Key Criteria: AIOps

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AIOps tools, as the name implies, provides a wide range of AI capabilities. This includes knowledge-driven predictive analytics and natural-language processing. It's technology that can be applied to all types of CloudOps tasks. These tools are built either to automate simple tasks so that IT operators can focus on more strategic work, or to perform tasks that are beyond a human's capabilities.

One can think of AIOps as a cross between active tools and those that can learn from being active. This is an important distinction. Tools must carry out preprogrammed self-corrective processes, and it's the AIOps tools' ability to learn during those processes that creates a huge advantage. For instance, understanding that performance issues could be saturation caused by cyber-attacks, and that particular situation should kick off security processes to mount a defense. For traditional tools, these would play out as performance issues, and not make the links with security threats.

Moreover, and most important, AIOps tools have the ability to deal with thousands of data points and make correlations that most humans would not make. For instance, data update errors that lead to a pattern, that leads to the identification of a bad network connection that would normally take weeks to diagnose.

Report Topics:
- Table stakes
- Key Criteria
- Evaluation Metrics
- Near-Term Game Changing

Table Stakes:
- Criteria around the ability to turn operational data into insight, as a baseline of what AIOps should deliver.

Key Criteria:
- Proactive operations
- Learning systems
- Self-correcting capabilities
- Self-reporting capabilities
- Continuous Improvement of tools
- Insight visualization
- Configurability of dashboards
- Architecture (e.g. multi-cloud, microservices) support

Evaluation Metrics

- Systems supported / breadth of monitoring approaches
- Management approaches (incl flexibility)
- Learning approaches
- Broadness of the solution / Extendibility / Adaptability
- Overall operational impact / TCO