



The Rise of Agentic AI in ITSM

2025 Mega-Trends Shaping the Future of IT Service Management

Our report explores the next frontier of AI in ITSM, where automation evolves into Agentic AI, capable of reasoning, adapting, and taking action. Discover the cutting-edge strategies that will empower IT teams to work smarter, resolve issues faster, and scale effortlessly in an era of truly intelligent service management.

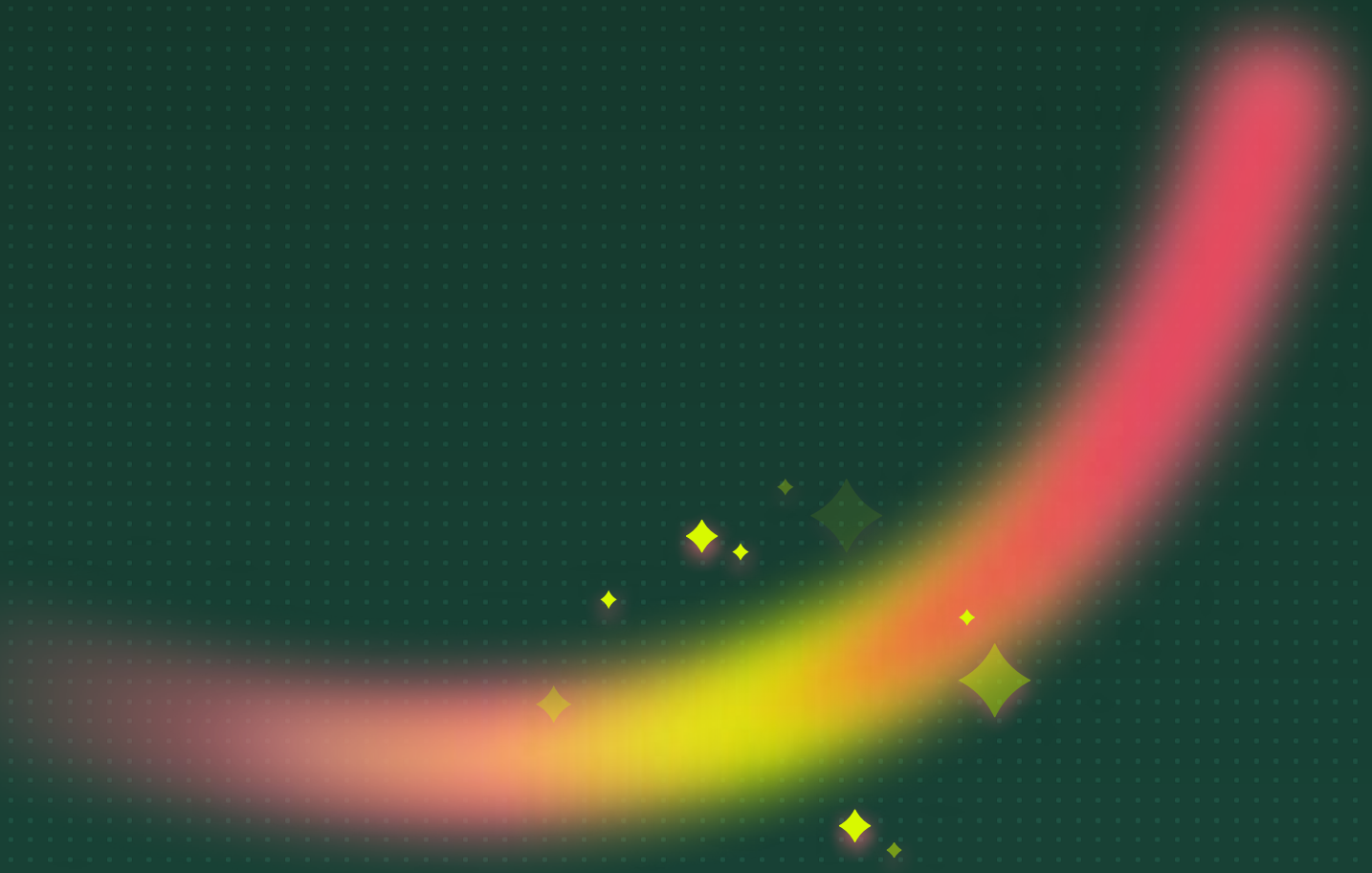


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About the *Report*

Our annual report surveyed over 1200 IT professionals.



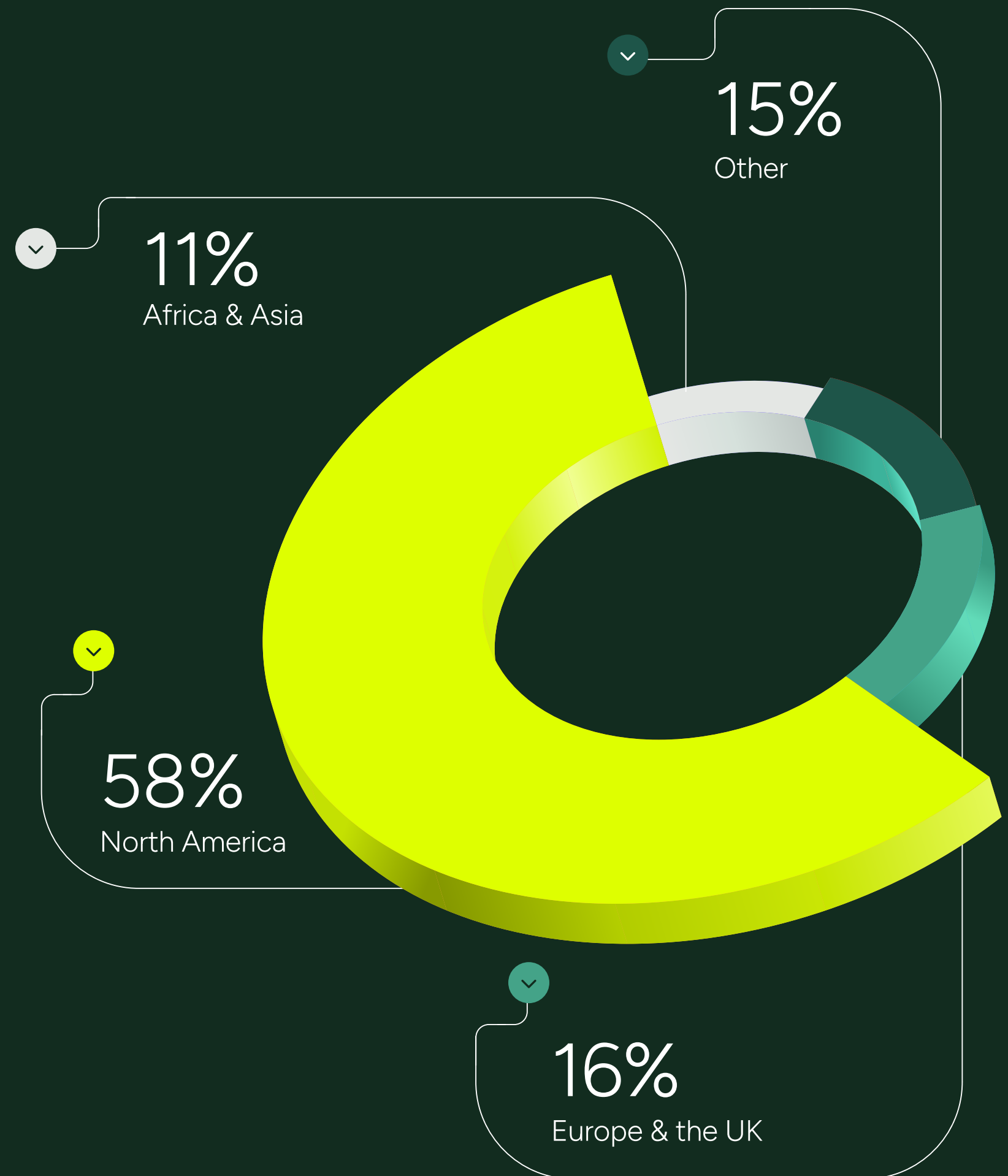
Doug Tedder
Principal of Tedder Consulting

To help us direct our research, we consulted Doug Tedder, Principal of Tedder Consulting, a recognized thought leader in IT service management. With years of experience helping organizations optimize their ITSM strategies, Doug provides valuable insights into how IT teams can adapt and thrive in an environment that keeps changing.

Our survey gathered responses from 1,200 IT professionals spanning various industries and levels of seniority, 42% of whom have decision-making roles.

Participants were drawn from a broad spectrum of industries, including:

Technology · Manufacturing · Education · Healthcare · Finance · Government · Retail · Professional Services · Construction · Telecommunications



What's Next for ITSM as AI Takes the Agentic Leap?

We surveyed IT professionals & decision-makers to uncover the latest trends and challenges shaping IT service management. Here's what we found:



What's Next for

ITSM as *AI Takes* the Agentic Leap?

Agentic AI is the Next Big Thing

Demand is growing for AI that manages tasks, categorizes tickets, and resolves issues autonomously. Examples include a knowledge advisor providing quick insights for IT agents, a workflow builder for no-code or developer-friendly automation, and instant task execution like onboarding or password resets via chatbot commands.

AI Chatbots: From Nice-to-Have to Must-Have

AI chatbots are now core ITSM tools, streamlining ticket prioritization, automating routine tasks, and elevating user experiences.

The Shift to Smart Asset Management

Organizations still struggle with manual asset tracking, leading to inefficiencies and errors. Real-time, automated asset detection is taking its place.

Ease of Use, Security, and Cost-Effectiveness Matter Most

IT teams prioritize user-friendly interfaces, robust security features, and scalable solutions when evaluating ITSM platforms.

Barriers to AI Adoption Persist

Security concerns, data privacy risks, and limited resources are still concerning IT teams looking to implement AI solutions.

The AI Advantage in Self-Service

There's a growing awareness that AI-powered self-service portals outperform traditional SSPs in reducing IT ticket volume. By automating resolutions and handling Level 1 tickets more effectively, AI is bridging the gap between basic self-service and autonomous ITSM.

From Assistance to Autonomy

Agentic AI Opens *A New* Era For ITSM

Agentic AI is the definite trend for 2025. Organizations are no longer just looking for AI to assist. They want it to execute, resolve, and optimize IT workflows autonomously. Specifically, 52% of IT leaders say that automating responses to recurring issues is the capability they want most from the next wave of GenAI.

If you had an AI magic wand to enhance IT service desk delivery, what would your top 3 wishes be?

To fully realize the benefits of Agentic AI, IT professionals should review their workflows to ensure that support processes are complete, effective, and frictionless—addressing any existing constraints. They should also revisit categorization definitions to confirm their accuracy and relevance, as these can drift over time.

21%

Build and execute routine tasks automatically

21%

Detect and suggest the correct ticket categories

23%

Resolve level 1 issues without any human intervention

From Assistance to Autonomy: Agentic AI Opens A New Era For ITSM

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Agentic AI represents a next-level capability for ITSM environments for both the user and the IT professional. For the user, Agentic AI further enables the user to be more self-sufficient and work at her own schedule and be able to get the support she needs if she needs it. For the IT professional, Agentic AI will free up time for the IT professional to work on issues that require critical thinking, creativity, or innovation.

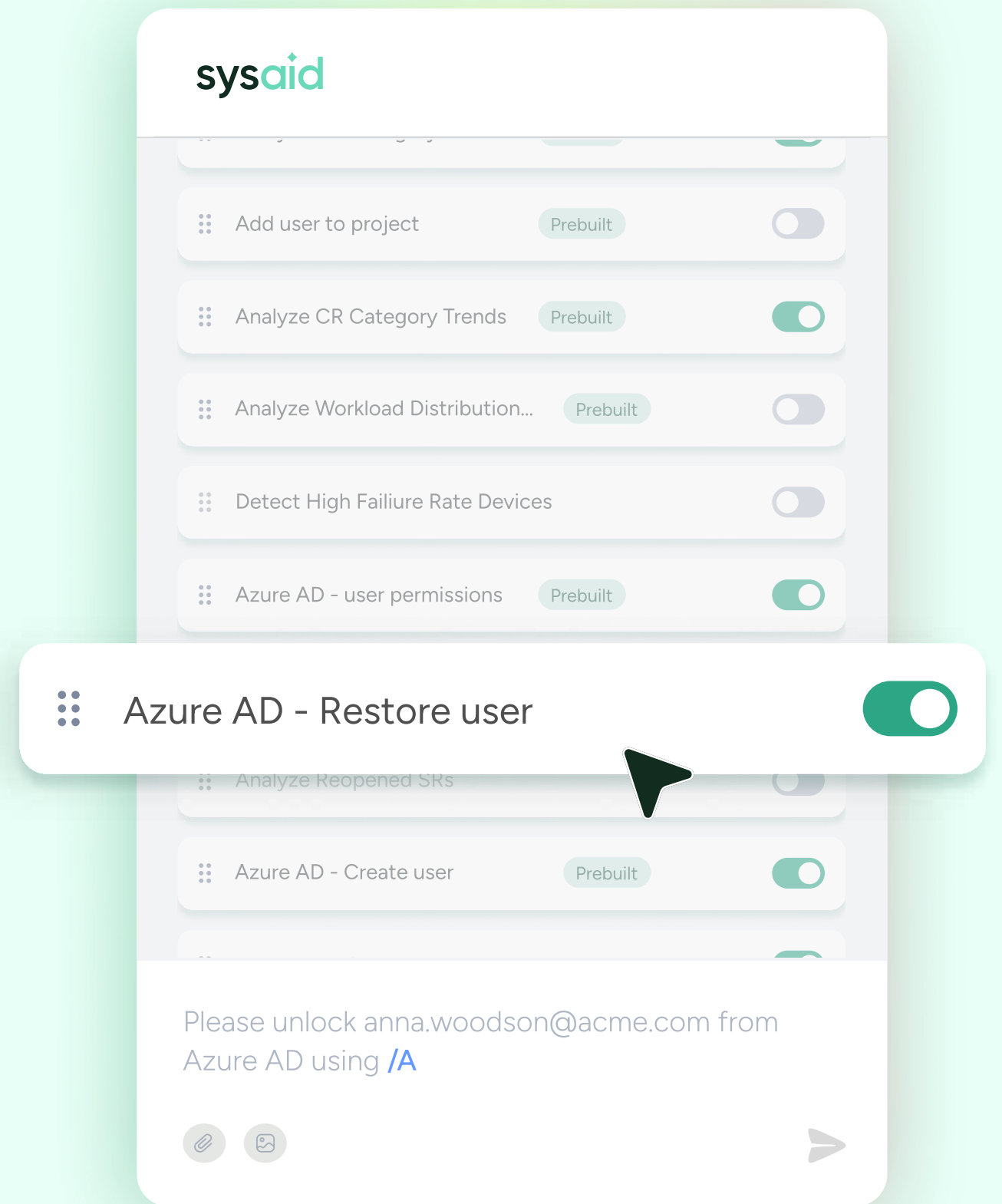
Doug Tedder
Principal of Tedder Consulting



From Tasks to Transformation

What AI Agents Can *Really* Do

The future of ITSM is autonomous, adaptable, and insight-driven. AI Agents go beyond executing predefined tasks. They dynamically analyze, decide, and act based on real-time data and operational context.



What AI Agents Can *Really* Do

Real-Time Analytics & Insights

AI Agents can process vast amounts of data across systems in real time identifying anomalies, surfacing trends, and generating actionable insights. This enables IT teams to optimize performance, forecast issues, and make smarter decisions faster.

Simulating and Testing Solutions

AI Agents can evaluate multiple potential resolutions by simulating outcomes and analyzing cost, time, and impact. This simulation-first approach helps IT teams choose the most effective course of action.

Proactive Problem Detection

With continuous monitoring and predictive modeling, AI Agents detect potential problems before they escalate. They can trigger preventative actions automatically, minimizing downtime and improving reliability across interconnected systems.

Speed and Scale Beyond Human Limits

By processing data and executing decisions at machine speed, AI Agents resolve incidents faster than human teams could, freeing IT professionals to focus on complex, high-value challenges.

Dynamic Work Plan Generation

Rather than relying on static workflows, AI Agents generate flexible work plans based on issue complexity. They can prioritize tasks, assign them to the appropriate teams, and adjust plans as new information becomes available.

[SysAid AI Agents and AI Agent Builder](#)

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There's no question by adopting and using AI-enabled capabilities, IT organizations can realize the promise of “working smarter, not harder”. The important factor for enabling humans to work smarter is to design and configure these capabilities with the human in mind - from the beginning. The strongest use case for AI is augmenting how humans accomplish work and deliver results.

Leveraging techniques such as human-centered design as part of AI adoption will ensure that interactions with AI deliver cost-effective and easy-to-use solutions.

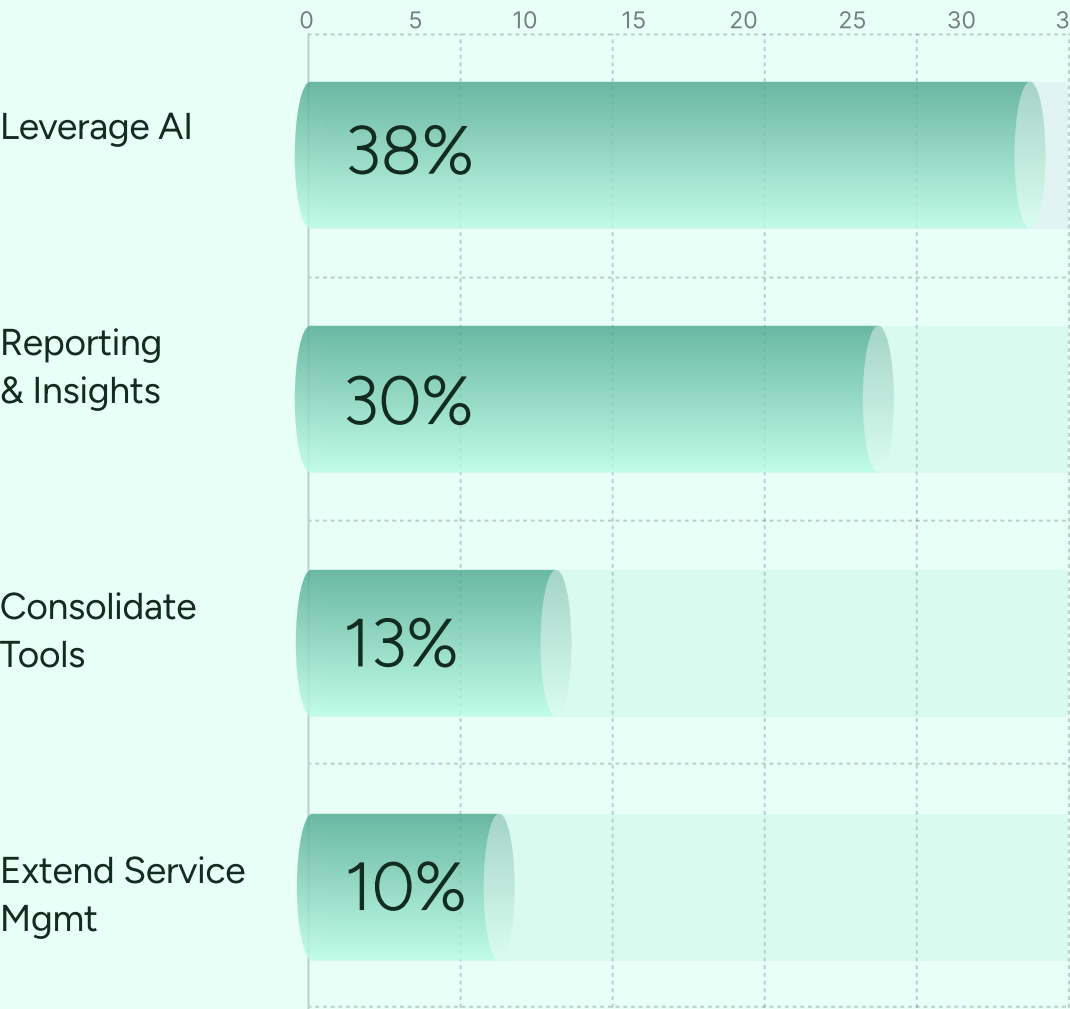
Doug Tedder
Principal of Tedder Consulting

Simple, Safe, Scalable: ITSM Priorities That Matter Most in 2025

Hybrid work has made support more complex, requiring flexible solutions that match the ease of an in-person help desk. 38% of leaders plan to use AI to address these challenges, a huge 26% year-on-year increase. They also want the solutions they choose to be easy to use, secure, and cost-effective, in that order:

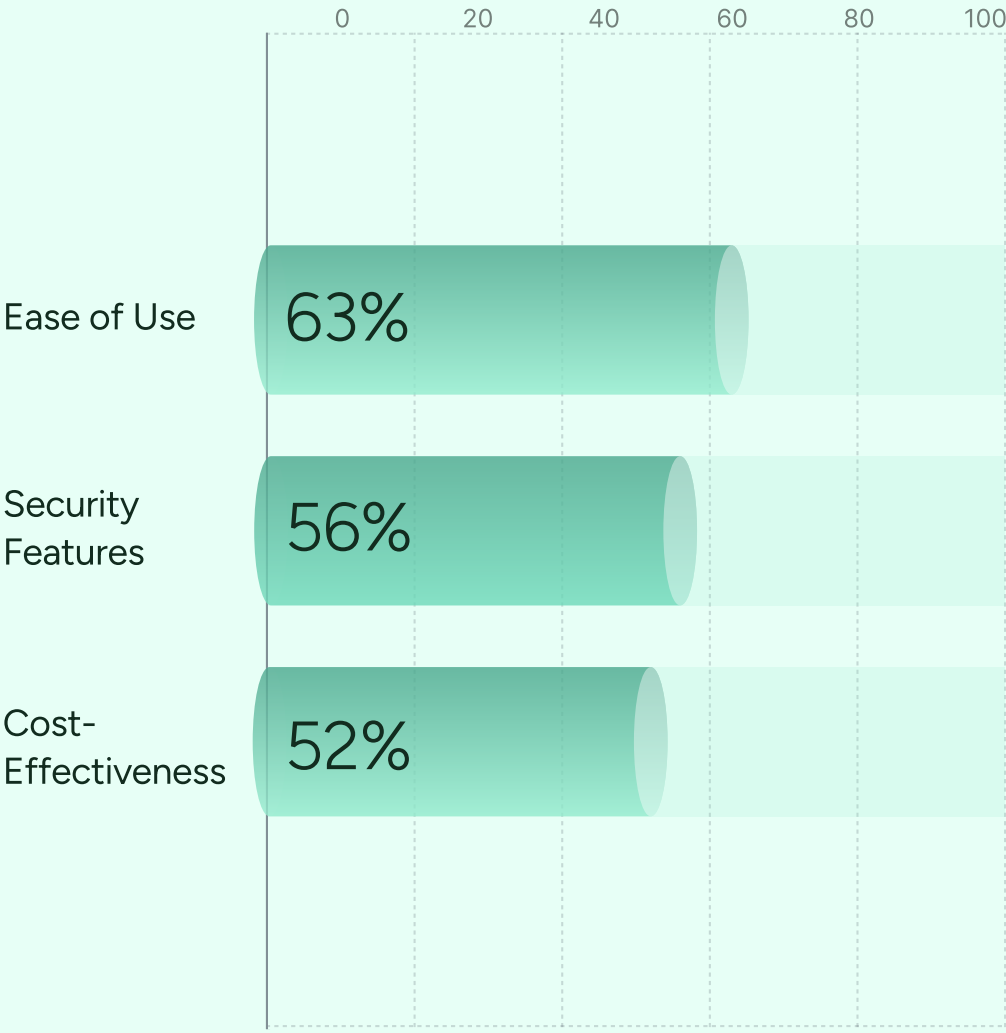
What are your top 3 Service Desk goals for 2025?

Top Service Desk Goals for 2025



When evaluating an ITSM solution, what factors do you consider?


Most Important ITSM Evaluation Factors



IT teams don't need more complexity. They need smart, easy, secure tools that actually help them. If it's not intuitive, scalable, and secure.

See What *Smart, Simple, and Scalable* Looks Like

To support IT teams working more efficiently, we redesigned the Service Desk experience with SysAid Spaces: a cleaner, more intuitive interface built around real workflows. With tools like the Queue for managing Service Records at scale, and the Journey for quickly understanding issue history and context, SysAid helps teams reduce resolution time and avoid unnecessary back-and-forth. The interface works the way your team thinks: clear, contextual, and easy to navigate.



Paul's active service records

AI Chatbot

<input type="checkbox"/>	1305647	Incident	I'm locked out of my 360 account	Medium	2h 15m
<input type="checkbox"/>	8759614	Request	Access to...		
<input type="checkbox"/>	2648315	Incident	Getting...		
<input checked="" type="checkbox"/>	1730254	Incident	Server S...		
<input type="checkbox"/>	1302052	Request	An offlin...		
<input type="checkbox"/>	3154550	Request	Help me...		
<input type="checkbox"/>	6794501	Request	Can I ord...		
<input type="checkbox"/>	6794501	Incident	Internet...		
<input type="checkbox"/>	3154550	Incident	Help me...		
<input type="checkbox"/>	3154550	Request	Please C...		
<input type="checkbox"/>	3154550	Request	I need a...		

Request User Information

Submit User

Jamie Robin

Request User *

John Smith

Department

Acme

Main CI

Computer

Submit Time

04/24/2022 08:55 pm

Manager

Eithan Kelce

Main Asset

Integration

Incident Information

Impact

Team

Urgency *

Low

Submit Time

23h 45m

Agreement

Default SLA

Details

Description

I'm having an issue with our server system. There are strange error messages when trying to access the database. I need some help

Manual Asset Management is Out:

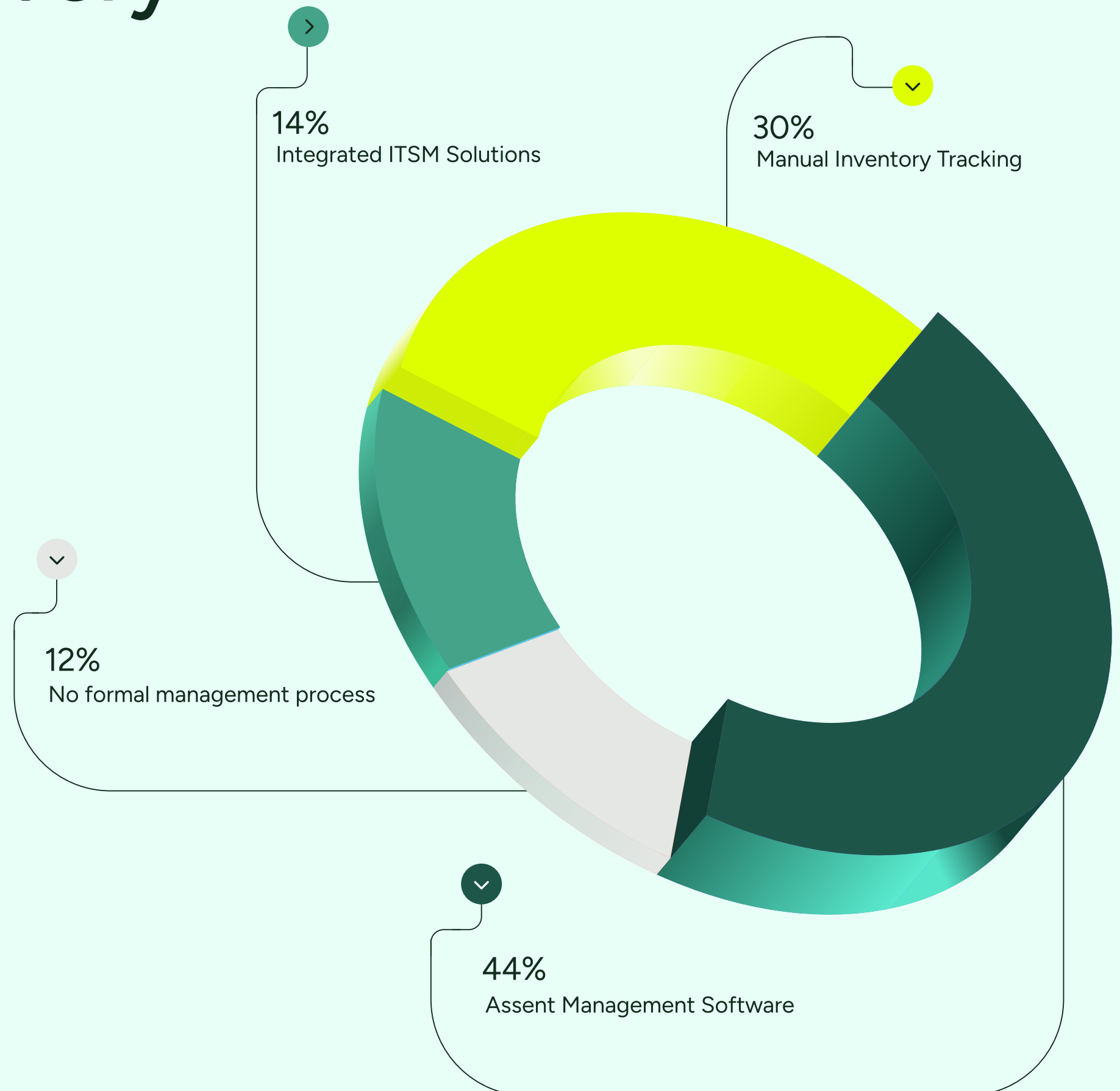
Automated Discovery & Tracking is In

Nearly 1 in 3 organizations (30%) still track IT assets manually. Even worse, 12% have no formal asset management at all. Without real-time tracking, businesses are flying blind, exposing themselves to security vulnerabilities and unnecessary financial losses.

Managing IT assets shouldn't feel like a game of guesswork. Even with solid ITAM practices in place, asset data tends to become less and less accurate over time, especially when tracking is done manually. It's all too easy for IT organizations to lose track of assets. AI-enabled tracking ensures IT teams have the accurate, timely information they need to make data-driven decisions about their assets.

With real-time, automated tracking, businesses can cut errors, reduce risk, and stay compliant, without the manual hassle. It's time to move on from spreadsheets and embrace smarter asset management.

How do you currently manage your assets?



SysAid's Advanced *Discovery Solution*

SysAid's Advanced Discovery Solution
With AI-enhanced discovery—powered by Lansweeper
—SysAid gives you real-time visibility, proactive
insights, and full control over your IT assets.

See Everything

No more blind spots. Know what's connected, what's
missing, and what needs attention—instantly.

Act Instantly

AI Agents detect issues before they escalate, from
vulnerabilities to outdated systems—so you can fix
them fast, often before users notice.

Stay Secure & Compliant

Stay ahead of audits and aligned with best practices.
Spot non-compliant devices, enforce policies, and keep
your software and licenses in check.

AI-powered Asset Management



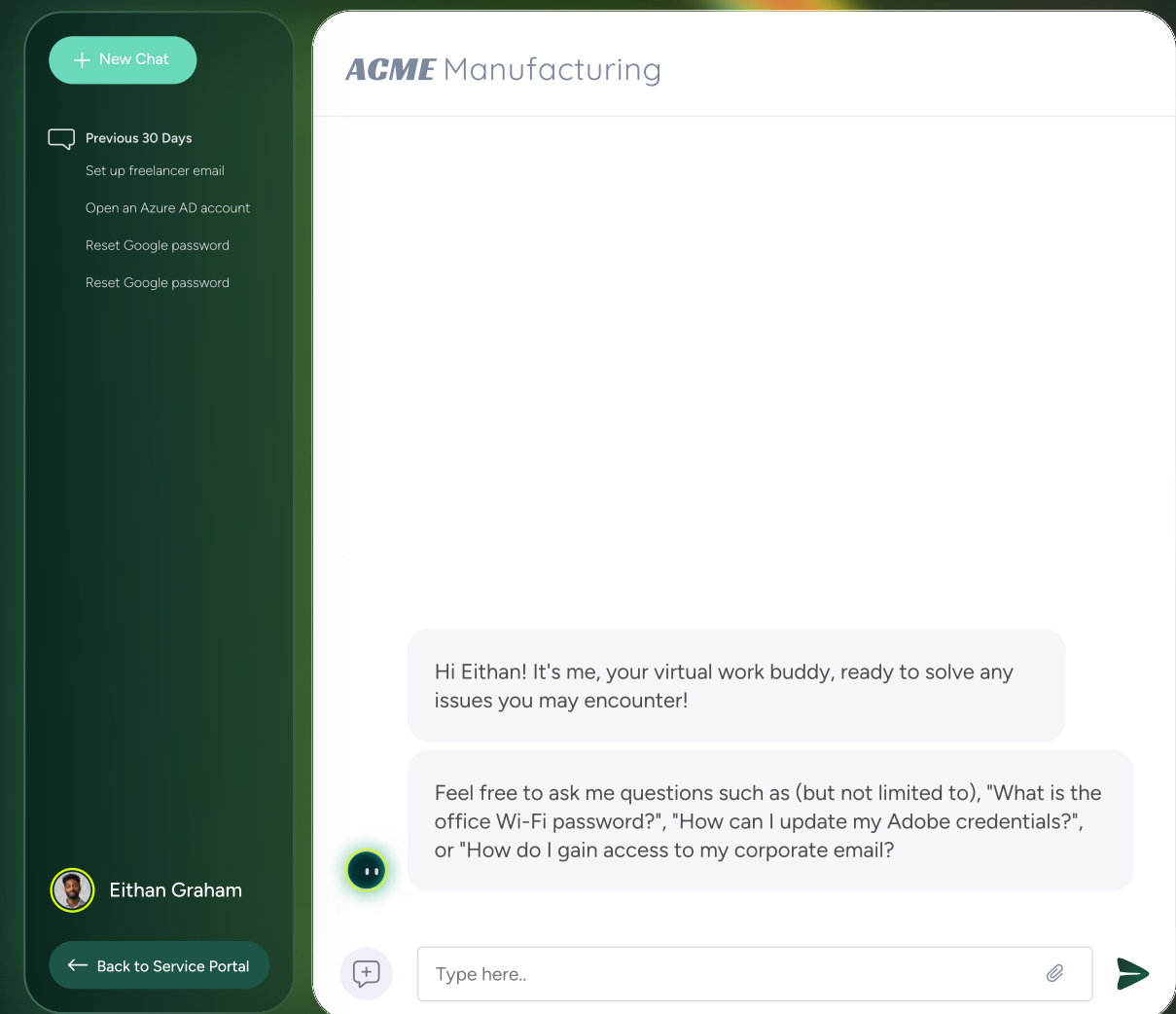
Self-Service That Scales

AI vs. Traditional Approaches

Self-service portals (SSP) are a well-accepted method for managing many of the interactions between users and IT teams. Users are able to access the SSP, click a few buttons, and have simple requests fulfilled in a timely manner without human intervention.

The challenge with many SSPs comes with fulfilling complex requests or, even more challenging, resolving incidents. While the SSP can be used to register the request or log the incident, those interactions typically require human intervention. Introducing AI capabilities, such as Agentic AI, to SSP is an answer to these challenges.

While SSPs help reduce IT ticket volume, AI-powered SSPs push the advantage much further. We found that 28% of organizations saw a 30%+ reduction in tickets with traditional self-service. AI-driven solutions boosted that figure to 43%. Even more strikingly, 3x as many organizations saw a 60%+ reduction in tickets when using AI chatbots. The message is clear: AI doesn't just deflect tickets, it transforms IT service delivery.



Top Service Desk Goals for 2025

Percentage



The *Power* of Conversational Chatbots in ITSM

As AI capabilities advance, conversational chatbots are becoming a central pillar of self-service strategies, providing not just automation, but meaningful, user-friendly support.

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The AI Chatbot for Agents helps me find lost tickets, improve escalation rules, and streamline ticket responses. It is definitely helping to make the system work much more efficiently for me!

Andre Gayle
IT Manager



24/7 Assistance via the Self-Service Portal

AI-powered chatbots now live within the self-service portal, offering always-on, round-the-clock support. Whether it's employees, students, or clients, users can resolve issues at any time, without waiting for business hours or a human agent.

Real-Time Answers from Verified Internal & External Sources

These chatbots don't rely on static scripts. They learn from your organization's internal knowledge base, ticket resolution history, and even verified external data sources to deliver tailored, accurate answers.

Built-In Ticket Creation Without Forms

If an issue requires escalation, users can open a ticket right within the chat—conversationally or with a single click. There's no need to fill in long forms, which helps reduce friction and improves adoption.

Chat-First Support in Business Apps

Integration with tools like Microsoft Teams allows users to engage directly with the chatbot within familiar interfaces. Whether they're asking a question, logging an issue, or checking ticket status, everything happens in one place—no more switching tabs or drafting emails.

Email-to-Resolution with AI-Powered Emailbots

AI is also transforming traditional channels like email. When an end-user sends an email to IT, the system automatically creates a ticket—and if a resolution already exists, the AI responds immediately, resolving the issue before it even reaches a human agent.

Data-Driven Improvements via the AI Usage Dashboard

Behind the scenes, AI admins can track chatbot usage and effectiveness via an analytics dashboard. These insights help IT teams continually refine the experience and optimize performance based on real user interactions.

Live Ticket Updates Within the Chat

Once a ticket is created, users receive real-time updates right in the conversation thread. This reduces back-and-forth and provides peace of mind that their request is being handled.

[Learn more about AI-powered service desk with SysAid Copilot.](#)

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Other ITSM tools from ServiceNow and ManageEngine felt clunky, but SysAid stood out for its simplicity—everything from the front-end interface to the backend just felt intuitive and easy to use

Richard Cockcroft
Global Head of End User Services

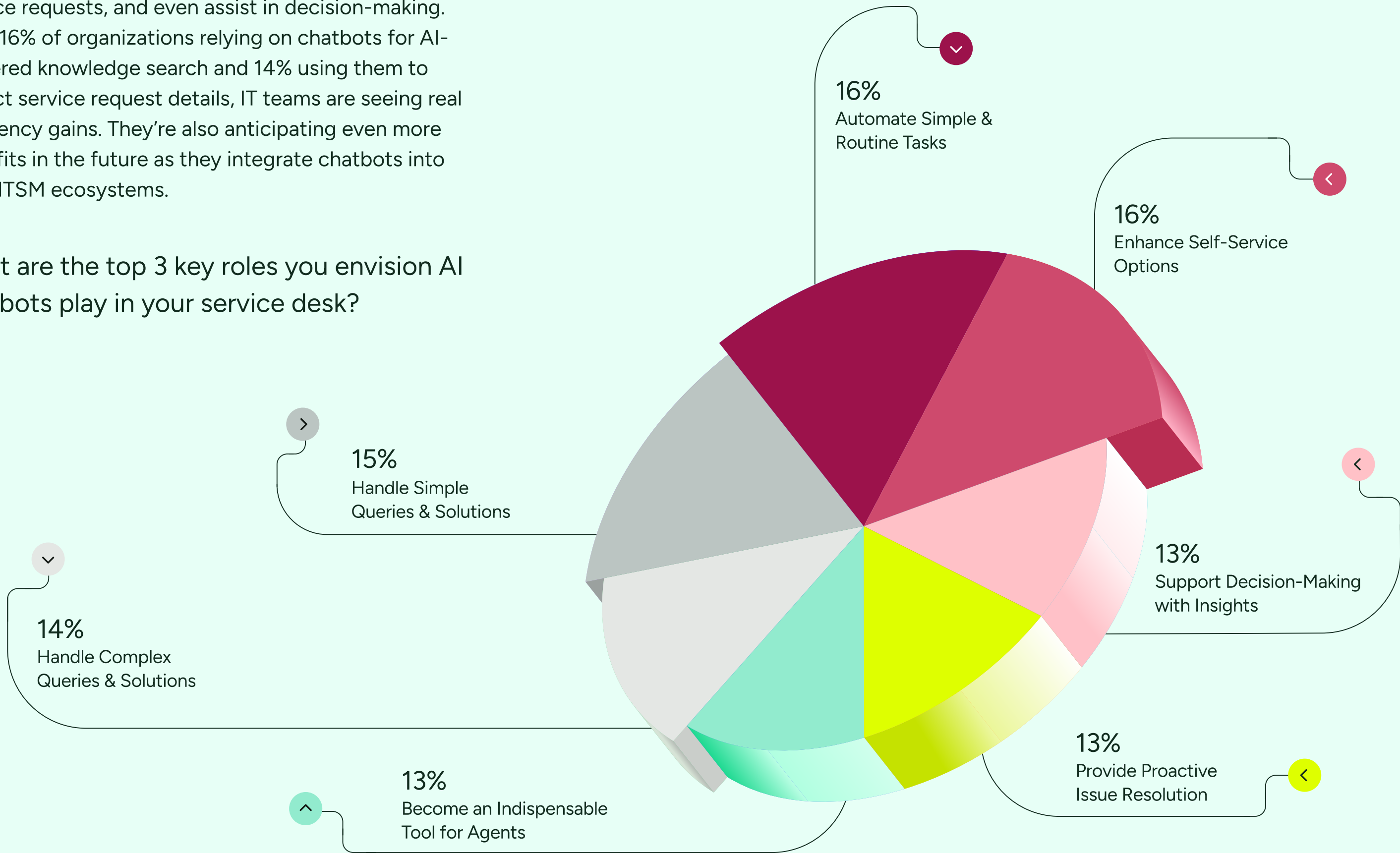


AI Chatbots Are The New *Essential* For IT Service Delivery

Beyond answering inquiries, AI Chatbots now streamline workflows, categorize tickets, automate service requests, and even assist in decision-making. With 16% of organizations relying on chatbots for AI-powered knowledge search and 14% using them to collect service request details, IT teams are seeing real efficiency gains. They're also anticipating even more benefits in the future as they integrate chatbots into their ITSM ecosystems.

What are the top 3 key roles you envision AI chatbots play in your service desk?

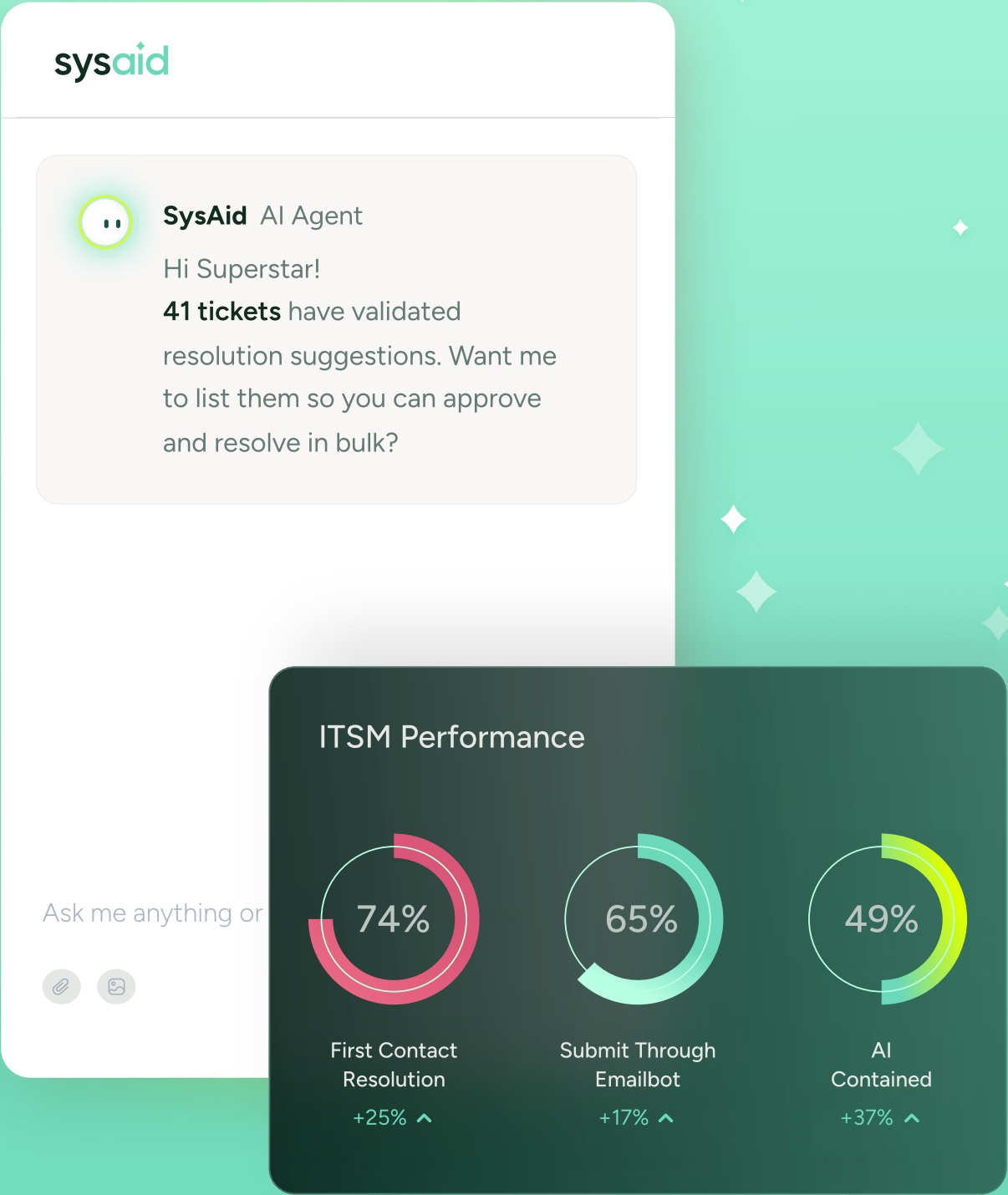
Key Roles AI Chatbots Will Play in ITSM



AI Chatbots Are The New *Essential* For IT Service Delivery

AI chatbots have evolved from simple automation tools into essential enablers of IT service delivery, becoming integral components of the ITSM ecosystem. However, successful adoption can present challenges, from user buy-in to integration with existing workflows. At SysAid, we've helped organizations navigate these hurdles, ensuring a smooth transition and maximizing the value of AI.

In fact, 77% of respondents reported that SysAid Copilot has been a game changer in their ITSM operations. Additionally, on average, our customers have seen a 25% increase in AI-contained tickets within just three months of adopting SysAid Copilot, demonstrating how quickly AI can streamline processes and enhance efficiency. These results reflect not only the capabilities of our solution but also our commitment to helping organizations overcome adoption challenges with best practices and tailored support. With SysAid, organizations can boost confidence in AI, driving productivity and service excellence across teams.



Hear from our Customers

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The intuitive interface made it incredibly easy to get started and create AI Agents. I was able to set up and customize agents quickly, without needing extensive knowledge related to AI. This simplicity has been a major advantage in integrating AI into our processes. I think anyone would be able to start building AI Agents without any previous experience. An easy 10 out of 10 on ease of use!

Bryan Guinta
IT App Support Analyst

denova

“

What stood out was the ease of use and if the right parameters and details were provided during creation the data that came back was accurate. Our ticket reports are limited, but with an AI Agent, leaders can get instant granular insights into their team's tickets, spot trends, and make smarter decisions.

Alex Mercado
IT App Support Analyst

denova

“

AI Agents have transformed how we manage employee lifecycle tasks. From automating Azure Active Directory setup to integrating Business Gmail, everything runs smoothly without manual effort. No more chasing down missing data—just seamless automation that saves time and boosts efficiency.

Andre Gayle
IT Manager



Confidence, Concerns, and The Path Forward

AI is transforming IT service management, but concerns about security are still causing hesitation for some. In fact, 15% of organizations cite security and data privacy risks as their biggest barrier to adoption. However, as AI evolves, solutions are emerging with robust security features, ensuring data protection while delivering efficiency. Organizations are also prioritizing ease of use and integration, with AI solutions now designed to simplify ITSM workflows and seamlessly integrate with existing systems. To stay competitive, it's crucial for businesses to adopt AI solutions that prioritize both security and ease of integration, enabling streamlined processes without added complexity.

Agentic AI is here and it's changing how service management works. The shift is already underway, and your competitors are moving. This is a crawl, walk, run journey. Starting now means building capability and momentum while others are still figuring it out. **Don't wait.** Begin today, or risk falling behind.

What’s preventing your organization from adopting GenAI?

Key barriers to adopting generative AI include security and data concerns. SysAid Copilot and AI Agent Builder like all SysAid products, have been built from the ground up with a strong commitment to a security-first mindset. Your data security is our top priority. We are compliant with GDPR and international standards.

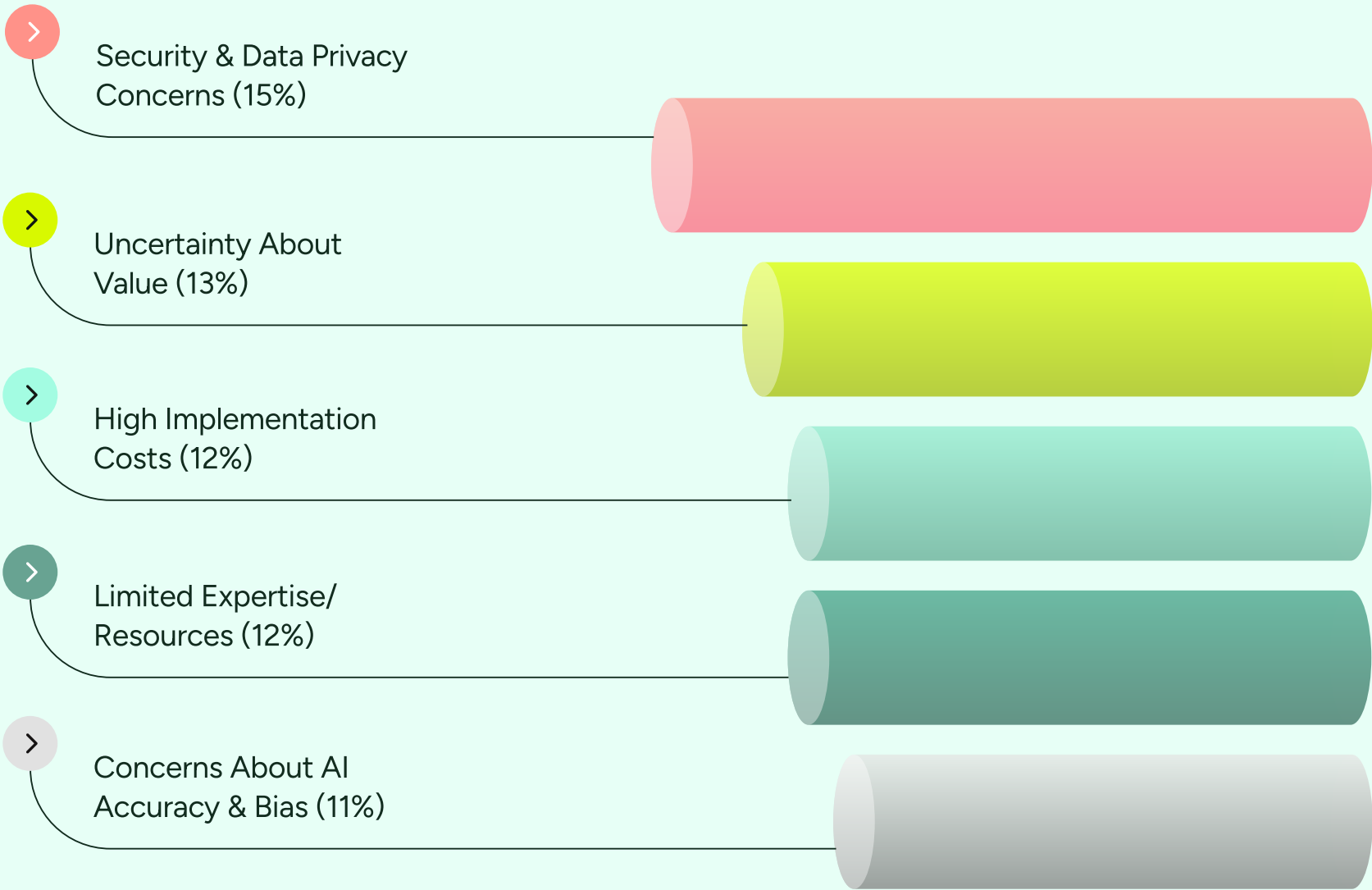
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The verified answers and being able to customize exactly how it responds were key factors in ensuring both security and accuracy are amazing. Wanted the IT experience to feel approachable for everyone, and SysAid delivered.

Garan Thomas
Senior Desktop Support Engineer

SIMBEC-ORION

Top Barriers to GenAI Adoption



Empowering Your AI Journey *Every Step of the Way*

AI Admin Certification Program:

The SysAid AI Admin Certification Program is a free, customer-exclusive learning path built to upskill IT teams in Generative AI and Agentic AI. Whether you're laying the groundwork or exploring advanced concepts, this 3-level program puts you in control of your AI journey.

Sign up - Exclusive for SysAid Customers

[Level 01](#)

[Level 02](#)

[Level 03](#)

Join our interactive SysAid Copilot Hands-On Workshop + AI Agents Lab—a guided experience led by an AI expert. Get hands-on with real scenarios and explore how AI can transform your service desk operations, boost efficiency, and empower your team to take the lead in the AI era.

[SysAid Copilot Hands-on Workshop](#)

[SysAid AI Agents Lab](#)



SysAid has been recognized as one of the Emerging Leaders in the 2025 Gartner® Innovation Guide for Generative AI Technologies Report in the category of AI Knowledge Management Apps / General Productivity

90%

Agreed that SysAid has helped the delivery service more effectively

57%

Collaborate more effectively with my team using AI-driven capabilities

56%

Agreed that SysAid Copilot has transformed IT service desk roles

The Rise of Agentic AI in ITSM

*2025 Mega-Trends Shaping the Future of
IT Service Management*

