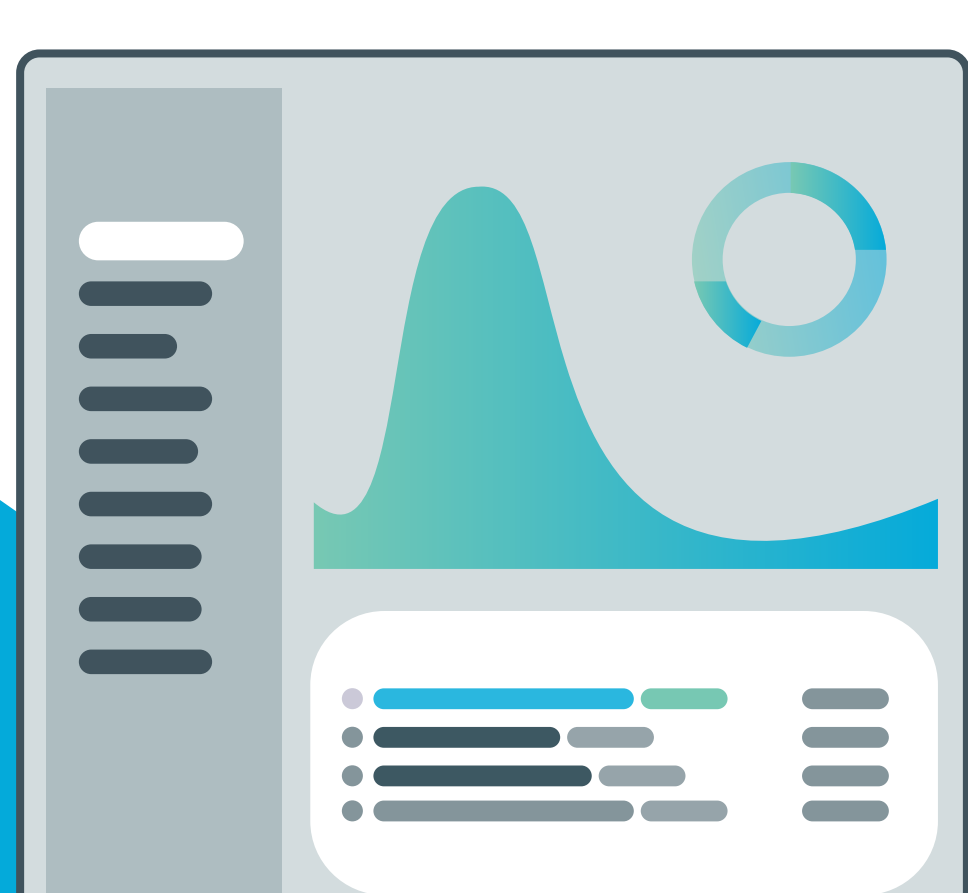


2020 Global Survey Results

Large and Small Orgs Rely on Service Management Apps...

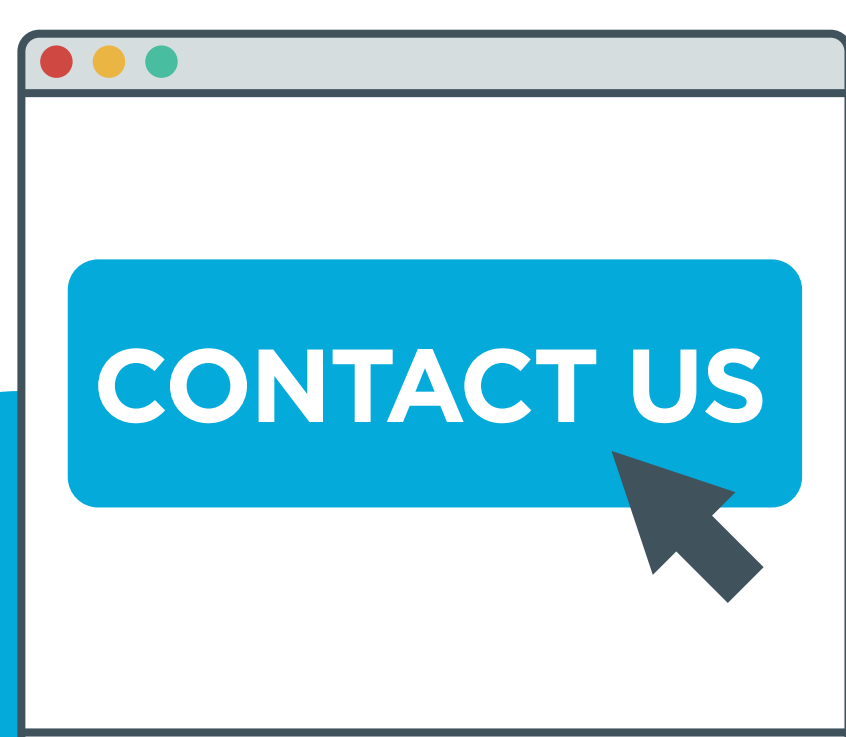
Is yours secure?

IT service management (ITSM) solutions must ensure controls are in place to meet the ever-stringent security and compliance requirements around user access to sensitive applications.



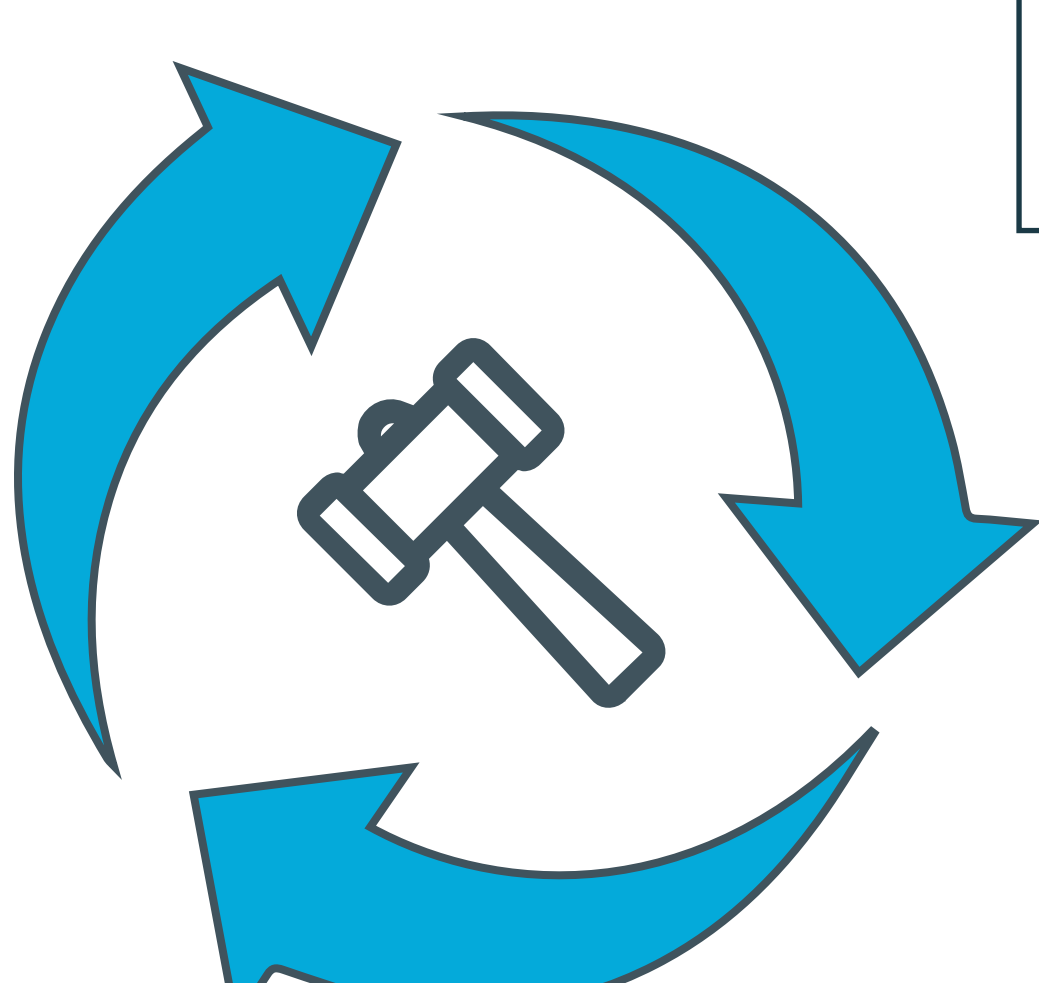
72% of organizations **have ITSM software**, such as ServiceNow, BMC or Remedy to track and manage help desk ticketing requests.

12% of organizations use a **homegrown** ITSM ticketing application



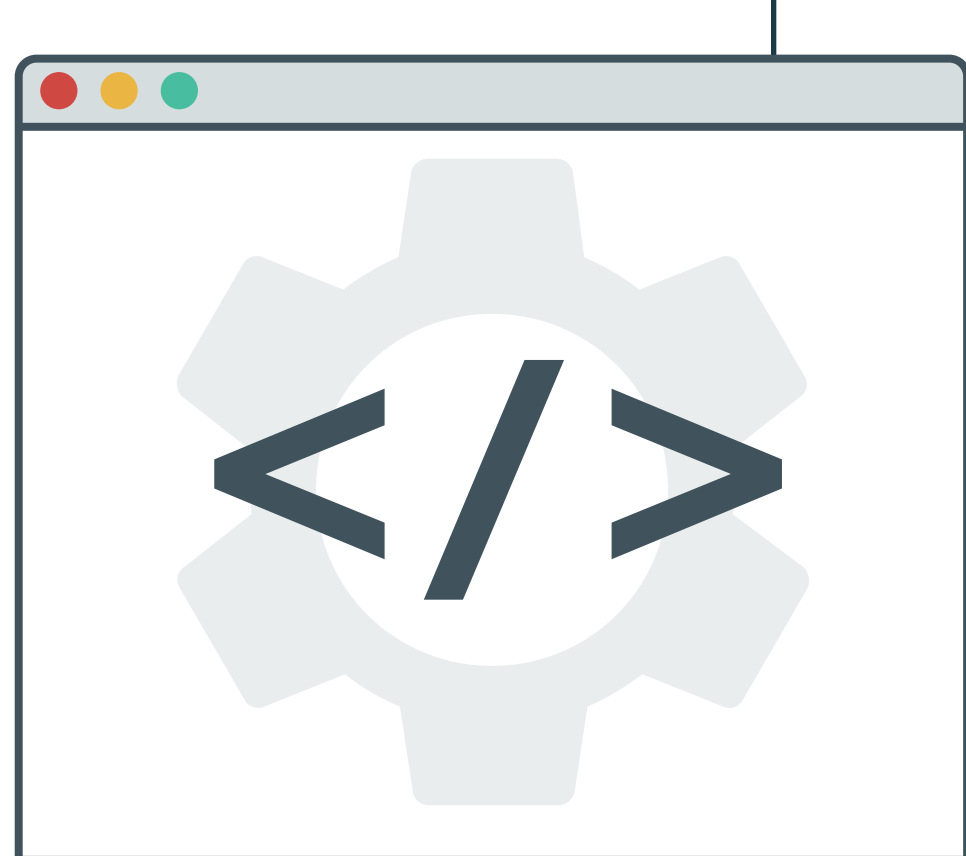
77% of **enterprise organizations use commercial** ITSM software, such as ServiceNow, BMC or Remedy

70% of mid-size organizations use ITSM **help desk ticketing software**



34% of organizations using commercial ITSM help desk ticketing software **govern access for the entire ticket lifecycle** from creation to deletion

35% of organizations using commercial ITSM help desk ticket software **review ITSM access regularly**



13% of organizations using **open source ITSM software** review access regularly

IGA and ITSM solutions share the common goal of improving productivity through automation. Identity Governance and ITSM together enable provisioning for accounts and groups as well as management of users' access to different roles and groups. IGA provides governance to disconnected applications serviced by ITSM solutions.