



Nomura Research Institute

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Nomura Research Institute, Ltd.

NRI enhances its System Operation Management Solution with Generative AI Integration

— Introducing “Senju Family 2024”: Elevating Operational Efficiency of Service Desk Tool —

Tokyo, May 28, 2024 – This June, Nomura Research Institute, Ltd. (Headquarters: Tokyo, Japan; President & CEO Kaga Yanagisawa, “NRI”) will release “Senju Family 2024”, the newest version of its system operation management solution “Senju Family”. “Senju Family 2024” introduces advanced functionalities to optimize system operational efficiency, employing generative AI to effectively leverage past response histories and accumulated knowledge for assisting with inquiry responses via the service desk.

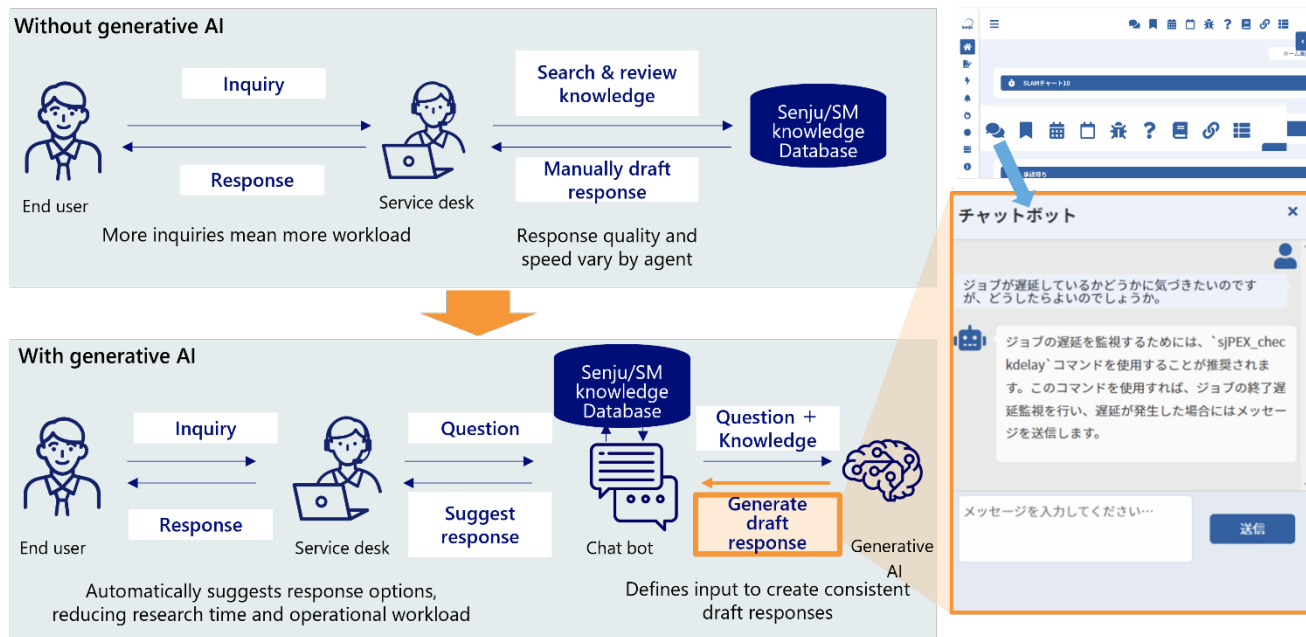
Furthermore, the latest version incorporates improved functionality that seamlessly connects system development with operations while ensuring secure control, facilitating safe and efficient system operation. This achieves a harmonious balance between the collaborative nature of development and operation and the need for control, effectively addressing both requirements.

The main enhancements for each tool featured in Senju Family 2024 are listed below.

- **Service Desk Tool “Senju Service Manager (Senju/SM)”**

When prompted with a query from a service desk agent, the AI taps into past data and external sources to swiftly generate a suitable draft response. (Fig. 1).

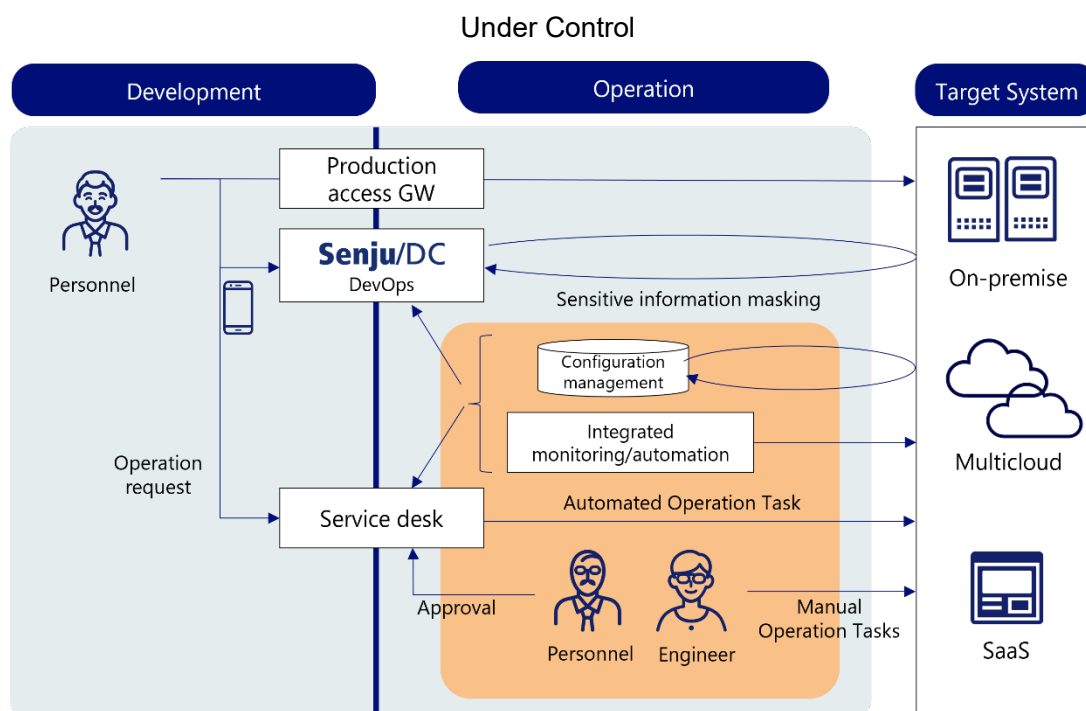
(Fig. 1) Enhanced Service Desk Efficiency Using Generative AI (Image)



- System Operation Management Tool “Senju DevOperation Conductor (Senju/DC)”

Provides enhanced web console functionality and upgraded management features, with segregated access controls for operational and development staff. Additionally, it allows development personnel to quickly assess system status, streamlining system changes and operational tasks. Through masking techniques, it identifies and safeguards sensitive information within logs or configuration files, preemptively averting potential information leaks. (Fig. 2).

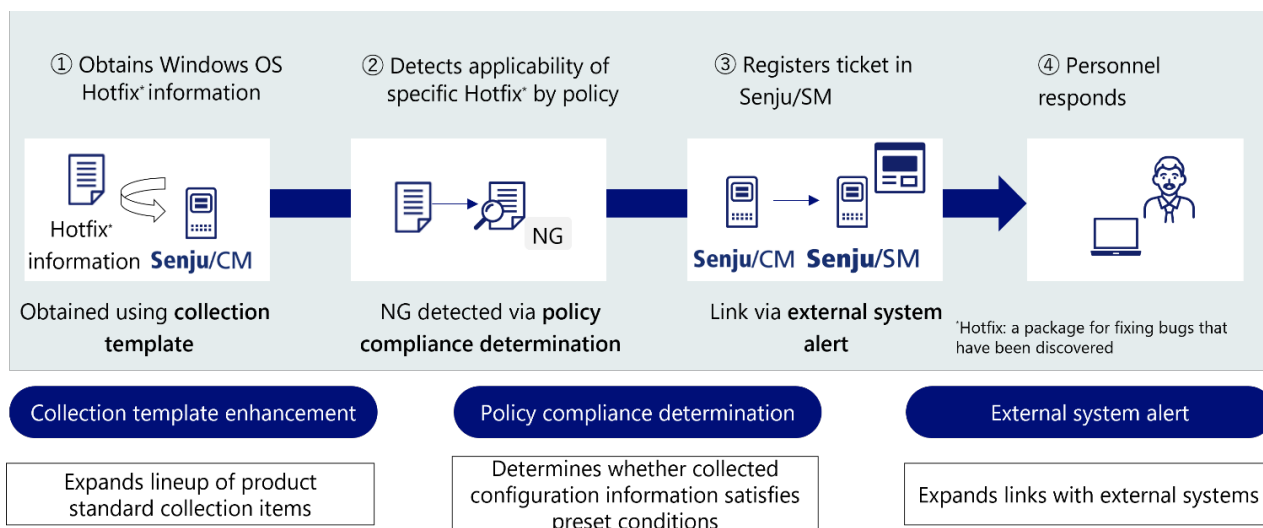
(Fig. 2) Efficiently Enhance System Operation through Segregation of Operation and Development,



- Configuration Management Tool “Senju Configuration Manager (Senju/CM)”

The tool now boasts enhanced templates for configuration management collection, alongside the capability to automate assessments of compliance with vulnerability-related policies and subsequent notifications to relevant personnel. This facilitates swift responses to cyber risks. (Fig. 3).

(Fig. 3) Automated Assessment of Vulnerability-Related Policy Compliance
and Configuration Information Notifications



As a next step, mPLAT, NRI’s cloud-based system operation platform based on Senju Family will undergo a series of functionality updates alongside this version upgrade. NRI remains committed to delivering solutions and services that enhance system operation sophistication and efficiency, advancing towards the goal of establishing a safe and secure digital society.

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