



How to responsibly integrate Artificial ✨ Intelligence into ITSM



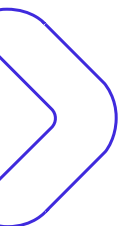
When Artificial Intelligence meets IT Service Management

Today, it's hard to talk about the future of work without mentioning artificial intelligence.

In just a few years, this technology has moved from a research topic to an everyday presence in the tools companies rely on.

From writing code to managing data and supporting users, AI is reshaping activities and processes across nearly every industry.

The global State of AI report by McKinsey, based on over 1,400 organizations in more than 100 countries, shows that artificial intelligence is becoming an increasingly common component of business operations.



78% of companies already use artificial intelligence in at least one business function.

Just a few years ago, that figure was slightly above half. This rapid growth highlights how AI is becoming an increasingly common component of the systems that support day-to-day operations.

For those working in IT Service Management, this change has a very specific impact.



When Artificial Intelligence meets IT Service Management

Service management platforms collect a vast amount of information over time, all tied to support activities.

Tickets and requests capture how users interact with digital systems and show how IT teams step in to ensure operational continuity. When this data is analyzed with intelligent tools, it becomes possible to identify patterns between recurring issues and previously applied solutions.

And this is where one of the most important questions arises:

How can AI be introduced into management systems responsibly?



AI can be a powerful ally for IT teams, but its value depends on how it is integrated into platforms and how carefully data and processes are handled.

Introducing intelligent tools into systems that manage business services requires a strong focus on data protection and information reliability.

For this reason, approaching AI integration with seriousness and responsibility is not just optional, it's a commitment that technology leaders are expected to take on.



Where should such a powerful integration begin?

Contrary to what it might seem from the outside, integrating AI into IT Service Management is not just about enabling new features within a platform. It requires a clear direction regarding the role these technologies will play in service management and how they will fit into the daily work of IT teams.

In practice, this means starting from how services actually operate. The service desk, for example, records what happens within a company's digital systems every day and documents how IT teams resolve user issues.

Within this wealth of information lies valuable operational knowledge, often hidden across thousands of tickets and support requests.

When analyzed with intelligent tools, connections emerge between recurring events and past solutions, making it easier to navigate accumulated experience.

However, responsible integration doesn't come from a single technological decision. It's a structured journey built on clear choices, starting with defined responsibilities and extending to how systems are used and monitored over time.



Five key steps to responsibly introduce AI into ITSM

1

Define clear governance and responsibilities

Before even talking about technology, responsible AI integration requires clear governance. This means defining who is responsible for AI-related decisions, which use cases are allowed, and what level of risk is acceptable. Frameworks such as the NIST AI Risk Management Framework and ISO/IEC 42001 highlight governance as the foundation of any reliable implementation. Without clear accountability and control, even the most advanced solutions can create operational confusion or security risks.

2

Start from real use cases and processes

A common mistake in AI adoption is starting from the technology instead of the processes. In ITSM, it's far more effective to first identify where AI can truly support service desk operations and IT teams. Request analysis, ticket handling suggestions, and knowledge base support are all practical examples that can improve daily work. Studies including McKinsey's State of AI show that organizations achieve better results when they redesign processes before introducing AI tools.



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3

Build a reliable data foundation

The effectiveness of AI depends directly on the quality of the data it uses. In ITSM systems, this means paying attention to ticket data, technical documentation, and the knowledge accumulated over time. A well-maintained knowledge base and consistent data allow intelligent tools to identify meaningful patterns between recurring problems and known solutions. Data quality is a core principle in major responsible AI frameworks, including OECD guidelines and NIST recommendations.

4

Ensure human oversight and data security

When AI enters systems that manage business services, maintaining human control over decisions is essential. Intelligent tools can suggest solutions or detect patterns, but final responsibility must remain with IT professionals. At the same time, it's critical to protect the data these systems rely on, especially when dealing with internal or infrastructure-related information. Principles like human oversight and transparency also reflected in European AI regulations stress the importance of understanding how algorithms process data.



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5

Monitor AI over time

Responsible AI adoption doesn't end when a feature is deployed. Intelligent systems must be continuously monitored to evaluate how they are used, what results they produce, and whether new risks or unexpected behaviors emerge. Organizations like OECD, NIST, and PwC emphasize ongoing monitoring, including regular performance reviews and continuous reassessment of use cases. This approach allows companies to adapt AI usage as systems evolve and operational needs change.

Taken together, these steps show that integrating AI into IT Service Management is an ongoing balance between **strategic vision and operational reality**. Initial decisions shape how technology is introduced, while everyday activities provide the data that intelligent systems use to learn and improve.

Over time, continuous observation and adaptation ensure that AI remains aligned with how the organization actually operates.



It is within this constant interaction between technology, processes, and accountability that AI finds its place in IT service management enhancing both efficiency and operational awareness.





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- Ensure traceability and visibility across all service management activities
- Operate in compliance with European regulations and GDPR principles
- Rely on a platform backed by ISO 27001 and ISO 9001 certifications, ensuring information security and process quality



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