

## Asset Management in Service Manager 2010

In a collaborative project we, Patrik Sundqvist and Anders Bengtsson have created an embryo of an Asset Management extension for Service Manager. Our thoughts behind this management pack are to build a version one that we could extend in the future. It is not a feature complete asset management solution for enterprise organizations, but it is a foundation that could give you some ideas what you could do with Service Manager 2010.

### *Revision History*

10.0.0.8. February 2010, version Original release of the Management Pack.

### *Getting Started*

This section describes the actions that you should take before you import the management pack, any steps that you should take after you import the management pack and information about customizations.

### *Before you import the management pack*

- The management pack is distributed in the hope that it will be useful, but without any warranty.
- Backup your Service Manager Environment according to Microsoft recommendations
- Copy the following workflow support assemblies into the Service Manager folder (%ProgramFiles%\Microsoft System Center\Service Manager 2010)
  - Microsoft.ServiceManager.WorkflowAuthoring.ActivityLibrary.dll
  - Microsoft.ServiceManager.WorkflowAuthoring.Common.dll

### *Files in this Management pack*

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File	Description
Litware.Contoso.CommunitySolutions.AssetManagement.Core.mpb	Management Pack bundle
Litware.AssetManagement.WFActivities.dll	Workflow activity
WarrentyExpiredWF.dll	Workflow

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### *How to import this management pack*

1. Extract the files to a temporary folder, for example C:\TEMP

2. On your service manager management server, copy Litware.AssetManagement.WFActivities.dll to the installation folder of Service Manager (default C:\Program Files\Microsoft System Center\Service Manager 2010).
3. On your service manager management server, copy WarrantyExpiredWF.dll to the installation folder of Service Manager (default C:\Program Files\Microsoft System Center\Service Manager 2010).
4. Import the Litware.Contoso.CommunitySolutions.AssetManagement.Core.mpb management pack in the Service Manager console.
5. Verify that you get an Asset Management workspace in the console. A restart of the console might be necessary.

### ***Initial Configuration***

After the Asset Management Pack is imported, follow these procedures to finish your initial configuration.

#### **Add a contract**

The purpose of the All Contract view is to gather all contracts for the IT environment.

1. Navigate to Asset Management workspace
2. Expand Agreement
3. Select the All Contracts view
4. Click Create Contract task in the action pane
5. Fill in the Contract Properties form and click OK to save it.

#### **Add a vendor**

The purposes of the All Vendors view it to gather all vendors that your IT organization uses.

1. Navigate to Asset Management workspace
2. Expand Vendors
3. Select the All Vendors view
4. Click Create Vendor task in the action pane
5. Fill in the Vendor form and click OK to save it. Note that you can add computer objects that are delivered by this vendor

#### **How to use the extended computer properties**

The asset management pack management pack extends the compute class with a number of new properties

- Warranty expire date
- Support serial no
- Purchase date
- Monthly price
- Workplace
- Site
- Serial no
- Warranty has expired
- Budget unit
- Purchase price
- Service

To configure these properties

1. Navigate to Configuration Items workspace
2. Expand Computers
3. Select the All Computers view
4. Select a computer and click Edit from the action pane
5. In the Computers form, click the Extension tab
6. Input properties of the computer, click OK to save.

### **How to use the "Computer with no warranty" view**

The purpose of this view is to show computers that no longer have a valid warranty. This management pack extends the computer class to include, among other, a property named "Warranty expire date". When that date is passed, property "Warranty has expired" is set to true. There is a workflow in the background, running every twelfth hours minutes, comparing current date and last day of the warranty. All computers with property "Warranty has expired" set to true is shown in this view.

To use this view you first need to configure warranty expire dates on your computers. Please see the "How to use the extended computer properties" chapter to configure the warranty date.

You can verify that the workflow is working with the following steps

1. Navigate to the Administration workspace
2. Expand workflows in the navigation tree

3. Click Status in the navigation tree
4. Select WarrantyExpired in the result pane
5. In the details pane verify that there are no failed workflows
6. In the details pane click the All results tab and verify that there are succeeded workflows

### ***Optional Configuration***

There are not configuration require to make the management pack work.

### ***Feedback***

If you have any feedback or ideas please let us know, [anders@contoso.se](mailto:anders@contoso.se) and [patrik.sundqvist@litware.se](mailto:patrik.sundqvist@litware.se)

### ***Features under investigation for next version***

- Display the vendor relationship on the computer form
- The form used to add vendors is named "Form Host"
- There is no view to show contracts that has expired
- A view with total monthly cost for all contracts and computers
- A view with total yearly cost for all computers and contracts
- Display contact internal as a related person (user picker)
- Split contact information into better format as
  - Email
  - Phone number