



Strategic Command

Digital Asset Management

Best Practice

Asset

“ something having value, such as a possession or property, that is owned by a person, business, or organization ”

Configuration Item

“ any component that needs to be managed in order to deliver an IT service ”

Shared Goals



The purpose of IT Asset Management is the same regardless of the type of asset.

A centralised and comprehensive Configuration Management Database underpins all IT processes & functions, enabling efficient & effective management of **all** IT assets and services.

IT Asset and Configuration Management are essential foundations for building a Digital Backbone.

Assets

IT Assets

Hardware Assets

Infrastructure

Servers

Switches

Firewalls

Routers

Voice Gateways

Physical Media

End User

Laptops

Desktops

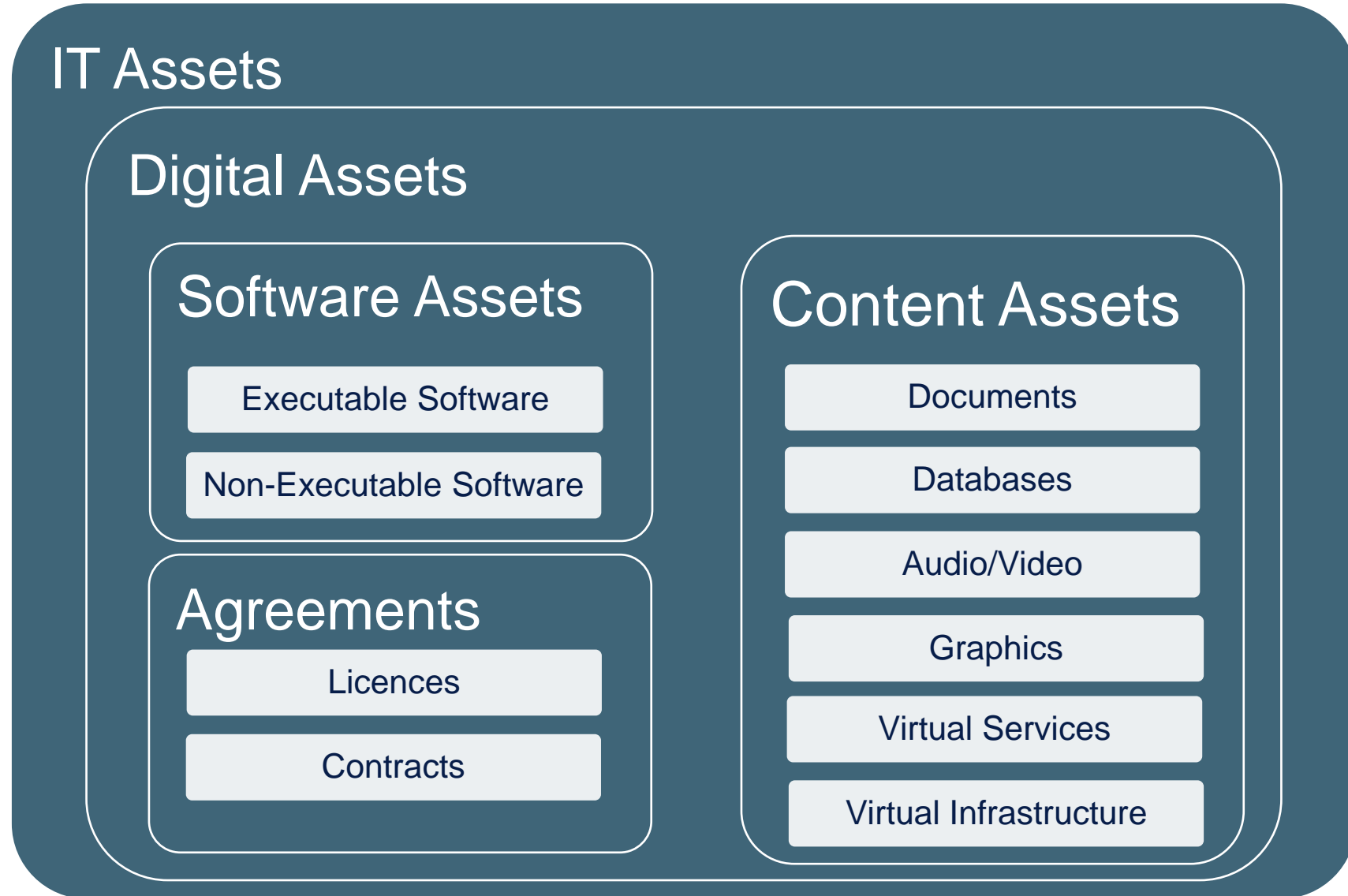
Mobile Phones

Tablets

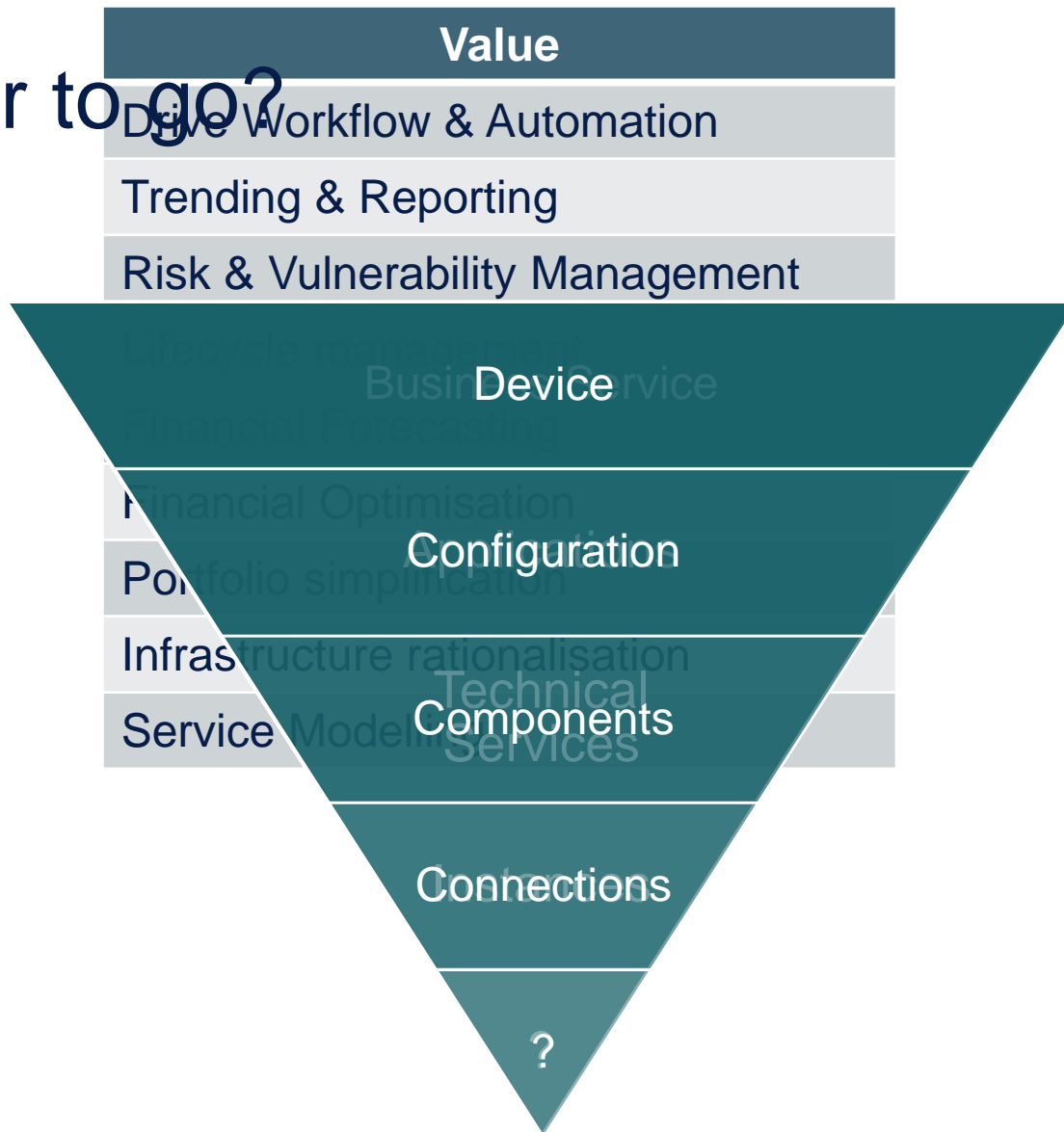
Radios

Peripherals

Assets



How far to go?



Ambition & intention for capability & process automation determines the need for data.

Manually collected data **must** have a cost-benefit to justify effort.

Keep it as simple as it can be - less can very often be more.

Operational Service Management Approach

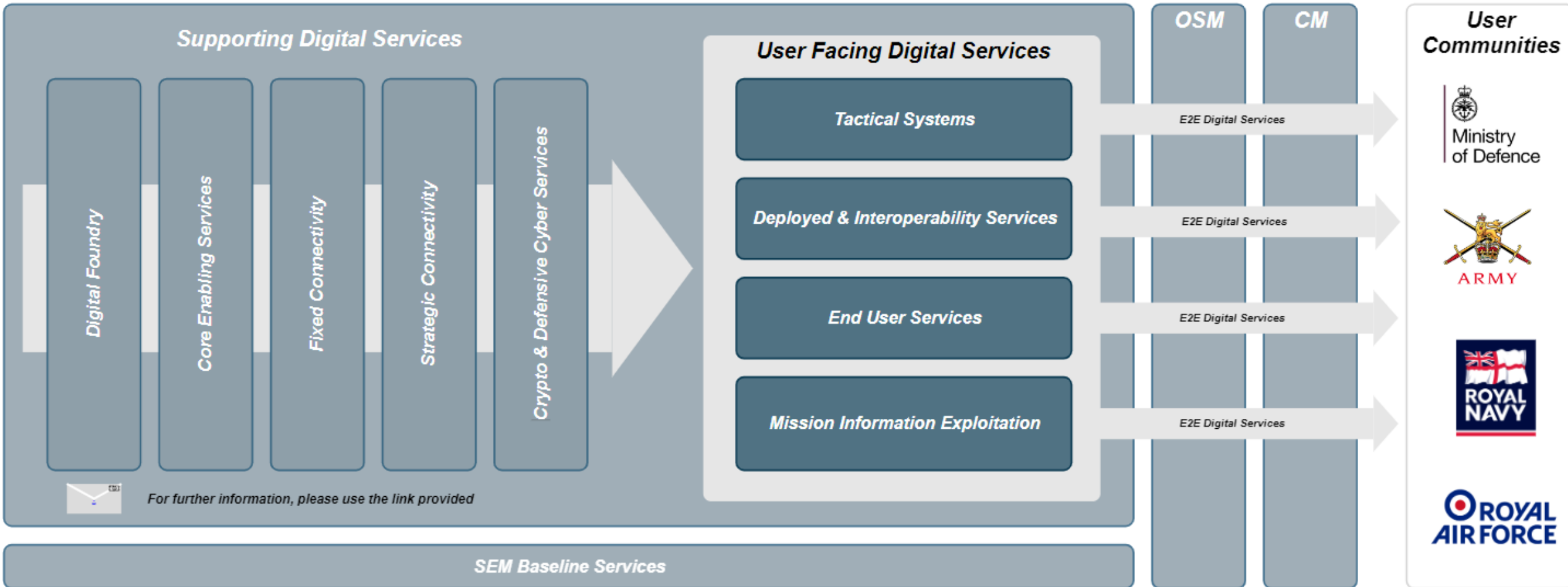
CI Types-Attributes Matrix						
CI ATTRIBUTES	Mandatory?	Global/Supplier Specific	Business Service	Application	Operating System	Database
Ticket Reference	N	Global	X	X	X	X
Date of Change	N	Global	X	X	X	X
CI Name	Y	Global	X	X	X	X
Serial Number	N	Global				
Tag Number	Y	Global				
Status	N	Global	X	X	X	X
Status Reason	N	Global	X	X	X	X
Category	Y	Global				
Type	Y	Global				
Item	Y	Global				
Product Name	Y	Global		X	X	
Manufacturer	Y	Global		X	X	
Model/Version	N	Global		X	X	
Part Name	N	Global				
System Role	N	Global				X
System Environment	Y	Global	X	X	X	X
Supported	Y	Global	X	X	X	X
Users affected	N	Global	X	X	X	X
Operational	N	Global	X	X		X
Domain	N	Global				
MOD System	Y	Global	X	X	X	X



The Minimum Data Set is the Data Dictionary for the Authority ITSM Tooling.

It defines:

- The fields for each ITSM process form
- The attributes for each Asset/CI type
- The values permitted in certain attributes
- The lifecycle of Assets & CIs in terms of statuses

Service Model



 **WORK IN PROGRESS
UNDER REVIEW** 

Where next?

Collaboration, discussion and decisions are needed:

- What outcomes does IT asset management need to deliver?
- What assets and data are needed to support the delivery of those outcomes?
- What other data do we need to link asset data to?
- How do we need to structure and present the data?

Continue the conversation with us, we are here to support the wider Authority and its needs.

