

**RESOLVE** 

 **LIVE WEBCAST WITH**  **Bloor**

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



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**WELCOME & THANKS FOR JOINING US!** 

## INTRODUCING OUR SPEAKERS



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# Today's Agenda

- Why automation? Why now?
- What is an Automation Center of Excellence (CoE)? What's its role?
- Why do you care? What are the benefits?
- What are the 10 key components you should consider and what's required to get started?
- How does a CoE help overcome common challenges?
- Q&A



IDC PREDICTS THAT  
DIGITAL DATA WILL  
GROW FROM 33  
ZETTABYTES IN 2018 TO

**175**  
**ZETTABYTES**  
**BY 2025**

GARTNER ESTIMATES  
DATA VOLUMES  
GENERATED BY IT  
INFRASTRUCTURE ARE  
**INCREASING**  
**2- TO 3-FOLD**  
**PER**  
**ANNUM**





**FORRESTER REPORTS:**

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



**Q&A:**

# What is the role of an Automation Center of Excellence?



**Q&A:**

**What are the  
benefits of an  
Automation CoE?**



**Q&A:**

**How do you build a  
business case for an  
Automation CoE?**



# 10 Key Components for Building a Successful CoE

1. Executive Leadership
2. Strategic Framework
3. Governance
4. Measures of Success
5. Organizational Structure
6. Competency & Capability Building
7. Culture & Ethos
8. Agile, Optimized Processes
9. Risk Management
10. Enabling Technologies



# Executive Leadership

- Why is it important?
- How do you secure it?
- What is the ideal profile of an executive sponsor?



# Strategic Framework

- Why do you need (yet another) framework?
- What are the critical elements of the framework?

# Governance

- Why is governance important when it comes to automation?
- What role does the CoE play in governance?



# Measures of Success

- How do you develop KPIs for your Automation CoE?
- What are some examples of how you can measure success? What should be included in your scorecard?
- How do you operationalize reporting and analysis?
- How can these KPIs help optimize and refine automation initiatives?

# Organizational Structure

- What is the ideal makeup of an Automation CoE team?
- What is the structure of the CoE itself?
- What are the specific functions that will need to be addressed in the CoE?



# Competency & Capability Building

- What skills are required for automation success?
- How to you foster these skills?  
Is training enough?
- Should you hire externally or upskill internally?

# Culture & Ethos

- What type of cultural shifts are required for success?
- How do you build trust in automation?
- What are some ideas for developing a culture that embraces automation?
- How important is cross-functional collaboration?



## Agile, Optimized Processes

- What steps do you need to take before automating a process?
- How do you optimize a process for automation?
- What recommendations do you have for fostering agile methodologies?

# Risk Management

- How do you build an effective risk management process?
- How can a CoE help assess, mitigate, and remediate risk?
- What risks should you be aware of when it comes to automation?



# Enabling Technologies

- What are some of the most important enabling technologies for automation?
- What does the expanded ecosystem look like?
- Why is it important for the CoE to have access to these technologies?
- How should new technologies be evaluated and onboarded?

**Q&A:**

**What are the most common challenges when implementing automation?**

**How does a CoE help overcome these?**







# RESOLVE ACTIONS Key Capabilities



**Cross-Domain, Enterprise-Class Automation**



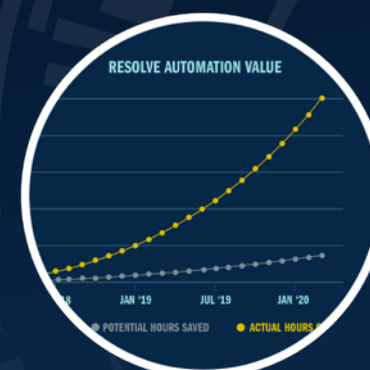
**Unified Orchestration Platform**



**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 1:1 demo with Resolve
- Download the accompanying Spotlight Report for more detail!
- Explore our demo video library
- Explore more automation and AIOps resources on our website



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**Thank You!**