

OTRS Spotlight: IT Service Management 2024

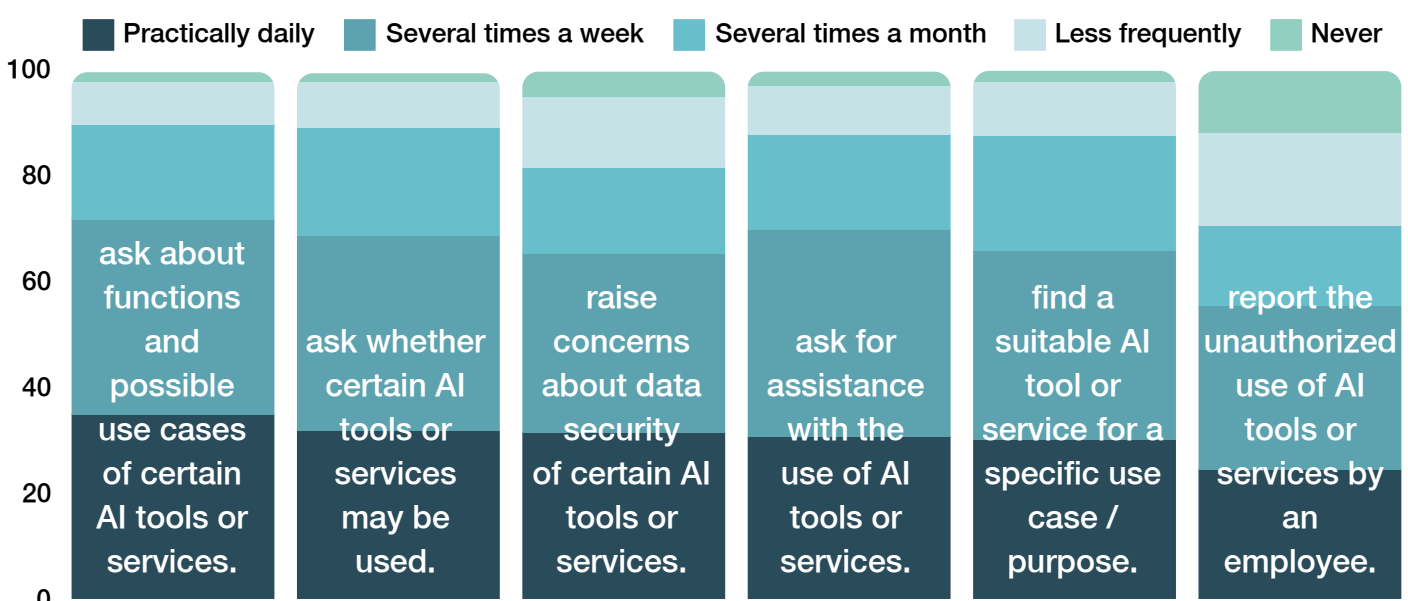
Part 2: How AI is Changing and Challenging ITSM

Much of the responsibility and workload that comes with deploying AI tools and services across the company falls on IT teams.

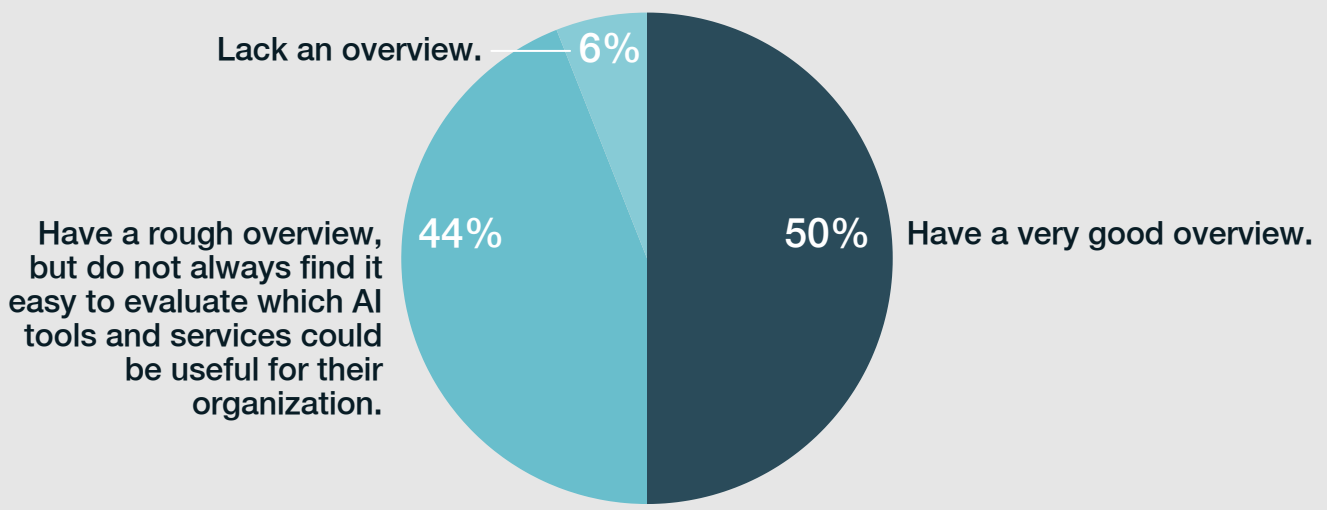


53% help decide which AI tools and services are introduced and used in their companies.

For employees, IT teams are the point of contact for all things AI. They turn to them to:

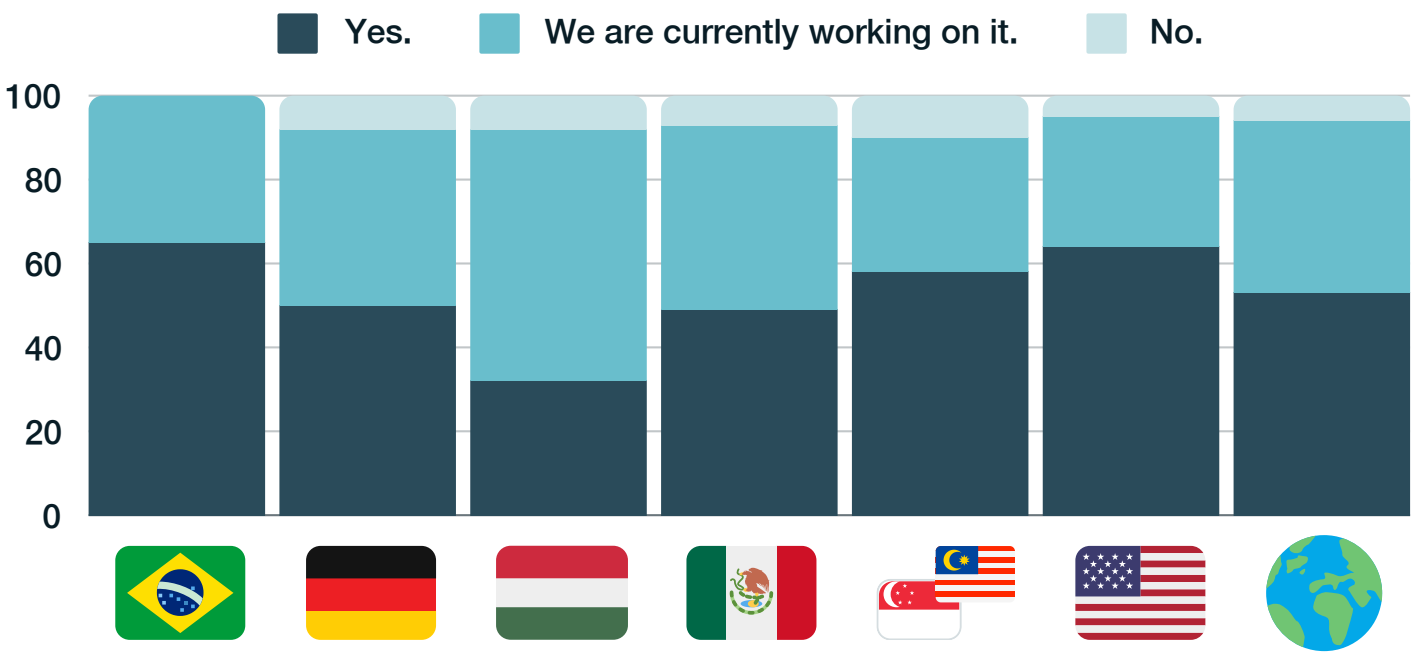


However, IT teams often lack an overview of the many AI tools and services, their areas of application, potential benefits, costs and risks.

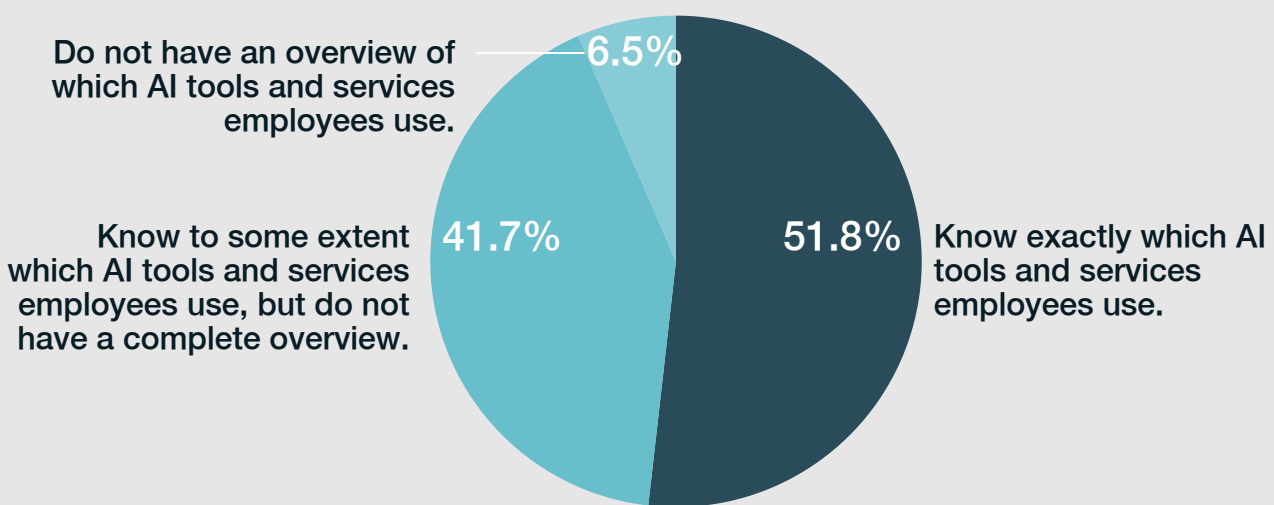


AI guidelines can alleviate some of the burden. They ensure the safe and ethical use of AI tools and services across the company, but are still missing in many organizations.

Do you already have guidelines for the use of AI tools and services within your organizations?

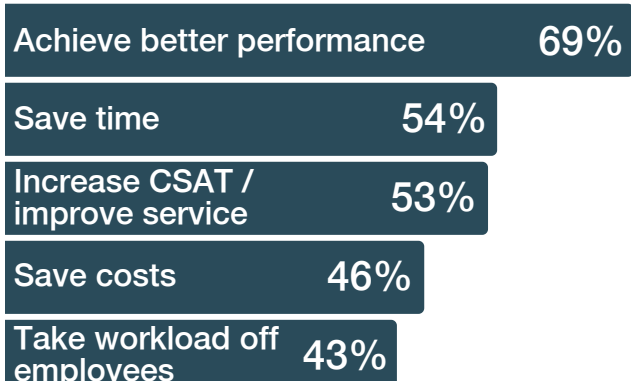


In the meantime, employees use AI at will, and IT teams struggle to keep up.



Nevertheless, IT teams see great potential in AI applications.

The most important reasons to implement AI applications in their organization:



AI applications that promise the greatest benefit in ITSM:

