

iSupport[®] Training Course

ASSET MANAGEMENT AND SCANNING

DESCRIPTION:

IT asset management is a fundamental discipline that enables improved cost control and a clearer understanding of your company's IT value. Optimize asset usage, discover security risks, improve change control and make informed decisions regarding your IT assets based on detailed asset information. Proactively manage your assets with full-featured tracking, discovery and inventory capabilities. This course will enable you to optimize these key areas that impact your service desk. This course typically runs up to two hours.

TOPICS COVERED:

- Setting Up Asset Types for Tracking and Reporting
- Importing Assets
- Entering Asset Records
- Associating Assets with Incidents, Problems, Changes, Customers, and Companies
- Running Dynamic Asset Scans
- Configuring and Running Inventory Asset Scans
- Setting Up Automatic Creation of Asset Records
- Viewing Asset Reports
- Typical Views and Reports for Managing Assets
- Scan Maintenance
- Q&A as Needed

COST: \$350 per seat
LOCATION: Online
SCHEDULE: 2-5 days in advance

ASSET MANAGEMENT AND SCANNING

AGENDA:

Setting Up Asset Types for Tracking and Reporting

Basics

- Identifying asset types
 - o Enabling scanning
 - o Selecting optional fields
 - o Creating custom fields

Maintenance/Warranty

- Enabling maintenance and warranty notifications

Configuring Notifications

- Scheduling the Asset Reminder agent

Entering Asset Records

- Importing asset records
- Manually creating an asset
 - o Selecting asset owners
 - o Assigning to groups
 - o Completing custom fields
- Using the Asset Creation Wizard

Configuring and Running Inventory Asset Scans

- Creating Inventory Scan Definitions by IP address, AD path, and DNS
- Scheduling the Asset Inventory Scan agent
- Viewing inventory scan messages

Setting Up Automatic Creation of Asset Records

- Specifying the asset record to use as a template
- Scheduling the Auto Asset Create from Inventory Scan agent

Associating Assets with Incidents, Problems, and Changes

- Creating an incident with an associated asset
- Creating a Problem record with an associated asset
- Creating a Change record with an associated asset

Running Dynamic Asset Scans from the Incident, Problem, and Change screens

- Completing the Dynamic Asset Scan dialog
- Associating records with dynamic scans

Typical Views and Reports for Managing Assets

- Using the inventory scan and dynamic scan views on the iSupport Desktop
- Comparing asset scans
- Creating SQL reports
- Creating custom views

Q & A as Needed