KUPA
Artificial Intelligence

How and Who: Adopting KUPA into your ITSM Environment

2020 White Paper | Aaron Perrott, KTSL CTO

Transform with KUPA

KUPA has the power to transform by unlocking the truth behind your data to drive business improvement – quickly, easily and cost-effectively

What are the key facts outlined?

In this paper, you will gain a deeper understanding of:

- How to use KTSL AI Analytics
- Which members of the team should be involved in set up?
- How is the output viewed?
- What reports are provided
- What roles are required to make use of the output

Why is this important

This is important to get the most out of the analytics that AI can produce. While the analytics can provide a richer understanding of your service management data, it is only by leveraging that output that the savings and advantages can be used to support the business.

What does KTSL Analytics do?

The analytic tool takes your existing Service Management data and using NLP finds the Configuration Item (the what) and the Purpose (the why) in each ticket it analyses. It can also be used to analyse resolution data, looking for how the issue or request was resolved.

How? Using the AI Analytics Tool Itself

The tool has an administration GUI where you can setup the data models to be processed. The data can be split in any combination; typically, this is by a mix of tenant (for example IT) and then the data type being processed. For the latter, we recommend keeping event data separate to non-event since the structure is so different and thus the analysis output also differs. It is also advisable to load request data in its own tenant.

Process

AI Lead
Load historic data into tool via GUI or turn on auto-ingestion

Tool
Run AI Analytics and generate reports

Problem Manager / Knowledge Manager
Drill down and analyse the data
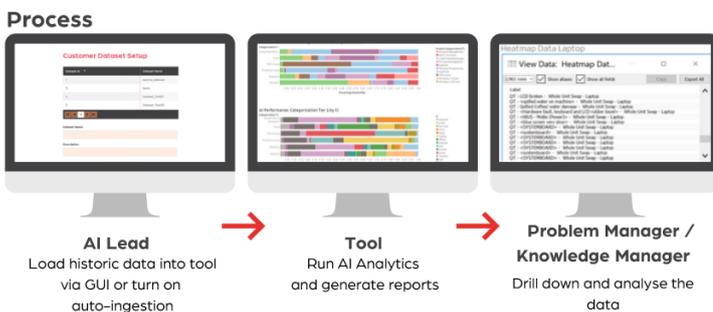
When you load the data, you get the option within the GUI to specify the tenant name and the permissions model associated with accessing it. This is so you can expose only certain tenants to users who then consume the model.

Who? Which members of your team will play a key role?

In terms of the role criteria for setting up the data and the loads, this is typically a Business or System Analyst with access to the data and who can make a decision on the way the data should be split. The technical requirement is very low as it is simply using the GUI, the importance lays in understanding why.

A key consideration though is also someone who can assist in any additional supervised learning required. We cover the aspects of supervised learning in a separate white paper, but to train the model further, the role must understand how the configuration items and purposes are defined within the data. This can be the same analyst, or in most cases a Service Desk lead or Service Desk analyst. We do also have customers where this is the problem or knowledge leads.

How is the output viewed?

The output can be viewed within Tableau or Power BI out of the box. The data can also be exported down to Excel level although this does not handle the cluster reports. Any other clustering reporting tool can also be used however from the export.

What reports are provided?

The product ships with the following reports :

- Drift Reports – Human vs AI categorisation
- Top x CIs and Top x Purposes
- Purpose Graphs – Language used by CI
- CI and Purpose Clusters
- Heatmaps – CI by Purpose Volume Graphs
- Word Template for Output
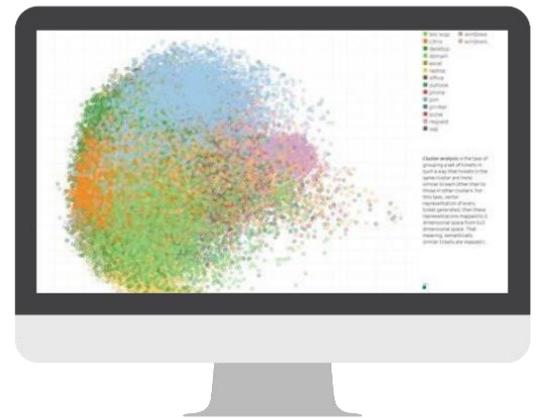
Who? Which members of your team will use the output?

The output focuses on several areas of use and each of them could be a different role within the organisation. The initial analysis will nearly always sit with the Service Desk Lead or a role which is au-fait with the Service Management data. In some organisations this may also sit with an internal Service Manager managing an outsourcer or a design authority. The reason for this, is to focus on areas to drilldown and to do an in-depth analysis. The initial high-level focus will be selecting CI and Purpose combinations which stand out.

The output can then be used in areas documented on the next page. This breaks down each area, the role and the why.

Incident Management

Roles

- Service Desk Lead
- Design Authority
- Service Management Technical Specialist

Why?

- Improve foundation data
- Identify core templates
- Visibility over resolutions
- Gain a true understanding of what is happening in Incident

Problem Management

Roles

- Problem Manager
- Design Authority

Why?

- Identify trends which should have Problems to manage them out of the business
- Feed into a continuous improvement programme

Knowledge Management

Roles

- KCS Leads
- Channel Manager (self-service)
- Service Desk Lead

Why?

- Target articles based on what users are asking for
- Improve meta data in article search
- Create new articles for users and agents for case deflection and reduced SLA's

Automation

Roles

- Automation Lead
- Design Authority
- Service Management Technical Specialist

Why?

- Look where automation can leverage AI creating structured data
- Highlight areas where automation can hit simple targets

Migration

Roles

- Migration Project Lead
- Customer Focus Groups
- Service Management Technical Specialist
- Design Authority

Why?

- To simplify the migration and speed up the initial data analysis to reduce implementation times
- Analyse the Foundation and move just what you need

Chat Bot

Roles

- Channel Manager (BOT)
- Design Authority / KCS Leads
- Service Desk Lead

Why?

- To help train the chatbot with intents and entities
- Provide the chatbot with knowledge articles and request types

Collaboration

Roles

- Channel Manager (Collab)
- Design Authority
- KCS Leads
- Service Desk Lead

Why?

- Manage the collaboration channel by AI monitoring
- Respond and reply directly to the channel