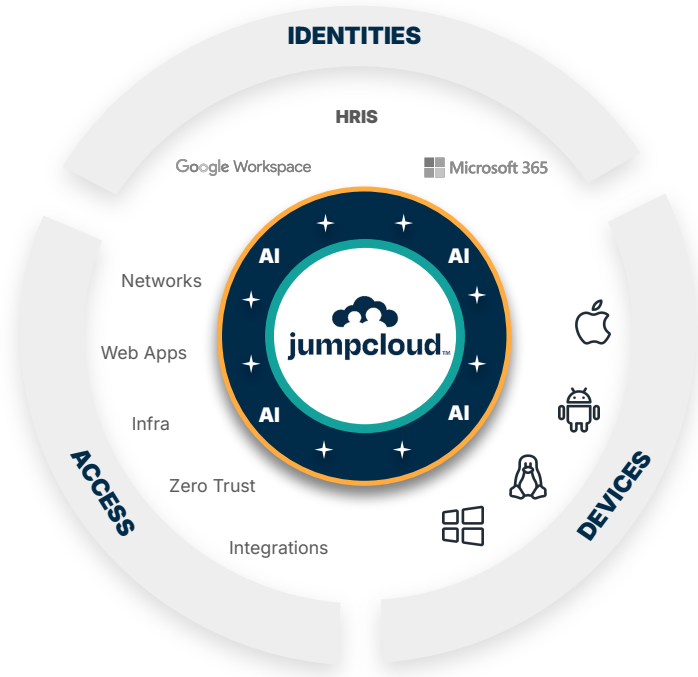


A person with short hair and glasses is sitting at a desk, working on a computer. The scene is dimly lit, with the primary light source being the computer monitor and a desk lamp. The person is wearing a plaid shirt. The background shows a blurred cityscape at night through a window.

How AI and Agentic Is Impacting IT in 2026

How 800+ IT leaders are adopting AI and implementing agentic controls

Intelligent, Secure IT.



Less Complexity

Autonomous Security

AI Governance



250K+
Organizations

160
Countries

900+
JumpCloudians

Surveyed 800+
Global IT Leaders
AI Trends and
Benchmarks

A photograph of three people in an office setting. On the left, a man with long brown hair sits in a black office chair, looking towards the center. In the middle, a woman with long blonde hair sits in a black office chair, holding a white paper and looking towards the right. On the right, a man with a beard and short hair sits in a black office chair, looking towards the center. In front of the man on the left is a computer monitor displaying a video call with a woman wearing a hijab. In front of the man on the right is a computer monitor displaying a video call with a man wearing glasses. A small pug dog is sitting on the floor in the foreground. The background shows a modern office with white walls, a yellow desk, and a potted plant.

The Journey So Far

92% of IT leaders feel that AI has improved their team's productivity.

97% of mature organizations said this, followed by:

95% of scaling

84% of developing

76% of starting

Manage IT Better: Automation to focus on big-picture strategy.

Boost Leadership Skills:
Access to advanced analytics.

Make IT operations smoother:
Reducing manual checks with AI streamlining operations.

Which IT tasks are most likely to be partially or fully automated in the next 12 months?

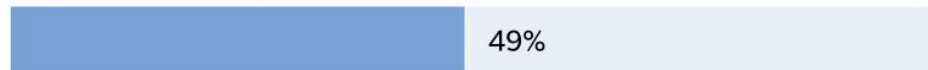
Threat detection and triage



Identity and access management



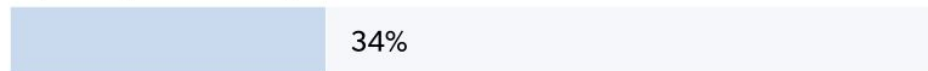
Help desk tier 1 support



Policy enforcement or documentation



Reporting and auditing



Device provisioning



What percentage of your 2026 budget do you expect to be allocated to AI related initiatives?

1 - 10%



11 - 25%



26% +



AI Maturity

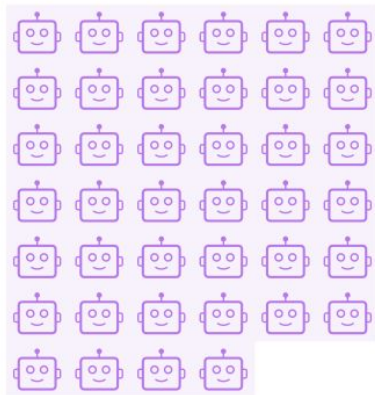
AI maturity is an assessment that reflects on the tooling, processes, and cultural embrace that your organization puts on AI. It is a self-assessment that indicates how an organization perceives its ability to implement, manage, and use AI directly.

AI Readiness

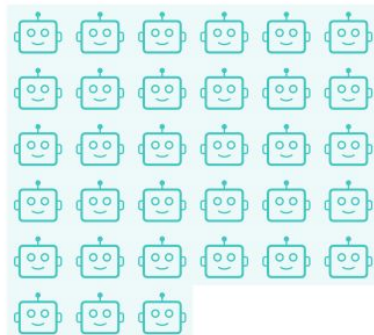
AI readiness is an objective, holistic look at your capability to effectively manage AI. It accounts for both the direct and indirect systems, tools, and workflows that touch AI in one way or another. It looks at established behaviors and practices, not just newly adopted one.

How would you describe your organization's AI maturity in IT?

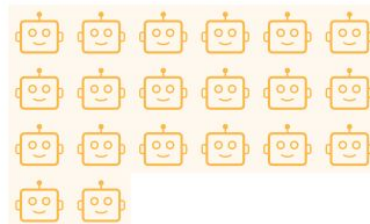
40%
Mature



33%
Scaling



20%
Developing



5%
Starting



The Danger

PERCEPTION



40%

say they're **AI Mature**

"We've got AI controls fully integrated, ROI measurements locked in, governance on point. We're basically AI ninjas."

REALITY



22%

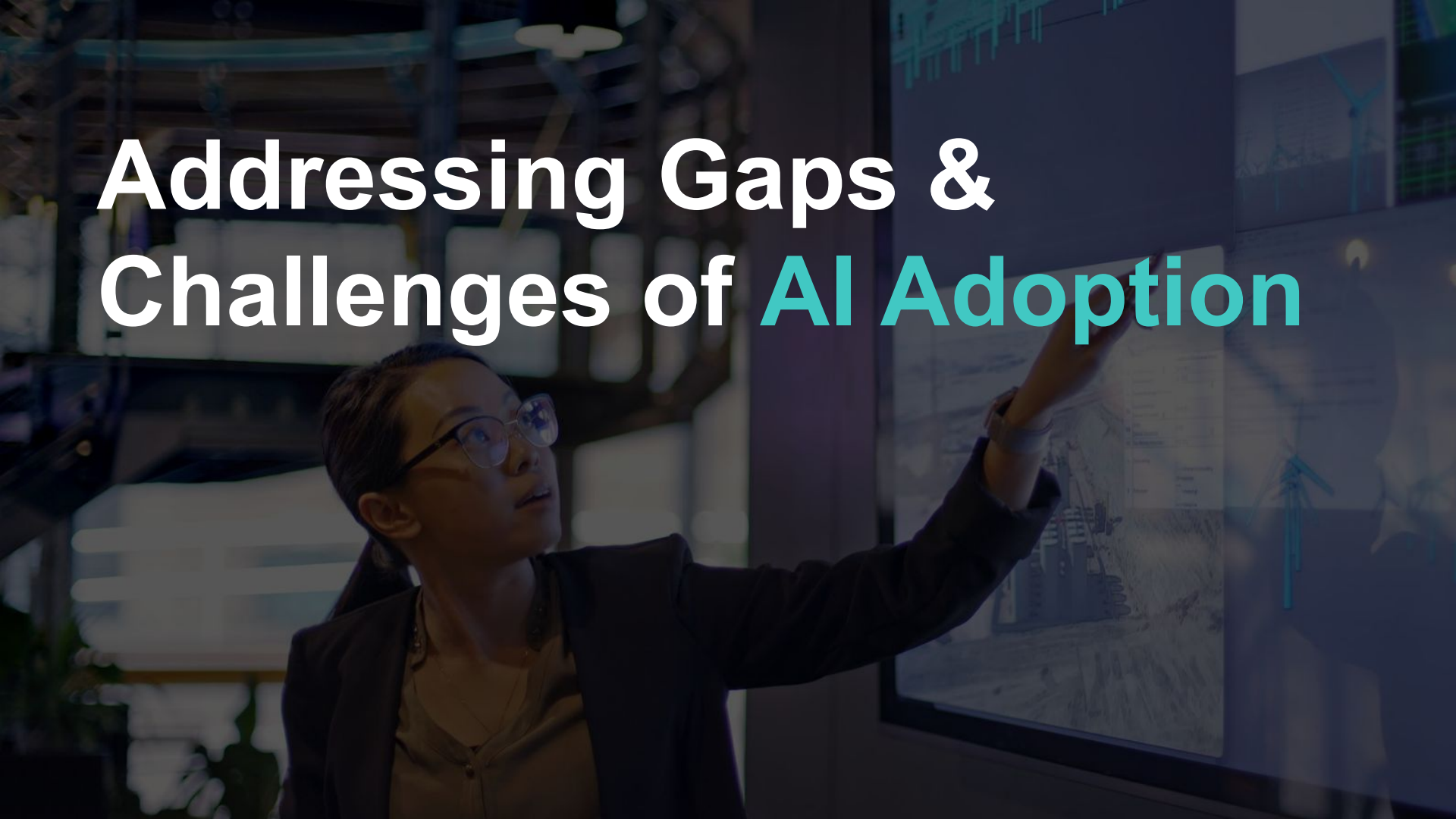
are actually **AI Ready**

"Our bots have more access than our CTO, shadow AI runs wild, and our 6.7 siloed tools can't agree on who's logged in."



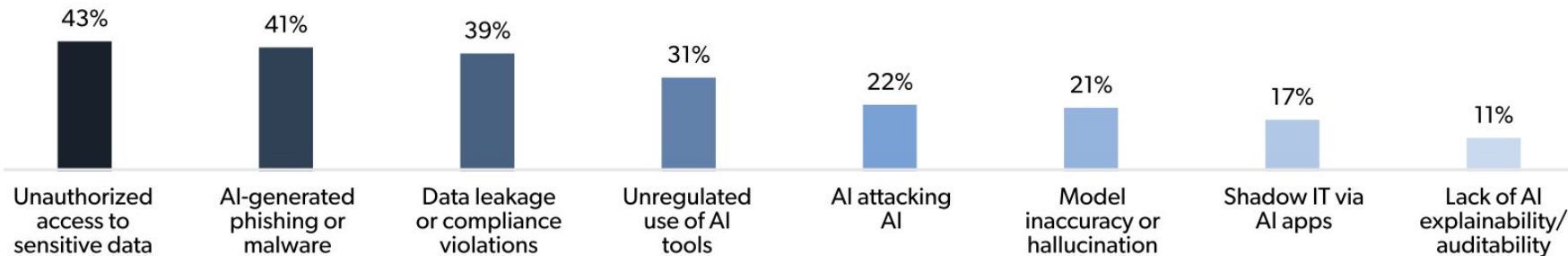
THE
GAP

Addressing Gaps & Challenges of AI Adoption

A woman with glasses and a dark blazer is pointing at a large digital screen. The screen displays a technical diagram with various components and labels. In the background, there is a server room with rows of server racks. The overall scene is dimly lit, with the primary light source being the screen and the server room's ambient light.

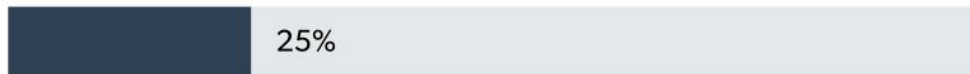
60% of IT professionals agree that AI is outpacing their organization's ability to protect against threats.

Which risks related to AI are most pressing for your organization?



Has your organization encountered unsanctioned or unmonitored use of AI tools by employees?

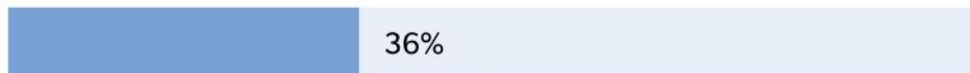
Yes, frequently



Occasionally



No



Not sure





85% of IT leaders believe secure identity and access practices (IAM) are critical for successful AI adoption.

Meanwhile ...

37%

AGENT PRIVILEGE ESCALATION

*82% are already using
agentic AI*

61%

SHADOW AI

*Employees using tools
IT can't see or control*

60%

AI OUTPACING DEFENSE

*3rd year in a row.
Not gaining ground.*



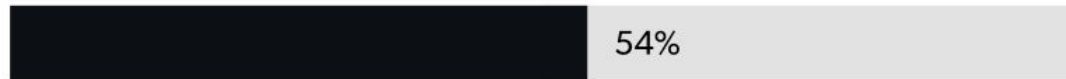
"The attacker used [Context.ai](#) access to take over the employee's Vercel Google Workspace account, which enabled them to gain access to some Vercel environments and environment variables that were not marked as 'sensitive' through compromised OAuth credentials."

How Are Admins Closing The Gap?



Which measures has your organization implemented to address AI related security and compliance risks?

AI tool usage monitoring and logging



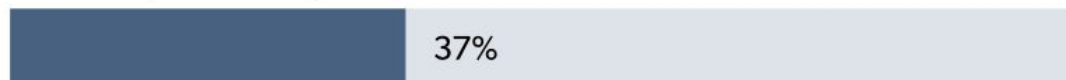
Employee training on secure AI usage



Role-based access controls for AI tools



Data loss prevention policies for AI use

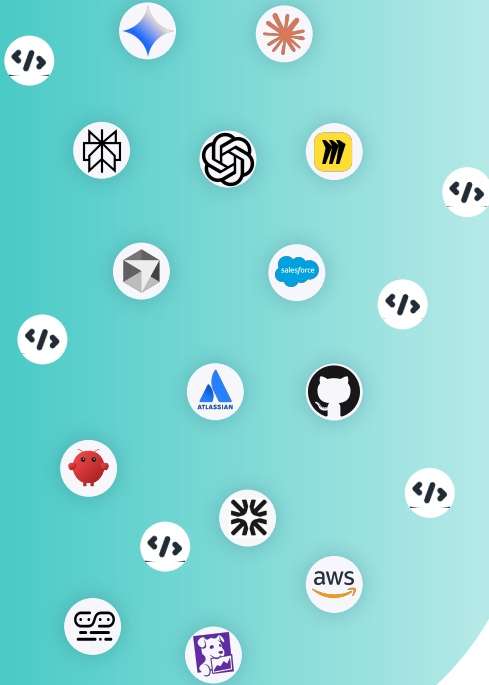


Intelligent, Secure IT

How JumpCloud Closes the AI Readiness Gap

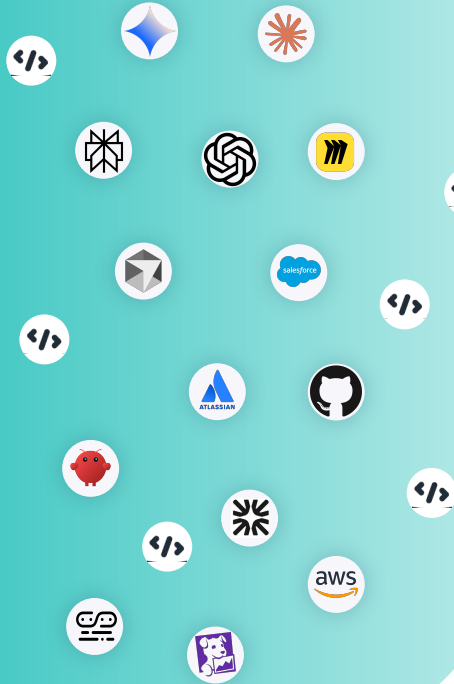
Agentic Lifecycle Management

Discover

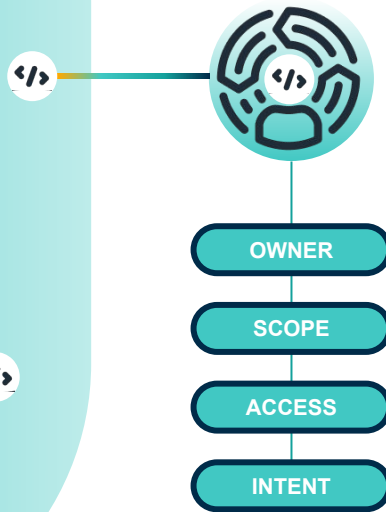


Agentic Lifecycle Management

Discover

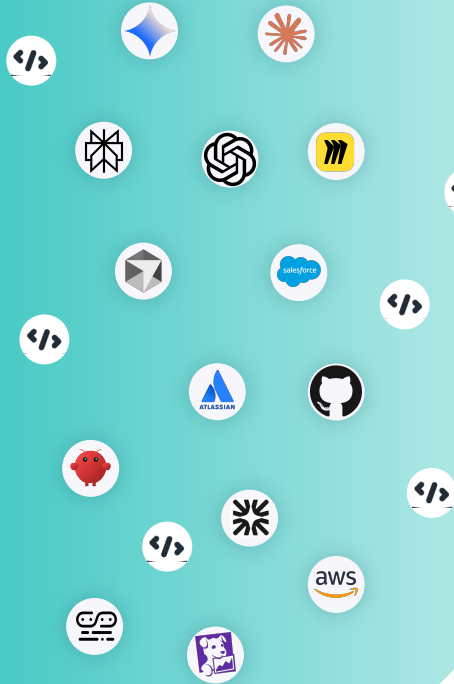


Register

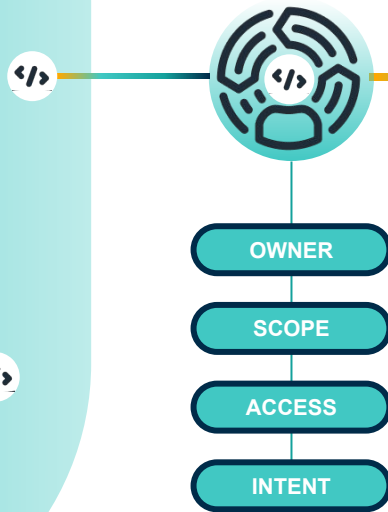


Agentic Lifecycle Management

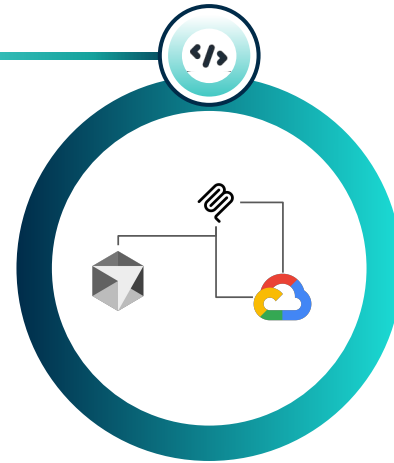
Discover



Register

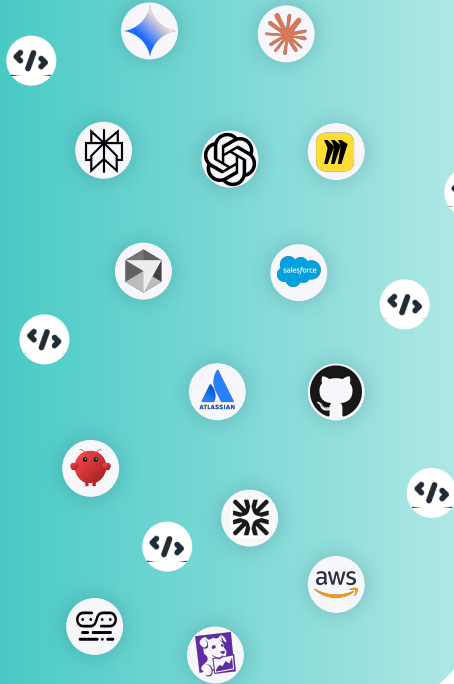


Manage

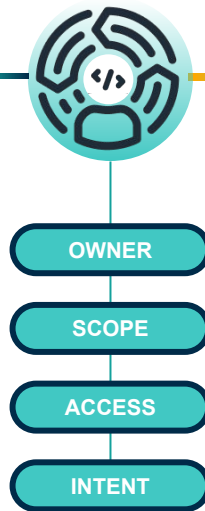


Agentic Lifecycle Management

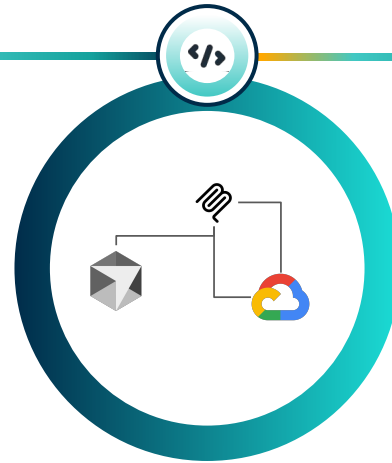
Discover



Register



Manage



Govern



Server Name	URL	Connection Type	Created At
 Gemini	https://generativelanguage.googleapis.com/	OAuth	4/14/2026
 Claude	https://api.anthropic.com/v1/messages	OAuth	4/12/2026
 Cursor	https://api.cursor.com	OAuth	4/13/2026
 OpenAI	https://api.openai.com/v1/responses	OAuth	4/13/2026
 Figma	https://mcp.figma.com/mcp	OAuth	4/12/2026
 Github	https://api.githubcopilot.com/mcp	API Token	4/17/2026
 Salesforce	https://api.salesforce.com/platform/mcp...	OAuth	4/13/2026
 Atlassian	https://mcp.atlassian.com/v1/mcp	OAuth	4/11/2026
 Slack	https://api.slack.com/mcp/v1	API Token	4/16/2026

THANK YOU

Access The Full Report

Visit us at the booth

To hear more about how JumpCloud can help your organization become more AI ready



Start Free with JumpCloud

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