Best-practice guidelines for building an automated framework

How the U.K. public sector can efficiently implement automation

Building an automated framework for the U.K. public sector

Public-sector organisations across the U.K. face the growing challenge to modernise their systems and develop new digital services, to keep pace with government regulations and the needs of citizens. They need to secure services across a wide range of sectors at a local, regional, and national level in a way that is both cost-effective and sustainable.

An automation platform can help to address these challenges by providing the tools to comply with defined standards, improve agility and responsiveness, accelerate development, and speed work-flows. It can provide reliable oversight and visibility of operations to better manage complexities and reduce costs, which is essential for organisations to remain transparent and trustworthy while oper-ating within defined budgets.

Our best-practice guidelines can help organisations that are looking to implement an automated framework.

Drive change and deliver positive results with people, processes, and tools

People first

Automation helps people improve their overall contribution to the organisation by minimising routine and time-consuming manual tasks. Here are some areas for consideration:

▸ Ensure that the decision to implement an automated framework is based on consensus.

▸ Confer with the technical teams responsible for managing and implementing the framework to get their input and support.

▸ Get cultural buy-in across the organisation as it can help improve enthusiasm and encourage greater participation.

▸ Before rolling out the framework, clearly define the scope and objectives, including critical success factors and outcomes.

▸ Build on the consensus to create a framework that promotes openness and collaboration.

Automation has a positive impact on the workplace because it improves productivity and frees time to focus on integrating new technologies. High-value projects and initiatives can be prioritised to meet objectives and fulfill the latest requirements for citizens.

Putting the right processes in place

Automation should be implemented gradually to support strategic goals and only applied to the pro-cesses that meet your automation criteria. Consider:

▸ Identifying all the areas and activities that are designated for automation.

▸ Advising colleagues on which processes and workloads should be designated for automation, and which need prioritising.

▸ Prioritising repetitive and time-intensive use cases (e.g. desktop management and patching, security, and data protection).

▸ Applying procedures that allow you to measure the benefits of automation, and apply new data and intelligence for efficiency in other areas.

▸ Requiring regular document testing and auditing to maintain accountability.

Automation is an ongoing objective, so it is best to start small, and progressively expand throughout the organisation.

Selecting the best tools for the job

Choosing the right automation platform and tools can help scale and build resilience across your organisation.

▸ Tools should be easy to adopt and support standard operations and core functions.

▸ The chosen platform should align with existing systems and networks, applications and servers across multiple environments, and hybrid cloud infrastructures.

▸ Consider whether tools can support large-scale ongoing maintenance and the smooth running of essential systems and operations.

▸ Accessibility is key so users without advanced coding skills can contribute to automation projects.

▸ The platform should allow services to be shared internally and externally, using a standard language that users at all levels can understand.

▸ Reporting should be simple and straightforward, ensuring you always know the state of your environment.

Automation accommodates any number of devices, software, and operating systems across departments, sites, and remote workers, which is why the tools need to be flexible and able to adapt to support dynamic requirements. This model can help your organisation be more agile and scale to meet the evolving needs of government agencies and departments.

Automate the public sector with Red Hat

Red Hat works closely with many organisations in the U.K. public sector, helping central and local government departments maximise their resources and build digital services around citizens. Automation can be applied to primary-use cases, but it also allows you to manage vast disparate networks across cloud and IT infrastructures, providing you with a consolidated view of your entire environment.

Contact your Red Hat account manager to see how a high-performance, automated environment can support your organisation. Or for more information and resources on automation, see automation solutions with Red Hat.

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