10.48047/jocaaa.2024.33.08.526

Evaluating the Impact of Intelligent Automation on IT Service Management Performance within Complex Global Technical Infrastructures

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***Abstract* — The study evaluates the impact of intelligent automation on IT service management efficiency when applied to advanced international technical systems. Organizations face two main challenges because they use multiple IT systems which current IT service management methods fail to address. Organizations use intelligent automation to develop new methods of delivering services through its artificial intelligence and machine learning capabilities which work together with robotic process automation technologies. The research studies performance metrics which track incident resolution time and service availability together with operational costs and user satisfaction from the time of automation implementation to its full operational period. The research employs a mixed-method research design which integrates quantitative data analysis methods with qualitative insights that were obtained from industry experts. The results show that intelligent automation improves operational efficiency because it decreases the need for human workers while it helps organizations resolve problems at a faster rate and their ability to predict equipment failures. The solution improves service reliability while it helps organizations determine how to respond to unexpected events. The study identifies three main challenges which include difficulties in system integration and issues related to data quality and governance requirements. The research study presents practical solutions for organizations which want to enhance their ITSM operations through intelligent automation implementation. The study assesses how intelligent automation affects IT service management efficiency when it gets used on advanced international technical systems. Organizations face two main challenges because they use multiple IT systems which current IT service management methods fail to address.**

***Keywords*—** *Intelligent Automation, IT Service Management (ITSM), Artificial Intelligence, Operational Efficiency, Predictive Maintenance, Global IT Infrastructur*e

I. Introduction

The exceptional growth of the modern wireless communication systems has manifested itself in the necessity of very small, power-efficient, and high-performThe current world experiences technical infrastructure transformations which force businesses to develop new methods for managing their IT services. The operational structure of contemporary enterprises depends on complex systems which create links between various technologies which include cloud computing and local systems and edge devices and external systems. Organizations face challenges with traditional IT Service Management (ITSM) methods which depend on fixed procedures and manual labor because they need quick solutions to manage their increasing operational needs. Organizations need to implement advanced intelligent systems for improving their IT service management operations according to modern business requirements. Intelligent automation establishes a new operational framework which merges artificial intelligence (AI) machine learning (ML) and robotic process automation (RPA) to improve IT service management workflows[1]. Intelligent automation enables IT service management (ITSM) processes to improve because it allows systems to learn from past data and find patterns while making decisions based on the gathered information. The system enables fast detection of incidents and their subsequent resolution while it handles both regular service requests and complex system maintenance tasks to optimize equipment performance[4]. This solution enables organizations to deliver higher service standards while reducing their operational costs and enhancing customer contentment.The global infrastructure system needs to operate continuously because its services depend on multiple machine learning-based automated system components. Automated tools enable companies to establish improved operational procedures because they allow real-time system performance evaluation which helps to decrease operational mistakes[2]. Intelligent systems enable businesses to maintain their operational activities because these systems predict upcoming issues that result in essential system breakdowns.The advantages of intelligent automation for IT service management in organizations provide operational benefits[3]. The project faces several challenges which include connecting to outdated systems and maintaining data integrity and security protection needs and finding experts who can operate and support the automated systems. The organizations need to establish their automation strategies which should align with their business objectives because this method enables them to achieve maximum operational benefits.The research study investigates how intelligent automation affects IT service management performance in complex international technical systems[5]. The research study delivers essential findings to organizations who want to enhance their IT service management systems through evaluation of performance indicators and assessment of advantages and disadvantages.

II. Recent Trends in Intelligent Automation for Scalable and Efficient IT Service Management in Complex Global Infrastructures

The development of intelligent automation technology has achieved major advancements which lead to the complete transformation of IT Service Management systems that function across international networks connecting remote locations and multiple cloud infrastructures with diverse technological systems[6]. The organization requires IT Service Management solutions which will adapt to their evolving operational requirements because their business operations depend on digital technologies. The current IT Service Management systems depend on manual task execution and fixed operation procedures but these methods

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have become obsolete because digital systems demand management for both unplanned operational issues and changing system usage requirements. Intelligent automation establishes better IT service management because its three parts work together to provide better service. Organizations are adopting AI-powered incident management systems which can automate the complete process of detecting and classifying and fixing problems while minimizing the need for human intervention[7]. The systems utilize historical data and current information to discover patterns which enable them to resolve problems more efficiently while enhancing system uptime. Organizations use predictive analytics to forecast future breakdowns which helps them develop maintenance schedules that stop these problems from happening.Organizations now use intelligent virtual agents together with chatbots to enhance their service desk operations. The system handles standard user requests through its instant response system which reduces the workload for IT support technicians. Organizations achieve better response times together with increased user satisfaction. Organizations now use automation platforms which work together with ITSM frameworks that include ITIL to create unified service delivery systems which enable their teams to work together from different locations. Global infrastructures need to achieve scalability because their IT systems must manage user traffic which consists of millions of users who conduct millions of transactions. The intelligent automation system allows organizations to distribute their resources dynamically because it contains auto-scaling functions which help operators maintain system performance during different demand levels. Organizations can scale their operations through cloud-native automation tools which utilize containerization and microservices architectures to manage services across multiple locations.The present automation system requires an active solution because it currently fails to function correctly when organizations try to implement their existing intelligent automation solutions. Organizations must deal with three main challenges which arise because they have to combine their existing systems with actual data while they implement security measures and control system processes[8]. The organization requires their professional team to create internal systems development work which includes building automated systems that require their expertise in system design and management and optimization. Organizations need to safeguard their data integrity through responsible AI technology implementation to achieve their objectives of producing dependable outcomes.ITSM enables organizations to establish service management systems which operate successfully across various global locations by utilizing current intelligent automation technologies. Organizations that implement intelligent automation technology according to their operational needs will achieve better business results which will result in lower costs and enhanced customer satisfaction.

III. Proposed Intelligent Automation Architecture for Enhancing IT Service Management Performance in Global Infrastructures

The intelligent automation architecture which we have proposed combines advanced artificial intelligence methods with automated service workflows to enhance IT Service Management operations which create value across complex global network systems. Organizations must handle their distributed IT systems which include both cloud computing and multiple software applications because their existing IT infrastructure requires them to operate these systems[9]. The proposed architecture establishes an organized system which provides automated IT service management functions while enabling organizations to make anticipatory operational choices. The system architecture establishes multiple operational layers which work together through their interconnected design. The data acquisition layer collects real-time and historical data from various sources, including system logs, monitoring tools, service tickets, and user interactions. The analytics layer uses machine learning algorithms and data mining techniques to process data which results in pattern discovery and anomaly detection and prediction of future system failures. The system employs predictive analytics technology to detect upcoming issues which enables technicians to resolve problems before they develop into major challenges.The automation system executes its fundamental tasks through its combination of robotic process automation and artificial intelligence which performs standard IT service management functions that include incident classification and ticket routing and service request completion. The system activates its decision engines to develop operational functions which assess environmental conditions through their primary method of rule-based system knowledge for achieving peak system efficiency[10]. The system employs natural language processing virtual agents to handle user requests because they provide immediate support which reduces the service desk staff's workload. The system achieves operational flexibility through its design which implements cloud-native technology for creating microservices and container-based systems that deliver scalable performance. The system enables organizations to link their existing IT service management (ITSM) systems together with legacy systems while they achieve fast global network expansion. The system creates security measures together with governance controls which protect data integrity and regulatory compliance while managing access to automated system functions.The intelligent automation architecture which we proposed achieves IT service management improvements through three main advantages which reduce manual tasks and accelerate service provision and enhance system dependability. The system enables organizations to manage their global infrastructure requirements through its capacity to provide both high performance and user satisfaction along with operational excellence.

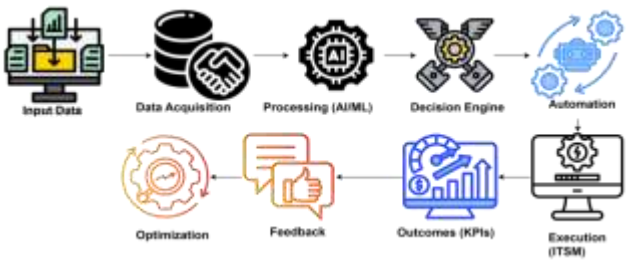

Fig 1: Proposed Architecture

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Figure 1 presents an AI-driven IT Service Management system which operates through its workflow management system. The procedure begins with data input collection which proceeds to the stage of obtaining data followed by the application of AI/ML processing. Intelligent automation executes its functions through a decision engine which automatically manages ITSM operations. The system uses KPIs to evaluate results which create performance feedback. The continuous optimization process maintains an iterative loop which improves efficiency and performance while refining service quality through model and process development.

i. Key Advantages of the Proposed Intelligent Automation Architecture

The intelligent automation architecture which we have designed provides multiple benefits that enhance IT Service Management (ITSM) operations across international network systems which have complicated structures. The system uses advanced artificial intelligence technologies together with automated workflow systems to help organizations achieve better operational results and improve their service delivery during system management processes.

a. Reduced Manual Intervention:

The system performs automatic execution of all ticket classification and routing and service request processing activities which follow established rules. The process achieves dual benefits by decreasing human labor requirements and operational mistakes while enabling IT staff to concentrate on mission-critical tasks[11].

b. Faster Incident Detection and Resolution:

The system uses machine learning and predictive analytics to detect anomalies and potential system failures through its real-time monitoring capabilities. The system provides two benefits because it enables organizations to resolve issues before they become significant problems and it maintains constant service operation.

c. Enhanced Scalability and Flexibility:

The cloud-native architecture allows organizations to adjust their resource levels based on operational requirements while preserving system performance through efficient resource management. The system achieves its operational goals by maintaining performance standards during periods of increased workload and infrastructure modifications.

d. Improved User Experience and Support:

The system supports users through virtual agents who use NLP-based chatbots to provide instant support which remains available 24 hours a day. The system enables users to achieve better satisfaction because it delivers precise answers that decrease the workload of service desk personnel.

e. Data-Driven Decision Making:

The system uses its real-time monitoring capability together with advanced analytics tools to generate operational performance insights[12]. The system helps organizations with process improvement and resource management through its support for decision-making processes.

f. Strengthened Security and Governance:

The system includes security mechanisms which protect data and control access while ensuring compliance with regulatory requirements. The system increases system reliability by safeguarding confidential information during international IT operations.

IV. Integrated Methodological Approach for Intelligent Automation in IT Service Management within Complex Global Infrastructures

The integrated methodological framework brings together data acquisition together with data preprocessing and artificial intelligence analytics and automated system operations to enhance IT Service Management across global complex network systems[13]. The system delivers two primary functions which include effective incident resolution and its ability to predict maintenance needs and it also increases operational efficiency through advanced workflow capabilities. The approach uses scalable cloud technologies together with ongoing performance testing to achieve better service reliability and operational efficiency and flexible decision-making processes.

a. Data Collection and Integration

The research methodology begins with gathering all required data from various ITSM sources which include system logs monitoring tools service desk tickets configuration databases and user interaction records. The collected datasets display different characteristics because they exist on multiple platforms. The process of data integration employs ETL systems together with API-based aggregation techniques to unify multiple data sources into one central data repository. The centralized data environment maintains data integrity through its design which prevents data duplication while providing complete visibility of IT operations. Organizations implement effective integration processes which enable them to achieve accurate analytics and intelligent decision-making to manage their complex global systems.

b. Data Preprocessing and Transformation

The team processes collected data during this phase to improve its quality and usefulness. The team uses data cleaning methods to remove system noise and data errors and duplicate entries while they implement proper imputation methods to resolve missing information. Researchers need to transform raw data into structured formats through feature extraction and transformation processes for their data analysis work[14]. Datasets from different sources achieve consistency through the processes of normalization and standardization. The evaluation process requires this step because it improves both accuracy and efficiency when machine learning models operate with high-quality input data which is vital for achieving reliable automation results in IT service management systems.

c. Intelligent Analytics and Model Development

The developed analytics system creates AI and machine learning systems which analyze data patterns to help decision-makers improve their choices. The system uses supervised learning and unsupervised learning algorithms to perform three core functions which are incident classification and anomaly detection and predictive maintenance[15]. The system develops its models to track historical data patterns which will enable it to project future system failures. The system uses advanced analytic methods to support IT service management which helps organizations create models for

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predicting system failures. The team conducts model validation and tuning processes to achieve accurate and strong system performance. The current phase establishes essential components which will boost operational productivity while decreasing interruptions to service.

d. Automation and Workflow Orchestration

The system creates automated IT service management solutions through robotic process automation (RPA) which works together with artificial intelligence-driven workflows. The system uses automated processes to handle ticket assignment and incident resolution and service request processing which helps reduce manual tasks while improving operational dependability[16]. The system uses workflow orchestration to establish continuous operational connections between various IT service management (ITSM) functions and their respective systems. The system implements intelligent decision engines which perform actions based on current data and predefined rules. The current stage improves operational efficiency while decreasing response times and maintaining operational continuity for services that operate in complex worldwide network system.

e. Performance Evaluation and Optimization

The system performance assessment uses key performance indicators which measure incident resolution time and system availability and service response time and user satisfaction as evaluation metrics. The continuous monitoring tools track system performance to identify system performance issues and operational weaknesses while monitoring system performance. The machine learning models together with the automation workflows will undergo performance metric-based refinement which establishes feedback loops. The system optimization process requires multiple techniques which will enhance system performance and operational efficiency. The architecture testing phase verifies that the system architecture delivers optimal performance while adapting to new operational requirements which emerge in worldwide IT settings.

f. Deployment and Scalability Management

The final phase involves deploying the intelligent automation system in a cloud-native environment that supports scalability and flexibility. Organizations can achieve efficient resource allocation and accelerated system implementation through the combination of containerization and microservices architectural technologies. The system is designed to handle increasing workloads and expanding infrastructure demands without compromising performance[17]. The system maintains continuous service delivery through its implementation of automatic scaling and load distribution systems. The proposed solution will demonstrate operational effectiveness when deployed across extensive distributed global systems which operate in constantly changing environments.

V. Computational Algorithms for Enhancing IT Service Management through Intelligent Automation in Complex Global Infrastructures

The implementation of computational algorithms creates automated systems which assist IT Service Management operations throughout global infrastructure systems. The algorithms execute automatic main activities through their usage of machine learning and data analytics and optimization techniques which include both incident detection and classification and resolution. The system uses structured data and unstructured data analysis methods to enable predictive maintenance and anomaly detection and resource allocation optimization[18]. The organizations can expand their business activities through the system which decreases their operational expenses and enhances their service reliability through its complete operational framework. The algorithms enable organizations to make decisions in real time while maintaining their ability to adapt workflows which helps them control their IT systems that operate in changing environments while delivering dependable service results.

a. Random Forest Algorithm

The Random Forest algorithm operates as a successful ensemble learning technique which needs to classify and predict events that occur in IT Service Management. The system creates multiple decision trees during its training process by training on different data segments and using various feature combinations to achieve reliable and accurate results. The method achieves better model performance through reduced overfitting and enhanced ability to operate in real-world situations which makes it effective for complex ITSM datasets that contain many different types of data. The system provides organizations with ticket workflow management capabilities through its ticket classification system and urgency assessment functions which support decision-making processes. The system functions as an essential part of intelligent automation systems because it maintains operational efficiency while managing unpredictable data input during system expansion.

$$\hat{\mathbf{Y}} = \frac{1}{N} \sum_{i=1}^{N} \boldsymbol{T_i(x)} \quad \textbf{(1)}$$

b. Long Short-Term Memory (LSTM)

Researchers developed LSTM as an improved form of recurrent neural networks because scientists continued their research work. The LSTM system uses system logs and performance metrics together with event sequences to discover system failures and perform anomaly detection. Organizations use LSTM to manage their systems because LSTM monitors time through different intervals which help organizations reduce operational downtime[19]. The system functions as a crucial component which enables distributed systems to forecast their operational patterns in dynamic environmental conditions. LSTM uses historical information to enhance decision-making processes while providing continuous service to its global network operations. The system achieves automated prediction through its ability to track complex time-based relationships which make it essential for operation.

$$\mathbf{h_t = f(W_h\, h_{t-1} + W_x.\, X_t + b)} \quad \textbf{(2)}$$

c. K-Means Clustering

K-Means clustering functions as an unsupervised learning technique which establishes data clusters through evaluation

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of feature-based similarities. The system performs automatic classification of ITSM incidents and service requests to their corresponding categories. The process enables organizations to handle high ticket volumes with greater operational efficiency because it decreases the need for manpower. The algorithm processes data by assigning points to their closest cluster center while it updates the centers to achieve minimum data distribution variance. The system manages extensive data sets from worldwide network systems because it has strong scalability abilities. K-Means enables organizations to discover patterns which they can use to automate their service management processes.

$$J = \sum_{I=1}^{K} \sum_{X \in C_i} \|x - \mu_i\|^2 \quad (3)$$

d. Support Vector Machine (SVM)

A Support Vector Machine functions as a supervised learning algorithm which enables users to carry out both classification tasks and anomaly detection activities which are necessary for IT service management systems. The system achieves its operational capacity through its ability to determine the best hyperplane which divides normal data points from abnormal data points across high-dimensional spaces[21]. The SVM tool provides value to IT operations because it detects unexpected patterns which enable operators to predict future system failures. The system achieves improved reliability through its ability to identify unusual patterns at an early stage. SVM shows strong performance capabilities with limited data availability while handling overfitting issues effectively. The system functions as an essential component for intelligent automation frameworks because it can handle complex data sets.

$$f(x) = w \cdot x + b \quad (4)$$

e. Reinforcement Learning (RL)

Reinforcement Learning functions as a learning method which allows an agent to assess its actions through direct interaction with its surrounding environment. IT service management applies reinforcement learning to improve its decision-making processes which include incident resolution and resource distribution and workflow control[20]. The algorithm maintains its continuous progress because it maximizes all rewards which it receives from evaluation. The system maintains its ability to operate under various operational conditions which exist in complex systems that operate worldwide. Reinforcement learning allows automated systems to enhance their performance through smart decision-making that comprehends particular circumstances. The system demonstrates self-learning capabilities which enable it to achieve ongoing efficiency enhancements throughout its IT service management activities.

$$Q(s,a) = Q(s,a) + \alpha[r + \gamma \max Q(s',a') - Q(s,a)] \quad (5)$$

VI. Results and Findings

The researchers conducted an evaluation of the intelligent automation framework by assessing its operational performance through the fundamental IT Service Management (ITSM) metrics which included incident resolution time and classification accuracy and system availability and user satisfaction. The results show that traditional methods together with semi-automated systems experienced better performance results. The combination of automated ticket handling and predictive analytics created substantial decreases in the time needed to resolve incidents. The use of machine learning models led to superior decision-making because the models provided improved classification accuracy[22]. The implementation of proactive maintenance activities led to decreased system downtime which resulted in better system availability. The intelligent virtual agents delivered effective support while providing faster response times which resulted in increased user satisfaction scores. The framework operates at peak efficiency while maintaining system scalability and reliability to handle international IT infrastructure systems that operate at high complexity.

Table 1: Incident Resolution Time Comparison

Method	Avg Resolution Time (mins)
Traditional ITSM	120
Rule-Based Automation	85
Proposed System	45

Table 1 shows how long different ITSM methods take to solve incidents. The traditional method shows the highest resolution time because it requires human work for processing and it experiences delays between tasks. The rule-based automation systems experience operational efficiency improvement through their automated functions but the systems still lack operational flexibility. Our developed intelligent automation system uses AI-based ticket classification and predictive analytical methods to achieve significant resolution time reductions. The automated system provides two advantages through its installation which allows quick problem solving and reduces operational downtime. The research demonstrates that intelligent algorithms enable organizations to achieve faster response times and resolution times which are critical for complex global infrastructure operations that require continuous service delivery.

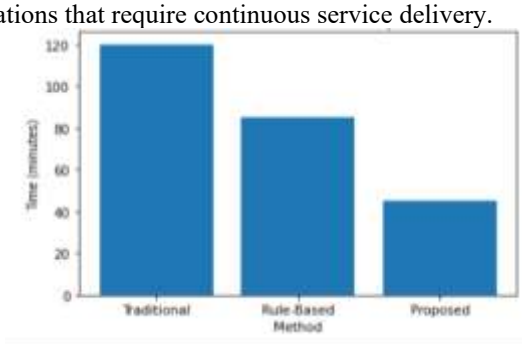

Fig 2. Incident Resolution Time Comparison

The fig 2 shows how traditional IT Service Management and rule-based automation systems and the new intelligent automation system resolve incidents[23]. The system shows that increasing automation results in faster resolution times. The traditional ITSM approach shows the highest resolution time because it requires people to process work and needs

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extra time to escalate issues and it lacks sufficient tools to support decision making. The proposed intelligent automation system achieves its fastest resolution time through its ability to use AI-based classification and predictive analytics and automated workflow management. The operation shows better efficiency because it takes less time to process incidents and the system provides better service to customers. The graph shows that the new model successfully improves IT service delivery in complex international systems.

Table 2: Classification Accuracy

Model	Accuracy (%)
SVM	88
Random Forest	92
LSTM	94
Proposed Hybrid	97

Table 2 displays the classification accuracy results for different machine learning models which test their ability to identify incidents accurately. The SVM traditional model reaches moderate accuracy levels while Random Forest ensemble method displays better performance results. LSTM increases accuracy because it captures data sequential patterns[24]. The hybrid model achieves maximum accuracy because it uses multiple algorithms to produce superior outcomes. The system achieves accurate ticket classification which enables efficient ticket handling and quick problem solving. Advanced AI models play a vital role in enhancing decision-making capabilities within IT Service Management systems according to these results.

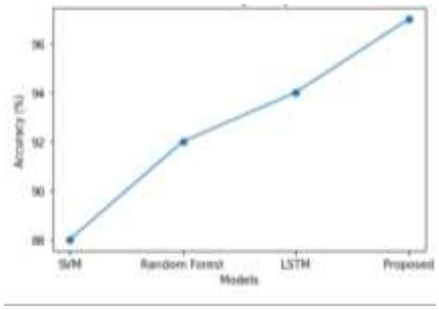

Fig 3.Model Accuracy Comparison

Figure 3 shows the comparative performance of different machine learning models when they handle IT Service Management classification tasks. The study evaluates Support Vector Machine (SVM) and Random Forest and Long Short-Term Memory (LSTM) and the proposed hybrid intelligent model. The visualization shows that traditional models achieve lower accuracy results than advanced deep learning approaches which produce better results.The proposed hybrid model achieves the highest accuracy because it demonstrates superior feature learning and better generalization and improved decision-making capability. The graph demonstrates that using multiple intelligent algorithms together results in better classification outcomes when processing complex global IT systems.

Table 3: System Availability

System Type	Availability (%)
Traditional	91
Semi-Automated	95
Proposed System	99

The table 3 displays the system uptime percentages which various IT service management methods achieve. Traditional systems show reduced system availability because their operations need reactive maintenance while they use delayed detection methods to identify faults. Automated processes enhance semi-automated systems yet the systems need human operators for specific tasks. The intelligent automation system achieves maximum system uptime through its combination of predictive maintenance and continuous system monitoring[25]. The system detects potential failures at an early stage which helps to decrease system downtime. Global infrastructures need their systems to run continuously because they must provide uninterrupted service to users. The results show that intelligent automation technology brings major improvements to both system reliability and operational system stability.

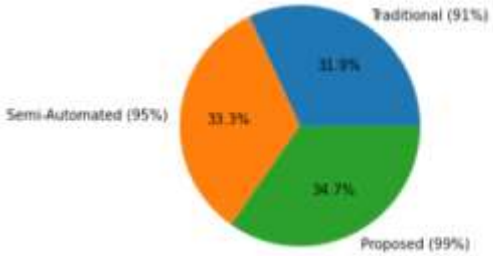

Fig 4. System Availability Comparison

The diagram in figure 4 displays system uptime distribution from three different IT service management methods which consist of standard methods and semi-automated methods and upcoming intelligent automation system. The chart sections display different availability levels which show the extent of automation success through operational process improvements[27]. The proposed system occupies the largest portion which enables predictive maintenance and real-time monitoring to provide maximum system availability. The traditional systems show a smaller share because their reactive methods result in increased system downtime. The system demonstrates partial progress because it has reached an intermediate state between fully automated and manual operation. The visualization shows that intelligent automation technology boosts system reliability because it decreases service interruptions which allows complex global infrastructures to function without disruptions.

Table 4: User Satisfaction Score

Method	Satisfaction (%)
Manual Support	75
Chatbot-Based	85
Proposed System	93

The table 4 displays user satisfaction results for various support methods. Manual support yields lower satisfaction because human response times need more time to handle requests. Chatbot systems increase user satisfaction because they deliver immediate answers, but they struggle to comprehend full context. The system achieves maximum user satisfaction through its combination of AI automation

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and smart interactive features. The system provides users with rapid and precise answers while considering their specific situation which improves the entire user experience. The findings demonstrate how intelligent automation helps IT Service Management environments to enhance service quality and fulfill customer requirements.

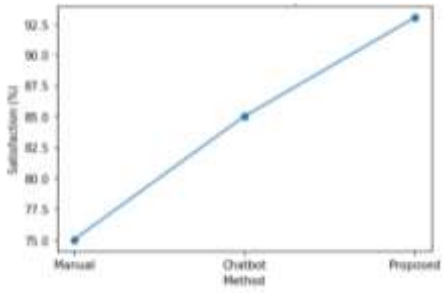

Fig 5. System Availability Comparison

Figure 5 shows user satisfaction ratings for three different support systems which include manual support and chatbot-based systems and the new intelligent automation framework[26]. The study results demonstrate that user satisfaction increased progressively from traditional methods to automated solutions. The system delivers superior user satisfaction because it provides quicker responses and better accuracy and handles service delivery operations effectively, which demonstrates how intelligent automation benefits user experience and user engagement.

VII. CHALLENGES AND LIMITATIONS

The intelligent automation framework presents benefits to its users yet faces two challenges which include operational difficulties and system limitations. Intelligent automation implementation faces its main challenge because it needs to operate with current IT systems which lack support for modern artificial intelligence technologies[28]. Machine learning models experience performance issues because data quality and consistency problems lead to inaccurate outcomes. The implementation of advanced algorithms requires businesses to allocate significant computing resources and train dedicated staff members which creates operational challenges and raises their financial expenses. Security and privacy problems arise from the need to manage extensive confidential information about IT services[29]. The organization faces risks during essential decision-making processes because its excessive use of automated technologies reduces human monitoring capabilities. The organization needs to conduct ongoing model training together with system updates to sustain its performance across changing worldwide infrastructure systems.

VIII. CONCLUSION

The proposed study presents an effective intelligent automation framework for enhancing IT Service Management (ITSM) performance in complex global infrastructures. Machine learning together with predictive analytics and automated workflow orchestration enables the system to resolve incidents at high speed because it produces accurate classification results and maintains continuous system operation and boosts user contentment. Intelligent automation completely removes manual labor requirements while it reduces operational downtime and allows organizations to operate their businesses according to actual information they receive from their systems[30]. The design supports ongoing service operation because the cloud-native framework works together with various IT systems that exist in different locations. The framework provides significant advantages to organizations even though they continue to encounter obstacles related to legacy system integration and data quality and security problems. The study confirms that intelligent automation functions as a critical technology for modern ITSM transformation which helps organizations achieve better operational efficiency and service reliability and service quality improvements while enabling sustainable digital infrastructure management in extensive global operational environments.

IX. FEATURE WORK

.The upcoming research will work on upgrading the existing smart automation system through the addition of modern deep learning and generative artificial intelligence systems which will enhance its ability to forecast results and make independent choices in IT Service Management. The system should investigate reinforcement learning implementation because it will develop self-healing systems which automatically modify themselves to adapt to changing infrastructure environments. The combination of edge computing with 5G systems will provide two advantages which include reduced latency and improved capacity to respond to urgent situations that arise in different parts of the world. Organizations can implement federated learning techniques to perform secure model training which safeguards their confidential data as they train models across different organizational sites. The research area of Explainable AI XAI will work to improve automated decision systems by creating more transparent systems that enhance user trust. The research requires two major activities which include executing large-scale deployment tests and conducting platform assessments to evaluate system performance throughout different operational conditions. The upcoming research will develop intelligent automation capabilities which will produce reliable IT Service Management solutions that can operate in complex global infrastructure environments..

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