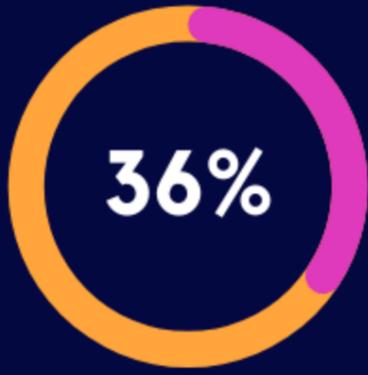


Top Trends for ITSM in 2021



When asked what main area their service desk would be focusing on in 2021, the largest proportion specified they will be focusing on **automation of processes, tasks, and ticket handling**.

We have seen this trend across several SDI reports, improving the efficiency and quality of IT services using automation has fast become a significant focus for organisations.

The topic which is expected to be the biggest trend for ITSM in 2021 is **IT Security**



of respondents

specified that their desk's main focus for 2021 will be their **Digital Transformation journey**

Chatbots and Virtual Agents, as specified by 44% of respondents, and **self-service**, as specified by 42% of respondents, are also predicted to be more significant topics this year.



of IT professionals

predict that **Customer Experience and XLAs** will be a big trend for IT in 2021

SDI Insight shows that awareness of **XLAs** is growing within the industry, and it is interesting to note that IT staff outside of the service desk are aware of what they are. Service desk performance data is often used to assess the success of IT services, though we are seeing a shift in what we define as success.

Intelligent automation, along with **AI and Machine Learning**, were expected to be big topics in 2021 by 33% and 26% of IT professionals respectively.

In a similar vein, 16% and 14% of IT professionals respectively expect **Robotic Process Automation (RPA)** and **Omnichannel Support and Service Orchestration** to be big topics.



Every organisation will have a different strategy and roadmap for what their IT department and infrastructure will look like in the coming years, but it is key to have an understanding of the industry outside of your organisation.

Understanding what is on the horizon and what could potentially affect your organisation in the future can allow you to better prepare for transformation, making any transition smoother and potentially more successful.

You can download your free copy of the "ITSM: 2021 & Beyond" report from the insight area of the SDI website