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Course Name

Artificial Intelligence for IT Service Management

Sector Name

Information Technology

Document Type

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Artificial Intelligence for IT Service Management

Course Introduction

This **5-day** intensive program explores how Artificial Intelligence is transforming IT Service Management (ITSM). The course provides practical strategies for integrating AI technologies into IT operations to enhance service efficiency, automate processes, improve incident management, and elevate user experience.

Participants will gain a strategic and operational understanding of AI applications within ITSM environments aligned with ITIL best practices and digital transformation objectives.

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Artificial Intelligence for IT Service Management

Target Audience

- ✓ IT Service Managers
- ✓ IT Operations Managers
- ✓ Service Desk Managers
- ✓ IT Team Leaders
- ✓ Chief Specialists
- ✓ Digital Transformation Leads
- ✓ IT Governance & Risk Professionals

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Learning Objectives

- ✓ Understand core AI concepts relevant to IT Service Management
- ✓ Identify AI opportunities within ITSM processes
- ✓ Apply AI to automate incident, problem, and change management
- ✓ Use predictive analytics for proactive service management
- ✓ Improve service desk performance using AI-powered tools
- ✓ Address governance, ethics, and risk considerations in AI implementation
- ✓ Develop a roadmap for AI adoption within IT operations

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Artificial Intelligence for IT Service Management

Course Outline

✓ DAY 01

Foundations of AI in IT Service Management

- ✓ Introduction to Artificial Intelligence & Machine Learning
- ✓ AI vs Automation vs RPA
- ✓ Overview of IT Service Management (ITIL Framework Alignment)
- ✓ Digital Transformation in IT Operations
- ✓ The Role of AI in Modern ITSM
- ✓ AI Use Cases in IT Service Environments

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Artificial Intelligence for IT Service Management

Course Outline

✓ Day 02

AI for Service Desk & Incident Management

- ✓ Intelligent Service Desk & Virtual Agents (Chatbots)
- ✓ AI-based Ticket Classification & Auto-routing
- ✓ Natural Language Processing (NLP) in IT Support
- ✓ Predictive Incident Detection
- ✓ Root Cause Analysis using Machine Learning
- ✓ Reducing Mean Time to Resolution (MTTR)

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Course Outline

✓ Day 03

Predictive & Proactive IT Operations

- ✓ AIOps (Artificial Intelligence for IT Operations)
- ✓ Predictive Analytics in ITSM
- ✓ Event Correlation & Noise Reduction
- ✓ AI in Monitoring & Performance Management
- ✓ Capacity Planning using AI Models
- ✓ Preventive Maintenance Strategies

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Course Outline

✓ Day 04

AI for Change, Problem & Knowledge Management

- ✓ Risk-Based Change Assessment using AI
- ✓ AI for Change Impact Analysis
- ✓ Intelligent Problem Management
- ✓ Knowledge Base Optimization using AI
- ✓ Automated Documentation & Reporting
- ✓ AI-driven Service Improvement

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Course Outline

✓ Day 05

Governance, Risk & AI Strategy in ITSM

- ✓ AI Governance Frameworks
- ✓ Ethical AI in IT Operations
- ✓ Data Privacy & Security Considerations
- ✓ AI Risk Assessment & Control
- ✓ ROI Measurement & Business Case Development
- ✓ Building an AI Roadmap for ITSM

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Artificial Intelligence for IT Service Management

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
May 24, 2027	May 28, 2027	5 days	4950.00 \$	England , London
June 21, 2027	June 25, 2027	5 days	4950.00 \$	England , London
Aug. 30, 2027	Sept. 3, 2027	5 days	4950.00 \$	Netherlands , Amsterdam
June 14, 2027	June 18, 2027	5 days	4950.00 \$	Netherlands , Amsterdam
June 21, 2027	June 25, 2027	5 days	2150.00 \$	Virtual , Online

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info@boostuae.com info@boostorg.com

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