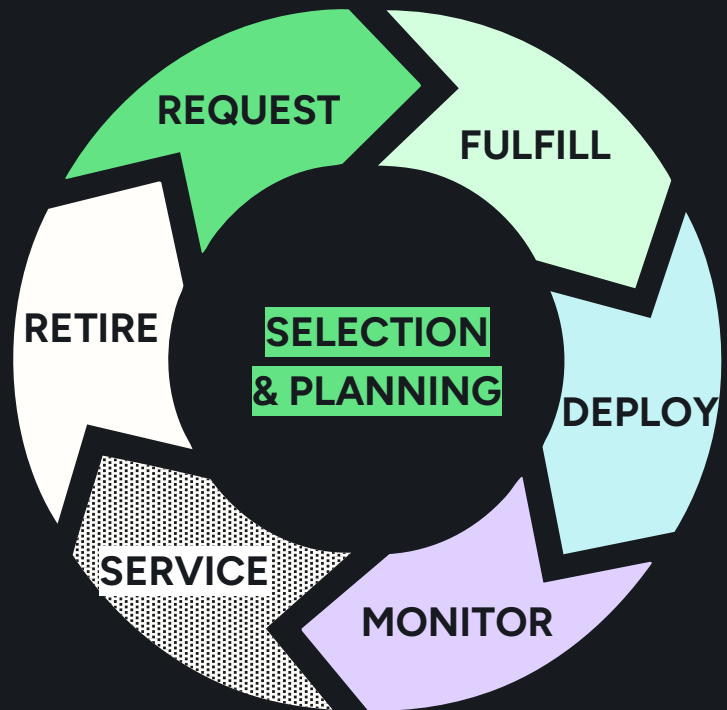


# How Do You Do ITAM?

Your end goal is to define and implement processes for the complete management of an IT asset's lifecycle—but how do you get there?

You start by understanding the complete IT asset lifecycle—from selection to disposal and everything in between.



## STAGE 0 SELECTION & PLANNING

1. What model or version do I need?
2. Does it meet my business needs?
3. Is it available?
4. How much does it cost?
5. Who are my potential vendors?
6. Who is responsible for the budget and expense?
7. What is the expected useful life?

## STAGE 1 REQUEST

1. Who can request it?
2. How do they submit the request?
3. What information needs to be captured to fulfill the request?
4. Who needs to approve the request?

## STAGE 2 FULFILL

1. Who will fulfill the request?
2. Will they source from stock or send to purchase order (PO)?
3. What steps are required to fulfill the request?
4. When/how will the asset be created, or by whom?

## STAGE 3 DEPLOY

1. Who is responsible for the deployment?
2. What configuration needs to take place?
3. How will it be deployed and what information is needed?
4. What updates need to be captured on the asset record?

## STAGE 4 MONITOR

1. Which management or monitoring systems do we use?
2. Do the systems provide the data I need to monitor my assets?
3. How will the data be fed into my CMDB; how often?
4. Do I need alerting on certain data conditions?
5. If more than one data source provides input to the CMDB, which has precedence and what attributes are updated by what source?

## STAGE 5 SERVICE

1. Will I proactively watch lifecycle stages to perform required upgrades on hardware and software?
2. What methods for requesting service will I implement (self-service, service desk, monitoring system, etc.)?
3. Will I track costs related to service requests?
4. What metrics do I want to track for service requests?

## STAGE 6 RETIRE

1. How will I collect the assets for disposal?
2. What are my internal controls for data destruction?
3. Will I sell, donate, or dispose of the assets?
4. Do I need to report retired and disposed assets to my financial team?
5. What needs to be written in my contract with my disposal vendors?