

INTRODUCING BMC HELIX INTELLIGENT AUTOMATION: AI/ML-DRIVEN AUTOMATION BROKERING



In the world of IT operations and service management (ITOM/ITSM), identifying potential issues is just the beginning of a long and important process. Fixing those issues quickly and efficiently, before they disrupt your customers or business services, can be the most critical part. Many organizations still rely on the tribal knowledge of their IT staff to understand what's happened in any given situation and then manually respond in the most appropriate way.

Wouldn't it be great if that tribal knowledge could be leveraged by software to proactively recommend the most appropriate response? Well now it can with BMC Helix Intelligent Automation, a policy-driven automation broker for [BMC Helix Operations Management with AIOps](#). Underpinned by artificial intelligence and machine learning (AI/ML), it proactively responds to real-time telemetry (events, incidents, logs, and metrics) and prevents adverse impacts on service performance and availability.

Intuitive, policy-driven responses and guidance

BMC Helix Intelligent Automation enables automation teams to form centers of excellence by centralizing their automation tooling and know-how to create policy-driven responses to common issues. It then applies AI/ML algorithms to track the success of automated actions and uses this data, in conjunction with end-user feedback about the effectiveness of the remediation, to proactively recommend the best automation to use in the future when similar situations arise.

End users of ITOM/ITSM tools can capture the “playbook” of how they would normally respond to an issue and request that new automation be created for that process, enabling teams to develop automated responses and derive new automated policies for future use. The solution also proactively identifies and recommends areas that would most benefit from automated responses by looking at frequently recurring events and incidents.

Capabilities, benefits, and a quick example

When an alert is issued by BMC Helix Operations Management with AIOps, BMC Helix Intelligent Automation immediately triggers a policy-driven pop-up with a recommendation for a quick, automated action leveraging [TrueSight Orchestration](#), [TrueSight Automation for Servers](#), and Ansible, with more solutions coming in the near future. In addition, BMC Helix Intelligent Automation can cross-launch into the BMC Helix Innovation Studio (Process Designer) to easily build and use new workflows. Once the recommendation is approved, the event can then be quickly and efficiently remediated.

BMC Helix Intelligent Automation can also:

- Centralize and plan automation requests
- Generate value-based reports and dashboards to communicate progress to key stakeholders

Conclusion

BMC Helix Intelligent Automation helps improve service performance, availability, and customer experiences while simultaneously improving efficiency and lowering costs. It enables ITOM/ITSM teams to shift their attention from maintenance to more strategic tasks and innovations that deliver a competitive advantage. Visit the BMC Helix Operations Management with AIOps [web page](#) to learn more.