



Connect

Strategic Automation Adoption

SummitConnect CPH 9.10.





Matti Nieminen

Automation Sales Specialist
Red Hat



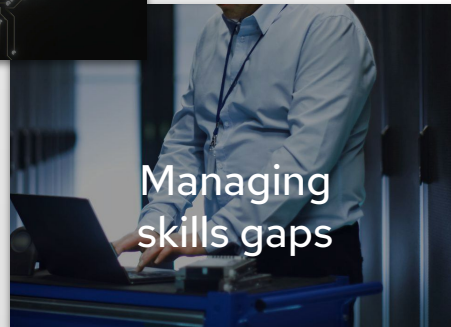
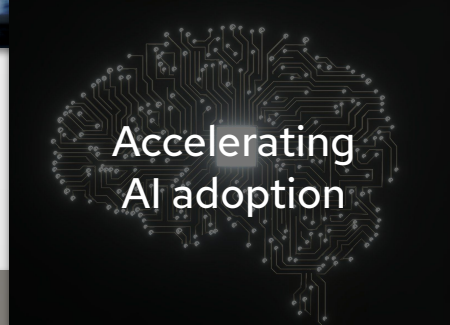
Kenneth Westerby

Automation Sales Specialist
Red Hat



Technology leaders face a range of challenges

...and they are turning to automation to help tackle them



The automation adoption challenge

Strategy, culture change, and enterprise-wide orchestration are key

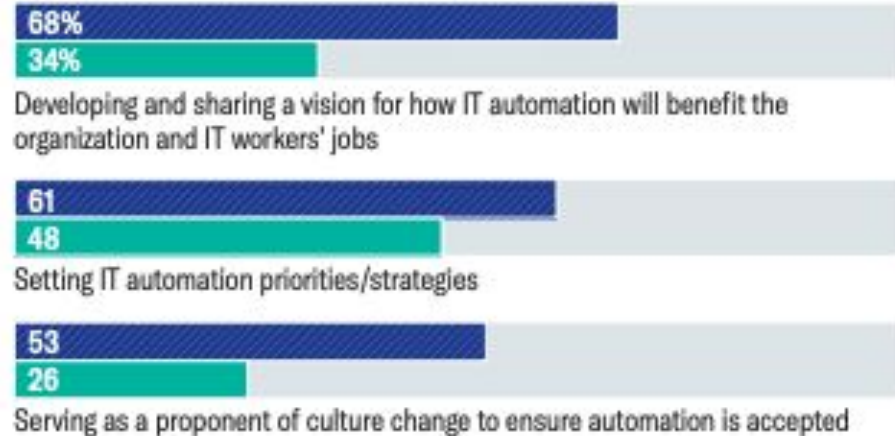
Looking for Vision

Companies challenge IT leaders to set IT automation priorities and promote culture change

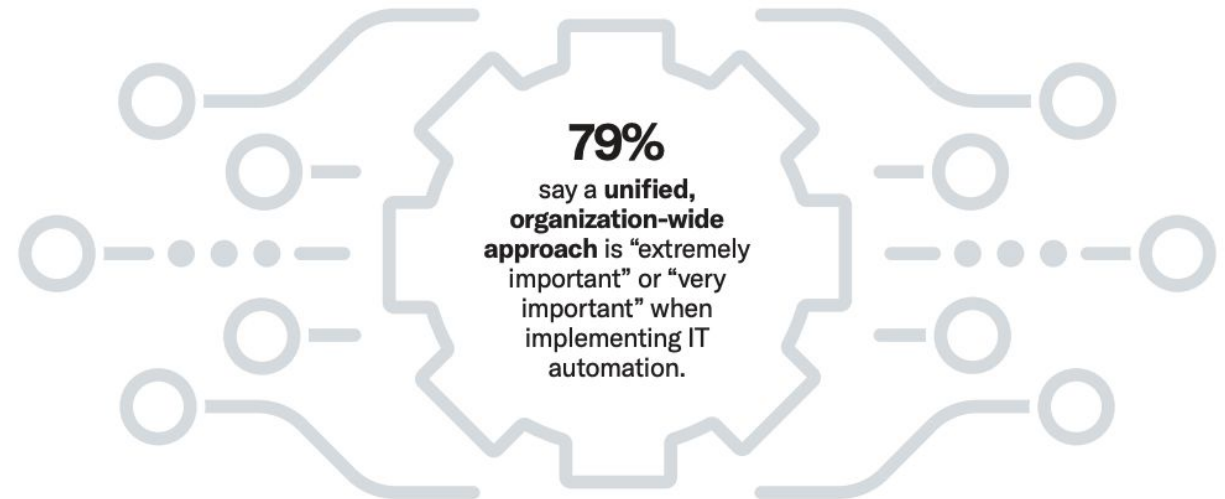
What roles should IT leaders at your organization play in adopting IT automation? [SELECT ALL THAT APPLY]

What roles do IT leadership at your organization currently play in adopting IT automation? [SELECT ALL THAT APPLY]

■ What IT leaders should be doing ■ What IT leaders are doing



A Unified Approach Is Critical



Customer realities

The automation market is maturing, and customer needs are evolving

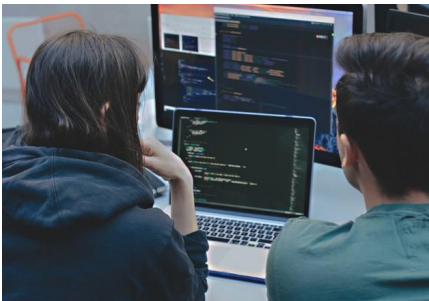
Market shift



Our most successful customers are adopting more **"top-down" automation strategies**



Automation is becoming much **more pervasive across IT domains**



Customers are looking for **more opinionated, role-based, and outcome-oriented solutions**

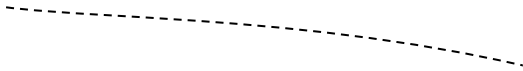
Implications

- > IT leaders are laser-focused on reducing operational costs and consolidating tools
- > Our conversations are shifting - and so is technical influence
- > Consistency, reliability and compliance at scale are paramount
- > Organizations need collaboration across teams
- > Bespoke frameworks are giving way to use-case oriented tooling
- > Customers need to meet the needs of a larger, less experienced user base



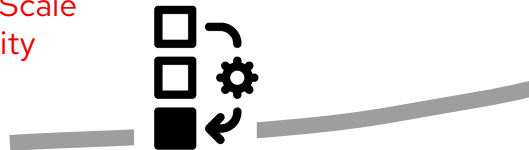
Transformational automation doesn't happen overnight

Effort per change



The automation maturity curve

Speed Scale
Reliability



Level 1

Aware

Most organizations don't

Assessing your automation maturity



Level 1

Aware

User-centric

Siloed automation

Multiple automation
tools / solutions



Exploration /
experimentation
with automation



Level 2

Standardized

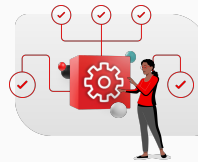
Team-centric

Reactive automation

Sharing / reuse of content



Initial quick wins
within a domain
or project.



Level 3

Proactive

Expert-centric

Planned automation

Automation strategy is
defined



Shared best
practices and
standards. Use
case expansion.



Level 4

Institutionalized

Organization-centric

Orchestrated automation

Automation-first culture



Cross-functional
orchestration and
collaboration.



Level 5

Optimized

Organization-centric

Federated, self-service
automation

Empowered / collaborative
teams



AI integration
with event-driven
automation.



VALUE EXPANDS AS AUTOMATION MATURES



MORE ROI RESILIENCY PRODUCTIVITY EFFICIENCY AT LATER STAGES

It takes a mission-critical automation **strategy**

Making a sustained commitment to transforming IT ops



Ensure individual users are incentivized to automate



Evaluate possibilities. Invest real time in identifying automation opportunities



Encourage collaboration across teams and use cases



Assess honestly. Is automation a true priority? Are your teams set up to succeed?



Measure, monitor, recognize, and respond. Celebrate the wins – and keep pushing!



Connect

Operational excellence

Saving money with ITSM and Event-Driven Automation

Red Hat Ansible Automation Platform and ServiceNow.



Wouldn't it be great if...






- ▶ Tickets could be solved automatically?
- ▶ Directly from ITSM?
- ▶ Users could help themselves without calling you?
- ▶ You didn't have to do trivial tasks?



Ansible Automation Platform + ServiceNow

Better Together

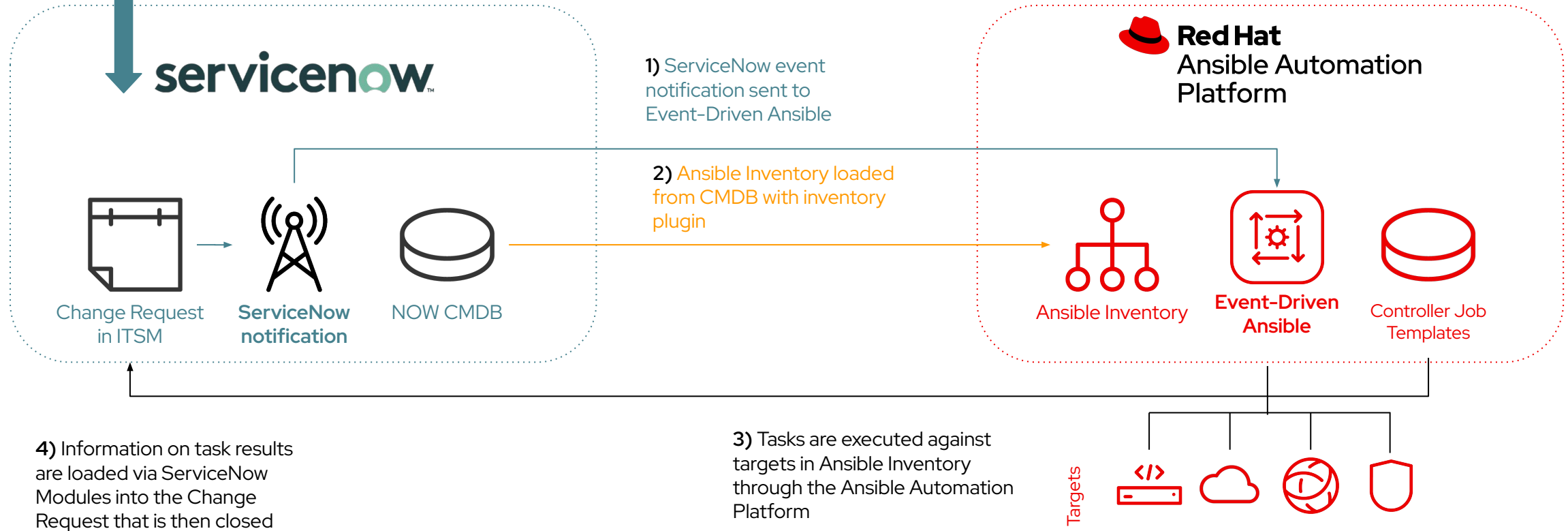


-  **Break down silos** between different teams with a single automation platform, from networking to cloud to security
-  **Reduce complexity** with a common platform and framework for automation integrated with ServiceNow
-  **Increase efficiency** by automating more tasks across different IT domains
-  **Boost productivity** using automation for ticket enrichment, remediation, or self-healing infrastructure
-  **Reduce downtime** by automating backup and recovery, and closed loop issue resolution

Automated change request fulfillment

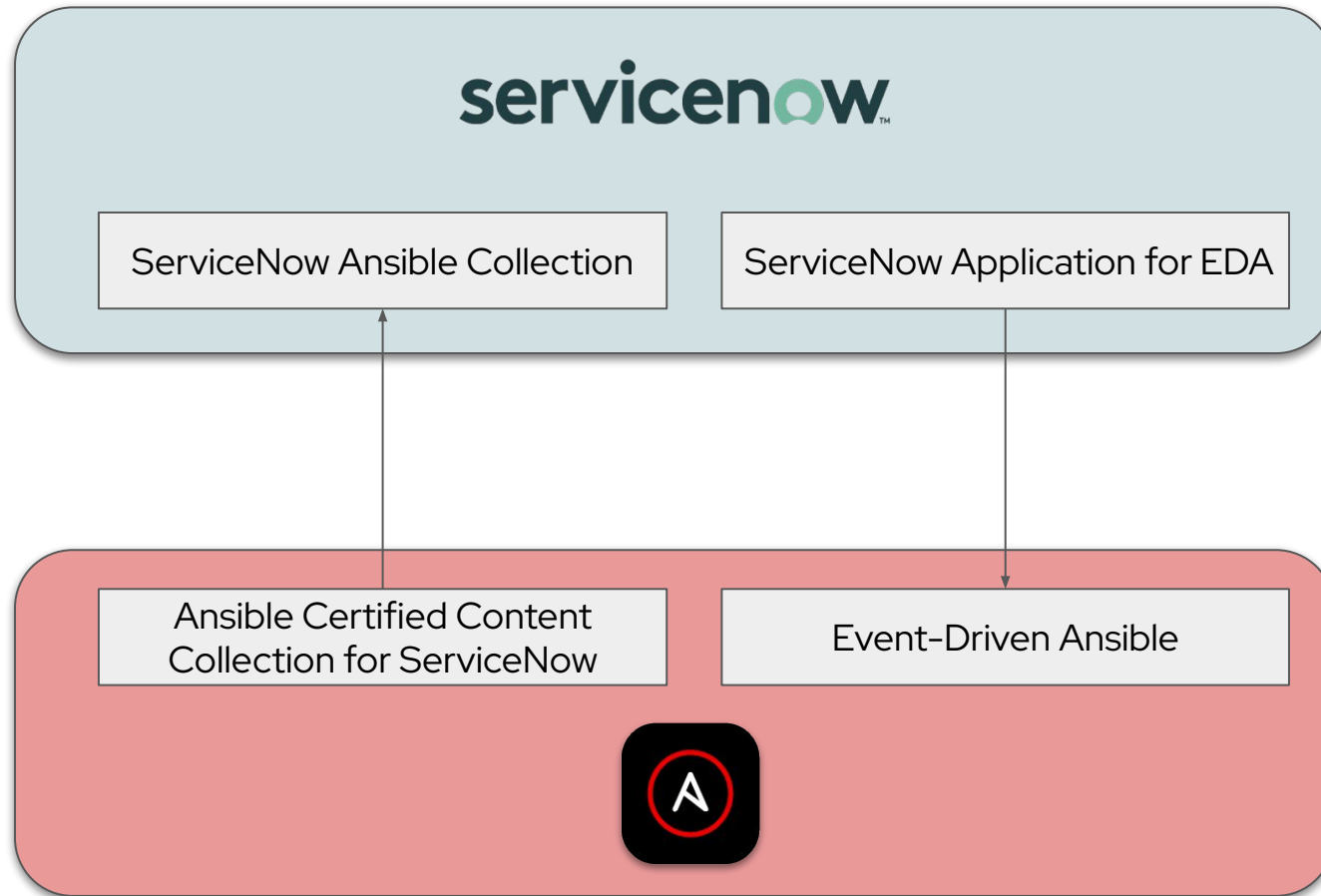


User creates a change request



Ansible Integration with ServiceNow

Enabling **Event Driven Ansible (EDA)** integration with ServiceNow

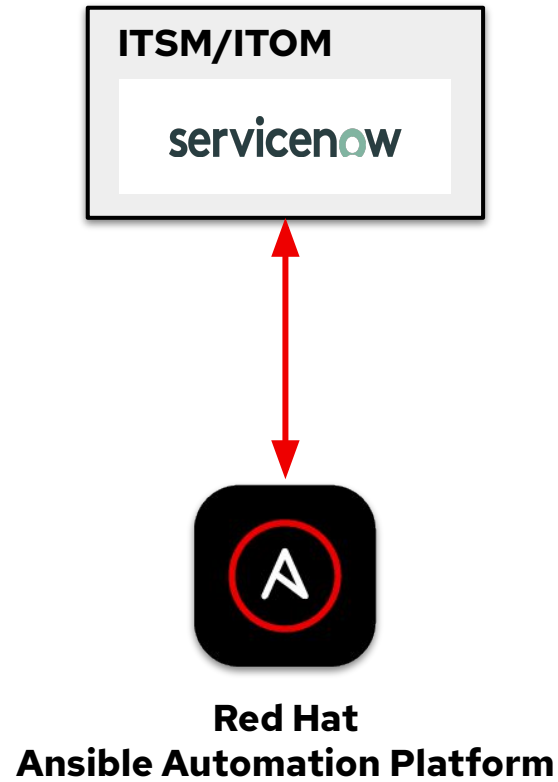


Certified Content Collections are built, supported, and maintained by Red Hat and our technology partners. Certified collections focus on how to integrate with partner platforms.

Event-Driven Ansible provides the event-handling capability needed to automate complex tasks and respond to changing conditions in any IT domain or directly from ServiceNow.

**For ServiceNow ITSM releases Tokyo and later*

How does Ansible enable complex automation with ServiceNow?



Connecting ServiceNow to your IT environment

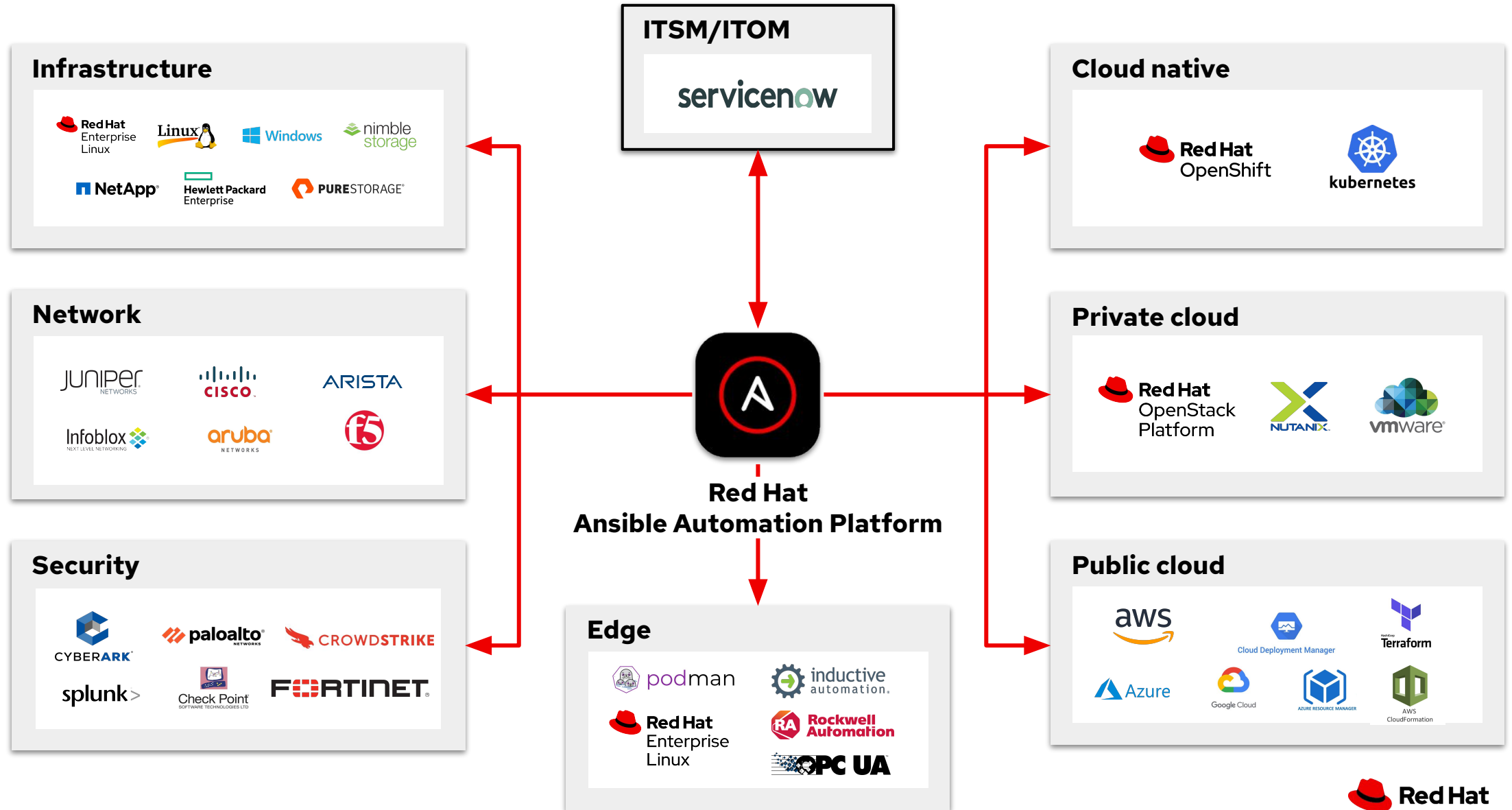
200+
Certified
Content
Collections

90+
Certified
Technology
partners

100+
Systems
integrators +
Resellers

55,000
GitHub stars

1000+
Active open
source
contributors

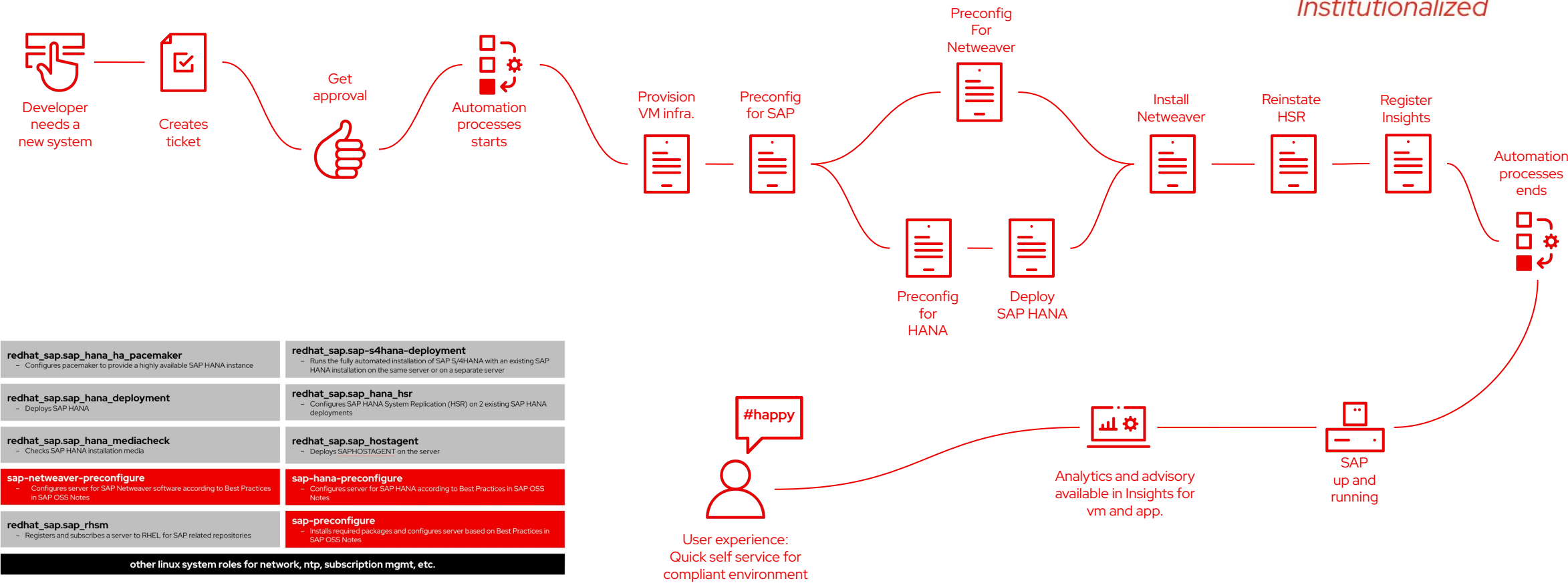


Event-Driven Ansible: Instant SAP Deploy.



Level 4

Institutionalized





Level 5
Optimized



Log aggregation/Message Q



Red Hat
Enterprise Linux

Operationalization

Use case: Self-healing infrastructure

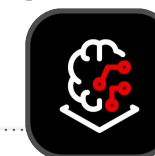


Level 5

Optimized

servicenow

**Example:
OpenShift AI**



Internal/
External AI

4



Sync information
with ITSM

2



Ansible Rulebook
picks up event

3



Determine what
error means using
AI

Log aggregation/Message Q

1

Error/Event
takes place



Red Hat
Enterprise Linux



Red Hat
Enterprise Linux



Windows Server

6

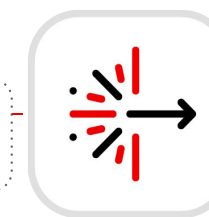


Remediate
Issue

5



Request Ansible
Playbook



Ansible
Lightspeed



Red Hat



Connect

Operational excellence

Questions?

What level are you on?

How long does the top tier have before it expires?

Automation is always evolving, AAP is the platform.





Connect

Thank you



linkedin.com/company/red-hat



facebook.com/redhatinc



youtube.com/user/RedHatVideos



twitter.com/RedHat

