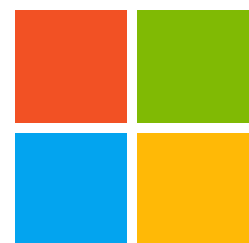


# What can AI do for your incident process

**Martin Ehrnst**

Simplifai

**MVP**  
Dagen



Microsoft

Evidi





what can you tell me about martin ehrnst



I'm sorry, but I don't have any information on Martin Ehrnst. It's possible that he's a private individual or not widely known. If there's anything specific you're curious about or if he's known in a particular field, feel free to share more details, and I'll do my best to assist!



Your personal and company data are protected in this chat

Martin Ehrnst is a Microsoft Azure MVP and a lead technical architect at Vipps, a mobile payment service in Norway. He has more than 10 years of experience in infrastructure management, automation, and monitoring. He is also a blogger, speaker, and open source contributor. He shares his knowledge and expertise on Microsoft Azure, DevOps, automation, and integration on his blog [adatum](#), his GitHub profile [ehrnst](#), and his speaker profile [Sessionize](#). He is passionate about learning new technologies and driving innovation. He also enjoys driving race cars as a hobby.

Learn more:

1. [adatum.no](#)

2. [github.com](#)

3. [sessionize.com](#)

1 of 30 responses •

are you sure he works for vipps, i think he recently changed. check his linkedin profile



Searching for: **martin ehrnst linkedin**



Generating answers for you...



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You are right, he has recently changed his job. According to his LinkedIn profile <sup>1</sup>, he is now a **senior cloud architect** at **Microsoft Norway**. He started working there in **September 2023**. He is still involved in the Azure community and speaks at various events. He also updated his blog [adatum](#) with his new role.

Learn more:

1. [linkedin.com](#)

2. [adatum.no](#)

+3 more

2 of 30 responses •



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2 of 30 responses •

# Agenda

- ML vs AI
- Where is AI used today
- Azure OpenAI
- Incident + Slack + Azure OpenAI

# AI vs ML

All ML is AI

But not all AI uses ML



# AI vs ML

LLM is the annoying, “Mr. Know-it-all” in the office

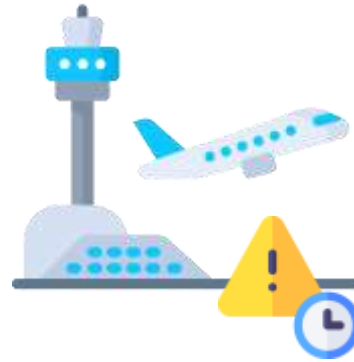
Where AI  
is used  
today

Everywhere

# Cancer detection



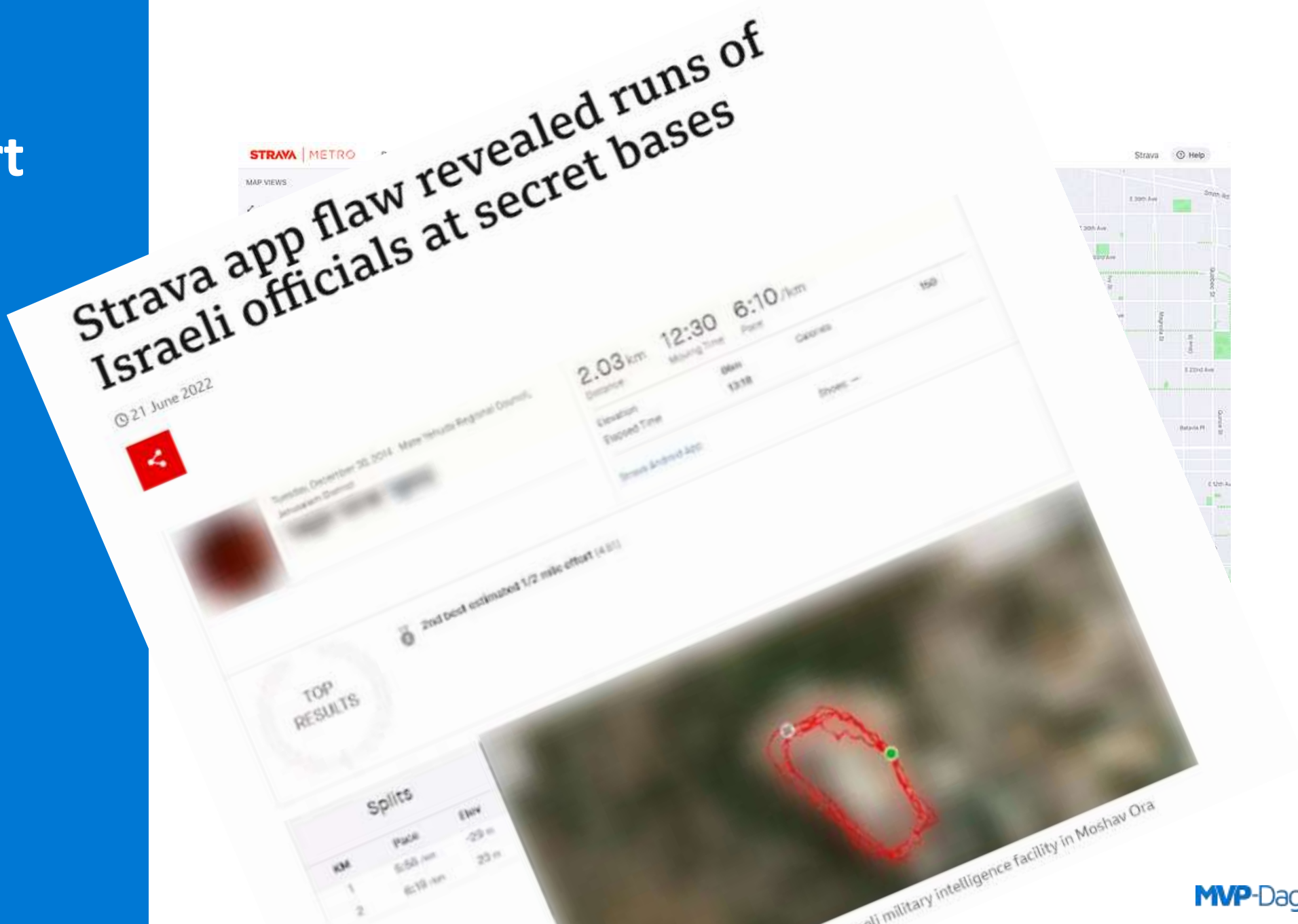
# Transport



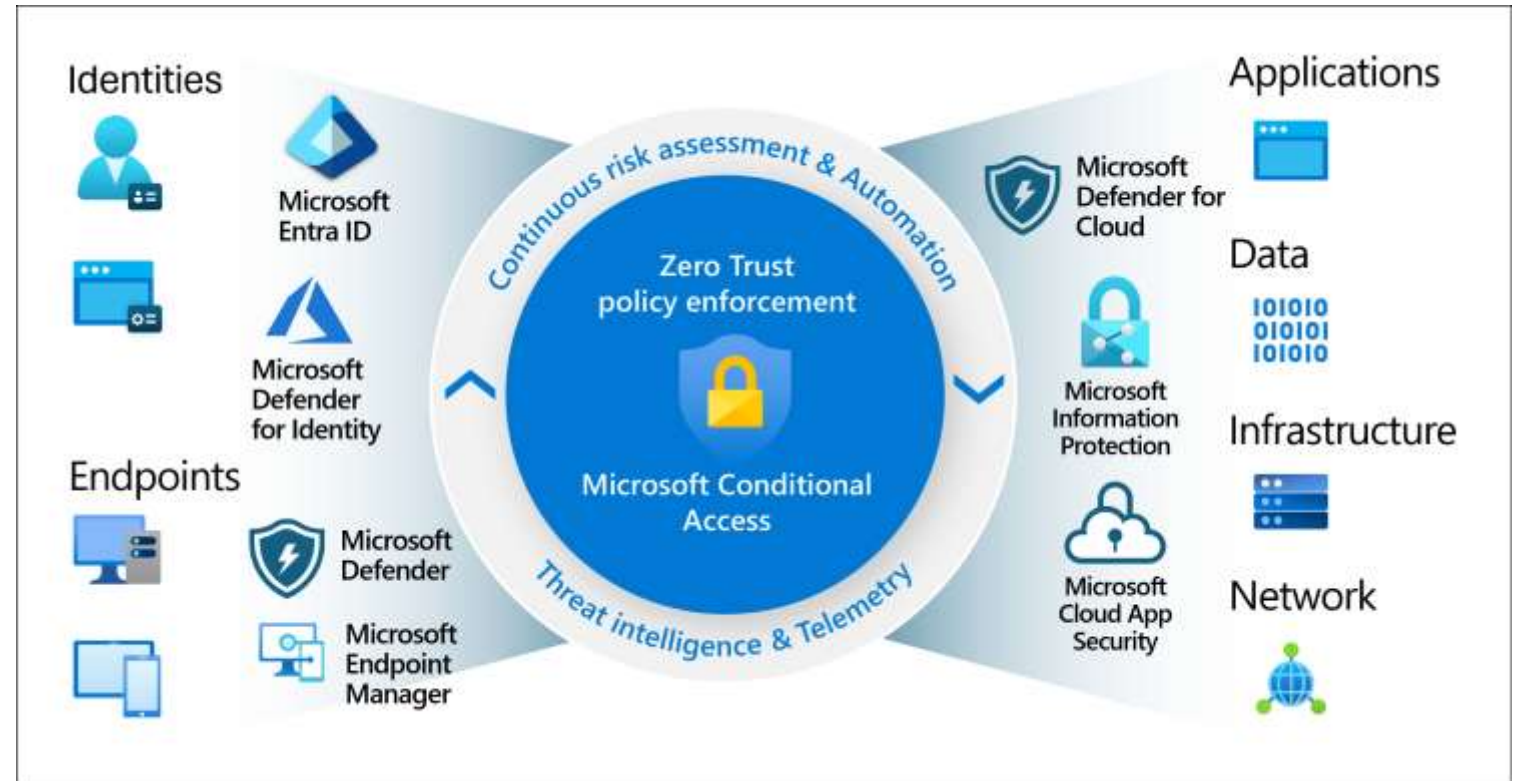
# Transport



# Transport



# Security







DEMO

# Azure OpenAI





DEMO

# A solution from Vipps

# The Vipps Story

In Vipps all communication was  
through Slack

# The Vipps Story

During an incident we used threads to communicate. Both technical and management participated in the same thread.



Alright, let's structure these messages to fit the Slack API format. We'll include the parent message and its threaded replies. Note that I'll use the timestamps provided as the "ts" field:

```
json
[
  {
    "ok": true,
    "messages": [
      {
        "type": "message",
        "user": "Alexandra_Admin",
        "text": "Hey team, we've got reports of payment issues with 'Fanger AS'",
        "ts": "2023-10-10T09:00:00Z",
        "thread_ts": "2023-10-10T09:00:00Z",
        "replies": [
          {
            "user": "Brandon_Dev",
            "text": "Checking Kubernetes logs now to identify any anomalies. #",
            "ts": "2023-10-10T09:15:00Z"
          },
          {
            "user": "Charlotte_Ops",
            "text": "Noticed increased error rates on transactions with 'Fanger AS'",
            "ts": "2023-10-10T09:30:00Z"
          },
          // More replies can follow...
        ]
      },
      // Other messages can be present in the channel...
    ]
  }
]
```

This is just a snippet to give you an idea of the structure. You'd continue to include the rest of the threaded messages under the "replies" array, each with its own user, text, and timestamp. Remember to follow the Slack API documentation for any specific requirements or optional fields.



can you add the rest?



Absolutely! Here's the continuation with the rest of the threaded messages:

```
json
[
  {
    "ok": true,
    "messages": [
      {
        "type": "message",
        "user": "Alexandra_Admin",
        "text": "Hey team, we've got reports of payment issues with 'Fanger AS'",
        "ts": "2023-10-10T09:00:00Z",
        "thread_ts": "2023-10-10T09:00:00Z",
        "replies": [
          {
            "user": "Brandon_Dev",
            "text": "Checking Kubernetes logs now to identify any anomalies. #",
            "ts": "2023-10-10T09:15:00Z"
          },
          {
            "user": "Charlotte_Ops",
            "text": "Noticed increased error rates on transactions with 'Fanger AS'",
            "ts": "2023-10-10T09:30:00Z"
          },
          {
            "user": "Felix_Marketing",
            "text": "We should consider reaching out to 'Fanger AS' support for more details.",
            "ts": "2023-10-10T09:45:00Z"
          },
          {
            "user": "Alexandra_Admin",
            "text": "Thanks everyone for the quick response. We'll keep you updated as we resolve the issues.",
            "ts": "2023-10-10T10:00:00Z"
          }
        ]
      }
    ]
  }
]
```

Regenerate





# MVP-Dagen 2023





Tusen takk!

**MVP**-Dagen