**ITSM Project**

ABC Tech is an mid-size organisation operation in IT-enabled business segment over a decade. On an average ABC Tech receives 22-25k IT incidents/tickets , which were handled to best practice ITIL framework with incident management , problem management, change management and configuration management processes. These ITIL practices attained matured process level and a recent audit confirmed that further improvement initiatives may not yield return of investment. ABC Tech management is looking for ways to improve the incident management process as recent customer survey results shows that incident management is rated as poor. Machine Learning as way to improve ITSM processes ABC Tech management recently attended Machine Learning conference on ML for ITSM. Machine learning looks prospective to improve ITSM processes through prediction and automation. They came up with 4 key areas, where ML can help ITSM process in ABC Tech.

1. Predicting High Priority Tickets: To predict priority 1 & 2 tickets, so that they can take preventive measures or fix the problem before it surfaces.
2. Forecast the incident volume in different fields , quarterly and annual. So that they can be better prepared with resources and technology planning.
3. Auto tag the tickets with right priorities and right departments so that reassigning and related delay can be reduced.
4. Predict RFC (Request for change) and possible failure / misconfiguration of ITSM assets.

Results: Predicting high priority ticket forecast the incidental ticket volume, for planning, Autotag the tickets and assigning to the right dept, and predict request for change/auto-failure