

Can AI really help with ITAM Processes?

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SAMBEAST
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WHO AM I?

- ITAM Consultant with 15 Years experience
- Currently working with clients on full scale ITAM Implementation and Maturity
- ITAM Speaker at events globally
- Founder of SAM Beast Consulting Ltd
- Joint ITAM Consultant of the Year 2022
- Father to a football crazy 5-year-old son
- Luton Town FC fanatic



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AGENDA

- AI x ITAM – The Present
 - AI x ITAM – The Future
-
- Reassuring you that this is not the end of ITAM, you won't lose your jobs so stop scrolling on Indeed....



PRESENT DAY... AI x ITAM

- ChatGPT to ask about ITAM Policies, Processes and controls.
- Some level of “automated workflows” for ITAM in specific ITAM and ITSM tooling.
- Some level of intelligence to give suggestions on Software Optimisation and potential savings.
- Some level of suggestion on when to replace Hardware based on Support and Warranty dates.

Problems? All still require manual verification and review, and what is provided by “AI” and Machine Learning is not always accurate or trustworthy!



ITAM DOCUMENTATION



“Write a IT Asset Management Policy, including Hardware and Software Asset Management for a global, enterprise company”

GPT-4

IT Asset Management Policy

1. Purpose
To ensure efficient management and utilization of IT assets and to protect the company's investments in IT resources.

2. Scope
This policy applies to all IT assets, both hardware and software, owned or leased by [Organization Name], including its branches and subsidiaries globally.

3. Policy Statement

- All IT assets must be acquired, tracked, maintained, and disposed of according to this policy.

3.1 Hardware Asset Management

a. Procurement

- All hardware must be procured through approved vendors and according to the company's procurement guidelines.

b. Asset Tracking

- Each hardware asset will have a unique identifier.
- Assets must be registered in the IT Asset Management System upon receipt.

c. Maintenance

- All hardware must be maintained as per the manufacturer's recommendations.
- Maintenance records must be kept updated in the IT Asset Management System.

d. Disposal

- All disposals must follow the company's disposal procedure, ensuring that data is securely wiped and environmental guidelines are followed.

3.2 Software Asset Management

a. Procurement

- Only authorized personnel can procure software.
- All software licenses must be recorded and stored securely.

Regenerate

Send a message

ChatGPT may produce inaccurate information about people, places, or facts. ChatGPT September 25 Version

ITAM DOCUMENTATION



“Write a Software Request Process”

Certainly! Here's a concise software request process for an IT Asset Management team:

Software Request Process

1. Purpose
To standardize the procedure for requesting, approving, and acquiring software within the organization to ensure compliance, cost-effectiveness, and efficient utilization of resources.

2. Scope
This process applies to all employees and departments of [Organization Name] that require new or additional software.

3. Process Steps

3.1 Request Initiation

a. Employee/Department Requests

- The employee or department head completes the 'Software Request Form,' detailing the software's name, version, purpose, and justification for the request.

b. Immediate Manager Approval

- The request must first be approved by the requester's immediate manager to ensure it aligns with departmental needs.

3.2 IT Asset Management Review

a. Compatibility Check

- The IT Asset Management team reviews the request to ensure the software is compatible with existing systems and doesn't duplicate functionalities of already-owned software.

b. License Availability Check

- The team checks if there are available unused licenses for the requested software before procuring new ones.

c. Budget Review

- The cost of the software (if not already owned) is reviewed against the department's

Regenerate

Send a message

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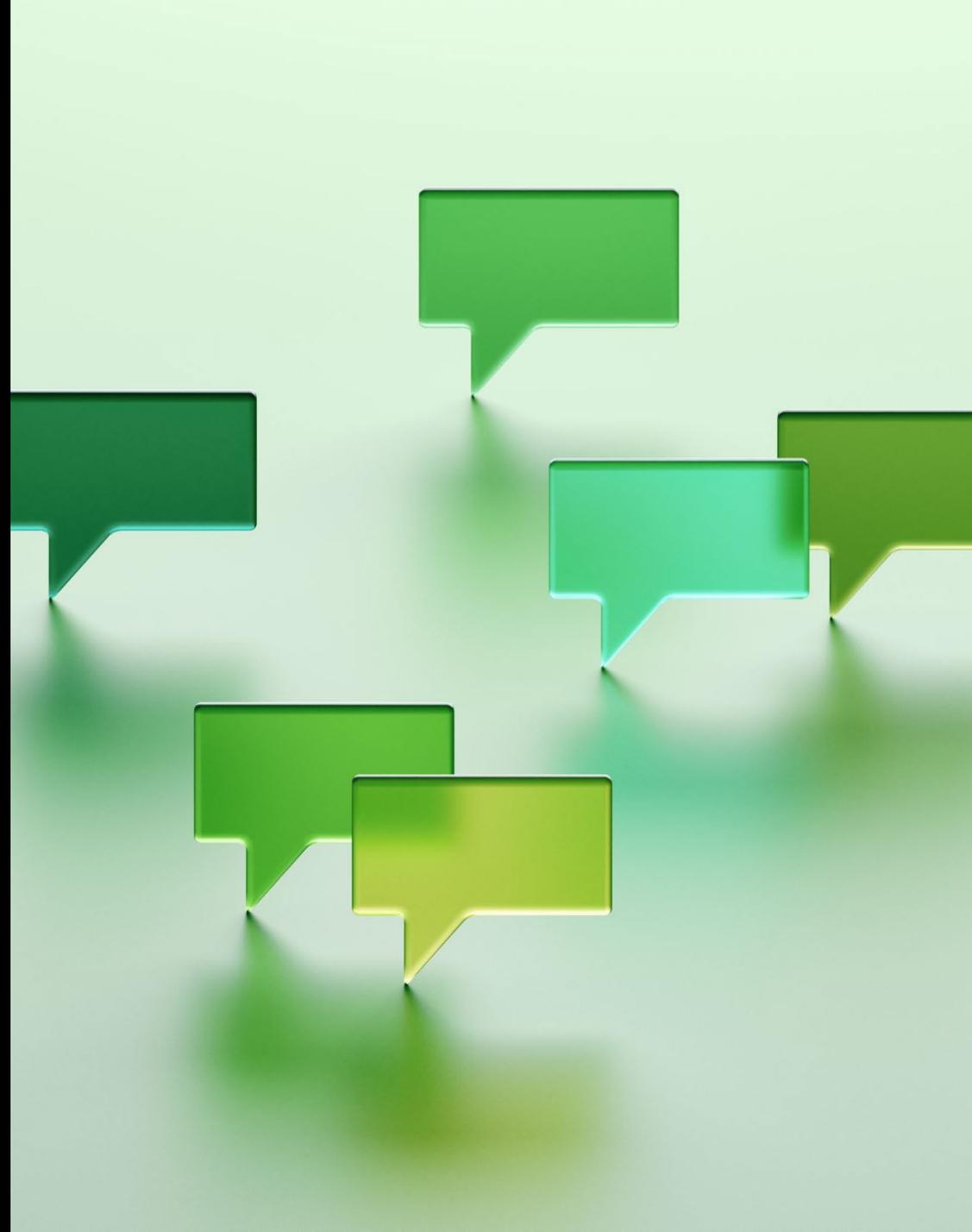
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CURRENT AI / MACHINE LEARNING INFLUENCE

- Manually created Chat Bots as part of a “self-service” portal.
- Suggested licensing right sizing based on the ITAM Tools understanding of the software’s usage and license rights.
- Suggested scenario mapping and cost saving opportunities on unused licenses.
- Shows compliance position based on what the tooling thinks is the license metric v usage.
- “Automated” process workflows in ITSM tools to send out alerts, emails or trigger other processes.

Requires human intervention, creation, effort and validation!



THE FUTURE!

Note: Currently, AI industry experts classify AI as being “narrow” or “weak”. They predict we are only seeing 2% of AI’s actual capabilities...



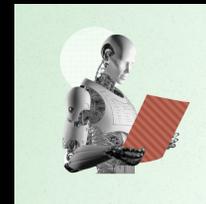
Microsoft CoPilot



AI Chat Bots



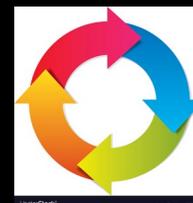
ChatGPT-4 and beyond



AI Contract analysis



Google Bard

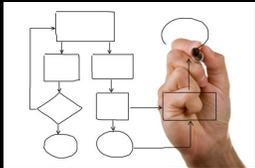


AI generated ITAM
lifecycle management

ITAM CONTROLS



The likes of CoPilot, Document AI, ChatGPT will create your ITAM documents for you based on prompts and other documentation.



Process flows will be “living” documents, constantly updating based on ways of working, technologies, other documentation and meeting summaries.



No more license compliance issues, all about financial optimisation and maybe even a focus on “Green Software”



AI generated, “interactive” Work Instructions containing video guides for all your created processes.

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INTELLIGENCE



Software Asset Management

- Able to correctly and fully interpret Software Contracts, End User License Agreements, Warranty Agreements, Extended Support agreements etc and ACCURATELY relate that to your consumption.
- New agreement? No problem! Send it to the future AI Contracts Analysis tool and have an explanation, in English, in seconds. This is already starting to happen in the Legal and Healthcare space using tools like Kira.
- License / Compliance audits a thing of the past – AI and machine learning will automatically send software vendors consumption reports and renewal details post optimisation.



Hardware Asset Management

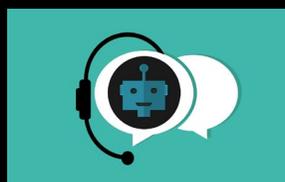
- Automatically order hardware when local stock levels hit their threshold.
- Agile stock management, tracking stock changes monthly and predicting peak months.
- Suggest the right hardware and spec based on user requests and previous usage of hardware.
- Automatically and regularly review hardware usage – such as RAM utilisation, Disk Space, Graphics utilisation etc. Have this information and trends available for user Incidents or Requests.



ITAM Financial Management

- Automatic license/SaaS rightsizing based on usage trends. Savings tracker also automatically updated based on the actions AI take.
- Advance and automated suggested renewal numbers for budgeting purposes – includes predicted price rises based on global economics and previous price hikes.
- Predicted Hardware costs based on current fleet and their lifecycle, supply chain levels, new model releases, price rises and global economics for budgeting purposes.

“AUTOMATED” ITAM DELIVERY



“How can I help you today, Joe?”

“Software that can create and analyse data and present in a dashboard format for senior management.”



“Thanks Joe. Our approved software for data analysis and presentation is PowerBi. We also have spare licenses. Would you like to proceed?”

“Yes”



“A license has been assigned to you and the software will start installing momentarily. Thank you for contacting and using the Service Desk. Have a great day!”

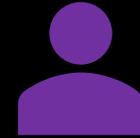
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“AUTOMATED” ITAM DELIVERY



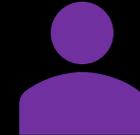
“How can I help you today, Sarah?”

“My laptop is running slowly. I need a new one.”



“Your current Asset, Serial Number PF123456, host name LON-W-001, has reached the end of its life. Would you like a replacement?”

“Yes”



“We have stock available to replace your device tomorrow. I have booked an engineer to manage the handover at 14:15. Please bring your current device so we can replace them for you.”

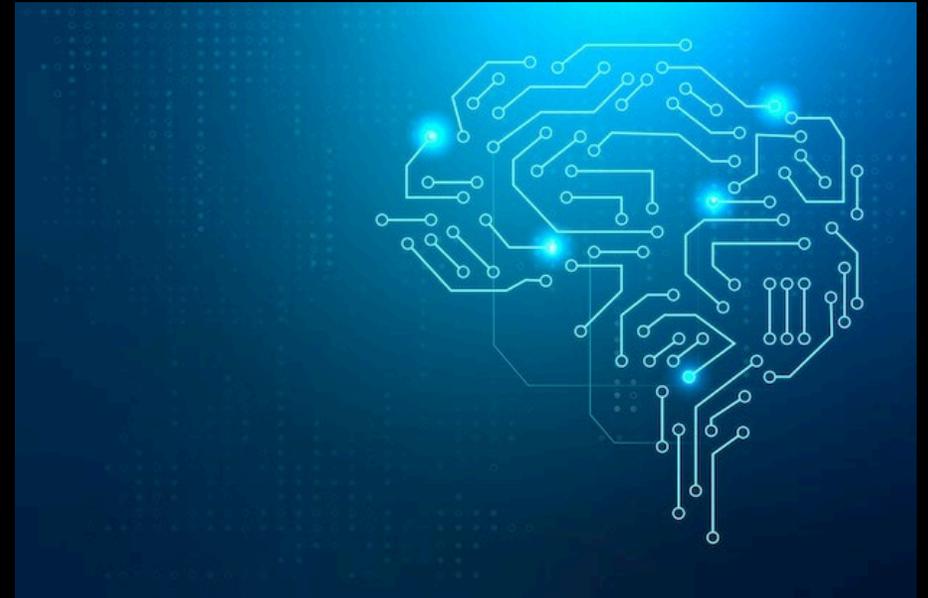
“Amazing, thanks! AI and ITAM are the best!”



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CHANGE OF **ITAM** LANDSCAPE

- ITAM professionals focus more on strategic tasks and challenges.
- “Mundane, admin” tasks handed over to AI.
- Increase in demand for ITAM/Technology Asset Management Professionals to support ITAM, FinOps and the evolution of the use of AI.
- Less focus on “compliance” (AI Contract Management will take over that!)
- ... more focus on customer service, agility and sustainability.
- Vastly improved Hardware lifecycle management to reduce downtime, slow performing Assets and frustration from end-users.



DISTANT FUTURE – “SUPER AI”

“Super AI” = self-aware AI with capacities and capabilities beyond humans. Can out-perform any humans cognitive abilities.



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OR IS IT...?

Warning AI industry could use as much energy as the Netherlands

14 minutes ago

Climate change



By Zoe Kleinman and Chris Vallance
Technology team

The artificial intelligence (AI) industry could consume as much energy as a country the size of the Netherlands by 2027, a new study warns.

yahoo!finance

Energy consumption 'to dramatically increase' because of AI

TECH / ARTIFICIAL INTELLIGENCE / CLIMATE

The environmental impact of the AI revolution is starting to come into focus



Security fencing around the Google Cloud data center ahead of its ceremonial opening in Hanau, Germany, on Friday, October 6th, 2023. Photo by Alex Kraus / Bloomberg via Getty Images

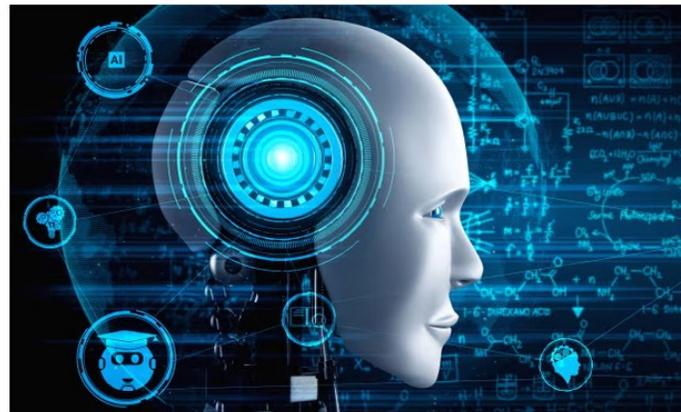
Google's use of AI use up as much energy as small country – but unlikely worst-case new analysis finds.

By Justine Calma, a science reporter covering energy with a decade of experience. She is also a podcaster.
Oct 10, 2023, 4:00 PM GMT+1 | 0 Comments



As the AI industry booms, what toll will it take on the environment?

Tech companies remain secretive over the amount of energy and water it takes to train their complex programs and models



AI programs can seem incorporeal, but they are powered by a network of servers in data centres. Photograph: Pitinan Piyavatin/Alamy

One question that ChatGPT can't quite answer: how much energy do you

SCIENCE & TECHNOLOGY

The hidden costs of AI: Impending energy and resource strain

Deep Jariwala and Benjamin C. Lee on the energy and resource problems AI computing could bring.



In recent years, artificial intelligence (AI) models like ChatGPT have seen notable improvements, with some people concerned about the societal impacts these new technologies may bring including looming concerns related to increasing energy and raw materials demands. (Image: iStock/Alexey Tomachov)

Artificial Intelligence Is Booming—So Is Its Carbon Footprint

Greater transparency on emissions could also bring more scrutiny



Pipes pass through the chiller plant at a Google data center in Changhua, Taiwan. Photographer: Ashley Pon/Bloomberg

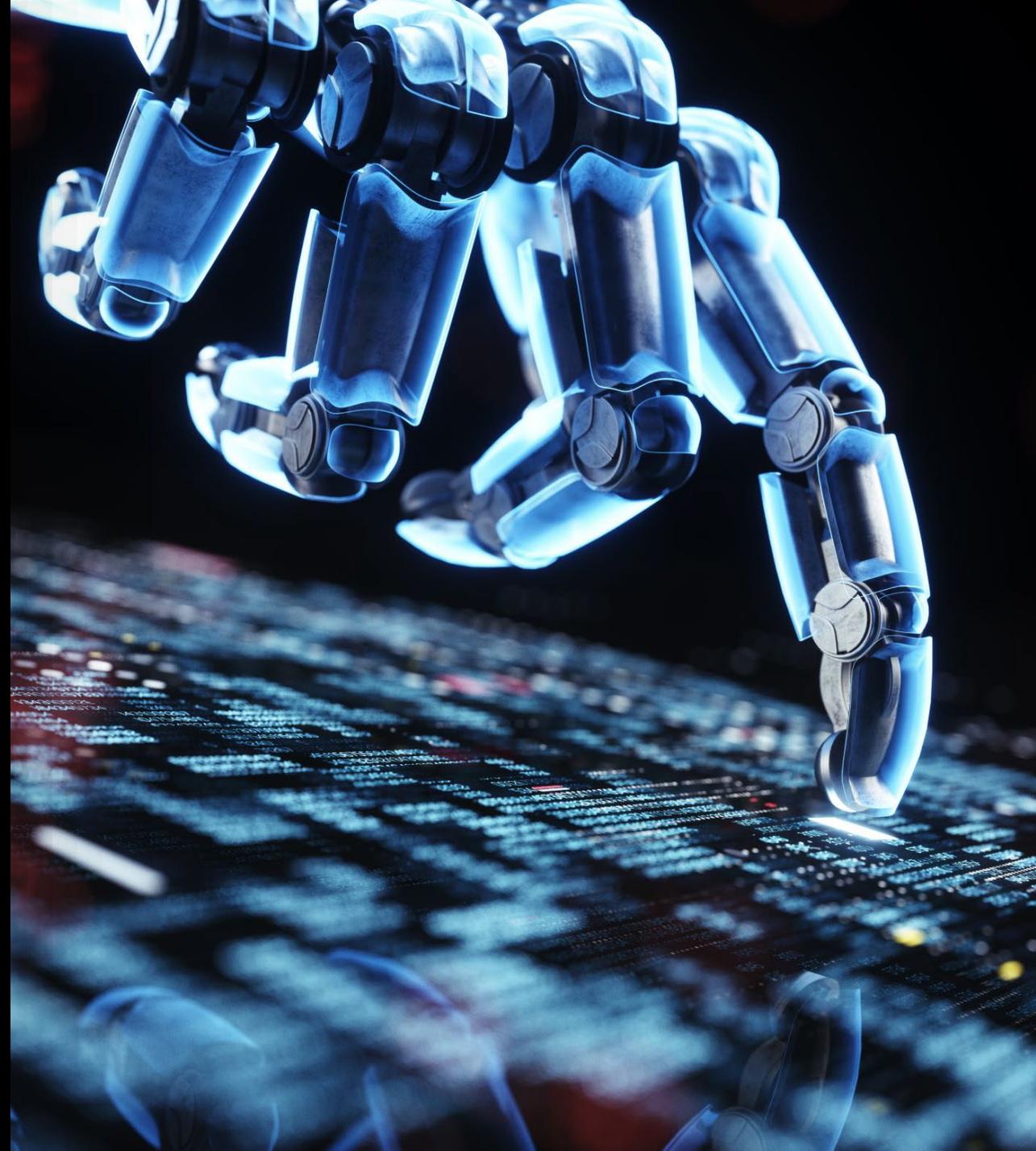
THE FUTURE - RECAP

- Removes the “mundane” tasks from ITAM Professionals.
- Accurate and automated software license compliance and optimisation through contract learning and usage metrics.
- Self-service, intelligent 1st Line Chatbots.
- Bespoke ITAM documentation based on YOUR organisation.
- Automated creation of associated process flows, RACI Matrix, Work Instructions etc based on what AI has learnt, or short prompts.
- iRobot taking over the world.



KEY TAKEAWAYS

- AI plays a role in ITAM today but use with caution!
- Likes of ChatGPT can help with *suggestions* for ITAM documentation.
- Organisations investigating the use of Chatbots to support Software and Hardware Requests.
- The future of AI and ITAM must be embraced – allows ITAM to focus on the strategic, important challenges.
- AI will automate the mundane tasks and become an additional ASSET to your team.
- No, it is not “the death” of ITAM or your jobs, AI will CREATE jobs in ITAM that are more fulfilling and strategic.
- AI will take ITAM to the next level!
- We must be mindful of the energy consumption and environmental impact of AI.



THANK YOU!

We have a passion for IT Asset Management



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