

Hardware Asset Management Success Map

An overview of implementing, maintaining, and getting maximum value from Hardware Asset Management



Now Value: Envision Success Foundations: Critical inputs for successful implementation and maintenance

Vision and value

Outcome – To manage the hardware lifecycle, distribution, and optimization (reduce costs, have the right products)

Sample KPIs

- Hardware lifecycle management
- Refresh schedule
- Data normalization
- Consolidated purchasing/leasing

Governance

- IT** – Owns configuration that impacts global functionality and owns the overall vision
- ITAM** – Owns vision for Hardware Asset Mgmt. capabilities, monitoring, and compliance
- Hardware Asset Mgmt.** – Governs Hardware Asset Management—only configuration and manages its data sources

Foundational ServiceNow apps

Implement before or with Hardware Asset Management:

- Configuration Management
- Discovery
- Performance Analytics

OCM and enablement

Owners, process users, and end users of the Hardware Asset Mgmt. application are informed and provided an enablement plan.

Skills and expertise

- Partner collaboration, Hardware Asset Mgmt. foundations and apps in scope (CMDB, Discovery), third-party and external data sources, integrations
- Sources: Now Expert Services, Now-certified ITOM/ITAM partner, Now-certified internal employees (combination of sources recommended)

Implementation roles

General

- Executive sponsor
- Process owners
- Platform owners (business and technical)
- Project manager
- Business process analyst
- Technical resources (sys admin, developer, tester, architect)

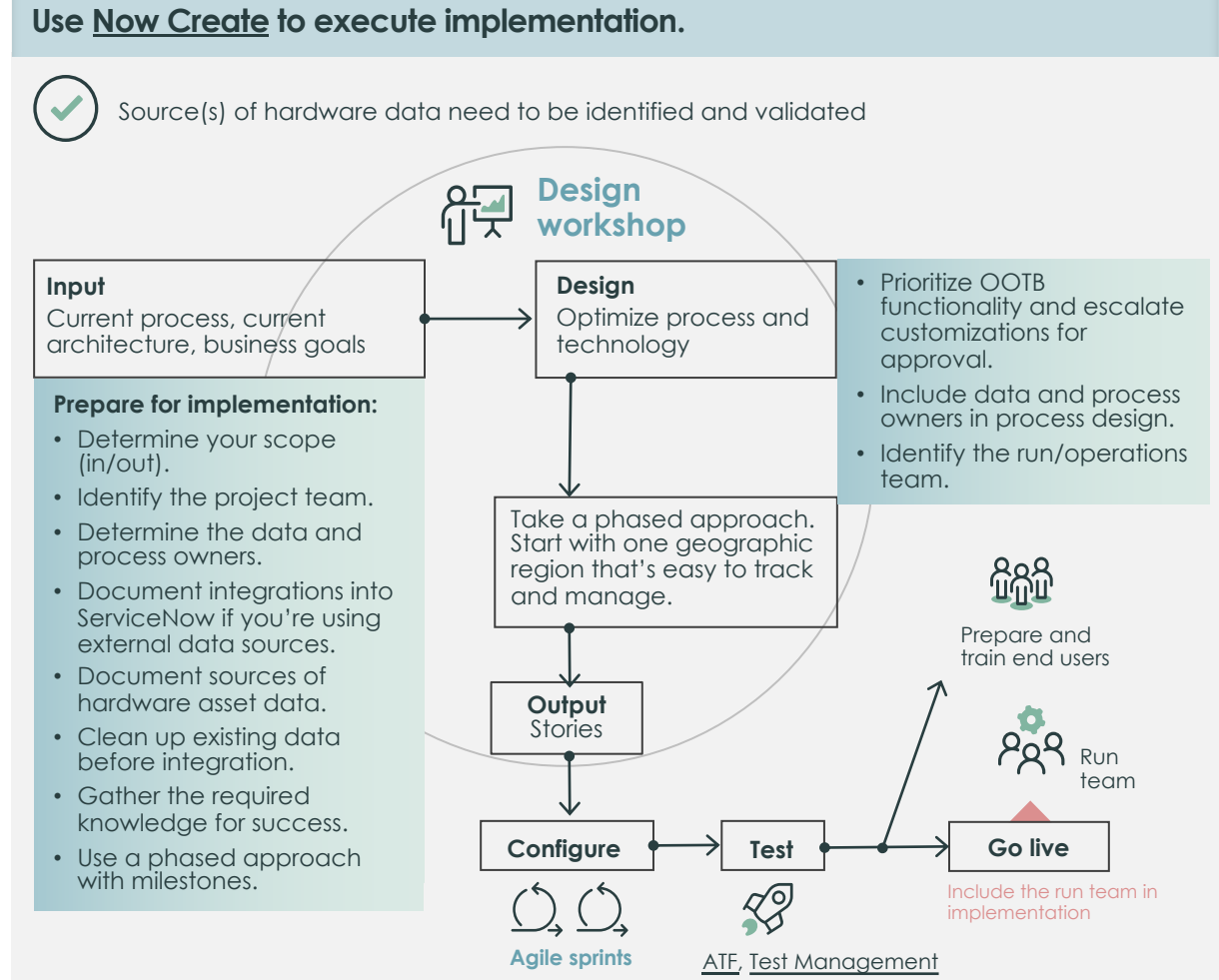
Trained in Hardware Asset Mgmt. products

- Hardware Asset Mgmt. process owners
- Sys admin
- Discovery admin
- Service Catalog admin
- Integration expert

Project planning

- Follow an agile approach with Now Create.
- Use our [implementation readiness checklist](#).
- Plan for the target value from Hardware Asset Mgmt. apps.

Now Value: Create Implement: Implementation activities and best practices



Now Value: Validate Run: Plan and execute Now Platform® maintenance

Run roles

- Hardware Asset Mgmt.:
 - Product owner
 - Data owners
 - Sys admin
- Discovery sys admin/external tools admin

Platform Health

- Daily** – Review error logs.
- Weekly** – Review Hardware Asset Mgmt. operational dashboards.
- Monthly** – Attend CAB meetings and present to ITAM review board.

Demand management

For C-Suite strategic planning, use metrics to inform key decisions with financial/risk information as they assess the cost to create a new business service and set staffing requirements.

Enhancements

Check for new Hardware Asset Management-related offerings released via the [ServiceNow Store](#).

Upgrades

Prioritize OOTB options to ease upgrades.

Assess value

- Are HAM practices reducing spend?
- Has the hardware refresh program become a standard?
- Is unauthorized hardware being detected?
- Is Hardware Asset Mgmt. integrated with procurement?

Now Value: Champion Optimize and Expand: Maximize value from your ITSM licenses—increase value from the Now Platform®

Consider which Hardware Asset Mgmt. applications to implement next.

- Implement a [hardware asset refresh flow](#); track hardware near end of life and replace.
- Set up [service catalog](#) and [purchasing integrations](#).
- Incorporate strategic idea and [dashboards](#).

Consider which Now Platform product suites to implement next.

Hardware Asset Mgmt. → SAM

Mature ITAM practice with SAM to mitigate risk, manage your software entitlements, and track software installs.

Hardware Asset Management → Application Portfolio Management

Manage application redundancy, licensing costs, and demand.

Hardware Asset Mgmt. → Service Catalog

Provide users the ability to view and order the hardware available online.

Hardware Asset Management → Financial Management

Use a cost of doing business process flow to capture total cost of ownership of assets.

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