

PROCESS HEATMAP: IT

● Attended Robot Potential

Highest Automation Potential



Application management	IT procurement	Security	Infra	Service management	End user computing
Master data management	Database management	Application request & development	Application testing	Application maintenance & deployment	Application migration
Data integration	Database administration	Source code creation	Load testing	Patching	DevOps orchestration
Meta data management	Architecture	Debugging	Regression testing	Decommissioning	Application data migration
Data quality	Database systems	Change request	Acceptance testing	Application inventory	Application optimization
	Database storage		Integration testing	System configuration	Application hosting
	Database security		Environment setup	Deployment	
			Test script creation		
			Functional testing		