

ServiceNow Asset Management

Benefits

- Provide Better Visibility into the Asset Estate**
 Optimize the IT asset lifecycle and deliver better IT services. Make better decisions about asset utilization and new investments.
- Reduce Costs**
 Minimize wasted resources by identifying and removing underutilized assets. Automate asset lifecycle processes to eliminate repetitive human tasks and the associated costs.
- Mitigate Risks**
 Enforce policies, contractual agreements, and regulatory requirements. Accurately track software license compliance and usage. Strengthen change management risk calculations.

The IT Challenge

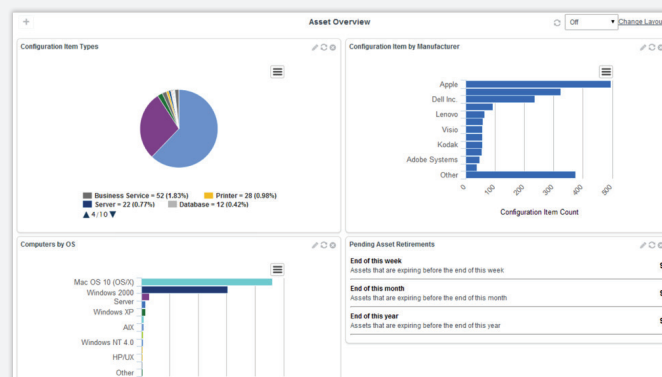
IT services run on IT assets; an asset estate that poses significant challenges and opportunities from a management, cost, and risk perspective. To mitigate risk and optimize cost, organizations need to know the assets they have, where they are, usage entitlements, who uses them, how they are used, how they are configured, what they cost, and the value they deliver. With wasted resources, unauthorized software and compliance issues, excessive audit costs (and potentially additional software costs and fines), limited visibility and inaccurate inventory, lack of accountability, and fulfillment or service delays are everyday impediments and risks for enterprises without an effective IT asset management (ITAM) capability.

Software assets in particular pose a big challenge. As software costs continue to rise and the risk of vendor audit increases, organizations need a formal software asset management (SAM) capability to track installed software – what is actually used and the relative licensing position. IT needs to break the vicious cycle of blindly purchasing more software every year to ensure compliance and to minimize the unauthorized, and potentially unlicensed, use of software.

The ServiceNow Solution

ServiceNow® Asset Management automates your IT asset lifecycle. It tracks the financial, contractual, and inventory details of hardware, software, and virtual infrastructure – as well as non-IT assets – throughout their lifecycle. Asset requests are handled using workflows to obtain approvals, validate entitlements, issue chargebacks, and provision services. Once an asset is deployed, Asset Management records all maintenance activity and enables IT to perform regular audits, right up until asset retirement.

ServiceNow Asset Management provides an ITAM data repository to track inventory details, with data stored separately from the configuration management database (CMDB) for maximum flexibility. The ITAM repository tracks financial information, while the CMDB tracks configuration item (CI) details and relationships. By having both ServiceNow Asset Management and ServiceNow Configuration Management on the same platform, the traditional challenges around data integration, normalization, and data reconciliation are eliminated. As new assets get added, the business rule engine takes action and creates configuration item (CI) records in the CMDB when necessary. Any application on the ServiceNow Service Automation Platform, including customer-built custom apps, can also leverage this repository. ServiceNow Asset Management also works hand-in-hand with ServiceNow's IT service management (ITSM) applications to provide better control of inventory and valuable insights that improve the quality of services.



Asset management dashboards give real-time insight into the asset estate

