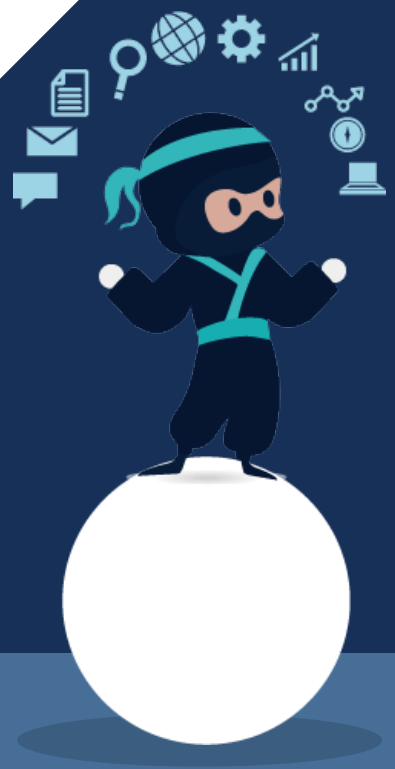
RESOLVE

The 7 IT Automations of Highly Effective Organizations



Welcome to the automation revolution!

When it comes to books of personal growth and development, Stephen R. Covey's bestseller, The 7 Habits of Highly Effective People, inspired just about everyone. The timeless, 384-page classic provided transformational philosophies to heads of state, presidents, CEOs, educators, students, parents, and millions of people.

If the past has taught us anything, it's that uncertainty is inevitable. Individuals on a personal level, employees on a professional level, and companies on a business level are looking to achieve extraordinary results, during a time that can be downright hard.

At Resolve, we believe that automation isn't just about streamlining processes – it's about unleashing untapped potential, unlocking creativity, and propelling organizations to new heights of success.

To get you started, we have highlighted seven game-changing automations that will supercharge your organization and propel you towards unparalleled success, even in the face of uncertainty.

Ready to revolutionize the way you work, think, and achieve? Let's dive in.

Seven Processes Where Becoming More Effective Starts

As businesses navigate through an increasingly complex and fast-paced landscape, the need for efficiency, agility, and innovation has never been more pressing. Fortunately, automation offers a pathway to achieving these objectives.

From streamlining repetitive tasks to optimizing critical processes, each automation represents a strategic lever for driving performance, enhancing productivity, and fostering growth.

Success today and tomorrow will be defined by the rate at which IT can get ahead of the game and create new value for the business. We've done the heavy lifting so you can get started on driving the business forward.

The following seven automations serve as the ideal starting points to harnessing the transformative potential of automation.

USE CASE #1

Password Reset

Make “Forgot Password” emails a thing of the past!

The common IT password reset ticket is a puzzle most IT professionals have solved in their sleep.

But these pesky requests tend to hog more bandwidth than anticipated, diverting resources that IT service desks could allocate more strategically. The influx of password reset requests also introduces unforeseen expenses, quietly nibbling away at the business budget.

Not everything is still in the cloud

In the era of cloud-based SaaS applications, users can retrieve forgotten passwords with a simple click. However, managing passwords for legacy or custom-built applications presents a more complex challenge, often leading to a high volume of tickets and increased demand on IT service management (ITSM) teams. For routine tasks like these, ITSM professionals are required to manually handle each request, adding to their already heavy workload.

> “The average IT helpdesk labor cost for just one password reset is $70, according to Forrester.”

HOW IT WORKS

Automated Password Resets in Action

There can be many flavors of password reset automations based on an organization’s individual requirements and IT setup.

Unlocking accounts through text-based methods provides employees with a convenient and efficient way to regain access to their accounts. Automation allows employees to initiate password requests directly from their mobile devices. Typically, employees find themselves locked out of multiple company accounts, necessitating either an account unlock request or the use of an alternative backup method to reset their password.

Here's a breakdown of the process:

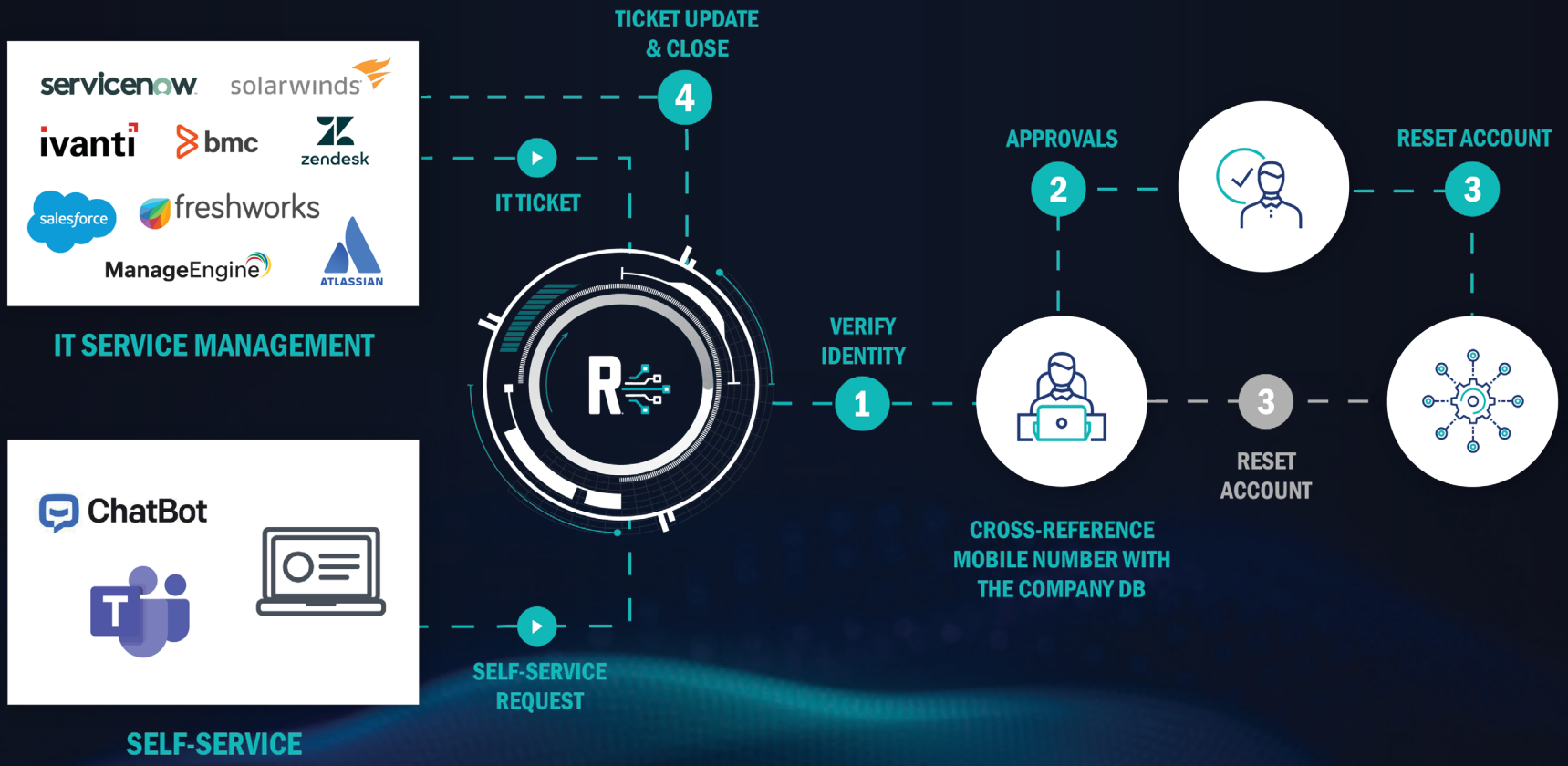
- This process is triggered by other a self-service request or an IT ticket for resetting a password.
- The workflow verifies identity of the requestor.
- It performs the reset operation (getting approvals along the way if there needs to be).
- The temporary password is communicated back to the end user.

This temporary password, which expires after 72 hours, adheres to the organization's password policies, for example being at least 12 characters long and including at least one number and one special character.

By leveraging automation, organizations can reduce the burden on IT teams while providing employees with a seamless experience. This approach not only enhances security through identity verification but also ensures compliance with password policies.

WORKFLOW

Password Reset



USE CASE #2

Employee Onboarding

Turning new hires into office ninjas... without the paperwork samurai swords.

Vital for fostering a positive onboarding experience, IT teams provision new hires with multiple systems and accounts, ensuring a frictionless start on Day 1. However, this process often generates a significant influx of IT tickets, presenting an ideal opportunity for automation.

Effectively managing these IT requests is paramount to ensuring new employees feel supported and empowered. Yet, the burden of handling these tickets adds to the complexity of setting up applications and documentation, creating additional challenges for IT staff.

HOW IT WORKS

Automated Employee Onboarding in Action

By leveraging automated workflows, organizations can streamline the onboarding process, minimize errors, and enhance employee satisfaction.

Initiating the employee onboarding process marks the inception of a seamless workflow, meticulously crafted within Resolve Actions' workflow designer with minimal or zero coding requirements. Whether the onboarding request originates from a ticket or directly integrates with popular human resources (HR) management systems such as Workday or BambooHR, Resolve effortlessly accommodates both pathways.

Here's how it unfolds:

- An HR representative submits an onboarding request, furnishing essential details like the new employee's name, department, and pertinent information.
- Upon submission, Resolve springs into action, initiating the automated onboarding process without delay.
- The workflow dynamically configures access levels and permissions based on factors like employee location and job code. Additionally, access to essential applications like Office 365 and Okta can be configured as well.

When the onboarding request originates from an HR management system, Resolve facilitates bi-directional updates back to the IT ticket, ensuring seamless communication and collaboration across departments. The workflow is designed to adapt to the dynamic nature of organizational approvals, allowing for multiple levels of review and endorsement.

Remarkably, this entirely self-driven automated onboarding process typically concludes within a swift 20 to 30 seconds, underscoring Resolve's efficiency and agility in orchestrating complex workflows with ease.

WORKFLOW

Employee Onboarding

USE CASE #3

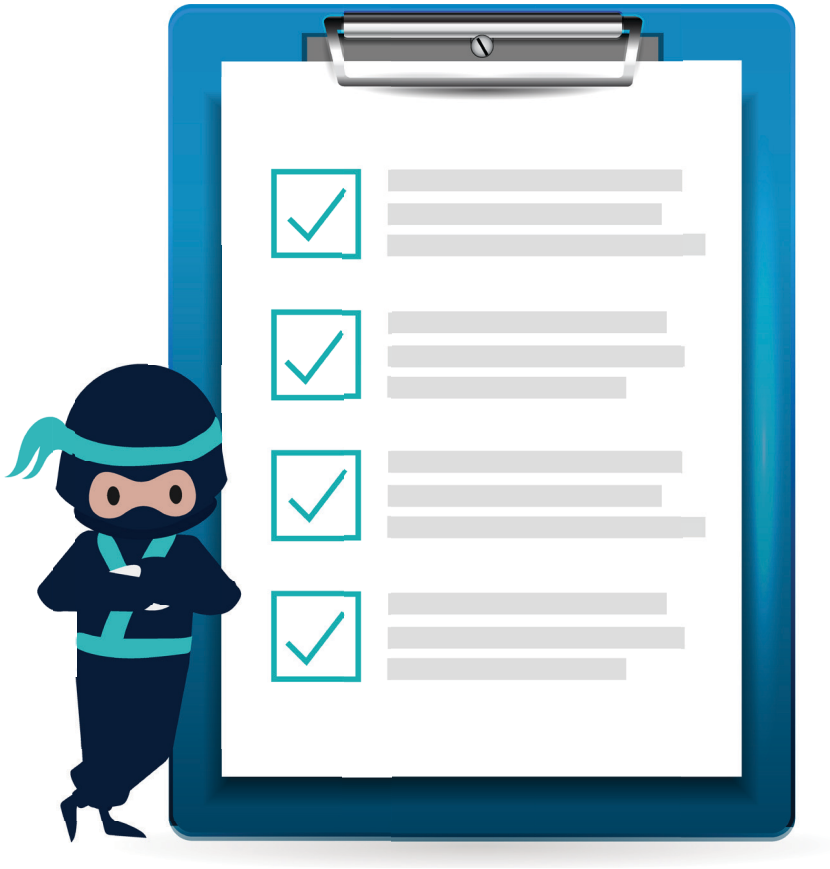
Employee Offboarding

Bid farewell with dignity... and secure closure.

A surprising number of checklist items must be completed leading up to the moment when the relationship between employee and employer ends.

While farewells may seem simple on the surface, IT teams are tasked with critical procedures essential to the security of the organization. Managing offboarding logistics, including closing open accounts within specified timeframes, places IT under considerable stress with an exhaustive to-do list that appears never-ending.

Employee offboarding requires a great deal of time-sensitive communication between HR, management, and IT. Manual effort creates room for error that organizations cannot afford, given consequential security risks. One tiny task left undone, keeping system access on, can cause irreversible damage, and there may not be a mechanism to correct the mistake.



HOW IT WORKS

Automated Employee Offboarding in Action

Automation can standardize the process and perform every single onboarding checklist item, giving IT professionals time for high-value work.

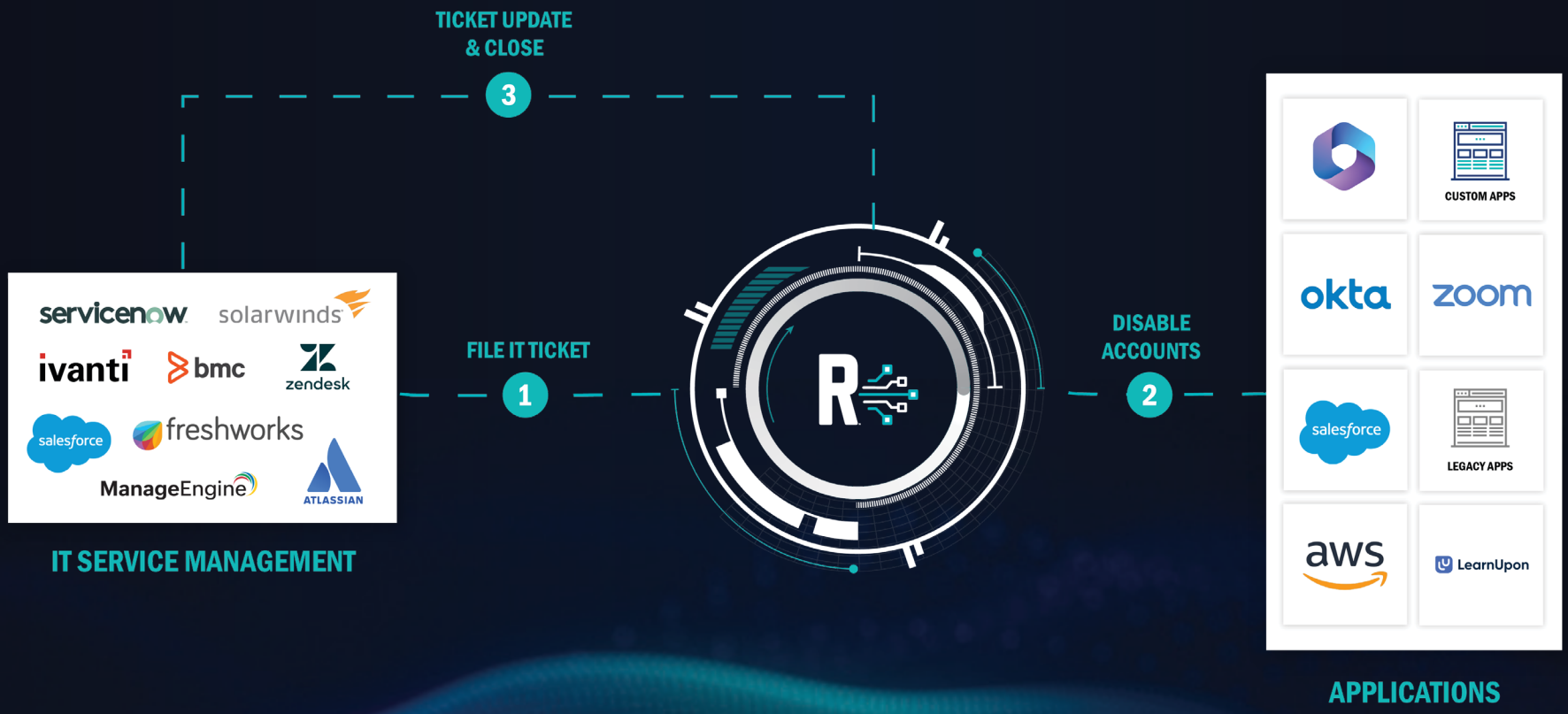
Employee offboarding is mistakenly seen mostly a reversal of the steps performed in the onboarding process. But as simple as that sounds, over the tenure of the employee's career they might have acquired more accounts, SaaS apps, or cloud resources that all need to be deprovisioned. So, there's actually much more to it.

Here's how it unfolds:

- The HR representative initiates the request from an IT ticket.
- The workflow scans all known applications and services used by the organization to identify accounts for the departing employee (providing a realistic view of everything he/she procured over her lifetime at the company).
- The workflow deprovisions accounts for all identified applications and services.
- It notifies the HR manager that accounts have been locked or deprovisioned.
- The workflow finally updates and closes the ticket.

WORKFLOW

Employee Offboarding



USE CASE #4

Resource Provisioning

Giving your team the tools they need to conquer the digital jungle... without a treasure map.

The many moving parts of resource provisioning present real roadblocks for IT teams - from diverse environments to the constant need for cost optimization and approvals.

Organizations today might already have a method and set of tools by which to build and configure a server, like Windows or Linux. But the automation is focused on building the server, which is just a small part of the overall process.

Resource provisioning is more than server provisioning and can include a network link or even a new network configuration service, firewalls, and more. There are also tasks and processes that need to be completed by other external teams requiring explicit approvals.

HOW IT WORKS

Automated Resource Provisioning in Action

Infrastructure and operations engineers must think about server provisioning as an end-to-end process and as an ideal candidate for orchestration. Seeing the bigger picture will enable IT to finish the series of tasks faster, and they'll understand that server provisioning doesn't have to take three or four weeks (or even months!), but instead, 10-20 minutes at most.

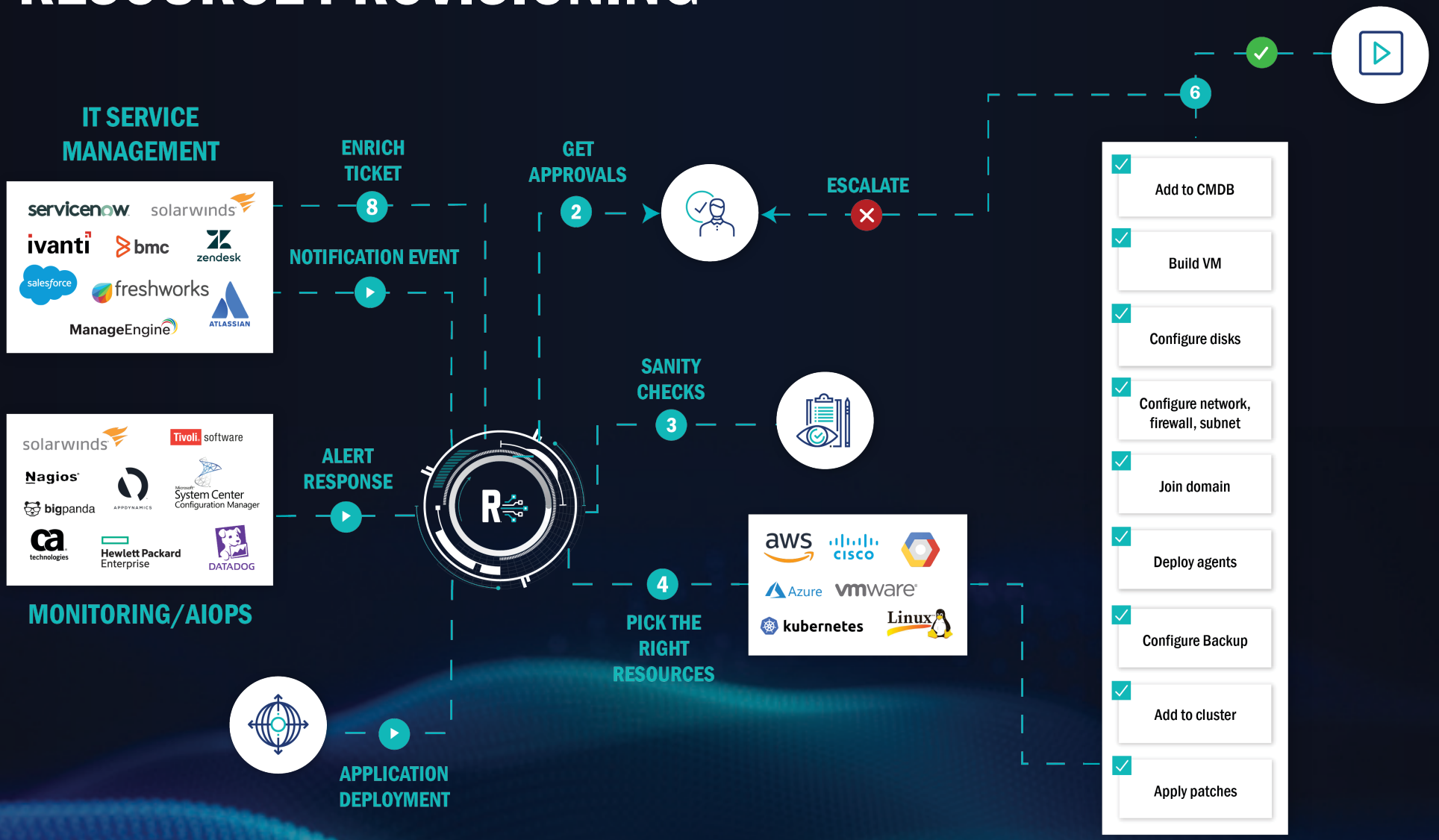
Provisioning servers requires many steps, which usually starts when an employee fills out an IT request on a ticketing platform.

- The employee chooses to request a new resource and selects specifications.
- The ITSM ticket kicks off the Resolve workflow.
- All relevant information needed is parsed from the ITSM ticket.
- The workflow can begin prechecks. As the workflow progresses, notifications are sent out to the employee and become available on the IT ticket.
- The server is provisioned and configured using the information provided in the IT ticket.
- Once built, all relevant details about the new resource are communicated back to the ticket and/or requestor, including information like network details, zone and region details, default credentials, and more.

From the ticket, IT can examine every validation and sanity check step that the automation carries out before any new infrastructure is provisioned. These validation steps not only prevent build errors that require the original requestor to figure out what they did wrong, but they also ensure any newly built resources adhere to IT policies.

WORKFLOW

RESOURCE PROVISIONING



USE CASE #5 & 6

Incident Response

When alerts come flooding in like a deluge, it's all too easy for even the most seasoned IT professionals to become overwhelmed and desensitized. Amid this chaos, errors can occur, leading to downtime, disruptions, and ultimately, diminished productivity. It's a scenario that can happen to anyone caught in the crossfire of an alert storm, highlighting the importance of automation to help maintain operational integrity.

USE CASE #5 - INCIDENT RESPONSE

Web App Down

**When a service takes a coffee break ...
but forgets to come back.**

Getting ahead of the curve and proactively managing web applications is key for customer experiences.

More businesses have gone digital, requiring increased IT support, and employees are accessing more systems and applications virtually from multiple locations. They all depend on sturdy websites and applications to do their jobs and support business growth.

Automation has what it takes to streamline outage remediation from end-to-end, for every process from simple service and server restarts to more advanced functions like adding additional nodes to a cluster and scaling up load balancers - as well as mitigating error along the way.

HOW IT WORKS

Automated Incident Response in Action

When a web application is unresponsive or in a faulted state, IT teams get an alert. At that point, Resolve intercepts the alert in real time.

The Resolve workflow inspects the alert to collect all relevant data, including the alert ID, the affected host, and the type of alert. An IT ticket is filed as well, which includes the right details and the configuration item.

For example, a web application is hosted on Windows, and the Internet Information Services (IIS) are down.

- The automation isolates the problem server.
- Restarts the service on the Windows VM.
- An application pool is then checked to see if any are in a stopped state and need to be recycled and brought back online.
- Lastly, the web application is checked for a normal response.
- Resolve closes out the ticket and add the detailed audit logs for later use.

USE CASE #6 - INCIDENT RESPONSE

Alert! Low Disk Space

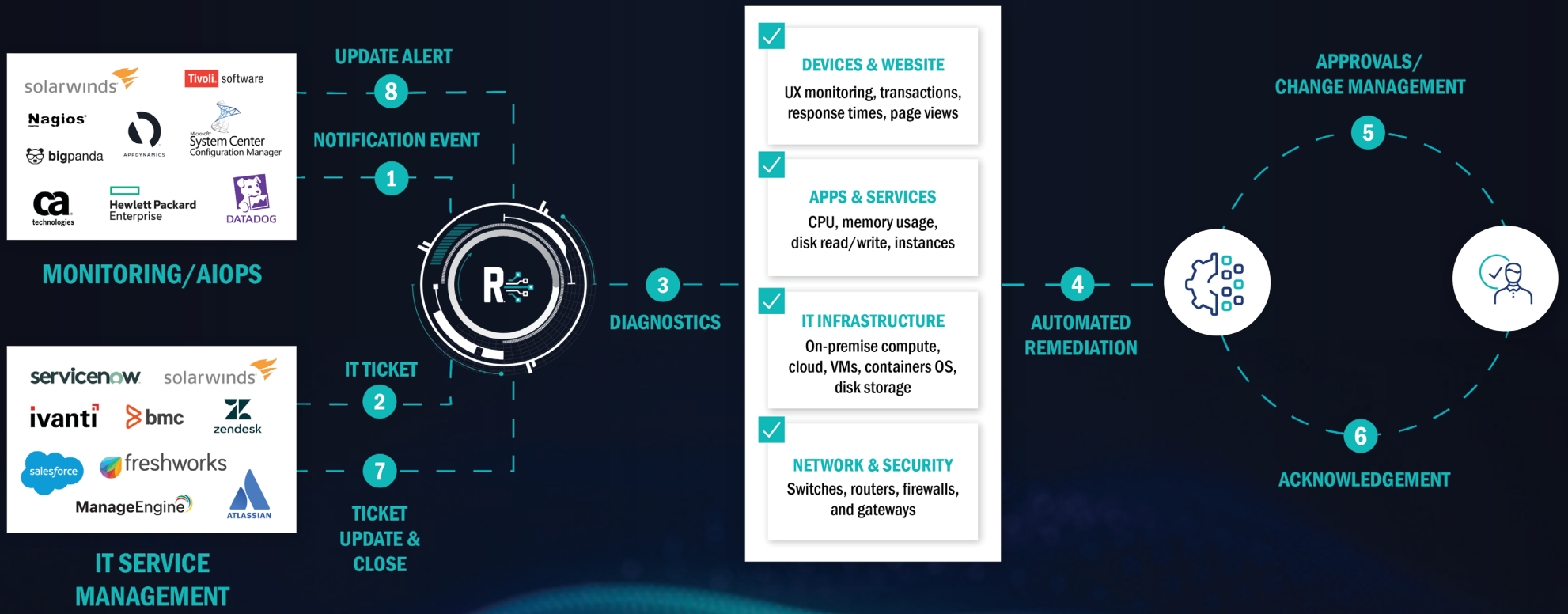
Your application's diet needs more storage space ASAP!

In low disk space remediation, IT typically receives an alert stating that a specific disk has exceeded its acceptable safe usage threshold, which is set up through observability or AIOps platforms, allowing IT to respond quickly and minimize business impact. A Windows update, for instance, downloads a significant amount of data and doesn't always clean up after itself. Over time, leftover data from past updates adds up.

Resolve workflows are event-driven and can be triggered directly from the observability or AIOps platform, with each workflow being kicked off by data that's analyzed from the alert.

WORKFLOW

Incident Response



USE CASE #7

Load Balancer Sanity Reboot

Giving your load balancer a much needed refresh.

The load balancer front-ends a web server, or other application, so that it appears as a single service for the user (even though it's essentially multiple services behind the load balancer), like for someone in the U.K. versus someone in the U.S. A variety of mechanisms allows for the server to recognize geographic regions.

A web application can have two — or it can have 2,000 — servers around the world.

Most commonly, companies have a primary and a secondary load balancer for availability and resilience. Load balancer sanity reboot processes run every three to six months and cycle around the load balancers to ensure that both are working equal amounts of time, over the typical five to 10 years that they're installed. This changeover should be forced to ensure network resiliency and high availability.

Even though a checklist with items to complete sounds simple and reliable, it's not.

HOW IT WORKS

Automated Load Balancer Sanity Reboot in Action

In an automated load balancer sanity reboot, the Resolve workflow is executed on demand by a human agent or as part of a pre-defined reboot schedule. Although the process is not kicked off in response to an incident, the right sequence of steps must be followed accurately so that it's not escalated into a business-critical issue.

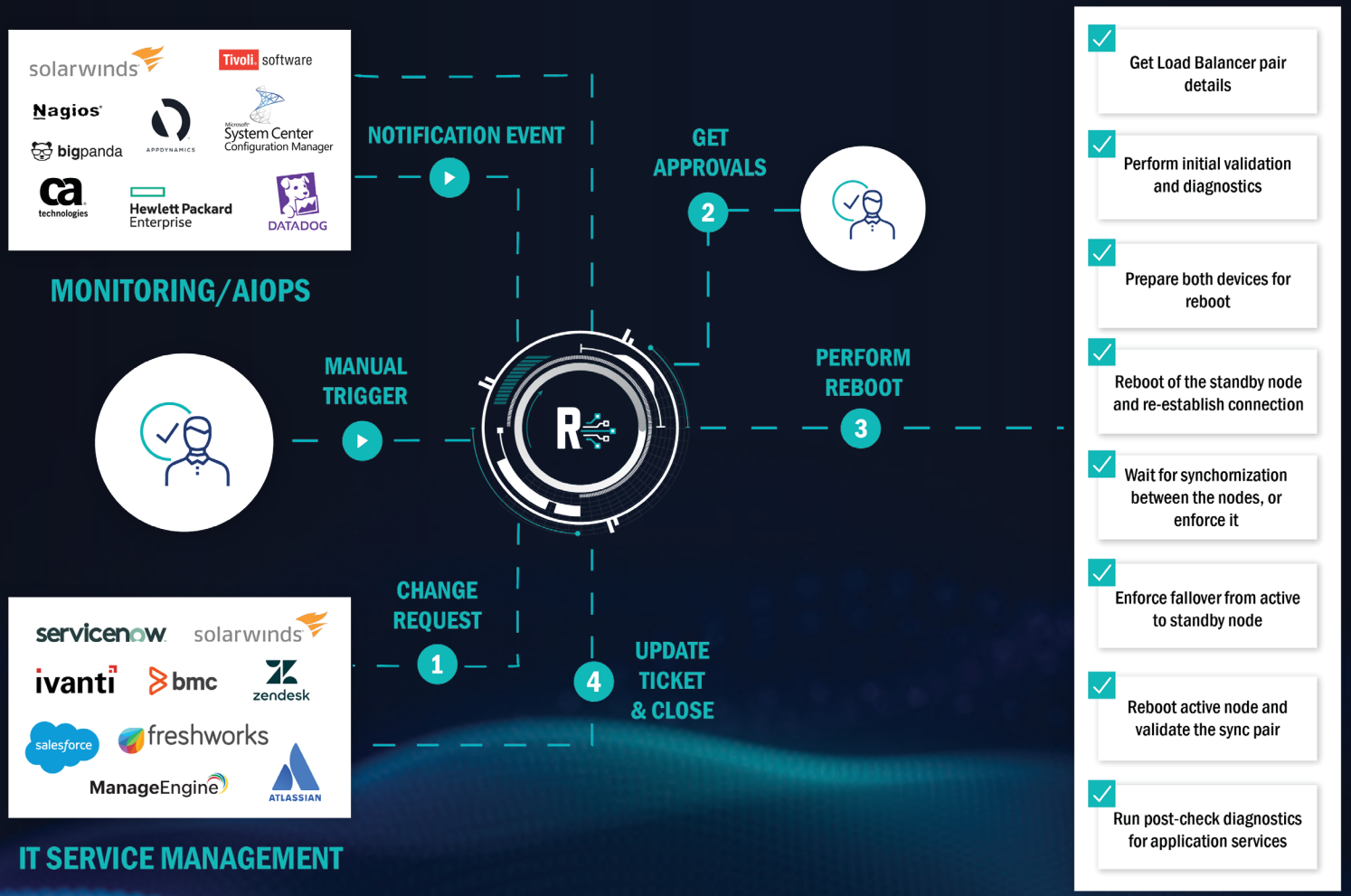
- First, the automation determines whether both devices are online, they "know each other," and they're in fact working.
- Once confirmed that the backup device meets expectations, it's then taken down and rebooted.
- The automation runs one more time to double check that everything is working.
- The secondary device takes over while the primary is rebooting. Like rotating tires on a vehicle, the two servers have been swapped as to not run down the "front two wheels."

An IT engineer typically spends 30-60 minutes executing the reboot, but it's a very risky process because many steps, pre-checks, and post-checks must be managed the right way. If done wrong, the engineer brings down every single web application or server that the load balancer is fronting.

Building the pre- and post-checks into the automation ensures proper behavior of the load balancer sanity reboot. Automation takes the process down to under five minutes. Triggered from a network alert or job schedule, engineers receive notice that the load balancer has been operating in the proper format for six months, which enables the rebooting process.

WORKFLOW

Load Balancer Sanity Reboot



A Highly Effective Future

Simply put, automation solves problems faster and with greater accuracy.

Organizations with their eyes on the biggest possible business outcomes must operate with development, growth, and transformation top of mind.

Just as individuals work to realize and fill their full potential and become more effective family members, colleagues, leaders, friends, and more, organizations can do the same – with just a bit of innovation and willingness to try something new.

Today's challenges in every industry make transformation difficult, so key initiatives have changed for each individual company. IT automations, like the seven we've covered, are instrumental for creating real business transformation. It's about empowering organizations to address and overcome their unique obstacles with customized, innovative solutions, as well as serving the business's big picture purpose.

RESOLVE

About Resolve

Resolve's purpose-built IT process automation (ITPA) and orchestration platform addresses every unique challenge across IT Operations, Network Operations, ITSM and Cloud teams, with automated workflows that allow IT teams to respond faster, reduce the impact of incidents, and consistently maintain and deliver on service-level agreements (SLAs).

As a true end-to-end automation platform, Resolve frees up IT teams from time-consuming and error-prone manual work and empowers them to drive business innovation. From simple IT tasks to large scale service orchestration, IT process automation is the backbone for business growth.

Schedule time with Resolve to learn more about automating your organization's IT tasks and processes, and realizing your full potential.