

# Ensure quality, real-time IT Ops with intelligent automation

“Dynatrace turns data into answers and action. By extending Dynatrace’s precise, AI-powered answers to Ansible Automation Platform, customers can drive greater operational efficiencies while boosting their digital services’ performance, reliability, and security.”

**Stefan Greifeneder**  
VP of Product Management,  
Dynatrace

## Benefits of Dynatrace and Ansible Automation Platform together:

**Faster mean time to resolution (MTTR).** Response times for real-world incidents have been reduced from more than an hour to less than 1 minute.

**Reduce false positives and alert storms.** Root cause analysis through causal AI reduces the number of alerts to only critical issues, based on business context.

## Use visibility to cut the complexity of modern cloud

**Complexity is one of the biggest challenges for modern cloud environments. Hybrid cloud environments span different cloud providers, containers, and physical infrastructure, which can obscure dependencies and relationships between systems and services. This lack of visibility can make it hard to identify potential security issues, waste resources, or decrease performance.**

Observability gives your teams insight into your entire infrastructure—what systems are deployed, how they relate and interact with each other, and how they perform.

This situational awareness creates a foundation where your teams can recognize incidents more accurately and create automation that will respond swiftly and more effectively.

## Act on intelligence with event-driven automation

**Within large environments, an incident can occur quickly and cause a cascade of problems. Event-Driven Ansible®, part of Red Hat® Ansible Automation Platform, takes incoming information about real-time events and automatically launches a rulebook, determines what response is appropriate, and resolves the issue to reduce impacts on critical applications and environments in less time.**

Dynatrace works as an event source for Event-Driven Ansible. Because Dynatrace continuously monitors the state of all services and systems within the infrastructure, it can identify the root cause of an incident and send that specific information to Event-Driven Ansible. This Ansible capability can then take whatever actions are defined for that problem, such as rolling back changes or updating a configuration. Once that happens, Dynatrace can then detect not only that the change was made but that the underlying situation was resolved and services successfully restored.

We call this approach *closed-loop automation*.

There are several, specific use cases where this kind of clear visibility across the life cycle of an incident can help your teams:

- ▶ **Application healing with automated response.** When an application has performance issues, Dynatrace will identify why the issue occurred and notify Event-Driven Ansible, which can initiate the appropriate user-defined response (such as rolling back an update).
- ▶ **Improved security response times.** Responding to a security incident can require a lot of different tasks, such as taking affected systems offline, deploying replacement services, and changing networking configuration. Automating these tasks can help limit the scope of a threat. Dynatrace helps identify both the threat and affected resources while Event-Driven Ansible can take immediate actions like changing ports and network configuration and notifying security operators.

## Benefits of Dynatrace and Ansible Automation Platform together (cont.):

**Boost productivity.** Effective automation strategies increase team performance by 35%.<sup>1</sup>

**59% of CIOs** say their teams will become overwhelmed by cloud complexity without a more automated approach to ITOps.<sup>2</sup>

## How Dynatrace observability works

Event-Driven Ansible is a powerful tool, but it is only as powerful as the event information that it receives. Dynatrace and Event-Driven Ansible complement each other, with Dynatrace providing quality insights that it sends to Event-Driven Ansible for action. Dynatrace observability is built on several core capabilities:

- ▶ **Hypermodal AI.** Dynatrace has an artificial intelligence (AI)-engine called Davis™, which is built based on business context and the relationships between elements in the environment. This is not limited to statistical guesses based on machine learning inputs; Davis reacts based on the immediate and unique infrastructure environment. Dynatrace's approach to AI is *hypermodal* because it also incorporates predictive and generative AI capabilities.
- ▶ **Dynamic topology.** Dynatrace continuously discovers new entities within the entire infrastructure and maps all of the relationships and dependencies between entities. This Smartscape™ topology can help pinpoint root causes and assess business impact in real-time.
- ▶ **Causational data lakehouse.** Dynatrace's Grail™ data lakehouse is a massively parallel processing (MPP) engine that unifies security, business, and observability data. This provides more comprehensive and accurate data to Davis, for instant and precise AI-driven answers.

This approach to observability combines real-time, accurate data with context-aware AI. This provides better information into your Event-Driven Ansible deployment so you can automate better responses from your IT intelligence.

## Automate low-complexity actions for high impact

Dynatrace and Event-Driven Ansible can make the biggest impact to your technical team's performance by automating high-volume or low-complexity tasks. Teams often spend a significant amount of time on repetitive low-level tasks, and even when they create original scripts to help manage these tasks, there is an amount of "technical debt" that goes into managing and maintaining them. There is also the time involved in troubleshooting issues, identifying appropriate patches, and applying them. Altogether, the result is a time-consuming process with toil and churn throughout. Automating these tasks can save your employees hours of work.

But for maximum impact, you need high quality, real-time insight. Most organizations<sup>1</sup> use an average of 10 different monitoring tools but only have visibility into 9% of their infrastructure. Combining observability with automation creates effective action. Beyond creating automation rules, it is important to know when and where to execute them. This is what Dynatrace observability and Event-Driven Ansible provide, together.

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<sup>1</sup> Red Hat case study. "Cepso boosts efficiency with Red Hat Ansible Automation Platform," 27 May 2022.

<sup>2</sup> Dynatrace. "CIO research report." 2022.

### Learn more

- ▶ Watch the [Dynatrace Perform 2023 session](#) about Dynatrace and Event-Driven Ansible
- ▶ Read the e-book [Build innovation with Event-Driven Ansible](#)

### About Dynatrace

[Dynatrace's](#) unified software intelligence platform combines broad and deep observability and continuous runtime application security with the most advanced AIOps to provide answers and intelligent automation from data at an enormous scale. This enables innovators to modernize and automate cloud operations, deliver software faster and more securely, and ensure flawless digital experiences.



### About Red Hat

Red Hat helps customers standardize across environments, develop cloud-native applications, and integrate, automate, secure, and manage complex environments with [award-winning](#) support, training, and consulting services.

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