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**ACCENTAGE**

# **RPA in ITSM**

The value of process automation in  
ITSM

*By Jean Rouge*

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# How does Robot Process Automation (RPA) have an impact on ITSM?

Science fiction (sci-fi) films present a future of human-acting, artificially intelligent robots, those have been and still often are how we think of robots. Robots are, in our common view, computers that can perform certain things like a human being.

Today, robots are not only physical devices, but also digital devices that help with business processes. Enter the robot process automation (RPA) process. It is based on basic robotic capabilities but enhanced by machine learning (ML), artificial intelligence (AI), natural language processing capabilities (NLP) and may have access to large data analytics. AI is the most significant of these capabilities supported by some or all of the other emerging technologies.

With more organizations aiming to be more agile and improve performance, the application of RPA to most business models is increasing rapidly. RPA is transforming the way we work. RPA can replace many of the manual, repetitive business processes currently handled by workers.

Many RPA applications use screen scraping as an approach. In this scenario, the RPA application intelligently reads a screen or message just like a user, captures data, analyzes data, and then executes a processing workflow.

With most customer and business interactions being digital, RPA can easily replace routine interactions and data handling capabilities and deliver automation.

## Applications for RPA

RPA can be used in many areas where digital IT capabilities exist, particularly in IT Service Management (ITSM) implementations. Digitization enables RPA, and RPA can not exist without digital content. As more organizations and industries welcome the emergence of cloud computing and trust its capabilities, digital automation solutions, such as RPA, have also been embraced.

Here are some examples of RPA applications and ITSM:

**DevOps and ITSM integration** - RPA can help DevOps teams, tools and practices work together to exchange data between ITSM practices, tools and processes.

**Service Knowledge Management System (SKMS)** - SKMS not only uses the company's resident data, but can also use any data or information from any accessible source, such as another website. RPA can collect this information and help transform it into knowledge of decision support in the applicant organization.

**Marketing** - An organization can use RPA technology to help understand buying habits, collect data from Internet sources, collaborative company data stores, etc. to identify the best marketing approaches for successful customer engagements.

**End-to-end processing** - RPA can assist end-to-end processing to help with demand and supply chain processing as well as order-to-order processing.

**Processing B2B / B2C** - RPA can help with business-to-business transactions, including business-to-customer transactions.

**Email Applications** - RPA can integrate emails and generate auto-responses based on defined rules, route emails to the most appropriate person and resolve or scale issues based on rules.

**Compliance testing** - RPA can help with compliance efforts for any digital data and related relationships, including security and data access issues.

**Log processing** - Manually searching for trends, abnormalities and other data can take forever. RPA can automate log processing and integrate results with incident, problem or change management actions.

## ITSM and RPA

IT Service Management practices and processes involve a number of activities. Activities-support processes and processes support practices that support organizational services. When designing ITSM practices , procedures and instructions, architects must understand:

- Desired outcomes
- Cases that current processes manage
- Effectiveness of each process and activity
- Value of each activity

- Position and relevance of the process in the service-value chain
- Data exchange and translation of data into information
- Practice and process integrations and handovers

These elements are applied towards implementation of an ITSM RPA. RPA adds value through automation and this is accomplished by understanding the workings of ITSM and delivering value to an organization and its services. RPA can be particularly helpful with lean efforts and saving manual activities in ITSM processes.

The overall impact of RPA on ITSM is an increased agility and improved process performance. Each processing activity can be evaluated in order to determine whether RPA can help save manual intervention, data exchange or automatic response.

As examples, RPA can be applied to:

- Automatic escalation of incidents or problems instead of waiting for manual intervention.
- Capture input traffic from e-mails and transfer these to incident management for faster response and routing.
- Integrate ITSM and phone systems for more efficient and effective customer response.
- Integrate fulfillment of requests with supplier management for reordering supplies.
- On-board a new employee through digital collaboration between different business units, such as facilities, HR, etc.

Reporting ITSM performance metrics, such as the number of clicks, steps or activities for a specific function or use of a case.

RPA implementation in ITSM tools requires no or little code. Capabilities are built into most ITSM tools and do not require extensive programming. This enables faster deployments and the ability to be agile with ITSM automation efforts. This can improve performance and service desk analysis experience and enhance customer satisfaction.

In the meantime, people are still needed to enable RPA. People develop scripts and rules instead of performing the repetitive tasks. People's performance and contribution to service success can thus be significantly increased, providing greater overall value to the business. The business value of serving more customers with fewer resources and improving the economics of service and performance of employees can all be realized with RPA, including an improved experience for all.

Throughout time, automation has replaced manual tasks and, at the same time, created new job opportunities. Some may think that people will not be needed for RPA in the near future. They may be correct, but only regarding the replacement of repetitive tasks, not in emerging job opportunities for managing and creating RPAs. The aim of automation, just like RPA, is to make lives easier while at the same time improving the performance of business outcomes and this can help improve the value and performance of any business.