# 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.
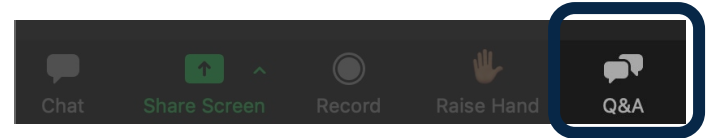
▶️📹 Look for the recording via email after the webinar

⚙️ 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

**RESOLVE**

# Who we are ..



**Mike Udasin**
Global Head of Sales

**Derek Pascarella**
Global Director of Sales Engineering

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# Themes and trends for 2024 and beyond

The **human-bot** dance. Collab takes center stage

**AI everywhere!** Automation gets a brain

From tasks to transformation. **Orchestration** it is!

**Automation-as-a-service**. Get your tasks done while you sip your latte!

**No-code revolution**. More platforms, more noise

**Hyper-Automation** or Hype – automation with disappointments?

# Let's take you on a ride!

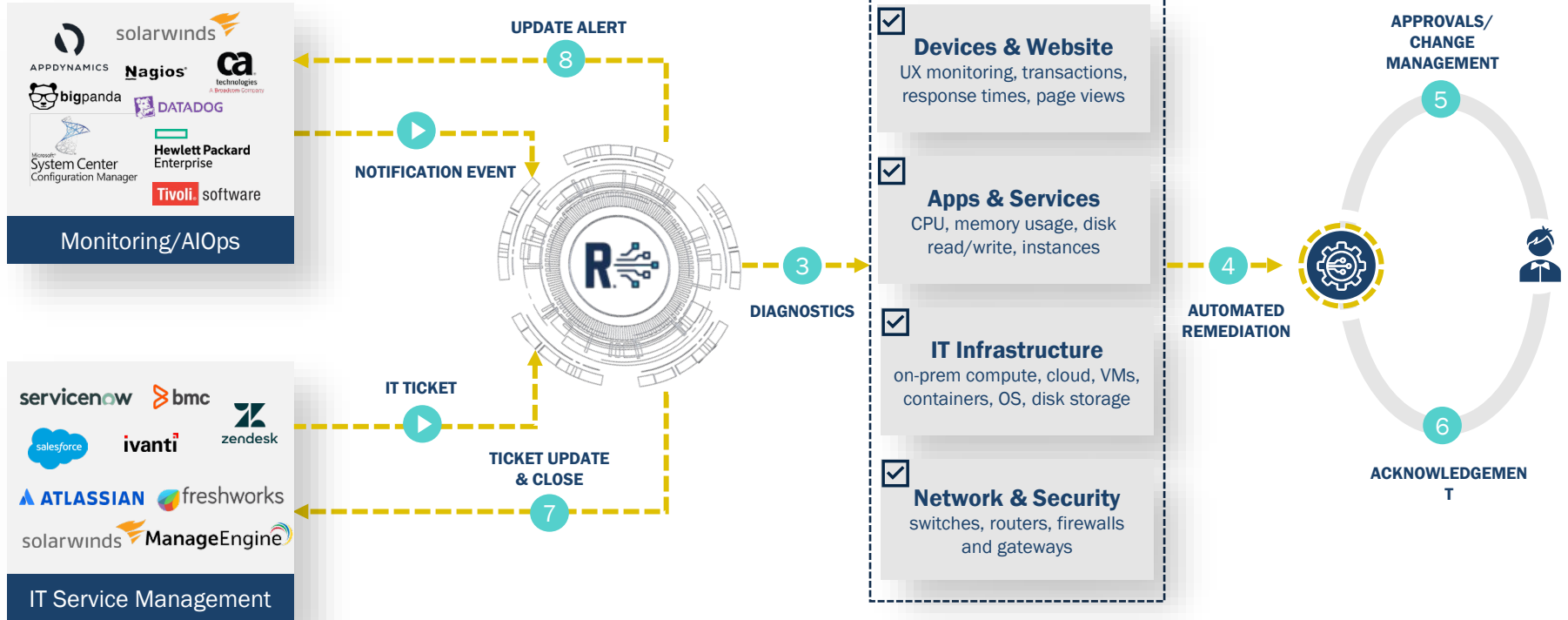**Observability on steroids**

Alert
Auto-remediation

**Responsible AI**

AI for root cause
analysis

**Security is never
an afterthought**

Insider-threat
containment

# Alert management



**Monitoring/AIOps**

**IT Service Management**

UPDATE ALERT

8

NOTIFICATION EVENT

IT TICKET

TICKET UPDATE & CLOSE

7

DIAGNOSTICS

3

☑ **Devices & Website**
UX monitoring, transactions, response times, page views

☑ **Apps & Services**
CPU, memory usage, disk read/write, instances

☑ **IT Infrastructure**
on-prem compute, cloud, VMs, containers, OS, disk storage

☑ **Network & Security**
switches, routers, firewalls and gateways

AUTOMATED REMEDIATION

4

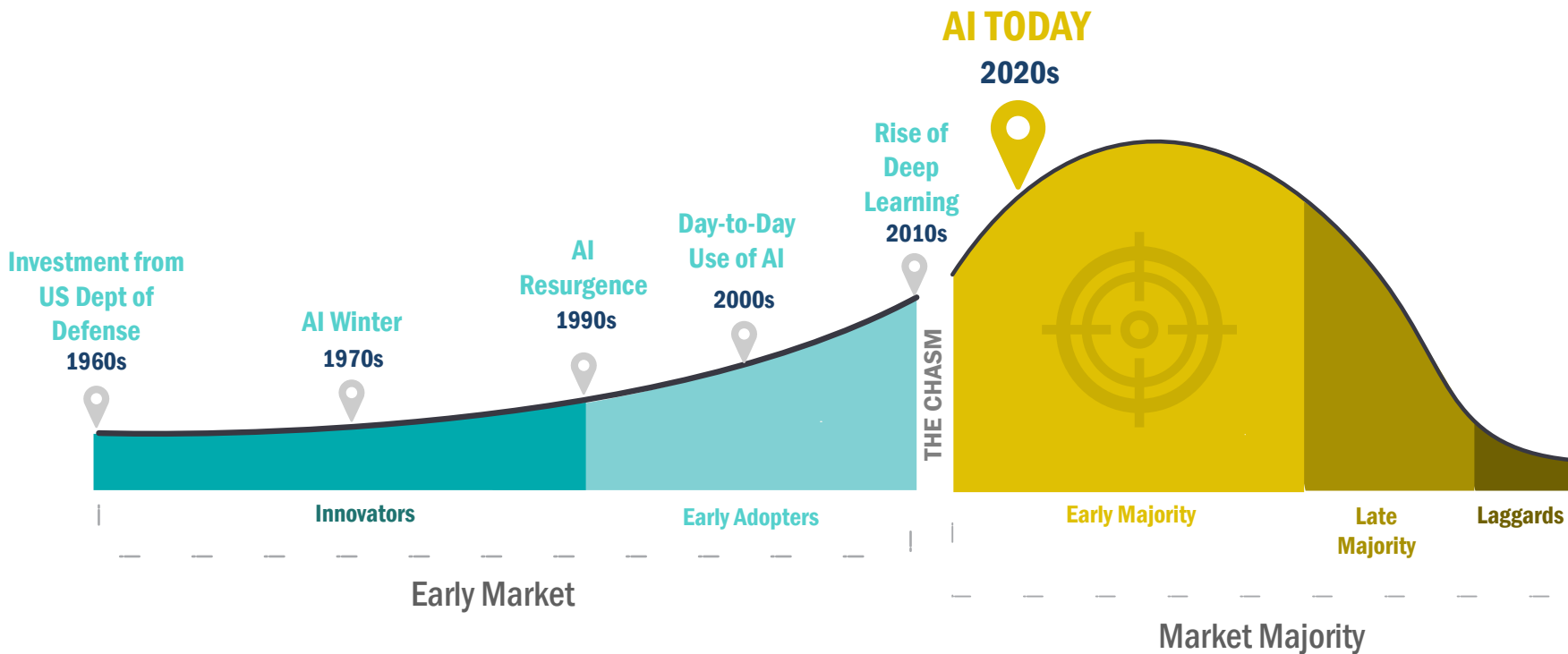APPROVALS/ CHANGE MANAGEMENT

5

6

ACKNOWLEDGEMENT

DEMO

Remediating Big Panda alerts

# What tools are you using to automate today? [Select all that apply]

- ☐ RPA or BPA
- ☐ Ansible
- ☐ Open-source tools
- ☐ Python and/or scripts
- ☐ None of the above

# AI is starting to get 'consumerized'

**AI TODAY**
**2020s**

**Rise of Deep Learning**
**2010s**

**Day-to-Day Use of AI**
**2000s**

**AI Resurgence**
**1990s**

**Investment from US Dept of Defense**
**1960s**

**AI Winter**
**1970s**

THE CHASM

**Innovators**

**Early Adopters**

**Early Majority**

**Late Majority**

**Laggards**

Early Market

Market Majority

# DEMO

Use historic ticket data to
determine resolution

# Where do you think automation can help your organization today?

- ☐ IT help desk
- ☐ IT service request fulfilment
- ☐ Alert management
- ☐ Incident response
- ☐ Network Automation

# Insider Threats

Regulatory fines

Compromise of customer data

Financial losses

Loss of trust

Reputation

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# DEMO

Automated containment of insider threats

# Q & A

Thank You

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