Manteniendo la disponibilidad de los servicios del Negocio en un entorno altamente cambiante

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All Your Solutions Under One Group

OODA loop: Observe, Orient, Decide and Act

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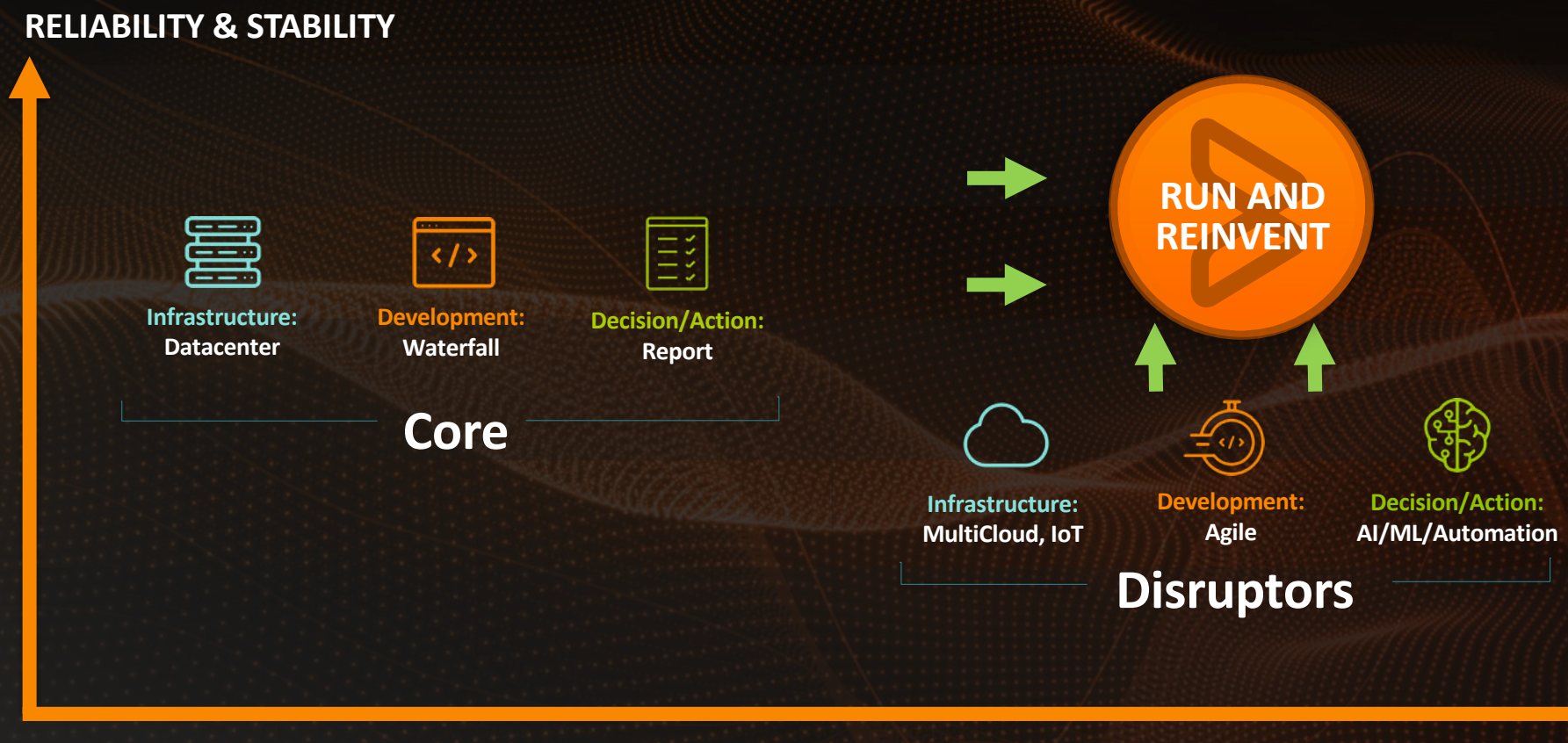

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Business Factors Driving IT Spend

CIO.COM 2019 State of the CIO Survey

<< Top 5:

1. Increase operational efficiency
2. Increase cybersecurity protection
3. Improve customer experience
4. Growing the business
5. Transform existing business processes

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Changes in the world order….

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DEVOPS | AI | MULTI-CLOUD | SECURITY

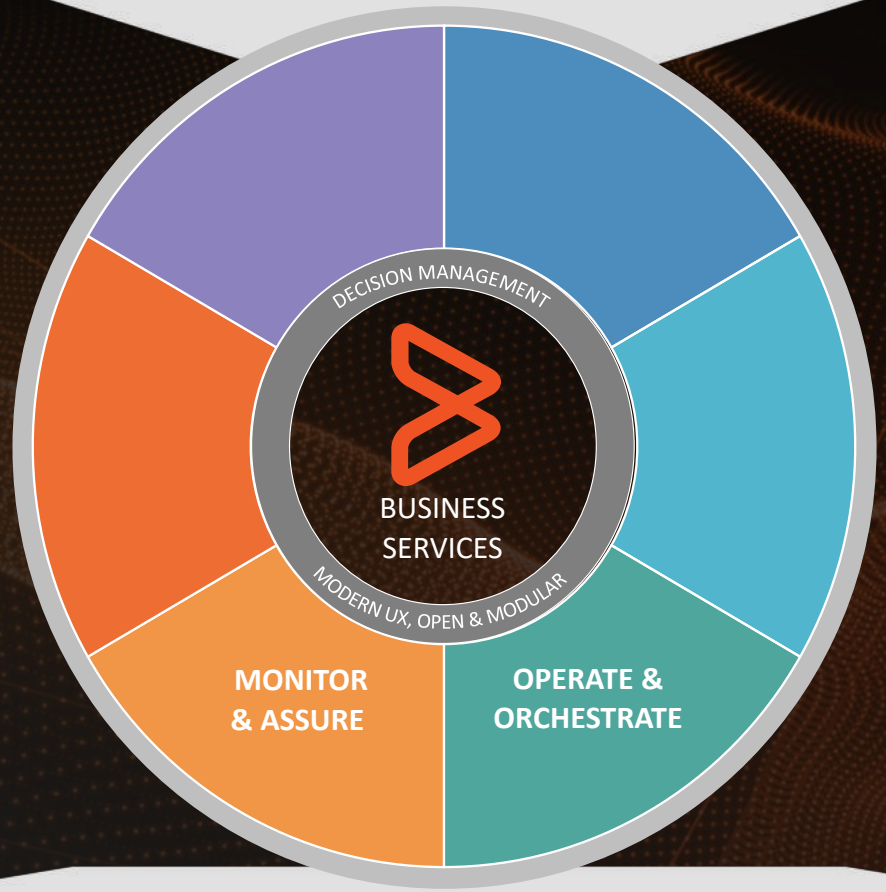
RUN & REINVENT

Core

Infrastructure: Datacenter

Development: Waterfall

Decision/Action: Report



Disruptors

Infrastructure: MultiCloud, IoT

Development: Agile

Decision/Action: AI/ML/Automation

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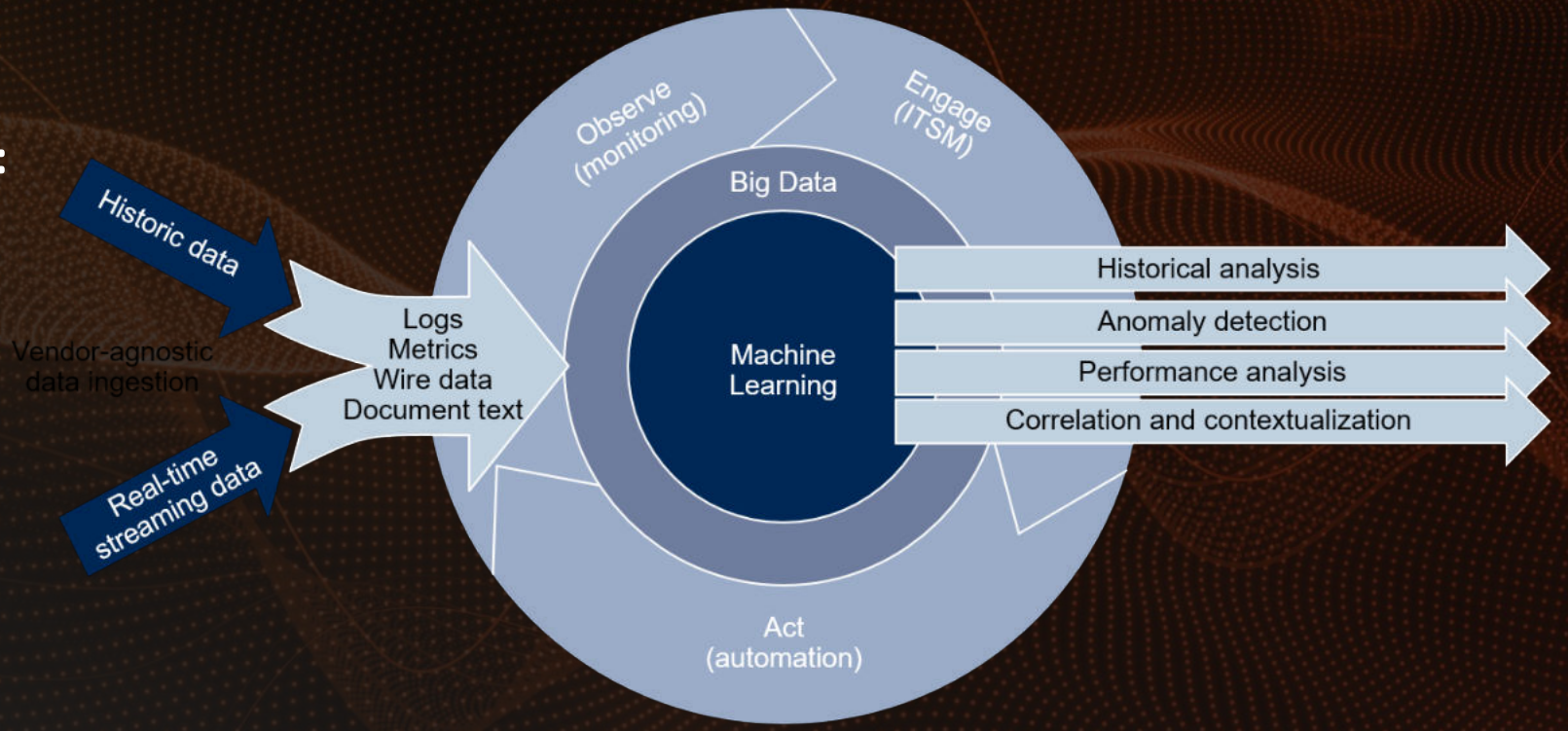
The AIOps Approach (Gartner)

"AIOps platforms combine big data and machine learning functionality to support all primary IT operations functions through the scalable ingestion and analysis of the ever-increasing volume, variety and velocity of data generated by IT.

Enhances IT Ops processes and tasks:

- **Performance analysis**
- **Anomaly detection**
- **Event correlation and analysis**
- **IT Service Management**
- **Automation**



Gartner Market Guide for AIOps Platforms; 12 November, 2018
Pankaj Prasad and Charley Rich

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AIOps Benefits

Automated Operations and Service Resolution

TrueSight intelligent automated operations

75%

Reduction in MTTR
Reduction in tickets

Speed probable cause identification

TrueSight intelligent event correlation & log analytics

60%

Faster time to diagnose and triage issues

Optimize infrastructure usage and cost

TrueSight intelligent capacity optimization

30%

Reduction in infrastructure costs

Event noise reduction

TrueSight intelligent behavioral learning

90%

Reduction in false alarms and events

Enable Predictive Alerting

TrueSight anomaly detection

99.99%

Maintain SLAs and customer experience

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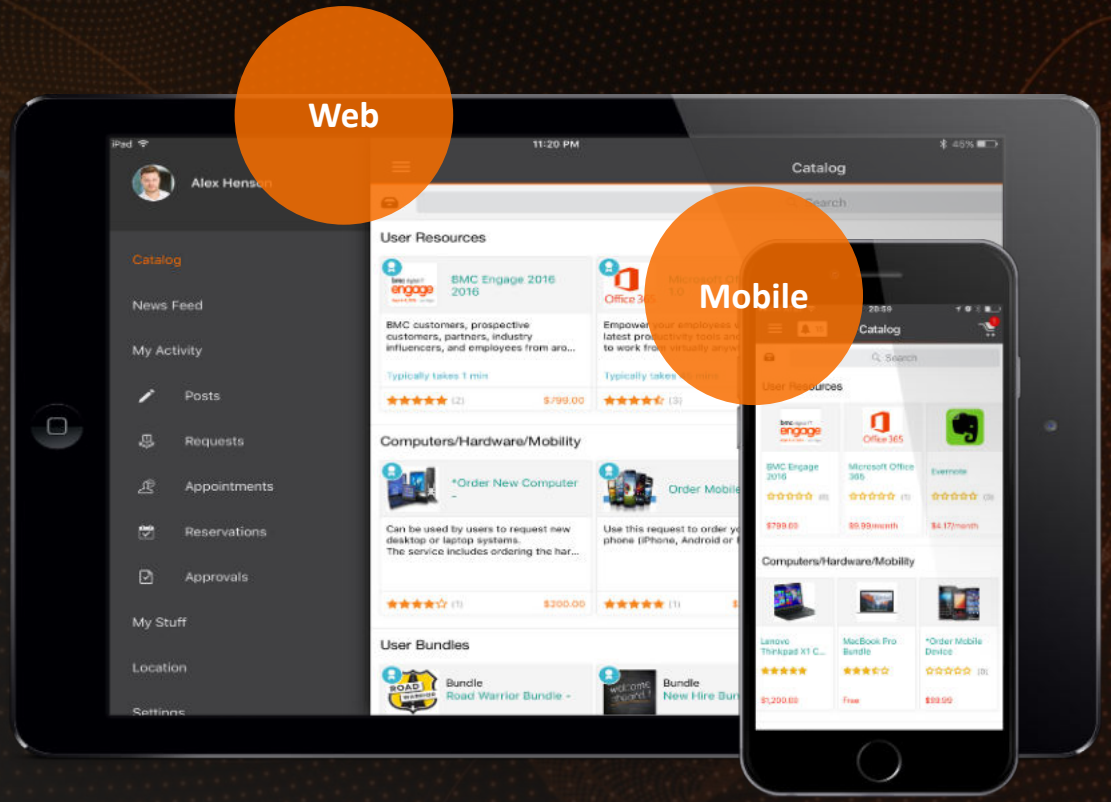
Digital Workplace: Making Omni-Channel Engagement possible for the Enterprise



Today

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HELIX BOT

EXPERIENCIA OMNI-CANAL PARA EL USUARIO FINAL CON CHATBOTS Y VIRTUAL AGENTS

- **Extensiones Omni-canal para Slack, Skype for Business and Twilio SMS**
- **Interacción por conversación para el modelo de autoservicio**
- **Bot's automatizados para las solicitudes de servicio de los Niveles 0/1**
- **La precisión, la velocidad y el costo del servicio serán el diferenciador clave**
- **Aprovechando a IBM Watson utilizando las API's conversacionales, de empatía y IBM Discovery**

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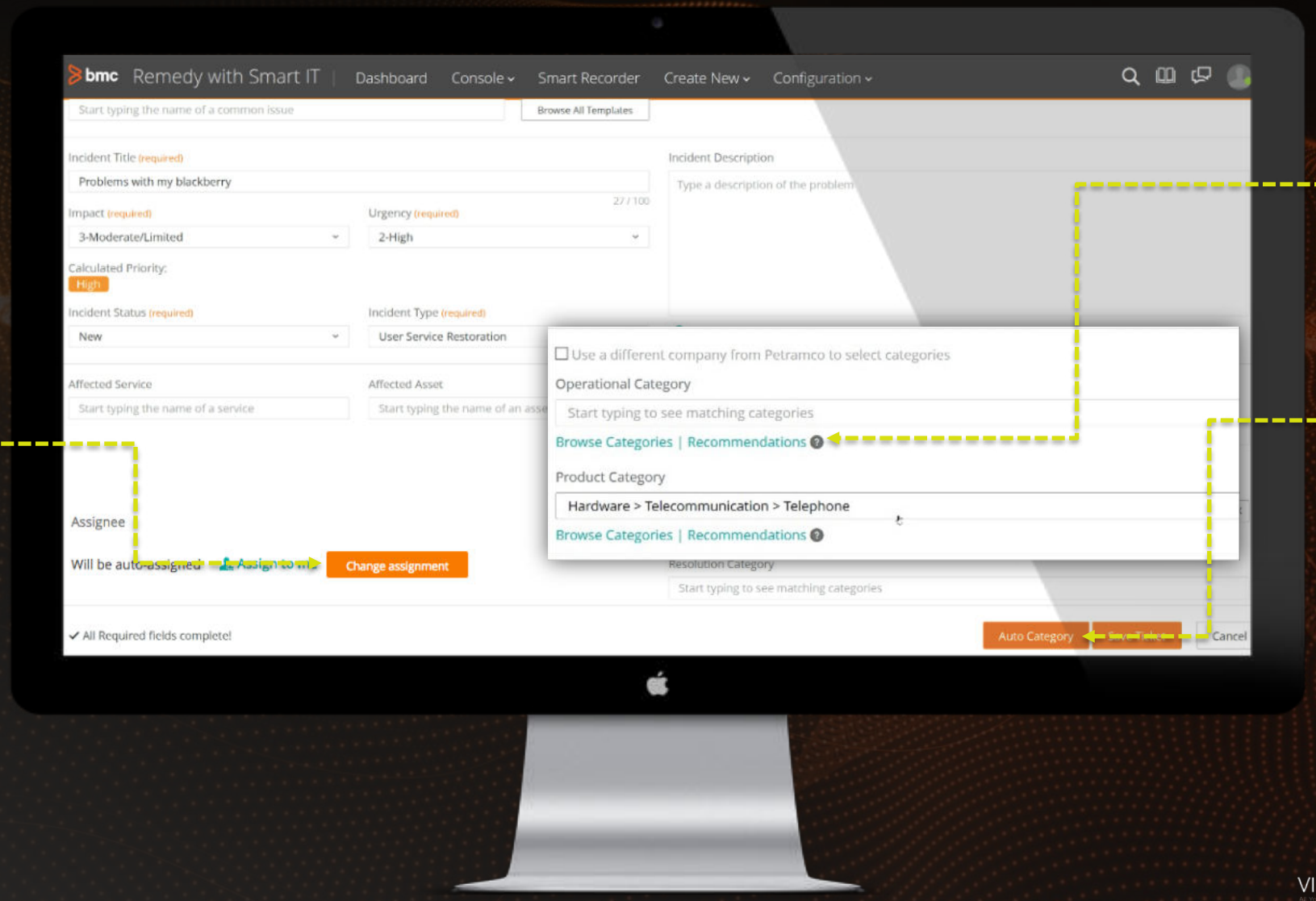
Tomorrow VIERGE GROUP bmc

Remedy Powered By Cognitive



Auto-assign the incident based on past assignments

Auto-Route incidents

Auto-Classify Incidents to specific product and ops categories for more accurate analytics

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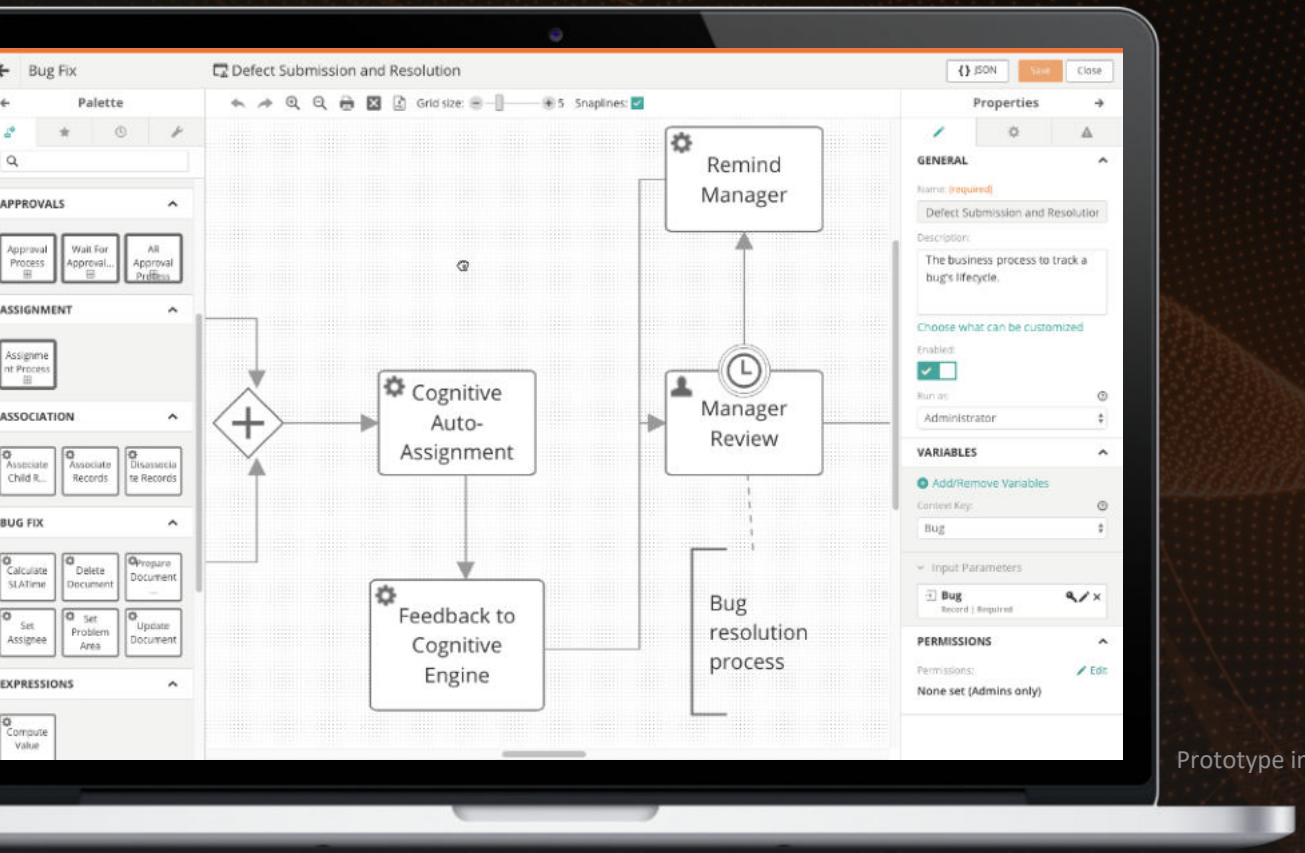
Innovation Suite with Cognitive Service



Prototype image only

Easily incorporate cognitive services into complex custom processes & workflows

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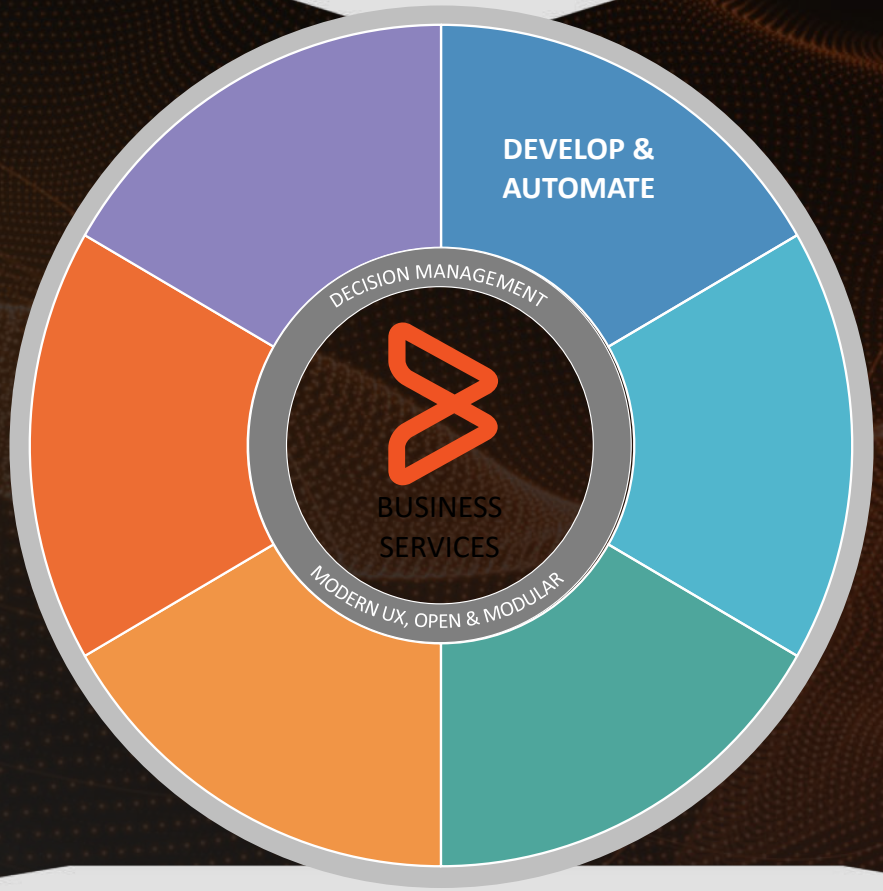

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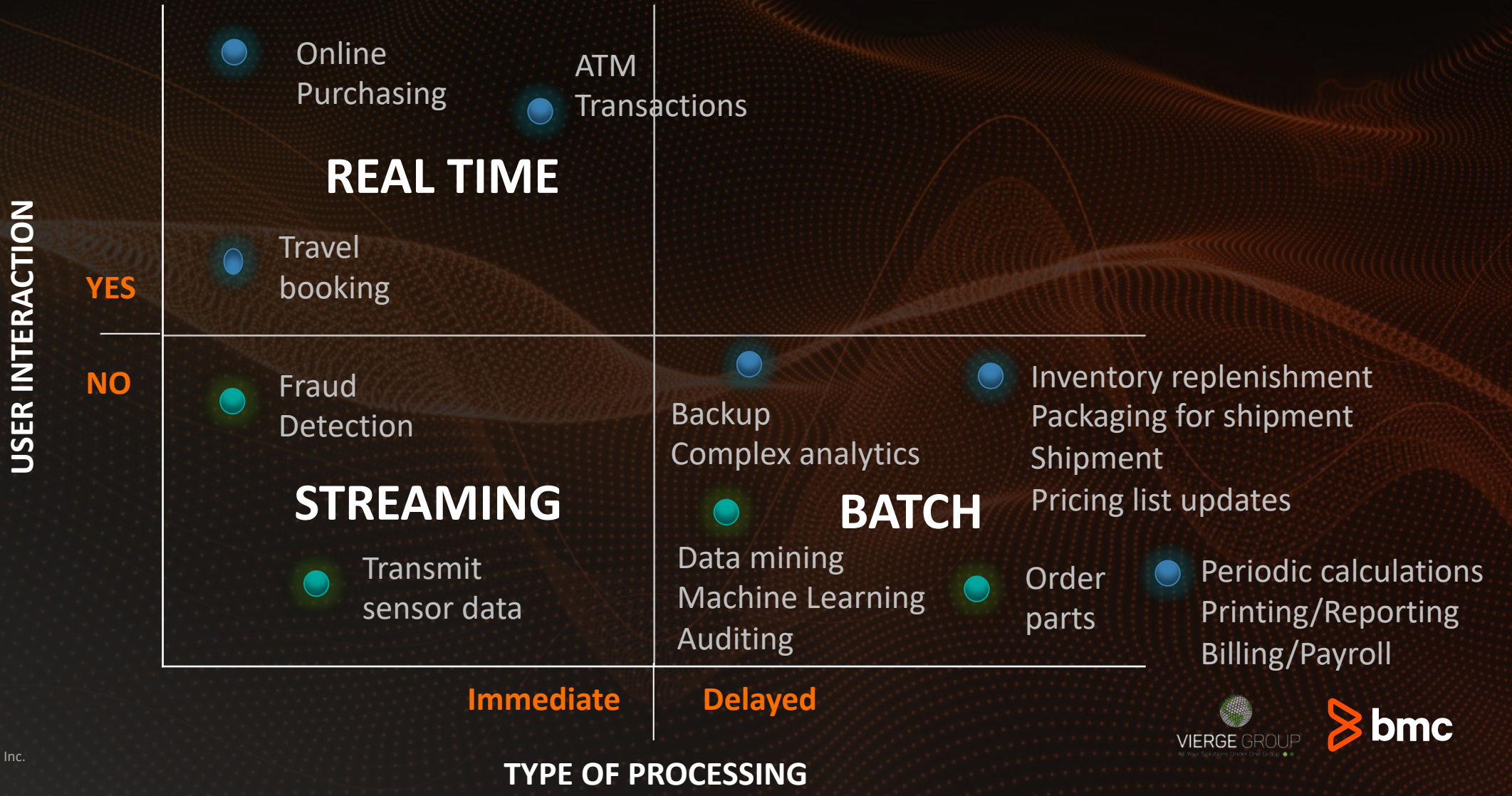
Modelos de Procesamiento de Datos



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Pasos de un Proyecto Big Data

Extraer

Machine data

Devices/Sensors
Industrial
equipment

Human data

- Call Centers
- News
- Sites/Feeds
- Blogs
- Forums
- Social Networks
- Podcast

Business data

- Invoices
- Orders
- Storage
- Delivery

ERP/CRM/
Enterprise
Applications

Almacenar & Procesar

MAPR
hadoop HDFS
Hortonworks
AMAZON REDSHIFT
cloudera IMPALA
Windows Azure
mongoDB
Sqoop
presto
APACHE HBASE
nosql
HIVE
APACHE Spark
cassandra
OOZIE
APACHE kafka

Analizar

+ableau
Machine Learning
sas THE POWER TO KNOW.
Qlik
JASPERSOFT the intelligence inside
BigInsights

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Control-M for Big Data

Extraer → **Almacenar & Procesar** → **Analizar**

Machine data

Devices/Sensors
Industrial equipment

Human data

Call Centers
Blogs
Forums
Social Networks
Podcast

Business data

Invoices
Orders
Storage
Delivery

ERP/CRM/
Enterprise
Applications

Know the facts and make the right choice with Control-M

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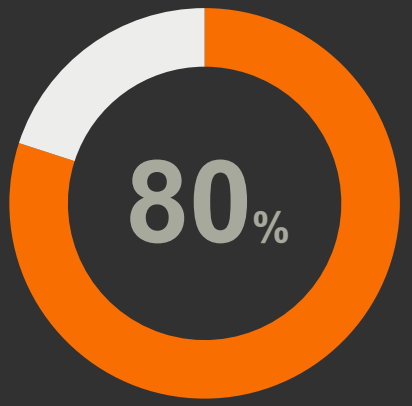
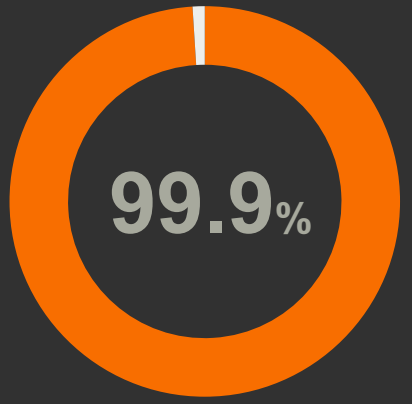
Las vulnerabilidades conocidas son la mayor amenaza



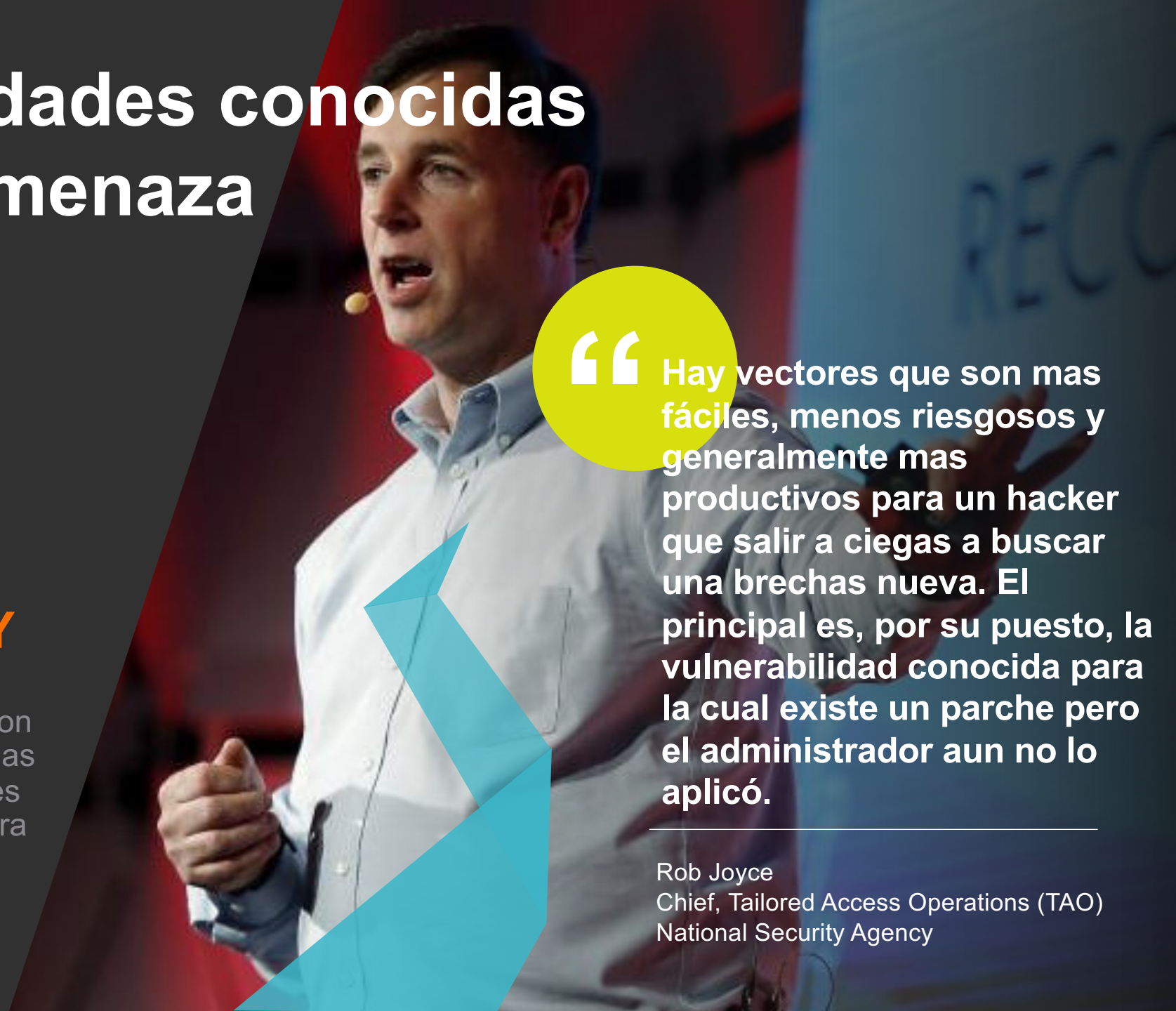
ATAQUES

Mas del 80% de los ataques explotan vulnerabilidades conocidas.



FIX READY

99.9% de las exposiciones fueron comprometidas mas de un año después de que se publicara el CVE



“Hay vectores que son mas fáciles, menos riesgosos y generalmente mas productivos para un hacker que salir a ciegas a buscar una brechas nueva. El principal es, por su puesto, la vulnerabilidad conocida para la cual existe un parche pero el administrador aun no lo aplicó.

Rob Joyce
Chief, Tailored Access Operations (TAO)
National Security Agency

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Vulnerabilidades

Evolución año a año

84

Promedio de dias en remediar vulnerabilidades

30

Promedio de dias en la explotación de vulnerabilidades conocidas

99%

De las vulnerabilidades son conocidas por IT durante un año

Fuente: https://www.cvedetails.com/browse-by-date.php

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BMC SecOps
Casos de Valor

Patching	Vulnerabilidades	Configuraciones	Compliance

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