LTIMindtree

PoV

Relevance of Enterprise Service Management for Command Center Operations

Do you ever feel like your inbox is overflowing with messages, notifications, and alerts? It's like they keep coming and coming, and it becomes challenging to keep up.

Imagine if that was your organization's IT infrastructure instead of your inbox. With the rise of enterprise cloud and the increasing number of devices and apps, the volume and velocity of alerts are skyrocketing. This can be a significant challenge for command center teams, who often must deal with an alert overload and work in silos without a centralized view of all the alerts. As a result, IT operations teams struggle to identify the proper alert at the right time, hindering business outcomes and real-time customer experience optimization. According to a global CIO survey, IT and cloud operations teams receive an average of 2,973 daily alerts, of which about 74% are just noise[i].

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Notification fatigue can cause significant discomfort for command center operators and support engineers across levels (L1, L2, and L3). Hence, it becomes imperative for IT enterprises to monitor all the event occurrences and manage day-to-day operations along with abnormal conditions.

LTIMindtree's Canvas AIOps resolves this issue by rationalizing IT service management practices, such as Enterprise Service Management (ESM).

What is ESM?

ESM is an extension of IT service management practices for the other areas of the organization, enabling streamlined and optimized service delivery processes across verticals.

In Canvas AIOps, ESM is also called Monitor of Monitors. Let's have a look at some of its unique features.

Single window for alert convergence from multifaceted tools and clients

The ESM module provides a consolidated view of all alerts from various underlying monitoring tools, including network, database, server, and application monitoring. This streamlined approach eliminates the need for support engineers to manually check multiple tools, enhancing their productivity and efficiency. With real-time updates and a single point of reference, our ESM module offers a comprehensive and centralized monitoring solution for all IT alerts.

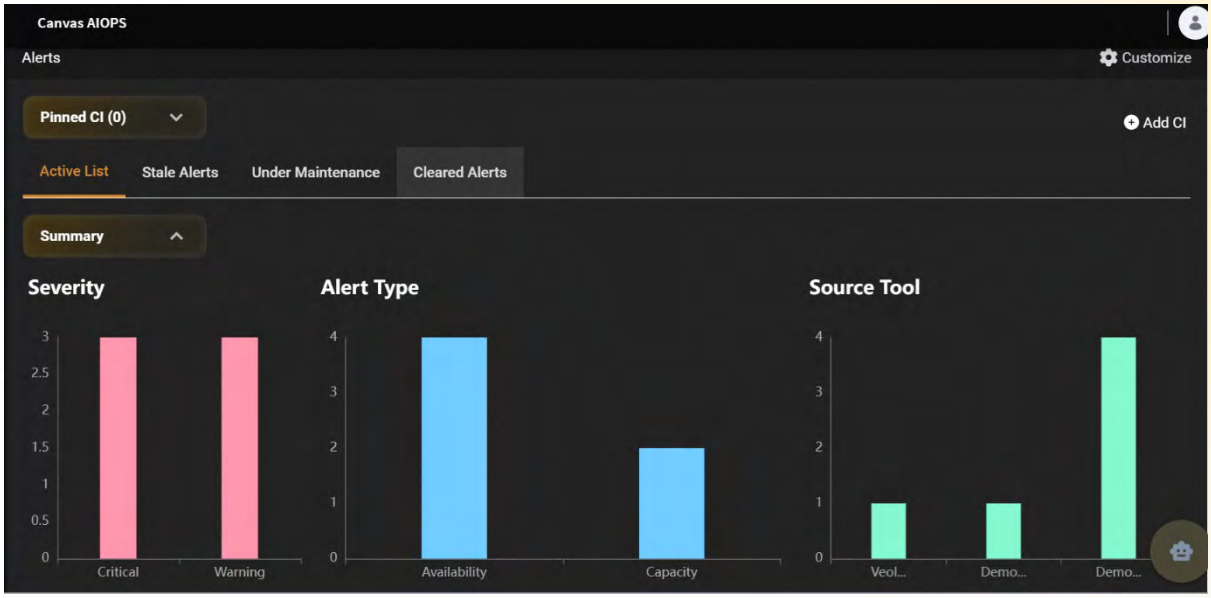


Figure 1: Canvas AIOps - alerts page

Comprehensive alert history

The ESM module offers a comprehensive and detailed view of past alert data, enabling the system to identify correlations and display only the parent alert. This reduces alert fatigue for command center engineers, allowing them to focus on critical issues that require their attention. Additionally, the module displays information about the parent alert, including its impact on response time, along with recent Configuration Items (CI) instances. This provides a complete picture of the alert and its potential impact on the application, enabling engineers to respond quickly and effectively.

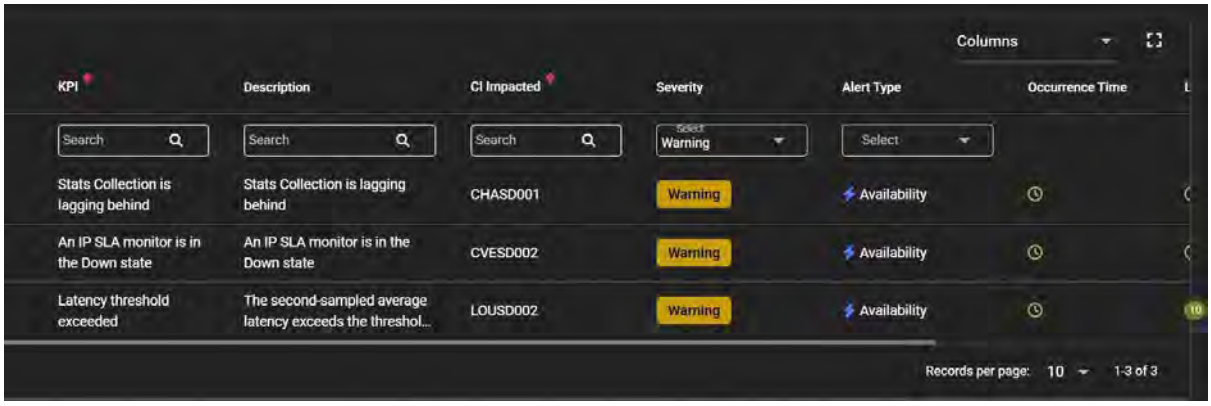


Figure 2: Detailed alert data list

Alert-CI topology mapping and business services impacted

The ESM module offers a comprehensive view of business services impacted by alerts, including information on CI-related data, such as user sessions and activities. Additionally, it provides a detailed understanding of CI performance, including metric trends, anomalies, and tickets. This information lets engineers quickly identify and address issues affecting the application and its users.

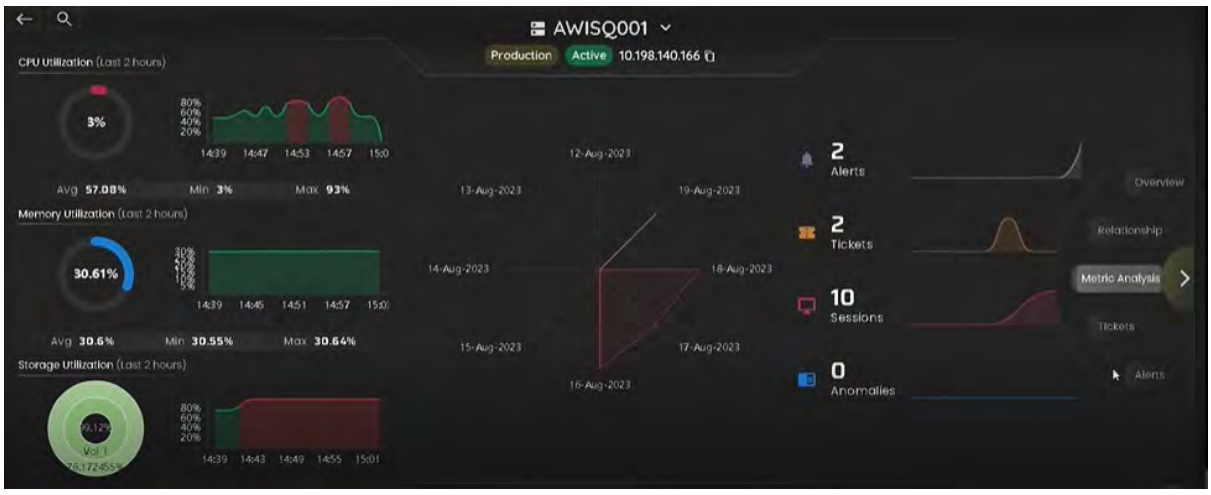


Figure 5: CI performance metrics

Chronological alert timeline for impacted Cis

ESM provides a timeline for the impacted CI where alerts, auto-resolved tickets, and sessions can be viewed.

Figure 6: Alert timeline for impacted CIs

Benefits of ESM

Let's have a look at some key benefits of ESM.

Improves mean time to detect

Enables faster detection of issues and anomalies, reducing the time spent on troubleshooting and resolution.

Reduces noise and false alarms

De-duplicates identical alerts and filters out noise, reducing the volume of low-priority alerts and improving the signal-to-noise ratio.

Better decision-making

Provides real-time insights and analytics, enabling support engineers to make data-driven decisions and improve IT operations.

Improves productivity and reduces operational costs

Enables teams to handle alerts proactively through a single window alert convergence. Optimized processes and workflows eliminate all manual or human intervention, resulting in lower operational costs and maximum productivity.

Increases governance and control

Implements internal controls and provides detailed information and reports on alerts and CI instances.

Improves operational visibility

Provides insights into each business function and the value it offers. This enables the company to communicate it to the clients, customers, and stakeholders.

Better customer experience

Delivers services above customer expectations, such as ease-of-use, self-help, self-service, service request catalogs, collaborative capabilities, access to infinite services and information, and customer support.

Maximizes ROI

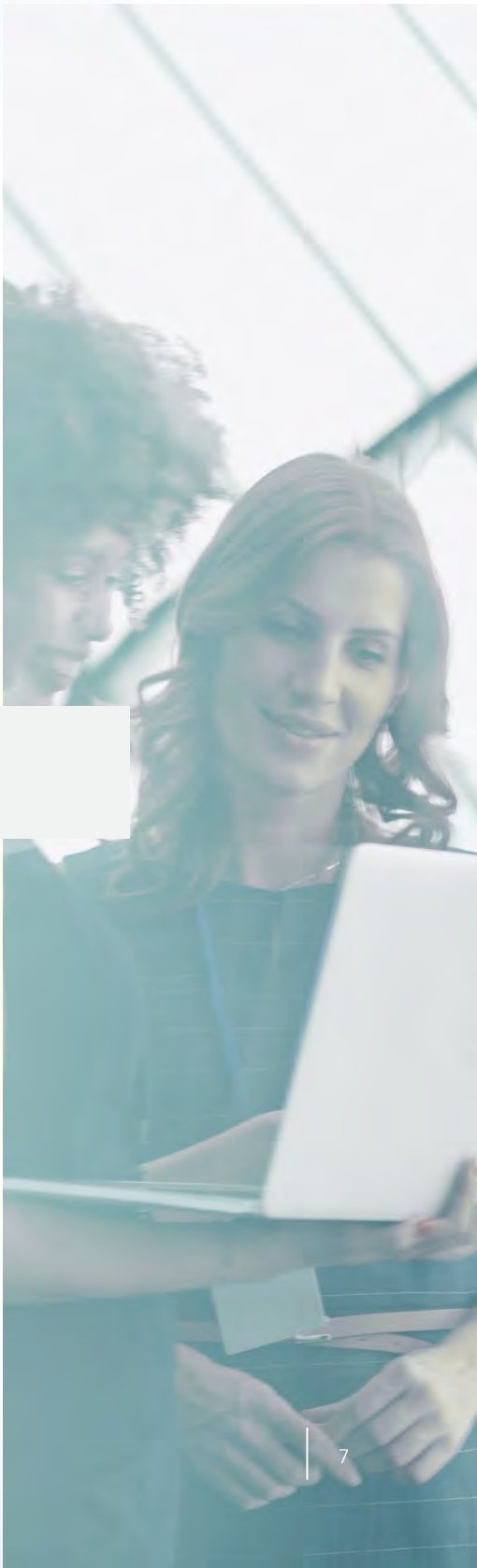
Offers a significant Return on Investment (ROI) when used in conjunction with an IT Service Management (ITSM) solution. Increased ITSM usage proportionally increases ROI compared to other IT software. The ROI is calculated considering multiple factors, such as the number of tickets handled, average ticket cost, percentage of tickets reduced, and licensing cost.

Conclusion

LTIMindtree Canvas AIOps' ESM module intelligently correlates alerts in near real-time, discovers the root cause, and suppresses noise in the ecosystem by de-duplicating identical alerts. By linking correlated alerts and connecting the dots across multiple CIs, the ESM module reduces the volume of high-priority actionable tickets, allowing support engineers to focus on resolving the root cause.

This improves the mean time to resolve and reduces time and effort spent on overall operations. The ESM module makes integrated command center operations more robust, resourceful, and cost-effective.

If you're struggling with false alarms, LTIMindtree's Canvas AIOps can help you reduce that noise and improve your IT operations.



Learn more about ***LTIM Canvas AIOps*** now.

[i] *Global CIO Report, Dynatrace, 2020:*
https://assets.dynatrace.com/en/docs/report/2020-global-cio-report.pdf

Authors' profile

Manisha Ojha is a seasoned technical communicator and web content writer with over 11 years of experience in the IT and publishing industry. She is a keen follower of structured writing and data-driven spatial approaches. She is currently responsible for all the marketing and promotional activities for ACE's Automation IPs, which include marketing collaterals, newsletters, video scripts, case studies, and how-to-videos.

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