Internationally, more than twice as many ITSM teams as last year plan to introduce AI to improve process efficiency in the next 12 months:

### AI for success in ITSM is:

- **Neutral** 8%
- **Neutral** 5%
- **Improved** 49%
- **Unchanged** 49%
- **Worsened** 49%
- **We don't measure this./Can't judge.** 49%

### Automating business processes for the success of an organization is:

- **Neutral** 8%
- **Neutral** 49%
- **Improved** 49%
- **Unchanged** 49%
- **Worsened** 49%
- **We don't measure this./Can't judge.** 49%

Currently, I see more potential for process optimization in ...

- **... artificial intelligence.** 55%
- **... automation of business processes.** 45%

In terms of implementing suitable activities and tools in my organization, we ...

- **... prioritize artificial intelligence.** 45%
- **... prioritize automation of business processes.** 55%
- **... focus on both areas equally.** 0%

We already have AI tools or services in place in our IT department, ...

- **... and we have the expertise to use them.** 60%
- **... but we’re still trying to figure out how to use them.** 40%

We already purchased business process automation tools, ...

- **... and we have the expertise to use them.** 55%
- **... but we’re still trying to figure out how to use them.** 45%

How has the use of AI in ITSM had an impact on achieving your goals?

- **Resolution times** 55%
- **Response times** 45%
- **Completion rate** 35%
- **Costs per contact/ticket** 25%
- **% of fulfilled SLAs** 20%

The biggest challenges when it comes to improving ITSM are:

1. **Software limitations**
2. **Lack of staff**
3. **Budget constraints**
4. **Restrictions due to regulations, compliance & governance**
5. **Lack of employee engagement**

167% more IT teams plan to train employees in the next year.

The data used is based on an online survey conducted by Pollfish Inc. on behalf of OTRS Group, in which 600 employees in IT service management or IT support in Germany, the U.S.A., Brazil, Mexico, Singapore, Malaysia and Hungary participated between April 4, 2024, and May 2, 2024. Unless otherwise indicated, all figures refer to the average of all countries surveyed.