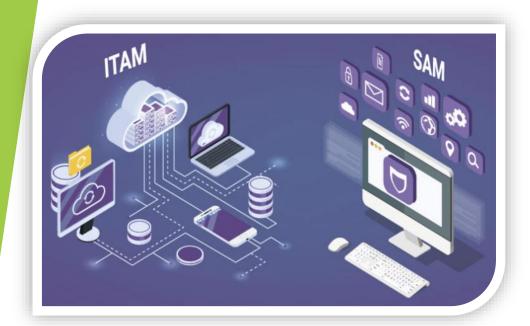
ServiceNow Vancouver Hardware Asset Management Pro

Workshop





BY AMAR DEEP KUMAR

CERTIFIED PROFESSIONAL BY GSDC | IAITAM | FLEERA | SERVICENOW | PRINCE-2



INTRODUCTION

AMAR DEEP KUMAR

SR. ITAM TRAINER & PRACTITIONER

- 15+ years of eperience in IT Asset Management, Hardware and Software Asset Management and License Compliance.
- Fleera Certified FNMS Operations Consultant
- Service Now SAM Pro and HAM Pro certified implementor
- CITAM (Certified IT Asset Manager) from IAITAM USA
- GSDC Council CSAM certified professional
- GSDC HAM/SAM Speaker
- PRINCE2@ Practitioner
- ITIL V3 Foundation
- Si Sigma & Lean Fundamental





Introduction to Hardware Asset Management: Module Introduction

- Introduction to Hardware Asset Management: Module Introduction
- Introduction to Hardware Asset Management Overview
- In Progress
- IT Asset Management Requirements and Recommended Practices
- Hardware Asset Management Implementation
- ITSM Asset Management and HAM Application Overviews
- Lab: Prepare the Asset Management Environment
- Introduction to Hardware Asset Management: Knowledge Check
- Introduction to Hardware Asset Management: Summary



Trustworthy Data

- Trustworthy Data: Module Introduction
- Trustworthy Data Overview
- Asset Data
- Lab: Manage Hardware Assets
- Discovery, CMDB, and Normalization Data Services
- Hardware Model Normalization
- Lab: Hardware Model Normalization
- Assets and Configuration Items (CIs)
- Lab: Asset and Configuration Item (CI) Relationships
- Trustworthy Data: Knowledge Check
- Trustworthy Data: Summary



Practical Management

- Practical Management: Module Introduction
- Practical Management Overview
- Consumables
- Lab: Manage Consumables
- Stock Management
- Lab: Manage Stock
- Automated Asset Population
- Lab: Import Assets
- Asset Retirement
- Lab: Retire Assets
- HAM: Asset Lifecycle Automation
- Lab: Validate Asset Lifecycle Automation
- Practical Management: Knowledge Check
- Practical Management: Summary



Operational Integration

Operational Integration: Module Introduction

Operational Integration Overview

Reporting, Dashboards, and Other Asset Tracking

Lab: Report on Hardware Assets

Requests and Procurement

Lab: Manage Requests and Procurement

Automated Stock Management

Lab: Automate Stock Management

Mobile Asset Management

Extend Asset and Configuration

Data Accuracy

Lab: Certify Data

Operational Integration: Knowledge Check

Operational Integration: Summary



Strategic Conformance

- Strategic Conformance: Module Introduction
- Strategic Conformance Overview
- Contract Management
- Lab: Manage Contracts
- Contract Financials
- Lab: Manage Contract Financials
- IT Cost Management
- Lab: Calculate Depreciation
- Lab: Calculate Total Cost of Ownership
- Strategic Conformance: Knowledge Check
- Strategic Conformance: Summary



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