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Finding your IAITAM Oasis

Losers Comply, Winners Govern

DESCRIPTION:

Learn the differences between compliance and governance, and why governance is superior. We will use ITAD to illustrate the principles of programs along the compliance to governance maturity model, so you leave with tangible examples and immediate steps to evaluate your program, determine where you want it to go, and speed up your journey.





Agenda

- 1. Introductions
- 2. Definitions
- 3. Comparison
- 4. Maturity Model
- 5. Attributes
- 6. Immediate ITAD Steps
- 7. Questions







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Telecom Expense Management

IT Asset Disposition

Microsoft Practice

Hardware Maintenance

Finding your

ITAM Oasis

Software Asset Management

Third Party Maintenance

Data Center Services

License Advisors















May 7−9, 2024 The M Resort 🌴 Las Vegas, NV

What is a:
Winner
Loser





Definitions





Definitions

Comply: to conform, submit, or adapt (as to a regulation or to another's wishes) as required or requested

ITAD Compliance: typically refers to conformance to legislation and/or government regulations for environmental and security aspects

Govern: to control, direct, or strongly influence the actions and conduct of ITIL Governance: the exercise of authority and control over how assets and resources are utilised to achieve enterprise objectives.





Discussion

What does each mean to you?

ITAD Compliance: typically refers to conformance to legislation and/or government regulations for environmental and security aspects.

ITIL Governance: the exercise of authority and control over how assets and resources are utilised to achieve enterprise objectives.





Governance & Compliance Comparison





Most important difference first

Compliance is binary

Governance is a series of multivariate dials



Finding your

ITAM Gasis











Characteristic Range

Finding your

ITAM Oasis

Governance	Compliance		
Self-directed	Set by others		
Tailored	Standard		
Optimal	Minimal		
Should	Must		
Future	Past		
Multi-departmental	Siloed		
Lead	Follow		
Multivariate	Binary		



Another Game

Would You Rather?







Another Game

Would You Rather?

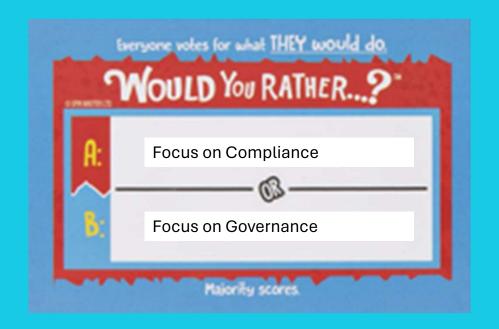






Another Game

Would You Rather?







Why is that?





Why is that?

Choice. Options. Customization.

Allows YOU to Prioritize and Allocate Resources





ITAD Maturity Model





ITSM MATURITY

IT Service Management Maturity Model

Increasing Performance & Value to Organization

Level 0 Chaotic	Level 1 Reactive	Level 2 Proactive	Level 3 Services	Level 4 Value
 Ad Hoc Undocumented Unpredictable Multiple help desks Minimal IT operations User call notification 	 Fight fires Inventory Desktop software distribution Initiate problem management process Alert and event management process Measure component availability (up/down) 	 Analyze trends Set thresholds Predict problems Measure application availability Automate Mature problem configuration, change, asset, and performance mgmt. processes 	 IT as a service provider Define service classes pricing Understand costs Guarantee SLAs Measure and report service availability Integrate processes Capacity mgmt. Service and account manage	 IT as a strategic business partner IT business metric linkage IT/ business collaboration improves business process Real-time infrastructure Business planning Manage IT like a business
		Service delivery process engineering		



Tool leverage

ITAD MATURITY

IT Asset Management Maturity Model

Increasing Performance & Value to Organization Level 0 Level 1 Level 2 Level 3 Level 4 Chaotic Services Value Reactive **Proactive** • By need or transaction • IT has ITAD providers ITAD Contract/s ITAD as a service • ITAD as a strategic business partner • All assets, all locations • Set thresholds, overall Undocumented Quote as needed with pricing and · Business metric linkage, SLAs Unpredictable • Individual departments including ESG and deliverables Compliant with initiate service corporate value Multiple request government and Understand costs alignment Compliance based on routes industry standards • SLAs by step Collaboration improves Minimal IT operations Measure vendor business process and support Event management Measure and report service availability process Asset lifecycle planning • Everyone is on their • Integrate processes own Manage IT like a Capacity mgmt. business Service and account management Service delivery process engineering

Operational process engineering



Tool leverage

Governance Attributes





Dials you can turn







Risk



Cost



Complexity





Resulting in Differences with







Processes



Risk



Reporting





Generating Benefits



Goal Alignment



Increased Accountability



Risk Reduction



Lower Cost



Improved Performance





Progressive ITAD Steps





Get compliant

The risks of not being compliant are too great







Determine where you are across the three IT asset attributes











IT Asset Components

PHYSICAL ASSET

DATA ON ASSET

VIRTUAL ASSET





IT Asset EOL by Component

PHYSICAL ASSET

PHYSICAL RETIREMENT

- Need: Decommission, resale, recycle
- Risk: Improper disposal, unauthorized use, downstream integrity

DATA ON ASSET

DATA RETIREMENT

- Need: Data erasure, drive destruction
- Risk: Data breach, data escape

VIRTUAL ASSET

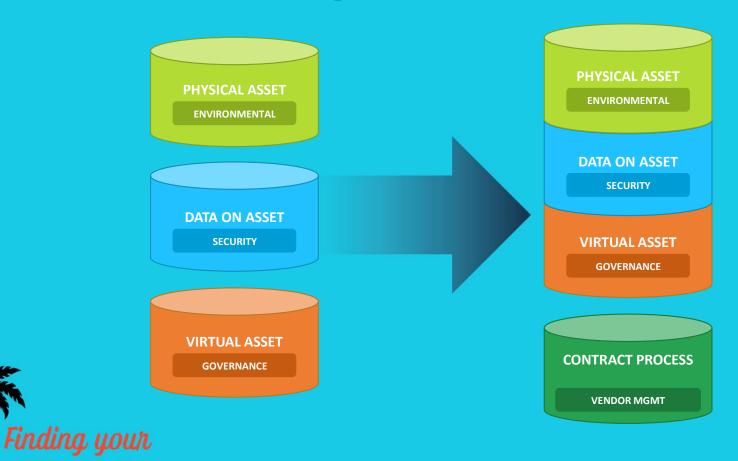
VIRTUAL RETIREMENT

- Need: ITSM processing, accounting, verified retirement
- Risk: Unaccounted, chargeback gaps, missing records, tax gaps

Systems Recovery



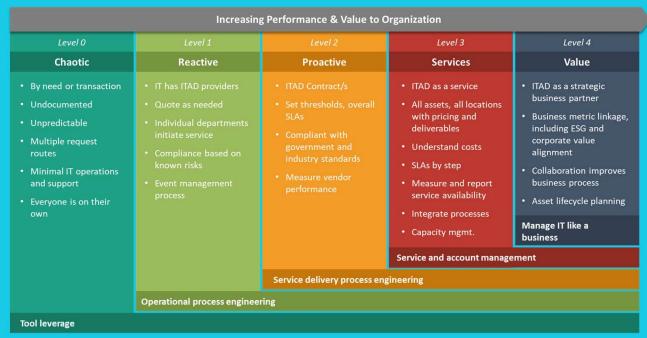
ITAD Program Consideration





ITAM Oasis

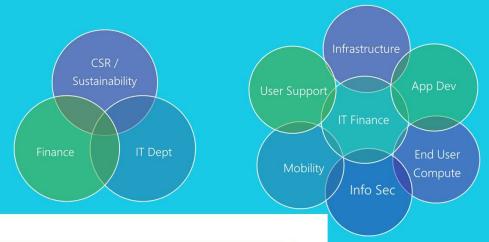
Determine where you want to be and by when. YOU set your own Priority

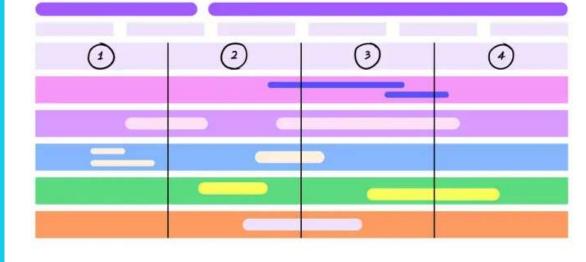






Assemble the stakeholders
Define tangible steps
Create a plan



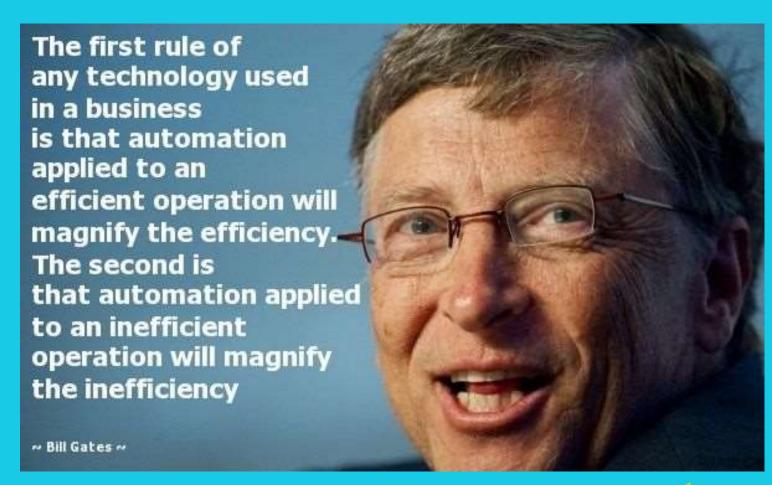






Execute

Do it manually

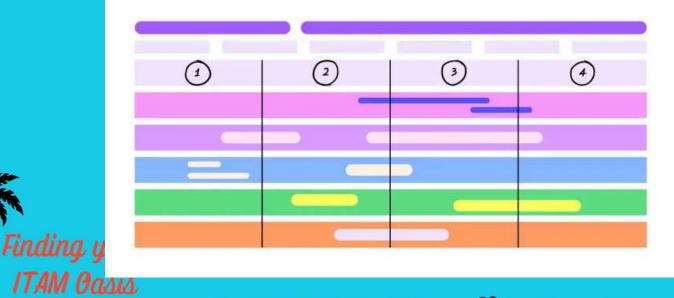






Reassemble stakeholders
Review metrics, progress & adherence
Calibrate roadmap









Optional Step – at any time

Involve providers
Solicit feedback from providers
Evaluate providers





Step Recap

- 1. Determine maturity starting point
- 2. Choose future state
- 3. Assemble stakeholders and create an action plan
- 4. Execute actions
- 5. Review progress
- 6. Expand program and stakeholders
- 7. Repeat





Who are the:
Winners
Losers





