

# IAITAM ACE 2025

ITAM - Another Brick In The Wall

**Expanding your ITAM Program  
for Critical Enterprise Assets:  
Importance, Challenges**





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## Agenda

- **When is it appropriate to bring non-IT assets into our ITAM program?**
- **What considerations are key to success?**
- **A few Use Cases**
- **Bottom Line for Success**



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## **Considerations for including non-IT physical assets in our ITAM program**

- **Cost management**
- **Security management**
- **Risk and Compliance management**
- **Lifecycle Management**
- **Central management of servicing – Incidents,  
Change Requests, Field Service Management**



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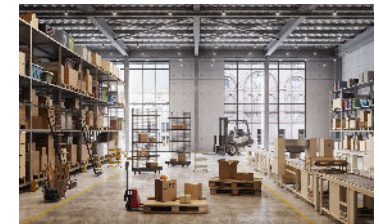
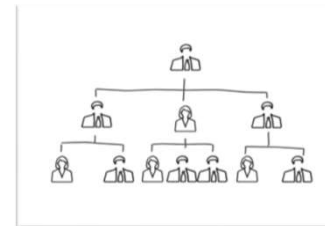
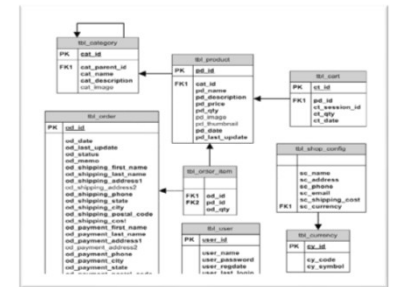
## Examples

- **Facilities Assets – Security / cameras, AV, Power / Fuel, Plumbing, HVAC, Electrical**
- **Healthcare Assets – Medical devices, Lab equipment, Surgical, Imaging, Dental, Pharmaceutical, Monitoring**
- **Transportation – vehicles, aircraft, train, ship**
- **Industrial – Controllers, Operating equipment**
- **Construction – Equipment, tools**
- **Tactical – Weapons, forensics, ammunition**



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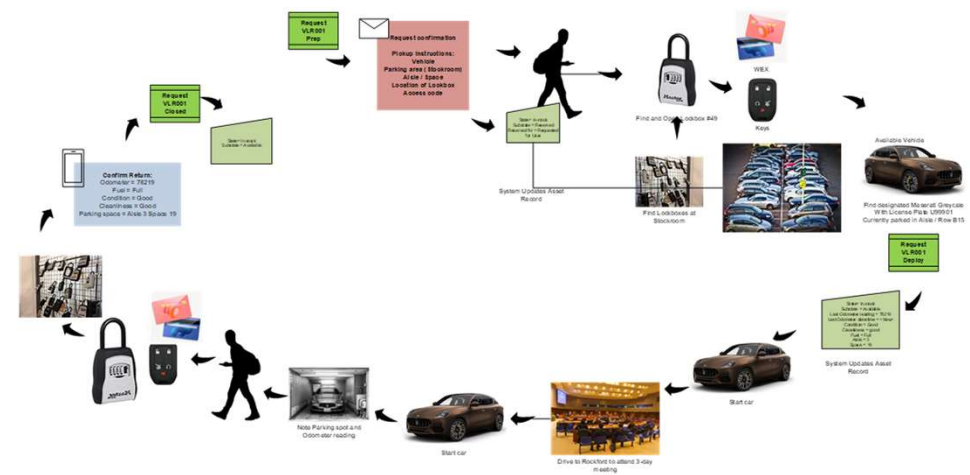
- **Data model, Data population, normalization**
- **Physical storage – Inventory management**
- **Lifecycle Management nuances**
- **Service Catalog Requests, workflows**
- **Handling of Incidents, Change Requests**
- **Field Service Management**
- **Reporting, Auditing**
- **Program Management Organization**



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## Use Case #1: Employee Loaner Vehicles

- Data model: Vehicle assets, Components = Keys
- Physical storage – Parking areas at select sites
- Loaner Request workflows – Attended  
-> Automated Self-service with smart lock boxes
- Incidents, Change Requests => Synched CIs
- Field Service Management: On-demand, Routine
- Reporting: Available, Expired, Out-of-Service
- PMO: Vehicle Asset Manager, Stockroom Managers



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## Use Case #2: Home Healthcare / Pharmacy Provider

- **Data model: Pharmacy cabinets**
- **Network cards => Discovery via SNMP to CMDB**
- **Physical storage – Central Depot Stockroom**
- **Field Services by 3rd party => process / data integration**
- **Fixed Asset Management – taxes, depreciation**
- **Reporting: Available, Out-of-Service, Ready for Refresh**
- **PMO: Healthcare Asset Manager, Stockroom Manager**



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## Use Case #3: Large School District – Security system

- **Data model: Cameras, Door locks, Environment sensors**
- **Integrated to CMDB**
- **Automated alerts forwarded to central Service Desk: Open door, camera malfunction, environmental alert**
- **Routine maintenance – Lens cleaning, refresh**
- **Opportunity to configure video stream alerts – person at door, weapons detection**
- **Reporting: Device status, Service status**
- **PMO: Security Asset Manager**

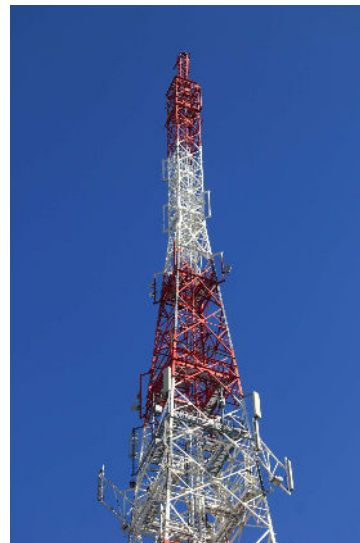


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## Use Case #4: California County Servicing Jurisdictions

- **Data model: Radio gear, Telecom, Microwave, HVAC, Fuel tanks, Towers, Police vehicles**
- **Facilities, Parts, stockrooms**
- **Field Services at central servicing depot**
- **Track servicing costs – parts + labor, Invoice jurisdiction**
- **Reporting: Registration / license, costs, risks**
- **PMO: County Asset Manager, County / Local Stockroom Managers, Field Service Manager**

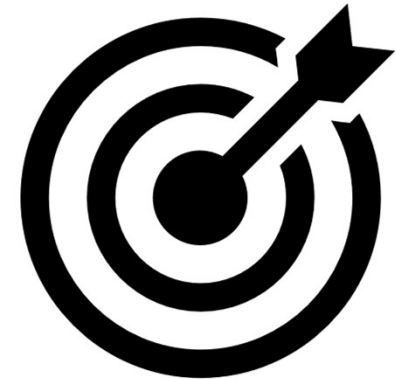


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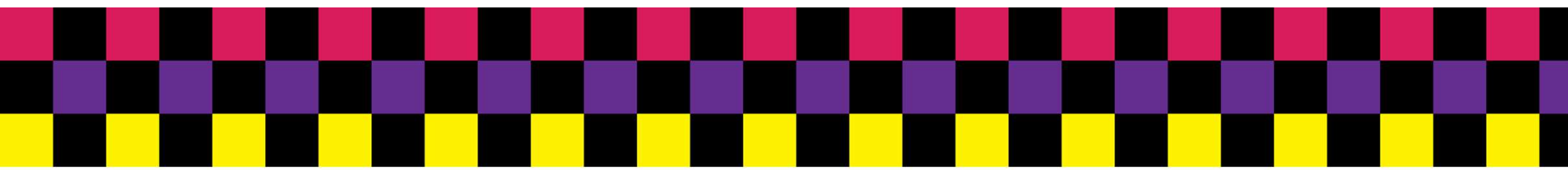


## #1 Key to Success = Executive Sponsorship!

- **Program Management**
- **Documentation**
- **Communication & Education**



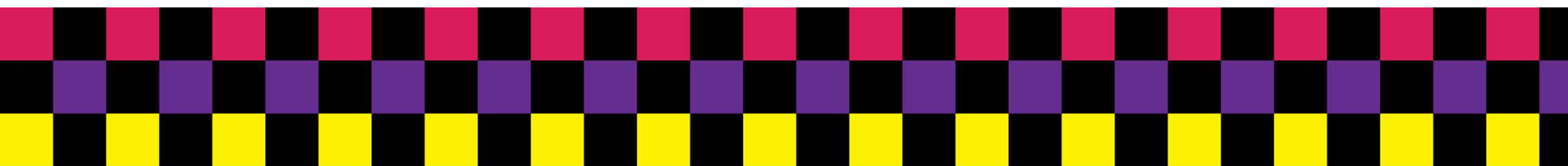
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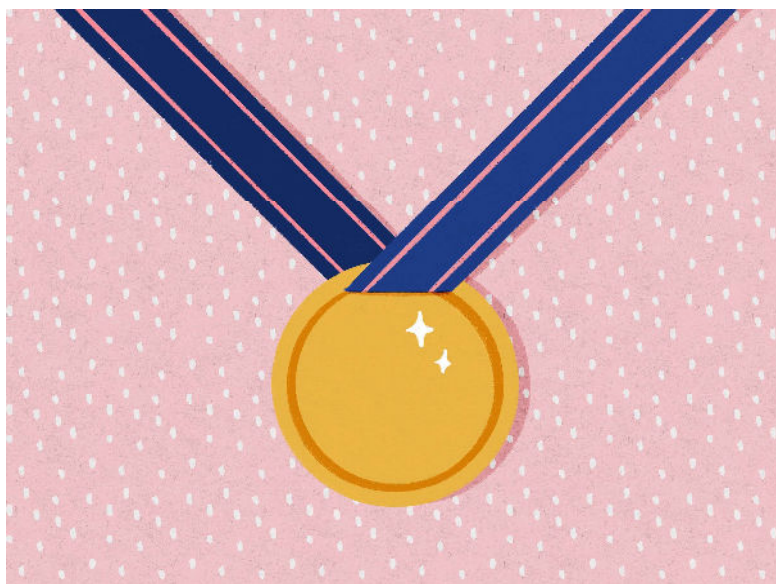
## Questions



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## Quiz Time



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# Connect with Me!



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