



Webinar AIMS AIOps 101





1. **AIOps – as defined by Gartner**
2. **AIMS – in AIOps**
3. **Wrap-up & QA**

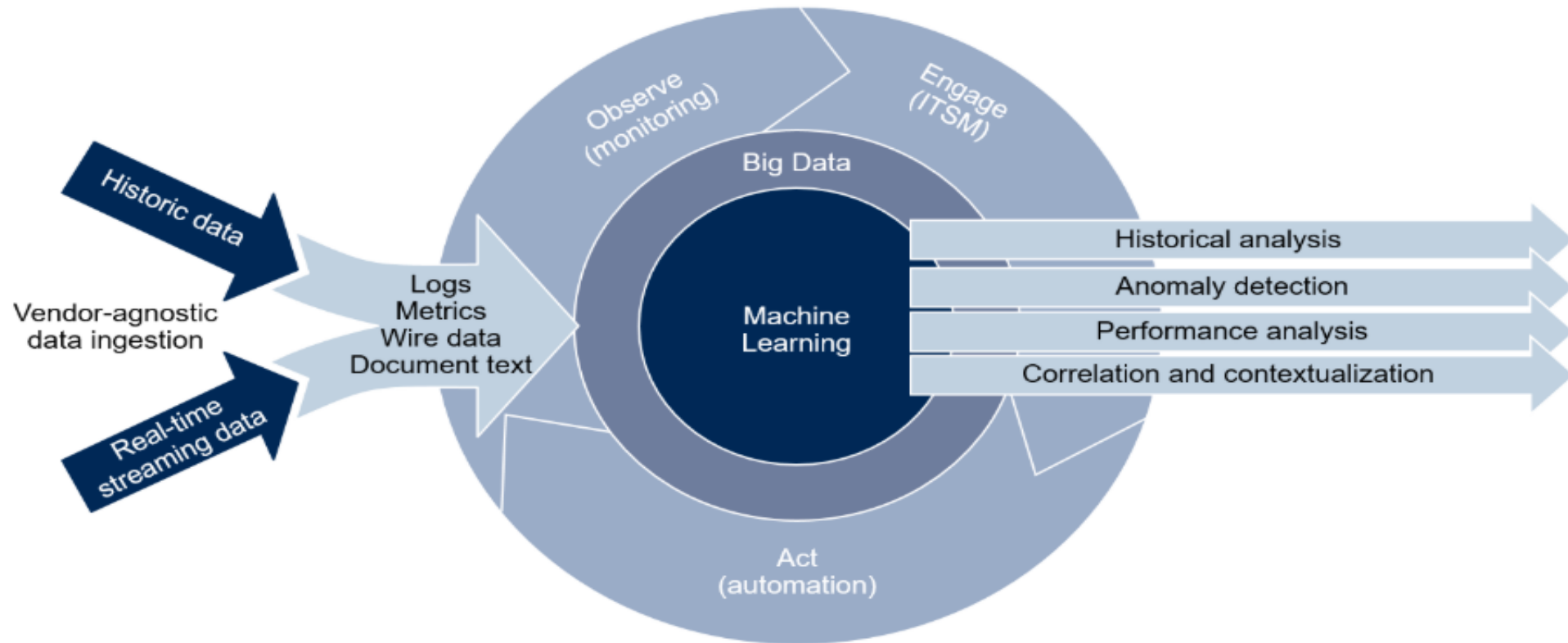
Hosted by: Ivar Sagemo & Marius Storsten
Submit questions in the Q&A tab
Session is being recorded.



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Gartner: AIOps platforms enhance IT operations through greater insights by combining big data, machine learning and visualization.

AIOps Platform Enabling Continuous ITOM



AIOps growth propelled by Cloud adoption



Digitalization
of business processes

- Increased complexity
- Rapid growth in data volumes
- ❖ Drives new revenues and cost efficiencies

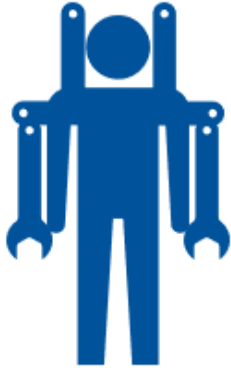

Cloud adoption
– a game changer

- Explosion in microservices
- Consumption anarchy driving cost/budget bombs
- ❖ Drives faster and more agile deployment of new services

AI Ops

- **Artificial Intelligence identifies IT problems previously not possible**
- **Big data provides critical business insight for business owners**
- ❖ Enables companies to move faster with IT while keeping control

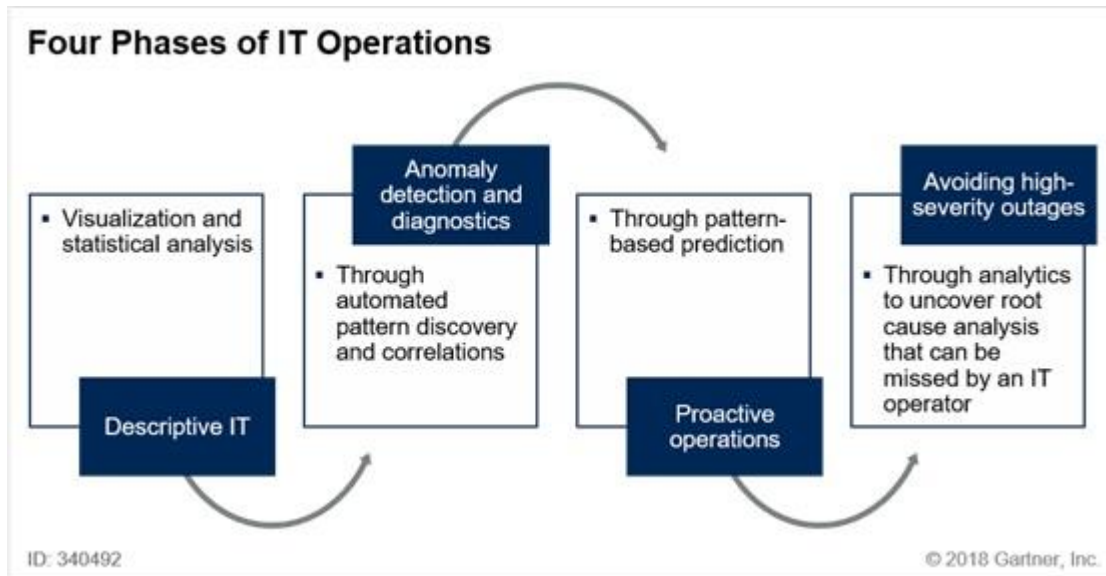
AI Ops deliver greatest value for IT Ops generalists, architects and business professionals

AI Ops Capability	Assistance	Augmentation
Description	<p>Providing answers to questions that humans know to ask based on their experience</p> <p>Cognitive Exosuit</p> 	<p>Using automated analysis to discover insights previously unseen or unidentified by humans</p> <p>Brain Implant</p> 
User Type	Technology domain specialists/ experts, developers and independent DevOps teams	IT operations generalists, architects and business professionals

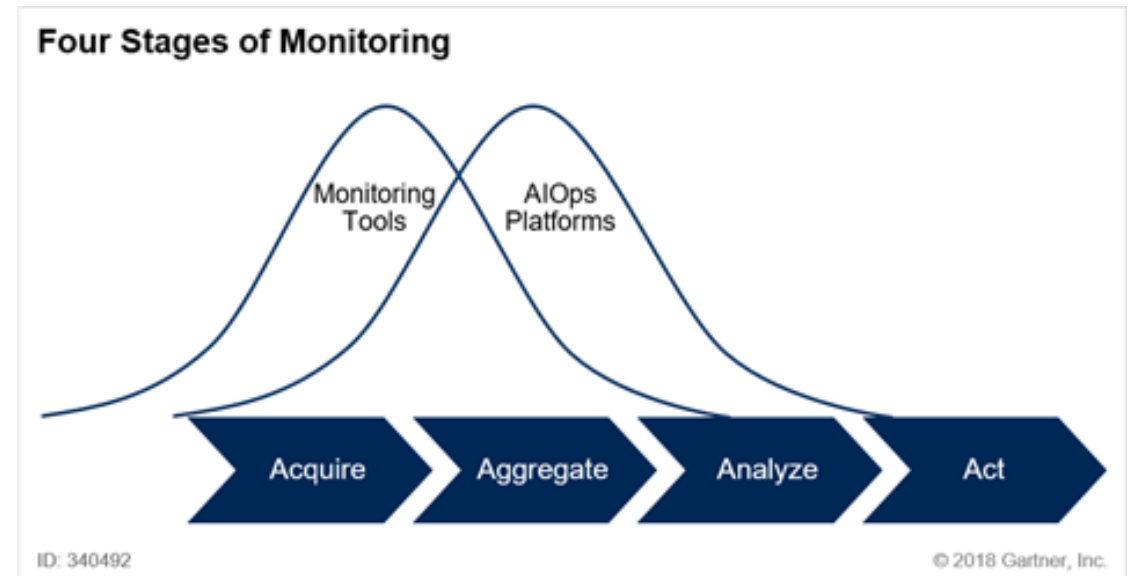
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AIOps is at the cutting edge and the pinnacle in monitoring

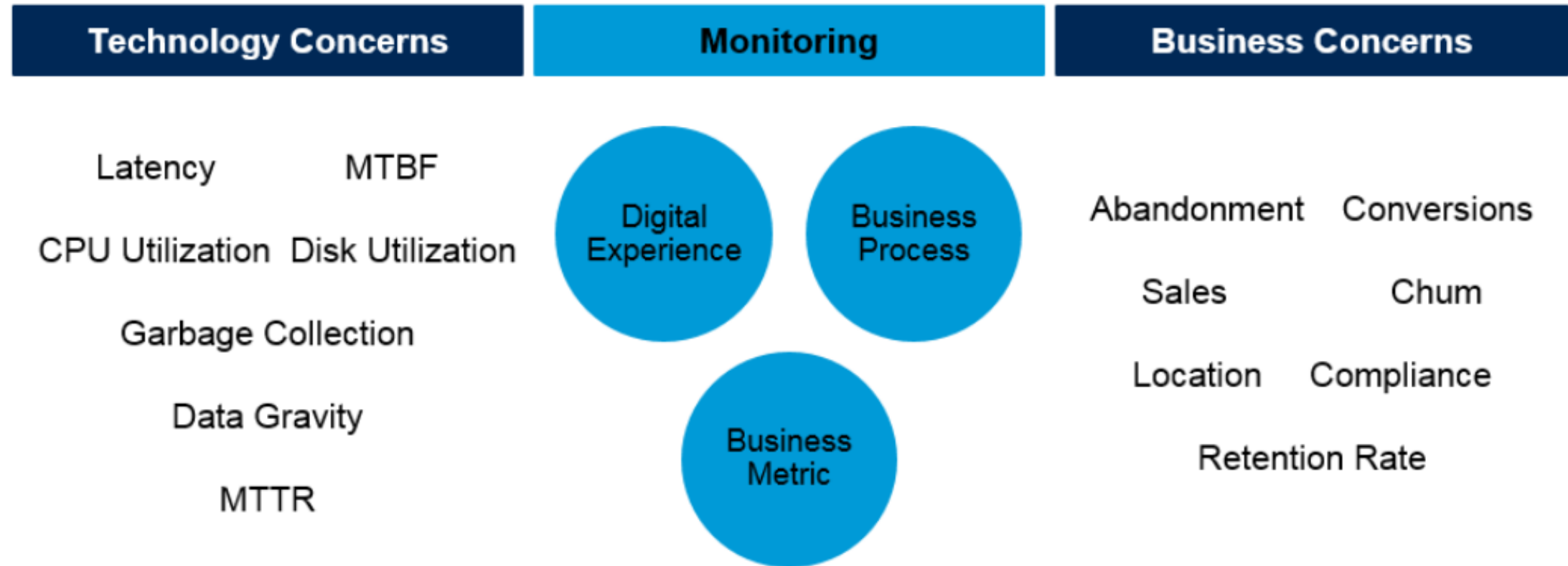
IT Operations benefit from AIOps in four phases



AIOps is the “new” monitoring providing insight & capability to act



Use AI-Driven Analytics to Find Correlation Between Operational Metrics and Business Metrics



MTBF = mean time between failures; MTTR = mean time to repair

Source: Gartner

ID: 383246

- AIOps is the only IT Performance Analysis technology with transformational impact
- Gartner recommends organizations to stagewise implement AIOps capabilities
- Prioritization of high-value use cases across all of IT ops management. f. ex mission-critical services.

Priority Matrix for IT Performance Analysis, 2019

benefit	years to mainstream adoption			
	less than 2 years	2 to 5 years	5 to 10 years	more than 10 years
transformational		Observability	Artificial Intelligence for IT Operations (AIOps) Platforms	
high		Application Performance Monitoring Suites Capacity Planning and Management Tools DevOps Digital Experience Monitoring IT Service Alerting Tools Network Traffic Analysis		
moderate	IT Event Correlation and Analysis Tools IT Infrastructure Monitoring	Network Performance Monitoring and Diagnostics Tools Virtual Desktop Infrastructure Monitoring	Collective Intelligence Benchmarking Tools Intent-Based Networking Network Packet Brokers Unified Communications Monitoring Tools	
low		Cloud Management Platforms		Wireless Network Monitoring Tools

Source: Gartner
ID: G004100

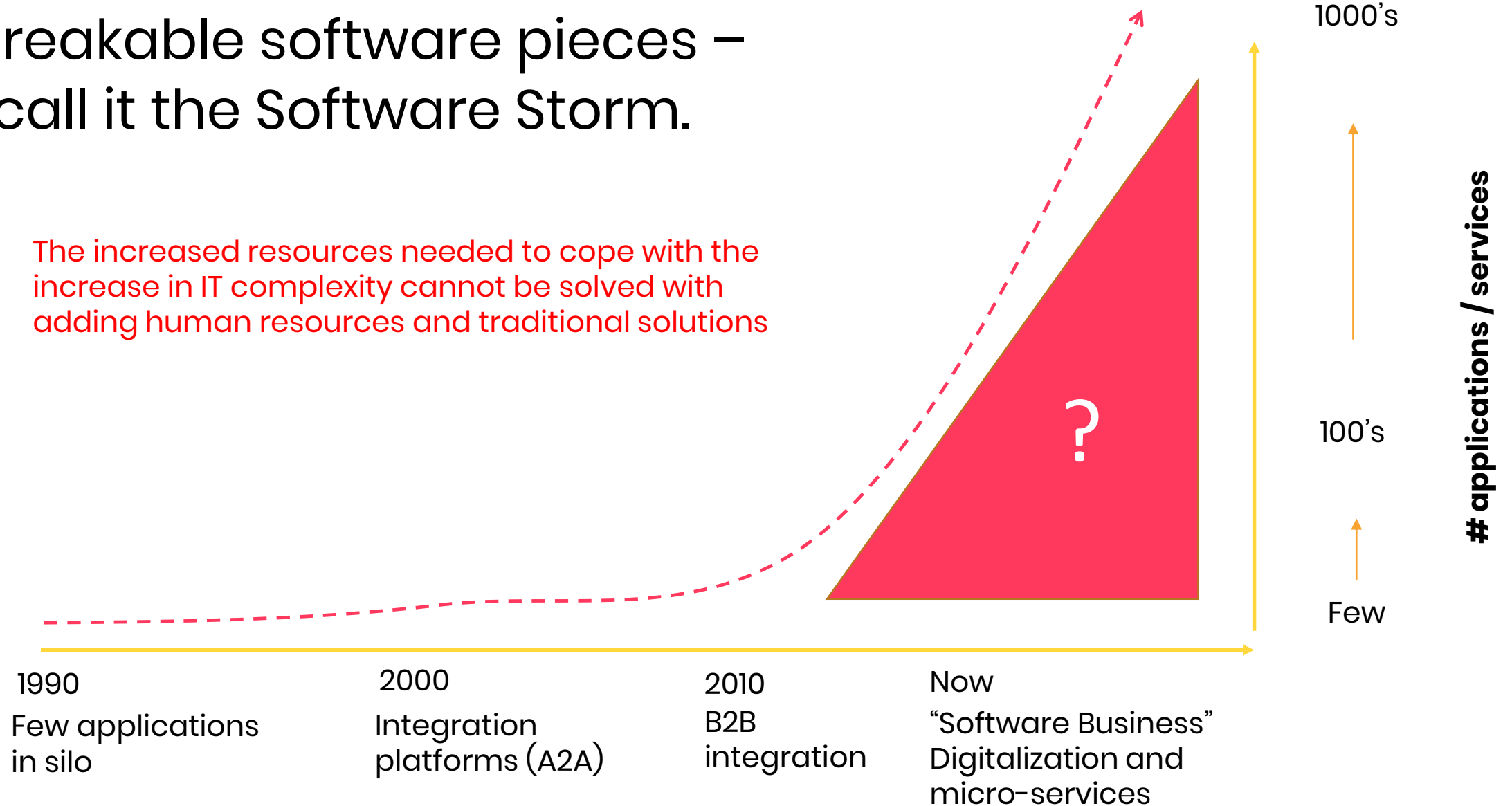
As of July 2019



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Businesses now run on hundreds to thousands of breakable software pieces – we call it the Software Storm.

The increased resources needed to cope with the increase in IT complexity cannot be solved with adding human resources and traditional solutions



AI – a crucial tool for handling the software storm

AIMS is the only AIOps platform which supports all core Microsoft Enterprise IT systems – on premise & cloud – with extensibility



IT Insight for IT teams

Performance insight
previously not available

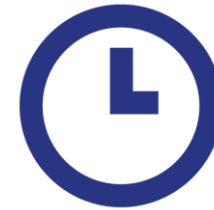
Business Insight

Insight to understand the
performance of their
Software Business



Artificial Intelligence

Automates analysis when
human beings and traditional
tools are bound to fail



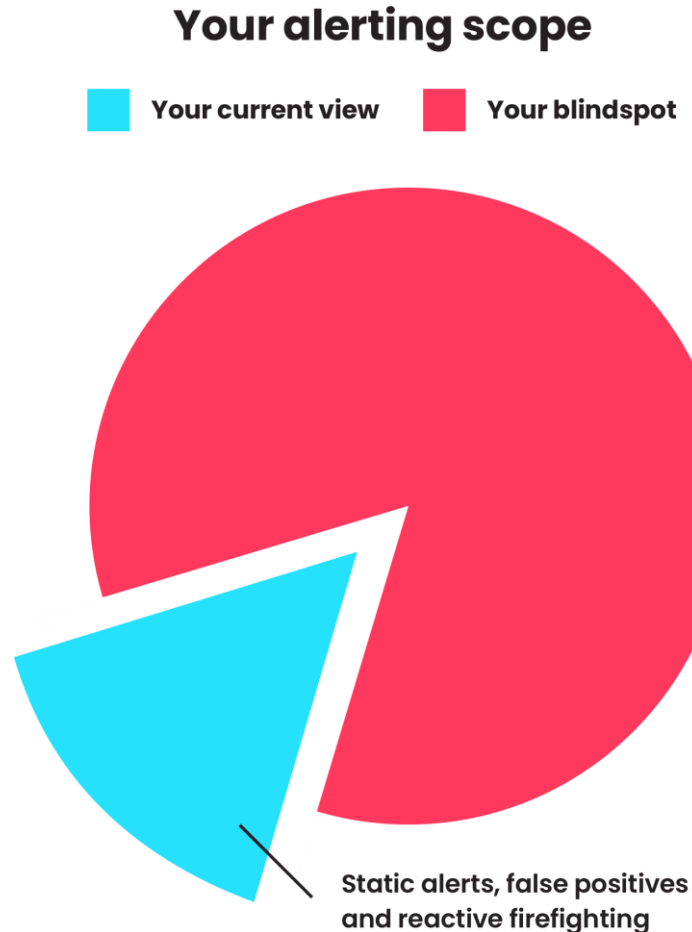
Plug n play

Installs in less than 1 hr

AI Ops – required for pro-active monitoring and alerting

Traditional tools bound to fail

- Limited to the known potential issues
- Limited metrics cover a fraction of your exposure
- Relies on IT to define alerts
- Reactive – after-the-fact
- No root cause analysis



AIMS – Leveraging big data & anomaly detection

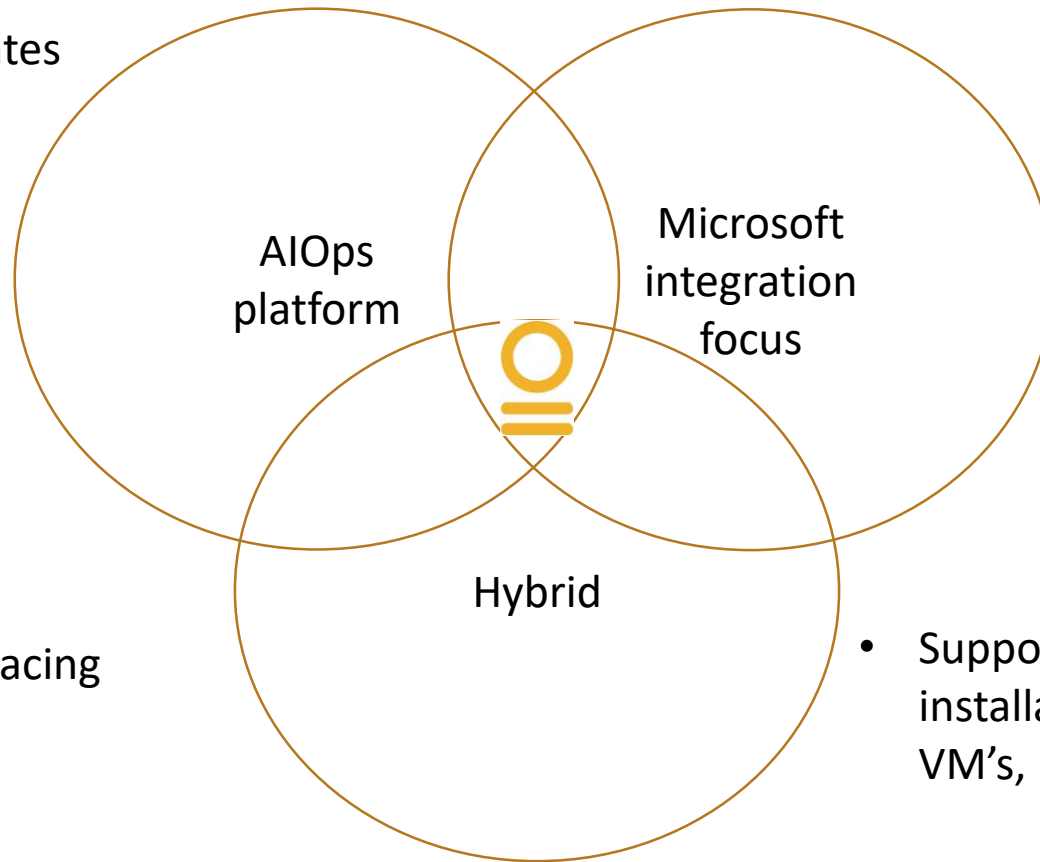
- Scalability issues
- Poor performing code
- Bottlenecks
- Root-cause
- Potentially also security issues

AIOps for Enterprises using Microsoft (integration) technologies to deliver critical business processes.

- Machine learning automates what is today manual : dynamic thresholds, correlation, anomalies
- Extensible through documented API's for any time series data

Differentiators:

- More & deeper data
- Automatic transaction tracing
- No instrumentation
- Quick time to value
- Quick installations

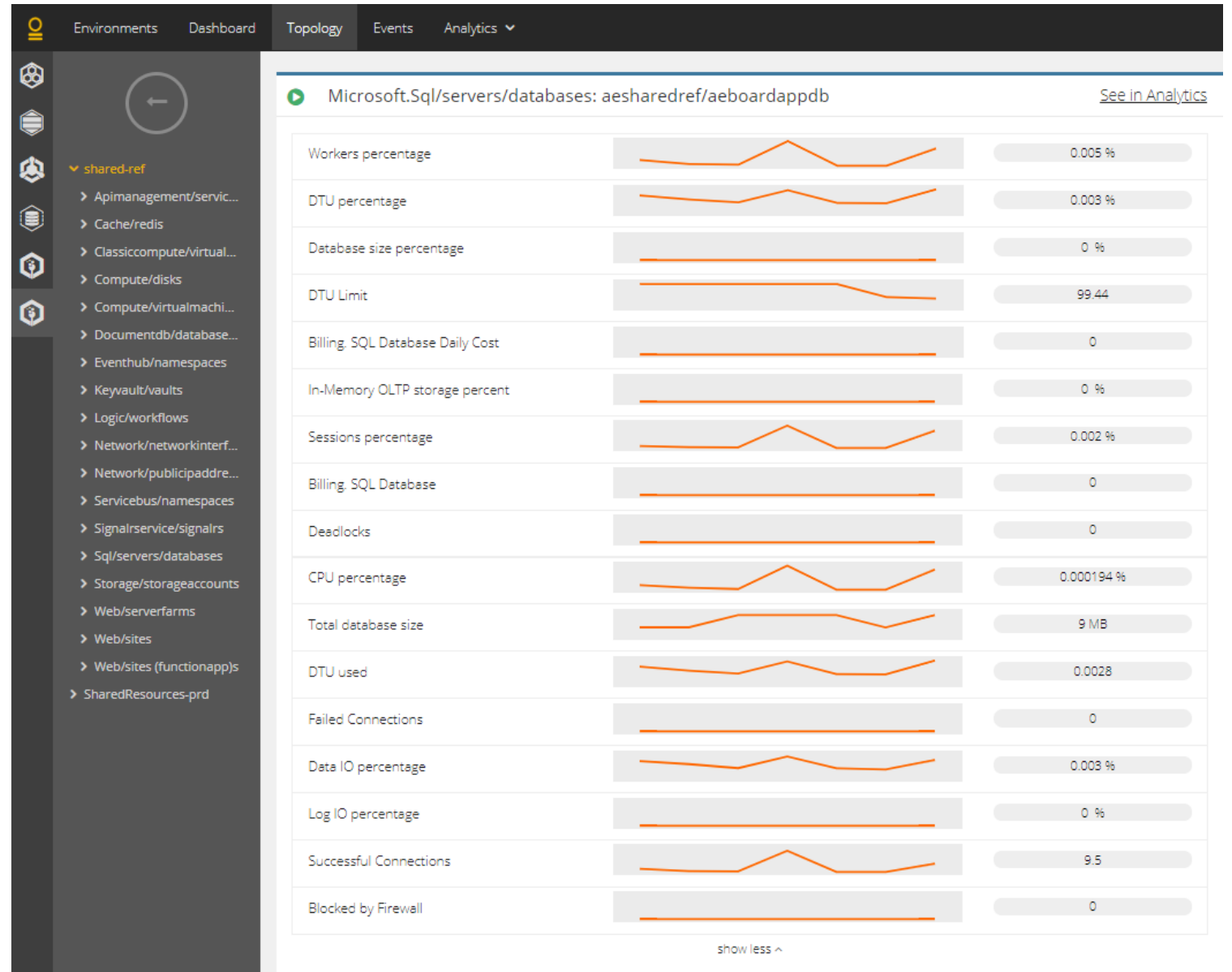


- Going deep in Microsoft technologies commonly used in integration scenarios

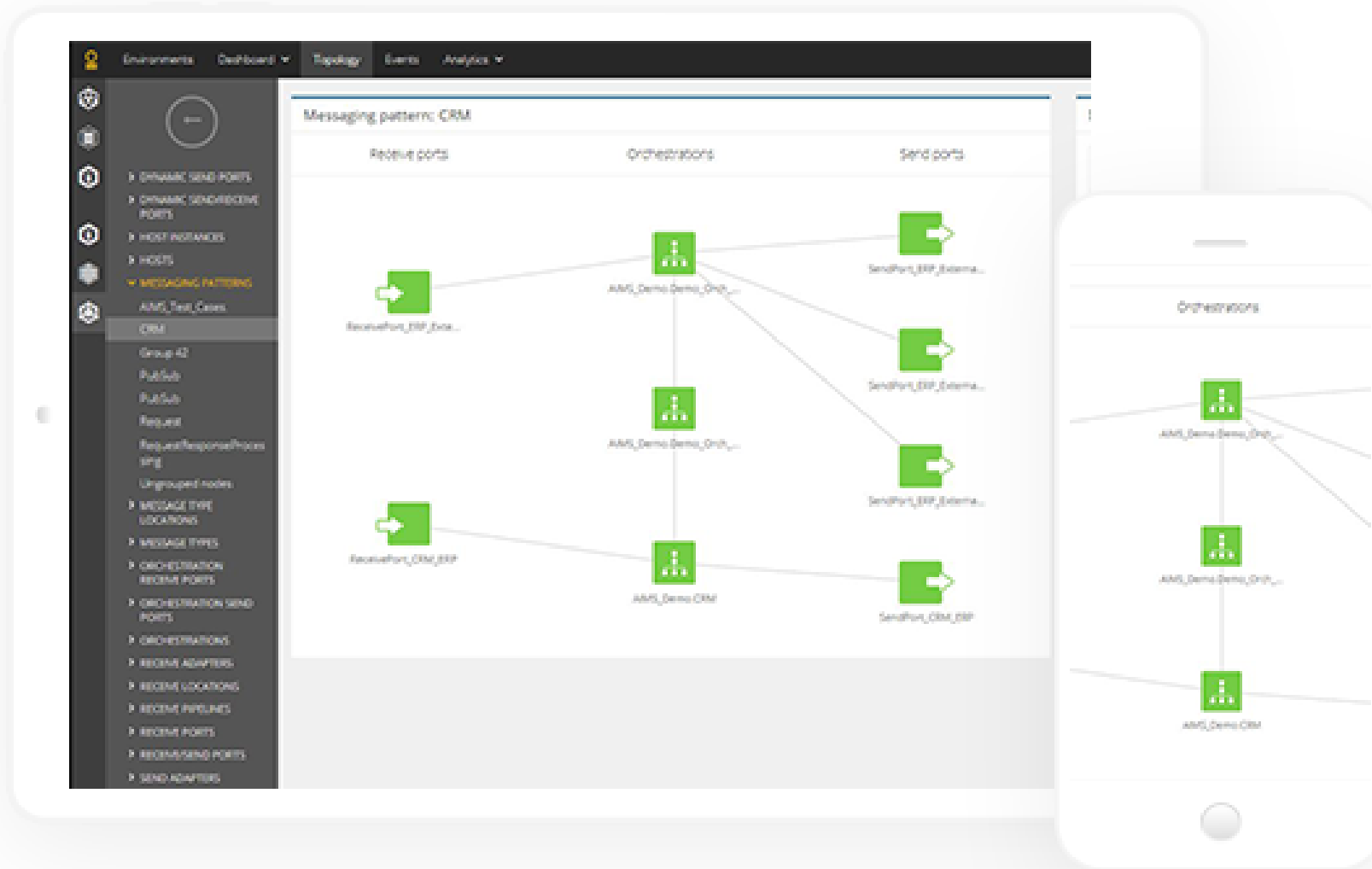
- Supports both on-premise installations or Azure (servers, VM's, PaaS)

Massive data ingested to AIMS (example)

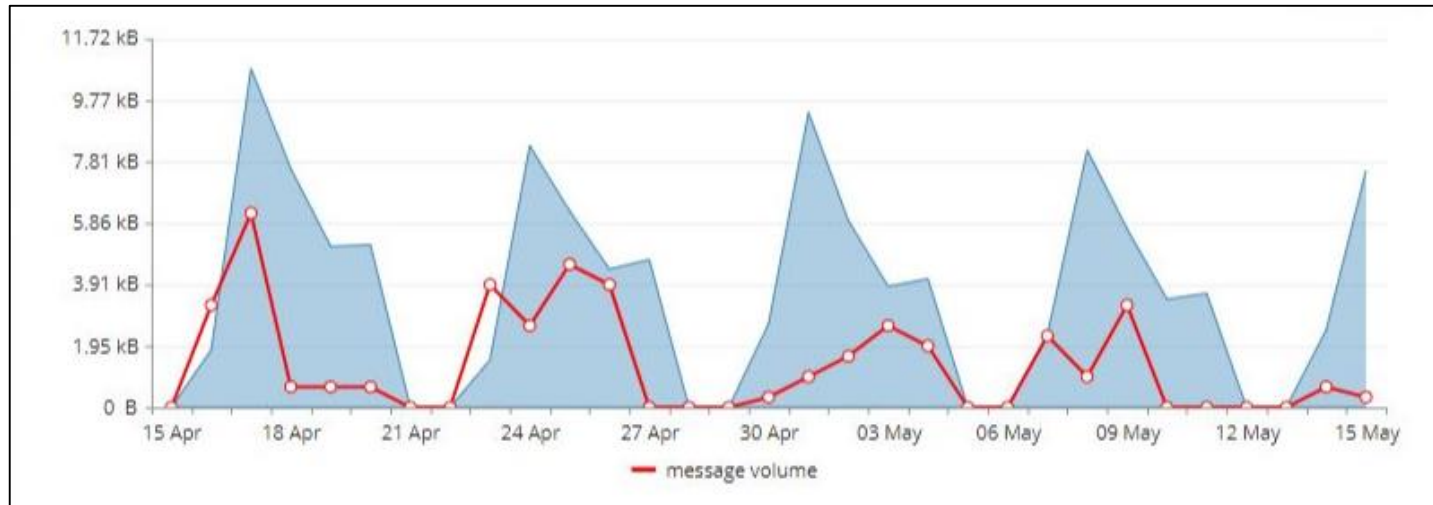
- Azure
 - 18 resource types
 - 316 stat types
 - 6 statuses
- SQL:
 - 34 types
 - 125 stat types
 - 43 statuses
- BizTalk
 - 25 types
 - 19 stat types
 - 7 statuses



Understand what is “running” – without dependency on static and outdated documentation



Learns normal behavior for your business and uncovers abnormal situations



Builds normal behaviors for thousands of parameters representing your business behavior



Identifies anomalies from normal behavior

Sends notifications to identify triggering cause of abnormal situations

Anomaly Medium 22.04.2019 19:57:00
occurred on bwc-dev , AIMSdemo , aimsdemo328 ... [see more](#)
22.04.2019 19:57:00 Active id: 609061

Anomaly detected

Table details Timeline bars See in Analytics

<input type="checkbox"/> ↓	Parameter	Affected group / node	Deviation from normal behavior		Started ↓	Ended	Duration
<input type="checkbox"/>	Packets Received	aimsdemo328	<div><div></div></div> 174 % ↑	⚡	about 21 hours ago ⓘ	about 20 hours ago	38 minutes
<input type="checkbox"/>	Packets Sent	aimsdemo328	<div><div></div></div> 174 % ↑	⚡	about 21 hours ago	about 20 hours ago	38 minutes
<input type="checkbox"/>	Bytes Sent	aimsdemo328	<div><div></div></div> 508 % ↑	⚡	about 21 hours ago ⓘ	about 5 hours ago	16 hours
<input type="checkbox"/>	Network Out	AIMSDemo	<div><div></div></div> 708 % ↑	⚡	about 21 hours ago	about 8 hours ago	13 hours
<input type="checkbox"/>	Packets Received	aimsdemo328	<div><div></div></div> 227 % ↑	⚡	about 20 hours ago	about 19 hours ago	an hour
<input type="checkbox"/>	Packets Sent	aimsdemo328	<div><div></div></div> 227 % ↑	⚡	about 20 hours ago	about 19 hours ago	an hour
<input type="checkbox"/>	Bytes Received	aimsdemo328	<div><div></div></div> 136 % ↑	⚡	about 20 hours ago	about 20 hours ago	40 minutes
<input type="checkbox"/>	Bytes Received	aimsdemo328	<div><div></div></div> 130 % ↑	⚡	about 19 hours ago	about 18 hours ago	an hour
<input type="checkbox"/>	Packets Received	aimsdemo328	<div><div></div></div> 158 % ↑	⚡	about 18 hours ago	about 17 hours ago	an hour

Future-proof platform with continuous development and extension of technology support

On-Prem & VM

- BizTalk
- SQL
- Windows
- IIS
- File Count Monitoring
- HTTP Endpoint

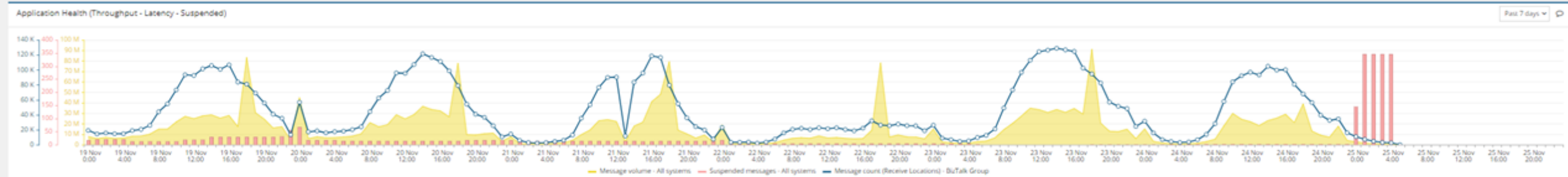
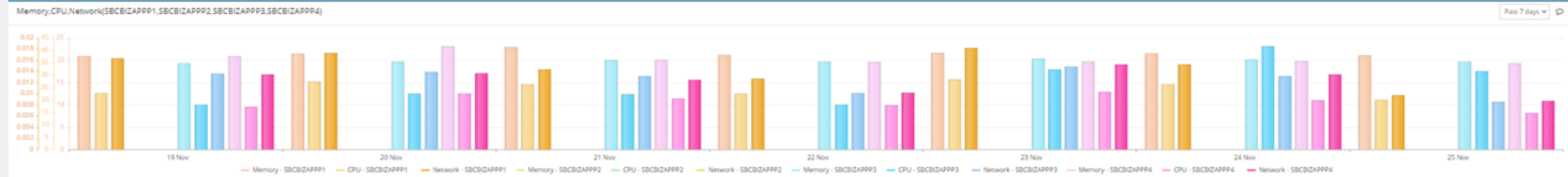


- API Management
- Cache / Redis
- Virtual Machines
 - Classic Compute
 - Compute / VMs
 - Compute / Disks
- Network / Network Interfaces
- Network / Public IP Addresses
- Cosmos DB
- Event Hub
- Key Vault
- Logic Apps
- Service Bus
- Signal R Service
- Azure SQL DB
- Azure Storage
- App Service Plans
- Azure Web Apps
- Azure Functions
- and more....

Flexible reports & dashboards for business and technical insight needs

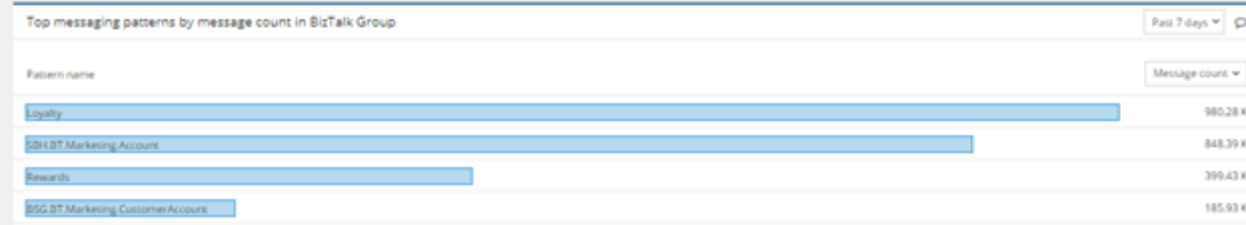
Application Message Pattern

PDF refresh copy subscribe add dashboard



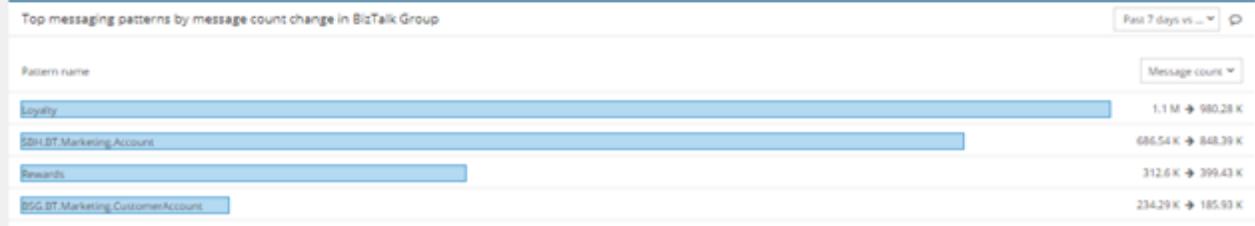
BizTalk-Message volume

Name	19 Nov	20 Nov	21 Nov	22 Nov	23 Nov	24 Nov	25 Nov
Message volume - All systems	14.21 GB	15.35 GB	12.83 GB	6.65 GB	19.53 GB	14.24 GB	583.58 MB
	12.61 GB	12.07 GB	12.18 GB	13.44 GB	19.19 GB	13.09 GB	10.66 GB

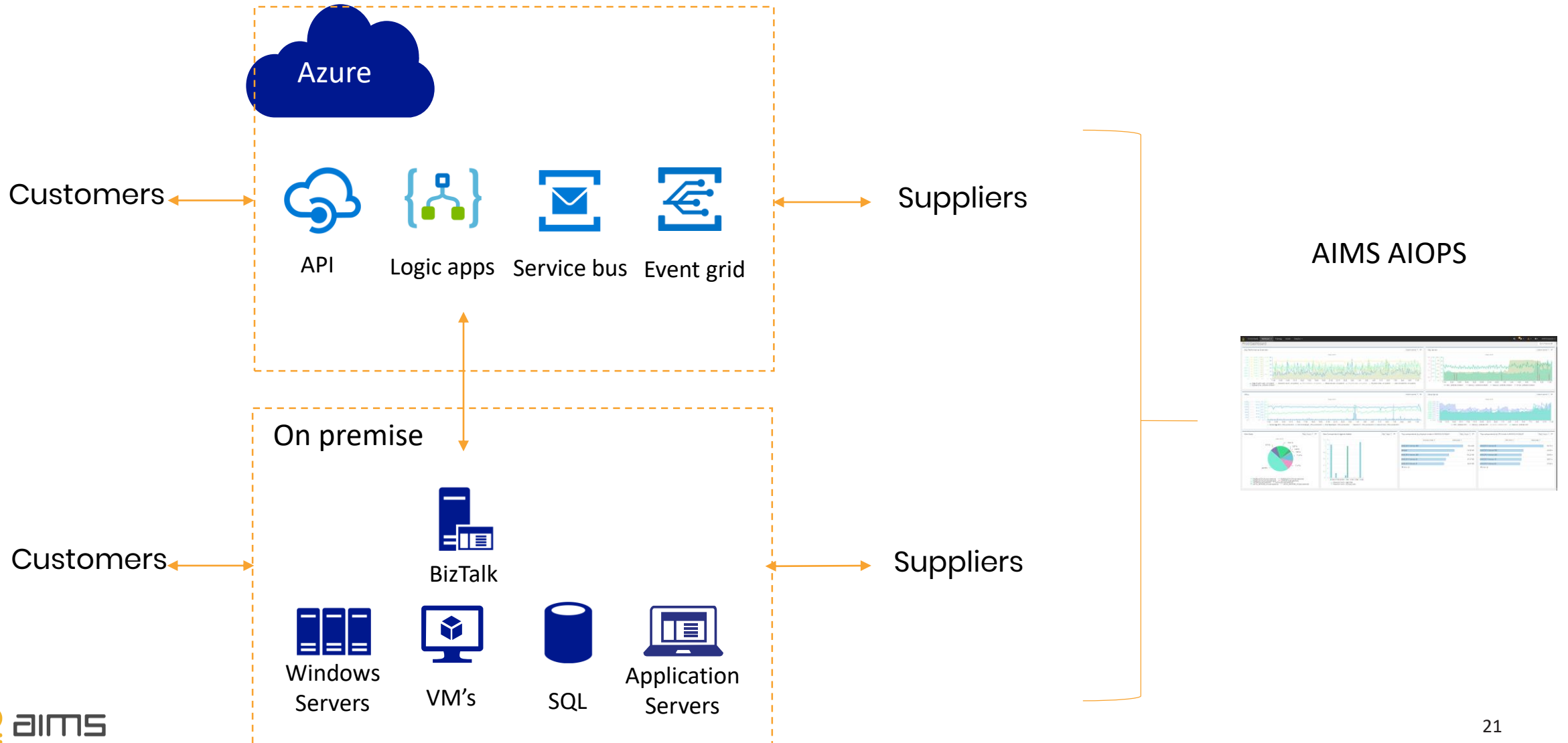


BizTalk -All Message processed Count

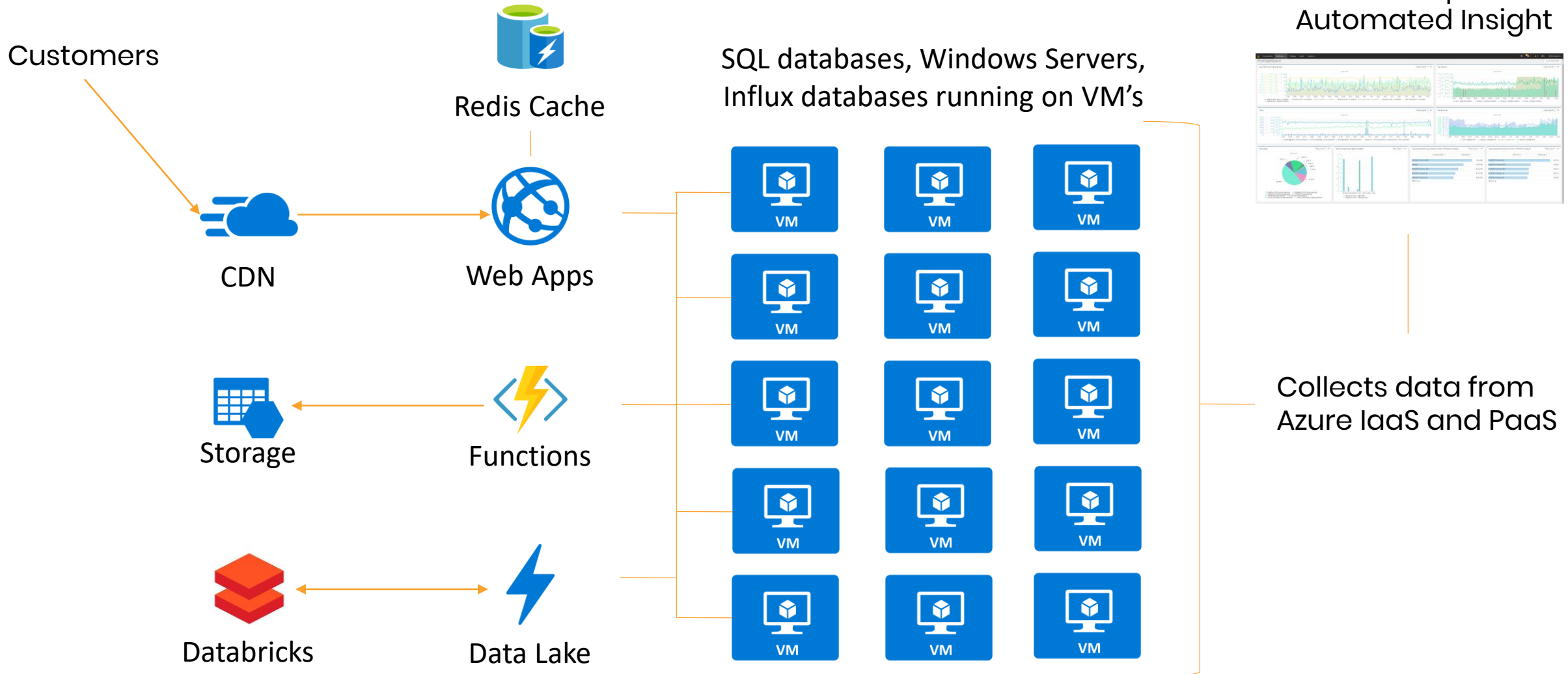
Name	19 Nov	20 Nov	21 Nov	22 Nov	23 Nov	24 Nov	25 Nov
Message count - All systems	14.3 M	15.3 M	12.2 M	5.68 M	18.55 M	14.45 M	541.26 K
	11.23 M	10.84 M	11.36 M	12.36 M	18.57 M	13.66 M	11.14 M



Customers tend to have hybrid environments



Our own IT environment and use of AIMS



Global customer base of industry leaders



- Large customers inc 2 Fortune 10
 - Unitedhealth Group &
 - AmerisourceBergen
- Wide range of industries
- Microsoft-centric technology stack

nutreco

coop

legrand®

S SENTARA®

 AmerisourceBergen®

 TrønderEnergi

UNITEDHEALTH GROUP®

 Hollister.

 US ANESTHESIA
PARTNERS

 BYGGTJENESTE

agder energi

 de Goudse
verzekeringen

ardo

 OBOS

Brief demo




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Take-away's

- AIOps is transformational
 - Gartner recommends organizations to start implementing AIOps
 - AIOps is a force-multiplier in monitoring and made for IT Ops – traditional monitoring is for domain experts who knows what to look for...
-
- AIMS is an AIOps platform supporting hybrid environments for customers with Microsoft centric technology stack
 - AIMS is used by large enterprises to automate 360 degree monitoring and to gain insight across technology, monitoring and business concerns.
 - AIMS is highly automated, brings immediate value with typical installs done in less than 1 hour

Install in minutes without the need for material configuration or instrumentation of code:

1. Create your AIMS account:
portal.aimsinnovation.com/signup
2. Log in and create an environment in AIMS (a logical grouping of systems / applications)
3. Read relevant [install guides / pre-requisites](#)
4. Install relevant systems / agents
5. Let AIMS do its job – identify your applications, collect data, build normal behavior patterns and notify you of abnormal situations. Build reports that provide value and insight for you and your organization!
6. ... Remember that an AIMS expert is available to help if needed!



SIGN UP HERE TO GET ACCESS TO AIMS

PLEASE FILL IN ALL FIELDS

Email *	First name *
<input type="text"/>	<input type="text"/>
Password *	Last name *
<input type="text"/>	<input type="text"/>
Confirm password *	Company name *
<input type="text"/>	<input type="text"/>
Address *	
https://login.aimsinnovation.com/ <input type="text"/>	
How much is? *	
6 51 + 4 = ? <input type="text"/>	
<input type="button" value="Submit"/>	

Connect Agent

Agent:	<input type="text" value="Azure agent"/>
System name:	<input type="text" value="My Azure Agent"/>
Domain:	<input type="text" value="yourcompany.onmicrosoft.com"/> ⓘ
Client Id:	<input type="text" value="00000000-0000-0000-0000-000000000000"/> ⓘ
Client Secret:	<input type="text" value="0123456789ABCDEFGHJKLMNOPQRSTUVWXYZab"/> ⓘ
Subscription ID:	<input type="text" value="00000000-0000-0000-0000-000000000000"/> ⓘ
<input type="button" value="Create"/> <input type="button" value="Cancel"/>	

Q&A



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