



ITAM Process Consulting



Put your IT asset management processes to the test - and pass with flying colors.

Much like a clock, software asset management operates on the synchronization of many components. SHI's ITAM Process Consulting ensures your IT asset management processes are as safe, smooth, and efficient as possible.

Based around industry best practices, the offering documents where you are now, where you want to be, and how to get you there, through the following:



Analyzing the current state of your organization, operations, management processes, procedures, and tools



Understanding and prioritizing needs by identifying deficiencies and shortcomings



Identifying gaps, root causes, and solutions to overcome issues through implementation or redesign of policies and processes

Benefits

- Gain visibility into ITAM processes and ITAM maturity
- Identify vulnerabilities and areas of unmanaged risk
- Receive a customized business plan to implement change
- Obtain assistance with financial planning and resource allocation for compliance projects

What's included?

The ITAM Process Consulting assessment is based on the following rating levels:

Basic/ Ad Hoc

- No data or data unusable
- No allocated staff
- No related policies or documentation
- Tools nonexistent

Standardized/ Reactive

- Untrustworthy data
- Insufficient staff
- Incomplete/fragmented policies or documentation
- Manual tracking of assets

Controlled

- Data regularly audited for accuracy
- Sufficient staff and skills to support asset tracking
- Policies and procedures are documented and enforced

Rationalized/ Proactive

- ITAM data is integral to business decisions
- Continuous improvement to strengthen ITAM efficiencies
- ITAM policies and procedures are regularly reviewed and updated
- Key tools and systems integrate with ITAM

Dynamic/ Optimized

- Business and IT stakeholders collaborate regularly with ITAM team
- ITAM program scales to business goals and objectives

The offering is broken down into three areas. For each area, you will receive a maturity rating and advice on how to progress from one maturity level to the next.

1

Organization Management Process

- Control environments
- Planning and implementation processes

2

IT Asset Functional Management Processes

- Trustworthy data
- Optimization

3

IT Asset Lifecycle Management Processes

- Lifecycle management

Examples of specific assessments

- License management
- Core data management
- Asset lifecycle management
- IT policies and procedures
- IT procurement
- Software delivery to organization and end users
- Software license, media storage, and control
- Software movements/additions/changes
- Software and media disposal
- Hardware disposal
- Risks involving complexity, cost, performance, strategic alignment, and more

For more information, visit SHI.com/ITAM or contact ITAM@SHI.com.