AI & ITSM Walk into a Bar

An Experience To Remember

An ITSM Academy Webucation

...educate & inspire®

Simone Jo Moore, SJM Humanising IT

Rediscovering Our Humanity

HUMANISING IT WITH AI - A PARADOX?

The Challenge: Ensure AI augments human interaction, not dehumanise IT Services

Ethical challenges of integrating AI, such as bias, privacy concerns, transparency and accountability in decision making and data governance.

Aversion to change and over-reliance on automation need comprehensive OCM, training, transparent AI systems, and maintaining a human-in-the-loop approach.

A variety of ITSM framework principles guide and support Ethical AI practices to maintain trust, fairness and accountability.

SJM
HUMANISING IT

AI & ITSM WALK INTO A BAR...

The Artist-Muse / Human-Tech match made in digital heaven.

AI brings innovation and efficiency to ITSM's structured approach.

ITSM provides a foundation of best practices for AI integration.

Their partnership promises **a balance of ethical automation and empathy keeping the human touch.**

MEET THE MOD SQUAD

CONVERSATION LEADS TO UNDERSTANDING

Beyond Automation – HumanisingIT

AI enhances through predictive analytics and augmenting, not replacing, human decision making.

Emphasises a value-driven approach to service management.

Automates routine tasks, allowing human focus on solving complex issues.

Beyond automation, AI improves user experiences, detecting emotions and empathetically responding to human interactions.

"Emotional AI, and wider automated human-state measuring, and use of large language models to gauge theory of mind, requires ongoing social, cultural, legal and ethical scrutiny."

Professor McStay

LEVERAGING AI RESPONSIBLY

Establish a robust ethical AI framework along with AI deployment in ITSM

Governance supports the implementation of an Ethical AI framework like bias detection and audits.

Evaluates AI-driven projects based on their business value and impact on service quality

Specifically includes regular feedback loops in maintaining ethical practices.

Addresses AI integration risks including security, bias, privacy issues, and mimicry of human feelings and decisions.

Mod Squad evolution continues adaption to and accomodation of emerging technology, AI or otherwise.

AI shifts the way we work, live and play so therefore shifts the way we measure our quality on all levels.

SJM
HUMANISING IT

LEVERAGING AI RESPONSIBLY

Use AI to enhance, not replace, human capabilities—automating routine tasks while allowing IT staff to focus on more strategic, human-centric work

Avoid over-complicating AI solutions; aim for straightforward implementations that **solve real problems without unnecessary complexity**

Understand the broad impact of AI on the entire ITSM ecosystem, considering how AI changes processes, roles, and user experiences

Ensure that AI adds meaningful benefits to both the organization and its customers, not just cost savings or efficiency gains.

Leveraging Existing Capabilities for AI Adoption building upon what already works to minimize disruption and **maintain ethical standards**.

Involve **cross-functional teams** in AI projects to ensure **transparency and diverse perspectives**, reducing the risk of bias and fostering trust

Adopt a **phased approach** to AI integration, using **continuous feedback** to improve and adapt AI technologies **responsibly**.

SJM
HUMANISING IT

A NEW PARADIGM

More Empathetic & Ethical ITSM

Embrace AI-driven innovation in ITSM while upholding ethical standards and human-centric values.

.

Thank you for listening

SJMHUMANISING IT

Book a free 30 minute discovery session
www.simonejomoore.com

EXPLORE
It's Natural to Change