

Human-Centered IT, Data-Powered Results: Optimizing Workflows with Unified Data Fabric

Today's Speakers

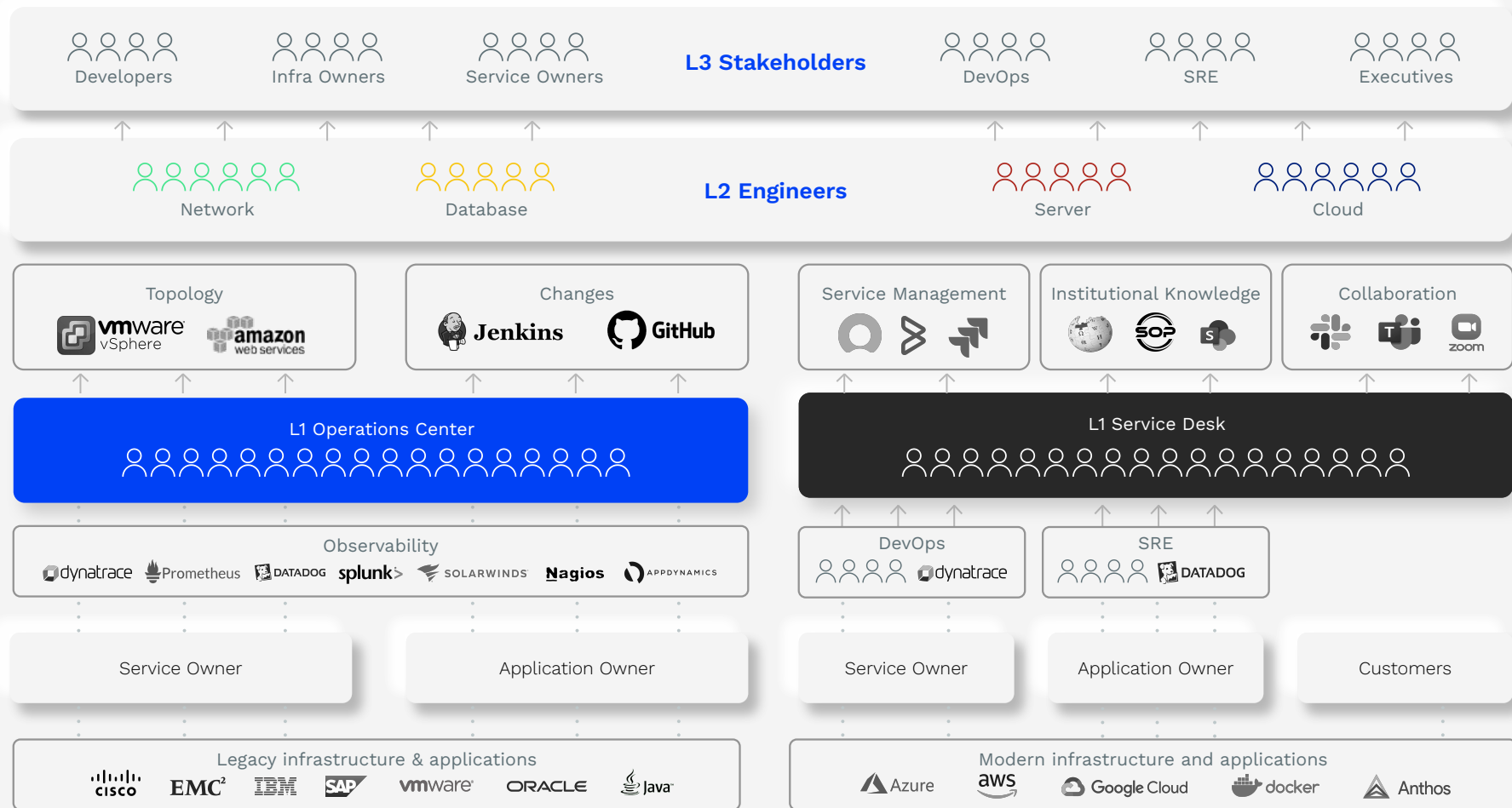


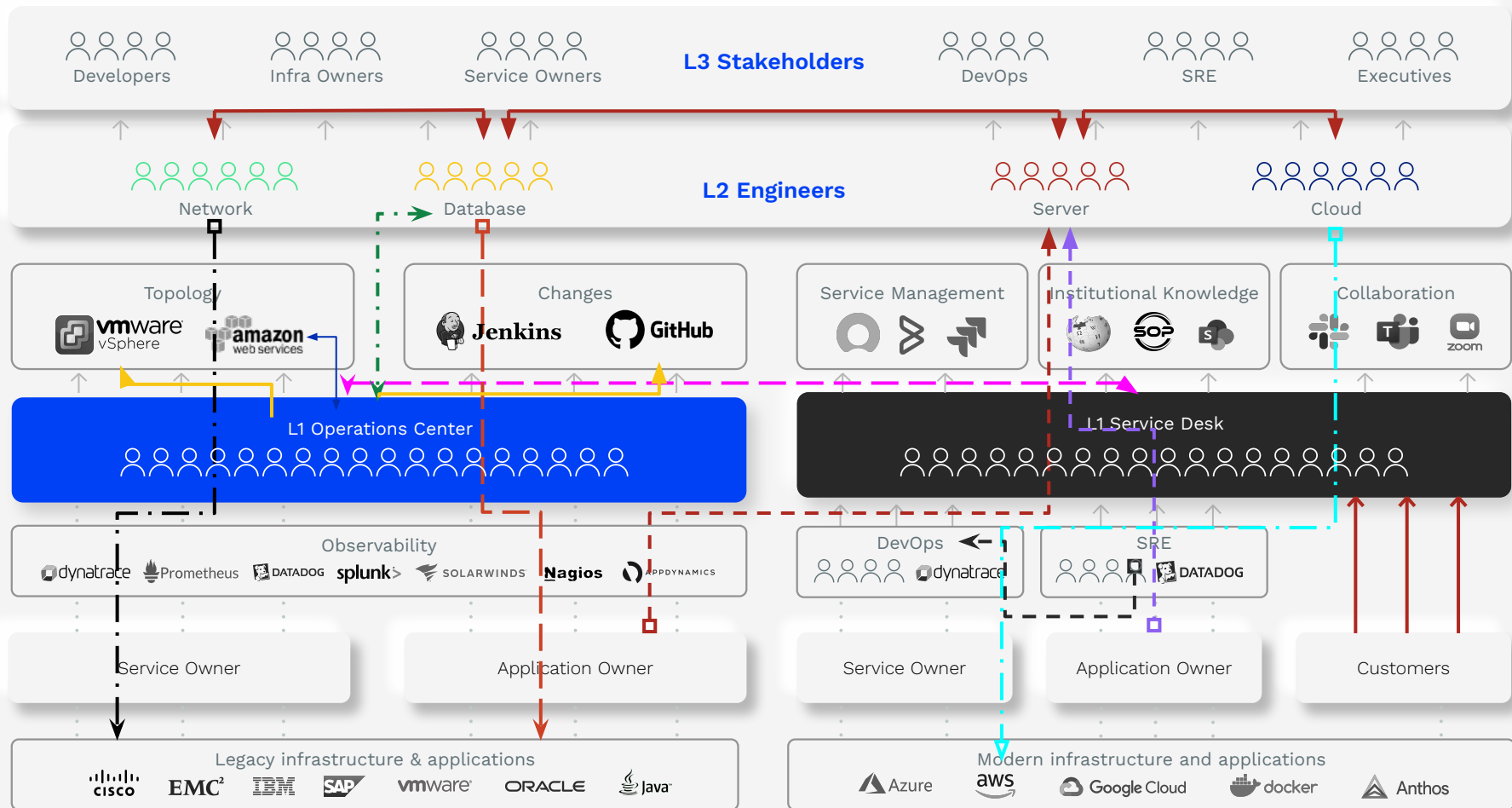
C Beers
Principal Solutions Architect



Nathan Bao
Senior Product Marketing Manager





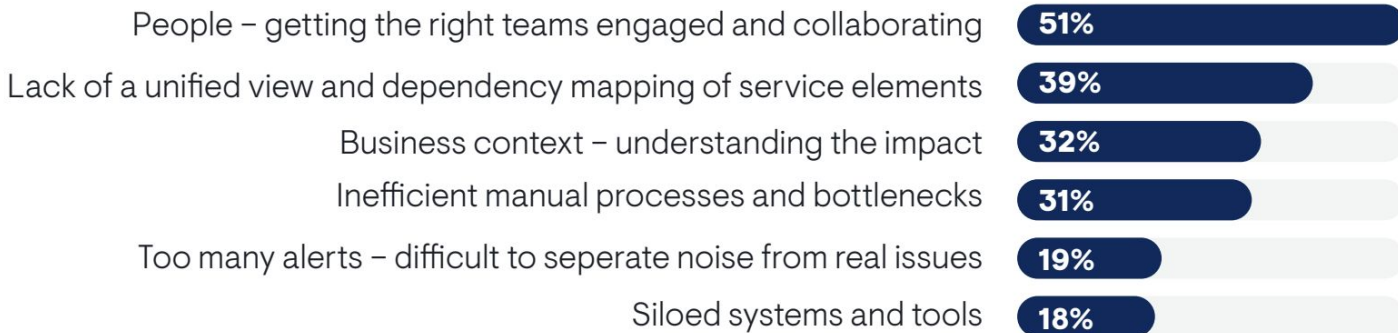


Today's agenda

1. Introductions
2. Challenges due to data silos
3. Tips for unifying data
4. Use cases unlocked by centralized data
5. Q&A

The root cause to slow incident response is data fragmentation

What are the biggest challenges to effective incident response and management? Select two.



O'Connell, V. (2024, November). *AIOps-powered IT service: insight for action*. EMA Research.



Operators face negative business outcomes



Noise

There's a lot of alerts and difficult to discern which ones can cause disruption



Long bridge calls

Teams are gathered to find the right information and individuals to resolve



Stress

Overall, this causes stress on the incident response workflow and every individual involved



As an IT leader I face “unknowns” and unable to...






Prioritize strategic project

**Effectively allocate
resources**

**Measure ROI effectively of
my tools and processes**

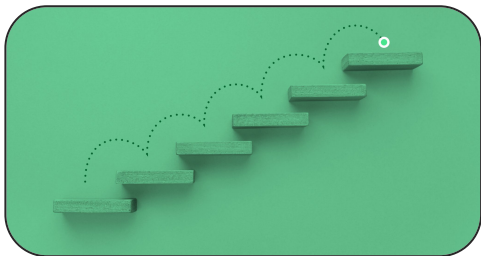


Lessons to remember when tackling data fragmentation

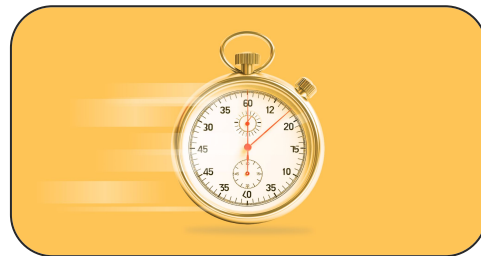
1.  **Address the "Unknown Unknowns"**
2.  **Prioritize Data Sources**
3.  **Plan for a variety of data**
4.  **Demonstrate ROI**
5.  **Think Holistically About Data**



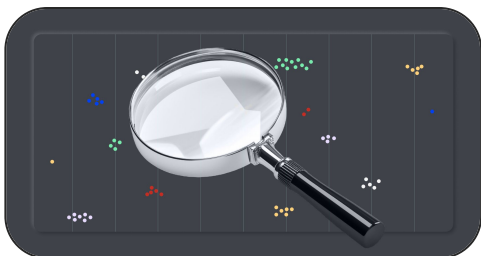
Use cases unlocked with data unification



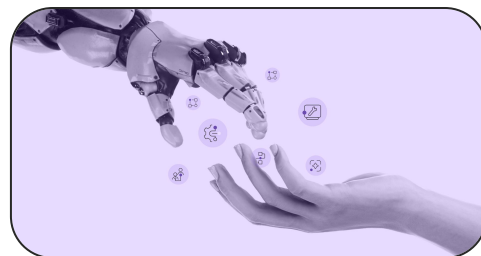
Objective Viewpoints for
Process Improvement



Enhanced Incident Workflow
Optimization



Improved Root Cause Analysis



AI-Powered Automation



Thank you for your time

If you have any question
please reach out to us [here](#)

