

managefusion™  
.05



## asset management overview - introduction

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# session key points

- what is asset management? and why does it matter?
- the altiris philosophy for addressing asset management
- technology – pieces that make this work

# what is asset management?

An effective IT asset management program enables the enterprise to track the physical, financial and contractual aspects of its IT assets.

*P. Adams, Gartner, Inc. 2005*

Organization with poor ITAM record keeping now put business growth at risk via fines, unreliable infrastructure, missed SLAs and high costs

*Gartner 2005*

- IT Asset management is not a one time “event” but an on going business practice
- IT Asset Management is a “magical” combination of what you have, how much it costs and what you are obligated for.
- IT Asset Management has applicability and a potential contribution to all business decisions
- IT Asset Management is not “sexy” but yields tremendous benefits for the organization at large.

# what is asset management?

With the increase in the acquisition of mobile assets (for example, laptops, PDAs and cell phones), the difficulties of asset tracking have been compounded. Asset location is not nearly as important as asset configuration, system access, and data protection and integrity.

Gartner, 2005

Support services constitute more than half of the TCO associated with most computing configurations. With configuration complexity being the single largest contributing factor, it is easy to see that ITAM efforts to simplify the computing environment can have huge payoffs.

Gartner, 2005

Trends we see on the horizon will not make the IT asset manager's job any easier..... On the positive side, never before have IT asset managers had the opportunity to make such a noticeable contribution to the organization's bottom line.

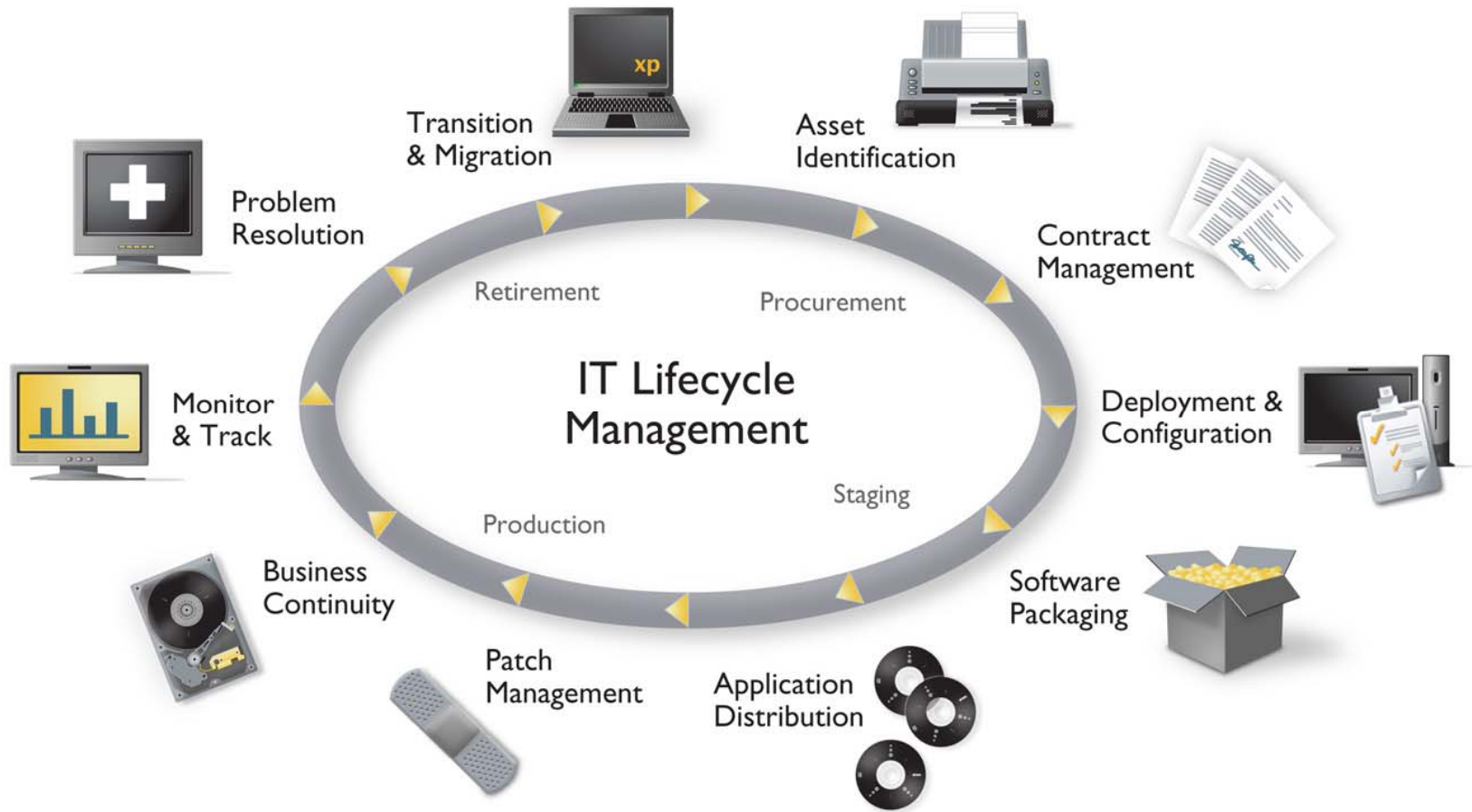
Gartner, 2005

# what is asset management?

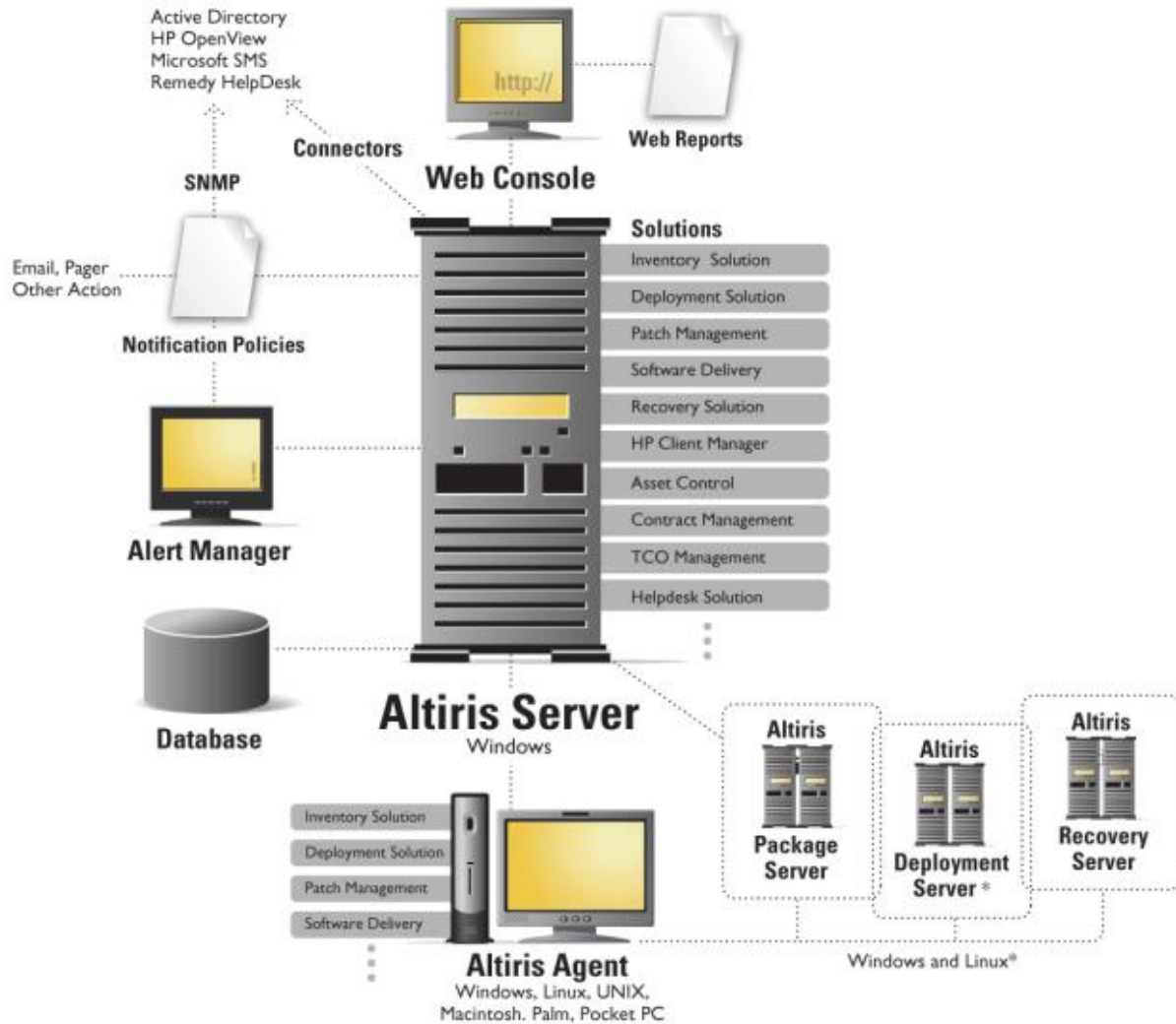
The debate about suite vs. best of breed has become pronounced during during the past 12 months. Vendors such as BMC Software (Remedy) and Computer Associates (CA) have moved toward a model of delivering a complete set of products addressing IT service management, including problem, change, asset and configuration management. The assumption is that better integration will be achieved among their products. Until BMC Software acquired Marimba, it maintained a generic approach that gave any software distribution or inventory tool seamless access into its products through connectors and application programming interfaces. CA has reorganized internally to put all of its products together under the Unicenter brand. Meanwhile, other vendors, such as Altiris and MRO Software, are recognizing the direction in which the market is headed, and are developing and releasing products that address problem and incident management. With the recent release of its Helpdesk Solution 6.0, Altiris has also moved toward becoming a one-stop shop for IT service management solutions.

Gartner, 2005

# altiris IT lifecycle management



# altiris IT lifecycle management



# the altiris philosophy

- integrated - dynamic nature
- data visibility across all domains
- leverage what exists
- lower cost of implementation and maintenance

# technology – pieces that make this work

**asset management suite**

service management

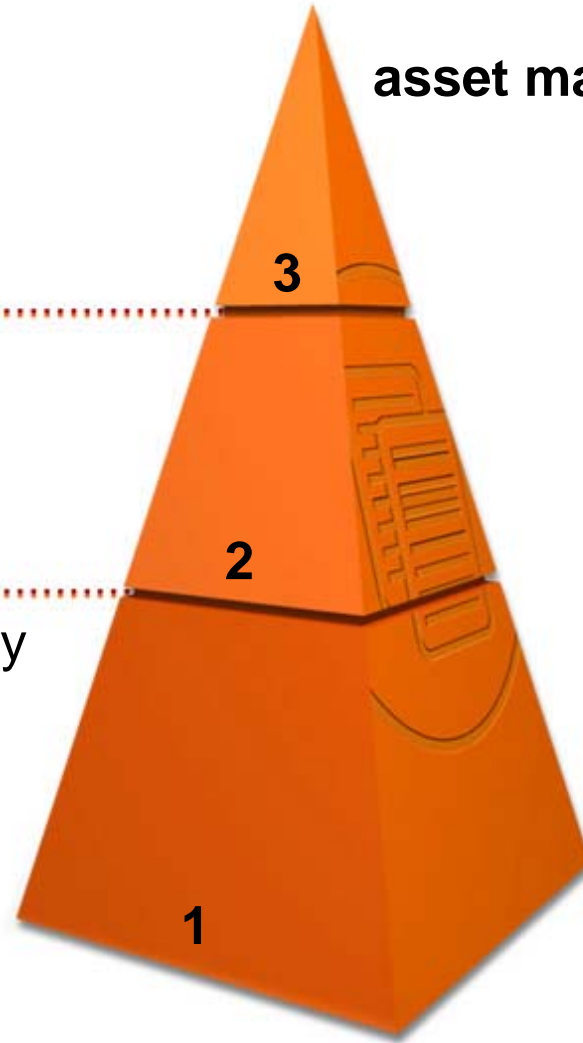
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asset repository  
contract management  
barcode

2

hardware and software inventory  
application usage

1



# technology – pieces that make this work

- integrated inventory tools – active
- automation – rules based
- visibility and accountability
- cmdb
- contract management
- reporting – dynamic
- extensible data model
- enhances current altiris investment

# asset management sessions

- **steve harmon - manager**  
*IT support center and asset management steelcase Inc.*  
key note  
wednesday, Oct. 12, 9:00-10:00 a.m.  
pacific ballrooms 8-12
- **the secret to IT operations: configuration management database (CMDB)**  
dave johnson, market segment manager, altiris  
best practices - break-out
- **asset management customer case study**  
duane newman, service & asset product line manager, altiris  
john frazier, senior director of IT, i2  
best practices - break-out

# asset management sessions

- **connector solution tips and tricks**  
lincoln cannon, development manager, altiris  
introduction - break-out
- **preparing for your asset management implementation**  
duane newman, service & asset product line manager, altiris  
introduction - break-out
- **asset and contract management tips and tricks**  
hunter cannon, senior technical trainer, altiris  
sandy fletcher, senior technical trainer, altiris  
advanced technical - hands-on lab
- **inventory best practices**  
dave rubert, product manager, altiris  
advanced technical - break-out

# asset management sessions

- **extending inventory through customization**  
hunter cannon, senior technical trainer, altiris  
sandy fletcher, senior technical trainer, altiris  
advanced technical - hands-on lab
- **request management within the context of ITIL**  
butch sakashita, chief operations officer, biomni  
ryan knight, senior trainer, altiris  
best practices - break-out
- **introduction to barcode solution**  
duane newman, Service & asset product line manager, altiris  
introduction - break-out

# thank you / q&a

- more information
  - [www.altiris.com/itil](http://www.altiris.com/itil)
  - <http://www.altiris.com/products/assetmgmt/>

# thank you / contact information

- contact information

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