ServiceNow Hardware Asset Management (HAM) Fundamentals

Duración: 3 Días Código del Curso: SNHAMF

Temario:

Master the setup, configuration, and use of the ServiceNow® Asset Management and Hardware Asset Management (HAM) applications.
This three-day training course aims to introduce you to the ServiceNow® Asset Management and Hardware Asset Management (HAM) products and familiarize you with techniques and best practices for creating and managing hardware assets and consumables throughout their lifecycle. The session format will alternate between discussions and labs giving you an opportunity to explore the application and apply the concepts learned.
Setting up an effective hardware asset management (HAM) practice includes key milestones: -Planning a design, -Identifying the information required, -Deciding how that information can be obtained, -Determining what the asset processes should look like, -Establishing how the technology can support those items.
Most successful HAM programs involve a variety of people and departments, including IT, finance, services, and end users. Investing time and careful consideration to build out the HAM practice produces a higher quality outcome.
Asset management and configuration management are related but have different goals. Asset management focuses on the financial tracking of company property. Configuration management focuses on building and maintaining elements and relationships that create an available network of services. Although this course will discuss the configuration management database (CMDB), the focus is on asset management.

Dirigido a:

The ServiceNow Hardware Asset Management Fundamentals course is for customers, partners, and employees who implement and administer features, functions, and data associated with hardware assets. An attendee is a good fit for this course if they perform or advise on any of the following roles or job responsibilities: ServiceNow Implementer ServiceNow System Administrator Hardware Asset Manager Hardware Asset Administrator

Objetivos:

- In this three-day interactive ServiceNow Hardware Asset Management Fundamentals course, attendees will master the setup, configuration, and use of the ServiceNow Asset Management and Hardware Asset Management (HAM) applications, with a focus on:
- Controlling hardware and consumable inventory that is purchased and used
- Managing the cost of purchasing and managing hardware asset receiving
- Managing and optimizing the hardware asset life cycle from planning to disposal
- Achieving compliance with relevant standards and regulations
- Improving IT asset services for end users
- Creating standards and processes for managing assets
- During this three-day interactive training course, attendees will access the ServiceNow platform in their own student instance, which is a <safe sandbox loaded with demo and test data.
- The course weaves a scenario throughout, simulating situations one might find in the real world. The class features lecture and group discussions, as well as extensive hands-on practice and reinforcement delivered through a variety of labs.
- On the final day, students will request their simulation instance, which is meant to be used as a capstone for the class. The instance will be available for two weeks beyond the end of the class. The simulator tasks allow attendees additional hands-on experience with ServiceNow Asset Management in an environment very similar to what they would experience on the job.

Prerequisitos:

- SNF - ServiceNow Fundamentals

Contenido:

Module 1: Introduction to Hardware Asset Management

Objectives:

- Recognize basic hardware asset management terminology and concepts needed to be successful in the course
- Outline the steps needed to implement ServiceNow Asset Management and ServiceNow Hardware Asset Management applications
- Identify the roles, plugins, and resources that support ServiceNow IT asset management
- Describe ServiceNow's IT asset management products
- Explain why good data is a prerequisite for good IT asset management
- Recognize what information you need to track on your devices
- Describe the characteristics of a model and an asset record
- Describe how Discovery, the CMDB, and Normalization Data Services combine to provide trustworthy data
- Describe how HAM hardware model normalization contributes to providing trustworthy data
- Differentiate between Asset, CI, and Model records
- Explain how to manage hardware assets and consumables between stockrooms
- Examine automation for maintaining asset data
- Recognize the use of effective asset processes to manage and retire assets
- Discover how to manage hardware contracts
- Describe the process for creating asset reports
- Explain the use of the product catalog, service catalog, and vendor catalog for asset management
- Examine the use of effective processes in the operational asset lifecycle
- Identify how to automate the management of stock levels
- Recognize key components of hardware contract financials
- Explain depreciation and fixed assets
- Describe how to track total cost of ownership
- Identify resources to establish proper governance and development practices
- Evaluate the value of requirements versus maintenance burden and risk
- Describe how to use the platform's capabilities to establish good data hygiene

Agenda:

- Hardware Asset Management Overview

Objectives:

- Recognize basic hardware asset management terminology and concepts needed to be successful in the course
- Outline the steps needed to implement ServiceNow Asset Management and ServiceNow Hardware Asset Management applications
- Identify the roles, plugins, and resources that support ServiceNow IT asset management
- Describe ServiceNow's IT asset management products
- Explain why good data is a prerequisite for good IT asset management
- Recognize what information you need to track on your devices
- Describe the characteristics of a model and an asset record
- Describe how Discovery, the CMDB, and Normalization Data Services combine to provide trustworthy data
- Describe how HAM hardware model normalization contributes to providing trustworthy data
- Differentiate between Asset, CI, and Model records
- Explain how to manage hardware assets and consumables between stockrooms
- Examine automation for maintaining asset data
- Recognize the use of effective asset processes to manage and retire assets
- Discover how to manage hardware contracts
- Describe the process for creating asset reports
- Explain the use of the product catalog, service catalog, and vendor catalog for asset management
- Examine the use of effective processes in the operational asset lifecycle
- Identify how to automate the management of stock levels
- Recognize key components of hardware contract financials
- Explain depreciation and fixed assets
- Describe how to track total cost of ownership
- Identify resources to establish proper governance and development practices
- Evaluate the value of requirements versus maintenance burden and risk
- Describe how to use the platform's capabilities to establish good data hygiene

Agenda:

- Hardware Asset Management Overview
- The Hardware Asset Lifecycle
- Asset Management Recommended

Agenda:

- Hardware Asset Management Overview
- The Hardware Asset Lifecycle
- Asset Management Recommended Implementation Practices
- Hardware Asset Management Implementation
- Hardware Asset Management Application Overview
- Lab 1.1: Prepare the asset management environment
- Trustworthy Data Introduction
- Device Details
- Model Records
- Asset Records
- Lab 2.1: Manage hardware assets
- Discovery, CMDB, and Normalization Data Services
- Hardware Asset Management (HAM) Hardware Model Normalization
- Lab 2.2: Hardware model normalization
- Asset and Configuration Items (CIs)
- Lab 2.3: Asset and configuration item (CI) relationships
- Lifecycle Management
- Consumables
- Lab 3.1: Manage consumables
- Stock Management
- Lab 3.2: Manage stock
- Automated Asset Population
- Lab 3.3: Import assets
- Asset Audits
- Asset Retirement
- Lab 3.4: Retire assets
- Asset Lifecycle Automation
- Lab 3.5: Validate asset lifecycle automation
- Contract Management
- Lab 3.6 Manage contracts
- Lifecycle Management
- Reporting and Dashboards
- Lab 4.1: Report on hardware assets
- Request and Procurement
- Lab 4.2: Manage request and procurement
- Lab 4.3: Automate stock management
- Extend Asset and Configuration
- Data Accuracy
- Lab 4.4: Certify data
- Lifecycle Management
- Contract Financials
- Lab 5.1: Contract financials
- IT Cost Management
- Lab 5.2: Depreciation and fixed assets

Module 6: Maintenance and Evolution

Objectives:

- Recognize basic hardware asset management terminology and concepts needed to be successful in the course

- The Hardware Asset Lifecycle
- Asset Management Recommended Implementation Practices
- Hardware Asset Management Implementation
- Hardware Asset Management Application Overview
- Lab 1.1: Prepare the asset management environment
- Trustworthy Data Introduction
- Device Details
- Model Records
- Asset Records
- Lab 2.1: Manage hardware assets
- Discovery, CMDB, and Normalization Data Services
- Hardware Asset Management (HAM) Hardware Model Normalization
- Lab 2.2: Hardware model normalization
- Asset and Configuration Items (CIs)
- Lab 2.3: Asset and configuration item (CI) relationships
- Lifecycle Management
- Consumables
- Lab 3.1: Manage consumables
- Stock Management
- Lab 3.2: Manage stock
- Automated Asset Population
- Lab 3.3: Import assets
- Asset Audits
- Asset Retirement
- Lab 3.4: Retire assets
- Asset Lifecycle Automation
- Lab 3.5: Validate asset lifecycle automation
- Contract Management
- Lab 3.6 Manage contracts
- Lifecycle Management
- Reporting and Dashboards
- Lab 4.1: Report on hardware assets
- Request and Procurement
- Lab 4.2: Manage request and procurement
- Lab 4.3: Automate stock management
- Extend Asset and Configuration
- Data Accuracy
- Lab 4.4: Certify data
- Lifecycle Management
- Contract Financials
- Lab 5.1: Contract financials
- IT Cost Management
- Lab 5.2: Depreciation and fixed assets

Module 2: Trustworthy Data

Objectives:

- Recognize basic hardware asset management terminology and concepts needed to be successful in the course
- Outline the steps needed to implement ServiceNow Asset Management and ServiceNow Hardware Asset Management applications
- Identify the roles, plugins, and resources that support ServiceNow IT asset Implementation Practices
- Hardware Asset Management Implementation
- Hardware Asset Management Application Overview
- Lab 1.1: Prepare the asset management environment
- Trustworthy Data Introduction
- Device Details
- Model Records
- Asset Records
- Lab 2.1: Manage hardware assets
- Discovery, CMDB, and Normalization Data Services
- Hardware Asset Management (HAM) Hardware Model Normalization
- Lab 2.2: Hardware model normalization
- Asset and Configuration Items (CIs)
- Lab 2.3: Asset and configuration item (CI) relationships
- Lifecycle Management
- Consumables
- Lab 3.1: Manage consumables
- Stock Management
- Lab 3.2: Manage stock
- Automated Asset Population
- Lab 3.3: Import assets
- Asset Audits
- Asset Retirement
- Lab 3.4: Retire assets
- Asset Lifecycle Automation
- Lab 3.5: Validate asset lifecycle automation
- Contract Management
- Lab 3.6 Manage contracts
- Lifecycle Management
- Reporting and Dashboards
- Lab 4.1: Report on hardware assets
- Request and Procurement
- Lab 4.2: Manage request and procurement
- Lab 4.3: Automate stock management
- Extend Asset and Configuration
- Data Accuracy
- Lab 4.4: Certify data
- Lifecycle Management
- Contract Financials
- Lab 5.1: Contract financials
- IT Cost Management
- Lab 5.2: Depreciation and fixed assets

Module 4: Operational Integration

Objectives:

- Recognize basic hardware asset management terminology and concepts needed to be successful in the course
- Outline the steps needed to implement ServiceNow Asset Management and ServiceNow Hardware Asset Management applications
- Identify the roles, plugins, and resources that support ServiceNow IT asset
- Outline the steps needed to implement ServiceNow Asset Management and ServiceNow Hardware Asset Management applications
- Identify the roles, plugins, and resources that support ServiceNow IT asset management
- Describe ServiceNow's IT asset management products
- Explain why good data is a prerequisite for good IT asset management
- Recognize what information you need to track on your devices
- Describe the characteristics of a model and an asset record
- Describe how Discovery, the CMDB, and Normalization Data Services combine to provide trustworthy data
- Describe how HAM hardware model normalization contributes to providing trustworthy data
- Differentiate between Asset, CI, and Model records
- Explain how to manage hardware assets and consumables between stockrooms
- Examine automation for maintaining asset data
- Recognize the use of effective asset processes to manage and retire assets
- Discover how to manage hardware contracts
- Describe the process for creating asset reports
- Explain the use of the product catalog, service catalog, and vendor catalog for asset management
- Examine the use of effective processes in the operational asset lifecycle
- Identify how to automate the management of stock levels
- Recognize key components of hardware contract financials
- Explain depreciation and fixed assets
- Describe how to track total cost of ownership
- Identify resources to establish proper governance and development practices
- Evaluate the value of requirements versus maintenance burden and risk
- Describe how to use the platform's capabilities to establish good data hygiene

Module 7: Hardware Asset Management Conclusion

Topics:

- Course Outcome
- Course Review
- Hardware Asset Management Simulator

Simulator:

- The Hardware Asset Management

management
- Describe ServiceNow's IT asset management products
- Explain why good data is a prerequisite for good IT asset management
- Recognize what information you need to track on your devices
- Describe the characteristics of a model and an asset record
- Describe how Discovery, the CMDB, and Normalization Data Services combine to provide trustworthy data
- Describe how HAM hardware model normalization contributes to providing trustworthy data
- Differentiate between Asset, CI, and Model records
- Explain how to manage hardware assets and consumables between stockrooms
- Examine automation for maintaining asset data
- Recognize the use of effective asset processes to manage and retire assets
- Discover how to manage hardware contracts
- Describe the process for creating asset reports
- Explain the use of the product catalog, service catalog, and vendor catalog for asset management
- Examine the use of effective processes in the operational asset lifecycle
- Identify how to automate the management of stock levels
- Recognize key components of hardware contract financials
- Explain depreciation and fixed assets
- Describe how to track total cost of ownership
- Identify resources to establish proper governance and development practices
- Evaluate the value of requirements versus maintenance burden and risk
- Describe how to use the platform's capabilities to establish good data hygiene

Agenda:

- Hardware Asset Management Overview
- The Hardware Asset Lifecycle
- Asset Management Recommended Implementation Practices
- Hardware Asset Management Implementation
- Hardware Asset Management Application Overview
- Lab 1.1: Prepare the asset management environment
- Trustworthy Data Introduction
- Device Details
- Model Records
- Asset Records
- Lab 2.1: Manage hardware assets
- Discovery, CMDB, and Normalization Data Services
- Hardware Asset Management (HAM)

management
- Describe ServiceNow's IT asset management products
- Explain why good data is a prerequisite for good IT asset management
- Recognize what information you need to track on your devices
- Describe the characteristics of a model and an asset record
- Describe how Discovery, the CMDB, and Normalization Data Services combine to provide trustworthy data
- Describe how HAM hardware model normalization contributes to providing trustworthy data
- Differentiate between Asset, CI, and Model records
- Explain how to manage hardware assets and consumables between stockrooms
- Examine automation for maintaining asset data
- Recognize the use of effective asset processes to manage and retire assets
- Discover how to manage hardware contracts
- Describe the process for creating asset reports
- Explain the use of the product catalog, service catalog, and vendor catalog for asset management
- Examine the use of effective processes in the operational asset lifecycle
- Identify how to automate the management of stock levels
- Recognize key components of hardware contract financials
- Explain depreciation and fixed assets
- Describe how to track total cost of ownership
- Identify resources to establish proper governance and development practices
- Evaluate the value of requirements versus maintenance burden and risk
- Describe how to use the platform's capabilities to establish good data hygiene

Agenda:

- Hardware Asset Management Overview
- The Hardware Asset Lifecycle
- Asset Management Recommended Implementation Practices
- Hardware Asset Management Implementation
- Hardware Asset Management Application Overview
- Lab 1.1: Prepare the asset management environment
- Trustworthy Data Introduction
- Device Details
- Model Records
- Asset Records
- Lab 2.1: Manage hardware assets
- Discovery, CMDB, and Normalization

simulator is designed to reinforce what students have learned in this course and aid them in preparing for using the system in real-world settings.
- Simulators are meant to be capstones for the class, allowing students hands-on experience with ServiceNow products.
- The instance will be available for two weeks beyond the end of the class.

Hardware Model Normalization
- Lab 2.2: Hardware model normalization
- Asset and Configuration Items (CIs)
- Lab 2.3: Asset and configuration item (CI) relationships
- Lifecycle Management
- Consumables
- Lab 3.1: Manage consumables
- Stock Management
- Lab 3.2: Manage stock
- Automated Asset Population
- Lab 3.3: Import assets
- Asset Audits
- Asset Retirement
- Lab 3.4: Retire assets
- Asset Lifecycle Automation
- Lab 3.5: Validate asset lifecycle automation
- Contract Management
- Lab 3.6 Manage contracts
- Lifecycle Management
- Reporting and Dashboards
- Lab 4.1: Report on hardware assets
- Request and Procurement
- Lab 4.2: Manage request and procurement
- Lab 4.3: Automate stock management
- Extend Asset and Configuration
- Data Accuracy
- Lab 4.4: Certify data
- Lifecycle Management
- Contract Financials
- Lab 5.1: Contract financials
- IT Cost Management
- Lab 5.2: Depreciation and fixed assets

Module 3: Practical Management

Data Services
- Hardware Asset Management (HAM) Hardware Model Normalization
- Lab 2.2: Hardware model normalization
- Asset and Configuration Items (CIs)
- Lab 2.3: Asset and configuration item (CI) relationships
- Lifecycle Management
- Consumables
- Lab 3.1: Manage consumables
- Stock Management
- Lab 3.2: Manage stock
- Automated Asset Population
- Lab 3.3: Import assets
- Asset Audits
- Asset Retirement
- Lab 3.4: Retire assets
- Asset Lifecycle Automation
- Lab 3.5: Validate asset lifecycle automation
- Contract Management
- Lab 3.6 Manage contracts
- Lifecycle Management
- Reporting and Dashboards
- Lab 4.1: Report on hardware assets
- Request and Procurement
- Lab 4.2: Manage request and procurement
- Lab 4.3: Automate stock management
- Extend Asset and Configuration
- Data Accuracy
- Lab 4.4: Certify data
- Lifecycle Management
- Contract Financials
- Lab 5.1: Contract financials
- IT Cost Management
- Lab 5.2: Depreciation and fixed assets

Module 5: Strategic Conformance

Objectives:

- Recognize basic hardware asset management terminology and concepts needed to be successful in the course
- Outline the steps needed to implement ServiceNow Asset Management and ServiceNow Hardware Asset Management applications
- Identify the roles, plugins, and resources that support ServiceNow IT asset management
- Describe ServiceNow's IT asset management products
- Explain why good data is a prerequisite for good IT asset management
- Recognize what information you need to track on your devices
- Describe the characteristics of a model and an asset record
- Describe how Discovery, the CMDB, and Normalization Data Services combine to provide trustworthy data
- Describe how HAM hardware model

normalization contributes to providing trustworthy data
- Differentiate between Asset, CI, and Model records
- Explain how to manage hardware assets and consumables between stockrooms
- Examine automation for maintaining asset data
- Recognize the use of effective asset processes to manage and retire assets
- Discover how to manage hardware contracts
- Describe the process for creating asset reports
- Explain the use of the product catalog, service catalog, and vendor catalog for asset management
- Examine the use of effective processes in the operational asset lifecycle
- Identify how to automate the management of stock levels
- Recognize key components of hardware contract financials
- Explain depreciation and fixed assets
- Describe how to track total cost of ownership
- Identify resources to establish proper governance and development practices
- Evaluate the value of requirements versus maintenance burden and risk
- Describe how to use the platform's capabilities to establish good data hygiene

Más información:

Para más información o para reservar tu plaza llámanos al (34) 91 425 06 60

info.cursos@globalknowledge.es

www.globalknowledge.com/es-es/

Global Knowledge Network Spain, C/ Retama 7, 6ª planta, 28045 Madrid