



Suhas Bhairav

AI IT Helpdesk Automation Map

**A practical, week-by-week AI automation map for
IT and security helpdesk workflows.**

A beginner-friendly blueprint to map, automate, and
govern IT helpdesk tasks with human oversight.

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Password, Access, and Device

Define automations that reduce password resets, access requests, and device issues. Establish what to automate, what to human-review, and what to log.

Key move Keep human oversight for risky changes; automate only what policy explicitly permits.

PRACTICAL CHECKLIST

- 01** Password resets via self-service with MFA; auto-ticket updates and an audit trail.
- 02** Access requests auto-validate against policy; auto-route to manager approvals; escalate exceptions.
- 03** Device provisioning and enrollment-triggered tickets with asset tagging and inventory sync.
- 04** Unlocks or resets after failed MFA are auto-handled; escalate persistent failures.
- 05** All automations log actions for audit, traceability, and compliance reporting.
- 06** Human-in-the-loop for privileged access and high-risk changes, with clear approval thresholds.

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Software Questions, Incident Detection, and Escalation

Outline how software questions are answered and how incidents are detected. Establish routing for approvals and escalation paths.

Key move Document decision thresholds and maintain access to policy changes.

PRACTICAL CHECKLIST

- 01** Bot answers common software questions from a knowledge base; unresolved issues escalate to a human agent.
- 02** Incident detection uses log-based signals (SIEM) and endpoint telemetry; trigger auto-tickets.
- 03** Approval routing rules: low-risk software questions auto-resolved; higher-risk changes require manager or security sign-off.
- 04** Escalation playbooks specify when to route to human, how response SLAs are tracked.
- 05** Data and privacy controls ensure software data handling complies with policy.
- 06** Weekly incremental tests: run simulated incidents to refine routing and escalation.
- 07** Logging of all decisions for auditability and future training.

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Guardrails, Tools, and Metrics

Define required data, tools, and ownership for AI-driven helpdesk. Establish guardrails, performance metrics, and an adoption plan.

Key move Document decision thresholds; ensure auditability of every automated action.

PRACTICAL CHECKLIST

- 01** Required data: CMDB, ticket history, user profiles, and access policies for automated decisions.
- 02** Tools: RPA for ticketing, chat agents (Claude/ChatGPT), and SIEM for incident feeds.
- 03** Ownership: IT Ops owner for automations; security lead reviews privileged changes.
- 04** Guardrails: cap automation to non-privileged tasks; require human review for sensitive actions.
- 05** KPIs: time-to-resolution, auto-ticket completion rate, escalation rate, and compliance adherence.
- 06** Weekly adoption sprints: 60-min planning, 2.5-hour experiments, 1-hour review.
- 07** Escalation ownership: establish RACI for password, access, device, software, and incident flows.

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ABOUT THE CREATOR

Suhas Bhairav

I build AI systems that combine distributed architecture, retrieval, knowledge graphs, security, and practical workflow design. My focus is AI that can be used repeatedly by real teams: understandable, reliable, and grounded in the work people already do.

EXPERTISE

- Principal systems architecture and applied AI engineering
- Production-grade AI systems, agentic workflows, RAG, and knowledge graphs
- Full-stack workflow applications across AWS, Google Cloud, Azure, on-premise, and hybrid environments
- Practical AI implementation patterns for automotive, manufacturing, finance, logistics, cybersecurity, sales, and customer operations
- Security, governance, observability, approvals, and failure-mode thinking for operational AI systems

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