



DEPARTMENT OF CSE (DATA SCIENCE)

Event: “AI-Driven Cloud and Infrastructure Operations”

Venue: Room C204

Time-11:00 AM-01:00PM



Department of Computer Science and Engineering (Data Science)

Expert Talk

AI-Driven Cloud and Infrastructure Operations

 14 October 2025

 11:00 AM to 01:00 PM

 Room No: C 204

 5th Semester

Ms. Sushma D S

IT Technology Services Senior Specialist,
SAP



Coordinator
Prof. Swathi Vinesh
Assistant Professor

Convenor
Dr. B Swathi
HoD -CSE(DS)

The Department of Computer Science and Engineering (Data Science), New Horizon College of Engineering, organized a workshop titled **“AI-Driven Cloud and Infrastructure Operations”** on **14th October 2025** for **5th semester students**. The session was conducted by **Ms. Sushma D S, IT Technology Services Senior Specialist at SAP**.

The guest talk session on AI-Driven Cloud and Infrastructure Operations provided valuable insights into how **artificial intelligence is revolutionizing the management of modern IT environments**. The session began with an overview of IT infrastructure operations, explaining how organizations manage their hardware, software, networks, and facilities to ensure reliable and secure IT service delivery. The speaker emphasized that the integration of Artificial Intelligence (AI) and Machine Learning (ML) into these operations—collectively known as AIOps—is transforming traditional IT management into a more proactive, automated, and intelligent process.







The session covered the core aspects of IT operations (ITOps), including system and network monitoring, incident management, security management, capacity planning, IT service management (ITSM), and automation. The speaker highlighted how AI is now being used to enhance each of these functions by improving efficiency, reducing downtime, and strengthening cybersecurity measures.

A major focus of the talk was on the scope of integrating AI into IT operations. The speaker explained key AI capabilities such as predictive analytics for forecasting potential system failures, automated root cause analysis to quickly diagnose issues, and intelligent anomaly detection to identify unusual patterns that could indicate security threats. Other applications included automated remediation for routine IT issues, AI-powered service desk automation, resource optimization in cloud environments, and enhanced threat detection for improved security.

The benefits of adopting AIOps were presented comprehensively. The speaker explained that AI integration leads to increased efficiency and

productivity, reduced operational costs, faster incident resolution, improved service reliability, and better decision-making through data-driven insights. Additionally, it enhances an organization's security posture by detecting and responding to cyberthreats more accurately and swiftly.

However, the session also acknowledged the challenges and considerations in implementing AIOps. These include high initial costs, shortage of AI-skilled professionals, data integration issues, compatibility challenges with legacy systems, and ethical concerns such as bias and lack of explainability in AI models. The speaker stressed that addressing these challenges is crucial for ensuring responsible and effective AI adoption in IT operations.

The session concluded with an interactive Q&A segment, where participants discussed practical challenges in AI implementation, career opportunities in AIOps, and the future outlook of intelligent infrastructure management.

Overall, the guest talk offered students a comprehensive understanding of how AI is shaping the next generation of IT infrastructure management. It inspired participants to explore emerging opportunities at the intersection of AI, cloud computing, and IT operations, and emphasized the importance of continuous learning in this evolving technological landscape.

Faculty Coordinator

Assistant Prof.

Prof. Swathi Vinesh

Convener

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