VNOHOW
The Bridge to IT Mastery

Agentic AI for IT Service Desk Transformation using OpenAI

Course Overview

This course equips IT leaders and service desk managers with the capability to **transform IT Service Desk operations using Agentic AI**.

Rather than focusing on tools or coding, the course emphasizes:

- Operational efficiency
- Service quality improvement
- Workload reduction
- Data-driven decision making

Using OpenAI Codex as the enabling engine, participants will understand how AI can evolve from simple automation into digital service agents capable of executing tasks, supporting decisions, and orchestrating workflows.

Course Objectives

By the end of this course, participants will be able to:

- Identify IT Service Desk processes suitable for Agentic AI adoption
- Understand how Agentic AI functions as a digital service desk workforce
- Redesign service desk workflows using AI-driven task execution models
- Translate operational challenges into AI-executable workflows using Codex
- Evaluate the business impact (cost, SLA, user experience) of AI transformation
- Define governance, risk, and control frameworks for AI-enabled service desks
- Develop a practical roadmap for implementing Agentic AI in IT operations

Training Outcomes

Participants will leave with:

- A service desk transformation use case aligned to their organization
- A prototype AI-enabled workflow (conceptual, Codex-supported)
- A structured approach to:
  - Incident handling optimization
  - Request fulfillment automation
  - Knowledge utilization improvement
- A governance and risk control checklist
- A phased implementation roadmap for AI-enabled service desks

Target Audience

- IT Service Desk Managers
- IT Operations Leaders
- Head of IT / CIO Office
- Service Delivery Managers
- ITSM / ITIL Practitioners
- Digital Transformation Leads

Course Duration

3 Days (Management-Oriented with Applied Exercises)

Course Structure

Day 1 — Understanding IT Service Desk Transformation with Agentic AI

Daily Objective

Develop a management-level understanding of how Agentic AI improves IT Service Desk performance

Session 1: IT Service Desk Challenges

Activities

Participants analyze common operational issues:

- High volume of repetitive tickets
- Slow response and resolution times (MTTR)
- Inconsistent troubleshooting quality
- Limited visibility into recurring incidents
- Over-reliance on human agents

Group Exercise:

- Map current service desk workflow (incident lifecycle)

Takeaways

- Identification of inefficiencies and cost drivers
- Clear understanding of L1 workload burden

Session 2: Introduction to Agentic AI in IT Operations

Topics

- Evolution:
  - Manual support → Automation → AI → Agentic AI
- AI as a digital service desk agent
  Difference between:
  - Traditional chatbot
  - AI co-pilot
  - Agentic AI system

Activity

Compare three models:

- Manual incident handling
- Chatbot-assisted support
- Agentic AI-driven workflow

Takeaways

- Understanding why Agentic AI is suitable for IT Service Desk
- Recognition of value in multi-step problem resolution

Session 3: Codex as an Execution Engine for Service Desk

Topics

- Translating service requests into executable tasks
- Automating troubleshooting workflows
- Supporting service desk operations with AI

Activity (Lab 1 – Conceptual)

- Participants define a scenario:
  "User reports a service issue"
- Codex translates this into:
  - Diagnostic workflow
  - Task execution steps
  - Structured outcome

Takeaways

- Understanding how AI converts service requests into action
- Bridging IT operations and AI execution

Session 4: Service Desk Data and Insight Generation

Activity (Lab 2)

Participants analyze sample service desk data to:

- Categorize incidents
- Identify trends
- Highlight recurring issues

Takeaways

- AI enables visibility into incident patterns
- Supports problem management and service improvement

Day 2 — Designing AI-Driven Service Desk Workflows

Daily Objective

Learn how to redesign IT Service Desk processes using **Agentic AI workflows**

Session 1: Incident and Request Workflow Redesign

Topics

- Converting ITIL processes into AI workflows
- Identifying:
  - Repetitive tasks
  - Decision points
  - Escalation paths

Activity (Lab 3)

- Participants redesign:
  - Incident handling workflow
  - Request fulfillment workflow
- Using:
  - AI-assisted steps
  - Automated execution points

Takeaways

- Ability to re-engineer ITSM processes with AI

Session 2: Task Automation Using Codex

Topics

- AI-driven execution of service desk tasks
- Reducing manual intervention
- Standardizing troubleshooting

Activity (Lab 4)

Participants define a typical service request and:

- Break into steps
- Translate into executable logic

Takeaways

Understanding how AI improves:

- Consistency
- Speed
- Service quality

Session 3: Agentic Workflow Orchestration

Topics

- Multi-step troubleshooting
- Conditional logic and decision-making
- Exception handling and escalation

Activity (Lab 5)

Scenario:

- A user reports multiple issues simultaneously

Participants design:

- Issue prioritization
- Sequential resolution
- Escalation logic

Takeaways

- Designing intelligent, structured service workflows
- Understanding AI-human collaboration

Session 4: AI as a Service Desk Co-Pilot

Activity (Lab 6)

- Input:
  - Service desk interaction
- AI produces:
  - Issue summary
  - Suggested resolution
  - Priority level
  - Escalation recommendation

Takeaways

- Enhancing agent productivity
- Improving service consistency and documentation quality

Day 3 — Governance, Strategy, and Implementation

Daily Objective

Develop a **controlled, business-aligned approach to deploying Agentic AI in IT Service Desk**

Session 1: Service Desk Analytics and Continuous Improvement

Activity (Lab 7)

Participants analyze aggregated data to:

- Identify recurring incidents
- Detect service bottlenecks
- Highlight high-impact systems

Takeaways

AI supports:

- Problem management
- Service optimization
- Performance monitoring

Session 2: Governance, Risk, and Control

Topics

- AI accountability in IT operations
- Risk of incorrect automation
- Data sensitivity in service tickets
- Human-in-the-loop requirements

Activity

Participants define:

- Allowed AI actions
- Restricted actions
- Escalation triggers
- Audit requirements

Takeaways

- Understanding enterprise-safe AI deployment

Session 3: Business Case and Implementation Roadmap

Topics

- Cost reduction vs value creation
- SLA and user experience improvement
- Phased rollout approach

Activity (Capstone Preparation)

Participants define:

- Target service desk use case
- Expected operational improvements
- Implementation approach

Takeaways

- Ability to justify AI investment for IT operations

Session 4: Capstone — IT Service Desk Transformation Plan

Task

- Participants develop a management-level Agentic AI implementation plan

Deliverables

- Current state assessment
- Target AI-enabled workflow
- Expected benefits:
  - Reduced ticket volume
  - Improved MTTR
  - Better user satisfaction
- Risk and governance controls
- Implementation roadmap

Presentation

Participants present:

- Their transformation strategy
- Expected business impact

Takeaways

End-to-end capability to:

- Analyze
- Redesign
- Govern
- Implement
- AI-driven service desk transformation

Tools Used

- OpenAI Codex (conceptual and applied)
- Sample IT Service Desk datasets
- ITIL-aligned workflow templates
- Process mapping frameworks

Transform IT Service Desk operations from reactive, human-intensive support functions into AI-enabled, intelligent service delivery systems using Agentic AI principles and Codex-driven execution.