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Transforming the IT Services Lifecycle with AI Technologies

Springer

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Abstract

Today, the services industry is being disrupted by the digital transformation of their clients and of their own delivery processes. In this book, we will show how AI technologies can help to fundamentally transform the services delivery lifecycle to improve speed, quality and consistency. We will discuss how AI is applied to gain insight from operational data, augment the intelligence of experts and their communities and provide intuitive interfaces for self-service. While our use cases are taken from our practical experience of applying AI at scale in the IT services industry, we are convinced that these methodologies and technologies can be applied more broadly to other types of services.

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