A Call for an International Standard for the Management of AIOps Systems

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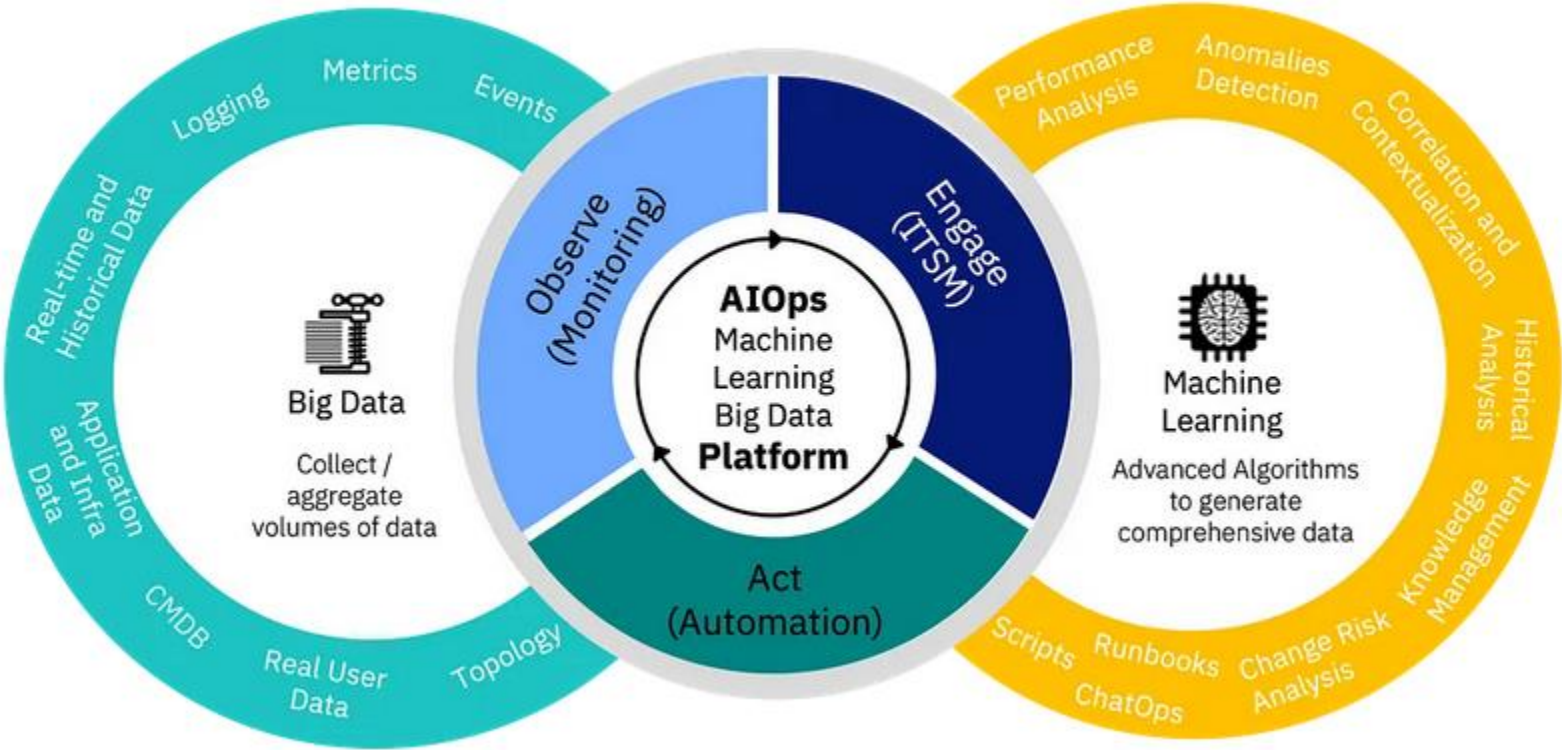Montreal, Canada

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AI for IT Operations

- AIOps relies on data analytics and machine learning to automate and optimize IT operations.

Focus of current research

Anomaly Detection

IR Management, RCA, Mitigation techniques

Logging, Tracing, and Date Management

Data Privacy & Regulatory Compliance

Challenges of using an AIOps solution in an organization

- **No standardized approach for AIOps**, limiting reuse and innovation

- Challenges **working with telemetry data** (size, structure, velocity, etc.)

- AIOps tools do not leverage **the full scale AI algorithms**

- **Lack of well established quality criteria** to assess the maturity of an AIOps solution

- **Cost vs. benefit** is not well understood

- No clear alignment of **AIOps with a company's strategic directions**

- **Issues of governance, risk, and compliance** associated with AIOps

- **Roles and responsibilities** of AIOps operators are not well defined

An AIOps management system standard

- A reference framework to help organizations implement an AIOps solution by addressing the governance, people, process, and technology aspects.

- It provides a systematic approach to achieving organizational goals
  - ensuring that resources are utilized optimally and that activities are aligned with the organization's objectives.

Dimensions of an AIOpsMS standard

Mission, vision, goals and objectives, capability assessment strategic alignment, KPIs, etc.

Governance

People	Process	Technology
Roles & responsibilities (observability specialists, engineers, etc.) Training needs	Organizational processes for the operations of AIOps solution Processes for compliance and controls	AI models Tools & platforms Telemetry standards, Etc.

Continuous Improvement Culture	Guidelines & Best Practices	Maturity Level Assessment

Conclusion

1	Companies must implement an AIOps solution to manage the complexity of today's IT infrastructures.
2	Existing AIOps research focus mainly on the technical aspects of AIOps.
3	Future development of AIOps solutions require a standardized approach to foster innovation, while managing risks.
4	The proposed dimensions of a standard for AIOps may include governance, people, process, and technology.

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