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Reimagining the modern IT asset management (ITAM) organization

As organizations face growing complexity in managing IT assets, integrating artificial intelligence (AI) into ITAM offers significant opportunities to drive large-scale process efficiencies and enable teams to focus on higher-value initiatives.

AI is increasingly automating ITAM, with digital assistants streamlining data collection, automating document analysis, and driving real-time license and resource optimization through intelligent agents. These capabilities enable continuous oversight, efficient renewals, and better alignment of assets with business needs.

At the same time, rising cybersecurity threats, expanding data asset requirements, and increasing regulatory pressures are making management more complex. Organizations face greater risks and should strengthen governance as more agents, AI models, and sensitive data are introduced to existing IT environments.

The future of ITAM: Embracing AI

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

IT asset management

Governance and management	Automation and optimization	Security and risk management	Integration and interoperability	Visibility and reporting	Planning and forecasting

Software asset management (SAM)

Configuration management

Hardware asset management (HAM)

HAM	Configuration management		SAM
Intelligent catalog	CI[1] completeness steward	Continuous risk and criticality calculator	Intelligent catalog
Agentic inventory management	CI attestation coordinator	Intelligent relationship assignment	Demand and renewal assist
Demand and procurement assist	CI life cycle assist		Agentic reclamation
Agentic life cycle management			AI license optimizer
	Cloud		Ecosystem assistant
Intelligent maintenance	Intelligent SaaS[2] license management	Bring your own license migration analyst	Agentic life cycle management
Asset identification	FinOps[3] assist	Intelligent configuration monitor	License usage collector agent
Data review analyst			Vendor onboarding accelerator/agent
			Compliance reporting
			Cost optimization
			Non-discoverable deployment collection analyst

Secondary

Vulnerability management	Identity and access management	Financial management	Vendor management
Intelligent vulnerability and patch prioritization	Usage monitor	Budget bot	Third-party monitoring
End of support notification	Risk-based access prioritization	Agreement insights	Service level agreement (SLA) compliance coordinator

LEGEND

ITAM-specific AI uplift
(Limited human involvement)

Partial AI uplift
(Heavy human involvement)

1. Configuration item (CI) 2. Software as a Service (SaaS) 3. Financial operations (FinOps)

Connect to accelerate

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

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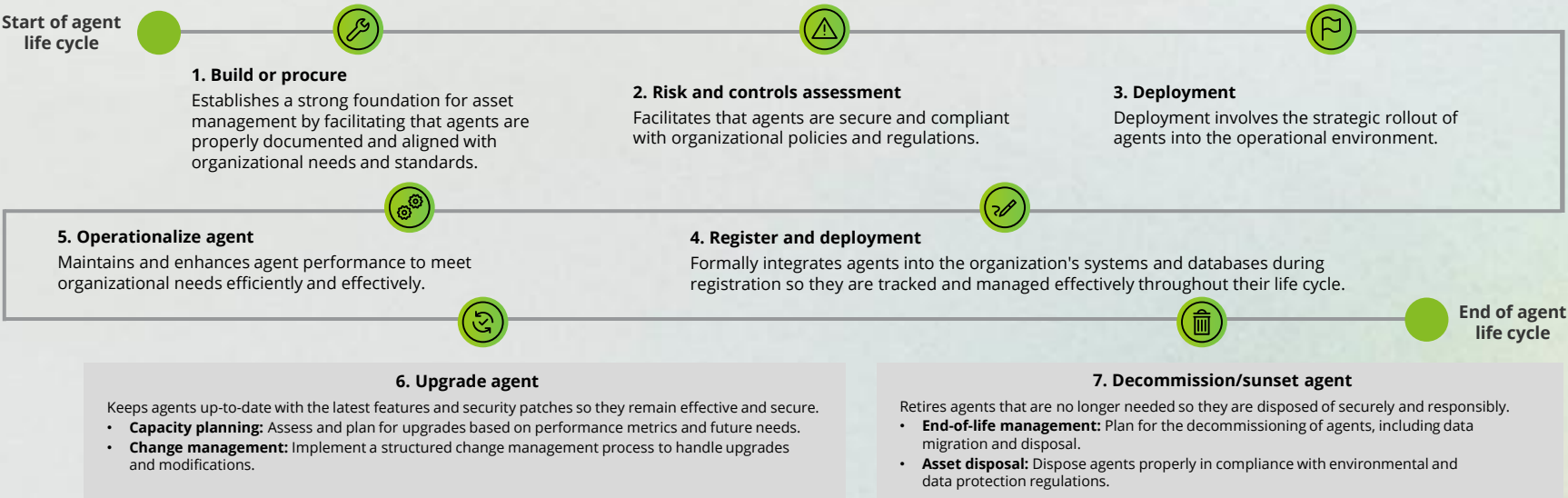Deloitte & Touche LLP
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ITAM for AI: Safeguarding autonomous agents

As AI agents impact operations, ITAM helps keep interactions secure and aligned.

Start of agent life cycle

1. Build or procure
Establishes a strong foundation for asset management by facilitating that agents are properly documented and aligned with organizational needs and standards.

2. Risk and controls assessment
Facilitates that agents are secure and compliant with organizational policies and regulations.

3. Deployment
Deployment involves the strategic rollout of agents into the operational environment.

5. Operationalize agent
Maintains and enhances agent performance to meet organizational needs efficiently and effectively.

4. Register and deployment
Formally integrates agents into the organization's systems and databases during registration so they are tracked and managed effectively throughout their life cycle.

End of agent life cycle

6. Upgrade agent
Keeps agents up-to-date with the latest features and security patches so they remain effective and secure.
- **Capacity planning:** Assess and plan for upgrades based on performance metrics and future needs.
- **Change management:** Implement a structured change management process to handle upgrades and modifications.

7. Decommission/sunset agent
Retires agents that are no longer needed so they are disposed of securely and responsibly.
- **End-of-life management:** Plan for the decommissioning of agents, including data migration and disposal.
- **Asset disposal:** Dispose agents properly in compliance with environmental and data protection regulations.

AI for ITAM: Functional uplifts to achieve greater efficiency

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

ITAM function	Uplift approach	Resulting impact
Intelligent catalog (HAM/SAM)	Catalog all AI assets in real time with ITAM for accurate risk and instant incident scope analysis	Contributes to substantial repurposing of people time to strategic or analytical tasks
Agentic inventory management	Run AI-driven reconciliations to flag asset inventory gaps and use machine learning to predict life cycle events, triggering proactive alerts for asset managers	Contributes to substantial repurposing of people time to strategic or analytical tasks
Intelligent relationship assignment	Automate daily log analysis, validate dependencies, and update asset relationships with notifications	Contributes to substantial repurposing of people time to strategic or analytical tasks
Compliance reporting	Automate compliance reporting with integrated data pipelines and AI-driven artifact classification	Supports moderate improvements in operational efficiency
End of support notification	AI analyzes life cycle data to identify end-of-support assets and automate notifications	Supports moderate improvements in operational efficiency
Agentic reclamation	Automatically prompt users for asset validation and trigger deactivation or reclamation if unused	Enables incremental efficiency improvements