

WHY AUTOMATION IS A TOP PRIORITY FOR CIOs



Business and IT leaders have been talking about digital business transformation since the 1990s. Still, it remains an elusive goal for many organizations. In fact, it's sometimes unclear what, exactly, it's all about.

01 WHY DIGITAL BUSINESS TRANSFORMATION?

Gartner says, "Digital business transformation is the process of exploiting digital technologies and supporting capabilities to create a robust new digital business model."¹ It's about using technology for business innovation. It's a vision of a future where business and IT goals are the same.

What started with digitizing aspects of IT for business is now an inescapable wave that continues to push the global economy. Most organizations are engaged in digital transformation initiatives.² This ongoing process has moved IT leadership into the spotlight. For I&O professionals, the right strategic response to new challenges is critical. Alignment between the C-level and IT is essential.

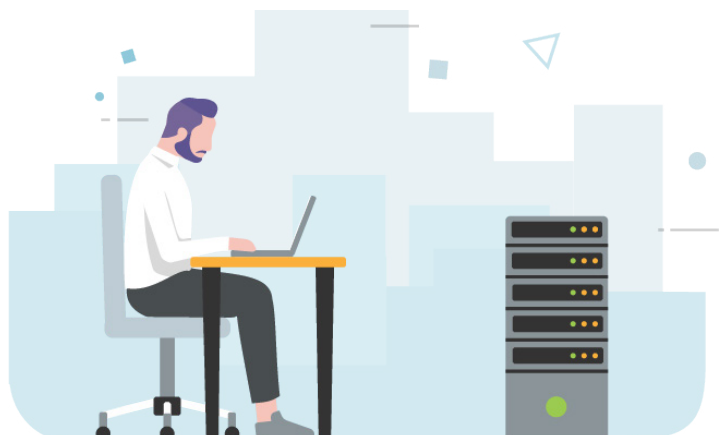
Gartner recently released their CIO Agenda³, which provides an overview of where we are now. When a mix of C-level leaders were asked to describe what their organization's top five strategic business priorities are for the near future, "IT-related" priorities were the third most often cited on the list—after corporate structural development and growth of the organization. CIO.com lists "driving innovation/increase relevance of IT" among its top CIO priorities⁴. And IDC predicts that by 2024, over 50% of all IT spending will be directly for digital transformation and innovation.⁵

IT priorities are becoming strategic imperatives.

Constellation Research analyst, Dion Hinchcliffe, puts this in perspective with a dynamic model in his "CIO Predictions" showing how the enterprise is now centered on digital transformation to cope with new opportunities in the operating environment. He positions the CIO as "influencer and innovator."⁶

Of course, this new, strategic position for IT comes with big challenges for everyone involved.

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02 COMPLEX TO THE CORE

Technology continues to move at a highly disruptive pace. Necessity often dictates that, as modernization and innovations take place, new tech is implemented right on top of older, legacy IT. Many organizations have realized the results of increased, layered complexity as they move to the cloud. It's tough to manage innovation. The challenges don't stop there, either.

Add to that the expanding use of containers and microservices along with the steady pace of virtual machine (VM) sprawl while legacy technologies, platforms and environments persist. The IT landscape at many organizations today, particularly those that have been built over a long history, is anything but simple.

According to [ZDnet](#), most organizations characterize their cloud strategy as multi-cloud—using multiple public and private clouds for different application workloads.⁷ Combine this with the fact that much of the migration to the cloud takes place on an ad hoc basis, it's easy to see how many teams miss out on digital transformation.



03 MORE DATA AND MORE STAKEHOLDERS

Enterprise-level, cross-team collaboration is a requirement for organizations today, but stakeholders throughout the organization need to avoid being drowned in data. They need meaningful information presented in ways that different teams can all understand—all while they gather more data every day.

A recent post in the Forbes Tech Council site describes the problem:

“ *It's not even just the fabled IoT-device deluge that is causing proverbial data streams to overflow. Things like website clickstreams and financial market data also take the form of rivers through an analytics infrastructure. The trick is to drill into the most important parts and turn them into something valuable.”*⁸

Companies need a way to quickly and accurately move massive quantities of data with absolute accuracy and consistency into analytics and business intelligence (BI) tools. After that, they need a way to just as rapidly and assuredly pull useful decision support information from these tools and make sure it gets in the hands of those who need it most.

Senior Director Analyst at Gartner, Ross Winser, explains: “There is a dramatic evolution of I&O happening right now. It's no longer about hardware or software—it's about delivering services that accomplish business needs. The future of infrastructure is everywhere and anywhere and will be business-driven by nature.”⁹

The answer to this challenge is the key to unlocking digital business transformation. Aligning goals between business and IT—or within siloed organizational compartments of the IT organization itself—are still hurdles companies face every day. It remains a top concern among IT leaders.¹⁰



04 OVERCOMING THE RISK OF FAILURE

IT leaders are right to be concerned.

In a recent survey of global IT decision makers, 81% of respondents reported that a digital transformation project has failed, suffered a significant delay or had to be scaled back.¹¹ Eighty-six percent cited that complexity of implementing technologies, lack of resources, skills deficits and reliance on legacy technology stopped them from reaching their transformational goals.

But there's hope. Aligning the transformation strategy and technology across both the IT team and the C-suite can dramatically reduce the risk of failure.



In Part Two, learn how this works. Discover how to close the gaps between business and technical teams to gain a common vision, and why automation should be the top priority for CIOs.

Talk to us to learn how CIOs can achieve digital transformation with reduced risk through automation.

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WHY AUTOMATION IS A TOP PRIORITY FOR CIOs

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Part One of this series describes the need for digital transformation and its challenges. Part Two shows how CIOs can lead business and IT teams through those challenges to achieve digital transformation – through automation.



How can organizations use technology to bridge gaps across platforms, silos—even knowledge and lines of business?

01 MAKE AUTOMATION A TOP PRIORITY

In the face of the multi-faceted challenges of digital transformation described in Part One, IT and business teams need only to look as far as current technology and the daily processes they manage to find answers. Automating processes reduces the need for manual handoffs and extra work. Automation for IT brings tech complexity back down to size—it's also a critical factor to support intelligent IT.

According to the Deloitte Tech Trends 2019¹:

“ Traditionally, CIOs have spent much of their workdays (and careers) maintaining legacy systems and ‘keeping the lights on.’ As AI, ML and other cognitive tools drive automation across the IT ecosystem, CIOs and their teams may spend less time on maintenance and more time helping the enterprise with informed decision-making...”

In his “CIO Predictions” Constellation Research analyst, Dion Hinchcliffe, agrees that automation is required for success within the transforming enterprise. He calls it “Automation for Agility” and it’s at the base of the “Primary Areas of Focus for the CIO.”

Dion explains that automation will become “...a widespread priority with the most internal stakeholders to date. It turns out that a key strategy to achieve a lot more in IT while experiencing relatively flat budgets is simply to automate more of what IT does.”²

In his influential report, “The Shifting Role of Workload Automation,” Enterprise Management Associates® (EMA™) analyst, Dan Twing observes that, among the IT and business executives surveyed:

“A majority of organizations view automation as a strategy, with 87% of having a centralized automation strategy and 26% coordinating that strategy through an Automation Center of Excellence (COE).”³

In a recent article in *Information Week*, “Reap the Benefits of IT Automation,” Mary E. Shacklett explains that “Infrastructure is the hidden engine behind all data and applications that empower business.”⁴

02 MISSION CRITICAL: WLA

Twing's report shows that workload automation (WLA) is the most used form of automation across IT and business processes. WLA automation is the critical element to making successful digital business transformation possible.

Unfortunately, many of the WLA tools in use right now feature core technology that's more than a decade old. The average age of products in the WLA market is 24 years.⁵ Further, according to the EMA report, 60% of organizations surveyed have more than one workload automation technology in use. Part of the reason for this profusion of duplicated, and often outdated, technology is because updating these tools has not been a priority.

But this situation is changing rapidly. The report "The Great Scheduler Migration" shows that the majority of organizations are now considering migrating to a different WLA technology. The top two reasons for this are digital transformation and application modernization.⁶



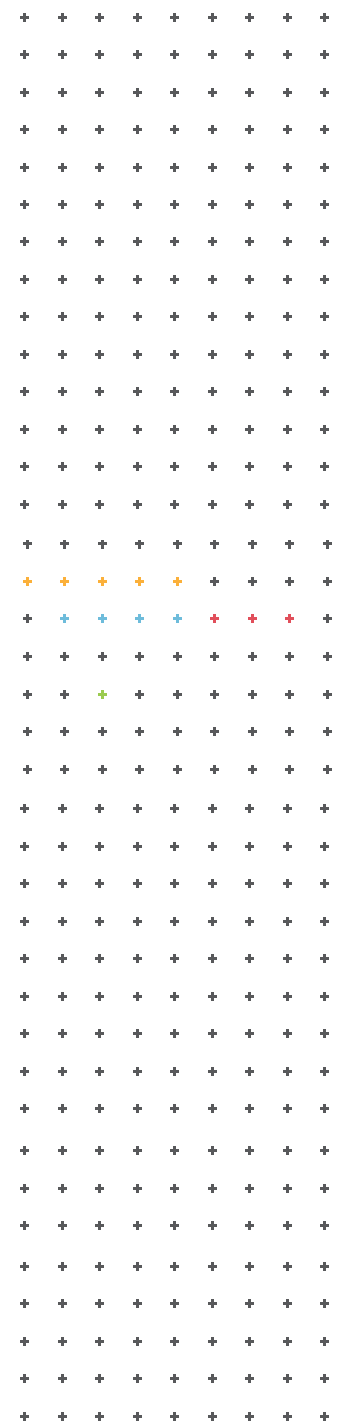
03 THE WEIGHT OF THE PAST

CIOs now realize that legacy schedulers and WLA tools are inefficient, unscalable technology that can weigh down efforts for digital transformation. They serve as a breeding ground for inefficient workarounds and growing complexity. They hide process details in multiple lines of code and complex batch processing that's hard to even see—harder still to document. These invisible, undocumented processes make collaboration of any kind—especially between the business and IT—virtually impossible.

As experts in these tools retire, details on scheduled processes go missing. The tools themselves come with heavy infrastructure footprints and poor licensing models that keep the costs of using them going up. Having more than one of these tools simply compounds their weaknesses.

Many WLA tools currently in use are also now backed up by weak or non-existent support because their parent company has been acquired or sold. Many have an unclear future in development as a result. That's a serious risk for any organization. What if something goes wrong? The technical debt accumulated by coping with inferior tools is real. This reality is one of the greatest barriers to digital transformation.

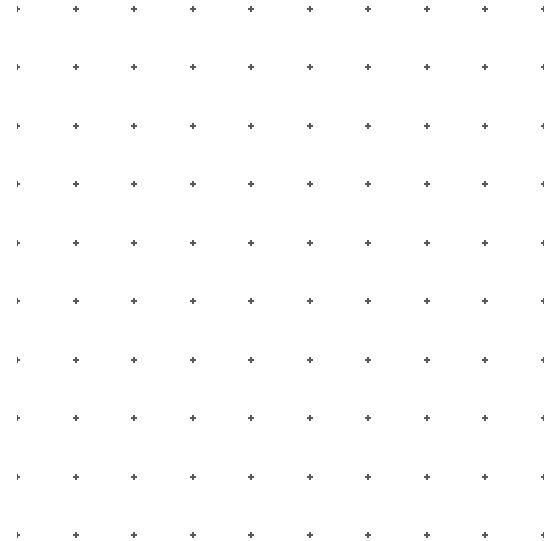
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04 THE PROMISE OF NOW

Fortunately, CIOs have begun to recognize the profound effect more modern WLA solutions can have in enabling transformation.

As described in Part One, to be successful, workload automation (WLA) must be able to handle huge volumes of data across multiple technologies quickly, securely and without a single error. It also should provide visibility into complex processes that can be used for collaboration and optimization across multiple teams. On top of all of this, transformation-ready WLA needs to be agile in delivery and seamlessly integrated with multiple platforms, tools and technologies in the enterprise. It should work anywhere—whenever and wherever its needed.



05 AUTOMATED AGILITY

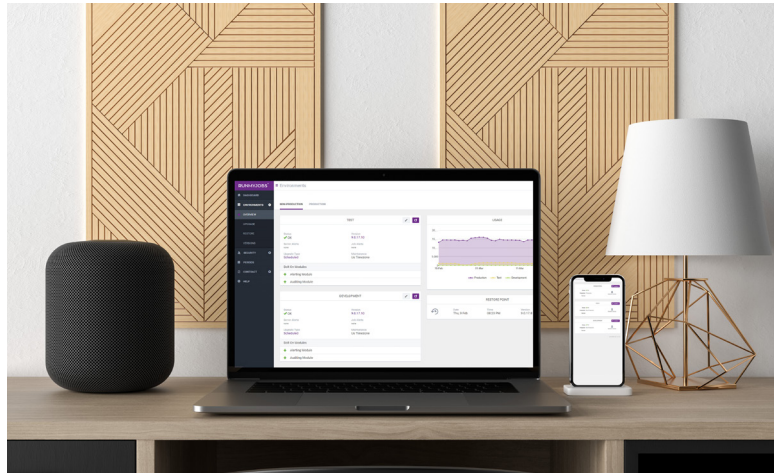
Redwood's RunMyJobs® is designed to support this kind of transformation. It's the world's only purpose-designed software-as-a-service (SaaS) solution for workload automation and job scheduling. RunMyJobs provides automation that can both securely move data mountains and enable effective teamwork. It offers the ability to run, manage and monitor process execution for multiple applications across any mixed operating system and server environment. It simplifies complexity and supports an organization's greatest assets—its human resources.

RunMyJobs® provides automation that can both securely move data mountains and enable effective teamwork



06 AUTOMATED AGILITY

Global companies use RunMyJobs to manage processes across any application, connectivity and/or protocols, platforms, middleware, systems management and application interfaces. It works easily with both legacy and the latest technologies. It comes with full auditability, event-based monitoring and alerting as well as service level agreement (SLA) dashboarding. Integration is at the core of our solution with APIs that span web services, command line and Java. It also integrates with deployment tools such as SAP® CTS+, Bamboo, Jenkins and more.



IT'S TIME TO ALIGN PRIORITIES WITH DESIRED RESULTS

Find out how to accomplish digital transformation faster and more efficiently with modern, simplified automation.

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