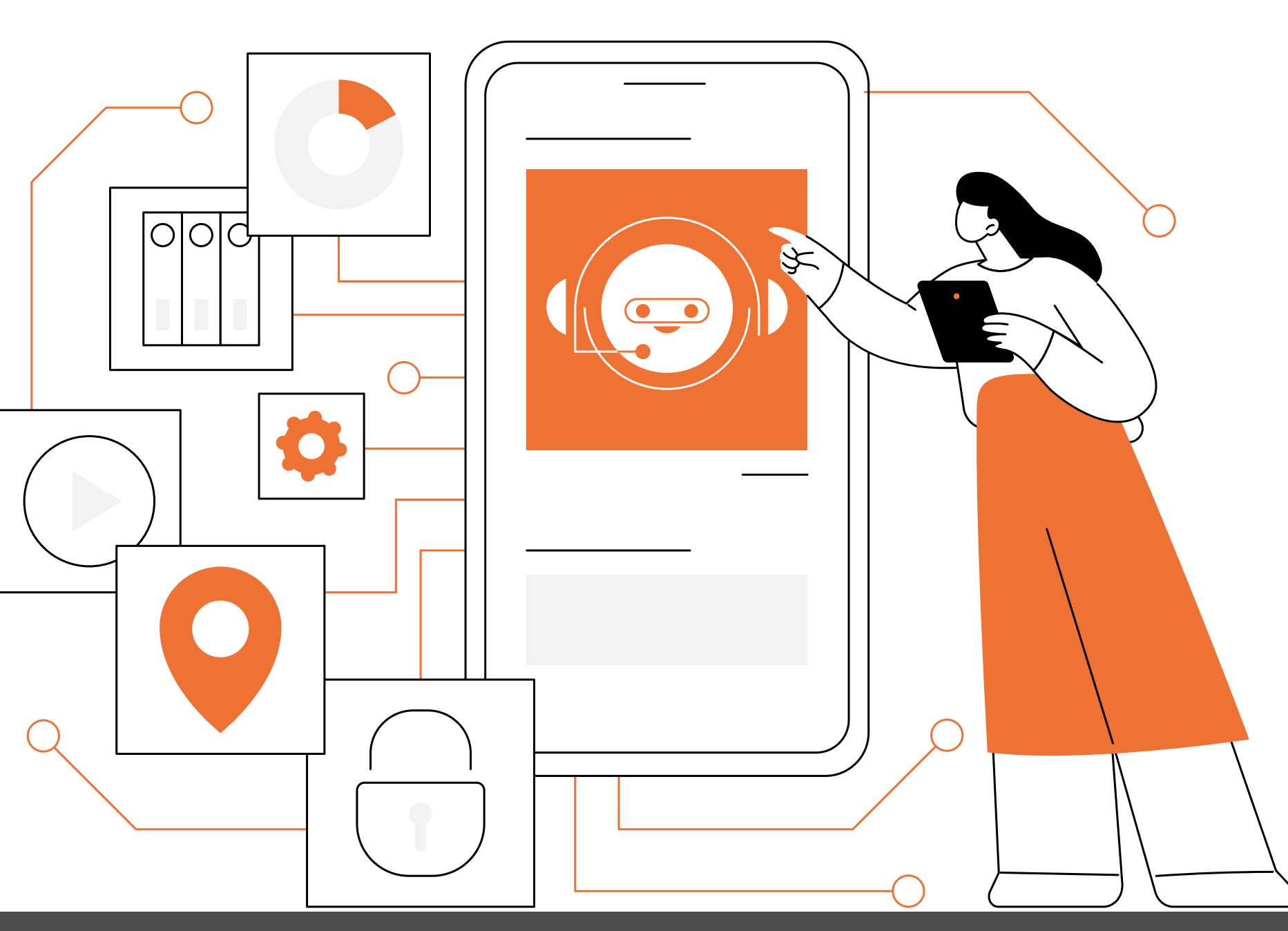


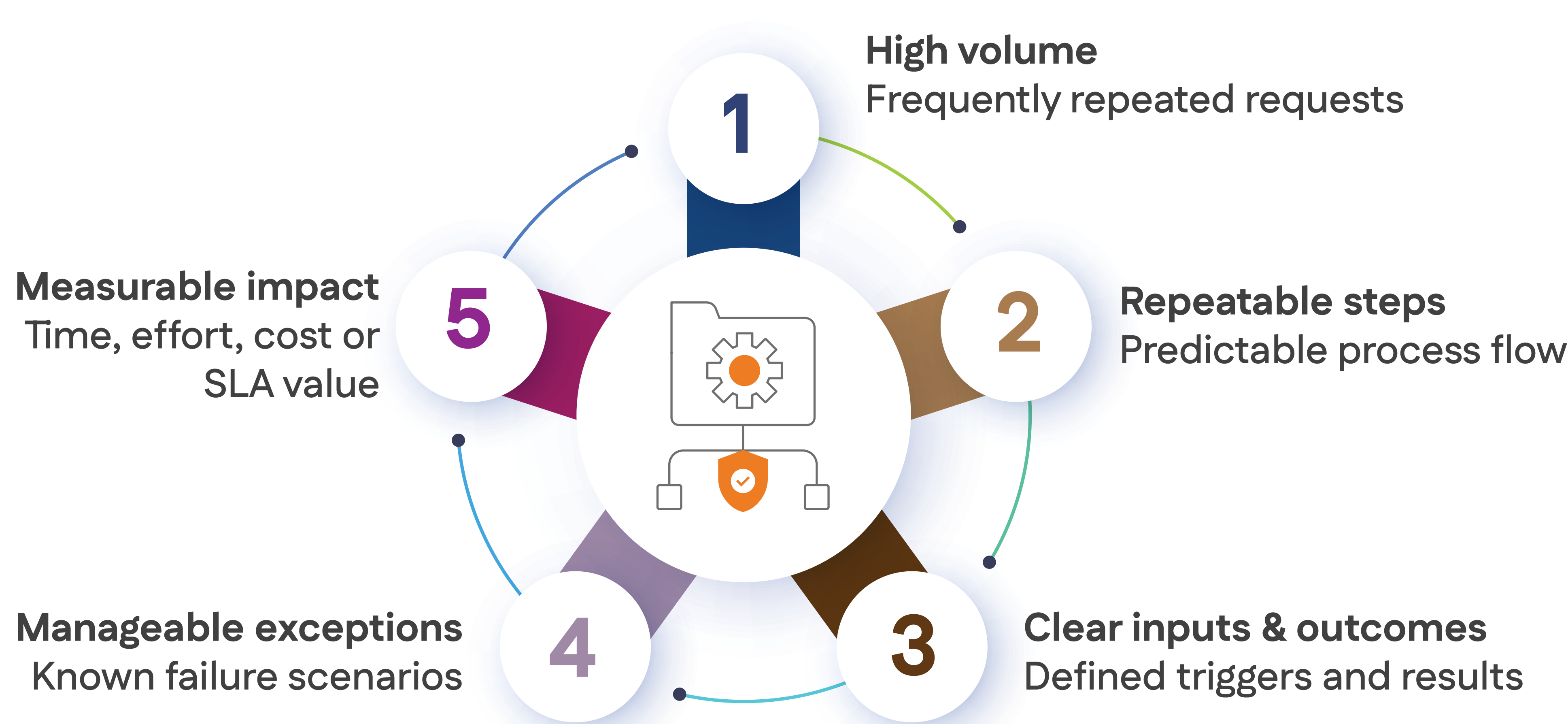
How to Test IT Workflows Before Automating Them



Is Your IT Workflow Ready for Automation?

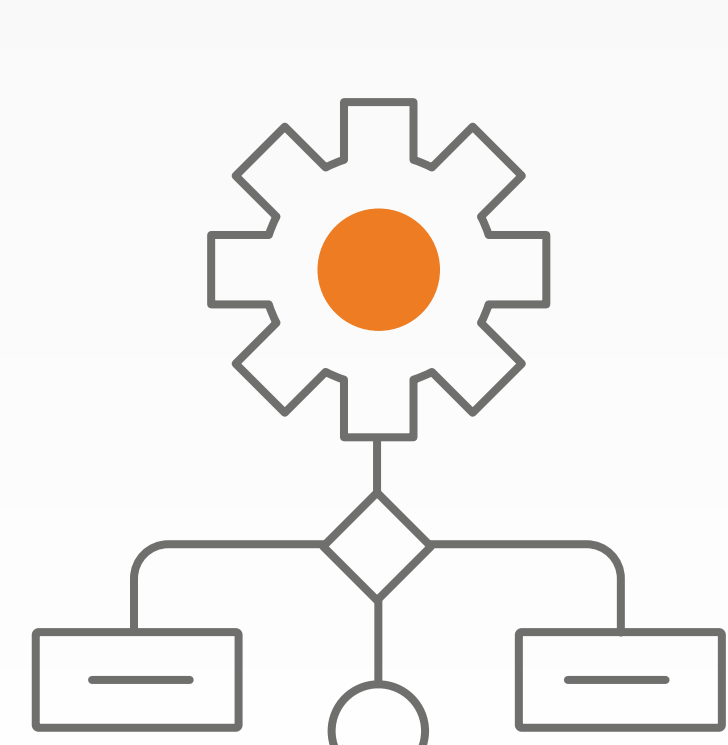
Automation works best when the underlying process is already understood. Before investing in enterprise workflow automation, first determine whether the workflow is structured, measurable, and predictable enough to automate safely.

Look for these signals:



Map the workflow:

Before automation, map the workflow as it really operates. Identify every manual action, approval, dependency and decision point. The goal is to uncover hidden complexity before it becomes an automation problem.



- Trigger** → What starts the request?
- Actions** → What happens next?
- Decisions** → Where are rules applied?
- Dependencies** → Which systems are involved?
- Exceptions** → Where can things go off track?

Example:

Access Request → Approval → Provisioning → Validation → Ticket Closure

Measure Before You Automate

You cannot prove automation value without knowing the starting point. Capture current workflow performance before making changes. This baseline becomes your benchmark for measuring improvement after automation.

Capture these metrics:



No baseline = No clear proof of improvement.

Real Workflows Don't Always Go as Planned

A workflow that works perfectly with a valid request is not necessarily enterprise-ready. Test the situations that can break automation and define what should happen when they occur.

Test for:

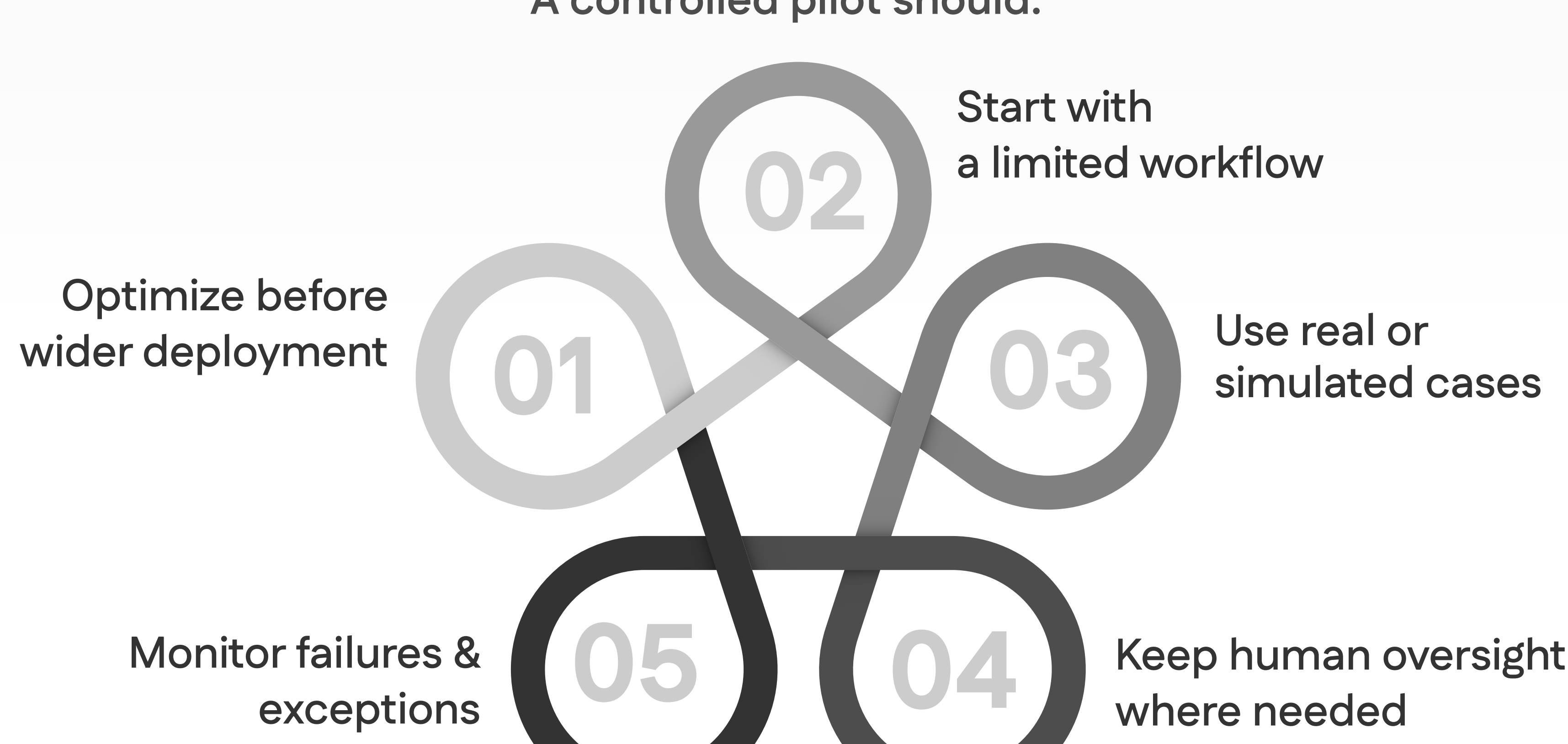


Think beyond: "Does it work?"
Ask: "What happens when it doesn't?"

Start Small. Learn Fast. Then Expand.

Don't move a newly automated workflow straight into enterprise-wide deployment. Run a controlled pilot using historical or simulated cases, limited users, and appropriate human oversight.

A controlled pilot should:

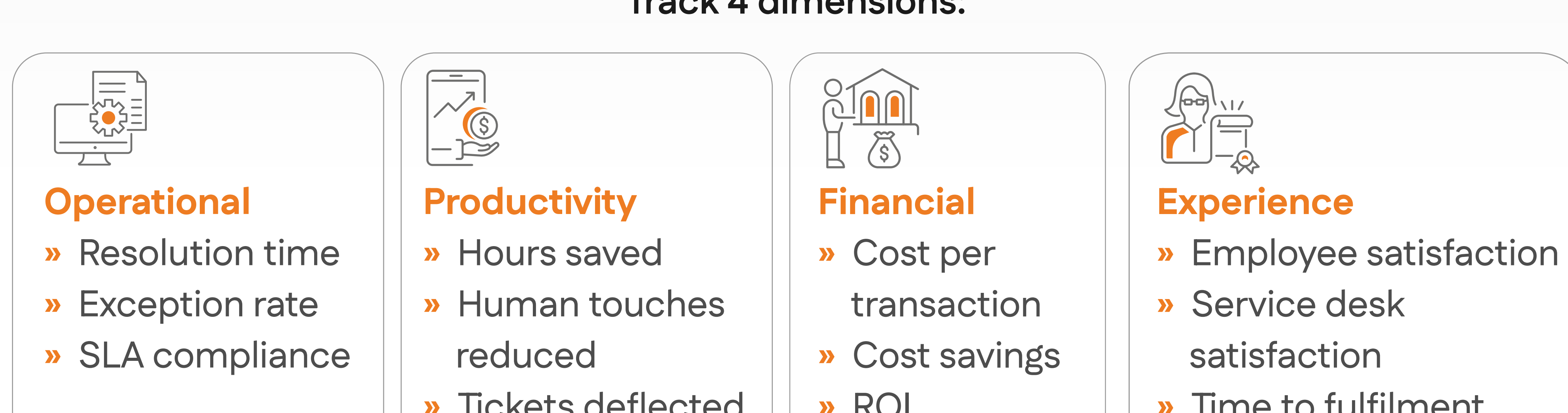


Pilot → Learn → Improve → Scale

Automation Activity ≠ Business Success

A workflow completing automatically does not automatically mean the user's problem was solved. Measure whether automation actually improves operational performance, productivity, cost and experience.

Track 4 dimensions:



Not Every Workflow Needs Full Autonomy

Automation maturity should match the workflow's complexity, risk and business impact. Some processes need human approval, while predictable workflows can operate with greater independence.

5 levels of automation:

- ASSIST** Recommends the next action.
- HUMAN-APPROVED** Executes after approval.
- CONTROLLED** Runs predefined workflows independently.
- ADAPTIVE** AI makes decisions within guardrails.
- AGENTIC** Understand → Reason → Plan → Execute → Validate → Escalate

READY TO MOVE
FROM REQUEST
TO RESOLUTION?

Test the workflow. Prove the value. Then scale automation.
See how AutomationEdge SupportFlo for IT can help automate repetitive IT workflows while keeping human intervention available when needed.

DOWNLOAD THE INFOGRAPHIC

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