

## Publications

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*Article*

**A Study on Automated Problem Troubleshooting in Cloud Environments with Rule Induction and Verification**

Ashot Harutyunyan, Arnak Poghosyan, Edgar Davtyan, Karen Petrosyan, Nelson Baloian

Applied Sciences (Switzerland) 2024 1047

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*Article*

**Optimizing SaaS Solutions for Enhanced Sustainability and Predictive Management of Cloud Assets**

Ashot Harutyunyan, Arnak Poghosyan, Tigran Bunarjyan, Nelson Baloian

6th Artificial Intelligence and Cloud Computing Conference, AICCC 2024 204-210

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*Article*

**Discovery of Cloud Applications from Logs**

Ashot Harutyunyan, Arnak Poghosyan, Tigran Bunarjyan, Andranik Haroyan, Marine Harutyunyan,

Lilit Harutyunyan, Nelson Baloian

Future Internet 2024 216

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*Article*

**The Diagnosis-Effective Sampling of Application Traces**

Ashot Harutyunyan, Arnak Poghosyan, Edgar Davtyan, Karen Petrosyan, Nelson Baloian

Applied Sciences (Switzerland) 2024 1-29

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*Article*

**Knowledge retrieval and diagnostics in cloud services with large language models**

Ashot Harutyunyan, Ashot Baghdasaryan, Arnak Poghosyan, Tigran Bunarjyan, Jad El Zein

Expert Systems with Applications 2024 124736

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*Article*

**Discovery of Cloud Incidents through Streaming Consolidation of Events across Timeline and Topology Hierarchy**

Ashot Harutyunyan, Arnak Poghosyan, Tigran Bunarjyan, Naira Grigoryan, Artur Grigoryan,

Vahan Tadevosyan, Nelson Baloian

IEEE Network Operations and Management Symposium Proceedings 2024 200764

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*Article*

**Challenges and Experiences in Designing Interpretable KPI-diagnostics for Cloud Applications**

Ashot Harutyunyan, Arnak Poghosyan, Lilit Harutyunyan, Nelli Aghajanyan, Tigran Bunarjyan,

A.J. Han Vinck

Journal of Universal Computer Science 2023 1298-1318

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*Article*

**Distributed Tracing for Troubleshooting of Native Cloud Applications via Rule-Induction Systems**

Ashot Harutyunyan, Arnak Poghosyan, Naira Grigoryan, Clement Pang

Journal of Universal Computer Science 2023 1274-1297

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*Conference*

**On diagnosing cloud applications with explainable AI**

Ashot N. Harutyunyan, Nelli Aghajanyan, Lilit Harutyunyan, Arnak Poghosyan, Tigran Bunarjyan,

A.J. Han Vinck

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*Conference*

**On AI-driven customer support in cloud operations**

Ashot Baghdasaryan, Tigran Bunarjyan, Arnak Poghosyan, Ashot Harutyunyan, Jad El-Zein

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*Conference*

**Root cause analysis of application performance degradations via distributed tracing**

Arnak Poghosyan, Ashot Harutyunyan, Naira Grigoryan, Clement Pang

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