

VMware Service Manager 9— Asset Management

KEY HIGHLIGHTS

- Optimize expenditure on IT assets avoiding both over and under utilization
- Automate requests relating to the procurement, allocation, re-allocation and retirement of software licenses and hardware assets
- Provide complete financial transparency
- Proactively manage contracts
- Optimize the management of assets based on ITIL best practices

Taking control of your IT assets

IT assets can form a large proportion of an organization's enterprise asset base, and while they represent a significant investment, the management of IT assets for financial, security and compliance purposes often lacks the discipline it deserves. The result is that IT has difficulty providing an accurate picture of what items are owned and how they are utilized, and even more difficulty minimizing costs and forecasting future investment needs.

VMware Service Manager 9 Asset Management enables organizations to manage IT assets throughout their lifecycles, ensuring proper financial, security and compliance management. This supports the Service Management view provided by VMware Service Manager's Configuration Management Database (CMDB) to provide you with a holistic view of your assets, their inter-relationships and the services they support.

Lifecycle Management

Keeping track of asset acquisitions and deployments over time is challenging for many IT departments, typically resulting in inefficiencies from over-purchasing and under-utilization as well as potentially exposing the enterprise to a multitude of risks such as vendor license audits and lease penalties.

VMware Service Manager Asset Management enables you to keep track of the entire lifecycle from acquisition to disposal of software licenses and hardware items across your organization. Pre-defined transactions can be manually or automatically applied to assets, ensuring asset status changes are controlled.

For example, such transactions can be used to assign a laptop to a customer or return a software licence to the available licence pool. The details of each of these transactions are recorded, providing you with a complete and searchable history of an asset's lifecycle and governance over your IT Asset Management processes.

Request Automation

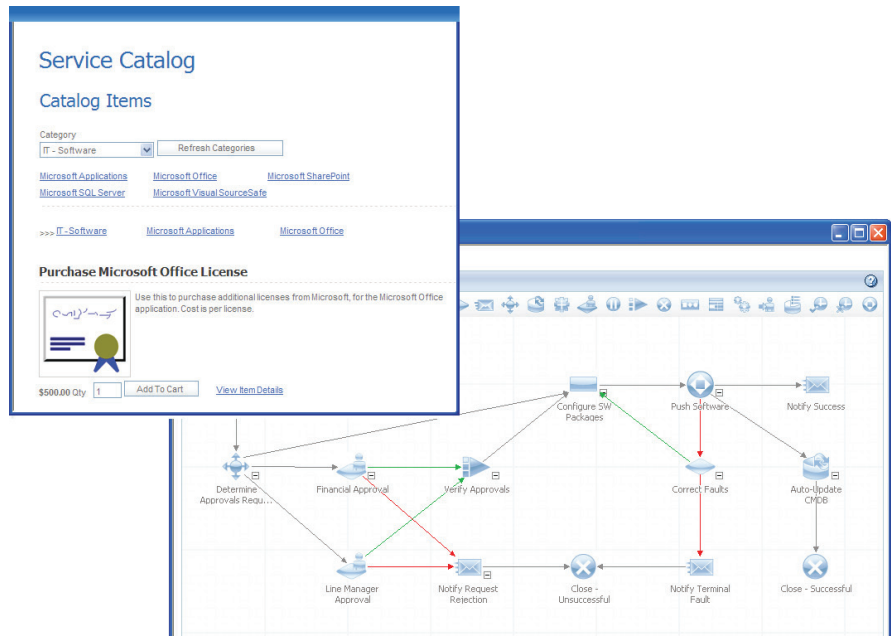
IT departments can be inundated with requests for software licenses and hardware assets, requiring the dedication of significant resource to the fulfilment of repetitive processes. In addition, the information held about assets is often not updated as requests are processed due to the additional manual burden it places on an already stretched IT staff.

VMware Service Manager Asset Management overcomes these challenges by automating common requests serviced by IT departments to drive efficiency, ensure governance, and eliminating human error by enforcing best practices. Specifically, it supports:

- Self service request logging for asset provisioning, maintenance and removal through the Service Catalog
- Automated inventory control and asset usage tracking through workflow driven updates
- Restrictions on the use of assets based on organizationally defined rules
- Automated order initiation when stock falls below defined thresholds

SUBMITTING A REQUEST

Submitting a request from a self-service catalog triggers a configurable workflow in VMware Service Manager that automates the implementation of the request. Workflows can also automate the ordering, allocation, transfer, and disposal of asset records.



Financial Management

Increasingly, IT departments are being asked to justify their expenditure but many find it difficult, if not impossible, to proportionally assign software license and hardware asset expenses to the cost centers that utilize them. They also often cannot determine the actual cost of providing individual IT services which makes accurate chargeback impossible. Forecasting the cost of, and budgeting for, new IT services becomes a guessing game rather than a reliable, accurate, data-driven process.

VMware Service Manager 9 provides complete support for recording financial data against assets. Assets can be assigned to a cost center, allowing you to retain the efficiencies and cost savings associated with bulk purchases while at the same time providing transparency over asset usage at a granular level. In addition, VMware Service Manager implements the concepts of transfers (reallocating an asset to another cost center), jurisdictions (which cost centers users are authorized to use), and holds (maintaining ownership of an asset not currently in use) further enabling you to adhere to your organization's financial policies.

The true cost of an asset includes not only its acquisition, warranty/ maintenance contract and retirement expenses but also the cost of resolving problems and making changes to it. Because assets are also Configuration items in VMware Service Manager's unified CMDB/Asset Management database, and Configuration Items (CIs) can be associated with ITIL Service Transition and Service Operation practice records like Incidents, Problems and Changes, a complete picture of the actual cost to the enterprise of an asset can be accurately determined.

VMware Service Manager's CMDB also allows assets to be related to the IT services they underpin. By supporting a structure that represents the assets deployed to provide a service, VMware Service Manager can calculate the actual cost of a service which is invaluable information not only for chargeback purposes and future vendor/ technology selection, but also for projecting the cost of future services.

ITIL BEST PRACTICE

VMware Service Manager enables you to deliver both ITIL best practice based Service Management and IT Asset Management.

Contract Management

IT departments struggle to keep track of the myriad of contracts associated with assets, which can include software licences, subscriptions, leases, and maintenance and support contracts. Understanding which assets contracts relate to and which assets are not covered by contracts can be difficult. Having assets that are not covered by appropriate contracts can expose the business to security and other compliance risks. In some situations contracts expire without IT's knowledge, exposing the business to the additional risk of vendor audits and unplanned expenditure.

VMware Service Manager 9 enables you to record and manage contracts and to link them to individual asset purchases. By facilitating this record Service Manager provides a complete picture of which assets are covered by contracts, what contracts are in place, and, perhaps more importantly, which assets are not covered by appropriate contracts.

To ensure compliance with contract conditions and internal policies you can instruct VMware Service Manager 9 to send notifications or to trigger a workflow some period before a contract expires, helping you to eliminate your risk of exposure to undesirable events such as license audits, lease fines and compliance audit failures.

ITIL Version 3 and IT Asset Management (ITAM)

ITIL Version 3 recognizes that the management of third party software licenses and hardware assets is a key function within IT that can benefit from the adoption of best practices. As a result, ITIL Version 3 combines the concepts of IT Asset Management (ITAM) and Configuration Management into the much larger concept of Service Asset and Configuration Management (SACM) within the Service Transition practice.

By managing IT resources in a unified platform, VMware Service Manager is able to provide a 'Single Source of Truth' – reducing duplication and errors, while at the same time lowering the complexity and cost associated with managing increasingly complex IT environments.

