

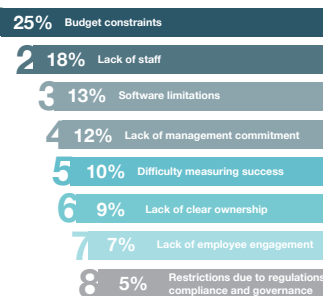
# OTRS SPOTLIGHT: IT SERVICE MANAGEMENT 2023

## PART 1: TRENDS AND CHALLENGES



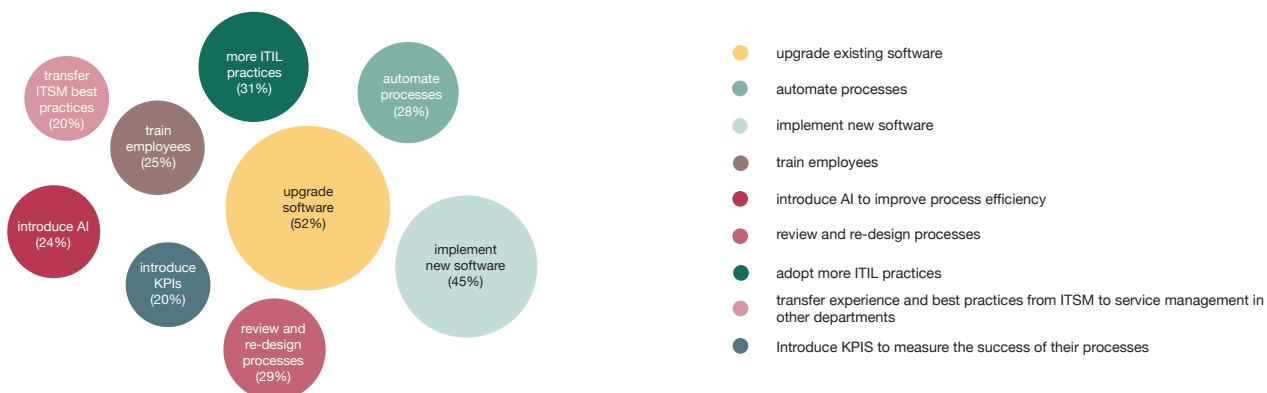
92 percent of US executives plan to improve their organization's ITSM in the next 12 months.

Their biggest challenge in achieving this goal is/are ...



### Software and Automation at the Center of ITSM improvement efforts

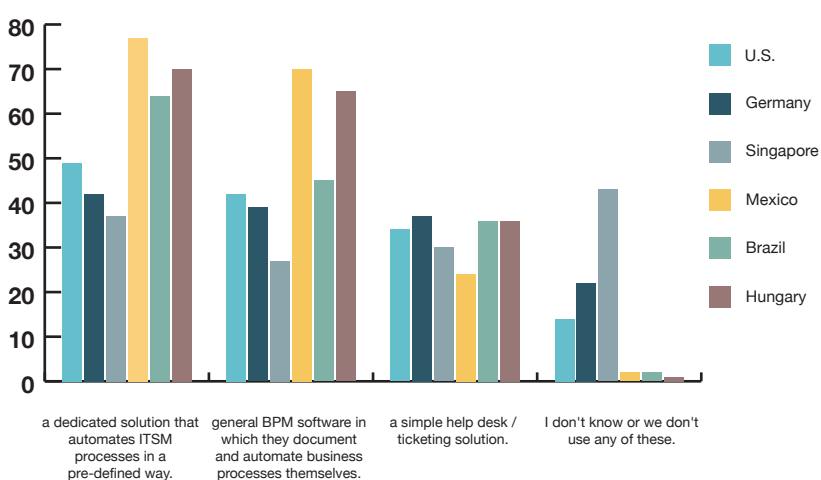
In the next 12 months, US executives plan to ...



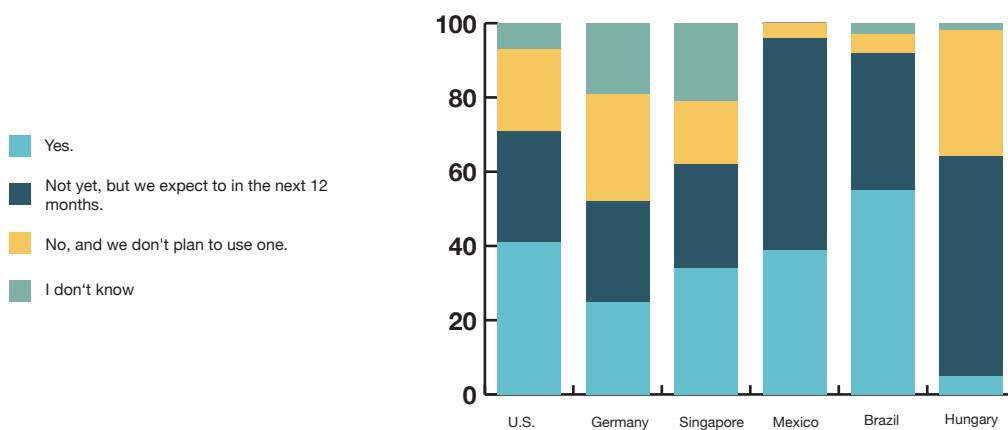
### To support their ITSM and general business process management goals, businesses around the globe use ...

” 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.”

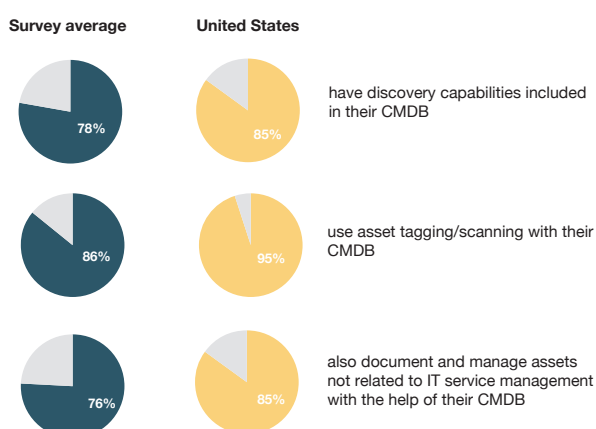
– Andreas Bender, VP Consulting at OTRS AG –



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

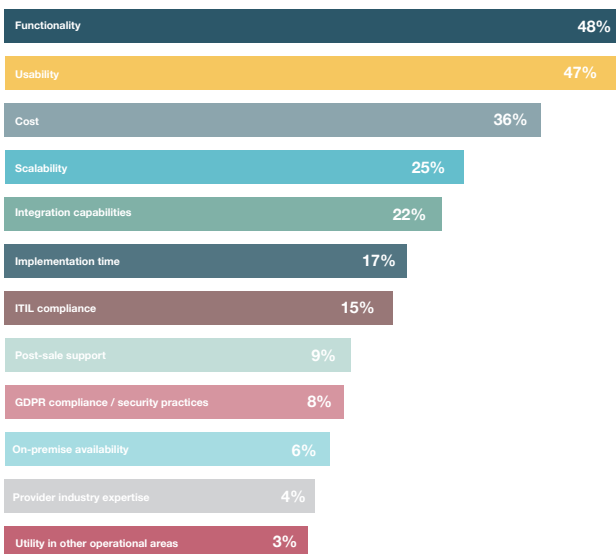


### In markets with higher CMDB adoption, those with a CMDB are also more likely to use additional features



### Functionality before Cost

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



The data used for the study is based on an online survey conducted by Puffin Inc. on behalf of OTRS AG, in which 800 business owners and executives in Germany, the U.S., Brazil, Mexico, Singapore and Hungary participated between March 7, 2023, and April 6, 2023, including 100 in the United States.