

The AIOps Revolution

Harnessing revolutionary change in
enterprise technology

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Tanner Bechtel

- Founder & Former Global Director of WWT AIOps & Automation Organization
- Multi-year, #1 global reseller of AppDynamics, ThousandEyes, FSO bundle
- Architect of the WWT AIOps Interoperability reference architecture
- Joined Cisco ThousandEyes to help global partners build practices

AIOps



AIOps

APM | NPM | Monitoring | Event Correlation
AIOps | Observability | Assurance



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What is the purpose?

We're at the start of the most significant transformation in how people live and work.



Visibility and control is **shifting**

External dependencies are **growing exponentially**



Data Center



Cloud



App Stack



SaaS + API



Office



Everywhere

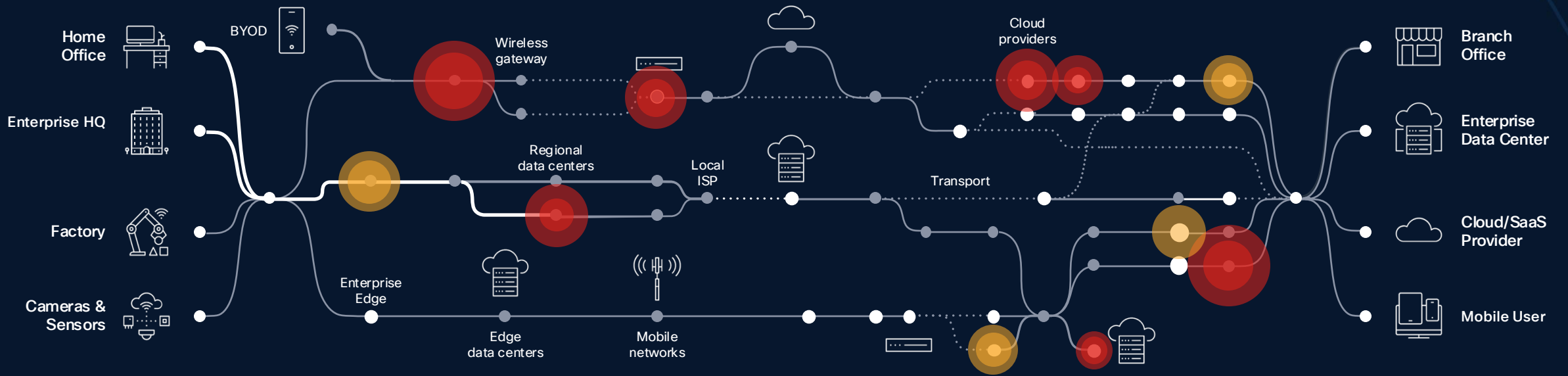


Network



Internet





The Evolution to Observability



Assurance

Predict and Optimize



Forecast disruptions, optimize path, and plan connectivity and migrations

Mitigate and Remediate



Recommend actions across digital domains and teams

Baseline and Detect



Monitor end-to-end digital experience from critical vantage points

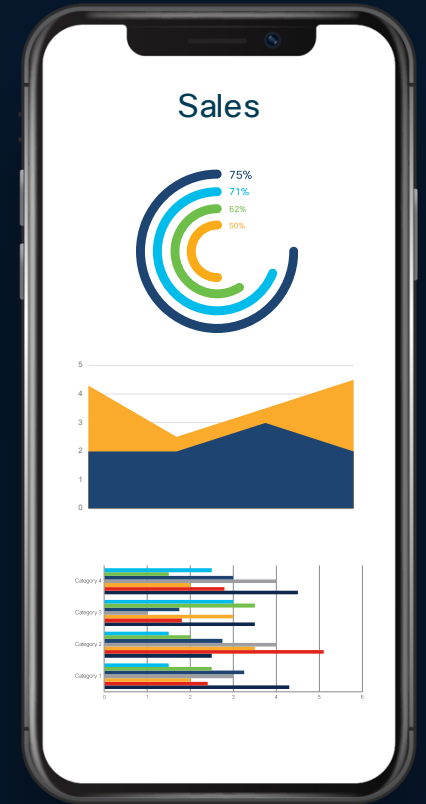
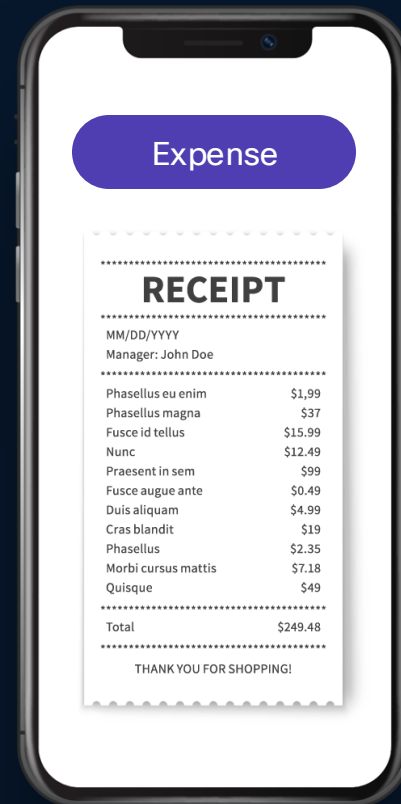
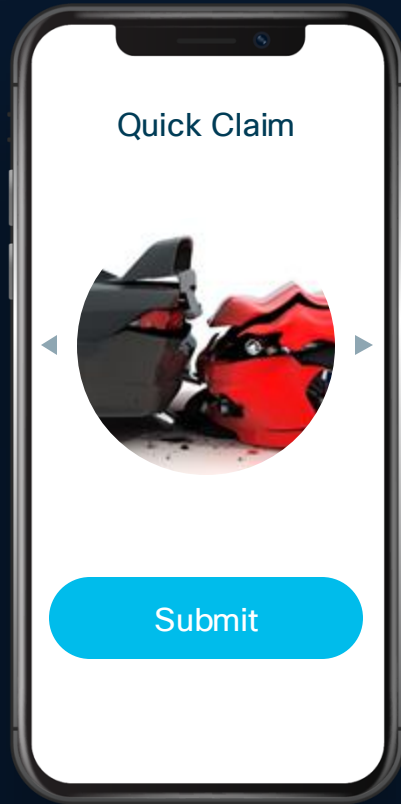
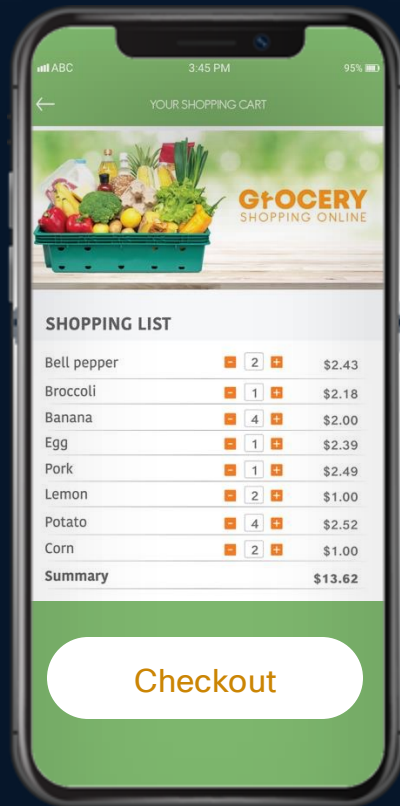
Localize and Diagnose



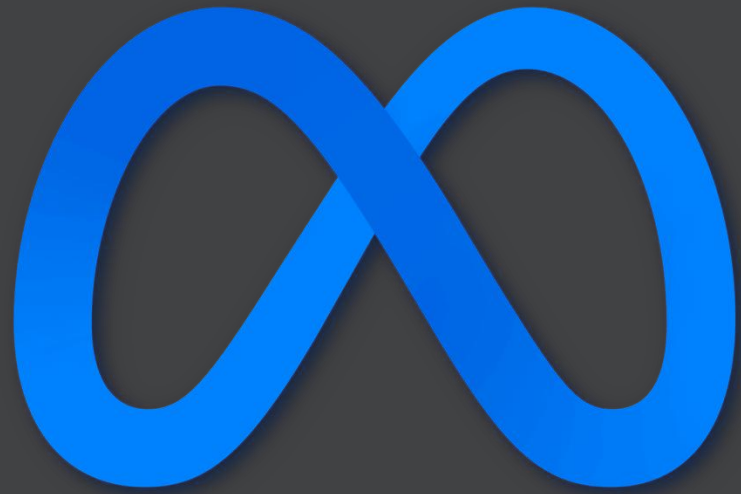
Visualize, localize, and diagnose across every network segment



Monitoring



5,000,000,000,000,000



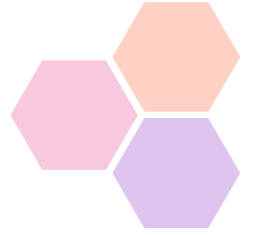
\$15.4m
per hour



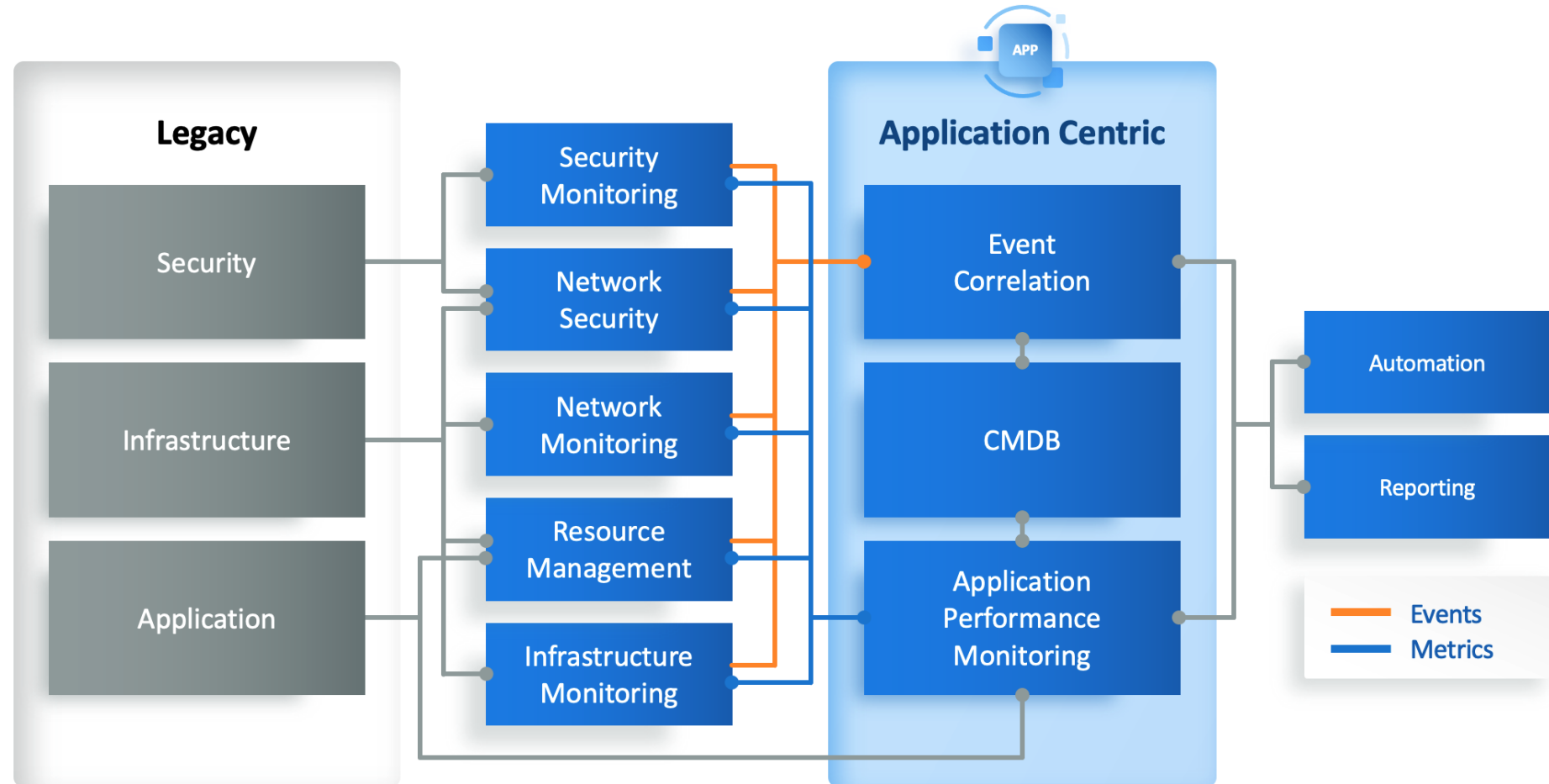
I asked a question:
Why is no one doing this?



The Interoperable AIOps Architecture



Tying it all together creates full stack observability and enables us to proactively and predictively solve the problems before they even begin.



How does **Ai** affect all of this?

The Evolution of AI Capabilities

| Stage | Description | Key Traits |
|--|---|---|
| Rule-Based Systems | Early "if-this-then-that" logic | Deterministic, scripted, no learning |
| Narrow AI (ANI) | Trained for specific tasks | Optimized for narrow domains (e.g., chatbots, recommendation engines) |
| Generative AI | Models that generate content (text, images, code) | Language understanding, probabilistic, context-aware |
| Cognitive AI | Reasoning, planning, limited adaptation | Multimodal, memory, tool use |
| Artificial General Intelligence (AGI) | Human-level reasoning across tasks | Self-directed, creative, problem-solving across domains |

Where We Are Now: Generative AI in AIOps



Current AI is **Generative Narrow AI**
strong in language, code, and pattern
recognition

Enhances IT operations via:

- Log summarization
- Root cause analysis
- Intelligent alerting and correlation

Still requires human supervision for
validation and judgment

Where Generative AI Enhances AIOps



The Road Ahead: Cognitive AI and AGI in Ops

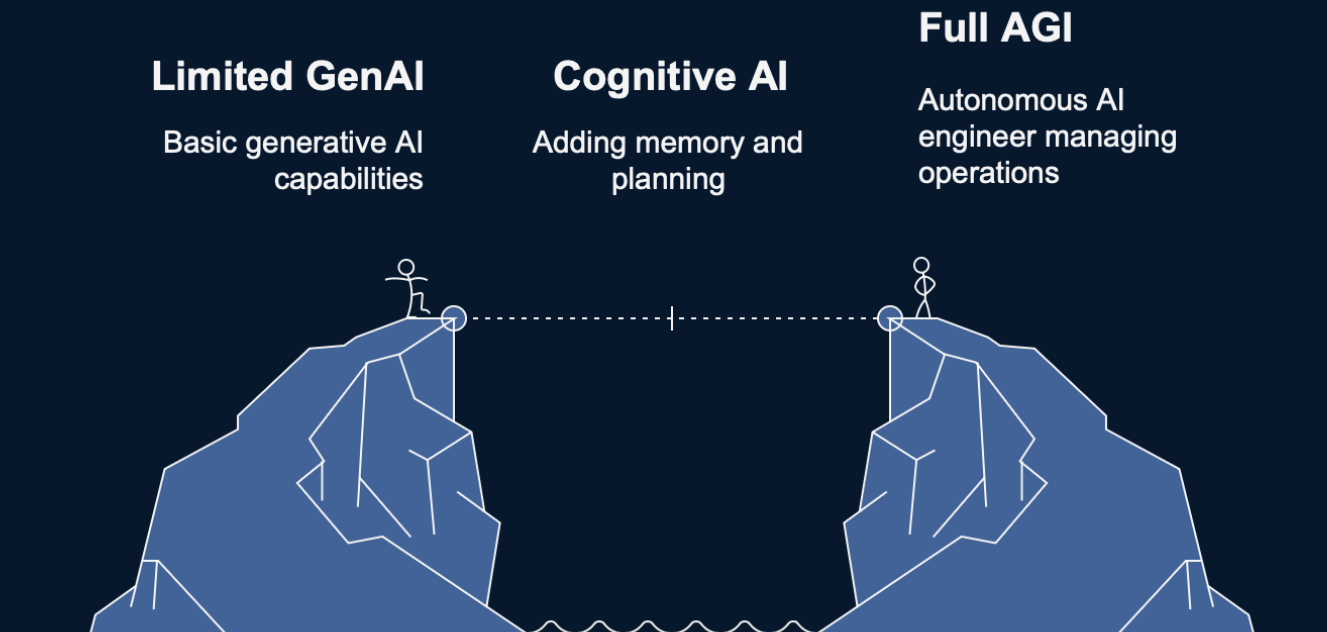
Cognitive AI (near future)

- Autonomously reasons through incidents
- Cross-domain awareness (infra + business context)

AGI (future vision)

- Adaptive learning like a human
- Fully autonomous IT operations
- Handles unknowns and builds novel solutions

GenAI to AGI Transformation



The technology
does *not* matter

What matters is
the **outcome**

You don't have to be
an expert;
you only need to start
the conversation...

“How are you preparing to recover from unexpected outages and downtime?”

“What is the business and financial impact of an outage to your organization?”

“Do you know how much an hour of downtime costs you?”

Harness the AIOps Revolution

We're here to help.

