

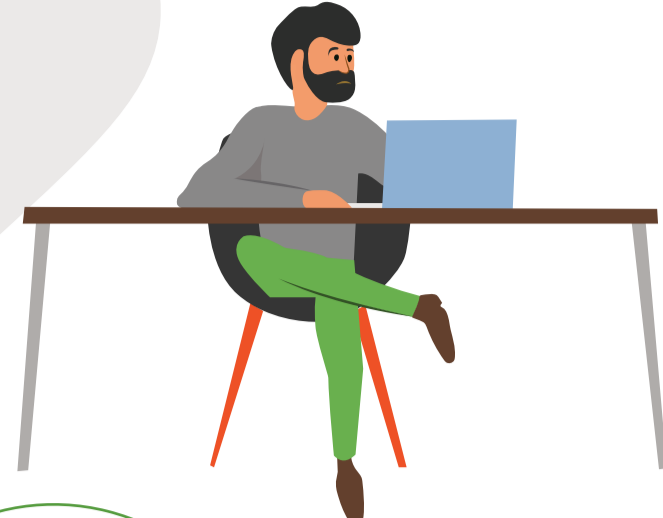
The Future of ITSM 2019 Survey Results

In 2019, IT service management (ITSM) is now a rapidly changing discipline, but as to what our ITSM future holds, it's in many ways an unknown.

Hence, in Q4 2018, SysAid and ITSM.tools ran a global ITSM future-readiness survey to better understand what ITSM professionals are thinking and doing to "survive and thrive" in this rapidly changing IT service delivery and support world.

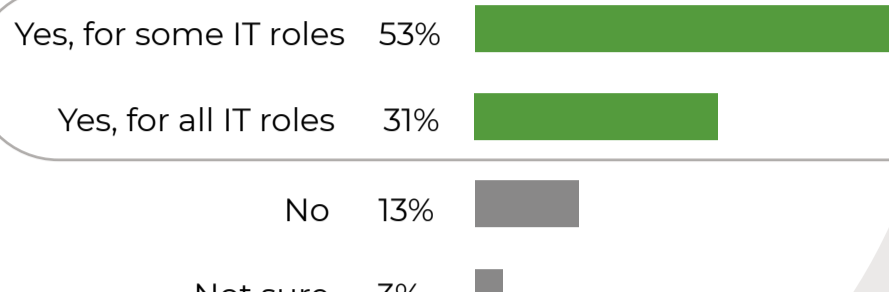
Working in IT

Work is getting harder and adversely affecting personal wellbeing.



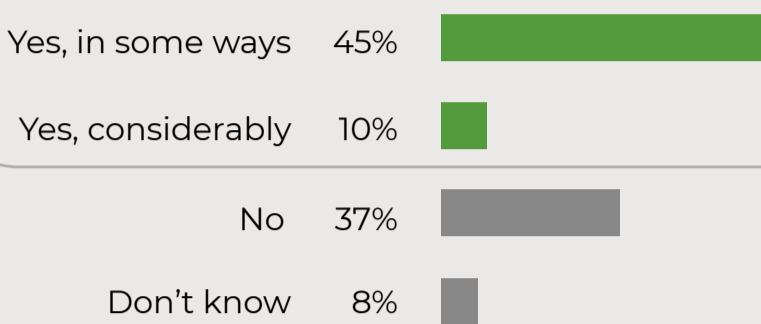
84%
of employees believe that **working in IT will get harder** over the next three years

"Do you think working in corporate IT will get harder over the next three years?"



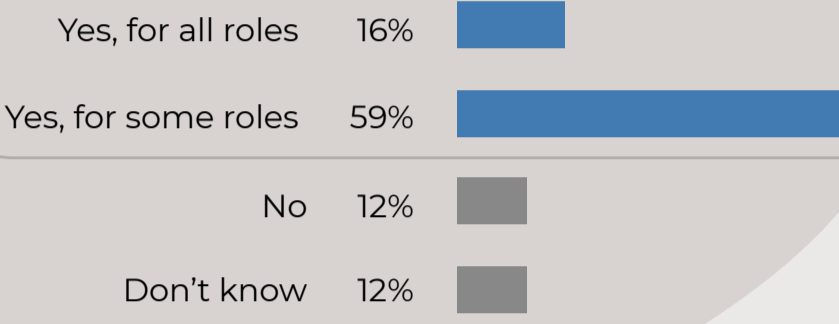
55%
of employees think that working in IT is **adversely affecting their personal wellbeing**

"Do you feel that working in IT is adversely affecting your personal wellbeing?"



75%
of survey respondents state that it's currently **difficult to recruit** for key IT roles

"Is it difficult to recruit for key IT roles right now?"



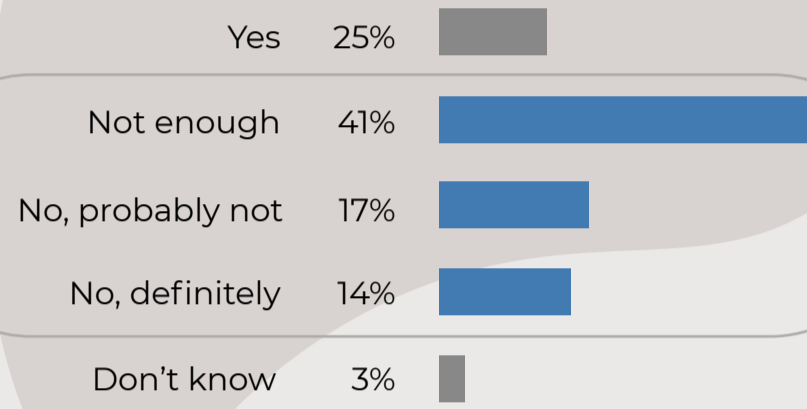
Nearly three-quarters of those who feel that their work adversely affects their wellbeing report that their efforts are not being recognized.

Recruitment

It's getting harder to recruit, so why are people feeling undervalued?

72%
of employees **feel undervalued** – with this correlated to wellbeing

"Do you feel your personal efforts are sufficiently recognized by management?"

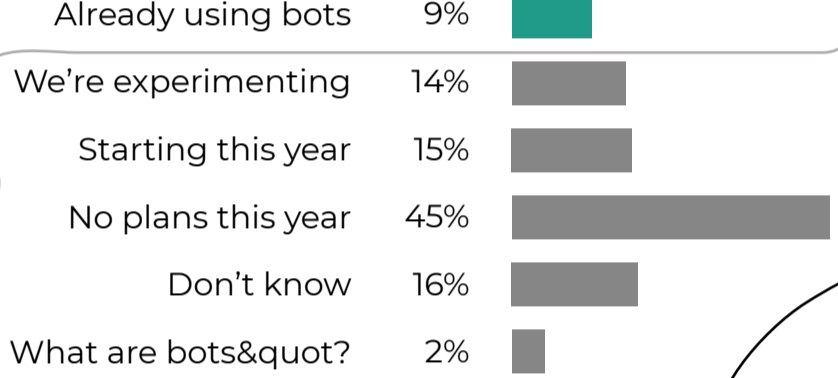


New technology

IT employees aren't fearing AI.

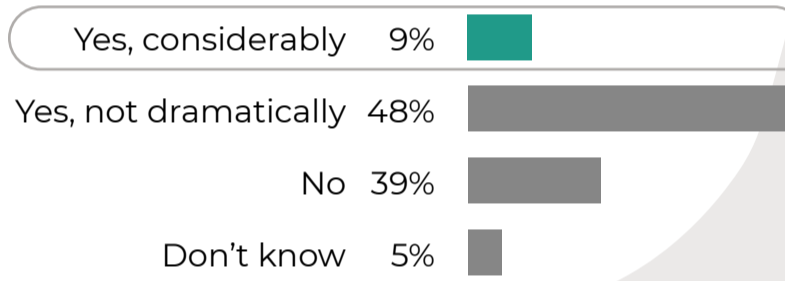
"What's your IT organization's current position on chatbot and other bot adoption?"

9%
of respondents are **already using chatbots** and other bots in IT management use cases



Only **9%**
of respondents view the adoption of AI capabilities as **a serious job killer**

"Do you believe the use of AI will reduce IT staff numbers between now and 2021?"



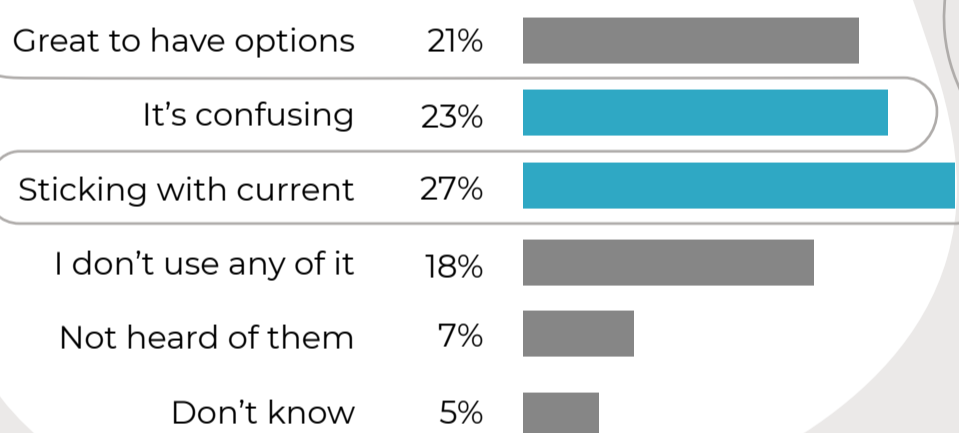
Best Practices

Is ITSM best practice now too fractured? DevOps involvement is low.

"How has the recent influx of new/updated ITSM best practice affected you?"

27%
will **stick to** what they've always used

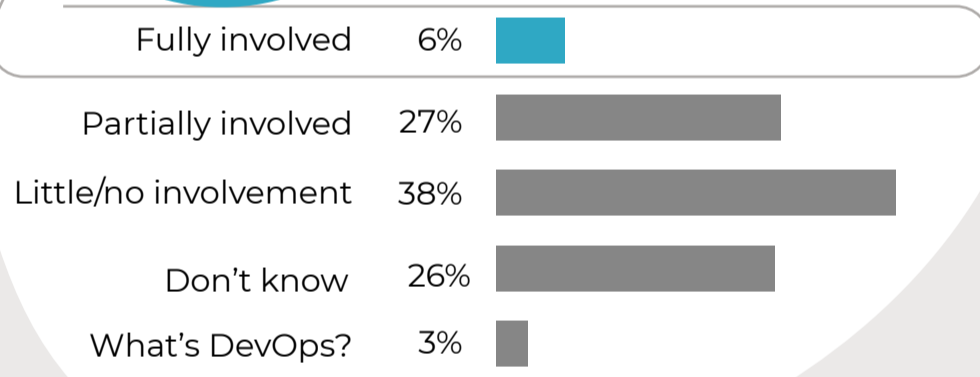
23%
think it's become **confusing**



"How involved have ITSM personnel been in company DevOps activities?"

Only **6%**
of respondents state that ITSM personnel have been **fully involved** in their company's DevOps activities and ambitions

(down from **13%** in 2017)



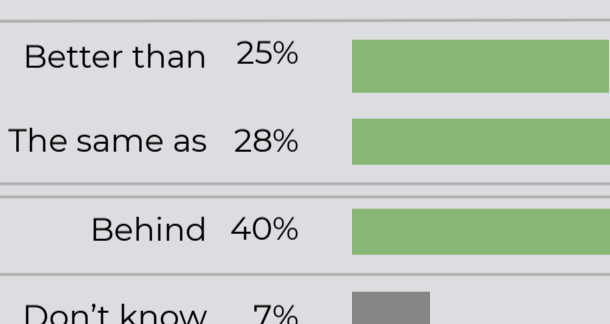
Meeting Service Expectations

The employee experience is growing in importance.



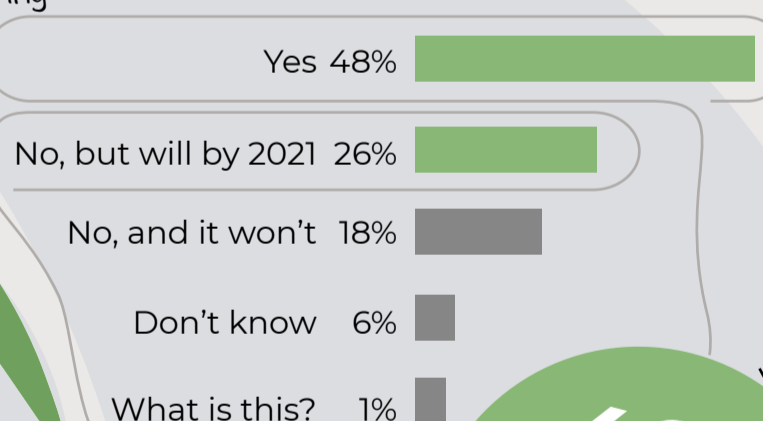
53%
respondents think their IT department offers a **similar or better level of service** to consumer-world companies, while

"How are you meeting employee expectations versus consumer-world companies?"



40%
think they're behind

"Has your IT organization bought into delivering a better employee experience?"



another **26%**
will do so by 2021

48%
respondents already think that **employee experience is important** to their IT organization and

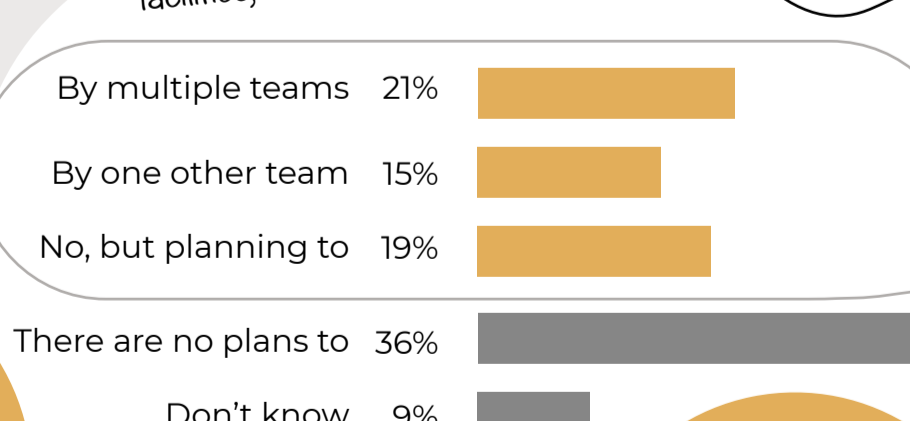
Interestingly, over three-quarters of the non-best-practice-adopters think that they're the same or better as consumer-world companies.

Enterprise Service Management

The use of ITSM outside IT continues to grow.

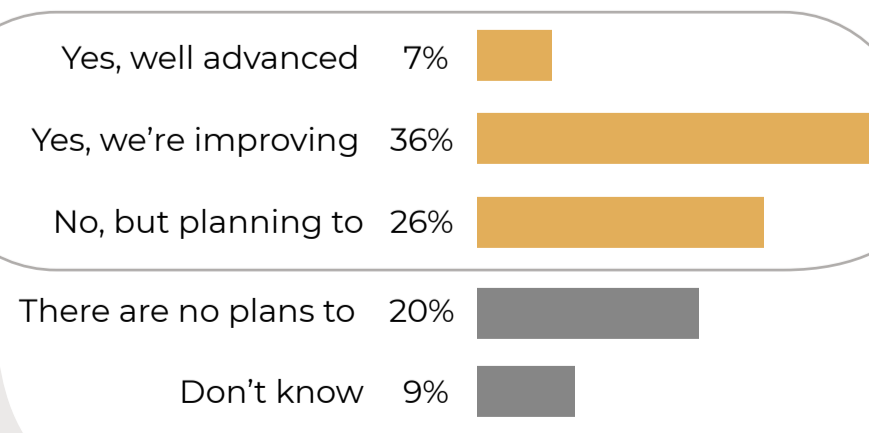


"Is your ITSM tool used outside of IT, e.g. by HR, facilities, or customer teams?"



69%
of respondents state that their organization either **has or is planning to develop an enterprise service management strategy**

"Does your organization have an enterprise service management strategy?"



55%
of respondents state that their ITSM tool is currently being **used outside of IT**, or there are plans to do so

When the responses to the two enterprise service management questions are combined, it shows that having an enterprise service management strategy clearly increases the use of ITSM tools in multiple business functions – with single-use (of the tool) more common where there's no strategy.

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