



PROJECT

SERVICE ASSET & CONFIGURATION MANAGEMENT SACM

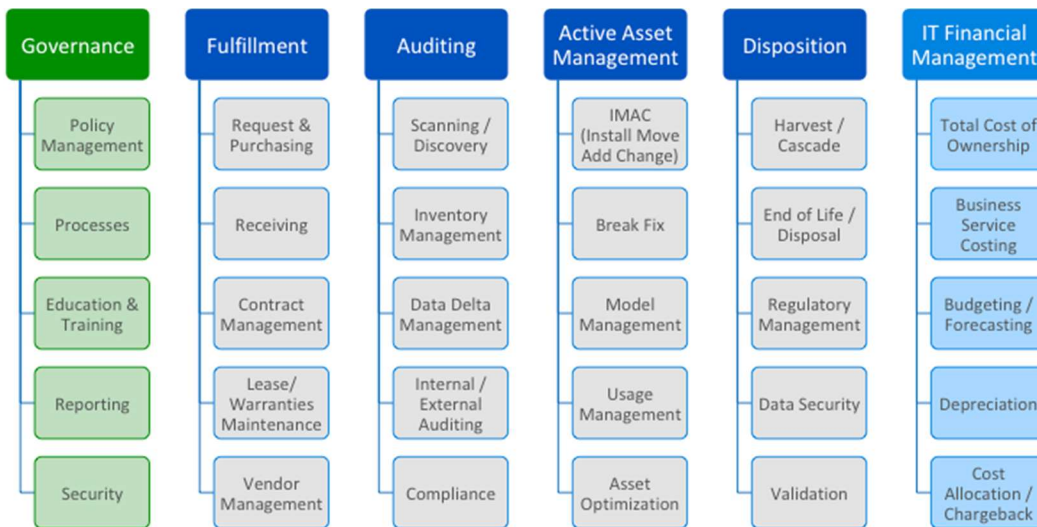
CHUCK RUKSTALES
C3iTSM LLC

1.1. **Service Asset & Configuration Management (SACM) Capability Assessment**

The Service Asset & Configuration Management (SACM) Capability Assessment is a combination of onsite workshops, remote interviews, and a final Assessment Guide based on discussions with key IT Service, Asset & Configuration Management related stakeholders. Both onsite and remote discussion will provide outputs that will be assembled into the Service Asset & Configuration Management (SACM) Assessment Guide. The Assessment Guide consists of two (2) critical elements: Best Practice Process Guide and Implementation Roadmap.

- **Onsite Workshops:** The Onsite Workshops guide the customer through an understanding of current practices and processes (current state) while discussing best practices (optimized state) related to critical IT Asset Lifecycle Management elements. Industry standards and best practices will be utilized to compare “current state” to an “optimized state”.

C3iTSM, LLC will frame discussions using the ITIL Service Asset & Configuration Management Methodology. This methodology, based on industry standards and best practices, is a penetrating view into the complete lifecycle management of IT Assets. The following represent the topics within each lifecycle tower and their related elements utilized in the C3iTSM IT Asset Management Methodology



Process Outputs of the Onsite Workshop include but are not limited to existing policies, processes & procedures, roles & responsibilities, sample Asset data (hardware, software licenses, contracts), use case scenarios, and general perceptions of “current state”. Any gaps identified between “current state” and “optimized state” will serve as critical outputs of the Onsite Workshops.

Technical Outputs of the Onsite Workshop include configuration requirements for the successful implementation of IT Asset Management within the CUSTOMER platform.

- **Interviews:** In the event that additional outputs or clarity not obtained during Onsite Workshop efforts are required, C3iTSM will interview client stakeholders remotely
- **SACM Assessment Guide:** The primary deliverable of the C3iTSM Service Asset & Configuration Management Capability Assessment is the SACM Assessment Guide. This guide will outline “current state” of the client with observations and recommendations for optimization while providing a roadmap for the successful implementation of best practice recommendations.

The SACM Assessment Guide contains the following primary sections:

- **SACM Workshop Overview:** The scope, client goals, and objectives of the Service, Asset & Configuration Management Capability Assessment.
- **Process Roles:** Typical roles defined for service asset management and the identified personnel that will be undertaking that role

- **SACM Process Overview:** best practice baselines for general IT Asset Management processes
- **SACM Best Practice Guide:** Review of Service Asset & Configuration Management related processes as part of the C3iTSM Asset Management methodology and process integration overview. The Best Practice Guide is based on the full lifecycle management of IT assets and services. This lifecycle is identified within 6 Asset Towers: Governance, Fulfillment, Auditing, Active Asset Management, Disposition, and IT Financial Management.

The primary objectives of the Best Practice Guide are to rationalize and reduce IT costs, reallocate underutilized IT resources, and streamline IT business processes. Observations (outputs) are identified within each Asset Tower element with related recommendations for optimization within the client's environment.

- **Configuration Requirements:** Configuration decisions made in the Workshop and outstanding decisions required to configure the CUSTOMER'S platform to support Customer's requirements including:
 - Plugins
 - Model Categorization
 - State/Status
 - Naming Conventions
 - Data Normalization
 - Reporting Requirements
 - Software Licenses
 - Software Contracts
 - Discovery Integration
 - Attributes
 - Data Dictionary and Forms
 - Notifications
- **Implementation Roadmap:** Implementation recommendations for both SACM processes and the supporting technology within CUSTOMER'S PLATFORM. C3iTSM recognizes the complex nature of IT Asset Management and the need for a successful implementation of technology in support of SACM processes. Based on industry standards, best practices, and real world experience the Implementation of ITAM Processes and C3iTSM follows a methodology that combines organizational goals with practical reality.

C3iTSM follows the International Standards Organization (ISO) recommendations for tiered implementation of best-in-class IT Asset and Software Asset Management environments.

This tiered approach focuses on the critical elements that make an Asset Management initiative successful.

