E2E Device Lifecycle Management

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Agenda

01 The Accelerated Pace of Change

02 E2E Lifecycle Management:
Strategic Roadmap & Maturity Model

03 Group Discussion: Top Business
Challenges and/or Opportunities

04 Key Takeaways

The Accelerated Pace of Change

C-suite survey revealed that rapid pace of change holds continued potential for wide-ranging impact on leaders in the year ahead

183%
Growth rate of change 2019-2024

#1
Technology is top cause of change

88%
Leaders anticipate faster rate of change

52%
Not prepared to respond to changes

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Businesses Anticipate Unprecedented Rate of Change in 2024, New Accenture 'Pulse of Change Index' Shows

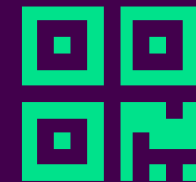# IT Asset Management: Foundation for driving value in business processes

Optimized IT Management

Cybersecurity and Compliance

Strategic Planning
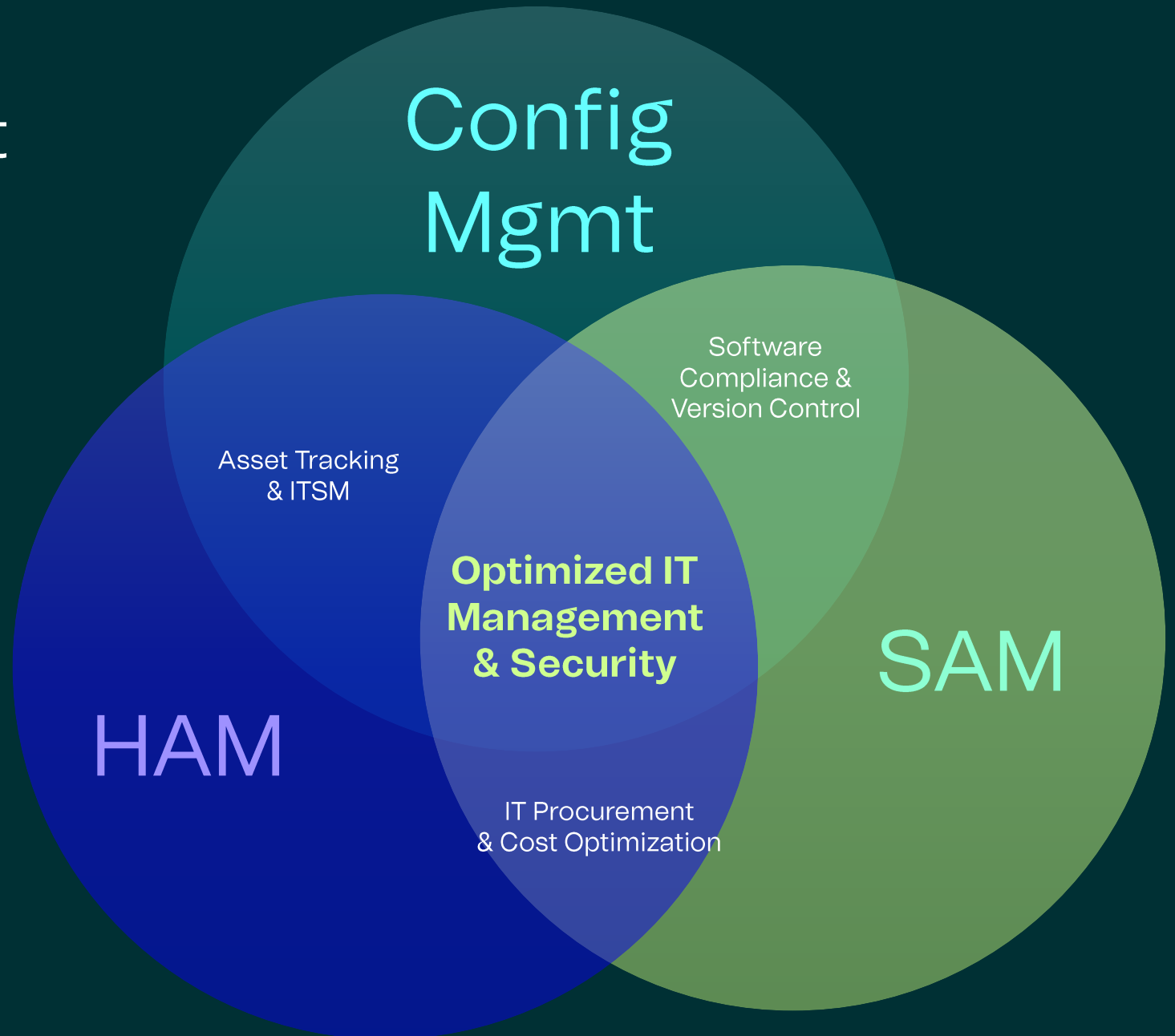
Risk Mitigation

Finance

IT Asset Management

Getting it Right

Optimized IT Management & Security

- Enhanced Visibility
- Cost Control
- Risk Mitigation
- Vulnerability Management
- Compliance Auditing
- Enhanced Collaboration

Config Mgmt

Software Compliance & Version Control

Asset Tracking & ITSM

Optimized IT Management & Security

SAM

HAM
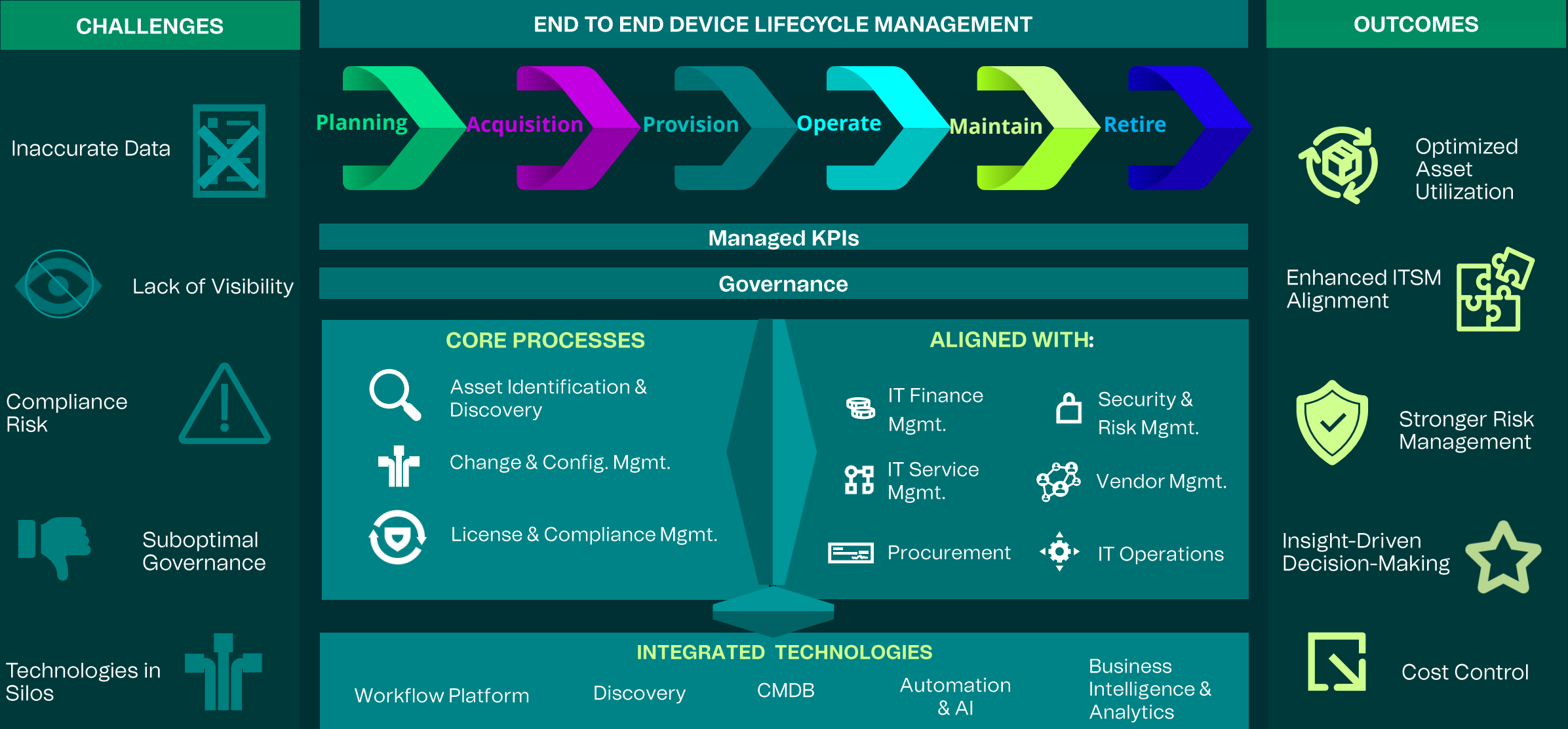
IT Procurement & Cost Optimization

Where we're going

An integrated ITAM service optimizing asset lifecycle management through automation, data-driven insights, and compliance, addressing growing complexity and evolving business needs with agility.

Improve operational stability

Enhance technology utilization

Insightful information

Reliable data

Comply with regulation

Reduce risk profile

Visualization of interdependencies

Strategic partnership for planning

Better collaboration

Strategic direction

Increase ROI

Align with business practices

Future Mode of Operations

END TO END DEVICE LIFECYCLE MANAGEMENT

Planning → **Acquisition** → **Provision** → **Operate** → **Maintain** → **Retire**

Inaccurate Data

Lack of Visibility

Compliance Risk

Suboptimal Governance

Technologies in Silos

Optimized Asset Utilization

Enhanced ITSM Alignment

Stronger Risk Management

Insight-Driven Decision-Making

Cost Control

Managed KPIs

Governance

CORE PROCESSES

- Asset Identification & Discovery
- Change & Config. Mgmt.
- License & Compliance Mgmt.

ALIGNED WITH:

- IT Finance Mgmt.
- Security & Risk Mgmt.
- IT Service Mgmt.
- Vendor Mgmt.
- Procurement
- IT Operations

INTEGRATED TECHNOLOGIES

Workflow Platform   Discovery   CMDB   Automation & AI   Business Intelligence & Analytics
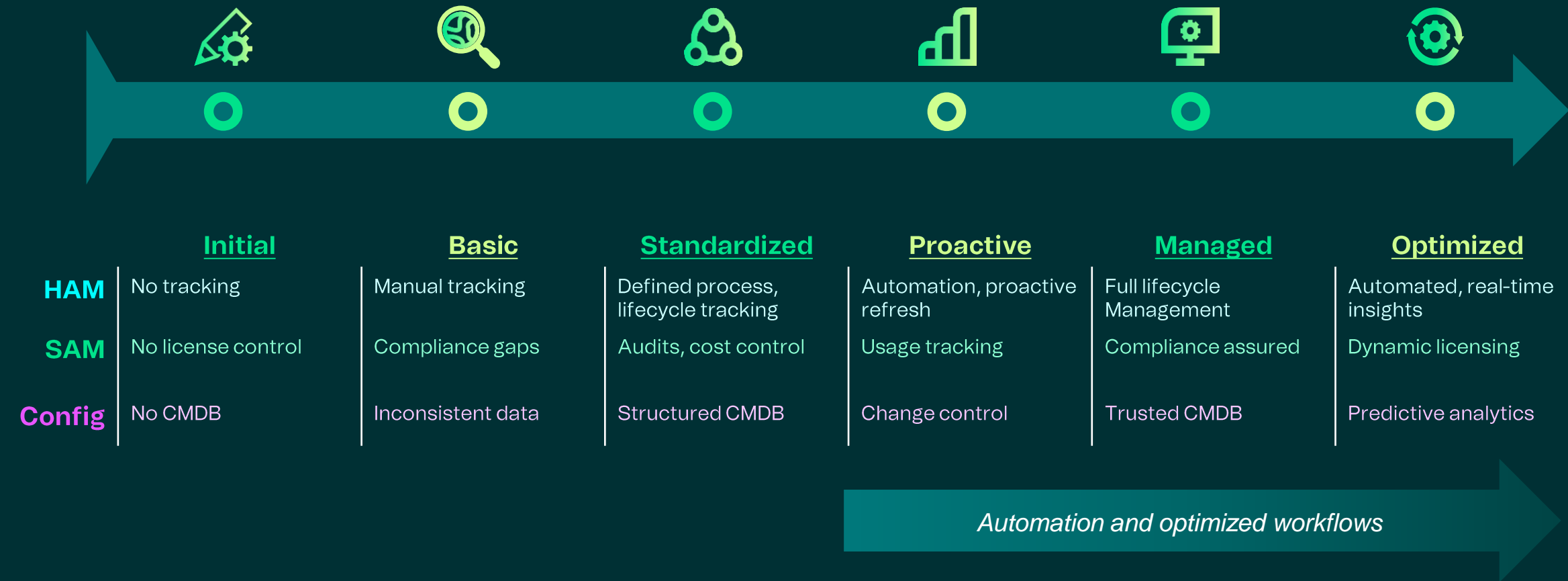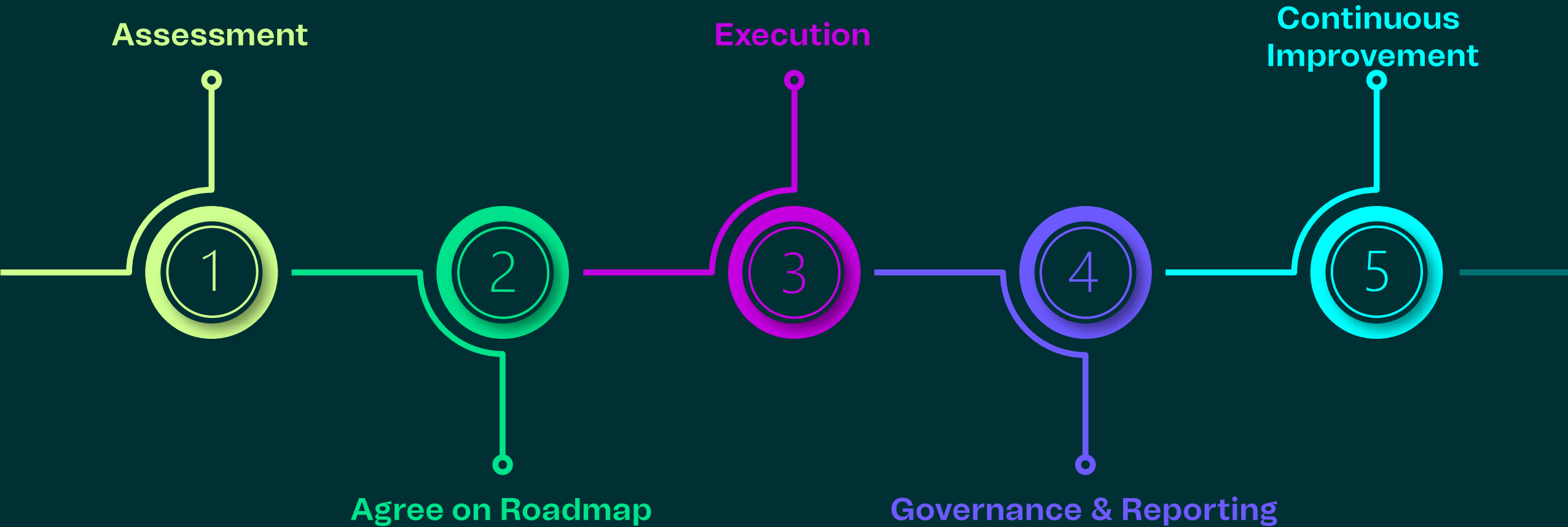
Strategic Roadmap to Operational Excellence
Meeting You Where You Are and Guiding the Transformation

	Initial	**Basic**	**Standardized**	**Proactive**	**Managed**	**Optimized**
HAM	No tracking	Manual tracking	Defined process, lifecycle tracking	Automation, proactive refresh	Full lifecycle Management	Automated, real-time insights
SAM	No license control	Compliance gaps	Audits, cost control	Usage tracking	Compliance assured	Dynamic licensing
Config	No CMDB	Inconsistent data	Structured CMDB	Change control	Trusted CMDB	Predictive analytics

Automation and optimized workflows

Group Sharing and Insights

Top Business Challenges and/or Opportunities

What's the biggest challenge your business is facing right now?

How do you see ITAM aligning with your company's broader IT or business strategy?

What things are you doing right now to set yourself up for future readiness?

Key Takeaways

Business disruption is a critical risk

ITAM Framework for enhanced IT Management & Security

Growth along the maturity continuum for operational excellence

" Through readiness and discipline, we are the masters of our fate.

Bill Paxton

Thank you

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Appendix

Future Mode of Operation – Hardware Asset Management

Asset Management (Lifecycle Status)

On Order	In Stock New/Available	In Use	In Maintenance	In Stock Pending Disposal	Missing	Retired
Automate shell asset creation using OEM ASN	Updates based on receival trigger	Updates based on deployment request trigger	Updates based on Incident trigger	Updates based on • Performance monitoring • Field Service judgement • End-of warranty, selected refresh candidate	Updates based on Incident trigger (lost/stolen)	Updates based on disposal, donation, or vendor return

Hardware Asset Management Process

Activities	HAM Essentials – End User	HAM Essentials - Enterprise	HAM Additions
Lifecycle Management	End User	Enterprise	
Product Model Management	x	x	
Discovery and Reconciliation [1]	X	x	
Stock Governance	x		
Reporting and Analytics	x	x	
Rolling Refresh Planning [2]			x
Order Management			x
Vendor / Contract Management			x

[1] Requires tools like Intune, SCCM, etc.
[2] Requires ReadyWorks

Future Mode of Operation – Software Asset Management

Asset Management (Lifecycle Status)

Acquired	Entitled	Deployed	Reclamation	Retired
Create software model after procurement	Assignment to user / device based on request trigger	Zero touch deployment	Updates based on software optimization	Updates based on warranty / contract expiration

Software Asset Management Process

Activities	SAM Essentials	SAM Enterprise	SAM Complete Protect
Manage license entitlement	End User	End User and Enterprise	End User and Enterprise
Software discovery	x	x	x
Software reconciliation	x	x	x
Software metering	x	x	x
Reporting	x	x	x
Portal Management	x	x	x
License optimization		x	x
Audit Defense			x

Future Mode of Operation – Configuration Management

Configuration Management (Operational Status)

Ready	Operational	Repair in Progress	DR Standby	Non-Operational	Retired
CI created upon request for build	Updates based on Request/Change trigger	Updated based on Incident trigger	CI created upon request for build	Updates based upon Change trigger	Updated based on Change trigger

Configuration Management Process

Activities	CMDB Essentials	CMDB Advanced Relationships	Additions
CMDB Population and Maintenance [1]	x	x	
Configuration Control	x	x	
Status Monitoring and Reporting	x	x	
Verification and Audit	x	x	
Business Service Mapping [2]		x	
Planning and Strategy			x
CMDB Design and Development			x

[1] Requires tools like ServiceNow Discovery
[2] Requires tools like ServiceNow Service Mapping