information technology
FIELD SERVICES

Computer Asset Management

Pete Seatavakin & John Chin

UCSF

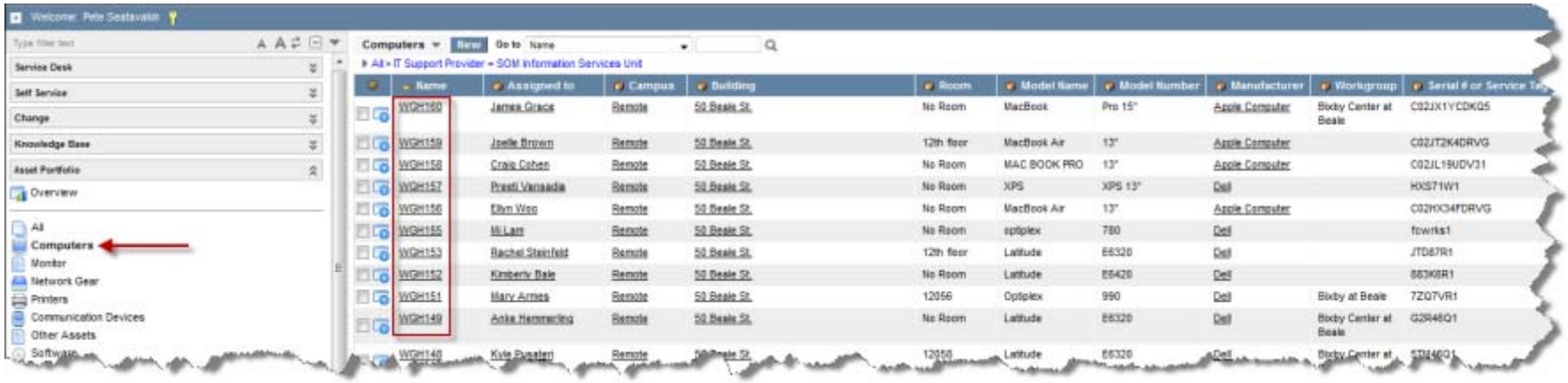
Agenda

- 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.

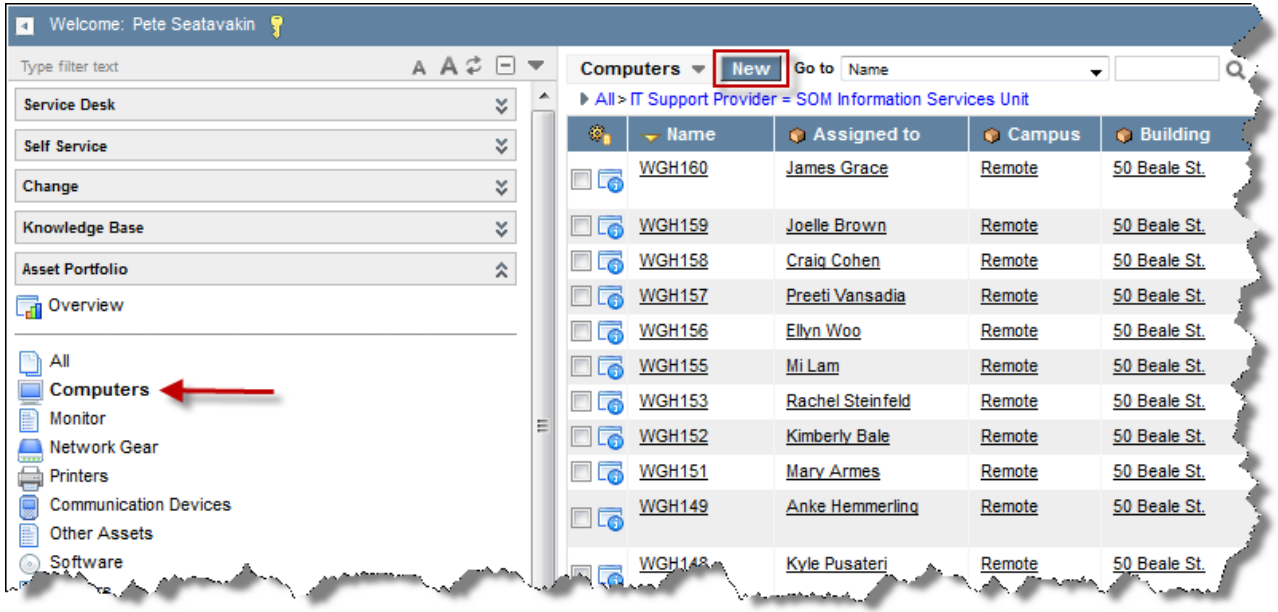


- A list of all **Computer** records will now be displayed. You can click on any of the names to view any asset.

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.



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.

Computer Asset Basics

Editing

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

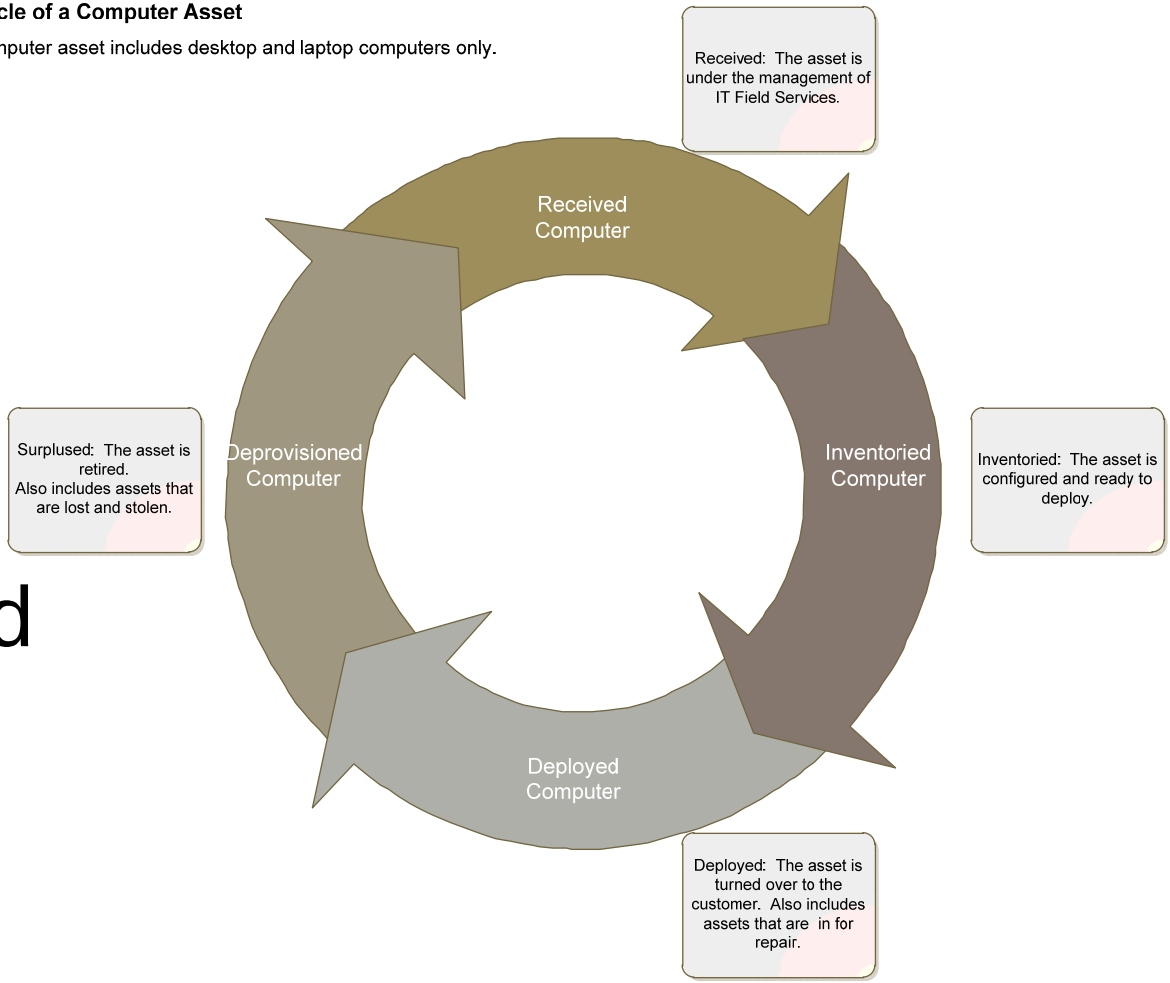
Computer Asset Basics

Roles

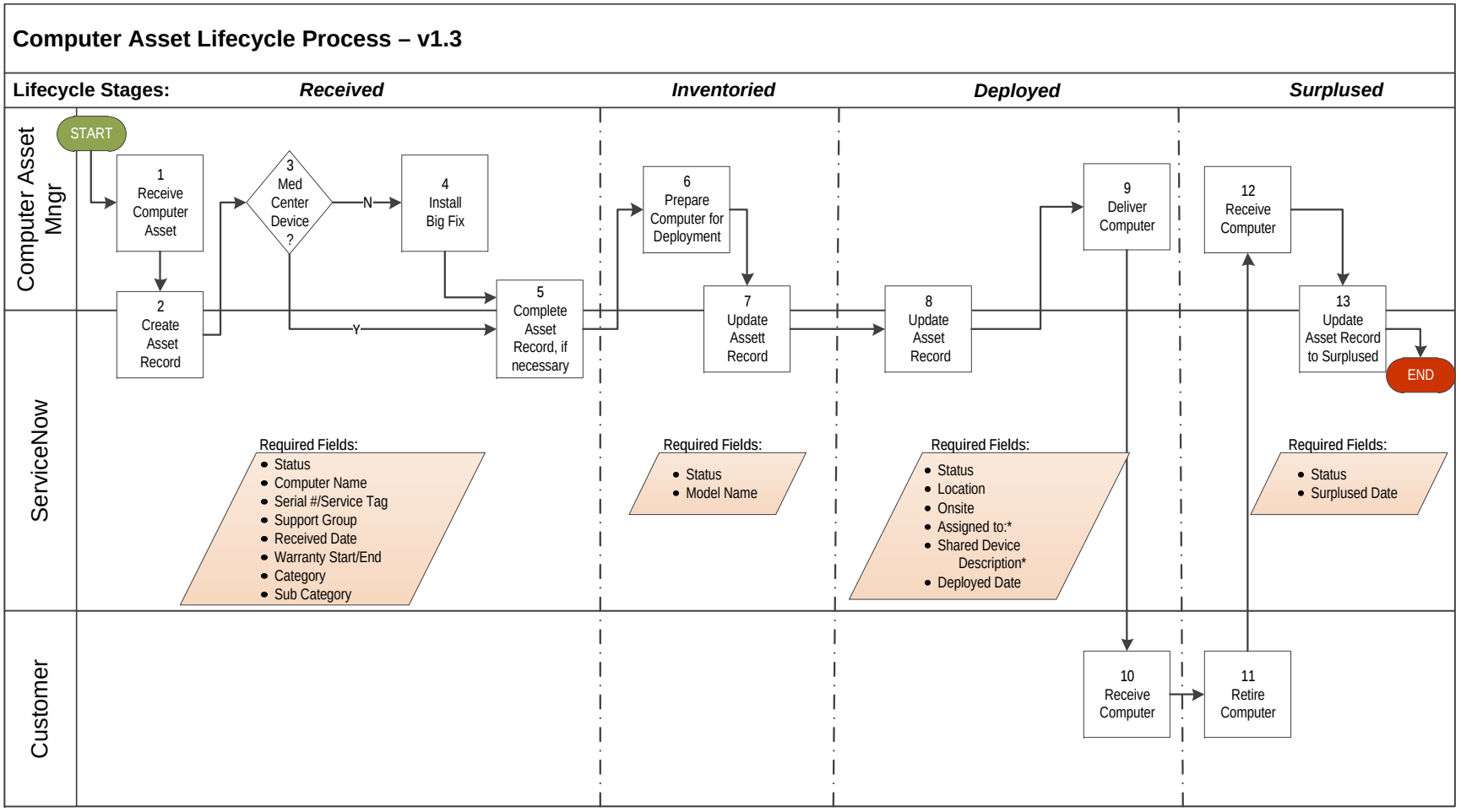
- 2 Computer Asset Roles
  - Computer Asset Manager
    - Gives the ability to view, create, and edit computer assets.
  - Asset
    - Gives the read only any asset in ServiceNow

Asset Lifecycle

- 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