AT A GLANCE | PROBABLE ROOT CAUSE

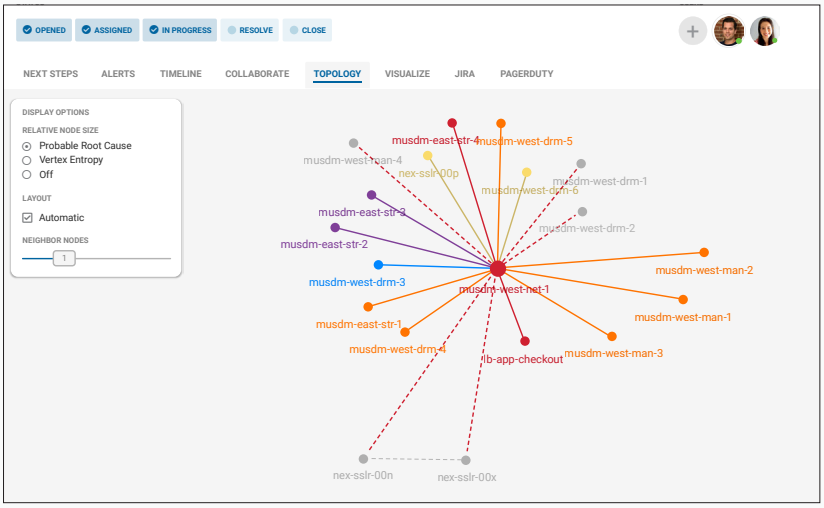
Guiding ITOps Where to Focus to Resolve Complex Incidents

Know Where to Look to Fix the Incident

Probable Root Cause (PRC) identifies the most likely alerts to have caused the situation. If your IT Ops typically follows a process of elimination, or 'Mean Time To Innocence' model this will be a major technology leap. Through supervised and unsupervised learning, Probable Root Cause quickly analyzes the patterns, previous situations and timeline, proxity and linguists of alerts to present the most likely causes. The ability to provide focus for ITOps, Engineering, Application and Cloud Service teams to triage several alerts, versus hundreds saves time and resources across the organization.

Identify Changing Conditions Before Customers are Impacted

Probable Root Cause (PRC) is a machine learning process in Moogsoft AIOps that identifies which alerts are responsible for causing a Situation. PRC looks for patterns in user supplied feedback and matches it with the live data to provide early indicators of pending service effecting situations. It does not use 'Root Cause Analysis' rules-based techniques.

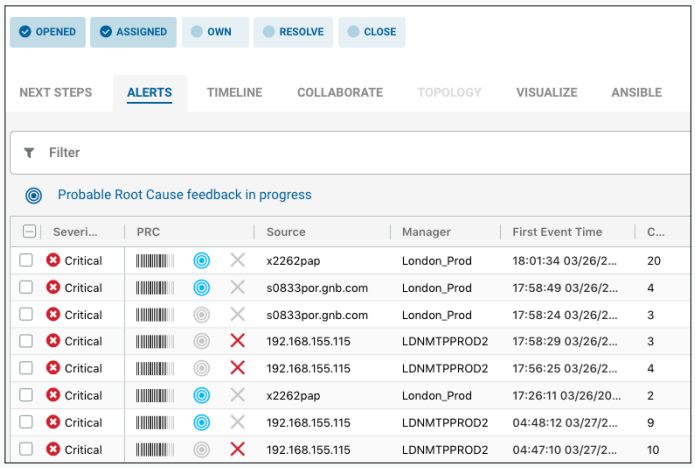


Probable Root Cause/Topology

Probable Root Cause offers the following benefits:

- Immediately determine where to begin troubleshooting and diagnosis as soon as you open a Situation by looking at the Probable Root Cause alerts.
- Resolve Situations quickly by examining the top 3 Probable Root Cause alerts that appear under Next Steps in a Situation Room.
- Focus time and resources on fixing the most likely root cause alerts for a more efficient operating model.

© 2020 Moogsoft Inc. All rights reserved.



How Does Moogsoft AIOps Learn Probable Root Cause?

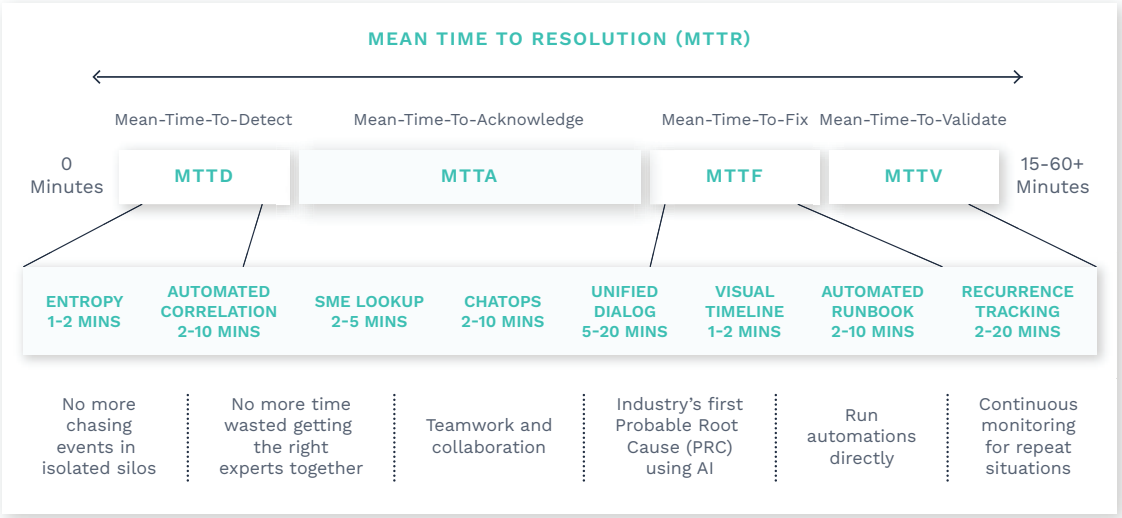
When Moogsoft AIOps generates Situations, it presents a Root Cause Estimate. This estimate is based on supervised training by Operations as shown in the visual interface to the left. It does this even if that Situation has never been seen before.

Probable Root Cause Automation Delivers Faster Mean Time To Fix (MTTF)

With Moogsoft AIOps Probable Root Cause (PRC) DevOps and ITOps team now have automated workflows to enable faster Mean Time To Fix of complex incidents. Now the teams can benefit from learned patterns across static and dynamic conditions and from a variety of datasets. Typical use cases include: public cloud services, business-critical applications and multiple domain enterprise infrastructure.

How It Works - Causality

Moogsoft Probable Root Cause uses supervised machine learning (ML) techniques in a neural network to look at the workflow of Operators and learn from the feedback they provide to the system. The ML approach of “classification” allows Moogsoft AIOps to categorize an object by its metadata or attributes. The neural network uses alert attributes in combination with Operator feedback to analyze real-time data sets and predict which alerts are the most causal.



Visit www.moogsoft.com to learn more.

© 2020 Moogsoft Inc. All rights reserved.