

It's important for the role of IT asset management to evolve and expand beyond compliance in order to help public sector organizations maximize the value of all their technology investments, from on-premises to the cloud.

A Flexera survey of ITAM professionals revealed:



Current maturity of IT teams and their role in the enterprise.



Top challenges and initiatives, and the impact of COVID-19 on activities.

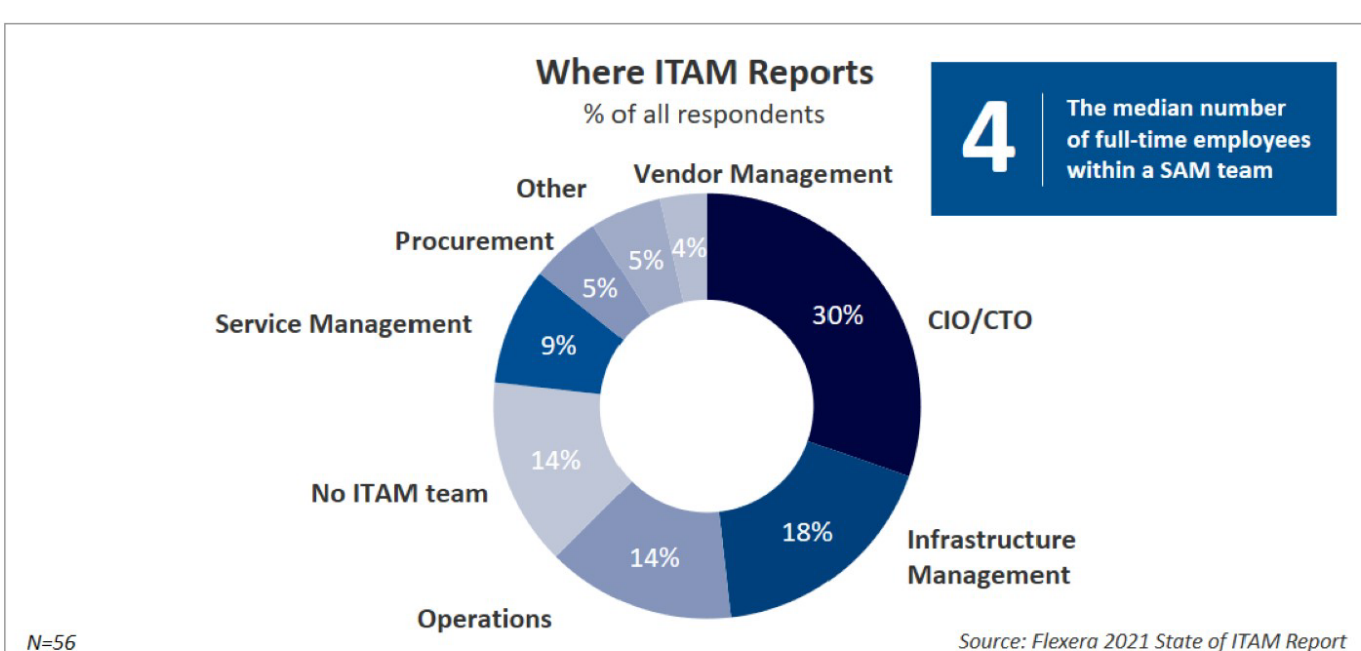


The value that teams are delivering to their organizations.

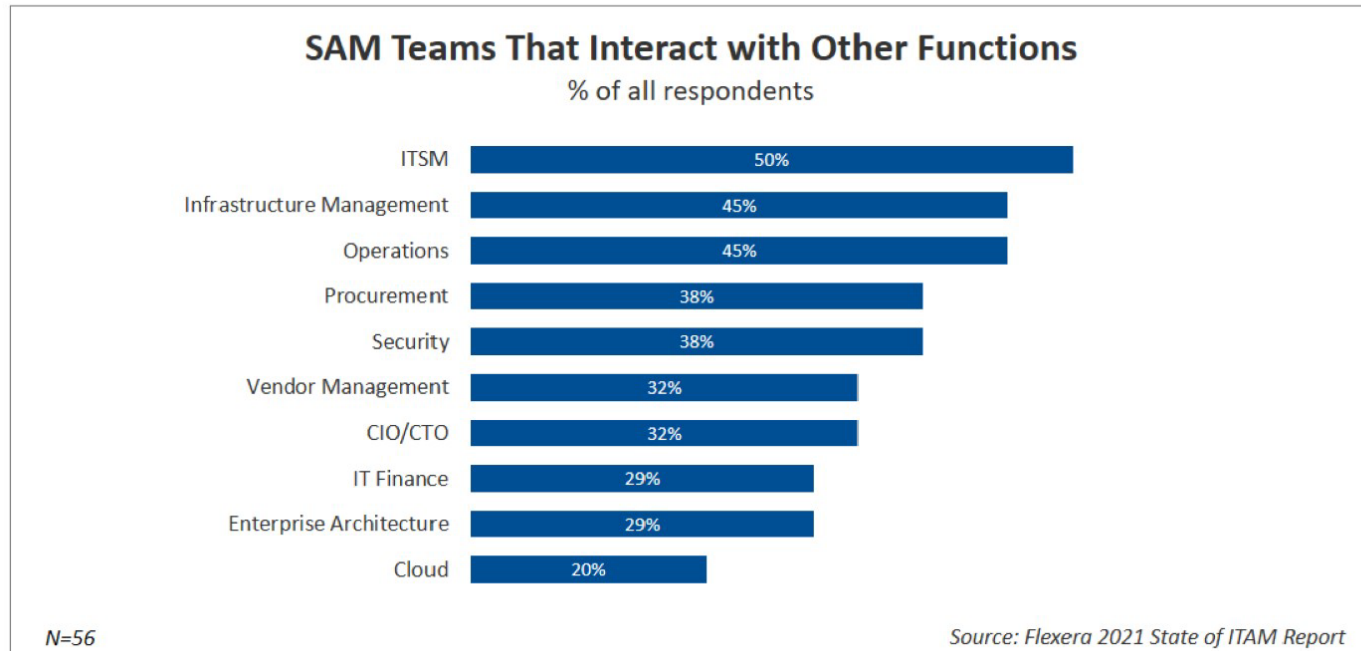
## ITAM in the public sector

Reporting structure can impact the focus of ITAM efforts. Few SAM teams had significant interactions with the CTO/CIO, indicating they don't have a seat at the table as strategic decisions are made. Respondents also report few interactions with cloud teams. It's important to address this gap to ensure visibility and relevancy as IT becomes increasingly cloud-centric.

### More than one-quarter of ITAM teams report to C-level



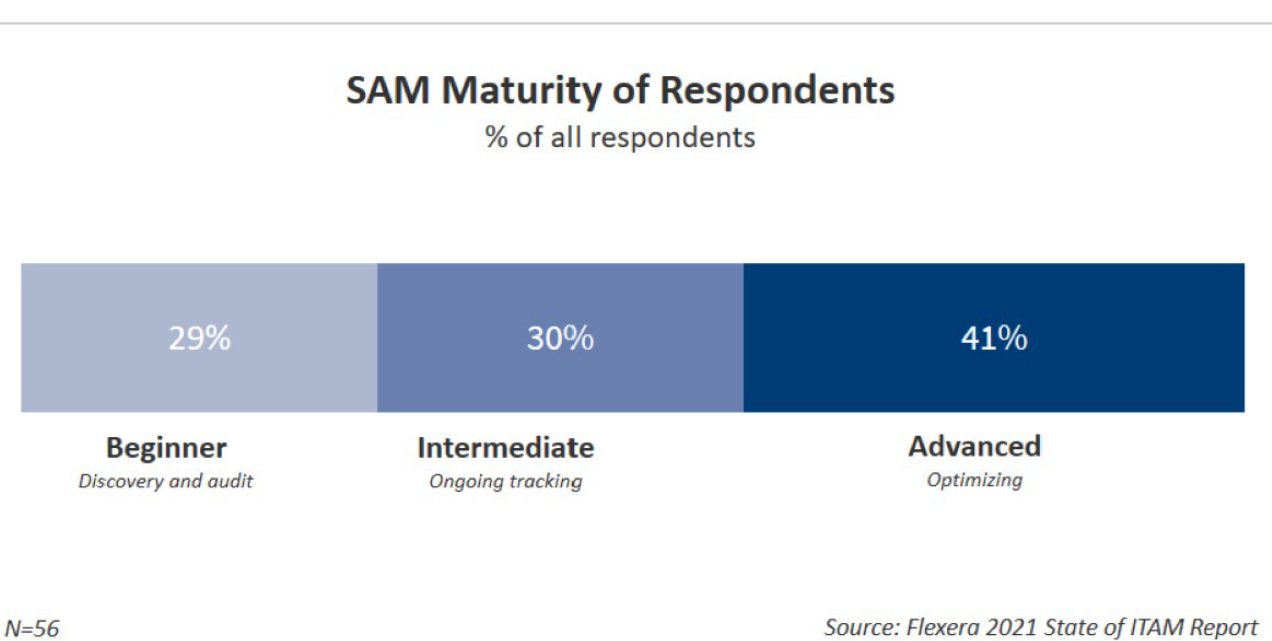
### Few SAM teams are connected to C-level or cloud team



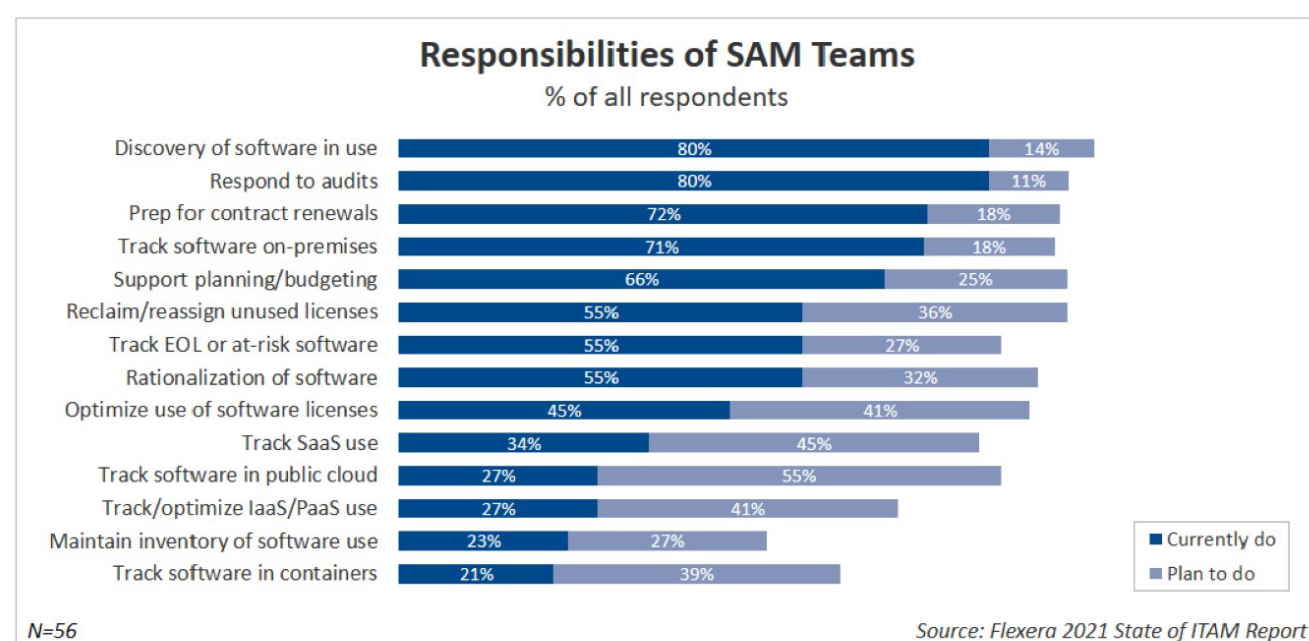
### Many public sector SAM teams are in earlier stages of maturity

More than a quarter of organizations are at the beginner stage of maturity where they're employing an ad hoc focus on discovery and audit. The maturity of a SAM team can impact its responsibilities, and remaining disconnected from fast-growing areas of the IT estate could be detrimental to the long-term viability and influence of the team.

### Less than half have advanced SAM processes



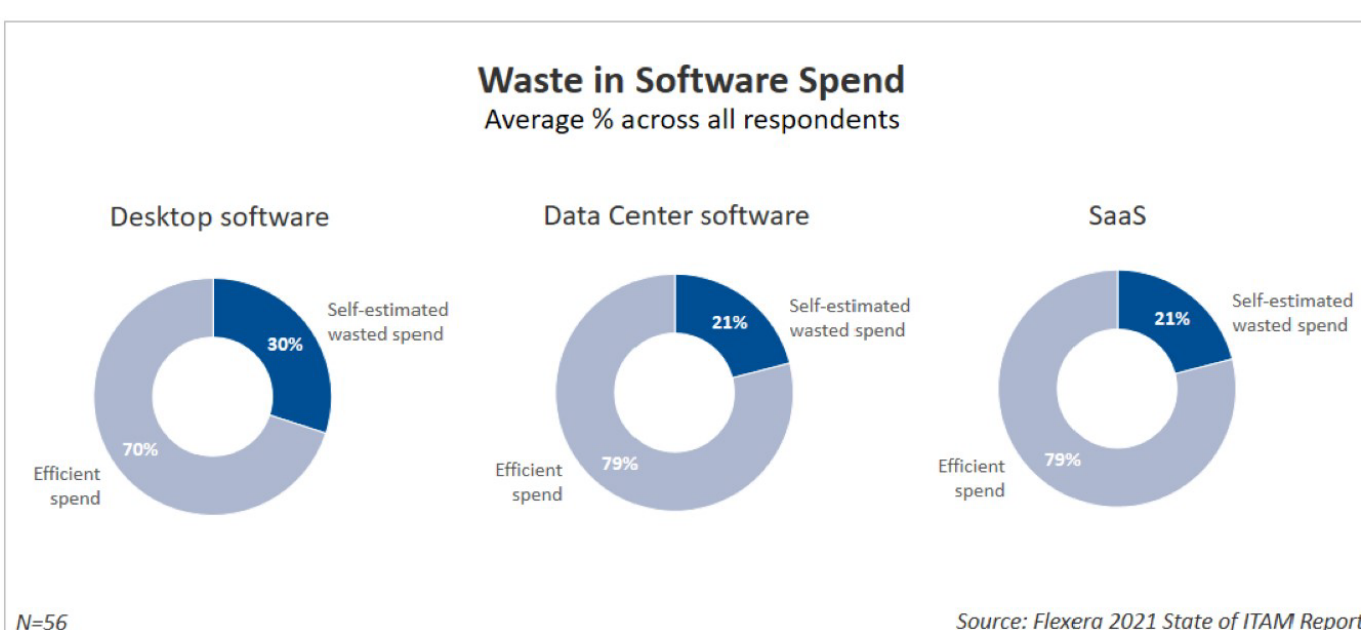
### Few SAM teams track SaaS, cloud, containers



## Public sector SAM challenges and initiatives

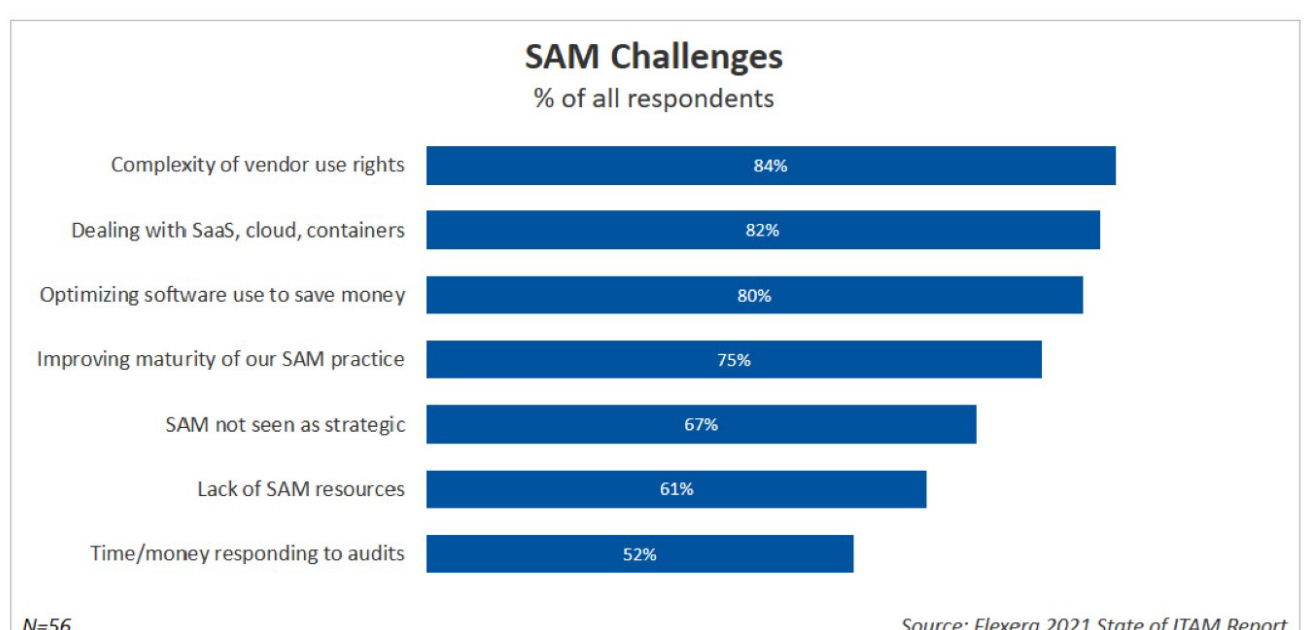
SAM teams face a number of challenges as they seek to deliver value by recovering wasted spend and improve management of SaaS.

### About one quarter of software spend is wasted



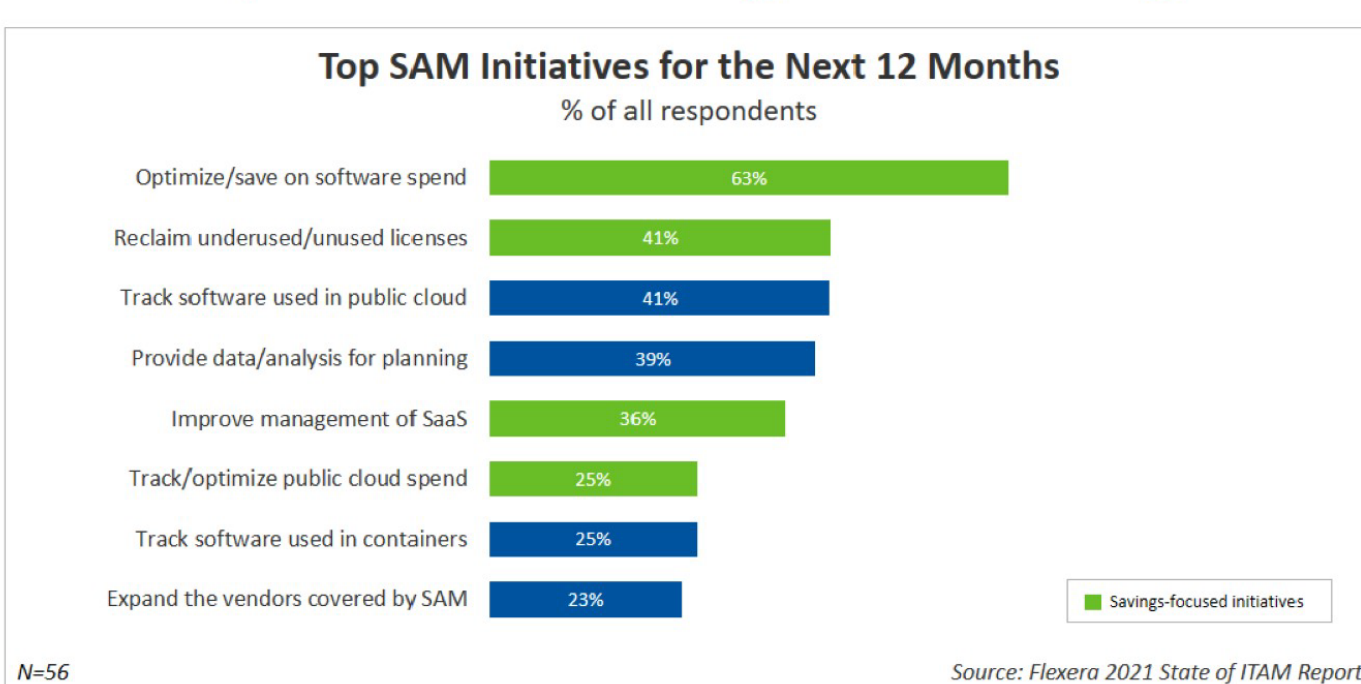
Organizations waste significant spend on unused or underutilized software, which indicates SAM teams are missing the opportunity to gain greater efficiencies and deliver value to the organization.

### Top challenges: complexity, new technologies and optimization

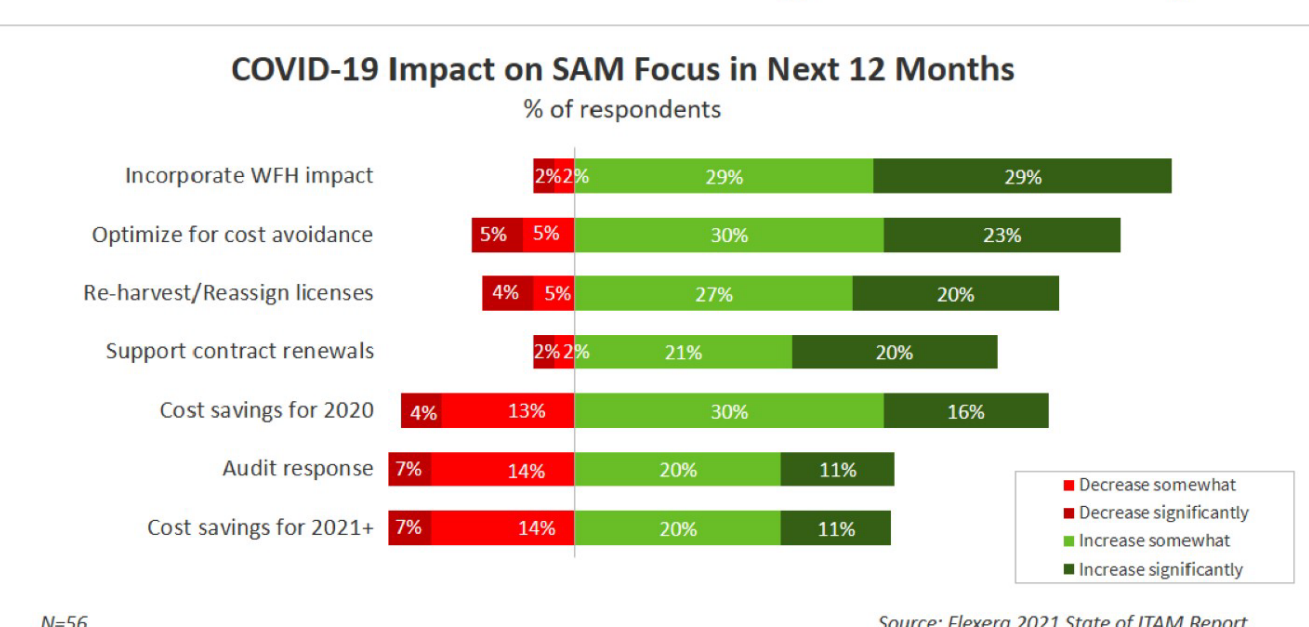


Few organizations are connecting all major SaaS applications to single-sign-on (SSO), which can lead to significant security risks for the organization.

### Top SAM initiatives align to cost savings



### COVID-19 will shift focus to savings over the next year

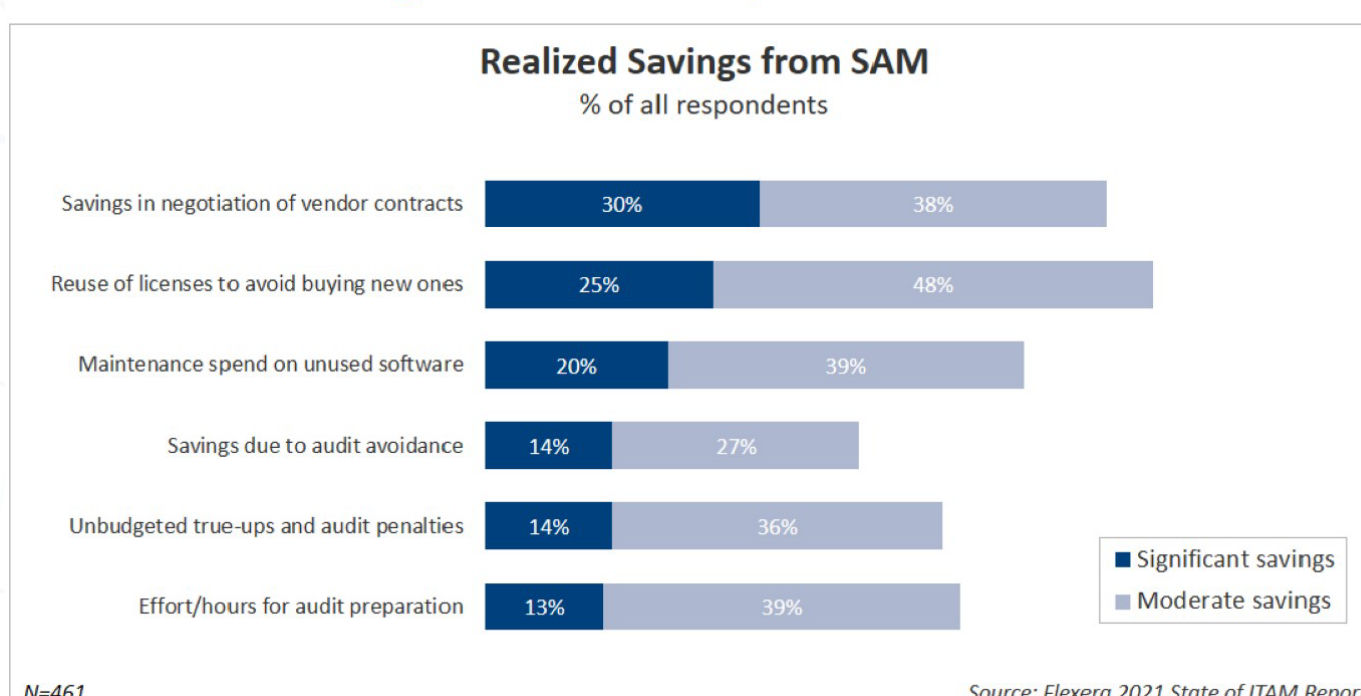


## Value of SAM in the public sector

Organizations reported receiving the most savings from cost-optimization activities, including reuse of existing licenses, savings on vendor negotiations and reduced maintenance spend. Savings from SAM programs also increase significantly as SAM programs mature.



SAM teams spend 56 percent of their time on audit activity. However, the most savings are realized from cost optimization activities rather than audit cost reduction efforts.



## Conclusion

Organizations want to leverage SAM to drive savings, especially in the wake of COVID-19, but there is a disconnect. Their success metrics and time usage are usually focused on compliance and audit activities instead of cost optimization.

Benchmark your own IT asset management practices, plot a course to align with the strategic needs of your IT team and maximize the value of all your technology investments.

Read the full Flexera 2021 State of ITAM Report at <https://carah.io/Flexera2021>

Learn more at [carahsoft.com/flexera](https://carahsoft.com/flexera) or contact us at Carahsoft:

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\*Survey conducted between June 22 - August 10, 2020. The full report explores the responses of 461 global IT professionals who manage and participate in ITAM and SAM in medium and large organizations of at least 1,000 employees. The infographic includes data from 56 respondents working in the public sector specifically. Respondents included Flexera customers (34%) and non-customers (66%).