Modern CTO Interview Highlights

CHRIS MENIER, VICE PRESIDENT AND TRANSFORMATION STRATEGIST WITH VITRIA AND JOEL BEASLEY, MODERN CTO FOUNDER DISCUSS SERVICE ASSURANCE AND HOW VIA, THE AIOPS SOLUTION, IMPROVES THE END-TO-END CUSTOMER EXPERIENCE.

Chris Menier, VP and Transformation Strategist with Vitria explaining service assurance projects to moderator Joel Beasley

Chris: VIA enables clients to find business opportunities to improve the experience of their customer through analytics. To do that you need to understand the customer experience, the digital transformation affecting the industry, and the business operation. To find these opportunities you've got to be really engaged in the business in a very granular way; and understand how different technologies interoperate and enable the business.

Joel: DevOps accelerates change. What's the impact of change on operations and how does AIOps enable rapid change?

Chris: DevOps is all about continuous development, delivery, integration, and deployment. DevOps enables you to rapidly deploy more software and new services and this in turn introduces a lot of change. Whether the company is updating new code or deploying a new container, there are often unintended consequences. With so many applications moving to or written for cloud, there are typically many layers and a lot of moving parts. Each and every change, even a small one, can disrupt the customer experience. The upside is you're enabling the introduction of new features and services for the customer. The downside is that changes may cause breakage and unintended consequences. **AIOps takes signals from all the different layers and uses them to help the business understand the impact of change on the customer experience.**

Joel: Is the purpose of an AIOps solution to understand what is disrupting the customer experience?

Chris: In most organizations, IT Operations Is very siloed - meaning each function of service delivery operates independently. For example, there's a team that focuses on the infrastructure. This team may be asking if they need to replace a failed hard drive, or is CPU spinning out of control? Is memory being overutilized? Another team may be focused on application performance, and they are asking different questions: Are my API calls successful? Are my transactions happening in a timely manner? A third team, focused on the network operations, is concerned with traffic congestion at a switch, or whether a load balancer is dropping packets somewhere. Each of these teams is independently monitoring and acting. This is often inefficient and ineffective.

When something breaks, operations sees a ton of alarms on various monitors. Each team tries to understand the reason for the alarms they are seeing. Each team independently creates tickets to analyze the problem.

After some time, they may get together and ask the question: is this related to that? Minutes, hours tick by and theoretically the problem gets resolved. In the meantime, the customer's frustration is building because they can't use the application they need when they want to use it. In the meantime, the customer Is calling or chatting with support to report the trouble or get immediate help.

The purpose of VIA is to detect what's going on and by correlating and analyzing the data across the different layers to quickly discover the root cause and prescribe the right action. The action, depending on the maturity of the organization, can also be automated. Some examples of automation include: run a script, back out a change, open a new port, reboot a device, or simply get the problem to the right person with the skill to right the wrong.

Joel: Organizations using VIA know what the ideal customer experience should look like. They rely on VIA to know about problems before the customer calls support and understands the root cause of the problem so they can quickly correct.

Chris: Yes, this seems simple enough, but it's difficult to do if you're relying completely on human intelligence. We don't just eliminate the noise or react to events crossing a generic threshold. VIA baselines the normal condition from a customer's perspective by adding time series data and generating anomalies from this data. For example, VIA considers failure rates from password rejections or applies seasonality - eight o'clock at night is different than eight o'clock in the morning, and Saturday is different from Tuesday. VIA simplifies the complexities of the data across dimensions of time and space. **Once we can understand these relationships, we develop a baseline condition. This is the starting point. VIA enables drill down to the machine or condition causing the problem from the customer's perspective. VIA flips the problem on its head and starts with the customer experience.**

Joel: Why would an organization choose VIA?

Chris: There are similarities between different types of businesses - how they are structured, and the component parts required to deliver a service. VIA has gained a lot of interest because we are not monolithic, and we are non-disruptive in the deployment. The actions we suggest could be directed at DevOps, or the service experience team focused on the customer. VIA has multiple entry points and Integrates with existing technology and workflows.

VIA integrates with many different tools. VIA grabs process logs or taps into raw feeds from AWS, for instance. Our clients see value as soon as VIA ingests enough data for it to be meaningful. Models are working out of the box, but after a few weeks of ingesting data, the models improve.

<u>Learn more about VIA AIOps.</u>

<u>Use our Buyer's Guide for AIOps to launch your analytics strategy.</u>

ABOUT VIA AIOps

VIA AIOps easily integrates with monitoring systems located in silos across the service hierarchy. Enabled by explainable AI, VIA prescribes remedial actions to the designated system of action and predicts problems before they impact customers. VIA AIOps can be deployed from the cloud, on premises or in hybrid operating environments.

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