Certified Generative AI in ITSM

Earn global recognition as a leader in Generative AI for ITSM.

- ✓ Globally Recognized Certification
- ✓ Learn By Doing Approach
- ✓ Access to live session from global experts
- ✓ Two Exam Attempts

Global Skill Development Council (GSDC)

- ✓ GSDC is an independent, vendor-neutral organization offering certifications in emerging technologies and skill-based frameworks.
- ✓ Established in 2016 with offices in the US, Singapore, and Switzerland.
- ✓ Certified 250,000+ professionals worldwide.
- ✓ Certification exams are designed by SMEs across the Globe.
- ✓ GSDC is also associated with 500+ Fortune companies such as E.Y., Kyndryl, Deloitte, IBM & more.
- ✓ GSDC is supported by esteemed thought leaders from Yale, MIT, Stanford, Wharton, and Harvard.
- ✓ 100+ Certification portfolio includes – Generative AI, L&D, Cyber Security, ISO Auditing etc.
- ✓ Partnered with 100+ Global Training Partners.

Accredited By:

ABICB – Accreditation Board for International Certification Bodies

Proud Member of :

Approved American National Standard – ANSI

TRUST SCORE

REVIEWS.io – GLOBAL SKILL DEVELOPMENT COUNCIL REVIEWS – 4.8/5 RATING

96% Of reviewers recommend Global Skills Development Council

Trustpilot – Our Excellent 4.5 RATINGS

FEATURED IN : people managing people, Forbes, TechTarget, indeed, CareerSidekick, LeanIX, reworked, CSO, viesearch, Authentic

Overview

- The Certified Generative AI in ITSM program by GSDC is designed to equip IT service management professionals with advanced knowledge and practical skills to apply Generative AI across service operations.
- The program integrates core ITSM frameworks with modern AI capabilities, enabling learners to improve incident management, automate service workflows, enhance customer experience, and strengthen operational efficiency.
- Participants benefit from GSDC's **Learn-by-Doing** approach, hands-on exercises, and structured learning resources aligned with global IT service management best practices.
- This globally recognized certification validates expertise in using Generative AI to transform ITSM processes and prepares professionals for future-ready roles in AI-driven service environments.

GSDC CERTIFIED GENERATIVE AI IN ITSM PROGRAM FEATURES

- Learn By Doing
- GSDC Studio – Access to daily live session
- 1 on 1 connect
- GSDC AI Utility
- AI Powered Capstone Project
- Interview Practice Platform
- 2 Practice Exams
- GSDC Copilot

Certified Generative AI in ITSM Program Curriculum

Module 1: Foundations of Generative AI in ITSM

- What Generative AI is and how it differs from traditional automation
- GenAI vs. ML vs. rule-based systems in ITSM
- Role of large language models in service management workflows
- Why ITSM is a strong use case for Generative AI
- Shifting from reactive service desks to intelligence-driven operations
- Overview of AI-enabled ITSM capabilities
- Human + AI collaboration models
- Setting realistic expectations for GenAI outcomes
- Common misconceptions and adoption risks

Module 2: Organizational Readiness for Generative AI

- Infrastructure and tooling readiness
- Data availability and accessibility
- Process maturity evaluation
- Importance of clean, structured service data
- Knowledge base maturity assessment
- Identifying gaps that limit AI effectiveness
- Data privacy and security implications
- Model reliability and hallucination risks
- Governance prerequisites before deployment

Module 3: Data & Knowledge Hygiene for AI-Driven ITSM

- Ticket data consistency and normalization
- Handling unstructured and legacy records
- Eliminating duplication and outdated information
- Structuring knowledge articles for AI consumption
- Metadata, tagging, and categorization strategies
- Improving searchability and retrieval accuracy
- Feedback loops from AI-assisted resolutions
- Knowledge lifecycle management
- Measuring knowledge effectiveness

Module 4: AI-Ready Knowledge Architecture Framework

- Modular and reusable knowledge components
- Standardized article templates
- Linking incidents, problems, and solutions
- Preparing content for conversational AI
- Reducing ambiguity in technical documentation
- Supporting contextual understanding
- Aligning knowledge frameworks with ITSM platforms
- Enabling AI-driven recommendations
- Maintaining consistency across systems

Module 5: Large Language Models & RAG in ITSM

- How LLMs interpret tickets, requests, and logs
- Strengths and limitations of language models in ITSM
- Prompting basics for service use cases
- Why RAG is critical for enterprise ITSM
- Connecting LLMs to internal knowledge sources
- Improving accuracy with grounded responses
- AI-assisted ticket resolution
- Knowledge article generation and summarization
- Service insights and decision support

Module 6: Generative AI Use Cases in ITSM

- Intelligent ticket categorization
- Automated response drafting
- Faster mean time to resolution
- Pattern identification across incidents
- AI-assisted root cause analysis support
- Proactive knowledge creation
- Virtual agents and conversational interfaces
- Reducing manual effort for L1 and L2 teams
- Improving end-user experience

Module 7: Governance, Risk & Responsible AI

- Defining accountability and ownership
- Approval and control mechanisms
- Monitoring AI behavior in production
- Managing bias and inaccurate outputs
- Data security and access controls
- Escalation paths for AI failures
- Alignment with organizational policies
- Auditability and traceability
- Regulatory awareness for AI-enabled services

Module 8: Skills, Change Management & Adoption

- AI literacy for service managers
- New roles and capability expectations
- Collaboration between ITSM and data teams
- Managing resistance to AI adoption
- Stakeholder communication
- Phased rollout approaches
- Adoption metrics and usage indicators
- Service quality improvements
- Continuous optimization roadmap

What Comes with GSDC Certification

www.gsdcouncil.org

Immersive Learning Approach

- **Certification & Accreditation**
- **GSDC Studio**
- **GSDC Studio Speakers**
- **Learn By Doing**
- **E-Book Template / Resource**
- **Gamified Assessments**
- **Capstone Project**
- **GSDC AI Utility**
- **GSDC Copilot**

Gain a globally Recognized accepted certification that opens doors to new opportunities. Show employers you're Skilled to meet international standards.

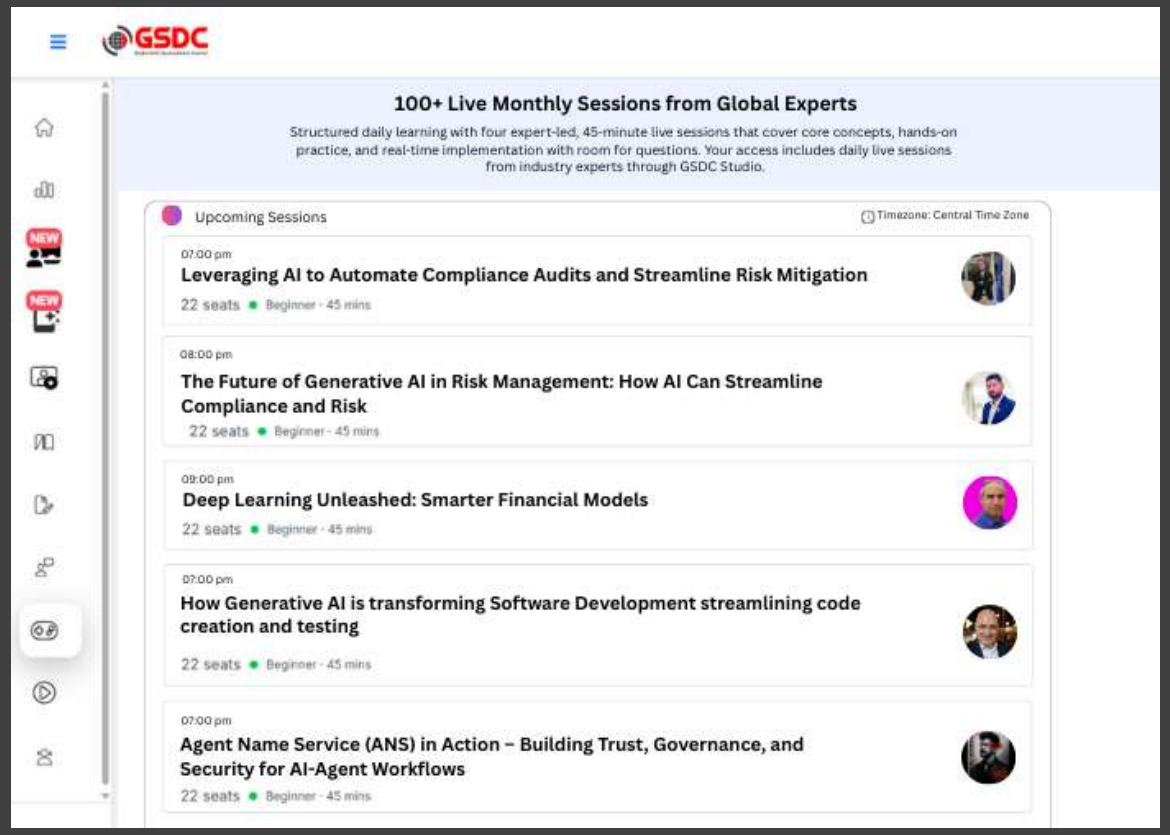
What Comes with GSDC Certification

www.gsdcouncil.org

Immersive Learning Approach

- Certification & Accreditation
- GSDC Studio
- GSDC Studio Speakers
- Learn By Doing
- E-Book Template / Resource
- Gamified Assessments
- Capstone Project
- GSDC AI Utility
- GSDC Copilot

GSDC Studio features global Generative AI and ITSM experts who share practical insights on advanced AI applications in IT service management. These live sessions provide learners with direct access to expert experiences, best practices, and proven strategies for leveraging Generative AI to streamline service operations, enhance incident resolution, and improve end-to-end IT service delivery.



What Comes with GSDC Certification

www.gsdcouncil.org

Immersive Learning Approach

- Certification & Accreditation
- GSDC Studio
- GSDC Studio Speakers
- Learn By Doing
- E-Book Template / Resource
- Gamified Assessments
- Capstone Project
- GSDC AI Utility
- GSDC Copilot

GSDC Studio brings in global experts who share real-world insights from across industries. Their sessions give learners direct access to the experience and perspective of leaders shaping the future of Certified Generative AI in ITSM.

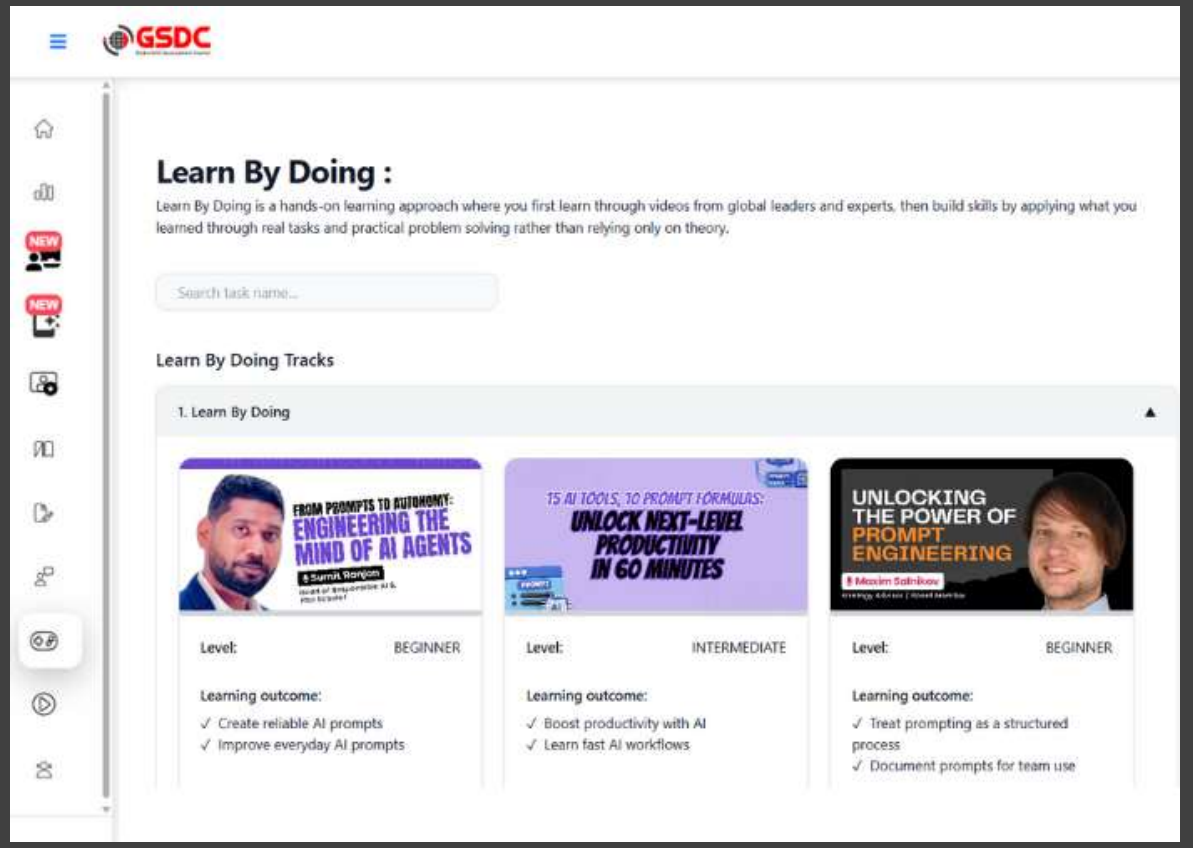
What Comes with a GSDC Certification

www.gsdcouncil.org

Immersive Learning Approach

- Certification & Accreditation
- GSDC Studio
- GSDC Studio Speakers
- **Learn By Doing**
- E-Book Template / Resource
- Gamified Assessments
- Capstone Project
- GSDC AI Utility
- GSDC Copilot

The **Certified Generative AI in ITSM** program emphasizes hands-on practice through guided exercises that reflect real-world IT service management challenges. Participants design AI-driven service workflows, automate support processes, and evaluate generative outputs directly on the platform, building the confidence to apply Generative AI effectively at scale in professional ITSM environments without requiring advanced technical expertise.



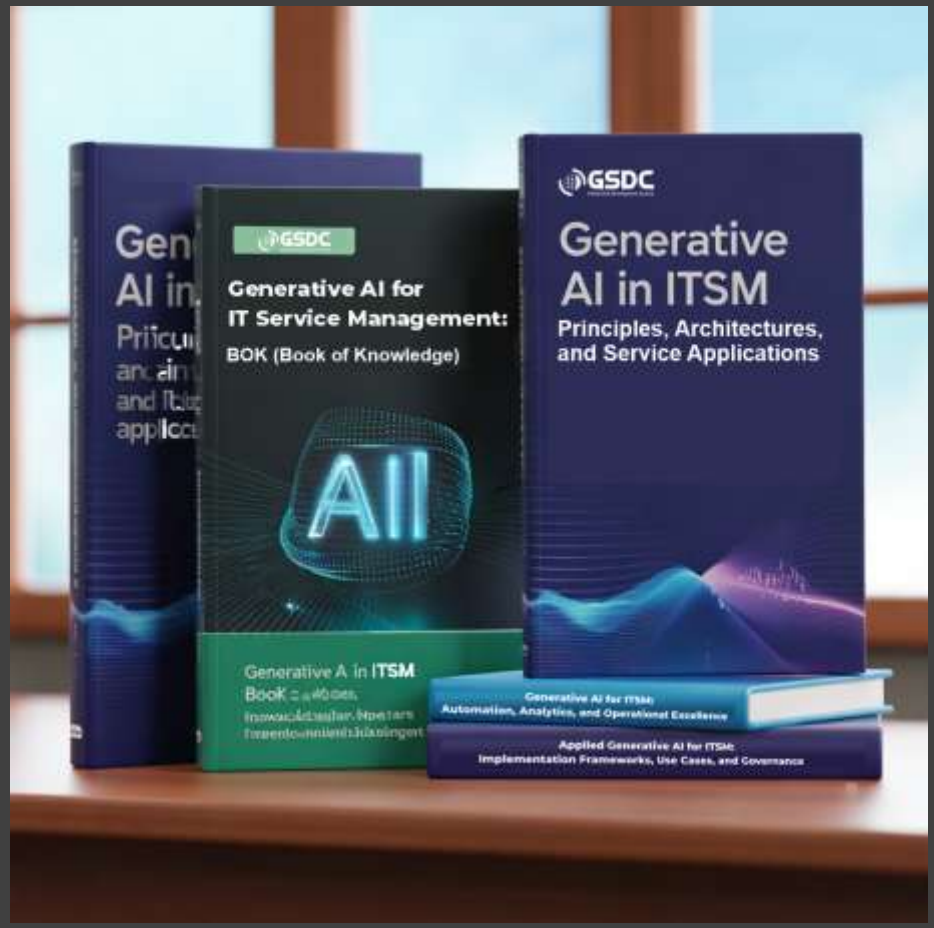
What Comes with a GSDC Certification

www.gsdcouncil.org

Immersive Learning Approach

- Certification & Accreditation
- GSDC Studio
- GSDC Studio Speakers
- Learn By Doing
- E-Book Template / Resource
- Gamified Assessments
- Capstone Project
- GSDC AI Utility
- GSDC Copilot

Experts create in-depth study material supported by ready-to-use templates. It helps learners understand faster and apply concepts right away.



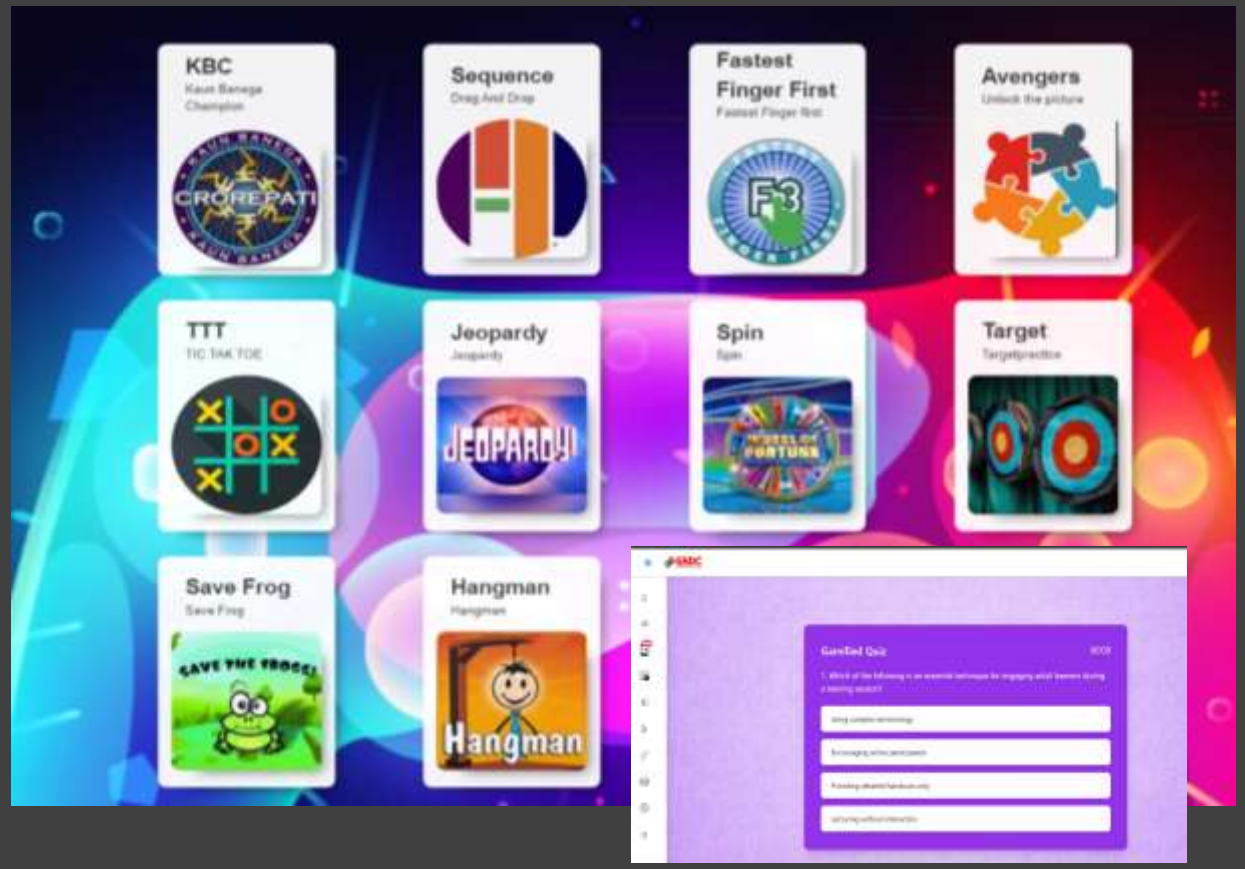
What Comes with a GSDC Certification

www.gsdcouncil.org

Immersive Learning Approach

- Certification & Accreditation
- GSDC Studio
- GSDC Studio Speakers
- Learn By Doing
- E-Book Template / Resource
- **Gamified Assessments**
- Capstone Project
- GSDC AI Utility
- GSDC Copilot

Engage learners with exciting gamified assessments that make testing feel fun. It keeps motivation high and boosts overall participation.

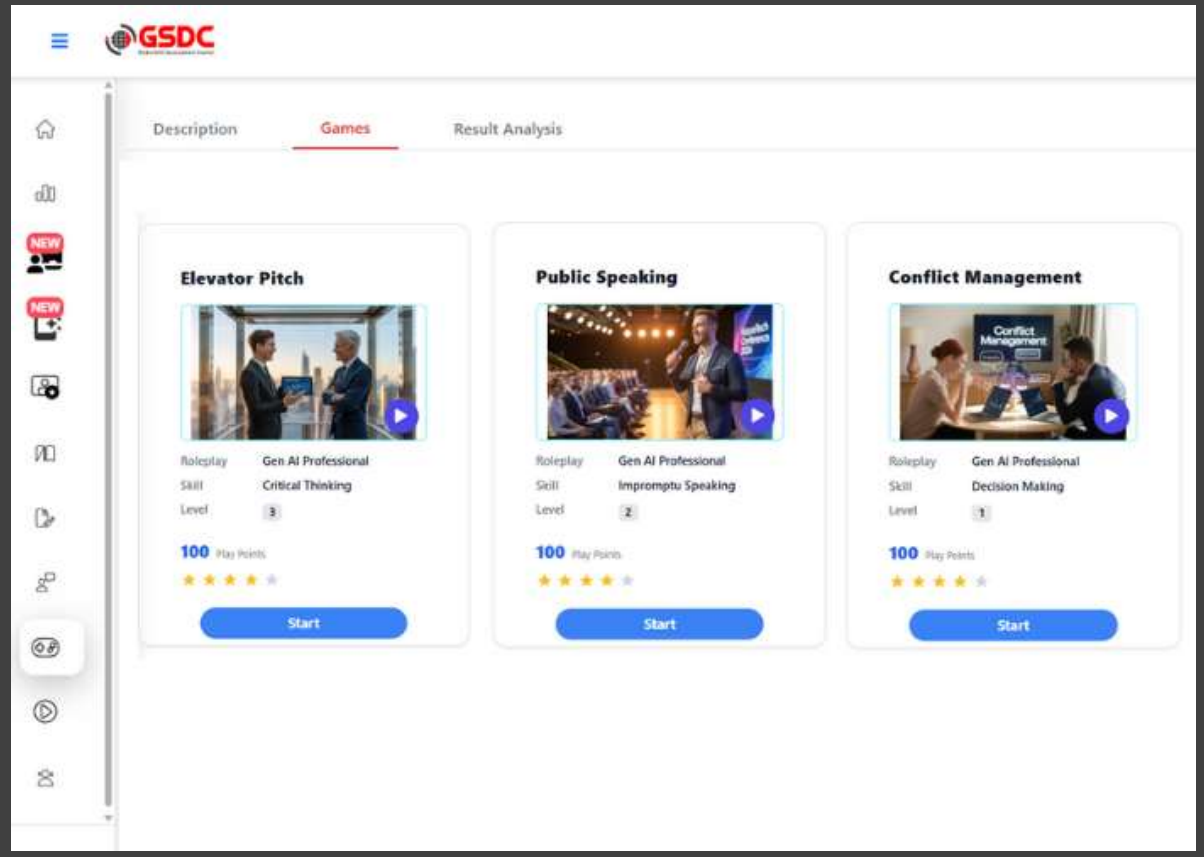


What Comes with a GSDC Certification

Immersive Learning Approach

- Certification & Accreditation
- GSDC Studio
- GSDC Studio Speakers
- Learn By Doing
- E-Book Template / Resource
- Gamified Assessments
- **Capstone Project**
- GSDC AI Utility
- GSDC Copilot

Capstone projects powered by AI turn learning into hands-on experience. They confirm that learners can use their skills in real situations.



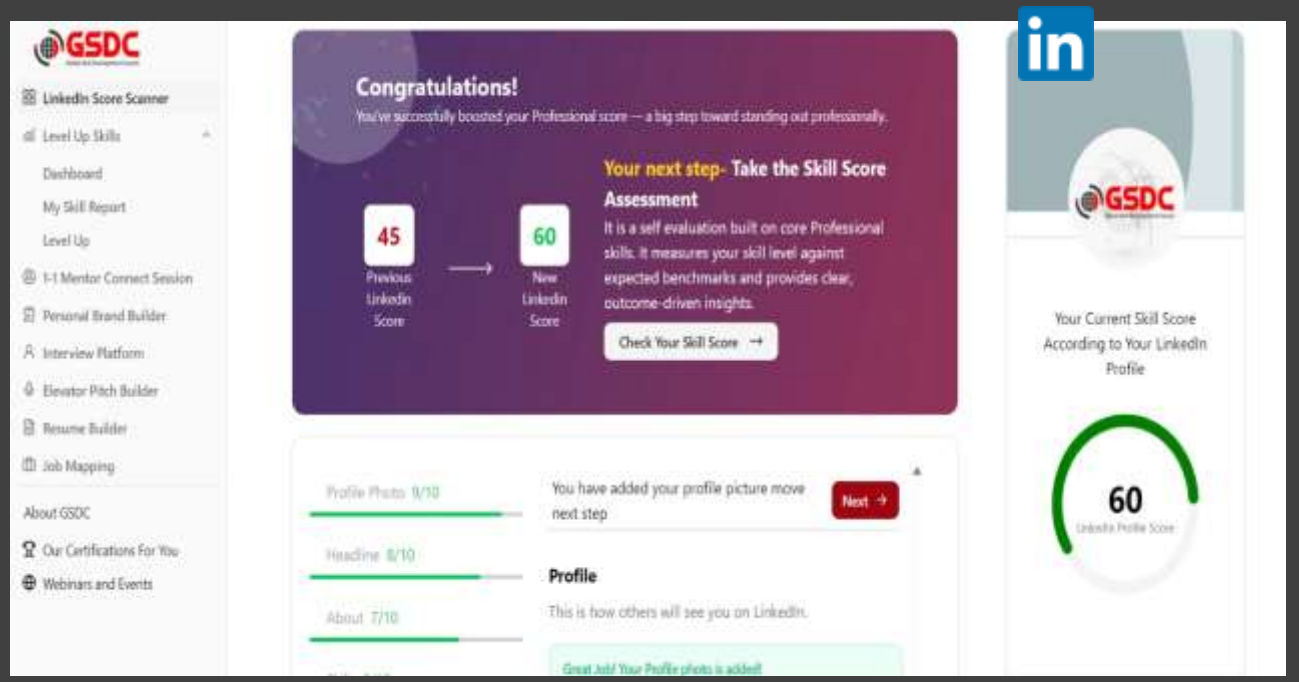
What Comes with a GSDC Certification

www.gsdcouncil.org

Immersive Learning Approach

- Certification & Accreditation
- GSDC Studio
- GSDC Studio Speakers
- Learn By Doing
- E-Book Template / Resource
- Gamified Assessments
- Capstone Project
- **GSDC AI Utility**
- GSDC Copilot

GSDC AI Utility helps you strengthen your LinkedIn presence with smarter content suggestions, profile insights and keyword improvements. It supports you in building a sharper personal brand that stands out to employers and peers.



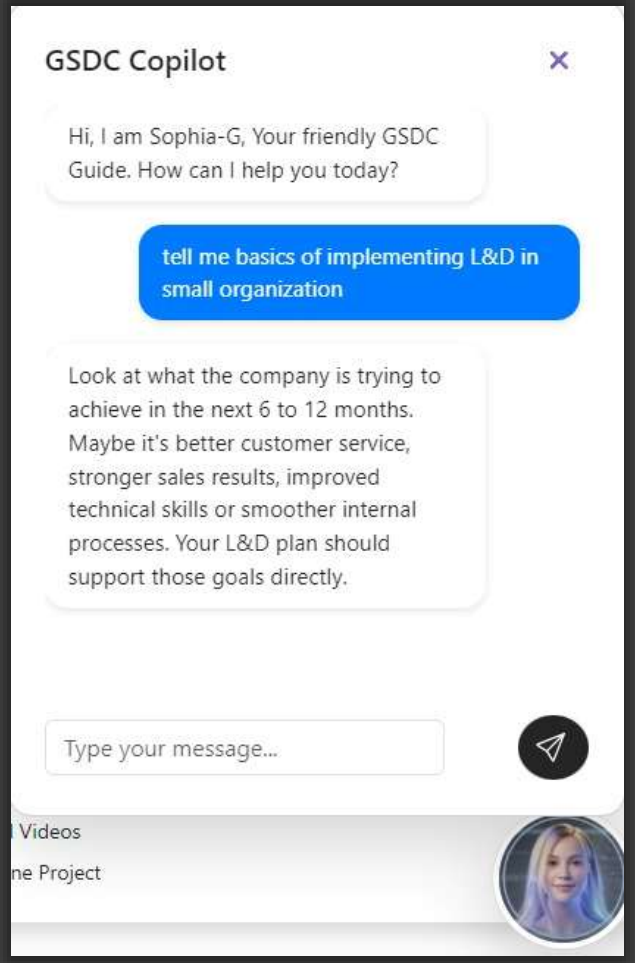
What Comes with a GSDC Certification

www.gsdcouncil.org

Immersive Learning Approach

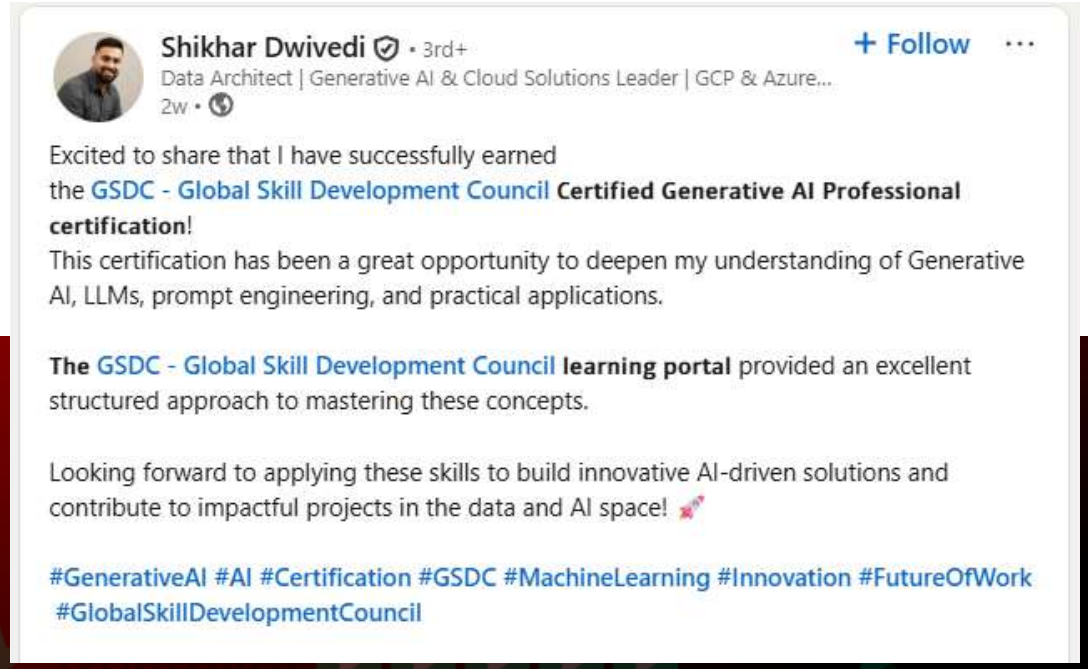
- Certification & Accreditation
- GSDC Studio
- GSDC Studio Speakers
- Learn By Doing
- E-Book Template / Resource
- Gamified Assessments
- Capstone Project
- GSDC AI Utility
- GSDC Copilot

GSDC Copilot is your personal AI mentor, giving you tailored guidance to build skills and grow professionally. It adapts to your goals with personalized feedback and learning paths.



SUCCESS STORIES

Certified Generative AI in ITSM



Shikhar Dwivedi • 3rd+
Data Architect | Generative AI & Cloud Solutions Leader | GCP & Azure...
2w •

+ Follow ···

Excited to share that I have successfully earned the GSDC - Global Skill Development Council **Certified Generative AI Professional certification**!
This certification has been a great opportunity to deepen my understanding of Generative AI, LLMs, prompt engineering, and practical applications.

The GSDC - Global Skill Development Council **learning portal** provided an excellent structured approach to mastering these concepts.

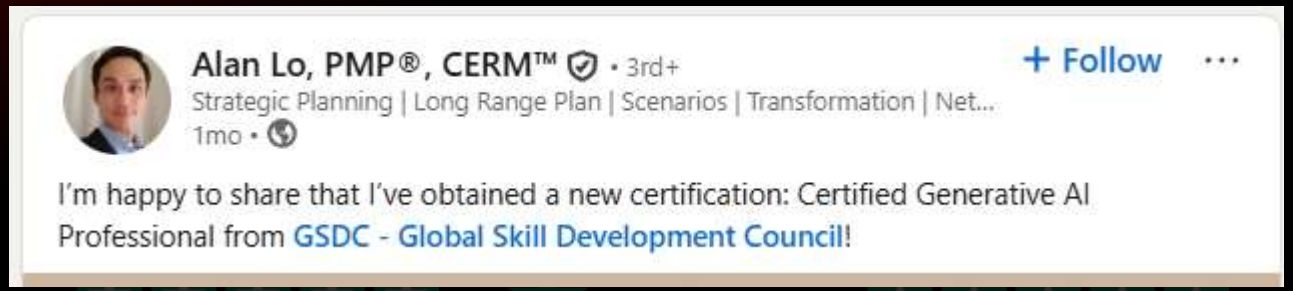
Looking forward to applying these skills to build innovative AI-driven solutions and contribute to impactful projects in the data and AI space! 🚀

#GenerativeAI #AI #Certification #GSDC #MachineLearning #Innovation #FutureOfWork #GlobalSkillDevelopmentCouncil

NikSaiful N. • 3rd+
Global Digital & Strategic Transformation | ESG & Program Manageme...
2w •

+ Follow ···

I'm happy to share that I've obtained a new certification: Certified Generative AI Professional from GSDC - Global Skill Development Council!



Alan Lo, PMP®, CERM™ • 3rd+
Strategic Planning | Long Range Plan | Scenarios | Transformation | Net...
1mo •

+ Follow ···

I'm happy to share that I've obtained a new certification: Certified Generative AI Professional from GSDC - Global Skill Development Council!

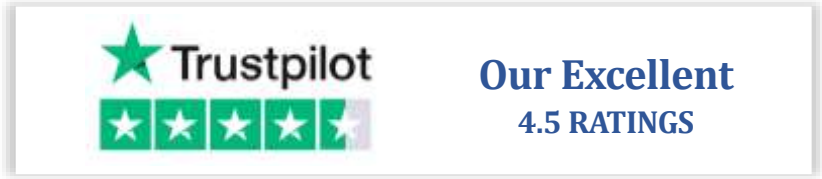
Zachery C. • 3rd+
Assistant Vice President @ ComfortDelGro | Executive MBA
1mo •

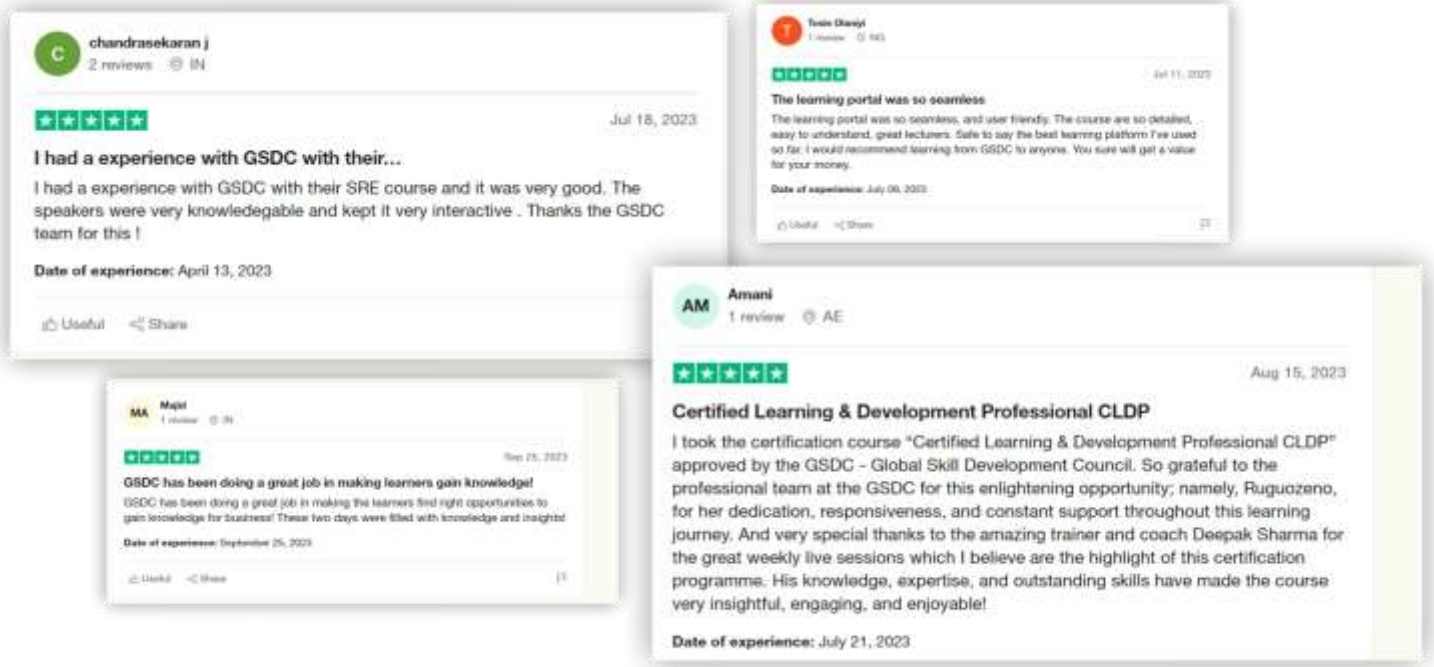
+ Follow ···

I'm happy to share that I've obtained a new certification: Certified Generative AI Professional from GSDC - Global Skill Development Council!

What our Candidates Saying?

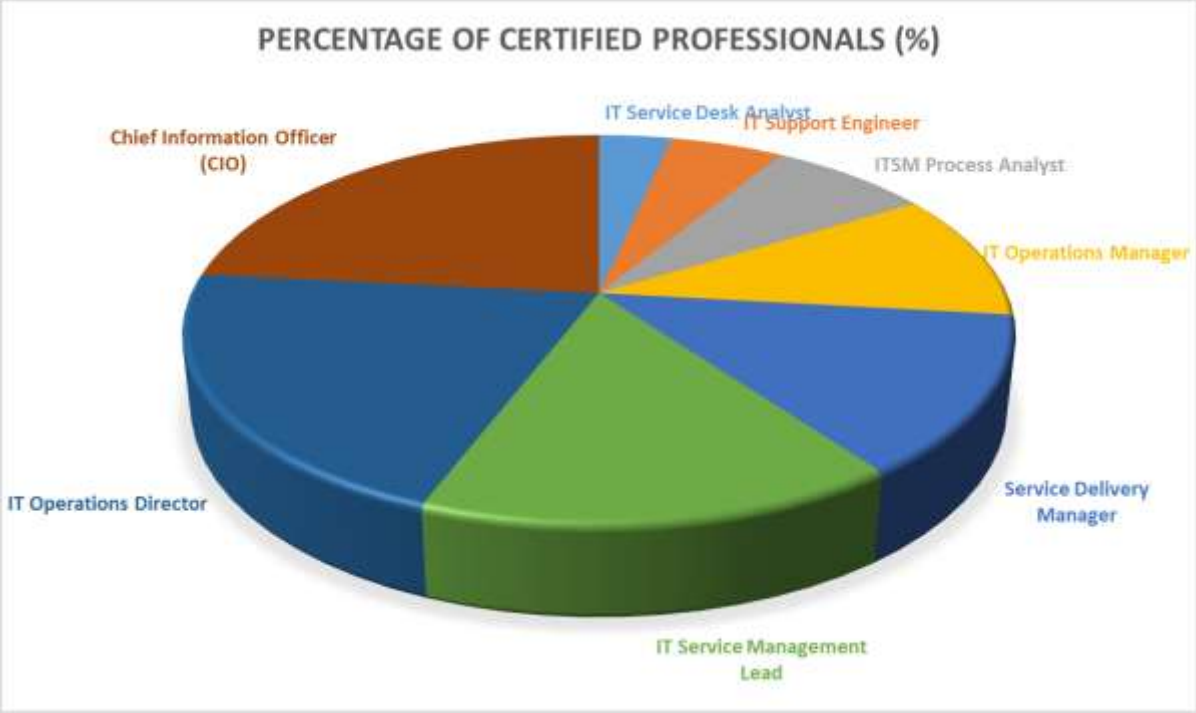
We greatly appreciate the feedback from our program participants on Trustpilot. With an impressive average rating of 4.7 out of 5, their reviews highlight the positive experiences and value they have gained from our program.



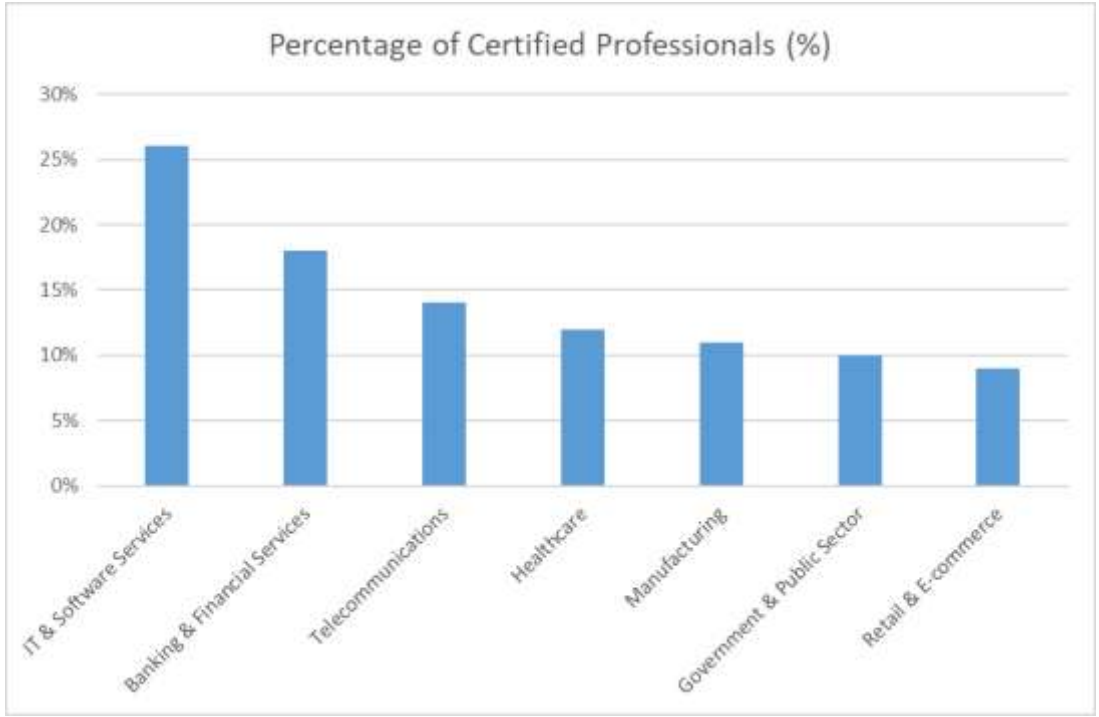


Global Impact of GSDC-Certified Generative AI in ITSM

GSDC has certified more than One hundred thousand professionals across a wide range of industries and roles.



Certification is highest among senior IT operations and service management leaders responsible for AI-driven service delivery and governance.



Adoption is strongest in IT services, banking, and telecom, with broad participation across industries, modernizing IT service operations.

Our Alumni works @

TECHNOLOGY

Capgemini, Microsoft, Google, IBM, TCS (TATA CONSULTANCY SERVICES), Infosys

MANUFACTURING

SIEMENS, GE, Honeywell, BOSCH, MITSUBISHI, Honeywell, 3M

AUTOMOBILE

TOYOTA, BMW, Mercedes-Benz, TESLA, HONDA, Ford, HYUNDAI

HEALTHCARE

Johnson & Johnson, Pfizer, Medtronic, Abbott, Roche, GE HealthCare

ENERGY & POWER

Shell, bp, Schneider Electric, SIEMENS energy, ExxonMobil, Chevron

BFSI

mastercard, BANK OF AMERICA, VISA, J.P.Morgan, citi, HSBC, AMERICAN EXPRESS, PayPal

Enrollment-Options

Single Access

Unlock full access to all comprehensive resources and earn Global certification

- ✓ Expert Led Videos - 10 hrs+ of learning
- ✓ Get 1 Certification - Just $300
- ✓ Save up to 50% with our limited-time offer!
- ✓ 3 SME Connect (1-on-1)
- ✓ Access to GSDC AI Studio
- ✓ Weekly Group SME Connect Session
- ✓ Certification Exam + 1 Free Retake & Practice
- ✓ Capstone Project + AI Interview & Tools
- ✓ GSDC Membership worth $109 free

ENROLL NOW

Bundle Access

Get 3 certifications at a discounted price for maximum value

- ✓ Expert Led Videos - 30 hrs+ of learning
- ✓ Get 3 Certifications - **Just $167** each
- ✓ **Save up to 60%** with this special bundle offer!
- ✓ **Unlimited** SME Connect (1-on-1)
- ✓ Access to GSDC AI Studio
- ✓ Weekly Group SME Connect Session
- ✓ Certification Exam + 2 Free Retake & Practice
- ✓ Capstone Project + AI Interview & Tools
- ✓ GSDC Membership worth $109 free

ENROLL NOW

Recommended for you

Make Your Own Certified Generative AI in ITSM Bundle

Enrich your skills and advance your career with our exclusive bundle.
Select any 3 from below for your bundle.

- ✓ Certification In Generative AI In Software Development
- ✓ Certified Generative AI Professional
- ✓ Certification In Generative AI In Risk And Compliance
- ✓ Certified AI Tool Expert
- ✓ Certification In Generative AI In Project Management

BUY ANY

3

CERTIFICATIONS

Claim Certified Generative AI in ITSM Bundle Here

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

Unlock Workforce Potential Through Skill Validation!

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

Register Now

- **100% Money Back Guarantee!**
  - No Questions Asked*
  - 100% Amount Refund*
  - No Processing Fees*

Thank You

Follow Us