





IAITAM ACE 2025

ITAM - Another Brick In The Wall

GenAI for ITAM: Empowerment with Practical Limitations





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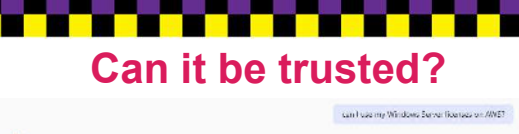
Can it be trusted?

It used to annoy my Windows Server Standard, how many licenses would I need for a 16 core server?



Windows Server Standard requires a minimum of 16 core licenses per server, even if the server has fewer than 16 cores. So, even though the server has 14 cores, Microsoft still requires the purchase of 16 core licenses.

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Can it be trusted?

With a real-time Windows Server 2012 R2 desktop.

Unlike the other Microsoft Server licenses, Windows Server does not include license mobility and hence does not qualify for the scenario listed above.

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Limitations & Risks of GenAI

- GenAI doesn't “**know**” things; it *predicts* plausible answers.
- Compliance and legal risks—incorrect licensing guidance can be costly.
- Data privacy concerns—some AI tools may store or use your inputs.

Example: ChatGPT confidently misinterpreting an Oracle ULA contract clause.


Example: Using GenAI for a SAM report and later discovering errors in license counts.



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GenAI's Role in ITAM




I need you to generate an image that depicts "blank canvas syndrome"

Here is an illustration of "blank canvas syndrome"—a frustrated artist hesitating in front of a blank canvas, surrounded by crumpled sketches and lost in contemplation. Let me know if you'd like any modifications!

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GenAI's Role in ITAM



GenAI is a powerful tool for overcoming "blank canvas syndrome" to create first drafts and outlines of various work products such as:


- ITAM Policies
- Governance Frameworks
- Vendor Management Playbooks
- Communication Templates



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GenAI's Role in ITAM



GenAI is useful for:

- Summarizing licensing agreements and contracts.
- Translating technical or legal jargon into simple language.
- Automating routine communications and tasks.





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Practical Use Cases

Open discussion: how have YOU used GenAI in your work as an ITAM professional?





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