

### Red Hat Summit

## Connect



# Why Enterprise Automation Matters

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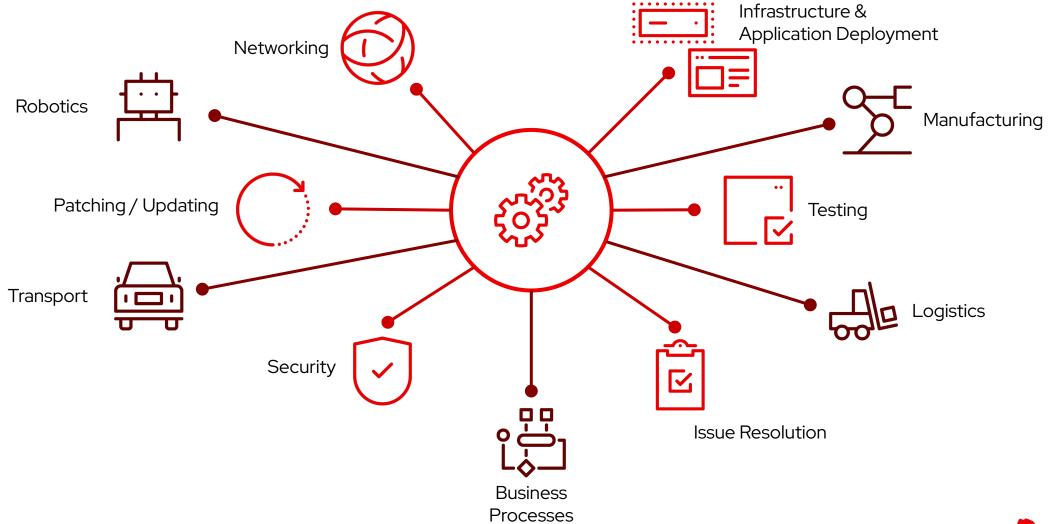


What is Enterprise Automation?



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.







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.





#### Automation: Expectation vs Reality

#### Infrastructure & Operations:

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

#### Leadership:

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



#### **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



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# 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:



+21%

#### **Target Business Value**

- Identify Opportunities
- Secure Stakeholder Support
- Understand and Inform



#### Connect Discrete Initiatives Together

- Spread Automation
- Link Automation
- Fully Automate Workflows



+24%

#### Build Automation from the Bottom Up

- Leverage Internal Experts
- Encourage Bottom-up Growth
- Empower Local Teams



+21%

#### **Evolve Continuously**

- Focus on the Future
- Secure Flexible Funding
- Deploy Self-Healing Automation







#### **Enterprise Automation Strategy**



Align leadership and implementer priorities



Focus on business benefit, not just technical benefits



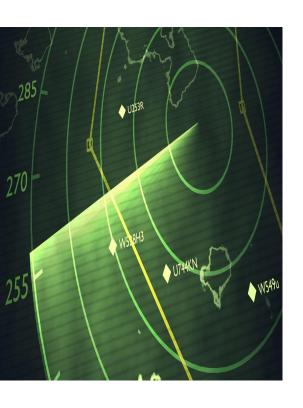
Address on gaps in KPIs and transparency



Focus on the intersection of security and infrastructure automation



Automate everything possible!

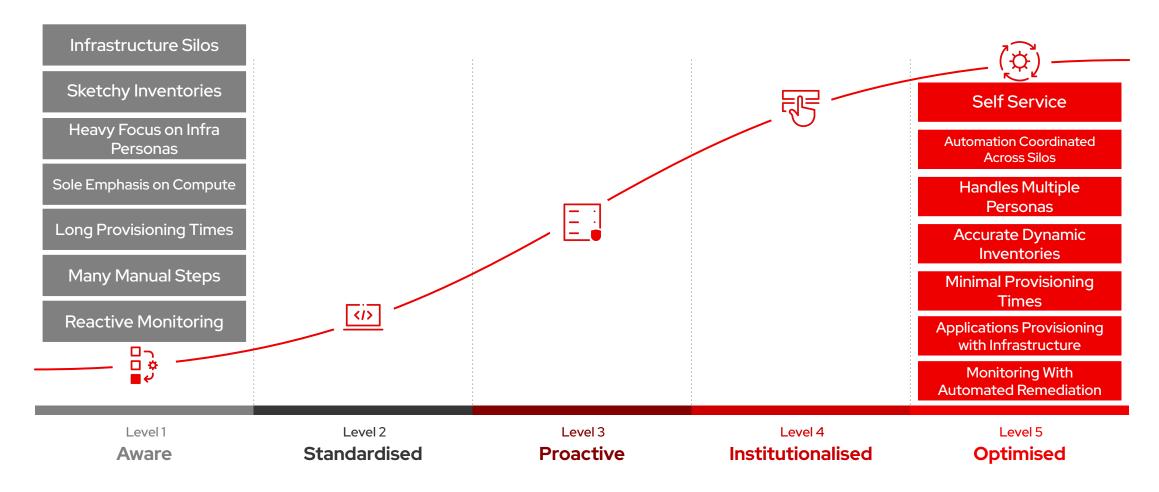


#### **Situational Awareness**

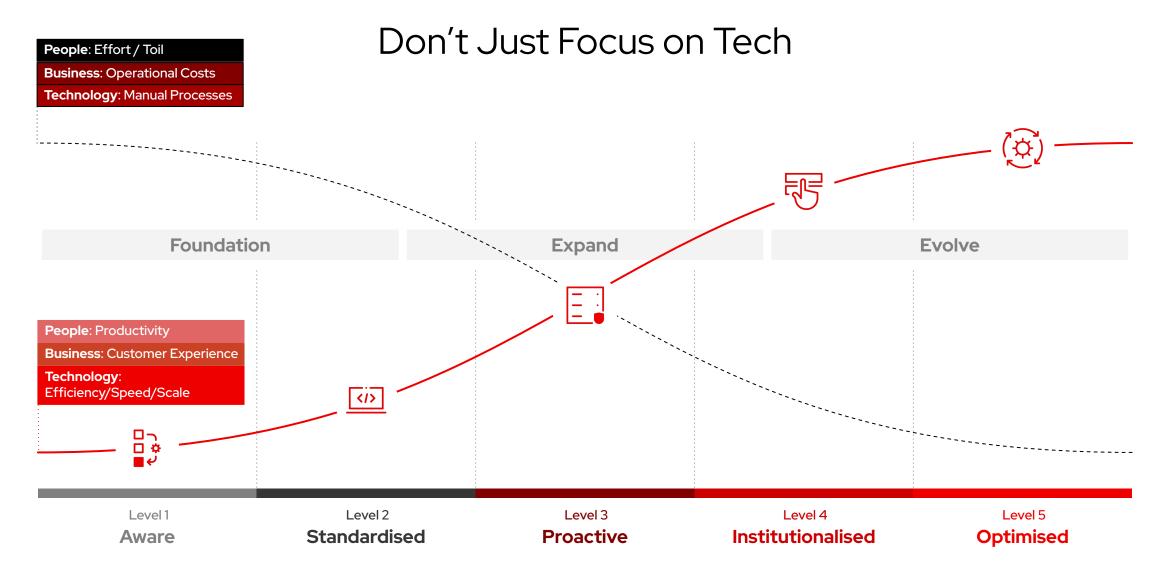
Is the understanding of where you are and what is happening now and, given that information, what is likely to happen (or be required) in the future.



#### **Automation Maturity**









		Enterprise Support		
		Observability	Dependency Control	Self Healing
	Inventory Mgt	Automation Platform	High Availability	Event Driven Automation
	Job Scheduling	Enterprise RBAC	Vendor Supported Content	AI/ML Automation
	Secrets Management	Workflows	Centralised Content	Edge Automation
Manual Execution	SSO / IDAM	External Integrations	Automation as a Service	Trusted Supply Chain
Siloed	Source Control	Standardised Tooling	Service Catalogue	Content Signing
Artisan Scripts	Peer reviewed scripts	Automated Testing	Scaling / Service Mesh	Security Scanning
Level 1  Aware	Level 2 <b>Standardised</b>	Level 3 <b>Proactive</b>	Level 4 Institutionalised	Level 5 <b>Optimised</b>



		Midterm roadmap	Data Protection	
		Threat Mitigation	Flexible Funding	Focus on Future
		Process Governance	Right Sizing	Enterprise Automation
	Ad-hoc execution	Starting ROI Metrics	Business Wide Adoption	Frictionless Innovation
	Short-term roadmap only	Stakeholder Supported	Accurate Metrics	AI/ML Powered Metrics
Minimal Strategy	Project Based	Identifying Opportunities	C-level Support	Business Critical
Single Silo	Considering Metrics	Some Customer Focus	Customer Focused	Customer Lead
Personal Focus	Team Focus	BU Focus	Business Value	Strategic Value
Level 1  Aware	Level 2 <b>Standardised</b>	Level 3 <b>Proactive</b>	Level 4 Institutionalised	Level 5 <b>Optimised</b>



				Automated Documentation
Manual		Staff Retention	Leadership Champions	End to End Automation
No Trust	Team Trust	Stakeholder Support	Empowered Teams	3rd Party Collaboration
Undocumented	Limited Documentation	Identifying Opportunities	Standardised Onboarding	Automation First
Reactionary	Targeted	Efficient	Automation Community	Self Healing
No Accountability	Limited Accountability	Standardisation	Understand & Inform	Supply Chain Security
Individuals	Siloed Teams	Skills Gap Reduced	Cross Team Collaboration	Minimal Skills Gap
Level1  Aware	Level 2 <b>Standardised</b>	Level 3 <b>Proactive</b>	Level 4 Institutionalised	Level 5 <b>Optimised</b>



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



#### **Enterprise Automation Platform**



Connect disparate tools & services



Collaboration



Orchestration



Ease of Adoption



Ease of Use (service catalogue / surveys)



**Evolving Features** 



Visibility / Metrics



Scalability / Growth



**Enterprise Support** 



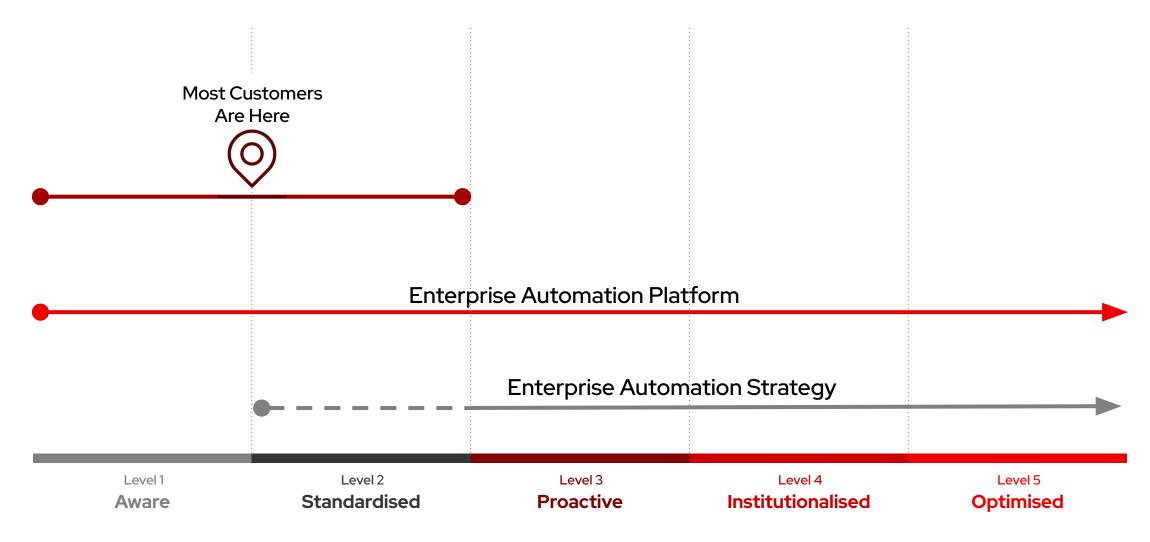
Security & Stability



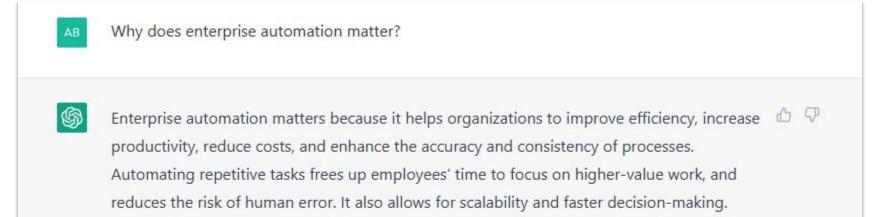
# CONTROL.



#### **Enterprise Automation**







Ultimately, enterprise automation helps organizations to remain competitive in an everevolving 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





#### Connect

# Thank you



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