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Session 105:  
5 Ways Automation Will Help You-  
If You're Prepared

Roy Atkinson

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## *Agenda*

1. The 5 Ways
2. Definitions (What are we talking about?)
3. Why is this a hot topic?
  - The buzz
  - The data
4. What can advanced tech do?
5. How can we take advantage?
6. How do we prepare?



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## *The 5 Ways Automation Will Help You*

1. Staff augmentation
2. Contact management
3. Error reduction
4. Acceleration
5. Increase time spent on value-added work



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## Definitions

- **Automation:** The method of making a machine, a process, or a system work without being directly controlled by a person.
- **Artificial Intelligence:** The theory and development of computer systems able to perform tasks that normally require human intelligence, such as visual perception, speech recognition, decision-making, and translation between languages.

Sources: Merriam-Wester, Google, Whats, Wikipedia

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## Definitions

- **Bot:** Computer program that carries out tasks for other programs or users; short for *robot*.
- **Machine Learning:** An application of artificial intelligence (AI) that provides systems the ability to automatically learn and improve from experience without being explicitly programmed.

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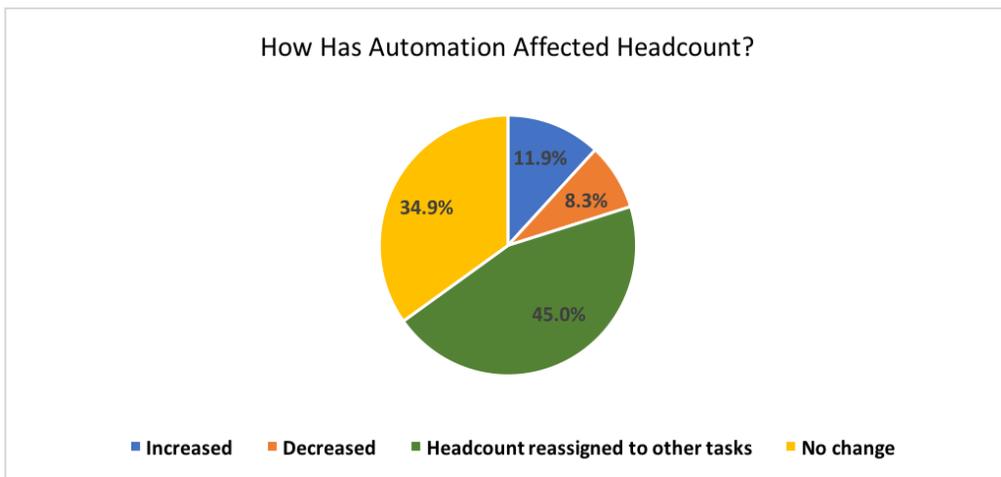
## Why Is This a Hot Topic?

1. Hype – The usual hype cycle. This is a “shiny object.”
2. Fear – “We will all be out of work!”
3. Promise – “We won’t have to work!”
4. It is the future



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## The Data



Source: HDI State of IT, 2017

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## The Data: Where Businesses Are Investing

### Top 5

1. Cloud applications	64%
2. Service automation	47%
3. Homegrown applications	32%
4. CX /customer feedback	32%
5. Collaboration / social	29%

### Bottom 5

16. Cognitive systems	5%
15. Machine learning	10%
14. Artificial Intelligence	10%
13. Chatbots	11%
12. Virtual agents	13%

BUT:

**The capabilities in the bottom 5 may very well be contained in the top 5.**

Percentage of organizations  
Source: HDI [State of IT](#)

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## What Can Advanced Tech Do (and Not)?

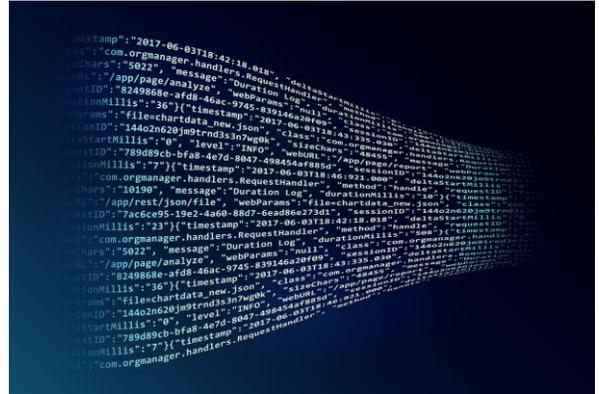
- Automation does what we tell it to do. Exactly. Fast.
- Bots make automated processes “portable” – like apps.
- AI and Machine Learning can autonomously improve over time, developing new processes.



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## What Can Advanced Tech Do (and Not)?

- So far, no automated systems can “understand” abstract concepts like cultural context.
- AI has no emotion, but may *emulate* emotion.



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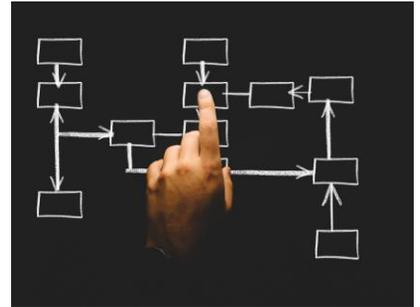
## How Can We Take Advantage?

- Repetitive tasks (KTLO [keeping the lights on] or “firefighting”) take up large amounts of time and resources
- Properly automating these tasks can free analysts for more value-added work
- Advanced tech can provide deeper insights and can inform resolutions

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## Before You Begin

- Understand the *why*– not tech for tech’s sake
- The changes you will make are *business* changes
- You need buy-in and sponsorship from exec leadership
- You will need organizational change management



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## How Can We Take Advantage?

### Automation

Onboarding consists of a series of steps, repeated for each new employee.



Scripting the steps and the handoffs between systems removes effort and the opportunity for errors.

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## *Automation: What You Need*

To automate, you will need someone available to your team to script the various systems and handoffs involved. You can:

- Work closely with your application development team
- Hire or train for the development skills needed

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## *How Can We Take Advantage?*

### **Bots**

One of the primary applications of bots is in the area of web chat.

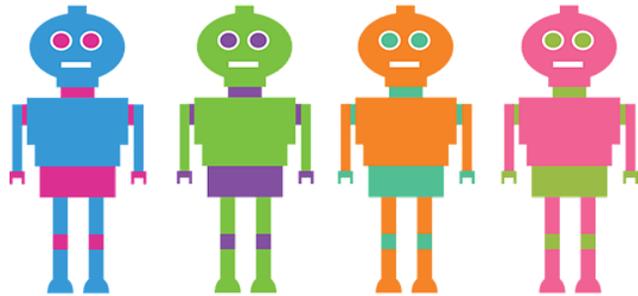
Chatbots can:

- Respond rapidly without taking up analyst time
- Ask/answer very basic questions
- Direct customers/users who need further support
- Be there when analysts are not (off-hours)

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## *Bots: What You Need*

- To use bots, you need a thorough, up-to-date knowledge base (and procedures to keep it that way)
- Someone needs to skill and tools to build and implement the bots



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## *Artificial Intelligence and Machine Learning*

- AI and machine learning are capabilities
- New versions of ITSM suites and other software tools are being built with AI and machine learning built-in.
- You will be deciding how best to *apply* the capabilities, but not *develop* them.



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## How Do We Prepare?

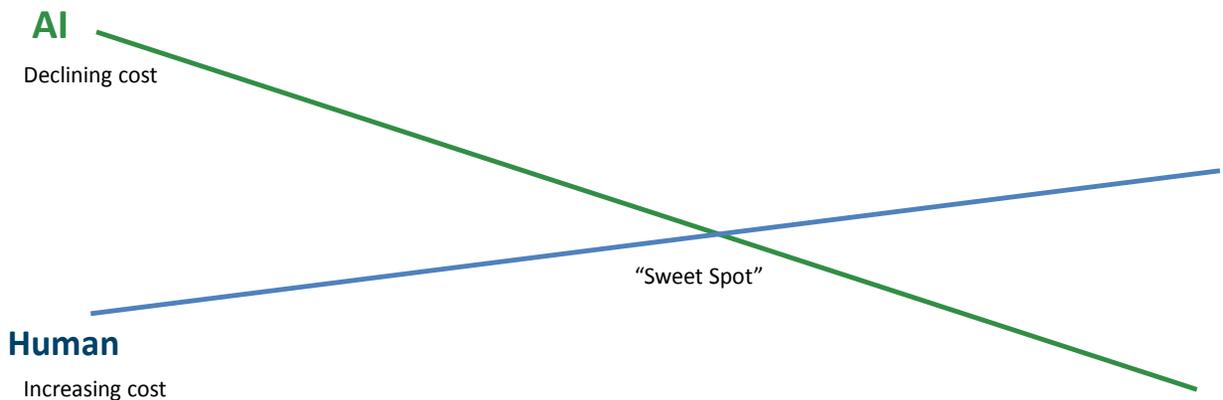
Use the 5 Ways to assess need and value. Will this technology:

1. Provide staff augmentation?
2. Assist with contact management / reduction?
3. Reduce opportunity for human error?
4. Accelerate existing procedures?
5. Increase time available for more valuable work?

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## When?

### Cost per ticket



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## How Do We Prepare?

- Do an *honest* and thorough skills self-assessment
- Produce a training and development plan
- Skill the team up\*

\*Remember: When the easy-peasy work goes away, all the work they do will be more advanced.



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## Summary

- Automation is here and is growing
- There are many different types, including bots, machine learning, and AI
- Automation can assist in the *5 Ways* (and more)
- It's neither magic bullet nor an apocalypse

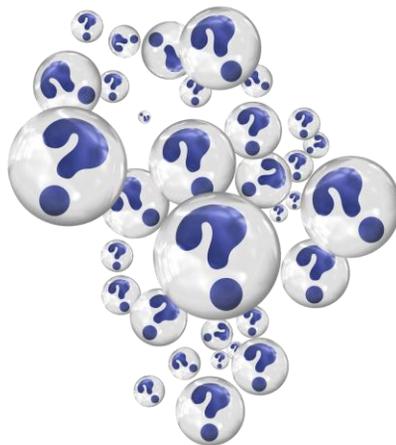
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# Questions?

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## Contact

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