




Trustworthy Data - How to meet and exceed the ISO/IEC 19770-1 requirements

Jeremy Boerger, BOERGER CONSULTING




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Trustworthy Data:
How to meet and exceed the ISO/IEC 19770-1 requirements

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Trustworthy Data:
How to meet and exceed the ISO/IEC 19770-1 requirements

Presentation agenda

- Introductions
- Level-setting on definitions and meanings
- The ISO/IEC 19770-1:2017 Maturity Model
- What is “trustworthy data”?
- How “trustworthy data” impacts SAM (with case studies!)
- Conclusion



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Introductions



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Introductions

Jeremy Boerger,
“The ITAM Coach”

- Owner & founder of BOERGER CONSULTING
- Published author
- 20 years in the IT industry, especially ITAM and SAM

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Introductions

Learning Objectives:

- Have a clearer understanding of the “trustworthy data” concept within ISO/IEC 19770-1:2017
- Understand a new technique to test your CMDB for “trustworthy data”
- Learn to spot “signals” within that report what could mean trouble for your asset management reports



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Introductions

Issue: In spite of long-held beliefs in the benefits of ITAM and SAM, few companies see any real results

Suggestion: The ISO/IEC 19770-1:2017 maturity model contains the solution, but few companies properly understand the requirements



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“By 2019, annual spending on enterprise software licenses will decrease by 30% as a result of software license optimization.”



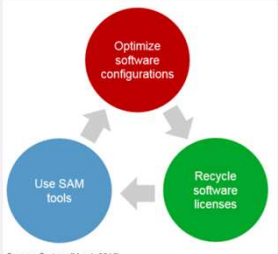
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Gartner ID: G00301780 16Mar2016




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Introductions




Source: Gartner (March 2016)



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“Six out of ten (61%) respondents are yet to make IT asset management a self-funding program.”



Deloitte's ITAM Global Survey, 2021
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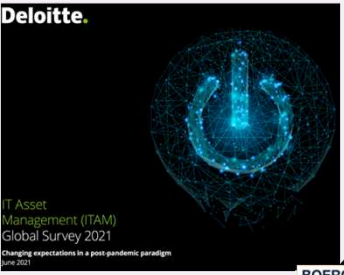


Introductions

“A vast majority (84%) of respondents believe that they lack a truly effective ITAM initiative in place in their organizations.”



Deloitte.



IT Asset Management (ITAM) Global Survey 2021
Changing expectations in a post-pandemic paradigm
June 2021

Deloitte's ITAM Global Survey, 2021
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Introductions

“Nearly half (45%) of those who are yet to do so acknowledge that they are also unlikely to achieve this objective in the next two years.”



Deloitte.




IT Asset Management (ITAM) Global Survey 2021
Changing expectations in a post-pandemic paradigm
June 2021

Deloitte's ITAM Global Survey, 2021
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Definitions and Meanings

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Definitions and Meanings


International Organization for Standardization & International Electrotechnical Commission (ISO/IEC) — A independent standards-setting body to promote international agreement and worldwide best-practice assurances to commercial, industrial, and manufacturing endeavors ([Wikipedia](#))

ISO/IEC 19770-1 — a process framework to enable an organization to prove that it is performing ITAM at a sufficient standard to satisfy corporate governance requirements ([Wikipedia](#))

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Definitions and Meanings

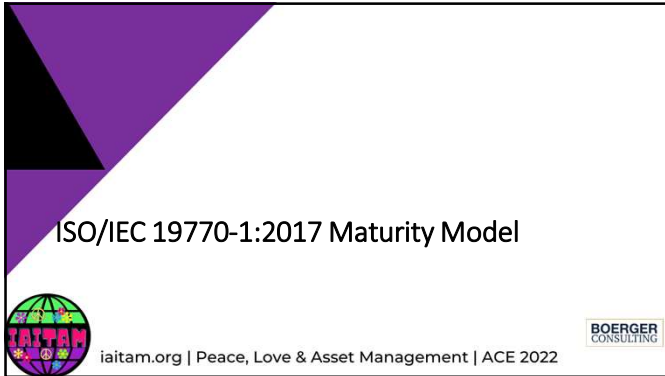
Why should I care about ISO/IEC standards?

- ISO/IEC are the basis for a number of 'best business practice' activities, including ITIL, IAITAM, etc.
- Helps align IT efforts with the rest of the organization – especially if that organization is pursuing ISO/IEC certifications
- Most government and external regulatory bodies require ISO/IEC as a minimum: HiTRUST, FFIEC, FDA, California Privacy, etc.
- It provides a good starting point...



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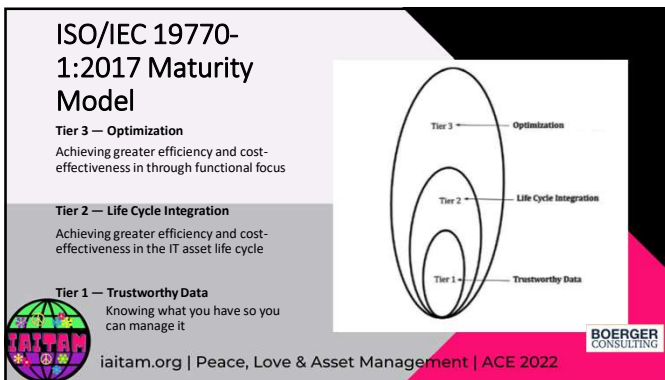
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ISO/IEC 19770-1:2017 Maturity Model


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ISO/IEC 19770-1:2017 Maturity Model

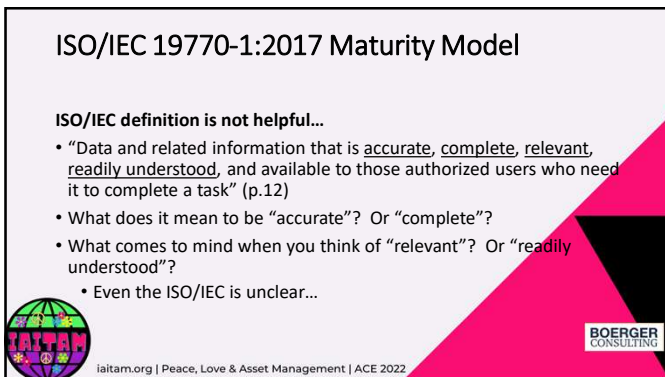
Tier 3 — Optimization
Achieving greater efficiency and cost-effectiveness in through functional focus

Tier 2 — Life Cycle Integration
Achieving greater efficiency and cost-effectiveness in the IT asset life cycle

Tier 1 — Trustworthy Data
Knowing what you have so you can manage it


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ISO/IEC 19770-1:2017 Maturity Model

ISO/IEC definition is not helpful...

- “Data and related information that is accurate, complete, relevant, readily understood, and available to those authorized users who need it to complete a task” (p.12)
- What does it mean to be “accurate”? Or “complete”?
- What comes to mind when you think of “relevant”? Or “readily understood”?
 - Even the ISO/IEC is unclear...


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What is “trustworthy data”?



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What is “trustworthy data”?

René Descartes (1596-1650)
Cogito, ergo sum (I think, therefore I am)

- Evidence of existence come from other things interacting with it
- Ask: what other scanning tools are also collecting inventory data on IT assets?
 - ✓ DHCP & DNS entries
 - ✓ Active Directory logs
 - ✓ IT Security vulnerability scans
 - ✓ SaaS usage reports (Azure, G Suite, etc.)
 - ✓ Command & Control tools (JAMF, MS MEM, etc.)

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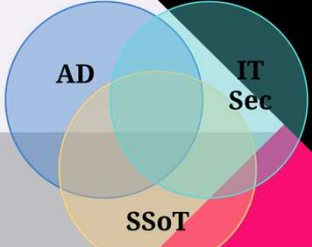



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What is “trustworthy data”?

Consider before implementing:

- Compare and contrast tools that operate within the same computing environment, but work independent of each other
- Ensure all three tools filter on the same family of systems (Apple vs. Windows vs. Linux/Unix)
- Make sure to choose the appropriate data attribute to join these sources together:
 - FQDN, Serial Number, MAC Address, etc.

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What is “trustworthy data”?

Interpreting the results:

- Appear in all three (ABC) — Optimal result; no further action necessary
- Appear in only two (AB, AC, or BC) — find out why the asset doesn’t appear on the remaining report
 - Reporting agent is disabled?
 - Network segment blocked?
- Appears in only one (A, B, or C Only) — has the asset lifecycle status changed?

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How “trustworthy data” impacts SAM

(with case studies!)

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How “trustworthy data” impacts SAM

Consider – ISO/IEC recommends other groups maintain their own inventory records:

- 19770 – Information Technology Asset Management
- 20000 – IT Service Management
- 27001 – Information Security Management

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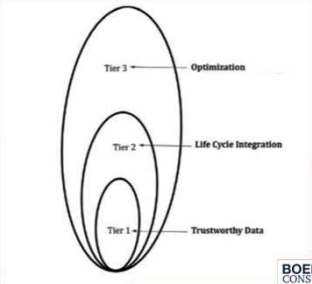
How “trustworthy data” impacts SAM

Once “trustworthy data” is established, asset lifecycle flags can be defined by it:

- “Deployed” :: appears somewhere on the Venn diagram
- If asset record does not appear on Venn diagram :: cannot be considered “Deployed”

Consider — only “Deployed” hardware assets consume software licenses!

- Knowing when hardware assets are being used will allow SAM to optimize license consumption



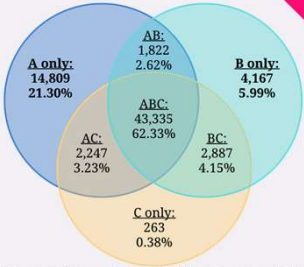
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Case Studies

Result = ~\$120k annual overspend



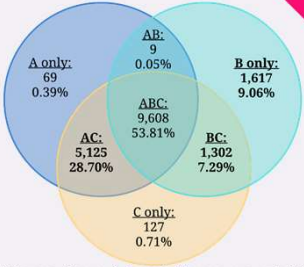
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Case Studies

Result = Shadow IT threat eliminated



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Conclusion

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Conclusion

Issue: In spite of long-held beliefs in the benefits of ITAM and SAM, few companies see any real results

Suggestion: The ISO/IEC 19770-1:2017 maturity model contains the solution, but few companies properly understand the requirements

Conclusion: ITAM teams should consider testing their SSOT against other electronic inventory systems, to ensure their ITAM and SAM report deliver expected results

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Q&A

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Thank you for your time!
Enjoy the rest of ACE 2022!





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