

# Aware Automation Immunity is the Key to Combat the COVID-19 Crisis

July 2021: Complementary Abstract / Table of Contents



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## Introduction to the research

### Aware automation stands to make the next leap in post-COVID-19 era

- COVID-19 has had a profound impact on IT services at a global scale including reduction in enterprise demand, supply chain disruption, challenges in business continuity, emergence of new cybersecurity risks and threats vectors, and service continuity challenges. In this time of crisis, automation came to the rescue as enterprises were able to minimize business disruptions and lack of workforce availability with initiatives such as automated provisioning, chatbots, self heal, automated bursting, and continuous monitoring. The maturity of the automation ecosystem and its high Return On Investments (ROI) played a key roles in automation becoming a crucial component of every enterprises' COVID-19 response
- The pandemic has led to a sharp uptick in the demand for cloud services. Enterprises are now looking at cloud automation, not only as means of improving the speed of resource provisioning and cloud migration, but also as a key enablers driving the broader hybrid- and multi-cloud mandate
- Network, which is the backbone of an IT infrastructure estate, has proved to be one of the biggest enterprise challenges during the pandemic. Legacy networks lacked the agility and business alignment for enterprise digital transformation. Further, the condition worsened due to the implementation of remote working model. Network automation is now helping enterprises to get rid of their legacy networks and adopt software-defined networking
- ITSM, that serves as the backbone for enterprise IT operations, has traditionally relied on automation to remove mundane and repetitive tasks. However, with business continuity on the line with COVID-19 disruption, enterprises are looking for ways to make their IT operations more resilient and self-sustaining. Given the evolved priorities, AIOps is expected to be high on enterprise transformation agenda in the post-COVID-19 world
- Additionally, within digital workplace services, enterprises have typically leveraged automation to reduce cost and improve user productivity. However, with the pandemic institutionalizing Work From Home (WFH) and hybrid workforce as the new normal, enterprises can leverage workplace automation to reinvent their workplace vision and use it as an enabler of IT and business agility and user experience

#### Scope of this report:



**Geography**  
Global



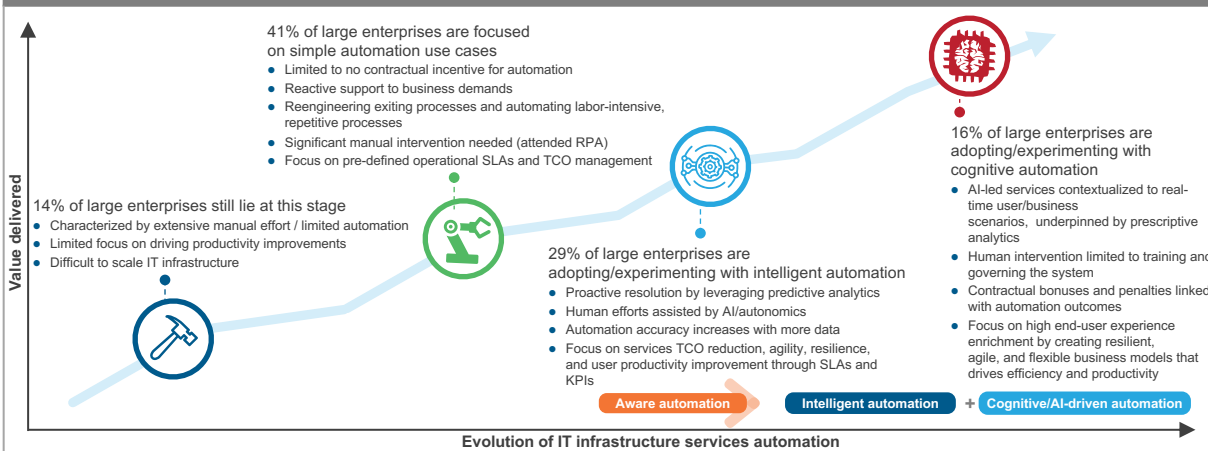
**Industry**  
All major industries witnessing aware (intelligent) IT services automation have been covered in this report



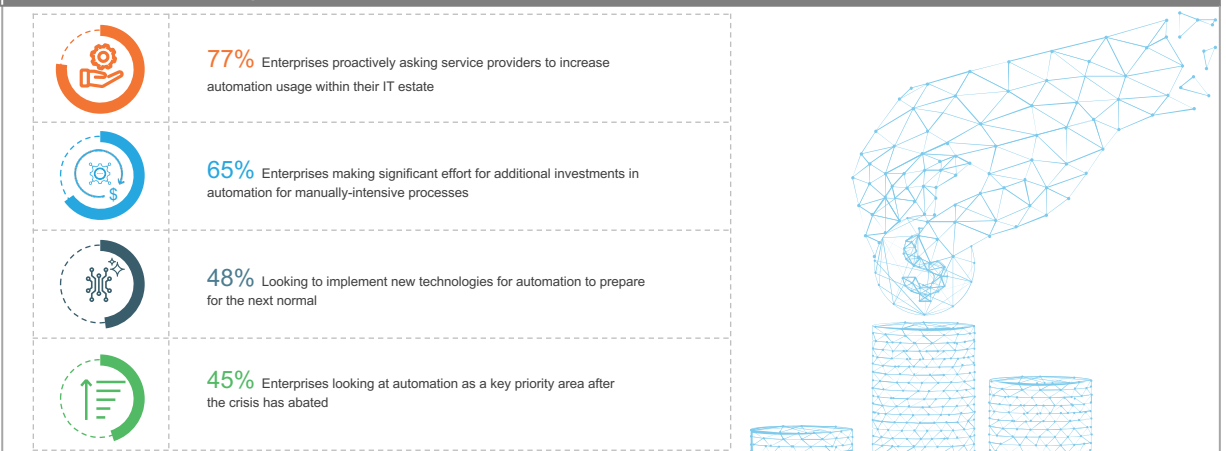
**Services**  
IT infrastructure services automation

# This study offers four distinct chapters providing a deep dive into key aspects of IT infrastructure services automation market; below are four charts to illustrate the depth of the report

## Evolution of IT infrastructure services automation



## Enterprise priority for automation initiatives



## Challenges in cloud services automation

Challenges	Proliferated landscape	Legacy workloads	Native automation tools hinder multi-cloud objective	Integration across heterogeneous cloud infrastructure
Overlapping toolsets, resource sprawling, limited standardization, and heterogenous workloads significantly limit the potential for script-based automation.	Most of the legacy workloads that have undergone lift-and-shift migration to clouds are poor candidates for automation due to obsolete coding language, poor architecture, and limited functionality.	Native automation tools (specific to a particular hyperscaler platform) are not interoperable across hyperscaler platforms, hindering the multi-cloud objective.	Automation tools need seamless access to data and processes and that can be a challenge in a hybrid cloud environment with the IT estate spread across public cloud, private cloud, and on-premise data centers.	
Potential resolution	Customizable automation templates and self-learning automation frameworks that adapt to environment variability.	Rewriting the application in a modern programming language can solve the automation challenge. However, rewriting an application can be expensive. Enterprises need to take this decision based on the remaining life of the application and its criticality.	Select a cloud-agnostic automation solution that can be replicated across any public cloud environment for consistency and reliability. If the objective is to create a multi-cloud environment, enterprises should refrain from using native cloud automation tools from hyperscalers and hyperscaler-specific vendors.	Select a platform-agnostic automation tool that integrates seamlessly across public, private, and on-premise environments.

## Enterprise implications for aware automation

Challenges	Talent needs	System complexity	Reusability	Contextualization of benefits	Trust
Emerging automation roles require talent with the right mix of automation and segment-specific skills that are limited in supply	Large and complex automation projects require huge investments, large gestation period, and dedicated focus	Reusability of automation use cases remains a concern as ~50% of automation processes require customization before they can be implemented elsewhere	Difficult to articulate automation benefits as they vary significantly by industry and enterprise environment	Enterprise concerns and lack of trust on AI-based solutions due to limited visibility and understanding of the AI workflow	
Potential resolution	Cross-skilling existing segment-specific talent based on automation tools/skills to fill the void	Start with placing greater emphasis on identifying quick wins - small, standalone, automation pilots for quick implementation and benefit realization	Create more standard automation templates and frameworks to drive reusability of existing automation use cases across functions and systems	Conduct an in-depth assessment to get an accurate sense of benefits. For e.g., AIOps benefit realization is limited, if there are less than 1,500 servers in enterprise environment	AI-led automation needs to avoid a black-box scenario by focusing on explainability and interpretability of AI solution

# Research calendar

## Cloud and Infrastructure Services (CIS)

Published
  Planned
  Current release

Flagship CIS reports	Release date
Cloud Hyperscalers: A Critical but Not the Only Building Block of Enterprise IT	June 2021
IT Managed Security Services (MSS) PEAK Matrix® Assessment 2021	June 2021
IT Managed Security Services (MSS) Compendium 2021	July 2021
Network Transformation and Managed Services PEAK Matrix® Assessment 2021	July 2021
<b>Aware Automation immunity is the Key to Combat the COVID-19 crisis</b>	<b>July 2021</b>
State of the Market: Managed Security Services	Q3 2021
SD-WAN Services PEAK Matrix® Assessment 2021	Q3 2021
Digital Workplace Services PEAK Matrix® Assessment 2021	Q3 2021
Mainframe services PEAK Matrix® Assessment 2021	Q3 2021
State of the Market: IT Infrastructure Services	Q3 2021
Thematic CIS reports	Release date
Future-proofing Enterprise Transformation with Cloud-agnostic Managed Services	February 2021
Upcoming Contract Renewals – Infrastructure Services 2021	March 2021
Enterprise Pulse Report: From Dissatisfaction to Delight: Sustaining Client Satisfaction in a Post-pandemic World	March 2021
Debunking Container Myths	July 2021
Contracting for the Cloud	Q3 2021

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