



Myths to Bust on Autonomous Workspaces



Supporting today's distributed workforces means that it's increasingly important for IT teams to demonstrate agility and the ability to adapt while enabling freedom of choice and preserving collaborative cultures for employees. To increase resiliency and innovation, organizations are taking advantage of IT system intelligence and automation, moving toward a model that follows autonomous principles. But confusion about this next generation abounds.

Let's explore some common misconceptions around automation vs. autonomous capabilities to reveal what's a myth and what's a truth.

1 Myth: Automation = Autonomous

Automation has long been an IT industry buzzword. Now that the concept of end-user computing (EUC) workspaces that follow autonomous principles has entered the discussion, people might confuse one for the other.

Truth: Automation and autonomy are not interchangeable concepts. Automated systems take predefined actions based on predefined triggers. By contrast, an autonomous system leverages context and data to get to a desired state, adapting to dynamic environments along the way.

Let's illustrate the difference with an automotive example. Cruise control is an automated way to maintain speed and distance from the car ahead. The driver is 100% responsible for steering, monitoring mirrors to avoid other vehicles, and taking in all other environmental inputs. By contrast, the concept of self-driving vehicles includes the system continually looking at all inputs, factoring them in, and making real-time decisions to adjust the behavior of the operating environment in real time. A self-driving car is an autonomous way to get you from point A to B with minimal human intervention.

How Broadcom helps

The autonomous principles represent the evolution from rules-based automation flows defined by IT, to emerging context collected from the environment to take actions that are governed by data science and self-driven by the Workspace platform.

Autonomous guidelines empower EUC environments on the journey to becoming self-configuring, self-healing, and self-securing outcomes. For example:

• **Self-configuring** - An end-user workspace is configured to a desired state. If something changes, Workspace ONE automatically returns the workspace to the desired state, eliminating the need for IT to constantly monitor for changes and manually enforce reactive policies. Configurations can be automatically enabled by events, users, devices, policies, and more, reducing the risk of human error.

• **Self-healing** - Workspace ONE combines data science with automation to intelligently detect and isolate workspace incidents, including those that impact end-user experience. These issues are automatically remediated to return the workspace to its normal state. These self-healing workflows learn from both human and system feedback to drive better experiences.

• **Self-securing** - Also combining data science and automation principles, Workspace ONE intelligently detects security and compliance vulnerabilities. Depending on the context, it takes automatic action to secure workspace access, quarantine apps or devices, and remediate these anomalies to ensure a return to the desired posture.

2 Myth: Autonomous workspaces is a product or feature

When first introduced to the autonomous workspace concept, teams might expect to expect to identify it as a simple product feature.

Truth: The autonomous workspace concept is a guiding principle or path, not just the end-user of the User-Centric Computing (UCC) solution. Automation is one piece of the puzzle of building the next-gen autonomous workspace platform.

MYTHS AND TRUTHS | 1

5 MYTHS BUSTED. What Automation and Autonomy Really Mean for IT Admins. Supporting today's distributed workforces means that it's increasingly important for IT teams to demonstrate agility and the ability to adapt while enabling freedom of choice and preserving collaborative cultures for employees.

To increase resiliency and innovation, organizations are taking advantage of IT system intelligence and automation, moving toward a model that follows autonomous principles. But confusion about this next generation abounds.