



Connect

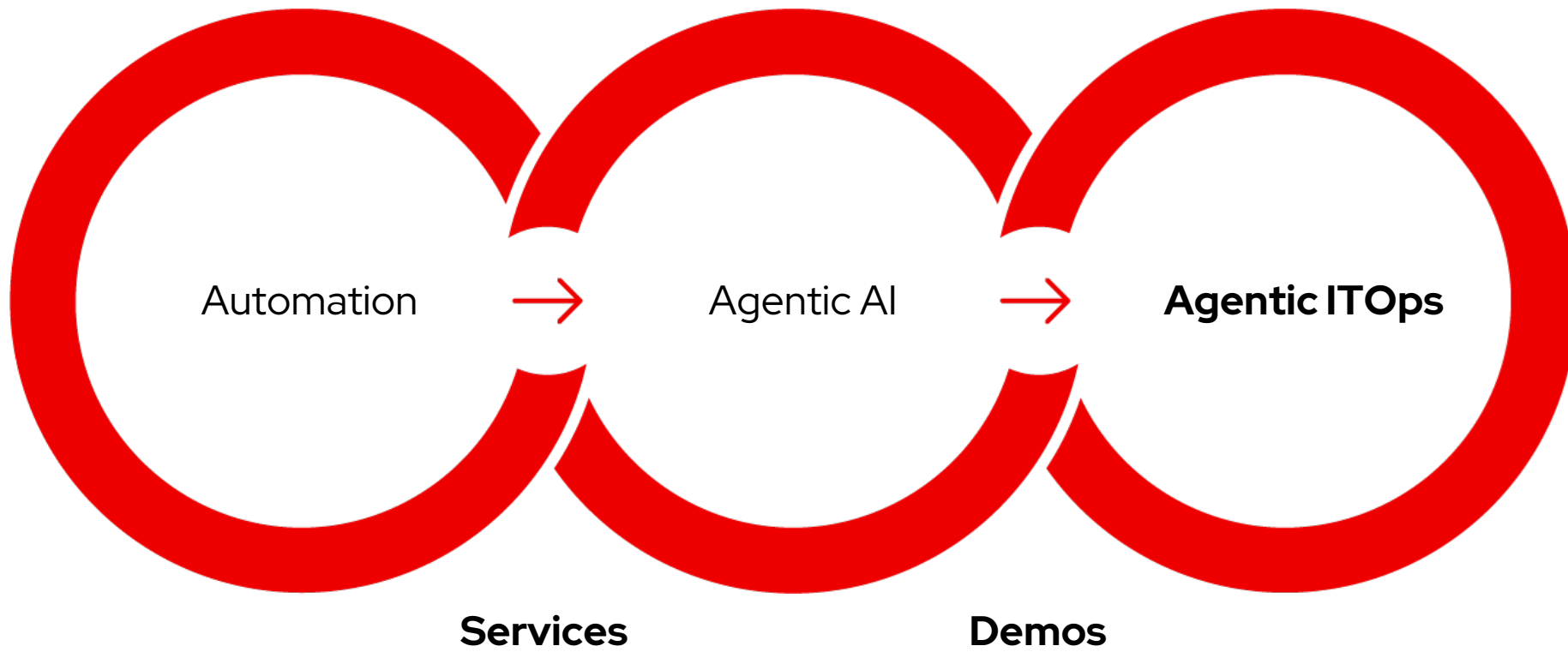
¿Puede un agente operar tu infraestructura? Agentic ITOps en acción.

David Fernández

HPE Advisory & Professional Services AI Leader

Agenda

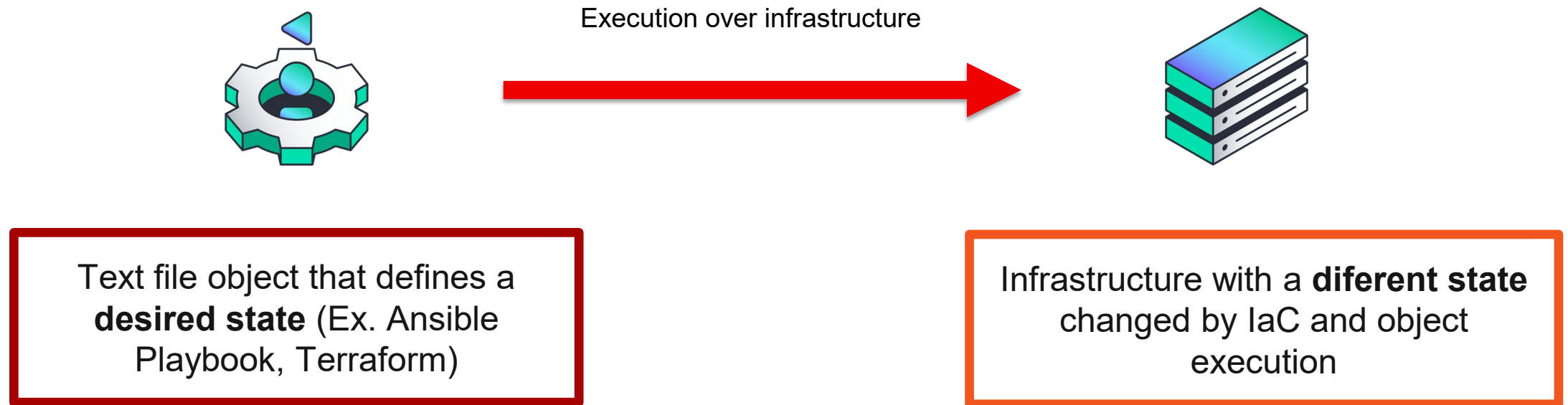
Road to an Intelligent IT Operation



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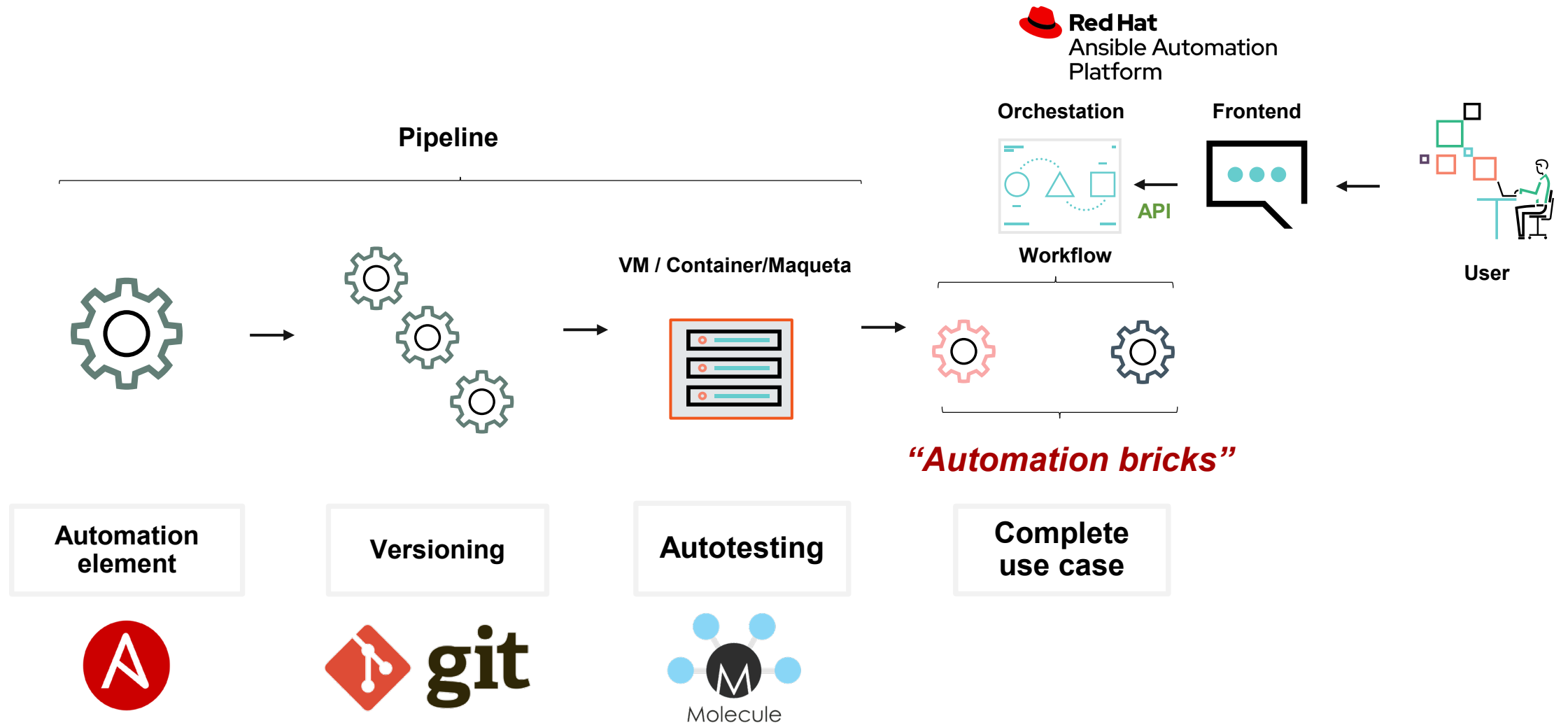
Automation





Our tools to perform some actions to infra are “**desired state definitions**”





But...

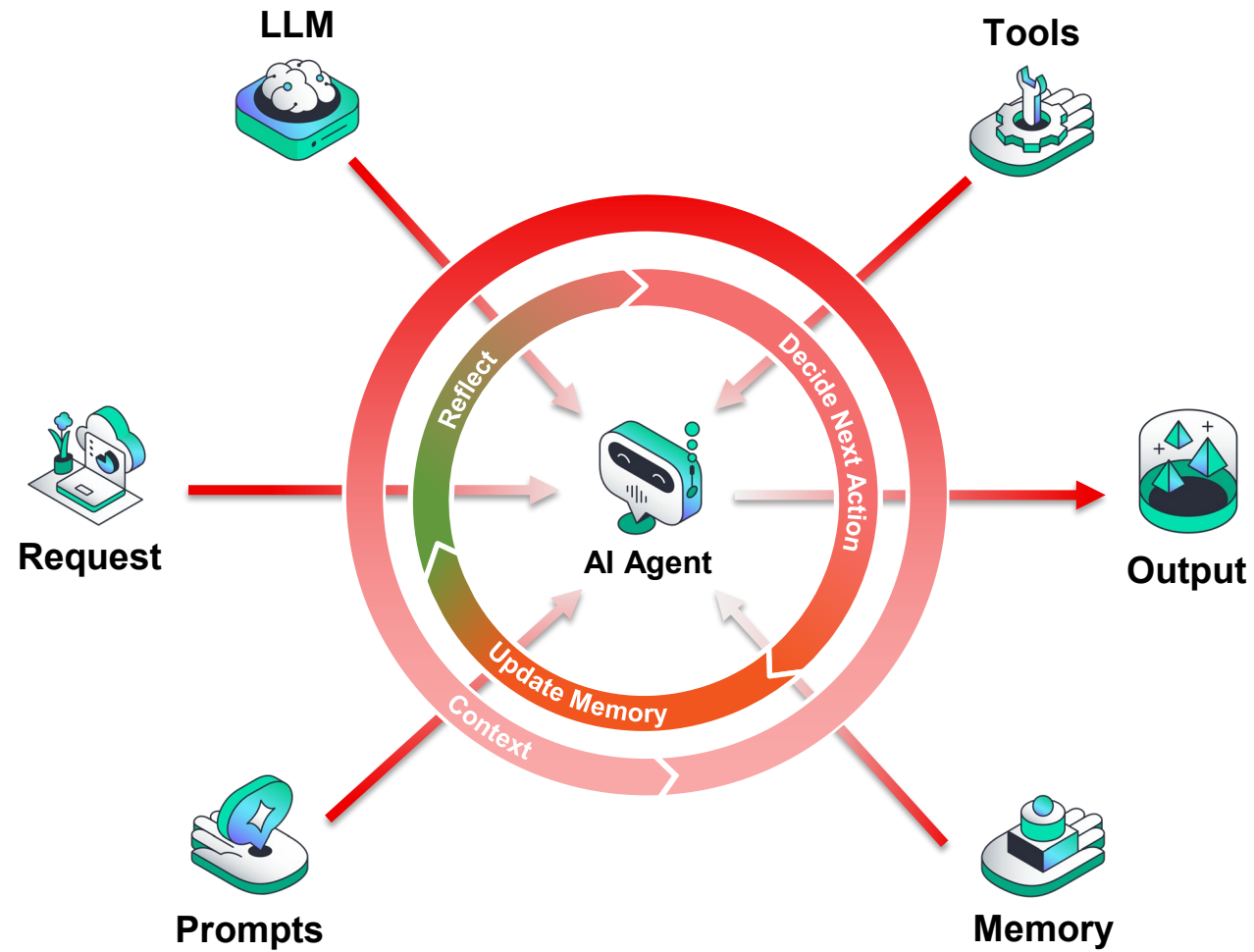


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Agentic AI

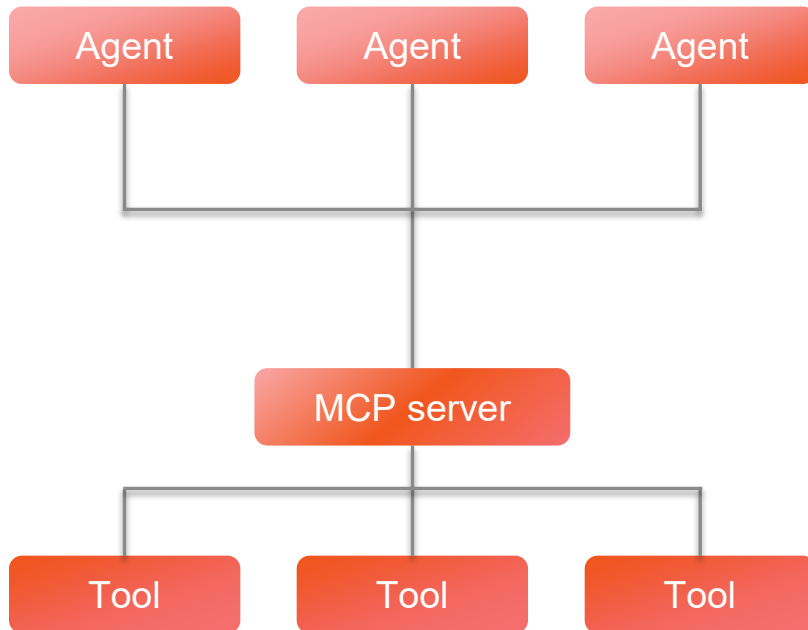


What is an agent?



Some concepts: MCP

IDEA



ROLES

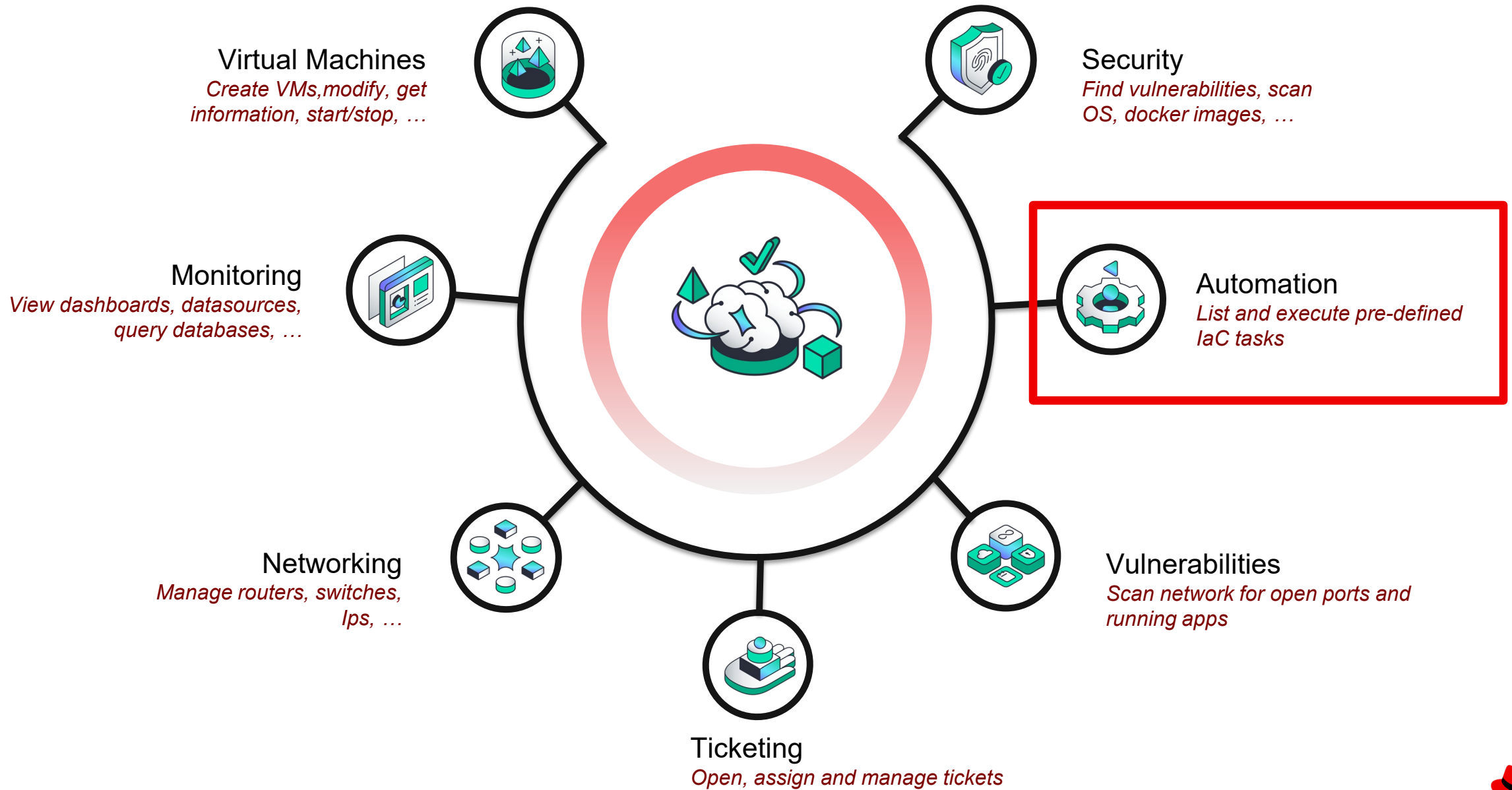
- **Agent**
Application running the agentic loop powered by an LLM. It holds the conversation
- **MCP Server**
 **Red Hat**
Ansible Automation Platform
Wraps tools, resources and prompts in a single API
- **Tool**
Lightweight function that allows the agent interacting with the external world

HOW IT WORKS

- 1 **Initialize**
An agent opens the connection.
- 2 **Discover**
The server list the resources
- 3 **Invoke**
The agent decides to use a tool
- 4 **Return**
Server executes and return the result



Agent Conections



Classic



Manual

Manual ticket-driven work where engineers triage, execute, and coordinate across siloed tools.

High effort, low scalability

Modern



Automated workflows

Scripted automation triggered by tickets, alerts, executing predefined playbooks with limited flexibility.

e.g. Ansible – faster and standard

Current



AI Agents

An LLM-driven system that interprets tickets, plans actions, calls tools, requests and iterates across systems to achieve outcomes.

Full automation and scalability



So...

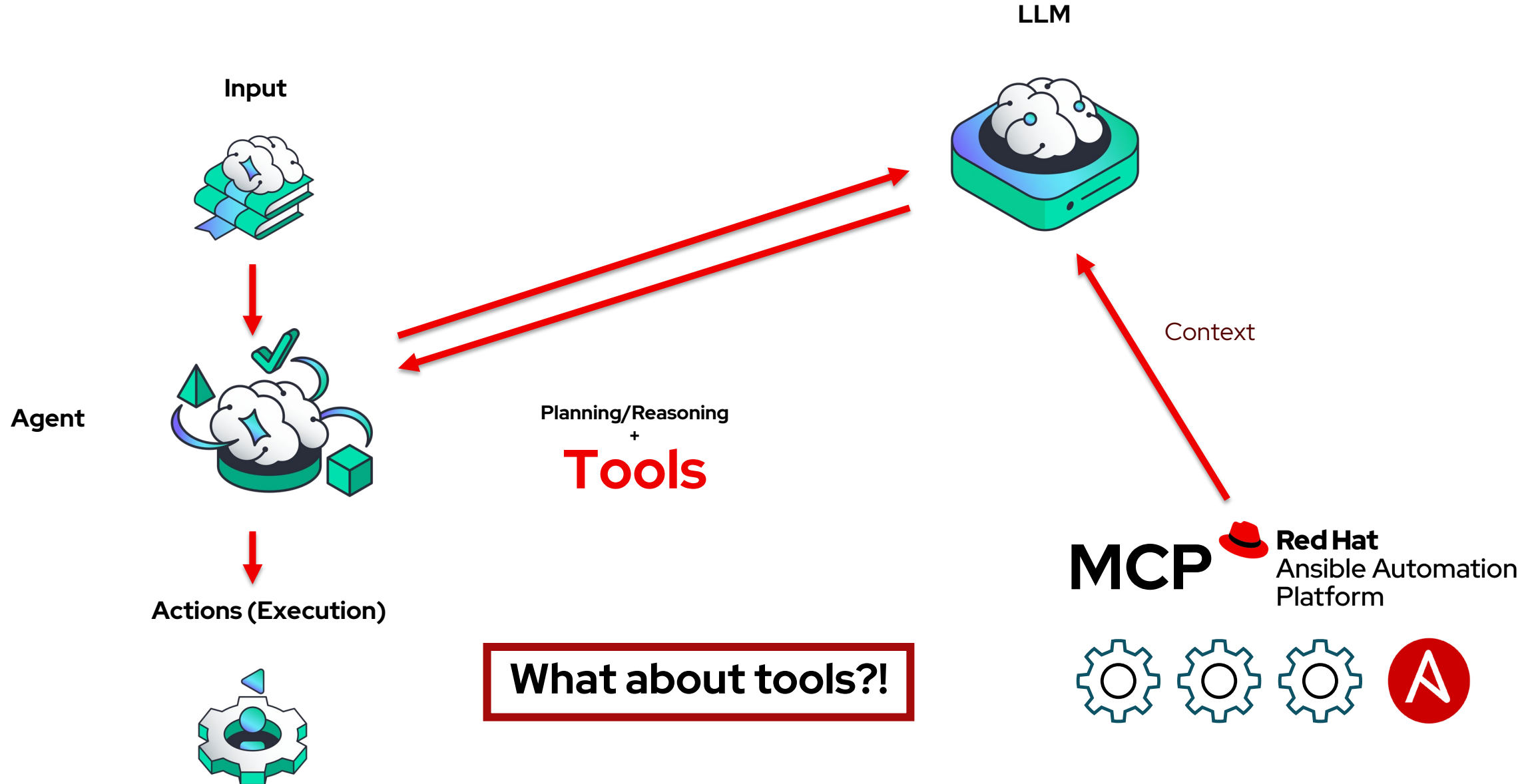


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Agentic ITOps



What about agentic ITOps?



Going to production

Security / RBAC

- Enforce role-based permissions
- Access to tools is scoped per identity
- Sensitive operations require approval

Policy enforcement

- Define forbidden actions
- Guardrails prevent unsafe operations
- Policies applied before execution

Reliability

- Automatic retries and fallbacks
- Agent helps understanding issues
- Complete debugging for failures

Human-in-the-loop

Not every action requires the same friction

MANUAL

APPROVE

NOTIFY

AUTONOMOUS

Observability

*If you cannot see it, you cannot govern it (**Governance** -> **Monitoring**, **Token consumption**, **finops**)*

TRACE

AUDIT

DRIFT



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HPE Advisory & Professional Services



Agentic ITOps Assessment

Analysis about
automation
requirements

AI and Agentic AI
requirements

Roadmap Assessment

AI Transformation Workshop

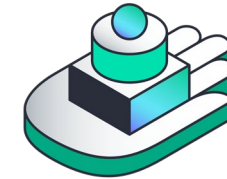
Implementation

Automation
implementation

Agentic AI
implementation

Automation
development

Gen AI
implementation



Environment



Build **automation and AI** environments

60

Automation engineers

Development



Develop automation and AI **elements**

6

Solution Architects

15

AI & Data consultants (AI CoE)

Advisory



Advice about **automation and AI** processes

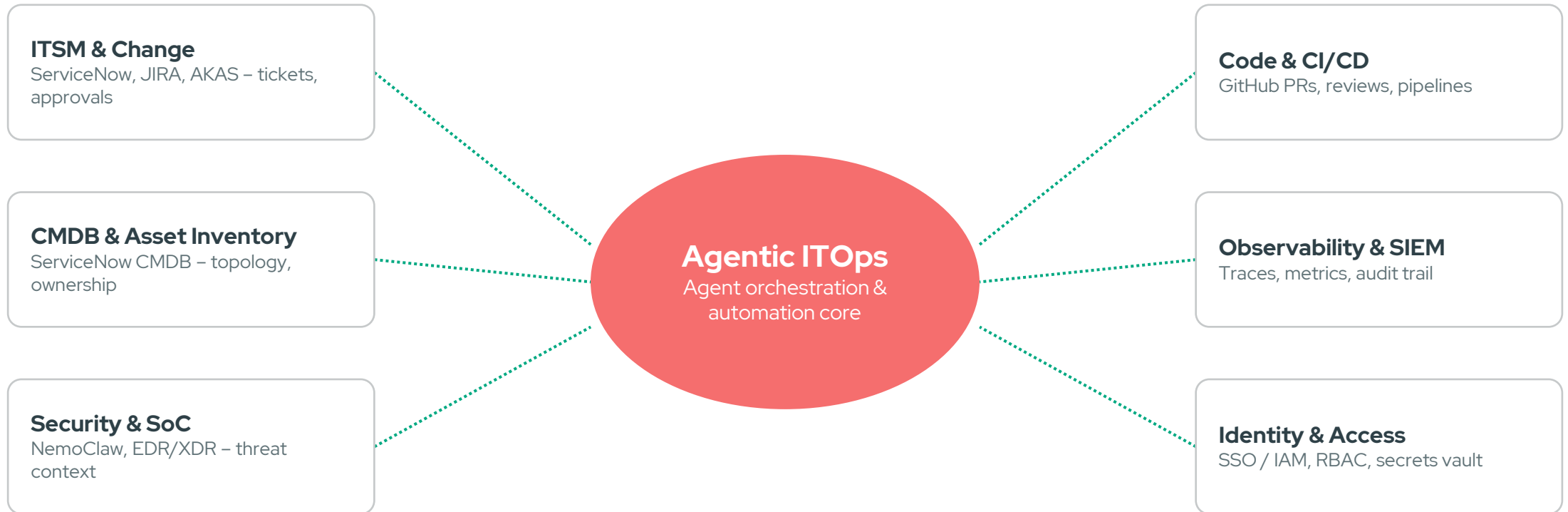
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Project Managers

Many references of Automation and AI in all verticals (Finance, Retail, Oil&Gas, Science, HealthCare...)



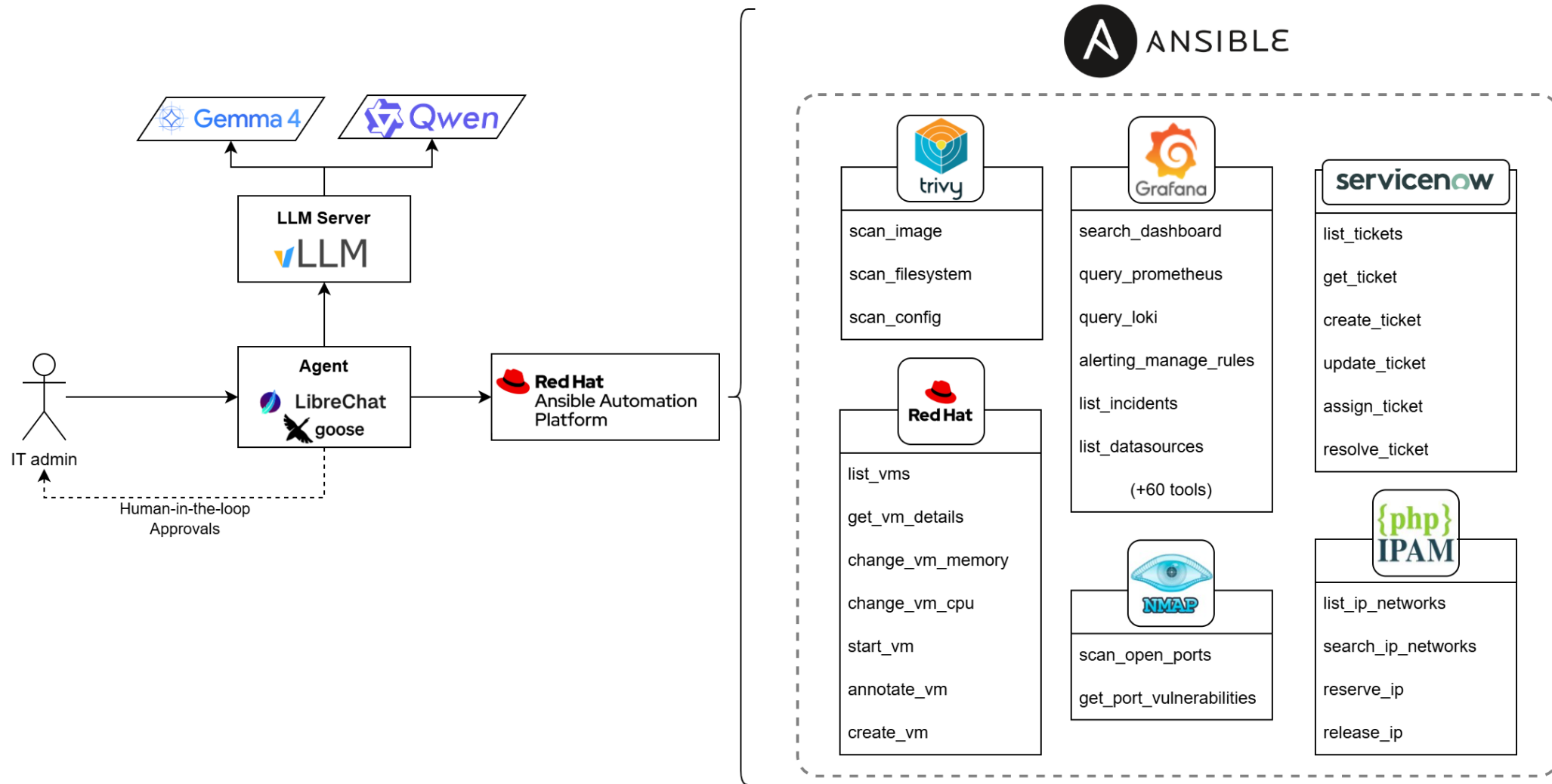
Agentic ITOps – IT Integration



Can also integrate with: Collaboration (Teams, Slack, email) • Monitoring (Prometheus, Grafana, OpsRamp) • Cloud & infrastructure APIs • Knowledge bases and runbooks



Demo: Agents for IT Operations



Agentic ITOps Outcomes

Agility

Boost your operations and speed your decisions based in data

Cost Efficiency

Decrease your operational costs using AI

Security

Manage your security in a fast and intelligent way

Operative Model

Evolve your operative model using intelligent operations

Productivity

Decrease time in operations and free talent

Scalability

Scale your Operations teams in an efficient way

Compliance

Trace all your Operations in an automatic way





Connect

Thank you



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