

# ITSM Challenges

## Challenges

## Opportunities

### 1 IT Security



65%

of respondents had a genuine concern for their organization's security.

With leading IT professionals increasingly worried about cyber/information security in the workplace...

...could ITSM-ITAM integration be your chance to address real security concerns?

### 2 Knowledge and Collaboration



38%

highlighted social knowledge and collaboration as target areas in the next year.

>26% said ITIL® compliance was important in their solution.

Can ITIL best practice unlock key functionality in your product?

### 3 Migration



33%

of surveyed respondents acknowledge migration as a challenge within their organization over the next 12 months.

Do you have the right processes in place to ensure you meet business needs and achieve a seamless migration?

### 4 Upgrades



29%

considered upgrading their ITSM solution one of their main challenges.

While

17%

said upgrades were pivotal to choosing a new solution.

Are these of equal importance in your organization?

### 5 IT Maturity



Just 18%

believed growing their IT Maturity would be a major challenge.

However, with a

61% focus on functionality and 46% choosing a suitable and user-friendly interface, could you be taking the first steps to improving your maturity?