

Information Technology Service Management Market – Global Industry Size, Share, Trends, Opportunity, and Forecast, Segmented By Deployment (Cloud, On-premise), By Application (Configuration Management, Performance Management, Network Management, and Database Management System), By End-user Industry (BFSI, Manufacturing, Government and Education, IT and Telecommunication, Retail, Travel and Hospitality, Healthcare, Others), By Region & Competition, 2021-2031F

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Abstracts

The Global Information Technology Service Management Market will grow from USD 6.59 Billion in 2025 to USD 11.22 Billion by 2031 at a 9.27% CAGR. Information Technology Service Management comprises the collective policies, processes, and procedures that organizations employ to design, deliver, and control information technology services throughout their lifecycle.

Key Market Drivers

The integration of Artificial Intelligence and automation has emerged as a primary catalyst for the Global Information Technology Service Management Market, fundamentally reshaping how organizations handle service delivery. Enterprises are increasingly deploying generative AI and machine learning algorithms to automate routine incidents, predictive maintenance, and complex workflows, thereby reducing manual intervention and accelerating response times. This technological evolution

allows IT teams to shift focus from reactive firefighting to strategic innovation, directly impacting operational velocity.

Key Market Challenges

The scarcity of skilled professionals constitutes a critical impediment to the expansion of the Global Information Technology Service Management Market. As organizations adopt complex service frameworks to support digital transformation, the demand for personnel possessing specialized technical expertise has outpaced supply. Modern platforms require specific knowledge for effective configuration and automation. When companies cannot secure this talent, they often postpone deploying advanced solutions or struggle to utilize their existing investments.

Key Market Trends

The expansion of Service Management principles to non-IT enterprise functions, often termed Enterprise Service Management (ESM), represents a structural market shift where departments such as HR, Legal, and Facilities adopt ITSM workflows to manage service delivery. By leveraging established IT frameworks for ticketing, service catalogs, and knowledge management, organizations are breaking down operational silos and unifying the employee service experience across the entire business.

Key Market Players

ServiceNow

Atlassian

BMC Software

GoTo

Ivanti

Zoho Corporation

Cherwell Software

Freshworks

EasyVista

ManageEngine

Report Scope:

In this report, the Global Information Technology Service Management Market has been segmented into the following categories, in addition to the industry trends which have also been detailed below:

Information Technology Service Management Market, By Deployment:

Cloud

On-premise

Information Technology Service Management Market, By Application:

Configuration Management

Performance Management

Network Management

Database Management System

Information Technology Service Management Market, By End-user Industry:

BFSI

Manufacturing

Government and Education

IT and Telecommunication

Retail

Travel and Hospitality

Healthcare

Others

Information Technology Service Management Market, By Region:

North America

United States

Canada

Mexico

Europe

France

United Kingdom

Italy

Germany

Spain

Asia Pacific

China

India

Japan

Australia

South Korea

South America

Brazil

Argentina

Colombia

Middle East & Africa

South Africa

Saudi Arabia

UAE

Competitive Landscape

Company Profiles: Detailed analysis of the major companies present in the Global Information Technology Service Management Market.

Available Customizations:

Global Information Technology Service Management Market report with the given market data, TechSci Research offers customizations according to a company's specific needs. The following customization options are available for the report:

Company Information

Detailed analysis and profiling of additional market players (up to five).

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