Certified Generative AI IN ITSM

Global Certification Program

✓ Globally lifetime Valid Certification

✓ Access to exclusive resources, boot camps, and summits

✓ AI based Roleplay & Simulations

✓ Two Exam Attempts

An Overview

what you can expect from this program

The Certified Generative AI in ITSM certification helps IT professionals with the skills that are essential to integrate generative AI into IT Service Management (ITSM) operations. It focuses on critical issues such as automating service desk operations, improving incident management, and improving change management with AI-powered solutions.

You will have the opportunity to understand how to use AI to streamline IT services, automate mundane processes, speed up response times, and improve operational efficiency.

This certification prepares you to remain competitive in the changing IT industry by leveraging AI to provide faster, more effective IT service management solutions.

🖮	**Type**	Online self-paced learning, Mocks
🌐	**Language**	English (including subtitles)
🤝	**Access**	12 months
AI	**AI based Role play**	Prepare yourself for career with AI based roleplay
💻	Digital certificate upon completion (2 Attempts)	
💳	Card Payment, Bank Transfer	
📖	Reading materials & Reference Templates	
💵	100% money back guarantee*	

GSDC Introduction

Welcome to the Global Skill Development Council (GSDC)!

As an independent, vendor-agnostic certification organization, we empower professionals worldwide.

Leading MNC organizations and global universities recognize our certifications.
With a diverse portfolio of over 100+ programs, including L&D, HR, SRE, DevOps, Agile, Six Sigma, and Cyber Security, we've certified over 50,000 professionals.

Partnered with 50+ global training organizations, GSDC is your gateway to unlocking endless opportunities.

Join us today and let your skills soar to new heights!

Introduction

Certified Generative AI IN ITSM

Certified Generative AI in ITSM by GSDC provides professionals with the knowledge and tools to integrate cutting-edge AI technologies into IT Service Management. This certification validates participants to use generative AI for automating tasks, enhancing service delivery, and optimizing workflows in ITSM environments.
As a leader in innovative certification programs, GSDC tests participants with the help of this certificate.
The **Generative AI in ITSM Certification** equips professionals to navigate the evolving landscape of IT services, focusing on the application of AI to improve service efficiency and customer experience.
Participants gain expertise in key areas such as:

- **AI-Powered Ticket Resolution**
- **Predictive Analytics for Incident Management**
- **AI-Driven Service Automation**

This certification is ideal for IT professionals, service managers, and consultants looking to test their skills in this dynamic ITSM market, where AI-driven innovations are becoming integral to service management.
Boost your career potential with GSDC's Certified Generative AI in ITSM, positioning yourself as a forward-thinking leader in the IT service management industry.

Learning Objective

❑ Validate practical skills in applying Generative AI to IT Service management processes.

❑ Test the ability to use Generative AI for automated response generation, and predictive problem-solving.

❑ Validate your skills to use generative AI to redefine SLAs with intelligent escalations.

❑ Enhance career prospects and earning potential by specializing in the integration of generative AI in IT service management.

❑ Provide a globally recognized certification that validates expertise in modernizing ITSM with modern generative AI capabilities.

Objectives of Certified Generative AI in ITSM

Curriculum

Module 1: Introduction to Generative AI
- Fundamentals of Generative AI
- Types of Generative AI models (e.g., GPT, GANs)
- Use cases of Generative AI in various industries

Module 2: Overview of IT Service Management (ITSM)
- Key ITSM processes (e.g., Incident, Problem, Change, Knowledge Management)
- ITSM best practices and frameworks (e.g., ITIL)
- Challenges and opportunities in ITSM

Module 3: Generative AI in Core ITSM Processes

Service Desk:
- GenAI-powered chatbots for 24/7 support and self-service
- Intelligent ticket routing and prioritization
- Automated knowledge base article generation and curation
- Automate routine tasks, such as ticket updates and notifications
- Analyze user sentiment in tickets and conversations to identify potential escalations
- <Provide personalized support and recommendations to improve user satisfaction

Incident Management:
- Employ GenAI to accurately classify and categorize incidents based on their descriptions
- Identify patterns in incident data to automatically prioritize incidents based on their impact and urgency
- Leverage GenAI to automatically suggest relevant knowledge articles or solutions
- Deploy GenAI-powered chatbots to provide self-service support to end-users
- Leverage GenAI to predict potential system failures or performance issues based on historical data
- <Integrate with collaboration platforms to facilitate seamless communication and knowledge sharing

Problem Management:
- Analyze historical incident and problem data to uncover recurring patterns and trends
- Generate potential root cause hypotheses based on analyzed data and knowledge
- Generate temporary workarounds to mitigate the impact of problems
- Automate the creation of change requests to address the root cause of problems

Change Management:
- Simulate the impact of a change on the IT environment to identify potential conflicts or issues before implementation
- Generate standardized change request templates based on the type of change
- Automatically assess the potential impact of a change on other systems and services
- Analyze failed changes to identify patterns and root causes
- Leverage machine learning models to predict the likelihood of a change being successful
- Provide recommendations to change implementers based on historical data and best practices

Service Request Management:
- Utilize NLP to understand and interpret user requests submitted in natural language
- Identify the underlying intent of user requests
- Automate routine request fulfillment tasks
- Optimize resource allocation based on predicted demand and workload
- Generate personalized responses and updates to users

Configuration Management:
- GenAI-driven configuration item discovery, dependency mapping, and real-time updates
- Automated configuration baseline management, change tracking, and version control
- Predictive configuration drift analysis including drift detection, impact analysis, and proactive remediation
- GenAI-powered CMDB querying and reporting

IT Asset Management:
•GenAI-powered asset discovery, asset classification, and inventory updates
•Predictive asset maintenance and lifecycle optimization & management
•Automated asset compliance and security audits for license management, vulnerability assessment, and policy enforcement
•GenAI-driven prediction for future asset needs based on historical usage patterns and business requirements

Release Management:
•GenAI-assisted release planning and scheduling including dependency analysis, resource allocation, and risk assessment
•Automate the deployment of software releases across different environments
•Implement automated rollback procedures in case of issues or failures during deployment
•Integrate AI with CI/CD pipelines to enable faster and more frequent releases
•Predictive release risk assessment and impact analysis

Deployment Management:
•Leverage GenAI to automate deployment workflows, identify and manage dependencies, and integrate with configuration management
•Real-time deployment monitoring and troubleshooting
•Analyze failed deployments, risk evaluations, and deployment optimization

Module 4: Generative AI in Supporting ITSM Processes

Service Level Management:
•GenAI-driven service level agreement (SLA) monitoring, automated reporting, and data visualization
•Predictive SLA breach analysis and prevention
•AI-powered performance analysis, resource optimization, and SLA negotiation support

Capacity Management:
•Leverage GenAI to analyze historical usage patterns, business trends, and other relevant factors
•Build and simulate capacity models to predict the impact of different scenarios
•Predictive capacity bottleneck analysis and remediation
•GenAI-powered capacity optimization recommendations

Availability Management:
•GenAI-driven availability monitoring for collecting and analyzing potential availability issues and reporting
•Utilizing ML models for anomaly detection and generating timely alerts and notifications to relevant stakeholders
•GenAI-powered recommended adjustments to allocate resources and optimize infrastructure design for availability and performance

Demand Management:
•GenAI-driven demand forecasting and analysis to accurately predict future demand for IT services
•Predictive demand pattern identification and management to prevent service disruptions, optimize resource utilization, and improve user satisfaction
•AI-powered demand optimization recommendations

Module 5: Agile, DevOps, and SRE in ITSM with Generative AI

Agile:
•Applying Agile principles to ITSM processes
•Leveraging GenAI for process backlog prioritization and sprint planning thereby facilitating continual improvement

DevOps:
•Integrating development, operations, and security with AI
•GenAI-powered continuous integration and continuous delivery (CI/CD) pipelines

SRE:
•Implementing SRE principles for service reliability and resilience
•Leveraging GenAI for error budgeting and incident response automation

Module 6: Implementing Generative AI in ITSM
•Identifying suitable Generative AI use cases and defining business objectives
•Data preparation and model training strategies
•Integrating GenAI solutions with existing ITSM tools and platforms
•Measuring the impact and ROI of Generative AI implementations

Module 7: Challenges and Ethical Considerations
•Data privacy and security concerns
•Bias in Generative AI models and the need for transparency
•Impact on IT jobs and the need for upskilling
•Ethical considerations in using Generative AI

Module 8: Future Trends and Advancements
•Emerging trends and innovations in Generative AI
•The evolving role of ITSM professionals in an Generative AI-powered environment
•The potential impact of Generative AI on ITSM job roles and responsibilities
•Preparing for the future of ITSM with Generative AI

Unleash Unlimited Potential

All GSDC certifications come with a lifetime membership, offering you a world of benefits to fuel your professional growth.

Expert Created Learning Material
Learn from knowledge shared by Top Industry Experts with 15+ yrs of experience.

Access to Global Conferences
Be a part of GSDC thriving learning community around the world, sharing knowledge from across the world.

Speaker invites @ GSDC Webinar Series
Share your knowledge with world at GSDC global webinar series, share your expertise and learn from others.

Downloadable Resources
Get access to templates and reference documents which will help you to do your day to day tasks easier.

Certificate Upgrades
Get complimentary certificate upgrades to keep up with the latest updates in processes and frameworks.

Newsletters, blogs with industry insights
Get newsletters, announcements and articles curated by experts direct to your inbox.

AI Based Role Play
Learn to implement applicability of knowledge with real life simulation based games.

What You Get In this Certification Program?

- Engaging digital learning videos

- Exclusive access to Global L&D thought leader sessions & case studies

- Downloadable and implementable resources to support practical application

- Two mock exams with unlimited attempts for comprehensive preparation

- Certification exam voucher with 1-year validity

- Two attempts for certification exam

What our Candidates Saying?

We greatly appreciate the feedback from our program participants on Trustpilot. With an impressive average rating of 4.7 out of 5, their reviews highlight the positive experiences and value they have gained from our program.

Global Skill Development Council - GSDC
Reviews 178 • Excellent
★★★★ 4.7 ⓘ
☑ VERIFIED COMPANY

chandrasekaran j
2 reviews ◎ IN
★★★★★   Jul 18, 2023

I had a experience with GSDC with their...

I had a experience with GSDC with their SRE course and it was very good. The speakers were very knowledgeable and kept it very interactive . Thanks the GSDC team for this !

Date of experience: April 13, 2023

👍 Useful   ⌇ Share

Tosin Olaniyi
1 review ◎ NG
★★★★★   Jul 11, 2023

The learning portal was so seamless

The learning portal was so seamless, and user friendly. The course are so detailed, easy to understand, great lecturers. Safe to say the best learning platform I've used so far. I would recommend learning from GSDC to anyone. You sure will get a value for your money.

Date of experience: July 08, 2023

👍 Useful   ⌇ Share

Majid
1 review ◎ IN
★★★★★   Sep 25, 2023

GSDC has been doing a great job in making learners gain knowledge!

GSDC has been doing a great job in making the learners find right opportunities to gain knowledge for business! These two days were filled with knowledge and insights!

Date of experience: September 25, 2023

👍 Useful   ⌇ Share

Amani
1 review ◎ AE
★★★★★   Aug 15, 2023

Certified Learning & Development Professional CLDP

I took the certification course "Certified Learning & Development Professional CLDP" approved by the GSDC - Global Skill Development Council. So grateful to the professional team at the GSDC for this enlightening opportunity; namely, Ruguozeno, for her dedication, responsiveness, and constant support throughout this learning journey. And very special thanks to the amazing trainer and coach Deepak Sharma for the great weekly live sessions which I believe are the highlight of this certification programme. His knowledge, expertise, and outstanding skills have made the course very insightful, engaging, and enjoyable!

Date of experience: July 21, 2023
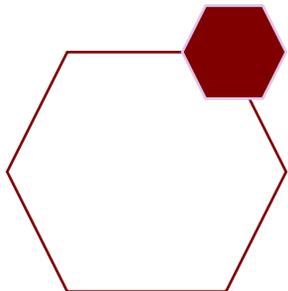
Expert-Led Generative AI: Learn, Connect, Grow

❑ **Expert-Led Sessions:**
Engage in weekly 2-hour live sessions with industry expert, gaining cutting-edge insights and practical knowledge in Generative AI

❑ **Interactive Learning Experience:**
Ask questions, discuss case studies, and receive implementation guidelines directly from expert, enhancing your understanding of complex AI topics

❑ **Lifelong Learning Journey:**
Enjoy lifetime access to these sessions, ensuring you stay updated with the latest trends and continuously grow your AI expertise

❑ **Career-Boosting Network:**
Connect with fellow professionals in the field, creating valuable relationships that can propel your career in the world of Generative AI

Enrollment-Options

Option-1

Certified Generative AI
IN ITSM
with E-learning

Fast-track your career by learning a new skill and earning a certificate

- ✓ Access expert videos and weekend 2-hour live sessions every Saturday with lifetime access
- ✓ 1 Certification Program
- ✓ Two Exam Attempts
- ✓ Lifetime Valid Certification
- ✓ E-Learning Library Access
- ✓ Downloadable Resources-Book of Knowledge, Templates
- ✓ GSDC Membership

ENROLL NOW

Option-2

Bundle

Create your own bundle with 3 certification program

- ✓ 3 Certification Program
- ✓ Access expert videos and weekend 2-hour live sessions every Saturday with lifetime access
- ✓ Two Exam Attempts
- ✓ Lifetime Valid Certification
- ✓ E-Learning Library Access
- ✓ Downloadable Resources-Book of Knowledge, Templates
- ✓ GSDC Membership

ENROLL NOW

Option-1 Certified Generative AI IN ITSM with E-learning

Certified Generative AI IN ITSM with Digital Learning

Fast-track your career by learning a new skill and earning a certificate

- ✓ E-Learning from Industry Experts
- ✓ 1 Certification Program
- ✓ Two Exam Attempts
- ✓ Lifetime Valid Certification
- ✓ Downloadable Resources

ENROLL NOW

Option-2

Make Your Own Certified Generative AI IN ITSM Bundle

Enrich your skills and advance your career with our exclusive bundle.
Get certified in the following:

- Certified Generative AI IN ITSM
- Certification in Generative AI in Retail
- Certification In Generative AI In Marketing
- Certification In Generative AI In Finance And Banking
- Generative AI in Project Management
- Generative AI in Product Management

Expand your expertise, design impactful learning experiences, and master your skills.

BUY ANY
3
CERTIFICATIONS

Claim Bundle Here !!!

Unlock Workforce Potential Through Skill Validation!

Enroll now with the code **UPSKILL10** To avail 10% discount.

Register Now

100% Money Back Guarantee!

At GSDC, quality is our top priority. Our certification programs are designed to foster professional growth and ensure learning satisfaction. If you do not pass the certification exam after two attempts, we offer a 100% money-back guarantee.

- No Questions Asked*

- 100% Amount Refund*

- No Processing Fees*

100% MONEY BACK GUARANTEE

Thank You

Follow Us