

AI Command Center for AMS

COURSE CONTENT

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About Multisoft

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About Course

AI Command Center for AMS Training provides a structured understanding of how AI can transform enterprise application management from reactive support toward proactive and predictive operations. The program brings together AIOps, observability, incident intelligence, predictive analytics, GenAI copilots, automation, SLA analytics, operational dashboards, and AI governance. Through practical AMS scenarios, participants gain exposure to how intelligent command-center capabilities can improve operational visibility, accelerate issue resolution, reduce repetitive support activities, and support more efficient application service management.

Module 1: Introduction to AI Command Center for AMS

- ✓ Understanding Application Management Services (AMS)
- ✓ Traditional vs. AI-enabled AMS operations
- ✓ Evolution from reactive to proactive application support
- ✓ Introduction to AIOps concepts
- ✓ Purpose of an AI Command Center
- ✓ Key Command Center capabilities
- ✓ Business and operational benefits
- ✓ Common enterprise AMS use cases

Module 2: AMS Operating Model and Command Center Architecture

- ✓ AMS service delivery lifecycle
- ✓ L1, L2 and L3 support structures
- ✓ Centralized and distributed support models
- ✓ AI Command Center functional architecture
- ✓ Operational intelligence layers
- ✓ Data, analytics, AI and automation components
- ✓ Integration with enterprise application landscapes
- ✓ Integration with IT service management processes
- ✓ Human-in-the-loop operating model
- ✓ Command Center roles and responsibilities

Module 3: Data Foundation and Operational Data Integration

- ✓ Understanding AMS operational data
- ✓ Application logs, events, alerts and metrics
- ✓ Incident and service request data
- ✓ Performance and availability information
- ✓ Historical ticket and resolution data
- ✓ Knowledge bases and operational documentation
- ✓ Data ingestion and integration concepts
- ✓ Data normalization and enrichment
- ✓ Creating contextual operational data
- ✓ Data quality considerations for AI
- ✓ Preparing AMS data for analytics and AI models

Module 4: AI-Driven Application Monitoring and Observability

- ✓ Application monitoring fundamentals
- ✓ Infrastructure and application observability
- ✓ Metrics, logs, traces and events
- ✓ Service health monitoring
- ✓ Application dependency visibility
- ✓ Dynamic baseline creation
- ✓ AI-based anomaly detection
- ✓ Identifying abnormal application behavior
- ✓ Noise reduction in monitoring environments

- ✓ Service health scoring
- ✓ Intelligent operational dashboards
- ✓ Early identification of performance degradation

Module 5: Intelligent Event Management and Alert Correlation

- ✓ Understanding event and alert volumes
- ✓ Event normalization and enrichment
- ✓ Duplicate alert identification
- ✓ Alert deduplication and suppression
- ✓ Event clustering
- ✓ Temporal and contextual correlation
- ✓ Identifying related operational events
- ✓ AI-based alert prioritization
- ✓ Reducing alert fatigue
- ✓ Mapping events to affected applications and services
- ✓ Event-to-incident intelligence
- ✓ Escalation based on operational impact

Module 6: AI-Powered Incident Detection, Classification and Triage

- ✓ Incident lifecycle in AMS
- ✓ Automated incident identification
- ✓ AI-based ticket categorization

- ✓ Priority and severity prediction
- ✓ Intelligent assignment and routing
- ✓ Similar incident identification
- ✓ Historical incident pattern analysis
- ✓ Business-impact-based prioritization
- ✓ Automated incident enrichment
- ✓ Incident summarization
- ✓ Recommended next actions
- ✓ Intelligent escalation
- ✓ Reducing Mean Time to Acknowledge (MTTA)
- ✓ Reducing Mean Time to Resolve (MTTR)

Module 7: Root Cause Analysis and Diagnostic Intelligence

- ✓ Root Cause Analysis (RCA) fundamentals
- ✓ Challenges with manual RCA
- ✓ AI-assisted diagnostic analysis
- ✓ Event and dependency correlation
- ✓ Application topology analysis
- ✓ Log and metric correlation
- ✓ Historical failure pattern analysis
- ✓ Probable root cause identification
- ✓ Root cause ranking
- ✓ Identifying upstream and downstream impact
- ✓ Similar-problem and known-error matching
- ✓ Resolution recommendation
- ✓ Evidence-based diagnostic insights

- ✓ Human validation of AI-generated RCA

Module 8: Predictive Operations and Proactive Issue Prevention

- ✓ Moving from reactive to predictive AMS
- ✓ Predictive analytics fundamentals
- ✓ Trend and pattern recognition
- ✓ Application performance forecasting
- ✓ Capacity and resource forecasting
- ✓ Predicting application degradation
- ✓ Incident probability analysis
- ✓ Recurring issue prediction
- ✓ SLA breach risk prediction
- ✓ Early warning indicators
- ✓ Operational risk scoring
- ✓ Preventive action recommendations
- ✓ Proactive maintenance strategies
- ✓ Continuous refinement using operational outcomes

Module 9: AI-Driven Automation and Self-Healing Operations

- ✓ Automation opportunities within AMS
- ✓ Rule-based vs. AI-driven automation
- ✓ Runbook automation

- ✓ Automated diagnostic workflows
- ✓ Automated remediation
- ✓ Trigger-based corrective actions
- ✓ Self-healing application concepts
- ✓ Restart and recovery automation
- ✓ Resource and configuration remediation scenarios
- ✓ Automated ticket updates and closure workflows
- ✓ Approval-based remediation
- ✓ Human-in-the-loop automation
- ✓ Automation guardrails
- ✓ Rollback and exception handling
- ✓ Measuring automation effectiveness

Module 10: SLA, KPI, Service Health and Performance Intelligence

- ✓ AMS SLA management fundamentals
- ✓ Operational KPIs and service metrics
- ✓ Application availability and performance indicators
- ✓ Incident response and resolution metrics
- ✓ MTTA and MTTR analysis
- ✓ SLA compliance monitoring
- ✓ Predictive SLA breach identification
- ✓ Service health scoring
- ✓ Business impact correlation
- ✓ AI-assisted performance analysis

- ✓ Trend and exception analysis
- ✓ Executive and operational dashboards
- ✓ Identifying improvement opportunities through KPI intelligence

Module 11: Generative AI and Copilot Capabilities for AMS Teams

- ✓ Generative AI fundamentals for application support
- ✓ Role of Large Language Models in AMS
- ✓ AI copilots for support teams
- ✓ Natural-language interaction with operational information
- ✓ Incident and alert summarization
- ✓ Automated ticket summarization
- ✓ Knowledge retrieval for support engineers
- ✓ Retrieval-Augmented Generation (RAG) concepts
- ✓ Resolution recommendation
- ✓ Runbook and troubleshooting guidance
- ✓ Knowledge article generation
- ✓ Shift handover summarization
- ✓ Problem investigation assistance
- ✓ Prompt design for AMS use cases
- ✓ Context grounding and response accuracy
- ✓ Managing hallucination risks
- ✓ Human verification of generated recommendations

Module 12: AI Governance, Security, Risk and Human Oversight

- ✓ AI governance requirements in AMS
- ✓ Responsible AI principles
- ✓ Data privacy and operational security
- ✓ Access and authorization considerations
- ✓ Protection of sensitive application information
- ✓ AI model transparency
- ✓ Explainability of operational recommendations
- ✓ Bias and incorrect recommendation risks
- ✓ AI output validation
- ✓ Human-in-the-loop controls
- ✓ Automation approval policies
- ✓ Audit trails and traceability
- ✓ Model and prompt governance
- ✓ Monitoring AI effectiveness
- ✓ Risk management for autonomous operations

Module 13: Command Center Implementation, Operational Scenarios and Continuous Improvement

- ✓ Assessing AMS AI readiness
- ✓ Identifying high-value AI use cases
- ✓ Prioritizing automation opportunities
- ✓ Defining Command Center architecture
- ✓ Data and integration planning

- ✓ Pilot and phased implementation strategy
- ✓ Defining operational roles
- ✓ Establishing KPIs and success measures
- ✓ Incident intelligence scenario
- ✓ Predictive issue detection scenario
- ✓ AI-assisted RCA scenario
- ✓ GenAI support assistant scenario
- ✓ Automated remediation scenario
- ✓ SLA risk prediction scenario
- ✓ Measuring operational benefits
- ✓ Feedback loops and model improvement
- ✓ Scaling AI capabilities across applications
- ✓ Continuous optimization of the AI Command Center