RESOLVE™

5 Automations to Accelerate IT Service Management

Welcome to the Webcast!

INTRODUCING OUR SPEAKERS

RESOLVE

Marcus Rebelo

VP, Global Sales Engineering & Security Officer

RESOLVE

Scott Miller

Sales Engineer

Today's Agenda

- Introduction
- Poll
- Revealing the 5 automations
  - Market trends
  - Why now?
- Poll
- Takeaways
- Q&A

RESOLVE

Poll Question:

- What is your largest pain point with IT Service Management?
  a) Onboarding/offboarding
  b) Password reset
  c) Service management – start/stop/restart
  d) Remediating low disk space
  e) Application self-healing

RESOLVE

Revealing the 5 Automations to Accelerate ITSM

RESOLVE

Onboarding/Offboarding: Industry Trends

1 in 5

New hires are unlikely to recommend an employer after a bad onboarding experience

54

Activities in the average onboarding experience

82%

Improvement in employee retention

25%

Average new team member productivity in the first 30 days

20%

Up to 20% of employee turnover happens within the first 45 days

3.5x

Increased employee satisfaction from addressing career development in onboarding

Onboarding/Offboarding : Why Now

Disparate Systems with Different Logins

- Non SSO Systems
- Manual Effort

Time Consuming with Various Systems Owners Involvement

- Many sub-requests
- System Owner/Admin Approvals

Productivity

- Unable to work
- Frustrated Employees
- Calls to Service Desk

Short Timeframe for Offboarding

- Company Policy
- Security
- Regulatory Compliance

RESOLVE

Password Resets: Industry Trends

78%

of people have had to reset their password in the past three months

30%

Find resetting passwords **as stressful as retiring**

30 -50%

of all IT help desk calls are for password resets

81%

of company data breaches are caused by **poor passwords**

$70

Average cost of a password reset

RESOLVE

Password Resets: Why Now

Self Service Adoption	Volume	Productivity
• More attuned with self-service • Integrations with Chat-Ops	• Still 50%+ of all incidents in most environments • Short resolution time and High Quantity adds up to a lot of time	• Unable to access a specific system • Unable to access any system

RESOLVE

Service Management – Start, Stop, Restart: Industry Trends

Digital Transformation | Site Reliability | Employee Productivity | Customer Experience

Quantify impact by calculating the percentage of user minutes lost

PotentialUserMinutes: total number of users X length of time they work. Ex.: 10 staff are working 8 hours, so PotentialUserMinutes is **10 x 8 x 60 = 4800**

UserOutageMinutes: Total users unable to work X the time they were unable to work. Ex.: If 5 people couldn't work for 10 minutes, the **UserOutageMinutes is 50.**

Calculate the percentage availability with a similar formula. You would calculate the availability as:

$$\frac{(4800\text{-}50)}{4800} \times 100\% = 98.96\%$$

The Gartner Group estimates that the average cost for a single minute of downtime is around $5600

RESOLVE

Service Management – Start, Stop, Restart: Why Now

Uptime

- 24/7 availability
- Global reach
- Maintain and grow customer base
- Uninterrupted Service

High Impact

- Avoid data loss
- Maintain SLA's
- Brand Integrity
- Cost savings

Quicker MTTR

- No "hunt" for the problem
- Reduced downtime
- Mitigate impact

Efficiency

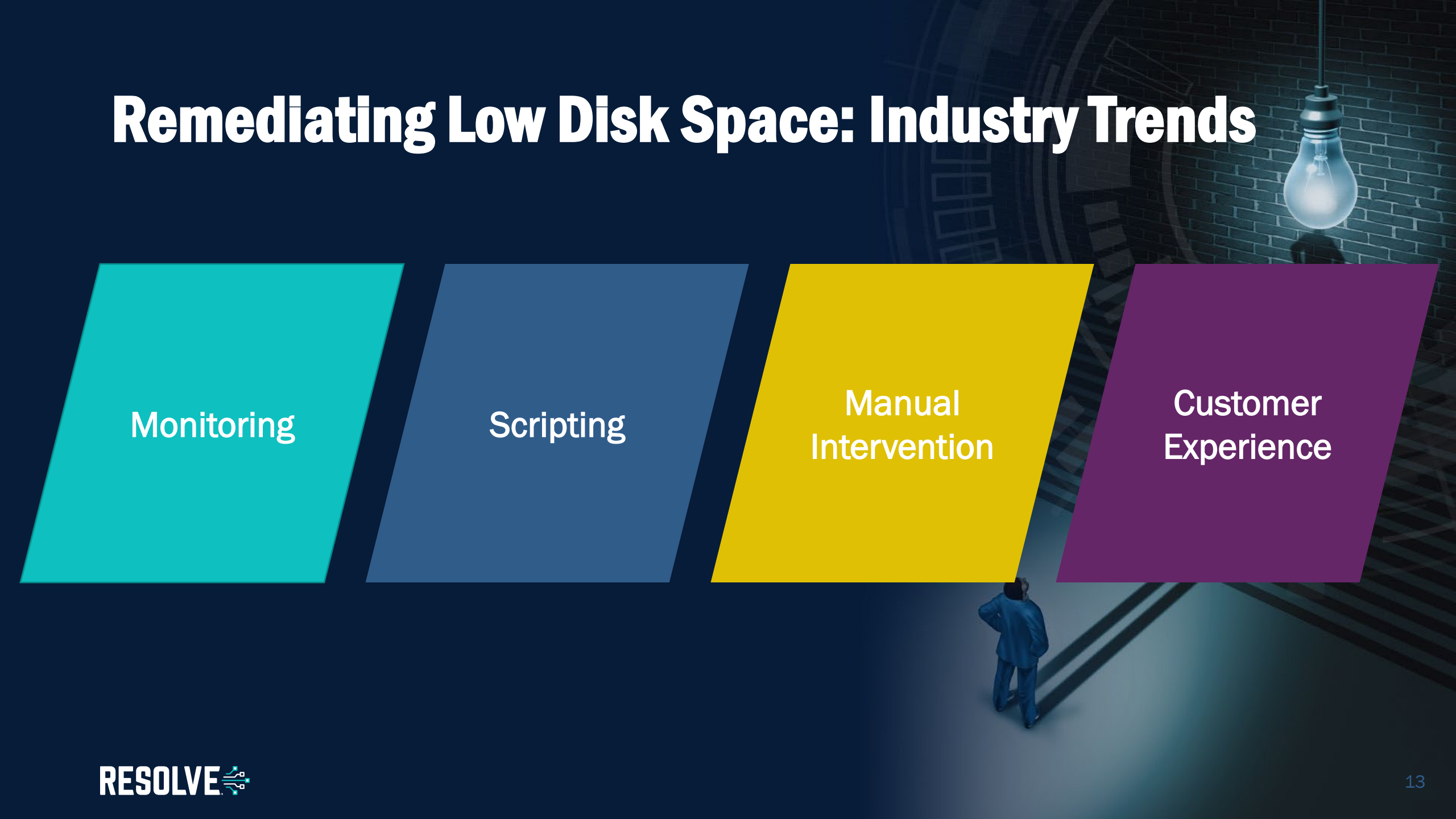
- Focus on new features and improvements
- Reduced human effort
- Improved incident response

Poll Question:

- Is ITSM automation a part of your company's 2022 digital transformation plan?
  a) Yes!
  b) Not yet
  c) Waiting for buy-in

RESOLVE

Remediating Low Disk Space: Industry Trends



Remediating Low Disk Space: Why Now?

Performance	Storage	Data Integrity	Updates/Patching
• Prevent slowdowns • Ensures Uptime • Work Continuation	• Downloads • Uploads • Backups • Log files	• Prevents Corruption • Files • Databases	• OS • Security

RESOLVE

Implementing Application Self-Healing: Industry Trends

"Promise" of Self-Healing

AI/ML are the Path to Self-Healing

Application Mapping is Required

Why is self-healing in IT operations important?

- IT system or process issues have more immediate impacts on business operations
- IT responsibilities are growing, straining resources and staff

25% of CIOs will be responsible for digital business operations by 2024, highlighting the trend of IT teams in larger business roles. (Gartner)

A small error or misstep in IT can have a big impact on business operations.

RESOLVE

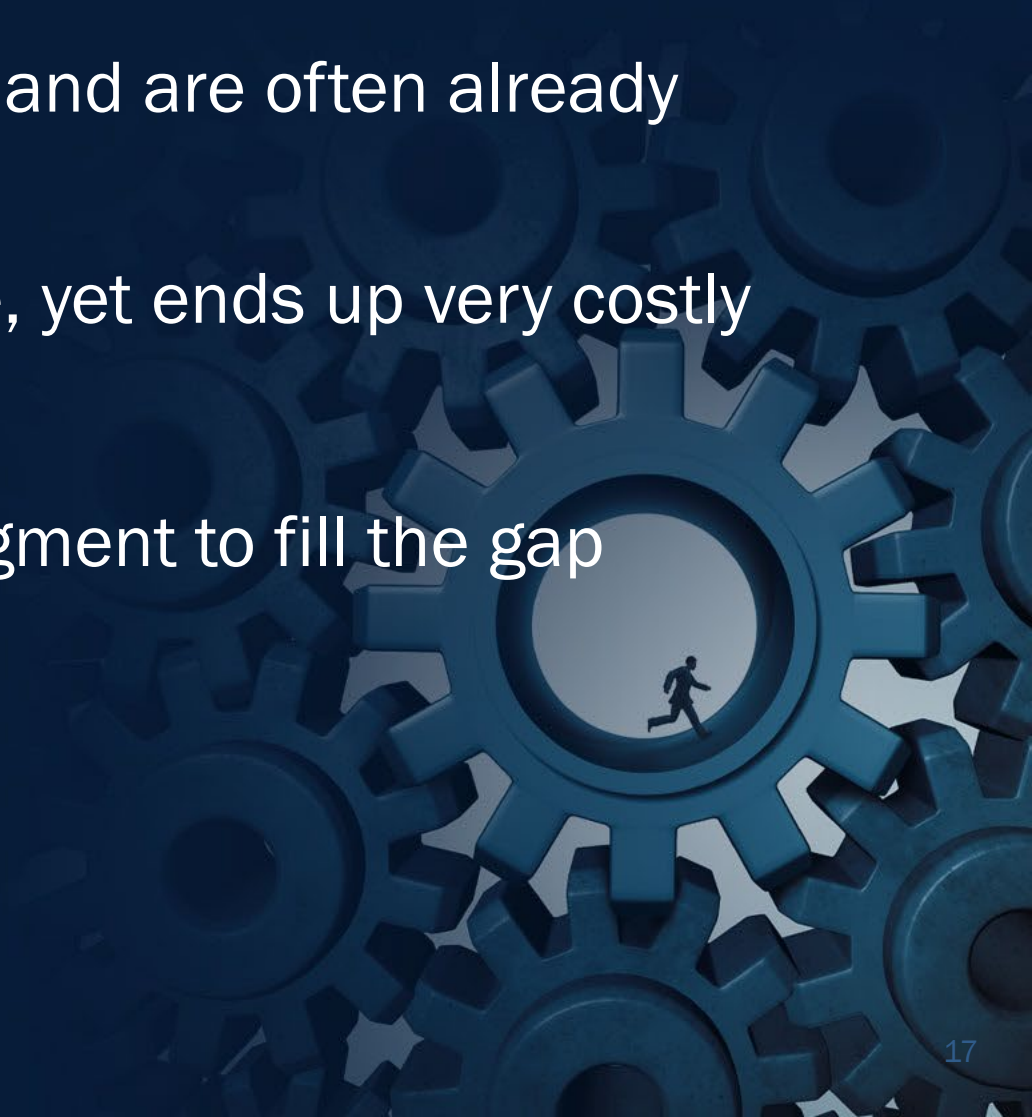
Implementing Application Self-Healing: Why Now

Application	IT Operations	Security
• Reduce the need for manual interventions • Improved reliability • Helps to manage complex environments	• Add additional compute when needed • Reliable ecosystems • Less time responding to issues • Reduces support burden	• Isolate compromised assets • Deploy zero-day fixes • Close entry-points

RESOLVE

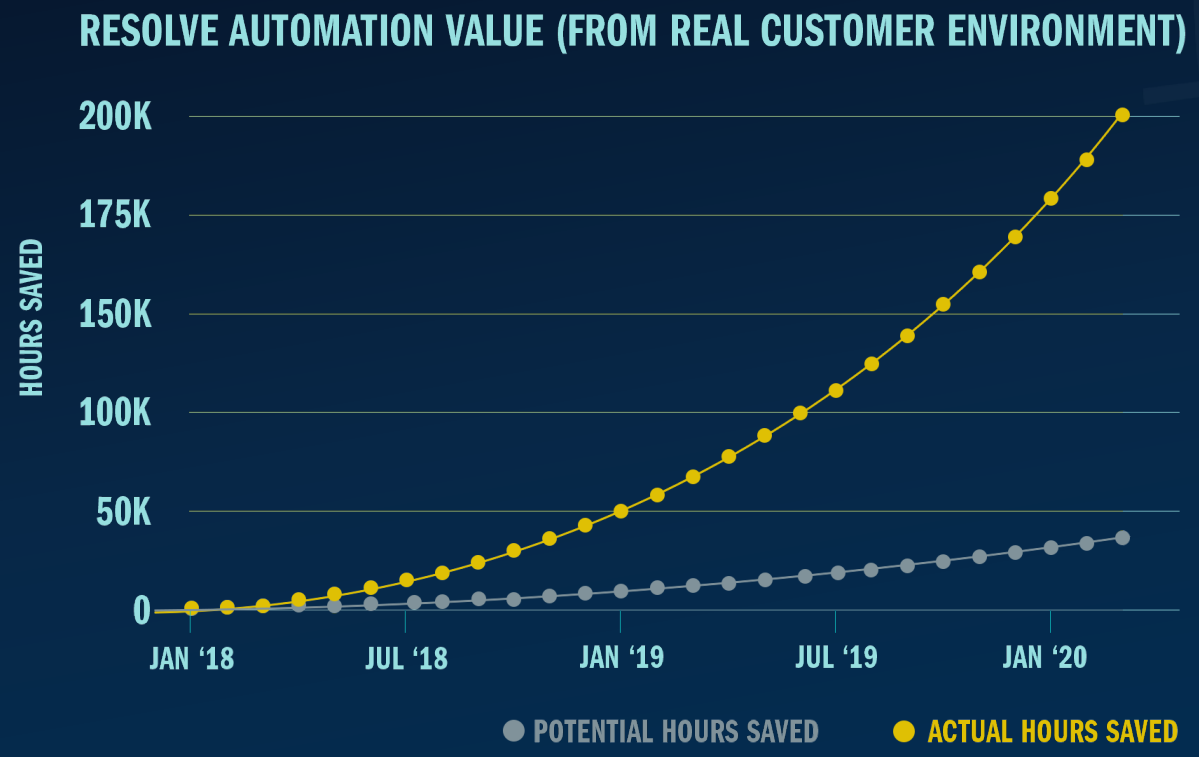
Takeaways

- The most common use cases still exist – and are often already somewhat automated!
- Many times, the pain point seems simple, yet ends up very costly
- The perfect time to address this is **now**
- Leverage what's already in place and augment to fill the gap



RESOLVE

Discussion: How to apply the takeaways and achieve ROI?



RESOLVE

Q&A + Next Steps

- Request a 1:1 demo with Resolve
- Keep an eye out and register for the next webcast on **March 30th** at 11am ET
- Explore more of our IT automation resources

RESOLVE


RESOLVE
Thank You!