

Automation: Debunking the Myth

A white paper by Mphasis

Introduction

“Automation” is a term much used within the technology world, but one that is poorly understood. The rising demand for Infrastructure and Operations (I & O) to deliver IT services on time and on budget, however, increases the pressure for automation.

Why do I & O leaders resist automation? There are many reasons why automation may not be the first choice to meet the needs of the organisation. Gartner¹ points to several challenges to automation:

- A lack of IT infrastructure maturity and the absence of appropriate skills are key inhibitors to IT process automation (ITPA) success
- Cultural resistance to process definition and automation remains a significant barrier that must be addressed by IT leadership before focusing on tools
- Non-standardised or highly diverse IT architectures (software and hardware) impede the achievement of cost-effective automation
- Many automation initiatives fail to deliver meaningful value due to overly complex and ambitious deliverables that exceed the current capabilities of infrastructure and operations (I & O) teams

Perhaps the biggest impediment to automation, however, comes from the mindset of those in a position to choose automation. Many I & O leaders, charged with keeping the business running smoothly, fear the perceived disruption resulting from the process of automation. Automation forces businesses to consider new practices, techniques,

and infrastructure to support the automation process. Businesses must be open to a new mindset. Resetting and shifting existing paradigms to welcome the process of automation can also be challenging, especially to mature businesses set in their ways.

Such myths can make it challenging for I & O leaders to fulfill their mandate to modernise systems for greatest efficiency and cost-savings. In many cases, automation can help them achieve these dual goals, but the myths of automation stand in the way of implementation. It is only by exploring these myths and exposing them to the bright light of truth can the field of automation be freed from the misconceptions many people have and move forward into next generation infrastructures.

The Automation Myth: What Is Automation?

The Automation Myth often has its roots grounded in misconceptions around the term ‘automation’ itself. Today’s automation is a far cry from the automated drill press or even the high-tech robotic arm that shoots rivets into automobile chassis. True automation in the modern sense incorporates repetition, but it also demands a system that is analytical, predictive and responsive.

Intelligent Automation: Analyse and Predict

The type of automation to which we refer when we use the term automation starts with analysis and prediction. True automation, in order to be most effective and useful to the businesses it supports, must begin with an analysis of existing systems. Many tools for intelligent automation can only work with one system, but some offer cross-platform

¹Gartner, Six Key Steps to Move IT Process Automation From Basics to Best Practices, Published: 4 May 2016

analysis. This dispels the myth that automation cannot occur in some environments with myriad IT infrastructures; some can handle diverse IT infrastructure with aplomb. They can work in hybrid environments, as well as with the cloud, individually or together.

Intelligent automation begins with an analysis of the identified issue. Depending on the business, this may be downtime after running specific tasks, user outages, or misdirects in the system. All are disruptive to the business and can lead to delays and lost productivity.

New intelligent automation systems scan constantly for issues. Once they analyse the issues, they can actually learn from the situation and predict when problems may occur again. This feedback loop helps systems become self-healing, predicting, diagnosing, and resolving infrastructure issues before they even happen.

Myth Busting

Now let us turn our attention to the automation myths that hinder progress towards adoption of intelligent automation systems. Most begin with a mindset counter to automation.

Myth 1: The “too Expensive” myth.

The “Midas Myth”, or the myth that an automated system costs its weight in gold, is yet another myth that needs to be exposed and discounted. Automation is neither free nor inexpensive, but the expense will pay for itself over time.

Automation reduces downtime, which improves customer service. It keeps your systems running more efficiently than even a cadre of your best help-desk support technicians can. Predictive, intelligent automation reduces events to the point where they become non-events.



Transporting to
Automation may be good
for businesses but depends
on the perception of the
I & O leaders

Because the system learns, adapts and improves with each passing hour, it gets better with time and produces even greater cost-savings. It keeps applications more available, and pays back your investment.

Myth 2: Automation is not as reliable and accurate.

Automation forces a mindset shift throughout the organisation. It does indeed force managers to change how they think about systems. Instead of spending hours on diagnostics, the intelligent automaton platform does it faster and better. Rather than fearing being replaced by such a system, I & O professionals can instead turn their attention to other needs within the organisation. Their creative energy, and that of their teams, can be better spent on new initiatives rather than chasing down bugs in the code.



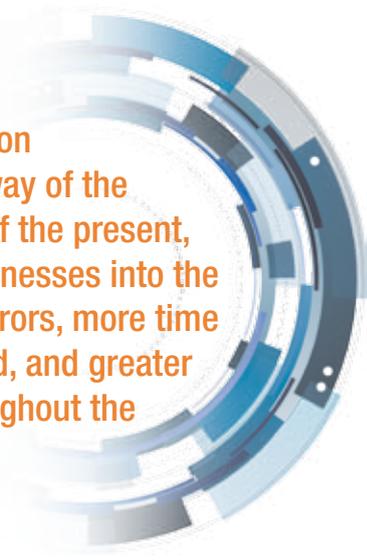
Running an Automation
leads to business
downtime which in turn
makes Automation process
an inhibition

Companies must also learn to trust automated systems. Earlier iterations of so-called automated systems may not have lived up to their promise reliability and accuracy. Such systems are light-years behind the current crop of automated systems which utilise the latest in artificial intelligence to build responsive, predictive, learning systems. It is like comparing the old mainframes that took up an entire building to your current smartphone; the phone in your pocket does more with less than the cutting-edge systems of 50 years ago.

Myth 3: It is better to work with what you have than to automate.

Legacy systems, cultural blockers, and leadership problems can also create mindsets the stall the adoption

of automation systems. Legacy systems often provide perceived value, despite the fact that it may take more time to patch and cajole them into working properly than into updating and upgrading them to something new



Intelligent automation is not just the way of the future. It is the way of the present, to propel businesses into the future with fewer errors, more time and money saved, and greater efficiencies throughout the company.

and better suited to the corporate mandate. Making new technology slide into existing outmoded infrastructures is like forcing feet into too small shoes; it can be done, but the process is painful.

It can be difficult to admit that it is no longer viable to baby a legacy system along. Instead, the slate must be wiped clean to truly implement new automation solutions. That said, some systems can indeed incorporate automated solutions without issues. It is a case of you won't know until you try. Using this myth, however, as a block to automation simply delays the inevitable. It may be simpler and more cost-effective to determine how automation can take place rather than prop up legacy systems and all their inefficiencies.

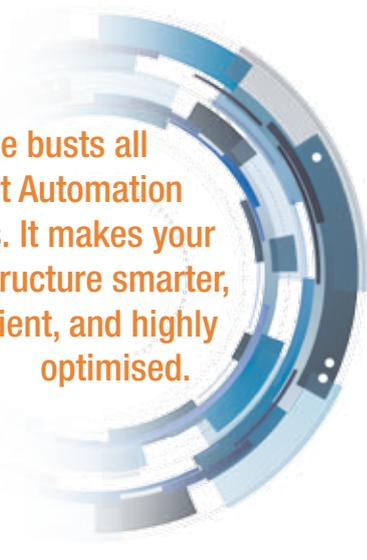
Myth 4: We've already completed automation.

The term "automation" may not mean what you think it means. New automation platforms provide predictive, autonomic-based, machine-learning systems that actually get better with time. Many older systems automated simple processes but used a traditional, point-to-point, run book automation using scripts and utilities. The newer, dynamic automation platforms offer so much more than

their older counterparts – it's like comparing a horse and buggy to a jet plane.

Separating the Automation Facts from Myths: Conclusion

Like all myths, the Automation Myth fails to withstand the spotlight of facts as the truth about automation is revealed. As the world of hybrid IT infrastructure becomes increasing complex, a swift, nimble solution is called for to address and diagnose problems. Such a solution is here today. Intelligent automation provides an accurate and secure way of predicting, diagnosing, and preventing problems. It is also cost-effective, returning its investment in the form of downtime prevents and lost productivity saved. Intelligent automation is not just the way of the future. It is the way of the present, to propel businesses into the future with fewer errors, more time and money



InfraGenie busts all myths against Automation process. It makes your infrastructure smarter, more efficient, and highly optimised.

saved, and greater efficiencies throughout the company. It requires a mindset shift to be sure, and a trust that the vendor you partner with has the experience to provide a secure, streamlined adjustment and incorporation of new systems into existing ones. But when all of the facts are examined in the light of truth, intelligent automation myths are shown for what they are: fears made into stories, and stores morphed into myths. Like all myths, they can be vanquished with truth.



INFRAGENIE
AUTOMATED INTELLIGENCE

Intelligent automation is here: InfraGenie, the leading platform from the DigiOps solution

InfraGenie, the leading platform from Mphasis' DigiOps Solutions, blends automation with self-learning, predictive diagnostics, and a reliable structure to provide unparalleled automation and customer experience.

In tests, InfraGenie performed beyond expectations, resulting in 30 to 60% of incidents with zero touch, zero impact. No human intervention was necessary to resolve these incidents, and they had no impact upon the operations, essentially preventing any impact before it could be felt throughout the company.

Additional ways in which InfraGenie excels include:

- Automates 50 to 80% of all operational activities
- Predicts 95 to 98% of device failure
- Reduces costs by 30 to 50%

Increased uptime and reliability result from InfraGenie's self-learning autonomics. These aspects make your infrastructure smarter, more efficient, and highly optimised.

These are not myths, but rather facts about automation, and about InfraGenie in particular. If the myths of automation are keeping you from embracing change, it is time to investigate your alternatives. InfraGenie can change how you view automation.

'InfraGenie is one of the key offerings from Mphasis' Digital technology services portfolio that brings automation and analytics into the very fabric of the services Mphasis provide. It is a key driver for our customers digital operations endeavor'

To learn more, please visit our website, or contact Mphasis to speak with a client service representative today.

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