

10 Skills for ITSM Pros

If you work in IT service management, these are the 10 skills you'll need to be successful in the years ahead.



Automation

Automation is a growing trend in customer service — most often in the form of chatbots and automated processes. Skilled ITSM professionals will need to keep an eye on how automation will grow in the business. While automation will help increase efficiency, it won't be able to do everything a human can do. ITSM pros will have to oversee automation in the coming years and know when it's time to step in.



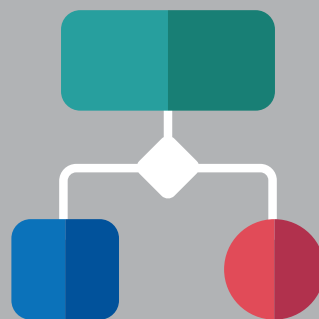
Artificial intelligence and analytics

Artificial intelligence is already gaining traction in the enterprise to help automate processes and to deliver detailed analytics. AI will completely change the landscape of ITSM in the next decade and organizations will rely on ITSM frameworks to manage the new technology.



Business management

ITSM professionals need a balance of technical skills and business acumen to understand how business goals align with IT. The ITSM framework helps organizations blend the line between IT and the business side, so you'll want to know how the business works to run an effective ITSM strategy.



Change management

With the speed of change accelerating in today's enterprises, change management is becoming a necessary skill for ITSM success. Digital transformation sees businesses undergoing major changes to processes and IT infrastructure, making it vital for IT pros to stay on top of business objectives, workflows and IT activity.



Communication

ITSM pros need to know how to communicate highly technical information to customers, clients and business users who may not understand IT terminology. You need to know how to effectively deliver information to people in a way that best suits their understanding.



Continued learning and agility

ITSM programs are continually improved and adjusted as technologies change or as business goals shift. To stay relevant in IT you need to be on top of the latest trends and have an idea of how to adjust and prepare the business for disruptions or new technologies. You'll want to continue your education through ITSM certifications and training courses, so you can help your organization with its digital transformation strategy.



Customer service

ITSM is all about service — so an ITSM pro needs experience dealing with customers and clients. You'll need to have a strong understanding of what customers want, how to respond to complaints and a knowledge of customer service portals and other software. Understanding how to interact with customers is a cornerstone skill for any ITSM professional.

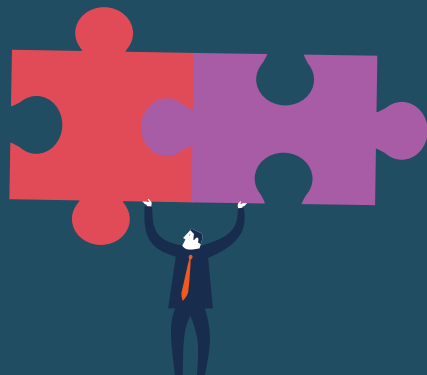


Interpersonal skills

As an ITSM pro, you'll also be responsible for communicating internally with stakeholders, executives and other business units in the organization. You need to know how to work with others, especially those who might not understand the technology at play in a service environment.

Innovation

An ITSM professional needs to be innovative to understand how past, present and future technology will work together in the enterprise. Not only do you have to stay on top of the current technology, but you might be asked to integrate legacy systems or to prepare the organization for a new disruptive technology.



Problem-solving

As an ITSM professional you can't hide away in the IT department, you need to help make IT accessible to the rest of the organization. You'll be called on to help address large-scale technological issues within the company, so you'll need to have strong problem-solving skills to help lead the organization in the right direction.