

ITAM Expedition

A Journey to Asset Maturity

Presented at: Knowledge 17 TheaterNow



Our Challenge

- ▶ As enterprises continue to embrace Service Management, there becomes a greater need to maintain accurate Asset/Configuration Item data.
- ▶ With volume of managed work increasing, strong data governance, process maturity and tool automation become critical factors to reducing the administrative demands
- ▶ Strategic planning is required in order to align short term needs/pain points with long term organizational goals and best practices

Goals of IT Asset Management

- ▶ Govern accurate, relevance, and auditable IT asset data
 - ▶ Do we know what we have?
- ▶ Manage full asset lifecycle; sourcing to end of life
 - ▶ Do we have visibility to internal & external transactions on assets
- ▶ Create transparency between the business & IT asset data
 - ▶ Are we maximizing the value of our IT assets?
- ▶ Establish foundation to drive Continual Service Improvement
 - ▶ Can we define opportunity for process automation and operational orchestration?

"Data quality is the currency of IT Asset Management"

Asset vs. Configuration Item (CI)

It's an asset if:

You care about tracking the item's purchase, cost, depreciation, etc.

Documenting the service status, end-of-life and/or destruction is required

There are associated contracts; maintenance, warranty, license, etc.

Inventory tracking is expected



It's a CI if:

You monitor and track technical specifications

It may be associated with an Incident, Problem or Change record

You need to know the item's relationship to other items





ITAM EXPEDITION

What is ITAM Expedition?

ITAM Expedition provides customers a prescriptive accelerated path to implementing an IT Asset Management Program by utilizing ServiceNow's asset management and related modules



BASE



ASCENT



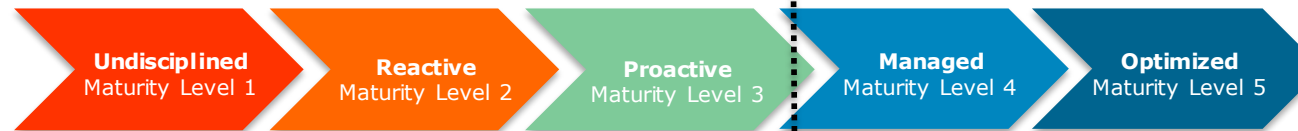
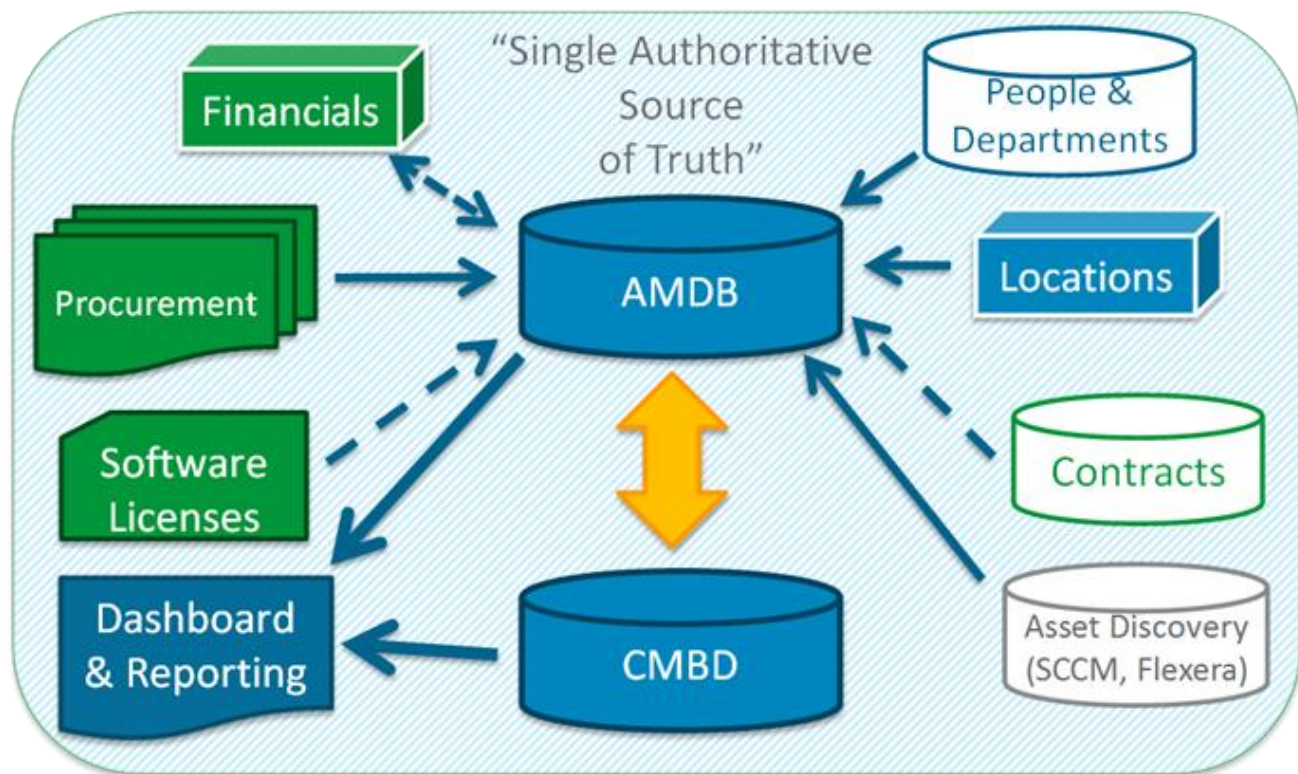
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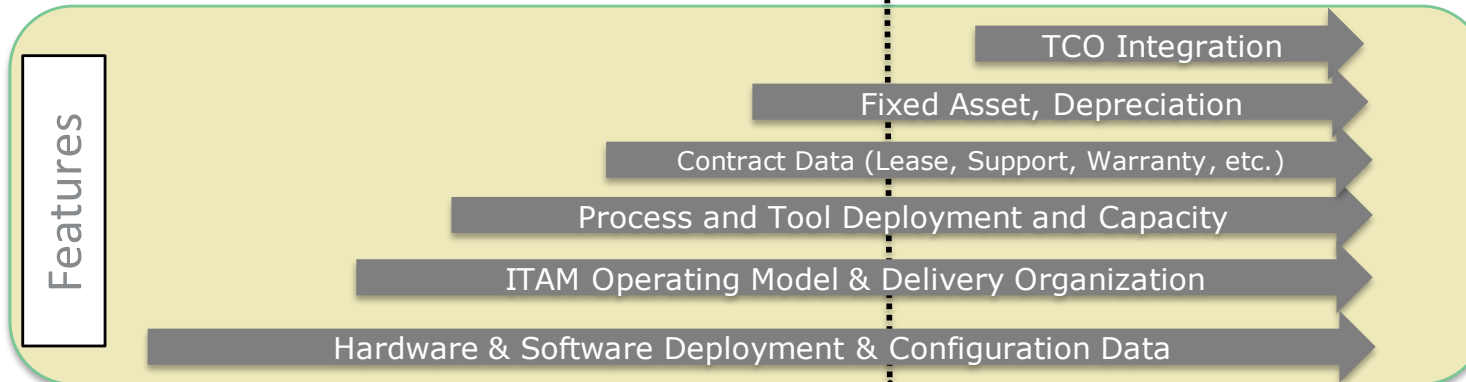
SUMMIT

- ▶ **Four (4) unique offerings** levels - Base, Ascent, Crest & Summit - that can be implemented individually or bundled to address the client's current needs while maintaining a best practice path to ITAM maturity.
- ▶ Each **offering level** is designed to be a prescriptive solution that, similar to our other accelerators, requires minimal customization.
- ▶ Allows a customer to '**join the journey**' at different levels based on their current maturity state and follow our offering suite path.
- ▶ Account for clients that **previously** have implemented ITAM SMA and are looking for opportunities to grow their investment.

Asset Management Accelerator Value Adds



Characteristics	Undisciplined Maturity Level 1	Reactive Maturity Level 2	Proactive Maturity Level 3	Managed Maturity Level 4	Optimized Maturity Level 5
	Lack of Process/Tools	Point in Time Inventory	Managed Data Inventory	Automated Software Compliance	Minimized Asset Spend
	Disparate Data	SW mgmt. via spreadsheet	Functional Asset DB	Integrated ITSM Processes	Full Lifecycle Automation



Asset Management Maturity Starting Point



Asset Management Accelerator Sample Artifacts

Process & Technical Guides

Best Practice Workflows

Roles and RACIs

Task ID	Task Name	Requester	Approver	Reviewer	Request Manager	Request Approver	Request Reviewer	Request Approver	Request Reviewer
AM01	Order Asset RACI								

Pre-Defined Business Rules

Rule ID	Rule Name	Description	Initial Position
BR001	Change associated to a problem and populate the change source - Problem	Change associated to a 'known incident' and populate the change source - Incident	Reduce logging time

Import Templates

KPI Driven Reports

In Summary

IT Asset Management is more than “stickers and software”

Own your journey – plan for your goals & set the course

IT Asset Management’s value is rooted in data quality

When in doubt, engage the experts to grow your knowledge





Thank you.