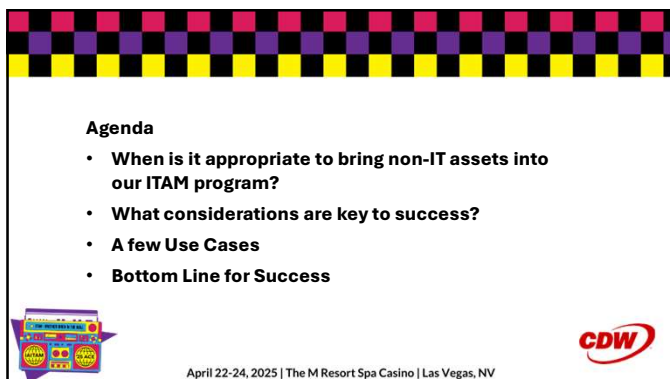




1



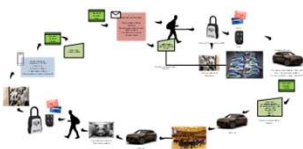

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Use Case #1: Employee Loaner Vehicles

- 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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7

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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8

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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9

Use Case #4: California County Servicing Jurisdictions

- Data model: Radio gear, Telecomm, 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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10

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Quiz Time



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13





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14
