# AGENDA

- Forces of Change
- Automation Lessons Learned
- Modern Automation Management
- Moving Forward as an Automation Leader

Forces of Change

- **Heterogenous Environments** – 100's of enterprise applications

- **Complexity** –integration of disparate systems

- **High Change**– applications change more frequently

- **Cloud Applications** – don't have control over when they change and how often

- **Citizen Developer** –now everyone is a developer, and every company is a software company
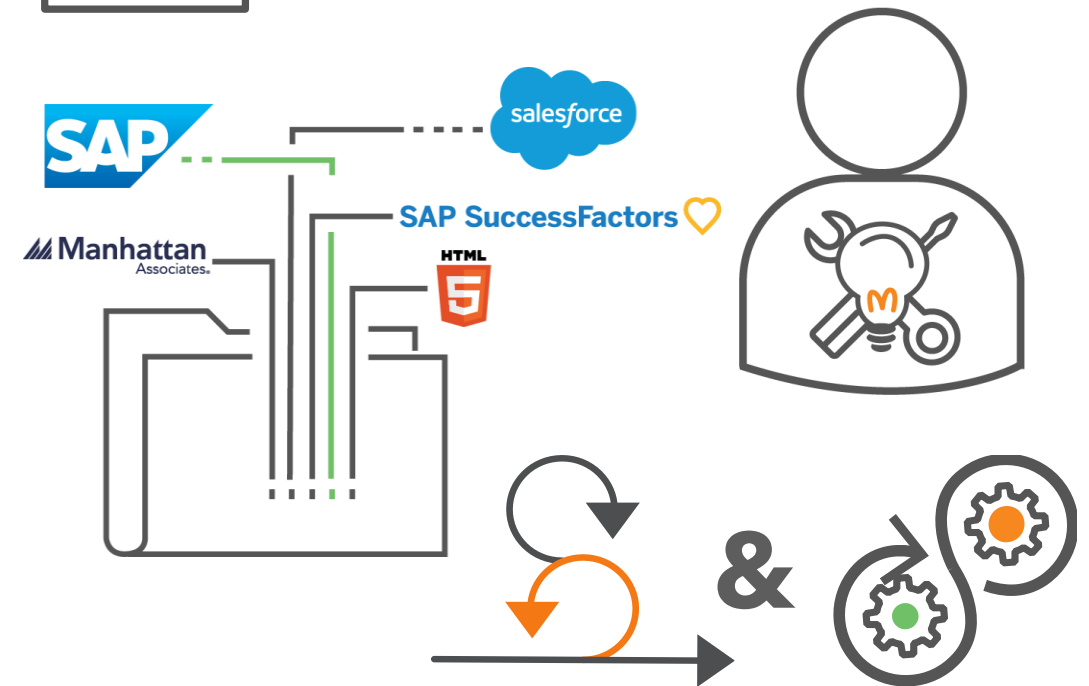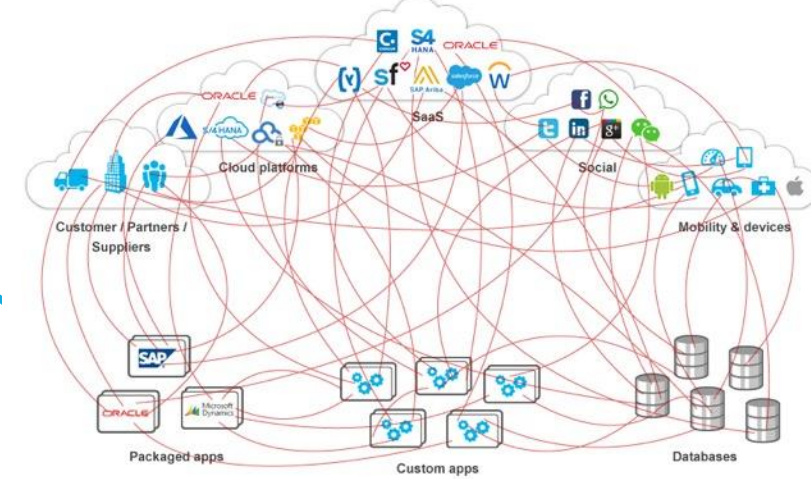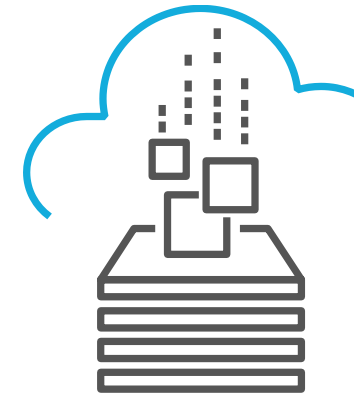
Change: Not Just an IT Problem

The huge **shortage of skilled developers** is preventing many firms from developing apps.

- Gap is > 745,000 workers with digital skills according to Accenture study

- 72% of large companies and 49% of SMEs are suffering tech skills gaps

Agile is About Adapting

*"...**The software, the team, the users, the sponsors all form one system**.*

And we need to make sure the whole system works, for all the participants."
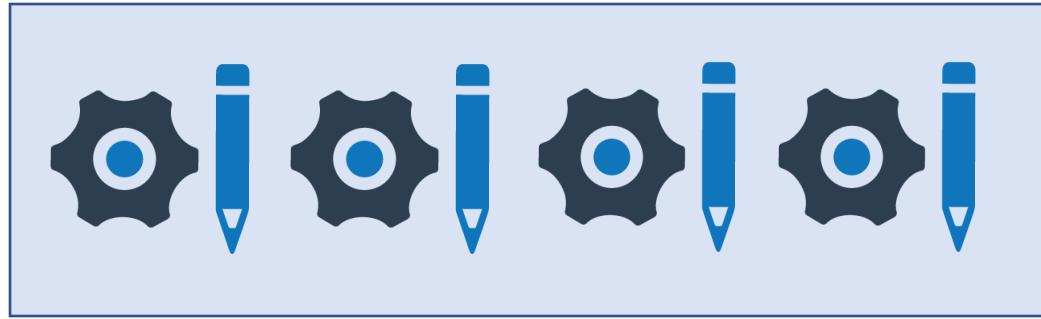
Automation Creation is Everyone's Job

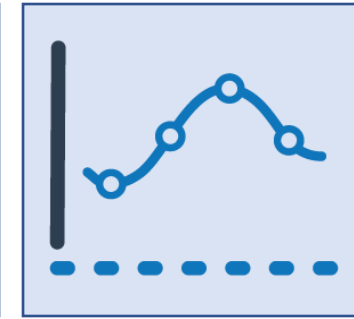Automation professionals focus shifts from create to maintain and scale

Past

Business Provides Requirements

Testers Document Requirements and then Automate

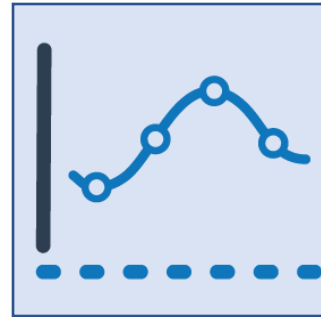Automation Team Builds/Edits End to End

Automation Team Runs Tests

Future

Business Users and Agile Teams Provide Documentation and Automation

Automation is Shared Across the Organization

Automation is Run Continuously

Why Isn't Everyone Successful?

Frequent Application Updates, Siloed Implementation, Automation Sprawl

- **Lack of Alignment between Business & IT**
  Recalibrating the connection between business and IT is necessary to optimize business outcomes and ensure automation projects deliver the desired ROI

- **Bot Fragility in Changing Environments**
  Frequent changes can break brittle automation, requiring frequent updates or re-writes, especially for code-based automation

- **Automation Isn't Reusable or Scalable**
  Building automation from scratch for every effort won't deliver the kinds of returns businesses expect when they invest in something they thought would be faster, cheaper and empower them to do more with less.

- **Avoiding Automation of Complex Processes**
  Self-defeating limitations lead to unbalanced investment and ROI. For automation to be successful, you need to build lots of it and use it to solve complex problems that are meaningful to the business.
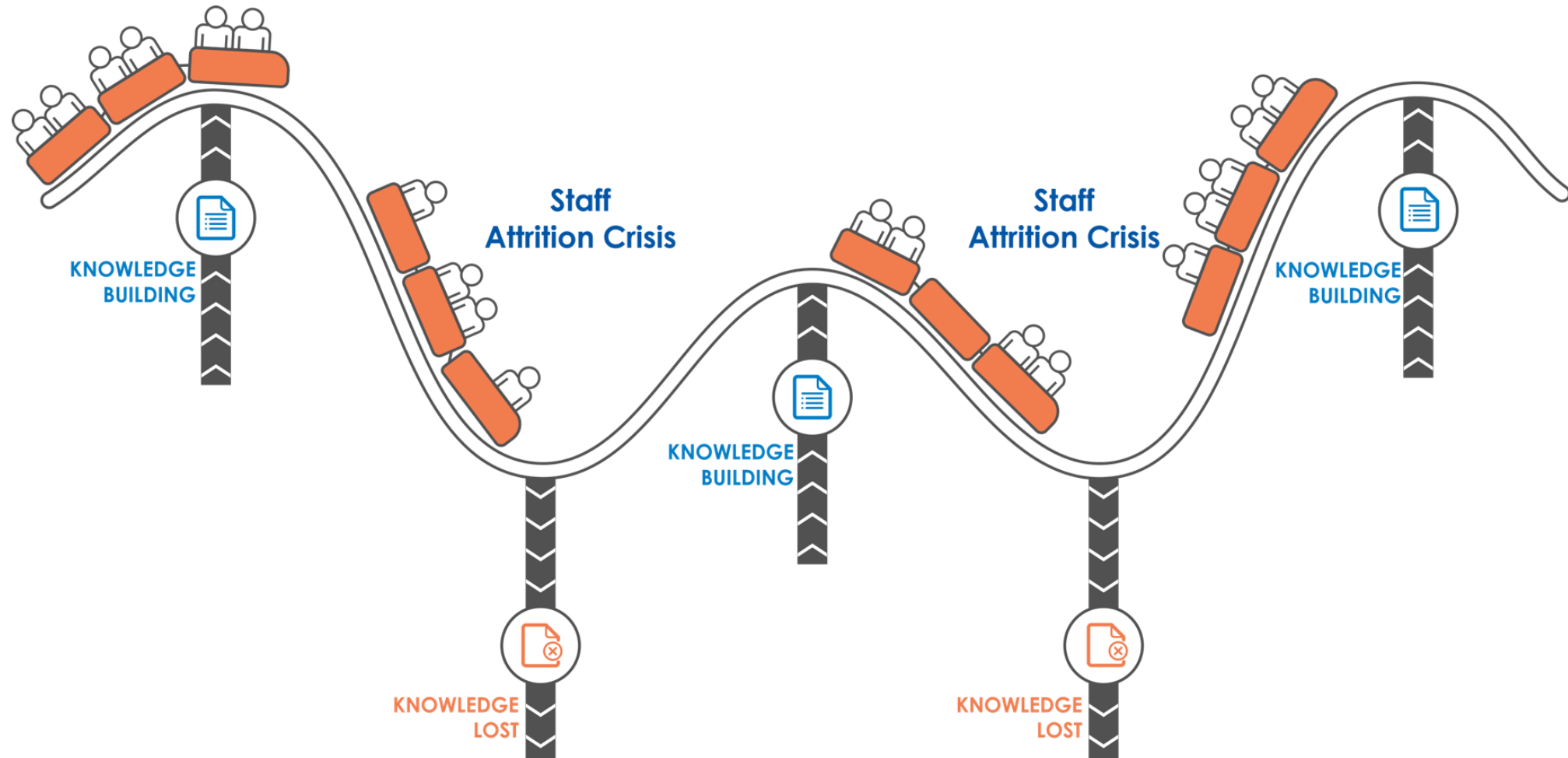
> " It's usually in the complex processes that bots become fragile.
>
> Shail Khiyara, Intelligent Automation Expert

Project-Based Automation
Staff Attrition and the "Roller Coaster" Effect

Building COE Value

Steps to maximize the ROI of automation through a COE

WORKSOFT®

STRATEGY

Define goals and set
automation adoption roadmap

COMPETENCY

Build a testing and automation core
competency for enterprise enablement

SCALE

Achieve continuous unattended
testing and quality at scale

01

03

05

02

04

PROJECT

Demonstrate automation success with
initial project – achieve rapid ROI

EXTEND AUTOMATION

Move from automation for individual projects
to enterprise-wide deployment

Modern Automation Team Structures

Exploring Three Distinct Approaches for Your COE

WORKSOFT®

01

AGILE DISTRIBUTED

Automation is done by SCRUM teams. Changes move from continuous integration to production.

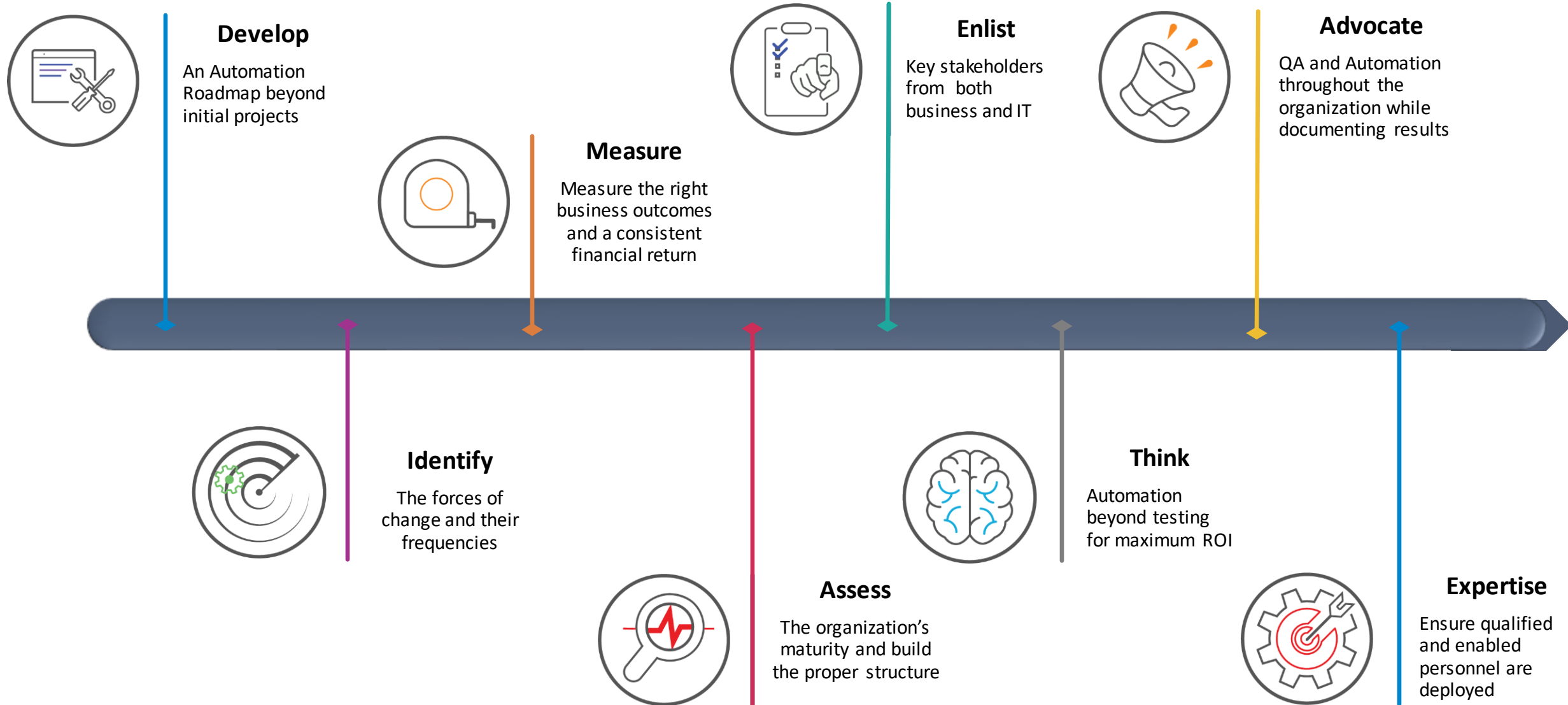**02**

FEDERATED WITH DISTRIBUTED AGILE TEAMS

Minimal centralized resources. Automation professionals distributed across teams.

03

FEDERATED WITH THE BUSINESS USER

Automation resources remain centralized. Business users contribute to the creation of automation..

Key Considerations for Any Automation COE

Develop
An Automation Roadmap beyond initial projects

Measure
Measure the right business outcomes and a consistent financial return

Enlist
Key stakeholders from both business and IT

Advocate
QA and Automation throughout the organization while documenting results

Identify
The forces of change and their frequencies

Assess
The organization's maturity and build the proper structure

Think
Automation beyond testing for maximum ROI

Expertise
Ensure qualified and enabled personnel are deployed

Automation Leadership is Still Needed

1. Communicate

2. Advocate

3. Escalate

4. Recruit

5. Forecast

Closed-Loop Automation and the Modern COE

Worksoft's codeless, seamlessly integrated Connective Automation Platform scales automation value by creates a common context for IT and business to collaborate and prioritize, with unmatched abilities to:

- **UNDERSTAND** the "as-is" state of any given business process

- **DE-RISK** changes before they impact end users

- **OPTIMIZE** processes across applications
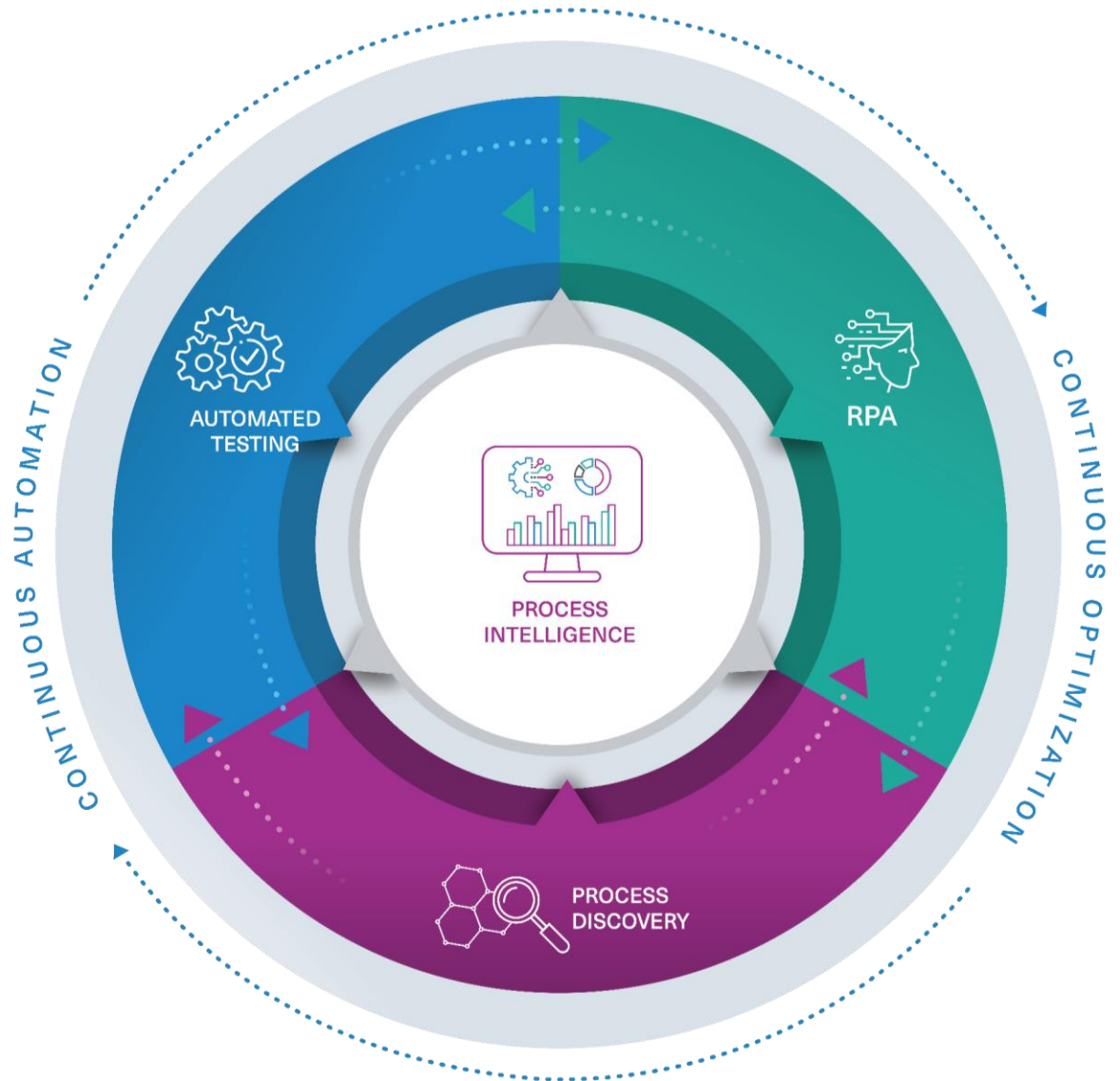
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Shoeb Javed

Worksoft

sjaved@worksoft.com

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