

IAITAM ACE 2025

ITAM - Another Brick In The Wall

Navigating the Risks of Shadow AI
in IT Asset Management





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Audience Question


Who feels
optimistic about
the role of AI in
their organization?






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Audience Question

Who feels
pessimistic about
the role of AI in
their organization?






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We need to be **realistic** about the role of AI



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Real-world example



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Agenda

1

What's the challenge of Shadow AI?

2

How does Shadow AI impact you in ITAM?

3

What should you be doing now?



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What are the **Compliance Risks?**



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What are the **Compliance Risks?**



Lack of Visibility

Shadow AI tools often bypass ITAM tracking, leading to an incomplete software asset inventory



Regulatory Violations

Unauthorized AI tools handling sensitive data may lead to GDPR, HIPAA, or SOC 2 compliance breaches



Licensing and Cost Risks

Unmonitored AI tools can introduce unexpected licensing costs and potential non-compliance penalties



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What are the **Security Vulnerabilities**?




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What are the **Security Vulnerabilities**?




Data Leakage Risks

Unapproved AI tools may process and expose sensitive corporate data without encryption or protection




Shadow AI as an Attack Vector

AI applications integrated into workflows without IT security validation may introduce malware or security gaps




Third-Party AI Risks

Unvetted AI-driven SaaS tools can create supply chain vulnerabilities, leading to potential breaches



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How does **Shadow AI** disrupt ITAM?



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How does **Shadow AI** disrupt ITAM?

Unplanned AI Adoption


Employees integrate AI tools into workflows without IT approval, leading to asset tracking issues

Software Rationalization Issues


Duplicate AI-based SaaS tools increase redundancy and waste IT resources

Complex Decommissioning

Shadow AI tools, once embedded into business processes, are difficult to detect and remove



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What about **cost implications**?



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What about **cost implications**?

Unmonitored AI Subscriptions

AI tools with per-user or usage-based pricing models can lead to uncontrolled expenses

Cost Optimization Challenges

Organizations may overpay for redundant AI tools without proper oversight

AI Compute Costs

Shadow AI workloads on cloud resources can result in unexpected GPU and storage expenses



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Audience Discussion


Turn to the person next to you.

Spend **5 minutes** discussing what you've just heard.





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How does Shadow AI **impact you** in ITAM?

Unmanaged AI Software Stack


Hardware Performance Issues

Device Compliance Gaps





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What are the AI Governance and Ethical Considerations?



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What are the AI Governance and Ethical Considerations?


Bias and Ethical Risks

Lack of Standardized Procurement


CODE OF ETHICAL BEHAVIOR

Intellectual Property Risks

Photo by Nathan Graham on Unsplash




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Audience Discussion

What's your reaction to this?



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What should you be doing now?

Enhance AI Visibility

Develop AI-Specific ITAM Policies

Improve AI Spend Management

Enforce AI Security Controls

Educate Employees on AI Risks




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Audience Discussion

What are your thoughts and questions?





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Key Takeaways


1Shadow AI is a Growing ITAM Challenge

2Proactive ITAM Strategies are Essential


3Future AI Governance



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