

SYNTAX IT Group™

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Digital workplace & Automation



Agenda



- **Today's Digital Workplace**
- **Service Management Automation**
- **Use Cases**

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Market Trends



Millennial
Workforce

75%

of the global workforce
could be millennials,
2025¹



Virtual
Assistants

25%

of digital workers will
use virtual employee
assistants daily by 2021²



Digital
Workplaces

67%

increase in productivity,
a 53% increase in employee engagement,
and a 43% increase in revenue by
implementing digital workplaces³

Source:

1. Millennials and the coming war for talent

2. Gartner Predicts 25 Percent of Digital Workers Will Use Virtual Employee Assistants Daily by 2021, 2019

3. The Digital Workplace: A Proactive Step for the Future of Work, 2020



TODAY'S END USERS WANT **SELF-SERVICE**

With Flexibility to work from Anywhere, Anytime, on ANY DEVICE

Needs to perform her job without disruption

Requires access to resources and services on her own, anytime, from anywhere



Maria
End User

Expects the technology at work to match her consumer experience

Wants to be as productive as possible and get back to the work she loves doing



TODAY'S DIGITAL WORKPLACE

WHAT EMPLOYEES WANT

01

Consumer-Like Experiences

02

Faster Service Delivery

03

Increase in Productivity

04

Unified Service Catalog

05

Drag and Drop Workflow Creation





FOR ALL LINES OF BUSINESS

Whether it is IT, HR, Facilities, or Procurement

Needs to complete tasks like employee onboarding quickly and easily

Expected to create a positive employee experience and increase satisfaction

Needs to deliver services specific to her Line of Business without depending on IT

Current processes consist of several uncoordinated manual tasks completed across multiple groups



Eva

Line of Business Leader



DevOps Service Management

ROUTE TO VALUE

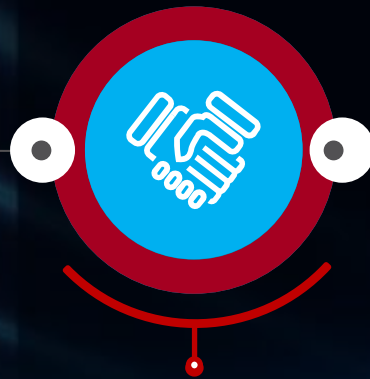
POSITIVE BUSINESS OUTCOMES

INTEGRATE



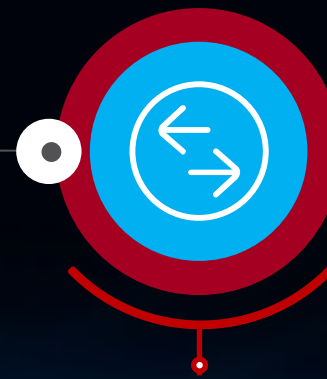
Integrate Incident & Change Management with agile development tools

COLLABORATE



Seamlessly exchange defect and release data between development & operations.

ORCHESTRATE



Automate the coordination and release of new applications through integration with the CI/CD Toolchain

- Improved customer satisfaction
- Faster innovation at high quality
- Cost-efficient and effective resolution of issues with less disruption to development
- Improved coordination across the ecosystem during application releases
- Developers can choose the most effective tools and solutions to meet their needs without impacting production operations
- Reduce compliance risks by end-to-end change visibility
- Reduce time-to-market for new application capabilities



Intelligent End User Interaction

ROUTE TO VALUE

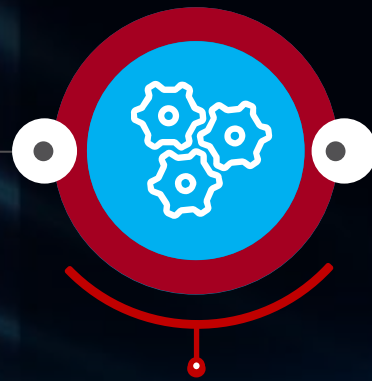
POSITIVE BUSINESS OUTCOMES

PROVIDE



Provide multiple self-service contact channels for employees including notifications, Live Chat and Virtual Agents

INTEGRATE



Streamline Interaction further through integration with corporate collaboration tools

AUTOMATE



Automate the execution of downstream fulfilment processes

- Intuitive, modern user experience interacting with IT
- Omni-Channel experiences give users the ability to access services across channels without having to leave their current application and log into a separate portal
- Speed and efficiency to reduce cost, improve satisfaction, and free up resources for higher priorities



Why Automation?



CANDIDATE CRITERIA FOR SERVICE MANAGEMENT AUTOMATION

- 1 Receive large numbers of requests about similar topics
- 2 Receive requests that require collaboration from multiple departments
- 3 Deal with time-sensitive requests that need to be tracked and managed
- 4 Provide approvals, permissions, procedures and/or next steps
- 5 Run standard reports regularly



What is **IT Process Automation** all about?

Taking common, frequently occurring IT tasks and putting in place automation to remove the need for human interactions.



Reduce Costs



**Improve
Governance**



Lower Risk



Improve Agility



Automation is critical & Usage is growing

Ongoing

48%

Automation is continuous improvement project with no end date

54%

IT leaders point to operational inefficiencies as the catalyst for adopting automation

60%

Use automation to complete between 25 percent and 75 percent of tasks



Service Orchestration & Automation Platforms



ITSM



Business Workflows Automation
IT Process Orchestration



Automation for Servers
Automation for Networks
Automation for Client Devices



Common Use Cases



Event Driven IT Automation

Automate response to, diagnosis & fixing of technical events from monitoring tooling



Closed Loop Change & Config Management

Ensure change process enforced before configuration tools make changes to infrastructure



Service Request Fulfilment

Automate the fulfilment of common end user IT based requests.



E-Bonding

Synchronize incidents, changes and requests across multiple management systems.



EVENT DRIVEN IT AUTOMATION: Use Case Overview

Integrate with monitoring tools to assess events and automate responses to them.

Key use cases

- Monitor event queues and identify known problems.
- Create incidents in service desk with key event information and route to appropriate operations staff.
- Collect additional diagnostics & enrich events
- Execute standardized triage & remediation tasks



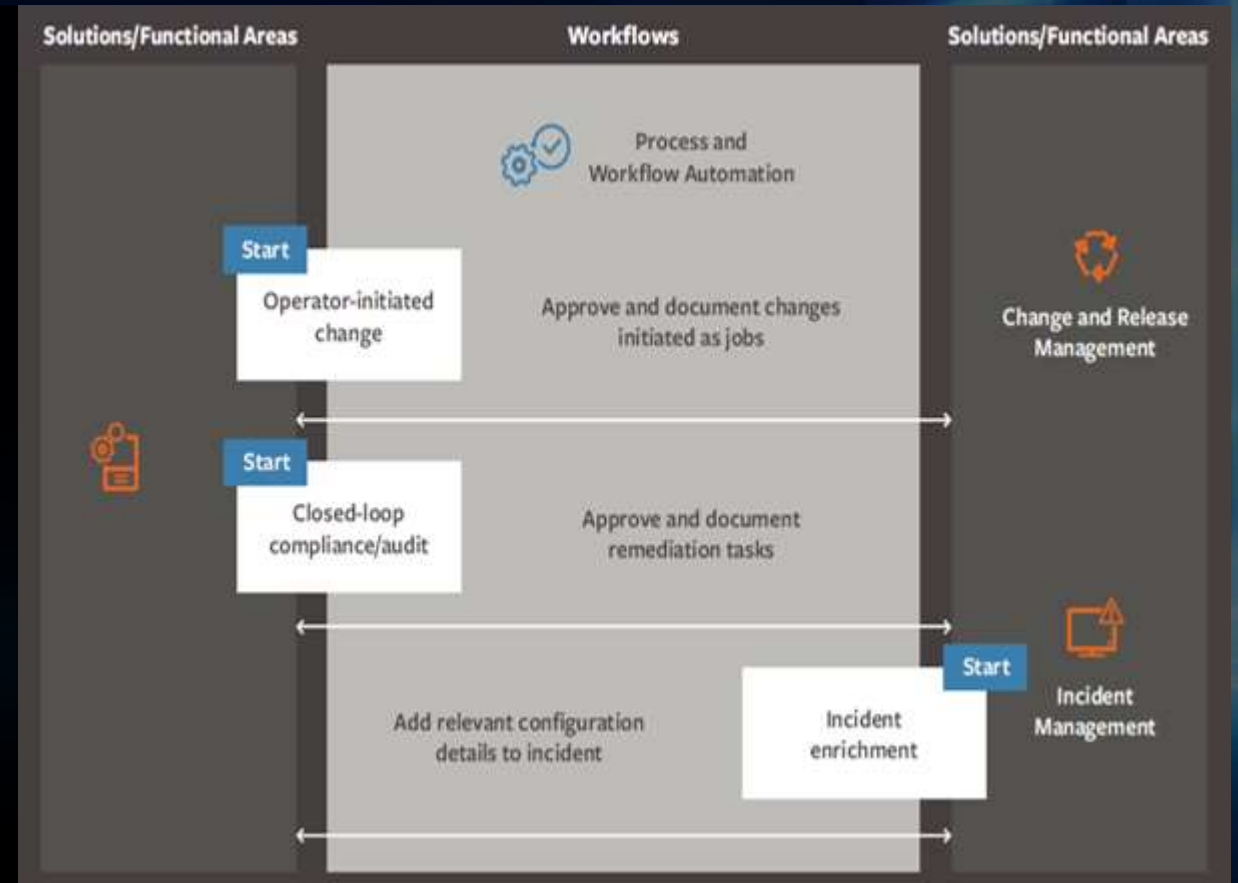


CHANGE & CONFIGURATION MANAGEMENT: Use Case Overview

Provide integration between configuration management tools and the service desk.
Automate incident and change processes.

Key use cases

- Operator Initiated Change
- Closed Loop Compliance
- Closed Loop Audit
- Latent Change
- Incident Enrichment





SERVICE DESK AUTOMATION: Use Case Overview

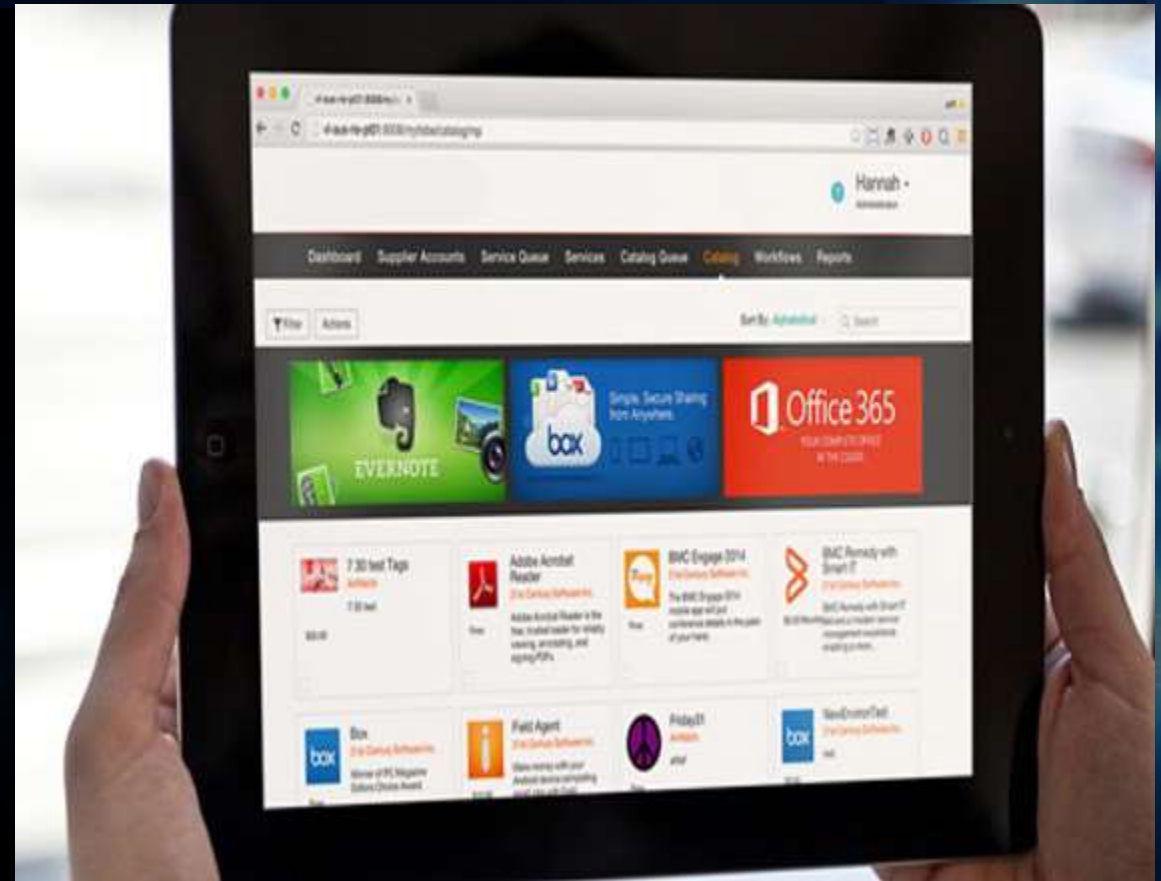
Automate the fulfilment of IT focussed end user requests.

Service catalogues now expose well defined service offerings for end users to request.

Service Desk Automation enables the interception of relevant requests and then automates the steps involved in fulfilling those requests.

RESULT:

- Improvements in end user productivity
- Costs savings through automation.





E-BONDING: Use Case Overview

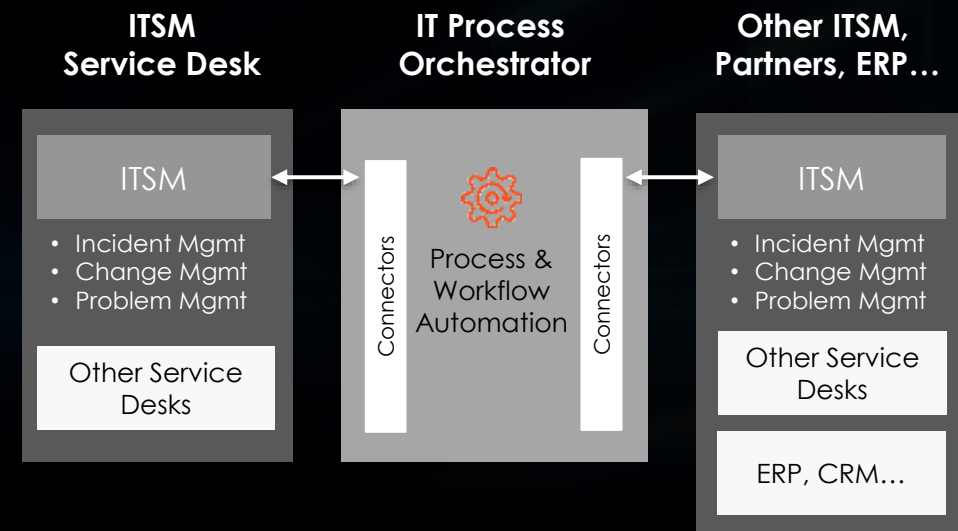
E-Bonding (sometimes also known as Service Integration and Management (SIAM)) enables organizations to share ticket-based updates with their partners or providers in a bi-directional fashion.

For example, an incident raised in Organization A's environment might be handled by Organization B.

E-Bonding solutions allow for the sharing and synchronization of updates between service desks.

WHY IS IT RELEVANT?

- Enterprises are seeing a major increase in the number of partners on which they rely for IT support.
- To effectively do business together both enterprises and their support partners need to communicate in real time to resolve issues more quickly



**Δηλώστε συμμετοχή
στο Automation Workshop**

12/02/2021



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