ITIL Integration with AIOPS – Deep Insights on Incident Management

IT Service Management is undergoing one of its biggest change with infusion of AI and Chat-Bots making way and forcing Service Management Leaders to re-think the way services are designed, implemented & supported, improved.

AI based ITSM – where Automation, Collaboration, prediction, observability and intelligent work-flows replace reactive, slow and predictable, time-consuming traditional ITIL Processes.

Incident Management is always considered the "Heart Beat" of IT Service Management, but in today's cloud-native, SaaS heavy landscape, traditional process is struggling to cope.

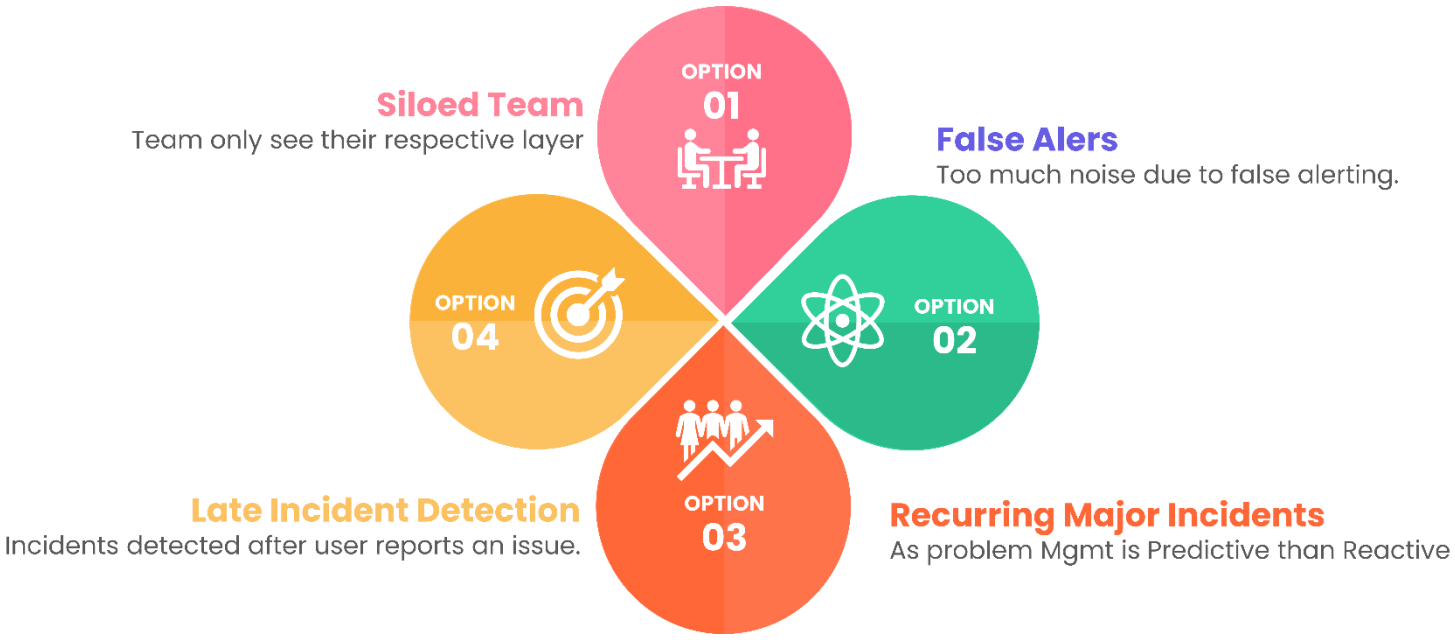
Business users expect 'Zero-Downtime', with millions of logs, thousands of alerts. ITIL process could be well-defined but is defined for predictable, stable and manually detectable environment.

The ITSM world is changing / evolving, this is where AIOPS becomes in-disposable and indispensable.

This article provides insights of,

- How AIOPS fits in to ITIL Incident Management Lifecycle
- Practical and actionable insights for Incident Manager and ITSM Leaders.
- Common mistakes made when implementing AIOPS

The Harsh truth of ITIL Incident Management process are as below, which creates a slow, siloed, reactive and painful process.



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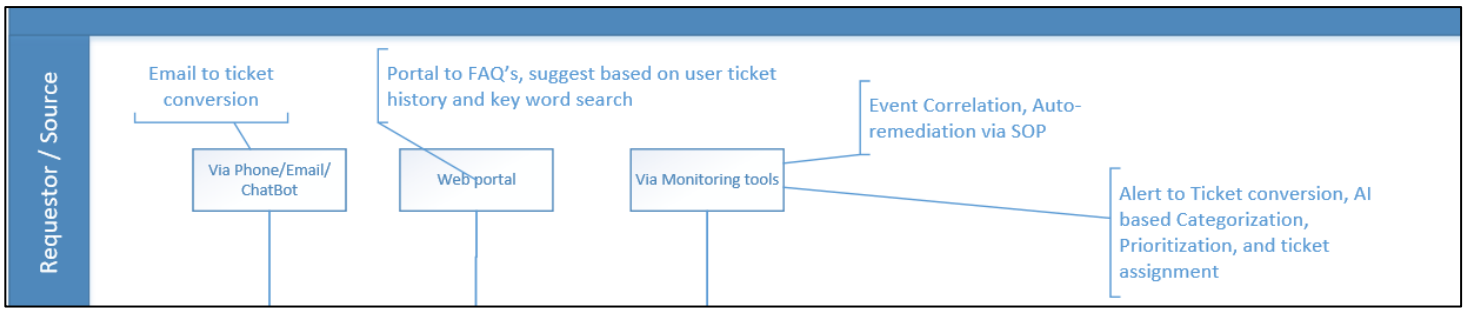
A Step-by-step AIOPS deep dive – AIOPS in Incident Management
Real life, Practical, Actionable

Incident Detection:-

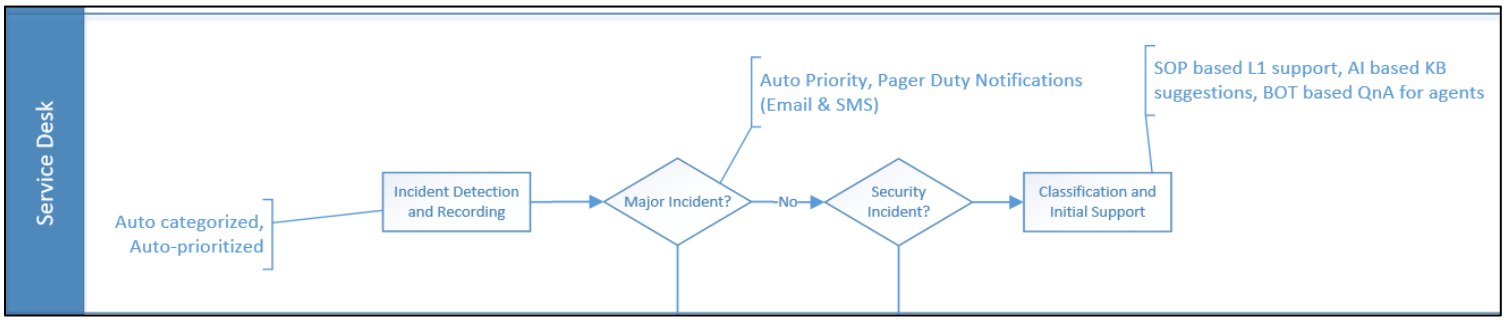
AIOPS enhances Incident detection by eliminating low value alerts and performing co-relation



Initial Investigation and Analysis

During Investigation and analysis phase, AIOPS helps to map the Incident automatically and also perform dependency mapping, providing SOP based support and predictive suggestions.

Escalation and collaboration via smarter war-rooms, automatically pulling SME's based on roster, and providing real time incident updates.



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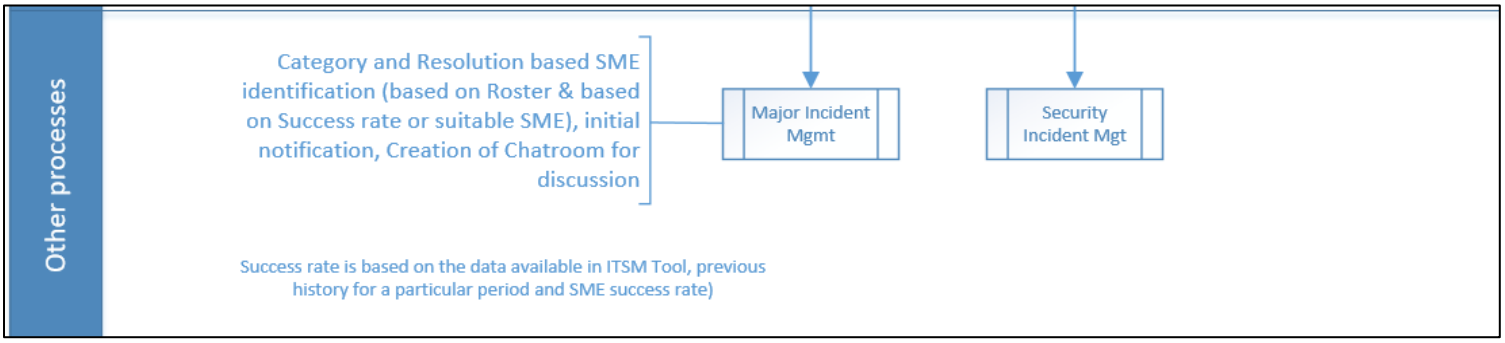
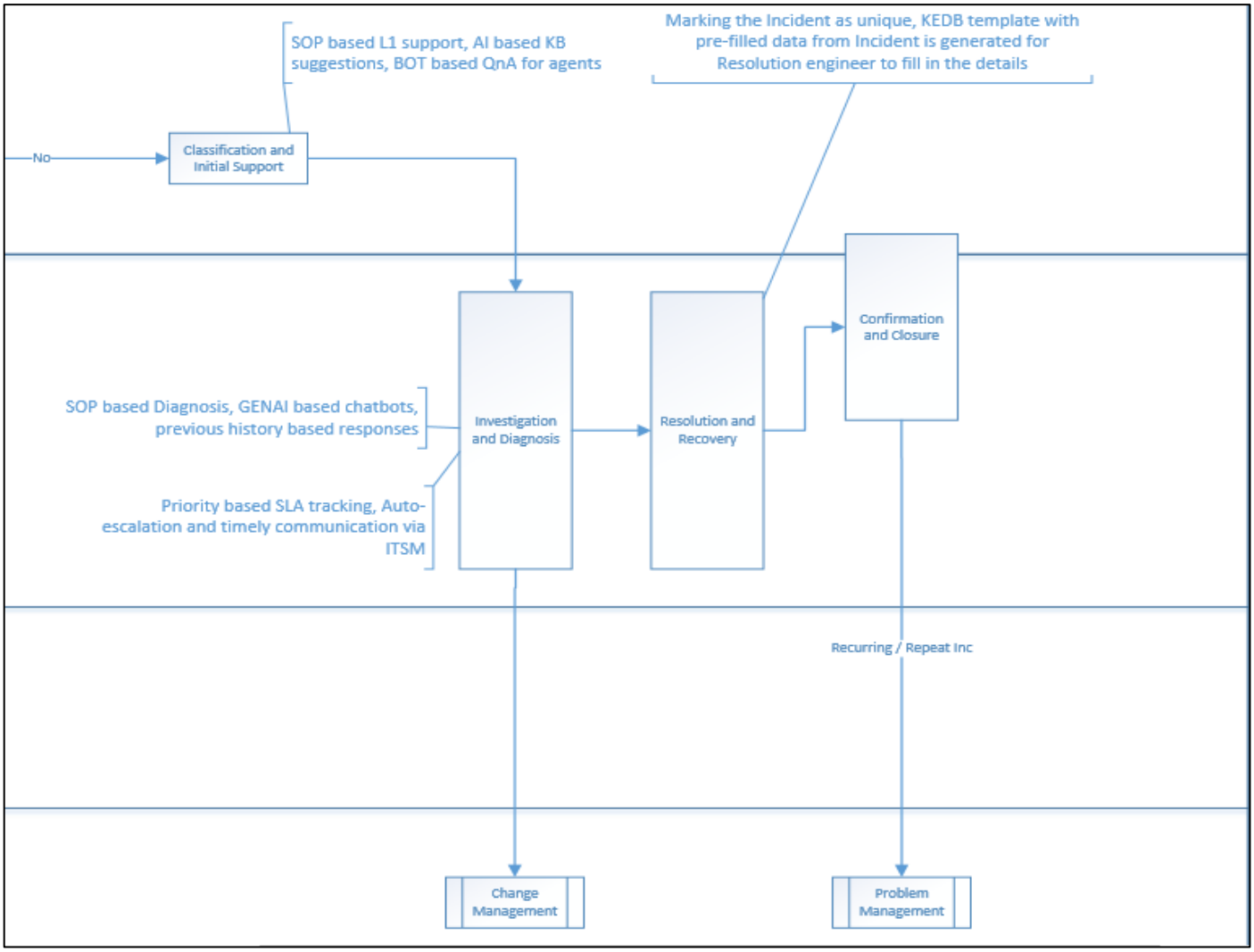


Incident Escalation, Resolution, Process Interfaces

Assisted and Autonomous resolution with human-in-loop automation/semi/full automated workflows



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Common Mistakes Made when implementing AIOPS

A) Do you treat AIOPS like just another tool – Reality is AIOPS is a Transformation of Process re-design, use of relevant technology, governance and maturity. Incident doesn't get magically fixed unless the process, environment, skills scale up
B) Implementing Over-Automation with no guard rails will help to reduce the workforce and yield more revenue, totally false.
With no Human-in-Loop (at least at the start) you are going to end up with service disruptions.
We need to progressively elaborate, start with Human in Loop → Semi-automated → full automation
C) Isolating Process and Technology – Implementing technology in isolation from ITIL Processes will never yield any results as siloed approach would bring in different challenges like (a) reduced alerts but other elements in lifecycle like Categorization, assignment will remain manual, bringing in very less results
D) Measuring metrics – Metrics aren't essential as the automation/Use of AI/CollobOps are clearly evident and everyone can see.
Wrong – Without metrices, Strategic layer Senior Management will so no ROI. MTTR reduction, % of Automated resolutions, Manual effort reduction, Anomaly accuracy predictions etc could be predictable KPI's to start
E) CMDB and its Integration with AIOPS – Ignoring the context of CI, Owner, Severity, Business impact etc… would lead to in accuracies and failures
F) AIOPS Governance – Being totally vendor dependent, no roles, no COE, no RACI would only worsen the data quality and automation breaks and single point of failure. Important to establish a team/COE, having competent team with well defined SOD would ensure efficiency and continual improvements.
G) Starting from where we are rather than starting the starting from scratch, ignoring in-house knowledge, don't ignore what we have from automation/AI perspective in-house, don't ignore in-house ideas.
H) Lack of Training and SME Knowledge would only make AI to perform wrong co-relations rather than doing any good to the project

Suggestion to ITSM Leaders, Incident Managers

A) Start with use cases for POV
B) Service Prioritization
C) Establishing AIOPS governance model
D) Ensuring access to right training
E) Progressively moving / adopting automation
F) Measuring the outcome

The future belongs to AI-native Incident management where humans collaborate with AI to deliver faster, efficient, effective and more resilient IT Operations.

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