EDRICH CONSULTING

AI READINESS FOR SERVICE MANAGEMENT

AI amplifies the process it runs on.

In service management, the upside is real and so is the failure rate. What separates them is readiness across four foundations:

01	02	03	04
Knowledge	**Data & access**	**Workflow**	**Ownership**

80% — OPPORTUNITY

of common customer service issues resolved autonomously by agentic AI by 2029

40%+ — RISK

of agentic AI projects will be canceled by end of 2027 over cost, value or risk

60% — ROOT CAUSE

of AI projects unsupported by AI-ready data will be abandoned through 2026

Sources: Gartner press releases, 5 Mar 2025 · 25 Jun 2025 · 26 Feb 2025

AI READINESS ROADMAP

Earn autonomy one stage at a time.

FOUNDATION	*Crawl* 0–3 MONTHS AI assists. People decide.	*Walk* 3–9 MONTHS AI recommends. People approve.	*Run* 9–18 MONTHS AI acts. People oversee.
01 **Knowledge**	Audit the articles behind your top request types.	Give every article an owner and a review date.	AI drafts articles from resolved tickets; owners approve.
02 **Data & access**	Classify service data and agree what AI may see.	Connect ticket, asset and CMDB data; enforce roles.	Trusted, integrated data, monitored for quality.
03 **Workflow**	Pick one or two low-risk, high-volume use cases.	Pilot triage, routing and agent assist with approval.	Resolve defined requests end to end, with escalation.
04 **Ownership**	Name a sponsor, a use-case owner and a reviewer.	Review AI outputs on a set cadence; train analysts.	Report AI value in service reviews; keep improving.
✓ **Proof point**	**Baselines set, guardrails agreed, pilot scoped.**	**Pilot meets agreed accuracy and time-saved targets.**	**Value reported against business outcomes.**