



AIOPS AND OBSERVABILITY MATURITY ASSESSMENT

Service Definition
Document

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SERVICE DESCRIPTION

The Harrison AIOps & Observability Assessment features a self-assessment toolkit for organisations to identify gaps in their AIOps model across ITOps, AppOps, NetOps, Cloud Ops, and SRE. Consultancy, recommendations, and a roadmap for Observability Strategy alignment with organisational goals are provided.

SERVICE FEATURES

**Best practices / Design
Guidelines Definition**

**AIOps + Observability
Adoption for Enterprises**

**Recommendations and
RoadMaps**

**Alignment with Organizational
Goals**

Gap Identification

SERVICE BENEFITS

- ➡ Seamlessly integrates data for holistic insight, eliminating fragmentation.
- ➡ End to end data for immediate and continuous monitoring.
- ➡ Drives rapid progress in digital evolution, propelling transformation initiatives.
- ➡ Elevates customer experience through optimised operations and responsiveness.
- ➡ Shields business from potential threats while optimising operational expenditure.
- ➡ Immediate Root Cause Analysis.
- ➡ Fewer critical incidents that impact services.
- ➡ Technical alignment with business service and processes.

WHY HARRISON?



IT consulting that isn't scripted, templated or "one we made earlier."

We've regularly experienced a hit and run culture of IT service providers that create an amazing sales experience. Yet still, the delivery has fallen short, leaving the customer to pick up the pieces, often at a considerable cost.

At Harrison, our IT consulting is all tailored to the individual customer needs and desired outcomes. We utilise all of the best practice frameworks (ITIL, COBIT, SIAM, Prince2, Agile, etc.) across the full enterprise combining the best elements to ensure your goals and objectives are met.

Our interactions with clients embody a friendly and pragmatic ethos, centred around people. We take a holistic 360-degree approach to our work, deliberately avoiding silo thinking.

Choose Harrison for IT consulting with bespoke solutions, meticulously crafted to align with your unique business objectives.





CONTACT US

Please send your requirements to info@harrisonjamesit.com. Alternatively, if you wish to discuss your requirements in more detail, please send us the following information and we will be happy to contact you:

1. Your organisation name
2. The name of this service
3. Your name and contact details
4. A brief description of your business situation
5. Your preferred timescales for starting the work



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