

Five IT Trends Workload Automation Should Support in 2022



Introduction

In 2022, there is a clarion call for new thinking, and adaptability and agility are the watchwords. Going forward, organizations must actively embrace the reality of digital business. If you haven't started, you're already behind.

Digital business is a reality, albeit an evolving one — technology and business are now inseparable. In the C-Suite, IT has been elevated from an operational function to a strategic partner. The most successful organizations will be ready to meet disruptions head on, developing new competencies that add value, create demand and reinforce loyalty.

Large-scale movements toward a cloud-centric ethos and strategic enterprise automation will continue to build momentum beyond 2022. Companies that harness the power of the cloud to drive innovation will transform the landscape where they compete. Complex environments, demand for speed and agility, and stakeholder expectations are propelling the drive toward more strategic, more pervasive automation.

Although workload automation (WLA) has been in use for 40 years, it is still an evolving technology. Progressive companies have discovered WLA's capabilities go beyond enterprise job scheduling and are using it to enable innovation and competitive advantage.

In the following pages, you'll find these and other insights from five leading voices in business technology that indicate where IT leaders are headed in 2022.

Disruptive Forces Necessitate Bold Decisions

FORRESTER®

How WLA Supports This Trend

Apply bold thinking to your use of WLA. Progressive organizations have moved beyond conventional WLA use cases to exploit WLA's capabilities in non-traditional settings. For example, consider automating data flows from AI or IoT applications to inform customer-facing or business-critical processes.

Disruption continues into 2022 as a driving force with rapid, sweeping change being inevitable. For companies positioned to act on it, this disruption offers opportunity to build competitive advantage.

Fundamental changes and uncertainty related to COVID-19, ruptures in the supply chain, and the "Great Resignation" have put stress on virtually every aspect of business. Meanwhile, expectations of customers, employees and communities for more service, performance and convenience – a better experience – keep evolving, fueled in large part by advances in technology. Demand for active support of environmental, social and governance (ESG) values has joined the equation. Artificial Intelligence (AI) is well on its way to becoming a mainstay for businesses.

Societal and business landscapes have changed irrevocably. Organizations that settle for incremental change and "same old, same old" thinking will lose ground to those willing to take up the challenge to think – and act – boldly.

Companies well down the path to digital business pre-pandemic were positioned to respond to the pressures of disruption and maintain – or even gain – market advantage. The rest must strategically accelerate their investment in tech in 2022 or risk falling further behind.

Forrester predicts in 2022, business leaders will refocus business strategies, increase investment in IT to gain advantage or retire tech debt, and spend more on the adoption and technology of AI.

The most successful organizations will leverage the pressures of 2020 and 2021 to forge opportunity and a more agile, creative and resilient future.

Put Cloud at the Center of Your Tech Strategy

McKinsey
& Company

How WLA Supports This Trend

Cloud and container resources have their own embedded schedulers but these have limited functionality and are not able to manage jobs beyond their own boundaries. Engage the centralized management and advanced scheduling functionality of WLA to optimize your elastic computing environment. By automating management of cloud resources, you'll free up staff time to focus on innovation and value creation.

Adoption of cloud-centric strategies

will gain further momentum in 2022 as CIOs seek the holy grail – digital transformation. However, despite their shift to cloud, many organizations have yet to realize the expected impact of these investments.

The elasticity and scalability of cloud computing can deliver faster time to value than traditional platforms. With fewer dependencies on infrastructure, more resources can be freed up to focus on innovation. But too often, potential gains are hindered by legacy processes and IT's focus on cost containment. Emphasis on improvements in productivity and efficiency gains that generate cost savings overshadow the real benefits of cloud and cloud-native platforms, which is enabling strategic innovation.

In 2022, CIOs must invest in cloud-native platforms, adopt modern principles of application architecture and, to see real results, shift their focus from optimizing investments to enabling innovation.

Democratization of WLA



How WLA Supports This Trend

Leverage WLA's self-service, security, integrations and other capabilities to provide access for developers, business users and others that will boost their productivity and ability to innovate. Educate users on relevant benefits such as real-time access to information (business users) and faster, more efficient delivery of applications (developers) to accelerate adoption.

EMA's 2019 prediction that WLA would

"play a large role in bringing autonomic capabilities to IT management and business process orchestration" is in full swing in 2022.

At a growing number of organizations, access to WLA is no longer limited to a core scheduling team. WLA users number in the hundreds at some enterprises. With this democratization of WLA, new users are introducing innovative ways to use WLA's capabilities. They work beyond traditional use cases to create new value for their company, often with integrations for DevOps, Big Data, IoT and AI.

The evolution of WLA technology includes features that enable a wider user base. Dashboards, for example, provide a user-friendly interface for business managers to access information that's important to them. In some organizations, they can perform actions on their own jobs such as delay, run and re-run.

WLA allows application developers to use code to define and promote application scheduling parameters through the entire development lifecycle. As developers step up from development-specific scheduling tools to WLA, they will gain sophisticated functionality such as event-based scheduling and automated notifications that frees them from manual administrative processes.

Service desk integrations will continue to be popular. They enable the service desk team to receive notification of issues, remediate in real time using collaboration tools such as ServiceNow, Slack or Teams, and close the issue in compliance with any organizational and/or regulatory requirements.

Ensure the collaboration tools you use are integrated with your WLA software to optimize your team's ability to respond to and resolve issues.

IT Is the Innovation Enabler



How WLA Supports This Trend

Avoid the pitfalls of technology silos by ensuring your automation supports complex environments. Apply WLA to non-traditional technologies and use cases. Work cross-functionally to help internal clients recognize opportunities to create value and provide automation solutions that enable innovation in areas as diverse as product development and customer service.

“By 2026, 54% of CIOs will drive business transformation, empowering digitally resilient organizations via strategic technology roadmaps and replatforming to enable an agile, data driven, collaborative workforce.”

The CIO's job in 2022 is no longer about managing investments and optimizing costs although, of course, those are still very important. Their sights must now settle on establishing fertile ground for innovation, providing options that encourage digital resiliency and position the business to recognize and act on opportunities to generate value. Successful CIOs will use strategic technology roadmaps and new platforms that allow their organization to be more agile, data-driven and collaborative.

In the world of digital business, technology resiliency now equals business resiliency. IT needs to work with all corners of the enterprise to promote innovation and communicate its ability to enable value creation.

Strategic Automation



How WLA Supports This Trend

Approach automation as an enterprise strategy and leverage the ability of WLA to centralize control of data and application streams across a myriad of technologies. To avoid pockets of automation and point solutions that are unable to scale as needs evolve, consider establishing an automation center of excellence that manages the long-range view across the organization.

IT leaders must embrace “Hyperautomation”

to achieve levels of performance and innovation necessary for their organization to flourish, according to Gartner, who coined the term.

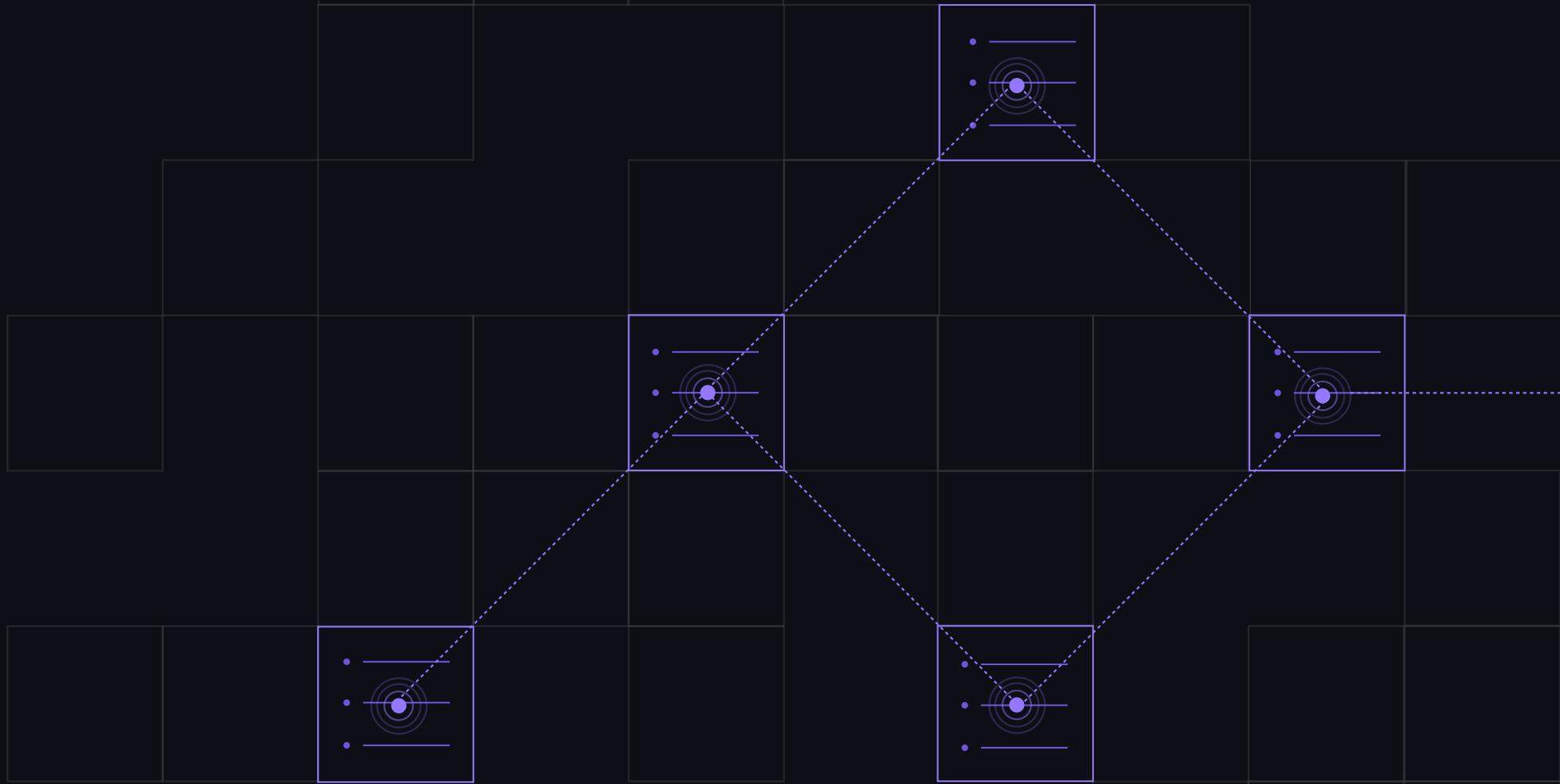
Hyperautomation prescribes a strategic approach to automating the enterprise that will serve it better than isolated pockets of automation. Gartner defines this as “a business-driven approach to identify, vet and automate as many business and IT processes as possible.”

Gartner identifies three goals CEOs will strive for: growth, digitalization and efficiency. Technology leaders must focus on supporting digital business that makes innovation and operationalization of new ideas possible. In 2022, IT leaders have the opportunity to transform their business with comprehensive, forward-thinking automation strategies.

Conclusion

The COVID-19 pandemic rocked business, technology and the culture to the core in 2020 and 2021. The effects of radical disruption will continue to impact organizations for a long time to come. To succeed in this new landscape, technology leaders must recast their role and the role of IT as strategic partners to the business.

WLA is a proven technology that has been orchestrating business and IT processes for 40 years. During that time, WLA has evolved to keep pace with major trends in IT so that it has been transformed from the basic job scheduler introduced in the 1970s. In 2022, don't overlook modern WLA's potential to contribute to innovation and value creation in non-traditional use cases including product development and customer service. You are limited only by your creativity when conceiving new applications for this tried-and-true technology.



tidalsoftware.com

Tidal Software is a leading provider of enterprise workload automation solutions for orchestrating the execution of complex workflows across systems, applications and IT environments. With a comprehensive portfolio of products and services, Tidal optimizes mission-critical business processes and drives IT cost efficiencies.

© 2022 Tidal Software LLC • All rights reserved. 6/22

All brands and product names referenced are property of their respective owners.

