

# AIOps with Data, Analytics, and Automation: A Foundational Capability for Modern IT Operations



White Paper

## AIOps with Data, Analytics, and Intelligent Automation: A Foundational Capability for Modern IT Operations

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### IDC OPINION

AIOps is a need-to-have, not nice-to-have, technology capability for IT operations, DevOps, and site reliability engineering (SRE) executives and their teams as they face pressure to move faster to identify, resolve, predict, and prevent problems as the rate and pace of change accelerates and as complex cloud and application environments continue to expand. A great customer experience depends on a great digital experience; this requires an efficient and effective operational/service delivery model that enables high-performing services. AIOps brings together data, analytic models, and intelligent automation to create a modern operational model that engenders speed, agility, and predictability. Intelligent automation identifies opportunities for automated corrective action using a policy and event-driven automation broker. These values directly impact an organization's ability to generate innovation, revenue growth, and profitability. Intelligent automation uses policies and an event-driven automation broker to identify opportunities for automated corrective actions, which can increase process and team efficiencies to deliver optimized costs and faster time to market.

### IN THIS WHITE PAPER

This IDC study provides operations, DevOps, and site reliability engineering executives and senior IT leaders with why and how artificial intelligence (AI) technology in IT operations is selected and used to deliver maximum business value, ensuring AI investment decisions are measured against an expected return. Many organizations call this AIOps: the ability to collect a variety of data at scale and apply various analytic models to accelerate problem identification, resolution, and predictive capabilities with various levels of automation and monitoring.

### SITUATION OVERVIEW

IT operations, DevOps, and SRE executives and teams are in unprecedented territory; they all must meet new challenges for scaling and accelerating digital transformation, faster DevOps-driven application deployment cycles, the rising complexity of multiple cloud adoption, and the expansive sophistication of a traditional and modern (i.e., mainframe, container, microservices, Kubernetes based) application architecture. In addition, the need to align these people, process, and technology challenges to business outcomes has never been more important. Executive teams realize that their technology architecture is in fact their business architecture; the ability to deliver high-performing digital services and products relies on an effective and efficient service delivery foundation.

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## Achieve your goals for speed, agility, and predictability

According to IDC, AIOps has become a must-have capability for IT Ops, DevOps, Service Delivery, and SRE organizations. In this white paper, you'll learn how you can leverage data, analytics, and intelligent automation to deliver measurable outcomes and ROI. Topics include:

- Solving real operational and service delivery challenges with data
- Using automation as a guiding framework for AIOps
- Reducing complexity to streamline innovation and improve customer experience