Demystifying AIOps

How to respond and get to the root cause of incidents faster

What is AIOps?
Artificial Intelligence for IT Operations (AIOps) applies AI and machine learning (ML) to help DevOps, SRE, and NOC teams detect, diagnose, and resolve issues faster.

How does AIOps work?
AIOps ingests telemetry data from multiple external sources, normalizes it, and suppresses low-priority and flapping alerts. Machine-generated algorithms and human-generated decisions correlate related incidents and events into single issues. Those issues are enriched with context and then sent to the right people or teams in notifications.

Alert fatigue slows diagnosis and response time
The daily avalanche of irrelevant, duplicate, and cascading alerts ratchets up the stress and shatters productivity. And when you’re always fighting fires, you don’t have time to be proactive.

How New Relic Applied Intelligence helps you respond faster
Using AI, ML, and other models, machines help with:

- **Anomaly detection**
  - Automatically surfaces anomalies
  - Explains anomalies
  - Triggers notifications
  - Reduces alert fatigue
  - Defines alert correlation with machine learning and human expertise
  - Detects flapping alerts
  - Suppresses alerts when appropriate

- **Root cause analysis**
  - Diagnoses issues faster
  - Automatically identifies issues with context
  - Suggests best responders
  - Notifies responders in the tools and channels they’re already using

- **Proactive detection**
  - Reduces alert noise
  - Improves alert correlation with machine learning and thresholds

- **Root cause analysis**
  - Automatically identifies issues with context
  - Suggests best responders
  - Notifies responders in the tools and channels they’re already using

- **Reduces alert fatigue**
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- **Faster MTR**

Ready to learn more?
Find out more about New Relic Applied Intelligence and get free access to all of New Relic One. Forever.