# ITAM Standards And the Future of ITAM

Ron Brill

ITAM World Tokyo, Japan, 2018



## THE CHALLENGE





### ITAM AND THE DIGITAL BUSINESS DISRUPTION



**Consumption Models, XaaS** 

IoT

IT / OT Convergence

IT / Business Convergence

Agile

**Financial Mgmt.** Architecture **Project Mgmt. Procurement Disaster Recovery** Config. Mgmt. Cybersecurity **Service Mgmt.** 

#### **IT Asset Management Information**

- What hardware and software assets do we have
- Configuration/version/patch level of these assets
- Where are these assets
- How are these assets being used and by whom
- · What is the license entitlement
- What is the license consumption

**BYOD** 

**HW/SW Disconnect, SD "X"** 

**Security-First IT** 

**Distributed & Flat IT** 

**IT Diversity** 

### STANDARDS & GOVERNANCE FRAMEWORKS





# THE INTERNATIONAL STANDARDS ORGANIZATION



- ISO is the ONLY internationally-recognized standards body
- Established in 1947, Headquartered in Geneva, Switzerland
- Currently has 168 member countries
- Each county has 1 recognized national body that is the member in ISO
- Work is done in committees (Working Groups)
- Standards are written by industry experts who work on a volunteer basis
- Committee Chairs (also called Convenors) are elected for a 3-year term
- All decisions and standard drafts are voted on by all countries
- Standards must be refreshed every 5 years
- Standards need to be purchased



# ISO ITAM COMMITTEE (WG21)



- About 150 Members
- 23 Countries
- 9 Liaison Organizations
- Cross-Section Industry Representation:
  - Technology Providers (Microsoft, IBM, Oracle, HP, DellEMC, Cisco)
  - ITAM Tool Vendors (Flexera, Snow, 1E, Eracent)
  - Consultants (M-Assure, Accenture, Anglepoint, ConSalt)
  - Industry Bodies (NIST, BSA, TagVault)
  - Analysts, Media, and User Orgs (Gartner, ITAM Review, IAITAM, SAMAC)
  - End-User Organizations (Shell, Roche, Novartis, GSK, US DoD, Google)





### PUBLISHED ISO ITAM STANDARDS





Management System 19770-1: ITAM Information Structure

19770-2: SWID Tags

19770-3: Ent Tags

19770-4: RUM Tags

Overview & Vocabulary 19770-5

# ISO 197701-1:2017 – ITAM SYSTEM REQUIREMENTS 2



#### The Plan-Do-Check-Act Continuous Improvement Cycle

IT Asset Management System based on ISO/IEC 19770-1:2017



#### **Adjust Plan Accordingly**

- Identify and correct non-conformity when it
- Identify potential for future performance failures and take preventative action
- Continuously improve the ITAM system

Act

• Understand needs, objectives and scope • Secure leadership support, develop policies, and define responsibilities

**Create Process Improvement Plan** 

- Develop detailed plan
- Identify support requirements including those related to resources and documentation

Plan

#### Tier 1: **Trustworthy Data**

The first stage, which is a mandatory part of standard implementation, involves gaining a thorough understanding of the technology you have so you can manage it comprehensively. It begins by assessing the software on the system to enable compliance with software license agreements. This is a foundational element upon which to build, and without which other objectives cannot be achieved. In addition to license management, this tier also enables organizations to develop the processes necessary for change management, data management, and security management.

#### **Tier 2: Life Cycle Integration**

The second optional stage builds upon the first, and helps organizations achieve greater efficiency and cost-effectiveness by improving management across the entire IT asset lifecycle -- from specification, to acquisition, development, release, deployment, operation and retirement.

### Check

- Define and implement monitoring, measurement, analysis and reporting
- Conduct effective internal audits

Perform periodic management reviews

#### Tier 3: Optimization

The third stage helps organizations achieve greater efficiency and cost effectiveness by focusing on functional areas like contracts and financial management.

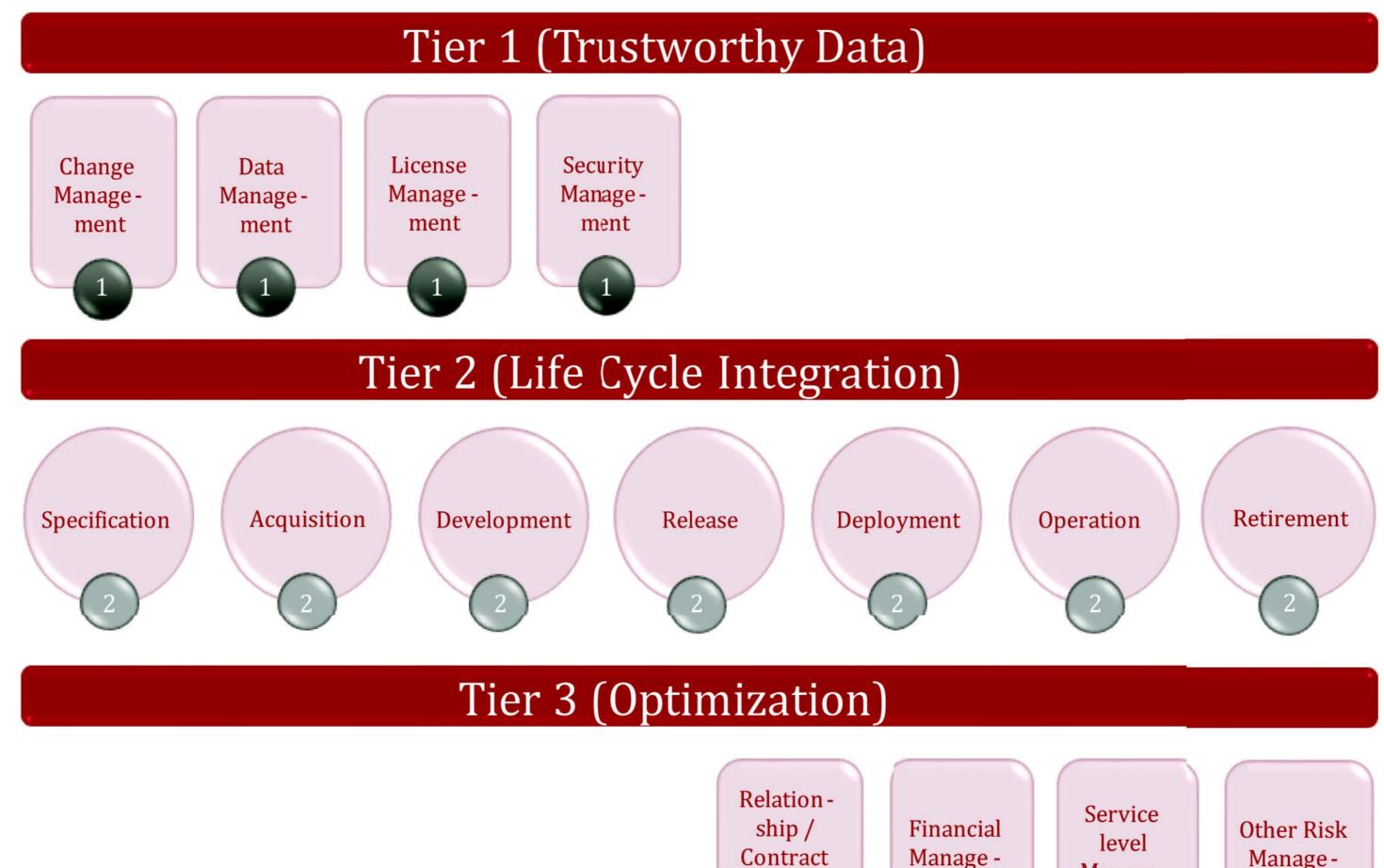
- - Control mixed-responsibility environments

**Execute the Plan** 

- Establish framework for operational planning and control of processes
- Implement and operate Tier processes
- Ensure outsourced processes are controlled

**Evaluate Progress Against the Plan** 





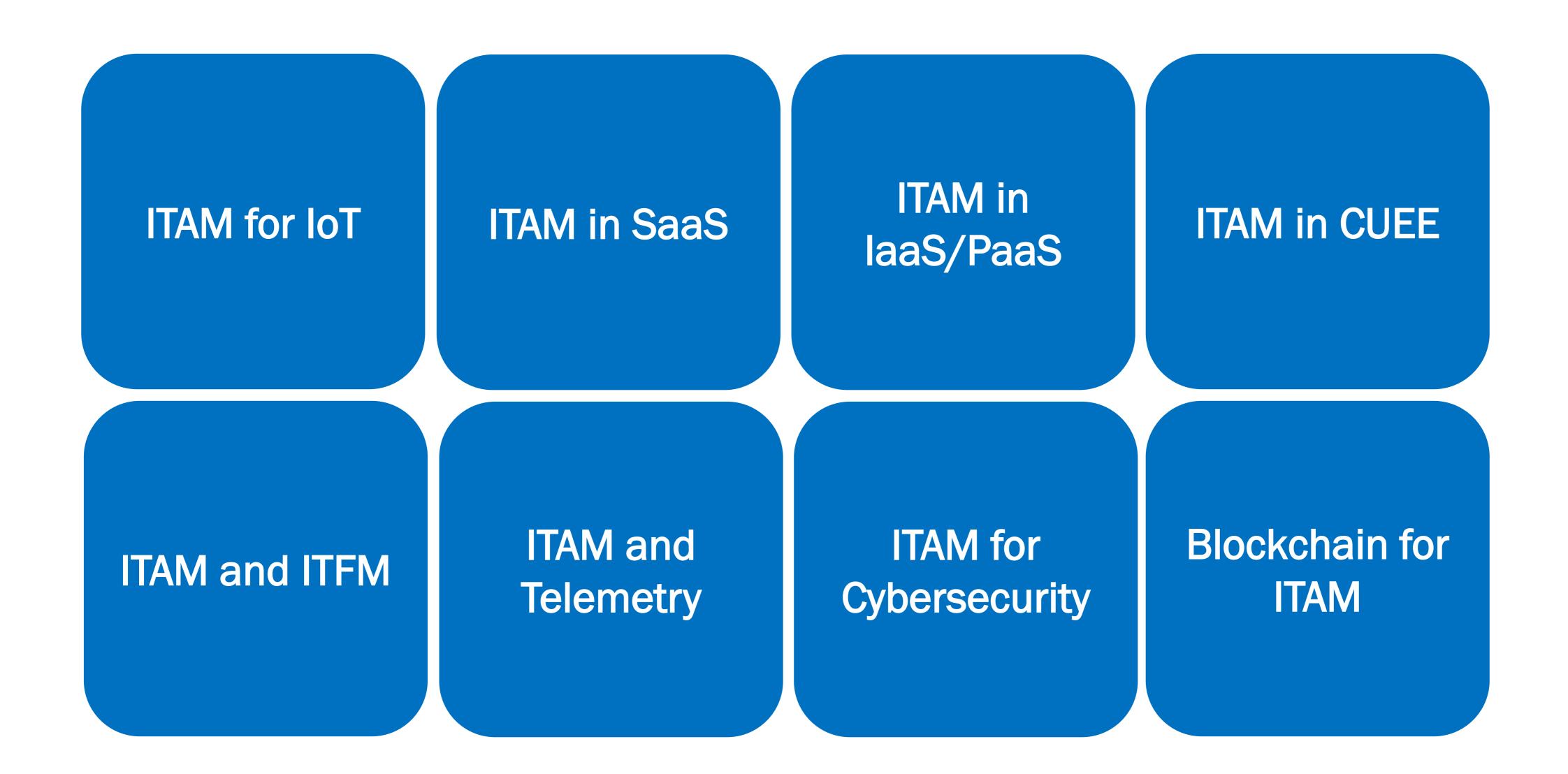
# NEW ISO ITAM STANDARDS UNDER DEVELOPMENT Anglepoint

- 19770-2: Software Identification Tags Refresh to 2015 version
- 19770-5: Overview & vocabulary Refresh to 2015 version
- 19770-6: Hardware Identification Tag
- 19770-7: ITAM Inventory Schema
- **19770-8**: Mapping Framework To/From 19770
- 19770-10: ITAM Management System Substantive Guidance
- 19770-11: ITAM Certification Framework



### ADDITIONAL EMERGING TOPICS FOR ITAM







# QUESTIONS?

Ron Brill
Chief Executive Officer
Anglepoint Group, Inc.
ronb@anglepoint.com
+1.408.476.5997