

RESOLVE 

5 Ancient IT Processes to Automate Away for Good



In a world where nearly every aspect of business is impacted by technology, **IT has never been more critical.**

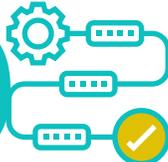
But while you want your IT team focused on driving innovation across the business, too often they are bogged down with time-consuming tasks like onboarding or password resets.

While these tasks are obviously important, they do nothing to drive business results, making IT a cost center instead of a value driver.

But if you can automate these processes, you can then free up IT to do bigger and better things while enabling users to get the technical support they need faster and more accurately.



TOP 5 AUTOMATION PROCESSES



What is IT Automation?

When we talk about IT automation, we're talking about the technology that makes it possible to fully automate IT-centric processes and workflows, such as proactive system health checks, provisioning requests such as employee onboarding/offboarding, resolving help desk tickets, diagnosing and remediating IT service incidents, and any other IT-related process.

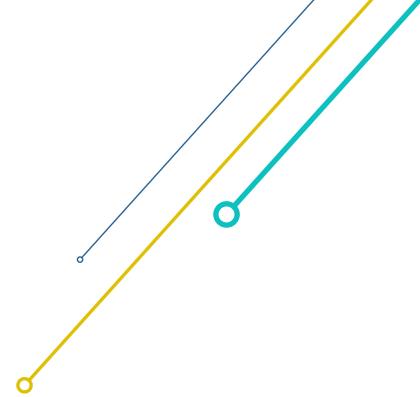
By automating key service processes and workflows, you can increase the efficiency of day-to-day runbooks, respond to and remediate issues faster, and scale the productivity of your existing IT resources. IT automation is something that organizations of every size can incorporate, no matter how large or small their IT service desk may be. Not only that, but IT automation makes it easier to integrate processes between IT, HR, Finance, and Operations so information is seamlessly shared across the organization.

Automation can be applied to any functional IT organization, such as IT Service Management (ITSM), IT Operations, Network Operations, and Cloud Operations, and it can be implemented to either fully automate an end-to-end process or partially automate a process so that a human stays in the loop.

Based on our experience, these are the five common IT processes that service organizations should automate first:

- 1 Onboarding and offboarding
- 2 Password resets
- 3 Enabling service availability
- 4 Remediating low disk space
- 5 Application self-healing

Onboarding and Offboarding



ONBOARDING

Onboarding sets the employee up for the rest of their time with an organization. The smoother the onboarding processes, the faster you bring new hires up to full productivity. But when handled manually, onboarding can be a time-consuming, frustrating process for employees and IT alike.

The average onboarding experience includes more than 54 activities,¹ which means there are numerous opportunities for the onboarding process to get stuck somewhere.¹ With employees dependent on receiving a computer, access to numerous services and data sources, and connectivity, even one delayed onboarding process can bring work to a halt. Each time there is a delay in the process, the employee will call the service desk for help. The more issues your manual process creates, the more calls the service desk will get, keeping them from providing support for more complex issues.



54 Average number of activities included in the onboarding experience¹

OFFBOARDING

As the bookend to an employee's time with your organization, offboarding involves unwinding their connection to the company.

While employees are focused on when they'll get their last check, IT needs a process in place for offboarding. Similar to onboarding, offboarding involves multiple steps that must take place before the process can be completed, such as:



Collecting devices



Reformatting equipment



Deactivating access to protect corporate data



Redirecting emails to colleagues

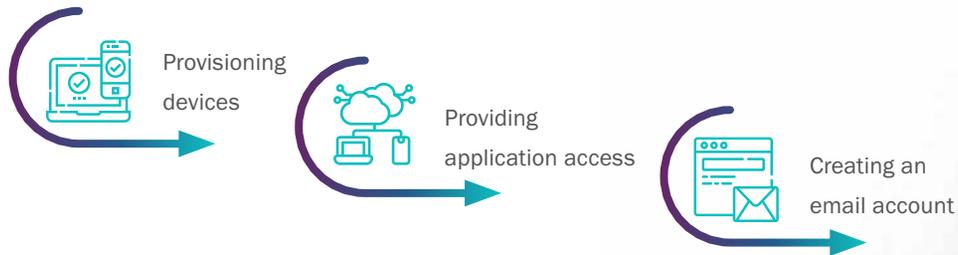


ONBOARDING AND OFFBOARDING

How IT Automation Helps

With IT automation, HR and line managers can easily onboard a new employee without requiring IT to do extra work. The faster and smoother you make the IT onboarding process, the faster your new employees will be able to get to work.

Once HR enters an employee into the system, **this can trigger a workflow that does everything from:**



This eliminates the wait time for new employee access so they can hit the ground running on day one without having to call the service desk for support.

For offboarding, IT automation helps protect the organization by removing access at the right time and redirecting emails to a different contact in your company, ensuring security while maintaining your customer relationships.



AUTOMATION OPPORTUNITY #2

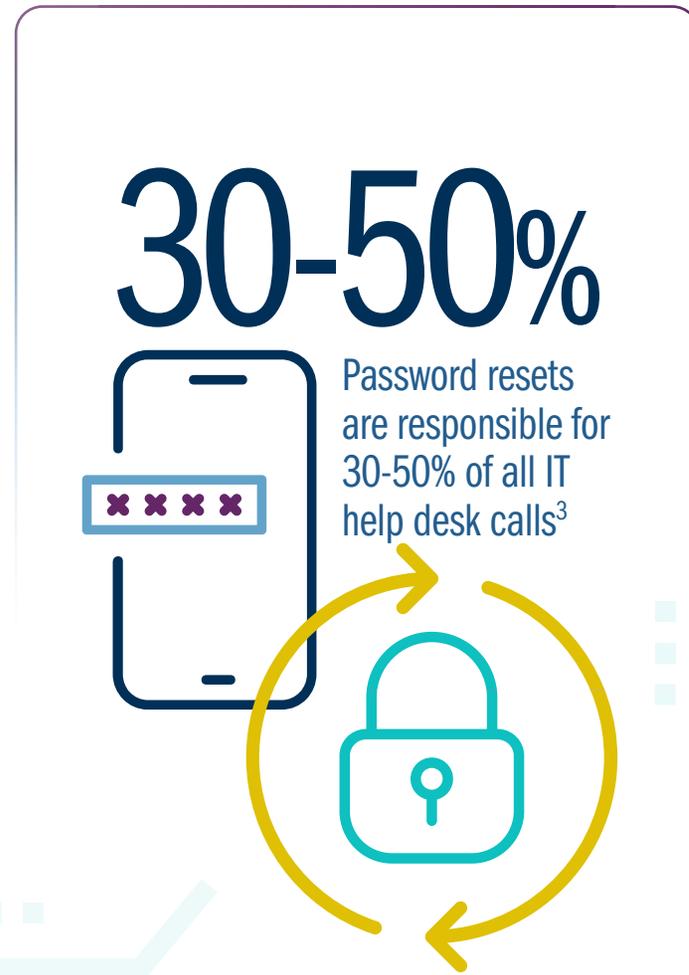
Password Reset

Long gone are the days when the only password an employee needs to remember is their device login or email. These days, nearly every app that an employee works with requires a specific profile, which means a password.

As a part of good password hygiene, each password should be unique, have multiple character types, and be changed regularly. This password complexity means that employees often forget their passwords, with 78% of people reporting that they have had to reset a password in the last three months.²

While password reset can often be handled over email, it is still one of the leading IT service issues, with password requests responsible for 30-50% of all IT help desk calls.³ Not only is this frustrating for the employee who lost the password, but it's time-consuming for both the employee and the IT service desk tech to manually go through the process to recover and reset access.

This lost productivity from being unable to access a specific system has an average cost of \$70 per password reset,⁴ which multiplied by thousands of service requests per year can add up to a significant cost to your business.



PASSWORD RESET

How IT Automation Helps

IT automation enables self-service for common tasks like password resets. Employees can reset passwords with:



a few clicks through the IT portal



your IT incident management system



even a chatbot

This lets the employee reset the password instantly instead of waiting for an IT service desk tech to get around to it, improving their productivity. And remember how up to 50% of your IT service desk time is spent dealing with passwords? That time is now available for techs to focus on more complex initiatives, improving your ITSM output without increasing overhead.

\$70 per password

Lost productivity from being unable to access a specific system has an average cost of \$70 per password reset⁴



AUTOMATION OPPORTUNITY #3

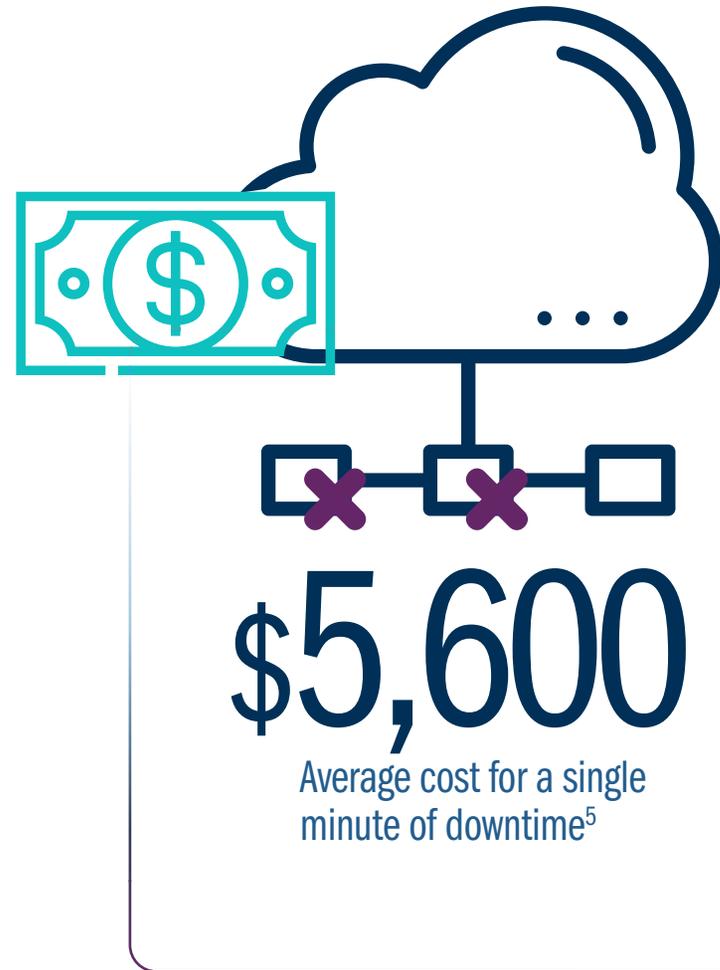
Service Availability

When an app freezes on an employee's computer, it takes the employee out of action. But when an entire system goes down, it can bring your entire business to a halt.

Every minute your business is down can be extremely costly: the average cost for a single minute of downtime is approximately \$5,600.⁵ Think about how many minutes it takes to simply learn you have a problem, let alone diagnose and remediate it, and you can see why uninterrupted service is extremely valuable in today's business world.

Maintaining service availability has never been more complex

Thanks to the rise of the cloud, IT has countless more systems that they have to monitor and manage. Not only that, but enterprises, employees, and customers are spread around the world, which means that even downtime in the middle of the night in one location can impact business halfway around the world.



SERVICE AVAILABILITY

How IT Automation Helps

IT automation not only detects when a system goes down, but it can automatically restart the system to bring it back online faster.

Just like when a program freezes on your laptop, a simple restart is sometimes all that's needed, allowing you to solve the problem before anyone realizes there was a problem in the first place.

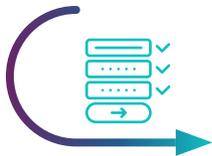
MEANWHILE

- Your IT automation system will generate a log trail of what happened and what it did to remediate the issue.



IT staff can quickly discover the root cause instead of hunting around.

- Should it be an issue that a restart can't fix, automation can immediately alert staff while trying other solutions.



IT staff can then begin their work trying more complex solutions instead of wasting time with easy fixes that won't work.



AUTOMATION OPPORTUNITY #4

Remediating Low Disk Space

From web applications to the Internet of Things (IoT), businesses create and use exponentially more data than what was imaginable even just a few years ago.

While massive amounts of data bring equally massive opportunities for deeper customer engagements, new revenue streams, and better performance, it also brings new requirements for storage durability, availability, performance, and cost.

Keep in mind that different data types need to be kept in different places.

For example, data used to power a real-time IoT device requires immediate availability, while past customer interactions could easily be saved in less-expensive cold storage to be accessed as needed. If your organization runs out of the wrong type of storage at the wrong time, it can impact everything from employee productivity to application performance.

Every minute IT spends manually identifying low disk space is a minute that risks a business slowdown or even stoppage as critical storage space like a cloud or on-prem server becomes full.



REMEDIATING LOW DISK SPACE

How IT Automation Helps

By automating storage provisioning, IT automation can analyze your storage resources and capacity in real time and optimize where data should go, ensuring that:



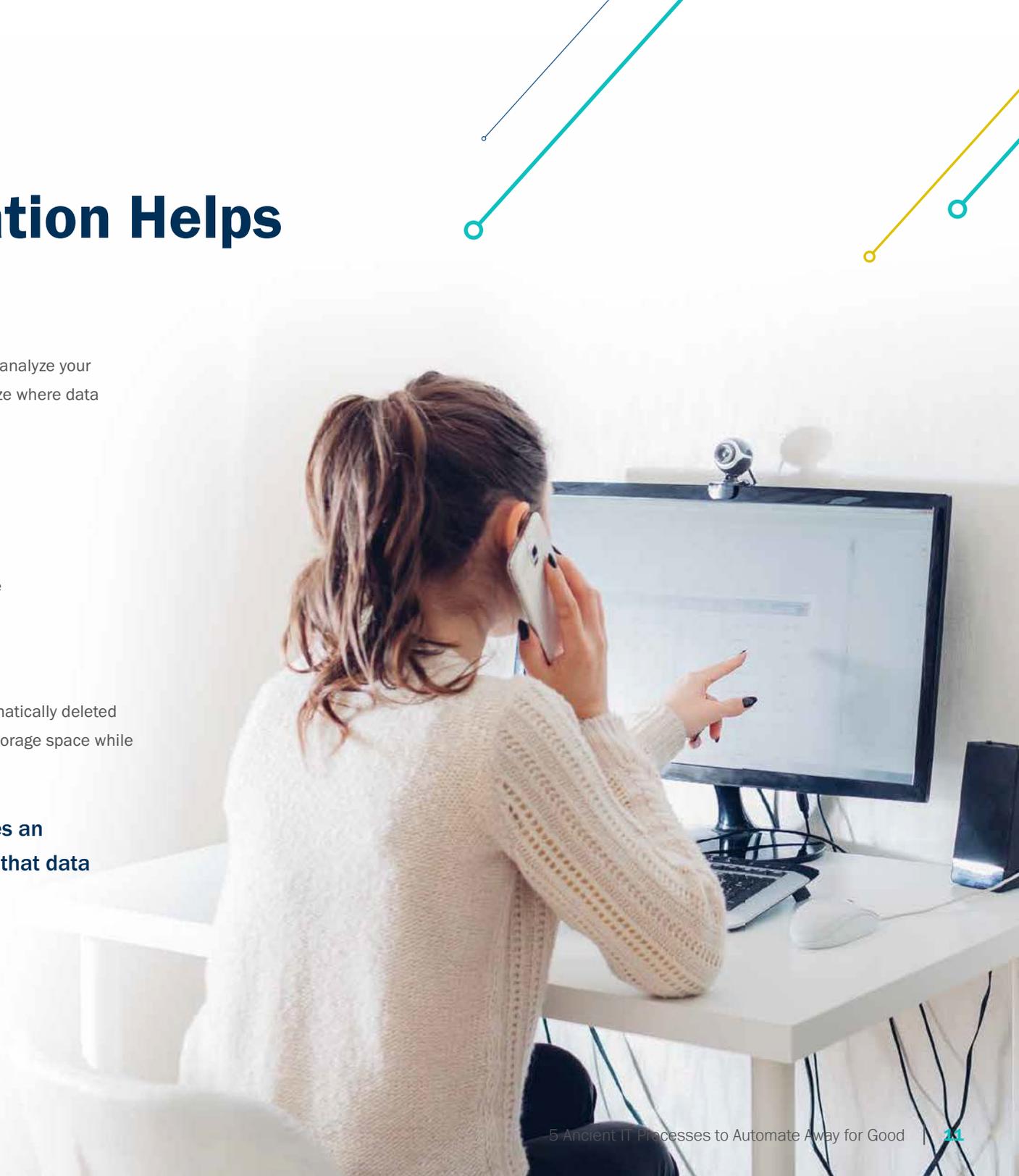
data like backups are placed in cost-effective cold storage



critical data like patches receive high priority

In addition, data that is no longer needed can be automatically deleted or moved based on your policies, helping you free up storage space while maintaining compliance.

Everything that IT automation does creates an audit trail, so you can be 100% confident that data is being managed as it should.



AUTOMATION OPPORTUNITY #5

Application Self-Healing

While IT responsibilities continue to grow, their budget and headcount don't always keep up.

As responsibilities increase, IT leaders trust more of their application maintenance to the applications themselves in the form of self-healing functionality.

Self-healing IT systems promise to improve uptime and operations by using artificial intelligence and machine learning to detect and solve issues without requiring manual intervention. However, while a specific system may have self-healing capabilities, keep in mind that no system works alone.

Each is connected to dozens of other systems across your organization. A small error introduced by an AI-powered self-healing process in one application can have a downstream impact on other business critical applications. As a result, many organizations continue to keep humans embedded in the process, slowing work down while increasing their support burden.

CASE STUDY

IT Automation in Action

Reduced call volume by
30% 

\$1.25m 
saved per year

In order to improve its IT service delivery, UK communications provider Virgin Media automated the validation and diagnosis of outage incidents. This allowed the company to ensure that operators were focused on the right issues, while also allowing the company to proactively notify customers when there is an outage event so they don't call the contact center. Thanks to this automation, Virgin Media reduced its call center volume by 30%, saving the company \$1.25 million per year.

[READ THE FULL CASE STUDY >](#)

How IT Automation Helps

IT automation can provide another pathway to application self-healing without depending on artificial intelligence.

Automation lets you create workflows that mimic what your engineers would do, providing you with an exact understanding of what your application is doing and why. It also helps engineers manage increasingly-complex environments by automatically performing critical tasks like:



isolating
compromised
assets



deploying
zero-day
patches



closing
exposed entry
points

At the same time, automation can do this at a scale and speed that engineers can't match, which improves speed to remediation and reliability.



How to Start Your IT Automation Journey

You may have noticed a common theme across each of these processes. Each process creates seemingly simple pain points. But when multiplied across each incident and every employee and ITSM tech impacted, the cost in lost time and productivity can be massive.

Because all of these processes can be enabled through self-service or completely automated – often very quickly and easily – your organization can achieve a significant reduction in mean time to resolution and manual labor spent solving the same common problems over and over.

Not only does this have a bottom-line impact, but the impact it can have on the employee, ITSM tech, and customer experience can't be overstated. The more you can automate these important, time-consuming processes, the more your business can keep up with fast-moving competitors and support the innovative initiatives that are the future of your business.

Interested in seeing how automating IT processes will help you achieve faster time-to-value?

[REQUEST A DEMO >](#)



RESOLVE

Resolve Systems helps enterprise technology teams worldwide achieve agile, autonomous operations with an industry-leading intelligent IT automation platform. With more than a decade of automation expertise, Resolve's solutions are purpose-built to address challenges posed by increasing IT complexity. Resolve enables organizations to maximize operational efficiency, overcome labor shortages, reduce costs, quickly troubleshoot and fix problems, and accelerate service delivery. Resolve is majority-owned by Insight Partners, a leading global venture capital and private equity firm investing in high-growth technology and software companies.

¹ ["10 Employee Onboarding Statistics You Must Know in 2022," Saplinghr.com.](#)
² ["Study: 78 Percent of People Forget Their Passwords And Then Go For Reset!" Digital Information World.](#)
³ ["How Much Are Password Resets Costing Your Company?" Okta.](#)
⁴ ["How Much Are Password Resets Costing Your Company?" Okta.](#)
⁵ ["The Cost of IT Downtime," The20.com.](#)