

5 LEVELS of AIOps Maturity

There are levels of maturity that need to be undertaken to achieve the ultimate promise of AIOps; a fully automated Tier 1 operations organization that brings tremendous value to the business. To mature AIOps in your organization, leaders need to drive strategy and ensure IT processes and systems are aligned.



Reactive

- Siloed operations, collecting events and logs for reactive purposes.
- Constant fire-fighting mode. No dialog with Business.



Integrated

- Data sources integrated into a unified architecture.
- Improved ITSM processes.
- Breaking down silos and creating dialog with the Business.



Analytical

- Unified analytics strategy with transparency of data to all stakeholders and Business.
- Optimized ITSM processes.
- Defined measurement points and baseline metrics.



Prescriptive

- Increased automations, introduction of machine learning, and automation deployed on optimized ITSM processes with human interaction.
- Comparative analytics to measure improvements and business value.



Automated

- Data sharing among all stakeholders and business.
- Full automation with no human interaction, machine learning based on predictive and prescriptive models.
- Full transparency of analytics.
- Proactive decision making based on business value.

Windward can help develop your strategy and approach that turns your AIOps vision into reality.