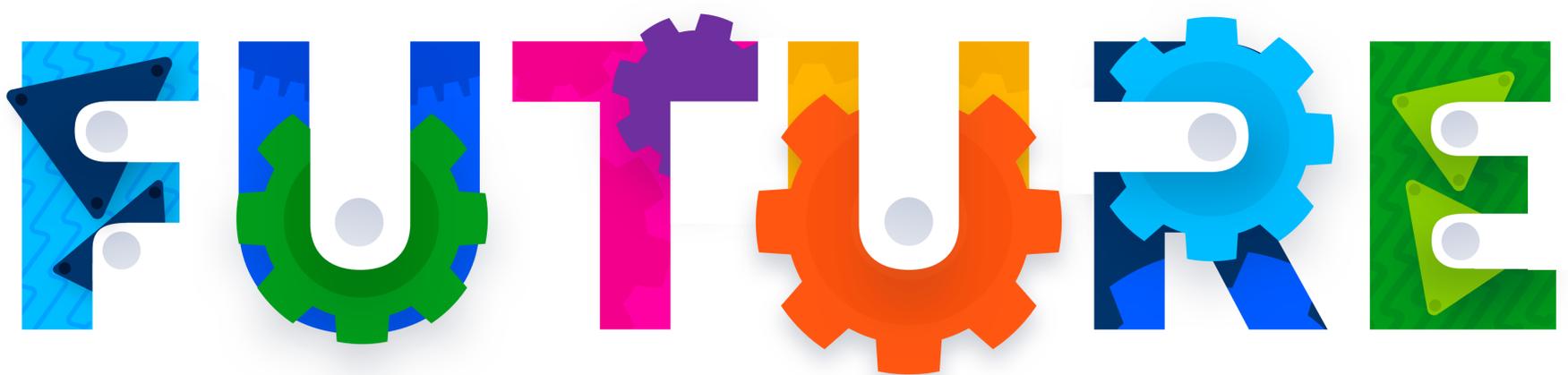


The



of Automation

An Adaptavist report

Technology is accelerating the pace of innovation, and automation is playing a crucial role in this shift.

From retail to rockets, car rental to finance, automation is paving the way for disruptive business models and new ways of working. It is enabling teams to work faster, smarter, and gain competitive advantage by being more agile in the face of disruption. Furthermore, automation significantly reduces time spent on tedious, repetitive, and manual tasks, liberating teams to focus on higher-value challenges, and creative problem solving.

Adaptavist is driving the future of automation for some of the world's biggest brands through the Atlassian platform. That's why, with this report, we set out to understand the state of automation as part of the future of work.

For this report, we launched a survey on the future of automation that garnered over 500 responses; analysed customer behaviour across our own data sets, drew on industry insights and research, and asked our customers directly for their views.

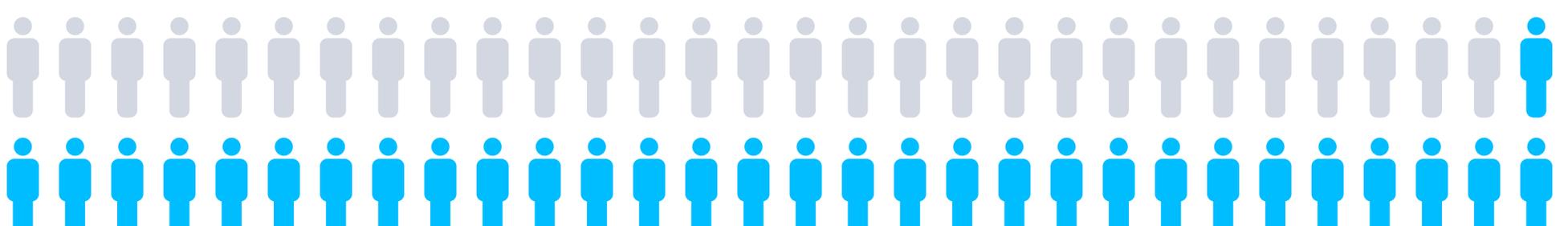
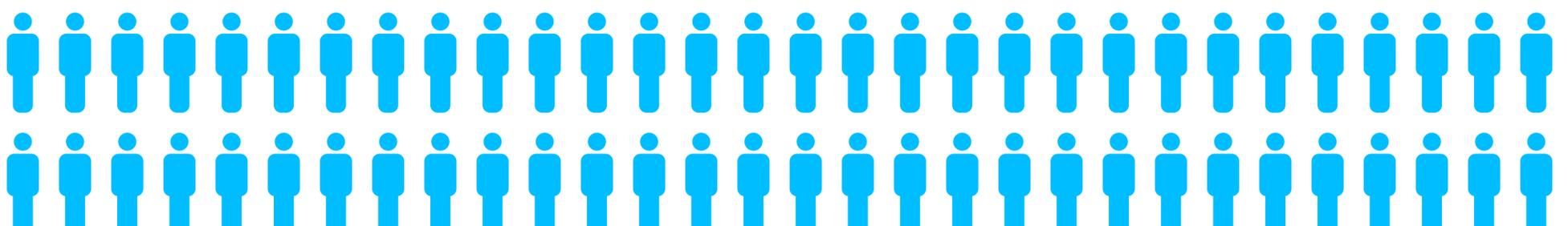
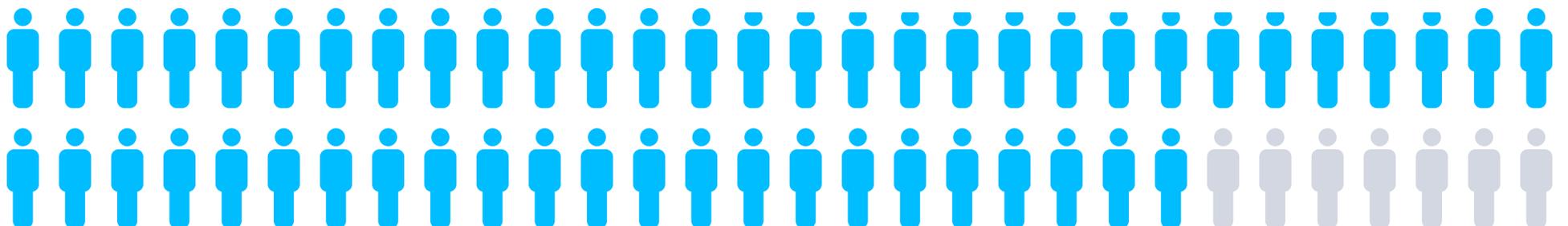
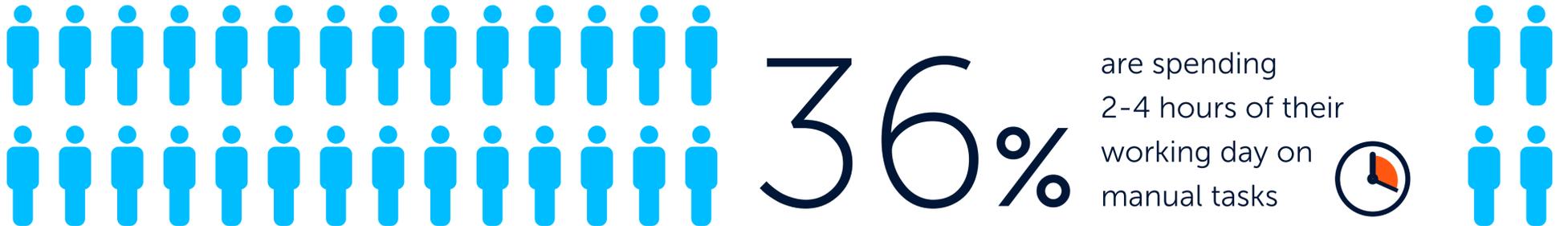
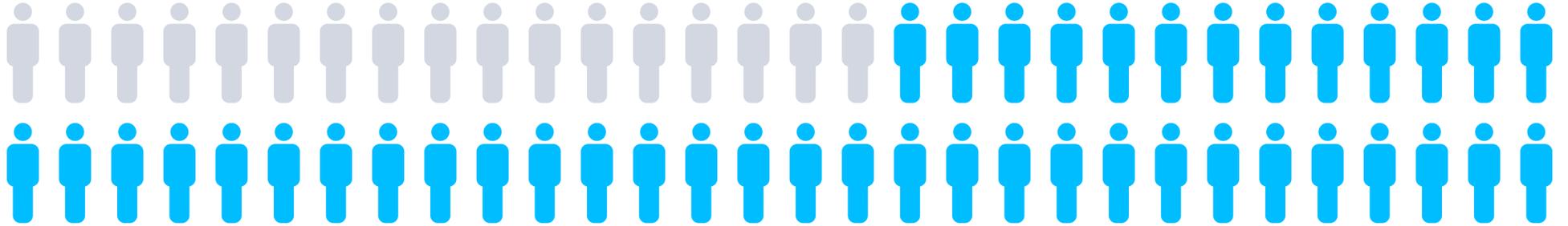
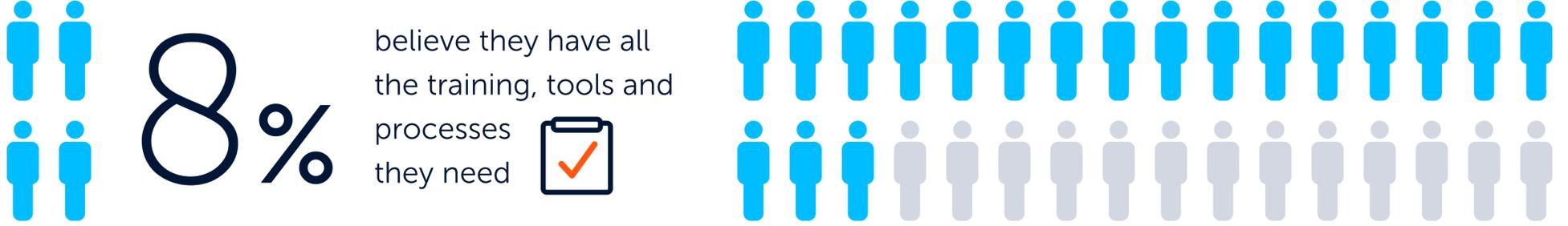
In addition to the research we've conducted, a new report from analysts at JPMorgan Asset Management (JPMAM) says:

Technology advances, such as automation, could increase gross domestic product (GDP) by more than \$1.1 trillion worldwide over the next 10-15 years.

According to John Bilton, Head of Global Multi-Asset Strategy at JPMAM:

Workforce automation and Artificial Intelligence have the potential to deliver significant overall productivity gains.

500+ Respondents have told us



The Current State of Automation

While automation is a popular buzzword, people are still spending a good part of their day completing tasks that could be automated.



Ultimately, humans are the central figure in everything that we do. Automation is there because humans want to use their time on something else. The key to automation is not about getting rid of the need for humans, it's about being smarter so you can utilise your time on something more interesting.

Raju Kadam, DevOps Engineer at Tesla



The biggest value ScriptRunner has given us is time. It allows us to increase our automation efforts and reduce manual tasks so we can achieve our wider goals as a business. Time to innovate, develop new features, and scale our team.

Krishnanand Nayak, SAP Fieldglass

Automation in the Atlassian World

Early adopters are finding ways to streamline development via automation. With Atlassian tools, IT Service Management (ITSM) teams can resolve customer tickets faster when using Jira Service Desk automations; marketing teams are using automation to create templates for blogs in Confluence, and testing and QA teams are ditching legacy systems for ones that are integrated directly into Jira Software.

Additionally, **Adaptavist ScriptRunner** apps (available across Jira Software, Jira Service Desk, Jira Core, BitBucket, and Confluence) come with built-in scripts or ready-made packages of code and automation triggers. Teams can also build their own automation scripts.

With 20,000 active installs, we took a closer look at how our customers are currently using our automation tools:



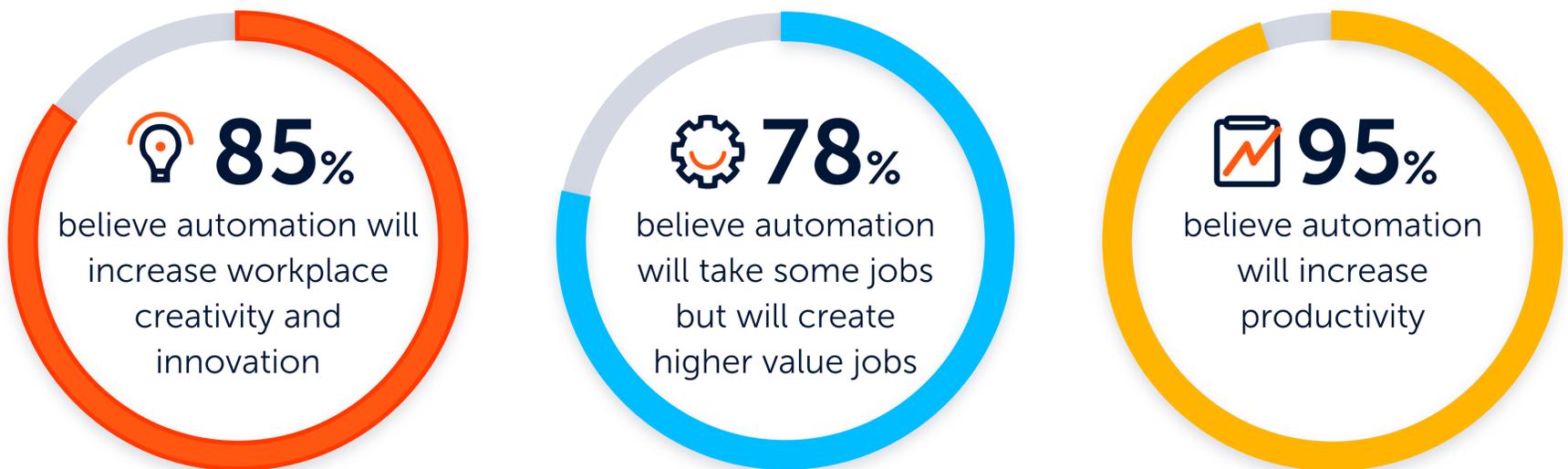
Over 400 million
automations were executed
between August 2017 and August 2018



1,298
custom scripts are created every day

The Future is Bright for Automation

Our Future of Automation survey tells us that automation can reduce the time spent on tedious, manual tasks, allowing teams to focus on solving higher value problems and on innovating faster, which has positive implications for team engagement and job satisfaction too:



This view is supported by the World Economic Forum (WEF) Future of Jobs 2018 report, which says:

38% of organisations surveyed expect to extend their workforce to new productivity-enhancing roles, and more than a quarter expect automation to lead to the creation of new roles in their enterprise.

The survey results show people have a positive attitude toward automation, suggesting it's nothing to be feared, but there's still a long way to go. So what can we deduce from this about the gap between enthusiasm for automation and the ability to get on with it?

Hurdles to an Automated Future

92%

Our survey reveals that 92% of respondents believe that to be ready for the workplace of the future, new skills and more training are required. In other words, organisations do not feel ready or adequately skilled to fully implement automation.

This thought is echoed by industry research. According to the WEF Report, the majority of employers surveyed expect that by 2022, the skills required to perform most jobs will have shifted significantly.

Filling these skills gaps is an important consideration for organisations looking to thrive in the next five to ten years. Yet, in our view, even with all the best tooling and training in the world, organisations still won't benefit unless they can successfully influence employee behaviour to create an eagerness to learn.

These transformations, if managed wisely, could lead to a new age of good work, good jobs and improved quality of life for all, but if managed poorly, pose the risk of widening skills gaps, greater inequality and broader polarisation.

'Future of Jobs Report 2018' from The World Economic Forum



Recommendations

Organisations which aren't currently looking to automate must consider the risk of not doing so. Automation has already killed some organisations (such as Blockbuster) because they failed to get ahead. So how can organisations start to make the most of this opportunity?



Embrace the cultural shift to automation innovation

- ✓ **Get on board and lead the agenda.** Leadership should recognise both the excitement and apprehension teams feel about automation and address it. It can be via open manifestos, internal blogs, and even public facing communications about embracing automation to foster innovation.
- ✓ **Allow teams to build their own apps, automate their own processes, and get creative.** Without fail, each little bit of control that is relinquished, drives more company-wide efficiencies and innovation. At Adaptavist, we aim to democratise automation technology, making it accessible to all without barriers and without question.
- ✓ **Create safe, sandboxed environments in which teams can play and experiment.** Without risk to accelerate automation. Use tools that allow engineers, IT, and operations to experiment with new processes.



Democratise automation via technology

- ✓ **Reduce the dependency on hero developers and bespoke customisations** by using technologies that offer out-of-the box functionality which solve the low-hanging opportunities for tasks that can be automated.
- ✓ **The introduction of low-code technology platforms** breaks down barriers across different teams and departments. New drag and drop functions let people of all roles customise requirements, workflows, and automations, without the need for specialised training.
- ✓ **Use ready-made scripts, script libraries and templates** to realise the true potential of automation tools by drawing upon ready-made solutions. For example, **Adaptavist Script Library** provides access to ready-made automation scripts and project templates from experts as well as the broader Atlassian community.



Start planning for the future of automation now

- ✓ **Create an innovation/digital transformation squad, or work with a partner to build a change programme** to instill new behaviours and processes in your organisation. Don't find yourself on the wrong side of the innovator's dilemma by ignoring how to become more agile.
- ✓ **Make sure you have the right people, processes and tools.** Take a realistic audit of the current skill sets you have, the current processes that rule your day-to-day, and the technology platforms and start identifying where there are too many steps, duplications, and dependencies.
- ✓ **Invest in upskilling your people in a non-disruptive way,** while encouraging adoption and best business practices. For example, **Adaptavist Learn** is an online platform to onboard and train new users for Atlassian solutions in a really easy to follow online format that can be done at any time.

It's not about being ready. It's about driving the change. Businesses can either let change happen and risk missing out, or they can drive it. As businesses think about their journey over the next ten years, they need to accept the fact that they're going to be changing constantly. Automation helps the enterprise keep pace with that perpetual change

Simon Haighton-Williams, CEO at Adaptavist



Conclusion

Automation has arrived. Organisations must get on board or risk being crushed by more agile, innovative competitors.

People are optimistic about the future of work and the role automation will potentially play. But in reality, more needs to be done at every level to realise the full benefits automation promises. Organisations must make sure they have the right mix of people, processes and tools in place in order to take bold steps towards a more automated workplace.

The path to automation goes beyond software; it is about people as well as technology. People make machines do what they do, and it is their creativity and skills that can drive innovation and differentiation. Give them the control, skills, and the processes to strike the right balance between human and machines, and your organisation will flourish in the face of disruption.

Think augmentation, not replacement.

Note on terms / definitions

Automation: tools used within enterprises that reduce human intervention and improve overall productivity.

Script: a list of coded commands written by a developer in a particular programming language that tell a computer how to execute a certain task.

Built-in scripts: ready-made packages of code and commands that automatically take care of certain tasks.



About Adaptavist

As an Atlassian Platinum Solution Partner, Adaptavist helps today's biggest and most innovative brands successfully execute digital transformation, streamline their application lifecycle management process, and empower every team to be more agile. We also offer products like ScriptRunner, which gives teams the power to leverage our out-of-the-box automations or to create their own automations from scratch.

At Adaptavist, we help our customers automate faster and be more efficient. We want everyone to feel empowered to use automation to achieve their goals and open up new opportunities to grow and expand.

Join the discussion at

#FutureofAutomation



Platinum
Top Vendor



Platinum
Solution Partner
ENTERPRISE