# ServiceNow - ITAM

# Asset Management

# RELATIONSHIP BETWEEN ASSETS, CIS

# What is an Asset ?

An Asset represents a physical or logical item owned by the organization.

## Asset tracks:

- Cost & depreciation

- Vendor & purchase details

- Warranty

- Assignment (user / department)

- Lifecycle (procure → in stock → in use → retired)

# Tables

- alm_asset (base table)

- alm_hardware

- alm_software

- alm_license

# What is a CI ?

A CI represents anything that supports a business service and needs to be managed for availability, incidents, and changes.

## CI tracks:

- Operational status

- Relationships

- Dependencies

- Impact analysis

- Monitoring

# Tables

- cmdb_ci (base table)

- cmdb_ci_computer

- cmdb_ci_server

- cmdb_ci_network

- cmdb_ci_application

# What is Configuration Management?

Configuration Management ensures:

- Accurate CI data

- Relationships between CIs

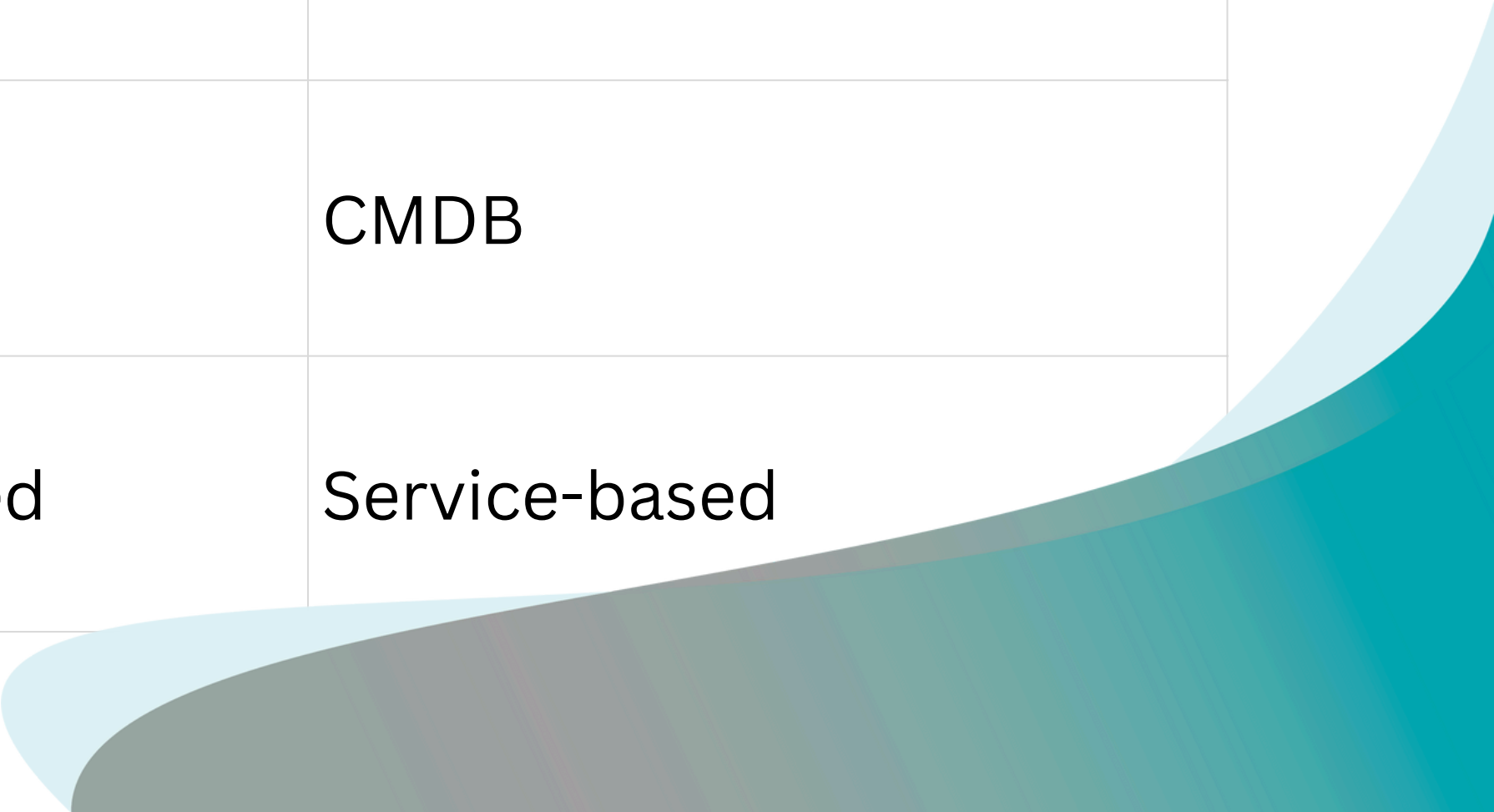- Impact analysis during incidents & changes

It answers:

- What will break if this CI goes down?

- Which services depend on this CI?

# Core components

- CMDB

- Discovery

- Service Mapping

- Relationship tables

# Relationship Between Asset & CI

| Aspect | Asset | CI |
|---|---|---|
| Focus | Financial | Operational |
| Tracks | Cost, warranty | Impact, dependencies |
| Module | ITAM | CMDB |
| Lifecycle | Procurement-based | Service-based |

# Real-Time Scenario

# Laptop Use Case

| Item | Asset View | CI View |
|---|:---:|:---:|
| Purchase | ✔ | ✘ |
| Cost & Warranty | ✔ | ✘ |
| User Assignment | ✔ | ✔ |
| Incident raised | ✘ | ✔ |
| Change impact | ✘ | ✔ |
| Monitoring | ✘ | ✔ |

Same laptop, two perspectives.

# How Incidents Use CIs

**Incident Example:**

User reports: "Laptop is slow"

- Incident links to CI

- CMDB checks:

  - Related software

  - Network dependencies

  - Past incidents

❌ Asset is not used for incident impact

✔️ CI is mandatory for ITSM processes

# Asset vs CI vs Configuration Management

| Feature | Asset | CI | Configuration Mgmt |
|---|:---:|:---:|:---:|
| Financial tracking | ✔ | ✘ | ✘ |
| Operational tracking | ✘ | ✔ | ✔ |
| Incident impact | ✘ | ✔ | ✔ |
| Discovery | ✘ | ✔ | ✔ |
| Relationships | ✘ | ✔ | ✔ |
| ITAM | ✔ | ✘ | ✘ |
| ITSM | ✘ | ✔ | ✔ |

# Real Implementations

✔️ Always create both Asset and CI for:

- Laptops

- Servers

- Network devices

✔️ Ensure:

- Asset → CI link is maintained

- CI data is updated via Discovery

- Asset data is updated via Procurement

❌ Don't use Asset for incidents or changes

# Interview / Exam One-Line Answer

Asset tracks ownership and cost, CI tracks service impact and relationships, and Configuration Management ensures CI accuracy and dependency mapping.

# Thank you