

# ServiceNow Hardware Asset Management (HAM) Fundamentals

16 Hours

## Course Description

The course is designed to equip individuals with the knowledge and skills necessary to establish and manage an effective Hardware Asset Management (HAM) practice using the ServiceNow® ITSM Asset Management and Hardware Asset Management applications. Participants will gain hands-on experience in setting up, configuring, and utilizing these applications to control hardware and consumable inventory, manage costs, optimize hardware asset lifecycles, ensure compliance with standards and regulations, improve IT asset services, and establish standards and processes for managing assets. The course incorporates interactive elements, demonstrations, and practical labs to enhance the learning experience.

## Audience

This course is suitable for IT professionals, asset managers, ITSM practitioners, and anyone involved in the planning, implementation, and optimization of Hardware Asset Management practices. It is also beneficial for individuals preparing for the CIS-Hardware Asset Management exam

## Pre-requisite Knowledge/Skills

Participants should have a basic understanding of IT service management concepts and familiarity with the ServiceNow platform.

## Course Objectives

Upon completion of this course, participants will be able to:

- Control hardware and consumable inventory effectively.
- Manage the cost of purchasing and handling hardware asset receiving processes.
- Optimize the hardware asset lifecycle from planning to disposal.
- Achieve compliance with relevant standards and regulations.
- Improve IT asset services for end users.
- Create and implement standards and processes for managing assets.

# Course Outline

## Module 1: Introduction to Hardware Asset Management (V)

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

## Module 2: Trustworthy Data (V)

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

## Module 3: Practical Management (V)

- Module Introduction
- Practical Management Overview
- Consumables
- Lab: Manage Consumables
- Stock Management
- Demonstration: Managing Stock
- Lab: Manage Stock
- Automated Asset Population
- Lab: Import Assets
- Asset Retirement
- Lab: Retire Assets

- HAM: Asset Lifecycle Automation
- Demonstration: Validating Asset Lifecycle Automation
- Lab: Validate Asset Lifecycle Automation
- Practical Management: Knowledge Check

#### **Module 4: Operational Integration (V)**

- Module Introduction
- Operational Integration Overview
- Reporting, Dashboards, and Other Asset Tracking
- Lab: Report on Hardware Assets
- Requests and Procurement
- Demonstration: Managing Requests and Procurement
- Lab: Manage Requests and Procurement
- Automated Stock Management
- Demonstration: Automating Stock Management
- Lab: Automate Stock Management
- Mobile Asset Management
- Extend Asset and Configuration
- Data Accuracy
- Lab: Certify Data
- Operational Integration: Knowledge Check

#### **Module 5: Strategic Conformance (V)**

- 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

#### **Module 6: Hardware Asset Management Conclusion (V)**

- Hardware Asset Management Conclusion

- Certified Implementation Specialist – Hardware Asset Management Voucher Info