SMArt Sessions 2019

OpCon Certified Professional Exam &
SMA's State of Automaton Survey Results

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Marketing Officer & Ben Demaree, Director of
Product Management

SMA
TECHNOLOGIES

OPCON

CERTIFIED PROFESSIONAL

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Why Become Certified

Certification Process: 1-2-3
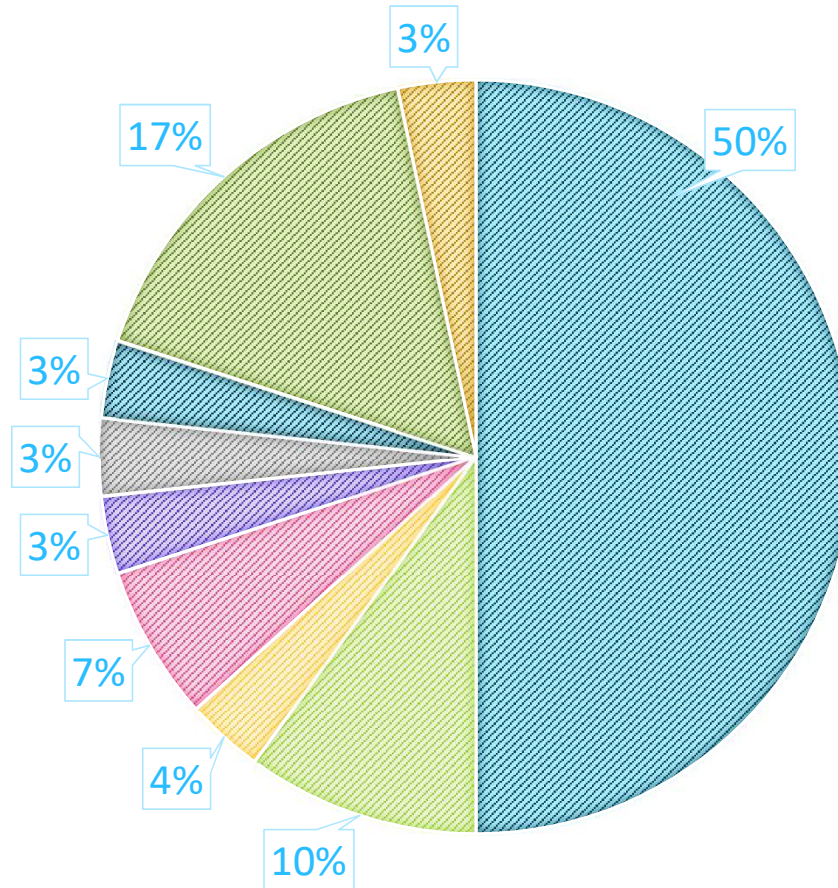
How to Register
$495

SMAtechnologies.com/ocp

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What to Expect

- OpCon 17.0
- 60 minutes
- Multiple choice
- True/False
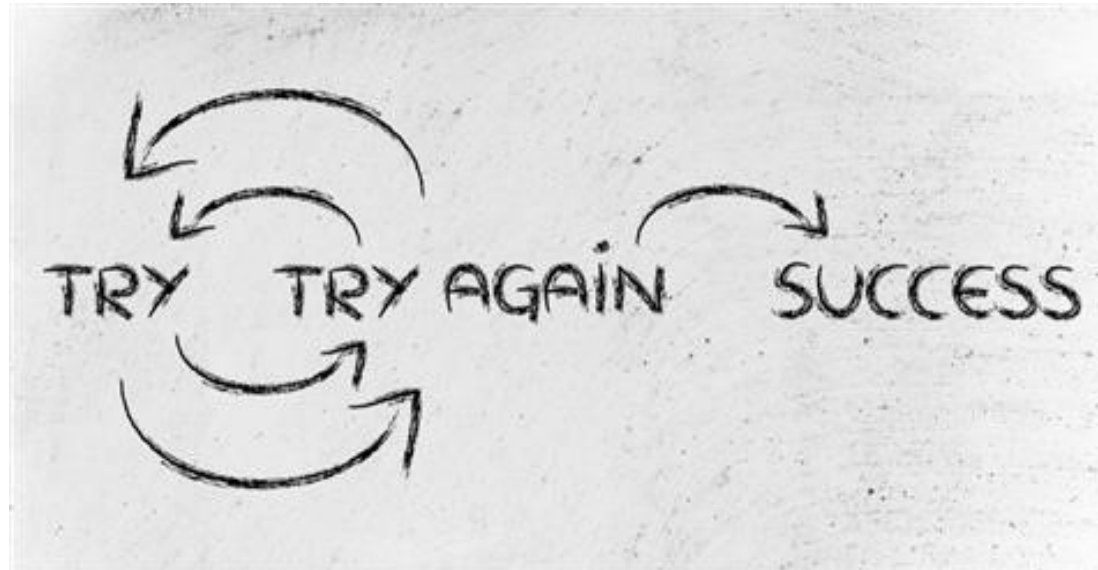- Use EM, Solution Manager, and OpCon Help
- 90% to pass

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QUESTIONS BY CATEGORY

Automation Configuration Debugging Frequency Notification Reports Security UI Utilities

50%
17%
3%
3%
3%
3%
7%
4%
10%

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Passing the Exam – Next Steps

This Certificate of Completion
is Presented to

Participant Name

For Fulfilling the Requirements and Examination to Become an

OPCON
CERTIFIED PROFESSIONAL

Michael W. Taylor
Chief Executive Office

March 5, 2019

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Not Passing the Exam - Next Steps

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Special Offer for SMArt Session Attendees

- Promo code = SMARTOCP19
  - $495 value

- Expires 4/1/19, 11:59pm, PT

- SMAtechnologies.com/ocp

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State of Automation Survey Results

2018

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Methodology

7.6% Response Rate

Role of Respondents	
Operations/Support/Admin	31%
Technology Specialist	29%
Manager	15%
Executive	12%
Team Lead	11%

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Summary of Results for US Financial Services Customers

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I ❤ OpCon

- NPS of 69, US Financial Services customers
- 73% of customers place a high value on OpCon
- 63% of customers state there would be a critical impact to their business if OpCon stopped

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OpCon is Highly Valued and Has Great Impact

Value you place on automation / OpCon

1%
26%
73%

■ High ■ Moderate ■ Low
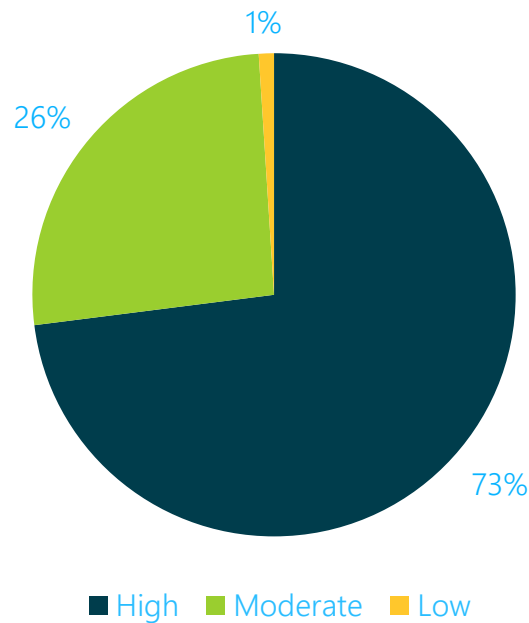
Level of impact automation / OpCon has had on your business

1%
19%
80%

■ High ■ Moderate ■ Low

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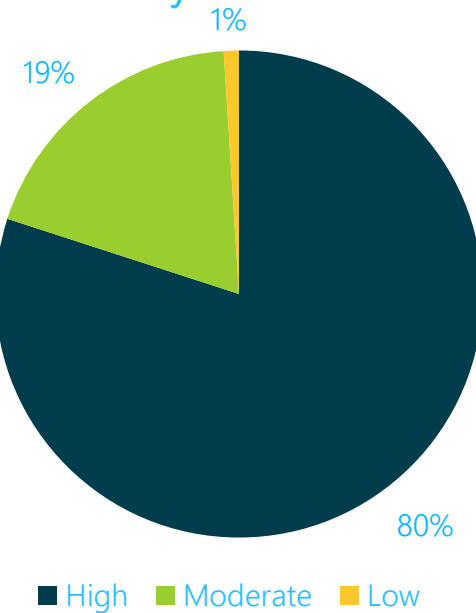
High Impact if OpCon Unavailable

If OpCon was suddenly unavailable how would this impact your company?
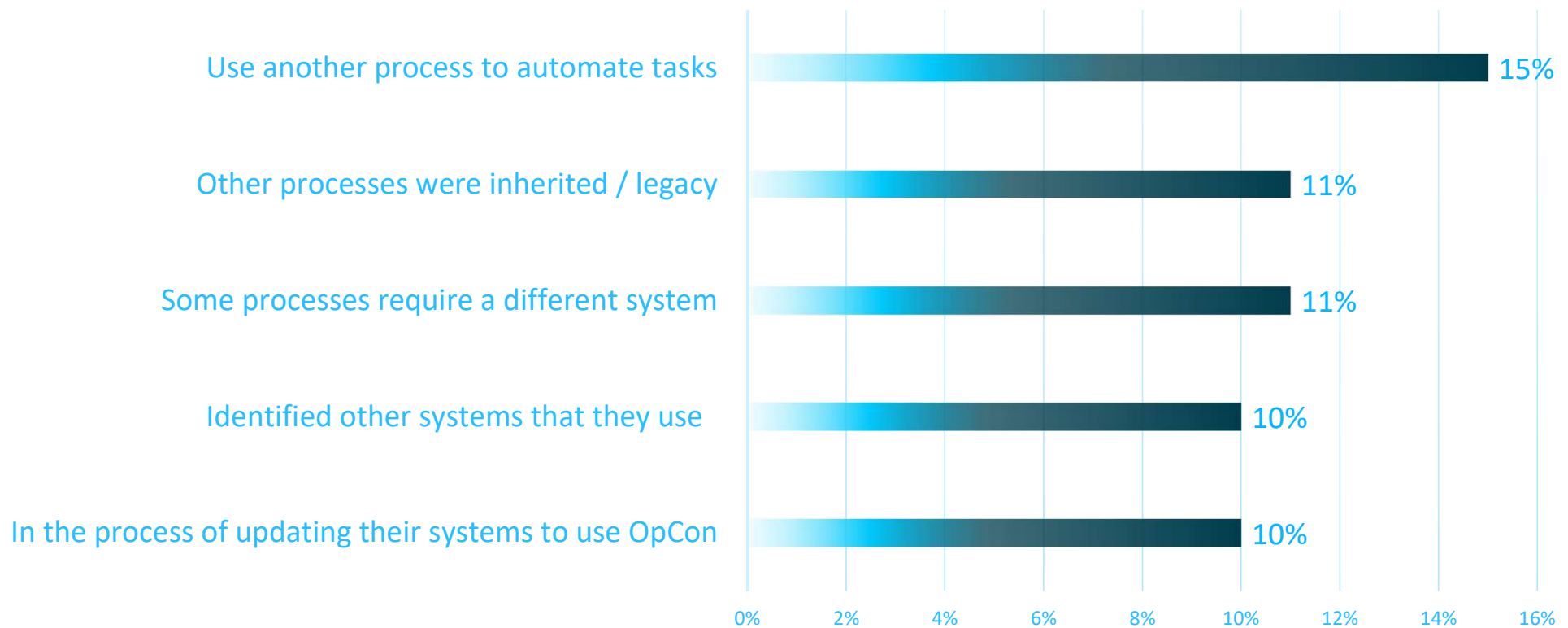

6% 1%

30%

63%
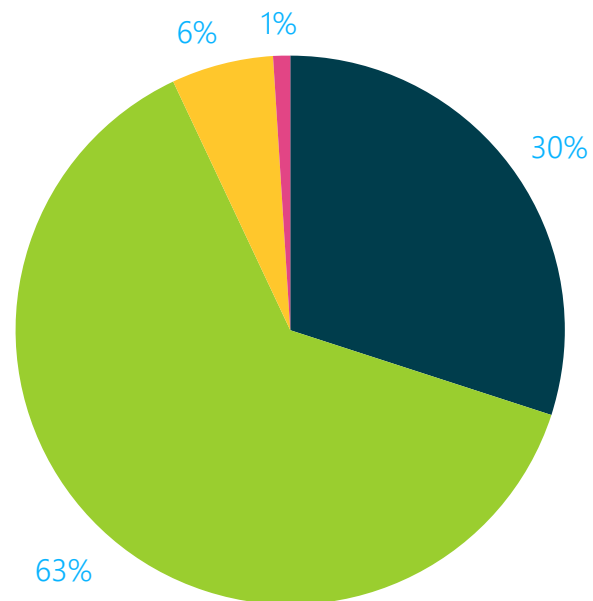
■ Critical Impact (Operations would stop) ■ High Impact (Operations would be severely impacted) ■ Some Impact ■ Low Impact

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Use of Software Tools for Automation

We only use OpCon	Between 1 and 3 tools	Between 4 and 6 tools	More than 6 tools	I don't know
50%	39%	3%	3%	4%

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Reason for Multiple Automation Solutions

Use another process to automate tasks	15%
Other processes were inherited / legacy	11%
Some processes require a different system	11%
Identified other systems that they use	10%
In the process of updating their systems to use OpCon	10%

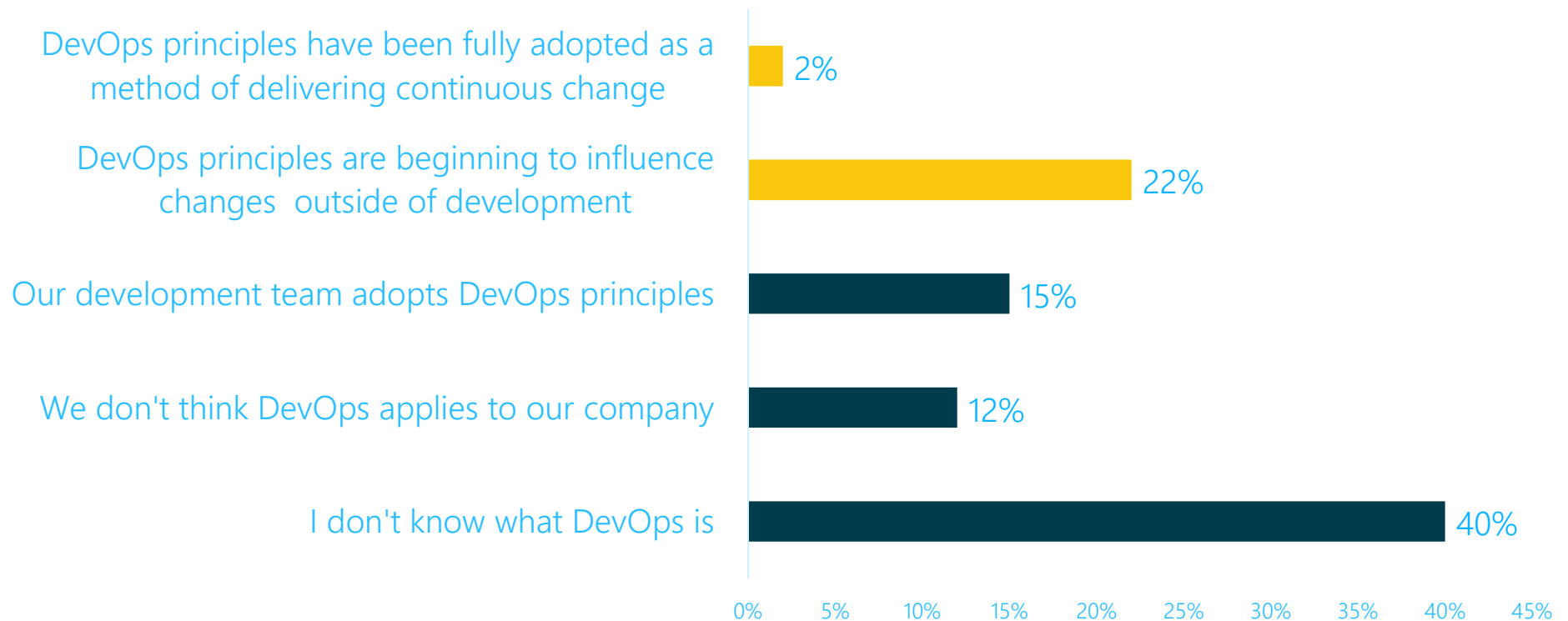0% 2% 4% 6% 8% 10% 12% 14% 16%

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Use of General Scripting Languages
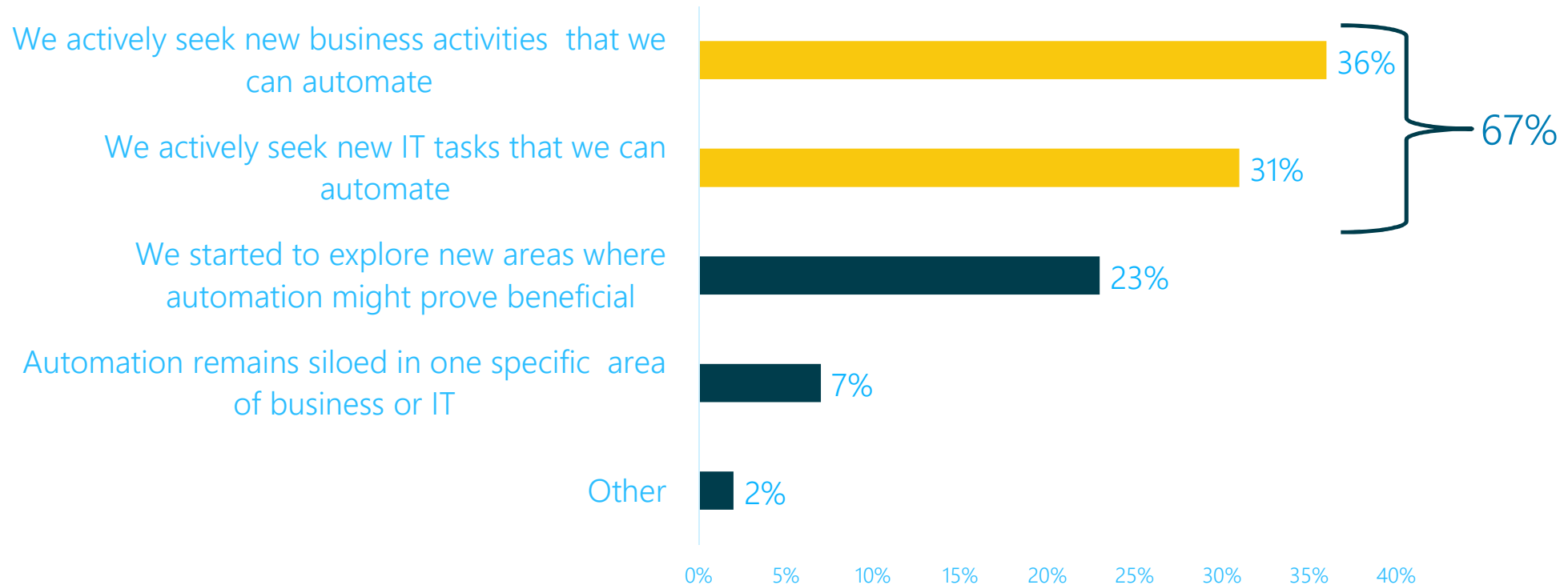
▫ Only 1 in 10 indicate that their script is well documented, audited and version controlled.

We have script everywhere and is somewhat documented and controlled	We limit the use of scripting languages	We have script everywhere and it is undocumented	Script is well documented, audited and version controlled
40%	29%	9%	10%

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2% Indicate DevOps Principles Have Been Adopted

DevOps principles have been fully adopted as a method of delivering continuous change — **2%**

DevOps principles are beginning to influence changes outside of development — **22%**

Our development team adopts DevOps principles — **15%**

We don't think DevOps applies to our company — **12%**

I don't know what DevOps is — **40%**

0% 5% 10% 15% 20% 25% 30% 35% 40% 45%

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Two-thirds Actively Seeking Automation Opportunities

We actively seek new business activities that we can automate — 36%

We actively seek new IT tasks that we can automate — 31%

67%

We started to explore new areas where automation might prove beneficial — 23%

Automation remains siloed in one specific area of business or IT — 7%

Other — 2%

0% 5% 10% 15% 20% 25% 30% 35% 40%

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Half Actively Expanding Automation Into Other Areas

We are actively trying to expand automation adoption in other areas of the business — 49%

Automation should expand into other areas of the business — 32%

Automation is only related to IT, Operations and Infrastructure only — 11%

0% 10% 20% 30% 40% 50% 60%

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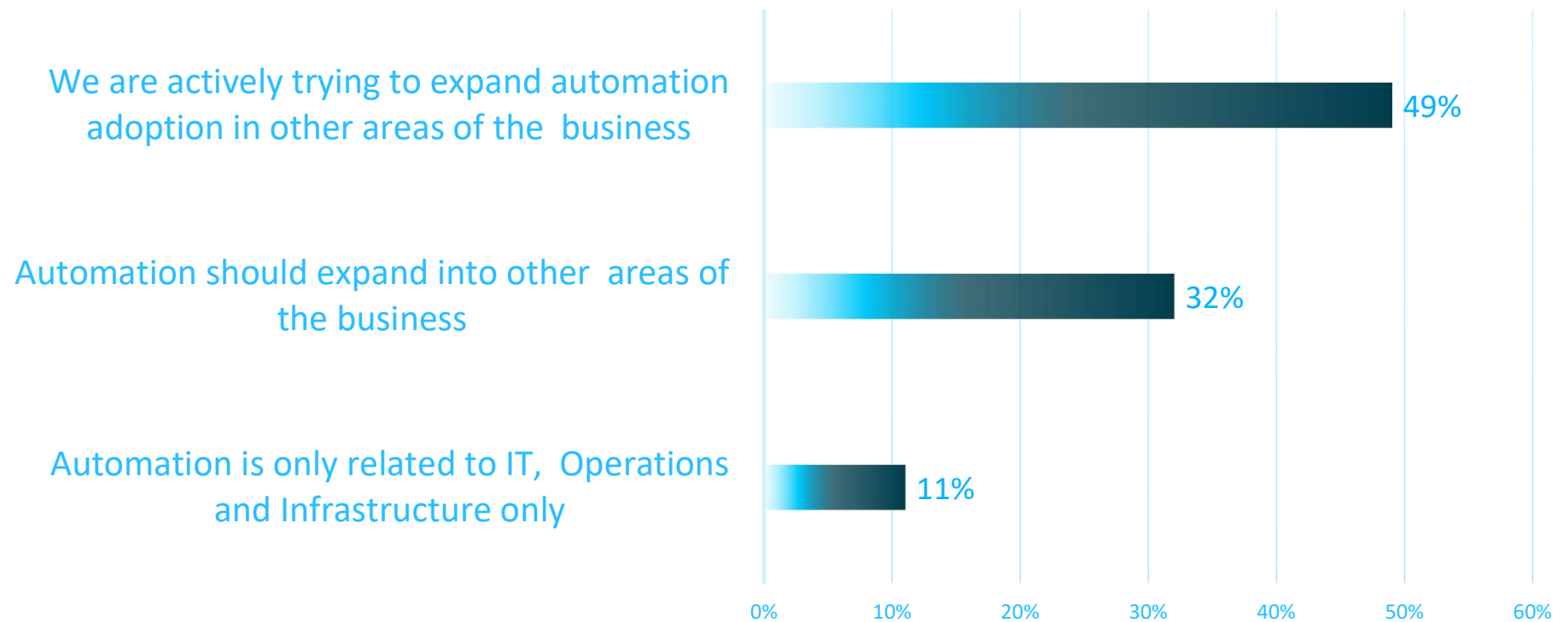
What Would You do Differently for Future Automation Projects?

Train additional employees/more training — 20%

Better documentation — 19%

Assistance on identifing other areas in company where OpCon can be used — 5%

0% 5% 10% 15% 20% 25%

24
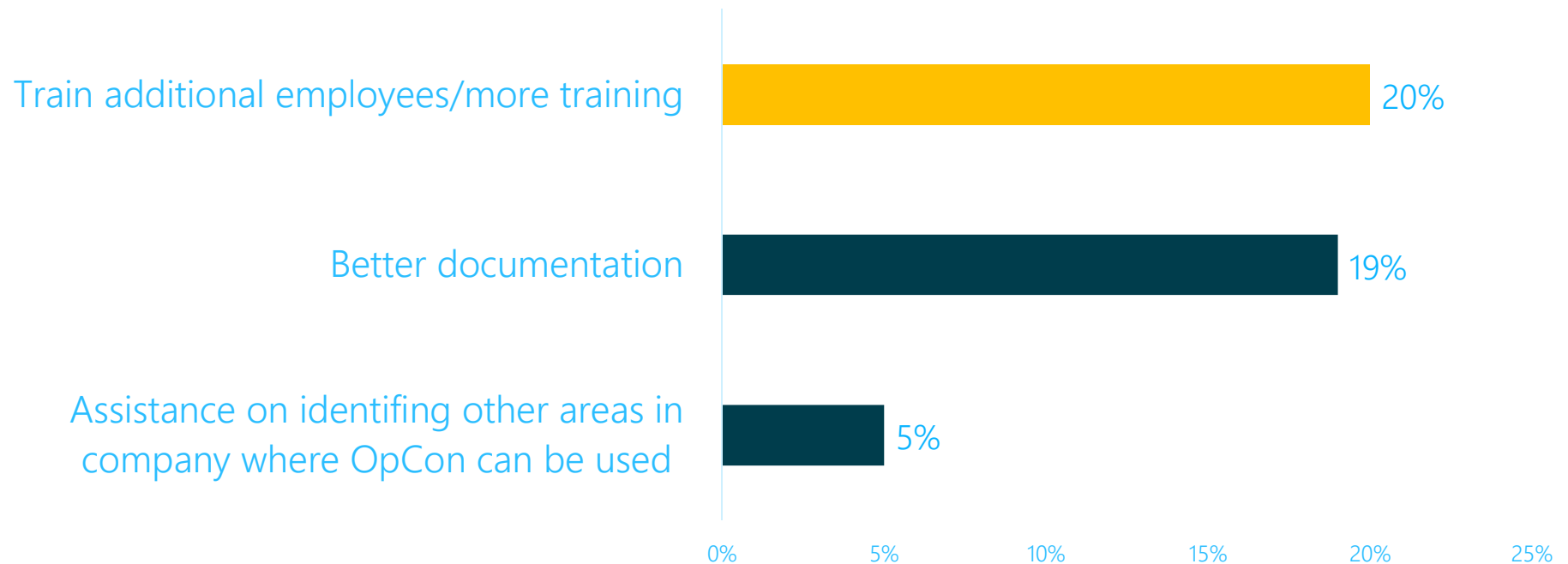
Obstacles to Rolling Out New Automation
Lack of Skilled Professionals & Time

Obstacle	Extremely Challenging	Challenging
Day-to-day activities do not allow enough time	23%	53%
Lack of scripting skills	16%	58%
Finding people with the skills to do the work	12%	49%
Limited awareness of business needs/wants	12%	47%
Insufficient biz knowledge to translate to workflows	10%	44%
Legacy solutions	13%	38%

■ Extremely Challenging
■ Challenging

0% 10% 20% 30% 40% 50% 60% 70% 80%

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How SMA Can Help With Productivity

Webinars on advanced automation topics — 77%

Provide examples and ideas from other similar businesses — 74%

More opportunities where OpCon users can meet to share ideas — 53%

Provide more education — 46%

On site consultancy — 23%

0% 10% 20% 30% 40% 50% 60% 70% 80% 90%

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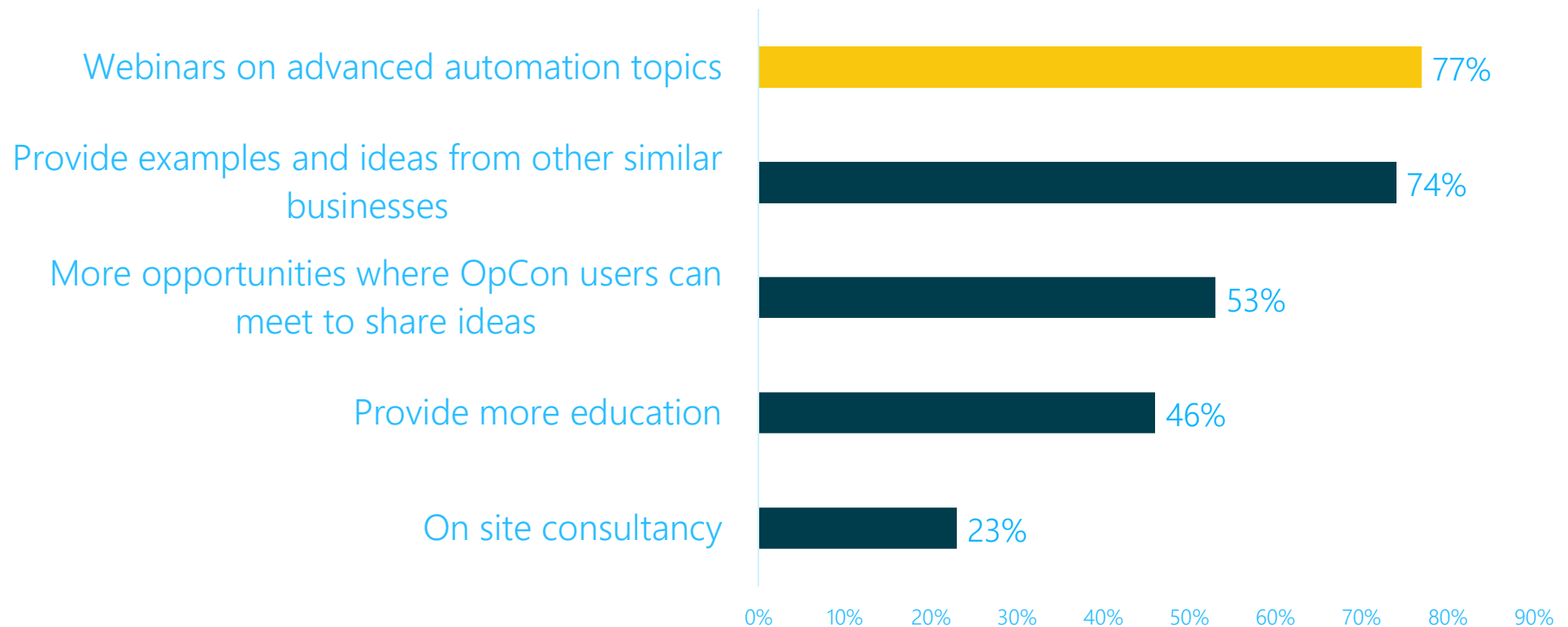
Net Promoter Score (NPS)
How likely is it that you would recommend OpCon to a friend or colleague?

Market	NPS
US Financial Services	69
US Non-Financial Services	43
Europe	44
Total US	44
Global	**57**

Amazon = 62
Apple = 72

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Yes, that's possible.