Provance Asset Management

Provance Area Admin / Custodian Training 2-4 December 2013
Log in and open Service Manager

- Log in to the PC as yourself

- When prompted for a “Server Name”, type in “SCSMMGT” and click “Connect”, then “OK” for the pop up
Some housekeeping

- Please keep mobile phones and tablets off or silent
- Emergency Exits
Objectives for this session

- Discussion - how each area currently track their IT Assets
- Benefits of Provance
- Walk through the basic views and relevant features
- Networking opportunity and knowledge sharing session
Discussion – How are other areas tracking IT Assets

- 94% of you use an excel s/sheet to track IT assets
- All areas rely on the excel spreadsheet to be emailed regarding EOL equipment
- Asset info in order of importance
  - Asset #
  - Assigned to
  - Cost Centre
  - Location
- Search Criteria in order of preference
  - Cost Centre
  - School/Business Area name
Provance – The benefits to you

- Access to the central record of all IT Asset details
- Practical search capabilities
- Ability to easily export data
- Easy navigation between related equipment
- A standardised look and presentation of IT Asset data
- Consolidation of data from financial and discovered sources
- Ready access to user and location information for assets
Introducing Provance

- Provance provides IT Asset Life Cycle Management tools
To find an IT Asset by Asset # - Easy search

- Type in asset # D-0001808
An IT Asset record

- Properties include
  - Asset Tag
  - Serial Number
  - Description – Old data
  - Model/Type
  - Lease and Warranty dates
  - Assigned to a person
  - Assigned to a location
  - Financial Information (Cost Centre)
  - Asset Incident and Update History
To find an IT Asset by Assigned to

- Type in Your Name
To search by Cost Centre – Advanced Search

- Type in Your Cost Centre # (no dashes) eg. P5130000040
Alternative search by Cost Centre

- Type in Your Cost Centre # (no dashes) eg. P5130000040
Search by Faculty, School or Department

- Type in School Name in Filter eg. Pharmacy
To search by Locations

- Organised hierarchically into Campus-Building-Room
Exporting Data

- e.g. EOL views

Select all
Click Export Data
Improving your experiences - IT Procurement

- Use the ICT Procurement Portal to order all IT Hardware and Software [https://ictprocurement.curtin.edu.au/](https://ictprocurement.curtin.edu.au/)
Improving your experiences - End of Lease Returns - What has changed?

- Leased equipment can be returned in any month of the last quarter of the Lease with no penalty
- It is not essential for monitors to be returned
- Area Admins/Custodians can view their IT asset details at any time in Provance to assist in planning ahead
  - End of April returns can be ordered anytime between now and mid February
  - Use the views in Provance to get an early start on what is due for return
- Stay in contact – if you need help, just ask
Managing your IT Assets – updating info

- Raising SR to update Location and owners of equipment
  - Call x9000
  - Submit the Updating Asset Details spreadsheet
IT Asset Management Terminology

- SCSM (System Center Service Manager)
- SR (Service Request)
- Incident
- Discovered data
- Primary User
- ITAM (IT Asset Management)
- HAM (Hardware Asset Management)
- Hardware Asset
- Area Admin / Custodian

- Assigned to
- Location
- Agreement
- Leases / Schedules
- EOL (End of Lease)
- Warranty
For further info

- For any **issues**, log a call with the CITS Help Desk x9000
- Visit [www.provance.com](http://www.provance.com) for more information
- **ICT Procurement** queries email ictprocurement@curtin.edu.au
- **End of Lease** queries email alan.deere@curtin.edu.au
- Any other **Provance rollout** questions email jess.wittwer@curtin.edu.au
Questions / Feedback?

2-4 December 2013