



Elevate your IT Asset Management (ITAM) to new heights

Cutting-edge solutions offered by Nihilent

Organizations worldwide face challenges in implementing and maintaining a robust IT Asset Management (ITAM) program, which is crucial for sustained success.

Nihilent ServiceNow plays a pivotal role by leveraging its ITAM capabilities to assist organizations globally, enabling management teams to make critical business decisions and devise strategies for future achievements. The expertise of Nihilent ServiceNow practitioners guides organizations towards prosperous endeavors, emphasizing the adoption of best practices in ITAM. These best practices empower business leaders to establish and uphold governance over their IT infrastructure while efficiently managing assets.

Top 25 Best Practices Ensuring the Path to Success

- 1 Define clear objectives:** Define your ITAM goals and objectives to align them with your organization's overall strategy.
- 2 Establish an ITAM policy:** Develop a comprehensive ITAM policy that outlines roles, responsibilities, processes, and procedures.
- 3 Centralize asset repository:** Maintain a centralized repository for all IT assets, including hardware, software, and licenses.
- 4 Conduct regular audits:** Perform regular audits to ensure accurate and up-to-date asset information and identify any discrepancies.
- 5 Implement a discovery tool:** Utilize a discovery tool to automate identifying and tracking IT assets across your organization.
- 6 Integrate with other ITSM processes:** Integrate ITAM with other IT service management (ITSM) processes like incident management, change management, and configuration management.
- 7 Leverage barcode or RFID technology:** Use barcode or RFID technology to improve asset tracking and inventory management accuracy.
- 8 Implement automated workflows:** Automate workflows for asset lifecycle management, including procurement, deployment, maintenance, and retirement.
- 9 Utilize asset tagging:** Apply unique asset tags to physical assets to improve identification and tracking.
- 10 Enable self-service capabilities:** Empower end-users with self-service options to request, track, and manage their assigned assets.
- 11 Establish software license management:** Implement a process to track software installations, usage, and compliance.
- 12 Regularly reconcile software licenses:** Perform regular reconciliations of software licenses to ensure compliance and optimize license usage.
- 13 Create a software license catalog:** Develop a centralized software license catalog with accurate information on license entitlements, restrictions, and renewals.
- 14 Implement proactive maintenance:** Schedule regular maintenance tasks for hardware assets to optimize performance and extend their lifecycle.

- 15 **Enforce change management processes:** Ensure that any changes to IT assets are appropriately authorized, documented, and communicated through a robust change management process.
- 16 **Establish user access controls:** Implement access controls to ensure only authorized personnel can view, modify, or delete asset information.
- 17 **Provide user training and support:** Offer training and support resources to educate users on ITAM best practices and ensure compliance.
- 18 **Enable integration with CMDB:** Integrate ITAM with the Configuration Management Database (CMDB) to establish relationships between assets and configuration items.
- 19 **Establish a retirement process:** Define a transparent strategy for retiring and disposing of assets, including data sanitization and environmentally friendly disposal methods.
- 20 **Monitor asset utilization:** Monitor asset usage and performance to identify underutilized or overutilized assets and optimize resource allocation.
- 21 **Implement service level agreements (SLAs):** Establish SLAs for ITAM processes to ensure timely resolution of issues and adherence to defined metrics.
- 22 **Regularly update asset information:** Keep asset information accurate and up to date, including hardware specifications, software versions, and ownership details.
- 23 **Leverage reporting and analytics:** Utilize reporting and analytics capabilities to gain insights into asset utilization, costs, compliance, and performance.
- 24 **Continuously improve processes:** Regularly review and improve ITAM processes based on feedback, industry best practices, and changing business requirements.
- 25 **Foster collaboration:** Encourage collaboration between ITAM teams and other IT departments to ensure effective communication and alignment of goals.

Successful Adoption of Best Practices Requires the Ideal ServiceNow Partner and Optimal Solutions

IT Asset Management (ITAM) encompasses the effective implementation of strategies and approaches to oversee and govern a business's IT systems, processes, hardware, and data. In an ITAM plan, the IT teams monitor and maintain IT assets, determining if they require optimization, replacement, or an upgrade.

Utilizing a suitable IT Asset Management platform can significantly reduce expenses, mitigate costly errors, and prevent downtime. Additionally, it helps ensure compliance with both internal and external regulations.

However, the value derived from these platforms depends greatly on adopting ITAM best practices and selecting a reliable solutions provider. Nihilent emphasizes the importance of thoughtful deliberation and thorough assessment regarding both aspects. Achieve substantial cost savings by effectively managing your hardware and software assets with a trusted partner like Nihilent

Nihilent's Proficiency in ITAM Best Practices Ensures Your Path to Success

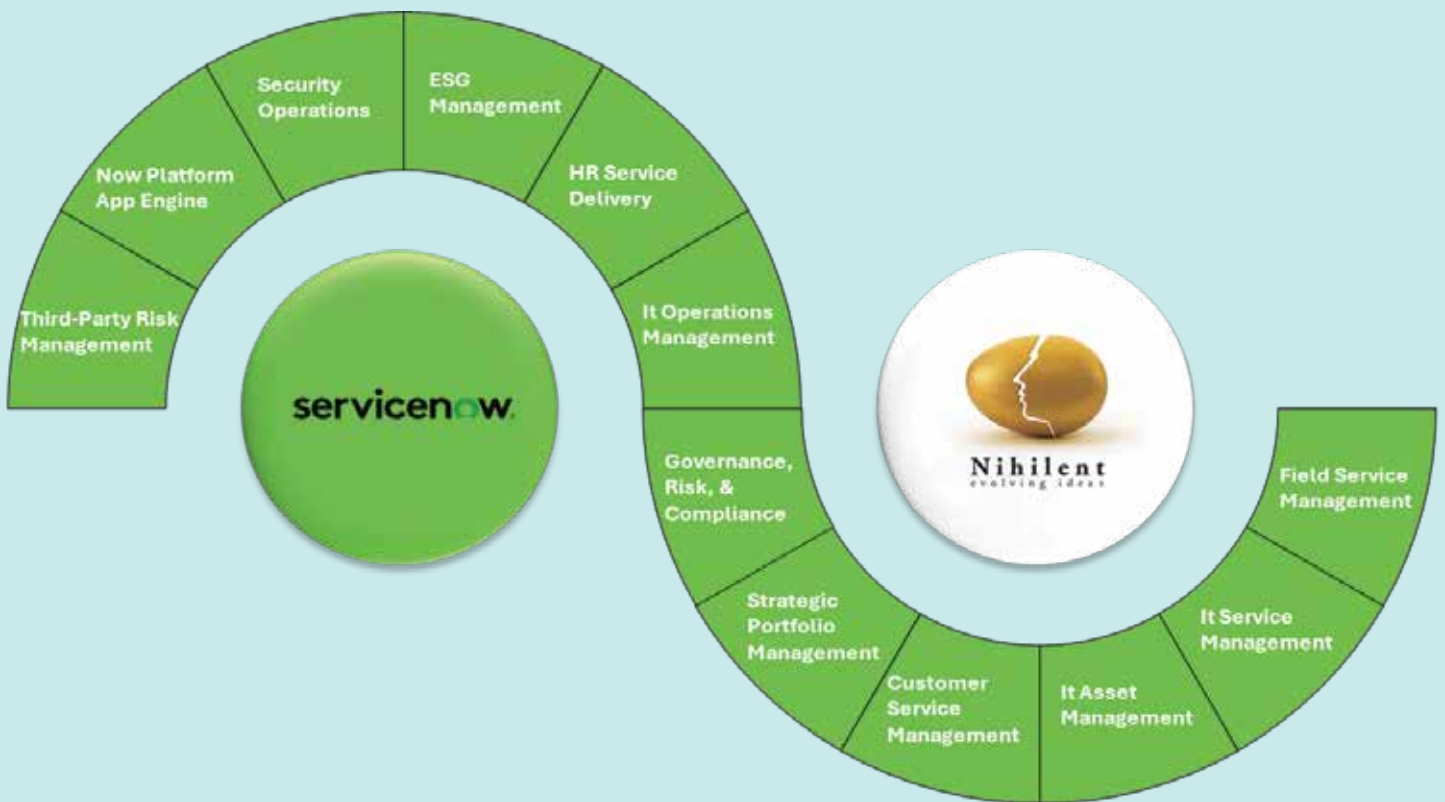
In today's fast-paced global business ecosystem, information travels unprecedentedly. To thrive in this environment, swift access to the data is crucial. The solution lies in implementing company-wide automation. If your business struggles to keep up, we are here to assist you in undertaking a strategic transformation to enhance operational efficiency.

At Nihilent, we take pride in our partnership with ServiceNow, enabling us to offer cutting-edge solutions that replace manual tasks and paper-based deliverables with digital applications for efficient business management. With our guidance, you can seamlessly transition to a digital-driven approach, streamlining processes and unlocking new growth opportunities.

To explore how Nihilent's unique ServiceNow solutions can assist you in designing and implementing ITAM best practices, you can connect with their global team. These practices minimize costs, streamline asset management and maintenance, and protect data integrity.

About Nihilent

Nihilent is a global consulting and services company that uses a human-centered approach for problem-solving and change management. Nihilent's comprehensive range of expertise in customer research, process, and technology enables newer heights of business performance. Nihilent enables customers to realize these strategic goals through its comprehensive Business Consulting, Analytics, and Technology offerings. Nihilent's User Experience (UX) Labs are in Pune and Johannesburg, with the third launching soon in Dallas. Each UX Lab is guided by a structured framework following industry-recognized principles and includes the six stages: Sense, Immerse, Define, Ideate, Build and Validate.



1800 +
Customers

500 +
Design Thinkers

23+ Years
Of Managing



Sanjeev Singh
Global Practice Head - ServiceNow
Email: sanjeev.singh@nihilent.com

www.nihilent.com

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Technology**