



Connect

The City Police Journey to End-to-End Automation

Ismail Dhaoui
Principal Specialist Solution Architect



City Police Station Application : Architecture

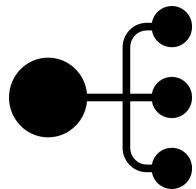


Red Hat Satellite



Service Now

ITSM, Management



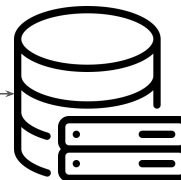
Load Balancer



Web site



Backend Service



Database Service

Fines Application



Alert Manager







Prometheus

Observability & Monitoring



KPI's, Challenges

No. of tickets open / month	500	
MTTR	19hr	
Time to provision Fines application	3 days	
Time to lifecycle Fines application	1 day	





"I don't need automation, It only takes me 10 min"

"I don't need automation. The automated task takes longer than doing the task manually"

"I can do it faster"



Let's see the numbers



*"I don't need automation,
It only takes me 10 min"*

- 1+ day \Rightarrow 50 servers
- 2 weeks \Rightarrow 5000 servers
- No Time saving but parallel
 - For 50 servers - \rightarrow 0.02 days
 - For 500 servers - \rightarrow 0.21 weeks

A	B	C	D	E	F	G	H	I	J	K	L
Manual Task duration (m)	10		Work day (h)	8		Coffee price	18.00				
Automated Task duration (m)	10		Work Week (d)	5		Coffee per day	2				
Number of tasks	1		Work month (w)	4							
Batch size	10		Work Year (m)	12		can't be finished within time unit					
Repeated (yearly)	1										
Number of systems	1	10	20	30	40	50	100	200	300	400	500
Cumulative Time											
Manual Time											
mins	10.00	100.00	200.00	300.00	400.00	500.00	1,000.00	2,000.00	3,000.00	4,000.00	5,000.00
hours	0.17	1.67	3.33	5.00	6.67	8.33	16.67	33.33	50.00	66.67	83.33
days	0.02	0.21	0.42	0.63	0.83	1.04	2.08	4.17	6.25	8.33	10.42
week	0.00	0.04	0.08	0.13	0.17	0.21	0.42	0.83	1.25	1.67	2.08
Months	0.00	0.01	0.02	0.03	0.04	0.05	0.10	0.21	0.31	0.42	0.52
Years	0.00	0.00	0.00	0.00	0.00	0.00	0.01	0.02	0.03	0.03	0.04
Coffee	0.00	0.03	0.06	0.09	0.13	0.16	0.31	0.63	0.94	1.25	1.56
Automated Time (Serial)											
min	10.00	100.00	200.00	300.00	400.00	500.00	1,000.00	2,000.00	3,000.00	4,000.00	5,000.00
hours	0.17	1.67	3.33	5.00	6.67	8.33	16.67	33.33	50.00	66.67	83.33
days	0.02	0.21	0.42	0.63	0.83	1.04	2.08	4.17	6.25	8.33	10.42
weeks	0.00	0.04	0.08	0.13	0.17	0.21	0.42	0.83	1.25	1.67	2.08
months	0.00	0.01	0.02	0.03	0.04	0.05	0.10	0.21	0.31	0.42	0.52
years	0.00	0.00	0.00	0.00	0.00	0.00	0.01	0.02	0.03	0.03	0.04
Coffee	0.75	7.50	15.00	22.50	30.00	37.50	75.00	150.00	225.00	300.00	375.00
Automated Time (parallel)											
min	10.00	10.00	20.00	30.00	40.00	50.00	100.00	200.00	300.00	400.00	500.00
hours	0.17	0.17	0.33	0.50	0.67	0.83	1.67	3.33	5.00	6.67	8.33
days	0.02	0.02	0.04	0.06	0.08	0.10	0.21	0.42	0.63	0.83	1.04
weeks	0.00	0.00	0.01	0.01	0.02	0.02	0.04	0.08	0.13	0.17	0.21
months	0.00	0.00	0.00	0.00	0.00	0.01	0.01	0.02	0.03	0.04	0.05
years	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Coffee	0.75	0.75	1.50	2.25	3.00	3.75	7.50	15.00	22.50	30.00	37.50



"I'm not going to spend an hour to automate a 10min thing"

- If you have 50 servers, this is more than a day, 2 weeks for 500 servers
- Even with a 50min slower automation on the individual task, Automation runs simultaneously on different targets reducing it to 0.31 days for 50 servers and 0.31 weeks for 500 when done 10 servers in parallel

A	B	C	D	E	F	G	H	I	J	K	L
Manual Task duration (m)	10		Work day (h)	8		Coffee price	18.00				
Automated Task duration (m)	60		Work Week (d)	5		Coffee per day	2				
Number of tasks	1		Work month (w)	4							
Batch size	10		Work Year (m)	12		can't be finished within time unit					
Repeated (yearly)	1										
Number of systems	1	10	20	30	40	50	100	200	300	400	500
Cumulative Time											
Manual Time											
mins	10.00	100.00	200.00	300.00	400.00	500.00	1,000.00	2,000.00	3,000.00	4,000.00	5,000.00
hours	0.17	1.67	3.33	5.00	6.67	8.33	16.67	33.33	50.00	66.67	83.33
days	0.02	0.21	0.42	0.63	0.83	1.04	2.08	4.17	6.25	8.33	10.42
week	0.00	0.04	0.08	0.13	0.17	0.21	0.42	0.83	1.25	1.67	2.08
Months	0.00	0.01	0.02	0.03	0.04	0.05	0.10	0.21	0.31	0.42	0.52
Years	0.00	0.00	0.00	0.00	0.00	0.00	0.01	0.02	0.03	0.03	0.04
Coffee	0.00	0.03	0.06	0.09	0.13	0.16	0.31	0.63	0.94	1.25	1.56
Automated Time (Serial)											
min	60.00	600.00	1,200.00	1,800.00	2,400.00	3,000.00	6,000.00	12,000.00	18,000.00	24,000.00	30,000.00
hours	1.00	10.00	20.00	30.00	40.00	50.00	100.00	200.00	300.00	400.00	500.00
days	0.13	1.25	2.50	3.75	5.00	6.25	12.50	25.00	37.50	50.00	62.50
weeks	0.03	0.25	0.50	0.75	1.00	1.25	2.50	5.00	7.50	10.00	12.50
months	0.01	0.06	0.13	0.19	0.25	0.31	0.63	1.25	1.88	2.50	3.13
years	0.00	0.01	0.01	0.02	0.02	0.03	0.05	0.10	0.16	0.21	0.26
Coffee	4.50	45.00	90.00	135.00	180.00	225.00	450.00	900.00	1,350.00	1,800.00	2,250.00
Automated Time (parallel)											
min	60.00	60.00	120.00	180.00	240.00	300.00	600.00	1,200.00	1,800.00	2,400.00	3,000.00
hours	1.00	1.00	2.00	3.00	4.00	5.00	10.00	20.00	30.00	40.00	50.00
days	0.13	0.13	0.25	0.38	0.50	0.63	1.25	2.50	3.75	5.00	6.25
weeks	0.03	0.03	0.05	0.08	0.10	0.13	0.25	0.50	0.75	1.00	1.25
months	0.01	0.01	0.01	0.02	0.03	0.03	0.06	0.13	0.19	0.25	0.31
years	0.00	0.00	0.00	0.00	0.00	0.00	0.01	0.01	0.02	0.02	0.03
Coffee	4.50	4.50	9.00	13.50	18.00	22.50	45.00	90.00	135.00	180.00	225.00



"I can do it faster"

- With 100 parallel execution, 500 servers can be done in 5h!!!

A	B	C	D	E	F	G	H	I	J	K	L
Manual Task duration (m)	10		Work day (h)	8		Coffee price	18.00				
Automated Task duration (m)	60		Work Week (d)	5		Coffee per day	2				
Number of tasks	1		Work month (w)	4							
Batch size	100		Work Year (m)	12		can't be finished within time unit					
Repeated (yearly)	1										
Number of systems	1	10	20	30	40	50	100	200	300	400	500
Cumulative Time											
Manual Time											
mins	10.00	100.00	200.00	300.00	400.00	500.00	1,000.00	2,000.00	3,000.00	4,000.00	5,000.00
hours	0.17	1.67	3.33	5.00	6.67	8.33	16.67	33.33	50.00	66.67	83.33
days	0.02	0.21	0.42	0.63	0.83	1.04	2.08	4.17	6.25	8.33	10.42
week	0.00	0.04	0.08	0.13	0.17	0.21	0.42	0.83	1.25	1.67	2.08
Months	0.00	0.01	0.02	0.03	0.04	0.05	0.10	0.21	0.31	0.42	0.52
Years	0.00	0.00	0.00	0.00	0.00	0.00	0.01	0.02	0.03	0.03	0.04
Coffee	0.00	0.03	0.06	0.09	0.13	0.16	0.31	0.63	0.94	1.25	1.56
Automated Time (Serial)											
min	60.00	600.00	1,200.00	1,800.00	2,400.00	3,000.00	6,000.00	12,000.00	18,000.00	24,000.00	30,000.00
hours	1.00	10.00	20.00	30.00	40.00	50.00	100.00	200.00	300.00	400.00	500.00
days	0.13	1.25	2.50	3.75	5.00	6.25	12.50	25.00	37.50	50.00	62.50
weeks	0.03	0.25	0.50	0.75	1.00	1.25	2.50	5.00	7.50	10.00	12.50
months	0.01	0.06	0.13	0.19	0.25	0.31	0.63	1.25	1.88	2.50	3.13
years	0.00	0.01	0.01	0.02	0.02	0.03	0.05	0.10	0.16	0.21	0.26
Coffee	4.50	45.00	90.00	135.00	180.00	225.00	450.00	900.00	1,350.00	1,800.00	2,250.00
Automated Time (parallel)											
min	60.00	60.00	60.00	60.00	60.00	60.00	60.00	120.00	180.00	240.00	300.00
hours	1.00	1.00	1.00	1.00	1.00	1.00	1.00	2.00	3.00	4.00	5.00
days	0.13	0.13	0.13	0.13	0.13	0.13	0.13	0.25	0.38	0.50	0.63
weeks	0.03	0.03	0.03	0.03	0.03	0.03	0.03	0.05	0.08	0.10	0.13
months	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.02	0.03	0.03
years	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Coffee	4.50	4.50	4.50	4.50	4.50	4.50	4.50	9.00	13.50	18.00	22.50



"I don't need automation. The automated task takes longer than doing the task manually"

A	B	C	D	E	F	G	H	I	J	K	L
Manual Task duration (m)	10		Work day (h)	8		Coffee price	18.00				
Automated Task duration (m)	10		Work Week (d)	5		Coffee per day	2				
Number of tasks	1		Work month (w)	4							
Batch size	10		Work Year (m)	12		can't be finished within time unit					
Repeated (yearly)	1										
Number of systems	1	10	20	30	40	50	100	200	300	400	500
Cumulative Time											
Manual Time											
mins	10.00	100.00	200.00	300.00	400.00	500.00	1,000.00	2,000.00	3,000.00	4,000.00	5,000.00
hours	0.17	1.67	3.33	5.00	6.67	8.33	16.67	33.33	50.00	66.67	83.33
days	0.02	0.21	0.42	0.63	0.83	1.04	2.08	4.17	6.25	8.33	10.42
week	0.00	0.04	0.08	0.13	0.17	0.21	0.42	0.83	1.25	1.67	2.08
Months	0.00	0.01	0.02	0.03	0.04	0.05	0.10	0.21	0.31	0.42	0.52
Years	0.00	0.00	0.00	0.00	0.00	0.00	0.01	0.02	0.03	0.03	0.04
Coffee	0.00	0.03	0.06	0.09	0.13	0.16	0.31	0.63	0.94	1.25	1.56
Automated Time (Serial)											
min	10.00	100.00	200.00	300.00	400.00	500.00	1,000.00	2,000.00	3,000.00	4,000.00	5,000.00
hours	0.17	1.67	3.33	5.00	6.67	8.33	16.67	33.33	50.00	66.67	83.33
days	0.02	0.21	0.42	0.63	0.83	1.04	2.08	4.17	6.25	8.33	10.42
weeks	0.00	0.04	0.08	0.13	0.17	0.21	0.42	0.83	1.25	1.67	2.08
months	0.00	0.01	0.02	0.03	0.04	0.05	0.10	0.21	0.31	0.42	0.52
years	0.00	0.00	0.00	0.00	0.00	0.00	0.01	0.02	0.03	0.03	0.04
Coffee	0.75	7.50	15.00	22.50	30.00	37.50	75.00	150.00	225.00	300.00	375.00
Automated Time (parallel)											
min	10.00	10.00	20.00	30.00	40.00	50.00	100.00	200.00	300.00	400.00	500.00
hours	0.17	0.17	0.33	0.50	0.67	0.83	1.67	3.33	5.00	6.67	8.33
days	0.02	0.02	0.04	0.06	0.08	0.10	0.21	0.42	0.63	0.83	1.04
weeks	0.00	0.00	0.01	0.01	0.02	0.02	0.04	0.08	0.13	0.17	0.21
months	0.00	0.00	0.00	0.00	0.00	0.01	0.01	0.02	0.03	0.04	0.05
years	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Coffee	0.75	0.75	1.50	2.25	3.00	3.75	7.50	15.00	22.50	30.00	37.50



Red Hat is *the leader* in the 2024 Forrester Wave™: Infrastructure Automation Platforms

THE FORRESTER WAVE™

Infrastructure Automation Platforms

Q4 2024



Key takeaways from vendor profile

- > "The Ansible Automation Platform is a comprehensive solution for various use cases, expanding into event-driven automation to reduce human intervention and reduce the burden of writing code for each scenario."
- > "Red Hat's strategy for a collective and inclusive user community is spurring growth. Its vision and partner ecosystem are both strengths...supported by the community, Red Hat Ansible addresses numerous automation use cases."
- > "Red Hat offers a good all-around automation tool for organizations that aim to enable users to develop mature automation and integrate technology silos."

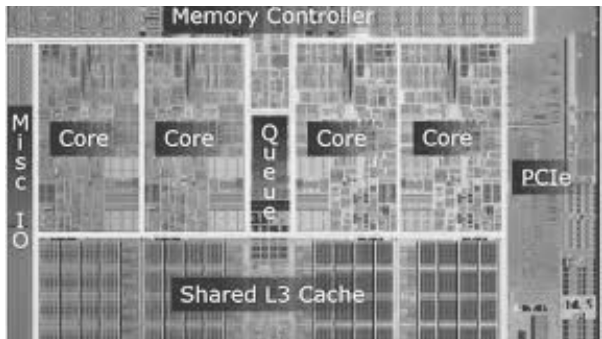
Source: Forrester Research, "The Forrester Wave™: Infrastructure Automation Platforms, Q4 2024," 2024.

The Forrester Wave™ is copyrighted by Forrester Research, Inc. Forrester and Forrester Wave™ are trademarks of Forrester Research, Inc. The Forrester Wave™ is a graphical representation of Forrester's call on a market and is plotted using a detailed spreadsheet with exposed scores, weightings, and comments. Forrester does not endorse any vendor, product, or service depicted in the Forrester Wave™. Information is based on the best available resources. Opinions reflect judgment at the time and are subject to change.

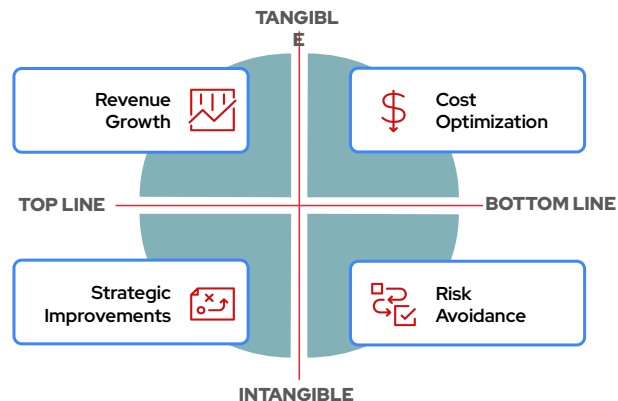


Business Value Framework

Elevate the Conversation to What Customers Care About: Value to Them



Discussions Specific on Capabilities of Each Product

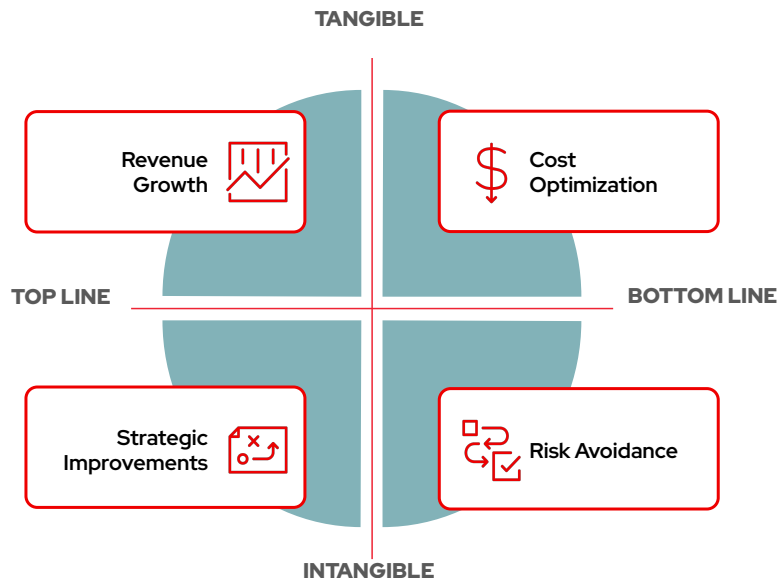


Focus on Business Outcomes Enabled by Products Together



The Business Value Practice (BVP)

Driving discussions based on business needs and quantified value creation



Vision

For the business value of Red Hat's partnership to be at the center of every conversation with our customers, partners, and account teams



Mission

Provide strategic advisory to our customers, partners, and account teams globally to answer the question of why invest in Red Hat to enable their business outcomes



Impact

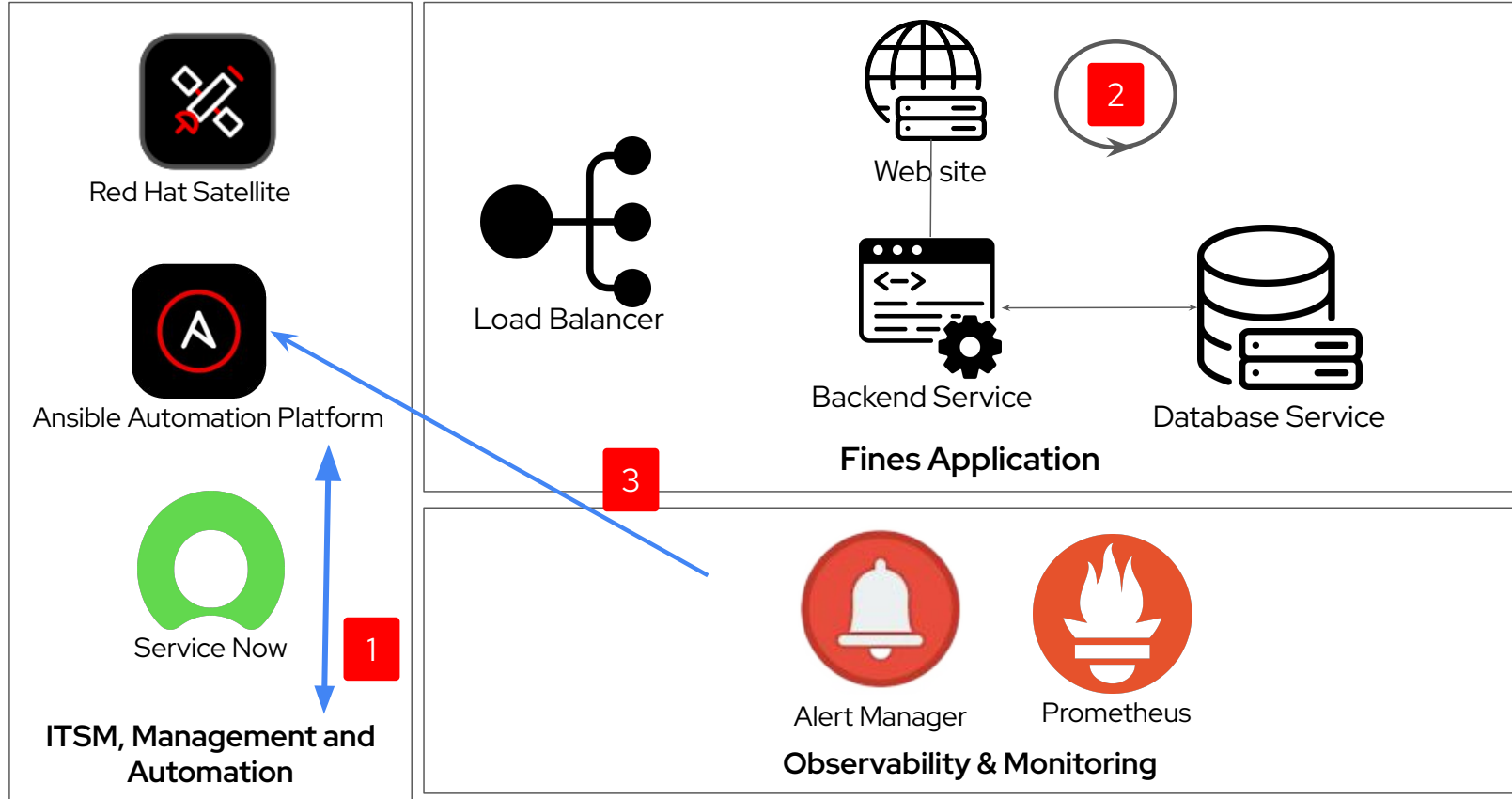
Increase pipeline, grow ACV/ARR in accounts, increase win rates for deals, and scale business value globally

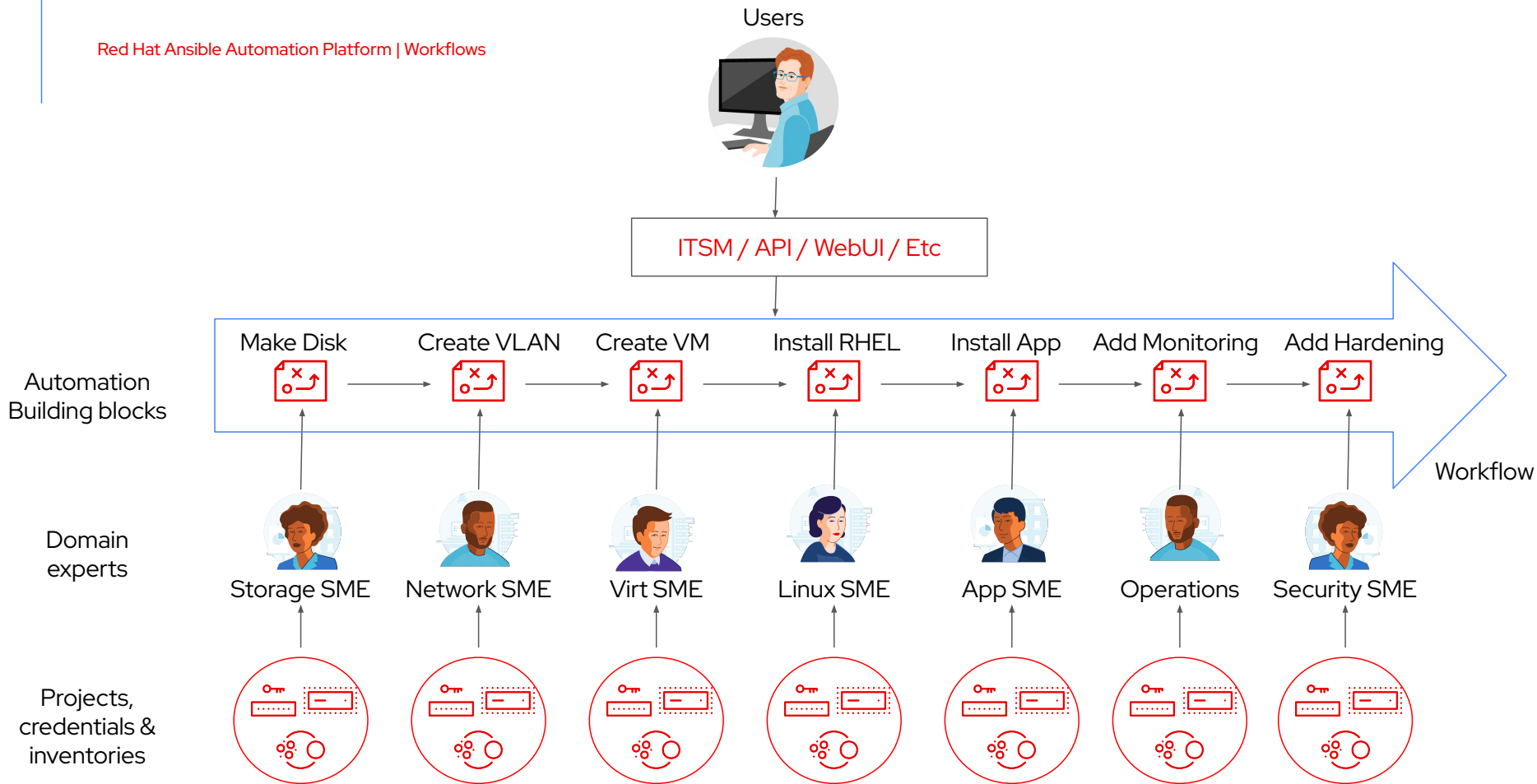


One year later...

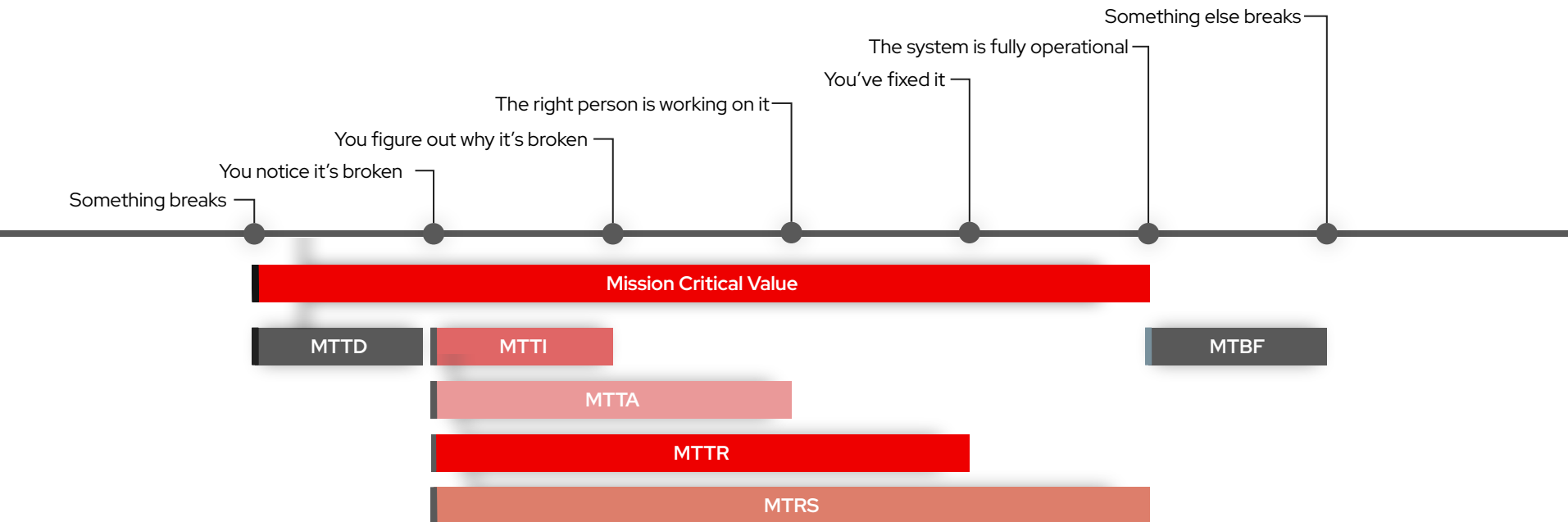


Lego City Police Station Architecture










Improving the incident timeline for mission-critical apps and more



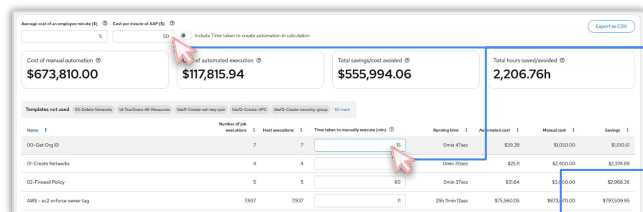
KPI's after introducing Ansible Automation Platform

KPI	Before	After	
No. of tickets open / month	500	400	
No. of tickets handled automated	0	200	
MTTR [only automated tickets]	19 hr	15 min	
Time to provision Fines application	3 days	2hrs	
Time to lifecycle Fines application	1 day	4 hrs	



Monitor, track, and report on value with the *new* automation dashboard

Customize and share a clearer view of the impact your automation is driving for the business

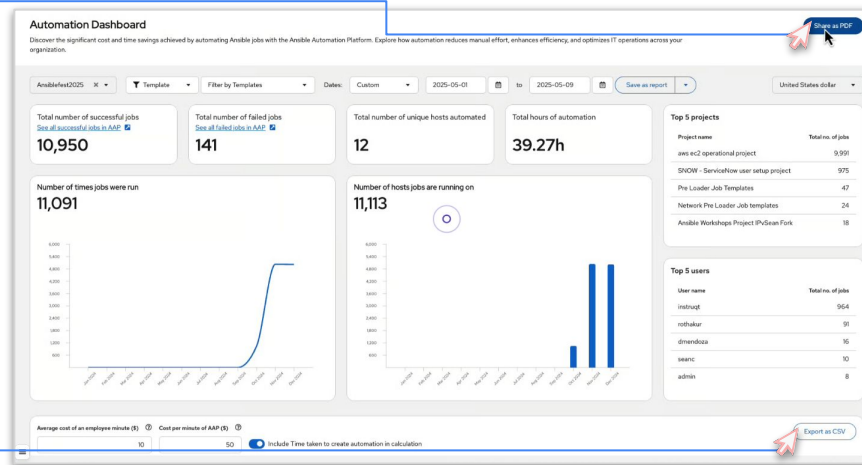
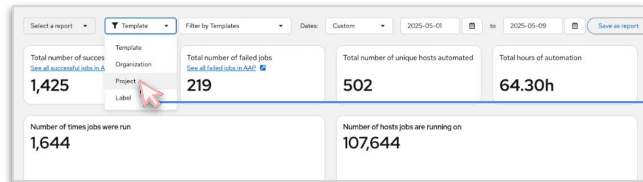
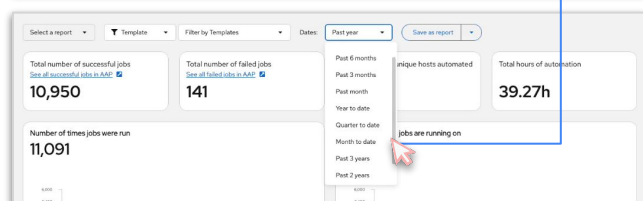


Customize the time taken to manually execute tasks, time taken to create the automation, avg cost of employee per minute, and cost of AAP per minute

Select the desired reporting time period

Filter by Template, Organization, Project, or Label

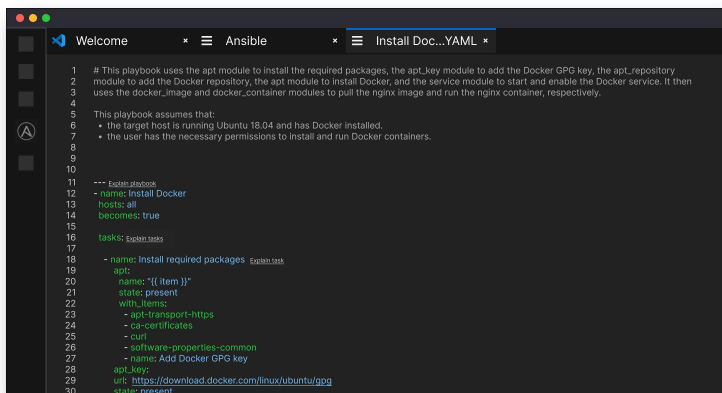
Easily export and share report via .pdf or .csv



A refresher: What is Ansible Lightspeed?

A: Two discrete solutions that provide generative AI and AIOps to Ansible Automation Platform

Coding assistant
for automation content creation

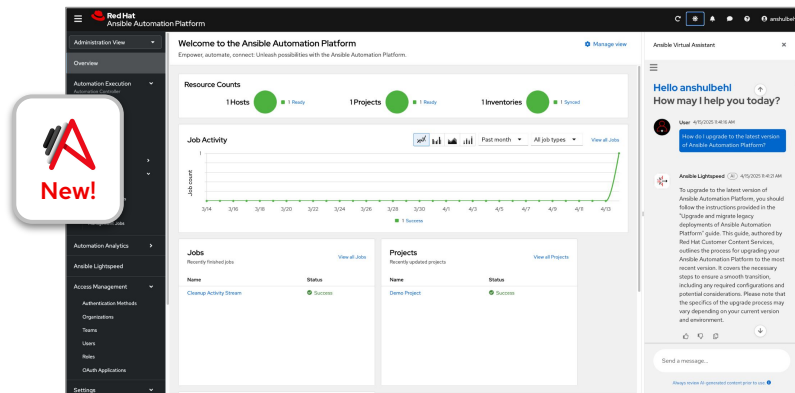


```
1 # This playbook uses the apt module to install the required packages, the apt_key module to add the Docker GPG key, the apt_repository
2 module to add the Docker repository, the apt module to install Docker, and the service module to start and enable the Docker service. It then
3 uses the docker_image and docker_container modules to pull the nginx image and run the nginx container, respectively.
4
5 This playbook assumes that:
6 • the target host is running Ubuntu 18.04 and has Docker installed.
7 • the user has the necessary permissions to install and run Docker containers.
8
9
10
11 *** Explain task ***
12 - name: Install Docker
13   hosts: all
14   become: true
15
16   tasks:
17     - name: Explain task
18
19     - name: Install required packages
20       apt:
21         name: "{{ item }}"
22         state: present
23         with_items:
24           - apt-transport-https
25           - ca-certificates
26           - software-properties-common
27         - name: Add Docker GPG key
28       apt_key:
29         url: https://download.docker.com/linux/ubuntu/gpg
30         state: present
```

Installed & used in VSCode

Intelligent assistant

For automation platform administration and management



Powered by Red Hat Ansible Lightspeed

Embedded directly into AAP UI





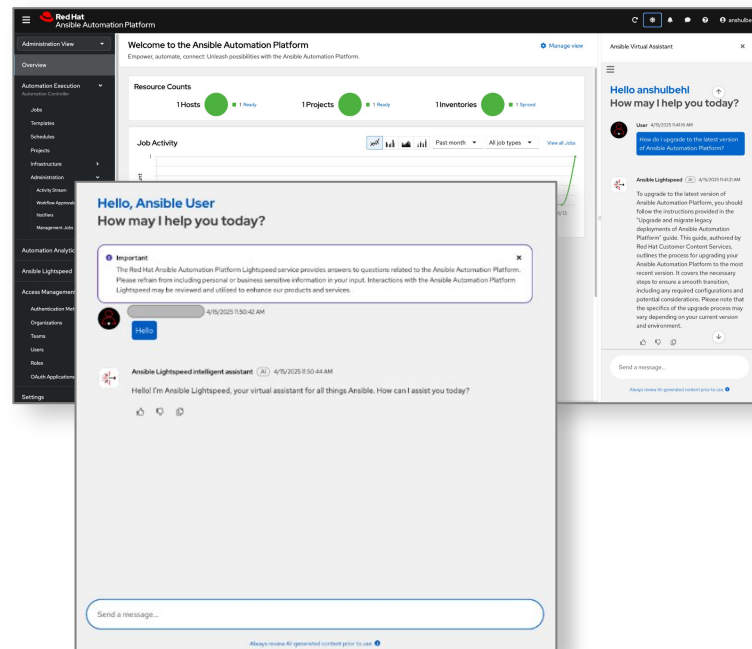
Overview | Ansible Lightspeed intelligent assistant

Bring Ansible expertise right to your keyboard

GA
AAP 2.6

PLATFORM ASSISTANCE

- **Intuitive chat assistant** embedded directly into Ansible Automation Platform UI
- Support for **faster troubleshooting, platform onboarding, and the day-to-day management** of automation.
- Includes links to references and resources for **accelerated learning through RAG inferencing**.
- Flexible model connectivity: BYOM (Red Hat AI or 3rd-party models (post 2.6, November 2025))
- **Example prompts:**
 - "What is an execution environment?"
 - "How do I upgrade to the latest version of Ansible Automation Platform?"
 - "How do I activate Ansible Lightspeed with watsonx Code Assistant?"



ONBOARD FASTER

REDUCE FRUSTRATION / FRICTION

SIMPLIFY PLATFORM ADMINISTRATION



Overview | Self-service automation portal

A service delivery evolution that makes automation simpler + more accessible

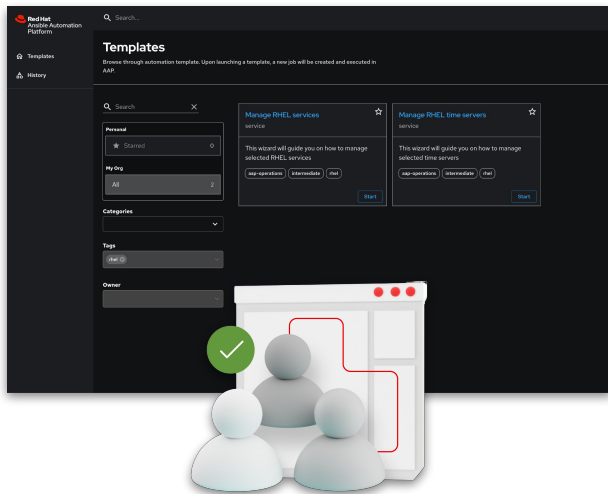
The experience

Simplified Interface: A separate, user-friendly web interface designed for business users, not automation experts

Guided Workflows: Step-by-step forms that walk users through automation requests without technical complexity

Seamless Integration: Uses your existing Ansible Automation Platform setup—same logins, same security controls, same automation logic

Smart Forms: Real-time field validation, conditional and dynamic forms, and dropdown fields for AAP artefacts, such as AAP inventories.

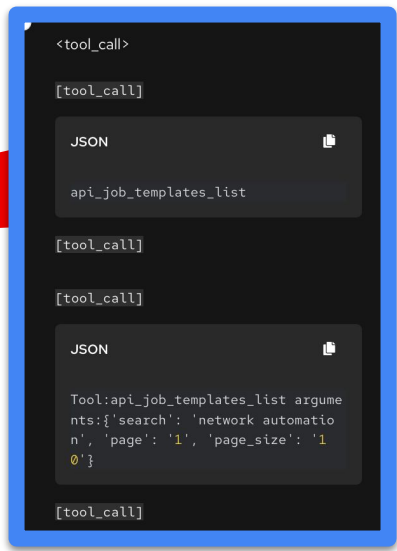
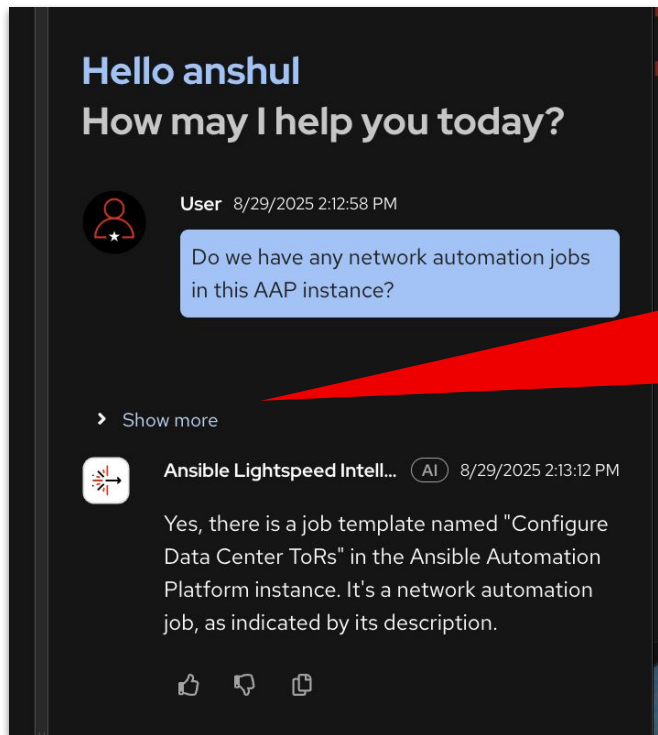


What it delivers

- ✓ **Empowers automation teams,** by reducing reliance on external portal tools/competitor integrations.
- ✓ **Integrates our platform more deeply** with end-to-end business workflows.
- ✓ **Makes automation more accessible** to business/non-technical users, without complex manual processes or coding.

Tech Preview: Ansible Lightspeed intelligent assistant + MCP

Agentic automation for more efficient platform operations



Capabilities

- > Read-only MCP tool calling providing contextual awareness of your Ansible Automation Platform environment
- > Example prompts
 - > "List the 10 most recently created job templates in this AAP environment."
 - > "Do we have any network automation jobs in the AAP instance?"
 - > "List the inventories available in this environment."
 - > "How many users are there on this AAP system?"



Plan your upgrade

Upgrade with confidence and future-proof your investment

Direct upgrade path available

A single, streamlined process to upgrade to AAP 2.6, reducing intermediate steps and complexity.

AAP 2.4 -> AAP 2.6



AAP 2.5 -> AAP 2.6



Supported topology migration

A documented, "lift-and-shift" process to move an AAP instance from one deployment type to another (such as RPM install to containerized or OpenShift).



Streamlined Enterprise Auth Migration

Enterprise authenticator configurations (SAML, LDAP, OIDC) are seamlessly migrated to the platform gateway, simplifying post-upgrade setup and re-authentication.



Automated IAM Migration

Users, teams, roles, and permissions are automatically migrated from the controller to the platform gateway, preserving RBAC model and administrative privileges.



AAP 2.5
customers
already have
platform
gateway
installed



Talk, Talk, Talk....

Time to Show!!





Connect

Thank you



linkedin.com/company/red-hat



facebook.com/redhatinc



youtube.com/user/RedHatVideos



twitter.com/RedHat

