IAITAM ACE

May 7-9, 2024   The M Resort   Las Vegas, NV

The Future is Now:

Best Practices in Managing Staff and IT Assets in a Return to Work World

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Agenda

- Managing IT Assets across Different Work Models
- Success Stories and Best Practices
- New Tools and Technologies
- The Role of IT Asset Managers in Different Models
- Questions and Answers

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Charles Pellicane

Nationally recognized expert on e-waste and IT Asset Disposition, testified to US Senate Committee on the subject in July, 2023.

Joined Human-I-T in June, 2019.

Has led Operations, IT, Programs, Philanthropy, and Business Development teams.

Five years as a continuous improvement expert for a Fortune 100 firm.

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Survey!

On a Scale of 1 to 5…

… how prepared do you feel your organization is to effectively manage IT assets in a hybrid work environment?

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Managing IT Assets across Different Work Models - **Remote**

Advantages:

- Reduced need for dedicated workstations/ hardware
- Increased self-service opportunities
- Limited to only remote support

Challenges:

- More complex tracking
- Increased security risks
- Less update and security setting control
- Adequate access to corporate software
- Supporting home set-ups
- Asset loss or damage in remote locations

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Best Practices - Remote

- Cloud-based IT asset management system
- Automate remotely
- Utilize MDM tools
- Enable self-service
- Establish clear policies

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Managing IT Assets across Different Work Models - **Return to Office**

Advantages:

- Centralized asset control
- Easier deployment, maintenance, and upgrades
- In-person support and hands-on troubleshooting
- Reduced potential for off-site loss or misuse of assets

Challenges:

- Ensuring adequate IT assets
- Managing shared asset pool
- Physical security for on-site assets
- Increased costs for infrastructure
- Software license compliance

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Best Practices - Return to Office

- Centralized software deployment
- Shared device solutions
- Asset tagging/tracking
- Regular maintenance and refresh cycles
- Physical security

Managing IT Assets across Different Work Models - **Hybrid**

Advantages:

- Flexibility to optimize asset utilization
- Leveraging best practices from remote and in-office
- Potential cost savings from reduced office footprint
- Supporting workforce needs and preferences

Challenges:

- Balancing asset needs across on-site and remote
- Integrating asset management processes
- Enabling secure remote access capabilities
- Asset tracking

Best Practices - Hybrid

- Integrate processes
- Allow for flexibility
- Implement secure remote access
- Use consistent software
- Establish systems for shared resources
- Deploy software packaged for flexible use

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Best Practices - All models

- Centralized asset inventory
- Access controls and data security measures
- Security awareness training
- Routine audits
- Analytics

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Discussion Question

Break into groups of six.

Have one person capture the information to share with the group at large.

Share an example of a challenge your organization faced in managing IT assets across different work models.

What strategies or solutions did you implement and what were the outcomes?

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New Tools: Virtual Office

Human-I-T started using in October 2023.

Tested with small group of remote employees.

Now, >165 employees across the nation from all functions in on space.

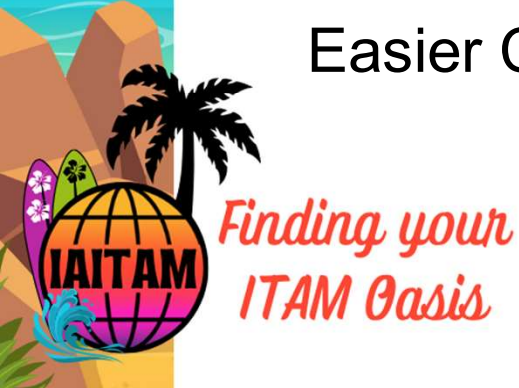- Includes in-person, fully remote, and hybrid employees.

Benefits and Implications of Virtual Office use on IT Asset Management

Less physical assets

Enhanced Scalability

Improve Expenses

Improve Disaster Recovery

Flexibility

Easier Collaboration

Shift to SaaS or Build Own

More Systems, More Problems

Training and Support

Cost

Live Participation

Use this link to join a virtual office for a tour: Human-I-T Gather Virtual Office

Come for a tour of Hum I-T's office!

https://app.gather.town/invite?token=ck2-2U9vSn2B5Ae5IB62

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Group Exercise

Break into groups of six.

Have one person capture the information to share with the group at large.

Discuss the impact of implementing a virtual office space on your IT asset management processes.

What are the potential benefits, challenges, and considerations?

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The Role of IT Asset Managers across Models

Alignment

Coordination

Access

Integration

Compliance

Organization

Collaboration

Optimization

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Questions and Answers

Survey!

https://forms.gle/M8f8mWG5VPesDGhE9

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