

Automated Incident Management

Resolve problems faster with AIOps for closed loop incident management



Automate IT, cloud, and security operations with intelligent and automated incident management

This engagement leverages the Dynatrace Davis AI Engine to transform traditional, manual incident management into precise, proactive AIOps practices that help minimize and resolve the impact on customers.

As part of this engagement, we integrate Dynatrace high fidelity, continuous, AI-driven problem definitions with your ITSM solution, resulting in automated incident management that leverages intelligence and precision to mobilize proactive incident responses.

Dynatrace ACE Services architects guide you to fully automate incident ticket creation and mobilization actions, reducing the time spent resolving issues and freeing up valuable resources to focus on strategic activities.

Prerequisites:

- Dynatrace must be fully deployed in your target environment(s)
- ITSM platforms must be in place and ready to support Dynatrace problem notification integration for Incident Management and/or Event Management
- Bi-directional technical connectivity must exist between the Dynatrace environment and Incident/Event Management platform(s)
- If ChatOps integration is required, then technical connectivity must exist between ChatOps, Dynatrace and Incident/Event Management platform(s).
- Dynatrace integration with ChatOps solutions

Outcomes

A Dynatrace ACE Services Architect will work within your environment to embed Dynatrace into your ITSM processes and ensure that you have AIOps at the core to automate incident creation and routing, including:

- Automatically generate incidents based on Dynatrace problems identified by the Davis AI engine
- Update Dynatrace problems with links to incidents
- Automate prioritization assignment for incident creation
- Automate ticket routing to ensure tickets are assigned to the correct support group(s)
- Dynamically resolve incidents when related problems are closed within Dynatrace
- Optional: Provide related notifications to ChatOps



Acceleration

Automate incident response to prevent and minimize the impact of outages to your business



Automation

Eliminate tedious manual intervention between accurate, AI detected problems and proactive responses



Innovation

Empower IT teams to focus on more strategic business activities

Your Dynatrace experts

Dynatrace ACE Services Architect

A Senior Dynatrace resource will lead and deliver Automation Services engagements. ACE Architects are experts that understand the Dynatrace Platform, modern software delivery concepts, and cloud and automation technologies.

About Dynatrace

Dynatrace exists to make the world's software work perfectly. Our unified software intelligence platform combines broad and deep observability and continuous runtime application security with the most advanced AIOps to provide answers and intelligent automation from data at enormous scale. This enables innovators to modernize and automate cloud operations, deliver software faster and more securely, and ensure flawless digital experiences. That's why the world's largest organizations trust Dynatrace® to accelerate digital transformation.

