

ITAM Program Assessment and Design

Until just a few years ago, a program to manage IT assets was considered a “nice to have” for an organization - it was not viewed as vital to the business.

However, changes in regulatory and compliance requirements, technological advances, and increased financial performance pressures have made IT Asset Management (ITAM) an essential practice. These changes have caused a dramatic shift in the way software and hardware assets are deployed, managed, and used. A new, more sophisticated and rigorous approach to ITAM has become a “must have” to be effective.

For most organizations, there are still questions of how to establish such a program or carry out a periodical review of an existing one:

- Do you have resources available that are skilled in ITAM processes and knowledgeable and industry best practices?
- How do you assess the maturity of your current ITAM Program against best practices or in relation to industry standards?
- How do you identify, size, and prioritize potential enhancements that will impact the ITAM Program?

If you answered “No” or “Don’t Know” to any of the above, then you are not alone - most organizations are overwhelmed with the enormity of the task and understanding where to start.

Siwel’s 5-phase ITAM Program Assessment and Design helps organizations improve how they are managing their IT assets.

ITAM Program - Advisory Services

Assessment & Design

A 5-phase methodology resulting in a detailed 360-degree review of current processes and system integrations to identify key gaps and risks – and options to resolve them for a more mature ITAM Program

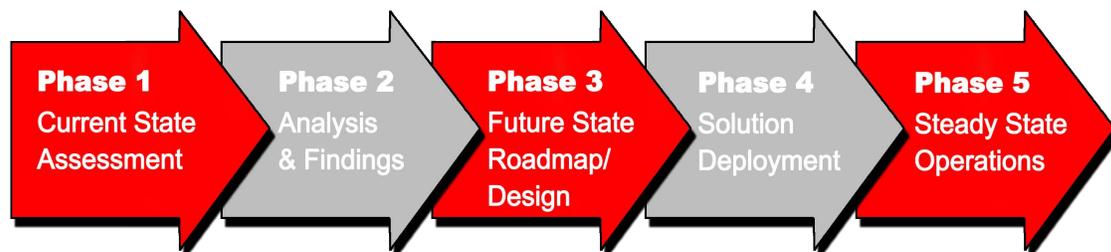
ISO 19770-1 Analysis

Review of current SAM processes against specifications of the ISO 19770-1 SAM Maturity Standard

Why Siwel’s ITAM Program Assessment and Design Services?

Using proven “best practices”, Siwel’s ITAM Program Assessment and Design Service consists of a 5-phase methodology that begins with a comprehensive assessment of an organization’s existing ITAM program. This service provides clients the opportunity to leverage Siwel’s expertise all the way through to the deployment and activation of a turnkey ITAM program - one that is designed, deployed, and managed using internal resources or as a cloud-enabled managed service.

We recognize that there has, or may have previously been, an investment made in ITAM so the intent of every assessment is to find solutions that leverage the existing tools, processes, and resources as much as possible – not simply “rip-and-replace” everything for convenience or for additional sales opportunity.



Phase 1 – Current State Assessment

All projects begin with an extensive effort to gain insight into the current state of ITAM in the organization by a 360-Degree review of the people, processes, and technologies involved from requisition to decommission of each asset type. Output includes current state processes and workflows, individual roles and responsibilities, and features and functionalities of tools currently in use.

Phase 2 – Analysis and Findings

An experienced team of Siwel experts will take a “deep dive” into the output of the Current State Assessment and identify and document inefficiencies, gaps, redundancies, and risks in the current processes, technologies and staff against established standards and best practices. The output of Phase 2 is a document containing an overview of these findings along with analysis of the root causes, actual and potential impacts of these program shortcomings, as well as opportunities for cost savings.

Phase 3 – Future State Roadmap or Design

Based on the Analysis and Findings of Phase 2, and the needs and preferences of the client, this phase yields one of two products:

Future State Roadmap: Siwel provides a Future State Roadmap that documents a high-level future state based on the Analysis and Findings phase and serves as a guide for internal design and development of a full ITAM program

Future State Design: Siwel provides a Future State Design that consists of a comprehensive playbook outlining workflow details, new and modified processes, and tool and resource requirements to achieve a more mature and efficient ITAM program.

Phase 4 – Solution Deployment

Implementing the Future State Design from Phase 3 is a complex initiative that impacts day-to-day operations as well as many interdepartmental interactions and relationships within the organization. Many clients continue to engage Siwel to turn their Future State Design into a fully functional ITAM program – resourced internally or with support of Siwel’s Managed Services.

Phase 5 – Steady State Operations

After Deployment in Phase 4, it is important to monitor and measure how your program is running and whether it is producing the information that you require. With battle-tested expertise in establishing and operating state-of-the-art ITAM programs, Siwel ensures that your program is running smoothly and all processes are being followed.

Benefits of Siwel’s ITAM Program Assessment and Design Methodology

The result of Siwel’s 5-phased ITAM Program Assessment and Design is a more mature, proactive, and effective ITAM program. Your IT assets are effectively managed and your organization can better avoid unexpected costs and administrative burdens associated with vendor audits and non-compliance.

In addition, a comprehensive ITAM program gathers valuable business intelligence in real time and uses it on a daily basis to support management strategies for contract negotiations and audit management, as well as acquisition, deployment, usage, maintenance, and decommissioning of IT assets. With the expertise to analyze and interpret this information, organizations can make better business decisions that positively impact their bottom line.

ISO SAM Maturity Assessment

What if you are not looking for a full ITAM assessment and redesign, but simply require an understanding of how your current ITAM program compares to an international standard? ISO 19770-1 is an internationally accepted framework for determining whether an organization has sufficient processes in place to perform Software Asset Management (SAM) at a level that satisfies corporate governance requirements and support for overall IT service management. In this situation, Siwel will carry out a review of your SAM program against ISO 19770-1 criteria and provide an analysis of the gaps and weaknesses that have an impact on program maturity.

Why Siwel?

Founded in 1992, Siwel is a woman-owned business that has been developing and implementing successful IT Asset Management solutions for Fortune 500 and middle market companies since 1998. The Siwel team has learned that to be successful you must be “Data Smart” - your ITAM program must combine rich business intelligence with business analytics that enable your organization to support important strategic and financial decisions. Whether you engage Siwel for help with tools, data, contracts, processes, managed services or just industry best-practices, your organization will benefit from the support and services of the foremost experts in the field.

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