92 percent of US executives plan to improve their organization’s ITSM in the next 12 months. Their biggest challenge in achieving this goal is/are …

25% Budget constraints
18% Lack of staff
13% Software limitations
12% Lack of management commitment
10% Difficulty measuring success
9% Lack of clear ownership
7% Lack of employee engagement
5% Restrictions due to regulations, compliance and governance

Their biggest challenge in achieving this goal is/are …

Software and Automation at the Center of ITSM improvement efforts

In the next 12 months, US 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 ITSM best practices from ITSM to service management in other departments
- introduce KPIs to measure the success of their processes

To support their ITSM and general business process management goals, businesses around the globe use …

The majority of executives worldwide are using or want to implement a configuration management database (CMDB)

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

Functionality before Cost

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

- Functionality: 48%
- Cost: 27%
- Scalability: 17%
- Integration capabilities: 16%
- Usability: 11%
- Implementation time: 11%
- ITIL compliance: 11%
- Post-sale support: 9%
- GDPR compliance / security practices: 8%
- On-premise availability: 8%
- Provider industry expertise: 6%
- Utility in other operational areas: 3%

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 -

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