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Federal IT: You're Ready for AIOps and Here's How to Get There

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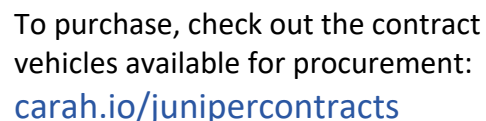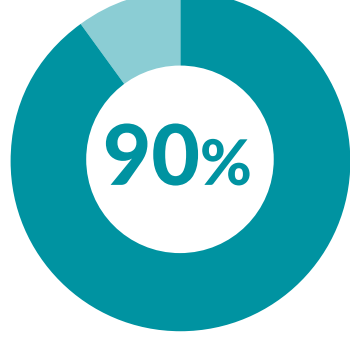
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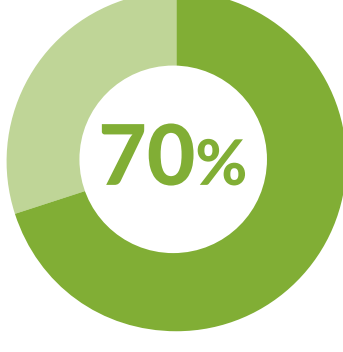
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JUNIPER
driven by Mist AI

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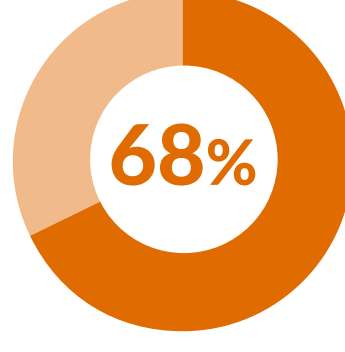
Three Reasons You're Ready

90%

Better Mission Outcomes

90% of IT professionals believe that using AIOps for network management can lead to better mission outcomes.

70%

Self-driving Operations

More than 70% of IT organizations trust AIOps to automatically remediate security issues, service problems, and capacity issues, even if those changes might have a significant impact on how the network works.

68%

Budget Ready

68% of organizations have budget available for applying AIOps to network management this year.

Source: Enterprise Management Associates, "Revolutionizing Network Management with AIOps," April 2021

Ask the Right Questions

64%

You're not alone. 64% of IT professionals don't feel confident in their ability to evaluate AIOps technology.

"I was watching a one-hour AIOps presentation from one vendor and 45-minute presentation from another, and they all use the same buzzwords," said a network architect at a $40 billion pharmaceutical company. "Everyone is talking about it, but no one really knows what it does."
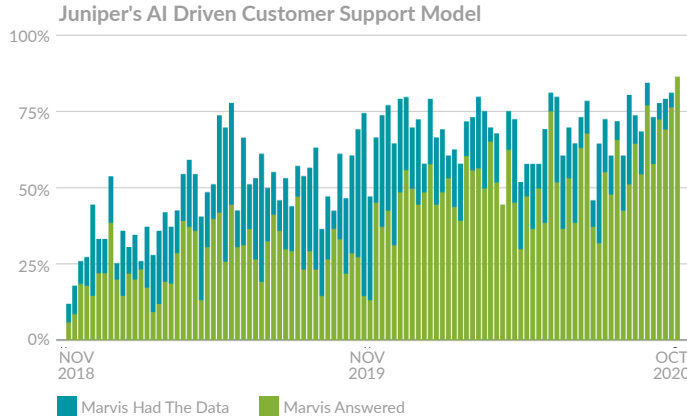
1. How effective is the solution? What data is provided?
2. Do the auto-remediation and recommended actions fit your mission objectives?
3. Have you seen the AIOps solution in action?
4. How are you communicating with the AI?

Source: Enterprise Management Associates, "Revolutionizing Network Management with AIOps," April 2021
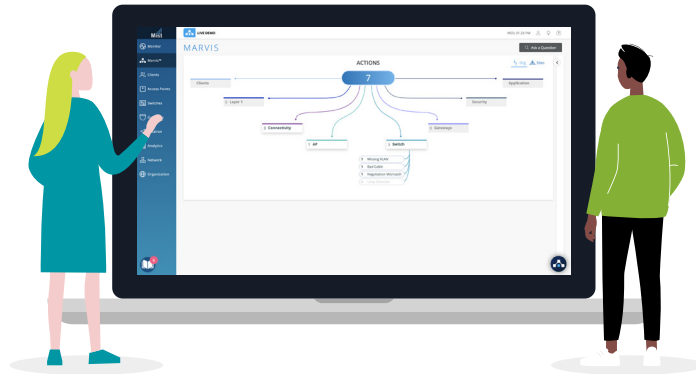
Get the Right Answers

1 **Data Efficacy**

Real AI/ML solutions are trained to identify patterns in data and correlate actions. These solutions are always learning and optimizing the algorithms. Discuss the efficacy of a solution. If there is no efficacy data this may be a red flag.

Juniper's AI Driven Customer Support Model

100%
75%
50%
25%
0%
NOV 2018   NOV 2019   OCT 2020

■ Marvis Had The Data   ■ Marvis Answered

2 **Workflow Verification**

Verify that workflows and use cases are ample and appeal to the business needs and IT staff. An AIOps solution should offer both recommended actions and auto-remediation. Trust in an AIOps solution is paramount to its success. Workflows verifying AI insights prior to full auto-remediation are key.
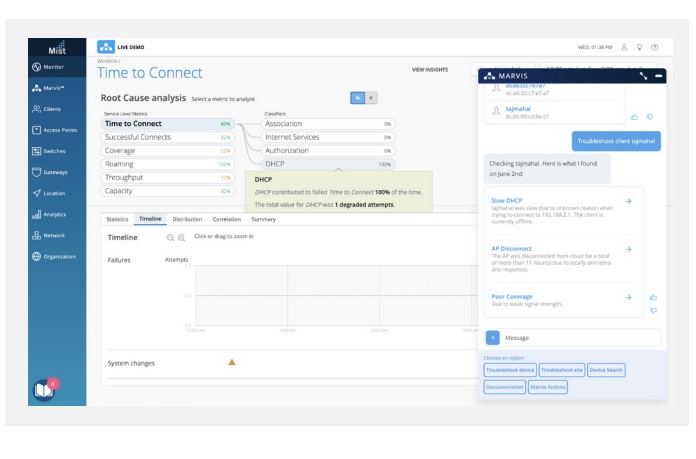
3 **Proof-of-Concept Insight**

Request a proof of concept (POC). Does the solution go beyond basic Machine Learning algorithms? Discuss the differences between Artificial Intelligence (AI) and Machine Learning (ML) and lessons learned along the way. Granularity of data is key to providing the best insight – does the data provide client-level or network-level granularity?

4 **A Conversational Assistant**

Does the AIOps offer alternatives to interface with the AI or are you stuck learning tedious commands? Dashboards take time to flip through. Chatbots are programmed to answer only specific questions. The Marvis Conversational Assistant does NOT require you to know a list of supported questions or how to ask them – making troubleshooting more efficient and closer to a single pane of glass.

Source: Enterprise Management Associates, "Revolutionizing Network Management with AIOps," April 2021

Choose the Right Solution

Deploying AIOps, with Marvis and Juniper Mist Cloud Services.

AIOps solutions should simplify end-to-end troubleshooting, offer self-driving network operations, and provide insight into client-to-cloud mission experience.

Artificial Intelligence

Mist Cloud

Microservices

Juniper Mist Cloud Services

Marvis Conversational Assistant

Wi-Fi Assurance

Wired Assurance

WAN Assurance

Premium Analytics

User Engagement

Asset Tracking

Learn more at the links to the right

What Is AIOps?
Artificial Intelligence and Machine Learning
Marvis Virtual Network Assistant
Juniper Mist Cloud Services

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