Let’s Get Real About Self-Driven IT Ops

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Customer Experience is Paramount

73% say customer experience is critical to their overall business performance

...YET ONLY 15% rate themselves as delivering a very effective customer experience
The IT Ops Challenge

**Too Much**
Too much data and complexity for humans alone to analyze efficiently

**Too Late**
Notified of potential problems too late to avoid business impacting incidents

**Too Long**
Takes too long to access, analyze & derive insights from operational data

**88%**
INCREASE IN OPERATIONAL DATA

**4.5**
AVG MTTR (HOURS)

**$150M**
OUTAGE COSTS

Sources: Modernizing IT Operations for Digital Economy, Research Study, Digital Enterprise Journal 2017
What if You Could…

Reduce Manual Labor > 40%
- Enable generalists to triage issues, engage only the experts needed and increase automation

Diagnose Problems +5X FASTER
- Pinpoint root cause faster with multi-source data feeds and advanced machine learning algorithms

Predict Issues +2H EARLIER
- Take action earlier with embedded intelligence that dynamically alerts to abnormal patterns of operation
Transforming Hybrid IT
Transforming Hybrid IT

Open
Work with latest technologies across all environments

Frictionless
Simplified, seamless experiences accelerating time to market

Optimized
Intelligence and automation that maximizes resources
Remove Barriers

Open application architectures via API’s

Open source development frameworks

Open

Zowe
Increase Velocity

- **DevOps** and agility
- Modern, simplified visualization
- Common UX across domains and platforms
- Seamless **integrations**
Maximize Resources

Optimized

Data-driven **machine learning** and augmented **intelligence**

**Automate** wherever possible
Fragmented Narrow Views of IT Reality
Lead to Inefficiencies, Reactive Firefighting and Slow MTTR

Application Data
Transactions, Metrics, Traces

Network Data
Fault, Performance Logs

Infrastructure Data
Mainframe to Cloud
Metrics Alerts, Logs, Topology

Experience Analytics
Response time, Conversions, Heat Maps
Optimize with Machine Learning in Context
Operational Intelligence Drives Smarter, Faster IT Ops

Operational Intelligence

- Network Data
- Application Data
- Experience Analytics
- Infrastructure Data
Operational Intelligence
Real-time Contextual Decision Making and Automation

Gather Data

Derive Insights
- Reduce Alert Noise
- Identify Root Cause
- Predict Issue

Apply Context
- End-to-End Service Visibility
- Topology Hotspot Mapping

Drive Action
- Auto Remediation
- Adaptive Self-Healing

Continuously Optimize

Application data
Network data
Storage data
Database data
Infrastructure data
Benefits of Operational Intelligence
Mobile to Mainframe to Cloud

Solve complex issues quickly with the most comprehensive contextual intelligence

Achieve ROI faster with out-of-the-box algorithms & integrations

Avoid business impacting issues with actionable predictive insights

Drive self-healing systems through automation

Automatic
Continous insight

Operational Intelligence

Data-driven machine learning in context

Collaboration

Applications
Databases
Systems
Networks
Storage
Logs

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A Journey, Not a Destination
Where are you on your automation journey?

NOTE: Levels of driving automation are defined in SAE International Standard J0316.
Continuously Optimize and Automate

Innovation Thrives on Open Frameworks and Community
Driving Faster Time-To-Outcomes Requires Elimination of Barriers
Machine-Learning and AI are Key to Fueling a Digital Business
Thank You.

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