



On daro

ITAM MasterClass Part 5

What is Enterprise Asset Management and Why Does it Matter?

Agenda >

1. Welcome & Introduction
2. What is Enterprise Asset Management?
3. What's the difference between HAM, SAM and EAM?
4. Q&A

Ondaro is the only pure play ServiceNow partner with fully certified resources across the platform



ITSM



ITOM



ITAM



HRSD



CRM



SPM



SECOPS



IRM



APP ENGINE

ENVISION

Business Transformation

Organizational Change
Management

AI-Readiness

Platform Strategy &
Governance

IMPLEMENT & DEVELOP

Platform Architecture &
Engineering

Product Implementation

UX & UI Design

App Development

Data Management &
Integrations

MANAGE & OPTIMIZE

Platform Operations

Enhancement Services

Product Management

Introductions



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Architect

Ondaro



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Sr. Director, Consulting Services

Ondaro

Join the Conversation: Using Teams

Turn on Video

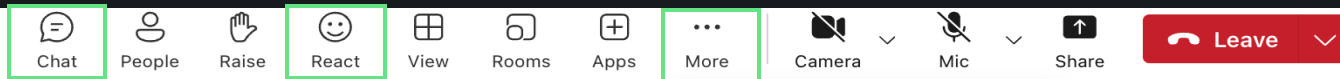
Let's get interactive and enjoy ourselves!

Unmute – Click the microphone icon to unmute and participate

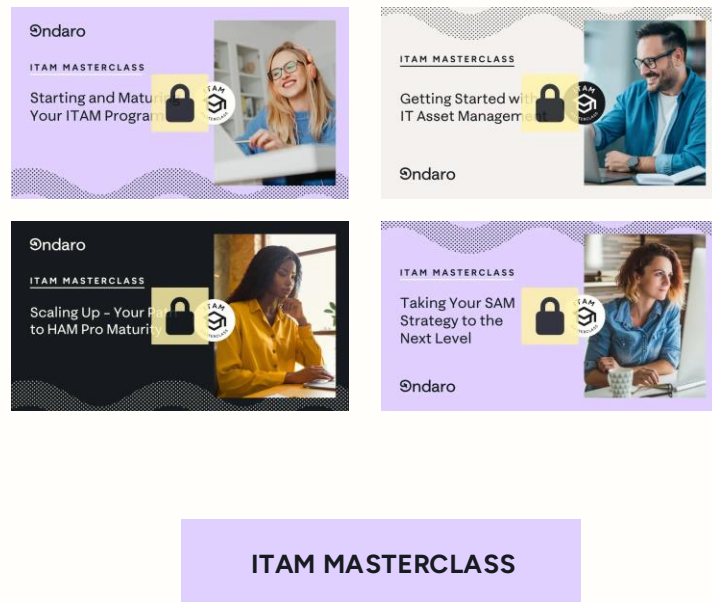
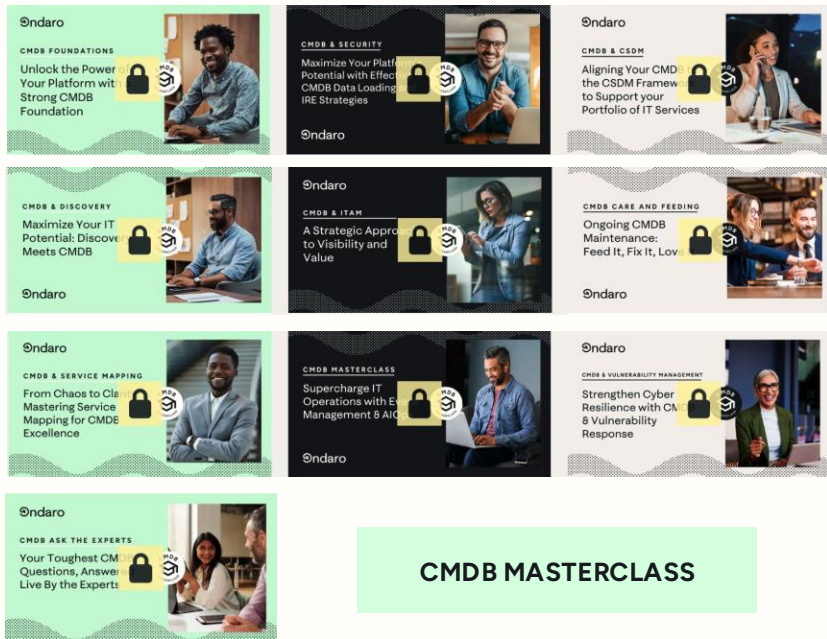
Chat – Message everyone or just one person

Get Help – Use Chat

Show Captions - Click More, Language & speech, Show live captions



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AUDIENCE POLL

Have you considered looking into ServiceNow's Enterprise Asset Management?

- (A) Yes, we're actively exploring it and are close to buying.

- (B) We're still stuck on perfecting our HAM and/or SAM.

- (C) I don't have time for it; I can barely keep track of the assets on my desk.

- (D) What's that? Extra Awesome Management?



What is Enterprise Asset Management?



What is Enterprise Asset Management?

The process of overseeing the full **lifecycle of physical business assets** to meet operational targets, maximize usable life, and minimize risk.

Ask yourself these questions throughout the lifecycle:

- **What enterprise assets do you own?**
- **Can you streamline enterprise asset processes?**
- **How well are you maximizing useable asset life while also mitigating risk?**



A single platform for asset management



Hardware

Mobile Devices
Servers

Computers
Network Devices



Cloud

SaaS
IaaS
FinOps
Serverless
Containers



Software

End User Software
Applications
Datacenter
Industrial
Software



Enterprise Assets

Frontline Assets
Back-office Equipment
Production Machinery
Facilities and Buildings





Comparing EAM and ITAM



Key Differences

Enterprise Asset (EAM)

- All Non-IT Asset Classes: Medical, Industrial, Fleet, Facilities, etc.
- Asset Maintenance & Work Management
- Dedicated Workspaces by Industry
- Asset Model Risk Scoring and Industry-Aligned Compliance

Hardware Asset (HAM)

- All Physical IT Asset Classes: Computers, Servers, Storage, Network Gear, etc.
- DaaS Management
- Zero Touch Refresh & Mobility
- OEM Warranty Integrations
- Tightly coupled with ITSM

Software Asset (SAM)

- All Virtual IT Asset Classes: Software, SaaS Subscriptions, Virtual Servers, Cloud Resources, etc.
- Client Software Distribution for Deployment and Reclamation
- Direct Integrations with Software Publishers

Key Shared Features

Model Management

- Integrations with ServiceNow CMDB & Content Service
- Model Lifecycle Management with End of Life and End of Support Analytics
- Substitute Models & Components
- Bundle & Pallet Models
- Model Normalization

Inventory Management

- Stockroom & Warehouse Management, with support for virtual and field technician stock management.
- Stock thresholds and automated stock ordering.
- Stock transfer orders and bulk transfers.
- Stock Optimization

Enterprise Asset Management - Use Cases

Model and Asset Risk Scores

Tracking risk scores can be extremely useful in assessing the frequency of maintenance and service plans.

For example, if the asset has a high-risk score, then you can adjust the maintenance plan from an annual frequency to bi-annual or quarterly.

Return Merchandise Authorization

Use this prescriptive, out-of-the-box workflow to manage the repair process for assets and parts covered by warranties and service contracts.

The RMA workflow manages all scenarios including on-site and off-repairs as well as replacements.

Consumable assets, children of multi-component assets (that are still attached to the parent) cannot participate in RMA workflows.

Asset Disposal

Assets that can no longer be repaired, assets that have reached their end of life, or assets that have been retired need to be disposed of systematically with an audit trail.

Customers need a system to automate this process, especially when the assets to be disposed of include sensitive information or regulated materials.

Enterprise Asset Management - Use Cases

Audit Enterprise Assets

Conduct scheduled or on-demand enterprise asset inventory audits.

An enterprise asset technician can perform an audit of a stockroom or location

Audits are performed by scanning asset barcodes (asset tags) with the ServiceNow Agent mobile app to determine accuracy of asset records and update as necessary

Integration with Incidents

With EAM installed, the Incident form can directly handle enterprise assets, even when not related to a configuration item.

Once all impacted assets are identified, the service desk agent can apply asset actions such as swap, retire, and repair. When resolving or closing an incident, asset records will be automatically updated based on the selected asset action.

Asset Recall

Asset managers may receive asset recall notifications from manufacturers and regulators. A recall notification usually specifies model, serial numbers, and remediation, which can be repair, replace, retire, or notation.

EAM lets users to create and manage recall orders. It will find impacted assets and start proper recall flows. These flows will guide users to perform one or more tasks and set asset states properly.

Enterprise Asset Management - Use Cases

Lease-end Workflows

Create lease contracts and add enterprise assets to these contracts.

EAM provides options for how to handle assets that are nearing their lease contract expiry dates:

- Return the asset to the leasing company
- Extend the lease contract
- Buy out the leased asset and convert it into purchased asset

Asset Request

Enterprise Asset request workflow enables end-users to request enterprise assets from the service catalog.

When request is created, it follows a standard enterprise fulfillment process.

Asset Refresh

Enterprise asset refresh workflow provides an ability to create a refresh request for the enterprise assets.

The refresh request provides a seamless way of staging, scheduling, deploying and returning of enterprise assets by creating tasks for each of the refreshing asset.

AUDIENCE POLL

What tool are you currently using to manage Enterprise Assets?

- A Still trying to define "enterprise asset."
- B Tracking assets in different systems by department.
- C Actively implementing cross-functional asset visibility.
- D Other – Tell us what magical chaos you're using.

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Roles, responsibilities & personas

EAM User Personas

Enterprise Asset Manager

- Responsible for one or many classes of Enterprise Asset
- Oversees asset lifecycle activities
- Ensures Enterprise Asset Data is well-maintained in the ServiceNow Platform

Technician/Maintenance

- Completes work orders related to Enterprise Assets
- Responsible for routine maintenance execution
- Often responds to Incidents related to Enterprise Assets

Compliance Stakeholder

- Informed about key compliance related attributes on Enterprise Assets
- Often responsible for Asset Audits
- Accountable to organizational leadership for policy adherence.

Platform Administrator

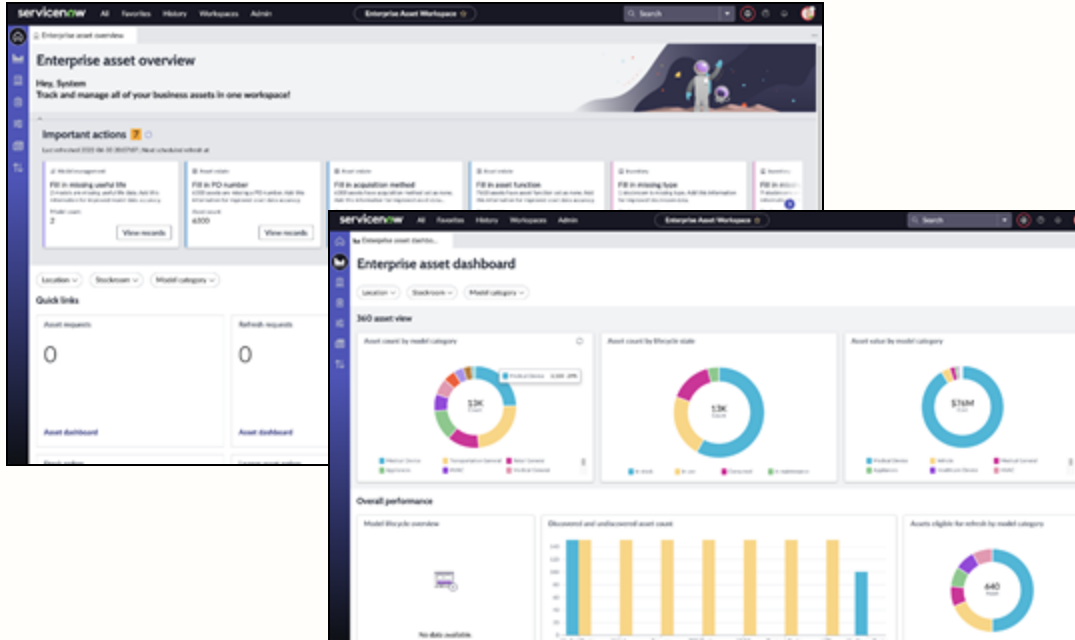
- Supports Enterprise Asset data hygiene
- Maintains data integrations with 3rd Party Platforms
- Configures EAM reports and dashboards as well as user and group permissions
- Provides timely platform upgrades for new feature adoption.



Key EAM Features

Enterprise Asset Workspace

Modern look and feel, ease of use, and unified navigation to drive higher adoption



OUTCOMES

- Landing page to provide quick access to on-going asset lifecycle orders.
- Action cards to draw attention to incomplete asset records data.
- Track asset lifecycles, spend, and obsolescence through multiple dashboards.

Enterprise Asset Workspace - Modules

ENTERPRISE ASSET DASHBOARD

A dashboard containing data visualizations of your assets and overall performance

ENTERPRISE MODEL MANAGEMENT

An overview with reports outlining model lifecycle and status and important action cards for models

LEASE MANAGEMENT

A place to create and manage lease contracts, add assets to the contract, and end lease contracts in a variety of ways.

ENTERPRISE ASSET ESTATE

Asset estate contains overview for asset requests , asset flows and remediation flows

INVENTORY

A place to manage all aspects of your inventory, including stockrooms, stock rules, disposal orders, RMA orders, transfer orders and more.

NORMALIZATION

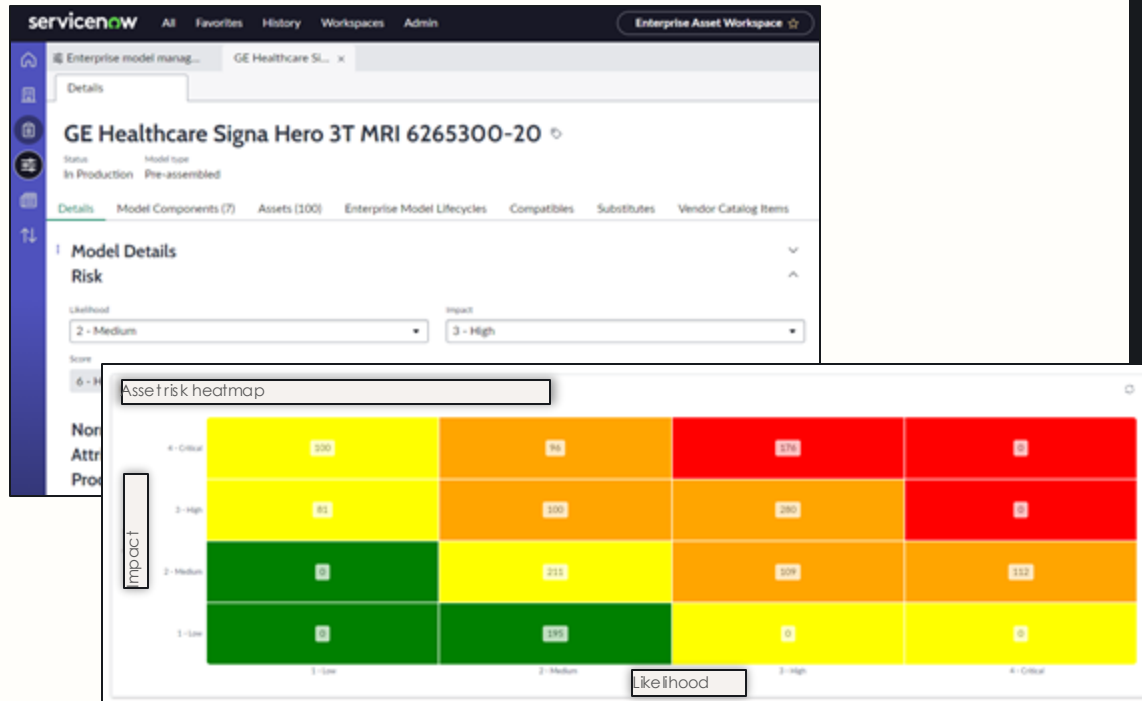
This module allows users to create custom models, model numbers and model types to share with ServiceNow's enterprise model content service

ENTERPRISE ASSET OVERVIEW

An overview of the state of your assets, models and inventory.

Model and Asset Risk Scores

Improve asset uptime by adjusting maintenance cycles based on asset risk scores



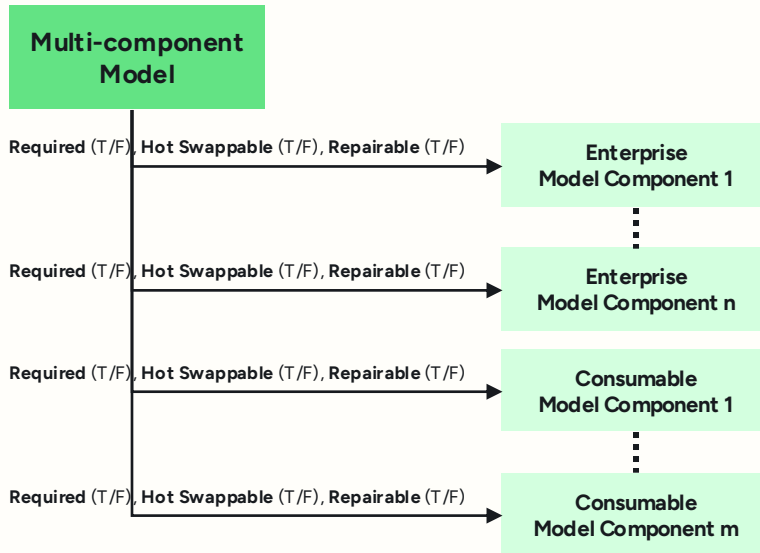
- Improve asset service and maintenance by assessing and tracking risk profiles of critical assets and their impact on operations.
- Risk score is calculated from two vectors with configurable scales: Likelihood of failure and impact on operations.
- Set individual risk values for assets, either aligned with the model or overridden, providing greater flexibility in risk evaluation.
- Models and assets are grouped by their risk scores in a configurable color-coded heatmap.

Enterprise Model Types

Simple Model	An enterprise model used as the reference from which to create a simple asset record. A simple asset has no child assets or parts.
Consumable	An enterprise model record when its type is set to "Consumable", then all assets created from this reference are created, and tagged as EAM consumable assets, in the alm_consumable table.
Multi-component Pre-assembled	An enterprise model record that includes one or more model components. This represents the pre-configured model definition of an asset as received from the OEM.
Multi-component User-assembled	An enterprise model record that includes one or more model components. This represents a customer-defined configuration of an asset to be built as a kit by the customer from assets in their possession.

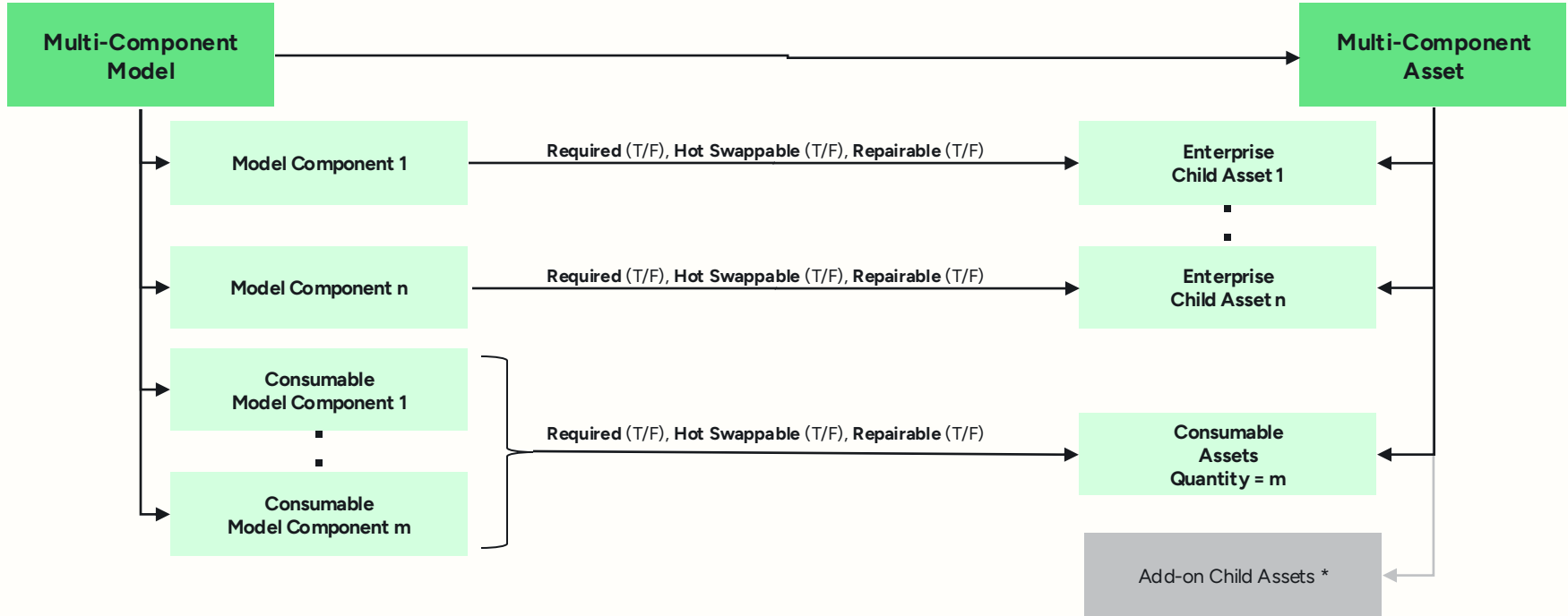
Multi-component Model: Pre-assembled and user-assembled

MODEL COMPONENT RELATIONSHIPS



- Model components can be of any type including pre-assembled and user-assembled components
- Nested hierarchical model definitions.
- Model components can include non-Enterprise models such as Hardware model.
- Every model component (regardless of type) has 3 properties that determine its relationship to the multi-component model parent.
- All 3 relationships are mutually exclusive
- The relationships are:
 - **Required (T/F):** If true, component is required for the operation of the multi-component asset and cannot be permanently removed.
 - **Hot Swappable (T/F):** If true, component can be swapped while the multi-component model is operational.
 - **Repairable (T/F):** If true, the component is repairable.

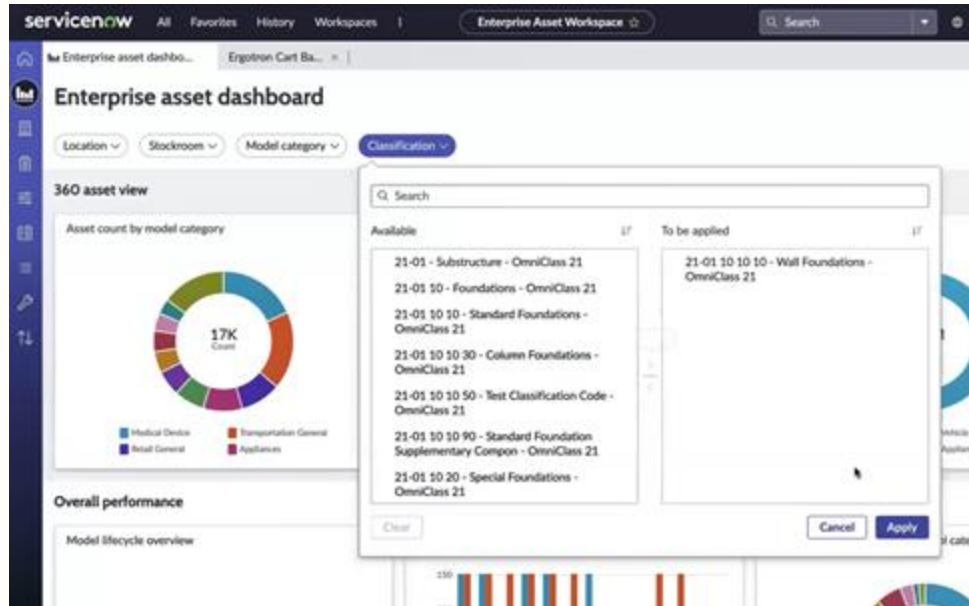
Multi-Component Model to Multi-Component Asset



* Add-on asset can be from any class including Hardware

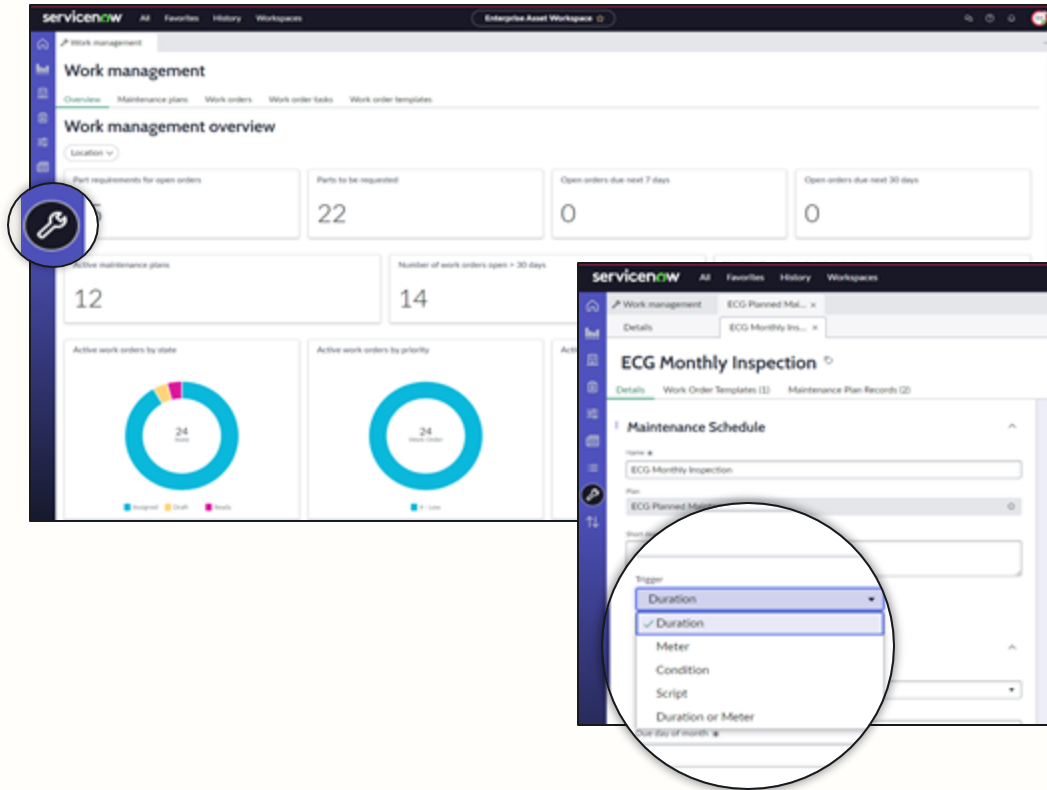
Multi-tier Model Classification

Report on models and assets by classification



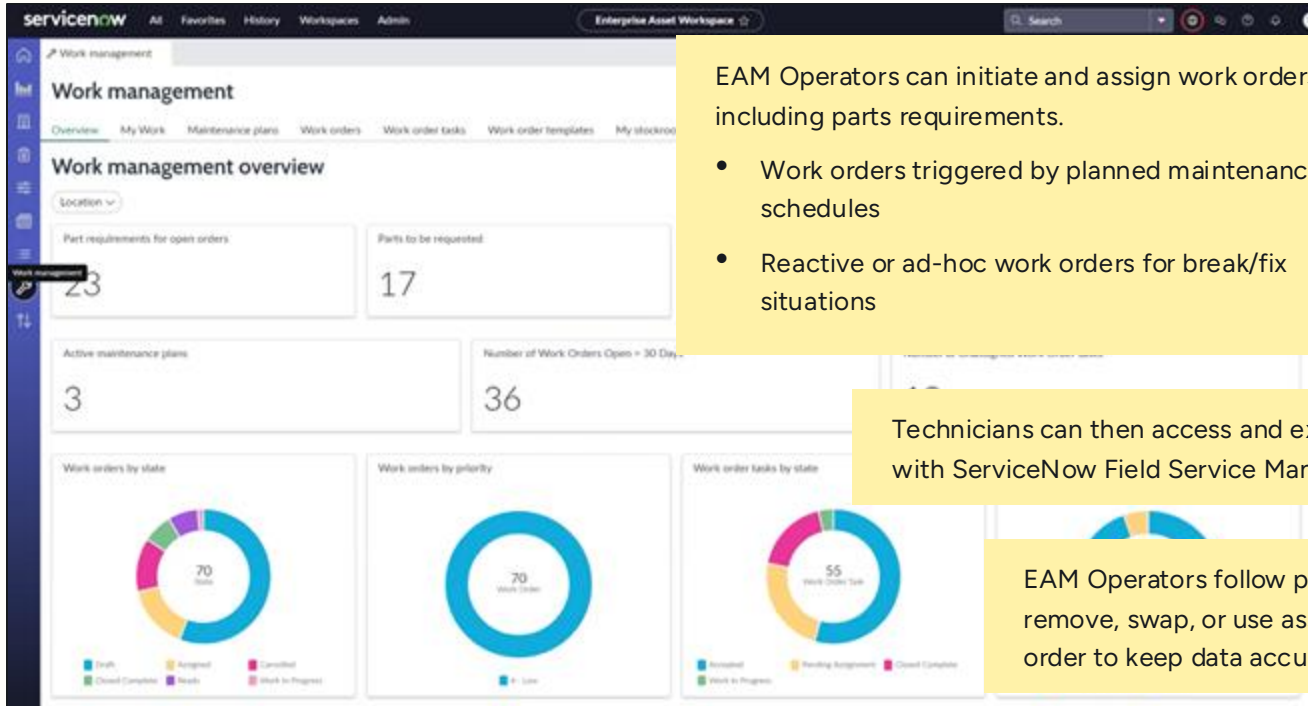
- 1 Optionally, create classifications and assign to models
- 2 Report on models and assets by classification codes and/or classification tiers
- 3 Seed multiple industry-based classification systems (e.g., E-class for industrial assets, OmniClass for facility assets, ECRI for medical assets, etc.)
- 4 Automatically filter classification list available for asset managers to show only what is relevant for them based on their model classes and model categories

Maintenance Plans



- Proactively manage the health and performance of enterprise assets
- Create maintenance plans, maintenance schedules, work order templates, and checklists
- Schedule and trigger work orders based on:
 - Duration (schedule-based)
 - Meter (asset attribute data)
 - Condition (complex filter)
 - Scripts

Work Orders

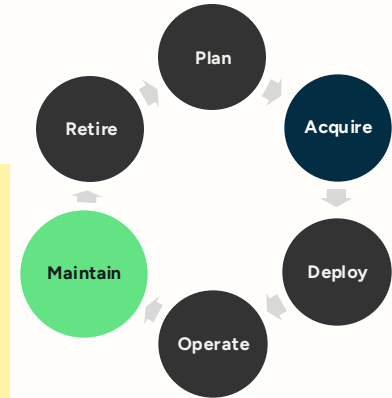


EAM Operators can initiate and assign work orders, including parts requirements.

- Work orders triggered by planned maintenance schedules
- Reactive or ad-hoc work orders for break/fix situations

Technicians can then access and execute work with ServiceNow Field Service Management

EAM Operators follow prescriptive workflows to remove, swap, or use assets as a result of a work order to keep data accurate.



AUDIENCE POLL

How many of your non-IT assets are still tracked in spreadsheets?

- A All of them — Excel *is* our EAM system.
- B Most of them, but we're trying to get out.
- C Just a few holdouts.
- D None — we have a robust tool that manages all non-IT assets

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Data Sources



EAM Implementation Data Sources

Connected Assets



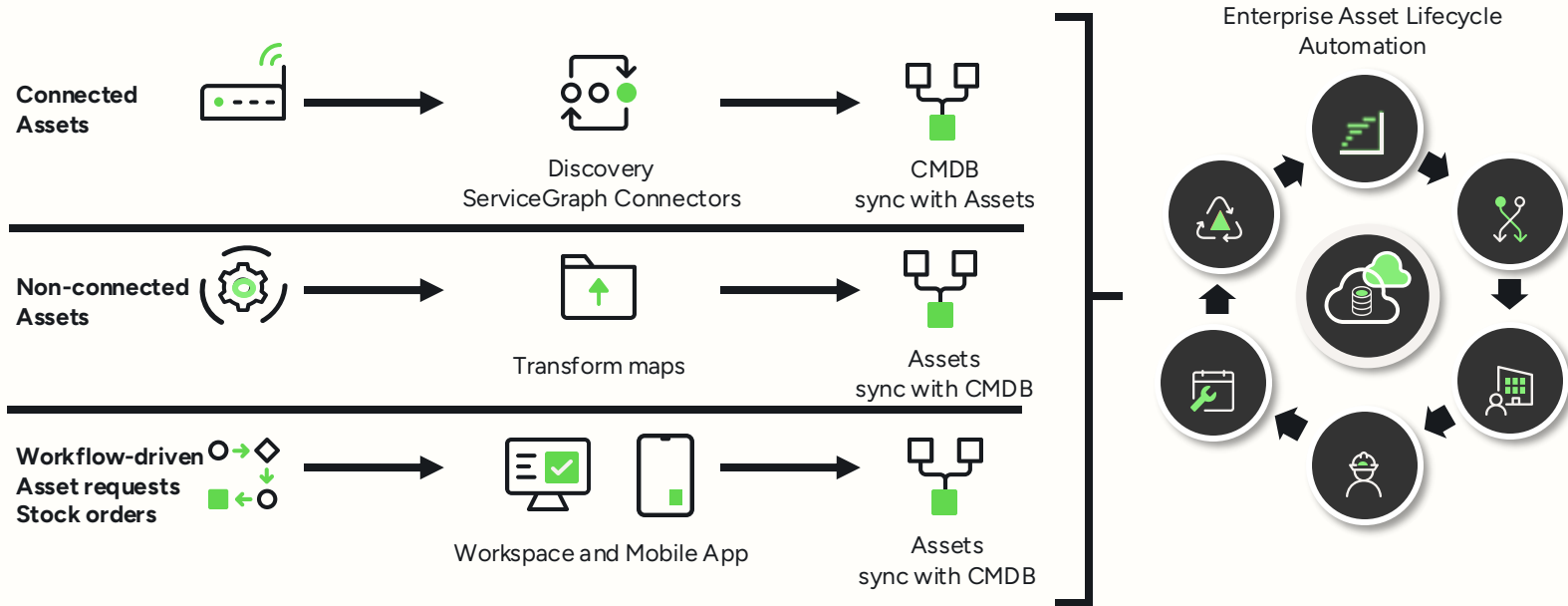
- Asset data may not be in ServiceNow
- Data migration is required

Non-connected Assets



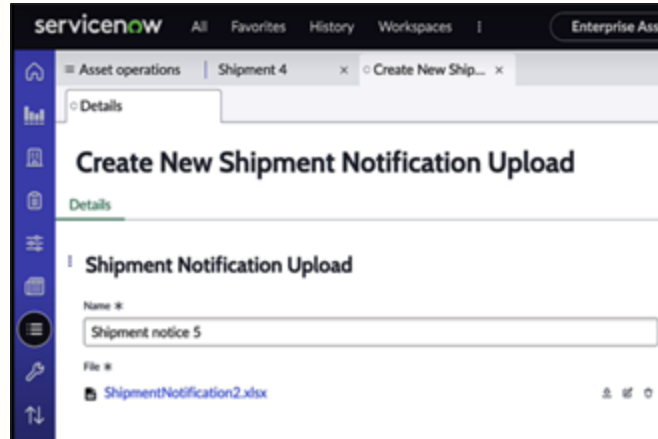
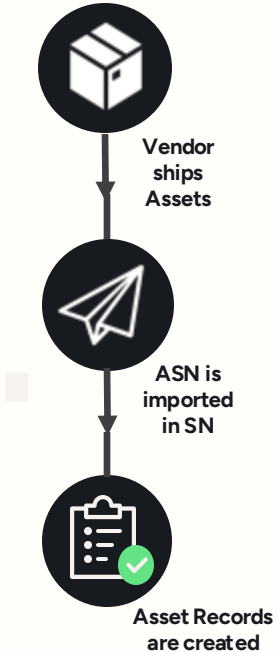
- Asset data may exist in multiple legacy solutions
- Physical audits, data collection and reconciliation

EAM Asset Data Load



Advanced Shipment Notifications (ASN)

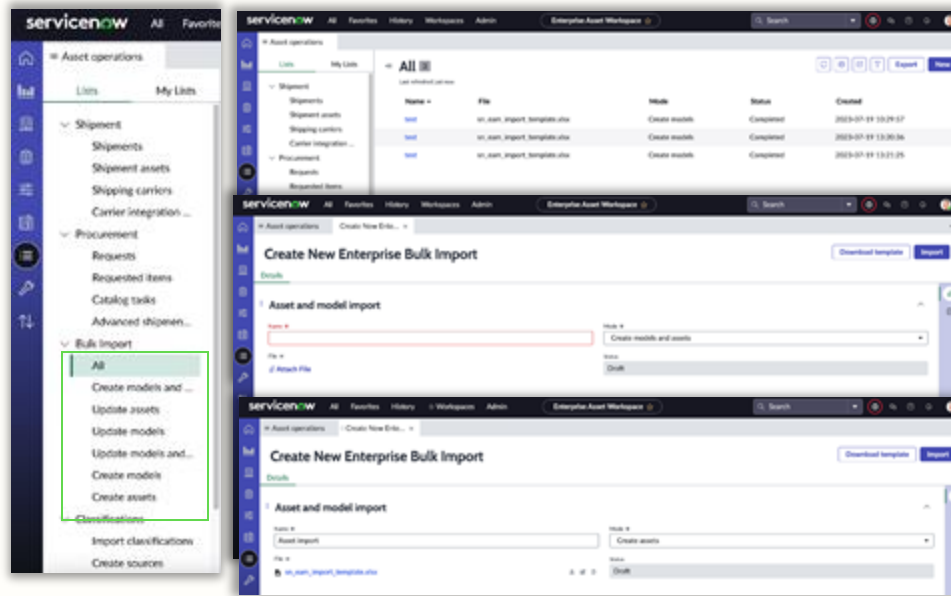
Create enterprise assets in transit to your business



- Provided standard template for import the of vendor shipped asset records
- Customers can provide template format to all vendors for uniform asset data formatting
- Asset records are created in ServiceNow prior to physical receipt

Bulk Import

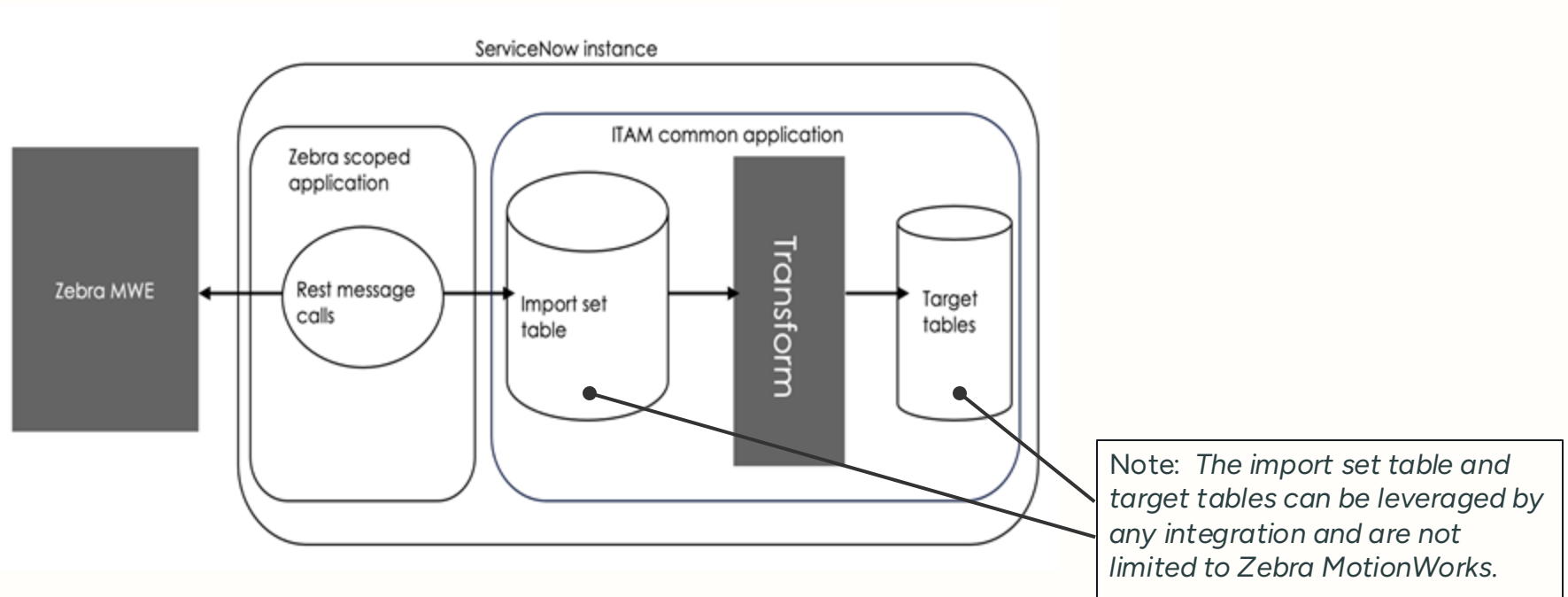
Spreadsheet-based import of assets and models



- EAM admins create/update models using spreadsheets, streamlining mass updates
- Models and assets can be imported simultaneously, saving time and effort
- Bulk import facilitates asset creation and updates for efficient data management
- Accommodates various asset types, enhancing data coverage
- View results and errors for quick issue resolution

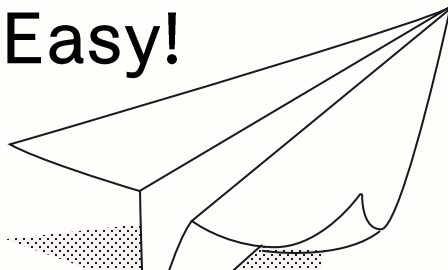
RFID Data Integration with Zebra MotionWorks

USE RFID technology to capture asset movement as asset tags are scanned in their physical locations.



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Need to implement EAM and see value fast?

ASK ABOUT EAM

Need a dedicated team for maintaining your ServiceNow Platform?

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Thank you!

