



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

88%

INCREASE IN OPERATIONAL DATA

Too Long

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

4.5

AVG MTTR (HOURS)

Too Late

Notified of potential problems too late to avoid business impacting incidents

\$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

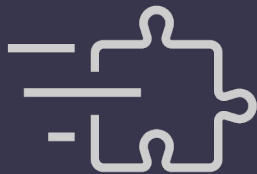


Transforming Hybrid IT



Open

Work with latest
technologies across all
environments



Frictionless

Simplified, seamless
experiences accelerating
time to market



Optimized

Intelligence and
automation that
maximizes resources

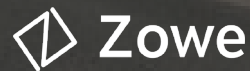
Remove Barriers



Open

Open application **architectures** via API's

Open source development frameworks



Increase Velocity



Frictionless

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



Optimized

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

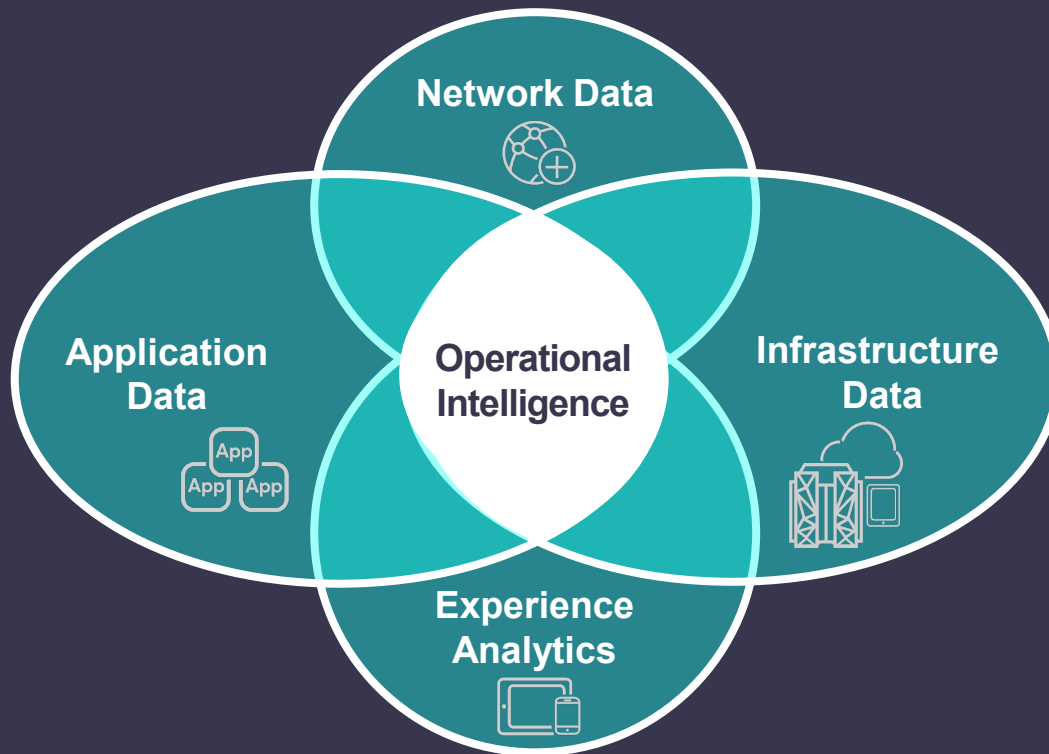


Optimize with Machine Learning in Context

Operational Intelligence Drives Smarter, Faster IT Ops



Optimized



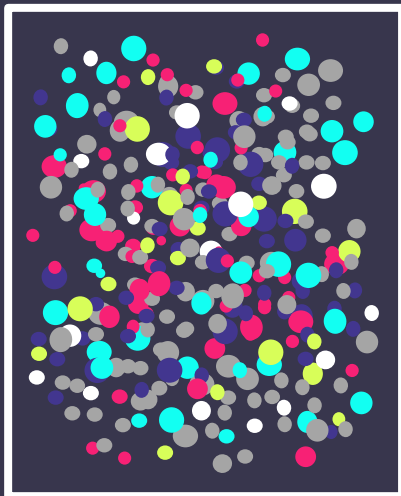
Operational Intelligence

Real-time Contextual Decision Making and Automation



Optimized

Gather Data



- Application data
- Network data
- Storage data
- Database data
- Infrastructure 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



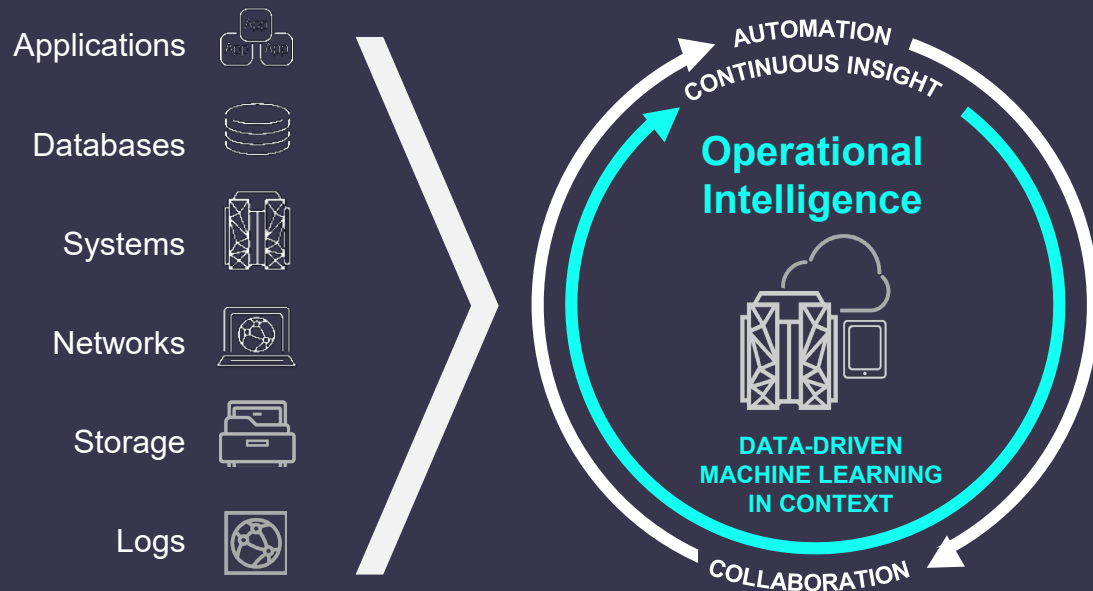
Continuously Optimize

Benefits of Operational Intelligence

Mobile to Mainframe to Cloud



Optimized



Solve complex issues quickly with the most comprehensive contextual intelligence

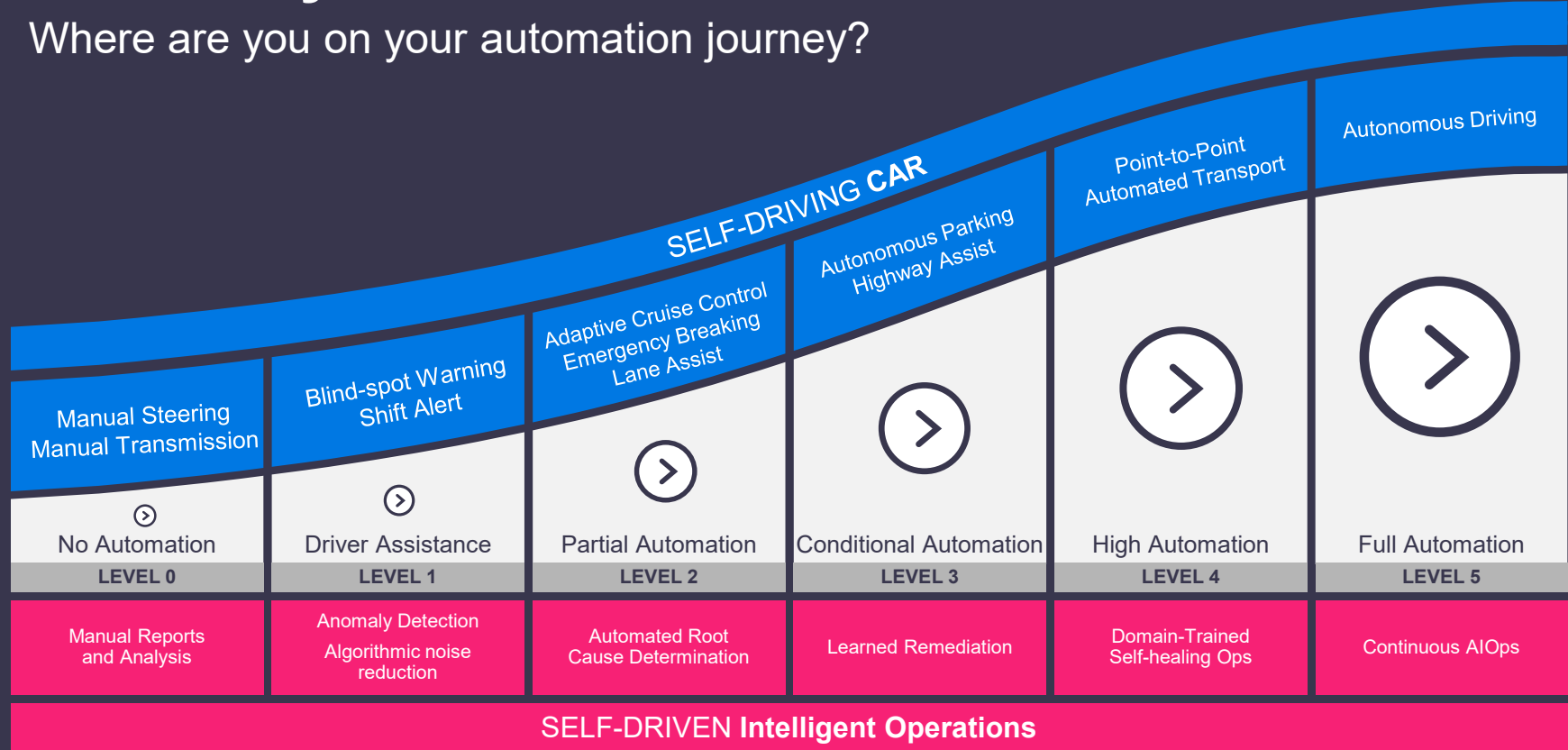
Achieve ROI faster with out-of-the-box algorithms & integrations

Avoid business impacting issues with actionable predictive insights

Drive self-healing systems through automation

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



Open



Frictionless



Optimized

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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