



Reimagining the modern identity & access management (IAM) organization

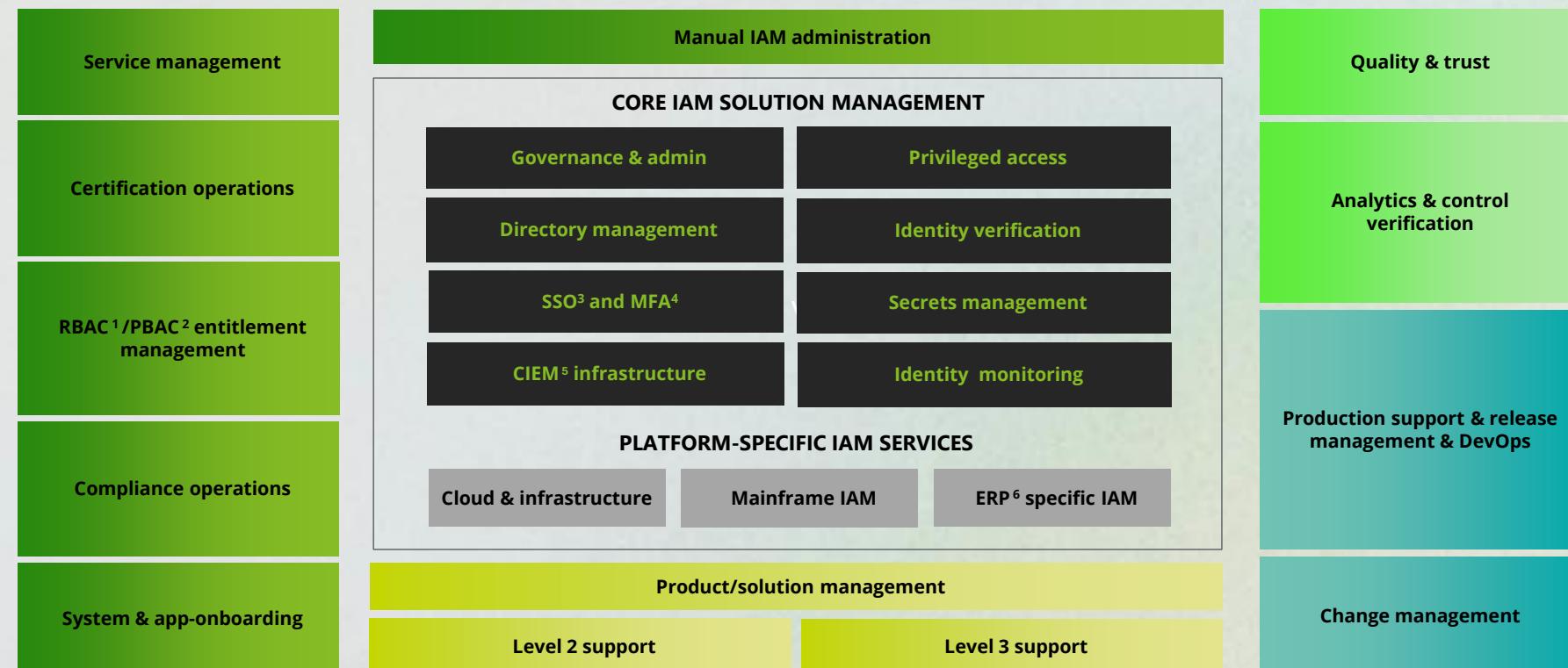
IAM organizations have remained fairly static over the past decade, but AI-driven trends are rapidly transforming the landscape.

The integration of digital assistants, chatbots, and GPT-powered tools is streamlining requirement gathering, automating document generation, and accelerating system integration and compliance processes. Natural language processing and AI-powered connectors are enabling smoother interactions with third-party services, while advances in computer vision and tokenization could greatly enhance the efficiency of provisioning and deprovisioning processes.

These innovations are increasing operational efficiency, security, and scalability. Collectively, they are setting the stage for a more agile, cost-effective, and secure future in IAM, helping organizations stay ahead of emerging threats and regulatory demands.

The future of IAM: Embracing AI

A blueprint for an AI-powered future: This model presents a strategic, AI-driven approach to IAM, aligning people, technology, and workflows. It offers a practical roadmap for organizations to modernize cybersecurity, integrate AI-powered IAM services, and strengthen defenses against emerging digital threats. The legend below identifies the new and evolved AI-enhanced services.



LEGEND

IAM-specific AI uplift	IAM software	New IAM services	Partial AI uplift with heavy human FTE ⁷	Deloitte Ascend for Cyber
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¹Role-based access control. ²Policy-based access control. ³Single sign-on. ⁴Multi-factor authentication. ⁵Cloud infrastructure entitlement management. ⁶Enterprise resource planning. ⁷Full-time employee.

Connect to accelerate

Contact our leaders to dive deeper into the blueprint and reimagine what's possible for your organization.



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IAM for AI: Safeguarding autonomous agents

As AI agents impact operations, robust IAM keeps interactions secure and aligned.

Area	Security concerns	Foundational priorities
Governance	Policies and controls	Use leading security frameworks to facilitate accountable, well-governed AI agents.
	Regulatory compliance	Regulatory compliance keeps AI operations lawful and builds user trust.
Lifecycle management	Onboarding	Efficient onboarding authenticates agents, links owners, and strengthens security.
	Privilege assignment	Grant agents only minimum privileges to reduce risk and limit exposure.
Access management	Authentication	Strong authentication blocks unauthorized access and facilitates that only trusted agents interact.
	Session management	Session management limits agent access duration and reduces unauthorized risks.

AI for IAM: Functional uplifts to achieve greater efficiency

Explore how harnessing AI and smarter solutions can reduce manual effort and accelerate results across key functions.

IAM function	Uplift approach	Resulting impact*
Manual admin	AI domain-specific user administration language model	Reduce manual effort by 50% and reduce the volume of onboarded apps
Certification operations	Employ agentic AI for evidence linking, generating audit documents, and updating narratives	Reduce manual effort by 30-40%, focusing on end-to-end campaign
Compliance operations	Train GenAI for control language, curating data sets, and managing artifacts on demand	80% of audit artifacts could be fulfilled by AI, with human intervention for 20%
PMO assist service mgmt.	Leverage Deloitte Ascend, including note-taking and managing artifacts	Reduce PMO effort by 40%, with greater automation.
Application onboarding	Gather input, align controls, assist developers, and test connectors	Simplify the end-to-end journey, reduce the time, and improve the quality
RBAC & PBAC entitlement mgmt.	Use AI for role changes and prioritizing changes to reduce human intervention	Reduce manual effort and drive greater automation

*Percentages are estimations based on recent project delivery for 10-15 organizations, ranging from 12-week implementation to 3-year operate engagements

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