

Building an audit-ready ITAM strategy:

# A guide for IT asset managers

Feeling anxious about the idea of having your asset landscape scrutinized?

Here's a handy guide to help you navigate the often dreaded asset audit process.

ManageEngine®  
ServiceDesk Plus



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**“Come year-end, IT asset audits are something we look forward to!”** said no one ever.

Here’s the thing—while audits can be inherently complex and taxing, they need not be your worst nightmare. Setting up the right tools and processes that adhere to best practices can help you ensure an audit-ready IT environment when the audit team comes knocking at your door.

But, in order to do that, you need to understand what an IT asset audit is, why it is essential for organizations to undergo these audits, and whether this is the most effective approach to evaluate your IT assets.

In this e-book, we will delve into the intricacies of IT asset management audits and explore their objectives, benefits, various types, and the best practices that can help organizations successfully navigate the often dreaded audit landscape.

# What is an IT asset audit?





An IT asset audit is the meticulous verification of an organization's IT assets, encompassing a proper examination of its hardware, software, and other asset components.

Simply put, audits involve diving deep into the nitty-gritty details to make sure that what you have on paper matches the real deal.

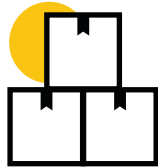
Auditors would assess whether you really are playing by the rules, sticking to licensing agreements, and ticking all the boxes when it comes to regulatory compliance.

Here are some of the key objectives that an IT asset audit would ideally cover:



### **Verify purchase documentation:**

Cross-reference assets with their corresponding purchase orders to ensure accuracy and legitimacy.



### **Verify physical existence:**

Determine whether assets listed in the balance sheet physically exist within the organization.



### **Assess deterioration and asset value:**

Evaluate the condition of assets to identify signs of deterioration.



### **Identify vulnerabilities:**

Assess risks and vulnerabilities that could compromise the security and reliability of assets.



### **Ensure regulatory compliance:**

Verify that assets meet the necessary legal requirements and industry standards, and ensure compliance with licensing agreements.

# Let's talk benefits...





While it may seem like quite a feat to inventory your IT assets, the efforts invested inacing audits can be very rewarding if done correctly.

Have a look at some of the benefits of asset auditing

## **1 Manage depreciation**

All assets have a finite lifespan and would inevitably lose value over time—a process known as depreciation.

It is important to account for this in the financial statements to keep accurate records, and allow for strategic budgeting. Through regular audits, organizations can have a clear understanding of how much of an asset’s value has been used up and make informed decisions about when to retire or replace them.

## **2 Remove ghost assets**

Assets that linger in your asset register but are nowhere to be found in your physical inventory are often referred to as ghost assets.

It's always a good idea to conduct a thorough asset audit every now and then to keep your list of assets up-to-date. By identifying and removing obsolete assets, you not only declutter your asset register, but also mitigate security vulnerabilities linked to unaccounted-for or unused devices.

## **3 Increase operational efficiency**

Asset auditing serves as a critical tool for identifying inefficiencies and bottlenecks within asset-related processes.

Through a proper examination of the entire asset landscape, organizations can pinpoint redundancies, underutilized resources, or delays in asset-related procedures that contribute to operational inefficiencies. By addressing them, they can streamline their asset management workflows and enhance their overall productivity.

## 4 Increase regulatory compliance

It might be necessary to consider various IT security standards that require auditing as part of their framework when creating an IT asset management audit checklist.

There are some well-known security standards—such as the ISO 27000 series and SOC 2—that if an organization complies with, can gain great credibility in the eyes of its customers and other stakeholders. Additionally, certifications for standards that are specific to asset management like the ISO 55000 series can also show that the organization does not play around when it comes to managing its assets.

Asset audits—by assessing whether assets are acquired, used, and disposed of by legal guidelines and in accordance with necessary requirements—help foster compliance with internal as well as vendor policies, licensing agreements, and industry standards. This allows organizations to not only gain stakeholder trust and improve vendor relationships, but also mitigate non-compliance risks and maintain ethical practices.

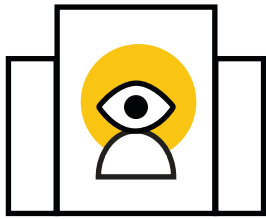
# Types of asset audits





IT asset audits can primarily be categorized into different types based on the entities conducting them and their objectives. The two types are: Internal audits and external audits.

Both internal and external audits assist organizations in verifying the accuracy of their financial statements and asset records, evaluating the effectiveness of internal controls, and ensuring compliance with relevant laws and regulations. However, how they operate may be different.



## Internal audits

Internal audits, as the name implies, are conducted by an organization's own internal staff or in-house audit team. How you conduct an internal asset audit is wholly up to you. The primary goal of these audits is to gauge how well an organization follows its own internal codes of conduct, identify weaknesses in internal controls, recommend improvements to enhance efficiency, and also ensure compliance with required policies. All of this can help teams breeze through the audits conducted by external firms.



## External audits

In contrast, external audits are conducted by independent third-party audit firms or regulatory bodies that are not affiliated with the organization. The main goal is to provide an unbiased evaluation of the organization's IT assets; as such, external auditors may use internal audit findings to further evaluate compliance with internal and regulatory requirements. External audits generally follow established auditing procedures to ensure objectivity and independence.

# What goes on in the asset audit process?





The specific steps involved in an IT asset audit can vary depending on the complexity of the organization and the objectives of the audit. However, the overall process in any case would aim to achieve a comprehensive understanding of the organization's asset landscape.

These audits usually begin with an inventory evaluation where different areas—like the physical verification of assets, their locations, and the condition they're in—are gauged. Simultaneously, auditors will delve into the organization's software estate, to evaluate compliance with licensing agreements and identify any unauthorized or unlicensed programs. The financial statements are also assessed to check whether the organization's records are compliant with accounting standards and tax laws.

# Getting started with an asset audit





An asset audit requires careful planning and execution to ensure accuracy and efficiency.

Here are a few steps that can help you get started with an asset audit.

## **1 A thorough check of the asset register**

First things first. We start with the asset register.

The asset register is scrutinized for accuracy and relevance, with a focus on identifying any discrepancies or outdated information.

If easing through audits is what you are running after, you should be aware that merely documenting the existence of your assets will not suffice. Your register should also have real-time information on other crucial details like the state of each asset, where it is located, the current stage of its lifecycle, corresponding purchase order details, licenses, warranties, and a whole lot more.

The goal is to create and maintain an up-to-date register that would ensure smooth sailing during the reconciliation process by enabling auditors to gauge asset details easily.

**Here are some of the details your asset register should cover:**

- ☒ Purchase/installation date
- ☒ Acquisition costs
- ☒ Vendor details
- ☒ Warranty details
- ☒ Asset location
- ☒ Asset type
- ☒ Asset state
- ☒ Estimated useful life
- ☒ The current condition and value of the asset
- ☒ Depreciation of the asset
- ☒ Owner/Assigned to
- ☒ Maintenance information and repair costs

## **2 Physical inspection of assets and validation against the asset register**

The assets listed in the register are physically located and verified.

Any missing, damaged, misplaced, or inaccurately disposed assets are taken note of during the count.

If you are unable to physically verify your listed items, you most likely have some ghost assets lingering in your records. It could be because these assets got lost or were stolen, or were disposed of but never reported. Once you've identified these ghost assets, make sure to remove them from the register because paying taxes or insurances for those items is something you don't want.

## **3 Value estimation of assets**

To account for efficient asset lifecycle management and accurate financial reporting, the audit team would closely evaluate the depreciation of your assets, their current value, and also their salvage value.

The methodology used to calculate the value of assets depends on the asset you are verifying. Here are the four common methods generally used to calculate the depreciation of assets:

- Declining balance
- Double declining balance
- Straight line
- Sum of the years digit

Once you've calculated the depreciation and other related costs to reach your final valuation, you can proceed to disclose these numbers for tax purposes, insurance purposes, and internal financial reporting.

## **4 Compliance checks**

Without proper oversight, organizations can face expensive risks, including legal penalties, financial losses, and reputational damage.

The audit team would check whether your assets and asset management processes are compliant with both internal and external regulations, as well as whether they meet the necessary compliance standards set by regulatory bodies.

By regularly reviewing asset records, you can identify any non-compliant practices and take corrective actions promptly.

# Key areas to focus on while building an audit-ready ITAM strategy





When developing an audit-ready IT asset management (ITAM) strategy, several key areas require more attention to ensure thorough preparation and compliance.

Common pitfalls like insufficient purchasing and acquisition details, inaccurate asset registers, inadequate governance, and poor oversight would not only compromise the effectiveness of your internal audits, but also lead to adverse outcomes during external audits. These outcomes can range from hefty financial penalties to strained vendor relationships.

That is why you need to make sure that you maintain comprehensive documentation of financial transactions, accurate records of your asset inventory, and also ensure compliance with the necessary security and licensing requirements at all times. This will not only enhance your overall readiness to face an audit but also provide auditors with a clear baseline to start their assessment.

**Here are four key areas you should focus on to build an audit-ready strategy.**

1. Establish a clear and traceable trail of asset financials
2. Minimize ITAM blind spots with comprehensive asset discovery and governance
3. Manage software and licenses from one place
4. Make audits more effective through data visualization

Let's then look at what each of these areas would entail.

1

## Establish a clear and traceable trail of asset financials



Organizations make many IT asset purchases on a regular basis and these purchases are usually processed in huge numbers. The sheer volume and diversity of these acquisitions make it imperative for organizations to establish a clear trail of their asset spending and transactions—an area that would be heavily scrutinized during an audit.

## **What can happen if you don't have real-time information on your purchasing activities?**

Without a proper purchase order (PO) management system, you will ultimately fail to link your assets to their purchasing documentation, such as the corresponding POs. This means that during an audit, you'd be navigating uncharted waters, not knowing what exactly you've been spending on and where the money has been going.

Reigning in your expenses becomes an unimaginable task, allowing auditors to unveil numerous pitfalls ranging from financial discrepancies to unauthorized transactions. Here are some challenges that stem from inadequate control over asset spending that can make your audit experience painful;

- **Budget overruns** due to overspending on duplicate purchases.
- **Underutilization of existing assets** due to inadequate oversight on purchased items.
- **Inconsistent purchasing practices** due to a decentralized approach to asset procurement.
- **Unauthorized transactions** due to ineffective approval processes.
- **Mismatched POs and invoices** due to data entry errors.
- **Financial discrepancies** due to inaccurate reports.

All of this can lead to the organization risking not only financial and legal repercussions but also damage to its credibility in the eyes of regulatory bodies, vendors, and stakeholders.

Building audit-ready financials and PO trails can be a daunting task, but it is necessary to ensure the legality of an organization's operations. This is where an IT asset management solution with robust PO tracking capabilities can come to the rescue.

Some key purchase management features that asset managers should look out for in their ITSM or ITAM solution are:

1. Flexible templates that capture all the essentials of purchase order to help technicians log orders easily.
2. Robust approval workflows to ensure that cash outflows are approved by the right personnel.
3. Alerts and notifications to keep stakeholders up-to-date on PO statuses.
4. Sections for documenting invoice and payments details within the PO for future reference.
5. Seamless integration with an IT asset management module for efficient data flow.
6. Filters, custom reports, and dashboards that help you gain real-time insights on asset acquisition and spending.

## **Here's how you can establish a clear trail of your POs with ManageEngine ServiceDesk Plus**

The Purchase module in ServiceDesk Plus helps facilitate the effective procurement of products and services, allowing you to easily create, maintain, and analyze your purchase orders. By customizing every aspect of your POs—from data fields to approval workflows—your purchasing processes can be made flexible to match your organization's unique needs. You can easily track your purchase order details, their approval statuses, the invoice and payment information, the acquisition status, and vendor details—all to streamline your asset procurement processes from start to finish.

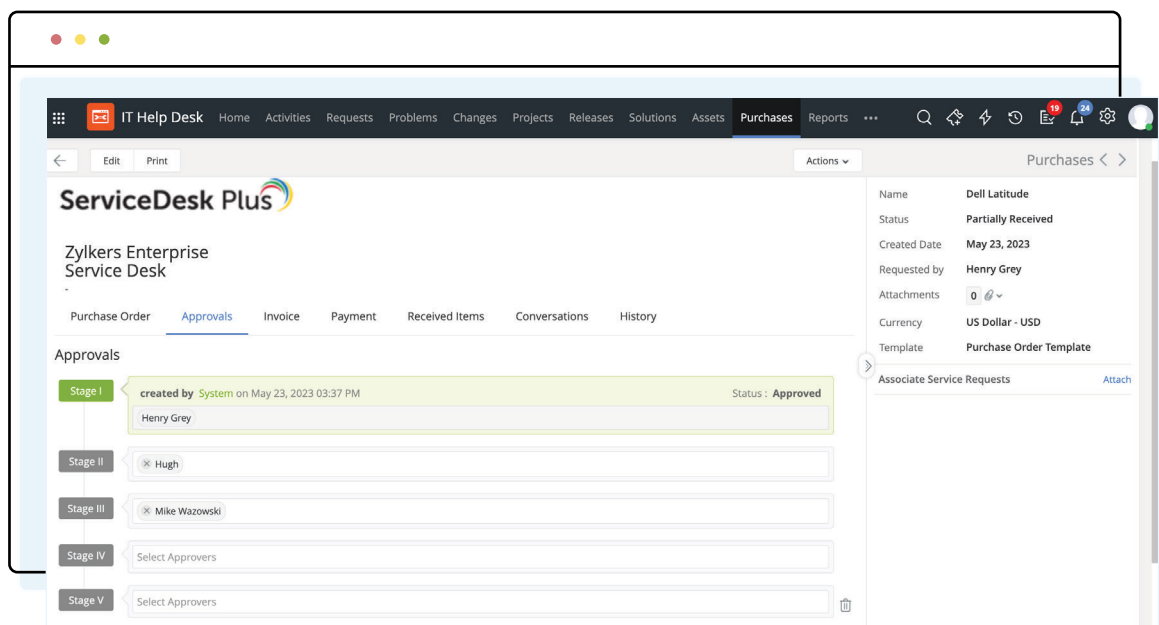
Have a look at how ServiceDesk Plus can help simplify your PO processes.

<b>Centralized location for purchase requests</b>	Have all your purchase-related requests consolidated in one location to promote transparency and establish a traceable trail of purchase orders.
<b>Flexible templates</b>	Help technicians quickly generate accurate POs by leveraging templates that capture essential details, such as vendor information, item descriptions, quantities, and costs.
<b>Multistage approvals</b>	Ensure that POs undergo an efficient authorization process and a prescribed approval hierarchy by setting multi-stage approvals to involve the right personnel at each step.
<b>Real-time notifications</b>	Enhance communication by sending email notifications to notify stakeholders on approval statuses, delivery schedules, and payment due dates.
<b>Sections to record invoice and payment details</b>	Provide a comprehensive view of the transaction history by documenting invoice and payment details within the specific purchase.

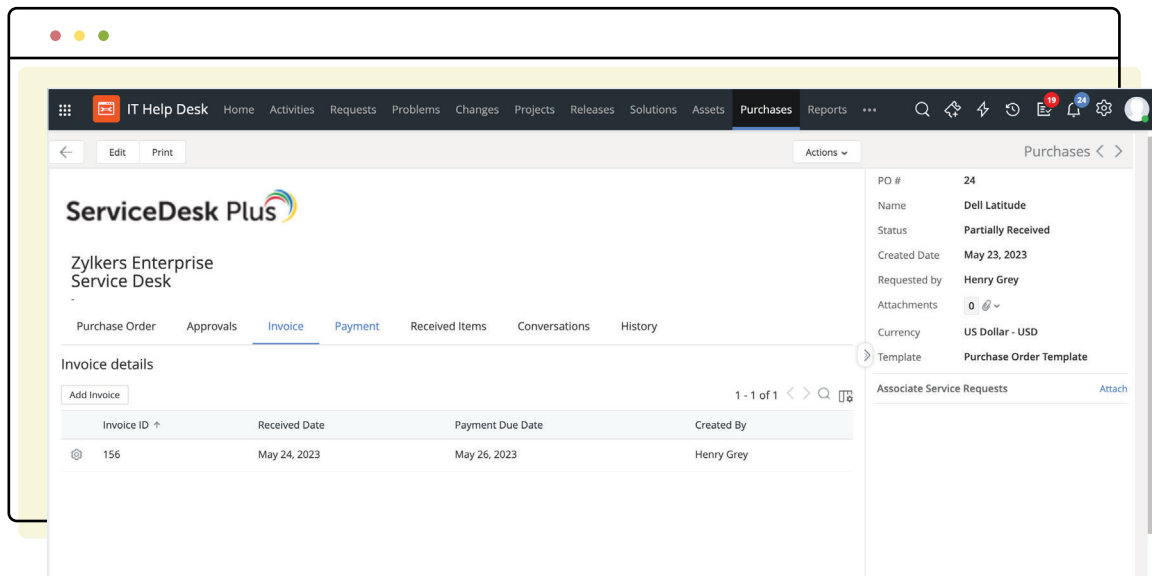
## Automated conversion to assets

Initiate the asset creation process, by automatically converting received items into assets and reduce the chances of oversight when updating your asset register.

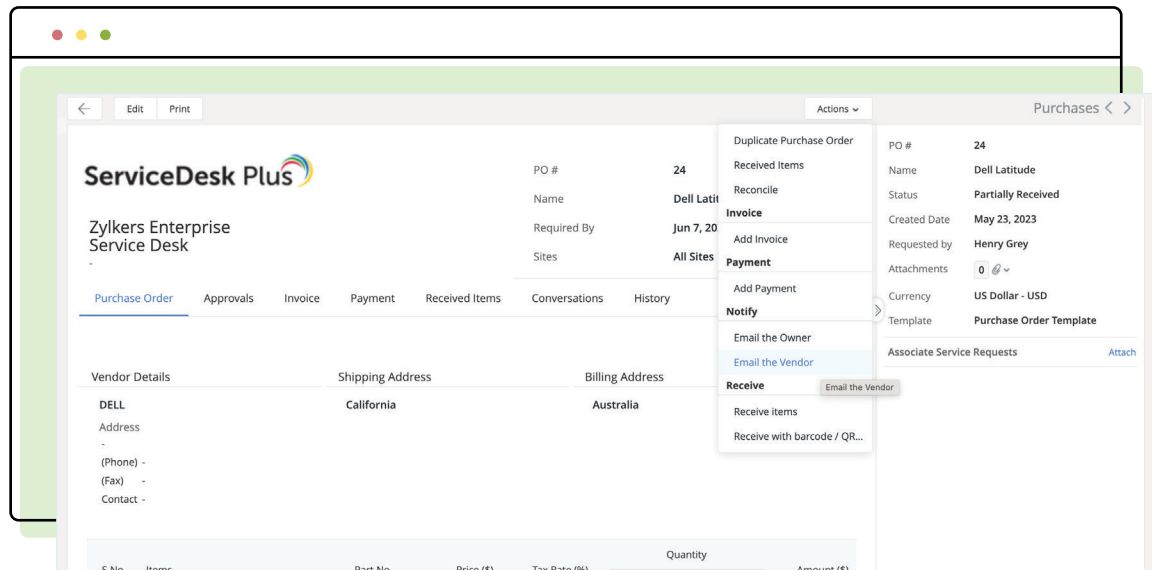
Now, with a clear trail of detailed POs, you can gain a better understanding of your acquisition history and a bird's eye view of all your purchasing activities to proactively prepare for scrutiny for when the audit team comes calling.



Establish an efficient authorization process by setting multistage approvals for purchase orders



Record invoice and payment details within your POs for future reference



Send real-time notifications to keep stakeholders up-to-date on PO statuses

2

## Minimize ITAM blind spots with comprehensive asset discovery and governance



Organizations constantly acquire, deploy, and maintain a diverse array of IT assets. With the rise of mobile workers and distributed corporate environments, tracking and managing these assets has become increasingly challenging for organizations, and gone are the days where spreadsheets and manual tracking did the job.

When there's inadequate control over your IT ecosystem, your assets can move, change, or even disappear without a trace. This can create challenging ITAM blind spots during audits, highlighting gaps in the organization's asset management processes.

## **What can happen if you lack control over your IT assets?**

Without a solid plan and a streamlined process flow, it becomes difficult to keep an eye on your IT assets like desktops, laptops, servers, and network equipment that make up your live environment. During an audit, this lack of centralized oversight raises the risk of incomplete asset documentation, leading to compliance challenges and unnecessary fines and penalties.

Here are some challenges that stem from inadequate control over asset inventory that can make your audit experience painful:

- **Delays in locating assets** due to insufficient discovery methods.
- **Ghost assets** due to inconsistent asset tracking.
- **Inefficient disposal processes** due to lack of oversight on asset depreciation.
- **Unnecessary maintenance costs** due to poor asset monitoring.
- **Difficulties in reconciling assets** due to inaccurate asset data.

All of this can prolong the audit process as auditors may need to spend more time gathering and verifying asset information. The additional time and resources required to reconcile asset records can lead to negative audit findings, resulting in increased scrutiny in the future.

Maintaining an accurate asset inventory can be challenging due to factors such as diverse asset types, different locations, and frequent changes in asset states, making it difficult to track and verify asset information during audits. That is why you need a comprehensive IT asset management solution that can help you stay on top of your inventory and effectively manage the entire life cycle of your assets.

Some key features that asset managers should look out for in their ITSM or ITAM solution are:

1. A central console to create and maintain an accurate asset inventory.
2. Multimodal discovery techniques to identify and track all IT assets, regardless of location or type.
3. Visual workflows to standardize asset handling processes—right from procurement to retirement.
4. Depreciation tracking to optimize asset utilization.
5. An integrated CMDB to get a clear view of the IT infrastructure.
6. Seamless integration with other ITSM processes.

## **Here's how you can create a cohesive IT asset governance strategy with ManageEngine ServiceDesk Plus**

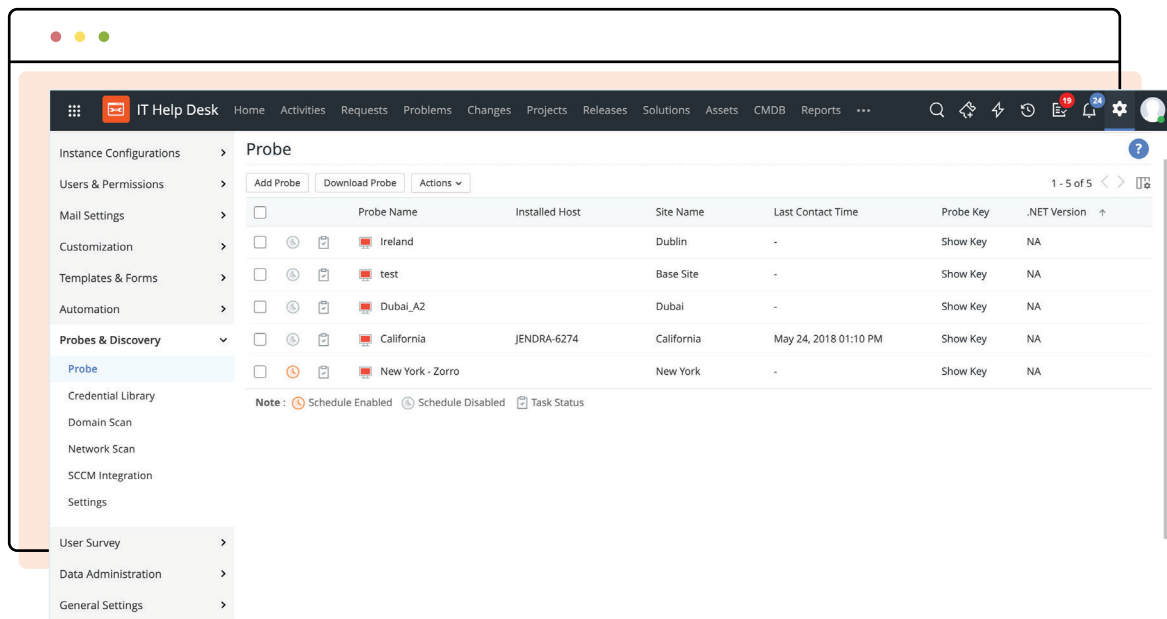
The asset management module in ServiceDesk Plus comes packed with thoughtful features that enable you to effectively keep track of the various assets available in your network and their corresponding usage and availability. By managing every aspect of the entire lifecycle of your assets, from procurement to retirement, your IT teams can get salient details about the asset inventory, what state the assets are in, where they are in the asset life cycle, and how they are being utilized.

Have a look at how ServiceDesk Plus can help you have better control over your asset inventory.

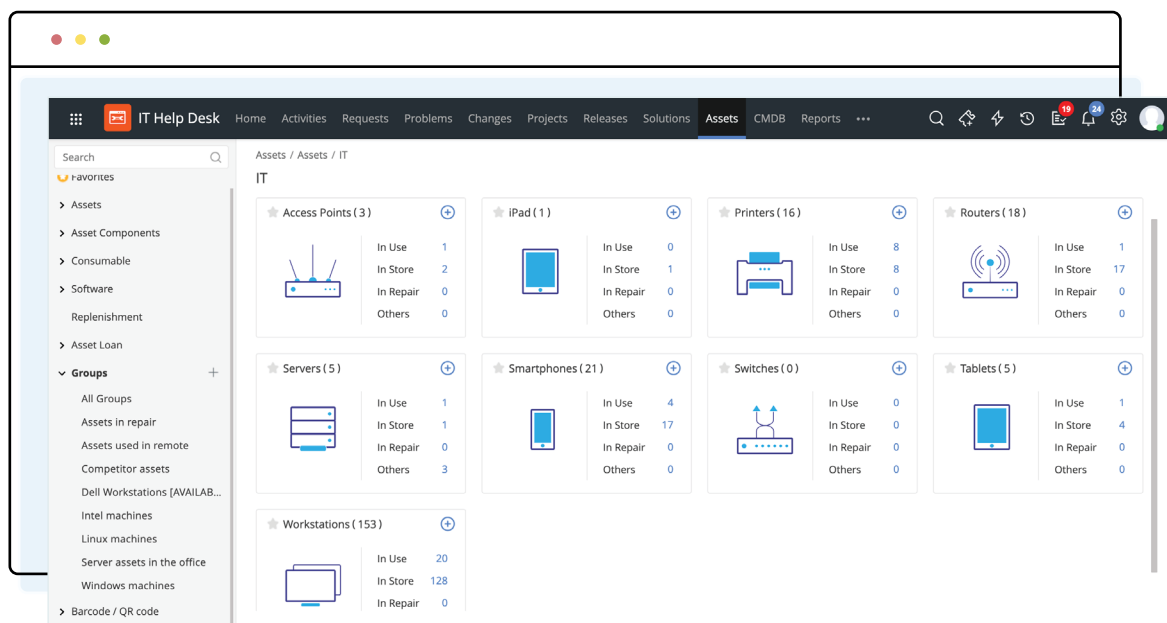
<b>Unified repository of assets</b>	Offer visibility by providing an in-depth view of your IT environment. Organize and classify assets across product types, departments, OS, manufacturers, and more.
<b>Multimodal discovery techniques</b>	Choose from multiple methods of scanning—like agent-based scans, agentless (probe-based) scans, network scans, barcode and QR code scans, RFID scans, and more to get real-time information on all your assets.
<b>Visual workflows</b>	Design the end-to-end life cycle of your assets, automate asset updates and notifications, and govern every aspect of your asset life cycle.
<b>Depreciation tracking</b>	Evaluate the wear and tear of your assets by recording and tracking asset depreciation and other costs.

<b>Asset loan</b>	Foster hassle-free allocation of temporary assets, view and track all your loaned assets from one place, set loan expiration dates, and receive proactive alerts to extend or terminate asset loans as needed.
<b>Integrated CMDB</b>	Maintain a centralized repository that stores relevant information about all the significant CIs in your IT environment and gain an in-depth understanding into how they are webbed with one another using relationship maps.
<b>Integration with other ITSM practices</b>	Integrate with other ITSM modules to provide accurate information when inquired about the assets affected due to an incident, problem, or change.

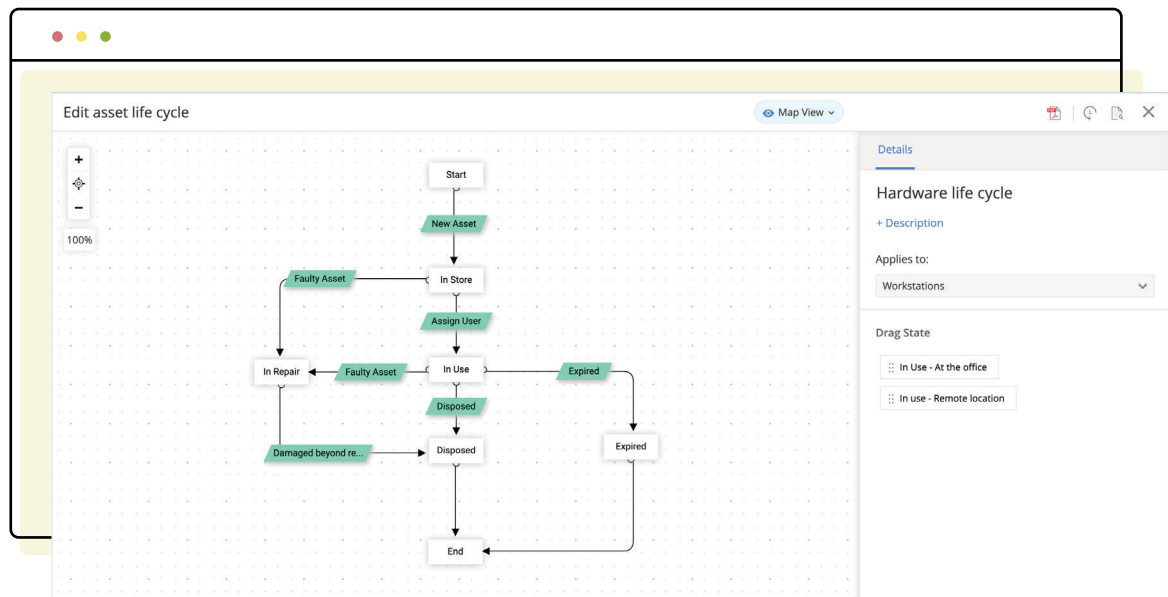
Now, with a proper hold on your asset inventory, you can be well prepared to ensure the integrity of your inventory records and show that your supply chain is operating efficiently.



Leverage multi-modal discovery techniques for efficient asset discovery and tracking



Have a unified repository of assets by organizing them across product types, departments, OS, manufacturers, and more



Standardize your asset management processes by building the end-to-end life cycle of various assets

The screenshot shows the 'Dell Inspiron 3487' asset details page. The top navigation bar includes 'IT Help Desk', 'Home', 'Activities', 'Requests', 'Problems', 'Changes', 'Projects', 'Releases', 'Solutions', 'Assets', 'CMDB', 'Reports', and a search icon. The main content area is divided into sections: 'Asset Details', 'Transitions', and 'Associated Change'. The 'Asset Details' section shows a table with fields like Name, Service Tag, Last Logged In User, State, Serial Number, Product Manufacturer, Vendor, Purchase Cost, and Expiry Date. The 'Transitions' section shows buttons for 'Disposed', 'Expired', and 'Faulty Asset'. The 'Associated Change' section shows a table with columns for 'Open', 'Close', and 'All'.

Asset Details			
Name	Dell Inspiron 3487	Model	Dell-Inspiron
Service Tag	2c3654a0-523b-efc8-e18b-e4562-a6a3333	Operating System	Windows
Last Logged In User	-	Domain	MY DOMAIN
State	In Use	AssetTag	JYCQ10
Serial Number	1000932	Barcode / QR code	-
Product Manufacturer	Dell	Discovered Serial Number	-
Vendor	DELL	Part No.	-
Purchase Cost	1500.00	Acquisition Date	Dec 8, 2023
Expiry Date	Feb 16, 2027	Warranty Expiry Date	Feb 18, 2026

Associated Change		
Open	8	
Close	1	
All	9	

Drill down into asset details at any given time

The screenshot shows the 'Assets' page in the IT Help Desk system. The 'Depreciation' tab is selected, displaying the following information:

- Financials:**
  - Purchase Cost: 1500.00
  - Acquisition Date: Dec 8, 2023
  - Depreciation Method: Straight Line
  - Useful Life (in months): 60
  - Salvage Value: -
- Depreciation Schedule:**
  - Buttons: Annually (selected), Monthly
  - Table showing depreciation over 6 years (2023-2027).
- Right Sidebar:**
  - Attachments: 0
  - Associated to Asset: Issac-machine
  - Assigned to User: issac@zillum.com
  - Associated Change: Open (8), Close (1), All (9)
  - Associated Problems: Pending (2), Completed (4), Total (6)
  - Associated Releases: 0

Year/Month	Depreciation	Accumulated Depreciation	Book Value	Remaining Life
2023	25.00	25.00	1475.00	4 year(s), 11 month(s)
2024	300.00	325.00	1175.00	3 year(s), 11 month(s)
2025	300.00	625.00	875.00	2 year(s), 11 month(s)
2026	300.00	925.00	575.00	1 year(s), 11 month(s)
2027	300.00	1225.00	275.00	11 month(s)

Evaluate the wear and tear of your assets by calculating their depreciation value and tracking their depreciation schedule

The screenshot shows the 'Assets / Asset Loan / Loan Registry' page. The 'Loan Registry' tab is selected, displaying a table of loaned assets.

ID	Loaned Assets	Loaned to User	Loaned to Department	Site	From	To	Status	Expiry	Created By	Created
6	1 Asset	-	IT Services	Chennai	Dec 18, 2023	Dec 18, 2024	On Loan	In 356 days	Henry Grey	Dec 18, 2023
5	1 Asset	Mary Bingham	Engineering	California	Aug 24, 2022	Oct 8, 2024	On Loan	In 285 days	Henry Grey	Aug 24, 2022
4	1 Asset	Frank	-	Base Site	Jun 7, 2022	Jul 15, 2024	On Loan	In 200 days	Henry Grey	Jun 7, 2022
3	1 Asset	david@zillum.com	Administration	Base Site	May 24, 2022	Jun 2, 2022	Closed	-	Henry Grey	May 24, 2022
2	1 Asset	-	Administration	California	May 24, 2022	May 15, 2024	On Loan	In 139 days	Henry Grey	May 24, 2022
1	2 Assets	david@zillum.com	Administration	Base Site	May 24, 2022	May 12, 2023	Closed	-	Henry Grey	May 24, 2022

Easily provide temporary assets and track all loaned assets

3

## Manage software and licenses from one place



Organizations continue to expand their software license portfolios to remain competitive and meet the ever-evolving market demands. This naturally comes with a demanding web of licensing agreements that need to be kept on top of at any given time.

The complex spectrum of assets—spanning cloud subscriptions, on-premises, and hybrid licenses—has only introduced even more challenges in various areas like license management, security, and cost control.

While the move towards the cloud has made it easy to scale IT, it has also made it easier for enterprises to fall prey to unsustainable or exorbitant costs spent on their cloud assets. In this age of hybrid IT where organizations rely on numerous SaaS providers who come with their own unique agreements and contracts, it becomes all the more crucial to manage license usage and optimization to stop costs from ballooning.

## What can happen if your software licenses are not properly tracked and managed?

Software vendors such as Oracle, Microsoft, and Adobe (to name just a few) continue to conduct stringent license audits that help them generate significant annual revenue by incurring millions of dollars of extra charges to customers.

**For instance, Oracle is known to present an alarming non-compliance figure. According to [the 2022 Survey on Enterprise Software Licensing and Audit Trends](#), companies audited by Oracle incurred the highest fees, with 15% required to pay \$1 million or more in non-compliance fees.**

It then becomes clear that the mismanagement of software and licenses can result in auditors uncovering instances of illegal software installations, license overuse, non-compliance issues, and other discrepancies that lead to significant and expensive consequences.

Here are some challenges that stem from inadequate control over software licenses that can make your audit experience painful:

- **Non-compliance and license violations** due to poor oversight.
- **Over-licensing or under-licensing** due to inaccurate tracking mechanisms
- **Chaotic record-keeping** due to a decentralized software and license portfolio.
- **Security risks** due to unlicensed or prohibited software.
- **Expired licenses and contracts** due to lack of information on expiration dates and renewal requirements.
- **Poor ROI on software investments** due to under-optimized license utilization.

During an audit, these challenges can cast an unfavorable light on the organization, erode stakeholder trust, and cause long-term consequences. The audit process would then necessitate having to engage in time-consuming efforts to rectify discrepancies, negotiate with software vendors, and implement corrective measures to restore the organization back into compliance.

Tracking and reconciling software information during audits can be a daunting task, given the diverse nature of software, their dynamic states, and frequent changes in licensing agreements. That's why you'd need a solution packed with contextual capabilities to ensure that you're compliant at all times, helping you steer clear of hefty non-compliance fines.

Some key features that asset managers should look out for in their ITSM or ITAM solution are:

1. A single source of truth for their software and license portfolio to gain centralized visibility into their software estate.
2. Consolidated view on over-licensed, under-licensed, and compliant software.
3. Periodic scans of workstations to detect license violations and unauthorized software.
4. Real-time notifications on immediate detection of prohibited software installations.
5. Bird's eye view on license agreements, types, and their statuses.
6. Integration with SaaS management tools to gain a holistic view of the organization's SaaS ecosystem.
7. Contract management to get notified of renewals beforehand.

## Here's how you can improve software governance and ensure license compliance with ServiceDesk Plus

You can manage and keep track of all your software from ServiceDesk Plus' Asset module. You will know exactly what you have, where it is running, and what you require to keep it running. By covering everything—from the acquisition, to the deployment and tracking of software and their corresponding licenses—ServiceDesk Plus helps asset managers make informed decisions about software purchases, upgrades, and renewals.

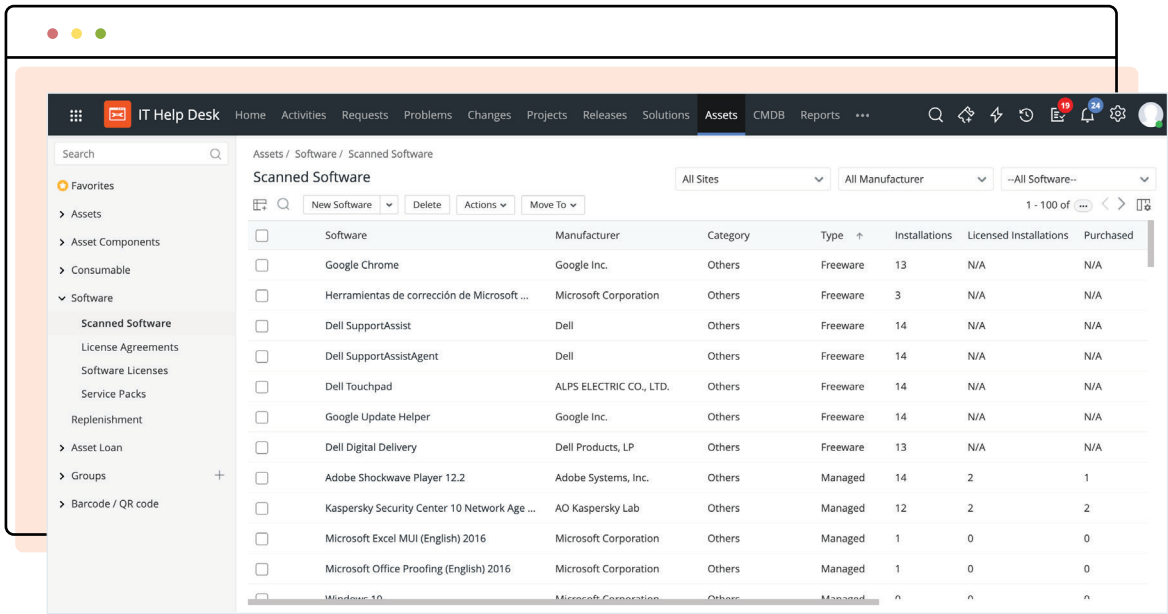
Have a look at how ServiceDesk Plus can help you have better control over your software and licenses.

<b>Single source of truth for software and licenses</b>	Get a single list view of all the software installed in your network, capturing critical details like the number of purchases versus installations, which workstations running the software, the software vendor's profile, and more.
<b>Software and license categorization</b>	<p>Classify software into categories such as managed, shareware, freeware, prohibited, and more.</p> <p>Do the same for licenses under different types—like OEM, concurrent, enterprise, trial, and more—to foster efficient management of your software and license portfolio.</p>

<b>License agreement management</b>	Install and use software only in accordance with licensing terms by associating license agreements with the relevant software licenses. Maintain all of your license agreements from a central console.
<b>Software metering</b>	Monitor software usage patterns by configuring a metering rule to classify software based on their usage such as "Rarely Used," "Occasionally Used," and "Frequently Used" and optimize software allocation.
<b>Periodic scanning</b>	Scan your workstations periodically to detect license violations and unauthorized software installation.
<b>Alerts and notifications</b>	Set up real-time notifications for whenever new software is installed, software is under-licensed, software is being used after license expiry, or when prohibited software is installed.
<b>SaaS management</b>	Seamlessly integrate with ManageEngine SaaS Manager Plus and take charge of your SaaS ecosystem by effectively tracking your SaaS spend and vendor information.

	Centrally manage your SaaS applications, and contracts, rightsize license assignment by analyzing usage patterns, and keep a close eye on key metrics like total spending, user count, user activity, app activity, and more.
<b>Contract management</b>	Eliminate the need to hop between disparate tools by associating contracts with their corresponding software licenses and get notified of contract renewals beforehand.

Now, with everything under a single roof, you can optimize the use of your existing software and licenses, eliminate security threats caused by unauthorized software, and prove resource efficiency and strategic decision-making during audits.



Have a single source of truth for your software and license estate

**IT Help Desk** Home Activities Requests Problems Changes Projects Releases Solutions **Assets** CMDB Reports ...

**Edit Software License**

**Software License Details**

Manufacturer *	Microsoft Corporation	Acquisition Date	Apr 1, 2021
License Name *	Microsoft OneNote MUI (English) 2016-	Expiry Date	May 5, 2025
Software	Microsoft OneNote MUI (English) 2016	Purchase Cost (\$)	749
License Type *	Enterprise Subscription	Purchased For	admin,Base Site
License Option *	Full Packaged Product (FPP)	Description	
Vendor	Microsoft		
License Key(s)	ASDF-AC31-1321-K3L1		
Organization License	<input checked="" type="radio"/> Yes <input type="radio"/> No		

**Downgrade Rights**

☐ Allow this License to be used in the following software installations

Create multiple license types and associate them to manufacturers

**IT Help Desk** Home Activities Requests Problems Changes Projects Releases Solutions Assets CMDB Reports ...

**License Agreement**

**License Agreement Details**

Manufacturer	Microsoft Corporation	Acquisition Date	Apr 1, 2021
Agreement Number	WB12451	Expiry Date	May 5, 2025
Authorization Number	ZB5225	Vendor	Microsoft
Description	-	Terms	-

**Purchase & Invoice Details**

PO #	0534	Invoice Number	777239578933
PO Name	Microsoft Office Outlook MUI	Invoice Date	Mar 31, 2021
Purchase Date	Mar 30, 2021	Total Cost (\$)	749.00
Description			

**License Details**

Add Remove 1 - 1 of 1

License Name	Software	License Type	License Option
Microsoft OneNote MUI (English) 2016-6737900000214 ...	Microsoft OneNote MUI (English) 2016	Enterprise Subscription	Full Packaged Product (FPP)

Use software only in accordance with licensing terms by associating license agreements with corresponding software

4

## Make audits more effective through data visualization



When you accurately track your purchase orders, establish governance over your asset inventory, and stay on top of your software assets and their licenses, you lay the foundation for effective asset management.

But, this is only half the battle. To truly gain visibility into all these areas and make informed decisions, you need real-time information on your asset landscape.

The three key areas mentioned above can further be enhanced with data visualization through custom reports and dashboards that consolidate crucial metrics and relevant details in a central location. This way, you can keep tabs on your asset estate data in real time.

Reports and dashboards not only help asset managers to improve their decision-making process, but also provide auditors with actionable insights on the organization's assets, making the auditing process faster, easier, and more accurate.

With detailed reports in place, audits can be conducted promptly, avoiding the need to invest time and resources in gathering data from scratch to identify discrepancies and address them.

You can use asset reports to:

- Segment and aggregate asset data based on defined criteria.
- Drill down into detailed asset information based on desired parameters.
- Analyze specific aspects of your asset portfolio by building custom reports.
- Record depreciation calculations and asset valuations for financial statements.
- Track purchase and contract details to complement asset inventory reporting.

Here are some asset management reports that can come in handy while preparing for an audit:

## **1. Lifecycle reports**

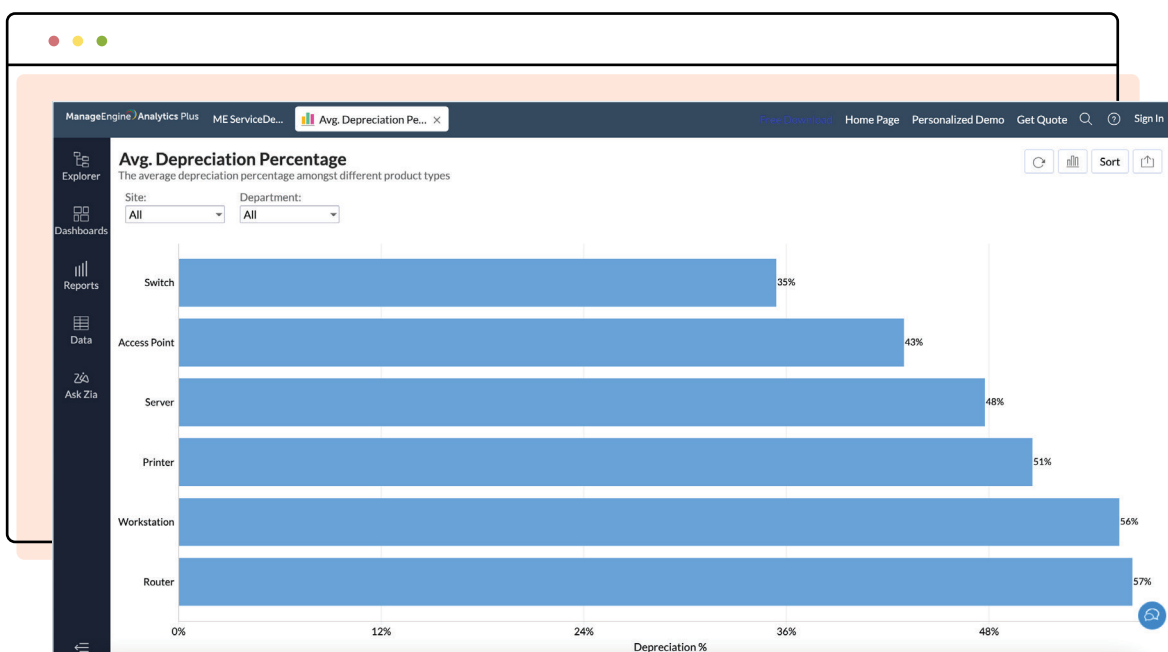
- Asset acquisition trend
- Asset disposal trend
- Asset state change history
- Average depreciation percentage
- Asset maintenance history

**Asset State Change History**  
List of state changes in assets

Site: All Domain: All User: All Department: All Time Period: All [Reset]

	Asset Name	State Changed on	State Changed from	State Changed to
1	ap.723	19 Jun 2021	In Store	Disposed
2	dc-i303	12 Oct 2019	In Repair	Disposed
3				In Use
4			In Store	In Repair
5			In Use	In Repair
6	ep00324	11 Oct 2020	In Repair	In Use
7			In Store	In Repair
8			In Use	In Repair
9	jana1	11 Oct 2020	In Repair	In Use
10			In Store	In Repair
11			In Use	In Repair
12	narm312	11 Oct 2020	In Repair	In Use
13			In Store	In Repair
14			In Use	In Repair
15	pras5	11 Oct 2020	In Repair	In Use
16			In Store	In Repair
17			In Use	In Repair
18	sdp-6	11 Oct 2020	In Repair	In Use
19			In Store	In Repair

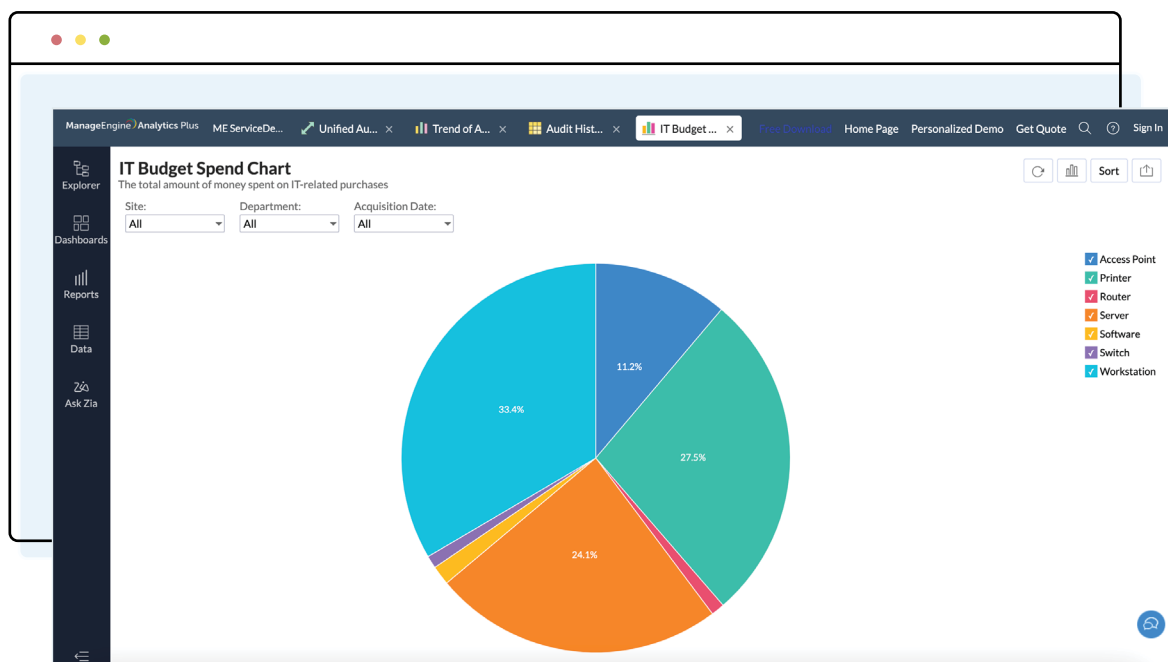
List of state changes in different assets



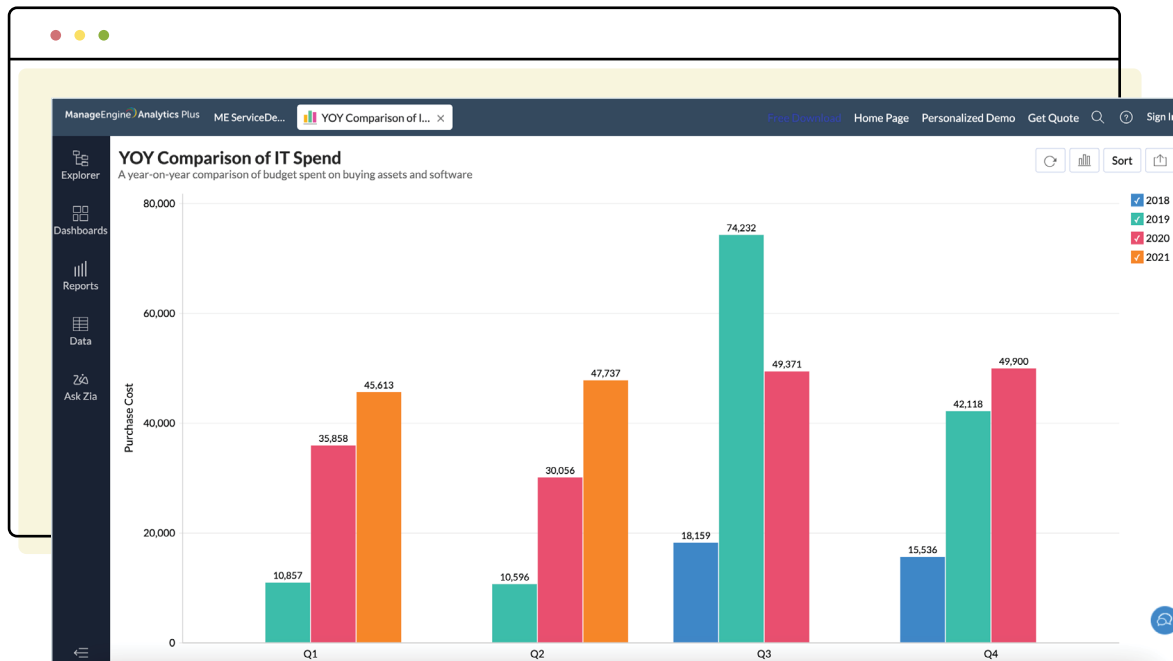
The average depreciation percentage amongst different product types

## 2. Financial reports

- Purchases by site, cost center, category, status, and more
- Asset disposal costs
- Depreciation value
- IT budget spend
- Year-on-year comparison of budget spent



Information on the money spent on IT-related purchases



A year-on-year comparison of IT spend

### 3. Inventory reports

- Assets by user, location, product type, vendor, sites, and more
- Asset state change history
- Software installations and licenses
- Purchased vs installed software
- Disposed assets

**Workstations by User**  
List of workstations by user

Site:  Domain:  Department:

	User	Workstation	Operating System	Domain	Site
1	Adams Tofful	snx-365	-No Value-	WORKGROUP	New York
2	Aldo O'Lenane	snx-366	-No Value-	zylker.com	Tokyo
3	Anne-marie Sneezum	SWS-359	-No Value-	zylker.com	Cape Town
4	Ashbey Asquez	dc-i303	microsoft windows 10 pro	acme.com	Singapore
5	Atalanta Kermon	win7302	microsoft Windows 7 Professional	WORKGROUP	Cape Town
6	Barbie Hollyard	loca360	-No Value-	WORKGROUP	Tokyo
7	Beck Edmands	SWS-358	-No Value-	zylker.com	London
8	Brockie Lancetter	selv8	Microsoft Windows 7 Professional	acme.com	Buenos Aires
9	Broddie Dubery	ep00324	Microsoft Windows 10 Pro	acme.com	Buenos Aires
10	Bunnie Borge	sent10	Mac OS X	WORKGROUP	New York
11	Channa Durrance	Kuna322	-No Value-	zylker.com	Buenos Aires
12	Chiarra Setford	narm312	windows 10 professional edition (x64)	acme.com	London
13	Claudelle Cunney	swd-357	Microsoft Windows Server 2016 Datacenter	zylker.com	London
14	Danya Heskins	venk354	microsoft windows 8.1	WORKGROUP	London

List of workstations categorized by user

**Purchased vs Installed Software**  
List of purchased and installed software

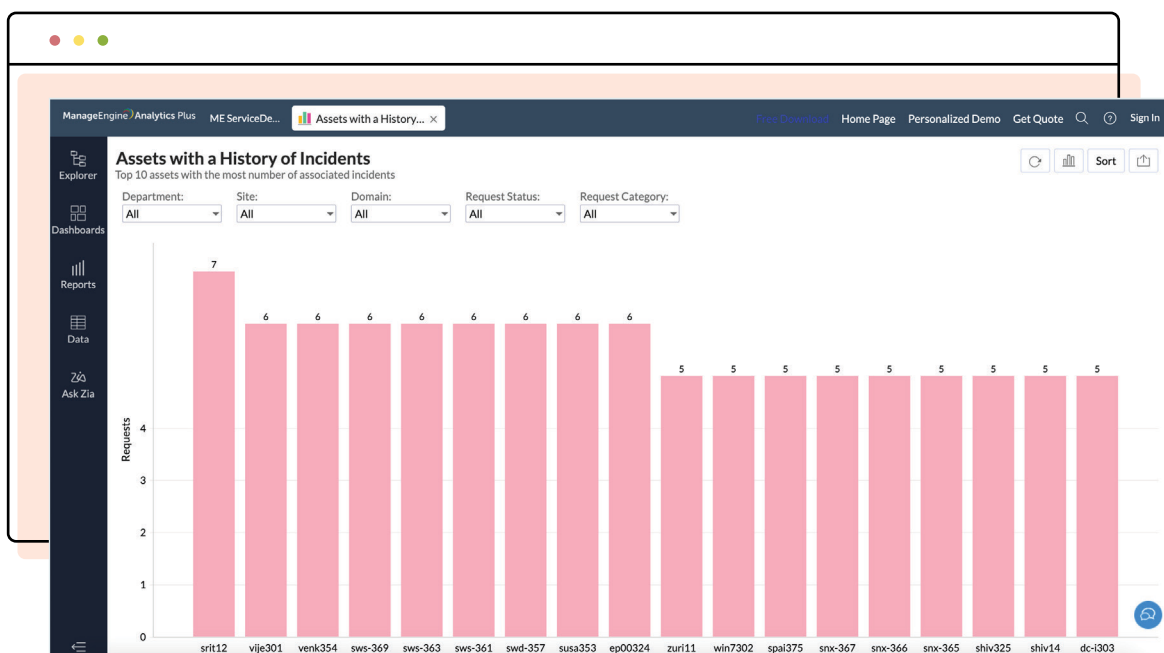
Manufacturer:  Software:  Software Type:

	Manufacturer	Software	Compliance Type	Installed	Purchased
1	Kaspersky Lab	Kaspersky Endpoint Security 10 for Windows	Under Licensed	10	3
2	Microsoft Corporation	Microsoft Windows 10 Pro	Under Licensed	6	0
3		Microsoft Windows 7 Professional	Under Licensed	3	0
4		Microsoft Windows Server 2016 Datacenter	Under Licensed	1	0
5		Microsoft Windows Server 2016 Standard	Under Licensed	1	0
6		MySQL Server 8.0	Over Licensed	1	10
7		Skype	Under Licensed	2	1

List of purchased and installed software

## 4. Compliance reports

- Assets in store for too long
- Assets with a history of incidents
- Unlicensed software installations
- Workstations with prohibited software
- Audited and unaudited workstations



List of assets with a history of incidents

The screenshot shows the ManageEngine Analytics Plus interface. The main heading is "Workstations with Prohibited Software" with a subtitle "List of workstations that run prohibited software". There are filters for Site, Department, and Domain, all set to "All". A table displays the following data:

	Workstation	Prohibited Software	User	Department
1	jana1	Vulkan Run Time Libraries 1.0.33.0	Lezlie Island	Engineering
2	narm312	Vulkan Run Time Libraries 1.0.33.0	Chierra Setford	Engineering
3	sdp-6	Vulkan Run Time Libraries 1.0.33.0	Oberon Baddam	Infrastructure
4	shiv14	Vulkan Run Time Libraries 1.0.33.0	Edlin Elvins	Finance

List of workstations that run prohibited software

## 5. Audit reports

- Audit history by workstation
- Audit history by timeline
- Audit history by changes
- Assets by last audit and last successful scan status

#	Audit ID	Workstation	Entity	Audit Status	Audit Time	Scan Type	Scan Mode
1	350	susa353	susa353	SUCCESS	17 Jun 2021, 04:38:23 PM	Script scan	
2	349	sccm370	sccm370	SUCCESS	17 Jun 2021, 04:38:23 PM	Script scan	
3	339	vije301	vije301	SUCCESS	17 Jun 2021, 04:38:05 PM	Script scan	
4	336	vije301	vije301	SUCCESS	17 Jun 2021, 04:35:55 PM	Script scan	
5	329	jana1	84:7B:EB:0B:56:F1	SUCCESS	17 Jun 2021, 04:35:45 PM	Script scan	
6	329	jana1	A4:34:D9:22:67:67	SUCCESS	17 Jun 2021, 04:35:45 PM	Script scan	
7	329	jana1	A4:34:D9:22:67:67	SUCCESS	17 Jun 2021, 04:35:45 PM	Script scan	
8	329	jana1	84:7B:EB:0B:56:F1	SUCCESS	17 Jun 2021, 04:35:45 PM	Script scan	
9	327	jana1	A4:34:D9:22:67:67	SUCCESS	17 Jun 2021, 04:35:44 PM	Script scan	
10	327	jana1	84:7B:EB:0B:56:F1	SUCCESS	17 Jun 2021, 04:35:44 PM	Script scan	
11	327	jana1	84:7B:EB:0B:56:F1	SUCCESS	17 Jun 2021, 04:35:44 PM	Script scan	
12	327	jana1	A4:34:D9:22:67:67	SUCCESS	17 Jun 2021, 04:35:44 PM	Script scan	
13	321	vije301	vije301	SUCCESS	17 Jun 2021, 04:35:40 PM	Script scan	
14	319	jana1	D:	SUCCESS	17 Jun 2021, 04:33:24 PM	Script scan	
15	316	vije301	vije301	SUCCESS	17 Jun 2021, 04:23:21 PM	Script scan	
16	309	jana1	84:7B:EB:0B:56:F1	SUCCESS	17 Jun 2021, 04:22:56 PM	Script scan	

Combined summary of changes in hardware, capturing information on the history of hardware audits

#	Audit ID	Software	Workstation	Location	Audit Status	Scan Type	Scan Mode
1	338	Google Chrome	shiv325	C:\Program Files (x86)\Google\Chrome	SUCCESS	Script scan	18
2	338	ManageEngine Desktop Central - Agent	shiv325	-	SUCCESS	Script scan	11
3	338	Apple Application Support (32-bit)	shiv325	C:\Program Files (x86)\Common Files\Apple\Apple Application Support	SUCCESS	Script scan	28
4	338	Microsoft Office Word Viewer 2003	shiv325	-	SUCCESS	Script scan	21
5	337	Google Chrome	ep00324	C:\Program Files (x86)\Google\Chrome	SUCCESS	Script scan	25
6	338	Microsoft Office Excel Viewer	shiv325	-	SUCCESS	Script scan	08
7	338	Adobe Reader XI (11.0.23)	shiv325	C:\Program Files (x86)\Adobe\Reader 11.0\Reader	SUCCESS	Script scan	05
8	4	Update for Windows 10 for x64-based Systems (KB4023057)	jana1	-	SUCCESS	New scan	12
9	4	FortiClient	jana1	C:\Program Files\Fortinet\FortiClient	SUCCESS	New scan	04
10	4	Apache CouchDB	jana1	-	SUCCESS	New scan	23
11	4	Maxx Audio Installer (x64)	jana1	C:\Program Files\Waves\MaxxAudio	SUCCESS	New scan	23
12	4	Intel® Hardware Accelerated Execution Manager	jana1	-	SUCCESS	New scan	12
13	4	Kaspersky Endpoint Security 10 for Windows	jana1	C:\Program Files (x86)\Kaspersky Lab\Kaspersky Endpoint Security 10 for Windows SP2	SUCCESS	New scan	06
14	338	Realtek Audio COM Components	shiv325	-	SUCCESS	Script scan	
15	338	Realtek High Definition Audio Driver	shiv325	C:\Program Files\Realtek\Audio	SUCCESS	Script scan	

Combined summary of changes in software, capturing information on the history of software audits

	Asset Name	Product Type	Last Audit Time	Last Audit Status	Last Successful Audit Time	Last Successful Audit
1	3rd374	Printer	17 Jun, 2021 17:38:36	SUCCESS	17 Jun, 2021 17:38:36	More than 60 Days ago
2	HpSw376	Switch	17 Jun, 2021 17:41:09	SUCCESS	17 Jun, 2021 17:41:09	More than 60 Days ago
3	dc-i303	Workstation	17 Jun, 2021 17:38:08	SUCCESS	17 Jun, 2021 17:38:08	More than 60 Days ago
4	dior314	Workstation	17 Jun, 2021 17:35:48	SUCCESS	17 Jun, 2021 17:35:48	More than 60 Days ago
5	ep00324	Workstation	17 Jun, 2021 17:38:23	SUCCESS	17 Jun, 2021 17:38:23	More than 60 Days ago
6	jana1	Workstation	17 Jun, 2021 17:35:45	SUCCESS	17 Jun, 2021 17:35:45	More than 60 Days ago
7	narm312	Workstation	17 Jun, 2021 17:38:19	SUCCESS	17 Jun, 2021 17:38:19	More than 60 Days ago
8	pras5	Workstation	17 Jun, 2021 17:35:54	FAILED	17 Jun, 2021 17:35:54	More than 60 Days ago
9	sccm370	Workstation	17 Jun, 2021 17:38:23	SUCCESS	17 Jun, 2021 17:38:23	More than 60 Days ago
10	sdp-6	Workstation	23 Feb, 2021 12:12:28	SUCCESS	23 Feb, 2021 12:12:28	More than 60 Days ago
11	sdp304	Workstation	17 Jun, 2021 17:38:08	SUCCESS	17 Jun, 2021 17:38:08	More than 60 Days ago
12	selv8	Workstation	23 Feb, 2021 12:11:54	SUCCESS	23 Feb, 2021 12:11:54	More than 60 Days ago
13	sent10	Workstation	23 Feb, 2021 12:12:44	SUCCESS	23 Feb, 2021 12:12:44	More than 60 Days ago
14	shiv14	Workstation	23 Feb, 2021 12:15:40	SUCCESS	23 Feb, 2021 12:15:40	More than 60 Days ago
15	shiv325	Workstation	17 Jun, 2021 17:35:56	FAILED	17 Jun, 2021 17:35:56	More than 60 Days ago
16	spai375	Router	17 Jun, 2021 17:42:02	SUCCESS	17 Jun, 2021 17:39:33	More than 60 Days ago
17	srit12	Workstation	23 Feb, 2021 12:14:18	SUCCESS	23 Feb, 2021 12:14:18	More than 60 Days ago
18	susa353	Workstation	17 Jun, 2021 17:38:23	SUCCESS	17 Jun, 2021 17:38:23	More than 60 Days ago
19	swd-357	Workstation	17 Jun, 2021 17:38:22	SUCCESS	17 Jun, 2021 17:38:22	More than 60 Days ago

List of assets by their last audit and last successful audit

By generating comprehensive reports that display details like asset distribution, overall asset health, accumulated depreciation, license usage, active and expired contracts, and asset maintenance history, you can provide insights that enhance asset readiness.

## Here's how ManageEngine ServiceDesk Plus can help

The reporting module in ServiceDesk Plus helps you get the most out of your asset management. By generating detailed reports, IT asset managers can gain actionable insights that will help them maintain their asset inventory effectively, improve asset performance and software usage, and reduce costs through proper planning, distribution, and maintenance of assets.

With ServiceDesk Plus you can:

- Choose from robust out-of-the-box reports or build custom reports to access information about your assets.
- Generate reports in various formats like tabular, matrix, summary, and graphical and share them as pdf, csv, xls, and html files.
- Drill down into the finer details to extract deeper insights.
- Pin reports to desired dashboards to track crucial metrics.
- Schedule periodic asset inventory reports and automatically send data to key stakeholders.
- Seamlessly integrate with analytics tools like ManageEngine Analytics Plus to extract valuable insights from your data.

By generating detailed reports and monitoring key metrics related to the asset inventory, asset usage and performance, and also financial details, organizations can ensure the efficient and secure use of their IT resources, achieve compliance with regulations, and make informed decisions about future IT investments.

**Asset auditing is not something that can be neglected, so what next?**



Audit management shouldn't start when you receive an audit notice from your software vendor or an external auditor. The right approach is to take a proactive stance by implementing robust internal controls, setting up proper asset management processes, and conducting regular in-house audits to avoid the pitfalls of non-compliance and minimize audit risks.

We'll admit that getting started with IT asset audits may seem challenging at first, but implementing the right tools that help you adhere to best practices can make it seamless.

When you find it hard to keep tabs on your assets, grapple with compliance issues, or notice that asset maintenance and usage aren't as effective as they should be, that's your cue to make an investment.

If you're on the lookout for a comprehensive solution that can help you with all this, check out ServiceDesk Plus, the flagship ITSM solution from ManageEngine. Make informed business decisions with the PinkVERIFY™-certified IT asset management capability in ServiceDesk Plus and improve your asset governance and ensure compliance.

To see ServiceDesk Plus in action, [request a demo](#) from our product experts or start a [free 30 day trial!](#)

## About ServiceDesk Plus

ServiceDesk Plus is the unified service management platform from ManageEngine, the enterprise IT management division of Zoho Corporation. Built on industry-recommended ITSM best practices, ServiceDesk Plus comes packed with contextual IT and business integrations that help service desk teams better align with their organization's business objectives. With native enterprise service management capabilities and unrestricted extensibility offered through low-code scripting, ServiceDesk Plus helps organizations design, deliver and support their business and IT services. It comes in three editions and is available in 37 different languages. To learn more about ServiceDesk Plus and its features, please visit [manageengine.com/service-desk](https://manageengine.com/service-desk).

## About the author

Alexandria is a passionate explorer of the ITSM realm and is keen on learning and sharing insights about the ever-evolving ITSM landscape. With a fresh perspective on the world of ITSM, she loves writing best practice articles and blogs that help IT service delivery teams address their everyday service management challenges. In her free time, you can catch her binge-watching all things Formula 1 and talking about, like her life depended on it, why Lewis Hamilton is one of the best racers ever.