TOP 5 BUSINESS CONTINUITY PRIORITIES FOR CIOS

As the economy opens for business, new challenges will inevitably arise. Is your IT organization prepared to handle the demands of the "new normal?"

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We Live in Interesting Times

2020 has been quite a year so far. The outbreak of COVID-19 forced everyone to adapt to new ways of living—and working. Nothing can be taken for granted anymore, especially not the ways that businesses are run. To ensure business continuity in these times of extreme change, CIOs have to take strong actions.

CIOs' challenges for ensuring business continuity include enabling a seamless connection to business applications and secure networks for remote workers, protection of business and customer data, and securing endpoints. Also, the IT help desk is expected to support and maintain service level agreements (SLAs) for keeping the business going. And staying compliant must continue no matter what crises arise.

SOME OF CIOS' CONCERNS IN TODAY

Lead digital business/digital transformation initiatives	37%
Improve remote work experiences	37%
Upgrade IT and data security to boost corporate resiliency	29%
Reduce or rationalize IT spending	28%
Help reach specific goal for corporate revenue growth	25%
Identify new data-driven business opportunities	24%
Enable new plan for customer acquisition & retention	23%

Source: IDG Research. idg.com/how-are-it-leaders-responding-to-the-pandemic/

Let's take a closer look at the five priorities and identify supporting technologies to help CIOs achieve their goal.

Data Management and Governance

Do you know where your data is? Is it stored in your datacenter in Wichita? Or in a London-based cloud? Which of your partners has access to it? These are tough questions that CIOs need to stay on top of.

They have to know what enterprise data exists, where it sits, and how different business units, geographies, and third parties are using it. Even more importantly, they have to be sure they can trust their data to make important business decisions.

That's where **data governance** and **data management** come in. To maximize the value of data for operational effectiveness, decision-making, and regulatory compliance while minimizing the risks associated with poor data management, you need strong policies coupled with strong enforcement.

These, in turn, require the right platform and tools. By leveraging emerging technologies such as cognitive and automation for metadata discovery, ingestion, interpretation, and enrichment, organizations can enforce policies and help you operate at scale.

WHAT PROCESSES ARE ALREADY IN PLACE IN YOUR COMPANY THAT WILL HELP IT IMPLEMENT A FORMALIZED DATA GOVERNANCE PROGRAM?

Category	Value
Data issue reduction and data quality processes	~44%
Finding of business element definition and glossary implementation	~52%
Identification and monitoring of regulatory, compliance, and risk management needs	~59%
Validation and production of data-oriented measures and metrics	~28%
Workflow management associated with project management and process contract	~32%
Identification of business information and data needs	~57%
Don't know	~8%
Other (please specify)	~8%

Source: Dataversity. content.dataversity.net/DVDGDSRP_DownloadWP.html

TODAY: With workers scattered and working remotely, CIOs need to simultaneously make data accessible over non-corporate networks and devices and enforce policies for managing it effectively. They have to ensure it's clean, accessible, and of high quality. Robotic Process Automation (RPA) can help. RPA is particularly suited for repetitive tasks such as cleaning data, standardizing it, and creating or updating metadata. Adding artificial intelligence (AI) or machine learning to deploy intelligent automation can take you even further in your data governance journey.

Today

CIOs are grappling with an expanded and more complex threat landscape with remote work. RPA automatically monitors access rights in real time, ensuring transparent oversight and the ability to block attacks before they penetrate the network. Bots can take rule-based data aggregation and analyses tasks off humans' to-do lists. By culling out harmless alerts, cybersecurity teams can focus on crafting swift responses to real threats. Intelligent automation is increasingly playing a key role in identifying potential threats by flagging incidents that deviate from normal patterns. Dashboards that aggregate these automation analytics allow CIOs to get a single view for insights and actions.

Cybersecurity

The crisis has precipitated a rush to digital business. Those organizations that had just begun their digital journeys are accelerating their digital transformation efforts to address the challenges of remote working.

But digital business has opened a score of new risks and vulnerabilities. According to CDW's Cybersecurity Insight Report, 62% of organizations have experienced a breach or near breach over the previous six months.[I] And according to the Federal Cybersecurity Risk Determination Report and Action Plan, 73% of federal agencies lack visibility into what is happening in their networks.[II]

ORGANIZATIONS SECURITY PRIORITIES POST CRISIS
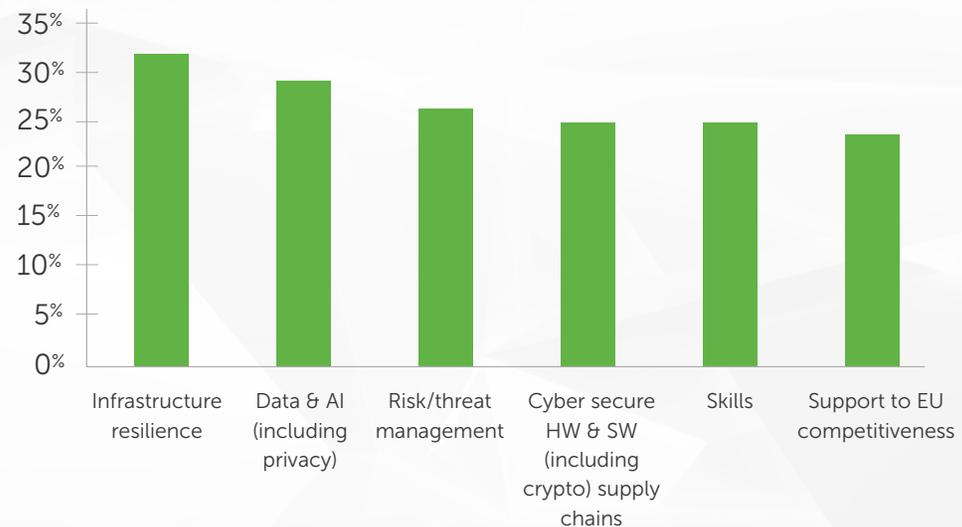
Source: European Cybersecurity Organization. ecs-org.eu/documents/uploads/report-on-the-ecso-members-and-the-community-survey.pdf

Intelligent automation can help here, too.

I "The Cybersecurity Insight Report," CDW. 2019. https://cdw-prod.adobecqms.net/content/dam/cdw/orchestration-guides/cybersecurity-insight-report/book/cybersecurity-insightreport-complete-digitalversion-3-20-19.pdf

II "Federal Cybersecurity Risk Determination Report and Action Plan," Office of the President of the United States, whitehouse.gov, 2018. https://www.white-house.gov/wp-content/uploads/2018/05/Cybersecurity-Risk-Determination-Report-FINAL_May-2018-Release.pdf?wpisrc=nl_cybersecurity202&wpmm=1

Asset Tracking and Management

Just as they must stay on top of their data, CIOs also must have a systematic way of managing all their IT assets—hardware and software.

Proper asset management ensures:

1. Protection of corporate hardware assets against loss or theft
2. Awareness of who and what is connecting to your network
3. Compliance and usage of software licenses
4. Hardware assets are still under warranty

A recent survey found that 43% of organizations still use spreadsheets to track IT assets.[III] And almost one-third of IT professionals are spending multiple hours each week supporting out-of-warranty assets.

TIME SPENT SUPPORTING OUT-OF-WARRANTY ASSETS:

28%
Spend hours
per week

20%
Don't have insights
into what's out-of-date

20%
Take no time
as all devices are
up to date

Source: Ivanti. ivanti.com/company/press-releases/2020/survey-shows-43-of-it-professionals-still-track-it

Automation can ensure that all assets are properly logged, tracked, and monitored.

TODAY: With millions of workers suddenly displaced and relocated to work from home, a massive surge in hardware and software relocations and deployments has occurred. RPA can help with tracking and recording of IT assets via dashboards to support audits and flag assets that are not policy compliant, providing visibility into the large-scale asset displacement organizations are currently experiencing.

III "Survey Shows 43% of IT Professionals Still Track IT Assets in Spreadsheets," Ivanti, February 12, 2020. https://www.ivanti.com/company/press-releases/2020/survey-shows-43-of-it-professionals-still-track-it

Help Desk and Infrastructure Support

Computer systems and networks are the backbone of an organization and should efficiently and effectively support all operations. This requires IT to support the computers, servers, networking, data, storage, physical and virtual facilities as well as software, processes, security, mobile and virtual functionality, and cloud-based services that make up the IT infrastructure organization wide.

When issues arise, the help desk is the primary user-facing function within IT. Users form their opinions of IT based upon what they experience when they submit a ticket. An average employee submits one IT support ticket per month.[IV] The traditional way of resolving a ticket involves a chain of service desk agents using legacy workflow tools to first triage—to determine the severity of each ticket—then rout it to the right person or team if it couldn't be easily resolved.

The process is painfully slow, with the average ticket taking three days to resolve.[V] This takes a serious toll on IT resources—people, money, and time, as each IT ticket costs $25 on average to resolve using traditional manual methods.[VI]

IT INCIDENTS PER USER PER MONTH, BY INDUSTRY.
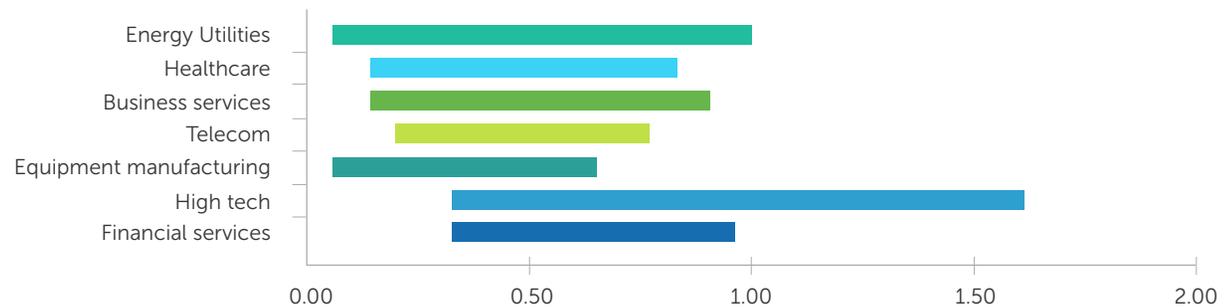
Source: ThinkHDI. thinkhdi.com/library/supportworld/2018/metric-of-month-tickets-per-user-per-month.aspx

Automation can help CIOs capitalize on customer satisfaction and goodwill that a well-run helpdesk and support operations can generate.

TODAY: Both from an infrastructure and helpdesk support, intelligent automation can help IT ensure business continuity by automating triaging of IT tickets that come in and routing them to appropriate queues. Leveraging AI, bots can understand customer intent and enable additional support on chat interfaces to ensure a speedy routing of tickets. Cases such as password reset can be set up for a bot to handle end-to-end without IT involvement freeing up IT time for more strategic tasks. All insights, such as the status of these tickets and infrastructure health, can be monitored in real-time using dashboards.

[IV] "An Intelligent Approach to Resolving IT Support Issues, HGM Strategy, June 26, 2019. https://hmgstrategy.com/resource-center/articles/2019/06/26/an-intelligent-approach-to-resolving-it-support-issues
[V] Ibid.
[VI] Ibid.

Compliance and Reporting

Regulatory pressure has increased in recent years. Governments across the globe are taking harder stances when regulating businesses' online activities. Protecting businesses from unnecessary risk and failure to comply with these mandates is the shared responsibility of the legal, corporate risk, and IT compliance departments, all of which have critical roles to play in keeping their organizations in the clear.

Failure to comply is costly. For example, according to the European Union's General Data Protection Regulation (GDPR) rules, the fine for non-compliance is up to 4% of a company's annual revenues or €20 million—whichever is greater. The GDPR privacy law has already led to more than 160,000 data breach notifications, with €114 million ($126 million) in fines as of January 2020, according to law firm DLA Piper.[VII]

COMPLIANCE LEADERS ARE DEPLOYING RPA

45% Uses robotic process automation or intelligent automation for monitoring routine tasks

14%

2%

41% Uses artificial intelligence for such tasks as full population testing, internal controls, and risk monitoring

14%

4%
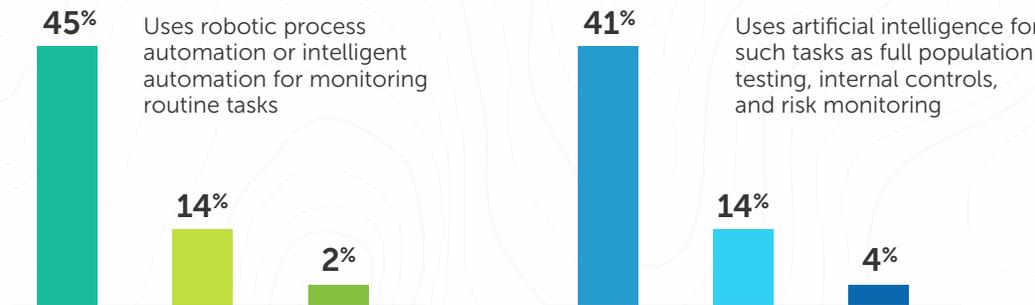
Source: PwC. pwc.com/us/en/services/risk-assurance/library/assets/pwc-2019-state-of-compliance-study-final-secured.pdf

TODAY: Intelligent automation can help CIOs adapt quickly to new regulations and better plan for emerging risks and challenges. RPA can perform regulatory monitoring, reporting, and compliance work—all without errors—regardless of whether the process concerns data transfer, data migration, invoice processing, or purchase order issuing. Bots can aggregate data from multiple sources and help with the audit logs, flagging non-compliant activities defined via rules. RPA can help with industry-standard regulations such as stay HIPAA, PCI, GDPR compliant along with many others.

[VII] Ryan Browne, "Europe's privacy overhaul has led to $126 million in fines—but regulators are just getting started," January 19, 2020.
https://hmgstrategy.com/resource-center/articles/2019/06/26/an-intelligent-approach-to-resolving-it-support-issues

Driving IT Success with Intelligent Automation

RPA helps Volkswagen IT services India boost employee morale and customer satisfaction

Challenge:

VW ITS started their Robotic Process Automation (RPA) program for multiple reasons: Working on projects across the globe was sometimes challenging and employees were required to perform repetitive tasks, such as data entry, across multiple platforms, which resulted in errors. Implementing bots was the easiest solution to reduce repetitive processes and motivate people to pick up higher-value work. In addition to increasing internal motivation, the company wanted to achieve higher customer satisfaction by reducing errors and ensuring compliance.

Solution:

The RPA program started in 2017, when the company started to explore the technology and its benefits. After several proofs of concepts demonstrated positive results, VW ITS decided to partner with Automation Anywhere because of the company's strong presence in India, good product support, and extensive training offering. As expected, automation helped boost employee and customer satisfaction, with the company's Digital Workers assisting employees in completing tedious tasks, allowing them to focus on more quality work, and achieving higher customer satisfaction.

Profile Organization:

Volkswagen IT Services India (VW ITS) is the strategic internal technical arm for the Volkswagen Group, offering digital solutions, application development, and product innovation across all the automotive manufacturer's brands.

Results:

80+

Bots in production

80

Processes automated

100+

Bots in pipeline

Conclusion

CIOs are now corporate strategists. Given the role that technology plays in today's turbulent business landscape—where, arguably, technology is business—strategic business planning is key to ensuring short-term business continuity as well as long-term success.

All of the five priorities listed in this eBook will arm CIOs to build strong strategic plans. With intelligent automation software robots ("bots") performing all the tactical and routine tasks involved in business continuity, CIOs can reshape IT and refocus their organizations on business growth and agility.

For more information about how intelligent automation can help, visit: automationanywhere.com/solutions/back-office

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