

What Would Wally Do

The IT Asset Management practice has developed into one of the fastest growing and cost effective functions within an organization. Along with the growth, new challenges, obstacles and pressures have been placed on the IT Asset Management Professional.

“What Would Wally do?” is a series created by Walter Darrough and the staff at IAITAM to help provide sound advice to Asset Management Professionals. Wally cuts through the multiple frameworks, maturity models and industry buzz-words to focus on results and help IT Asset Management Professionals implement successful programs. As an added benefit, you can rest assured that you won’t see the word “Heterogeneous” in a “What Would Wally do?” article. Each ITAK will have a synopsis of current Wally articles. Download entire articles from the Public Recourse Center on the IAITAM Website.

Current “What Would Wally Do?” articles on the IAITAM website include:

Recommendations for Tracking Assets— Individual Level

The following question is asked more often than any other. At what level should IT assets be tracked? The standard consulting answer of “It Depends” seems to be the most appropriate. As we know, there is a cost associated with tracking any asset. Determining the appropriate level of detail for managing and tracking of IT assets is a question that should be addressed by multiple stakeholders within an organization.

One of the problems with trying to determine the appropriate level of asset tracking is that the business challenge being addressed rarely appears to be an asset tracking problem. As an example,

during a recent discussion, an IATAM member (we’ll call him Jack), stated that one of the most critical ITAM challenges facing his organization was a low number of assets being returned when an employee left the organization. Jack indicated that his organization had struggled for some time trying to resolve the issue and felt that managers responsible for recovering the assets were not doing their job. The struggle finally prompted Jack to contact IAITAM for advice and ask the question, “What Would Wally Do”.



Personal Software on Corporate Computers

Asset Managers have multiple and far reaching responsibilities to the organization. As we have learned in IAITAM certification training IT Asset Managers:

- Save money
- Enable security
- Increase business performance
- Help IT become more agile
- Help keep the organization in compliance

So while security and privacy issues remain at the top of the CIO priority list, the Asset Manager must weigh the value of efficiencies and convenience against risks. One of the roles of the Asset Manager is to help protect the organization. In doing so, our decisions may not always be the most popular. Sometimes the decisions we make are difficult and conflict with well-meaning, well intended initiatives. One Asset Manager faced this struggle which finally prompted her to contact IAITAM for advice and ask the question, “What Would Wally Do?”