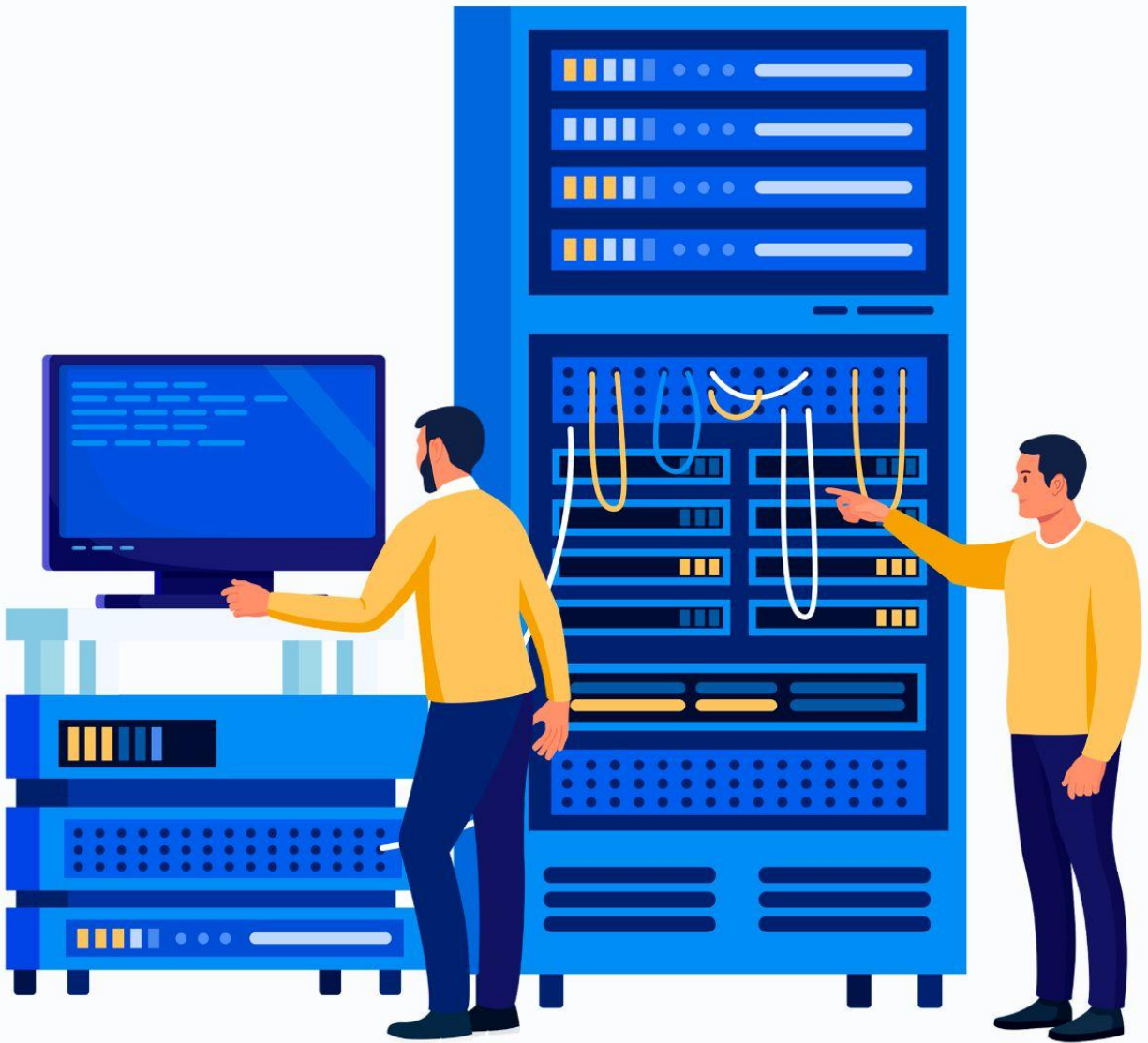


Leveraging Atlassian's JSM for Asset & Configuration Management



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While the concepts of asset management and configuration management are related to one another, they are unique, each focusing on a different set of practices. Both asset and configuration management fall under the service management practices of the widely used Information Technology Infrastructure Library (ITIL) framework, currently version 4. In the 20+ years since ITIL was created, more than three million people hold some type of ITIL certificate. And ITIL 4 now provides a strong, unified, value-focused direction for the organization.

ITIL's Asset Management practice ensures that an organization's tangible and intangible assets are tracked, maintained, up to date, and adequately retired when their life cycle is complete. The primary purposes of asset management are to follow the financial value of each of an organization's assets and help decide when to upgrade or dispose of an asset when it depreciates.

ITIL's Configuration Management practice is similar in that it involves registering and tracking the details of an asset or configuration item. But configuration management aims to help identify the potential impact of changing a configuration item on its dependents by defining the details and relationships between assets. Configuration management is now a critical factor in an organization's IT security practices. Having outdated or down-rev software or hardware can leave an organization vulnerable to attack.

Additionally, a well-defined and updated asset/configuration management practice becomes crucial for performing a cost-effective impact analysis when an organization seeks to change a configuration. And configuration management also assists in controlling and maintaining assets in their desired form and state.

The sophisticated components in today's tech stacks of distributed computing systems, bring-your-own-device (BYOD) policies, and sophisticated network devices and storage solutions can make defining and maintaining assets and their configuration details challenging. Fortunately, **Atlassian's Jira Service Management (JSM)** can help!

In this article, you learn:

- How asset management and configuration management factor into an organization's ITSM practices
- How asset management and configuration management are alike and how they differ
- How an organization can manage its assets and their configurations
- How proper configuration management benefits an organization
- How Jira Service Management can help in asset and configuration management

ITIL Asset Management

For most organizations, the early stages of asset management begin with inventory management and traverse multiple departments. Asset management involves collecting inputs from various teams, such as finance, IT, support, and engineering. In other words, asset management is not for any specific department or sector. Any entity that wants to track its property will likely use some form of asset management.



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The following is a non-exhaustive list of example assets that IT might manage as part of an asset management practice:

- Laptops
- Desktops
- Mouse
- Keyboard
- UPS
- ESX Servers
- Network Switches
- Network Routers
- Security devices/software like Firewalls and anti-virus setups
- Procured Enterprise Software
- Licenses of the procured software
- Licenses of Subscription-based SaaS products

Team leads can make informed time-bound and cost-bound decisions by managing their assets to understand their financial value over time. For example, suppose an IT department uses its ITSM toolset software to manage the details of purchased laptops. In that case, their corresponding warranty can answer the following questions related to the asset:

- How many have been purchased, and for what price?
- How many are currently in use or and how many are unallocated?
- How many are undergoing maintenance procedures?
- How many are approaching the end of their warranty period?
- How many are already out of warranty and must be renewed or retired?

With advanced knowledge of the warranties, the IT department can decide to renew or retire an expiring asset.

But what's the connection between asset case history and the decision-making process of renewing or retiring an asset? Suppose the particular asset is in good condition, and there are no critical complaints or actions taken toward the maintenance of the laptop. In that case, the IT department can decide to renew that asset.

Alternatively, the organization can retire and replace the machine if there are several complaints about the asset, like repeated hardware issues, component replacements, or physical damage. Therefore, knowing an asset's case history can influence the crucial cost and time-saving decisions.

ITIL Configuration Management

Once an organization captures asset details, it should store the asset's configuration information or a list of configuration items (CIs) in a configuration management database (CMDB).

The CMDB should be the centerpiece of any large enterprise ITSM system. Indeed, the CMDB has been in use in most enterprises for decades now, but today often takes a back seat to more exciting technologies such as AI, automation, cloud, mobility, and security. Yet the irony is that a strong configuration management foundation and a clear understanding of IT service dependencies and mapping become essential for key IT transformation initiatives such as DevSecOps.



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For example, an executive's laptop can be considered an asset. That asset and the software installed on it (such as data modeling software, or anti-virus protection, to name a few) are considered configuration items. In the CMDB, a separate CI can be recorded for each.

Remember, the most significant benefit from asset and configuration management processes is registering and tracking the relationship between assets and other configuration items. Such a practice serves the organization well into the future, enabling proper lineage analysis before the organization introduces a change to a system or acts upon a service request.

Consider the following example: An ESX server hosting six virtual machines in production must undergo critical maintenance. These virtual machines host essential application services and databases. So, any downtime of this ESX server impacts these dependent machines and, in turn, the end-user-facing applications. Without the mapping information of assets, configuration, and service dependencies, you might fail to inform impacted users of maintenance downtime. Failing to do so can diminish end-user trust and impact the customer experience.

Suppose you have well-defined asset and configuration management practices to capture the ESX server as an asset and its virtual machines and software applications as configuration items. In that case, you can retrieve a lineage report on impacted components before beginning such maintenance. You save time and prevent lost revenue by clearly identifying the impacted areas and proactively notifying your customers about the maintenance schedule.

Atlassian's Jira Service Management

Now that you understand asset and configuration management practices and their benefits, you might be looking for a solution to implement these practices in your organization or projects. Jira Service Management (JSM) offers multiple purpose-built features designed to help!

Jira Service Management Cloud Premium and Cloud Enterprise offerings include asset and configuration management capabilities that enable you to track your organization's assets, configuration items, and the relationships and dependencies between them.

JSM's intuitive user interface and capabilities include:

- Auto-discovery of assets and configuration items within your infrastructure
- Manual registration of assets with chosen attributes to track
- Custom objects and custom attributes allow you to track any data you'd like
- Asset tracking to support time-and cost-sensitive decisions
- Automation of tasks to save time and effort for the IT department (for example, automated procurement advice when the number of laptops in stock is below the threshold set)
- Inclusion of additional contextual asset information on the JSM ticket which results in quick ticket resolutions
- Impact analysis and review before acting on any change, service, or incident requests
- Health status monitoring of your application site and services

The above list is just a few capabilities offered by the JSM platform. Check out Atlassian's official [Jira Service Management](#) page for additional information.



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ScanStar

Of course, an asset and configuration management solution would not be complete without ScanStar, RightStar's own proprietary barcode scanning software. ScanStar allows barcodes on inventory or assets to be scanned and reconciled, helping to identify missing and relocated items. Since not all assets are discoverable either because they are not yet on your network or never will be, an essential component of asset management is the ability to efficiently inventory and reconcile them into a "single source of truth."

Check out ScanStar here: [RightStar's ScanStar Barcode Scanning Solution](#).

Conclusion

You can save time and prevent unnecessary spending on obsolete inventory or redundant services by managing assets and configuration items. This also gives you a built-in audit system. JSM's powerful ITSM capabilities can help implement your organization's asset and configuration management goals through its easy-to-use, robust interface and integration capabilities with other tools and platforms.

Because of its exhaustive features list and integration capabilities, it might be difficult for an organization just beginning on its asset and configuration management journey to implement an end-to-end ITSM process using JSM. If the idea seems overwhelming, you can visit [RightStar](#) to receive enterprise-level consultancy and support for your JSM implementation.

RightStar, a certified Atlassian Gold Solution Partner, has successfully executed many Jira Service Management implementation projects for both government and commercial entities. RightStar also offers training and certifications in the ITIL space. Contact [RightStar](#) today to begin implementing asset and configuration management in your organization.

About XTIVIA

XTIVIA is an innovative B2B technology enterprise solutions company committed to providing integrated technology solutions and services, delivering measurable results as a trusted industry thought leader for 30 years.

Our services include managed services and business solutions, like database support and management; DevOps, CRM, and ITSM; application solutions, including mobile apps; ERP solutions for GovCon and the private sector; and platform integration, with APIs as well as digital experience and CMS solutions.

If you can imagine the business outcome, XTIVIA can create it with technology.

XTIVIA has offices in Colorado, New York, New Jersey, Missouri, Texas, and Virginia. www.xtivia.com