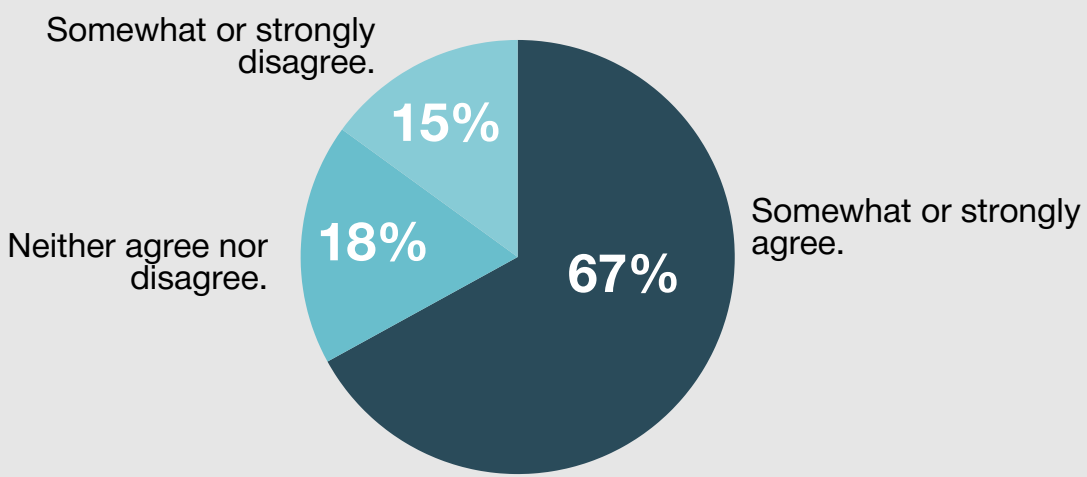


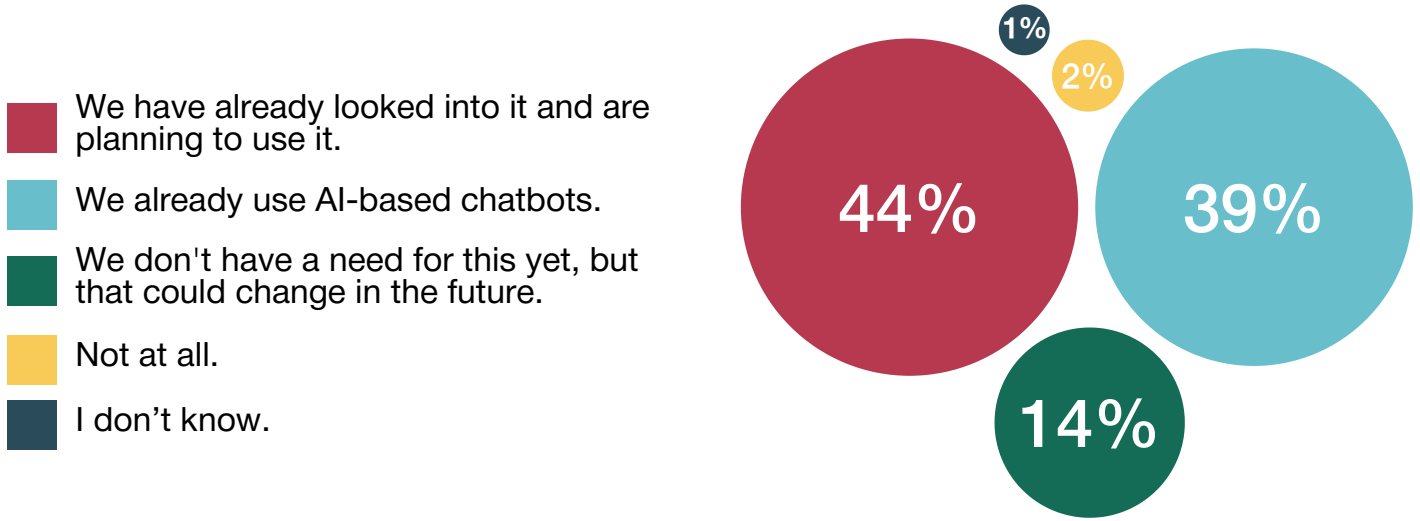
OTRS Spotlight: IT Service Management 2024

Part 3: Change is Coming for ITSM Professionals

Most IT professionals agree that the use of AI in service jobs will lead to a shift in overall skills and roles.

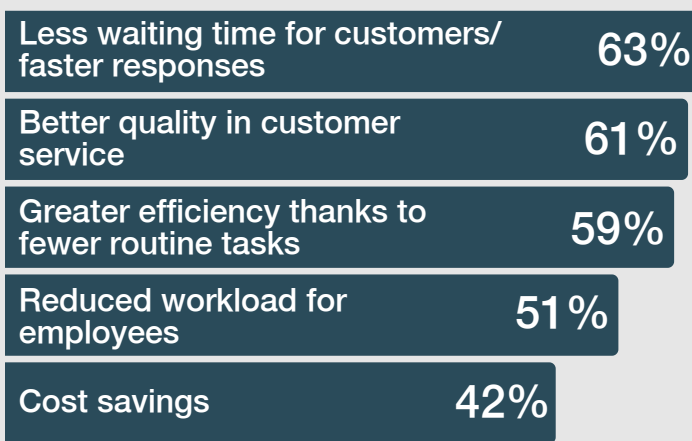


In what ways work will change is still open for discussion. Take for example the use of AI-based chatbots in ITSM.

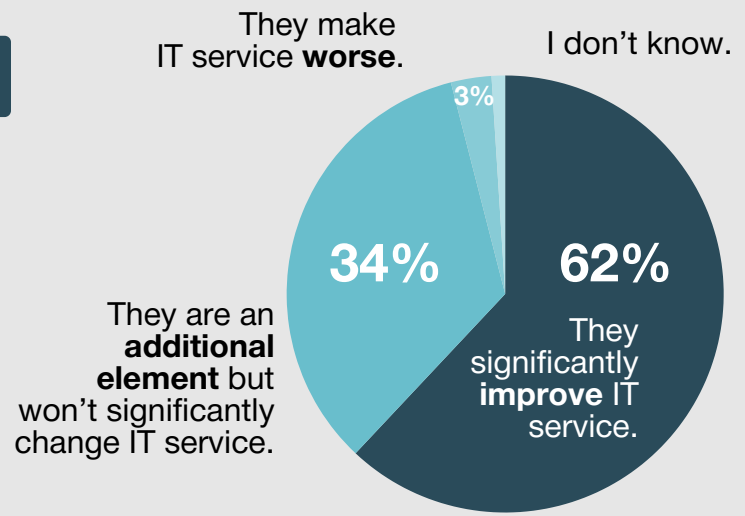


The expectations for the use of AI-based chatbots are high.

Key requirements/ expectations for AI chatbots in IT service:

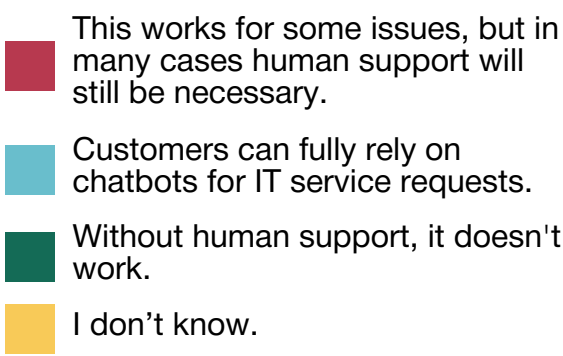


How do you rate the impact of AI-based chatbots on IT service?

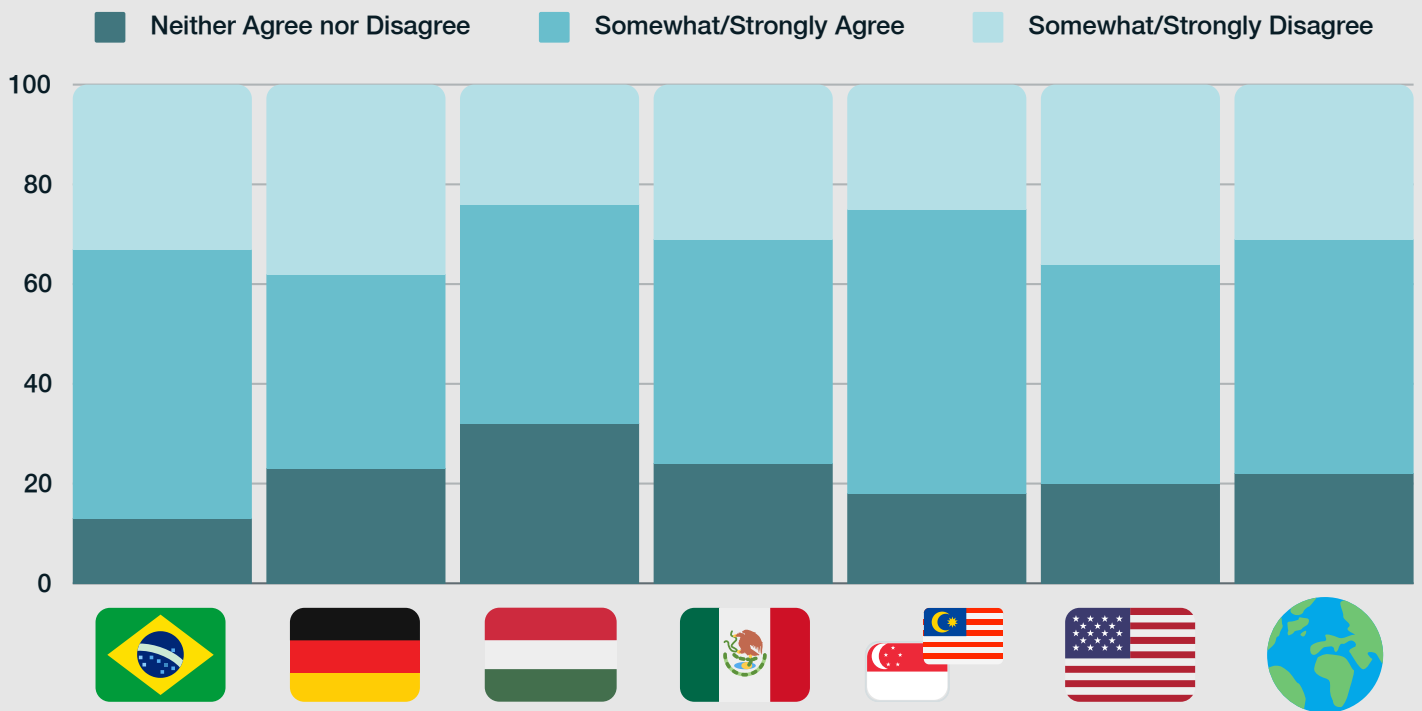


At the same time, the belief that AI-based chatbots will replace IT service staff is quite low.

To what extent do you believe that AI chatbots can be relied on in ITSM?



Still, there is a considerable amount of fear that AI will replace many service jobs in general.



But, what isn't up for debate is that change will come.

78%

Feel that increased use of AI will **positively affect** building and fostering **interpersonal relationships**.

71%

Agree that AI will significantly **improve the performance** of service employees.

61%

Agree that AI will lead to employees in service jobs needing **more soft skills** than hard skills.

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.

