

Unlocking the DNA of IT Asset Management



SAM Maturity Assessment – a wealth of knowledge in bite size chunks

I've conducted ITAM/SAM maturity assessments before. I've been the (unfortunate?) recipient of the findings reports afterwards that read more like a boring crime novel with a desperately poor plotline, than a potential business case for the establishment of an ITAM/SAM program. There's just no joy in translating an ITAM/SAM maturity assessment report into an actionable discipline. It's no surprise then that The SAM Maturity Assessment compiled by Rory Canavan evoked the same feelings of apprehension to any other assessment of its kind.

That is – until I set aside that apprehension momentarily and kicked off the assessment. What a revelation of what an internal audit could be.

You've nailed it, Rory. This particular SAM Maturity Assessment succeeds in that it engages and guides the organisation or assessor in gradually drafting a sensible and practical roadmap towards a mature and robust ITAM/SAM program without the appearance of it being impossibly complex, expensive or unnecessary. Quite the refreshing contrast.

The assessment is system- and framework agnostic, with no regard to the size of an organisation. It consists of 10 sections each addressing a different aspect of ITAM/SAM, with 10 rather self-explanatory questions per section. There's no right or wrong answer. There are no prizes for attempting to sugar coat the answers if one wants to force a level of maturity that doesn't exist. But do not be fooled by the simplicity with which the questionnaire conducts itself. The questions drill down to a granular level that will more than likely lead to a few a-ha moments.

The output of the assessment is delivered almost instantaneously upon completion of the assessment, the format a clear, concise report that gives a brief overview of the intention of each section, followed by 10 suggestions for addressing areas of potential risk or improvement in a practical manner. The assessment and resultant output does not overwhelm with technical or regulatory terminology that could easily detract from the core message of the report, which is to convey where an organisation could focus its attention in order to improve on its ITAM/SAM maturity to mitigate risk, increase possibility for cost savings or cost avoidance, increase governance and accountability, simplify and streamline processes and even touching on an often overlooked aspect of ITAM/SAM – organisation-wide education of ITAM/SAM policies, guidelines, processes and

objectives. No unnecessary bells and whistles, just bite size chunks of valuable information that are easy to read and digest.

Here's my summation –

Does your organisation want to dip its toes into the ITAM/SAM pool for the first time without having to pay an arm and a leg towards external consultants who may need to spend days, or even weeks onsite assessing the state of ITAM to gain an understanding, however limited, of the management of the hardware and software estate? Start here. Far less invasive, not open to an external partner's interpretation, far more cost-effective.

Does your organisation need a regular unbiased view of how it is tracking with its fledgling or seemingly established ITAM/SAM program? Here you go. I can see this becoming an annual exercise that requires no huge investment in terms of resources.

Has this assessment solved every ITAM/SAM conundrum we're facing? Absolutely not. What it has done was to assist with effectively plotting a course of action to address each area of potential risk we are facing and instilling a personal demand for excellence.

Well done, Rory Canavan.