Agentic AMS Assistant - Alignment to Core ITSM Goals

This document outlines how the Agentic AMS Assistant application addresses three key ITSM priorities for SAP AMS environments.

1. Avoiding Incidents Using Past Data and Logs

The Agentic AMS Assistant includes multiple mechanisms to help avoid future incidents by learning from historical data and logs.

Tab 5: Agent Audit and SLA Monitor

- Automatically parses log data for each ticket as it progresses through the system.

- Extracts key insights from logs using GPT and maps them to a parsed_log_map.

- Triggers root cause analysis (5 Whys) and fix recommendations based on log context.

Tab 4: Learning Agent Insights

- Analyzes closed/completed tickets to identify common SAP issue keywords (e.g., 'timeout', 'FB60').

- Aggregates and ranks frequently occurring root causes.

- Helps IT teams proactively address recurring issues.

Tab 8: Incident Mapper (Fuzzy Grouping)

- Uses cosine similarity on root cause descriptions to identify clusters of related incidents.

- Automatically groups tickets with similar issues, even if they have different wording.

- Provides early detection of potential systemic issues.

2. Triage, Root Cause, and Recommended Fix

Tab 0: Ticket Status Summary

- Shows end-to-end progress of each ticket across all agents, including Triaging, KB, RCA, Fix, and 8D stages.

Tab 1: 5 Whys Root Cause Analysis

- Automatically generates a 5 Whys breakdown using GPT based on issue description and logs.

Tab 2: Fix Suggestion

- Suggests a technical fix derived from the root cause using GPT.

Tab 3: 8D Final Report

- Consolidates issue summary, 5 Whys, root cause, and fix into a structured closure report.

3. Post-Ticket Resolution - Summary, Communication, and ITSM Update

Tab 6: KB Article Generator

- Generates a well-structured SAP-style knowledge article from root cause and fix.

- Saves as PDF and ready for upload to an external ITSM knowledge base.

Tab 7: RCA Validator

- Uses GPT to verify whether the root cause analysis is logically sound.

- Useful for audit/compliance and reinforcing RCA quality.

Tab 9: Business Impact Estimator

- Summarizes the value delivered by resolution (time saved, risk mitigated).

- Can be stored or sent back to ITSM or executive dashboards.

This assistant provides a complete, AI-powered loop from incident detection to resolution and post-resolution learning.