


IAITAM ACE 2025


ITAM - Another Brick In The Wall

Optimizing IT Costs Across IT Practices by Leveraging AI




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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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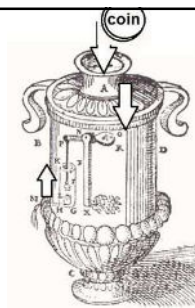
When was the first vending machine invented?



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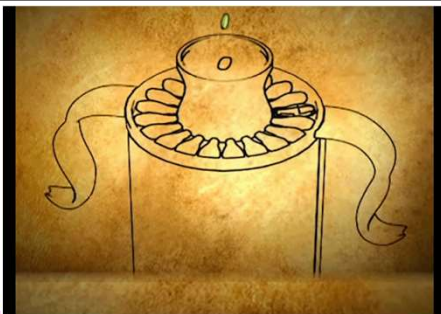
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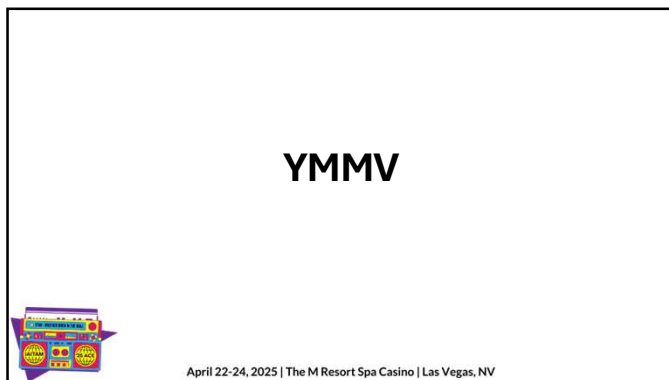


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Current cost savings trends

Large Data and Pattern Detection

1. Reading logs – AI Ops

2. Decision Making

3. Classification

4. Predictive Maintenance

5. “Root cause”

6. Data Quality

7. Capacity Planning

Event, Cyber, Incident

All

Incident, Change, Release, Project, Problem

Asset Management

Problem, Incident

All

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

2. Problem Solving

3. Service and Experience Design

4. Prototyping

5. Scenario planning


All

All

All

SDLC, Change, All

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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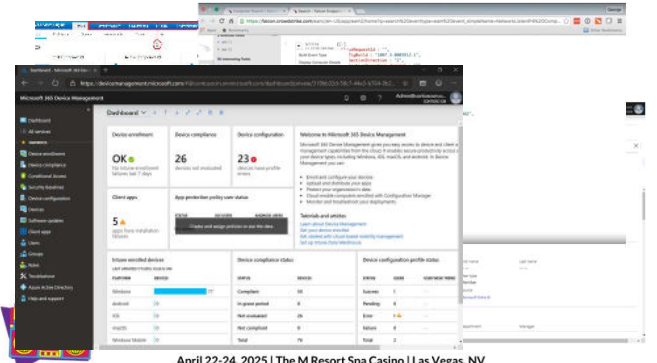
Future Cost Savings Gaps

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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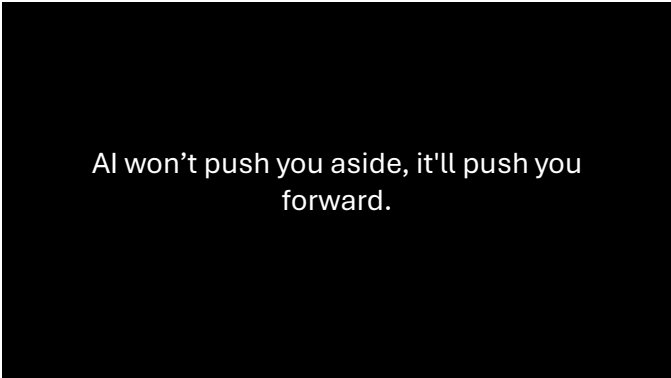
Just wait...

...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=q6SjHZE81s>
(Ian Beacraft)
4. *Competing in the Age of AI* (Marco Iansiti and Karim R. Lakhani)





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