

# Asset Management

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**1-877-GTA-3233**

Consolidated Service Desk

**1-877-opinGTA**

Your Opinion Counts

# What is Asset Management?

*A Service Management Discipline to track assets through lifecycle*



- **Physical Assets**
  - Mainframe servers
  - Midrange Servers
    - Application
    - Email
    - Backup
    - Utility
  - Infrastructure Devices
    - SAN
    - Network Devices
    - Tape
    - Expansion Units
    - Disk Storage
    - UPS
  - Logical Servers
    - LPARS
    - Instances
    - Virtual Servers
  - End User Computing
    - Intelligent Devices
    - Network Printers
  - Software
    - License Entitlement
- **Follow Asset through Lifecycle**
  - Original Purchase
  - Installation
  - Lifetime Tracking for
    - Location(s)
    - Ownership
    - Usage
    - Financials - TUAM
    - Change Process via
      - OrderNow
      - Maximo
      - GSMRT
      - Refresh
      - IMAC/Service Desk
      - Break Fix
- **Where**
  - NADC
  - Campus and Remote Locations

## Focus Areas

- **Processes**
  - Many processes performed manually
    - Dual ticketing from Help Desk
    - Midrange Server Updates
- **Data Reconciliation**
  - Maximo - TUAM - GSMRT inconsistent data reporting
  - Primary User to Asset assignment
- **Agency information updates**
  - Locations
  - Cost Codes
- **User Updates**
  - Employee/Contractor Information
- **Action list developed with GTA**

# Data Improvements

## DATA Reconciliation / Validation – on going based on Maximo records

- Primary User to Asset Association Cleanup
- Unknown Agency Cleanup
- People Table – new employee on-boards, exited employee
- New Assets
- Email/Groupwise tool to confirm User ID Last Logon
  
- **Next Steps**
  - Automated Data Feed evaluation
    - DDM- data – Automated scan data
    - TUAM- Billing data
    - IBM Global Finance (Tie of asset to leasing data)
  - Determine & implement any further process improvements
  - Process Improvements
    - IMAC
    - Change Management
    - Audit Checkpoints
  - Agency focal data review for person assignment , cost code
  - ACT Data Collection

# ACT Data Collection

- **EUC Asset Collection Tool (ACT)**
  - Registration Screen for each EUC device collects:
    - Primary User Name and Email
    - Office Address
    - Asset Tag
    - Takes approximately 2 minutes to complete
  - Targeted Roll Out for Assets Missing Primary User or Asset Tag
  - End Users and Agency Leads will receive notes with detailed instructions prior to rollout
  - Future use to verify information from all assets
- **Data will be used as checkpoint to validate IMAC reporting**

# ACT Data Validation Tool Screen



Hello

Please take a moment to fill out the information below. After submitting, your contact information will be associated with this computer.

**About you:**

First name\*

Last name\*

Site\* Main office

**Your contact information:**

Email\*

Business phone\*

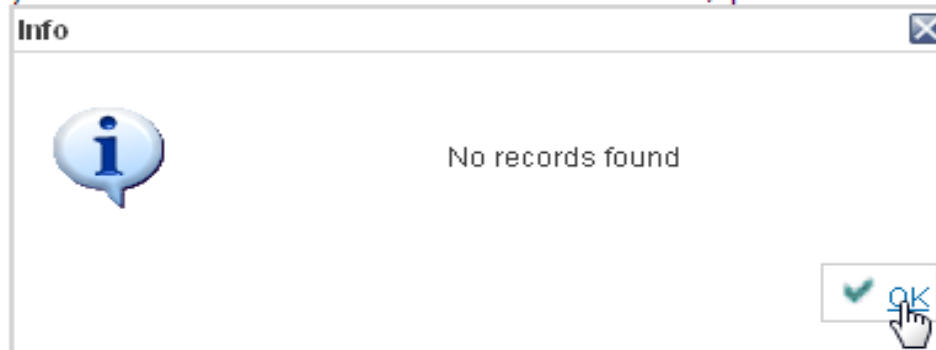
**Your device information:**

Asset tag\*

# ACT Tool Instructions



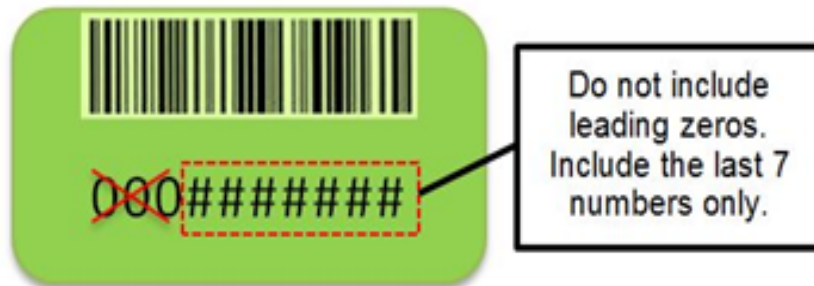
2. Select LOOKUP CONTACTS. **This step IS REQUIRED; failure to do so could result in a number of duplicate records.** If your contact information is found in the search, select your information and select OK. This will populate information about you in the appropriate fields in the survey form. If your contact information is not located, acknowledge that no record exists in the pop up window by selecting OK. Regardless if your contact information was found or not, proceed to step 3.



3. Select your primary work location site from the drop down site chooser search window. The site chosen should be where you are assigned as your primary state site work location. The Site drop down choice windows allows you to search for a partial address or you can sort by site name or address to help locate the correct site. If your site is not listed in the group of choices, then select ...Site Not Listed.
4. Enter your complete email address. Use the entire email including the @ designator as well as the domain. **Example:** [example@gta.ga.gov](mailto:example@gta.ga.gov)
5. Enter your primary 10-digit phone number for business. **NOTE: USING THE 3-3-4 FORMAT.** **Example:** 404-512-5522

# ACT Tool Instructions

6. Enter the green asset tag that is attached to your computer device. DO NOT provide the number for the asset tag that is affixed to your monitor. For desktops, those units are the units that house primary power and CD/DVD drives. The asset tag can typically be found on the top edge near the front of the system or on the front of the system. For laptops the asset tag can typically be found on the top of the laptop. DO NOT include the leading zeros in the asset tag number. **NOTE: DO NOT INCLUDE LEADING ZEROS WHEN ENTERING THE ASSET TAG.**



7. Submit the survey. **NOTE:** *If you receive an internet explorer message regarding the fact that the survey is attempting to close the window. Click OK to allow the window to close.*



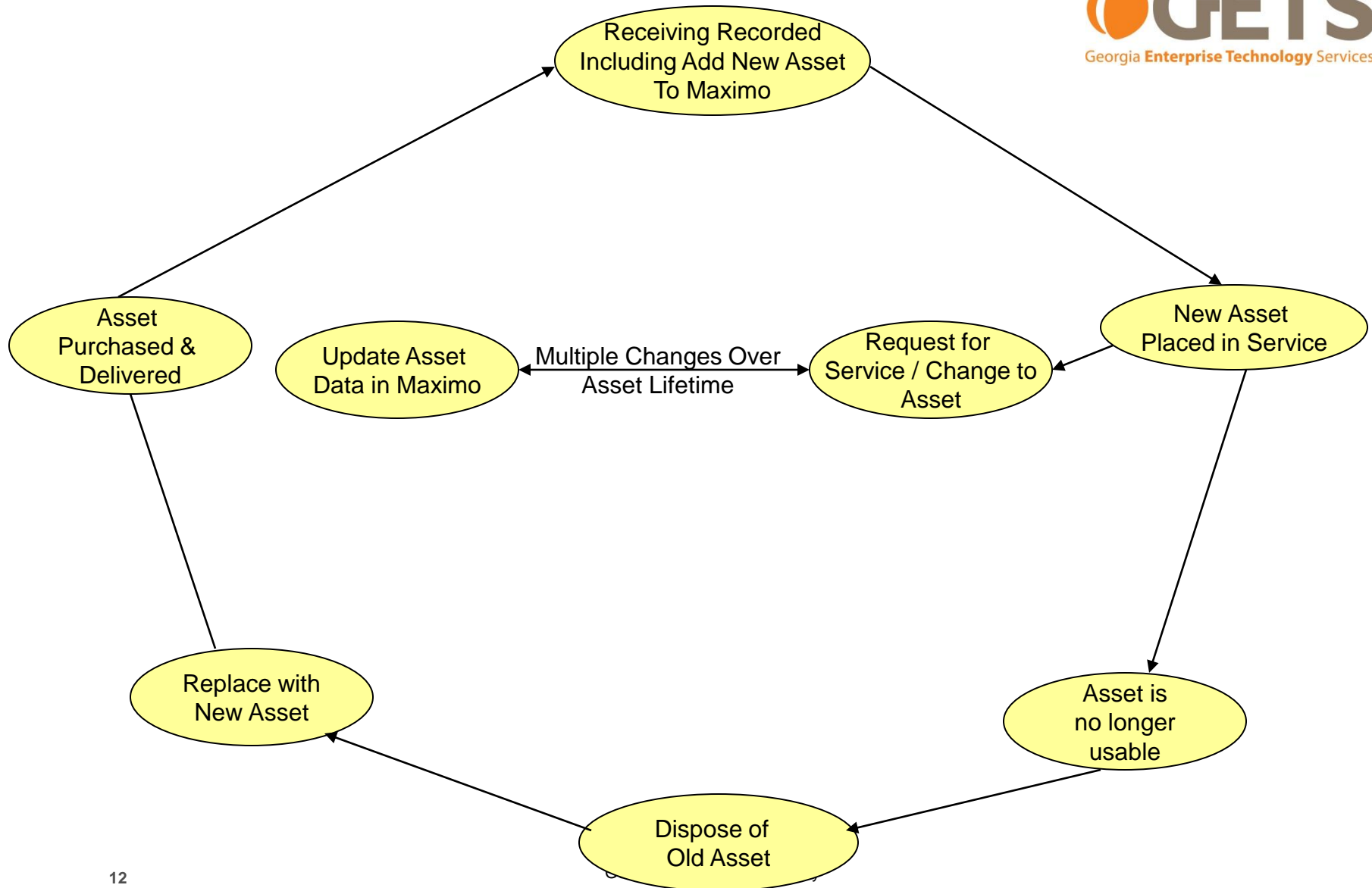
## Next Steps

- **Service Catalog Requests**
  - Employee OnBoarding and Separations
  - Software Entitlement
- **Reporting improvements**
  - GSMRT
- **Process enhancements**
- **Review tool**
- **Data enhancements**
- **Process checkpoints established**

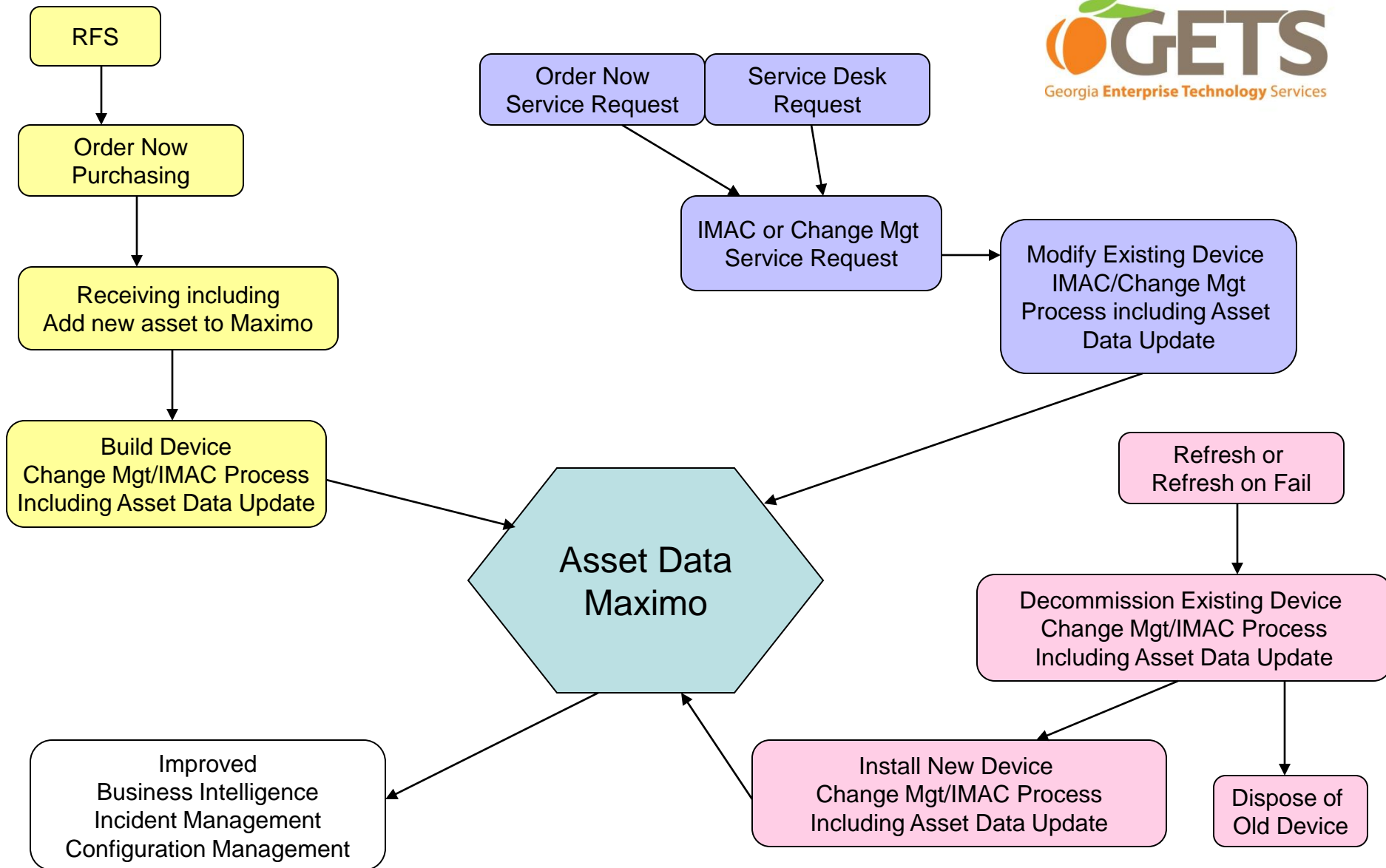
# Questions

# Backup information

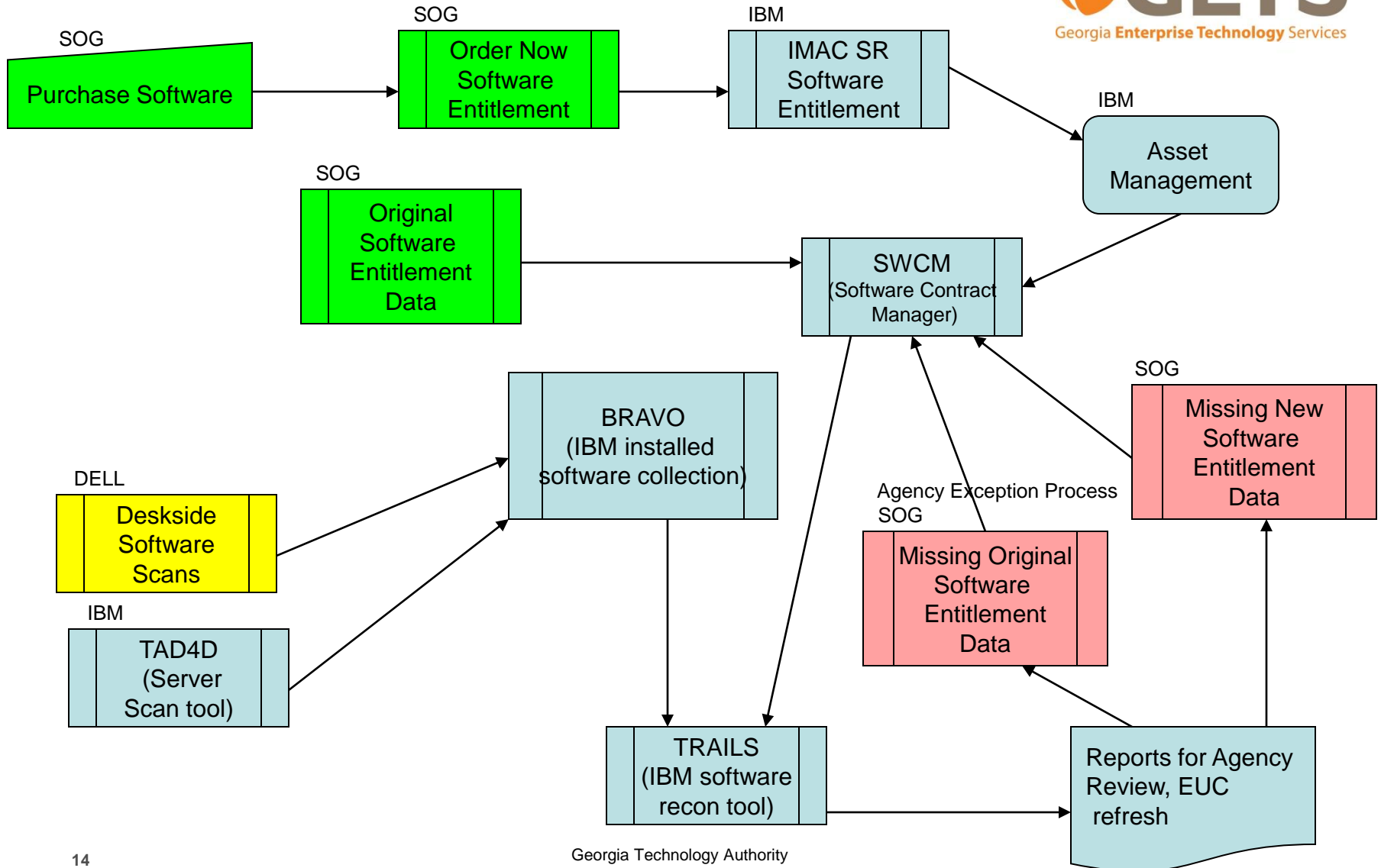
# Hardware Asset Life Cycle



# Asset Update Processes



# Software Entitlement Process



# Asset Management Universe

