

**2023**

# State of Service Management Report

Our fourth-edition report helps you future-proof your IT strategy and sharpen your winning tactics to achieve your business goals.

# Introduction

Deep dive into the minds of 1,200+ IT professionals from across the globe to discover the winning tactics and trends you need to gain a competitive edge in the IT industry.

Based on unfiltered data, we have identified the following trends:

- IT Teams' Successes Are Linked to EX
- IT Has A Major Impact on Business Outcomes
- The Top 3 Service Desk Goals
- Service Desk Deployment Outside of IT

This report reveals key insights that can help you optimize your IT strategy and reach your goals.



**Ben Brennan**  
CEO & Best-Selling Author

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**SysAid®**



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# Executive Summary

The world of IT has gone through many changes in recent years, but there are two main challenges that have yet to be solved. The first is the need to prove the IT department's impact on the business and earn them a seat at the decision-making table. The second is keeping employees happy and productive by improving their overall employee experience.

These challenges are becoming more complex in today's competitive and turbulent environment.

**Our fourth State of Service Management edition clearly identifies new data-backed trends:**

- Now more than ever, employees' voices are being heard loud and clear, and IT leaders are intently tuning in, basing business outcomes and decisions on EX-related data.
- EX provides a huge opportunity to boost productivity and engagement while lowering attrition and employee turnover.

**Our Key Takeaways:**

- **Employee Experience is at the Core of What IT Organizations Care About.** 72.7% of respondents tie their KPIs to employee satisfaction.
- **Workforce Productivity Correlates With a Positively-Rated Experience.** 76.5% of respondents plan to measure how workforce productivity correlates positively with a positively-rated experience.
- **IT Pro's Actively Measure Their Impact on Business Performance and Successes.** 64% of respondents mapped the services of the IT department on their business performance and successes.
- **HR Remains the Main Priority When It Comes to Deploying Service Automation Solutions.**

# About the Report

SysAid surveyed 1,200+ IT professionals as part of our fourth annual report.

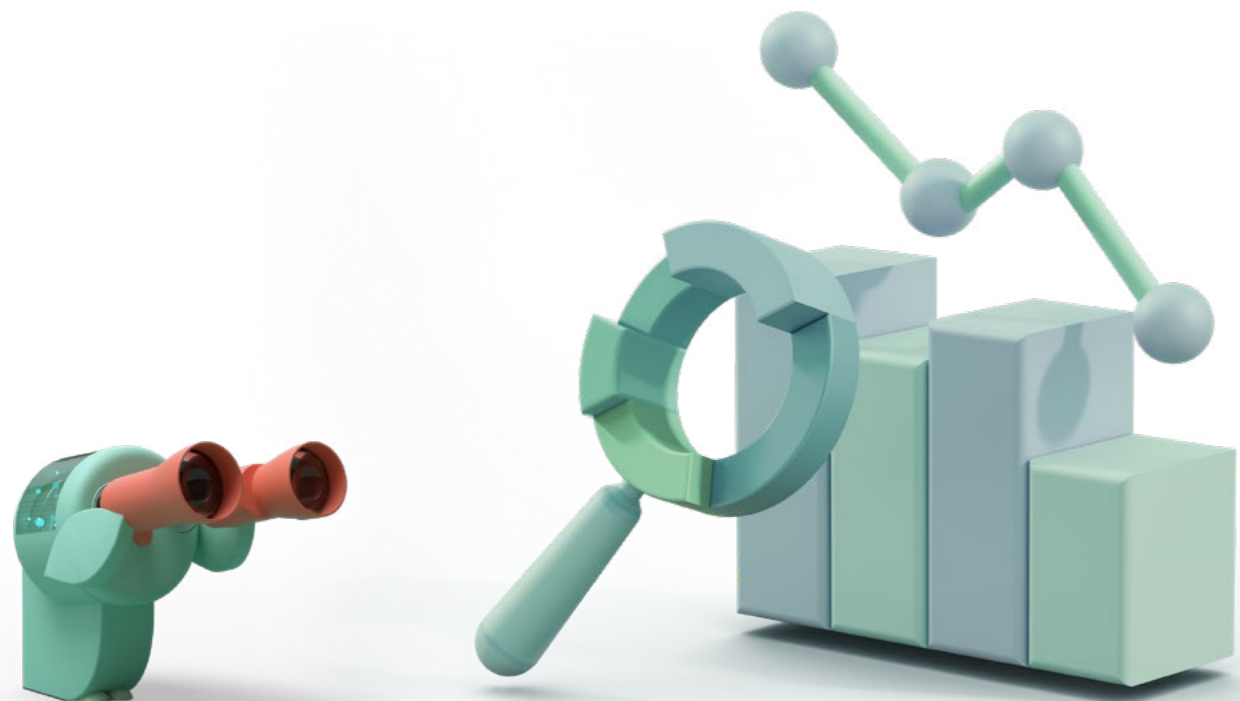
We collaborated with Ben Brennan to create a report investigating the results and highlighting the trends based on SysAid survey responses.

Ben Brennan is the Author of *Badass IT Support*, CEO of QSTAC, and an HDI Top 25 IT Thought Leader. Ben is a fierce believer that customer-centric IT support increases both workforce productivity and employee engagement.

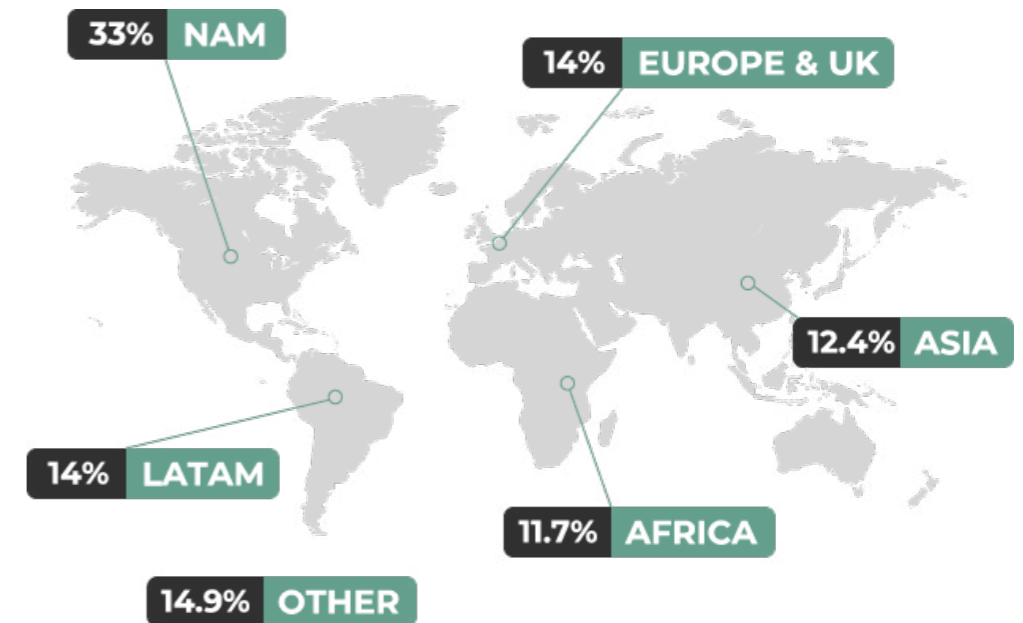
Since 2019, we've witnessed a substantial X4 year-over-year growth in the number of our global cross-industry survey respondents.

Our survey consisted of respondents from all levels of seniority, with **53%** accounting for **decision-makers**. The respondents represent a worldwide reach, with **33%** from **North America**, **14%** from **Europe and the UK**, **14%** from **Latin America**, and a significant representation from **Africa** and **Asia** (**24%**).

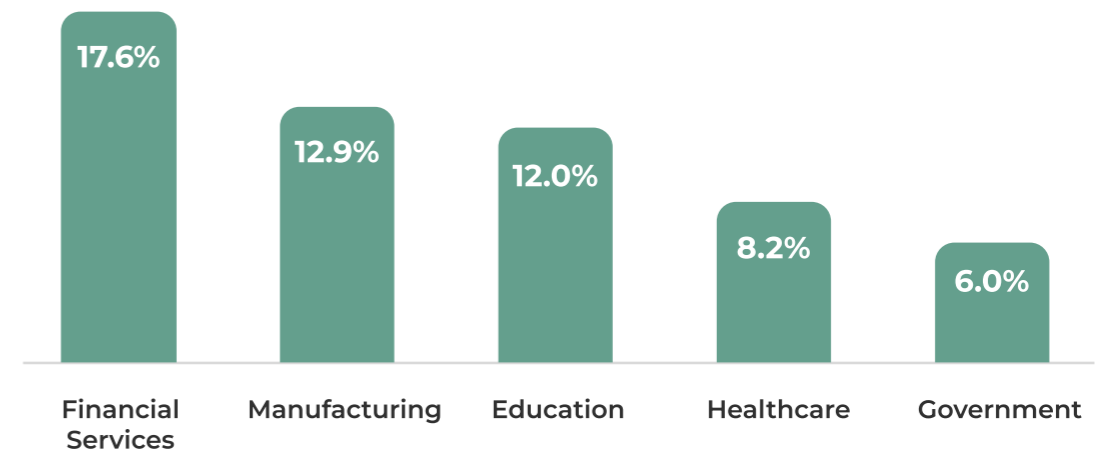
Representing a diverse range of sectors, respondents hail from a broad range of industries including **Financial Services**, **Manufacturing**, **Education**, **Healthcare**, and **Government**.



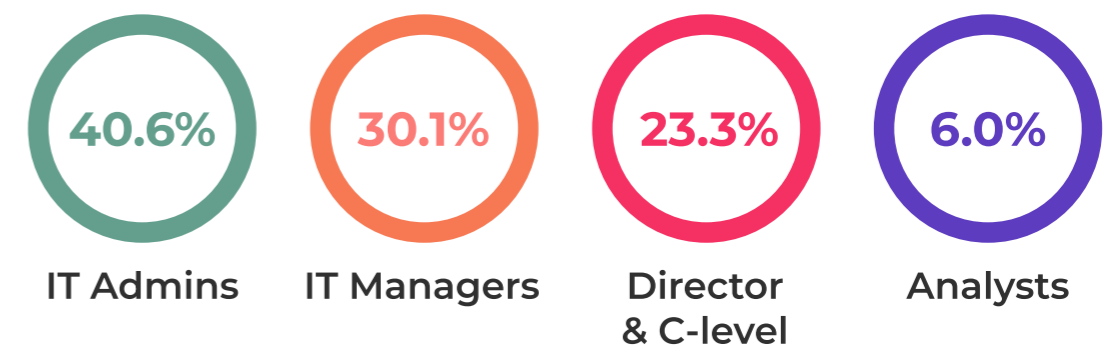
## Geography



## Industry



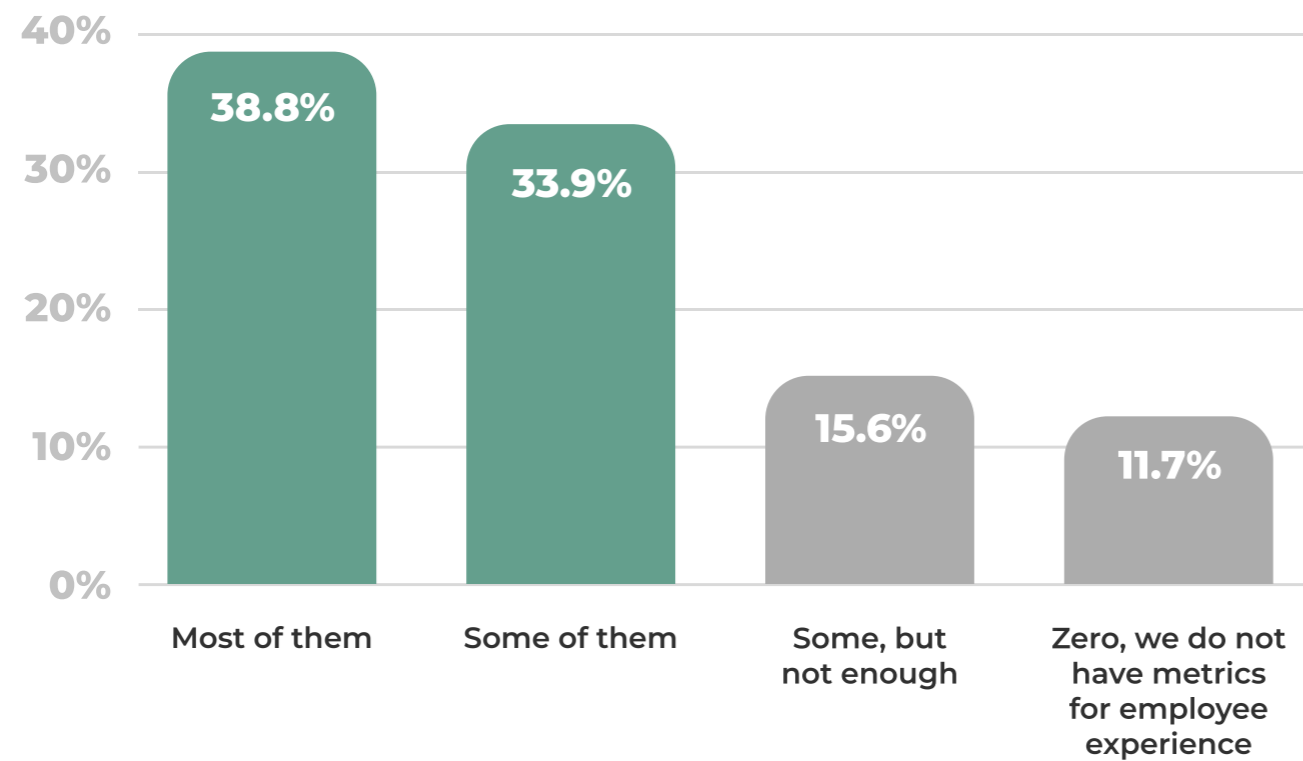
## Job Level



53% of Our Respondents Are Managers & Higher

# Employee Experience is at the Core of What IT Organizations Care About

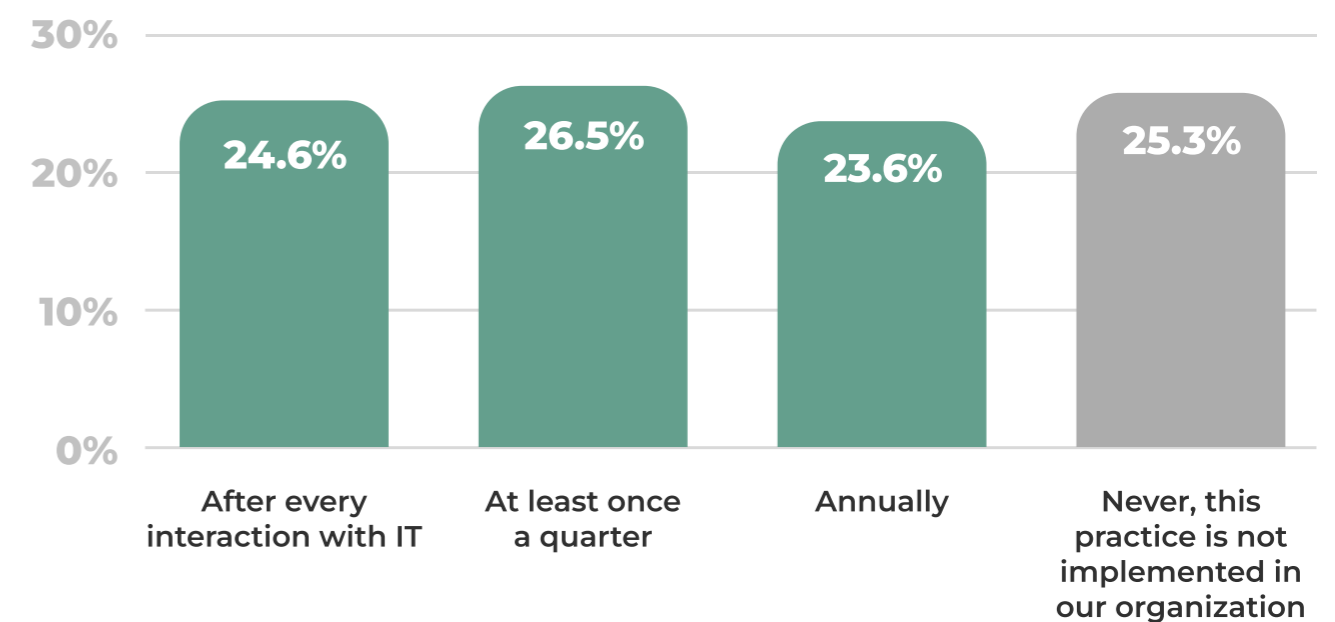
Employee experience has become a critical success KPI in the IT world. ITSM organizations are realizing the importance of measuring and improving their employee's experience, which contributes to their key business objectives.



**72.7% of Respondents Link Their KPIs to Employee Satisfaction.**

# Employee Listening is Becoming an Important Factor in Decision-making

Employees' voices are being heard more than ever before, and leaders are choosing to listen, taking their employees' feedback into account in their decision-making process.



**50% of Respondents Collect Employee Feedback at Least Once Every Quarter.**



# Ready to Unlock the Power of Streamlined ITSM?

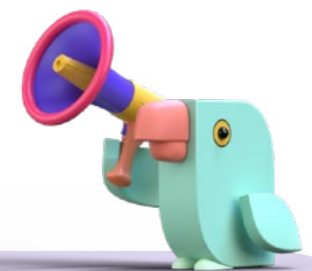
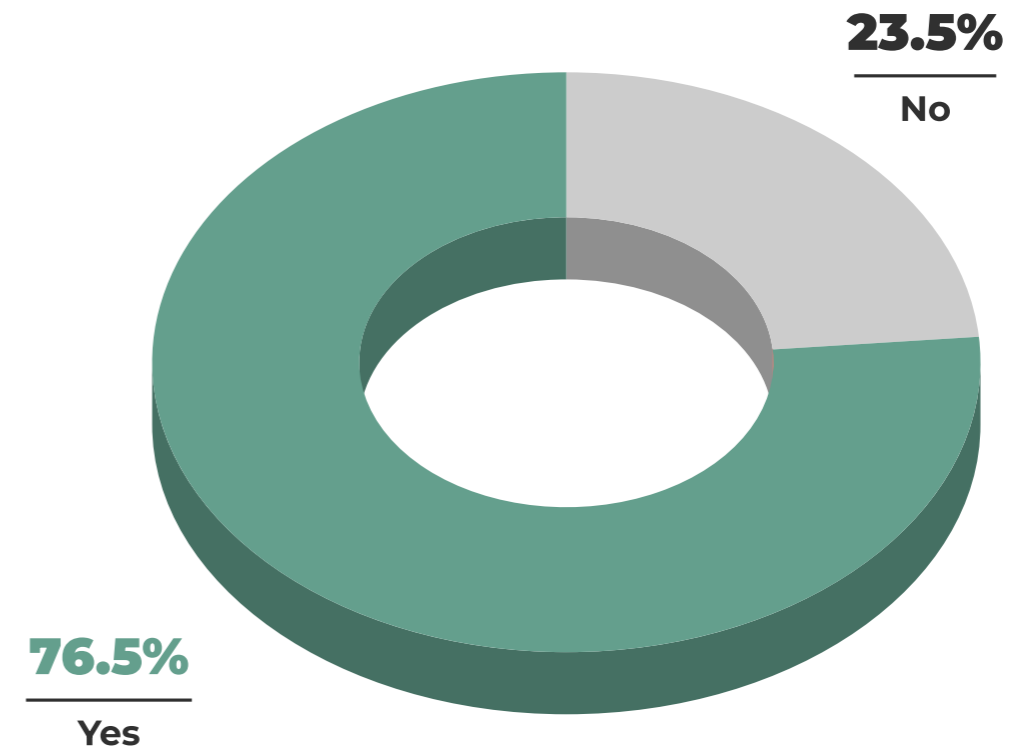
Discover firsthand how SysAid's comprehensive suite of tools can revolutionize your organization's operations.

With its user-friendly interface, powerful ticketing system, robust asset management, and seamless integration capabilities, SysAid is the ultimate solution for optimizing IT workflows.

[Get a Demo](#)

## Workforce Productivity Correlates Positively With a Positively-Rated Experience

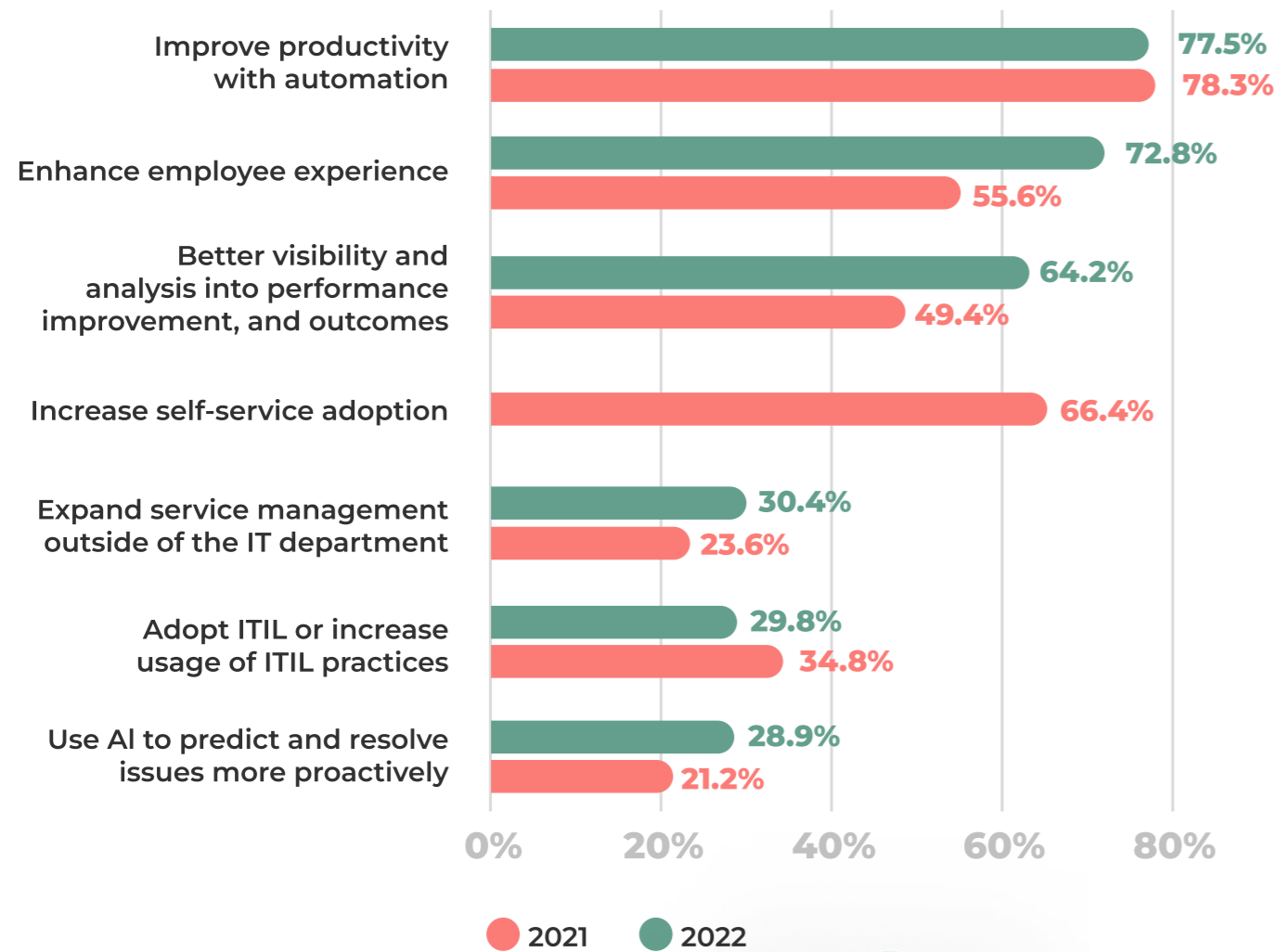
In 2023, 76.5% of respondents said they plan to measure their cross-organizational productivity and the ways it correlates with a positively-rated employee experience.



**Positively-Rated EX Impacts Productivity, Employee Retention, and Profitability.**

# Employee Experience as a Priority

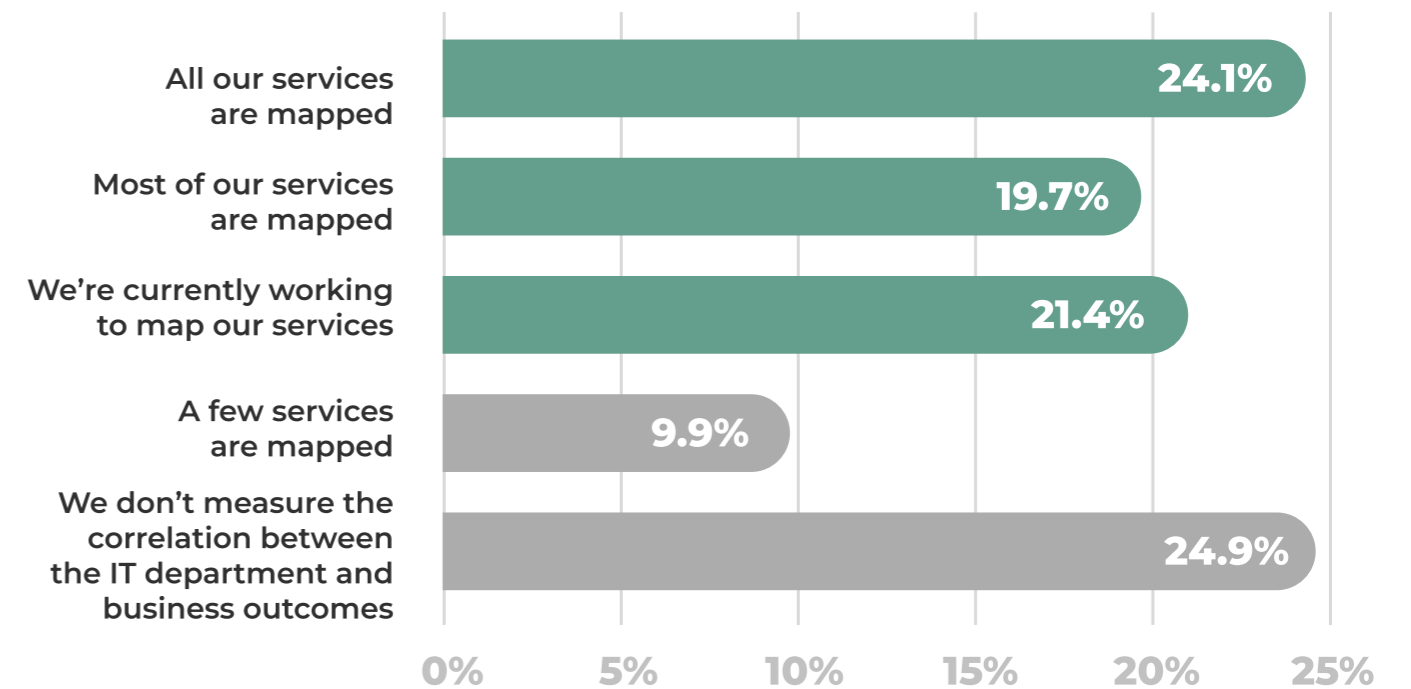
To become a customer-centric organization, IT leaders' north star metric should prioritize employees' feelings, and involve customers at every stage of the process to deliver exceptional experiences.



EX Has Dramatically Gone Up in Importance from 55% to 72.8%.

# IT Connects Its Work With Broader Organizational Objectives

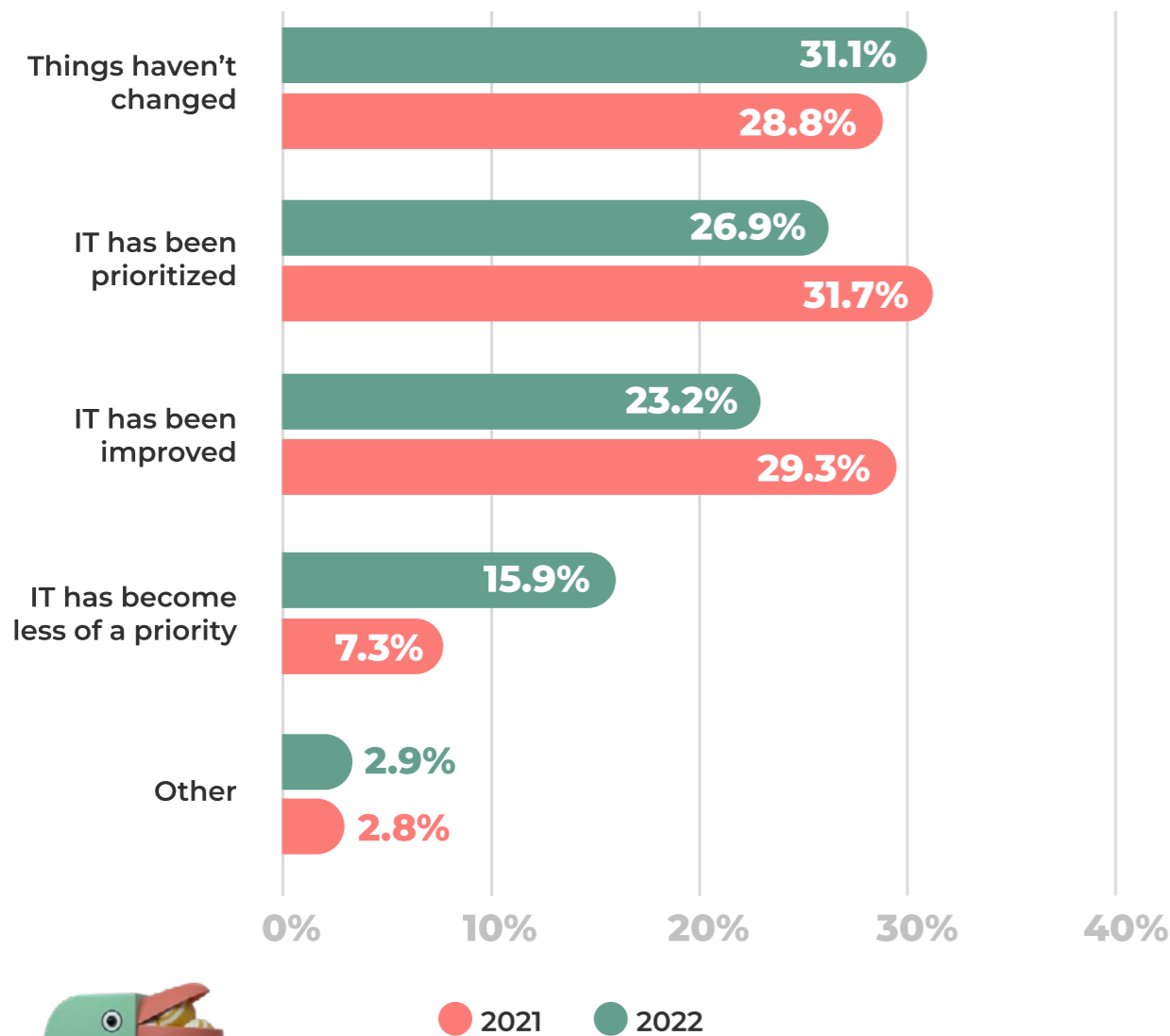
Creating driven-data mappings when aligning IT's activities to top-line business objectives earns IT pros a seat at the decision-making table. By measuring IT's impact on business outcomes, companies can make informed decisions to drive overall success.



65% of Respondents Are Mapping the Impact of Their IT Services on Business Performance and Success.

# Despite the Economic Climate, There is Still an Investment in IT

IT is considered a critical investment to the organizations' success in terms of salary, budget, and effort recognition rather than something that is merely 'nice to have'.



81% of Respondents Still Perceive a Sense of Value and Investment, Although There Has Been a Slight 9% year-over-year Decrease.

# Join Our IT Professionals Community

Join SysAid's amazing Community and become a SysMate! Engage, connect, and collaborate with thousands of like-minded ITSM pros like yourself.

SysAid's Community is a supportive environment that empowers you to maximize your IT Service Management potential, learn from top experts in the field, network, and share best practices and insights with industry peers!

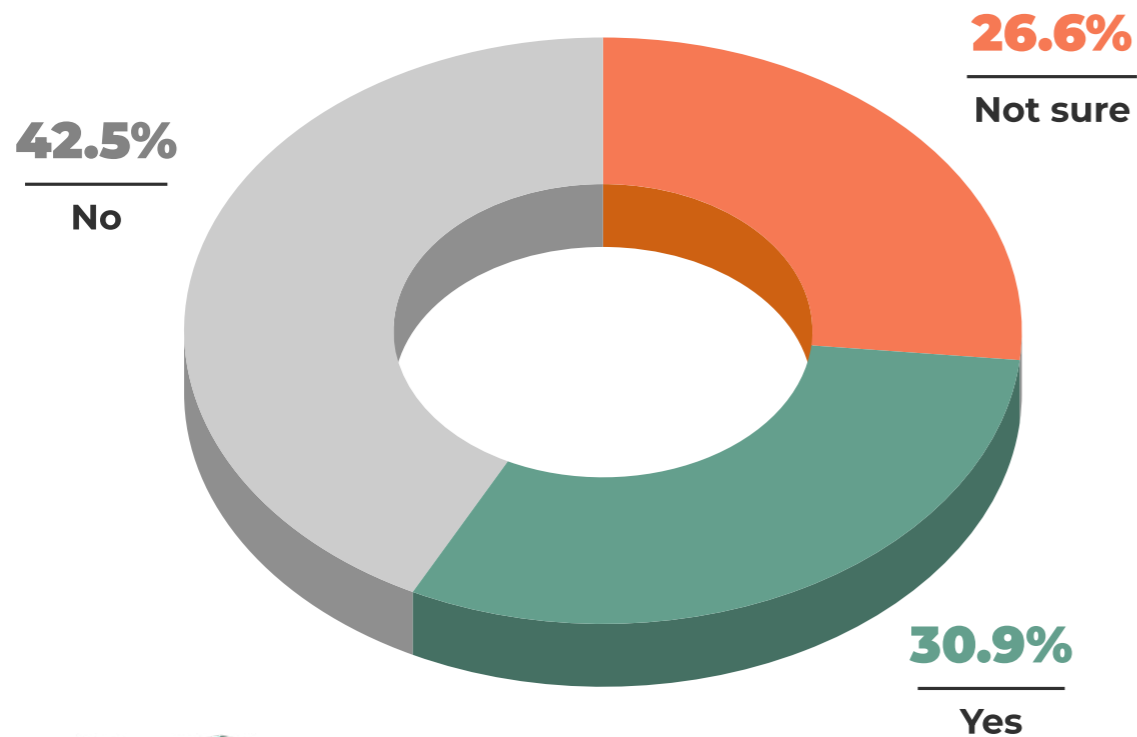
Become a SysMate





# A Third of Respondents Would Consider Deploying Service Desk to Other Departments

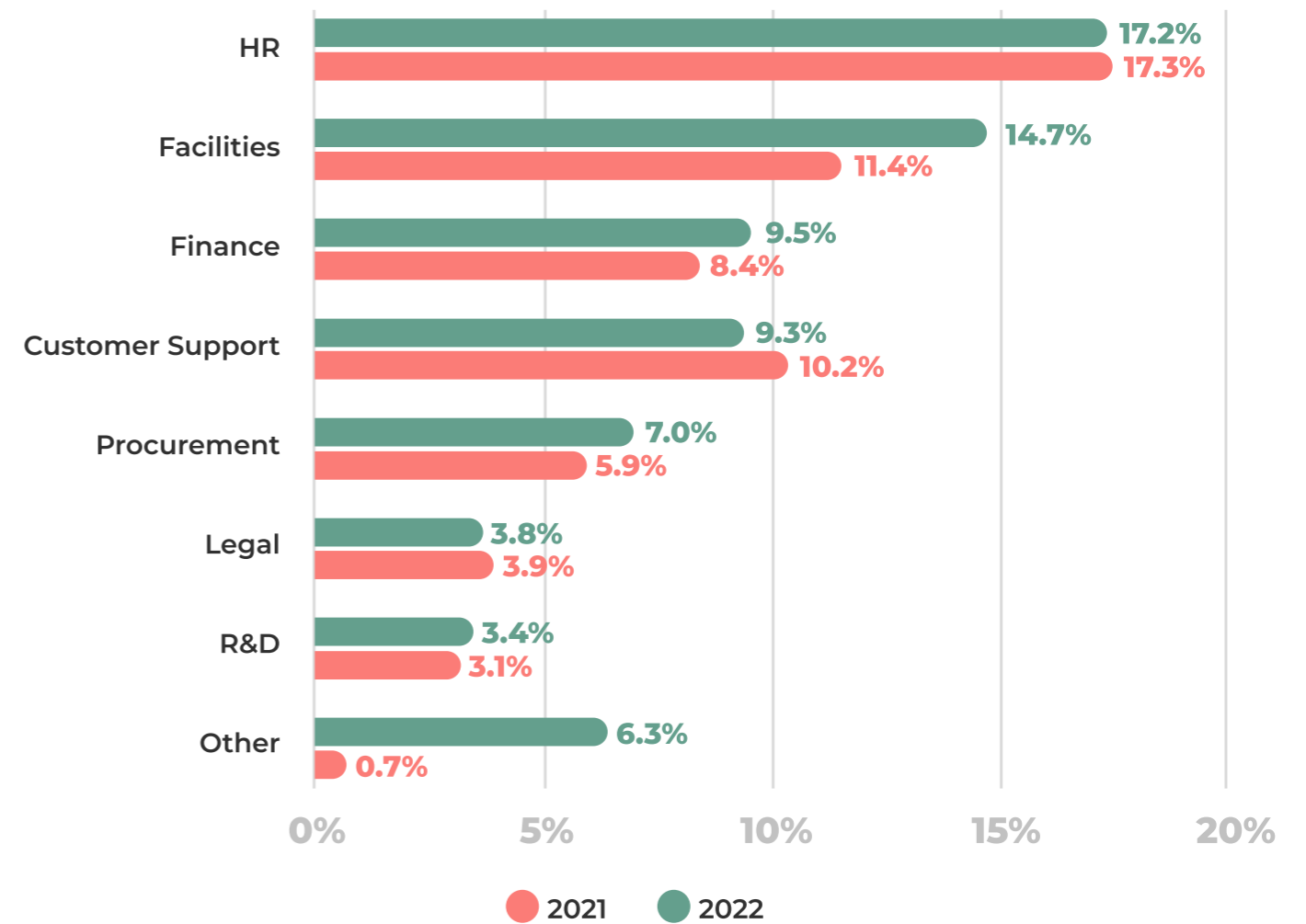
There is a growing demand from departments other than IT, including HR, Finance, and Legal, to adopt digital service delivery practices. IT's strategic position enables IT pros to provide the entire organization with technological ITSM tools and best practices.



Over 30% Are Planning to Deploy Service Desk to Other Departments, While 26.6% Are Undecided.

# HR Remains the Main Priority to Deploy Service Automation Solutions

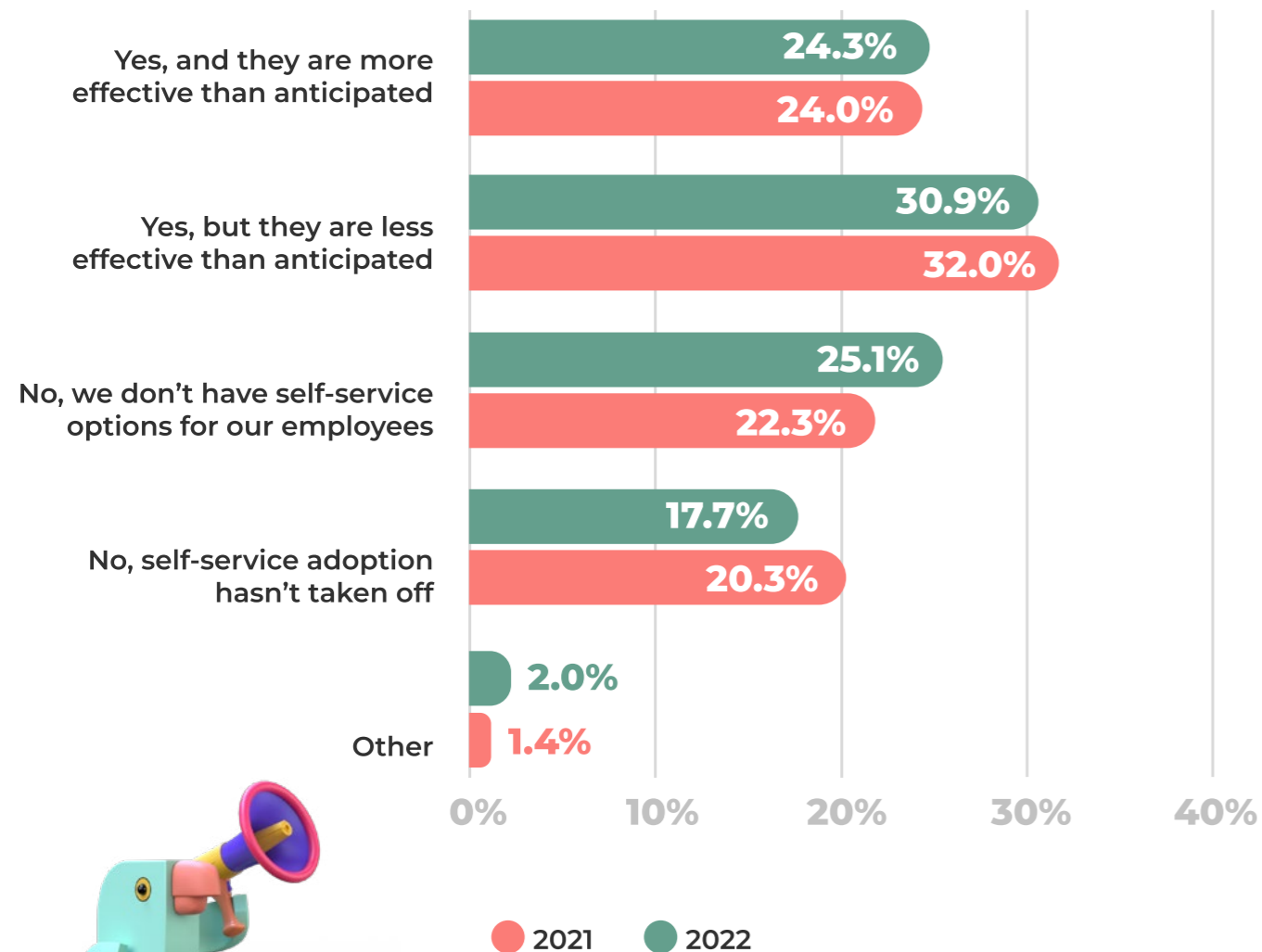
Deploying self-automation solutions in departments outside IT requires some adjustments within the organization. With HR remaining the main focus for such a move, aligning goals and objectives between the two departments is crucial for success.



Most Companies Wish to Deploy Service Automation Solutions in These Non-IT Departments: HR, Facilities, Finance, and CS.

# Self-Solving is Now a Trend, But Companies Are Struggling to Meet Employees Expectations

The future of ITSM is here and it involves AI automation and NLP-powered Chatbots. SysAid for Teams is a key collaboration tool where employees spend most of their day. These type of innovative technologies elevate the customer's experience and provide easier and faster access to curated information.



**Self-Service Is Used by 56%, but Only 24% Are Satisfied. Consistent Yearly Data.**



## Ready to Unlock the Power of Streamlined ITSM?

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SysAid®



**SysAid** is a service automation company delivering software for organizations that want to get more done.

Powering a smart help desk that practically manages itself, we do the heavy lifting for anyone delivering service in the digital workspace.

Millions of our users around the world enjoy faster, smoother IT service, while IT service teams get a break from the grind and some time to actually do the work they love.

**June 2023**

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