

The Transformative Nature of I&O Automation



Gartner predicts that by 2025, more than **50%** of the G2000 will have a dedicated automation group, up from less than **10%** in 2020.¹

Automation is transformative and disruptive. When implemented thoughtfully, it is a powerful tool that should be in the toolkit of every modern IT organization that seeks to deliver higher quality services more efficiently. Regardless of where you are on your journey to cloud, what type of applications you have deployed or what type of infrastructure you have in use, automation has the potential to drive improvements across the entire IT organization.

Here we will uncover the potential impact automation can have on infrastructure and operations teams, and outline a path to get you off on the right foot.



Automation tools aren't one-size-fits-all. Gartner clients currently report using eight tools on average to automate infrastructure and operations, with the expectation that this will **increase to 10 or more tools through 2022.**²



Organizations without an I&O automation strategy will achieve **70% less efficiency and productivity savings** than their counterparts who have clearly defined strategies.



A recent Gartner report¹ identifies **5 key processes** IT should target to focus their automation efforts:

- Provisioning & Orchestration
- Change & Asset Management
- Configuration Management & Patching
- Monitoring
- Security & Governance



Provisioning and orchestration, and the associated processes, are a good starting point for organizations implementing infrastructure and operations automation.

Infrastructure and application provisioning is cumbersome, manual and offers the potential to significantly impact user experience across many areas of the business.

¹ How to Start Executing a Successful Automation Strategy, Published 29 April 2020, By Analysts Dennis Smith, Chris Saunderson

² Map I&O Automation Functions and Requirements to Develop a Successful Tool Strategy, Published 9 November 2017, Robert Naegle, Christopher Little

5 Steps to Address When Implementing Provisioning Automation



1. Have a plan! Know which automation tools you will use, outline the process to be automated and define your user groups.



2. Implement self-service capabilities. Set up your admin portal, implement your user portal and define your service catalog.



3. Ensure you have visibility into spend and usage across all infrastructure platforms and set up reporting for key stakeholders.



4. Implement resource change and decommissioning policies.



5. Optimize and continue to make changes as you evolve.

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