

IAITAM ACE 2025

ITAM - Another Brick In The Wall

Optimizing IT Costs Across IT Practices by Leveraging AI





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April 22-24, 2025 | The M Resort Spa Casino | Las Vegas, NV

Agenda

1. Help, I'm drowning in work
2. Where and how to find savings
3. Addressing the prerequisites to achieve savings



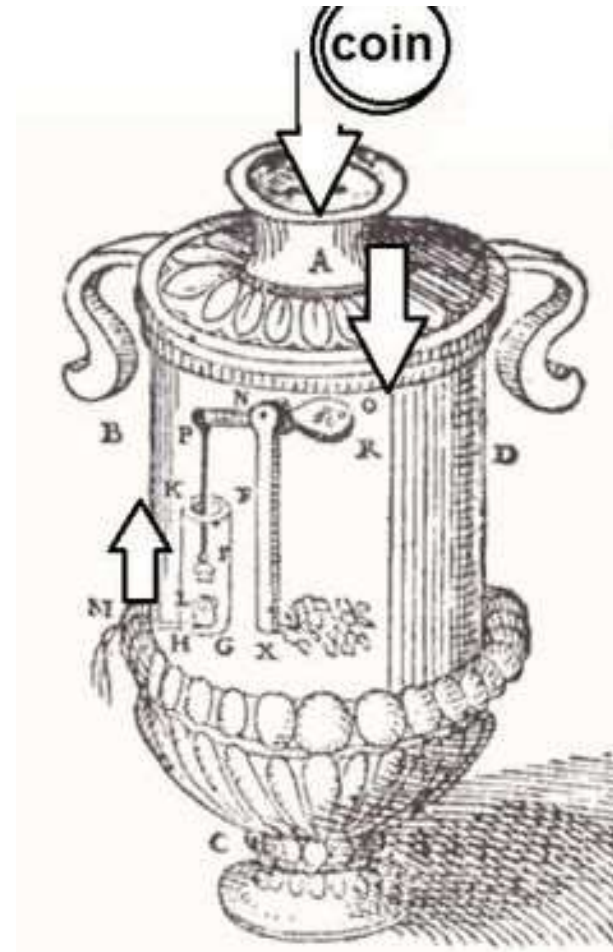
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When was the first vending machine invented?

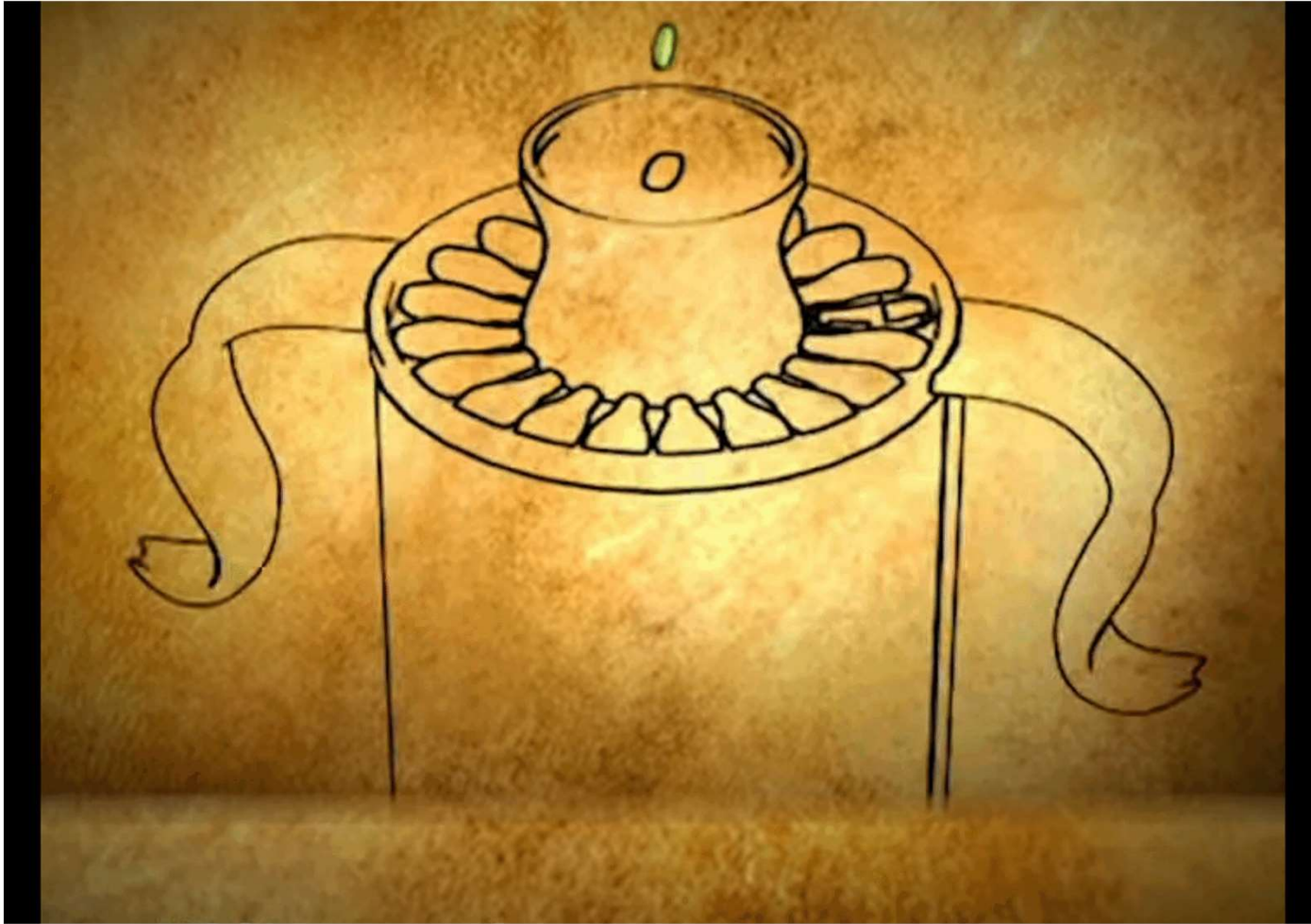


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YMMV



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Current cost savings trends

Writing and Summarizing

1. Summarizing records
2. Writing better content
3. Vibe Coding
4. Report writing
5. Training

Change, Problem, Project, all
Knowledge, Incident, Change, AppDev
all

Security, vulnerability, post-incident reports
Product updates, meetings and more



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Current cost savings trends

Large Data and Pattern Detection

- | | |
|---------------------------|--|
| 1. Reading logs – AI Ops | Event, Cyber, Incident |
| 2. Decision Making | All |
| 3. Classification | Incident, Change, Release, Project, Problem, |
| 4. Predictive Maintenance | Asset Management |
| 5. “Root cause” | Problem, Incident |
| 6. Data Quality | All |
| 7. Capacity Planning | Leadership |



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Current cost savings trends

Automation

1. Chatbots and automated support
2. Code publication
3. System Monitoring
4. Cyber response
5. Onboarding

Incident, Request Fulfillment

SDLC

Event, Incident, Change, CMDB

Cybersec, Incident, GRC

Fulfillment, Onboarding



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Current cost savings trends

Brainstorming and Creativity

- | | |
|----------------------------------|-------------------------------|
| 1. Communication | All |
| 2. Problem Solving | All |
| 3. Service and Experience Design | All |
| 4. Prototyping | SDLC, Change, All |
| 5. Scenario planning | Disaster Recovery, OpSec, GRC |



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Current cost savings trends

Scale

- | | |
|-----------------------------------|-------------------------------------|
| 1. Personalization | All |
| 2. Call volume | Incident, Service Desk, Fulfillment |
| 3. Throughput | All |
| 4. Cloud automation | Literally scaling |
| 5. Training and Skill Development | All |



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What does this look like?



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Putting this into practice

Incident

1. Agents can receive real training
2. IVR **actually** does collect the data (and verifies ID)
3. Call transcribed realtime
4. Suggestions to agent provided realtime
5. Knowledge, escalation path, related tickets and more
6. Resolution captures sentiment of caller
7. Incident reporting does full correlation
8. Classified by the contents of the Incident



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Putting this into practice

Change

1. Change teams have enough time to build more standard changes
2. Dynamic risk calculation schedules the Change for you
3. Infrastructure as code automation deploys the Change for you
4. Automated validation will rollback as needed
5. Change validated for compliance and controls
6. Knowledge articles updated after the change
7. Coordination and Communication



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Putting this into practice

Asset

1. Predictive maintenance
2. Full ownership chain enforced/told/queried
3. Cost and Budget optimization
4. Compliance and security tracked real-time
5. License agreements / contracts
6. Smart procurement / Vendor Management
7. Asset utilization / reallocation



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What will it take?



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Future Cost Savings Gaps

1. People (and a lot of them)



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Future Cost Savings Gaps

2. Cleaner Data (and way more of it)



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Future Cost Savings Gaps

3. Re-writing, tagging and indexing content



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Future Cost Savings Gaps

4. Being AIUI Proficient



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Services Engine

Home

Context Visibility

Operations

Policy

Administration

Endpoints

Guests

Vulnerability

Threat

Total Endpoints

Active Endpoints

Computer Search | CrowdStrike

Search - Falcon Endpoint

https://falcon.crowdstrike.com/eam/en-US/app/eam2/home?q=search%20eventtype=eam%20event_simpleName=NetworkListenIP4%20Comp...

5/17/16

11:12:20.183 PM

Build Event Type

Display Computer Details

BuildRequestId : ""

FigBuild : "1007.3.0003912.1",

SectionDirection : "2",

Dashboard - Microsoft 365 Device Management

https://devicemanagement.microsoft.com/#@contosocm.onmicrosoft.com/dashboard/private/319bb32d-58c7-44e3-b764-0b2...

Microsoft 365 Device Management

Admin@contosocm.o...

CONTOSO CM

Dashboard

Device enrollment

Device compliance

Device configuration

Welcome to Microsoft 365 Device Management

Client apps

App protection policy user status

Tutorials and articles

Intune enrolled devices

Device compliance status

Device configuration profile status

OK

No Intune enrollment failures last 7 days

26

devices not evaluated

23

devices have profile errors

5

apps have installation failures

STATUS

IOS USERS

ANDROID USERS

Create and assign policies to see the data

Learn about Device Management

Get your device enrolled

Get started with cloud-based mobility management

Set up Intune Data Warehouse

LAST UPDATED 7/7/2019, 10:24:12 AM

PLATFORM

DEVICES

Windows

77

Android

0

iOS

0

macOS

0

Windows Mobile

0

STATUS

DEVICES

Compliant

50

In grace period

0

Not evaluated

26

Not compliant

0

Total

76

STATUS

USERS

USER WEEK TREND

Success

1

...

Pending

0

...

Error

1

...

Failure

0

...

Total

2

First name

Last name

User type

Member

Source

Microsoft Entra ID

Department

Manager

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Future Cost Savings Gaps

5. An Experimentation Mindset



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Future Cost Savings Gaps

6. Trust and Safety



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Future Cost Savings Gaps

7. Vendor and Asset Management



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Future Cost Savings Gaps

8. Clear training



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Future Cost Savings Gaps

9. Exploring Modeling



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So, who thinks they are ready?



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VUCA



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Leaders

Don't wait for someone to write the playbook



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What you can do personally

Learn and keep learning



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Just wait...

...for quantum computing.



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AI won't push you aside, it'll push you forward.



Additional Reading

1. *Good Services* (Lou Downe)
2. *Co-Intelligence* (Ethan Mollock)
3. *How not to screw up an AI transformation:*
<https://www.youtube.com/watch?v=q6SjHZHE81s>
(Ian Beacraft)
4. *Competing in the Age of AI* (Marco Iansiti and Karim R. Lakhani)



**Ticket
Volume**

| By



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