

Intelligent Ops Workshop

THE CHALLENGE

Brownfield environments are burdened by fragmented legacy systems, manual processes, and poor visibility. Disconnected tools make it hard to track compliance, prevent configuration drift, or gain actionable insight. Traditional automation stops at execution, leaving gaps in analysis, reporting, and intelligent remediation. As infrastructure grows, the lack of AI-driven orchestration and visibility slows decisions and increases operational risk.

THE SOLUTION

Presidio's Intelligent Ops Workshop helps organizations explore how AI Agents can be used to automate, operate, and modernize brownfield infrastructure. Guided demonstrations, architectural walkthroughs, and collaborative design sessions reduce risk while accelerating understanding of AI Agents for Infrastructure Operations.

Customers gain practical insight into how agentic operations integrate with existing tooling, security models, and operational workflows — enabling natural language infrastructure orchestration through AI-driven automation and intelligent remediation.

Clients choose Presidio to lead their modern platform and hybrid cloud journey because we prioritize business outcomes. Vendor-agnostic with deep expertise across 80+ products and 20+ vendors, our engineers and architects deliver end-to-end services spanning strategy, execution, and ongoing management.

KEY BENEFITS

- ◆ **Gain an understanding** of Agentic Operations architectures, patterns, use cases and best practices
- ◆ **Learn how AI agents integrate** with existing services, IaC, APIs, and legacy infrastructure to improve operational efficiency
- ◆ **Leverage LLM models** through Amazon Bedrock with private or local models — understand security, cost, and operational tradeoffs
- ◆ **Explore security-first agent design** and how AI agents safely orchestrate automation platforms to detect issues early and maintain performance
- ◆ **Receive a clear reference architecture** showing how AI agents integrate with IaC, automation platforms, MCP servers, and brownfield infrastructure
- ◆ **LLM and Platform Strategy Guidance** tailored to your environment and readiness
- ◆ **Practical guidance for securing AI agents** including access controls, tool permissions, and safe automation boundaries
- ◆ **A representative demonstration** of Intelligent Ops executing an operational use case such as compliance validation or issue detection
- ◆ **Actionable guidance, phased recommendations,** and next steps aligned to your organization's readiness
- ◆ **Supports knowledge transfer** and autonomy to Administrators
- ◆ **Provides scalable, resilient** automation architecture
- ◆ **Customizes workshop agenda** for client-specific requirements

Intelligent Ops Workshop

WORKSHOP AGENDA & TOPICS

Part 1 — Foundation & Intelligent Ops Context

- ◆ Establish business context, operational challenges, and introduce Intelligent Operations concepts and architecture
- ◆ Document operational pain points and brownfield challenges
- ◆ Introduce Intelligent Ops concepts, patterns, and terminology
- ◆ Review Intelligent Ops Framework architecture and core capabilities
- ◆ Discuss AI agent roles in infrastructure operations

Part 2 — Architecture, Integration & Demonstration

- ◆ Review Intelligent Ops reference architecture
- ◆ Discuss LLM integration patterns (Amazon Bedrock, private/local models)
- ◆ Review AI agent security and governance best practices
- ◆ Demonstrate agent configuration through an IDE
- ◆ Review MCP server integration for tool and system access
- ◆ Demonstrate integration with automation platforms
- ◆ Walk through a representative Intelligent Ops use case end-to-end

Part 3 — Use Case Alignment, Roadmap & Next Steps

- ◆ Review demonstrated Intelligent Ops use cases and patterns
- ◆ Discuss potential customer-specific Intelligent Ops use cases
- ◆ Summarize workshop findings and recommendations
- ◆ Review proposed next steps and follow-on engagement options

Topics Covered

- ◆ Agentic Ops Architecture and Patterns
- ◆ AI Agents integration with IaC and existing Infrastructure
- ◆ AI Agent Security best practices
- ◆ Configure Agent Platform through an IDE
- ◆ LLM Integration Patterns with Private / Local Models
- ◆ MCP server integration to connect agents with operational systems
- ◆ Agentic Ops integrated with API-Enabled Brownfield Infrastructure through IaC
- ◆ Agentic Use Case Demonstration
- ◆ Integrating security practices into the DevOps process
- ◆ Actionable guidance for next steps toward production adoption

Key Workshop Outputs

- ◆ A clear reference architecture showing how AI agents integrate with IaC, automation platforms, MCP servers, and brownfield infrastructure
- ◆ LLM and Platform Strategy Guidance
- ◆ Practical guidance for securing AI agents, including access controls, tool permissions, and safe automation boundaries
- ◆ A representative demonstration of Intelligent Ops executing an operational use case
- ◆ Actionable guidance, phased recommendations, and next steps aligned to your organization's readiness

Recommended Attendees

- ◆ Customer SMEs including Operations, Application Owners, and IT Stakeholders
- ◆ Business Stakeholders
- ◆ Agile Practitioners or Scrum Masters

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