

To gain benefits of AIOps, enterprises need to address **IT asset discovery**



IT asset discovery is pivotal as a foundation for artificial intelligence for IT operations (AIOps) solutions that will be essential in mitigating vulnerability risks, driving operational efficiency, troubleshooting, and quickly resolving production issues. Yet a recent survey found many enterprises admitting their IT asset discovery capabilities are less than optimal.

True observability of IT assets, services, and relationships relies on the ability to isolate root causes and visualize related impacts across topology, service models, and telemetry.

Fast and accurate IT asset discovery tools provide improved real-time visibility and enable proactive service performance management.

Enterprises with less-than-stellar IT asset discovery capabilities will struggle to quickly identify the root cause of incidents, ultimately leading to delays in resolving them. If it takes several hours or days to trace the root cause of an incident, it leaves organizations prone to risk in the interim. Further complicating

resolution and recovery processes, those organizations may be hindered by the need to determine which team is best equipped to manage the incident.

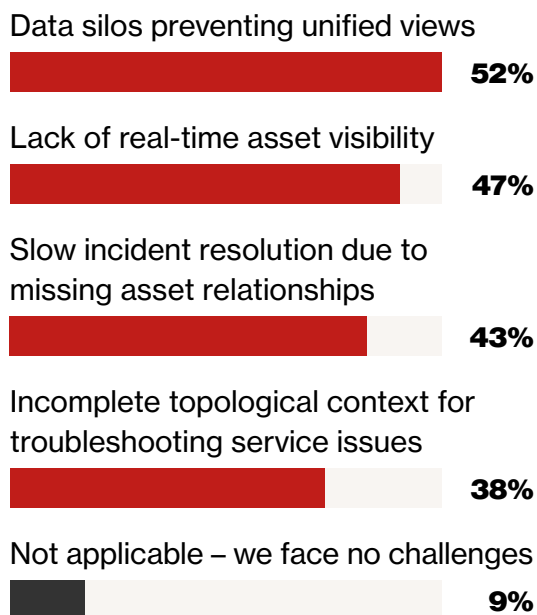
Minimizing risks and reducing costs

As enterprises look to support an ever-growing array of applications, services, and data sources deployed across diverse environments, accurate and up-to-date IT inventories are vital for



reducing operational costs, minimizing risks, and supporting seamless cloud migrations. But a Foundry survey of more than 200 IT decision-makers in the US, UK and the largest EU countries finds that only about half of IT organizations rate their IT asset discovery tools as highly effective. Respondents report issues ranging from data silos that prevent unified views to lack of real-time visibility and more (see Figure 1).

Figure 1 | IT decision-makers assess where observability is lacking

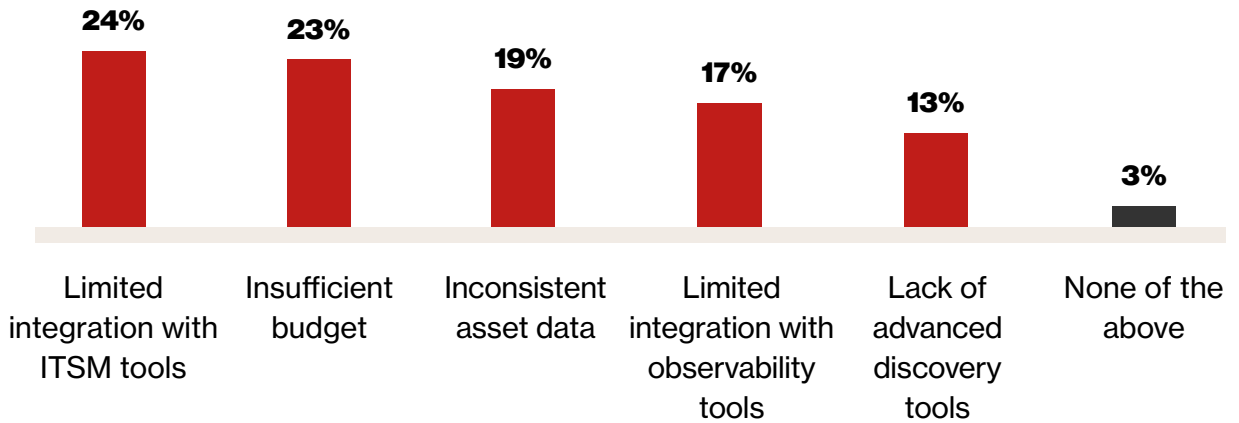


Conducted for BMC Helix in late 2024, the survey indicates wide uncertainty over the ability to accurately account for all IT assets as organizations struggle with incomplete visibility and limited tools integration. That leaves them ill-prepared to take advantage of AIOps to manage the complexities of modern IT environments.

Employing a combination of machine learning (ML), predictive analytics, and artificial intelligence, AIOps platforms automate and improve IT operations to optimize service availability and delivery. The platforms can help identify and resolve business-critical vulnerabilities, reduce change risk, aid in troubleshooting, and quickly resolve issues across increasingly diverse and intricate IT systems.

Many organizations rely on legacy or homegrown solutions that don't scale with the growth of the business and utilize manual processes to manage their assets and infrastructure. Issues including budget and lack of integration with other management tools are hampering their use of asset discovery tools (see Figure 2).

Figure 2 | Limited integration with IT service management tools and insufficient budgets top the list of barriers preventing full utilization of IT discovery tools

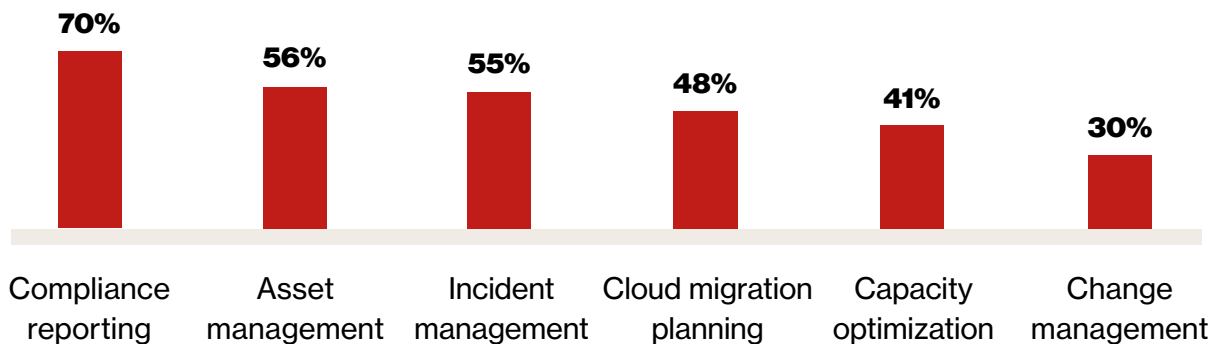


Ramping up IT asset discovery for AIOps

On the other hand, survey respondents report IT asset discovery delivers tangible benefits in areas including compliance, asset and incident management, and cloud migration planning (see Figure 3).

With integrated and effective IT asset discovery capabilities, enterprises can spend far less time troubleshooting issues and wondering whether they may have unrealized exposures. Instead of fulfilling audit requests, they can focus on using AI to automate incident resolution and improve operational efficiency.

Figure 3 | IT decision-makers recognize the multiple benefits of IT discovery



Effective IT asset discovery doesn't just reveal an organization's IT assets, it also uncovers hidden connections, compliance risks, and maps dependencies. As organizations strive for observability, automated data reconciliation helps to ensure accuracy and consistency across the data landscape. That's essential for an AIOps platform that needs to know about every component in the applications and data flow. Without it, IT operations teams may be unable to identify vulnerabilities that could impact critical business services; they'll also struggle to provide auditors with complete and accurate IT asset reports.

Good IT asset discovery cultivates a resilient digital and dynamic IT infrastructure across critical functions including:

- AIOps – When investigating incidents, IT asset discovery and service mapping provides critical information on service and component configuration, status, and dependencies. This information enables

operations, DevOps and site reliability engineering (SRE) teams to identify the causes and resolve issues quickly.

- Service Management – An up-to-date inventory of assets and their dependencies assists in reducing costs and risks for the business. IT service management teams can understand the potential impacts of changes, identify data center workloads suitable for migrating to the cloud, and automate audit activity with detailed asset information.



- DevOps – System and software changes are the largest source of production issues. IT asset discovery provides insights to prevent unforeseen risks caused by introducing rapid change in complex environments. When change occurs, organizations have full visibility into and understanding of the change's impact on the business and its ecosystem.
- Security Operations – IT asset discovery plays a vital role in exposing hidden or undocumented assets, dependencies, and relationships. For example, IT asset discovery can discover and manage security certificates across an organization's entire IT infrastructure.

Closing unrealized gaps

Lack of visibility into applications and dependencies affects service availability, cloud migration planning, capacity optimization, security, and compliance.

An effective IT asset discovery tool supports a treasure trove of protocols, allowing it to dig into every corner of an organization's IT environment. Pattern library blueprints can help IT teams understand what's in their infrastructure and how it all connects across major middleware platforms, databases, web servers and more.

With the ability to automatically identify, accurately and completely, what's in their IT environment, organizations can eliminate blind spots and ensure continuous coverage.

To learn more about the changing role of IT asset discovery and its significant impact on AIOps and IT service management go to <https://www.bmc.com/it-solutions/bmc-helix-discovery.html>. Take a deeper look at BMC Helix Discovery with this [self-guided demo](#).