

43% of IT Professionals Are Still Tracking IT Assets in Spreadsheets

IT Service Management (ITSM) and IT Asset Management (ITAM) have historically been separate disciplines, with different business objectives and goals. However, their processes and data are highly interrelated. This survey looks at where alignment between ITAM and ITSM is happening, adoption levels, and challenges hindering organizations from aligning their ITSM and ITAM processes. After surveying more than 1,600 IT professionals, it's clear that there is room for improvement when it comes to managing assets, with 43% of respondents still tracking IT assets in spreadsheets and over half who mistakenly spend time fixing devices under warranty. This report details the survey's key findings.

Managing Your Assets!

IT professionals are charged with managing a range of IT assets; our study found the following assets were the most popular:

- 90% – laptop devices
- 87% – desktops
- 80% – network devices

Surprisingly, only 59% of IT professionals managed mobile phones. While it may seem that almost every employee has a mobile phone, IT may not be responsible for tracking it due to policies like BYOD and education institutions that don't manage personal phones.

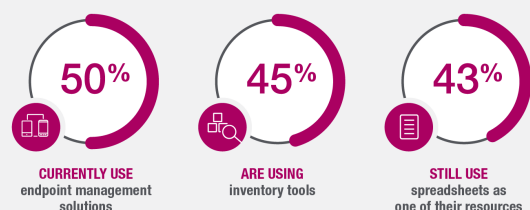
The least popular managed devices include:

- 24% – IoT devices
- 21% – non-IT devices
- 18% – industry specific devices (e.g., medical devices)

This was particularly interesting as we can see that nearly a quarter of IoT devices and 21% of non-IT devices are entering the network that may need to be managed, secured, and optimized.

When it comes to tracking IT assets (which we all know can be a pain point for many organizations) it looks like IT professionals are using a variety of different resources. According to the study, 50% are using an endpoint management solution, 45% are using inventory tools, and 43% are still using spreadsheets as one of their resources!

TRACKING RESOURCES USED BY IT PROFESSIONALS:



We also asked respondents if they managed the entire asset lifecycle—from procurement and on-boarding to decommissioning and disposal. The results?

- 44% said yes
- 43% said partially
- 13% said no

This means that more than half of IT professionals currently do not manage the whole asset lifecycle, risking redundant assets, potentially creating a security risk, and causing unnecessary but costly purchases.

Parting is Such Sweet Sorrow

Devices will ultimately need to be replaced and pinpointing the appropriate time to do that might be a bit challenging. We asked IT professionals when their organization decided a device needed to be replaced, permanently removed from the network, or decommissioned. The responses?

- 52% replace a device when doing a scheduled hardware refresh
- 22% replace a device when a user reports an incident or problem
 - Guess employee complaints work nearly a quarter of the time

Lost Time is Never Found Again

Time is arguably everyone's most precious asset but especially as an IT professional. We asked respondents how much time was spent per week reconciling inventory/assets. The answers may surprise you:

- 29% said "too long"
 - Doesn't really need much more of an explanation does it?
- 24% of respondents spend HOURS per week reconciling
- 17% reported "hardly any" as they are fully automated The biggest pain points

In 2020, It's All about Data

We asked respondents how satisfied they are with the level of asset information (data) that was available, and 50% reported they are satisfied with the information available to them. One fifth, or 19%, were dissatisfied with the data.

When asked if they incorporate and monitor purchase data, contracts and/or warranty data as part of their IT asset management program, 39% of respondents said yes. 42% said partially and 19% said no. That means over 60% of IT professionals are missing some key information in their IT asset management program.

For those that reported "yes and partially" we asked where they are tracking this information:

- 39% use multiple systems and repositories
- 38% track this manually as part of their inventory spreadsheets
- 37% track it as part of their asset management repository/database
- 22% use a separate contract management system

Warranty? Another Word for a Notice Telling the Buyer when the Product Will No Longer Function

This study asked IT professionals how often they have spent time fixing devices that later were discovered to still be under warranty. Half of the respondents said sometimes and 29% said never. That means more than half of respondents are wasting valuable time and resources working on devices that are still covered under warranty.

IT professionals are also spending a lot of time each week supporting out-of-warranty/out-of-support-policy assets.

- 28% report spending hours per week
- 20% said they don't have insights into which assets are out of date
- and 20% said "no time at all" with all of their devices being up to date

TIME SPENT SUPPORTING OUT-OF-WARRANTY ASSETS:



They Go Together Like Ham and Cheese

Service management and asset management are often still separate practices but are coming together. We asked IT professionals what service management practices they currently had deployed –

Top 3

- Service Desk – 70 %
- IT Asset Management – 60%
- Incident Management – 56%

Bottom 3

- Event Management – 24%
- Release Management – 19%
- Financial Management – 13%

IT professionals worked with the following groups on service delivery and asset management projects. It's great to see that over half of security teams are focusing on assets and services to better protect their organization:

- Service Desk – 65%
- Infrastructure & Operations (I&O) - 57%
- Information Security – 56%
- Network Operations - 53%

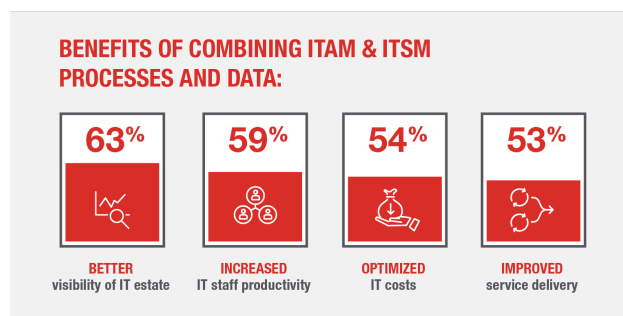
While service management and asset management teams work together, they don't always have visibility into each other's workloads. We asked respondents if service management processes and request workflows have automatic visibility into asset information and relationships. According to the findings, 43% reported "sometimes," but more than one third of respondents don't have any visibility into this information. Doesn't seem like the ideal scenario, does it?

We also asked respondents which service and asset management data were correlated when working on certain processes. The top four included:

- Incident records – 53%
- Warranty information – 46%
- Change management – 43%
- Software requests – 42%

Now service and asset management don't work together just for the fun of it! There are to be some expected benefits by combining IT service and IT asset management processes and data. These are the benefits IT professionals are expecting to see when combining:

- Better visibility of your IT estate – 63%
- Increased IT staff productivity – 59%
- Optimized costs – 54%
- Improved service delivery – 53%



Rules and Regulations

When it comes to the public sector, here are the regulations/mandates factoring into IT professionals' plans for modernizing IT asset and IT service management strategies:

- OMB mandates – 23%
- MEGABYTE Act – 13%
- FITARA – 11%

For healthcare, these are the top regulations/mandates factoring into IT professionals' plans for modernizing IT asset and IT service management strategies:

- HIPAA – 83%
- FDA – 9%

IT professionals in the financial industry are facing these top regulations/mandates when modernizing IT asset and IT service management strategies.

- PCI – 40%
- SOX – 28%
- SOC I / SOC II – 16%

Conclusion

IT teams are on the right track managing asset lifecycles, collaborating with other teams, and understanding the benefits of combining asset and service processes in data. However, time and money is being lost as IT professionals don't have the data they need to manage assets effectively. When ITSM and ITAM are closely aligned and integrated, many activities and processes become more automated, efficient, and responsive, with fewer things "falling through the cracks." IT teams gain more insight and are better positioned to move from reactive activities to more proactive practices, delivering higher service levels and efficiency at lower costs.

About the research

The survey polled more than 1600 IT professionals. Research was generated by Ivanti in the winter of 2019.

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