

IAITAM ACE

KICKIN' ASSETS
SINCE 2002

ITAM at the Center of the Ever-Expanding IT Universe!

Leslie June



NASHVILLE, TN
MAY 9TH - 11TH

Agenda

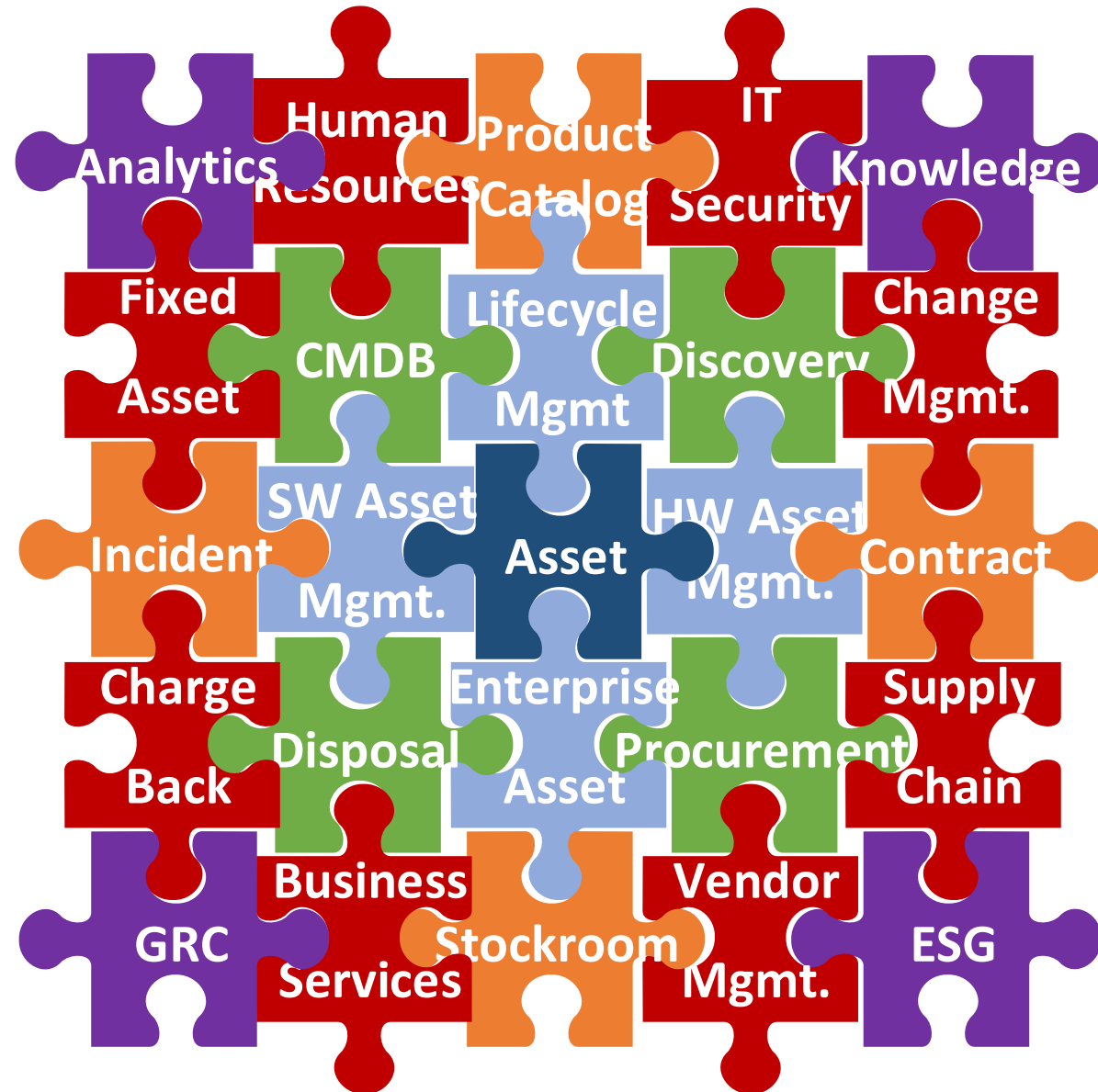
1. ITAM at the Center of Your IT Universe
2. Business Services Use Cases
3. A Business-Centric Approach to Building and Sustaining Your ITAM Program
4. The Healthy ITAM Program Framework
5. Carrying the ITAM Message



A Rockin' Healthy Asset Repository...

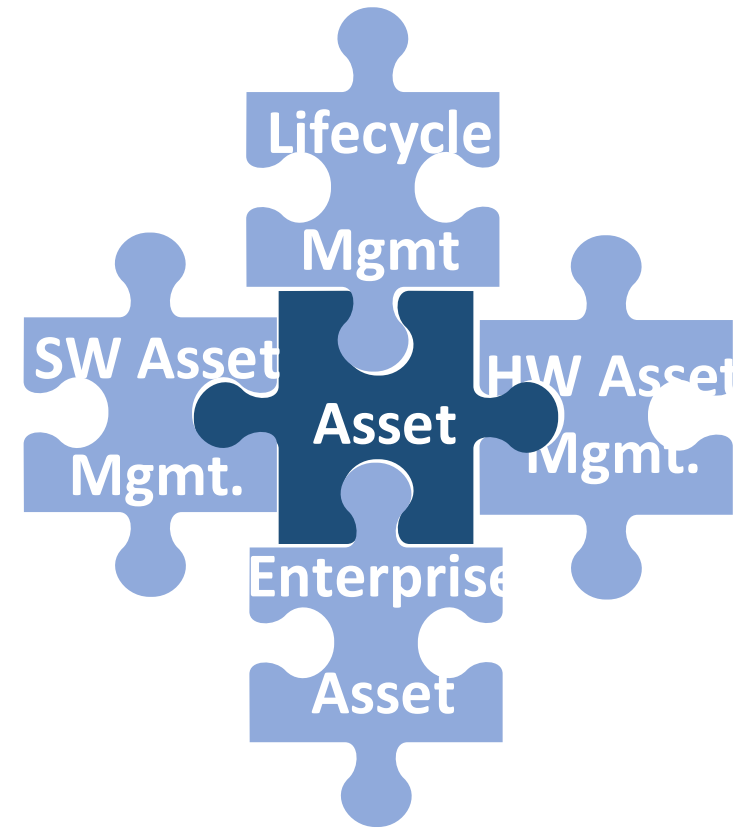
Informs, Empowers, and Optimizes

- IT Operations
- Finance
- Security
- GRC
- Business Services



A Rockin' Healthy Asset Repository...

- Includes all IT and Enterprise Assets your company manages
- Fully configured, governed, automated Asset Lifecycle Management (ALM)



A Rockin' Healthy Asset Repository is Sustained by...

- Procurement/Asset Birth
- Discovery and Synched Cis/Asset Active Life
- Disposal/Asset Death



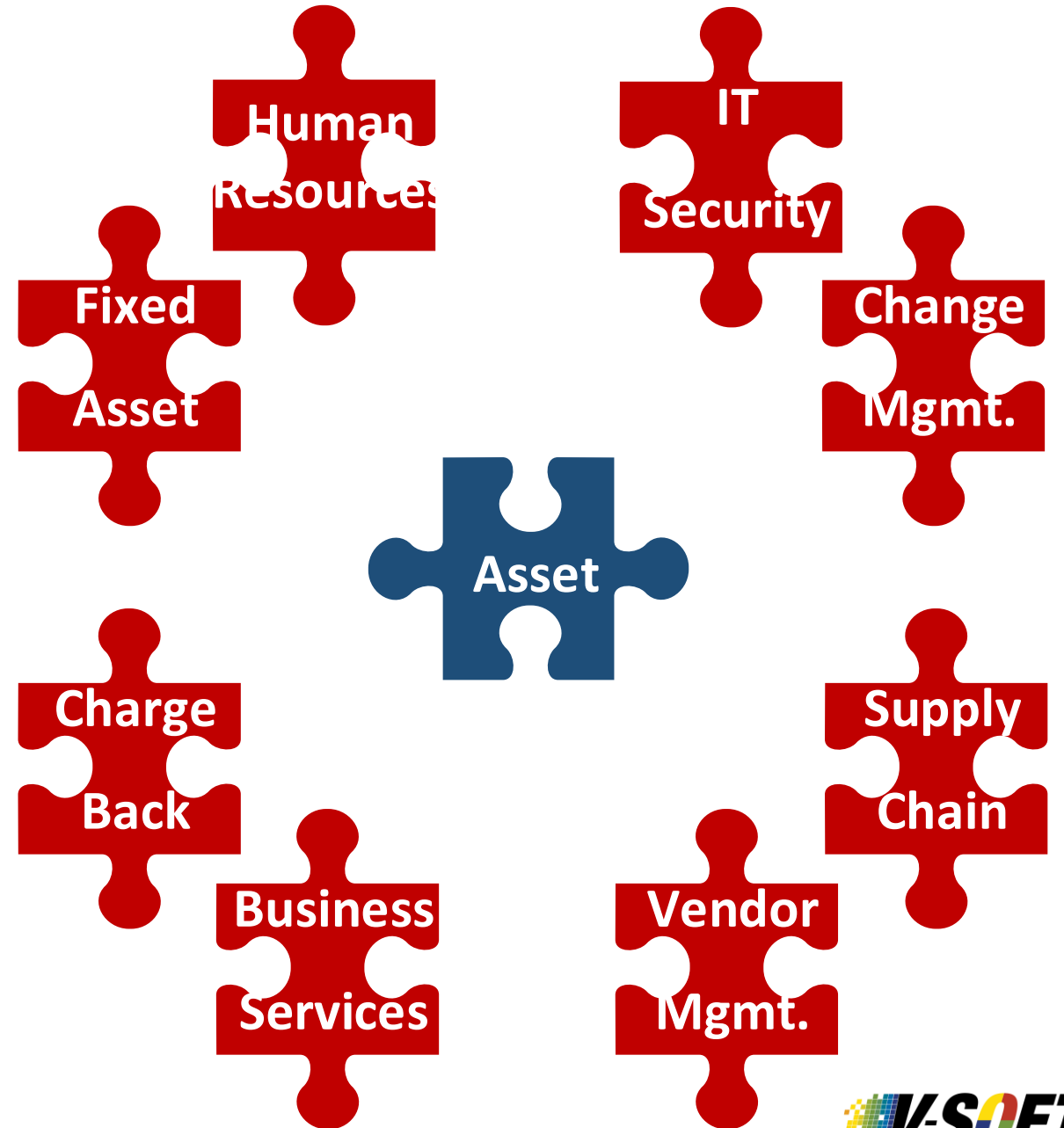
A Rockin' Healthy Asset Repository is Enriched by and Enriches Healthy...

- Models/Product Management
- Incident Resolution, Break/Fix
- Stockroom/Depot Ops
- Contract Management



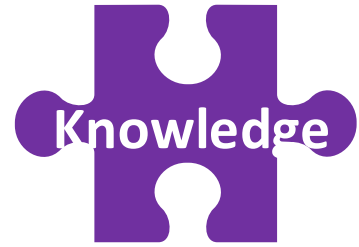
A Rockin' Healthy Asset Repository Enables Optimized...

- IT Security
- HR Onboard/Offboard/Move
- Finance
- Business Services
- Vendor/Supply Chain
- Change Mgmt.



A Rockin' Healthy Asset Repository Drives More Powerful...

- Business Rationalization
- Performance Analytics
- Knowledge Articles
- Environmental, Social & Governance/Risk Compliance (ESG/GRC)



Business Services Use Cases

Property Management – Pizza Chain



Enterprise Assets

- Security Equipment
- Power/HVAC Equipment
- Ovens

Asset Lifecycle Management Processes

- Acquisition
- Deployment/Installation
- Routine Maintenance/Audit
- Break/Fix
- Retire/Replace/Dispose

Reports/Dashboard

- Maintenance Dashboard Current, Upcoming
- Cost Trends by Type, Age, Vendor



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Business Services Use Cases

Delivery Fleet – Frozen Food Distributor



Enterprise Assets

- Trucks
- Scanners

Asset Lifecycle Management Processes

- Daily Route/Driver Assignment
- Annual Vehicle Registration Renewal
- Routine Mileage-Based Vehicle Service
- Daily Scanner Check-out/Check-in

Reports/Dashboard

- Vehicle Maintenance Dashboard
- Scanner Status and Allocation



Warehouse – Automotive Steel Finisher



Enterprise Assets

- RFID/Barcoded Rolls of Steel

Asset Lifecycle Management Processes

- Receive/Inspect/Stock
- Finish/Restock
- Deploy/Ship
- Audit

Reports/Dashboard

- Defects by Delivery Method/Vendor
- Forecasted Orders vs Actuals by Customer



Business Services Use Cases

Museum – Country Rock ‘N Roll



Enterprise Assets

- Museum Artifacts
- Display Cases
- Security Equipment

Asset Lifecycle Management Processes

- Receive/Prepare/Display
- Move/Redisplay
- Vulnerability Response
- Audit

Reports/Dashboard

- Status by Location, Cabinet
- Exhibit Visitor Satisfaction



Business Services Use Cases

Airport – Restroom Maintenance



Enterprise Assets

- Toilets
- Air Dryers
- Soap Dispensers

Asset Lifecycle Management Processes

- Cleaning
- Maintenance – On-Demand/Routine
- Break/Fix/Refresh
- Audit

Reports/Dashboard

- Status by Location, Cabinet
- User Satisfaction



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Meet with the Service Owner: Pet Boarding Service



Listen and Learn

- Who are the customers?
- Is there a services hierarchy?
- Why do customers want the service?
- How are services delivered?
- Which asset types are involved?
- When are the assets involved?
- How are assets acquired?
- What asset preparation is required?
- What asset maintenance is required?
- How are assets retired?
- What are the challenges?
- Identify at least three critical outcomes



A Business-Centric Approach to Building and Sustaining Your ITAM Program

Identify the Assets and Their Role in Services Delivery



Enterprise Assets

- Kennels
- Security Equipment
- Bedding

IT Assets

- Desktops / Laptops
- Boarding Reservation Software

Consumable Assets

- Food
- Bowls
- Leads
- Toys



A Business-Centric Approach to Building and Sustaining Your ITAM Program

Map Asset Lifecycle Management Processes



Reservations

- Available Kennels by Date, Size, Species

Check-In

- Owner forms
- Pet Health Inspection

Feeding

- Schedule
- Food Deployed to (Consumed by) Pet

Playtime

- Check-in/Check-Out to Playground
- Pet Preparation/Bath
- Owner Pick-up
- Kennel Disinfection



A Business-Centric Approach to Building and Sustaining Your ITAM Program

Define Meaningful Dashboards & Widgets



Reservations Status

- Kennel Availability by Date Range
- Kennel Occupancy/Revenue per Month

Kennels Status

- Occupied/Available/Pending Disposal
- Maintenance Schedule

Consumables Inventory

- Food, Bowls, Toys on Hand

Owner Satisfaction

- CSATs
- Testimonials

ESG Status

- Animal Waste Management



A Business-Centric Approach to Building and Sustaining Your ITAM Program

Document Roles and Responsibilities



Service Delivery Team

- Reservations Agent
- Pet Intake/Release
- Feeding/Walking/Playtime

Asset Management Team

- Kennel Acquisition
- Kennel Deployment/Allocation
- Kennel Maintenance
- Kennel Refresh
- Kennel Disposal
- Consumables Replenish
- Waste Management



A Business-Centric Approach to Building and Sustaining Your ITAM Program

Program Governance



Governing Committee

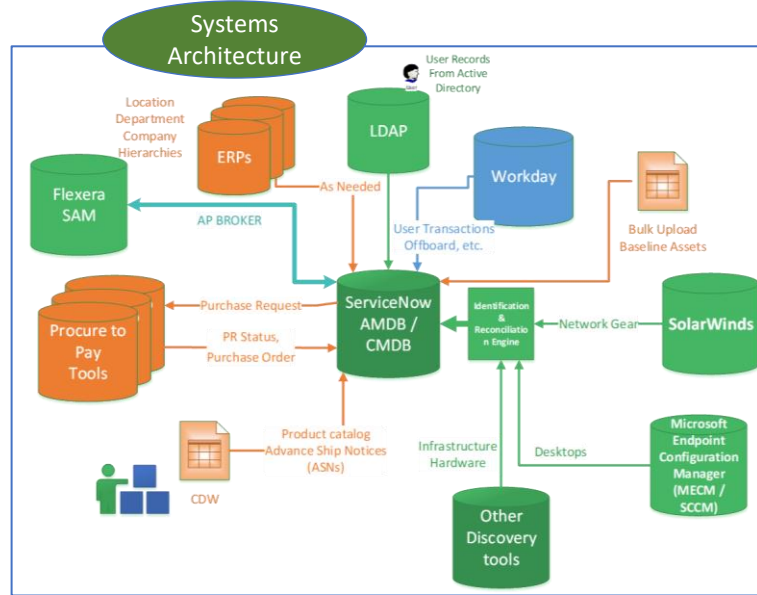
- Service Owner
- Office Manager
- Maintenance Owner
- Pet Care Manager
- Focus Group of Pet Owners

Governance Meetings

- Quarterly
- Dashboard/Reports Review
- Focus on CSATs
- Recommendations for Improvement, Maturity
- Implementation Plan

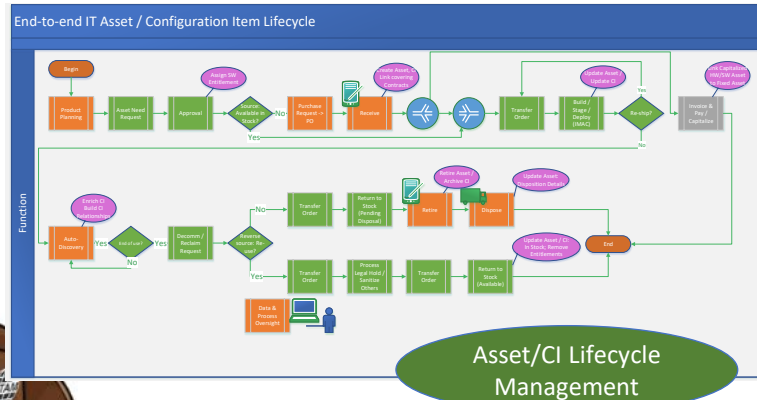
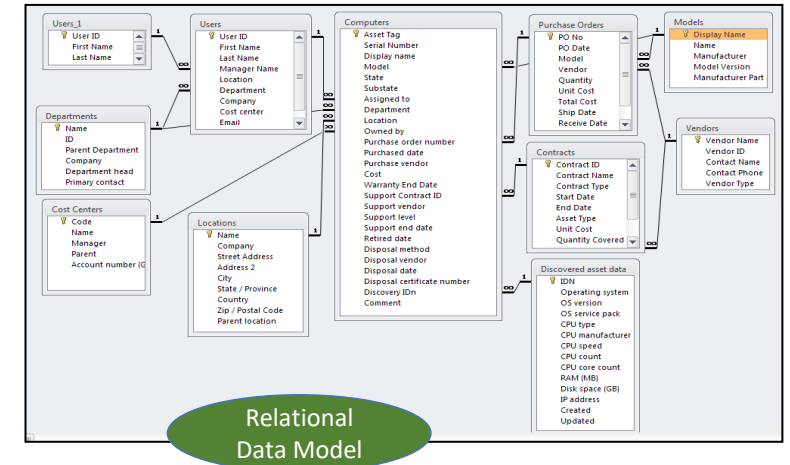


The Healthy ITAM Program Framework Governed HAM Framework

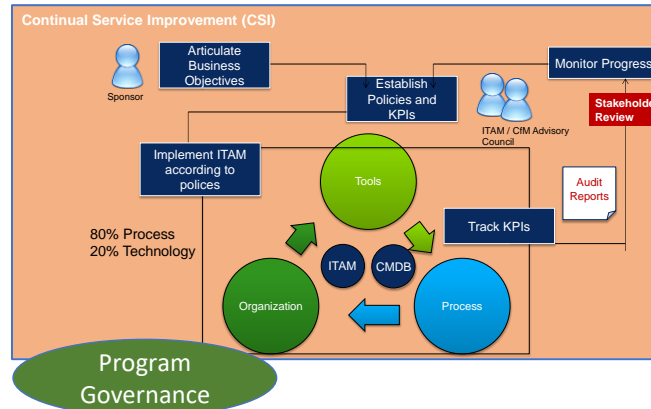


A successful governed HAM Solution requires policy driven structure for:

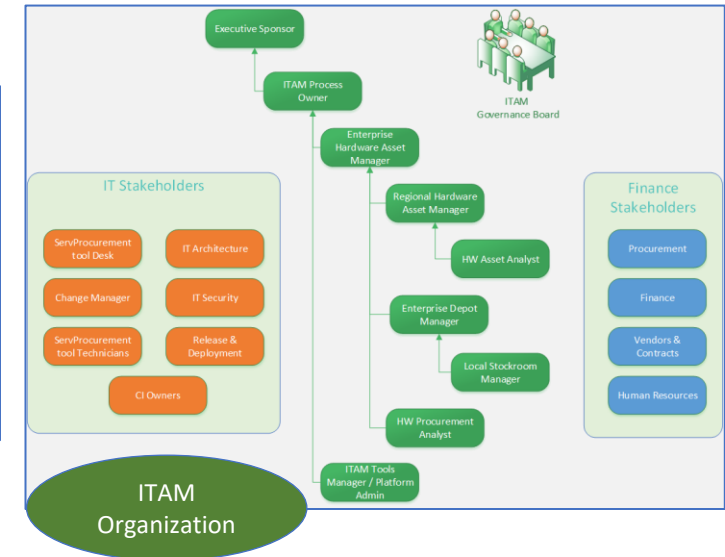
- **Systems Architecture**
- **Relational Data Model**
- **ITAM Organization**
- **Asset Lifecycle Management Processes**
- **Program Governance**



Asset/CI Lifecycle Management



Program Governance



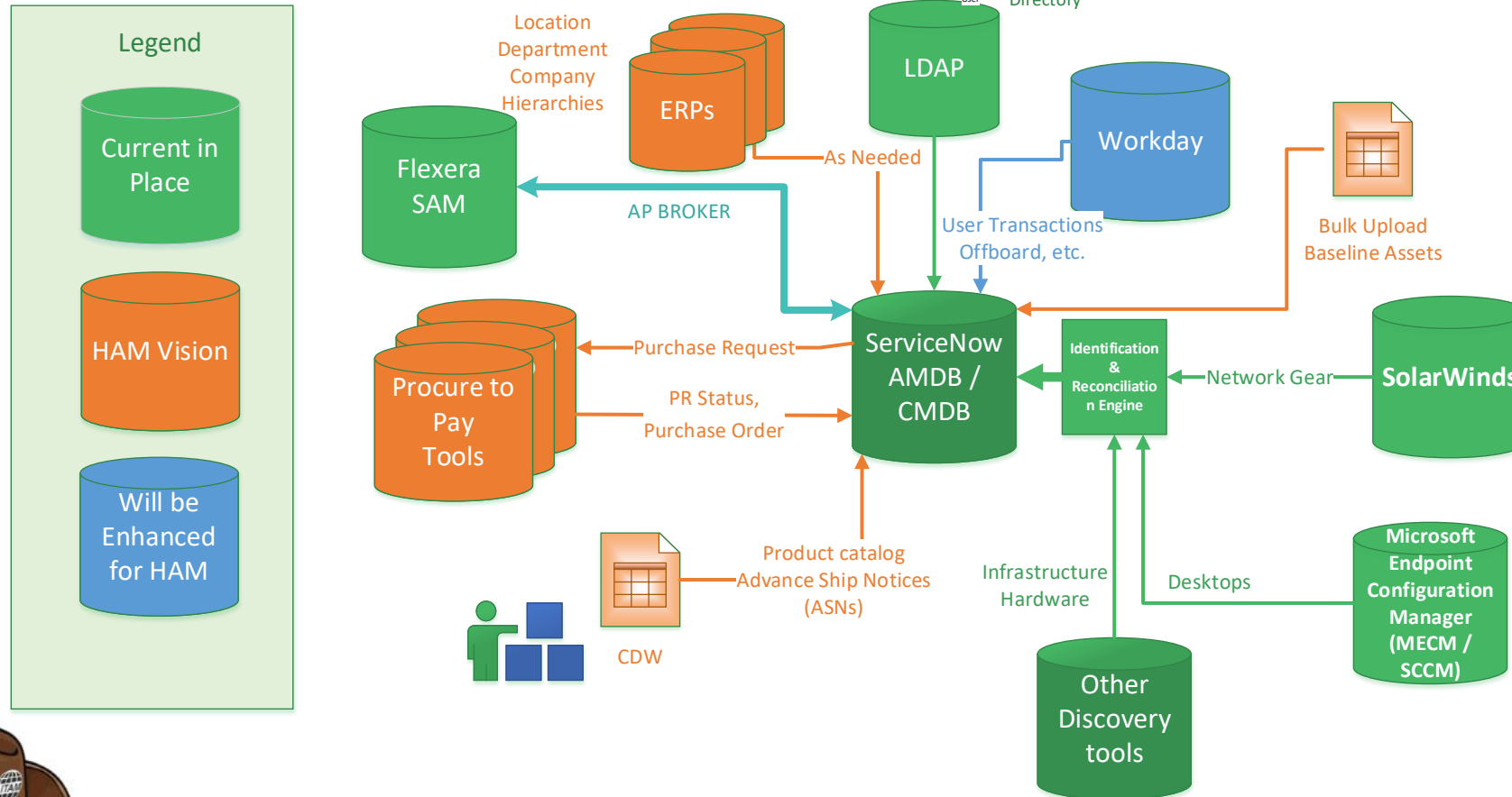
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The Healthy ITAM Program Framework

Systems and Data Interfaces



Define Gold Sources for Data Population

- Foundation Data
- Models
- Procurement Data
- Synched CI Data
- Disposal Certificates
- Integrations



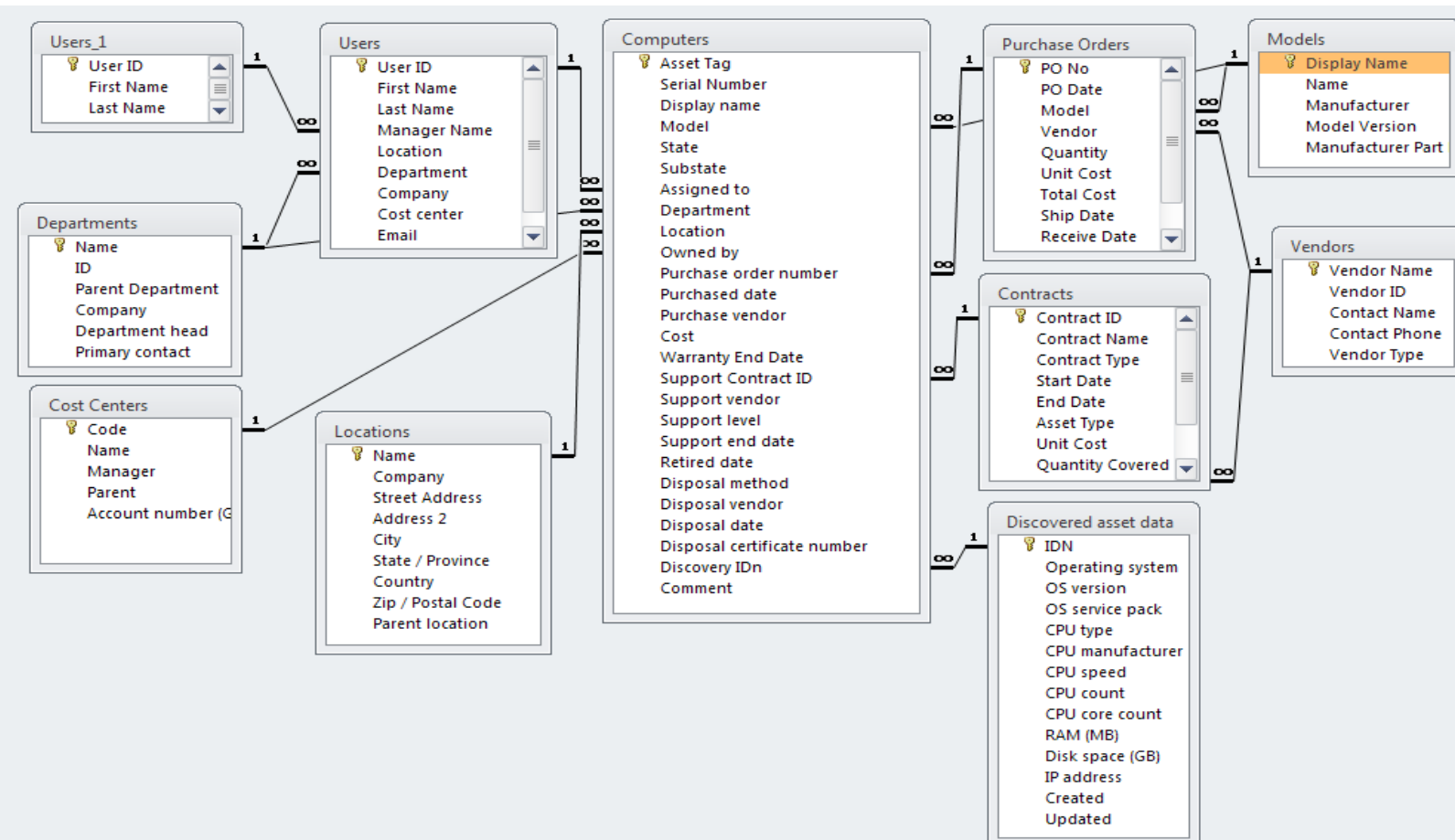
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The Healthy ITAM Program Framework

Asset Data Sets and Relationships



**Relational Data Model
“to-be” before
Configuring the Asset
Repository, Data
Compliance Metrics!**

- Define Asset Records, Standards, Completeness, Correctness, Compliance

Trustworthy data is the foundation for the enterprise solution



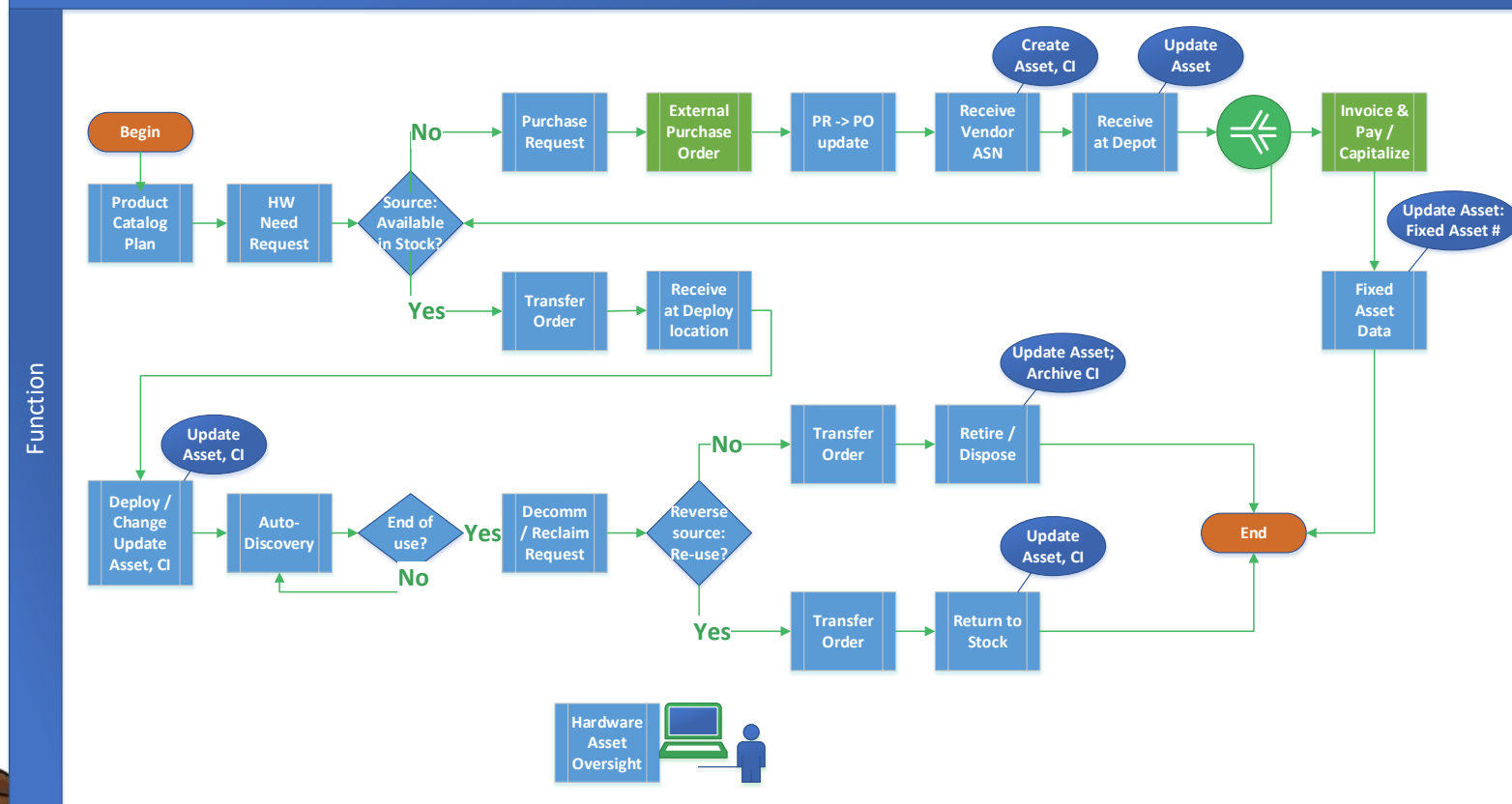
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End-to-End Asset / CI Lifecycle

End-to-end IT Asset / CI Lifecycle



Define Complete Asset Lifecycle Processes, Compliance Metrics!

- Asset Acquisition / Identification
- Asset Stock
- Asset Deploy
- Asset Restock
- Asset Maintenance
- Asset Retire, Disposal
- Asset Reports, Oversight

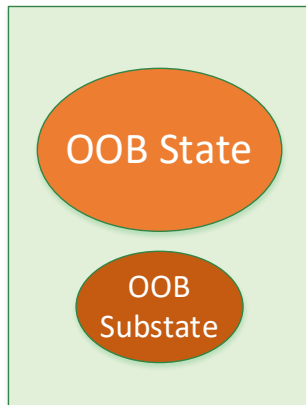
Automated ALM for maximum control!



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Asset Lifecycle State Transition Map

Legend



Define State Transitions

- Role
- Procedure
- Asset record updates

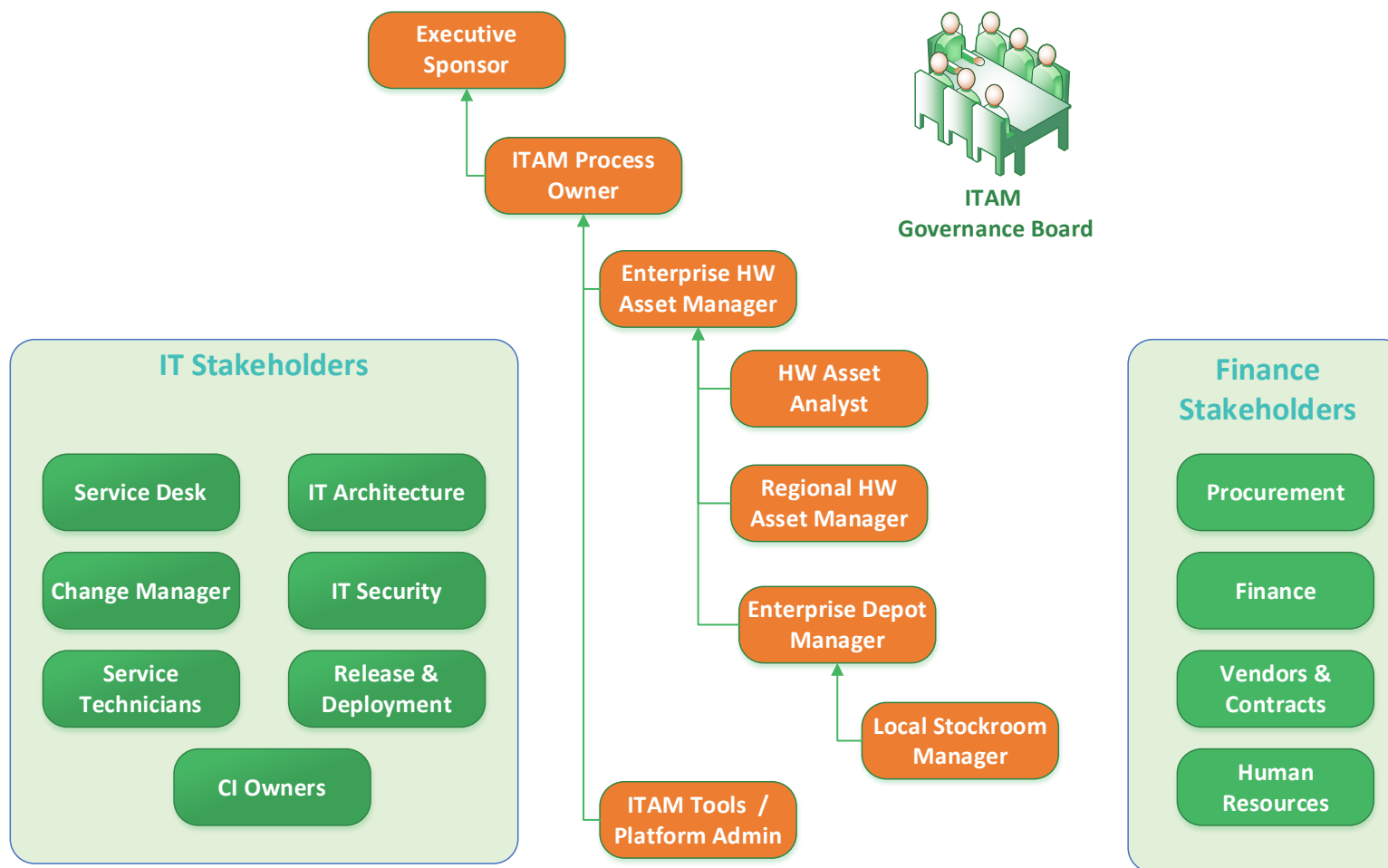
Establish Control Over Asset State Transitions!



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The Healthy ITAM Program Framework

Asset Management Roles



Establish ITAM/EAM Program Office!

- Policies
- Processes
- Data Model
- Oversight
- Continuous Improvement!



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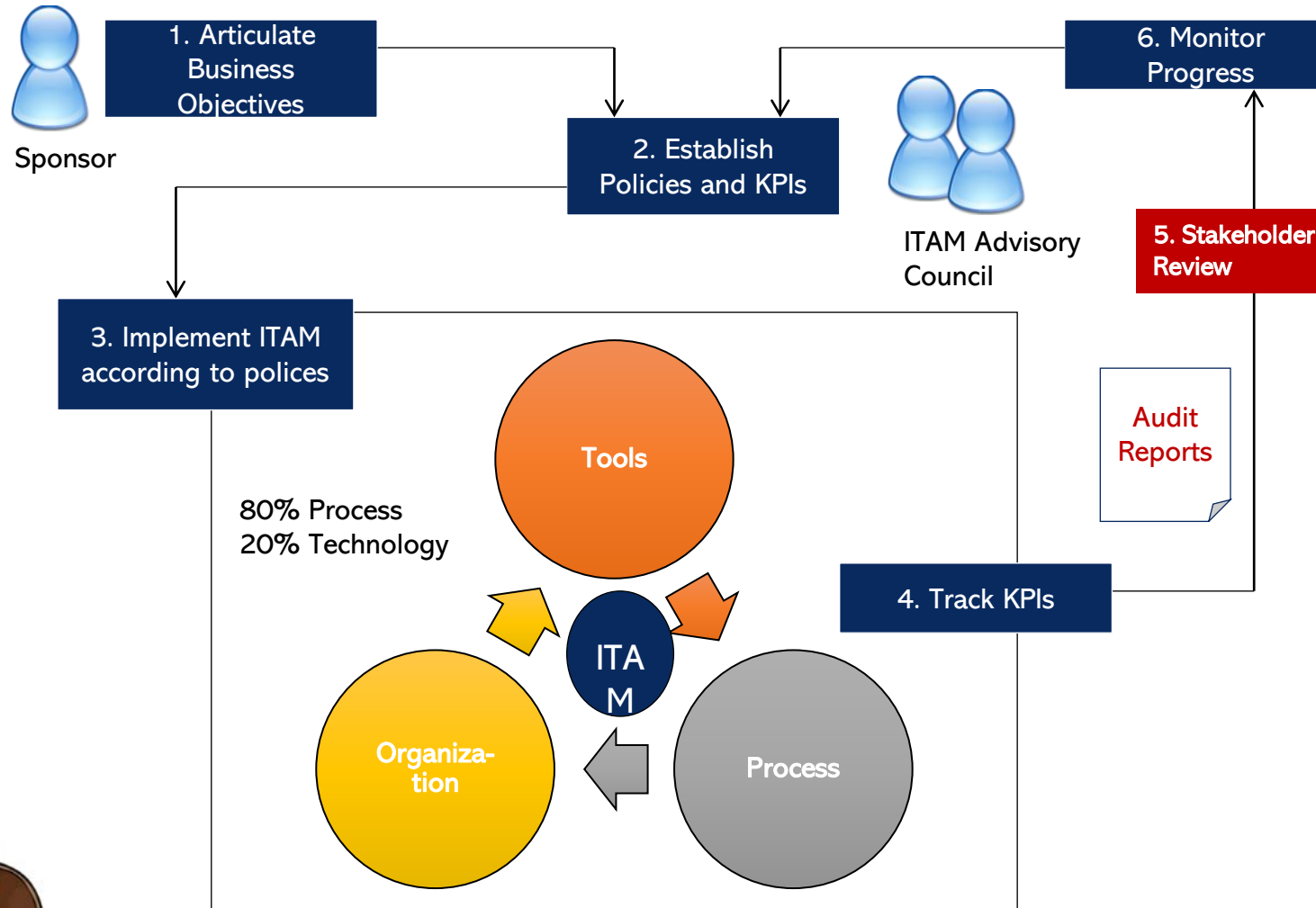
One person can play multiple roles!

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The Healthy ITAM Program Framework

ITAM Governance



Establish Governance!

- Ensure stakeholder requirements met!
- Establish Policy and Process compliance!
- Governance board meets regularly – monthly or quarterly to review KPI reports and recommend updates!

Governance CSI is mandatory to sustain Trusted Asset Data, Stakeholder consumption!



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Broadcast Your Successes



Company News Page

- Release Announcement
- Periodic KPI Improvement Statements

Lunchroom Posters

- Testimonials

LinkedIn

- Post Success Story

ITAK Article – Case Study

- Story – Problem, Impact, Solution, Benefit

Your IAITAM SNUG, Next Year's ACE

- Standing Right Here Leading Your Own Session!



Grow and Expand Your Solution



Meet with other Business Service Owners

- Show them the business benefits of your current solution
- Listen to their story
- Understand their budget constraints

Craft a plan for how you could help them based on your current success experience and an understanding of their specific needs

- Show them the business benefits they can realize
- Minimize cost by reusing, leveraging current solution
- Create a PoC if appropriate





Thank you!



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