

Webinar: 4 part Series

How we use AI in ITSM

Renowned ITSM practitioners, James Finister, Simone Moore and Katrina Macdermid, are known as being thought-provoking and engaging speakers who choose to tackle challenging topics. How we use AI is a challenging topic, and in this series of webinars, hosted by itSMF International, we'll be looking at the subject from different perspectives.



Simone Moore

Robots Can Cry, But Should They?

SPEAKER



Session 2: Simone Moore

15th April 2025 - 9:00am UTC

Sessions 2 and 3

Simone & Katrina will look at:

- the pros and cons of AI in the ITSM world
- the challenges and opportunities it creates,
- and, above all else, the need to humanise AI.

Katrina's session will be in May

Session 4

In the final session, due to be in May, the presenters will briefly summarise their contrasting visions of an AI enabled ITSM function, and attempt to answer the many challenging questions you have asked, as well as any new ones you care to raise on the day.

It is a chance for you to raise concerns, to bring your experience to the table, and to ask how itSMF International can support you.