

RED HAT®
CONSULTING

**RED HAT SERVICES
PROGRAM:
AUTOMATION ADOPTION**



redhat.

INTRODUCTION

Organizations look to adopt automation to eliminate the time and errors associated with manual configuration processes. The promise of enterprise-wide automation is appealing, but without well-defined tooling and streamlined processes, benefits are quickly eroded by constant change and lack of clarity. A successful automation strategy to ensure predictable workflows and rich auditability requires accountability, governance, security, and standards from the onset.

Enterprise-wide automation is attractive because of the scalability and agility it can provide, accelerating outcomes with consistent and repeatable processes that support the evolution of a DevOps culture. According to IDC, 91% of organizations say infrastructure scalability and agility is mission critical to support their IT strategies.¹ However, getting an entire organization to adopt automation is complex. To achieve mass automation adoption, businesses require a sustainable automation strategy and must look to create a modern IT organization with new approaches to process and collaboration.

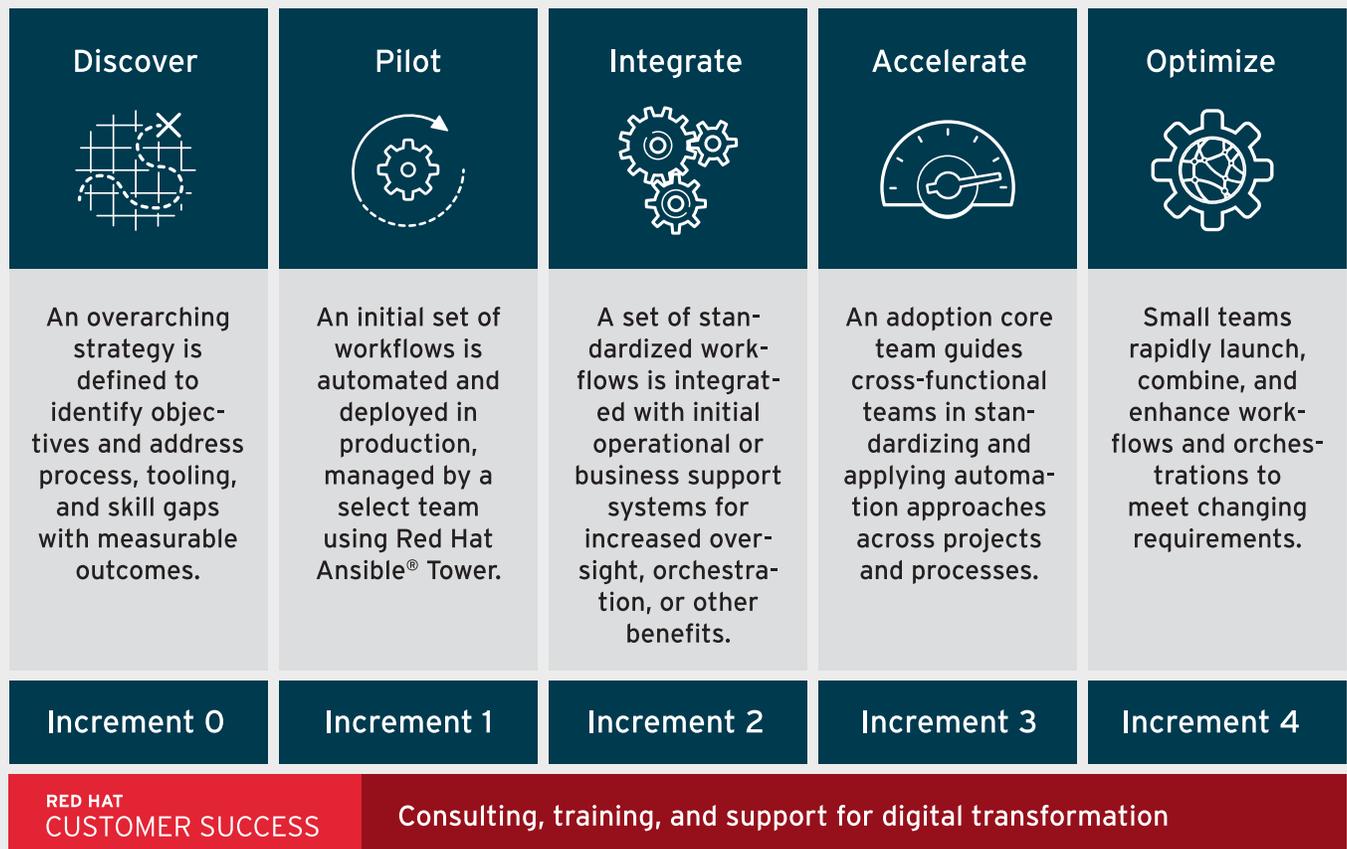


Figure 1. Red Hat Consulting scaled agile increments

¹ "Automation, DevOps, and the Demands of a Multicloud World in the Finance Industry." IDC, sponsored by Red Hat, March 2018.

RED HAT SERVICES PROGRAM: AUTOMATION ADOPTION

The Red Hat® Services Program: Automation Adoption provides a framework for managing an organization-wide automation adoption journey. Red Hat Consulting will work with you on all stages of automation adoption, from introducing techniques and technology, to aligning teams on standard practices, to orchestrating powerful workflows aligned to your evolving business objectives.

“Red Hat Consulting provided a powerful mix of expertise, best-practice guidance, and mentoring to help us design a defined DevOps process, with regular reviews to help us continue maturing our approach.”²

JUFRI FAN

HEAD I.T. SOLUTION ARCHITECT, BTPN



² “BTPN launches innovative banking services faster with Red Hat.” Red Hat, April 2018.
<https://www.redhat.com/en/resources/btpn-customer-case-study>

During an automation adoption journey, Red Hat Consulting experts help customers define a unified strategy focused on their unique business needs. Then they introduce and scale technology, process, and culture to support evolution of the business with automation. Across the phases shown in Figure 1, our experts will:

Discuss goals, solution approaches, and next steps to:

- Identify use cases, challenges, and potential issues, as well as viable approaches and technologies, necessary participants, and desired outcomes.
- Outline the current state, the target state, opportunities for change, and operational benefits.

Develop an overarching plan that delivers a(n):

- Analysis of current-state automation approaches and organizational practices for the program.
- Strategy across people, processes, and technologies to create an automated enterprise.
- Architecture definition addressing target environments.

Work alongside Red Hat subject matter experts, who will help your team:

- Establish strategies to build a collaborative culture, determine responsibilities, foster new skills, and accelerate innovation.
- Adapt existing processes and tooling to realize the full benefits of automation.
- Deliver security-focused, flexible new infrastructure and practices to efficiently automate and orchestrate workflows that support your business strategy.

Expand, promote, and optimize adoption through:

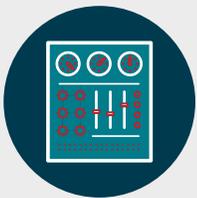
- Evolution of processes and toolset integrations to increase efficiency.
- Reuse of consumable automation from previous increments.
- Socialization for techniques using internal sponsors and community support models.
- Governance of evolving methodologies and their application to promote sustainable growth.

A COMPREHENSIVE JOURNEY TO AUTOMATION ADOPTION

Red Hat Consulting helps customers evolve capabilities in four critical themes that comprise a strong, flexible framework to grow automation within teams, across organizations, and in support of changing business requirements:



Standardization of content, systems, and security practices.



Task automation to quickly deliver repeatable and scalable results.



Workflow orchestration to integrate disparate tasks and management systems for end-to-end process automation.



Process transformation to realign culture and approach to self-service catalogs and business-aligned workflows.

THE RED HAT SERVICES DIFFERENCE

Working directly with Red Hat engineering and support organizations, Red Hat Consulting teams bring advanced skills to deliver solutions using Red Hat products and open standards. With exclusive insight into upcoming features and product roadmaps, nobody is better positioned to align teams, streamline processes, and make enterprise systems and applications work together using open source and proprietary technologies.

Straight from the source:

Red Hat Consulting teams communicate directly with Red Hat support and product development organizations. Many of our consultants are also active contributors to the upstream open source communities behind Red Hat technologies, so they bring unparalleled expertise.

Diverse technical experience:

Red Hat Consulting maintains deep expertise with open source and proprietary systems and application platforms. Our comprehensive understanding of the technology market helps us provide clients with a complete view of their environment. Our guidance is based on a holistic understanding of building enterprise systems, not just our own products.

Mentor-based approach:

Red Hat Consulting's approach gives clients the information and skills they need to move to Red Hat solutions in a safe and efficient manner. Red Hat believes that knowledge must be open and shared, just like source code.

Crucial, real-world training:

Red Hat Training and Certification develops role-based knowledge through hands-on training covering emerging and foundational open source technologies for building real-world skills that support critical commoditization and transformation projects alike.

THE RED HAT CONSULTING DIFFERENCE:



**COLLABORATIVE
INNOVATION**



**MARKET
BEST PRACTICES**



**I.T. MODERNIZATION
AND OPTIMIZATION**



**BEST RETURN ON INVESTMENT
AND ECONOMY OF INVESTMENT**



**IMPLEMENTATION
AGILITY**



**JOURNEY
TO CLOUD**



**DEVOPS
METHODOLOGY**



**RISK
MANAGEMENT**



**INTEGRATION
OF DIFFERENT SOFTWARE**



**HIGHLY QUALIFIED
PROFESSIONALS**



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ABOUT RED HAT

Red Hat is the world's leading provider of enterprise open source software solutions, using a community-powered approach to deliver reliable and high-performing Linux, hybrid cloud, container, and Kubernetes technologies. Red Hat helps customers integrate new and existing IT applications, develop cloud-native applications, standardize on our industry-leading operating system, and automate, secure, and manage complex environments. Award-winning support, training, and consulting services make Red Hat a trusted adviser to the Fortune 500. As a strategic partner to cloud providers, system integrators, application vendors, customers, and open source communities, Red Hat can help organizations prepare for the digital future.

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