

Target Helpdesk Training

HelpDesk and KnowledgeBase Solutions Designed for Professionals

Asset Management



Administration / Asset

Assets – this is broken down in 6 sub-sections:

- **Inventory** – What assets are available.
- **Supplier** – Who supplies the inventory/how much
- **Asset category** – What kind of asset is this? I.e. Rack mount server
- **Status** – Is the asset on back order
- **Asset type** – PC Related or office furniture
- **Payment** – Any outstanding cost/payments.

Inventory

- **Asset Tag** – Are the individual identifiers for each asset, these can then be searched, referenced and charged against throughout the system
- **Description** – A brief description that will identify the asset i.e. Dell GX 120 Base Unit
- **Serial Number** – Are the product specific serial numbers for example all Dell 19” Monitors have a serial number of D19TFS45222021
- **Make** – the manufacturers name i.e. Dell
- **Model** – the model i.e. Dimension E521
- **Type** – Whether this is a base unit or a screen

Inventory

- **Category** — The asset that the category falls into i.e. laptop, server, desktop etc
- **Notes** — Any special notes for the asset i.e. IP Address, Domain, Role
- **Part of Asset** — to create sub asset, enter the details (for example 7,200rpm 40GB Hard Drive) and select the parent asset Dell GX 120 which will create the new asset as a sub asset to the Dell GX 120
- **Allocated to** — if you have every asset for every individual in the system you can then allocate the asset to either the client organisation or to the client contact which can then be used to narrow the selection criteria in the main ticket screen

Inventory

- **Cost Centre** — if you have allocated budgets and need to track which cost centre an asset belongs to as well as who the unit is allocated to then you can select the from the cost centre list which is based on the departments.
- **Service Level Agreements** — Certain pieces of hardware might have their own level of importance. For example if your mail server was to fail, when a ticket is logged and the mail server is selected the most urgent SLA can be automatically selected giving the newly logged ticket the highest priority

Supplier

The supplier is simply another type of contact within the system which allows you to capture who had requested the asset, who approved the asset, who supplied the asset and many more contact-based information including the dates and times this had occurred.

The screenshot shows a window titled "Supplier - Textrax Trading LTD". It has two tabs: "Supplier details" and "Attachments". The "Supplier details" tab is active, showing a form with the following fields:

| | | | |
|-------------------------|--------------------------|---------------|----------------|
| Name | Textrax Trading LTD | Address | 1st Street |
| Email | orders@textraxtrad.co.uk | | |
| Office phone | 0161 7456000 | Post/Zip code | MC12 ULX |
| Mobile phone | | Country | United Kingdom |
| Alternate phone | | | |
| Fax | 0161 7456004 | | |
| Notes | | | |
| Service Level Agreement | SLT1 | | |

At the bottom, there are buttons for "Delete", "OK", and "Cancel". A help panel on the right contains the text: "New suppliers can be added with their asset details, key contacts and attachments."

The screenshot shows a window titled "Asset -". It has several tabs: "Asset details", "Key Contacts and Dates", "Custom fields", "Sub-Assets", and "Attachments". The "Key Contacts and Dates" tab is active, showing a list of events:

| | | | |
|-----------------|---------------------|----|--------------|
| Requested by | Stuart Egerton | on | 12/ 09/ 2007 |
| Approved by | Elizabeth Roche | on | 20/ 09/ 2007 |
| Supplied by | Textrax Trading LTD | | |
| Received by | Mark Sullivan | on | 24/ 09/ 2005 |
| Checked by | Peter Mellow | on | 24/ 09/ 2007 |
| Commissioned by | Peter Mellow | on | 27/ 09/ 2007 |
| Deployed by | Matthew Anderson | on | 28/ 09/ 2007 |
| Renewal Date | / / | | |

At the bottom, there are buttons for "Delete", "OK", and "Cancel". A help panel on the right contains the text: "New asset can be added with their asset details, key contacts, attachments if any and also view related or sub assets."