

## Trustworthy Data

# ITAM Data & Tooling Health Checks

### Not getting the expected returns from your tooling investment?

It's critical that your ITAM tool has been deployed, configured and integrated correctly to achieve the potentially significant returns from your investment. Often we find clients haven't deployed the technology correctly, maintained its configuration or kept the versions updated to the latest releases. We also see validation of data integration has been overlooked which will mean the IT estate may not be fully discovered, optimized or reconciled for compliance.

For clients who operate in hybrid cloud and virtualized environments, fully integrating ITAM tooling is a challenge, requiring implementation and configuration expertise to assess if the tool is delivering an accurate picture of cloud and software deployments. Our ITAM Tooling Health Check Service helps clients understand their situation and ultimately provides guidance to ensure their platform is properly implemented and configured, especially where the organization wants to maximize data integrations with ITSM platforms such as Servicenow.

#### The Healthcheck will:

- Understand the accuracy and completeness of your discovery & entitlement data, validating reports
- Enable you to take remedial action - configure & integrate your platform
- Help you understand the integration options with ITSM to deliver optimized processes and workflow
- Uncover potential risks and issues that will enable you to take rapid preventative action
- Validate tooling implementation to ensure best practice installation and configuration has been followed

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## A proven discovery process

In order to identify your current platform's effectiveness in maintaining an accurate and up-to-date licensing position now and for the future, we will carry out the following...

- License Data Quality Review - gathers specific discovery and entitlement datasets needed to validate reconciliation and reporting
- System Audit review - to determine the tool configuration and data integrations
- A Stakeholder Workshop - enables us to work with key stakeholders to review system configuration priorities, new requirements, as well as tool management processes and reporting policies



## The Health Check Report

The Health Check Report delivers a detailed tooling analysis that documents the current state of the implementation & configuration. It also includes commentary on the tools current state and any remediation recommendations. It proposes and prioritizes any subsequent corrective and optimization activities required in the following area:

- **Current software deployment** - its configuration & integration with other systems
- **Accuracy & completeness of license data** - for data already held in the system
- **Tool management policies, processes & procedures** - to maintain data and output integrity in the future

“Maximize data integrations with ITSM platforms such as Servicenow.”



Our vision is to be the leading independent, global provider of Software & Cloud Portfolio Management and optimization services for our clients and partners.

Providing the intelligence our clients use to govern their digital transformation journey. Optimizing their software portfolio to avoid unnecessary cost and risk, whilst driving value from their software and cloud investments throughout their lifecycle.

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