MODERN IT
SERVICE
MANAGEMENT

IT service management (ITSM) is going modern, and the approach is paying big dividends. Businesses modernizing their ITSM systems report myriad business and operational benefits, so despite the added complexity that often comes with modernization, organizations continue to move ahead with major upgrades. TechTarget's Enterprise Strategy Group conducted a survey of IT/DevOps professionals and application developers responsible for their organizations' application infrastructure to gain insights into this trend.

Notable findings from this study include:

63%
of respondents report they have **modernized their approach to ITSM.**

41%
of organizations report that insufficient planning/scoping is a challenge they face using a traditional ITSM model.
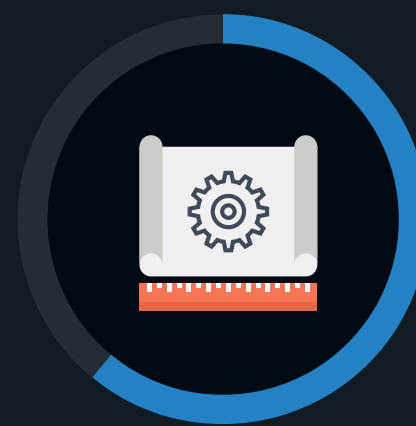
41%
of respondents said that deploying a modern ITSM method has allowed them to improve system/application response to failures.

38%
of organizations have benefited from increased collaboration within/between teams since deploying a modern ITSM method.

83%
of respondents say modern ITSM allows their IT team to be more agile.

71%
of decision makers agree that **modern ITSM has added complexity to their overall IT environment.**

For more from this Enterprise Strategy Group study, read the brief,
Modern IT Service Management: Widespread Adoption Yields Major Benefits Despite Complexity.

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