



**Make Your MVP HAM Program
Your Organization's MVP!**


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LET'S TALK!






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1. What does a mature HAM program look like?
2. How do organizations typically get there?
3. What if I'm missing basic building blocks for MVP HAM?
4. How do I make my MVP HAM my organization's MVP?
5. Where next on the road to full HAM maturity?

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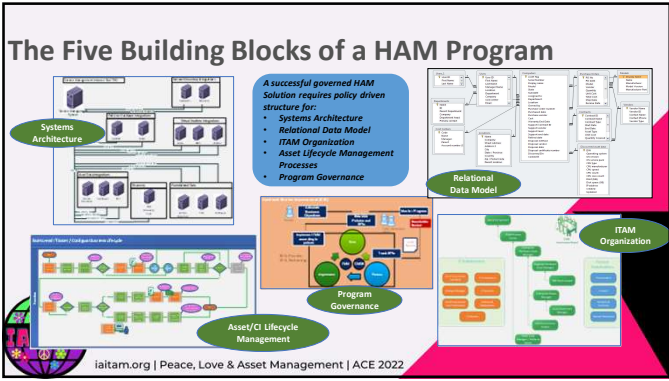
What Does a Mature HAM Program Look Like?



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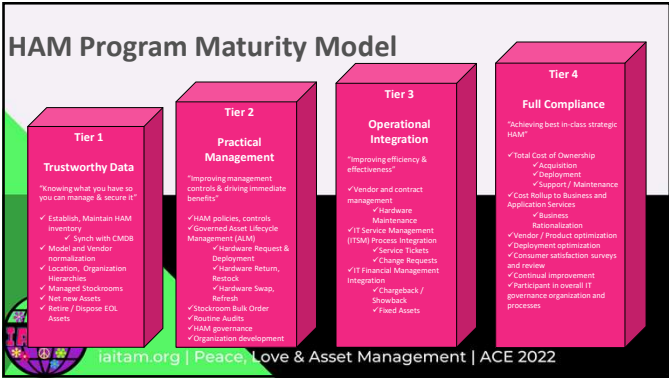
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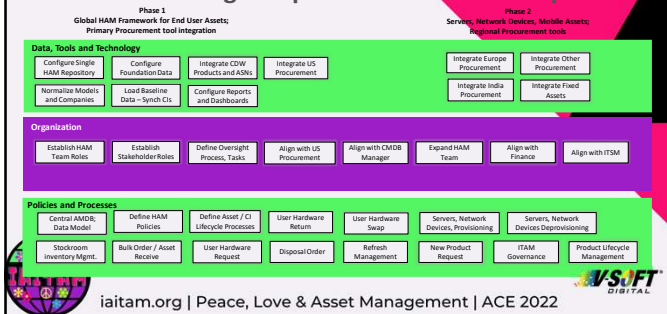
Create a HAM Phased Implementation Plan

| Scope | Phase 1 = HAM MVP | Phase 2 | Phase 3 | Phase 4 |
|------------------------------------|--|--|--------------------------------------|---|
| Asset Types | End User Computers | Servers and Network Devices | Mobile Devices | Other |
| Integrations | AD/LDAP, Organization, Locations, ASN | Primary Procurement tool | Secondary Procurement tool | Fixed Assets |
| Procurement to Pay (P2P) / Finance | Receive ordered Assets | Purchase Requisitions out; Purchase Orders in Stockroom Bulk Order | Invoice & Pay Chargeback / Show back | Fixed Asset synch TCO Forecasting |
| CMDB | CI Synch for Discovery | Lifecycle Status Synch | ALM synch | Services synch |
| Install/Move/Add/Change (IMAC) | Manual Request / Deploy; Return / Restock; Break / Fix | Automated Request / Deploy; Return / Restock; Break / Fix | Refresh planning and Management | Optimized Manual Request / Deploy; Return / Restock |
| Retire, Dispose | Disposal process, manual updates | Automated Disposal Order | ITAD integration | Asset Salvage / Resale value |
| Organization | HAM Process Owner, Manager, Tools Admin Stockroom Owners | HAM Analyst / Models Manager Depot Manager | Procurement/ Contracts Analyst | Contracts / Vendors Manager (alliance) |

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Refine HAM Strategic Implementation Roadmap




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What if I'm Missing Basic Building Blocks for MVP HAM?




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Strategies to Improvise Missing Pieces

- **Problem: Lack of defined Stockrooms, Stockroom management**
 - Solution: Identify "Areas" where stock can be maintained, name them, assign a manager / overseer
- **Problem: No linkage with Request Management, Deployment**
 - Solution: Insert yourself or your team into the Request process to view incoming requests, approvals, and manually update the Hardware Asset records
- **Problem: Manual capture of Serial Numbers at Receive subject to frequent typos**
 - Solution: Use mobile devices / phones to scan serial number to a spreadsheet, then upload to tool
- **Problem: CMDB is in a different tool from Hardware Asset**
 - Solution: Create .CSV extract of basic CI attributes for hardware assets; upload to HAM tool; Coalesce by Serial number / Go the other way with basic Asset fields for the benefit of the CMDB; Update daily
- **Problem: Low / no budget for HAM in IT or Finance organizations**
 - Solution: Reach out to your Security organization – Security absolutely needs to know in order to secure: What you have, Where it is, Who is using it, How old it is, How much it cost
- What are some of the problems you are experiencing?



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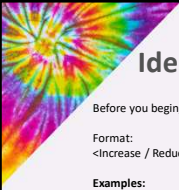
How Do I Make My MVP HAM My Organization's MVP?



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Identify Key Outcomes


Before you begin, identify at least three to five key outcomes to be achieved by your MVP HAM

Format:
<Increase / Reduce> <metric> by <number / percent> within <n> <days / weeks> of go-live


Examples:

1. Reduce the number of places hardware assets are tracked from <n> to 1 by go-live
2. Reduce the number of places hardware assets not in use are stored from <n> to <m> (stockrooms) within 90 days after go-live
3. Increase the completeness of hardware asset records, based on identified fields, from <n%> to 88% within 90 days after go-live
4. Reduce hardware spend by <n%> within 90 days after go-live
5. Increase the completeness and accuracy of in-stock asset records by <n%> within 90 days after go live

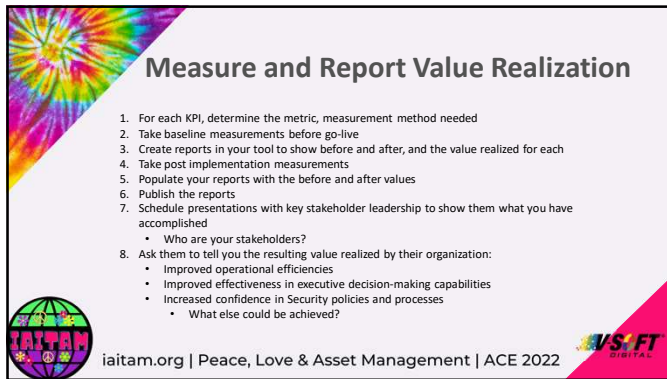
What other metrics could you report? How can you determine the KPIs?



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Measure and Report Value Realization

1. For each KPI, determine the metric, measurement method needed
2. Take baseline measurements before go-live
3. Create reports in your tool to show before and after, and the value realized for each
4. Take post implementation measurements
5. Populate your reports with the before and after values
6. Publish the reports
7. Schedule presentations with key stakeholder leadership to show them what you have accomplished
 - Who are your stakeholders?
8. Ask them to tell you the resulting value realized by their organization:
 - Improved operational efficiencies
 - Improved effectiveness in executive decision-making capabilities
 - Increased confidence in Security policies and processes
 - What else could be achieved?

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Where Next on The Road to Full HAM Maturity?

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Taking The Next Steps In Your Roadmap

1. Record the feedback from your Stakeholders
2. Identify key outcomes for the next phase of your project
 - Incorporating additional device types?
 - ALM process automation?
 - Procurement integrations?
 - Hardware maintenance Contracts?
3. Identify the business requirements
 - Write Use Case User Stories
 - Maintain a backlog of User Stories
 - Prioritize User Stories
4. Implement over time – Budget a certain amount of improvement time per week
 - Consider third party assistance
5. Publish periodic progress reports showing your value-added achievements
 - Send out Customer surveys your stakeholders to gauge how you are doing
6. Rinse and repeat!

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Top 5 Keys to Success

- 5 – Don't bite off more than you can chew – KISS!
- 4 – Bookend ALM Processes – Record net new Assets; Retire & Dispose EOL Assets
- 3 - Focus on establishing Trustworthy Data as the foundation for HAM success!
- 2 – Establish a minimal HAM team for oversight:
HAM Manager, HAM Analyst, Tools Admin – even part time
- 1 – Solicit Executive Sponsorship and install HAM Governance

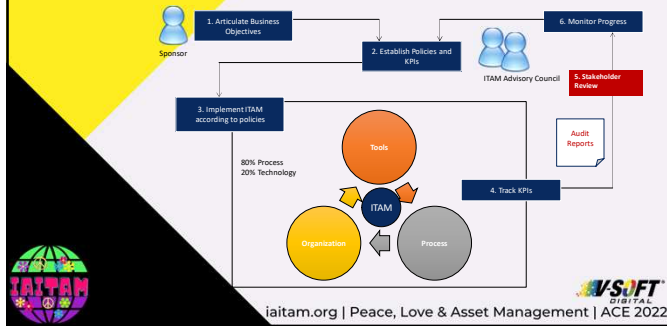


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ITAM Governance



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Organizational Change Management



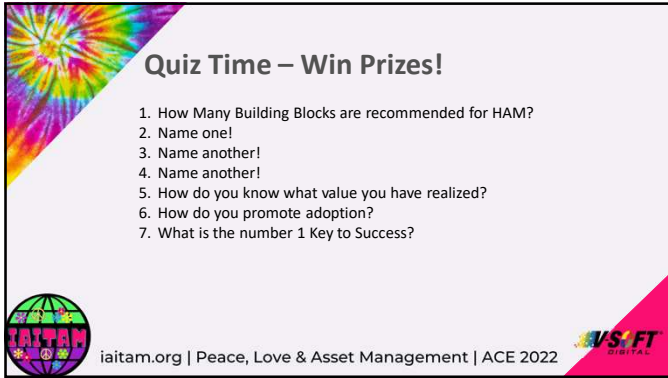
- Face "Suspicious Minds"
- Identify cultural change
 - Roles, policies, procedures
- Develop communication and education plan
- Implement the plan!



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Quiz Time – Win Prizes!

1. How Many Building Blocks are recommended for HAM?
2. Name one!
3. Name another!
4. Name another!
5. How do you know what value you have realized?
6. How do you promote adoption?
7. What is the number 1 Key to Success?


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THANK YOU!


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