



Scaling AI in IT Operations: **The Path to Maturity in 2026**

Executive Summary and Key Findings

Read the full report and download all charts at <https://www.ivanti.com/scaling-ai-report>

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Most IT organizations have moved well beyond AI experimentation — but the gap between leaders and laggards is widening fast.

Most IT organizations have moved well beyond AI experimentation

Q: How would you rate your organization's level of AI maturity within IT?

■ No AI use ■ Early experimentation ■ Targeted use ■ Broad use ■ Scaled, mature use ■ Unsure

AI Maturity Scale



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Responses from IT professionals (n = 1,500).

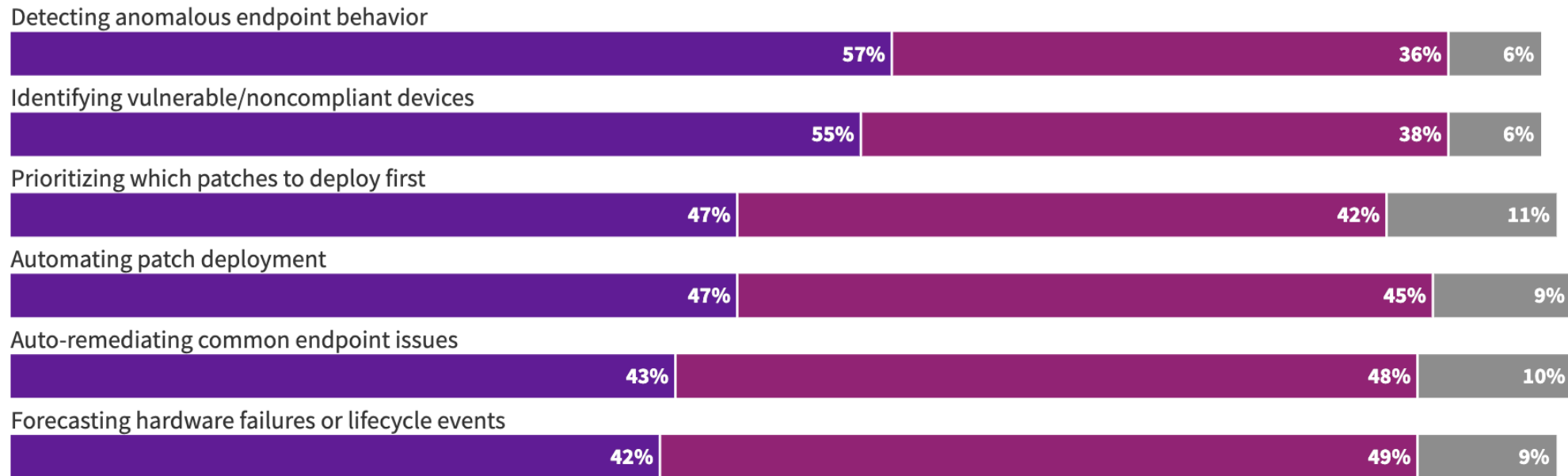
Response options: "No real AI use yet," "Early experimentation: pilots or proofs of concept," "Targeted use in a few operational areas," "Broad use across multiple areas," "Scaled, business-critical use with continuous improvement," and "Unsure."

Interest in using AI for endpoint management tasks is growing rapidly.

AI adoption across endpoint management tasks is accelerating toward near-universal use by 2028

Q: Which endpoint management tasks is AI handling today, and which do you expect it to handle in 24 months?

■ Today ■ Within 24 months ■ No plans to use AI

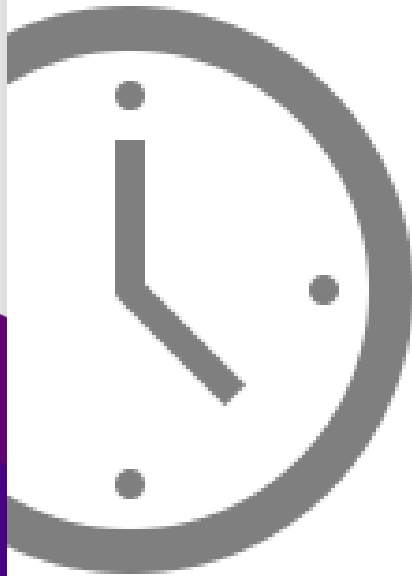


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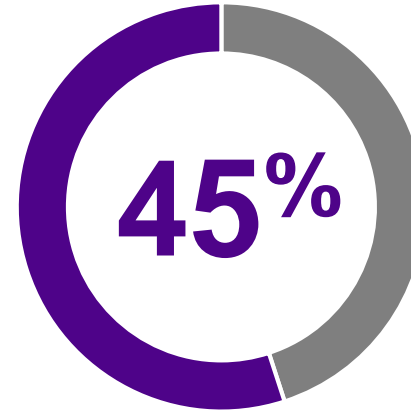
Responses from IT professionals (n = 1,500).

Responses are rounded to the nearest percent.

AI is giving IT teams time back and unlocking the capacity for teams to focus on the strategic, complex work that matters most to the organization.



AI saves
IT pros
200+
hours/year.



of IT pros say
AI lets them work
faster and better.



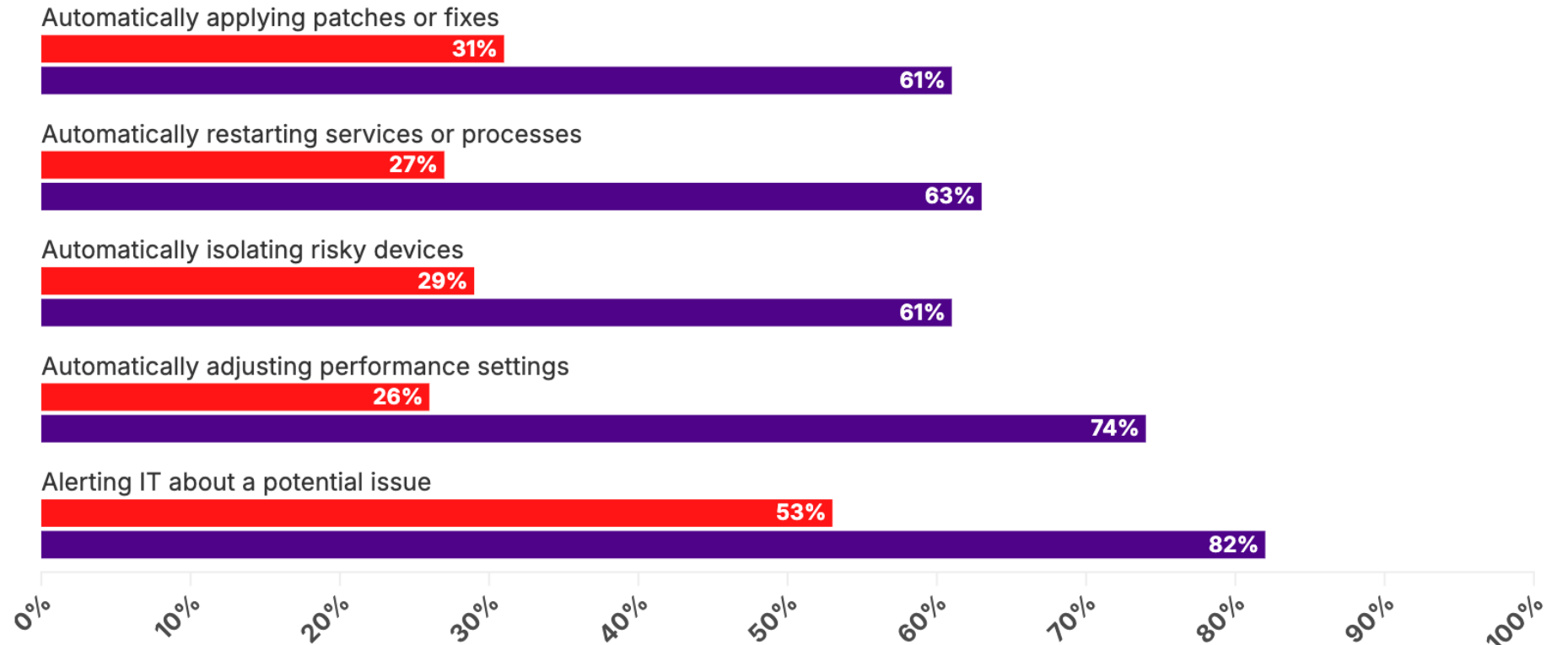
of IT pros say
AI helps them
focus on more
complex/strategic
work.

The defining outcome of AI maturity is going from reactive firefighting to proactive issue detection — before end users ever notice.

Mature AI teams are shown to resolve issues 2x faster

Q: Where does AI proactively resolve IT issues before they impact users?

■ Early AI experimentation ■ Scaled, mature use



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Responses from IT professionals (n = 1,500).

Respondents could select multiple options.

While AI deployment in IT is accelerating, governance hasn't kept pace — and that gap is becoming a liability.



85%

of IT pros say there is an accountable owner for every AI agent and workflow.



42%

say that AI accountability is actually clear.



24%

of employees say AI policies are followed "very consistently" in day-to-day work.

**Governance improves dramatically with AI maturity.
Still, even the leaders in AI maturity have room to close the gap.**

Mature AI organizations embed governance in their operations

Q: How would you rate your organization's AI governance and risk management strategy?

■ No formal governance ■ Governance documented ■ Governance actively applied ■ Governance embedded in operations

Early AI experimentation



Targeted AI use



Broad AI use



Scaled, mature AI use



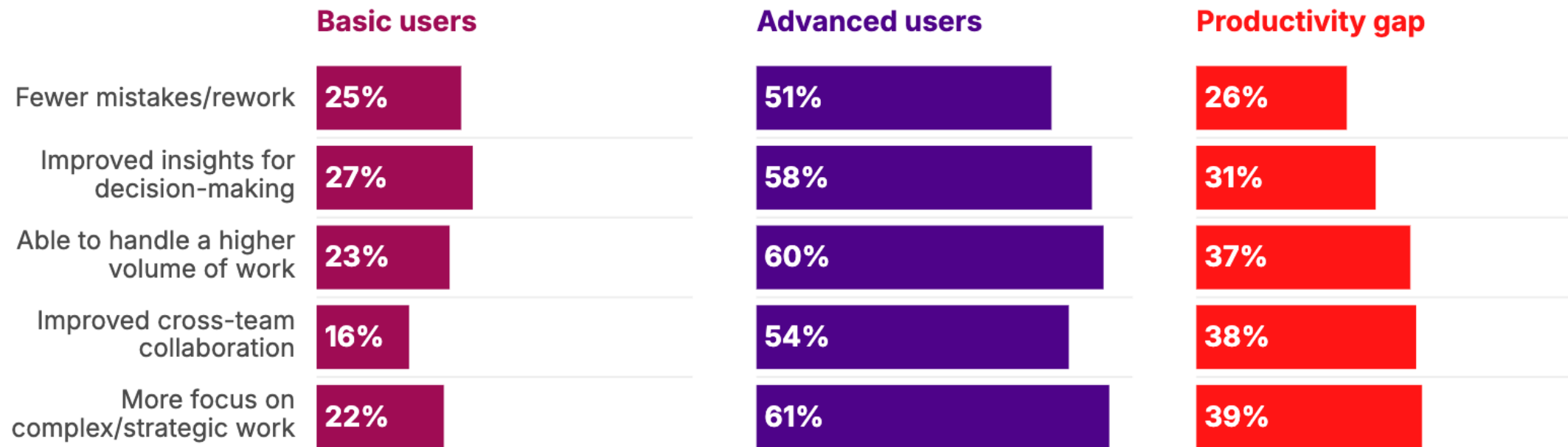
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Responses from IT professionals (n = 1,500).

Responses are rounded to the nearest percent.

Advanced AI users report far higher work productivity gains

Q: Where has AI had the largest impact on your work productivity?



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Responses from IT professionals (n = 1,500).

The Path Forward

Ivanti's research points to clear **imperatives for organizations looking to scale AI effectively** — no matter where they're starting from.

What does the path to AI maturity look like?

Start where you are.

AI gains begin early and compound with investment — and most IT teams are already sitting on untapped capacity in tools and workflows they own today.

Build governance in, not on.

Organizations that have closed the governance gap embed accountability structurally. Governance controls live in the platform — not just in a policy document.

Redesign roles, don't just augment them.

More than 1 in 3 organizations have already significantly reshaped IT roles around AI. Leaders are redefining performance metrics and career paths.

About the research

Ivanti surveyed 3,900 employees across six countries — the United States, the United Kingdom, France, Germany, Australia and Japan — in February and March 2026. Our goal: to understand how AI is reshaping IT operations and workforce dynamics across regions and industries.

The survey included two distinct respondent groups: 1,500 IT professionals whose primary responsibilities are related to IT or cybersecurity, and 2,400 office workers employed in non-IT roles. All participants worked for organizations employing a minimum of 500 people.

This report draws on two distinct maturity scales, each measuring a different dimension of AI adoption. The first is an *organizational AI maturity scale*, which reflects how broadly and deeply an organization has integrated AI into its IT operations. Respondents (IT professionals) rated their organization on a five-point scale ranging from "Early experimentation: pilots or proofs of concept" to "Scaled, business-critical use with continuous improvement." Throughout this report, comparisons focus primarily on Early experimentation and Scaled/critical organizations — the two ends of the active adoption spectrum. Organizations reporting no AI use are excluded from maturity comparisons.

The second is an *individual AI maturity scale*, which reflects how deeply a person integrates AI into their own daily work. Respondents (IT professionals and office workers) selected from five profiles ranging from "Basic use: using AI chat tools occasionally for simple tasks" to "Advanced automation: creating AI-driven workflows or using AI agents that operate independently." Where findings are segmented by individual maturity, the report compares Basic users and Advanced automation users.

Collecting information through self-reporting has limitations, as people may be biased when evaluating their own efforts or their organization's capabilities. We ask that readers keep these limitations in mind when interpreting the findings.

This study was administered by Ravn Research, and panelists were recruited by MSI Advanced Customer Insights. Survey results are unweighted. Demographic and firmographic breakdowns are provided in the appendix; further detail by country is available upon request.