



IT Asset Management



Turn data into knowledge to report compliance and enable change and configuration management across the enterprise.

Asset knowledge is the foundation of IT strategy

The Challenge:

Complete, current, and accurate asset data is the foundation for IT infrastructure planning, maintenance, upgrade, and retirement tasks. The problem is that timely and accurate information is a moving target—sometimes literally, with more mobile and handheld computing devices making their way into the enterprise. Standards like ITIL and regulations like HIPPA and Sarbanes-Oxley make effective asset management critical to business success.

Struggling to keep data current

In an effort to build baseline asset data some IT departments do a manual inventory, walking from desk to desk and entering telephone, chair, computer, software, and OS information into a spreadsheet, then issuing asset tags.

If you have more than a few employees it's a long, boring task. If you have more than one location the logistics can get ugly.

Unfortunately, manual inventory can't account for the nearly constant changes in the modern IT environment. You have to account for user application installs, semi-automated OS or browser updates and deleted files—not to mention users who swap RAM or exchange peripherals or change office spaces.

You need to track vendors and contracts, maintenance agreements and service histories. There are desks, chairs, printers, copiers and telephones. It doesn't take long for IT asset and inventory information to become hopelessly out of date, requiring lengthy manual updates each and every time you need usable data.

It's not a good use of your time and skills; IT deals with technical issues, not clerical tasks.

Sorting and reporting

More difficult is the problem of using asset data once it's been collected.

It doesn't matter what data is collected if you can't get at it easily, interpret what you see, or report on it your way. You

should be able to leverage asset data to solve more than one set of problems.

With standards such as ITIL and regulations such as HIPPA and Sarbanes-Oxley, extracting useful asset data is now more important than ever before.

Multi-platform complication

If your enterprise supports multiple computing platforms, there are very few cross-platform solutions. While most vendors support Microsoft* Windows* environments, integrated NetWare, Macintosh, Linux, Unix and handheld support is varied at best.

If you have to deploy multiple tools to solve one problem you're right back where you started—spending too much time on administrative overhead and data aggregation, and not enough time improving IT and business processes.

Hardware retirement and lease tracking

Many enterprises lease hardware to control costs. With a three-year lease term that means IT exchanges 1/3 of their hardware every year.

Tracking lease expirations and integrating new hardware into your asset database requires custom data tracking for each computer—including lease terms and company data. If that data isn't integrated with other asset data, IT is back to manual tracking. Again.

There has to be a better solution.

OVERVIEW

Business Need—Collect and maintain complete, current and useful IT asset data across the enterprise.

- Track any kind of IT asset, including office equipment, phones, contracts and maintenance agreements
- Analyze software use for license planning and reclamation
- Determine and report compliance to internal or external audits
- Resolve user problems using the most current data
- Plan hardware and software updates
- Select targets for software, OS, or file set distributions
- Develop, implement and report on enterprise-wide IT standards
- Monitor lease status and remove outdated hardware from service

Solution—Integrated IT asset management from LANDesk

- Diverse platform support—Windows, NetWare, Macintosh, Linux, Unix and handheld operating systems
- Unified asset repository database
- Computer autodiscovery
- Complete hardware and software inventory
- Minimal impact on network resources and user performance
- Easy data collection for non-discoverable assets and information such as contracts, leases department, location and maintenance histories
- Change control notification
- Easy data aggregation and database query
- Easy data export for analysis and reporting

The LANDesk® Solution

LANDesk® inventory management is built-in to the entire LANDesk product line to help you maintain complete and accurate system and application data, then turn that data into knowledge to enable change and configuration management across the enterprise.

Extend LANDesk® Management Suite or LANDesk® Inventory Manager with fully customizable non-IT asset management using LANDesk® Asset Manager to enable comprehensive asset management from a single, integrated database.

LANDesk IT asset management features include:

- Support for Windows, NetWare, Mac OS, Linux, Unix and handheld operating systems
- Automated asset discovery and inventory update
- Delta scanning uses less network bandwidth
- Powerful query builder enables on-demand data analysis
- Both on-demand scanning and scheduled, automated inventory scans
- Custom data forms make it easy to gather additional data
- Change control alerting informs you of hardware or software change
- Easy data aggregation across the enterprise
- Standardized data export for external data analysis and custom reporting tools
- Wide variety of predefined asset characteristic reports

LANDesk Asset Manager adds these features and capabilities:

- Unified asset repository combines all data in a single database
- Global lists and templates make it easy to gather useful data
- Links to the inventory database extend access to current data
- Relate assets to each other to enable extended business intelligence and reporting
- Web-based console enables easy access for all stakeholders
- Role-based administration defines data entry, report and administration users to protect access to critical data
- Custom reports enable greater insight into asset data and relationships
- Data import and export facilitate extended reporting

LANDesk asset management gives organizations the control and access they need to support business processes and standards, and to comply with regulatory requirements.

LANDesk provides complete IT asset discovery, analysis and management support in an easy to use solution.

Support for Windows, NetWare, Macintosh, Unix, Linux and handheld operating systems make LANDesk® asset management the right choice for modern heterogeneous networks.

Regulatory and standards compliance

LANDesk® asset management contains the elements identified by industry analysts as the core for effective IT asset management—computer autodiscovery and inventory, software usage monitoring and a unified asset repository. That means that the LANDesk® solution is ready to help you implement industry best practices for asset management, and to meet the guidelines established in the IT Infrastructure Library (ITIL) and other standards.

These industry standards are designed to enable organizations to refine their own practices and comply with emerging asset regulations such as Sarbanes-Oxley that require full accountability for business assets, and HIPPA that requires asset and security audits. LANDesk asset management enables IT departments to contribute directly to an organization's ability to meet today's business needs and adapt to tomorrow's regulatory requirements.

Device autodiscovery

The core of IT asset management is accurately cataloging computer hardware and software. LANDesk® asset management features powerful autodiscovery tools that can find and identify not only desktops, servers and mobile devices, but printers, routers and other infrastructure devices to help you get a complete picture of your network.

LANDesk® Unmanaged Device Discovery (UDD) finds clients on your network that have not yet submitted an inventory scan to the LANDesk core database. UDD can use several methods to discover hardware:

- Standardized LANDesk® agent looks for the core agent installed by LANDesk® management products such as LANDesk® Management Suite and LANDesk® System Manager.
- Network scan uses an ICMP ping sweep to identify any device with an IP address. While slow, this

is the most thorough method of discovering computer hardware.

- NT domain search extracts clients from the selected domains.
- LDAP discovery extracts clients from the selected LDAP-compliant directory, including Microsoft Active Directory Service, Novell NDS and Novell eDirectory.

As hardware is discovered, it's automatically grouped according to type—computers, infrastructure devices, printers or unknown devices.

Detailed hardware data

LANDesk® asset management gathers basic hardware and configuration information supplied by the hardware itself. This helps you determine your next steps, whether installing management agents to qualifying devices, manually inputting asset information through LANDesk® Asset Manager or reconciling discovered hardware with existing asset logs.

The hardware scanner extracts data both from the OS and directly from the hardware itself when possible, using both custom and standard data acquisition—including DMI, CIM, and WMI.

Where multiple sources for hardware data exist, LANDesk® asset management chooses the most reliable source to ensure that hardware inventory is not only complete, but accurate and useful. Hardware scans gather information from devices connected to the USB or Firewire ports as well, ensuring a complete picture of hardware assets and connected devices.

Efficient inventory scanning

A powerful inventory scanner is deployed with core LANDesk® management agents to gather detailed hardware and software configuration data on each managed computer. LANDesk inventory scans run in the background to minimize impact on computer performance, and results are compressed to minimize disk space

LANDesk asset management enables IT staff to spend less time gathering, updating, and reporting on hardware and software assets.

Less time getting data means more time using it. LANDesk solutions enable IT efficiency.

and network bandwidth use. Most users won't even know the scan is running.

The inventory scanner can even be run as a standalone application from a network share or as part of a login script so no actual agent deployment is needed to gather the information needed to use the management console to plan and deploy the LANDesk client rollout.

Automatic inventory updates

Once a baseline scan is sent to the LANDesk® core server, subsequent scans can be scheduled using the policy manager to run at regular intervals, or IT can initiate immediate scans over the wire. End users can even run the scanner locally to update their own inventory data, or use their local task scheduler to repeat scans on a regular schedule.

Delta scanning; Network smart

LANDesk® asset management uses delta scanning so only new data is sent back to the core server; if no changes are reported since the last scan, no new data is sent. That can substantially reduce network resource use.

If the local results file is damaged or incorrect, LANDesk asset management runs a full scan—again, in the background—to ensure that the most current and correct data is stored.

If a computer is off the network, the scanner stores inventory data and uploads it the next time the computer is connected, so IT can gather data from mobile or seldom-connected users.

Find all software assets

The software scanner evaluates every file on the computer and applies user-defined rules to sort the raw data into useful results. It extracts operating system and application information such as version number and patch level.

LANDesk® asset management can match scanned filenames against a user-customizable list of known

applications, extract application data directly from file headers or OS catalog files, or simply report a list of file types that you can evaluate manually.

Software usage monitoring

Because the scanner reports all applications found—regardless of whether they're known to the OS or scanner—IT staff can identify custom application installs. IT can then assign a product name to any custom application for data analysis and reporting purposes. Software usage monitoring can then track who uses what software, and when for effective purchase planning and license recovery.

Aliasing makes it possible to connect applications with licenses—even when application files report outdated information. Aliasing enables you to match the existing application to the new owner so you can correctly track and report license use, the first step in establishing software license monitoring and compliance policies.

LANDesk® asset management enables you to extract, analyze, and report application data your way so it can meet your unique needs. For more detail, see the Software License Management solution brief.

Gather custom data

Custom data gathering through an intuitive, forms-based interface enables IT staff to gather asset data that supports their particular requirements.

Custom data might include:

- Personal information, such as the physical location, the user's phone number, and the department cost code
- Purchasing data, such as the supplier name, date purchased, warranty expiration date, and purchase price
- Information recommended in the IT Information Library (ITIL) service model, such as the configuration item status (test, live, withdrawn)

Download a fully functioning 100-node, time-limited product trial so you can see for yourself how LANDesk® solutions can help ease your systems management pain from the first day of deployment.

<http://www.landesk.com>

Custom data extends your tracking and reporting capabilities, and enables you to implement your own IT management strategy, your way.

Track any asset

LANDesk® Asset Manager extends asset management to support both discoverable and non-discoverable assets. Track not only hardware and software configurations, but telephones, photocopiers, desks, chairs and more. More importantly, you can also track contracts, leases, maintenance agreements and other documents and relate them to discovered hardware and software assets.

That makes it possible to quickly identify all the elements needed to understand an asset's total cost, and relate those elements together. For example, you can not only track the software that runs on a computer, but the lease terms, vendor contact and lease end date, as well as that computer's maintenance history and upgrade costs.

Role-based access

LANDesk® Asset Manager defines three specific roles: data entry, reports user and asset administrator. That enables each stakeholder access only to the data they need, without exposing critical data to all users.

Data your way

LANDesk® Asset Manager uses a forms-based interface to collect and store data. Build entry forms to collect all the data you need—and only the data you need—to support your own well-established business processes. Reusable building blocks, templates and global list items bring consistency to asset tracking. The result is that you can structure data your way to meet your needs

Link to inventory data

You can link a computer asset directly to its inventory data in the LANDesk core database. That gives you access to the latest hardware and software configuration data for planning and reporting purposes.

Import and export

Data export makes it easy to use your own data analysis tools to extract useful information from the data. The ability to import data makes it possible to quickly input large amounts of normalized data to quickly populate the asset repository database. That gives you flexibility and control over both the data and the process.

Unified asset repository

All asset data is stored in a single, unified asset repository database. That helps ensure that data is always consistent and accessible to users, and supports IT asset management best practices. Because both asset and management data is stored in a single repository database using a consistent schema, data integrity is increased at the same time that data can be leveraged by other LANDesk® solutions to enable more complete and flexible overall systems management.

Use asset data your way

Build complex queries using a simple, intuitive interface to extract the specific information you want from the asset management repository database.

Search for all devices meeting specific hardware or software attributes, then save query results into groups for use in planning, automated software or OS distributions, or policy management.

Predefined reports make it easy to analyze common inventory attributes. You can also export query results in a normalized format for use by your preferred data analysis or reporting tool.

LANDesk® asset management imposes no artificial limits; use asset data your way to meet your needs.

Change alerting

LANDesk® asset management offers alerts to inform you of changes in specific asset attributes, such as a change in RAM, removal (or addition) of a hard drive or other disk device, or software installs.

That enables IT to intervene to protect company assets or assure license compliance, and to ensure both the integrity of the computing environment and the security of both hardware and software assets. When combined with a lockdown policy, this can help IT protect systems from unauthorized tampering.

Rapid Results

LANDesk® asset management is easy to deploy and can provide you with complete, accurate IT asset data starting on the very first day of deployment.

This makes it possible to analyze your IT assets immediately and begin planning for device maintenance, update, and retirement right now. Easy querying and data export means you can use your existing data analysis tools and processes. You can see results in improved data accuracy and availability on the very first day of deployment.

That means IT spends less time hunting for information and more time using it, giving you the ability to rapidly turn data into plans, and plans into streamlined processes that save time, money, and effort.

Integrated Solutions

LANDesk® asset management is a core component of all LANDesk management

solutions, and integrates seamlessly with remote control/problem resolution, software distribution, OS deployment and security management solutions. That enables IT staff to leverage asset data to the fullest.

Remote control/problem resolution

LANDesk® Management Suite features robust remote control and problem resolution tools to enable IT staff to proactively manage desktop, server and mobile devices.

Query the asset repository database to see the patch levels and driver versions installed on critical computers. Use the results of the query to quickly access those computers to perform preventative maintenance or proactive update.

Software distribution and OS migration

LANDesk asset data is fully integrated with extensive software distribution tools so you can immediately turn plans into action. Drag and drop query results onto an automated software or OS distribution task to instantly choose targets and reduce distribution time.

Software license monitoring

Asset data forms the basis of LANDesk software license monitoring. Discover and control software assets to reduce costs and help ensure license compliance. Monitor software usage to reclaim and reallocate unused licenses. Reduce costs by purchasing only the licenses you actually need.

LANDesk—Leading Solutions for IT Asset Management

LANDesk is an industry leading provider of easy to use, integrated solutions for desktop, server and mobile device management. LANDesk solutions are proven, with millions of managed nodes deployed worldwide.

Find out for yourself. Call or visit our Web site at <http://www.landesk.com/> to learn more about LANDesk® solutions, then download a fully functioning 100-node, time-limited product trial so you can see for yourself how LANDesk solutions can help ease your systems management pain from the first day of deployment.

Sample LANDesk® Management Suite Inventory List

Device ID =
 Manufacturer =
 BIOS - System Serial Number =
 BIOS - System Model Number =
 BIOS - Manufacturer - (SeqKey:2.1) - Value =
 BIOS - Manufacturer - (SeqKey:2.1) - Copyright Notice1 =
 BIOS - Manufacturer - (SeqKey:2.1) - Copyright Notice2 =
 Scan Type =
 Type =
 Device Name =
 Network - TCPIP - Address =
 Network - TCPIP - Host Name =
 Network - TCPIP - IP Routing Enabled =
 Network - TCPIP - WINS Proxy Enabled =
 Network - TCPIP - NetBIOS Resolution Uses DNS =
 Network - TCPIP - Bound Adapter - (Number:0) - Description =
 Network - TCPIP - Bound Adapter - (Number:0) - Physical Address =
 Network - TCPIP - Bound Adapter - (Number:0) - DHCP Enabled =
 Network - TCPIP - Bound Adapter - (Number:0) - IP Address =
 Network - TCPIP - Bound Adapter - (Number:0) - Subnet Mask =
 Network - TCPIP - Bound Adapter - (Number:0) - Default Gateway =
 Network - TCPIP - Bound Adapter - (Number:0) - Hidden =
 Network - NIC Address =
 Last Hardware Scan Date =
 Processor - Processor Serial Number =
 Processor - Vendor =
 Processor - Type =
 ...
 Processor - Features - Virtual Mode Extensions =
 ...
 Coprocessor - Math =
 BIOS - Date =
 BIOS - System Model =
 BIOS - Copyright String =
 BIOS - System Serial Number =
 BIOS - System Model Number =
 BIOS - Monitor Model =
 BIOS - Monitor Manufacturer =
 Ports - Communications Port - (Name:COM1) - Address =
 Ports - Printer Port - (Name:LPT1) - Address =
 Bus - Type =
 Mouse - Buttons =
 Network - NetBIOS - Exists =
 Video - Adapter - (Number:0) - Adapter String =
 Video - Adapter - (Number:0) - Chip Type =
 Video - Adapter - (Number:0) - DAC Type =
 Video - Adapter - (Number:0) - Memory =
 Video - Resolution =
 Video - Colors =
 Keyboard - Type =
 Keyboard - SubType =
 Keyboard - Number of Function keys =
 Keyboard - Code Page =
 Sound Card - Manufacturer =
 Sound Card - Type =
 Sound Card - Version =
 Memory - Physical - Bytes Total =
 Memory - Physical - Bytes Available =
 Memory - Page File - Maximum Size =
 Memory - Page File - Available =
 Mass Storage - Floppy Drive Count =
 Mass Storage - Floppy Drive - (Number:0) - Type =
 Mass Storage - Floppy Drive - (Number:0) - Cylinders =
 Mass Storage - Floppy Drive - (Number:0) - Heads =
 Mass Storage - Floppy Drive - (Number:0) - Sectors =
 Mass Storage - Fixed Drive - (Number:0) - Cylinders =
 Mass Storage - Fixed Drive - (Number:0) - Heads =
 Mass Storage - Fixed Drive - (Number:0) - Sectors =
 Mass Storage - Fixed Drive - (Number:0) - Bytes Per Sector =
 Mass Storage - Fixed Drive - (Number:0) - Total Storage =
 Mass Storage - CDROM - (Number:0) - Drive Letter =
 Mass Storage - Logical Drive - (Drive Letter:A) - Removable =
 Mass Storage - Logical Drive - (Drive Letter:C) - Removable =
 Mass Storage - Logical Drive - (Drive Letter:C) - Available Storage =
 Mass Storage - Logical Drive - (Drive Letter:C) - Total Storage =
 Mass Storage - Logical Drive - (Drive Letter:C) - File System =
 Mass Storage - Logical Drive - (Drive Letter:C) - Serial Number =
 OS - NT Info - Current Build =
 OS - NT Info - Current Type =
 OS - NT Info - Current Version =
 OS - NT Info - Registered Organization =
 OS - NT Info - Registered Owner =
 OS - NT Info - System Root =
 OS - Name =
 OS - NT Info - Service Pack =
 OS - NT Info - Install Date =
 Environment - Variable - (Name:ALLUSERSPROFILE) - Value =
 Environment - Variable - (Name:APPDATA) - Value =

Login Name =
 Full Name =
 LANDesk Management - Remote Control - Secure =
 ...
 Mass Storage - CDROM - (Number:0) - Drive Letter =
 Mass Storage - CDROM - (Number:0) - Description =
 Mass Storage - CDROM - (Number:0) - Name =
 Mass Storage - CDROM - (Number:0) - Manufacturer =
 Mass Storage - CDROM - (Number:0) - Media Type =
 Ports - USB - Controller - (Number:0) - Name =
 Ports - USB - Controller - (Number:0) - Manufacturer =
 Ports - USB - Device - (Number:0) - Name =
 Ports - USB - Device - (Number:0) - Manufacturer =
 Ports - SCSI - SCSI Controller - (Number:0) - Model Name =
 ...
 Printers - Default Printer =
 Printers - Printer - (Number:0) - Port =
 ...
 Modems - Modem - (Number:0) - Port =
 Modems - Modem - (Number:0) - Manufacturer =
 ...
 Resources - Resource - (Name:00000001) - IRQ =
 Resources - Resource - (Name:00000005) - Port =
 Resources - Resource - (Name:00000005) - Memory =
 ...
 Network Adapters - Network Adapter - (Number:0) - Vendor =
 Network Adapters - Network Adapter - (Number:0) - Description =
 Database - ODBC - Driver - (Name:SQL Server) - Path = I
 Database - ODBC - Driver - (Name:SQL Server) - ODBC Version =
 Database - ODBC - Driver - (Name:SQL Server) - Driver =
 Database - ODBC - Driver - (Name:SQL Server) - Date =
 Database - ODBC - Driver - (Name:SQL Server) - Description =
 Database - ODBC - Driver - (Name:SQL Server) - Version =
 PDA - Windows CE - Sync Path =
 PDA - Windows CE - Sync Version =
 PDA - Windows CE - Device Type =
 PDA - Windows CE - Device Processor =
 PDA - Windows CE - Device OEM Info =
 Custom Data - Registry - LANDesk Custom Fields - Serial Number =
 Custom Data - Registry - LANDesk Custom Fields - Machine Type =
 LANDesk Management - Server Manager - Installed =
 LANDesk Management - Server Manager - Legacy =
 SOFTWARE =
 OS - Drivers and Services - Kernel Driver - (Name:Abiosdsk) - Status =
 ...
 OS - Drivers and Services - Service - (Name: Remote Control Service)
 - Status =
 Last Software Scan Date =
 Cfg - C:\LDBIOS.TXT =
 ...
 Software - Application Suites - Application Suite - (Name:Adobe
 Acrobat 4.0) - Version =
 Software - Application Suites - Application Suite - (Name:Adobe
 Acrobat 4.0) - Publisher =
 Software - Application Suites - Application Suite - (Name:Adobe
 Acrobat 4.0) - Product ID =
 Software - Application Suites - Application Suite - (Name:Adobe
 Acrobat 4.0) - Registered Company =
 Software - Application Suites - Application Suite - (Name:Adobe
 Acrobat 4.0) - Registered Owner =
 ...
 Software - Package - (Path:C:\LDCLIENT\LDISCN32.EXE) -
 Software - Package - (Path:C:\LDCLIENT\LDISCN32.EXE) - Name =
 Software - Package - (Path:C:\LDCLIENT\LDISCN32.EXE) - File Size =
 Software - Package - (Path:C:\LDCLIENT\LDISCN32.EXE) - File Date
 =
 Software - Package - (Path:C:\LDCLIENT\LDISCN32.EXE) - Attribute
 Read Only =
 Software - Package - (Path:C:\LDCLIENT\LDISCN32.EXE) - Attribute
 System =
 Software - Package - (Path:C:\LDCLIENT\LDISCN32.EXE) - Attribute
 Hidden =
 ...
 Software - Package - (Path:C:\PROGRAM FILES\MICROSOFT
 OFFICE\OFFICE\EXCEL.EXE) - Version =
 Software - Package - (Path:C:\PROGRAM FILES\MICROSOFT
 OFFICE\OFFICE\EXCEL.EXE) - Name =
 Software - Package - (Path:C:\PROGRAM FILES\MICROSOFT
 OFFICE\OFFICE\EXCEL.EXE) - File Size =
 Software - Package - (Path:C:\PROGRAM FILES\MICROSOFT
 OFFICE\OFFICE\EXCEL.EXE) - File Date =
 Software - Package - (Path:C:\PROGRAM FILES\MICROSOFT
 OFFICE\OFFICE\EXCEL.EXE) - Attribute Read Only =
 Software - Package - (Path:C:\PROGRAM FILES\MICROSOFT
 OFFICE\OFFICE\EXCEL.EXE) - Attribute System =
 Software - Package - (Path:C:\PROGRAM FILES\MICROSOFT
 OFFICE\OFFICE\EXCEL.EXE) - Attribute Hidden =
 Number of Files =



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