

Computer Asset Management

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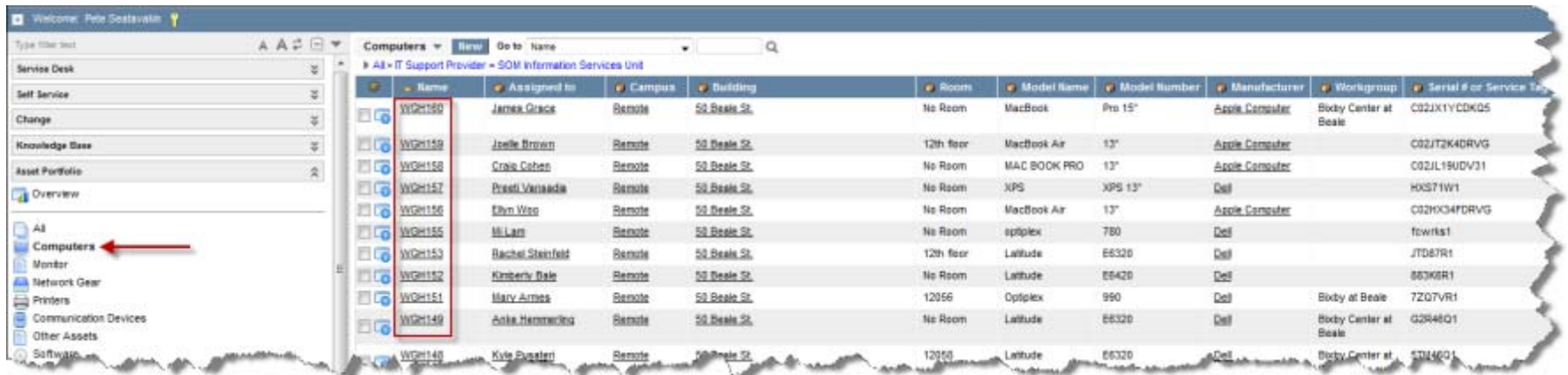
Agenda

- Computer Asset Basics
 - Viewing
 - Creating
 - Editing
 - Roles
- Asset Lifecycle
 - Received
 - Inventoried
 - Deployed
 - Surplused

Computer Asset Basics

Viewing

- To view an asset navigate to the **Asset Portfolio** then select the **Computers** module.



The screenshot shows a web-based interface for managing computer assets. On the left, there is a navigation menu with options like 'Service Desk', 'Self Service', 'Change', 'Knowledge Base', and 'Asset Portfolio'. Under 'Asset Portfolio', the 'Computers' option is selected and highlighted with a red arrow. The main area displays a table of computer records. The table has columns for Name, Assigned to, Campus, Building, Rooms, Model Name, Model Number, Manufacturer, Workgroup, and Serial # or Service Tag. A red box highlights the first few rows of the table.

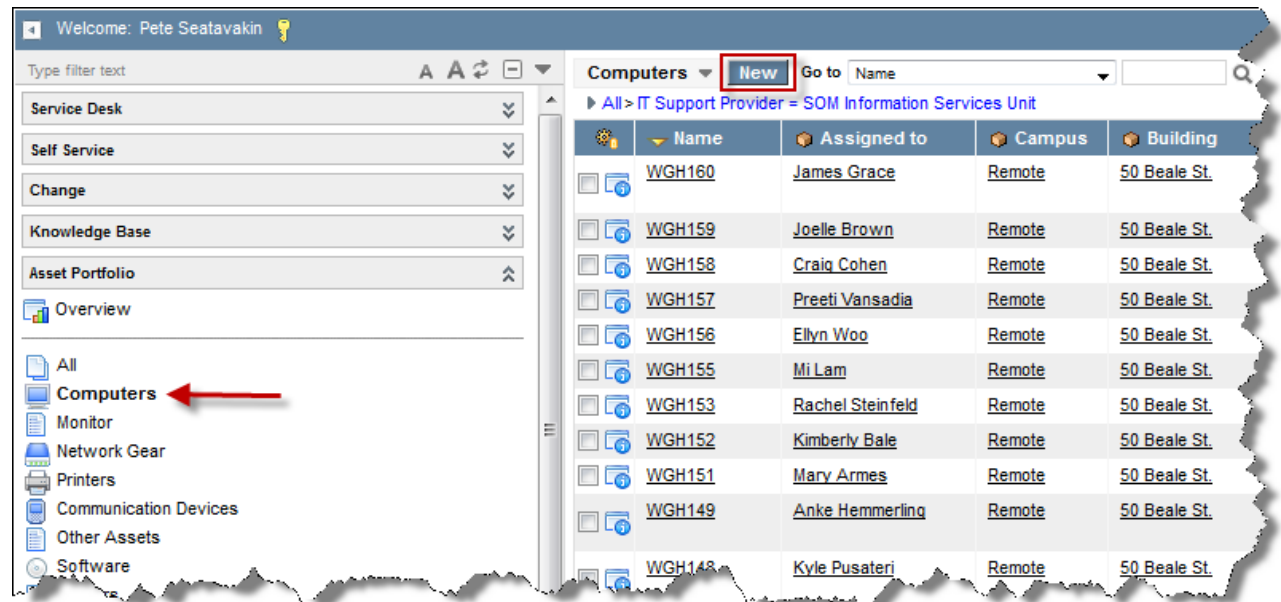
Name	Assigned to	Campus	Building	Rooms	Model Name	Model Number	Manufacturer	Workgroup	Serial # or Service Tag
WQH150	James Grace	Remote	50 Beale St.	No Room	MacBook	Pro 15"	Apple Computer	Bixby Center at Beale	C02J1YCDK05
WQH159	Joelle Brown	Remote	50 Beale St.	12th floor	MacBook Air	13"	Apple Computer		C02JT2K4DRVG
WQH158	Craig Cohen	Remote	50 Beale St.	No Room	MAC BOOK PRO	13"	Apple Computer		C02JL19UDV31
WQH157	Prash Vasaada	Remote	50 Beale St.	No Room	XPS	XPS 13"	Dell		H0S71W1
WQH156	Elyn Woo	Remote	50 Beale St.	No Room	MacBook Air	13"	Apple Computer		C02HX34FDRVG
WQH155	Mi Lam	Remote	50 Beale St.	No Room	optiplex	780	Dell		fwwrks1
WQH153	Bachal Steinfeld	Remote	50 Beale St.	12th floor	Latitude	E8320	Dell		JTD87R1
WQH152	Kimberly Dale	Remote	50 Beale St.	No Room	Latitude	E8420	Dell		883K6R1
WQH151	Mary Ames	Remote	50 Beale St.	12056	Optiplex	990	Dell	Bixby at Beale	7Z07VR1
WQH149	Anita Hernandez	Remote	50 Beale St.	No Room	Latitude	E8320	Dell	Bixby Center at Beale	G3R48Q1
WQH148	Kyle Pasteri	Remote	50 Beale St.	12056	Latitude	E8320	Dell	Bixby Center at	SD146Q1

- A list of all **Computer** records will now be displayed. You can click on any of the names to view any asset.

Computer Asset Basics

Create A Computer Asset

- To create a new asset record, navigate to the **Computer Asset Portfolio** module and select the **New** button.



The screenshot shows the 'Computer Asset Portfolio' interface. On the left, a navigation menu lists various asset categories: Service Desk, Self Service, Change, Knowledge Base, Asset Portfolio, Overview, All, Computers, Monitor, Network Gear, Printers, Communication Devices, Other Assets, and Software. A red arrow points to the 'Computers' item. On the right, a table displays a list of computer assets with columns for Name, Assigned to, Campus, and Building. The 'New' button is highlighted in red in the top right corner of the interface.

Name	Assigned to	Campus	Building
WGH160	James Grace	Remote	50 Beale St.
WGH159	Joelle Brown	Remote	50 Beale St.
WGH158	Craig Cohen	Remote	50 Beale St.
WGH157	Preeti Vansadia	Remote	50 Beale St.
WGH156	Ellyn Woo	Remote	50 Beale St.
WGH155	Mi Lam	Remote	50 Beale St.
WGH153	Rachel Steinfeld	Remote	50 Beale St.
WGH152	Kimberly Bale	Remote	50 Beale St.
WGH151	Mary Armes	Remote	50 Beale St.
WGH149	Anke Hemmerling	Remote	50 Beale St.
WGH148	Kyle Pusateri	Remote	50 Beale St.

Computer Asset Basics

Create Computer Asset (cont.)

- The screenshot below is a blank new **Computer** record. All fields with a **red bar** are required fields. All other fields are optional.

The screenshot shows a web-based form for creating a new computer asset. The form is titled "Computer" and has a "Required field" indicator. The fields are organized into several sections:

- Top Section:** Name (required), Support Status (dropdown, currently "Undetermined"), Support Status Date (calendar), Tag/Inventory #, Vendor (lookup), Manufacturer (required, lookup), Model Name (required), Model Number (required, lookup), Parent (lookup), and Notes.
- Right Section:** Device Type (dropdown), Serial # or Service Tag # (required), Status (dropdown), Status Date, Static IP Address, Receipt#, Bill Number, Mobile Number, and Ownership (dropdown).
- Bottom Section:** Category (dropdown), Subcategory (dropdown), Project Tag #, CPH Tag #, Campus & Project Title (dropdown), Program Name (dropdown), Sub Program Name (dropdown), and Cost.

Fields with a red bar on the left side of the label are required: Name, Manufacturer, Model Name, Model Number, Serial # or Service Tag #, and Ownership.

Computer Asset Basics

Editing

- Once you have clicked on any of the names to view any asset you can then pick any of the fields to edit and then click save.

The screenshot shows a web browser window with a URL bar containing 'Welcome: Palo Alto...'. The page title is 'Computer - Required Field'. The interface is divided into several sections for editing an asset:

- Top Section:** Contains fields for Name (WOH148), Support Status (Monthly Tier 1), Support Status Date (2011-07-20 14:58:45), Tag/Inventory #, Vendor, Manufacturer (Dell), Model Name (Latitude), Model Number (E6520), Parent, and Notes.
- Right Section:** Contains fields for Device Type (Laptop), Serial # or Service Tag # (STM48Q1), Status (Deployed), Status Date (2011-07-20 14:59:00), Static IP Address, Faceplate, SRI Number, Mobile Number, and Ownership (University).
- Bottom Section:** Contains fields for Category (Computer), Subcategory (Laptop), Prop ID Tag #, DPH Tag #, Campus & Project Title (None), Program Name (None), Sub Program Name (None), and Cost.

Buttons for 'Save and Close', 'Save', and 'Delete' are visible in the top right corner.

Computer Asset Basics

Roles

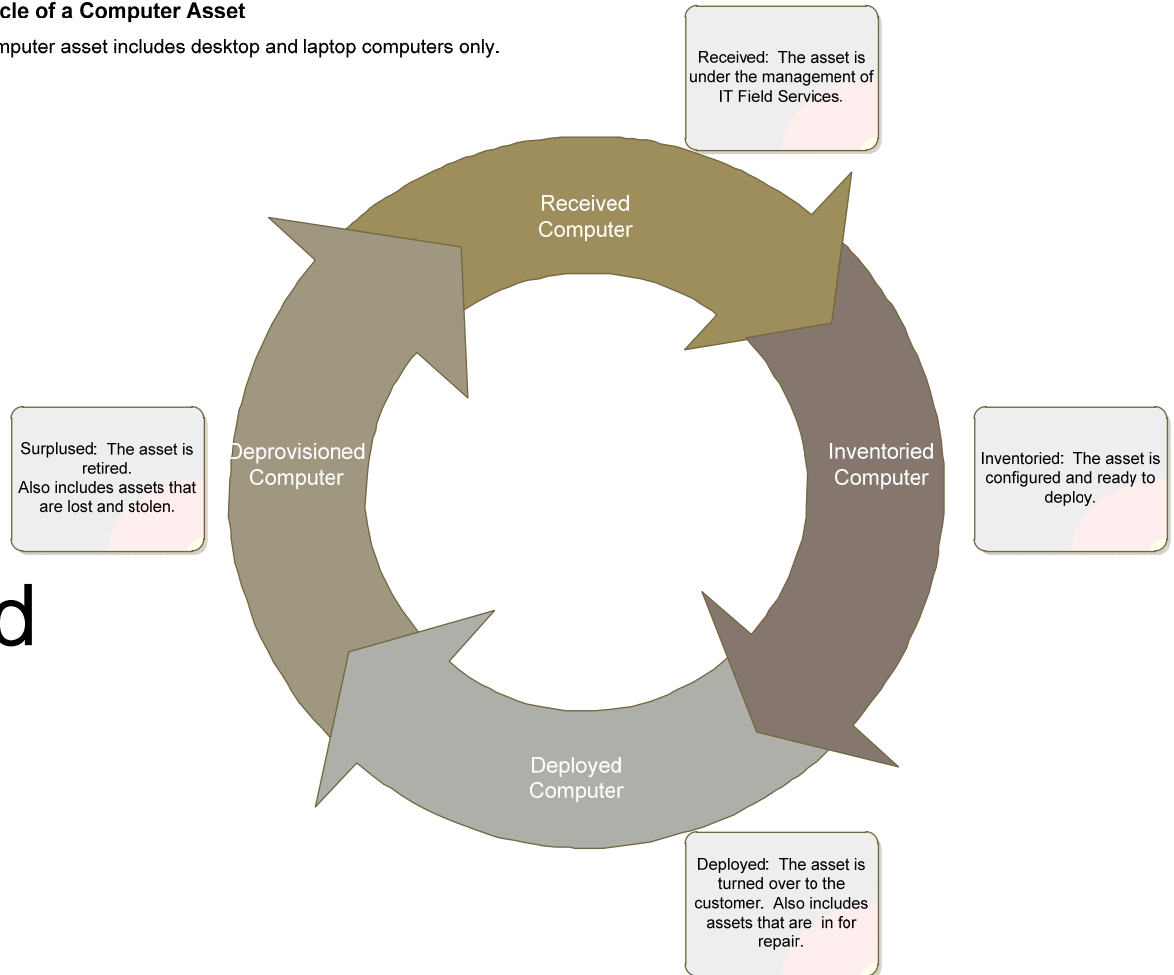
- 2 Computer Asset Roles
 - Computer Asset Manager
 - Gives the ability to view, create, and edit computer assets.
 - Asset
 - Gives the read only any asset in ServiceNow

Asset Lifecycle

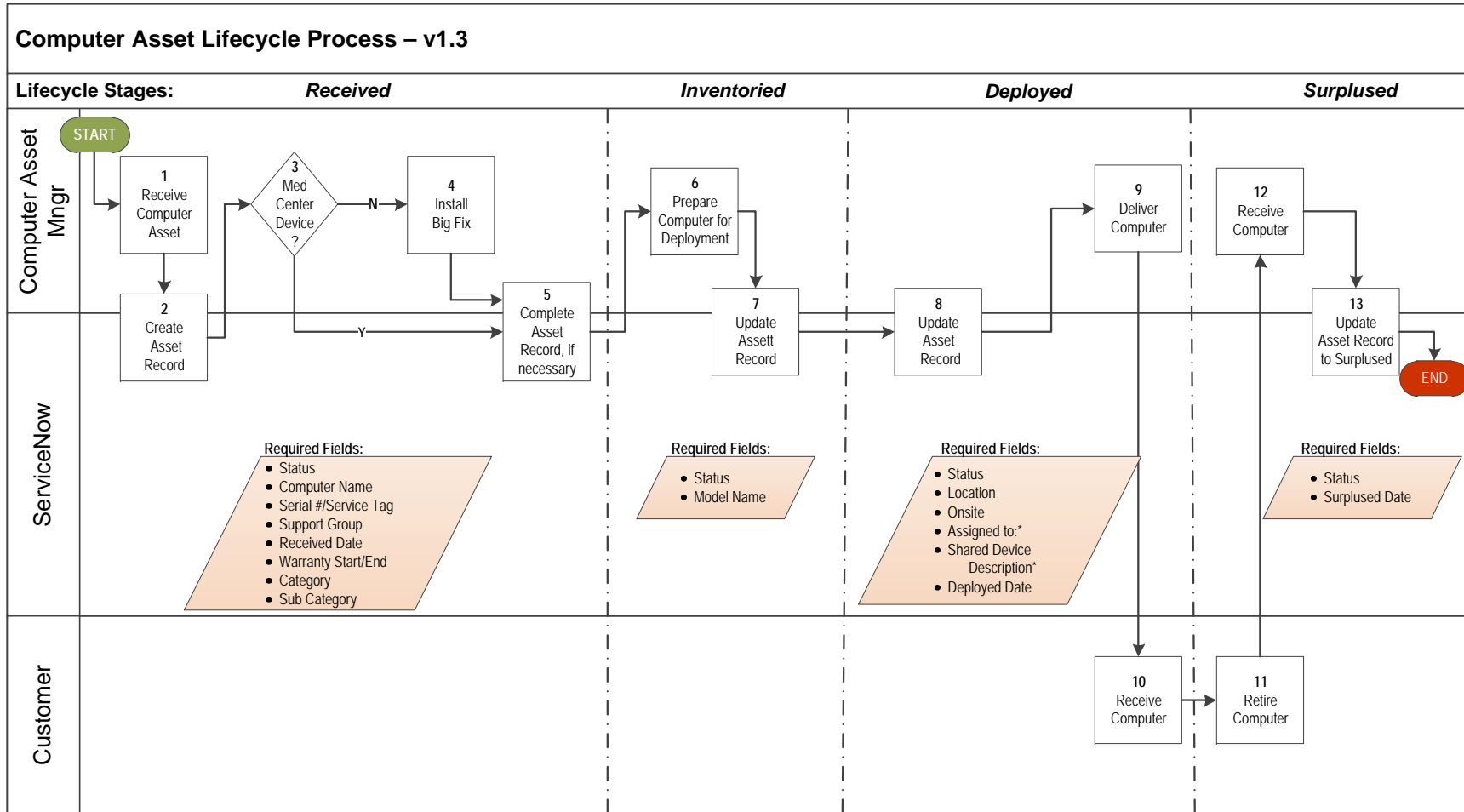
Lifecycle of a Computer Asset

A computer asset includes desktop and laptop computers only.

- Procurement
- Received
- Inventoried
- Deployed
- Deprovisioned



Asset Lifecycle



Asset Lifecycle

Received – When we take possession of the asset

- Create Computer asset
 - Required Fields
 - Status – Asset Stage (Manual)
 - Computer Name (Big Fix)
 - Serial #/Service Tag (Big Fix)
 - Support Group – Field Services Team that maintains the asset (Manual)
 - Received Date – Date Field Service took possession of the asset (auto)
 - Warranty Start/End (Manual)
 - Category (auto) (Big Fix)
 - Subcategory (Big Fix)
- Install Big Fix
- Complete Asset Record

Asset Lifecycle

Inventoried

- Prepare Computer for Deployment
 - Use the imaging solution applicable
 - Use the appropriate deployment checklist
- Update Asset Record
 - Required Fields
 - Status (Manual)
 - Model Name (Big Fix) – Latitude 6430u

Asset Lifecycle

Deployed

- Deliver Computer
 - Finish appropriate deployment checklist
- Update Asset
 - Required Fields
 - Status (Manual)
 - Location – Street where the asset is found (Manual)
 - Onsite (Default is to yes)
 - Assigned to (Manual - Individual using the asset)
 - Shared Device (If shared Assigned to is not required)
 - Description (If shared = yes description is required)
 - Deployed Date (Auto)

Asset Lifecycle

Big Fix Integration

- Big Fix data will be pulled nightly
 - More useful data
 - More accurate data
- Less manual entry
 - Most of the time computers go straight to Deployed
 - In this case you can do the deployment install Big Fix, then wait until the next day
 - Big Fix will have created the asset
 - Change the few manual fields and click save
 - Status
 - Support Group
 - Warranty start/end date
 - Assigned to/Shared & Description

Asset Lifecycle

Deprovisioned

- Receive Computer
- Update Asset
 - Once you save the asset it will be locked & you will get a warning message “This record will be locked when Saved.”
 - Required Fields
 - Status (Manual)
 - Deprovisioned Date (auto)

Asset Lifecycle

Other Status

- Returned – Once saved the asset will be locked
- Lost
- Stolen
- In for Repair