

Right Practice: IT Asset Management Repository Deployment

- Impact:**
1. ITAM Repository
 2. ITAM Life Cycle
 3. Project Management
 4. Value Creation
 5. Return on Investment
 6. Risk Management

Business Problem

Implementing an IT Asset Management (ITAM) repository is a strategic decision whose value can be realized when an organization understands how the repository will make their ITAM program successful.

An organization may find that deriving value from an ITAM repository can be an organizationally disruptive since repository technology will need to be deployed, customized and integrated with corporate systems.

The IT service organization will need to perform specific ITAM support processes to capture meaningful changes within the distributed IT environment. Ensuring data accuracy within the ITAM repository for management purposes.

Enforcing IT asset data accuracy through user interaction and / or by automated means will allow adoption of the ITAM repository as a corporate information source.

- Each organization needs to:
- Define their appropriate level of automated / manual ITAM repository interaction to be effective in maintaining an accurate IT asset repository.
 - Commit to the integration of the ITAM repository into their corporate information sources so as to continue to harvest value from their ITAM investment.

Questions

When does an organization require an ITAM repository?

How can an ITAM repository be implemented with minimal organizational disruption while providing value?

What are some of the long-term benefits to implementing an ITAM

Right Practice: IT Asset Management Repository Deployment

repository?

Analysis

An ITAM repository provides information of record associated to:

- **Asset Detail:** User, Usage, Status, Location, Associated SW and HW Assets
- **Ownership:** Contract, Warranty, Lease, Purchase
- **Financial:** Fixed Asset, Expense, Accounts Payable, Purchase Order, Major Project Expenditure, Charge Back
- **Legal:** Compliance, Contract Management, Negotiation
- **Procurement:** Requisition, Purchase Order, Lease, Contract, Receiving, Technology Refresh

The integrated information is referred to as IT asset "Portfolio" data.

An organization defines their IT asset portfolio data model by associating "data sets" of information.

These data sets may include:

1. *User:* User ID, Cost Center, Manager, Department
2. *Location:* Country/City/Building/Floor/Area Cube, Department, Logical Business Unit, Building Resource Requirements
3. *Asset:* Parent to Child relationship between Assets, Software on Physical IT Asset, Hardware & Software Inventory.
4. *Ownership:* Contract, Warranty, Department, Cost Center, Usage
5. *Financial:* Purchasing, Charge Back, Fixed Asset Management

Best in class ITAM repositories track IT asset portfolio data. Enabling transparency to an organization's IT assets and their associated data elements.

Providing the framework to:

1. Monitor costs
2. Reduce service costs
3. Manage Risks
4. Automate Workflow
5. Proactive Asset Management

Implementing an ITAM repository requires a clear understanding of program drivers.

Right Practice: IT Asset Management Repository Deployment

Prioritizing ITAM drivers defines the path to achieve effective value creation for the organization.

An organization will then need to validate their design assumptions through solution modeling scenarios that focus on achieving Return on Investment objectives. This is performed after ITAM program drivers and the IT asset Portfolio data model have been defined.

The modeling scenarios may be combined to address tactical and strategic requirements.

Understanding the Return on Investment model against the organizational impact will produce the requirements for implementing an ITAM repository.

Business Value Implementing an ITAM repository may produce the following value:

- Enable an organization to report on the state of each asset and their associated condition, user, location within the organization.
- Reducing the overall desktop support service costs 10-15%.
- Good quality asset data can be integrated into a help desk solution reducing yearly help desk support costs by approximately \$50.00 per-desktop per-year.
- Project cost savings will be realized since tactical asset inventory collections will not need to be performed in the future to support technology refresh programs.
- Buy versus redeploy purchase decisions can realize a savings of 10-20% savings through cost avoidance by minimizing over purchase of software licenses and hardware assets.
- Risk avoidance will be achieved by tracking software contracts to actual usage metrics. Ensuring software compliance and better negotiated enterprise software license agreements.

Right Practice: IT Asset Management Repository Deployment

Summary Build a solid business justification model with conservative and achievable Return on Investment objectives.

Prioritize ITAM drivers, build portfolio data model, use real data to justify technology decision.

Implement tactically but think strategically.

Aggressively market project success to solidify sponsor commitment and gain business unit acceptance to your program that has future disruptive implementation elements.

Monitor, Measure, Improve your program to ensure achievement of business value.

Disruptive ITAM / corporate process are:

1. Acquisition Integration
 - a. Catalog Management
 - b. Standard / Non-Standard Acquisition Process
 - c. Buy vs. Redeploy (SW / HW)
 - d. Contract Management
 - i. Hardware
 - ii. Software
 - e. Asset Receiving
 - f. Invoice Reconciliation
 - g. Accounts Payable
2. Change Management (Installation, Move, Add, Change)
 - a. Product Staging
 - b. Installation, Move, Add, Change
 - c. Projects
 - d. Decommission

For Additional Information Please Contact:

Benito Esquenazi
RiverBend Solutions
914-953-7459
Benito.Esquenazi@RiverBendSolutions.net