



## LANDesk® Asset Lifecycle Manager

Effective Asset Management Reveals True Business Value





## Key Benefits of IT Asset Management

Inventory data is the foundation of many IT service management processes. You need to know that you are not paying for support on assets that are not in use and dispose of assets correctly, applying best practices. Assets include all elements of software and hardware that are found in the business environment. Tracking these complex asset relationships in an asset data repository ensures that your assets are always used in the most efficient way.

With LANDesk® Asset Lifecycle Manager, you can see what assets are in your environment, who owns them, how they are maintained, and who should be charged back for asset-related services. You can view a visual mapping of all the assets in your environment, and a mapping of those relationships. By analyzing the data, users can make informed decisions regarding the changes that occur to the asset over its lifecycle, such as changing users, departments, cost centers, functions, jobs, and more.

## Know What Specific Data You Need to Track

It can be tempting for most organizations to track too much information. But not all knowable data is worth tracking. To effectively plan, execute, and report on critical business activities, IT asset managers need quick and effective access to relevant data. But accessing the right facts is difficult when data is spread across multiple applications, departments, disciplines, and sources. LANDesk® Asset Lifecycle Manager structures a task-focused asset repository optimized for understanding costs, lifecycle and assignment status, and accountabilities for each asset.

The asset repository is crucial, because proper information, coupled with a state change engine triggering the appropriate business process and tracking change information, is what allows LANDesk Asset Lifecycle Manager to enable layered accountability, costs information, and link assets to defined services.

## Do You Know Where Your Assets Are Located?

Every asset has a lifecycle status. But the core to effective IT asset management is knowing precisely where in its functional lifecycle a particular asset is—at any given moment—and whether that asset is capable of providing its intended value. If you know the current lifecycle state of any given asset—at any given moment—then you can intelligently plan IT updates/replacements, budget, install, move, add, change, and procure activities.

Many organizations can't even physically verify the presence or use of key assets. LANDesk® Asset Lifecycle Manager allows your organization to physically account for critical assets and ensure their effective use. This core data is what most organizations need to demonstrate immediate and significant value to both IT and to their entire business.

## Structure a Task-Focused Asset Repository

IT Asset Management (ITAM) is the specific set of business practices that join financial, contractual, and inventory functions to support lifecycle management and strategic decision making for the IT environment.

An efficient asset repository can enable IT Service Management (ITSM) disciplines. It's a smart move to start small—by tracking a few key elements for each asset, and then expand your asset data to meet specific needs tied to specific accountabilities. Resist the urge to track too much information, but make sure that you do incorporate the following:

- Identify discovered devices and reconcile those against purchase orders
- Identify possession: who has physical possession of the asset? (End user)
- Identify accountability: who is responsible for the asset? (Usually a department head or signing manager)
- Identify ownership: who actually owns the asset? (Usually a department or cost center)

Start with the end user as an immediate anchor point and add the other data over time. Even if three fields are created in the initial asset record, ITAM technicians may not add data to the other two fields until there is an explicit requirement for that fact.

## Effective ITAM

This reconciliation and asset record extension loop forms the core activity at the beginning of an ITAM project. Additional projects include reconciling to P.O., reconciling software installs to license entitlements, gathering contract terms and conditions, attaching warranty information (and associated data), formalizing policies and procedures, and ensuring proper distribution, etc.

The key to effective ITAM is to then make the data active so it can drive internal process and decision support. Use scheduled reports to identify exceptions to policy, such as software that is discovered on a computer, but that is not entitled for use on that computer. Simply storing the data is not enough—only by actively inspecting and evaluating selected data can IT asset managers derive the knowledge needed for effective asset administration.

LANDesk® Asset Lifecycle Manager helps ensure that existing data is structured by well-defined rules and conditions, and that new data is validated, well-formed, and useful. More importantly, LANDesk Asset Lifecycle Manager then provides both the ability to actively process that data to derive additional knowledge, plus triggers to help highlight exceptions or changes so IT asset managers can move from passive data tracking to active IT asset management.

IT asset management integrates the physical, technological, contractual and financial aspects of information technology assets to enable a holistic and proactive approach to achieving your organization's objectives. LANDesk Asset Lifecycle Manager helps connect the dots and transform facts into knowledge and action.



A typical lifecycle of a tangible asset tracked by LANDesk® Asset Lifecycle Manager. Approvals and task flows are handled automatically. Rely on the same process every time, with data customized to the specific request. Control the information that appears in each user's interface according to that user's role and scope. Lifecycle changes are version-controlled and easily updated. Full workflow audit history tracks status changes, actions, times, people, and dates.

## Reduce Your Risk, Reap the Rewards

With LANDesk® Asset Lifecycle Manager you can:

- Aggregate data from multiple sources such as your service desk, finance program, systems management, etc.
- Organize that data by department or cost center to use in research and planning
- Maintain a service history for each asset to help collect cost and maintenance data over time
- Have approvals and task flow handled automatically
- Use the same process every time, with data customized to the specific request
- Control the information that appears in each user's interface according to that user's role and scope
- Utilize version control and easily update
- Reconcile software entitlements against discovery
- Access full audit history that tracks all status changes, actions, times, people and dates

Accurate asset knowledge, accountability, and control are crucial to enhanced business value. Most organizations track their assets, but LANDesk Asset Lifecycle Manager goes beyond simply tracking them. It's a structured asset repository that extends the management of your organization's assets (both hardware and software) by starting before the asset exists and going beyond when the asset is retired. It's that extra connection throughout an asset's entire lifecycle that allows your business to reap the full rewards of efficient asset management. LANDesk Asset Lifecycle Manager is more than just mere inventory control; it helps reveal the true value of IT systems to allow better planning decisions. Informed business analysis and improved business capacity ultimately increase your organization's accountability.

# Key Features

LANDesk® Asset Lifecycle Manager provides additional features that make the lifecycle process of an asset more interactive, informative, useful and actionable. It can “touch” an asset at different and recurring points in the asset’s lifecycle with the following key features:

- **On-the-fly reporting capabilities** that contain the most up-to-date information. The asset and any of its components can be tracked according to status, version, manufacturer, etc.—whatever the IT asset manager deems necessary. The data included in reports can then be used to make informed decisions regarding history, upgrades, replacements, workflows, audits, etc.
- **Specific asset content**, such as forms used for requesting assets, workflows, state diagrams, reports, and portals, is provided in the product’s Asset Content pack. Get to a solid baseline asset repository quickly with best-practice content that can help you structure your ITAM program.
- **Intelligent workflow capabilities** that let IT departments perform routine, request-driven tasks—like procurement, backup, software upgrades, patching, security management, etc.—automatically and with minimal user intervention.
- **Attaching supporting resources** to an asset, and managing these throughout the lifecycle as well (resources include things like P.O.s, invoices, contracts, support agreements, warranties, etc.)
- **Enabling the overall management of the asset.** As part of the central repository of data, the asset and all of its components are available to IT for purposes of troubleshooting, remote control, patching, upgrading, software delivery, data access, etc., and to the business for purposes of purchase planning, cost analysis, audit compliance, etc.
- **Scheduled task execution**, including automated report generation and scheduled data sync to help make asset management data active.
- **Software license definition, tracking, and entitlement management** enables active software license reconciliation and recovery. Calculation tools help you understand the number of licenses owned, entitled, and available for intelligent software asset management.
- **Datacenter-ready asset content and control tools** enable direct support for datacenter planning, virtualization management, and task automation.
- **Asset catalog** enables standards-driven asset request and leverages both hardware and software data to enable data-driven, process-controlled asset analysis and assignment.

LANDesk Asset Lifecycle Manager addresses your organization’s most pressing concerns and helps you:

- **Gain control:** Know where your assets are
- **Reduce risk:** Manage regulatory and security compliance
- **Reduce cost:** Understand license, acquisition, support, service, and other expenses
- **Enable accountability:** The right people making the right decisions about IT
- **Enhance performance:** Move from being a cost center to a revenue enabler

LANDesk Asset Lifecycle Manager allows your organization to manage IT and business processes with consolidated asset configuration to control costs, mitigate risk, and enable efficient change to maximize business value.

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