

How to make AI in service management work

85% of AI initiatives fail.

Organizations that rush in stand a high chance of failure. The resulting loss of trust makes it much harder to pitch a second run at an AI initiative.

75%

of companies lack a clear approach for integrating AI in ways that deliver positive employee outcomes.

60%

of employees express concern that AI will increase stress and risk of burnout.

37%

of business leaders share that concern – indicating an empathy gap.

29%

of employees trust leaders to consider their well-being amid an AI project – confirming the gap.



Create new opportunities that go far beyond the limitations of traditional automation.

Expand the range of service support and service delivery work that is automatable with AI-powered tools for ITSM and Enterprise Service Management (ESM).



An AI initiative requires leadership that starts with the organization's people and the work that they do.

Engage with them to tackle skills gaps and map out AI use cases that allow people to focus on people work and machines to focus on machine work.

Why those AI projects fail.



Lack of focus on outcomes for people



Insufficient or inaccurate data



Poorly defined target use cases

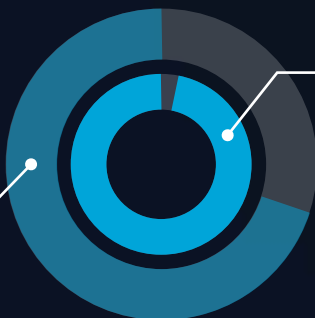


Lack of AI skills and understanding

The goal is not to replace people, but to ensure they are focused on high-value, high-complexity challenges - while AI covers repetitive and predictable work.

Data is the #1 technical challenge.

70% data coverage is considered the industry benchmark required to deploy an agentic AI. But the 70% threshold leaves a lot of room for error.



More data coverage means higher performance. Hornbill have created custom ML tools that analyze and improve quality of service management data from 70% to 97%.

3 things you need to do to achieve data readiness



Data coverage and quality audits



Knowledge management reviews



Automation opportunity mapping



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The future of service management

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