System Planning: Project Charter

Milestone 1 Systems Planning: Project Charter

Richard Davis

Dr. Rhonda Johnson

January 21, 2024

Table of Contents

Company History 3
Problem Statement 3
Technology Solution Statement 3
Project Benefits 3
Stakeholders 3
Project Plan 5
Technology Tools 7
Current Solutions 8
References 12

Company History

IniTech Solutions has evolved to become an important figure in this industry. The recent audit found critical issues with the current IT Asset Management (ITAM) processes. The ITAM, as of today, has vulnerabilities that lead to data inconsistency, model association duplication, and lack of asset tracking mechanisms.

Problem Statement

Inefficient ITAM processes compromise data accuracy, model consistency, and asset tracking; impeding the organization's decision-making capabilities and operational efficiency.

Technology Solution Statement

Implementing an integrated ITAM system with serialized tracking and stockroom management functionalities to address the data inconsistencies, model duplication, and streamline asset lifecycle tracking.

Project Benefits

- Reducing data inconsistency by 35% in the first six months will result in improved accuracy and reliability of asset information.
- Reducing data duplication by 40% in the first year by standardizing model associations.
- Improving asset tracking accuracy will result in a 20% reduction in asset stage update times.

Stakeholders

The following stakeholders are driven by specific technological, legal, environmental, and economic factors, and how they contribute to the success of the project. Their insights and efforts align with larger organizational goals, ensuring that ITAM systems are implemented with

key factors influencing the organization's operational efficiency, legal compliance, environmental responsibility, and economic considerations.

Asset Manager:

The asset manager is influenced by rapid technological advancements and is motivated to enhance the ITAM processes. Implementing advanced systems is driven by the need to stay current with new advancements, ensuring the company stays up to date on the latest tools and methodologies for asset tracking and management.

Director of IT Service Management:

The Director of IT Service Management sees the impact of legal requirements and environmental sustainability on IT asset delivery. Focusing on legal compliance, the implementation of the ITAM system ensures data protection laws and other relevant regulations are upheld. Environmental factors are important to the Director of IT Service Management as they oversee practices that promote responsible asset management, adhering to the organization's commitment to environmental responsibility.

Facilities Management Director:

The Facilities Management Director is responsible for optimizing physical asset storage and management practices within the organization. The Facilities Management Director is influenced by environmental and economic pressures. The Facilities Management Director ensures that asset storage aligns with sustainability goals and minimizes the environmental impact of asset management processes. The Facilities Management Director takes an economic perspective as they seek cost-effective solutions for the facilities related aspects of asset management, contributing to financial efficiency.

Project Plan

Initiating Phase:

Dates: August 7, 2023 – August 20, 2023

- Project kickoff
- Stakeholder identification and engagement
- Preliminary risk assessment
- Establishing project governance
- Defining project objectives and scope

Systems Planning Phase:

Dates: August 21, 2023 – September 14, 2023

- Detailed project planning
- Resource allocation
- Stakeholder communication plan
- Requirements gathering and analysis

Systems Analysis Phase:

Dates: September 15, 2023 – September 30, 2023

- In-depth analysis of system requirements
- Evaluation of current processes and potential improvements
- Identification of system constraints and challenges

Systems Design Phase:

Dates: October 1, 2023 – December 15, 2023

- Development of ITAM system modules
- Integration of serialized asset tracking and stockroom management functionalities

- User interface design and implementation
- Continuous monitoring of development progress
- Iterative testing and refinement of functionalities

Systems Implementation Phase:

Dates: December 16, 2023 – January 10, 2024

- System testing
- User testing
- Iterative bug fixing and optimization
- Documentation of testing outcomes
- Verification of system compliance with requirements

Systems Support Phase:

Dates: January 11, 2024 – February 5, 2024

- Rollout of ITAM system
- Comprehensive user training sessions
- Transition to live environment
- Post-implementation evaluation
- Continuous monitoring of system performance

Closing Phase:

Dates: February 6, 2024 – February 21, 2024

- Ongoing system monitoring and performance analysis
- Addressing user feedback
- Continuous improvement initiatives
- Periodic review of system effectiveness

- Documentation of maintenance processes and procedures

Technology Tools

Selecting the appropriate technology tools to successfully implement the new ITAM system is critical. The following tools have been chosen based on their proven effectiveness, scalability, and compatibility with the organization's needs.

Database Management Tool:

Robust database management tools serve as the core of the single system of records, offering capabilities for storing, retrieving, and managing IT asset information. Scalability ensures that the organization's growth will be accounted for.

Model Association Tool:

Specialized tool to manage model associations effectively. This tool standardizes model numbers, names, and manufacturers, eliminating duplication and allowing for a comprehensive ITAM framework.

Asset Lifecycle Asset Tool:

Implementation of this tool will address challenges in tracking asset stages of deployment, from the deploy, service, and retirement stages. This tool provides visibility to each asset's lifecycle stage.

Comprehensive Reporting Tool:

This tool will be used to create executive and cost projection dashboards. This tool integrates with external sources and ensures clarity for stakeholders in all appropriate stages of asset management.

Current Solutions

There are already a variety of commercial-off-the-shelf (COTS) options on the market designed to meet the needs of IT asset management, many of which would work for the organization's current needs.

Database Management Tool:

Initech Solutions has previously used distributed Excel spreadsheets to manage IT assets. This has led to significant challenges including data inconsistencies, manual maintenance issues, and lack of integration capabilities. This lack of a centralized system has hindered the organization's ability to create reports efficiently. The proposed solution is to implement a robust data management tool. Current tools that are available to utilize include Microsoft SQL Server and Oracle Database. These tools serve as a single system of record, addressing the challenges faced by this organization by providing centralized data storage, real-time updates, and integration capabilities. This will ensure data consistency, enhance reporting, and create smooth integration with external sources.

Model Association Tool:

Model associations within the organization have faced large hurdles including duplication issues, model number inconsistencies, naming convention inconsistencies, and manufacturer inconsistencies. This lack of uniformity has affected the accuracy and efficiency of ITAM process capabilities. The proposed solution is to implement a dedicated model association tool.

Current tools that are available include IBM InfoSphere MDM and Informatica MDM. These tools standardize model associations, eliminating duplication and ensuring uniformity in model details. Resulting in an optimized and cohesive ITAM framework, improving accuracy and efficiency in asset management.

Asset Lifecycle Asset Tool:

Tracking assets during various stages of deployment has posed as a challenge for IniTech Solutions in the past. Lacking a systematic approach led to inefficiencies in asset management and diminished ability to monitor and control asset lifecycles effectively. The proposed solution is to implement an asset lifecycle management tool. Examples of this type of tool include ServiceNow or Jira Service Management. These tools streamline tracking processes, providing systematic approaches to managing asset lifecycles. ServiceNow, "Minimize waste throughout the asset lifecycle by optimizing software licenses, tracking hardware assets, and managing cloud resources" (*IT Asset Management - ITAM - ServiceNow*, n.d.). The organization gains improved visibility into each asset's lifecycle stage, providing for better control and monitoring throughout the process.

Comprehensive Reporting Tool:

The organization has lacked visibility across stakeholders' interests has been an obstacle for the outcome of projects. Without a comprehensive reporting dashboard, decision making and collaboration among stakeholders has been hindered. The proposed solution to this issue is to utilize a comprehensive reporting tool. Current tools that are available include Tableau and Power BI. These tools allow organizations to create executive and cost projection dashboards. Stakeholders across different departments can gain visibility into asset management stages,

improving collaboration and decision making, Power BI allows organizations to, “Easily embed and share reports in your other Microsoft services, including Teams, PowerPoint, Excel, and Power Platform” (*Power BI - Data Visualization | Microsoft Power Platform*, n.d.).

COTS Versus In-House

When considering whether to use a commercial-off-the-shelf solution or an in-house solution to the IT asset management system issues the organization is facing, there are a few key choices to make.

The first of these choices is how quickly the solution needs to be implemented. For all the proposed tools, it will be much faster to use one of the COTS options. Using a COTS tool would mean the only real waiting times are on the decision of which of the COTS options best serves your needs and budget, and the time it takes for trainings on the tool, whereas the in-house solution can take months or longer to complete.

The second choice is your budget, how much are you willing to spend on the tool. The in-house solution will be much more expensive when you take the salaries and facilities costs to create a tool from scratch. The COTS solution will have a monthly or yearly subscription or will have a per user license payment structure, depending on the business model of the provider.

The third choice is the customization capabilities of the tool. The in-house solution will allow for the most customization of the tool because the exact needs of the organization can be met purposefully in the design process. With the COTS solution, the organization will be stuck with the customization that the COTS tool provider allows, and the company will have to make do with the options available.

The final choice specified in this charter is the availability of vendor support and expertise. The in-house solution results in the expertise and support from the designers and

creators of the tool, or the new support team created or allocated for the new tool and having the availability of this support determined by the organization. Using a COTS tool means having the support and expertise provided by the tool vendor, which can either be dedicated technicians or outsourced phone and remote access support both of which are usually 24/7 support but can be Monday-Friday support, depending on the vendor.

Ultimately, the decision between an in-house or commercial-off-the-shelf solution to the organization's needs comes down to the trade-offs of time, cost, resource allocation, customization, and support availability.

References

Atlassian. (n.d.). *ITSM Software Features | Atlassian*. https://www.atlassian.com/software/jira/service-management/features/itsm#configuration-management

Cost-optimized and High-Performance database. (n.d.). https://www.oracle.com/database/

Edwards, J., Ketchen, D., & Short, J. (2014). Mastering Strategic Management. BCcampus.

IBM InfoSphere Master Data Management. (n.d.). https://www.ibm.com/products/ibm-infosphere-master-data-management

Informatica. (n.d.). *Master Data Management (MDM) Solutions and Tools | Informatica*. https://www.informatica.com/products/master-data-management.html

IT Asset Management - ITAM - ServiceNow. (n.d.). ServiceNow. https://www.servicenow.com/products/it-asset-management.html

Ketchen, D., & Short, J. C. (2011). *Mastering Strategic Management*. http://doer.col.org/handle/123456789/5642

Our platform. (n.d.). Tableau. https://www.tableau.com/products/our-platform

Power BI - Data Visualization | Microsoft Power Platform. (n.d.). https://www.microsoft.com/en-us/power-platform/products/power-bi#tabs-pill-bar-ocb9d418_tab0

SQL Server 2019 | Microsoft. (n.d.). https://www.microsoft.com/en-us/sql-server/sql-server-2019

Tilley, S. (2019). Systems analysis and design (12th ed.). Boston, MA: Cengage Learning.