that truly matter. Site reliability engineers (SREs) can spend the majority of their time sifting through multiple data sources, but they need to shift to mission-critical workloads.

Teams must be agile to operate across multiple departments quickly. When outages occur, IT professionals often diagnose the issue and develop a crisis plan by using a runbook.

However, SREs aren't provided evidence for actions recommended by runbooks. They often attempt a number of solutions to address an issue, but they aren't equipped with the best possible resolution.

Unlock the power of AI for IT

To answer the growing demand for a platform that aggregates a variety of IT data, including tickets, logs and alerts, IBM created IBM Cloud Pak® for Watson AIOps.

IBM Cloud Pak for Watson AIOps is backed by more than 120 patents from IBM Research® and powered by the strongest IBM Watson® technologies like natural language understanding (NLU), machine learning (ML) and natural language processing (NLP). It also includes powerful event management, anomaly detection and event group capabilities. Part of the IBM Automation platform, it's an essential solution for every enterprise. It helps users accurately detect and diagnose both application-related and IT infrastructure-related issues to reduce downtime, help protect brands and support the bottom line.

Capabilities

Incident resolution
Identify and gather signals across a variety of structured and unstructured data sources.

Application operations
Identify downstream dependencies and automate to proactively prevent outages.

Observability
Use data to provide transparent view of logs, metrics and dependency maps, across every unit of work.

Governance and compliance
Detect anomalies in policy violations and governance events and automate runbooks to deploy automatically.

Cost management
Define cost models and automate to optimize your infrastructure and application deployments.

When given access to your log, ticket, alert and topology data, IBM Cloud Pak for Watson AIOps integrates with your existing toolchains. It uses predictive modeling to connect the dots between application log anomalies and metric-based alerts, mapping those potential problems to specific locations.

IBM Cloud Pak for Watson AIOps is an AI-powered application that augments CIO workflows by utilizing data and evidence from across your IT landscape and surfacing the most mission-critical events to your cross functional teams through ChatOps. It actively engages IT operators to diagnose anomalies and resolve incidents. Plus, it explains the insights it surfaces from across your chosen IT toolset so IT operators can automate the resolution of future incidents of the same type.

The ability to provide trust and transparency in AI predictions and models remains a top concern for enterprises around the world. IBM Cloud Pak for Watson AIOps provides clear recommendations through correlation, causality and pattern identification.
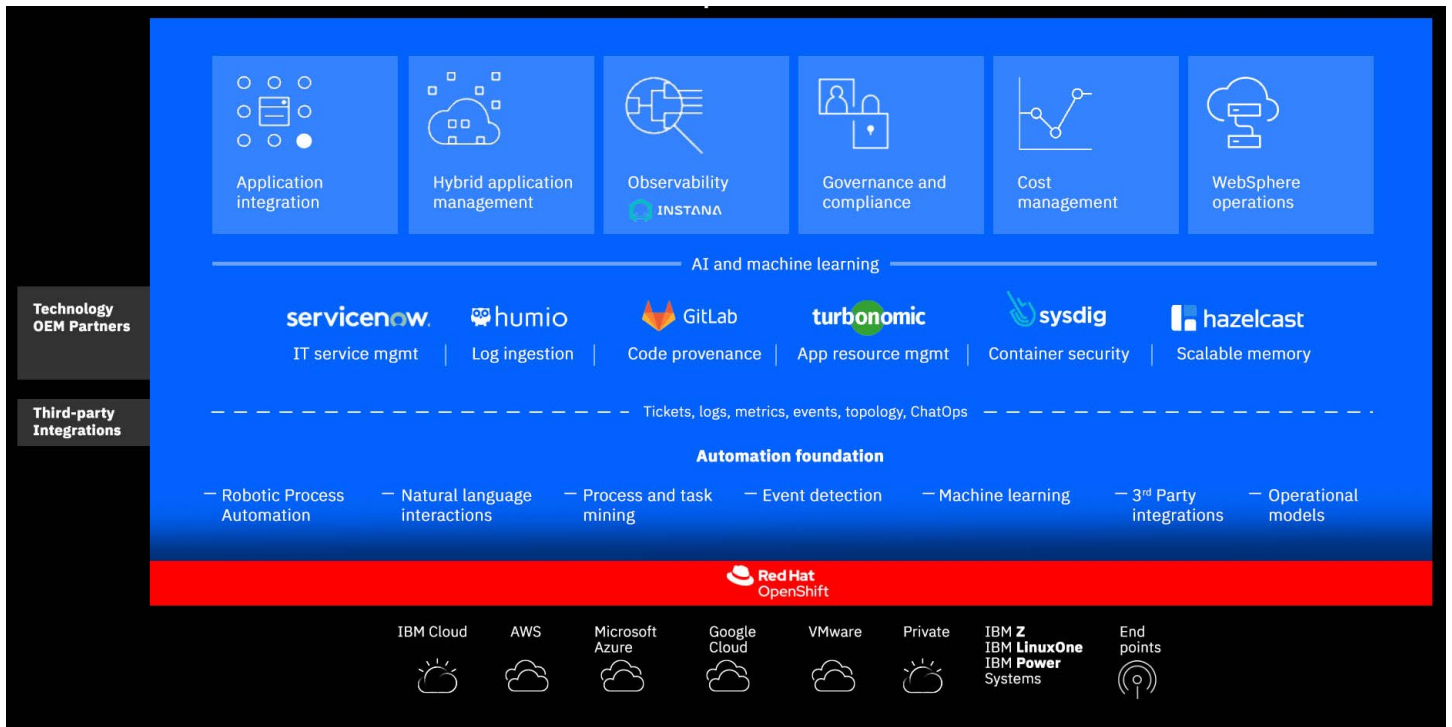
Figure 1: IBM Cloud Pak for Watson AIOps marketecture

Solve your next IT outage now

CIO offices demand quick results from technology investments and seamless integration. IBM Cloud Pak for Watson AIOps provides out-of-the-box AI models that target problems in the IT operations domain. The technology integrates with your existing ITOps tools and allows for model customization. With this product, businesses have the ability to assess, diagnose and react to anomalies in real time across disparate systems to improve reliability and availability for their company, helping them, in turn, deliver greater returns and protect their digital reputations.

Offering holistic, real-time insights and an interactive and consultative engagement experience, IBM provides peace of mind and instills agility into business workflows. With IBM Cloud Pak for Watson AIOps, teams get insights—not just more data—enabling operations to keep pace with faster development cycles, reducing skill requirements while increasing the ability to exceed financial targets.

IBM Cloud Pak for Watson AIOps helps businesses execute an AI-first strategy, allowing them to operationalize their data and transform their workflows. CIOs of the future will be able to use IBM's AI-powered insights platform across their IT landscapes and development toolchains to transform internal experiences, reduce risk, exceed client expectations and deliver value.

IBM Cloud Pak
for Watson AIOps
Features and benefits

Features	Benefits
Open platform	**Deploy where you want.** Consumable on your cloud of choice or preferred deployment option.
Toolchain integration	**Connects to most collaboration platforms.** Deliver alerts directly in your teams' preferred ChatOps experience.
Actionable insights	**Deliver actionable insights to improve responsiveness.** Uncover hidden insights and determine contributing causes faster by correlating a vast amount of unstructured and structured data across silos and tools in real time.
Predictive modeling	**Connect the dots across data and diagnose problems faster.** Bring business context to disparate components through an application-centric approach. IT operators currently spend a lot of time sifting through data from topology, logs, tickets and alerts. IBM Cloud Pak for Watson AIOps provides a clear view of anomalies with linkages to sources for faster investigation and resolution.
Intelligent workflows	**Define consistent applications and deployment policies, creating more intelligent workflows.** Automating security in a hybrid, multicloud environment means enforcing policies consistently across resources rather than relying on custom coding or working with multiple software packages and manual processes.

Summary

With IBM Cloud Pak for Watson AIOps, you can place AI at the core of your IT operations and apply it across all business workflows to converge application and infrastructure management.

IBM Cloud Pak for Watson AIOps brings the depth and breadth of IBM's enterprise expertise to managing complex, mission-critical IT environments. We can help you apply AI to IT operations to maximize efficiency, reduce costs and maintain the resiliency and security you need to drive meaningful innovation.

IBM Cloud Pak for Watson AIOps is part of the IBM Automation platform, a set of shared automation services that help you get insight into how your processes run, visualize hotspots and bottlenecks, and use financial impact information to prioritize which issues to address first.

For more information

To learn more about IBM Cloud Pak for Watson AIOps, please contact your IBM representative or IBM Business Partner, or visit our website at ibm.com/cloud/cloud-pak-for-watson-aiops.

Why IBM?

IBM Cloud offers the most open and secure public cloud for business with a next-generation hybrid cloud platform, advanced data and AI capabilities, and deep enterprise expertise across 20 industries.

IBM offers a full stack cloud platform with over 170 products and services covering data, containers, AI, the Internet of Things (IoT) and blockchain. To learn more, visit ibm.com/cloud.

1 "The Real Costs Of Planned And Unplanned Downtime," *Forrester opportunity snapshot: a custom study commissioned by IBM*, August 2019. ibm.com/downloads/cas/L57KW7ND

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