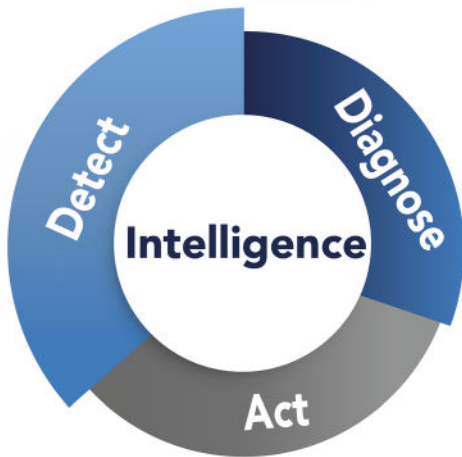


## Operational Process Automation



### Detect

Process data from the environment, looking for symptoms which are indicators of operational risk.



### Diagnose

Triage detected incidents, by collecting and analyzing existing or additional data.



### Act

Implement workarounds and/or corrective actions to resolve incidents, obtaining approval as

**Operational Process Automation** is about getting the right systems in place to automate repetitive operational tasks to improve efficiency and ensure consistency in operations teams. Ultimately OPA is about improving the Mean Time To Resolve and driving down the cost of delivery, in particular operations.

## Detection of Incidents and Problems



\*Applications from 3rd parties such as: IBM Netcool, Solarwinds, BMC, Auvik, PRTG, Spiceworks, Logic Monitor, Nagios, Zabbix, Zenoss



- Multi-vendor solution with centralized OPA
- Automate known issues
- Human approval process if required to augment the automation
- Reduce MTTR by 90%
- Consistency between operators, working the same way

# 6 STEPS

TO ACHIEVING

# OPA



## STEP 01

It's a long weekend, lots of staff are uncontactable. Your business critical application has a problem. OPA is running. Previously technical leads setup process automation for many issues.



## STEP 02

OPA has identified the issue and made suggestions on corrective actions.



## STEP 03

The operations team are reviewing the conditions and running corrective actions, some of which require management approval.



## STEP 04

Managers review sent corrective actions requiring approval and decide on actions.



## STEP 05

Actions are executed by OPA.



## STEP 06

The application back to normal.

Services were rapidly restored through the knowledge transfer from technical leads, to OPA, allowing the operations team to execute with confidence.

## Example Use Cases



Changing OSPF cost when errors are detected



Auto restart a daemon when it stops



Monitor swap usage, when swap breaches a preset threshold, depending on which daemon is causing the high swap, restart that daemon



Enhancing 3rd party applications with true automation



## Talk to our experts

