

# **HARDWARE ASSET MANAGEMENT**

**Tend to your hardware like a pro,  
from cradle to grave.**

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Meet Hardware Asset Management, the **superhero** of asset management!

With HAM on the case, every physical asset, from birth to retirement, is in good hands.

The HAM squad will track your precious hardware assets, including computers, servers, mobile phones, and more!

But that's not all – HAM will also keep tabs on warranties, contracts, and vendor agreements, making sure you're always one step ahead.

So, sit back, relax, and let HAM be your **vigilant tech butler!**

# Imagine a world without HAM!

Organizations would be clueless about their assets –

what's in stock,  
where they are,  
and who's using them.

It's like trying to find a needle in a haystack without a magnet!

HAM is the golden ticket to knowing all the juicy details about your assets.

From the systems they support to the value they bring, HAM's got you covered.

# Lifecycle of Asset

- **Plan**

First up, the Management team decides whether to buy, lease, or make do with what they already have to get the job done.

- **Get it**

Next, the procurement department goes shopping and acquires the new assets by whipping up a purchase order.

- **Get it going**

In the deployment stage, the new kids on the block are put to work, or maybe the veterans get a shiny upgrade.

- **Take care**

Now that everything is running smoothly, the asset management team swoops in to ensure all assets are accounted for and in tip-top shape.

- **Say goodbye**

Lastly, the time arrives when assets retire and must be bid farewell. They've served their purpose and it's time to move on.

<b>Asset</b>	<b>Configuration Item</b>
Tracked for Financial reasons	Tracked for supporting business service
Tracked from acquisition to disposal	Only tracked while it's in use
Has parent/child relationships	Has upstream and downstream dependencies
A Financial value is assigned	No Financial value is assigned or tracked
Tracked by an IT Asset Manager	Tracked by an Engineer/Configuration Manager

# Let's talk hardware models, shall we?

- They're like the proud parents of all assets, holding all the juicy details like a treasure chest. Think of them like a VIP record that stores specific product information for your assets.
- You don't have to enter the same info repeatedly for every asset of a given model. Stuff like the manufacturer, model number, and description are common to all assets of that model. So, it's like a one-time setup that saves you loads of time in the future!
- Plus, updating product-specific attributes is a breeze with hardware models. You can make changes to the description or any other attribute, and it'll apply to all the assets under that model.
- It's a one-to-many relationship, meaning you can have multiple hardware assets under a single hardware model.

Now that's what we call a happy family!

# Hardware Assets

- Hardware Assets are the physical **gizmos** that keep our digital worlds spinning, be it Computers, Laptops, Servers, Network Switches, Monitors, Printers, Mobile Phones, IP phones, Hard drives, Routers, Firewalls, and others.

## Consumable Models and Assets

- Consumable Models and Assets are also like assets but come with a twist. Instead of tracking them as one unit, **they are tracked by the number of units** stocked. Think of it as a cupboard full of headphones, cables, keyboards, mouse, webcam, and similar items. Once they are deployed, we don't track them.

## Model Categories

- Model Categories are like **ninja organizers** that help us keep our assets in check. These categories enable us to search and filter assets, group them, and manage them effectively. Think of them as smart labels that help us keep our digital world sorted and organized!

# Manufacturers and Vendors

- Manufacturers create products, while vendors distribute them to consumers. Sometimes, a manufacturer can also be a vendor.

## Locations

- In ServiceNow, a "location" is a fancy word for a spot your company either owns, rents, or does business from. By keeping tabs on all your locations, you can better manage your company's hardware assets.
- Picture this – if you had no clue where any of your gear was stashed, you'd be in a pickle trying to track them down in the right building, room, or office.

## Stockrooms

- Stockrooms are like treasure chests, created solely to hold and keep our precious assets safe and sound.



# Purchase Order

- Listen up! A Purchase Order (PO) is like a shopping list from a buyer to a vendor.
- It tells the vendor what the buyer wants to buy and how much they're willing to pay for it.
- Each item on the list comes with a price tag, quantity, serial number, model, SKU, and a detailed description.
- You can either whip up a PO in the purchase orders module or make one on the fly from an item request in the sourcing task. Shop 'til you drop!

# Transfer Order

- Transfer Order is when one or more assets are transferred from one company stockroom to another, for the purpose of stock distribution.
- Let's say an end user requests a laptop in San Diego, but there are no laptops available locally. BUT in London stockroom, there are 25 laptops available in stock.
- Instead of procuring a new laptop, a transfer order can be made where the laptop can be transferred and shipped from the London Stockroom to the San Diego Stockroom.

# Stock Rule

- A Stock Rule is a system defined criteria that automatically creates a purchase order, or transfer order, from one stockroom to another, when the amount of in stock assets, for a given hardware or consumable model drops below the defined threshold.
- Let's say that the London Stockroom always has to have at least 10 Dell Laptops available at any given time, Once defined, a stock rule can automatically trigger a purchase order or transfer order when the stock level goes below 10.

# Stock Rule

- A Contract is a legally binding agreement between two parties. Typically, in IT Asset Management, Contracts are created between Organizations and Vendors for Warranties, Support agreements, and leases

*Thank  
you!*

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