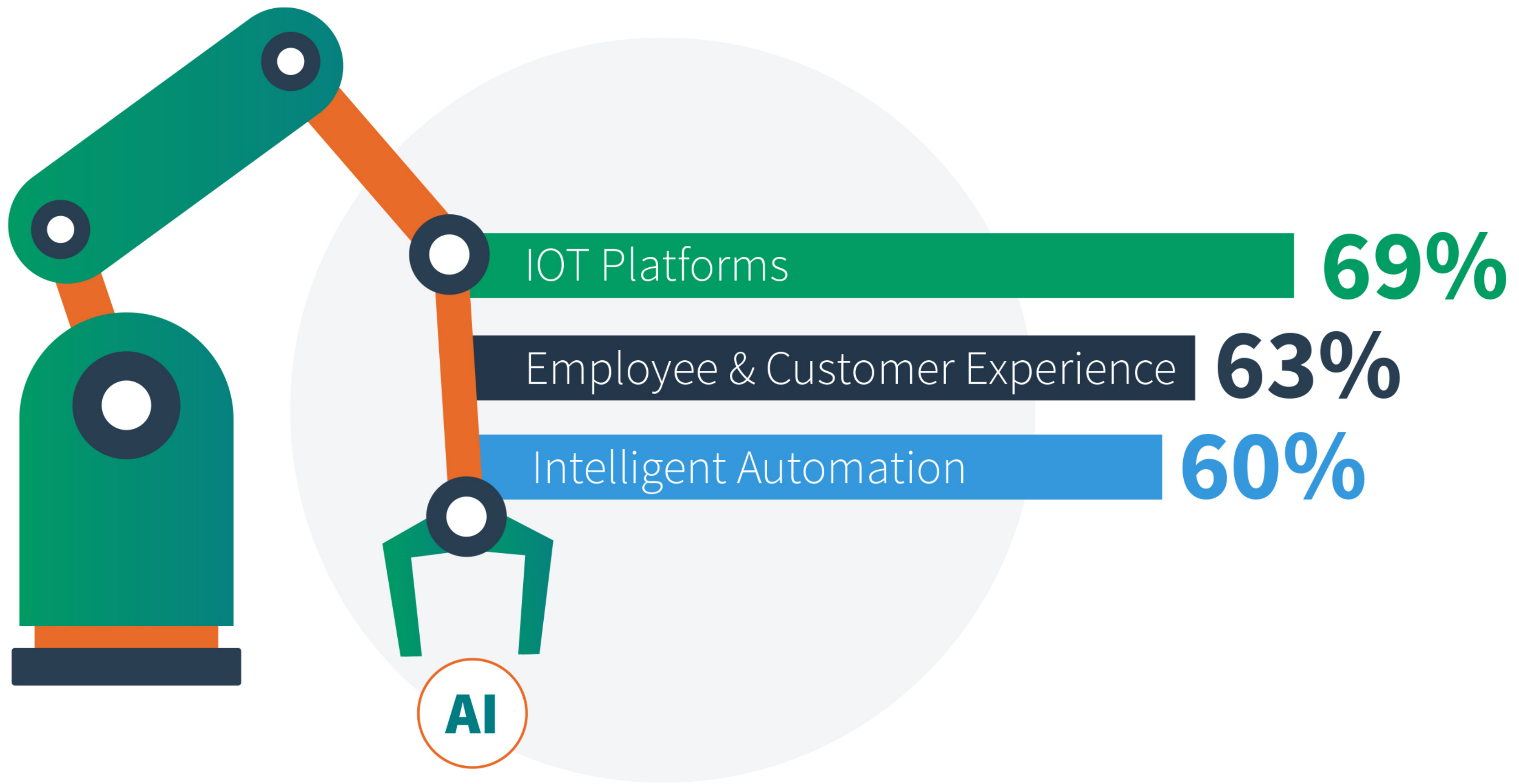


AI, SELF-HELP AND SELF-SERVICE: NAVIGATING THE COMPLEXITIES OF SERVICE TRANSFORMATION

While IT Managers and their organizations have gone to great lengths to prepare for each wave of digital transformation, there are still many obstacles to fully leveraging technologies that can ensure today's enterprises are able to use service solutions that enable a better, more efficient customer and employee experience.

Smart Experiences are Gaining Traction



Despite Investments in IT Infrastructure, Issues Still Exist

82% invest in modernizing IT infrastructure.



50% believe legacy IT infrastructure is a barrier.

More Self-Help, Please!

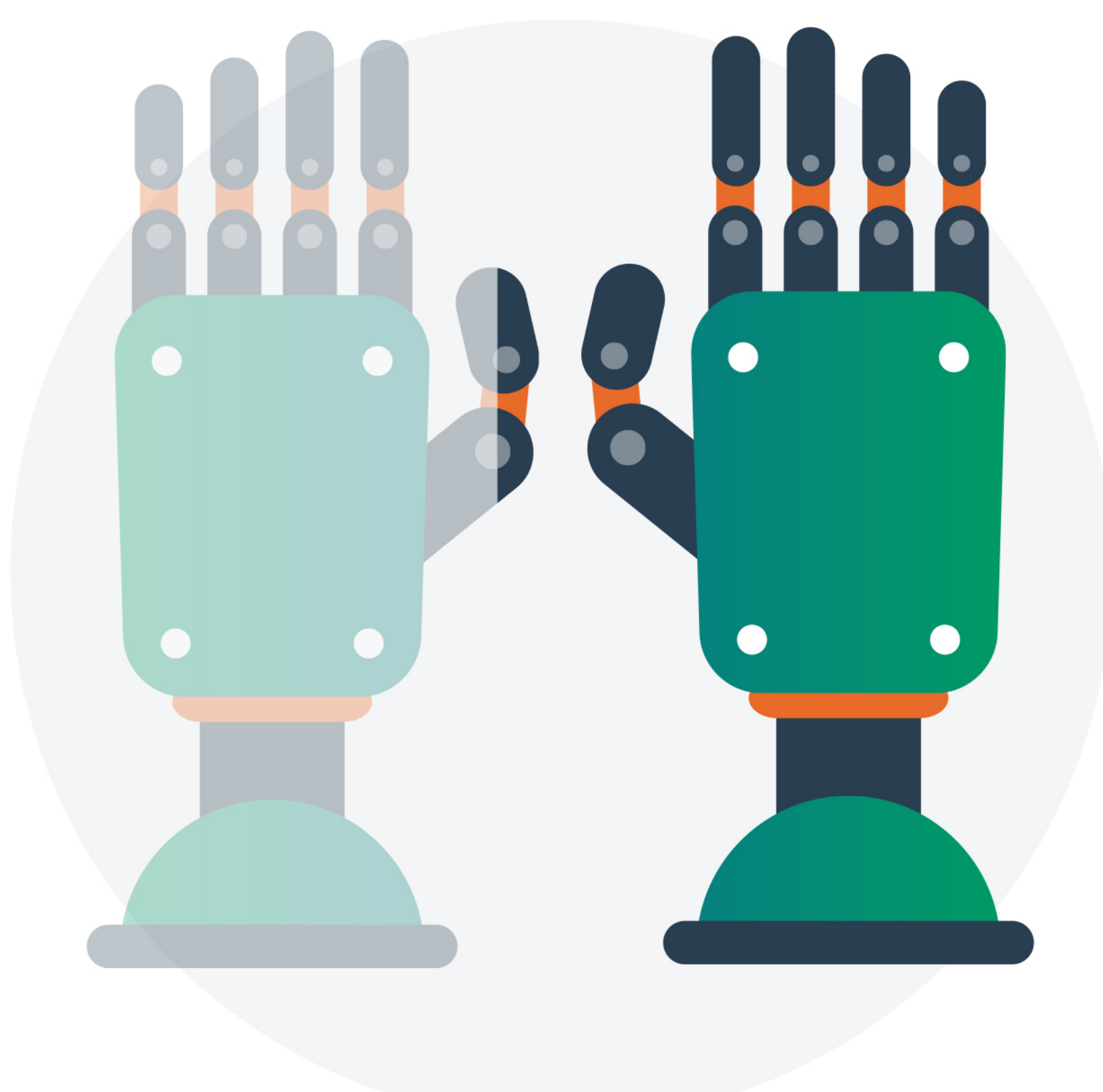
Over the next 12 months, five-in-six IT leaders expect to see their organization increase its use of self-help solutions as part of its ITSM program.



83% Increase.

17% Keep the same.

Move Over Midas, Humans Have the Touch Too



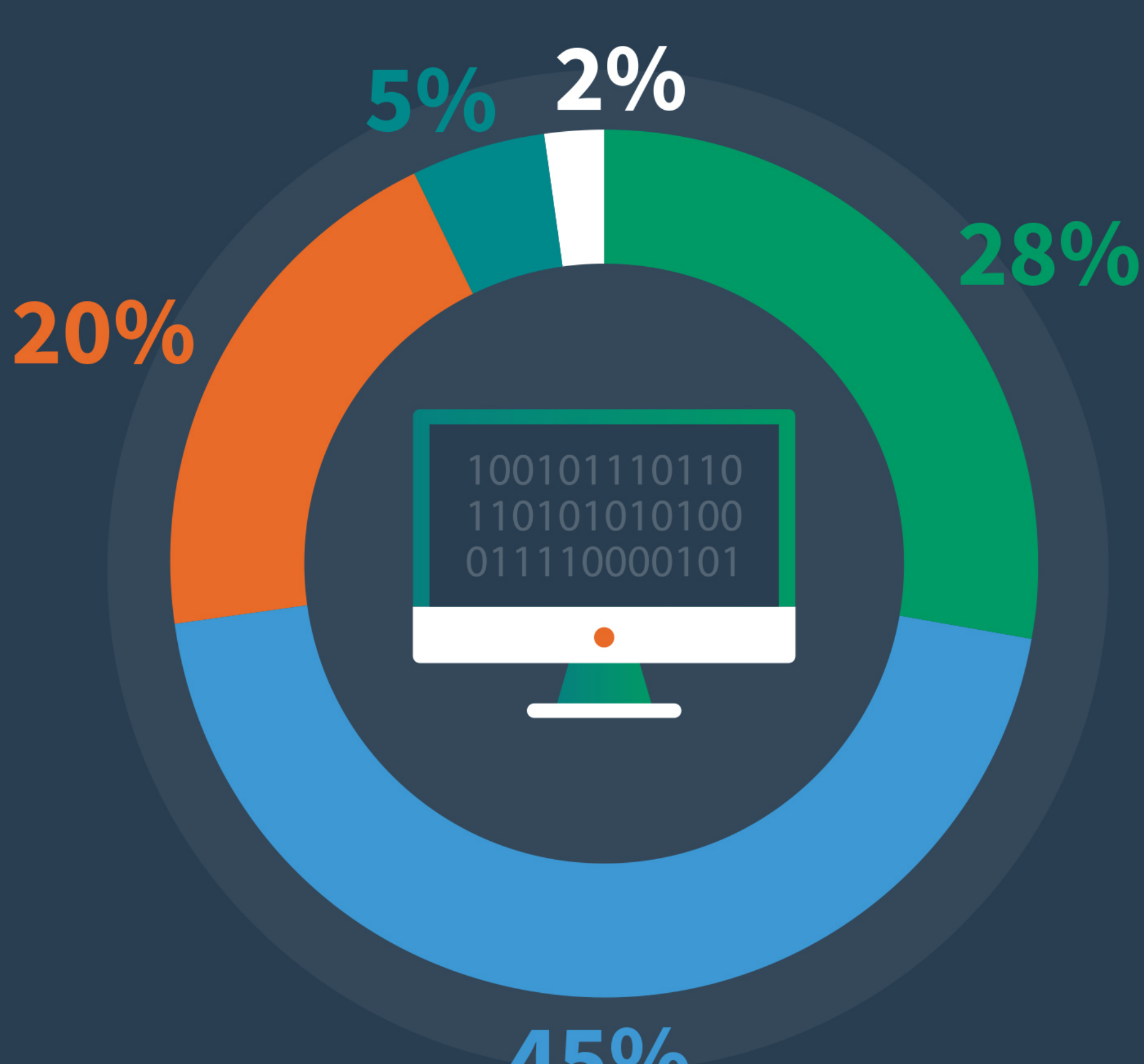
Among IT managers, **56%** say that human interaction is still important to providing quality IT solutions.

Struggling to Keep Up with the Joneses

50% of IT Managers say that their organization is not using AI.



Transition from IT Representatives to Self-Help and Self-Service



While IT representatives are still key players when it comes to IT solutions, self-help and self-service are becoming more prominent.

- Rely solely on self-service.
- Primarily use self-service.
- Balance between self-service and IT.
- Primarily use IT representative.
- Rely solely on IT representative.