

Ui Path

Reboot Work."



IT Heatmap

Application Management

IT Procurement

Security

Infra

Service Management **End User Computing**

Master Data Management

Licensing

Antivirus & Malware solutions

Networking

Incident Management

Self Service

Database Management

Asset Management

Data Protection

Infra Monitoring

Problem Management

L1 Support

Applications request

Contract Management

Accounts

SCCM (Software deployment & Distribution)

Knowledge Management

Onsite Support

Applications Testing

Supplier Management

Networking

Server Management

Change Management

L3 Support

Applications Maintenance

Architecture

tecture

Release Management Account management

Disaster Recovery

Access Management

Configuration Management

Business Intelligence





IT Heatmap

Application Management

Master Data Management

Database Management **Application** Request

Application Testing

Application Maintenance

Data Quality

Architecture

Application Development Environments Setup

Patching

Data Integration

Database Systems

Change Request

Load Testing

Decommissioning

Meta Data

Database Administration

Database Storage

Database Security

Acceptance Testing

Integration Testing

Application Inventory

Low automation





IT Heatmap

Application Management

IT Procurement

Security

Infra

Service Janagement

End User Computing

Licensing

Asset Management

Service Contract Management Warranty Management Purchase Order Management

Consumption analysis

Asset purchase

Contract renewal

Warranty registration

PO Creation

License purchase

Asset lifecycle

Contract Approval

Warranty extension

PO Modification

License distribution

Asset inventory

Contract Storage

Claim receipt

Transmit PO

License inventory

Contract Update

potential

Medium automation potential

Low automation potential





IT Heatmap

Application Management

IT Procuremen

Security

nfra

Service Janagement End User Computing

Antivirus & Malware solutions

Data Protection

Accounts

Networking

Architecture

Disaster Recovery Access management

Agent deployment

Data Access

Account Management

Firewall configurations

Architecture Monitoring

Sites configurations

Access Control Lost (ACL) configuration

Policy Configuration

Data Encryption

Account Life-Cycle IDS/IPS Configurations Architecture Configurations

Hot/Cold configuration

ACL management

Centralized Management

Data Loss Prevention Account Monitoring

Logs Analysis

HA Tests

Sensitive Services Configurations

ACL monitoring

DR Tests

ACL analyzer

High automation potential

Medium automation potential

Low automation potential





IT Heatmap

Infra

Networking

Infrastructure Monitoring

Server Management Infrastructure **Services**

Network Planning

Network Monitoring

Cloud Mgmt

DR

Bandwidth Mgmt

Server Monitoring

On-Prem Mgmt

Backup & Archive

Intrusion Prevention Mgmt

Database Mgmt

Environment Mgmt

WLAN, WAN, LAN

Application Server

Service Mgmt

Voice

Integration Server

Low automation

Firewall





IT Heatmap

Service Management

Incident Management

Problem Management

Knowledge Management

Change Management

Release & Configuration Management

Business Intelligence

CSI

Incident Logging

Problem Identification Knowledge article Identification

Change Identification Requirements

Reporting

Reporting

Incident Analysis

Problem Logging

KA Logging

Change Logging

Case Analysis

Integration

Event Analysis

Incident **Escalation**

Problem Analysis

KA Communication

Change Analysis

Coding

Prediction Technologies (Surprise free ops)

KEDB

Incident Communication

Problem **Escalation** KA Utilization and Feedback

Change Communication

Testing

Deployment

Incident Resolution and Closure

Problem Communication

Problem Resolution and Closure

potential

Low automation





IT Heatmap

Application Management

IT Procurement

Security

fra

Service Management **End User Computing**

Self Service

L1 Support

L2 Support

L3 Support

Account Management

Account Password reset

Account & Access Mgmt

HW support

Cloud Mgmt

Account Creation

Account Unlock

First line Incident Mgmt

Asset Mgmt

Infra Mgmt

Account Access

IVR

Request Mgmt

OS deployment

Account Deactivation

Chatbot

Escalated Incidents

Account Deletion

Employees SoPs

ITSM – Service Desk Portal

High automation potential

Medium automation potential

Low automation potential