PeopleCert
Dream it, do it.

AI in ITSM Tools

September 2025

peoplecert.org

Table of contents

Key findings and takeaways

Key findings and takeaways

This report examines how AI has already enhanced the capabilities of ITSM tools and how their ongoing evolution will further impact ITSM operations and outcomes in the future. It confirms that AI capabilities are being rapidly added to ITSM tools. It verifies some industry-based assumptions but also uncovers some unexpected insights.

AI "Champions"

The top five management practices for current AI additions in ITSM tools were:

1. Incident management
2. Service request management
3. Knowledge management
4. Problem management
5. IT asset management, Measurement and reporting, Monitoring and event management, and Service catalogue management (tied).

Most of these were expected given the practices' relative adoption levels in organisations, i.e. they're the most commonly adopted practices, and the opportunity types offered by generative AI in particular. For example, the high position of knowledge management stands out despite the practice's relatively low adoption success levels prior to AI.

Looking ahead, the top management practices for AI "R&D" investment (the development and experimental area percentages combined) were:

1. Service configuration management
2. IT asset management
3. Problem management
4. Measurement and reporting
5. Change enablement.

Service configuration management had the highest percentage level for experimentation, with the customer value of the possible AI capabilities within this practice likely being the main reason. While the current AI "champions" might be somewhat predictable, analysis of the aggregated data provided interesting insights into AI-investment "underdogs" and how investment patterns might change in line with technological evolution and its resulting effects on ITSM tools.

AI "underdogs"

The relatively low placement of the highly adopted change-enablement practice was surprising. While the exact reason is unknown, the impact of DevOps and Agile practice adoption on traditional ITSM change management/enablement demand is a sensible possible cause.

Three underdogs were also identified in the lower-adopted practices: relationship management, service financial management, and supplier management. A likely explanation is that these practices are currently served by other systems or tools rather than the corporate ITSM tool.

Looking across all three ATV response areas (availability, under development, and experimental), there were three additional "underdogs" related to service quality and proactivity that unfortunately scored highly for unavailability – availability management, capacity and performance management, and service level management. While these areas might see AI investments elsewhere – for example, in monitoring and event management, as well as measurement, and reporting – it's concerning that these stalwarts of IT service delivery best practices appear to be receiving relatively low AI investment in ITSM tools.

Changing AI focus areas

The earlier top fives for current and "R&D" AI investment offer one perspective on how AI investments are expected to change over time. However, there is another standout that deserves attention.
While the service catalogue management practice placed joint fifth in current AI capabilities, its percentage level for "under development and available soon" is one of the lowest. The exact reason is unknown, but a possible explanation is that the ongoing innovation around AI's use in ITSM will leave the concept of (static) service catalogues obsolete. This reasoning is also highlighted in one of the ATV "The future of AI in ITSM" soundbites.

AI and staffing

While many of the ATV soundbites highlight the potential for AI-based capabilities to enhance ITSM operations and outcomes, the likely impact on staffing is rarely discussed. A logical reason is the current focus on AI augmentation tool for people. However, the future use of Agentic AI capabilities will likely impact IT organisation staffing numbers. The extent of that impact, though, is currently unknown. For now, the effect of AI on staffing can only be added to this report's list of open questions.

Next steps

Your IT organisation may or may not currently utilise the AI capabilities available in your corporate ITSM tool (or tools). This report has shown where AI capabilities that support ITSM practices have been, and will continue to be, added to ITSM tools. However, just because the capabilities are there, it doesn't mean that they are being used for a variety of reasons.

But are your organisation's competitors using them? For some organisations, the perceived value of AI in ITSM will provide an immediate "green light" for its use. Given the evolution of the ITSM tool market, it's no longer a question of whether your organisation will utilise embedded AI capabilities. Instead, it's a matter of when.

AI is already part of today's reality, bringing both new opportunities and specific risks. To gain real value, organisations need to understand where AI can improve their products and processes and how to govern it effectively. This report focuses on AI in ITSM, while other ITIL materials offer guidance on wider management and governance topics, including AI. I wish you a pleasant reading and invite you to explore ITIL as a source of practical ideas and future-proof knowledge.

Markus Bause - VP Product at PeopleCert

Introduction

Introduction

IT service management (ITSM) and the ITIL body of service management best practices have evolved over the last four decades. So have the ITSM tools that help enable them. At times, the evolution has been quick, while at others, it has been relatively slow. Now, however, the opportunities for artificial intelligence (AI) to transform corporate IT service delivery and support capabilities mean that ITSM is currently undergoing a rate of change that is unprecedented.

While the core of ITSM and ITIL remains the same, with corporate IT organisations using best practices to provide IT services and offer support to employees and customers when needed, AI capabilities embedded within ITSM tools provide new ways of working that speed up operations, facilitate activities that were previously impractical or nigh-on impossible, or both.

There are, of course, new risks that come with the corporate adoption of AI (and not just in ITSM practices). These are discussed, and governance-based guidance is provided, in other PeopleCert materials and services.

Report overview

This report examines how AI has already enhanced the capabilities of ITSM tools and how their ongoing evolution will further impact ITSM operations and outcomes in the future. It blends empirical data and market-based opinions from eleven ITSM tool vendors to offer insights into the current and future states of AI in ITSM.

For readers, it provides valuable insights into where AI capabilities are already available, which are being adopted, and which are likely to be popular in the near future.

Senior managers and IT leaders can use the report's findings to refine their ITSM and AI adoption strategies by understanding how AI capabilities are shaping the market and influencing operational outcomes.

ITSM practitioners and process owners can use it to identify practical AI use cases that illustrate how their teams and processes can benefit from AI, and to prepare specific questions for their tool vendors on how these capabilities can support and enhance their ITSM implementations.

Procurement and sourcing specialists can use it to better understand the value of ITIL accreditation for tool vendors, ensure that AI-related requirements are complete and well represented in their RFPs, and strengthen procurement-based due diligence.

The impact of AI

The IT industry has long known the opportunities of AI. However, it has only been in the last decade that AI has been practically rather than theoretically applied in the ITSM space, with the promise of "better, faster, cheaper" IT operations and management.

Some ITSM tool vendors made initial investments in what is now referred to as "traditional AI". However, it was the emergence of generative AI (GenAI) and the success of ChatGPT in 2023 that accelerated the inclusion of AI-enabled capabilities in ITSM tools. Now, the AI buzz in ITSM is centred on Agentic AI (which is explained later).

Importantly, AI isn't just another technology fad, and most ITSM tool vendors have already incorporated AI-powered capabilities into their offerings. According to a 2025 survey conducted by ITSM.tools and HCL Software, which is unconnected to this PeopleCert report, 88% of respondents who used an ITSM tool reported that it had embedded AI capabilities . This doesn't mean that 88% of tools have AI capabilities, but it does show the proportion of the ITSM community that has them available, should they wish to utilise them. This report provides further insight by featuring participating ITSM tool vendors at various stages of AI capability inclusion.

[1] https://www.hcl-software.com/bigfix/products/service-management/state-of-ai-in-itsm-2025-report

However, for procuring organisations, AI adoption must be considered a "quality-over-quantity" exercise, with the need to understand that different AI types or "flavours" are best for different ITSM use cases.

A key area to understand is Agentic AI and the different levels of agency that may be available in ITSM tool features referred to simply as "Agentic AI". For example, an ATV-offered AI agent might align with one of the following agentic "levels":

- Low-agency – making narrow decisions and taking simpler actions such as ticket categorisation, proposing resolutions, or running approved scripts. These AI agents augment human decision-making but might still be seen as acting autonomously.
- Mid-agency – extending beyond tactical support to handle multi-step reasoning and adaptive execution autonomously. Examples include diagnosing recurring issues, running more complex scripts, and providing automatic updates to stakeholders.
- High-agency – exhibiting goal-driven autonomy, including planning, reprioritising, and adapting outcome-focused strategies in real time. Examples include proactive problem detection, orchestrating cross-workflow solutions, and incident resolution with minimal human oversight.

In an ITSM tool context, it's currently likely that none of these Agentic AI "levels" operate without "a human in the loop" somewhere, which is often one of the criteria used to define what Agentic AI is in terms of its degree of autonomy.

Example high-level ITSM use cases for different AI "flavours" are shown in Table 1.

Predictive analytics	GenAI	Agentic AI
Incident trend forecasting	Ticket-resolution suggestions	Autonomous incident resolution
Asset issue or failure prediction	Automated knowledge article creation	Self-healing systems
Change risk assessment	Ticket summarisation	Autonomous service request fulfilment
Service level target breach prediction	GenAI-powered virtual agents	Automated workflow agents

In addition to this AI type view, the opportunity and impact of the AI capabilities provided in ITSM tools can also be viewed from two other perspectives:

1. Capability type – for example, virtual agents, virtual assistants, and intelligent workflows
2. ITSM practice use cases – for example, how AI can improve incident management.

This report adopts the second of these two perspectives, utilising the PeopleCert ATV Programme[2] as the foundation for evaluating the current state of ITSM tool vendor progress in incorporating AI capabilities into their offerings and for guiding end customers on where and how they could benefit from AI, rather than focusing on technological aspects.

The PeopleCert ATV Programme

The PeopleCert ATV Programme is the world's only official accreditation for ITSM tool vendors aligned with ITIL best practices, verifying both the tools and the professionals who create them.
To assess ITSM tools, the programme uses more than 650 functional criteria covering the 20 ITIL 4 management practices that rely most on automation.

The full list of accredited vendors is available at **https://atv.peoplecert.org/tool-vendor-accreditation/**.
This PeopleCert webpage details the number of accredited ITIL 4 management practices for each ATV, along with their status, which also reflects the level of employees with relevant ITIL certifications.
An overview of the ATV Programme is included in Appendix 1.

[2] https://atv.peoplecert.org/

The research undertaken for this report

For the creation of this report, all ATVs were invited to self-assess their AI-related ITSM tool capabilities against a list of 66 functional criteria across the 20 ITIL 4 management practices covered by the ATV software assessment model. The full list of the AI criteria can be found in Appendix 2.

The completion of the AI list was followed by interviews to gather more information, allowing ATVs to share their views on the current and future states of AI in ITSM. These views are included in this report as "soundbites". The ITSM tool vendors involved in this research were:

1. Atlassian
2. DCON
3. Freshworks
4. InvGate
5. ITOMIG
6. ManageEngine
7. Matrix42
8. OMNINET
9. OpenText
10. Proactivanet
11. SysAid.

The Current and Future States of AI in ITSM Tools

The Current and Future States of AI in ITSM Tools

Before considering which ITIL practices have received more AI traction in ITSM tools than others, it's important to understand two factors that might have impacted the results presented later:

1. Historical ITIL practice adoption levels – these will either directly or indirectly influence the demand for AI-enabled capabilities in ITSM tools. For example, the least adopted ITIL 4 practices are unlikely to attract ATV investments in either their traditional practice support or the addition of newer AI-enabled capabilities. After all, ATVs will most likely focus on the issues and opportunities that their customers need help with. Insights on the adoption of ITIL management practices are shared below to help.
2. The number of new AI-related functional capabilities identified per ITIL 4 management practice. As shown in Appendix 2, these range from two to six across the 20 ITIL practices.

ITIL management practice adoption levels

This ITIL practice adoption data is from the most recent Axelos ITSM Benchmarking Report[3].

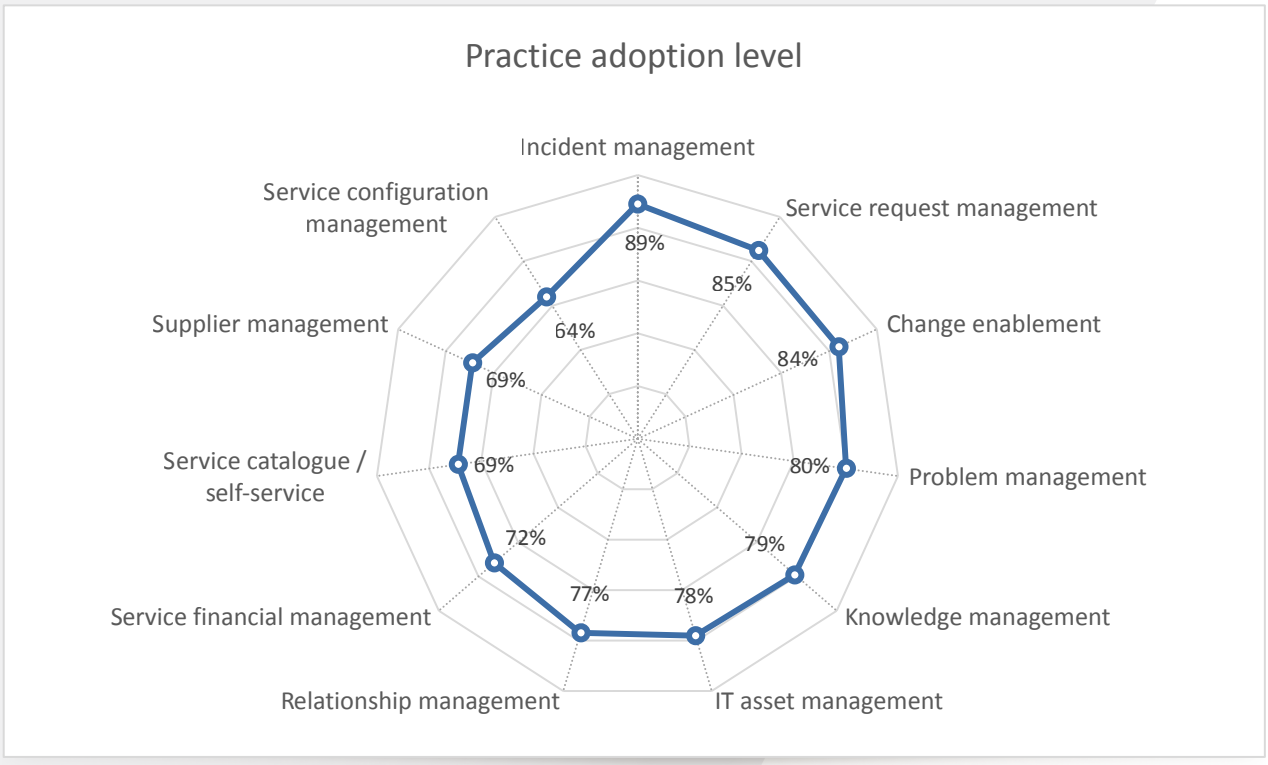


Figure 1. ITIL practices adoption statistics

Although dated, it highlights that certain ITSM capabilities and ITIL practices are more widely adopted than others. For example, incident management is unsurprisingly the most commonly adopted ITIL 4 management practice.

[3] https://www.peoplecert.org/en/Resources%20Pages%20Folder/the-axelos-itsm-benchmarking-report-2022

The split of AI feature capabilities by ITIL practice

The 66 AI functional capabilities are spread across the 20 ATV Programme practices as follows:

Table 2. Number of AI features by ITIL practices

ITIL practice	AI features
Availability management	2
Capacity and performance management	2
Change enablement	5
Deployment management	3
Incident management	6
Information security management	3
IT asset management	4
Knowledge management	6
Measurement and reporting	3
Monitoring and event management	3
Problem management	4
Relationship management	3
Release management	2
Service catalogue management	2
Service configuration management	3
Service continuity management	2
Service financial management	3
Service level management	3
Service request management	3
Supplier management	4

Comparing the previous two tables based on similar ranking systems reveals that the number of AI questions doesn't fully correlate with practice adoption levels. However, the ranking is close for most ITIL management practices.

Table 3. AI features vs ITIL practice adoption

ITIL practice	Practice adoption rank (1-6)	AI features question rank (1-5)
Availability management	-	5
Capacity and performance management	-	5
Change enablement	2	2
Deployment management	-	4
Incident management	1	1

Information security management	-	4
IT asset management	3	3
Knowledge management	3	1
Measurement and reporting	-	3
Monitoring and event management	-	4
Problem management	2	3
Relationship management	4	4
Release management	-	5
Service catalogue management	5	5
Service configuration management	6	4
Service continuity management	-	5
Service financial management	4	4
Service level management	-	4
Service request management	1	4
Supplier management	5	3

The major differences highlighted by this comparison are as follows:

- Service request management is the most "underserved" ITIL practice in terms of the ATV Programme's AI-related questions. This is likely partly due to the integration of AI capabilities in related management practices, such as incident management, knowledge management, and service catalogue management.
- While most of the least adopted ITIL management practices have fewer AI-related questions, Knowledge management and Supplier management stand out as having a disproportionate level of AI questions – six and four, respectively – relative to their pre-AI adoption levels. This isn't an "error" but rather reflects the perceived ability of AI-based solutions to reduce the magnitude and complexity of the workloads for these two areas.

These three management practices should be considered in this context when reviewing the results showing where ATVs are currently incorporating AI features and their future plans.

The most and the least AI-supported management practices

Analysis of the eleven ATV submissions highlighted the following spread of AI inclusion by management practice:

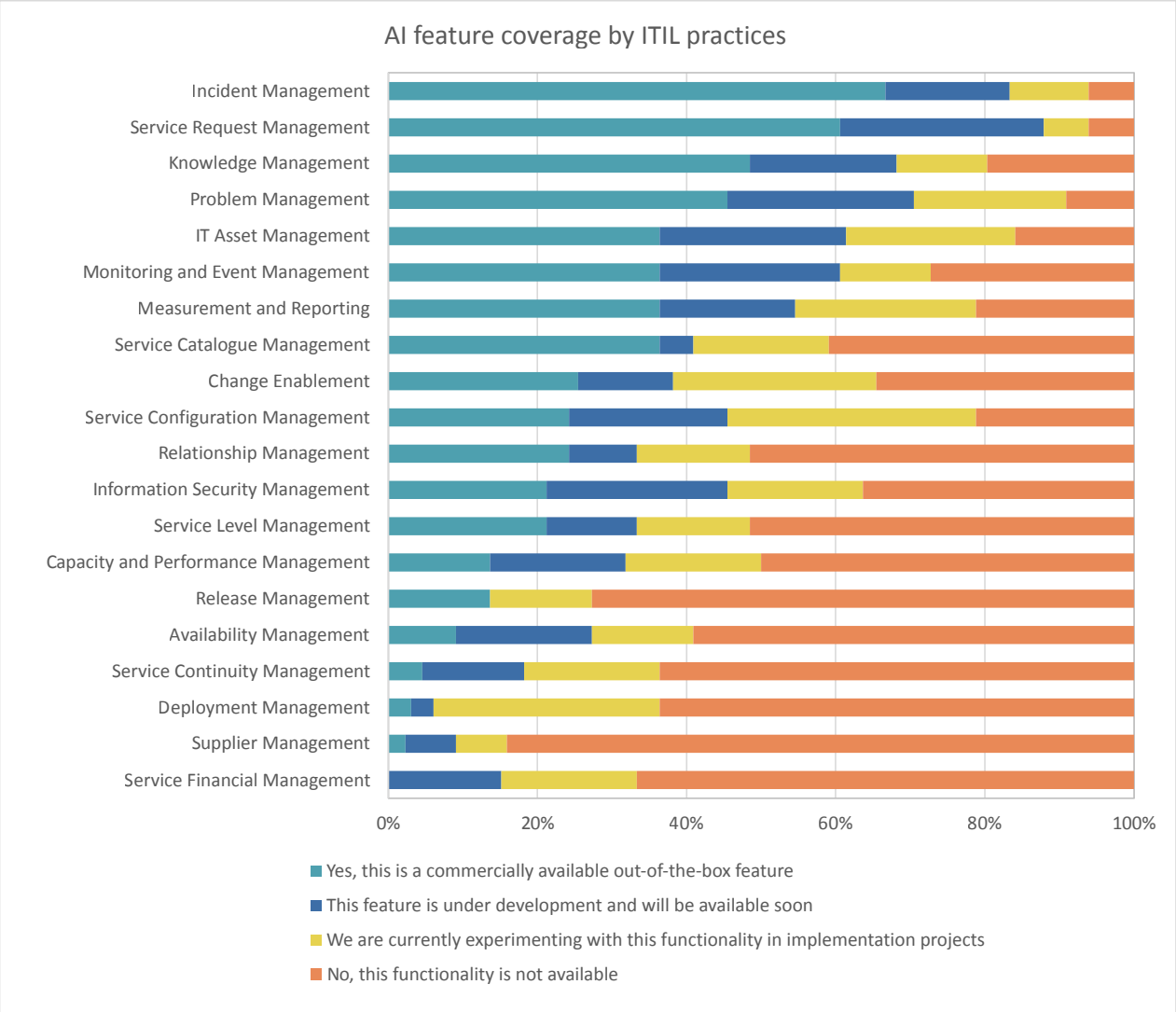


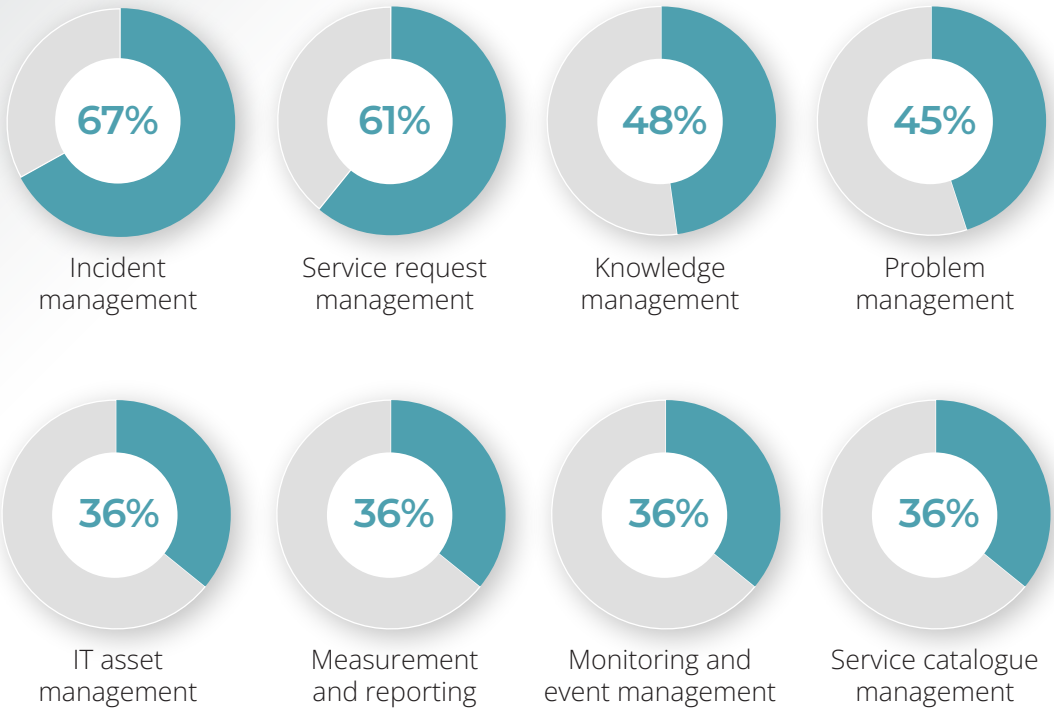
Figure 2. AI support by ITIL practices

More detailed insights into the percentage-based approach shown above are included in Appendix 2. There are also "open questions" listed in Appendix 3. These are questions that remain unanswered by this research that will be fed into its next iteration (as and when it is repeated).

Analysis of the AI-supported management practices

Referencing the previous bar chart, the five highest-scoring results in AI support span the following eight ITIL practices:

1. Incident management
2. Service request management
3. Knowledge management
4. Problem management
5. IT asset management, Measurement and reporting, Monitoring and event management, and Service catalogue management (tied).



These results are likely unsurprising (including knowledge management's high placement), given the push on generative AI.

However, the relatively low placement of change enablement (with it considered an "underdog" in AI terms relative to its high-practice-adoption peers) is unexpected, given that it (or change management) is one of the most widely adopted ITIL practices. A plausible explanation might be the impact of DevOps and Agile practice adoption on traditional ITSM change management/enablement.

Relationship management is also considered an "underdog" when its level of AI additions is compared to its 2022 adoption levels. It also scores poorly when related development and experimental capabilities are added for a "total AI adoption" perspective. Along with the service financial management and supplier management practices (which have the highest level of "disinterest" in AI unavailability terms), a possible cause of the low level of AI additions is that these practices are served by other systems or tools – beyond traditional ITSM platforms. Hence, there are very few existing capabilities in ITSM tools that can be enhanced with AI. Service financial management is the extreme example, with 0% availability of AI features currently (although there are potential AI-related capabilities in the pipeline).

These and other interesting differences are seen when the current AI use case percentages are ranked and compared against the 2022 practice adoption survey data, as shown in Table 4.

Table 4. AI support vs ITIL practice adoption

ITIL practice	Practice adoption rank in 2022 (1-6)	Available features percentage rank (1-20)
Availability management	-	16
Capacity and performance management	-	14
Change enablement	3	9
Deployment management	-	18
Incident management	1	1
Information security management	-	12
IT asset management	6	5
Knowledge management	5	3
Measurement and reporting	-	5
Monitoring and event management	-	5
Problem management	4	4
Relationship management	7	10
Release management	-	14
Service catalogue management	9	5
Service configuration management	11	10
Service continuity management	-	17
Service financial management	8	20
Service level management	-	12
Service request management	2	2
Supplier management	10	19

However, the above insight and table only consider the current state of AI provision in ITSM tools. The ATV responses related to development and experimental work also offer insights into where "AI in ITSM" is heading. This is shown in the following table.

Table 5. AI support now and in the future

ITIL practice	Now (available) percentage rank (1-20)	Near-term (available + development) percentage rank (1-20)	Future (near-term + experiments) percentage rank (1-20)
Availability management	16	15	15
Capacity and performance management	14	14	12
Change enablement	9	11	9
Deployment management	18	20	16
Incident management	1	2	1
Information security management	12	8	10

IT asset management	5	5	4
Knowledge management	3	4	5
Measurement and reporting	5	7	6
Monitoring and event management	5	6	8
Problem management	4	3	3
Relationship management	10	12	13
Release management	14	18	19
Service catalogue management	5	10	11
Service configuration management	**10**	**8**	**6**
Service continuity management	17	16	16
Service financial management	20	17	18
Service level management	12	12	13
Service request management	2	1	1
Supplier management	19	19	20

An easy observation is that while Service catalogue management places fifth in current AI capabilities (which is higher than its 2022 adoption ranking), its percentage level for "under development and available soon" (shown in the first table) is one of the lowest across the 20 ITIL management practices. While the reasons for this are unknown from the research data, it's perhaps because the ongoing innovation around AI use in ITSM will leave the concept of static service catalogues obsolete.

Another observation is that Service configuration management has the highest percentage level for experimentation. While this percentage category is related to the two that precede it – commercially available and under development – the Service configuration management experimentation percentage is still considered high, remaining relatively higher than the current AI investment level. Again, the cause remains unknown based on the research data. However, as with the initial ATV investments in knowledge management, the customer value of the possible AI capabilities for service configuration management likely makes it a strong future focus for AI capabilities in ITSM tools.

Deeper analysis of the data, shown for simplicity as positional changes in the previous table, confirms much of what was already observed within the research data:

- The current level of AI investment roughly aligns with the possible future state for most management practices, with incident management still the most invested-in area, and the currently least invested areas remaining in similar positions, for the potential future state. Viewing the top five AI investment areas, shown in green, illustrates this.
- The top five "R&D" areas – combining the development and experimental area percentages – are:
    1. Service configuration management
    2. IT asset management
    3. Problem management
    4. Measurement and reporting
    5. Change enablement

  However, despite this future focus, change enablement is still by far the lowest placed of the currently "popular" management practices and is considered an "underdog".
- Service catalogue management's position is expected to decline over time, which, as stated earlier, may reflect the future disappearance of the ITSM service catalogue in its current form. Again, viewing the top five AI investment areas, shown in green, highlights this change.
- Service configuration management demonstrates a significant upward position change over time (shown in orange). As mentioned earlier, this could reflect the thinking that it will become easier to implement and increasingly in demand.

- There are some key consistent AI adoption "underdogs" related to service quality and proactivity (that score highly for unavailability) – Availability management, Capacity and performance management, and Service level management. While these practices may be seen as areas where AI investments in other tools can help, it's concerning that these stalwarts of IT service delivery aren't receiving sufficient AI investment in ITSM tools. The use of alternative tooling might apply to the first two practices. However, it usually doesn't apply to service level management. Here, a possible explanation might be the growth in experience-level management adoption by ATV vendor customers, meaning that their service level management demands are relatively low.

ATV soundbites

ATV soundbites

The eleven ATVs were provided with a list of example questions to respond to but were ultimately given the freedom to choose the areas/topics on which to provide five soundbites on. These have been gathered into the following nine groupings:

1. How AI changes IT service delivery and support
2. Demand for AI capabilities
3. AI as a productivity assistant
4. The cost of AI capabilities
5. The importance of flexibility
6. AI capabilities as ITSM tool differentiators
7. AI inclusion in product roadmaps
8. The focus on outcomes and value
9. The future of AI in ITSM.

The collated ATV soundbites are accompanied by brief introductions. However, the last of these groupings – "The future of AI in ITSM" – is included as a separate report section.

1. How AI changes IT service delivery and support

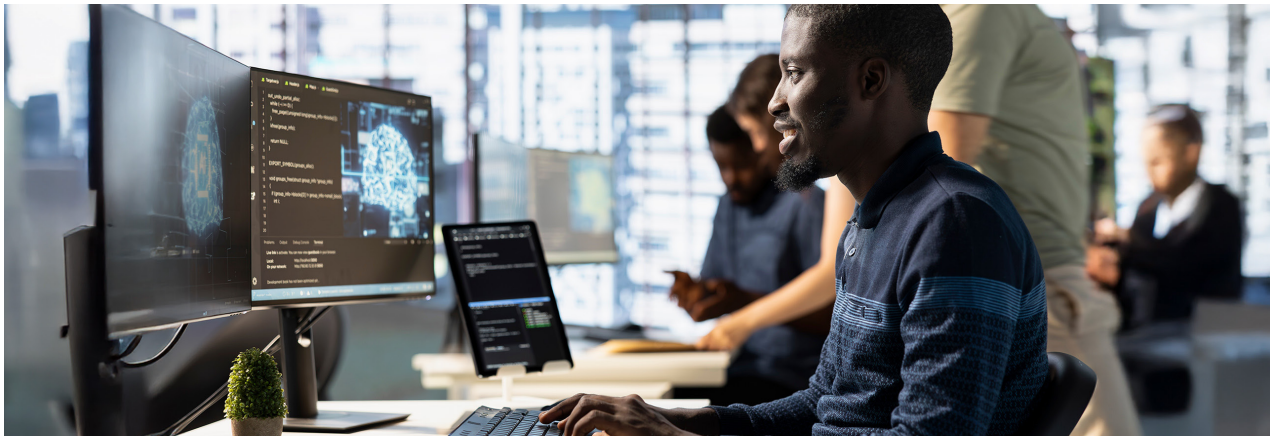
ATVs were keen to point out how AI capabilities are transforming traditional ITSM and IT operations. Not only improving the ITSM status quo but also offering capabilities that were previously too difficult to employ or justify.

- "AI is helping businesses dramatically improve employee experiences through practical quality-of-life and operational enhancements. At ManageEngine, we focus on addressing the three major personas of the digital enterprise – requesters, agents, and process owners. Our AI capabilities are designed and developed to bridge the gap between operational excellence and digital experiences across the business. As more businesses look to leverage AI to enhance workflows, it's crucial that they partner with the right vendor to identify meaningful business use cases, co-create solutions, and tackle real-world challenges that drive measurable impact." ~ Kumaravel Ramakrishnan, Director of Marketing, ManageEngine
- "AI is changing everything. The way service organisations design and operate services. It will therefore have a more than disruptive impact across the entire value chain." ~ Christian Korte, Head of Product, DCON (manufacturer of Servity)
- "We see a disconnect between the C-level and the trenches' views of AI – one is looking to cut costs, and the other is looking to increase productivity and efficiency." ~ Nacho Harriague, Director Product Marketing, InvGate
- "AI is not just a feature, it's a core enabler of modern, high-velocity service management. By embedding AI into every layer of Jira Service Management, we empower IT teams, delight customers, and help prospects realise the full potential of digital transformation." ~ Ken Connally, Head of Technical Product Marketing, Atlassian
- "AI is transforming IT teams from reactive service brokers to strategic enablers. Instead of firefighting, Freddy AI enables proactive, predictive service management. With autonomous deflection, anomaly detection, and intelligent assistance, IT leaders can shift the focus from day-to-day ticket resolution to driving productivity and business outcomes. This isn't just incremental improvement – it's a step change in how service operations deliver value." ~ Ravi Tharisayi, Senior Director of Product Marketing, Freshworks
- "Requests from our existing customers and users for AI support in ITSM processes have been high and increasing for the past 2-3 years. It is included in almost 100% of tenders. However, in detailed discussions about the exact requirements, the questions often tend to be about what AI options are available, but there are few precise and well-thought-out requirements on the part of customers. It is, therefore, more of a media and consumer-driven topic. In the ITSM sector, AI is particularly important due to the high-volume processes and large amounts of data involved, which often strain resources within service organisations. The hope is that AI support will solve problems that could not previously be solved with traditional technical or organisational approaches." ~ Christian Schüle, Head of Product Management, OMNINET Software Solutions

2. Demand for AI capabilities

While the aggregated ATV insights shared earlier indicate where AI-based capabilities are being integrated into ITSM tools (in ITIL management practice terms), the areas where these capabilities are gaining traction with customer organisations may differ. That is, just because an AI-enabled capability is made available, it doesn't mean that customers want to or can use it.

- "We see customer demand for everything related to incident and service request management, and also in knowledge management and conversational flows, but more and more clients are seeing the value contribution of AI to other practices such as asset management or the CMDB." ~ Alejandro Castro Valdés, Chief Product Officer, Proactivanet
- "The strongest demand has been for Copilots and knowledge automation – particularly for end users with varying levels of AI literacy. We also see growing interest in agentic orchestration, where admins can not only trigger automation directly from conversations but also design proactive flows that continuously monitor the helpdesk, perform diagnostics, and initiate self-healing actions in the background. Prebuilt ITIL-based AI agents are also in high demand, such as those that automatically classify tickets, identify SLA risks, run self-serve actions (e.g. reset password), and analyse recurring issues." ~ Hilly Noy, Director of Product Management, SysAid
- "We currently see three capability families with very high impact. The first one is conversational AI, providing not only links to resources but real solutions to issues or interactive sessions to narrow down the issue to a point where a human agent can instantly pick up the topic to resolve it. The second is the integration of AI agents and agentic flows to gain higher automation without the need for deterministic workflows. The third is proactive AI agents enable the paradigm shift towards proactive service management already today, for example, we have an AI agent for proactive major incident management." ~ Klaus Ziegerhofer, Senior Product Manager & Product Lead, Matrix42
- "Demand is still currently focused on operational practices such as incident, problem, and request fulfilment, as this is where the volume offers the most potential for automation efficiency boost and time savings via AI. There are few concrete requests for more complex and data-driven practices, such as change enablement or configuration management, because the maturity in the implementation and design of these practices is not yet as high in many organisations. Here, there is a particular need for data analysis as a preliminary step toward an optimised value stream structure." Christian Schüle, OMNINET Software Solutions
- "I believe AI use is currently similar to how we view change management – with standard, normal, and emergency changes – we are reacting to things because people don't want to fully trust AI right now. The big question is how we get people to trust autonomous AI enough to shift its use from reactive (like normal and emergency changes) to proactive (like standard changes)."~ Dean Clayton, ITSM/ITOM Senior Product Manager, OpenText
- "Customer demand has been strongest in three areas:
  - AI Agents for deflection – resolving repetitive L1 issues instantly and reducing handling costs.
  - AI Copilot – helping service agents and admins remediate issues faster with contextual assis tance, summarisation, and next-best actions.
  - AI Insights – providing proactive visibility into anomalies, emerging trends, and root causes so leaders can act before issues escalate" ~ Ravi Tharisayi, Freshworks



3. AI as a productivity assistant

A key early AI ITSM use case is the deployment of virtual assistants for IT staff, with AI capabilities currently augmenting people's skills rather than replacing them. Many of the ATVs pointed to this ability for AI to make IT staff more efficient and "better versions of themselves".

- "Right now, AI agents are augmenting humans. People involved in IT support and ITIL have 'control freak' tendencies, and we still don't feel confident in fully trusting AI yet. For example, customers want to lock down AI-assisted knowledge management sources to corporate knowledge for end users." ~ Dean Clayton, OpenText
- "Our customers usually provide advanced technical support using our ITSM tool, in a complex technical landscape. In these scenarios, we see AI as a helper but not as a replacement for the support teams. We like to compare it to the electric bike: it helps a capable cyclist to get to the destination quicker and with less effort. That said, we think in our customers' settings, AI is also just as likely to replace support agents as the electric bike is likely to replace cyclists: not quite." ~ David M. Gümbel, Managing Partner, ITOMIG GmbH
- "CIOs likely don't want true (completely autonomous) Agentic AI today; they want AI-infused automation with governance. At the end of the day, the question they want answered is 'Can I do more with less using AI?'" ~ Nacho Harriague, InvGate
- "The challenging economic situation has left customer service units thin; therefore, they are looking for support. AI capabilities are the perfect companions to take care of the basic load for these service organisations. Another effect of using AI is that enterprises improve on processes like knowledge management, which results e.g. in increased self-help and lower amounts of tickets created. In summary, AI in ITSM is important for enterprises we are in contact with; and we see interest still increasing, asking for AI to become a commodity solution." ~ Klaus Ziegerhofer, Matrix42

4. The cost of AI capabilities

While AI capabilities are being added to ITSM tools, the different pricing models across ITSM tools roughly align with:

- AI capabilities are a paid-for addition
- AI capabilities are part of existing licensing/subscription costs
- Some AI capabilities are free, while others are paid for.

The ATVs included in this research offer all of these pricing model variants.

- "AI Agents and Insights are included in the Enterprise plan. Freddy Copilot is a paid add-on. This flexible model ensures core AI capabilities are accessible, while advanced AI assistance can be scaled as customer needs grow." ~ Ravi Tharisayi, Freshworks
- "Atlassian doesn't view AI as just another add-on; we view it as a core part of our platform, designed to empower every team with smarter, faster, and more human-like service experiences. We democratise AI, making it accessible, secure, and impactful for organisations of any size, across all our plans, unlike some competitors who restrict AI to premium tiers." ~ Ken Connally, Atlassian
- "AI is part of the core product starting with the 3.3 product version (scheduled for release in Q4 2025) via the itomig ai base layer and the iTop Professional Plus product 3.2 and above (available in autumn 2025)." ~ David M. Gümbel, ITOMIG GmbH
- "Currently, the functionality is included at no cost, but this could change in the future. AI platforms and technology are constantly changing, and this means licensing methods must also be reviewed accordingly. The ultimate goal is to continue innovating and using the best technology at all times, maximising the value generated, and this will require reviewing licensing methods accordingly. The important thing is that the investment in AI versus the value generated by that AI must have a relevant and justifiable ratio (for example, if by investing $1 we can generate ten times more value, that's what's truly important, not so much the unit cost or licensing method)." ~ Alejandro Castro Valdés, Proactivanet

5. The importance of flexibility

Customer flexibility in the context of AI use is key; this is reflected in how ATVs provide AI-based capabilities to customer organisations. A key part of this is how and where AI capabilities operate – for example, locally or through the customer's choice of AI provider(s).

- "Confidentiality and data protection are key to our customers. That's why we give complete control on AI usage to them, with free choice of AI provider, and locally run and open-source LLMs." ~ David M. Gümbel, ITOMIG GmbH
- "We have two ways that a customer can build AI into their process workflows (AI-enriched workflows and Aviator Agents). AI-enriched workflows are where you do an action with AI within the process – sentiment analysis is a good example of this. The key point is to give the customer the ability to choose the behaviour, not just in how it performs the sentiment analysis, but how they want to react to it (or even if they don't even want it). The second way, Aviator Agents, is where you bring workflow to your AI and abstract it from being within the actual process itself. In this case, the AI performs multiple steps until the final outcome. We provide the customer with the ability to create an agent to do pretty much anything they can come up with (within the context of a workflow of AI activities), and depending on a customer's trust in AI, they can include as many human-in-the-loop steps as they feel they need. If they want to auto-publish an AI-written knowledge management article, they can, or they might just want a knowledge manager to sign it off before publishing." ~ Dean Clayton, OpenText
- "Proactivanet uses AI to support and automate specific, well-defined use cases that generate concrete value, abstracting the end user from the specific technology used in each case. We are fully aware that information security is paramount, and that's why we allow clients to use their own AI platforms if they wish, or to delegate this responsibility to us, while maintaining control at all times over how and where their information is managed." ~ Alejandro Castro Valdés, Proactivanet
- "Generative AI was definitely a game-changer for the entire industry. The capabilities of current GenAI models enable a wide variety of functionalities that are far from being fully exploited. Nevertheless, classic AI models (discriminative models), which can be trained and operated efficiently and cost-effectively on individual historical data, continue to be advantageous in some cases. We always decide on the appropriate AI approach in AI consulting workshops together with our customers and after analysing the actual use cases and underlying customised process data structures." ~ Christian Schüle, OMNINET Software Solutions
- "Matrix42's 'AI Your Way' approach provides customers and prospects with the choice of where to host AI capabilities. Options available are on-prem, in a private cloud, or in a public cloud. For example, Matrix42 Knowledge Discovery for end-users and agents is a conversational AI capability that helps both end users and human agents to resolve issues on their own or speed up the overall ticket resolution process in a full on-prem setup with enterprise data. Our approach also provides customers with the option to create their own use cases for AI assistants and AI agents, in a flexible and safe manner." ~ Klaus Ziegerhofer, Matrix42
- "We use a hybrid model: third-party LLMs where appropriate, combined with SysAid's proprietary orchestration layer. We also build domain-specific models tailored to ITSM best practices and scenarios." ~ Hilly Noy, SysAid

6. AI capabilities as ITSM tool differentiators

Many customers now expect AI-based capabilities from their ITSM tools. Not only is this customer demand for AI capabilities driving ATV product roadmaps, but it's also defining ITSM tool selection exercises – with AI capabilities currently viewed as key differentiators within ITSM tools.

- "AI is now central to ITSM. It allows organisations to scale service delivery with limited resources, reduces the burden on agents, and improves customer experience. For prospects, AI is a differentiator in vendor selection. AI also moves ITSM along the value axis – from repetitive, tactical tasks to more strategic, outcome-based contributions to the business." ~ Hilly Noy, SysAid
- "We have automated processes to monitor AI usage and satisfaction levels, always analysing specific use cases, not generic features, and we're definitely seeing an upward trend in both usage and satisfaction. This also helps us focus our efforts on improving the use cases that generate the most value for customers, or those that present the greatest opportunities for improvement." ~ Alejandro Castro Valdés, Proactivanet
- "AI is positioned as a core enabler for the iTop Professional Plus product, improving ticket resolution speed, communication quality, and automation. It is presented as a key differentiator for customers and prospects." ~ David M. Gümbel, ITOMIG GmbH
- "With Servity, we have been investing heavily in the development of AI features for several years. At the same time, it is important to us not to neglect the platform features and to invest continuously in their further development." ~ Christian Korte, DCON (manufacturer of Servity)

7. AI inclusion in product roadmaps

ATVs are heavily focused on utilising AI to enhance IT service delivery and support operations and outcomes. This is reflected in their product roadmaps, targeting AI-enabled use cases to better meet customer demands.

- "Since our strategic roadmap focuses heavily on automation functions for service management processes and general business processes, among other topics, the integration of AI is a very good fit in many areas." ~ Christian Schüle, OMNINET Software Solutions
- "Every Freshworks product pillar is embedding AI into its portfolio. Our strategy is to make AI pervasive across ITSM, ITOM, ITAM, and ESM, rather than treat it as a bolt-on. This aligns with our vision of "AI for the Fortune 5 million" – democratising enterprise-grade AI so every organisation can benefit." ~ Ravi Tharisayi, Freshworks
- "AI is an integral part of our roadmap to fuel our ambition to guide our customers from reactive service management to proactive service management. All of our past and future releases feature high amounts of improved and net new AI capabilities spanning AI assistants, AI agents, and Proactive AI." ~ Klaus Ziegerhofer, Senior Product Manager & Product Lead, Matrix42
- "AI is THE main component of our Servity product roadmap. AI has the ability to significantly reduce the workload in service organisations, both in basic applications and as Agentic AI, by helping administrators and managers to complete tasks themselves that previously took a lot of time." ~ Christian Korte, DCON (manufacturer of Servity)

8. The focus on outcomes and value

The opportunity presented by AI comes at a time when IT organisations are also focused on, or are being asked awkward questions around, value. Aligning the use of AI-enabled capabilities in ITSM with business needs is critical.

- "We frame AI value around efficiency, effectiveness, and experience, with tangible KPIs such as SLA compliance, ticket deflection, MTTR, and productivity. A major source of value is enhanced self-service for end users: AI delivers highly relevant, contextual knowledge that allows many issues to be resolved independently. Beyond knowledge retrieval, Agentic AI can reason and execute actions on behalf of IT admins or end users, containing or deflecting tickets altogether while raising CSAT. Prebuilt ITIL-based AI Agents reinforce this value by automating high-frequency ITSM journeys such as incident triage, SLA risk management, and problem detection, giving customers quick time-to-value." ~ Hilly Noy, SysAid
- "Business value depends greatly on the extent to which the customer uses the system and designs their own processes, as well as the depth and breadth of their implementation. Our system focuses on the adaptability of processes to the customer's organisation, which means that these processes vary greatly, as does the functionality of the AI integrated into the individual workflows and practices. We therefore recommend that every customer first carry out a proof of value before introducing individual AI workflows into production. This allows the actual value for the business to be determined before making large investments, enabling the ROI to be calculated very accurately and demonstrated before the project begins." ~ Christian Schüle, OMNINET Software Solutions
- "Customer leadership is stating: 'If we're not AI first, we'll be behind.' The current AI ROI conversation is often 'that's going to save me a chunk of time'." ~ Dean Clayton, OpenText
- "Our top investment is undoubtedly equipping our products with new features that leverage AI to generate significant value for customers. AI alone is worthless if we can't implement it in specific use cases that generate tangible value. That's our main priority now." ~ Alejandro Castro Valdés, Proactivanet
- "CIOs are more focused on cost-efficient capabilities to reduce spending while delivering better services with AI, rather than focusing on the level of AI autonomy alone. Plus, the change needs to be easy to implement." ~ Nacho Harriague, InvGate

The future of AI in ITSM

The future of AI in ITSM

Some ATVs provided their vision of the future of AI in ITSM during the soundbite collection process. These are deliberately included in a separate section to reflect the likelihood that the current state of ATVs and their customers with AI adoption is unlikely to remain the same in the future, despite what some of the data in this report says.

Undoubtedly, the opportunities offered by AI in ITSM will change as the technology evolves, with this not only changing the possible use cases but also how people and AI capabilities engage. In particular, the opportunities of Agentic AI are seen as the likely next step in AI exploitation in ITSM.

- "AI assistants have become table stakes; within AI assistants, conversational approaches are on the rise and are more than ever capable of moving from outputs to real outcomes. This is the foundation we need to build on and extend. AI assistant capabilities supporting knowledge creation, discovery, and maintenance are increasingly becoming areas of focus, as their impact is expected to be high. AI agents and Proactive AI are areas towards which the focus is shifting, looking for higher productivity gains and the promise of proactive service management." ~ Klaus Ziegerhofer, Matrix42
- "We expect more autonomous AI Agents to take over frontline support and a growing emphasis on Connected Intelligence – integrating context across ITSM, ITOM, ITAM, and ESM so leaders, agents, and employees operate from a shared source of truth" ~ Ravi Tharisayi, Freshworks
- "We expect the biggest changes to be in service desk staffing and the acceleration of the shift-left approach, which will lead to a huge increase in first-time resolution and self-service rates. After that, agent systems will increasingly automate time-consuming tasks." ~ Christian Korte, DCON (manufacturer of Servity)
- "In the near term, we expect adoption of proactive self-healing, AI agents handling repetitive multi-application tasks, copilots for knowledge retrieval, and classification. In the medium term, customers will increasingly deploy goal-oriented, customised orchestration aligned to their ITIL processes. However, we are still at the very beginning of AI adoption – not only in ITSM but in enterprise tools more broadly. We believe customers are now entering a more realistic and mature view of AI: focusing on identifying real ITSM journeys and use cases they already perform or plan to implement. The near and medium future, in our opinion, is about grounding exciting AI capabilities in real customer scenarios and measuring adoption through clear, realistic ROI." ~ Avi Kedmi, CEO, SysAid
- "We envision the future of AI in ITSM as Tier 0 autonomous agents – a 'shift left' that eliminates human intervention. There are two key AI use cases:

  – Ticket deflection (ticketless), where end users are self-solving
  – Incident avoidance, using ITOM/AIOps for proactive prevention and remediation

  AI will help to exploit the vast amounts of data we have in ITSM. Analysing data, looking for anomalies, clustering big data. IT support staff will be 'strategic supervisors' rather than ticket handlers. We are also looking at other questions, such as: 'Do you still need a static service catalogue with AI?' ~ Dean Clayton, OpenText

Appendix 1 – The PeopleCert ATV Programme

The PeopleCert vendor accreditation programme provides your organisation with a list of accredited tool vendors (ATVs) that create ITSM tools aligned with ITIL best practices.

The accreditation provides the only official confirmation that an ITSM software product is aligned with ITIL best practices and is the only accreditation that addresses the certification of people creating ITSM software.

When looking to select an ITSM tool

Use the ATV registry to make better-informed ITSM tool selection decisions and reduce procurement risks through a better understanding of the market, including:

- Accessing the only authoritative information about how vendors and their tools align with ITIL best practices.
- Ensuring that the considered vendors have professional teams committed to evolving and improving their products in line with recognised industry best practices.
- Streamlining the process of gathering tool and vendor information.
- Allowing your organisation more time to focus on its specific needs by trusting that basic ITIL process-es are covered by the ATV accreditation.
- Minimising commercial risks and ensuring compliance with intellectual property rights.

For ITSM tool vendors

Elevate your company brand and offerings by joining the ATV Programme:

- Gaining authoritative confirmation that your ITSM tool(s) and teams are aligned with ITIL.
- Showcasing your company's competence in ITIL.
- Getting access to ITIL practice guides, analytical insights, and other ITIL-related materials to better design, sell, and implement your products.
- Expanding your market recognition and appeal to new customers and implementation partners.

Appendix 2 – AI-related ITSM tool functional criteria

The eleven ATVs responded to the following 66 AI-related functional criteria (across the 20 ATV Programme management practices), with the opportunity to self-assess as one of:

- Yes, this is a commercially available out-of-the-box feature (A)
- This feature is under development and will be available soon (B)
- We are currently experimenting with this functionality in implementation projects (C)
- No, this functionality is not available (D).

The table also includes the current support level based on these responses:

Table 6. AI functional criteria used in the research

Criterium	Available (A)	R&D (B +C)	N/A (D)
Availability management			
1. AI assistant for automatic identification of Single Points Of Failure	0%	36%	**64%**
2. AI-assisted availability forecasting using historical and real-time data to predict potential infrastructure failures or service outages before they impact users	18%	27%	**55%**
Capacity and Performance Management			
3. Predicting resource consumption rates based on historical usage data and patterns of business activities	9%	36%	**55%**
4. Predicting system workload / service demand based on historical usage data and patterns of business activities	18%	36%	45%
Change Enablement			
5. Virtual assistant for scheduling CAB meetings based on availability of its participants	0%	45%	**55%**
6. AI-assisted change scheduling by considering resource availability, agreed maintenance windows, and potential change overlaps	18%	36%	45%
7. AI-enabled summarisation of complex changes for management reporting	**55%**	36%	9%
8. AI-driven capability to detect unauthorised changes based on infrastructure data, configuration information, and change records	9%	45%	45%
9. Automatic identification of potential issues caused by proposed changes	45%	36%	18%
Deployment Management			
10. AI-assisted planning for deployments by considering resource availability and agreed maintenance windows	9%	27%	**64%**
11. AI-enabled automatic deployment validation	0%	36%	**64%**
12. AI-powered automatic orchestration of deployments by coordinating workflows, approvals, and environment configurations	0%	36%	**64%**

Incident Management			
13. AI capabilities to automatically categorise and assign incident tickets	**82%**	18%	0%
14. AI capabilities to automatically suggest the optimal resolution for incidents	**82%**	18%	0%
15. AI chatbots helping users to get technical support	**73%**	27%	0%
16. AI-enabled automatic escalation of high-impact incidents based on real-time analysis	36%	36%	27%
17. AI-enabled personalised major incident communication with end users	45%	45%	9%
18. AI-enabled summarisation of complex incident tickets for management reporting	**82%**	18%	0%
Information Security Management			
19. AI-assisted automated security risk identification using information about known vulnerabilities and the current state of infrastructure and applications (e.g., configuration management)	9%	55%	36%
20. Automatic detection of security breaches and generation of security incidents	18%	45%	36%
21. Automatic initiating of remediation workflows upon security incident detection	36%	27%	36%
IT Asset Management			
22. Automatic identification of underutilised or obsolete assets and marking them for reallocation or disposal	**55%**	27%	18%
23. Automatic prediction of hardware/software end-of-life based on usage, vendor lifecycle data, and historical asset trends	18%	64%	18%
24. AI capabilities to automatically suggest the optimal timing for asset refresh or replacement and for contract renewal	18%	64%	18%
25. Automatic identification of over- or under-licensing based on contract terms and historical usage data	**55%**	36%	9%
Knowledge Management			
26. AI capabilities to search for Knowledge Base (KB) articles	**73%**	18%	9%
27. AI-assisted knowledge gap analysis to highlight incidents, service requests, or events that could have been processed more efficiently if relevant KB articles were available and up to date	18%	64%	18%
28. AI-enabled automatic detection of obsolete KB articles	36%	36%	27%
29. Automatic drafting of KB articles based on existing incident or problem records	**73%**	27%	0%
30. Automatic rephrasing of KB articles for better clarity	**73%**	18%	9%
31. Automatic validation of KB articles by checking alignment with approved corporate policies and rules	18%	27%	55%
Measurement and Reporting			
32. AI agents that conduct surveys, capture feedback, and apply sentiment analysis to assess and report on stakeholder satisfaction	45%	36%	18%
33. Automatic identification of bottlenecks in processes or value streams	18%	36%	45%
34. Generation of context-specific summary reports using natural language prompts	45%	55%	0%

Monitoring and Event Management			
35. Identification of anomalies that can help detect a major incident or a serious outage	**55%**	36%	9%
36. AI-powered dynamic thresholding that improves anomaly and incident detection by adapting to expected variability in system behaviour	27%	45%	27%
37. AI-assisted monitoring to detect and highlight digital employee experience issues that could be impacting productivity or satisfaction	27%	27%	45%
Problem Management			
38. AI capabilities to automatically discover problems based on incident, event and alert records	45%	45%	9%
39. AI-enabled assistant for Root Cause Analysis (RCA)	36%	45%	18%
40. AI-assisted problem impact analysis by considering related incidents, affected users, and applicable SLAs	36%	55%	9%
41. AI-enabled summarisation of complex problems or known errors for management reporting	**64%**	36%	0%
Relationship Management			
42. AI-enabled stakeholder relationship and influence mapping	0%	27%	**73%**
43. AI-enabled stakeholder sentiment analysis	36%	18%	45%
44. Automatic generation of individualised texts for communications adapting messages to stakeholders' language, role, and preferences	36%	27%	36%
Release Management			
45. AI-assisted planning for releases by considering change implementation plans, resource availability, and agreed release policies	9%	9%	**82%**
46. Automatic generation of release notes, change announcements, and deployment plans based on structured release data	18%	18%	**64%**
Service Catalogue Management			
47. AI-enabled capability of drafting service descriptions	**55%**	18%	27%
48. AI-enabled intelligent service catalogue personalisation using information about users (e.g., their preferences, roles, and permissions) and available services	18%	27%	55%
Service Configuration Management			
49. AI functionality for automatic detection of stale Configuration Item (CI) records	36%	36%	27%
50. AI agent for detecting and cleaning up duplicated CI records in CMDB	18%	64%	18%
51. AI-enabled intelligent CI dependency mapping	18%	64%	18%
Service Continuity Management			
52. AI assistant for conducting Business Impact Analysis (BIA)	9%	36%	**55%**
53. Automatic identification of gaps in DRPs based on comparison of current service architecture, recovery plans, and RTO/RPO targets	0%	27%	**73%**

Service Financial Management			
54. AI-assisted resource utilisation and service consumption analysis to recommend cost reduction measures while maintaining SLAs	0%	36%	**64%**
55. AI-enabled forecasting of service costs using historical costs and usage data	0%	36%	**64%**
56. AI-enhanced classification and attribution of IT costs for accurate cost allocation, analysis, and reporting	0%	27%	**73%**
Service Level Management			
57. AI-enabled capability for drafting SLAs	9%	36%	**55%**
58. AI-driven continuous SLA monitoring that identifies potential or actual breaches and triggers timely notifications or automated remediations	45%	18%	36%
59. Automatic identification of discrepancies between SLAs and supporting OLAs / service contracts	9%	27%	**64%**
Service Request Management			
60. AI capabilities to automatically categorise and assign service requests	**73%**	27%	0%
61. AI-based virtual agents assisting with service request submission	**73%**	18%	9%
62. AI-enabled automated request fulfilment by interpreting requests, validating prerequisites, and executing fulfilment workflows	36%	55%	9%
Release Management			
63. AI-driven supplier relationship optimisation by identifying and recommending improvement opportunities (e.g., pricing optimisation, risk mitigation, SLA adjustments, or alternative partner selection)	9%	9%	**82%**
64. AI-enabled analysis of communications (emails, surveys, social media) to monitor supplier sentiment and engagement	0%	9%	**91%**
65. AI-enabled continuous monitoring of supplier performance against contractual obligations	9%	18%	**73%**
66. AI-enabled continuous supplier risk scoring using various data sources	0%	9%	**91%**

Appendix 3 – Open questions

The analysis of the collated ATV responses raised several questions that remain unanswered. These are documented here to help ensure they are considered when this research is re-run.

1. Where are customer organisations adopting AI the most (i.e. the use cases), and which AI types are they using?
2. How will the ATV (and customer) investments in AI affect other ITSM trends, such as experience management?
3. Where will Agentic AI capabilities sit in the AI adoption hierarchy?
4. Why is the current investment in change enablement capabilities relatively low compared with practice adoption levels?
5. Is the traditional (static) service catalogue likely to be replaced by dynamic AI-based capabilities?
6. Will service configuration management and IT asset management be major focus areas in the next wave of ATV AI and ITSM tool investments?
7. What will happen, in both traditional and AI terms, with availability management and capacity and performance management capabilities as AI provides greater "rear-view mirror" insights into service quality?
8. Is service level management, as a discipline, so greatly affected by the rise of experience management that ATV investment in related AI-enabled capabilities will be minimal (and most likely in related areas such as measurement and reporting)?
9. Will AI be a lever for ATVs to invest in some of the lesser adopted management practices, such as supplier management, service financial management, and relationship management?
10. How will AI adoption success affect ITSM staffing levels?

Acknowledgements

PeopleCert is grateful to everyone who contributed to the development of this report. It was developed with the community, and we share it back, in keeping with the way ITIL has always worked.

Authors

Stephen Mann, Principal Analyst & Content Director, itsm.tools
Dmitry Isaychenko, Portfolio Director / Partner Programmes, PeopleCert

Contributors

Alejandro Castro Valdés, Chief Product Officer, Proactivanet
Avi Kedmi, CEO, SysAid
Christian Korte, Head of Product, DCON
Christian Schüle, Head of Product Management, OMNINET Software Solutions
David M. Gümbel, Managing Partner, ITOMIG GmbH
Dean Clayton, ITSM/ITOM Senior Product Manager, OpenText
Hilly Noy, Director of Product Management, SysAid
Ken Connally, Head of Technical Product Marketing, Atlassian
Klaus Ziegerhofer, Senior Product Manager & Product Lead, Matrix42
Kumaravel Ramakrishnan, Director of Marketing, ManageEngine
Nacho Harriague, Director Product Marketing, InvGate
Ravi Tharisayi, Senior Director of Product Marketing, Freshworks


PeopleCert
Dream it, do it.
peoplecert.org | info@peoplecert.org