AI-Driven IT Service Management: Tools, Trends & Applications

Duration: 5 Days

Language: en

Course Code: PI1 - 135

Objective

By the end of this course, participants will be able to:

- Understand the role of AI, machine learning, and automation in ITSM.
- Explore AIOps and its impact on proactive service management.
- Evaluate and select AI-driven ITSM platforms based on organisational needs.
- Implement AI-powered workflows for incident, problem, and change management.
- Leverage predictive analytics for continuous service improvement.
- Address security, compliance, and ethical considerations in AI-enabled ITSM.

Audience

This course is ideal for:

- IT Service Managers.
- IT Operations and Infrastructure Professionals.
- AI Specialists in Enterprise IT.
- Digital Transformation Managers.
- CIOs, CTOs, and IT Governance Leaders.
- ITSM Consultants and Auditors.

Training Methodology

The course follows an interactive and experiential learning approach. It combines expert-led presentations, hands-on tool demonstrations, real-world case studies, group discussions, and scenario-based exercises. Participants will engage directly with AI-powered ITSM platforms to practice predictive incident management, automation workflows, and intelligent service optimisation.

Summary

This course provides a comprehensive exploration of how Artificial Intelligence (AI) is reshaping IT Service Management (ITSM). Participants will learn how AI-powered tools, automation, and predictive analytics are transforming traditional service management into proactive, data-driven operations. The course covers the latest tools, emerging trends, and real-world applications, equipping professionals to lead AI-driven service strategies that minimise downtime, improve user satisfaction, and enhance operational efficiency.

By blending theoretical foundations with practical scenarios, this course empowers IT professionals to integrate AI technologies into their service management processes and prepare their organisations for the future of intelligent IT operations.

Course Content & Outline

Section 1: AI Transformation in IT Service Management

- From traditional ITSM to intelligent automation.
- Key AI technologies: machine learning, natural language processing, AIOps.

Section 2: 2025 Landscape of AI-Driven ITSM Tools

- Overview of leading platforms: ServiceNow, BMC Helix, Ivanti Neurons, Jira Service Management, SysAid.
- Comparative analysis of core features, integrations, and industry suitability.

Section 3: Predictive Incident Management and Automation

- Automated ticket routing and resolution.
- Self-healing systems and proactive failure prevention.
- Reducing Mean Time to Resolution (MTTR).

Section 4: AI in Change and Problem Management

- Automated change approvals and risk assessments.
- Dependency mapping using AI for safer deployments.
- Continuous improvement through real-time feedback loops.

Section 5: Analytics, Reporting, and Decision Support

- Predictive dashboards and KPI tracking.

- Resource forecasting and trend analysis.
- Aligning service performance with business objectives.

Section 6: Security, Compliance, and Ethical AI Use in ITSM

- Integrating cybersecurity with AI-driven ITSM.
- Data protection standards (GDPR, ISO 27001).
- Ethical frameworks for responsible AI deployment.

Section 7: Developing AI-Enabled ITSM Strategies

- Organisational readiness for AI adoption.
- Roadmapping AI integration into ITSM environments.
- Change management for AI-driven service transformations.

Section 8: Real-World Case Studies and Industry Applications

- Successful AI-powered ITSM implementations across industries.
- Lessons learned and best practices for scalable adoption.

Certificate Description

Upon successful completion of this training course, delegates will be awarded a Holistique Training Certificate of Completion. For those who attend and complete the online training course, a Holistique Training e-Certificate will be provided.

Holistique Training Certificates are accredited by the British Accreditation Council (BAC) and The CPD Certification Service (CPD), and are certified under ISO 9001, ISO 21001, and ISO 29993 standards.

CPD credits for this course are granted by our Certificates and will be reflected on the Holistique Training Certificate of Completion. In accordance with the standards of The CPD Certification Service, one CPD credit is awarded per hour of course attendance. A maximum of 50 CPD credits can be claimed for any single course we currently offer.

Categories

AI, Data and Visualisation, IT & Computer Application, Technology

Tags

Artificial Intelligence, ITIL, ITSM, IT Service Management, ITSM Tools

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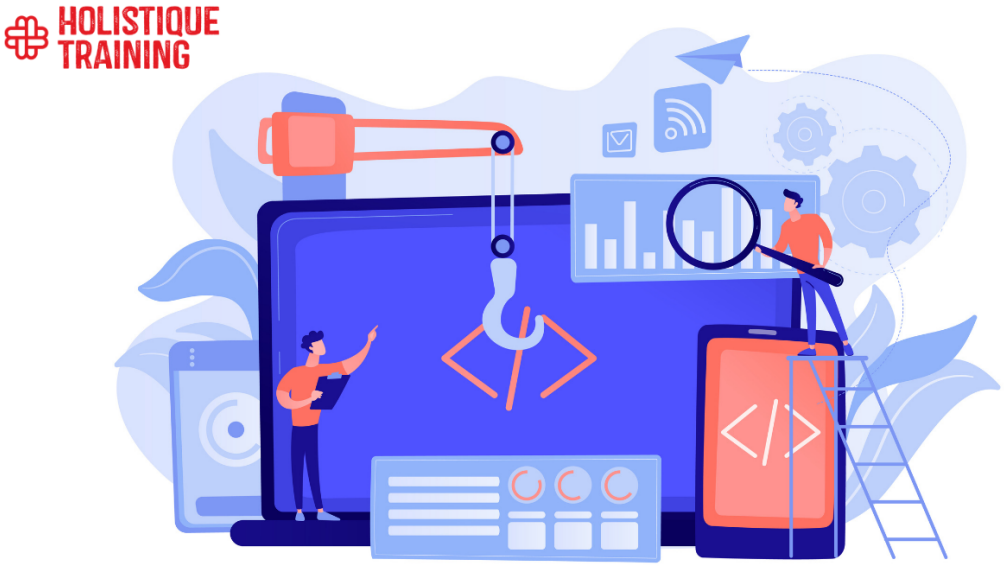

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