BMC Remedyforce Asset Management

Frequently Asked Questions
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BMC Remedyforce Asset Management

Overview

BMC Remedyforce delivers a broad range of foundational and innovative Asset Management capabilities to dynamically identify and manage assets through their lifecycle.

This FAQ highlights the related asset management capabilities while providing definitions, comparisons and common scenarios to not only understand the value of these capabilities but also helping assess the best approach to maximize value based upon an organization’s requirements and maturity.

Frequently Asked Questions

Definitions

To first understand the differences, we must understand the intent and goals behind these disciplines. This section covers these primary definitions and differences:

1. **What is Configuration Management?**
   
   In simple terms, Configuration Management is a Service Management process which is part of the high-level Service Asset and Configuration Management process to manage the Configuration Items including their lifecycle and relationship to other CIs in the CMDB to ultimately improve and/or maintain a high level of service. Typically, from a high-level data perspective, the focus is on key identifiers (ex. name, tag, serial number, etc...), configuration and relationships.

   **ITIL v3 Definition:** The process responsible for maintaining information about configuration items required to deliver an IT service, including their relationships. This information is managed throughout the lifecycle of the CI. Configuration management is part of an overall service asset and configuration management process.

2. **What is IT Asset Management?**
   
   In simple terms, Asset Management is about managing assets, their lifecycle, costs and terms to optimize/minimize costs while mitigating risk. Typically, from a high-level data perspective, the focus is on the key identifiers (ex. name, tag, serial number, etc...), lifecycle (i.e. status), ownership (ex. PO number, owner and associated organizational information (ex. cost center, department), costs and terms.

   **Gartner’s Definition:** IT asset management (ITAM) provides an accurate account of technology asset lifecycle costs and risks to maximize the business value of technology strategy, architecture, funding, contractual and sourcing decisions. (Source: Gartner IT Glossary, 2018)

3. **What is a Configuration Item (CI)?**
   
   In simple terms, a CI is an object/item stored within the CMDB which ideally is under some level of management/change control. The primary goal of a CI is to track/manage its relation and impact to a business service; however, lower mature organizations may create a CI simply based upon what is discovered by their discovery tool. The higher mature organizations will focus on value, change control and process to identify and manage CIs. CIs may vary widely in complexity, size and type. They should be selected in accordance with established selection criteria, grouped, classified and identified in such
a way that they are manageable and traceable throughout the service lifecycle. Configuration types are likely to include: Service lifecycle CIs, service CIs, organization CIs, internal CIs, external CIs, interface CIs.

**ITIL v3 Definition:** Any Component that needs to be managed in order to deliver an IT Service. Information about each CI is recorded in a Configuration Record within the Configuration Management System and is maintained throughout its Lifecycle by Configuration Management. CIs are under the control of Change Management. CIs typically include IT Services, hardware, software, buildings, people, and formal documentation such as Process documentation and SLAs.

4. **What is an Asset?**

   At a high level, it is almost always about the money. An asset typically represents an object/item which the organization is tracking for the purposes of managing cost and/or mitigating risk. The source for high mature organizations is typically from procurement, advanced ship notices (ASNs), etc... sources which identify ownership. The low maturity organizations may lean on discovery sources to initially identify their assets and ideally develop more mature processes and policies to gain better control over their assets, shifting from reactive to proactive management. I’ve included ITIL’s definition of an asset, which is more slanted towards the definition of a CI than what most organizations I’ve encountered view as assets.

   **ITIL v3 Definition:** Any Resource or Capability. Assets of a Service Provider include anything that could contribute to the delivery of a Service. Assets can be one of the following types: Management, Organization, Process, Knowledge, People, Information, Applications, Infrastructure, and Financial Capital.

5. **What is a CMDB?**

   The CMDB holds “live” environment configurations. Any authorized changes to Configuration items should be notified and recorded in the CMDB. The CMDB holds all the information for CIs within the designated scope of Configuration Management. The CMDB is used to maintain the relationships between all service components and any related incidents, problems, known errors, change and release documentation. It can be used for a wide range of purposes and typically contains configuration data and information that can be combined to provide an integrated set of views to satisfy stakeholder needs throughout the service lifecycle.

6. **What is the difference between a Configuration Item (CI) and an Asset?**

   This is a very common question. The best way to explain the difference is to understand the intent and goals of each. At a high level a Configuration Item (CI) is a term used within the Service Management and Configuration Management disciplines. Quite simply, a CI by virtue of a relationship forms a service that delivers a value to a service consumer.
Below is a high-level comparison of the general differences between Assets and Configuration Items (CIs):

<table>
<thead>
<tr>
<th>Asset</th>
<th>Configuration Item (CI)</th>
</tr>
</thead>
<tbody>
<tr>
<td>IT Corporate</td>
<td>Resource</td>
</tr>
<tr>
<td>Lifecycle, cost and risk avoidance</td>
<td>Focus</td>
</tr>
<tr>
<td>Financial</td>
<td>View</td>
</tr>
<tr>
<td>Wide (Request to Disposal)</td>
<td>Lifecycle</td>
</tr>
<tr>
<td>Not as wide, deep (multiple sources)</td>
<td>Depth/Breadth</td>
</tr>
<tr>
<td>The Business</td>
<td>Single Source of Truth For</td>
</tr>
<tr>
<td>CFO/CTO/CIO</td>
<td>Executive</td>
</tr>
<tr>
<td>Asset Manager</td>
<td>Primary User</td>
</tr>
<tr>
<td></td>
<td>CFO/CTO</td>
</tr>
</tbody>
</table>

*Install, Move, Add, Change (IMAC*)

7. **Can an Asset be a CI and a CI also be an Asset?**

Yes, there can be commonality between CIs and assets. It starts with the core information (i.e. name, model, location, owner, etc...), but then some of the extended data for a CI is not critical and/or relevant for an asset and vice versa. As mentioned, the Enhanced CMDB within Remedyforce supports both the overlap and separation, depending on each organization’s own definition of these two, eliminating data duplication and synchronization issues. As a result, organizations have full control over the CI and asset views along with which users have access to these views. Organizations can also choose to only manage CIs or assets. Please refer to the common scenarios below.

**Enhanced CMDB**

The innovative and flexible design simplifies the management of records within the CMDB.
8. What are the primary benefits of managing CIs and Assets in a single place?

With Remedyforce, organizations can now define and track both CIs and assets in one place, the CMDB. The primary benefits of this consolidated and flexible design are:

1. **Eliminates Data Duplication and Synchronization** – By delivering dynamic data views which empower customers to classify those records which are CIs, Assets or both, data duplication and synchronization is not necessary.

2. **Automation with Dynamic Classification** – For existing customers (i.e. those with CI records) and even new customers, the design leverages existing CI data by providing rule based classes to dynamically classify record types.

3. **Simplification with Dynamic Views** – The flexibly and dynamic classifications make it easy for customers to not only define record types (i.e. CI, Asset or both), but also what a user can see. Some users may want to see all records (ex. Agent), while others (ex. Asset Manager) may only want to see asset records.

4. **Maturity Level Alignment** – The enhanced CMDB was designed to support a customer’s maturity path. Ideally, as customers mature, they refine their definitions. Customers have the option to differentiate between CIs and Assets. Please refer to the Common Scenarios section below for more details.

5. **No Impact to Integrations** – With the dynamic asset classifications, customers do not have to modify their existing integrations with other systems which are populating the CMDB (ex. BMC Client Management, ADDM, SCCM). This is because the records will still come into the system as CIs, but the dynamic asset classification will handle the asset classification and views. Customers can control the UI and user access to determine what views appear (i.e. CI and/or Asset) and which user have access to those views.

9. What ITAM and CMDB features are in Remedyforce?

As referenced above, Remedyforce includes a range of IT Asset Management and CMDB capabilities. Below is a list if the primary enhancements and their benefits:

9.1. **Agentless Discovery**

Remedyforce Agentless Discovery enables customers to quickly discover and populate their CMDB. This capability is included in the BMC Remedyforce base license at no additional cost to customers. Remedyforce customers now have the ability to natively and intuitively configure and populate the Remedyforce CMDB in just a few easy steps.

Please refer to the [Remedyforce Agentless Discovery and Client Management FAQ](#) for more detail on this Remedyforce capability.

9.2. **Client Management**

Remedyforce Client Management is an extension of the agentless discovery capabilities provided in the base Remedyforce solution. Remedyforce Client Management provides a range of advanced capabilities empowering customers to more efficiently and proactively manage and support their devices.
The capabilities include agent discovery, remote management, hardware and software compliance, software normalization, patch management and deployment management.

In addition to these capabilities, the solution delivers “advanced actions” while empowering customers to define rules and actions to ultimately become more proactive and reduce the number of support calls. For example, you can define an advanced action to monitor drive space and either automatically create a ticket when a device hits a certain threshold and/or perform an action (ex. disk cleanup) to free up additional drive space, deferring or eliminating a support call.

Please refer to the Remedyforce Agentless Discovery and Client Management FAQ for more detail on this Remedyforce capability.

9.3. Additional Configuration Settings
This release includes a number of new CMDB configuration options under a new tile which is located under Remedyforce Administration -> Configure CMDB:

9.4. Enable or Disable Asset and Configuration Item (CI) Management
Enables customers to enable or disable “Asset Management” and “Configuration (Item) Management”.

Benefit: This global setting allows customers to determine if they want to differentiate between CIs and Assets and also determine whether they want to view only CIs, only Assets or both depending on their requirements and maturity.

9.5. Mass Edit and Change
The “Multiple Instance Editor” which is an icon on the top of the CMDB allows users to “go into spreadsheet mode” based upon their current search results. Within this mode, the user can quickly modify individual field values without having to drill into each individual record. The user can also go into “mass
change” mode and select multiple records and multiple fields to perform a mass change. For example, if a user wants to move records from one location to another and/or from one status to another, they can quickly select the records and simply select the new value (ex. change status from “On Order” to “Received”), select save and all records selected will be updated.

**Benefit:** Reduces the need to use an external tool (ex. Data Loader, Pentaho) to perform a mass change while empowering a user to perform the task in short order.

9.6. **Import Model Records**

This feature enables customers to create models based upon the unique instance model names already in the CMDB. This could be a one-time activity or ongoing if the customer is populating the instance model name field from source other than manual entry.

**Benefit:** This feature allows customers to quickly adopt the new model feature (see details below), exposing data inconsistencies to address, improving data quality for reporting and analysis.

9.7. **Automated Birthdate Assignment**

This new feature allows the Administrator to select the Asset lifecycle statuses which are applicable to stamp the asset birthdate. The logic is that the first selected and assigned asset status will automatically populate the Asset Birthdate with the current date. Users also have the option to manually enter this value.

**Benefit:** This embedded logic allows customers to define the rules for automatically assigning an asset birthdate. In turn, the dashboard and reporting leverage this data to analyze asset aging and identify refresh needs.

Note: This screen also allows customer to activate the normalization engine and frequency. For more details, please refer to the Normalization item in the list below.
9.8. Dynamic Classification and Class Management

Dynamic classification empowers customers who are differentiating between CIs and Assets to identify when there is overlap (please refer to FAQs #6 and #7 above). For example, the CI class “computer system” typically captures a range of CI types including desktops, laptops, and servers. The primary capability field in this class differentiates between these types of CIs. In most cases, these CIs are also assets.

The new rule based classification feature allows customers to dynamically classify CMDB records. For example, where CI class = “computer system” and the field primary capability field = “Laptop”, an OOTB asset class of “Laptop” is matched to these records. The result is that a user who views the records in the asset class of Laptop will see the same core records without duplication.

**Benefit:** Leveraging out of the box (OOTB) rule based asset classes instantly allow those focused on assets to see a more simplified list and relevant records without having to develop new integrations or modify existing ones. The configurable views provide the flexibility to each customer to align to their requirements and definitions.

Note: Customers are not required to use these rule-based classifications if they do not require differentiation between assets and CIs. Please refer to the scenario section below for more details on the flexibility and option to leverage these latest enhancements.

9.9. Lifecycle Management

One of the foundational requirements for any Asset Management solution is to support the tracking of the lifecycle. The Asset includes an “Asset Status” field which includes a complete list of OOTB statuses to track the lifecycle of an Asset. This list can be modified, if necessary, to align to a customer’s processes and terminology.
Benefit: Enables customers to track the lifecycle and availability of their assets for optimization. As the solution evolves, we will build additional enhancements around process and automation (ex. request management).

9.10. Auditing

The new auditing feature allows customer to easily identify and select an unlimited number of fields within the CMDB (i.e. Base Element) to track. Once a field is selected, the audit trail will occur identifying who made the change, when the change was made along with the old and new values.

Benefit: Administrators can easily identify an unlimited number of CMDB fields for the audit trail. Before Summer 15, customers were limited to 20 fields. This intuitive screen also contains a filter which allows the Administrator to select a class to see which fields are applicable for the selected class. In the screen shot above, the “Computer System” class was selected. Those fields with the colored background identify all relevant fields for the Computer System class.

9.11. Dashboard and Reports

An Asset Management Dashboard was created to capture key metrics and like any of the dashboards, the Administrator can modify existing metrics and/or add additional ones.
Benefit: The reports on this dashboard go beyond the traditional or basic reports. We include a few standard metrics including assets by class and status, but also a few advanced metrics including asset aging to anticipate refresh needs, data quality to expose missing data and exception trending to assess the quality of imported or entered data.

9.12. Mobility

Remedyforce empowers both end users and agents with convenient access to asset and CMDB data via their mobile devices leveraging the S1 platform.

For end users, they can see which assets are assigned to them with the option to dynamically create tickets, auto-linking their assets. This same functionality is also available via the self-service web interface.
For **agents**, they can see incidents and associated assets/CIs, with the option (depending on how the administrator configures it) to modify the associated records.

9.13. Model

Model is a new optional object used to create CIs and/or assets. Think of models as catalog items or templates to create CIs and assets. They drive consistency and reduce the time creating CIs and assets. If enabled, users can quickly select a model from a new lookup field to auto-populate a configurable set of fields at the instance level to ensure consistency.

**Benefit:** Models drive standardization, simplification and reduces time. When enabling this option, users can quickly select a model to create a record within the CMDB. With the model is the option to identify default values (ex. Manufacturer, Capacity, etc…) to reduce the amount of time a user takes to create a record while improving consistency.
9.14. **Reconciliation**

In its simplest form, data reconciliation is a two-step process to determine an incoming data record’s uniqueness in order to ensure duplicate records are not created.

- **Step 1:** Determine if the incoming record is new or already exists in the CMDB.
- **Step 2:** Perform an update if the record already exists or perform an insert if it is a new record.

It is a simplified way to define uniqueness and reduce data duplication regardless of where the data is coming from (i.e. manual entry, discovery, imports, etc…). From the new administration screen, an Administrator can easily define and configure the rules by class to determine the unique identification of a CMDB record.

Prior to Winter 17, the unique identifier was a system generated ID which was/is not a convenient value to use when importing or manually entering data (i.e. this value was never common in disparate systems).

9.15. **Normalization**

Normalization is the process of organizing objects and attributes to minimize and ideally eliminate data inconsistency. The normalization capabilities empower customers to define the rules for accepting and reviewing data. The new features provide a simple and intuitive way to define the rules, automatically address the inconsistencies and easily handle new exceptions ultimately eliminating inconsistent data and improving data accuracy.
Below is a series of screen shots to highlight the flow, benefit and simplicity.

**Step 1:** The Administrator first starts by selecting and defining the normalization rules by going to Remedyforce Administration -> Configure CMDB -> Normalization Rules.

**Step 2:** Select a field and define the approve value. In the case below, the Administrator is selecting the “Manufacturer Name” on the Base Element object. They defined the approve value as “Dell” and also entered a few aliases.
Step 3: Once a rule is defined, they activate the Normalization Process under General CMDB Settings. Depending on the frequency of the process defined, the Administrator can now view the exception list by navigating to Remedyforce Administration -> Configure CMDB -> Normalization Exceptions.

Step 4: The Administrator can see exceptions by field. In this case, there are two exceptions for the Manufacturer Name field to the Administrator selects the “2” to view the details.

Step 5: The Administrator can manage the exceptions by either “approving and mapping to an existing rule” or “approving and generating a new rule”. The former is selected when finding a variation of an approved value (i.e. Dell) and the latter occurs when a new value is entered and valid. In this case, we are mapping “Dell Computer” to an existing rule. As a result, the exception is removed from the list. Once you approve the exception, any records associated to the exception will be updated automatically to ensure data consistency.
Benefit: The intuitive and flexible normalization design enables customers to take a potential overwhelming and complex problem and simplify it with a series of simple and intuitive screens to define and manage the rules by exception. The design also supports the approach of “continuous improvement”. The more data and the more exceptions caught will drive a higher level of consistency.

9.16. Fulfillment
The fulfillment capability allows an authorized user to quickly fulfill an approved service request. The eligible fulfillment items are based upon the filter defined in the SRD. For example, a new employee requests a laptop. The administrator can define the filter criteria (ex. class = laptop, status = available, etc...). Based upon this filter definition, the fulfiller can quickly see available items, selects one or multiple (depending on the request) to automatically complete/close the service request.
9.17. Improved Usability

A number of usability improvements include:

1. **List View Customization** – Prior to Summer 15, one list view was available to identify which columns to display across all classes. Now with List View Customization, an Administrator can define a “list view” for each class. The new and intuitive UI, available under Remedyforce Administration -> Configure CMDB -> List View Customization, provides an easy and intuitive way to customize the view for any class.

   ![List View Customization UI](image)

   **Benefit:** Quickly and easily define unique views for selected classes, leveraging unique fields for the class. This design allows a user to quickly assess the most relevant data without always having to drill into the record.

2. **Viewing All Records** – Prior to Summer 15, the user had to know that they had to select “Base Element” to see all records. To provide a more intuitive solution, we moved this to the top of the screen and renamed it “All (Base Element)”.

   ![Viewing All Records](image)
Benefit: More intuitive way to see all records without having to scroll to Base Element.

3. **Changing Class Views** – A new icon more efficiently uses the screen space allowing a user to select the icon to toggle across the three views (i.e. tree, list and tile) or select the arrow key to select a specific view for the classes. Please refer to the screen shot above.

**Benefit:** Quick and intuitive way to navigate between the different class views.

4. **Dynamic Tabs** – The CI, Asset and All tab appears for a user under two conditions. One, both of the Asset and CI Enablement options are selected and two, if the user has access to both CIs and Assets. If these two conditions are not met, then the tab will not appear as the user can only see CIs or Assets and the tab is not necessary. Please refer to the screen shot above.

**Benefit:** Provides the flexibility to support a range of scenarios described in the section below to support a customer’s requirements and maturity level.

5. **Identifying Instance Types** – With the introduction of instance type (i.e. CI, Asset, Both), we’ve added a new column to identify the instance type mainly for those who can see both CIs and Assets.

**Benefit:** Enables a user when in any of the views to quickly identify the type of instance.

6. **View CI/Asset Detail on Incident** – Prior to Summer 17, the user had to go to the CMDB and perform a search to view more detail on an associated CI/Asset. This enhancement allows the administrator to configure the tooltip which will appear when hovering over the associated CI/Asset. Within the tooltip, the user can navigate direct to the associated CMDB record.
**Benefit:** Enables a user to quickly access additional record detail associated with an incident.

7. **Expand List View Customization on Relationship tab** – Prior to Winter 18, there was no way to configure the list view on the relationship tab. This enhancement allows the administrator to configure the relationship list view to identify which columns of data are most appropriate for the users.

![Image](image.png)

**Benefit:** Allows for a customized view, displaying the most relevant data for the user to review relationship details.

8. **Configurable Filter on Active/Inactive Records** – Allows users to define their default view on the main CMDB page to include or exclude inactive records. Some users want to hide inactive records, while others want the option to see all records (active and inactive). This new menu option supports both scenarios.

![Image](image.png)

**Benefit:** Enables users to define their default view to include or exclude inactive records.
9.18. **Advanced Search**

The Advanced Search appears as a new option within the CMDB enabling users to specify the fields and conditions for a search. The current global search does not allow the user to specify which fields to include. The Advanced Search enables users to either perform ad hoc (i.e. one time) searches or saved searches if they know they will run them more than one time. This makes the search not only precise, but quick and easy.

**Benefit:** The Advanced Search provides a more precise search with more accurate results. The ability to save search conditions makes it quick and easy to retrieve the specific records.

9.19. **Simplified Location Assignment**

Prior to Summer 15, to assign a location to a CI, the user had to navigate to the CI relationship tab, select a relationship, select another relationship, enter a few other values and save the record. The locations had to be defined under the Physical Location CI class.

In the new design, we added a Location field to the general tab along with a new Administrative screen to view and manage the locations. To not impact existing customers, the locations can still originate from the Physical Location CI class, but an Administrator can now go to the new, more simplified screen (Under Remedyforce Administration -> Configure CMDB -> Locations) to view and manage locations. For the end user, they can easily search and assign a location right from the general tab. A configurable tooltip allows the user to see more detail about the location if necessary.
9.20. Improved Navigation
Several improvements have been made to navigation within the CMDB to see and navigate to related information (see the location example above). Users can now navigate to the location details from the CMDB record by selecting the location title in the screen shot above. This takes the user to the location screen to see more detail about the location including a list of any associated records. This enhanced navigation has also been added to Models, Primary Clients and Supported By fields.

Benefit: Improved navigation to related objects improves usability and empowers users to quickly see more relationships (ex. all instances associated to a location, model and contact).
9.21. **Enhanced CMDB Explorer**

The primary improvement with the CMDB Explorer is that we also expose Assets and provide a filter to control the view (ex. Only CIs, Only Assets, All). This is the reason why we changed the name from “CI Explorer” to “CMDB Explorer”.

**Benefit:** With the addition of Assets and a filter to this view, customers have the ability to view more information and relationships.

10. **What can’t I do with CIs that I can do with Assets?**

There are several features that are limited to asset management. The following features are only available when enabling Asset Management under Administration:

1. **Tracking the lifecycle** — We provide an OOTB “Asset Status” field to track the full lifecycle of an asset. This is not exposed for CIs. This is because the lifecycle of an asset is tracked differently than the lifecycle of a CI. The Asset lifecycle typically starts with the request order or receipt all the way through until retirement or disposal. The lifecycle of a CI is a subset focusing on the install, move, add and change stages.

2. **Tracking the Age** — We provide a birthdate field along with a calculated “age” field to track the age of assets. This is not exposed for CIs. This is because the birthdate of an asset isn’t relevant from a Configuration Management perspective.

3. **Simplified Classification** — Asset Management includes a simplified classification structure from a procurement perspective (ex. desktop, laptop, server, printer, mainframe, etc…). There are 12+ OOTB asset classes vs. 85+ CI classes; however, with the new Class Administration screen introduced in Spring 15, customers can now hide classes not being used so customers can hide any of the 85+ CIs classes not in use.

4. **Differentiate between CIs and Assets** — If you have different groups who care about CIs or Assets, you cannot dynamically filter their view.
5. **Asset Management Dashboard** – Without assets, this dashboard will provide no content; however, you could modify the filters to leverage these metrics for CIs.

6. **Consideration for Future Enhancements** – We continue to improve the solution. Future asset management enhancements will deliver additional differences between CIs and Assets.

### 11. Does Remedyforce integrate with BMC Discovery?

Yes, a significant redesign of the integration was delivered in the Summer 18 release removing the dependency on Pentaho and expanding the scope of classes and content. To learn more about latest integration and benefits, please refer to the [BMC Discovery FAQ](#).

### Scenarios

Below are several common scenarios to consider when adopting the new asset management capabilities:

1. **Scenario 1: Everything as a CI**  
   **Service Only Focused, Lower Service Management Maturity**

   For many organizations who are on the lower end of the maturity scale and focused on operations, availability and services, they most likely will track all records as CIs. They are mainly focused on the service risk, not the ownership and financial risk. They also are not concerned with tracking the full lifecycle (ex. ordered, received, disposed, retired) and asset age. They either don’t have a team or not working with the team focused on the financial/business side of their assets.

   **Result:** Disable Asset Management for consideration at a later time (note: Configuration Management is enabled by default for existing and new customers. Asset Management is only enabled by default for new customers).

2. **Scenario 2: Everything as an Asset**  
   **Asset Focused, Lower Service Management Maturity**

   This organization is not focused on ITIL and is primarily focused on gaining basic control over the assets in their environment. They most likely are tracking assets in a spreadsheet, Access database and/or homegrown system. They are focused on the ownership and financial aspects of these records and not the services. They may have future plans to better align with ITIL and the associated processes. They want a simplified classification with the option to track the lifecycle, financial/warranty, assignment and asset age.

   **Result:** Enable Asset Management and disable Configuration Item Management for consideration at a later time.

3. **Scenario 3: Manage CIs and Assets**  
   **Both Service and Asset Focused, Higher Service Management Maturity**

   This organization has the need to track both CIs and assets either due to different groups (ex. Service Desk and Asset Management teams) wanting different sets of information...
for some overlapping records (ex. Servers) and/or they have a more mature definition of CIs and assets. In this scenario, a customer can enable both configuration item and asset management, leveraging the Rule Based Asset classes to share overlapping data (ex. instance name, serial number, location, primary client, etc...). They can also define classes which may be unique to either CIs (ex. documents) or assets (ex. mobile phones). By enabling both options, customers can control which users can see CI and/or asset records.

**Result:** Enable both Asset Management and Configuration Item Management.

If you have any questions regarding the content in this FAQ, please contact your BRM or John Fulton (john_fulton@bmc.com).