

SymphonyAI Summit Operational Intelligence

Operational Intelligence

Today's corporations are expecting IT to be as innovative as the technologies they support. IT managers in turn need reliable and executable information for taking well-informed decisions. Many of them now count on Operational Intelligence to translate complex data into valuable insights for increased operational visibility and improved resource optimization.

The SymphonyAI Summit application, with its suite of cognitive IT applications, is a revolutionary approach to improve productivity and profitability by taking the assumptions out of IT issues and problem-solving. It combines real-time acquisition of IT data, cognitive, and predictive technologies to create an enhanced awareness of the IT environment, thereby, making engineers and systems more effective.

Key features

The SymphonyAI Summit application functions as a cockpit for adding operational intelligence into Service Desks. In contrast to a transactional ITSM system, the SymphonyAI Summit application (as shown in Figure 1) spontaneously begins to diagnose the incident as soon as the description is typed, without even waiting for the entire incident to be recorded.

Select	Asset Category	Host Name	Serial No
<input type="checkbox"/>	Printer		CNC0809166
<input type="checkbox"/>	Webex		490241157
<input type="checkbox"/>	Airtel 4G Data Card		868498001120994
<input type="checkbox"/>	Laptop		CNU322B43R
<input type="checkbox"/>	Arkadin Conference Bridge		62578745
<input type="checkbox"/>	Laptop		PBM955YM
<input type="checkbox"/>	Desktop		18CSPY1

Insights and actionable solutions for the service analysts

- **Situational awareness:** SymphonyAI Summit provides a dashboard that identifies and reveals all the issues in an IT environment. By constantly retrieving and analyzing this data, it displays the Analyst with a global context in which the current issue exists. This enables the Analyst to identify and diagnose issues that are still unreported.
- **Change notification:** SymphonyAI Summit ensures that the Analyst is apprised of all the recent that may be factors. The underlying SymphonyAI Summit application has been built to discover relationships that determine the impact of change. As such, it can find changes that are not directly related to a reported issue but might, in fact, be the culprit.
- **Similar problem notification:** SymphonyAI Summit shows the Analyst similar issues that may refer to the same situation, so that efforts can be focused on root issues. For large service desks, in particular, the time that Analysts waste chasing down duplicate symptoms reported through multiple channels and/or users can be avoided.
- **Root causes:** SymphonyAI Summit is able to dig deep to analyze changes in the current system or application. It is also able to alert data by correlating these changes with prior issues and resolving them, in order to display the most likely cause of a current issue. In general, it will require hours of analysis by SMEs to accumulate appropriate data to find out the root cause. With SymphonyAI Summit, the root cause analysis can be delivered in seconds.
- **Possible remediation:** SymphonyAI Summit interprets the description of the issue and its possible root causes, semantically analyzing its context, and looks through knowledge bases and previous solutions to similar issues using the same analysis. It then applies solutions that were successful earlier, to the current issue and cause.

INCIDENT DETAIL - 719835

No Image Available

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91-9845663733

ramamohanreddy.chilla@symphony...

CC

Mail

Phone

Monitor

Chat

Video

Department

Source

LogTime

Symptom

CITRIX server down

Description

CITRIX server down

Ashok S

080-33071773

Show More

ATTACHMENTS

[Original Mail] - eHelpline Access.eml

Download

EFFORT

0 day 0 hr 3 min

Start

SUBMIT

CANCEL

NEW

ASSIGNED

IN-PROGRESS

PENDING

RESOLVED

CLOSED

GENERAL

COMMUNICATION

CHECKLIST

RELATIONSHIP

TROUBLE SHOOTING

PARTNER INFORMATION

ADDITIONAL INFORMATION

RUNBOOK AUTOMATION

SIMILAR OPEN INCIDENTS

🔍

CITRIX server down

SIMILAR CLOSED/RESOLVED INCIDENTS

🔍

CITRIX server is not working

RELATED KNOWLEDGE ARTICLES

📄

Reference.RIMO.IS.Symphony Teleca.03.19, SOP for SQL Installation

📄

Reference.RIMO.IS.Symphony Teleca.03.20, How To Claim Accidental Damage

POSSIBLE REMEDIATIONS

🔧

CITRIX Server configuration mismatch found and corrected.

POSSIBLE ROOT CAUSES

We checked with the power cables & sockets. Found that problem was related to the hardware. Hence logged a call with the HP Vendor. HP vendor identified the problem with the SMPS module of the Hardware.

- After installing Lync/Windows patches the Lync Front End Service was not starting due to which user were not to connect to Lync - Found the Windows Fabric components was corrupted on of the FE USTX00LYP005 - Introduced two New Front end services to the USTX pool, host names USTX00LYP010 and USTX00LYP011 - installed Lync FE role and published the topology - The service are up and running fine

RELATED CHANGE RECORDS

🔄

Update CMDB at Pune Location servers

Context situational awareness

Cognitive systems scan through innumerable data points, to filter correlate, and interpret data into a view that is relevant to the goals of solving and forecasting issues.

Automated reasoning

Automated reasoning applies rules and predictive algorithms to facts through a complex process in order to create a knowledge state. This knowledge state describes how a situation has been interpreted to determine the important relationships and their effects on the objects in an IT environment.

Problem solving

Cognitive IT solutions are goal-oriented system: they exist to provide insights into current problems, or find solutions to diverse problem such as optimizing resources.

Core benefits

- Supplies intelligent systems that relieve SMEs of tasks that are repetitive, but still require knowledge and reasoning.
- Provides real-time situational awareness, reasoning problem solving, or automation to reduce cost and improve the performance of IT.
- Reduces Mean Time to Resolution (MTTR), improves first contact resolution (FCR), improves system service, availability levels, and reduces cost.
- Provides numerous insights and actionable solutions to the service agent.
- Facilitates contextual situational awareness, enables automated reasoning and improves problem solving.

About SymphonyAI Summit

SymphonyAI Summit's AI-driven platform provides enterprise-grade capabilities made easy, for the most cost-effective solution. The advanced, modular solution unifies service management, asset management, and service automation into a single, easy-to-use platform. Enterprises and service providers use Summit to dramatically reduce the cost and complexity of their IT management while improving efficiency, productivity, predictability, and control. Leading enterprises across financial services, healthcare, manufacturing, education, and many more verticals are delivering exceptional user experiences while lowering IT costs using SymphonyAI Summit. SymphonyAI Summit is a SymphonyAI business.

Request a demo or contact us for more information:

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