

## AI-enabled ITSM and Automation

Revolutionize IT Service Management with AI, Automation, and Azure Integration

### Transform IT Operations with Intelligent Automation

Smart IT Services Management solution for IT support using the Microsoft ecosystem. Built on Power Platform, Dataverse, Azure AI, and Microsoft Teams, it automates the entire IT service management lifecycle—from ticket creation to fulfillment—using AI intelligence, adaptive cards, and dynamic approvals.

#### Key Components

- AD Integration using ADF for AD data sync with ticketing DB.
- Data log enabled Dataverse as ticketing DB and rules engine for ITSM
- Power automate and function Apps for Orchestration
- ML, Azure Open AI and Fine tunes Azure hosted LLM for prediction.
- Copilot studio, Power automate and Azure Based Agents
- Power automate for Orchestration
- Powerapps for fulfillers workbench.

#### Key Benefits

- Accelerate IT Response – AI-powered ticket classification and prioritization.
- Predict whom a ticket should be assigned using predictive model.
- Seamless Workflow Automation – Integrates with Azure Logic Apps, Power Automate, and Power Apps.
- Real-Time Dashboards – Visualize system performance and SLA metrics instantly.
- Secure and Compliant – Fully Azure-native, adhering to enterprise-grade security standards.

#### Ideal For

- Large enterprises aiming to reduce IT support costs.
- IT Operations and Service Desk teams seeking efficiency.
- Azure-native organizations wanting scalable automation.
- Businesses undergoing digital transformation initiatives.

*Contact NTT DATA*

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