



## Service Asset and Configuration Management (SACM) Consulting

In order to take advantage of your resources, you need to know what resources you have available across the enterprise. RightStar's Service Asset and Configuration Management (SACM) assessment can help you reduce the cost of assets by demonstrating how to remove duplication of processes, optimize asset usage, and provide a complete picture of your IT environment. RightStar's SACM assessment can take you to the next level of maturity by helping you to establish an effective Configuration Management Database (CMDB), integrate auto discovery/management tools, define business and IT services, and seamlessly integrate with ITIL processes and tools.

The objectives of a RightStar SACM Assessment include:

- Clear definition of SACM process, roles, responsibility, and segregation of duty
- Ensure CI data completeness, correctness and relevancy
- Consolidate all CI data in CMDB (not in silo data sources)
- Open up CMDB to all stakeholders (so they can manage CIs under their control) while ensuring accountability and data security
- Establish relevant SACM dashboard for Top Management level
- Better manage discovery results, anything new is captured, anything unknown is investigated
- Standardize CI data model across different team (no more spreadsheets)
- Ensure CMDB is relevant enough to be consumed by Change Management process
- Enforce Change Request relationships with CI data in CMDB for impact analysis



RightStar Systems is a leading provider of IT management solutions for commercial organizations and government agencies.

As an Atlassian Gold Partner and BMC Gold Partner, RightStar provides consulting, design, and implementation services for the full lines of Atlassian and BMC products. As a complement to these services, RightStar offers on-site ITSM and DevOps assessments, providing strategic roadmaps for delivering services to the business more efficiently, accredited DevOps and ITIL certification training, and a comprehensive line of RightStar software products that add essential functionality to your IT management system.



### The End Result

- Powerful system of record for Assets and Configuration Items
  - When properly deployed SACM supports the business services
  - Strategically benefits the bottom line every single day
  - Tracks, measures, and manages all Business Services and their respective infrastructure and service costs (both planned and unplanned)

### Benefits

- Improved customer service
  - Reduced incident triage and resolution
  - Higher availability, proactive security/vendor patching
- Reduced costs
  - Asset life cycle management for effective procurements (EOL and EOS)
  - Maximizes value, Control Costs, Manage Risks
  - Purchase decision making, re-use and retirement of assets
- Compliance
  - Meet regulatory and contractual requirements

### Typical On-site Agenda

#### DAY 1

- Top management interviews
- Management and stakeholder interviews
- Attendees: Head of ITD, Director of Applications, Director of Infrastructure, Director ITSM
- Deliverables: Project Charter, Scope Statement, Project Governance, Team Org Chart, Status Reporting, Risk Log

#### DAY 2 & 3

- Select implementation approach
- Design architecture, establish blueprint
- Attendees: Application Lead, Infrastructure Leads, Service Desk Lead, ITSM Lead, CMDB Lead
- Deliverables: To-Be Design, Asset Inventory, Data Migration Approach, CMDB Reporting Approach

#### DAY 4 & 5

- Critical service and business mapping (5)
- Data identification and reconciliation
- Attendees: Applications Lead, Infrastructure Leads, Service Desk Lead, ITSM Lead, CMDB Lead
- Deliverables: SACM Policy, Process, Procedures, Roles & Responsibility

#### WEEK 2

- Agile implementation from previous week's workshops
- Attendees: Applications Lead, Infrastructure Leads, Service Desk Lead, ITSM Lead, CMDB Lead
- Deliverables: Agile Product Backlog, Sprint Backlog, Impediments List, Burndown Chart