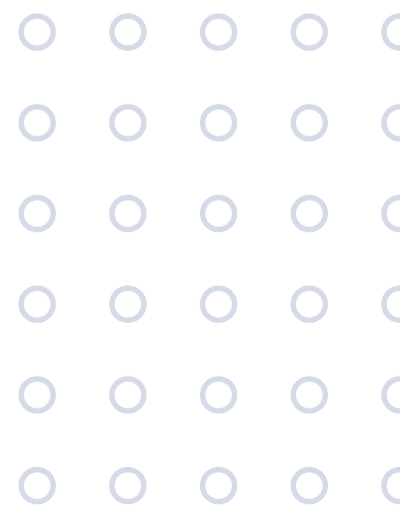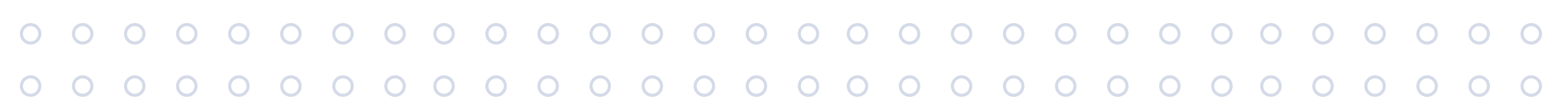# Top ITSM
Trends of 2021

The pandemic has forced businesses to adopt a hybrid working environment, which has brought several developments in the landscape of ITSM. It is important to know these trends and their impact. Let us walk you through some of those trends.

1. Digital Transformation

ITSM is facilitating business continuity. With business teams being scattered, the employment of ITSM has become critical to provide seamless service delivery using self-service portals and automation powered by AI.

2. Automation powered by AI

Automation has been in trend for a while but since it is being used in conjunction with AI, it is the most relevant thing now.

- Chatbots are reducing the workload for IT technicians by handling requesters with known issues.
- AI-powered smart suggestions allow requesters to discover solutions from the knowledgebase before even raising a ticket.
- AI is optimizing the way tickets are categorized, prioritized, and assigned to technicians.

3. Enterprise Service Management

Almost all business teams are working remotely like HR, facilities, finance, admin, etc. And are getting flooded with multiple requests that can become difficult to handle.

Organizations have started using ITSM's best practices to modify the platform's workflow capabilities to support business services like HR onboarding, travel requests,

4. Employee Experience

Employees are now more than ever dependent on technology to operate and deliver results. So organizations are slowly changing their strategy to be more "people-centric."

They have understood that it is time to prioritize employee wellbeing and provide the employees with a work environment that drives productivity, and gives them work satisfaction and happiness.

📈 5. AI Security

Cyber-crimes have increased exponentially that has persuaded organizations to shift focus on security and eliminate potential vulnerabilities using AI security.

ITIL 4 also recommends specific organizational systems and procedures for risk management and data security to mitigate security threats and guarantee compliance to standard security practices.

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