



# **Asset Identification**

---

PUBLISHED BY

IAITAM Publishing, LLC  
1137 State Route 43  
Suffield, Ohio 44260

Copyright ©2008 by IAITAM Publishing, LLC

All rights reserved. No part of the contents of this book may be reproduced or transmitted in any form or by any means without the written permission of the publisher.

When assessing any legal matter, do not rely solely on materials published by third parties, including the content in this paper, without additionally seeking legal counsel familiar with your situation and requirements. The information contained in the IAITAM Best Practice Library™ and each of its volumes is provided for informational and educational purposes and does not constitute legal or other professional advice. Furthermore, any applicability of any legal principles discussed in this paper will depend on factors specific to your Organization, situation, and location. Consult your corporate legal staff or other appropriate professionals for specific questions or concerns related to your corporate governance and compliance obligations. IAITAM makes every effort to ensure the correctness of the information we provide, to continually update our publications, and to emend errors and outdated facts as they come to our attention. We cannot, however, guarantee the accuracy of the content in this paper, since laws change rapidly and applicability varies by reader. The information in this publication is provided on an “as is” basis without warranties of any kind, either expressed or implied. IAITAM Publishing, LLC disclaims any and all liability that could arise directly or indirectly from the reference, use, or application of information contained in this publication. IAITAM Publishing, LLC specifically disclaims any liability, whether based in contract, tort, strict liability, or otherwise, for any direct, indirect, incidental, consequential, punitive or special damages arising out of or in any way connected with access to or use of the information in this paper. IAITAM Publishing, LLC does not undertake continuous reviews of the Web sites and other resources referenced in this paper. We are not responsible for the content published by other organizations. Such references are for your convenience only.

For further information on where IAITAM Publishing, LLC books are available, contact IAITAM Publishing, LLC at [info@iaitam.org](mailto:info@iaitam.org) or by calling 1.866.9IAITAM. Visit our website at [www.iaitampublishing.org](http://www.iaitampublishing.org).

IAITAM Best Practice Library and Best Practice BluePrint are trademarks of IAITAM Publishing, LLC.

ISBN-13: 978-1-935019-10-7

ISBN-10: 1-935019-10-4

# Table of Contents

- Asset Identification Overview..... 1
  - Introduction to Asset Identification ..... 1
  - Defining Asset Identification ..... 1
  - Purpose of the Asset Identification Process Area ..... 1
  - How Asset Identification Relates to IT Asset Management..... 2
  - Implementation Goals for Asset Identification ..... 2
    - GOAL 1: Physical Asset Identification Strategy Must be Defined..... 3
    - GOAL 2: Establish a Common Procedure for Receiving, Accepting, and Notification of How All IT Assets are Managed..... 3
    - Goal 3: Security is Notified When a New IT Asset Enters the Environment ..... 4
    - Goal 4: All IT Assets are Discovered Through Physical Audit ..... 4
  - Self-Assessment and Action Planning ..... 5
  - Measurements and Verifications Examples ..... 7
  - Activities and Products ..... 8
  - Asset Identification Standards Example..... 9
- The Acceptance Process..... 13
  - Introduction to the Acceptance Process..... 13
  - Defining the Acceptance Process ..... 13
  - How Acceptance Relates to ITAM..... 13
  - Levels of Acceptance ..... 14
    - Level One ..... 15
    - Level Two ..... 16
    - Level Three..... 17
  - Vendor Asset Procedures..... 18
  - Employee Awareness and Control ..... 18
  - Asset Control ..... 19
  - Leased Assets ..... 20
- Receiving Process ..... 23
  - Introduction to Receiving..... 23
  - How Receiving Relates to ITAM..... 23
  - Organizational Receiving Process Review..... 24
  - Areas of Asset Receiving ..... 24

Table of Contents

---

Loading Dock .....	24
Delivery Service .....	25
Electronic Purchases .....	25
Direct from Vendors .....	26
Employee Purchases .....	27
Centralized Receiving .....	27
Assessment of Training, Automation and Technology .....	29
Common Challenges .....	31
Employee Awareness .....	32
Isolating the Asset Source .....	33
Assessing Geographic Location, Policies and Continuity .....	34
Taxation Issues .....	35
Outsourcing the Receive Function .....	35
The Notification Process .....	37
Introduction to Notification .....	37
How Notification Relates to ITAM .....	37
Defining the Notification Process .....	37
Who Receives Notification .....	37
How to Properly Notify .....	38
What is Included in the Notification Process .....	39
Automation .....	40
Communication Integration .....	42
Automated Asset Tracking Process .....	45
Introduction to Automated Asset Tracking .....	45
Defining Automated Asset Tracking .....	45
How Automated Asset Tracking Relates to ITAM .....	45
Identification Tagging Methodologies .....	46
Forms of Automation .....	46
Bar Codes .....	47
RFID .....	48
Reconciliation .....	50
Mobile Devices .....	52
Automation Necessity .....	53
On Versus Off the Network .....	54
Disaster Recovery .....	56

- Return Merchandise Authorization (RMA) Process ..... 57
  - Introduction to RMA..... 57
  - Defining the RMA Process ..... 57
  - How the RMA Process Relates to ITAM ..... 57
  - When is the RMA Process Needed..... 58
    - Notification ..... 59
    - Tracking Process..... 60
    - Disaster Recovery ..... 63
    - Vendor Notification ..... 64
  - Managing the Inventory..... 65
    - Physical Inventory ..... 66
  - Discovery Tools..... 69
    - Discovery Tool Application Technical Characteristics ..... 71
    - Discovery Tool Functionality..... 73
- Roles and Responsibilities..... 79
- Templates, Workflows and Whitepapers ..... 85
  - Asset ID Workflow ..... 85
  - Recommendations for a Physical Audit of IT Assets ..... 102
  - Vendor Labeling Requirements for IT Asset Identification..... 121
  - Packing Slip..... 134
  - Receiving Form ..... 137
  - Order Acceptance Form ..... 140
  - Rejection Form ..... 142
  - RMA Form Sample ..... 145
- Glossary of Terms..... 149