

# GenAI AskIAM

## Assistant improves productivity

Artificial Intelligence assists in meeting the demand for data-driven decisions in identity and access management

### ■ Highlights

The AskIAM Assistant offers several benefits, including:

**- Enhanced Efficiency:**  
Automates repetitive IAM tasks like provisioning, deprovisioning, and policy updates, reducing time and resources.

**- Improved Security:**  
Identifies anomalies and potential risks in real-time using advanced behavior analysis, reducing human errors that account for 95% of cybersecurity breaches.

**- Operational Cost Savings:**  
Minimizes the need for manual intervention in routine IAM tasks, lowering operational costs

**- Enhanced User Experience:**  
Reduces friction by generating personalized, risk-based workflows and supports self-service solutions for users with AI-driven assistants.

Traditional IAM systems often involve manual processes for provisioning and approvals, leading to delays and inefficiencies. These manual processes can result in inaccurate or incomplete access requests that can create security risks and compliance issues. New employees often struggle to get up to speed quickly due to complex IAM systems. Meanwhile IT teams are frequently overwhelmed with numerous requests with incomplete fields or critical data delaying the provisioning of access rights causing user frustration and the potential of granting excess privileges. Oftentimes, there is a lack of visibility and tracking of access requests and approvals.

### **Efficiency & Security in IAM: Introducing IBM AskIAM**

IBM AskIAM is the first of many key assets developed by IBM Consulting Cybersecurity Services to enhance Identity and Access Management (IAM)





### End User

I need access to application

Why am I not able to access SNOW?



### Manager

What access does my DR Adam have?

UAR: What does entitlement GRP\_AD\_ADMIN provide?

## Critical Pain Points Addressed with AskIAM



**Growing Compliance requirements** requires more effort to validate roles, privileges and access rights

AskIAM seeks the appropriate roles, assisting managers with accurate privileges for that role, and streamlines the approval process to meet compliance with less effort and delays



**Availability and skills of staff** limits ability to meet growing demands and every-changing environments

AskIAM is a self-service engagement that reduces help desk calls, technical support, and delivers a foundation for AI-based skills for use case development



**Finding the balance between risk reduction and user experiences**

AskIAM engages the users using natural language and interprets the intent of requests that fall within the IAM domain allowing the user to get the information or access needed to perform their responsibilities effectively

AskIAM is a cutting-edge digital assistant that leverages Generative AI to provide a personalized, multichannel experience for identity and access management. It simplifies user requests and improves accuracy by guiding users through various IAM functional tasks. This interactive conversation engine supports multiple use cases, interfacing with data sources, applications, and infrastructure support systems. It automates workflows, such as user provisioning and deprovisioning, role and policy management, identity verification, and access request automation. By automating these processes, AskIAM reduces the time and effort required for IAM operations, leading to faster migrations, streamlined operations, and enhanced user experiences.

IBM managed services uses AI-based operational efficiency assets to seek accurate data, fulfill gaps in service requests, validate requests, and execute instructions supporting multiple types of requests, reducing costs and risks in IAM programs. The AI assets enhance productivity by:

- automating IAM processes
- providing added insights and efficiencies
- self-healing incident remediation recommendations
- performing access review campaigns, data preparation and validations
- delivering features supporting ticket triage and fulfillment

The AI assets are developed to improve operational outcomes making IAM programs more cost effective and increase productivity.

### Enhancing IAM with Automation and Insights

IBM's solutions address the growing complexity and demands of IAM by automating routine tasks, improving decision-making processes, and providing real-time insights. This results in increased protection, faster response times, reduced operational costs, and improved compliance aligned to regulatory requirements.

### Why IBM?

IBM offers a comprehensive and innovative approach to identity and access management that leverages generative AI to enhance efficiency, security, and user experience. IBM's GenAI-powered tools, such as AskIAM and other AI-based assets streamline operations, reduce administrative overhead, and accelerate onboarding and migration processes, ultimately leading to increased productivity and reduced risk. Additionally, IBM's expertise in cybersecurity and its commitment to continuous improvement and innovation make it a reliable partner for organizations looking to modernize their IAM systems and stay ahead of evolving security challenges.

### For more information

To learn more about GenAI AskIAM, please contact your IBM representative or IBM Business Partner, or visit [ibm.com/services/identity-access-management](https://ibm.com/services/identity-access-management).