



AIOps – EXPERIENCE-LED IT OPERATIONS

Abstract

Workforce demographics have transformed rapidly over the past few years. Factors like pandemic, digital evolution, changing ways of work, customer demands and employee expectations, have compelled organizations to modernize their IT landscapes. This will help them meet the needs of the new workforce demographics and the other macro trends in the world. CXOs today are on a digital transformation journey which, if successful, could revolutionize their entire business model.

The post-pandemic era has seen the CXOs focus on solutions that can help their enterprises stay resilient in these times of digital disruption while offering experience and wellness to employees. The most common asks can be clubbed into three broad categories – business, IT, and the employee. The C-suite is looking for business innovation that offer better collaboration, ensure zero disruption in business activities, and improve the overall business processes. They are also looking to reduce IT spends and ensure better ROIs for internal processes. Solutions and efforts that can effectively support adaption to the digital transformations in the workplace are in demand. Above all the business and the IT related asks, there is a renewed employee focus from the C-level executives. The top management is greatly focused on ensuring their employees enjoy enhanced experience from their workplaces while remaining productive. And the past couple of years through the pandemic its related hardships have also brought an extra sharp focus on the emotional and mental wellbeing of the employees and enabling them with tools and solutions that can help them enjoy better work life balance.

In this paper we talk about how **Artificial Intelligence in Operations (AIOps)** capabilities can create a profound impact on the workplace of today, transforming business process, IT landscapes and employee experience.

Artificial Intelligence (AI) has been steadily making its way into the workplace, be it the enterprise's IT transformation or the workplace itself.

Artificial Intelligence in Operations (or AIOps which is how we will refer to in the rest of the document) brings in innovation and helps automate IT operations in the Workplace by enhancing Digital Operations strategy.

The AIOps capabilities contribute to various aspects of the digital operation strategy like –

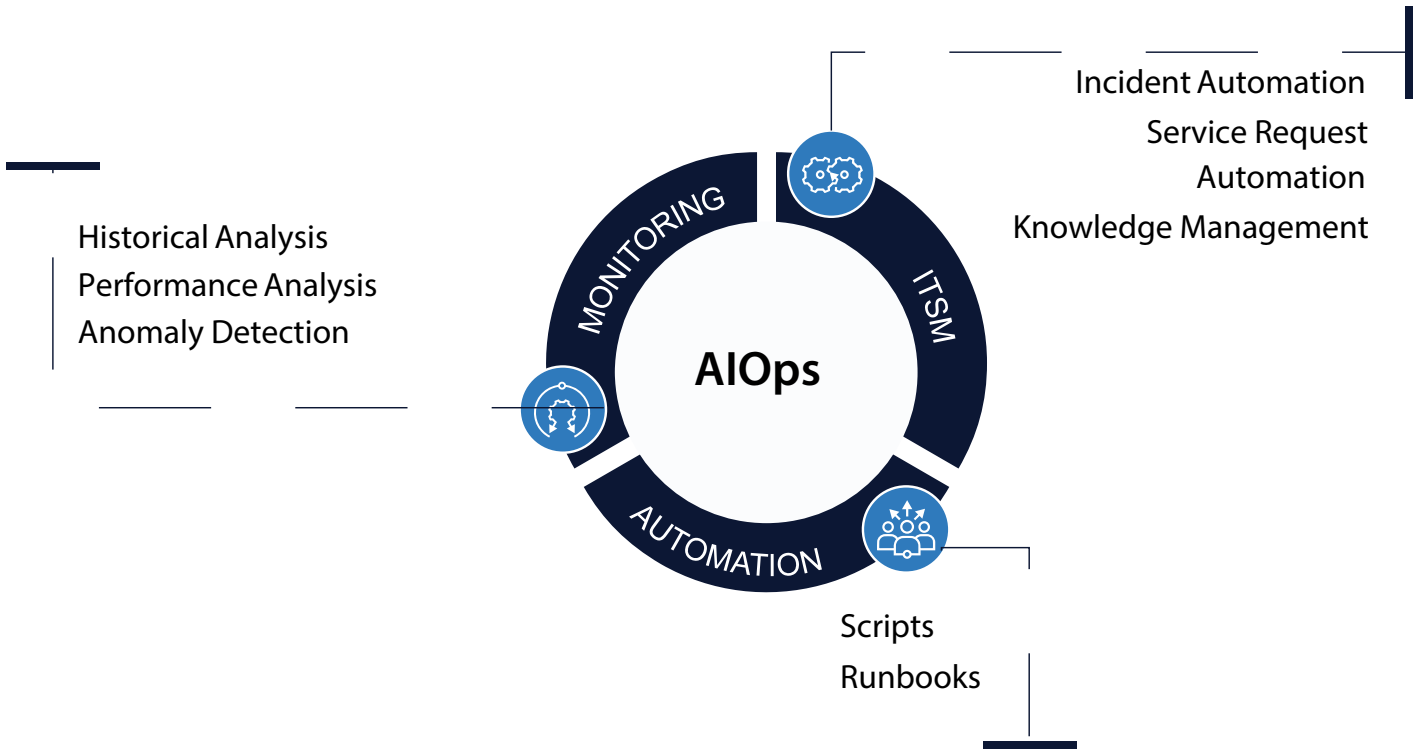
- 1. IT Service Management (ITSM)** through automated incident resolution, service request automation, knowledge base and resolution suggestions.
- 2. Monitoring** of business applications to identify anomalies and analyze performance of multiple applications.
- 3. Automation** of scripts and runbooks that can effectively make operations faster and errorfree.

90% C-level executives reported measurable benefits from deploying AI within their organizations

Source : Forbes.com

By 2023, 40 percent of companies will be using AIOps for application and infrastructure monitoring

Source : Gartner.com



How AIOps can help in addressing Workplace Challenges

In today's hybrid work era, every organization has seen dramatic shifts in their workplaces which have ushered in a set of challenges related to the workplace. This has led to the need for organizations to be proactively digital and adopt emerging technologies faster. AIOps can transform an enterprise through catalyzing two major aspects – streamlining of the IT operations and effective employee experience and productivity.

Streamlining IT Operations

IT organizations today are reimagining their workplace, leveraging AIOps across various facets of IT operations management (ITOM), primarily to streamline their managed services and optimize their OPEX spend limit. This in turn has three focus areas -

1. AI led Service Automation

AI automate analysis and resolution of incident and service request in ticketing system. AIOps uses natural language processing & extract important info/entities using AI models and algorithms. Tickets are auto resolved with the help of automation jobs, auto-orchestrate runbooks. Predictive AI helps to auto-classify incidents/requests and assign to right IT support group. Natural language text analysis helps to scan user's feedback and figure out whether user's feedbacks are positive, negative, or neutral to give analytical data on user sentiment on incidents and requests. AIOps help in proactively detecting and address issues before they cause incidents to enhance employee experience. There is considerable support that engineers can enjoy for situations where an incident demands support engineer to coordinate with the end user. "Similarity AI" models helps engineer with resolution suggestions based on existing incidents and knowledge base. Multiple languages can be handled, and incidents can be auto translated to preferred language of support engineer which in turn will help them deliver quick resolutions. AIOps provide intelligent auto-response to incidents using AI algorithms, which frees the IT team up to focus on hyper-productive tasks.

*"4 out of 5 C-level executives said that their future business strategy will be informed through opportunities **made available with AI technology.**"*

Source: [Infosys.com](https://www.infosys.com)

2. Self-Service

Bots are being increasingly used in workplaces as they can help in raising tickets in systems such as ServiceNow, Jira etc., without the need for human intervention. Adoption bots provide self-help content including training videos, articles, and program highlights to empower business users to address issues themselves. Omnichannel Conversational Bots can ease the load on the support team by answering user queries and resolving common issues.

3. Monitoring

Enterprises are replacing traditional monitoring tools with AIOps e.g. Enterprise application monitoring, Virtual network monitoring, Infrastructure as a Service monitoring. Machine Learning can also help to Auto-heal issues like high CPU utilization, etc. using integrations with products like Nanoheal and Nextthink. These integrations help companies move from reactive to predictive and proactive help-desk approach, and automate responses.



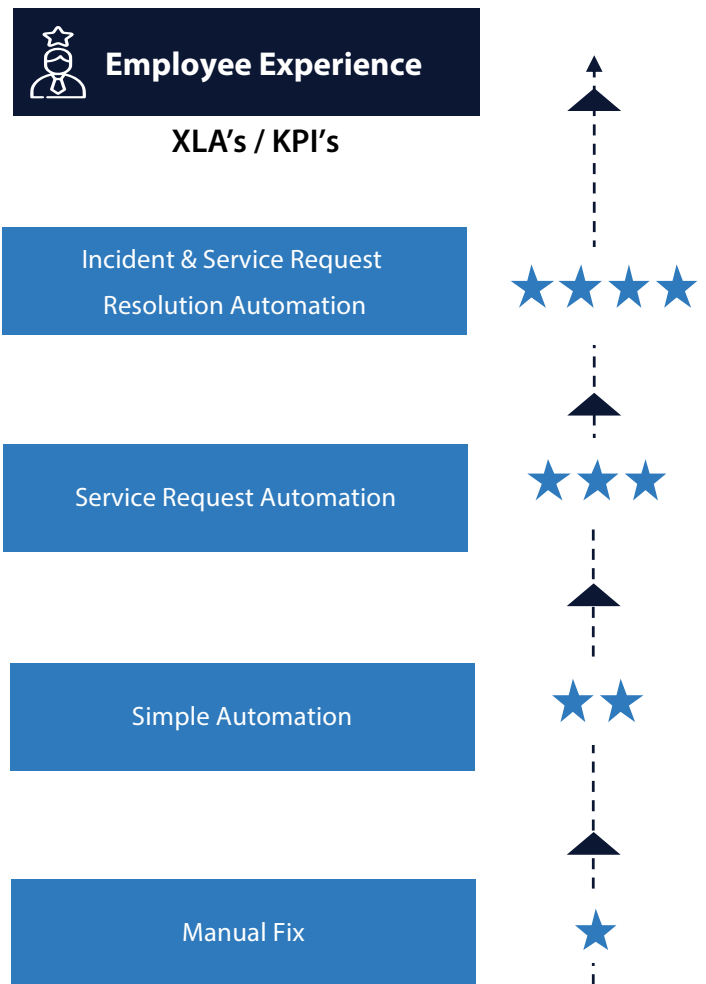
Delightful Employee Experience and Productivity:

In today's world, business that transform smartly to enhance customer experience continue to grow. AIOps plays vital role in empowering workplace and enabling businesses thrive.

However, today, employee satisfaction, experience, XLA and KPI's are also taking center stage. They directly impact the growth and resilience of any organization. These parameters are directly proportional to automation and we can see that advanced and intelligent automations lead to a better experience for employees.

There is no future of IT operations that does not include AIOps. This is due to the rapid growth in data volumes and pace of change that cannot wait on humans to derive insights.

Source : Gartner.com



AIOps offer capabilities to monitor and analyse business applications by leveraging advanced machine learning (ML) algorithms such as pattern matching, predictive analysis, historical data analysis, and causal analysis to provide data-driven solutions. These capabilities enable tech teams to gather insights, foresee contingencies, empower decision making and planning and optimizing business processes.

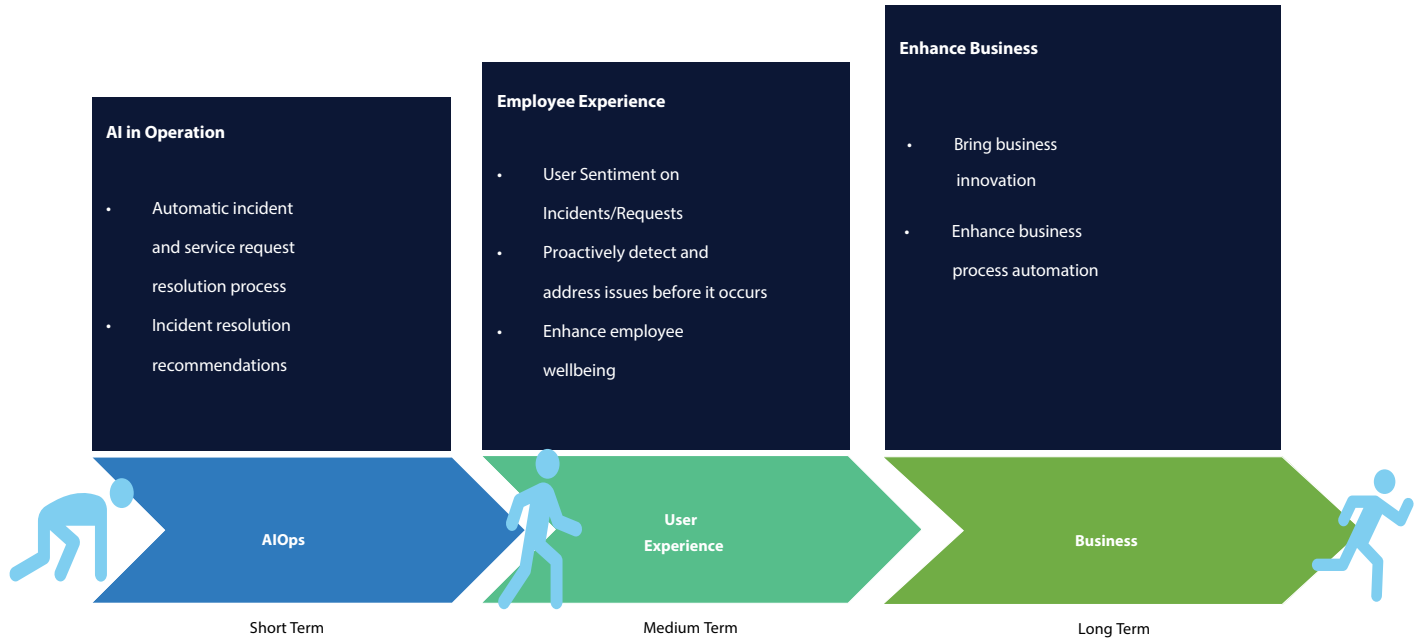
"77% IT decision makers were confident employees in their organization could be trained for the new job roles AI will create in their business"

Source: Infosys.com



The Road Ahead

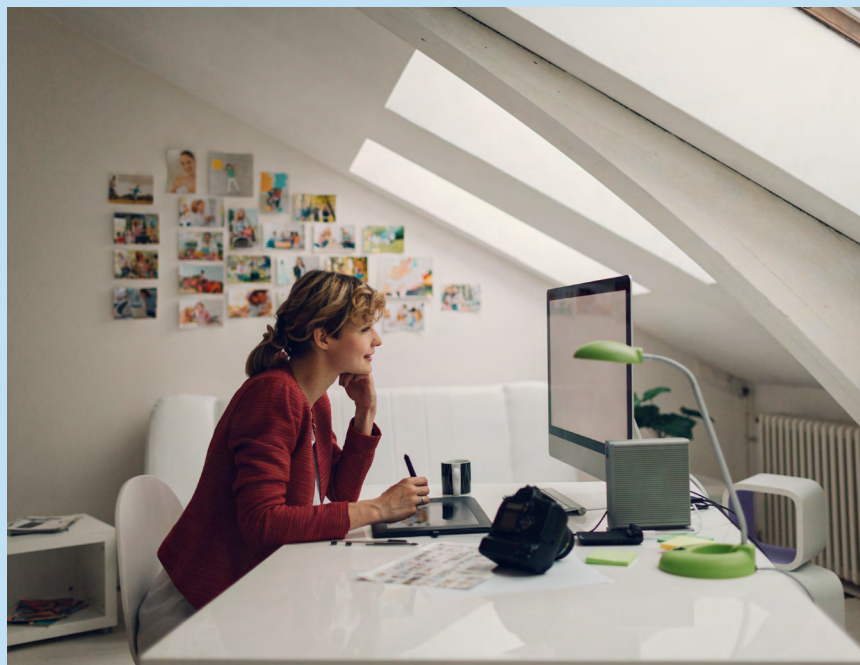
AI Maturity Model, given below, offers a view into how value can be delivered to clients with Short, Medium and Long term goals.



How will AIOps change the Workplace?

Organizations can leverage AIOps in Workplace to automate most of the repetitive and transactional tasks that cause fatigue and boredom. This will enable the workforce to be able to focus on other aspects which are business growth areas. Advanced AIOps solutions can transform enterprises into becoming self-learning and self-healing operations.

To conclude, leveraging AIOps can offer organizations with the power to move from reactive IT to a more proactive IT set up and minimize IT burnout. Enhanced customer satisfaction can be ensured through improved IT quality, reduced downtimes, better brand image and ability to deliver operational efficiency with confidence. And added to all this are happy employees who are empowered with tools that take care of their wellbeing and experience while letting them be at their productive best for their organization.





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Reference

It's Time for Infrastructure and Operations: <https://www.gartner.com/smarterwithgartner/how-to-get-started-with-aiops>

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