

INFRASTRUCTURE TECHNOLOGY WEEK 13 ASSIGNMENT

1.Explain in detail about few important challenges of Managing IT infrastructure Management.

Program management: ITAM programs should be well organized and should adhere to the IAITAM Best Practice BluePrint, which helps guide organizations through the process of establishing an ITAM strategy.

Policy management: All policies must be defined, established, and enforced in the ITAM initiative as well as for the IT assets themselves. These policies need to be clear and easily understood by employees and all key stakeholders.

Communication and education management: A cultural environment that supports ongoing education, awareness and training surrounding ITAM policies is essential. This also helps organizations plan the necessary change management that will need to take place throughout the company.

Project management: ITAM requires strong project management to ensure initiatives are organized, efficient and effective. Project management also helps organizations pull together the necessary resources to deploy and maintain IT assets.

Documentation management: IT asset-related documentation must be organized and maintained for the entire life cycle of the IT asset. This includes proof of purchases, software licenses, certificates of authenticity and any other relevant documentation.

Financial management: Financial IT asset management is the “backbone to savings within your ITAM program from budgeting to invoice reconciliation,” according to the IAITAM. It’s important to stay focused on budgeting, fixed asset reconciliation, chargeback, invoice reconciliation, forecasting, financial audit preparation and billing if you want your ITAM strategy to be successful.

Compliance and legislation: ITAM strategies should be risk avoidant and organizations should always be prepared for a potential audit. This process area helps prepare your organization to meet compliance regulations and establishes a mindset for fixing non-compliance issues as well.

Vendor management: Staying on top of third-party vendors is an essential part of ITAM. You should establish a “documented communication protocol” and build a “library of interactions,” according to the IAITAM.

Acquisition management: Organizations should gather requirements for IT assets before they're acquired or deployed. At this stage, you want to have a clear understanding of all relevant policies, standards and life-cycle processes for your IT assets.

2. Give a case study for IT Infrastructure management and discuss about it.

IT Asset Management Policies

- Policies govern behaviors within the organization. The purpose of asset management policies are to have assets that are:
 - Trackable
 - Maintainable
 - Cost effective
 - Used for the good of the organization
- Topics are many times buried in policies with other names such as Security, Acceptable use, Disaster Recovery, Expenses, etc.

Policy Topics for Asset Management

- Privacy – no expectation of privacy
- Prohibited use – limitations on use of equipment and or software
- Personal use – rules for use non-business
- Use of non-corporate assets on the network – BYOD devices and software allowed? Dialing in from home?
- Physical security of the equipment – loss and theft prevention, usually in the Security policy
- Commitment to energy conservation – Energy Star program, monitor sleep settings
- Environmental Self Audit – policy for disclosure, escalation methods

Managing the Life of the Asset

The Infrastructure, Help Desk coordination, Inventory and Tools Assets are:

- In constant motion (IMAC)
- Change is frequent, with adds,
- Users change

Need rules to govern all of the movement and organizational buy-in

Managing the Inventory

- Where is it?
- Who is using it?
- What is the configuration?
- What assets are being used with it (software,

components)?

- What is the condition of the asset? Asset Management

Tools

Primary tools are:

- **Discovery Tool for Inventory:**

- A discovery tool scans all equipment connected to the network and uncovers details of the hardware configuration (including DMI) and the software that is installed on the hardware.

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- **Ownership Repository Tool:**

- A business application for IT, this tool focuses on the creation of a repository of financial, contractual and inventory information about the assets of the organization.

