Consolidated Repository for Hardware and Software Assets

Category: Business Process Innovations

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Executive Summary

The Governor's Office of Information Technology (OIT) is the enterprise provider of information and communications technologies to 17 Colorado executive branch agencies. In 2018, OIT identified the need to consolidate more than 35,000 state end-points into a single Asset Repository. The Asset repository also provided a single source for software licenses to be reconciled with OIT's Contract Management System (CMS). We accomplished this by deploying and centralizing all Microsoft System Center Configuration Manager (SCCM) data into one SQL Database in Azure for the first time in the state's history.

The Asset Repository initiative was a cross-functional, collaborative effort between multiple internal teams including the OIT's Strategy Team, Asset Management, Security, Firewall, and local Deskside Support Teams. Leadership from OIT's Chief Financial Officer, Chief Technology Officer, and Chief Information Security Officer teams approved the project and the resources needed to be successful.

Concept

To consolidate the state of Colorado's hardware and software assets into a single data source for timely reporting, audit remediation, and business decisions on technology refresh, license purchases. This will reduce cost in creating efficiencies within our teams, underutilization of software license, and improve overall customer satisfaction.

This goal was accomplished by deploying Microsoft System Center Configuration Manager (SCCM) to the 17 executive branch agencies OIT supports and then consolidating reporting into a single asset database repository built on a SQL database in the Azure cloud platform.

Significance

Significant benefits include:

- Cost saving by reducing the time to fulfill hardware audit requests. This effort previously required multiple teams to compile spreadsheets over a period of two months. We can now accomplish this in real-time reporting by one individual in just a matter of minutes.
- Cost savings in software audit remediation. This effort reduced the time to scan endpoints across all executive branch agencies from one month to a single query that can be conducted in a matter of minutes.
- Reduce time in annual reporting requirements of Senate Bill 14-169 (This bill requires OIT to provide an asset inventory, refresh cycle, and cost information for hardware, operating systems, and productivity software to the Colorado General Assembly's Joint Budget Committee and Joint Technology Committee.)
- Improves government operation (internal) by providing a single source view of our assets, thereby allowing leadership to make important procurement decisions such as volume purchasing opportunities.
- Improves customer satisfaction by proactively informing both OIT and the agencies when their assets are scheduled to be refreshed.
- Provides for better decision making on aging of state assets and determining a suitable refresh rate for those assets.

Impact

Significant efficiency of operations that reduces cost in software and hardware tracking. This will have an impact on purchase, refresh, and audit remediation. Previously, these actions required up to two months and up to 20 teams working across all executive branch agencies to compile the required information required. The end result realized from this initiative is

this information now can be achieved by a single resource in a matter of minutes - a significant reduction in the amount of resources and time.

The consolidation has allowed OIT to establish a partnership between the Procurement, Deskside Support, Asset Management, and Information Security Governance teams to institute a formal Software Asset Management Program.

The program serves to provide the following benefits to OIT and state agencies:
- Application rationalization by eliminating redundancy
- Volume Discounts
- Security Risk Reduction
- Identification and removal of non-standard applications
- Ability to forecast and budget technical debt
- Reduction in liability risks by reducing poor licensing practices

"This was a cross collaborative effort that reduces time and cost of government operations and at the same time increases our information security posture to protect our customers data."
-William Schoepper, Deputy Chief Strategy Officer