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Connected and Secured Asset Data in One Place

How to deliver a comprehensive and integrated IT asset lifecycle management in one platform

Inside:

With impressive growth come unexpected challenges. As your organization has adopted a hybrid work environment, it has opened the door to increased employee productivity, improved employee satisfaction, and more responsive customer service. But there's a catch; your IT team now has to manage an increasingly complex IT estate spanning a huge and diverse range of endpoints. At the same time, your internal lines of business are also straining to update their workflows for a more modern age.

This eBook provides you with a comprehensive overview, practical steps and illustrative use cases to help your organization connect and secure all asset data in one place, so you can truly understand what you have.

This eBook is part of the ITSM+ Toolkit

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Challenge

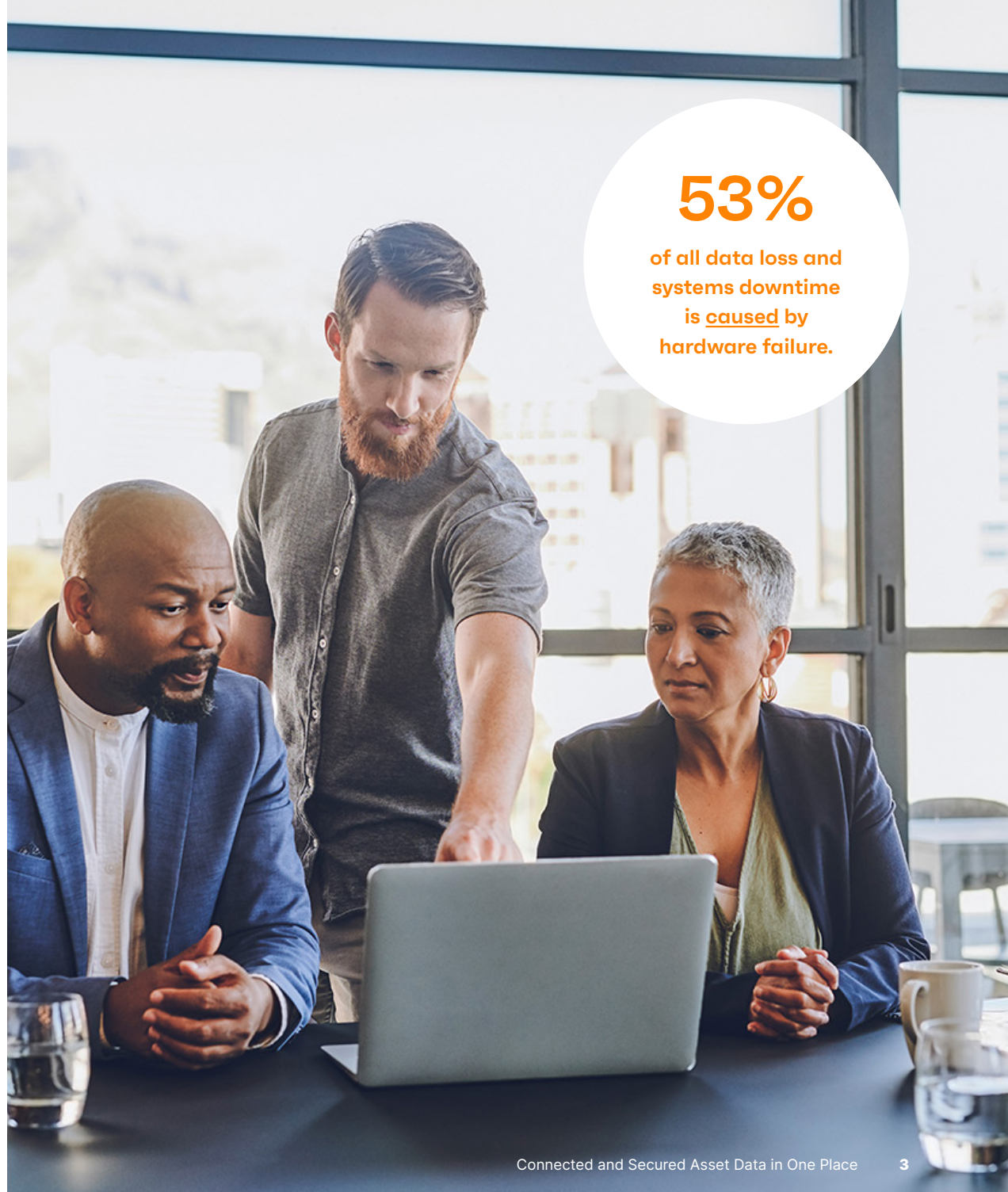# Maintaining and managing all IT assets' data in one place.

Reconciling the records between multiple discovery and/or inventory tools, let alone keeping accurate records in your IT asset tracking spreadsheets, consumes time you simply don't have. Without the benefit of intelligent tools to automate the IT asset discovery process, your team might not get around to making critical updates on a timely basis.

While you're trying to make sense of all the conflicting information before you, crucial IT assets are likely going unmanaged and unprotected–putting your business at risk. This is why it's essential to create a **single source of truth** for all of your business assets and keep it continuously up to date.

Did you know?

32% of ITAM professionals view the needs of different groups in the organization to be so completely different that they require separate systems.

53%
of all data loss and systems downtime is caused by hardware failure.

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Answer

Comprehensive IT asset lifecycle management, integrated with existing tools and delivered in one platform.

Find an IT asset management solution that gives you a unified view of **all of your IT assets**, including hardware, servers, clients, virtual machines, cloud and software assets — as well as data on their usage, performance, and warranty status. The right solution will be able to automatically and continuously keep tabs on all of these assets from purchase to disposal, providing you with up-to-date purchase, use and spend information at a glance. All of these insights will help you make smarter decisions about the assets in your IT estate.

If your organization already uses a configuration management database (CMDB), consider how you will integrate the two systems. By proactively crafting a plan for improved IT asset management, you'll be able to successfully **track, configure, optimize, and strategically manage** all of your IT assets through their entire lifecycles. With all asset details at the ready, your service desk will be able to resolve issues faster and more effectively. Your security teams will also be able to easily identify potential compliance issues or security vulnerabilities, enabling the organization to better manage risk.

Why is the inventory data I get from Active Directory not enough?

Many businesses use Active Directory to manage IT users and assets, but it was not designed with today's Everywhere Work environment in mind. With a newly expanded IT estate spanning on-premises data centers, cloud applications and services, and mobile endpoints, IT teams need more robust tools to **accurately and efficiently track and manage** all of their assets.

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How to

Implement an integrated and sustainable asset management process across the organization.

What are normalization & reconciliation?

Normalization is the process of making sure that assets' names and other key information about them are standardized. By reconciling the asset data you bring into your IT asset management solution from the various data sources you have used so far, you will be able to create a single source of truth for all of your IT assets.

1

First, **define what you need to track**. This step will aid in performing asset mapping of both IT and non-IT assets, including hardware, software, and consumables. Next, **decide what information you will need** to collect in order to track the full lifecycle of each asset type (for example, usage, performance, location, warranty, licensing status, contracts, vendors, and patch status). Create a plan for how you will track managed assets versus unmanaged assets.
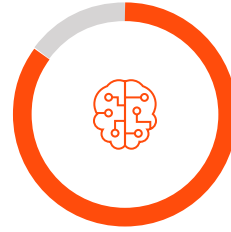
2

Next, **normalize and reconcile your asset information** by making sure all of your assets are uniformly named and cataloged. This will allow you to create a single source of truth for all of your IT assets that your organization can trust. Third party **data connectors** can augment your existing records, automatically creating a 360 degree asset view on your behalf and keeping it continuously up to date.

3

Finally, give some thought to how you will **incorporate** your new IT asset management processes **into your regular, cross-departmental workflows.** That way, nothing will fall through the cracks once your single source of truth is in place.

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⊕ Benefits

✓ Single lifecycle tracking and asset repository

✓ Improved vendor and contract management as well as better device and license management, resulting in optimized costs

✓ Asset management from anywhere

85%

of IT professionals view their asset management automation and AI investments as profitable ventures.

The opportunities with Ivanti Neurons for ITAM are endless. We'll also be able to see how much we spend each year to maintain our technology solutions and determine if we need to adopt cloud-based solutions, for example, in place of an on-premises solution to save money."

Jenny Rock, Product Engineer, City of Seattle

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Imagine this...

You can now connect and secure all data in one place.

An energy company used two separate tools to manage IT requests and IT assets. As the business grew, these tools became too large and unwieldy to meet the company's day-to-day requirements.

By updating to an integrated environment that includes both service management and asset management, IT was able to create a single source of truth for all of the organization's assets, both IT and non-IT.

From there, members of the IT team were able to quickly drill down into any of the company's IT assets on demand, access key details about those assets, identify the root cause of issues affecting employee productivity, and take prompt action to resolve them.

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Explore next steps in the full ITSM+ Toolkit.

Access your Toolkit

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