



5 Automations to Accelerate IT Service Management

Welcome to the Webcast!

INTRODUCING OUR SPEAKERS

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Today's Agenda

- Introduction
- Poll
- Revealing the 5 automations
 - Market trends
 - Why now?
- Poll
- Takeaways
- Q&A

Poll Question:

- What is your largest pain point with IT Service Management?
 - a) Onboarding/offboarding
 - b) Password reset
 - c) Service management – start/stop/restart
 - d) Remediating low disk space
 - e) Application self-healing

A silhouette of a person standing on top of a large gear, surrounded by a complex arrangement of other gears of various sizes. The background is a cloudy sky. The overall color palette is dark blue and grey.

Revealing the 5 Automations to Accelerate ITSM

Onboarding/Offboarding: Industry Trends

1 in 5

New hires are unlikely to recommend an employer after a bad onboarding experience

54

Activities in the average onboarding experience

82%

Improvement in employee retention

25%

Average new team member productivity in the first 30 days

20%

Up to 20% of employee turnover happens within the first 45 days

3.5x

Increased employee satisfaction from addressing career development in onboarding

Onboarding/Offboarding : Why Now

Disparate Systems with Different Logins

- Non SSO Systems
- Manual Effort

Time Consuming with Various Systems Owners Involvement

- Many sub-requests
- System Owner/Admin Approvals

Productivity

- Unable to work
- Frustrated Employees
- Calls to Service Desk

Short Timeframe for Offboarding

- Company Policy
- Security
- Regulatory Compliance

Password Resets: Industry Trends

78%

of people have had to reset their password in the past three months

30%

Find resetting passwords as stressful as retiring

30 -50%

of all IT help desk calls are for password resets

81%

of company data breaches are caused by poor passwords

\$70

Average cost of a password reset

Password Resets: Why Now

Self Service Adoption

- More attuned with self-service
- Integrations with Chat-Ops

Volume

- Still 50%+ of all incidents in most environments
- Short resolution time and High Quantity adds up to a lot of time

Productivity

- Unable to access a specific system
- Unable to access any system

Service Management – Start, Stop, Restart: Industry Trends

Digital
Transformation

Site Reliability

Employee
Productivity

Customer
Experience

Quantify impact by calculating the percentage of user minutes lost

PotentialUserMinutes: total number of users X length of time they work. Ex.: 10 staff are working 8 hours, so PotentialUserMinutes is $10 \times 8 \times 60 = 4800$

UserOutageMinutes: Total users unable to work X the time they were unable to work. Ex.: If 5 people couldn't work for 10 minutes, the UserOutageMinutes is 50.

Calculate the percentage availability with a similar formula. You would calculate the availability as:

$$\frac{(4800-50)}{4800} \times 100\% = 98.96\%$$

The Gartner Group estimates that the average cost for a single minute of downtime is around \$5600

Service Management – Start, Stop, Restart: Why Now

Uptime

- 24/7 availability
- Global reach
- Maintain and grow customer base
- Uninterrupted Service

High Impact

- Avoid data loss
- Maintain SLA's
- Brand Integrity
- Cost savings

Quicker MTTR

- No “hunt” for the problem
- Reduced downtime
- Mitigate impact

Efficiency

- Focus on new features and improvements
- Reduced human effort
- Improved incident response

Poll Question:

- Is ITSM automation a part of your company's 2022 digital transformation plan?
 - a) Yes!
 - b) Not yet
 - c) Waiting for buy-in

Remediating Low Disk Space: Industry Trends



Monitoring

Scripting

Manual
Intervention

Customer
Experience



Remediating Low Disk Space: Why Now?

Performance

- Prevent slowdowns
- Ensures Uptime
- Work Continuation

Storage

- Downloads
- Uploads
- Backups
- Log files

Data Integrity

- Prevents Corruption
- Files
- Databases

Updates/Patching

- OS
- Security

Implementing Application Self-Healing: Industry Trends

“Promise” of Self-Healing

AI/ML are the Path to Self-Healing

Application Mapping is Required

Why is self-healing in IT operations important?

- IT system or process issues have more immediate impacts on business operations
- IT responsibilities are growing, straining resources and staff

25% of CIOs will be responsible for digital business operations by 2024, highlighting the trend of IT teams in larger business roles. (Gartner)

A small error or misstep in IT can have a big impact on business operations.

Implementing Application Self-Healing: Why Now

Application

- Reduce the need for manual interventions
- Improved reliability
- Helps to manage complex environments

IT Operations

- Add additional compute when needed
- Reliable ecosystems
- Less time responding to issues
- Reduces support burden

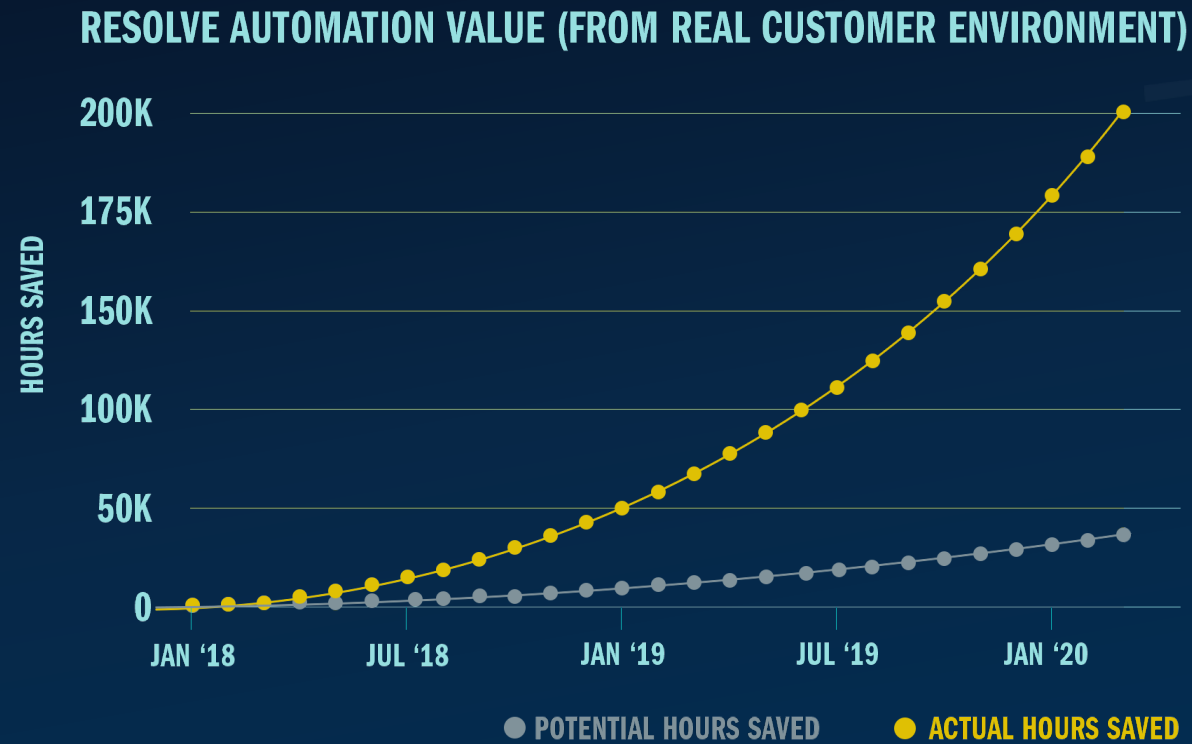
Security

- Isolate compromised assets
- Deploy zero-day fixes
- Close entry-points

Takeaways

- The most common use cases still exist – and are often already somewhat automated!
- Many times, the pain point seems simple, yet ends up very costly
- The perfect time to address this is **now**
- Leverage what's already in place and augment to fill the gap

Discussion: How to apply the takeaways and achieve ROI?



Q&A + Next Steps

- Request a 1:1 demo with Resolve
- Keep an eye out and register for the next webcast on **March 30th** at 11am ET
- Explore more of our IT automation resources

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Thank You!