Why Enterprise Automation Matters

Aidan Beeson
Enterprise Automation Sales Specialist
What is Enterprise Automation?

Enterprise Automation refers to the use of technology to automate and streamline business processes within an organization, reducing manual labor and improving efficiency, accuracy, and speed. It can encompass a wide range of activities, such as data processing, workflow management, and communication between systems and departments. The goal of enterprise automation is to enhance productivity, reduce costs, and improve overall organizational performance.
Automation is Everywhere

- Robotics
- Patching / Updating
- Transport
- Networking
- Security
- Business Processes
- Issue Resolution
- Testing
- Manufacturing
- Logistics
- Infrastructure & Application Deployment
A Harvard Business Review Analytic Services survey of 338 business executives worldwide found:

80% of business leaders say adopting IT automation is "extremely important" or "very important" to the future success of their organisation.

Source:
Taking the Lead on IT Automation: IT Leaders as Evangelists for Their Automation Strategies Harvard Business Review Pulse Survey, November 2021
Some of these tasks have been automated for decades or more. For any one of these tasks, however, only one in five respondents says the process is entirely automated.

Harvard Business Review Pulse Survey
November 2021

Most I&O leaders want automation to improve I&O services and processes... yet, only 1 out of 5 I&O leaders’ automation initiative performance exceeds expectations.

Gartner: Accelerate I&O Automation Success
20 October 2022
Businesses know what they want to achieve

Top Automation Drivers

**Business Leaders**

- 75% - Increased Efficiency
- 63% - Reducing Operational Costs
- 53% - Improving Customer Experience
- 48% - Improving Agility / Flexibility

**Infrastructure & Operations**

- 43% - Security / Compliance
- 39% - Quality
- 34% - Speed
- 33% - Productivity
- 32% - Efficiency

Source:
Taking the Lead on IT Automation: IT Leaders as Evangelists for Their Automation Strategies
Harvard Business Review Pulse Survey, November 2021

Source:
Gartner: 4 Actions to Accelerate I&O Automation Success
Published 20 October 2022
What’s Going Wrong?

➔ Business Leaders say automation is very important.

➔ Business Leaders and Technical Teams know what benefits they want from automation.

➔ Yet automation is not meeting the expectations of either.
Accelerating Enterprise Automation Success

Gartner: Four actions to successfully deliver value:

- **Target Business Value**
  - Identify Opportunities (+21%)
  - Secure Stakeholder Support
  - Understand and Inform

- **Build Automation from the Bottom Up**
  - Leverage Internal Experts (+24%)
  - Encourage Bottom-up Growth
  - Empower Local Teams

- **Connect Discrete Initiatives Together**
  - Spread Automation (+24%)
  - Link Automation
  - Fully Automate Workflows

- **Evolve Continuously**
  - Focus on the Future (+21%)
  - Secure Flexible Funding
  - Deploy Self-Healing Automation

Source: Gartner: 4 Actions to Accelerate I&O Automation Success
Published 20 October 2022
Enterprise Automation Strategy

- Align leadership and implementer priorities
- Focus on business benefit, not just technical benefits
- Address on gaps in KPIs and transparency
- Focus on the intersection of security and infrastructure automation
- Automate everything possible!
Situational Awareness

Is the understanding of where you are and what is happening now and, given that information, what is likely to happen (or be required) in the future.
Automation Maturity

Level 1
Aware

Infrastructure Silos
Sketchy Inventories
Heavy Focus on Infra Personas
Sole Emphasis on Compute
Long Provisioning Times
Many Manual Steps
Reactive Monitoring

Level 2
Standardised

Self Service
Automation Coordinated Across Silos
Handles Multiple Personas
Accurate Dynamic Inventories
Minimal Provisioning Times
Applications Provisioning with Infrastructure
Monitoring With Automated Remediation

Level 3
Proactive

Level 4
Institutionalised

Level 5
Optimised

Source: Gartner
Assessing Automation Maturity

Don’t Just Focus on Tech

Level 1: Aware
Level 2: Standardised
Level 3: Proactive
Level 4: Institutionalised
Level 5: Optimised

People: Effort / Toil
Business: Operational Costs
Technology: Manual Processes

People: Productivity
Business: Customer Experience
Technology: Efficiency/Speed/Scale
### Assessing Automation Maturity - Technology

<table>
<thead>
<tr>
<th>Level 1</th>
<th>Level 2</th>
<th>Level 3</th>
<th>Level 4</th>
<th>Level 5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aware</td>
<td>Standardised</td>
<td>Proactive</td>
<td>Institutionalised</td>
<td>Optimised</td>
</tr>
</tbody>
</table>

#### Level 1 - Aware
- Manual Execution
- Artisan Scripts
- Siloed
- Peer reviewed scripts
- Artisan Scripts
- Source Control
- SSO / IDAM

#### Level 2 - Standardised
- Inventory Mgt
- Job Scheduling
- Secrets Management
- Peer reviewed scripts
- Artisan Scripts
- Source Control
- SSO / IDAM

#### Level 3 - Proactive
- Enterprise Support
- Observability
- Automation Platform
- Enterprise RBAC
- Workflows
- External Integrations
- Standardised Tooling
- Automated Testing

#### Level 4 - Institutionalised
- Dependency Control
- High Availability
- Vendor Supported Content
- Centralised Content
- Automation as a Service
- Service Catalogue
- Scaling / Service Mesh
- Security Scanning

#### Level 5 - Optimised
- Self Healing
- Event Driven Automation
- AI/ML Automation
- Edge Automation
- Trusted Supply Chain
- Content Signing
- Security Scanning

- Centralised Content
- Automation as a Service
- Service Catalogue
- Scaling / Service Mesh
- Security Scanning
Assessing Automation Maturity - Business Value

Level 1: Aware
- Personal Focus
- Ad-hoc execution
- Minimal Strategy

Level 2: Standardised
- Team Focus
- Project Based
- Single Silo

Level 3: Proactive
- BU Focus
- Identifying Opportunities
- Some Customer Focus

Level 4: Institutionalised
- Business Value
- Stakeholder Supported
- Accurate Metrics
- Starting ROI Metrics

Level 5: Optimised
- Strategic Value
- Customer Lead
- Customer Focused
- Right Sizing
- AI/ML Powered Metrics

Midterm roadmap
- Data Protection
- Flexible Funding
- Business Wide Adoption

Threat Mitigation
- C-level Support
- Customer Critical
- Frictionless Innovation

Process Governance
- Business Value
- Strategic Focus

Stakeholder Supported
- Business Critical

Identifying Opportunities
- C-level Support

AI/ML Powered Metrics
- Enterprise Automation

Accurate Metrics
- ABX/ML Powered Metrics

Enterprise Automation
- Focus on Future

Strategic Value
- Customer Lead

Customer Focused
- Customer Critical

Business Critical

Focus on Future
- Customer Critical

Business Critical

Customer Critical

Customer Critical

Customer Critical

Customer Critical

Customer Critical
Assessing Automation Maturity - People & Processes

Level 1: Aware
- Individuals
- Siloed Teams
- Limited Accountability
- Undocumented
- Reactionary
- No Accountability
- No Trust
- Manual

Level 2: Standardised
- Siloed Teams
- Limited Accountability
- Limited Documentation
- Team Trust
- Targeted

Level 3: Proactive
- Staff Retention
- Stakeholder Support
- Identifying Opportunities
- Efficient
- Standardisation
- Skills Gap Reduced

Level 4: Institutionalised
- Leadership Champions
- End to End Automation
- Empowered Teams
- 3rd Party Collaboration
- Standardised Onboarding
- Automation First
- Automation Community
- Self Healing
- Understand & Inform
- Cross Team Collaboration
- Minimal Skills Gap

Level 5: Optimised
- Automated Documentation
- End to End Automation
- Empowered Teams
- 3rd Party Collaboration
- Standardised Onboarding
- Automation First
- Automation Community
- Self Healing
- Understand & Inform
- Cross Team Collaboration
- Minimal Skills Gap
What do we now know?

**Key Takeaways**

- An enterprise wide automation strategy drives business effectiveness.
- Knowing our automation maturity enables future goals to be set & a roadmap for both business and technical aspects to be defined to meet the strategy.
- Target specific areas to accelerate the success of enterprise automation: linking business, people, processes and technology outcomes.
An automation platform supports and accelerates Enterprise Automation within an organisation
Key features of an Enterprise Automation Platform

Enterprise Automation Platform

- Connect disparate tools & services
- Orchestration
- Ease of Use (service catalogue / surveys)
- Visibility / Metrics
- Enterprise Support
- Collaboration
- Ease of Adoption
- Evolving Features
- Scalability / Growth
- Security & Stability
Most important feature provided by an Enterprise Automation Platform? CONTROL.
Enterprise Automation

Automation Maturity

Level 1: Aware
Level 2: Standardised
Level 3: Proactive
Level 4: Institutionalised
Level 5: Optimised

Most Customers Are Here

Enterprise Automation Platform

Enterprise Automation Strategy
So, why does Enterprise Automation Matter?

Enterprise automation matters because it helps organizations to improve efficiency, increase productivity, reduce costs, and enhance the accuracy and consistency of processes. Automating repetitive tasks frees up employees’ time to focus on higher-value work, and reduces the risk of human error. It also allows for scalability and faster decision-making.

Ultimately, enterprise automation helps organizations to remain competitive in an ever-evolving business landscape.
Still to come...

11:30  Enterprise Automation - Challenge accepted!
13:00  Stranger Things - Automation beyond servers
13:30  Hyper-Automation: The IT-enabler addressing climate change
Thank you

linkedin.com/company/red-hat
facebook.com/redhatinc
youtube.com/user/RedHatVideos
twitter.com/RedHat