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+

**T4S**  
partners

WELCOME TO OUR WEBCAST

QUANTIFY & COMMUNICATE AUTOMATION ROI!

# Build Your Automation KPI Dashboard



# Today's Agenda

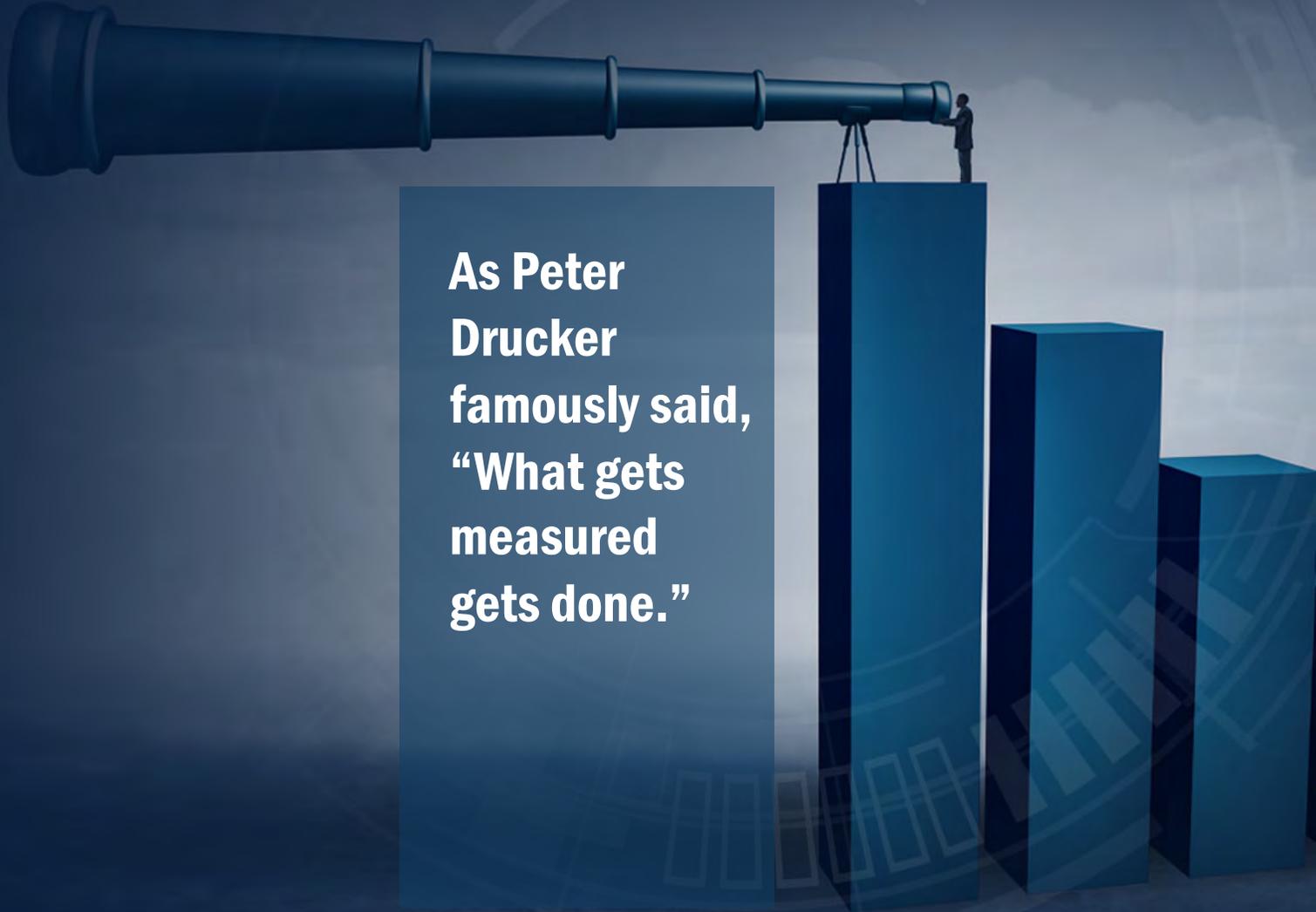
- Why bother tracking automation KPIs?
- Selecting the right KPIs for your IT organization
- Key metrics to consider tracking and why
- Methodologies for calculating KPIs and ROI
- Examples of real-world automation KPI dashboards
- Tips and processes to help you build your own dashboards
- Continuous evaluation to ensure you are measuring what matters
- Leveraging KPIs to identify the best automation candidates to target for development
- How to achieve “hockey stick” growth in your automation ROI

# What is a KPI?

Key Performance Indicators (KPIs) are the critical (key) indicators of progress toward an intended result. KPIs provides a focus for strategic and operational improvement, create an analytical basis for decision making and help focus attention on what matters most.

From KPI.org

**KPIs are Quantitative —  
NOT Qualitative.**



**As Peter Drucker famously said, “What gets measured gets done.”**

# What Can You Do with Your Automation KPIs?

C-Suite Focus

- Build a business case for scaling automation
- Secure cross-functional support and executive sponsorship
- Secure funding for automation investments

Practitioner Focus

- Promote successes internally to drive a culture of automation
- Evaluate potential automation candidates based on ROI (man hours, cost savings, etc.)
- Uncover new opportunities for consolidation



# How to Measure What You Measure

- How do you define the metric and determine if it's the right thing to track?
- What should you consider tracking and why?
- Why are you going to measure for a specific KPI?
- How are you going to measure it?





## Hard Metrics

- Cost savings
- Ticket duration
- Uptime
- Service request completion
- Man hours

## Soft Metrics

- Cost avoidance
- Ticket avoidance
- Customer satisfaction
- Employee satisfaction
- Hiring needs (or lack of)

# Getting Your Baseline Established

- Capturing where you are today is critical, but is also a common challenge
- Establishing a baseline tells you:
  - If you are improving [delivery, costs, speed....] with automation
  - Provides valuable clues into you what you should be automating
- Don't overcomplicate out of the gates – find a reasonable starting point like capturing current ticket duration by ticket class



# Key Metrics & How to Track Them

# Operational & Strategic KPIs

- Total manhours saved over X amount of time
- Total costs saved over X amount of time
- Mean time to resolution (MTTR) – and MTTA, MTTI, and MTTD
- Availability of apps and infrastructure
- Cost per ticket
- Escalations
- Incidents processed by automation
- Service requests processed by automation
- Time duration to complete tickets
- Time duration to implement new services
- Call volumes over time
- Infrastructure under management per person
- Cost avoidance
- Ticket avoidance
- Customer satisfaction
- Employee satisfaction
- Impact on innovation



# Unpacking an Example KPI: Total Manhours Saved

## WHAT

Total hours saved over X amount of time by replacing human effort with automation

## WHY

Measures time saved which directly equates to IT cost structure, hiring projects, planning, scoping, infrastructure under management per person, and more

## WHEN

Used for both proactive and reactive use cases, including health checks, preventative maintenance, incident resolution, service requests, and beyond

## HOW

Track the time required to complete the process manually and compared to post-automation, multiply times the number of executions



# Unpacking an Example KPI: Total Cost Savings

## WHAT

Total costs saved over X amount of time -- by replacing human effort with automation, optimizing infrastructure, meeting SLAs and OLAs, etc.

## WHY

Directly tied to P&L and overall cost structure – whether savings comes from SLA cost avoidance, human resources, infrastructure savings, etc.

## WHEN

Applies to all automation use cases

## HOW

Varies based on where the cost savings comes from... see our example!

# Automation Health KPIs

- Total automations executed in X amount of time
- Total automations built in X amount of time
- Total automations available over X amount of time
- Total number of automations requested, built, and completed
- Success vs failed automation executions
- Non-KPIs, but interesting to track:
  - Most frequently used automations
  - Automations by area/use case

# Example Formula

$$((NR (TR * HS)) * F) + (CA * V) + (IS * V) = TCS$$

Number of Resources

Type of Resource

Hours Saved

Frequency

Cost Avoidance

Volume

Infrastructure Savings

Volume

Total Cost Savings



# Examples of How Our Customers Quantify Value



**\$15M+**

SAVED **ANNUALLY** IN  
IT OPERATIONS COSTS



**750K**

MAN-HOURS SAVED  
**EVERY YEAR**



**40,000**

MAN HOURS SAVED  
**EVERY YEAR**



**99%**

**FASTER** RESOLUTIONS



**600K**

INCIDENTS PROCESSED  
**EVERY DAY**



**\$1.2M**

SAVED ANNUALLY +  
**30% FEWER CALLS**



# Real-World Dashboards

# Customer Dashboard Example

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## Automation Hub

- Dashboard 2
- Automation ROI
- Automation Health
- Automation Library
- Requests 8

Quarterly Targets

In Progress 70%

Released 45%

Last 24 Hours:



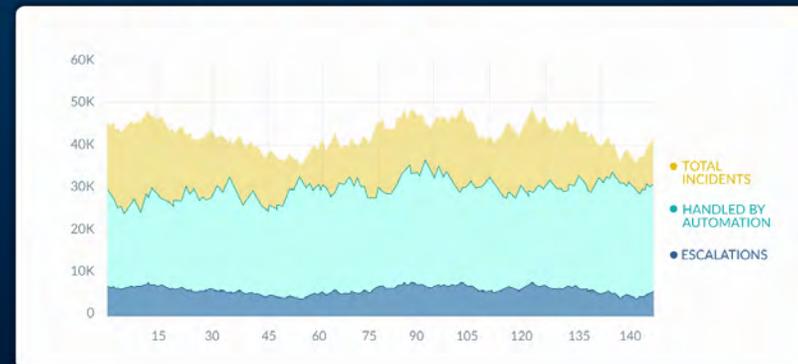
Actual Hours Saved:



Actual vs Potential Hours Saved:



Incident Management Volumes:



# Customer Dashboard Example

Last 24 Hours:

 **2,467**  
Automated Jobs Processed  
[View Details >](#)

 **324**  
Hours Saved Last 24 Hours  
[View Details >](#)

 **43**  
Service Requests Handled via ChatOps + Automation  
[View Details >](#)

# Customer Dashboard Example

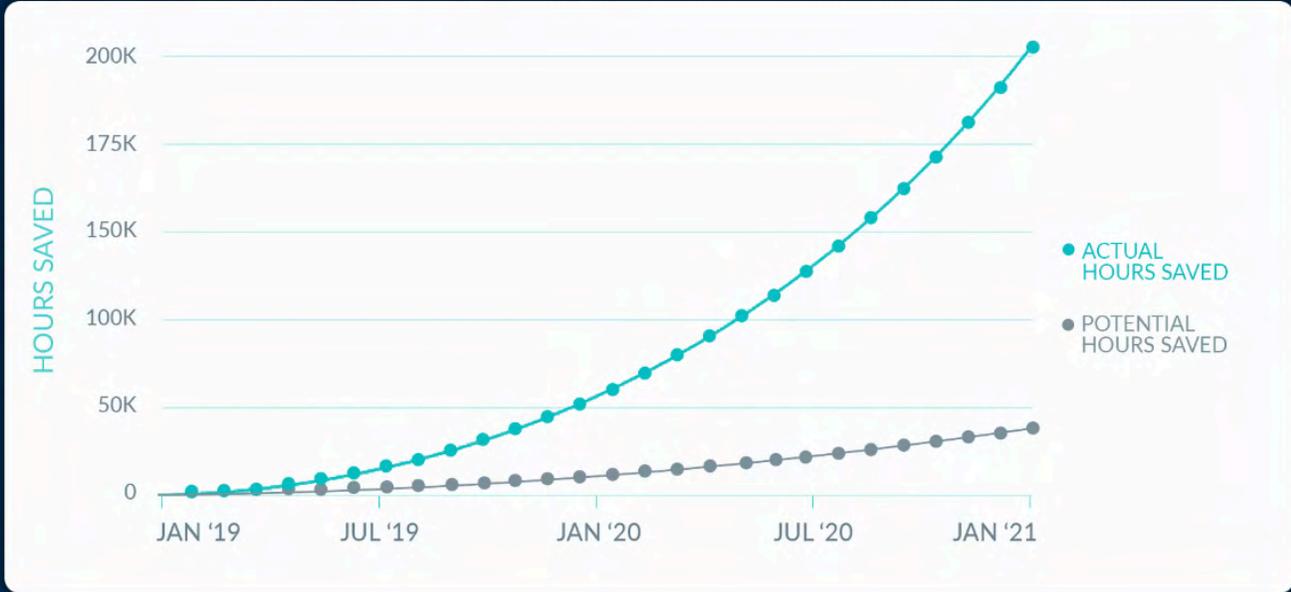
Actual Hours Saved:

**205,189**  
Hours Saved Since Launch  
[View Details >](#)

**102,288**  
Hours Saved Rolling 12 Mo.  
[View Details >](#)

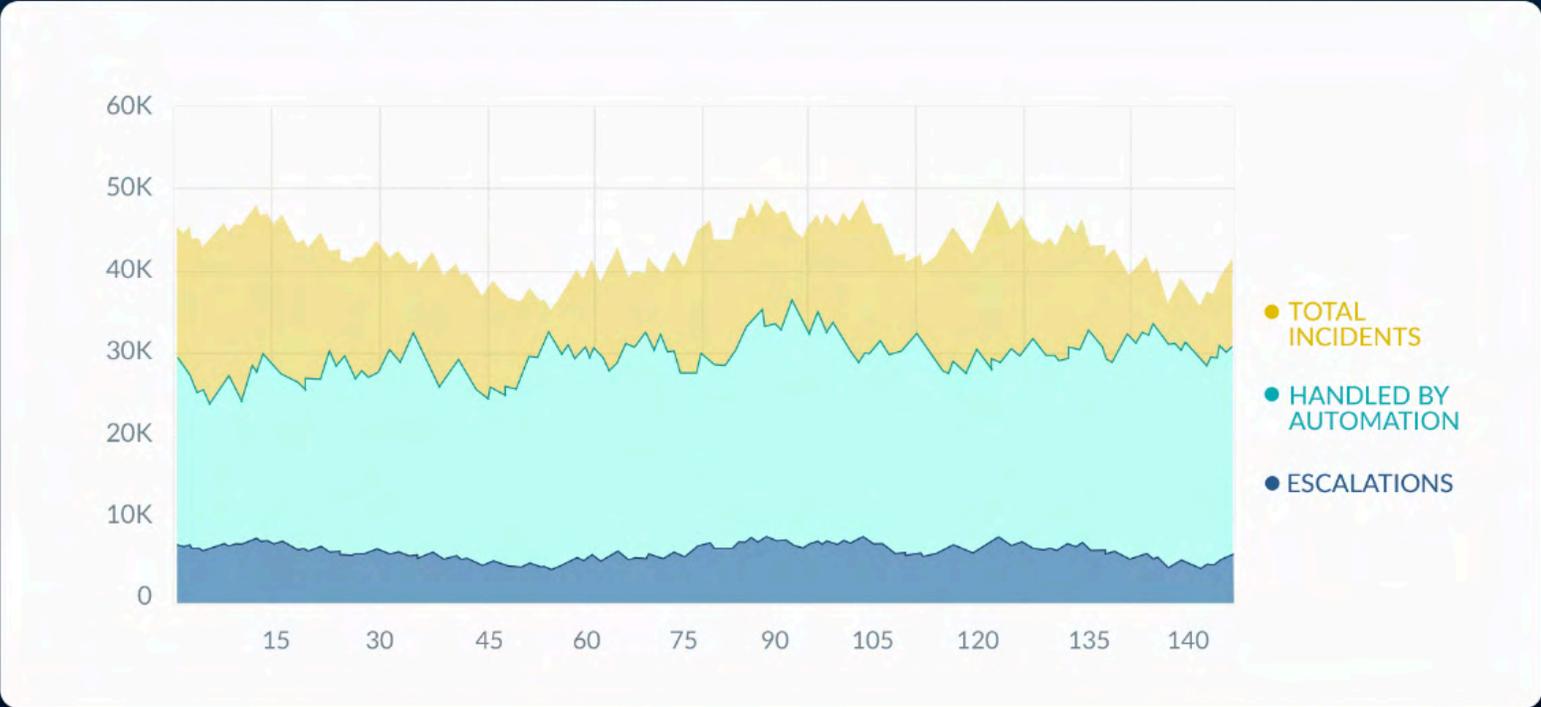
**22,144**  
Hours Saved Year to Date  
[View Details >](#)

Actual vs Potential Hours Saved:



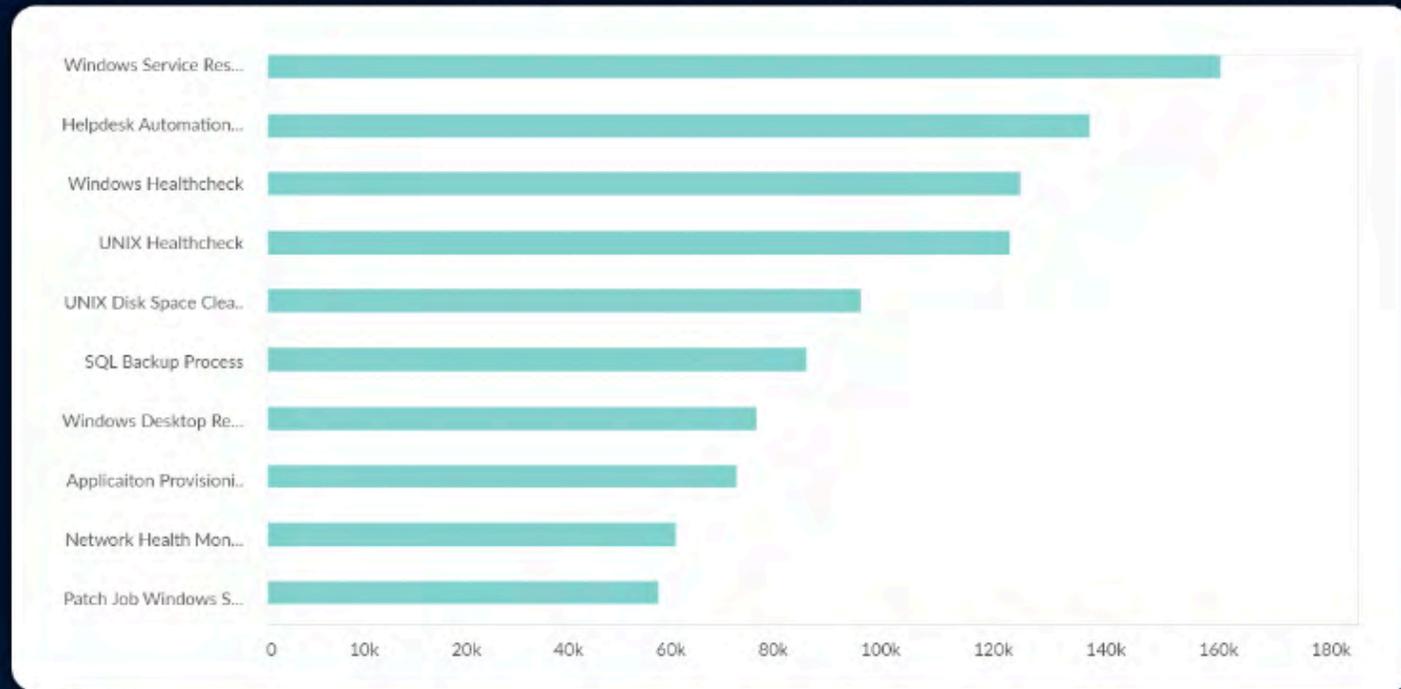
# Customer Dashboard Example

Incident Management Volumes:



# Customer Dashboard Example

## Top 10 Most Active Automations:



# Customer Dashboard Example

## Automation Initiatives:

AREA OF OPERATION	NUMBER OF INITIATIVES	RUNNING IN PROD	POTENTIAL SAVINGS HOURS / YEAR	ACTUAL SAVINGS HOURS / YEAR
Application Operations	287	189	175,345	87,650
Server Operations	167	98	149,020	47,559
Service Desk Operations	89	67	48,051	17,309
Network Operations	52	34	42,574	14,211
Database Operations	26	13	7,424	22,471

« 1 2 3 4 5 »

**Q&A:**

**What are some tips  
and best practices  
for building your own  
dashboards?**

**Q&A:**

**How do you select the right metrics for your organization?**

# Continuous Service Improvement

- Continuous Service Improvement (CSI) is a key ITIL process that is often neglected, unfortunately
  - Process KPIs are critical to quantifying the value of a given process
  - Process KPIs are important in driving improvement of a given process
  - Establishing a baseline of multiple processes can identify the greatest area for improvement
  - KPIs should not be used to drive behavior
  - When evaluating a process, several KPIs should be used to provide a more complete picture

# Determining best candidates to target for automation

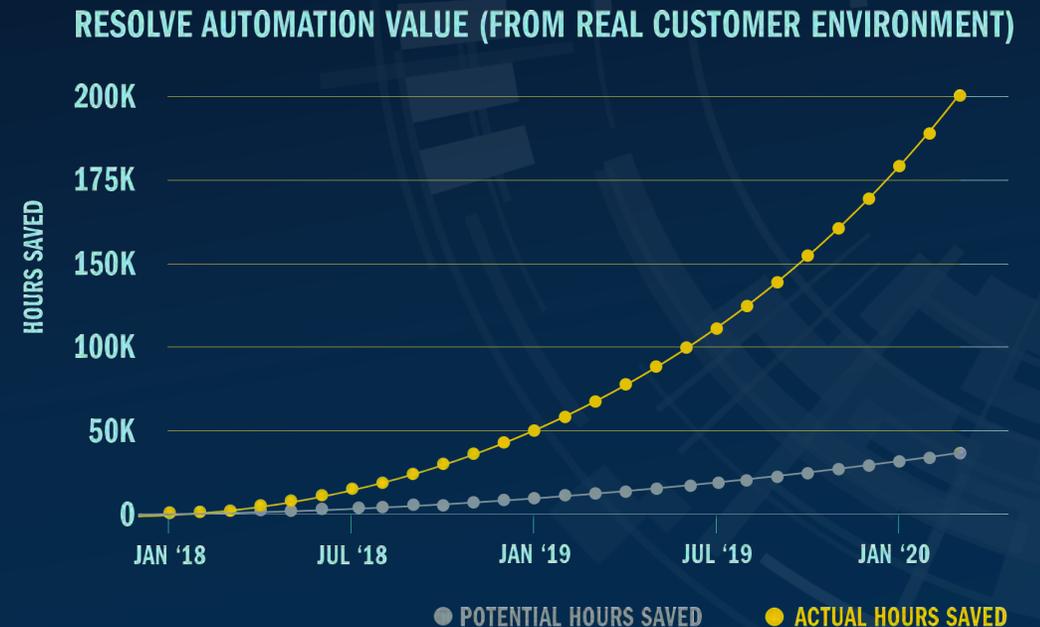
- Leverage a data-driven approach using hard metrics, for example:
  - How many hours or dollars have similar automations saved?
  - What was the business impact of automating similar processes?
  - How frequently is the process leveraged?
  - How much time is required to complete the process manually?
  - What is the business impact if the service involved fails?
- What about soft metrics, for example:
  - Will this improve employee satisfaction?
  - Will it improve customer experience?

## Hone your scoping skills:

- Deconstruct the process.
- How many building blocks already exist?
- How difficult is it to build the others?
- If you build the new blocks, can you repurpose them for other processes?

# How to achieve “hockey stick” growth in your automation ROI

- Create a library of automation building blocks that can be leveraged by non-developers
- Crowdsource automation candidates
- Evaluate effort vs reward for each candidate, including the ability to repurpose building blocks
- Prioritize your automation candidates accordingly
- Track your KPIs consistently
- Share your successes across the organization in town halls, newsletters, and internal portals



# Q&A + Next Steps

- Request a 1:1 demo with Resolve
- Meet with the T4S Partners Team
- Sign up for Resolve's next webcast on March 18<sup>th</sup> at 11am ET
- Explore more automation and AIOps resources on our websites



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**Thank You!**