NASCIO 2017 Enterprise IT Management Initiative

1. **Title: Service Now Asset Management Project**

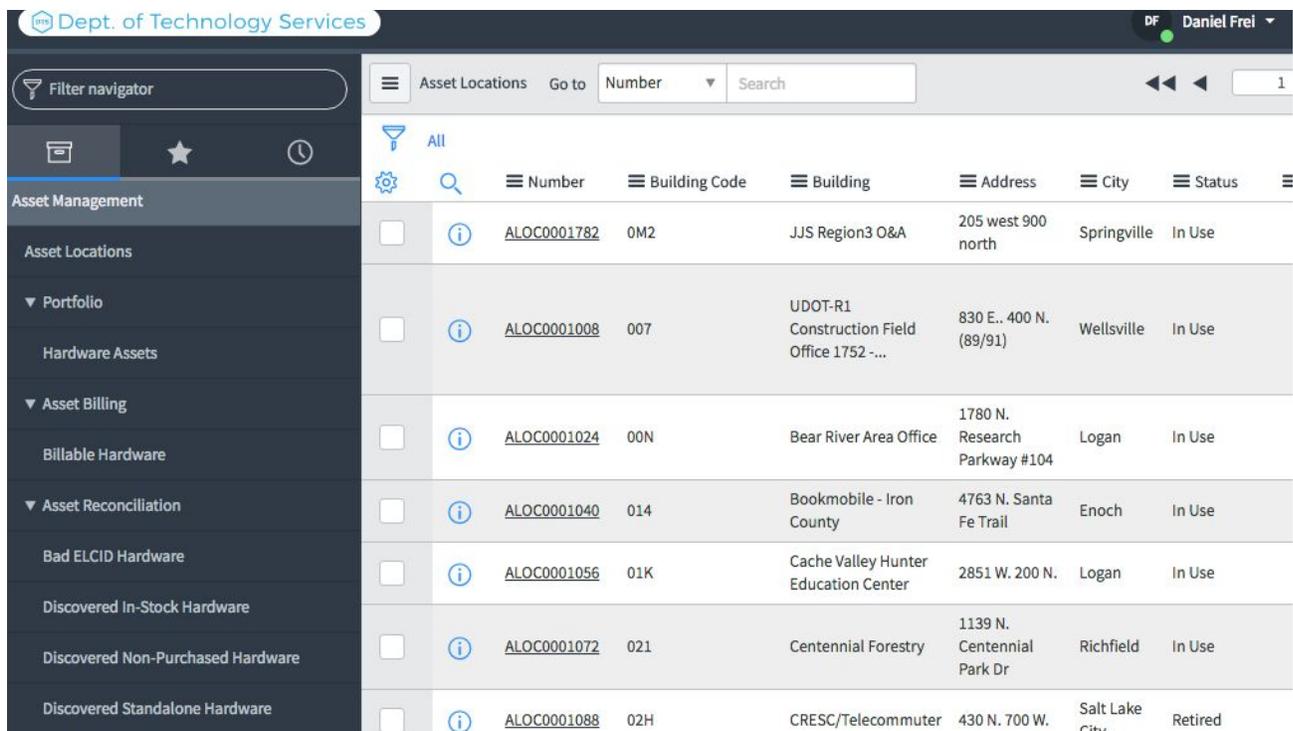2. **Category: Enterprise IT Management Initiative**

3. **Project initiation and completion date**
June 2015 - June 2016

4. **Organization and primary point of contact**
Organization(s): Utah State Department of Technology Services
Contact: Dan Frei, dfrei@utah.gov

Executive Summary

The State of Utah Department of Technology Services (DTS) completed an extremely important and complicated project in June 2016 identified as the Service Now Hardware Asset Management System for desktops and laptops.

The importance of the project is two-fold. First, it is important for the State of Utah Executive Branch Agencies to keep track of computer assets. The National Institute of Standards and Technology (NIST) framework states physical devices within an organization are to be inventoried. Second, it is important to have a correct billing count in order to charge agencies for consumption which in turn funds part of the technology department. This is especially important for agencies to apply a proper charge back to state and federal programs. The asset management project has been requested for the last few years by State of Utah agencies as well as numerous auditors, federal partners, security associates, and other groups.

The project kicked off in June 2015 after the Service Now tool (already used for incidents and procurement) was selected for the asset platform. Throughout the year, over 30,000 pieces of equipment were inventoried and tagged. In addition, a new mobile-based process was implemented to properly inventory new equipment.

This Asset Management System has provided executive branch agencies with access to live and up-to-date inventory information of their desktop, laptop, and thin client devices. This access provides the agencies with transparency, assisting them with billing, budgeting, and hardware replacement. Having the Hardware Asset system will be critical for future software asset tracking project. Finally, the new system has received great reviews from agencies.

Concept

The issue plaguing many organization is how to properly inventory hardware assets and be in compliance with the NIST standards on asset management. The State of Utah solved this issue by implementing a hardware asset management system. A core cross-functional project team was formed and started meeting and planning in 2015. The team had to pick a product, outline the process that could be done on mobile phones through scanning, and then implement that process across the state.

Significance

Security

Over the years, there have been many challenges in the management of hardware assets. This is especially important in the realm of IT Security. According the NIST framework in the function Identify and the category Asset Management states that physical devices and systems within the organization are inventoried. The framework goes on to say some of the benefits include:

- enables faster responses to security alerts by revealing the location, configuration, and owner of a device
- increases cybersecurity resilience: you can focus attention on the most valuable assets provides detailed system information to auditors
- determines how many software licenses are actually used in relation to how many paid for
- reduces help desk response times: staff already know what is installed and the latest pertinent errors and alerts
- reduces the attack surface of machine by ensuring that software is correctly patched

DTS had attempted to complete this project numerous times in the past needed the right team members and right technology to be successful. This project has been requested for the last few years by agencies, auditors, federal partners, security associates, and other groups.

Prior to this asset management system, the central IT department and agencies would track assets via a spreadsheet. This spreadsheet was sent out quarterly and some agencies would not take the time to complete.

Billing

There is a big need to make sure billing to state programs and federal grants was accurate. Previously, DTS billed from the quarterly spreadsheet that agencies reviewed. Now the system generates devices to be billed based on category in the system and this information is sent to the billing system for State of Utah agencies to review.
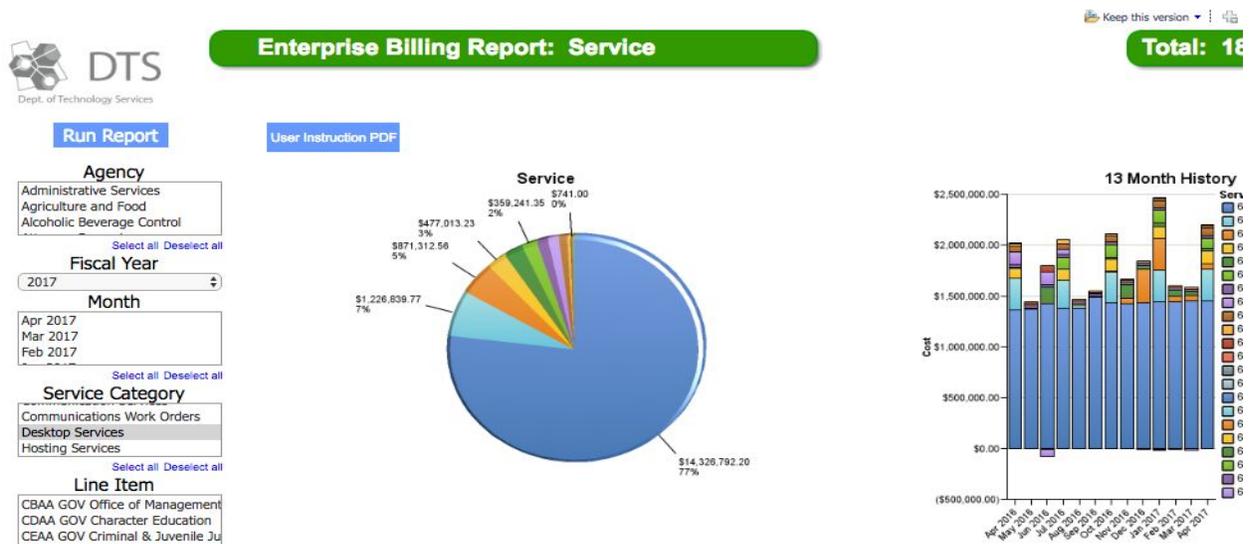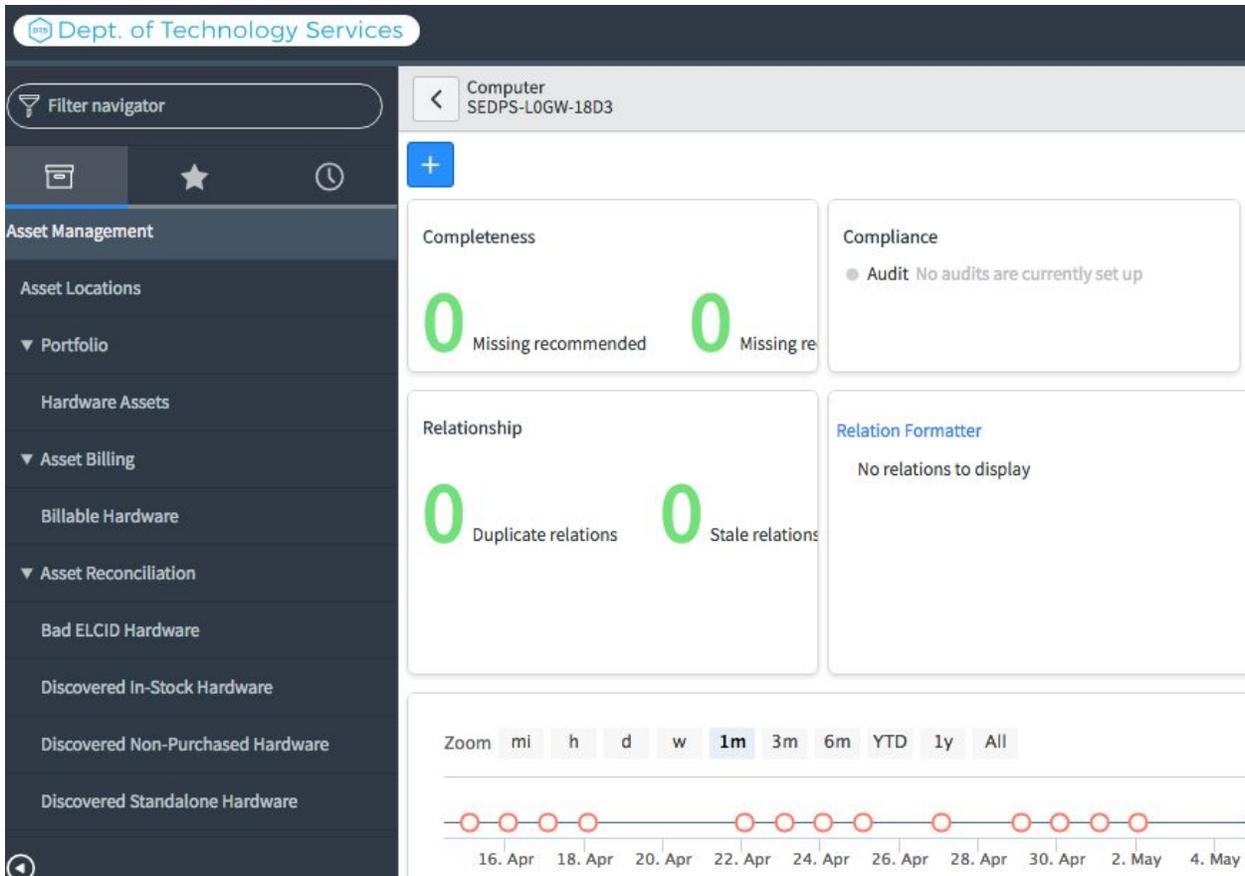

In addition, the system generates automatic spreadsheets to agencies to review for accuracy.
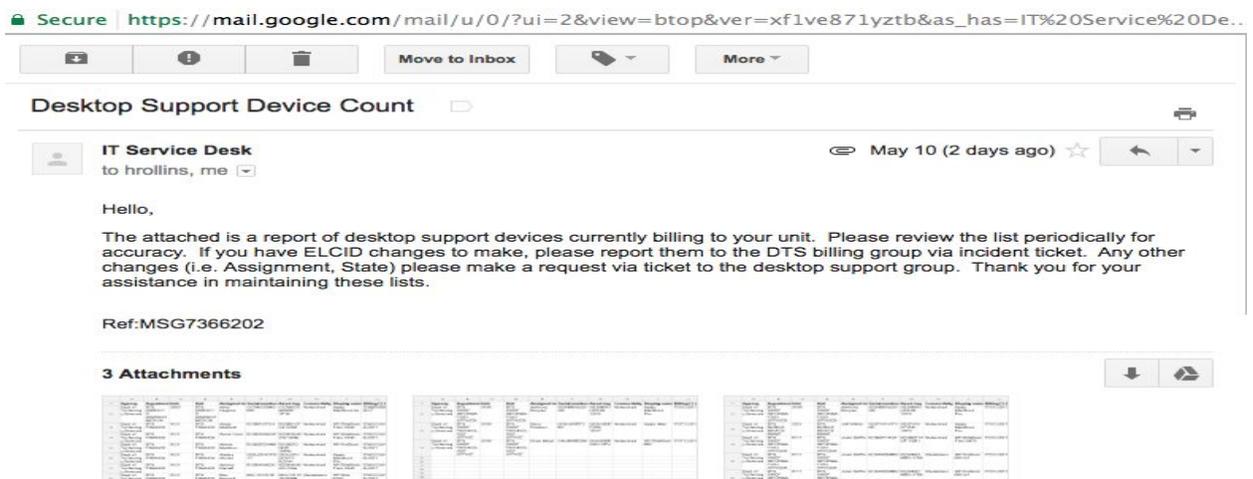
Inventory

Agencies and DTS technicians can go into the system to see important information on the computer asset. This includes when the device was discovered, location, user, warranty information, number of incidents opened on behalf of device, patches, and much more.

Impact

The Asset Management System has provided executive branch agencies with access to live and up-to-date inventory information of their desktop, laptop, and thin client devices. This access provides the agencies with transparency, assisting them with billing, budgeting, and hardware replacement. The asset management system provided DTS

with a better level of security. Assets are now tracked from order to grave. The system has 1,000 more billable assets than the previous spreadsheet system.

It cannot be stressed enough the importance of the hardware asset system for the State of Utah. For the first time, agencies have insight into their assets and are being billed correctly. DTS has been able to manage and track devices across the state. In addition, by billing agencies correctly, DTS is able to conduct other projects for the benefit to the State. This is one of the top five projects with such an enterprise benefit that DTS has ever completed in the 10 years of existence. The hardware asset system cultivated innovation and creative thinking and leading edge processes; created a higher level of performance within the DTS work group; introduced new technology that produced measurable efficiency.