

Event Automation

Analyzing/Improving Event Automation with KSI(Kyndryl Service Insight) Dashboards

Event Automation Dashboards in KSI

<https://data.managed-solutions.cloud.ibm.com/dashboards?accountId=delivery>

CACF Incident Dashboard

In ARMS (<https://bat.cz.ibm.com/arms2/user>)

Dashboard: CACF Automation (EMEA)

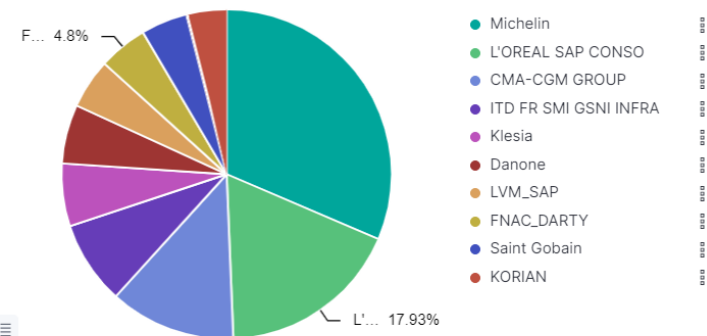
MNE&HST Event Reduction(Europe) Dashboard

In ARMS (<https://bat.cz.ibm.com/arms2/user>)

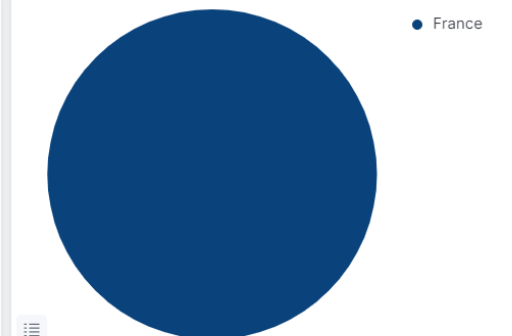
Dashboard: Event Noise Reduction (EMEA)

MNE & HST Event Reduction Dashboard

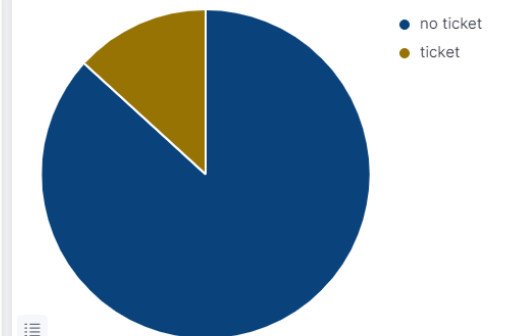
Top 10 Accounts ①



Country



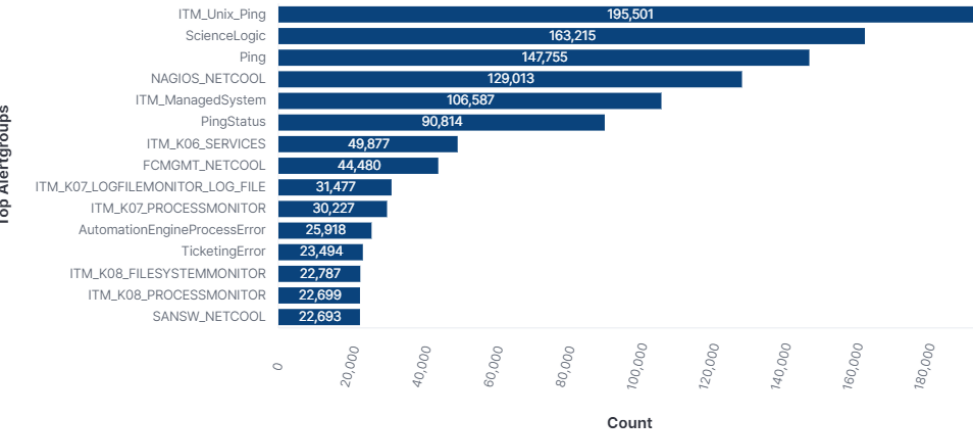
Ticket / No Ticket Created ①



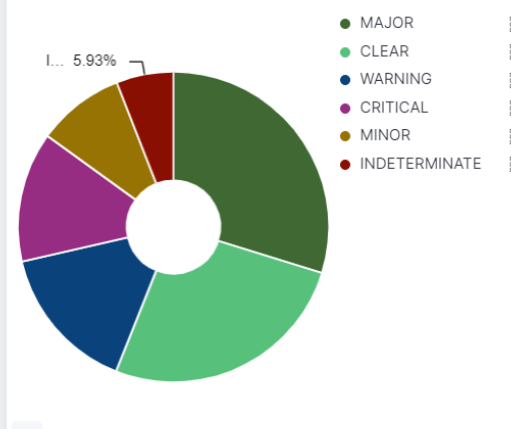
List of Hostnames

| Hostname | Count |
|----------------------|--------|
| cc0_mrspl00127 | 26,972 |
| frmppni00sri1xm | 26,097 |
| esls3.eu.smi.ibm.com | 21,901 |
| frmppno01sri1xm | 17,842 |
| ab0_frparvaronis01 | 16,833 |
| mic_dvovm006 | 15,053 |
| mic_Inx003204 | 14,818 |
| DYS_B4B76869-81 | 12,622 |

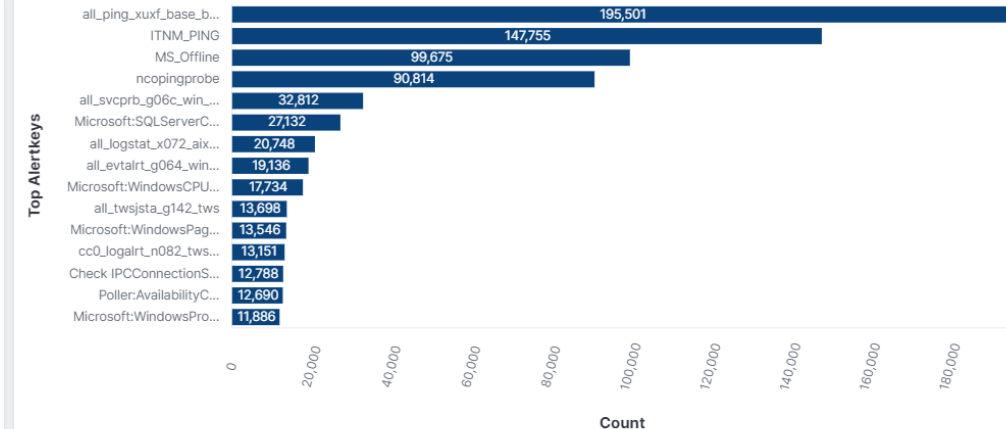
Top Alertgroups



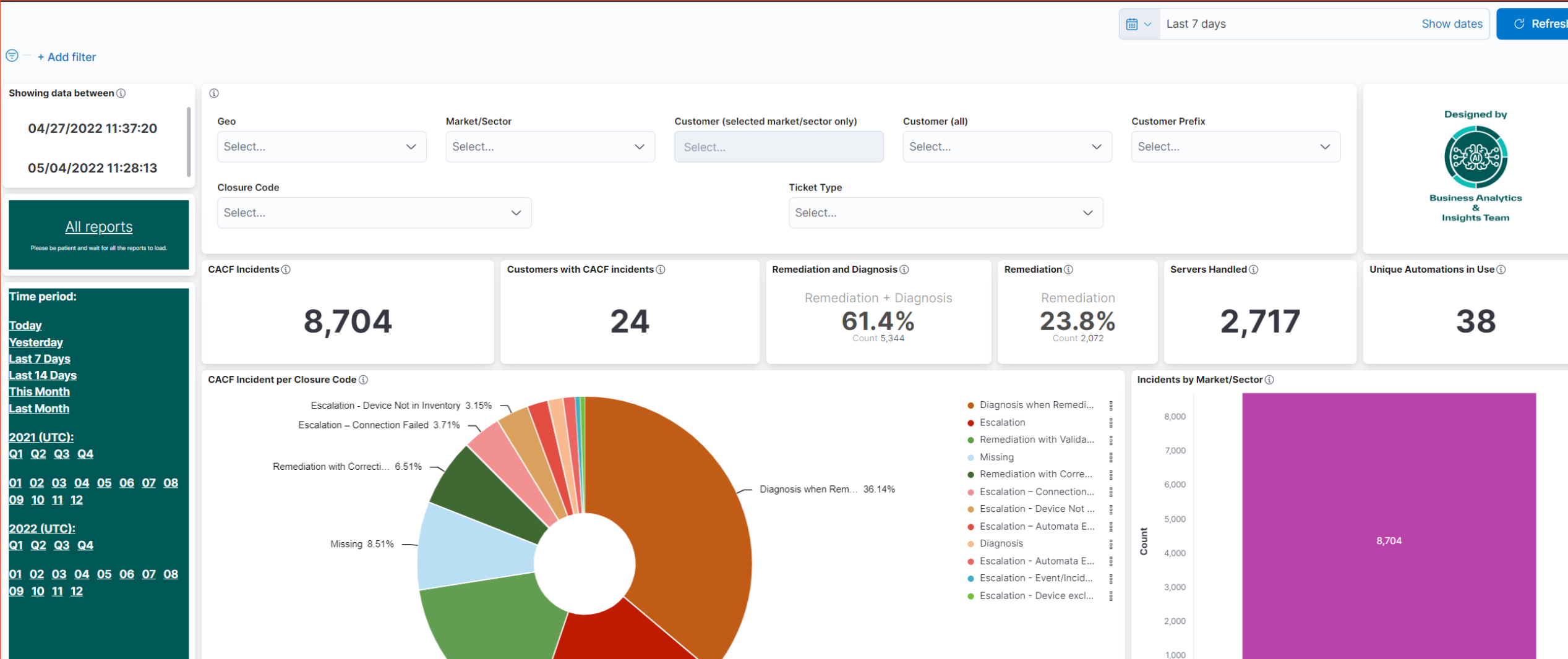
Severity ①



Top Alertkeys



Incident Automation Dashboard



CACF Incidents ⓘ

8,704

Customers with CACF incidents ⓘ

24

Remediation and Diagnosis ⓘ

Remediation + Diagnosis

61.4%

Count 5,344

Remediation ⓘ

Remediation

23.8%

Count 2,072

Servers Handled ⓘ

2,717

Unique Automations in Use ⓘ

38

CACF Incident per Closure Code ⓘ



Diagnosis when Rem... 36.14%

Escalation - Device Not in Inventory 3.15%

Escalation - Connection Failed 3.71%

Remediation with Correcti... 6.51%

Missing 8.51%

Incidents by Market/Sector ⓘ



Count

8,704

Closure Codes

Remediations

Remediation with Validation Closure

Remediation with Corrective Closure

Diagnosis when Remediation Failed

Escalation

General Escalation(no playbook match)

Escalation Connection Failed

Escalation Automata Execution Interrupted

Escalation Device not inventory

kyndryl™

Thank You