

2020-2025 Global ITSM Market Report - Production and Consumption Professional Analysis (Impact of COVID-19)

<https://marketpublishers.com/r/2B6ADEE76EE6EN.html>

Date: February 2021

Pages: 128

Price: US\$ 3,360.00 (Single User License)

ID: 2B6ADEE76EE6EN

Abstracts

IT service management refers to the entirety of activities – directed by policies, organized and structured in processes and supporting procedures – that are performed by an organization to design, plan, deliver, operate and control information technology services offered to customers. It is thus concerned with the implementation of IT services that meet customers' needs, and it is performed by the IT service provider through an appropriate mix of people, process and information technology.

This report elaborates the market size, market characteristics, and market growth of the ITSM industry, and breaks down according to the type, application, and consumption area of ITSM. The report also conducted a PESTEL analysis of the industry to study the main influencing factors and entry barriers of the industry.

In Chapter 3.4 of the report, the impact of the COVID-19 outbreak on the industry was fully assessed. Fully risk assessment and industry recommendations were made for ITSM in a special period. This chapter also compares the markets of Pre COVID-19 and Post COVID-19.

In addition, chapters 8-12 consider the impact of COVID-19 on the regional economy.

Key players in the global ITSM market covered in Chapter 13:

House on the Hill

Alemba

BMC

HP

Atlassian

Zendesk

HEAT

Micro Focus

ServiceNow

Hornbill

In Chapter 6, on the basis of types, the ITSM market from 2015 to 2025 is primarily split into:

On-premise

Hybrid

Cloud

In Chapter 7, on the basis of applications, the ITSM market from 2015 to 2025 covers:

BFSI

IT & Telecommunication

Retail & Consumer Goods

Others

Geographically, the detailed analysis of production, trade of the following countries is covered in Chapter 4.2, 5:

United States

Europe

China

Japan

India

Geographically, the detailed analysis of consumption, revenue, market share and growth rate of the following regions are covered in Chapter 8, 9, 10, 11, 12:

North America (Covered in Chapter 8)

United States

Canada

Mexico

Europe (Covered in Chapter 9)

Germany

UK

France

Italy

Spain

Others

Asia-Pacific (Covered in Chapter 10)

China

Japan
India
South Korea
Southeast Asia
Others
Middle East and Africa (Covered in Chapter 11)
Saudi Arabia
UAE
South Africa
Others
South America (Covered in Chapter 12)
Brazil
Others

Years considered for this report:

Historical Years: 2015-2019

Base Year: 2019

Estimated Year: 2020

Forecast Period: 2020-2025

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