

Atos Breakout session
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The Next Step for ITSM Tooling

Rebekah Clark



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Abstract:

Atos has invested significantly in tools to support customers – now those tools need to move to the next step in the evolutionary chain. Automation. Working with Atos and Vendors which are in a joint partnership we can do this. Today we have incidents which are self inflicted due to poor planning, lack of knowledge and complex environments. Vendors continually update operating systems in one form or another, technology changes, etcetera. Now lets look at what the possibilities could be

Utilizing Artificial Intelligence (AI) – have ITSM software pull together the actions which are required for a Service to be implemented and automatically build the change – and when appropriate implement the change thereby eliminating human error. This activity would require a vast knowledge database which would include interfaces with Vendors, Customers and Atos. This reduces the amount of time engineers spend in planning modifications to environments by building the necessary components automatically, including potential impacts and any required remediation activity. Atos is using some of this type of AI today – but the potential has not been remotely tapped,

Utilizing AI with ITSM tooling can also be used to perform conversions of applications from new customers into the ATF by having the capability to read Customers' existing tools and transition it ATF following ATOS meta data and requirements – allowing Atos to delivery Services to the new Customer more expeditiously.

These are two ways to increase time to bill actions with reductions in human resources with an increase on Automation with AI. Reductions in errors, increases customer satisfaction. Automation to bring a Customer online faster, increases Atos bottom line and will be a challenge for competitors to beat.

The technology exists – we only need to utilize it in ways beyond are present capabilities. There will be some mandatory requirements with the background activities to make the approach as stable and high quality as possible.

Let's take our software (ITSM and others) to the next level.

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