STERLING
DEVELOPMENT
vision . strategy . structure . culture

Asset Management

Our client's IT organisation lacked operating procedures built on a robust asset management programme. Quality Information was lacking including inventories for applications, contracts, licenses, infrastructures, operational and cybersecurity incidents, and service level attainment.

Essentially, the client lacked the fundamentals necessary to
run a high-performance operation - a critical deficiency easy to identify - but labour intensive to correct.

We designed and implemented a comprehensive Service Management programme over 12 months to deliver consistent, repeatable and measurable services through the rigorous application of industry best practices, tools and standards.

It took another year to achieve operational maturity. Asset management integrity was the by-product of implementing the new procedures and was assisted by using automated tools that scanned and recorded the computing environment.