IAITAM ACE 2025

ITAM - Another Brick In The Wall

Managing a Hardware Asset Management Lifecycle

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SMARTSHEET

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What is IT Hardware Asset Management?

IT Hardware Asset Management or (HAM) is the process of tracking, managing, and optimizing an organization's physical IT assets throughout their lifecycle.

This includes devices such as Laptops, Desktops, Servers, Networking Equipment, Cell Phones and Peripherals.

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Why Hardware Asset Management?

Asset Tracking – Keeping an inventory of all IT hardware, including serial numbers, locations, and assigned users.

Lifecycle Management – Managing assets from procurement to disposal, ensuring timely upgrades and replacements.

Cost Optimization – Reducing unnecessary expenditures by maximizing asset utilization and minimizing losses.

Maintenance & Support – Scheduling repairs, upgrades, and replacements to minimize downtime.

Disposal & Recycling – Properly retiring old hardware while ensuring data security and environmental compliance.

HAM is often integrated within IT Service Management (ITSM) systems (ServiceNow, FreshService) to provide a holistic view of history and assets.

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What does a Hardware Asset Management Lifecycle Look Like?

Acquisition - When new hardware is procured, the hardware asset lifecycle has begun. It is essential to capture this transactional information to start the tracking of the IT Hardware.

Receive / Deploy - Through this process, the asset is shipped and delivered from the vendor, configured for use (including the installation of software), assigned to a responsible party, and deployed in the IT environment.

Manage - This represents the majority of the asset's life cycle, where its possession, location, and any moves, adds, software installs, or other changes are captured and tracked.

Retire / Redeployment - When an asset is no longer used by its current owner, it will need to be either be re-deployed if within warranty/or usable or retired.

Disposal - Retired assets must be appropriately disposed as the final step of its lifecycle. This involves ensuring data is fully deleted from the Device. This can be done through an approved disposal vendor and is properly destroyed/recycled or Re-sold with confirming Certificate of Destruction, serialization, and reporting.

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Acquisition

Overview

When new hardware is procured, the hardware asset lifecycle has begun. It is essential to capture this transactional information to start the tracking of the IT Hardware.

Hardware Selection: The acquisition phase is essential for selecting the right hardware based on the organization's specific needs. Whether it's servers, laptops, desktops, or networking equipment, the right hardware can boost productivity, reduce downtime, and prevent costly replacements. Inadequate or ill-suited hardware can lead to inefficiencies and additional costs over time.

Cost Benefits: Effective acquisition strategies can lead to significant cost savings. By negotiating better deals, leveraging bulk purchasing, or selecting cost-effective alternatives, organizations can optimize their budgets.

Building Vendor Relationships: Acquiring hardware often involves interacting with vendors. Building strong relationships with trusted vendors can lead to more favorable terms, discounts, and quicker support in case of issues with the hardware. A strategic acquisition approach helps an organization cultivate these relationships, ensuring continued benefits.

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Receive / Deploy

Overview

Through this process, the asset is shipped and delivered from the vendor, configured for use (including the installation of software), assigned to a responsible party, and deployed in the IT environment.

Database Tracking: Each laptop typically has a unique serial number. Logging these numbers upon receipt allows for accurate tracking and management throughout its lifecycle. Warranty registration can also be completed at this stage to ensure proper support in case of defects or failures.

Centralized Asset Database: Proper tracking ensures that each laptop is logged into a centralized inventory system with detailed attributes, such as serial numbers, models, configurations, purchase dates, warranty information, and user assignments. This makes it easier to track assets across the organization.

Standardization and Configuration: During deployment, laptops are often configured with standardized software, and security settings. This standardization minimizes security risks, simplifies troubleshooting, and ensures consistency across the organization's IT infrastructure.

Warehousing Opportunity / Deployment: Warehousing is a great opportunity to leverage a VAR to help manage devices for your company. Where it is purchasing, configuring and deploying to Employees.

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Manage

Overview

This represents the majority of the asset's life cycle, where its possession, location, and any moves, adds, software installs or other changes are captured and tracked.

Asset Management Database will allow you the opportunity to be able to manage devices effectively. You can maintain healthy records of each devices within the database.

Key Attributes to include in your Asset Management

- Serial Numbers
- Asset Tag
- Device Type
- Employee Name
- Location
- PO#
- Acquisition Date
- Warranty Date

Serial Number	Asset Type	PO#	Acquisition Date	Warranty Expiry Date	Manufacturer
JJC6N64	Laptop	12633	Mon, Mar 24, 2025 12:00 AM	Fri, Mar 24, 2028 12:00 AM	Dell
M732TD2QXW	Laptop	12599	Mon, Mar 17, 2025 9:00 PM	Fri, Mar 17, 2028 9:00 PM	Apple
JRVG07NNXY	Laptop	12599	Mon, Mar 17, 2025 9:00 PM	Fri, Mar 17, 2028 9:00 PM	Apple
FYRCQ9T593	Laptop	12599	Mon, Mar 17, 2025 9:00 PM	Fri, Mar 17, 2028 9:00 PM	Apple
G74MHFD9FV	Laptop	12599	Mon, Mar 17, 2025 9:00 PM	Fri, Mar 17, 2028 9:00 PM	Apple
JH27XD322P	Laptop	12599	Mon, Mar 17, 2025 9:00 PM	Fri, Mar 17, 2028 9:00 PM	Apple

Managing Windows Devices

Overview

Persistent Asset Tracking & Visibility: MECM / SCCM is embedded in the BIOS/firmware of most major manufacturers (Dell, Lenovo, HP, etc.), ensuring devices remain traceable. Provides real-time inventory tracking of hardware details (serial numbers, model, OS, location, and last active status)

- **Lifecycle Management & Compliance: Monitors hardware usage and performance to optimize refresh cycles and replacement planning.**
- **Remote Security & Self-Healing Capabilities: Remote Lock & Wipe – Allows IT teams to lock or erase data on lost/stolen devices / can allow tracking locations of devices worldwide**
- **Self-Healing Technology: Ensures critical security applications (antivirus, VPN, encryption) automatically reinstall if tampered with.**
- **Cost Optimization & Risk Reduction: Minimizes hardware loss and unauthorized device usage, reducing asset replacement costs. Extends device lifespan by identifying underutilized or overworked assets for better allocation.**
- **Secure Decommissioning & Disposal: Ensures proper end-of-life data wiping and secure disposal tracking.**

Manage Apple Devices

Overview
Using an MDM tool improves Hardware Asset Management (HAM) by providing a centralized, automated, and secure way to manage Apple devices (Macs, iPhones, iPads, and Apple TVs) throughout their lifecycle.

- **MDM tools can automatically track hardware details: including serial numbers, device models, OS versions. IT teams can view all Apple assets in one dashboard.**
- **Automated Device Enrollment & Provisioning: Integrates with Apple Business Manager (ABM) and Apple School Manager (ASM) for zero-touch deployment. Ensures new devices are pre-configured with required apps, settings, and security policies upon activation.**
- **Lifecycle Management & Compliance: Helps monitor hardware usage, performance**
- **Security & Compliance Enforcement: Supports remote locking, wiping, and Lost Mode for lost or stolen devices. Enforces encryption, password policies, and software updates to maintain security standards.**
- **Cost Optimization: Reduces asset loss and theft risks with precise tracking and security enforcement**

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Redeployment/Retirement

- **Reuse**: Instead of purchasing new devices, reusing existing hardware extends its lifecycle & optimizes budgets
- **Efficiency**: Maximizing asset usage reduces e-waste and supports sustainability efforts.
- **Quick Provisioning**: Redeploying devices can speed up onboarding for new employees or project teams without waiting for procurement.
- **Standardization:** Ensuring that all redeployed assets meet security, performance, and compliance standards improves consistency.
- **Security & Compliance:** Before redeployment, assets should be wiped and reconfigured to prevent data breaches and maintain regulatory compliance.

Retirement of IT Assets

- **Data Security**: Proper decommissioning ensures sensitive data is securely erased or destroyed.
- **Sustainability:** Responsible e-waste recycling aligns with corporate sustainability goals.
- **Inventory Optimization:** Removing obsolete assets prevents clutter and reduces maintenance costs for unused hardware.

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Disposal

Overview

Retired assets must be appropriately disposed as the final step of its lifecycle. This involves ensuring data is fully deleted from the Device. This can be done through an approved disposal vendor and is properly destroyed/recycled or Re-sold with confirming Certificate of Destruction, serialization, and reporting.

How to Dispose of Laptops Properly:

- **Data Wipe or Drive Destruction (Use software, or shred drives physically)**
- **Certified E-Waste Recycling (Partner with R2 or e-Stewards-certified recyclers)**
- **Asset Tracking (Ensure proper documentation for audits)**
- **Donation or Refurbishing (If viable, give to charities or IT refurbishes)**

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Questions?

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