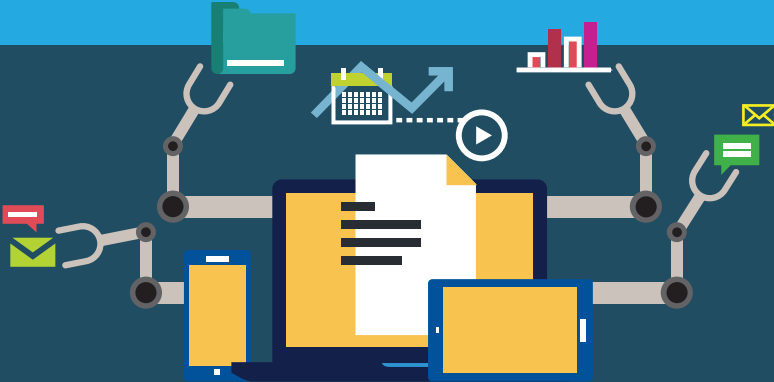


Modernizing ITSM

IT Service Management is constantly evolving. Adapting and growing with the pace of technology. By being flexible enough to accommodate sudden and rapid changes, ITSM ensures that service and support practices and processes continually align with transforming business needs.

There are ways businesses are modernizing ITSM:

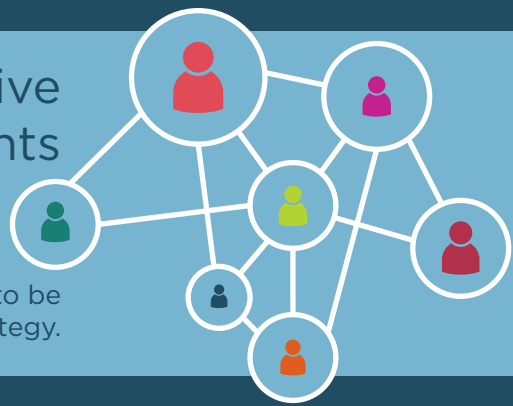


Let's Get Automated

Automation has helped streamline IT support — especially when it comes to routine tasks such as ensuring tickets get routed to the correct person or department. With AI and machine learning, businesses can automate redundant work, so employees are free to focus on more complex tasks.

Open and Collaborative Work Environments

Your ITSM strategy will need to accommodate an open work environment, where IT is more accessible to the organization than it has been in the past. But as IT becomes more open and collaborative, you'll have to be ready to test the agility of your ITSM strategy.



Slow and Steady ITSM Strategies

If your ITSM strategy is lagging, you can't expect it to adjust overnight. It takes time to rebuild and restructure your service management philosophy. If you set firm business goals and stay on track, your ITSM strategy will eventually grow with your business.

Embracing Agile for Faster Delivery

Businesses are embracing agile to improve service management and to speed up software and product delivery times. Agile adoption typically starts with smaller IT teams and spreads out to other business units and departments.



DevOps to Bridge Communication Gaps

DevOps is a “set of practices that spans the entire pipeline from development to deployment,” and it's driven by agile. When used in ITSM, agile can help bridge communication between IT and developers, maintain consistency in performance and get IT on board early in the development process.