

## Hardware Asset Management (HAM) Fundamentals Training

### Course Outline

#### **Module 1: Introduction to Hardware Asset Management**

##### Objectives:

- Recognize basic hardware asset management terminology and concepts needed to be successful in the course
- Outline the steps needed to implement ServiceNow Asset Management and ServiceNow Hardware Asset Management applications
- Identify the roles, plugins, and resources that support ServiceNow IT asset management
- Describe ServiceNow's IT asset management products

##### Agenda:

- Hardware Asset Management Overview
- The Hardware Asset Lifecycle
- Asset Management Recommended Implementation Practices
- Hardware Asset Management Implementation
- Hardware Asset Management Application Overview

#### **Module 2: Trustworthy Data**

##### Objectives:

- Explain why good data is a prerequisite for good IT asset management
- Recognize what information you need to track on your devices
- Describe the characteristics of a model and an asset record
- Describe how Discovery, the CMDB, and Normalization Data Services combine to provide trustworthy data
- Describe how HAM hardware model normalization contributes to providing trustworthy data
- Differentiate between Asset, CI, and Model records

##### Agenda:

- Trustworthy Data Introduction
- Device Details
- Model Records
- Asset Records
- Discovery, CMDB, and Normalization Data Services
- Hardware Asset Management (HAM) Hardware Model Normalization
- Asset and Configuration Items (CIs)

### **Module 3: Practical Management**

Objectives:

- Explain how to manage hardware assets and consumables between stockrooms
- Examine automation for maintaining asset data
- Recognize the use of effective asset processes to manage and retire assets
- Discover how to manage hardware contracts

Agenda:

- Lifecycle Management
- Consumables
- Stock Management
- Automated Asset Population
- Asset Audits
- Asset Retirement
- Asset Lifecycle Automation
- Contract Management

### **Module 4: Operational Integration**

Objectives:

- Describe the process for creating asset reports
- Explain the use of the product catalog, service catalog, and vendor catalog for asset management

- Examine the use of effective processes in the operational asset lifecycle
- Identify how to automate the management of stock levels

Agenda:

- Lifecycle Management
- Reporting and Dashboards
- Request and Procurement
- Extend Asset and Configuration
- Data Accuracy

**Module 5: Strategic Conformance**

Objectives:

- Recognize key components of hardware contract financials
- Explain depreciation and fixed assets
- Describe how to track total cost of ownership

Agenda:

- Lifecycle Management
- Contract Financials
- IT Cost Management

**Module 6: Maintenance and Evolution**

Objectives:

- Identify resources to establish proper governance and development practices
- Evaluate the value of requirements versus maintenance burden and risk
- Describe how to use the platform's capabilities to establish good data hygiene

**Module 7: Hardware Asset Management Conclusion**

Topics:

- Course Outcome
- Course Review
- Hardware Asset Management Simulator