IT Asset Management:
Safeguarding Tennessee's Most Valuable Assets

The State of Tennessee
Department of Finance and Administration
Division of Strategic Technology Solutions

NASCIO Award Category: Business Process Innovations

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Executive Summary

The State of Tennessee employs 38,000 individuals across three branches of government, most of whom are assigned IT equipment to perform their work functions. The Strategic Technology Solutions (STS) Enterprise IT Asset Management Team has significantly improved business operations for all state agencies through the development of policies, procedures, and processes related to information technology assets. This includes the coordination of non-sensitive asset inventories for customer agencies using automation when possible, capital inventories, and the clean-up of asset inventory data. The asset management team has performed massive surplus initiatives on behalf of customer agencies across the state enterprise and has worked with STS Security to implement processes and procedures for data sanitization on a wide-scale basis. The team has incorporated audit and accountability practices into its procedures to ensure data accuracy and reliability throughout the year.

In late 2018, STS introduced a hard drive shredder and media sanitization service to agencies in the enterprise, which has provided multiple benefits, including saving the customers time eliminating manual processing on the agencies behalf, but most importantly, ensuring IT security policies and procedures are taken to protect state data. Overall, the team has worked hard to ensure that STS is offering agencies outstanding customer service in the area of IT asset management. Further, the team ensures that the state's assets are accounted for and that taxpayer dollars are managed properly.

Concept

Business Problem

Like all public entities, Tennessee State Government receives IT equipment across the state. And also like other governmental entities, Tennessee tends to accumulate the old stuff, or a lot "junk," across the state. One of our big differences is that we are a long state, spreading 544 miles from from the western tip to the upper eastern tip, with a diverse terrain. The three grand divisions of west, middle, and east Tennessee present significant challenges for the 84 state agencies that are spread out across the state from Memphis all the way to Mountain City. In the past, the State of Tennessee has not always done a particularly good job of handling surplus property, and this is of particular significance when the surplus property includes IT equipment that can contain some of the state's most valuable assets – state data.

The state had multiple, disaggregated systems for housing IT asset data, depending on the agency and the location. Further compounding the problem, multiple agencies had multiple systems for handling information about assets.

Project Goals

The overall objective of the project was to create an Enterprise IT Asset Management Division within the Tennessee Department of Finance and Administration's, Strategic Technology Solutions Division to support IT asset management across the State of Tennessee. This includes effectively managing the fidelity and integrity of IT asset data across the asset lifecycle including value to the state, effective use, and regulatory/contractual compliance.

Increase Efficiency
Significant increases in efficiencies at no charge for STS' agency partners.

Replace Manual Inventories
Manual inventories are time consuming, prone to human error, and potential missteps.

Eliminate Gaps
Automated processing reduces gaps in processing times for agencies.

Decrease Resources
Fewer people involved in hard drive destruction reduces chance for error.

Comply with Security Policies
Agencies can comply with security standards and avoid audit findings.

Safeguard Accessibility to State Data
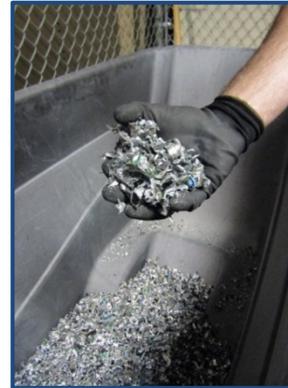Ensures that state data is not accessible on decommissioned hard drives.

Solution

The solution was to create a functional process that automated the entire lifecycle of an IT asset using STS systems, including its functioning IT service management system, Service Now, and its enterprise resource planning system, People Soft (or "Edison," as named in the State of Tennessee). STS implemented an Enterprise IT Asset Management System that provides services across the enterprise that incorporates a full range of services to customers at no charge, including the following services:

- Policy, Procedure, and Guidelines Documentation
- Receiving IT Assets for Customers into ServiceNow and ERP/Edison
- Routine Inventory of Workstation Devices using System Center Config. Manager (SCCM)
- Data Governance Missions in ServiceNow and Agency Inventories
- Surplus Missions with Agencies
- Retirement of Assets in ServiceNow and ERP/Edison
- Hard-drive Shredding Operations

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Asset Management Inventory (AMI)

STEP 01 — AMI Process

Time Period:
February 1, 2019 - April 1, 2019

Details:
Completion of the required Biennial Physical Inventory reporting as referenced by Finance and Administration Policy 32.

Notification:
Participating agencies will be notified by STS Asset Management of a scheduled date for AMI processing and will be provided a ServiceNow baseline report of their registered IT assets.

Agency Responsibility:
Provide resources to aid STS Asset Management and Workstation Support with the verification of any potential assets that could not be inventoried.

Point of Contact:
Will be designated by each participating agency to work with STS Asset Management on the AMI.

STEP 02 — Baseline Report

Details:
Agencies will be grouped by quantity of assets and divided equally into 1 of 3 designated sub-periods.

Period Report Schedule
• February 1, 2019 – April 1, 2019

Agency Responsibility:
Two weeks before the scheduled SCCM report, agencies will need to request that their employees log into their system(s) at least once during the designated sub-period.

Asset Management:
SCCM reports will be generated for two consecutive weeks for electronic discovery of any Workstation assets that are being utilized on the State network.

STEP 03 — AMI Verification

Details:
Analyze the data and compare to ServiceNow inventory baseline report to denote what assets were inventoried as a result of electronic discovery.

Once Asset Management has completed its preliminary verification report of inventory, a copy will be provided to the agency property officer(s). Additionally, a copy of this report will be provided to Workstation Support Staff (WKSS).

Workstation Support Staff:
For two weeks, WKSS will search all on-site agency storage locations to identify assets that could not be electronically discovered via SCCM.

WKSS will coordinate with the participating agency property officer(s) for access to locations of asset storage and asset inventory data.

WKSS will submit their findings to STS Asset Management at the conclusion of their two week on-site inventory.

STEP 04 — AMI Reporting Submittal

Details:
Assets records will be updated by STS Asset Management in ServiceNow to reflect the verified data.

Agency Responsibility:
Before the completion of the final AMI report, the agency property officer(s) submit any data regarding assets that may have been discovered. (This submittal will be used to update any missing and/incomplete records before final submittal of the AMI report to the agency.)

It is recommended by STS Asset Management that the agency complete their inventory reporting as soon as possible so the AMI report data will not become invalid due to age of reporting.

The agency's final report will need to be submitted to the Department of Finance and Administration, Division of Accounts to satisfy requirements referenced by Policy 32. (This submittal will satisfy consolidated agency biennial reporting requirements until FY2020.)

Continuing Oversight and Partnership

For the oversight of this initiative, STS and the Tennessee Department of General Services (TNDGS) continue to have a close partnership and relationship. The TNDGS owns property processes and functions for the state and has a strong partnership with STS related to IT. TNDGS recognizes the complexities concerning IT security and supports STS in terms of data governance, privacy, controls, and media sanitization.

Impact

In 2019 alone, Strategic Technology Solution securely shredded a total of 19,669 hard drives at the North Data Center in Nashville, Tennessee on behalf of customers across the state. This resulted in a total savings of $78,902.41 (after operating expenses of the shredder).

Beyond the positive impact in cost savings realized by taking over the processing on behalf of the agencies and by streamlining the processing of the surplus IT equipment, the most important result of the consolidation of the Enterprise IT Asset Management Division is the immeasurable preventive measures that the team has realized in terms of IT security. The potential savings from preventing a potential data breach or data theft are considerable. This effort aligns with Tennessee Governor Lee's priority of "Fiscal Strength/Efficient Government."

Ensuring state data remains secure is paramount, not only for state data owners, but for regulatory compliance and Tennessee constituents.

STS implemented a customer feedback survey to measure the success rates of the Enterprise IT Asset Management Team. The quarterly results demonstrate this team's overwhelming success.

100% Customer Satisfaction
Overall Experience
100% of respondents were satisfied with the overall experience of the STS surplus process.

100% Customer Satisfaction
Communication
100% of respondents were satisfied with the level of communication with the STS Asset Management Team.

92% Customer Satisfaction
STS Surplus Request Process
Over 92% of respondents were satisfied with the process of completing the STS Workstation Surplus Request in ServiceNow.