Transformative Automation

How to be an automation champion for your enterprise.

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Ansible Automates 2021
Background & Agenda

- who are you hearing from today
- basis of content
- drivers & transformation pillars
- blockers & keys for success
- rollout & the platform
- automation adoption journey
- wrap-up and call to action
Gamify for Swag

- First person to identify the Ansible “A” in my background (not my shirt) wins swag!!
- Please put your answer in the chat
Motivations

- **Deliver and maintain** services more quickly and securely than ever before
- IT is an enabler and a blocker

**Options for acceleration:**
- Hire
- Automate & Innovate

Automation drives innovation and enables you to do more with what you have
Automation supports transformation

Automation is a key piece of digital transformation with impacts across three pillars:

- **People**: Improve morale by moving from mundane cost center tasks to contributing to profit centers and innovation
- **Technology**: Automate tasks and workflows
- **Processes**: Automate human workflows

Leverage automation to adapt to opportunities:

- Move faster to market
- Operate with more predictability and efficiency
- Move into new ways of working that give them a competitive edge
What’s holding organizations back?

- **Misalignment between leadership and implementers**

  83% of implementers say they received leadership support to purchase their open source automation licenses.

  of those implementers who received leadership support experienced misalignment somewhere along their journey:

  - Lack of automation priorities across the enterprise
  - Determining which open source automation tools to use
  - Required level of automation to achieve business goals

Automation supports business objectives

As an IT executive, the decision to make a change most often requires a catalyst, or a compelling event.

- Not all areas of the business have the same growth model

- Business leaders are eager to find new ways to:
  - Gain competitive advantage
  - Get to market faster
  - Improve customer experience
  - Change internal processes

- An IT automation strategy gives organizations the ability to do more with less, while scaling to meet expanding needs

99% of decision makers report a variety of technology and business benefits from their firms’ automation software investments.³
5 key value areas

1. Improve efficiency, reduce costs, and accelerate time to market
2. Eliminate islands of automation
3. Support security
4. Minimize bespoke tooling
5. Attract and retain talent

Enterprise Rollout - Laying the foundation

Be a champion rather than a sponsor

For enterprise-wide automation to succeed, active support needs to come from the top.

- Share your vision for automation
- Define what success looks like
- Align with business objectives
- Tout benefits for individuals
- Early stage guidance will increase adoption during rollout
- Seed a community of practice (CoP) around automation
Enterprise Rollout - Culture and Collaboration shift

- Overcome the myth implementing IT automation always results in job redundancies
- Automation replaces drudge work and restores order
- Outline how automation fits into broad digital transformation efforts
- Enterprise wide automation is collaborative by nature
- Acknowledge on the ground realities and efforts

“Every single process, service, and application at Microsoft is going through digitization and optimization. We are investing in automating all of our critical business processes. So technology is important. It’s critical. But culture comes first.”

Ludovic Hauduc
General Manager, Core Platform Engineering, Microsoft

Enterprise Rollout – Invest in people

Encourage adoption by investing in people

- If people don’t know how to use automation, it doesn’t work.
- Ensure your workforce is trained to leverage the technology.
- Offering training opportunities will encourage adoption and maximize your investment.
What to look for in an IT automation solution

- Choose an automation platform, not a tool
- Find an automation platform that supports workload portability
- Select an automation platform that is easy to adopt
- Embrace an automation solution that doesn’t lock you in
- Ensure your automation platform includes management tools
- Decide on a vendor that provides consulting and training solutions

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The in-person workshops [with Red Hat Consulting] were very important to our technicians gaining a thorough understanding of Ansible to deploy faster and better.¹⁰

Rufus Buschart
Head of Public Key Infrastructure, Siemens
Balancing simplicity with power

Red Hat Ansible Automation Platform is a foundation for the automated enterprise.

- Complete support
- Vendor interoperability
- Simple adoption
- Massive scalability
- Agentless deployment
- Supported partner content


At one time, we had a ridiculous, laborious process for producing customer reports. By integrating ticket requests, we could automate report generation and make it available via a dashboard at the touch of a button.

Many bespoke use cases, such as onboarding new users, can also now be done by the customer themselves because we have used the Ansible Tower API to integrate the processes and workflows.¹²

Talor Hollaway
CTO, Advent One
Automation adoption

Empower business transformation with highly scalable automation, orchestration of capabilities, and evolved ways of working in a culture of collaboration.

Technology
Establish automation framework, tooling, and techniques that empower process evolution and business-driven workflows.

Process
Adopt open practices to quickly develop, validate, and launch new services and workflows in response to changing demands.

Culture
Spark innovation and agility with new approaches to increase collaboration, and communities that empower and inspire the organization.
Value of automation maturity

Effort per change

Speed
Scale
Reliability

Level 1
Aware

Level 2
Standardized

Level 3
Proactive

Level 4
Institutionalized

Level 5
Optimized
An overarching strategy is drafted to identify objectives and address process, tooling, and skill gaps with measurable outcomes.

An initial set of workflows is automated and deployed in production, managed by a cross-functional “Adoption Pilot Team” using Ansible Automation Platform.

A set of standardized workflows is integrated with initial operational or business support systems for increased oversight, orchestration, or other benefits.

An “Adoption Core Team” guides cross-functional initial automation teams in standardizing and applying automation approaches across projects and processes.

Organization-wide automation teams rapidly launch, combine, and enhance workflows and orchestrations to meet changing requirements.

Increment 0  Increment 1  Increment 2  Increment 3  Increment 4
Adoption core team
Governance and organizational learning

Customer resources lead
- Enterprise architects
- Team lead (customer or SI)
- Other team members (Dev, BA, Sec, Net, Infra, etc.)

Red Hat resources support
- SME architect
- SME consultants

Automation team

Adoption core team

Automation team

Automation team

Automation team
Download the full IT executive’s guide to automation. [red.ht/executiveautomation]

Associated references:
- [red.ht/forrester-ansible]
- [red.ht/IDC-ansible]

Take the Ready-to-Accelerate Assessment to evaluate your organizational maturity. [red.ht/RTA-Ansible]

Learn more about the Red Hat Services Automation Adoption Journey [red.ht/aaj]
Thank you

Red Hat is the world’s leading provider of enterprise open source software solutions. Award-winning support, training, and consulting services make Red Hat a trusted adviser to the Fortune 500.