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8 signs your current service management platform may be holding back transformation



A quick health check for IT leaders assessing whether today's platform can support tomorrow's operating model.

1 It takes too much effort to create or change services

What this looks like:
Every workflow update, form change, or new service launch turns into a technical project involving specialists, delays, or outside support.

Transformation impact:
Slow change makes it harder to respond to new business needs and scale improvement across the organisation.

Health check question:
Can we create and improve services quickly, without heavy technical effort?

☐ No issue ☐ Some friction ☐ Serious barrier

2 Automation stops at team or department boundaries

What this looks like:
You can automate isolated tasks, but not full workflows that span IT, HR, finance, facilities, security, or third-party systems.

Transformation impact:
Manual handoffs remain in place, slowing delivery and limiting the value of transformation initiatives.

Health check question:
Can our platform orchestrate complete outcomes across teams and systems, not just individual tasks?

☐ No issue ☐ Some friction ☐ Serious barrier

3 Business teams still depend on IT for too much

What this looks like:
Non-IT departments can't safely configure services, make changes, or improve workflows without relying heavily on IT or technical specialists.

Transformation impact:
Transformation stalls when every change has to compete for IT time and technical resources.

Health check question:
Can business teams own and improve their services without creating bottlenecks or governance risks?

☐ No issue ☐ Some friction ☐ Serious barrier

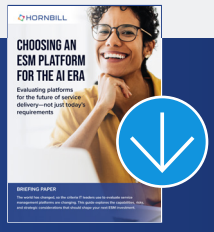
4 Integrations are difficult, fragile, or expensive

What this looks like:
Connecting systems requires custom work, manual workarounds, or ongoing maintenance that makes change slow and costly.

Transformation impact:
Disconnected systems undermine automation, visibility, and end-to-end service delivery.

Health check question:
Can our platform easily connect data, systems, and actions across the wider business ecosystem?

☐ No issue ☐ Some friction ☐ Serious barrier



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Transformation depends on more than ticketing.
Turn the page to assess experience, data, AI, and long-term platform fit.
Read Choosing an ESM platform for the AI era

hornbill.com/choosing-an-esm-platform-guide

8 signs... (health check continued)

5 The employee experience is fragmented

What this looks like:
Employees face different portals, processes, and service experiences depending on which department they need help from.

Transformation impact:
Poor experience reduces self-service adoption and limits the perceived value of transformation.

Health check question:
Do we provide one coherent service experience, or are users forced to navigate organisational silos?

☐ No issue ☐ Some friction ☐ Serious barrier

6 Data is not strong enough to support confident decisions

What this looks like:
Service data is inconsistent, incomplete, spread across tools, or difficult to trust for reporting, automation, or AI.

Transformation impact:
Weak data reduces visibility, undermines decision-making, and limits AI readiness.

Health check question:
Do we trust our service data enough to automate decisions and support AI-enabled workflows?

☐ No issue ☐ Some friction ☐ Serious barrier

7 AI exists as a feature, not a capability

What this looks like:
The platform has AI functionality, but governance, controls, data quality, oversight, and measurable use cases are unclear or immature.

Transformation impact:
AI initiatives fail to scale when they're not built on trusted data, clear controls, and real operational fit.

Health check question:
Can we govern AI safely and apply it meaningfully, or are we relying on isolated features and vendor claims?

☐ No issue ☐ Some friction ☐ Serious barrier

8 The platform supports today's needs, but not tomorrow's strategy

What this looks like:
The platform may be acceptable for current ITSM requirements, but becomes restrictive when you try to expand automation, add departments, or modernise service delivery at scale.

Transformation impact:
A platform that only solves today's problems can quietly hold back wider transformation.

Health check question:
Will this platform support the operating model we want to build over the next several years?

☐ No issue ☐ Some friction ☐ Serious barrier

Your transformation health score

For each of the 8 areas, score your platform: No issue= 0, Some friction = 1, Serious barrier = 2.

0-3: Broadly supportive
Your platform appears to be supporting transformation reasonably well, although there may still be targeted gaps to address.

4-8: Emerging constraint
Your platform may still work operationally, but signs of friction are beginning to slow progress.

9-16: Transformation blocker
Your current platform may be limiting enterprise service delivery, automation, adaptability, and AI readiness.



What comes next?

Read Choosing an ESM platform for the AI era

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