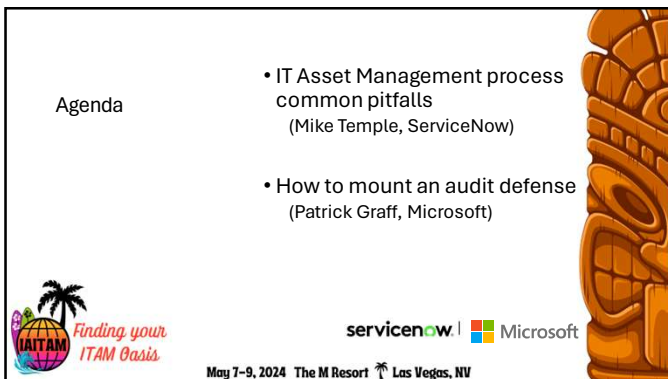




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What you will and won't hear today

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audit [aw-dit]

Definitions
In an IT context, can be related to:

- IT Hardware
- IT Software
- SaaSusage
- IaaS/PaaSusage

noun

1. an official examination and verification of accounts and records, especially of financial accounts.
2. a report or statement reflecting an audit; a final statement of account.

SEE ALSO

verb (used with object)

6. to make an audit of; examine (accounts, records, etc.) for purposes of verification.
The accountants audited the company's books at the end of the fiscal year.
7. to attend (classes, lectures, etc.) as an auditor.

SEE ALSO

verb (used without object)

9. to examine and verify an account or accounts by reference to vouchers.

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Types of Audit


- Internal audit
- Regulatory audit
- Compliance audit
- Security audit
- Financial audit

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How do I not fail?

1. Layered approach
2. It's all in the Process/Workflow
3. Exception Management



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Layers?




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Cake!





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Process/Workflow:
i.e. How to make the sausage!

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Making the sausage – Demand/Request

- ITAM leadership seat at Demand table
- Catalog for onboarded technology
- Track assets back to projects, initiatives, user requests
 - Ended projects, changed initiatives, offboarded or changed users
- Closed feedback loop on outdated technology

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Making the sausage – Fulfill (Procure/Inventory)

- Keep the receipts (Software and SaaS)
- Advanced Ship Notification (Hardware)
- Reservations/True-up (Hybrid, SaaS)

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Making the sausage – Deploy

- Task-based deployment
- User/Location assignment (Hardware)
- Workflow-based provisioning (IaaS/PaaS)
- Auto check of available licensing (Software/SaaS)



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Making the sausage – Manage

- Normalize (Hardware, Software, SaaS)
- Enrich (Hardware, Software, SaaS)
- Self-audit
- Low-usage tracking (Software, IaaS/PaaS)
- Reclamation/License harvesting (Software/SaaS)
- Rightsizing, Business hours (IaaS/PaaS)



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Making the sausage – Service

- Integrate with Install/Move/Add/Change (Hardware, Software)
- Integrate with Incident
- Integrate with Change
- Robust Loaner and RMA processes (Hardware)



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Making the sausage – Retire

- Integrated HR Onboarding/Offboarding process
- EUC Refresh (Hardware, Software)
- Robust, proactive, technology obsolescence process
- Robust reclamation
- Disposal/Donation/Resale process (Hardware)
- Deprovisioning process (Software, IaaS/PaaS)



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Exception Management

- 80/20 rule
- Document!



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So what are my next steps?



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Glad you asked...

First Step!



Executive Buy-in for a seat at the table here:



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Second Step



Review the processes outlined here:

- What can be improved
- What can be streamlined
- What aren't you doing?
- What's the risk of not doing it?
- Who cares?

Identify low-hanging fruit


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Third Step



Document current state

Fix

Document end state

Enjoy your promotion

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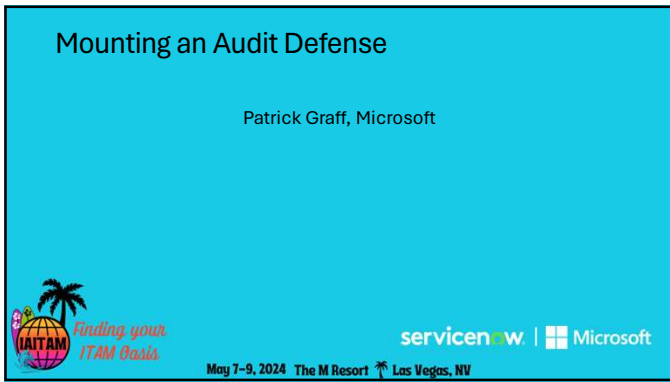
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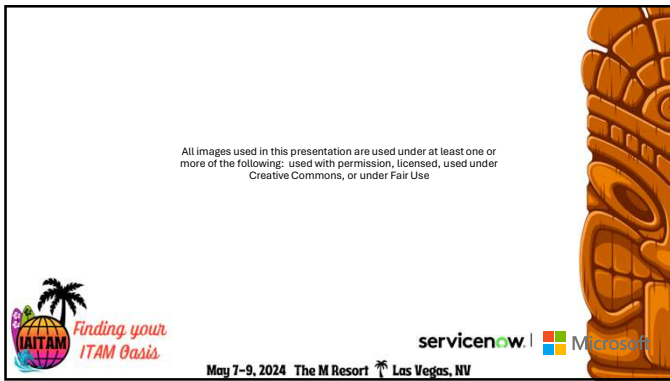
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