AI in ITSM Use Case Checklist

A practical checklist to evaluate, prioritize, and plan AI use cases across your ITSM workflows.

1. Understanding AI in ITSM

1.1 What AI in ITSM Means

AI in ITSM means using artificial intelligence technologies such as machine learning, natural language processing, predictive analytics, generative AI, and autonomous agents to improve how IT services are requested, delivered, supported, monitored, and continuously improved. Instead of relying only on manual effort or static workflows, AI helps IT teams interpret user intent, detect patterns, recommend actions, summarize information, and in some cases execute approved tasks automatically.

- **Example:** A user types, "I cannot access the finance application." An AI-enabled ITSM tool can understand the intent, check whether similar incidents exist, ask clarifying questions, suggest a knowledge article, create a ticket, assign the correct priority, and route it to the application support team.
- **Value:** AI improves speed, consistency, scalability, and the user experience while reducing repetitive work for service desk agents.
- **Checklist:** Confirm whether AI use cases align with defined ITIL or ITSM processes, data governance rules, security policies, and measurable service outcomes.

1.2 AI vs Traditional ITSM Automation

Traditional ITSM automation is usually rules-based. It follows predefined conditions such as "if the category is network, assign the ticket to the network team." AI-based ITSM automation is more adaptive because it can learn from historical tickets, user language, operational data, monitoring alerts, and resolution patterns. This makes AI especially useful where inputs are ambiguous, incomplete, or variable.

- **Traditional automation:** Executes a fixed workflow when a known trigger occurs.
- **AI-enabled automation:** Interprets intent, predicts outcomes, recommends actions, and adapts based on data.
- **Example:** A rules-based system may route all "printer" tickets to one queue, while an AI system can distinguish between driver issues, network printer outages, access permissions, and hardware faults.
- **Checklist:** Identify which current workflows are simple and rule-based, and which require interpretation, prediction, summarization, or decision support.

1.3 AI-Assisted vs Agentic ITSM

AI-assisted ITSM supports human agents by suggesting categories, responses, knowledge articles, summaries, priorities, or next best actions. Agentic ITSM goes further by allowing AI agents to plan and execute multi-step workflows within approved guardrails. Agentic

systems may interact with ITSM platforms, identity systems, monitoring tools, CMDBs, and collaboration channels to complete service tasks with limited human intervention.

- **AI-assisted example:** The AI recommends a response for a service desk agent to review before sending.
- **Agentic example:** The AI verifies user identity, checks access policy, creates an approval request, provisions approved access, updates the ticket, and notifies the user.
- **Checklist:** Define where human approval is required, what actions AI can execute autonomously, and how audit trails will be maintained.

2. AI in ITSM Use Cases

The following use cases can be used as a practical checklist for evaluating AI opportunities in ITSM. Each use case should be assessed for business value, process readiness, integration feasibility, data quality, risk, governance, and measurable outcomes such as reduced mean time to resolution, improved first-contact resolution, better SLA performance, or increased self-service adoption.

2.1 Virtual Agents and Chatbots

Virtual agents and chatbots provide conversational support through channels such as web portals, Microsoft Teams, Slack, mobile apps, or service desk portals. They can answer common questions, guide users through troubleshooting, collect ticket details, and trigger fulfillment workflows. Modern AI virtual agents can understand natural language, summarize interactions, search knowledge bases, and escalate complex cases to human agents with context.

- **Example:** A chatbot helps a user reset a password, troubleshoot VPN access, request software, or check the status of an open incident.
- **Checklist:** Validate top contact drivers, define escalation rules, train the bot on approved knowledge, measure containment rate, and monitor user satisfaction.
- **Key metrics:** Ticket deflection rate, average response time, first-contact resolution, user satisfaction score, and escalation quality.

2.2 Intelligent Ticket Routing and Categorization

AI can classify tickets by analyzing descriptions, historical ticket patterns, affected services, requester details, configuration items, and similar incidents. It can recommend or automatically assign categories, subcategories, priorities, assignment groups, and related knowledge articles. This reduces manual triage and helps tickets reach the right team faster.

- **Example:** A ticket stating "Outlook keeps asking for my password" is categorized as email authentication rather than a generic desktop issue.
- **Checklist:** Review historical ticket data quality, standardize categories, define confidence thresholds, create exception queues, and audit routing accuracy.
- **Key metrics:** Triage time, reassignment rate, routing accuracy, backlog age, and mean time to assignment.

2.3 Predictive Incident Management

Predictive incident management uses AI to detect early warning signs before service disruption occurs. By analyzing logs, monitoring alerts, capacity trends, performance metrics, and past incidents, AI can identify anomalies and predict potential failures. This shifts IT teams from reactive firefighting to proactive prevention.

- **Example:** AI detects that database response time is degrading every Monday morning before payroll processing and alerts the operations team before users are affected.

- **Checklist:** Connect monitoring data, define anomaly thresholds, map services to business impact, validate prediction accuracy, and establish response playbooks.
- **Key metrics:** Number of prevented incidents, reduction in major incidents, mean time between failures, and mean time to detect.

2.4 AI-Driven Knowledge Management

AI-driven knowledge management improves how knowledge is created, maintained, searched, and reused. Generative AI can draft knowledge articles from resolved tickets, summarize incident resolutions, identify duplicate or outdated articles, and recommend relevant content to users and agents. Semantic search also helps users find answers even when they do not use exact keywords.

- **Example:** After several tickets are resolved for a known VPN issue, AI drafts a knowledge article explaining symptoms, cause, workaround, and resolution steps for review by a knowledge manager.
- **Checklist:** Define article review workflows, assign ownership, remove obsolete content, validate AI-generated answers, and track reuse of knowledge articles.
- **Key metrics:** Knowledge article usage, self-service success rate, article freshness, search success rate, and reduction in repeat tickets.

2.5 Automated Root Cause Analysis

Automated root cause analysis uses AI to correlate incidents, alerts, logs, changes, infrastructure dependencies, and configuration data to identify likely causes of recurring or major incidents. It does not replace problem management judgment, but it accelerates investigation by narrowing down probable causes and highlighting related evidence.

- **Example:** Multiple application errors, server CPU spikes, and a recent database configuration change are correlated by AI, suggesting the change as the likely root cause.
- **Checklist:** Integrate incident, change, monitoring, CMDB, and log data; define confidence scores; validate findings with technical owners; and document confirmed root causes.
- **Key metrics:** Problem investigation time, recurrence rate, major incident duration, and number of known errors created.

2.6 Self-Service Access and Password Management

Self-service access and password management use AI to help users resolve common identity and access issues without waiting for a service desk agent. AI can guide users through password resets, account unlocks, multifactor authentication troubleshooting, application access requests, and entitlement checks. When connected to identity governance and access management systems, AI can also verify policy rules, recommend approvals, and update tickets automatically.

- **Example:** A user asks for access to a reporting dashboard. The AI checks the user's role, identifies the required approval path, creates an access request, notifies the approver, and updates the service request after approval.
- **Checklist:** Confirm identity verification steps, enforce least-privilege access, define approval thresholds, integrate with identity systems, log all actions, and provide a clear fallback to human support.
- **Key metrics:** Password reset deflection rate, access request cycle time, failed login ticket volume, approval turnaround time, and access policy compliance.

2.7 AI-Assisted Change Risk Assessment

AI-assisted change risk assessment helps change managers evaluate the potential impact, likelihood of failure, and business risk of proposed changes. AI can review historical change records, incident patterns, affected configuration items, dependency maps, deployment windows, past rollback history, and similar changes to recommend a risk score or identify missing information.

- **Example:** A proposed database patch is flagged as high risk because similar changes previously caused outages during month-end financial processing.
- **Checklist:** Validate the quality of change history, link changes to services and configuration items, define human approval requirements, document AI recommendations, and monitor post-change outcomes.

- **Key metrics:** Change failure rate, emergency change volume, rollback frequency, post-change incident count, and accuracy of AI risk predictions.

2.8 Sentiment and Experience Analysis

Sentiment and experience analysis uses AI to understand how users describe their support experience across tickets, surveys, chat transcripts, and feedback comments. It can identify frustration signals, repeated pain points, unclear communication, and negative experience trends before they appear in formal satisfaction scores.

- **Example:** AI identifies that users repeatedly express dissatisfaction with slow laptop provisioning, even though tickets are technically resolved within SLA.
- **Checklist:** Analyze qualitative feedback, define escalation triggers for negative sentiment, protect sensitive personal data, compare sentiment trends by service, and use findings to improve communication and service design.
- **Key metrics:** Customer satisfaction score, net sentiment trend, reopened ticket rate, complaint volume, and experience-level agreement performance.

2.9 Automated SLA Monitoring and Reporting

Automated SLA monitoring and reporting uses AI to track service performance, detect tickets at risk of breaching service targets, and generate operational summaries for managers. AI can identify patterns in backlog growth, aging tickets, queue bottlenecks, and recurring SLA failures, then recommend corrective actions before targets are missed.

- **Example:** AI detects that priority-two incidents assigned to a specific support group are approaching breach because the queue has fewer available agents than usual.
- **Checklist:** Define SLA rules clearly, monitor real-time ticket aging, create proactive alerts, validate reporting logic, and generate summaries for daily service reviews.
- **Key metrics:** SLA breach rate, tickets at risk, average resolution time, queue backlog, and aging ticket percentage.

2.10 AI for IT Asset and Inventory Management

AI for IT asset and inventory management improves visibility into hardware, software, cloud resources, licenses, and configuration items. AI can identify missing asset details, detect unusual usage patterns, recommend license optimization, compare discovered assets with the CMDB, and highlight risks such as unsupported software or unassigned devices.

- **Example:** AI identifies that several users have expensive software licenses that have not been used for ninety days and recommends reclaiming or reallocating them.
- **Checklist:** Integrate discovery tools, normalize asset records, reconcile the CMDB regularly, monitor license usage, detect unauthorized software, and link assets to incidents and changes.

- **Key metrics:** Asset accuracy, license utilization, unused asset value, CMDB completeness, and compliance exceptions.

2.11 Agentic Workflow Automation

Agentic workflow automation applies AI agents to plan, coordinate, and execute multi-step ITSM workflows across tools. Unlike simple automation, agentic workflows can interpret a goal, decide the next action, call approved systems, request approvals, update records, and continue the process until the outcome is achieved or a human review is required.

- **Example:** An AI agent receives a request to onboard a new employee, checks the approved role profile, creates accounts, assigns standard software, raises approvals for restricted systems, updates asset assignment, and sends a completion note to HR and the hiring manager.

- **Checklist:** Define permitted actions, approval gates, rollback procedures, audit logs, exception handling, ownership, and human override controls before enabling autonomous execution.

- **Key metrics:** End-to-end fulfillment time, manual touchpoints removed, automation success rate, exception rate, and audit compliance.

3. AI in ITSM Readiness Check

Before selecting or deploying AI use cases, ITSM teams should assess whether their current operating environment can support reliable AI outcomes. AI performs best when it has clean data, consistent processes, trusted knowledge, well-defined workflows, and clear governance. If these foundations are weak, AI may amplify existing problems such as poor ticket categorization, outdated knowledge articles, unclear ownership, or inconsistent service reporting.

3.1 Data Quality

Data quality is one of the most important readiness factors for AI in ITSM. AI tools depend on historical tickets, categories, priorities, service mappings, configuration item relationships, resolution notes, and user feedback. If ticket data is incomplete, inconsistent, duplicated, or poorly structured, AI recommendations will also be unreliable.

- **Example:** If the same VPN issue is categorized as “network,” “remote access,” “desktop,” and “security” across different tickets, AI may struggle to route future VPN incidents correctly.
- **Checklist:** Review ticket completeness, normalize categories, remove duplicate records, improve resolution notes, validate service and configuration item mappings, and define data ownership.

- **Readiness signal:** High-quality data is consistent enough that different teams classify similar incidents in the same way and record resolutions with enough detail for future reuse.

3.2 Knowledge Base Readiness

Knowledge base readiness determines whether AI can provide accurate, relevant, and trusted answers to users and service desk agents. AI-powered search, virtual agents, and knowledge recommendations rely on current and well-structured articles. If knowledge content is outdated, duplicated, incomplete, or written only for technical specialists, the AI may produce confusing or low-confidence responses.

- **Example:** A chatbot may fail to resolve a common password issue if the knowledge article contains old screenshots, missing MFA steps, or unclear instructions for mobile users.

- **Checklist:** Review article ownership, update high-volume articles, retire obsolete content, remove duplicates, define article templates, add clear troubleshooting steps, and validate AI-generated answers before publication.

- **Readiness signal:** Users and agents can find accurate answers quickly, and the same knowledge articles are suitable for self-service, agent assistance, and AI retrieval.

3.3 Existing Automation

Existing automation shows whether the organization already has repeatable workflows that AI can enhance. AI should not be used to compensate for poorly designed processes. In many cases, simple workflow automation is more appropriate than advanced AI, especially for predictable tasks with clear rules.

- **Example:** A standard software request may only need a workflow rule and approval path, while an ambiguous incident description may benefit from AI-driven classification and routing.
- **Checklist:** Inventory existing workflows, identify repetitive tasks, distinguish rule-based automation from AI-worthy decisions, check automation failure points, and document manual workarounds.
- **Readiness signal:** The organization has stable workflows that can be extended with AI rather than rebuilt from scratch.

3.4 Integration Capability

Integration capability determines whether AI can access the systems, data, and actions needed to complete work. Many ITSM AI use cases require connections to monitoring tools, identity systems, CMDBs, endpoint management platforms, collaboration tools, HR systems, asset databases, and reporting platforms.

- **Example:** An AI agent cannot complete an access request if it can create a ticket but cannot check the user's role, trigger approval, or update the identity platform.

- **Checklist:** Review available APIs, connector maturity, authentication methods, data access permissions, integration ownership, error handling, and audit logging requirements.
- **Readiness signal:** Key ITSM systems can exchange data securely and reliably, and integrations are monitored like production services.

3.5 Governance

Governance defines how AI is selected, approved, monitored, and controlled within ITSM. It includes policies for data privacy, security, model usage, access control, auditability, accountability, vendor risk, and compliance. Governance is especially important when AI makes recommendations that affect service priority, access rights, change risk, user communication, or automated fulfillment.

- **Example:** If AI recommends lowering the priority of an incident, there must be a clear policy explaining whether the recommendation is advisory only or whether it can update the ticket automatically.
- **Checklist:** Define AI ownership, approval gates, model usage policies, data protection rules, audit requirements, risk classifications, vendor responsibilities, and exception handling processes.
- **Readiness signal:** Teams understand what AI is allowed to do, who is accountable for outcomes, and how decisions can be reviewed or challenged.

3.6 Human Oversight

Human oversight ensures that AI supports service quality rather than operating without control. The level of oversight should depend on the risk of the action. Low-risk recommendations may only require monitoring, while high-risk actions such as access provisioning, change approval, or customer communication may require human review before execution.

- **Example:** AI may automatically suggest a category for a ticket, but a change manager may still need to approve any AI-generated change risk score before the change is authorized.
- **Checklist:** Define human-in-the-loop checkpoints, escalation triggers, override rights, review frequency, quality sampling, and accountability for AI-supported decisions.
- **Readiness signal:** Human review is built into the workflow where risk is high, and AI outputs are monitored for accuracy, fairness, and operational impact.

4. Prioritize Your Use Cases

Not every AI use case should be implemented at once. Prioritization helps teams select use cases that are valuable, feasible, and safe to deploy. A practical approach is to compare each use case across readiness, business impact, implementation effort, risk, and the availability of measurable success criteria.

4.1 Current Readiness

Current readiness evaluates whether the organization has the data, workflows, integrations, ownership, and governance required to implement a specific AI use case. A high-readiness use case has clear input data, defined process steps, available integrations, known owners, and manageable risk.

- **Example:** Intelligent ticket categorization may be ready if ticket history is clean and categories are standardized. Automated root cause analysis may require more preparation if monitoring, CMDB, and change data are not integrated.
- **Checklist:** Score each use case as high, medium, or low readiness based on data quality, knowledge availability, workflow maturity, integration access, and governance clarity.
- **Decision rule:** Start with use cases where readiness is high enough to produce reliable outcomes within a short pilot window.

4.2 Business Impact

Business impact measures the value a use case can deliver to users, IT teams, and the organization. High-impact use cases may reduce ticket volume, improve response time, prevent outages, reduce manual effort, improve compliance, or increase user satisfaction. Impact should be linked to measurable outcomes rather than general enthusiasm for AI.

- **Example:** A virtual agent may have high impact if password reset and access tickets make up a large percentage of service desk volume.
- **Checklist:** Estimate ticket deflection, time savings, cost avoidance, SLA improvement, user experience improvement, risk reduction, and compliance benefit.
- **Decision rule:** Prioritize use cases that solve visible pain points and can demonstrate value through clear baseline and target metrics.

4.3 Implementation Priority

Implementation priority combines readiness, impact, effort, and risk into a practical decision. A use case with high business impact and high readiness should usually be prioritized first. A high-impact but low-readiness use case may still be important, but it should be treated as a roadmap item that requires data cleanup, integration work, process redesign, or governance preparation.

- **Quick wins:** High readiness and medium-to-high impact; suitable for pilots and early adoption.

- **Strategic bets:** High impact but lower readiness; suitable for roadmap planning after foundational gaps are addressed.
- **Low priority:** Low impact or unclear value; should not consume early AI investment unless required for compliance or dependency reasons.
- **Decision rule:** Use a simple scoring model to compare use cases consistently across readiness, value, effort, risk, and governance complexity.

4.4 Recommended Starting Point

A recommended starting point is to begin with contained, measurable, low-risk AI use cases that improve service desk productivity and user experience without giving AI full autonomy. Good starting points often include knowledge recommendations, ticket summarization, intelligent categorization, virtual agent support for common requests, and SLA risk alerts. These use cases help build trust, improve data discipline, and create evidence for broader AI adoption.

- **Start small:** Choose one or two use cases with strong data availability and clear ownership.
- **Measure value:** Establish baseline metrics before the pilot begins, such as ticket volume, resolution time, routing accuracy, or user satisfaction.
- **Keep humans involved:** Use human review for recommendations until accuracy and trust are proven.

- **Improve foundations:** Use pilot findings to clean categories, update knowledge articles, refine workflows, and improve integrations.
- **Scale responsibly:** Expand from AI-assisted use cases to agentic workflows only after governance, auditability, and exception handling are mature.

5. Prioritizing Your AI Use Cases

After readiness has been assessed, ITSM teams should organize AI opportunities into practical implementation waves. This helps avoid the common mistake of starting with the most advanced or exciting AI idea before the service desk, data, governance, and integration environment are ready. A staged prioritization approach creates early wins, builds stakeholder trust, and prepares the organization for more complex agentic capabilities.

5.1 Quick-Win Use Cases

Quick-win use cases are low-risk, high-visibility opportunities that improve productivity or user experience without requiring deep process redesign. These use cases typically rely on existing ITSM data, structured knowledge articles, and well-understood service desk workflows. They are useful for pilots because they allow teams to test AI safely while proving value quickly.

- **Examples:** Ticket summarization, knowledge article recommendations, intelligent categorization, SLA breach alerts, and virtual agent support for password reset questions.
- **Checklist:** Select use cases with clear ownership, strong data availability, limited security risk, and measurable outcomes within thirty to ninety days.

- **Success indicators:** Reduced manual effort, faster ticket handling, improved routing accuracy, higher knowledge reuse, and positive feedback from agents and users.

5.2 Medium-Term Opportunities

Medium-term opportunities usually require stronger process discipline, better integrations, or more mature data foundations. These use cases may deliver significant value, but they often need preparation work such as CMDB cleanup, knowledge base modernization, monitoring integration, or approval workflow redesign.

- **Examples:** Predictive incident management, AI-assisted change risk assessment, sentiment analysis, automated SLA reporting, and asset optimization.
- **Checklist:** Confirm system integrations, validate historical data, define risk controls, establish reporting baselines, and ensure process owners are ready to act on AI insights.
- **Success indicators:** Better incident prevention, fewer failed changes, clearer service performance visibility, improved user experience trends, and reduced operational waste.

5.3 Advanced and Agentic Use Cases

Advanced and agentic use cases involve AI systems that coordinate multi-step workflows, interact with multiple enterprise systems, and may execute actions after approval or within controlled guardrails. These use cases can transform ITSM operations, but they

require strong governance, auditability, security controls, exception handling, and human oversight.

- **Examples:** Autonomous employee onboarding, end-to-end access fulfillment, automated remediation of known infrastructure issues, agentic major incident coordination, and cross-system service request fulfillment.
- **Checklist:** Define permitted actions, human approval gates, rollback procedures, audit trails, security permissions, exception handling, and escalation rules before allowing autonomous execution.
- **Success indicators:** Reduced end-to-end fulfillment time, fewer manual handoffs, lower exception rates, reliable audit records, and improved service consistency.

5.4 Impact vs Effort Assessment

An impact vs effort assessment helps compare AI opportunities objectively. Impact measures the expected business and operational value, while effort measures the complexity of implementation. The assessment should consider data readiness, integrations, process change, security review, governance requirements, vendor capability, and user adoption effort.

- **High impact, low effort:** Prioritize first as quick wins. Examples include ticket summarization or AI-assisted categorization where data is already available.
- **High impact, high effort:** Place on the strategic roadmap. Examples include predictive incident management or agentic workflow automation.

- **Low impact, low effort:** Consider only if it supports learning, adoption, or a dependency for a larger initiative.
- **Low impact, high effort:** Avoid unless there is a regulatory, compliance, or unavoidable operational reason.

5.5 Recommended Starting Point

The best starting point is usually an AI-assisted use case that improves service desk efficiency without giving AI unrestricted execution authority. For most organizations, a strong first pilot combines intelligent ticket classification, knowledge article recommendations, ticket summarization, and SLA risk alerts. This allows the team to build confidence, measure accuracy, and identify gaps in ticket data or knowledge content.

- **Recommended pilot:** Start with AI-assisted ticket triage and knowledge recommendations for the top five to ten service desk categories.
- **Why this works:** It has clear business value, limited risk, visible agent productivity benefits, and measurable outcomes.
- **Next maturity step:** Once confidence improves, expand into virtual agents, predictive incident detection, automated change risk insights, and eventually agentic workflows.

6. ITSM AI Action Plan

The ITSM AI Action Plan converts the checklist into a practical implementation roadmap. It helps teams move from discussion to execution by defining the first use case, the business problem, required data and tools, human approval needs, success metrics, and immediate next steps.

6.1 Use Case to Start With

Choose one use case that is specific enough to pilot but meaningful enough to demonstrate value. Avoid choosing a broad goal such as "implement AI in ITSM." Instead, define a focused starting use case, such as "use AI to classify and route password, VPN, and email access tickets."

- **Action:** Select one pilot use case with a clear process owner and defined user group.
- **Example:** AI-assisted ticket triage for high-volume service desk categories.
- **Output:** A one-page use case statement describing scope, users, expected value, and constraints.

6.2 Business Problem to Solve

Define the operational pain point that AI is expected to address. The problem should be measurable and tied to service outcomes such as long triage times, high reassignment

rates, poor knowledge reuse, repeated SLA breaches, or high ticket volume for common requests.

- **Action:** Write a problem statement using baseline evidence rather than assumptions.
- **Example:** "Thirty percent of password and access tickets are reassigned at least once because initial categorization is inconsistent."
- **Output:** A business problem statement linked to baseline metrics and stakeholder impact.

6.3 Data and Tools Required

Identify the data sources, platforms, and integrations needed for the AI use case to work reliably. For a triage pilot, this may include historical tickets, categories, assignment groups, priority rules, user profiles, service catalog data, knowledge articles, and integration with the ITSM platform.

- **Action:** List required data sources and confirm whether they are accurate, accessible, secure, and approved for AI use.
- **Example:** Historical incident tickets, knowledge base articles, service catalog records, CMDB relationships, identity system data, and monitoring alerts.
- **Output:** A data and tools inventory showing availability, owner, quality level, integration method, and restrictions.

6.4 Human Approval Required

Decide where human review is required before AI recommendations or actions are accepted. Approval requirements should reflect the level of risk. Low-risk recommendations such as suggested categories may only need agent review, while access changes, change approvals, security actions, and user communications may require formal approval.

- **Action:** Define human-in-the-loop checkpoints for each AI recommendation or automated action.
- **Example:** AI may recommend assignment group and priority, but the service desk agent confirms the recommendation before the ticket is updated automatically.
- **Output:** An approval matrix showing what AI can suggest, what AI can execute, and what requires human authorization.

6.5 Success Metrics

Success metrics should be defined before implementation so the pilot can be evaluated objectively. Metrics should include operational efficiency, service quality, user experience, risk control, and adoption. Each metric should have a baseline, target, measurement owner, and review frequency.

- **Efficiency metrics:** Triage time, first-contact resolution, average handling time, ticket deflection, and manual touchpoints removed.

- **Quality metrics:** Routing accuracy, reassignment rate, knowledge article usefulness, SLA compliance, and reopened ticket rate.
- **Experience metrics:** User satisfaction, agent satisfaction, sentiment trend, escalation quality, and self-service completion rate.
- **Risk metrics:** Incorrect recommendations, override rate, unauthorized action attempts, audit exceptions, and compliance issues.

6.6 Next Steps

The next steps should turn the selected AI use case into an executable pilot plan. The goal is to move from concept to controlled experimentation, then from pilot learning to scaled adoption. Each step should have an owner, timeline, decision point, and documented outcome.

- **Step 1:** Confirm the pilot scope, stakeholders, service categories, and success criteria.
- **Step 2:** Review data quality, knowledge readiness, integration access, and security approvals.
- **Step 3:** Configure or test the AI capability in a controlled environment using historical records and sample tickets.
- **Step 4:** Run a limited pilot with human oversight and collect accuracy, efficiency, experience, and risk data.

- **Step 5:** Review results, update governance controls, improve data foundations, and decide whether to scale, refine, or stop the use case.

Conclusion

AI can significantly improve ITSM by making service delivery faster, smarter, and more proactive, but successful adoption depends on more than selecting a tool. Organizations need clean data, reliable knowledge, mature workflows, secure integrations, clear governance, and appropriate human oversight. When these foundations are in place, AI can help service teams reduce repetitive work, improve user experience, prevent incidents, strengthen decision-making, and scale support operations more effectively.

The most effective approach is to start small, prove value, and scale responsibly. ITSM teams should begin with focused AI-assisted use cases such as ticket summarization, intelligent categorization, knowledge recommendations, virtual agent support, or SLA risk alerts. These use cases create measurable benefits while allowing teams to validate data quality, refine governance, and build trust among agents, users, and stakeholders.

- **Start with business value:** Select use cases that solve visible service pain points and can be measured through clear outcomes.
- **Protect trust and accountability:** Keep humans involved where decisions affect access, priority, change risk, compliance, or user communication.
- **Improve the foundations:** Use every AI pilot to improve ticket data, knowledge articles, process discipline, integrations, and governance controls.
- **Scale in stages:** Move from AI-assisted recommendations to agentic workflow automation only after controls, auditability, and exception handling are mature.

In summary, AI in ITSM should be treated as a service transformation capability rather than a one-time automation project. By combining practical use case selection with readiness assessment, prioritization, governance, and a clear action plan, organizations can adopt AI in a way that is useful, controlled, measurable, and aligned with the goals of modern IT service management.

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