

# IT PROCESS AUTOMATION: ESSENTIAL FOR MODERN IT OPERATIONS

Digital Transformation and Cloud Have Made IT Operations More Complicated, Not Less



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of surveyed IT professionals say their IT environments are more complex in 2018 than two years prior.



**Over one in five**

say they are significantly more complex than two years ago.

Increasing IT Complexity Being Driven by Higher Data Volumes and Diversity in the Targets Under Management

## ***Survey of over 600 global technology decision-makers uncovers need to implement automated operations to thrive in increasingly complex IT environments***

As IT environments increase in complexity and the amount of data, devices, systems and platforms expand to become beyond the management capabilities of IT Ops teams, putting in place automated operations across IT Ops processes becomes essential.

ESG's *2018 IT Spending Intentions Survey* is an annual survey of over 600 global technology decision-makers - *check out the infographic below to gain insights into what's driving the need for IT Process Automation across IT Ops teams.*

The benefits from automation have risen exponentially over recent years and is now table stakes for most IT Ops teams. However, most of the benefits up to this point have been derived from task automation as opposed to IT process automation which takes automation to the next level by orchestrating tasks across tools, processes and systems. Often, the skills required to advance from task automation to process orchestration are lacking and this is why combined orchestration and automation tools that support an IT process automation strategy are so important to IT Ops teams.

IT process automation drives significant and often immediate benefits, including reductions in MTTR, improvements in quality with repeatable and consistent processes, labor and cost savings from improved efficiencies and decreased repetitive admin work and a refocus of IT Ops on supporting business [digital transformation](#) initiatives as opposed to spending the majority of time on 'keeping the lights on' activities.

An adjacent but no less significant benefit is that of having a foundation in place for AIOps. Machine learning and data analytics have the potential to transform and elevate IT Operations. However, the real benefits from AI will come from actionable insights - IT process automation can ensure that the intelligence gained from AI can be put to work in the form of automated, repeatable processes across IT operations that drive efficiencies and cost reductions, reduce risk and increase service quality.







# Increasingly Complex IT Environments Need Better IT Process Automation to Maintain Control

Digital transformation is driving higher volumes of complex changes within enterprises. Necessary manual processes need to be replaced with process automation solutions for incident detection, creation of change requests, remediation, and closure. Traditionally, legacy on-prem IT environments are getting even more complex, with massive increases in data volumes, cloud adoption, and new applications and endpoint devices. IT departments need new tools with advanced automation and artificial intelligence for IT operators (AIOps) to keep up.

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## Increasing IT Complexity Being Driven by Higher Data Volumes and Diversity in the Targets Under Management

ESG respondents found IT complexity is increasing in both the breadth of management coverage and depth of the potential data and systems to monitor.



**41%**  
Higher data volumes



**39%**  
Increase in number/type of endpoint devices



**35%**  
Increase in number/type of applications



**33%**  
The need to use both on-prem data center and public cloud

## IT Operations Need Better Management and Orchestration Capabilities

ESG respondents cited the need to have better understanding and integration with their entire IT environment, which is fundamental to management in the digital age.



**34%**  
Better performance management



**33%**  
Better integration between cloud and on-prem management services



**32%**  
Better integration with existing management frameworks



**29%**  
Improved backup and recovery in virtual environments

## Today's Businesses Need an Automated Operations Solution

BMC has developed modern solutions for event-driven IT process automation and closed-loop configuration and compliance management. BMC's TrueSight Operations Management, TrueSight Orchestration, and TrueSight Server Automation deliver automated operations with:



**Monitoring and Event Management** - Complete application-centric view of services, monitoring the status and availability of the server to drive the event automation and remediation process with built-in behavioral learning.



**AIOps/Analytics Capabilities for Remediation** - Leveraging artificial intelligence, TrueSight brings together historical and real-time data, including log analytics, and uses machine learning and probable cause analytics to identify the issue and recommend resolutions.



**Automation and Orchestration across the Entire IT Operations Lifecycle** - Automatically execute and orchestrate the right remediation for the event, integrating the detector, validation, resolution, and verification of remediation.



**Multi-cloud Platform Coverage** - TrueSight monitors the health and performance across on-premises and public cloud environments, simplifying the ever-increasing complexity of today's digitally transformed environments.

## Only with intelligence and automation can IT operations keep up with today's digitally transformed environments.



**Automate resolutions**



**Reduce MTTR**

TrueSight Operations Management and TrueSight Orchestration work together to automate the resolution of recurring events to significantly reduce MTTR.



**Reduce costs**



**Reduce errors**

TrueSight Server Automation and TrueSight Orchestration form a solution that automates process compliance while reducing labor cost and errors.

## The Bigger Truth: Achieving Automated Operations with TrueSight

As the breadth and depth of IT environments continues to change, the best IT operations users must change to keep pace. One of the changes that they can make is to leverage automation to simplify execute the existing remediation process and resolve incidents quickly and without excessive human intervention. By reducing the complexity and time it takes to restore services, a modern process automation solution can help IT operations meet the needs of today's digital businesses.

BMC is leading the way with automated IT operations by taking the common, frequently occurring tasks that IT operations face and putting in place automation, leading to reduced costs, lower risk, higher performance, and more rapid execution of tasks. With TrueSight Operations Management, TrueSight Orchestration, and TrueSight Server Automation, BMC provides the modern, end-to-end IT process automation and AIOps solutions needed by digitally transformed businesses.

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