



**ATLANTA, GA**  
**OCTOBER 11-14**

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# UNLEASH THE POWER OF LIMITLESS CONNECTIVITY



**2021 Fall  
Technical Forum**  
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**Operational Transformation**

# UP YOUR UPTIME WITH AUTOMATION

**Nancy McGuire**

Executive Director – Reliability Engineering  
Comcast



**VIRTUAL EXPERIENCE  
OCTOBER 11-14**



# What is Automation by definition?

Definition of automation:

1. the technique of making an apparatus, a process, or a system operate automatically.
2. the state of being operated automatically.
3. *automatically controlled operation of an apparatus, process, or system by mechanical or electronic devices that take the place of human labor.*

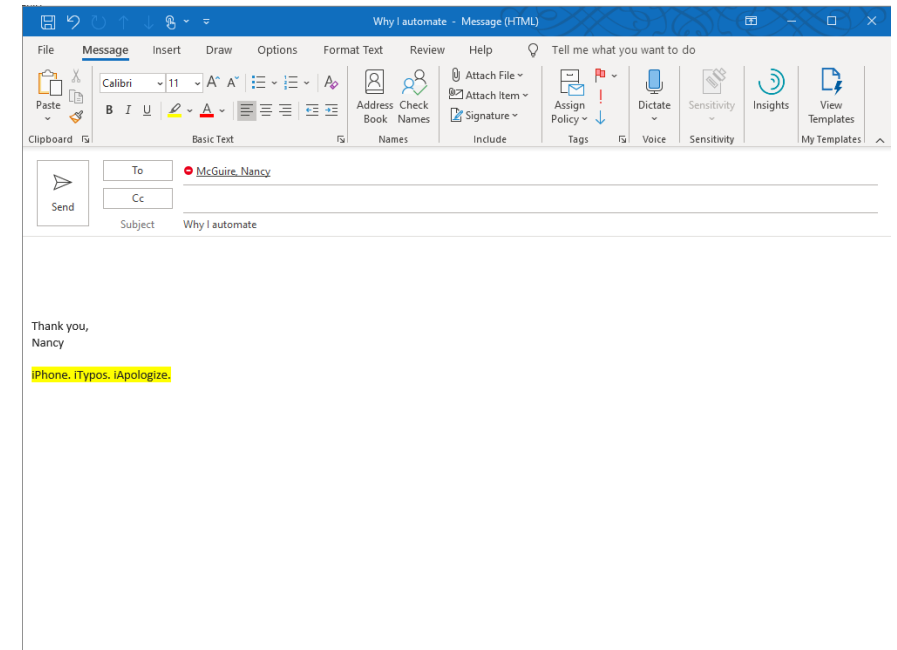
Credit: [Automation | Definition of Automation by Merriam-Webster](#)

# Why do we automate?

Simply put – to make our systems reliable and our lives better

Identifying opportunities:

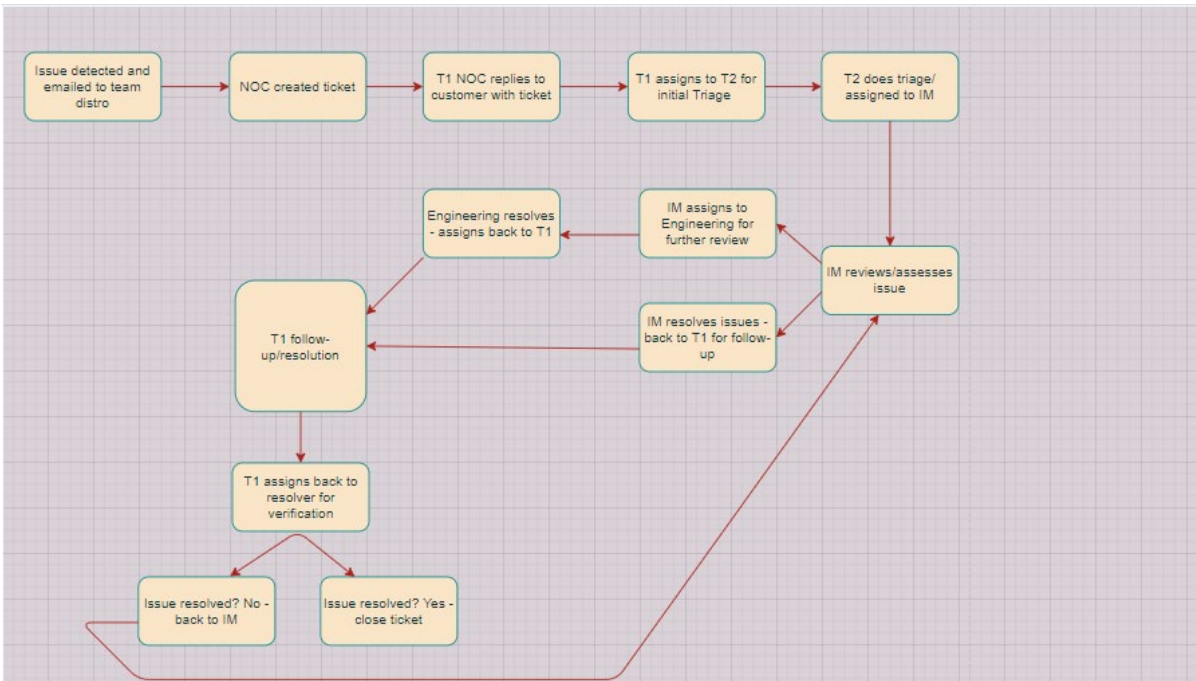
- Repetitive tasks
- Complicated tasks such as writing/running scripts
- Bandwidth and resource constraints
- System Reliability
- Process Flow Improvements
- Reducing steps and potential errors/typos
- Sameness (consistency) freeing teams to focus on more complex issues



## Old Process Flow

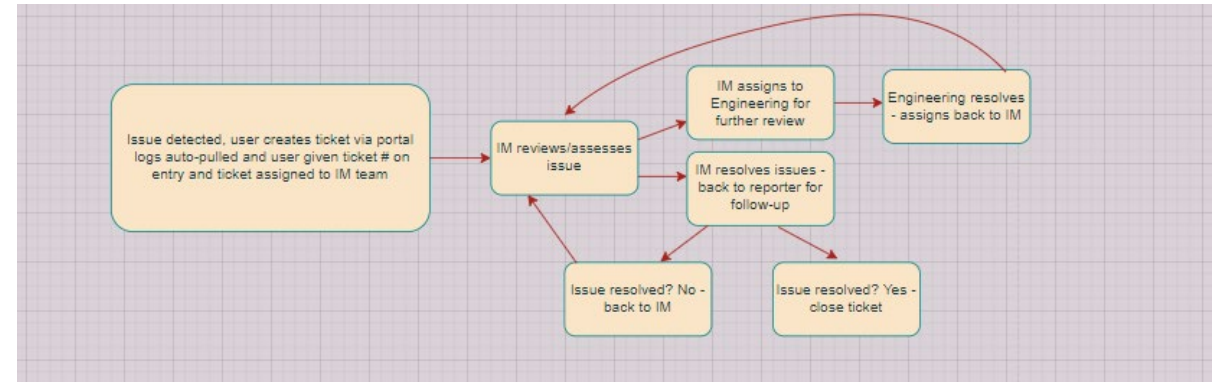
Inefficient

A lot of touches for one issue



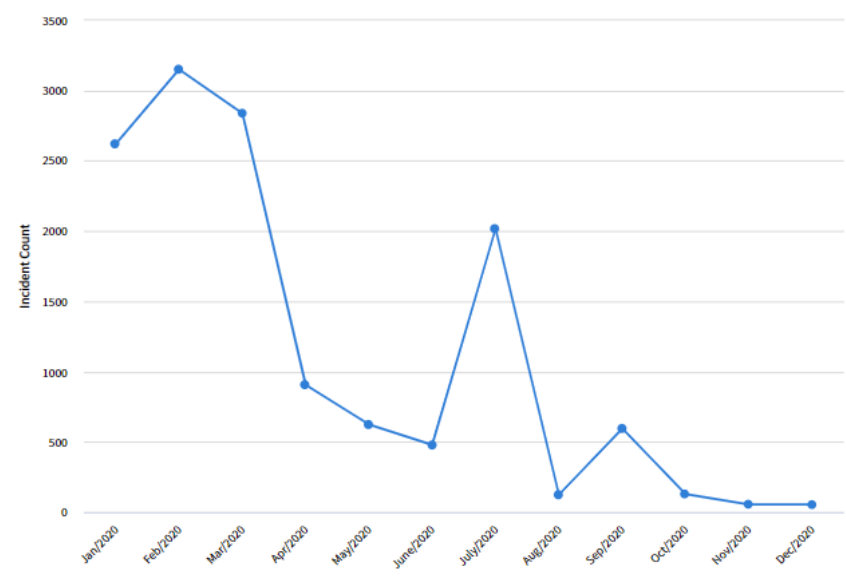
## Current Process Flow

Streamlined flow for efficiency



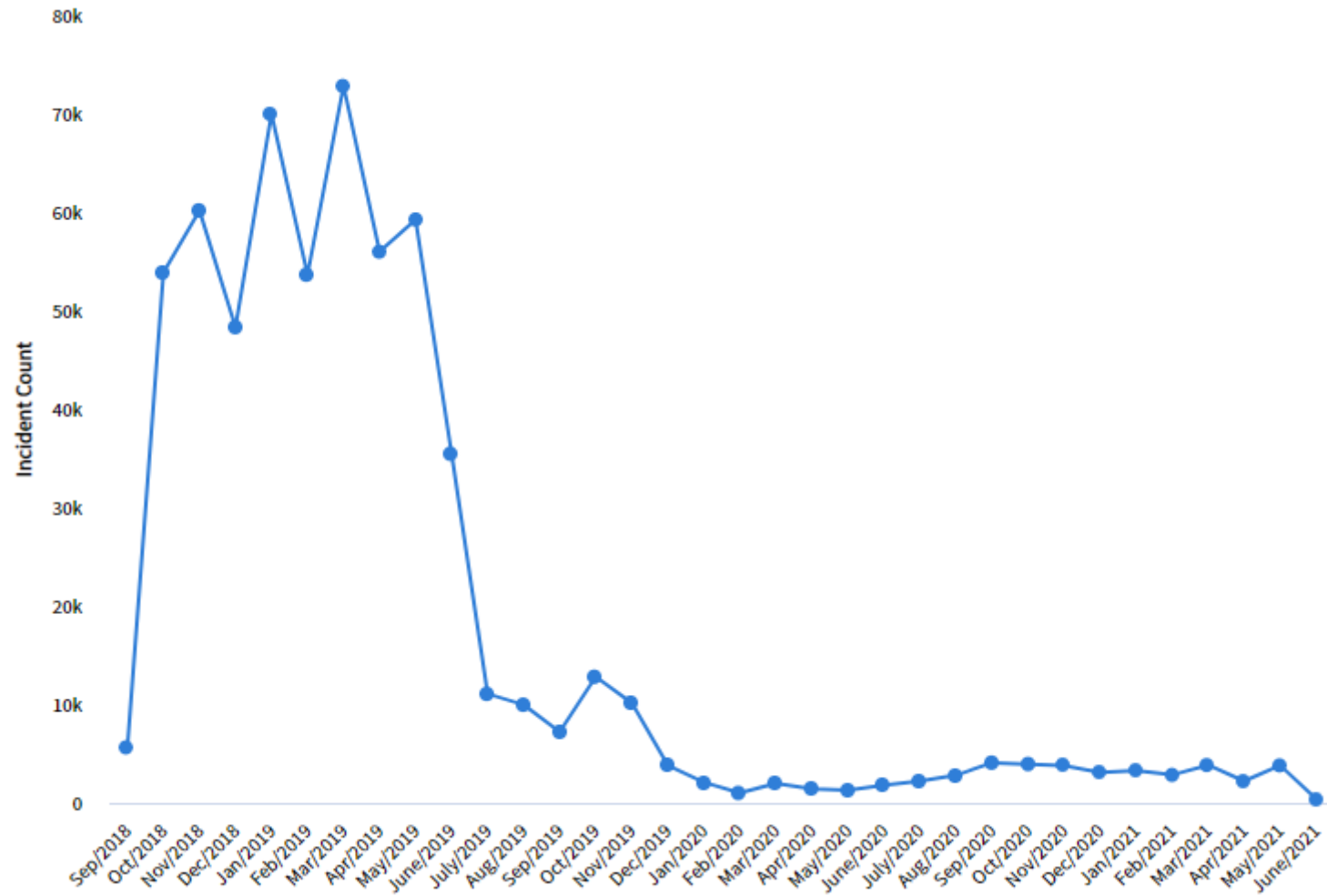


Prod\_Main - 2020 report



Created	Incident Count	Percentage of Count
Jan/2020	2,621	19.28%
Feb/2020	3,152	23.18%
Mar/2020	2,839	20.88%
Apr/2020	906	6.66%
May/2020	624	4.59%
June/2020	479	3.52%
July/2020	2,018	14.84%
Aug/2020	124	0.91%
Sep/2020	596	4.38%
Oct/2020	129	0.95%
Nov/2020	54	0.4%
Dec/2020	54	0.4%
<b>Total</b>	<b>13,596</b>	<b>100%</b>





# Conclusion

## Key things to remember

### Do your homework!

- Perform data analysis
  - This should clearly show the issue you would like to address
- Identify Key opportunities
  - Typically, areas that will take longer to implement
- Identify the quick wins
  - Items that can be done quickly and show immediate benefit
  - Make sure you have the right components to measure success!

### Get buy in!

- Work with your engineering teams
  - Show up with the data to back up your story as well as a clearly defined problem statement being addressed with the potential expected result
- Ensure that you have monitoring and regular updates to demonstrate benefit
- Make it a repeatable process!





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# Thank You!

**Nancy McGuire**

Executive Director – Reliability Engineering  
Comcast

[Nancy\\_McGuire@cable.comcast.com](mailto:Nancy_McGuire@cable.comcast.com)