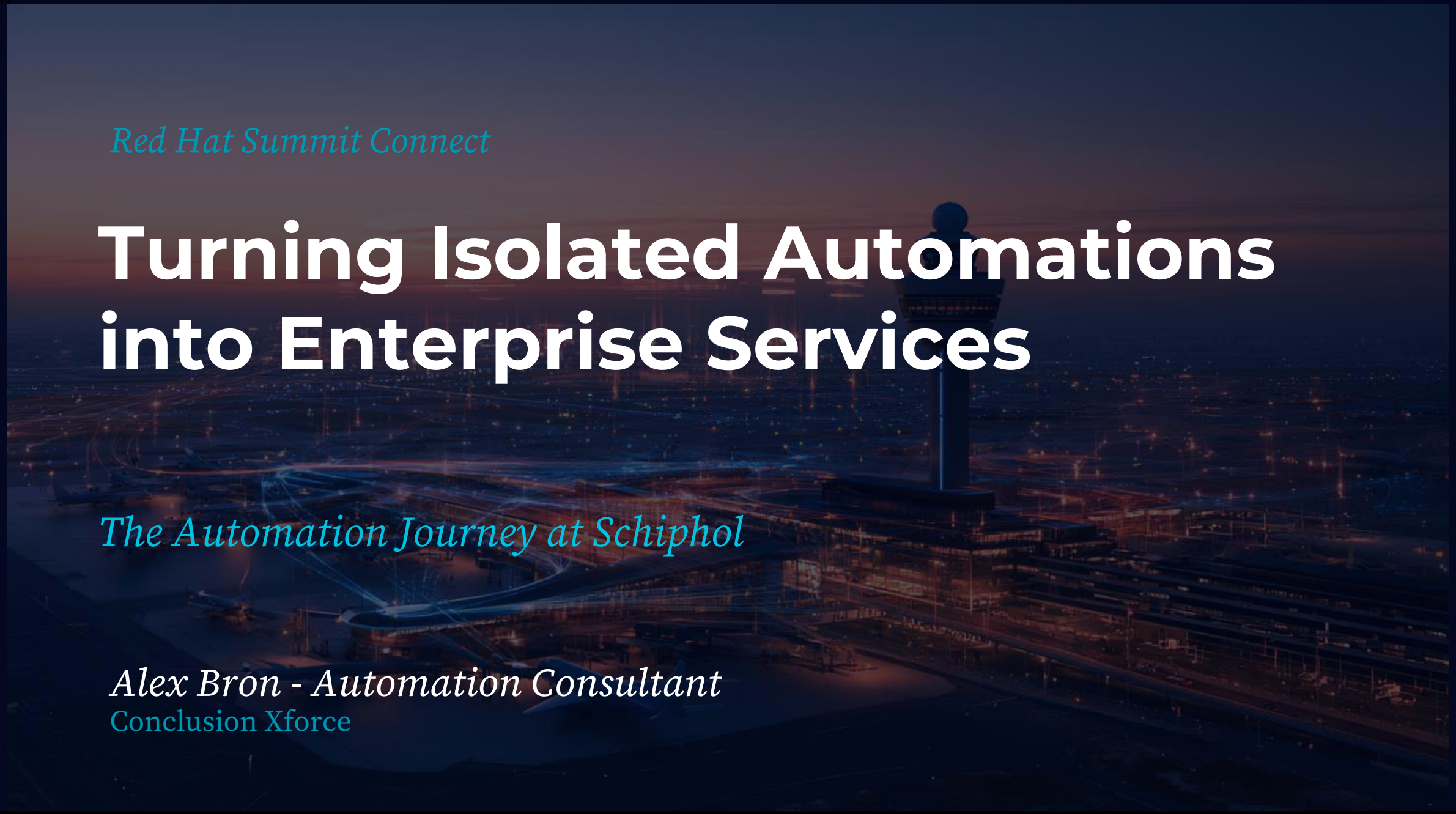
TLP:
GREEN



Red Hat Summit Connect

Turning Isolated Automations into Enterprise Services

The Automation Journey at Schiphol

Alex Bron - Automation Consultant
Conclusion Xforce

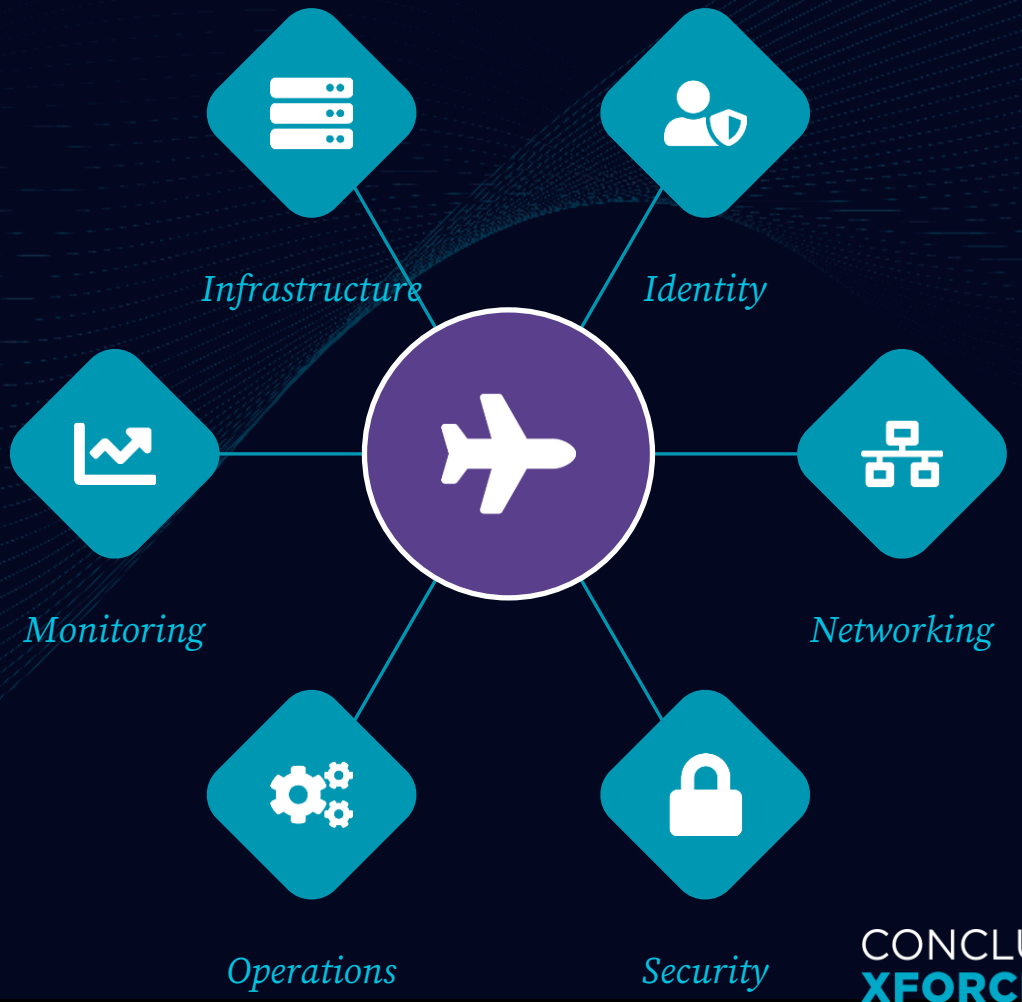
TLP:
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Context

Behind Every Flight Is An IT Platform

Airports are highly dependent on IT.

Every gate, bag and boarding pass leans on platforms most passengers never see.



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A simple question

Why did delivering a VM take more than six weeks?



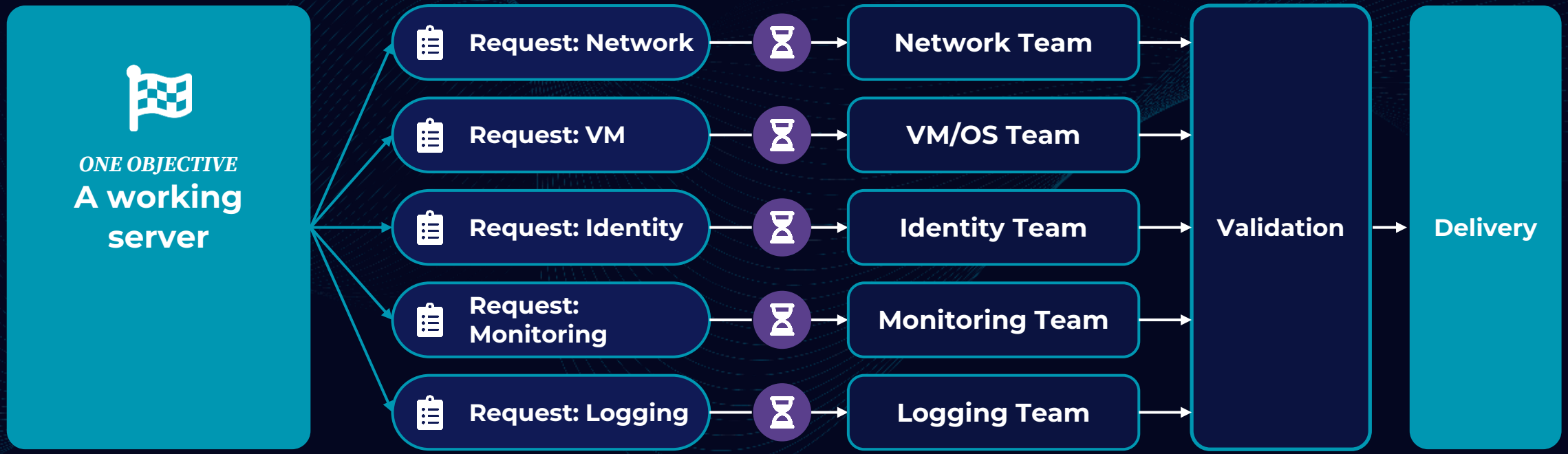
CONCLUSION
XFORCE

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Value stream

The Original Process

One objective. Many separate requests.



1 objective. 5 requests. 5 queues. 6+ weeks.

= *waiting in a queue*

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Local optimization

Nothing Was Broken

Every team was doing their job well.



Good teams.
Poor customer experience.

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Early wins

Our First Automation Successes

We automated tasks.

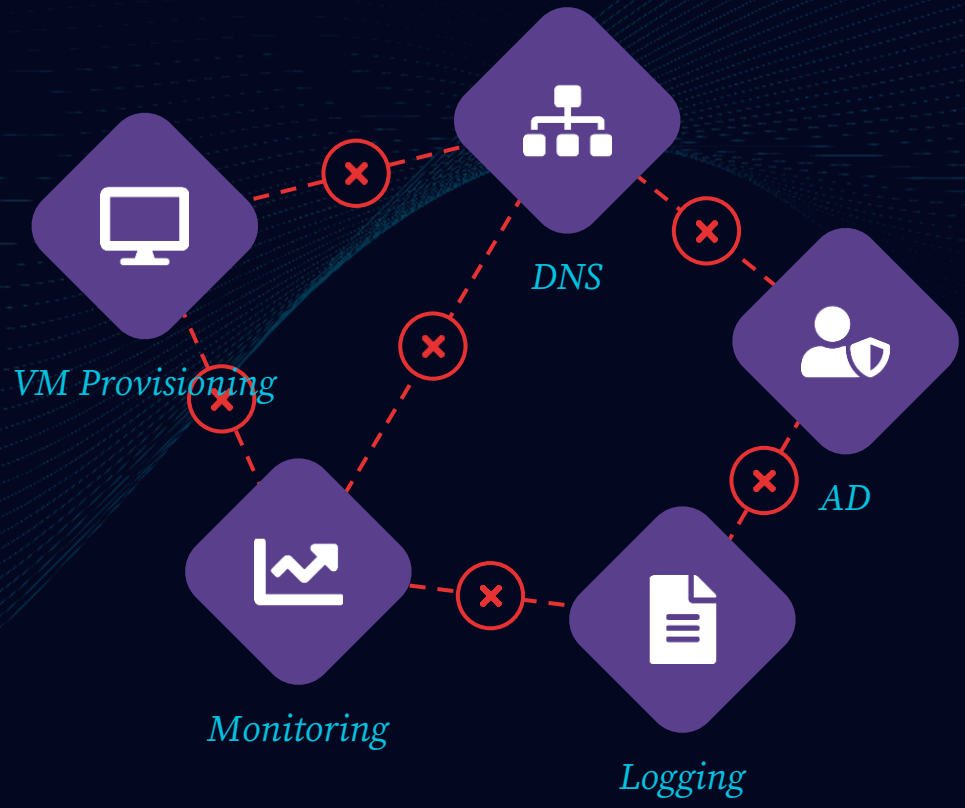


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The maturity trap

The Automation Maturity Trap

We automated **silos.**

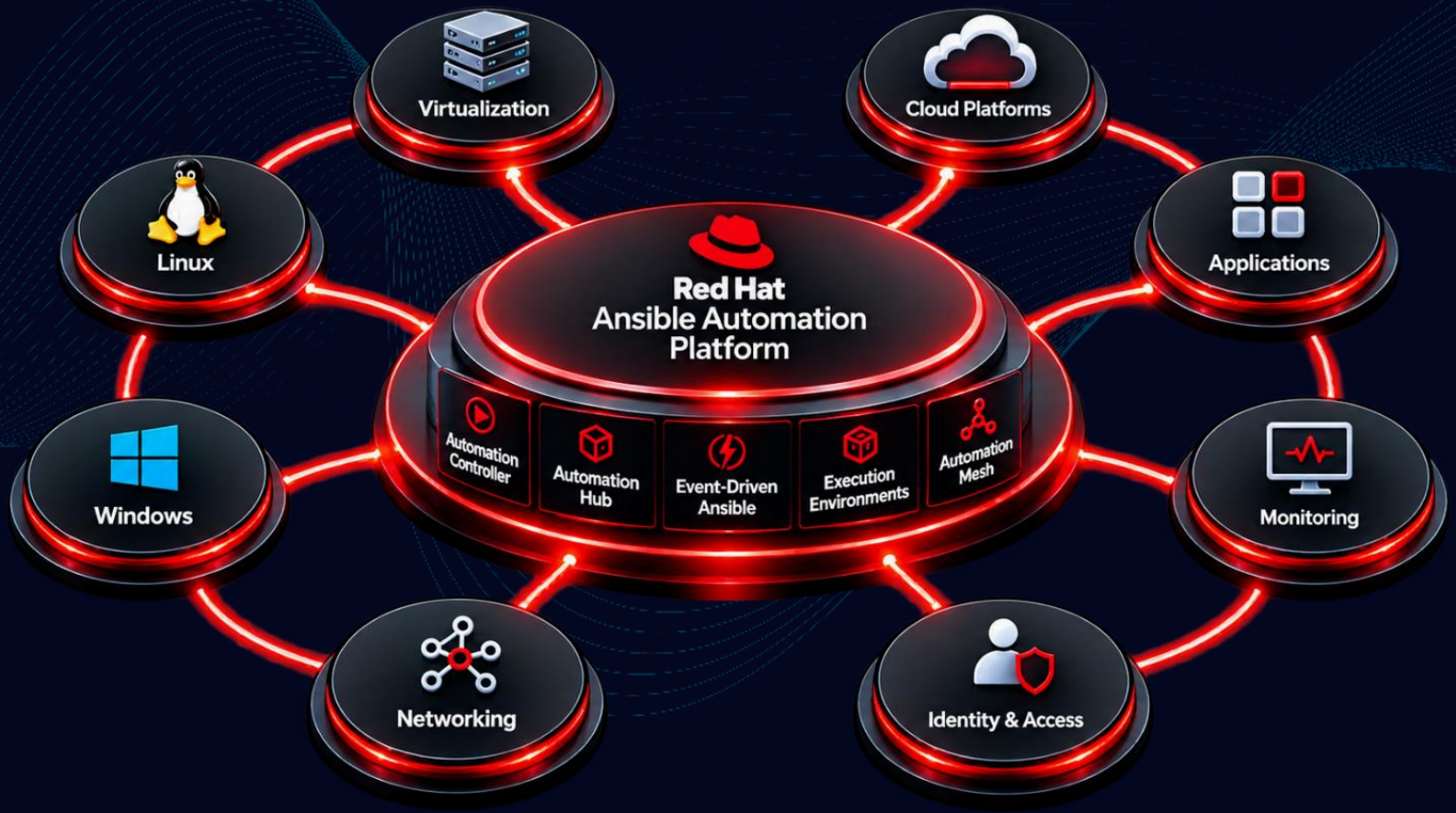


Congratulations: faster silos.

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The platform

Enter Ansible Automation Platform



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Foundations

Standardization Before Integration



“Everybody loves standards. Especially their own.”

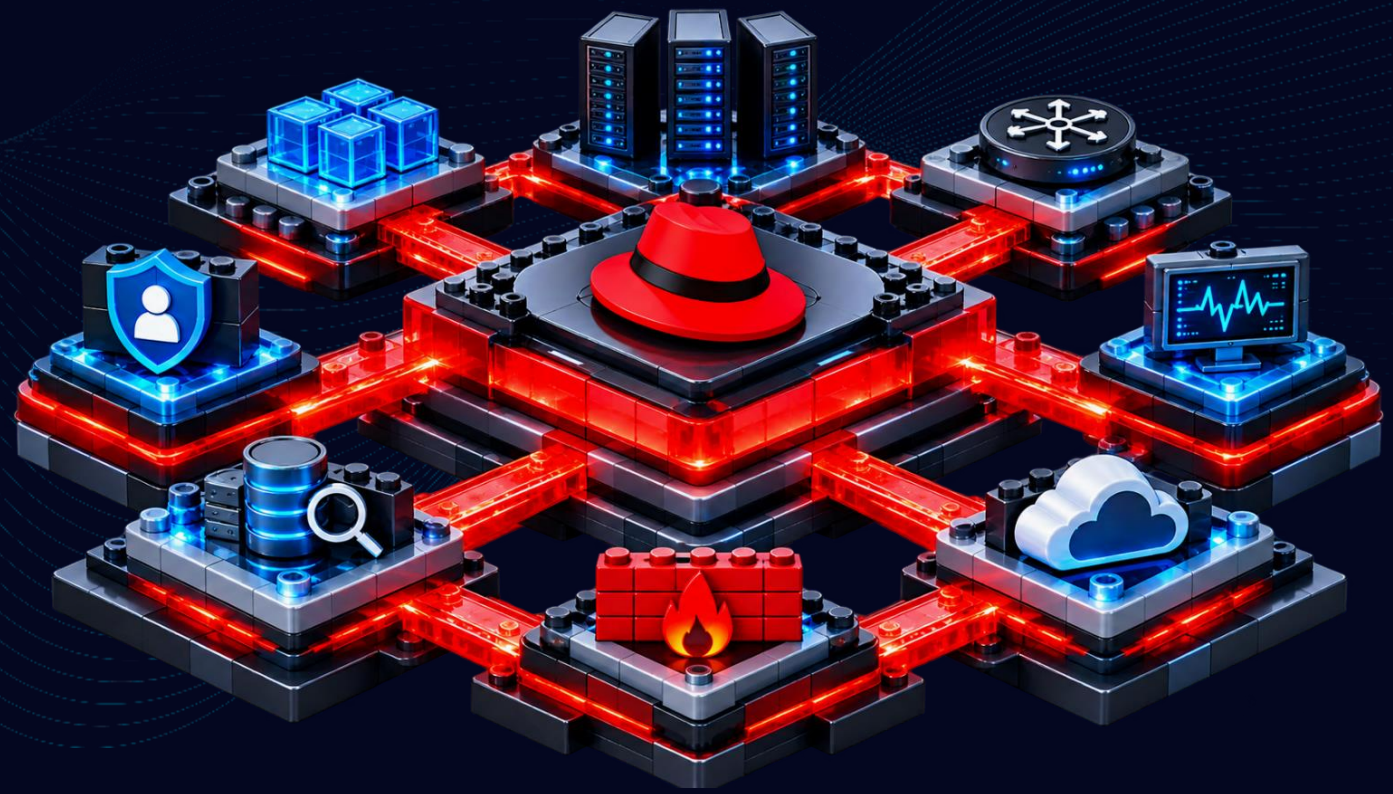
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Building blocks

Building Reusable Services

Assemble.
Don’t rebuild.

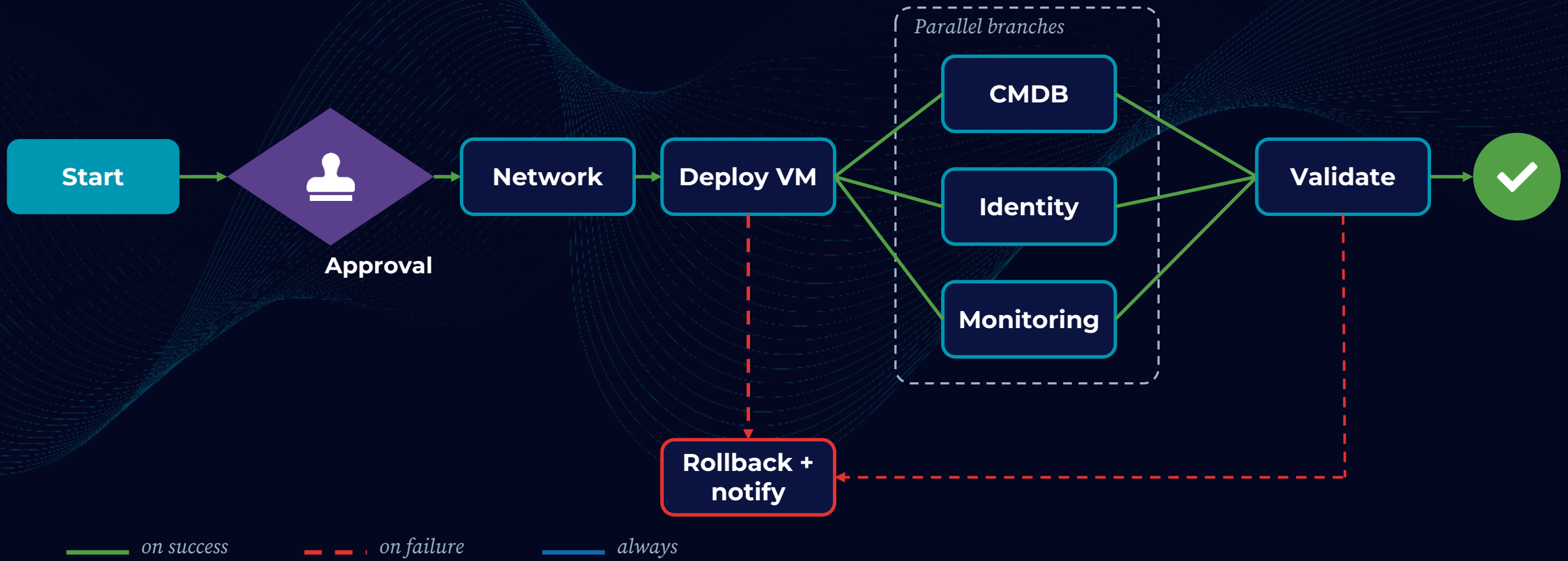
Small blocks. One owner each. Reused everywhere.



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For the technical crowd

Workflow Orchestration



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Example

Linux VM Example



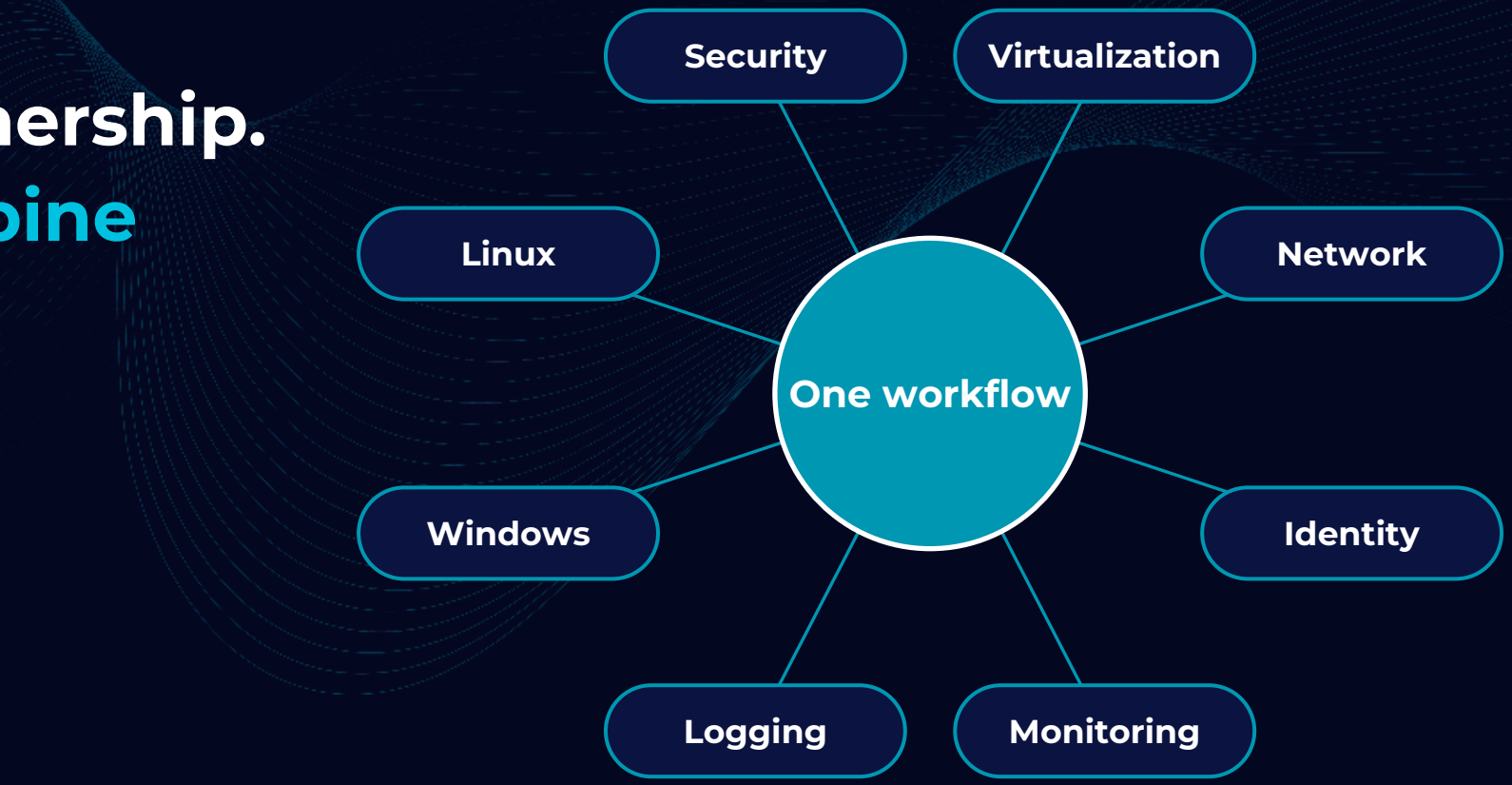
One request. Six jobs. Zero tickets.

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Ownership

Collaboration Without Centralization

Teams keep ownership.
Workflows combine capabilities.



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Governance

Governance At Scale





Customers don’t want infrastructure components.

Customers want outcomes.

The breakthrough

CONCLUSION
XFORCE

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Perspective

Automation Is Not Self Service



Automation

Playbooks, workflows, job templates
Built by engineers
How we produce

VS



Consumption

Catalogue, request form, status
Used by anyone
What the customer gets

Automation alone does not create customer value.

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Perspective

Service Integration and Management - SIAM

Customer view

L1 **Definition:** A ready to use, stable, end to end value adding service or product delivered to the organization
Example: Digital workspace, AODB

L2 **Definition:** A recognizable capability or offering that delivers value to a user or business
Example: User devices & endpoints, application hosting, identity

Provider view

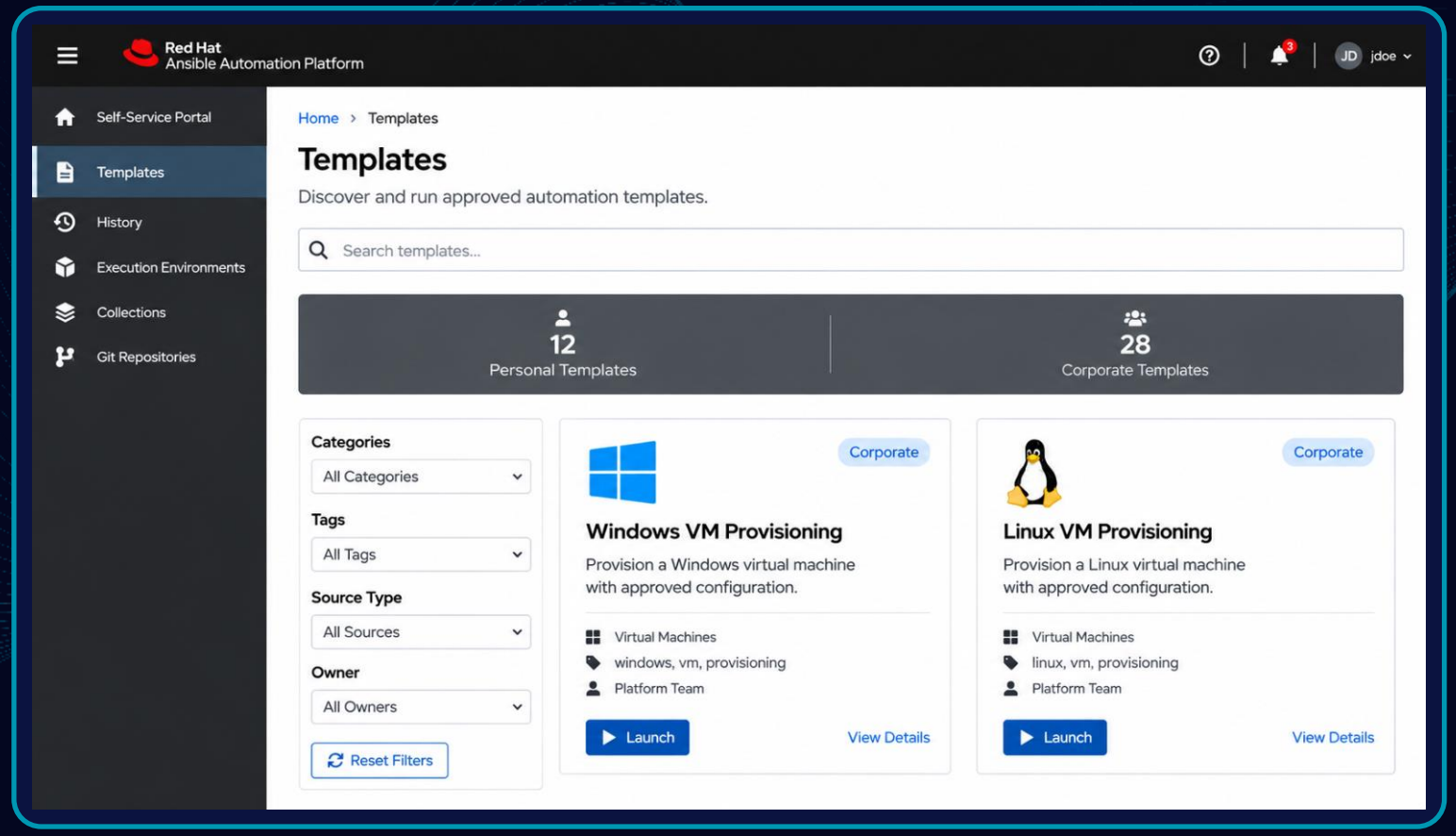
L3 **Definition:** The technical solution, platform or component used to realize an offering
Example: Laptop, VM, Firewall rule

L4 **Definition:** Detailed technical parameters and configuration choices that define the implementation of a solution.
Example: CPU, memory, storage capacity, performance, availability, backup, RTO/RPO, encryption, network requirements

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Self service

Introducing Self Service

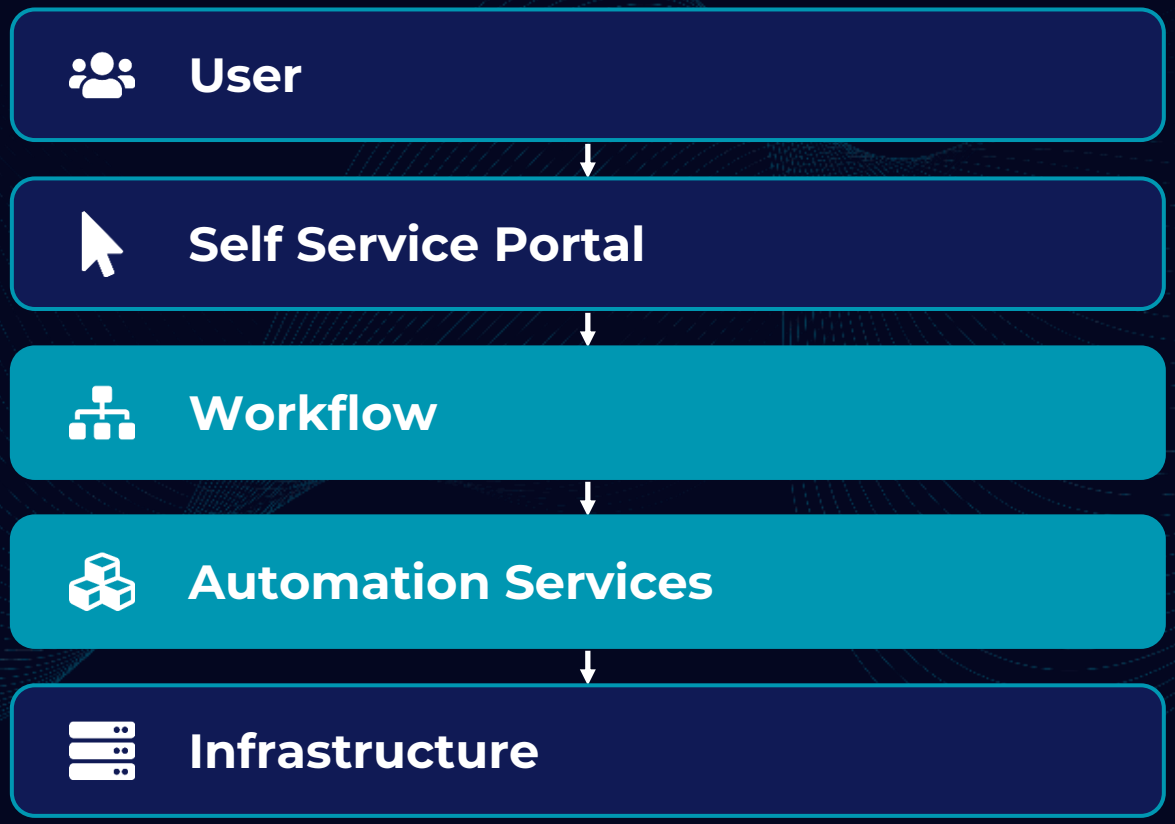


1. **Pick a service**
2. **Fill in a few fields**
3. **Track the request**

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Architecture

Service Delivery Architecture



Asks for an outcome

One front door

Orchestration, approvals, governance

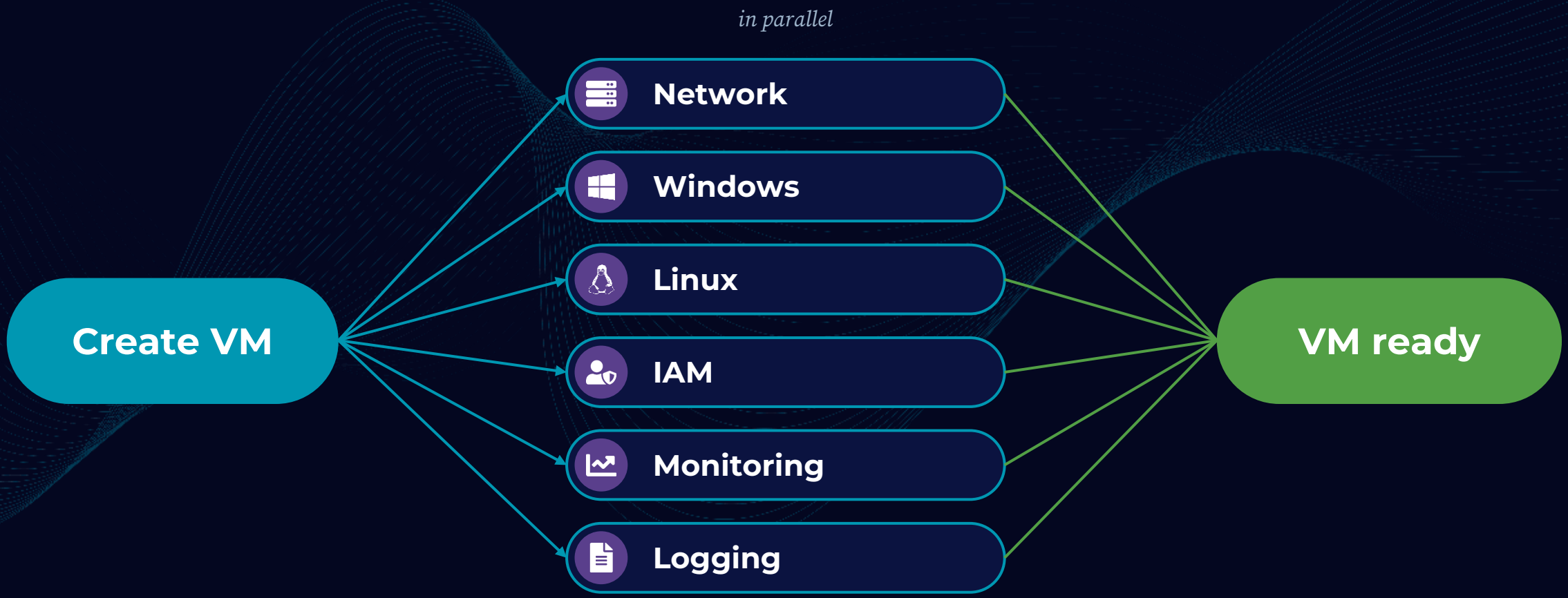
Reusable blocks, owned by domain teams

VMware, Windows, Linux, IAM, monitoring, logging

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Under the hood

What Happens Behind The Button



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Results

Results

FROM *TO*

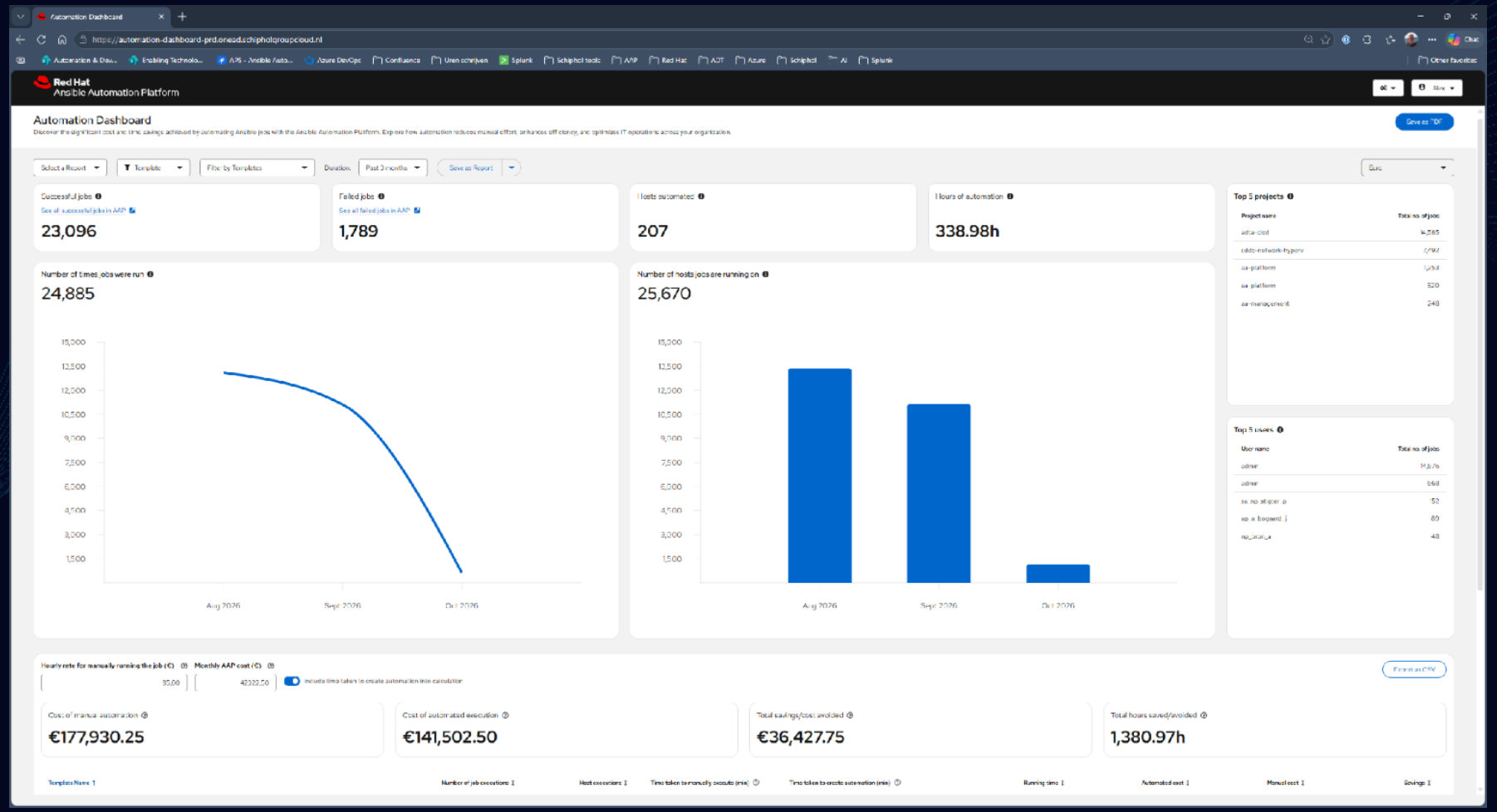
6+ weeks → **2-4 hours**

19	18	116
teams	workflows	job templates

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Measuring success

Measuring Success



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Lessons learned

Lessons Learned

1. **Don’t automate silos**
2. **Standardize first**
3. **Keep ownership local**
4. **Use Inner Sourcing**
5. **Focus on outcomes**

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Roadmap

What's Next



Additional services

Same blocks, more catalogue items



Lifecycle management

Beyond day one



Event-driven automation

Let events trigger the fix



Expanded self service

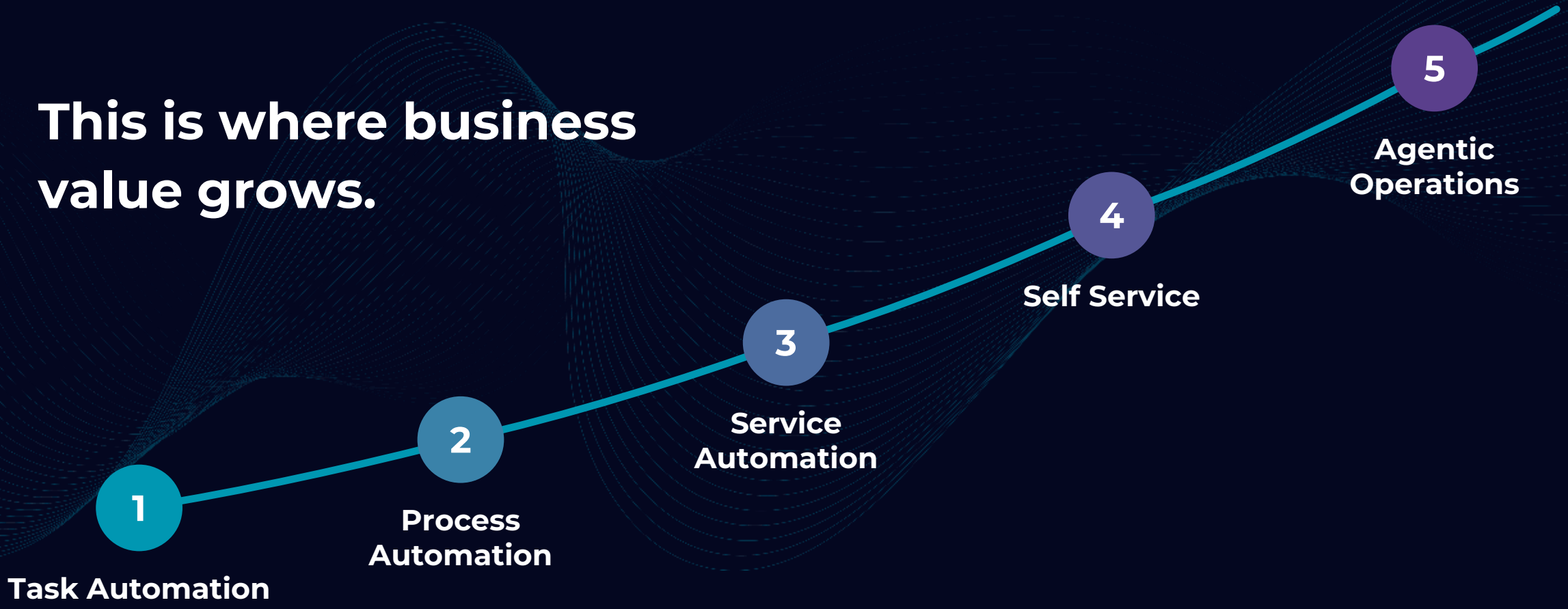
More teams, more outcomes

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Maturity model

Automation Maturity Model

This is where business value grows.



Q&A

"The breakthrough wasn't that automation became better.
The breakthrough was that automation started ***working together.****"*

