**Asset Management is on the Move... IT and Beyond**

*Why a platform?*

- CMDB is something old and something new

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Use of a CMDB today</th>
</tr>
</thead>
<tbody>
<tr>
<td>62%</td>
<td>Use of cross-functional platforms.</td>
</tr>
<tr>
<td>44%</td>
<td>100%</td>
</tr>
<tr>
<td>39%</td>
<td>14%</td>
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<tr>
<td>38%</td>
<td>16%</td>
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<tr>
<td>31%</td>
<td>17.7%</td>
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<tr>
<td>29%</td>
<td>19%</td>
</tr>
<tr>
<td>23%</td>
<td>22%</td>
</tr>
</tbody>
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**Measures of ITAM excellence**

1. **Completeness and accuracy of asset information**
   - 53% of organizations do not use a CMDB today.
   - 27% of organizations believe their CMDB is incomplete and inaccurate.

2. **Real-end lifecycle management**
   - 42% of organizations do not have a unified platform for lifecycle management.
   - 39% of organizations do not automate more complex processes.

3. **ITAM Maturity**
   - 49% of organizations do not have a mature ITAM approach.
   - 51% of organizations do not have an integrated risk management/GRC function.

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**CIOs & CISOs wish list and what’s next for ITAM**

- **Top ranked changes considered important for CIOs and CISOs**
  - More efficient audit preparation and defense
  - More real-time process efficiencies
  - Increased integration with other functions
  - Increased sprint preparation and defense

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**ServiceNow**

- ServiceNow is an integrated platform for lifecycle management.
- It supports a variety of IT functions, including procurement/retirement, planning, workflows, and decision-making.
- The platform is used by CIOs and CISOs to automate more complex processes.

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**Conclusion**

- Successful ITAM organizations are those that use a unified platform for lifecycle management.
- Organizations with an outstanding level of completeness and accuracy of asset information, such as IoT, OT, and edge, are advanced in ITAM maturity.
- The platform supports a variety of IT functions, including procurement/retirement, planning, workflows, and decision-making.