



Getting to Effective LCM

Win by Hitting Singles!!

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Life Cycle Management

Simply put, LCM is knowing what you have, where it is and how it is being used. Then use that information to reduce costs, improve support and show the business side that you really do understand what is in your portfolio.

Why Effective LCM?

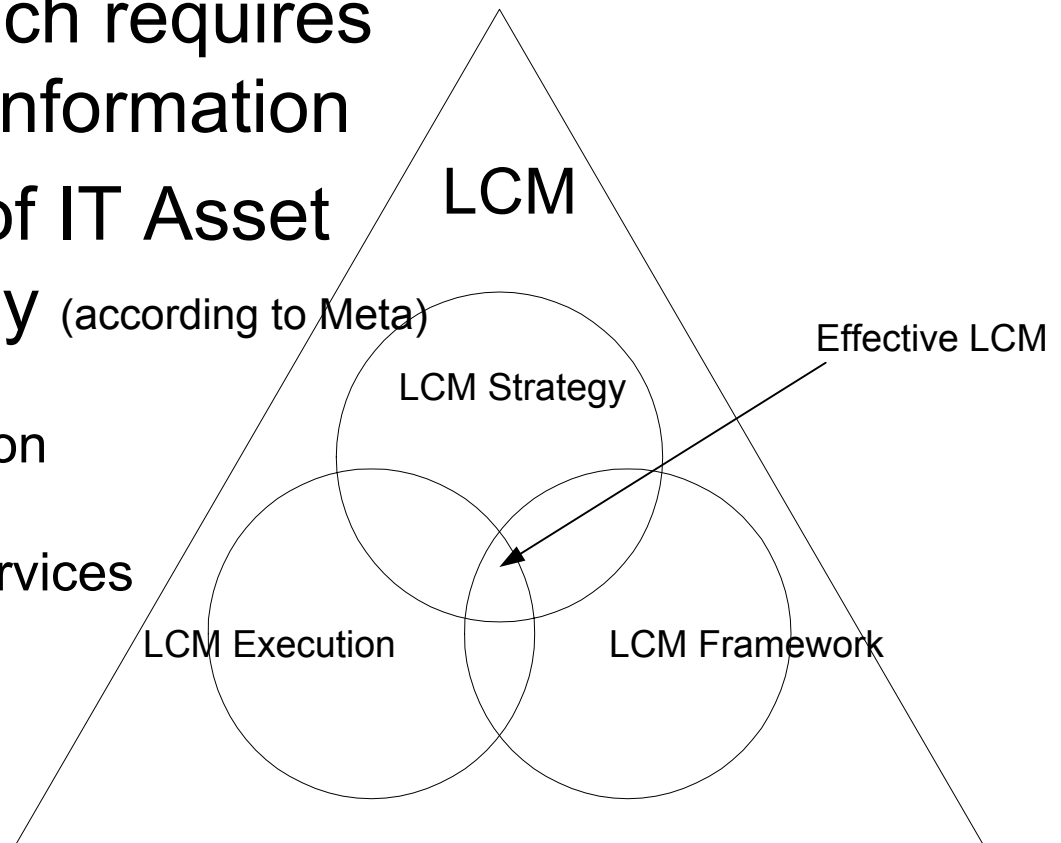
- Improves your quality of life
- Reduces cost
- Increases user satisfaction
- Diminishes downtime/increases productivity
- Frees up resources (People and cash)
- Fulfills executive reporting needs

LCM Strategy

- Portfolio Approach requires Accurate asset information

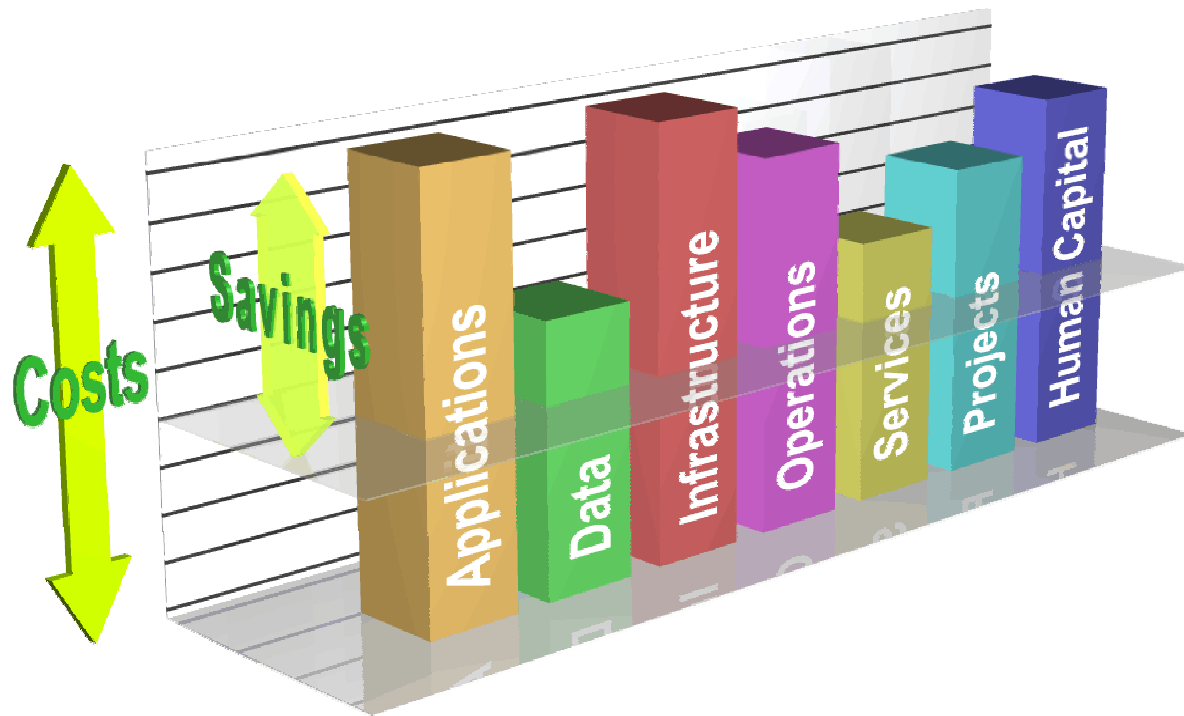
- 5 Components of IT Asset Portfolio Strategy (according to Meta)

- Applications
- Data and Information
- Infrastructure
- Operations and Services
- Human Capital



Portfolio Management

Feel the Love



Why are we not there??

- Most who are able to see it get consumed with the whole task, instead of breaking it into singles to be hit!

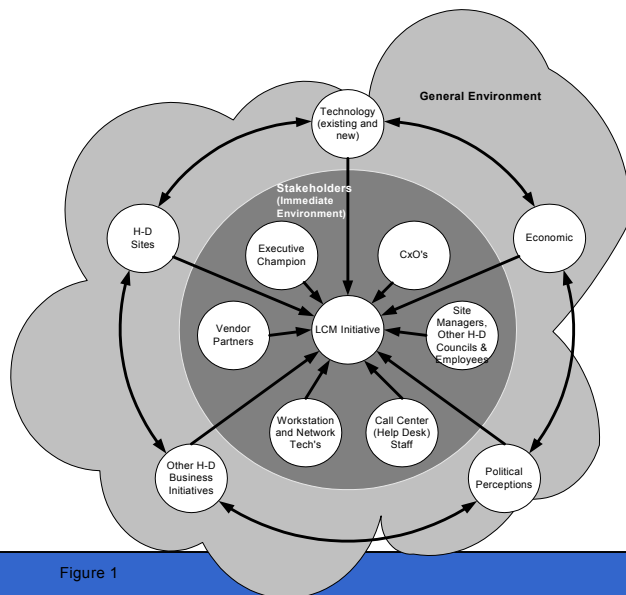


Figure 1

Stakeholders/Environmental Impact Look to Notes

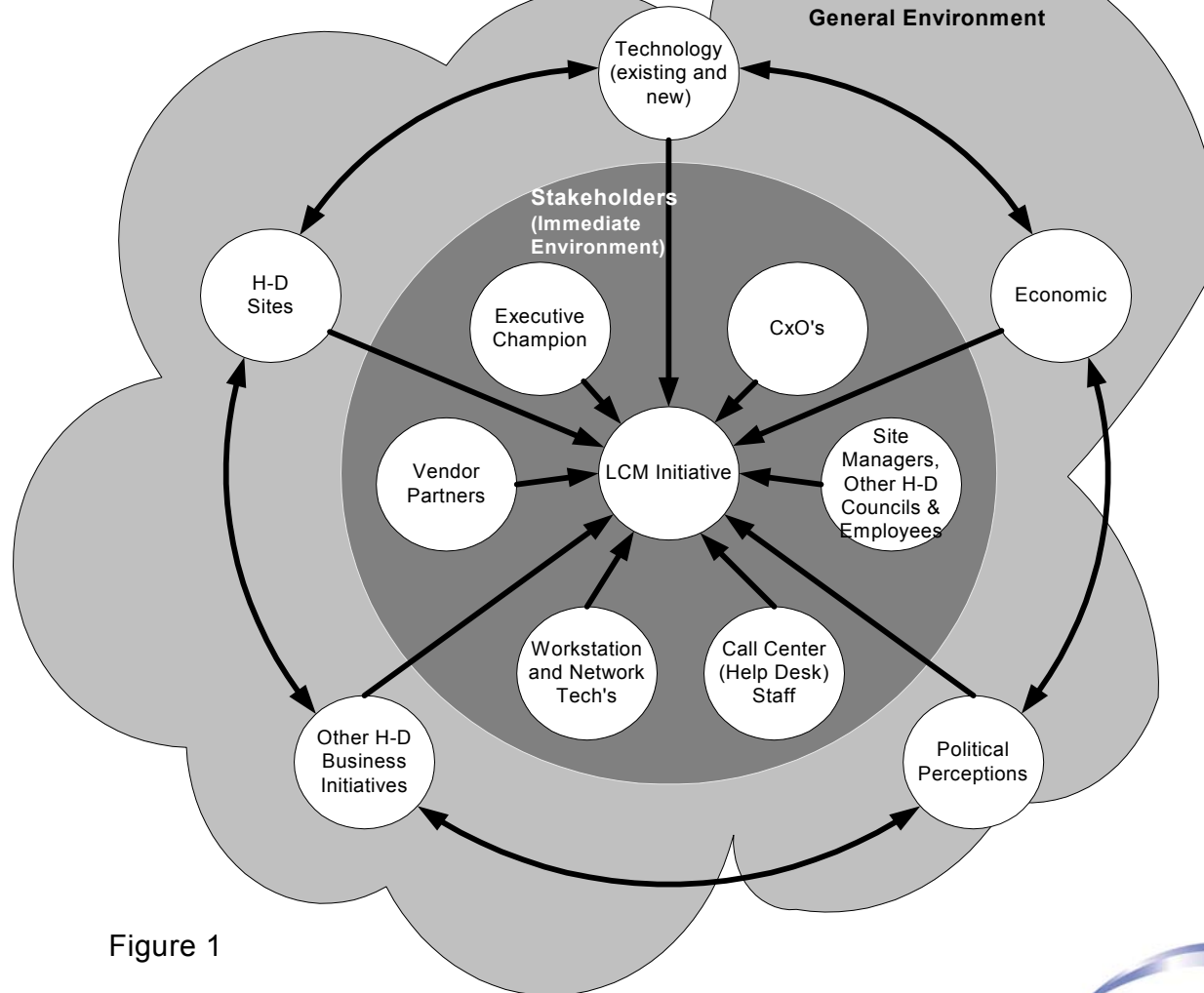


Figure 1

Today's Objectives

- Tell you why LCM
- Tell you what LCM can look like
- Tell you one way to get there
 - More Leadership than Management
 - Create Component Checklist of Best Practices

Effective LCM can look like this!



LCM Leadership



- Assess Receptivity to Change
- Build a Coalition
- Communicate High Level Vision & Timeline
- Establish a “Common Language”
- Develop a Theme/Create a War Room
- Establish LCM Initiatives by Priority
- Communicate Component Vision
- Good is the Enemy of Great!

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LCM Priorities

- 10. Automated Asset Discovery Processes and Tools
- 7. Centralized Repository for Asset Data
- 5. Documented Asset Management Process and Procedures
- 8. Defined and Measured Service Level Agreements (SLA's)
- 9. Documented Change Management Policies
- 4. Defined Hardware Life Cycle Strategy
- 6. Integrated Help Desk
- 3. Defined Contract Management Policies
- 1. Defined Hardware Standards and Selection Criteria
- 2. Defined Vendor Standards and Selection Criteria

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- It's about speaking to hearts/human need more than minds/process
- Here is where you create their purpose more than their duty
- You are dependent on them not the other way around
- Use factual illustrations where possible
- Set & manage expectations appropriately
- You may need to frame the project as a business or industry change
- When and what successes or timelines will be celebrated?
- Have a final call to action!!

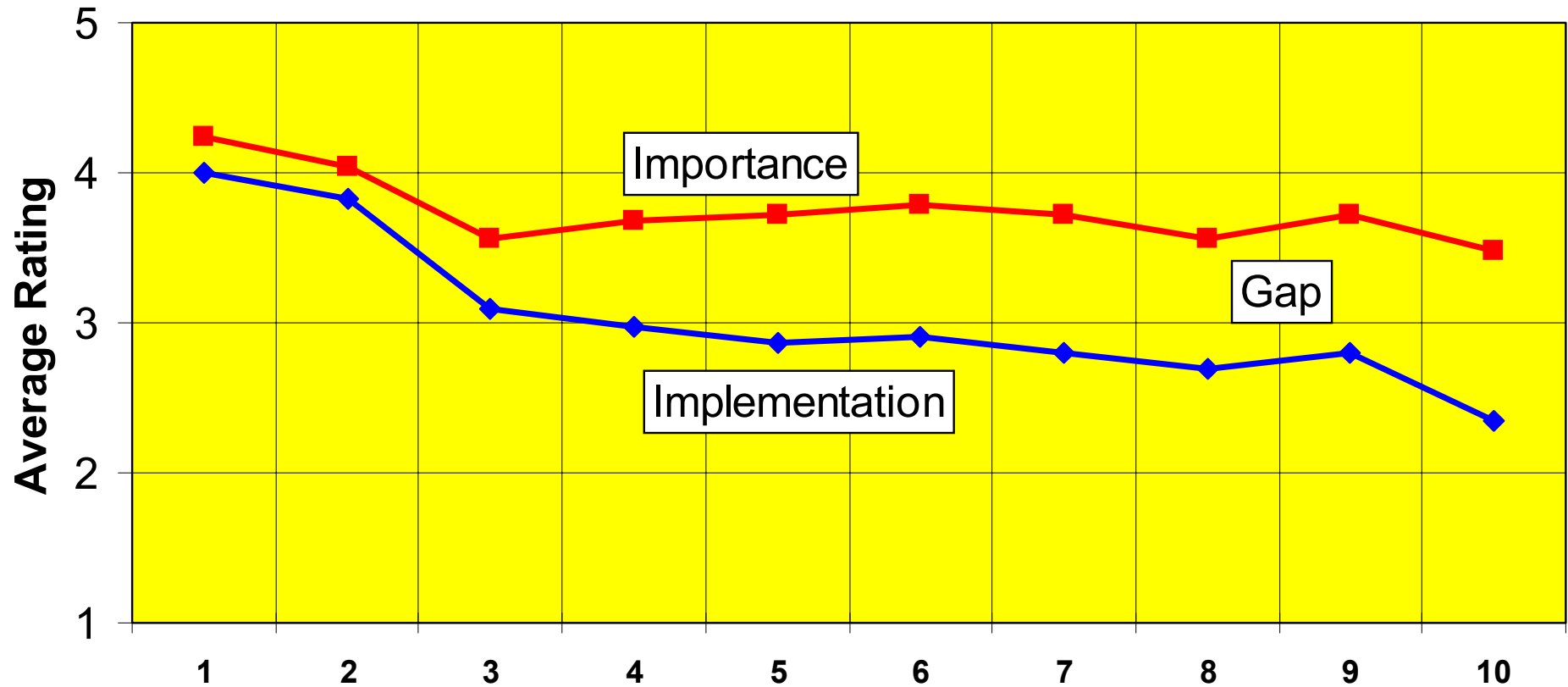


Establish LCM Initiatives by Priority

Let me paint a picture of an attainable reality

1	Defined Hardware Standards and Selection Criteria
2	Defined Vendor Standards and Selection Criteria
3	Defined Contract Management Policies
4	Defined Hardware Life Cycle Strategy
5	Documented Asset Management Process and Procedures
6	Integrated Help Desk
7	Centralized Repository for Asset Data
8	Defined and Measured Service Level Agreements (SLA's)
9	Documented Change Management Policies
10	Automated Asset Discovery Processes and Tools

Alignment of Importance and Implementation Ratings



01 Defined Hardware Standards and Selection Criteria	06 Integrated Help Desk
02 Defined Vendor Standards and Selection Criteria	07 Centralized Repository for Asset Data
03 Defined Contract Management Policies	08 Defined and Measured Service Level Agreements (SLA's)
04 Defined Hardware Life Cycle Strategy	09 Documented Change Management Policies
05 Documented Asset Management Process and Procedures	10 Automated Asset Discovery Processes and Tools

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10. Automated Asset Discovery Processes and Tools

- Identify individual(s) responsible for administering the asset management process
- Assess and prioritize toolset requirements
 - Long term viability
 - Map to strategic IT technology environment / IT Vision
- Establish a one-time baseline inventory of hardware, software, and other IT assets
- Establish policies and procedures for usage monitoring and proactive use of data to reduce costs
- Measure improvements and communicate success!

5.) Documented Asset Management Process and Procedures

- Assign ownership and communicate to all affected business units
- Define/document inventory policies and procedures
 - What is to be tracked
 - Frequency of inventory
 - Methods for collecting information
 - Reconciliation process
 - Track “Lost” equipment or missing information
- Define deployment and retirement models

7. Centralized Repository for Asset Data

- Assess information needs within ITO, where this information is currently located and assess its accuracy
- Decide the appropriate approach
 - All-inclusive database
 - Virtual repository
 - Holy Grail approach
- Share the wealth! Information is decision making power.

8.) Defined and Measured Service Level Agreements (SLA's)

- Closely tied to GLCP™ 6 - Integrated Help Desk
- Assess exiting SLA's (formal and informal)
- Implement Structure
 - Asset Deployment Plan
 - Process to manage IT Service Levels
 - Tools for effective SLA delivery
 - Asset Retirement Plan
- Communicate SLA's (and performance) to customers

9. Documented Change Management Policies

- Implement change management guidelines
 - Track physical location of assets
 - Embed the physical location DMI / WMI
 - Deployment procedures for life cycle turnover
 - Link to HR
- Implement lock down of workstations
- Manage all desktop changes through an integrated help desk

4. Defined Hardware Life Cycle Strategy

- Define hardware requirements
- Define procurement standards
- Implement usage-monitoring toolsets
- Implement efficiencies for mass deployment and mass retirement of assets
- Measure and communicate the benefits of this strategy

6. Integrated Help Desk

- Assess use of help desk as the single point of contact (SPOC) for IMAC Activity
- Provide help desk access to real-time asset inventory & historical asset data
- Implement use of client remote control tools for help desk support staff
- Market help desk successes and improvements

3. Defined Contract Management Policies

- Assign ownership for Contracts
- Implement central database or contract management application for existing contract information
- Define what is essential to measure, track, and share with the organization
- Integrate contract management policies and tools with other LCM tools and policies

1. Defined Hardware Standards and Selection Criteria

- Define business needs and standard model(s)
- Standard profile (image) management
- Forecast desktop requirements over the product life cycle
- Establish ownership for end of life (EOL) management

2. Defined Vendor Standards and Selection Criteria

- Establish centralized control of vendor selection process in multi-site organizations
- Reduce number of primary vendors based on breadth and depth of products and services
- Assess vendor image and configuration management capabilities
- Assess vendor LCM capabilities
- Define and evaluate performance SLAs

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