OTRS SPOTLIGHT: IT SERVICE MANAGEMENT 2023
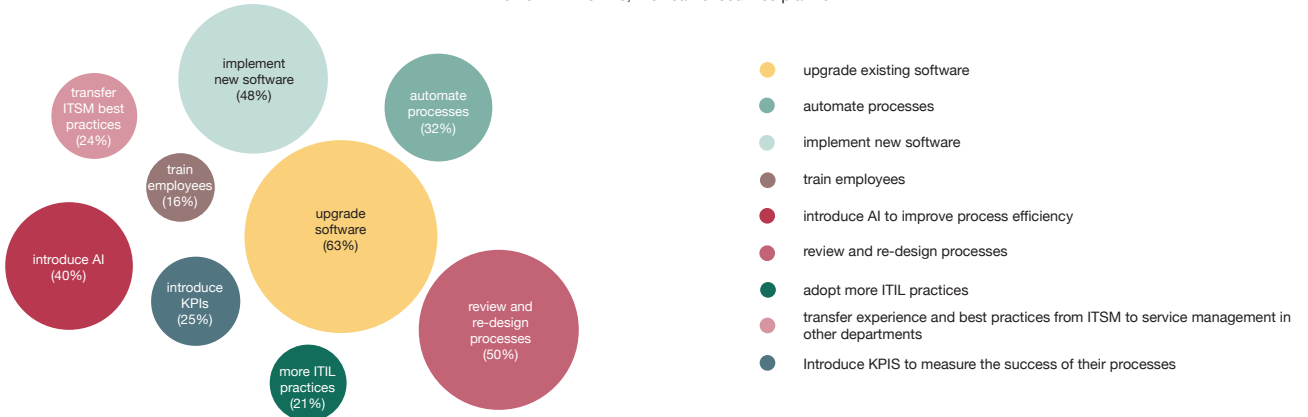
PART 1: TRENDS AND CHALLENGES

100 percent of Mexican executives plan to improve their organization's ITSM in the next 12 months.

Their biggest challenge in achieving this goal is/are …

20%	Budget constraints	
2 19%	Lack of management commitment	
3 14%	Lack of clear ownership	
4 13%	Restrictions due to regulations, compliance and governance	
5 11%	Software limitations	
5 11%	Lack of employee engagement	
6 6%	Lack of staff	
6 6%	Difficulty measuring success	

Software and Automation at the Center of ITSM improvement efforts

In the next 12 months, Mexican executives plan to …

- upgrade existing software
- automate processes
- implement new software
- train employees
- introduce AI to improve process efficiency
- review and re-design processes
- adopt more ITIL practices
- transfer experience and best practices from ITSM to service management in other departments
- Introduce KPIS to measure the success of their processes

Bubbles:
- transfer ITSM best practices (24%)
- implement new software (48%)
- automate processes (32%)
- train employees (16%)
- introduce AI (40%)
- upgrade software (63%)
- introduce KPIs (25%)
- more ITIL practices (21%)
- review and re-design processes (50%)
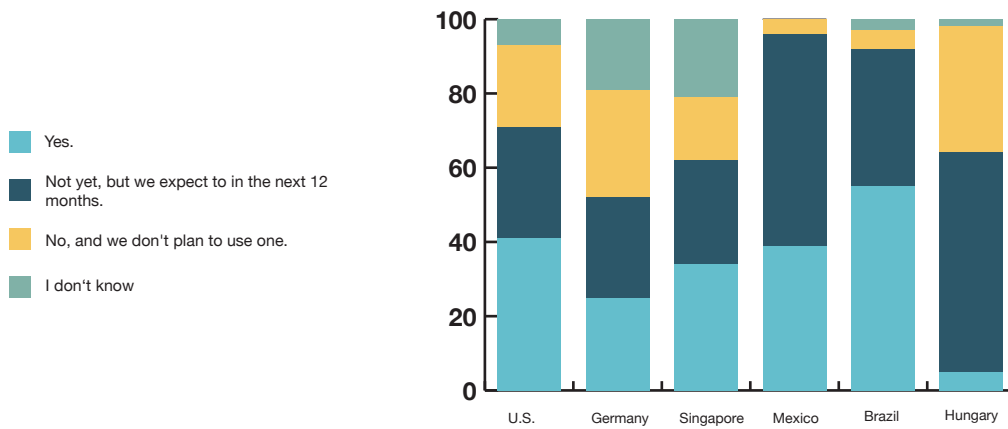
To support their ITSM and general business process management goals, businesses around the globe use …

> *Executives have widely recognized that it pays to invest in their IT departments. Software-assisted process optimization and automation make workflows more efficient, thereby reducing the workload for employees suffering from staff shortages. "*
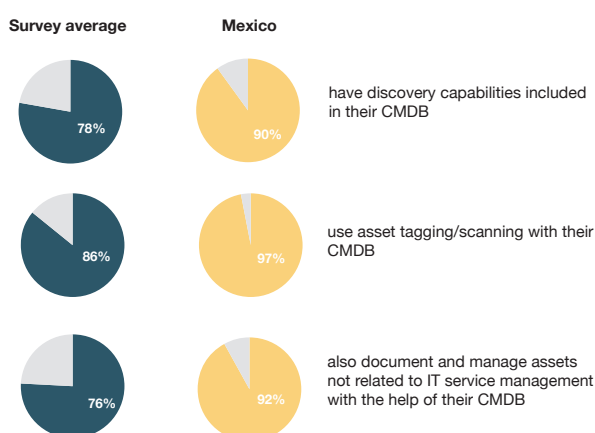>
> – Andreas Bender, VP Consulting at OTRS AG –

Legend: U.S., Germany, Singapore, Mexico, Brazil, Hungary

Categories:
- a dedicated solution that automates ITSM processes in a pre-defined way.
- general BPM software in which they document and automate business processes themselves.
- a simple help desk / ticketing solution.
- I don't know or we don't use any of these.
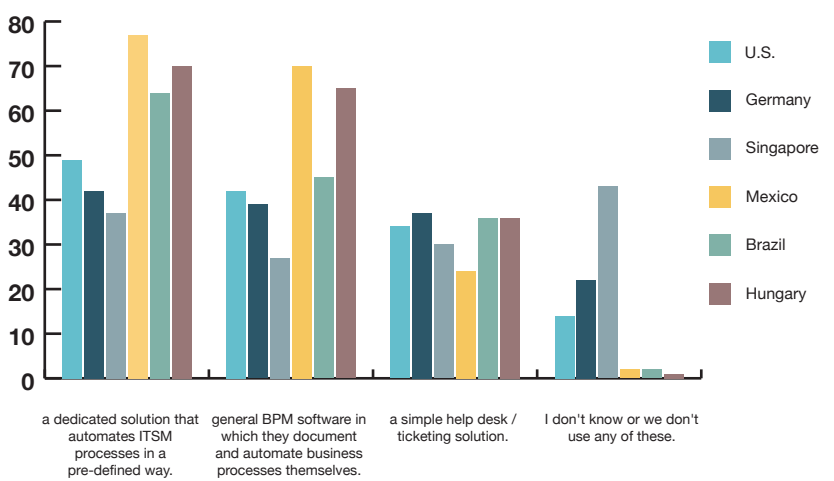
The majority of executives worldwide are using or want to implement a configuration management database (CMDB)

- Yes.
- Not yet, but we expect to in the next 12 months.
- No, and we don't plan to use one.
- I don't know

Countries: U.S., Germany, Singapore, Mexico, Brazil, Hungary

In markets with higher CMDB adoption, those with a CMDB are also more likely to use additional features

Survey average — **Mexico**

- Survey average 78% / Mexico 90% — have discovery capabilities included in their CMDB
- Survey average 86% / Mexico 97% — use asset tagging/scanning with their CMDB
- Survey average 76% / Mexico 92% — also document and manage assets not related to IT service management with the help of their CMDB

Functionality before Cost

In shopping for software solutions for the IT organization, the most important criteria for Mexican executives are …

Criteria	%
Functionality	62%
Usability	50%
Integration capabilities	37%
Scalability	28%
Cost	24%
ITIL compliance	22%
Implementation time	16%
On-premise availability	16%
Post-sale support	13%
GDPR compliance / security practices	10%
Provider industry expertise	7%

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