

HP Asset Manager

Software version: 5.10

Asset Tracking solution

Document Release Date: June 2008
Software Release Date: June 2008



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Introduction

What is the aim of this manual?

This manual aims to provide answers to the following questions:

- What is the Asset Tracking solution?
- What are the key benefits of Asset Manager?
- Who is Asset Manager aimed at?
- What solutions are possible with Asset Manager?
- How does Asset Manager work?

Who is this guide aimed at?

This guide is aimed at any person who would like to have an overview of the Asset Tracking solution. This guide aims to provide answers that are:

- *direct*: You are not required to install or use Asset Manager
- *comprehensive*: An *executive* presentation (► [The Asset Tracking solution](#) [page 11]) and a *practical* demonstration of the Windows interface functionality (► [Guided Tour](#) [page 13]) are included

In particular, this concerns anyone who wishes to evaluate the potential of Asset Manager, such as:

- Journalists

- Industry experts
 - Consultants
-

How to use this guide

Chapter Positioning

This chapter enables you to understand:

- What HP does
- What solutions are possible with Asset Manager

Chapter The Asset Tracking solution

This chapter helps you discover the Asset Tracking solution through the interfaces and functionalities of the various HP Software applications.

This "guided tour" includes numerous screen shots.

You are not required to install these applications.

1 Positioning

What we do

HP has over 20 years of experience helping customers achieve the highest return on their asset and service management investments. That experience has led us to build industry best practices, including those reflecting IT Infrastructure Library (ITIL) guidelines, into our products.

Asset Tracking with the HP Software software suites

HP Software software has been designed to bring its customers solutions to the problems they face on a daily basis. HP's main software products are oriented towards asset and service management (Asset Manager, HP Service Manager), HelpDesk services (HP Service Manager) or Web client interfaces (Asset Manager Web, Get-It). HP Software inventory tools (HP Device and Dependency Mapping) and data migration tools (HP Connect-It) guarantee the consistency of customer information across the various applications.

2 The Asset Tracking solution

In order to share its customer experience, HP has created Value Path, a services and support program that combines HP's best practices expertise with your field experience. Whether you are an existing or a new customer, Value Path enables you to get the best added value from our solutions.

Asset Tracking is the first component of the Value Path program. It is linked to the three other components, all three of them being HP Software solutions: Expense Control, Process Automation and Asset Optimization.

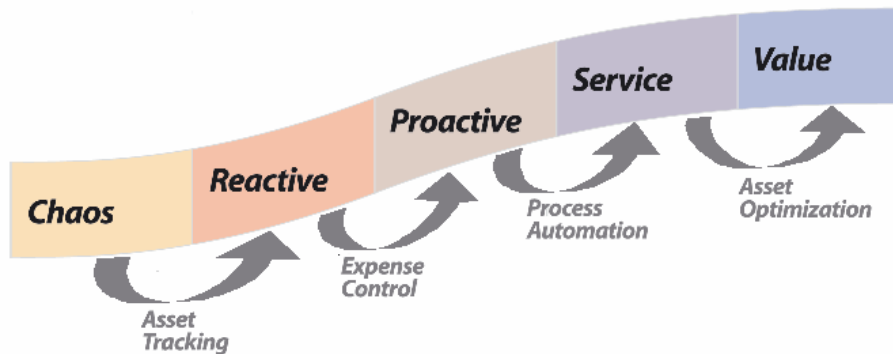
Asset Tracking at the enterprise level means cradle-to-grave asset management. The keyword is management. This means knowing who does what, with what assets, where those assets are located and what ownership costs arise from this.

It is important to realize that no effective management system can be successful unless a measurement system is present. Within Asset Management this measurement system is woven within the fabric of business and operational processes that form the infrastructure of the IT organization.

When you integrate an asset management application such as Asset Manager and a network exploration application such as HP Device and Dependency Mapping, with your business and operational processes, you give yourself all the necessary tools to manage your IT portfolio effectively.

Peregrine has identified five stages through which companies evolve in their desire to achieve effective Asset Management within their infrastructure: chaos, reactive, proactive, service and value. To advance through each of these maturity

stages requires the implementation of processes to enable a smooth evolution towards a greater control of IT.



Today, software asset management is a pressing issue for 90% of companies. The IT department needs to know what software is used and by whom, where it is used, what costs are generated, and above all if usage is compliant with acquired licenses. In order to move beyond this first state of chaos, you need to deploy tools to help you manage assets (network discovery, inventory and cost tracking tools). HP offers a set of asset and services management solutions that can answer these needs.

Asset and service tracking is the fundamental step towards true asset management. The Asset Tracking solution identifies all IT equipment making up the environment, all configurations and tracking information, as well as specific installed software. This information is kept in a central repository that can be used as needed to manage equipment throughout their entire lifecycle, from acquisition through disposal. Information in this repository can be analyzed and used in other enterprise applications.

The Asset Tracking solution includes:

- 1 The Asset Tracking Assessment report. This report provides a clear review of a HP customer's ability to track assets within their environment. The scope of this review will determine:
 - the assets that need to be tracked and their associated data
 - implementation constraints related to business and operational targets of the customer
 - the effectiveness of the customer's Install, Move, Add, and Change (IMAC) processes and make recommendations for improvement and alignment to Asset Manager
 - the desired level of granularity of asset tracking
 - the next steps required to move to the reactive phase

- 2 Unique identification of hardware and software associated with a network component.
 - Benefit: Basis needed to establish software license compliance.
 - Benefit: Basis to establish standardized platform policies for hardware and software and for disaster recovery planning.
 - Benefit: Accurate vision of a computer population available to technical support technicians.
- 3 Implementation of automated hardware and software inventory through out-of-box tools.
 - Benefit: Document changes to asset inventory that can be reconciled utilizing HP Software's reconciliation engine to ensure asset accuracy and integrity (user ID, machine name, memory change, and other asset attributes).
 - Benefit: Provides management insight of existing asset environment to improve planning and preparation for major asset upgrades, replenishments or migrations.
 - Benefit: Reduce need for physical inventories and asset audits within your environment by automating the identification of new assets.
- 4 Provide ad-hoc management reports of assets, and their attributes, via Asset Manager views.
 - Benefit: Improves asset-reporting ability of hardware and software attributes to ensure compliance with laws governing control of assets and associated relationships.
 - Benefit: Provides administrators the ability to analyze asset environment to improve service support, reduce costs of procurement, and respond to management requests.
- 5 The ability to create purchase requests through Get-Resources Portfolio.
 - Benefit: Simplified and employee friendly use of request for resources to meet daily needs. This would include requests for hardware and software needs or information as well as request for desk side support due to hardware and/or software breakdowns.
 - Benefit: Request management facility can launch workflows that ensure process integrity and can reduce cost through automation.
- 6 Basis established to provide future integrations to other applications and to pass important information about assets to other applications.

Guided Tour

This chapter emphasizes the information that you have at your fingertips with Asset Manager.

You do not need to install Asset Manager: Screen captures show you the result in the Windows interface.

Let's assume you are an IT manager who requires executive information on the computer population and its maintenance costs.

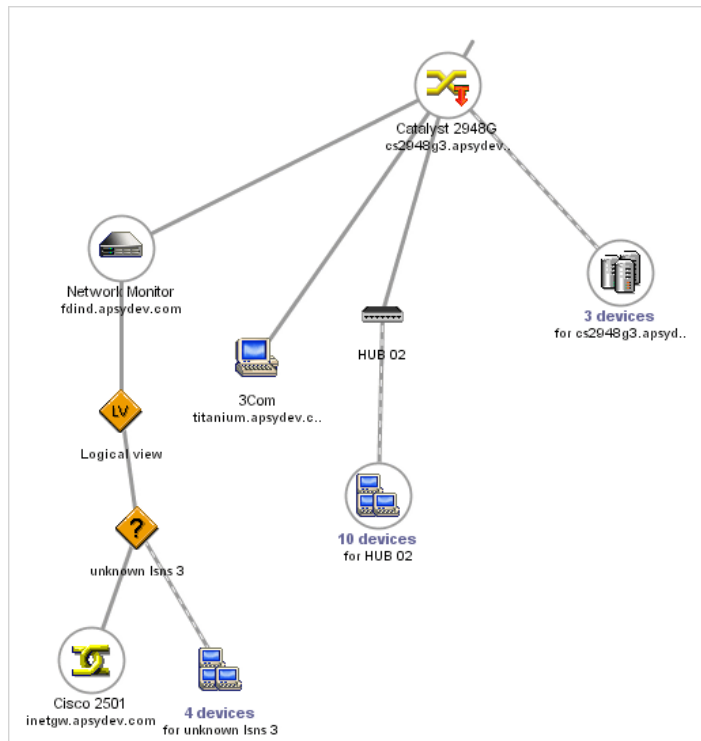
What is Asset Manager useful for?

Asset Manager enables you to manage your asset portfolio and all events associated to the lifecycle of each of your portfolio items: asset acquisition, related costs (taxes, property, maintenance contracts, work orders, etc.).

Inventory tools

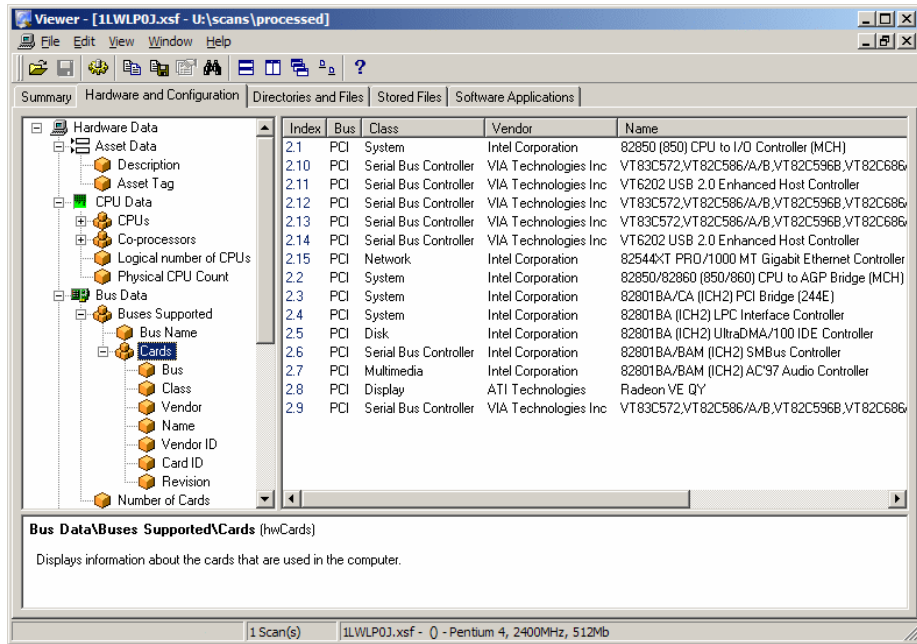
Using HP Device and Dependency Mapping makes it possible to obtain a global view of your IT portfolio.

Figure 2.1. HP Device and Dependency Mapping inventory



Each portfolio item discovered by HP Device and Dependency Mapping is then examined and its technical features are collected.

Figure 2.2. HP Device and Dependency Mapping inventory



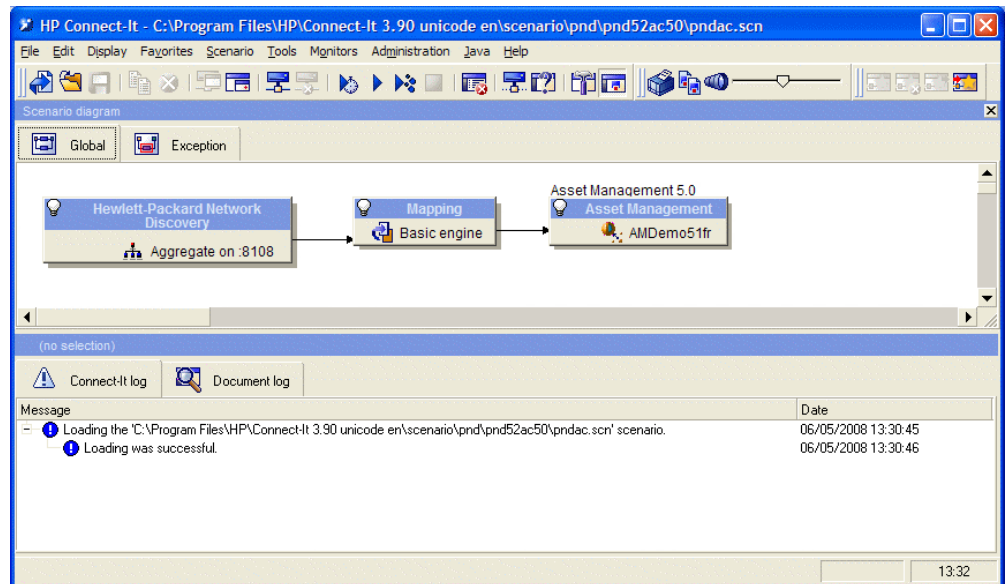
Information collected through HP Software inventory tools are then transferred to the Asset Manager production database via HP Connect-It.

- ▶ *HP Device and Dependency Mapping* guide.

Data-migration tool

HP Connect-It enables data transfer between two applications; it queries a source application database in order to extract data that can be interpreted by a target database.

Figure 2.3. HP Connect-It - data transfer



HP Connect-It is delivered with the Asset Manager program in order to provide you with:

- Real-time replication of data shared by two applications, such as HP Device and Dependency Mapping and Asset Manager.
- Data migration from a legacy database to an Asset Manager database
- ▶ *HP Connect-It User Guide.*
- ▶ *Asset Manager Reconciliation guide.*

The Asset Manager Asset Tracking solution

The following modules enable the asset tracking and management:

- Barcode Inventory
- Portfolio
- Reconciliation
- Contract
- Software Asset Management

Portfolio tracking granularity

Before any physical and IT inventory of your assets, you should think of how detailed you would like your asset management to be.

Your portfolio structure should take into account the Asset Manager data model. The administrator's role will be to define natures and models that best reflect the reality of how the portfolio is managed.

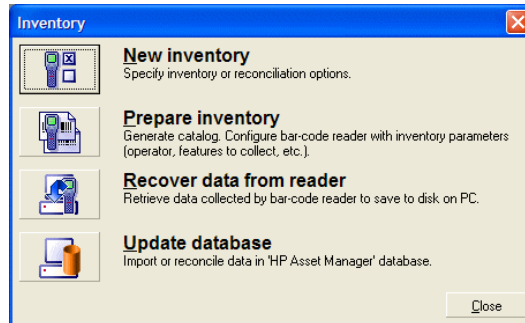
► *Portfolio and Software licenses* guide, chapter *Overview*.

Barcode Inventory

Asset and service management with Asset Manager starts with a physical inventory of all company assets.

The bar-code inventory module is used to:

- Collect with speed and accuracy, your company's assets in order to build an Asset Manager database.
- Uniquely identify each of the company's assets in order to keep track of changes in your inventory. This makes it easy to detect movements, acquisitions, loss or theft.



The administrator records each of the assets to be inventoried with a reader that has been configured for the purpose, and then transfers the data to Asset Manager. The data related to the inventory is visible in the Portfolio screen.

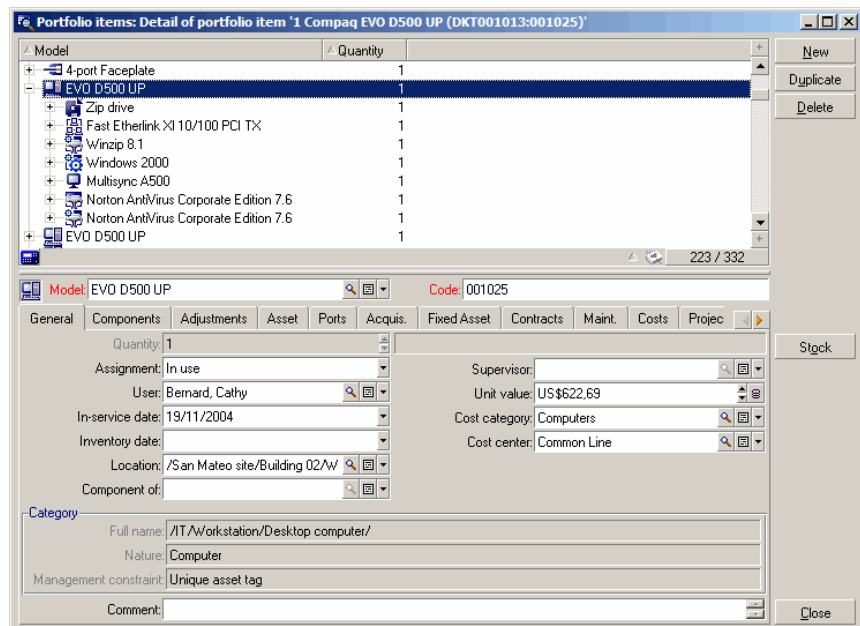
► *Bar-code Inventory* guide

Portfolio

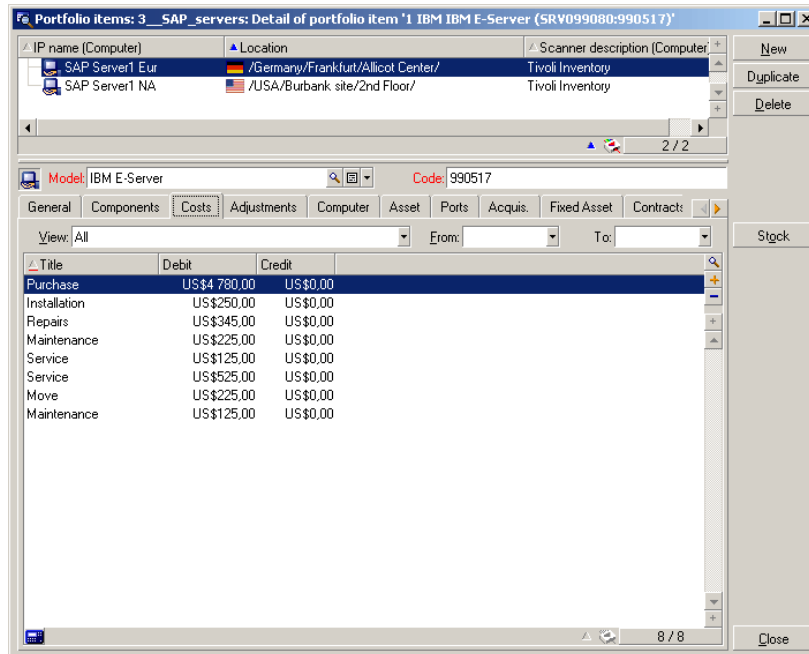
The administrator accesses the portfolio with the **Portfolio management** shortcut.



All the assets in your IT portfolio are visible from the **Portfolio items** screen.



With a single click, you can access information related to any given item of your IT portfolio.



For each selected portfolio item, all information and dependencies are visible:

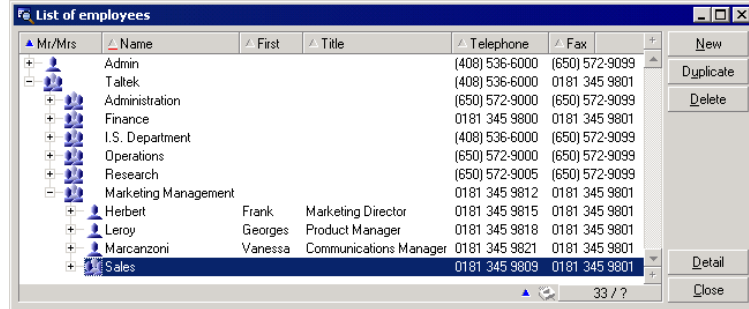
- Items attached to this item: Peripherals and software
- Technical features of this item: Memory, CPU, drives, etc.
- Identification of the asset: asset tag, barcode, etc.
- Acquisition cost
- Immobilization cost
- Contracts linked to the asset: leasing contracts, maintenance, warranty extension, etc.

Hierarchy

According to the level of granularity you have defined for your asset management system, you can manage items more or less closely. This level of granularity defines a hierarchy of the items making up your portfolio.



This granularity is visible for instance for departments and employees.



Mr/Mrs	Name	First	Title	Telephone	Fax
+	Admin			(408) 536-6000	(650) 572-9099
+	Taltek			(408) 536-6000	0181 345 9801
+	Administration			(650) 572-9000	(650) 572-9099
+	Finance			0181 345 9800	0181 345 9801
+	I.S. Department			(408) 536-6000	(650) 572-9099
+	Operations			(650) 572-9000	(650) 572-9099
+	Research			(650) 572-9005	(650) 572-9099
-	Marketing Management			0181 345 9812	0181 345 9801
+	Herbert	Frank	Marketing Director	0181 345 9815	0181 345 9801
+	Leroy	Georges	Product Manager	0181 345 9818	0181 345 9801
+	Marcanzoni	Vanessa	Communications Manager	0181 345 9821	0181 345 9801
+	Sales			0181 345 9809	0181 345 9801

► *Portfolio and Software licenses.*

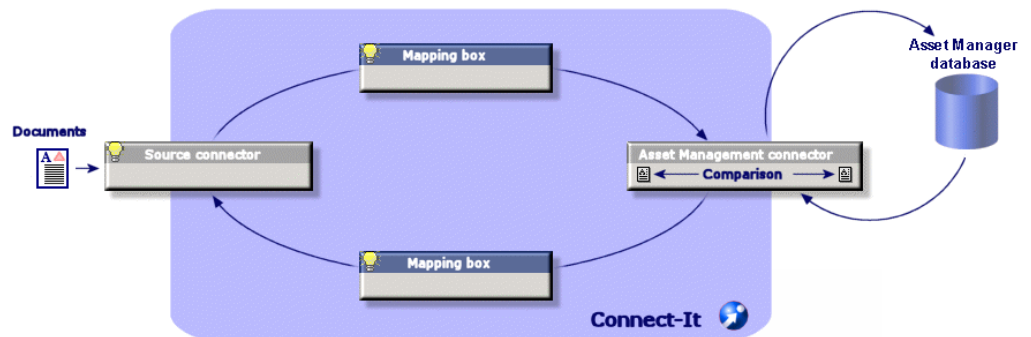
Reconciliation

Data reconciliation is performed using HP Connect-It.

Reconciliation is the process of integrating incoming data from a source application that is considered more up to date than the data already present in a target application.

This process is based on the following question: "Does the incoming data already exist in the target application?"

- If the answer is "no", the data is inserted
- If the answer is "yes", then the existing data is updated according to the new information contained in the incoming data

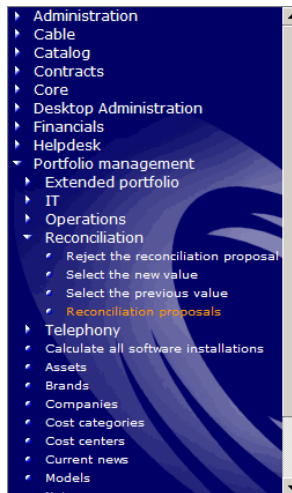


Properly incorporated in your operations cycle, reconciliation becomes transparent and enables you work on data in Asset Manager that is always up to date.

Reconciliation enables for instance to maintain up-to-date:

- the list of installed machines (HP Device and Dependency Mapping integration)
- the location of employees (SAP integration)
- the list of incidents (HP Service Manager integration)

The administrator accesses the items to reconcile using the **Portfolio management/ Reconciliation/ Reconciliation proposals** shortcut



The items to reconcile appear in the **Reconciliation proposals** screen.

The screenshot shows a window titled "Reconciliation proposals: List of reconciliation proposals" with a table of items. The table has columns for Name, Table, Path, and Previous value. The items listed are:

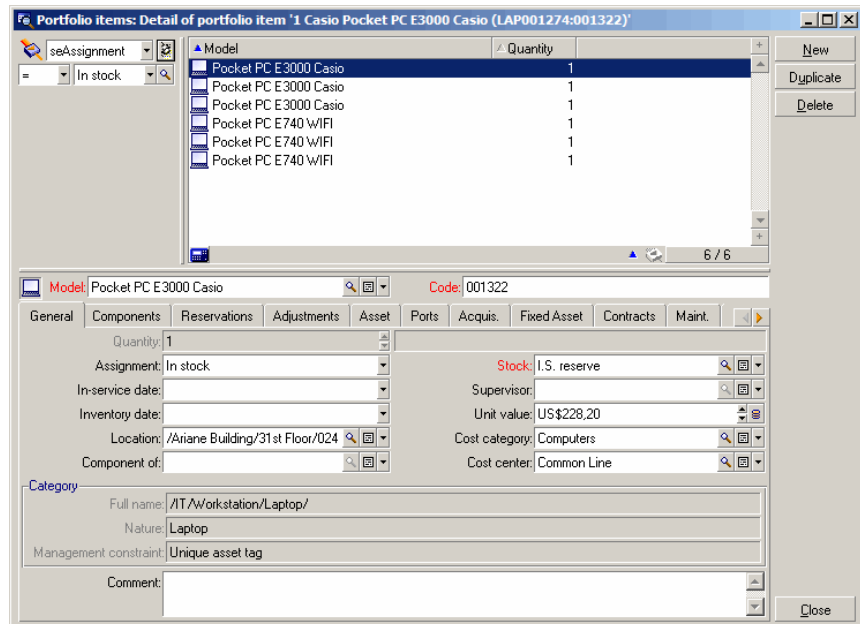
Name	Table	Path	Previous value
The memory of the computer LP89604ESCHRDED has decreased.	amComputer	MemorySizeMb	2048
The memory of the computer MSI-MAIER has decreased.	amComputer	MemorySizeMb	256
The memory of the computer PDAVIES has decreased.	amComputer	MemorySizeMb	256
The memory of the computer JKYTWDN has decreased.	amComputer	MemorySizeMb	512
The memory of the computer FJDRMIN has decreased.	amComputer	MemorySizeMb	256
The memory of the computer PLESRDCHE has decreased.	amComputer	MemorySizeMb	512
The reference price of BASE2002 at Intranets.com 2002 has increased by 26%.	amCatRef	IPrice	382
The reference price of C1000345 at Interleasing 2002 has increased by 10%.	amCatRef	IPrice	96
The reference price of C1000359 at Interleasing 2002 has increased by 24%.	amCatRef	IPrice	41
The reference price of C1000366 at Interleasing 2002 has increased by 25%.	amCatRef	IPrice	391

The administrator chooses to accept or reject the reconciliation proposals for each item in the list.

► *Reconciliation guide.*

Views

Each Asset Manager user is able to configure the application in order to only show what they need to get the job done. For instance, an employee in the IT department can create a view showing portfolio items in stock.



► *Tailoring guide, chapter Using views.*

Contract

Company assets are often linked to contracts.

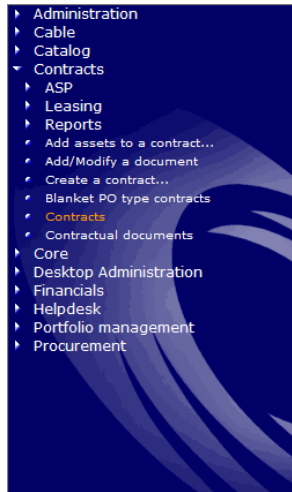
The **Contracts** module enables companies manage all kinds of contracts, such as leasing, license, maintenance, warranty or insurance contracts.

The different contract types managed are:

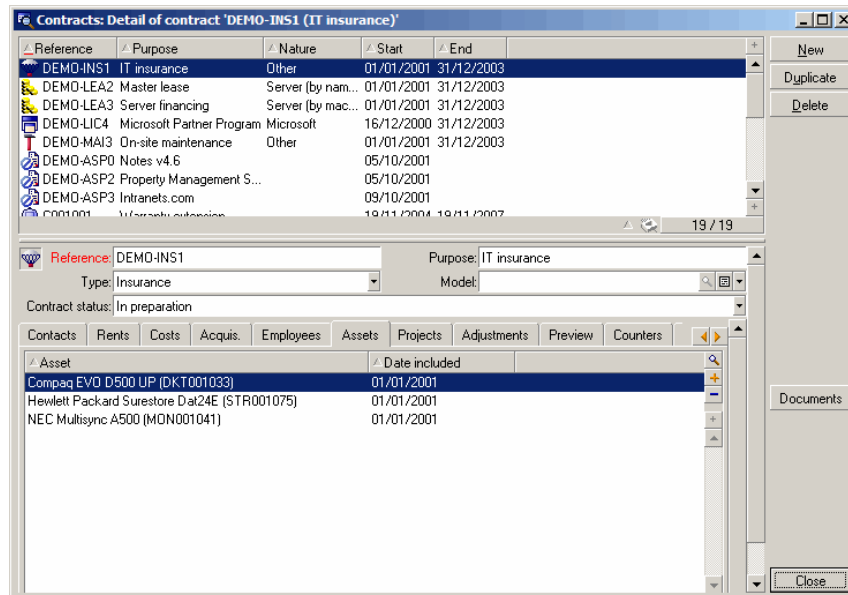
- Master lease
- Lease schedule
- Insurance contract

- License contract
- Blanket purchase order type contract
- Other

The administrator accesses the Contracts module with the **Contracts** shortcut.



All assets on the contract are visible in the **Assets** tab in the contract detail.



► *Contracts* guide.

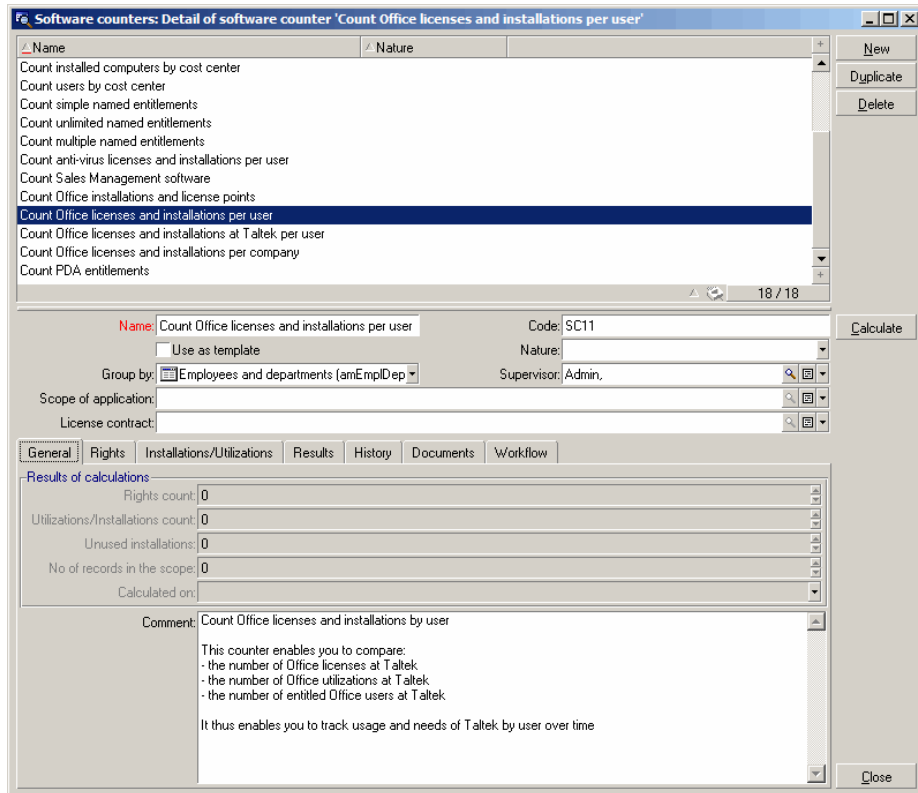
Software Asset Management

Using the wizards provided with Asset Manager, the administrator can know at any given time how what software is installed on the company's computers and compare this licensing information.

The administrator accesses the counters using the Portfolio management/ Software counters shortcut.



Asset Manager displays the list of software counters and the calculations performed



► *Portfolio and Software licenses* guide, chapter *Software*.

Asset Tracking in Get-Resources

Get-Resources simplifies the requisition process for assets and services and enables employees to track their requests. Get-Resources also enables the automation of enterprise processes in terms of budgets and request approval.

Web interface

For each use requiring Web access, the administrator defines:

- an identifier and a password

- which screens the user is allowed to access
- which operations the user is entitled to perform

As soon as they are identified, users have access to a simple, intuitive and customizable interface.

Each purchase request can then be transferred to Asset Manager's procurement module and be integrated in a decision-making workflow.

► *Get-Resources Tailoring* guide

Managing requests

All employees may submit a purchase request.

The screenshot shows the HP Asset Manager web interface. The user is logged in as 'Hartko'. The main navigation tabs are Home, Administration, Request, and Procurement. The current page is titled 'Select an item to add to the cart'. On the left, there is a sidebar with options: 'Create a Request' (with sub-options: 'Create a new request', 'My saved requests in progress', 'My submitted requests', 'My requests history') and 'Approve Requests' (with sub-options: 'Show Approval List', 'Delegate all Approvals'). The main content area features a search bar and links for 'Advanced Search', 'To Catalog Start', and 'To Request Summary'. A note states: 'Note: Using the more arrows, when displayed, will deselect currently selected items.' Below this is a table of items:

Select	Product/Description	Price	Action
<input type="checkbox"/>	Executive Desktop PC Intel Pentium III 500Mhz 256MB RAM 9.1GB HD	\$2,719.00	Add Configure
<input type="checkbox"/>	Assistant Desktop PC Intel Pentium III 450Mhz 64MB RAM 4.2GB HD	\$1,258.00	Add Configure
<input type="checkbox"/>	Sales Laptop Laptop Intel Pentium II 300Mhz 32MB RAM 4.2GB HD	\$2,758.00	Add Configure
<input type="checkbox"/>	Developer Desktop PC Intel Pentium III 550Mhz 512MB RAM 13.5GB HD	\$3,819.00	Add Configure

At the bottom of the table, there is an 'Add Selected' button and links for 'To Catalog Start' and 'To Request Summary'.

Requests are then fed into a decision-making process and may be consulted at any time by the requester.

The screenshot shows a web interface for a request form. At the top, there are tabs for 'Request Status', 'Pending Approvals', and 'Approval Log'. A 'To Catalog Start' link is in the top right. The form is divided into several sections:

- What is this for and when would you like it?:** Purpose: New PC for development testing; Date: 12/25/02; Time: 0:00.
- Who is it for?:** End User: Tossi; First Name: Michaela; Phone: (blank).
- What is the final destination?:** Destination: ACME HQ; Address 1: 5543 Windy Way; City: Chicago.
- Payment and approval information:** Cost Center: (blank); Project: (blank); Signature Required: .
- Other information:** Comment: (blank); Attachments: (blank).

At the bottom, there is a table with the following data:

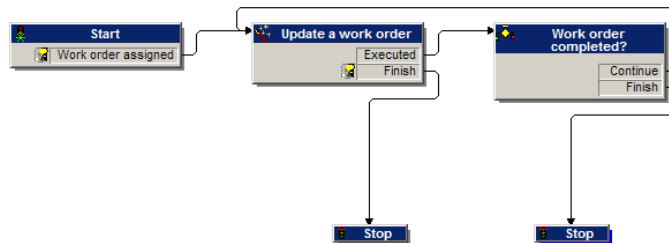
Quantity	Product/Description	Price
1	Compaq Desktop computer w/ PIII500;124MB;13GIG	\$1,100.00

In general, the decision-making process is defined in a workflow created in Asset Manager.

► *Get-Resources Administration* guide

Workflows

Asset Manager enables workflow creation in order to automate decision making processes and to formalize business processes.

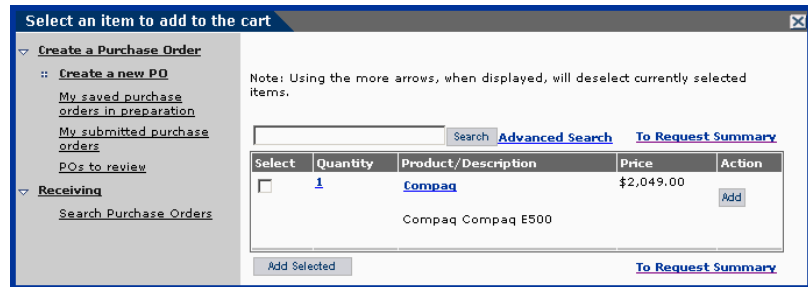


The workflows are defined by the administrator and make it possible, through the Get-Resources interface, to:

- Route a request
 - Define its status (Awaiting approval, Validated, Refused)
 - Approve a request
 - Automatically generate a purchase order
- ▶ Asset Manager *Advanced Use* guide, chapter *Workflow*.

Managing purchase orders

The users with required permissions are able to generate purchase orders for the requested items.



Once the order has been created, it is integrated in the decision-making workflow until the ordered item has been received; it is then integrated into the portfolio.

- ▶ *Get-Resources Administration* guide

A Going further

You have several ways of finding out more about Asset Manager:

Asset Manager compatibility matrix

For information on supported environments, refer to the HP support site at www.hp.com/go/hpsoftwaresupport.

Please contact HP for an identifier and a password.

Once you are logged on to the support site, you can browse the compatibility matrix pages via **Product Information/ Asset Management/ Asset Manager/ Compatibility Matrices**.

Information on the HP offering

The HP Web site contains a wealth of information.

In particular, you will find product documentation, white papers, demonstrations, customer testimonials.

The site is located at: <http://h20229.www2.hp.com/index.html>.

