

GROUP IT

Demand Analysis – Asset Autodiscovery

We help
build
TP2B
with IT



ATEA

DEMAND DESCRIPTION

What is it

Business requires a quick solution in order to populate AAM with information over who has been the user last using the device.

The goal is to be able to discover *WHO is using WHICH workstation (or mobile) and even in some cases WHERE during the whole Life-/Leasing Cycle of the device*

Possible solutions

- CMDB Project, building Auto Discovery capability
 - **DELAYED**
 - **Asset Management (AAM) is out of scope of the project**
- Monitoring Consolidation project
 - **Minimum 6-month lead time. Platform evaluation hasn't started yet.**
- AAM - SCCM integration for each customer case
 - **Expensive, significant efforts**
 - **Contradicts Auto-discovery strategy**
- ZUUM integration
 - **Already existing internal tool having required information.**
 - **AAM – ZUUM single integration required for quick gain.**
 - **Atea Finland with current urgent need for the solution is willing to work out the POC project with AGS and to provide the results/setup for Group-IT and other countries use.**

SOLUTION DESCRIPTION

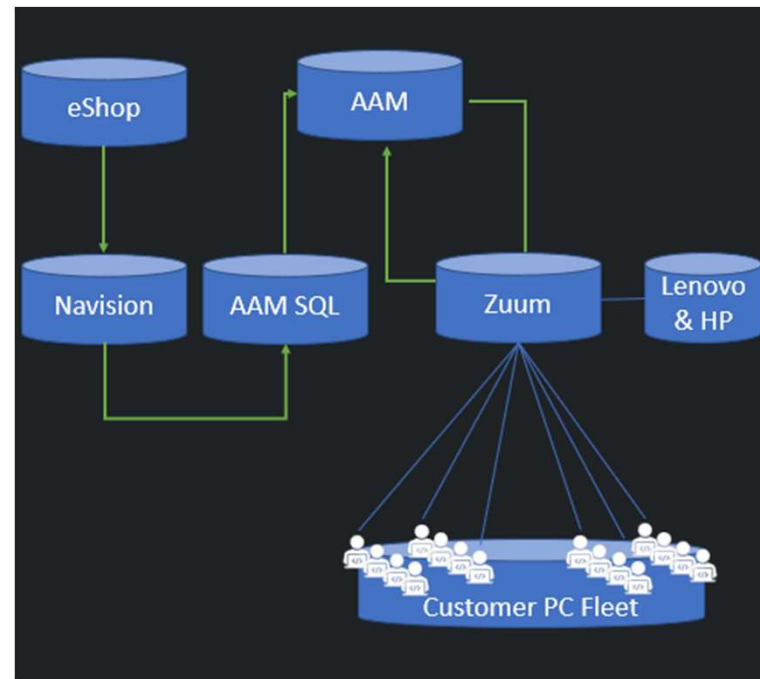
Demand Owner: Finland
Demand: Asset Autodiscovery

What is it

Zuum is AGS built solution. Based on native Microsoft code (DHCP). Used in continuous services, Client Management Operations by Atea Global Services.

Zuum's role in Continuous Services is to ensure Atea's SLAs in PC- patching services and to reduce human resources needs. It is currently installed to close to 120.000 end user's PCs.

Zuum also (as a side effect) providing info regarding **WHO and WHERE is using WHICH device.**



ITAC RECOMMENDATION

Analysis Conclusion:

Currently ongoing projects for enabling Atea Auto discovery capability (CMDB / Monitoring Consolidation) not able yet to deliver such functionality in short term. Both projects still in concept state.

Future solution (Discovery Hub / Monitoring Hub) might include Zuum as one of multiple data sources, which means that requested integration solution doesn't contradict Discovery strategy

Recommendation:

- **Proceed with proposed short-term solution** – Zuum / AAM integration.
Atea Finland would volunteer to run POC project with AGS on Zuum
The project would document prerequisites, best practices in onboarding the customers and share that information with all other countries e.g. via Lorna's international forums on Supply Chain Management and to Atea Finance & AAM Development.
- **Avoid significant investments** - limit project to single integration
- **Consult with CMDB / Monitoring Consolidation projects** in case if solution would require enrichment.