AI Operations (AIOps) Fundamentals

(Course code - ODF-2504)

AI in operations, or AIOps, envision a high level of AI-assisted or AI-driven automation in IT and network operations.

As communications service providers (CSPs) are undergoing digital transformation and are challenged with new technology and service rollouts, their operations teams are envisioning a high level of AI-assisted or AI-driven automation in IT and network operations.

As AI components and systems move into CSPs' operational environments, it is important to understand just how different working with AI is from traditional operations software. It is intent-based rather than procedural and employs non-deterministic logic, not predictable outputs from specific inputs.

AIOps combines big data and machine learning to automate IT operations processes, including event correlation, anomaly detection and causality determination, and the TM Forum is working to develop a framework to define how this very different technology should be applied, governed, and managed.

In this course, we use the outputs of the TM collaboration project and Catalyst proofs of concept to explain the latest thinking and principles of AIOps. It explores the concepts and building blocks and highlights resources to go deeper into the subject.

Format: Onsite | virtual | online

Level: Intermediate

Duration: 1 day

Prerequisites:
It's highly recommended that the following is considered due to the wider references to managing AI in telecom networks and topics made throughout the course.

• AI and Automation - Deploying in ODA Overview (ODF-1501)

what will you learn?

• The basic principles and definitions of AIOps.

• Business drivers for the introduction of AIOps for the industry, CSPs and different parties.

• The evolution of traditional software development models to the new AI / Machine learning software development model.

• The new approach for supporting AIOps, including the Service Management Framework.

• TM Forum members' use cases with the implemented AIOps principles and frameworks.

• The challenges facing the implementation of AIOps.

who should attend?

• Anyone tasked with ensuring implementing and running operations in AI systems.

• Technical staff - as a foundation course for the design and development of autonomous networks.

• Data Scientists working for enterprise application providers or integrators.

• Anyone working at the practical level of network operations and its impacts on the 5G rollouts.

• Engineers and service operators learning how to manage the implementation of AI systems and the impact on the software rollouts.

• Anyone investigating the field of AI, its challenges, and practicalities in its rollout.

course
certification:

A course attendance certificate is issued on satisfactory completion of the course. There is a knowledge certification exam also associated with the course material. Passing this exam counts toward Skill certification with TM Forum.

Find out more about certification tracks here.

what to take
next?

- Intent Driven Autonomous Networks ODF-2503
- AI Closed-Loop Management Architecture Fundamentals ODF-2505

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training + accreditation

course
syllabus

MODULE 1

AI Operations (AIOps) - Introduction & Drivers.

MODULE 2

AI/ ML Software Development Model Overview.

MODULE 3

AIOps Service Management Framework.

MODULE 4

Case studies of AIOps.

MODULE 5

Challenges of AI-CLM Implementation

MODULE 6

Challenges of AIOps Implementation
& Next Steps.