



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

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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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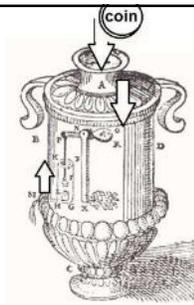
When was the first vending machine invented?



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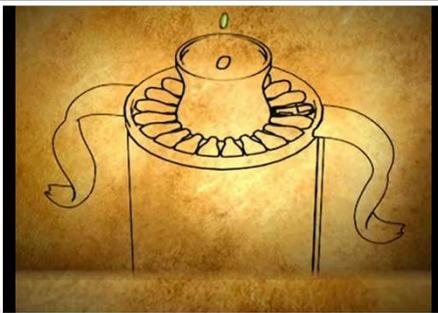
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Current cost savings trends

Writing and Summarizing

1. Summarizing records	Change, Problem, Project, all
2. Writing better content	Knowledge, Incident, Change, AppDev
3. Vibe Coding	all
4. Report writing	Security, vulnerability, post-incident reports
5. Training	Product updates, meetings and more

In the bottom left corner, there is a small graphic of a slot machine with 'YMMV' symbols. At the bottom center, the text reads 'April 22-24, 2025 | The M Resort Spa Casino | Las Vegas, NV'.

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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	Incident, Request Fulfillment
2. Code publication	SDLC
3. System Monitoring	Event, Incident, Change, CMDB
4. Cyber response	Cybersec, Incident, GRC
5. Onboarding	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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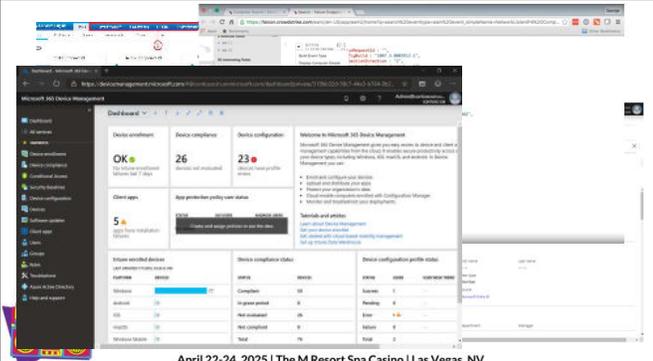
Future Cost Savings Gaps

4. Being AIUI Proficient



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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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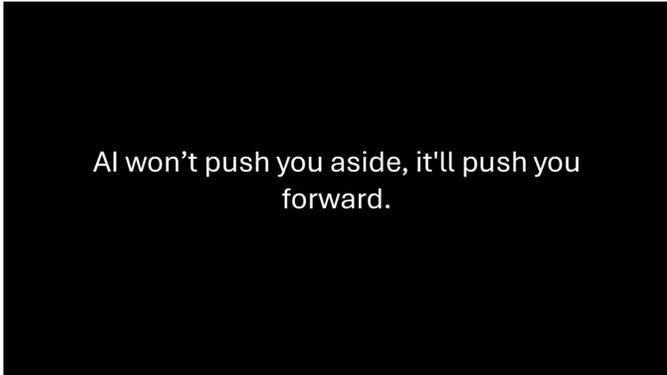
Just wait...

...for quantum computing.



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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 **invgate**

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