AI for cloud ops

😍 Operate First

Marcel Hild

Señor Manager, Office of the CTO, Open Services, Red Hat

Red Hat

About me

Marcel Hild
Señor Manager
Kiel, Germany

CTO Office, Red Hat

Open Services
AI strategy
AIOps

Self Driving X

Asleep at the keyboard

"Asleep at the Wheel" by Jeffrey Zeldman - https://www.flickr.com/photos/zeldman/27540576343 - CC BY-ND 2.0
"Asleep at the Wheel" by Aaron Jacobs - https://www.flickr.com/photos/aaronjacobs/64368770 - CC BY-SA 2.0

Red Hat

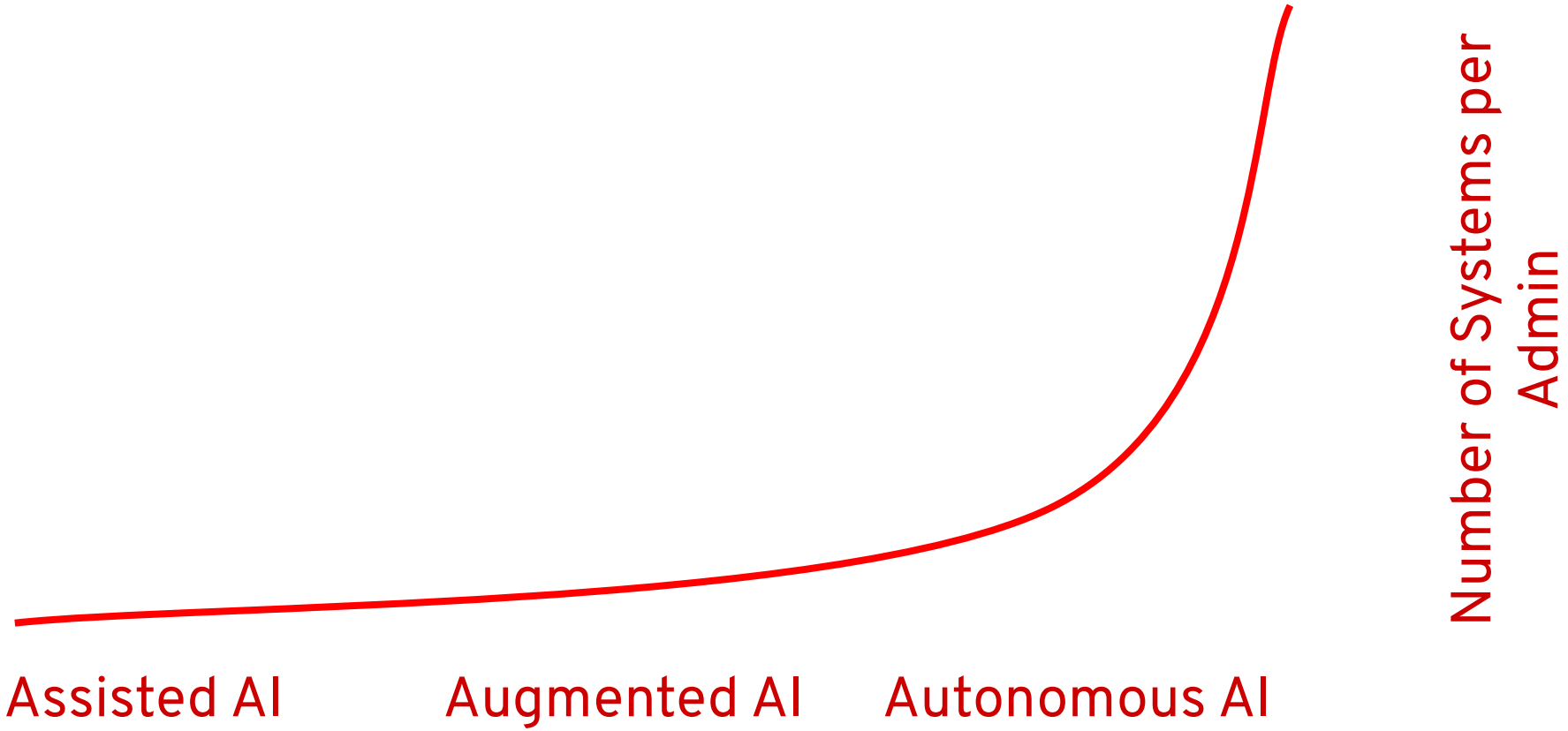
AI Ops platforms are software systems that combine big data and **AI** or machine learning functionality to enhance and partially **replace** a broad range of **IT operations** processes and tasks, including availability and performance monitoring, event correlation and analysis, IT service management, and automation.

Source: Gartner Market Guide for AIOps Platforms Published: 03 August 2017 ID: G00322184

Red Hat

Increase Efficiency with AI

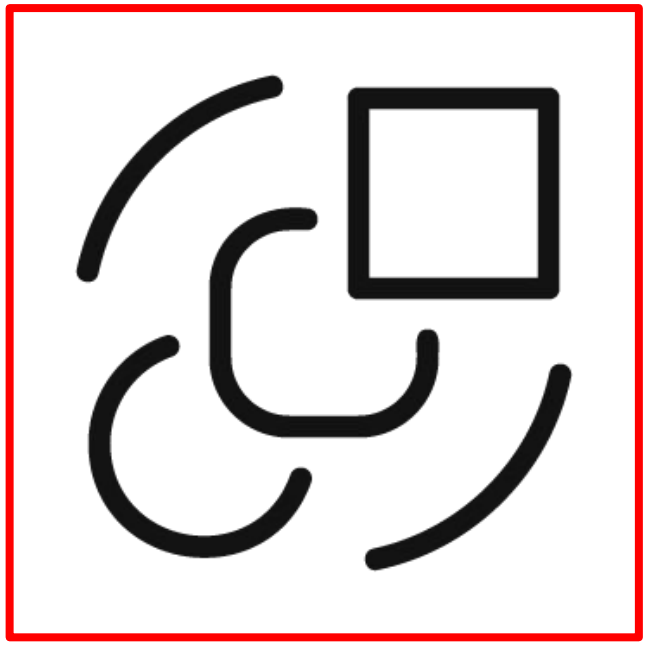
The path to the self-driving cluster



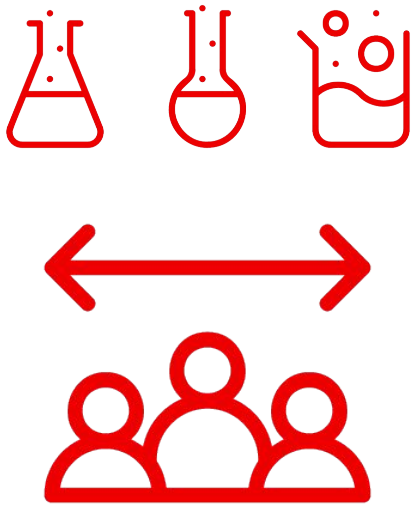
Red Hat

AIOps in a Box

It’s not a Product



Boxed Product



Experiments → Capabilities

Red Hat

AIOps is Culture

Artificial Intelligence for IT Operations

The cultural change we saw brought about by

Dev & Ops == DevOps

Is being repeated in the combination of

AI + DevOps == AIOps

Red Hat

Cloud computing introduced the consumption model

Open
Source
Code

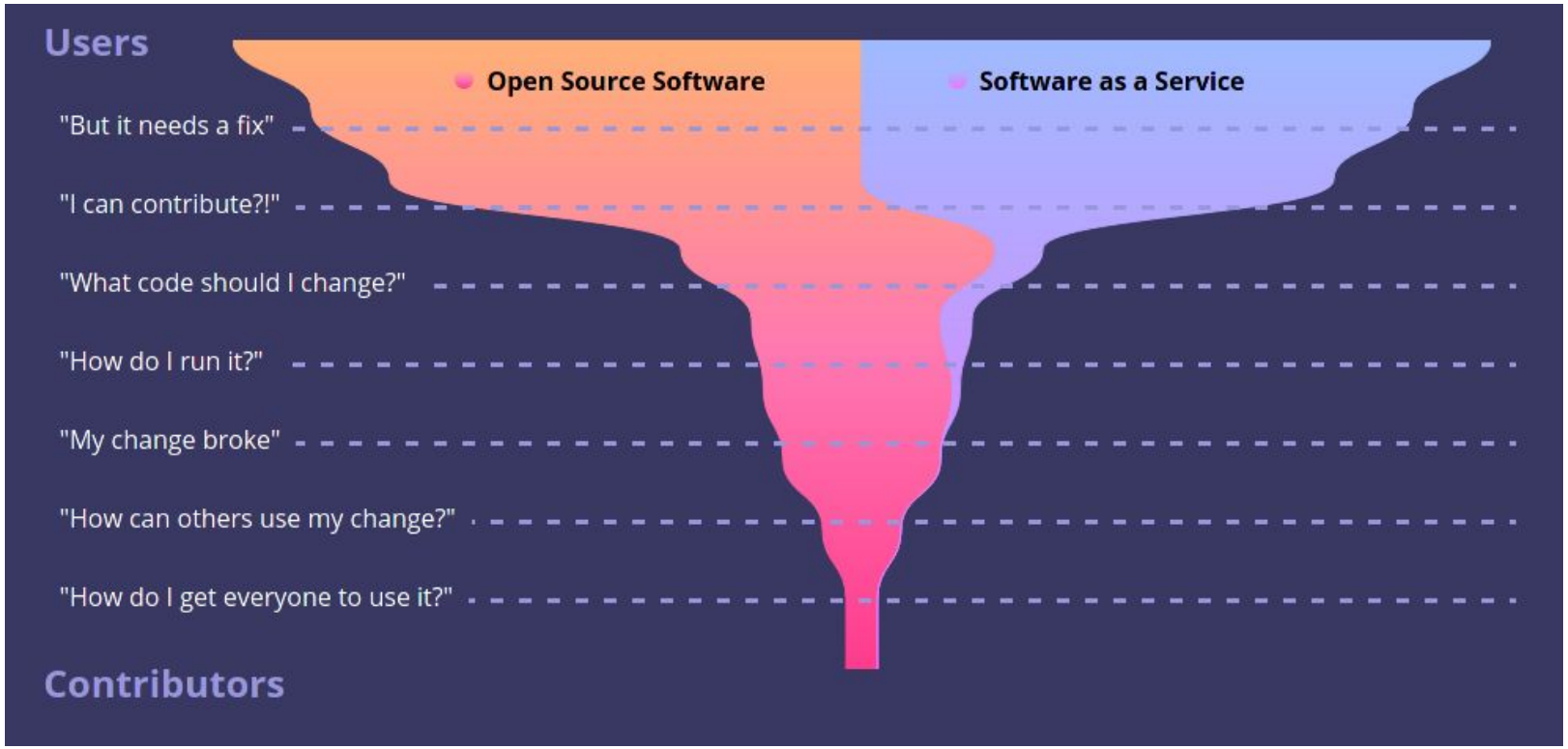
Ops

Operation of code has become more valuable

Red Hat

If the value in IT is in ops, and ops are proprietary, then open source has a problem.

Red Hat



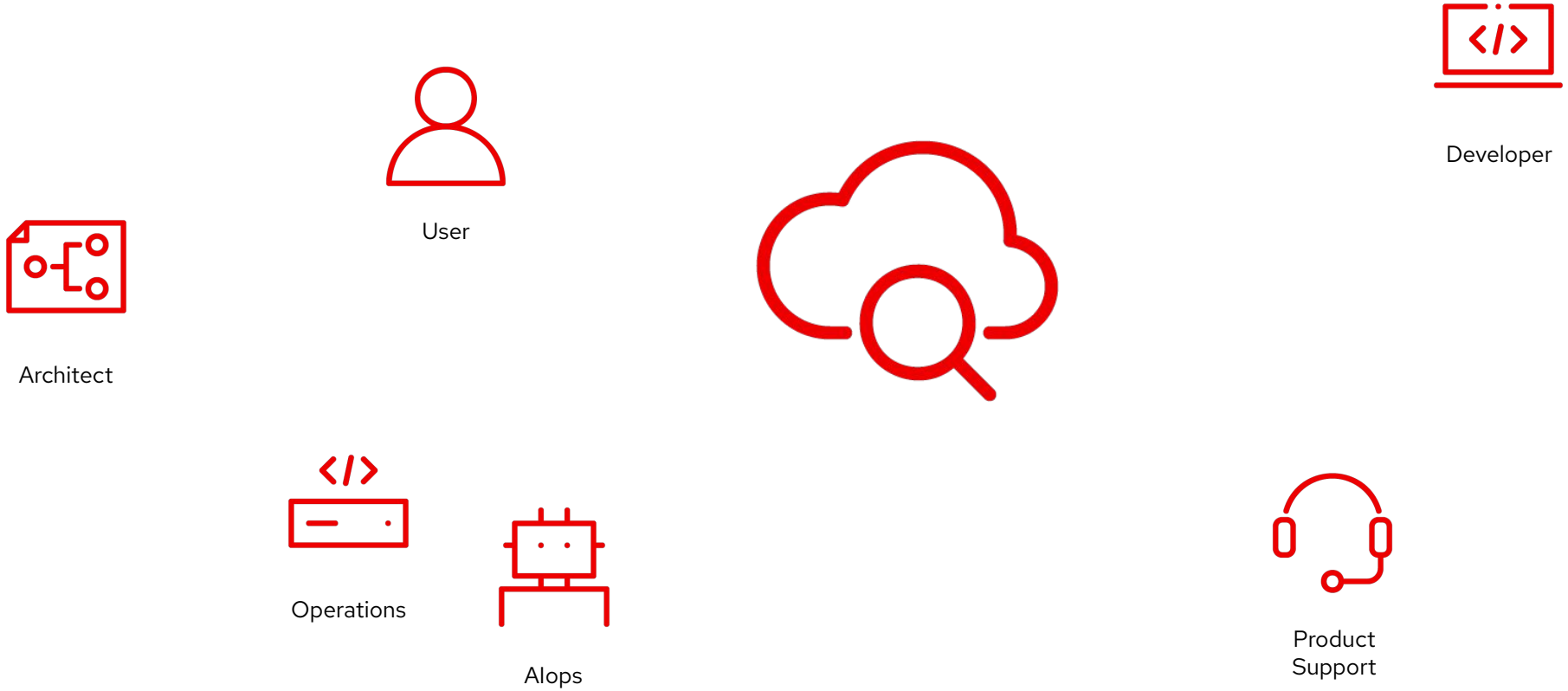
Red Hat Confidential

"Operate First is a concept to incorporate operational experience into software development, by extending development to include operating, testing, and proving code in a production environment.

Ideally Operate First becomes a partner to Upstream First as a basic tenet of our workflow."

Community Building

Inclusive to all Personas



Red Hat Confidential

hybrid CLOUD with full

visibility into the

operations center

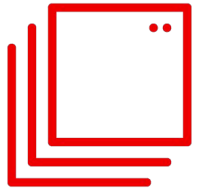
www.operate-first.cloud

Red Hat Confidential

Status of community and systems

Operate First community cloud live production environment

Operate First community cloud live production environment



Workloads

OpenDataHub
Thoth
Apicurio
Quarkus
Pulp
...

MOC

hetzner.de

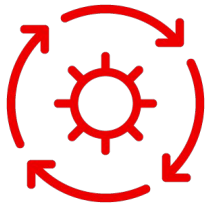
AWS

???.edu

IBM Cloud

Operate First community cloud live production environment

Workloads



Management
and automation

ACM
ArgoCD
Prow
Tekton
Observatorium
...

MOC

hetzner.de

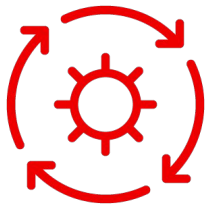
AWS

???.edu

IBM Cloud

Operate First community cloud live production environment

Workloads



Management and automation

Everything as a service

Operators
ODH
Kafka
Prometheus
Loki
...

MOC

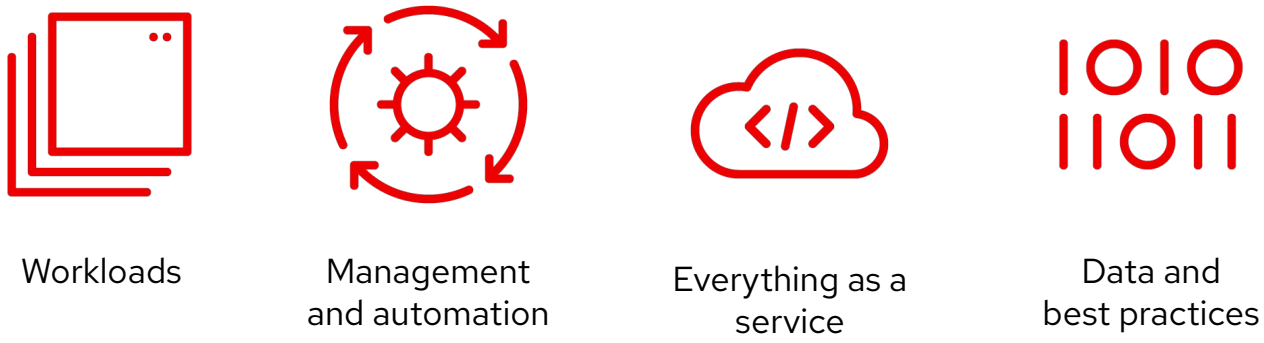
hetzner.de

AWS

???.edu

IBM Cloud

Operate First community cloud live production environment



Operational Data Blueprints
Community building
...

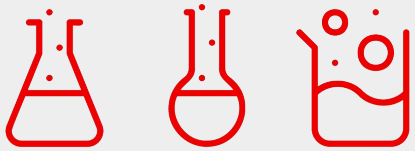
AIOps in a Community

Discussion
Collaboration
Standards

Grow collectively
Codify operational experience
Democratize operations

Your **own** data as a competitive differentiator

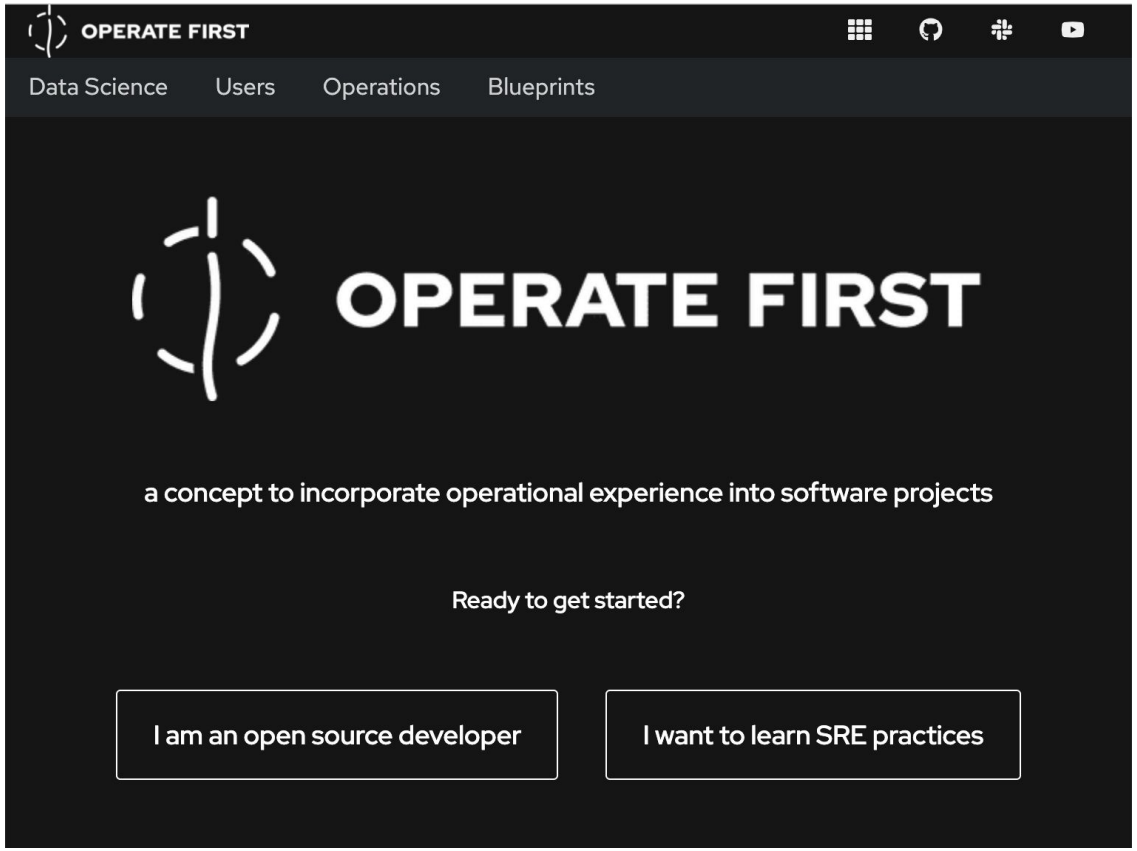
Leverage the power of Many



Red Hat

Call to Action

Community means collaboration



operate-first.cloud

Red Hat