


IT Visibility - Converging Practices to Improve Insight - ITAM, ITSM and ITOM Working Together

Rebecca Horton


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LET'S TALK!

Rebecca Horton – ITAM Geek and FinOps Ninja

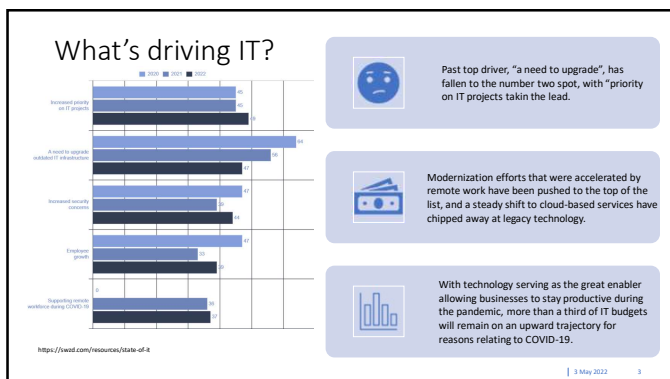


With 15 years of experience behind her, Rebecca Horton has crafted a career built on discovering and creating value out of IT asset management best practices for customers, large and small, across North America and Europe. Having spent two years with Red Hat, her unique experience in the area of open source software asset management has allowed her a unique perspective on an area of IT which has moved to the forefront of the industry in recent years. Her perspective on the digital transformation journey, and how ITAM and SAM play a key role, has made Rebecca a popular figure among the geekiest of ITAM practitioners, and her blogs, and events are well attended around the world.

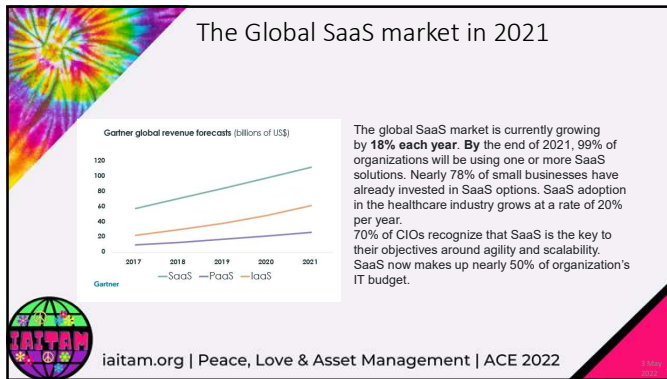
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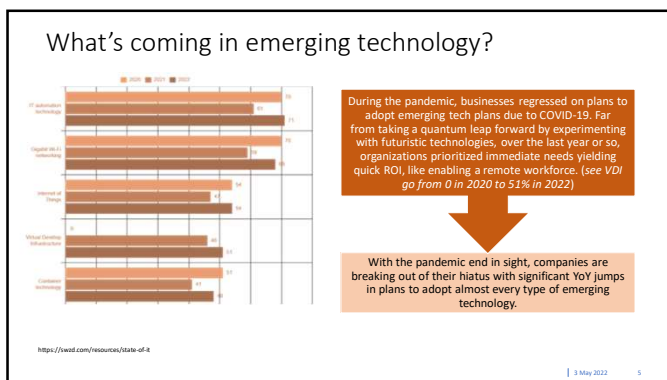
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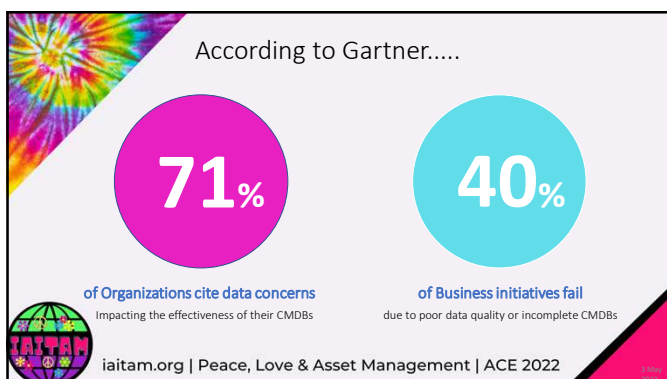
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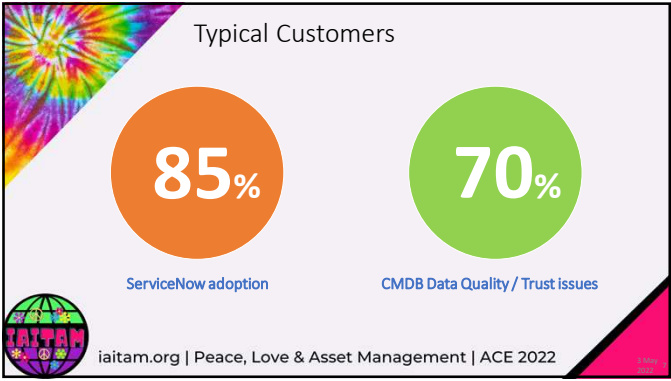
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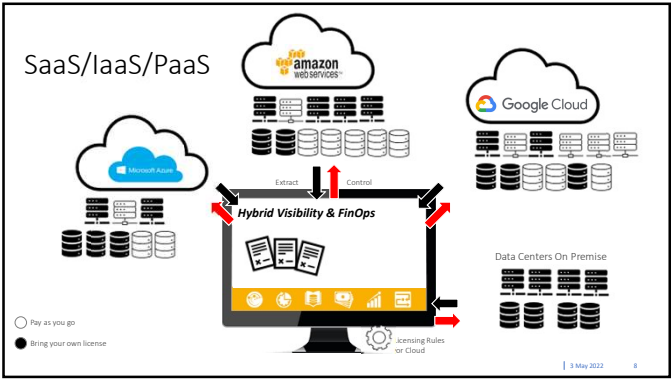
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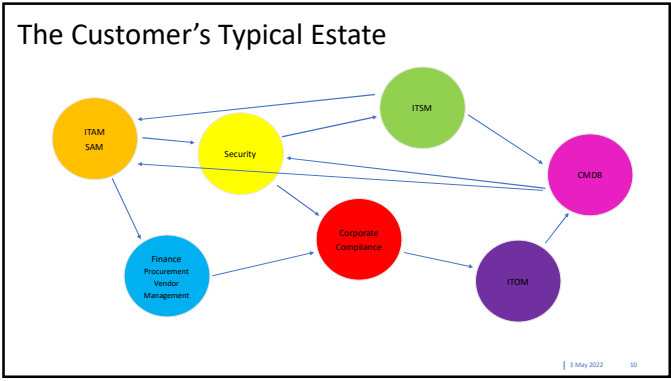
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Lack of Visibility

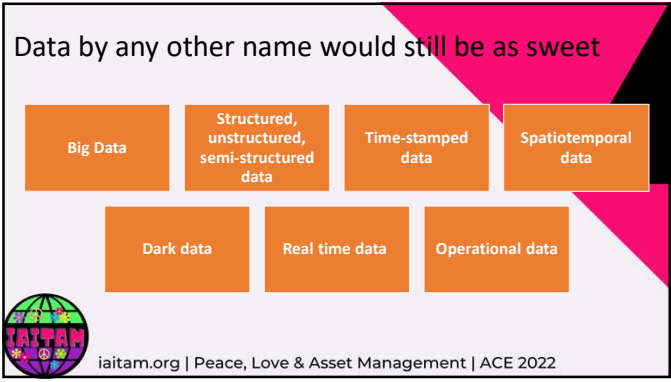
- Discovery across multiple platforms, environments, regions, on prem, cloud, SaaS, PaaS, IaaS, CaaS etc.
- No ability to assess usage – data from vendors is hard to get at and not always meaningful
- No visibility into what's going on *in* applications – how are they being used? Holding PII data?
- No way to report on Who, What, When, Where, How and Why...

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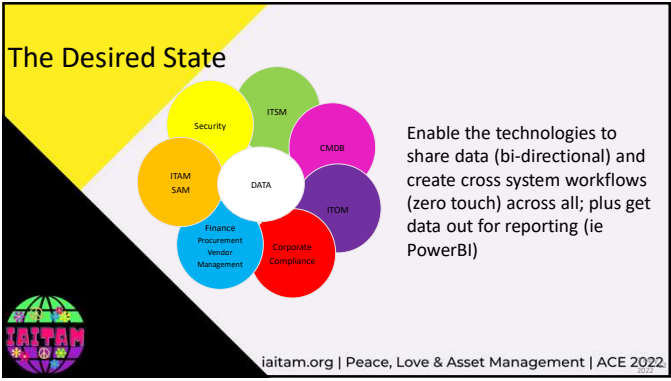
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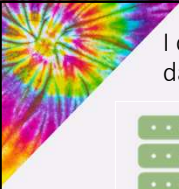
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I don't care what you call it; it's about the data



The concept isn't a new one: data hub, data platform, data lake...




They are all really the same thing: figure out where your data is, figure out what your data is, figure out who needs the data and then make it available to them.



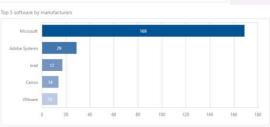
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IT Visibility: What ever the reason




Visualizations with software and all of the



Top 5 Software by manufacturers

- IT Visibility visualizations give organizations important insights into their IT environment.
- These insights help organizations to:
 - Identify Vulnerabilities
 - Rationalize their Applications
 - Simplify their environment by reducing model/version sprawl
 - Proactive manage software/hardware that is approaching end of support



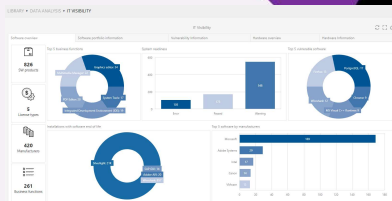
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Highlight Data Transformation

Data transformation is driven through applying data standards across all the tools and technologies.

Leveraging a common naming convention, common vernacular, asset tagging, standard formats and other best practices, facilitates the normalization of data and ensures smooth data sharing.



IAITAM IT Visibility dashboard showing various charts and data points.

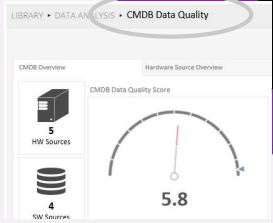


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IT Visibility: Where to start?

- What IT Visibility doesn't provide (right now), is a review and identification of problems within existing IT management systems, such as:
- CMDB's
- Discovery / inventory tools
- Vulnerability tools
- The first step is to identify deficiencies in, and suggest improvements to, the data residing in these sources.



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Approach to improving IT Visibility

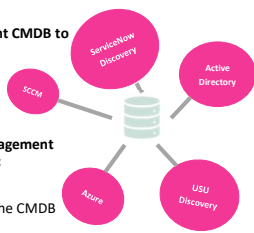
Step 1: Evaluation of current CMDB & connected management systems data quality and completeness

Review the completeness of your current CMDB to identify:

- Data gaps for critical CI attributes
- Orphaned Devices
- Duplicate Devices

Also, evaluate your existing device management systems that feed the CMDB to identify:

- Missing Devices
- Data mismatches from the source to the CMDB

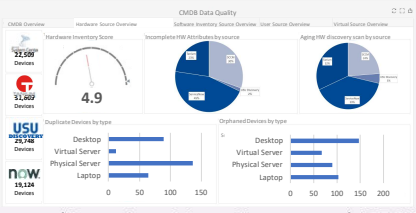


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Understand your data

Getting an overview of what your data sources are across all your functional groups, and where there are gaps, is the first step in addressing quality, completeness and coverage. ITAM, ITOM, ITSM and other functions share a lot of the same data; and my not know it.



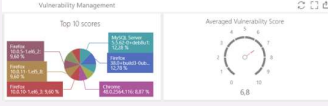
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Address the Gaps

Step 2: Correcting data gaps, normalizing, and enriching CI data for the CMDB

- Find data sources that exist in your environment today, or assess the need to introduce new ones
- Have a plan to continually improve the data by applying standards and governance
- Work with ITAM, ITSM, ITOM and other stakeholders to align on goals, objectives, policies, processes and a RACI




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Monitor, Measure and Report

Different stakeholders will want different data at different levels of detail. Create and distribute your reporting with regular frequency and ensure it's hitting the mark by checking in frequently with your stakeholders. Needs change quickly.



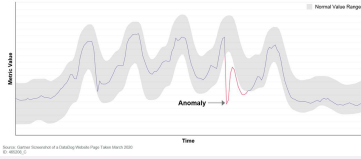
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Look for Anomalies and Find Patterns in Behaviors

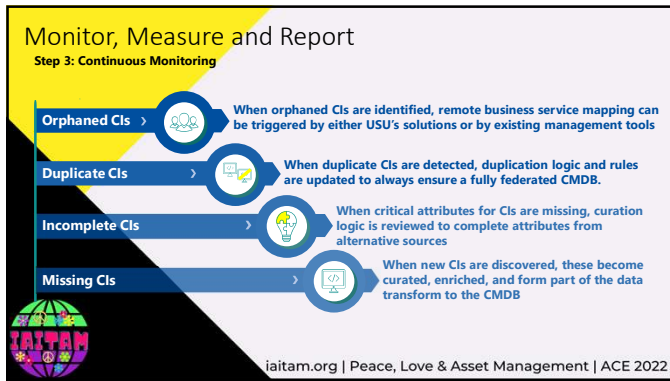
Over time, patterns will emerge; look for anomalies in the data and determine if they are caused by a lack of:

- Policy
- Process
- Governance
- Capabilities



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IMPORTANT POINTS

- Build a network of data champions across the organization – ITAM, ITOM, ITSM, Security, Procurement...
- Create a strategy, and plan and a set of goals and objectives. Use KPI's and Metrics to drive improvements over time.
- Data is king!

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Questions

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