

# IT Automation Trends



Summary Results | July 2021



# EXECUTIVE OVERVIEW

## SURVEY SUMMARY:

Between April and June 2021, Gatepoint Research invited selected executives to participate in a survey about *IT Automation Trends*. Candidates were invited via email, and 125 executives have participated to date.

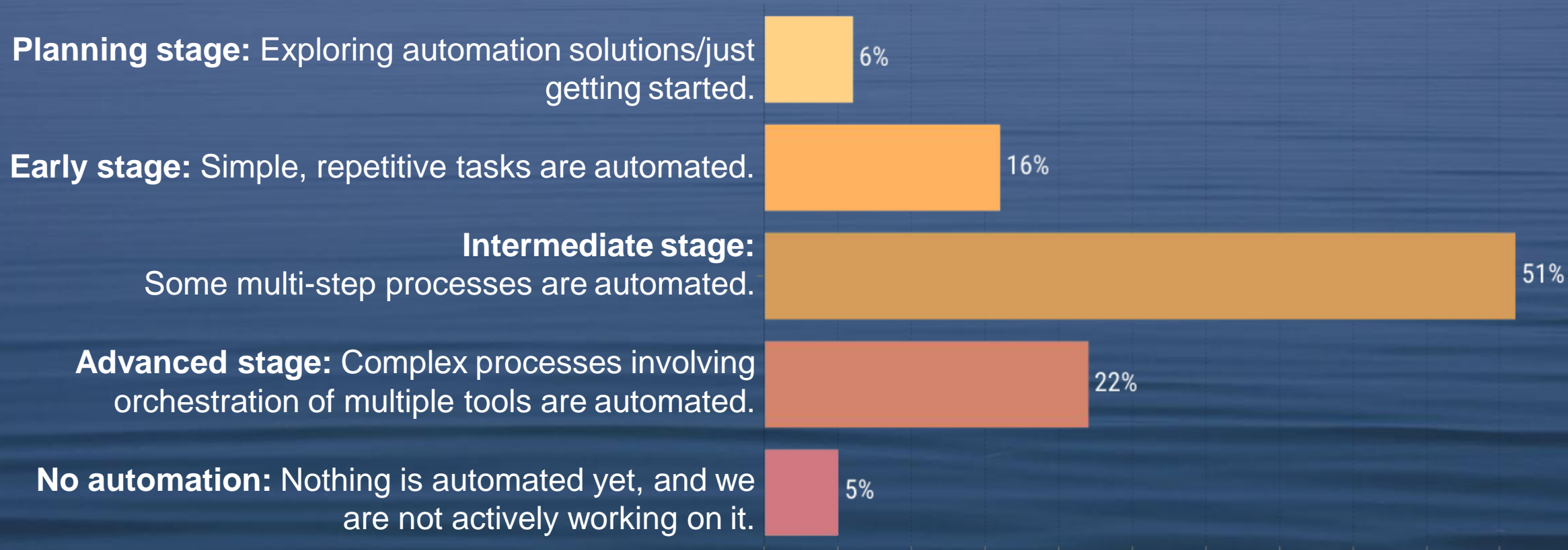
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Demand on IT infrastructures has grown astronomically, and with growth comes an epic increase in complexity. Manual analysis of the data, let alone events and alarms, is nearing the impossible. Routine tasks consume skilled labor hours that could be spent more valuably. What are IT organizations doing to increase automation of their operations?

This survey asks respondents to report to what degree IT operations are automated now, whether automation will solve the challenges they face, and if they are planning to implement or increase automation technologies.

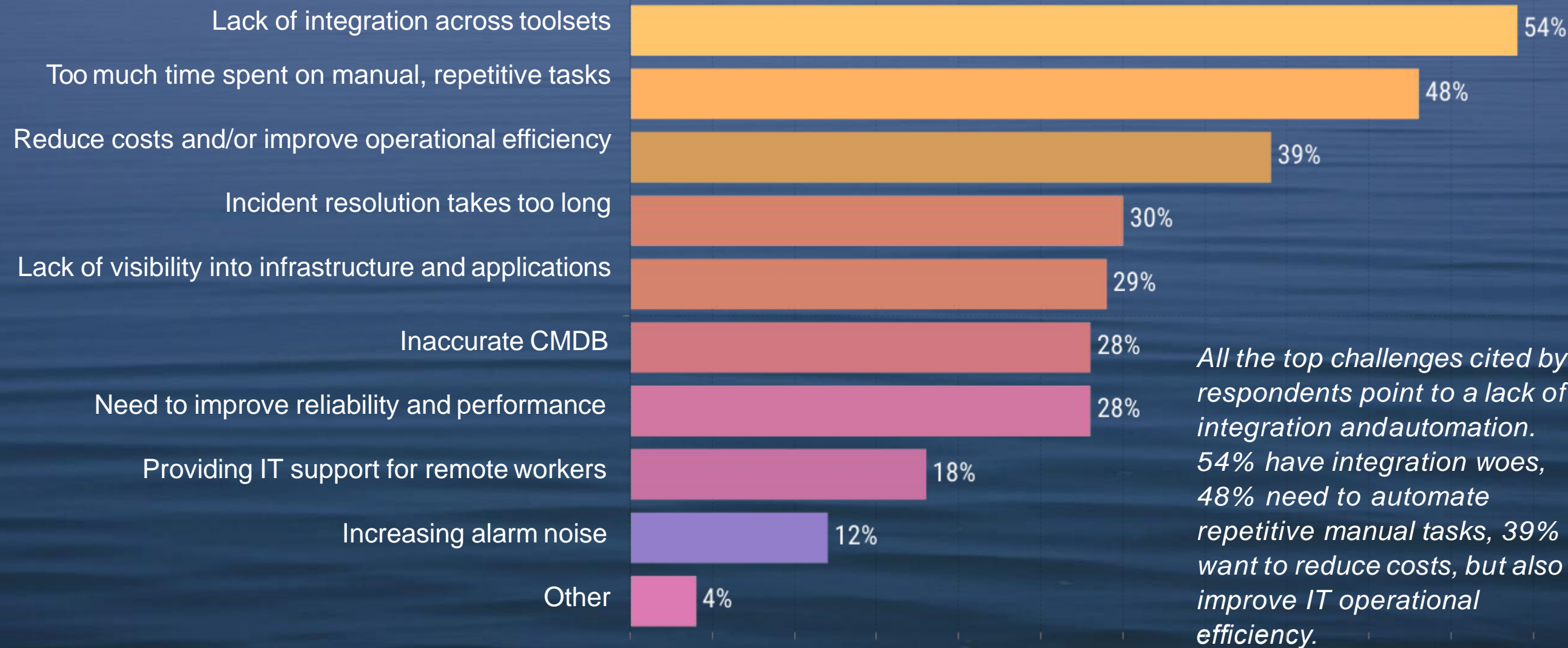


# What's the current level of automation in your IT environment?

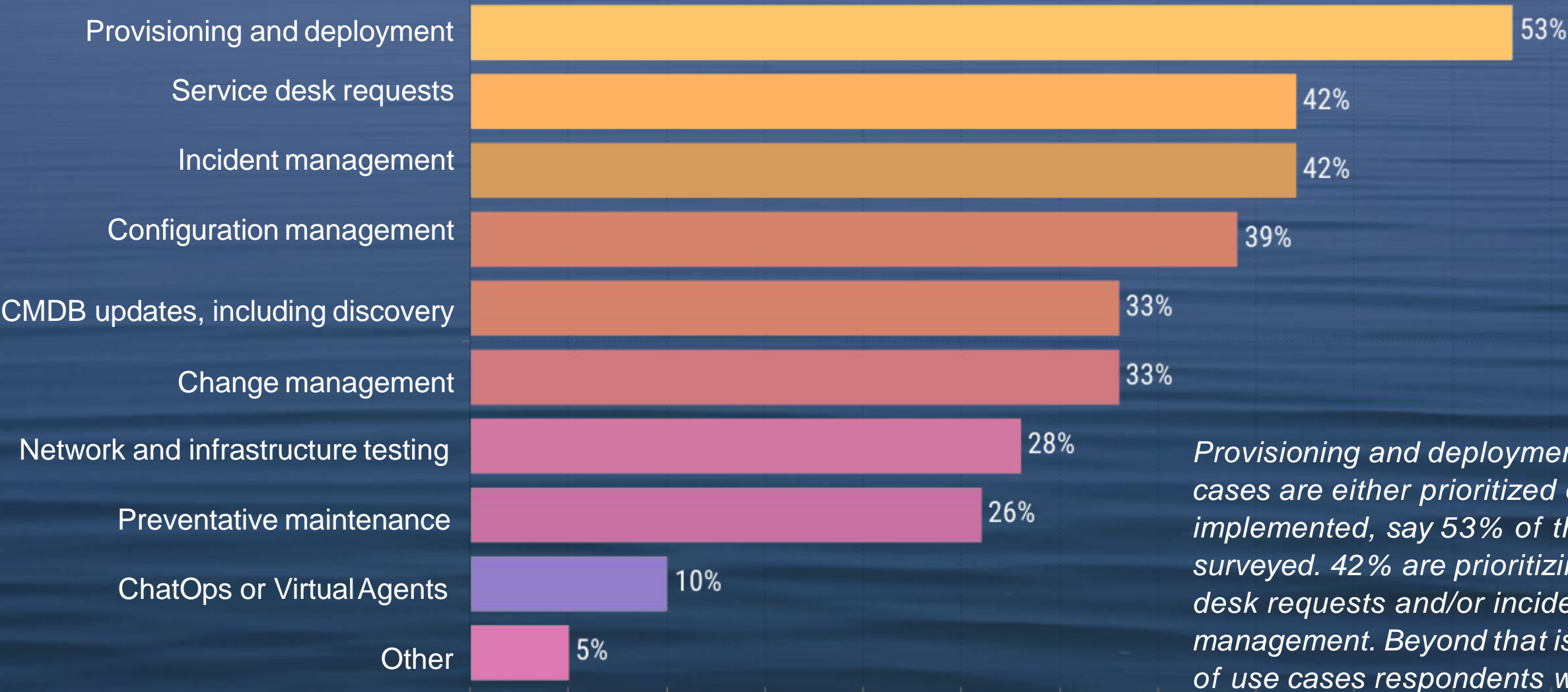


*The highest number of respondents say they are in the "intermediate stage" of automating their IT environment, with some multi-step processes automated. 22% report they are in the "advanced stage" of automating with complex processes while the rest (27%) are either in early stages or have no active automation initiative at all.*

# Which of these IT challenges are you currently facing?



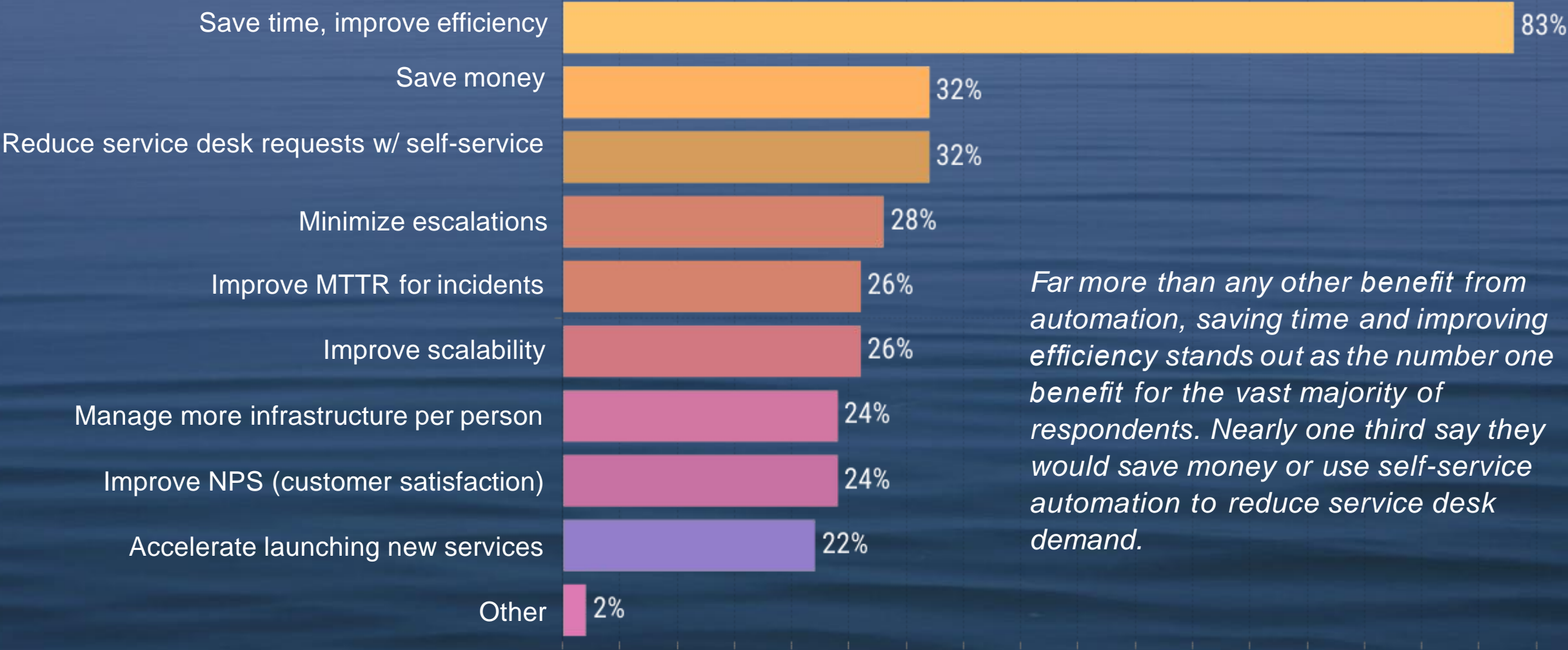
# Which automation use cases have you prioritized or implemented?



*Provisioning and deployment use cases are either prioritized or implemented, say 53% of those surveyed. 42% are prioritizing service desk requests and/or incident management. Beyond that is a long list of use cases respondents wish to automate.*

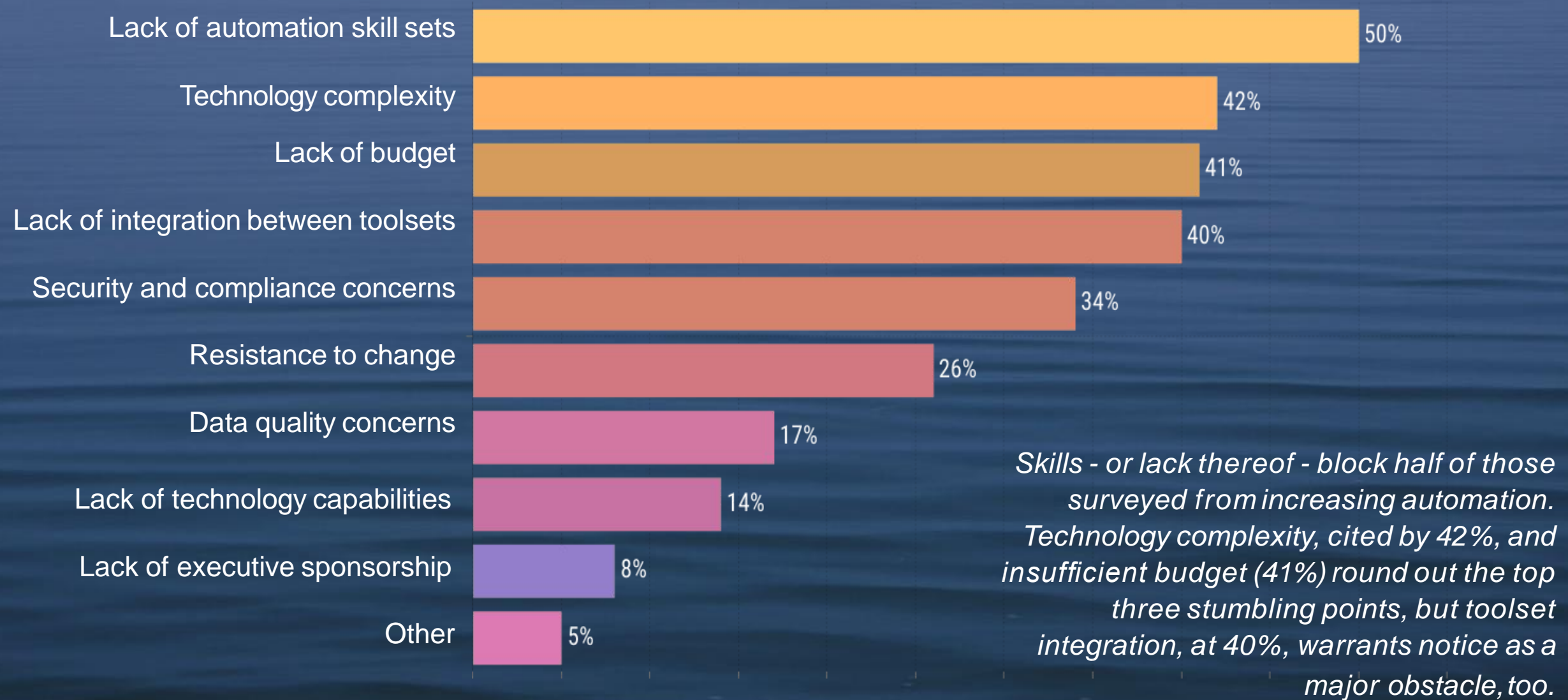


# What are the top three benefits you expect to achieve with automation?

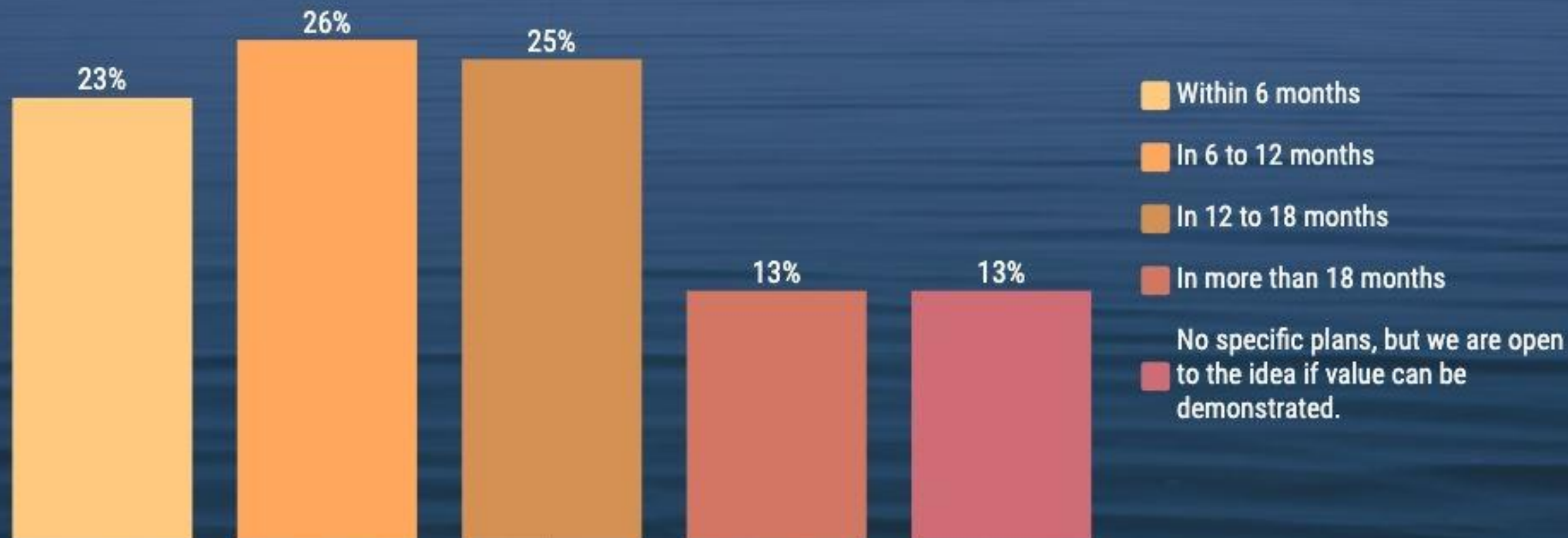


*Far more than any other benefit from automation, saving time and improving efficiency stands out as the number one benefit for the vast majority of respondents. Nearly one third say they would save money or use self-service automation to reduce service desk demand.*

# What are your top three obstacles to implementing or scaling automation?



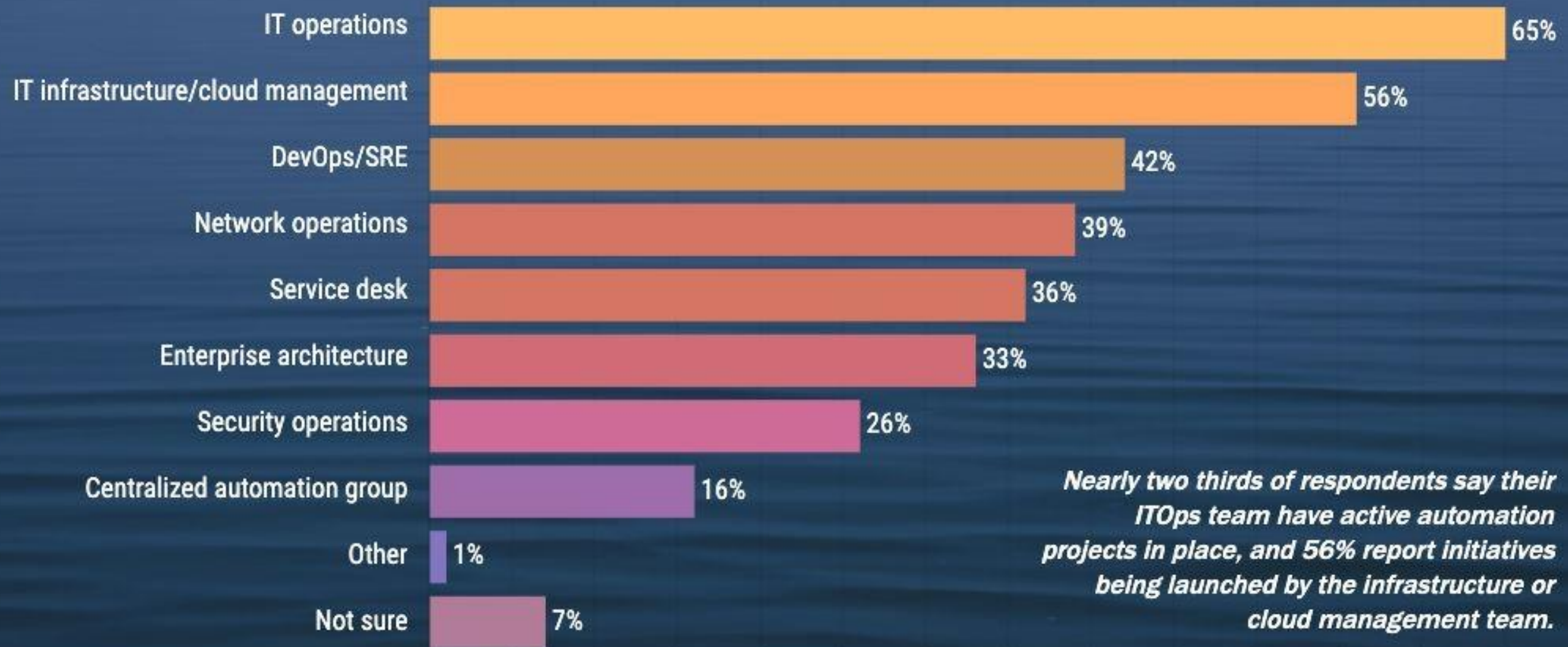
# When do you plan to implement additional automation technologies?



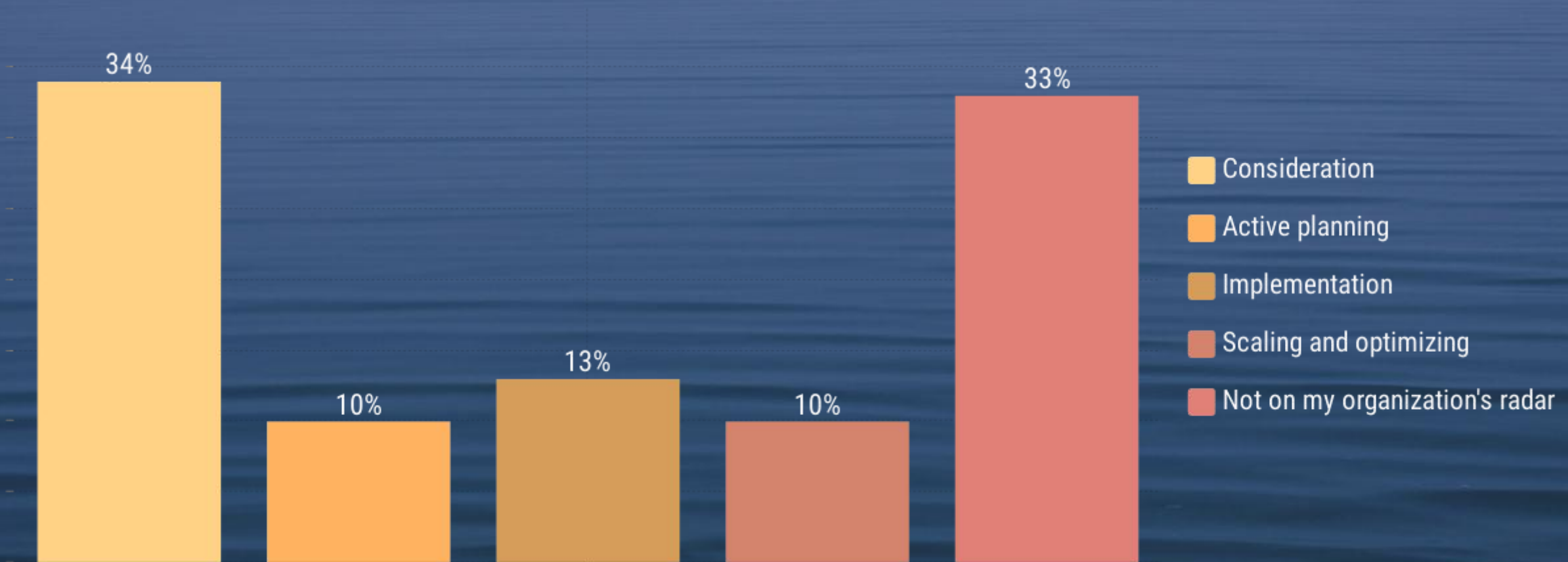
*74% of survey respondents will be implementing automation technology within the next year and a half.*



# Which groups have active IT automation initiatives in your organization?



# Where are you in the process of developing an Automation Center of Excellence?



*Fully two thirds of respondents are considering or are in some stage of creating an Automation Center of Excellence to achieve specific benefits and goals of their organization.*



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