* Prerequisites
  + Plugins
    - Hardware Asset Management (sn\_itam.ham)
    - Asset Management (com.snc.asset\_management)
    - Discovery (com.snc.discovery)
    - Configuration Management Database (CMDB) (com.snc.cmdb
    - Procurement (com.snc.procurement)
    - Contract Management (com.snc.contract\_management)
    - Optional Software Asset Management Professional (com.snc.samp)
    - Vendor Performance Management (com.snc.vpm)
    - Service Catalog (com.snc.service\_catalog)
    - IntegrationHub (com.glide.hub.integrations)
    - ITOM (com.snc.itom)
  + Foundational data
    - User(AD/HR/)/Locations (location hierarchies, distribution centers)
    - Cost Centers/Departments/
    - Stock Rooms (you can create after the HAM installation also)
    - Companies/Manufacturers/Vendors
  + Installation
    - Request HAM plugin from Service Now Store
    - Install HAM Application
    - Install Content Library Portal (manufacturer model details, lifecycle information etc..) (content Library plugin)
    - Validate Asset Receiving Mobile (mostly it is already installed, but check)
  + Configure HAM
    - Normalization Data Service (Normalization company name across the applications, vendor name/company table linkage) => Normalization => guided setup/ Normalized Company Names/Normalized Mappings
      * Normalization Guided Setup => Activate Plugin/Download Normalized Data/Update Reference Qualifiers/Normalization Properties/Normalize Configuration Items(CMDB)/ Normalize Configuration Items(CMDB Model)/Normalize SAM
    - Guided Setup for HAM (HAM Guided Setup)
      * Resource Categories (opt-in) (we can opt in only the classes that we are using) (When you enable the **Resource Category Opt-in**, the system allows you to define resource categories (like "End User Devices," "Data Center Hardware," or "Network Equipment") and associate specific hardware models or assets with these categories. These categories are then utilized in various workflows, such as: Asset requests/Inventory audits/Procurement processes/Lifecycle tracking)
      * Content Services Setup (opt-in) (we get the model & lifecycle dates even if we don’t opt in, but optin help publishing our custom models)
      * Asset Automation: Asset Actions for Incident & Change
      * Asset Lifecycle Catalog Items
      * Asset Lifecycle Workflows
      * Contract workflows
      * Asset Map View
      * Hardware Content Download
      * Hardware Model Normalization
    - Setup HAM Roles
  + HAM Maturity Assessment & Success Portal (HAM Work Space => Success Portal)
    - Provide accelerator & pre-defined roadmap
    - Maturity Items (check list)
    - Crawl
      * HAM Guided Setup/Resource categories optin in/stock rooms/hardware models/Normalized asset estate/Standard Hardware request flow/Asset Disposal/Hardware Asset and bulk stock/Assets receive with mobile app/Hardware Asset Workspace/Content Lookup portal
    - Walk
      * Asset Refresh
      * Asset Tasks
      * Bulk Transfer Order
      * Asset Reservations
      * Asset Reclaim
      * Asset Donation
      * Asset Lease expiration
      * Asset Audits
      * Advanced Shipment Notifications
      * Consume Local Stock (distribution centers etc..)
    - Run
      * Zero touch refresh
      * Asset Bundles
      * Mobile Asset class and Licensing
      * RFID scanner
      * Asset Management Executive
      * Contract renewel workflow
      * Pallet
      * Advanced stock room tracking
      * Success Portal
      * RMA
      * Total Cost of Ownership
      * Asset Warranty Integration
      * Technology Reference Model
      * Zero Touch Refresh
      * Asset Repair
      * Asset Picking
  + Hardware Asset Workspace Setup
    - Activate through a plugin
  + Stock Rooms setup (where the assets & consumables are received)
    - HAM workspace => Inventory => All Stock Rooms
  + HAM workspace
    - Inventory =>
      * Overview
      * All Stock Rooms
      * Asset Audits
      * Disposal Orders
      * Loaner Asset Orders
      * RMA Orders
      * RMA Line Items
      * Transfer Orders
      * Donation Orders
    - Asset Estate
      * Overview
      * All Assets
      * Hardware Assets
      * Consumable Assets
      * Software Licences
      * Bundle Assets
      * Pallets
      * Other Assets
      * Asset Tasks
    - Model Management
      * Overview
      * All Models
      * Hardware Models
      * Consumable Models
      * Bundeld Models
      * Contract Models
      * Software Models
    - Procurement
      * Overview
      * Requests
      * Items
      * Tasks
      * Purchased Orders
      * Receiving Slips
    - Contract Management
      * Overview
      * All contracts
      * Leases
      * Insurance
      * Maintenance
      * Warranties
      * Purchase Agreements
      * Purchase Orders
      * Service
      * Software Licenses
      * Subscriptions
      * Non-Disclosure
      * My Contracts
      * My Approvals
      * Terms and Conditions
    - Success Portal
    - Asset Operations
      * Inventory
        + Stock Room Types
        + Stock Rules
        + Stock Orders
      * Shipment
        + Shipments
        + Shipment Assets
        + Shipping Carriers
        + Carrier Integration
      * Procurement
        + Requests
      * Hardware Asset normalization
        + Custom products
        + Custom models
        + Calculated lifecycle
      * Contract Renewal
        + All contract renewal
        + Contract renewals
      * Zero touch refresh
        + Requests
        + Refresh models
      * Success Goals
        + Success Goals
        + Success activities
        + Categories
  + Hardware Model
    - Manufacturer/Product Name/Model Number/Model Category
  + Normalize the hardware and consumable models
    - Compare data with Service Now Content Library to standardize values
    - Aligns assets under common display name (manufacturer + product name +model number)
    - Content Library automatically populate the lifecycle dates
  + Content Lookup portal
  + Stock room
  + Tables
    - CMDB\_CI\_CLASES
    - Sn\_phy\_assets
    - Com.sn\_hwnorm
    - Sn\_itam\_common
    - Sn\_geo\_map
    - Com.snc\_procurment
    - Core\_company
  + Normalization Data Services
    - If you have similar company names like (micro soft, Microsoft etc.. everything is normalized to one standard name
* The ServiceNow Normalization Data Services plugin normalizes Configuration Items and Assets by updating their Company references (i.e. manufacturer) to point to what ServiceNow has determined to be the official company name. One of the benefits of this normalization is the defragmentation of existing CI and Asset reports that include columns referencing Company.
* This feature offers granular configuration over whether or not to normalize existing CIs and Assets, as well as control over when and how this normalization should occur with new CIs and Assets moving forward.
* No data on this instance will be updated by this feature until later in the setup when desired functionality is explicitly enabled.
  + - User Administration => Normalization Data Service => guided setup =>
      * Activate Plugin
      * Download Normalized Data
      * Update Reference Qualifiers (
      * Normalization Properties
      * Normalize Configuration Items (CMDB)
      * Normalize Software Asset Management
    - Normalized company Names
  + Asset Administration
    - Allows Asset Managers to view and configure settings used for asset CI management (creating assets/setting appropriate state/substates/synchronize assets & CI’s)
    - Asset => Administration => Asset-CI field mapping
      * 24 fields synced b/n Asset & CI
        + Asset Tag/lease id vendor/warranty expiration etc..
    - Asset -CI Install Status Mapping
      * Asset-State +Sub state ⬄ install status + hardware status + substatus
    - Asset-CI Hardware Status Mapping
    - Asset Creation Queue
    - System properties
      * Glide.create\_alm\_asset.async (to create asset immediately from CI)
      * Glide.asset.create\_ci\_with\_ire (to create asset immediately from CI)