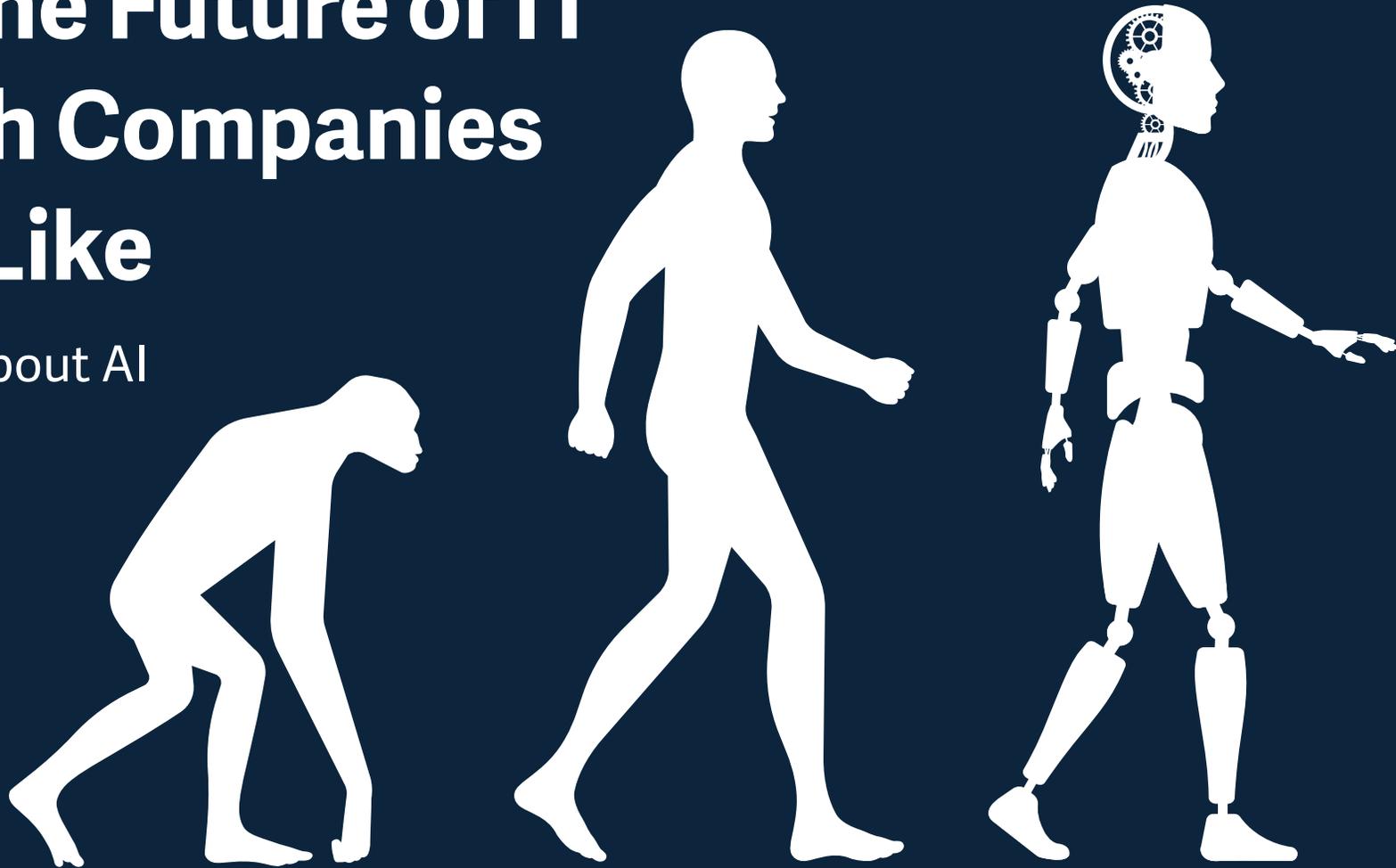




# What the Future of IT for Tech Companies Looks Like

Hint: It's All About AI



## **INTRODUCTION: TECH NEEDS MORE TECH**

Every modern organization is dependent on information technology, but none more so than technology companies themselves. They *require* hardware and software to *create* hardware or software. No one is more disposed to use the latest technology than tech-oriented organizations, which puts a special burden on their IT departments. The more technology you use, the more tech IT has to support.

Fortunately, the latest technological innovations may soon help IT keep all your tech running. Artificial intelligence (AI) is finally reaching commercial maturity, thereby enhancing a wide range of commonly used software -- a list that includes the IT service desk.

This eBook will outline how the IT department will be aided, not burdened, by the arrival of mainstream AI.

## SMART TECH COMPANIES TREAT IT LIKE A SERVICE

Information Technology Service Management (ITSM) is a method of operating an IT department for maximum effectiveness. Most modern organizations employ some form of ITSM. Under ITSM, the Information Technology department treats IT as a service, rather than a series of products. It's analogous to the difference between hiring a personal chef versus ordering a pizza.

The product-centric approach just drops IT commodities such as laptops and smartphones off in the same way the pizza parlor sends over a couple of pepperoni pies. You can order what you want within certain specific parameters, but very little customization is available. Mac or PC. Sausage or pepperoni. If there's something wrong with the pizza (or the laptops), you can call and ask for a replacement, but otherwise, you're on your own. Product-centric IT is a break-fix operation that sees service as overhead.

The service-centric approach to food entails a personal chef who delivers a schmorgesborg built around your specific wants and needs, and the professional expert is there to advise you how to best enjoy what they give you. Similarly, a service-centric IT department trains users, proactively solves problems, and delivers hardware and software tuned to your specific job function.

The service desk ensures that tech companies get the most out of their IT investments by orienting itself around delivering value, rather than just deploying hardware and software. If your IT department hasn't adopted ITSM, that's the first area to address when preparing for your company's technical future.

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## AI IS READY TO MAN THE SERVICE DESK

ITSM is a great method for ensuring that your IT staff is working in the right way, but it still can't ensure they are working on the right tasks. Too often, even in ITSM environments, the information technology team spends all its time on break-fix work, simply because the demand for that work is so high. As your organization grows, every increase in employee headcount puts proportionally more pressure on the IT service desk.

Even in highly technical organizations, where many line-level employees are skilled engineers that can often troubleshoot their own tech issues, Wi-Fi passwords still get forgotten, laptop hard drives still fail, and network printers still break down. Without relief, the IT staff may never escape the treadmill of constant low-level support tasks.

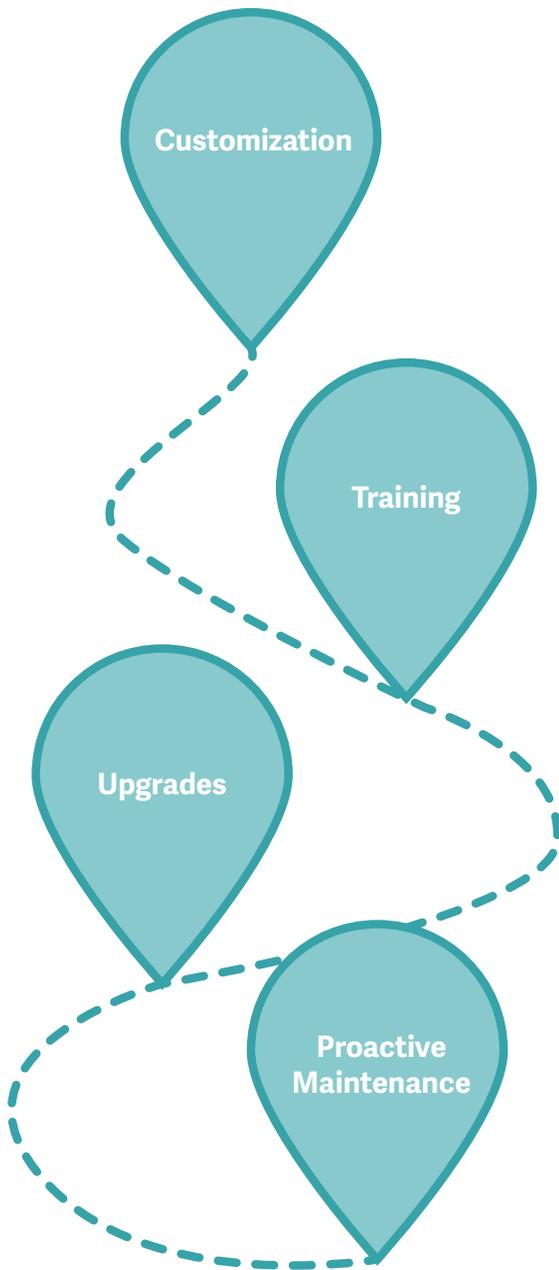
A significant percentage of IT service desk work is simply offering rote responses to common (or *all-too-common*) problems. That's why many service desk solutions include the option to develop frequently asked question (FAQ) lists or more robust knowledge bases, so that non-IT staff can troubleshoot their own issues. While these measures can help, in many cases *your employees simply won't "read the manual."* They ask for help, or file a service desk ticket, rather than try to solve their own problems.

Additionally, popular enterprise chat solutions like Slack, HipChat, or Microsoft Teams -- which make it easier than ever for anyone and everyone to directly contact the IT service desk -- may actually exacerbate these issues. If you can direct-message the service desk faster than you can search a knowledge base, you'll likely *ask* for an answer rather than *look* for one.



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Smartphone AI assistants like Apple's Siri also encourage this behavior, training even the most technical users to simply ask for a task to be completed, rather than navigate through a series of explicit screens and commands to set a reminder, send an email, or search the web.

But it is Siri-style AI software that can also save the service desk from the break-fix treadmill.

Smart device assistants like Siri, Microsoft's Cortana, and Amazon's Alexa convert natural language spoken requests into structured queries and commands. That same technology can be applied to the enterprise chat posts bogging down your service desk teams, turning the constant stream of help requests into structured queries for specific knowledge base articles or FAQ answers -- all with minimal human oversight.

In effect, an AI assistant can become a "Tier 0" service desk staffer, skimming off the more basic or most frequently recurring help requests and responding with relevant previous answers. Where these assistants can't find a satisfactory "canned response," they can build a formal help request and file it into your service desk ticketing system. This low-level service desk administration is removed from the human service desk staff, allowing them to focus on more valuable and challenging work

The IT service desk is supposed to **manage and improve your information technology**...instead of re-answering FAQs over and over again.



If you're ready to try out a service desk assistant for your IT team, **contact Talla today.**

## IT CAN FINALLY GO STRATEGIC

Artificial intelligence can unshackle the IT department from the break-fix treadmill. AI can constantly monitor and instantly respond to help requests, and only draws in human oversight when it can't solve the problem on its own. This makes your entire organization more productive.

The non-IT staff gets its answers faster, rather than waiting on a response from an overburdened service desk staff. Less downtime means more productivity. Meanwhile, IT can start thinking beyond the immediate "fire-fighting" of current support requests and focus their efforts on medium- and long-term initiatives.

If your information technology team is able to think strategically, they can focus on the service aspect of the IT service desk -- proactive technology maintenance, upgrades, customization, and training. That makes your information technology department better, and ensures better use of your information technology. All of which improves employee morale and productivity -- and your bottom line.

## CONCLUSION: AI IS GOING TO TURN IT LOOSE

The key to getting the most out of any part of your organization is removing pointless administrative overhead -- and the IT department is no different. The IT service desk is supposed to manage and improve your information technology, not chase down service tickets and re-answer FAQs over and over again. Modern artificial intelligence -- the same that powers smartphone assistants like Siri -- can do this work instead.

An AI assistant for your service desk is the best IT investment you can make, and the key to securing a productive future of your information technology department.