Operational Transformation

UP YOUR UPTIME WITH AUTOMATION

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What is Automation by definition?

Definition of automation:

1. the technique of making an apparatus, a process, or a system operate automatically.

2. the state of being operated automatically.

3. automatically controlled operation of an apparatus, process, or system by mechanical or electronic devices that take the place of human labor.

Credit: Automation | Definition of Automation by Merriam-Webster
Why do we automate?

Simply put – to make our systems reliable and our lives better

Identifying opportunities:
• Repetitive tasks
• Complicated tasks such as writing/running scripts
• Bandwidth and resource constraints
• System Reliability
• Process Flow Improvements
• Reducing steps and potential errors/typos
• Sameness (consistency) freeing teams to focus on more complex issues
Old Process Flow

Inefficient
A lot of touches for one issue

Current Process Flow

Streamlined flow for efficiency
<table>
<thead>
<tr>
<th>Created</th>
<th>Incident Count</th>
<th>Percentage of Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan/2020</td>
<td>2,821</td>
<td>25.29%</td>
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<tr>
<td>Feb/2020</td>
<td>3,132</td>
<td>23.18%</td>
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<td>Mar/2020</td>
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<tr>
<td>Apr/2020</td>
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<td>May/2020</td>
<td>624</td>
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<tr>
<td>Jun/2020</td>
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<td>Jul/2020</td>
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<td>Dec/2020</td>
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<tr>
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<td>100%</td>
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</table>
Conclusion

Key things to remember

Do your homework!

- Perform data analysis
  - This should clearly show the issue you would like to address
- Identify Key opportunities
  - Typically, areas that will take longer to implement
- Identify the quick wins
  - Items that can be done quickly and show immediate benefit
  - Make sure you have the right components to measure success!

Get buy in!

- Work with your engineering teams
- Show up with the data to back up your story as well as a clearly defined problem statement being addressed with the potential expected result
- Ensure that you have monitoring and regular updates to demonstrate benefit
- Make it a repeatable process!
Thank You!

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