



# The Role of Automation

*ITILv3 Foundations*

<http://www.jasondion.com>

## The Role of Automation

- Automation is important because it helps humans better understand the wide variety of factors that affect service management
- Human can only focus on a few factors at once when making a decision in a complex situation (called “Bounded rationality”)
- Automation helps human decision makers effectively confront complex scenarios and make the best decision



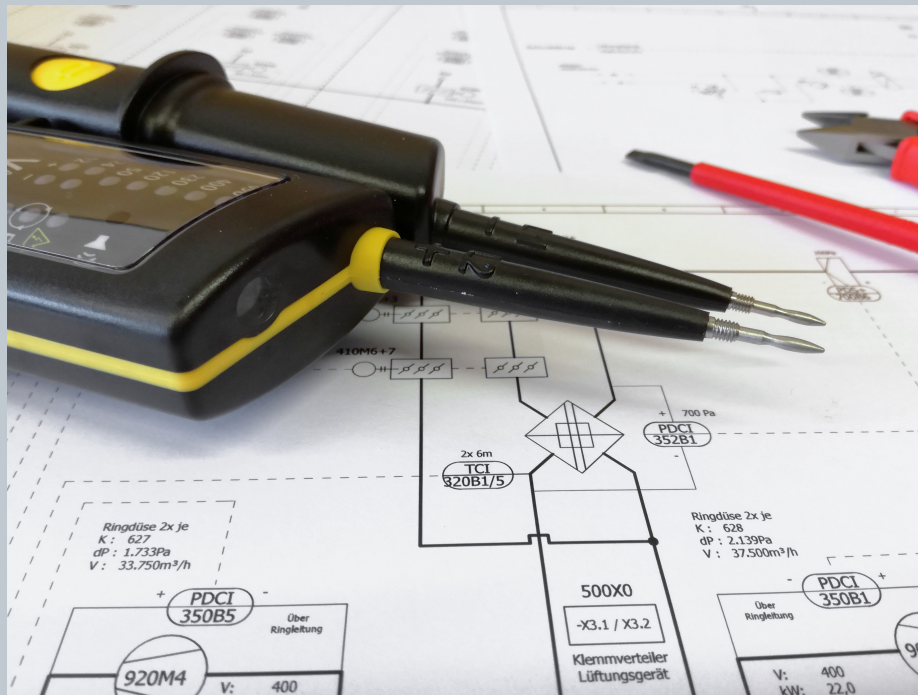
# Automation: Pattern Identification

- Automation is used to identify patterns and trends in large data sets, such as event logs, incident logs, and change requests



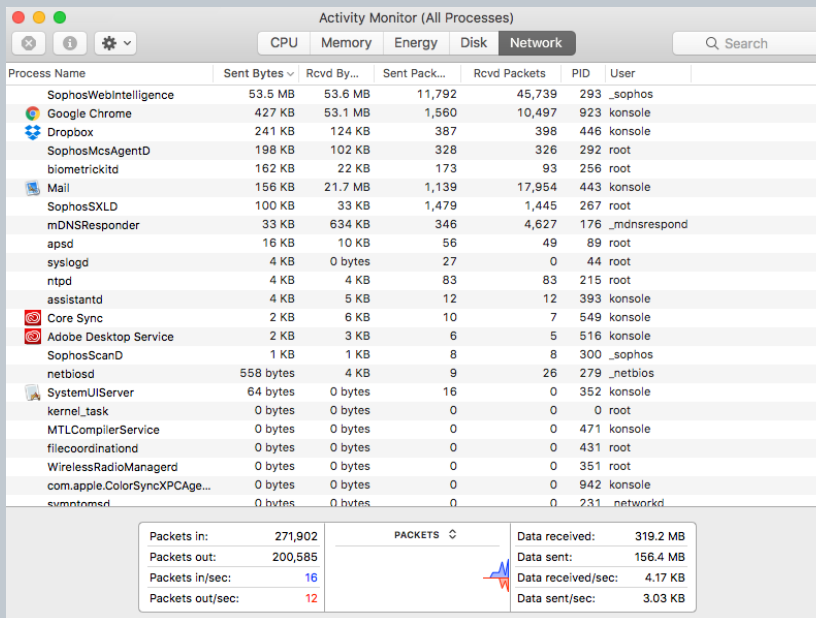
## Automation: Guarantee Consistency

- Automation aids in guaranteeing consistency during design phases of the lifecycle



## Automation: Record Data

- Automation is used to accurately record high volumes of detailed data, such as incident logs and event logs



Process Name	Sent Bytes	Rcvd Bytes	Sent Packets	Rcvd Packets	PID	User
SophosWebIntelligence	53.5 MB	53.6 MB	11,792	45,739	293	_sophos
Google Chrome	427 KB	53.1 MB	1,560	10,497	923	konsole
Dropbox	241 KB	124 KB	387	398	446	konsole
SophosMcsAgentD	198 KB	102 KB	328	326	292	root
biometrickitd	162 KB	22 KB	173	93	256	root
Mail	156 KB	21.7 MB	1,139	17,954	443	konsole
SophosSXLD	100 KB	33 KB	1,479	1,445	267	root
mDNSResponder	33 KB	634 KB	346	4,627	176	_mdnsrespon
apsd	16 KB	10 KB	56	49	89	root
syslogd	4 KB	0 bytes	27	0	44	root
ntpd	4 KB	4 KB	83	83	215	root
assistentd	4 KB	5 KB	12	12	393	konsole
Core Sync	2 KB	6 KB	10	7	549	konsole
Adobe Desktop Service	2 KB	3 KB	6	5	516	konsole
SophosScanD	1 KB	1 KB	8	8	300	_sophos
netbiosd	558 bytes	4 KB	9	26	279	_netbios
SystemUIServer	64 bytes	0 bytes	16	0	352	konsole
kernel_task	0 bytes	0 bytes	0	0	0	root
MTLCompilerService	0 bytes	0 bytes	0	0	471	konsole
filecoordinationd	0 bytes	0 bytes	0	0	431	root
WirelessRadioManagerd	0 bytes	0 bytes	0	0	351	root
com.apple.ColorSyncXPCAge...	0 bytes	0 bytes	0	0	942	konsole
svmtomd	0 bytes	0 bytes	0	0	231	_networkd

Packets in:	271,902	PACKETS	Data received:	319.2 MB
Packets out:	200,585		Data sent:	156.4 MB
Packets in/sec:	16		Data received/sec:	4.17 KB
Packets out/sec:	12		Data sent/sec:	3.03 KB



## Automation: Prioritization

- Automation is used to accurately prioritize incidents, problems, changes, and other issues

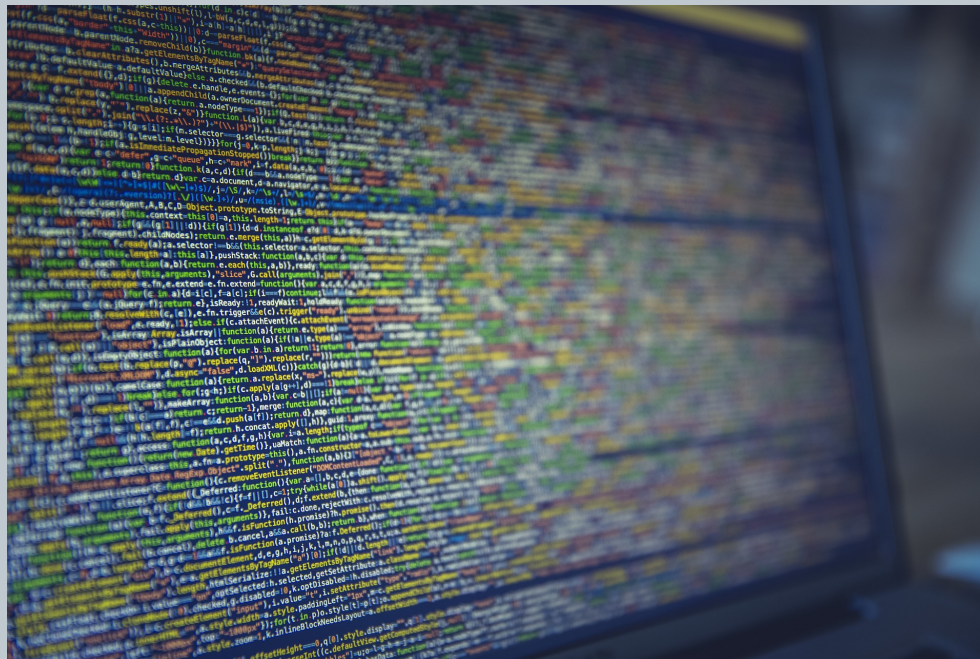
- ☐ Later
- ☐ Tomorrow
- ☐ Today
- ☒ **NOW**





# Automation: Real-time Response

- Automation is used to respond to issues and events in real-time



## Keys to Successful Automation

- Process definitions must come before attempts to buy and apply an automation solution
- Simplify your processes as much as possible before automating them

