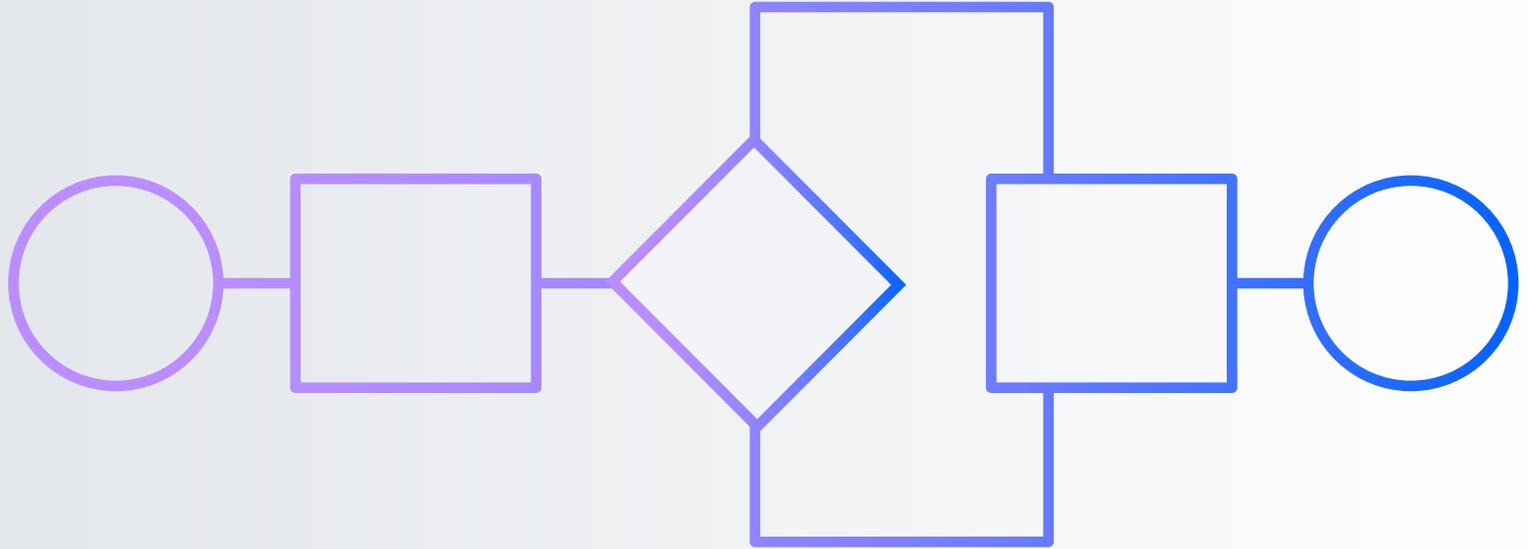
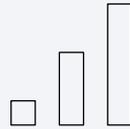


IBM Automation Services @ Ansible

powered by:



Business is under continuous transformation



Explosion in transaction growth

driven by mobility and Internet of things



Analytics is moving to real time to capture new opportunities at the point of impact



Clients & End Users in charge requiring assertiveness, agility and efficiency

76%*

of the **clients** expect that companies better understand their **needs** and **expectations**.

89%*

of the **business leaders** are adopting **Digital Transformation** to improve its company responsiveness.

Cloud is the main way to accelerate it. But moving to Cloud may not be easy or fast (only 20% of the workloads has been already migrated).

It sets a long-term **hybrid IT** environment as the base for all that **Journey to Cloud**. It also may bring complexity to the **IT management**.

Automation comes to simplify and to improve management over hybrid IT.

*Sources: Salesforce, State of the connected customer report; Fujitsu Study

The challenge...



29,000
Service level agreements



1M+
Change management
request



67M
Support queries



16M
Incidents/problems



55,000
Server builds



38,000+
Requests for Service

All this volume fuels a data lake and brings value to our clients.

Our assets...

30+ years of operations experience

100s of ready automata in libraries

4+ years of global automation focus

IBM Research dedicated teams and labs

Industry Leader IT& Business Automation Services

100s of platform-related patents

Applied to more than 800 managed services
clients in all industries in all geographies.

Our solution:

IBM Automation Services

Central automation platform that
enables: Incident, Service request,
ad hoc Automation and more.

Challenges



Automation became top priority in IT and Business strategy (high expectation from executive teams)



Choosing the best technology (many options of tools, open technologies and ways to program it).



Lack of framework, templates or process.



Time to production (it usually takes time until achieving automation maturity)

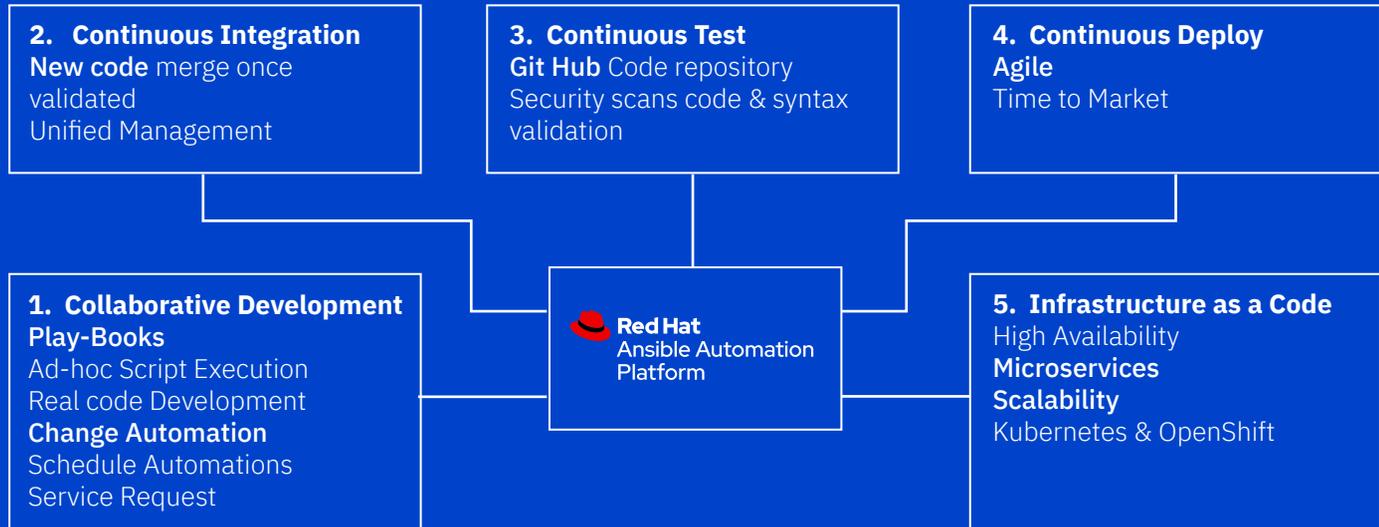
IBM Automation Services

Our automation platform available as an IBM Services modular offering

Red Hat Ansible

IBM Development Methodoly

- Incident Management
- Service Request
- Patching Automation
- Security Health Checking
- Ad-hoc Requests



The best way to simplify and to improve Hybrid IT management

Incident Automation Management

Our talents now code the virtual engineers to perform the fixes and perform the documentation. When problems are not fixed, it gets escalated to a human talent.

IBM Automation Services

Remediated

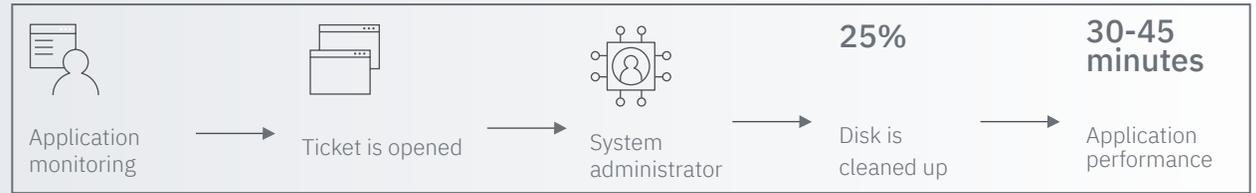
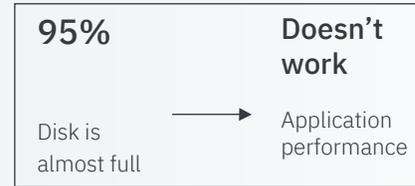
Automation Playbook successfully fixed the incident resolving the incident ticket on the IPC tool.

Diagnosed

Automation Playbook was not able to resolve the incident, however, it gathered necessary information to speed up manual incident resolution. It enriches the incidents with logs and send to queue set in monitoring for manual execution.

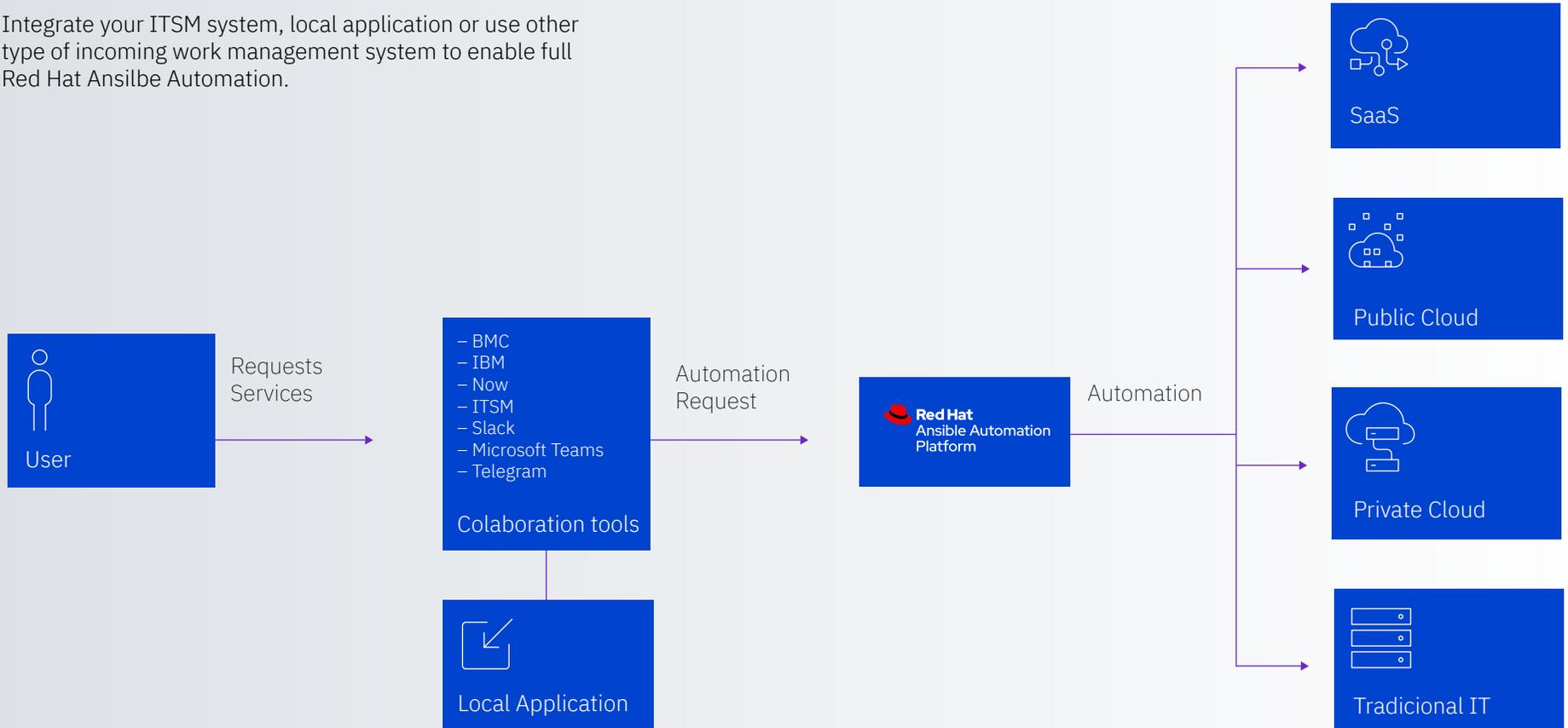
Escalated

Automation Playbook did not find matches to run for the incident category or there is no automation available for this incident. Incident is routed to support group previously defined for manual incident resolution.



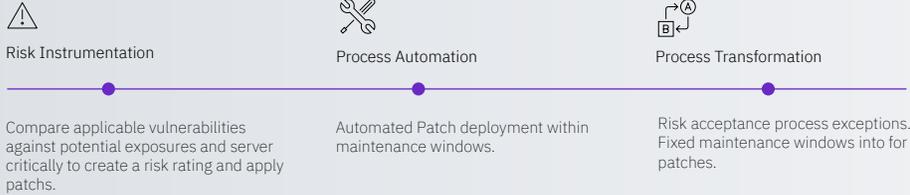
Service Request Automation

Integrate your ITSM system, local application or use other type of incoming work management system to enable full Red Hat Ansible Automation.

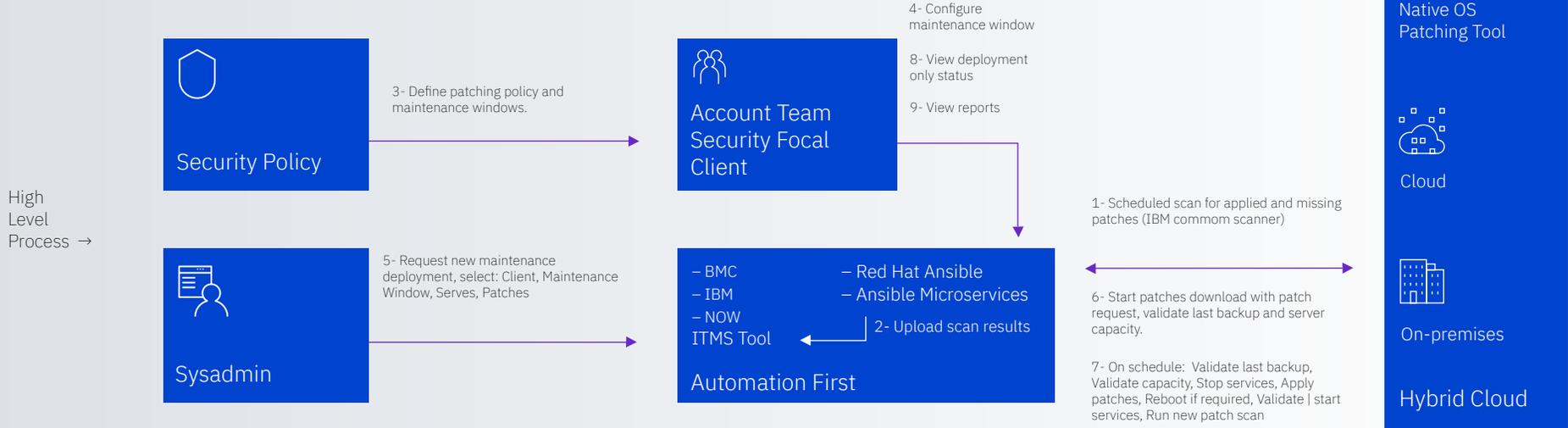


Patching Automation

Leveraging the IBM Automation Services platform for the centralized management of SecuPatching through its phases



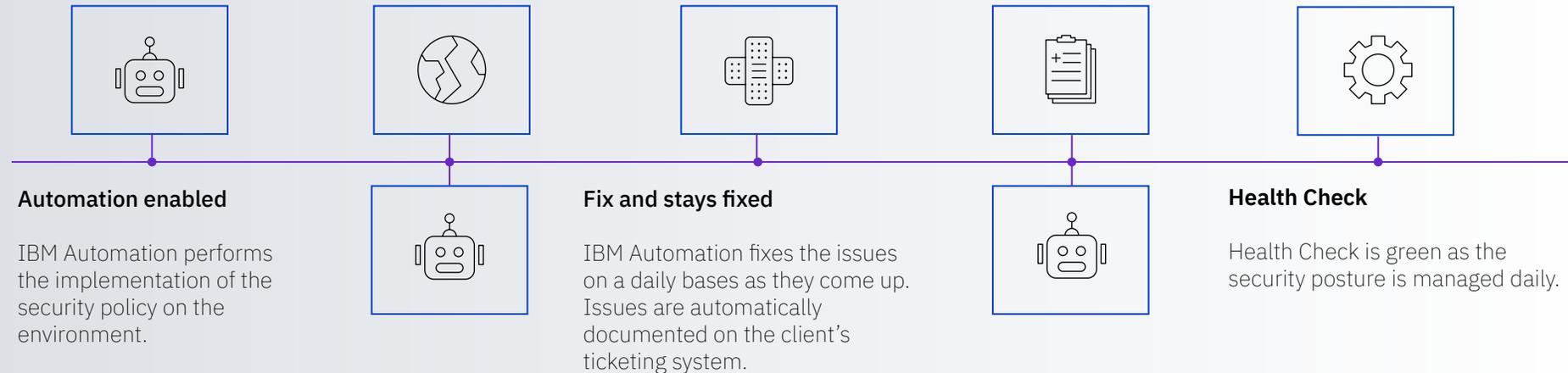
- Initial Reports:
- Server without maintenance window
 - Server scan status
 - Missing patch trend: new, failed, skipped
 - Installed and deferred patches trend



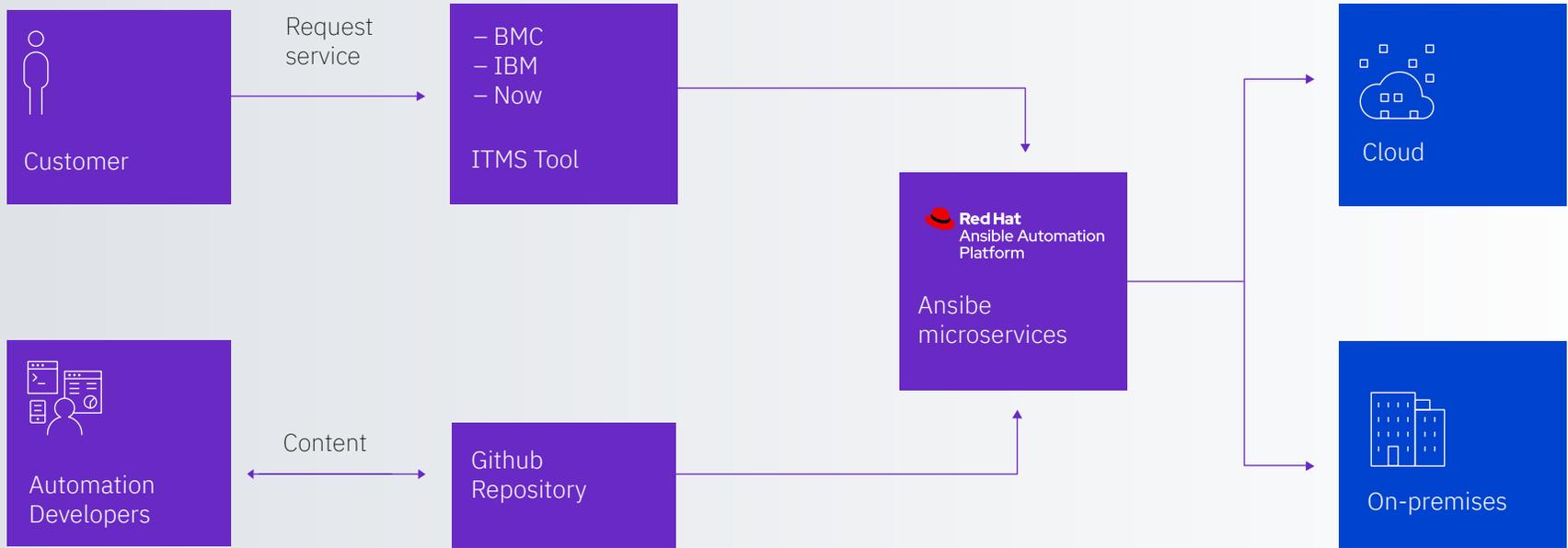
Security Health Checking

One of the big challenges with security policies is not to get them implemented, but to keep them persistent to changes on the environment. Everyday serves go through alterations that if not watched will cause exposure and will require human intervention to be remediated.

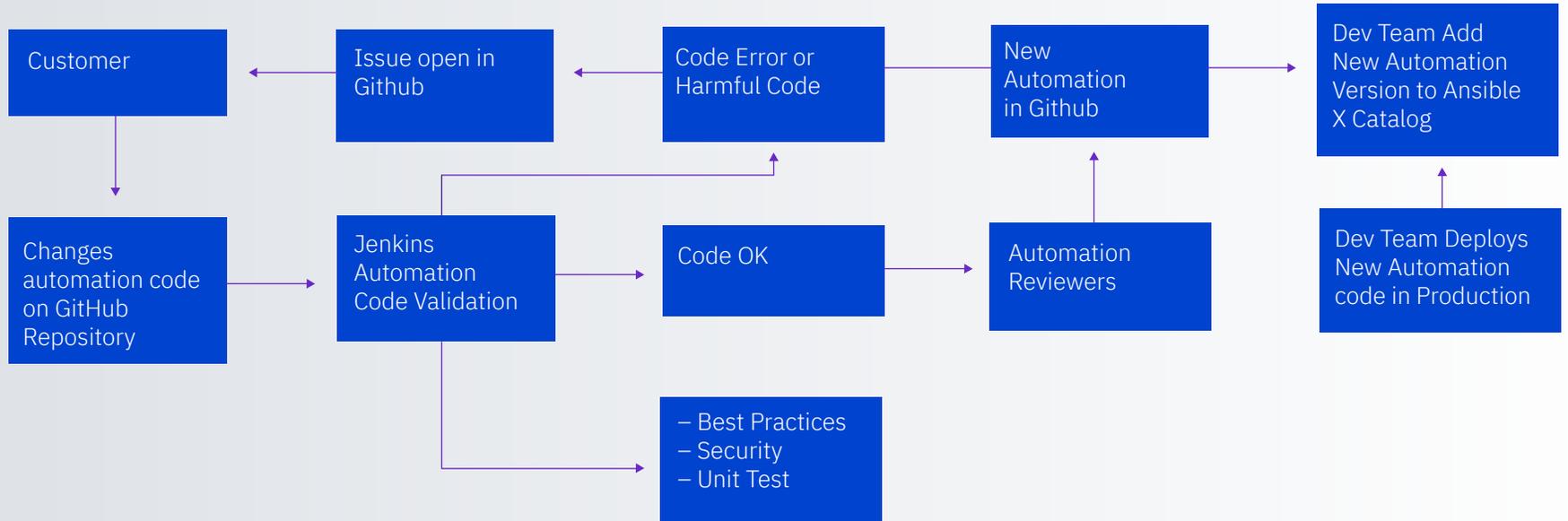
IBM Automation Services platform scans the environment for Non-Compliance and remediates automatically.



IBM Development Methodology



IBM Development Methodology



IBM Automation Services

AaaS: Full (IBM owned)	Co-Creation Standard (Client owned)	Co-Creation Premium (Client owned)
Based on IBM's Automation Platform	Based on Client's own Automation Platform	Based on Client's own Automation Platform
Infrastructure provided by IBM	Infrastructure provided by Client at its location (or by IBM as an additional service)	Infrastructure provided by Client at its location (or by IBM as an additional service)
Implementing & ongoing services fully provided by IBM (24x7)	Implementing services provided by IBM	Implementing services provided by IBM
Connected to IBM's Data Lake	Ongoing services done in co-creation between Client and IBM (remote support 8x5)	Ongoing services done in co-creation between Client and IBM (onsite support 8x5 or 24x7)
Continuous improvement & Innovation	Based on IBM's best practices for IT automation	Based on IBM's best practices for IT automation

Minimum contract term: Full 24 months
- Standard 12 months - Premium 18 months

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