IT Heatmap

Application Management
- Master Data Management
- Database Management
- Applications request
- Applications Testing
- Applications Maintenance

IT Procurement
- Licensing
- Asset Management
- Contract Management
- Supplier Management

Security
- Antivirus & Malware solutions
- Data Protection
- Accounts
- Networking
- Architecture
- Disaster Recovery
- Access Management

Infra
- Networking
- Infra Monitoring
- SCCM (Software deployment & Distribution)
- Server Management
- Server Management

Service Management
- Incident Management
- Problem Management
- Knowledge Management
- Change Management
- Release Management
- Configuration Management

End User Computing
- Self Service
- L1 Support
- Onsite Support
- L3 Support
- Account management
- Business Intelligence
IT Heatmap

- Application Management
- IT Procurement
- Security
- Intra
- Service Management
- End User Computing

- Licensing
  - Consumption analysis
  - License purchase
  - License distribution
  - License inventory

- Asset Management
  - Asset purchase
  - Asset lifecycle
  - Asset inventory

- Service Contract Management
  - Contract renewal
  - Contract Approval
  - Contract Storage
  - Contract Update

- Warranty Management
  - Warranty registration
  - Warranty extension
  - Claim receipt
  - Contract Storage
  - Contract Update

- Purchase Order Management
  - PO Creation
  - PO Modification
  - Transmit PO

Automation Potential
- High automation potential
- Medium automation potential
- Low automation potential
IT Heatmap

**Security**

- **Antivirus & Malware solutions**
  - Antivirus & Malware solutions
  - Agent deployment
- **Data Protection**
  - Data Protection
  - Data Access
- **Accounts**
  - Accounts
  - Account Management
- **Networking**
  - Networking
  - Firewall configurations
- **Architecture**
  - Architecture
  - Architecture Monitoring
- **Disaster Recovery**
  - Disaster Recovery
  - Sites configurations
- **Access management**
  - Access Control
    - Lost (ACL) configuration
  - ACL management
  - ACL monitoring
  - DR Tests
  - ACL analyzer

- **End User Computing**
  - End User Computing
  - High automation potential
  - Medium automation potential
  - Low automation potential

**Non-Security**

- **Application Management**
- **IT Procurement**
- **Intra**
- **Service Management**
- **End User Computing**
- **Antivirus & Malware solutions**
- **Data Protection**
- **Accounts**
- **Networking**
- **Architecture**
- **Disaster Recovery**
- **Access management**
- **High automation potential**
- **Medium automation potential**
- **Low automation potential**
IT Heatmap

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<th>Infrastructure Monitoring</th>
<th>Server Management</th>
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<td>Database Mgmt</td>
<td>Application Server</td>
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<td>WLAN, WAN, LAN</td>
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<td>Integration Server</td>
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<td>Voice</td>
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<td>Firewall</td>
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High automation potential | Medium automation potential | Low automation potential
### IT Heatmap

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<th>Service Management</th>
<th>End User Computing</th>
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<td><strong>Application Management</strong></td>
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- **High automation potential**
- **Medium automation potential**
- **Low automation potential**
IT Heatmap

Application Management | IT Procurement | Security | Infra | Service Management | End User Computing

Self Service
- Account Password reset
- Account Unlock
- IVR
- Chatbot
- Employees SoPs
- ITSM - Service Desk Portal

L1 Support
- Account & Access Mgmt
- First line Incident Mgmt
- Request Mgmt

L2 Support
- HW support
- Asset Mgmt
- OS deployment
- Escalated Incidents

L3 Support
- Cloud Mgmt
- Infra Mgmt
- Cloud Mgmt
- Account Creation
- Account Access
- Account Deactivation
- Account Deletion

High automation potential | Medium automation potential | Low automation potential