

7 Insights Driving IT Service Transformation

2,000 global IT leaders and employees shared their insights on how IT service management is evolving to meet the challenges of the AI revolution and increasing employee expectations.

Here are the top seven insights you need to know:



INSIGHT 1

AI is mainstream:



93% of IT leaders are actively using AI beyond the pilot stage.

AI helps IT leaders meet and exceed employee expectations by automating routine tasks, speeding up support, and delivering personalised, proactive solutions.



Pro Tip:
Deliver IT service with always-on AI support

On-demand AI support lets employees resolve issues instantly, boosting satisfaction and productivity.

INSIGHT 2

IT leaders are expanding their influence:



72% of their time is spent on strategic and cross-functional work beyond traditional IT tasks.

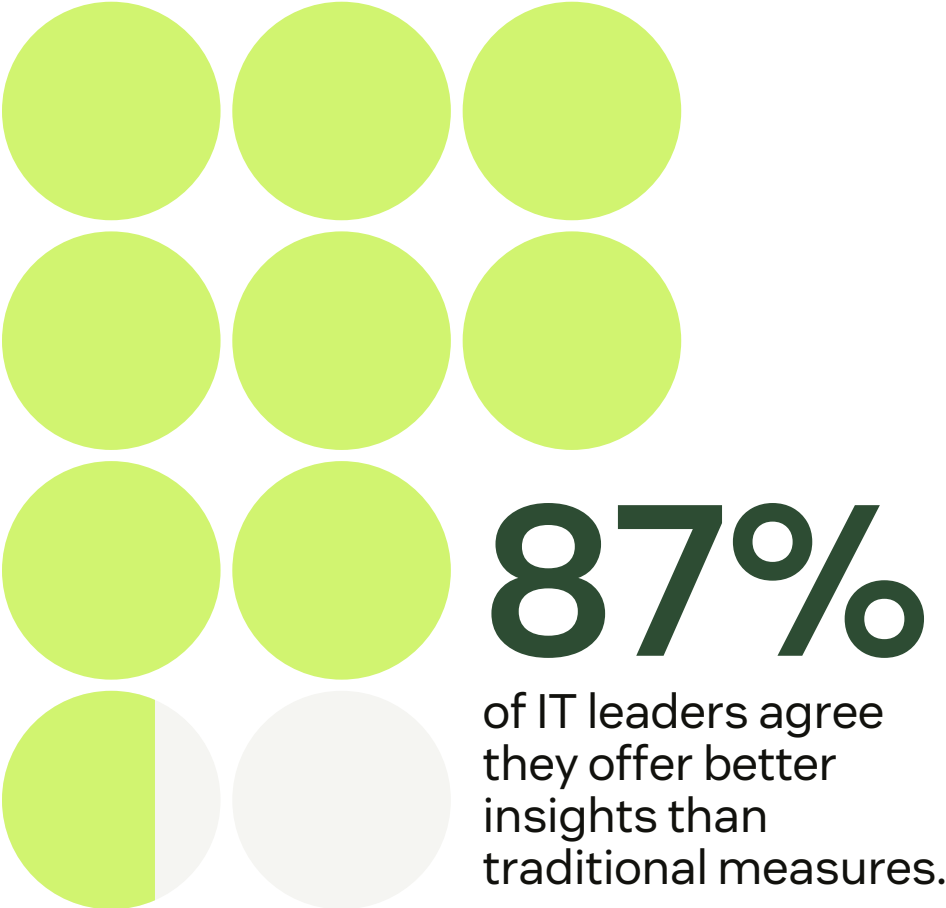
Forward-thinking IT leaders are focusing on strategy and collaboration to drive business impact.

How today's IT leaders prioritise their time



INSIGHT 3

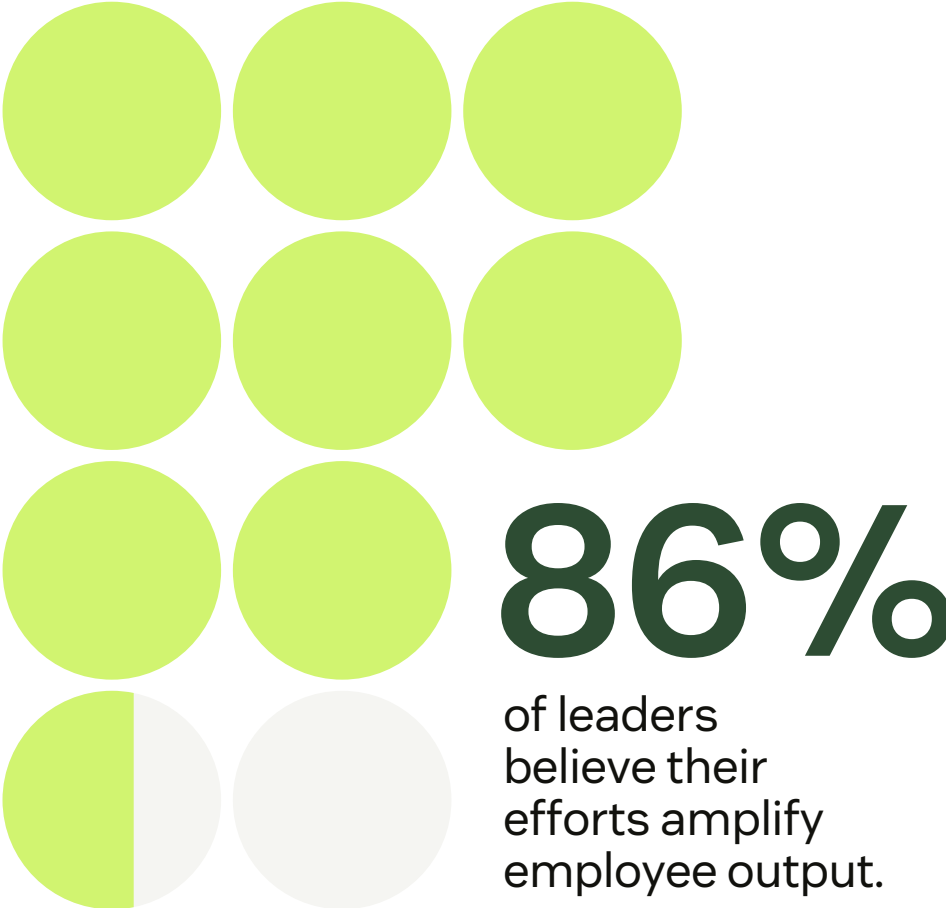
Experience-focused metrics are revealing hidden service gaps:



IT leaders are moving beyond purely operational metrics to experience-driven metrics—ranking employee satisfaction as their top metric over the next 12 months.

INSIGHT 4

Driving productivity is central to IT's mission:



Today's IT leaders prioritise delivering faster, more effective resolutions by using comprehensive metrics that directly measure service quality.

CUSTOMER SPOTLIGHT



DuPage County, Illinois, delivers critical services to its one million residents, including public works, community services, and emergency response. By leveraging Zendesk Suite with AI to modernize its support functions, the internal IT service desk saw a:

- 95% decrease in resolution time.
- 74% reduction in email volume
- 99.6% CSAT score

[Learn from DuPage County.](#)



Pro Tip:
Personalise interactions at scale with context-aware, adaptive AI

Earn your employees' trust by deploying AI agents powered by Agentic AI that can handle even the most nuanced requests—or know when it's time to escalate to a human agent.

INSIGHT 5

Building trust at the IT service desk is critical:

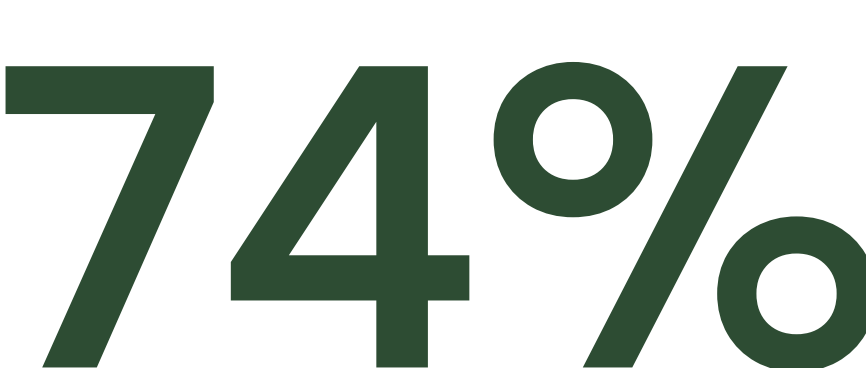


73% of IT leaders say Agentic AI could become its most trusted member.

Soon, human agents will partner with AI, with Agentic AI taking on some of the lower-level support that can be fully automated, freeing up human agents to tackle more complex, strategic work.

INSIGHT 6

Employee productivity is at risk:



74% say a simple tech issue can completely halt their day.

In this era of consumer-grade expectations, the cost of inaction is high. Modern IT teams must utilise AI to streamline operations with automated workflows to meet employees' needs—or risk falling behind.

INSIGHT 7

Streamlining service delivery is key:



70% of IT leaders say a unified service platform managed by IT would cut errors.

In other words, a service solution that serves IT and every other department seamlessly.

CUSTOMER SPOTLIGHT



Leveraging seamless integrations within the Zendesk platform, GitHub enables its IT agents to instantly view and act on employee asset context, such as assigned laptops and onboarding tasks, without switching solutions. The results?

- 15% reduction in time-to-resolution for asset-related tickets
- Improved asset provisioning security
- Decreased manual escalations across HR and IT—boosting company-wide CSAT to 95%.

[Learn from GitHub](#)

Pro Tip:
Integrate AI support seamlessly into the flow of work

Put AI to work wherever your employees and IT teams need help. AI agents can move beyond the help centre to deliver instant support wherever your employees are—from voice and chat to SMS and email.

Want even more tips and insights on how to elevate service and deliver faster resolutions with AI?

[Download the full playbook](#)