riverbed

FAQ

Artificial Intelligence (AI) in Riverbed IQ Ops

1) Do Riverbed products use AI?

Answer: Yes, and it is helpful to have some definitions in order to better describe how AI is leveraged in Riverbed products or product features to improve the digital experience across its customer environments.

Artificial Intelligence (AI)

Generally refers to systems that can perform tasks that typically require human intelligence.

Machine Learning

Refers to a subset of AI that enables systems to learn from and analyze data.

There are additional classifications of AI that are based on the methods and data used by the model as well as the outputs generated. Common AI methods:

Causal models have the ability to analyze current state from past and recent data in order to quickly detect events of interest, assess impact/priority, surface possible root cause, and recommend remediations. *These models generally use relatively small sets of structured non-public data.*

Predictive models have the ability to analyze current state from past and recent data in order to identify trends, quantify potential impacts, and recommend mitigations/contingencies. *These models generally use relatively small sets of structured non-public data.*

Generative models have the ability to analyze large amounts of unstructured data and respond to dynamic user queries with succinct contextual information in the form of new content. *These models generally use large amounts of unstructured data that is often public in the case of consumer applications, but typically use non-public data for enterprise applications.*

Additionally, **Explainable** AI is any AI model that is programmed to include descriptions and rationale of decision-making processes in order to provide transparency in decision making.

2) What is the purpose of the Riverbed IQ Ops AI model?

Answer: Riverbed IQ Ops is an AIOps product that employs causal and predictive AI with the primary purpose of detecting incidents in the customer environment, analyzing and correlating that data (e.g., metrics and health data across objects in the customer environment, such as network devices, interfaces, and end-user applications) by leveraging machine learning algorithms, and then providing a mechanism for automating operations, such as automating incident investigations, opening and closing tickets, automating mitigation, etc. The results of the analysis and automation performed by Riverbed IQ Ops are displayed to the customer (user) in a dashboard.

3) What data is used by the Riverbed IQ Ops AI model?

Answer: The data collected from observability tools such as Aternity (as configured by the user) may include (i) performance measurements, like wait times, response times, or resource consumption ("**Performance Data**"); and (ii) non-measurable descriptive attributes, which add context to the performance measurements to help troubleshoot the problem, e.g., device name, username, location name, application name (**"Descriptive Data"**). Descriptive Data may include certain categories of personal data outlined below.

- Host name
- IP address
- Subnet
- Wi-Fi
- User name
- Full user name and email
- User title
- User role
- Office
- Department
- Serial number
- Login credentials
- Phone number
- Device name
- Location
- Browser version
- Network activity
- Title
- Feature flag configuration

Riverbed IQ Ops does not collect personal data beyond the data collected by the observability solution as described above.

No data is ever shared outside of the customer environment automatically. The only way for the customer to share data is for the customer to explicitly share their data using APIs available within Riverbed products, which would require the customer to set up and control the export and sharing.

Riverbed IQ Ops does not use any public AI frameworks or models that need training and sharing of data with the service provider.

4) How is AI used to deliver Riverbed Riverbed IQ Ops?

Answer: Riverbed IQ Ops collects data from connected devices via observability tools such as Riverbed NetProfiler, Riverbed NetIM, Aternity, Riverbed AppResponse or other 3rd party tools, in each case as configured by the user. Riverbed IQ Ops employs causal and predictive AI to provide insights and automate operations.

This data is used for both analytics and correlation pipelines using machine learning algorithms, as well as for automated investigation and operations workflows inside runbooks. The results of processing are made available to the end user and can provide insight for further action by users or can cause external actions via runbooks if configured to do so.

5) How is the confidentiality of my customer data protected?

Answer: Riverbed takes the protection of customer data seriously. All customer data used by Riverbed IQ Ops is subject to the data handling and confidentiality protections in the contract between the customer and Riverbed. In addition, Riverbed is Riverbed IQ Ops is SOC 2 Type 2 and ISO 27001 compliant. Please refer to Riverbed Trust Center for details.

6) How is my customer data protected from a security perspective?

Answer: Riverbed takes the security of customer data seriously. Riverbed is Riverbed IQ Ops is SOC 2 Type 2 and ISO 27001 compliant. Please refer to Riverbed Trust Center for details.

7) Is Riverbed IQ Ops Explainable AI?

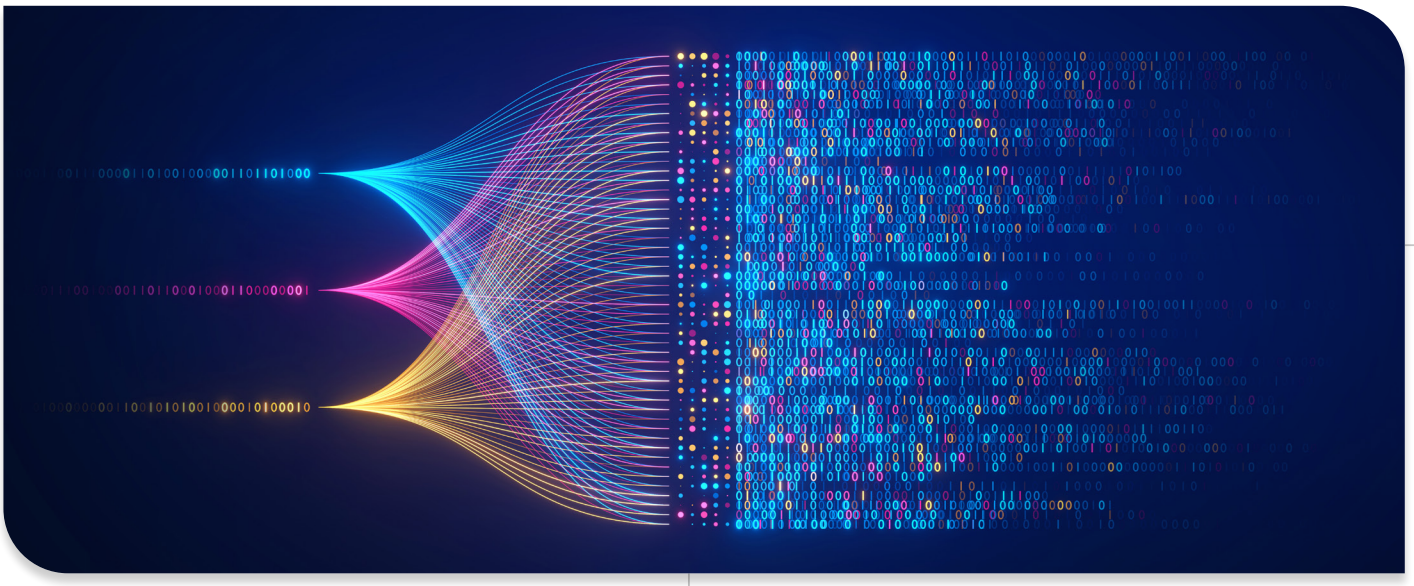
Answer: Yes, all decisions of the AI engine in Riverbed IQ Ops are presented to the user in a clear and understandable manner with all decisions documented and made easy to understand.

8) Does the Riverbed IQ Ops AI present any ethical risks that require monitoring?

Answer: Riverbed IQ Ops only performs machine language analysis on network and application data within the customer's environment. It does not track any personal traits or behaviors and does not use technology such as Large Language Models (LLM) which are subject to bias and/or ethical risks.

9) Does the Riverbed IQ Ops AI conform to the requirements of the EU AI Act?

Answer: Riverbed IQ Ops is considered low risk under the European Union's Artificial Intelligence (AI) Act. As a low-risk AI system, Riverbed IQ Ops complies with the transparency and accountability requirements outlined in the EU AI Act.



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About Riverbed

Riverbed, the leader in AI observability, helps organizations optimize their users' experiences by leveraging AI automation for the prevention, identification, and resolution of IT issues. With over 20 years of experience in data collection and AI and machine learning, Riverbed's open and AI-powered observability platform and solutions optimize digital experiences and greatly improve IT efficiency. Riverbed also offers industry-leading Acceleration solutions that provide fast, agile, secure acceleration of any app, over any network, to users anywhere. Together with our thousands of market-leading customers globally – including 95% of the FORTUNE 100 – we are empowering next-generation digital experiences. Learn more at riverbed.com