

WEBCAST & PANEL DISCUSSION



Automations Every IT Team Should Prioritize

with Special Guest Angela Abbot of Fujitsu 🌢

TODAY'S PANELISTS





Angela Abbot
Intelligent Services Strategy,
Automation and Analytics

RESOLVE



Julie Albright
SVP, Global Marketing



Marcus Rebelo
Head of Sales Engineering,
North America



About Fujitsu: worldwide network to support our customers

Hardware, software, networking, business solutions, and more

EMEIA

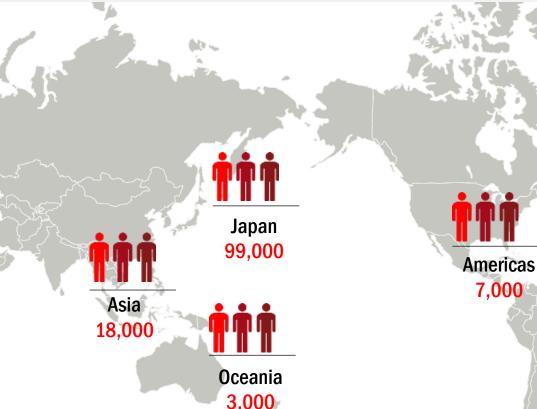
29,000



Leading provider of IT products and services for the global marketplace

Over 30 languages spoken

More than 100 Data Centers worldwide



Largest IT services provider in Japan and 5th in the world

Over 18,500 employees are engaged in R&D within the Fujitsu Group.

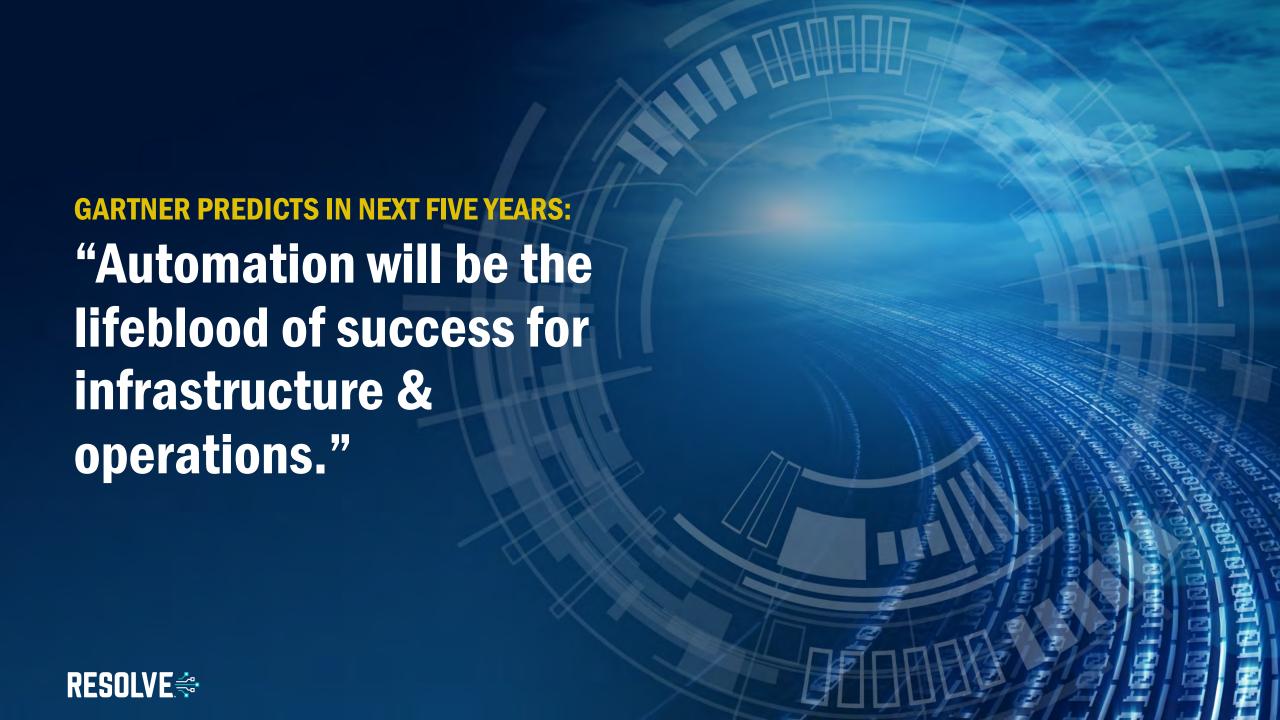
Approximately 156,000 Fujitsu colleagues working with customers in over 100 countries





"In 2021, digital transformation at more than three-quarters of enterprises will focus on automation...."

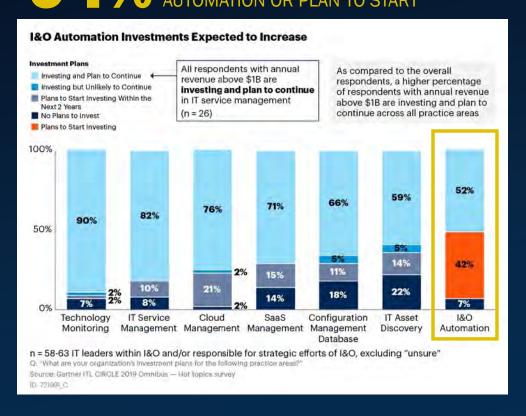




Automation & AIOps: The next wave of innovation in infrastructure modernization

Gartner

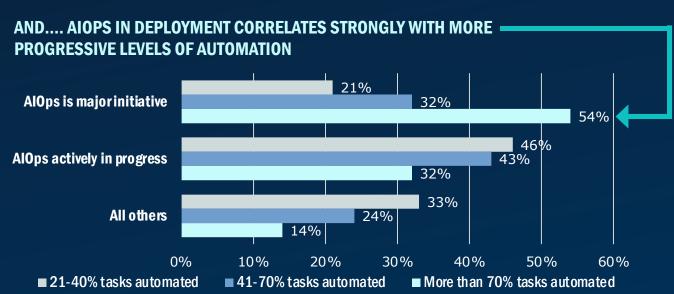
940
ARE INVESTING IN 1&0
AUTOMATION OR PLAN TO START



Gartner

OF THE GLOBAL 5000 WILL HAVE A CENTRALIZED AUTOMATION FUNCTION BY 2025, UP FROM LESS THAN 20% TODAY







Gartner

What Will Be the State of Processes in 2025?

2019

Reactive and Proactive

IT Task Automation IT Service Automation 2025

Innovation

Business Service Automation

& Hyper-Automation!







Key Challenges & Opportunities to Address with Automation

- Expensive incident escalation.

L1 costs €10 to action ticket. L2 goes up to €30. L3 up to €100.

Too much time to resolve issues.

This hurt the customer experience.

Too much event noise.

This resulted in missed incidents & operational inefficiencies.

Data resided in multiple systems.

Teams were managing data from multiple systems, such as the alarm system, trouble ticket system, inventory system, and dispatch system.

- Not meeting KPIs with new services on horizon.

MTTA and MTTR were too high. Our team lacked confidence that they could support a new product when they weren't meeting KPIs for the old ones.

Customer satisfaction taking a hit.

With customer satisfaction decreasing, the organization experienced some churn.

Need to reduce operational cost while growing.

We wanted to reduce operational costs but continue to grow our infrastructure.

- Reduced employee morale.

Employee morale declining based on internal survey results that cited poor customer service, complaints and inconsistent incident responses.

Desire to provide more creative, value-add roles.

Harness L1 customer knowledge to build automation process squads and give them new career opportunities to innovate.

Inconsistent processes created problems.
 Incident response processes were not clearly documented and were inconsistent across experienced engineers and technicians.



Common Operational Challenges We Hear Over and Over Again

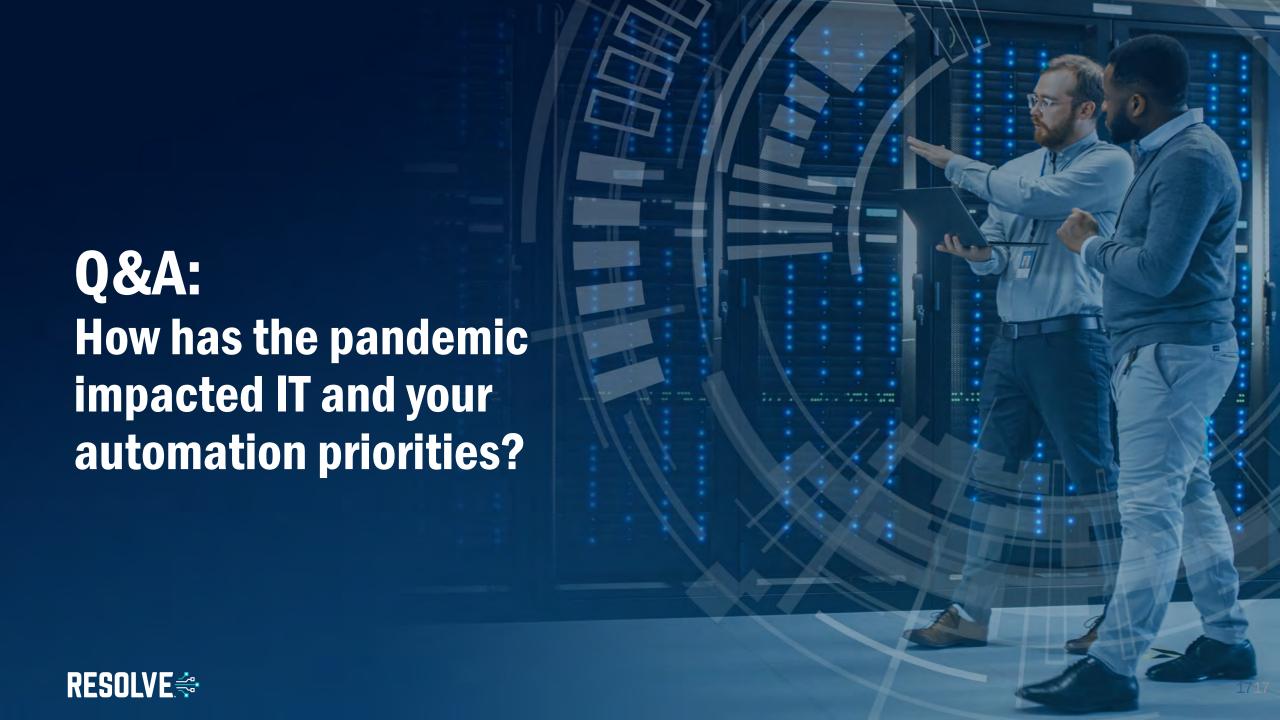
- Lack of visibility across systems, environments and tools
- Need to reduce costs or keep resources flat while scaling infrastructure
- Need to improve operational efficiency and reduce repetitive tasks
- Rising MTTR and pressure to accelerate incident response any outage is unacceptable
- Difficulty meeting KPIs and expectations for perfect performance
- Increasing alarm noise makes it difficult to separate signal from noise
- Inconsistent processes across departments and teams
- Struggle to deal with increasing data volumes and infrastructure complexity
- Too many tools and too much swivel-chairing
- Tribal knowledge held by a select few impedes scaling and introduces risk
- Failed audits and need to improve compliance and governance



"The 'great lockdown' of 2020 will make the drive for automation in 2021 both inevitable and irreversible."

FORRESTER PREDICTS:

"Two-thirds of enterprise organizations that encountered broken processes during the pandemic were pressured to patch in automation solutions."



(Some) Digital Transformation Initiatives Are On Fast Forward While New Challenges Have Emerged...

- Business processes shifted in days with massively more emphasis on all things digital
- Existing infrastructure pressure-tested and maxed out in many cases
- A new remote workforce emerged overnight, creating a host of new security, connectivity, training, provisioning, and remote management challenges
- Workforce fluctuations and, in some cases, reductions have resulted in overburdened
 IT teams and subject matter experts
- Maintaining IT governance became exponentially more difficult with a remote IT staff
- Scalability and flexibility of infrastructure under scrutiny
- Increasing infrastructure resilience and ensuring business continuity are now prioritized at all costs
- IT initiatives, sometimes years in the making, are being reprioritized, paused, or accelerated

.... all while keeping the lights on in this new paradigm



7 Automations Every IT Team Should Prioritize

1



Proactive & Preventative Actions

2



Incident Management

3



Service Desk & Self-Service Options

4



End-to-End Provisioning + Deployment

(NETWORK, COMPUTE, CLOUD + APPS)

5



Discovery & Dependency Mapping

6



Compliance, Audit, & Governance

7



Hyperautomation: Start Your Journey!



Automate Proactive & Preventative Actions

Achieving Data-Driven Automation – More Critical Than Ever Before!



Meet Performance
SLAs, Improve
Reliability, &
Increase Customer
Satisfaction

- Integrate analytics & intelligent automation
- Predict & prevent potential issues with automated fixes before customers experience service degradation
- Proactively execute automated system health checks
- Optimize resource utilization dynamically
- Automatically backup & refresh databases
- Test network connectivity & performance
- Analyze historic utilization trends for critical infrastructure resources, predict when entities will run out of capacity, & automate expansion to prevent outages
- Proactive management of end-user devices



Automate Incident Management

Validate, Investigate, Remediate



Reduce MTTR,
Improve Reliability,
& Prevent
Escalations

- Correlate thousands of events to reduce alarm noise & pinpoint root cause
- Automatically validate incidents & collect diagnostic data from multiple systems
- Perform fully automated incident investigation & remediation procedures
- Empower frontline operators with guided procedures & automations pre-approved by subject matter experts
- Enable admins to execute remediation steps without direct access to the systems
- Create tickets, suppress unnecessary ones, & enrich the important ones
- Automatically track all remediation actions, evidence, & artifacts



Automate Service Desk Requests & Self-Service Options

2020 Has Been the Year of Channel Shift!



Improve Speed,
Operational
Efficiency, &
Digital Experience

- Standardize processes across teams!
- Improve support and experience for work-from-home workforce
- Integrate with chat bots & tools like Slack, Skype, & Teams to trigger automations
- Offer self-service automation options for common tasks such as password resets
- Troubleshoot end-user issues (such as slow PCs)
- Automate change requests, including the entire documentation trail
- Create a catalog of reusable automation modules

Automate Provisioning, Deployment, & De-Provisioning

Across Compute, Network, Cloud, & App Infrastructure



Reduce Costs, Enforce Governance, & Accelerate Delivery

- Automate user onboarding (& offboarding) processes, like creating email accounts, assigning permissions, provisioning software, & updating AD
- Automate end-to-end deployment processes for servers, network devices, & applications
- Integrate & automate updates to service & change request systems (like ServiceNow, Cherwell, Jira, Remedy, etc.)
- Automate workflows across your IT, network, & security infrastructure to eliminate time-consuming handoffs
- Automate dynamic resource & capacity optimization
- Enforce governance on cloud platforms



Automate Discovery & Dependency Mapping



Get Complete
Infrastructure
Visibility in
Minutes

- Achieve full-stack visibility across infrastructure
- Auto-generate topology maps to see the connections between Cls
- Automate service & application dependency mapping to identify relationships between apps & underlying infrastructure
- Ensure you have an accurate, up-to-date CMDB the foundation for successful IT operations
- Make changes confidently & quickly with visibility into potential service impacts & systems dependencies
- Identify unnecessary & unknown Cls
- Eliminate countless hours of manual work & human error



Automate Compliance, Audit, & Governance



Improve Compliance, Enforce Governance, & Reduce Manual Effort

- Automate secure backup & recovery via an air-gapped environment
- Audit access controls:
 - For infrastructure (open ports, DNS mismatch, etc.)
 - For people (systems access, accounts & groups, VPN, etc.)
- Automate patch management
 - On-the-fly comparison to vendor for security vulnerabilities
 - Automated change control process
 - Automated patching via existing tool or direct to endpoint
- Generate reporting & documentation for auditing & compliance checks
 - Automated data gathering
 - Automated report creation



Start Your Journey to Hyperautomation



Work Smarter & Radically Improve Efficiency by Maximizing the True Potential of Al + Automation

- What is hyperautomation? (from Gartner)
 - The application of advanced technologies, including artificial intelligence (AI) and machine learning (ML), to increasingly automate processes and augment humans.
 - Hyperautomation extends across a range of tools, but also refers to the sophistication of the automation (i.e., discover, analyze, design, automate, measure, monitor, reassess.)
- What are the benefits?
 - Hyperautomation aims to save money, improve efficiency, and promote sustainability while generating more revenue and creating more capacity in the workforce.
- How can it be applied?
 - The sky's the limit... but let's talk about some examples.



Fujitsu's Hyperautomation Framework



Comprehension Layer

understanding information that is unstructured, analogue, or pictorial









KEY VENDORS







Capture Layer

conversational, form-, or event-based ways of creating inputs into a system















KRYON





servicenow

creativevirtual













Processing Layer

taking well-defined information and copying, moving, or changing it







Analytical Layer

identify patterns and anomalies and then decide a course of action based on the information available







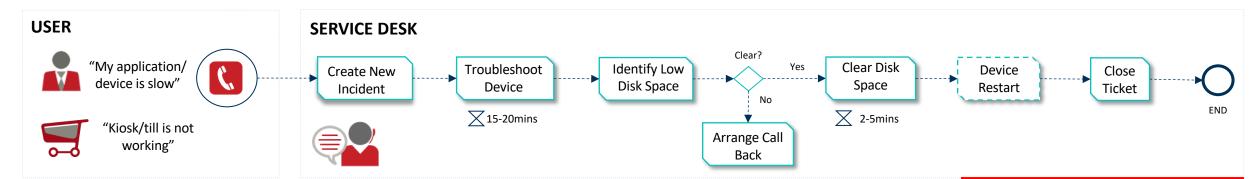
DATA ARCHITECTURE & STANDARDISATION

DISCOVERY SKILLS & COMPETENCIES

Predicting Low Disk Space



Typical Manual Process



Average Time: 20mins

Average Volumes: 5% Incidents

Business Impacts

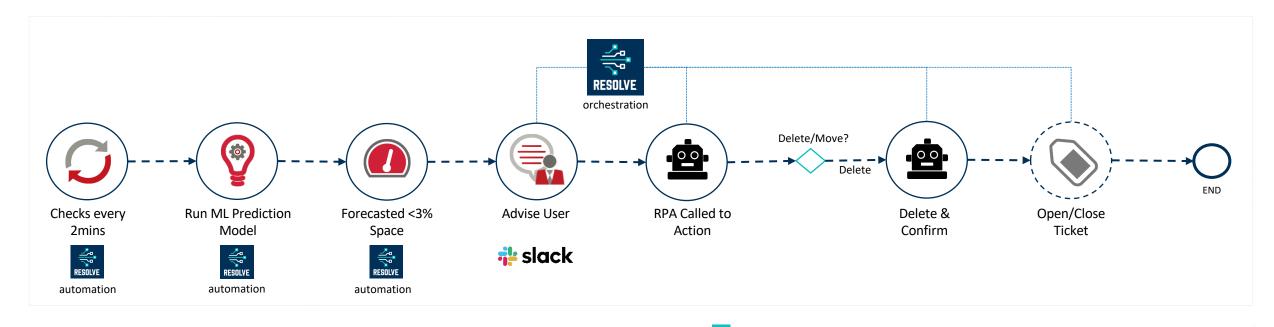


- Loss of employee productivity
- Delay in business critical application downloads
- End user frustration
- Where business policies preventing user-led uninstalls, service desk call is users' only option
- For retail loss in revenue

Predicting Low Disk Space



Hyperautomation Process



Orchestrator is...orchestrating(!) the activities across multiple tool sets



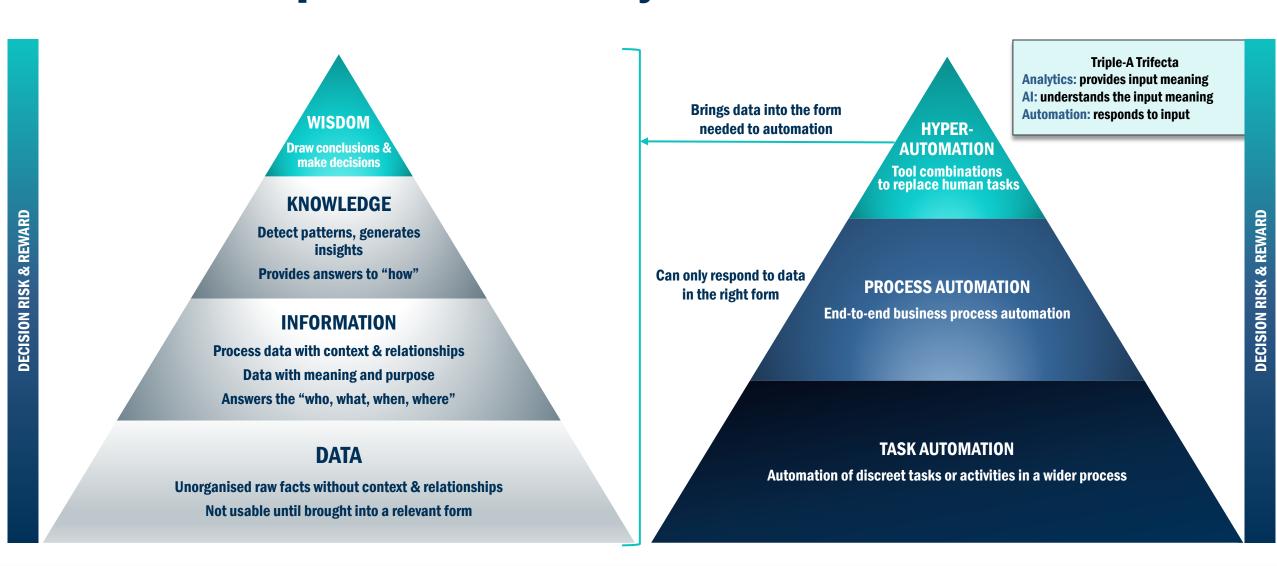
Benefits

- Monitoring and responding proactively addressing issue before it occurs
- Limits action required by the user
- Gives user more flexibility on when they take action
- Flexibility in the technologies we integrate with
- Prevents calls to the desk
- Comparable process time saved 15mins



Relationship Between Analytics & Automation







Gartner What Will Be the State of Processes in 2025?

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IT Task Automation IT Service Automation Business
Service Automation

- User Rights Management
- Mailbox Management
- Account Creation
- Restart Services
- Slow PC Troubleshooting

- Joiners, Movers, Leavers
- Event-Driven Automation
- Patch Management
- Change Management
- Provisioning
- **Cloud Service Management**

- Our Vision: All Services
 Powered by Automation
- Next-Level of Proactive, Preventative, Predictive Services (Self-Healing!)

FUJITSU EXAMPLES

STARTING SIMPLE →

DATA-DRIVEN →

AI/ML-DRIVEN →

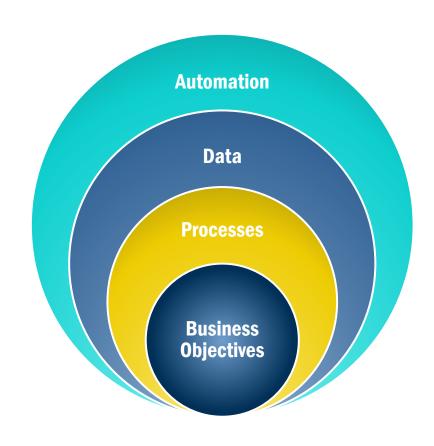




Reflecting on Process Automation



- Thinking back to their original purpose...processes are put in place in order to achieve business objectives
- We then rely on data to trigger, inform, and fulfill those processes so we need to plan out what data points will enable that process (including ticket creation)
- The goal for automation is to remove the manual effort required to fulfill those processes
- But then the problem comes that those processes where never built with automation in mind. Typically, they are built with a heavy assumption that they will be followed manually
- Furthermore, processes continue to be added but the data needed to execute those processes isn't available, accessible, or legible
- We rely on humans to perform activities of entering, analysing and manipulating data
- We still try to automate the process as it is but don't resolve the data issues







Cross-Domain, Enterprise- Class Automation



Unified Orchestration Platform



Prebuilt Library of 1000s of Automations



Drag-&-Drop
Automation Designer



Dashboards & Reporting



Compute Automation



Network Automation



Service Desk & Operational Automation



Security Automation



Q&A + Next Steps

- Request a demo at <u>resolve.io</u>
- Download the Gartner Hype Cycle for I&O Automation, 2020
- Explore more resources on the Resolve website for discovery, dependency mapping, AlOps, automation, and more!
- Take our survey and tell us what you thought about this webcast!



Build Your Automation Center of Excellence: A Blueprint for Getting Started

with Paul Bevan, Bloor Research Director



THURSDAY, NOV 12TH @ 10AM ET - 3PM GMT - 4PM CET

