

Consolidated responses to inquiry of December 4, 2006, are summarized in this document. Thanks to all who responded!

INQUIRY #1: Has anyone implemented a catalogue of IT assets, for requisition and/or purchasing? If yes:

- a. With what justification and benefit? Success and value?
- b. Who 'owns' the catalogue?
- c. How is the catalogue populated? From what data source(s)?
- d. In what application(s) does the catalogue reside? Which is the system of record? What integrations are in place?
- e. What type of data is in the catalogue: Asset descriptors (product name/title, number etc.); prices; license terms, other?
- f. Planned enhancements?

INQUIRY #2: Do you have a unique identifier for software assets and/or licenses in your asset repository (not the discovery tool)? (i.e., the physical installation/instance, analogous to asset tag for hardware) If yes:

- a. What is that identifier? (e.g., system-generated record number, other)
- b. How is it created/entered into the repository?
- c. How is it used?
- d. How does it relate to other identifiers (e.g., as from a discovery tool)?

INDUSTRY	RESPONSES: INQUIRY #1 - IT CATALOGUE	RESPONSES: INQUIRY #2 - SOFTWARE IDENTIFIER
1. Financial	Did not respond	<ol style="list-style-type: none"> a. For [each of] 32 the unique software identifiers, we used a high level identifier of SW name, + version. They are hand created and Linked to each server that contains the software. Did it this way to minimize data entry. For reporting, they were expanded out to 1 record per installed instance. For AssetCenter we are implementing a 1 record per installed sw instance.
2. Government (municipal)	<ol style="list-style-type: none"> a. With the ITIL methodology, we have created a Service Cat. This has been promoted internally but is difficult to measure the use of and if the published information lessened calls to the Help Desk for information. b. IT and the Customer Service Group c. Manually. Data was initially pulled together by the Service Improvement Team using a standard type SLA and Service Catalogue templates and "Word" documents which have been transformed into our Intranet. d. Resides on our internal built Intranet. We just converted the template and word docs to better viewed documentation, pictures, product specs, a FAQ section with answers etc. e. This plus a lot more. We try to show all product and services that they can order, procedures, policies, etc f. None at this time. 	<ol style="list-style-type: none"> a. The key identifier is the Asset Tag for HW, SW, etc b. Automatic file transfer of product we ordered, what the VAR delivered, what the VAR billed that creates an "exception report". We pay only on the reconciled data. CMDB data is controlled by a single person with read access to others in IT c. The idea behind the CMDB is to be used as a single repository for multiple sources of data. The data is not owned by the CMDB and is only as accurate as the source provides. (That is the forever biggest problem). d. Through discovery tools, we still search on the Asset tag or serial number.

INDUSTRY	RESPONSES: INQUIRY #1 - IT CATALOGUE	RESPONSES: INQUIRY #2 - SOFTWARE IDENTIFIER
3. Communications	<p>a. To help enforce Desktop Hardware and Software standards. If the item that someone requests is not in the catalogue then an exception process needs to be followed in order to purchase the product. Reduced support costs, increase buying power through spend with approved suppliers, reduced delivery time because vendors were able to stock standard products pre-imaged for our use. Also we are able to provide better forecasts for replacement needs knowing how old a piece of equipment is because we know the time frame of when the standard was purchased.</p> <p>b. Currently resides with Procurement.</p> <p>c. Desktop technical standards are maintained by IT and when changes are warranted (i.e. system end of life) new systems specs are supplied to Procurement. Procurement is responsible for negotiating price and approving suppliers.</p> <p>d. Oracle Financial Procurement system has a catalogue module, along with a standards document which is published in MS Word and posted to an internal web site for end users to view.</p> <p>e. Price, Part #, Description, Vendor, Available Options.</p> <p>f. Would like to expand it to server Hardware and Software and then to Telecom equipment.</p>	<p>a. No but I'm interested in the responses. The CMDB requires unique identifiers for each CI so we make it up based on a defined naming convention but the entire process is manual.</p>
4. Financial	We have not implemented any sort of catalogue.	We do not have a unique identifier scheme.
5. Retail	We just started a project to discuss moving our asset database to the ITSP tool. We are currently reviewing the catalogue requirements, structure, etc. Unfortunately, I can't provide much information at this time because we just started this process. Our current database does not have a software catalogue.	<ul style="list-style-type: none"> ◆ In our current database, each license is assigned a unique number generated by the database tool. As mentioned, we are currently reviewing the catalogue requirements, structure, etc. within the new tool. ◆ In our current database, the unique number is generated by the database tool. ◆ In our current database, each license is associated to the workstation.

INDUSTRY	RESPONSES: INQUIRY #1 - IT CATALOGUE	RESPONSES: INQUIRY #2 - SOFTWARE IDENTIFIER
6. Financial	<p>a. We have standard catalogues for all of our leased hardware configurations. As well, we have a standard catalogue of restricted items and a process to control the purchase of those. We have a full software catalogue as provided and maintained by our SW Reseller, with customized pages for our standard and frequently purchased titles. We have centralized procurement (only a handful of people actually place the orders) for leased hardware (99% of all orders). The catalogues ensures only standard and approved hardware is ordered. Expensed software is purchased by anyone in the organization, however through one (getting to one) system and one reseller. The catalogues and procurement process ensure consistency and only standard assets enter the organization.</p> <p>b. Strategic Sourcing owns the catalogues.</p> <p>c. The hardware data is provided by our VAR in an excel format, approved internally and input into our procurement system. The SW is a web based customized catalogue that the LAR maintains. Our procurement process includes a "punch out" to this catalogue, for the users to select items. There are other processes in the procurement workflow to ensure the products selected are approved titles.</p> <p>d. HW - catalogue resides in Lotus Notes, system of record is Lotus Notes - no automated integration to other systems SW - catalogue resides at LAR site and accessed via a punch-out from Ariba. Ariba is the System of Record. Integration includes SAP, and Peregrine Service Centre</p> <p>e. HW catalogue contains sku numbers, configuration bundles, part descriptions and prices SW catalogue contains part numbers, catalogue titles, description of software and prices</p> <p>f. None at this time.</p>	<p>a. Our SW Asset Repository assigns a unique License number to each software license record.</p> <p>b. It is created at the time of the baseline load for existing licenses and each time a net new license is purchased, a new record is automatically created in the repository with a unique license number.</p> <p>c. The License number is used to uniquely identify a specific software record and stays static through the life of the software record. It is used in investigation and reconciliation processes.</p> <p>d. The License number does not relate to any discovered data. We used asset tag, serial number and employee ID as the discovery link.</p>