Certified Generative AI IN ITSM

Global Certification Program

- ✓ Globally lifetime Valid Certification
- ✓ Lifetime Valid Certification
- ✓ 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 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 250,000 professionals.

Partnered with 100+ 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 GENERATIVE AI IN ITSM

Curriculum

1. Introduction to ITSM Transformation with AI
- ITSM in the Digital Era
- The Rise of Generative AI
- The Rise of Agentic AI
- AI's Role in Service Management Processes
- Key Terminologies: Generative AI & Agentic AI

2. Foundations of Generative and Agentic AI
- What is Generative AI?
- What is Agentic AI?
- Key Differences Between the Two
- Interaction with Systems
- Interaction with People in ITSM Context

3. Traditional ITSM Challenges
- Manual Ticket Handling
- Inconsistent Knowledge Management
- Reactive Problem Solving
- Impact of Challenges on Efficiency
- Common Pain Points Across Organizations

4. GenAI and Agentic AI: A New Paradigm for ITSM
- Proactive Service Management
- Human-AI Collaboration
- Empowering Analysts with Co-Pilot Capabilities
- Transition from Reactive to Proactive Models
- Role of AI in Decision-Making

5. Key ITSM Domains Transformed by AI
- Incident Management
- Problem Management
- Knowledge Management
- Change Management
- Asset Management and SLA Enforcement

6. Use Case Matrix: Traditional vs AI-Augmented ITSM
- Use Case Comparison: Incident Management
- Use Case Comparison: Problem Management
- Use Case Comparison: Knowledge Management
- Overview of AI Tools in ITSM
- Matching AI Tools to ITSM Challenges

7. Live Demo Ideas (Interactive)
- AI-Generated Knowledge Article
- Auto-Ticket Routing
- PIR Auto-Summarization
- AI Co-Pilot for Analysts
- Hands-on Practice and Demo Evaluation

8. Implementation Considerations
- Data Privacy Concerns
- IT Governance Requirements
- Integration with Legacy Systems
- Human Supervision of AI
- Risk Mitigation Strategies

9. The Future: AI-Native ITSM
- AI-Augmented Teams
- Evolving Roles in ITSM
- Autonomous IT Operations
- AI-Driven Continual Service Improvement
- Predicting AI Trends in ITSM

10. Agentic AI: The Evolutionary Upgrade to Generative AI
- Defining the Role of Agentic AI
- What Sets Agentic AI Apart from Generative AI?
- How Agentic AI Systems Work
- AI as ITSM Workflow Orchestrators

11. Personalized 1-1 Mentor connect session:
- Personalized 1-on-1 Mentor Connect Session - Receive a customized training session with ongoing access to relevant topics, ensuring lifelong support

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

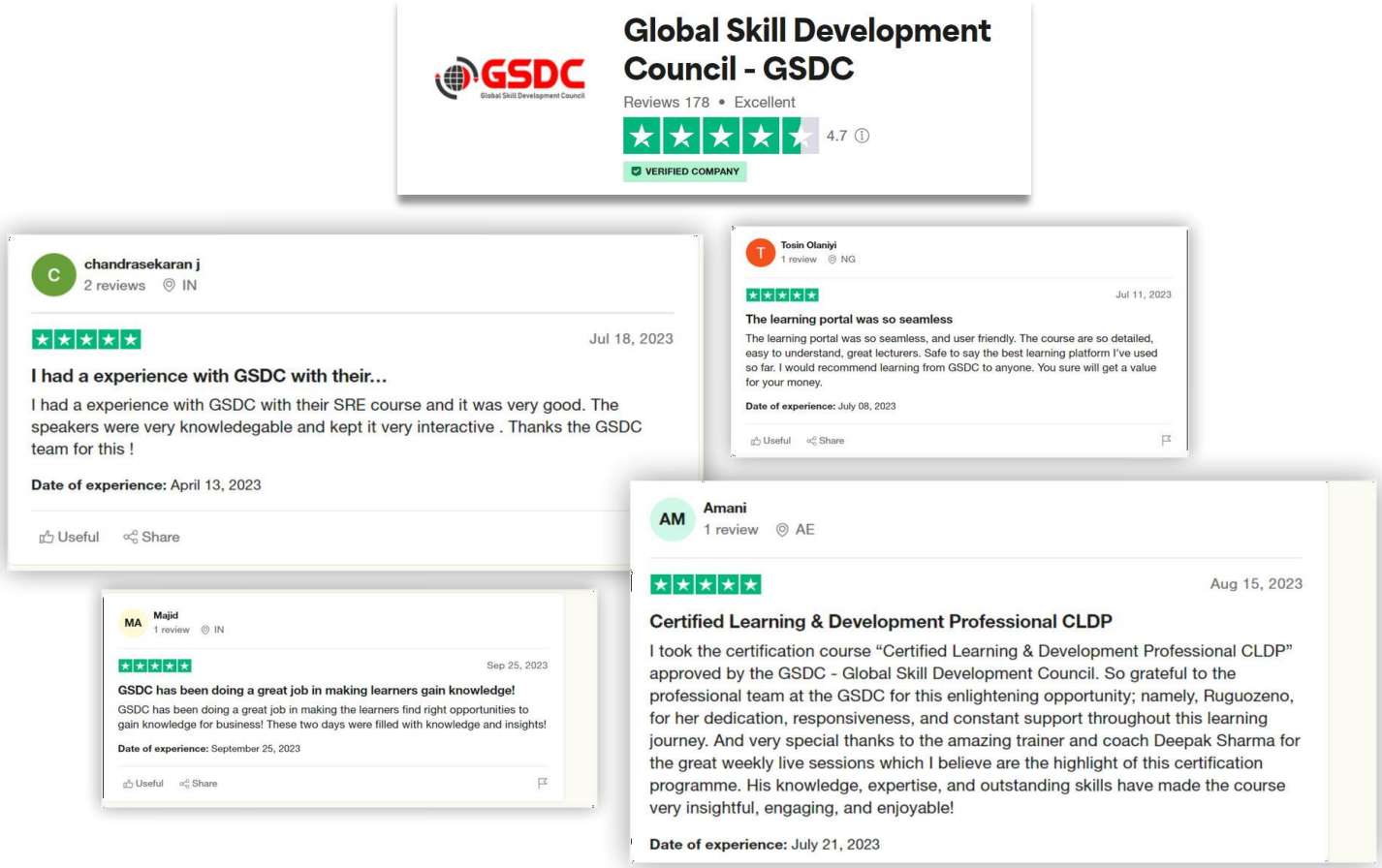
Learn to implement applicability of knowledge with real life simulation based games.

What You Get In this Certification Program?

- Engaging digital learning videos
- Exclusive access to Global 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.



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*

Thank You

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