Hardware Asset Management Fundamentals

Course Duration: 24 Hours (3 Days)

Overview

The ServiceNow Hardware Asset Management (HAM) Fundamentals certification demonstrates proficiency in managing the lifecycle of physical hardware assets using the ServiceNow platform. It covers tracking and Optimizing hardware asset usage, ensuring Compliance with corporate policies, and reducing costs associated with Asset procurement, maintenance, and disposal. Industries use HAM to maintain visibility over hardware assets, streamline procurement processes, mitigate risk by Managing asset inventories more effectively, and provide accountability for asset use. Implementing HAM solutions within ServiceNow allows organizations to integrate asset management practices into their broader IT service management strategy, thereby creating efficiencies and cost savings.

Audience Profile

- IT professionals responsible for asset management.
- ServiceNow administrators seeking proficiency in Hardware Asset Management (HAM).
- Asset managers aiming to streamline the hardware asset lifecycle.
- IT operations personnel involved in managing hardware inventory.
- ServiceNow implementation specialists focused on asset management solutions.

Course Syllabus

Module 1: Introduction to Hardware Asset Management (V)

- Module Introduction
- Overview of Hardware Asset Management
- IT Asset Management Requirements and Best Practices
- Implementing Hardware Asset Management
- ITSM Asset Management and HAM Application Overview
- Demonstration: Preparing the Environment
- Lab: Preparing the Asset Management Environment
- Knowledge Check: Introduction to Hardware Asset Management

Module 2: Trustworthy Data (V)

- Module Introduction
- Overview of Trustworthy Data
- Understanding Asset Data
- Lab: Managing Hardware Assets

- Discovery, CMDB, and Data Normalization 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
- Knowledge Check: Trustworthy Data

Module 3: Practical Management (V)

- Module Introduction
- Overview of Practical Management
- Managing Consumables
- Lab: Managing Consumables
- Stock Management
- Demonstration: Managing Stock
- Lab: Managing Stock
- Automated Asset Population
- Lab: Importing Assets
- Asset Retirement
- Lab: Retiring Assets
- HAM: Asset Lifecycle Automation
- Demonstration: Validating Asset Lifecycle Automation
- Lab: Validating Asset Lifecycle Automation
- Knowledge Check: Practical Management

Module 4: Operational Integration (V)

- Module Introduction
- Overview of Operational Integration
- Reporting, Dashboards, and Asset Tracking
- Lab: Reporting on Hardware Assets
- Requests and Procurement
- Demonstration: Managing Requests and Procurement
- Lab: Managing Requests and Procurement
- Automated Stock Management
- Demonstration: Automating Stock Management
- Lab: Automating Stock Management
- Mobile Asset Management

- Extending Asset and Configuration Capabilities
- Ensuring Data Accuracy
- Lab: Certifying Data
- Knowledge Check: Operational Integration

Module 5: Strategic Conformance (V)

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

Module 6: Hardware Asset Management Conclusion (V)

- Conclusion of Hardware Asset Management
- Certified Implementation Specialist – Hardware Asset Management Voucher Information