

The Current State of Service Management

Stephen Mann

@stephenmann

@ITSM_tools

stephen@ITSM.tools

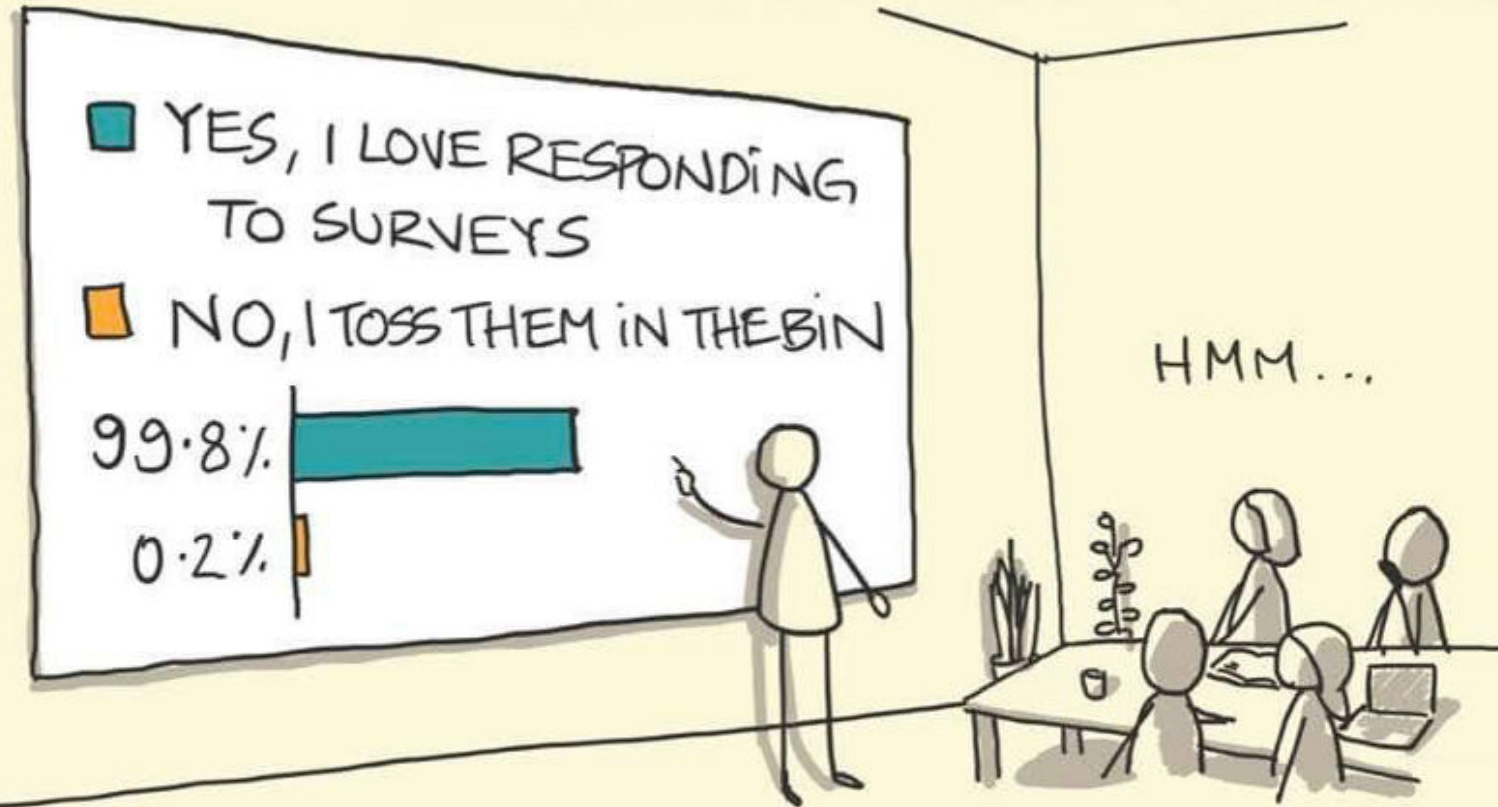


Coverage

- ITSM success
- People
- Process
- Technology
- Outcomes
- ITSM.tools reader topic wants

SAMPLING BIAS

Please
remember



" WE RECEIVED 500 RESPONSES AND FOUND THAT PEOPLE LOVE RESPONDING TO SURVEYS "

" + correlation does not imply causation "

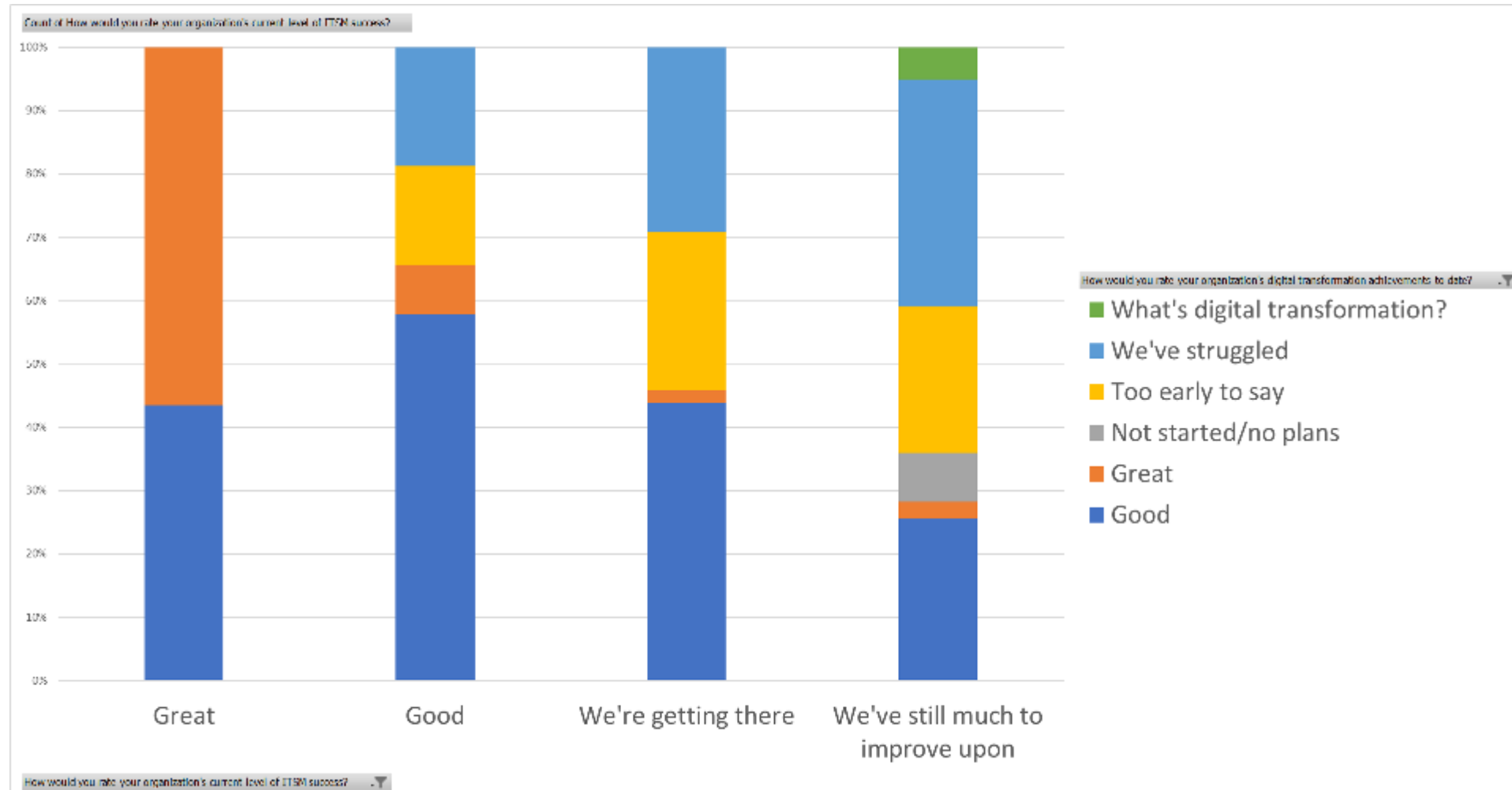
How would you rate your organization's current level of ITSM success?

Response	Percentage
Great	12%
Good	36%
We're getting there	27%
We've still much to improve upon	22%
Don't know/not applicable	3%

Source: AXELOS and ITSM.tools (2022)

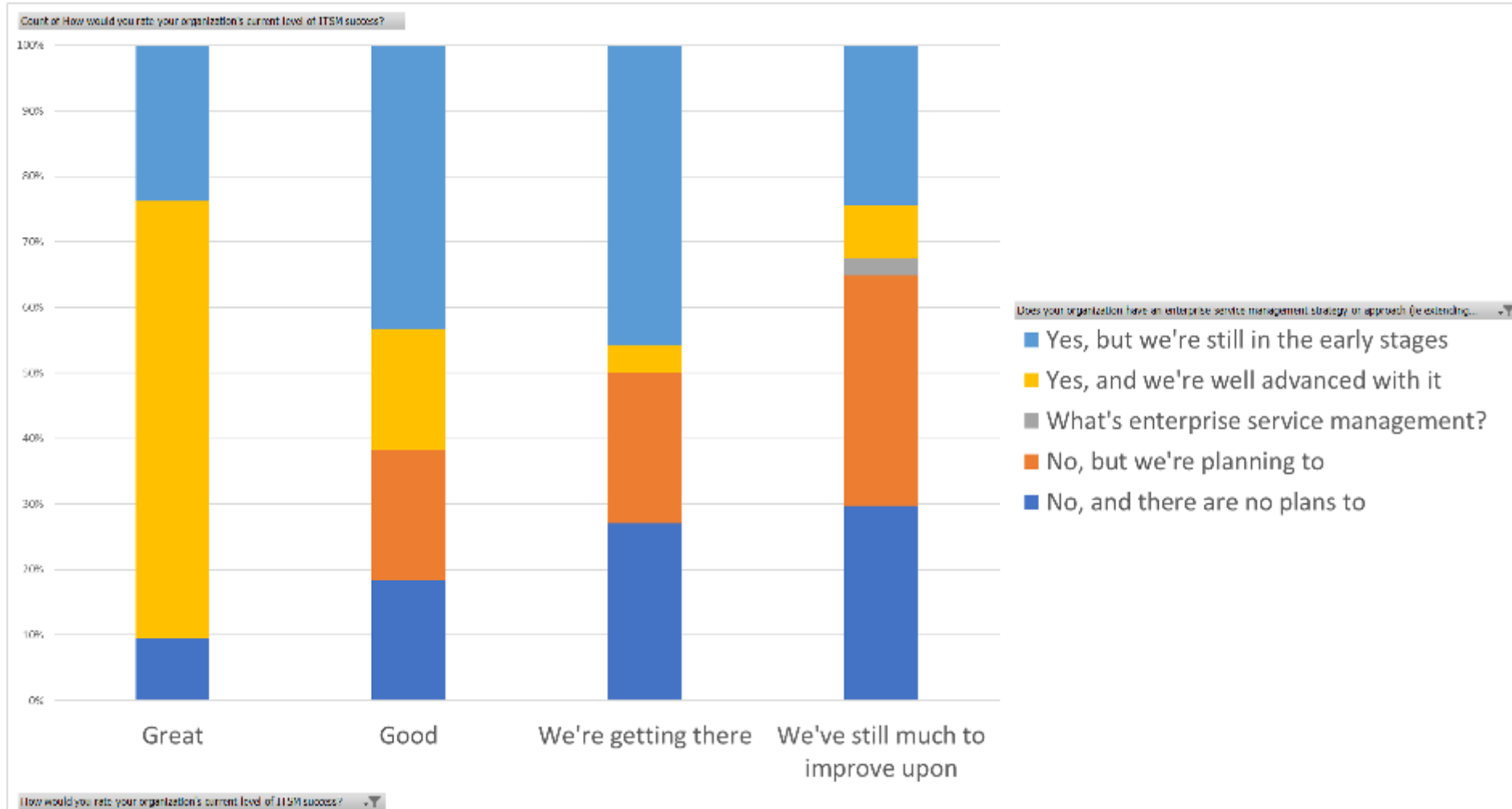


ITSM success and DX success



Source: AXELOS and ITSM.tools (2022)

ITSM success and ESM success



Source: AXELOS and ITSM.tools (2022)

Do you feel that your work is adversely affecting your personal wellbeing?

Responses	2021	2019	Delta
Yes, considerably	15%	21%	-6%
Yes, in some ways	43%	50%	-7%
No	37%	28%	+9%
Don't know/Not really thought about it	4%	1%	+3%

Source: Praecipio Consulting and ITSM.tools (2021)

Do you think working in your team will get harder over the next three years?

Response	Percentage
Yes, for all team roles	41%
Yes, for some team roles	39%
No	19%
No answer	1%

Source: Praecipio Consulting and ITSM.tools (2021)



Where does your organization now require most employees to work?

Response	Percentage
In the office	34%
At home	11%
Hybrid model: Office and WFH	48%
Don't know	3%
Other	4%

Source: ManageEngine and ITSM.tools (2022)

Describe your organization's current capabilities with the following ITSM practices

Practice	Adoption level	Working well	Needs improving
Service desk	89%	52%	48%
Incident management	89%	49%	51%
Service request management	85%	39%	61%
Change enablement	84%	36%	64%
Problem management	80%	31%	69%
Knowledge management	79%	20%	80%
Asset management	78%	27%	73%

Source: AXELOS and ITSM.tools (2022)

How would you rate the success of your IT self-service portal?

Response	Percentage
The expected ROI was achieved	21%
A “just good enough” success	30%
Not a success, but still workable	19%
We need to revisit it	10%
We gave up on it	2%
We don’t have an IT self-service portal	13%
Don’t know	4%

Source: Freshworks and ITSM.tools (2021)



Happiness by channel	H1/2019	H2/2019	H1/2020	H2/2020	H1/2021	H2/2021
Overall Benchmark	64	66	70	73	75	77
Chat	57	60	63	71	75	75
Email	67	67	69	73	75	77
Phone	68	68	74	76	78	79
Portal	57	61	65	68	71	73
Walk-in	88	89	89	90	92	92
Lost time by channel	H1/2019	H2/2019	H1/2020	H2/2020	H1/2021	H2/2021
Overall Benchmark	3h 11m	3h 17m	3h 24m	3h 4m	2h 59m	3h 6m
Chat	3h 22m	3h 38m	3h 37m	2h 45m	2h 37m	2h 57m
Email	3h 43m	4h 5m	3h 50m	3h 46m	3h 47m	4h 11m
Phone	2h 26m	2h 30m	2h 31m	2h 11m	2h 5m	2h 10m
Portal	4h 8m	4h 6m	4h 24m	3h 55m	3h 47m	3h 51m
Walk-in	1h 7m	1h 7m	1h 26m	1h 33m	1h 48m	1h 41m

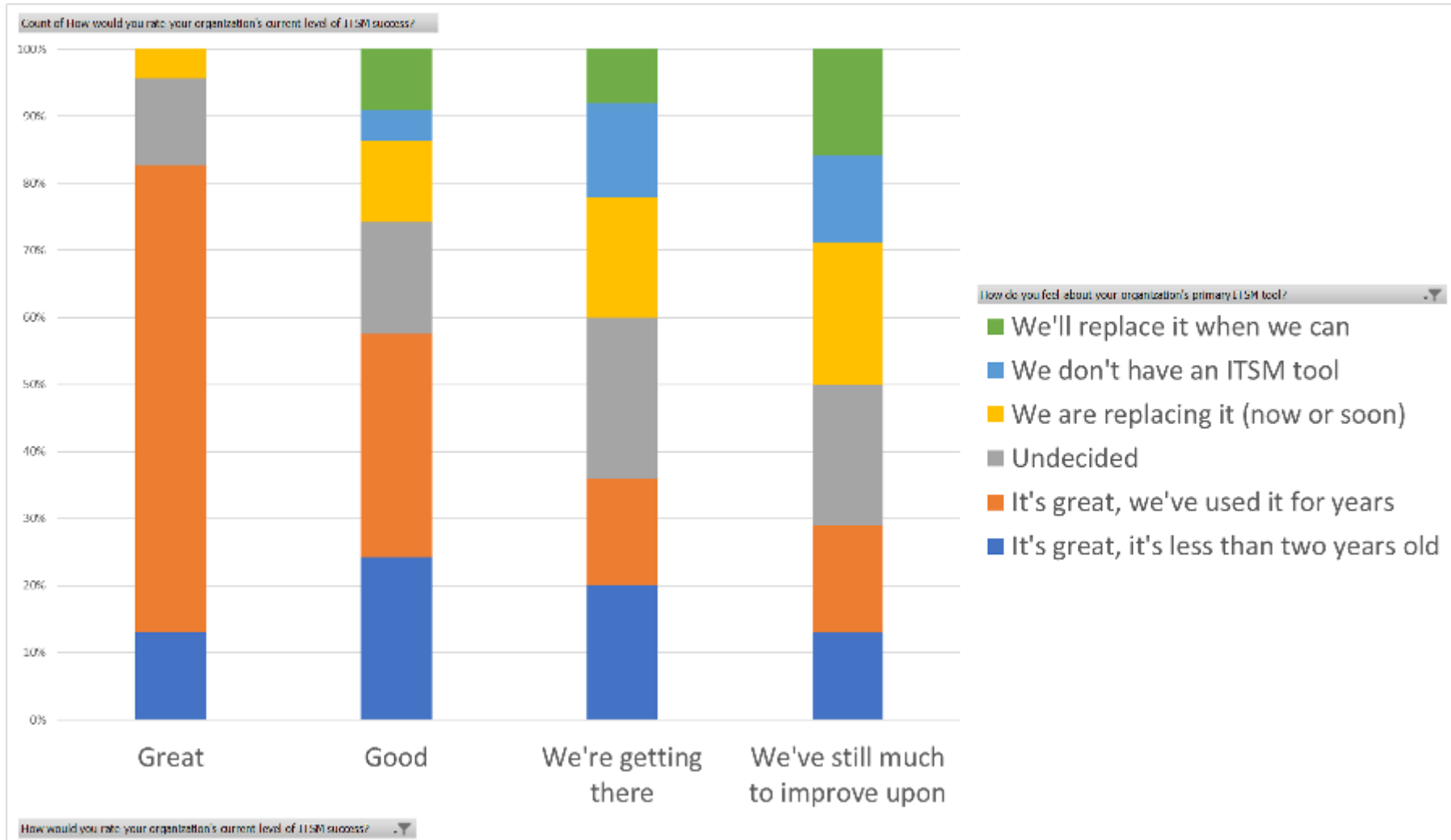
Source: HappySignals (2022)

Why did you, or will you, change your service management tool?

Responses	Percentage
Old tool failed to deliver the expected benefits	31%
Close silos between teams by centralizing on a single platform	27%
Multiple service desk and tool rationalization project	25%
Corporate cloud strategy, a larger transformation project, a senior employee dictated it	22%
New ITSM process adoption required a new tool, including enterprise service management support	22%
Dissatisfaction with vendor support and/or relationship	20%
Tool dissatisfaction related to: ITIL-alignment, usability, manual activity, flexibility, or customization	19%
Excessive costs related to maintenance fees, admin effort, or upgrading the existing tool	18%
Tool was end-of-life or simply outdated or a homegrown ITSM tool was no longer workable	16%
Liked the look of an alternative tool or convincing vendor marketing or industry hype	12%

Source: Praecipio Consulting and ITSM.tools (2021)

ITSM success and ITSM tool feelings



Source: AXELOS and ITSM.tools (2022)

Would using AI/intelligent automation at work improve your job and customer satisfaction?

Response	Q1 2021	Q4 2021	Delta
Yes, considerably	9%	37%	+28%
Yes, but not dramatically	48%	34%	-14%
No	39%	22%	-17%
Don't know	5%	6%	+1%
What's artificial intelligence?	0%	1%	+1%

Source: AXELOS and ITSM.tools (2022)

Were you satisfied with the way ITSM teams handled the challenges of remote work resulting from the pandemic?

Response	Q3 2020	Q4 2021	Delta
Yes, we did a great job despite some hiccups	70%	67%	-3%
We did an average job as there was a lot that could have been done better	22%	25%	+3%
No, we were not able to meet the challenges	7%	8%	+1%

Source: ManageEngine and ITSM.tools (2022)

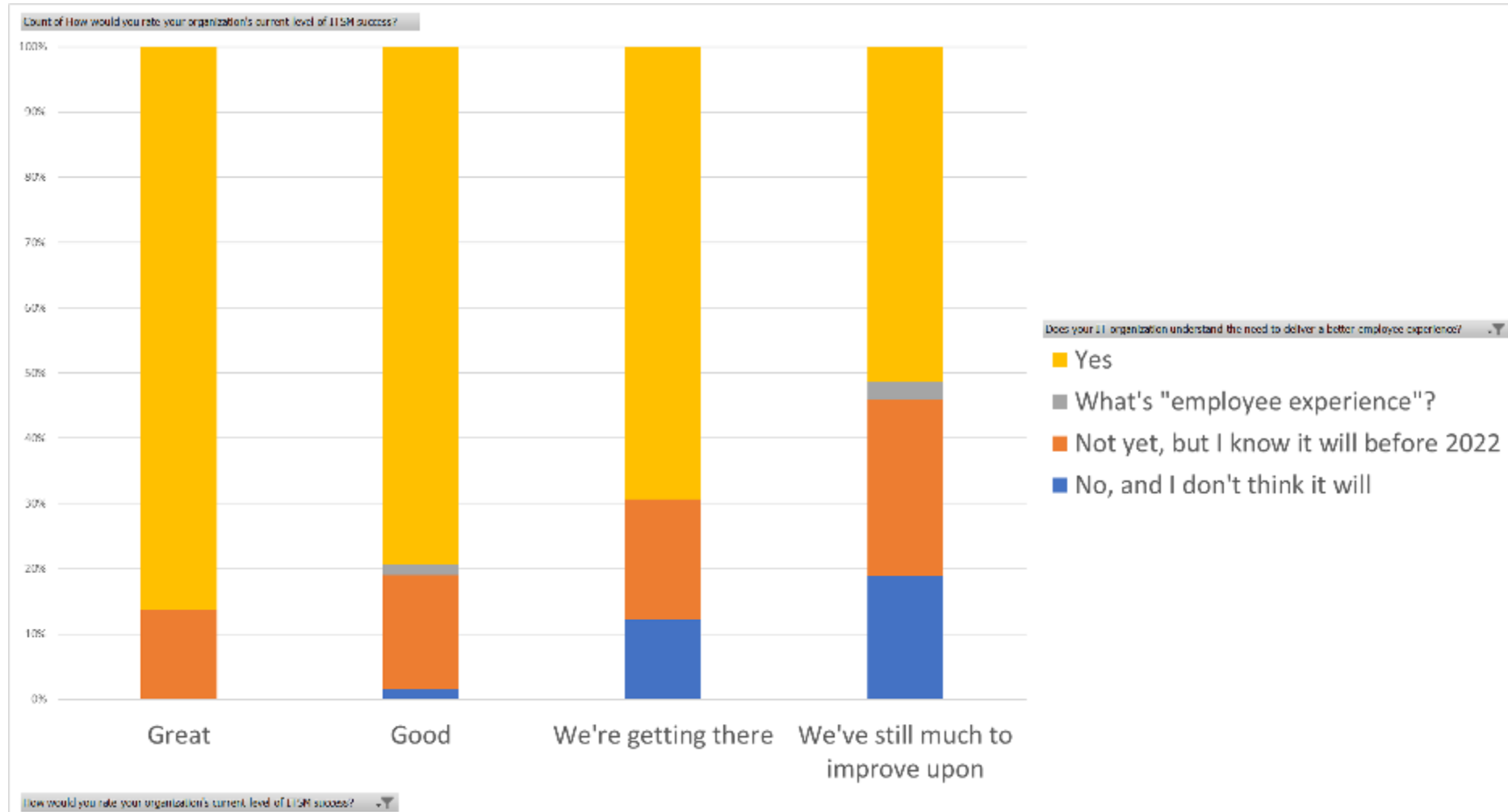


Does your IT organization understand the need to deliver a better employee experience?

Response	Percentage
Yes	67%
Not yet, but I know it will before 2022	18%
No, and I don't think it will	9%
Don't know	5%
What's "employee experience"?	1%

Source: AXELOS and ITSM.tools (2022)

ITSM success and employee experience



Source: AXELOS and ITSM.tools (2022)

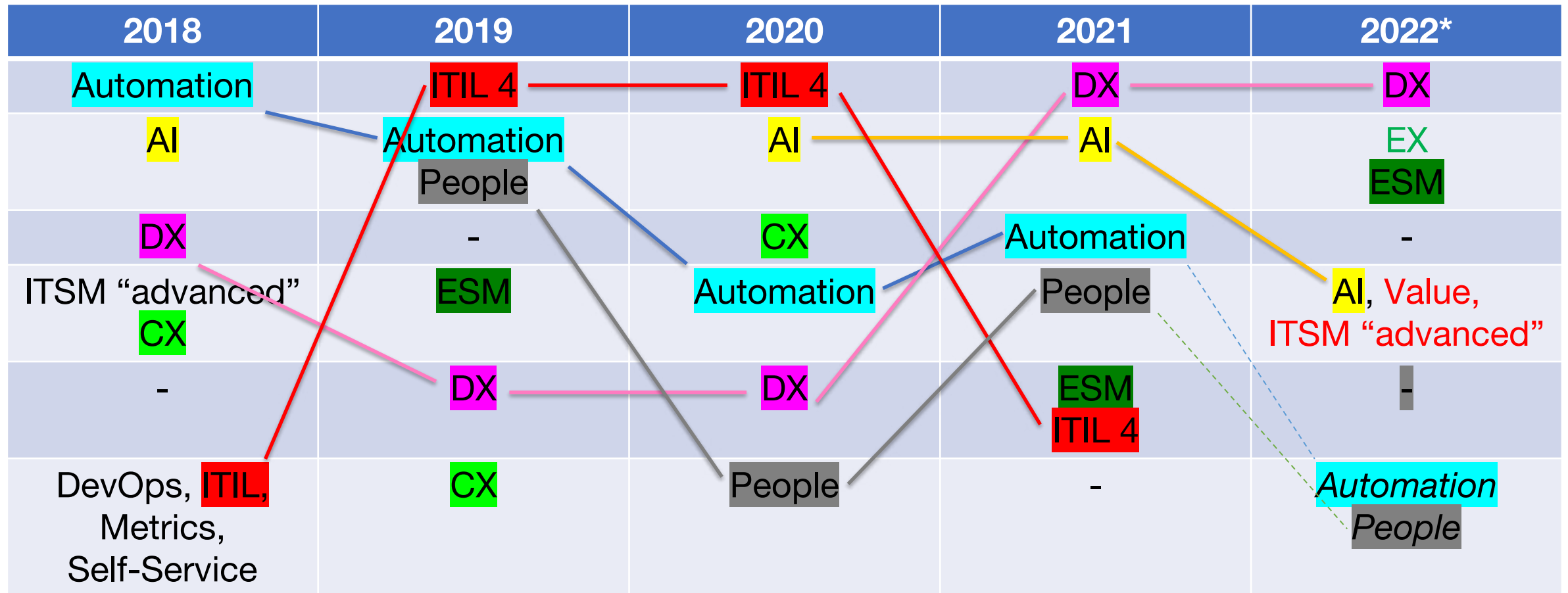
Which ITSM topics would you like to read about in 2022?

Topic	Interest
Digital transformation/digital workflows	36%
Employee experience management	30%
Enterprise service management	30%
Artificial intelligence (AI)/machine learning	29%
ITSM “advanced”	29%
Value demonstration	29%
Automation	28%
People (including attitude, behavior, and culture (ABC))	28%

Source: ITSM.tools 2022 Content Poll (Ongoing)
<https://itsm.tools/what-itsm-help-do-you-need-in-2022/>



Reader top 6 desired ITSM topics over time



Source: ITSM.tools (2022)

What's most important for YOUR organization in 2022 and beyond?

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stephen@ITSM.tools

