

MANAGING THE CLOUD

INNOVATIVE ITAM
PRACTICES NECESSARY



The Cloud – Now Embedded

- In many organizations the Cloud is now a business and IT strategy
- Traditional IT practices do not necessarily apply in a Cloud environment
- Metrics and Managing the Provider are Key Success Factors for ITAM in the Cloud
- Traditional ITAM Practices may need to be adjusted
- Traditional ITAM Tools may need to be manipulated

“Familiar” Cloud Providers



“Familiar” Cloud Providers

- Some of the giants in technology
- Most have existing business relationships outside of the Cloud
- Their goal is to leverage their technology and in turn supply such for others
- Is this really transformational or just the newest driver of revenue?
- This is a new business and billing model

“Familiar” Cloud Providers: AWS

- Newcomer to the IT provision business
- Cloud services an outgrowth of their own infrastructure best practices
- All assume that they are a well balanced company in technology so therefore are a stable platform. Is this true?
- Company prides itself on computing power and ability to control Cloud dynamics and granularity



“Familiar” Cloud Providers: Oracle

- Not really a “pure” Cloud provider
- Provides cloud “credits” to existing customers
- Entry into the Cloud market is based on mostly software audits and the conversion as a solution to those audits
- Is this an innovative way to get into the Cloud marketplace or just a new licensing initiative?



“Familiar” Cloud Providers: IBM

- Originator of the Cloud concept
- Heavy and vast marketing efforts to increase Cloud adoption
- Major provider of hardware (e.g. servers) to the entire Cloud vendor marketplace
- Prides themselves on global reach with superior security
- Most of the Cloud provisioning is for servers and storage



“Familiar” Cloud Providers: Microsoft

- Very heavy on Azure Products and 365 initiatives
- Part of future internal as well as external strategy
- Data is emphasized and digital management is key
- Huge internal Microsoft on to the Cloud
- Combines some of their offerings with IBM Cloud offerings



Who Else are Cloud Providers? EVERYONE!



Google Cloud



Types of Cloud Services

IaaS

Infrastructure as a Service (IaaS)

- Most basic Cloud category
- Rental of IT infrastructure from Cloud provider
- Pay as you go metrics
- Payments vary based on needs
- “Guesstimated” minimum commitments required

Types of Cloud Services

PaaS

Platform as a Service (PaaS)

- Supply of on demand environment for developing, testing and managing software applications
- Specific to internally developed versus third party applications
- Value proposition is not having to pay for infrastructure for the PaaS activities

Types of Cloud Services

SaaS

Software as a Service (SaaS)

- Delivery of software applications over the internet
- Providers host, manage application and handle upgrades and patches
- Normally sold via subscription basis

3 Cloud Deployment Choices

Public Cloud


- Owned and operated by 3rd Parties and delivered over the internet (e.g. Azure)

Private Cloud

- Cloud computing services provided and used by a single business or organization
- May be on or off site of the user organization
- Maintained in a private network

Hybrid Cloud

- Combine public and private Clouds with shared data between them



Many Vendors,
Many Types,
Many Choices-
Sound Complex?

IT IS!

- While a major Cloud selling point is based on reducing infrastructure complexity it actually increases management complexity
- Everything in the Cloud is dependent on the Cloud agreements
- The new ITAM paradigm is how do we manage what we are doing in the cloud and what do we consider a Cloud asset to be?

Innovative Cloud ITAM – Managing One or Multiple Cloud Providers

- IT managers need to have a clear understanding of the providers and their commitments to those providers in their organization
- IT managers should be thoroughly briefed by whomever is procuring the Cloud services as to commitments and expectations
- Cloud contracts need to be specifically reviewed and tracked in detail by IT management
- Cloud costs and the dynamic financials billed by Cloud providers need to be clearly audited by IT management as they are presented for payment

Innovative Cloud ITAM - Managing One or Multiple Cloud Providers

- Management analysis of the costs of the Cloud versus any internal company infrastructure costs need to be assessed on a quarterly basis; metrics used should be as billed by the cloud provider
- If more than one Cloud provider or a hybrid Cloud has been selected, clear processes for interaction between the multiple providers or types of Cloud need to be documented with data loaded in an ITAM system if possible
- Service levels, security breaches, fluctuations in usage and associated fees need to be tracked and monitored by IT management

Most Important Cloud Tips - Keys to Successful Cloud Management

- The ITAM team needs to build a working relationship with the technical, contract and financial groups that are working in the Cloud environment
- The IT manager needs to document effective management updates that include at minimum:
 - Efficiency and effectiveness of Cloud computing
 - Control of assets within the Cloud and percentage of error rates
 - Cost and efficiency of the Cloud versus non-Cloud environment

Most Important Cloud Tips – Keys to Successful Cloud Management

- Be sure there is a commitment in writing from Cloud providers to enable the capability to upload their Cloud metrics into your current ITAM tool environment (e.g. discovery, repository)
- Investigate any new tools available for ITAM in the Cloud to determine if providers may have more viable and effective solutions than are currently in your environment

Conclusion

- Is Cloud computing is here to stay? It depends on your tenure in technology
- Cloud provisioning can have a significantly beneficial effect on the computing environment if managed properly
- A thorough and extensive knowledge of the various providers, Cloud types and Cloud choices is a must
- ITAM must incorporate all factions of the organization's current and proposed Cloud arrangements and agreements into their ITAM processes and tools

IAITAM'S Final Advice

Just because it is now in a “Cloud” doesn't mean it doesn't need to be managed

Up Next...

Selling ITAM

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- Network with fellow Asset Managers
- Stay up-to-date with industry changes
- Obtain world renowned and required certifications


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SELLING ITAM

INFORMATION IS A TOOL;
AWARENESS IS A
STRATEGY!





How did we get
here?

Mainframe

PC

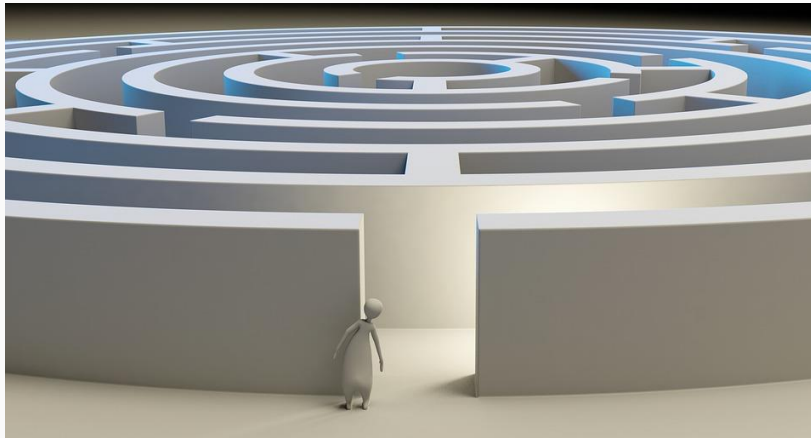
Laptop

Smart phone

Tablet

When do you have executive managements' attention? When disaster strikes!

Failed Audit



Lost Asset



Security Breach

One Degree of Separation

Planes, Trains, Ships, Hotels, Manufacturing Equipment,
Construction Equipment

- Are directly connected to the revenue stream
- Executives see the connection
- IT assets are beyond that first connection

“They don’t know what we do!”



The four steps to executive enlightenment:

1. Understand ITAM
2. Own ITAM
3. Empower ITAM
4. Engage with ITAM



Develop a Roadmap for Selling ITAM

Mission statements

Who are ITAM's allies?

Know your data

What governance?

Don't be shy

Six degrees of separation

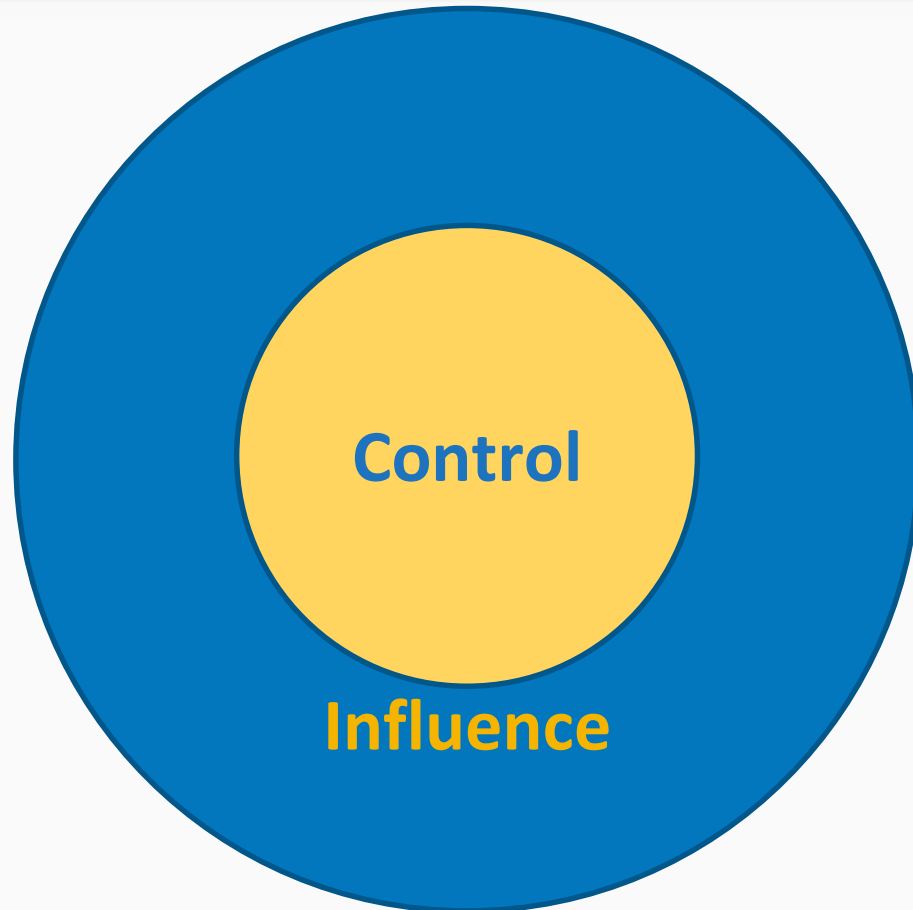
Mission Statements

ITAM advocates the interests of all parties affected by the investment in an IT asset

What is your organization's mission?

- Finance
- IT
- IT Security
- Legal
- Executive Team
- Human Resources
- Vendor Management
- Business Unit Owners
- Compliance
- End User

Who are Your Allies?



- Finance
- IT
- IT Security
- Legal

- Human Resources
- Vendor Management
- Business Unit Owners
- Compliance
- End User

Six Degrees of Separation to Combat One Degree

- Objective? Educate
- Know your data and the data you should know
- What are your organization's governance requirements?
- Invite yourself to meetings
- Implement Six Degrees of separation as a strategy

Metrics

Baseline

- Where are you today?
- How will you measure the success in future improvements?
- Consider hard dollars and soft dollars
- But what are the components of a baseline? Let's take a look ...

Metrics

Hard Dollars

- A measurement expressed as a unit of currency
- Example: amount of money saved by terminating a support plan for a product no longer in use

Soft Dollars

- A savings that cannot be accurately expressed as a unit of currency
- Example: reduction in failed software audit risk due to implementing SAM
- Beware the “cost avoidance” metric

Metrics

“You don’t know what you don’t know”

-- Any IT Asset Manager

- This is a metric!
- What should you know?
- How many of “what should you know” do you not know?

Example: how many assets on the network originated from the formal request / approval process?

Metrics

The Two Values of Any ITAM Metric

1. The number
2. The margin of error

Example: percentage of hardware assets whose location is known

60% +/- 50%

Implement a new process and a tool and one year later the numbers are ...

New: 30% +/- 5%

Old: 60% +/- 50%

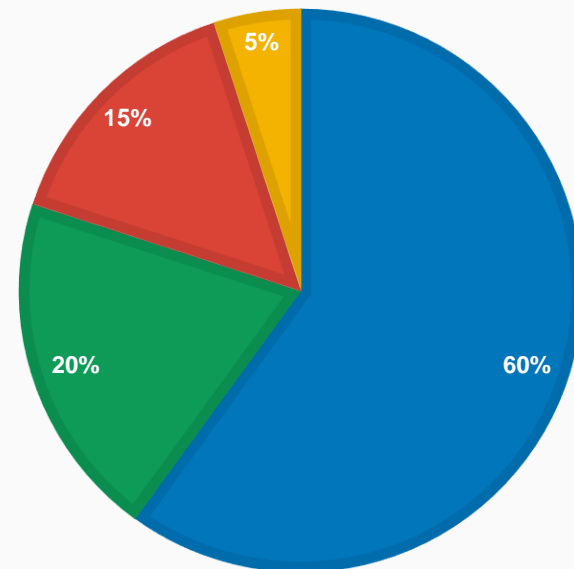
Was there an improvement?

For all of your metrics, how confident are you?

Metrics

MARGIN OF ERROR FOR OUR MEASUREMENTS

■ +/- 100% ■ +/- 50% ■ +/- 25% ■ +/- 10%



Metrics

Business Drivers

- Financial
- Risk
- Efficiency

For example:

- Economic downturn
- Failed audit
- Multiple software versions

Conclusion

- You are in sales and marketing competing for resources and support
- Create a mission and align it with other missions
- Identify your allies and influencers
- Define your metrics
- Create a five year communication and education roadmap

Up Next...

Tool Implementation

Need help??

IAITAM's friendly Member Services staff is on hand to assist in your IT Asset Management needs.

Give us a call at
+1.330.628.3012
Mon-Fri 8a-6p ET



TOOL IMPLEMENTATION

“REAL” DATA INTEGRATION
A MUST



ITAM Tools and Suites- Why Have they Fallen Short?

- ITAM individual tools and tool sets have been in the marketplace since the early 1990s.
- So why are most organizations still without a stable ITAM tool strategy and platform?
- Some of historical reasons are:
 - Pioneer tools were F key driven and cumbersome to use at best
 - Suites were developed with a specific platform “bias” (mainframe, server, PC); one size does not fit all
 - The “hype” in the ITAM tools section was immature and rushed, at best, without concentrating on the most important part of the tool which was the data

ITAM Tools and Suites- Why Have they Fallen Short?

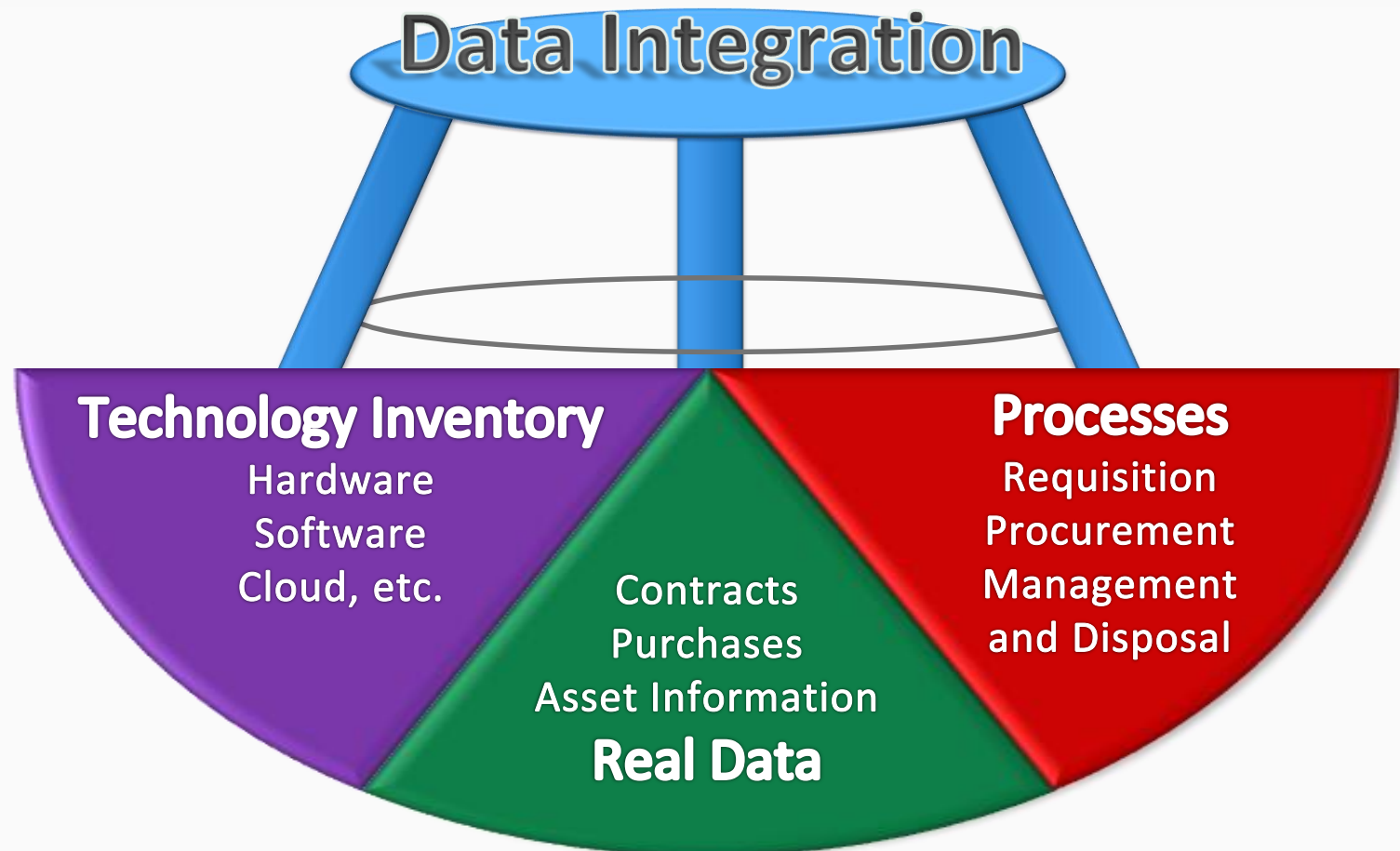
As with most of technology:

- Organizations were sold the “latest and greatest” products promising a “silver bullet for ITAM”
- Different “factions” within the organization (IT, Finance, Management, Procurement, etc.) were sold multiple solutions that did not integrate in many cases

THE RESULT:

Organizations have started and restarted and procured ITAM tools over and over again thinking the tool is a failure

Data Integration: The Three Legged Stool Concept



Technology Inventory- What do we have?

- Organizations continue to struggle with actual technology asset data
- Hardware has become a focus of many activities once again
- Tracking software and Cloud is “daunting” at best
- Multiple discovery tools for hardware and software present a partial view of the assets
- Keys to successful data requires creating a link from the discovered titles and attributes to the assets contained in a repository

Technology Processes

- Processes that feed data into ITAM tools span the entire asset lifecycle
- It is extremely important to:
 - Understand how all processes from requisition to retirement will feed into the ITAM tool
 - Concentrate on the consistency of the data as it flows through the lifecycle
 - If data is not understood and useful to each process group (procurement, change/configuration management, finance) the tool will be considered to be ineffective

Real Data is the Glue

- One of the most common mistakes in implementing ITAM tools is planning and testing with real data
- If the data being fed into the tools is not clean and consistent, the tool will be of very little advantage to the organization
- Don't rush and/or trust the testing process if real data that has been vetted for consistency is not used
- No "use case" available is going to substitute for "real data" scenarios

Following Tool Provider Hype - A Big and Costly Mistake

- Remember the lessons of the past in ITAM tools and suites
- Many tool providers now use the word “Cloud” in their tool name or as a selling slogan; this is in the hope that upper management will yet buy another ITAM tool
- Discovery tools catalogues continue to be scant and a reflection of their customer experiences only
- Every CMDB and ITAM tool vendor claims to have the best ITAM repository in the industry
- Bottom Line: ITAM tools are only as good as the data that they house or provide

Following Tool Provider Hype - A Big and Costly Mistake

- ITAM tool providers are in business to make money
- Tool providers will promise that their tool can do everything on any platform
- Procuring multiple tools to manage technology only causes more complexity when integrating data into the tools
- Tool providers, when selling the tool, promise that ITAM and data integration will be “made easy” through use of their tool
- In many cases, it is not the tool but the follow on services that are very lucrative to the provider and their network of sub providers

Interacting with “Real” Data – This is not a Test

Success with “Real” data consists of:

- Asking the provider looking to sell the next best ITAM tool to input a sample of your data and do a full demo based on such
- While implementing or re-implementing ITAM tools be sure that all processes outlined in Use Cases are realistic and innovative; run “Real” data through the Use Cases as early as possible in the planning process
- Start examining the data in existing systems for accuracy and integration constraints long before a “go live” tool date

Interacting with “Real” Data – This is not a Test

- DO NOT customize the ITAM tool unless it is absolutely critical and upper level management has signed off on such customization
- DO NOT import data that has not been “cleaned up” into the ITAM tool; this is a sure recipe for disaster
- DO NOT do any testing whatsoever prior to “go live” that does not contain your “real” data; it is called “dummy” data for a reason!

Keeping It Simple - It's Not Simple

- Whoever tells you that data import is easy is wrong
- There is much diligent work to be done around your legacy as well as new technology data in order to feed it through the tools effectively
- Pre-planning on what data to incorporate and prioritize is a necessary step
- Understanding how the data you have prioritized will be populated is critical

Keeping It Simple - It's Not Simple

- Monitoring the process and data inputs and outputs during testing will determine many of the next steps in integration that need to be taken before “go live”
- Designating what you really, really want to get out of the tool and only focusing on the data in those fields will yield quicker success
- PLEASE, PLEASE limit and prohibit any free form text or miscellaneous field in the relational data based ITAM tools; this is neither sortable nor very helpful

Accurate Reporting Can be Golden Inaccurate Reporting can Kill the Program

What management expects after signing the checks for an ITAM tool is getting data that will:

- Assist in understanding waste in technology
- Assist in more effective spending patterns
- Assist in better planning and use of technology
- Reduce compliance issues and management of contractual commitments for technology
- Produce reports that can assist with technological and management decisions and add value to the entire organization

Accurate Reporting Can be Golden Inaccurate Reporting can Kill the Program

The next greatest challenge after data has been integrated into the ITAM tool is:

- Producing reports that are useful to all businesses and management in your organization
- Producing reports in a very timely manner as required by the business and management
- **ACCURACY!** The first report that proves not to be accurate from a data perspective is a common reason for scraping the current tool and possibly starting over again

Accurate Reporting Can be Golden Inaccurate Reporting can Kill the Program

Some typical reports include, but are not limited to:

- How many assets are allocated to a certain business or project?
- What are my installed versus procured assets?
- What are my installed versus used assets?
- How many 3rd party providers of technology do we have?
- Are my assets limited to use in a geographical region?

Keeping Data Fresh and Current

- Data integration, population and value is not a one and done event
- There needs to be a team of people who continuously need to:
 - Evaluate the existing data in the ITAM tool for accuracy
 - Test and integrate any “new” technology asset class (e.g. Cloud) into the ITAM tool

Adding “Real” Business Value with “Real” Data

- Many of the reasons that the ITAM tool environment is still immature is that business value is not apparent
- We believe that this is because “real” data has not been integrated into the tools effectively
- If the ITAM tool is reviewed, previewed, planned and tested with “real” data the risk of adding NO business value is greatly reduced
- This may not be the quickest fix for the ITAM tool provider but will yield significant value to your organization

Bottom Line: It's all About the Data

- No matter how good the tool looks, without “real” and accurate data, it will be viewed as a failure
- Data needs much work in most organizations before being ported into the ITAM tools
- Don't let the industry and tool providers' “hype” rule your data integration activities
- DO NOT customize the tools to incorporate what you are currently doing; think out how your process and data can best be used in the tool
- Add value to your customers and the business!

Up Next...

Reconnecting HAM & SAM

ITAM –

Where to Start?

IAITAM offers an array of best practice resources to assist in planning and implementing an ITAM Program that works for your organization.



RECONNECTING HAM & SAM

THE YIN AND YANG OF ITAM



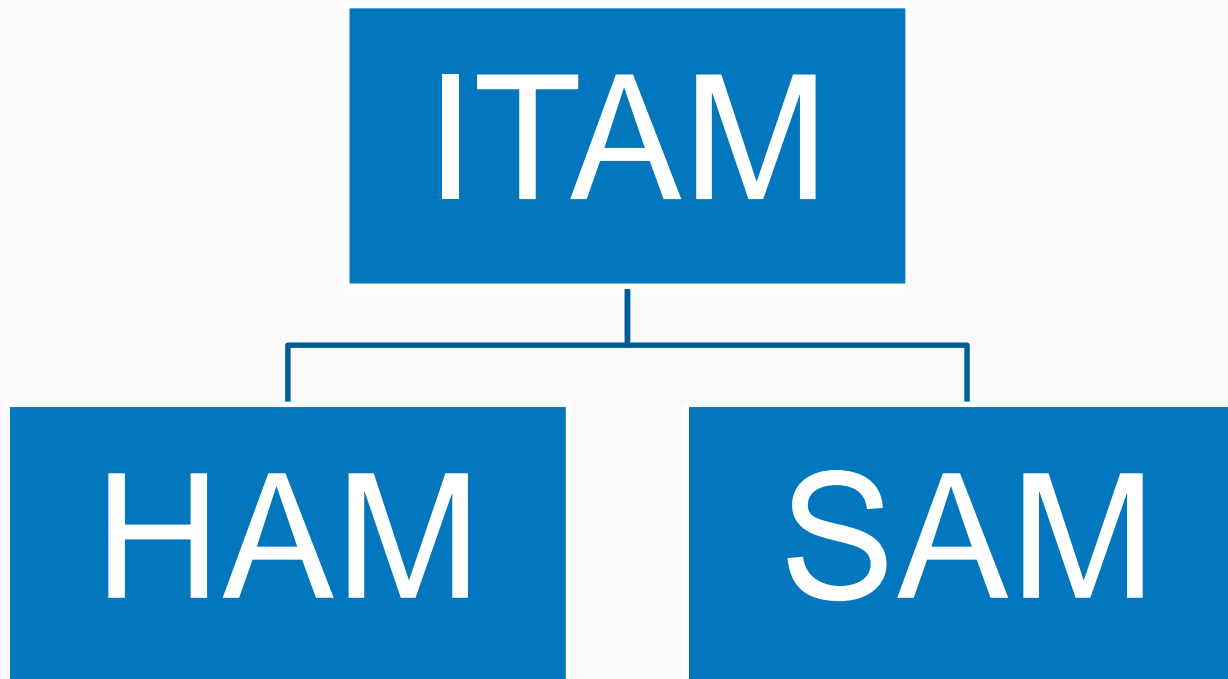


The History of HAM

- Mainframe
- PC
- Laptop
- Smart Phone
- Tablet

But they are treated different
than other asset

The ITAM Hierarchy



Location Location Location

- Software runs on hardware
- Data is stored on hardware
- Where, who, what and why?

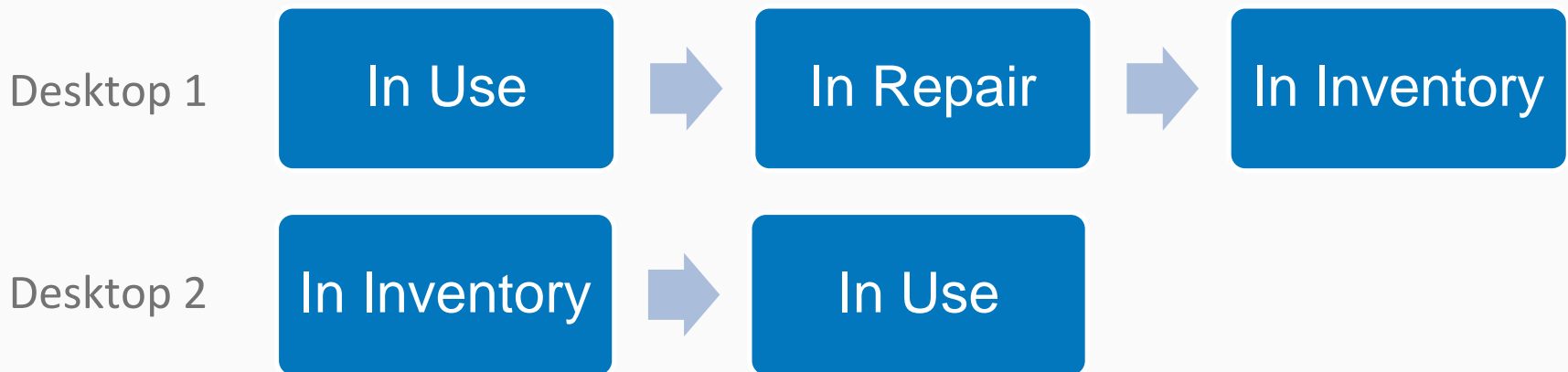
Tools:

- The asset tag – yes! It is a requirement!
- Barcode
- RFID
- Think supply chain!

HAM Desktop Scenario



HAM Desktop Scenario – Asset State



?-as-a-Service

Solution-as-a-Service

- The solution can be a combination of software and hardware

Hardware-as-a-Service

- Just like a lease, but may also include:
 - Data backup
 - Performance monitoring
 - Location monitoring
 - Security

CAPEX versus OPEX

?-as-a-Service still requires HAM!

Cloud Service Providers Must Do HAM!

- Secured location
- Secured movement
- Secured redeployment
- Secured disposal
- Their HAM must be at least as good as yours
- What are their redeployment policies?
- Contract, contract, contract
- Trust but verify

Cloud Service Providers Must Do HAM!

Software-as-a-Service Providers

- Your data

Platform-as-a-Service and Infrastructure-as-a-Service (PaaS, IaaS)

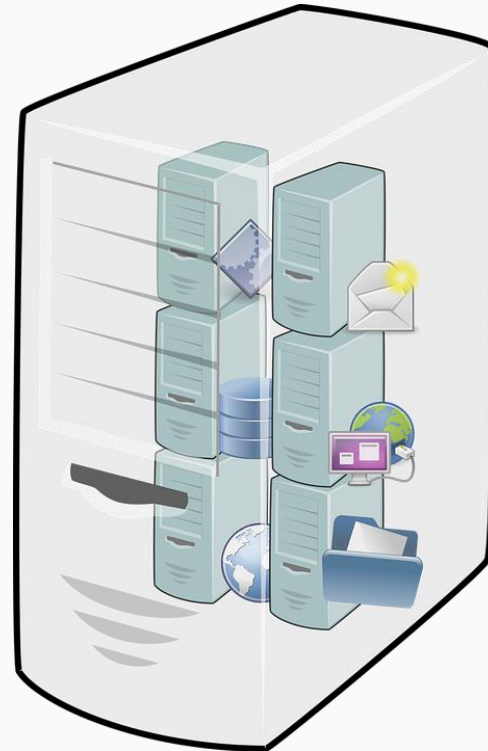
- Your data
- Your software including compliance requirements

Again, cloud service providers must do HAM!

Virtualization

Virtual servers are:

- a. Hardware
- b. Software
- c. Both hardware and software



Appliances

Definition:

- A turnkey solution consisting of hardware and software
- The turnkey is a solution from the user's perspective
- Limited administration required by the user
- Smart phones and tablets are not appliances
- Security servers and voting machines can be an appliance
- Commercial Off-the-Shelf Software (COTS) in an appliance
- Impact on HAM tools and processes

Hardware Contracts

- Warranty and Extended Warranty
- Service Level Agreement (SLA)
- HaaS
- Feature licenses



Conclusion

- Assess your understanding of HAM
- Assess your organization's support of HAM
- Identify your HAM's strengths and weaknesses
- For cloud services:
 - Review the current contract language
 - Add new contract language
 - Assess service provider's HAM program
 - Review service provider's HAM reports

IAITAM's world renowned and required certifications cover IT Asset Management from Novice to Expert along with focused education on Software, Hardware, Mobile, Disposal and bridging the gap between ITAM and IT Security.

Learn more at IAITAM.

Up Next...

IT Contract Management



IT CONTRACT MANAGEMENT

10 STEPS TO SUCCESS





Are there Only Ten Steps to Success? No!

No piece of technology exists on its own. All technology originates from some sort of contractual agreement.

An effective IT Contract Management strategy consists of addressing multiple moving parts and pieces that combine to represent the agreement for acquisition and ongoing management of IT.

Each piece requires multiple standards and consistent processes to successfully address the understanding of the contract and its relationship to the other agreement pieces.

Success actually requires many sub steps underneath each major step in the Contract Management journey.

What Are the 10 Steps?



Step 1: Read



- This seems like a “no brainer”; it is one of the most ignored practices in IT Contract Management
- Understand that IT providers have many, many legal resources combing over and changing business terms consistently, while your organization’s legal staff may have a few who generally can share their precious time to review those terms
- IT provider’s attorneys craft business terms that contain many “gotchas” while your attorneys concentrate on the pure legal terms (e.g. infringement, warranty, intellectual property, etc.)
- Becoming a “student” of the business terms and reading them to understand where the “grey” areas might be is key to your success and best practice IT Contract Management

Step 1: Read



Samples of areas of concentration in IT Contract Management include but are ABSOLUTELY not limited to:

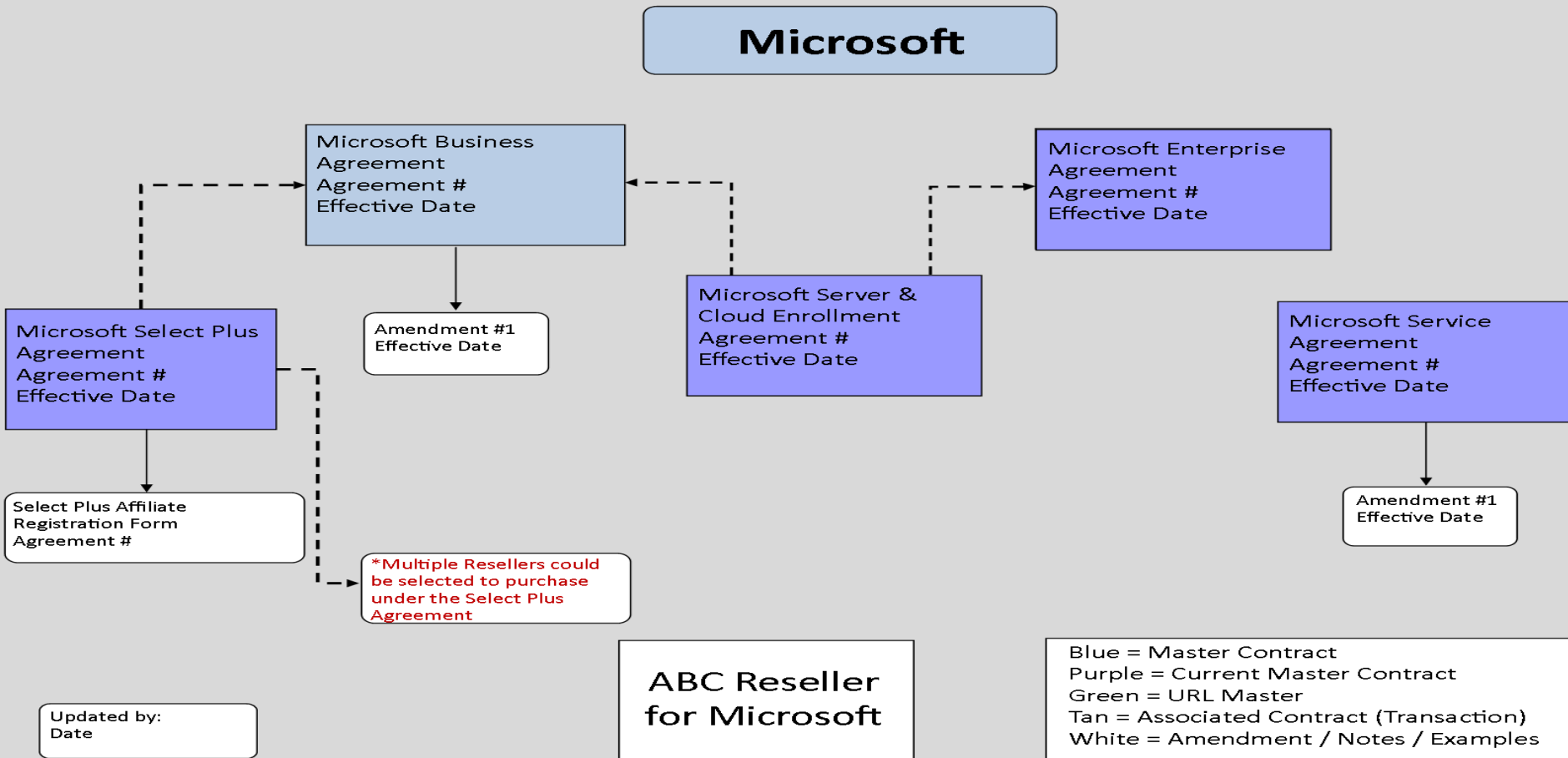
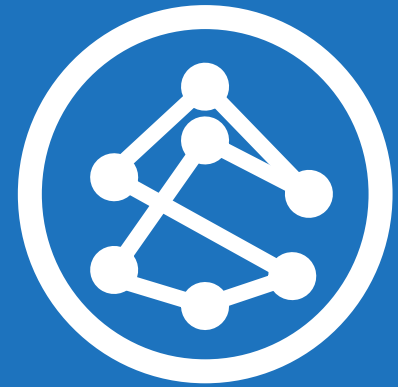
- **Definitions-** Normally on the first page; capitalized and used throughout the agreement for the business meanings; normally ignored but set the stage for the business obligations
- **Use Rights or Grants of Rights to the IT-** This outlines the relationship of what is being provided to you and what you can do with the IT provider (e.g. software use, license rights, hardware purchase rights)
- **Audit-** Audit clauses can have a variety of titles so read very carefully; this is the one clause that can cost your organization millions of dollars if not clearly outlined and understood
- **Term and Termination-** It is very important in IT Contract Management to know when a contract begins, ends, and for what reason a contract and relationship can be terminated (e.g. auto renewal, termination, etc.)

Step 2: Connect the Dots



- Connecting the dots means understanding all of the parts of the contract that are associated and pertain to your organization for a given provider
- This seems simple but is extremely complex in many IT contract structures
- It is a critical success factor that each provider be fully understood as to all of the contract elements that affect your IT assets and recorded in a clear graphic format
- Doing the diligent work of following the contract trail and then outlining it in a graphic format will be groundbreaking for your organization

Step 2: Connect the Dots A Graphic Representation



Step 3: Standardize & Memorialize



- It is extremely important that everything that is done in IT Contract Management is examined for standardization, simplification and then memorialized so that consistent processes for all contracts are maintained
- This should be communicated and distributed to all parties involved with a given provider so that they can reference these standards in their daily practices
- Exceptions to the rule are numerous in IT contracts so those exceptions, where found, need to be listed for that provider

Step 4: Create Relationships



- Build relationships with legal, contract negotiation, vendor management and any other groups that are involved with creation or management of contracts
- Be sure to create and articulate the terms and conditions from an industry, business and financial perspective that you deem important in your agreements and standardize requirements as an organization wherever possible
- Make it clear that you are NOT trying to tell the other groups how to work in their expertise but just adding some business value that they can incorporate

Step 5: Understand Tools Integration



- Review current tools that may be in the environment with contract data collected within them
- Explore if existing IT management tools in house have contract capability
- Understand if correction or conversion is necessary to input the IT Contract Management data into an existing or new IT management tool
- The “what to convert” and “how to convert” of the data is the most important process in contracts to tools conversion

Step 6: Beware of URLs!



- Governing URL and or Click Wrap based agreements as well as embedded URLs for critical signed contracts that dictate terms and conditions are now commonplace
- Some of the largest technology providers (Cisco, Vmware, etc.) are almost purely URL driven
- Most organizations do not even know they are governed by URL contracts
- There are also very few specific standards and processes for URL Contract Management in most organizations

Step 6: Beware of URLs!



- Many of the URL terms are the most onerous terms from the last 30 years that had been negotiated OUT of signed agreement (e.g. Use rights, Audit, etc.)
THEIR BAAACCCK!
- If you are not tracking URLs in your environment and reporting to Legal and Vendor Management DO SO NOW!
- URLs are dangerous and will continue to tip the balance of advantage in IT Contract Management to the providers

Step 7: Self-Audit Early and Often



- Once the IT Contract Management program has been refined, it is imperative that a “self-auditing” function be created that is objective and can keep contracts current and correct; audit reports to management are a must
- The audit start date should be initiated once all of the IT Contract Management activities have been performed and certified in the system of record for contracts in your organization
- The recertification date for audit should be ideally between 6 months and 1 year after the audit start date

Step 7: Self-Audit Early and Often



Critical self auditing activities should include:

- Provider Company Structure – Making sure that the provider has not been acquired or merged into another company; also making sure that the provider has not acquired any other providers that may be in the Contracts Management tracking system
- Checking the Master Governing Agreements to be sure they are:
 - Current per the attachments; if there is a new Master it should then (only if superseding) replace old Master; if it is not a superseding but second Master, it needs to be added as a separate Master
 - Current for dates in Contracts Management system (especially for auto renewals)
 - Documentation on Master has not changed

Step 7: Self-Audit Early and Often



Critical self auditing activities should include:

- If URL and or embedded URLs have been placed on a URL list, alert the contracts managers renewing and or legal as to current URL standards and processes; also check the web for currently attached URLs in Contract Management system and any updates that may have changed on the web
- No new addendums/amendments/schedules/etc. have been done in the audit period that will affect the current Master contract; if there are new documents of this sort notify that the Master needs to be updated
- If any changes to any of the Masters or reference documents are made, check the current graphics representation (if provided) to be sure to update the graphics to reflect the date reviewed and or changed
- Check the transactions under audited masters to be sure the correct master is used

The above activities are not a comprehensive list in all organizations.

Step 8: Make Business Recommendations to Management



- Add business value based on leveraging IT Contract Management data to assist with management decisions for IT providers going forward
- Advertise, Advertise, Advertise - this is really important as significant wins in IT Contract Management are accomplished
- Align and adjust IT Contract Management to business goals going forward

Step 9: Re-Enforce Being Part of the Contract Team



- Notify vendor management and contract negotiation teams when significant contract or URLs are ready to be renewed
- Report on any updates and recommendations from an IT Contract Management perspective for the renewal or new agreement
- Request or “invite yourself” to any planning meetings
- Ask for any data in advance on new contracts and relationships that may be planned in the organization

Step 10: Training and Educate Others



- Sharing is always a “good” thing!
- Schedule training and provide education for any of the organization’s employees (both up and down stream on the org chart)
- Publish “tips and tricks”, white papers, lunch learning meetings, etc. to assist with Contract Management awareness and best practices

Conclusion

- IT Contract Management is Complex
- IT Contract Management is not “One and Done”
- Effective IT Contract Management requires a “student mentality” as to business terms and how they affect your organization
- These 10 steps are just the “Tip of the Iceberg” in IT Contract Management
- Being creative as the industry and technology evolves in the future will dictate success

GOOD LUCK!

Up Next...

IT Security



ACE 2020

IAITAM's ACE 2019 offers a magnitude of value – May 22-24 in San Diego, CA.

Features include:

- Dynamic keynote presentations
- Educational lectures
- Focused interactive workshops
- Exhibition full of ITAM industry providers
- Networking with peers from around the world

IT SECURITY

EMPOWERING IT SECURITY
WITH ITAM



In the News

Indian Bank Loses \$13.5m in Global Attack

California medical device manufacturer reports breach of 30,000 consumers

Malware targets cryptocurrency ATMs



In the News

Singapore health system attacked - 1.5m records stolen

Computer virus cripples top Apple supplier TSMC

Hudson's Bay Brands Hacked, 5 Million Credit Card Accounts Stolen

In the News

A new data leak hits Aadhaar, India's national ID database

Restaurant chain PDQ says customers' credit card info was hacked

Phishing scam costs Shiawassee County \$50,000

Security Frameworks

- ISO/IEC 27000 family – Information Security Management Systems
- NIST - Framework for Improving Critical Infrastructure Cybersecurity
- COBIT 5 - A Business Framework for the Governance and Management of Enterprise IT
- ISA 62443 family – Industrial Network and System Security

Things We Do, or Should Do?

Software patches

- Do they provide value to the business?

Manufacturing supply chain

- Where did that come from?

Hardware reliability

- Is it really just hardware or is there more?

Software Patches

What is the value to your organization?

How much time do you spend patching?

What else could you be doing?

What risks does the need for a patch introduce?

- Zero day
- Risk to critical systems





Manufacturing Supply Chain

U.S. Federal Government and
IBM Laptops

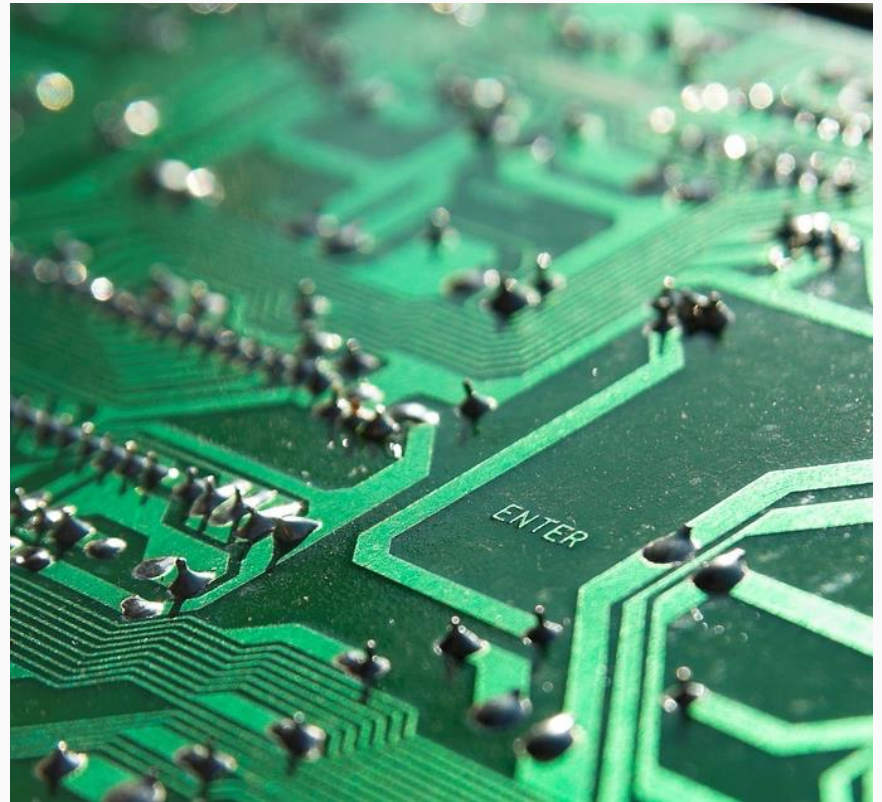
Where was your IT asset
manufactured?

- Hardware
- Software
- SaaS

How do you know? Should
you know?

Hardware Reliability

- Beyond supply chain, can hardware be hacked?
- Through software, yes!
- But what about the firmware?
 - Who is applying firmware patches?
 - What about turnkey systems?



Other Requirements



Privacy Laws



Publicly Traded



Tax Codes



Labor Laws



Security Frameworks

ITAM

Key Security Terms

- Physical security
- Data security
- Information security
- Cybersecurity
- Incident
- Controls



Examples of Security Controls

Identifying authorized and unauthorized hardware and software

Application software security

Admin privileges

Need to know rights

Systems configuration for security

Use rights

Fundamental Concept – the Triad



ITAM Processes

Request / Approval

- Centralized, user roles, IT standards

Receiving and Acceptance

- Accepting the risk, tracking

Deployment and In-use

- Tracking the risk

Disposal

- Removing the risk

Conclusion

- Attacks will continue, become more sophisticated and more damaging
- You must work with IT Security
- Examine your processes and your roadmap for alignment with IT Security
- IT Security **cannot** succeed without the function of ITAM

Thank you. Questions??

Pat Cicala

IAITAM Fellow and SME

- IAITAM
- pat.cicala@iaitam.org

Jon Silvey

IAITAM SME

- IAITAM
- jon.silvey@iaitam.org



Event Features

- ✓ Dynamic keynote presentations
- ✓ Educational lectures
- ✓ Focused interactive workshops
- ✓ Exhibition full of ITAM industry providers
- ✓ Networking with IT Asset Management professionals from around the world

