



Quick-Start Solutions • Lasting Results

Overview

This course is designed to provide IT Asset Managers with an understanding of the fundamental concepts, day-to-day operation and tactical skills involved in performing efficient IT Asset Management within the organization by utilizing best practices. Additionally, this course includes guidance on the end-to-end asset lifecycle, basic user interface, data management and more. The main focus of this course is to provide real-world, hands-on experience, at an operational-level for those individuals charged with administrating the Asset Management functions within ServiceNow.

Objectives

- Understand the concept of IT Asset Management
- Guidance on how to manage the lifecycle of an asset from procurement to retirement
- Hands-on review of reports and dashboards utilized towards asset management
- Learn how to create and schedule asset centric reporting
- Learn best practices for integrating and reconciling data across multiple repositories

Requirements

- There is no minimum mandatory requirement but 2 to 4 years professional experience working in IT Asset Management is highly desirable
- General knowledge of IT operations, familiarity with relational databases, and basic computer programming skills

Duration

- 4 days

Intended Audience

- *CIO's*
- *IT Project Managers*
- *IT Inventory Managers*
- *Users and Administrators*

Materials

LIST OF ITEMS NEEDED FOR COURSE, IF ANY

- *Projector and access to conference room/class room*
- *Individual work stations for each student*
- *Internet Connectivity and VPN access*