New Horizons®
Computer Learning Centers

6 Ways ITSM Automation is Changing Business

Automation helps organizations eliminate defects and redundancies, freeing up staff to be more productive with their time. Here are six ways businesses are taking advantage of automation for IT service management.

1 Automated Ticketing Systems for IT Help Desks

One of the most commonly automated ITSM functions is incident ticketing. Automation tools help apply proper incident escalation and ticket categorization and can even auto-resolve tickets through runbook automation scripts.

2 Automate ITSM Workflows

Much of what ITSM tools automate are among the easiest, most redundant tasks. Such efforts don't often provide evident cost savings, but it's important to understand what a company can gain from staff who are freed to work on more complex projects.
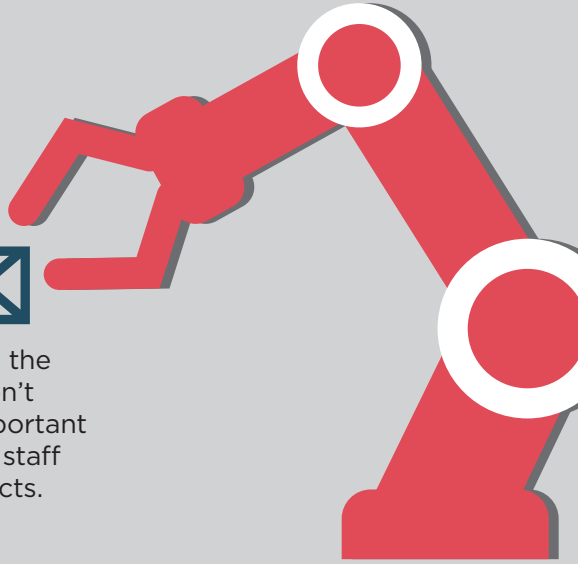
3 Faster Change Management Processes

Because new systems and strategies can be disruptive to business, effective change management is a must. ITSM automation is helping some organizations make efficient transitions.

4 Push Out Faster, More Consistent Updates

If businesses like to update systems on a more frequent basis, automation can help with this. Using the ITIL framework, identify issues and defects in a company's agile environment and pinpoint various processes that would benefit from automation.

5 Streamline Employee Onboarding

Organizations need to take advantage of ITSM automation to onboard new hires. When a new employee joins, access is needed to several internal systems specific to the organization or the employee's department. Instead of the employee or hiring manager reaching out to IT to request this access, automate the process so it's requested automatically.

6 Improve Your Customer Experience and Satisfaction

Although ITSM automation starts with IT, its biggest impact is on the business and customers. Improving client and customer service is the end-game of ITSM automation and every department outside of IT will rely on automation on some level.