IT Service Management

IDC's *IT Service Management* service provides insights and strategic market directions for vendors and IT decision-makers responsible for managing the delivery of high-quality IT services to corporate end users in heterogenous technical and geographic environments, including hybrid, mobile, remote, and corporate campus work models.

The IT Service Management service analyzes software and SaaS solutions used to deliver IT support and operations functions such as problem, knowledge, and incident management in support of standards. IDC is closely tracking the impact of artificial intelligence and machine learning technologies on the IT service management (ITSM) market, particularly as they relate to natural language processing, team coordination, and continuous improvement initiatives.

Clients of this service receive direct access to IDC's industry experts who can supply market forecasts and competitive assessments as well as assist with vendor selection, go-to-market strategy development, and more.

MARKETS AND SUBJECTS ANALYZED

- Problem and incident management software and SaaS
- IT asset management (hardware and software)
- Process mining and optimization
- DevOps and FinOps as they relate to service request and support

CORE RESEARCH

- Worldwide IT Service Management Forecast and Analysis with Market Shares
- Worldwide IT Service Management Market Analysis Perspective

In addition to the insight provided in this service, IDC may conduct research on specific topics or emerging market segments via research offerings that require additional IDC funding and client investment. To learn more about the analysts and published research, please visit: IT Service Management.

KEY QUESTIONS ANSWERED

1. How will artificial intelligence, machine learning, and advanced automation technologies impact the ITSM markets for end users and vendors?
2. How does the emergence of SaaS-based service desk solutions impact the ITSM market for users and vendors?
3. What types of investments and innovations are needed for ITSM vendors to increase market share, and which vendors will dominate the market?
4. How does the use of ITSM software change in an era of cloud, converged systems, Agile/DevOps, and SaaS?
5. How are the market dynamics for ITSM and IT asset management likely to evolve over the next five years?
6. What are best practices for transforming services with ITSM and ESM software?
7. How can organizations proactively address or prevent issues for their employees and external customers?

COMPANIES ANALYZED

This service reviews the strategies, market positioning, and future direction of several providers in the IT service management market, including:

Atlassian, BMC Software, CA Technologies (a Broadcom company), Flexera, Freshworks, IBM, Ivanti, OpenText, PagerDuty, Salesforce, ServiceNow, and SolarWinds.