

7 Practical insights for IT Asset Management

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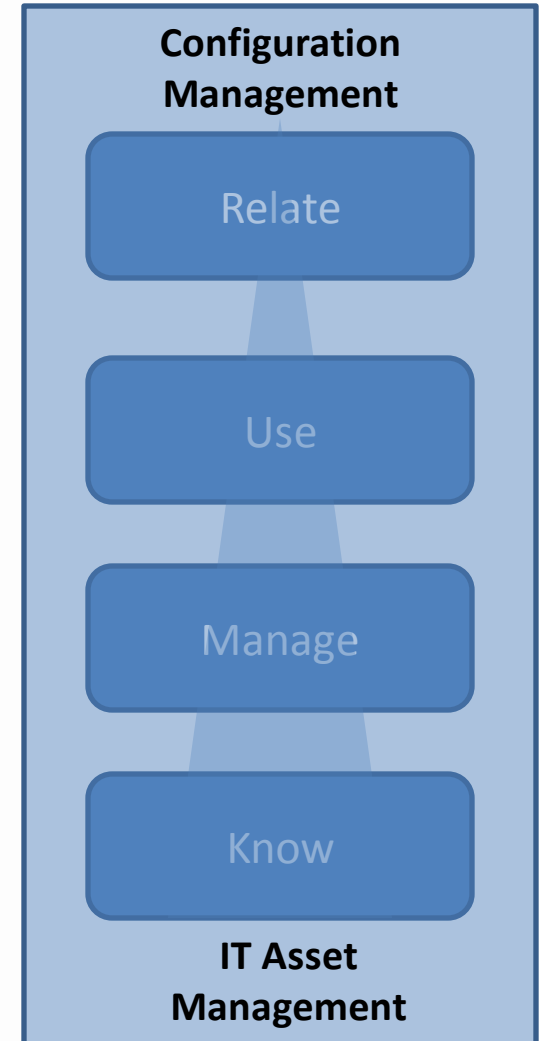
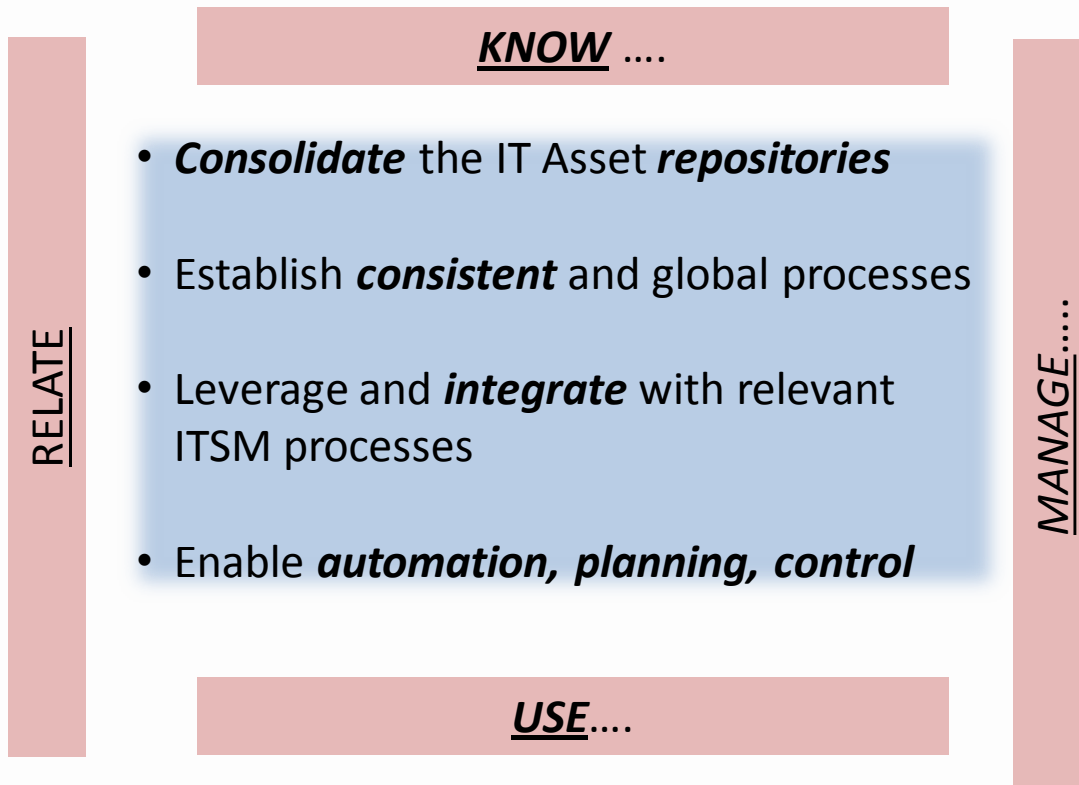
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Context



Scope & roadmap

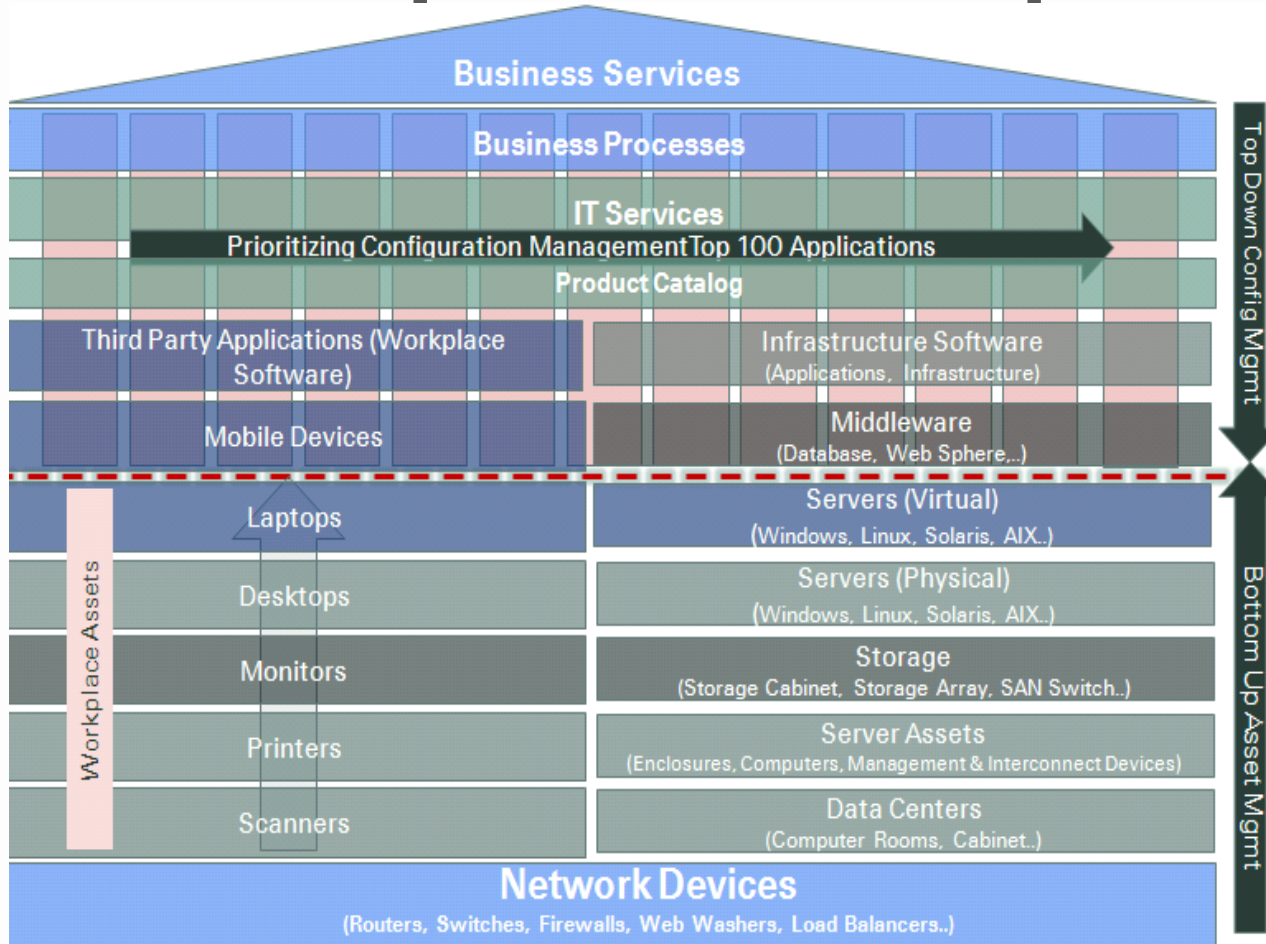
IT Assets scope

Prioritization

Bottom up Vs Top down

IT Asset Management Vs Configuration Management

1. Scope & Roadmap



Identify and **prioritize** the scope of IT Assets for implementation

Build and **follow** the implementation roadmap

Bring together the bottom up and top down Configuration Mgmt



IT Asset inventory structure

Data model, entities & attributes alignment

Out of box IT Asset Management

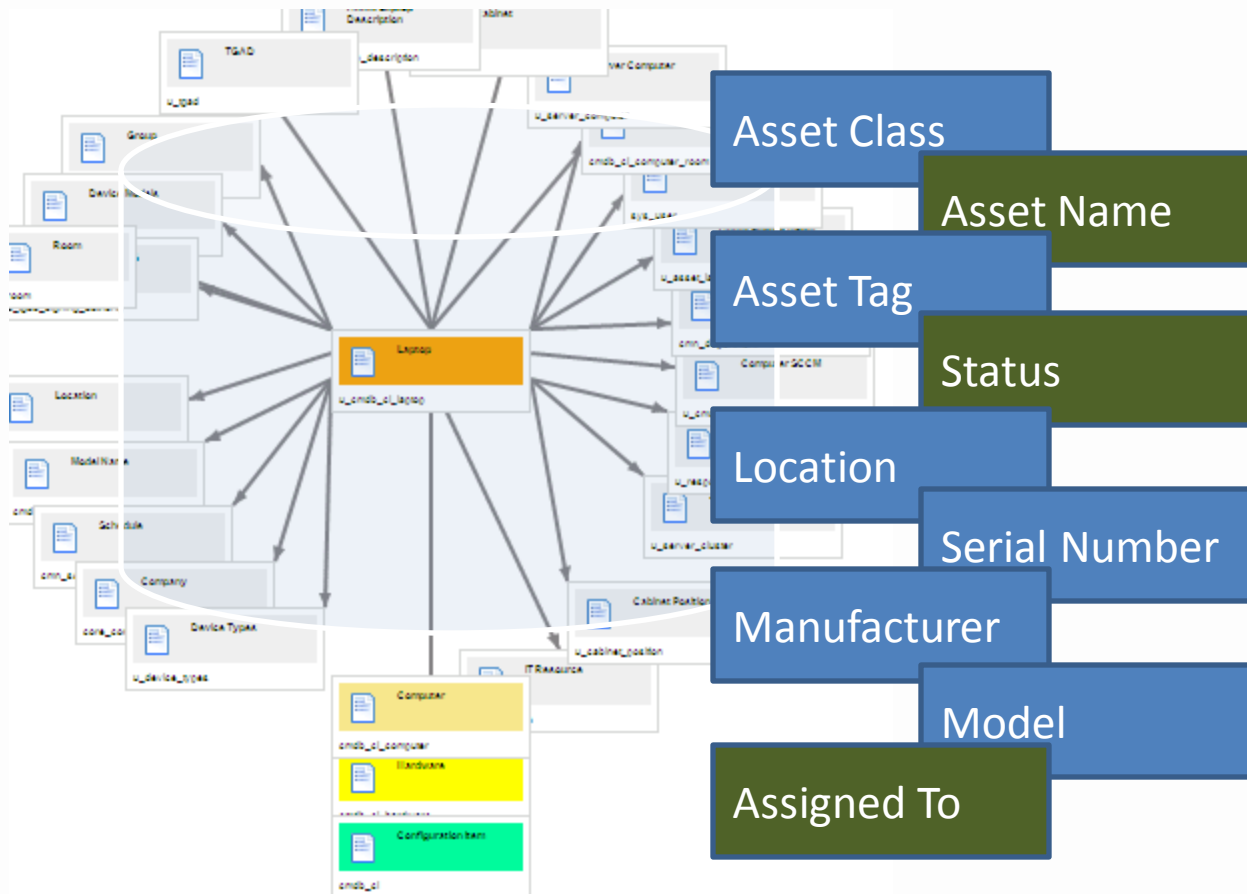
Regional consistency of structure

Key attributes for data quality

2. Inventory Structure

Service-now.com Entities

Key Attributes



Standardize & align inventory structure, data model

Leverage out of box definitions and cmdb hierarchy

Identify key attributes for each asset class for data quality

Processes & workflows

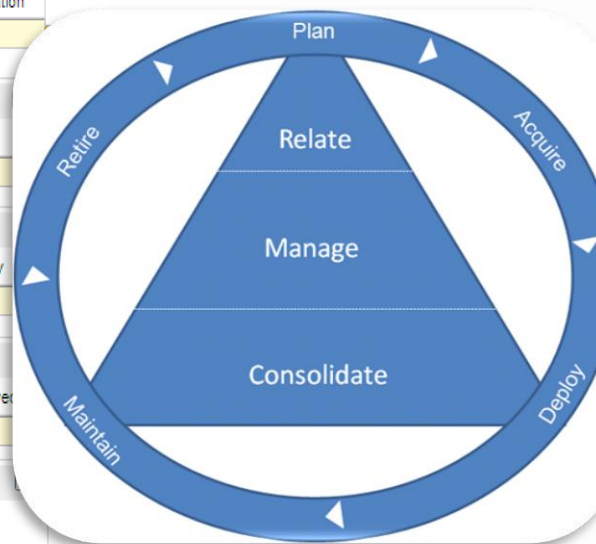
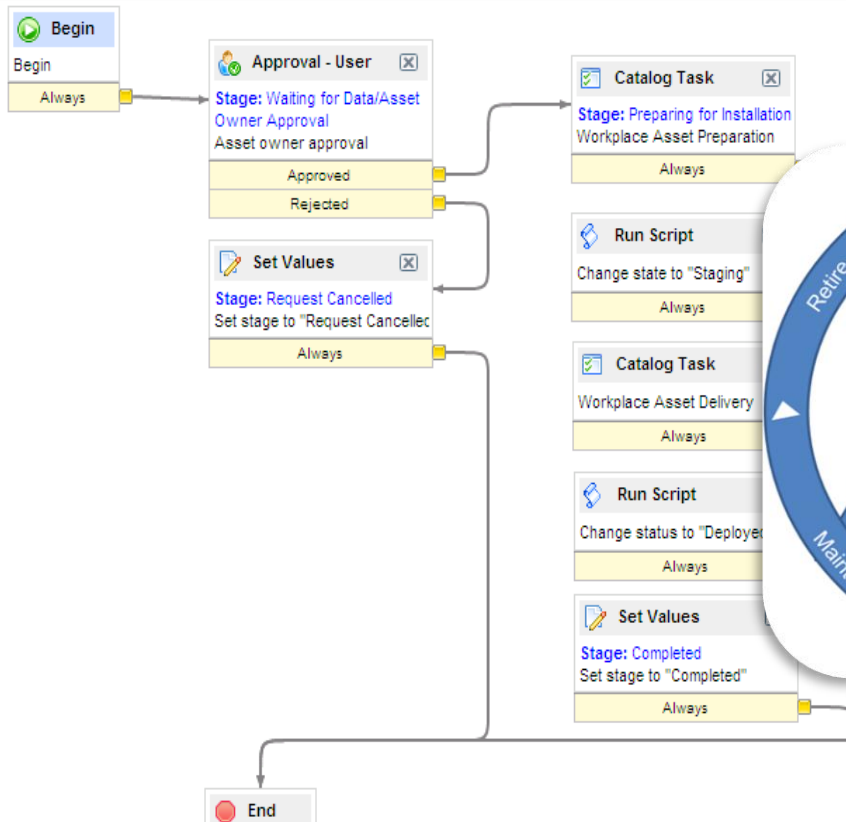
Global standards & regional flexibility

Automation & consistency

Simplicity & usability

Processes for data quality

3. Processes & Workflows



Define operational processes and workflows for IT Asset lifecycle

Identify and build the level of automation required

Identify controls, KPI's and usability aspects

Controls

KPI's

Usability

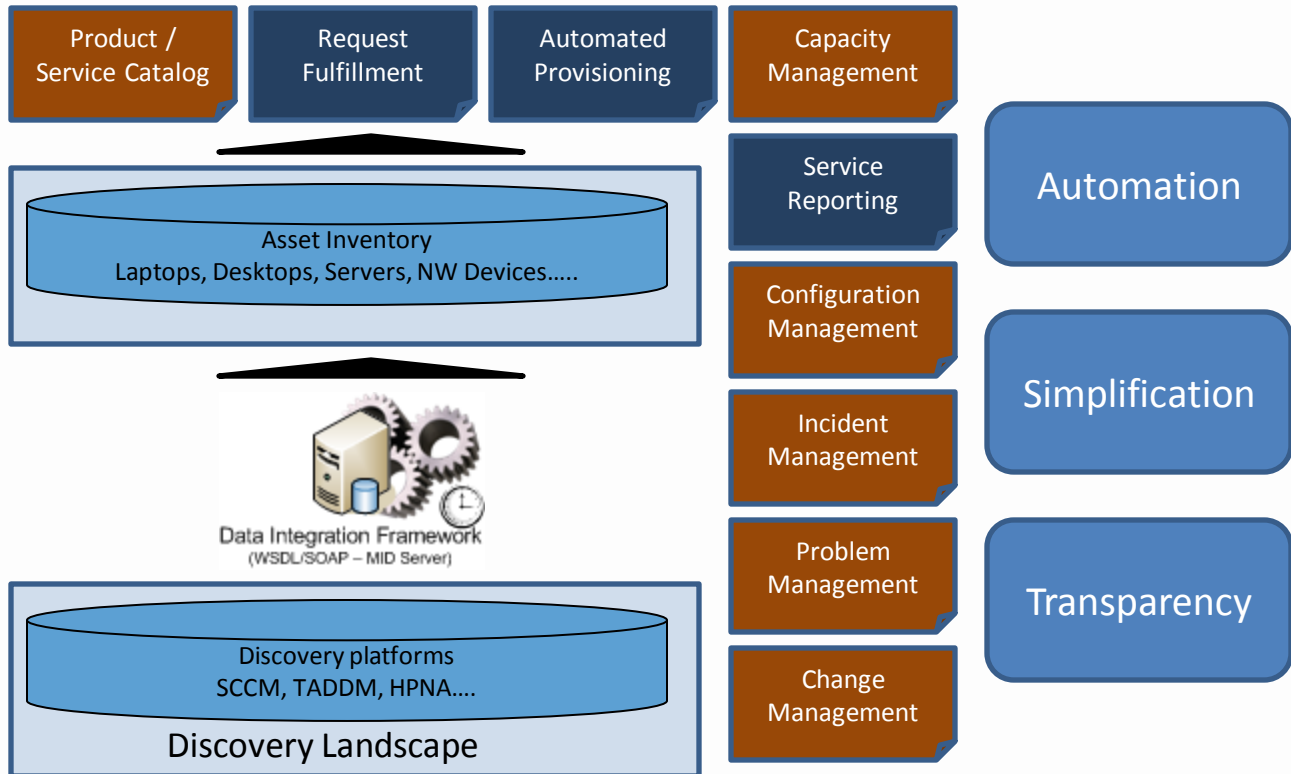
Interfaces

Process interfaces

Discovery interfaces

Automation interfaces

4. Interfaces



Identify critical process interfaces which enhance transparency

Align operational processes to simplify and drive automation

Setup the key reconciliation and **verification** processes

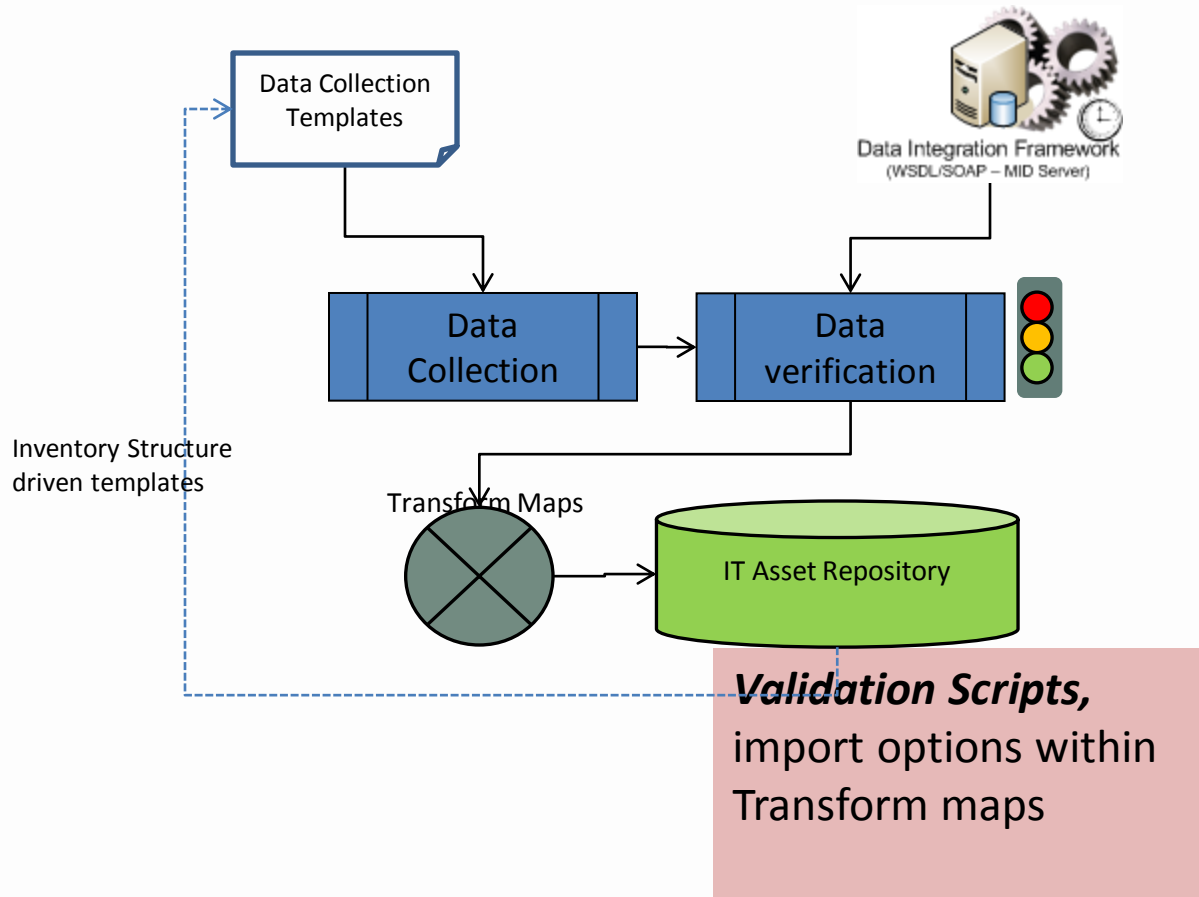
Data Migration

Multiple & varying sources

Initial data quality level

Data verification & signoff

5. Data migration approach



Derive data collection templates from repository structure

Run multiple iterations of the data loading to ensure completeness and accuracy of data

Leverage discovery data to load and run verification checks

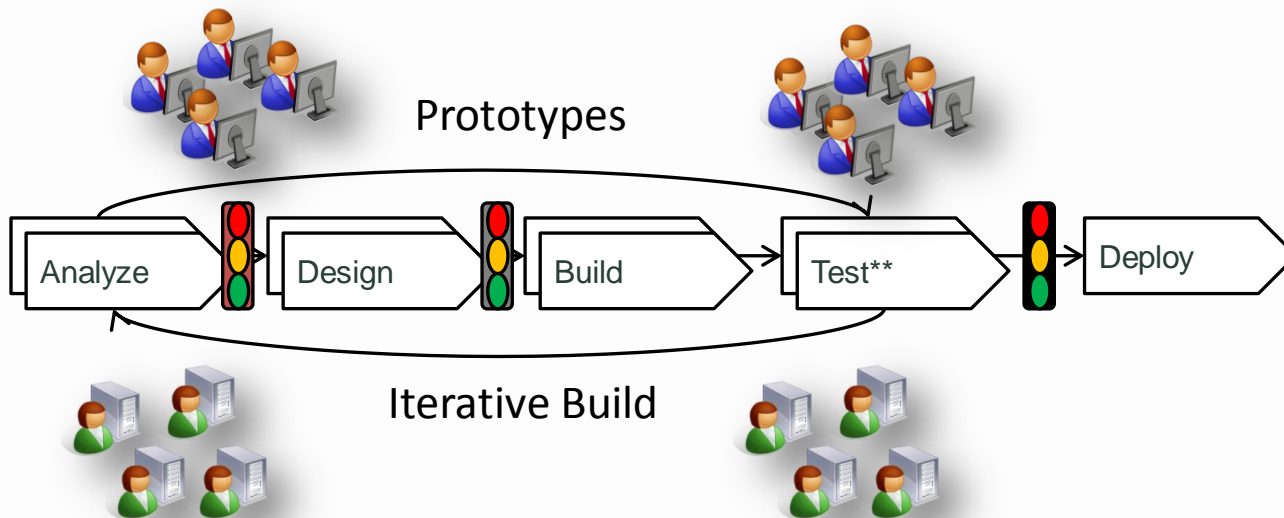
Communication & Training

Buy-in, sponsorship & adoption

Process knowledge, user training

Monitoring usability

6. Communication & training



Identify and engage champion stakeholders early stages

Onboard and support stakeholders via self help, train-the-trainer

Review changing landscape and operational models



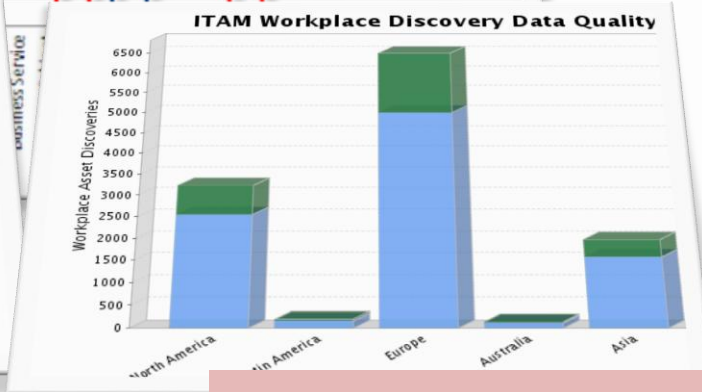
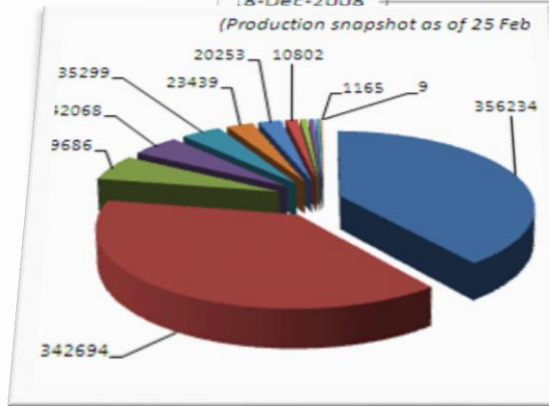
Continuous Service Improvement

Monitor & maintain data quality

Setup action oriented reporting

Identify process changes

7. Continuous service improvements



Institute operations driven continuous service improvement

Aim for the key attributes for data quality and trends to identify improvements

Integrate external data sources and reports

Leverage out of box reporting, events and actions

Challenges

Data Quality

People Aspects

Usability

Next steps on our roadmap

*Build **Configuration Management** and align processes towards CMS*

*Drive **automation** leveraging the IT Asset and CI information*

*Deliver consistent and up-to-date data for **Planning, Execution & Control***

Thank You

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