



IT Hardware Asset Management and CMDB

Course: Discovery, Lifecycle and Secure Disposal



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Introduction:

IT hardware asset management and CMDB course covering discovery, lifecycle and secure disposal, held over 5 days for teams that keep equipment records, configuration data and device fleets, ending with a Hardware Asset Management and Disposal Plan for a case organisation. Laptops, servers and switches go untracked between purchase and retirement, so CMDB records drift and retired drives leave holding data. Nominees already receive, deploy, record or retire IT equipment and work through case files of discovery scans, CMDB extracts and disposal certificates. CoreConcept Training Center delivers this IT hardware asset management course.

Course Objectives:

- Define a hardware ITAM scope, policy and role set for end-user, data-centre and network equipment within an ISO/IEC 19770-1 asset management system
- Operate request, purchase, receiving, tagging, deployment, move and retirement controls so that every device keeps a traceable asset record
- Reconcile discovery scan results, purchase data and the CMDB so that configuration items, attributes and relationships match the physical estate
- Plan hardware refresh cycles using age, warranty, failure and total cost of ownership evidence for each device class
- Apply NIST SP 800-88 clear, purge and destroy decisions, chain of custody and certificates of destruction when disposing of IT equipment
- Measure hardware ITAM performance through KPIs and physical floor-to-record audits and report gaps to IT leadership

Target Audience:

- Teams responsible for hardware asset registers, asset tags and stock rooms of IT equipment
 - Teams responsible for configuration items, discovery tools and CMDB data quality
 - Teams responsible for issuing, moving and collecting laptops, desktops and mobile devices
 - Teams responsible for servers, storage, racks and network devices in data centres and comms rooms
 - Teams responsible for purchasing IT equipment, warranties and maintenance contracts
 - Teams responsible for wiping, recycling and disposing of retired IT equipment
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Course Outline:

Day 1: Hardware ITAM Scope, Asset Classes and Estate Baseline

- Hardware Asset Classes Across End-User, Data-Centre and Network Estates
- Asset Record Versus Configuration Item Distinctions and Ownership
- Lost Device, Ghost Asset and Zombie Server Risk Drivers
- Hardware ITAM Policy, RACI Chart and Asset Custodian Duties
- Floor-to-Record Sample Count for an Estate Baseline

Day 2: ISO/IEC 19770-1 Asset System and CMDB Data Model

- ISO/IEC 19770-1 Asset Management System Context and Scope Statement
- CMDB Configuration Item Classes for Hardware, Storage and Network
- CI Attribute Dictionary, Naming Convention and Identifier Keys
- CI Relationship Mapping From Rack Location to Business Service
- Federation Versus Import Feeds From Asset Tools Into CMDB

Day 3: Request-to-Retire Lifecycle, Discovery and Reconciliation

- Request, Approval and Purchase Order Link to Asset Records
- Goods Receipt, Barcode or RFID Tagging and Serial Capture
- Agent-Based and Agentless Network Discovery Scan Coverage
- CMDB Reconciliation Rules, Source Precedence and Duplicate Merging
- IMAC Moves, Stock Room Returns and Redeployment Records

Day 4: Refresh Planning, Secure Disposal and Hardware Audit Controls

- Hardware Refresh Cycle Modelling Using Age and Failure Data
- Total Cost of Ownership Comparison for Device Classes
- NIST SP 800-88 Clear, Purge and Destroy Decision Flow
- ITAD Vendor Chain of Custody and Certificate of Destruction Checks
- E-Waste Recycling Records and Hardware ITAM KPI Set

Day 5: Case Study Hardware Asset Management and Disposal Plan

- Case Organisation Estate Data and CMDB Extract Review
 - Case Reconciliation of Discovery, Purchase and CMDB Records
 - Case Refresh Schedule and Total Cost of Ownership Model
 - Case Media Sanitisation Matrix and ITAD Vendor Scorecard
 - Hardware Asset Management and Disposal Plan Completion
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Skills You Will Gain:

- Hardware Asset Tagging
- Configuration Item Modelling
- Discovery Scan Coverage Analysis
- CMDB Reconciliation
- Hardware Refresh Planning
- Total Cost of Ownership Analysis
- Media Sanitisation Decisions
- ITAD Vendor Oversight

Why Attend This Course:

- Deliver a Hardware Asset Management and Disposal Plan for a case organisation to the IT operations head and the information security lead for approval
- Decide whether a device should be redeployed, repaired, refreshed or retired, and which sanitisation method its media requires
- Avoid data leaks from retired drives, double-bought equipment, unmanaged servers on the network and audit findings on missing assets
- Coach service desk, data-centre and purchasing colleagues with the CI attribute dictionary, reconciliation rules and disposal checklist

Conclusion:

Back at work, the participant presents the Hardware Asset Management and Disposal Plan to the IT operations head, the information security lead and the purchasing manager. They use it to approve CMDB data ownership, discovery coverage targets, the refresh schedule and budget request, and the sanitisation rules and ITAD vendor conditions for retired equipment. After the first quarterly floor-to-record audit and the first disposal batch under the plan, the unit should review record accuracy, untracked devices found, refresh forecasts against actual failures and every certificate of destruction received.

Frequently Asked Questions FAQ:

What should participants know before the IT hardware asset management and CMDB course?

Participants should already handle IT equipment records, device deployment, data-centre or network operations, or equipment purchasing. No specific discovery tool or CMDB product knowledge is needed; a laptop with a spreadsheet application is used for the reconciliation and cost modelling work.

How does IT hardware asset management and CMDB practice differ from software licence management?

It deals with physical equipment: tagging, discovery, configuration items, refresh cycles and secure disposal. Software licence management courses deal with entitlements, licence metrics and publisher audits, and general service management courses cover incidents and changes rather than the equipment record itself.

Why does secure disposal belong in IT hardware asset management and CMDB work?

Disposal is the last lifecycle stage of every device. If the asset record and CMDB do not track each drive through sanitisation and a certificate of destruction, retired equipment can leave with readable data and the organisation cannot prove what happened to it.

What do participants take back from the IT hardware asset management and CMDB course?

Participants take back a Hardware Asset Management and Disposal Plan for a case organisation, with a CI attribute dictionary, reconciliation rules, a refresh and cost model, a media sanitisation matrix and an ITAD vendor scorecard they can adapt to their own estate.
