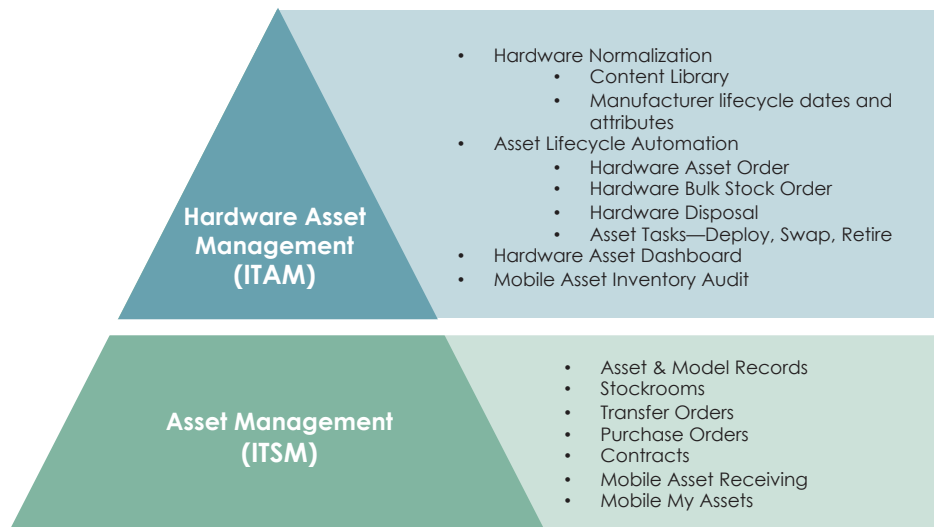# servicenow.

IT Asset Management

Hardware Asset Management

Every digital business runs on IT assets — foundational for protecting revenue and business resilience. The business needs to know what assets are owned, where they are located, who is using them, how often they are used, when they are being configured, what they cost, and the value they deliver. When day-to-day business operations shift, ITAM is foundational to making the pivot possible.

As the workplace continuously evolves, an asset estate poses significant challenges from an operational, cost, and risk perspective. Asset managers may be working with multiple tools or stockrooms in different locations. When assets are managed separately, asset data is scattered, and asset teams are working in data siloes.

ServiceNow® Hardware Asset Management (HAM) makes its debut as part of the ServiceNow family of products in the Paris release. HAM provides increased visibility of the asset estate and automates the IT lifecycle on a single platform.

Hardware Asset Management builds on ITSM Asset Management capabilities

Hardware Asset Management (ITAM)
- Hardware Normalization
  - Content Library
  - Manufacturer lifecycle dates and attributes
- Asset Lifecycle Automation
  - Hardware Asset Order
  - Hardware Bulk Stock Order
  - Hardware Disposal
  - Asset Tasks—Deploy, Swap, Retire
- Hardware Asset Dashboard
- Mobile Asset Inventory Audit

Asset Management (ITSM)
- Asset & Model Records
- Stockrooms
- Transfer Orders
- Purchase Orders
- Contracts
- Mobile Asset Receiving
- Mobile My Assets

HAM automates each stage of the asset lifecycle by tracking the financial, contractual, and inventory details of hardware and devices—including non-IT assets. Asset requests are handled using workflows to obtain approvals, issue chargebacks, and provision services. Once an asset is deployed, HAM records maintenance activity and enables IT to perform regular assessments.

Hardware Asset Management allows you to control the entire life cycle from procurement to disposal. Your CMDB is focused on active CIs operational in production. To maximize the value of the asset, you need full lifecycle insights from pre-production planning to post-production retirement. With HAM and configuration management on the same platform, traditional challenges around data integration, normalization, and data reconciliation are eliminated. HAM is native to ServiceNow, the only single Platform for IT.

Automate the IT lifecycle on a single platform

Gain End to End Asset Visibility
Normalize hardware discovered to maintain a clean CMDB. Centralize asset data for accurate inventory and insights.

Propel asset workflow
Automated workflows simplify request, receive, deploy, swap, dispose. Make smarter decisions about asset utilization and new investments.

Reduce Asset Costs and Risk
Plan for asset refreshes with actionable insight and minimize wasted resources. Comply with established security policies and regulatory requirements.

New in Paris

**Hardware Asset Management (HAM)**

Features include:

Hardware Normalization

Asset Lifecycle Automation

Mobile Asset Inventory Audit

Hardware Asset Dashboard

Availability subject to change without notice

Hardware Asset Management Features

Hardware Normalization

Hardware Normalization drives the standardizing of asset data in the customer environment by manufacturer name, model name, and model number. In addition, the Content Library will automatically populate the inventory with asset metadata that can't be discovered such as: end of support, end of extended support, and end-of-life dates. HAM customers leverage the ServiceNow Content Library and Content Service with verified manufacturer attributes resulting in perpetually clean and reliable asset data for the CMDB.
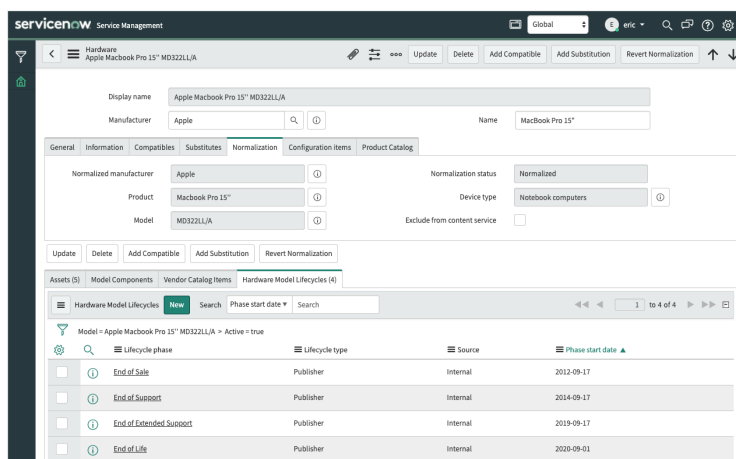
Clean and reliable data makes it possible to strategically plan for future purchases and tech refreshes.

Asset Lifecycle Automation

Asset Lifecycle Automation leverages Flow Designer to deliver prescriptive workflows. Take the guess work away with ready to go standard industry practices. Customers are empowered to configure low code workflows that suit their business needs.
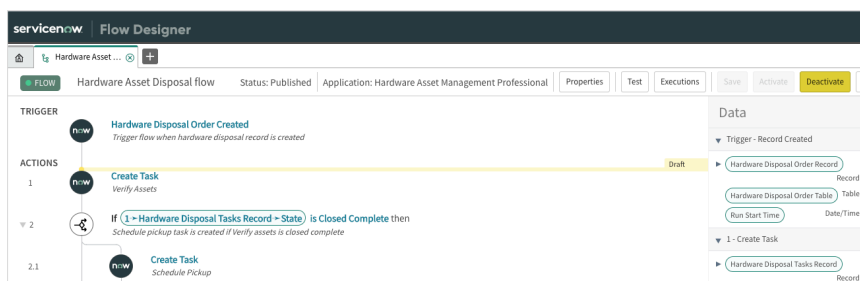
Asset Tasks helps customers eliminate the risk of data inaccuracy caused by manual processes. HAM automates the updates to assets and CIs. Asset managers can assign Asset Tasks to Incident, Change, and Work orders, reducing effort on ticket resolution and delivering faster services. Updates are applied when deploying, swapping, or retiring hardware. With Asset Tasks, you can automate manual processes with ready to go workflows for:

- Asset Order
- Bulk Stock Order
- Deploying, swapping, retiring assets
- Disposal

Automated workflows speed up service delivery from asset receiving to request fulfillment, and equipment removal.

Hardware Asset Management Features

Application Portfolio Management

Organizational business goals are built on the business and technical services they provide to their customers, so the performance of those services is critical to any organization. These services driven by applications hosted on hardware and delivered by networking devices. By knowing which hardware assets support a service, an organization can dramatically reduce down-time. And most important, if an organization knows in advance, when a hardware asset will go End of Support or End of Life, proactive planning will reduce replacement costs through eliminating need for extended support, improving negotiation for replacement hardware, and reducing the risk of hardware vulnerabilities.

Minimize down-time of critical services, eliminate unnecessary extended support and reduce risk of hardware vulnerabilities.
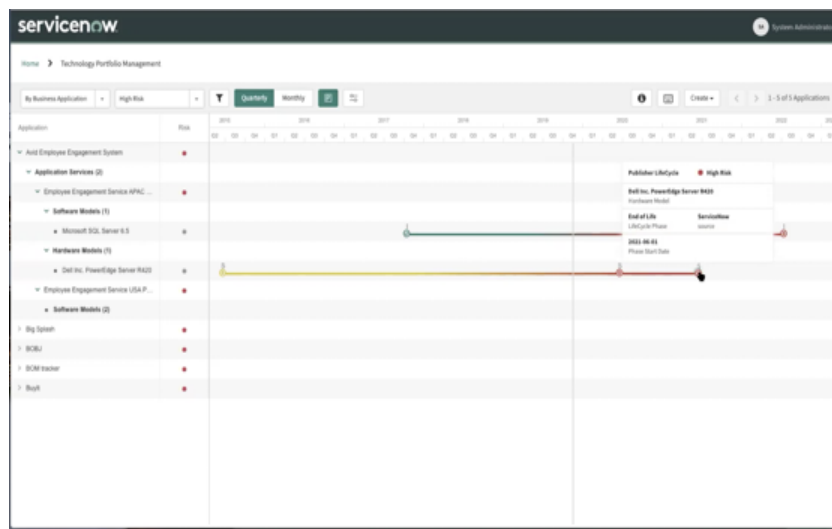
Hardware Asset Management Features

Hardware Asset Dashboard

The Hardware Asset Dashboard serves as the command center for Hardware Asset Management, with tabs dedicated to key asset lifecycle milestones. Act quickly with intuitive, automated workflows available out of the box. Facilitate hardware and consumables requested for procurement. Easily identify normalization status. Stabilize the business by removing equipment that is approaching end of support and end of life. Comply with established security policies and regulatory requirements. Uncover the unknown portion of your IT estate so you can secure it.

## Surface items quickly on a centralized dashboard to reduce cost and risk
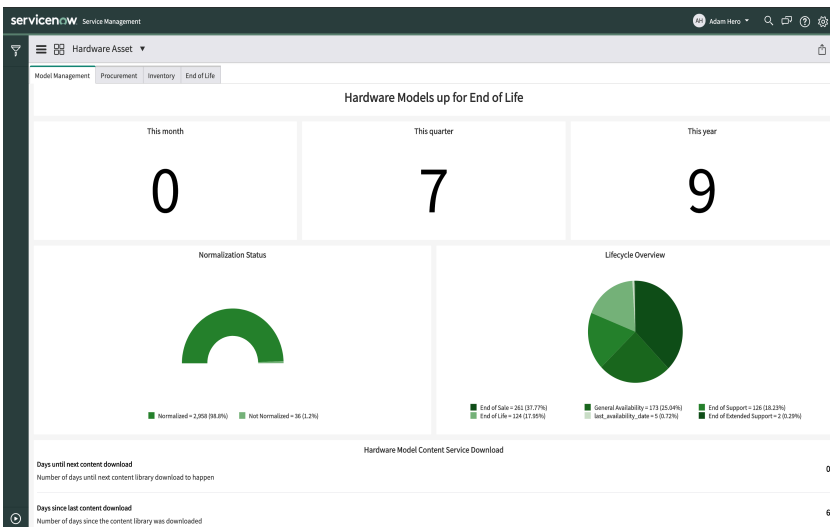
Mobile Asset Inventory Audit

Asset Inventory Audit provides the capability to capture asset inventory located in a specific stockroom or location using the ServiceNow Mobile Agent and Mobile Scanning capabilities. Customers can compare the scanned results to what is stored in ServiceNow, driving improved data quality and inventory process compliance.

This feature provides a streamlined, governed input approach to validate the database records against what physically exists in the store or stockroom. Customers can create a scheduled audit with set time parameters (e.g. 30/60/90 days). Quickly find and correct database errors to grow executive confidence with proven data accuracy. Time will be saved on inventory, and result in a more complete and accurate report.

Manage assets across locations and stockrooms with simplified inventory processes for mobile.
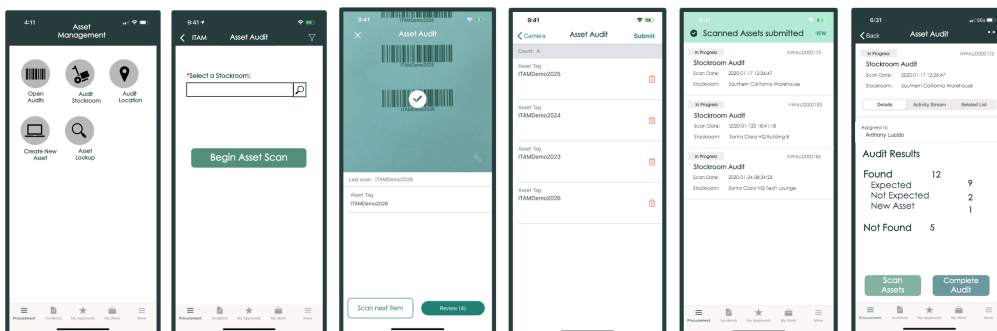
# ITSM Asset Management

HR Asset On-boarding
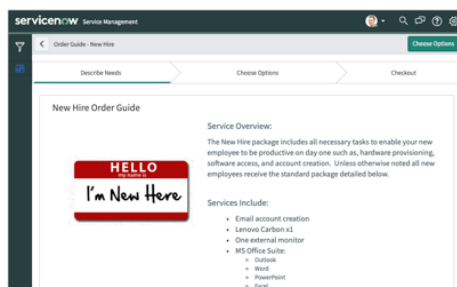
This feature provides the capability to source, configure, and deploy hardware and software during HR Onboarding with functionality including:

- Selecting standard items such as computers, mobile devices, software, monitors, etc.
- Sourcing requested assets from stock
- Purchasing and receiving assets, if not available in stock
- Configuring and staging requested assets
- Deploying requested assets to new hire

### Mobile Asset Receiving (Multi-scan)
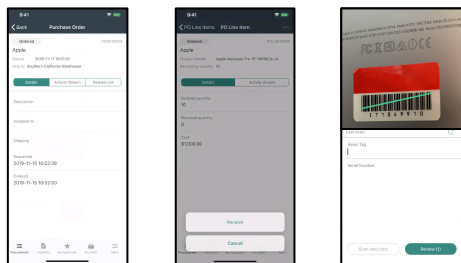
With Mobile Asset Receiving Multi-scan, IT fulfillers can receive multiple assets against a Purchase Order in a single process on the Now Mobile Agent app. Users scan barcodes with a mobile iOS or Android device to speed up receiving and eliminate manual data entry error.

Mobile Asset Receiving (Offline)

Mobile scans can store asset data locally to the device when there is no network connection in the stockroom or warehouse. The inventory received can be uploaded to ServiceNow when the device is reconnected to the network.

Mobile My Assets

Mobile My Assets enables the end user to request and view assets they are assigned. Employees can open an incident from My Assets. The support desk will be able to see exactly which make, model, device type the incident is for, and compare to related incidents which will speed up IT service delivery time.
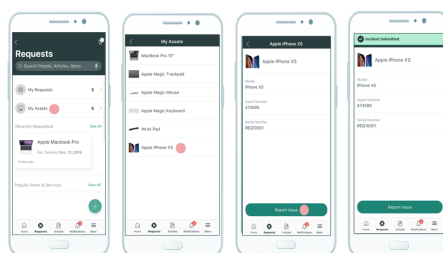
Contract Management
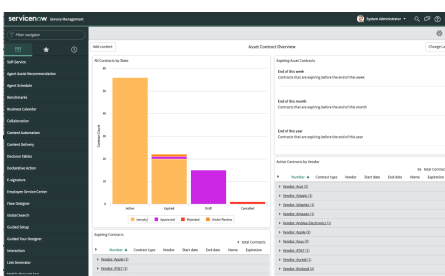
Contract management dashboards provide insights into agreements, terms, and timelines. Attach contracts to their associated assets for ease of reference to manage costs on an ongoing basis.

ITSM Asset Management features you may be using today

servicenow.

servicenow.com/ITAM