




IAITAM ACE 2025

ITAM - Another Brick In The Wall

ITAM Operations Best Practices





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Renee Cordova Lottes, Senior Manager at Accenture, is a Delivery Lead in the Cloud Advisory group. Currently, her focus is on delivering solutions using the ServiceNow platform. Renee has been focused on successful delivery of ServiceNow solutions and services internally for Accenture for the last 5 years and is now using those skills within client engagements with a proven track record of successful delivery of the project in terms of scope, deliverables, budget, client satisfaction, and achievement of required business outcomes.

For the past 20 years, Renee has been part of Accenture's internal IT department where she has managed major projects and support organizations for a +\$43B, +500k person company. She worked with executives to analyze, plan and solve business problems. She has extensive experience setting-up, managing and operating diverse technical projects in a global environment.

Renee holds a B.B.A. from the University of Iowa and an M.S. from Northern Illinois University majoring in Operational Management Information Systems (OMIS). She lives with her husband and five sons in the Chicago area. In addition, she has a passion for developing women in technology.



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**Our Story**

Enterprise asset management solution

Business value and lessons learned

Future Plans



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PROCESSES RE-ENGINEERED

1. Registering Assets
2. Asset Tagging/Re-tagging
3. Pre-Receiving and Post-Receiving Compliances as per SEZ/PEZA norms
4. Asset Management
5. Physical Inventory (Stockroom/Production Area/Project Audit/Annual Complete Inventory)
6. Audit and Activity Logging
7. Asset Movement (Non-Project and Project Seat Movements)
8. Asset Maintenance & Pullout
9. Asset Disposal
10. Accruals
11. Fixed Asset Creation
12. Reconciliation of Physical and Financial Assets
13. Asset Data Management
14. For Asset/Finance/Compliance Teams: Predictive stock-keeping, Operations monitoring, Work Management, Compliance Reporting

Diagram: A central box labeled "Across" is connected to four quadrants: "IT Assets (End User, Infrastructure)", "Non-IT Assets", "Leasehold Assets*", and "Consumable & Peripheral Assets".

OUR RICH EXPERIENCE IN DEFINING AND REVAMPING BUSINESS, FINANCIAL AND COMPLIANCE PROCESSES HELPED US RE-ENGINEER OVER 14 BUSINESS PROCESSES

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Iterative cycle

- Business validation**
 - UAT for technical deployments and full-scale releases
 - Robust change management planning with business POCs
- Business workshops**
 - As-is process mapping
 - Process design workshops
 - Process re-engineering
- Agile development**
 - Committed scrum teams
 - Multiple workstreams
 - Portal
 - Core
 - Integration
 - Mobile app
- Demos to stakeholders**
 - Demos to project leadership
 - Demos to business POCs

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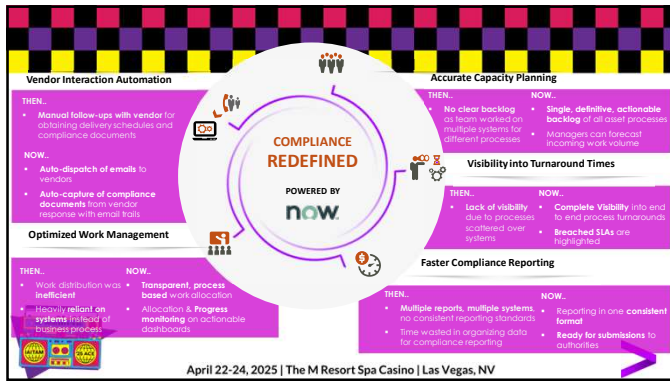
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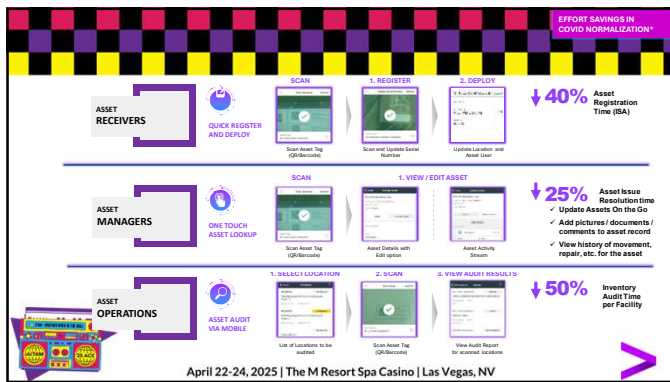
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- Our Story**
- Enterprise asset management solution**
- Business value and lessons learned**
- Future Plans**

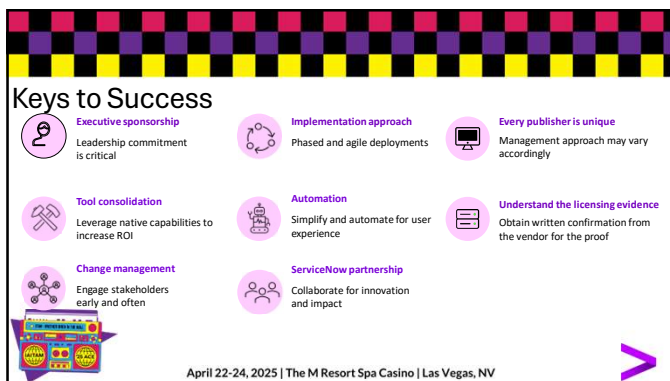
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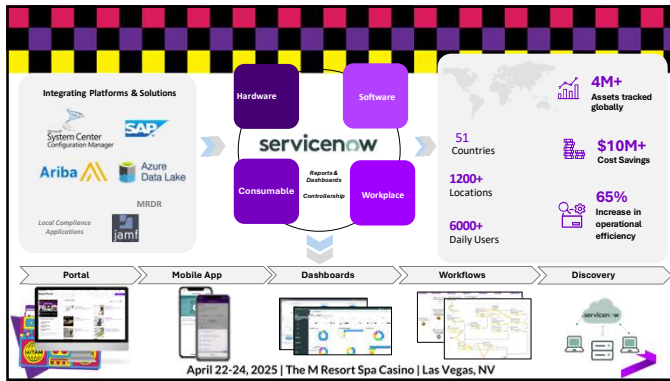
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Connect with Me!



+1 312-693-5380



Renee.Cordova.Lottes@accenture.com



<https://www.linkedin.com/in/renee-lottes-812100/>



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