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Wi-Fi
SSID:

Fed Forum 2024

Hardware Asset Management (HAM) & Enterprise Asset Management (EAM) Workshop

Fri 3/26 10-2 PM, Gaylord National Harbor – Potomac 4

Lab Guide Link: TBD
CloudLabs Link: TBD
Reservation Code: TBD

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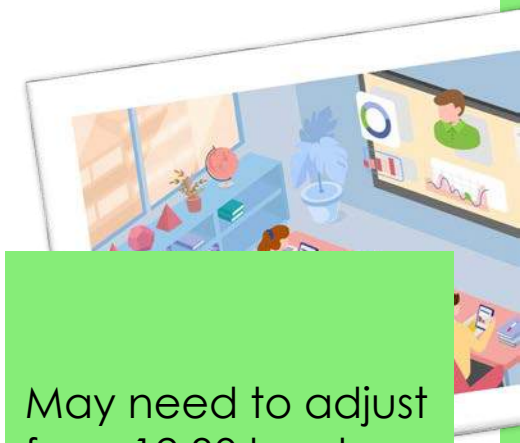
Workshop Agenda:

Hardware Asset Management (HAM) & Enterprise Asset Management (EAM)

Friday March 22nd

Section	Topic	Start	End	Duration
	Welcome Breakfast & Networking	9:00 AM	10:00 AM	60
	Kickoff, Asset Background, Agenda, & Expectations	10:00 AM	10:15 AM	15
HAM	Overview & What's New in HAM	10:15 AM	10:35 AM	20
HAM	**Hands-On Labs + 10m Break**: Normalization, Stockroom Management, Workflows	10:35 AM	11:35 AM	60
HAM	Roadmap & Review	11:35 AM	12:00 PM	25
	Lunch	12:00 PM	12:30 PM	30
EAM	Overview & What's New in EAM	12:30 PM	12:45 PM	15
EAM	**Hands-On Labs**: Multi-Component Assets, Asset Onboarding, Workflows	12:45 PM	1:40 PM	55
EAM	Roadmap + Recap	1:40 PM	2:00 PM	20



May need to adjust for a 12:30 lunch

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Workshop Objectives

1. Discover best practices
2. Learn about other offerings that can help
3. Connect with other users and the product team

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Why is manual asset management a struggle?

Disconnected tools

Tool gaps are filled by manual processes from purchase to disposal

Manual processes

Human error from repetitive tasks, slow service to end users

Increased cost & risk

Unknown installed inventory, purchase sprawl, and compliance exposure

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The problem with status quo:

"Do you plan on managing assets over here…

Legacy point tool

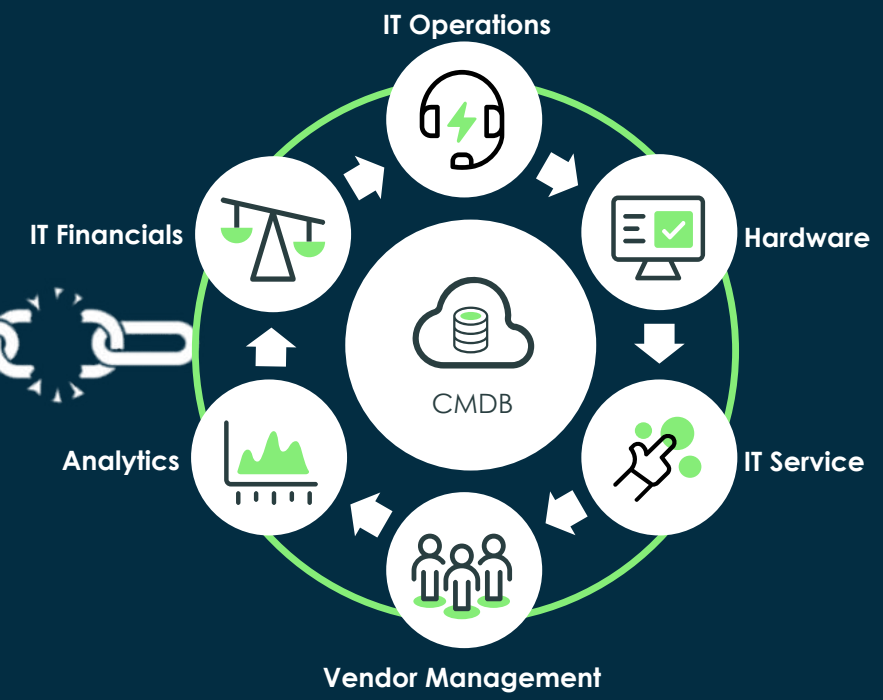
- Manual process
- Siloed teams
- Multiple UIs

? ? ?

Challenges

- Brittle integrations
- Nonstop CMDB exports and imports
- HW and SW managed separately
- May not be bi-directional
- Not real-time

Tracking assets in separate systems prohibits process automation



…but plan, operate, and service IT here?"

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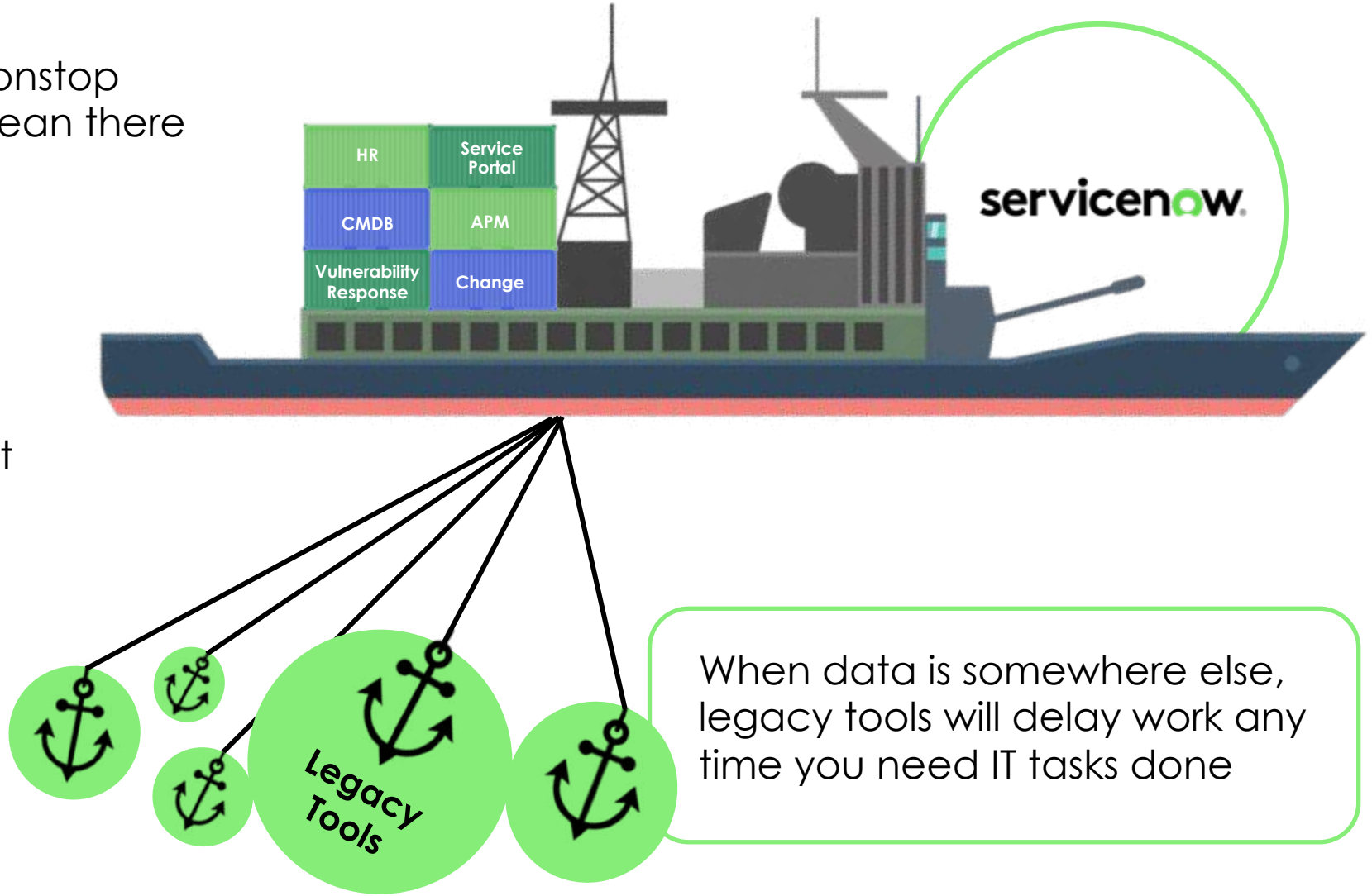
Point tools miss all current asset activity

Legacy tools that depend on nonstop imports and exports of CMDB mean there are delays every time you:

1. Request something
2. On board an employee
3. Provision a device or cloud
4. Enable a user SaaS access
5. Provide data to procurement
6. Service an asset or CI
7. Surface a vulnerability
8. Align cost for IT finance
9. Map apps to assets
10. Retire something

And the list goes on…



When data is somewhere else, legacy tools will delay work any time you need IT tasks done

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Customers need to manage all IT assets in all estates

Hardware & Software, On Prem & Hybrid Clouds

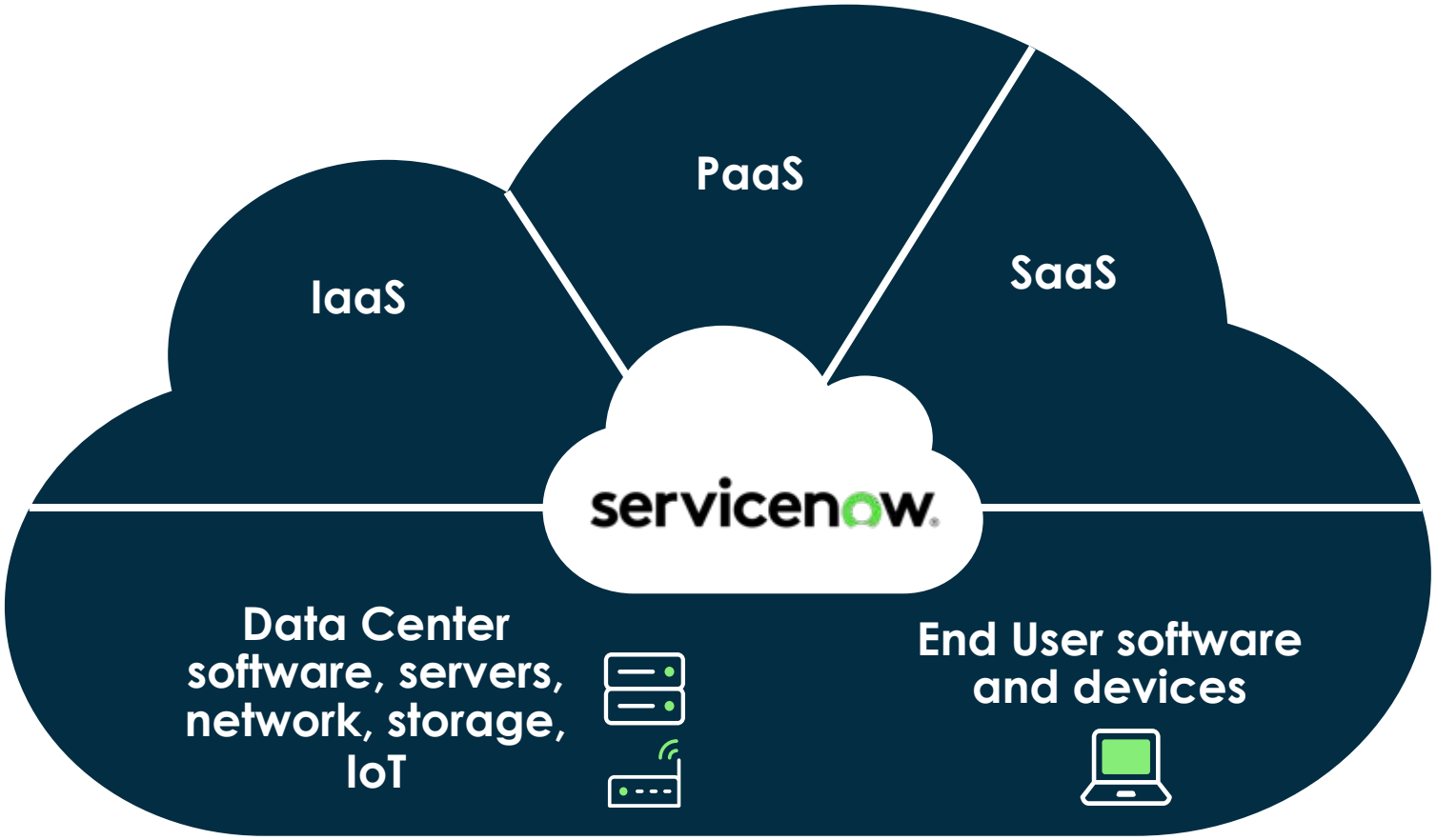
Great experiences
Delivered to employees and customers

Our unique differentiation

Digital Workflows
Orchestrate work across the enterprise

Unified Cloud Platform
The foundation for all workflows

1 Platform
1 Data model
1 Architecture



Cloud

On-Premises

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A single platform for asset management

Hardware

Mobile Devices
Computers
Servers
Network Devices

Cloud

SaaS
IaaS
FinOps
Serverless Containers

Software

End User Software
Applications
Datacenter
Industrial Software

Enterprise Assets

Frontline Assets
Back-office Equipment
Production Machinery
Facilities and Buildings

HR
SPM
ESG
ITOM
Risk
ITSM
SecOps
FSM
WSD

Now Platform®

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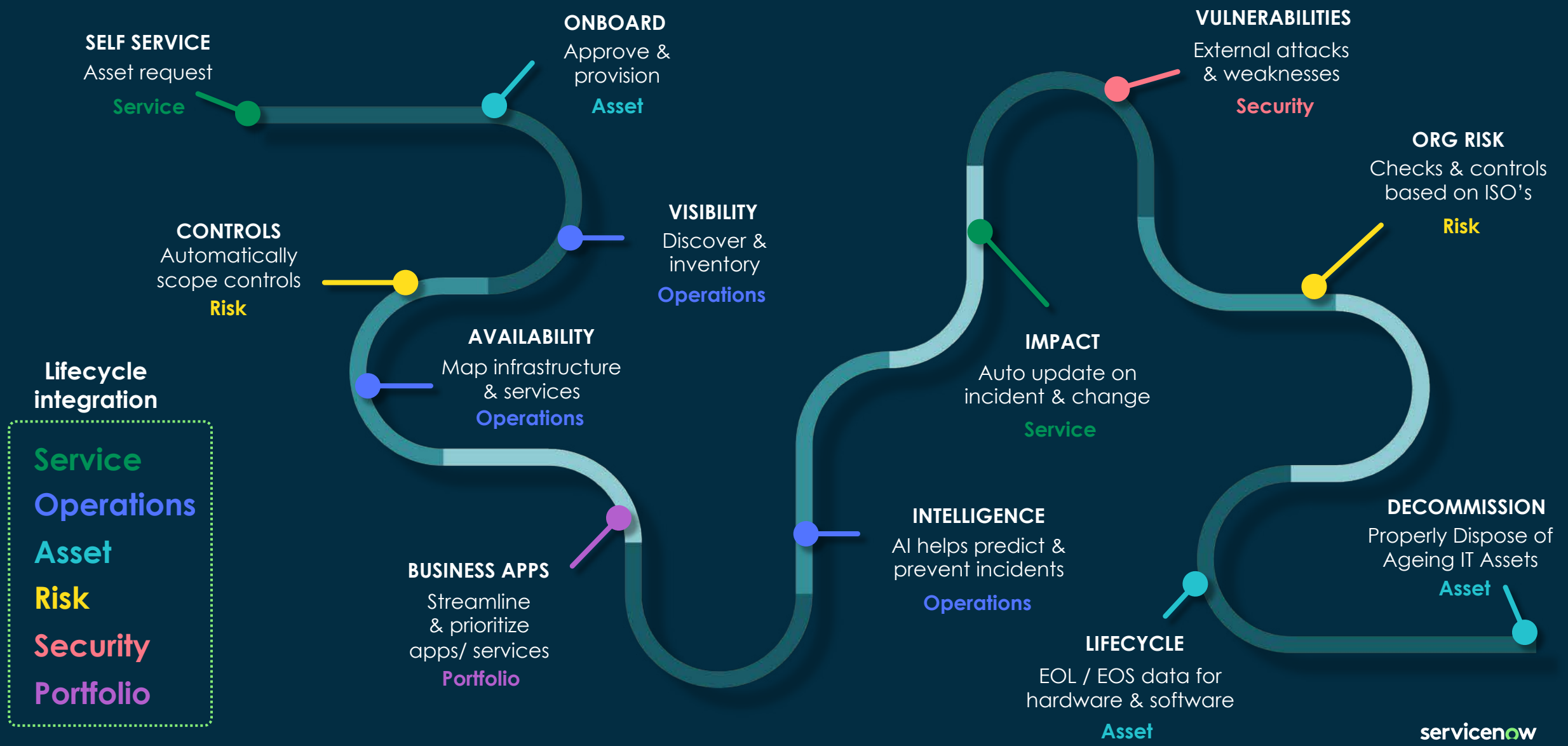
Technology asset management lifecycle



Lifecycle integration

- Service
- Operations
- Asset
- Risk
- Security
- Portfolio

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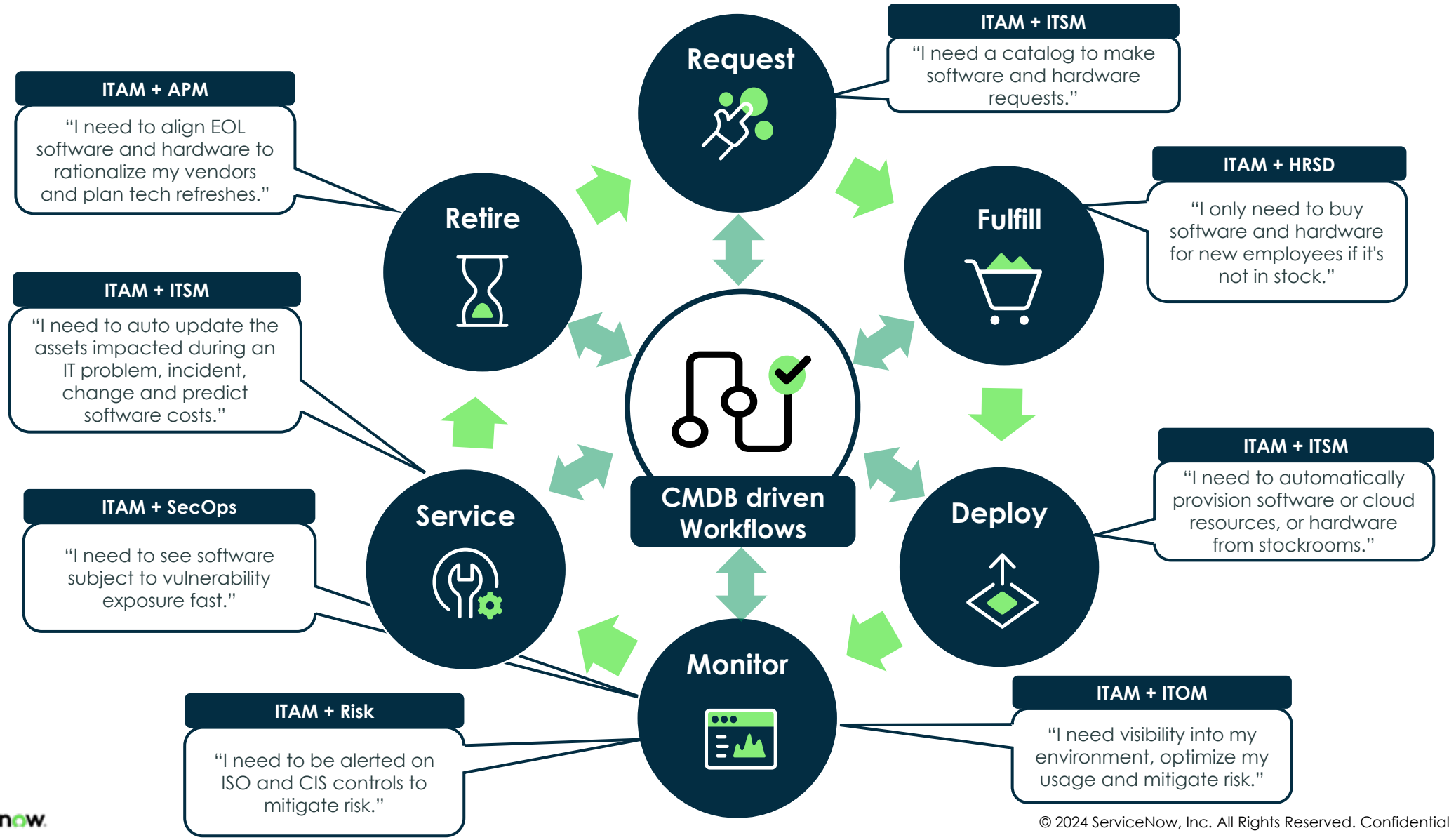
A single platform for the full technology asset lifecycle



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Hardware Asset Management

Automate the asset lifecycle with workflow

What is Hardware Asset Management?

Hardware Asset Management (HAM) is a set of business practices that join financial, contractual, and inventory functions to automate and support the **lifecycle management and strategic decision making** for an IT environment.

- What hardware do you own?
- Do financial records match your asset inventory?
- Are you using what you have?
- Can you prove it?

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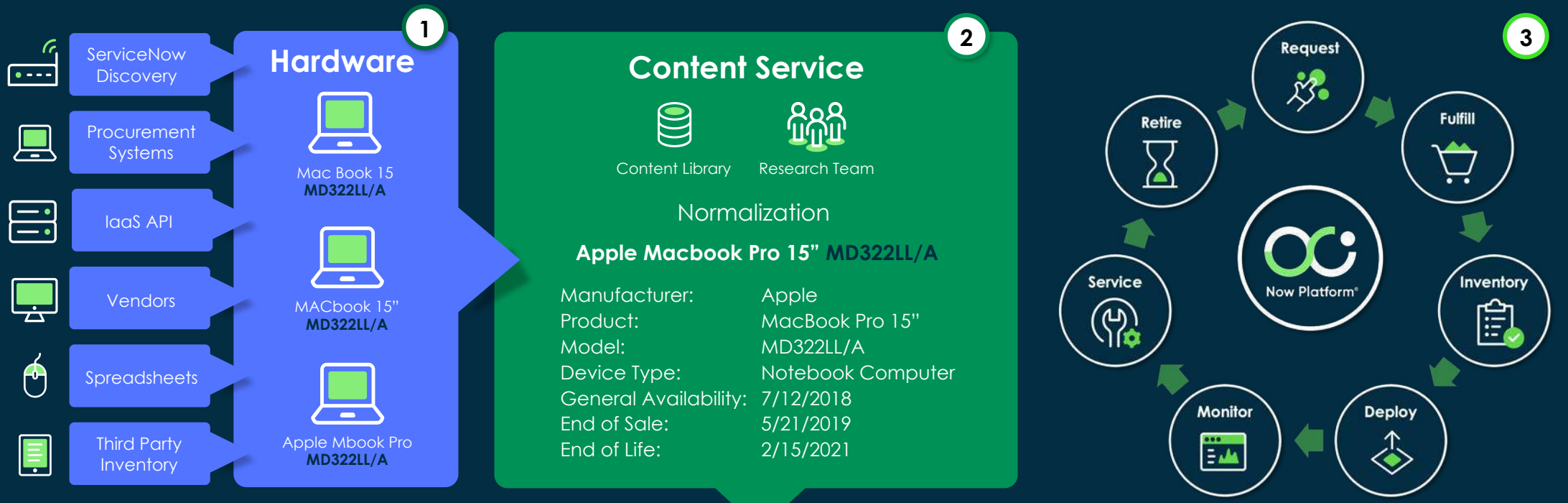
How does HAM work on the Now Platform?



ITOM – Discovery, CMDB Cleanup

SPM – End of Life, End of Support (APM)

ITSM – Incident/Change (Asset Tasks)

Security/Risk – Vulnerability, Disposal

HR – Onboarding/Offboarding

ESG - Sustainable IT

- **Reduce asset spend**
- **Eliminate manual updates**
- **Prescriptive asset workflows**
- **Reduce asset risk**

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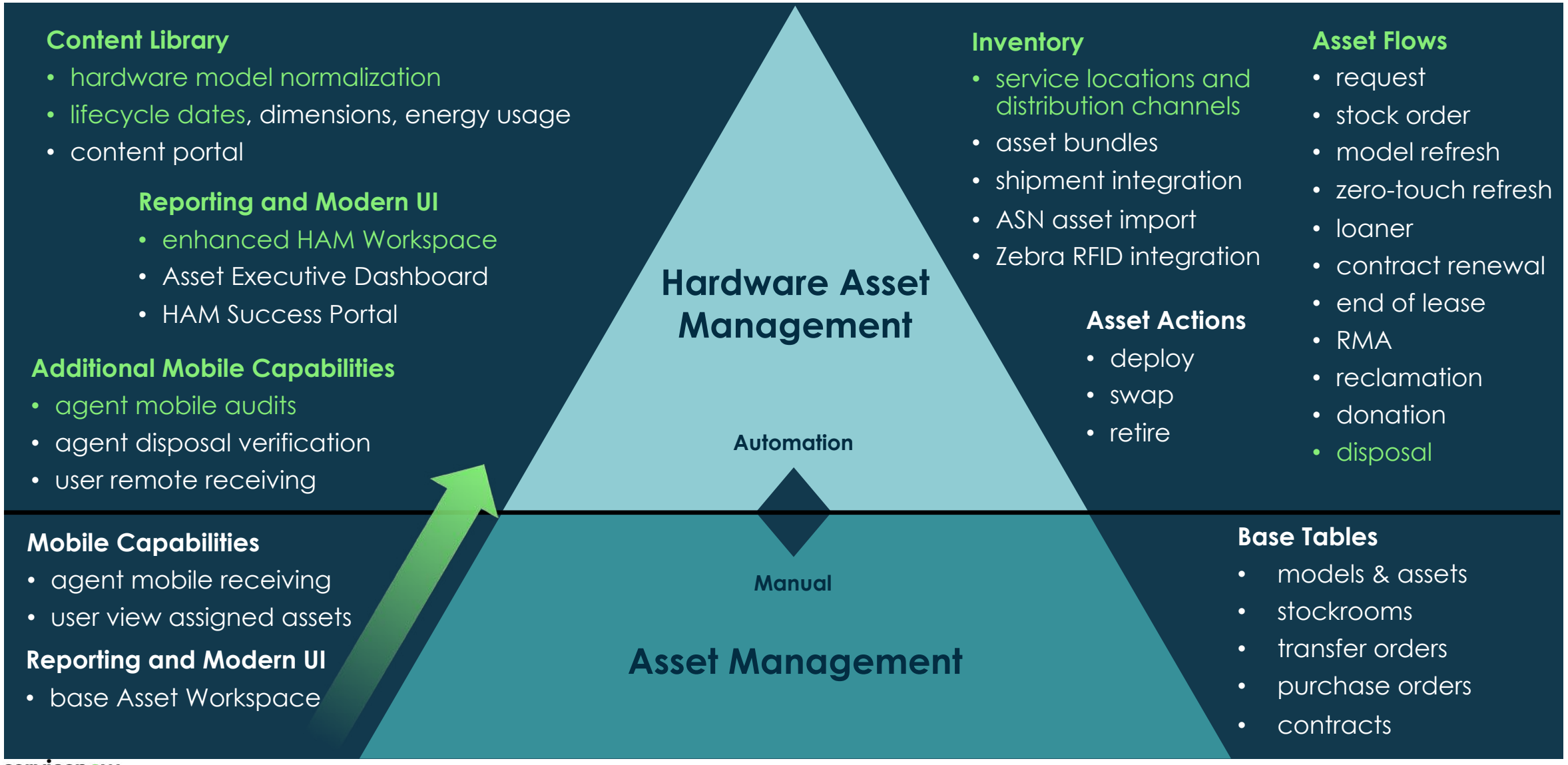
Hardware Asset Management

Saves time, money, and customization – so you can scale best practices faster



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Hardware Asset Management

Saves time, money, and customization – so you can scale best practices faster

Value-add visibility and workflows:

Asset Management Executive Dashboard

Hardware asset dashboard

Hardware normalization

Asset lifecycle automation

- Hardware asset order and bulk stock order
- Hardware asset refresh
- Hardware disposal, recycle, resale, donate
- Asset tasks—deploy, swap, retire
- Loaner asset order/asset reservations
- Leased asset return
- Asset bundles, bulk transfer
- Advanced shipment notifications (ASN)

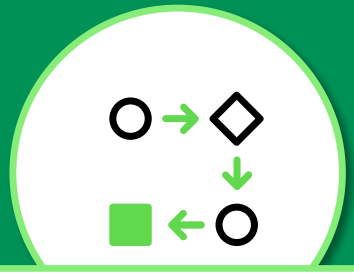
Mobile

- Asset inventory audit
- Asset disposal scanning
- Remote asset receiving

Latest capabilities:

- Hardware Asset Workspace enhancements
- Pallets for Inventory
- Asset Donation flow
- Licensing Exclusion for MSP

Hardware Asset Management



Gain prescriptive, out-of-the-box workflows to automate tasks and simplify work

Start with Hardware Asset Management if you want to get the most out of your asset data to save time and resources.

Asset Management

(Base-level provided with a few ServiceNow products)

Asset and model records

Stockrooms

Transfer orders

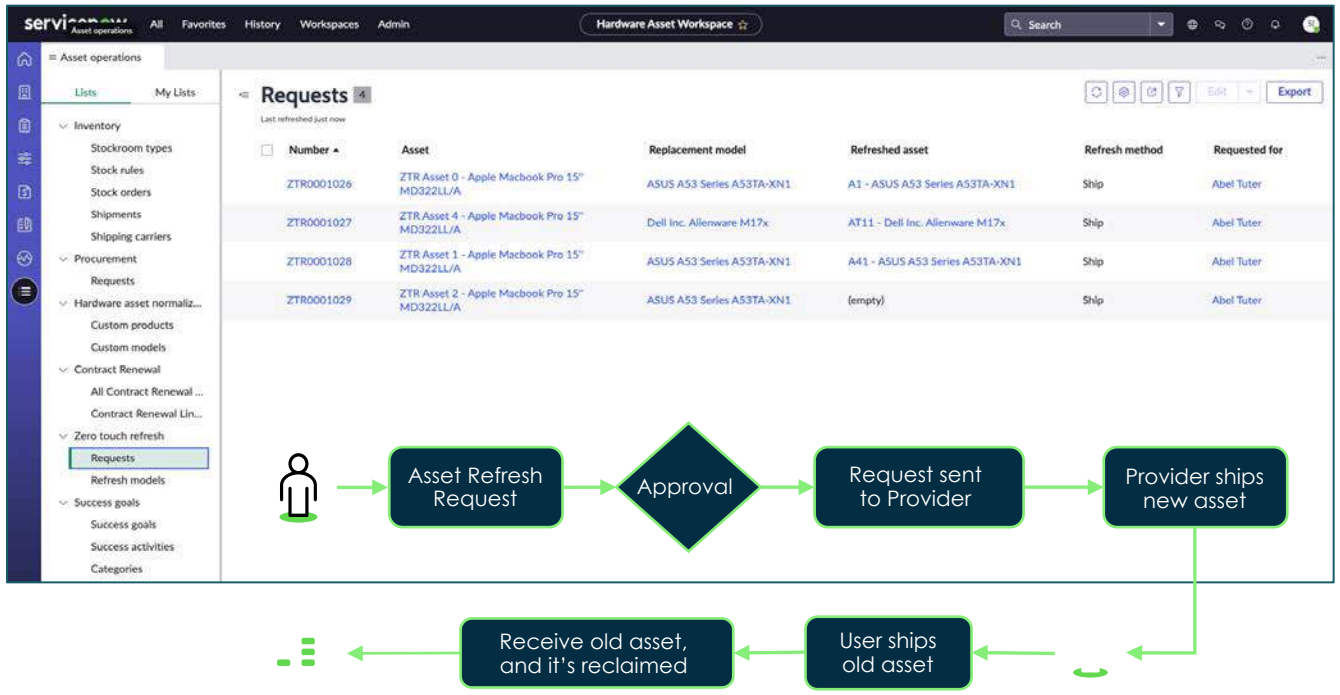
Purchase orders

Contracts

Mobile asset receiving

Mobile my assets

Zero Touch Refresh



Workflow for improved inventory visibility, asset fulfillment, provisioning, and aged asset reclamation

1. Enables automated asset refresh, reducing human intervention, which helps saves time with large volume refreshes

2. Enhances your distributed or remote employee experiences during onboarding and offboarding

3. Added energy rating and energy type data can further enhance energy savings and user selection of environmentally-friendly hardware

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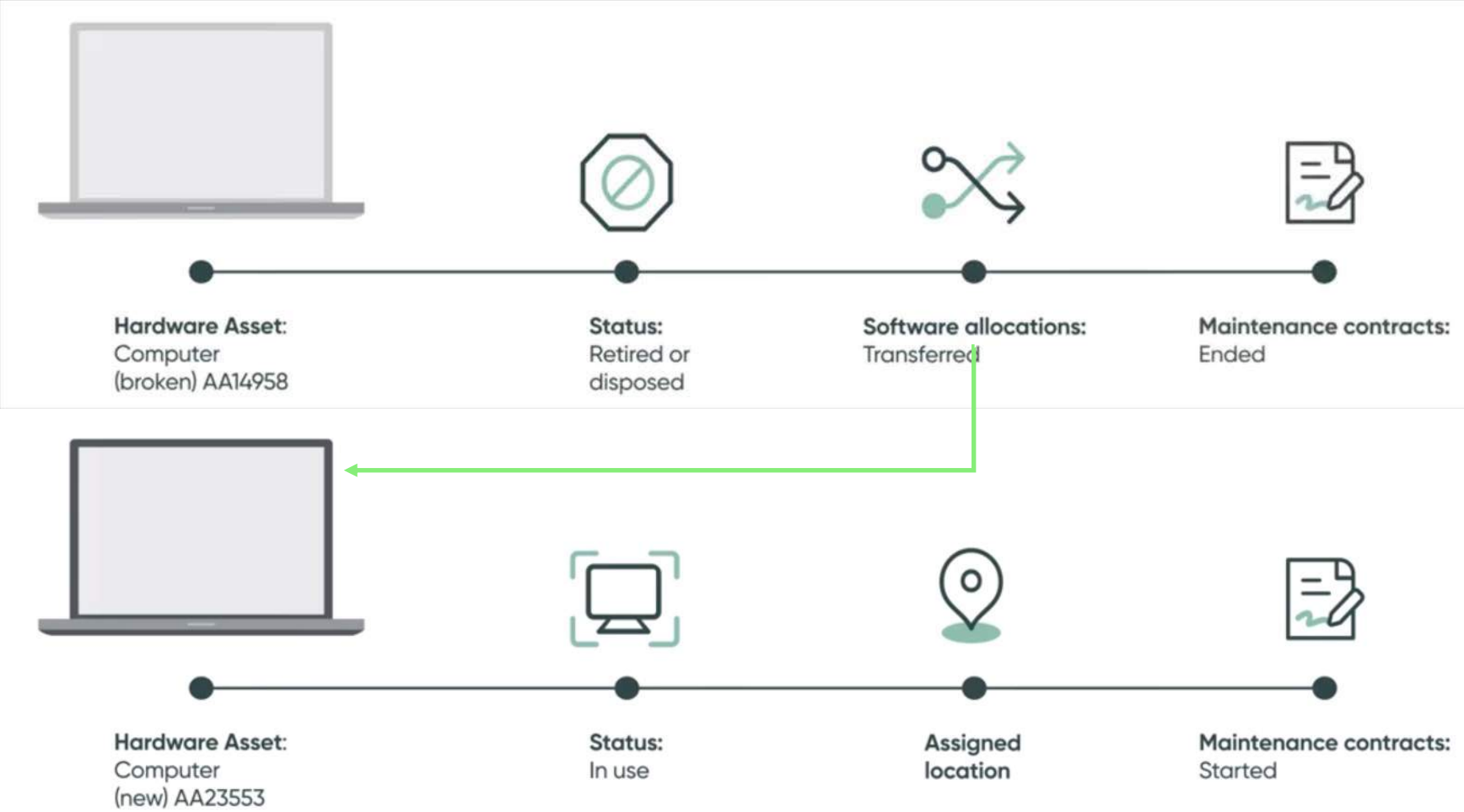
Asset Swap – Automated record updates



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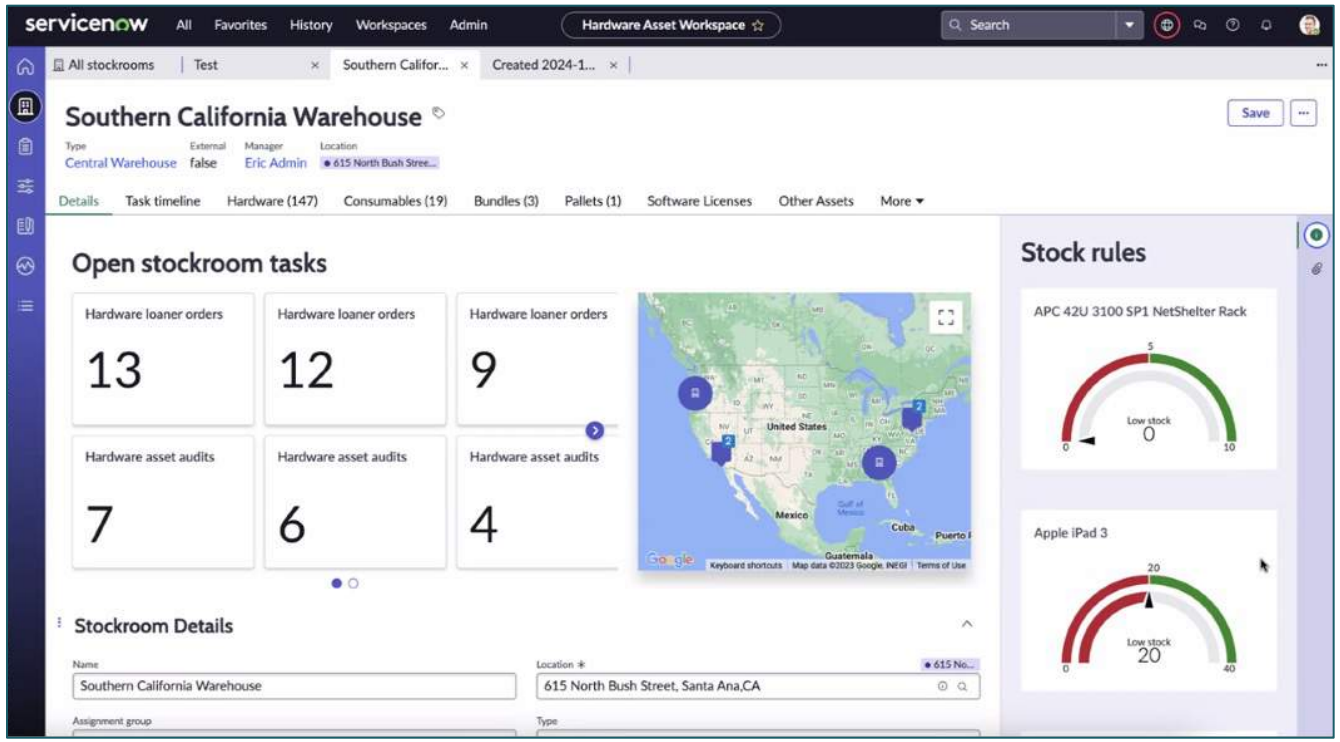
Asset Inventory and Distribution



Make multi-location stockroom distributions easier and more tailored to your organization

1. Redesigned UX with inventory stock levels, tasks, and new shipment table to track all outbound and inbound shipments

2. Service location optimizes inventory consumption for multiple buildings served by one stockroom

3. Distribution channels connect stockrooms logically and geographically, optimizing the path to an in-stock, in-region asset

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Rapid, customer-driven innovation – HAM

Paris

- Hardware Model Normalization
- Hardware Library
- HW Manufacturer Lifecycle Dates
- Asset Flows: Hardware Disposal Order
- Asset Flows: Hardware Asset Order
- Asset Flows:—Bulk Stock Order
- Automated Asset Tasks—Deploy, Swap, Retire
- Asset Inventory Audit
- Hardware Asset Dashboard

SEPT 2020

Quebec

- Asset Flows: Hardware Asset Refresh
- Asset Flows: Loaner Asset Request
- Asset Flows: Asset Lease Expiration
- Asset Bundles
- Asset on Mobile – Asset Disposal Scanning
- Asset on Mobile - Remote Asset Receiving
- Advanced Shipment Notifications
- Consume Local Stock
- Bulk Transfer Updates

MAR 2021

Rome

- Asset Health Dashboard
- Asset Reservations
- Mobile Asset Class & Licensing
- Asset Flows: Return Merchandise Authorization (RMA)
- ITAM + Risk Management
- ServiceGraph Connectors:
  - JAMF
  - Intune
  - Tanium
  - VMware Workspace One

SEPT 2021

San Diego

- Asset Flows: ITAM Offboarding workflows (reclaim)
- Hardware Asset Workspace:
  - Hardware Asset Overview
  - Inventory
  - Asset Estate
  - Model Management

MAR 2022

Tokyo

- Tech Executive Asset Dashboard
- Contract Management and Renewal
- Asset Dashboard—Procurement—Sourcing
- Hardware Content Portal
- HAM Guided Setup
- Zebra RFID Integration

SEPT 2022

Utah

- Hardware Asset Workspace – Procurement enhancement
- Pallets for inventory
- Asset Flows: Asset Donation
- HAM Licensing Exclusion for MSP
- Telecom Network Inventory (TNI)

MAR 2023

Vancouver

- HAM Success Portal
- HAM Content Expansion:
  - Specifications and dimensions
  - Calculated useful life
- Zero Touch Refresh
- Stockroom Form UX update
- Shipment tracking – carrier integration
- Distribution channels and service locations

SEPT 2023

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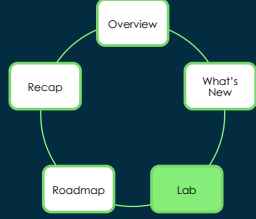
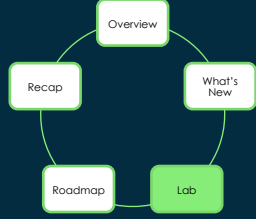


HAM Hardware Normalization

Page 4 - Lab 1

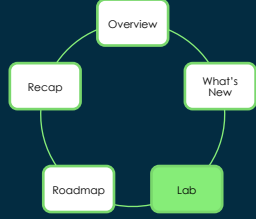
5 minutes



HAM Stockroom Management

Page 7 – Lab 2

10 minutes



HAM workflows

Page 10 – Lab 3

30 minutes

Complete the lab guide until you reach ‘Section 2 – Enterprise Asset Management’.

Break

10min

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Enterprise Asset Management

Automate the asset lifecycle with workflow

Full lifecycle management for all asset types

Automated asset lifecycle activities and reporting

Planning and Acquisition

- Sourcing
- Asset TCO
- Refresh planning
- Multi-tier asset modeling
- Classification and risk profiles

Inventory, Warehouse, and Distribution

- Asset ordering
- Stock Rules
- Stock Transfers
- Asset Audits
- Loaner Asset Pool

Requests and Deployment

- Asset Requests
- Deploy
- Swap
- Loaners & Reservation
- CMDB Sync

Asset Maintenance

- RMA Repairs
- Inspections
- Safety Recalls
- Break/Fix
- Preventative Maintenance

End of Life

- Reclaim
- Recycle / Resale
- Dispose
- Lease-end Mgt
- Retire/ Refresh

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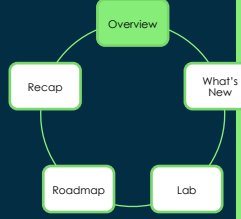

EAM efficiency with ServiceNow

Enterprise Asset Management

Drive Transparency

Reduce Expenses

Mitigate Risk

Optimize Processes

Manufacturing

Tracks connected assets across its manufacturing sites, retail stores, and offices to better control risk exposures.

Hospital System

A single platform for end-to-end-asset management, replacing disparate clinical and facility systems.

Armed Forces

Digital inventory management, to improve asset and spare part accuracy by modernizing paper-based processes

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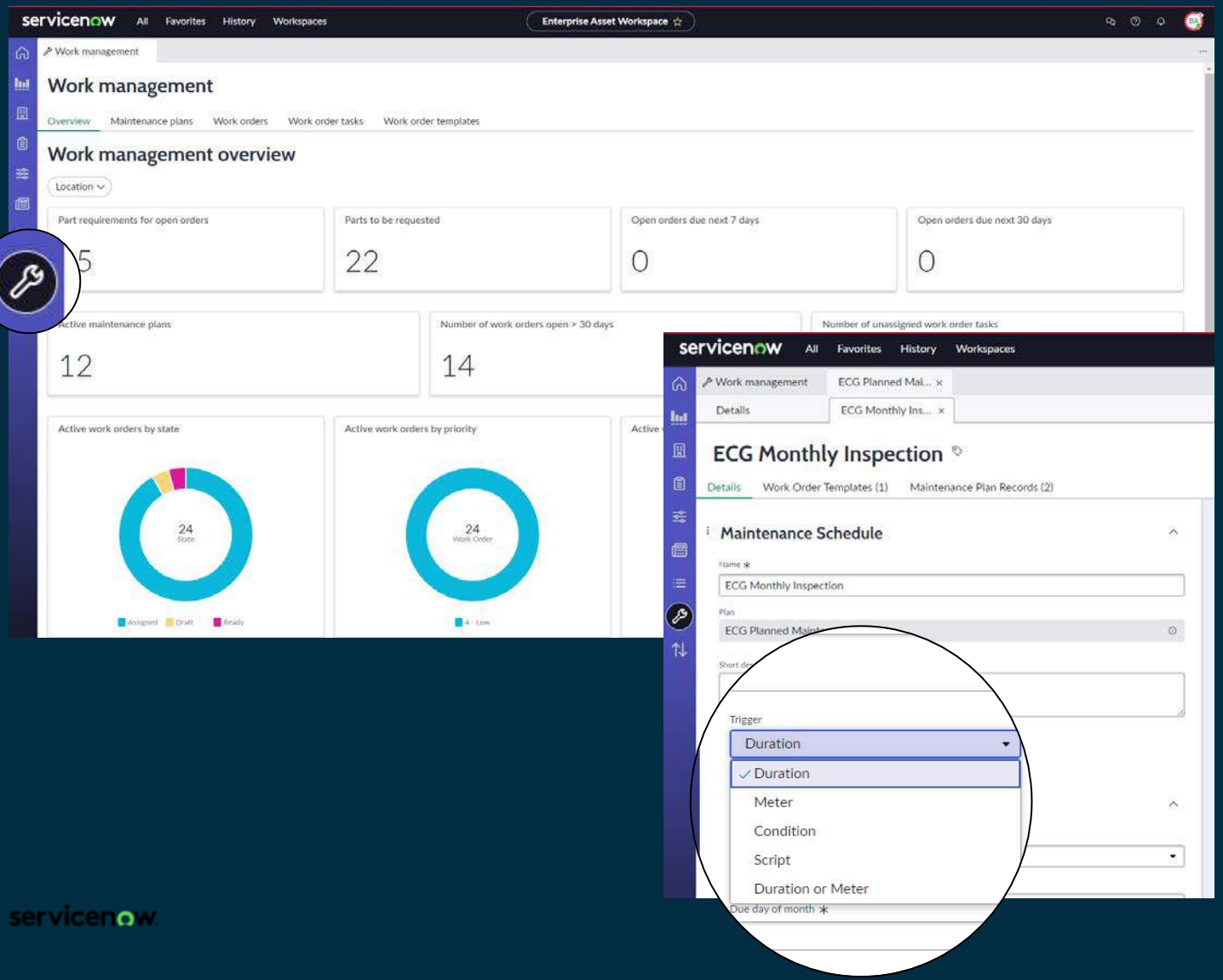
Work Management

Integrated Experience in EAM's Workspace



Create maintenance plans, maintenance schedules, work templates, and checklists

1. Enterprise Asset Manager can create plans for inspections, planned, and preventative maintenance activities.

2. Multiple options to schedule and trigger plans:
   - Duration (schedule-based)
   - Meter (asset attribute data)
   - Condition (complex filters)
   - Scripts

3. Proactively manage the health and performance of enterprise assets.

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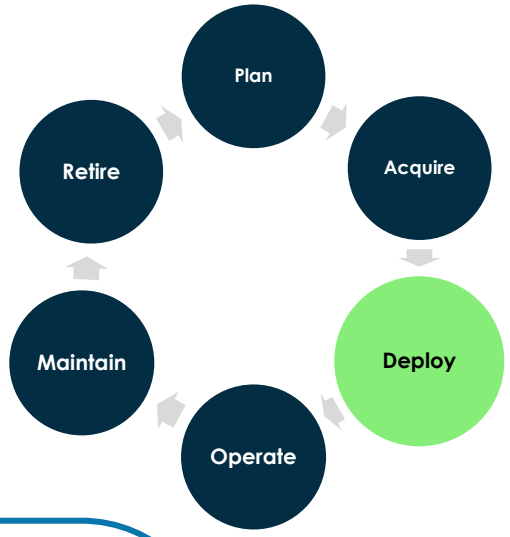
Deploy multi-component assets

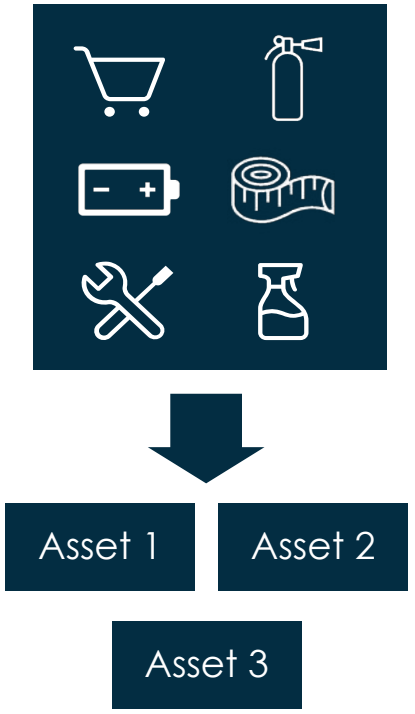


User-assembled assets

Common consumable and/or serialized asset collections acquired separately and compiled by an organization

Pre-assembled asset

Components tracked within one complex asset when it ships already put together



Treat multi-component assets as one entity to:

- Stock
- Stage
- Install
- Reserve
- Return
- Retire
- Dispose

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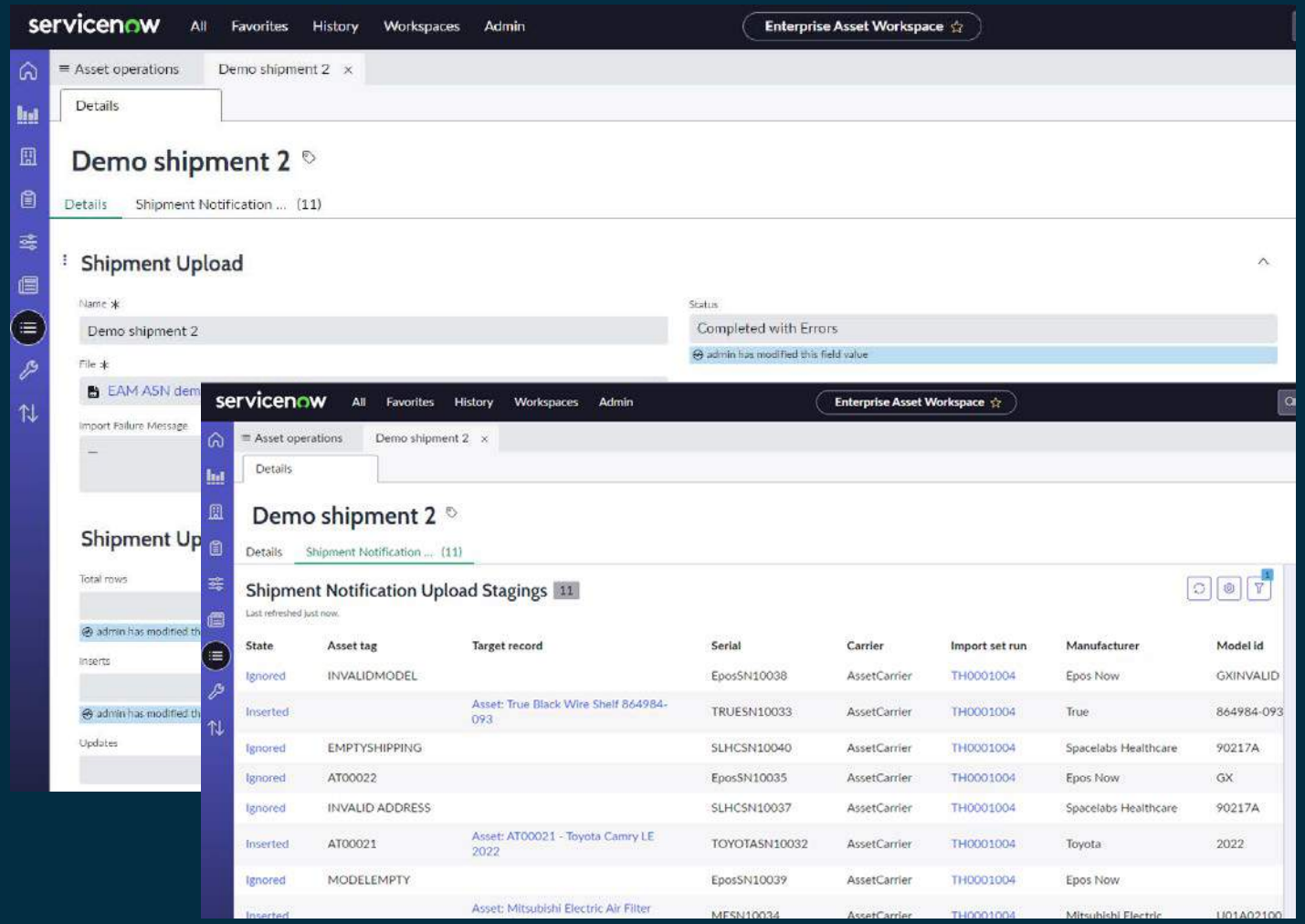
Advanced Shipment Notification (ASN)

Next Experience

Ability to import ASN and pre-create assets that are due for delivery



Track the incoming assets more accurately and pre-create assets

1. Import the ASN received from vendors against an ordered purchase order
2. Pre-creating assets allows for more accurate tracking and accountability of assets throughout the supply chain
3. Customers can verify the pre-created assets against receipt – help businesses reduce errors and improve overall efficiency

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EAM - Rapid, customer-driven innovation

Tokyo

- Enterprise Asset Workspace and roles
- Multi-component models and assets
- Model / asset risk scores and heatmaps
- Enterprise asset catalog and request
- Asset Actions Integrations with ITSM Incidents
- Mobile-enabled enterprise asset audit
- Enterprise asset inventory management module and inventory stock orders
- Foundational enterprise asset workflow automation:
  - Loaner and reservation
  - RMA Orders
  - Recall
  - Lease-end Management
  - Refresh
  - Disposal

SEPT 2022

Utah

- Enterprise asset maintenance
  - Create plans for inspections and preventative maintenance
  - Schedules based on duration, meter, condition, or configurable scripts
  - Generate and assign work orders
- Enterprise asset work management and parts sourcing for field service technicians
- Advanced shipment notifications
- Enterprise asset reclamation workflow
- Asset resale process automation
- Asset swaps with model substitute lists to suggest viable replacement
- Integration to bring in RFID location data from Zebra MotionWorks

MAR 2023

Vancouver

- Linear asset management
- Enterprise asset onboarding
- Enterprise asset move workflow
- Granular location hierarchy (e.g. floors)
- Contract and lease management enhancements and new renewal workflow
- Bulk import for enterprise assets
- Report and filter on multi-tier classifications
- Add multiple model components at once
- IDs for consumable models
- Configurable asset risk scores
- Inventory management enhancements
  - Pallets and aisle/space attributes
  - Track inbound/outbound shipment details from carriers
  - User interface update for stockrooms
- Indoor Mapping

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EAM Multi-component Asset

Page 21 – Lab 7
15 minutes

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EAM Asset Onboarding

Page 24 – Lab 8
15 minutes

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EAM Workflows

Page 29 – Lab 9
15 minutes

Complete the lab guide until you reach 'Section 3 – Software Asset Management'

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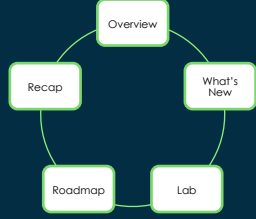

Software Asset Management

Reduce software risk and identify savings

How does SAM work on Now Platform?

Procurement Systems

Import sheets

1 Purchases

Description: MS Project
Part Number: AAA-03474
Quantity: 50
PO #: PO3453667
Cost: $29,540

Discovery

Third Party Inventory

SaaS API

Azure & Okta SSO

Raw Inventory

Discovery: Project 16.0.7.124
SCCM: Project 2016
Jamf: MS Proj Pro 16.0
Other: MS Project 16.0.7
Usage: 4 h 26 min

2 Content Service

Content Library

Research Team

Normalization

Manufacture: Microsoft
Product: Project
Version 2016
Edition: Professional
Metric: Per Device
Part Number: AAA-03474
End of Support: 7/1/2019
End of Life: 9/15/2020
Category: Project Management

3 Compliance

120 License

134 Installations

-14 Compliance

$60,960 True-up Cost

4 Action

$8,223 Low Usage

$11,637 Reallocation

$5,348 Revoke

$25,208 Savings

ITOM – Discovery ACC

ITBM – End of Life, End of Support for APM

ITSM – License Change Projection

Security – Vulnerability Response

HR – Onboarding, Software Packages

Better Together

Reduce enterprise software spend

Mitigate publisher audit risk

Optimize software & SaaS spend

Detect Unknown Software & SaaS Spend

SAM Strategic Advantage

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Summary of SAM and Discovery benefits and features

Benefits

- Reduce audit risk and wasted spend with top software vendors
- Identify end of life software and automate remediation
- Optimize end user SaaS and installed software spend
- Reduce time for distributing and reclaiming software

Features

SAM Content & Normalization	**Publisher Packs**	**Software Reclamation**	**SaaS License Management**	**M365 and Adobe Integrations**
Application & OS Inventory	**Virtualization Discovery**	**File-Based Discovery**	**Oracle GLAS Data Collection**	**Anglepoint IASP Data Collection**

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SaaS: Thousands of apps & deep usage analysis

Direct Integrations

New integrations and updates every quarter!

Adobe Workfront
Adobe Creative Cloud
Aha!
asana
box
calendly
webex by CISCO
Webex Meetings
Confluence
CROWDSTRIKE
DocuSign
Dropbox
Google Workspace
GitHub
GoToMeeting by LogMeIn
Jira Software
looker
Microsoft 365
Microsoft Dynamics 365
PowerApps
miro
monday.com
PagerDuty
Rally Software BROADCOM
roadmunk
salesforce sales cloud
salesforce service cloud
salesforce marketing cloud
slack
SmartRecruiters
smartsheet
SAP SuccessFactors
SurveyMonkey
Trello
workday
workplace
zendesk
zoom

Single Sign On

Azure Active Directory
okta

SSO Usage Data for ~10,000 apps

Custom Integrations

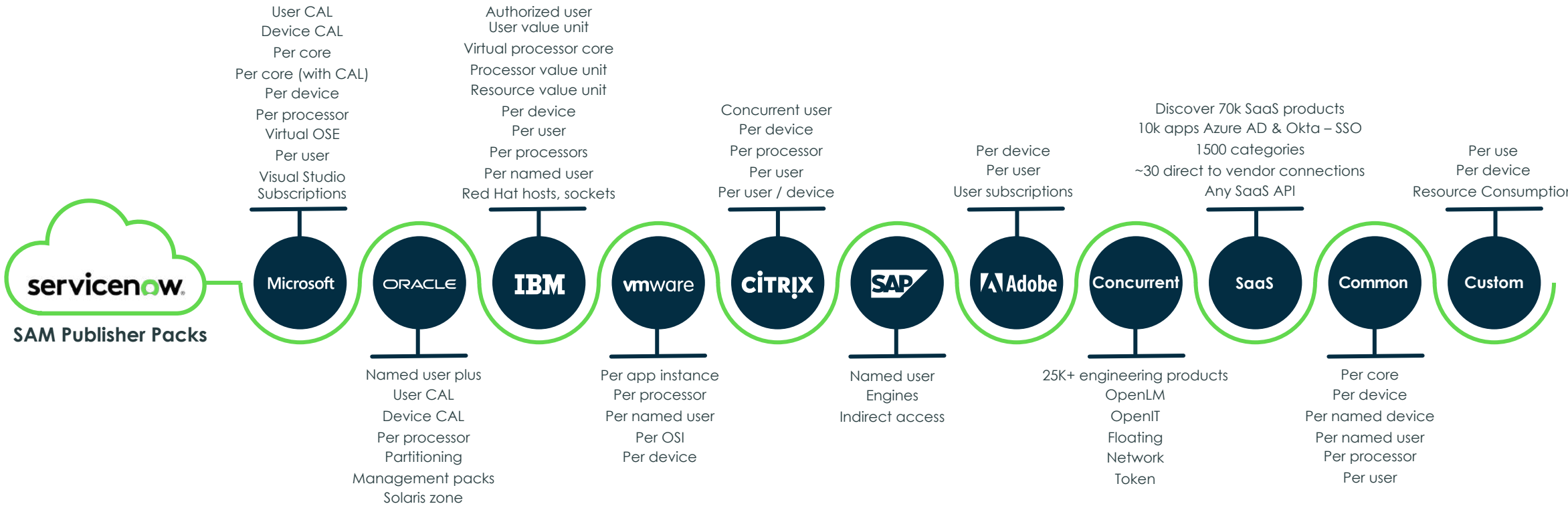
(SaaS License Connections)

SaaS License Connections

Build your own SaaS integrations

Actionable insights for any SaaS app in your environment

Publisher Packs



Complex publisher specific metrics

~80% of your software spend is likely with your top few software publishers - These same vendors perform audits

Common & unlimited metrics

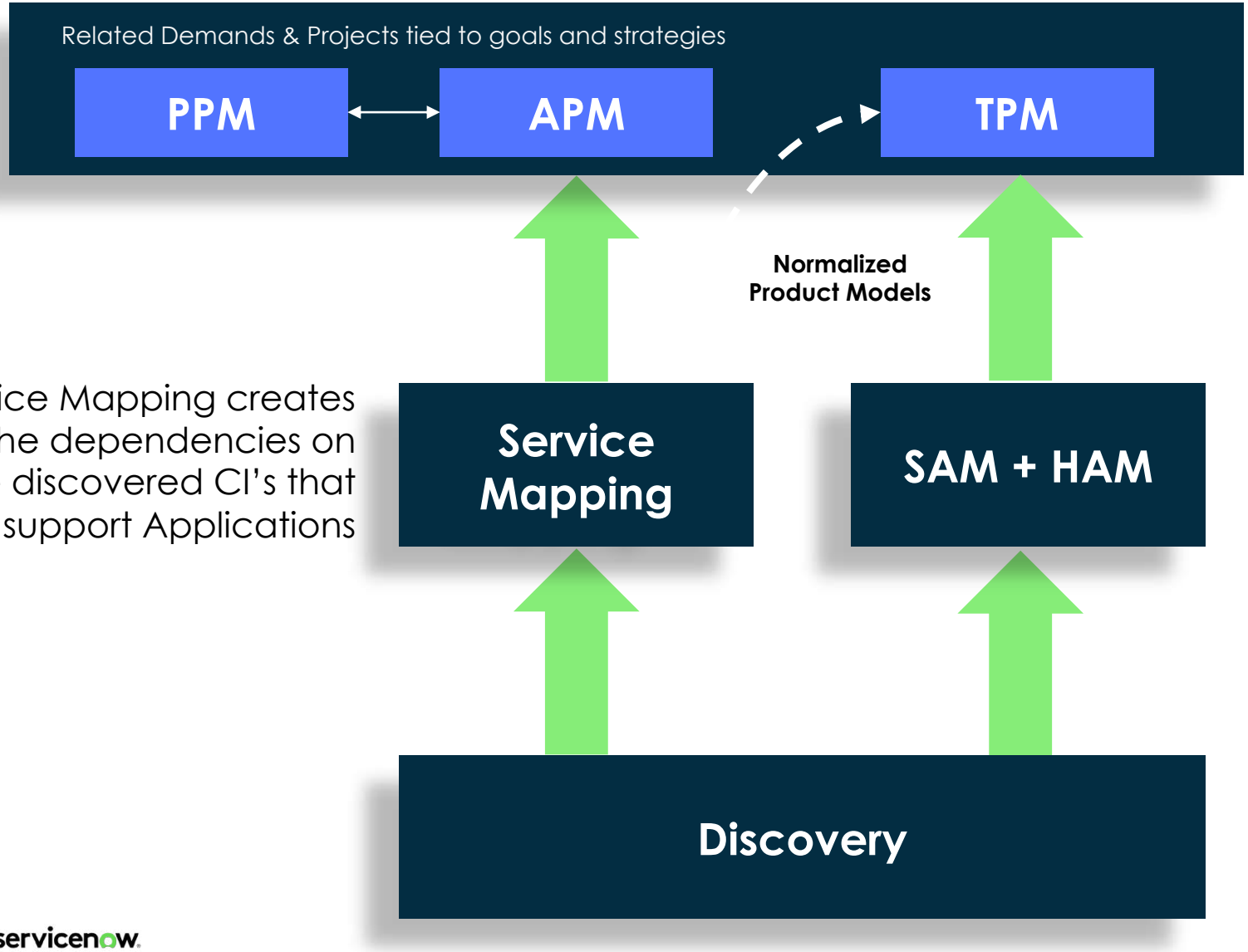
~20% of software spend is a long tail of publishers, typically licensed by common metrics in the content library

Custom metrics

Complex metrics such as revenue base software compliance or in-house applications

Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Integration to support EA Automation



TPM uses the SAM software Inventory and normalization to manage their vendor lifecycles and bridges the gap to Demands and Projects in PPM

Service Mapping creates the dependencies on the discovered CI's that support Applications

SAM and HAM build a normalized inventory of the software and hardware models supporting an Application Service

Discovery identifies and adds hardware and software CI's to the CMDB including Applications and Application Services

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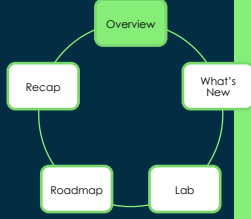
Highlights from recent SAM releases



Categories

- Datacenter software
- End user and SaaS
- User experience and product success
- Automation and better-together

Ongoing Improvement

- Content library
- SaaS integrations
- Existing features

***ENT = SAM Enterprise**

2021

Quebec

- Microsoft Bring Your Own License (BYOL)
- Red Hat and Windows Server Optimization
- Okta SSO Integration
- Machine Learning Normalization - **ENT***

Rome

- Oracle BYOL and vCenter enhancements
- M365 optimizations and Salesforce enhancements
- Software Asset Workspace
- ITOM Agent Client Collector

2022

San Diego

- Microsoft SQL Server optimization improvements
- Content Library Portal
- HAM and SAM Employee Offboarding workflow
- Virtual Agent for Software Requests

Tokyo

- Cloud Cost Simulator - **ENT**
- ITAM Exec Dashboard and SAM Success Portal
- Contract Renewal workflow
- APM Technology Reference Model

2023

Utah

- IBM Authorized SAM Provider (IASP) support
- Software Renewal Calendar
- Coupa Entitlement Integration - **ENT**
- ITOM Container Software

Vancouver

- Entitlement enhancements and License Pools
- Overlapping SaaS Products and Usage
- SQL Server Guided Experience
- ITOM Process Fingerprints

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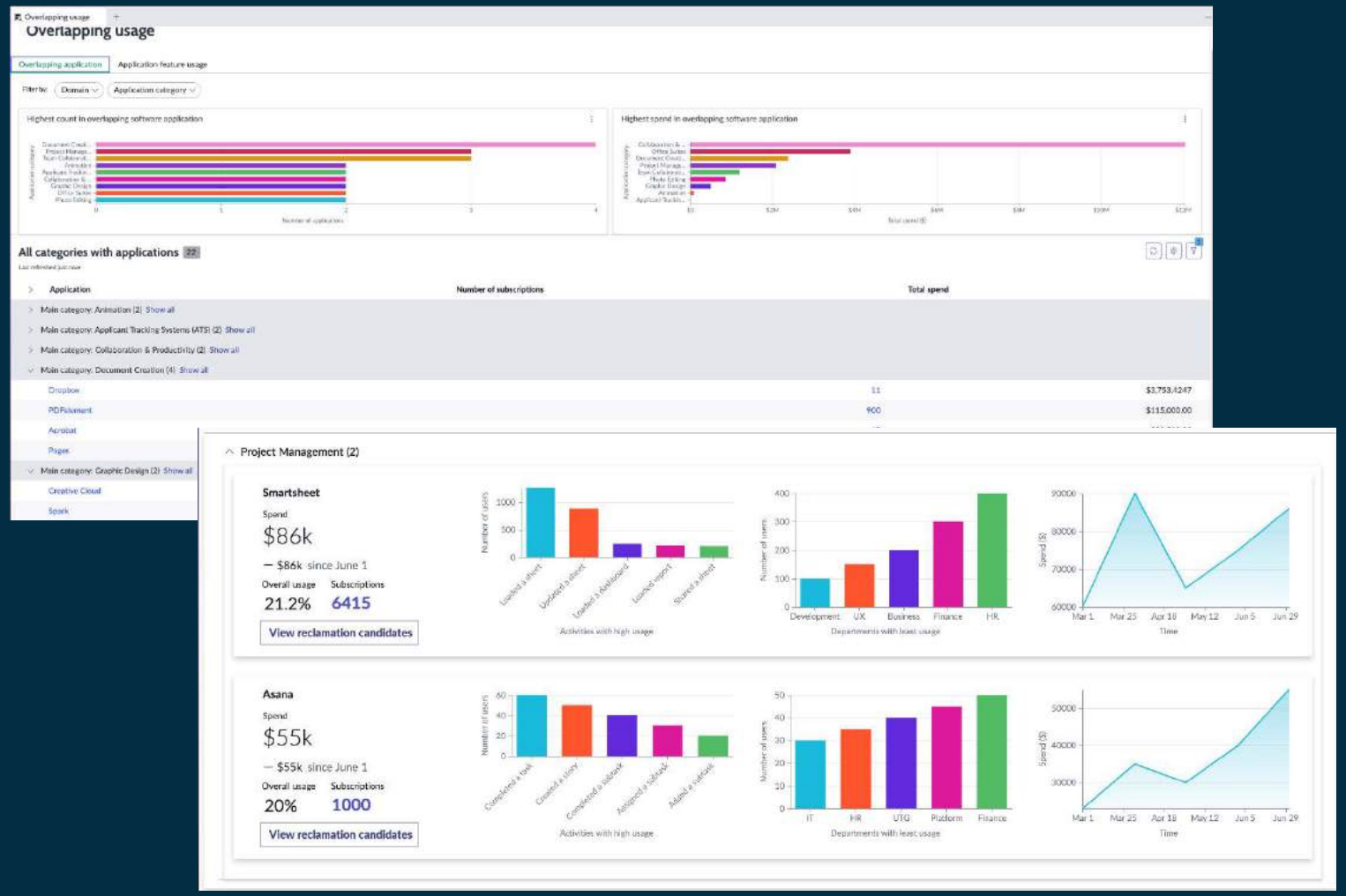
Optimize Overlapping Software

Next Experience



Professional & Enterprise

Maximize the value of your SaaS application by getting insights into feature level usage.

1. Provide insights into how the application is used within an organization.
2. Help compare usage across applications under the same product category.
3. Determine if the organization is getting value from the purchased applications and identify opportunities to optimize spend on overlapping software.

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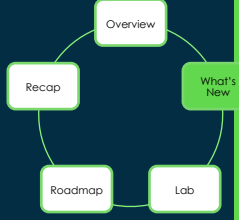


IBM IASP Partner support

Discover and manage licenses for IBM products under the IASP program

Discover → **Classify** → **Manage and Report**

ServiceNow Discovery

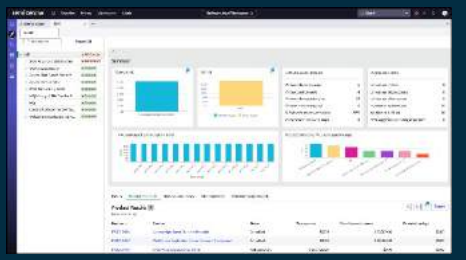
- Discover IBM components in your environment with in-platform discovery capabilities

IASP Program

- IASP Partner services
- Partner Store application

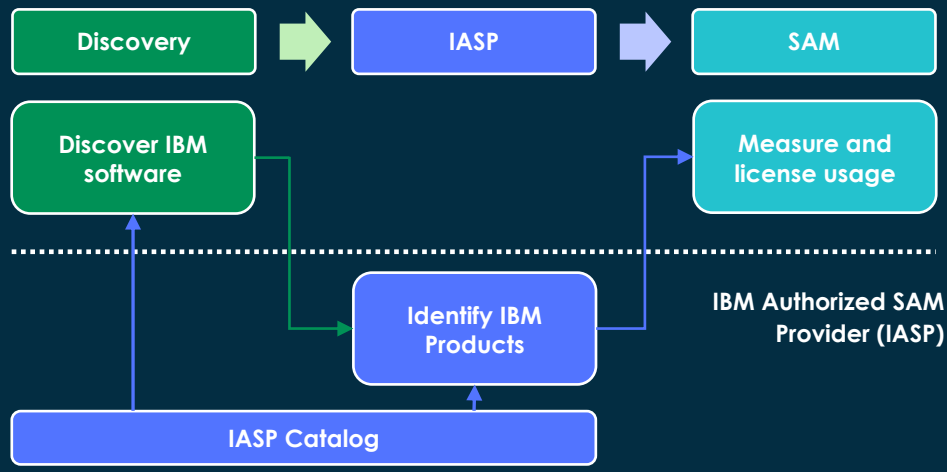
ServiceNow SAM

- Compliance management and reporting
- Automated lifecycle workflows



Report on IBM usage without the use of IBM License Metric Tool (ILMT) or BigFix Inventory

IBM License Compliance for Software Asset Management (SAM)



- Connect the SAM Publisher Pack for IBM with the IASP platform to improve visibility and management of your IBM environment
- Manage full capacity and sub-capacity licensing for IBM products running in VMware virtual environments
- Optimize IBM products licensed by:
  - Processor Value Unit (PVU)
  - Resource Value Unit (RVU)
  - Virtual Processor Core (VPC)

Requirements:

1. IASP agreement with IBM
2. ITOM Discovery Store app
3. SAM Pro / Enterprise (Utah or later)
4. IASP Services Agreement
5. IASP Partner Store App

IASP apps currently available on the ServiceNow Store:

Anglepoint

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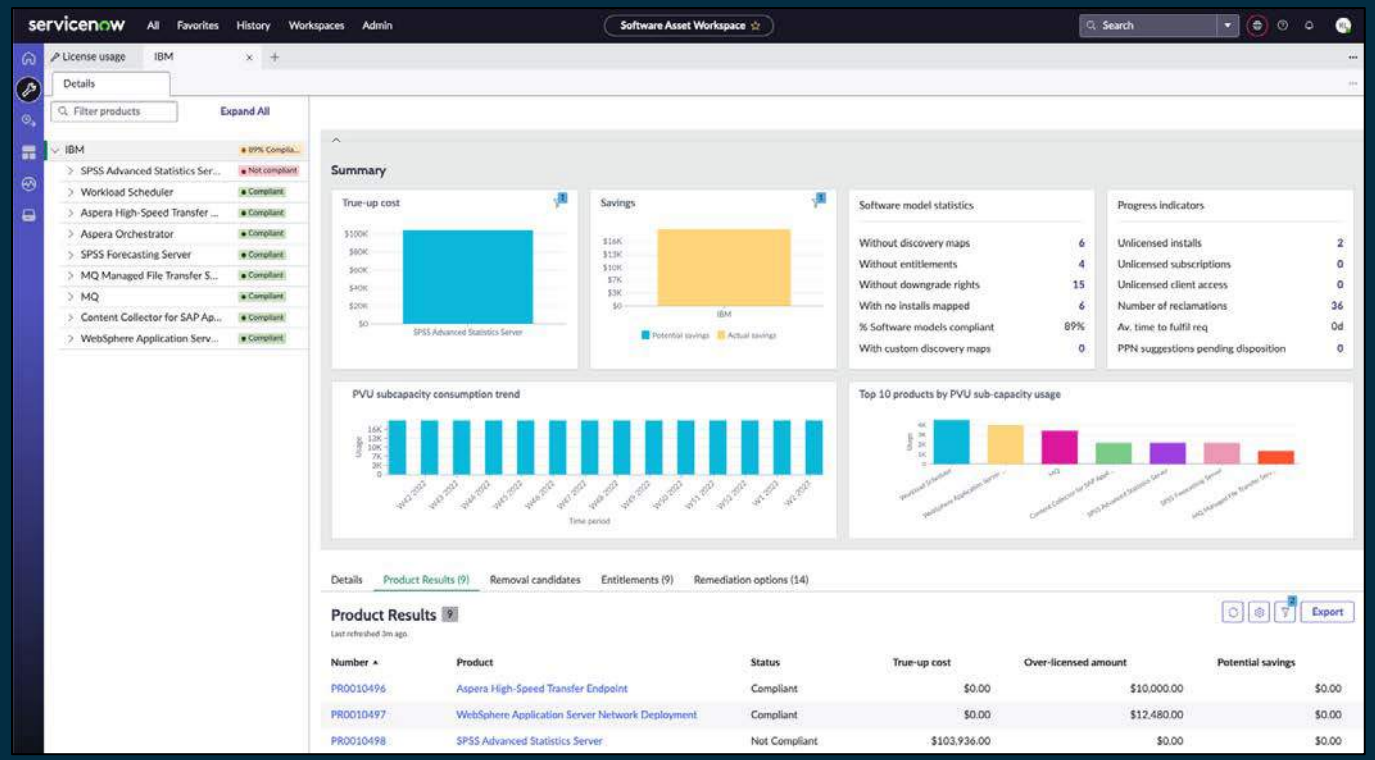
IBM ASP Support v2 (IBM Virtualization)

Professional & Enterprise



Manage Sub-capacity licensing with IBM Authorized SAM Providers (IASP).

1. Partner with an IASP to manage IBM sub-capacity licensing without use of ILMT.
2. Vastly improved experience with in-platform Discovery and SAM capabilities.
3. Virtualization technologies supported: VMware, IBM LPAR

New: Expanded coverage for IBM LPAR virtualization technology

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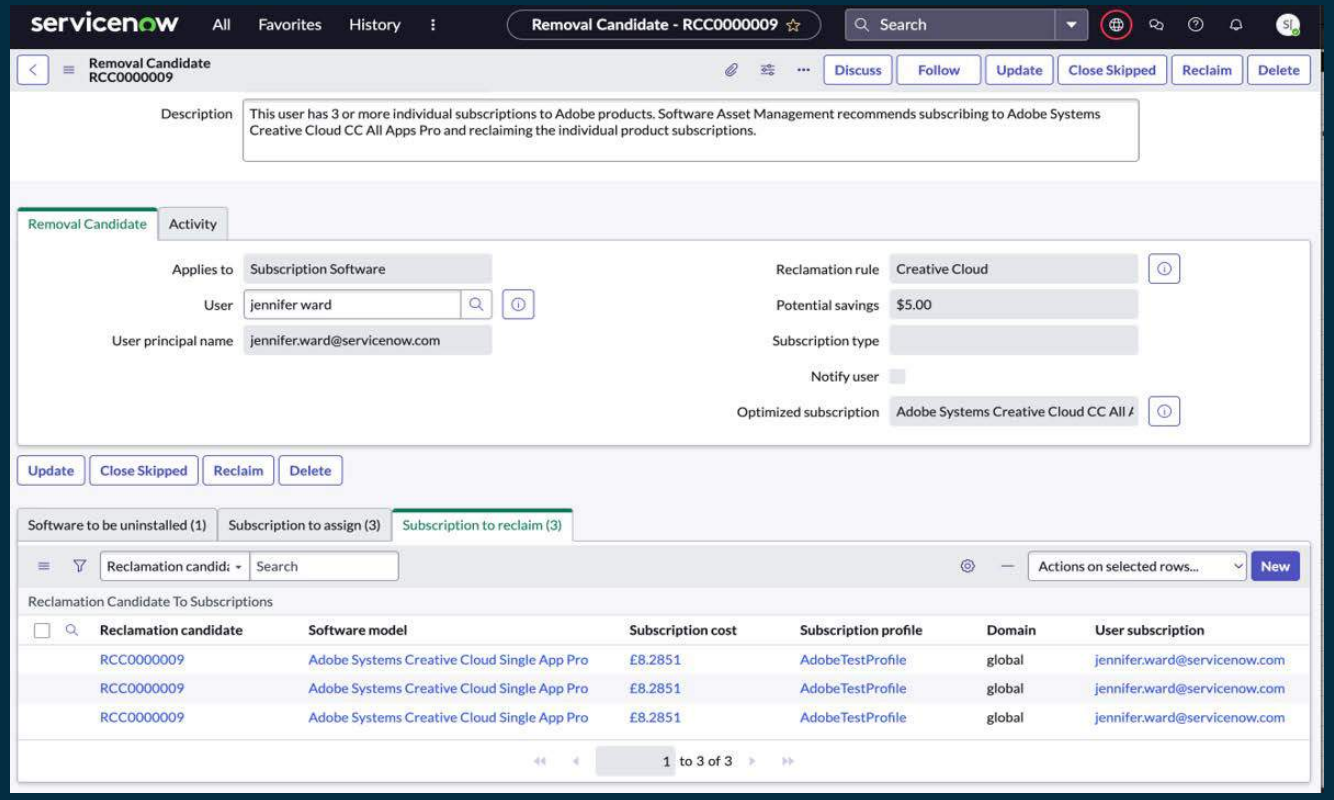
Adobe Cloud Optimization

servicenow | Store

Next Experience



Reclamations are generated for the following use cases:

1. User with Adobe CC All Apps, actively uses less than three products
2. User with Adobe CC All Apps, not using any product
3. User with Adobe CC Single Apps subscription, not actively using the product
4. User subscription in Adobe portal has no equivalent user defined in ServiceNow

Professional & Enterprise

Optimize Adobe subscription costs

1. Realize cost savings by optimizing Adobe users with new and updated reclamation rules based on usage.
2. Deeper insights with optimization reports within the SAM Workspace.
3. SAM will support usage information from: SCCM, JAMF, ITOM ACC-V.

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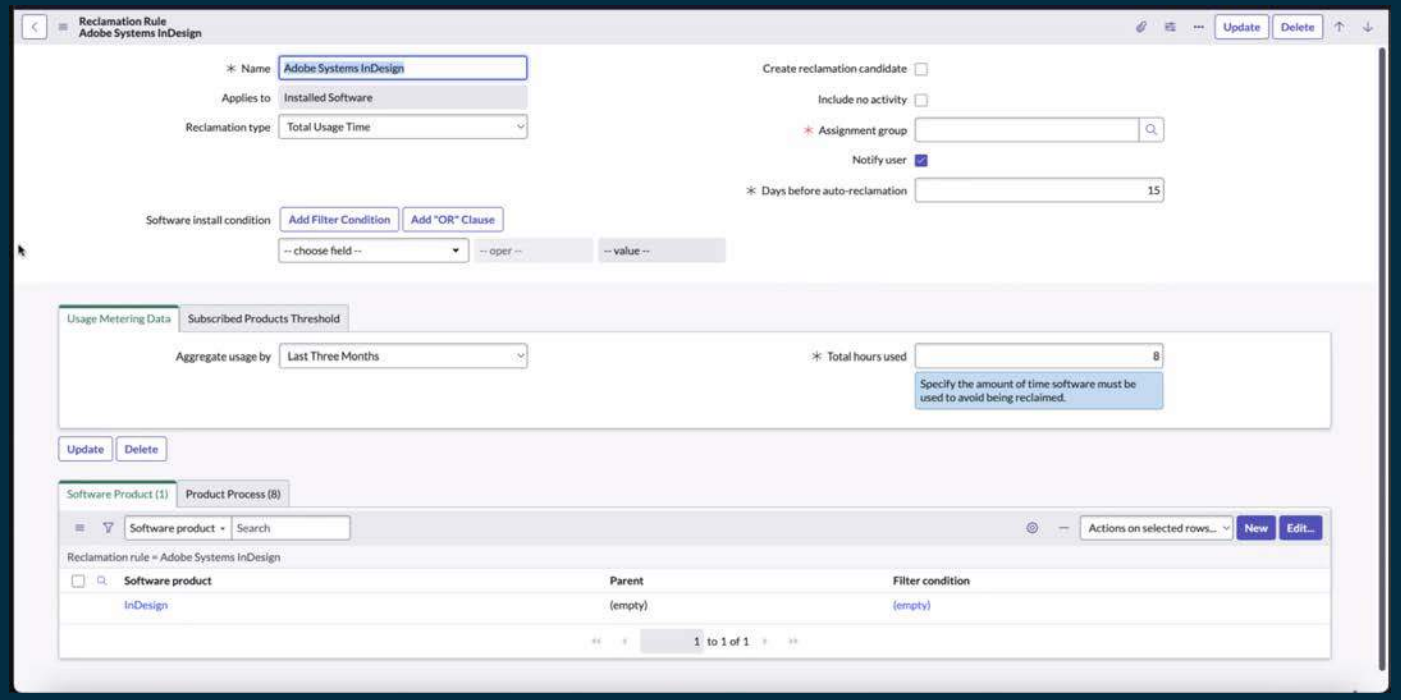
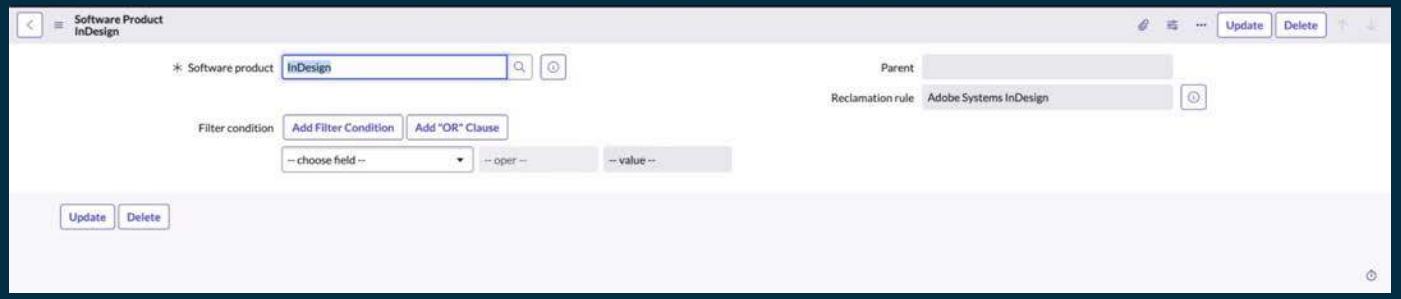
Advanced Reclamation Management

Next Experience





Professional & Enterprise

Collection of different reclamation capabilities designed to address various reclamation options and use cases.

1. Provides SAM managers more control and options for reclamation strategy.
2. Leverage assignment groups and build reclamation rules based on various product edition and version factors.
3. New capabilities included as part of the Advanced Reclamation Management feature.

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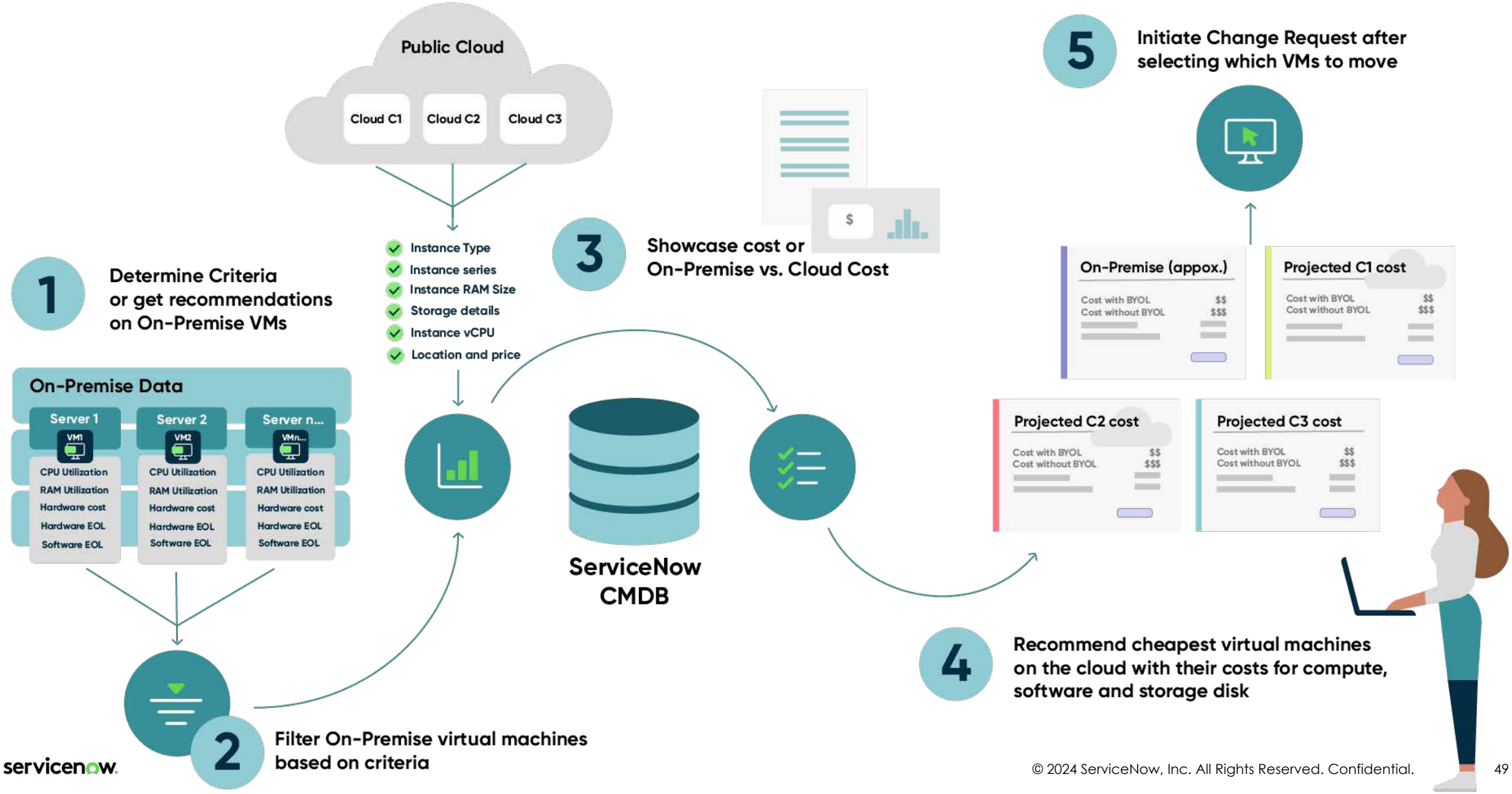
How the Cloud Spend Simulator works



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Normalization, Entitlements, Reconciliation, End user optimization, Cloud Spend Simulator

60 minutes

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What we learned

How to increase data quality and lessen manual work

- SAM standardizes and enriches discovery data to support many use cases including **end of life** risk and **app rationalization**.
- SAM normalization eliminates manual data clean up for **compliance** positions

How to identify savings opportunities

- SAM identifies **unused software** and calculates potential savings to help asset managers decide when to reclaim a license.
- The SAM reclamation workflow **automates** this process and provides an audit trail.

How to understand your software estate

- SAM **reconciliation engine** automatically calculates complex licensing to identify overspending or audit risk
- The **SAM Workspace** provides multiple views into your estate, surfacing important details.

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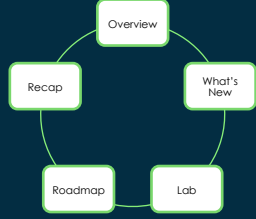

Cloud Cost Management

Reduce cloud costs and automate tasks on a single platform

Cloud spend is on the rise

Table 1. Worldwide Public Cloud Services End-User Spending Forecast (Millions of U.S. Dollars)

	2021	2022	2023
Cloud Business Process Services (BPaaS)	54,952	60,127	65,145
Cloud Application Infrastructure Services (PaaS)	89,910	110,677	136,408
Cloud Application Services (SaaS)	146,326	167,107	195,208
Cloud Management and Security Services	28,489	34,143	41,675
Cloud System Infrastructure Services (IaaS)	90,894	115,740	150,254
Desktop-as-a-Service (DaaS)	2,059	2,539	3,104
Total Market	**412,632**	**490,333**	**591,794**

40% over budget on cloud spend when no controls in place – WSJ.com

33.0% of total cloud spend is on SaaS

25.4% on IaaS

"Toxic Consumption: Unnecessary use that results from PaaS and IaaS overprovisioning and idle instances, with "meters" continuing to run, thereby incurring unnecessary costs." - Gartner

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Source: Gartner

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No surprise, the key to cost savings is taking action

Top challenges for FinOps teams include:

(Source: https://data.finops.org)

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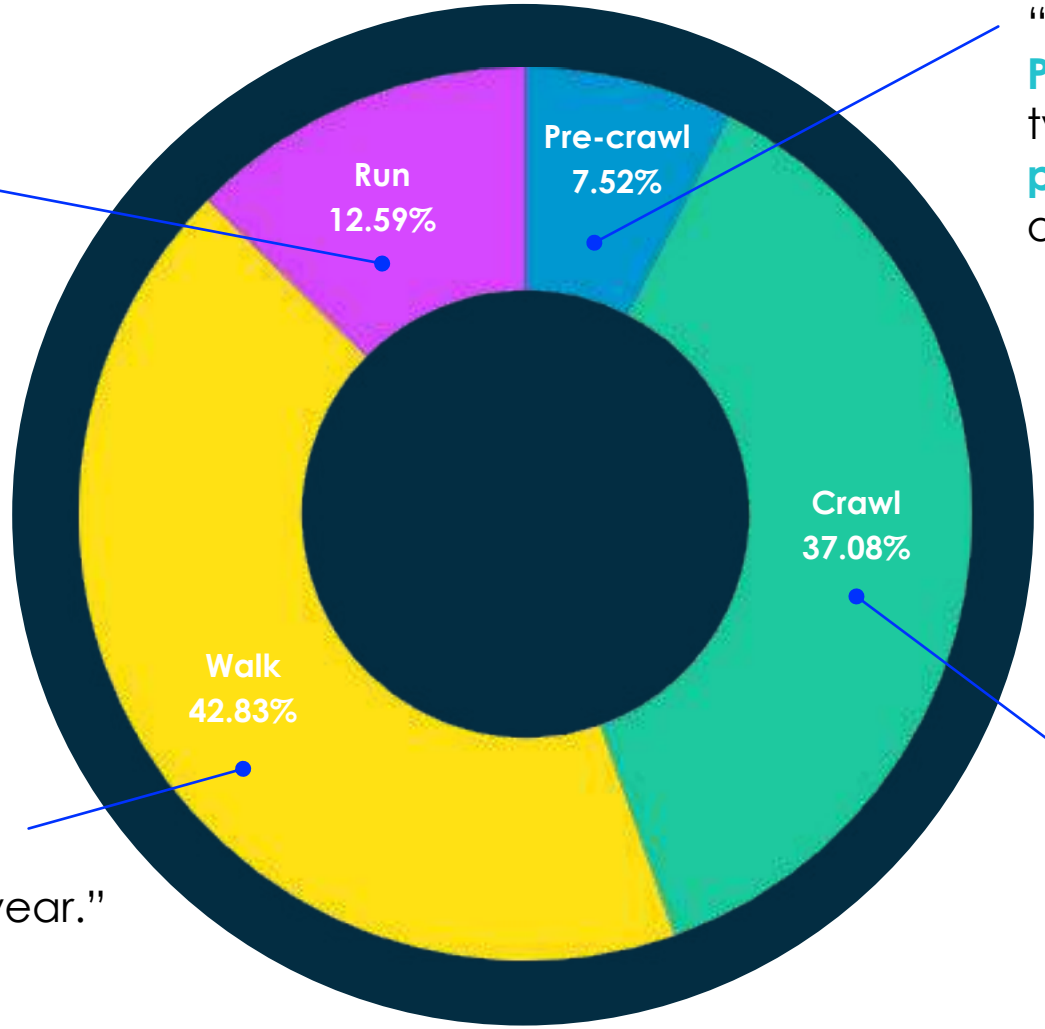
What stage are people in with FinOps?

"The **Run** segmentation dominates the **'All-in on cloud'** segment."



"We see the emergence of the **Pre-crawl** segment across role types, indicating **new practitioners** springing up from all over the enterprise."

"Of these segments, the **Walkers** show the **most improvement** year-over-year."

"**Crawl-stage** respondents are in a learning state and rely on **organic adoption**."

(Source: https://data.finops.org)

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Cloud cost management challenges

Analyzing complex cloud bills

- Consistent multi-cloud approach
- Identify trends and anomalies

Connecting spend to business value

- How are resources used?
- What services do they support?

Coordinating savings across teams

- Shared responsibility model
- Automate optimizations

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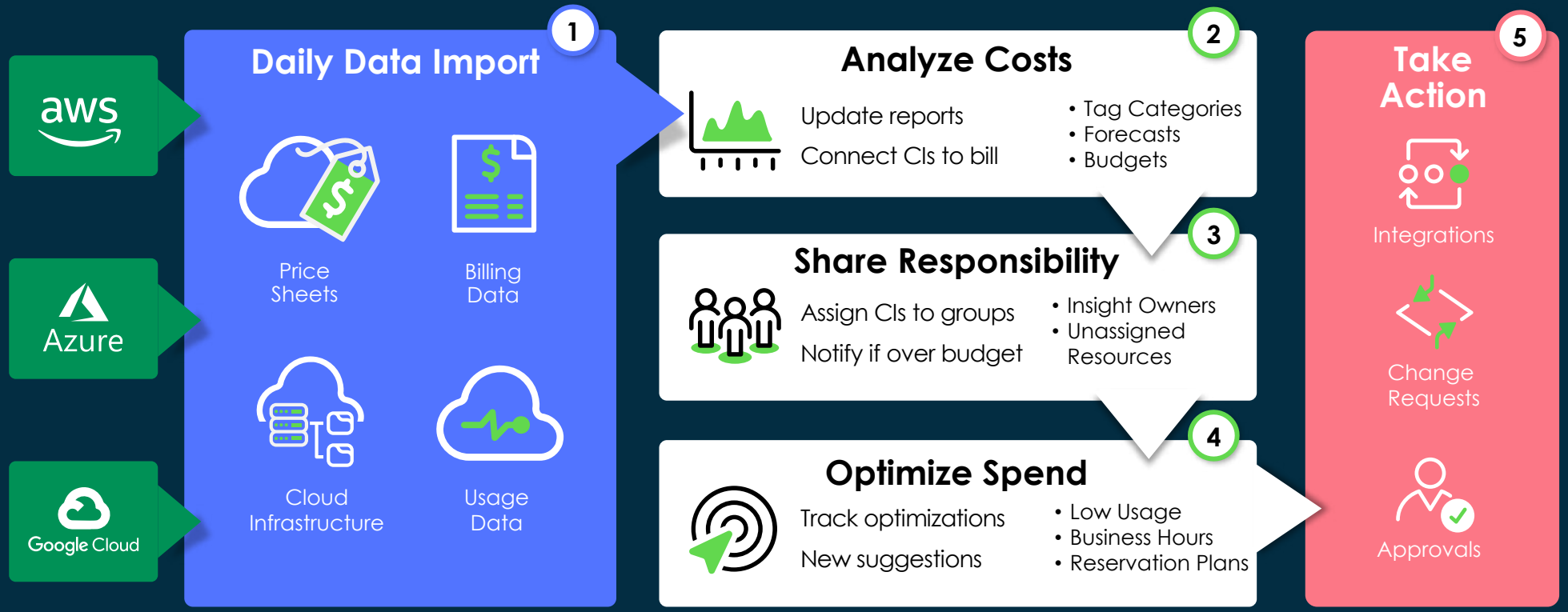
How ServiceNow Cloud Cost Management works



Inform - Analyze costs with both tags and CMDB relationships

Operate - Automate processes with change control and alerts

Optimize - Empower teams to save money and track progress

Aligns to the FinOps Framework
https://www.finops.org/framework

FinOps Foundation

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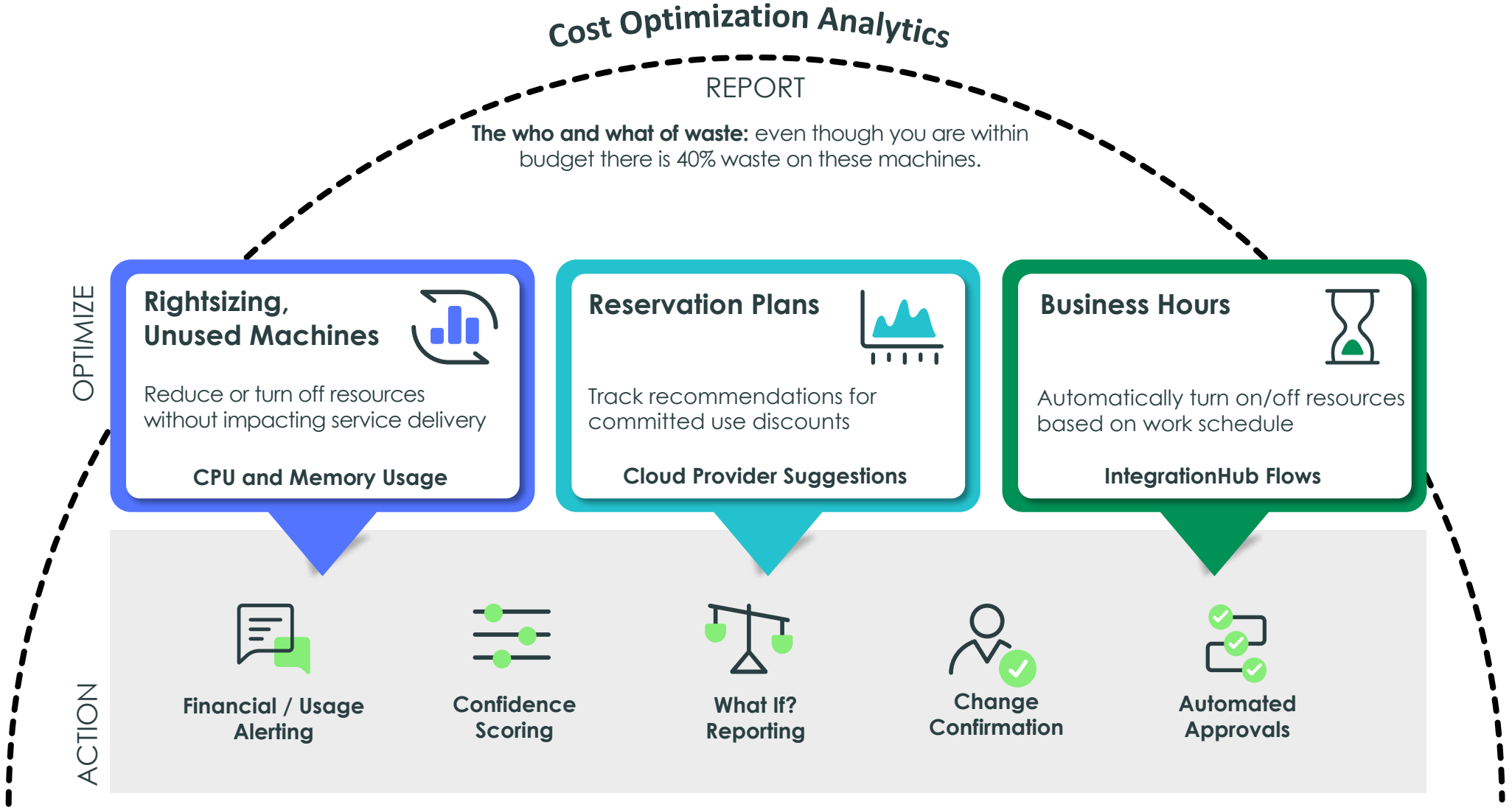
Types of optimizations



Better Together: Fully integrated with ITSM change controls with out of the box workflows.

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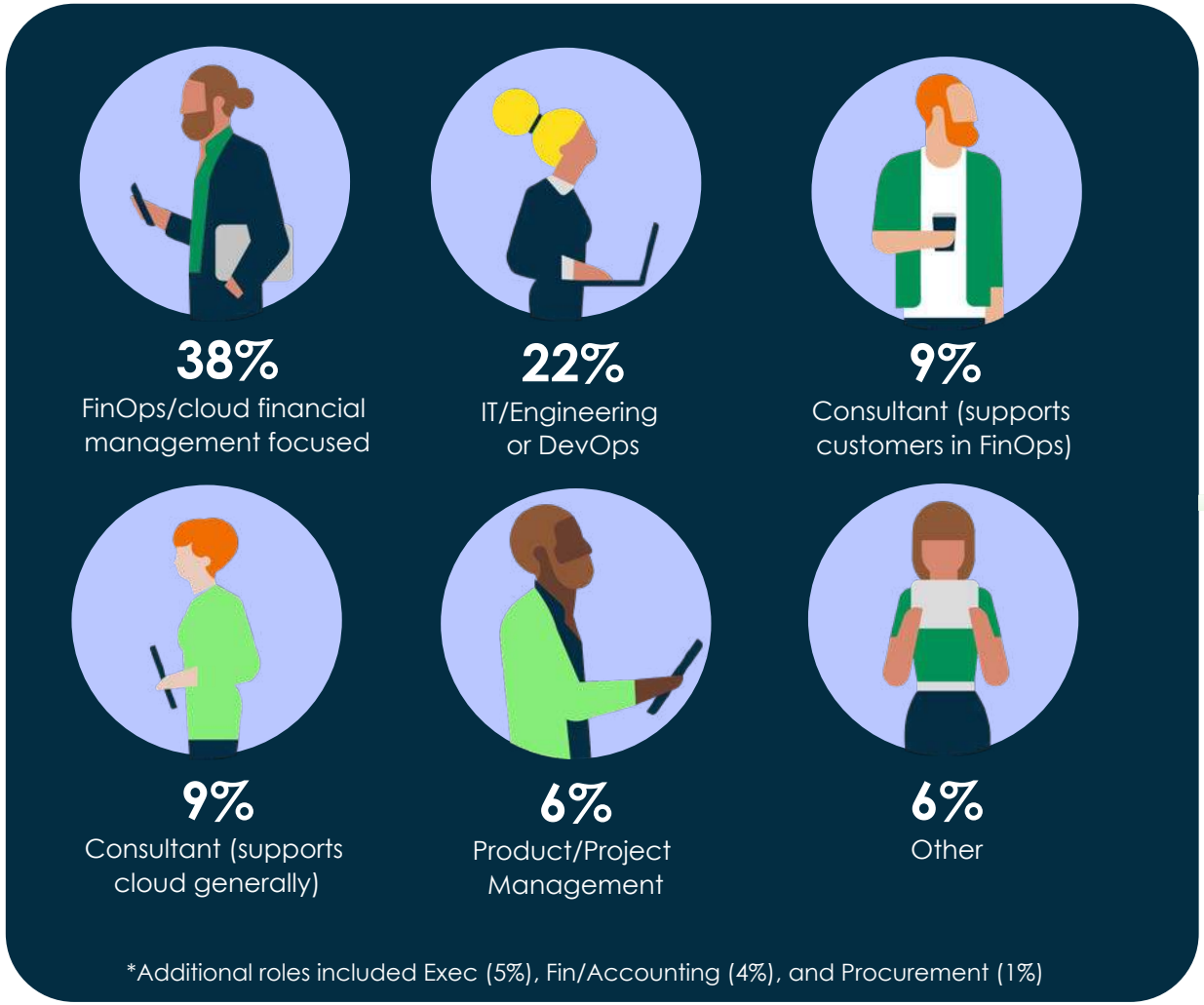
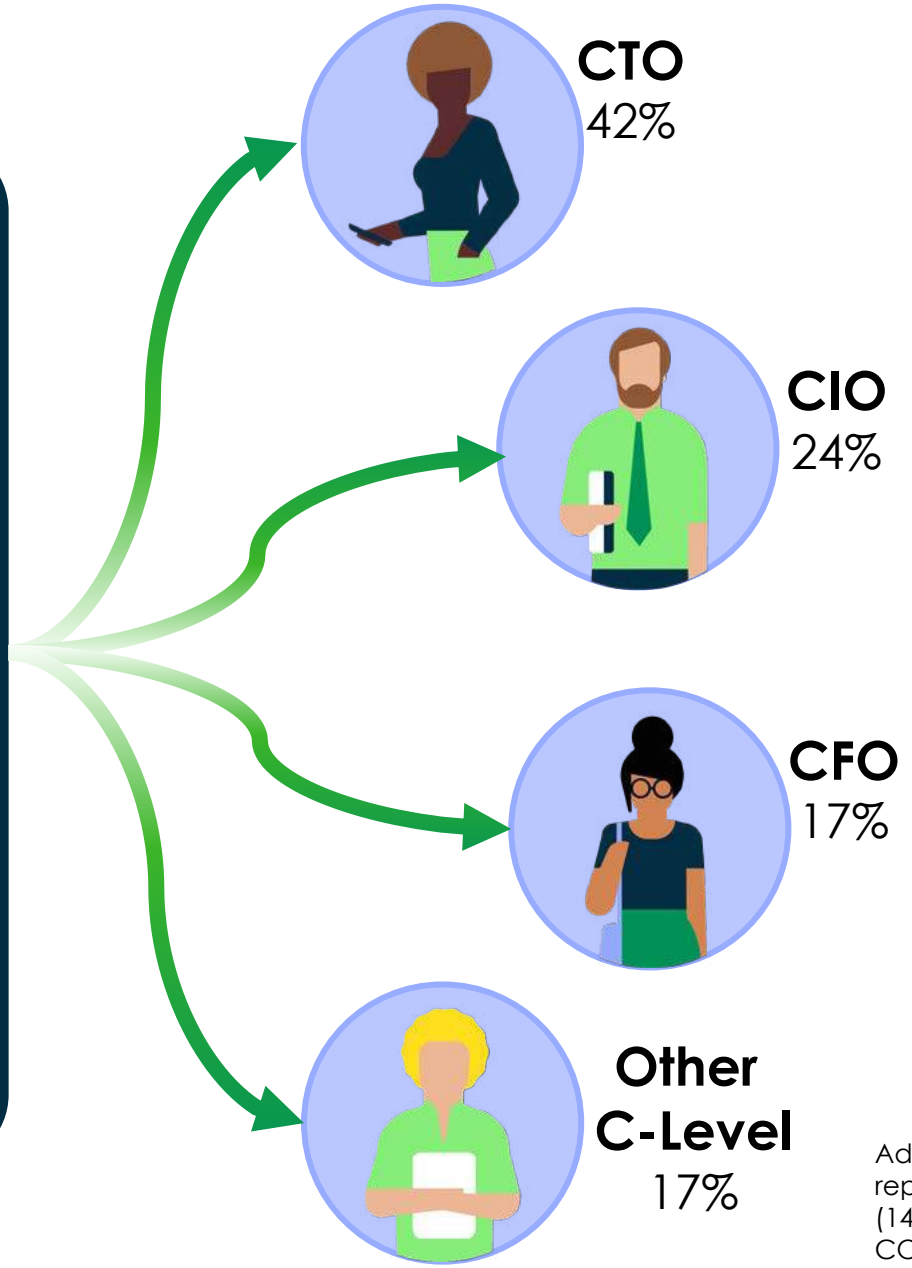
Top players in FinOps



(Source: https://data.finops.org)



Additional roles reporting into: Not sure (14%), Other (10%), COO (9%), Procurement (5%), CPO (4%), CDO (4%)

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Product Evolution

QUEBEC

- AWS spend reporting
- AWS cost optimization for Compute resources
- Resource scheduling (business hours)
- Automated corrective actions
- Account ownership managem ent
- Change management integra tion

Q1 2021

ROME

- Azure cloud spend reporting
- Azure cost optimization for compute resources
- Spend reporting based on tags
- Tag categories
- Support for hourly billing data granularity
- Amortized spend reporting
- Dedicated mid server selection
- Gov cloud support for AWS and Azure

Q3 2021

SAN DIEGO

- Budgets
- Spend forecasting
- Forecasting for budgets overrun or shortfall
- User/Team notifications
- Cost optimization from BYOL
- Reservation and savings plans
- Spend reporting enhancements – additional filters
- Automated test framework for upgrade testing

Q1 2022

TOKYO

- Google cloud spend reporting
- Google cloud cost optimization for compute resources
- New data retrieval method for Azure
- License and cloud cost simulator for AWS and Azure
- Performance enhancements in cloud insights and Metricbase

Q3 2022

UTAH

•Cloud Database Optimization

Q1 2023

VANCOUVER

•Name change from "Cloud Insights" to "Cloud Cost Management"
•Creation of Standalone SKU
•Cloud Cost Management Workspace
•Admin center/Guided Setup
•Spend reporting on 12 months of data
•Storage Optimizations for AWS, Azure, and GCP

Q3 2023

Cloud Cost Management Workspace

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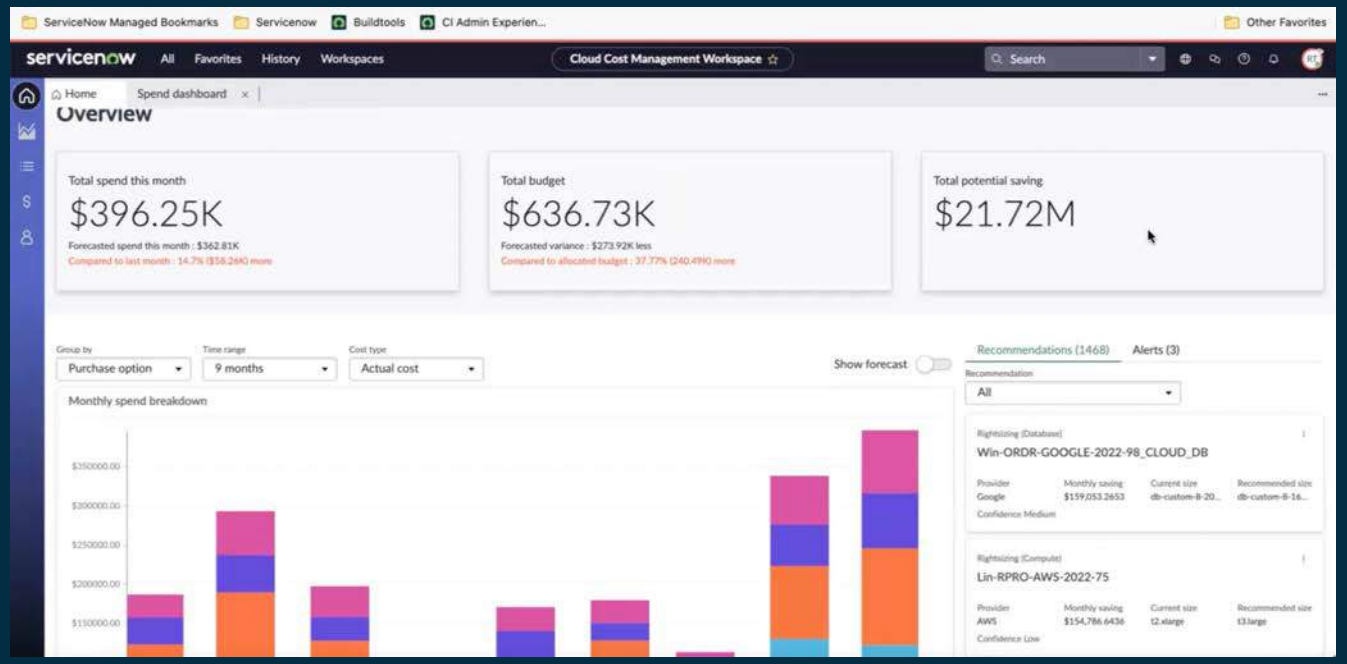
Next Experience

Cloud Cost Management or Software Asset Management Enterprise



Redesigned workspace for Cloud Cost Management that empowers users to analyze cloud costs, optimize resource utilization, and make data-driven decisions.

Streamline Cloud Cost Analysis and Resource Optimization

1. Streamline cost analysis and identify cost-saving opportunities for improved cost efficiency and savings.
2. Optimize resource utilization based on data-driven insights, leading to improved efficiency and resource management.
3. Make informed decisions and drive cost optimization initiatives aligned with business goals and objectives.

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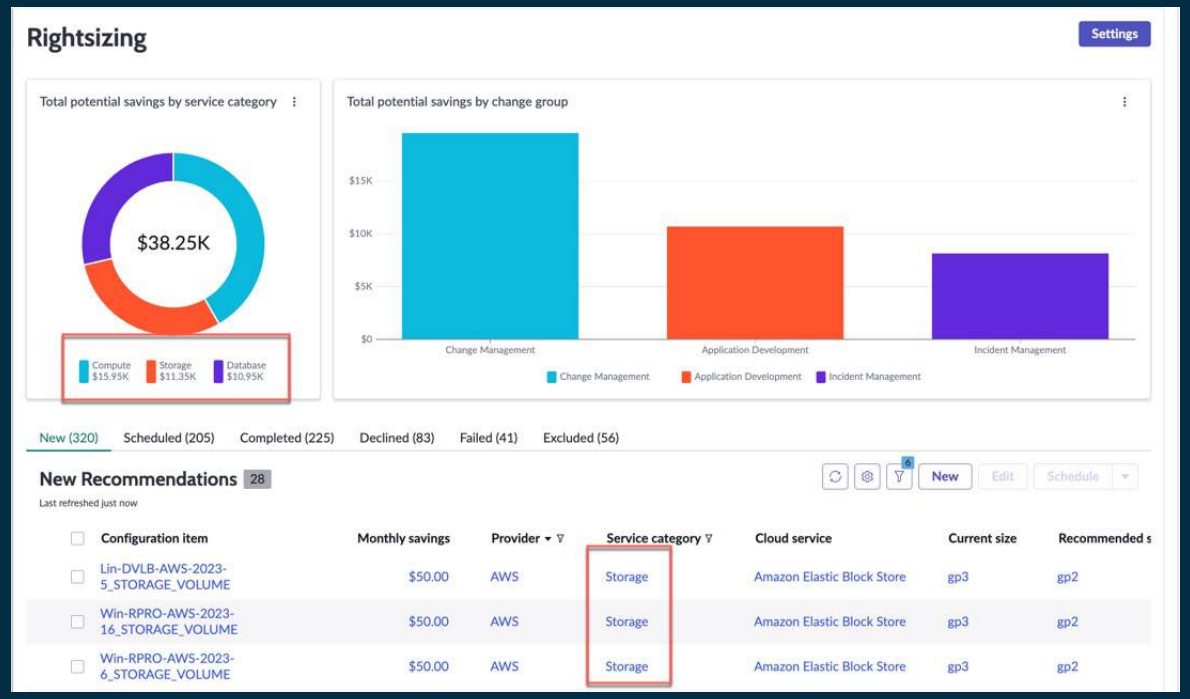
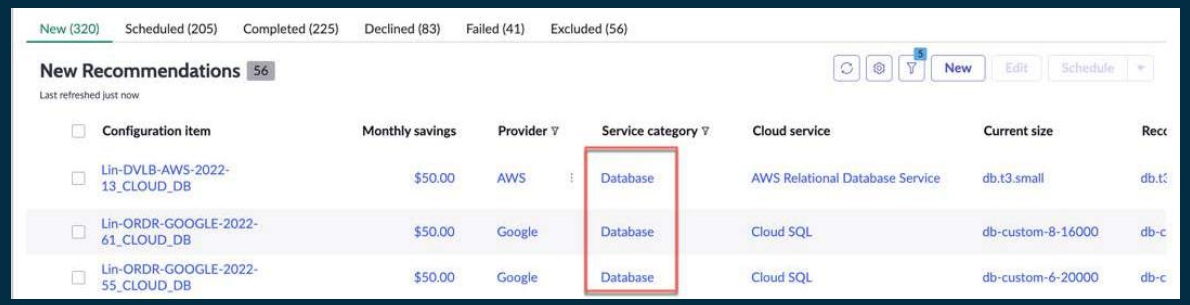
Cloud Storage & Database Optimization

(Cloud Cost Management)





Cloud Cost Management or Software Asset Management Enterprise

Expanded coverage for improved cost management and optimization.

1. Reduce cloud storage and database expenses through optimization.
2. Integrate with existing support for compute and database optimization.
3. Full cost-saving coverage across the most common cloud services of AWS, Azure, and Google Cloud.

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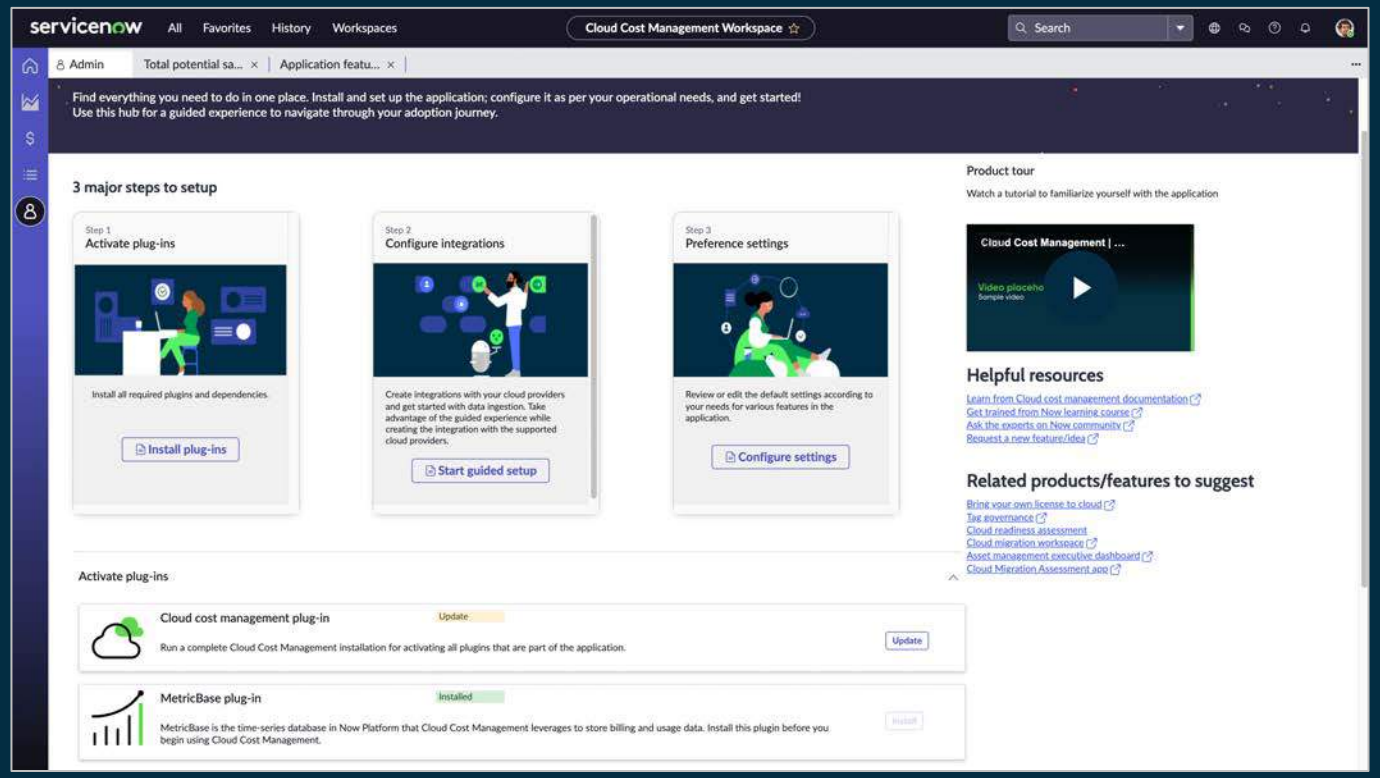
Guided Experience

(Cloud Cost Management)



Cloud Cost Management or Software Asset Management Enterprise

Central workspace location for guided setups, tasks, resources, and experiences.

1. Get your Cloud Cost Management up and running faster with reduced setup time.
2. Find handy learning resources and best practices right in your cloud cost management workspace.
3. Get helpful recommendations and keep track of tasks as you complete them.

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Analyze Spend
Cost Optimization
Budgets & Insights Owners

60 minutes

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What we learned

How to save money by not running cloud resources 24x7

- Cloud Insights lets you define policies that determine when resources need to be turned off

How to reduce costs by rightsizing your cloud Infrastructure

- Cloud Insights analyzes resource usage to see if there is excess resource capacity
- Recommendations are provided using your billing and usage data

How the ServiceNow platform allows you to do more

- Change requests are automatically sent based on jobs to turn on or off machines, eliminating unsustainable manual effort
- Change request are auto generated for machines to be rightsized making the task defined and easy

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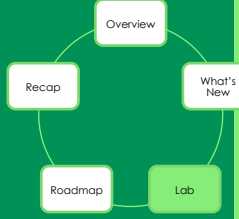

Lunch

30min

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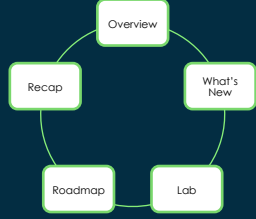
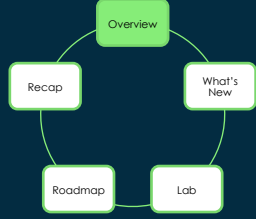


Enterprise Asset Management

Oversee the full lifecycle of physical business assets



EAM is challenging enough as it is

Lack of asset visibility

1 in 3 companies lack asset visibility across the lifecycle

Inventory planning

18% of businesses report parts inventory reductions when automating EAM

Risk exposure

1 in 5 companies identify non-documented assets as a main pain point

Inability to Scale

27% of organizations say legacy systems were not built to integrate and scale

Over 50% of global software decision-makers were unsatisfied with or looking to replace their EAM software." - Forrester , Tame The Asset Management Beast February 13, 2023

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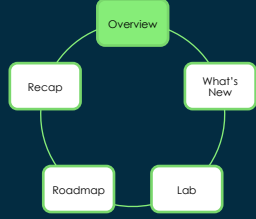

EAM efficiency with ServiceNow

Enterprise Asset Management

Drive Transparency

Reduce Expenses

Mitigate Risk

Optimize Processes

Manufacturing

Tracks connected assets across its manufacturing sites, retail stores, and offices to better control risk exposures.

Hospital System

A single platform for end-to-end-asset management, replacing disparate clinical and facility systems.

Armed Forces

Digital inventory management, to improve asset and spare part accuracy by modernizing paper-based processes

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Scale operations and automate workflows across teams

Field Service Management

Manage field service technicians, servicing, scheduling, and dispatching for enterprise assets

Workplace Service Delivery

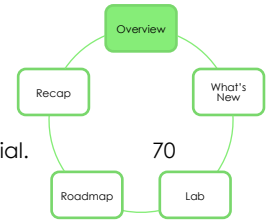
Streamline hybrid work and facility-related experiences for everyone on a unified platform

Operational Technology Management

Operate and secure OT assets for maximum productivity and uptime

Environmental, Social and Governance (ESG)

Create an enterprise-wide ESG command center to plan, monitor, and measure impact



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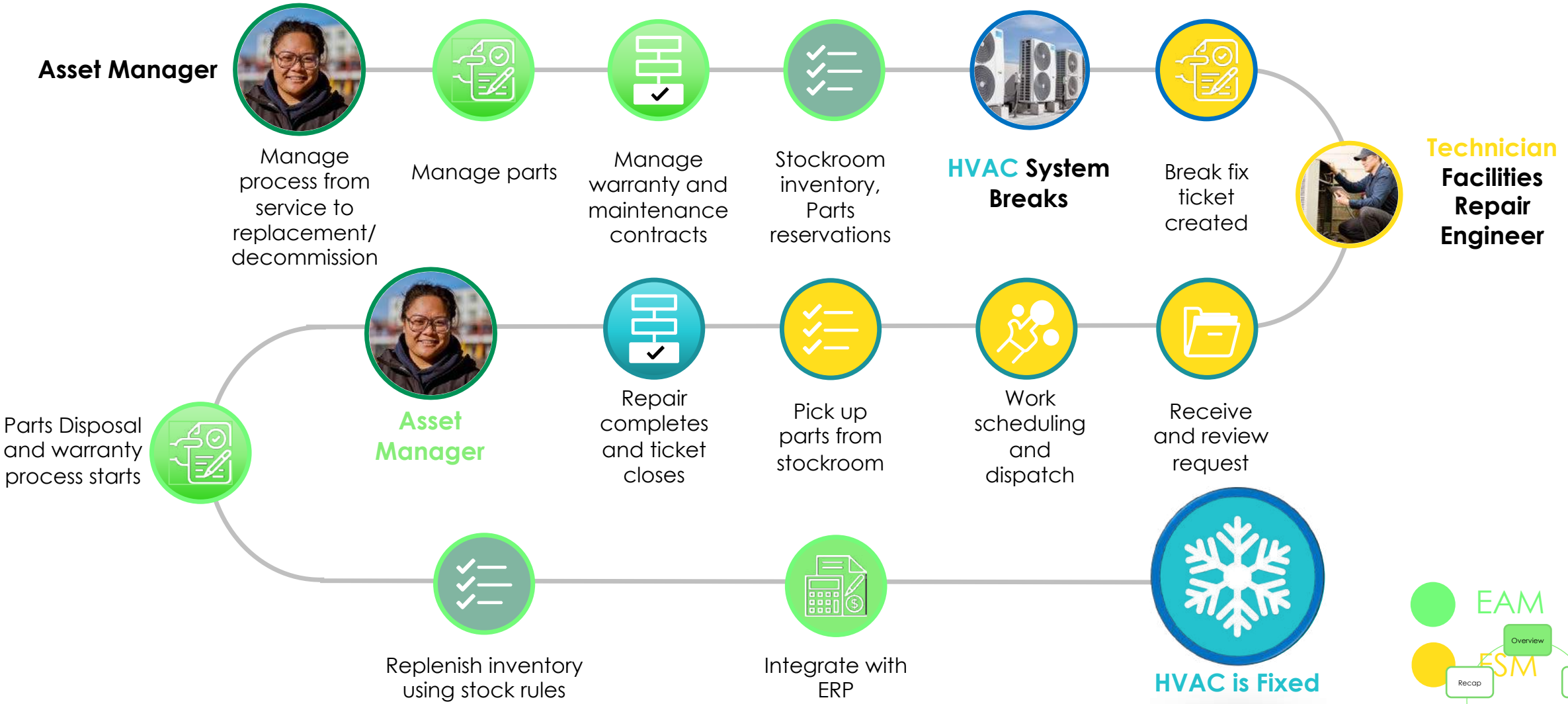
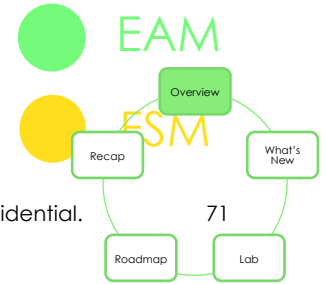
ServiceNow automates asset lifecycle and servicing





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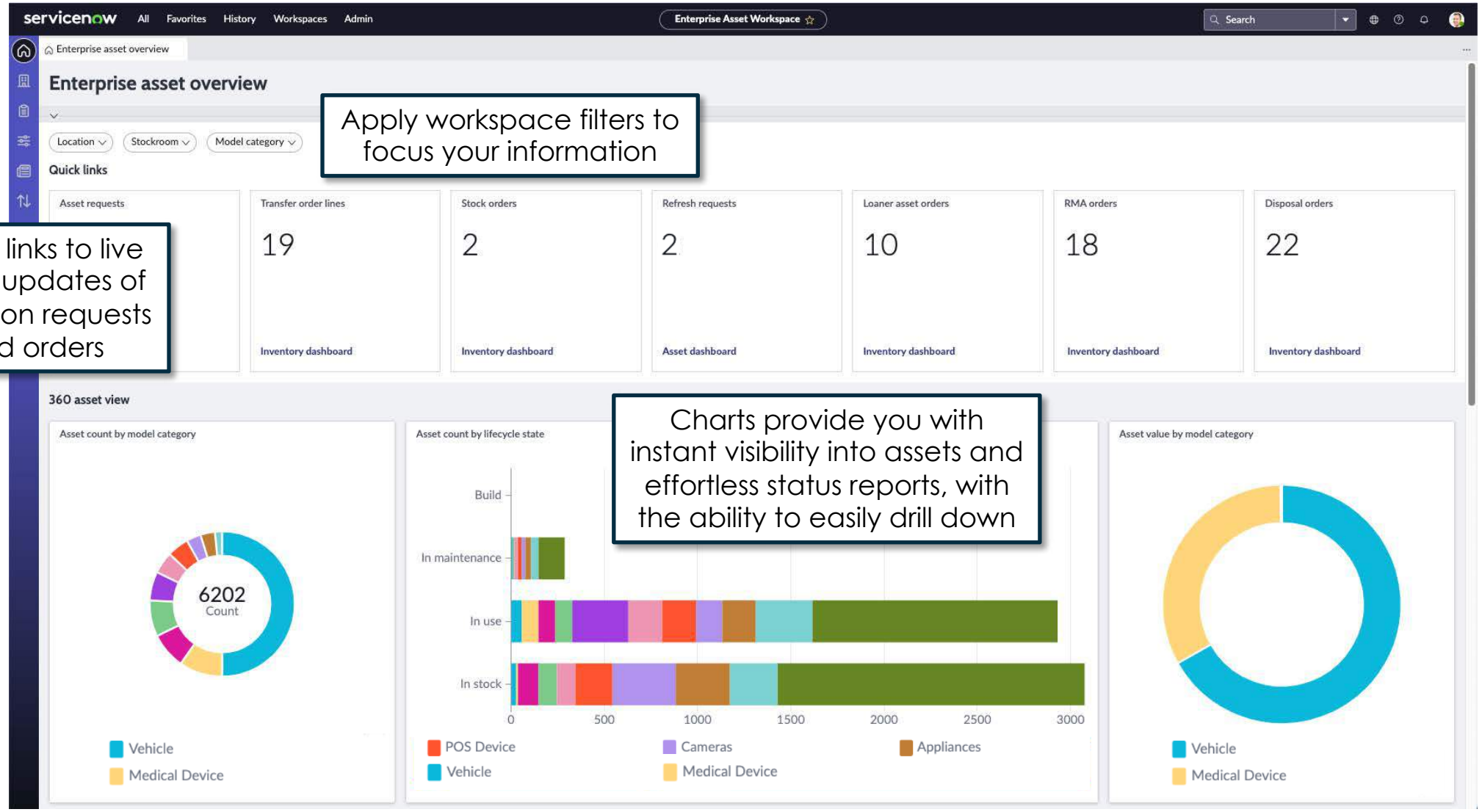
The Enterprise Asset Workspace is your control tower



Apply workspace filters to focus your information

Quick links to live status updates of common requests and orders

Charts provide you with instant visibility into assets and effortless status reports, with the ability to easily drill down

Enterprise Asset Workspace

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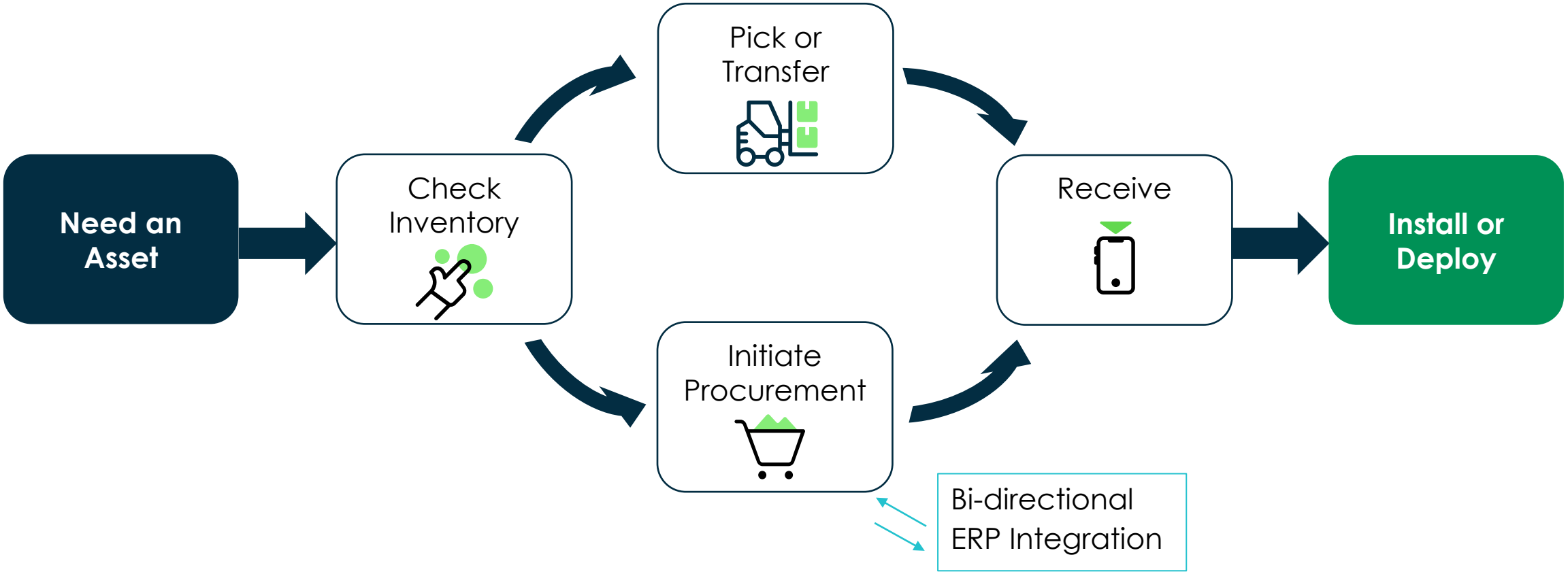
Easily handle asset “acquire-to-install” workflows



Convery belt refresh planned for next month

Seasonal store display plan calls for temporary fixtures

Clinical director requests a portable air filtration unit

Law enforcement station needs tactical gear for new recruits

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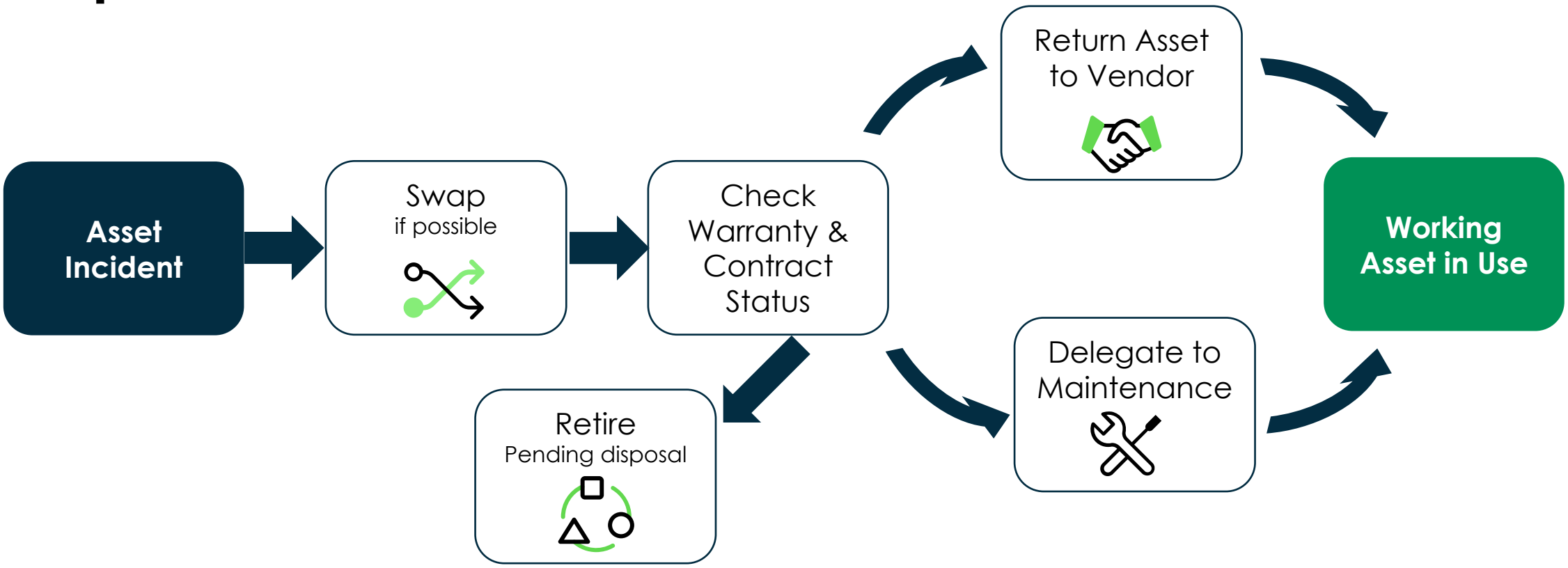
Oversee operational asset workflows during the lifespan



Leased intelligent sewing machine is malfunctioning

Air conditioning rooftop unit breaks before end of useable life

Nurse reports that a bed is stuck and needs to be replaced

An operator crashed an agency drone used for inspections

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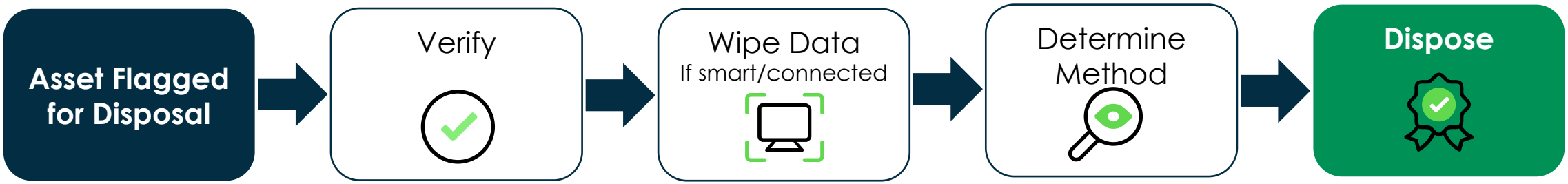
Safely dispose assets in accordance with regulations



Retiring oven dryers due to production site closure

Old commercial deep fryers upgraded with more efficient models

Decommission an imaging machine purchased when it was at end of lease

Broken mobile power generator is returned and is unrepairable

servicenow

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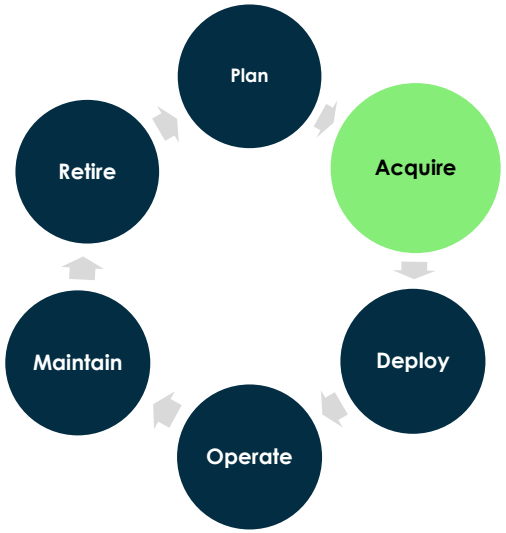
Simplify how employees request assets



Catalog makes it easy for employees to find and request enterprise assets

Place asset orders on the mobile app

Employees can track their requests and approvals

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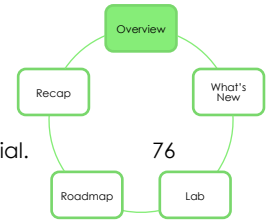
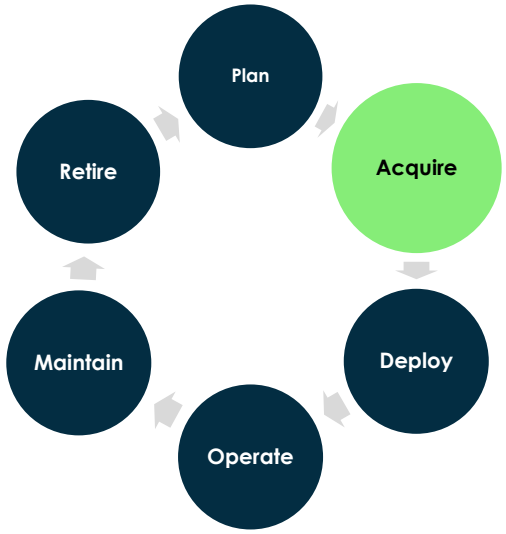


Source and transfer assets across location



servicenow All Favorites History Enterprise Asset W... Search

Enterprise asset overview TO0010013

TO0010013

Details Transfer Order Lines (2)

Transfer Order Lines 2

Last refreshed 10m ago.

Number	Stage	Updated	Model	Quantity requested
TOL0010026	Draft	2022-06-09 18:16:41	Mettler Toledo Retail Counter Scale UC-CWT Evo CT	1
TOL0010027	Draft	2022-06-09 18:16:41	Mettler Toledo Retail Counter Scale UC-CWT Evo CT	

Easily make asset transfers across your multiple sites, including bulk transfers

servicenow All Favorites History

Enterprise asset overview TO0010013

TO0010013

Details Transfer Order Lines (2)

Transfer Order

Number: TO0010013

Stage: Draft

From stockroom: EAM Stockroom West

To stockroom: EAM Stockroom East

From location: Santa Monica, CA

To location

Requested date: 2022-06-09 18:16:41

Delivery by date: 2022-06-17 12:00:00

Specifications
Description: High-performance scale wi
Operator Display: 12.1" (30.7 cm) TFT LED
Customer Display: 12.1" (30.7 cm) TFT LED S
Label printer: Thermal
Memory: 2 GB (4 GB optional)
Operating System: Windows Embedded Stan
Capacity: 250 GB Hard Drive or larger
Networked: Wireless or Wired

Accurately source assets from your entire asset inventory – no matter where it is located

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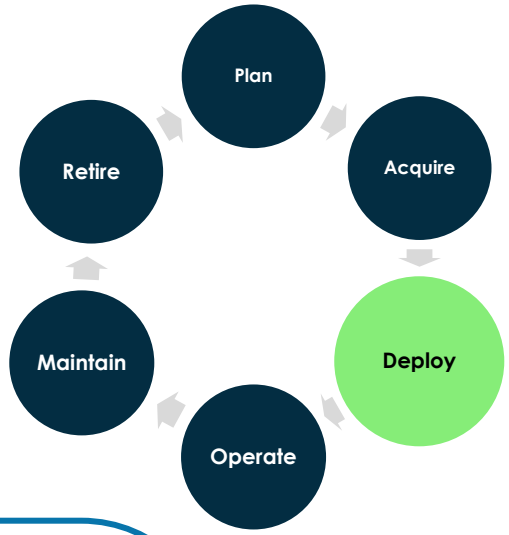
Deploy multi-component assets

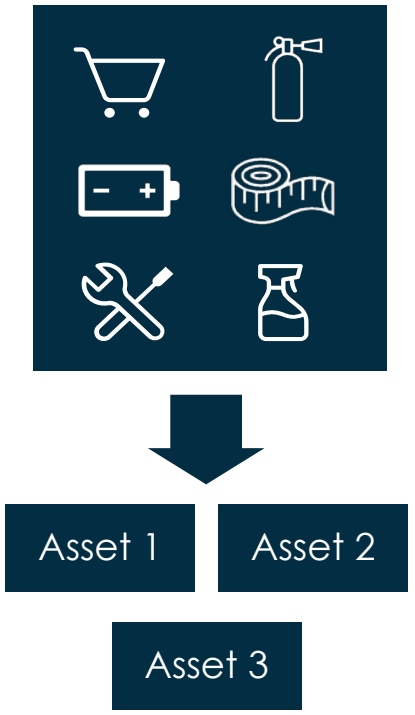


User-assembled assets

Common consumable and/or serialized asset collections acquired separately and compiled by an organization

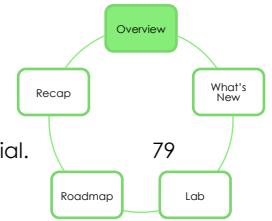
Pre-assembled asset

Components tracked within one complex asset when it ships already put together



Treat multi-component assets as one entity to:

- Stock
- Stage
- Install
- Reserve
- Return
- Retire
- Dispose



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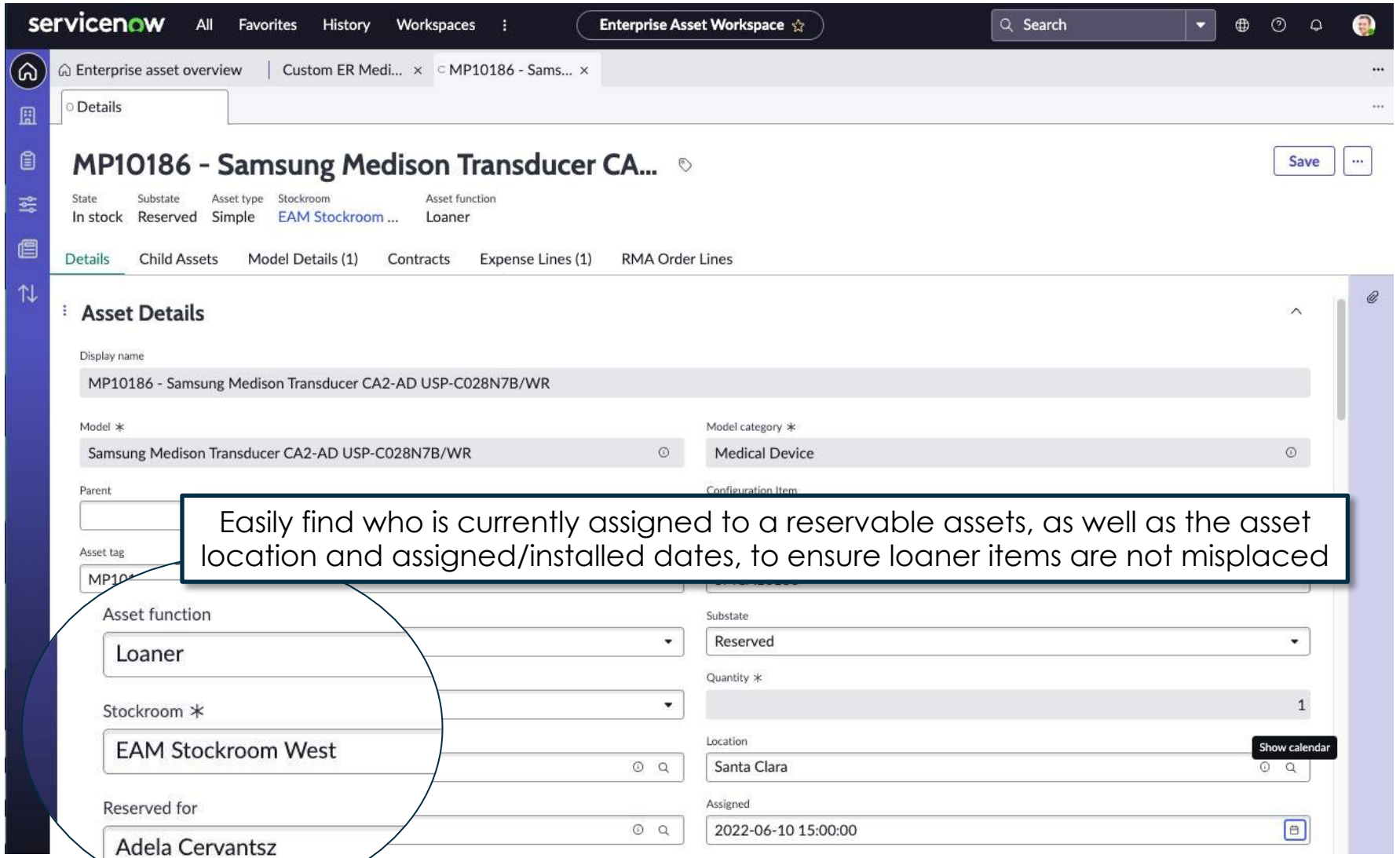
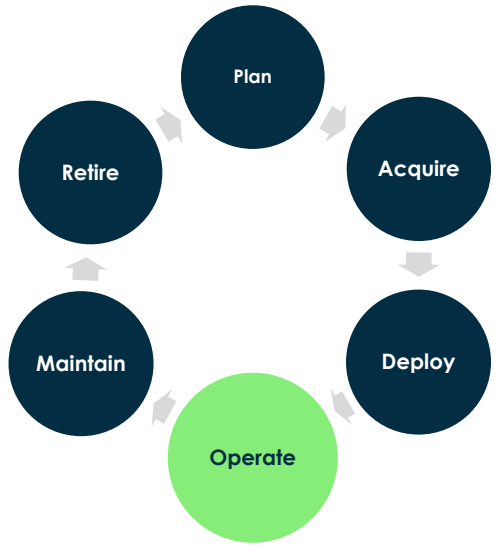
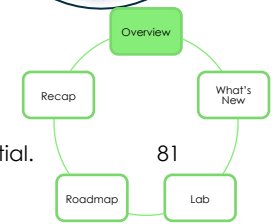
Manage shared asset reservations/loaners



Easily find who is currently assigned to a reservable assets, as well as the asset location and assigned/installed dates, to ensure loaner items are not misplaced



Adele in Santa Cruz has reserved this Transducer



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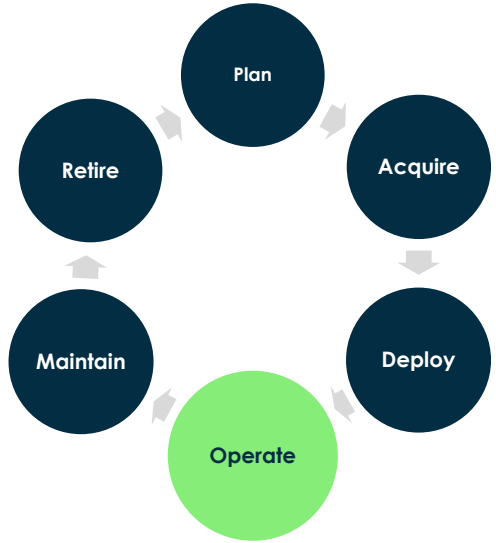
Comply with recalls



servicenow All Favorites History Workspaces Enterprise Asset Workspace Search

Inventory | MP10186 - Sams... | ERO0001005

Inventory

Overview | All stockrooms | Stockroom types | Stock rules | Asset audits | Disposal orders | Loaner asset orders | RMA orders | RMA order lines | Transfer orders | Recall orders

Recall orders 6

Last refreshed just now.

Export | New

Number	State	Recall source	Recall notice number	Model	Remediation	Remediate by	Created
ERO0001005	In Progress	Detroit	FLC100437	Detroit Diesel Engine DD13 Gen 5	Repair		2022-06-09 18:16:28
ERO0001004	In Progress	GE H					
ERO0001003	In Progress	IV					

servicenow All Favorites History Workspaces Enterprise Asset Workspace Search

Inventory | MP10186 - Sams... | ERO0001005

Details

ERO0001005

Cancel Order | Save

Details | Enterprise Recalled Ass... (80)

Enterprise Recalled Assets 20

Last refreshed 2m ago.

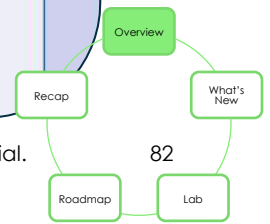
Display name	State	Location	Stage	Remediation action
T10005-P1 - Detroit Diesel Engine DD13 Gen 5	In use	New York City	Prepare	On-site Repair
T10057-P1 - Detroit Diesel Engine DD13 Gen 5	In use	Santa Clara	Prepare	On-site Repair
T10054-P1 - Detroit Diesel Engine DD13 Gen 5	In use	Santa Clara	Prepare	On-site Repair
T10008-P1 - Detroit Diesel Engine DD13 Gen 5	In use	New York City	Prepare	On-site Repair
T10001-P1 - Detroit Diesel Engine DD13 Gen 5	In use	New York City	Prepare	On-site Repair

Attachments

Search attachments

dd15-gen5-side-min.png
123.0 KB

Ensure the organization remedies all assets and components subject to manufacturer or regulated government recalls



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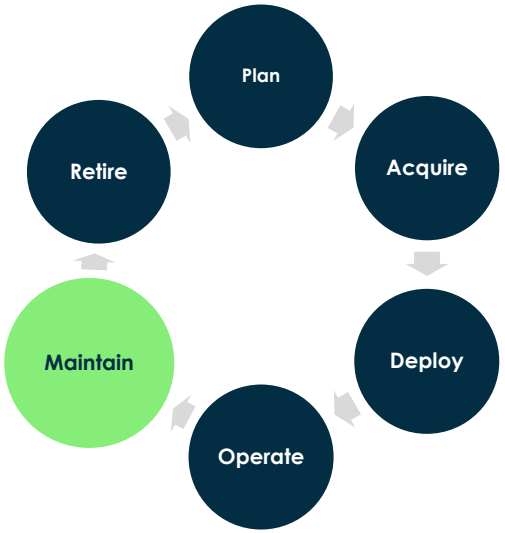
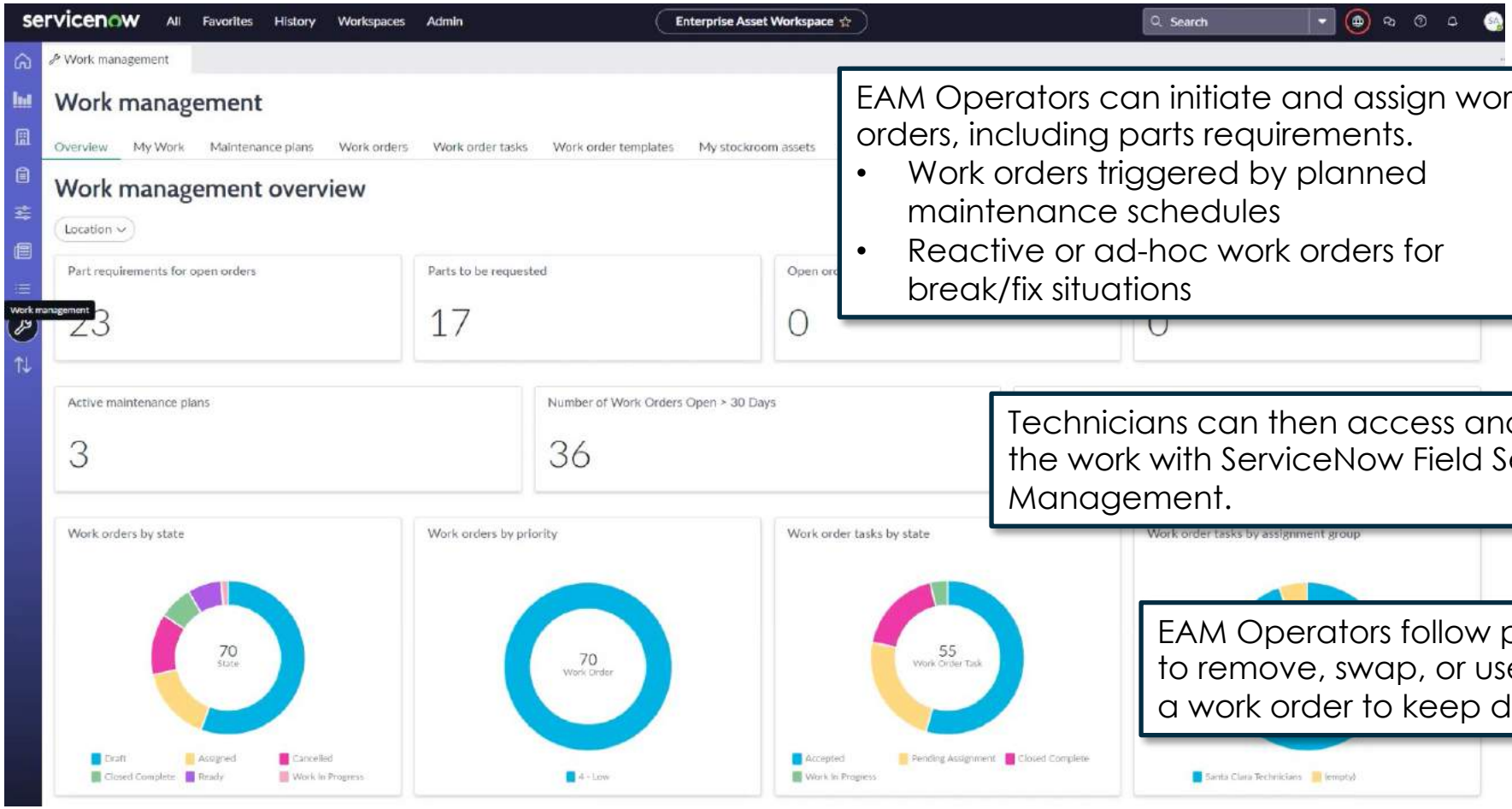
Initiate and assign work orders





EAM Operators can initiate and assign work orders, including parts requirements.

- Work orders triggered by planned maintenance schedules
- Reactive or ad-hoc work orders for break/fix situations

Technicians can then access and execute the work with ServiceNow Field Service Management.

EAM Operators follow prescriptive workflows to remove, swap, or use assets as a result of a work order to keep data accurate.

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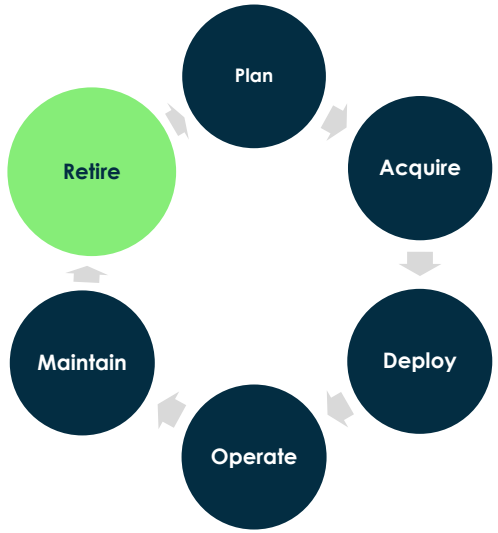
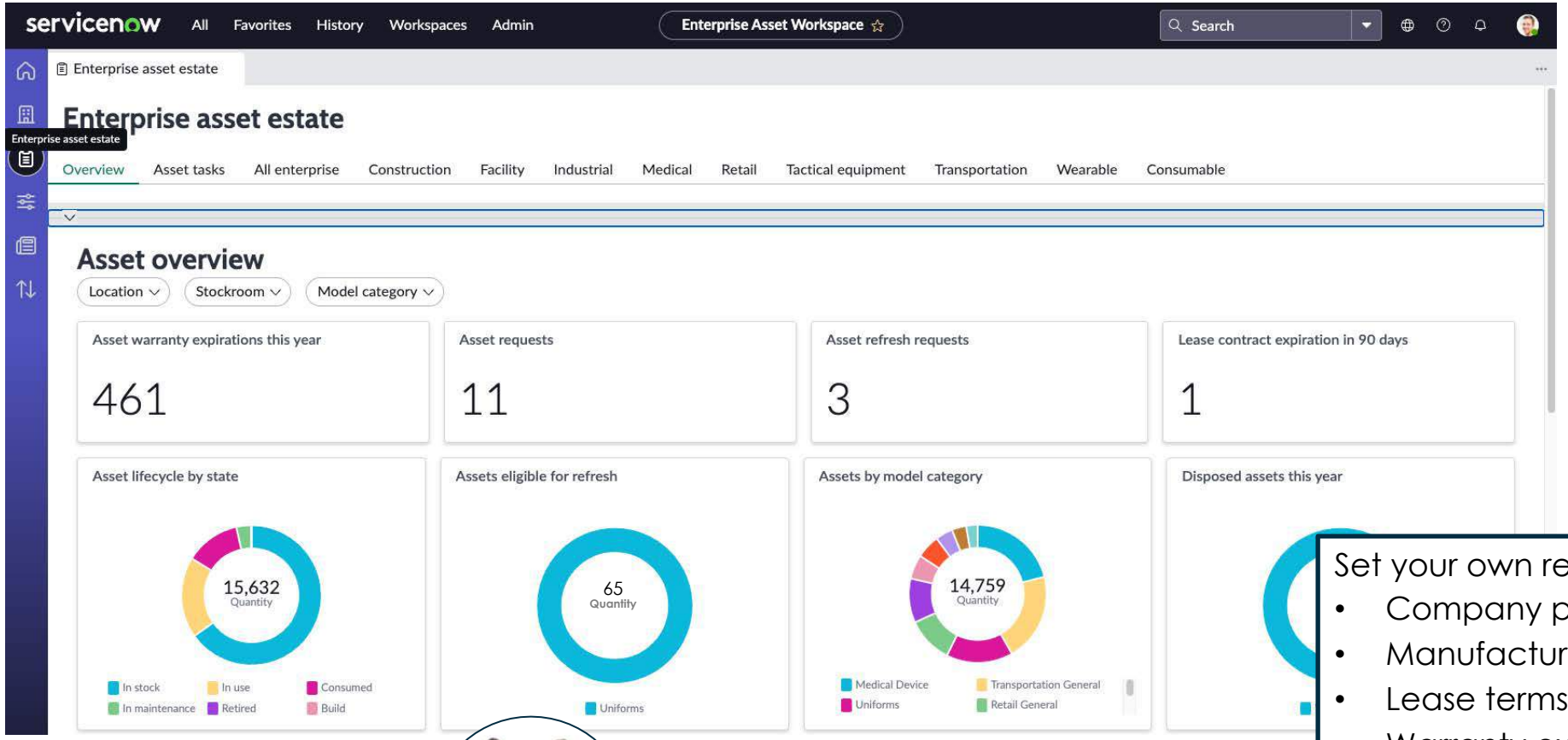
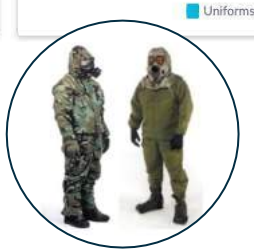
Take action on assets eligible for refresh



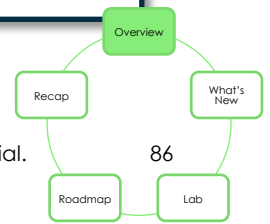




Model	Asset tag
ACME UK Suit Chemical Protective DA156D	ZZ0044

Set your own refresh criteria based on

- Company policy
- Manufacturer model lifespan
- Lease terms
- Warranty expiring
- Service contract termination



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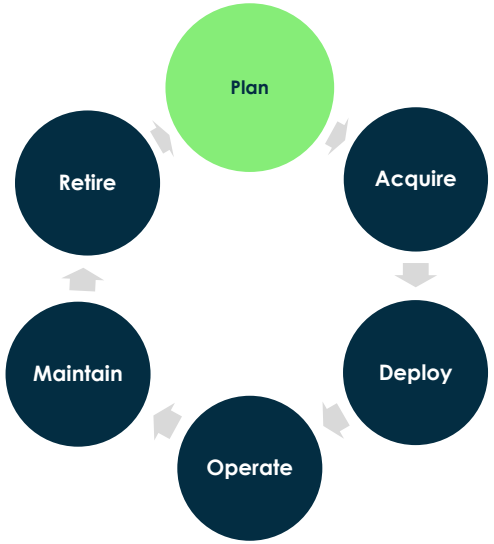
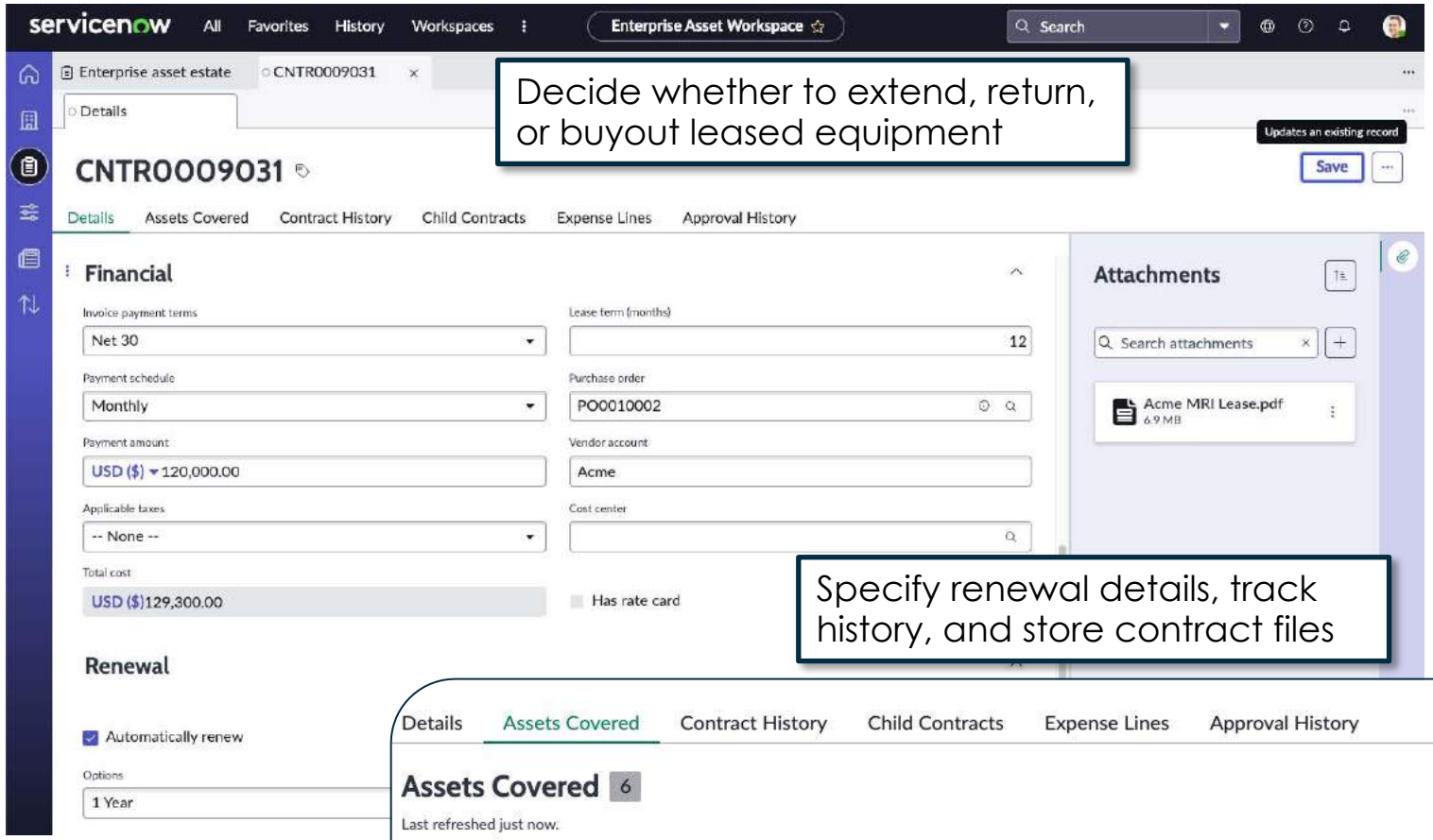
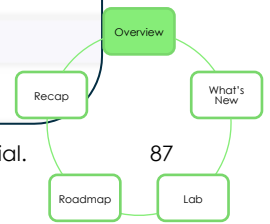
Plan for assets nearing the end of lease





Decide whether to extend, return, or buyout leased equipment

Specify renewal details, track history, and store contract files



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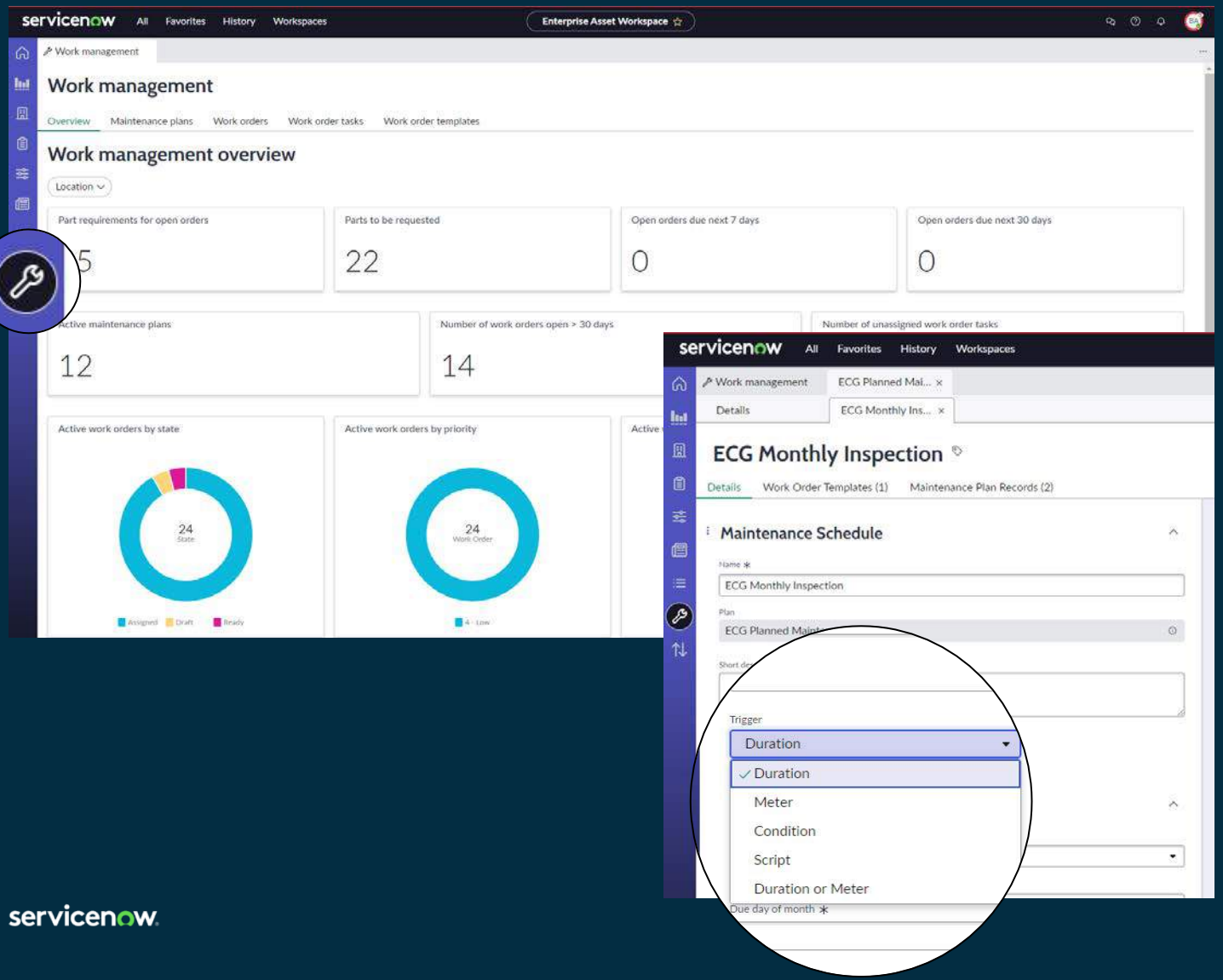
Work Management

Integrated Experience in EAM's Workspace



Create maintenance plans, maintenance schedules, work templates, and checklists

1. Enterprise Asset Manager can create plans for inspections, planned, and preventative maintenance activities.

2. Multiple options to schedule and trigger plans:
   - Duration (schedule-based)
   - Meter (asset attribute data)
   - Condition (complex filters)
   - Scripts

3. Proactively manage the health and performance of enterprise assets.

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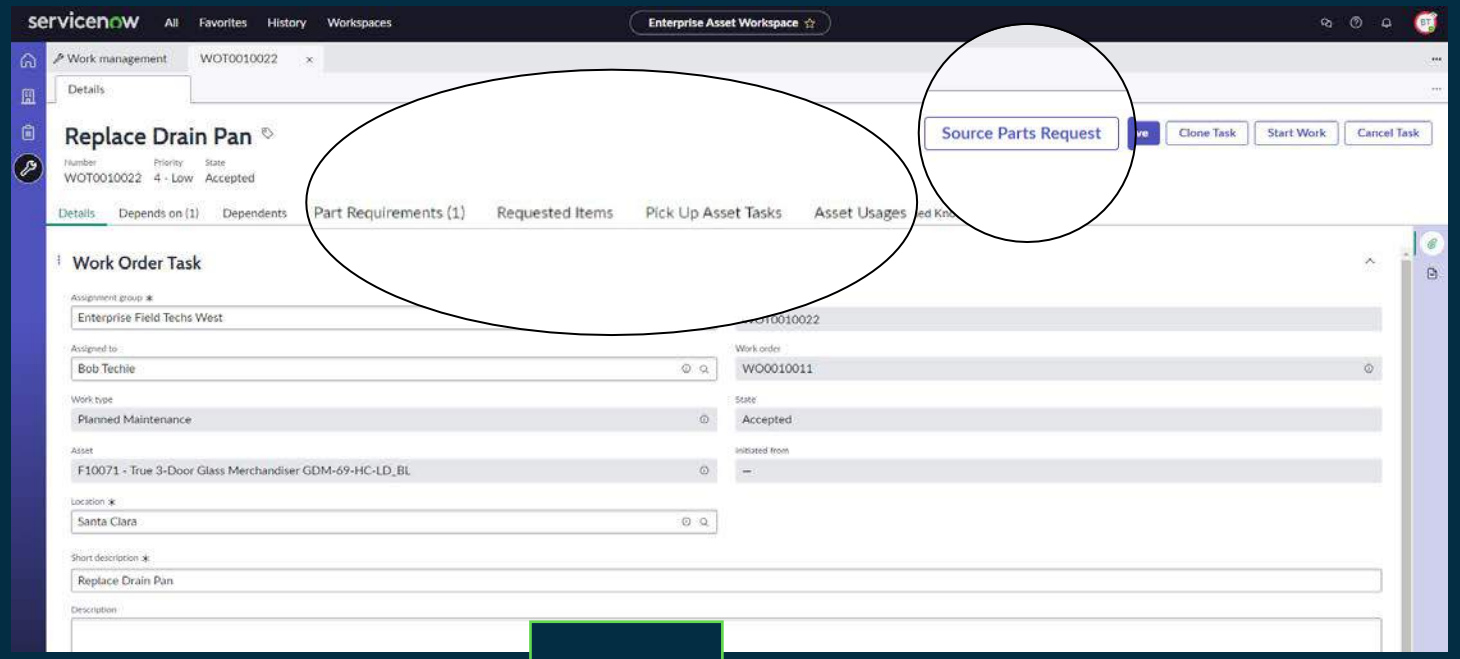
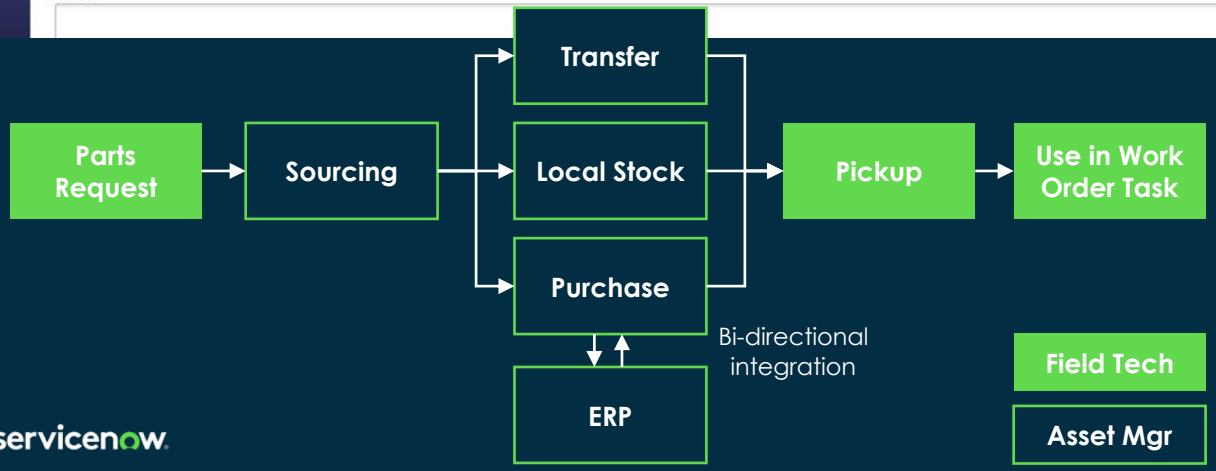
Work Management

Follow asset management best practices to request parts





Streamlined parts ordering process

1. Requested parts are sourced by enterprise asset managers / inventory managers.
2. Pick up tasks enable field techs to transfer parts from stockrooms into their personal stockroom.
3. Follow standard asset request flow.

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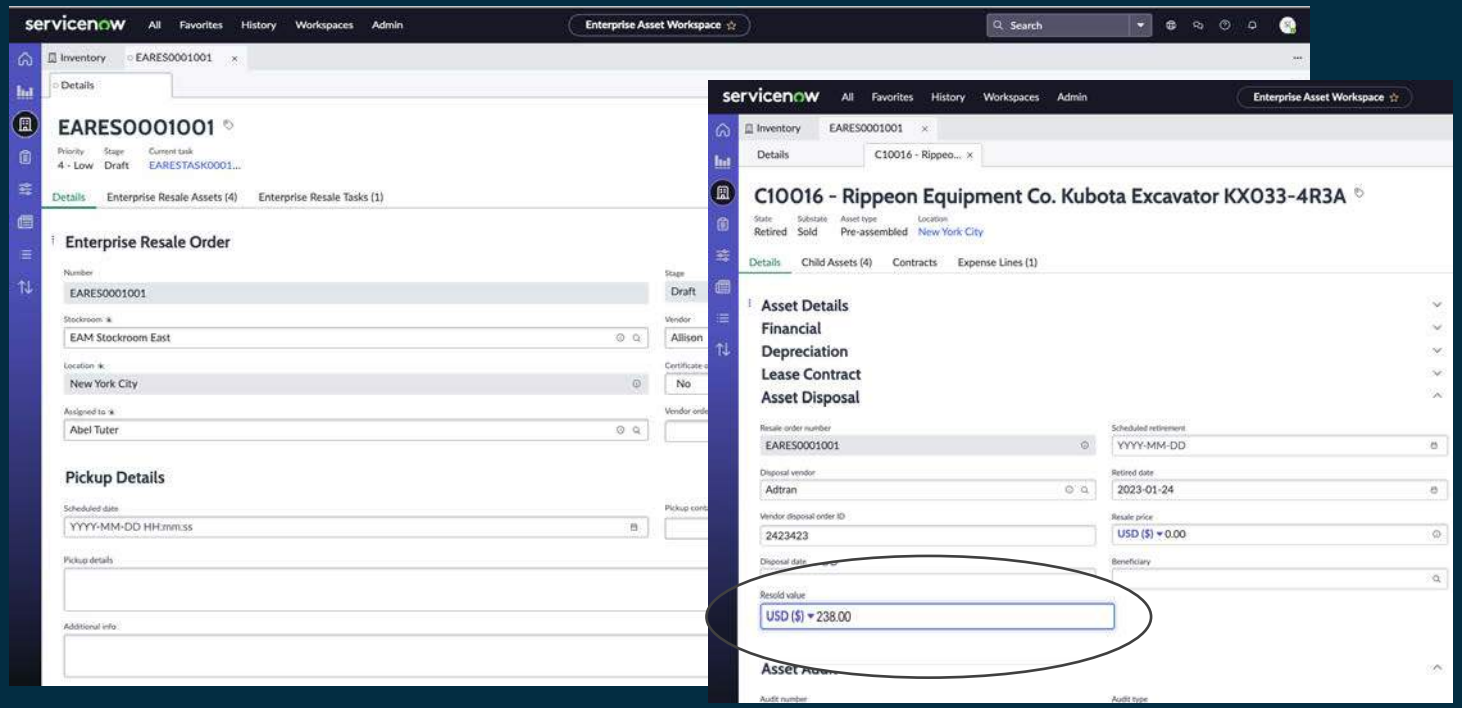
Asset Resale Workflow

Automate the process of reselling assets with an audit trail.



Automated workflow to support resale of enterprise assets and receive vendor credit

1. Add assets that are at the end of their lifecycle and that are eligible for resale to the resale order.
2. Assign and track step by step resale tasks. Keep complete trail of the resale workflow.
3. Receive vendor confirmation and record the resold value against each resold asset.

Assets pending Resale → Verify → Schedule → Depart → Confirm → Document

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Product Evolution

EAM first introduced on Tokyo (Q3 2022)

TOKYO

- Asset Workspace
- Multi-component Models and Assets
- Model and Asset Risk Scores
- Automated Asset Actions
- RMA Orders
- Recall Orders
- Disposal Orders
- Loaner Asset and Reservations
- Mobile-enabled Asset Audits
- Lease-end Management
- Inventory Stock Orders
- Asset Refresh
- Asset Request

Q3 2022

UTAH

- Work Management – Maintenance Plans
- Work Management – Parts Sourcing and Asset Actions
- Asset Reclamation Workflow
- Asset Swaps with Substitutes
- Asset Resale Workflow
- RFID/Zebra Integration
- Advanced Shipment Notification (ASN)

Q1 2023

VANCOUVER

- Linear asset management
- Asset workflows support for granular location hierarchy
- Enterprise asset move workflow
- Multi-tier classification
- Enterprise asset onboarding update
- Multiple model components and IDs for consumable models
- Bulk import for EAM
- Pallets & aisle / space
- Advanced inventory and distribution
- Stockroom form UI update
- Contract and lease management update
- Contract renewal flow
- Asset risk score update

Q3 2023

EAM Overview of **Major** New Features and Enhancements (1/2)

New Feature	What	Business Outcomes	Wow Factor
Linear asset management	Track and manage linear assets (roads, pipelines, etc.)	Enhanced analysis and maintenance of linear assets	Dedicated support for linear asset use cases
Asset workflows support for granular location hierarchy	When users submit request for new assets, they can specify granular deployment location	All asset workflows just got smarter	Loaner, parts requests, and refresh workflows also leverage the asset's granular location hierarchy
Enterprise asset move workflow	Prescriptive workflow to execute assets moves from one location to another using shipping or local move tasks	Streamline asset supply chain and inventory management	Optimize inventory levels and carry less deadstock
Multi-tier classification	Report on models and assets by classification	Follow asset management best practices to request parts	Automatically filter classification list available for asset managers to show what is relevant based on model classes and categories
Enterprise asset onboarding update	Comprehensive onboarding process for completion of essential asset information	Structured and efficient asset onboarding process	Easily manage asset details, enhance data accuracy, and improve overall asset management
Multiple model components and IDs for consumable models	Manage model components and consumable assets more efficiently	Simplify component management and asset identification	Users can now add multiple model components at once
Bulk import for EAM	Spreadsheet-based creation and updates for models and assets	Simplify enterprise model and asset data migration	Models and assets can be imported simultaneously
Pallets & aisle / space	Create and use pallets, incorporate aisle and space attributes	Optimize asset tracking, streamline inventory management, and enhance overall asset handling	Precisely track the location of assets within a stockroom

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EAM Overview of **Major** New Features and Enhancements (2/2)

New Feature	What	Business Outcomes	Wow Factor
Advanced inventory and distribution	Track inbound/outbound asset shipment details from carriers in ServiceNow	Streamlined real-time shipment tracking and optimized logistics	Introduction of shipment records in relevant workflows simplifies tracking and improves asset management
Stockroom form UI update	User friendly interface to improve inventory logistics chain	Better manage and intelligently execute operations of a stockroom, warehouse or distribution center	Realtime stock level updates and one click reordering to ensure right sized inventory
Contract and lease management update	Simplify contract handling, task tracking, and approvals for new contract types	Experience enhanced contract management features for efficient contract handling	Overview tab provides information about critical actions, expenditure charts, and expiring contract details
Contract renewal flow	Prescriptive workflow to renew warranty and maintenance contracts	Guided process UX	Renew contracts through a streamlined and managed process
Asset risk score update	Configure asset risk scores for asset models to enhance risk visibility	Gain deeper insights into risk factors, make informed decisions, and efficiently manage assets based on risk assessments	Users can now set individual risk values for assets, either aligned with the model or overridden

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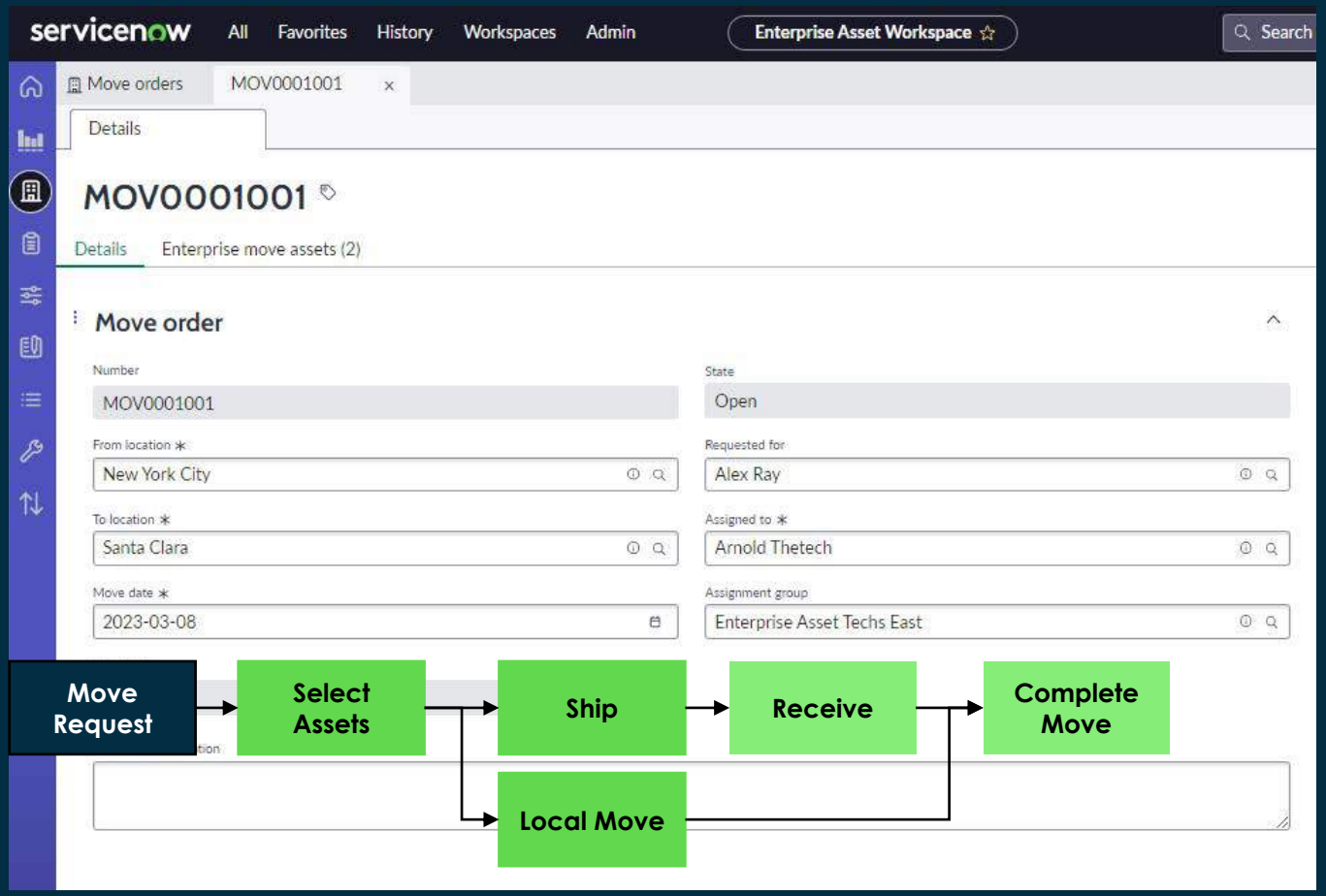
Enterprise asset move workflow



Streamlined parts ordering process with prescriptive workflow for end-users and asset managers

1. Asset managers or end-users can initiate move requests from the service catalog
2. Follow a prescriptive workflow to execute asset moves between locations, utilizing shipping or local move tasks.
3. Ensure the right assets are moved to the right location on time

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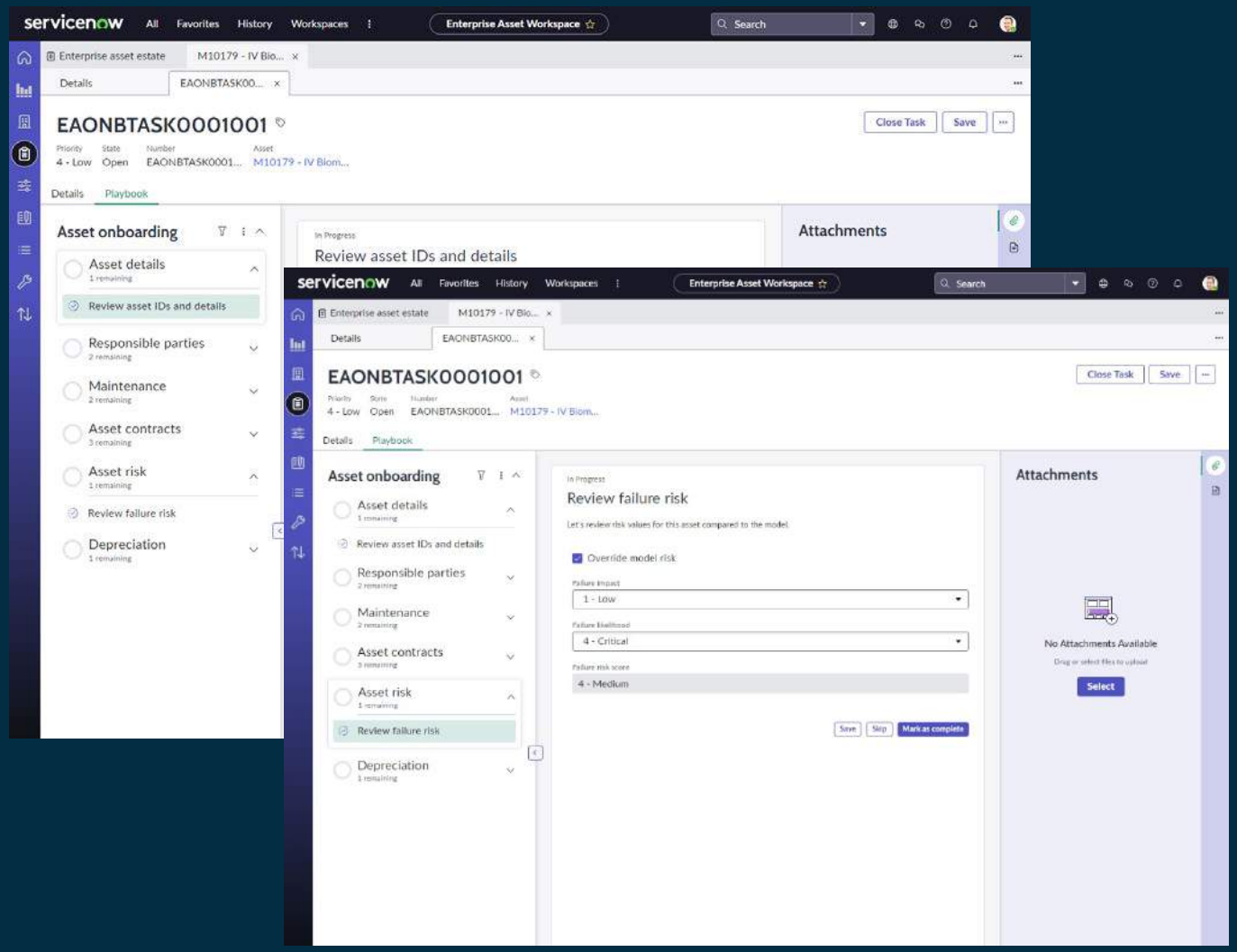
Enterprise asset onboarding update



Structured and efficient asset onboarding process

1. Wizard-like onboarding steps to fill in required asset details, including warranty expiry dates, maintenance contracts, service contracts, maintenance plans, and risk values
2. Onboarding can be triggered from the asset record or during sourcing/request flows, creating an onboarding task for each asset
3. Onboarding tasks are displayed in a playbook on the asset onboarding task record, allowing for predefined and custom-defined activities
4. Onboarding tasks can only be closed when the process is complete, preventing task closure if activities are still in progress

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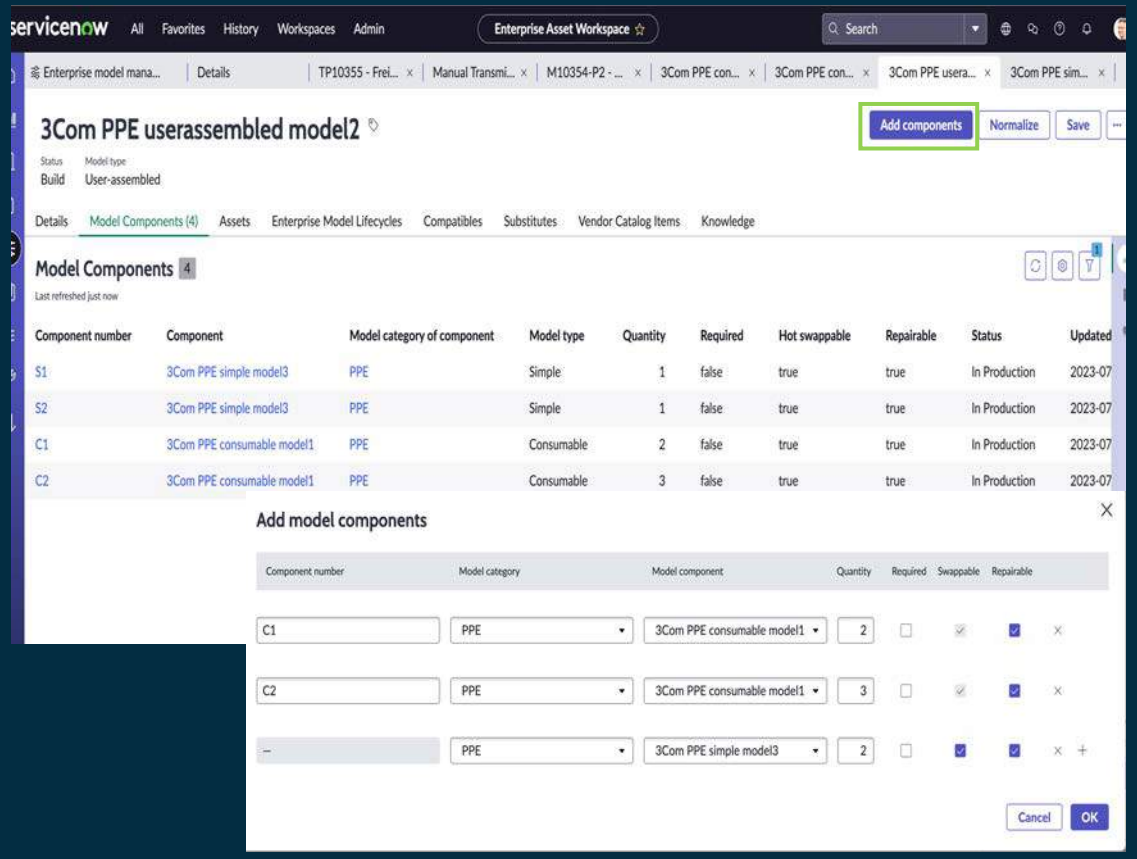
Multiple model components and IDs for consumable models



Manage model components and consumable assets more efficiently

1. Users can now add multiple model components at once
2. New pop-up allows users to add multiple serialized components using the ‘quantity' attribute, enhancing asset tracking
3. Consumable component child assets are no longer merged, each asset is uniquely identified with a ‘component number'
4. Users can perform operations on individual components and assets, boosting flexibility and accuracy

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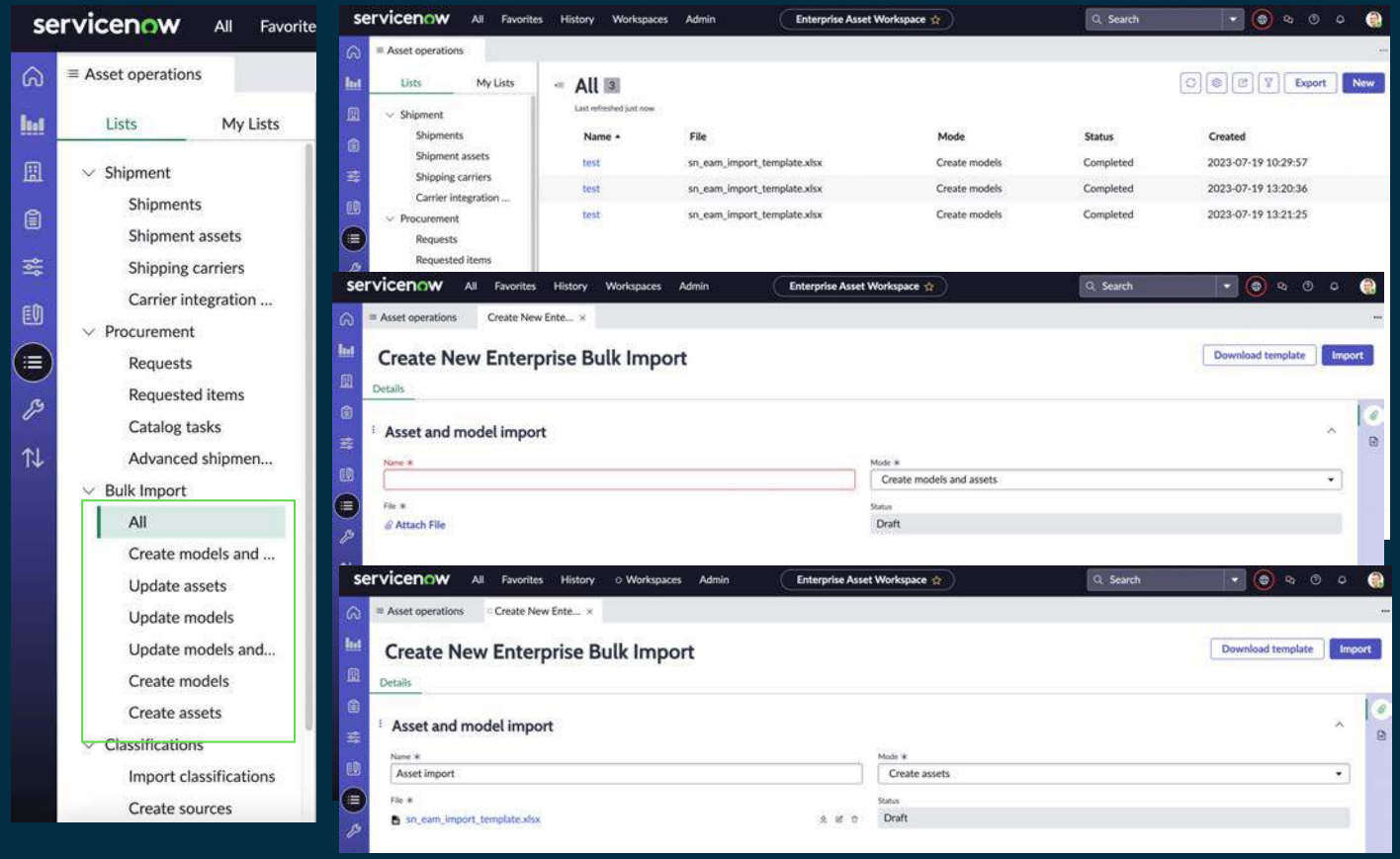
Bulk import for EAM



Spreadsheet-based creation and updates for models and assets

1. EAM admins create/update models using spreadsheets, streamlining mass updates
2. Bulk import facilitates asset creation and updates for efficient data management
3. Models and assets can be imported simultaneously, saving time and effort
4. Accommodates various asset types, enhancing data coverage
5. View results and errors for quick issue resolution

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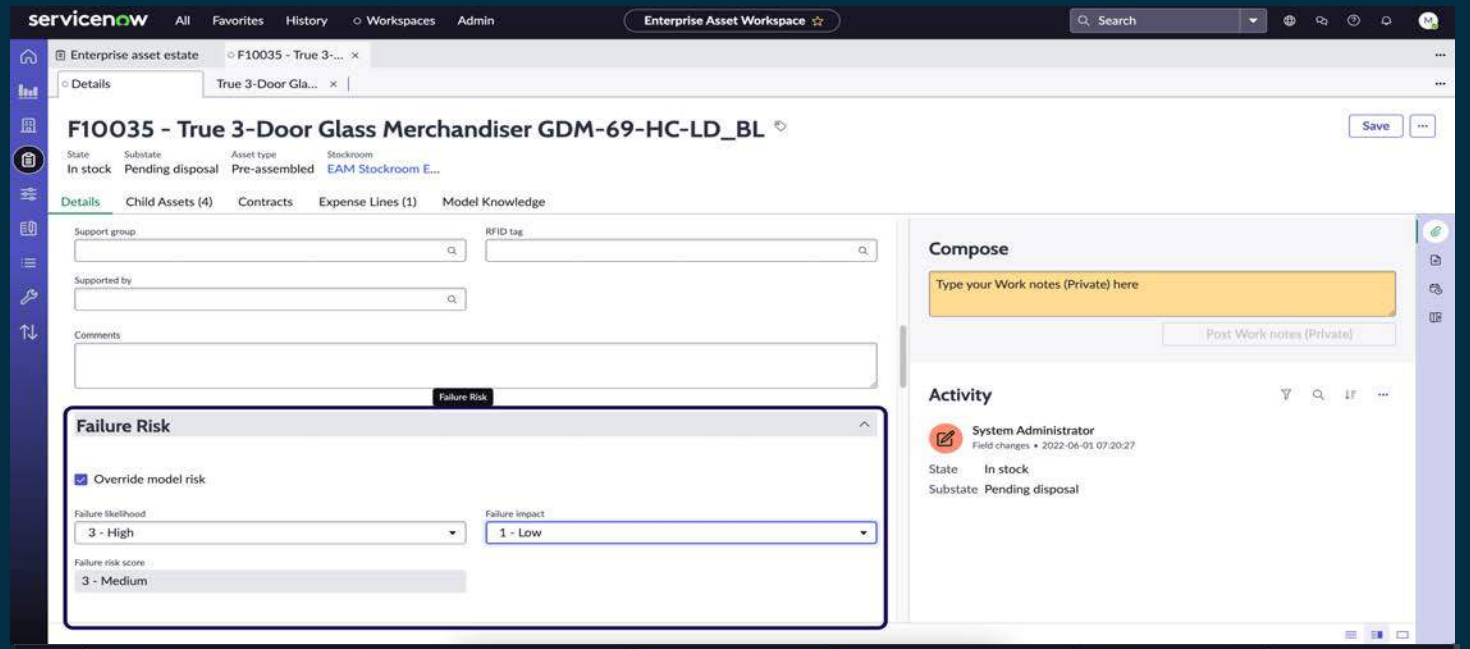
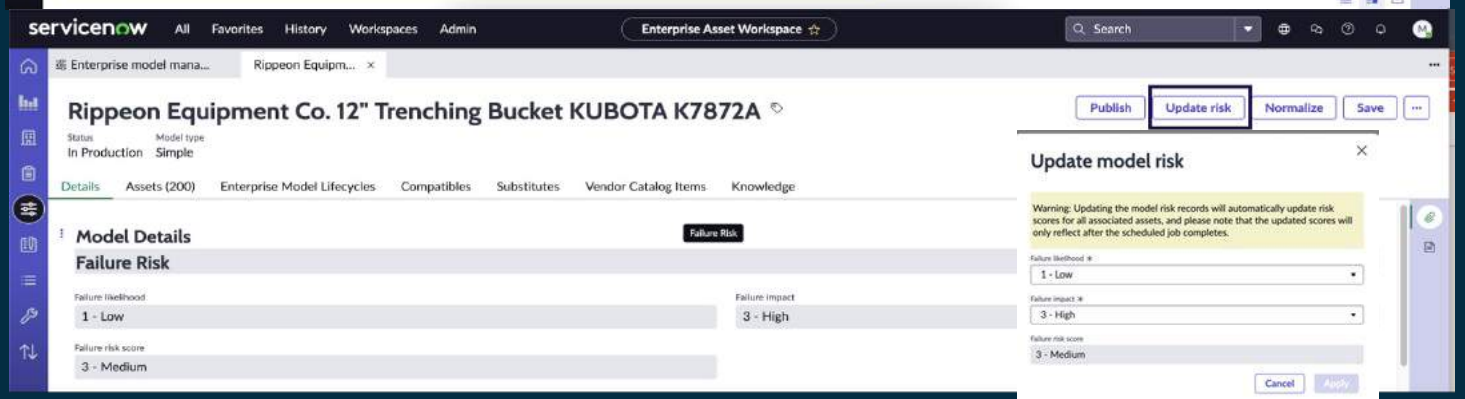
Asset risk score update





Gain deeper insights into risk factors, make informed decisions, and efficiently manage assets based on risk

1. Enhanced risk assessment with separate Risk Likelihood and Impact values for asset models, improving risk definition

2. Users can set individual risk values for assets, either aligned with the model or overridden, providing greater flexibility in risk evaluation

3. EAM dashboard heatmap now derives risk gradients from individual asset risk values, offering a comprehensive view of risk distribution for informed decision-making

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Multi-Component Models Asset Onboarding

60 minutes

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Break

15min

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RMA Recall

20 minutes

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What we learned

How workflows can save time	How to track everything you own	How you can ensure compliance
• EAM disposal enables you to create a disposal order for an asset that has reached its end-of-life cycle or is no longer functional	• Multi-component management lets you associate an asset with one or more model components	• EAM recalls allow you to track and act on enterprise assets that have been recalled by the asset vendor by using recall orders (replace, repair, retire)

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Asset Recap

What each product does and how

- **SAM** – Compliance and savings
- **HAM** – Workflows and automation for IT
- **EAM** – Workflows and automation for the business
- **Cloud** – Cloud optimization

What just came out

- **SAM** – Cloud Migration Simulator
- **HAM** – Donation +
- Asset Resale flows
- **EAM** – Work Order templates and tasks
- **Cloud** – Cloud Database Optimization

What best practices are used

- **SAM** – Normalization, Reconciliation, Reclamation
- **HAM** – Hardware Asset Refresh, Asset Tasks
- **EAM** – Multi-comp, Disposal
- **Cloud** – Rightsizing, Business Hours Policies

What is coming

- **SAM** – Automated Vulnerability Mapping
- **HAM** – Zero Touch Refresh
- **EAM** – Indoor Mapping / Asset Visualization
- **Cloud** – Cloud Storage Optimization

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Unique advantages of ITAM on the Now Platform®

Unique Value	servicenow
Single Platform	One Platform, One Data Model, One Architecture
End to End Lifecycle	Full IT lifecycle powered by CMDB
Full Asset Coverage	Any Asset, Anywhere - for software, hardware on premises and hybrid clouds
Speed to Value	Get to ITAM outcomes faster with existing Now Platform already in place (CMDB, Discovery, Asset, Service Catalog, etc.)
Connect teams	Proactively workflow software intelligence to teams that need it: Procurement/Service Catalog, Orchestration, HR, ITSM change, Security, APM
Process Automation	Actionable workflows to slash asset spend and mitigate audit risk
Pace of Innovation	Two family releases, 4 store releases every year. Capabilities that customers will have access to during their contract term
Real Time Visibility	Shared data model between ITAM, operations and service teams enables on demand insights. Single source CMDB surfaces infinite real time use cases (e.g. software costs of an IT change, day zero vulnerability response, APM planning, etc.)
Quickly Adopt Innovation	Customers on Platform find it easy to upgrade to next release (~80% of customers are n-1)

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Call to action

1. Try out these capabilities in sub-production
2. Showcase the value to stakeholders and get them excited
3. Connect with your new friends outside of this workshop
4. Ask ServiceNow experts for help
5. Take the post workshop survey

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Thank you