

# 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:**

**Proud Member of :**



## TRUST SCORE

GLOBAL SKILL DEVELOPMENT COUNCIL REVIEWS

★★★★★

4.8/5 RATING

96%

Of reviewers recommend  
Global Skills Development Council

★★★★★

**Our Excellent**

4.5 RATINGS

**FEATURED IN :**



**Forbes**



**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

## 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.



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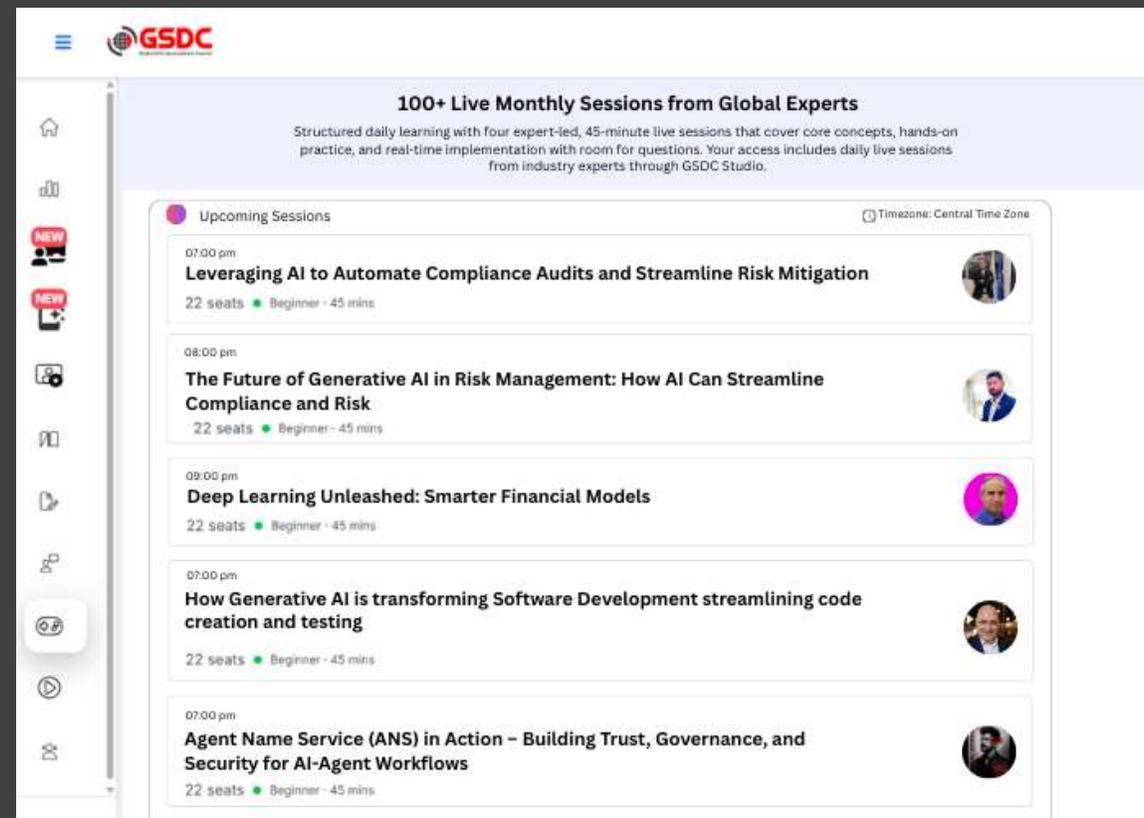
Gamified Assessments

Capstone Project

GSDC AI Utility

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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.



The screenshot displays the GSDC Studio interface. At the top, it features the GSDC logo and a navigation menu. The main content area is titled "100+ Live Monthly Sessions from Global Experts" and includes a descriptive paragraph: "Structured daily learning with four expert-led, 45-minute live sessions that cover core concepts, hands-on practice, and real-time implementation with room for questions. Your access includes daily live sessions from industry experts through GSDC Studio." Below this, there is a section for "Upcoming Sessions" with a "Timezone: Central Time Zone" indicator. The sessions listed are:

- 07:00 pm**  
**Leveraging AI to Automate Compliance Audits and Streamline Risk Mitigation**  
22 seats • Beginner - 45 mins
- 08:00 pm**  
**The Future of Generative AI in Risk Management: How AI Can Streamline Compliance and Risk**  
22 seats • Beginner - 45 mins
- 09:00 pm**  
**Deep Learning Unleashed: Smarter Financial Models**  
22 seats • Beginner - 45 mins
- 07:00 pm**  
**How Generative AI is transforming Software Development streamlining code creation and testing**  
22 seats • Beginner - 45 mins
- 07:00 pm**  
**Agent Name Service (ANS) in Action – Building Trust, Governance, and Security for AI-Agent Workflows**  
22 seats • Beginner - 45 mins

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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.



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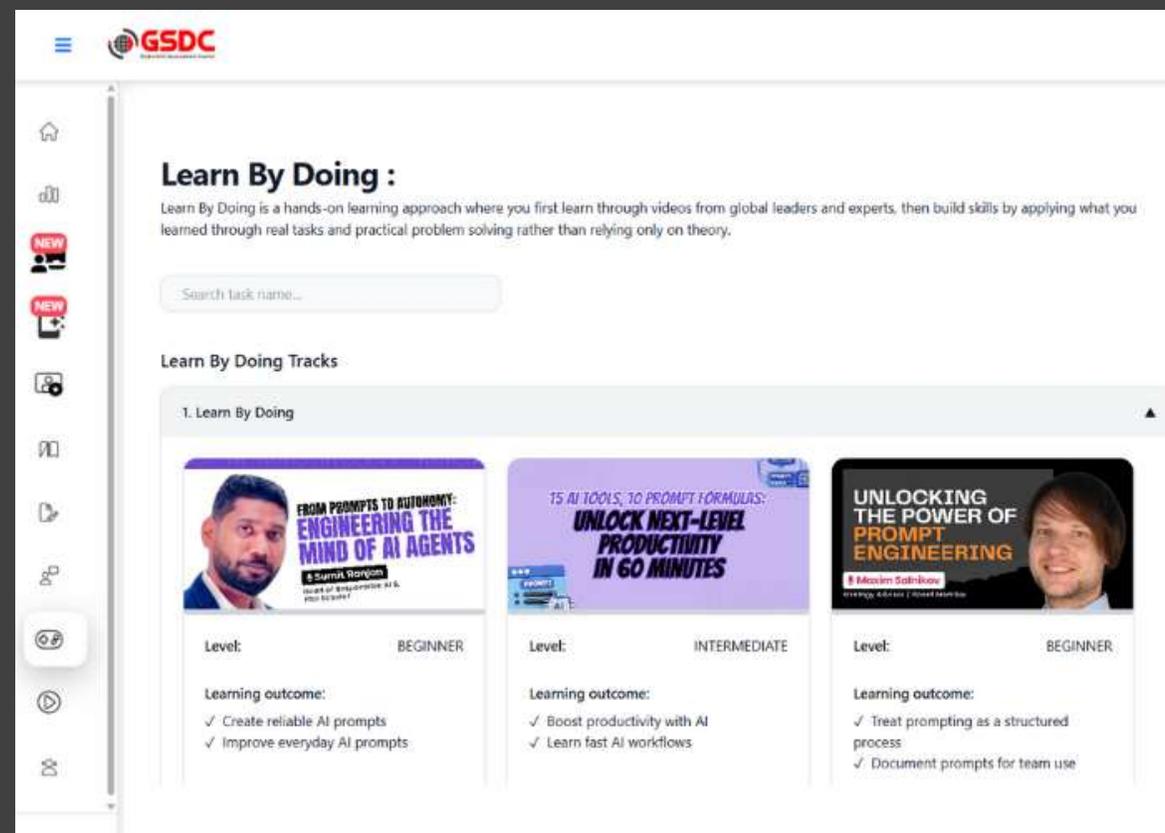
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Capstone Project

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

## Immersive Learning Approach

 **Certification & Accreditation**

 **GSDC Studio**

 **GSDC Studio Speakers**

 **Learn By Doing**

 **E-Book Template / Resource**

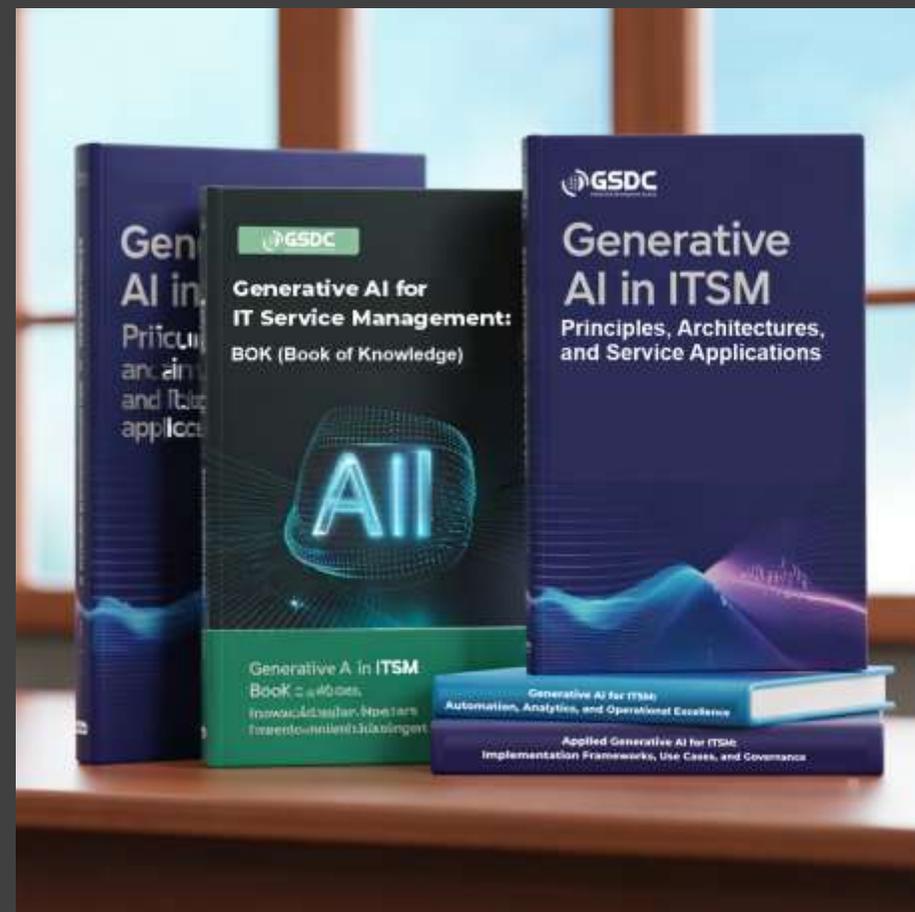
**Gamified Assessments**

**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.



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 GSDC Studio

 GSDC Studio Speakers

 Learn By Doing

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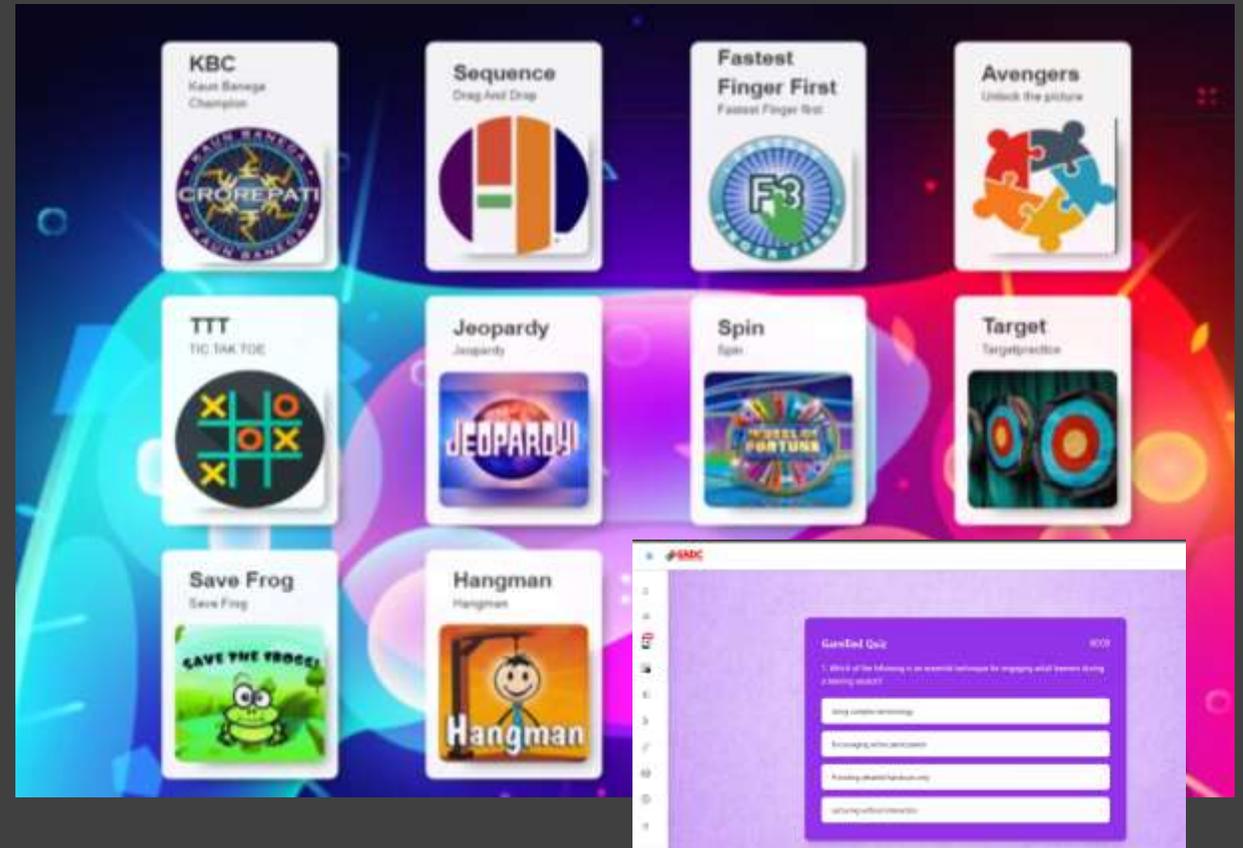
 Gamified Assessments

Capstone Project

GSDC AI Utility

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



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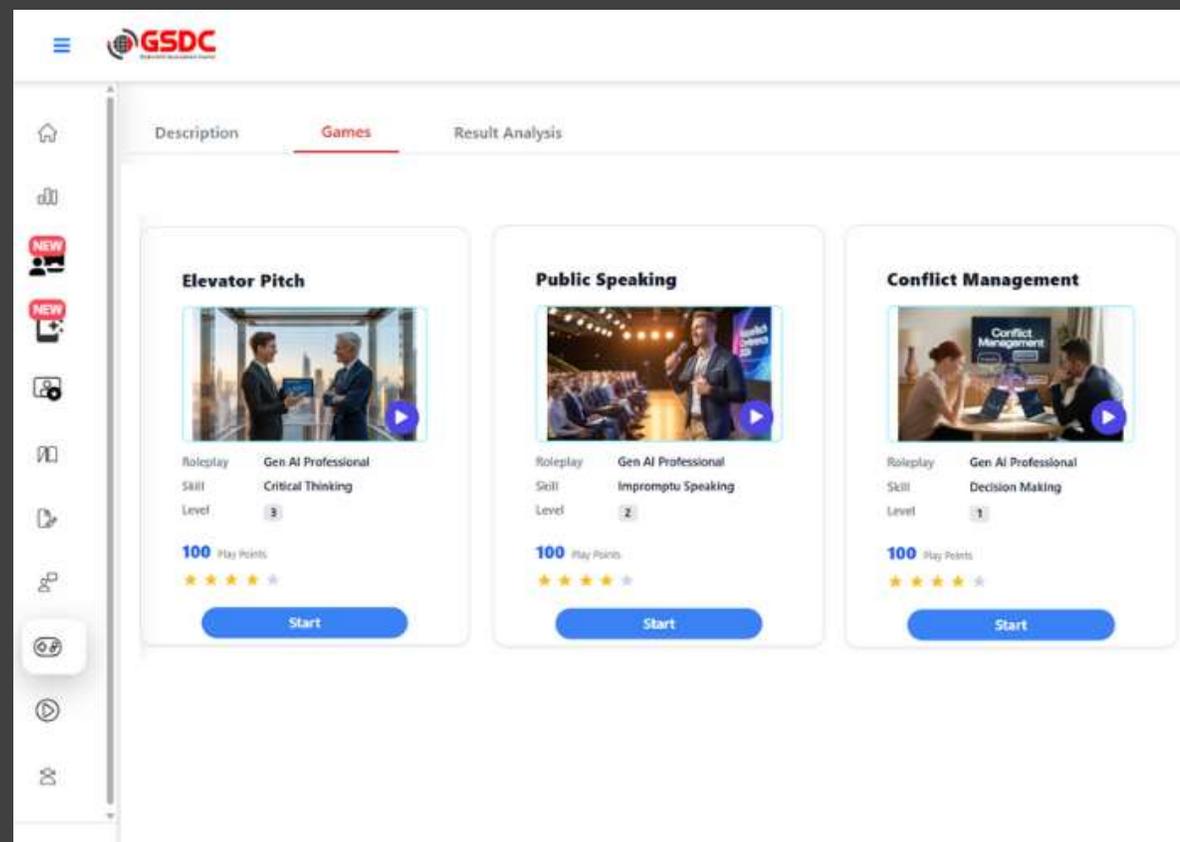
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 Capstone Project

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.



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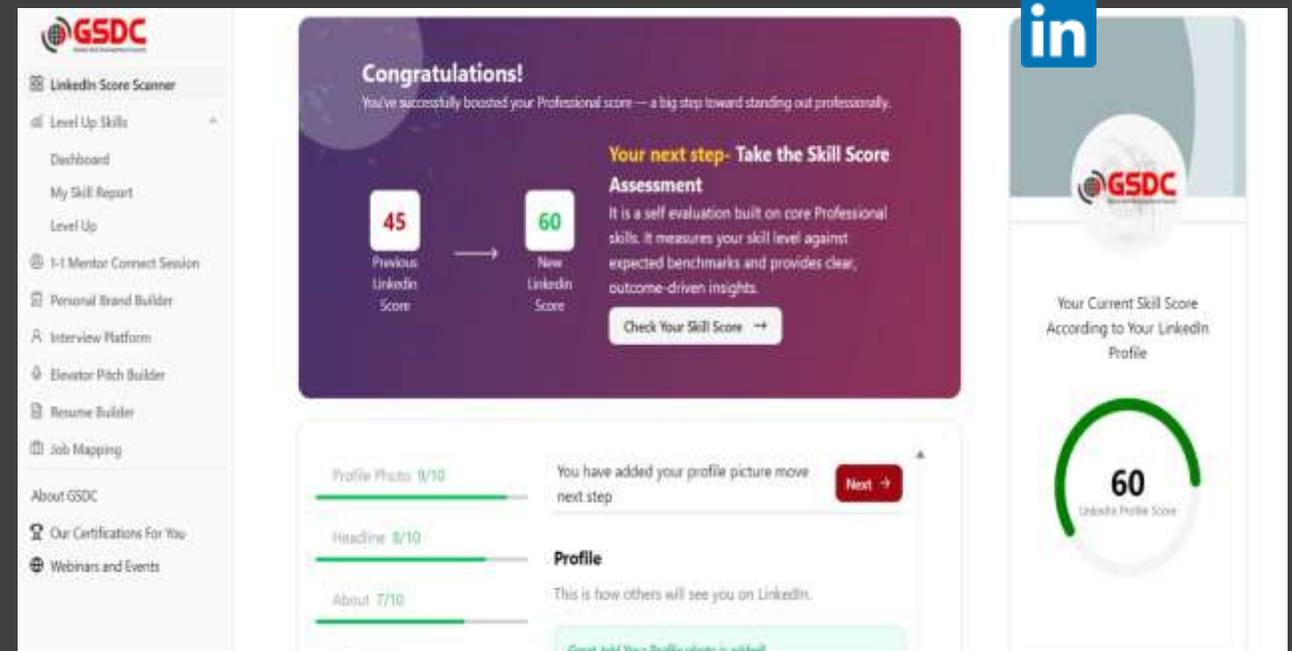
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GSDC AI Utility helps you strengthen your LinkedIn presence with smarter content suggestions, profile insights and keyword improvements. It supports you in building a sharper personal brand that stands out to employers and peers.



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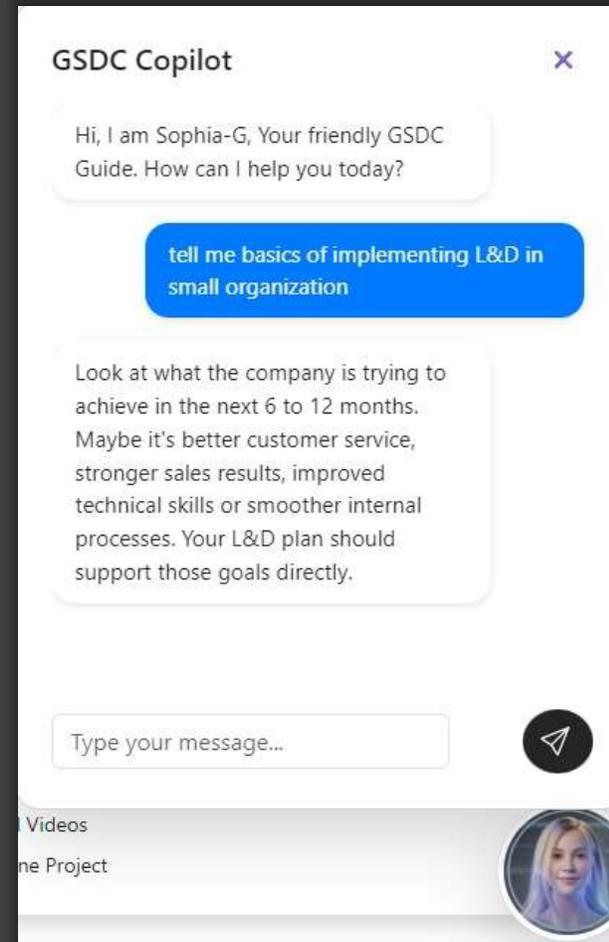
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 GSDC Copilot

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.

**Trustpilot** Our Excellent 4.5 RATINGS

**REVISIONS.io** GLOBAL SKILL DEVELOPMENT COUNCIL REVIEWS 4.8/5 RATING 96% Of reviewers recommend Global Skills Development Council

**chandrakoran 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

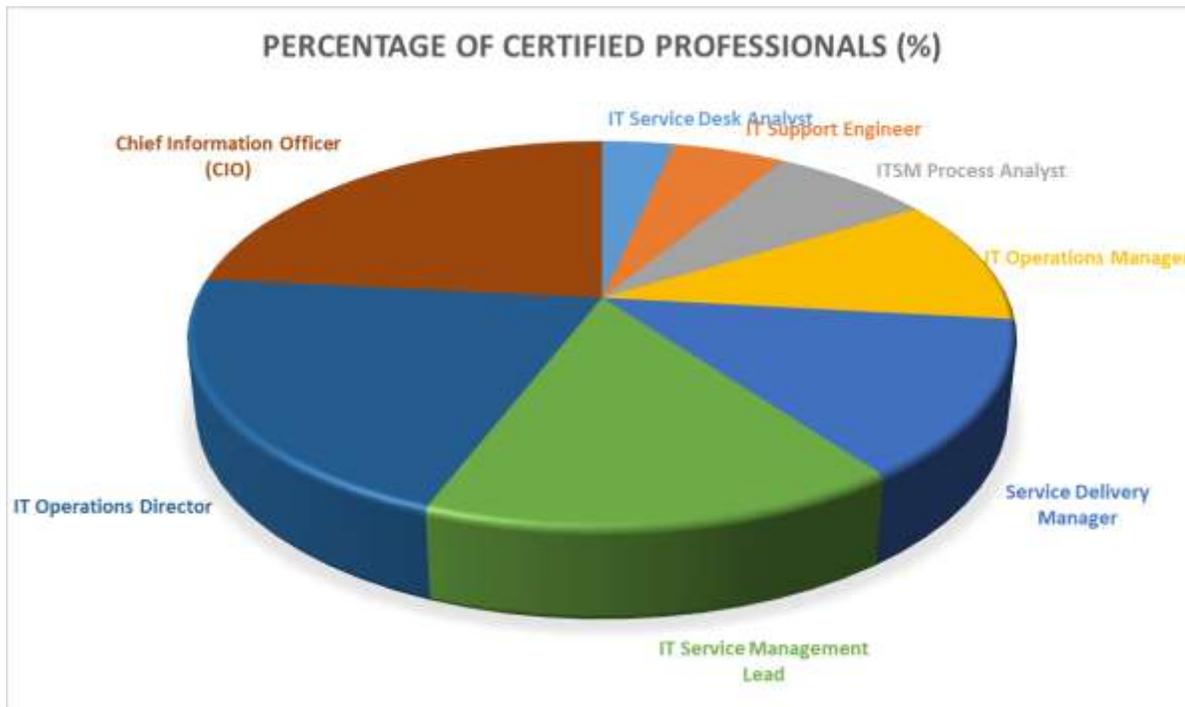
**Touin Dhanvi** 1 review IN Jul 11, 2023  
★★★★★  
The learning portal was so seamless  
The learning portal was so seamless, and user friendly. The course are so detailed, easy to understand, great lecturers. Safe to say the best learning platform I've used so far. I would recommend learning from GSDC to anyone. You sure will get a value for your money.  
Date of experience: July 09, 2023

**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

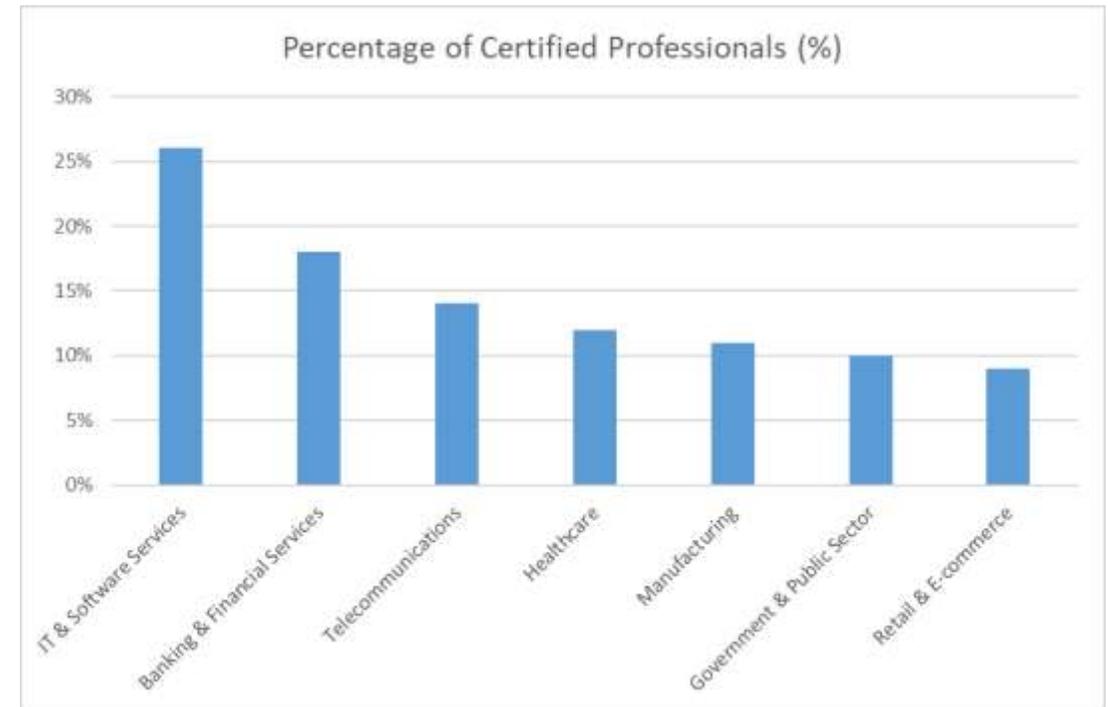
**Majid** 1 review IN Sep 25, 2023  
★★★★★  
GSDC has been doing a great job in making learners gain knowledge!  
GSDC has been doing a great job in making the learners find right opportunities to gain knowledge for business! These two days were filled with knowledge and insight!  
Date of experience: September 25, 2023

# 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 @



# 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
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**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

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

**BUY ANY**

**3**

**CERTIFICATIONS**

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## *Unlock Workforce Potential Through Skill Validation!*

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[Register Now](#)



### • **100% Money Back Guarantee!**

- No Questions Asked\*
- 100% Amount Refund\*
- No Processing Fees\*

# Thank You



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