The Role of Automation

ITILv3 Foundations

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
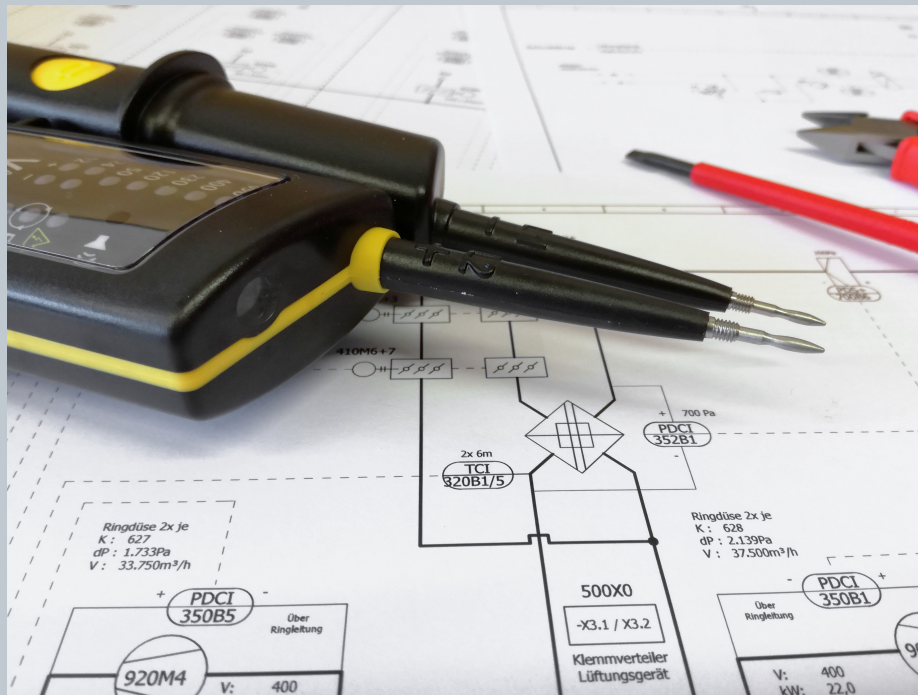
Automation: Pattern Identification

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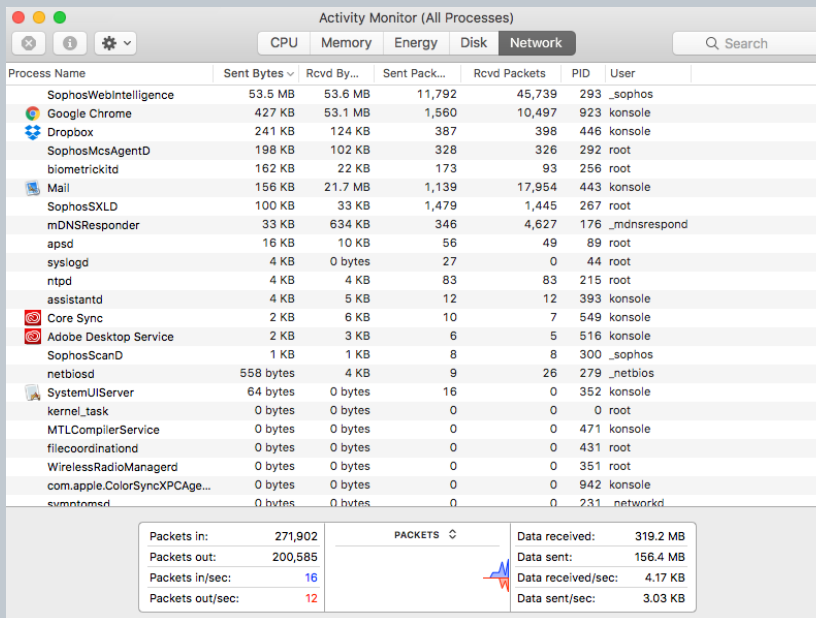
Automation: Guarantee Consistency

- 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

Automation: Prioritization

- Automation is used to accurately prioritize incidents, problems, changes, and other issues
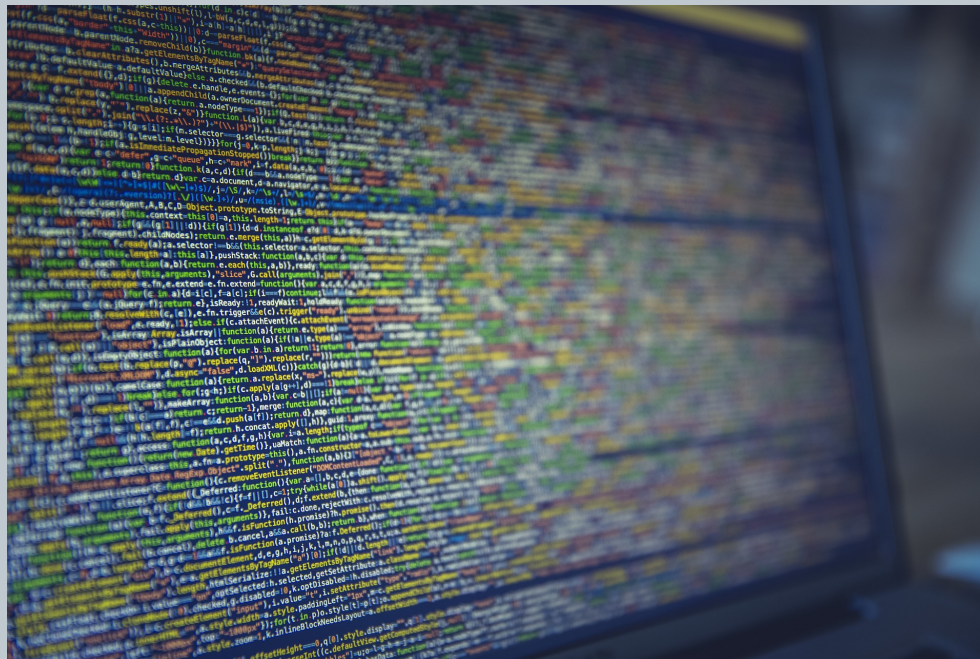
  - ○ **Later**
  - ○ **Tomorrow**
  - ○ **Today**
  - ● **NOW**

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 as possible before automating them