



AIOps: What is it and where is it going?

What is AI?

The reverse engineering of cognitive algorithms deployed by the brain with the goal of observing, understanding, and manipulating complexly structured and dynamic environments.

Why? - because traditional programming techniques are pretty rubbish at dealing with highly complex and dynamic environments!

What is **AI**Ops?

The application of AI-based algorithms to IT operations use cases with the goal of reducing MTTR and, by iteratively increasing the quality of resolutions, MTBO.

We use don't use AI because it's cool. We use it because it is necessary!

The Three Dimensions of AI

1

Inference

2

Pattern Discovery

3

Problem Selection/Action

AI Ops In Action

