Atlassian ITSM

Unlock high-velocity teams

Deliver value fast

Empowers teams to deliver value fast without the cost and complexity of legacy ITSM

Make work visible

An open, collaborative platform brings greater visibility to work

Dev + Ops that flows

Accelerates the flow of work between development and operations

Unified Service

Unify teams around services for improved visibility and collaboration

What is Asset and Configuration Management?
How is it structured and how can I use it?

How do I get started?
Three steps to follow for implementation success

Where do I go next?
Additional resources to learn more

What is Asset and Configuration Management?

How is it structured and how can I use it?

How do I get started?

Three steps to follow for implementation success

Where do I go next?

Additional resources to learn more

insight

A database of anything.

DATA MODELING FOR JIRA SERVICE MANAGEMENT

ADDED VALUE

How can asset and configuration management support ITSM practices?
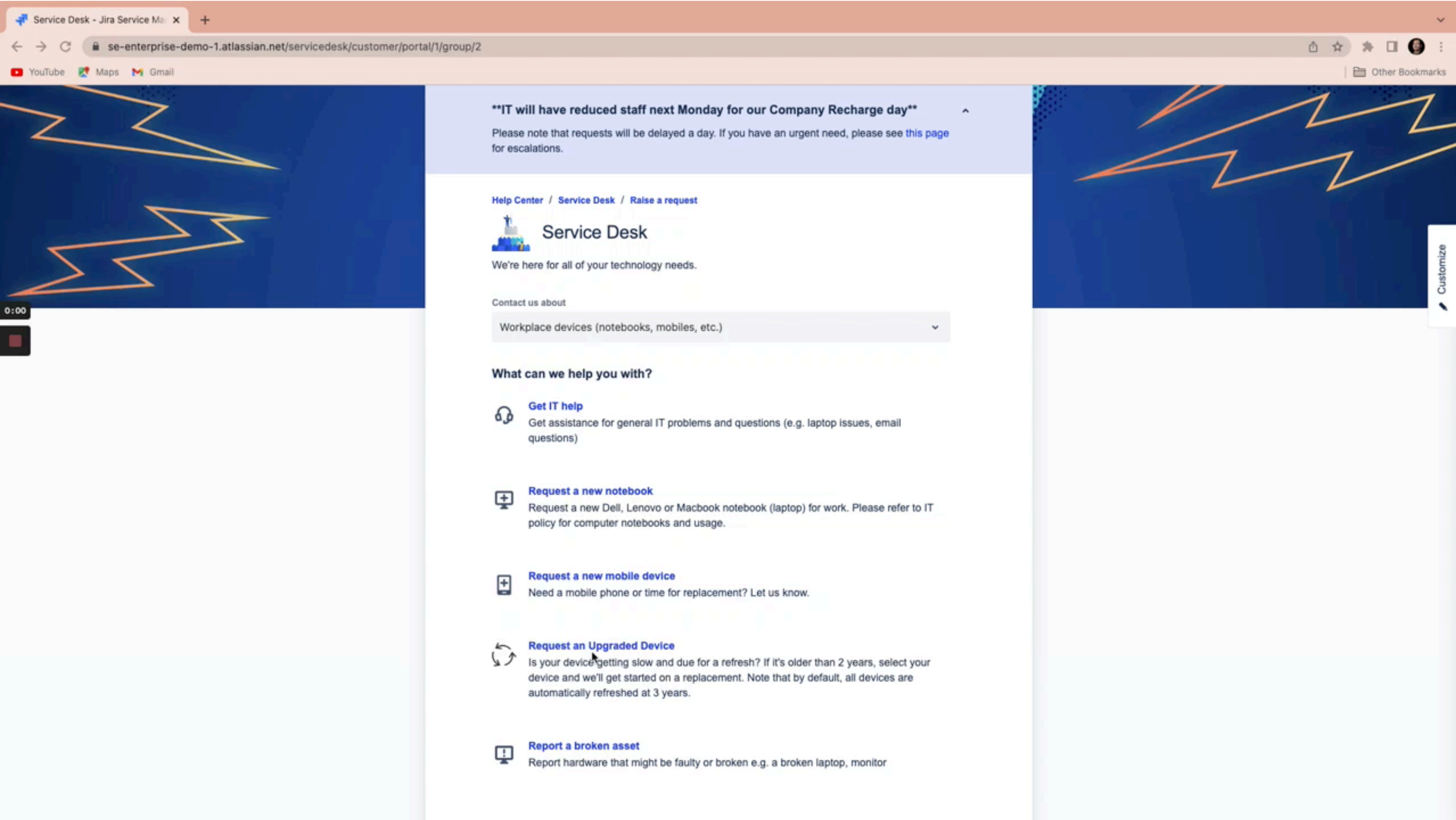
IT Asset management

Service configuration management

- Knowledge management
- Service request management
- Management & Reporting
- Portfolio Management
- Change Enablement
- Incident Management
- Problem Management

DEMO CLIP

What is Asset and Configuration Management?
How is it structured and how can I use it?

How do I get started?
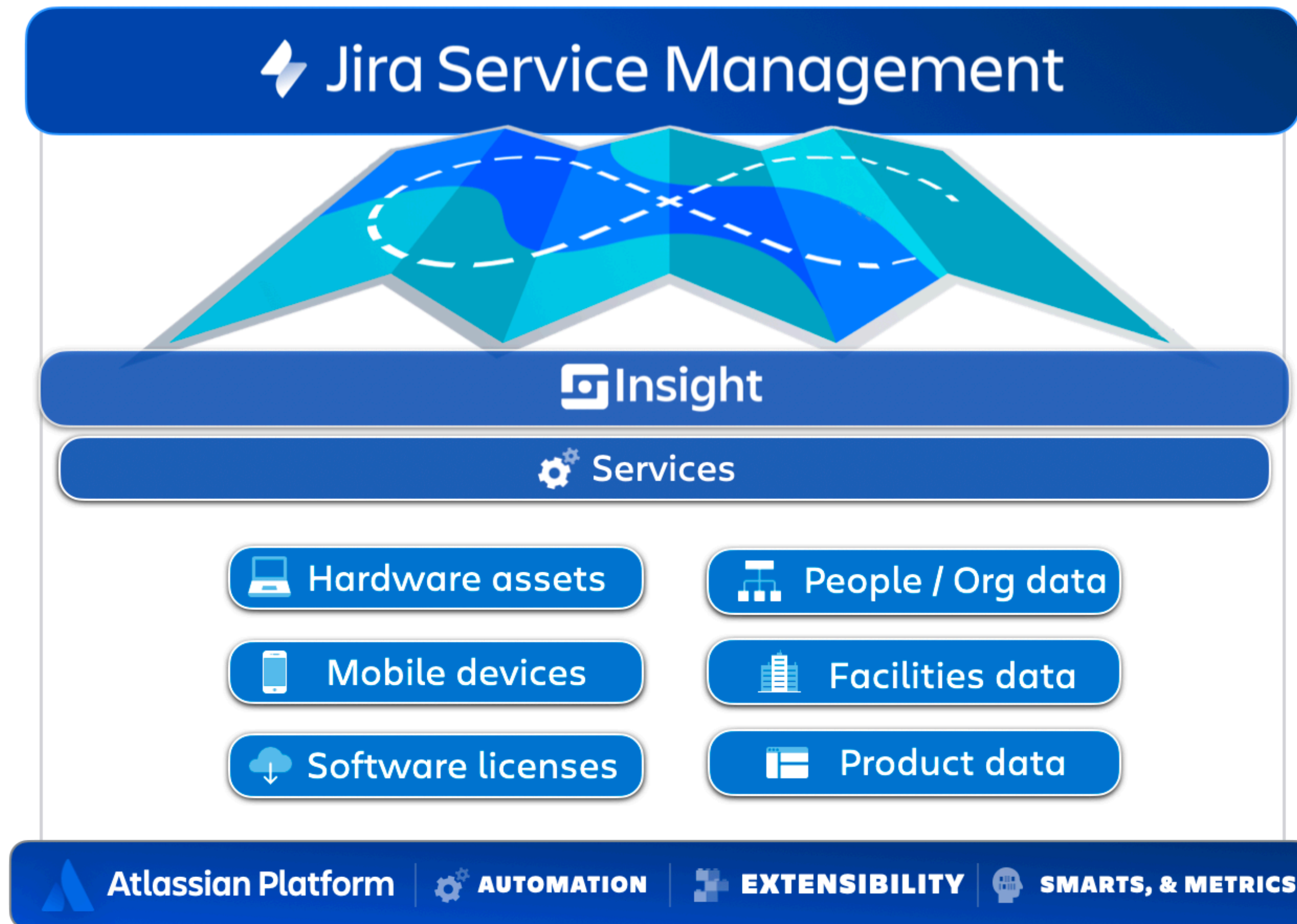Three steps to follow for implementation success
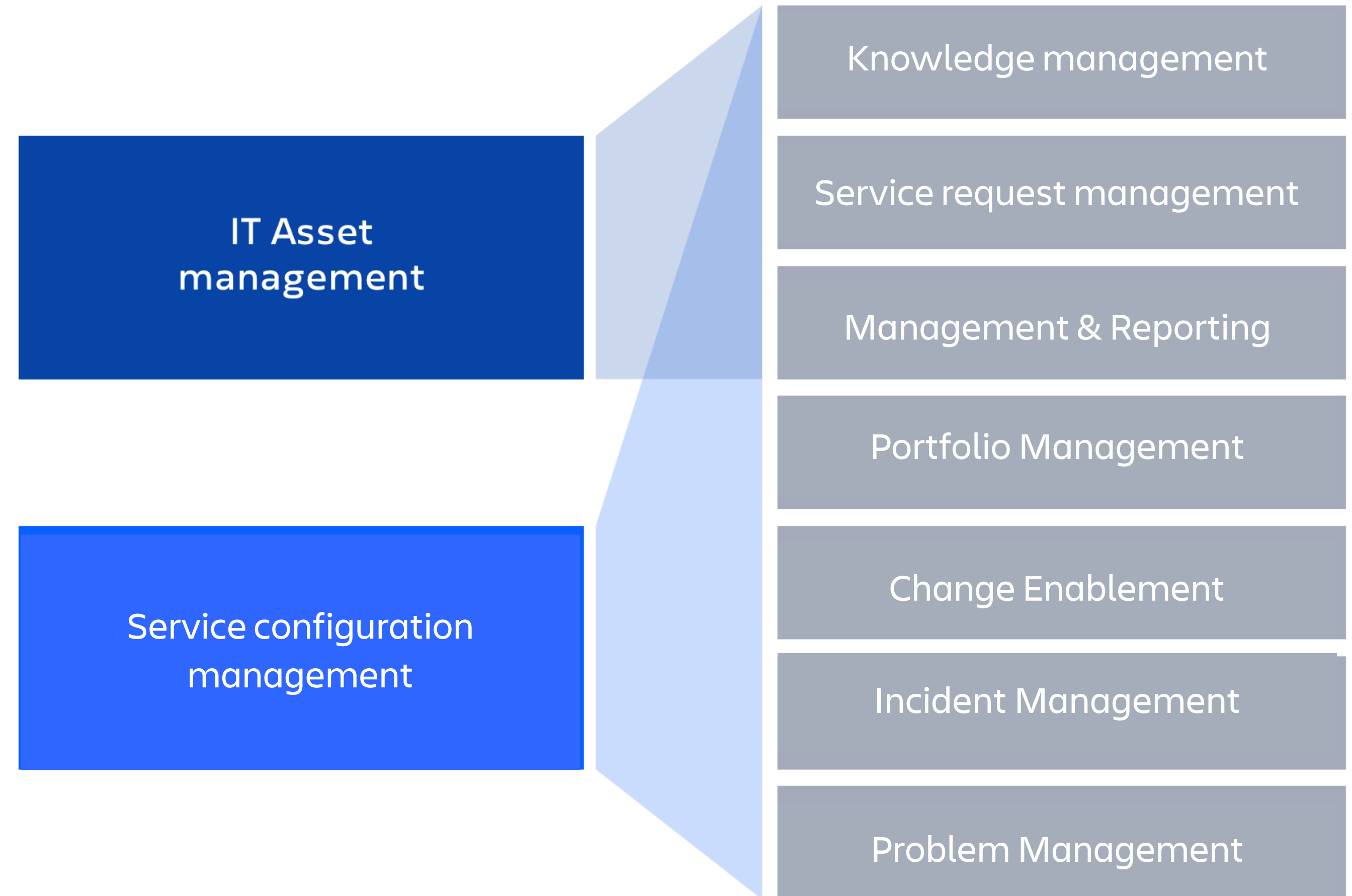
Where do I go next?
Additional resources to learn more

3 steps to success

#1
Defining the Value & Expectations

Understand the use cases, roles, expectations and the value for the users

#2
Identifying & Modeling the Data

Understand the data sources and modeling the data structure according to its purpose and usage

#3
Implementation & Iteration

Define automations, integration approaches, and data synchronisation methods

#1 DEFINING THE VALUE & EXPECTATIONS

1. Identify stakeholders
Include as many teams as possible

2. Uncover the "User Stories"
High level description of the end state provided by the user

3. Note the added value for each
Need solid reasoning for including in the scope
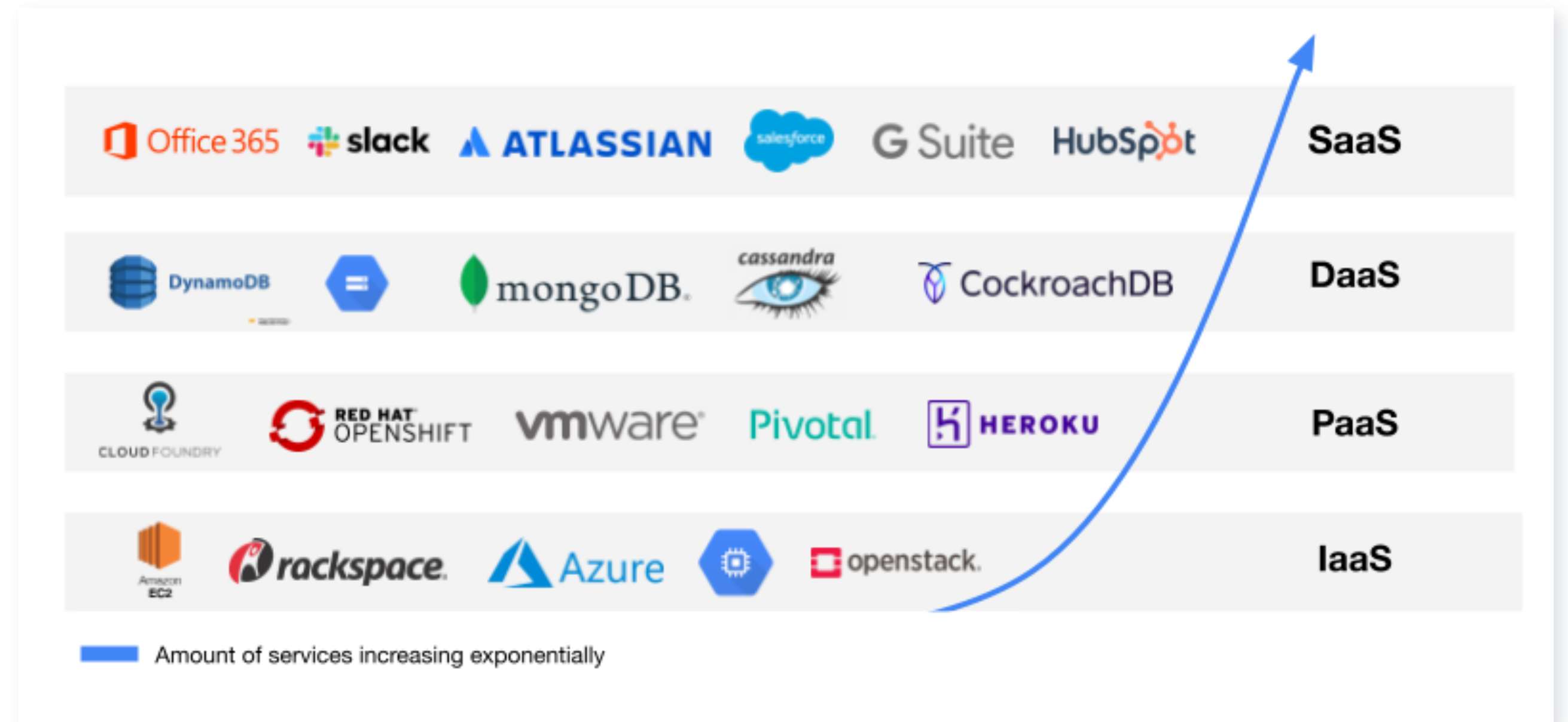
4. Owners vs Users of the data
Defining the Data Access Rights at this stage
saves time by eliminating back and forth steps

#2 IDENTIFYING & MODELING THE DATA

Finding the data in the technology landscape, is not simple..

..but it is <u>definitely</u> possible!

SaaS

DaaS

PaaS

IaaS

Amount of services increasing exponentially

EXAMPLE

As a **Change Manager**, I would like to know which **Business Applications** will be **affected** during a resource upgrade in a planned operation to ensure that the risk is minimised and **customers are not impacted**.

Q: Where is the related Infrastructure info?

A: Infrastructure is hosted on Cloud, managed by SRE (Site Reliability Engineering) team.

Q: Where are the Business Application definitions?

A: Defined in the Enterprise Architecture Management Solution, managed by the Enterprise/Solution/Technical Architects.

Q: How are they related?

A: Well-defined Resource Tagging Strategy in place.

BE SELECTIVE, FOCUS ON THE PROVIDED VALUE
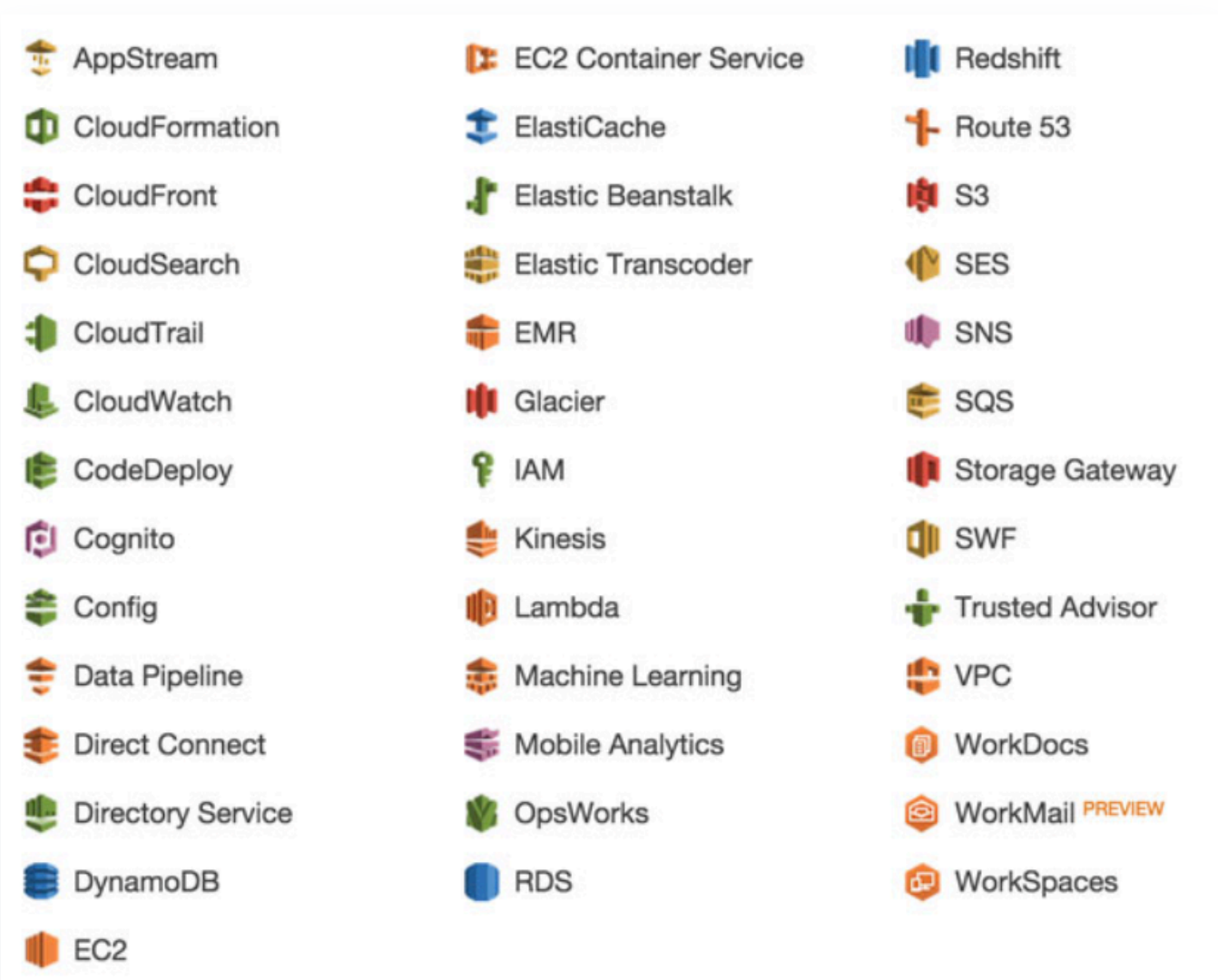
AWS All Products
(I want it all)

216 PRODUCTS

MONTHS
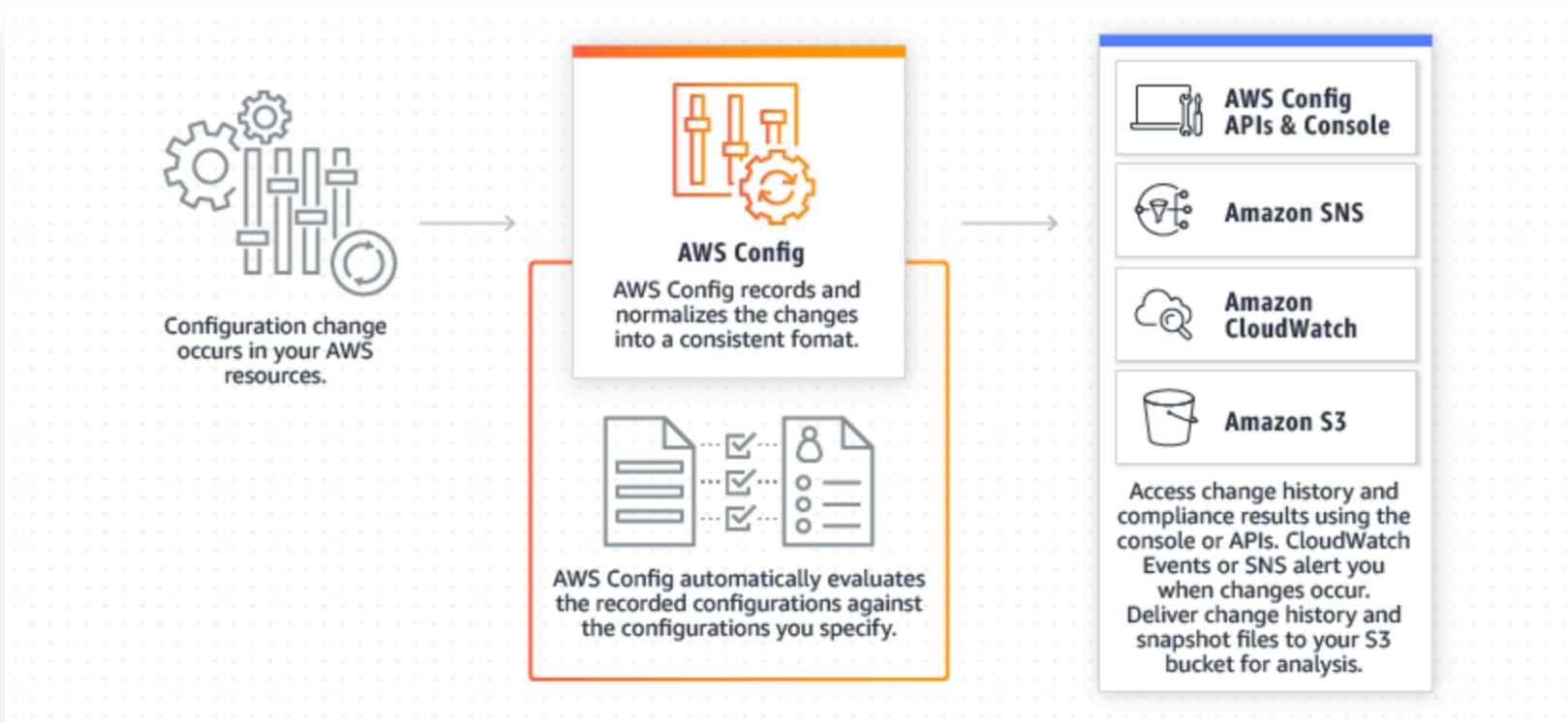
AWS Config
(Configuration Items Snapshots)

42 PRODUCTS

WEEKS
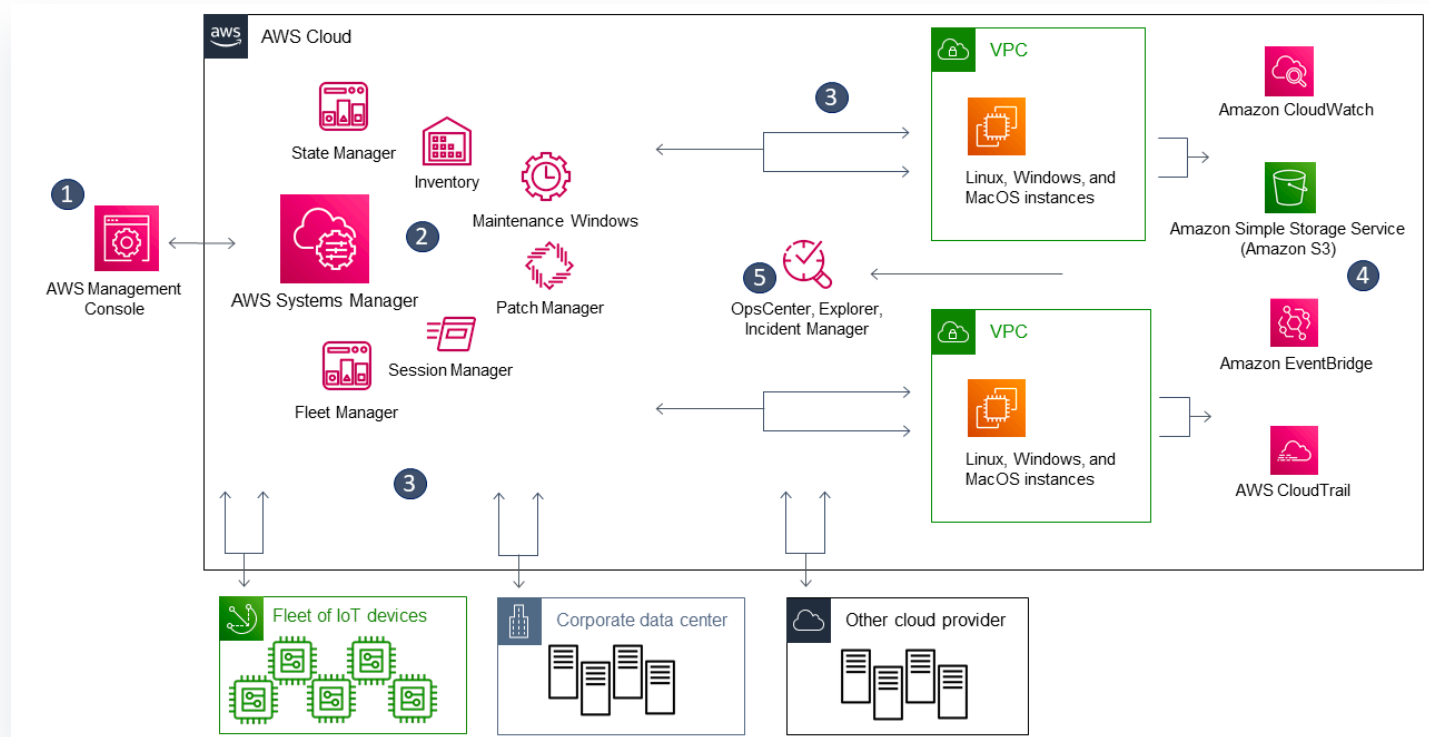
AWS SSM
(Systems Manager Inventory)

4 PRODUCTS

DAYS

FREEDOM OF DATA MODELLING

LeanIX Data Model
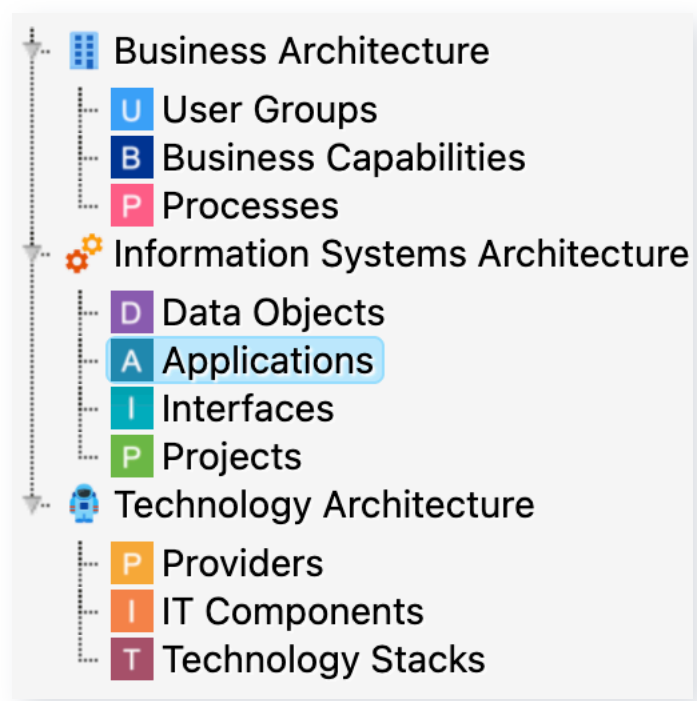
insight
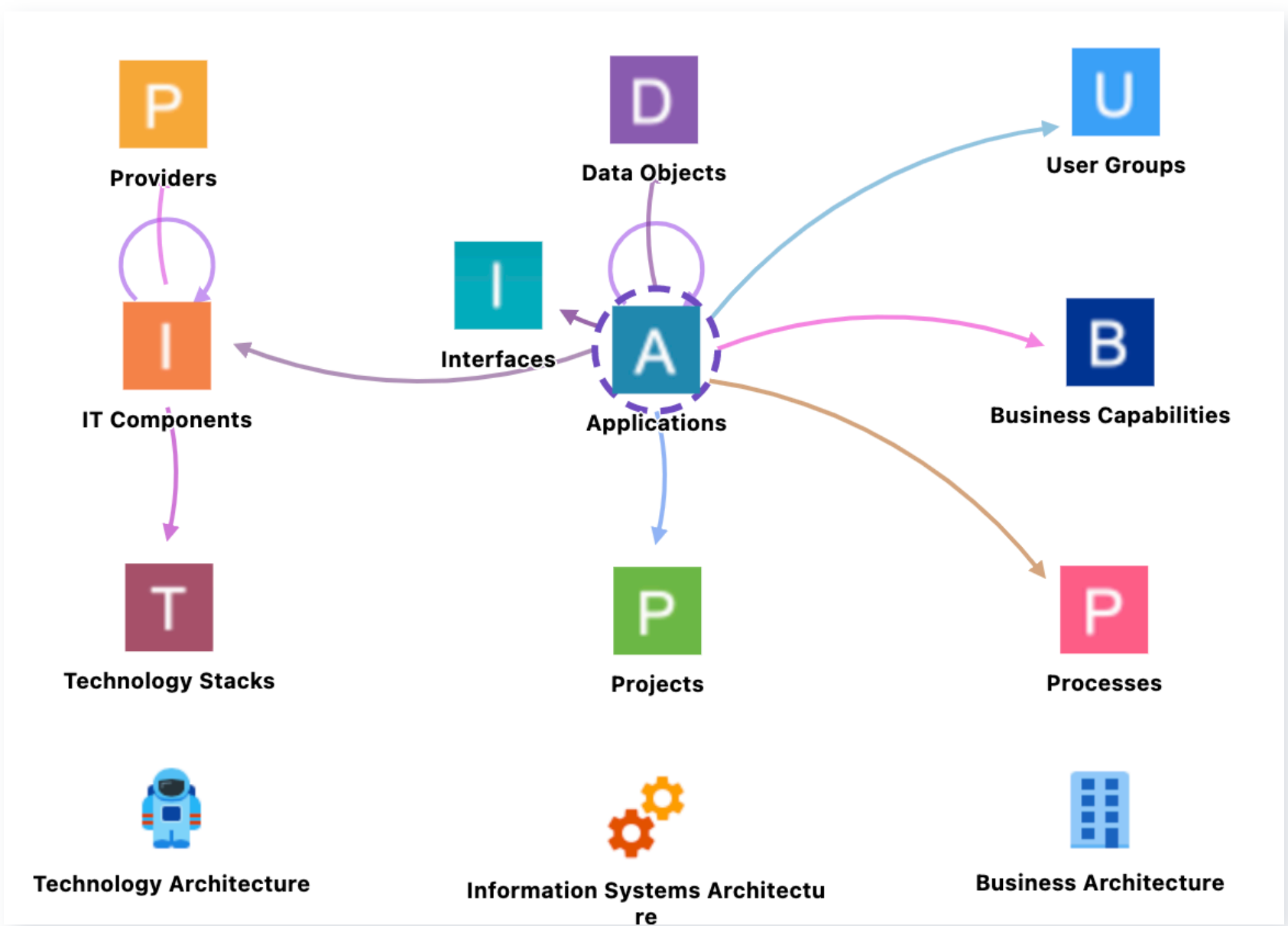
Insight Graph View

CONNECTING THE DOTS
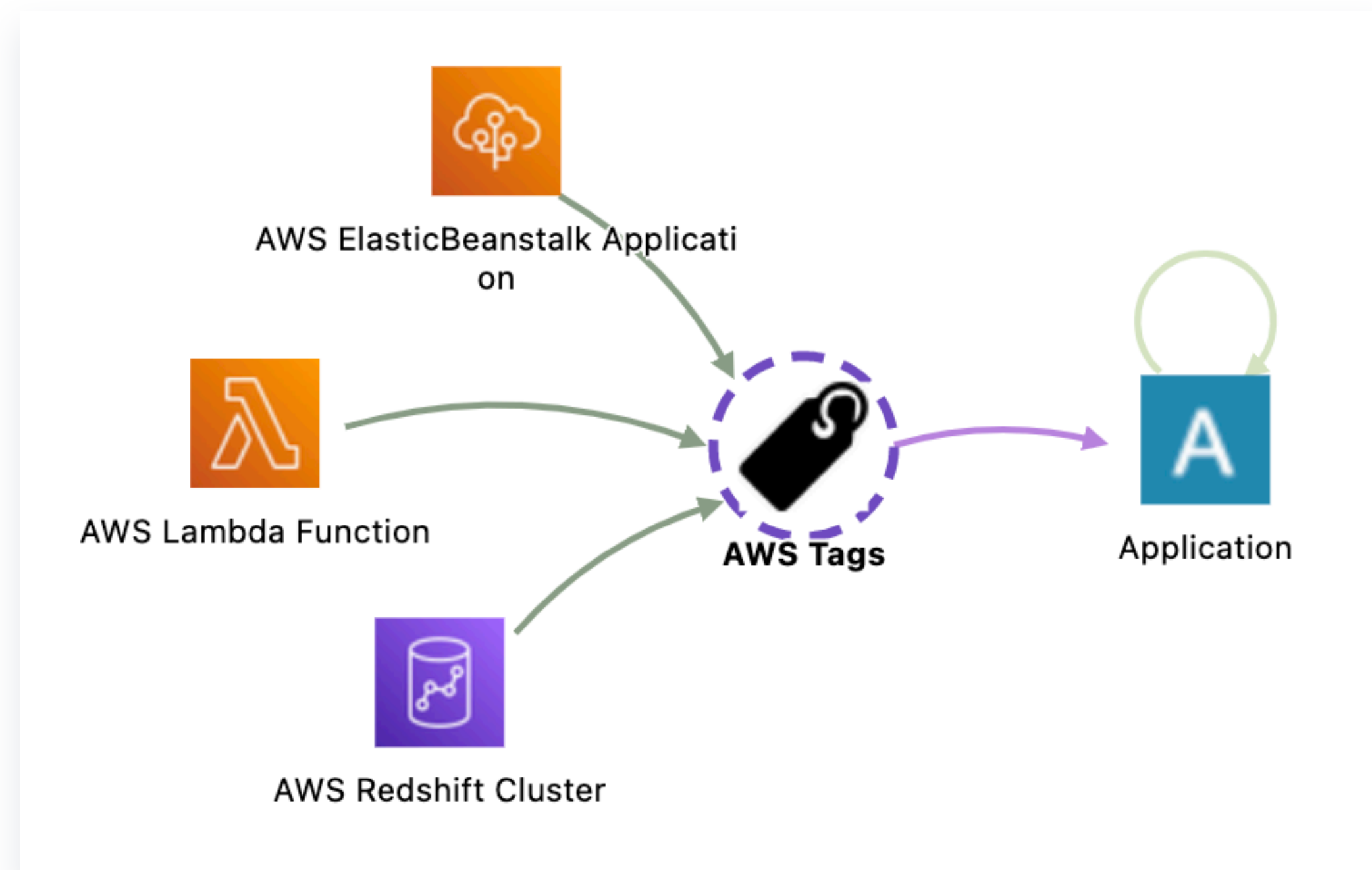
- ✅ Data Sets aggregated from different systems
- ✅ Data Model designed according to the Organization's needs
- ✅ Ready for data propagation

#3 IMPLEMENTATION & ITERATION

1 **Imports**
CSV, JSON
(Excel)

2 **Insight Discovery**
Network scanner

3 **Integrations**
Custom
Import API
Automation Webhooks

DECISION CRITERIA

Customers (Internal / External)
Partners
Vendors

Stakeholders

Data

Modelling
Aggregation
Normalization
Transformation

Asynchronous
Synchronous
Bulk Updates
One-by-one

Sequence

Insight Integration

Security

Visibility
Control
(Zero Trust)

Real Time
Hourly
Daily
Weekly

Frequency

Method

Manual
Imports
Insight Discovery
Rest API
Import API
JSM Automation
Webhooks
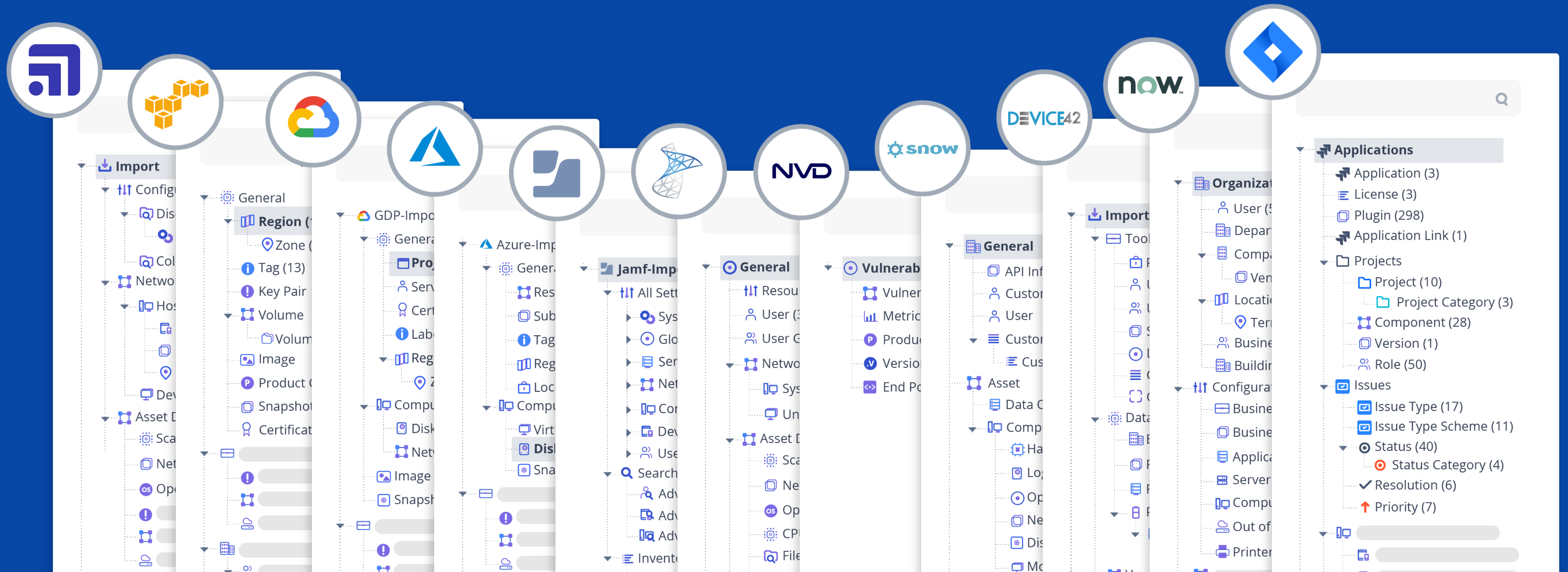
LET THE MAGIC HAPPEN

Object
Rule is run when an object from a specific schema is created, updated or deleted. NEW

Create object
Create a new object in a given schema. NEW

Edit Object
Update certain object attributes. NEW

IQL condition
Checks whether the rule matches the query condition. NEW

Lookup objects
Search for objects using IQL. NEW

Create variable
Define a new smart value to use in this rule.

Branch on IQL
Branch rule and run conditions & actions for these objects.

Edit issue
Update certain issue fields. POPULAR

Edit Insight field attributes
Update certain Insight field attribute values.

JUST IN TIME ASSET DELIVERY

Automation　　ENABLED

INV: Reorder Laptops

	Rule details
	Audit log

When: Object updated
from IT Employee Assets

If: Object matches IQL
objectType="Laptops" and Status not in ("In Stock")

And: Compare two values
Checks if:
{{object.Model.Restock Level}} is greater than 0

Then: Lookup objects
From IT Employee Assets

And: Create variable
Create smart value variable
{{count}}

If: Compare two values
Checks if:
{{count}} is less than {{object.Model.Restock Level}}

Then: Create a new
☑ Task
in
Inventory Management

ASSET JOURNEY

Procurement Process
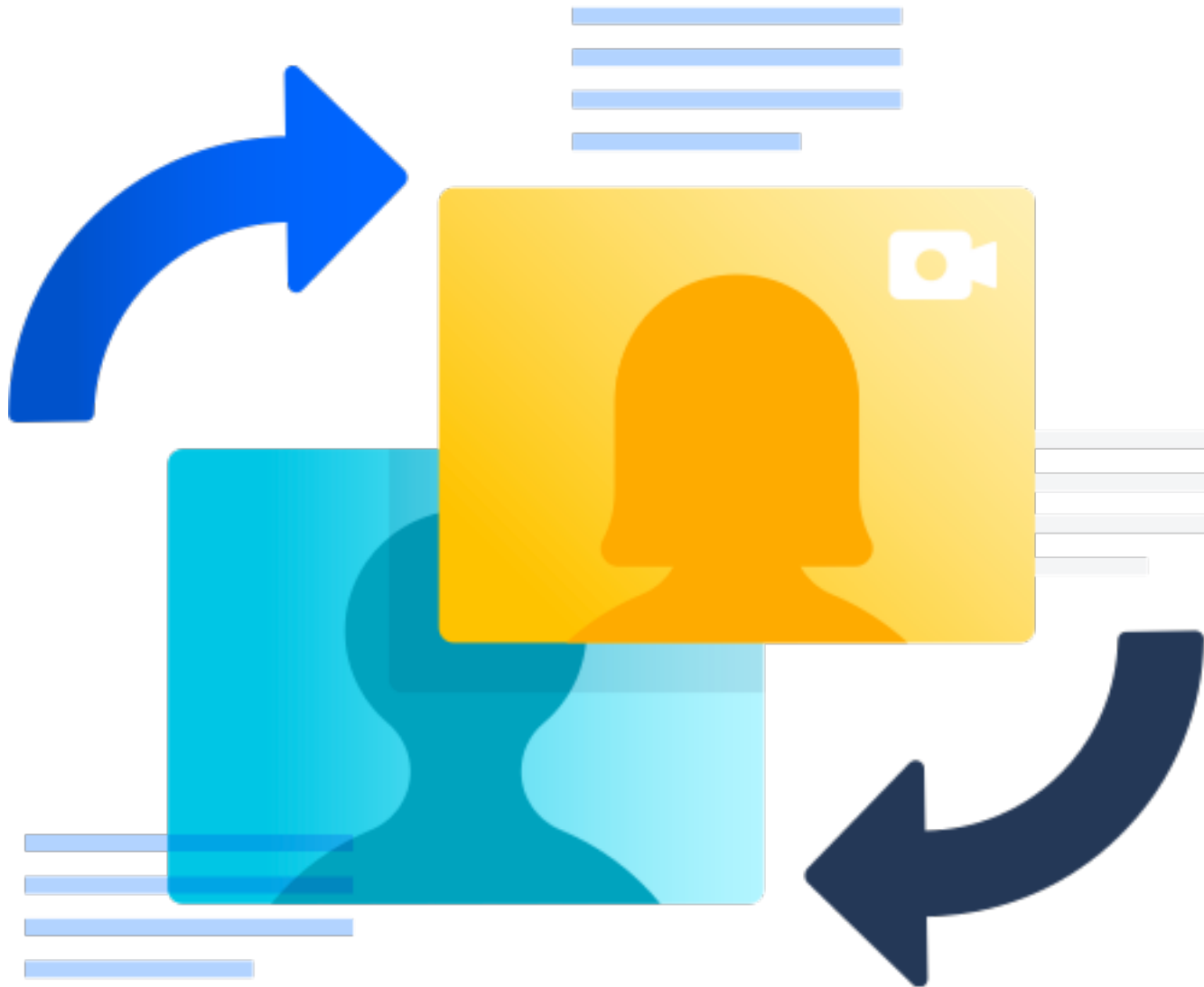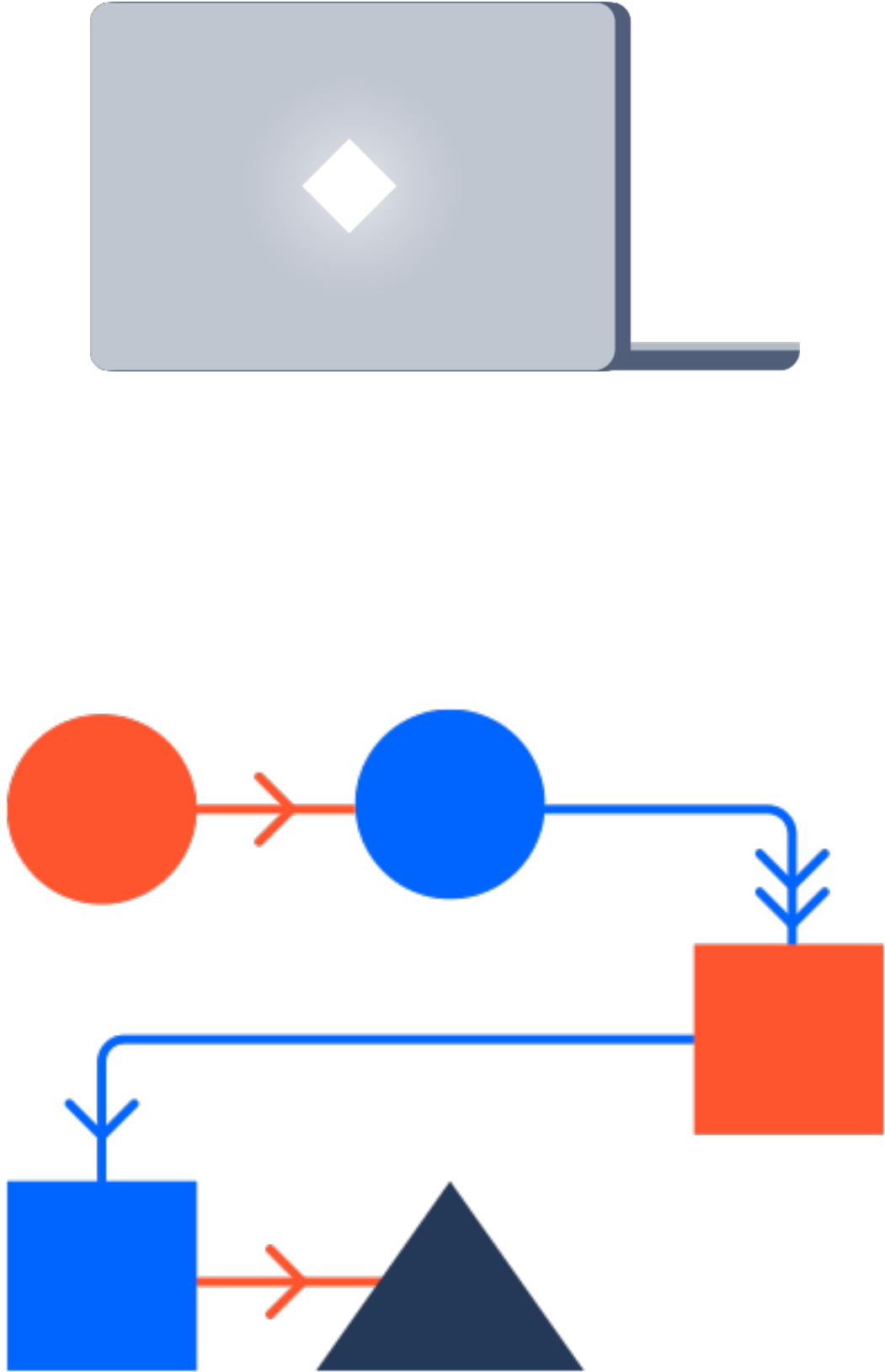
Service Request Management

Examples

Infrastructure Discovery
Discovery example from Insight discovery

Search objects   Overview   Graph   Object schema ˅

Host
No description

Create object   Objects   Attributes   Graph   Object type ˅

Filter Search ˅   Advanced   25

1–20 of 20

Columns ˅

T	Key	Name ↑ 🏷	Status	Hostname	System Up Time Minutes	RAM	Model	Vendor	Virtual	Last User	Operating System	CPU Count	
📄	ID-579	centos-srv-7	RUNNING	centos-srv-7	10080 min	235 Mb	VMware Virtual Platform	VMware, Inc.	True	root	CentOS Linux 7 (Core)	1	⚙
📄	ID-584	centos6	RUNNING	centos6	10080 min	238 Mb	*No Value*	VMware, Inc.	True	root	CentOS	1	⚙
📄	ID-577	CHS-Dev	RUNNING	CHS-Dev	105 min	4096 Mb	VirtualBox	innotek GmbH	True	dev	Microsoft Windows 10 Pro	1	⚙
📄	ID-573	CHS-MBP	RUNNING	CHS-MBP	195 min	16384 Mb	MacBook Pro MacBookPro11,4	Apple Inc.	*No Value*	chs	Mac OS X	1	⚙
📄	ID-586	debian-srv-9	RUNNING	debian-srv-9	10080 min	240 Mb	*No Value*	VMware, Inc.	True	dev	Debian GNU/Linux 9 (stretch)	1	⚙
📄	ID-581	maipo	RUNNING	maipo	10080 min	236 Mb	VMware Virtual Platform	VMware, Inc.	True	root	Red Hat Enterprise Linux Server 7.4 (Maipo)	1	⚙
📄	ID-569	solaris	RUNNING	solaris	10103 min	1024 Mb	VMware Virtual Platform	VMware, Inc.	True	root	Oracle Solaris 11.4	1	⚙
📄	ID-571	SQLServer	RUNNING	SQLServer	10105 min	4096 Mb	VMware Virtual Platform	VMware, Inc.	True	Administrator	Microsoft Windows Server 2012 R2 Standard	2	⚙
📄	ID-568	SRV-AD	RUNNING	SRV-AD	10111 min	4096 Mb	VMware Virtual Platform	VMware, Inc.	True	Administrator	Microsoft Windows Server 2016 Standard	1	⚙
📄	ID-587	srvDev	RUNNING	srvDev	10043 min	8192 Mb	VMware Virtual Platform	VMware, Inc.	True	ServiceAccount	Microsoft Windows Server 2016 Standard	4	⚙

Search object types

Asset Details
- Scanning Information (22)
- Network Interface (52)
- Operating System (28)
- CPU (24)
- Storage Device (19)
- File System (32)
- License (6)
- Application (4443)
- Database (13)
- Application Service (2398)
- Patch (233)
- User (195)
- Group (671)

Configuration
- Discovery (1)
  - Scan Setting (1)
- Collector

Network Assets
- Host (20)
  - Connected Device (10)
  - Virtual Guest (28)
- Device (2)

IT Employee Assets
No description

Search objects | Overview | Graph | Object schema ⌄

Search object types 🔍

Laptops
No description

Create object | Objects | Attributes | Graph | Object type ⌄

- 📁 Hardware Catalog
  - 💻 Supported devices (6)
  - 🖱 Supported mice (4)
  - 💻 Supported laptops (3)
  - 🖥 Supported monitors (4)
  - 📱 Supported phones (3)
  - ⌨ Supported keyboards (3)
  - 📱 Supported tablets (3)
  - 📦 Supported bundles (2)
- 🔵 Software Catalog
  - ☁ Cloud Subscriptions (15)
  - 🪟 Workplace Software (2)
    - 🔒 License Keys (4)
- 🖥 IT Hardware
  - 💻 Laptops (30)
  - 🖥 Monitors (13)
  - 📱 Phones (1)
  - 📱 Tablets (10)

Filter Search ⌄ 🔍 Advanced | 25

1–25 of 30

Columns ⌄

T	Key ↑	Name 🏷	Created	Updated	Serial Number	Status	Model	Owner	Location
💻	IEA-225	💻 LAP-121-APP-2940	23/Aug/21 11:44 PM	19/Oct/21 8:10 PM	AD093-9284-ZA008	ACTIVE	💻 MacBook Pro - 13 Space Gray	👤 Alana Grant	*No Value*
💻	IEA-226	💻 LAP-123-APP-1309	23/Aug/21 11:44 PM	14/Dec/21 5:43 AM	FEI2-4902-FIEOEE039	IN STOCK	💻 MacBook Pro - 16 Space Gray	👤 Mitch Davis	📍 MA-B1
💻	IEA-227	💻 LAP-01-APP-2939	23/Aug/21 11:44 PM	23/Aug/21 11:45 PM	FJE-2902-CJIF	ACTIVE	💻 MacBook Pro - 13 Space Gray	👤 Admin Istrator	*No Value*
💻	IEA-228	💻 LAP-01-TP-6444	23/Aug/21 11:44 PM	23/Aug/21 11:45 PM	HP3-2280-FJIE	ACTIVE	💻 ThinkPad X1 Carbon (Gen 9)	👤 Jennifer Evans	*No Value*
💻	IEA-229	💻 LAP-02-APP-4569	23/Aug/21 11:44 PM	23/Aug/21 11:45 PM	FEJ-2948-FJOE2	ACTIVE	💻 MacBook Pro - 16 Space Gray	👤 Alana Grant	*No Value*
💻	IEA-230	💻 LAP-02-TP-6224	23/Aug/21 11:44 PM	23/Aug/21 11:45 PM	HP2038-IJFO21	ACTIVE	💻 ThinkPad X1 Carbon (Gen 9)	👤 Kevin Campbell	*No Value*
💻	IEA-231	💻 LAP-03-APP-6794	23/Aug/21 11:44 PM	23/Aug/21 11:45 PM	FJEI-9284-FIOC	ACTIVE	💻 MacBook Pro - 16 Space Gray	👤 Cassi Owens	*No Value*
💻	IEA-232	💻 LAP-04-APP-6444	23/Aug/21 11:44 PM	23/Aug/21 11:45 PM	FE-2930-FJOE23	ACTIVE	💻 MacBook Pro - 16 Space Gray	👤 Emma Paris	*No Value*
💻	IEA-233	💻 LAP-07-APP-4219	23/Aug/21 11:44 PM	23/Jan/22 10:29 PM	FJ-38020-FJIO	IN STOCK	💻 MacBook Pro - 16 Space Gray	*No Value*	📍 Stockroom-AUS
💻	IEA-234	💻 LAP-08-APP-8889	23/Aug/21 11:44 PM	23/Aug/21 11:45 PM	FJ-E0283-FJO24	ACTIVE	💻 MacBook Pro - 16 Space Gray	👤 Ryan Lee	*No Value*
💻	IEA-8761	💻 LAP-40-APP-4000	19/Oct/21 2:45 PM	12/Dec/21 8:39 PM	FEI-2948-9384-2	ON ORDER	💻 MacBook Pro - 16 Space Gray	*No Value*	📍 Stockroom-AUS
💻	IEA-8762	💻 LAP-41-APP-4100	19/Oct/21 2:45 PM	13/Dec/21 4:36 AM	FEI-2948-9384-3	IN STOCK	💻 MacBook Pro - 13 Space Gray	*No Value*	📍 Stockroom-AMS
💻	IEA-8763	💻 LAP-42-APP-4200	19/Oct/21 2:45 PM	10/Jan/22 5:45 PM	FEI-2948-9384-4	ACTIVE	💻 MacBook Pro - 16 Space Gray	👤 Cathi Davey	*No Value*
💻	IEA-8764	💻 LAP-43-APP-4300	19/Oct/21 2:45 PM	25/Oct/21 8:11 PM	FEI-2948-9384-5	IN STOCK	💻 MacBook Pro - 13 Space Gray	*No Value*	📍 Stockroom-AUS
💻	IEA-8765	💻 LAP-44-APP-4400	19/Oct/21 2:45 PM	25/Oct/21 8:11 PM	FEI-2948-9384-6	IN STOCK	💻 MacBook Pro - 16 Space Gray	*No Value*	📍 Stockroom-AUS

Your work ⌄ | Projects ⌄ | Filters ⌄ | Dashboards ⌄ | People ⌄ | Plans ⌄ | Insight ⌄ | Apps ⌄ | **Create**

Search

People
No description

Search objects | Overview | Graph | Object schema ⌄

Search object types 🔍

- 🔲 Organization (31)
- ⚙ Team (13)
- 👤 People (14)
- 👥 Department (11)
- 📋 Role (23)
- 🖥 Region (3)
- 📄 Type (11)
- 📁 Policies
  - 📄 Access Policy (14)
  - 🛡 Access Type (4)

People
No description

Create object | Objects | Attributes | Graph | Object type ⌄

✅ Enter IQL (implicitly adds the current object type id)   ❓   🔍   Basic   25 ⌄   ⚙ ⌄   ☰ ⌄

1–14 of 14 ↻

Columns ⌄

T	Key	Name 🏷	User	Organization	Department	Team	Status	Approver	Job Role	Type	Region	Country	Office	Entitled Subscripti...	
👤	PPL-251	👤 Admin Istrator	👤 Admin Istrator	🔲 Atlassian	👥 Solution Engineering	⚙ ITSM Guild	ACTIVE	*No Value*	📄 Senior Developer	🖥 Employee Full-Time	🖥 AMER	USA	*No Value*	*No Value*	⚙
👤	PPL-252	👤 Alana Grant	👤 Alana Grant	🔲 Atlassian	👥 Research & Development	⚙ Senior Leadership ⚙ DevOps	ACTIVE	👤 Admin Istrator	📄 Developer	🖥 Employee Full-Time	🖥 AMER	USA	*No Value*	*No Value*	⚙
👤	PPL-253	👤 Cassi Owens	👤 Cassi Owens	🔲 Atlassian	👥 Research & Development	⚙ Marketing Design	ACTIVE	👤 Alana Grant	📄 Marketing Manager	🖥 Employee Full-Time	🖥 EMEA	Netherlands	🏢 Amsterdam office	☁ Adobe Creative Cloud ☁ Docusign	⚙
👤	PPL-8843	👤 Cathi Davey	👤 Cathi Davey	🔲 Atlassian	👥 Solution Engineering	⚙ ITSM Guild	ACTIVE	👤 Alana Grant	📄 Support Engineer	🖥 Employee Full-Time	🖥 AMER	USA	*No Value*	☁ Docusign ☁ Box ☁ GSuite	⚙
👤	PPL-254	👤 Emma Paris	👤 Emma Paris	🔲 Atlassian	👥 Research & Development	*No Value*	ACTIVE	👤 Alana Grant	📄 Senior Support Engineer	🖥 Employee Full-Time	🖥 APAC	Philippines	*No Value*	☁ Adobe Creative Cloud ☁ Box	⚙
👤	PPL-255	👤 Jennifer Evans	👤 Jennifer Evans	🔲 Atlassian	👥 Operations	⚙ DevOps	ONBOARDING	👤 Mitch Davis	📄 Senior Support Engineer	🖥 Employee Full-Time	🖥 AMER	USA	*No Value*	*No Value*	⚙
👤	PPL-8874	👤 John Smith	*No Value*	🔲 Atlassian	👥 Solution Engineering	*No Value*	ONBOARDING	👤 Alana Grant	📄 Specialist	🖥 Employee Full-Time	🖥 AMER	*No Value*	🏢 Baltimore office	*No Value*	⚙
👤	PPL-256	👤 Kevin Campbell	👤 Kevin Campbell	🔲 Atlassian	👥 Operations	⚙ Senior Leadership	ACTIVE	👤 Admin Istrator	📄 Senior Support Engineer	🖥 Employee Full-Time	🖥 APAC	Austrailia	*No Value*	*No Value*	⚙
👤	PPL-8867	👤 Kevin Patterson	👤 Kevin Patterson	🔲 Atlassian	👥 Solution Engineering	⚙ ITSM Guild	ACTIVE	👤 Alana Grant	📄 Specialist	🖥 Employee	🖥 AMER	USA	🏢 New York City	☁ GSuite ☁ Workday	⚙

People
No description

Create object | Objects | Attributes | Graph | Object type

Search object types

- Organization (31)
- People (14)
- Team (13)
- Department (11)
- Role (23)
- Region (3)
- Type (11)
- Policies

Filter Search | Advanced

25

Name ↑

Name
Admin Istrator
Alana Grant
Cassi Owens
Cathi Davey
Emma Paris
Jennifer Evans
John Smith
Kevin Campbell
Kevin Patterson
Max Taylor
Mitch Davis
Paul Henry

People / People / PPL-252

Alana Grant

Edit | More | Object Graph

▼ Details

Name 🏷	👤 Alana Grant
User	🔵 Alana Grant
Groups	👥 Mobile Dev
Organization	Atlassian
Department	Research & Development
Team	🔷 Senior Leadership 🔷 DevOps
Status	ACTIVE
Approver	👤 Admin Istrator
Email	agrant@atlassian.enterprises
Phone	304-555-1212
Title	Team Lead, Manager
Job Role	Developer
Type	Employee Full-Time
Region	AMER
Country	USA
Address	Austin, TX
T-Shirt Size	M

▼ Dates

Created	23/Aug/21 11:45 PM
Updated	12/Nov/21 4:54 AM

▼ Inbound References

- 4 Cloud Subscriptions
- 2 Laptops
- 1 Monitors
- 7 People
- 1 Standard Changes
- 1 Tablets
- 2 Workplace Software
- 18 Show all references

▼ Attachments

Drop files to attach
The maximum file upload size is 20.0 MB.

Attach Files

There are no attachments

▼ Connected Jira issues

Filter:**Unresolved**

INV-154 Software License Allocation
HR-13 John Smith

REMEMBER

- **Flexibility is key**
- **Start with a specific problem**
- **Don't include more data than you need**
- **Keep the goal of "accurate enough" in mind**

100% perfect CMDB

- Loss of time and money spent collecting data
- Slow

Accurate enough CMDB

- Positive return on investment
- Complete enough to add value
- Data updated automatically

No CMBD

- Slow ITSM practices
- Information missing
- Time spent recollecting data

What is Asset and Configuration Management?
How is it structured and how can I use it?

How do I get started?
Three steps to follow for implementation success

Where do I go next?
Additional resources to learn more

Take the next step

Learn more

Guides, white papers, community

Try it out

Sign up for a free trial and try it out yourself

Engage

Contact Eficode
www.eficode.com

ATLASSIAN PARTNER

SERVICES

OF THE YEAR 2021

STRONG PRACTICES = HIGH PERFORMING TEAMS

RESOURCES

- Asset and Configuration Management Handbook for ITSM

- Team Playbooks: Incident Response Values & Roles and Responsibilities

- Manage your assets and configuration items with Insight

- Getting Started Guide (Insight & JSM Cloud)

- Insight Essentials Course (University)

- Achieving ITSM Uniformity Through Structured Data with Eurobank

- Tracking Assets and Gaming Room reservation at Spotify

ATLASSIAN

Asset and Configuration Management Handbook for ITSM