

IAITAM ACE

KICKIN' ASSETS
SINCE 2002

Uncovering business
requirements to drive ITAM
improvement opportunities.

Yvette Mathews



NASHVILLE, TN
MAY 9TH - 11TH



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drive ITAM improvement opportunities.





National Practice Leader for ITAM at Infocenter.
Consultant in the ITAM space since 2014.
20 years of experience in I.T., focusing on ITAM, ITSM,
system administration

Certifications:

CHAMP
CSAM
CITAM
CMAM
CAMP
CITAD

Servicenow Implementation Specialist - SAM
Servicenow Implementation Specialist - HAM



Identifying stakeholders

Determine areas of the organization who utilize assets

- IT Staff
- Business Owners
- Service Owners
- End-User Compute
- Security
- Identity Management
- Human Resources
- Project Management



Identifying stakeholders

Determine the individuals in the identified areas

Criteria:

- Are they decision makers
- Do they have authority to give requirements
- How resistant are they to the ITAM program
- Do they understand their roles and responsibilities
- Do they understand how ITAM impacts them today



Ask open ended questions!!

- What are the biggest challenges you face when managing IT assets?
- What are the most critical assets that need to be managed, and why?
- What types of assets need to be managed, and what are their specific requirements?
- What critical data points need to be captured for each asset, and how would you like them to be reported?
- What access controls do you need to manage assets effectively, and what access levels do different user groups require?
- What are the different workflows involved in managing assets, and how do they currently work?
- How do you track assets, and what improvements would you like to see in the tracking process?
- What reporting and analytics capabilities do you need to manage assets effectively?
- How do you manage asset disposal, and what process improvements would you like to see in this area?



Categorize Responses

Identify common themes and trends

Look at them by asset class, location and user groups

Are there regional differences?



Analyze the data

Look for gaps and inconsistencies

Specify additional requirements they aren't aware of yet

Identify challenges that will need to be addressed



Develop a Requirements Document

Outline the needs and expectations for the ITAM program

- Create a functional requirements document
- Identify technical requirements
- Identify non-functional requirements

PRIORITIZE!!

Go for the quick wins first to show progress



Review and Refine with your Stakeholders

Incorporate their feedback to ensure requirements are accurately reflected

Make sure their requirements are feasible

It's OK to say what they are asking for isn't currently achievable



Review Requirements with the implementation team!!

Ensuring the implementation team understand the requirements is critical to success

Implement following leading practices

You can improve your ITAM program while gathering champions throughout the organization



QUESTIONS?

