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* Setup the CMDB
  + IRE
* Scope
  + Windows laptops
  + Ipads
  + UC devices => Printer,scanner/ipad/imac/andrioid/
  + DC out of Scope for HAM
* Process
  + Product Lifecycle
  + New Ipad => Service Catalog(Model) => Inventory policies (Store room & stock room)
  + Model definition (make it available for this zone or country) etc..
  + Onboarding => request everything by manager
  + No modifications made to the catalog
  + Sam => Software (entitlement through AD groups), if you want to remove then add to remove group and then it re-cliams. Intune, tenium,SCCM
  + Software Path => Dump, software dump
  + Software installation team will not worry about the lic entitlements
  + Enumarion process => quertley
  + Softwares purchased by the departments using credit cards directly
  + Software Lic => subscription agreement/remove from the Admin console (how it works practically)/publisher packs/subscription tables/
  + Service Graph => pulls all the data and
  + Normalization =>
  + Reclamiation rules doesnot work subscription based software
  + Downgrade the subscription => F3 lic or E3 Lic, based on that we can define reports
  + Complaint or not complaint => reclaim the software
  + How we can reclaim the software? Entitilement imports? Entitilement imports?additional entilement/software harvesting/subscription
  + HAM/SAM => Single Lic ($2m per year for 100k device) + how many devices you manage (pivot table) => only account will be able tell you no report available)
  + HAM use cases => ASN (SAP/Ariba etc..), Service Graph, Life Cycle, Disposal (legal hold),transfer laptop/surrender laptop, Asset receive through the Now Mobile, Model refreshment, loaner, disposal process, issue metrics, ghost installations
  + Transfer laptop => write business rule to do that
* Source of HAM
  + Legacy => SCCM, hw for windows
  + Current => AirWatch (windows11)
  + Apple Devices => Jmaf
  + Software => KDM
  + Procurement source => every geo has different source , ASN integrated with HP & Dell
  + Manual imports
  + Now Mobile to receive the records
  + Procurement record, procurement line, order indent, serial numbers etc.. => ALM\_ASSET table, when there is no model is not available we need to create new models
  + No consumables monitoring

**===========================================================**

* **Implementation Steps:**
  + **Collect and document the following data:**
    - Document who owns hardware asset management:
    - Determine who can purchase or lease hardware:
    - Make sure you have a healthy CMDB:
    - Clarify how hardware is distributed:
    - Establish if the hardware is reclaimed:
    - Confirm how hardware audits are currently conducted:
  + **Identify the scope for the initial launch**
    - Asset refresh,Audit,Disposal,Normalization,Procurement,Stock management
  + **Document business outcomes and metrics and objectives**
  + **Assess your team readiness**
    - Hardware asset manager, Service catalog manager, Procurement manager
  + **Create an implementation governance committee**
  + **Build a communications and training plan**
  + **Plan for a phased rollout**
  + **Risks**
* **Platform Setup Activity**
  + **Activate Plugins**
  + **Enable Access**
  + **Define the process & Workflows**
    - **Request**
    - **Procurement**
    - **Install, Move, Add and Change (IMAC)**
    - **Decommission**
    - **Disposal**
  + **Define Model Categories**
  + **Configure Foundation Data (Location,users,Cost Centers, Departments)**
  + **Import Asset Data**
    - **Purchase date**
    - **Purchase Order (PO) number**
    - **Model**
    - **Serial Number**
    - **Asset tag**
    - **Status (in-use or in-stock assets only are in-scope)**
    - **Warranty expiration**
    - **Stock rooms**
  + **Import Contract Data**
    - **Vendor**
    - **Contract type**
    - **Start date**
    - **End date**
    - **Short description**
    - **Contact information**
    - **Related assets**
  + **Setup & Configure Discovery**
  + **Integrate with required data sources**
* **Process Guide**
  + process responsible for tracking accurate and complete financial, contractual, and operational information about hardware assets and their relationship to CIs. It manages the life cycle of all hardware assets within ServiceNow.
  + Strong inter-process relationships exist between Change Management, Incident Management, Request Management/Fulfillment, Vendor Management, Procurement, Asset Discovery, and Configuration Management. Hardware Asset Management is a key component of a reliable Service Catalog and CMDB within the ServiceNow platform.
  + standardize the asset lifecycle as it pertains to requesting, procuring, receiving, installing, retiring, and disposing of hardware assets
  + Ensure all hardware assets are recorded and maintained in the asset repository
  + Accurately identify hardware assets to be refreshed or retired
  + Ensure all maintenance and lease agreement information is maintained in the asset repository and linked to the appropriate asset records
  + Capture purchase order information from corporate procurement functions to enable the receipt of hardware assets and the initial creation of asset records
  + Capture hardware asset information resultant from CI installation, move, add, change, or replacement activities
  + Provide prompt registration and updates of hardware asset records to enable the performance of other service management processes (e.g., recording of asset records prior to the implementation of a Physical CI, data feeds into charge/show back processes)
* **Customer Business Value**
  + Increased consistency in the execution of hardware asset management processes using standard processes and Out of the Box (OOTB) ServiceNow functionality.
  + Integrated Hardware Asset Management process with stockroom, procurement, and field services activities allows data gathered from asset-related transactions to sustain ongoing asset repository accuracy and enable the use of available inventory to avoid unnecessary purchasing actions.
  + Avoid penalties and derive the most benefits from maintenance and lease contracts
  + Provides accurate hardware asset data to make sound business decisions about ongoing and future investments.
  + Accurate reports to Asset Owners in accordance with audit and US Sarbanes-Oxley requirements.
* **Roles**
  + Process Owner
  + **Asset Manager**
  + **Asset Analyst**
  + Asset Owner
  + Stockroom Manager
  + **Procurement Manager**
  + Change Manager
* Hardware Asset Management Planning and Design
  + Identify Assets
  + Create Asset Categories & Models
  + Create Product Bundles
  + Define Stockrooms
* Hardware Asset Management Lifecycle
  + **Request Hardware Asset**
  + **Source Asset**
  + **Process Procurement Request and Create Asset Record**
  + **Receive, Store and Transfer Assets**
  + **Install/Move/Add/Change Asset**
  + **Validate Assets for Refreshment**
  + **Retire Asset**
  + **Dispose Asset**
  + **Maintain Hardware Product Models**
  + **Maintain Stock Rules**
  + **Track Hardware Asset TCO**
  + **RMA – Return Merchandise Authorization**
  + **Process Asset Lease Expiration**
  + **Contract Renewal Workflow**

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| **SL#** | **Process** | **Sub Process** | **Action** |
|  | Request Hardware Asset | Submit Request for Hardware | Link from ***Validate Asset Records for Refreshment (HAM 6.0)*** process to initiate procurement of refresh assets  Link from ***HR Onboarding*** operational process to order hardware items for new joiners  Create and submit the request for the asset using the Service Catalog (or equivalent) by selecting the required hardware item(s) from the list of Catalog Items. Said items are based on the organization's certified Product Models and In Production (Status). When appropriate, the request is routed for approval.  If the required hardware is not represented in the Service Catalog, initiate a request to obtain approval to procure the item and route for approval (HAM 1.2) |
|  |  | Review Hardware Request | Review the Hardware Request and approve or reject. If the request is disapproved, the requester is notified. |
|  |  |  | Link to ***Source Requested Hardware (HAM 2.0)*** process to source the requested item. |
|  |  |  |  |
|  | Source Asset | Submission | Link from **Request Hardware Asset (HAM 1.0)** process to source the requested hardware items  Link from **Change Management** operational process to source hardware items required for implementing a Change Request. |
|  |  | Review Available Stock | Determine if the requested hardware or consumable item is available in stock.  If the requested item **is** available in stock at an appropriate stockroom location, determine if a Transfer Order is required (if the item is in stock at the same location/site as where installation is required, a Transfer Order may not be necessary). If required, initiate actions to create a Transfer Order to move the item to the required deployment location.  If the requested item **is not** available in stock, establish if any substitute products (defined in the hardware model record) are available in stockrooms appropriate to the location of where the asset requires installing, and if so, determine if an approval is required to substitute the requested product. If approval is required, initiate a Transfer Order to move the substitute product for deployment.  If the requested item is not in stock and no substitute products are available, initiate the procurement process.  Link to **Process Procurement Request and Create Asset Record (HAM 3.0**) process to enable the procurement of the requested item  Link to **Receive, Store and Transfer Assets (HAM 4.0)** process to select a stocked asset for shipment/delivery to an installation location (no Transfer Order) |
|  |  | Approve Product Substitution | When appropriate, review requirements to substitute a requested item and provide approval that the proposed substitute product fits the purpose.  Following approval, initiate a Transfer Order to ship the substitute product for deployment.  Link from **Maintain Stock Rules (HAM 10.0)** process to assess a Transfer Order required to move required stock from the source stockroom |
|  |  | Create/Issue Transfer Order | Create and issue a Transfer Order to ship the requested asset(s) to the destination stockroom for deployment. This could be a company stockroom or a Field Services representative's ‘personal’ stockroom.  Ensure the following information is provided:   * Location of stockroom from which the items will be shipped * Location of the destination stockroom * Quantity and details of required hardware models * Select specific hardware and consumable assets associated with the requested hardware model   **Note** - For assets already located in an appropriate stockroom and don’t require shipping, an ‘internal’ Transfer Order can be created to reserve the asset for fulfillment.  Link to **Receive, Store and Transfer Assets (HAM 4.0)** process to enable the fulfillment of a Transfer Order. |
|  | Process Procurement Request and Create Asset Record |  | Link from **Source Requested Items (HAM 2.0**) process to create a Procurement Request to enable the acquisition of the requested item.  Link from **Maintain Stock Rules (HAM 10.0)** process to create a Procurement Request to order stock.  Link from **Maintain Hardware Product Models (HAM 9.0)** process following the creation of a Product Model that requires including in a Procurement Request. |
|  | Receive, Store and Transfer Assets | Create Procurement Request | When the **ITSM Procurement Plugin** is activated, and the sourcing activities in HAM 2.0 leverage the plugin capabilities, the Procurement Request (represented as a Purchase Order record in ServiceNow) is automatically created. If the Plugin functionality is not used, create Procurement Request in the appropriate system of record.  Review any received notification that a Procurement Request is required to order items to replenish stock or fulfill a request and confirm that a Procurement Request is required.  When required, create a Procurement Request. Ensure the following information is available:   * Product Model(s) * Quantity Required * Vendor * Delivery/Stockroom Location * Required Delivery Date   Link to **Maintain Hardware Models (HAM 9.0)** process to request the creation of a Product Model that requires including in a Procurement Request. |
|  | Install/Move/Add/Change Asset | Create and Issue ERP Purchase Order | Create a Procurement Requisition in the ERP system.  Once financially approved, create the ERP Purchase Order and issue to the appropriate supplier. |
|  | Validate Assets for Refreshment | Create/Update ServiceNow Purchase Order | **Note:** This process step only applies if the Procurement Plugin is activated.  Following PO issuance in the ERP system, create a new ServiceNow PO record OR update an existing ServiceNow PO record ensuring that the ERP PO #, vendor, ordered items, cost center, hardware item costs, and shipping information are included in the ServiceNow PO record. |
|  | Retire Asset |  | **Event Trigger** from an external vendor when shipping information is provided prior to delivery. |
|  | Dispose Asset | Process ASN | Digitally receive the Advanced Shipping Notice (ASN) from the supplier. Perform the following actions:   1. Import ASN and automatically create Asset Records (HAM 3.5). This includes Asset Tag and Serial Number information OR 2. Locate the ServiceNow PO record and automatically create asset ‘shell’ records prior to delivery based on the PO record. These records will not include asset tag and serial number information – these data attributes require adding in HAM 4.1   **Note:** If an ASN is not provided by the vendor, asset records will be created following receipt of the procured items.  Link from **Receive and Store Asset (HAM 04)** process to create an asset record following goods receipt (automated) |
|  | Maintain Hardware Product Models |  | This step is automated when:   1. A vendor provides an ASN, which has been processed in HAM 3.4 2. Following goods receipt in HAM 4.2- Receive Hardware or Consumable Asset (requires **ITSM Procurement Plugin**). 3. Bulk loading asset information via an import set.   If an asset record requires manual creation, ensure all required data attributes, such as Serial Number, are recorded.  **Note:** The ServiceNow Platform generates expense lines automatically upon creating an asset record and updates expense lines automatically. Expense lines enable tracking costs and represent when a point-in-time expense is incurred. |
|  | Maintain Stock Rules |  |  |
|  | Track Hardware Asset TCO |  |  |
|  | RMA – Return Merchandise Authorization |  |  |
|  | Process Asset Lease Expiration |  |  |
|  | Contract Renewal Workflow |  |  |
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