# Your IT Automation Playbook for 2024

## 4 Must-haves for Success

# But first.... some housekeeping for a good experience

All participants will be muted during this webinar.

Please ask questions!  We will be responding to questions throughout the session via Q&A and will have time at the end to answer a few questions live.
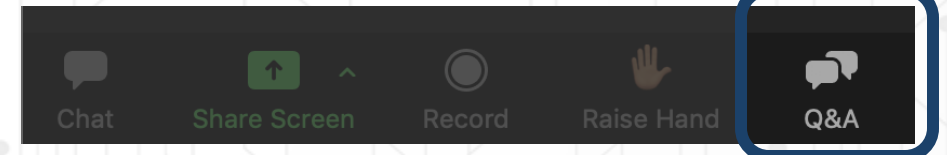
Look for the recording via email after the webinar

If you experience technical difficulties, please try exiting and re-joining the webinar.

To ask questions at any time, use the Q&A feature:

Chat    Share Screen    Record    Raise Hand    Q&A

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# Let's talk Automation!



"When you say you think you might be overworked, what do you mean?"

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# Your Speakers Today

**Derek Pascarella**
**Head of Sales Engineering**

**Brinda Sreedhar**
**Director, Product Marketing**

# What does it take to automation in IT successful?

Platform functionality

Ability to customize

Data Manipulation

Third-party integrations

Governance & security



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# 4 automations for 2024

# 1

# Don't stop at request intake. Automate fulfillment

IT HELPDESK

**Make the best of Generative AI**
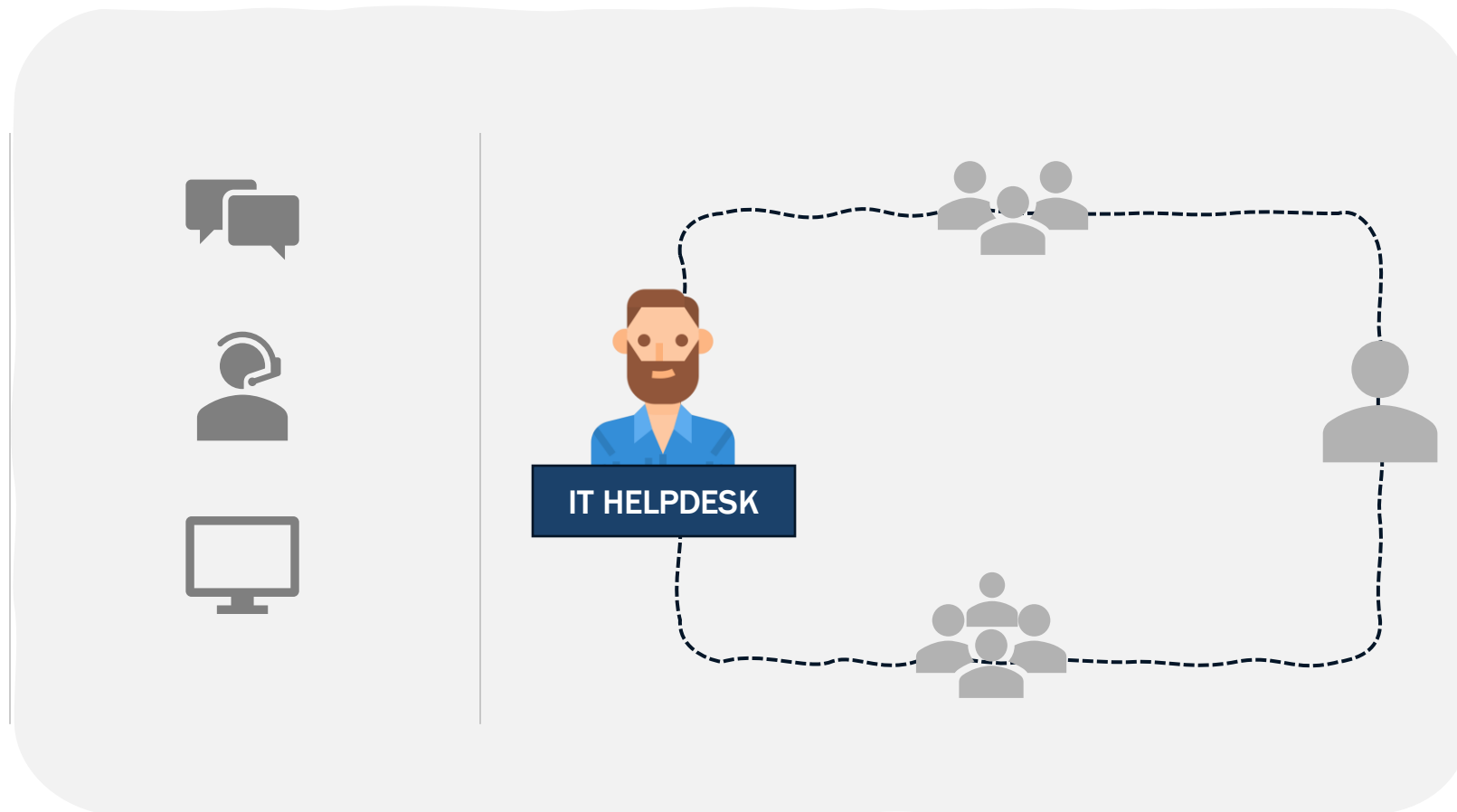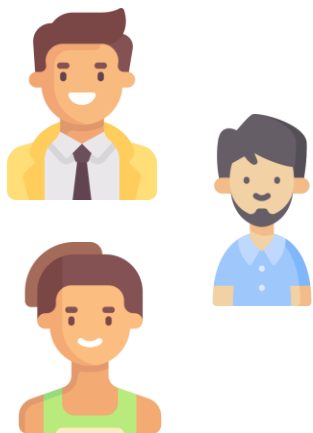
# 3 Self-correct human errors

**4**

SERVICE REQUESTS / IT INCIDENTS

OBSERVABILITY / AIOPS EVENTS

SCHEDULED WORKFLOWS

AUTOMATION PLATFORM

Server / OS

Task Automation

Chat Ops

Network

Cloud / Virtualization
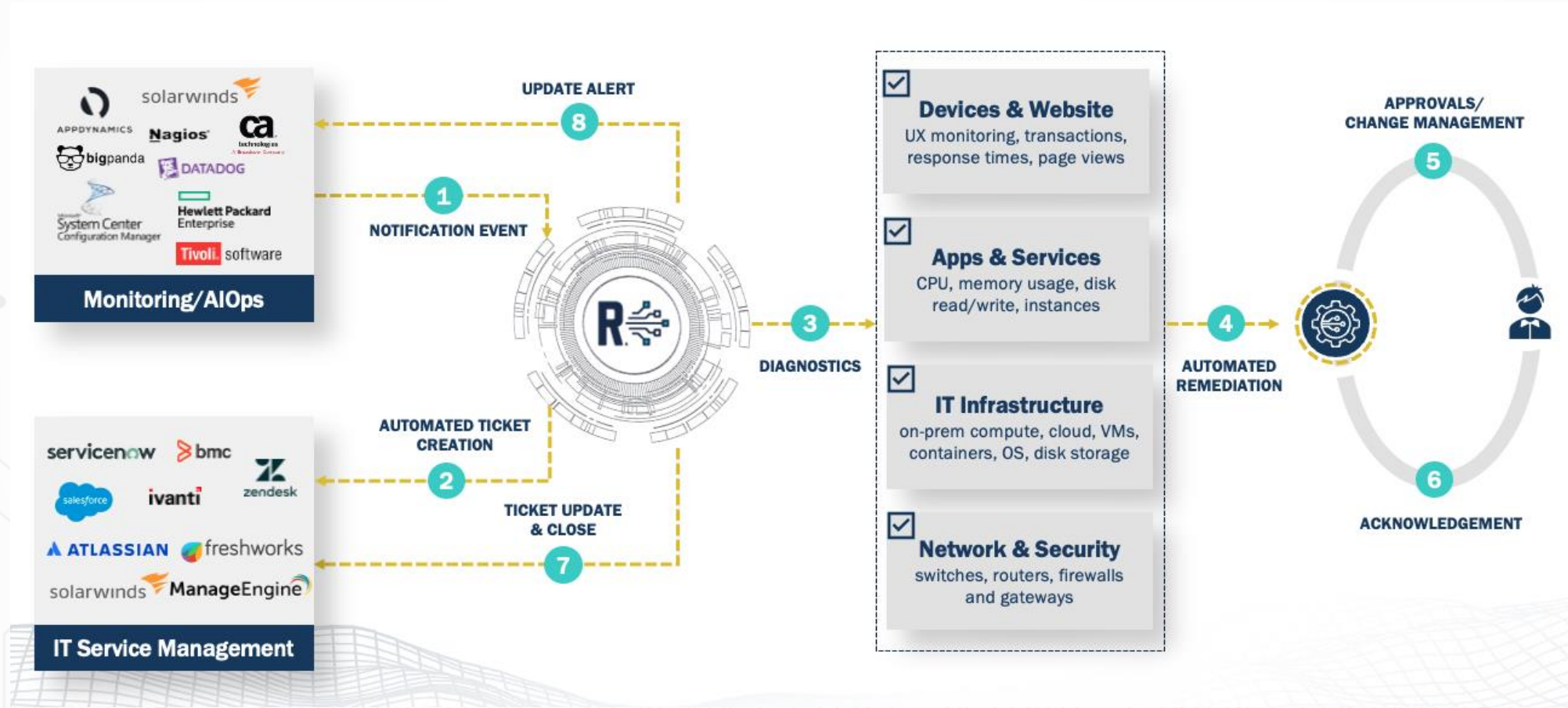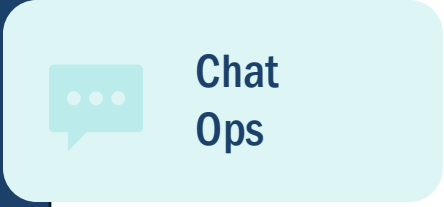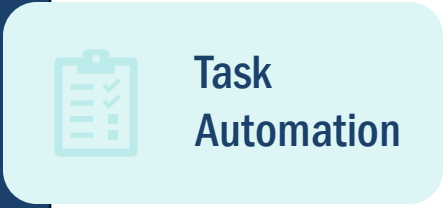
# Get Proactive. Orchestrate complexity with consistency

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# Example: Load Balancer Sanity Reboot Workflow

## 1 — Trigger

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1. An alarm or event is generated when a pair of Load Balancers have failed

OR

1. This process could be manually initiated by a NOC Engineer proactively

## 2 — Acknowledgement

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2. Resolve acknowledges the alarm or event, and enriches that system with data (such as the future Change Request ID)

3. Resolve creates a pre-approved Change Request in the ITSM tool (or waits for the human approval).

## 3 — Diagnostics

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4. Resolve gets details of the affected Load Balancer pair

5. Connects to each device and perform initial validation and diagnostics

6. Prepare both devices for a reboot

7. Update ITSM ticket with activities so far

## 4 — Remediation

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8. Resolve initiates reboot of the Standby node and re-establishes the connection (once restarted)

9. Wait for successful synchronisation between the nodes, or enforce it

10. Enforce failover from Active to Standby node

11. Determine if Active and Standby nodes

12. Determine the failover status

13. Reboot the node

## 5 — Post-checks

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14. Validate the sync pair

15. Execute post-check diagnostics to ensure application services are operating correctly

16. Escalate is needed (with collected diagnostics and activity report) to the right team

17. Update the ITSM ticket with activities and outcomes and close

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# Q & A