EDRICH CONSULTING

HALF-DAY WORKSHOP

Agentic AI ITSM Readiness Workshop

Align agentic AI with your core ITSM capabilities and business objectives, and leave with a plan to realize its value.

40%

of enterprise apps will embed task-specific AI agents by 2026[1]

33%

of enterprise software will include agentic AI by 2028[2]

80%

productivity gain reported across ITSM use cases[3]

AREAS OF FOCUS

Knowledge · Incident
Self-service · Service quality
Data · Platform · Reporting

THE SESSION

Half day · 4 hours
30–45 min team sessions
Key stakeholders

WITHIN 2 WEEKS

Executive summary
What we heard
Value journey: crawl → walk → run

[1] Gartner, Aug 2025 · [2] Gartner, Oct 2024 · [3] Aisera press release, Oct 2024 (vendor-reported)

