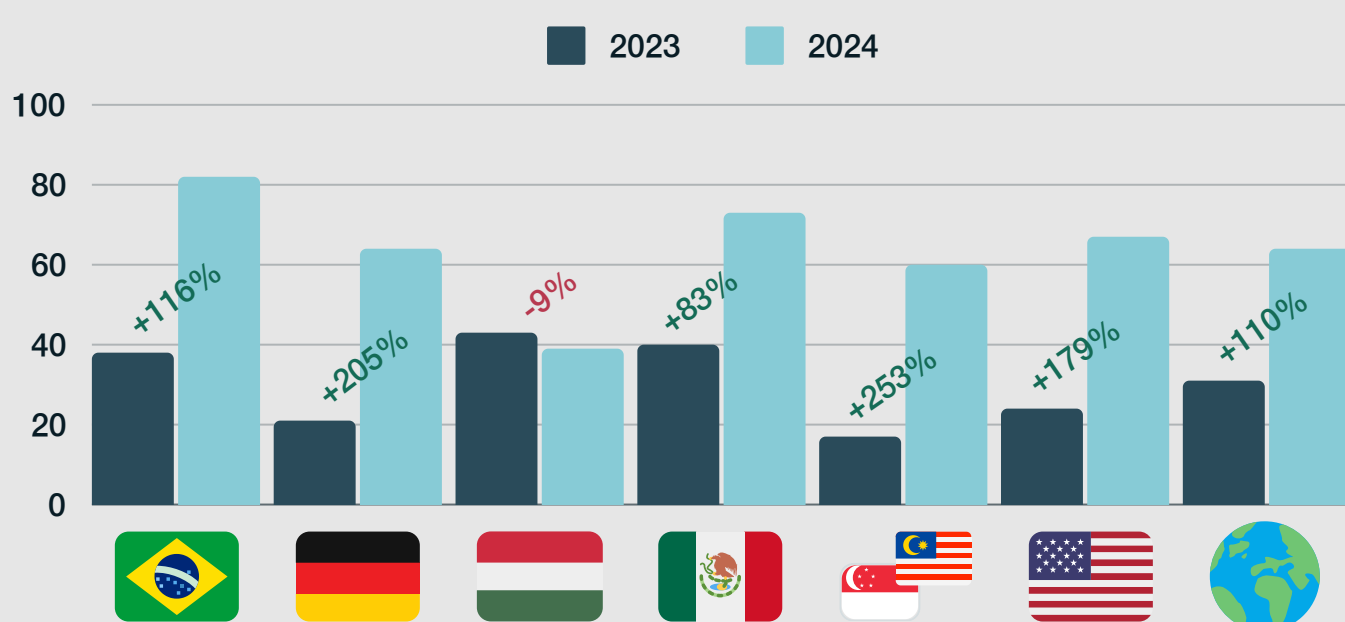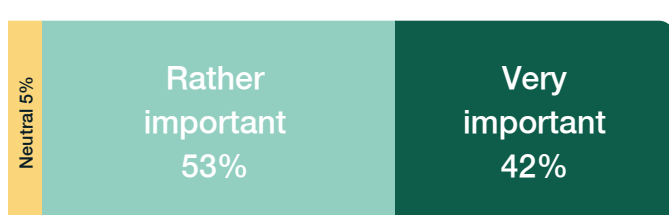# OTRS Spotlight:
IT Service Management 2024
Part 1: AI and Automation Put IT Teams Under Pressure

Internationally, more than twice as many ITSM teams as last year plan to introduce AI to improve process efficiency in the next 12 months:
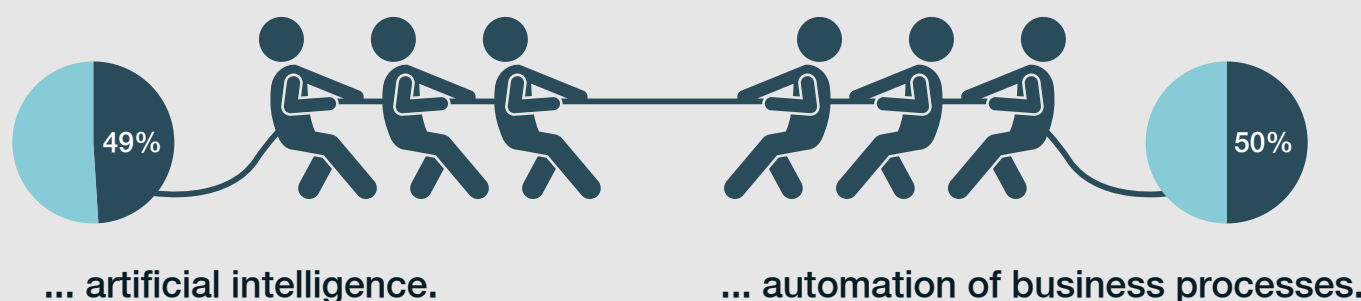
Legend: 2023 | 2024

- Brazil: +116%
- Germany: +205%
- Hungary: −9%
- Mexico: +83%
- Singapore/Malaysia: +253%
- USA: +179%
- International Ø: +110%

AI for success in ITSM is:

Neutral 8%	Rather important 49%	Very important 43%

Rather unimportant 1%

Automating business processes for the success of an organization is:

Neutral 5%	Rather important 53%	Very important 42%

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

... artificial intelligence. **49%**

... automation of business processes. **50%**

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

... prioritize artificial intelligence.

... prioritize automation of business processes.

... focus on both areas equally.

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

... and we have the expertise to use them. **47%**

... but we're still trying to figure out how to use them. **33%**

We already purchased business process automation tools, ...

... and we have the expertise to use them. **46%**

... but we're still trying to figure out how to use them. **37%**
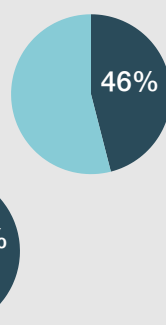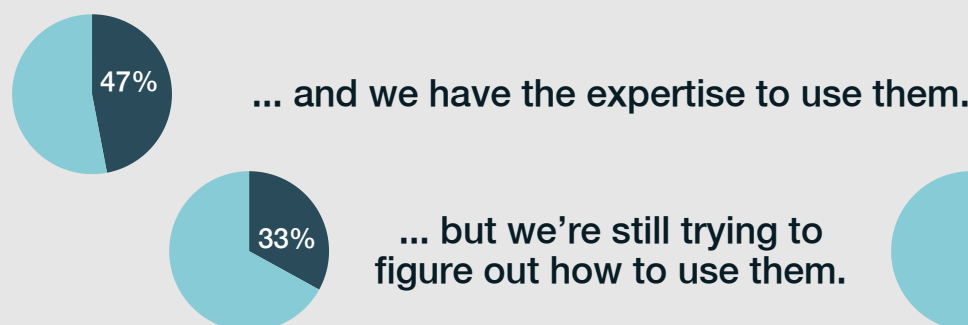
How has the use of AI in ITSM had an impact on achieving your goals?

Legend: Improved | Unchanged | Worsened | We don't measure this./Can't judge.

- Resolution times
- Response times
- Completion rate
- Service availability
- Resolution rate at first contact
- No. of new knowledge articles
- Self-service usage
- % of fulfilled SLAs
- No. of escalating requests
- Costs per contact/ticket

The most important benefits of automating business processes are:

- More efficiency — 60%
- Higher quality — 45%
- More consistent processes — 37%
- More flexibility — 33%
- Fewer errors — 30%
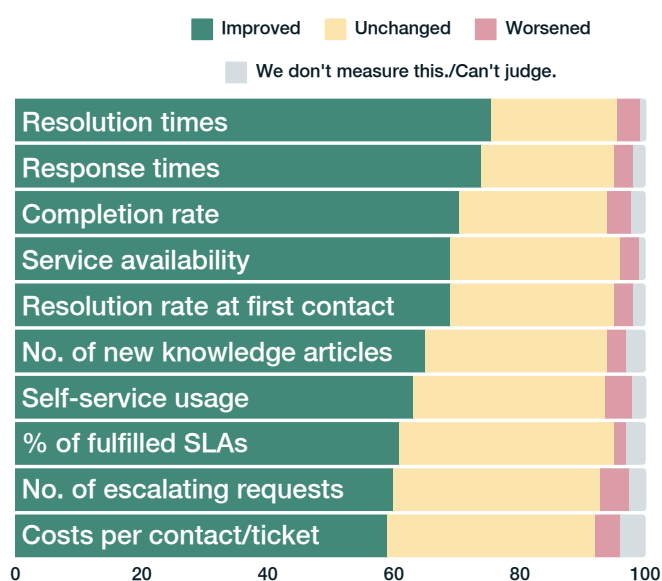
167% more IT teams plan to train employees in the next year.

Legend: 2023 | 2024 — Brazil, Germany, Hungary, Mexico, Singapore/Malaysia, USA, International Ø
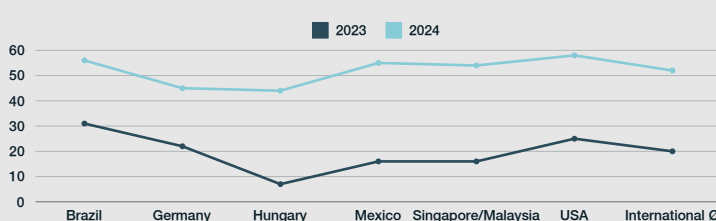
The biggest challenges when it comes to improving ITSM are:

Brazil
1. Software limitations
2. Lack of staff
3. Restrictions due to regulations, compliance & governance

Hungary
1. Budget constraints
2. Software limitations
3. Lack of employee engagement

Singapore/Malaysia
1. Budget constraints
2. Software limitations
3. Restrictions due to regulations, compliance & governance

Germany
1. Restrictions due to regulations, compliance & governance
2. Lack of staff
3. Budget constraints

Mexico
1. Software limitations
2. Budget constraints
3. Lack of employee engagement

USA
1. Restrictions due to regulations, compliance & governance
2. Software limitations
3. Budget constraints

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