*info*BRIEF

# How to Accelerate Your AI Ops Transformation with an Outcomes-Driven Approach

Quite simply, AI Ops translates into "artificial intelligence for IT operations," and it enables a paradigm shift for IT to become an AI-driven, self-healing system where a typical operator is observing and optimizing, rather than reacting and firefighting.

AI leverages what machines do best: crunch data at scale. Machines are faster than any human mind at ingesting information, cross-correlating that information—especially if that pool of information is noisy and sizable—and providing insights on process-driven tasks. They can predict when something is about to go wrong, simplify the diagnosis when something does go wrong, and recommend and automate fixes so that intervention is zero-touch. This, in a nutshell, is AI Ops. And although it may sound like something from the future of IT operations, it is attainable here and now.

## How to Think About Building Your AI Ops Foundations

World Wide Technology (WWT) has identified three key themes pertaining to usage and application of data in the IT landscape that, if addressed strategically, can lay the foundation for robust AI Ops growth:

» **OBSERVABILITY**—Moving away from legacy vendor-coupled management and diagnostics tools to real-time dashboards that get telemetry data directly from the device/application's data plane and stream it in real time to end consumers

» **INTELLIGENCE**—Using machine learning and AI models to distill, correlate, and extract predictive patterns (or signals) from this data to improve operational efficiencies, ranging from early capacity and surge management, predictive analytics for incidents/failures, and root-cause detection to automated resolution recommendation

» **AUTOMATION**—Taking descriptive or predictive patterns from the Observability or Intelligence layers and automating workflows to create a "self-healing" IT grid, with the end goal that the issue gets resolved before an end user ever realizes something happened.

## How to Get Started on Your AI Ops Journey

AI Ops introduces a fundamentally different way of thinking about IT operations. As you get started with AI Ops, keep in mind that this is a transformational initiative that will help you innovate and improve your operating model around best-in-class AI and automation. It may not all come together in one momentous execution. However, a partner can help you accelerate the journey and successfully navigate the following:

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| **Gauge Your Enterprise's Unique Priorities** | ✔ **Prioritize** key outcomes- and identify key short as well as long term use-case priorities for development of data science models<br>✔ Analyze current state workflows—**validate feasibility** of starting use-cases chosen<br>✔ **Survey and catalog** relevant tools and technologies in IT ecosystem | |
| **Ready People and Processes** | ✔ **Assemble core tiger team** to drive AI Ops capability development: this is the start of a journey<br>✔ Onboard **end-user groups** and organizations: for e.g. if the starting point chosen is Network focused, Command Center teams would be key<br>✔ Onboard key **stakeholder groups**: architecture approval, AI/ML boards, Chief Data Office, and others | |
| **Map Out Value Capture Framework** | ✔ Starting use-cases should be **"low-hanging fruit"**—assess and validate<br>✔ **Rationalize investment needs** for med-high complexity use-cases, as well as People and Processes needed in the mid-long term for capability development<br>✔ Create a value framework to measure and **"bank" business value generated** (per use-case)<br>✔ Leverage early wins to **fund mid-long term investment** needs | |

**Evaluating and prioritizing AI Ops use cases that drive aggressive and scalable impact.** Every organization has unique needs. A partner can help you identify your organization's starting point based on the outcomes that are achievable for you through AIOps and accelerate the realization of quick to medium-term wins that create pathways for rapid AI Ops-driven transformation at your organization.

**Strategically organizing your company around the right people, processes, and technologies to achieve the performance you need at scale.** It's important to think of AI Ops as a capability and assign a team devoted to building it as such, rather than a one-off tool or software for the team to integrate. The objective is to start creating visibility across everyday challenges in IT operations, and then prioritize those challenges based on a business outcome. This requires multiple steps, but you can begin anywhere. A partner can help you identify the best starting point for your organization.

**Creating and implementing a comprehensive measurement framework that helps you realize, "bank," and scale value:** Many well-built platforms and solutions fall to the wayside because their developers are unable to demonstrate to leadership how scaling their product would create a dramatic financial impact on overall performance.

A partner with domain expertise in the space can map out a quantifiable measurement framework that applies to your use cases and organization, help you measure and "bank" success from quick/medium-term wins, and apply them toward investments for strategic medium/long-term use-cases that enable a fully connected AI Ops ecosystem.

## Conclusion

AI Ops is not a far-off dream anymore. The core components needed to build a self-healing infrastructure for your IT grid are available now. It is important to remember, though, that AI Ops isn't a one-off solution but a transformational capability that should be addressed as such. Successful execution comes down to strategic thinking, careful planning, and deliberate execution, and the right partner can help you accelerate this journey tremendously.

WWT focuses on delivering value through the right combination of people, processes, and technology. The company takes a use-case-driven approach and proven processes to ensure you realize business outcomes that can help carry your AI Ops initiatives forward. It bridges business and technology objectives to drive operational efficiency and turn your data into a differentiator.

Ready to start discussing your AI Ops strategy?
Schedule a discussion or workshop with WWT today
at **wwtconsulting@wwt.com**.

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