

INCIDENT MANAGEMENT AUTO-RESOLUTION USING AI SELF-HEAL

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PROBLEM STATEMENT :

Incident management auto resolution - using AI selfheal for batch failure/ unexpected anomaly, to resolve issues automatically, based on frequency and history of resolution.

1.ABSTRACT :

To deal with the current volume of tickets created every day, which is labor intensive, organizations allocate substantial resources to ensure the smooth operation of their IT resources, as almost all sectors are either directly or indirectly reliant on software systems. Consequently, they turn to processes to promptly identify, handle, and resolve incoming incidents in order to attain this objective.

Traditionally, the Incident Management (IM) process has been predominantly manual, susceptible to errors, and time-intensive, particularly during the resolution phase. For each generated ticket, the procedure involves an individual analyzing and attempting to resolve the incident based on their personal expertise. This manual approach is repeated for subsequent incoming tickets as well.

The objective of this project is to create an AI-powered resolution platform that provides automated suggestions and resolutions for issues based on the incident by utilizing the created database.