## OTRS Spotlight: IT Service Management 2024

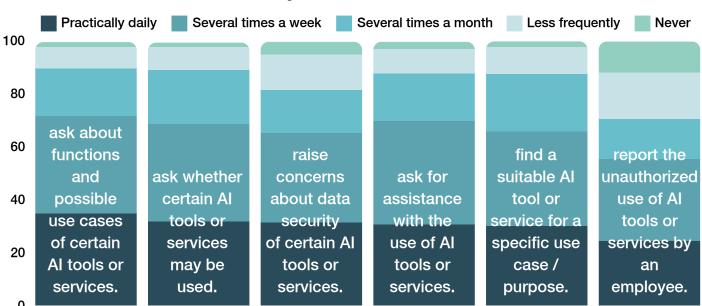
## Part 2: How AI is Changing and Challenging ITSM

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

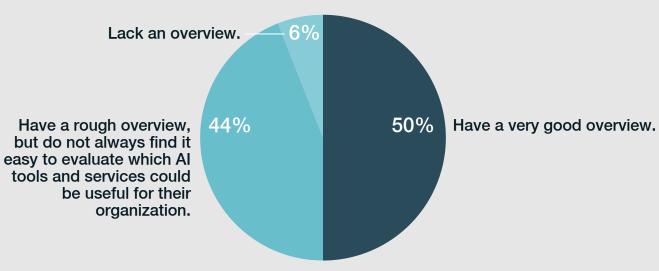


help decide which AI tools and services are introduced and used in their companies.

For employees, IT teams are the point of contact for all things Al.
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.

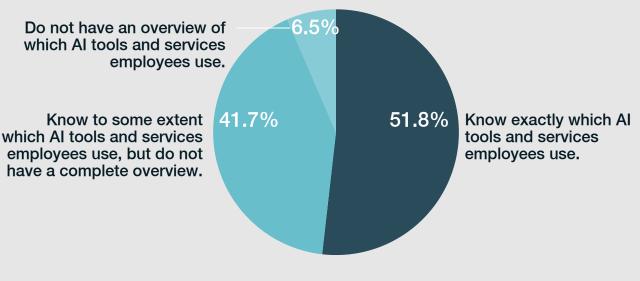


Al guidelines can alleviate some of the burden. They ensure the safe and ethical use of Al tools and services across the company, but are still missing in many organizations.

Do you already have guidelines for the use of Al tools and services within your



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



## Nevertheless, IT teams see great potential in Al applications. The most important reasons to implement Al Al applications that promise the greatest

Achieve better performance 69%

Save time 54%

Increase CSAT / improve service 53%

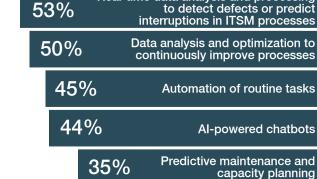
Save costs 46%

applications in their organization:

0

Save costs 46%

Take workload off employees 43%





benefit in ITSM:

Real-time data analysis and processi