AI: The step by step session to get going today

ASUG 2024

Agenda

1	2	3	4	5
Who is Avantra	What is 'AI'	AI Ethics	Available technical AI functionalities	Questions

What is
Avantra?

An AIOps platform
for automating SAP operations

![AVANTRA logo]
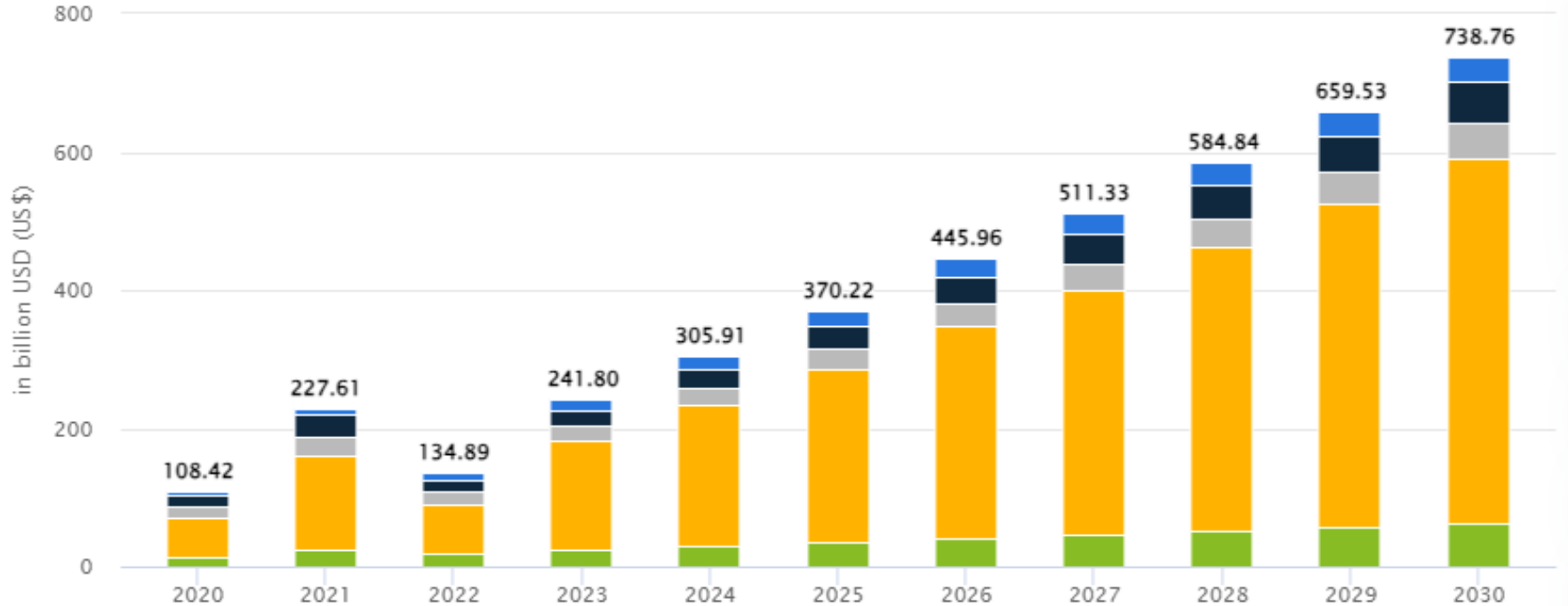
#1 SAP AUTOMATION PLATFORM
AI ENABLED

- Full operational transparency
- AI controlled intelligent monitoring
- Managing and automating your SAP world
- Complete ITSM integration
- Actionable insights & control
- Zero touch automation capability

Observe
Understand what's in your landscape

Engage
Connect your landscape with the full IT stack and ITSM

Act
Automatically diagnose issues and take action

Turning complex SAP landscapes into intelligent operations

Growth of AI

in billion USD (US $)

800

600

400

200

0

108.42
2020

227.61
2021

134.89
2022

241.80
2023

305.91
2024

370.22
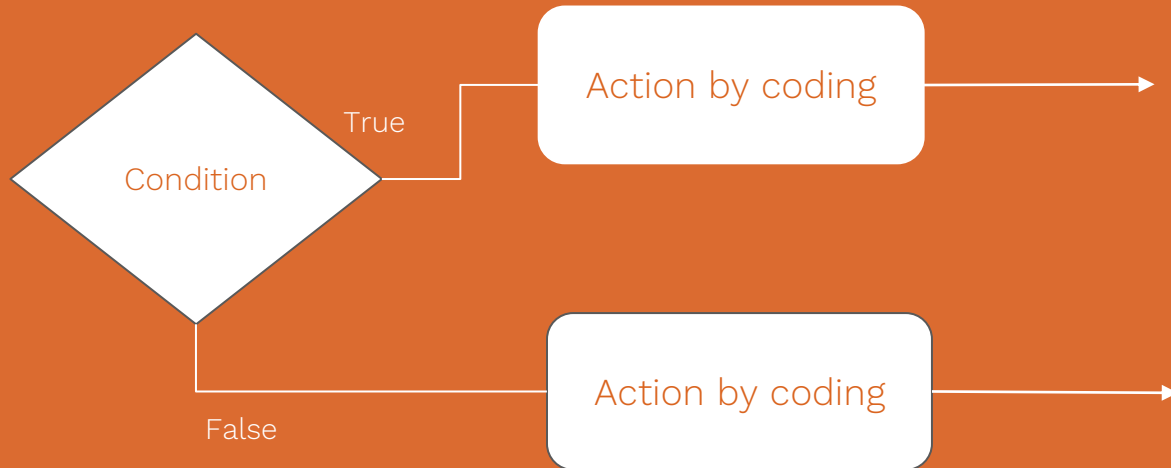2025

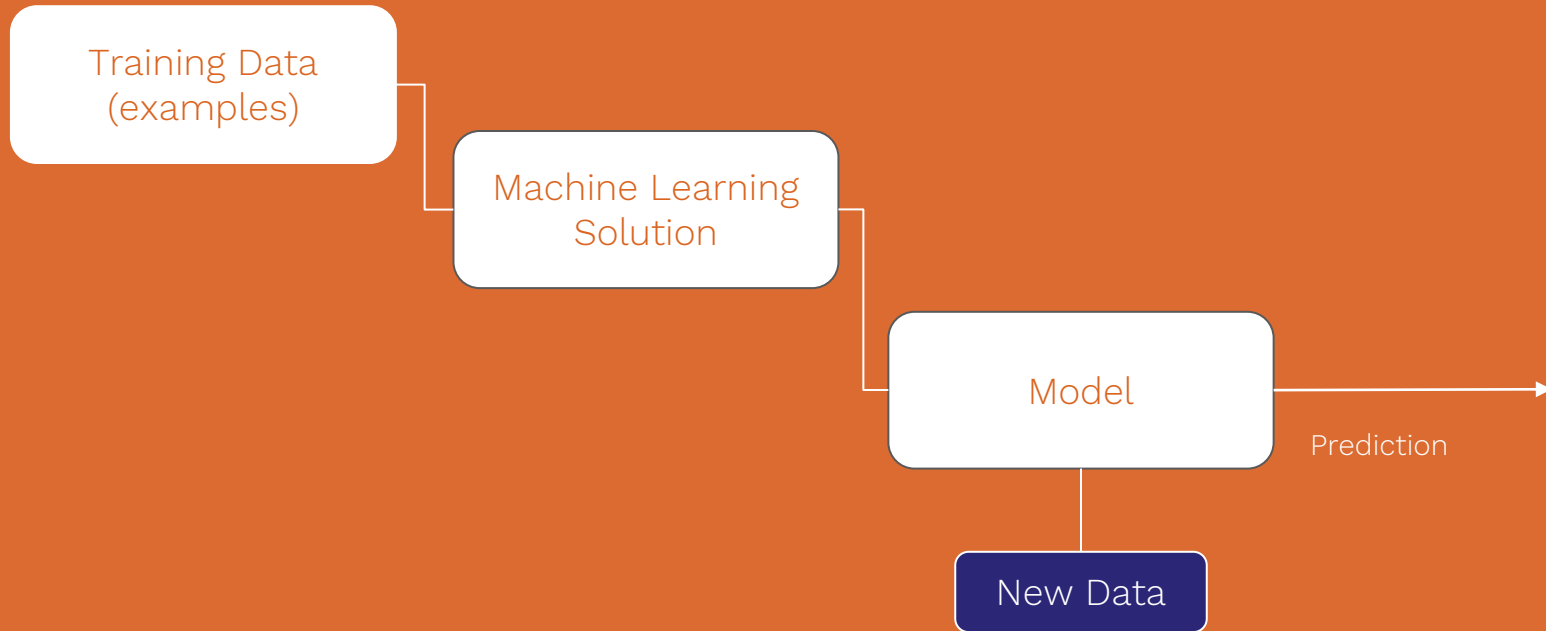445.96
2026

511.33
2027

584.84
2028

659.53
2029

738.76
2030

Source: Statista 'Market Size'

Symbolic AI

In use in your SAP environment right now!
System intelligence through rules and programming

Condition

True

Action by coding

False

Action by coding

Machine Learning Based AI

Training Data (examples)

Machine Learning Solution

Model

New Data

Prediction

Examples

Training with Examples
Supervised Learning

Patterns/Structures
Unsupervised Learning

Actions Taken by Agents
Reinforcement Training

Neural Networks
Self-Supervised Learning

AI Ethics at SAP

Human Agency and Oversight

The system must be tested extensively to make sure it behaves as intended

Users must be able to oversee the process

Users must be able to override the process

Addressing Bias

AI developers must make sure the training data is not unrepresentative of marginalized groups

The AI system must not discriminate

AI Developers must define fairness measures to test the algorithm

Transparency & Explainability

Data sets and the development process must be documented

Algorithms applied in the process must be explained to users in terms of their purpose, capabilities and limitations

Users must be able to obtain an explanation for the AI's systems decisions

Standard vs High Risk Cases

Personal freedom (human surveillance, discrimination, de-anonymization)

Society (manipulation of person or group, undermine debate, harmful impacts)

Environmental harm - no damages to environment

Standard

Check risk, check compliance, document use case, save use case details

High Risk Cases

Processing of personal data & one of the following:

Processing protected personal data
Negatively affected individuals
Automated decision making
High risk sector (HR, healthcare, law enforcement, etc...)

Steering committee

Governance

AI Ethics Steering Committee
Sr. leaders from design, data protection, corp strategy, HR, sustainability, legal with AI researchers and operational specialists

AI Ethics Advisory Panel
SAP external experts with a public mandate from academia, politics and industry

Trustworthy AI Workstream
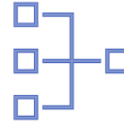SAP employees who want to engage with Turstworthy AI

AI within SAP

Finance

Supply Chain

Procurement

Human Resources

Sales & Marketing

IT & Platform

AI: IT and Platform

Observability

-Think 'Monitoring'... but more

-Integrations (ITSM, Event Management, etc...)

-Intelligent implementations

-Predictive analytics

-Transparency

Automation

-Day 2, ongoing, operations

-Integrations

-Autonomous Run Times (event driven automations)

SAP Operations

AVANTRA

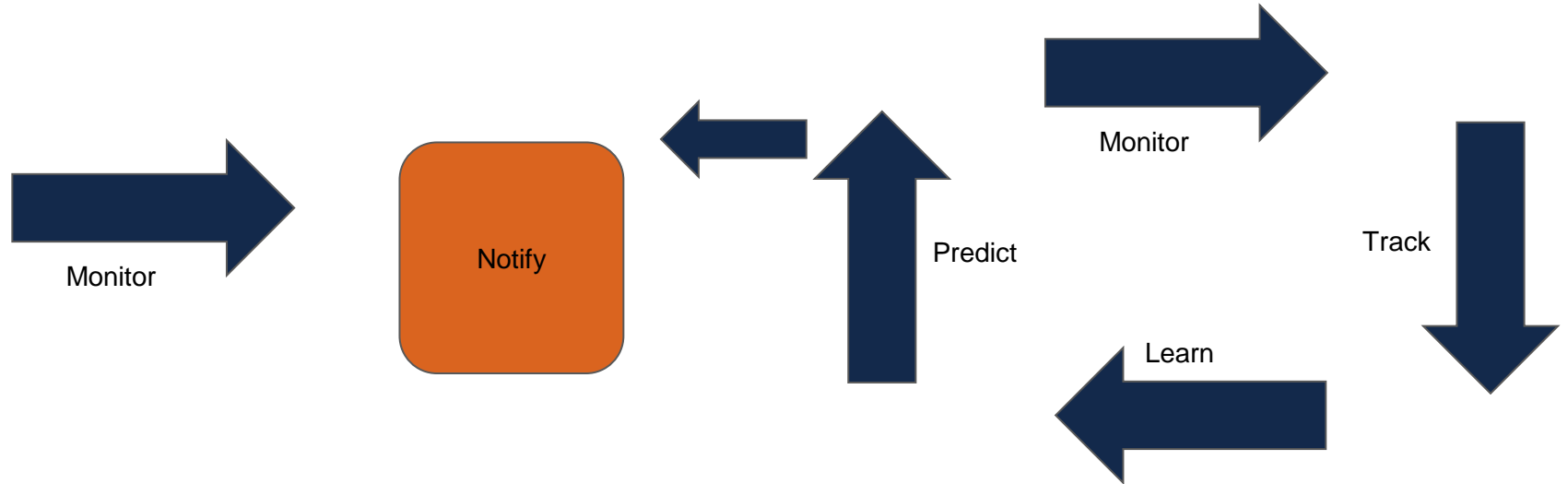Typical Titles

- SAP basis
- SAP architects
- Technical engineers

Tasks

- Managing system performance
- Starting/Stopping of Systems
- System refreshes
- Researching SAP security notes
- Kernel upgrades
- Database upgrades
- SAP upgrades
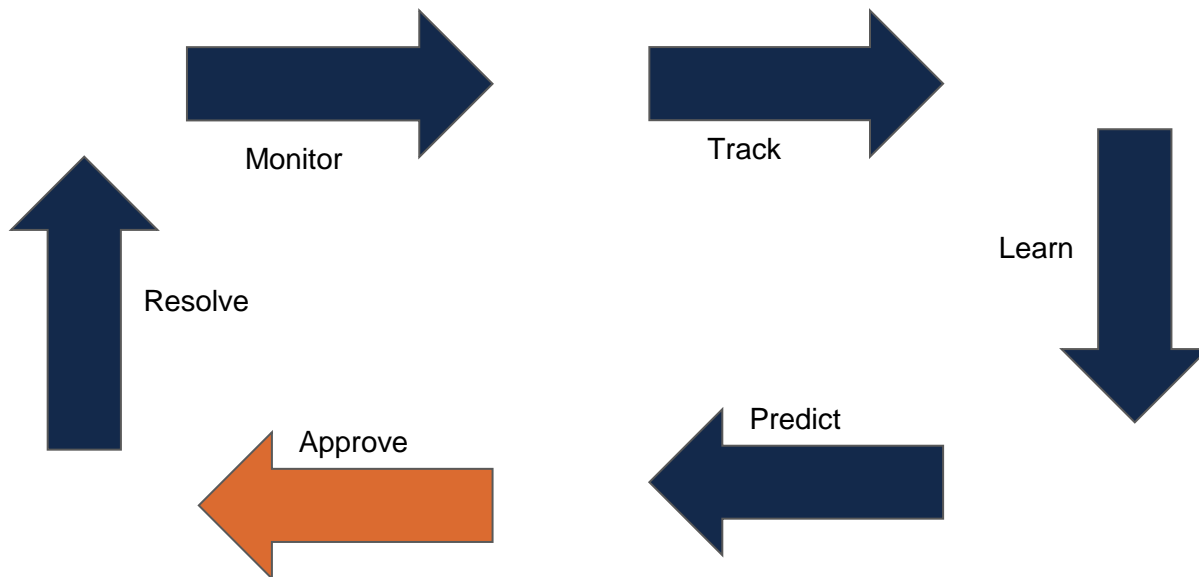- OS patching
- Migrations
- and more….

Goal:

Reduce the amount of time spent on routine tasks. Give time back in the day to these engineers to focus on business initiatives & self growth

Observability

Observability with Automation

Use Cases: Observability

Intelligent Implementation
-Remove human error on which checks are being used
-Reduce manual effort by automatically backfilling into dashboards, notifications, ITSM integrations and more
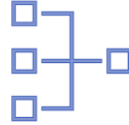
Predictive analysis
-Machine learning based on trends
-Get ahead of issues before they become problems

Predict growth
-Properly budget for cloud spend
-Get ahead of IT procurement needs

Use Cases: Automation

Event Driven Automations
-Use predictive analytics tied to automated resolutions
-Tie into ITSM/ITOM systems for approval and tracking where necessary

Keep Environments Secure
-Reduce time spent on SAP security notes
-Automate the kernel update process across huge landscapes with a few clicks
-Keep your OS patched with little effort

Enhance Testing Data
-Refresh your QA environments more often
-Give the power of initiating refreshes to the requester/approver

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Solution Engineer

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