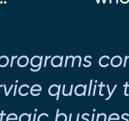


ASSET MANAGEMENT IS ON THE MOVE... (IT AND BEYOND)

Digital transformation puts IT Asset Management at the center of today's most critical C-level initiatives:

- automation and innovation...
- at speed and scale...
- cost-effectively...
- with maximum security and minimal risk...
- across multiple clouds and new technologies...
- serving employees and customers who are anywhere worldwide



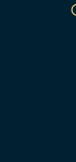
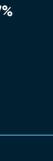
Mature ITAM programs consistently enable outstanding IT service quality that is tightly aligned with strategic business objectives

97% of organizations with the highest level of ITAM maturity use a unified platform.

Why a platform?

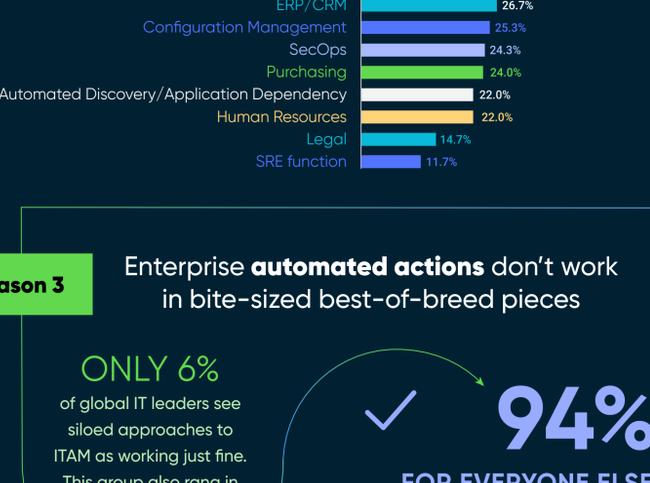
Reason 1

ITAM information is widely used across the enterprise



ITAM is integrated with a varied range of enterprise systems

Reason 2



Reason 3

Enterprise automated actions don't work in bite-sized best-of-breed pieces

ONLY 6% of global IT leaders see siloed approaches to ITAM as working just fine. This group also rang in at the lowest level of ITAM maturity.

94% FOR EVERYONE ELSE, best-of-breed silos either hamper cross-functional automation or are consolidated and eliminated through use of cross-functional platforms.

- THEY REPORT:
- ▶ Enterprise-wide workflows
 - ▶ High degree of automated processes
 - ▶ Increased Visibility
 - ▶ Enhanced Agility



Measures of ITAM excellence

1 Completeness and accuracy of asset information

Organizations with an outstanding level of completeness and accuracy of asset information also consistently rank highest in:

- ✓ use of a unified approach
- ✓ quality of IT service delivered to end users
- ✓ budget increase
- ✓ Number & types of integrations in the enterprise... and the ways other organizations use that information



When data is complete + accurate, it will be used, valued, and rewarded with budget and an active role in the business. The opposite is true as well.

2 End-end lifecycle management

When it comes to end-end lifecycle management of IT assets, which statement best characterizes your organization's approach (lifecycle = requisition, fulfill, deploy, monitor, service, retire...)?



Lifecycle management is a reliable predictor of ITAM maturity and ability to deliver value to the organization



3 ITAM Maturity

Organizations that take a unified lifecycle management approach to all asset types invariably utilize a platform approach to do so and represent the highest maturity level in answer to the question:

How would you characterize the overall maturity of your IT asset management function?



In recent research, containers and bring your own license (BYOL) ranked very low as general ITAM concerns. The exception was organizations with the highest level of ITAM maturity, who ranked them as top concerns.



Mature asset management practices are advanced enough to actively confront issues that less mature organizations have not yet surfaced for attention.

CMDB is something old and something new

87% of organizations use a CMDB today



100% of organizations who reported outstanding ITAM accuracy and completeness use a CMDB

CIOs & CISOs wish list and what's next for ITAM

CIOs & CISOs highlighted areas they'd most like to see asset management improve

- ✓ Faster response to security issues
- ✓ Cost reduction from asset optimization and vendor management
- ✓ Increased cross-departmental cooperation
- ✓ More efficient business planning, workflows, and decision-making
- ✓ More efficient audit preparation and defense



Looking forward to ITAM changes projected in the next 12-18 months, CIOs and CISOs showed a significant jump in attention to two areas:

- 1 Extension of ITAM beyond IT to the management of non-IT assets, such as IoT, OT, and edge
- 2 Increased integration with other functions

Top ranked changes anticipated by CIO and CISOs

- #1 Expansion beyond IT assets
- 2 Increased integration with other functions
- 3 Higher levels of automation
- 4 Tighter control over cloud
- 5 More real-time accuracy and currency
- 6 Higher levels of automation
- 7 Tighter tie-in with security
- 8 Increased emphasis on cross-domain workflows

The fact that non-IT assets and integrations leapfrogged automation and cloud as C-level priorities signals change for ITAM organizations on the move

Learn more about ServiceNow's automated approach to end-to-end lifecycle for software licenses, hardware assets, and cloud – on one platform.

servicenow.com/ITAM

