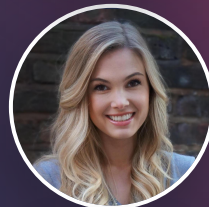




Ops Juggling Act: Balancing Automation, Self-Service, and Sanity



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Rectangle
HEALTH



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armanino

**Your career automation
and/or self-services wins**



6 types

**The ~~50 shades~~ of
automation /
self-services**



6 types of automation

1	Basic automation	Task level	Focus: Automating simple, repetitive tasks.
2	Intermediate automation	Process level	Focus: Automating end-to-end processes across teams or departments.
3	Advanced automation	Cross functional	Focus: Automating across multiple functions and departments with integrated systems.
6	Self-service tools for end-users	Operational self-services	Focus: Empowering internal teams (sales, marketing, customer success) to access and manage data and insights without needing Ops assistance.
5	Strategic automation	Predictive / AI-powered	Focus: Leveraging AI and predictive models to enhance decision-making and automate complex, dynamic processes.
6	Full operational autonomy	Self-Service for Customers	Focus: Offering external stakeholders (customers/partners) self-service options to engage with the business.



**To automate,
or not to automate?**



The 80/20 rule of automation

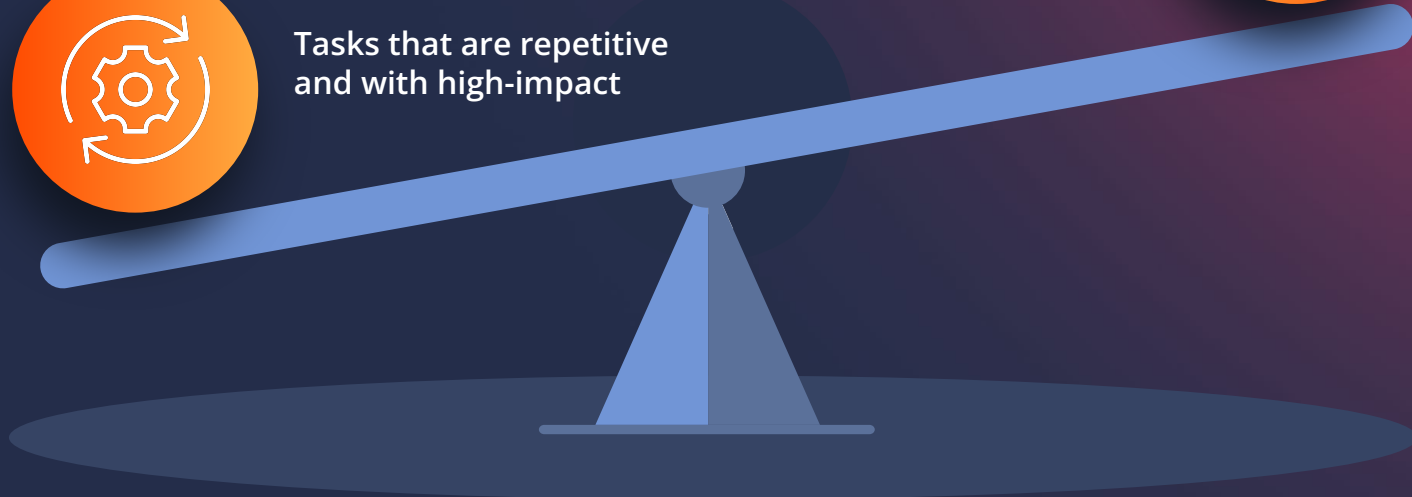


AUTOMATE

Tasks that are repetitive and with high-impact

KEEP MANUAL

Tasks requiring nuance, judgment, or high customization



Other Considerations

- ROI
- Risks
- TCO (Total cost of ownership)...
Don't forget maintenance cost!
- Technology "SUPPORTS" People,
Process, and Data!
- Automation is a tool,
not the solution





**Just because
you can...
doesn't mean
you should.**



**How do you idiot-proof
your automation?**





**If you only
learned
three things
from this
session...**

- 1** Always consider: ROI, risks, and TCO
- 2** Avoiding automation silos and ensuring cross-functional collaboration
- 3** ...



AND AGAIN:

**Just because
you can...
doesn't mean
you should.**



