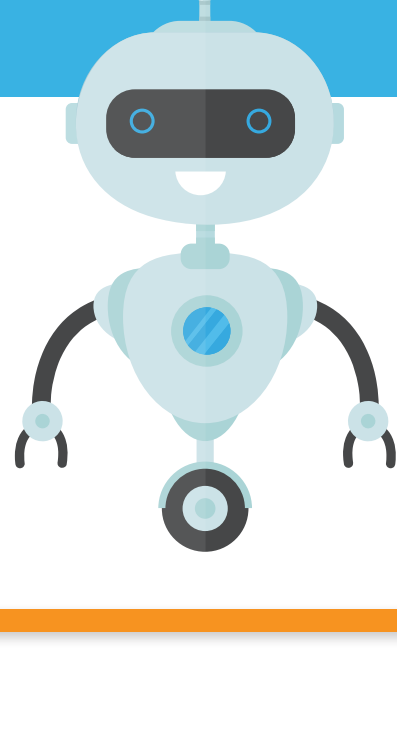


THE FUTURE IS BOTS: AUTOMATION AND AI IN THE WORKPLACE



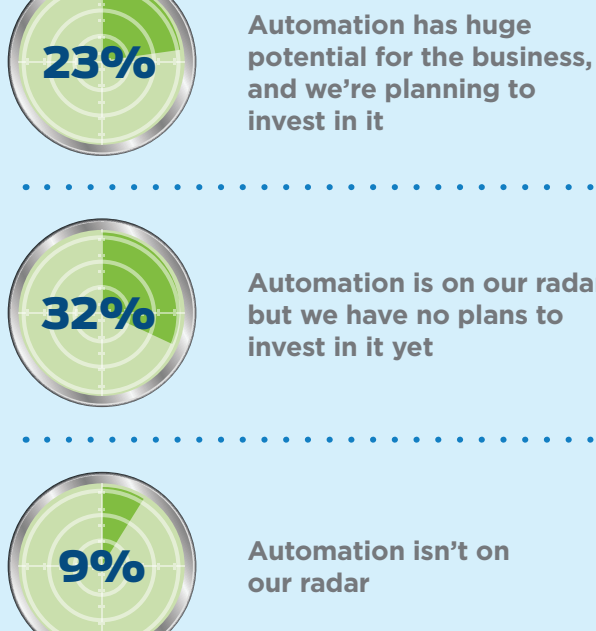
Automation and artificial intelligence (AI) are on everyone's minds, but they don't completely understand the potential impact. **What's it really all about?**

43%

of IT pros are somewhat to very confident automation and AI will play an expanding role in the future

WHAT DOES THE C-SUITE THINK ABOUT PROCESS AUTOMATION?

Almost two-thirds of C-level execs believe automation has huge potential for their businesses, and most of those execs' organizations are already investing in it.



WHAT DOES THE IT DEPARTMENT THINK ABOUT PROCESS AUTOMATION?

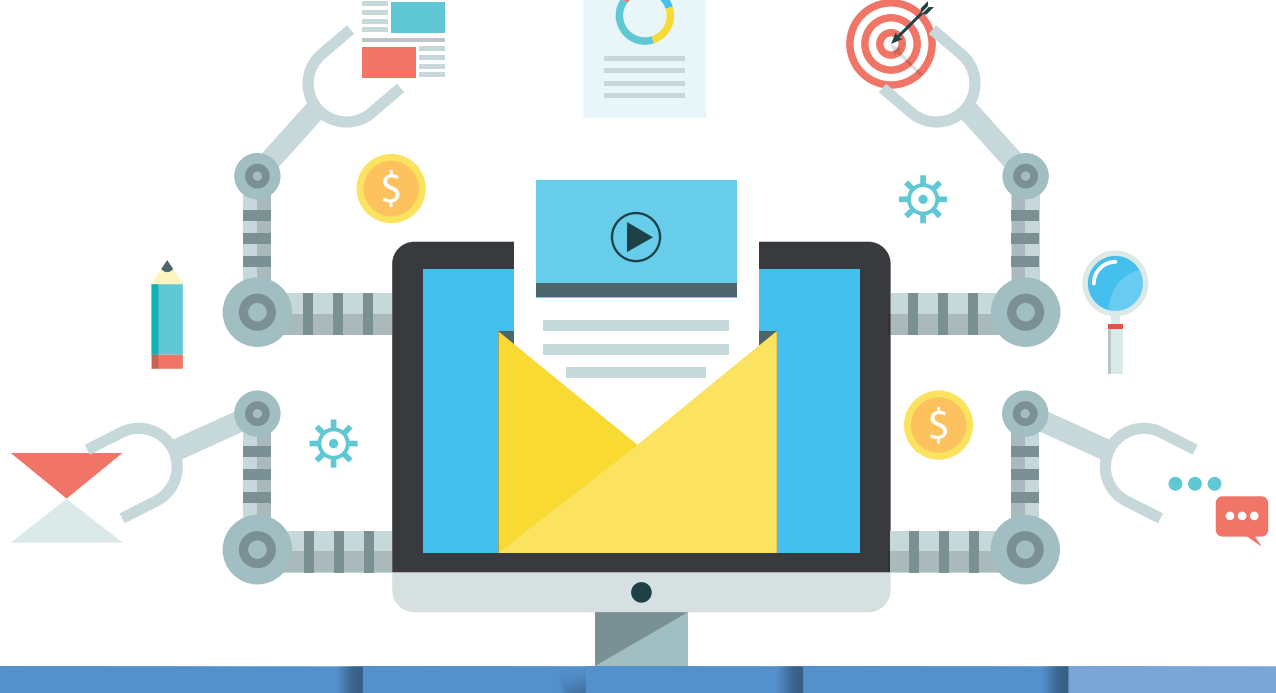
According to IT pros, there are three primary benefits to process automation:



Source: Samanage

73%

of organizations believe it's important to automate IT (compared to other departments)



While IT leads the way in automation...

HR (50%)

Finance (46%)

Operations (44%)

...aren't far behind

On the whole, **almost all** organizations and IT departments are automating at least **some** processes. Very few are automating all processes.

Automated IT Processes



Automated Organization Processes



Percentage of organizations

WHICH PROCESSES HAVE THE GREATEST POTENTIAL TO BE TRANSFORMED BY AUTOMATION AND AI?

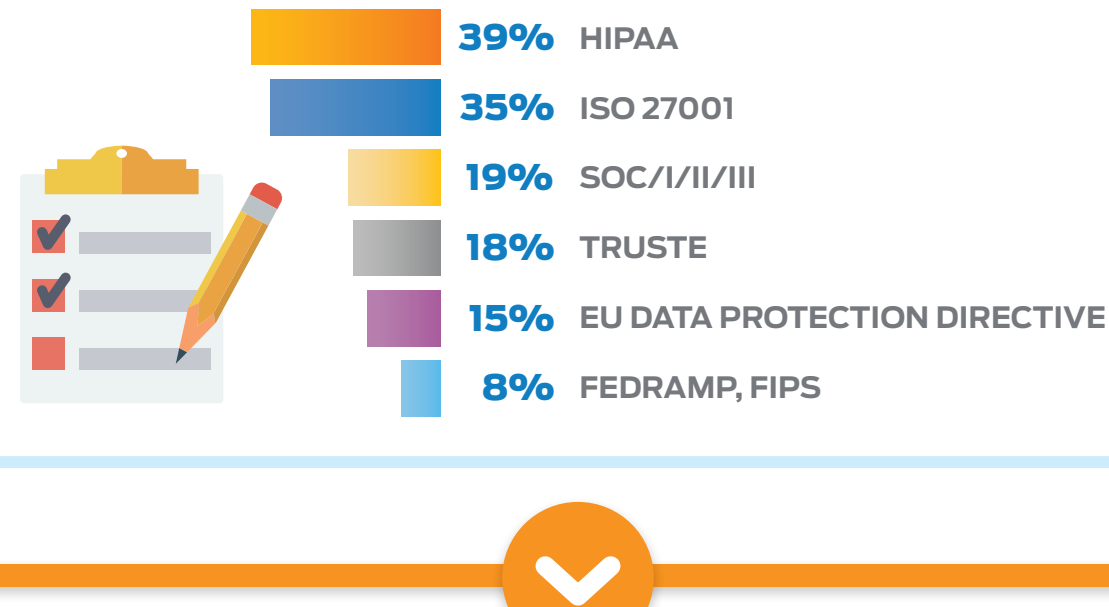


Service management/support



Security (risk monitoring/mitigation, threat management)

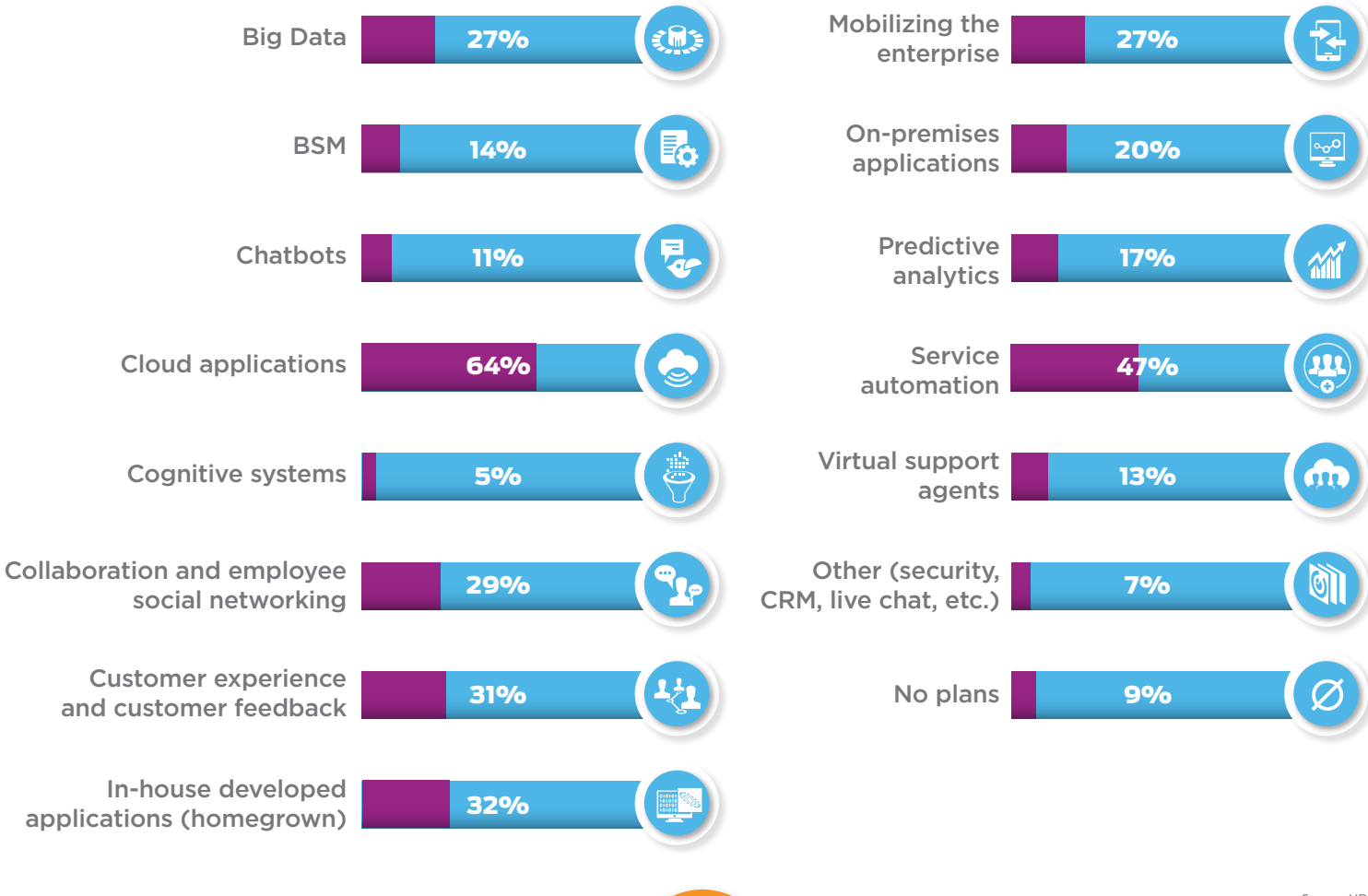
WHICH SECURITY CERTIFICATIONS ARE OBTAIN/MAINTAIN OR OTHERWISE COMPLY WITH?



85% of IT pros somewhat to strongly agree that internal process automation will make the organization more secure

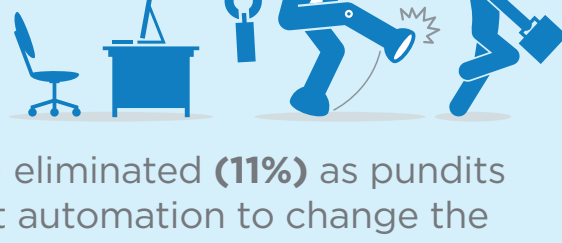
Source: Samanage

ORGANIZATIONS BELIEVE IN THE LONG-TERM POTENTIAL OF AUTOMATION AND AI...BUT WHERE ARE THEY INVESTING IN THE NEAR TERM?



Source: HDI

ONE FEAR ABOUT AUTOMATION IS THAT IT WILL KILL JOBS...



IT pros aren't as concerned about jobs being eliminated (**11%**) as pundits would have us believe. Rather, IT pros expect automation to change the nature of jobs in IT (**38%**) and across the business (**16%**).

And, in fact, headcount has decreased only in a small percentage of organizations. In most cases, the work has simply changed; it hasn't gone away.

INCREASED HEADCOUNT = 12%

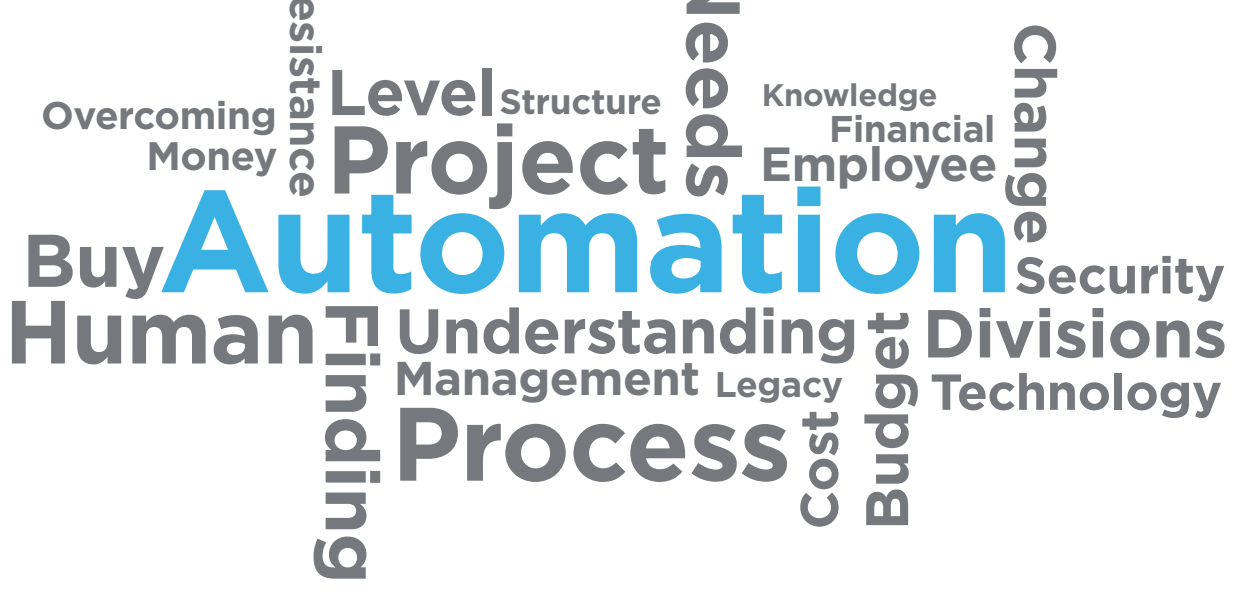
DECREASED HEADCOUNT = 8%

HEADCOUNT WAS REASSIGNED TO OTHER TASKS = 45%

NO CHANGE TO HEADCOUNT = 35%

Source: Samanage, HDI

When asked to describe, in their own words, the top challenges their organizations face with regard to IT process automation, here's what IT pros had to say:



Source: Samanage

