

The Role of Artificial Intelligence in Enhancing ITSM Methodology: A New Horizon for IT Service Management

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1. Introduction

Information Technology Service Management (ITSM) represents a structured approach to designing, delivering, managing, and improving the IT services that organizations provide to their customers. In recent years, Artificial Intelligence (AI) has emerged as a transformative force reshaping ITSM practices.

By integrating AI technologies such as machine learning, natural language processing, and predictive analytics, ITSM frameworks are becoming more proactive, intelligent, and customer-centric.

This paper explores the role of AI in enhancing ITSM methodologies and provides a critical review of recent studies in this domain.

2. Objectives of the Study

The main objective of this research is to analyze how Artificial Intelligence contributes to improving IT Service Management methodologies.

Specifically, the study aims to:

- Identify the AI-driven tools and techniques applied in ITSM.
- Evaluate the impact of AI on service quality, efficiency, and user satisfaction.
- Explore challenges and limitations in integrating AI with ITSM frameworks.
- Highlight future trends in AI-powered ITSM evolution.

3. Literature Review

This section reviews six academic studies focusing on the application of Artificial Intelligence in ITSM environments. Each paper is summarized in terms of its objectives, methodology, key findings, and limitations.

Study 1

Summary of the research paper 1 including objectives, methods, findings, and critical analysis.

Study 2

Summary of the research paper 2 including objectives, methods, findings, and critical analysis.

Study 3

Summary of the research paper 3 including objectives, methods, findings, and critical analysis.

Study 4

Summary of the research paper 4 including objectives, methods, findings, and critical analysis.

Study 5

Summary of the research paper 5 including objectives, methods, findings, and critical analysis.

Study 6

Summary of the research paper 6 including objectives, methods, findings, and critical analysis.

4. Comparative Analysis

Across the reviewed studies, several common themes emerge. AI consistently improves incident response time, automates repetitive tasks, and enhances decision-making through predictive insights.

However, challenges include data privacy concerns, integration complexity, and the need for skilled personnel. While some studies emphasize automation, others focus on intelligent analytics, revealing diverse applications of AI in ITSM frameworks.

5. Summary Table of Reviewed Papers

The following table summarizes the reviewed papers:

Author(s)	Year	Methodology	Key Findings	Limitations
Author 1	2017	Qualitative/Quantitative	Summary of findings	Summary of limitations
Author 2	2018	Qualitative/Quantitative	Summary of findings	Summary of limitations
Author 3	2019	Qualitative/Quantitative	Summary of findings	Summary of limitations
Author 4	2020	Qualitative/Quantitative	Summary of findings	Summary of limitations
Author 5	2021	Qualitative/Quantitative	Summary of findings	Summary of limitations
Author 6	2022	Qualitative/Quantitative	Summary of findings	Summary of limitations

6. Conclusion and Future Work

Artificial Intelligence plays a pivotal role in transforming ITSM methodologies from reactive models to proactive, intelligent service management systems.

AI enhances efficiency, accuracy, and customer satisfaction while enabling predictive maintenance and autonomous operations.

Future research should focus on integrating explainable AI, ethical frameworks, and adaptive automation to ensure sustainable growth and transparency in AI-driven ITSM.

7. References

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