



THE DATA IS IN!

How People, Process, & Technology Advance Automation Maturity

PRESENTED BY:



DENNIS DROGSETH
VICE PRESIDENT
EMA RESEARCH



ROB KELSALL
VP, GLOBAL SALES ENGINEERING
RESOLVE



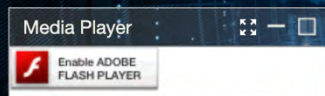
Ask Your Questions Here

The Data Is In: How People, Process, & Technology Advance Automation Maturity

Q&A

Enter your question *

Submit



Presentation

EMA + RESOLVE

THE DATA IS IN!
How People, Process, & Technology
Advance Automation Maturity

PRESENTED BY:

 **DENNIS DROGSETH**
VICE PRESIDENT
EMA RESEARCH

 **ROB KELSALL**
VP, GLOBAL SALES ENGINEERING
RESOLVE

View Slides in
Full Screen



Data-Driven IT Automation: A
Vision for the Modern CIO

Get Your Copy

Get Your Copy of the EMA
Report!



Control Panel

POWERED BY
CN24

INTRODUCING OUR SPEAKERS



Dennis Drogseth

Vice President



Robert Kelsall

VP, Global Sales Engineering

Agenda

- Background on EMA's new research on data-driven IT automation
- The current state of IT automation in 2020
- Defining data-driven automation and its benefits
 - A look at the AIOps-Automation handshake
- Obstacles to automation success
- How process, organization, and technology impact IT automation maturity
- The role of an Automation Center of Excellence in accelerating value
- Recommendations for success
- Q&A



EMA's New Research

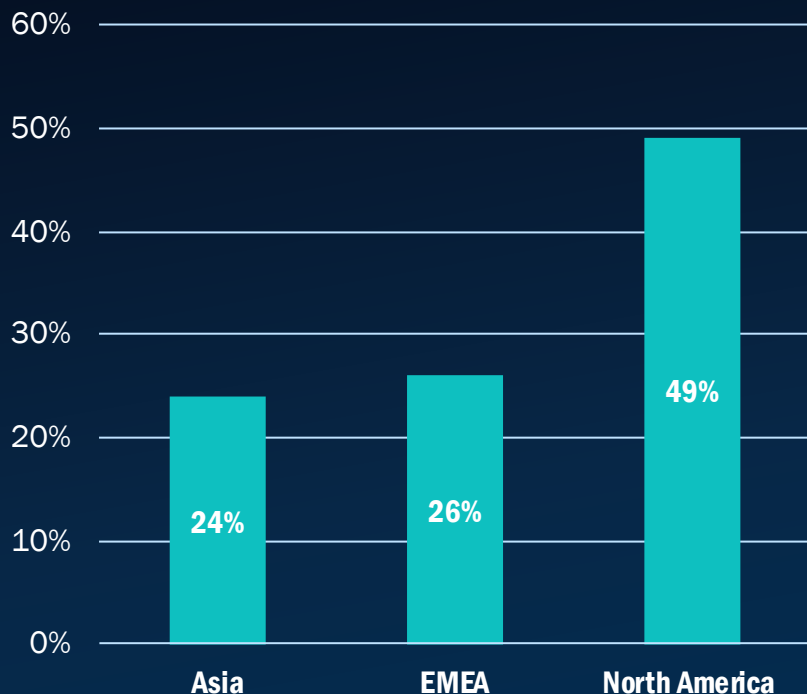
Demographics & Background



Download the report from the Resolve website or in the content widget!

405

Respondents Across the Globe



Company size was evenly divided between small, medium, & large



- 36% between 500 and 2,499 employees
- 35% between 2,500 and 9,999 employees
- 30% with 10,000 or more employees

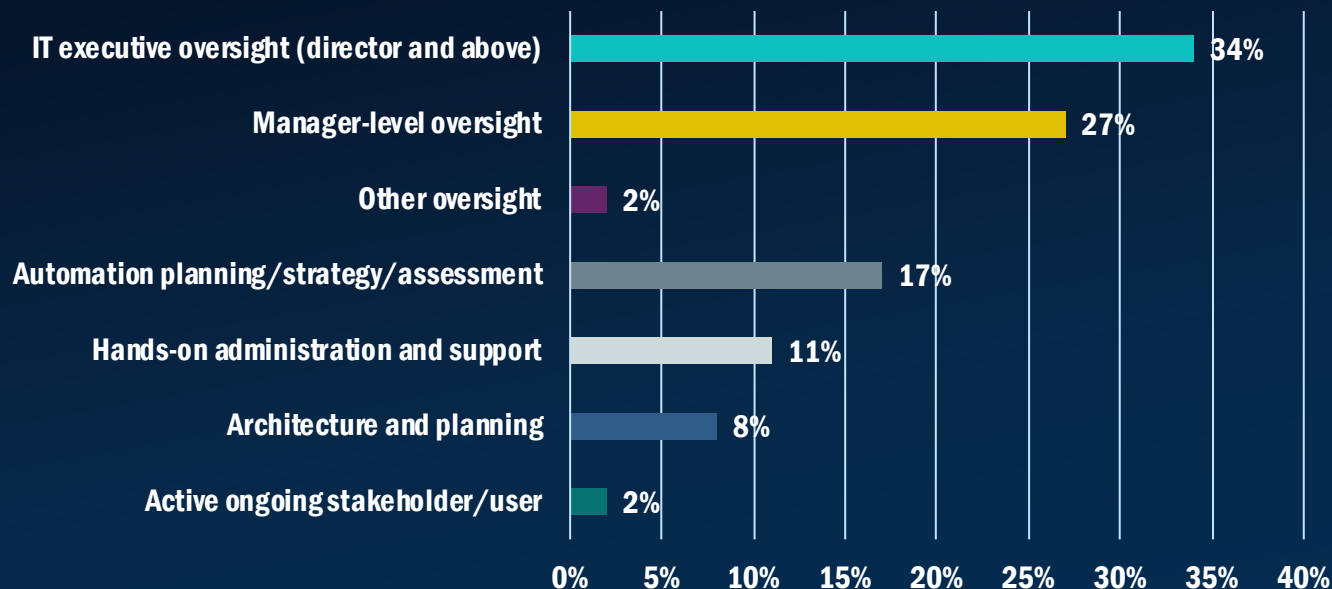
5 leading industry verticals were:



- High-technology software provider
- High-technology service provider
- Manufacturing
- Finance, banking, insurance
- Retail/wholesale distribution

Executive was the leading role, in keeping with the strategic focus of the research

Which of the following best describes the active role you play in your company's automation initiatives?

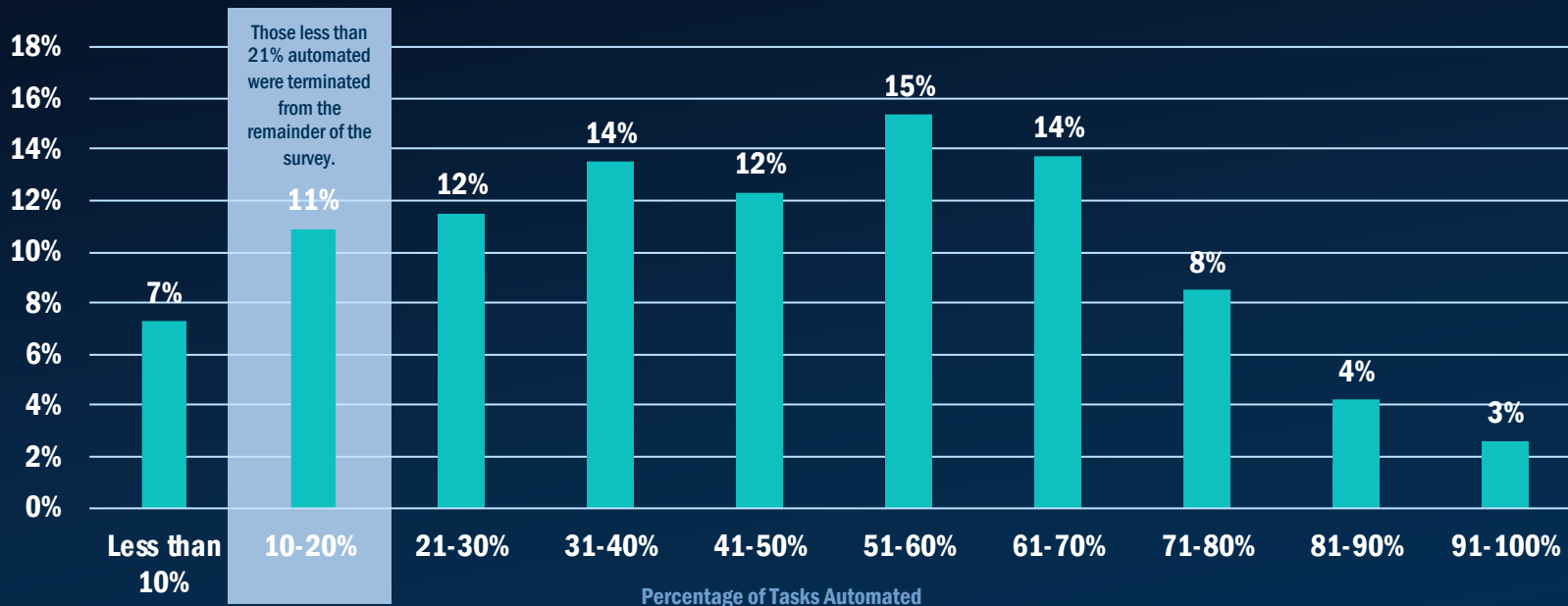


Survey Results: **The Current State of** **IT Automation**



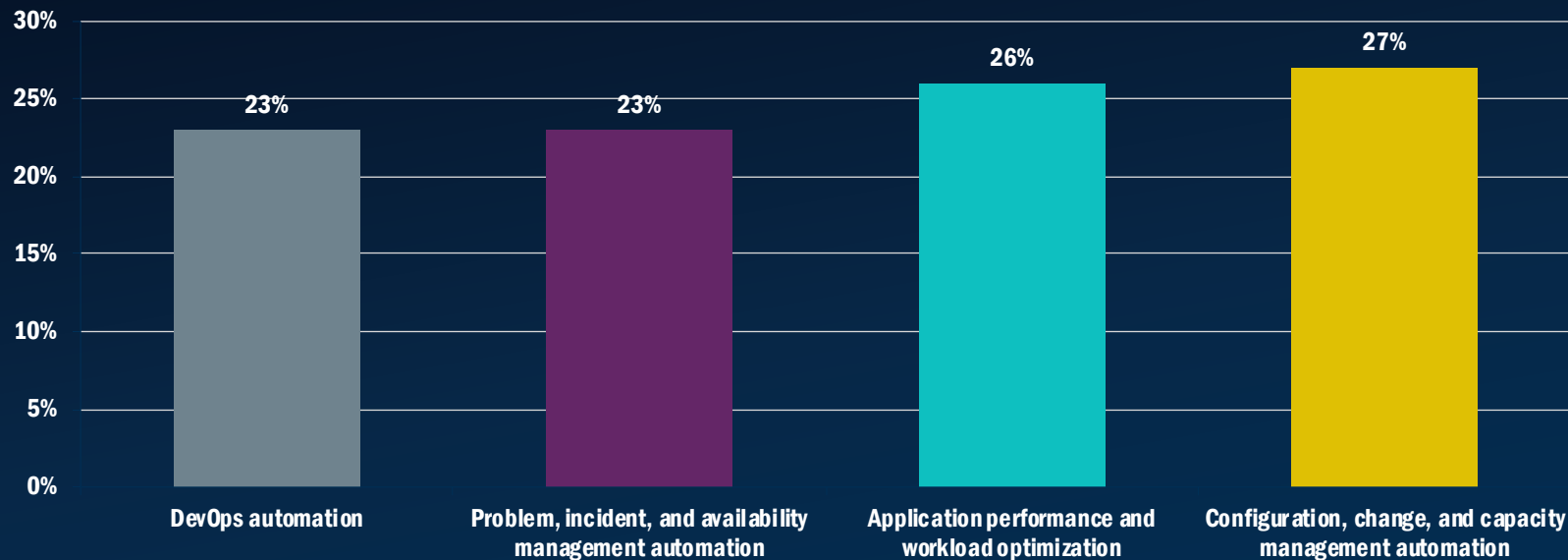
Overall, an average of 40% of processes were automated; 50% after disqualifiers were removed

To what degree do you estimate you have implemented IT automation in your organization?



IT Automation Can & Should Span Multiple Use Cases

Of the areas listed, which one do you feel is furthest along in delivering value?



What We Learned in Examining Use Cases Based on Respondent Involvement

- Automation stakeholders are more ‘advanced’ in cross-use case requirements than most technologies can currently promote
- Where are you actively involved?
 - 1 use case = 5 respondents
 - 2 use cases = 65 respondents
 - 3 use cases = 127 respondents
 - 4 use cases = 208 respondents



Q&A:

**How Does This
Compare to What
Resolve Sees?**



Data-Driven Automation: **What Is It, & What Are the Benefits According to EMA's Research?**



What AI/Analytics Can Do...

- Drive automation directly through prescriptive insights
- Provide immediate guidance for human oversight to activate automation
- Provide predictive, observable patterns for human beings to activate automation
- Provide historical trending in patterns that can help IT react more effectively to changes and problem areas

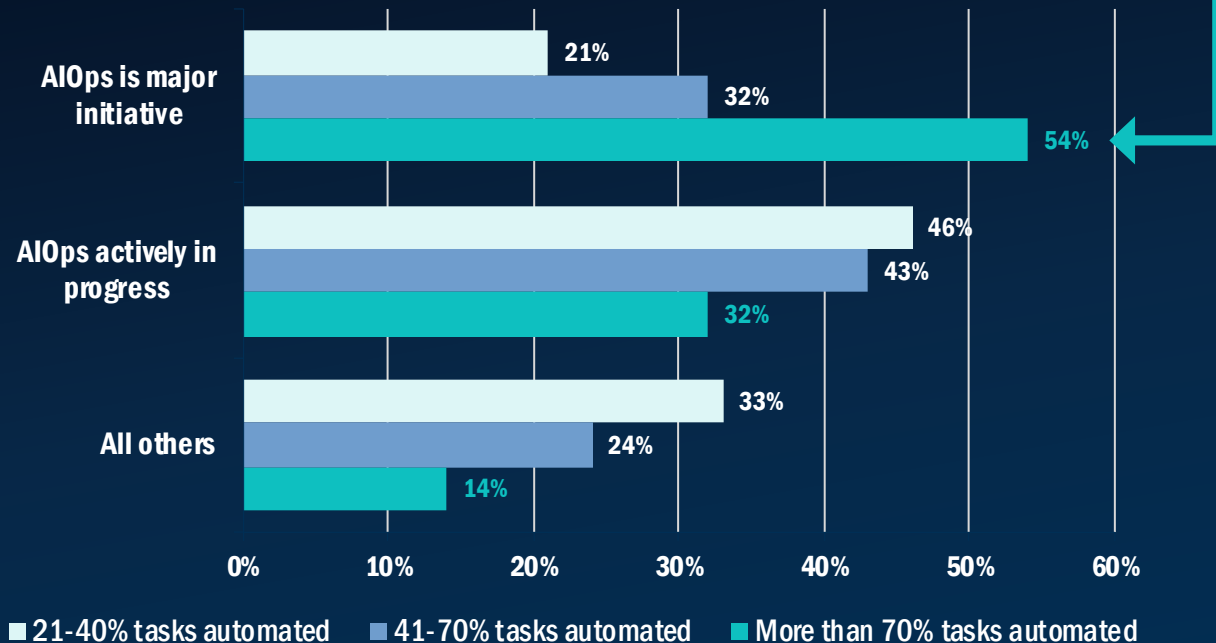


AIOPS IN DEPLOYMENT CORRELATES STRONGLY WITH MORE PROGRESSIVE LEVELS OF AUTOMATION

To what degree is AIOps, IT operations analytics, or some form of advanced IT analytics (AIA) part of your environment?

By

To what degree do you estimate you have implemented IT automation in your organization?



Other Correlations in the AI/Analytics/Automation Handshake

- Improved *use case success rates*
- Higher level of *automation integration across use cases*
- *More stakeholders engaged* and supported through automation
- Higher levels of *IT automation maturity*
 - More likely to have an automation center of excellence
 - More likely to have digital transformation drive automation
 - More likely to have analytics drive automation prescriptively



RESOLVE 

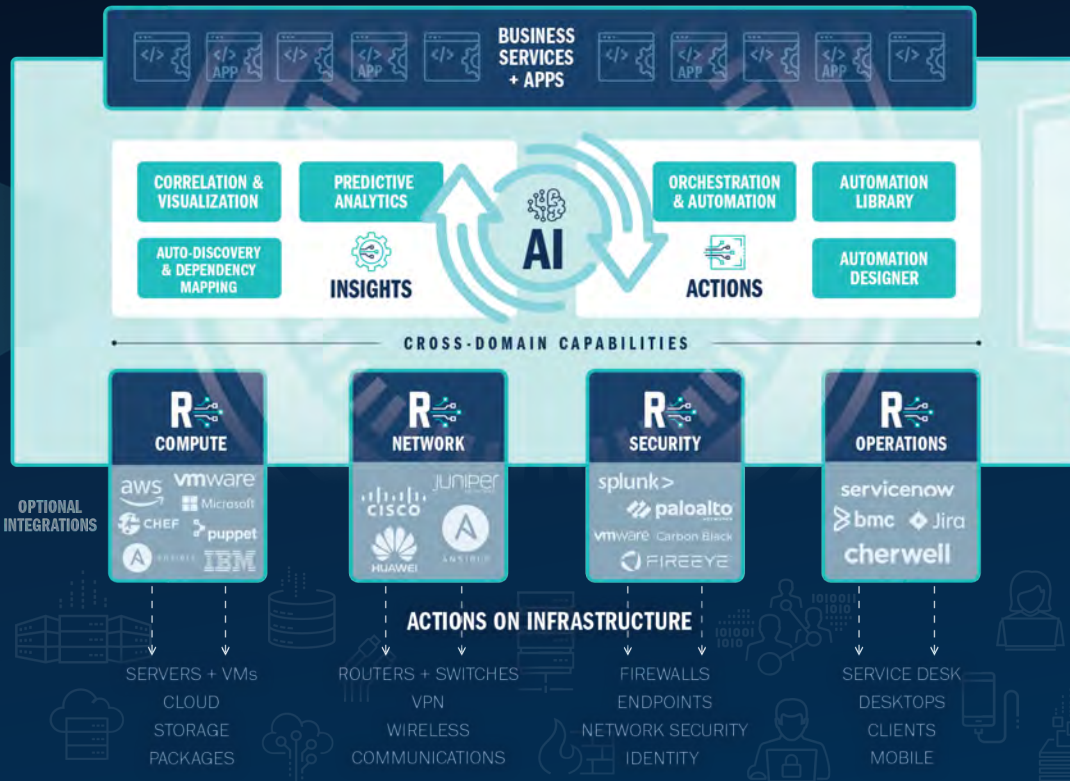
**How Does
Resolve Play In
This Space?**



RESOLVE

AIOPS + ENTERPRISE AUTOMATION IN ONE PLATFORM

DISCOVERY
LOGS
EVENTS
SERVICE REQUESTS
MONITORING DATA



REAL-TIME
AUTOMATION
COMMAND CENTER

Self-Healing, Integrated Automation

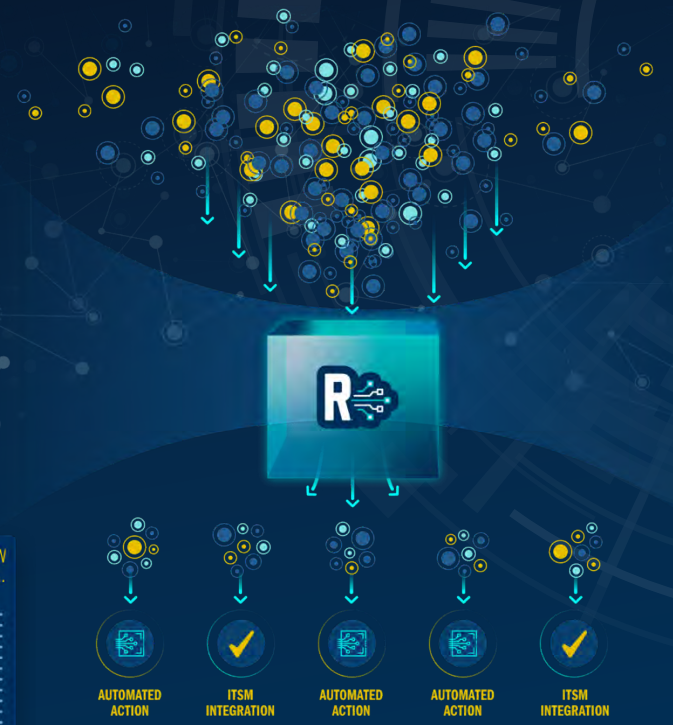
A CLOSED-LOOP OF DISCOVERY, DETECTION, ANALYSIS, PREDICTION, AND AUTOMATION

Resolve Insights and Actions can be used together to autonomously trigger automations to remediate issues, dynamically adjust capacity, take proactive actions to prevent outages, and more!



RESOLVE

Category	Item	Status	Priority	Severity	Impact	Resolution
Network	Router 1	Up	Low	Minor	Low	None
Network	Router 2	Up	Low	Minor	Low	None
Network	Router 3	Up	Low	Minor	Low	None
Network	Router 4	Up	Low	Minor	Low	None
Network	Router 5	Up	Low	Minor	Low	None
Network	Router 6	Up	Low	Minor	Low	None
Network	Router 7	Up	Low	Minor	Low	None
Network	Router 8	Up	Low	Minor	Low	None
Network	Router 9	Up	Low	Minor	Low	None
Network	Router 10	Up	Low	Minor	Low	None
Network	Router 11	Up	Low	Minor	Low	None
Network	Router 12	Up	Low	Minor	Low	None
Network	Router 13	Up	Low	Minor	Low	None
Network	Router 14	Up	Low	Minor	Low	None
Network	Router 15	Up	Low	Minor	Low	None
Network	Router 16	Up	Low	Minor	Low	None
Network	Router 17	Up	Low	Minor	Low	None
Network	Router 18	Up	Low	Minor	Low	None
Network	Router 19	Up	Low	Minor	Low	None
Network	Router 20	Up	Low	Minor	Low	None
Network	Router 21	Up	Low	Minor	Low	None
Network	Router 22	Up	Low	Minor	Low	None
Network	Router 23	Up	Low	Minor	Low	None
Network	Router 24	Up	Low	Minor	Low	None
Network	Router 25	Up	Low	Minor	Low	None
Network	Router 26	Up	Low	Minor	Low	None
Network	Router 27	Up	Low	Minor	Low	None
Network	Router 28	Up	Low	Minor	Low	None
Network	Router 29	Up	Low	Minor	Low	None
Network	Router 30	Up	Low	Minor	Low	None
Network	Router 31	Up	Low	Minor	Low	None
Network	Router 32	Up	Low	Minor	Low	None
Network	Router 33	Up	Low	Minor	Low	None
Network	Router 34	Up	Low	Minor	Low	None
Network	Router 35	Up	Low	Minor	Low	None
Network	Router 36	Up	Low	Minor	Low	None
Network	Router 37	Up	Low	Minor	Low	None
Network	Router 38	Up	Low	Minor	Low	None
Network	Router 39	Up	Low	Minor	Low	None
Network	Router 40	Up	Low	Minor	Low	None
Network	Router 41	Up	Low	Minor	Low	None
Network	Router 42	Up	Low	Minor	Low	None
Network	Router 43	Up	Low	Minor	Low	None
Network	Router 44	Up	Low	Minor	Low	None
Network	Router 45	Up	Low	Minor	Low	None
Network	Router 46	Up	Low	Minor	Low	None
Network	Router 47	Up	Low	Minor	Low	None
Network	Router 48	Up	Low	Minor	Low	None
Network	Router 49	Up	Low	Minor	Low	None
Network	Router 50	Up	Low	Minor	Low	None
Network	Router 51	Up	Low	Minor	Low	None
Network	Router 52	Up	Low	Minor	Low	None
Network	Router 53	Up	Low	Minor	Low	None
Network	Router 54	Up	Low	Minor	Low	None
Network	Router 55	Up	Low	Minor	Low	None
Network	Router 56	Up	Low	Minor	Low	None
Network	Router 57	Up	Low	Minor	Low	None
Network	Router 58	Up	Low	Minor	Low	None
Network	Router 59	Up	Low	Minor	Low	None
Network	Router 60	Up	Low	Minor	Low	None
Network	Router 61	Up	Low	Minor	Low	None
Network	Router 62	Up	Low	Minor	Low	None
Network	Router 63	Up	Low	Minor	Low	None
Network	Router 64	Up	Low	Minor	Low	None
Network	Router 65	Up	Low	Minor	Low	None
Network	Router 66	Up	Low	Minor	Low	None
Network	Router 67	Up	Low	Minor	Low	None
Network	Router 68	Up	Low	Minor	Low	None
Network	Router 69	Up	Low	Minor	Low	None
Network	Router 70	Up	Low	Minor	Low	None
Network	Router 71	Up	Low	Minor	Low	None
Network	Router 72	Up	Low	Minor	Low	None
Network	Router 73	Up	Low	Minor	Low	None
Network	Router 74	Up	Low	Minor	Low	None
Network	Router 75	Up	Low	Minor	Low	None
Network	Router 76	Up	Low	Minor	Low	None
Network	Router 77	Up	Low	Minor	Low	None
Network	Router 78	Up	Low	Minor	Low	None
Network	Router 79	Up	Low	Minor	Low	None
Network	Router 80	Up	Low	Minor	Low	None
Network	Router 81	Up	Low	Minor	Low	None
Network	Router 82	Up	Low	Minor	Low	None
Network	Router 83	Up	Low	Minor	Low	None
Network	Router 84	Up	Low	Minor	Low	None
Network	Router 85	Up	Low	Minor	Low	None
Network	Router 86	Up	Low	Minor	Low	None
Network	Router 87	Up	Low	Minor	Low	None
Network	Router 88	Up	Low	Minor	Low	None
Network	Router 89	Up	Low	Minor	Low	None
Network	Router 90	Up	Low	Minor	Low	None
Network	Router 91	Up	Low	Minor	Low	None
Network	Router 92	Up	Low	Minor	Low	None
Network	Router 93	Up	Low	Minor	Low	None
Network	Router 94	Up	Low	Minor	Low	None
Network	Router 95	Up	Low	Minor	Low	None
Network	Router 96	Up	Low	Minor	Low	None
Network	Router 97	Up	Low	Minor	Low	None
Network	Router 98	Up	Low	Minor	Low	None
Network	Router 99	Up	Low	Minor	Low	None
Network	Router 100	Up	Low	Minor	Low	None



Survey Results: **Obstacles to** **Automation** **Success**



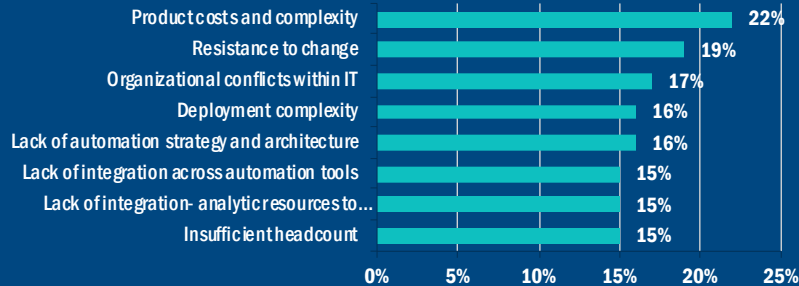
Leading obstacles for those with fewer than 21% of their processes automated

1. **Product complexity**
2. **Lack of human/financial resources to support integration**
3. **Too much customization required**
4. **Resistance to change**
5. **Lack of integration between analytics and automation (tied with)**
6. **Lack of executive support**
7. **Lack of integration between automation and monitoring tools**
8. **Lack of overarching automation strategy and architecture**
9. **Organizational conflicts within IT**
10. **No clear use case**

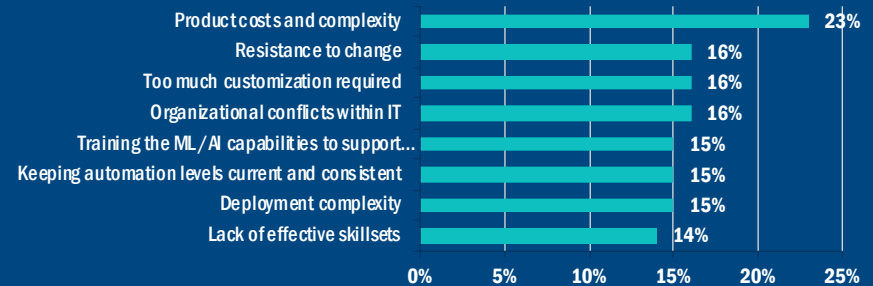
Product costs & complexity also led across use cases as a primary obstacle for automation

Three major obstacles in deploying or supporting automation requirements — Top 8 Responses

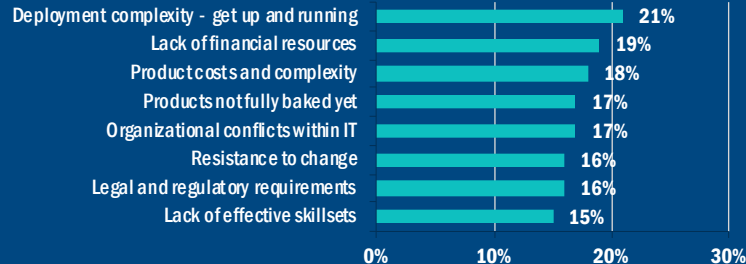
Incident



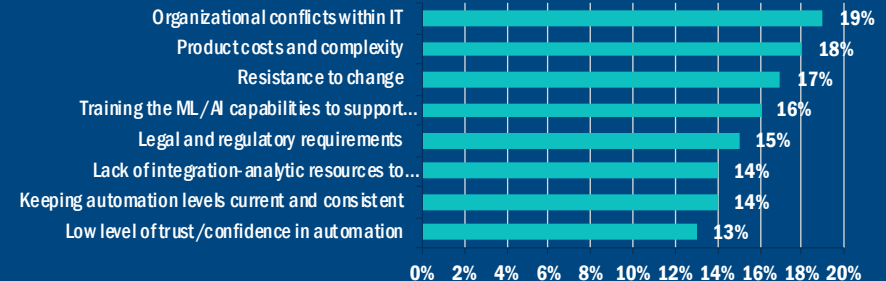
Change



DevOps



AppWLO



Q&A:

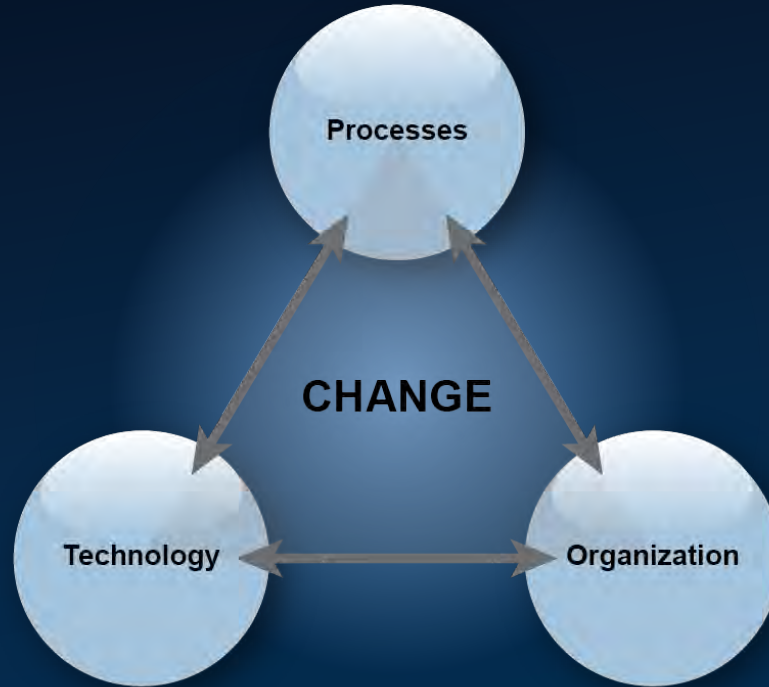
**What Are Some Tips
for Overcoming
These Obstacles?**



A woman with long dark hair is looking down at a glowing digital interface. The interface features a circular radar-like display with concentric rings and various data points. The background is dark with some blurred lights, suggesting a high-tech or laboratory environment.

Research Results: **How Process, Organization, and Technology Impact IT Automation Maturity**

EMA's Triad for Consulting on Strategic Technology Adoptions



How Automation Can Evolve in Context with Overall IT Maturity

	REACTIVE	ACTIVE	PROACTIVE	DYNAMIC
IT Management Maturity	Infrastructure Management – Responding to alarms	Operational Management – Monitoring infrastructure	Service-Oriented Management – Managing to the service	Business-Driven Management – Managing to the business
IT Automation Maturity	Task Automation – Task-specific, fragmented, few analytics	Use Case Automation – Multi-task, human approved AI/analytics	Integrated IT Automation – Spans IT processes, prescriptive AI/analytics	Transformative Automation – Business outcomes driven by AI/analytics





**Download EMA's
Four-Stage Maturity
Model on the Resolve
Website!**



IT Automation Maturity Factors: Technology

- Breadth of use case-specific automation technologies
- Growth of unifying or cross-use case technologies
- Level of AIOps and IT analytics deployments
- Level of integration across automation technologies
- Level of analytics-automation integrations
- Number of integrations with other toolsets more generally
- Level at which analytics is driving automation more prescriptively

IT Automation Maturity Factors: Process

- Documentation of manual processes
- Breadth and depth of best practices supported
- Level of digital transformation underway
- Coupling of digital transformation with automation
- Breadth of technical metrics
- Breadth of business metrics

IT Automation Maturity Factors: Organization

- Center of excellence formalized as a resource for planning automation
- New team evolution in support of automation adoptions
- Level of executive IT involvement
- Breadth of stakeholders supported across IT
- Breadth of business stakeholders included

Q&A:

**How Do You See
Organizations
Progressing Each of
These Areas?**

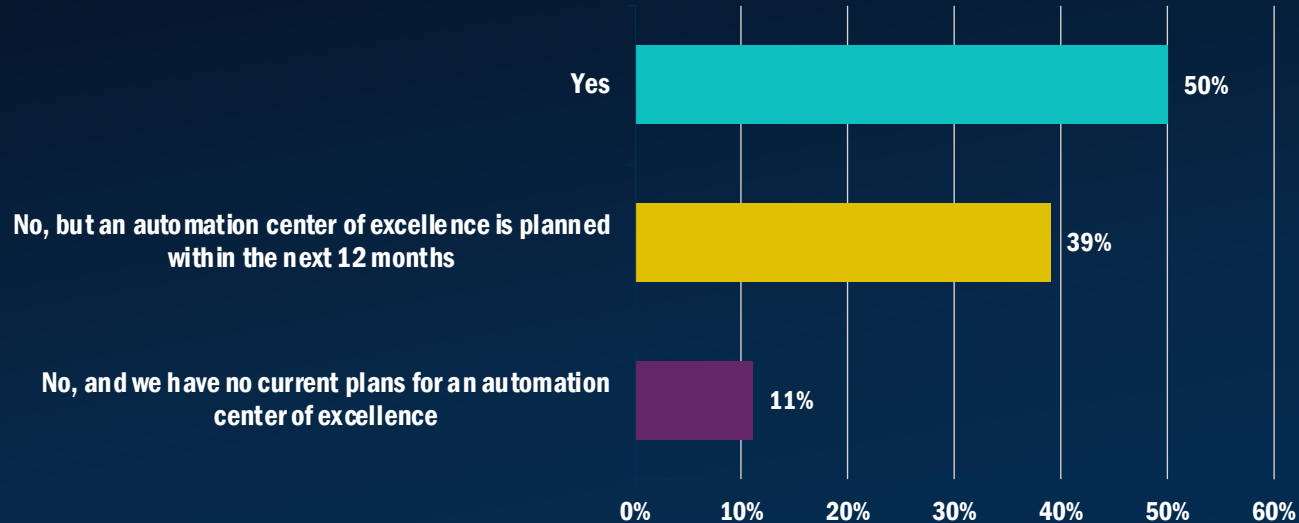


Survey Results:
**The Role of An
Automation Center
of Excellence in
Accelerating Value**



89% of Respondents Had an Automation Center of Excellence in Operation or Planned

Do you currently have an automation center of excellence or an equivalent organization overseeing automation strategies across IT?



Having an IT Automation Center of Excellence Correlated with...

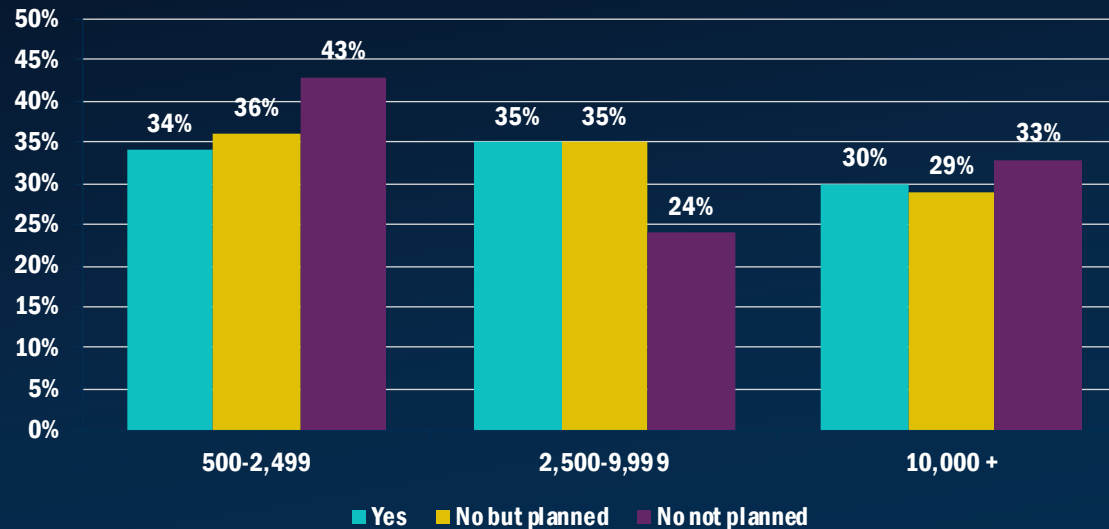
- Higher levels of manual process documentation
- Higher levels of automation across IT processes
- More stakeholders supported by automation
- Higher levels of executive oversight involvement
- A more active interest in best practices
- More progressed levels of AIOps/IT analytics deployments
- More progressed levels of AIOps/IT analytics integrations
- Higher success rates across all four use cases
- A more unified approach to automation across use cases

Creating an Automation Center of Excellence was a Priority for IT Organizations of All Sizes

How many employees are in your company worldwide?

By

Do you currently have an automation center of excellence or an equivalent organization overseeing automation strategies across IT?



A woman with long dark hair is looking down at a tablet she is holding. The background is dark and out of focus, with some warm, glowing bokeh lights. Overlaid on the image are several semi-transparent, futuristic digital elements: concentric circles, radial lines, and rectangular patterns, resembling a heads-up display or a futuristic interface. The overall color palette is dark blue and black, with some warm yellow and orange highlights from the bokeh lights.

Q&A:

**How are Organizations
Creating Successful
Automation CoEs?**

Recommendations for Success

The background is a deep blue gradient. It features several abstract digital elements: a large, faint circular pattern resembling a radar or a data interface in the upper half; a series of glowing, curved lines of binary code (0s and 1s) that create a sense of depth and movement in the lower half; and various geometric shapes like rectangles and lines scattered throughout, suggesting a high-tech or data-driven environment.

EMA's 10 Steps for Enabling More Effective & Efficient IT Automation

- 1. Document and optimize your manual processes first.**
- 2. Pay attention to best practices.**
- 3. Prioritize based on use case and need.**
- 4. Establish an IT automation center of excellence.**
- 5. Establish both technical and business metrics to assess your progress, in terms of present and future objectives.**
- 6. Invest in technologies based on a solid evaluation and what's most relevant to you at each stage as you evolve.**

- 7. Understand who your stakeholders are in your current environment and who they might need to be going forward.**
- 8. Seek IT executive involvement, if it's not already there, as IT executive leadership is critical in promoting more transformative ways of working.**
- 9. Socialize and communicate as you evolve, each step of the way.**
- 10. Integrate your automation investments with AIOps and other analytics as you evolve from leveraging analytics as a reference point to actually having analytics drive your automated processes prescriptively.**



Q&A + Next Steps

- Send us your questions
- Request a 1:1 demo on our website
- Download EMA's Data-Driven IT Automation Report
- Download EMA's Four Stage IT Automation Maturity Model
- Explore more automation resources on the Resolve website!



RESOLVE 

Thank You!