

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 experience in IT Asset Management, Hardware and Software Asset Management and License Compliance.
- Fleera Certified FNMS Operations Consultant
- ServiceNow 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
- Six Sigma & Lean Fundamental



Day - 1

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

Day - 1

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

Day - 2

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

Day - 2

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

Day - 3

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

Day - 3

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