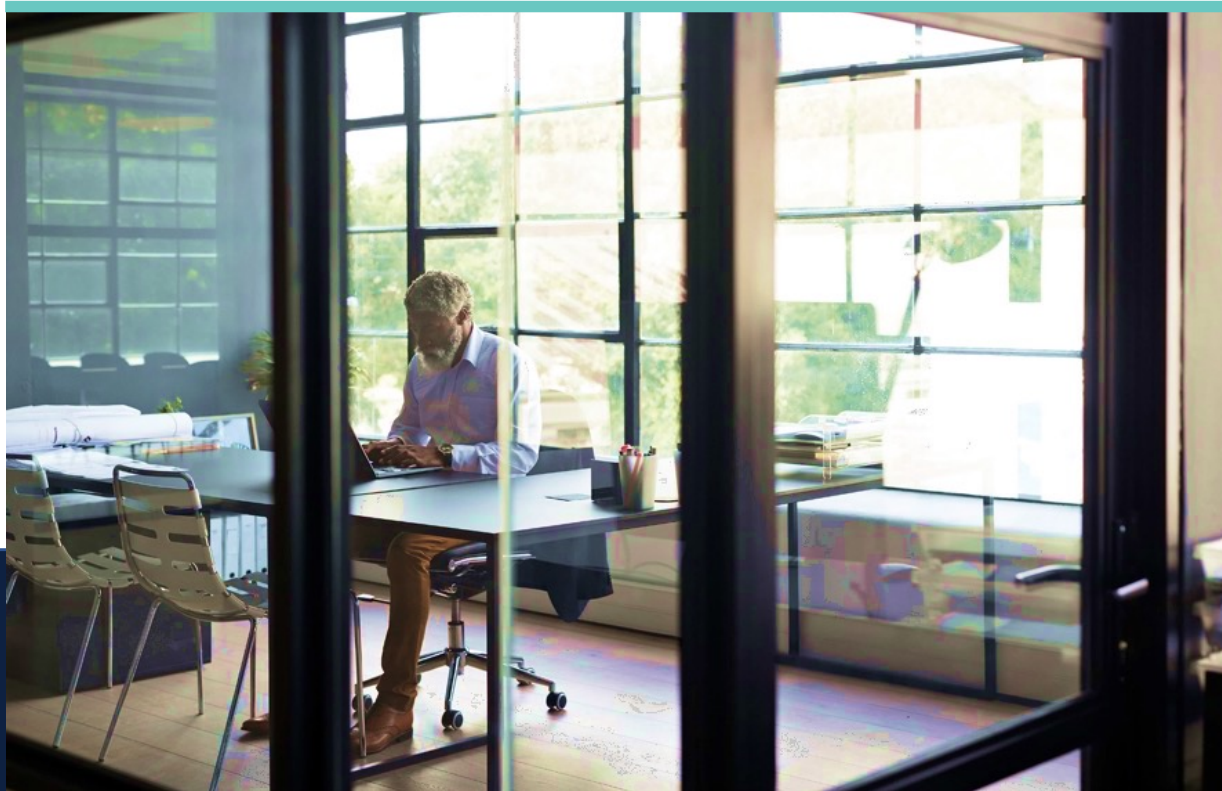


AI INTEGRATION TO ITSM STRATEGIES

SUMMARY RESULTS



JUNE 2025

EXECUTIVE SUMMARY

- We surveyed senior IT and AI leaders across industries including healthcare, finance, technology, retail, and professional services to understand how they are modernizing IT service management (ITSM) through AI integration.
- To explore current adoption and challenges, we asked about strategic focus areas, AI readiness, and roadblocks. Leaders prioritized increasing self-service and deflecting tickets, while noting ROI validation and compliance as top hurdles to Agentic AI adoption.
- Automated workflows and faster ticket resolution emerged as the most valuable capabilities of Agent Assist solutions, with many respondents seeing medium-term potential but lacking a formal process to drive near-term optimization.

WHO DID WE SURVEY?



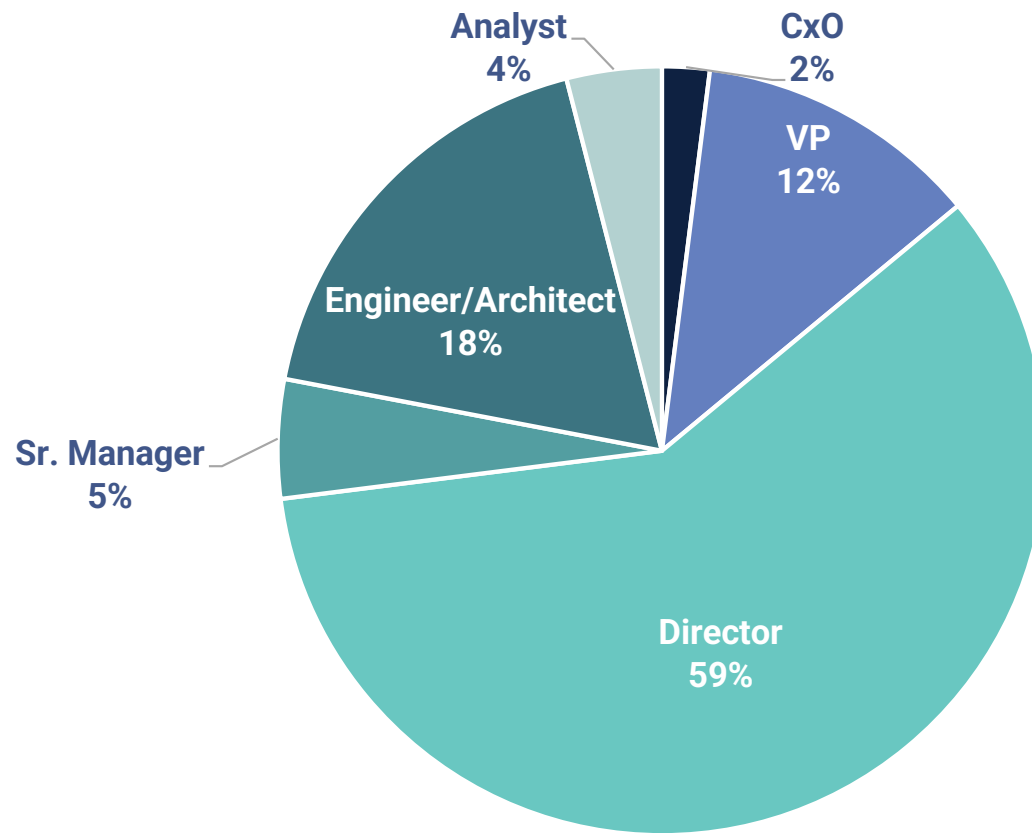
Between April and June 2025, Gatepoint Research invited selected executives to participate in a survey themed *AI Integration to ITSM Strategies*.

Candidates from several industries were invited via email and 100 executives have participated to date.

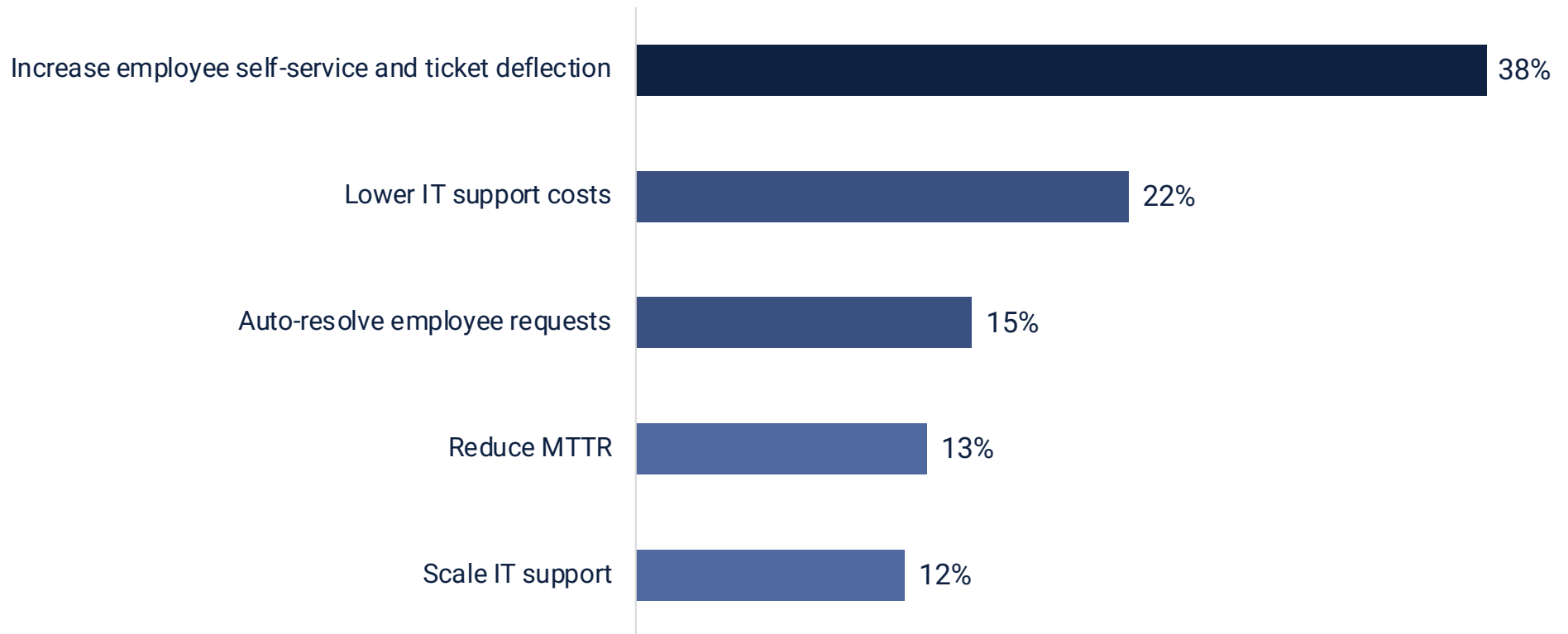
Management levels represented include: 14% who hold the title CxO or are VPs, 59% directors, 5% senior or department managers, 11% data, system, or application architects, and 11% engineers, data scientists, analysts or other specialists.

JOB LEVEL

73% of respondents to this survey hold executive or director-level positions in their organization.

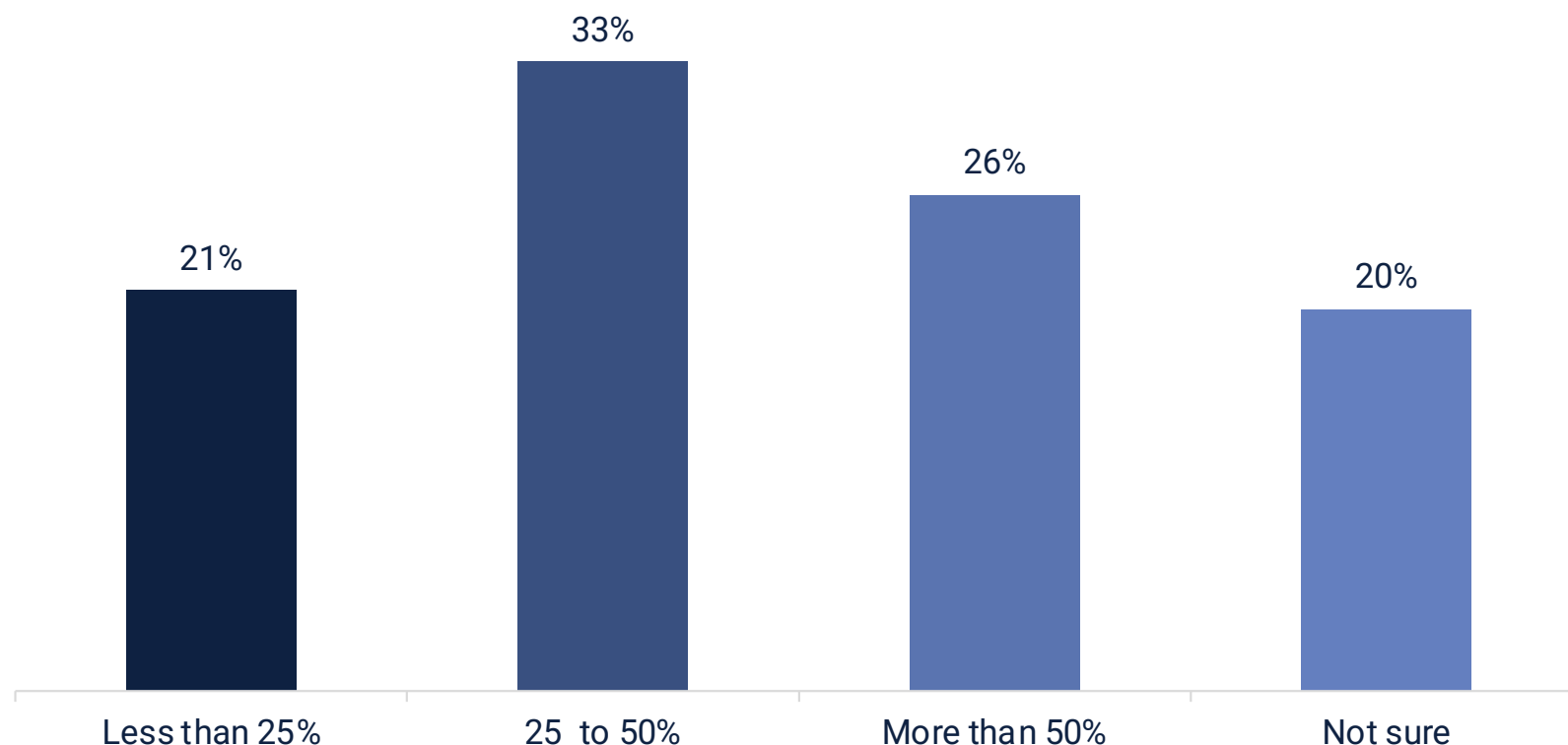


What are you most focused on improving with your ITSM strategy?



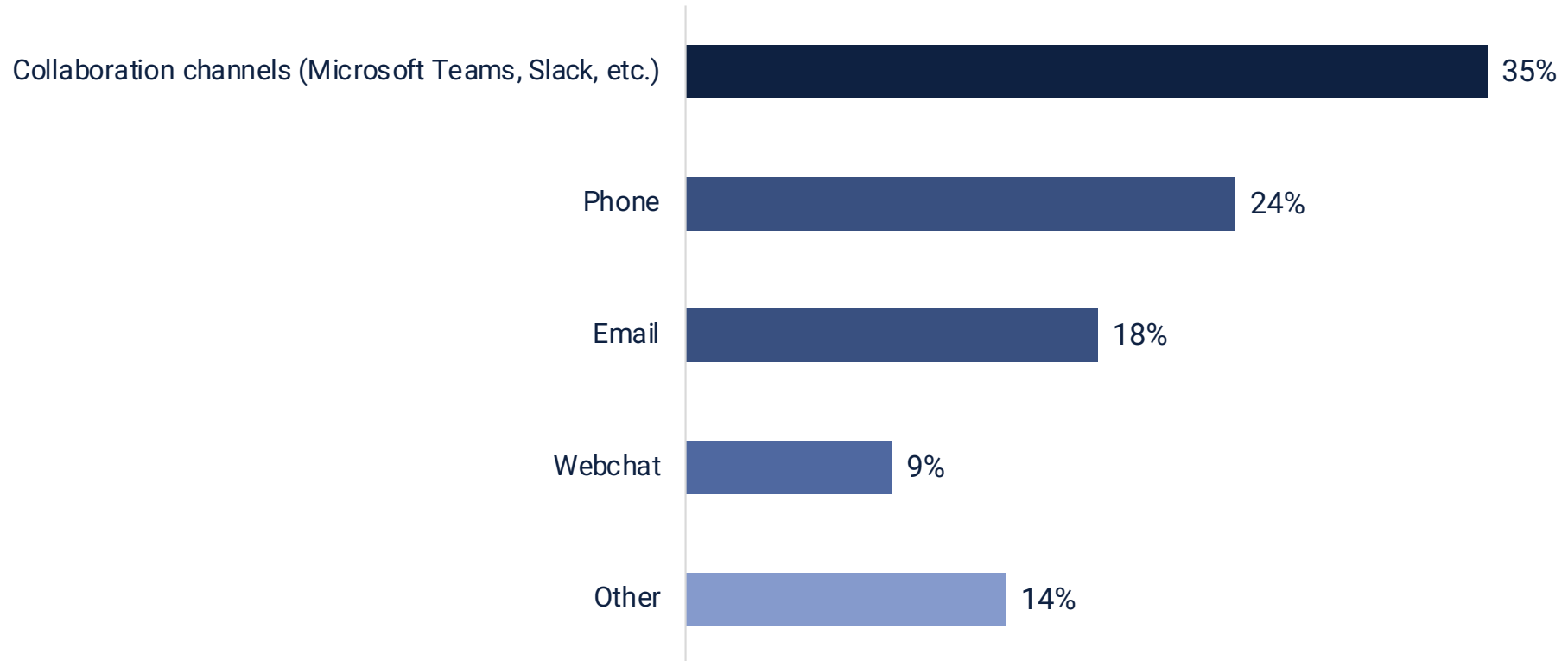
The top priority for ITSM strategies is increasing employee self-service and deflecting tickets (38%), followed by lowering IT support costs (22%).

On average, what percent of your IT service desk is committed to handling low-priority tickets (L1 and L2)?



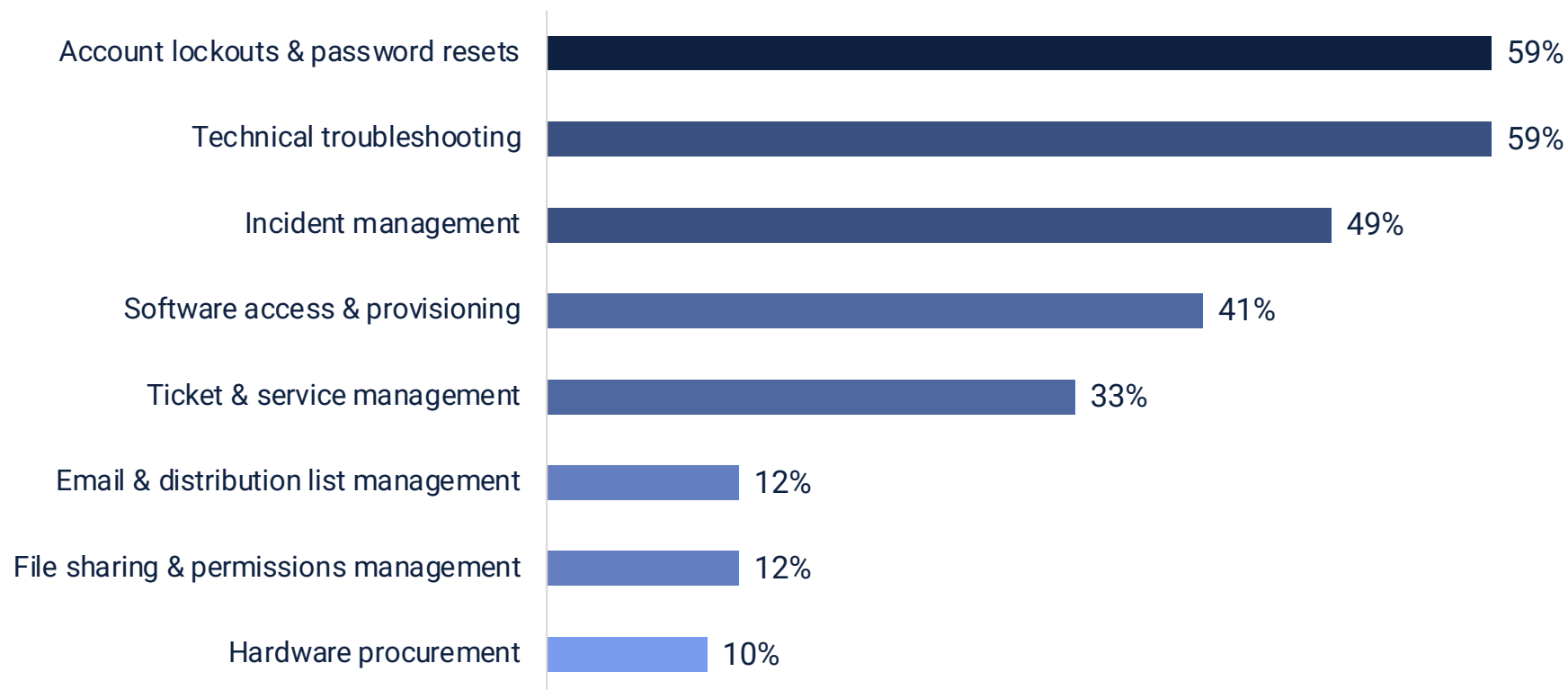
Over half of organizations report that at least 25% of their IT service desk is tied up with low-priority issues, with 26% saying it's more than 50%.

What is the primary way your employees interact with your IT support?



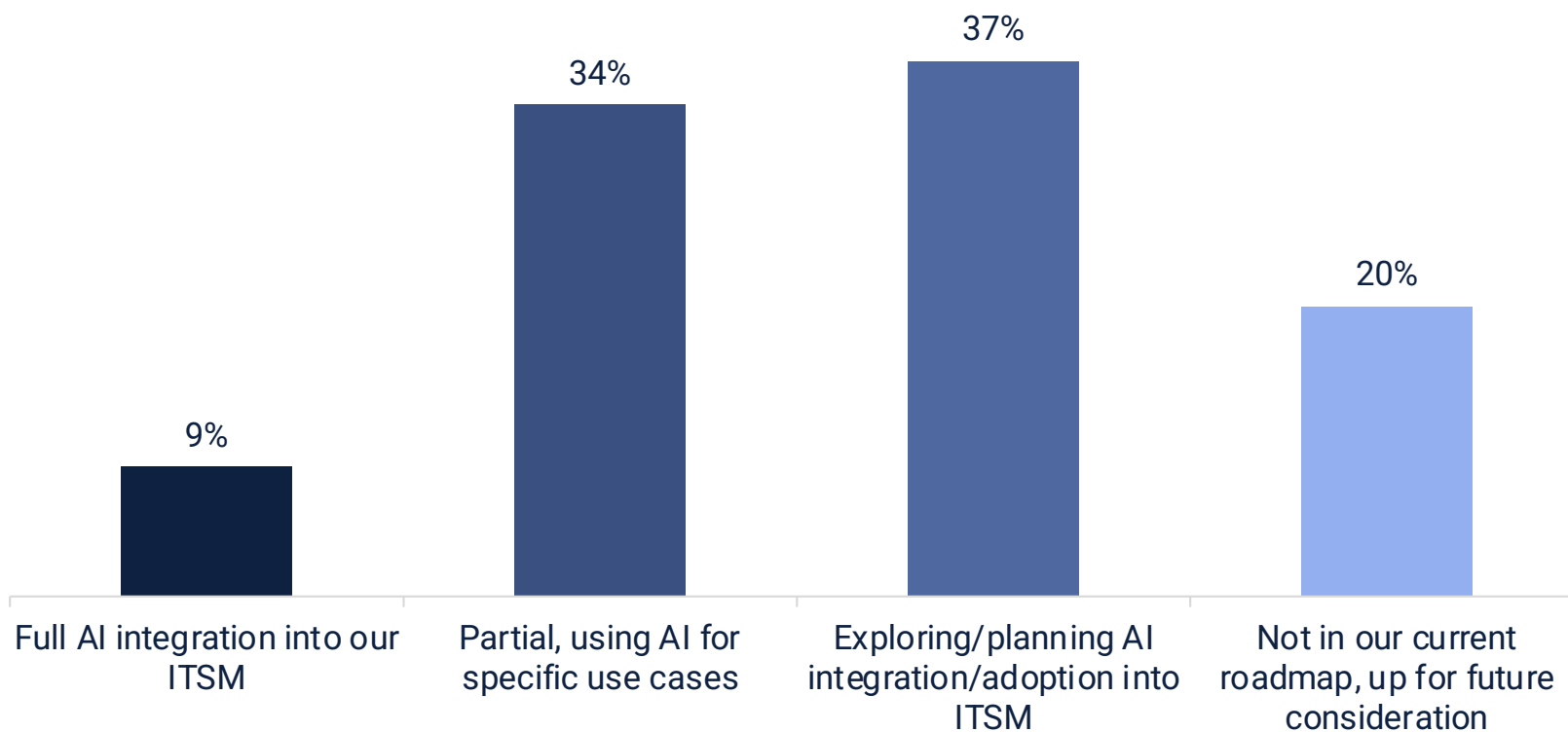
Collaboration platforms like Microsoft Teams and Slack are now the leading channels for IT support interaction (35%), surpassing traditional options like phone and email.

What are the top request types your IT support teams handle?



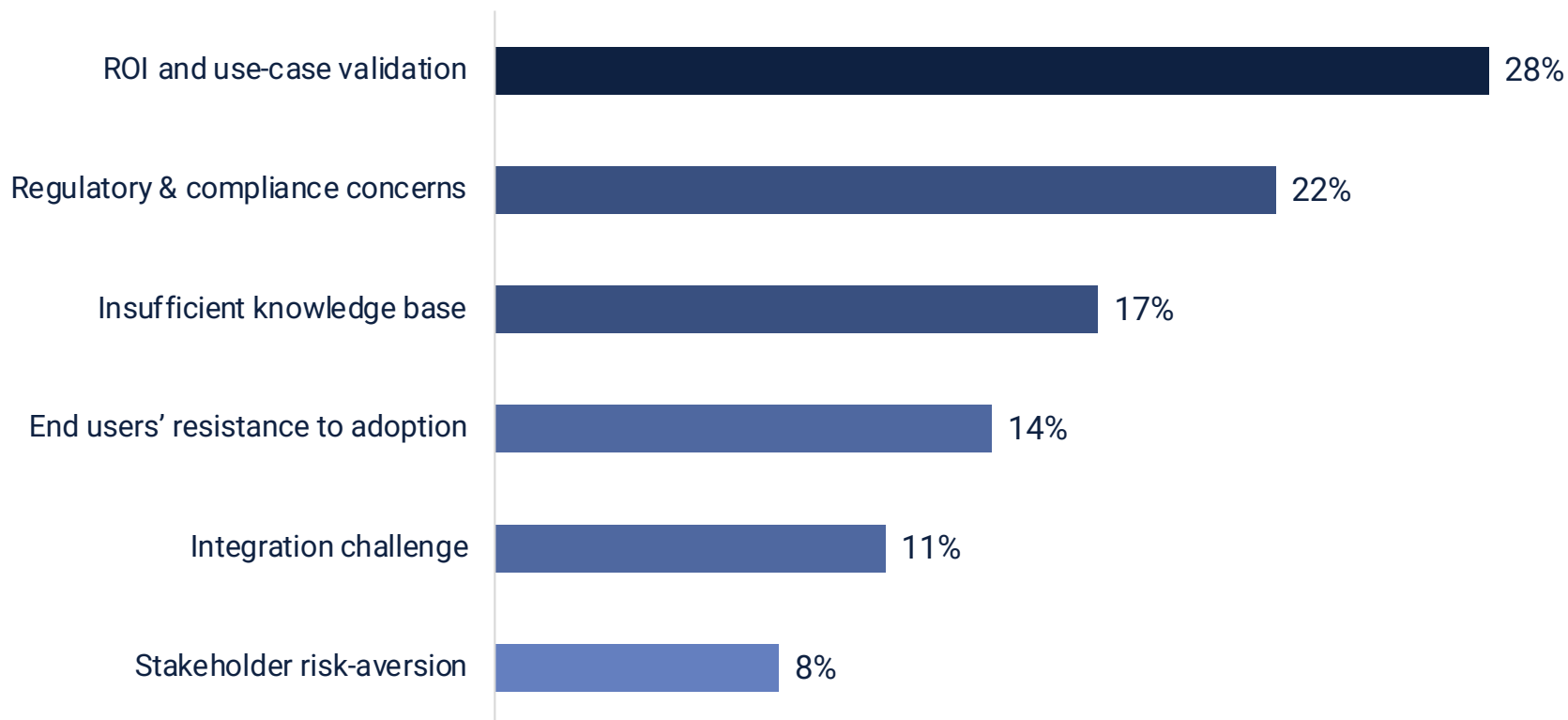
The most common IT support tasks are account/password resets and technical troubleshooting (both 59%), followed by incident management (49%).

How would you rate your organization's current adoption of Agentic AI for ITSM?



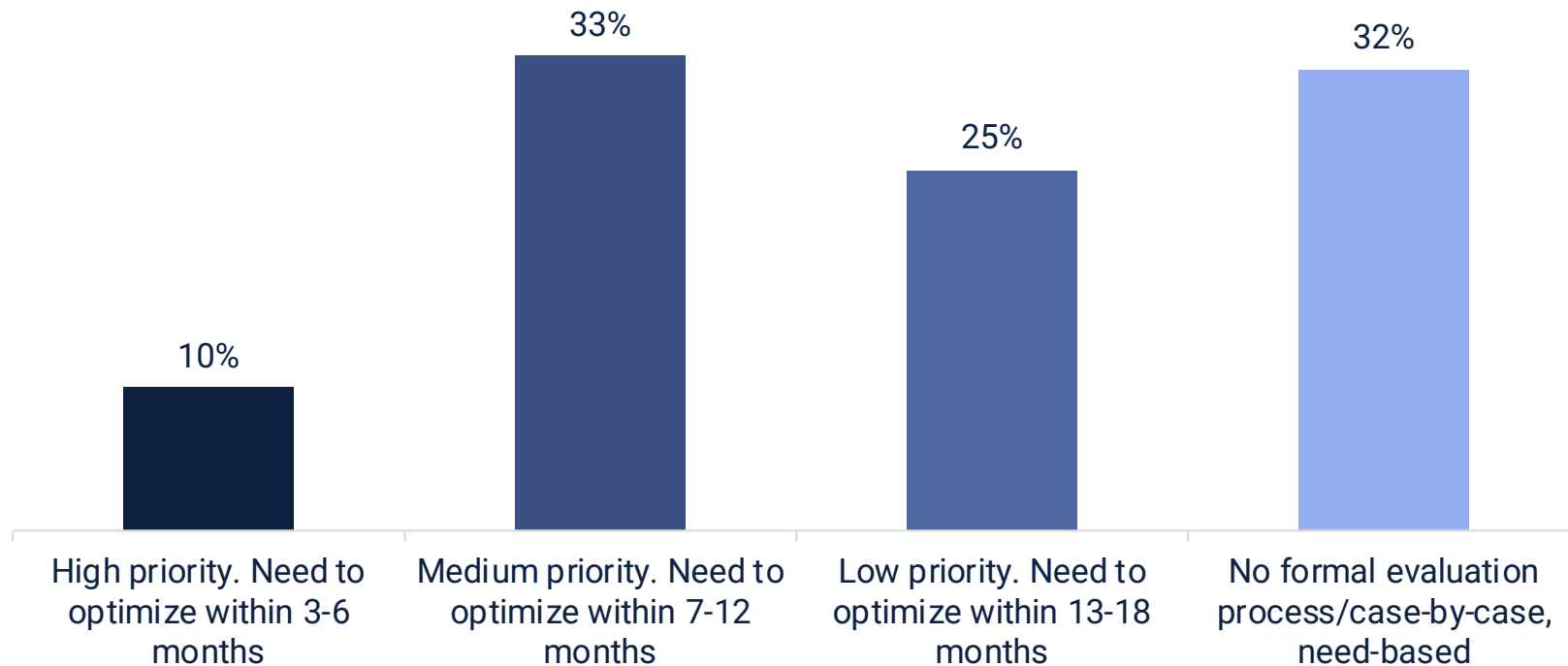
Only 9% have fully integrated Agentic AI into their ITSM, while 37% are still in the exploration or planning phase.

What is the top barrier you have encountered to integrating Agentic AI into your ITSM strategy?



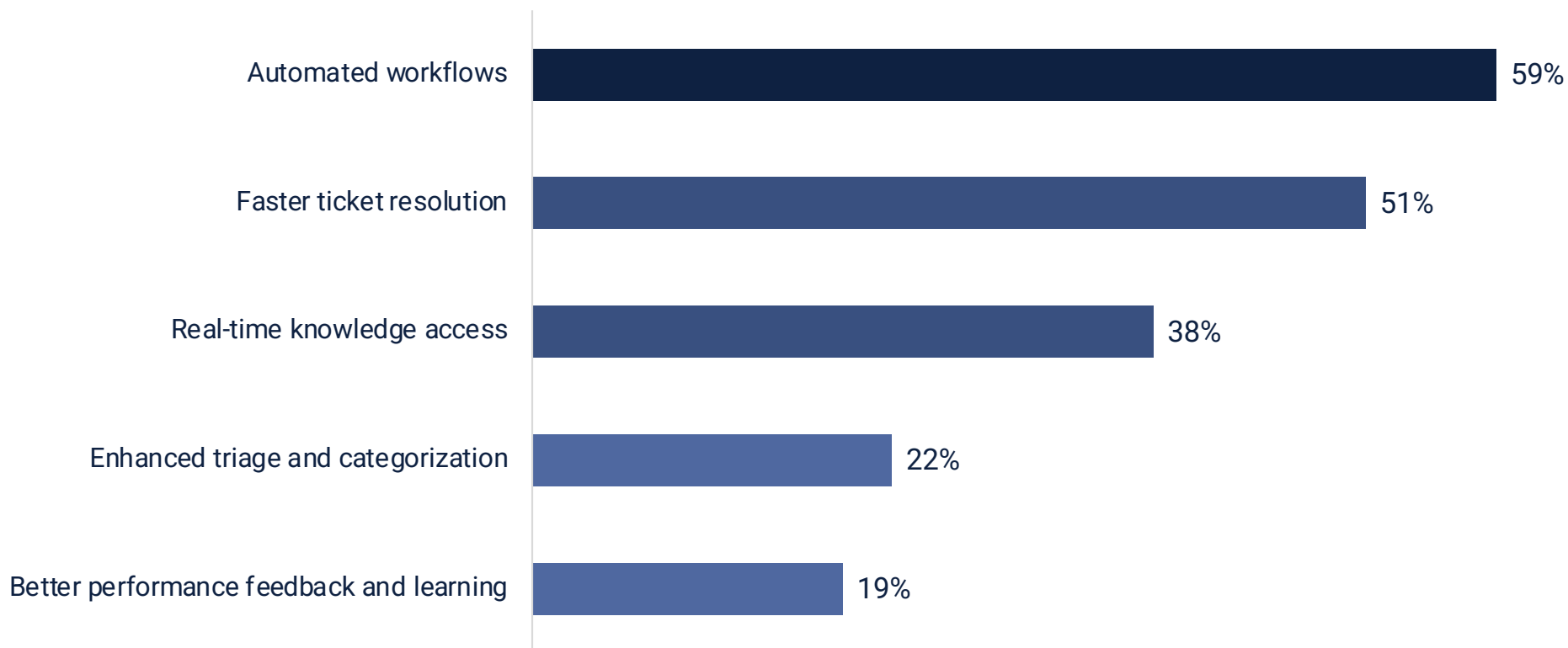
The top challenge to adopting Agentic AI is proving ROI and validating use cases (28%), ahead of compliance concerns (22%).

How would you prioritize optimizing Agentic AI for ITSM?



While 10% see optimizing Agentic AI as a high priority within 3–6 months, most are either targeting longer timelines or handling it on a need-based basis (32%).

What are the most important ways Agent Assist solutions could elevate your IT agent productivity?



Automated workflows (59%) and faster ticket resolution (51%) are the most important capabilities IT leaders believe would boost agent productivity.



About the Company

Aisera automates enterprise service management across IT, HR, Finance, and more with AI Agents that understand, reason, and take proactive action to auto-resolve requests and complex tasks. Recognized by Gartner as a leader in Agentic AI for ITSM, Aisera delivers scalable IT support and transformation—without human intervention.

[Learn more at aisera.com](https://aisera.com)