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5 MYTHS BUSTED

What Automation and Autonomy Really Mean for IT Admins

Supporting today's distributed workforces means that it's increasingly important for IT teams to demonstrate agility and the ability to adapt while enabling freedom of choice and preserving collaborative cultures for employees.

To increase resiliency and innovation, organizations are taking advantage of IT system intelligence and automation, moving toward a model that follows autonomous principles. But confusion about this next generation abounds.

Let's explore some common misconceptions around automation vs. autonomous capabilities to reveal what's a myth and what's a truth.

① Myth: Automation = Autonomous

Automation has long been an IT industry buzzword. Now that the concept of end-user computing (EUC) workspaces that follow autonomous principles has entered the discussion, people might confuse one for the other.

> **Truth:** Automation and autonomy are not interchangeable concepts. Automated systems take predefined actions based on predefined triggers. By contrast, an autonomous system leverages context and data to get to a desired state, adapting to dynamic environments along the way.
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> Let's illustrate the difference with an automotive example. Cruise control is an **automated** way to maintain speed and distance from the car ahead. The driver is still responsible for making decisions: steering, avoiding other objects, and taking in all other environmental inputs. By contrast, the concept of a self-driving vehicle includes the system continually looking at all inputs, factoring them in, and making rapid decisions to adjust the behavior of the operating environment in real time. A self-driving car is an **autonomous** way to get you from point A to B with minimal human intervention.

How VMware helps

The autonomous principles represent the evolution from rules-based automation flows defined by IT, to leveraging context collected from the environment to take actions that are powered by data science and self-driven by the Anywhere Workspace platform.

Autonomous guidelines empower EUC environments on the journey to becoming self-configuring, self-healing, and self-securing outcomes. For example:

- **Self-configuring** – An end-user workspace is configured to a desired state. If something changes, VMware Workspace ONE® automatically returns the workspace to the desired state, eliminating the need for IT to constantly monitor for changes and manually enforce reactive policies. Configurations can be automatically enabled by verticals, roles, devices, policies and more, reducing the risk of human error.
- **Self-healing** – Workspace ONE combines data science with automation to intelligently detect and isolate workspace incidents, including those that impact end-user experience. These issues are automatically remediated to return the workspace to its normal state. These self-healing workflows learn from both human and system feedback to drive better experiences.
- **Self-securing**– Also combining data science and automation principles, Workspace ONE intelligently detects security and compliance vulnerabilities. Depending on the context, it takes automatic action to secure workspace access, quarantine apps or devices, and remediate these anomalies to ensure a return to the desired posture.

② Myth: Autonomous workspaces is a product or feature

When first introduced to the autonomous workspace concept, teams might minimize its impact by labeling it as a simple product feature.

> **Truth:** The autonomous workspace concept is a guiding principle, or north star, for the evolution of VMware End-User Computing (EUC) solutions. Automation is one piece of the puzzle of creating the next-gen autonomous workspace platform.

How VMware helps

VMware's approach to the autonomous workspace concept is to create an environment that self-configures, self-heals, and self-secures. This represents a significant evolution from a configuration, rules-based approach toward a new model where a lot of work is done through the intelligence of the system using data science, machine learning, and classic AI technologies.

③ Myth: Automation means giving up control

Some IT leaders think that automation is an all-or-nothing proposition, and that going with automation means giving up the ability to choose what to automate and what not to automate to meet the the unique needs of their organization.

Others might be concerned that looking to one provider for their automation solution can lead to vendor lock-in, making it impractical or even impossible to integrate other tools, technologies or data sources.

> **Truth:** Best-in-class automation solutions speed IT modernization efforts by simplifying processes without compromising the ability to have control over which workflows to automate or what tools and technologies to use. These systems also give IT the option to get notified and preview the effects of automated and autonomous processes before they are executed.

How VMware helps

With VMware Workspace ONE, IT teams can define the rules that are most appropriate for their organization, and then automate the steps required to run the same rule (or set of conditions) on hundreds of thousands of endpoints.

④ Myth: Automation is only for large, complex organizations with complex processes

There are misconceptions that automation delivers meaningful value only for complex organizations and large enterprises, and that it requires deep expertise.

> **Truth:** Even smaller organizations struggle with basic tasks consuming significant IT admin time. Fortunately, we're in a time of automation democratization—anyone and everyone can benefit if they take an outcome-based approach that leverages analytics for operationalization and consolidation to minimize overhead and maximize flexibility and speed. In fact, 87 percent of organizations have increased their investments in automation over the past two years.[1]

How VMware helps

- Zero-touch provisioning enables IT to provision endpoints in minutes not days, so new remote employees can immediately be productive.
- Digital Employee Experience Management delivers a set of capabilities to help IT admins monitor the digital workspace KPIs that impact employee experience, proactively discover issues, and quickly remediate with automation.

⑤ Myth: The autonomous future will make IT teams irrelevant

Many IT teams fear autonomous solutions will diminish their value, make them redundant, or worse—eliminate their roles.

> **Truth:** The success of hybrid work will continue to hinge on technology. IT leaders have clearly seen their responsibilities shift (from simply provisioning hardware and running updates) to now being responsible for providing the technologies to make hybrid work, work. It's an evolution from a configuration, rules-based approach of automation to an autonomous system that is constantly pulling and learning from data to derive self-driven actions in real time. This is important as the complexity and number of configurations continue to grow. Autonomous workspaces reduce chances of human error while also enabling real-time responses to events that can be missed by an overburdened IT staff member.

How VMware helps

With VMware Anywhere Workspace solutions, IT teams can leverage data to make smarter decisions and provide insights back to their business units to improve employee experience. Instead of manually putting out fires retroactively, they can move toward a "shift-left" proactive support model with a solution that detects problems much earlier in the cycle by analyzing thousands of data points. As the data improves, the predictions get stronger and more future mishaps are prevented—freeing up IT admins and employees to work on initiatives that actually grow your business.

Don't wait to automate

The future of work is now. Take the next step on your journey toward a resilient workplace culture by reading our Anywhere Workspace For Dummies guide. Learn how to enable a distributed workforce—including frontline, hybrid, and remote workers—today.

LEARN MORE

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1. VMware, Inc. "The Distributed Work Dilemma: When Innovation and Job Satisfaction Compete." 2022. (Survey conducted by Vanson Bourne and commissioned by VMware.)