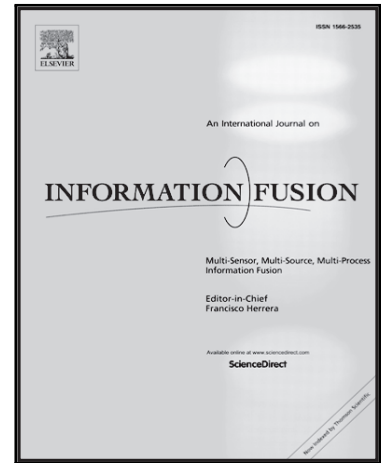


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Fusing Information from Tickets and Alerts to Improve the Incident Resolution Process

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Highlights

- Alerts automatically generated by network monitoring systems contain technical information.
- Tickets generated by SD contain semantically rich information due to human intervention.
- Significant incidents should trigger alerts and tickets that are handled in an independent way.
- Fusing alerts and tickets incorporates available human knowledge into incident analysis.
- Even simple joint correlation models significantly improves incident identification in case study.

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