

Guide to driving resilient IT transformation in an AI-driven world



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Introduction

For IT leaders looking to kickstart IT transformation projects in 2025, data visibility, automation, and artificial intelligence (AI) will sit at the heart of their chances of success. A recent [KPMG survey](#) found the top business challenge for 2025 is 'digital transformation, optimisation, and its ROI,' nominated by 53 percent of Australian respondents as the thing that keeps them up at night. Cybersecurity, managing costs, stakeholder expectations, and regulatory demands are also key challenges.

A common obstacle to transformation is resourcing (or lack thereof). As it is, IT teams across both operations and security are stretched beyond capacity. A recent **Tanium report**, *"The impact of IT operations automation on the morale, productivity, and security posture of IT teams,"* revealed that 69 percent of IT teams in Australia experienced burnout in the last six months. However, three-quarters of IT workers feel automation can help with reducing burnout.

A further three-quarters of IT workers said they want to adopt automation tools so they can work on more meaningful projects, with 90 percent of respondents noting that manual, repetitive tasks impact workforce morale.

For C-Suite executives, this is a critical wake-up call. While every business grapples with the challenges of AI and automation, none can afford to ignore the opportunity with the daily pressures IT teams face. These teams are urgently calling for better communication, increased investment, and a firm commitment to effective automation strategies to enable them to do more with less.

In February 2025, Tanium held the first Tanium EvolveIT in Sydney—an exclusive event for IT and security leaders featuring The Hon. Victor Dominello, former Minister for Customer Service and Digital. In his keynote address, Victor shared his expertise in driving digital transformation, winning over detractors, and successfully managing large-scale IT projects, making particular reference to his overhaul of Service NSW.

He was joined in a fireside chat with Melissa Bischooping, Senior Director of Security and Product Design Research at Tanium, where the two further unpacked the importance of adopting automation, building trust, operational efficiency, and security.

In this guide, we will explore the key pillars of successful digital transformation, including the importance of real-time data visibility, breaking down organisational siloes to foster collaboration, and leveraging AI and automation to enhance resilience. Through insights from industry leaders and real-world examples, this guide will provide a roadmap for business leaders looking to navigate the complexities of modern IT challenges and drive meaningful change.

Why do organisations need to transform?

Achieving resilience and transformation—the importance of having a vision, collaboration, and trust

In 2025, business leaders need to look at the next ten years and have a vision to achieve what their customers expect. Relying on legacy tools isn't going to get them there. We are now at a critical inflection point where automation and AI are upon us and must be seized before they seize us.

Whether it's a government agency or a private business, most organisations have a variety of leaders, all with their own teams, priorities, and agendas. Often, even though a formal company vision may be in place, there may not be a cohesive or common driving force that propels the organisation daily towards achieving this vision.

Having a strong vision of where you want to be organisationally is key to a successful digital transformation.

The most forward-thinking businesses are already ahead of the game. According to [a recent study by McKinsey & Company](#), the reported use of AI increased in 2024. In the latest survey, 78 percent of respondents said their organisations used AI in at least one business function, up from 72 percent in early 2024 and 55 percent a year earlier. The business function that saw the largest increase in AI use in the last six months of 2024 was IT, where the share of respondents reporting AI use jumped from 27 to 36 percent.

How to hone in on transformational vision

The vision should be bold and ambitious, and, what's more, it shouldn't be undertaken alone. Finding an ally in your organisation who is as passionate about change as you are will get minds ticking and assist in winning over detractors. And there will always be detractors to contend with, particularly at an executive level, as they will inevitably argue about the cost. It's vital to take opportunities to explain to them the cost of doing nothing as the high-risk alternative.

At EvolveIT, Victor Dominello put it another way, "Once there are two people in an organisation intent on pursuing transformation—or two 'sticks'—only then can a fire start. Once you start it, passion will beget passion, so stay persistent and keep advocating for change."

However, no organisational transformation can be undertaken without visibility over every aspect of the business, which is a big contributor to operational resilience. Without a clear and up-to-date view of operations, decision making becomes slower and less informed, increasing the risk of costly disruptions. By leveraging advanced data analytics and automation, organisations can gain a comprehensive understanding of their workflows, identify areas for improvement, and drive innovation more effectively. For example, real-time visibility over endpoints enables them to monitor key performance indicators, track inefficiencies, and respond swiftly to emerging challenges.

Seeking to use AI as a force multiplier in 2025 is all about establishing a vision and strategy that centres on decision making using accurate, real-time data and visibility across the entire network.

Every transformation must be underpinned by three key areas:

1. Partnerships
2. Capabilities
3. Collaboration

Without even one of these elements effectively in place, the transformation probably won't be successful.

"When thinking about data, useful and usable should be your mantra. Data on a screen on the wall that doesn't move is just expensive wallpaper. Looking at data from two weeks ago is never impressive. Sometimes, having old data is worse than having no data at all. In those situations, it can be better to use a Ouija board."

The Hon. Victor Dominello, former NSW Minister for Customer Service

How investing in good data creates the foundation for greater resilience and a stronger future

The Hon. Victor Dominello was a State Government Minister during the most vital years of the COVID-19 pandemic. This meant he had to pivot strategies in quick and agile ways to meet a fast-evolving and highly unpredictable situation.

An organisation's resilience and ability to respond and recover from a disaster should be viewed as the foundation of the trust placed in it by customers and partners. Having access to accurate, real-time data is one of the key ways organisations can start reinforcing a strong foundation of resilience. Teams and tools must work from unified data sources and leverage AI to scale outcomes at speed. Working with disparate tools and conflicting data sources will slow down and hold back progress.

High-quality data enables organisations to identify and capitalise on market opportunities, optimise processes, and enhance customer experiences, leading to better financial outcomes and greater chances of recovering from breaches. A 2021 [Gartner study](#) found poor data quality costs organisations an average of \$12.9 million each year. As data continues to proliferate and network perimeters expand, this figure has likely ballooned in the past few years.

Speaking about his time as minister, Victor referenced an idea that the pandemic, from a business perspective, should have been seen as a rehearsal or a warm-up act rather than a one-off incident. "We needed to move fast then," Victor said, "and we'll need to one day move fast again."

The best way to prepare for this is to have a data-centric organisation with highly visible and measurable data sets, data clarity, and an understanding of how data can and should be extracted, examined, and used to inform decisions during a time of crisis.

Interestingly, this thinking applies to a range of situations, such as a data breach or a zero-day vulnerability. Working with technology that provides unified, real-time endpoint data means organisations can identify risks and vulnerable devices in record time, quarantine said devices, and put mitigating measures in place immediately to stop the further spread of the threat.

"Don't think *if*—just assume it will fail and have a resilience strategy in place that resists or solves that failure."

The Hon. Victor Dominello, former NSW Minister for Customer Service

Data visibility is a core component of gaining executive buy-in during the digital transformation journey.

Key recommendations for achieving true data visibility:

- Data must be unified for the sake of confidence and for everyone to speak the same language. It's impossible to make effective decisions based on data that is weeks old or has been cobbled together from various conflicting sources.
- Vulnerability data on its own fails to consider such factors as criticality, exploitability, threat environments, and organisational nuance:
 - It must be real-time data.
 - It must take threat intelligence into account.
- When responding to cyber threats, you need telemetry and visibility over all assets, or none of the other things matter.
- A way to gain executive buy-in is to articulate how dynamic modern risk is. This can be as simple as explaining how, every time a laptop is turned on or an attachment in an email is opened, the company's risk profile changes—in the same way it changes with each new onboarding or Wi-Fi network joined.

“We need to put an end to different teams using different sets of data to solve the same problems. Fixing data clarity is imperative.”

Melissa Bischooping, Senior Director of Security and Product Design Research at Tanium

Remove siloes and collaborate

One of the biggest barriers to digital transformation is the existence of organisational siloes, where teams operate independently using different data sources, processes, and tools. This fragmentation leads to inefficiencies, misaligned objectives, and slower response times when adapting to change. To successfully transform, organisations must foster a culture of collaboration, ensuring that IT, security, and business units work from a single source of truth.

By breaking down these siloes and unifying data across teams, organisations can enhance operational resilience, improve security, and drive efficiency. A shared, real-time view of systems and risks enables faster decision making and reduces duplication of effort. AI and automation further amplify these benefits by streamlining processes and allowing employees to focus on high-value work. True collaboration isn't just about better communication—it's about giving teams the right tools and visibility to collectively drive transformation.

How AI and automation can help you achieve more with less:

- Leverage AI properly by thinking about how to multiply a person's output. It's not artificial intelligence; it's augmented intelligence.
- With AI, organisations don't need to pour immense resources into managing and mitigating risk. Instead, they can be sure they're servicing only the most actionable results.
- AI doesn't stop at ringing alarm bells—it provides a pathway to fixing problems.
- Automate routine tasks to free up staff to focus on strategic initiatives that drive business growth, optimising the use of human resources.
- Leverage automated processes and real-time data to quickly adapt, reduce IT and security support overhead (which can disrupt and impede employee productivity), and support evolving business needs.

“AI should be about finding little changes to enhance employees' quality of life. Engineers, data scientists, and those working in SecOps are precious resources, and we cannot take advantage of them.”

Melissa Bischooping, Senior Director of Security and Product Design Research at Tanium

Using the right technology

The success of any digital transformation initiative depends on selecting the right technology to support it. Many organisations struggle with outdated, fragmented legacy systems that hinder efficiency, security, and adaptability. The right solutions should provide real-time visibility, automation capabilities, and seamless integration across IT and security teams.

Tanium Autonomous Endpoint Management (AEM) is designed to address these challenges by offering a unified solution for real-time data visibility and control. With its ability to monitor, manage, and secure endpoints at scale, it helps organisations stay ahead of threats, optimise performance, and support evolving business needs. By leveraging Tanium AEM, IT leaders can move from reactive to proactive management, ensuring their technology infrastructure is resilient, scalable, and ready for the future.

With Tanium AEM, customers can help protect their organisations from cyber threats, safeguard sensitive data, and maintain customer trust. Tanium can proactively identify, prioritise, and remediate cyber risks from vulnerabilities and configuration drifts.

Top five tips for transformation and resilience in an AI-driven world



VISION LEADS

A clear vision drives transformation



COLLABORATION WINS

Breaking siloes fosters innovation



VISIBILITY MATTERS

To enable effective delivery



BE AGILE

Resilience thrives in change



BUILD

Tech partnerships culture drives momentum

Resilience as an outcome of transformation can be thought of using this analogy provided by Victor at EvolveIT:

“Think of organisational trust as lifeboats on a cruise ship. You don’t wish or plan for a guest to fall overboard, but if they do, they need to be pulled back on board efficiently and safely.

If you pull them back ten seconds after they fall in, they will be relieved and thank you. If you leave them out in shark-infested waters for ten minutes while you plan the rescue reactively, they will be furious and traumatised and will never trust you again.

This is what I mean when I say that resilience is the foundation of trust. It’s an organisation’s ability to recover from a disaster—whether that’s a cyberattack or a pandemic—and the ability to protect people’s data in a way that’s both fast and public.”



NEXT STEPS

If you would like to understand how Tanium’s AEM Solution can help you in your transformation journey, contact us or book a Transformation Workshop. We look forward to helping you achieve the Power of Certainty™.

[Learn more →](#)



The Power of Certainty.™

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