IT Automation Process Heatmap

What are the biggest opportunities for automation in your IT Operations?

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IT Automation Heatmap

End User Support	Service Management	Infrastructure	Security	Application Management	IT Procurement
Self Service	Incident Management	Networking	Antivirus & Malware solutions	Master Data Management	Licensing
L1 Support	Request Management	Infra Monitoring	Data Protection	Database Management	Asset Management
L2 Support	Problem Management	SCCM (Software deployment & Distribution)	Accounts	Applications request	Service Contract Management
L3 Support	Knowledge Management	Server Management	Networking	Applications Testing	Supplier Management
Account Management	Change Management	Infrastructure Services	Architecture	Applications Maintenance	Purchase Order Management
	Release Management		Disaster Recovery	Applications Migration	
	Configuration Management		Access Management		
	Business Intelligence				

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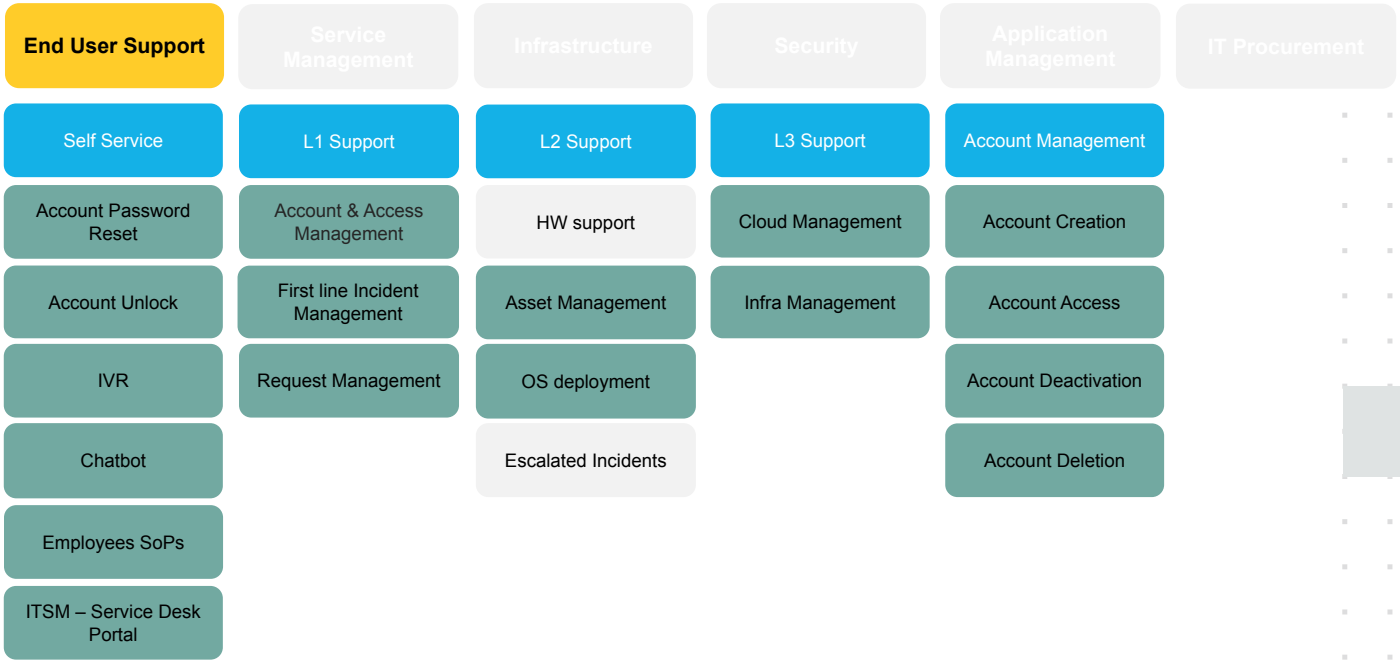
IT Automation Heatmap - End User Support



High automation potential | Medium automation potential | Low automation potential

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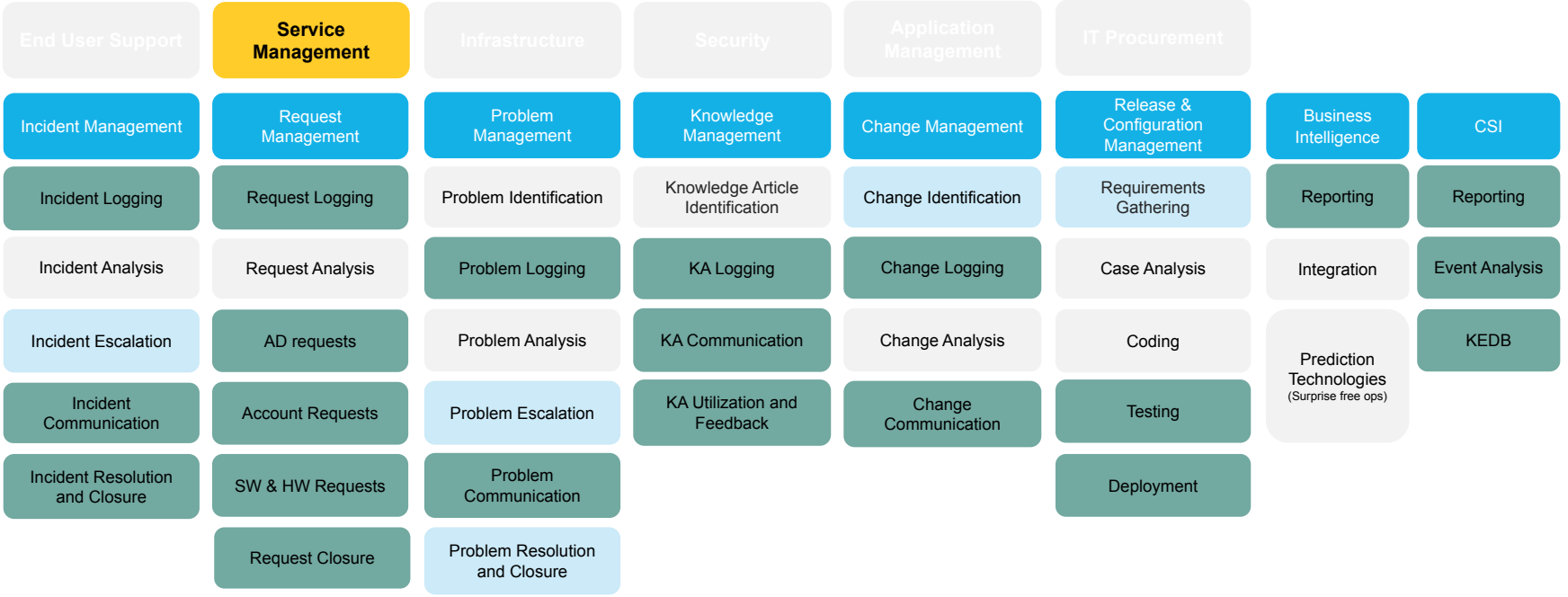
IT Automation Heatmap - Service Management



High automation potential | Medium automation potential | Low automation potential

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IT Automation Heatmap - Infrastructure

End User Support	Service Management	**Infrastructure**	Security	Application Management	IT Procurement
Networking	Infrastructure Monitoring	SCCM (Software deployment & Distribution)	Server Management	Infrastructure Services	
Network Planning	Network Monitoring	Application Catalog	Cloud Management	DR	
Bandwidth Management	Server Monitoring	Asset Intelligence	On-Prem Management	Backup & Archive	
Intrusion Prevention Management		Compliance	Database Management	Environment Management	
WLAN, WAN, LAN		Reporting	Application Server	Service Management	
Voice		SW Update	Integration Server		
Firewall					

High automation potential | Medium automation potential | Low automation potential

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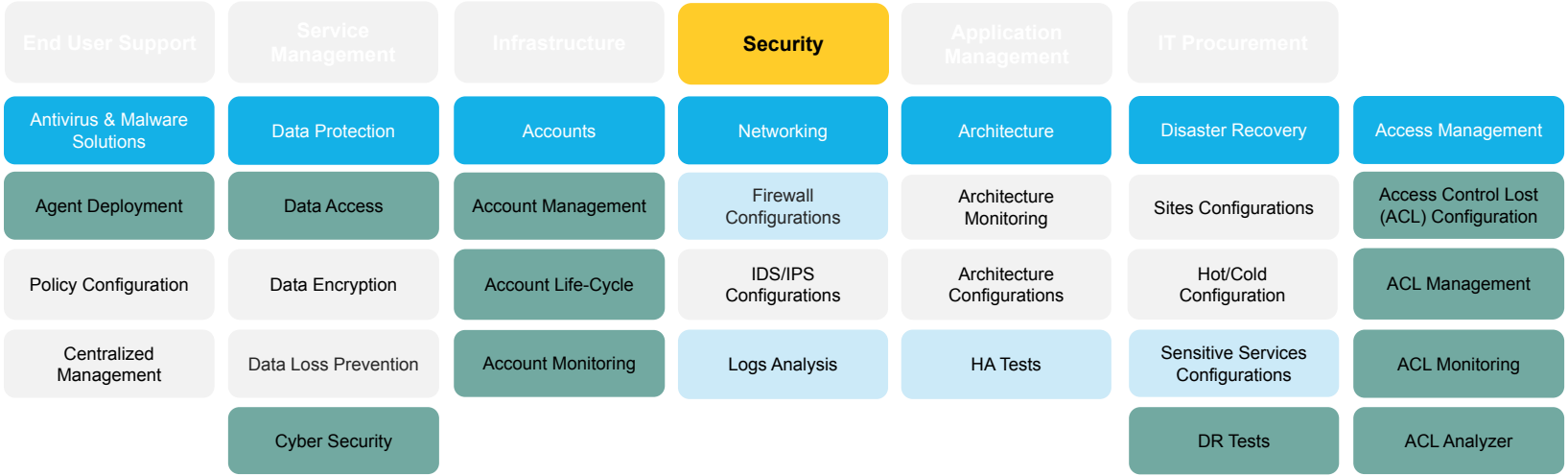
IT Automation Heatmap - Security



High automation potential | Medium automation potential | Low automation potential

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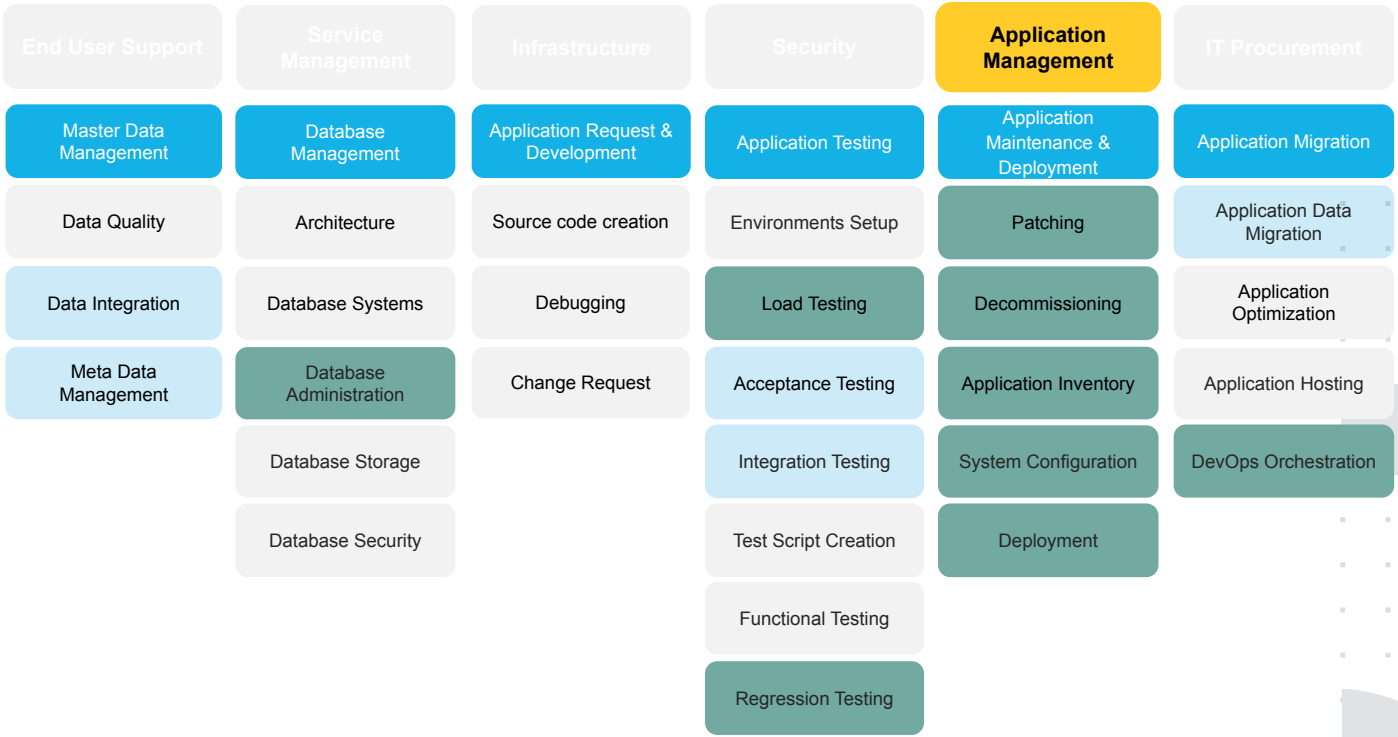
IT Automation Heatmap - Application Management



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IT Automation Heatmap - Procurement

High automation potential | Medium automation potential | Low automation potential

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