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24 STATS THAT PROVE AGILE ITSM IS WORTH IT

Agile ITSM is no longer a fringe movement, but a major framework to keep your service desk running.

Agile is an umbrella term for a collection of techniques and frameworks that enable teams to focus on collaborating, prioritizing, and completing projects quickly, with the goal of adding value to the business. Here are some stats that show how adopting agile can positively impact your teams across the enterprise.

ITSM

By 2023, **60% of ITSM teams that** have not adopted an agile approach will find their ITSM practices are ignored or bypassed as a result of more agile ways of working being adopted elsewhere in the organization.[1]

93% of business units that had fully adopted an agile model before the current pandemic did better than business units that hadn't.[2]

As of 2020:

71%
Of companies are adopting agile[3]

98%
Of companies report agile adoption has helped improve results.[4]

60%
Experienced growth in profits after adopting an agile approach[5]

Top 7 Reasons Companies Adopt Agile[4]

- Accelerate software delivery
- Enhance ability to manage changing priorities
- Increase productivity
- Improve business IT alignment
- Enhance software quality
- Enhance delivery predictability
- Reduce project risk

Agile Goes Beyond IT

88% of over 2,000 respondents representing **31 countries and 27 industries** reported agile—and the scrum methodology specifically—improves quality of life.[6]

CEOs spend **four times** the amount of time on strategy (10% -> 40%), while spending less time on operations management (60% -> 25%) by the end of the transition to agile.[7]

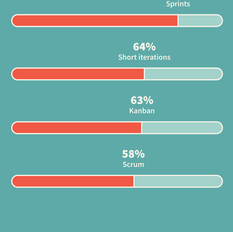
A number of companies have **reallocated 25% or more of selected leaders'** time from functional silos to agile leadership teams.[5]

71%
Of organizations say that agile approaches and agile ITSM framework are allowing them to better manage changing priorities[8]

65%
Of organizations with an agile mindset feel that the approach helps them come into overall business alignment[8]

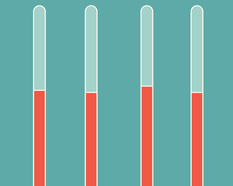
Top 6 Agile Techniques Deployed

In the 14th Annual State of Agile report, over **1,100 respondents from 8 continents** worldwide reported deploying the following techniques[9]:



The Importance of Digital Enabling Technologies

Percentage of respondents in a recent survery rating agile and DevOps technology as very important or important:



AGILE

62% say that the agile methodology means they're able to **increase the delivery speed** of their software products.[6]

Research across **160,000 projects and 50,000 agile teams** found when team members were 95% dedicated to an agile team, their **productivity doubled**, compared to teams in which members were only 50% dedicated.[3]

Without understanding agile fully, this intriguing and important framework may fall flat.

In fact, **67% of organizations fail to realize the expected value from agile** methodologies due to difficulty in adopting a culture that supports Agile.[10]

Ready to learn everything you need to know about agile ITSM to increase your odds of agile success?

Download this comprehensive guide to Agile ITSM:

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SOURCES:
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