

RESEARCH PLAN 2020 IT AUTOMATION

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Research In Action

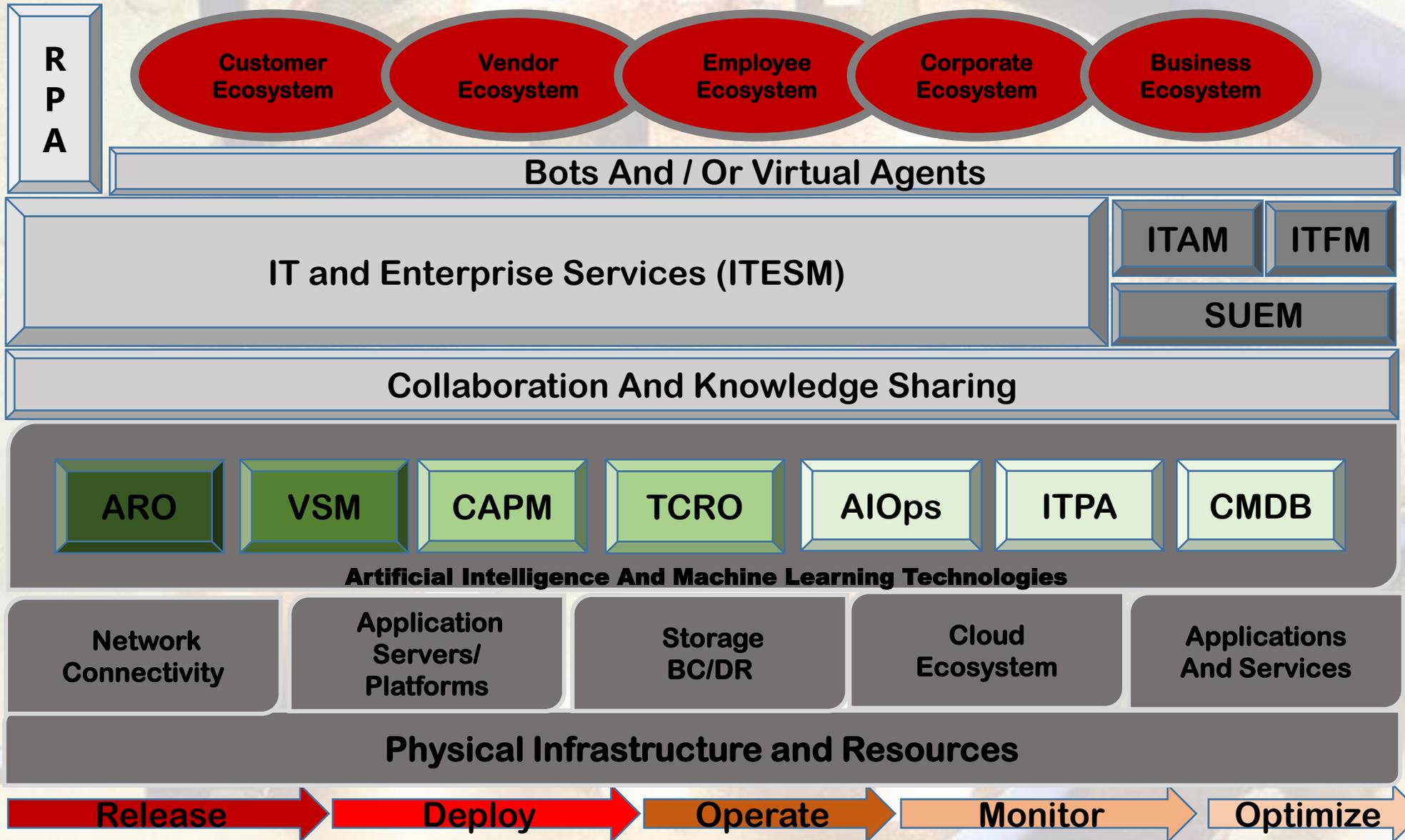
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THE IT AUTOMATION MARCHITECTURE



IT Automation is key to IT optimization as it allows to scale fast.

IT Automation is key to Digital transformation as it enables to predict and provide reliable services.

IT Automation will finally shift IT departments from service provider to business partner.



RESEARCH PLAN 2020 IT AUTOMATION

RESEARCH PROJECTS	DETAILS	MAY	JUN	JUL	AUG	SEP	OCT	DEC
Robotic Process Automation (RPA)	Global Vendor Selection Matrix™	Publishing						
Value Stream Management (VSM)	Global Vendor Selection Matrix™	Kick-off	Briefings and Research	Publishing				
AI Powered Chatbot Platforms (AIBots)	Global Vendor Selection Matrix™		Kick-off	Briefings and Research	Publishing			
Technology Cost and Resource Optimization (TCRO)	Global Vendor Selection Matrix™		Kick-off	Briefings and Research	Publishing			
Artificial Intelligence for Operations (AIOps)	Global Vendor Selection Matrix™				Kick-off	Briefings and Research	Publishing	
Continuous Operation (CO)	Top 6 Mega Vendors			Kick-off	Kick-off	Briefings and Research	Publishing	
Webinar AIOps	Vendor Webinar	New Relic						
Webinar ESM	Vendor Webinar		Micro Focus					
Real ROI Methodology	Research		Plan	Announce				
Enterprise Service Management (ESM) 2021	Global Vendor Selection Matrix™							Plan
The New Marketing Mix Survey	Research		Plan	Plan	Start			



EXTRACT OF VENDORS IN STUDIES

2020 IT AUTOMATION

VENDORS IN VSM	VENDORS IN AIBots	VENDORS IN TCRO	VENDORS IN AIOps	VENDORS IN CO
JIRA ALIGN (ATLASSIAN)	AVAAMO	APPTIO	APPDYNAMICS	BMC
BLUEPRINT	BOTPRESS	BMC	BIG PANDA	BROADCOM
BROADCOM	COGNICOR	CLOUDCHECKR	BMC	IBM
CLOUDBEES	CONVERSICA	DENSIFY	BROADCOM	MICRO FOCUS
DIGITAL.AI	DASHBOT	RIGHTSCALE	DEVO	SERVICENOW
GITLAB	EDGEVERGE	SAP/REALTECH	DYNATRACE	SPLUNK
INTLAND SOFTWARE	INBENTA	SERVICENOW	MICRO FOCUS	
JAMA SOFTWARE	IPSOFT	TEEVITY	MOOGSOFT	
MICRO FOCUS	KORE.AI	TURBONOMICS	NEW RELIC	
PANAYA	MANYCHAT	UMT360	OPSRAMP	
PLUTORA	MOBILE MONKEY	UPLAND SOFTWARE	RESOLVE	
SERVICENOW	NEXT IT	USU	SCIENCELOGIC	
TARGETPROCESS	NUECHO	VMWARE	SERVICENOW	
TASKTOP	RULAI		SPLUNK	
	VOCALIZE.AI		STACKSTATE	



APPENDIX: IT AUTOMATION MARKET TEXTURE DEFINITIONS

- **AI Powered Chatbot Platforms** which are used to build applications that answer questions, provide advice and/or recommendations using natural language processing and other dialog related technologies.
- **Artificial Intelligence and Machine Learning (AI/ML)** are both technologies and are leveraged in automation solutions. Artificial intelligence (AI) is the ability of a computer program or machine to think and learn (AI can mimic human cognition). Within IT Automation AI is used to correctly interpret a variety of data, to learn from such data, and to use those learnings to achieve specific goals and tasks through flexible adaptation. Machine learning enables computers with the ability to learn without being programmed (explicit algorithms). It explores the study and construction of algorithms which can learn and make predictions on data. The algorithms follow programmed instructions or can make predictions or decisions based on the data. Machine learning is used when explicit algorithms cannot be done (e.g. computer vision, search engines, optical character recognition).
- **Artificial Intelligence for Operations (AIOps)** solutions equip IT enterprise teams with analysis of volumes and categories of data to improve key processes, tasks and decision making. The adoption of these tools automates the ingestion of fast volumes of data; leverage machine learning to analyze the data, present findings to either predict or alert on issues, and leverage the knowledge for automation or decision making.
- **Application Release Orchestration (ARO)** solutions equip IT enterprise organizations and their teams with the automation of the software deployment cycle across hybrid technology environments.
- **Continuous Application Performance Management (CAPM)** software solutions continuously identify issues around performance and availability of software applications, IT and enterprise services. The solutions strive to proactively detect and diagnose application performance problems and health and enable a situational awareness of application related issues.
- **Enterprise Service Management (ESM)** is a category of business management software - typically a suite of integrated applications that a service organization uses to capture, manage, save and analyze data critical to their service business performance. It automates service offerings across functional areas such as (1) Human resources, (2) Vendor management, (3) Technical services, (4) Field services, (5) Financial management and (6) Shared services organizations.
- **IT Asset Management (ITAM)** software manages the full lifecycle of IT assets which typically includes all software, hardware, networking, cloud services, and client devices. In some cases, it may also include non-IT assets such as buildings or information where these have a financial value and are required to deliver an IT service. IT asset management can include operational technology (OT), including devices that are part of the Internet of Things. These are typically devices that were not traditionally thought of as IT assets, but that now include embedded computing capability and network connectivity.
- **IT Financial Management (ITFM)** software enables the accurate and cost-effective management of IT assets and resources with the aim to plan, control, recover (or overall manage) costs which are occurring while providing IT and Enterprise Services to the organization.
- **IT Service Management (ITSM)** refers to the entirety of activities – directed by policies, organized and structured in processes and supporting procedures – that are performed by an organization to plan, design, deliver, operate and control Information Technology (IT) services offered to customers. It is thus concerned with the implementation of IT services that meet customers' needs, and it is performed by the IT service provider through an appropriate mix of people, process and information technology.
- **Robotic Process Automation (RPA)** solutions enable the automation of tasks, processes and procedures which are normally conducted by a human. RPA solutions create software robots that mimic human actions. Typically, these are tasks that a human would do. (Ro)Bots and Virtual Agents are part of RPA solutions.
- **Secure Unified Endpoint Management (SUEM)** software enables the management and securing of mobile applications, content, collaboration and provides for the management of all endpoints like smartphones, tablets, laptops, printers, ruggedized devices, Internet of Things (IoT) and wearables.
- **Technology Cost and Resource Optimization (TCRO)** software enables the planning, management and visibility of the supporting and required business and IT technology resources from a cost and capacity perspective by visualizing, planning, prioritizing and optimizing the usage and demands of technology resources (people, processes and technologies) for the enterprise.
- **Value Stream Management (VSM)** software solutions capture, visualize, and analyze the flow of work across the entire agile software delivery project. The capabilities include end-to-end visibility, traceability and governance over the entire process and help to plan, track, and steer work at the team, program, portfolio, and enterprise levels. It includes the people working on a project, the systems which are operated and leveraged, and the flow of information and materials between teams. It enables the measurement of speed and quality for digital transformations.



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