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PeopleSoft FSCM 9.2: IT Asset Management

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PeopleSoft FSCM 9.2: IT Asset Management
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Preface

Understanding the PeopleSoft Online Help and PeopleBooks

The PeopleSoft Online Help is a website that enables you to view all help content for PeopleSoft Applications and PeopleTools. The help provides standard navigation and full-text searching, as well as context-sensitive online help for PeopleSoft users.

PeopleSoft Hosted Documentation

You access the PeopleSoft Online Help on Oracle's PeopleSoft Hosted Documentation website, which enables you to access the full help website and context-sensitive help directly from an Oracle hosted server. The hosted documentation is updated on a regular schedule, ensuring that you have access to the most current documentation. This reduces the need to view separate documentation posts for application maintenance on My Oracle Support, because that documentation is now incorporated into the hosted website content. The Hosted Documentation website is available in English only.

Locally Installed Help

If your organization has firewall restrictions that prevent you from using the Hosted Documentation website, you can install the PeopleSoft Online Help locally. If you install the help locally, you have more control over which documents users can access and you can include links to your organization's custom documentation on help pages.

In addition, if you locally install the PeopleSoft Online Help, you can use any search engine for full-text searching. Your installation documentation includes instructions about how to set up Oracle Secure Enterprise Search for full-text searching.

See *PeopleTools 8.53 Installation* for your database platform, "Installing PeopleSoft Online Help." If you do not use Secure Enterprise Search, see the documentation for your chosen search engine.

Note: Before users can access the search engine on a locally installed help website, you must enable the Search portlet and link. Click the Help link on any page in the PeopleSoft Online Help for instructions.

Downloadable PeopleBook PDF Files

You can access downloadable PDF versions of the help content in the traditional PeopleBook format. The content in the PeopleBook PDFs is the same as the content in the PeopleSoft Online Help, but it has a different structure and it does not include the interactive navigation features that are available in the online help.

Common Help Documentation

Common help documentation contains information that applies to multiple applications. The two main types of common help are:

- Application Fundamentals

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- Using PeopleSoft Applications

Most product lines provide a set of application fundamentals help topics that discuss essential information about the setup and design of your system. This information applies to many or all applications in the PeopleSoft product line. Whether you are implementing a single application, some combination of applications within the product line, or the entire product line, you should be familiar with the contents of the appropriate application fundamentals help. They provide the starting points for fundamental implementation tasks.

In addition, the *PeopleTools: PeopleSoft Applications User's Guide* introduces you to the various elements of the PeopleSoft Pure Internet Architecture. It also explains how to use the navigational hierarchy, components, and pages to perform basic functions as you navigate through the system. While your application or implementation may differ, the topics in this user's guide provide general information about using PeopleSoft Applications.

Field and Control Definitions

PeopleSoft documentation includes definitions for most fields and controls that appear on application pages. These definitions describe how to use a field or control, where populated values come from, the effects of selecting certain values, and so on. If a field or control is not defined, then it either requires no additional explanation or is documented in a common elements section earlier in the documentation. For example, the Date field rarely requires additional explanation and may not be defined in the documentation for some pages.

Typographical Conventions

The following table describes the typographical conventions that are used in the online help.

Typographical Convention	***Description***
Bold	Highlights PeopleCode function names, business function names, event names, system function names, method names, language constructs, and PeopleCode reserved words that must be included literally in the function call.
Italics	Highlights field values, emphasis, and PeopleSoft or other book-length publication titles. In PeopleCode syntax, italic items are placeholders for arguments that your program must supply. Italics also highlight references to words or letters, as in the following example: Enter the letter *O*.
Key+Key	Indicates a key combination action. For example, a plus sign (+) between keys means that you must hold down the first key while you press the second key. For Alt+W, hold down the Alt key while you press the W key.
`Monospace font`	Highlights a PeopleCode program or other code example.
. . . (ellipses)	Indicate that the preceding item or series can be repeated any number of times in PeopleCode syntax.

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Typographical Convention	*Description*
{ } (curly braces)	Indicate a choice between two options in PeopleCode syntax. Options are separated by a pipe (|).
[ ] (square brackets)	Indicate optional items in PeopleCode syntax.
& (ampersand)	When placed before a parameter in PeopleCode syntax, an ampersand indicates that the parameter is an already instantiated object. Ampersands also precede all PeopleCode variables.
⇒	This continuation character has been inserted at the end of a line of code that has been wrapped at the page margin. The code should be viewed or entered as a single, continuous line of code without the continuation character.

ISO Country and Currency Codes

PeopleSoft Online Help topics use International Organization for Standardization (ISO) country and currency codes to identify country-specific information and monetary amounts.

ISO country codes may appear as country identifiers, and ISO currency codes may appear as currency identifiers in your PeopleSoft documentation. Reference to an ISO country code in your documentation does not imply that your application includes every ISO country code. The following example is a country-specific heading: "(FRA) Hiring an Employee."

The PeopleSoft Currency Code table (CURRENCY_CD_TBL) contains sample currency code data. The Currency Code table is based on ISO Standard 4217, "Codes for the representation of currencies," and also relies on ISO country codes in the Country table (COUNTRY_TBL). The navigation to the pages where you maintain currency code and country information depends on which PeopleSoft applications you are using. To access the pages for maintaining the Currency Code and Country tables, consult the online help for your applications for more information.

Region and Industry Identifiers

Information that applies only to a specific region or industry is preceded by a standard identifier in parentheses. This identifier typically appears at the beginning of a section heading, but it may also appear at the beginning of a note or other text.

Example of a region-specific heading: "(Latin America) Setting Up Depreciation"

Region Identifiers

Regions are identified by the region name. The following region identifiers may appear in the PeopleSoft Online Help:

- Asia Pacific
- Europe
- Latin America

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- North America

Industry Identifiers

Industries are identified by the industry name or by an abbreviation for that industry. The following industry identifiers may appear in the PeopleSoft Online Help:

- USF (U.S. Federal)
- E&G (Education and Government)

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Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc.

Using and Managing the PeopleSoft Online Help

Click the Help link in the universal navigation header of any page in the PeopleSoft Online Help to see information on the following topics:

- What’s new in the PeopleSoft Online Help.
- PeopleSoft Online Help acessibility.
- Accessing, navigating, and searching the PeopleSoft Online Help.
- Managing a locally installed PeopleSoft Online Help website.

PeopleSoft FSCM Related Links

Financial and Supply Chain Management information for Secure Enterprise Search (SES) can be found in PeopleSoft Application Fundamentals documentation. For application specific information, see the "Understanding Search Pages within Components *(PeopleSoft FSCM 9.2: Application Fundamentals)*" topic.

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Chapter 1

Getting Started with PeopleSoft Information Technology Asset Management

Getting Started with PeopleSoft Information Technology Asset Management

This topic provides an overview of Information Technology (IT) Asset Management and discusses:

- PeopleSoft IT Asset Management business processes.
- PeopleSoft IT Asset Management integrations.
- PeopleSoft IT Asset Management implementation.

IT Asset Management Overview

PeopleSoft IT Asset Management (ITAM) represents an entire system of integrated management processes, strategies and technologies implemented to provide you with complete control over your IT assets throughout the asset life cycle. PeopleSoft ITAM increases the productivity of the asset base, improves software license compliance, streamlines provisioning of equipment, alerts appropriate personnel about lease end dates to stop lease payments, reduces warranty costs, and provides reliable IT asset data for business and financial analytics.

PeopleSoft Asset Management integrates with PeopleSoft ITAM by sharing assets in the asset repository. PeopleSoft ITAM embeds network discovery tools into PeopleSoft Asset Management to collect perpetual IT asset inventory for reconciliation to the Asset Repository Manager (ARM). PeopleSoft partners with providers of network discovery tools to perpetually inventory IT assets, including hardware devices that connect to your network and software licenses installed on these devices. The ITAM interactive workspace collects detailed hardware and software inventory information and authorized versus unauthorized license deployment with access to contract and warranty information relative to IT assets.

When you use PeopleSoft ITAM with PeopleSoft Maintenance Management, the repository also stores organizational asset information, including physical and financial definitions, acquisition history and maintenance history.

The asset reconciliation engine compares discovered asset inventory to that stored in the ARM, where all organizational assets are stored with complete business data, acquisition history, maintenance history and financial data. Because IT assets are perpetually inventoried using network discovery tools, IT assets are always accurately reflected in business data and financial reporting.

PeopleSoft ITAM enables you to:

- Discover network IT assets via integration with a third-party supplier.

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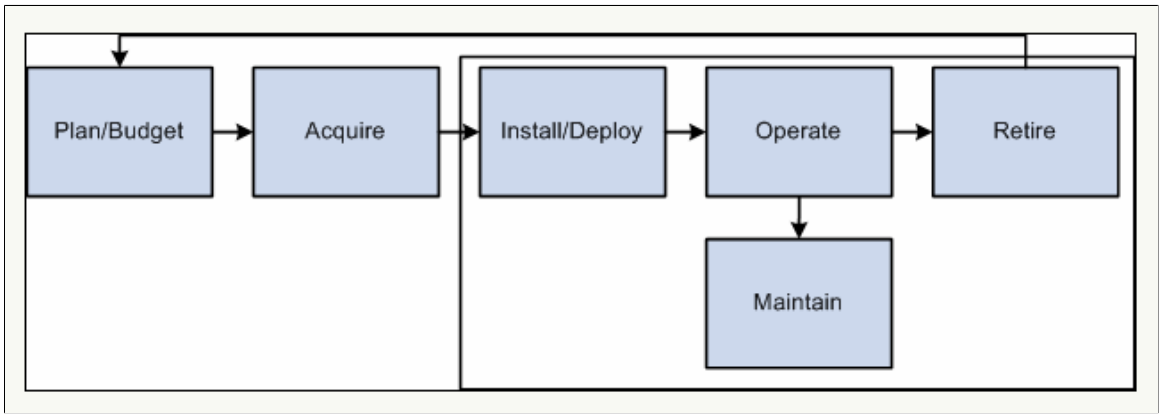
- Manage discovered and reconciled asset information, monitor collected metrics, and drill down to detailed asset data for problem solving and information gathering activities using a central workspace.
- Perform a configurable rules-based reconciliation of discovered data to the asset repository after the discovery tool has collected usage data.
- Provide a central, roles-based portal.
- Integrate with PeopleSoft Customer Relationship Management IT Help Desk.
- Provide availability of IT assets to work order job requirements and equipment parts list.
- Configure assets during staging and deployment.
- Complement the asset repository.
- Retire nonfinancial assets.
- Track unused assets.

PeopleSoft IT Asset Management Business Processes

Image: IT Asset Management Business Processes

The following diagram illustrates the PeopleSoft IT Asset Management business processes:



We discuss these business processes in the business process topics in this PeopleBook.

IT Asset Management Integration

IT Asset Management integrates with the following PeopleSoft and third-party applications:

- PeopleSoft Asset Management
- PeopleSoft Maintenance Management
- PeopleSoft Human Resources
- Third-party asset inventory discovery software

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- IT Portal
- PeopleSoft Purchasing
- PeopleSoft Payables

Discussion of integration considerations are included within the implementation topics of this PeopleBook.

For supplemental information about third-party application integration, access My Oracle Support.

PeopleSoft IT Asset Management Implementation

Setup Manager enables you to review a list of setup tasks for your organization for the products that you are implementing. The setup tasks include the components that you must set up, listed in the order in which you must enter data into the component tables, and links to the corresponding PeopleBook documentation.

PeopleSoft Enterprise Financials also provides component interfaces to help you load data from your existing system into PeopleSoft tables. Use the Excel to Component Interface utility with the component interfaces to populate the tables.

See "Implementing PeopleSoft Asset Management *(PeopleSoft FSCM 9.2: Asset Management)*".

See "Understanding Conversion to PeopleSoft Asset Management *(PeopleSoft FSCM 9.2: Asset Management)*".

See "Implementing PeopleSoft Asset Management *(PeopleSoft FSCM 9.2: Asset Management)*".

See "Understanding How PeopleSoft Asset Management Integrates with Other Applications *(PeopleSoft FSCM 9.2: Asset Lifecycle Management Fundamentals)*".

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Chapter 2

Navigating in PeopleSoft IT Asset Management

Navigating in PeopleSoft IT Asset Management

This topic discusses how to navigate in IT Asset Management.

Navigating in PeopleSoft IT Asset Management

PeopleSoft IT Asset Management provides custom navigation center pages that contain groupings of folders that support a specific business process, task, or user role.

Note: In addition to the PeopleSoft IT Asset Management custom navigation center pages, PeopleSoft provides menu navigation, and standard navigation pages.

See the product documentation for *PeopleTools: PeopleSoft Applications User's Guide*

Pages Used to Navigate in PeopleSoft IT Asset Management

These tables list the custom navigation pages that are used to navigate in PeopleSoft IT Asset Management.

IT Asset Definitions Center

The IT Asset Definitions Center custom navigation pages are geared to the person in the organization who is focused on setup and configuration.

Page Name	*Navigation*	*Usage*
IT Asset Definitions Center	Main Menu, IT Asset Definitions Center	Access primary Asset Definitions Center menu options and activities.
Application Settings	Click Application Settings on the IT Asset Definitions Center page.	Access the Business Rules, User-Defined Fields, Inventory Age, Rule Attributes and Edit Progress Report Template pages. See Understanding PeopleSoft IT Asset Management Application Settings.

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Page Name	Navigation	Usage
External Settings	Click External Settings on the IT Asset Definitions Center page.	Access the Code Mappings, IP Addresses, IP Locations, Contract Types, IT Subtypes, and Supplier pages. See Understanding PeopleSoft IT Asset Management External Settings.
Resource Settings	Click Resource Settings on the IT Asset Definitions Center page.	Access the Device Groups, Notification Options, IT Role Access, Employee Network IDs, Employee Groups, Define User Preferences, Common Search Configuration, and Related Links Definition pages. See Understanding PeopleSoft IT Asset Management Resource Settings.

IT Asset Management Center

The IT Asset Management Center custom navigation pages are geared to the person in the organization who is focused on financial and tracking functions.

Page Name	Navigation	Usage
IT Asset Management Center	Main Menu, IT Asset Management Center	Access primary Asset Management Center menu options and activities.
Asset Discovery and Validation	Click Asset Discovery and Validation on the IT Asset Management Center page.	Access the Request Discovery Data, View Request Status, View Integration Data Errors, Integrate Discovery Data, Related Links, Compare Asset Repositories, Manage Exceptions, Manage Assets Not Reporting, Manage Physical Use, View Ignored Exceptions, View Action Log, View Action Errors, and View Asset Log pages. See Understanding the IT Asset Inventory Tool. See Understanding Exception Management.

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Page Name	***Navigation***	***Usage***
Software Attributes	Click Software Attributes on the IT Asset Management Center page.	Access the Define Software Titles/ Users, Declare Device Licenses, Resolve Device Licenses, Associate SKU/Software Title, Define Software Contract, and Define Software Inventory pages. See Setting Up Software in the Asset Repository.
Asset Add, Find and Print	Click Asset Add, Find and Print on the IT Asset Management Center page.	Access the Basic Add, Express Add, Print an Asset, and Search for an Asset pages. See "Understanding Adding and Maintaining Assets *(PeopleSoft FSCM 9.2: Asset Management)*". See "Defining Asset Operational Information *(PeopleSoft FSCM 9.2: Asset Management)*".
Portal Setup	Click Portal Setup on the IT Asset Management Center page.	Access the Generate Metrics, Edit Progress Report Template, and Run Progress Report pages. See "Understanding Reporting Metrics *(PeopleSoft FSCM 9.2: Financials, ESA, ALM, and SCM Portal Packs)*"
Inventory Views	Click Inventory Views on the IT Asset Management Center page.	Access the Hardware Inventory, Discovered Software Inventory, Software License Inventory, Software Device Inventory, and Progress Report Detail pages. See Working with Hardware Inventory See Working with Software Inventory.
Financial and Leases	Click Financial and Leases on the IT Asset Management Center page.	Access the Financial List Inquiry, View IT Financial Statistics, Lease Summary by Lessor, Lease Details, and Financial List Archive pages. See Working with Asset Financials. See Working with Leases
IT Asset Definitions Center	Click IT Asset Definitions Center on the IT Asset Management Center page.	Access pages to set up and configure IT Asset Management.

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IT Asset Manage Exceptions Trend

The Manage Exceptions Trend Chart provides a graphical representation of Manage Exceptions trends over a rolling twelve-month period. As you resolve the Business Rule exceptions from the Manage Exceptions page, the number of exceptions are recorded for each Business Rule where Trend Analysis is enabled.

Page Name	Navigation	Usage
Manage Exceptions Over Time	IT Asset Management, Manage Exception Trend Chart, Manage Exceptions Over Time	Access the Manage Exceptions Over Time page to view a graphical representation of the number of business rule exceptions over time. Select to view as either a two dimensional bar graph or a line graph. Additionally, select to view data as daily, monthly or quarterly totals. Variances from the same period in the prior year appear when placing the cursor on a data point. See Manage Exceptions Over Time Page.

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Chapter 3

Setting Up PeopleSoft IT Asset Management Application Settings

Setting Up PeopleSoft IT Asset Management Application Settings

This topic provides an overview of PeopleSoft IT Asset Management application settings and discusses how to:

- Set up rule attributes.
- Set up user-defined fields.
- Set up financial impact analysis (optional).
- Set up business rules.
- Set up inventory age.

Understanding PeopleSoft IT Asset Management Application Settings

PeopleSoft IT Asset Management application settings establish the basis for reconciling assets stored in your database with assets discovered by the third-party software. Set up rule attributes to represent the characteristics of a record field name within the PeopleSoft database and use the attributes to specify the criteria for defining business rules. In addition, three user-defined fields enable you to reconcile additional attributes from the third-party system. Business rules enable you to establish instructions and definitions for reconciling IT assets stored within your database and the IT assets discovered in the third-party database. Inventory age enables you to define the period to check if the IT asset is being engaged.

Setting Up Rule Attributes

To define rules attributes, use the Rule Attributes component (IT_RULE_ATTR)

This section provides an overview of rule attributes and discusses how to set up rule attributes.

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Page Used to Set Up Rule Attributes

Page Name	*Definition Name*	*Navigation*	*Usage*
Rule Attributes	IT_RULE_ATTR	Set Up Financials/Supply Chain, Product Related, IT Asset Management, Rule Attributes	Define rule attributes to be used when establishing business rules.

Understanding Rule Attributes

Rule Attributes are used in creating business rules. Business rules within PeopleSoft IT Asset Management are the fundamental tests that determine whether assets need attention, either in the system or in the field. Rule attributes define the detailed data of the tests and associate a business rule with a specified field within a specified record in the PeopleSoft database. Business rules must employ at least one rule attribute and may employ more than one.

For example, to set up an attribute called Serial_ID (data that is stored in the Asset Repository):

1. Select *Asset* from the Record field.
2. Select the Field Name of Serial_ID.
3. The rule attribute called Serial_ID now represents a detail value from the database - the asset's serial number.
4. Set up a business rule based on the rule attribute, Serial_ID, that evaluates the data in that field for every asset that invokes that business rule.

See Setting Up Business Rules.

Attributes must be selected from these records only:

- ASSET
- ASSET_CUSTODIAN
- ASSET_LOCATION
- IT_HRDWR_CACHE – 3rd Party IT Asset Repository

Warning! Record names are restricted to the list provided with PeopleSoft software. Any additions or changes to the delivered tables are considered a customization and must be tested thoroughly before deploying into the production environment.

Common Metasql Constructs

Terms such as today's date are not defined as rule attributes. Use metasql constructs for commonly used terms.

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Rule Attributes Page

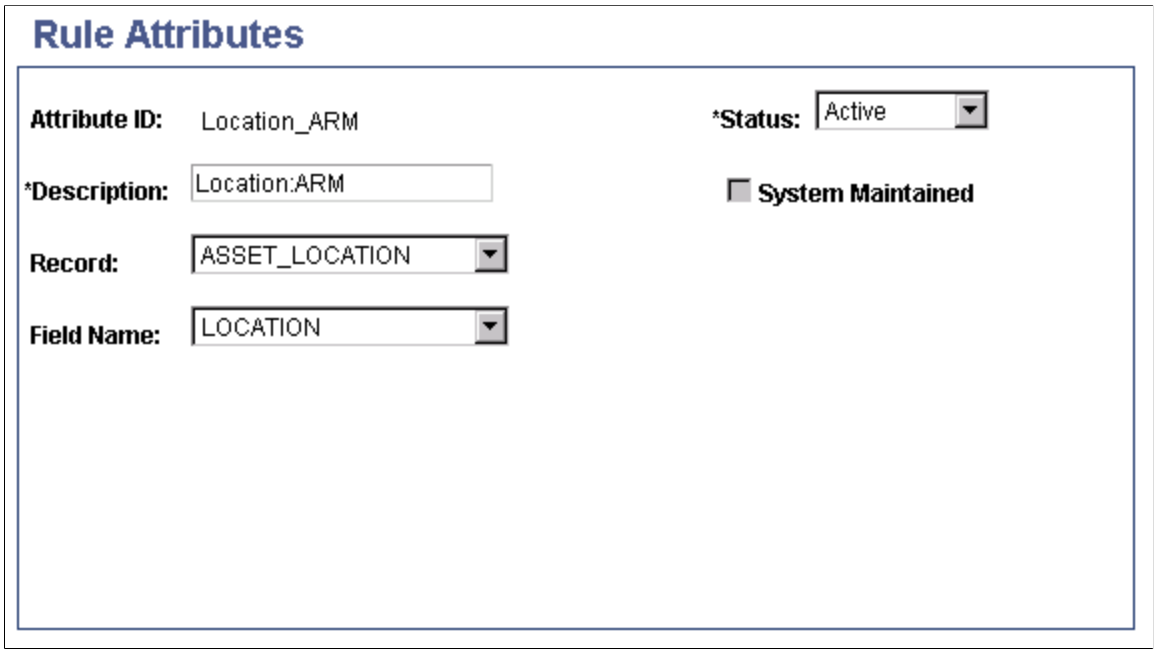
Use the Rule Attributes page (IT_RULE_ATTR) to define rule attributes to be used when establishing business rules.

Navigation

Set Up Financials/Supply Chain, Product Related, IT Asset Management, Rule Attributes

Image: Rule Attributes page

This example illustrates the fields and controls on the Rule Attributes page. You can find definitions for the fields and controls later on this page.



Attribute ID Enter the unique system identifier for the ID.

Description Enter the description for the attribute being defined.

Note: This description appears as an attribute and not the attribute ID.

Record Select a record from the list. The list of records available for defining rule attributes are: *ASSET, ASSET_CUSTODIAN, ASSET_LOCATION,* and *IT_HRDWR_CACHE.*

Field Name Select a field from the list. Values vary depending on the record that you selected.

Note: The Record field and Field Name field have a parent-child relationship. The field names vary depending on record selection.

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System Maintained This is a display-only field. ITAM delivers the SOFTWARE attribute that cannot be modified; in that case, theSystem Maintained check box displays as selected.

Setting Up User-Defined Fields

To create user defined fields, access the User-Defined Fields component (IT_UDFIELDS).

This section provides an overview and discusses how to set up user-defined fields.

Page Used to Set Up User-Defined Fields

Page Name	*Definition Name*	*Navigation*	*Usage*
User-Defined Fields	IT_UDFIELDS	Set Up Financials/Supply Chain, Product Related, IT Asset Management, User-Defined Fields	Define user-defined fields to reconcile IT assets.

Understanding User-Defined Fields

PeopleSoft IT Asset Management provides three user-defined fields that enable you to reconcile additional attributes from the third-party system that are not delivered with the PeopleSoft software. These fields, upon activation, appear on the General Information page. They appear on the manage exceptions list once they are active and have an attribute and rule associated with them. These fields also appear on the Asset and IT_HRDWR_CACHE (table loaded from a third party).

To Change User-Defined Fields

You may decide to stop tracking one attribute and start tracking another. To change user-defined attributes:

1. Inactivate the field in PeopleSoft IT Asset Management.
2. Manually replace all the values in IT_HRDWR_CACHE and PS_ASSET tables to ''.

   You should use a SQL tool to do this.
3. Customize the third-party application to send the new attribute instead of the old attribute.

   This replaces the data in IT_HRDWR_CACHE. Refer to the third-party documentation for details.
4. Run the integration between PeopleSoft and the third-party system. Run Asset Compare.

User-Defined Fields Page

Use the User-Defined Fields page (IT_UDFIELDS) to define user-defined fields to reconcile IT assets.

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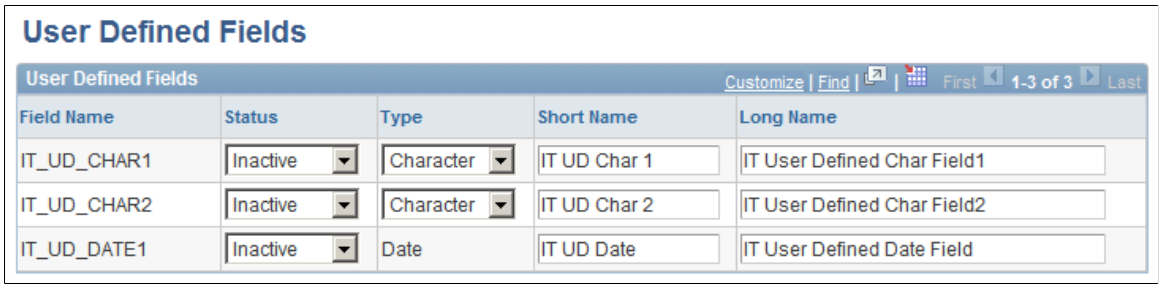
Navigation

Set Up Financials/Supply Chain, Product Related, IT Asset Management, User-Defined Fields

Image: User Defined Fields page

This example illustrates the fields and controls on the User Defined Fields page. You can find definitions for the fields and controls later on this page.



Field Name Displays a list of all delivered user-defined fields.

Status Select *Active* or *Inactive.*

Type Specify the type of data for the field. Values are *Character* or *Numeric.*

Short Name and Long Name Enter the short and long name for the user defined fields. The names appear as a label name and the fields are required.

Note: If you do not enter a short name, the system supplies the system name for this field.

Setting Up Financial Impact Analysis

This section provides an overview of financial impact analysis and how to:

- Enable financial impact analysis.
- Set up workflow for financial impact analysis.
- Report financial impact.

Understanding Financial Impact Analysis (FIA)

Financial Impact Analysis (FIA) is an optional feature that you can enable in order to track the financial impact of asset discrepancies between physical inventory and Asset Repository data. PeopleSoft IT Asset Management (ITAM) combines IT and financial asset management processes into a single repository already embedded in your organizational business processes of procurement, payables, help desk and financial reporting. Financial Impact enables the financial presentation of the fusion of technical and financial asset management policies into a centralized application, ensuring that not only the CFO and the CIO have a single source of aggregate information but also provides for the management of financial

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lists that can be tailored to financial asset managers for an immediate look at the impact of pending transactions.

Key components of ITAM are asset reconciliation of exceptions and the presentation of assets that are no longer reporting to the system. Because IT assets are perpetually inventoried, you can utilize the asset reconciliation process to identify book versus physical discrepancies as well as identify assets that are no longer reporting. The FIA feature delivers relevant financial information about those discrepancies that require retirements. With this functionality, ITAM provides a useful tool for immediate disclosure of material changes to financial conditions.

ITAM provides timely visibility into the potential financial impact of transactions that require a retirement as those transactions are routed to Finance. This ensures that the Finance department can immediately react to any material differences, both from an update to the financial records as well as from a forecast and external reporting perspective. This is accomplished through workflow notifications to key financial personnel and through financial data provided within inquiries and portal pagelets. The financial calculation can be presented in an aggregate or for a selected number of assets.

When you enable Financial Impact Analysis, the financial impact of discrepancies reported includes:

- Original cost of the asset.
- Net Book Value (NBV) of the asset.
- Fair Value (FV) of the asset.

In addition to providing value to the Finance user, having the financial impact information available as an optional display in the Inventory Exceptions and Assets Not Reporting pagelets, for example, will provide the ITAM user with a data point that will enable them to quickly ascertain the materiality of the retirements needed, thereby helping to prioritize which issues to resolve first.

Enabling Financial Impact Analysis

To enable Financial Impact Analysis:

- Select the Financial Impact check box on the Installation Options - Asset Management page.

  See "Installation Options - Asset Management Page *(PeopleSoft FSCM 9.2: Application Fundamentals)*".

- Select the Financial Impact options within User Preferences - IT Asset Management to display financial data for users that are secured for access to the data. Select to Show Net Book Value, Show Cost, and Show Fair Market Value.

  See "User Preferences - IT Asset Management Page *(PeopleSoft FSCM 9.2: Application Fundamentals)*".

- Select the Financial Impact check box from the Business Rule page to display financial data within Manage Exceptions.

  See Setting Up Business Rules.

Setting Up Workflow for Financial Impact Analysis

You can send messages to the financial asset managers to alert them about transactions that have financial impact that need to be retired. The messages are stored in the Message Catalog and are context-driven.

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When in the Manage Exceptions page, the Manage Exceptions message is chosen, along with the role specified in the associated Route to Finance action. When in the Assets Not Reporting page, the Assets Not Reporting message is chosen, along with the role specified in the associated Route to Finance action

See Managing Exceptions.

See Managing Assets Not Reporting.

See Delivered Workflows for PeopleSoft IT Asset Management.

Reporting Financial Impact

From either the Inventory Exceptions or Assets Not Reporting pagelet, you can drill into the Manage Exceptions detail page or Assets Not Reporting detail, respectively. From these detail pages you display, filter, sort and select assets that appear as exceptions or assets not reporting in the comparison between Asset Repository Manager data and data from the field (third-party data).

For Manage Exceptions, identify assets that have financial impact and that are of current interest. You can save the list for a financial asset manager or act on the list from Manage Exceptions in the same manner as with FIA disabled. You can see immediate totals of the selected assets or you can progress to the Select Actions component that allows you to preview the scope of the route to finance action as well as the totals for the financial impact of the that action. This preview is a simple count of the assets against which you act, given the current settings. The count appears in the Scope column in the Select Actions component. Preview Scope allows you to review what is about to happen and compare it to what is expected. Once you are assured of your plan, you Submit Actions to route the transactions to the financial worklist. Alternatively, prior to selecting the actions, you can save and store a financial list or you can also modify an existing financial list.

The data content of the Inventory Exceptions pagelet and the Manage Exceptions page is determined by Business Rules. ITAM Business rules are the instructions and definitions that define and describe how an asset and its attributes in one database are similar or dissimilar to the same asset being described in another database. Business rules also specify the actions and processes to be invoked when comparisons fail. Only business rules that are enabled for Financial impact will be used when FIA is enabled.

From the Assets Not Reporting pagelet, you can drill into the Manage Assets Not Reporting page where the format is similar to Manage Exceptions, but does not use a separate Select Actions component. This feature continues to function in a manner consistent with Financial Impact disabled.

When you save a Financial List in either Manage Exceptions or Assets Not Reporting, the list simultaneously becomes available to the Financial List Inquiry search and detail pages. Review the Financial List Inquiry detail page for a more powerful and simpler look at financial impact.

Related Links

Understanding Exception Management

Setting Up Business Rules

To define business rules, use the Business Rules component (IT_RULE_DEFN).

This section provides an overview of business rules and discusses how to:

- Define business rules.

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- Define business rule subtypes
- Add comments to business rules

Pages Used to Set Up Business Rules

Page Name	*Definition Name*	*Navigation*	*Usage*
Business Rules – Definition	IT_RULE_DEFN	Set Up Financials/Supply Chain, Product Related, IT Asset Management, Business Rules, Definition	Define business rules for IT asset reconciliation.
Business Rules – Subtype	IT_RULE_STYPE	Set Up Financials/Supply Chain, Product Related, IT Asset Management, Business Rules, Subtype	Define the asset subtypes that map to the business rule.
Business Rules – Comments	IT_RULE_COMMENTS	Set Up Financials/Supply Chain, Product Related, IT Asset Management, Business Rules, Comments	Enter the reason or explanation for defining the business rule.

Understanding Business Rules

Business rules enable you to establish instructions and definitions for reconciling IT assets stored within your database and the IT assets discovered in the third-party database. You set up the attributes and operators to reconcile IT assets and invoke processes to occur when a comparison of these IT assets fails.

You define business rules within a certain framework provided by the system. This framework is restricted to certain predefined attributes and operators. The attributes provide a simple way of representing record names and field names. For example, Repository Custodian is an attribute. Behind the scenes, this translates to the ASSET_CUSTODIAN.CUSTODIAN table and field name combination. The system also provides the capability to enter free-form SQL where clauses.

Once you have defined your business rules, the reconciliation process evaluates the IT assets in the third-party database and the PeopleSoft IT Asset Management database. If an exception occurs, an action is defined to handle the exception.

For example, if you establish a business rule criteria of Dept ID:ARM <> Dept ID:Disco and *Business Unit:ARM = US001* and the action of *Update ARM, Email Custodian,* and route to the Role of *Finance Dept,* the system suggests the actions for IT assets in the ARM business unit *US001*. The actions include notifying the custodian with an email, explaining the difference, updating the ARM directly, and routing it to the Finance department to transfer the asset.

The rule only suggests the actions and does not execute them during the comparison process, unless the actions are set to execute.

Note: If no action is selected for a business rule, an error occurs.

Warning! Any additions or changes to business rules are considered a customization and must be tested thoroughly before deploying into the production environment.

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System-Delivered Business Rules

PeopleSoft provides standard business rules as system data. If the rule is system maintained, you cannot change the Reconcile Attribute or the first rule in the rule set. The System Maintained check box is unavailable. You can add, delete, or change actions in the action set.

Note: Only the value *Software* is system maintained.

The Software business rule works in a different way from the other rules. The software rule can only be activated or deactivated in the business rules component. The SQL is not viewable and the logic is based on attributes that are defined in the software definition. All software rules are defined in Software Attributes.

If you choose not to use the business rule, change the status to *Inactive.*

PeopleSoft provides the following predefined business rules:

Note: The predefined business rules are not delivered to automatically execute the Action Set.

Rule ID	***Rule Description***	***Action Set***	***Apply To***
Business Unit	The business unit for the Serial ID of a discovered asset does not match the business unit in the asset repository.	Route to Finance	Route to Role applies to financial assets.
Dept ID	The custodian department ID for a discovered asset does not match the department ID in the asset repository.	1. Update custodian department ID. 2. Route to Finance	1. Updates to the ARM can apply to both financial and nonfinancial assets. 2. Route to Finance applies to financial assets.
Empl ID	The custodian employee ID for a discovered asset does not match the employee ID in the asset repository.	1. Update custodian in ARM. 2. Email custodian. 3. Email primary user.	All three action options apply to both financial or nonfinancial assets.
LOCATION	The location for a discovered asset does not match the location in the asset repository.	Update Asset Repository.	Update to the ARM can apply to both financial or nonfinancial assets.
MFG ID	The manufacturer's ID for a discovered asset does not match the manufacturer's ID in the asset repository.	Update Asset Repository.	Update to the ARM can apply to both financial or nonfinancial assets.
Model	The model number for a discovered asset does not match the model number in the asset repository.	Update Asset Repository.	Update to the ARM can apply to both financial or nonfinancial assets.

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Rule ID	*Rule Description*	*Action Set*	*Apply To*
Serial ID-ARM	An asset appearing in the asset repository does not appear in the discovered assets.	1. Update serial ID in ARM. 2. Retire asset. 3. Move to inventory.	1. For this Reconcile Attribute, Serial_ID_ARM, this action can only apply to specific assets that have been manually modified. The application of this action for this attribute disregards the financial status of the asset. 2. Retiring an asset from ITAM applies to only nonfinancial assets. 3. Moving an asset to inventory can apply to both financial and nonfinancial assets.
Serial ID-Disco	A discovered asset does not appear in the asset repository.	1. Add asset. 2. Route to Finance.	For the Reconcile Attribute Serial_ID_Disco, we have no information about the intended status of the asset. Since it has yet to be added to the Asset Repository, there is no financial status associated with the asset yet. For that reason the action applies to all assets for this attribute.
Software	Unauthorized software	1. Email custodian. 2. Email custodian manager 3. Email primary user.	All three actions apply to both financial and nonfinancial assets.

Business Rules – Definition Page

Use the Business Rules – Definition page (IT_RULE_DEFN) to define business rules for IT asset reconciliation.

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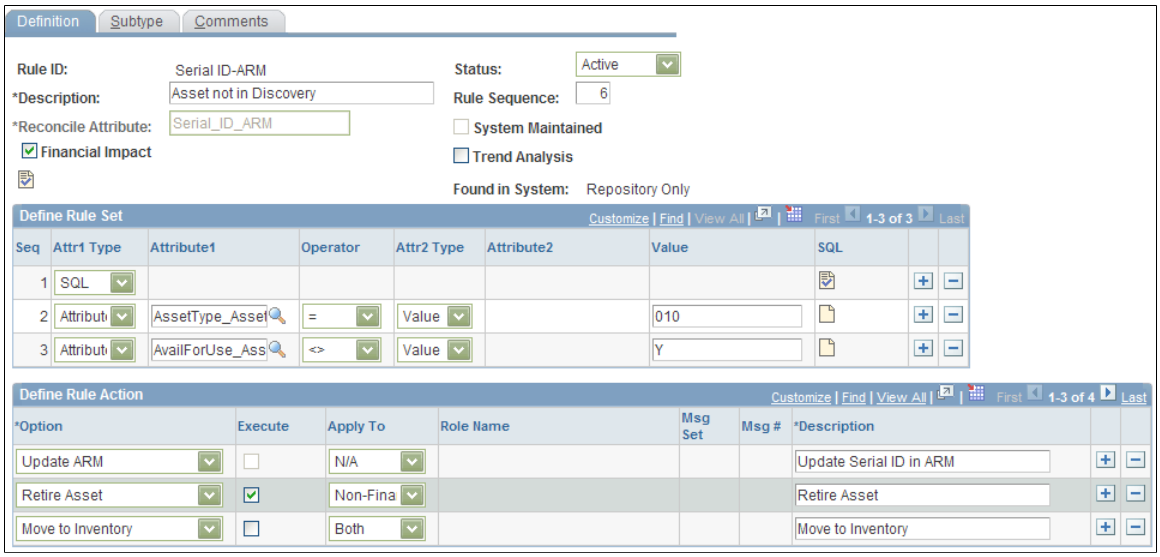
Navigation

Set Up Financials/Supply Chain, Product Related, IT Asset Management, Business Rules, Definition

Image: Business Rules - Definition page

This example illustrates the fields and controls on the Business Rules - Definition page. You can find definitions for the fields and controls later on this page.



Note: Business rules and the comparison process only apply to IT hardware assets. This criteria is not included in every Business Rule; rather, it is hard-coded in the processing.

Rule ID

Enter the unique rule name or ID for this business rule.

Status

Set the status to *Active* or *Inactive.* Inactive rules are not processed by the reconciliation process. However, the Status field could be leveraged as a tool in a phased implementation approach. For instance, you could deploy Serial ID, model, and manufacturer matching in the first phase, and deploy other rules to target specific issues/problems.

Reconcile Attribute

Select the primary attribute for reconciliation from the list of valid values or one of the user-defined fields. Remember that the user-defined attributes must be defined first and the user defined fields must be activated prior to defining the user defined attribute.

Click the View SQL button to view the SQL criteria created from the rule set.

Rule Sequence

The order in which the rules are compared.

System Maintained

This is a display-only field. PeopleSoft IT Asset Management provides rules that are fundamental to the business process. For example, the rule for software is defined as a system maintained rule. If the rule is system maintained, you cannot change the

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Reconcile Attribute or the rule set. However, you can configure actions and update the description of the rule.

Financial Impact

Select to display asset financial data in the pagelets. If this check box is deselected, the pagelets will not display financial data for this rule. This option is only visible when Financial Impact Analysis is enabled from the Installation Options - Asset Management page. Further, the check box becomes available for use when the business rule employs a Reconcile Attribute that matches discovery assets to the Asset Repository (ARM); specifically, only those rules that can identify assets that are not in the ARM. In such cases, the page displays: Found in System: Repository Only.

Note: This check box is visible only when the Financial Impact option is selected from the Installation Options - Asset Management page.

Note: When Financial Impact is selected, an action of Route to Finance should be included. If that action is not included, there are no available actions from which to select in Manage Exceptions when submitting actions for financial impact.

Trend Analysis

Select this check box to enable trend analysis tracking for the Manage Exceptions Over Time trend chart with respect to the business rule.

See *PeopleSoft Enterprise IT Asset Management 9.1 PeopleBook, Managing Exceptions, Viewing Manage Exceptions Trend.*

Define Rule Set

Seq

Displays the system-assigned number that denotes the sequence in which that row of data was entered into the grid.

Attr1 Type

Select the value to define your rule set. Values are:

Attribute: Select to define the attributes for the rule set. You populate the corresponding fields with specific values, which define the criteria for reconciliation of the IT assets.

SQL: Select to create custom criteria for the rule set.

Note: If you select *SQL,* the corresponding fields in the row are not available.

Attribute1

Select to define the rule set conditions. Attributes are user-friendly terms used in lieu of record names and field names.

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Operator

Use in conjunction with Attributes to create your criteria. Valid values are: *=, <>, >, >=, <, <=, Like,* and *Not Like.*

Attr2 Type

Select the attribute type from the list. Values are:

Attribute: Select to populate the corresponding Attribute2 field with additional criteria.

Value: Select to populate the corresponding Value field with additional criteria.

Attribute2

Select the value to define the rule set conditions. Attributes are user-friendly terms used in lieu of record names and field names.

Note: This field is dynamic and is available only if you selected *Attribute* from the Attr2 Type list.

Value

Enter a value to define the reconciliation rule set. The system reconciles by the value defined.

Click the *SQL* button to enter the custom reconciliation criteria.

Note: The icon only appears if you select *SQL* from Attr1 Type field.

Warning! You must test the *SQL* statement before moving the rule to production.

Note: Special considerations for date evaluations: When using an attribute field that references a date or datetime field, that attribute can only be compared to another date, or datetime attribute. A value cannot be inserted for a date in the Value column. In order to use specific dates, use the SQL attribute.

Note: Special consideration for the Value field: Values entered are automatically changed to uppercase, causing an invalid rule for some attributes such as MODEL. This causes incorrect implementation of the Business Rule; therefore, Manage Exceptions will not show the desired result. To avoid this problem, modify the Business Rule by adding a SQL statement that contains the correct lower case or mixed case value or values. Save the rule and review the value to make sure the appropriate case is reflected properly.

Define Rule Action

Business rule sets establish the attributes and operators to reconcile IT assets; action sets suggest the processes to occur when a comparison of these IT assets fails. Additionally, the process can automatically process most actions. To enable this, select the execute switch on the action. If an IT asset is discovered based on the rule set, you establish a set of options for that rule set. Action sets can include notifying the asset manager that an IT asset needs to be updated with the correct custodian, adding the discovered asset to the asset repository, or sending an email asking the custodian to verify if the discovered IT asset is being used by someone else.

Note: The action is the focus of the business rule; applying the correct action to the appropriate assets dramatically reduces errors.

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Option

Select one of the following values:

Update ARM: Updates the asset repository.

Add Asset: Adds the asset to the ARM.

Retire Asset: Retires the asset if it is a nonfinancial asset.

Move to Inventory: Moves the asset to inventory. This asset is now available for reuse.

Email Custodian: Sends an email to the custodian. You can select the message in the message catalog that you wish to send.

Email Manager: Sends an email to the manager. You can select the message in the message catalog that you wish to send.

Email Primary User: Sends an email to the individual who is using the IT asset. You can select the message in the message catalog that you wish to send.

Email Primary User Manager: Sends an email to the manager of the individual who is using the IT asset. You can select the message in the message catalog that you wish to send.

Email Group Owner: Applies only to software. Emails the group owner of the authorization list of the software title.

Route to Role: Select to route to a particular role. For example, to transfer an asset, select *Route to Role* for a transferable attribute. The discovered IT asset information is routed to the finance department to complete the transfer.

Execute

Select to enable automatic reconciliation of selected actions for a given business rule at reconciliation time, thus eliminating the need to review the related exceptions on an regular basis.

Note: The Execute check box is disabled when the Reconcile Attribute is *Serial_ID_ARM* and the action Option is *Update ARM*. If an automatically-executed action ends in failure, it is available to be executed again. Otherwise, the action is not available from Manage Exceptions.

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Note: Actions such as *Update ARM* or *Add Asset* directly correct the exception, whereas actions such as *Route to Role* or the Email options do not directly correct the exception. The actual correction in these cases depends upon whether the recipient of the routing or email takes corrective action. However, regardless of the action, the exception is considered to be processed, even though the exception may not have actually been corrected as yet. When the Execute option is enabled, there is a slight possibility that an exception may not be reconciled, despite execution of the actions. In this rare instance, an exception may not be identified and fixed. It is considered best practice to periodically disable the Execute check box and review the exceptions that are generated by the comparison process.

Apply To

Select one of the following values to prevent illogical action selections and specify whether this action line applies to :

Non-Financial assets.

Financial assets.

Both financial and nonfinancial assets.

N/A indicates that the action does not apply to assets.

Note: The available selections for Apply To are dynamically set based off of the action option that is selected:
When selecting the action option of *Retire Asset,* the only available Apply To option is *Non-Financial* since you can only retire nonfinancial assets from ITAM.
When selecting the action option of *Route to Role,* the only available Apply To option is *Financial* since additional financial information is needed in order to effectively retire the asset.
The *N/A* option is the only Apply To option available when evaluating the financial status is not logical; for example, when adding an asset, we have no knowledge of what the future financial status of the asset could be.

Role Name

Select the role to receive the notification. When there is a financial impact on a transaction for a discovered IT asset such as: add asset, retire asset or move to inventory, the route to role becomes an option. This option routes the discovered IT asset information to the appropriate department for processing.

Note: This field is dynamic and is only available when you choose *Route to Role* in the Options field.

Msg Set and Msg #

Select the message set and number that you wish to send when you select an email option.

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Note: The Message Set and Message Number are validated against the message catalog when the page is saved.

Description Enter the description for the option. The description displays on the Confirm Actions page of the Manage Exceptions List.

Business Rules – Subtype Page

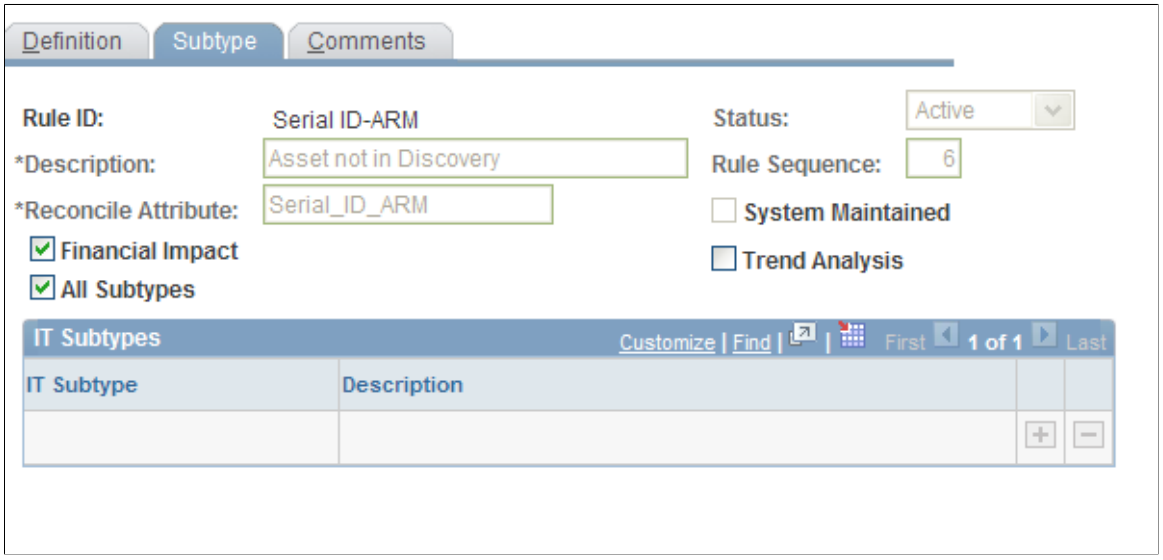
Use the Business Rules – Subtype page (IT_RULE_STYPE) to define the asset subtypes that map to the business rule.

Navigation

Set Up Financials/Supply Chain, Product Related, IT Asset Management, Business Rules, Subtype

Image: Business Rules - Subtype page

This example illustrates the fields and controls on the Business Rules - Subtype page. You can find definitions for the fields and controls later on this page.



All Subtypes Select to search for IT assets in all subtype categories. All Subtypes is the default setting for all business rules.

Note: If selected, the Subtype List grid will be hidden. Deselect the All Subtypes check box to define individual subtypes you wish to discover.

Subtype List

IT Subtype Select the subtype for the business rule defined. The asset's subtype is the only attribute that is actively changed by the comparison process. Even though there is no rule to control the attribute, the attribute will be automatically updated whenever

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the subtype differs between the ARM and the third-party inventory database.

Business Rules – Comments Page

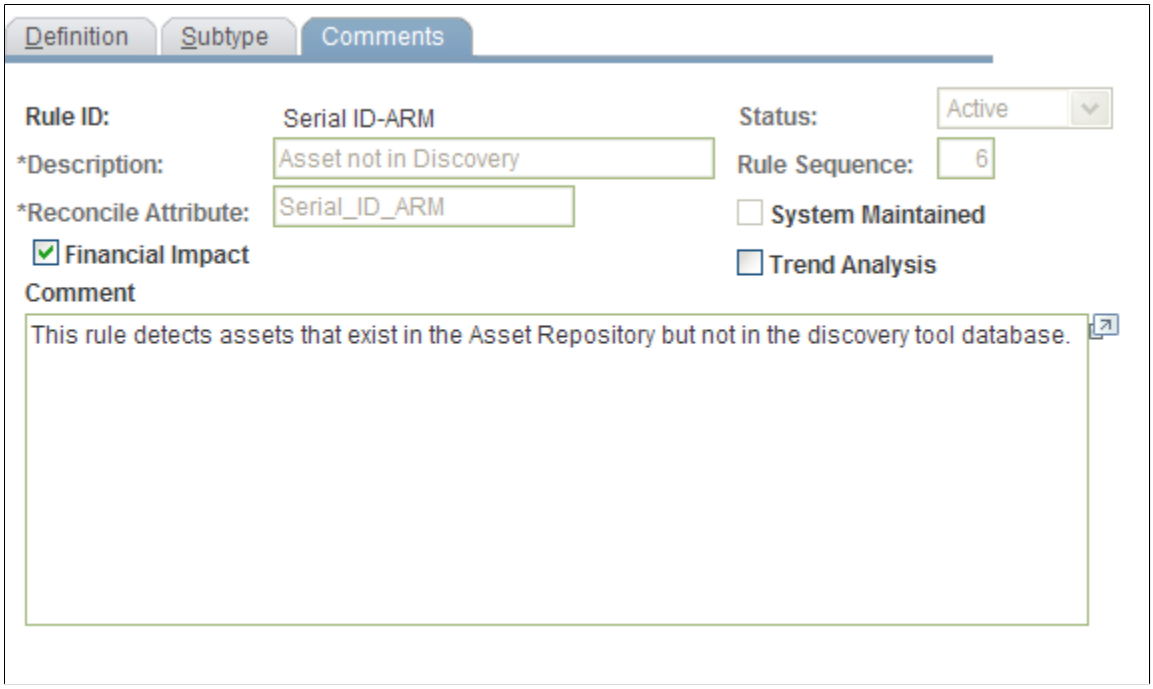
Use the Business Rules – Comments page (IT_RULE_COMMENTS) to enter the reason or explanation for defining the business rule.

Navigation

Set Up Financials/Supply Chain, Product Related, IT Asset Management, Business Rules, Comments

Image: Business Rules - Comments page

This example illustrates the fields and controls on the Business Rules - Comments page.



Enter comments you wish to capture for this business rule.

Setting Up Inventory Age

To set up inventory age, use the Inventory Age component (IT_TSPAN_DEFN).

This section provides an overview of inventory age and discusses how to:

- Define inventory age.
- Define subtypes for inventory age

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Pages Used to Set Up Inventory Age

Page Name	*Definition Name*	*Navigation*	*Usage*
Inventory Age	IT_TSPAN_DEFN_01	Set Up Financials/Supply Chain, Product Related , IT Asset Management, Inventory Age	Define inventory age.
Sub Types	IT_TSPAN_DEFN_02	Set Up Financials/Supply Chain, Product Related , IT Asset Management, Inventory Age, Sub Types	Define subtypes for the inventory age. The system sends an error message if you have the same subtype defined in two or more inventory ages.

Understanding Inventory Age

Inventory age enables you to define the period to check if the IT asset is being engaged. The third-party inventory system obtains periodic reports from computers connected to the host network. The period is likely to be one week, but may be a day or month or another time interval for which the data is obtained. Not all computers are connected to the network and some computers–like laptops– may only be connected on occasion, thus may not be reported in a timely manner.

Therefore, when the third-party system sends data, it includes the period in which the data was obtained. Administrators assign alerts when inventory data gets too old. Old inventory data may indicate a missing computer because that computer failed to report for the period specified. This function enables you to audit on reporting failures and prompt investigations.

You can define more than one inventory age for an asset, however you can only associate one inventory age to a user.

Inventory Age Page

Use the Inventory Age page (IT_TSPAN_DEFN_01) to define inventory age.

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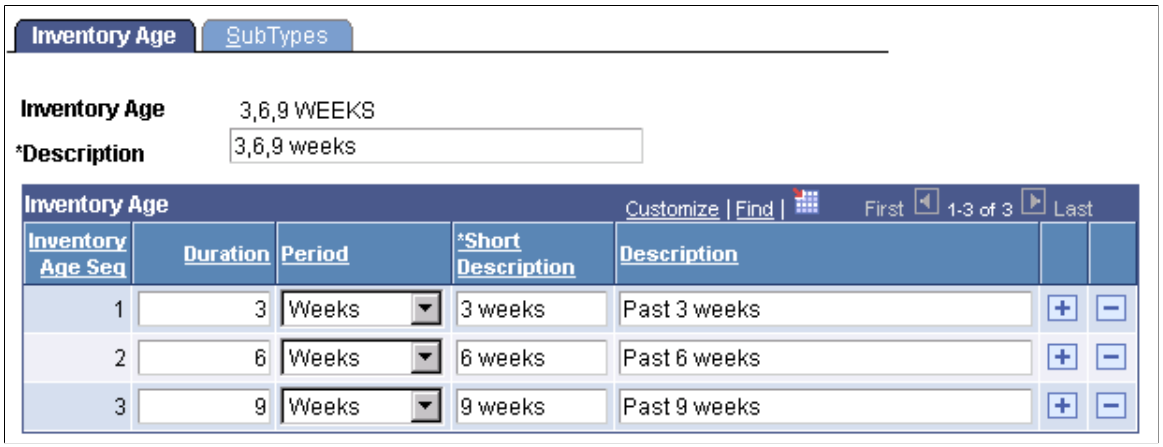
Navigation

Set Up Financials/Supply Chain, Product Related , IT Asset Management, Inventory Age

Image: Inventory Age page

This example illustrates the fields and controls on the Inventory Age page. You can find definitions for the fields and controls later on this page.



Inventory Age Seq (Inventory Age Sequence) Displays the order of the Inventory Age criteria. The system uses a sequence number to make them unique.

Duration Enter a numeric value to define the associated period.

You must enter duration in ascending order, such as 3 weeks, 6 weeks and 9 weeks.This applies to all inventory age, not duration specifically. Check the error table for additional assets that may be reporting but are not showing up because of mapping errors.

Period Select from the list of values. Values are: *Days, Months, Weeks,* and *Years.*

Sub Types Page

Use the Sub Types page (IT_TSPAN_DEFN_02) to define subtypes for the inventory age.

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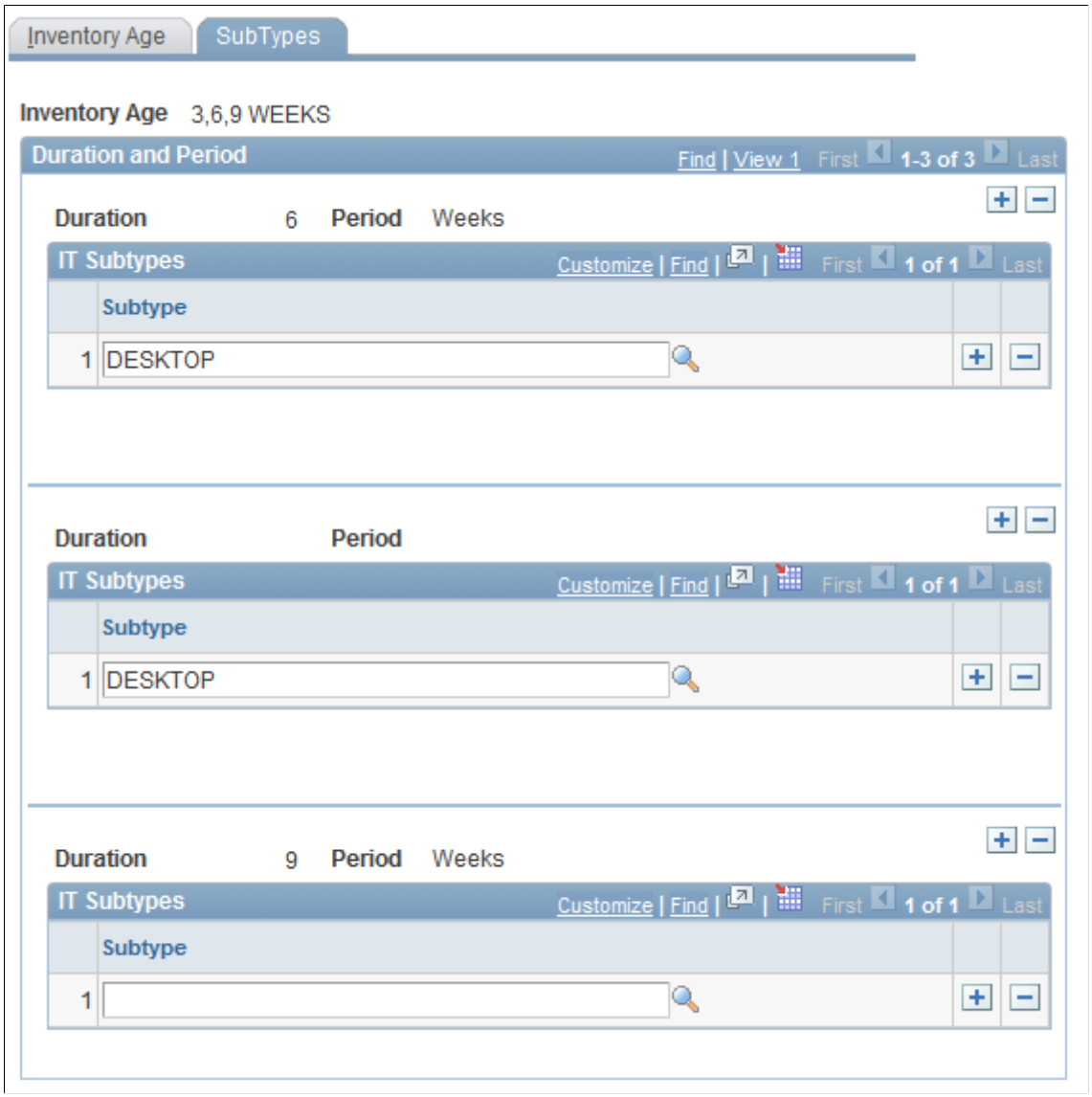
Navigation

Set Up Financials/Supply Chain, Product Related , IT Asset Management, Inventory Age, Sub Types

Image: Inventory Age - SubTypes page

This example illustrates the fields and controls on the Inventory Age - SubTypes page. You can find definitions for the fields and controls later on this page.



Subtype Enter the subtype for the duration and period defined. Subtypes enable you to define specific IT asset types you wish to be reported. If you leave the subtype blank, then all subtypes will be reported.

If you select a subtype for a shorter duration, it is automatically included in the longer durations. If you have created a subtype with a shorter duration and you try and create the same subtype with a longer duration, you will get an error message.

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Chapter 4

Setting Up PeopleSoft IT Asset Management External Settings

Setting Up PeopleSoft IT Asset Management External Settings

This topic provides an overview of PeopleSoft IT Asset Management external settings and discusses how to:

- Set up code mappings.
- Map Internet Protocol (IP) addresses.
- Map IP locations.
- Define IT subtypes.
- Establish contract types.

Understanding PeopleSoft IT Asset Management External Settings

Setting up the options in PeopleSoft IT Asset Management External Settings ensure that the third-party software and PeopleSoft IT Asset Management can communicate effectively. Code mappings ensure consistent terminology in asset reporting. Mapping IP addresses and locations pinpoints assets in an organization. IT subtypes simplify the reconciliation and reporting process. Contract types categorize your software license contracts. PeopleSoft IT Asset Management takes advantage of the PeopleSoft supplier functionality to ensure accuracy.

Setting Up Code Mappings

To define code mapping, use the Code Mapping component (IT_MAP_CODE).

This section provides an overview of code mappings and discusses how to set up code mappings.

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Page Used to Set Up Code Mappings

Page Name	*Definition Name*	*Navigation*	*Usage*
Code Mappings	IT_MAP_CODE	Set Up Financials/Supply Chain, Product Related, IT Asset Management, Code Mappings, Code Mappings	Map third–party manufacturers and software titles to values in the repository.

Understanding Code Mappings

Code mappings enable PeopleSoft IT Asset Management to translate two groups of data from the third-party database. Code mappings group manufacturer names provided by the third-party inventory tool with a manufacturer (from the PS_MANUFACTURER table). Software titles from the third party database are similarly grouped or mapped to a software title. There are no standards for the names of manufacturers or software titles obtained from an inventory. For example, one desktop computer may return a value of "DELL" while another model from the same manufacturer could return "Dell, Inc." The values are different even though both are the same manufacturer. Similarly, software titles from version to version may have different titles returned from the third party database. Code mappings allow the groupings to be mapped to a single value, providing for better, more consistent terminology in asset reporting.

Note: Refer to the documentation for your third-party product for any limitations in data retrieval.

Code Mappings Page

Use the Code Mappings page (IT_MAP_CODE) to map third–party manufacturers and software titles to values in the repository.

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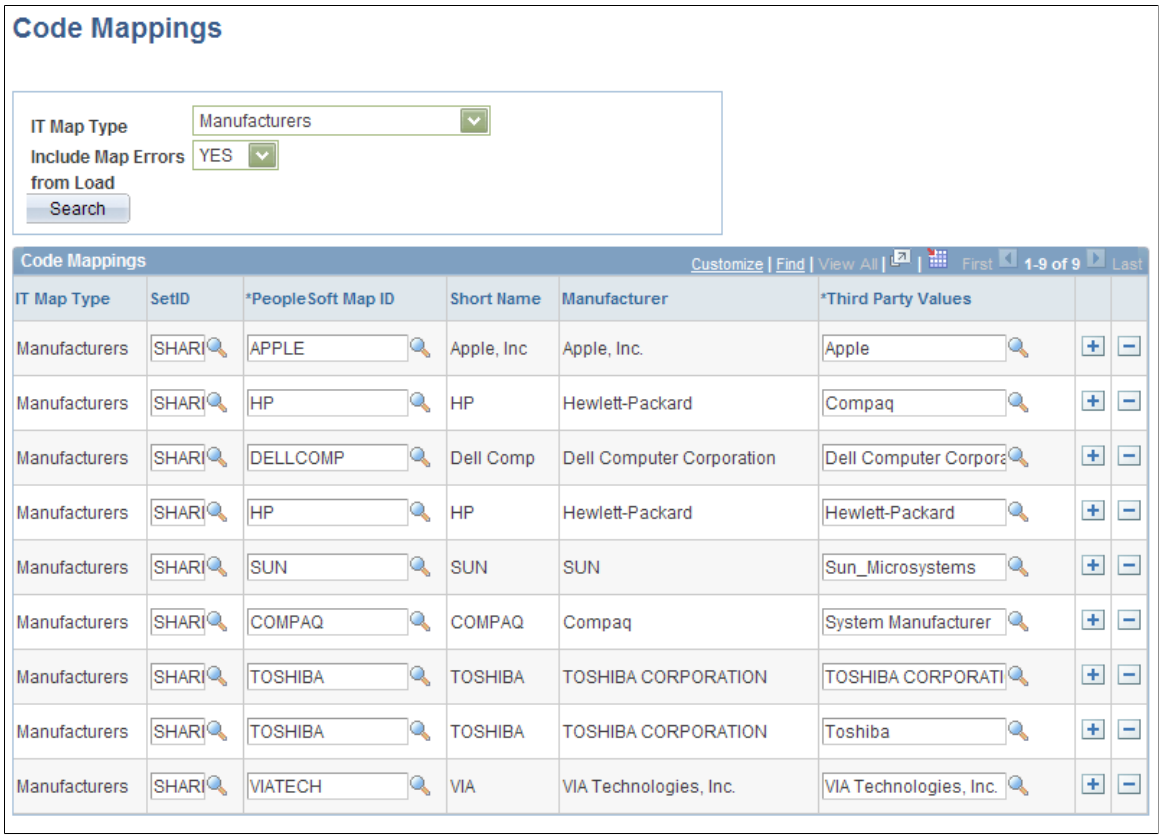
Navigation

Set Up Financials/Supply Chain, Product Related, IT Asset Management, Code Mappings, Code Mappings

Image: Code Mappings page: Manufacturers IT Map Type

This example illustrates the fields and controls on the Code Mappings page: Manufacturers IT Map Type.



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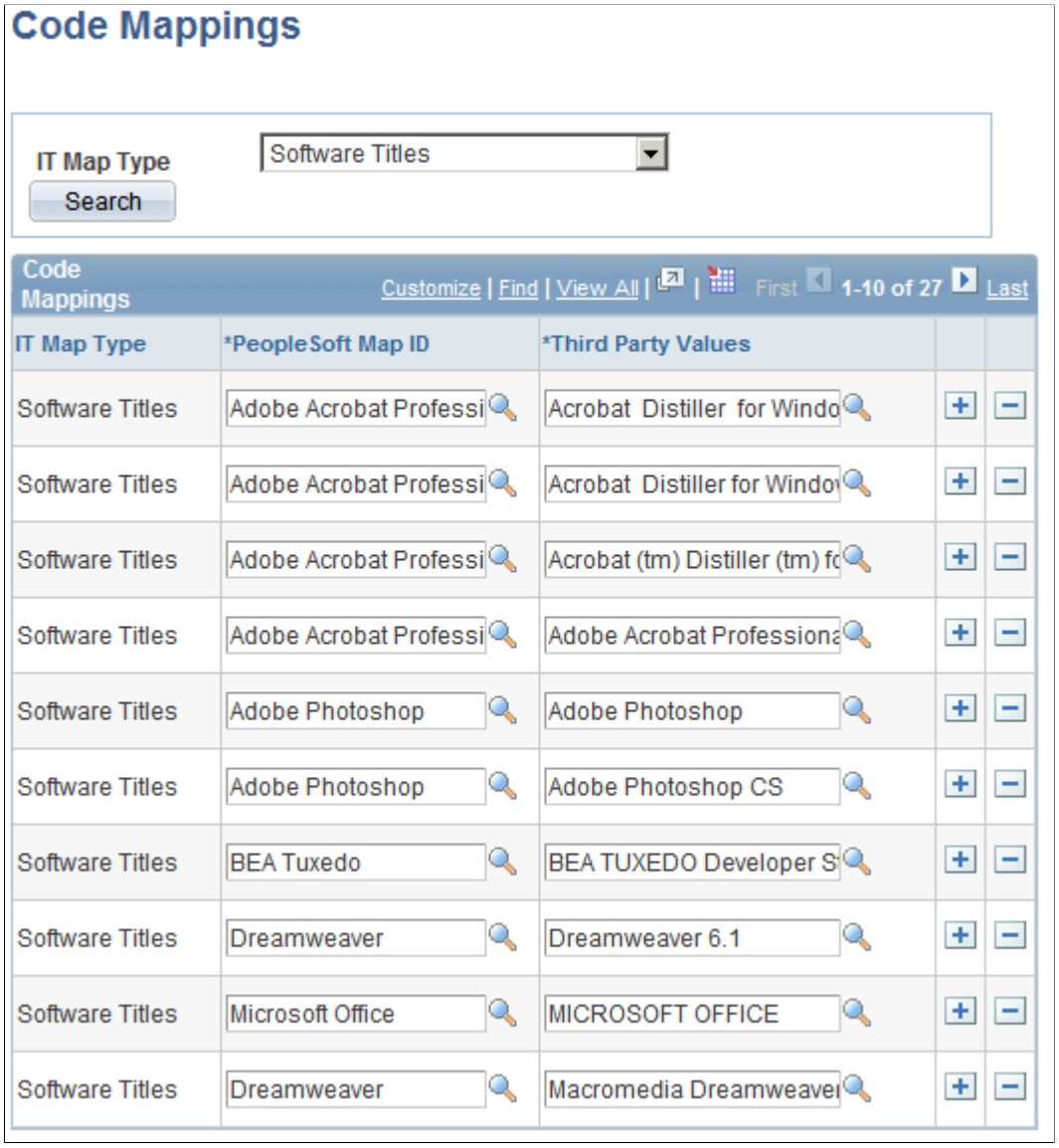
Setting Up Code Mappings for Software

Access the Code Mappings page (Set Up Financials/Supply Chain, Product Related, IT Asset Management, Code Mappings) and select the Software Titles IT Map Type.

Image: Code Mappings page: Software Titles IT Map Type

This example illustrates the fields and controls on the Code Mappings page: Software Titles IT Map Type. You can find definitions for the fields and controls later on this page.



IT Map Type

Select from the list of values to define mapping to the Asset Repository. Values are: *Manufacturers* or *Software Titles.*

If you select *Manufacturers,* the dynamic prompt consists of manufacturers from Purchasing/Inventory (the PS_MANUFACTURER table). If you select *Software Titles,* the prompt consists of data from PeopleSoft IT Asset Management's Define Software Titles page.

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Include Map Errors from Load

Select to include the Manufacturer Mapping errors that are detected from the IT Load process (IT_LOAD_PROC) in the search results grid. This option is only available when the IT Map Type selection is *Manufacturers.* Add a SetID and Manufacturer value to correct the error. Mapping rows without a SetID and PeopleSoft Map ID will not be saved.

PeopleSoft Map ID

Select the manufacturer name or software title.

Note: This field is dynamic. Depending on your selection from the IT Map Type, your choices will vary.

Third Party Values

Enter the value from the third-party database you wish to associate to the PeopleSoft Map ID.

When the IT Map Type is *Manufacturer,* this field provides prompt values consisting of manufacturer names that were found to be in error after the previous request for inventory data.

Mapping IP Addresses

To map IP addresses use the IP Address (IT_IP_ADDR) component.

This section discusses how to map IP addresses to physical locations.

Page Used to Set Up IP Address

Page Name	*Definition Name*	*Navigation*	*Usage*
Maintain IP Addresses	IT_MNT_IP_ADDR	Set Up Financials/Supply Chain, Product Related , IT Asset Management, IP Address	Map and maintain IP addresses by physical location.

Maintain IP Addresses Page

Use the Maintain IP Addresses page (IT_MNT_IP_ADDR) to map and maintain IP addresses by physical location.

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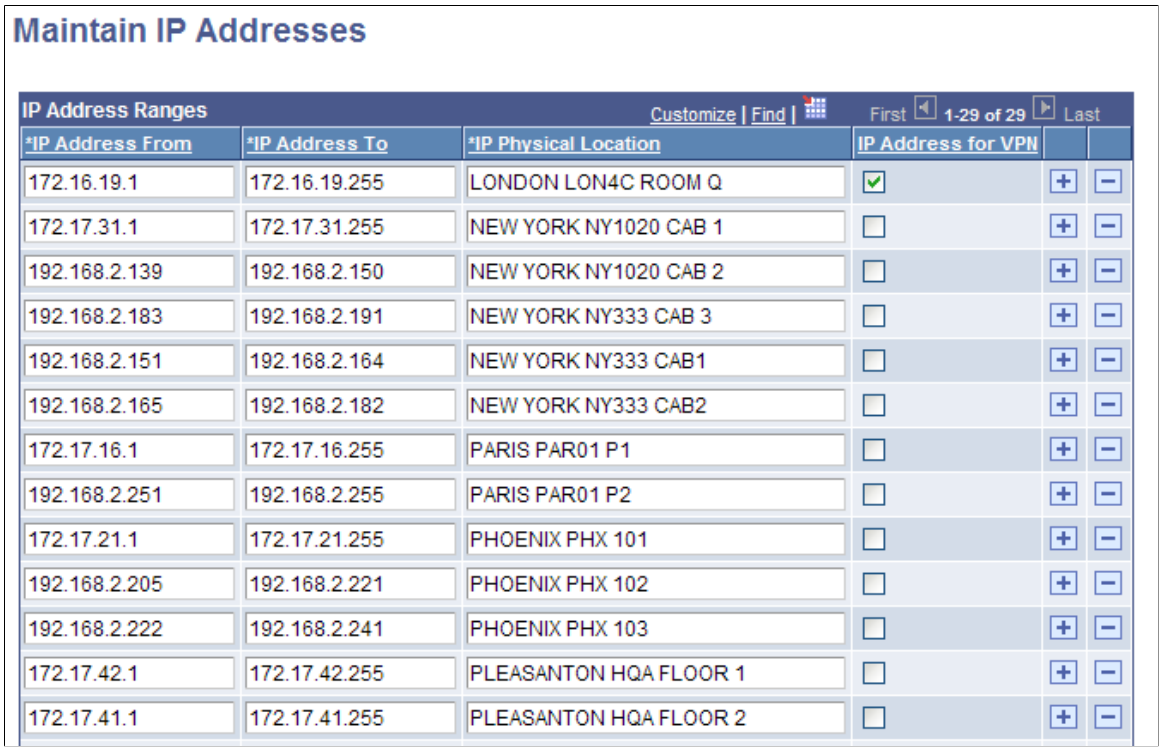
Navigation

Set Up Financials/Supply Chain, Product Related , IT Asset Management, IP Address

Image: Maintain IP Addresses page

This example illustrates the fields and controls on the Maintain IP Addresses page. You can find definitions for the fields and controls later on this page.



Maintain IP Addresses

IP Address Ranges — Customize | Find | First 1-29 of 29 Last

*IP Address From	*IP Address To	*IP Physical Location	IP Address for VPN
172.16.19.1	172.16.19.255	LONDON LON4C ROOM Q	☑
172.17.31.1	172.17.31.255	NEW YORK NY1020 CAB 1	☐
192.168.2.139	192.168.2.150	NEW YORK NY1020 CAB 2	☐
192.168.2.183	192.168.2.191	NEW YORK NY333 CAB 3	☐
192.168.2.151	192.168.2.164	NEW YORK NY333 CAB1	☐
192.168.2.165	192.168.2.182	NEW YORK NY333 CAB2	☐
172.17.16.1	172.17.16.255	PARIS PAR01 P1	☐
192.168.2.251	192.168.2.255	PARIS PAR01 P2	☐
172.17.21.1	172.17.21.255	PHOENIX PHX 101	☐
192.168.2.205	192.168.2.221	PHOENIX PHX 102	☐
192.168.2.222	192.168.2.241	PHOENIX PHX 103	☐
172.17.42.1	172.17.42.255	PLEASANTON HQA FLOOR 1	☐
172.17.41.1	172.17.41.255	PLEASANTON HQA FLOOR 2	☐

IP Address From

Enter the beginning of the range of IP addresses to be used in the comparison process for a given physical location.

IP Address To

Enter the end of the range of IP addresses to be used in the comparison process for a given physical location.

IP Physical Location

Enter the name for the physical location of the devices that are within the corresponding IP address range.

IP Address for VPN

Select if the IP address range is assigned to devices using Virtual Private Networking (VPN).

Note: When the flag is checked, the LOCATION business rule ignores the comparison of the location for that asset. The location cannot be inferred from the IP address because the IP address is issued by the VPN. If the setID and location are specified, they will be ignored.

Note: IP Addresses cannot overlap. Addresses in the IP Address From to the IP Address To cannot be included in another range.

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Mapping IP Locations

To map physical locations to financial locations, use the Physical Internet Protocol (IP) Locations component (IT_IP_ADDR_MAP).

This section provides an overview of mapping locations and discusses how to map physical IP locations to financial locations.

Page Used to Map Physical IP Locations to Financial Locations

Page Name	*Definition Name*	*Navigation*	*Usage*
Map Physical IP Locations to Financial Locations	IT_MNT_IP_ADDR_MAP	Set Up Financials/Supply Chain, Product Related , IT Asset Management, IP Locations	Define the financial location for each physical IP location.

Understanding Mapping Physical IP Locations to Financial Locations

Financial records describe real estate locations using one set of names and attributes. Information Technology staff describes these locations using another set of names and attributes–especially important to IT is the way network addresses are distributed through the physical spaces within the enterprise. PeopleSoft IT Asset Management records that distribution describing the physical locations of network (IP) addresses to which assets are attached. The map function translates that IT record into a map of network assets associated with financial locations.

For example, each floor within a building may be assigned a series of IP addresses, by associating the floor where the IP is located to a financial location, you can identify IT assets that are discovered within that IP location and make the necessary charges to the appropriate cost centers.

Map Physical IP Locations to Financial Locations Page

Use the Map Physical IP Locations to Financial Locations page (IT_MNT_IP_ADDR_MAP) to define the financial location for each physical IP location.

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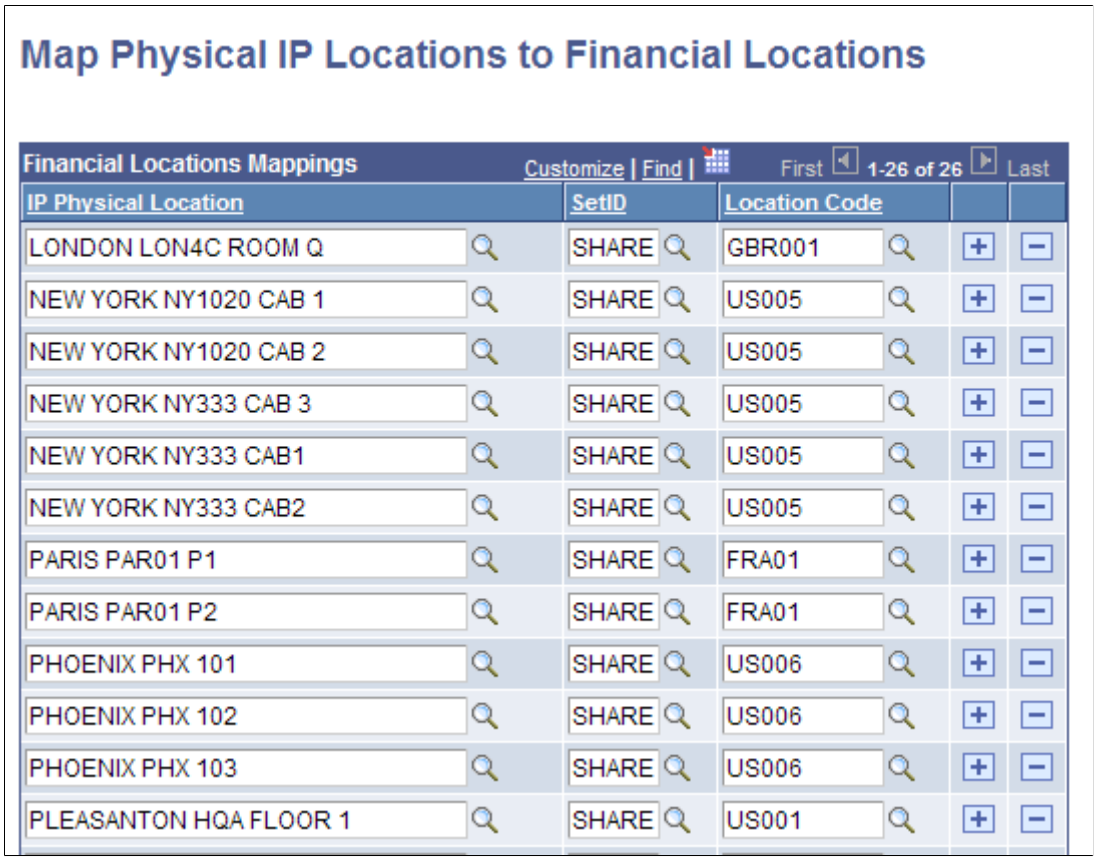
Navigation

Set Up Financials/Supply Chain, Product Related , IT Asset Management, IP Locations

Image: Map Physical IP Locations to Financial Locations page

This example illustrates the fields and controls on the Map Physical IP Locations to Financial Locations page. You can find definitions for the fields and controls later on this page.



IP Physical Location Select the IP physical location for which you want to associate a financial location.

SetID Select the setID for prompting the appropriate list of location codes from which to choose.

Location Code Select the location code associated with the financial location.

Defining IT Subtypes

To define IT subtypes, use the IT Subtype component (IT_SUBTYPE).

This section provides an overview of IT subtypes and discusses how to set up IT subtypes.

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Pages Used to Define IT Subtypes

Page Name	*Definition Name*	*Navigation*	*Usage*
Define IT Subtypes	IT_MNT_IT_SUBTYPE	Set Up Financials/Supply Chain, Product Related, IT Asset Management, IT Subtypes	Define the IT subtype for reconciliation and reporting.

Understanding IT Subtypes

IT subtypes identify various types of IT assets within the PeopleSoft Asset Management system. In the PeopleSoft Asset Management system, IT assets are categorized by the Asset Type field. Defining IT subtypes enables you to further identify the IT assets. For example, an asset can be defined as *IT Hardware* for an Asset Type , you can further define the IT asset with an IT subtype of *Monitor, Desktop,* or *Laptop*; simplifying the reconciliation and reporting process.

When defining IT subtypes, you enable the options for tracking how long an asset has been in use. You also enable or disable the reconciliation of that specific IT subtype defined.

Prerequisites

Before setting up IT subtypes, you must set up an asset type and asset subtype in Asset Management. The associated IT subtype must have the same name as its associated asset subtype.

See IT Subtypes.

Define IT Subtypes Page

Use the Define IT Subtypes page (IT_MNT_IT_SUBTYPE) to define the IT subtype for reconciliation and reporting.

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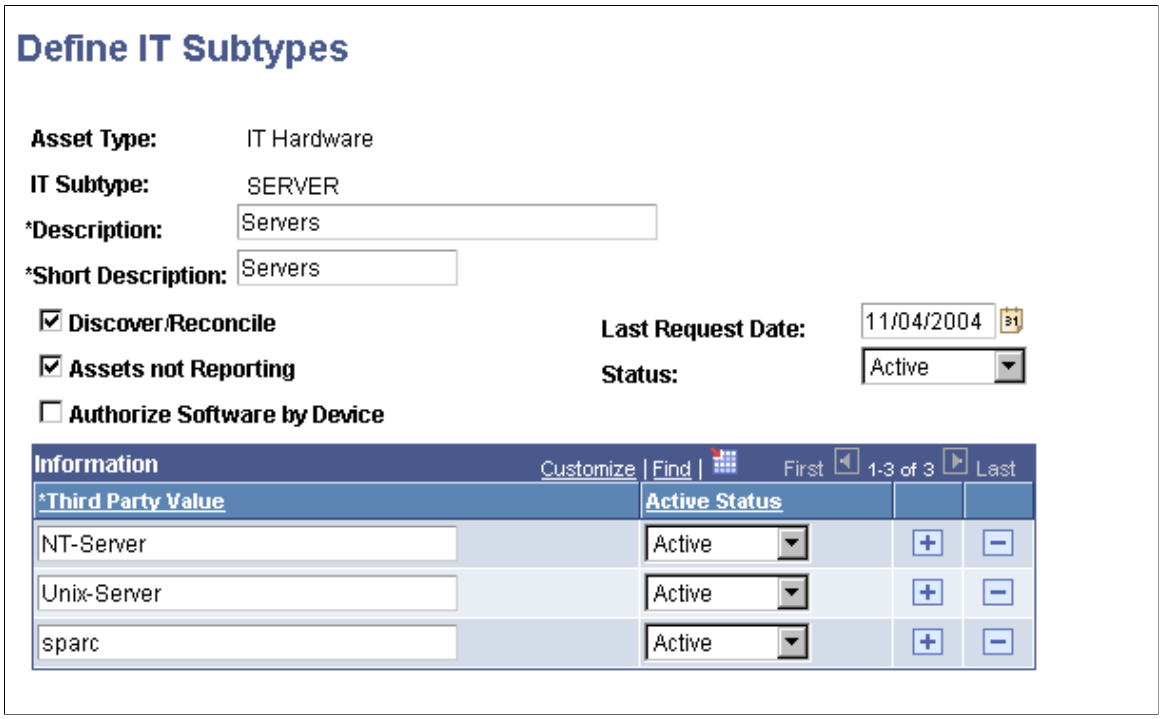
Navigation

Set Up Financials/Supply Chain, Product Related, IT Asset Management, IT Subtypes

Image: Define IT Subtypes page

This example illustrates the fields and controls on the Define IT Subtypes page. You can find definitions for the fields and controls later on this page.



Discover/Reconcile

Select to enable reconciliation between the third-party system and PeopleSoft IT Asset Management. By selecting the check box, you enable the system to request and validate data from the third-party system to PeopleSoft IT Asset Management.

This check box determines if the IT Subtype appears in the discovery run control.

Assets not Reporting

Select to include the IT Subtype in the Aging Inventory portlet.

Authorize Software by Device

Select to specify that this device uses the device (machine)-based software authorization model rather than the employee-based authorization model.

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Note: Care should be taken when selecting the Authorize Software by Device option. This controls how assets are reconciled and the way in which Business Rules are applied in the Compare Asset process. For example, when assets are designated as Authorize Software by Device, there is no primary user associated with those assets. For this reason, there is no way to perform comparisons of information derived by the user or custodian. It is important to complete the entire process for assets prior to making changes to this flag. After the flag is changed, the discovery data for that subtype should be loaded and processed through the Compare Asset process again. Running the Compare Asset process on the data prior to reprocessing the data from discovery may cause inconsistencies with the attributes reconciled. Additionally, after deselecting the Authorize Software by Device check box, you must review any business rules that reference the IT Subtype and adjust them accordingly.

See Business Rules – Definition Page.

Last Request Date

Enter the date to begin inventory tracking of IT assets for this subtype.

The Last Request Date is used to filter the data you are requesting from the third party. Only network IT devices that have had an inventory performed on them after the specified date are returned. For example, the Laptop IT Subtype has a Date of Last Inventory of 02/01/2005. When you request data from the third party, only laptops that have had a inventory performed on them since 02/01/2005 are "discovered and reconciled."

Active Status

Select *Active* to activate the IT subtype.

Note: By selecting *Inactive,* you are inactivating the defined IT subtype and the grid below.

Information

Third Party Value

Enter the value the third-party database uses to define the associated IT subtype.

Active Status

Select *Active* to activate the third-party value defined. If you inactivate the Third Party value, the next time the Compare Asset Repositories is run it deletes the transaction data associated with this Third Party Value. It also removes the third-party value transactions from the metric pagelets and removes the transaction from the hardware cache tables where there are no software titles of interest for those assets.

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Note: You can inactivate the third-party value by selecting *Inactive.* This field affects the associated row only.

Establishing Contract Types

To establish contract types, use the Contract Types component (IT_CNTRCT_TYPE).

This section provides an overview of contract types and discusses how to establish contract types.

Page Used to Establish Contract Types

Page Name	*Definition Name*	*Navigation*	*Usage*
Contract Types	IT_CNTRCT_TYPE	Set Up Financials/Supply Chain, Product Related , IT Asset Management, Contract Types	Define contract types.

Understanding Contract Types

IT asset management uses contract types to categorize your software license contracts. When you define a software contract you associate the contract type with each software contract to help organize contract administration, assign permissions to end users, and anticipate contract expirations.

Contract Types Page

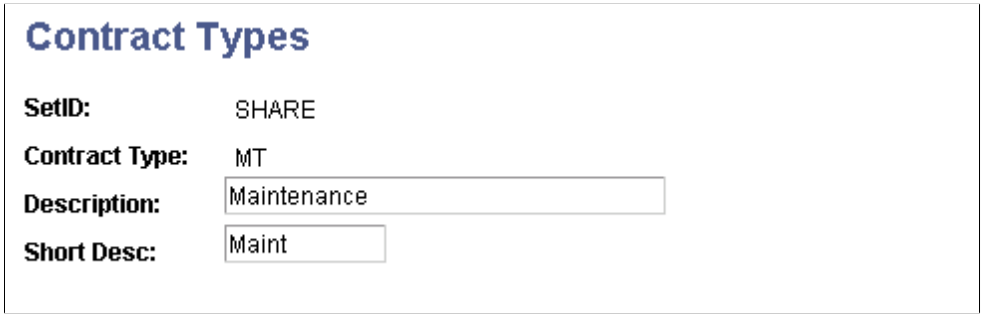
Use the Contract Types page (IT_CNTRCT_TYPE) to define contract types.

Navigation

Set Up Financials/Supply Chain, Product Related , IT Asset Management, Contract Types

Image: Contract Types page

This example illustrates the fields and controls on the Contract Types page.



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Chapter 5

Setting Up PeopleSoft IT Asset Management Resource Settings

Setting Up PeopleSoft IT Asset Management Resource Settings

This topic provides an overview of PeopleSoft IT Asset Management resource settings and discusses how to:

- Define software device groups.
- Define IT role access.
- Maintain employee network identifications.
- Create employee groups.
- Define user preferences.
- Set up common search configuration.
- Create related links.

Understanding PeopleSoft IT Asset Management Resource Settings

PeopleSoft IT Asset Management resource settings establish access levels for your users and user groups. You can link device serial IDs and network IDs to the Employee IDs (Empl IDs) stored on your system. By setting up device groups and employee groups, you reduce the amount of time it takes to assign permissions to each individual installing software applications on their computers. Common search configurations enable you to view the configuration of various PeopleSoft IT Asset Management search pages. Related links enable you to create links to third-party applications.

Prerequisites

You must complete the following prior to setting up PeopleSoft IT Asset Management resource settings:

- Establish at least one PeopleSoft Asset Management business unit before you create your IT assets.
- Verify that the PeopleSoft IT Management Installed flag is selected on the Installation page.
- Integrate with PeopleSoft Human Capital Management.

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- Integrate with your third-party discovery software.

  For details on integration, refer to your third-party software documentation.

See "Creating PeopleSoft Asset Management Business Units *(PeopleSoft FSCM 9.2: Asset Lifecycle Management Fundamentals)*".

Defining Software Device Groups

To define device groups, use the Software Device Group component (IT_SWGRP_DEFN)

This section provides an overview of Software Device Groups and discusses how to define device groups.

Page Used to Define Device Groups

Page Name	***Definition Name***	***Navigation***	***Usage***
Define Software Device Groups	IT_SWGRP_DEFN	Set Up Financials/Supply Chain, Product Related , IT Asset Management, Device Groups, Define Software Device Groups IT Asset Management, IT Asset Definitions Center, Resource Settings, Device Groups, Define Software Device Groups	Define software device groups to associate devices (by Serial ID) to an administrator for the ultimate purpose of linking software licenses to assets rather than users.

Understanding Software Device Groups

IT devices are often maintained by an IT administrator or a content manager rather than the primary user of the device. These devices may have multiple CPUs and may require more than one license to operate certain software, such as Microsoft MSSQL, for example. This is most commonly applicable to devices such as servers.

The software device group links the role of the content manager to these unique IT devices by associating their employee ID (Empl ID) with a Device Group. The Device Group definition contains the Serial IDs of the devices that are maintained by the content manager. This is known as the Serial ID-based Software Authorization model.

These devices or machines have a declared number of licenses required for a given software title. Once you have created the software device group (linking the administrator to the device), associate the device group to the appropriate software titles in the Define Software Titles/Users component, providing an Authorized Licenses value for the device group. The licenses required for each of these devices are counted and their summation is compared to the Authorized Licenses value that is specified for the device group.

To implement the Serial ID-based Software Authorization Model:

1. Select the Authorize Software by Device check box on the Define IT Subtypes page for a particular IT Subtype, such as SERVERS.

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See Defining IT Subtypes.

2. Supply the IT Asset Related Information (CPU) for the asset information within PeopleSoft Asset Management. This stores the number of CPUs that an IT hardware device has installed, physical and/or virtual.

   See "Adding and Maintaining Asset Information *(PeopleSoft FSCM 9.2: Asset Management)*".

3. (Optional) Select the Source Device Groups from ARM check box within PeopleSoft Asset Management Installation Options. The check box is selected as the default when IT Asset Management is installed.

   See "Installation Options - Asset Management Page *(PeopleSoft FSCM 9.2: Application Fundamentals)*".

4. Define the Software Device Groups, linking administrator with devices.

5. Associate the device groups to software titles.

   See Define Software Titles/Users Page.

6. Select the Software Device Monitor check box on the Generate Metrics page. Run the metrics to update device group data for the Software Device Monitor pagelet. This pagelet reports the software titles that are installed, authorized, declared and unresolved for a given device group.

   The Generate Metrics process produces and updates the associations and detail setup that allows you to declare licenses for groups and/or software relationships. Declared licenses should be equal to the number of CPUs the first time that the Metrics engine processes the associations.

7. Specify how many licenses of a particular software that a device requires using the Declare Device Licenses page. The Override check box indicates whether the number of declared licenses has been overridden. The value in the Declared Licenses field is the override value specified. It is considered overridden if the value is not zero and has been changed by the user.

   See Define Software Titles/Users Page.

8. After any change to the groups or additions to software relationships, the Generate Metrics process should be run to allow an update of declared licenses and unresolved software. This ensures that the Software Device Monitor pagelet always reports the most up-to-date software titles that are installed, authorized, declared and unresolved. Select the Software Device Monitor check box on the Generate Metrics page and run the metrics to update device group data for the Software Device Monitor pagelet.

9. Limit the device group that a user can access in the Software Device Monitor pagelet by specifying a device group within User Preferences for IT Asset Management.

   See "User Preferences - IT Asset Management Page *(PeopleSoft FSCM 9.2: Application Fundamentals)*".

Define Software Device Groups Page

Use the Define Software Device Groups page (IT_SWGRP_DEFN) to define software device groups to associate devices (by Serial ID) to an administrator for the ultimate purpose of linking software licenses to assets rather than users.

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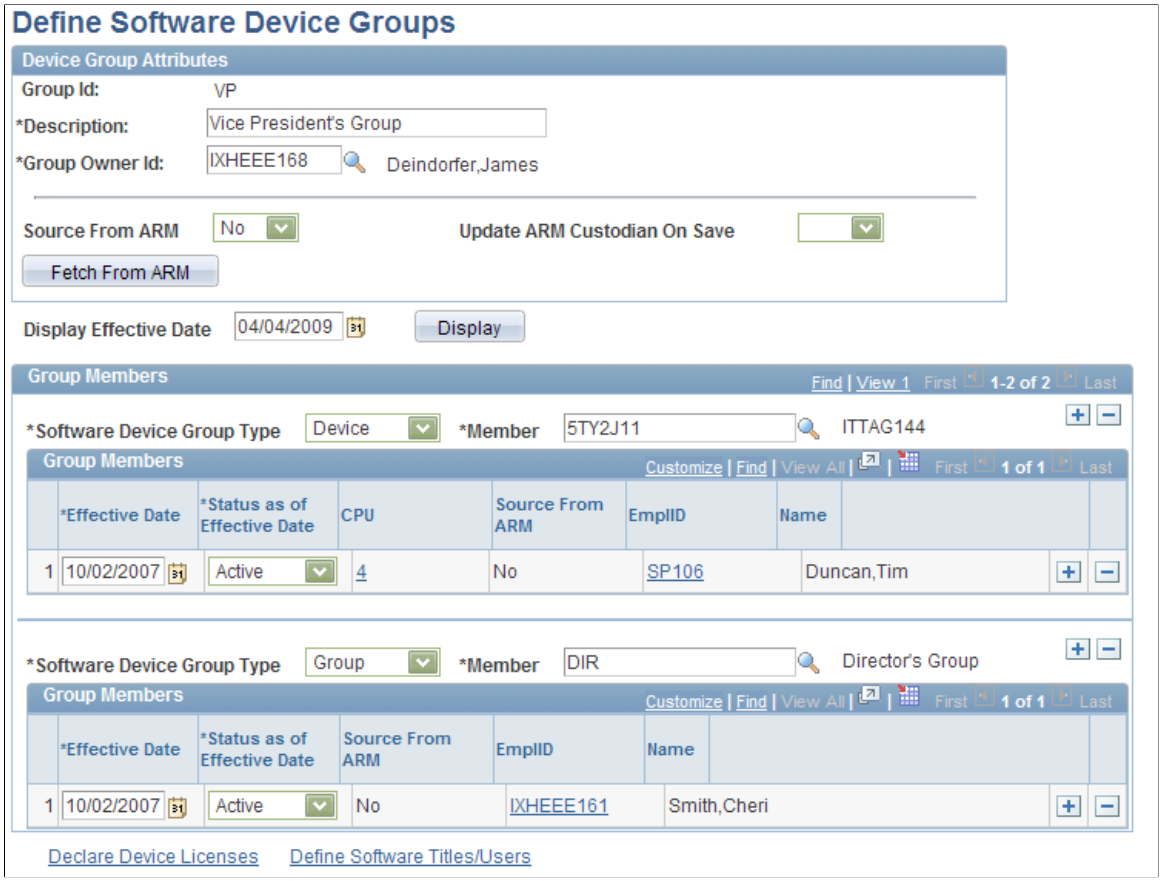
Navigation

Set Up Financials/Supply Chain, Product Related , IT Asset Management, Device Groups, Define Software Device Groups

IT Asset Management, IT Asset Definitions Center, Resource Settings, Device Groups, Define Software Device Groups

Image: Define Software Device Groups page

This example illustrates the fields and controls on the Define Software Device Groups page. You can find definitions for the fields and controls later on this page.



Group Id Assign a software device Group Id.

Group Owner Id Select the Employee ID of the device group administrator or content manager. The content manager controls the software contents of the machines in the device group.

Source From ARM Select from the following values:

- *Yes* - The Device Group is dynamically defined to include any asset with:
  - IT Subtype that has the Authorize Software by Device attribute/flag selected, AND
  - The Group Owner ID is the Asset Custodian.

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- *No* - The Members of the Group must be manually entered.

Note: If the Asset Custodian field value is changed in the ARM, then the asset will no longer be included in the Software Device Group.

The page elements that are visible and active on this page depend upon your selection in this field. If you select *Yes* to populate the machines from the Asset Repository, the resulting grid is entitled Group Owner's Devices in ARM and the data appears as display-only. If you select *No* to add your own devices, the resulting grid is entitled Group Members.

When accessing a software device group that has a Source From ARM value of *Yes,* the Group Members grid appears only in Include History or Correct History modes (if there is associated data in the device group).

Note: If you change the Source From ARM field from *No* to *Yes,* a new effective-dated row for each active group member (groups included) is inserted with an effective date equal to the current date, a Status as of Effective Date equal to *Inactive,* and a row-level Source From ARM equal to *Yes.* Even though the row-level values are ignored due to the Device Group's Source From ARM value, the detail rows provide an audit trail showing the effective date that the group definition Source From ARM value was changed to *Yes.*
If you change the Source From ARM field from *Yes* to *No,* a new effective-dated row is added in the Group Members grid for all assets of which the Group Owner is the custodian (all devices in the Group Owner's Devices in ARM grid). The Status as of Effective Date will be *Inactive,* and the Source from ARM will be equal to *No.*

Update ARM Custodian On Save

Select *Yes* to activate a Component Interface that, upon saving, changes the value of the Custodian field within the Asset Repository to this device group's owner for every Device line in the grid where the current effective dated row is Active. Select *No* to leave the Custodian field in the ARM unchanged.

Note: This field is active only when you select *No* for the Source from ARM value and there are active devices in the Group Members grid.

Fetch From ARM

Click this button to retrieve the assets assigned to this content manager as custodian from the ARM. This is a one-time event and creates a static list. The difference between this and Source from ARM option is that the Source from ARM selection is dynamic and will continue to source from the ARM when the ARM changes. The Fetch from ARM is static and only retrieves the assets from the ARM at the instant it is invoked. You may

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also start with an empty list and build a Fetch from ARM group selecting asset by asset.

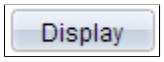
The Fetch from ARM button inserts an effective-dated row for all assets of which the group owner is the custodian. . If you want to have assets sourced from the ARM and additional assets not associated with this custodian (content manager), select Fetch from ARM first, then manually add additional assets. Fetch from ARM has no impact on groups that have been added to the device group.

Note: This field is active only when you select *No* for the Source from ARM value.

Display Effective Date

Enter an effective date and click the Display button to view the current effective-dated rows as of the date supplied. The default value is the current date.

Note: This field appears only when selecting Include History or Correct History.



Click this button to view all current effective-dated rows as of the date entered in the Display Effective Date field. Upon clicking the Displaybutton, all data on the page is presented as display-only, the Save button is no longer effective, and all values are consolidated in the same grid.

Note: Although this field appears only when selecting Include History or Correct History, it is used for query purposes and not for modifying data.

Group Members

This grid appears when selecting *No* as the Source From ARM value. If the Source from ARM check box is deselected within Installation Options in Asset Management/IT Asset Management, this mode will be the default.

Software Device Group Type

Select the following options for inclusion in the device group:

- *Device* - Select to include an individual machine in the device group.
- *Group* - Select to include another device group as a subset (or child) within the device group.

It is important to set the device group hierarchy carefully. A device can belong to many device groups; however, a device group can belong to only one parent device group and cannot be repeated in the hierarchy. Edits are in place to prevent a child group from being specified as a parent of its own parent; however, edits do not prevent the assignment of a device group as a parent of its own grandparent device group. This would be

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detected by the Software Device Monitor batch program and, as a result, processing is suspended until the group hierarchy is corrected.

Member and *(member description)*

Select from a list of existing device group names or Serial IDs (if the asset is from the appropriate IT Subtype in the ARM.)

The description is automatically supplied from the appropriate record based on the Group Value selection. If it is a device, the description is the tag number from the Asset table. If it is a Group, then the description from the Software Device Group definition is supplied.

Effective Date

Displays the effective date of a given row. When adding a new row, the current date is the default.

Note: When a future-dated row is inserted and saved in the Group Members group box, the CPU field is set to zero. Once the future-dated row becomes the current row, the Software Device Monitor batch process updates the CPU field with the value from the asset as of that effective date.

Status as of Effective Date

Displays the status of a given device or group member as of the effective date. The values are *Active* or *Inactive.*

CPU

Displays the value from the Asset Repository CPU field for a device. Click this link to access the Basic Add - Operation/ Maintenance page within Asset Management where you may change the CPU value, which updates the value in the ARM CPU field.

Note: If you change the CPU field on the Basic Add - Operation/Maintenance page, a new effective-dated row is added within the Software Device Group definition for every group to which the device belongs and is currently active.

Source From ARM

Visible only in Include History or Correct History modes, this field provides an audit trail of the group Source From ARM state at a given time. When you change the header level Source From ARM value, a detail row is added to the Group Members group box to reflect the Source From ARM change with the effective date of the change. For new rows, the default value of this field is *No.*

Empl ID and Name

Displays the Employee ID and corresponding name of the group owner if the selection is a group. If the selection is a device, this column displays the Employee ID and name of the custodian within the asset repository. Click this link to access the Employee Detail page for more information.

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Group Owner's Devices in ARM

This grid appears when selecting *Yes* as the Source From ARMvalue. If the Source Device Groups from ARM check box is deselected within Installation Options in Asset Management/IT Asset Management, this mode is not available. When the Source Device Groups from ARM check box is selected in the Installation Options, it sets the default value of the Source from ARM flag when adding a device group. The default can be overridden.

Serial ID, Tag Number, CPU, EmplID These fields are display-only and are populated from the information found within the Asset Repository. Click the EmplID link to access the Employee Detail page for more information.

Defining IT Role Access

To define IT role access, use the IT Role Access component (IT_ROLE_ASSET_GRP) .

This section provides an overview of IT role access and discusses how to define IT role access.

Page Used to Define IT Role Access

Page Name	*Definition Name*	*Navigation*	*Usage*
IT Role Access	IT_ROLE_ASSET_GRP	Set Up Financials/Supply Chain, Product Related , IT Asset Management, IT Role Access, IT Role Access IT Asset Management, IT Asset Definitions Center, Resource Settings, IT Role Access	Define the level of access in IT Asset Management for an IT user.

Understanding IT Role Access

To establish access within PeopleSoft IT Asset Management, you must decide which level of access to establish throughout the system; that is, which pages, components, and processes to secure. You implement IT Role Access to restrict individual users or roles to specific asset types, business units, departments, or locations. You can also grant access to all assets within the system for each user or a group of users.

Access to pages, components, and processes is driven by Tools security. IT Role Access defines the data (business units, departments, locations, asset subtypes) to which one has access within those pages and processes. Pagelets such as Inventory Exceptions or Hardware Inventory display different data to different users depending upon IT role access. However, pagelets such as Lease End Metrics are not based on IT Role Access and present the same data to all users that have access to it.

The Manage Exception page is also governed by IT Role Access and users are able to view and resolve only those exceptions as permitted by IT Role Access.

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Note: Role Access should not be used by those on a Sybase platform.

This table describes access for functional areas within PeopleSoft IT Asset Management:

Functional Area	*Access*
Inventory Exceptions	Controlled by IT Role Access
Hardware Inventory	Controlled by IT Role Access
Lease End Metrics	Not controlled by IT Role Access
Manage Exceptions	Controlled by IT Role Access
Financial Statistics	Controlled by User Preference
Software Report	Not controlled by IT Role Access
Lease End Report	Not controlled by IT Role Access

IT Role Access Page

Use the IT Role Access page (IT_ROLE_ASSET_GRP) to define the level of access in IT Asset Management for an IT user.

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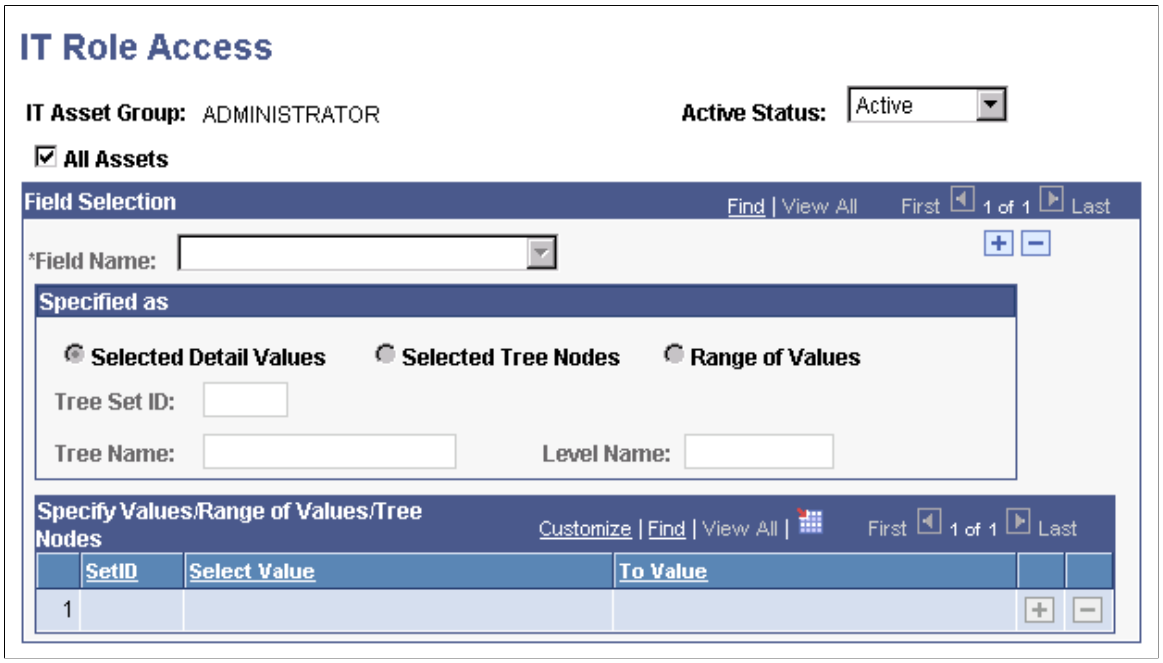
Navigation

Set Up Financials/Supply Chain, Product Related , IT Asset Management, IT Role Access, IT Role Access

IT Asset Management, IT Asset Definitions Center, Resource Settings, IT Role Access

Image: IT Role Access page

This example illustrates the fields and controls on the IT Role Access page. You can find definitions for the fields and controls later on this page.



Note: When creating IT Role Access, the access granted to a group should be a subset of operator security, as asset groups do not account for operator security. Care is required in creating roles in IT Role Access. Roles must be mutually exclusive. Different roles must administer different assets – assets should not be visible to more than one role. Any metric that depends on IT Role Access depends on the exclusive distribution of assets across roles, otherwise errors are likely in asset counts for those roles.

All Assets Select to enable the IT role access to all assets. Selecting All Assets effectively disables IT Role Access.

Field Selection

Depending on the value you select in the Field Name field, the subsequent fields within that page may vary.

Field Name Select the value to define the access parameters for the IT Asset Group. The values are:

Asset Subtype: Select to limit access for a specific category of assets. Asset Subtypes are limited to the subset beneath Asset Type of IT Hardware.

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See Defining IT Subtypes.

Business Unit: Select to limit access for a specific business unit.

The Business Unit defined in IT Role Access should be a subset of business units defined in PeopleTools level business unit security. The pages that use IT Role Access do not evaluate business unit security.

See *Enterprise PeopleTools PeopleBook: Security Administration*

Department: Select to limit access by department code.

Location Code: Select to limit access by location code.

Specified as

This group box enables you to set the parameters for the value defined in the Field Name field. Depending on your selection, the available fields within this group box may vary.

Selected Detail Value Select to define a specific value. You can limit user group access to a specific value you define.

Selected Tree Nodes Select to limit access to a specific table set. Using tree nodes limits the user access to a group of values within that tree node.

Range of Values Enter the range of values to limit access.

Tree Set ID Select to establish the available default set of tables for the IT asset group defined.

Note: Used when Department or Location Code are selected. This value is the default SetID in the grid below.

Tree Name Select to limit access within a tree. A tree provides a hierarchical view of data within the organization.

Level Name Select to limit access to a level within the tree.

Specify Values/Range of Values/Tree Nodes

This grid enables you to set the parameters for the radio button selected in the Specified asgroup box. Depending on your selection, the available fields within this grid may vary.

SetID Displays the value from the Default SetID field selected in the group box.

Select Value Enter a value. This field works in conjunction with the SetID field. Only Department and Location codes require setIDs.

To Value Enter an end value. This field enables you to provide a range of values when used with Select Value field.

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Maintaining Employee Network Identifications

To define employee network identifications, use the Employee Network Identifications component (IT_LDAP).

This section provides an overview of employee network identifications and discusses how to maintain employee network identifications.

Page Used to Maintain Employee Network Identifications

Page Name	*Definition Name*	*Navigation*	*Usage*
Maintain Employee Network Identifications	IT_MNT_LDAP	Set Up Financials/Supply Chain, Product Related , IT Asset Management, Employee Network IDs, Maintain Employee Network Identifications IT Asset Management, IT Asset Definitions Center, Resource Settings, Employee Network IDs	Associate primary user logon with employee identification number.

Understanding Employee Network Identifications

All businesses need to associate IT devices like computers with the business units, departments, custodians, and managers who are responsible for those devices and computers. Who owns what? Who is using what? PeopleSoft human resources data includes an employee name, department information, and a unique identifier – the Employee ID. We have easy access to that data. On the other hand, PeopleSoft data does not include an employee's unique and mandatory network name. User domain and network name are attributes assigned by network administrators and stored with the Empl ID in a network-centric database called Active Directory.

Every time an employee uses a network device or computer, the employee's network name registers on that device. Because both databases store the personal identifiers, it's best to use the person as the common data element between HR-based business data and every network device that has recorded the presence of the employee's network name. We then use the page below to use that common data element present in both databases to connect other information pertinent to that person. For example, you may easily gather all the network devices used by the employees in a specific department, even though no department information is stored on any network device.

Maintain Employee Network Identifications Page

Use the Maintain Employee Network Identifications page (IT_MNT_LDAP) to associate primary user logon with employee identification number.

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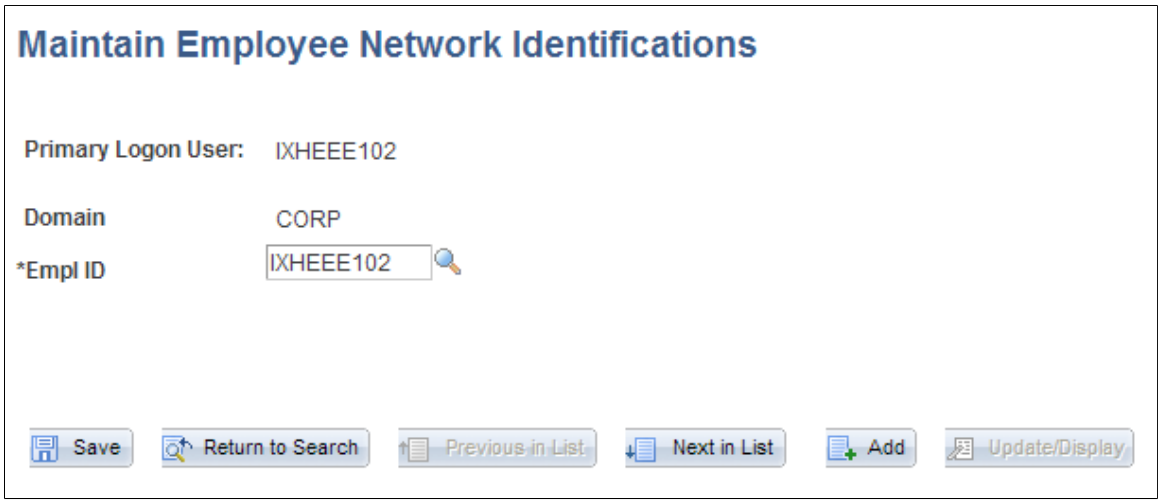
Navigation

Set Up Financials/Supply Chain, Product Related , IT Asset Management, Employee Network IDs, Maintain Employee Network Identifications

IT Asset Management, IT Asset Definitions Center, Resource Settings, Employee Network IDs

Image: Maintain Employee Network Identifications page

This example illustrates the fields and controls on the Maintain Employee Network Identifications page. You can find definitions for the fields and controls later on this page.



Domain Displays the realm where the user is logged on. A domain and user name uniquely identify a logon user.

Empl ID Select the employee identification number to associate to the primary logon user and domain.

Creating Employee Groups

To define employee groups, use the Employee Groups component (IT_EMPL_GRP).

This section provides an overview of employee groups and discusses how to create employee groups.

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Page Used to Create Employee Groups

Page Name	*Definition Name*	*Navigation*	*Usage*
Employee Groups	IT_EMPL_GRP	Set Up Financials/Supply Chain, Product Related , IT Asset Management, Employee Groups, Employee Groups IT Asset Management, IT Asset Definitions Center, Resource Settings, Employee Groups	Specify employees to create an employee group.

Understanding Employee Groups

Granting a large group of individuals access to specific software can become a long and tedious process. By setting up employee groups, you reduce the amount of time it takes to assign permissions to each individual installing software applications on their computers; all you need to do is select the group intended for the software, and every individual assigned to that employee group gains authorization to download the software. You also use employee groups to monitor installations of software against properly acquired inventory.

For example, creating an employee group called Microsoft Office XP, then providing the group permission to possess the Microsoft product called Microsoft Office XP causes the inventory process to ignore individuals of that group who possess Office XP. If an individual who is not a member of that group has Microsoft Office XP, PeopleSoft IT Asset Management raises an alert about that individual as soon as the information arrives.

Employee Groups Page

Use the Employee Groups page (IT_EMPL_GRP) to specify employees to create an employee group.

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Navigation

Set Up Financials/Supply Chain, Product Related , IT Asset Management, Employee Groups, Employee Groups

IT Asset Management, IT Asset Definitions Center, Resource Settings, Employee Groups

Image: Employee Groups page

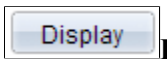
This example illustrates the fields and controls on the Employee Groups page. You can find definitions for the fields and controls later on this page.

Group Owner Id

A required field, select the individual designated as the owner of this group. This can be a team lead, department manager, or another individual from the Personal Data (PERSONAL_DATA) table. Members of a group may have more copies of a software package installed than the group is allowed. The user may choose to email the Group Owner Id to initiate corrective measures.

Display Effective Date

Available only in Include History or Correct History modes, this field is used in conjunction with the Display button to view the current effective-dated rows as of the date provided. The default effective date is the current date.



Display

Click this button to view all current effective-dated rows as of the date entered in the Display Effective Date field. Upon clicking the Displaybutton, all data on the page is presented as display-only, the Save button is no longer effective, and all values are consolidated in the same grid.

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Note: Although this field appears only when selecting Include History or Correct History, it is used for query purposes and not for modifying data.

Employee ID Select the individual to assign to the employee group.

Effective Date Enter the effective date of the employee status. This provides an audit trail of employee status changes.

Status as of Effective Date Select a status as of the corresponding effective date as either *Active* or *Inactive.*

Note: Although it is possible to change the status of a given row when in Correct History mode, it is recommended that you add a new effective-dated row for a valid change in status to maintain an accurate audit trail. The only time you might want to change the status within the same effective-dated row would be to correct an error.

Defining User Preferences

To define user preferences, use the User Preference component (OPR_DEFAULT).

See "User Preferences - IT Asset Management Page *(PeopleSoft FSCM 9.2: Application Fundamentals)*".

Setting Up Common Search Configuration

To set up common search configuration, use the Common Search Configuration component (IT_SEARCH_CFG).

This section provides an overview of common search configurations and discusses how to set up search configuration.

Page Used To Set Up Common Search Configurations

Page Name	*Definition Name*	*Navigation*	*Usage*
Common Search Configuration	IT_SEARCH_CFG	Set Up Financials/Supply Chain, Product Related , IT Asset Management, Common Search Configuration, Common Search Configuration IT Asset Management, IT Asset Definitions Center, Resource Settings, Common Search Configuration	Define common search configuration for predefined search pages.

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Understanding Common Search Configurations

You can use the search configuration component to control the appearance and behavior of the search pages used in IT Asset Management. Additionally, you can give your users the ability to personalize the appearance and behavior of specific search pages.

Using the search configuration, you can:

- Alter the labels on the search pages.
- Inactivate search criteria.
- Simplify the appearance of the search page.

Common Search Configuration Page

Use the Common Search Configuration page (IT_SEARCH_CFG) to define common search configuration for predefined search pages.

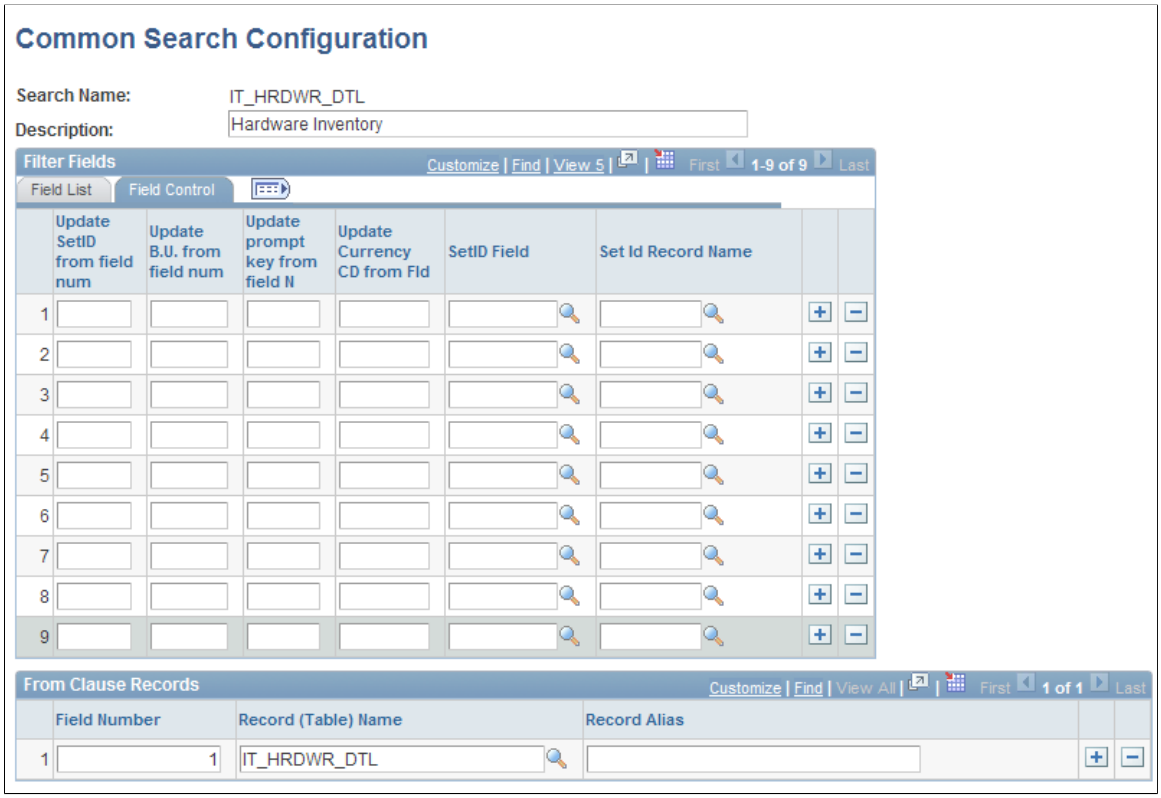
Navigation

Set Up Financials/Supply Chain, Product Related , IT Asset Management, Common Search Configuration, Common Search Configuration

IT Asset Management, IT Asset Definitions Center, Resource Settings, Common Search Configuration

Image: Common Search Configuration page: Field List tab

This example illustrates the fields and controls on the Common Search Configuration page: Field List tab. You can find definitions for the fields and controls later on this page.



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Filter Fields – Field List tab

Field Number Displays a number to define the order of the field.

Record (Table) Name Displays the table name.

Record Alias Displays a record alias. The alias is used in the SQL query for the record name.

Note: The record alias must match the value in the From Clause Records – Record Alias field.

Field Name Displays the field name associated with the Record (Table) Name field.

Field Label ID Select the field label ID associated with the Record (Table) Name field.

Note: Use this field to rename the field label on the search page.

Edit Type Displays the type of edit to be used on the field. Values are:

Currency Controlled: The field is currency controlled.

No Table Edit: The system does not edit the data entered.

Prompt Table: The system uses a prompt table to display the values for that field.

Translate Table: The system displays a list of system defined values for that field.

Yes/No: The field is a radio button, select for yes, deselect for no.

Prompt Table Displays the associated record name with a list of prompt values.

Note: This field is only available when you select *Prompt* from the Edit Type field.

Active Status Select *Active* or *Inactive.*

From Clause Records

The From Clause Records section defines which records will be searched. The Record Alias defined in the Filter Field must match the Record Alias specified along with its record in the From Clause Records. The From Clause records, with their aliases, are used in the generation of the SQL at the search execution time.

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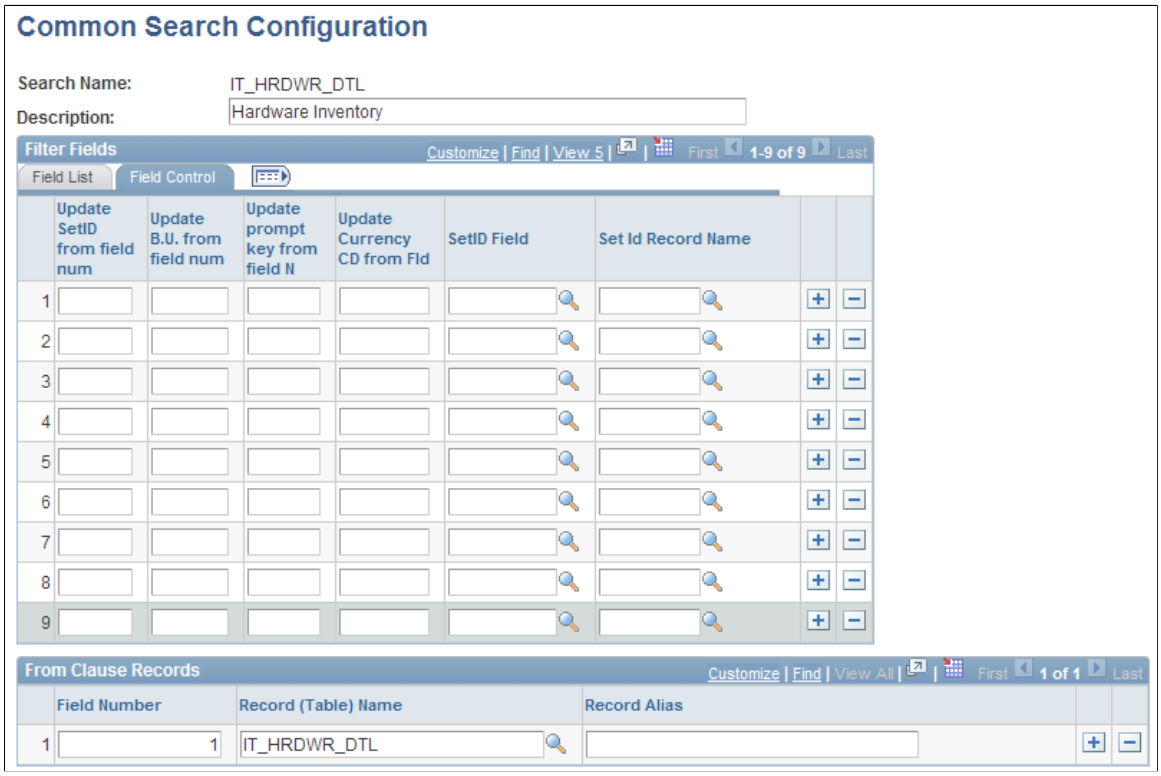
Filter Fields – Field Control tab

Select the Field Control tab.

Image: Common Search Configuration page: Field Control tab

This example illustrates the fields and controls on the Common Search Configuration page: Field Control tab.



Creating Related Links

To create related links, use the Related Links Definition component (IT_THIRDLINK_CFG).

This section provides an overview and discusses how to create related links.

Pages Used To Create Related Links

Page Name	*Definition Name*	*Navigation*	*Usage*
Related Links Definition	IT_THIRDLINK_CFG	Set Up Financials/Supply Chain, Product Related , IT Asset Management, Related Links Definition	Create a link to the third-party database.

Understanding Related Links

The Related Links feature enables you to create links to access areas such as the roles, giving access to:

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- The control page or console for the third-party application for IT Asset Management.
- Discovery and a Log View of the system activity.
- View inbound and outbound web services.

You may add other third-party links as necessary.

Related Links Definition Page

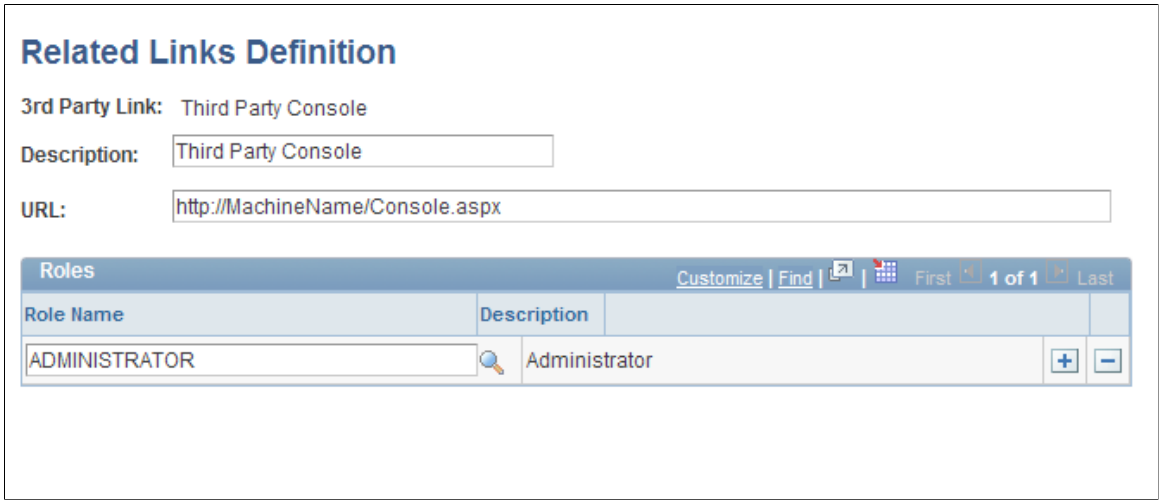
Use the Related Links Definition page (IT_THIRDLINK_CFG) to create a link to the third-party database.

Navigation

Set Up Financials/Supply Chain, Product Related , IT Asset Management, Related Links Definition

Image: Related Links Definition page

This example illustrates the fields and controls on the Related Links Definition page. You can find definitions for the fields and controls later on this page.



URL (Universal Record Locator) Enter the URL for the third-party application.

Role Name Select the role name for which you want to grant access. You can also limit user access to the link through security by removing the Permission List containing the component from the Role Definition. You can also unauthorize the component or page in the Permission List.

Note: If you assign a role, only the role assigned has access to the link. If no Role Name is entered for the Related Link, the Link will *NOT* appear in the Related Links pagelet.

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Chapter 6

Working with the Asset Repository

Working with the Asset Repository

This topic provides an overview of information technology (IT) assets and the asset repository and discusses how to:

- Set up software in the asset repository.
- Compare asset repositories.

Understanding IT Assets and the Asset Repository

This section discusses:

- IT assets.
- The asset repository.
- Assets, asset types, and asset subtypes.
- IT subtypes.

IT Assets

PeopleSoft IT Asset Management (ITAM) compares the expected state of IT assets—the state reflected in the PeopleSoft Asset Management database (asset repository) - to the state reported by a third-party inventory process. PeopleSoft IT Asset Management integrates with a third-party application that performs the inventory, and reports the results to PeopleSoft IT Asset Management. PeopleSoft IT Asset Management posts the data to cache tables within ITAM.

This process provides two images of the IT assets within the enterprise:

- The IT assets that you add to the asset repository using PeopleSoft applications.

  These assets reside in tables in the asset repository.

- The IT assets that are discovered and stored in the cache tables.

PeopleSoft IT Asset Management enables organizations to track their IT assets and reconcile discrepancies between the IT assets maintained in the asset repository and the actual IT assets discovered in the enterprise. Specifically, PeopleSoft IT Asset Management:

- Identifies the IT assets that exist in the enterprise (using a third-party search and inventory application).

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- Compares the discovered IT assets to the IT assets stored in the asset repository.
- Provides financial impact analysis and an interface for addressing and reconciling asset discrepancies.

PeopleSoft software tracks IT assets in the same way that it tracks other assets: it stores the attributes of each asset as an entry in the asset repository.

The Asset Repository

The majority of the transactions between PeopleSoft IT Asset Management and the asset repository occur as the result of scheduled PeopleSoft IT Asset Management processes that you define during setup. IT asset data is stored in the asset repository for both known IT assets and IT assets discovered by your third-party application. PeopleSoft IT Asset Management queries this data to report discrepancies. These discrepancies are then posted to Manage Exceptions, where you can reconcile them as appropriate for your enterprise.

Some of the identified discrepancies may require reconciliation; others may not. It is up to your organization to determine which discrepancies to reconcile and which (if any) to ignore.

The third-party inventory application periodically inventories IT assets (or their absence), and financial action may be necessary in order to reconcile discrepancies. For example, an asset listed in the asset repository may have been taken out of service or transferred from one business unit to another. If, after researching the discrepancy, the PeopleSoft IT Asset Management user determines that a financial attribute for an asset must be updated in the asset repository, they can issue a request for the update. This request becomes a worklist item that is routed to an appropriate PeopleSoft Asset Management user. These indirect changes to the asset repository can include moving an asset to inventory or requesting that an asset be retired. PeopleSoft IT Asset Management also facilitates direct changes to the Asset Repository for some reconciliation actions.

ITAM also provides a way to reconcile nonfinancial assets in the asset repository with those gathered by discovery. By assigning a physical use status for assets, ITAM reconciles the information stored in the asset repository with that gathered by the discovery application based on Serial Id, thus enforcing uniqueness of Serial Id across all hardware assets that are in physical use. Asset transactions such as Additions, Interunit Transfers, Retirements, and Reinstatements affect the asset's physical use status for comparison with discovery and an alert is provided to indicate a that there is a discrepancy.

The asset repository stores data about all known enterprise assets, including IT assets, and represents the most current information that exists about the IT assets present within the enterprise.

In addition to the asset tables, there are cache tables dedicated to IT assets. These tables provide a temporary storage space for IT asset data discovered and transmitted by your third-party inventory application. PeopleSoft IT Asset Management compares the data in these cache tables to the data stored in the asset tables, and identifies discrepancies. You can then use PeopleSoft IT Asset Management to reconcile these discrepancies and update the data stored in the asset tables.

Note: The data in the cache tables is not persistent. Once PeopleSoft IT Asset Management has reconciled the data discrepancies, it empties the cache tables in preparation for the next inventory cycle.

You can compare and reconcile the following attributes:

- Business Unit
- Department

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- Custodian
- Location
- Manufacturer
- Model
- Serial Number
- Software
- User-defined fields

See "Understanding the Asset Repository *(PeopleSoft FSCM 9.2: Asset Lifecycle Management Fundamentals)*".

Assets, Asset Types, and Asset Subtypes

The purpose of the asset repository is to store records of all enterprise assets. Enterprise assets include not only IT assets, but all items in the possession of the enterprise. These assets can include items as small as chairs and as large as buildings. Each is an asset, but a different kind or type.

The asset repository differentiates among the various types of assets by assigning them unique asset type and asset subtype attributes. PeopleSoft Asset Management includes a predefined set of asset types and each asset recorded in the asset repository has an asset type attribute. To support PeopleSoft IT Asset Management, the asset repository includes two asset types devoted to IT assets, IT Hardware and IT Software. Typically, a PeopleSoft Asset Management user would also create asset subtypes beneath the IT Hardware asset type to distinguish among different kinds of hardware. For example, the IT Hardware asset type might have asset subtypes of DESKTOP, LAPTOP, and SERVER. Asset subtypes provide a means to differentiate in the asset repository between different kinds of assets that fall under the same general asset type.

Note: You predefine asset types in the asset repository, and you can only create asset subtypes using PeopleSoft Asset Management (as opposed to IT asset subtypes, which are discussed in the next section).

See "Understanding Asset Processing *(PeopleSoft FSCM 9.2: Asset Lifecycle Management Fundamentals)*".

IT Subtypes

IT asset subtypes differ from asset subtypes in where they are defined and how they are used:

- Asset subtypes are created within PeopleSoft Asset Management and describe assets recorded in the asset repository.
- IT asset subtypes are created within PeopleSoft IT Asset Management and are used to compare and reconcile the IT assets reported by the third-party inventory application with the assets stored in the asset repository.

Note: The IT asset subtypes that you define in PeopleSoft IT Asset Management must match the asset subtypes defined within PeopleSoft Asset Management.

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See "Adding and Maintaining Asset Information *(PeopleSoft FSCM 9.2: Asset Management)*".

See Defining IT Subtypes.

Setting Up Software in the Asset Repository

This section discusses how to:

- Define software titles.
- Associate Stock Keeping Units (SKUs with software titles.
- Define software contracts.
- Define software inventory.
- Declare device licenses.
- Resolve device licenses.

To set up software in the asset repository, use the Define Software Titles/Users (IT_SFTWR_DEFN) , Associate SKU with S/W Title (IT_SFTWR_SKU) , Define Software Contract (IT_SFTWR_CNTRCT) , Define Software Inventory (IT_SFTWR_ASSET) Declare Device Licenses (IT_SWGRP_LICENSE) Resolve Device Licenses (IT_SWG_UNRSLV_LIC) components.

Pages Used to Set Up Software in the Asset Repository

Page Name	***Definition Name***	***Navigation***	***Usage***
Define Software Titles/Users	IT_SFTWR_DEFN_01	IT Asset Management, Software Attributes, Define Software Titles/Users, Define Software Titles/Users	Define new software titles to be recognized by PeopleSoft IT Asset Management.
Associate SKU to Software Title	IT_SFTWR_SKU	IT Asset Management, Software Attributes, Associate SKU/Software Title, Associate SKU to Software Title	Associate an SKU with one or more software titles, particularly in cases for which a single license applies to a software bundle.
Define Software Contract	IT_SFTWR_CNTRCT	IT Asset Management, Software Attributes, Define Software Contract, Define Software Contract	Add a new software contract or update an existing one.
SKU/Contract	IT_SFTWR_ASSET	IT Asset Management, Software Attributes, Define Software Inventory, SKU/ Contract	View and drill down into the list of IT software assets.
Software Title	IT_SFTWR_TITLE	IT Asset Management, Software Attributes, Define Software Inventory, Software Title	View software title details.

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Page Name	*Definition Name*	*Navigation*	*Usage*
Declare Device Licenses	IT_SWGRP_LICENSE	IT Asset Management, Software Attributes, Declare Device Licenses	Search for software assets by Software Device Group ID, Group Owner ID, Software Title, or Machine Serial Number.
Resolve Device Licenses	IT_SWG_UNRSLV_LIC	IT Asset Management, Software Attributes, Resolve Device Licenses Alternatively, click the unresolved number link from the Software Device Monitor portal pagelet.	Displays all the machines that do not belong to a Software Device Group, are not in the ARM, or belong to a Group but do not have Confirmed licenses yet.

Define Software Titles/Users Page

Use the Define Software Titles/Users page (IT_SFTWR_DEFN_01) to define new software titles to be recognized by PeopleSoft IT Asset Management.

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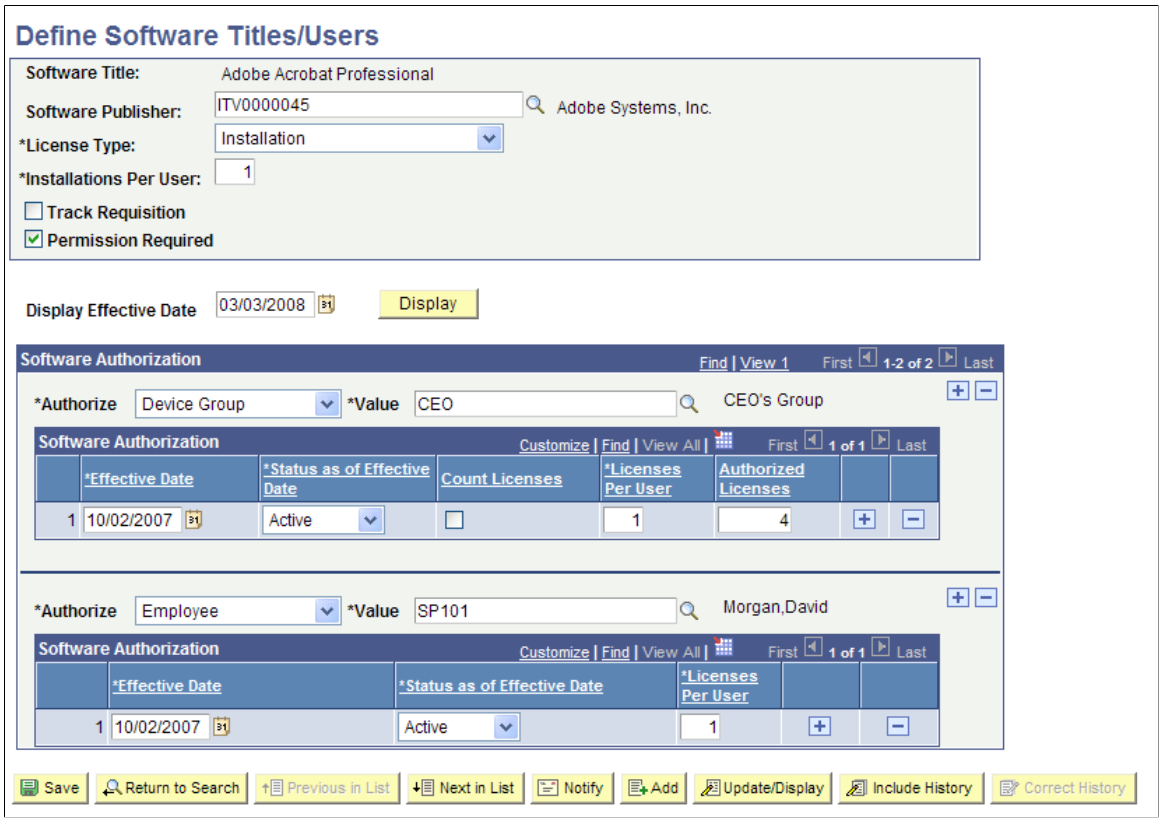
Navigation

IT Asset Management, Software Attributes, Define Software Titles/Users, Define Software Titles/Users

Image: Define Software Titles/Users page

This example illustrates the fields and controls on the Define Software Titles/Users page. You can find definitions for the fields and controls later on this page.



Software Title

Displays the title of the software asset.

Software Publisher

Enter the name of the software publisher or select a supplier ID from the supplier table.

This value may be different from the Purchasing Supplier ID since the software may not have been purchased directly from the publisher. The publisher of the software may be a supplier as well.

License Type

Select either *Installation* or *User* to specify the license type.

With a per-seat or per-device license, you pay for every machine on which the software is installed, regardless of how many people actually use the software. With a per-user license, a specific individual is allowed to use the software for each license you purchase. A restriction may exist as to the number of machines on which a user can install the software.

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Installations Per User

Enter the number of installations allowed per user. This field is required if *User* is selected for the license type.

Track Requisition

Tracks requests to install the software, and identifies how many licenses are required. If you select this option, the software title appears on the Pending Requisitions pagelet.

Permission Required

Select this check box if authorization is required for the title. If permission is no longer required, deselect the check box. Once deselected, a new effective-dated row appears (for currently active rows only) with an effective date equal to the current date and a Status as of Effective Date equal to *Inactive.* This provides an audit trail of software authorization for the software title. For rows that are inactive, no new row is inserted if this check box is deselected because it is already inactive.

Only software that requires permission is tracked on the Software Inventory Monitor metric.

Note: When both Track Requisition and Permission Required check boxes are deselected, the associated Software Title data will be deleted during the next Compare Asset Repositories process. The data associated with the Software Title will be removed from both the comparison error table (IT_RECON_SFTWR) and the software cache table (IT_SFTWR_CACHE).

Display Effective Date

Available only in Include History or Correct History modes, this field is used in conjunction with the Display button to display a view of current rows based on the effective date provided. The default for the effective date field is the current date.

Display

Available only in Include History or Correct History modes, click the display button to display all current effective dated rows as of the date entered in the Display Effective Date field. Upon clicking the Displaybutton, all data on the page is presented as display-only, the Save button is no longer effective and all authorization values are consolidated in the same grid. This functionality should be reserved to assist with querying the effective dated history of the Software Title and should not be utilized while making changes to the effective-dated rows.

Software Authorization

Authorize

Select one of the following options:

- *Employee:* Only an individual user has authorization to install the software.
- *Employee Group:* Any user in the employee group has authorization to install the software.
- *Device Group:* The group owner or content manager of a group of machines (devices) has authorization to install the software. A device group associates a group owner or

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content manager (by EmplID) to a group of machines (by their Serial ID.)

Note: You must enter every Device Group with an associated Authorized License value into the software authorizations if you want to create summary level metrics for the Group Id. These summarized values are displayed in the Software Device Monitor pagelet and in the Software Device Inventory page once the Generate Metrics process is run.

See Defining Software Device Groups.

Value

Select or enter the Employee, Employee Group ID, or Device Group ID of the employee or group authorized to install the software.

Effective Date

Enter the effective date of activation or inactivation of authorized members for a software title. This provides an audit trail of authorization changes.

Status as of Effective Date

Select a status as of the corresponding effective date as either *Active* or *Inactive.*

Note: If the Permission Required check box was previously selected and then deselected, the new effective-dated rows are added with a status of *Inactive.*

Note: Although it is possible to change the status of a given row when in Correct History mode, it is recommended that you add a new effective-dated row for a valid change in status to maintain an accurate audit trail. The only time you might want to change the status within the same effective-dated row would be to correct an error.

Count Licenses

Select this check box to maintain the count of licenses that are inventoried or discovered to be in use on the machine or group of machines. This check box becomes visible when you select *Device Group* for authorization.

Licenses Per User

Enter the maximum number of licenses authorized for the selected employee or for an individual employee within the selected group. The default is *1*.

PeopleSoft IT Asset Management processing compares software installations reported from third-party inventory with PeopleSoft IT Asset Management software authorizations, first by individual employee, then by employee group, and finally by device group.

The number of licenses per user is important information for both an individual employee and a group. Enter the number of licenses for a specific title that a user is allowed to have,

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either as part of a group or as an individual. If a user exceeds that license count on the same asset (for example, by installing the same product in multiple locations on the same computer), PeopleSoft IT Asset Management will detect the licenses and recommend a warning message. If a user has exceeded the license count by installing on multiple IT assets, PeopleSoft IT Asset Management identifies the IT Asset Serial ID that has the lowest software usage record, if software usage is tracked.

Lowest software usage is also the metric by which PeopleSoft IT Asset Management selects machines to target when the number of licenses in a group exceeds the total allowed for the group. In the unlikely event of identical software usage data, PeopleSoft IT Asset Management makes a random selection from the identical set.

For Software Authorization Groups, PeopleSoft IT Asset Management provides the ability to email the group owner with a request to initiate action.

Authorized Licenses

Enter the number of available licenses for the group. This field is a required field and appears only for employee groups and device groups.

Note: If the Count Licenseescheck box is selected, then the Authorized Licenses column becomes disabled for Device Groups. Authorized Licenses cannot be zero.

Note: When an employee is neither authorized individually nor as a part of the group and has a Software Title installed, a warning message appears.

Associate SKU to Software Title Page

Use the Associate SKU to Software Title page (IT_SFTWR_SKU) to associate an SKU with one or more software titles, particularly in cases for which a single license applies to a software bundle.

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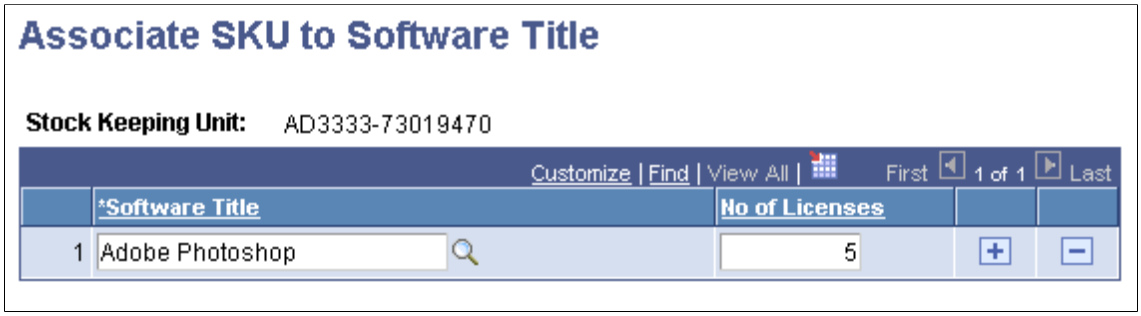
Navigation

IT Asset Management, Software Attributes, Associate SKU/Software Title, Associate SKU to Software Title

Image: Associate SKU to Software Title page

This example illustrates the fields and controls on the Associate SKU to Software Title page. You can find definitions for the fields and controls later on this page.



Software Title Enter the title of the software associated with the SKU.

No of Licenses (number of licenses) Enter the number of licenses available for the SKU.

Define Software Contract Page

Use the Define Software Contract page (IT_SFTWR_CNTRCT) to add a new software contract or update an existing one.

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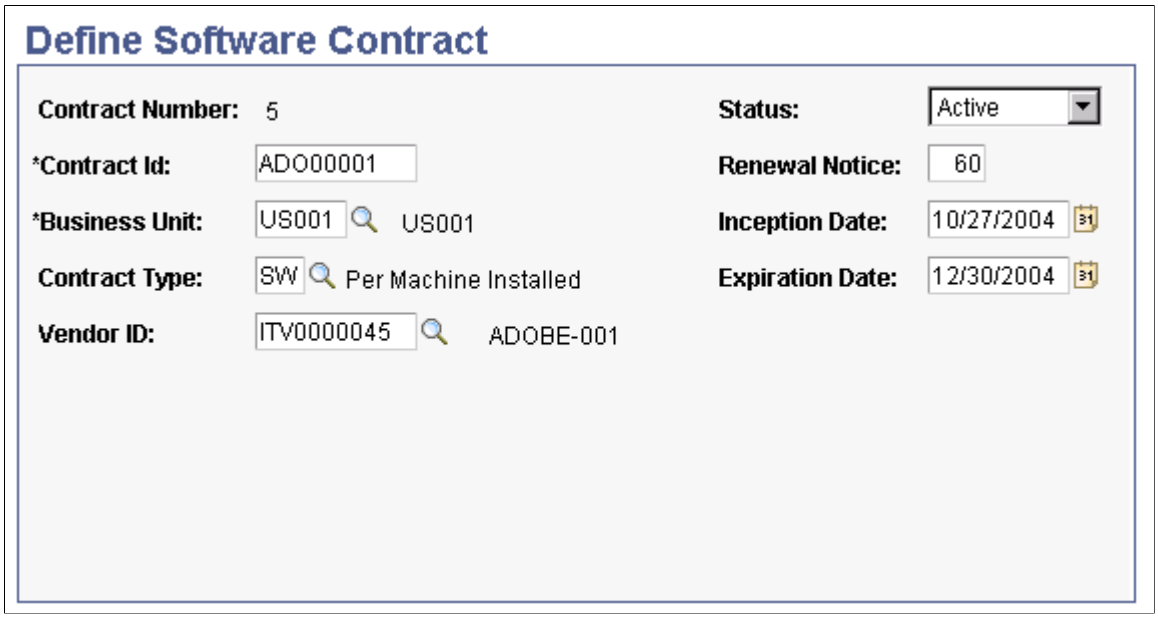
Navigation

IT Asset Management, Software Attributes, Define Software Contract, Define Software Contract

Image: Define Software Contract page

This example illustrates the fields and controls on the Define Software Contract page. You can find definitions for the fields and controls later on this page.



Contract Id	Enter the unique identifier for this contract.
Renewal Notice	Enter the number of days in advance of contract expiration that PeopleSoft IT Asset Management should display the software title on the Software Renewal portlet.
Business Unit	Enter the business unit with which the contract has been made.
Inception Date	Specify the date on which the contract comes into force.
Contract Type	Select or enter the type of contract.
Expiration Date	Specify the date on which the contract expires. Expiration date is required if renewal notice days are not equal to zero.
Supplier ID	Select or enter the supplier ID for the contract. This value may be different from the software manufacturer or publisher.

SKU/Contract Page

Use the SKU/Contract page (IT_SFTWR_ASSET) to view and drill down into the list of IT software assets.

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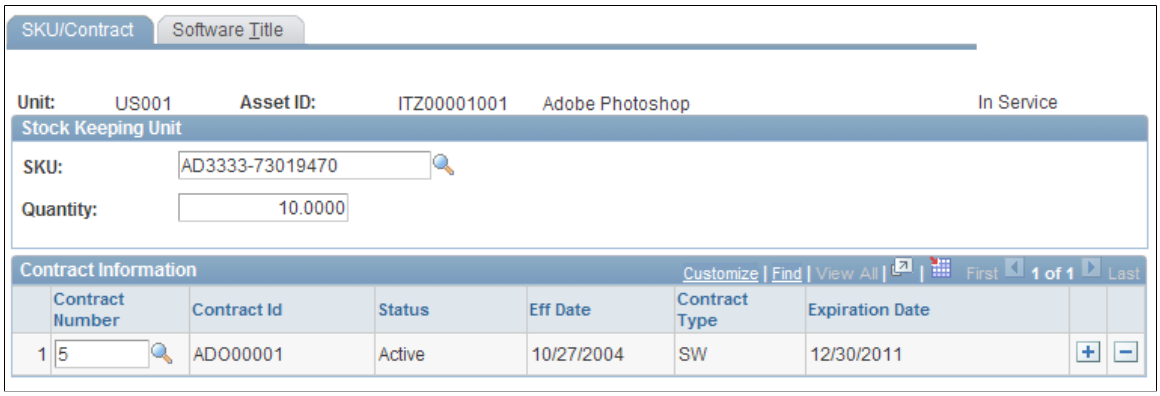
Navigation

IT Asset Management, Software Attributes, Define Software Inventory, SKU/Contract

Image: Define Software Inventory - SKU/Contract page

This example illustrates the fields and controls on the Define Software Inventory - SKU/Contract page. You can find definitions for the fields and controls later on this page.



Note: The search dialog displays the complete inventory of your software titles.

Asset ID	Displays the asset ID for the selected software asset.
SKU	Enter or select the SKU of the software asset in the inventory.
Quantity	Enter the number of items (one for each instance of the SKU) present in the inventory.

Contract Information

Select a contract to associate with the software title.

Software Title

Use the Software Title page (IT_SFTWR_TITLE) to view software title details.

Navigation

IT Asset Management, Software Attributes, Define Software Inventory, Software Title

The Software Title page displays the Software Title and number of licenses.

Declare Device Licenses Page

Use the Declare Device Licenses page (IT_SWGRP_LICENSE) to search for software assets by Software Device Group ID, Group Owner ID, Software Title, or Machine Serial Number.

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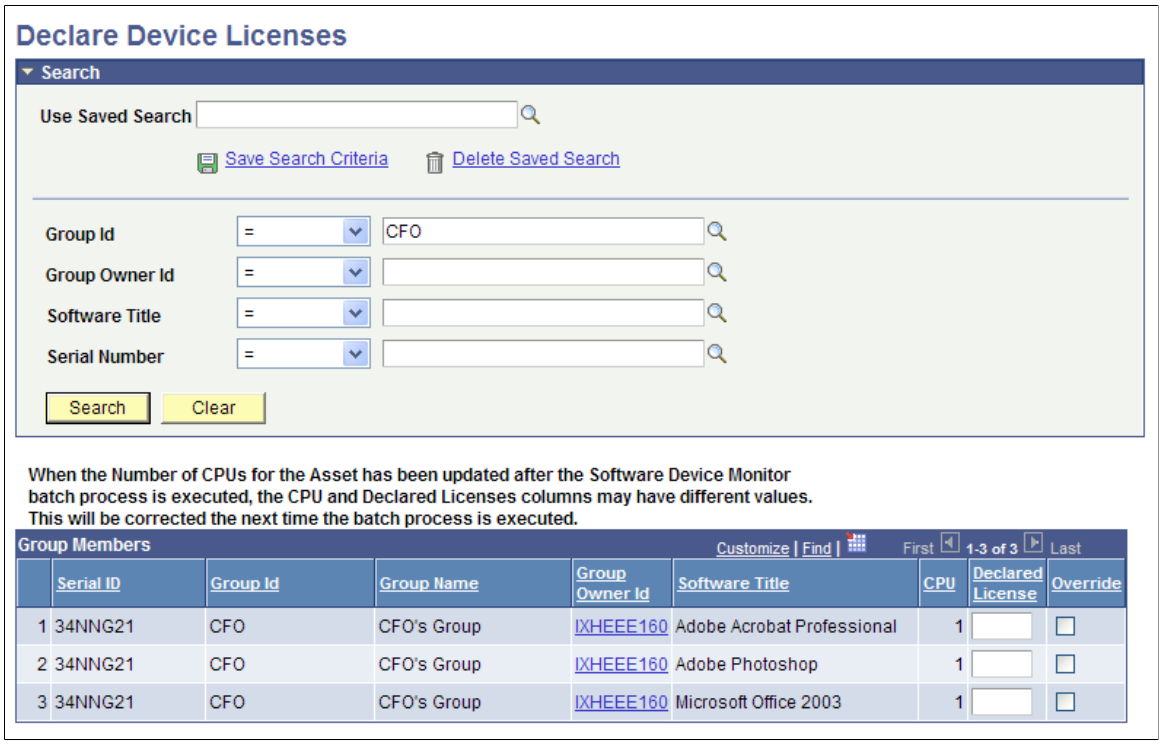
Navigation

IT Asset Management, Software Attributes, Declare Device Licenses

Image: Declare Device Licenses page

This example illustrates the fields and controls on the Declare Device Licenses page. You can find definitions for the fields and controls later on this page.



Search for software assets by Software Device Group ID, Group Owner ID, Software Title or machine Serial Number. Enter one or more search criteria to limit the results of the search. The search returns all of the machines (by serial number) in the groups that match the criteria that was entered, as well as the confirmed licenses associated with those machines. The number of licenses required for a machine or device can be overridden when authorizing software by device (serial number) rather than by employee. The default for declared licenses is the number of CPUs that the asset has as defined in the asset repository. Any discrepancies that exist between the number of CPUs and the declared licenses can be obtained by running the delivered query, AM_IT_ASSETS_SERIAL_ID.

The data retrieved for this page is created during the execution of the Generate Metrics process. Devices are also added to device groups through the Resolve Licenses page. The Generate Metrics process generates data for declared licenses for every software title for which a device group is defined. It also calculates the number of installed and assigned licenses for the device. You can override the number of declared licenses from this page, if necessary.

Use Saved Search	Select a saved search for efficiency with common queries.
Group ID	Select a Device Group ID to limit the results to a specific device group.
Group Owner ID	Select a device group owner to limit the results to a specific group owner.

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Software Title Select a software title to limit the result set to a specific software.

Serial Number Select a serial number to limit the result set to a specific machine or device.

Group Members

Serial ID Displays the Serial ID of the device.

Group ID Displays the Group ID to which the listed Serial ID/device belongs.

Group Name Displays the name or description of the Group ID to which the Serial ID/device belongs.

Group Owner ID Displays the Group Owner Id of the Group ID to which the Serial ID/device belongs.

Software Title Displays the name of the software with which the Group ID is associated. Device Groups can be associated with multiple software titles.

CPU This column displays the number of physical CPUs in the machine by manufacturer's standard. This field is populated from the ASSET record.

Declared License Enter the number of licenses (for a given software title) that the device actually needs to comply with the software agreement for that title and that particular machine configuration. If you enter a Declared License value that differs from the number in the CPU column, a check mark automatically appears in the Override column for that device. The override value that is entered on the Declare Device License page impacts the Installed and Declared License column on the Software Device Inventory page.

Note: To report those assets that have a CPU number that differs from the declared licences, run the delivered query, AM_IT_ASSET_SW_LICENSE_DEVICES - (Software License for Devices.)

See Running Delivered Queries for Comparison to the Asset Repository.

Override This check box indicates that the Declared License field has been edited or overridden. When overridden, the Software Device Monitor derives its declared devices from the overridden value rather than the CPU value from the Asset Repository. If you deselect this check box, the declared license value resets to zero (displayed as a blank).

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Note: Any value that is entered in the Declared Licensecolumn that differs from the value displayed in the CPU field is considered an override. If Zero is entered for Declared Licenses it will not display or trigger an override.

Note: The explanatory text in bold on this page is displayed above the search results grid. It is also displayed below the grid if more than 10 rows are returned in the search results.

Resolve Device Licenses Page

Use the Resolve Device Licenses page (IT_SWG_UNRSLV_LIC) to displays all the machines that do not belong to a Software Device Group, are not in the ARM, or belong to a Group but do not have Confirmed licenses yet.

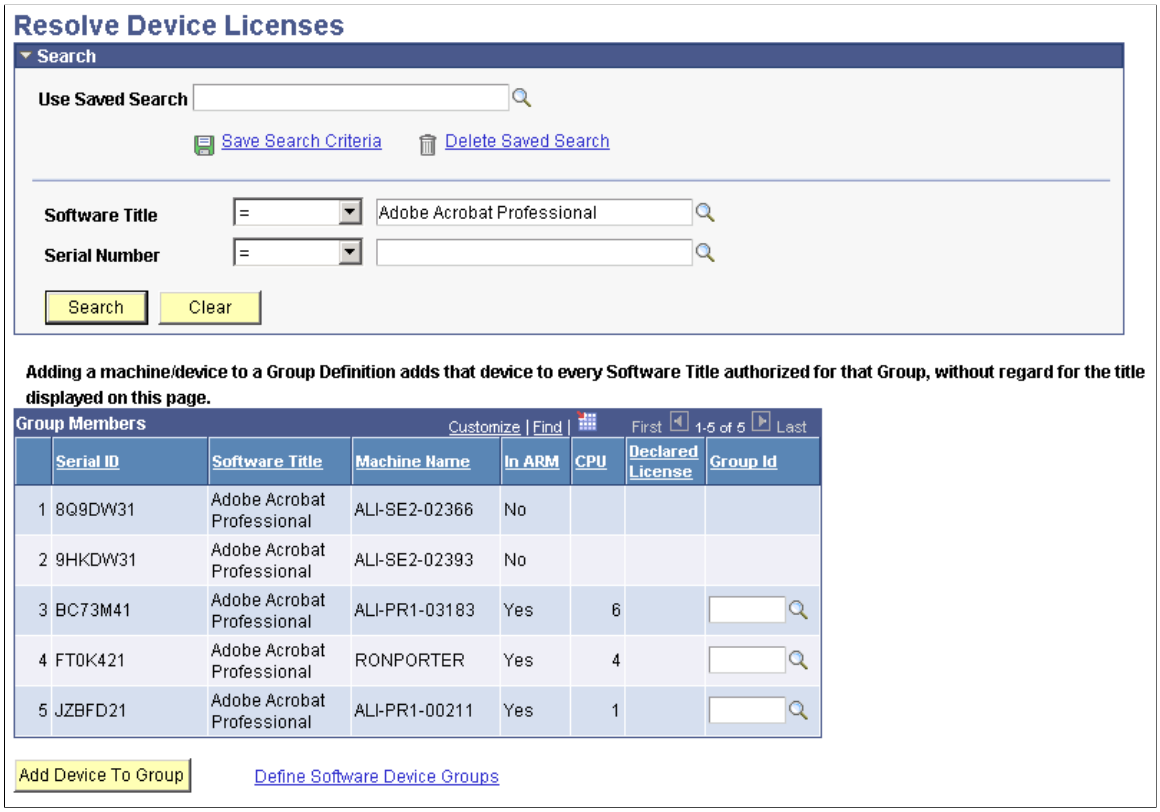
Navigation

IT Asset Management, Software Attributes, Resolve Device Licenses

Alternatively, click the unresolved number link from the Software Device Monitor portal pagelet.

Image: Resolve Device Licenses page

This example illustrates the fields and controls on the Resolve Device Licenses page. You can find definitions for the fields and controls later on this page.



This page displays the machines that do not belong to a Software Device Group, are not in the Asset Repository, or belong to a Device Group but the Group has not yet been authorized for the Software

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Title. (Groups are defined and authorized in the Software Title/Users page.) If they have controlled software titles associated with them, these machines appear in the Unresolved column in the Software Device Monitor. The Resolve Device Licenses page can be accessed from the link in the Software Device Monitor or by direct navigation.

You must run the Software Device Monitor to create the rows for the Resolve Device Licenses page.

Use Saved Search	Select a saved search for efficiency with common queries.
Software Title	Select a software title to limit the result set to a specific software.
Serial Number	Select a serial number to limit the result set to a specific machine.

Group Members

Serial ID	Displays the serial number of the device that needs resolution.
Software Title	Displays the software title that was discovered on the device that made the device eligible for this data set.
Machine Name	Displays the device network name obtained from the third-party discovery tool.
In ARM	Indicates whether the device is already in the Asset Repository. Devices already in the Asset Repository may be added to a Software Device Group. Assets not already in the Asset Repository must first be added as assets.
CPU	Displays the number of CPUs on the device from Asset Basic Information. This column displays as blank for assets that are not in the Asset Repository; however, it is considered to be 1 for processing and aggregation of total licenses.
Declared License	Select a Group ID to which to add the device and click the Add Device to Group button. The CPU field value then defaults from the Asset Repository as the Declared License value and the Group to which the device was added is displayed in the Group ID column.
Group ID	Select a group to which eligible machines may be added. This component includes explanatory text. Adding a machine to a group definition adds that machine to every software title authorized for that group, without regard for the title that appears here. You must then remove the machine from any group or groups to which it does not belong. Once you save the page, an active, effective-dated row is inserted for the Group Id provided. A row is also inserted into the Declared License table (IT_SWGRP_LIC) for every software title to which the Group belongs.

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Note: The explanatory text in bold on this page is displayed above the search results grid. It is also displayed below the grid if more than 10 rows are returned in the search results.

Note: You may not add to a Source from ARM group using this method. Source from ARM groups do not appear in the prompt list.

Add Device to Group

Click to add a device to the selected device group.

Note: If the asset or device is already manually added to a Software Device Group, then if you try to add it again using the Resolve Device License page, you will receive the following message: "Serial Id xxxxxxx already exists in the Group Id zzzzzz. The asset/device has already been added to a Software Device Group".

Define Software Device Groups

Access the Software Device Groups page from this link where you can define new device groups from which to select.

Comparing Asset Repositories

This section provides overviews of the comparison process and the Compare Asset Repositories process and discusses how to compare asset repositories.

Use the Compare Asset Repositories (IT_RECON_RUN) component to compare asset repositories.

See "Understanding the Asset Repository *(PeopleSoft FSCM 9.2: Asset Lifecycle Management Fundamentals)*".

Pages Used to Compare Asset Repositories

Page Name	*Definition Name*	*Navigation*	*Usage*
Manage Physical Use	IT_PHY_USE	IT Asset Management, Asset Discovery and Validation, Manage Physical Use.	View or modify the In Physical Use flag for hardware assets and resolve duplicate serial ID issues in ITAM
Compare Asset Repositories	IT_RECON_RUN	IT Asset Management, Asset Discovery and Validation, Compare Asset Repositories, Compare Asset Repositories	Compare discovered data with asset repository data.
Query Manager	AM_IT_ASSETS_SERIAL_ID	Reporting Tools, Query, Query Manager	Run the delivered query to detect duplicate and blank Serial IDs.

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Understanding the Comparison Process

The third-party integration process includes a run control page that enables you to request the data to be returned to PeopleSoft ITAM for comparison. This process may also be scheduled to run at specific intervals, for example, nightly. You can run the comparison process for all assets that you have already identified as reconcilable, or you can run the process by IT asset type—hardware or software. You can narrow the asset selection further by specifying asset subtypes for hardware or specific titles for software. In this way, you can structure the process to refresh the Manage Exceptions lists based on your business needs. For example, you might want to reconcile only those asset discrepancies that were created by a mass rebuilding of old laptops. Using the appropriate comparison setup, you can do this without running a complete asset comparison.

The comparison creates the initial discrepancy information that populates reconciliation transaction tables. A pagelet displays the comparison transaction summary by the business rules that you define. This high-level summary pagelet allows you to drill down to see the details of the comparison exceptions. The assets that are found to be in discrepancy based on your business rules will show as exceptions in the detail Manage Exceptions pagelet. To reconcile the differences generated by the comparison of the Asset Repository and the inventory tool, access Manage Exceptions.

If no differences are found between the asset repository and the third-party database, the asset is considered in balance and is not added to the reconciliation transaction tables. Assets found to have differences are grouped together with their counterpart from both the third-party database and the asset repository and added to a header reconciliation discrepancy table. The subcomponent or attribute with the discrepancy is added to a detail exceptions table that tracks the assets' individual comparison exceptions, including the comparison rule that was broken.

The comparison process is dependent on accurate and up-to-date information about an employee, such as job, department, supervisor, name, language, and email addresses. This information is brought into PeopleSoft IT Asset Management via a full-sync message from the PeopleSoft HCM application and the third-party applications. The employee information is not required for assets that are Authorize Software by Device. The comparison process is also dependent on definitions and the status of business rules. The Compare Asset Repositories process applies all active business rules to generate the list of exceptions.

As part of system data, business rules data has been delivered to identify exceptions for the following attributes:

- Business Unit.
- Department.
- Custodian.
- Location.
- Manufacturer.
- Model.
- Serial Number for assets that were not discovered by third-party software but exist in the Asset Repository.
- Serial Number for assets that were discovered by third-party software but do not exist in the Asset Repository.

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- Software with Unauthorized Install and Over Limit Installs.

Understanding the Compare Asset Repositories Process

The Compare Asset Repositories process, when run by itself, performs a portion of the Load process (IT_LOAD_PROC) to bring back assets that had validation or translation errors but have since been corrected. When the Compare Asset Repositories process is run as part of a streamlined process, immediately after the Load process, the portion of the Load process mentioned above is not performed.

This process cleans up previous exceptions for assets that were corrected and identifies new exceptions or previous exceptions that are yet to be corrected and records them. These transactions are referenced on the Manage Exception page. If this process is run as a part of a streamlined process, it initiates the Generate Metrics process to present the latest picture of inventory exceptions.

To process nonfinancial IT assets for comparison, a physical use flag is selected when adding, transferring, retiring or reinstating hardware assets within Asset Management. Only those assets that are selected for physical use are included in the comparison process. When an asset is partially transferred, the same serial ID can be in use across both assets. Only one should be selected for physical reconciliation.

It is also possible for assets to be in actual use, but for some reason the physical use flag is not selected. The Manage Exceptions page provides an alert that there is an asset in the asset repository that is not in physical use or has a duplicate serial ID and, therefore, is not included in the asset reconciliation set. It is very possible that the existing asset is a match for the asset that is found in the discovery system. The correct course of action is most likely to change the physical use flag associated with the asset that is already in the repository rather than to add a second asset. This can be done by accessing the Manage Physical Use page. Any changes made to this page are incorporated in the main asset record within the asset repository. The Manage Physical Use page provides a way to maintain the physical use for partially transferred assets as well as tracking assets that have duplicate serial Ids, regardless of their transfer history.

After identifying the exceptions for the assets, the comparison process evaluates the Business Rules. For those rules that have actions that are set to Execute, the associated corrective action automatically executes as part of the comparison process.

See Business Rules – Definition Page.

Note: The Compare Asset Repositories process provides the ability to process multiple streams in parallel. You can divide the processing load among different IT subtypes so that one stream can process all desktops, a second can process all laptops, and a third can process all servers.

Manage Physical Use Page

Use the Manage Physical Use page (IT_PHY_USE) to .

Navigation

IT Asset Management, Asset Discovery and Validation, Manage Physical Use.

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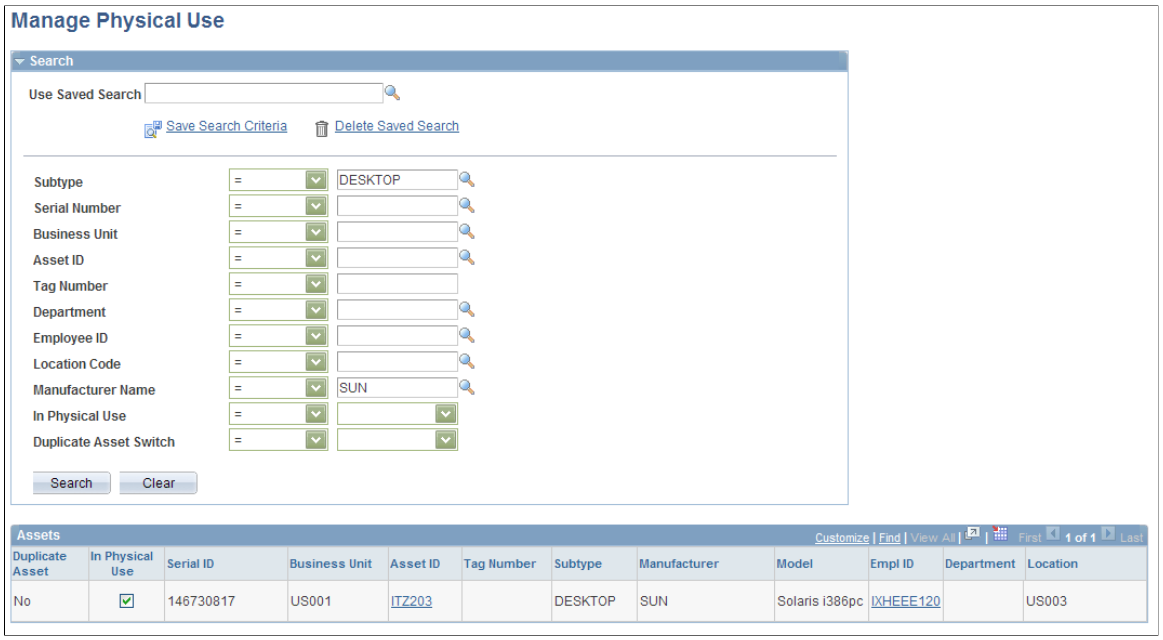
This page can be accessed from the portal menu or from the Exists column (duplicate serial ID) link on the Manage Exceptions page.

Image: Manage Physical Use page

This example illustrates the fields and controls on the Manage Physical Use page. You can find definitions for the fields and controls later on this page.



Select desired criteria and click the Search button to retrieve the assets within the Assets result grid.

Duplicate Asset

This field indicates whether an asset has a duplicate serial ID.

In Physical Use

Select or deselect this check box to resolve discrepancies between the asset repository and discovery. Changes made to this page are incorporated in the main asset record within the asset repository. When the page displays multiple rows of the same serial Id (duplicate assets) with the *In Physical Use* check box selected, deselect the duplicate(s) so that only one asset/ serial Id remains in physical use. If the page displays multiple duplicate serial Ids and none are in physical use, select the one asset that is considered to be in physical use. This asset will be used in the Compare Asset Repository process.

An edit exists to check that the serial ID of the asset that is either put in or taken out of *In Physical Use* has only one asset designated as *In Physical Use.* This edit will not occur unless one of those two assets (in the pair) has had its record modified; in other words, the *In Physical Use* value has changed.

Compare Asset Repositories Page

Use the Compare Asset Repositories page (IT_RECON_RUN) to compare discovered data with asset repository data.

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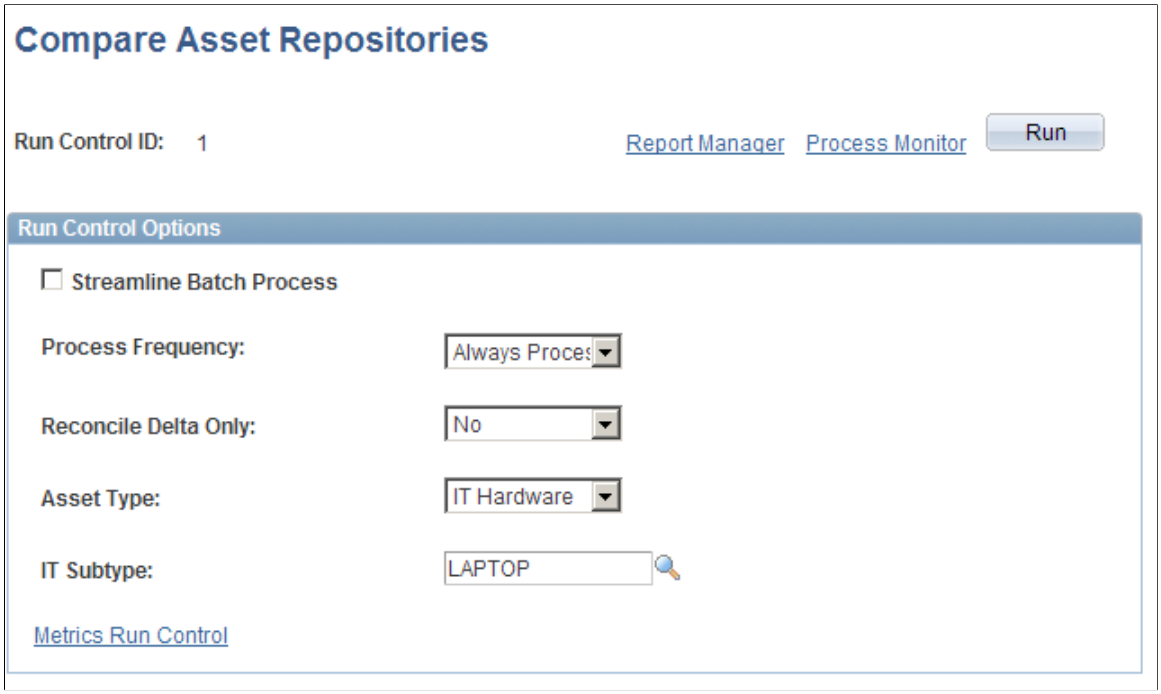
Navigation

IT Asset Management, Asset Discovery and Validation, Compare Asset Repositories, Compare Asset Repositories

Image: Compare Asset Repositories page

This example illustrates the fields and controls on the Compare Asset Repositories page. You can find definitions for the fields and controls later on this page.



Streamline Batch Process

Select this option to automatically create the run control for the Generate Metrics process. If you select this option, a dialog box gives you the choice of creating the run controls automatically or manually.

If the run control for Generate Metrics is created automatically, it is created with the same Run Control ID shown previously: *ABC*. Conversely, if you choose to create the Generate Metrics run control manually, then for the Streamline Batch Process to work, the new run control for Metrics must have the same Run Control ID.

Process Frequency

Select the frequency for the process to be run. Select *Always* to allow the process to run every time it is called. Select *Once* to allow it to be run one time only, after which it resets to *Don't,* preventing restarts.

Reconcile Delta Only

Select this option to reconcile delta discoveries only. During the comparison process, assets that have been processed are marked. When reconcile delta discoveries is selected, the comparison processes only the changes that were made in the Asset Repository. If changes have been made to assets or if

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mapping errors have been corrected, this option cleans up those items without doing a complete reconciliation.

When Reconcile Delta Only is selected, the comparison process only processes rows that have never been processed before. When this option is not selected, the system processes both sets of rows; those that have been processed before as well as those never processed.

Asset Type

You can select *IT Hardware* or *IT Software* to narrow the reconciliation. If you select *IT Hardware,* the IT Subtype field is available. If you select *IT Software,* the Software Title field is available.

If the Asset Type is left blank, the Compare Asset Repositories process reconciles all available IT assets in the cache tables. It evaluates both hardware and software-related business rules, which can greatly affect performance.

When the Asset Type is *IT Hardware* and the IT Subtype is left blank, then all hardware assets are processed. All active business rules are applied to determine exceptions. When an IT subtype is specified, then all active business rules are applied to hardware assets belonging to the specified IT subtype. Software rows are not evaluated for possible exceptions.

When the Asset Type is *IT Software* and Software Title is left blank, then all software rows that require permission or authorization to install are evaluated for exceptions. When a Software Title is specified, then all rows belonging to the specified software title are evaluated. When the asset type is *IT Software,* business rules for hardware attributes such as model, manufacturer, and so on are not evaluated.

IT Subtype

Indicate which IT subtypes are to be processed. If you do not select a specific IT subtype, all hardware assets are processed.

Software Title

Indicate which software title should be processed. If you do not select a specific title, all software titles are processed.

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After running the Compare Asset Repositories process (IT_RECON_RUN), you can review the message log in the Process Monitor to see what discrepancies were found (PeopleTools, Process Scheduler, Detail, Message Log) :

Image: IT_RECON_RUN Message Log

This example illustrates the fields and controls on the IT_RECON_RUN Message Log..

Message Log

Process

Instance:	6602	**Type:**	Application Engine
Name:	IT_RECON_RUN	**Description:**	Compare Assets

Customize | Find | View All | First 1-16 of 16 Last

Severity	Log Time	Message Text	Explain
10	12:04:00PM	ITAM Reconciliation Process initiated.	Explain
10	12:04:00PM	Section 'MAIN': Step 'Step10': Completed	Explain
10	12:04:01PM	Section '100200': Step 'Step10': Completed	Explain
10	12:04:01PM	Section '100200': Step 'Step20': Completed	Explain
10	12:04:01PM	Section '400000': Step 'Step20': Completed	Explain
10	12:04:02PM	Section '700000': Step 'Step70': Completed	Explain
10	12:04:02PM	Section '700000': Step 'Step80': Completed	Explain
10	12:04:05PM	Section '600000': Step 'Step10': Completed	Explain
10	12:04:05PM	Section '600000': Step 'Step50': Completed	Explain
10	12:04:05PM	Section '400000': Step 'Step150': Completed	Explain
10	12:04:07PM	Duplicate Serial Ids found - Run Query AM_IT_ASSETS_SERIAL_ID	Explain
	12:04:15PM	9 Assets don't have Net Book Value Calculated.	Explain
	12:04:22PM	11 Assets don't have Fair Market Value Calculated.	Explain
10	12:04:24PM	ITAM Reconciliation Process completed.	Explain

Running Delivered Queries for Comparison to the Asset Repository

PeopleSoft IT Asset Management delivers two queries for comparison to the Asset Repository:

- AM_IT_ASSETS_SERIAL_ID - (IT Assets Serial Id Correction) - This delivered query detects duplicate and blank Serial IDs.
- AM_IT_ASSET_SW_LICENSE_DEVICES - (Software License for Devices) - This delivered query reports those assets that have a CPU number that is different than the declared licenses.

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Serial ID Query

Access the AM_IT_ASSETS_SERIAL_ID query from the Query Manager page (Reporting Tools, Query, Query Manager).

Image: AM_IT_ASSETS_SERIAL_ID query

This example illustrates the fields and controls on the AM_IT_ASSETS_SERIAL_ID query.

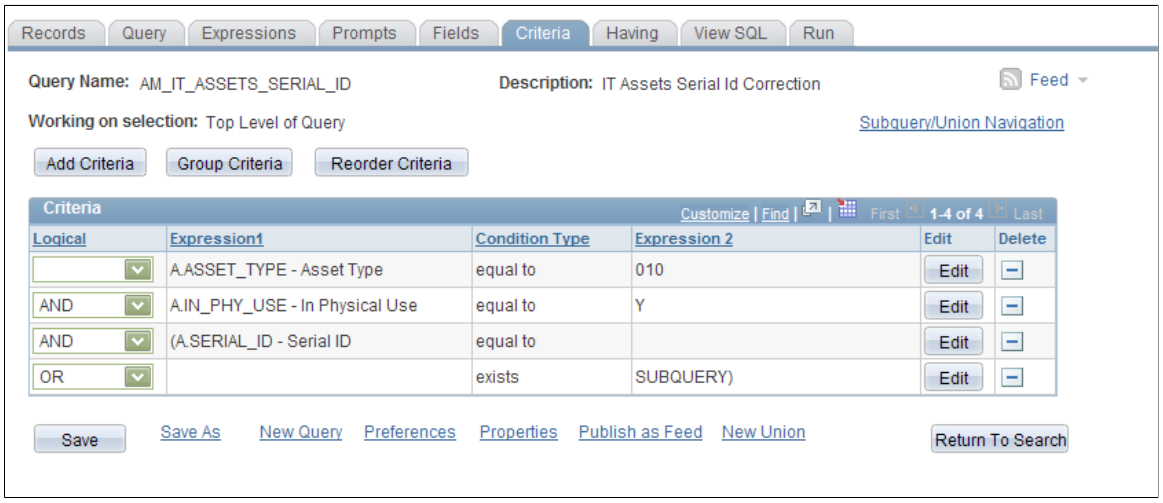
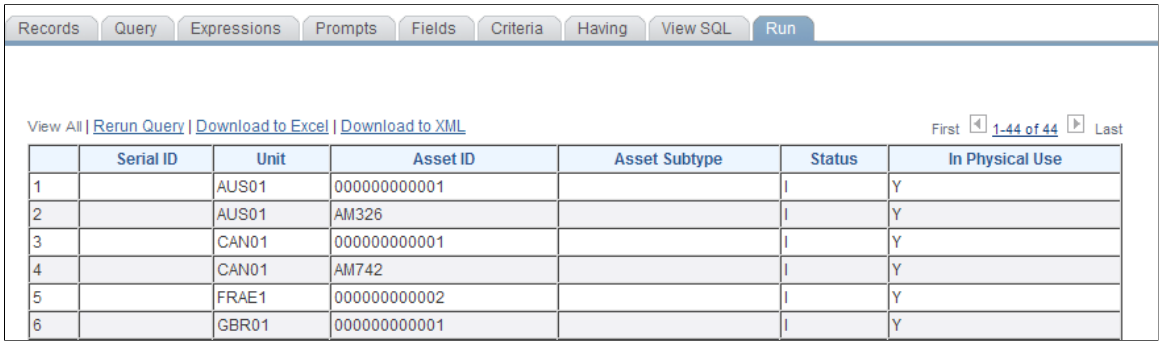


Image: AM_IT_ASSETS_SERIAL_ID query result set

This example illustrates the fields and controls on the AM_IT_ASSETS_SERIAL_ID query result set.



	Serial ID	Unit	Asset ID	Asset Subtype	Status	In Physical Use
1		AUS01	000000000001		I	Y
2		AUS01	AM326		I	Y
3		CAN01	000000000001		I	Y
4		CAN01	AM742		I	Y
5		FRAE1	000000000002		I	Y
6		GBR01	000000000001		I	Y

In addition to the alert provided on the Manage Exceptions page for duplicate serial IDs, you can run the query and review the detail results to verify duplicate or blank Serial IDs.

Software License for Devices

Use the Query Manager page (AM_IT_ASSETS_SERIAL_ID) to run the delivered query to detect duplicate and blank Serial IDs.

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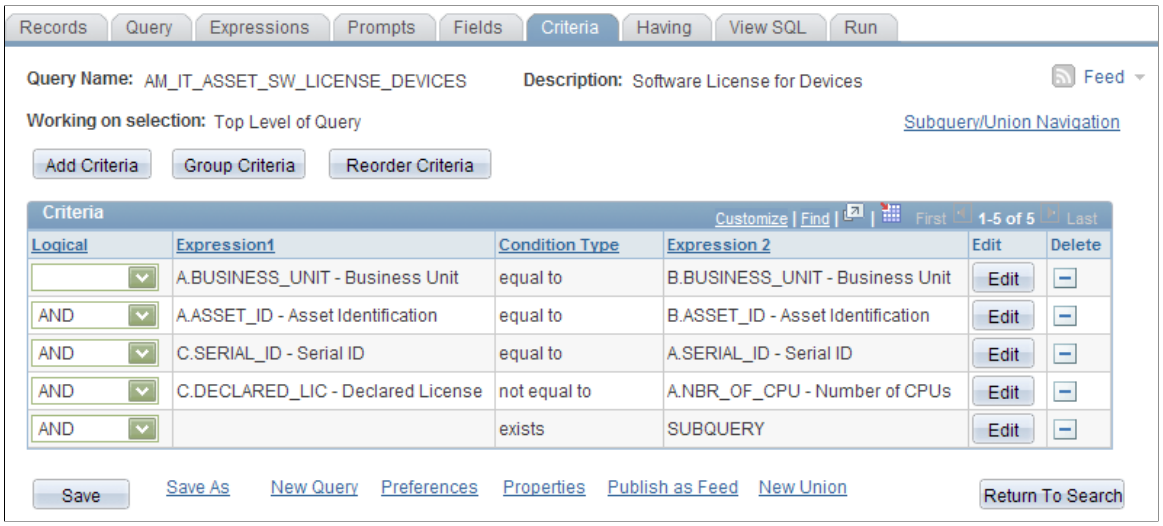
Navigation

Reporting Tools, Query, Query Manager

Image: AM_IT_ASSET_SW_LICENSE_DEVICES query

This example illustrates the fields and controls on the AM_IT_ASSET_SW_LICENSE_DEVICES query.



Logical	Expression1	Condition Type	Expression 2	Edit	Delete
	A.BUSINESS_UNIT - Business Unit	equal to	B.BUSINESS_UNIT - Business Unit	Edit	
AND	A.ASSET_ID - Asset Identification	equal to	B.ASSET_ID - Asset Identification	Edit	
AND	C.SERIAL_ID - Serial ID	equal to	A.SERIAL_ID - Serial ID	Edit	
AND	C.DECLARED_LIC - Declared License	not equal to	A.NBR_OF_CPU - Number of CPUs	Edit	
AND		exists	SUBQUERY	Edit	

Image: AM_IT_ASSET_SW_LICENSE_DEVICES query result set

This example illustrates the fields and controls on the AM_IT_ASSET_SW_LICENSE_DEVICES query result set.

	Serial ID	Unit	Asset ID	Asset Subtype	Tag Number	EmplID	Dept	Software Title	Group Owner Id	Number of CPUs	Declared License
1	583CX41	US001	ITZ 131	MULTI-CPU	ITTAG131	KUI016	13000	Adobe Acrobat Professional	IXHEEE161	5	0
2	583CX41	US001	ITZ 131	MULTI-CPU	ITTAG131	KUI016	13000	Adobe Photoshop	IXHEEE161	5	0
3	583CX41	US001	ITZ 131	MULTI-CPU	ITTAG131	KUI016	13000	Microsoft Office 2003	IXHEEE161	5	0
4	89SQB41	US001	ITZ126	MULTI-CPU	ITTAG126	KU0032	41000	Adobe Acrobat Professional	KU0032	2	0
5	89SQB41	US001	ITZ126	MULTI-CPU	ITTAG126	KU0032	41000	Adobe Photoshop	KU0032	2	0
6	89SQB41	US001	ITZ126	MULTI-CPU	ITTAG126	KU0032	41000	Microsoft Office 2003	KU0032	2	0

This delivered query reports those assets that have a CPU number that is different than the declared licenses.

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Chapter 7

Working with the IT Asset Inventory Tool

Working with the IT Asset Inventory Tool

This topic provides an overview of the IT Asset Inventory Tool and the load process and discusses how to:

- Set up the third-party integration.
- Request third-party inventory data.
- Implement Agnostic Integration.

Understanding the IT Asset Inventory Tool

To manage your IT assets effectively, you need an accurate and comprehensive inventory of your hardware and software environments.

PeopleSoft IT Asset Management uses third-party software to discover and track hardware information and installed software packages. In addition to managing discoverable assets, the inventory tool, in conjunction with the PeopleSoft IT Asset Management solution, helps identify assets that are non-reporting (or non-discovered).

The information that the third-party software provides is the cornerstone of the asset management solution. PeopleSoft IT Asset Management takes the information and validates it against the asset repository, providing a high level of accuracy and authenticity to the repository. The reconciliation process enables you to synchronize your asset records with what actually exists on your network.

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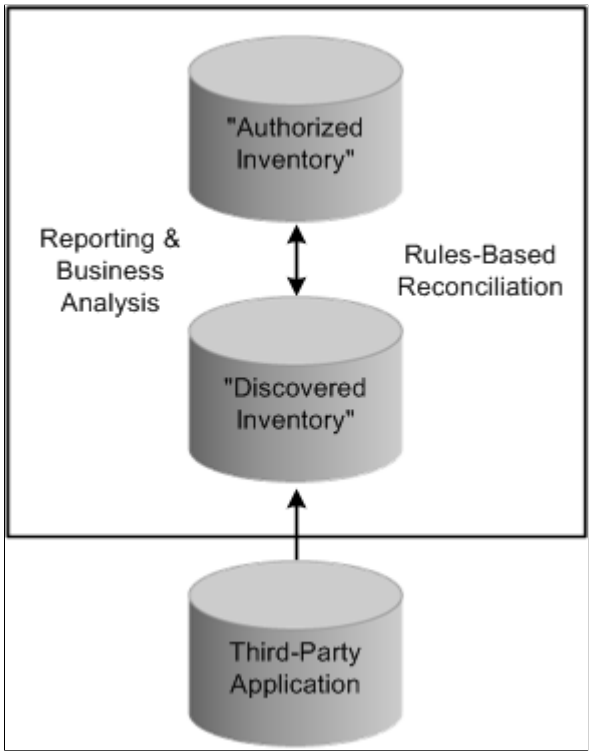
The third-party software collects inventory and usage data while the asset repository stores asset relationships. PeopleSoft IT Asset Management gives you the ability to reconcile and verify the relationships between your assets and users, locations, departments, cost centers, and associated contracts.

Image: Asset discovery process flow

This diagram illustrates the process flow from the third-party software to the PeopleSoft IT Asset Management asset repository.



Related Links

Defining IT Subtypes

Understanding Data Integration

PeopleSoft IT Asset Management is set up to communicate with the third-party inventory database using XML messages. The XML messages are handled through Integration Broker. The process flow for requesting third party inventory data consists of the following steps:

1. PeopleSoft IT Asset Management sends an XML message to the third-party software requesting inventory data.
2. The third-party software returns an XML response message indicating that the request was received or if there was a problem processing the request in the third-party system.
3. The third-party software returns the requested data in an XML file formatted for PeopleSoft IT Asset Management.
4. Once that response is received, an application engine Load process, IT_LOAD_PROC, is initiated to process the data that is returned from the third party. The Load process validates the data and

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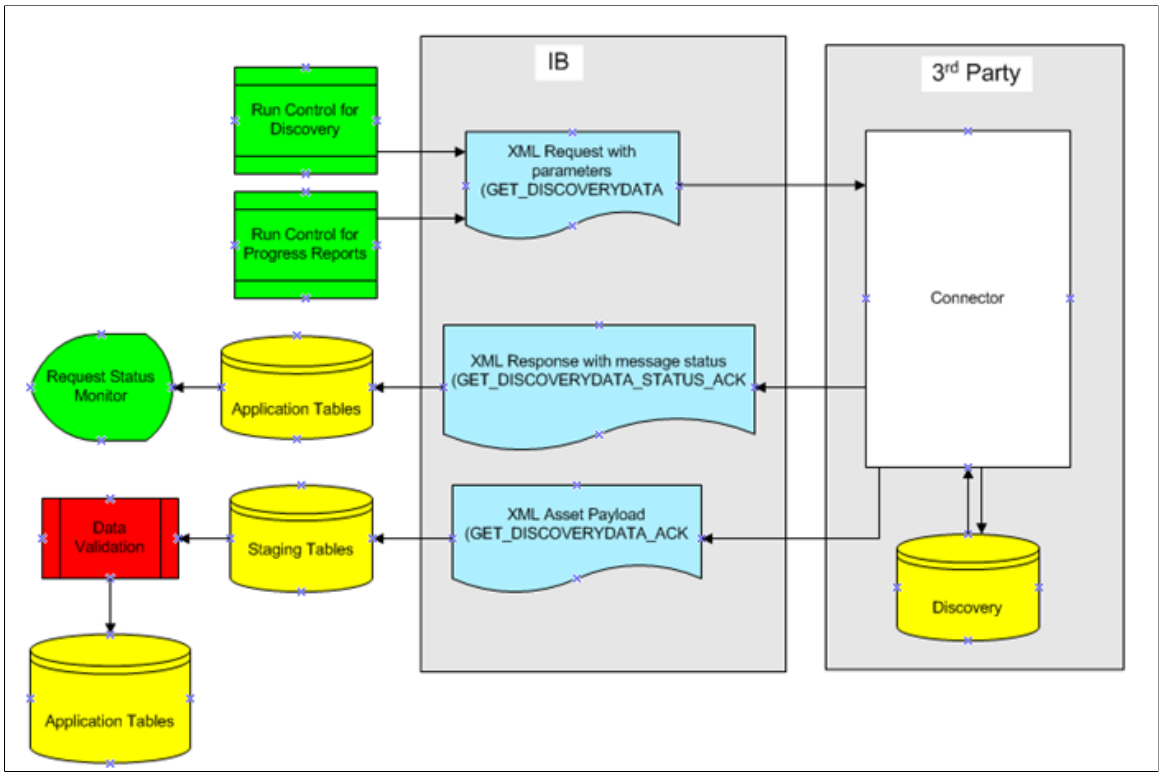
interprets the actual values converting them into meaningful values that the Asset Repository can understand.

There are alternatives to this Request/Response model to integrate data from third-party discovery applications into PeopleSoft ITAM. The Agnostic Integration model provides alternatives to integrate inventory data without employing the Request/Response model. Agnostic Integration is designed to leverage open interface tables called pre-staging tables. This eliminates the need to build a tightly-coupled XML connector, which is required for the Request/Response model. Agnostic Integration provides efficiency for those organizations that are implementing ITAM as well as flexibility for those who rely on a third party's connector. The data still needs to be integrated into a delivered web service or directly into the pre-staging tables.

See Implementing Agnostic Integration.

Image: Third Party Inventory Process Flow

The following diagram illustrates the process flow for requesting third party inventory data:



Understanding the Load Process

Once all the requested data (Message GET_DISCOVERYDATA_ACK) has been received, the View Request Status page displays "Success". All of the data from the XML has been received and written to application staging tables during subscription. An Application Engine process (IT_LOAD_PROC) is automatically submitted and uses the staging tables as input to produce translated data in the cache and error tables.

This cache data is then used by the compare process.

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Note: You can view the results of the data integration via PeopleSoft Integration Broker Message Details. Check the status of the following Messages: GET_DISCOVERYDATA, GET_DISCOVERYDATA_STATUS_ACK, GET_DISCOVERYDATA_ACK.

The Load Process validates and translates the third-party data, consisting of. Serial Number, Manufacturer, Computer Type (IT Resource), Model, Primary User, Primary User Domain, Machine Name, IP Address, Date of Last Inventory, Software Titles, and Total Run Time. The Load Process translates the data from the third-party into data that is familiar to the asset repository (for example, Primary User + Domain = Employee ID). When this translation is successful, data is inserted into the cache table. Errors occurring during these translation edits will prohibit the IT device or software title from being inserted into the cache tables. Instead errors encountered will be inserted into the error tables with the applicable error code as well as a table that preserves the original third-party values. This is done to allow later processing of the data either by the comparison process or again by Load once a valid translation for the data has been created.

You can view the errors produced by the load process for the latest discovery request from a high level pagelet and drill down to the details on the View Integration Data Load Errors page.

This table lists the order of processing the translation edits:

Application Engine: IT_LOAD_PROC	***IT_ERR_CODE***	***Comment***	***Reference***
Checks for Duplicate Serial Numbers	010	Duplicate Serial ID Error	ASSET
Checks for the existence of a mapping of the primary user and domain to an employee ID	050	Unmapped Primary User/ Domain - Empl ID	IT_LDAP
Retrieves Department and HR business unit for an Empl ID from the PS_JOB table for Employees "Primary Job".		HCM Integrated data	JOB
Retrieves the mapped GL Business Unit value for the HR Business Unit		HCM to GL Business Unit	BUS_UNIT_TBL_HR
Checks for unmapped/blank GL Business Unit value for the HR Business Unit	070	No GL BU Mapped to HR BU	BUS_UNIT_TBL_HR
Check for no HR Business Unit value in PS_JOB table	070	No GL BU Mapped to HR BU	BUS_UNIT_TBL_HR
Retrieves the max AM Business Unit value in the BU_BOOK_TBL table for the GL Business Unit			BU_BOOK_TBL

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Application Engine: IT_ LOAD_PROC	*IT_ERR_CODE*	*Comment*	*Reference*
Retrieves the setIDs for Asset Subtype (AM_ SUBTYPE), Manufacturer (MANUFACTURER), Location (LOCATION_TBL) where there is a MFG_ID			SET_CNTRL_REC
Retrieves the setIDs for Asset Subtype (AM_ SUBTYPE), Manufacturer (MANUFACTURER), Location (LOCATION_TBL) where MFG_ID is blank.			SET_CNTRL_REC
Retrieves the Manufacturer when provided. Error if provided value is not in mappings.	040	Unmapped Manufacturer Error	IT_MAP_CD
Retrieves the IT_SUBTYPE and AM_SUBTYPE from the 3rd party value. Error if no mapping.	060	Unmapped Asset Subtype	AM_SUBTYPE, IT_ SUBTYPE_LN
Retrieves the Location for IP Addresses that are not VPN. Error if not in mapping.	030	Unmapped IP Address Error	IT_IP_ADDR, IT_IP_ADDR _MAP

When no MFG_ID is returned from the third-party application , PeopleSoft IT Asset Management stores a blank MFG_ID to the IT_HRDWR_CACHE table.

Once completed, the system sets the "Last Request Date" to the current date for the IT Subtypes and reprocesses errors from prior requests unless more current data comes from the third-party application.

Setting Up the Third-Party Integration

This section discusses how to set up the integration between the third-party inventory software and PeopleSoft IT Asset Management.

Using the Data Discovery Integration Point

PeopleSoft IT Asset Management supports the Data Discovery integration point (GET_DISCOVERYDATA), an application message that is used to request information about discovered IT hardware and IT software in an organization's network.

When implemented, the GET_DISCOVERYDATA application messages send IT Subtypes and Software Titles to the third-party software when the Request Discovery Data process is submitted. IT subtypes are synonymous with the network devices, and represent items such as laptops, desktops, and servers. The Subtypes are mapped to values that exist in the third-party inventory database. For example, depending on the manufacturer of the device, the inventory information may indicate that the laptop is officially a

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"notebook". Therefore a laptop subtype could be defined to have third-party values of laptop, notebook, or portable.

Related Links

Defining IT Subtypes

Using the Discovery Data Status Integration Point

PeopleSoft IT Asset Management supports the Discovery Data Status integration point (GET_DISCOVERYDATA_STATUS_ACK), an application message that is used to monitor and display the status of the discovery request. The status can be viewed in the View Request Status page.

This table illustrates the steps in the process and the status displayed:

Steps	***Status***
Request is sent to the third-party system.	When the request is sent to the third-party system, the discovery request monitor displays the request with a status of *Request Sent.*
The third-party system returns a status acknowledgement of the request.	Once the acknowledgement is received, the request status is updated to *Request received* or *Third party error.* If the error code is returned, the error is displayed.
The third-party system processes the request and returns inventory data.	The file size is specified in the sending request (the file size can be changed in People Tools Options page. The Navigation is: PeopleTools > Utilities > Administration > PeopleTools Options). If the size of the xml response is greater than the value of the file size node in the xml Request, the inventory data is to be chunked and returned in one or more files. The FILE_CNT Node in the Response contains information regarding the total file count that is to be received for the request. While the files are being returned, the discovery request monitor displays a status of *Receiving.* The monitor updates the date and time to reflect when the last file was received. If the files are not transmitted, the status is updated to *Error in Transmission* after a user specified time period has elapsed. If the last file is received before all the other files are received, the request errors out. The monitor shows the status of *Error in Transmission* and the stage table is cleared. If the last file is received successfully, the status is updated to *Success.*

Using the Discovery Data Acknowledgement Integration Point

PeopleSoft IT Asset Management supports the Discovery Data Acknowledgement integration point (GET_DISCOVERYDATA_ACK), an application message that is used to receive the inventory data that you requested. The message consists of IT Hardware and IT Software data elements that are stored in the third-party database.

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Requesting Third Party Inventory Data

This section discusses how to:

- Define PeopleSoft IT Asset Management options for discovery requests.
- Request discovery data.
- Monitor discovery data requests.
- View Integration Data Load Errors.

Use the Request Discovery Data (IT_DISCO_RUN) component to request third-party inventory data.

Pages Used to Request Discovery Data

Page Name	*Definition Name*	*Navigation*	*Usage*
Installation Options — Asset Management	INSTALLATION_AM	Setup Financials/Supply Chain, Install, Installation Options Click the Asset Management link.	Define the timeout period for discovery requests.
Request Discovery Data	IT_DISCO_RUN	IT Asset Management, Asset Discovery and Validation, Request Discovery Data, Request Discovery Data	Set run control options to publish XML requests for inventory data.
View Request Status	IT_RQST_STATUS	IT Asset Management, Asset Discovery and Validation, View Request Status, View Request Status	View the status of the request made to the third-party application.
View Integration Data Load Errors	IT_LOAD_ERRORS	IT Asset Management, Asset Discovery and Validation, View Integration Data Errors, View Integration Data Load Errors	View the errors produced by the load process for the latest discovery request.

Installation Options — Asset Management Page

Use the Installation Options — Asset Management page (INSTALLATION_AM) to define the timeout period for discovery requests.

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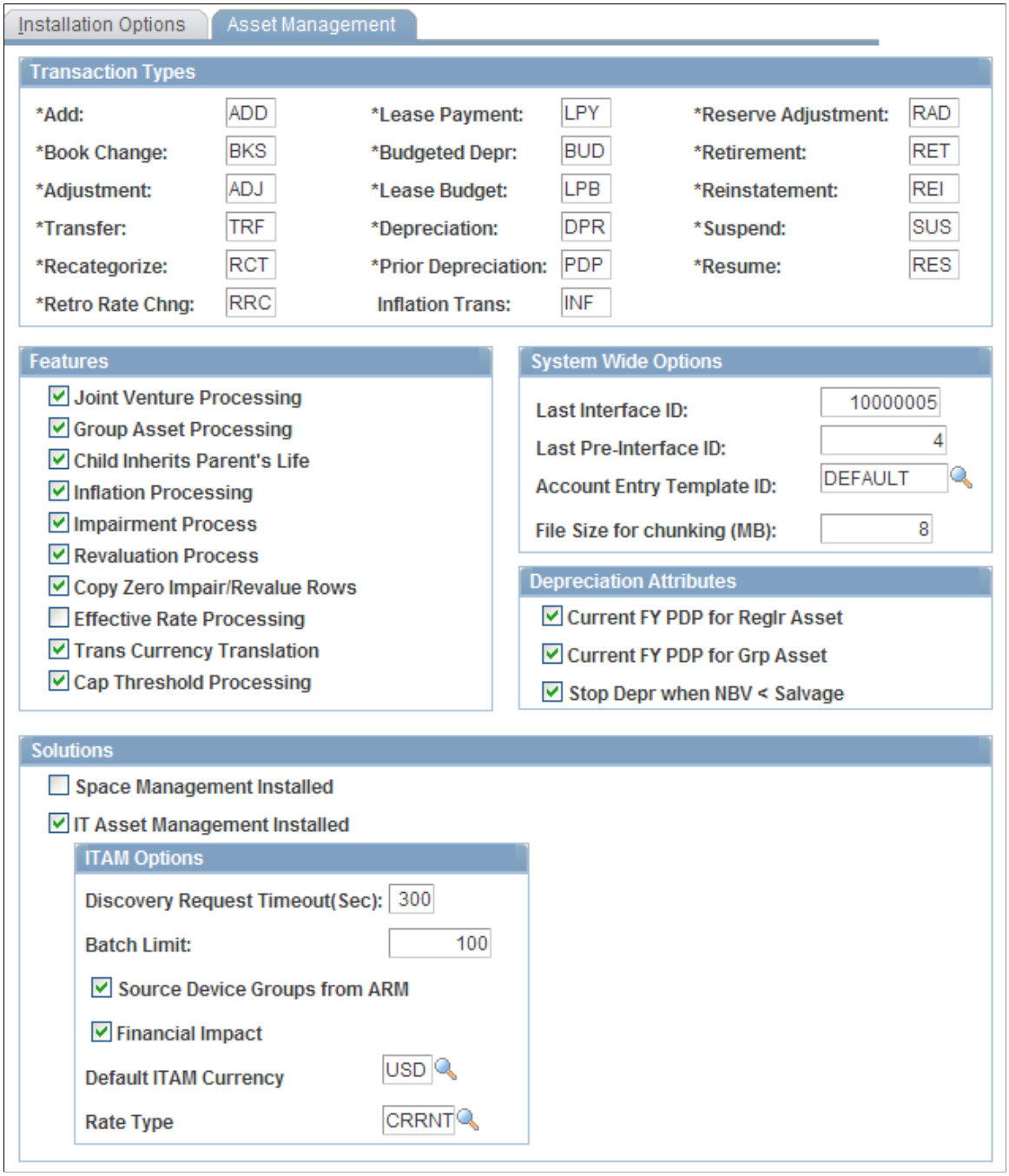
Navigation

Setup Financials/Supply Chain, Install, Installation Options

Click the Asset Management link.

Image: Installation Options - Asset Management page

This example illustrates the fields and controls on the Installation Options - Asset Management page. You can find definitions for the fields and controls later on this page.



See "Installation Options - Asset Management Page *(PeopleSoft FSCM 9.2: Application Fundamentals)*".

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Solutions

IT Asset Management Installed	Select if you have installed IT Asset Management. The ITAM Options group box is displayed.
Discovery Request Timeout (Sec)	Enter the number of seconds that processing will wait for a response from a request for inventory data from the third party. This interval applies to both the first response as well as subsequent responses in a single message transaction, in the case where the message contains more than one message file.
Batch Limit	Used for Manage Exceptions. See Installation Options — Asset Management Page.
Source Device Groups from ARM	This option is used as a default for the Software Device Groups page. Newly created Device Groups will use this as the value for the Source From ARM field.

Request Discovery Data Page

Use the Request Discovery Data page (IT_DISCO_RUN) to set run control options to publish XML requests for inventory data.

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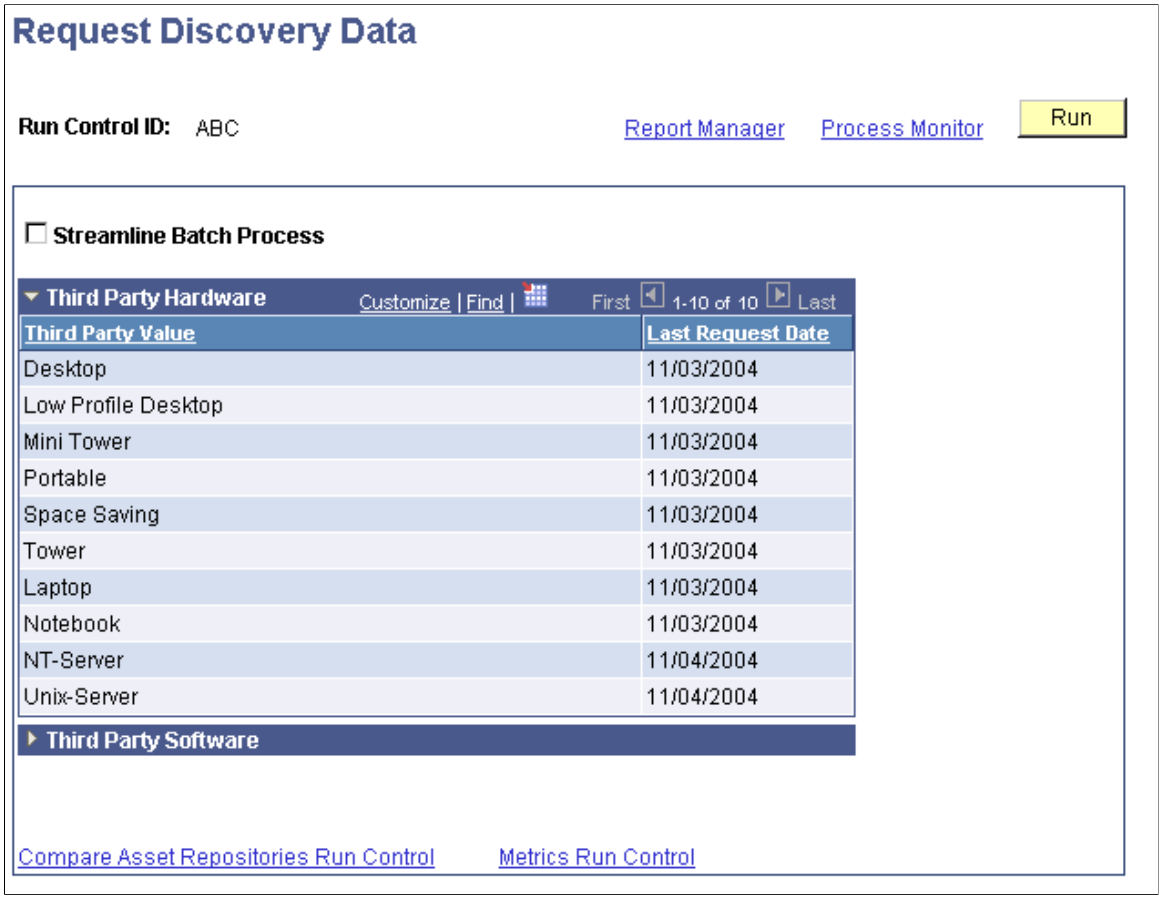
Navigation

IT Asset Management, Asset Discovery and Validation, Request Discovery Data, Request Discovery Data

Image: Request Discovery Data page

This example illustrates the fields and controls on the Request Discovery Data page. You can find definitions for the fields and controls later on this page.



Streamline Batch Process

Select to run Compare Asset Repository automatically after the third-party data is processed. If you select Streamline Batch Process, and a Run Control for Compare Asset Repository does not exist, a dialog gives you the choice of having the run controls created automatically or manually. If you choose to create the run controls manually, respond by clicking the Cancel button. This deselects the check box so that you can save the page. You can then navigate to the other Run Control pages to manually create them. Both run control pages can be accessed by using the links at the bottom of the page.

When run controls are created automatically for the Compare Asset Repositories and Metrics processes, they are created with same Run Control ID. In the example above, the run controls will be created with Run Control ID of *ABC*. Conversely, if the user wants to create the run controls manually but wishes to streamline batch processes, the user needs to manually create

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two run controls with the same Run Control ID. Streamline Batch Process will not be implemented with run controls that have different Run Control IDs.

Note: When the Compare Assets process is run, it may also perform actions to correct the exceptions. Business Rules can be defined to automatically execute actions. In this way, the Streamline Batch Process option can truly be a completely automated process without user intervention.

Third Party Value

Third Party Hardware displays all IT subtypes that have the Discover/Reconcile flag selected on the IT Subtypes page.

Third Party Software displays all software titles with Track Requisition or Permission Required selected on the Define Software Title page.

Last Request Date

Displays the date of the last asset inventory data request for each third-party value.

Compare Asset Repositories Run Control

Click to view, create, or edit the Compare Asset Repositories run control.

Metrics Run Control

Click to view, create, or edit the Metrics run control.

Note: Remember to check Integration Broker for message details.

View Request Status Page

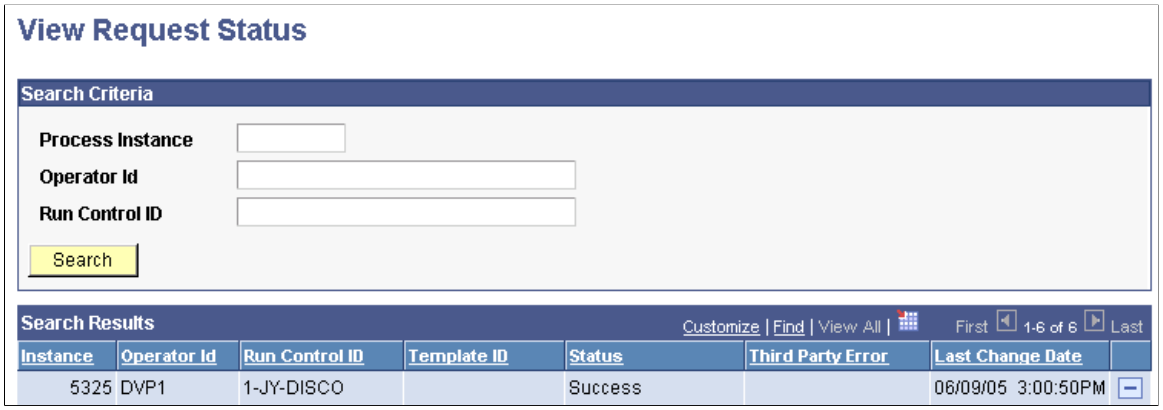
Use the View Request Status page (IT_RQST_STATUS) to view the status of the request made to the third-party application.

Navigation

IT Asset Management, Asset Discovery and Validation, View Request Status, View Request Status

Image: View Request Status page

This example illustrates the fields and controls on the View Request Status page.



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The View Request Status page displays the status of requests for inventory data from the third-party system. All fields in the grid are display only.

View Integration Data Load Errors Page

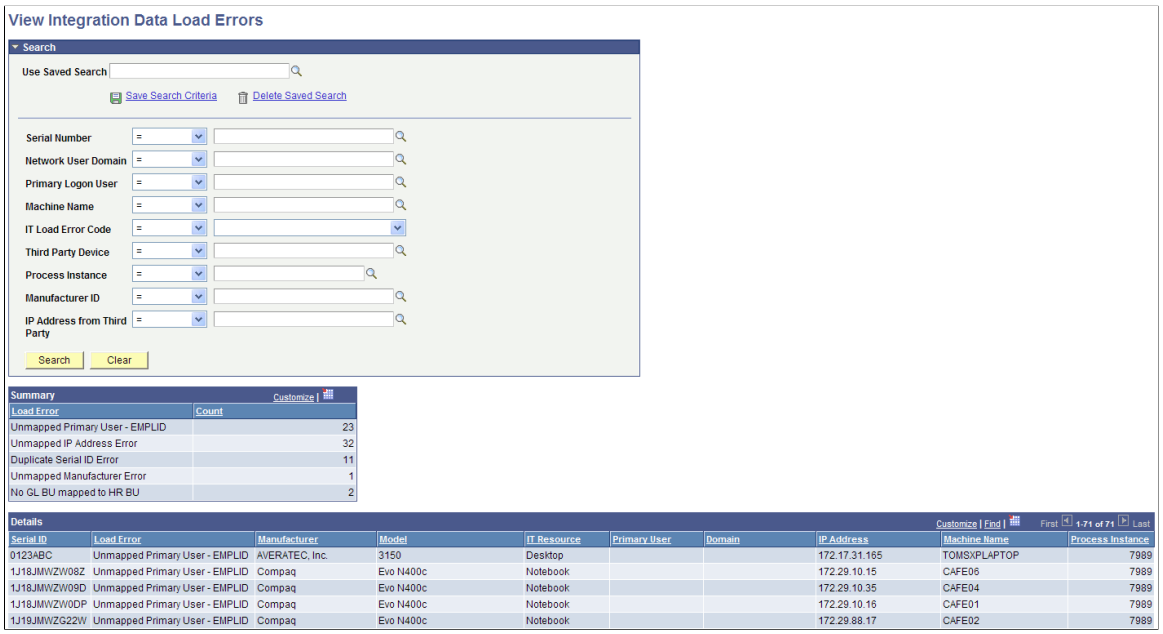
Use the View Integration Data Load Errors page (IT_LOAD_ERRORS) to view the errors produced by the load process for the latest discovery request.

Navigation

IT Asset Management, Asset Discovery and Validation, View Integration Data Errors, View Integration Data Load Errors

Image: View Integration Data Load Errors page

This example illustrates the fields and controls on the View Integration Data Load Errors page.



The View Integration Data Load Errors page can be accessed directly or from links on the Integration Data Load Errors portal pagelet. This page displays errors detected from the latest successful completion of the ITAM Data Load process (IT_LOAD_PROC Application Engine).

See "Understanding Reporting Metrics *(PeopleSoft FSCM 9.2: Financials, ESA, ALM, and SCM Portal Packs)*".

Implementing Agnostic Integration

This section provides an overview of Agnostic Integration and discusses how to set up the integration between the third-party inventory software and PeopleSoft IT Asset Management.

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Pages Used to Process Agnostic Integration

Page Name	*Definition Name*	*Navigation*	*Usage*
Integrate Discovery Data	IT_PLOAD_RUN	IT Asset Management, Asset Discovery and Validation, Integrate Discovery Data	Set run control options to submit the IT_LOAD_PRE Application Engine process, Select to process all Batch IDs and all errors or specific Batch IDs and errors.
IT Assets Pre-load Errors	AM_IT_PRE_LOAD_ ERRORS	Reporting Tools, Query, Query Manager, AM_IT_ PRE_LOAD_ERRORS	Run this query to identify errors from the IT_LOAD_ PRE process. The query lists the Serial IDs of the devices that fail any of the pre-stage error edits.

Understanding Agnostic Integration

The purpose of Agnostic Integration is to provide alternative options to integrate inventory data from third-party discovery applications to PeopleSoft ITAM without employing the Request/Response model. However, the Request/Response model remains an option for the integration and the functionality is not impacted by Agnostic Integration.

Agnostic Integration is designed to leverage open interface tables called pre-staging tables. This eliminates the need to build a tightly-coupled XML connector, which is required for the Request/ Response model. Agnostic Integration provides efficiency for those organizations that are implementing ITAM as well as flexibility for those who rely on a third party's connector. The data still needs to be integrated into a delivered web service or directly into the pre-staging tables.

The pre-staging tables can be populated directly using a custom program or via a one-way asynchronous inbound web service. The agnostic approach assumes that a third party can already provide an export of the discovery data as part of their native product. In this case, the third party does not need to understand a request from PeopleSoft ITAM. The only requirement is to transform the data directly into the pre-staging tables or into the web service in order to populate the pre-staging tables. This integration model is more loosely coupled than the Request/Response model, which remains an option for integration.

The following describes terms that are commonly used when describing the Agnostic Integration framework:

Request/Response Model

This is the asynchronous XML Request/Response integration option. A request is submitted using the Request Discovery Data run control page and a message is published by Integration Broker to the 3rd party. The request provides the parameters for the data from the discovery system. The response contains the assets matching those request parameters. Once the response is received, the IT_LOAD_PROC is automatically submitted to perform data translation and mapping edits. This integration is considered tightly coupled with the third party suppliers.

Pre-Staging Tables

The pre-staging tables are interface tables for the hardware and software attributes of the discovered IT assets. They are used to integrate discovery or inventory data from third-party

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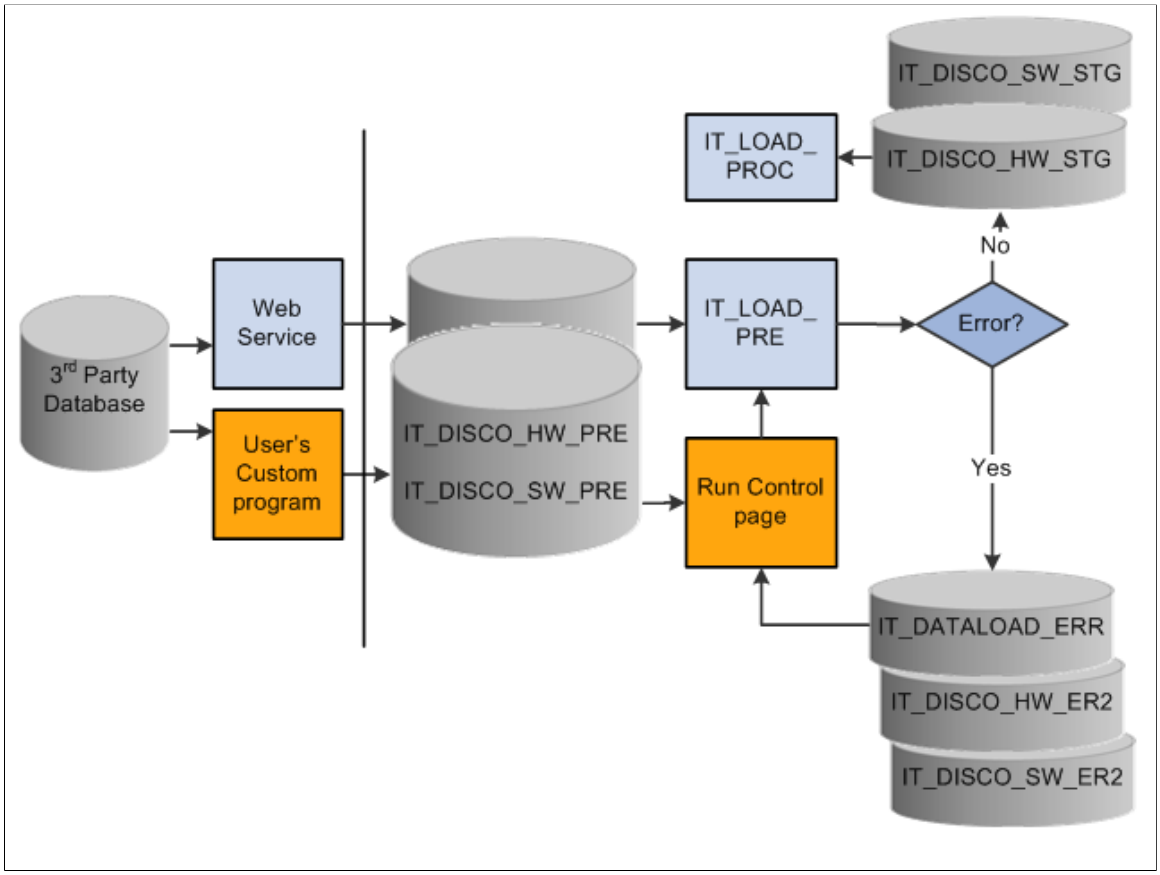
discovery applications. They are IT_DISCO_HW_PRE and IT_DISCO_SW_PRE. One of the options available in the Agnostic Integration feature is to utilize these tables as the integration point. The tables can be populated manually through a custom program or through the a web service

Web Service Web service, as used in this section, refers to the inbound asynchronous XML message. It is one of the two additional integration options made available by the Agnostic Integration framework.

Integrate Discovery Data This is the run control page that is used to submit the data load Application Engine process, IT_LOAD_PRE. Select to process all Batch IDs and all errors or specific Batch IDs and errors.

Image: Agnostic Integration process flow

The following diagram represents the process flow for the Agnostic Integration framework:



This section discusses how to:

- Select an integration option.
- Run the data load process (IT_LOAD_PRE).
- Identify preload errors.
- View preload errors.

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Selecting an Integration Option

The following section discusses the two options for Agnostic Integration:

- Manual
- Web Service

Note: The two options, Manual and Web Service, are processed as mutually exclusive tasks (TASK_ID). If you elect to use both options to integrate discovery data, you may lose the ability to filter out duplicate Serial ID errors. Since the two sources of data are processed separately, the data validation performed by the IT_LOAD_PROC will only check for duplicate Serial IDs within the one source.

Manual Option

This option is selected when using a custom program to manually load the pre-staging tables for hardware and software discovery data (IT_DISCO_HW_PRE and IT_DISCO_SW_PRE). When using this method, keep in mind the following points:

- Create a custom program or use a third-party program to populate the pre-staging tables.
- Fix or remove duplicate or invalid Serial IDs before loading the pre-staging tables. An example of an invalid Serial ID might be a blank value.
- After ensuring that all discovery data is loaded to the pre-staging tables, use the run control page, Integrate Discovery Data, to submit the IT_LOAD_PRE Application Engine program, which processes data from the pre-staging tables and loads them to the staging tables. This process also calls the IT_LOAD_PROC Application Engine process to perform validations, translations, and transformations of the data.
- Ensure there is no orphan software data. All integrated software data (IT_DISCO_SW_PRE) must have a parent record (IT_DISCO_HW_PRE). This is consistent with the existing expectation of data that is provided to ITAM from third party systems.

Web Service Option

The web service option uses an asynchronous inbound XML message to populate the pre-staging tables for hardware and software discovery data (IT_DISCO_HW_PRE and IT_DISCO_SW_PRE). When using this method, keep in mind the following points:

- This method does not require a tightly coupled XML connector or dependence upon a preexisting partnership with a particular discovery supplier to populate the pre-staging tables.
- The web service (PROCESS_DISCOVERYDATA) populates the pre-staging tables and submits the IT_LOAD_PRE Application Engine process automatically; however, reprocessing of web service errors is submitted from the Integrate Discovery Data run control page.
- The web service implements an xml file-counting solution, which leverages the xml node FILE_CNT. After receiving all of the xml files, the IT_LOAD_PRE process is submitted automatically.
- Do not introduce duplicate or invalid Serial IDs in the xml. An example of an invalid Serial ID might be a blank value.
- Ensure that the BATCH_ID node value is the same throughout the XML file.

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Integrate Discovery Data run control Page

Use the Integrate Discovery Data run control page to submit the IT_ LOAD_PRE Application Engine process when the pre-staging tables are populated manually by a custom program. Additionally, this page can be used to process pre-staging errors resulting from either method (manual or web service).

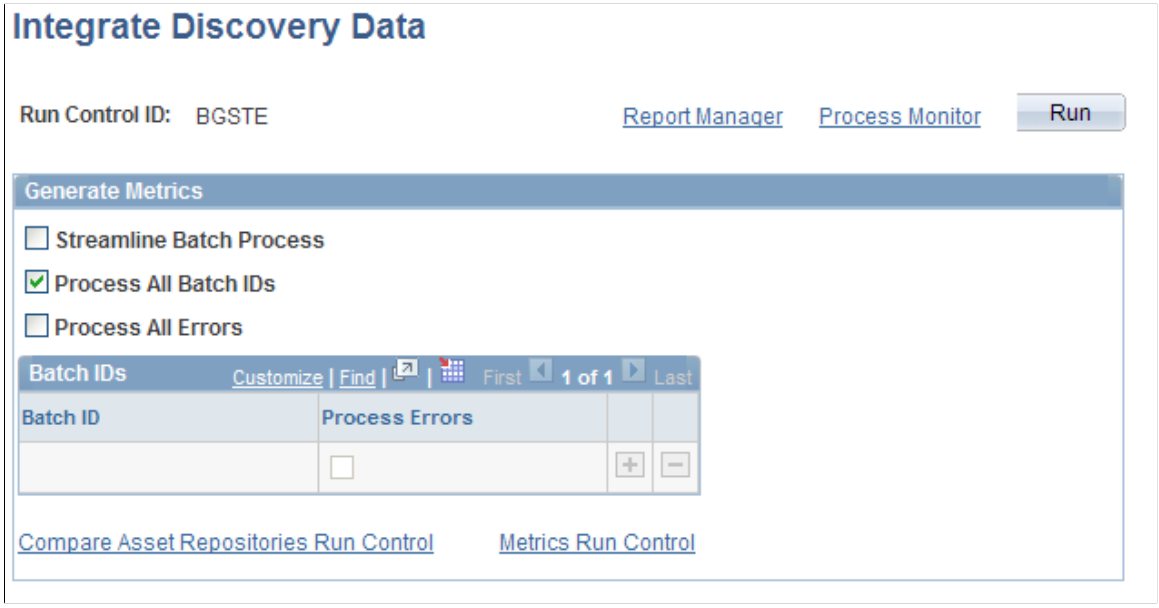
Use the Integrate Discovery Data page (IT_PLOAD_RUN) to set run control options to submit the IT_LOAD_PRE Application Engine process, Select to process all Batch IDs and all errors or specific Batch IDs and errors.

Navigation

IT Asset Management, Asset Discovery and Validation, Integrate Discovery Data

Image: Integrate Discovery Data page

This example illustrates the fields and controls on the Integrate Discovery Data page. You can find definitions for the fields and controls later on this page.



Streamline Batch Process Select to enable the option to automatically submit (streamline) the Compare Asset Repository and Generate Metrics processes.

Process All Batch IDs Select to process all the unique Batch IDs in the pre-staging table. When selected, any existing rows in the grid are disabled. The IT_LOAD_PRE batch program processes all data in the pre-staging tables and overrides the Batch IDs that are specified in the grid. However, if there are rows in the grid where Process Errors is selected, the errors related to that Batch ID are also included as input for the IT_LOAD_PRE batch process.

Process All Errors Select to process all the rows in the pre-staging error tables. When selected, the Process Errors check box is disabled in any existing grid row, The IT_LOAD_PRE batch program processes all data in the pre-staging error tables. It overrides the Process Errors option at the grid level.

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Batch IDs

Batch ID Select one or more specific BATCH_IDs for the IT_LOAD_PRE Application Engine program to process. If the Process All Batch IDs check box is selected, this field is disabled.

Process Errors Select to specify if pre-stage errors are to be processed for the selected BATCH_ID. If Process All Batch IDs or Process All Errors is selected, this field is disabled.

Compare Asset Repositories Run Control and Metrics Run Control Click the links that are provided to access the Compare Asset Repository and Generate Metrics run control pages. Verify or change the run control parameters for the two automatically-created run controls.

Note: When using the web service to populate the pre-staging tables, the IT_LOAD_PRE process is launched automatically when all the xml files are received successfully by Integration Broker. The user ID that is used to automatically submit the process is the user ID that is specified by the publishing Integration Broker node (&From Message Credential). If the user ID that is defined on the external node is used to enter the run controls on the Integrate Discovery Data page, and if a Web Service is received that has the same RUN_CNTL_ID, it will take precedence over the one entered on the page. (The Web Service utilizes the same tables to store the run control parameters. In this example, the records that are entered on the page are replaced by the parameters in the Web Service. The records are then deleted when the Web Service is processed).

Identifying Preload Errors

The following table provides a description of the preload errors that can result from the edits performed by the IT_LOAD_PRE Application Engine process:

Preload Errors	*Description*
Orphan Software error (100)	This is the first edit that is performed. It is only performed when directly populating the pre-staging tables using a custom program. This is done in order to validate the parent/child relationship for hardware and software data. To fix this error, a parent hardware record is needed. A record could be inserted in the IT_DISCO_HW_ER2 table; or, if resubmitting all of the data, the record should be inserted in the IT_DISCO_HW_PRE table.
Software Title/Known As Mapping error (090)	This is the next edit performed (first one for the Web Service option). To fix this error, ensure that the KNOWN_AS value in the xml is mapped on the ITAM Code Mappings page. Add the mapping and then use the run control page to reprocess the errors.
IT Resource Mapping error (080)	This is the third edit that is performed. To fix this error, ensure that you have the IT_RESOURCE value mapped on the IT Subtype page. It should be an active Third Party Value that is listed in the grid.

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IT Assets Pre-load Errors Page

Run the delivered query, AM_IT_PRE_LOAD_ERRORS, to retrieve a report that lists the Serial IDs of the devices that fail any of the preload (pre-stage) error edits resulting from the IT_LOAD_PRE process. ITAM requires that Serial IDs be unique in each application in order to successfully integrate the discovered assets into ITAM. This query identifies duplicate Serial IDs.

Use the IT Assets Pre-load Errors page (AM_IT_PRE_LOAD_ERRORS) to run this query to identify errors from the IT_LOAD_PRE process.

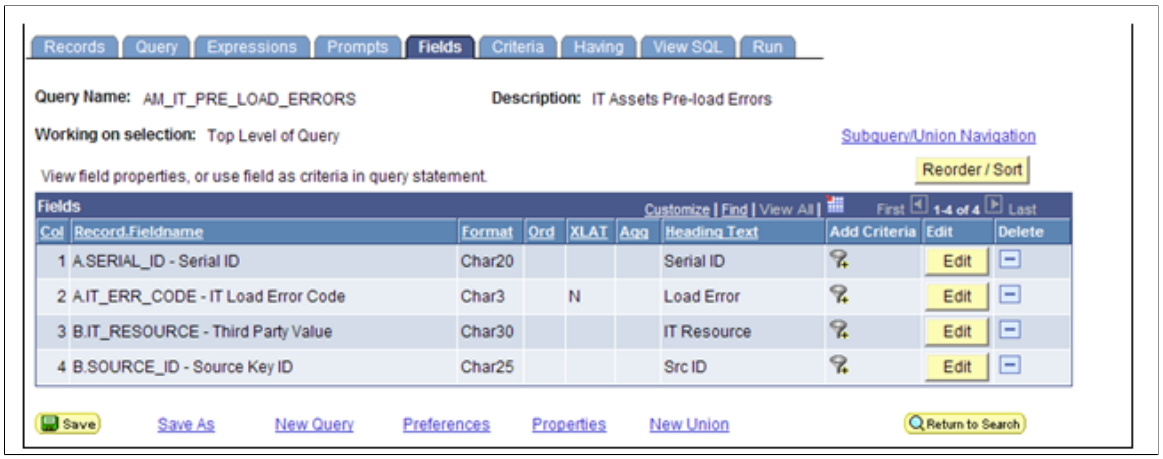
The query lists the Serial IDs of the devices that fail any of the pre-stage error edits.

Navigation

Reporting Tools, Query, Query Manager, AM_IT_PRE_LOAD_ERRORS

Image: AM_IT_PRE_LOAD_ERRORS query

This example illustrates the fields and controls on the AM_IT_PRE_LOAD_ERRORS query.



The report provides the following fields Serial ID, IT Load Error Code, Third Party Value and Source Key ID.

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Chapter 8

Managing Exceptions

Managing Exceptions

This topic provides an overview of exception management and discusses how to:

- Access exceptions.
- Manage exceptions
- View Manage Exceptions trend.
- Manage assets not reporting.
- Manage ignored exceptions.
- View action errors.
- View action log.
- Manage financial lists.
- Work with the asset log.

Understanding Exception Management

Assets specific to Information Technology (IT), such as computers, are able to describe themselves via network messages. These messages are stored in the third-party inventory database. Matching these network messages to assets in the asset repository is a process that compares assets in the asset repository to inventory retrieved from the field. The comparison process (IT_RECON_RUN) generates a list of discrepancies or exceptions.

PeopleSoft IT Asset Management automates a portion of IT asset activity by comparing the databases, asset by asset, and determining which changes need to be brought to the attention of a manager. Many IT assets differ day by day and for asset management purposes, you compare a very small group of key attributes in each asset record. While some of the attributes you track can also change day by day, PeopleSoft provides business rules to manipulate what is compared and ultimately presented for reconciliation.

Exceptions between the asset repository and the third-party inventory database are stored in discrepancy transaction tables. The exceptions are displayed in a component that allows you to sort, display on certain assets, group, and act on the changes that are required for those assets to bring them into balance. There is a suggested action associated with each exception, as defined in the business rule, and that action is presented once you have defined the assets that should be corrected. Once that action set is submitted, online or batch processing applies the predefined actions, and routes, updates the ARM, or notifies persons of interest, or a combination of those actions.

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To ensure that the most pressing exceptions are handled quickly, ITAM provides an automatic reconciliation option that allows you to customize the existing business rules at the action level to automatically execute. This alleviates the work required to review the exceptions with low impact while allowing the most important exceptions to receive immediate attention. Exceptions that are most suitable for auto-execute of an action are instances where there are no financial considerations, hence they require no intermediate further action.

See Setting Up Business Rules.

Additionally, ITAM provides an option to ignore some exceptions for specified reasons until a given date, at which time they return to regular exception processing.

Assets Not Reporting

To exercise tighter control over IT assets, the IT asset manager needs to track assets that have not reported an inventory for a user-defined time period. Associating these assets with their custodians, department managers or content managers can help the IT asset manager trace the location of these assets in a reasonable amount of time. The IT asset manager can also ensure that corporate IT governance policies are followed adequately in the enterprise. IT assets represent a significant number of assets, so by tracking them and their individual financial impact effectively, the enterprise can realize significant cost savings in terms of redeployment of the assets instead of new acquisitions. By retiring the appropriate assets, if they have indeed been stolen and/or are missing, the accounting department may benefit as well by reflecting accurate asset value on the balance sheet.

You can select assets of interest from the Manage Exceptions search results or from the Manage Assets Not Reporting results and save them in Financial Lists. The lists simultaneously become available to the Financial List Inquiry search and detail pages. This presents the saved data through a simple and powerful format where you can sort, select, remove assets and refresh financial totals based on selection changes. Route the selections to the Finance worklist or retire financial assets using the Financial List Inquiry detail page, which provides a link to the PeopleSoft Asset Management Retire Assets page. This provides an added convenience that minimizes multiple reviews of the same data if there is a small number of assets on the list.

Accessing Exceptions

This section discusses how to access exceptions.

Note: You can also access exceptions through the Inventory Exceptions pagelet.

Page Used to Access Exceptions

Page Name	*Definition Name*	*Navigation*	*Usage*
Manage Exceptions	IT_EXCPT_SEL	IT Asset Management, Asset Discovery and Validation, Manage Exceptions, Manage Exceptions	Access exceptions.

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Manage Exceptions Page

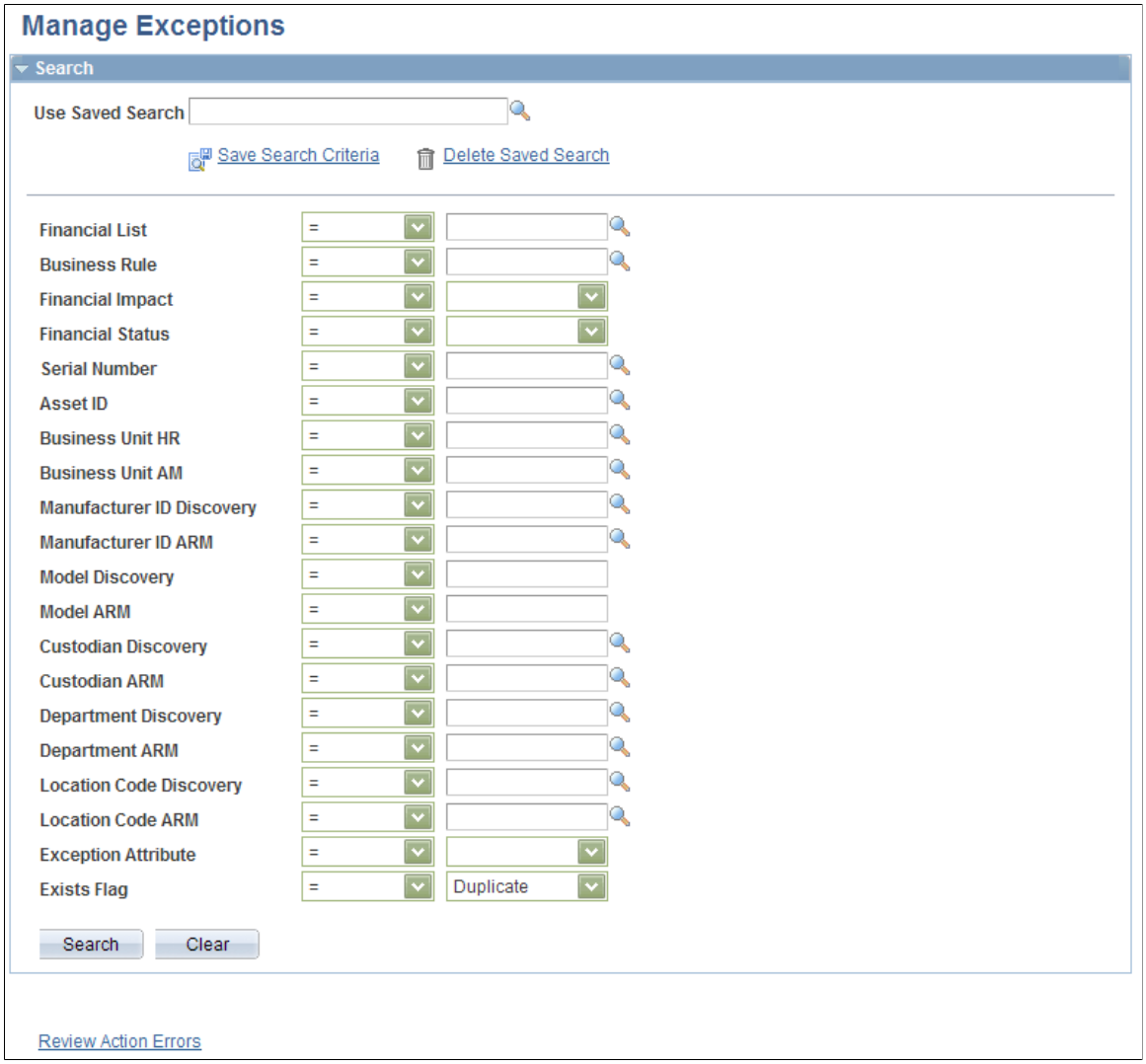
Use the Manage Exceptions page (IT_EXCPT_SEL) to access exceptions.

Navigation

IT Asset Management, Asset Discovery and Validation, Manage Exceptions, Manage Exceptions

Image: Manage Exceptions page

This example illustrates the fields and controls on the Manage Exceptions page. You can find definitions for the fields and controls later on this page.



General Information on Searching for Exceptions

The system displays a list of all searchable fields. The available search options are displayed based on whether there are business rules for the criteria. Search options can include three user-defined fields if you have created them. For each field, you can enter a search operator and the search text.

The dataset returned by the search is limited by your asset group as defined in IT Role Access, as well as the search criteria provided. When you navigate to this page via the portal pagelet, the search options are

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populated, but do not display the results in the Assets with Rule Exceptions grid until you click the Search button. You have the option to further narrow the search by adding search criteria before clicking Search to display the data. Click the Search button to return all assets for the asset group and search criteria that have at least one attribute in exceptions.

When you have an asset group (role access) defined for an attribute, exceptions with null or blank values for that attribute are returned. For example, if the asset group is defined to include Business Unit *US001* and there are exceptions for either Business Unit HR or Business Unit AM with blank, those are returned as well. The search includes blank or null values because some users of the Manage Exceptions page might be looking for certain assets that should be in their result set. By including null or blank business units in the search criteria, they still appear as assets. This applies to business unit, location, and department values.

If you choose to show the financial impact of assets, the Search Results grid is altered to display financial information by asset, such as the asset cost, net book value (NBV) and fair value (FV), as well as the total financial impact of the assets that you select from the grid. You can create an asset list showing related financial information, sort, filter and delete rows and save the financial list for later use. As the IT Asset Manager, you also have the ability to send an automated notification to the Financial Asset Manager for review of the proposed actions. The Financial Asset Manager is then able to initiate action by referring to the financial list, which contains the necessary summary and detailed financial information.

See Setting Up Financial Impact Analysis.

When there are more than 300 rows to return in the result set, you are able to retrieve the next set of assets using Search Next. However, any selections or changes made to the current set will be lost upon clicking Search Next.

Note: The Search only returns those assets that have attributes that are not in a *Processed* or *Reconciled* status.

This table lists the search operators that are available for field-level searching:

Operator	***Description***
<	The field value is less than the value you enter.
<=	The field value is less than or equal to the value that you enter.
<>	The field value is not equal to the value that you enter.
=	The field value is equal to the value that you enter.
>	The field value is greater than the value you enter.
>=	The field value is greater than or equal to the value that you enter.
Between	The field value is between the two values that you enter. You must enter two values. For example, suppose that you select *Between* and enter *100 and 200,* the search returns values between 100 and 200 inclusive.

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Operator	*Description*
Is Empty	The field value that you are asking the system to search is blank.
Like	The field value is like the value that you enter.
No between	The field value is not between the two values that you enter. You must enter two values. For example, suppose that you select *No between* and enter *100 and 200,* the search returns values below 100 and above 200.
Not like	The field value is not like the value that you enter.

Note: The search options Business Rule and Exception Attribute can only be used with the = operator. Both of these options are deciphered behind the scenes and only one value can be understood.

Searches

Use Saved Search

Provides access to all saved searches.

Save Search Criteria

Click to save the current search criteria as a saved search (either as a new saved search or as a modification to an existing saved search), enter the name of the saved search in the Save Search As field, and click Save Search.

Delete Saved Search

Click to delete a saved search, select the name of the search that you want to delete, and click Delete.

Search Criteria Fields

The search criteria fields on the Manage Exceptions page are dynamic. An attribute will be hidden if there is no active business rule associated with that attribute. User-defined fields must have an attribute created and must have an active rule to display. The label of a user-defined field is based on the value in the Long Name field on the User Defined Fields page.

Financial Search Criteria Fields

Financial List

Search for an existing Financial List to retrieve, review or edit. You can also enter a name in the field. If the Financial List name already exists, upon saving, you are asked if you want to overwrite the existing list or choose a new name. If the name you supply is new, you can create and save a new Financial List based on the assets you select.

Note: This field is visible only if the Financial Impact check box is selected within the Installation Options - Asset Management page.

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Note: Validation occurs when a Financial List is selected as a search option. A list can only be retrieved without additional search refinement. All other search options are deselected.

Financial Impact

Select *Yes* to filter the result set to include only assets that exhibit Financial Business Rule exceptions. This selection may be used independently of the Financial Statusvalue that you select. The system automatically checks to see if a Financial List is selected as well.

Note: This field is visible only if the Financial Impact check box is selected within the Installation Options - Asset Management page.

Financial Status

Select to retrieve *Financial Assets* or *Non-Financial Assets.* This selection may be used independently of the Financial Impact selection. The difference between Financial Status and Financial Impact is that the Financial Status may be used to select all Financial Assets that have exceptions, including Financial Business Rule exceptions. This value defaults to *Financial Assets* if either Financial List or Financial Impact is selected.

Note: When Financial Impact is set to *Yes,* a search validation is executed upon clicking the Search button. As part of this validation, search options may be populated or cleared. This is done to assist you in making searches that are meaningful. For example, when the Financial Impact value is *Yes* but you select a Financial Status of *Non-financial,* the search yields no results. Nonfinancial assets, by definition do not have financial impact. Additionally when Financial Impact is set to Yes, the only business rules that can be selected are those for Financial Impact Analysis and the only rule attributes that are allowed are Serial ID.

Search Commands

Search

Click to perform a search. The system searches for all possible matches and displays the results in the Assets with Rule Exceptions grid.

Clear

Click to clear data from the search criteria fields.

Search Next

When there are more than 300 rows to return in the result set, you can retrieve the next set of assets using Search Next. However any selections or changes made to the current set will be lost upon clicking Search Next.

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Managing Exceptions

This section provides an overview of exceptions and discusses how to:

- Set the batch limit.
- Manage exceptions.
- View custodian details.
- View software exceptions.
- Confirm actions.
- Use advanced sort.
- View manage exceptions trend.

Pages Used to Manage Exceptions

Page Name	*Definition Name*	*Navigation*	*Usage*
Installation Options — Asset Management	INSTALLATION_AM	Set Up Financials/Supply Chain, Install, Installation Options Click the Asset Management link.	Set the batch limit for PeopleSoft IT Asset Management and choose whether to display the financial impact of assets within PeopleSoft IT Asset Management.
Manage Exceptions	IT_EXCPT_SEL	IT Asset Management, Asset Discovery and Validation, Manage Exceptions, Manage Exceptions	Search for exceptions and perform reconciliations on the displayed exception list.
Custodian Detail	IT_EMPL_INFO	Click the employee ID link in the Custodian Discovery or Custodian ARM column on the Manage Exceptions page.	View custodian information associated with the asset. This page is display only.
Software Exceptions	IT_EXCPT_SFTWR	Click the Details link in the Software column on the Manage Exceptions page.	View details on software exceptions found on the asset. This page is display only.
Select Actions	IT_EXCPT_ACTN	Click the Select Actions button on the Manage Exceptions page.	Select actions and scope for specific business rules. Preview the scope for the action and scope combination.
Comments	IT_EXCPT_LOG	Click the Comments button on the Confirm Actions page.	View the comments added by the reconciliation process.
Sort	IT_EXCPT_SORT	Click the Advanced Sort link on the Manage Exceptions page.	Configure sort parameters to be used on the Manage Exceptions page.

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Page Name	Definition Name	Navigation	Usage
Manage Exceptions Over Time	IT_CHART	IT Asset Management, Manage Exception Trend Chart, Manage Exceptions Over Time	View a graphical representation of the number of business rule exceptions over time.

Understanding Exceptions

The reconciliation process between the third-party inventory database and the asset repository generates a list of exceptions. The list of exceptions allows sorting and filtering in numerous ways, enabling the investigation of exceptions and eventual reconciliation of databases.

The list shows attributes that exist in the third-party inventory database as well as the asset repository, such as serial numbers, for a group of assets, plus other important attributes where differences may be found. A shared serial number means the databases are talking about the same asset, so values in discovery (those values copied directly from the device) should match some of the values in the asset repository. Asset repository data may have typos or other errors, while automated device readings do not have typos. The attribute columns are sortable and there are filter parameters in the top half of the screen. The Advanced Sort Option leads to an additional sort page.

You can select one, many, or all rows of data using buttons or the check boxes at the left edge of the display. You can then choose to act upon the selected data.

Identifying Exceptions

The system displays disabled rows when an action on the asset is in process. This prevents assets that are currently being worked by the exception action process from being displayed and worked again. There is one row for each asset with all exceptions for that asset displayed in the row. For each exception there is a visual flag to identify it as a discrepancy.

Each attribute has its own status. Each status is associated with an icon so that you can visually identify the problem. Status columns are not sortable. Use advanced sort and sort by the exception of interest, for example "Department Exception."

Action Settings

The Select Actions page displays all the rules and actions that are associated with the selected assets from the Manage Exceptions page. The purpose of this page is to show the actions that are available to be processed for the assets selected and to define the scope of the action the user is about to submit. The available action set can be optionally applied to a scope larger than the rows than were selected. The selected rows simply allow you to select the attributes you want to reconcile. Once you are on the Select Actions page, you select the individual actions for the attributes and the asset set (scope) for which you want the action to apply.

The display shows the rule description and the action associated with the rule. Where the actions are email, they are shown as links.

Note: Actions that are set to automatically execute will not display on the Select Actions page unless they ended in error. Errors for actions can occur at the asset level; therefore, an auto-execute action may show for some assets and not for others.

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Note: When a search is executed with Financial Impact selected, the only available action that will be displayed is *Route to Finance.* Route to Finance must also be included on the business rule in order for this action to display.

Understanding Batch Limits

Batch limits are established to determine whether to process the exception actions online (launches processing of the actions immediately), or in a batch process (starts the transactions in the background and returns control to the user before waiting for the process to complete). The high volume decision is made by counting the total number of actions that apply to the total number of assets that were selected by the user on the Manage Exceptions page. The default value is 100. Adjust this number higher or lower as your processing system performance requires or allows. Batch limit is set within the Installation Options - Asset Management page.

This table shows the exception actions and related processing (the related processing that is shown in this table applies whether the action is processed in batch or online, except where specifically noted).

Exception Action	***Processing***
Update ARM	Set processing
Add	Online – row by row Batch – set processing
Retire	Row by row
Email	Row by row
Route to Finance	Row by row
Move to Inventory	Row by row

Installation Options — Asset Management Page

Use the Installation Options — Asset Management page (INSTALLATION_AM) to set the batch limit for PeopleSoft IT Asset Management and choose whether to display the financial impact of assets within PeopleSoft IT Asset Management.

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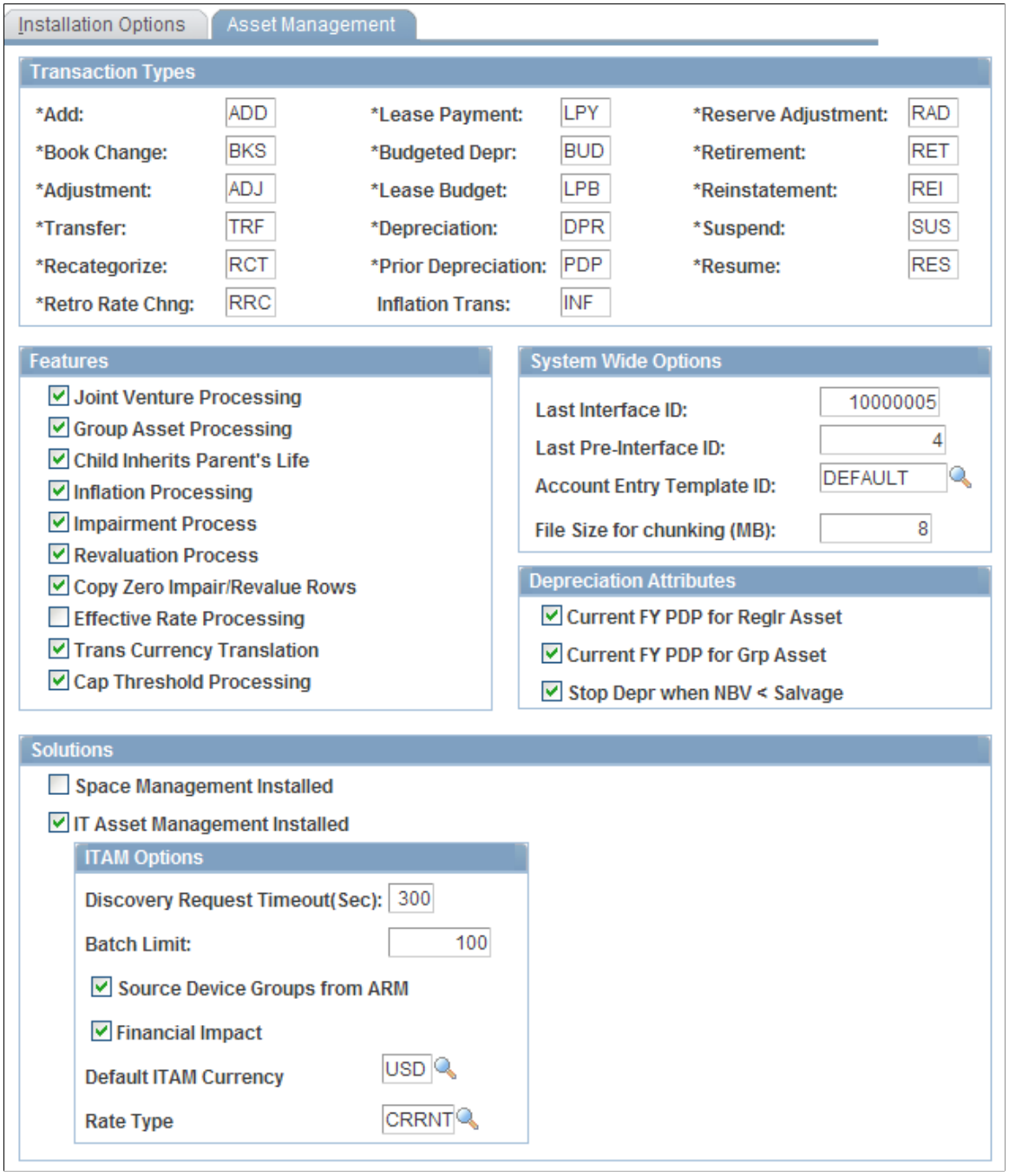
Navigation

Set Up Financials/Supply Chain, Install, Installation Options

Click the Asset Management link.

Image: Installation Options - Asset Management page

This example illustrates the fields and controls on the Installation Options - Asset Management page. You can find definitions for the fields and controls later on this page.



Select the IT Asset Management Installed check box to access the ITAM Options group box.

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Batch Limit

Run Manage Exceptions in either a batch or online mode. Batch mode is the appropriate choice for large numbers of exception transactions. The batch limit specifies the threshold for switching from online to batch processing. In this example, if there are 100 or more transactions to process, the processing will occur in batch; if there are fewer than 100, processing will occur online.

Enter the threshold to determine whether or not to process the exception actions online or in a batch process.

Financial Impact

Select this check box to display the financial search options and financial information within Manage Exceptions. When this check box is selected, the Financial List and Financial Impact appear on the Manage Exceptions and the Manage Assets Not Reporting pages as search criteria fields. Additionally, when there are assets that have exceptions, there is an additional tab that appears in the components called Financial Information.

See "Installation Options - Asset Management Page *(PeopleSoft FSCM 9.2: Application Fundamentals)*".

Manage Exceptions Page

Use the Manage Exceptions page (IT_EXCPT_SEL) to search for exceptions and perform reconciliations on the displayed exception list.

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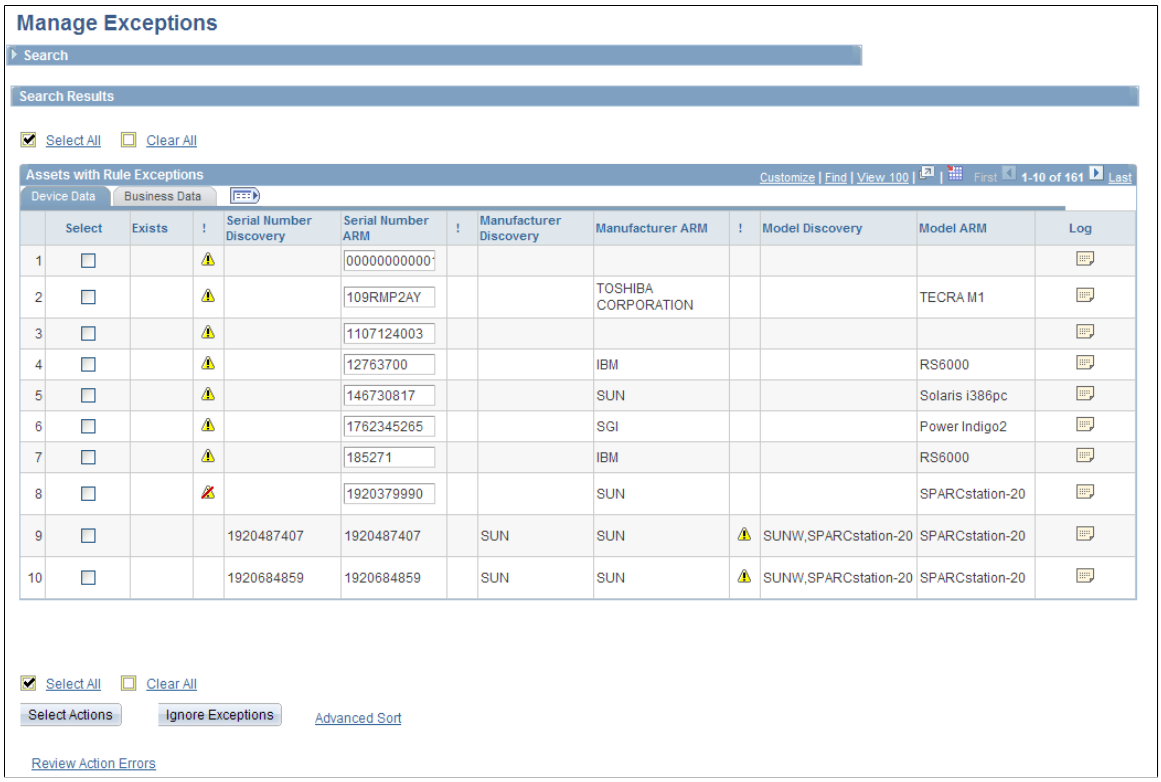
Navigation

IT Asset Management, Asset Discovery and Validation, Manage Exceptions, Manage Exceptions

Image: Assets with Rule Exceptions - Device Data page

This example illustrates the fields and controls on the Assets with Rule Exceptions - Device Data page. You can find definitions for the fields and controls later on this page.



Select	Exists	!	Serial Number Discovery	Serial Number ARM	!	Manufacturer Discovery	Manufacturer ARM	!	Model Discovery	Model ARM	Log
1				00000000000							
2				109RMP2AY			TOSHIBA CORPORATION			TECRA M1	
3				1107124003							
4				12763700			IBM			RS6000	
5				146730817			SUN			Solaris i386pc	
6				1762345265			SGI			Power Indigo2	
7				185271			IBM			RS6000	
8				1920379990			SUN			SPARCstation-20	
9			1920487407	1920487407		SUN	SUN		SUNW,SPARCstation-20	SPARCstation-20	
10			1920684859	1920684859		SUN	SUN		SUNW,SPARCstation-20	SPARCstation-20	

Exception

The system displays the exception icon beside each discrepancy that is found for the asset.

Ignored Exception

This icon appears when a Business Rule exception has been designated as an ignored exceptions for an attribute for a given asset and if the ignore exception is current. That is, the icon appears if the ignored exception Begin Date is less than or equal to today's date and the Expiration Date is greater than or equal to today's date. This icon displays until the next run of the comparison process. Ignored exception actions are not included for selecting actions.

Exception - action performed

This icon appears if an action has already been performed for that attribute. Once an attribute for the asset has been processed, it cannot be processed again. This is true even if there is more than one action to take for that attribute. Once the first action has been applied in a session, a second action cannot be applied for that attribute in a subsequent session. In order to apply further actions, a new Asset Comparison must take place.

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Device Data Tab

Access the Device Data tab.

Note: The following definitions apply specifically to the business rules delivered with the system. The suggestions for reconciling this information may be different in your environment.

Exists

Displays alert when there is a duplicate serial ID for those assets that have an "Asset Not in ARM" exception. The Exists column is irrelevant (blank value) if the asset does not have an "Asset Not In ARM" exception. Click the link to access the Manage Physical Use page. The values that display in this column are:

- *D:* (duplicate serial ID) - an asset exists with the same serial number in the ARM that is also designated as being in physical use (IN_PHY_USE = Yes). (Only one of these assets should be enabled as in physical use.)
- *E:* (exists) - an asset exists with the same serial number in the ARM but it is NOT in physical use (IN_PHY_USE = No).

An *Asset Not in ARM* exception can result from three different scenarios:

- Asset not in ARM exception (with no duplicate indicator in the Exists column) - the asset should be added using the Manage Exceptions page functionality. Manage Exceptions generates workflow to add the asset.
- Asset not in ARM exception (with D in the Exists column) - the asset should NOT be added using the Manage Exceptions page functionality, as there are already more than one asset with this serial number. One of these existing assets should have the In Physical Use flag enabled. This will remove the duplicate and allow one of the assets to be reconciled. A decision should be made as to which of the duplicates should be removed from physical use.
- Asset not in ARM exception (with E in the Exists column) - the asset should NOT be added using the Manage Exceptions page functionality. An asset already exists in the Asset Repository with the same Serial ID. It is probable that the existing asset is the same asset that is found from discovery. To fix the problem, the existing asset in the Asset Repository should have the In Physical Use enabled.

See Understanding the Compare Asset Repositories Process.

Serial Number Discovery and Serial Number ARM

Displays the serial number of the asset found in third-party inventory and the serial number of the asset in the asset repository.

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If the serial numbers match, you do not need to take any action regarding the serial number, so investigate the exception(s) that caused the asset to appear in Manage Exceptions.

If the serial number (asset) appears in discovery, but not in the asset repository, the appropriate action choice might be Add Asset. If investigation reveals that an asset already in ARM is the same as that asset in third-party inventory, reconciliation allows you to update the serial number in the asset repository through the Manage Exceptions grid. Typos are not uncommon in Serial Numbers. Manage Exceptions deals with them effectively.

In this scenario, there should also be an entry where the serial number appears in the asset repository, but not in the third-party database, and it is at that entry where you can update the ARM number on the grid to match the correct asset from the third-party inventory. If the new serial ID is updated, the exception associated with the third-party asset which is to be reconciled is removed from reconciliation because the updated serial id exception replaces the exception for the asset found in discovery, not found in the ARM. If you have also selected the third-party asset for processing, it will not be processed.

Note: The system displays only those assets that are in your asset group.

Manufacturer Discovery and Manufacturer ARM

Displays the manufacturer of the asset found in the third-party database and the manufacturer of the asset in the asset repository.

If the manufacturers match, you do not need to take any action.

If the manufacturer appears in third-party data, but not in the asset repository, or there is a difference in the values, the default reconciliation action is to update the manufacturer in the asset repository.

The values that are displayed are the descriptions of the Manufacturer field. Both the manufacturer description and the manufacturer ID will be updated in the ARM, if that action is executed.

Model Discovery and Model ARM

Displays the model designation of the asset found in the third-party database and the model designation of the asset in the asset repository.

If the model designations match, you do not need to take any action.

If the model designation appears in third-party data, but not in the asset repository, or there is a difference in the values, the

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default reconciliation action is to update the model designation in the asset repository.

Select Actions

Click this button to display the actions you may take on the selected assets. For each selected row, all of the asset's discrepancies and the rules and actions associated with those discrepancies are determined. Once determined, the rules and actions are presented on the Select Actions page.

Ignore Exceptions

Click this button to ignore exceptions for the selected assets. You are directed to the Ignore Exceptions page where you can add the selected exceptions to an ignore list.

Warning! You should not ignore software exceptions. If the software exceptions are ignored, it could present you with a lower count of the licenses that you have distributed, thereby subjecting you to potential license compliance issues.

See Managing Ignored Exceptions.

Advanced Sort

The assets are sortable with the delivered grid sort (using the header column name.) so you can sort on all columns other than the exception flag columns. The advanced sort allows you to define a sort order by field hierarchy.

Review Action Errors

Click to view any action errors that may have occurred during the reconciliation. Action errors will show from previous reconciliations as well as from this reconciliation after the Submit Actions button is pressed on the Select Actions page. There may be some delay in generating action errors when processing in batch mode.

Log

Click the Log icon to access the Asset Comment page. Add relevant comments regarding the exception.

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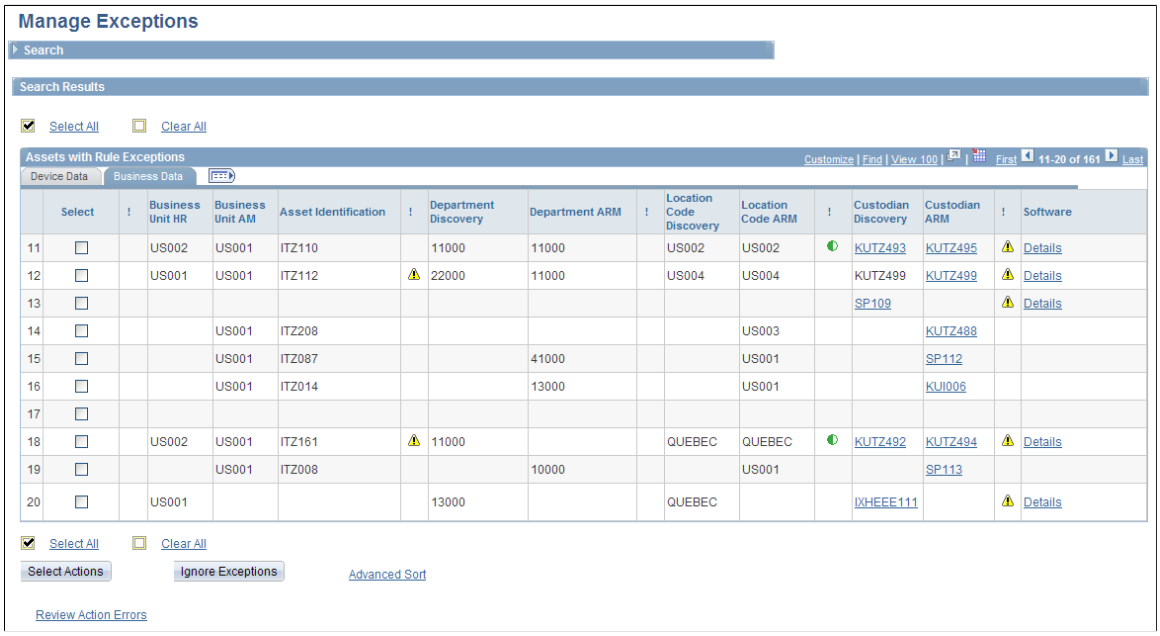
Business Data Tab

Access the Business Data tab

Image: Manage Exceptions - Assets with Rule Exceptions page: Business Data tab

This example illustrates the fields and controls on the Manage Exceptions - Assets with Rule Exceptions page: Business Data tab. You can find definitions for the fields and controls later on this page.



	Select	!	Business Unit HR	Business Unit AM	Asset Identification	!	Department Discovery	Department ARM	!	Location Code Discovery	Location Code ARM	!	Custodian Discovery	Custodian ARM	!	Software
11	☐		US002	US001	ITZ110		11000	11000		US002	US002		KUTZ493	KUTZ495		Details
12	☐		US001	US001	ITZ112		22000	11000		US004	US004		KUTZ499	KUTZ499		Details
13	☐												SP109			Details
14	☐			US001	ITZ208						US003			KUTZ488		
15	☐			US001	ITZ087			41000			US001			SP112		
16	☐			US001	ITZ014			13000			US001			KUI006		
17	☐															
18	☐		US002	US001	ITZ161		11000			QUEBEC	QUEBEC		KUTZ492	KUTZ494		Details
19	☐			US001	ITZ008			10000			US001			SP113		
20	☐		US001				13000			QUEBEC			IXHEEE111			Details

Note: Resolving the custodian exceptions through your standard asset transfer processes for the Asset Repository may resolve department or business unit issues during the next asset comparison process.

Business Unit HR and Business Unit AM

The system displays the business unit associated with the primary user of the asset found in the third-party database and the business unit of the asset in the asset repository.

If the business units match, you do not need to take any action.

If the business unit appears in third-party data, but not in the asset repository, or there is a difference in the values, the default reconciliation action is to route the transaction to a financial asset manager for transfer.

Asset Identification

The asset ID displays when the asset exists in the Asset Repository.

Department Discovery and Department ARM

The system displays the department of the primary user of the asset found in the third-party database and the department of the custodian of the asset in the asset repository.

If the departments match, you do not need to take any action.

If the department appears in third-party data, but not in the asset repository, or there is a difference in the values, the default reconciliation action is to update the department in the asset

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	repository, where the new department resides in the assets current SetID, or route the transaction to a financial asset manager for transfer.
Location Code Discovery and Location Code ARM	The system displays the location code that is derived from the IP address of the asset found in the third-party database and the location code of the asset in the asset repository. If the location codes match, you do not need to take any action. If the location code appears in third-party data, but not in the asset repository, or there is a difference in the values, the default reconciliation action is to update the location code in the asset repository.
Custodian Discovery and Custodian ARM	The system displays the custodian (also known as the primary user) of the asset found in the third-party database and the custodian of the asset in the asset repository. If the custodians match, you do not need to take any action. If the custodian appears in third-party data, but not in the asset repository, or there is a difference in the values, the suggested reconciliation action is to update the custodian in the asset repository, email the custodian, or email the primary user.
Software	If there is a software exception on the asset, the system displays a link to the details of the exception. Click Details to access the Software Exceptions page. The suggested reconciliation actions are to email the custodian, email the custodian manager, email the primary user, email the primary user manager, or email software group owner.

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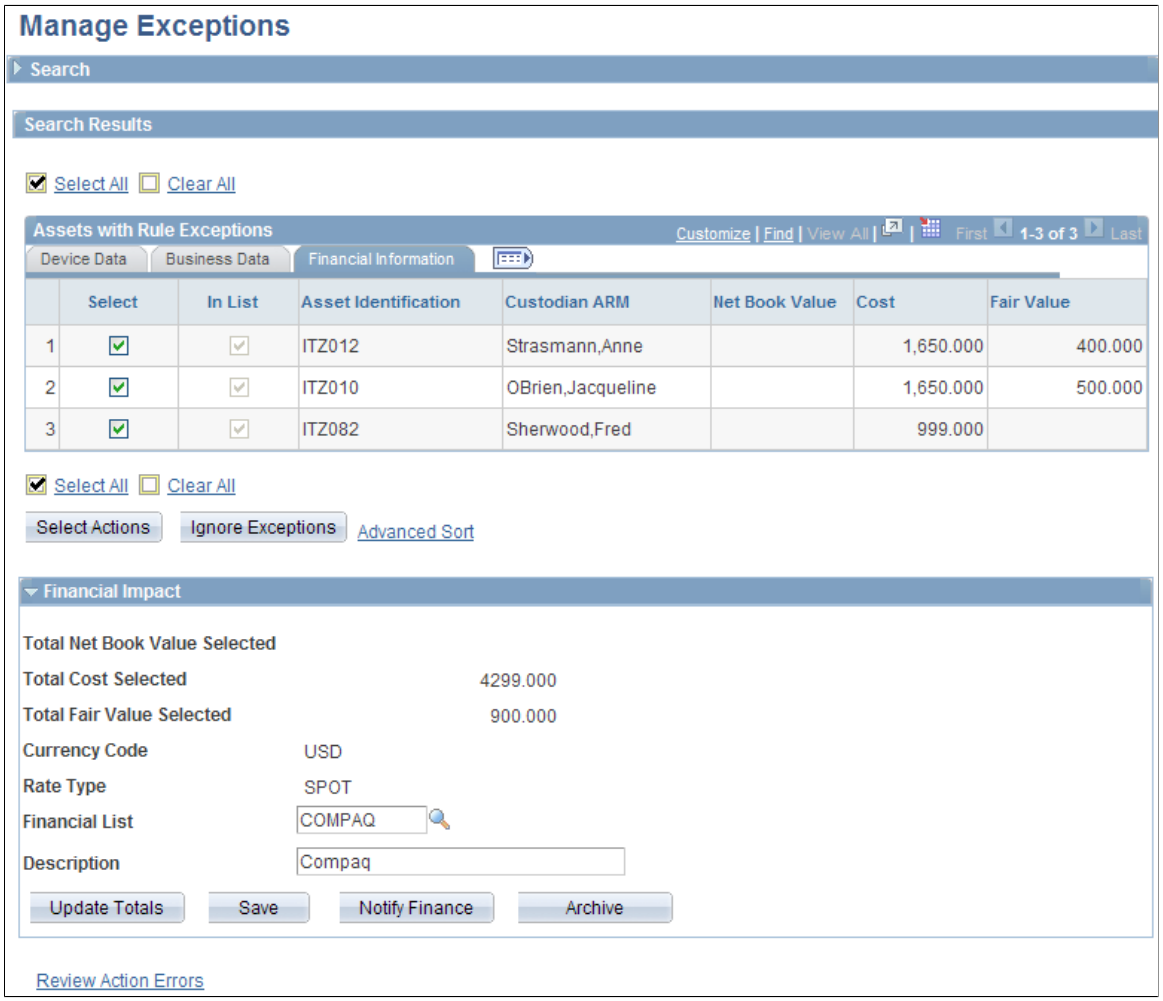
Financial Information Tab

Select the Financial Information tab.

Image: Assets with Rule Exceptions page - Financial Information tab

This example illustrates the fields and controls on the Assets with Rule Exceptions page - Financial Information tab. You can find definitions for the fields and controls later on this page.



The Financial Information tab is displayed when the Financial Impact check box is selected in Installation Options and one or more of the financial search criteria are selected.

In List This check box indicates that this asset has been saved to any financial impact list

Select This check box indicates that the asset is a target for action on the Manage Exceptions page or for addition to a Financial List. If you click the Save button in the Financial Impact section, and this box is checked, another check will appear in the In List column beside the existing check. At this point, you can take action on the asset from either the Assets with Rule Exceptions grid or the Financial Impact section, if the Financial List is not yet saved.

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Net Book Value (NBV)	Net book value is calculated by obtaining the asset cost and the associated accumulated depreciation from the current effective row of the PeopleSoft Asset Management record, PS_DEPR_RPT. The calculated NBV is original asset cost less life-to-date depreciation (COST – DEPR_LTD.)
Cost	Asset cost is derived from the PeopleSoft Asset Management record, PS_DEPR_RPT.
Fair Value	Fair value is derived from the PeopleSoft Asset Management record, PS_AM_FMV_DTL, accessing the current effective row.
Total Net Book Value Selected , Total Cost Selected and Total Fair Value Selected	Respective totals are displayed when you select one or more assets from the Assets with Rule Exceptions grid.
Currency Code and Rate Type	Values default from those values supplied within User Preferences. See "User Preferences - IT Asset Management Page *(PeopleSoft FSCM 9.2: Application Fundamentals)*".
Save List As and Description	Supply a name and description for the newly created Financial List, which includes the selected assets and their corresponding financial information.
Update Totals	Select to calculate or recalculate the NBV, Cost and FV totals after selecting or altering the assets for inclusion in the list.
Save	Click to save the Financial List once you have provided a name and description and updated financial totals.
Notify Finance	Displays a notification page to alert the Financial Asset Manager that there is a Financial List in need of attention.
Archive	Select to archive the selected Financial List, along with Business Unit, Asset ID, and header information. You may select to archive a financial list when it becomes obsolete. The list then becomes a read-only document.

User-Defined Data Tab

Select the User Defined tab.

User-defined exceptions are displayed on the User-Defined tab. If you have no active user-defined rules, this tab is not displayed.

Select Actions Page

Use the Select Actions page (IT_EXCPT_ACTN) to select actions and scope for specific business rules.

Preview the scope for the action and scope combination.

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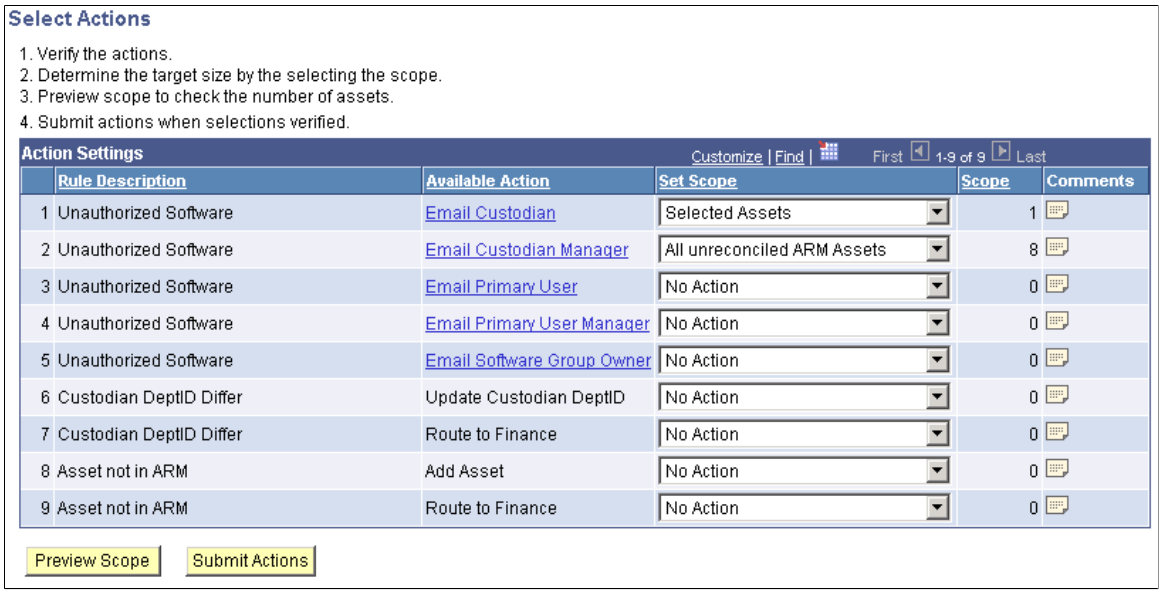
Navigation

Click the Select Actions button on the Manage Exceptions page.

Image: Select Actions page

This example illustrates the fields and controls on the Select Actions page. You can find definitions for the fields and controls later on this page.



	Rule Description	Available Action	Set Scope	Scope	Comments
1	Unauthorized Software	Email Custodian	Selected Assets	1	
2	Unauthorized Software	Email Custodian Manager	All unreconciled ARM Assets	8	
3	Unauthorized Software	Email Primary User	No Action	0	
4	Unauthorized Software	Email Primary User Manager	No Action	0	
5	Unauthorized Software	Email Software Group Owner	No Action	0	
6	Custodian DeptID Differ	Update Custodian DeptID	No Action	0	
7	Custodian DeptID Differ	Route to Finance	No Action	0	
8	Asset not in ARM	Add Asset	No Action	0	
9	Asset not in ARM	Route to Finance	No Action	0	

Action Settings

Rule Description

This field displays the rule exceptions found in the comparison process with the available actions for each exception.

Available Action

Actions associated with email show as enabled links. Click the link to view the message associated with the email. The message is display-only and will include sample data also stored in the message catalog. This preview message shows you what email string will be generated when the emails are sent out, once the actions are submitted. The messages will contain these parameters: Machine Name, Serial Number, Primary User Name, and Primary User Empl ID. The software email includes those fields plus the software title.

Available action values are:

Update Asset Repository: This action generates simple updates or inserts into the Asset tables for the following attributes in exception:

- Model
- Manufacturer
- User-defined fields

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- Serial ID
- Custodian
- Department
- Location

Note: Because Department and Location are SetID controlled fields, the Business Unit associated with the asset may need to be updated prior to updating these attributes. If the Business Unit HR, which is derived from discovery, is associated with a different SetID than the department and location, then they can't be changed until the Business Unit is changed, otherwise the department and location would not be valid. If the update action is applied to these assets, it results in an action error.

Retire Asset: This action only applies to nonfinancial transactions. These transactions are processed on a row-by-row basis and passed through the RETIRE_NF component interface.

Add Asset: This action adds an asset and sets it ready to be capitalized. These transactions are executed row-by-row, through the BASIC_CI component interface, while processing online and in set based processing when handled in batch mode.

Note: When assets are added from the Add Asset action, they are added with an acquisition date, location effective date, and custodian effective date equal to the discovery date, which is the last inventory date from the discovery system.

Email Person: For each person action, create a message to be sent to that person.

Route to Finance: Each asset that has routing as an action will be added to the worklists based on how the asset is to be worked.

*Update Serial ID in ARM*Update the Serial ID in the Asset Repository.

Set Scope

Select the scope of the action to be taken. Values are:

No Action: The system does nothing.

Selected Assets: The system performs the selected action only against those assets that were selected on the previous page.

Assets from Search Criteria: The system performs the selected action against all the assets that match the search criteria from the previous page. This action allows the system to perform the action against not only what could be selected with the select all functionality on the previous page, but also what may be outside of the component buffer. Since it is possible to have more rows

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match the search criteria than can fit in the buffer, this action allows them to act against the entire set.

All Unreconciled ARM Assets: The system performs the action selected against all the assets that are in exception for the rule associated with this action in the ARM.

Note: The system displays only those assets that are in your asset group.

Note: When financial impact is set to yes, the Set Scope option of All Unreconciled ARM Assets is disabled.

Scope

Displays the count of assets that would be affected in each action row and by the action scope. The default value in the Scope column is zero. The sum of the scope count determines whether the actions are performed online or in batch.

Comments

Click the Comments icon to access the Action Comments page where you can add pertinent details about the action. You can view all comments that are added here within the Action Log as well as the Asset Log. The comments for each of the actions should be added by the same user. When an asset has multiple actions, each with a comment, the comments are concatenated and entered as one entry to allow an audit trail of which actions were applied at once. The system takes only one user for adding comments as it is assumed that the person who is executing the actions is the same for all the actions that are submitted together.

Preview Scope

Click this button to apply the search criteria defined by the scope of the action and display the number of rows to be affected by the scope in the Scope field.

Note: Preview Scope generates counts and financial information totals if applicable, based on assets that are not *in process.* It is possible that the batch or online process can pick up additional assets that become available if they are in process at the time of previewing scope or at the time that the processing begins.

The Preview Scope functionality takes into account the financial status of the asset as well as the Apply To value for the action as set on the Business Rule. The Apply To setting is not evaluated for the scope set until the Preview Scope button is invoked. For this reason, it is possible for the scope of the action to return a value of zero. If you suspect that there are assets that should be included in the scope, you should review the assets financial status as well as the business rule to make sure that the action is set to act upon that status (financial or nonfinancial)

Submit Actions

Click this button to launch the actions specified. The system will choose to run the actions online or in batch, according to

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ITAM options, and display a message to let you know which processing avenue was taken.

Sort Page

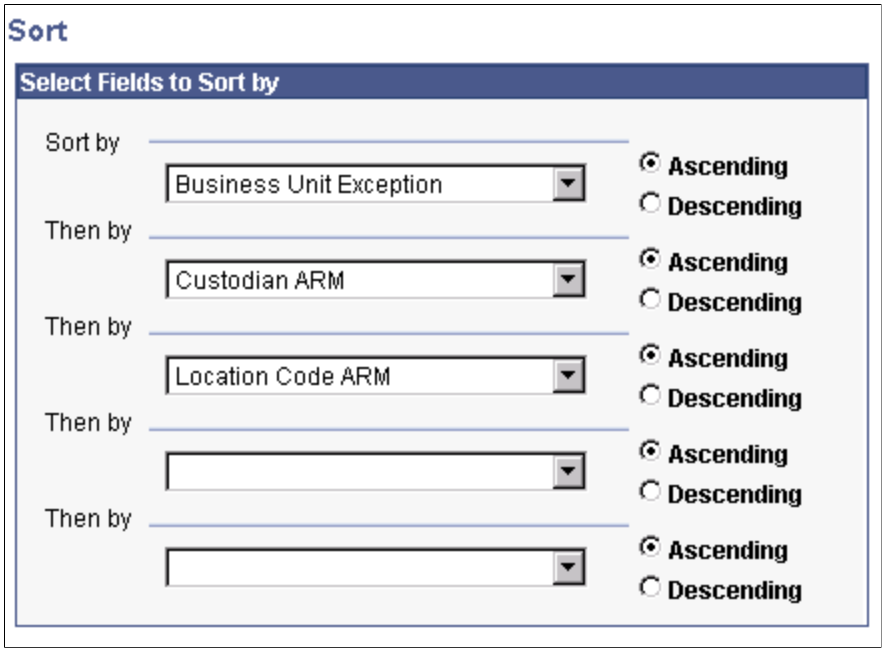
Use the Sort page (IT_EXCPT_SORT) to configure sort parameters to be used on the Manage Exceptions page.

Navigation

Click the Advanced Sort link on the Manage Exceptions page.

Image: Sort page

This example illustrates the fields and controls on the Sort page.



The system displays the fields that are available for sorting. The sort order is returned to the exceptions page and the values are sorted.

Manage Exceptions Over Time Page

Use the Manage Exceptions Over Time page (IT_CHART) to view a graphical representation of the number of business rule exceptions over time.

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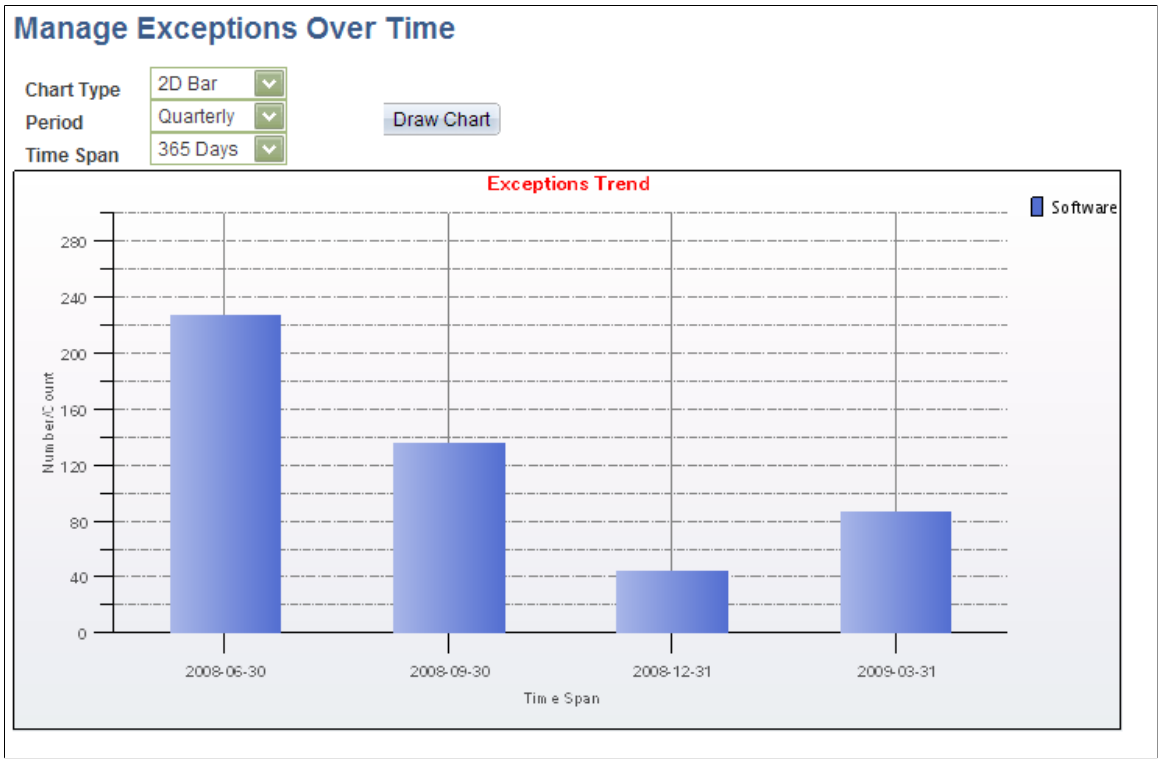
Navigation

IT Asset Management, Manage Exception Trend Chart, Manage Exceptions Over Time

Image: Manage Exceptions Over Time page

This example illustrates the fields and controls on the Manage Exceptions Over Time page. You can find definitions for the fields and controls later on this page.



The Manage Exceptions Over Time page provides the ability to graph Manage Exceptions trends over a rolling twelve-month period. As you resolve the Business Rule exceptions from the Manage Exceptions page, the number of exceptions are recorded for each Business Rule where Trend Analysis is enabled.

Note: If the Metrics process is run multiple times during a day, exception counts for that day are recorded from the latest run. They are counted every time and the most recent counts are recorded. Average exception counts for a month and a quarter are calculated only once (when the Metrics process is run for the first time after end of the month or the end of the quarter). Once the counts for a month and a quarter are calculated, they are never calculated again.

Chart Type

Select either *2D Bar* or *2D Line* to view trend data as either a two dimensional bar graph or two dimensional line graph. The default value is 2D Bar.

Period

Select to present totals as *Daily, Monthly,* or *Quarterly* trends for business rule exceptions (for those business rules enabled for trend analysis). The default value is Quarterly.

Time Span

Select the period over which to graph trend data:

- 7 days

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- 30 days
- 90 days
- 180 days
- 365 days (default value)

Note: Variances from the same period in the prior year appear when placing the cursor on a data point, if applicable.

Click to plot the data points based upon the criteria selections that are made for chart type, period and time span.

Note: If you want to exclude certain trend data, you can archive the data.

Managing Assets Not Reporting

This section provides an overview of assets not reporting and discusses how to:

- Define inventory age.
- Define IT subtypes.
- Manage assets not reporting.

Pages Used to Manage Assets Not Reporting

Page Name	*Definition Name*	*Navigation*	*Usage*
Inventory Age	IT_TSPAN_DEFN_01	Setup Financials/Supply Chain, Product Related, IT Asset Management, Inventory Age	Associate the inventory age with the userID.
Define IT Subtypes	IT_MNT_IT_SUBTYPE	Set Up Financials/Supply Chain, Product Related, IT Asset Management, IT Subtypes, Define IT Subtypes	Define IT subtypes.
Manage Assets Not Reporting	IT_UNDISC_DTL	IT Asset Management, Asset Discovery and Validation, Manage Assets Not Reporting, Manage Assets Not Reporting	View assets with overdue inventory reports and specify resolutions.

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Page Name	*Definition Name*	*Navigation*	*Usage*
Send Notification	PT_WF_NOTIFY	IT Asset Management, Asset Discovery and Validation, Manage Assets Not Reporting, Manage Assets Not Reporting Click the Notify button.	Send email notification to finance, the custodian, the user or their managers.

Understanding Assets Not Reporting

The ability to track assets not reporting enables the IT Asset Manager to audit IT devices for reporting failures. This feature provides tighter control over the organization's equipment.

Non-reporting asset audit reports are based on the user-defined inventory age; that is the age of the last report that the asset made to the third-party inventory system. For example, an inventory age of three weeks may be defined for desktops. This means that if a desktop has not reported to the third–party inventory system for three weeks or more, it appears on the audit report. A different inventory age can be specified for each type of equipment, if necessary.

The system displays audit reports in two formats:

- The online reporting page Manage Assets Not Reporting, where you can view assets with overdue inventory reports and specify resolutions.
- The Assets Not Reporting portal pagelet, which provides counts of reporting failures for each type of device.

Using the online reporting page, you can choose from a number of available actions:

- Send detailed email notifications to the custodian or the user, or both, or their managers.

  The email addresses prompt from the emails that exist for the associated role. The email subject line and default text are predefined messages stored in the message catalog.

- Route a proposed retirement transaction to Finance for financial assets.

  This requires approval from the Financial Asset Manager, so choosing this action creates a worklist item for a finance user. Finance users click on this item in their worklists to bring up the Retirements page. This action is only available for financial assets.

- Complete a retirement transaction for nonfinancial assets.

  Nonfinancial retirement is triggered immediately. These transactions are processed on a row-by-row basis and passed through the RETIRE_NF component interface This action is only available for nonfinancial assets

- Move to inventory.

  This triggers a transfer into inventory for nonfinancial assets. This action is unavailable for financial assets.

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Inventory Age

Inventory age is the age of last inventory beyond which the device requires investigation or action. The inventory age can be defined differently for different types of devices. For example, laptops may report inventory less often as they are physically connected to the network less often, so the age of the last inventory will often be higher than that of servers which are always reporting.

Inventory age time periods accrue, so longer time periods are included in shorter time periods. A device that has an inventory age of nine weeks will be included in six and three week sequences as well.

The inventory age sequence includes all discovered devices unless the IT Subtype is specified. Reporting on specific subtypes is only done if the Aging Inventory check box is selected on the Define IT Subtypes page.

Inventory Age Page

Use the Inventory Age page (IT_TSPAN_DEFN_01) to associate the inventory age with the userID.

Navigation

Setup Financials/Supply Chain, Product Related, IT Asset Management, Inventory Age

See Setting Up Inventory Age.

Defining IT Subtypes

Access the IT Subtypes page (IT_MNT_IT_SUBTYPE)

Navigation

Set Up Financials/Supply Chain, Product Related, IT Asset Management, IT Subtypes, Define IT Subtypes

See Defining IT Subtypes.

Note: Reporting will only be done on subtypes with the Aging Inventory check box selected.

Managing Assets Not Reporting

This section discusses how to:

- Search for assets not reporting.
- Review machine information.
- Review responsible parties.
- Review location information.
- Review financial information.
- Work with actions.
- Add retirement comments.

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Searching for Assets Not Reporting

Use the Manage Assets Not Reporting page (IT_UNDISC_DTL) to view assets with overdue inventory reports and specify resolutions.

Navigation

IT Asset Management, Asset Discovery and Validation, Manage Assets Not Reporting, Manage Assets Not Reporting

See Manage Exceptions Page.

Image: Manage Assets Not Reporting page

This example illustrates the fields and controls on the Manage Assets Not Reporting page.

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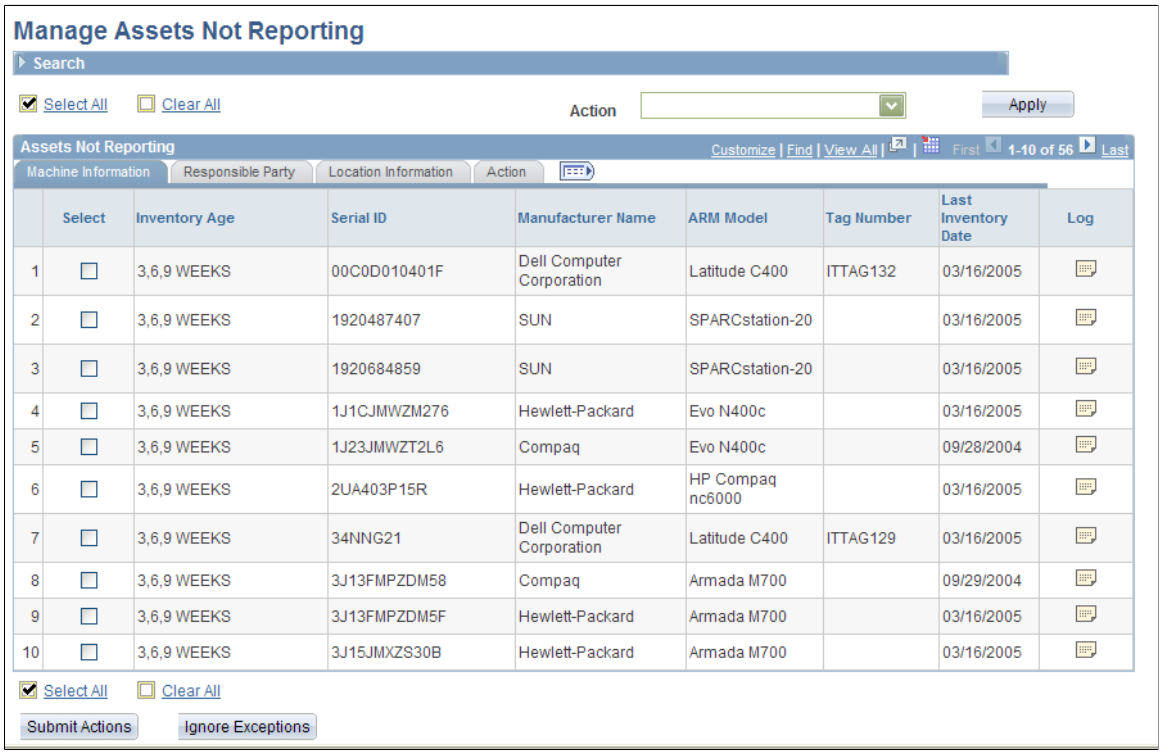
Reviewing Machine Information

Access the Machine Information tab on the Manage Assets Not Reporting page.

Image: Assets Not Reporting - Machine Information

This example illustrates the fields and controls on the Assets Not Reporting - Machine Information. You can find definitions for the fields and controls later on this page.



	Select	Inventory Age	Serial ID	Manufacturer Name	ARM Model	Tag Number	Last Inventory Date	Log
1	☐	3,6,9 WEEKS	00C0D010401F	Dell Computer Corporation	Latitude C400	ITTAG132	03/16/2005	
2	☐	3,6,9 WEEKS	1920487407	SUN	SPARCstation-20		03/16/2005	
3	☐	3,6,9 WEEKS	1920684859	SUN	SPARCstation-20		03/16/2005	
4	☐	3,6,9 WEEKS	1J1CJMWZM276	Hewlett-Packard	Evo N400c		03/16/2005	
5	☐	3,6,9 WEEKS	1J23JMWZT2L6	Compaq	Evo N400c		09/28/2004	
6	☐	3,6,9 WEEKS	2UA403P15R	Hewlett-Packard	HP Compaq nc6000		03/16/2005	
7	☐	3,6,9 WEEKS	34NNG21	Dell Computer Corporation	Latitude C400	ITTAG129	03/16/2005	
8	☐	3,6,9 WEEKS	3J13FMPZDM58	Compaq	Armada M700		09/29/2004	
9	☐	3,6,9 WEEKS	3J13FMPZDM5F	Hewlett-Packard	Armada M700		03/16/2005	
10	☐	3,6,9 WEEKS	3J15JMXZS30B	Hewlett-Packard	Armada M700		03/16/2005	

Select — Select the check box to perform the selected Action to the selected assets, ignore selected exceptions, or add assets to a financial impact list.

Inventory Age — Displays the Inventory Age from the asset repository.

Serial ID — Displays the Serial ID from the asset repository.

Manufacturer Name — Displays the name of the manufacturer from the asset repository.

ARM Model — Displays the ARM model from the asset repository.

Tag Number — Displays the tag number from the asset repository.

Last Inventory Date — Displays the date of the last inventory report that the asset sent.

Log — Click the Log icon to access the Asset Comment page and add relevant details. These comments can be viewed from the View Asset Log page.

Submit Actions — Click this button to launch the actions specified.

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Ignore Exceptions

Click this button to ignore exceptions for the selected assets. You are directed to the Ignore Exceptions page where you can add the selected exceptions to an ignore list.

Warning! You should not select to ignore software exceptions. If the software exceptions are ignored, it could present you with a lower count of the licenses that you have distributed, thereby subjecting you to potential license compliance issues.

See Managing Ignored Exceptions.

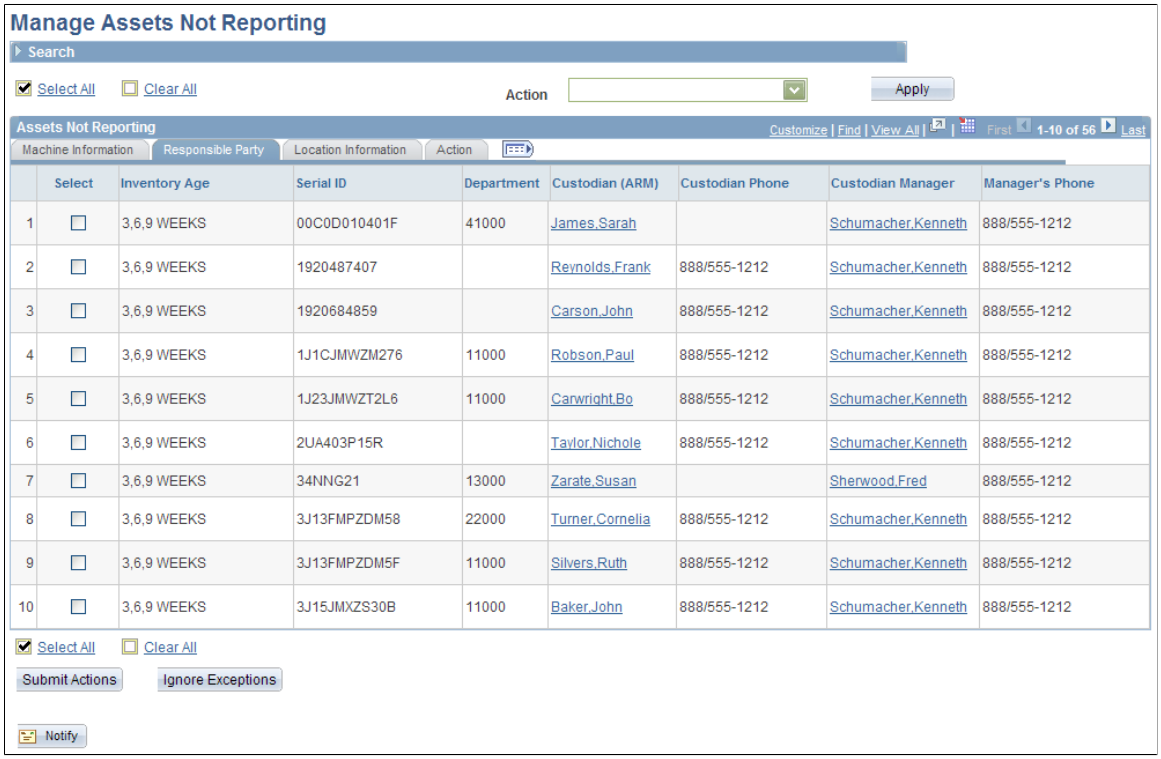
Click the Notify icon to send email notification to appropriate personnel.

Reviewing Responsible Parties

Access the Responsible Party tab on the Manage Assets Not Reporting page.

Image: Manage Assets Not Reporting page: Responsible Parties tab

This example illustrates the fields and controls on the Manage Assets Not Reporting page: Responsible Parties tab.



	Select	Inventory Age	Serial ID	Department	Custodian (ARM)	Custodian Phone	Custodian Manager	Manager's Phone
1	☐	3,6,9 WEEKS	00C0D010401F	41000	James,Sarah		Schumacher,Kenneth	888/555-1212
2	☐	3,6,9 WEEKS	1920487407		Reynolds,Frank	888/555-1212	Schumacher,Kenneth	888/555-1212
3	☐	3,6,9 WEEKS	1920684859		Carson,John	888/555-1212	Schumacher,Kenneth	888/555-1212
4	☐	3,6,9 WEEKS	1J1CJMWZM276	11000	Robson,Paul	888/555-1212	Schumacher,Kenneth	888/555-1212
5	☐	3,6,9 WEEKS	1J23JMWZT2L6	11000	Carwright,Bo	888/555-1212	Schumacher,Kenneth	888/555-1212
6	☐	3,6,9 WEEKS	2UA403P15R		Taylor,Nichole	888/555-1212	Schumacher,Kenneth	888/555-1212
7	☐	3,6,9 WEEKS	34NNG21	13000	Zarate,Susan		Sherwood,Fred	888/555-1212
8	☐	3,6,9 WEEKS	3J13FMPZDM58	22000	Turner,Cornelia	888/555-1212	Schumacher,Kenneth	888/555-1212
9	☐	3,6,9 WEEKS	3J13FMPZDM5F	11000	Silvers,Ruth	888/555-1212	Schumacher,Kenneth	888/555-1212
10	☐	3,6,9 WEEKS	3J15JMXZS30B	11000	Baker,John	888/555-1212	Schumacher,Kenneth	888/555-1212

Click the Custodian (ARM) and Custodian Manager links to access custodian detail information.

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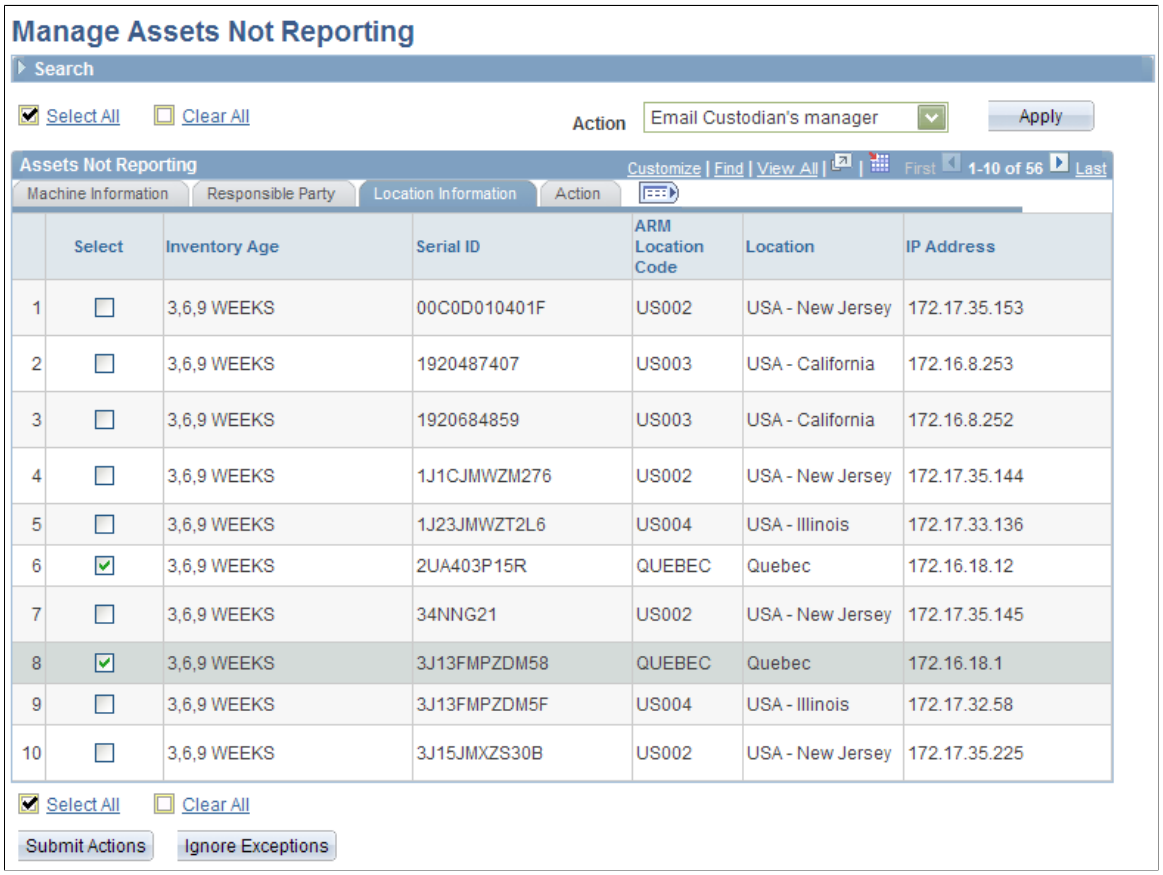
Reviewing Location Information

Access the Location Information tab on the Manage Assets Not Reporting page.

Image: Manage Assets Not Reporting page: Location Information tab

This example illustrates the fields and controls on the Manage Assets Not Reporting page: Location Information tab. You can find definitions for the fields and controls later on this page.



	Select	Inventory Age	Serial ID	ARM Location Code	Location	IP Address
1	☐	3,6,9 WEEKS	00C0D010401F	US002	USA - New Jersey	172.17.35.153
2	☐	3,6,9 WEEKS	1920487407	US003	USA - California	172.16.8.253
3	☐	3,6,9 WEEKS	1920684859	US003	USA - California	172.16.8.252
4	☐	3,6,9 WEEKS	1J1CJMWZM276	US002	USA - New Jersey	172.17.35.144
5	☐	3,6,9 WEEKS	1J23JMWZT2L6	US004	USA - Illinois	172.17.33.136
6	☑	3,6,9 WEEKS	2UA403P15R	QUEBEC	Quebec	172.16.18.12
7	☐	3,6,9 WEEKS	34NNG21	US002	USA - New Jersey	172.17.35.145
8	☑	3,6,9 WEEKS	3J13FMPZDM58	QUEBEC	Quebec	172.16.18.1
9	☐	3,6,9 WEEKS	3J13FMPZDM5F	US004	USA - Illinois	172.17.32.58
10	☐	3,6,9 WEEKS	3J15JMXZS30B	US002	USA - New Jersey	172.17.35.225

ARM Location Code and Location Displays the location shown in the asset repository.

IP Address Displays the last logged IP address reported by the third-party inventory database.

Working with Financial Information

Access the Financial Information tab on the Manage Assets Not Reporting page.

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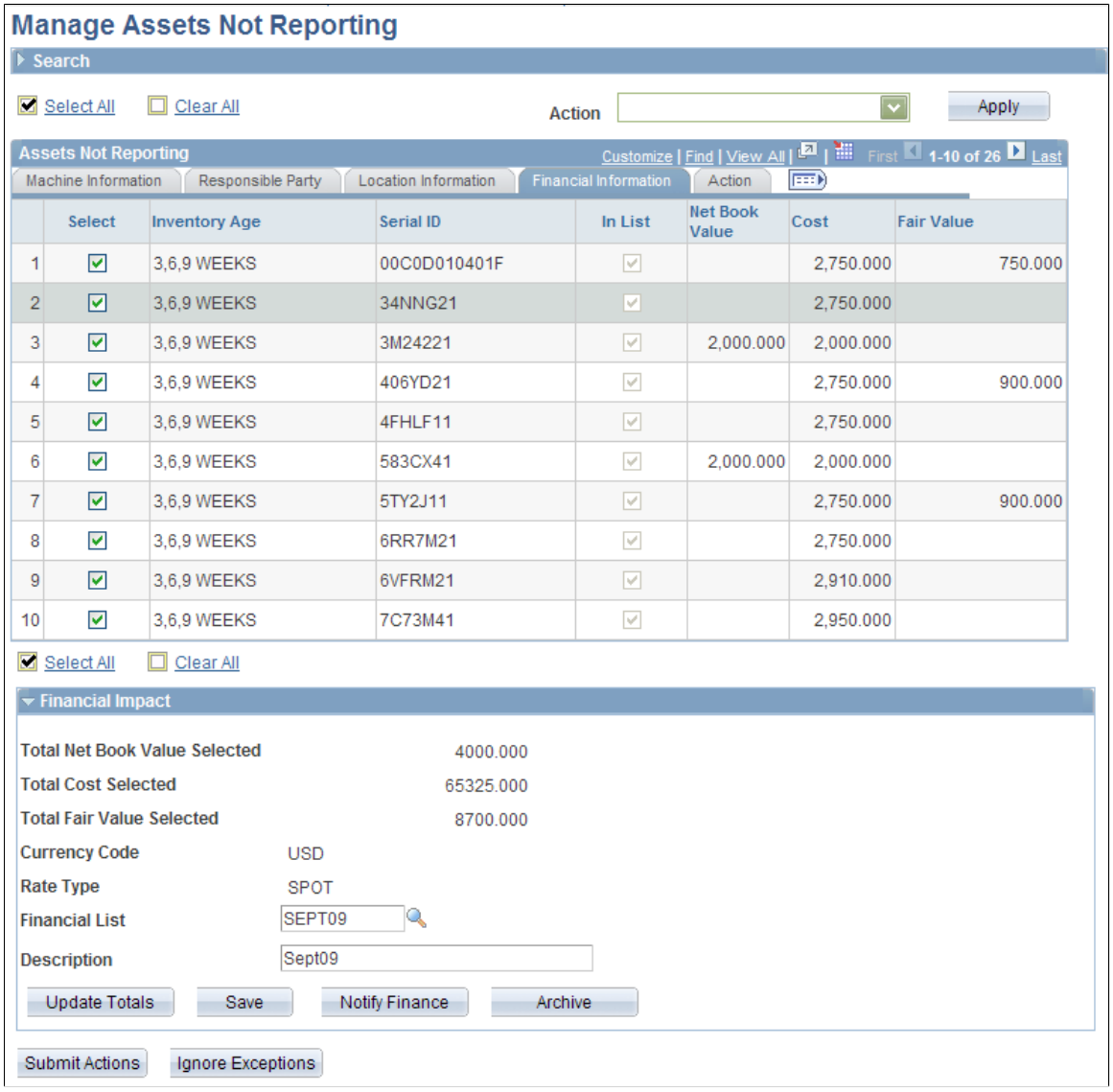
Note: The Financial Information tab is displayed when the Financial Impact check box is selected from the Installation Options - Asset Management page *and* one or more of the financial search criteria are selected.

Image: Manage Assets Not Reporting page - Financial Information tab

This example illustrates the fields and controls on the Manage Assets Not Reporting page - Financial Information tab.



See Managing Exceptions.

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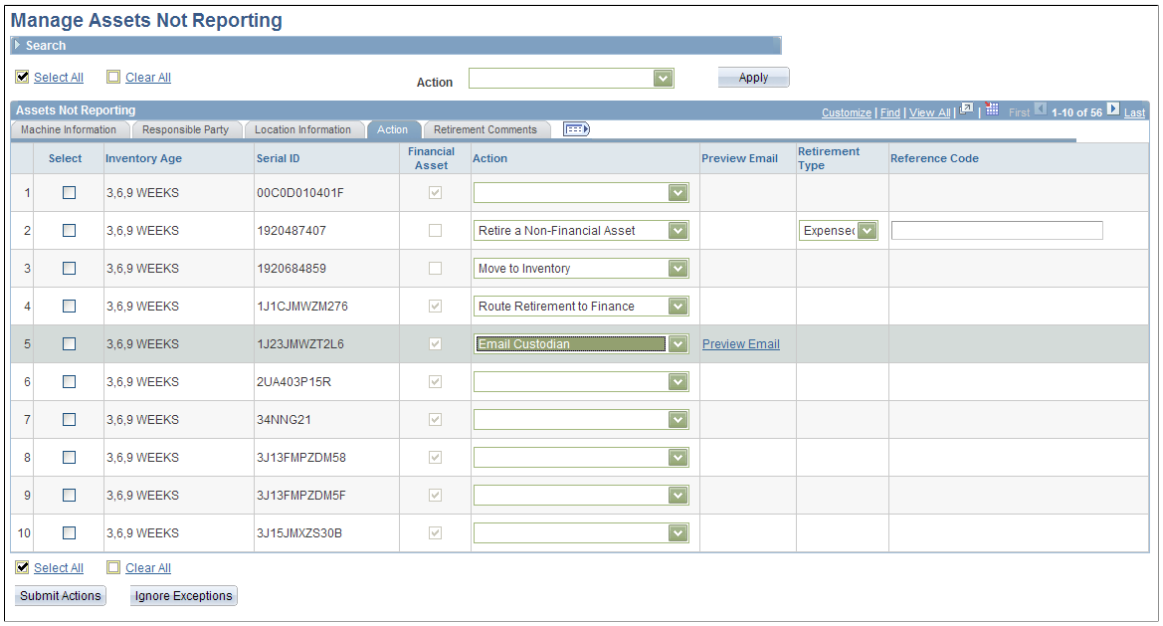
Working with Actions

Access the Action tab on the Manage Assets Not Reporting page.

Image: Manage Assets Not Reporting page: Action tab

This example illustrates the fields and controls on the Manage Assets Not Reporting page: Action tab. You can find definitions for the fields and controls later on this page.



Financial Asset

This field indicates if an asset is a financial asset. If the asset is marked as a financial asset, the *Retire a Non-Financial Asset* action is not available. If the asset is not a financial asset, the *Route to Finance* action is not available. This prevents users from trying to retire a financial asset or routing a nonfinancial asset to the Finance department through workflow.

Action

When you select an action that sends an email, the system displays the Preview Email link. Click this link to view the email content.

When you select *Retire a Non-Financial Asset,* the Retirement Type and Reference Code fields become visible for entry, as does the Retirement Comments tab.

Preview Email

This column is displayed with links when an email action is selected. Click the link to preview the email content.

Retirement Type

Select a retirement type. Values are: *Abandoned, Auto-Ret, Cannibal, Casualty, Disappear, Donated, Inventory, Like Kind, Missing, Sale, Scrap, Theft,* and *Trade-In.*

Reference Code

Enter a reference code for the retirement, if applicable.

Adding Retirement Comments

Access the Retirement Comments tab on the Manage Assets Not Reporting page.

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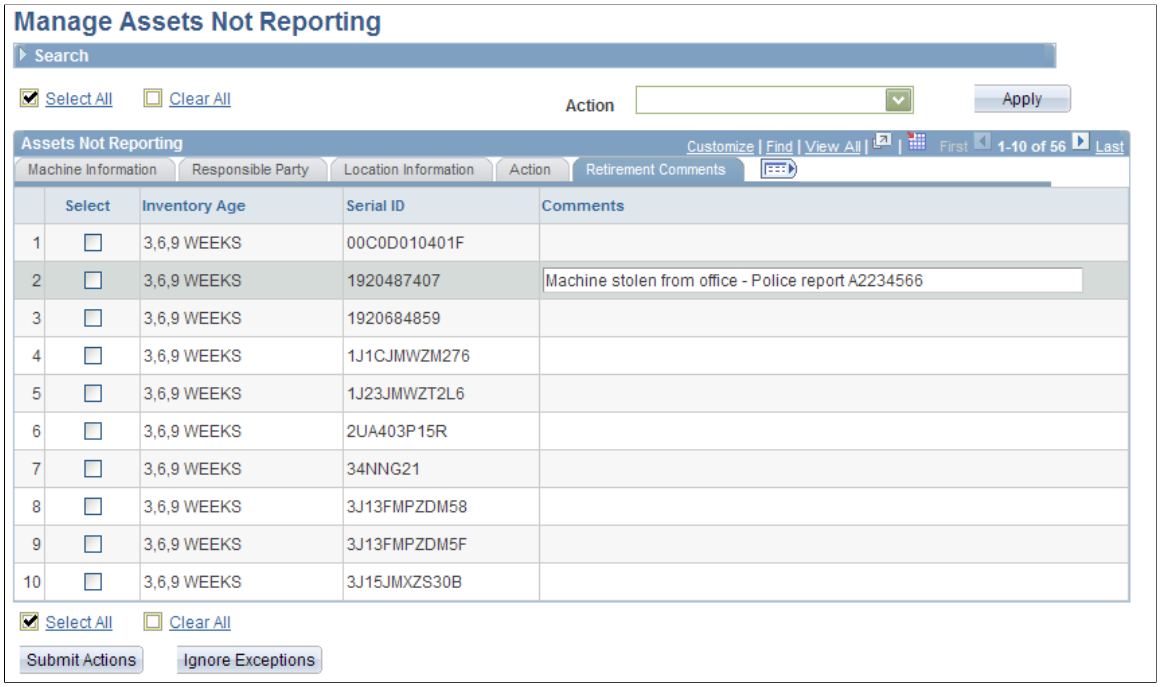
The Retirement Comments page is available only if *Retire a Non-Financial Asset* is selected on the Action page.

Image: Manage Assets Not Reporting page: Retirement Comments tab

This example illustrates the fields and controls on the Manage Assets Not Reporting page: Retirement Comments tab. You can find definitions for the fields and controls later on this page.



Apply

Click to apply the selected action to each row that is selected in the grid. The system intelligently applies actions to assets based off of the financial status of the asset and the financial implication of the action selected for application. For example, *Retire a Non-Financial Asset* will not be applied to a financial asset.

Note: TheSubmit Actions button must be invoked in order to execute the actions that are associated with each line in the grid.

Submit Actions

Click to submit all selected assets' actions.

Note: This action saves the changes.

Ignore Exceptions

Click to ignore exceptions for selected assets.

Warning! You should not select to ignore software exceptions. If the software exceptions are ignored, it could present you with a lower count of the licenses that you have distributed, thereby subjecting you to potential license compliance issues.

Add retirement specific comments for any assets that are being retired.

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Managing Ignored Exceptions

This section provides an overview of ignored exceptions and discusses how to manage ignored exceptions.

Pages Used to Manage Ignored Exceptions

Page Name	*Definition Name*	*Navigation*	*Usage*
Ignore Exceptions	IT _IGN_SEL	Click the Ignore Exceptions button from either the Manage Exceptions page or the Assets Not Reporting page.	Select exceptions from the Manage Exceptions component or from the Assets Not Reporting component for which to ignore exception processing.
View Ignored Exceptions	IT_IGN_INQ	IT Asset Management, Asset Discovery and Validation, View Ignored Exceptions	Review ignored exceptions, modify the expiration and begin dates or remove ignored exceptions from the ignore list for inclusion in routine exception processing.

Understanding Ignored Exceptions

ITAM provides the option to ignore exceptions for a specified time to lessen the workload and place focus on those exceptions that need more immediate attention. For example, a financial asset manager may not want to continue to see exceptions that require their attention while they are on vacation. Additionally, some exceptions may not have a high priority, especially at implementation time. Those asset exceptions can be ignored, placed on an "ignore list" until a given date, at which time they are dropped from the ignore list and returned to the regular presentation of exceptions. This option is available for exceptions that are generated from Inventory Exceptions (Manage Exceptions page) as well as Assets Not Reporting.

Warning! You should not ignore software exceptions. If the software exceptions are ignored, it could present you with a lower count of the licenses that you have distributed, thereby subjecting you to potential license compliance issues.

Ignore Exceptions Page

Use the Ignore Exceptions page (IT _IGN_SEL) to select exceptions from the Manage Exceptions component or from the Assets Not Reporting component for which to ignore exception processing.

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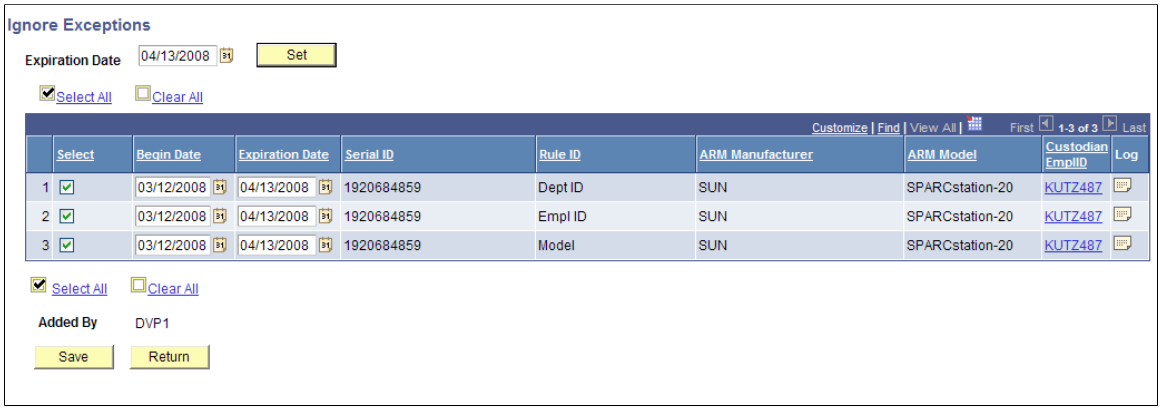
Navigation

Click the Ignore Exceptions button from either the Manage Exceptions page or the Assets Not Reporting page.

Image: Ignore Exceptions page

This example illustrates the fields and controls on the Ignore Exceptions page. You can find definitions for the fields and controls later on this page.



Note: When the Ignore Exceptions page is launched from Manage Exceptions, the page displays the selected asset or assets and associated rules for the exception. You can choose which asset/rule combinations to ignore. When the Ignore Exceptions page is launched from Assets Not Reporting, the page displays the selected assets.

Warning! You should not select to ignore software exceptions. If the software exceptions are ignored, it could present you with a lower count of the licenses that you have distributed, thereby subjecting you to potential license compliance issues.

Expiration Date and Set button Enter the date with which you want to populate the Expiration Date for the selected assets or rules and click the Set button;

Select Select the check box for the asset or asset/rule combinations that you want to add to the ignore list or that you want to set the Expiration Date.

Begin Date Enter the date that you want the selected exceptions to be added to the ignore list. The default value is the current date. If you blank out the begin date, the system will still populate the begin date with today.

Expiration Date (row level) Enter the date that you want the selected exceptions to be removed from the ignore list. The ignored exceptions are then returned to the regular presentation of exceptions for processing on the expiration date.

Custodian EmplID Click this link to access the Custodian Information page for custodian details.

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Log

Click the Log icon to access the Asset Comment page. Include any relevant comments, such as the reason this exception is added to the ignore list. Comments that are saved using this page can be viewed from the View Asset Log page (IT Asset Management, Asset Discovery and Validation, View Asset Log.)

See Working with the Asset Log.

View Ignored Exceptions Page

Use the View Ignored Exceptions page (IT_IGN_INQ) to review ignored exceptions, modify the expiration and begin dates or remove ignored exceptions from the ignore list for inclusion in routine exception processing.

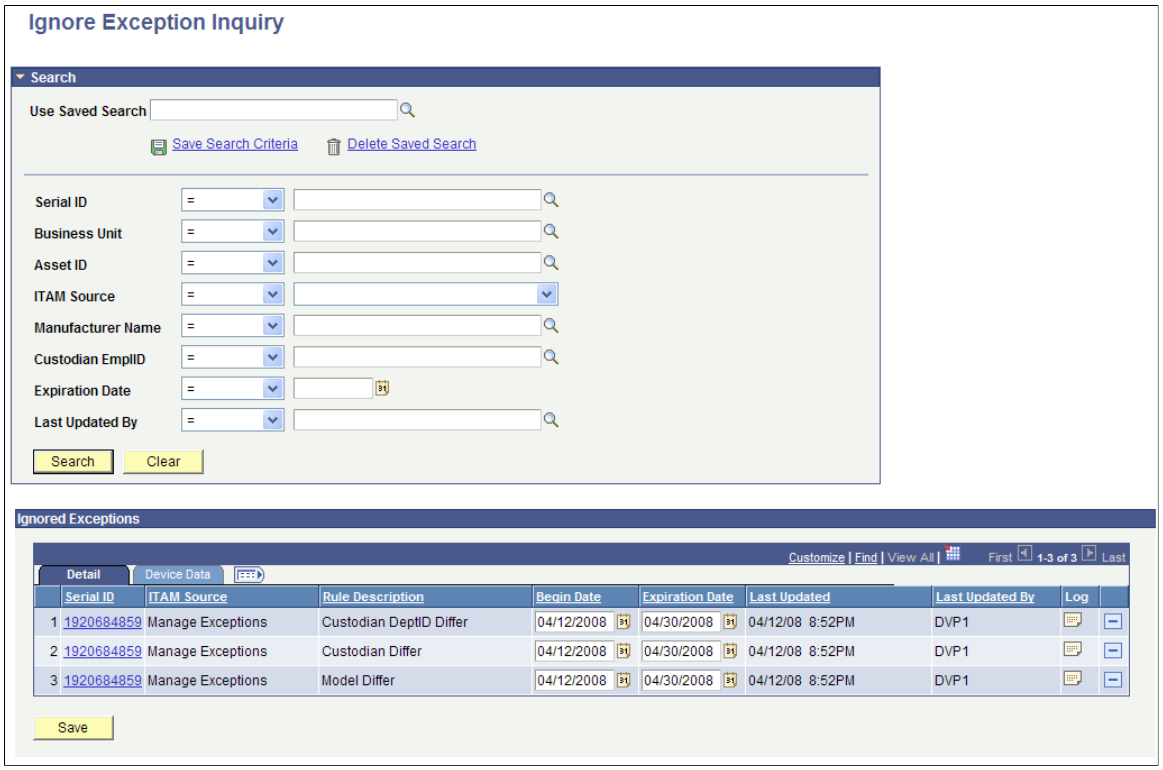
Navigation

IT Asset Management, Asset Discovery and Validation, View Ignored Exceptions

Search for ignored exceptions by entering search criteria or leave the criteria blank to retrieve all of the exceptions that are on the ignore list.

Image: Ignore Exception Inquiry - Detail page

This example illustrates the fields and controls on the Ignore Exception Inquiry - Detail page. You can find definitions for the fields and controls later on this page.



Search

Click to access the Ignored Exceptions - Detail based on the search criteria you enter on the Ignore Exceptions Inquiry.

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Ignored Exceptions - Detail

Serial ID Click to access the Printable View of Asset page.

ITAM Source Displays the source component where the exception occurred and was added to the ignore list: from Manage Exceptions or from Assets Not Reporting.

Rule Description Displays the rule that was ignored. This appears from Manage Exceptions only and is blank for Assets Not Reporting.

Begin Date and Expiration Date Modify the begin date and expiration date for the ignored exceptions.

Log Click the Log icon to access the Asset Comment page. Include any relevant comments, such as the reason for modification of this exception. Comments that are saved using this page can be viewed from the View Asset Log page (IT Asset Management, Asset Discovery and Validation, View Asset Log.)

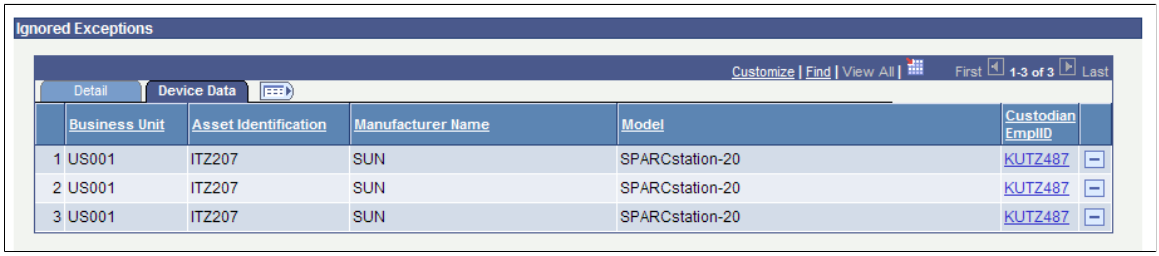
See Working with the Asset Log.

Ignored Exceptions - Device Data

View device details for ignored exceptions: business unit, asset ID, manufacturer name, device model and custodian employee ID. Click the Custodian EmplID link to access custodian detail.

Image: Ignore Exceptions Inquiry - Device Data page

This example illustrates the fields and controls on the Ignore Exceptions Inquiry - Device Data page.



Viewing Action Errors

This section provides an overview of action errors and discusses how to review action errors.

Page Used to View Action Errors

Page Name	*Definition Name*	*Navigation*	*Usage*
View Action Errors	IT_ACTN_ERR	IT Asset Management, Asset Discovery and Validation, View Action Errors, View Action Errors	View action errors created during exception or non-reporting asset processing.

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Understanding Action Errors

When you work with exceptions and assets not reporting, you select actions to perform on specific assets.

Actions that cannot be executed are stored so that information that is missing can be corrected. Actions that are prerequisites for other actions may need to be executed first, and therefore, may generate errors. If an action fails for any reason during either online or batch processing, the transaction is added to the error table.

View Action Errors Page

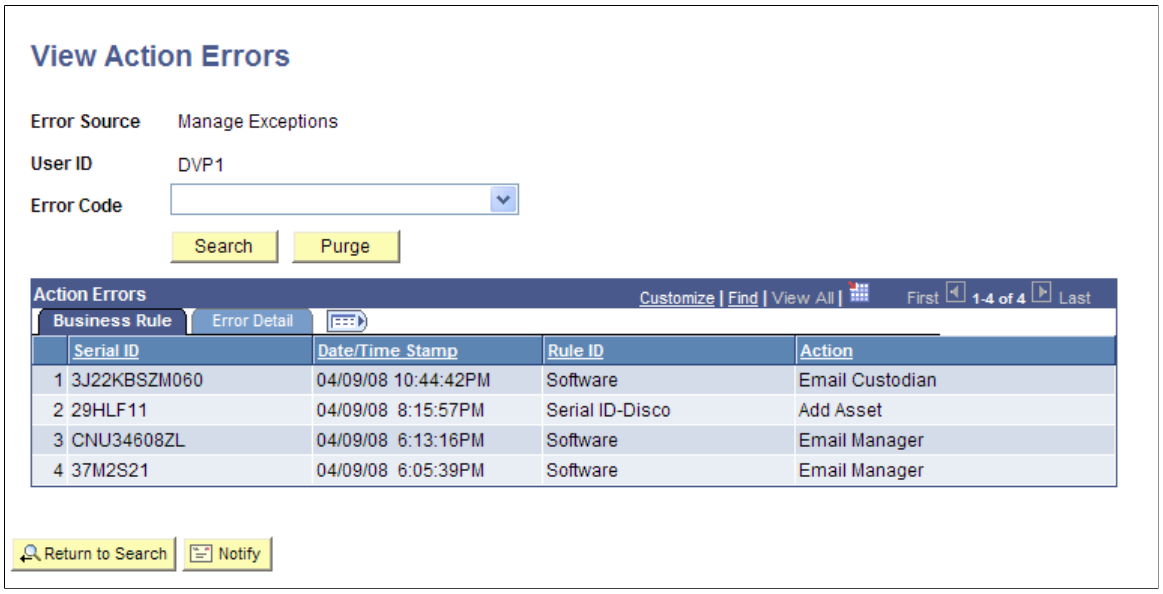
Use the Business Rule tab on the View Action Errors page(IT_ACTN_ERR) to view action errors created during exception or non-reporting asset processing.

Navigation

IT Asset Management, Asset Discovery and Validation, View Action Errors, View Action Errors

Image: View Action Errors - Business Rule page

This example illustrates the fields and controls on the View Action Errors - Business Rule page. You can find definitions for the fields and controls later on this page.



Note: The Rule ID and Action columns are not displayed for non-reporting asset errors.

Error Code

You can refine your search to display specific error codes. Error codes are available in the drop-down list. Values are:

Business Unit in another SetID

Component Interface Failed

Duplicate Serial Number

Financial Asset Retirement

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New Serial Number not provided

No Email Address

No Employee ID

Route Non-Financial Asset

Worklist Creation Failed

Error codes are specific to the asset source.

Purge

Because Manage Exception cleans up the asset errors when any action is executed for that asset, the only time that there will be rows remaining for an asset are when the asset had a previous error, and then on a subsequent reconciliation was found to have broken no rules. For assets not reporting, you will need to select the rows to purge since the actions are not rule based.

View Action Errors Page

Use the View Action Errors page (IT_ACTN_ERR) to view action errors created during exception or non-reporting asset processing.

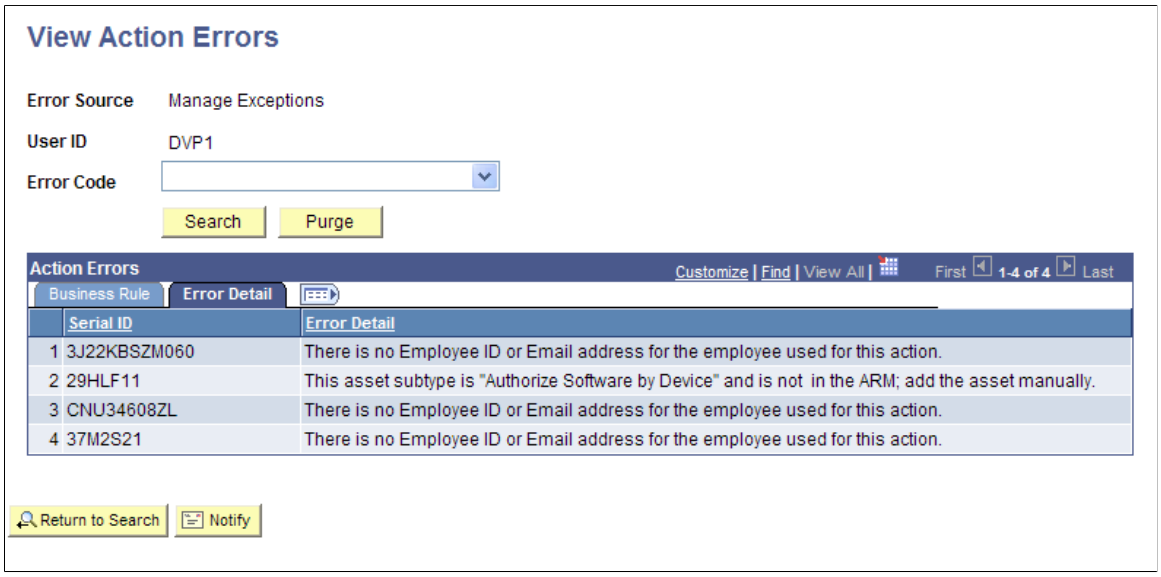
Navigation

IT Asset Management, Asset Discovery and Validation, View Action Errors, View Action Errors

Review the details of the error.

Image: View Action Errors - Error Detail page

This example illustrates the fields and controls on the View Action Errors - Error Detail page.



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Viewing the Action Log

This section provides an overview of the action log and discusses how to review action history.

Page Used to View the Action Log

Page Name	*Definition Name*	*Navigation*	*Usage*
Action Log Inquiry	IT_ACTN_INQ	IT Asset Management, Asset Discovery and Validation, View Action Log, Action Log Inquiry	Review a comprehensive history of actions executed from Manage Exceptions and Assets Not Reporting.

Understanding the Action Log

The Action Log provides a comprehensive audit trail for actions that are executed in the system from Manage Exceptions and Assets Not Reporting. The Action Log is an inquiry-only page that supports review of historical actions that cannot be modified. Actions that complete successfully will be stored in the Action Log. Actions that end completely in error will not be added to the action log. It is possible, however, for an action to end in success and failure. For example, when an action attempts to email more than one person, if one person has an email defined and one does not, then part of the actions completes, while part does not. In that case, a row would exist in the error log as well as the action log.

Action Log Inquiry Page

Use the Action Log Inquiry page (IT_ACTN_INQ) to review a comprehensive history of actions executed from Manage Exceptions and Assets Not Reporting.

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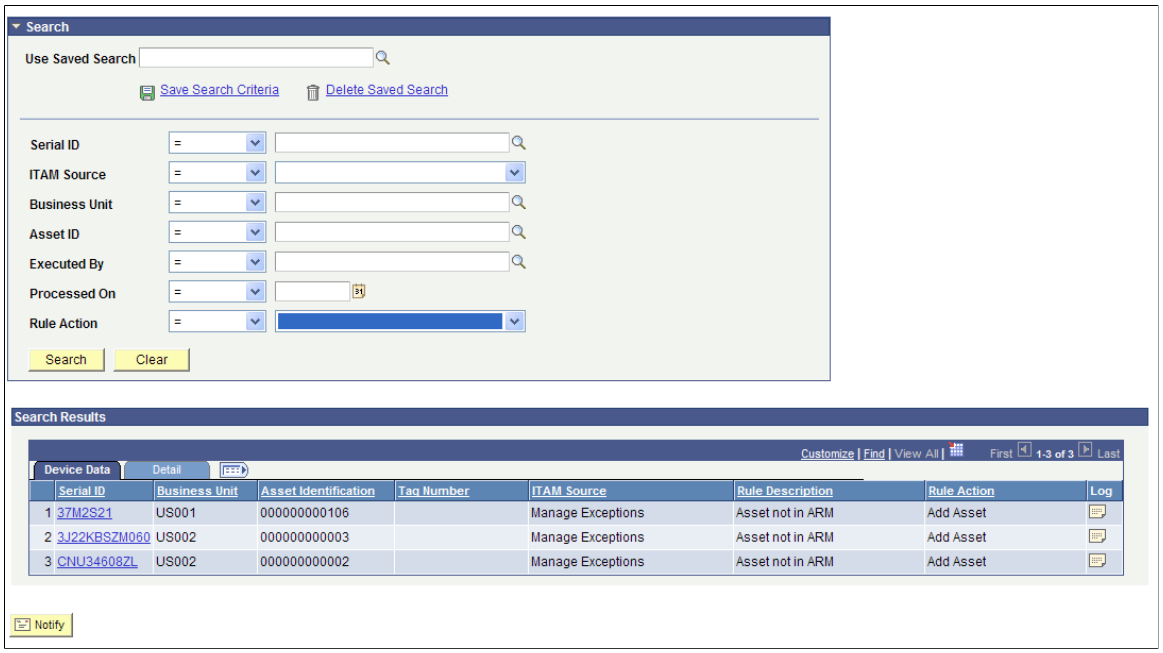
Navigation

IT Asset Management, Asset Discovery and Validation, View Action Log, Action Log Inquiry

Image: Action Log Inquiry page

This example illustrates the fields and controls on the Action Log Inquiry page. You can find definitions for the fields and controls later on this page.



Serial ID Click the Serial ID link to access the Printable view of Asset page.

Log Click the Log icon to access the Asset Comment page. Enter relevant details. You can view these comments from the View Asset Log page.

Managing Financial Lists

This section discusses how to manage financial lists.

Pages Used to Manage Financial Lists

Page Name	*Definition Name*	*Navigation*	*Usage*
Financial List Inquiry	IT_FIA_INQ	IT Asset Management, Financials and Leases, Financial List Inquiry	Retrieve and update existing financial lists that were created from either Manage Exceptions or Manage Assets Not Reporting.

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Page Name	*Definition Name*	*Navigation*	*Usage*
Financial List Archive	IT_FIA_ARCH	IT Asset Management, Financials and Leases, Financial List Archive	Retrieve archived financial lists for review.

Financial List Inquiry Page

Use the Financial List Inquiry page (IT_FIA_INQ) to retrieve and update existing financial lists that were created from either Manage Exceptions or Manage Assets Not Reporting.

Navigation

IT Asset Management, Financials and Leases, Financial List Inquiry

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The Financial list inquiry page is designed primarily to allow financial managers access to the financial lists without the need for security setup to ITAM pages. Managers are able to deselect assets from the list as well as retire assets on a line by line basis.

Image: Financial List Inquiry page (1 of 2)

This example illustrates the fields and controls on the Financial List Inquiry page (1 of 2).

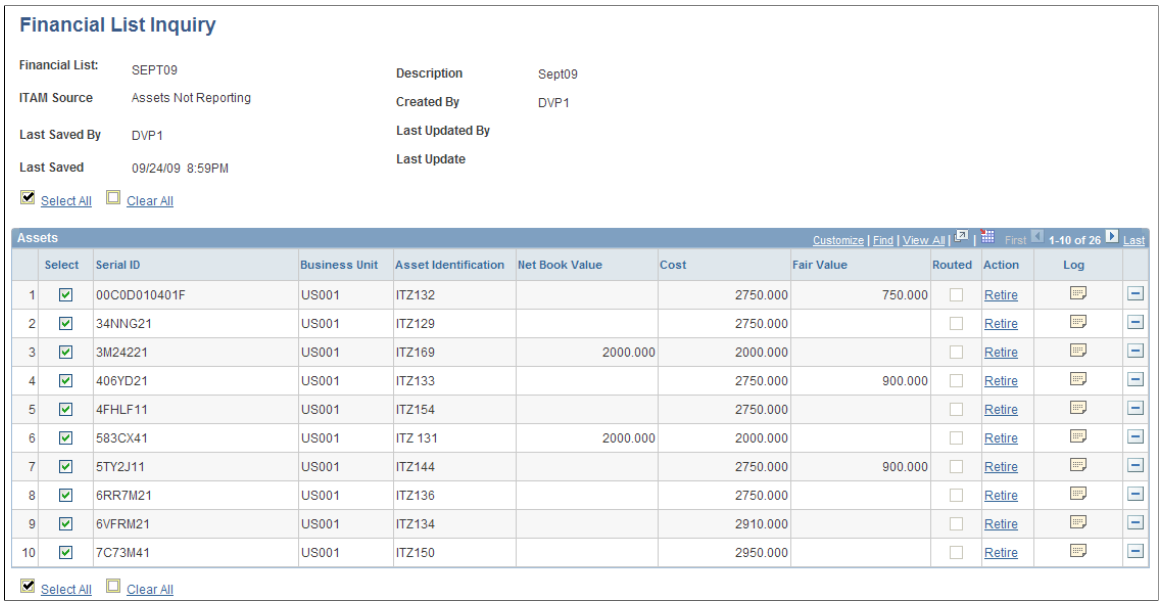
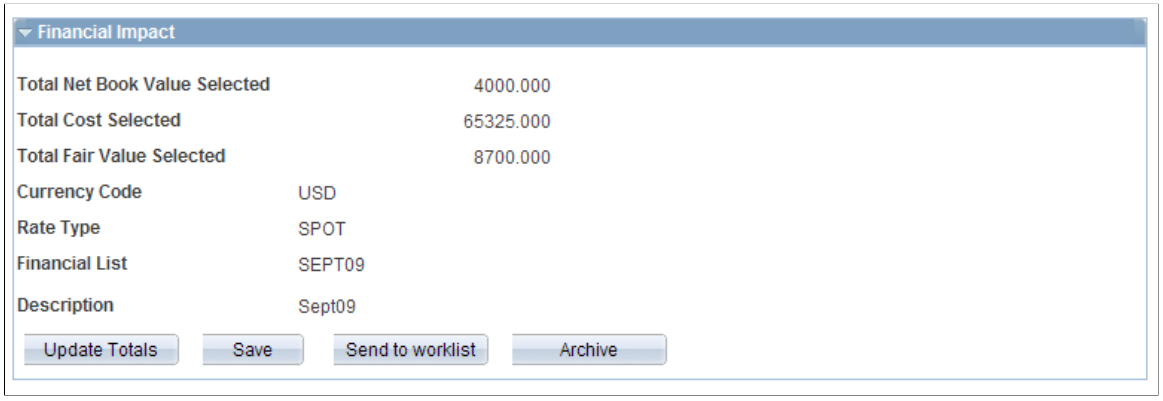


Image: Financial List Inquiry (2 of 2)

This example illustrates the fields and controls on the Financial List Inquiry (2 of 2). You can find definitions for the fields and controls later on this page.



Routed Indicates that the asset has already been sent to a worklist in an action either in Manage Exceptions or in Manage Assets Not Reporting or from the current context.

Retire Click this link to initiate direct retirement of an asset from the Asset Repository. You are transferred to the Retire Assets page. One the retirement is complete, upon returning to the financial list, the retired asset is unavailable for further action.

Send to Worklist Delegate selections to an existing PeopleTools Finance worklist.

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Financial List Archive Page

Use the Financial List Archive page (IT_FIA_ARCH) to retrieve archived financial lists for review.

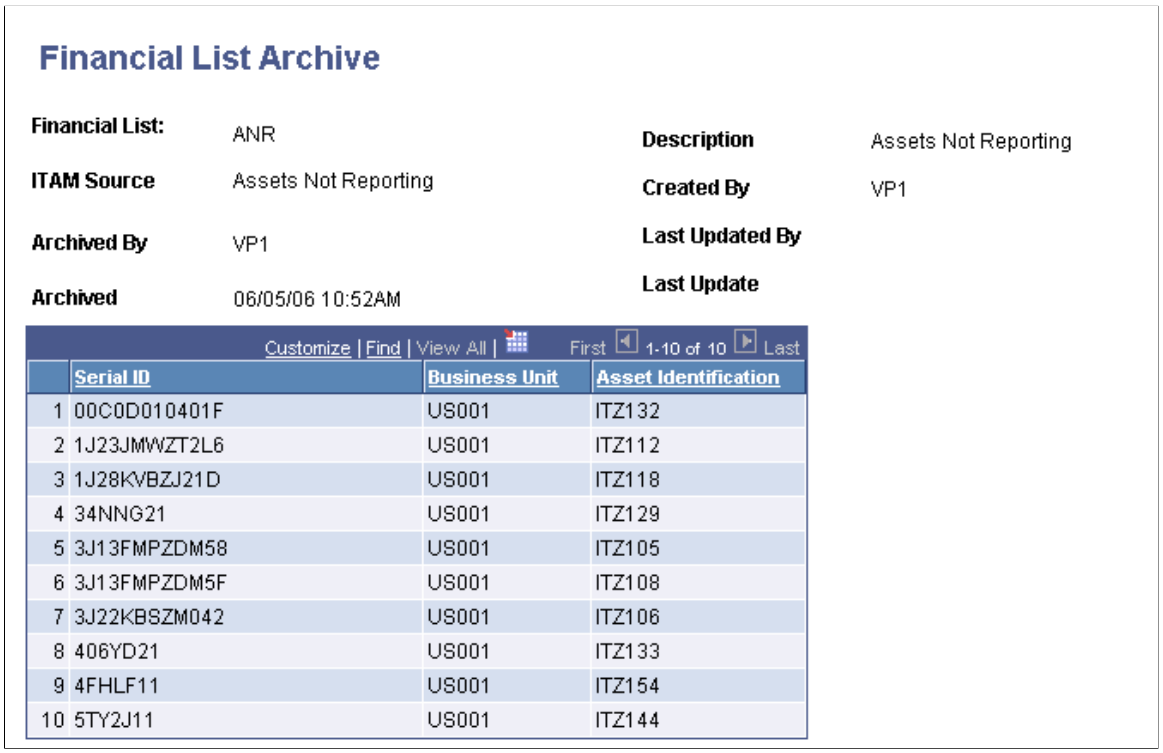
Navigation

IT Asset Management, Financials and Leases, Financial List Archive

Retrieve archived financial lists for review.

Image: Financial List Archive page

This example illustrates the fields and controls on the Financial List Archive page.



Working with the Asset Log

This section discusses how to work with the asset log.

Page Used to Work with the Asset Log

Page Name	*Definition Name*	*Navigation*	*Usage*
View Asset Log	IT_ASSET_LOG	IT Asset Management, Asset Discovery and Validation, View Asset Log, View Asset Log	Review the comments that have been added from Manage Exceptions, Assets Not Reporting, Ignored Exceptions or Ignore Exceptions Inquiry.

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View Asset Log Page

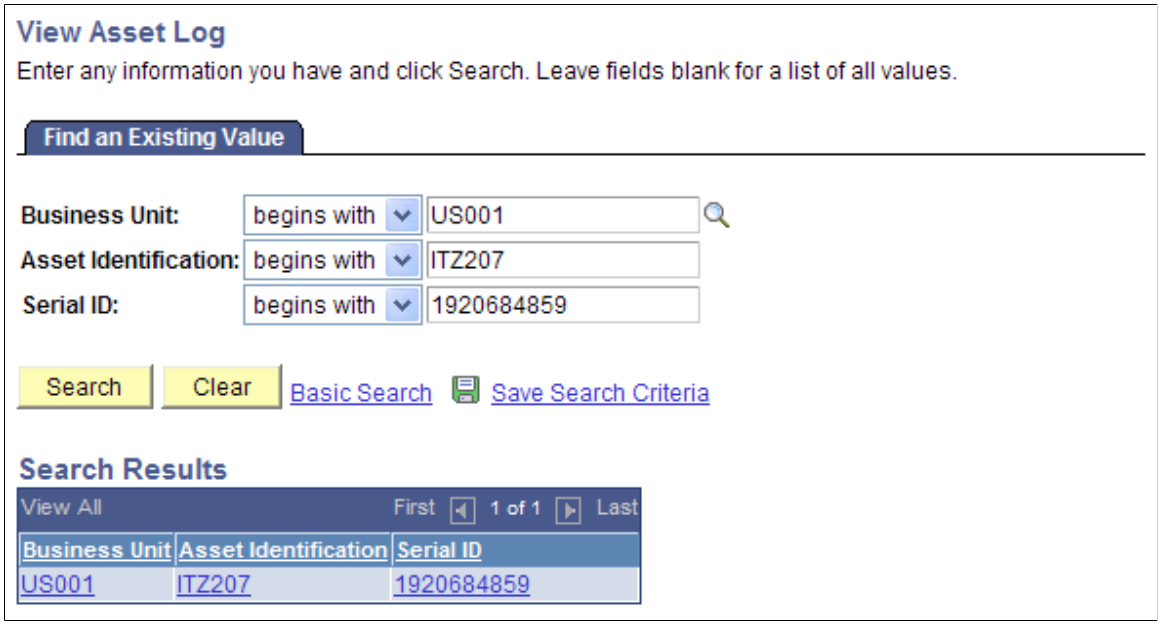
Use the View Asset Log page (IT_ASSET_LOG) to review the comments that have been added from Manage Exceptions, Assets Not Reporting, Ignored Exceptions or Ignore Exceptions Inquiry.

Navigation

IT Asset Management, Asset Discovery and Validation, View Asset Log, View Asset Log

Image: View Asset Log page (1 of 2)

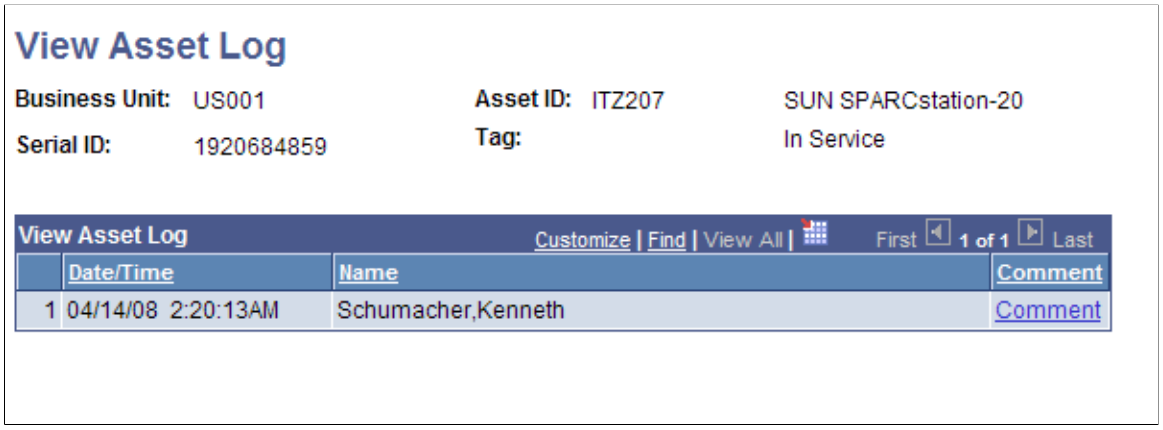
This example illustrates the fields and controls on the View Asset Log page (1 of 2).



Search for ITAM actions performed on an asset by business unit, asset ID or serial ID.

Image: View Asset Log page (2 of 2)

This example illustrates the fields and controls on the View Asset Log page (2 of 2).



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Chapter 9

Using Inventory for IT Assets

Using Inventory for IT Assets

This topic discusses how to:

- Add and maintain assets.
- Work with hardware inventory.
- Work with software license inventory.
- Work with software inventory.
- Work with asset financials.
- Work with leases.

Adding and Maintaining Assets

This section provides an overview of adding and maintaining assets and discusses how to:

- Add asset information.
- Add IT asset related information.
- Use ExpressAdd.
- Print an asset view.
- View the asset component hierarchy.
- Use workflow when adding an asset.

Pages Used to Add and Maintain Assets

Page Name	*Definition Name*	*Navigation*	*Usage*
General Information	ASSET_GENERAL_01	Asset Management, Asset Transactions, Owned Assets, Basic Add, General Information	Add and maintain hardware or software assets.

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Page Name	*Definition Name*	*Navigation*	*Usage*
Operation/Maintenance	ASSET_GENERAL_02	Asset Management, Asset Transactions, Owned Assets, Basic Add, Operation/ Maintenance	Add or update IT asset-related information.
Definition	ASSET_LEASE_01	Asset Management, Asset Transactions, Leased Assets, Express Add, Definition	Create capital or operating leases with appropriate payment and depreciation schedules.
Printable view of Asset	AM_LOOKUP_PRINT	Asset Management, Print an Asset	Print basic asset information.
Asset Component Hierarchy	AM_HGRID	Asset Management, Asset Transactions, Owned Assets, View Component Hierarchy	View asset hierarchy in a grid.
Asset Component Hierarchy	AM_HGRID	Asset Management, Asset Transactions, Owned Assets, Manage Component Hierarchy	Move assets within the asset hierarchy.
Add Asset	AM_ADD_E_LINK_WL	Worklist, Worklist	Approve or deny a request from Manage Exceptions to add an asset, identified on the worklist as Worked by Activity AM_RTF_ADD_ BASIC and specified in a link described as Asset added from Manage Exceptions, Route to Finance.

Understanding Adding and Maintaining Assets

The PeopleSoft Asset Management application is used to add and maintain all assets, including IT assets. When you are adding IT assets on the General Information page, select an asset type of *Hardware* or *Software* and select the appropriate subtype. For hardware assets to be processed through the Compare Asset Repositories process and metrics, select the In Physical Use check box. Assets that are designated to be in physical use are tracked in ITAM irrespective of financial status.

See Understanding the Compare Asset Repositories Process.

See "General Information Page *(PeopleSoft FSCM 9.2: Asset Management)*".

On the Operation/Maintenance page, you can enter an Internet Protocol (IP) address and add additional information in user-defined fields. Additionally, IT Hardware assets are required to have a serial number. Provide the serial number for the asset on the Operations/Maintenance tab.

Software assets have a SKU that must be populated. You can do this in the Basic Add component for individual assets. You can add the SKU to the Item master so that when the assets are acquired through PO/AP integration, they automatically inherit the SKU from the Item master.

See "Understanding Adding and Maintaining Assets *(PeopleSoft FSCM 9.2: Asset Management)*".

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General Information Page

Use the General Information page (ASSET_GENERAL_01) to add and maintain hardware or software assets.

Navigation

Asset Management, Asset Transactions, Owned Assets, Basic Add, General Information

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Note: You should enter an asset subtype and select the In Physical Use check box for each IT hardware asset, if applicable. Assets without subtypes supersede IT role access are viewable by all users.

See "Understanding Adding and Maintaining Assets *(PeopleSoft FSCM 9.2: Asset Management)*".

Operation/Maintenance Page

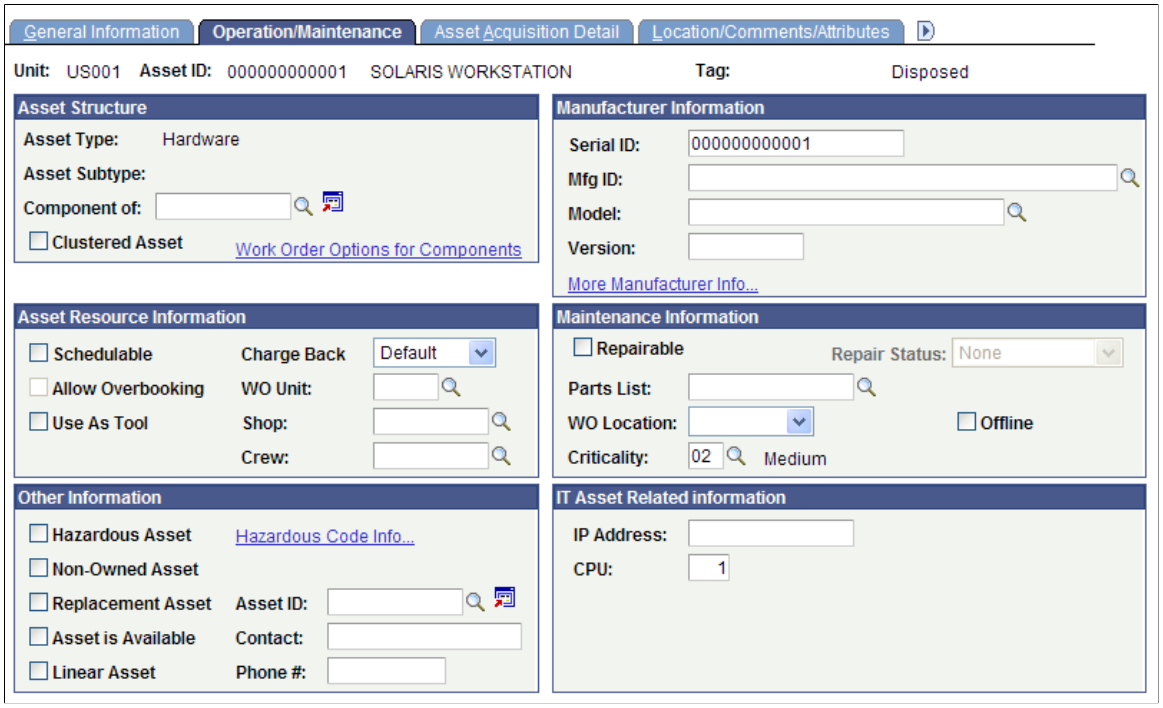
Use the Operation/Maintenance page (ASSET_GENERAL_02) to add or update IT asset-related information.

Navigation

Asset Management, Asset Transactions, Owned Assets, Basic Add, Operation/Maintenance

Image: Operation/Maintenance page

This example illustrates the fields and controls on the Operation/Maintenance page.



Note: IT Hardware assets are required to have a Serial ID.

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IT Asset Related Information

The fields in the IT Asset Related Information group box are available only if you select an asset type of *Hardware* or *Software* on the General Information page.

IP Address Enter an IP address, if applicable.

CPU Enter the number of CPUs that an IT hardware device has installed, physical and/or virtual. When the CPU field value is updated in Basic Add, if the asset IT Subtype is *Authorize Software by Device,* for any Software Device Group of which the asset is a member (when the current effective row has an active status), a new row with the updated CPU value is inserted into the Software Device Group definition. The CPU value is also the source for the Declared Device Licenses. For any asset that is not overridden, the change in the CPU value is used in calculating the consumption of licenses for the asset software combination.

See Defining Software Device Groups.

Definition Page

Use the Definition page (ASSET_LEASE_01) to create capital or operating leases with appropriate payment and depreciation schedules.

Navigation

Asset Management, Asset Transactions, Leased Assets, Express Add, Definition

See "Adding Assets with the Asset ExpressAdd Component *(PeopleSoft FSCM 9.2: Asset Management)*".

Printable view of Asset Page

Use the Printable view of Asset page (AM_LOOKUP_PRINT) to print basic asset information.

Navigation

Asset Management, Print an Asset

See "Printing Asset Information *(PeopleSoft FSCM 9.2: Asset Management)*".

Asset Component Hierarchy Page

Use the Asset Component Hierarchy page (AM_HGRID) to view asset hierarchy in a grid.

Navigation

Asset Management, Asset Transactions, Owned Assets, View Component Hierarchy

See "Viewing and Managing the Component Asset Hierarchy *(PeopleSoft FSCM 9.2: Asset Management)*".

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Add Asset Page

Use the Add Asset page (AM_ADD_E_LINK_WL) to approve or deny a request from Manage Exceptions to add an asset, identified on the worklist as Worked by Activity AM_RTF_ADD_BASIC and specified in a link described as Asset added from Manage Exceptions, Route to Finance.

Navigation

Worklist, Worklist

Use this interim page to add additional information about the asset prior to adding it. Use the EmplID link to view basic employee information.

When you have verified that the asset values are correct, click the Add Asset link. This transfers you to the Basic Add component in PeopleSoft Asset Management. If the asset has already been added prior to accessing this page, the Asset ID appears only; the Add Asset link changes to Capitalize Asset. Clicking the link transports you to the Basic Add pages in PeopleSoft Asset Management for capitalization. If the asset is in the Transaction Loader process, the page appears only and a Hold check box appears. The asset must be completely loaded before you attempt to capitalize the asset (or add) through workflow.

To deny the workflow, click Deny and provide a reason for the denial.

Working with Hardware Inventory

This section provides an overview of hardware inventory and discusses how to work with hardware inventory.

Page Used to Work with Hardware Inventory

Page Name	*Definition Name*	*Navigation*	*Usage*
Assets	IT_HRDWR_DTL	IT Asset Management, Inventory Views, Hardware Inventory, Assets	View assets that are found in the third-party inventory database, the asset repository, or both.

Understanding Hardware Inventory

PeopleSoft IT Asset Management monitors constantly changing IT assets in the field to ensure that financially significant changes to those assets are actually on the books. Hardware inventory is a simple metric: the count of all IT hardware, by subtype, that appears in the third-party inventory database and asset repository. It also provides a summary count of IT hardware (that is in physical use) that appears in one database but not the other.

PeopleSoft ITAM provides hardware inventory metrics that you can access through the IT Portal. Users can see a summary-level report on their dashboard, and then can drill down to detail information by accessing the Hardware Inventory Detail page. You can view a detailed list of the assets, or click a serial ID (where the asset exists in the repository) to get a printable view of a single asset.

PeopleSoft ITAM provides hardware inventory metrics that you can access through the IT Portal. You can see a summary report.

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Related Links

"Hardware Inventory Pagelet *(PeopleSoft FSCM 9.2: Financials, ESA, ALM, and SCM Portal Packs)*"

Assets Page

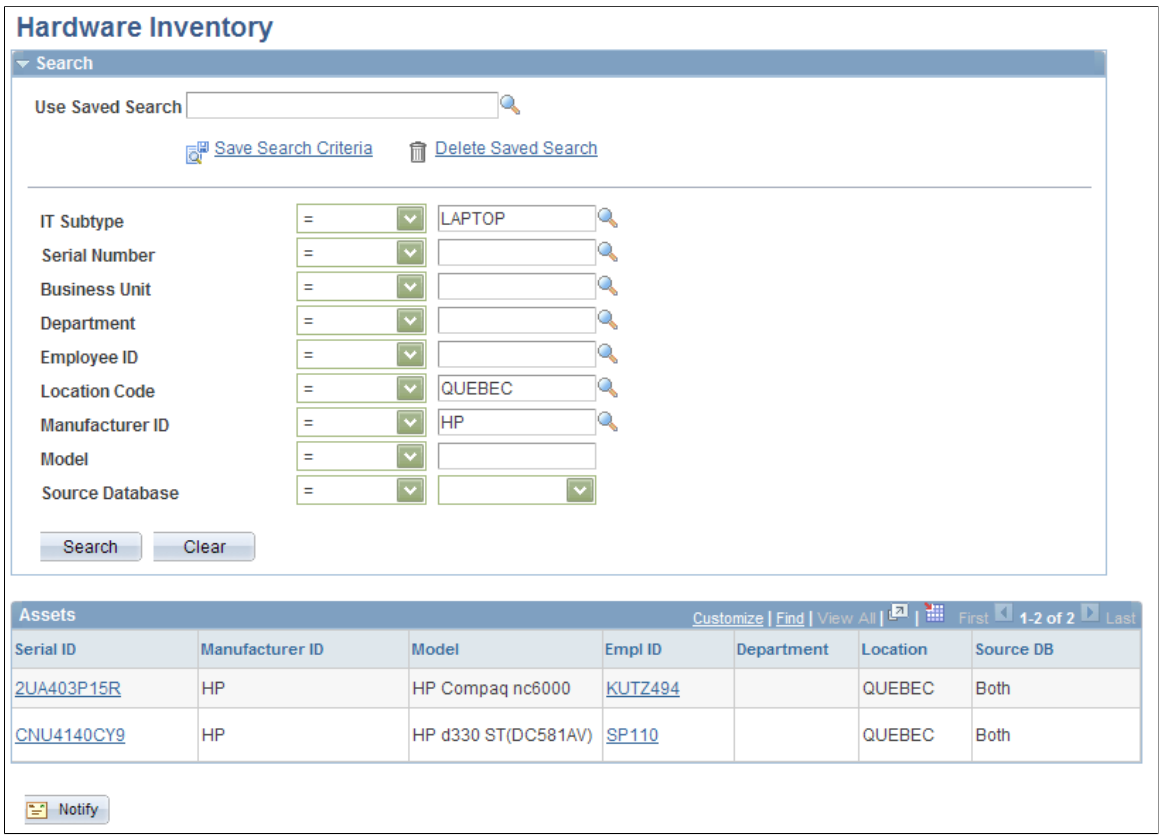
Use the Assets page (IT_HRDWR_DTL) to view assets that are found in the third-party inventory database, the asset repository, or both.

Navigation

IT Asset Management, Inventory Views, Hardware Inventory, Assets

Image: Hardware Inventory page

This example illustrates the fields and controls on the Hardware Inventory page. You can find definitions for the fields and controls later on this page.



Serial ID Displays the unique serial ID of the device (in physical use). Click the link to access the Printable view of Asset page.

Note: No link appears if the grid displays hardware inventory in the third-party inventory database.

Note: Run the delivered query, AM_IT_ASSETS_SERIAL_ID to detect duplicate and blank Serial IDs.

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See Running Delivered Queries for Comparison to the Asset Repository.

Empl ID Displays the custodian's employee ID. Click the link to access the Employee Detail page providing employee name, email address and phone number.

Source DB Displays whether the asset was found in the third-party inventory database, the asset repository, or both.

Working with Progress Reports

This section discusses how to work with progress reports.

Pages Used to Work with Progress Reports

Page Name	*Definition Name*	*Navigation*	*Usage*
Add/Update Progress Report	IT_PRGS_TMPL	Set Up Financials/Supply Chain, Product Related, IT Asset Management, Edit Progress Report Template	Create or update a progress report template to define selection criteria and group progress report details by business unit, department or location
Progress Report	IT_PRGS_RUN	Set Up Financials/Supply Chain, Pagelets, Asset Lifecycle Management, IT Asset Management, Run Progress Report, Progress Report	Run the progress report.
Progress Report Detail	IT_PRGS_DTL	IT Asset Management, Inventory Views, Progress Report Detail, Progress Report Detail	View progress report details including report parameters, serial ID, IT Subtype, model, custodian name and employee ID, as well as the IP address from third party.

Understanding Progress Reports

The Progress Report displays details for the Hardware or Software Progress Reports metric. The Progress Report Details page is accessible from the ITAM menu or from the Hardware or Software Progress Report metrics pagelets.

Note: Only those hardware assets that are in physical use are analyzed (processed via the progress report.)

To create progress reports:

1. Create or edit a progress report template to group the results by business unit, department or location and define the selection criteria.

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2. Run the progress report.
3. View progress report details.

Working with Software License Inventory

This section discusses how to work with software license inventory.

Page Used to Work with the Software License Inventory

Page Name	*Definition Name*	*Navigation*	*Usage*
Software License Inventory	IT_SFTWR_ASTQTY	IT Asset Management, Inventory Views, Software License Inventory, Software License Inventory	View the number of licenses for specific software titles.

Software License Inventory Page

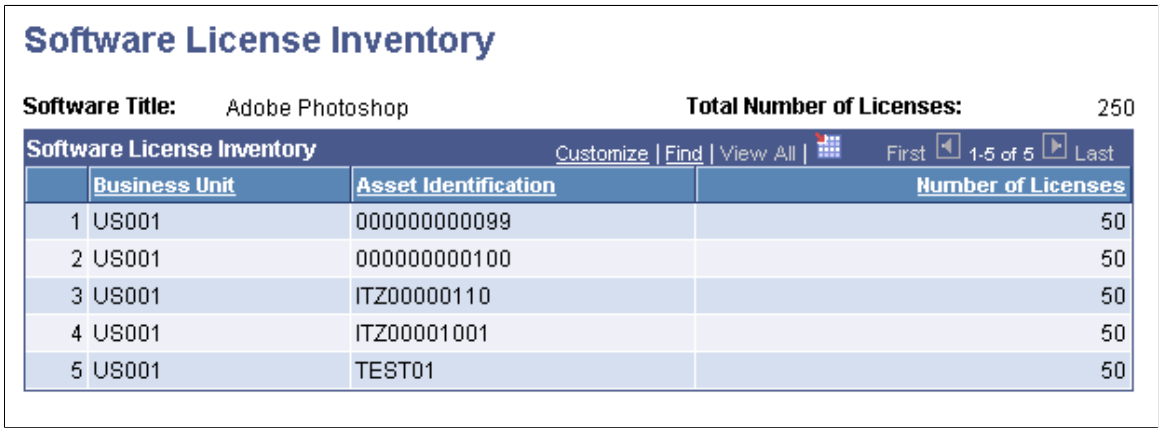
Use the Software License Inventory page (IT_SFTWR_ASTQTY) to view the number of licenses for specific software titles.

Navigation

IT Asset Management, Inventory Views, Software License Inventory, Software License Inventory

Image: Software License Inventory page

This example illustrates the fields and controls on the Software License Inventory page. You can find definitions for the fields and controls later on this page.



Asset Identification Displays the Asset ID that is associated with a specific purchase of licenses that are defined by this software title.

Number of Licenses Specifies the total count of licenses that are granted in the transaction that is specified under the asset ID. This count is calculated from the Software Attributes page as the product of

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the quantity (number of units (SKUs) purchased) for the asset and the number of licenses per purchasing unit (SKU).

See Setting Up Software in the Asset Repository.

Working with Software Inventory

This section discusses how to work with software inventory.

Use the Software Device Inventory page (IT_SWGRP_DTL) to view assets by software device group and the confirmed licenses that are associated with those assets for a specific software title.

Navigation

IT Asset Management, Inventory Views, Software Device Inventory, Software Device Inventory

Pages Used to Work with Software Inventory

Page Name	*Definition Name*	*Navigation*	*Usage*
Discover Software Inventory	IT_SFTWR_USER	IT Asset Management, Inventory Views, Discovered Software Inventory, Discover Software Inventory	View software inventory with specific parameters.
Authorize Software License	IT_SFTWR_USER_AUTH	Click the Authorizelink from the Discover Software Inventory page.	Authorize employees for access or removal from access to specific software titles.
Software Device Inventory	IT_SWGRP_DTL	IT Asset Management, Inventory Views, Software Device Inventory, Software Device Inventory	View assets by software device group and the confirmed licenses that are associated with those assets for a specific software title.

Related Links

"Software Inventory Monitor Pagelet *(PeopleSoft FSCM 9.2: Financials, ESA, ALM, and SCM Portal Packs)*"

Discover Software Inventory Page

Use the Discover Software Inventory page (IT_SFTWR_USER) to view software inventory with specific parameters.

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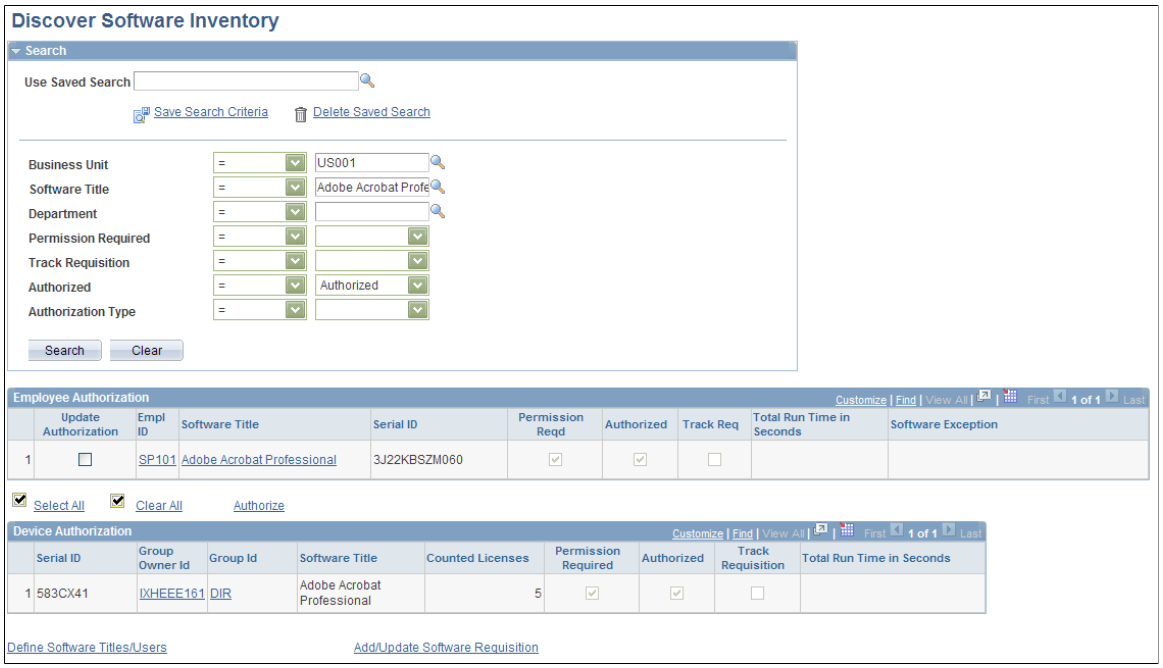
Navigation

IT Asset Management, Inventory Views, Discovered Software Inventory, Discover Software Inventory

Image: Discover Software Inventory page

This example illustrates the fields and controls on the Discover Software Inventory page. You can find definitions for the fields and controls later on this page.



Search

Business Unit

Enter the business unit. If you leave this field blank, the search returns all business units that you have access to.

Software Title

Enter the software title to narrow the search. If you leave this field blank, the search returns all software titles.

Department

Enter the department to narrow the search. If you leave this field blank, the search returns all departments that you have access to.

Permission Required

Permission Required indicates that the software user must be authorized to install the software title. This option is selected on the Define Software Titles page.

Select *Yes* or *No*. If you leave this field blank, the search returns all software titles regardless of authorization requirements.

Track Requisition

Track Requisition indicates that a count of installed copies of this software will be subtracted from the count of purchased licenses. If the result is a negative number, it appears as a request to create requisitions. This option is selected on the Define Software Titles page.

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Select *Yes* or *No*. If you leave this field blank, the search returns all software titles regardless of tracking requirements.

Authorized

Select *Authorized* or *Unauthorized*. If you leave this field blank, the search returns both authorized and unauthorized installations.

Authorization Type

Select to limit the search. Values are:

- *Employee:* For retrieval of those devices that use the employee-based authorization model. These assets appear in the Employee Authorization result grid.
- *Device:* For retrieval of those devices that use the serial ID-based authorization model. These assets appear in the Device Authorization result grid.

Note: If this field is blank, the search returns both device and employee information.

See Defining Software Device Groups.

Employee Authorization

Update Authorization

Select the grid row for inclusion. Change the authorization status of selected users to add or remove authorizations without leaving the Discover Software Inventory page. Select the Update Authorization check box for the appropriate employee or employees, and click the Authorize button to update their status.

Note: This column is visible only when the Allow Authorization check box is selected for a given user within User Preferences - IT Asset Management.

Empl ID

Click to access employee details about the employee who has installed the software, such as name, employee ID, email address, and telephone number.

Software Title

Click to access a list of all employee groups that are authorized to use this title.

Serial ID

Displays serial ID of the asset.

Permission Reqd (Permission Required)

Displays whether permission is required to install the software.

Authorized

Displays whether this installation is authorized.

Track Req (track requisition)

Displays whether the system tracks installed or. acquired licenses of this software and display deficits.

Total Run Time in Seconds

Displays the total time the software has been run by that user on the machine. It is a monthly aggregate. When no monthly

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	value is available, the aggregate value for the previous month is returned for total run time (in all conditions). Total run time is returned only when third-party application metering is installed and reporting application inventory.
Software Exception	Specifies whether the user has installed more copies of an application than authorized or is not authorized to install the application. Delivered values are *Over the Limit* and *Unauthorized Install.* This field is blank if Permission Reqd is not selected.
Select All and Clear All	Select to perform mass selection or clearing of all items in the Employee Authorization grid. **Note:** These actions are visible only when the Allow Authorization check box is selected for a given user within User Preferences - IT Asset Management.
Authorize	Click to update authorization status of the selected employees. This link accesses the Authorize Software License page. **Note:** This link is visible only when the Allow Authorization check box is selected for a given user within User Preferences - IT Asset Management.
Define Software Titles/Users	Click to add authorizations for software titles. You are directed to the Define Software Titles/Users page.
Add/Update Software Requisition	Click to launch the eProcurement menu and choose between continuing work on a requisition in progress or create a new requisition to obtain software. This opens a new menu to facilitate the software inventory detail. Obtaining software with this approach meets the obligations of some software contracts. If this approach does not meet the conditions of the contract, use the software authorization method.

Note: All software metrics and related details do *not* use IT Role access.

Authorize Software Licenses

Use the Authorize Software License page (IT_SFTWR_USER_AUTH) to authorize employees for access or removal from access to specific software titles.

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Navigation

Click the Authorizelink from the Discover Software Inventory page.

Image: Authorize Software License page

This example illustrates the fields and controls on the Authorize Software License page. You can find definitions for the fields and controls later on this page.

Update Authorizations Depending on the group option selected, the Update Authorizations action adds an active or inactive effective-dated row for Employee or Employee Group as the text on the page indicates for each option.

See Creating Employee Groups.

See Define Software Titles/Users Page.

Device Authorization

This grid displays the devices that use the Serial ID-based software license model instead of the Employee-based model. The devices that use the employee-based software license model are displayed in the first grid of the Discover Software Inventory page.

See Defining Software Device Groups.

Group Owner ID Displays the employee ID of the group owner who controls the software contents of the machines in the device group and

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subgroups. Click to view employee details such as name, email address, and telephone number.

Group ID Displays the device group ID

Counted Licenses Displays the declared number of licenses that are required for each of the devices. Their summation is compared to the Authorized Licenses value that is specified for the device group.

Software Device Inventory Page

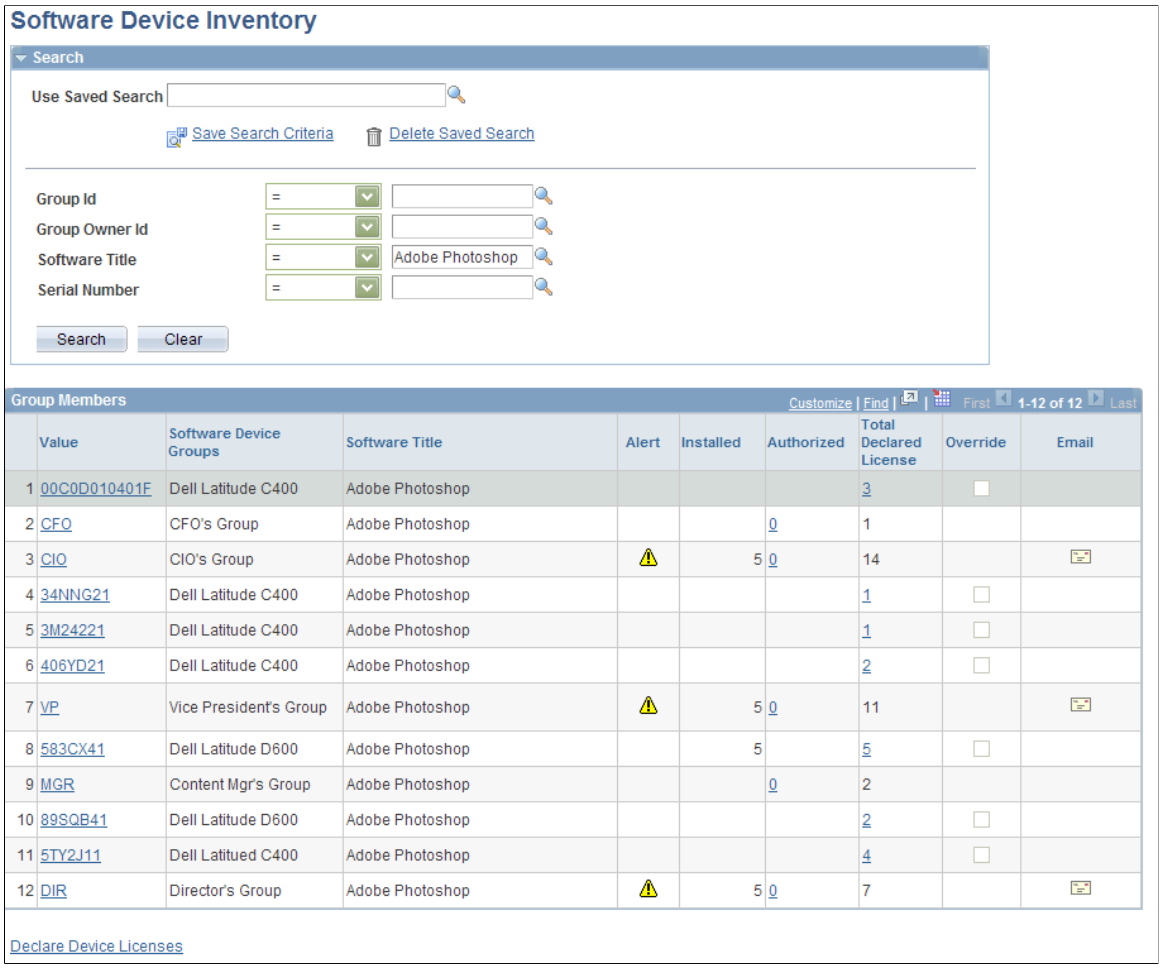
Use the Software Device Inventory page (IT_SWGRP_DTL) to view assets by software device group and the confirmed licenses that are associated with those assets for a specific software title.

Navigation

IT Asset Management, Inventory Views, Software Device Inventory, Software Device Inventory

Image: Software Device Inventory page

This example illustrates the fields and controls on the Software Device Inventory page. You can find definitions for the fields and controls later on this page.



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Search

Group Id
Select the device group ID to return the assets and groups that are included in the selected software device group.

Group Owner Id
Select the employee ID of the group owner who controls the software contents of the machines in the device group or subgroup.

Software Title
Select a specific software title of interest to limit the search results.

Serial Number
Select the serial ID of the machine to limit the search results to a particular device.

Group Members

This grid displays the devices by software device group and the confirmed licenses that are associated with those assets for a specific software title.

Value
Provides the device serial number or the device group name that is part of the result set. This column provides a hyper link to the Define Software Device Group page for either the device group that the single asset is a member of for this software title, or for the group itself.

Software Device Groups
Provides the actual asset description for the asset or description of the device group.

Software Title
Displays the software titles associated with the device or device group.

Alert
Displays an alert symbol for device groups if a given group has an installed license count that is greater than what is authorized for the group.

Note: If a device group is defined with the Count Licenses flag selected on the Define Software Title/Users page, the alert symbol does not display here.

Installed
Displays the total number of licenses installed on devices for a given device group and software title. This column is valid only for device groups.

Authorized
Displays the total number of licenses that are authorized to be installed by member devices of the given device group. The link transfers you to the Define Software Titles/Users page. This column is valid only for device groups.

Note: If a device group is defined with the Count Licenses flag selected on the Define Software Title/Users page, this column does not display.

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Total Declared License Displays the number of declared or overridden licenses for a given device and provides a link to the Declare Device License page. The override value that is entered on the Declare Device License page impacts the Installed and Declared License column on the Software Device Inventory page. For a device group, the sum of all declared licenses displays for devices within that group or in member groups and the link is disabled.

Override Indicates that the Declared License value overrides the number of CPUs from the asset definition. This column displays only for individual assets.

Email Send an email to alert the group owner of a give device group when the installed licenses exceed the authorized amount for the group.

Related Links

Defining IT Subtypes
Defining User Preferences
Defining Software Device Groups

Working with Asset Financials

This section provides an overview of asset financials and discusses how to work with asset financials.

Page Used to Work with Asset Financials

Page Name	*Definition Name*	*Navigation*	*Usage*
Financial Statistics Detail	IT_FIN_STAT_COMP	IT Asset Management, Financials and Leases, View IT Financial Statistics, Financial Statistics Detail	View a snapshot of enterprise IT asset current valuation.

Understanding Asset Financials

IT Asset Management provides financial statistics metrics that you can access through the IT portal. You can drill down to a more detailed summary component from the portal.

The metrics include cost and depreciation information about IT hardware and software assets and can be grouped by user-defined department tree or user-defined business unit tree. The grouping of the financial data is defined on the user preferences setup page in IT Asset Management. If the setup is changed, the metrics are reset and new metrics are posted when the IT Financial Report process is run.

Related Links

"Viewing Asset Financial Statistics *(PeopleSoft FSCM 9.2: Financials, ESA, ALM, and SCM Portal Packs)*"

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Financial Statistics Detail Page

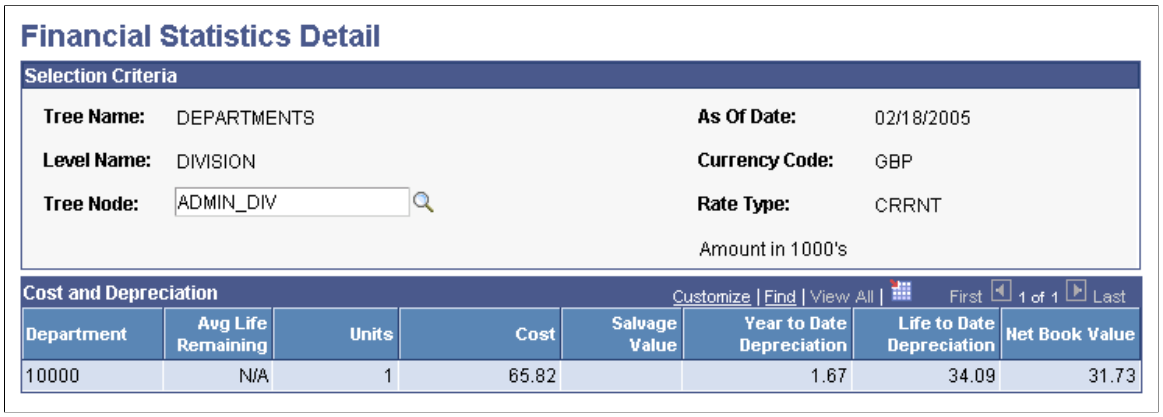
Use the Financial Statistics Detail page (IT_FIN_STAT_COMP) to view a snapshot of enterprise IT asset current valuation.

Navigation

IT Asset Management, Financials and Leases, View IT Financial Statistics, Financial Statistics Detail

Image: Financial Statistics Detail page

This example illustrates the fields and controls on the Financial Statistics Detail page. You can find definitions for the fields and controls later on this page.



Tree Name Defines the group by criteria such as business unit or department.

As Of Date Displays the date that the process was run.

Level name Displays the level that is included in the report.

Currency Code Displays the currency code that is selected on the ITAM User Preference page.

Tree Node Displays the current tree node. Selecting a different tree node automatically refreshes the data for the new tree node. You do not need to go back to the portal.

Rate Type Displays the rate type that is selected on the ITAM User Preference page.

Cost and Depreciation

Avg Life Remaining (average life remaining) This field is calculated based on the following algorithm: Sum of (Useful life - Life to Date life) ÷ Quantity of assets with useful life available.

Depending upon the depreciation method, some assets may not have a useful life attached. In those cases, the asset is not computed for the algorithm. If quantity equals zero, a not applicable (N/A) legend appears in the field.

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Units Displays the algebraic addition of quantity field for every asset ID to be included in the statistics.

Cost Displays the cost that is defined in Asset Management.

Salvage Value Displays the salvage value, if applicable.

Year to Date Depreciation Displays the depreciation from the beginning of the year for the report up to the date when the report has been run.

Life to Date Depreciation Displays the depreciation along the entire asset useful life to the date when the report has been run.

Net Book Value Displays the algebraic addition of net book value for every asset that is included in the statistics.

See "Understanding Depreciation Processing *(PeopleSoft FSCM 9.2: Asset Management)*".

Working with Leases

This section discusses how to:

- View lease summaries by lessor.
- View lease details.

Pages Used to Work with Leases

Page Name	*Definition Name*	*Navigation*	*Usage*
Lease Summary by Lessor	LEASE_SUMMARY	IT Asset Management, Financials and Leases, Lease Summary by Lessor, Lease Summary by Lessor	View a list of all active leases with a specific supplier, the number of assets, the lease end date, and the lease owner.
Lease Details	LEASE_DETAIL	IT Asset Management, Financials and Leases, Lease Details, Lease Details	View a list of all assets that are covered by a specific lease and information about location, department, custodian, and status.

Related Links

"Lease End Metrics Pagelet *(PeopleSoft FSCM 9.2: Financials, ESA, ALM, and SCM Portal Packs)*"

Lease Summary by Lessor Page

Use the Lease Summary by Lessor page (LEASE_SUMMARY) to view a list of all active leases with a specific supplier, the number of assets, the lease end date, and the lease owner.

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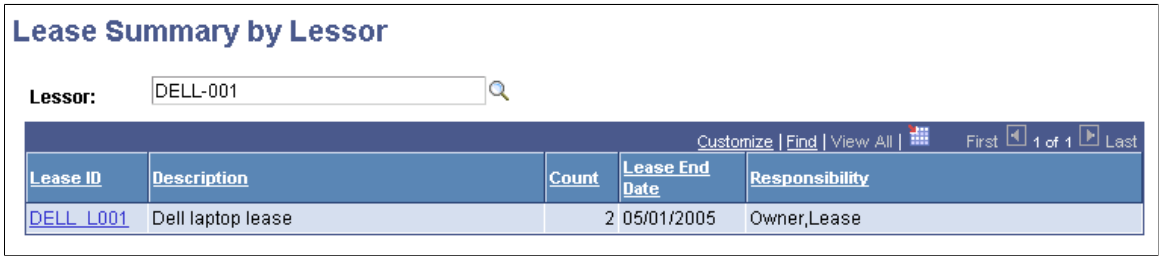
Navigation

IT Asset Management, Financials and Leases, Lease Summary by Lessor, Lease Summary by Lessor

Image: Lease Summary by Lessor page

This example illustrates the fields and controls on the Lease Summary by Lessor page.



This page displays a list of all leases that are held with the supplier. It includes a count of the assets in the lease, the lease end date, and the lease owner.

Click a lease ID to access the Lease Details page for that lease.

Lease Details Page

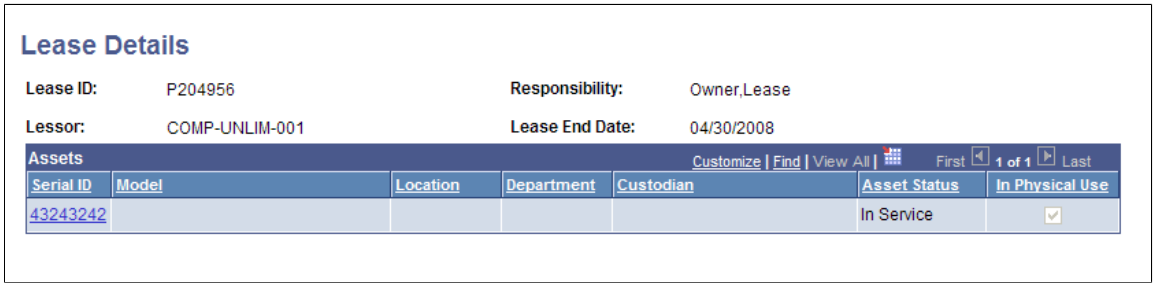
Use the Lease Details page (LEASE_DETAIL) to view a list of all assets that are covered by a specific lease and information about location, department, custodian, and status.

Navigation

IT Asset Management, Financials and Leases, Lease Details, Lease Details

Image: Lease Details page

This example illustrates the fields and controls on the Lease Details page.



This page displays a list of all IT assets that are associated with a lease. Click any serial ID in the list to display a printable view of that asset.

Related Links

Understanding IT Assets and the Asset Repository

"Understanding Leased Assets *(PeopleSoft FSCM 9.2: Asset Management)*"

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Chapter 10

Configuring Batch Processes

Configuring Batch Processes

Configuring Temporary Tables for Batch Processing

When you run batch processes in parallel, you risk data contention and deadlocks on temporary tables. To avoid this, PeopleTools enables you to dedicate specific instances of temporary tables for each process. When PeopleSoft Application Engine manages a dedicated temporary table instance, it controls the locking of the table before use and the unlocking of the table after use.

When you decide how many temporary table instances to dedicate for a process, consider the number of temporary tables that the process uses. More instances result in more copies of the temporary tables on the system. For example, if a process uses 25 temporary tables and you have 10 instances for a process, you will have 250 temporary tables on the system.

If you run processes in parallel and all of the dedicated temporary table instances are in use, the performance of the process decreases. You need to find a balance that works for your organization.

Note: When you specify the number of instances, PeopleSoft Application Designer displays a list of the temporary tables for the process. Use the list to determine how many temporary tables each process uses.

Specify how many temporary table instances to dedicate for the following batch Application Engine process that can run in PeopleSoft IT Asset Management: Asset Comparison (IT_RECON_RUN)

The PeopleTools documentation discusses the usage of temporary tables in detail and describes how to specify the number of instances.

See the product documentation for *PeopleTools: Application Engine*

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Chapter 11

Delivered Workflows for PeopleSoft IT Asset Management

Delivered Workflows for PeopleSoft IT Asset Management

See the product documentation for *PeopleTools: Workflow Technology*See the product documentation for *PeopleTools: PeopleSoft Applications User's Guide*

Delivered Workflows for PeopleSoft IT Asset Management

This section discusses PeopleSoft IT Asset Management workflows. The workflows are listed alphabetically by workflow name.

Assets Not Reporting Retirements

Information Type	***Description***
Event	A user initiates the action of Retire an Asset from the Manage Assets Not Reporting page for financial assets.
Action	The system routes the request to a Financial Asset manager for approval or denial. The workflow request is worked through the standard AM page, Retire/Reinstate Asset.
Notification Method	Workflow

Financial List Inquiry Retirements

Information Type	***Description***
Event	A user initiates the action of Send to the worklist from the Financial List Inquiry page to add the assets on the list to the retirement workflow.
Action	The system routes all the assets included in the financial list to a Financial Asset manager for approval or denial. The workflow request is worked through the standard PeopleSoft Asset Management page, Retire/Reinstate Asset.
Notification Method	Workflow

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Manage Exception Additions

Information Type	*Description*
Event	A user initiates the action of Route to Finance from the Manage Exceptions page. The action has to be executed for assets that have exceptions for a rule that is set to Found in System: Discovery Only for the Serial Number attribute.
Action	The system routes the request to the Role Name defined in the Route to Role Action for the business rule in exception. The workflow request is worked through a specific page for adding assets through Manage Exceptions.
Notification Method	Workflow

Manage Exception Retirements

Information Type	*Description*
Event	A user initiates the action of Route to Finance from the Manage Exceptions page. The action has to be executed for financial assets that have exceptions for a rule that is set to Found in System: Repository Only for the Serial Number attribute.
Action	The system routes the request to the Role Name defined in the Route to Role Action for the business rule in exception. The workflow request is worked through the standard PeopleSoft Asset Management page, Retire/Reinstate Asset.
Notification Method	Workflow

Manage Exception Transfers

Information Type	*Description*
Event	A user initiates the action of Route to Finance from the Manage Exceptions page. The action has to be executed for assets that have exceptions for the Business Unit or Department attribute.
Action	The system routes the request to the Role Name defined in the Route to Role Action for the business rule in exception. The workflow request is worked through a standard PeopleSoft Asset Management page, Cost Adjust/Transfer Asset.
Notification Method	Workflow

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Chapter 12

Integrating PeopleSoft IT Asset Management with PeopleSoft CRM HelpDesk

Integrating PeopleSoft IT Asset Management with PeopleSoft CRM HelpDesk

An overview of integration between IT Asset Management and CRM HelpDesk has been provided and it discusses:

- Understanding the integration.
- Assumptions and Prerequisites.
- Setting Up CRM Application for Asset Integration.
- Setting Up CRM Integration Broker for Asset Integration
- Setting Up PeopleSoft FSCM for the Integration
- Setting Up and Running Full Synchronization
- Verifying and Troubleshooting Synchronization Results.
- Installed Assets and Incremental Synchronization

Understanding the Integration between IT Asset Management and CRM HelpDesk

This section provides an overview of the integration between ITAM and CRM.

The Integration between PeopleSoft IT Asset Management/Asset Management and PeopleSoft CRM HelpDesk provides the ability to audit and keep track of assets. Asset-related information provides the baseline data for effective troubleshooting of a HelpDesk problem. Asset Lifecycle Management (ALM) expands agent and administrator asset management business capabilities through integration with PeopleSoft Financials and third-party asset discovery and control systems. The Asset Management application keeps the Total Cost of Ownership (TCO) down as employees do not have to perform a manual inventory; the application performs the inventory and updates the Asset Repository Manager (ARM). PeopleSoft delivers web services whereby CRM HelpDesk installed assets are published to the Asset Repository (COPY_AM_SUBTYPE, MANUFACTURER_FULLSYNC, and COPY_IT_ASSET service operations). Conversely, IT assets that are created in Asset Management are published to CRM HelpDesk. IT asset information from PeopleSoft Financials (FSCM) is published to PeopleSoft CRM

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in an initial full data synchronization (full sync). Subsequent changes that are made to IT assets in the ARM trigger an incremental synchronization that is published to update installed product information. Likewise, any changes that are made to installed product asset data in PeopleSoft CRM triggers an incremental synchronization to update the PeopleSoft Financials IT asset information. The system evaluates data coming from PeopleSoft Financials to PeopleSoft CRM to determine if a corresponding installed asset already exists, or if it represents a new asset. If there is a definitive match, the CRM installed asset entry is automatically updated with the information from the corresponding Financials entry. If there is a possible, but not definite match, the result is sent to a reconciliation table for analysis by an agent, who decides to either update an existing PeopleSoft CRM entry or to create a new entry. If the data represents a new asset, a new entry is created in PeopleSoft CRM. All Financials entries of Asset Type 010 (IT Hardware) are added to the CRM installed asset table when the full sync is performed (COPY_IT_ASSET). Subsequent additions and updates to the Financials asset repository data for Asset Type 010 entries are thereafter sent to CRM for incremental synchronization (SYNC_IT_ASSET service operation).

Note: PeopleSoft HelpDesk does not currently provide any mechanisms to detect hardware and software assets from within its CRM applications. You must integrate with a third-party application for asset discovery or remote control of technology assets. CRM can, however, leverage the asset discovery from IT Asset Management. For more information, see:

- PeopleSoft CRM Call Center Applications PeopleBook, Understanding Asset Lifecycle Management (ALM) for CRM HelpDesk.
- PeopleSoft CRM Call Center Applications PeopleBook, Managing Assets.
- PeopleSoft CRM Product and Item Management PeopleBook, Tracking Installed Products: Understanding Installed Assets.
- PeopleSoft CRM Product and Item Management PeopleBook, Tracking Installed Products: Mapping and Reconciling Asset Information.

Assumptions and Prerequisites

The following assumptions apply to this document:

- Scope of this document is limited to the integration between CRM and FSCM (required synchronization between HRMS/FSCM and HRMS/CRM is not discussed).
- Information in this document applies to both Releases 9.0 and 9.1, unless otherwise specified

- Scope of this document is limited to the integration between CRM and FSCM (required synchronization between HRMS/FSCM and HRMS/CRM is not discussed).
- Information in this document applies to both Releases 9.0 and 9.1, unless otherwise specified

The following prerequisite setup within CRM is required:

- Enable the PeopleSoft CRM application for Asset Integration.

  See Enabling PeopleSoft CRM for HelpDesk Integration with PeopleSoft IT Asset Management

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- Set up the Product Mapping table that associates combinations of Financials (FSCM) data (Asset Subtype, Manufacturer, and Model) with a Product ID that can be used for the CRM Installed Product entry if no Product ID is provided by FSCM. Product ID is a required field for CRM Installed Assets, but not for Financials assets.

  See Setting Up CRM Application for Asset Integration.

- Synchronize additional data required for asset integration, including: Asset Subtype, Manufacturer, Location, Department, and Employee.

- After synchronizing this data between the two systems, the actual initial one-time loading of asset data from Financials (FSCM) to CRM can be initiated using the COPY_IT_ASSET service operation.

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- Once these steps have been performed, the CRM system should have all asset data with an Asset Type of 010 (IT-Hardware) from the Financials system. At that point, the individual asset synchronization steps using the SYNC_IT_ASSET service operation can be performed.

Image: Required Setup by Application

The following diagram illustrates the required setup activities by application:

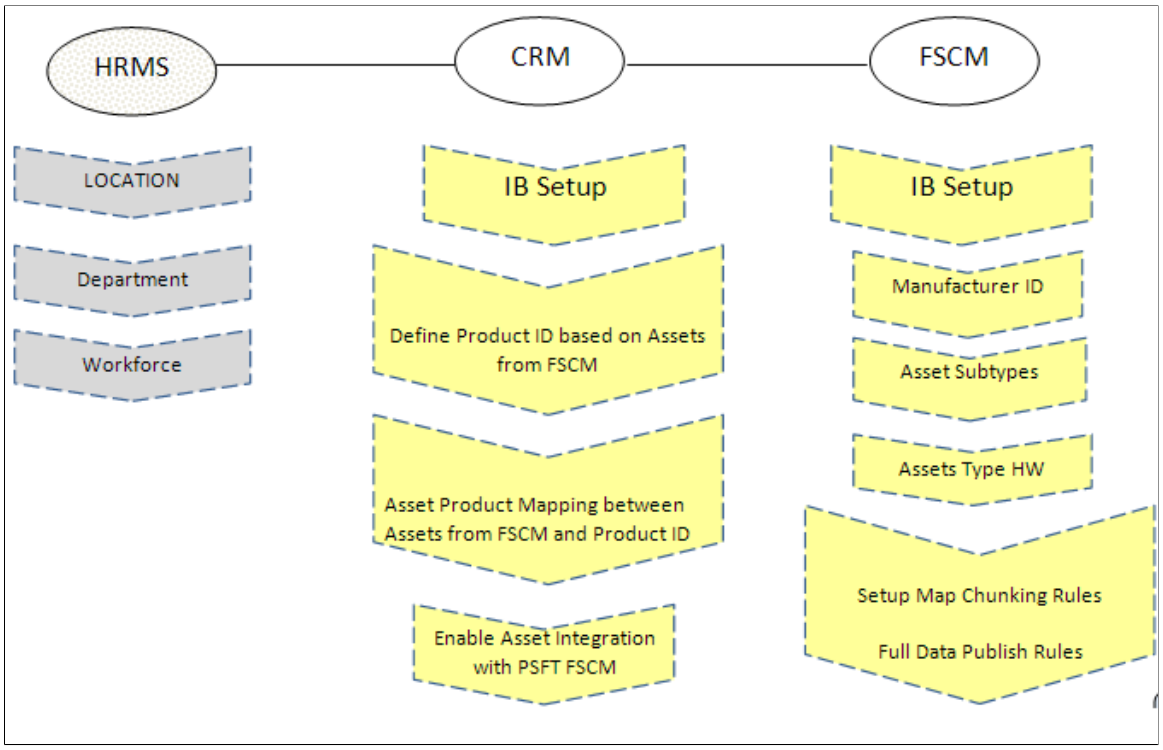

Image: Data Synchronization Services

Following are the data synchronization services that are provided:

DATA SYNCHRONIZATION
Full Data Publish AE (EOP_PUBLISHT): • Manufacturer ID (MANUFACTURER_FULLSYNC) • Asset Subtypes (COPY_AM_SUBTYPE) • Asset Type HW (COPY_IT_ASSET)
Incremental Asset Load - (SYNC_IT_ASSET)

Enabling PeopleSoft CRM for HelpDesk Integration with PeopleSoft IT Asset Management

This section discusses the following:

- Setting Up CRM Application for Asset Integration

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- Setting Up CRM Integration Broker for Asset Integration

Setting Up CRM Application for Asset Integration

The following section details the application setup that is required within CRM for asset integration.

Pages Used in CRM Application Setup for Integration

Page Name	*Definition Name*	*Navigation*	*Usage*
Product Definition	PROD_DEFN	Products CRM, Product Definition, Definition	Create Product IDs in the CRM database to match the asset hardware information from the FSCM database.
Product Mapping for Hardware Assets	RF_PROD_MAP	Set Up CRM, Common Definitions, Integration Rules, Integration Defaults, Asset Product Mapping	Map asset information to Product ID in CRM database.
Set Up Options	RF_IPRD_CONFIG	Set Up CRM, Product Related, Installed Product, Configuration	Enable asset integration between CRM and FSCM. This is for CRM 9.0 only.
Configuration Options	RF_IPRD_CONFIG	Set Up CRM, Common Definitions, Installed Product, Configuration Options	The system delivers a template family for asset integration (RC_HELPDESK). This is for CRM 9.1 only.
Display Template	RDT_TMPL_PAGE	Set Up CRM, Common Definitions, Component Configuration, Display Templates, Display Template Details	Enable Display Template, CORE_IP_ASSET, for asset integration between CRM and FSCM. This is for CRM 9.1 only.
Product	RDT_TMPL_SECTN	Set Up CRM, Common Definitions, Component Configuration, Display Templates, Display Template Details, Installed Product, Show Section Details	Enable Asset Type, Validated, Asset Subtype, and Transfer. This is for CRM 9.1 only.

Setting Up CRM Application for Asset Integration

The following section details the Integration Broker setup and discusses the following:

- Use the Product Definition page (PROD_DEFN) to create Product IDs in the CRM database to match the asset hardware information from the FSCM database

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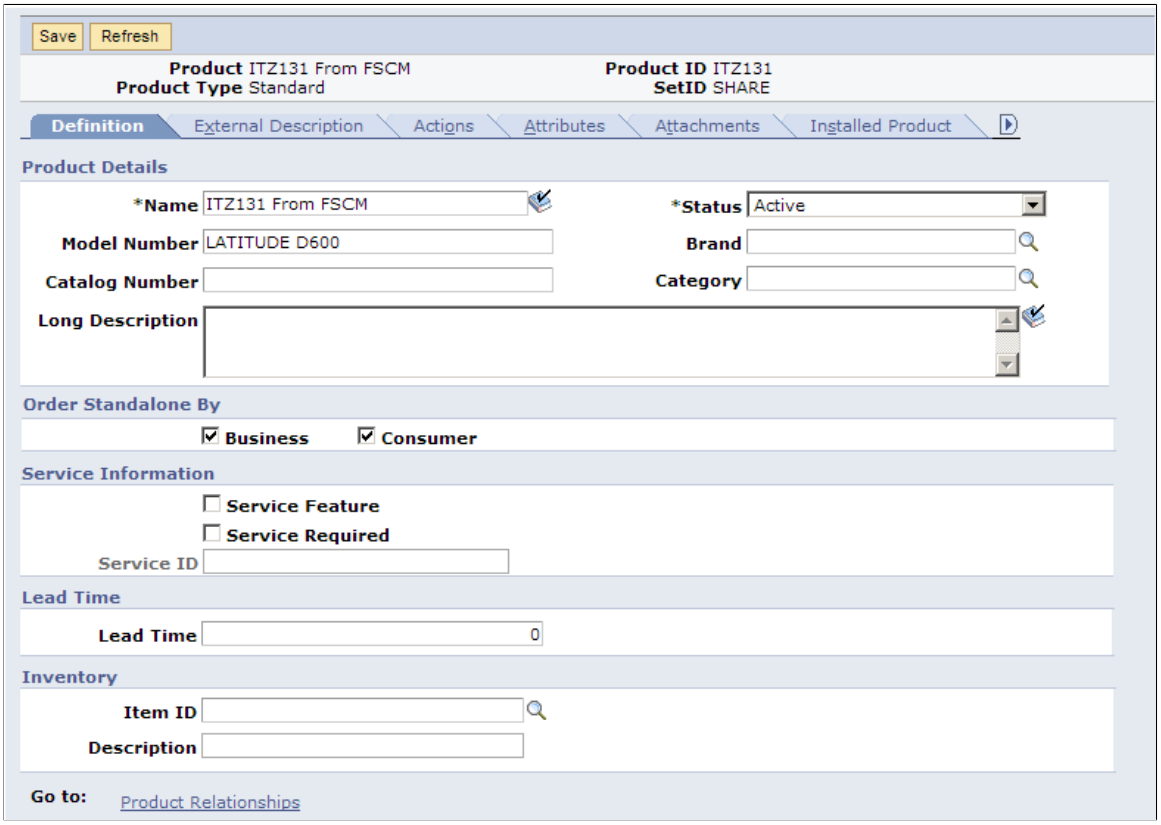
Navigation

Products CRM, Product Definition, Definition

Image: Product Definition page

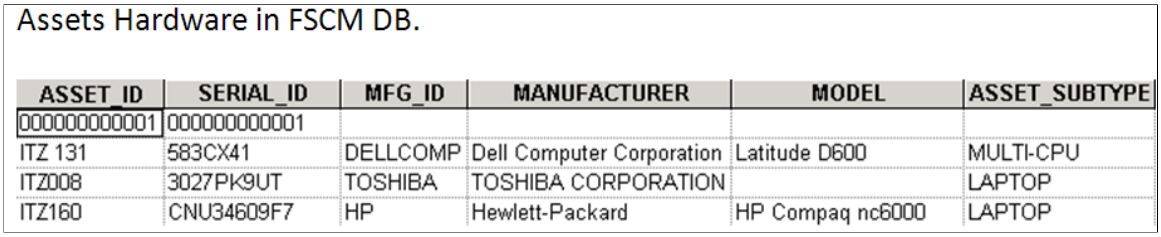
This example illustrates the fields and controls on the Product Definition page.



Add new product IDs to match those in the FSCM database. You could run a query in FSCM to get a listing of the hardware assets in the Asset Repository as shown below:

Image: Query hardware assets

This example illustrates the fields and controls on the Query hardware assets.



Assets Hardware in FSCM DB.

ASSET_ID	SERIAL_ID	MFG_ID	MANUFACTURER	MODEL	ASSET_SUBTYPE
000000000001	000000000001				
ITZ 131	583CX41	DELLCOMP	Dell Computer Corporation	Latitude D600	MULTI-CPU
ITZ008	3027PK9UT	TOSHIBA	TOSHIBA CORPORATION		LAPTOP
ITZ160	CNU34609F7	HP	Hewlett-Packard	HP Compaq nc6000	LAPTOP

- Use the Product Mapping for Hardware Assets page (RF_PROD_MAP) to map asset information to Product ID in CRM database

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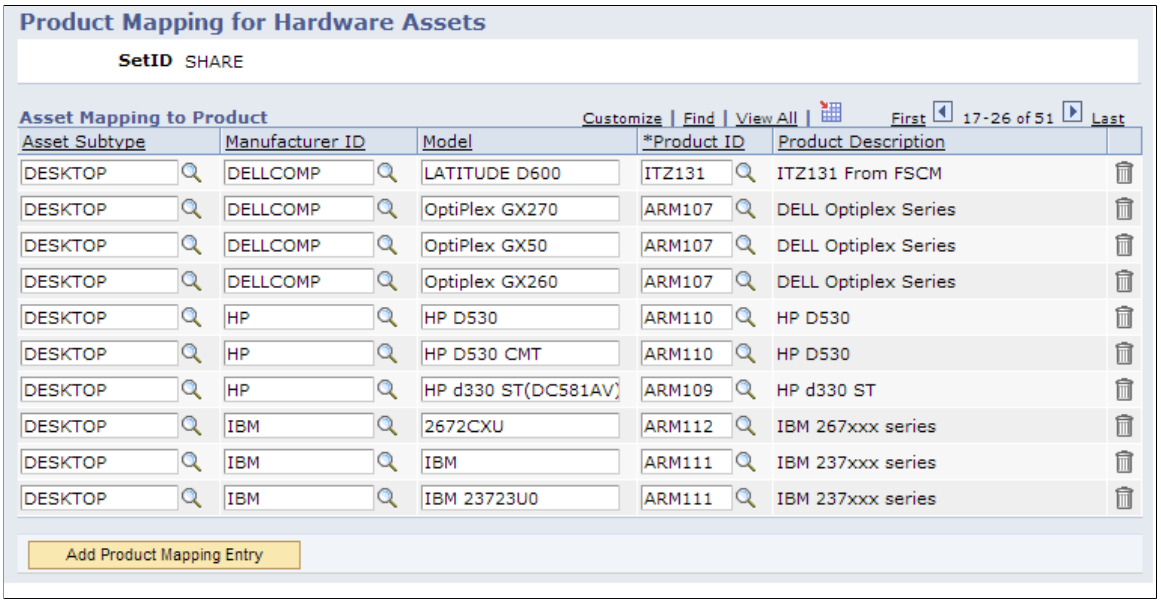
Navigation

Set Up CRM, Common Definitions, Integration Rules, Integration Defaults, Asset Product Mapping

Image: Product Mapping for Hardware Assets page

This example illustrates the fields and controls on the Product Mapping for Hardware Assets page.



The Asset Subtype and Manufacturer ID should have been synchronized between CRM as part of the integration with HRMS.

- Use the Set Up Options page (RF_IPRD_CONFIG) to enable asset integration between CRM and FSCM.

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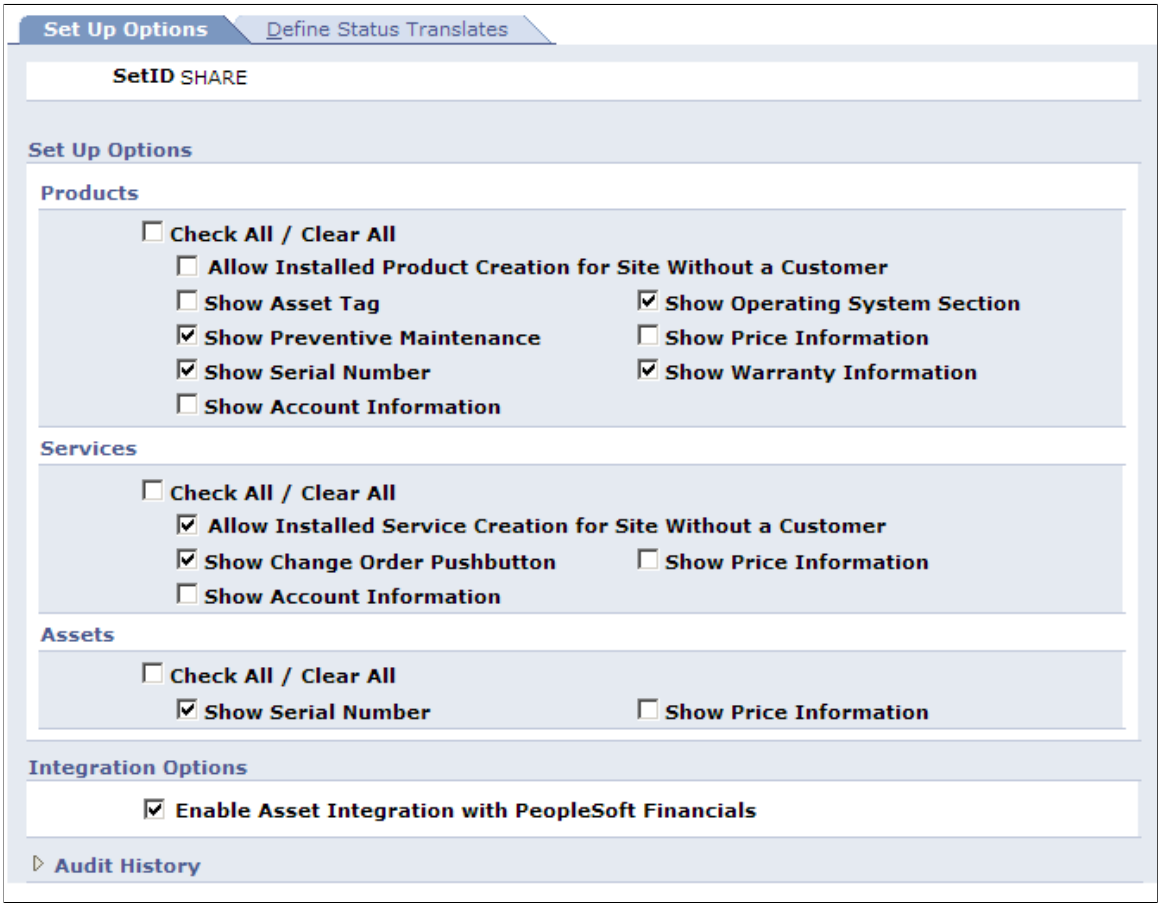
Navigation

Set Up CRM, Product Related, Installed Product, Configuration

Image: Set Up Options page

This example illustrates the fields and controls on the Set Up Options page.



Select the Enable Asset Integration with PeopleSoft Financials check box to enable the integration between CRM and FSCM.

Note: This step is only applicable for CRM 9.0. Steps for enabling the integration in 9.1 are presented in the following steps.

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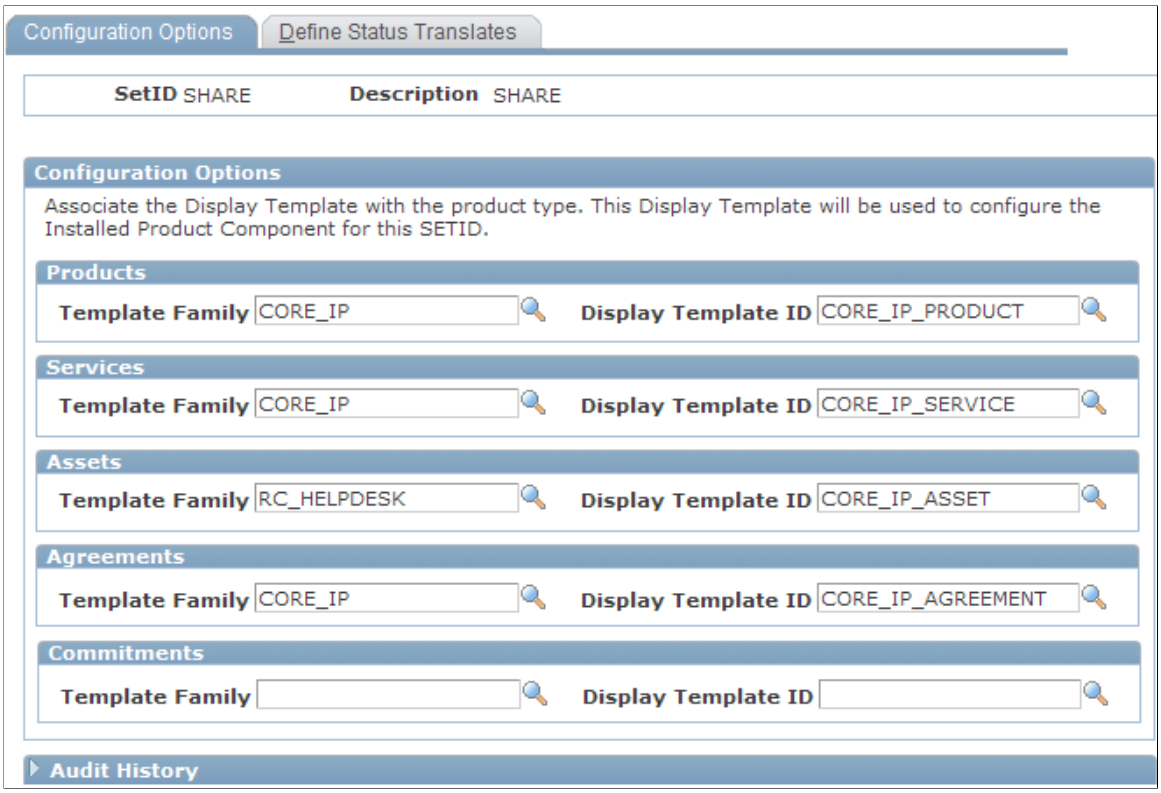
- Enable the integration in Release 9.1 between CRM and FSCM by using the delivered template. Access the Configuration Options page to verify the delivered template family (Set Up CRM, Common Definitions, Installed Product, Configuration Options):

  Image: Configuration Options page

  This example illustrates the fields and controls on the Configuration Options page.



  Verify that the Template Family and the Display Template ID for the Assets product type are shown as delivered. Then,Use the Display Template page (RDT_TMPL_PAGE) to enable Display Template, CORE_IP_ASSET, for asset integration between CRM and FSCM.

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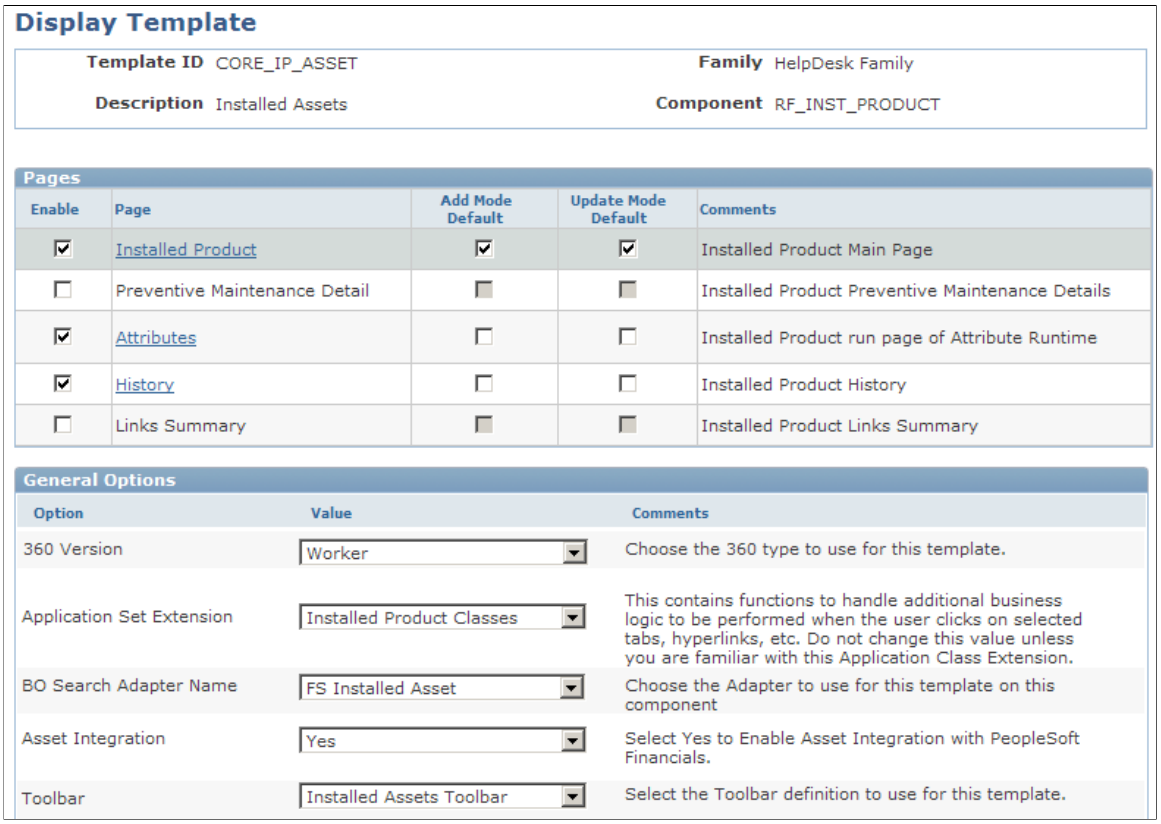
Navigation

Set Up CRM, Common Definitions, Component Configuration, Display Templates, Display Template Details

Image: Display Template page

This example illustrates the fields and controls on the Display Template page.



Display Template

Template ID CORE_IP_ASSET **Family** HelpDesk Family

Description Installed Assets **Component** RF_INST_PRODUCT

Pages

Enable	Page	Add Mode Default	Update Mode Default	Comments
☑	Installed Product	☑	☑	Installed Product Main Page
☐	Preventive Maintenance Detail	☐	☐	Installed Product Preventive Maintenance Details
☑	Attributes	☐	☐	Installed Product run page of Attribute Runtime
☑	History	☐	☐	Installed Product History
☐	Links Summary	☐	☐	Installed Product Links Summary

General Options

Option	Value	Comments
360 Version	Worker	Choose the 360 type to use for this template.
Application Set Extension	Installed Product Classes	This contains functions to handle additional business logic to be performed when the user clicks on selected tabs, hyperlinks, etc. Do not change this value unless you are familiar with this Application Class Extension.
BO Search Adapter Name	FS Installed Asset	Choose the Adapter to use for this template on this component
Asset Integration	Yes	Select Yes to Enable Asset Integration with PeopleSoft Financials.
Toolbar	Installed Assets Toolbar	Select the Toolbar definition to use for this template.

Select *Yes* to enable Asset Integration between CRM 9.1 and FSCM 9.1. You will be unable to save this page after selecting Yes for Asset Integration if the required fields are not already enabled (Serial ID, Asset Type and Asset Subtype).

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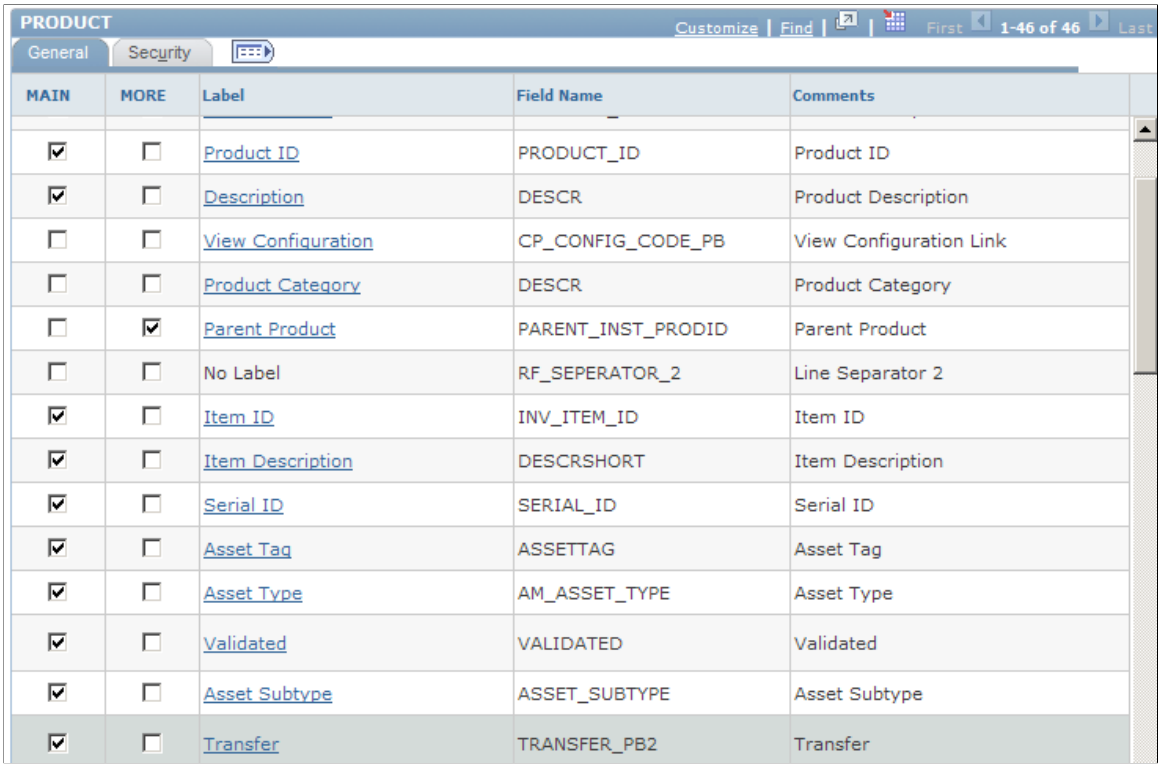
To enable these required fields, click the Installed Product link from the Display Template page and then click the Show Section Details link. Scroll to the PRODUCT section and select to enable the Serial ID, Asset Type, Asset Subtype, Validated, and Transfer, if not already enabled:

Image: Installed Products - Display Template page

This example illustrates the fields and controls on the Installed Products - Display Template page.



PRODUCT Customize | Find | First 1-46 of 46 Last

General Security

MAIN	MORE	Label	Field Name	Comments
☑	☐	Product ID	PRODUCT_ID	Product ID
☑	☐	Description	DESCR	Product Description
☐	☐	View Configuration	CP_CONFIG_CODE_PB	View Configuration Link
☐	☐	Product Category	DESCR	Product Category
☐	☑	Parent Product	PARENT_INST_PRODID	Parent Product
☐	☐	No Label	RF_SEPERATOR_2	Line Separator 2
☑	☐	Item ID	INV_ITEM_ID	Item ID
☑	☐	Item Description	DESCRSHORT	Item Description
☑	☐	Serial ID	SERIAL_ID	Serial ID
☑	☐	Asset Tag	ASSETTAG	Asset Tag
☑	☐	Asset Type	AM_ASSET_TYPE	Asset Type
☑	☐	Validated	VALIDATED	Validated
☑	☐	Asset Subtype	ASSET_SUBTYPE	Asset Subtype
☑	☐	Transfer	TRANSFER_PB2	Transfer

If you select the Main check box to enable any of the required fields, save the page and then return to the Display Template page to enable the Asset Integration. You should be able to save the Display Template after the required fields are enabled.

Setting Up CRM Integration Broker for Asset Integration

The following section details the Integration Broker setup and discusses the following:

- Pages used to set up CRM Integration Broker
- Setting up CRM Integration Broker for Asset Integration
- Activating and configuring the service operations for Asset Integration in CRM

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Pages Used to Set Up CRM Integration Broker

Page Name	*Definition Name*	*Navigation*	*Usage*
Node Definitions	IB_NODE	PeopleTools, Integration Broker, Integration Setup, Nodes, Node Definitions	Create a remote node for the Financials database (for example, E900P41) in your CRM database (if it does not yet exist). Set up default local CRM node (for example, C900P20).
Connectors	IB_NODECONN	PeopleTools, Integration Broker, Integration Setup, Nodes, Connectors	Enter the default Gateway ID and the Connector ID. Ping remote node.
Single Signon	SINGLE_SIGNON	PeopleTools, Security, Security Objects, Single Signon	Add the FSCM remote node (E900P41, for example) to the Single Signon setup.
Gateways	IB_GATEWAY	PeopleTools, Integration Broker, Configuration, Gateways	Select the Local Gateway for the Financials database.
Gateway Properties	IBGWSIGNON	PeopleTools, Integration Broker, Configuration, Gateways, Gateway Setup Properties	Access the IntegrationGateway.properties file.
Access the IntegrationGateway.properties file.	AMM_MULTIDOM	PeopleTools, Integration Broker, Service Operations Monitor, Administration, Domain Status	Confirm that the domain is active.
PeopleSoft Node Configuration	PSGTWPROPS_SEC	PeopleTools, Integration Broker, Configuration, Gateways, Gateway Setup Properties. Sign on; Click OK.	Confirm Application Server URLs for CRM and Financials nodes and ping them.
Service Operations - General	IB_SERVICE	PeopleTools, Integration Broker, Integration Setup, Service Operations	Activate the service operations.
Service Operations - Handlers	IB_SERVICEHDLR	PeopleTools, Integration Broker, Integration Setup, Service Operations, Handlers	Activate the handlers for the service operations.
Service Operations - Routings	IB_SERVICERTNGS	PeopleTools, Integration Broker, Integration Setup, Service Operations, Routings	Add and configure the routings needed for the service operations.
Queue Status	IB_MONITOR_QUEUES	PeopleTools, Integration Broker, Service Operations Monitor, Administration, Queue Status	Confirm that the queues that are used in the Asset Integration are running.

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Node Definitions Page

Follow the steps below for setting up CRM Integration Broker

1. Sign on to the CRM database and access the Node Definitions page (IB_NODE)

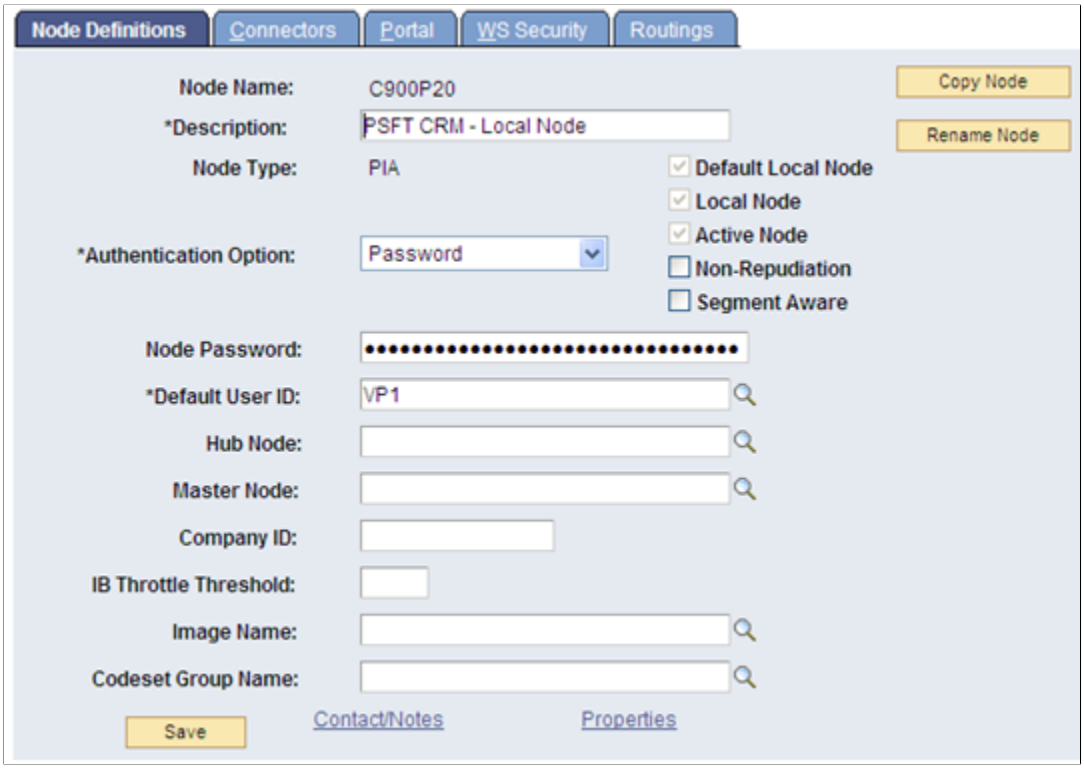
- Create the CRM Default Local Node if not already defined (C900P20, for example):

  Navigation

  PeopleTools, Integration Broker, Integration Setup, Nodes, Node Definitions

  Image: Node Definitions page

  This example illustrates the fields and controls on the Node Definitions page.



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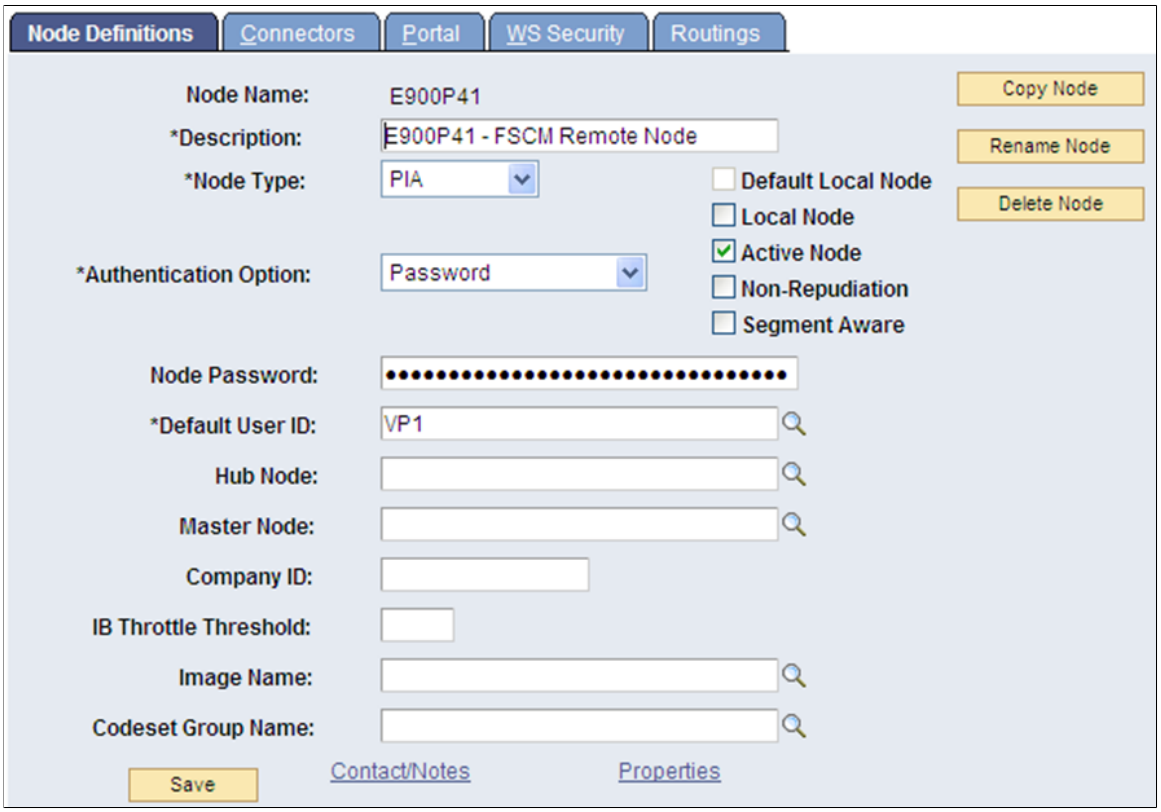
- Create a Node for the Financials database as pictured (for example, E900P41):

  Image: Node Definitions page (FSCM)

  This example illustrates the fields and controls on the Node Definitions page (FSCM).



- Default User ID should be the same as the User ID used by the Default Local Node.
- The User ID is also the same as the one used in the setup of the Gateway Properties for this Node (VP1).

2. Use the Connectors page (IB_NODECONN) to enter the default Gateway ID and the Connector ID

Ping remote node.

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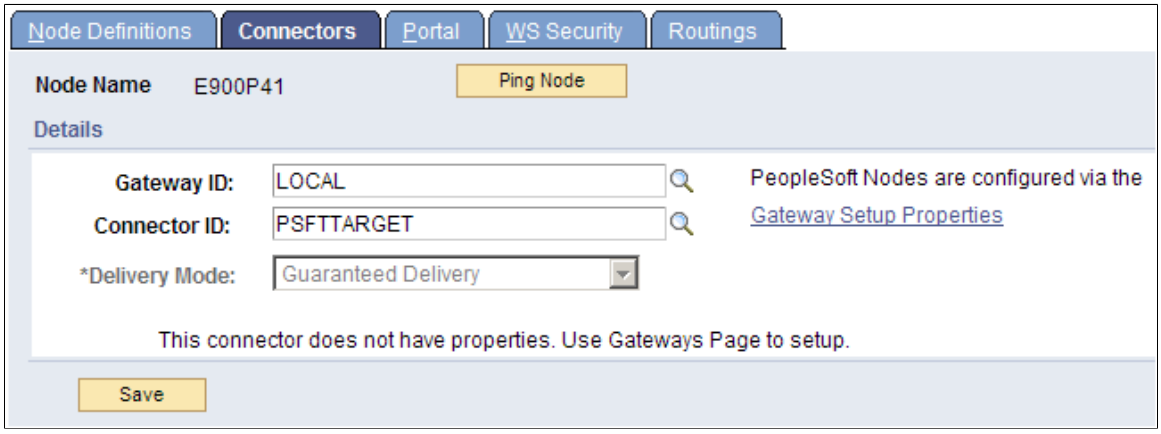
Navigation

PeopleTools, Integration Broker, Integration Setup, Nodes, Connectors

Image: Connectors Page

This example illustrates the fields and controls on the Connectors Page.



Select the following:

- Gateway ID = the local default Gateway (for example, LOCAL)
- Connector ID = PSFTTARGET

3. Use the Gateways page (IB_GATEWAY) to select the Local Gateway for the Financials database.

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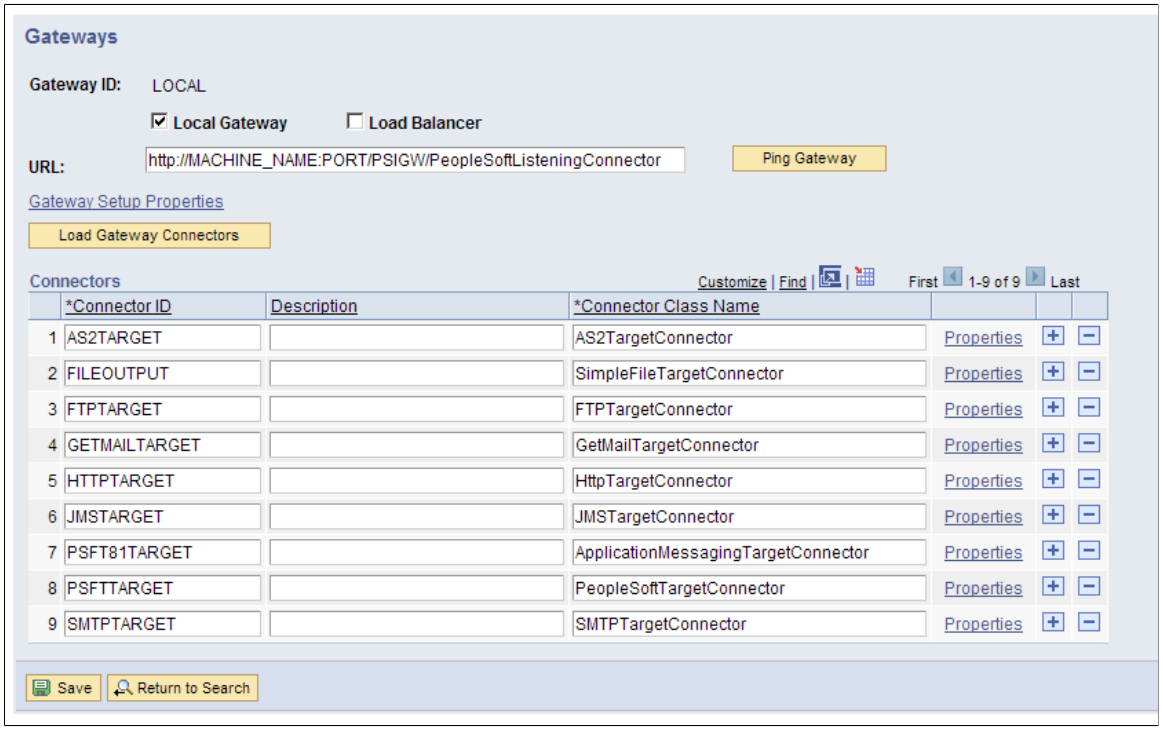
Navigation

PeopleTools, Integration Broker, Configuration, Gateways

Image: Gateways Page

This example illustrates the fields and controls on the Gateways Page.



Press CTRL + J and confirm the AppServer URL value. Then click the continue link.

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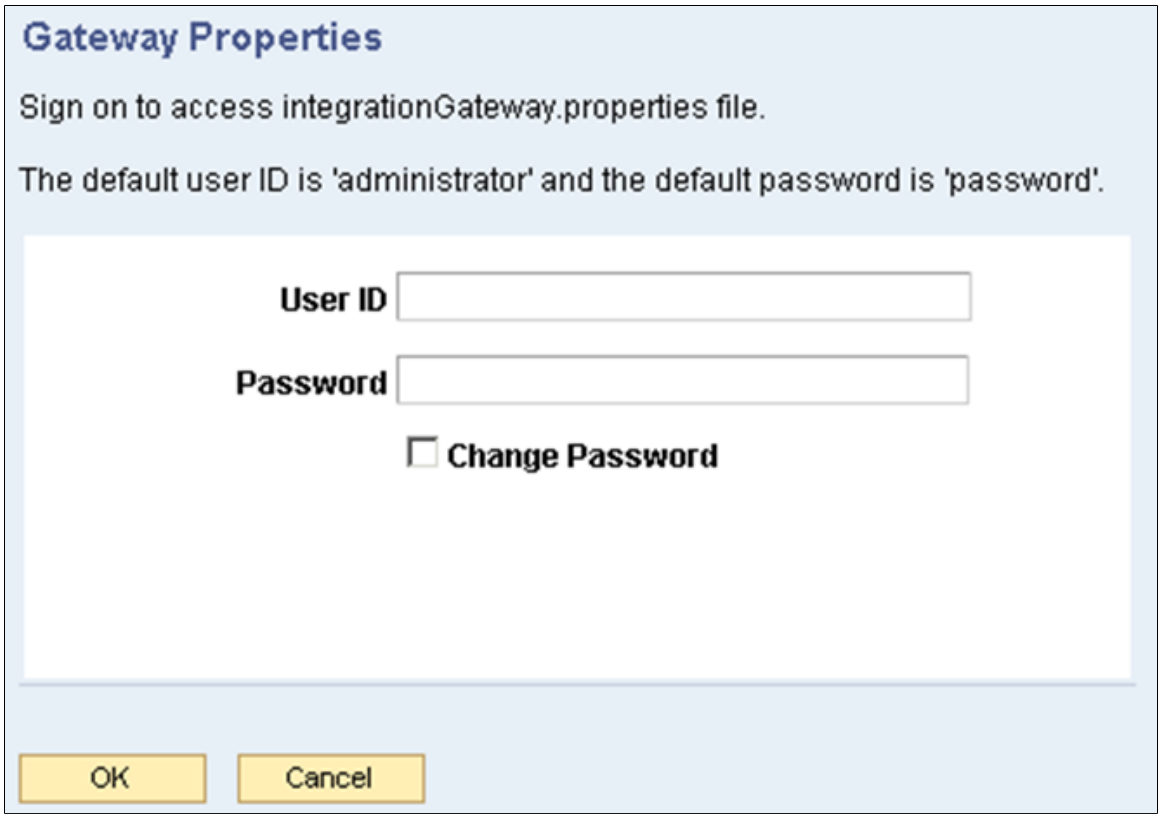
4. Once you are returned to the Gateways page, click the Gateway Setup Properties link:

Image: Gateway Setup Properties

This example illustrates the fields and controls on the Gateway Setup Properties.



Gateway Properties page

Log in with UserID and Password.

1. Once you click OK, you are directed to the PeopleSoft Node Configuration page.
2. Find the Node Names for the Default Local Node (C900P20, for example) and the Financials database node (E900P41, for example). Confirm the App Server URL values. Click the Ping Node button to confirm each node. (If you receive No Success, log in to the Financials database (E900P41, in our example) and press CTRL+J to confirm the Application Server URL).
3. Add the FSCM remote node (E900P41, for example) to the Single Signon setup. Access the Single Signon page (PeopleTools, Security, Security Objects, Single Signon).

Activating and Configuring the Service Operations for Asset Integration in CRM

Activate and configure the following service operations:

- COPY_AM_SUBTYPE
- MANUFACTURER_FULLSYNC
- COPY_IT_ASSET

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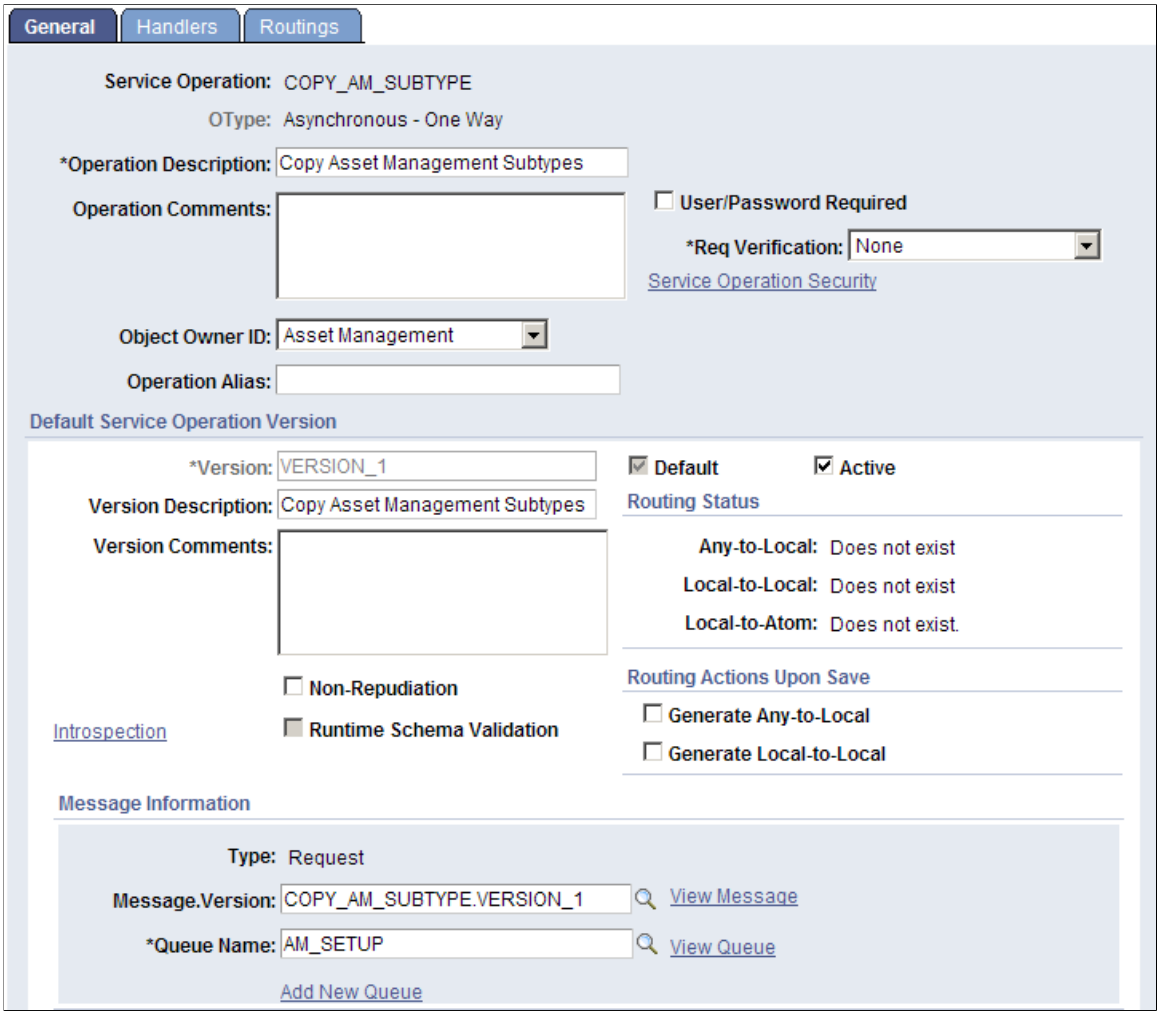
- INSTALLED_PRODUCT_FULLSYNC
- INSTALLED_PRODUCT_SYNC
- SYNC_IT_ASSET

1. Access the Domain Status page and confirm that your Domain is Active (PeopleTools, Integration Broker, Service Operations Monitor, Administration, Domain Status).
2. Activate the COPY_AM_SUBTYPE service operation. In the CRM database, access the Service Operations - General page (PeopleTools, Integration Broker, Integration Setup, Service Operations. Find the COPY_AM_SUBTYPE service operation):

   Image: Service Operations — General Page (COPY_AM_SUBTYPE)

   This example illustrates the fields and controls on the Service Operations — General Page (COPY_AM_SUBTYPE).



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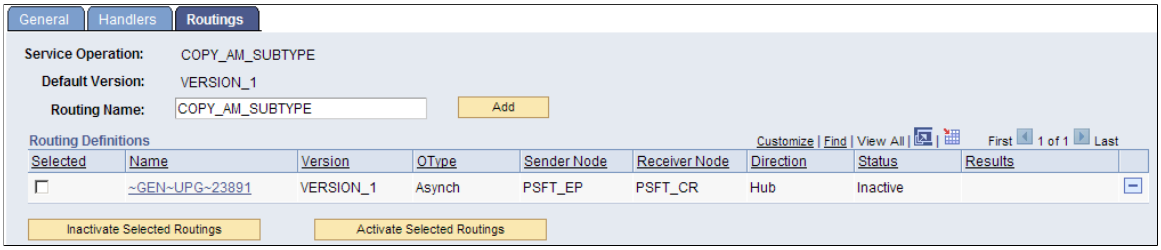
Select the Active check box to activate the service operation. Access the Handlers page and make sure that the Status is Active. Access the Routings page and add a new routing that reflects the integration:

Image: Activate a Service Operation

This example illustrates the fields and controls on the Activate a Service Operation.

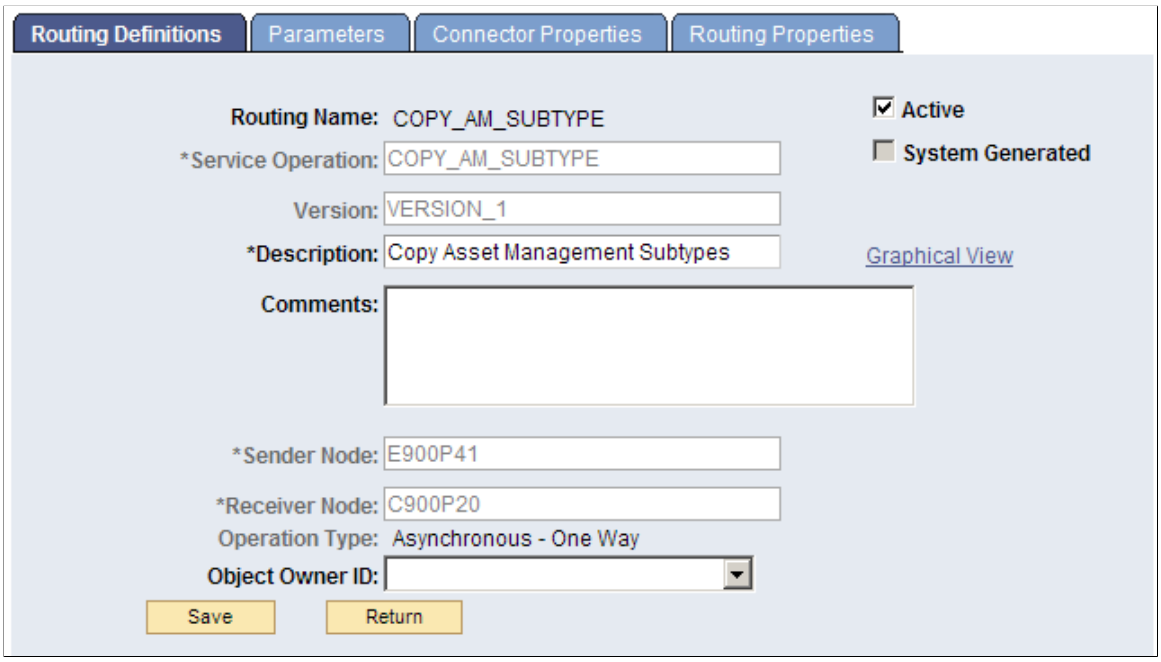


Supply the new Routing Name and click the Add button.

You will be directed to the Routing Definitions page for the routing name that you just added:

Image: Routing Definitions Page (COPY_AM_SUBTYPE)

This example illustrates the fields and controls on the Routing Definitions Page (COPY_AM_SUBTYPE).



Make sure the Active check box is selected, supply a description and make sure the Sender Node is the defined FSCM remote node and the Receiver Node is the default local node.

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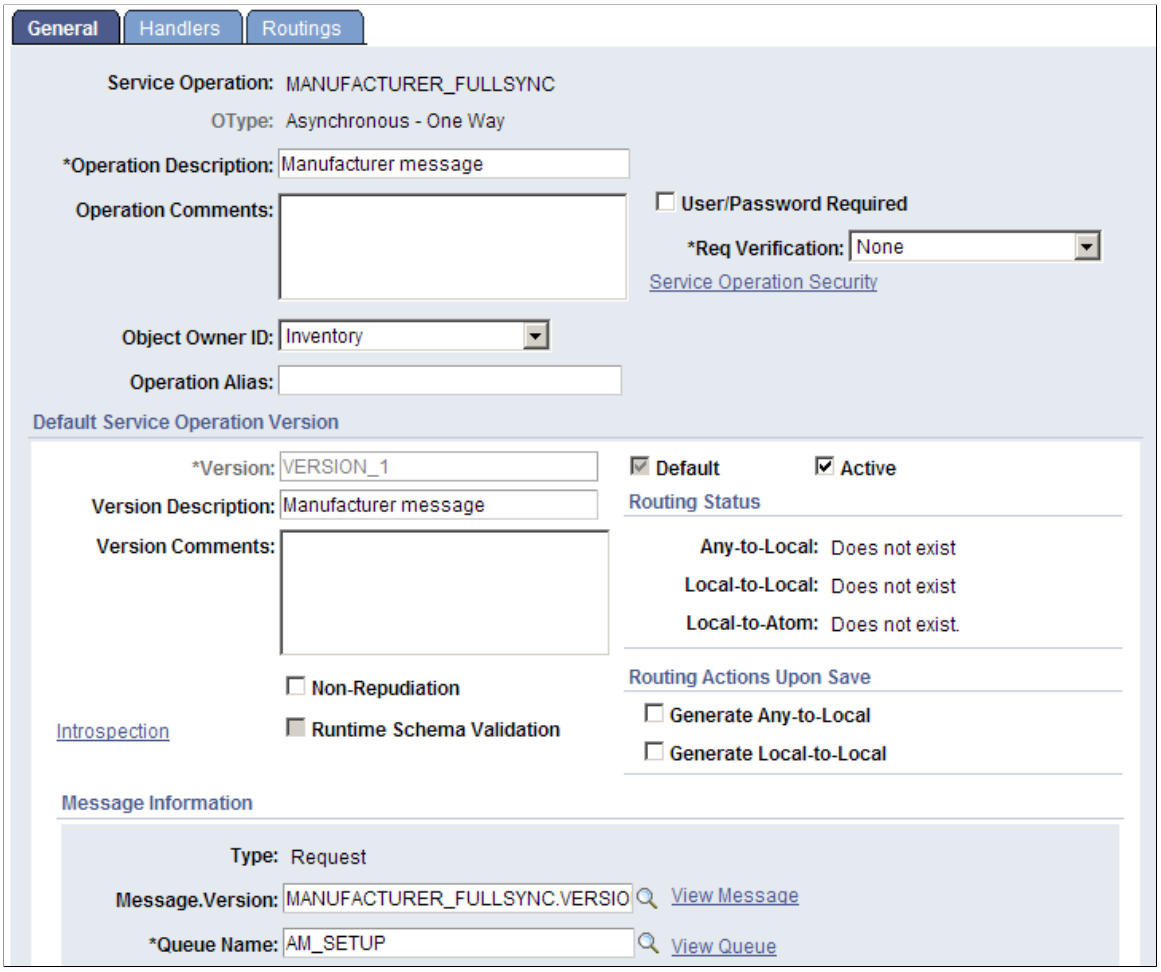
3. Activate the MANUFACTURER_FULLSYNC service operation. In the CRM database, access the Service Operations – General page (PeopleTools, Integration Broker, Integration Setup, Service Operations. Find the MANUFACTURER_FULLSYNC service operation):

Image: Service Operations — General Page (Activate MANUFACTURER_FULLSYNC)

This example illustrates the fields and controls on the Service Operations — General Page (Activate MANUFACTURER_FULLSYNC).

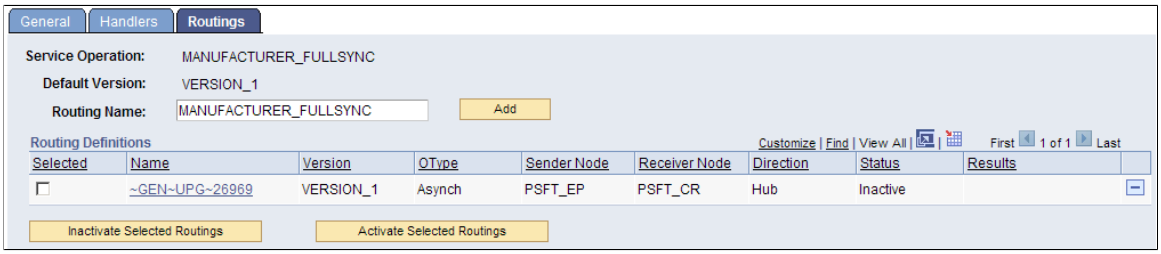


Select the Active check box. Access the Handlers page and activate the delivered handlers.

Access the Routings page and add a new routing that reflects the integration:

Image: Routings Page (MANUFACTURER_FULLSYNC)

This example illustrates the fields and controls on the Routings Page (MANUFACTURER_FULLSYNC).



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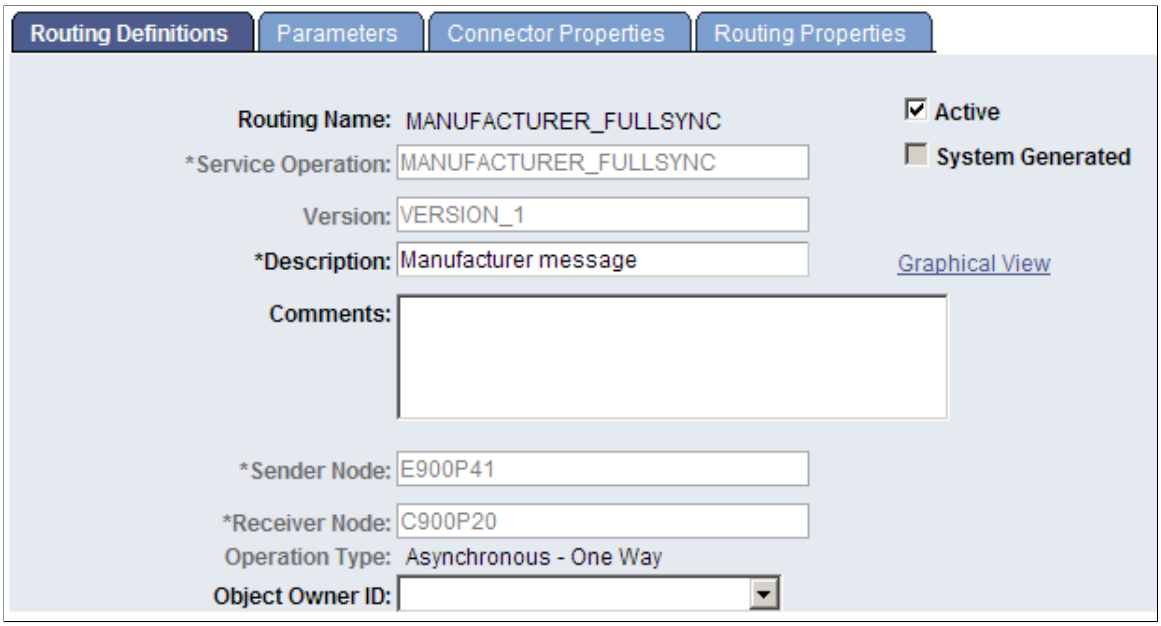
Supply the new Routing Name and click the Add button. You will be directed to the Routing Definitions page for the routing name that you just added:

Image: Add Routing Name (MANUFACTURER_FULLSYNC)

This example illustrates the fields and controls on the Add Routing Name (MANUFACTURER_FULLSYNC).



Make sure the Active check box is selected, supply a description and make sure the Sender Node is the defined FSCM remote node and the Receiver Node is the default local node.

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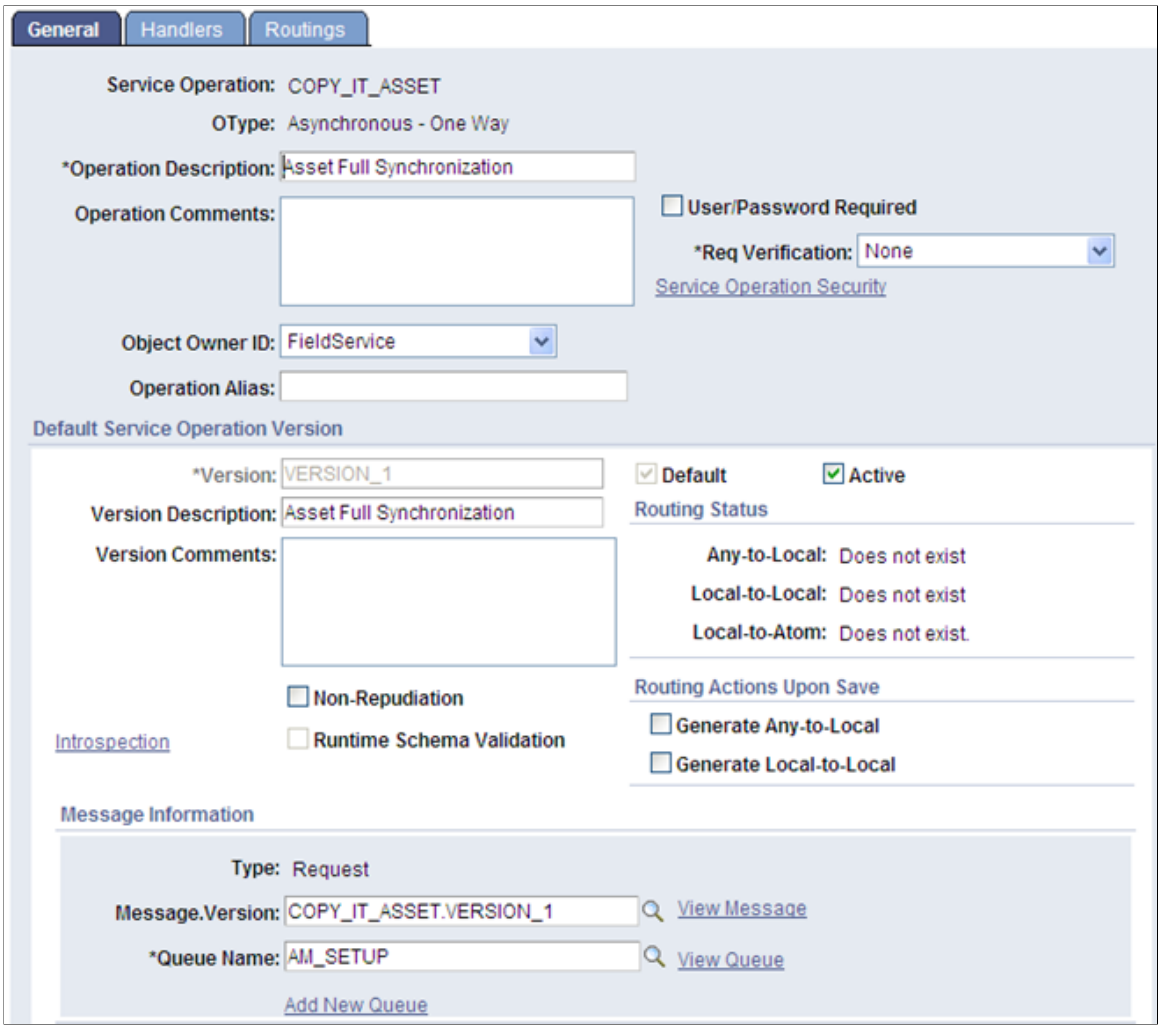
4. Activate the COPY_IT_ASSET service operation. In the CRM database, access the Service Operations – General page (PeopleTools, Integration Broker, Integration Setup, Service Operations):

   Image: Service Operations — General Page (COPY_IT_ASSET)

   This example illustrates the fields and controls on the Service Operations — General Page (COPY_IT_ASSET).



   Select the Active check box. No need to activate handlers or routings for this service operation. Once the COPY_IT_ASSET message is subscribed, it is transformed to INSTALLED_PRODUCT_FULLSYNC.

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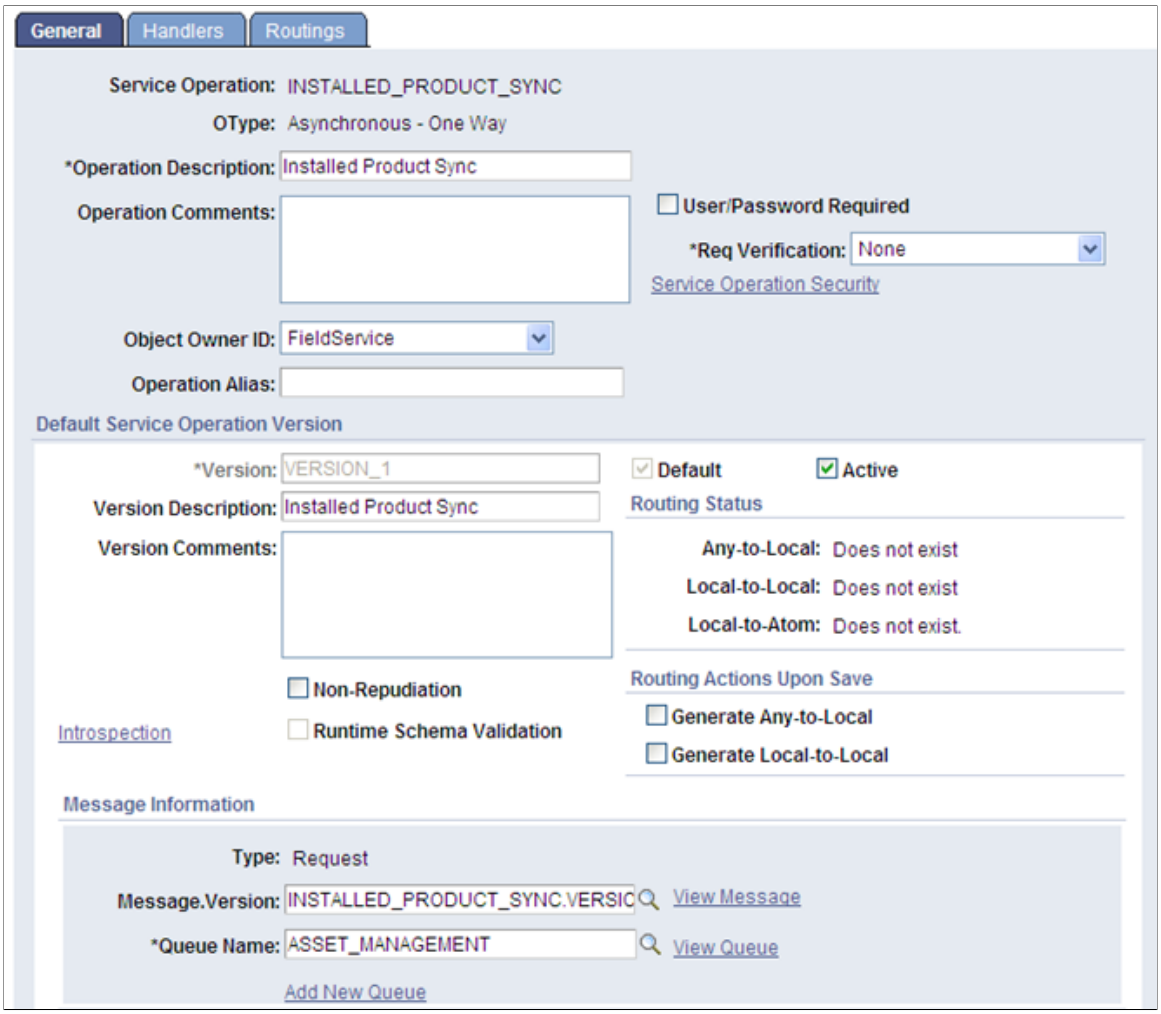
5. Activate the INSTALLED_PRODUCT_FULLSYNC service operation. Access the Service Operations – General page (PeopleTools, Integration Broker, Integration Setup, Service Operations):

Image: Service Operations — General Page (Activate INSTALLED_PRODUCT_SYNC)

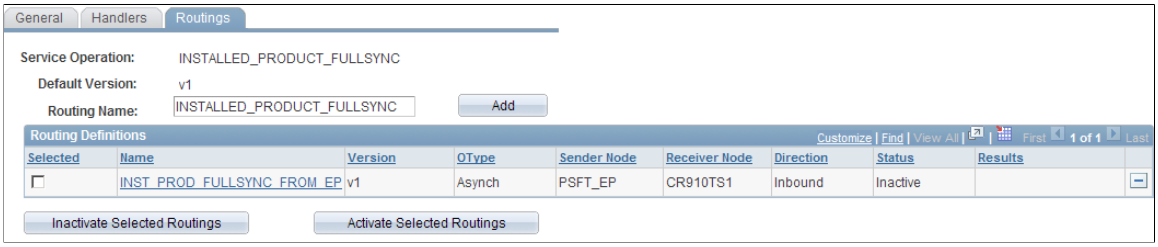
This example illustrates the fields and controls on the Service Operations — General Page (Activate INSTALLED_PRODUCT_SYNC).



Select the Active check box. Access the Handlers page and activate its handler. Access the Routings page and add a new routing that reflects the integration:.

Image: Routings page

This example illustrates the fields and controls on the Routings page.



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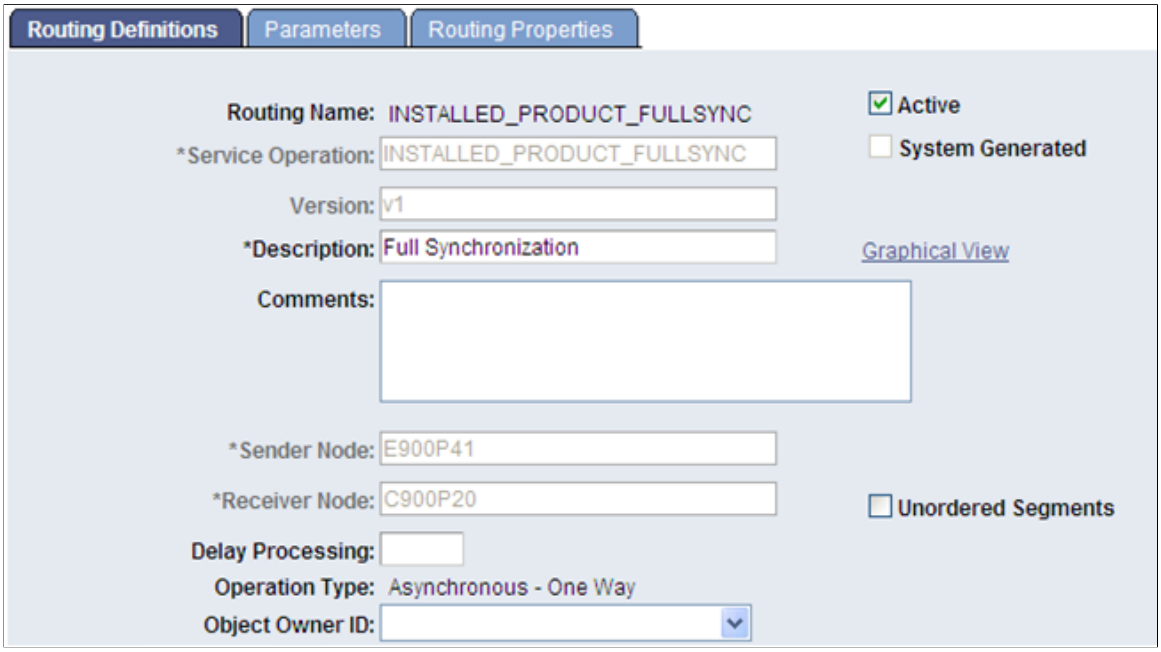
Supply the new Routing Name and click the Add button. You are directed to the Routing Definitions:

Image: Add Routing Name (INSTALLED_PRODUCT_FULLSYNC)

This example illustrates the fields and controls on the Add Routing Name (INSTALLED_PRODUCT_FULLSYNC).



Make sure the Sender Node is the FSCM remote node and the Receiver Node is the CRM default local node.

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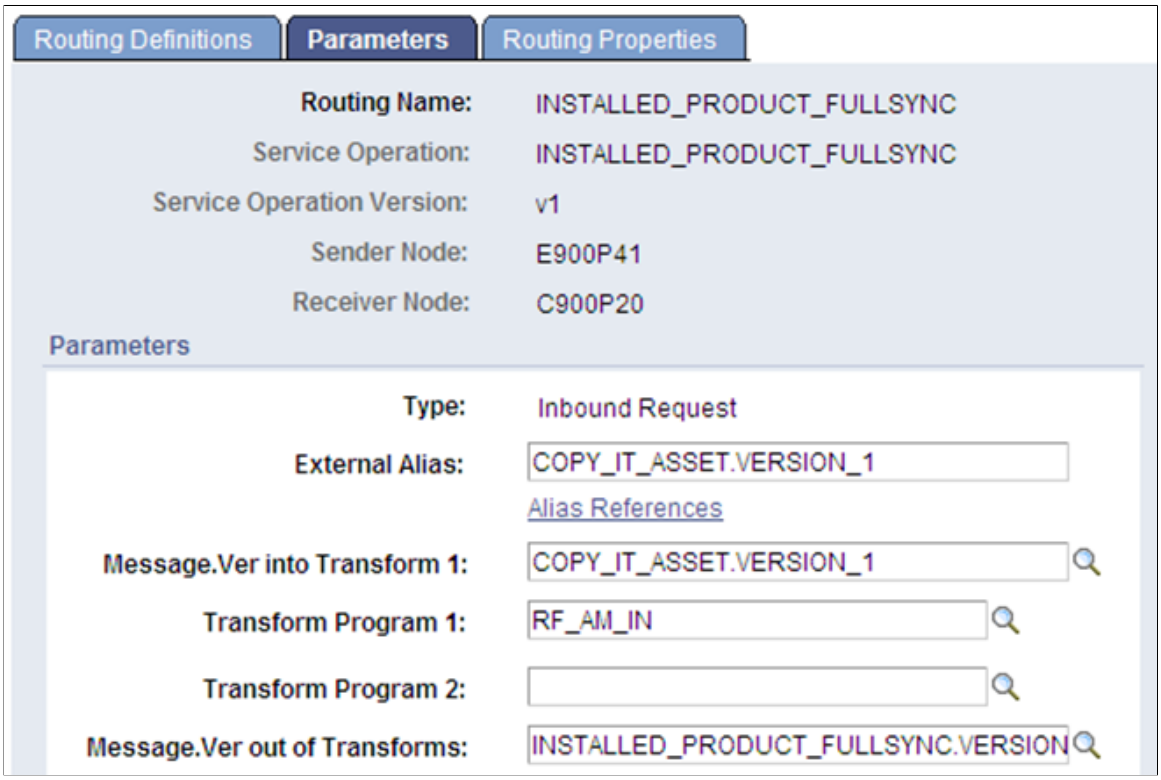
Access the Parameters page and complete the Parameters as follows:

Image: Parameters page

This example illustrates the fields and controls on the Parameters page.



Make sure that the External Alias, messages and transform program read as they are pictured here (the Message.Ver out of Transforms is "INSTALLED_PRODUCT_FULLSYNC.VERSION_1)

6. Activate the INSTALLED_PRODUCT_SYNC service operation. Use the Service Operations - General page (IB_SERVICE) to activate service operations

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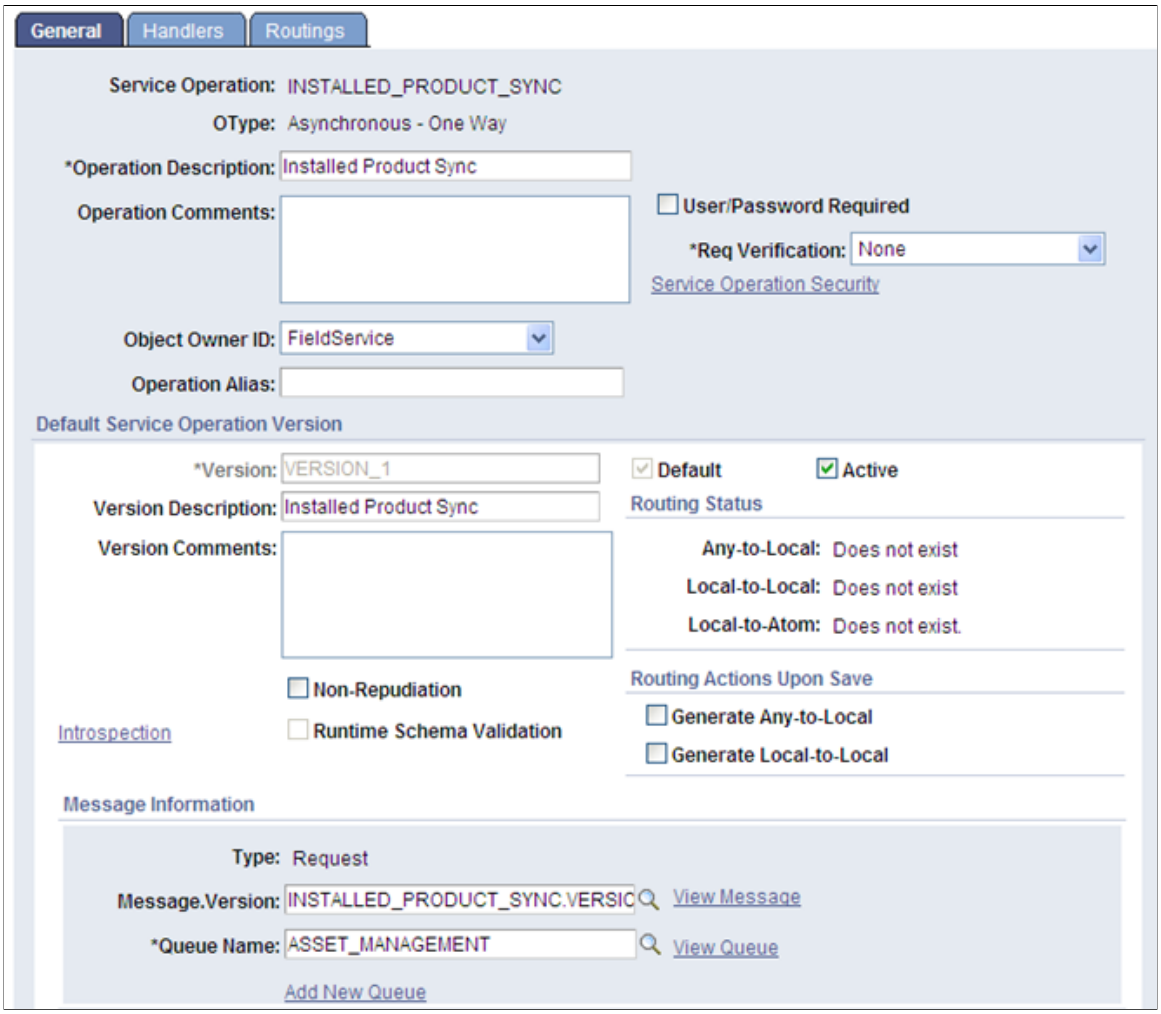
Navigation

PeopleTools, Integration Broker, Integration Setup, Service Operations

Image: Service Operations - General Page (Activate INSTALLED_ PRODUCT_SYNC)

This example illustrates the fields and controls on the Service Operations - General Page (Activate INSTALLED_ PRODUCT_SYNC).



Select the Active check box. On the Handlers page, activate the handler. On the Routings page, add a new routing as in previous steps (call it INSTALLED_PRODUCT_SYNC, for example). Click the Add button:

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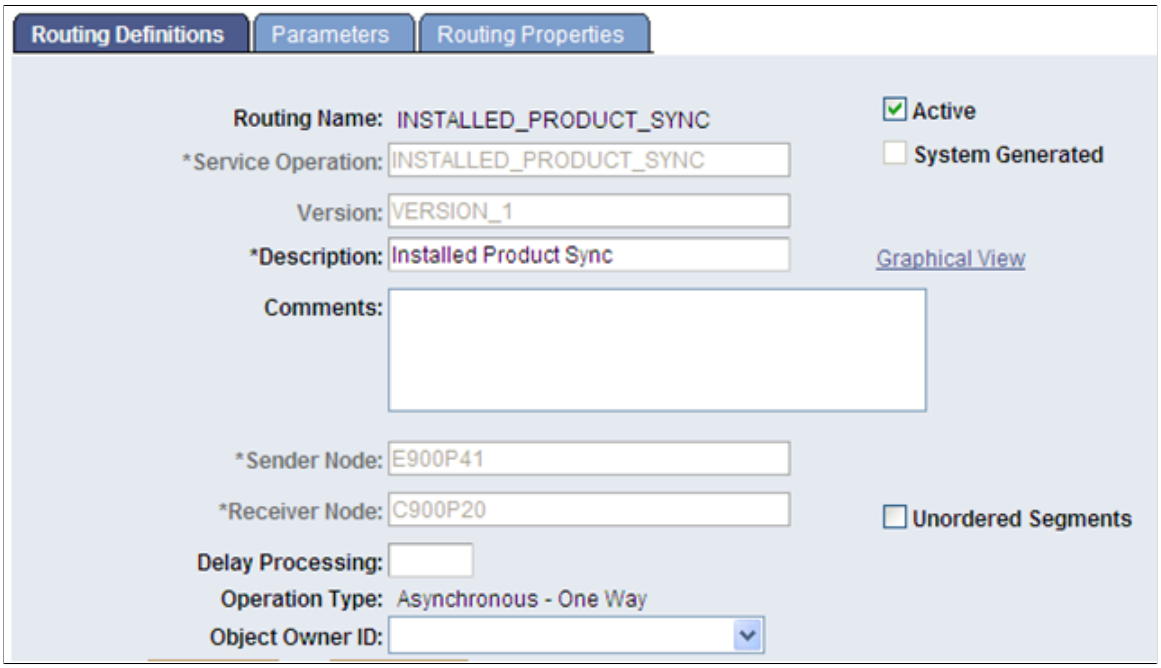
You will be directed to the Routing Definitions page:

Image: Routing Definitions page

This example illustrates the fields and controls on the Routing Definitions page.



Make sure the Active check box is selected. The Sender Node should be the FSMC remote node and the Receiver Node should be the CRM default local node.

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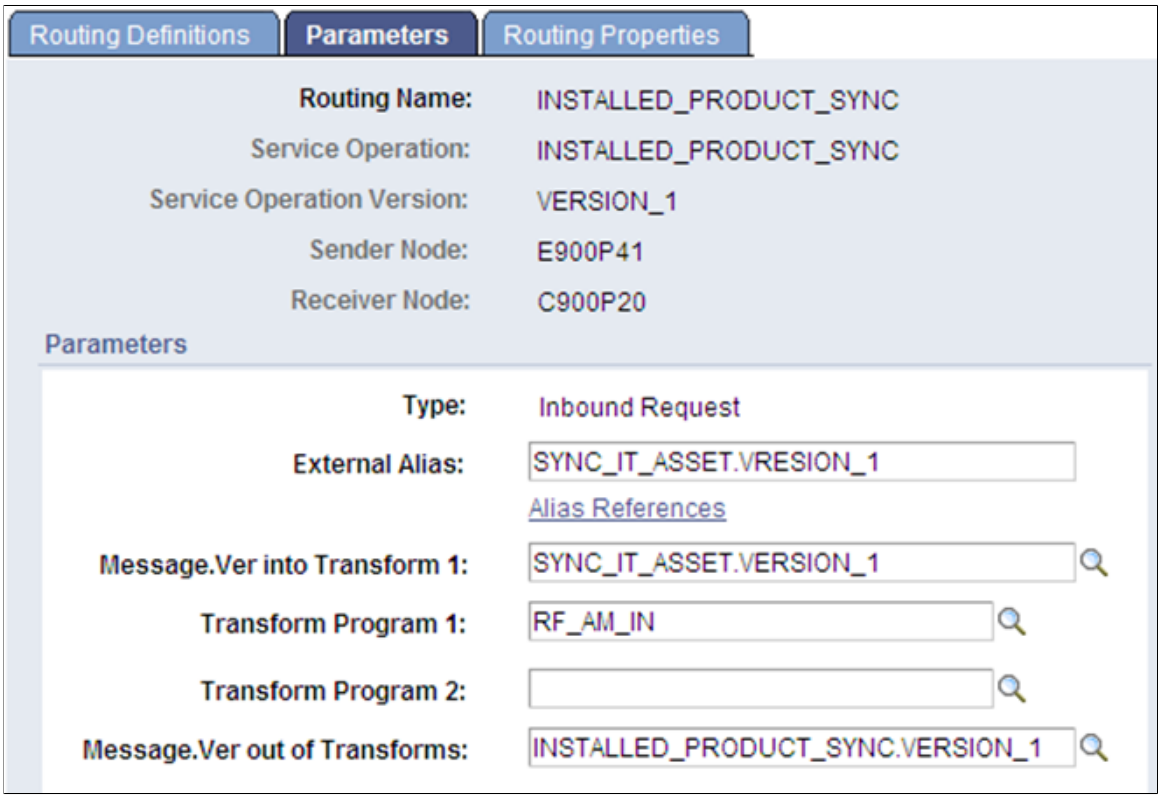
Navigate to the Parameters page and complete the Parameters section as follows

Image: Parameters page

This example illustrates the fields and controls on the Parameters page.



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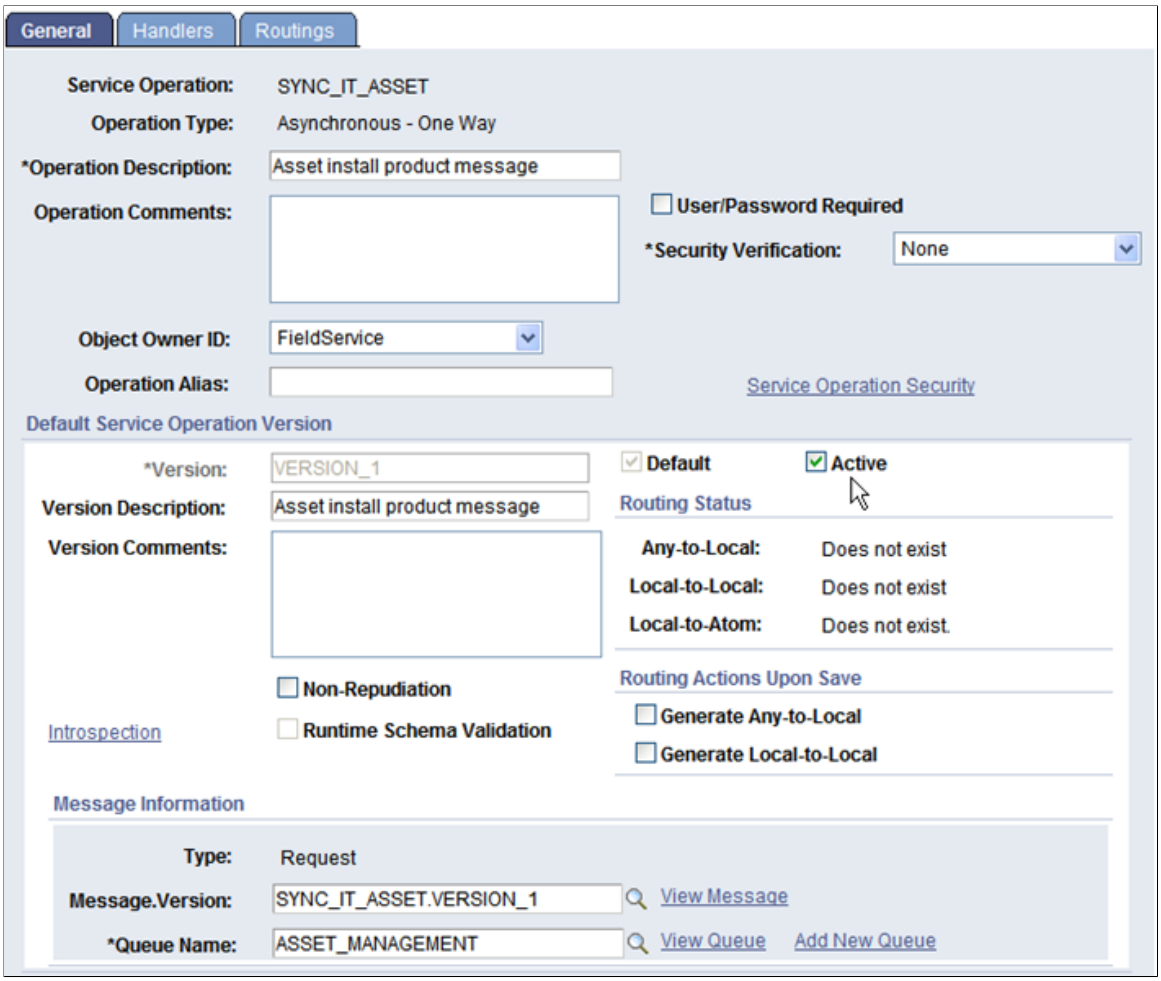
7. Activate the SYNC_IT_ASSET service operation. In the CRM database, access the Service Operations – General page (PeopleTools, Integration Broker, Integration Setup, Service Operations):

Image: Service Operations - General page (CRM database)

This example illustrates the fields and controls on the Service Operations - General page (CRM database).



You should not have to activate the handler. Navigate to the Routings page, supply a new Routing Name, INSTALLED_PRODUCT_SYNC_CRM and click the Add button.

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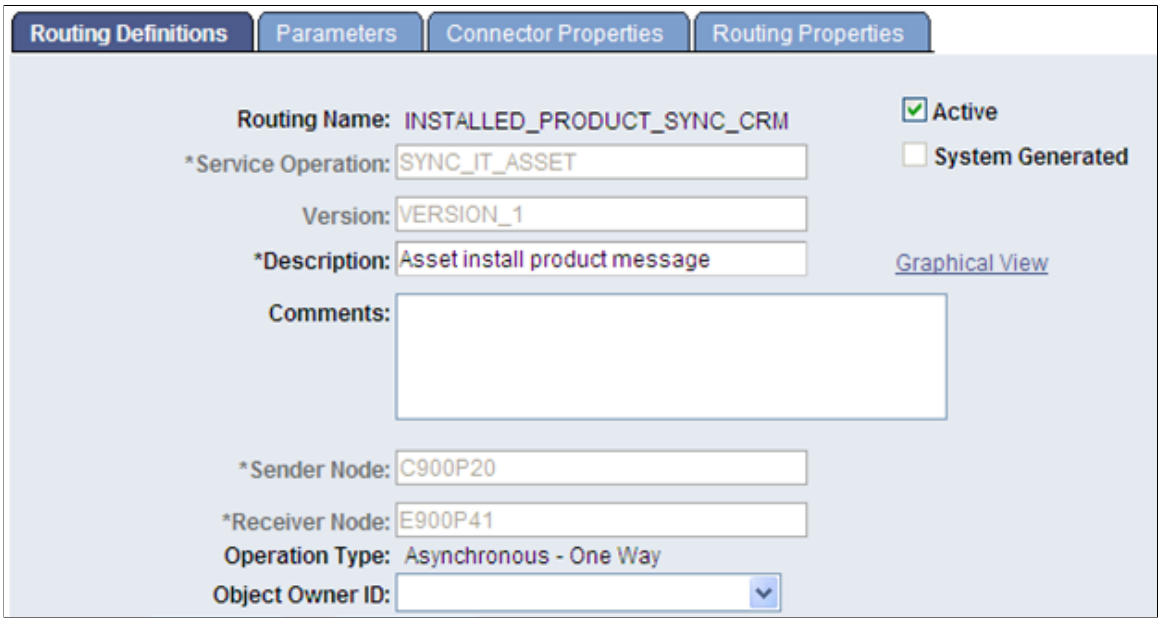
You will be directed to the Routing Definitions page:

Image: Routing Definitions page

This example illustrates the fields and controls on the Routing Definitions page.



As pictured, click the Active button. The Sender Node should be the CRM default local node and the Receiver Node should be the FSCM remote node.

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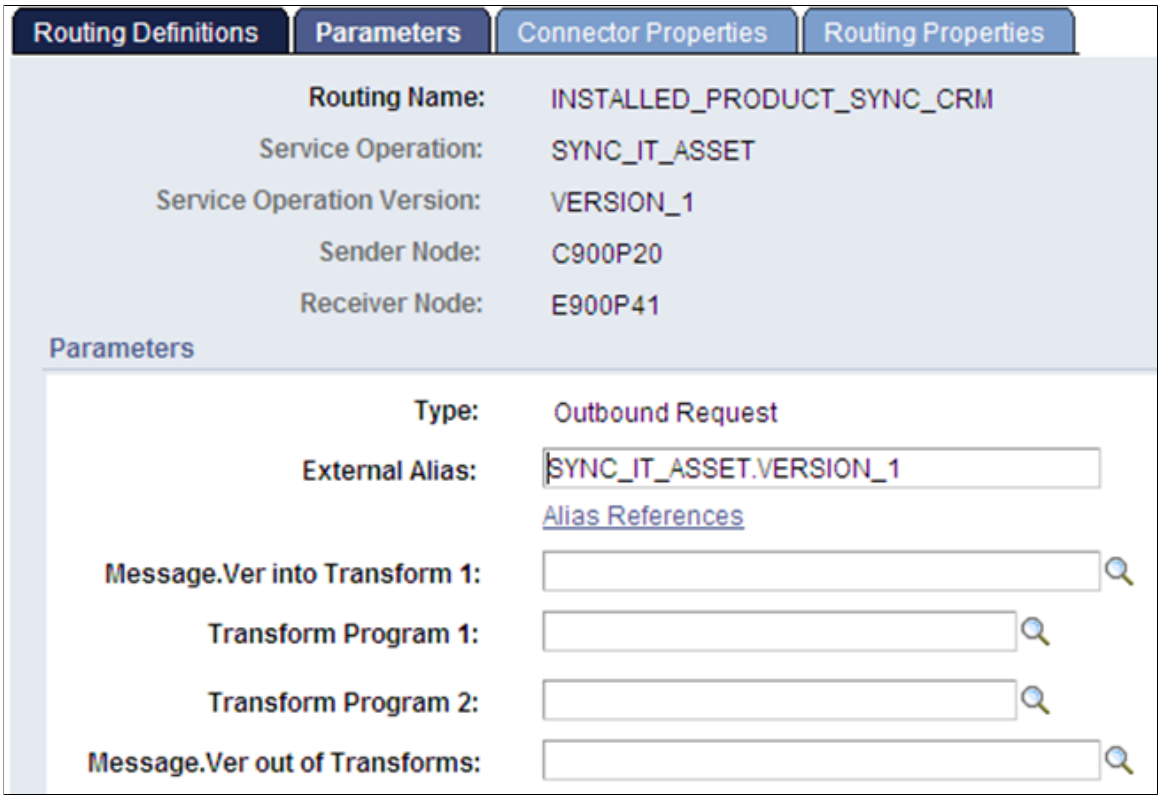
Navigate to the Parameters page and supply the parameters as pictured:

Image: Parameters page

This example illustrates the fields and controls on the Parameters page.



8. Use the Queue Status page (IB_MONITOR_QUEUES) to confirm that the queues that are used in the Asset Integration are running.

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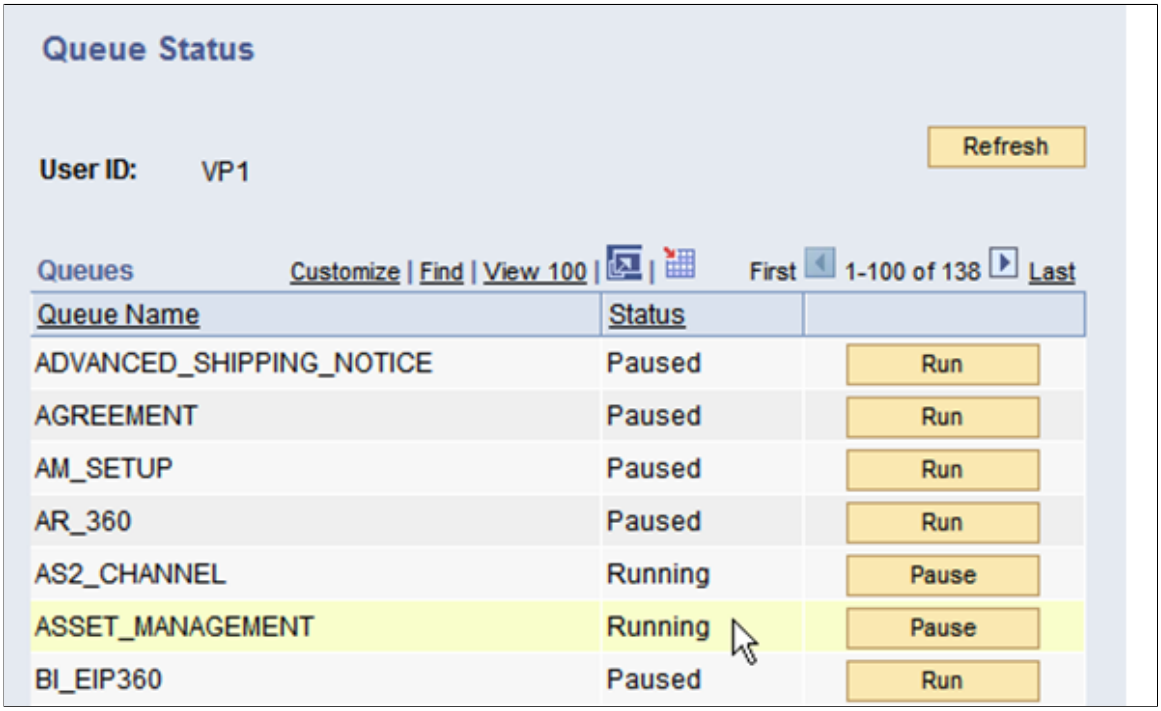
Navigation

PeopleTools, Integration Broker, Service Operations Monitor, Administration, Queue Status

Image: Queue Status page

This example illustrates the fields and controls on the Queue Status page.



If the status is Paused (as is the AM_SETUP as pictured), click the Run button.

Setting Up PeopleSoft FSCM for the Integration

The following section details the Integration Broker setup and discusses the following:

- Pages used to set up FSCM Integration Broker.
- Setting up FSCM Integration Broker for Asset Integration.
- Activating and configuring the service operations for Asset Integration in FSCM.

Pages Used in Financials to Set Up Integration Broker

Page Name	*Definition Name*	*Navigation*	*Usage*
Node Definitions	IB_NODE	PeopleTools, Integration Broker, Integration Setup, Nodes, Node Definitions	Create a remote node for the CRM database (C900P20, for example) in your Financials database (if it does not yet exist).

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Page Name	*Definition Name*	*Navigation*	*Usage*
Connectors	IB_NODECONN	PeopleTools, Integration Broker, Integration Setup, Nodes, Connectors	Enter the default Gateway ID and the Connector ID.
Domain Status	AMM_MULTIDOM	PeopleTools, Integration Broker, Service Operations Monitor, Administration, Domain Status	Confirm that the domain is active.
Queue Status	IB_MONITOR_ QUEUES	PeopleTools, Integration Broker, Service Operations Monitor, Administration, Queue Status	Confirm the Asset Management queue is active.
Gateways	IB_GATEWAY	PeopleTools, Integration Broker, Configuration, Gateways	Select the Local Gateway for the Financials database.
Gateway Properties	IBGWSIGNON	PeopleTools, Integration Broker, Configuration, Gateways, Gateway Setup Properties	Access the IntegrationGateway.properties file.
PeopleSoft Node Configuration	PSGTWPROPS_ SEC	PeopleTools, Integration Broker, Configuration, Gateways, Gateway Setup Properties. Sign on; Click OK.	Confirm Application Server URLs for CRM and Financials nodes and ping them.
Service Operations - General	IB_SERVICE	PeopleTools, Integration Broker, Integration Setup, Service Operations	Activate service operations.
Service Operations - Handlers	IB_ SERVICEHDLR	PeopleTools, Integration Broker, Integration Setup, Service Operations, Handlers	Activate the handlers for the service operations.
Service Operations - Handlers	IB_SERVICERTNGS	PeopleTools, Integration Broker, Integration Setup, Service Operations, Routings	Verify that the ITAM routing definition that you created displays for the service operation.

Setting Up CRM Integration Broker for Asset Integration

The following are the appropriate steps :

1. Set up the FSCM Default Local Node. use the Node Definitions page (IB_NODE) to create a remote node for the CRM database (C900P20, for example) in your Financials database (if it does not yet exist).

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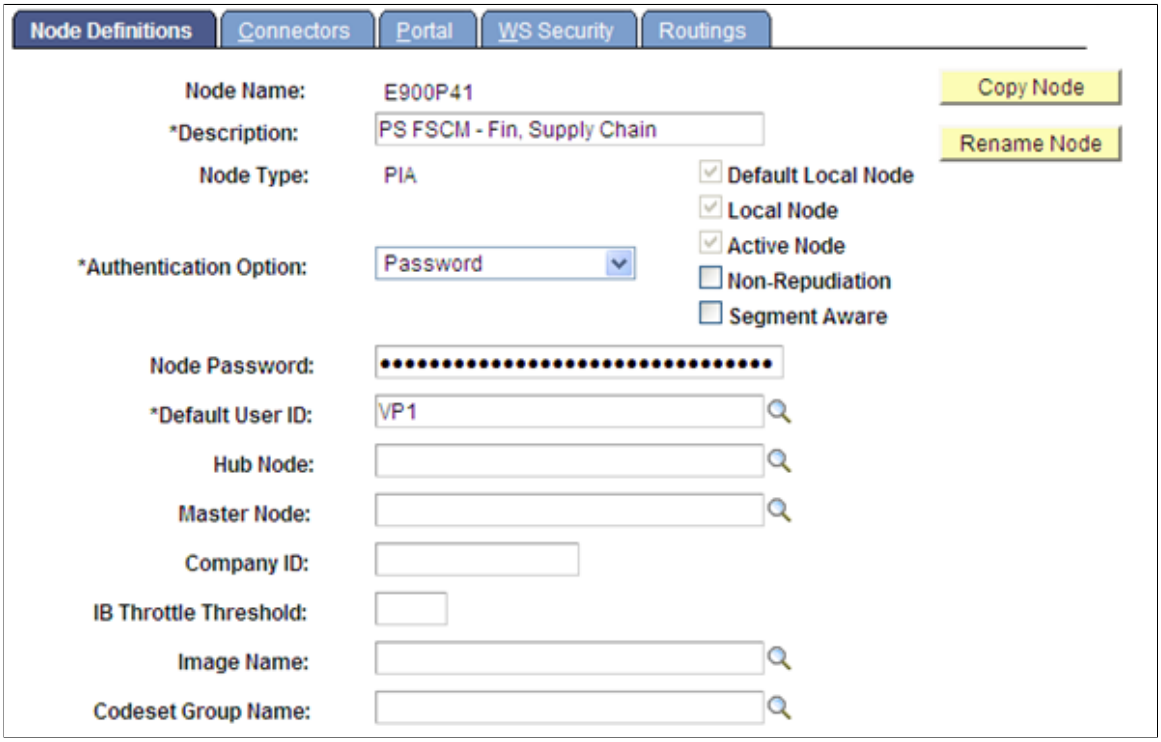
Navigation

PeopleTools, Integration Broker, Integration Setup, Nodes, Node Definitions

Image: Node Definitions page (set up FSCM node)

This example illustrates the fields and controls on the Node Definitions page (set up FSCM node).



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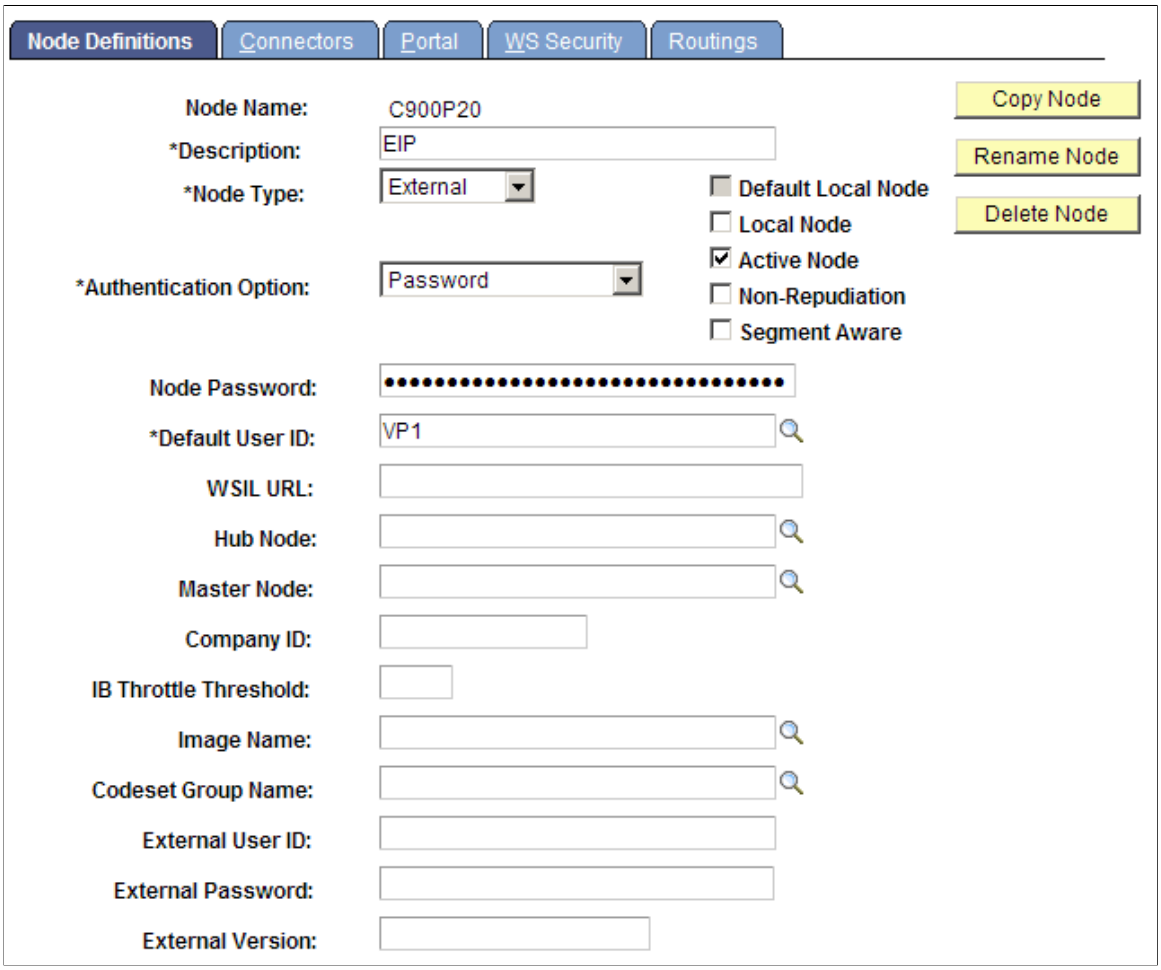
2. Also, create the CRM remote node (for example, C900P20):

Image: Node Definitions page (set up CRM node)

This example illustrates the fields and controls on the Node Definitions page (set up CRM node).



The Default User ID should be the same as the User ID for the FSCM node in CRM (for example, E900P41).

The User ID is also the same as the one used in the Gateway Properties for this Node (VP1). Save.

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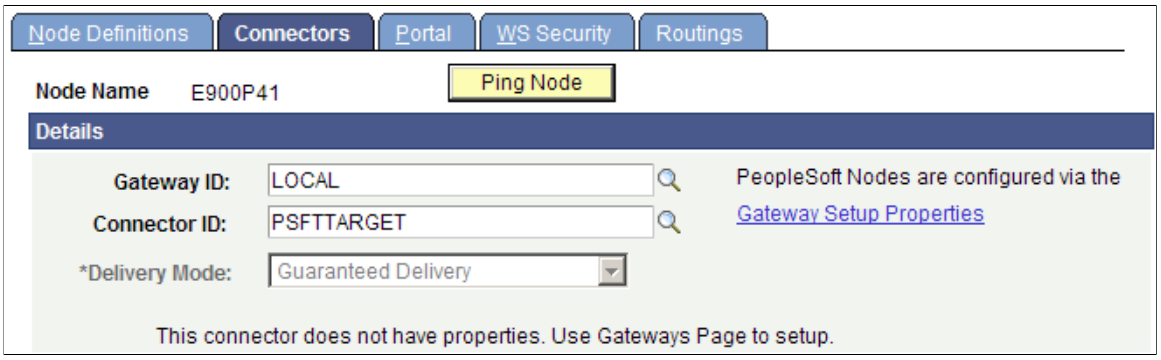
3. Click the Connectors tab:

   Image: Node Definitions Page (Connectors Tab)

   This example illustrates the fields and controls on the Node Definitions Page (Connectors Tab).



   Supply a name for the default Gateway (for example: LOCAL). Enter a Connector ID of PSFTTARGET and save your changes.

4. Use the Gateway Properties page (IBGWSIGNON) to access the IntegrationGateway.

   properties file.

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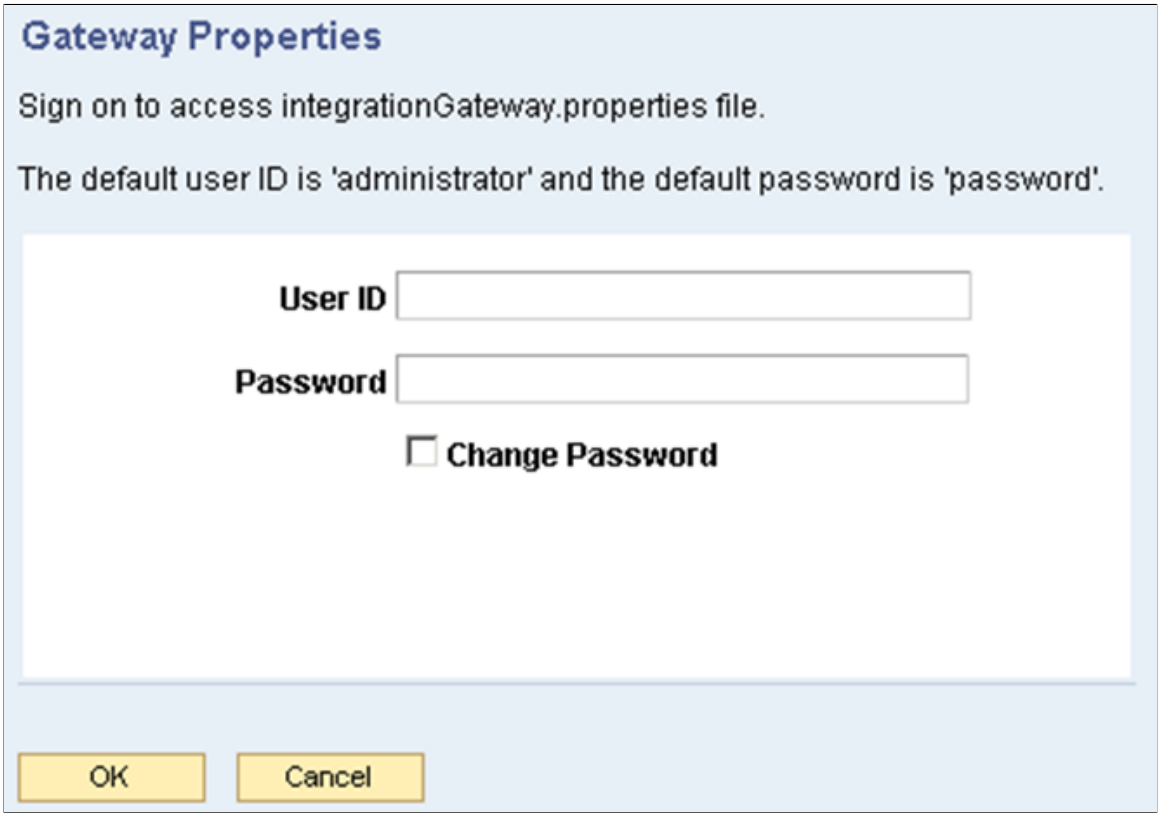
Navigation

PeopleTools, Integration Broker, Configuration, Gateways, Gateway Setup Properties

Image: Gateway Setup Properties Page

This example illustrates the fields and controls on the Gateway Setup Properties Page.



Gateway Properties page

Log in with UserID and Password.

Once you click OK, you are directed to the PeopleSoft Node Configuration page:

Find and confirm the App Server URL values for both Node Names: Default Local Node (E900P41 used in this example) and the CRM database node (C900P20, used in this example). Click the Ping Now button to confirm each node. (If you receive No Success, log in to the CRM database (C900P20, for example) and press CTRL+J to confirm the Application Server URL).

5. Add the CRM remote node (C900P20, for example) to the Single Signon setup. Use the Single Signon page (SINGLE_SIGNON) to add the FSCM remote node (E900P41, for example) to the Single Signon setup.

   Navigation

   PeopleTools, Security, Security Objects, Single Signon

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Activating and Configuring the Service Operations for Asset Integration in FSCM

Activate and configure the following service operations:

- COPY_AM_SUBTYPE
- MANUFACTURER_FULLSYNC
- COPY_IT_ASSET
- SYNC_IT_ASSET

1. Use the Domain Status page (AMM_MULTIDOM) to confirm that the domain is active.

   Navigation

   PeopleTools, Integration Broker, Service Operations Monitor, Administration, Domain Status

2. Activate the COPY_AM_SUBTYPE service operation. In the FSCM database, Use the Service Operations - General page (IB_SERVICE) to activate the service operations.

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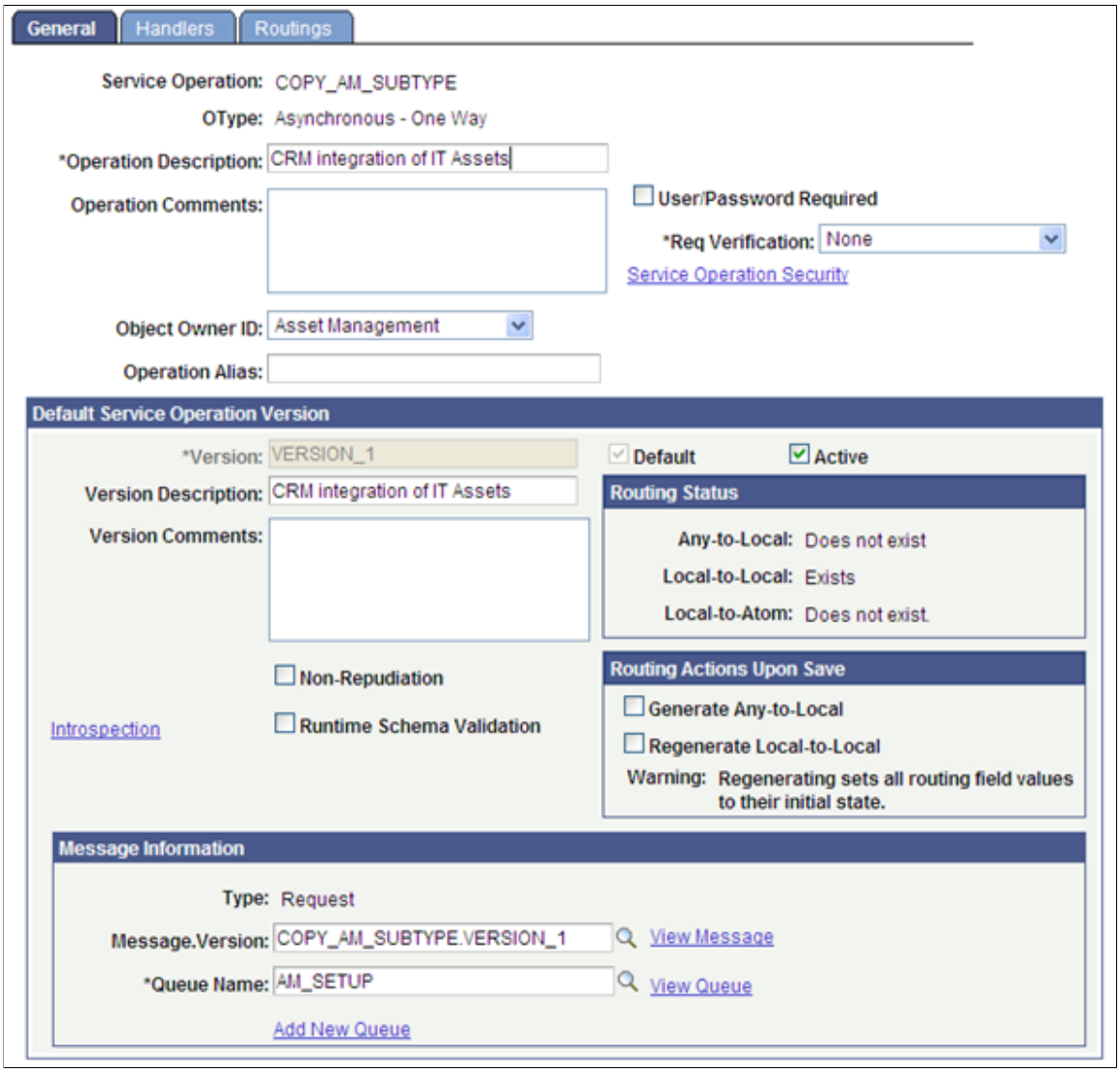
Navigation

PeopleTools, Integration Broker, Integration Setup, Service Operations

Image: Service Operations - General Page (Activate COPY_AM_SUBTYPE)

This example illustrates the fields and controls on the Service Operations - General Page (Activate COPY_AM_SUBTYPE).



Select the Active check box to activate the service operation. Access the Handlers page and make sure that the Status is Active.

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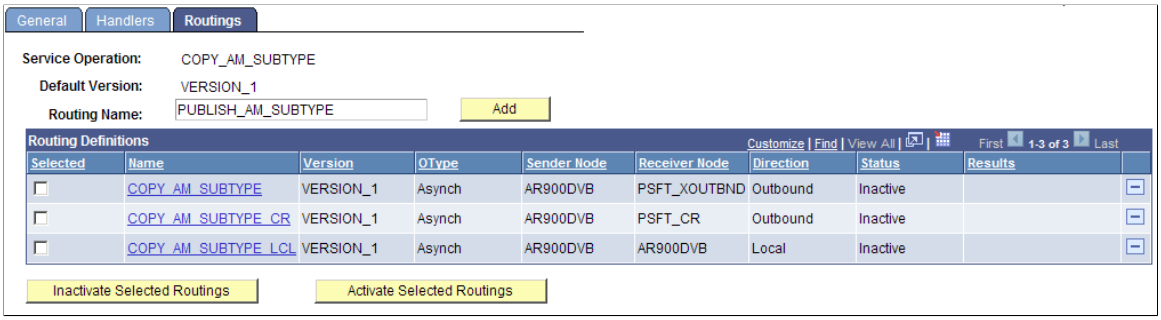
Access the Routings page and add a new routing that reflects the integration. This service operation (COPY_AM_SUBTYPE) is for Full Sync from FSCM to CRM as part of the initial setup for the integration:

Image: Adding a Routing (Routings Page — COPY_AM_SUBTYPE)

This example illustrates the fields and controls on the Adding a Routing (Routings Page — COPY_AM_SUBTYPE).

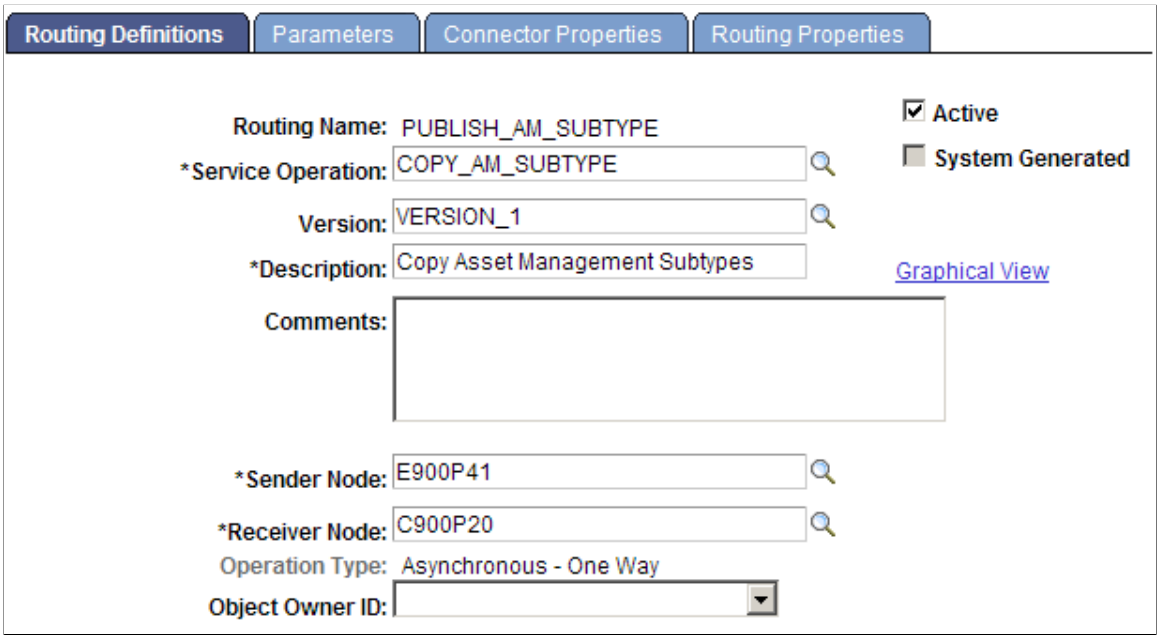


Supply the new Routing Name, PUBLISH_AM_SUBTYPE, (for example) and click the Add button.

You will be directed to the Routing Definitions page for the routing name that you just added:

Image: Routing Definitions page

This example illustrates the fields and controls on the Routing Definitions page.



Make sure the Active check box is selected, supply a description and make sure the Sender Node is the defined FSCM local node and the Receiver Node is the CRM remote node.

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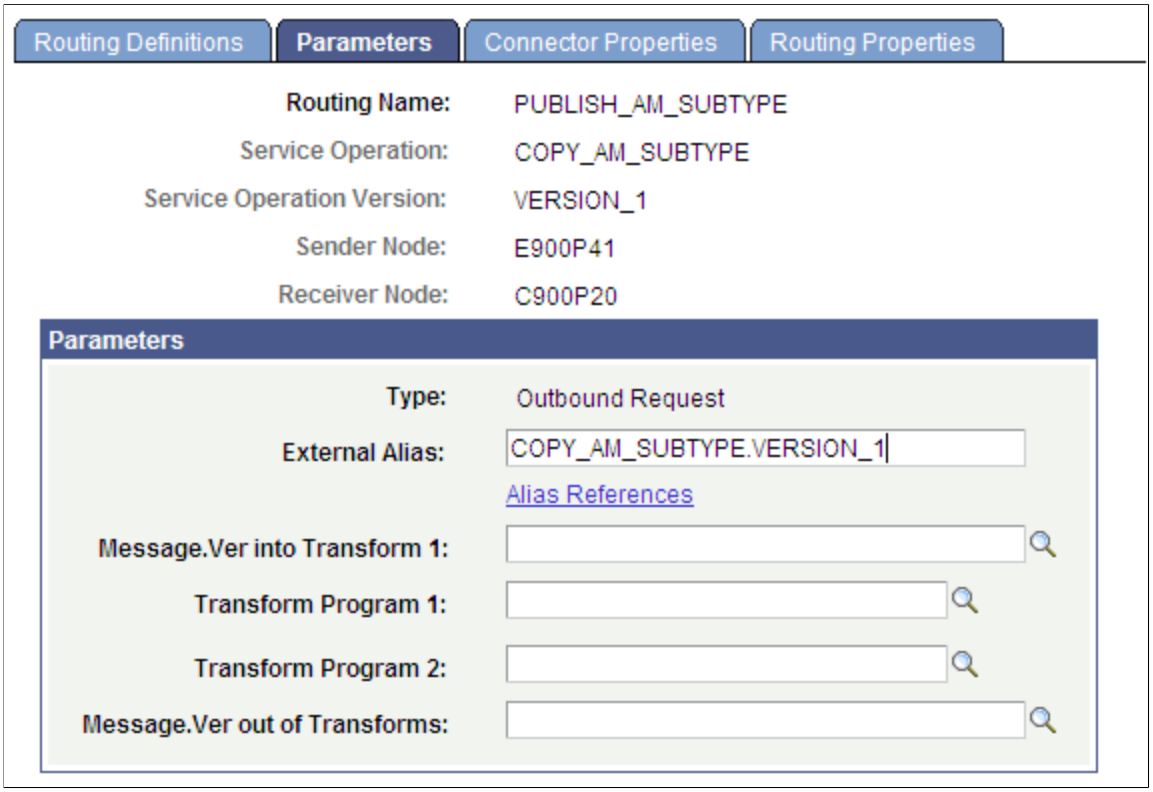
Access the Parameters page and check the External Alias. In FSCM, the routing type should be Outbound and in CRM, it should be Inbound:

Image: Parameters page

This example illustrates the fields and controls on the Parameters page.



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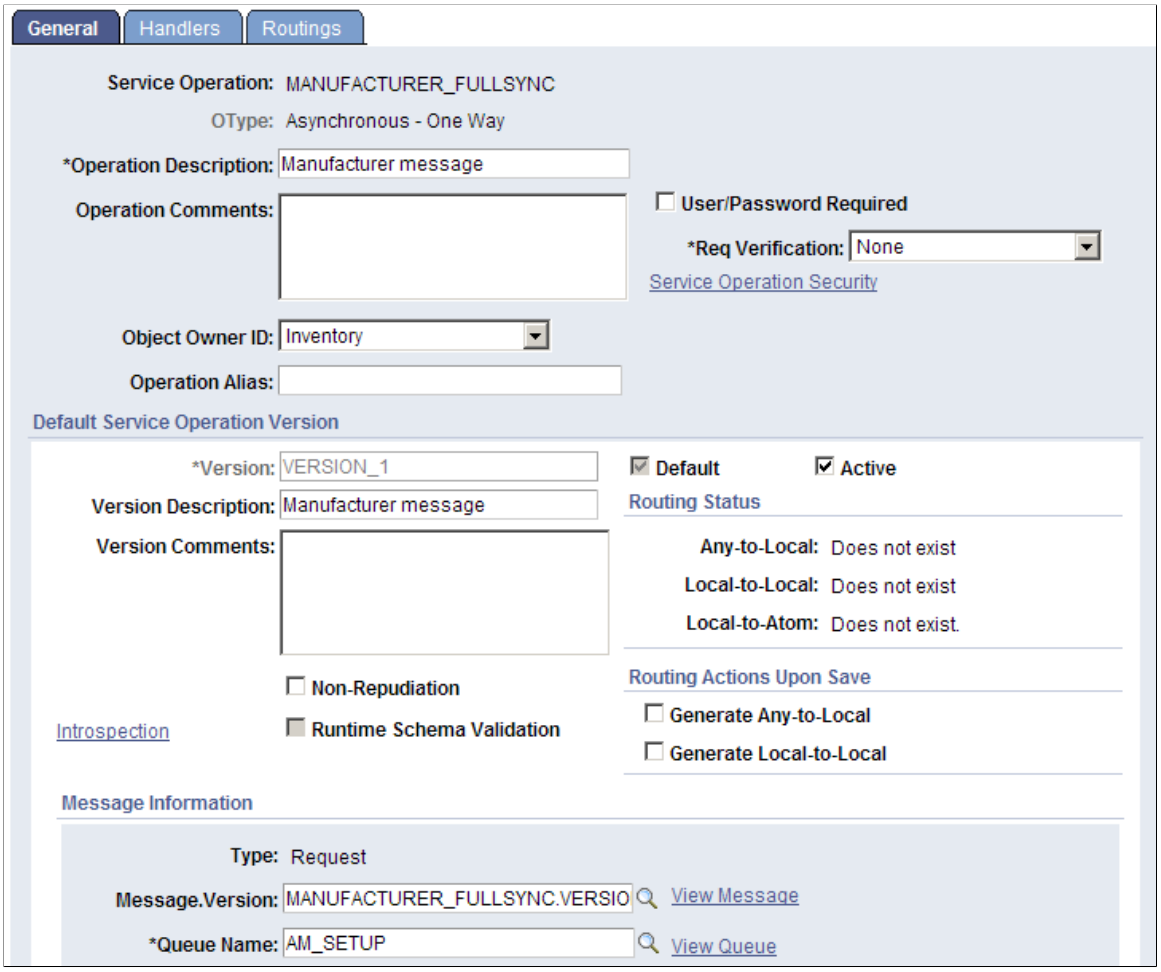
3. Activate the MANUFACTURER_FULLSYNC service operation. In the FSCM database, access the Service Operations – General page (PeopleTools, Integration Broker, Integration Setup, Service Operations. Find the MANUFACTURER_FULLSYNC service operation):

Image: Service Operations — General Page (Activate MANUFACTURER_FULLSYNC)

This example illustrates the fields and controls on the Service Operations — General Page (Activate MANUFACTURER_FULLSYNC).

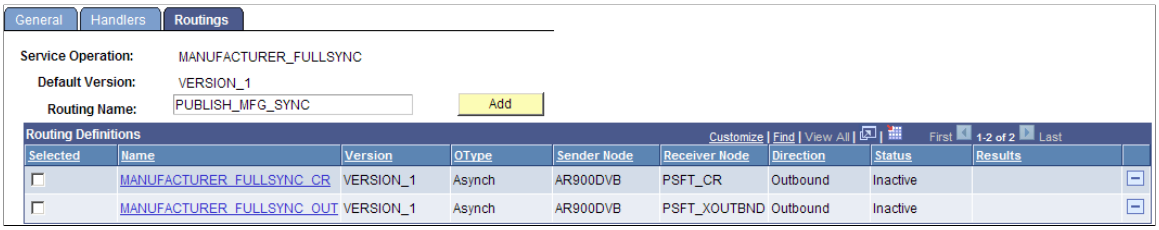


Select the Active check box. Access the Handlers page and activate the delivered handlers.

Access the Routings page and add a new routing for the integration:

Image: Routings page

This example illustrates the fields and controls on the Routings page.



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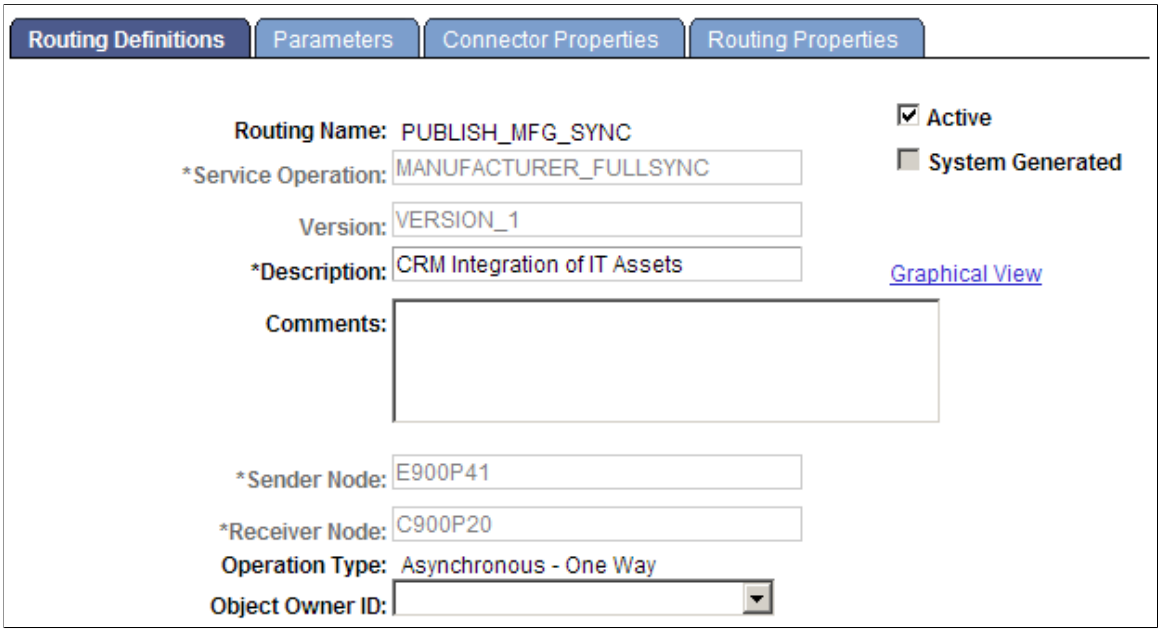
Supply the new Routing Name, PUBLISH_MFG_SYNC, (for example) and click the Add button. You will be directed to the Routing Definitions page for the routing name that you just added:

Image: Routing Definitions page

This example illustrates the fields and controls on the Routing Definitions page.



Make sure the Active check box is selected, supply a description. Make sure that the Sender Node is the FSCM local node and the Receiver Node is the CRM remote node.

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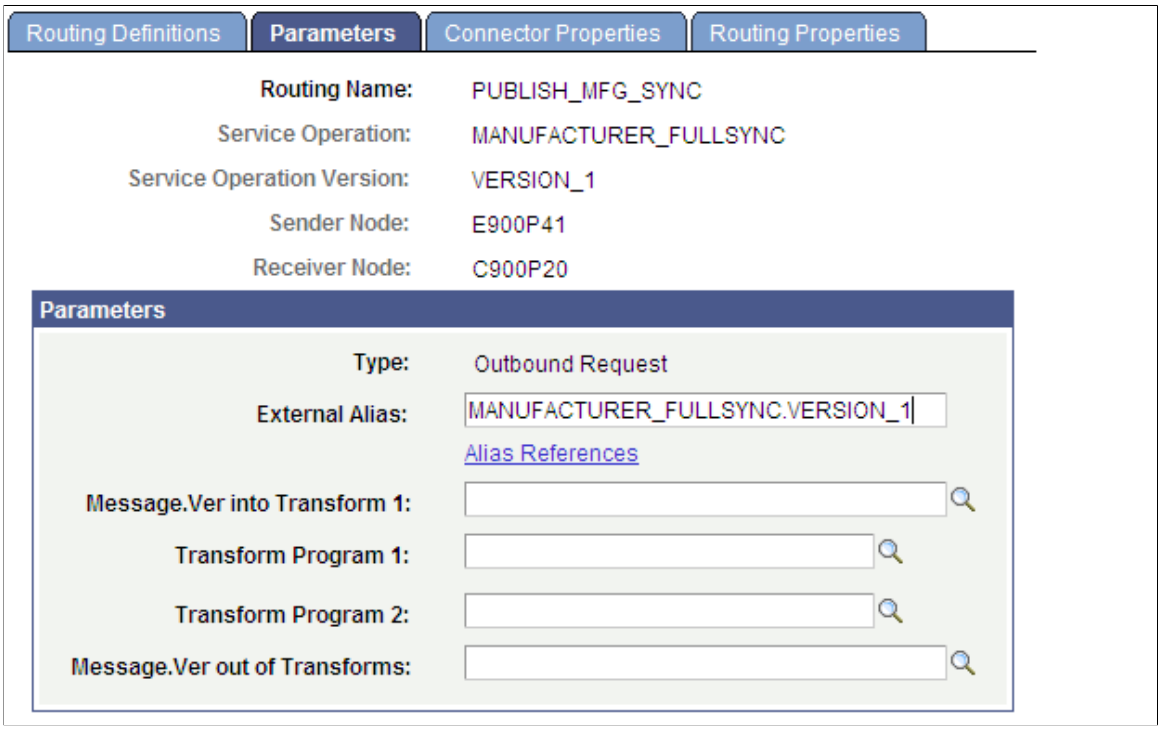
Access the Parameters page and review the External Alias:

Image: Parameters page

This example illustrates the fields and controls on the Parameters page.



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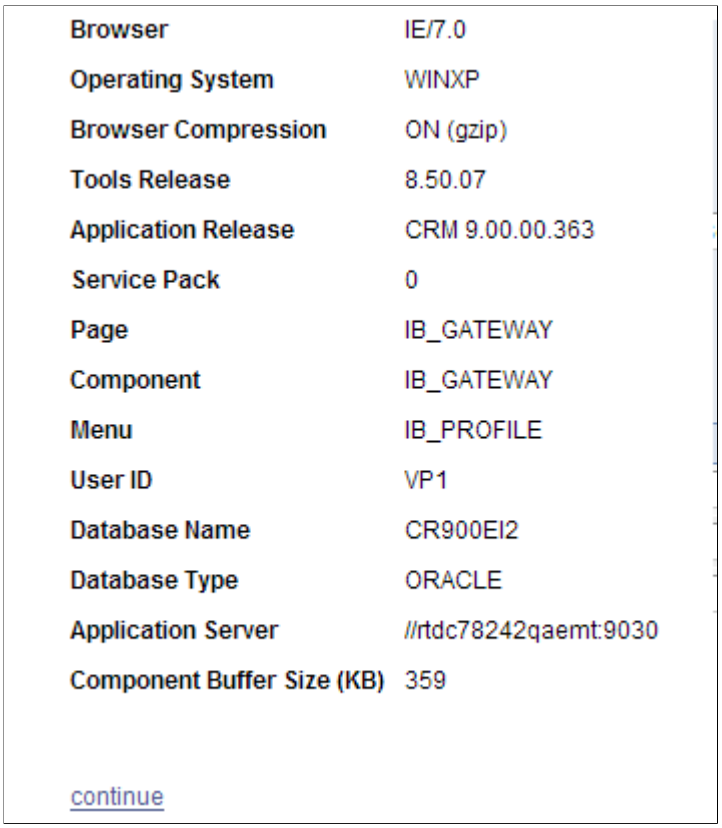
4. Activate the COPY_IT_ASSET service operation. In the FSCM database, access the Service Operations - General page (PeopleTools, Integration Broker, Integration Setup, Service Operations):

Image: Service Operations — General Page (Activate COPY_IT_ASSET)

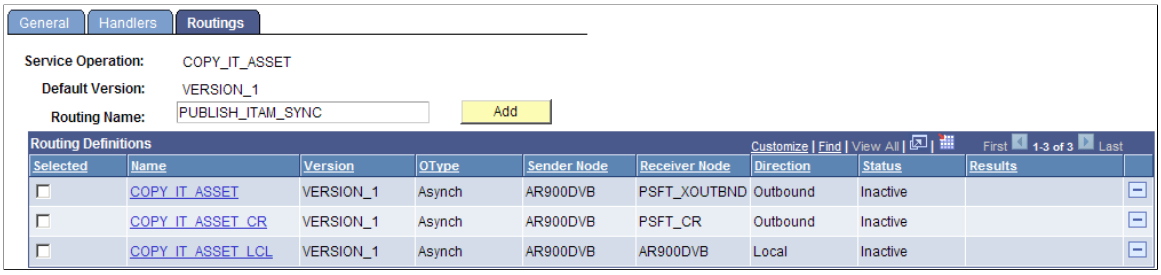
This example illustrates the fields and controls on the Service Operations — General Page (Activate COPY_IT_ASSET).



Select the Active check box. No need to activate handlers. Access the Routings page:

Image: Routings page

This example illustrates the fields and controls on the Routings page.



Add a new Routing Name, PUBLISH_ITAM_SYNC, (for example) and click the Add button.

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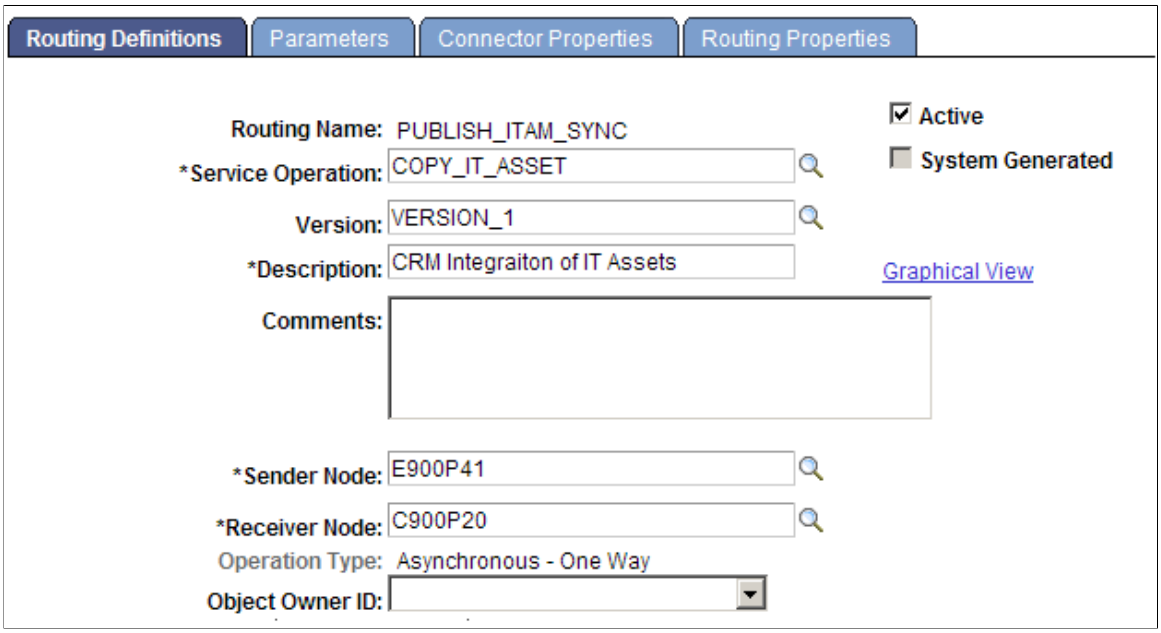
You will be directed to the Routing Definitions page of the routing that you just added:

Image: Routing Definitions page

This example illustrates the fields and controls on the Routing Definitions page.



Make sure that the Active check box is selected, supply a description and supply the Sender Node (FSCM local node) and the Receiver Node (CRM remote node).

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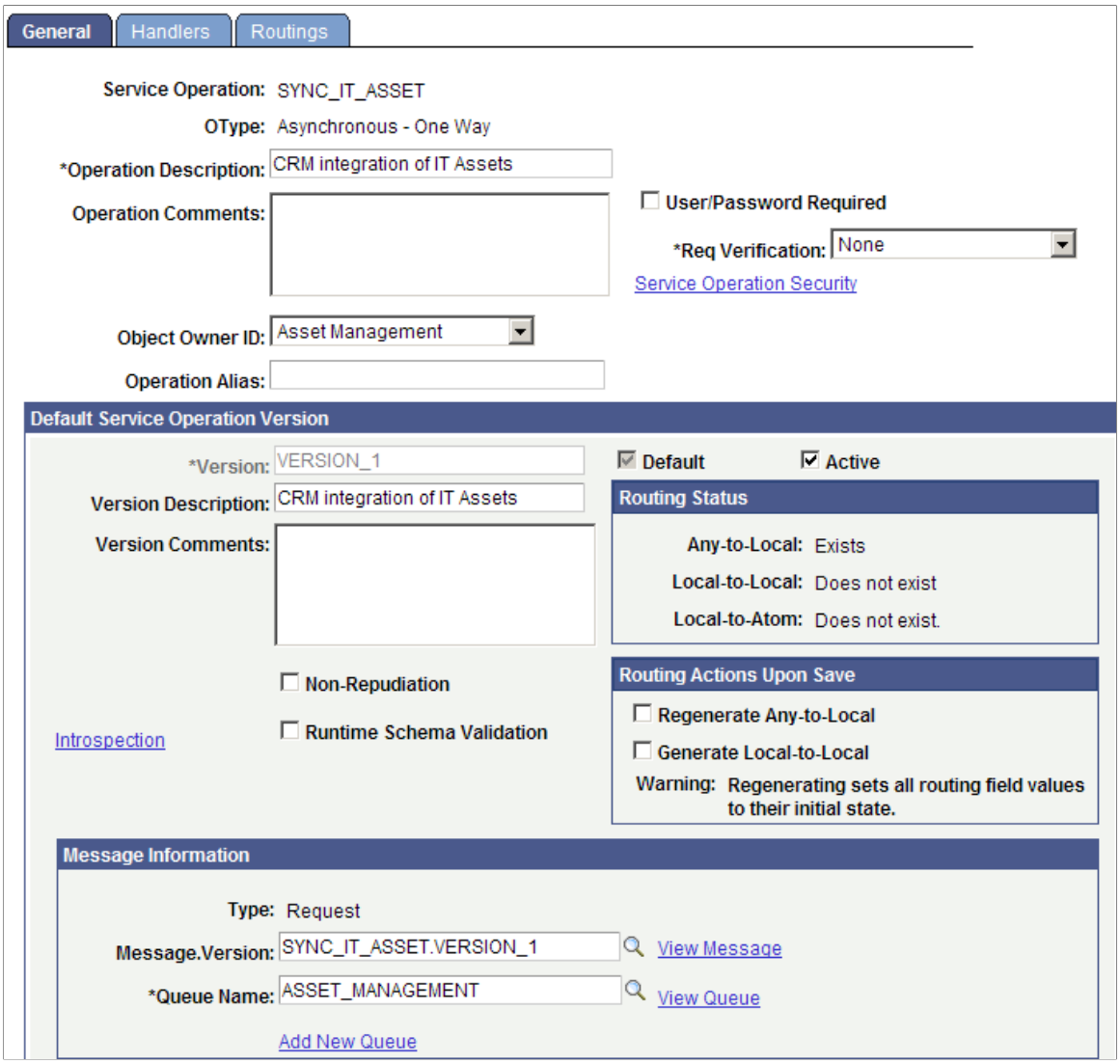
5. Activate the SYNC_IT_ASSET service operation. Access the Service Operations – General page (PeopleTools, Integration Broker, Integration Setup, Service Operations):

Image: Service Operations — General Page (Activate SYNC_IT_ASSET)

This example illustrates the fields and controls on the Service Operations — General Page (Activate SYNC_IT_ASSET).



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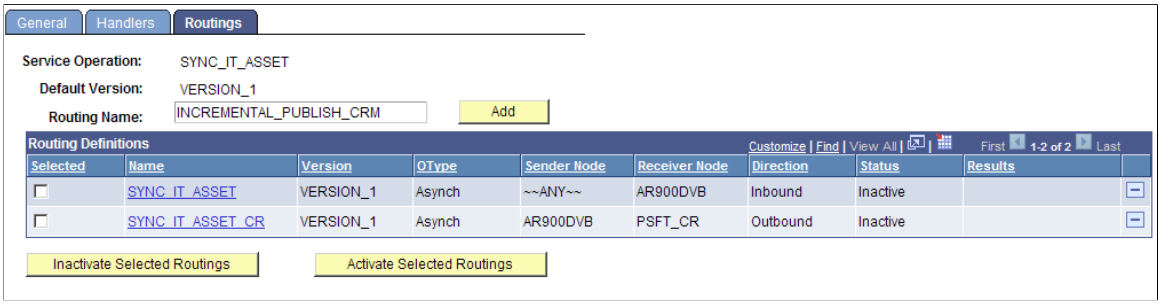
Select the Active check box. Access the Handlers page and activate its handler. Access the Routings page and add new routings for the integration:

Image: Routings page

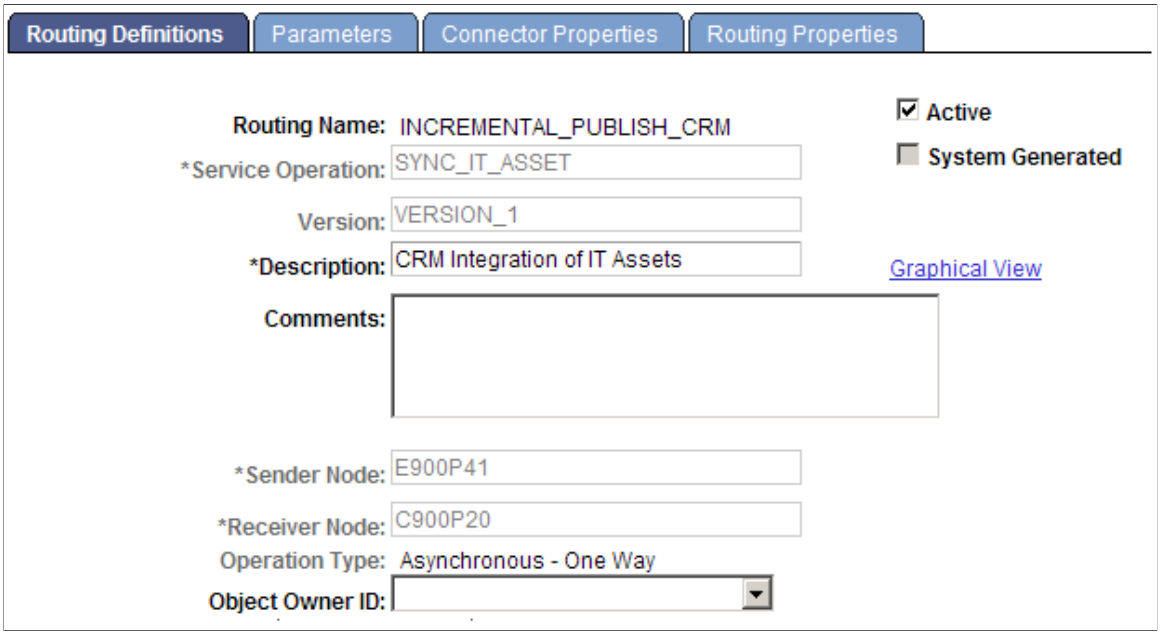
This example illustrates the fields and controls on the Routings page.



Add the Routing Name of INCREMENTAL_PUBLISH_CRM (outbound routing) and click the Add button. You will be directed to the Routing Definitions page:

Image: Routing Definitions pag

This example illustrates the fields and controls on the Routing Definitions pag.



Supply a description. The Sender Node is the FSCM node and the Receiver Nodes is CRM node.

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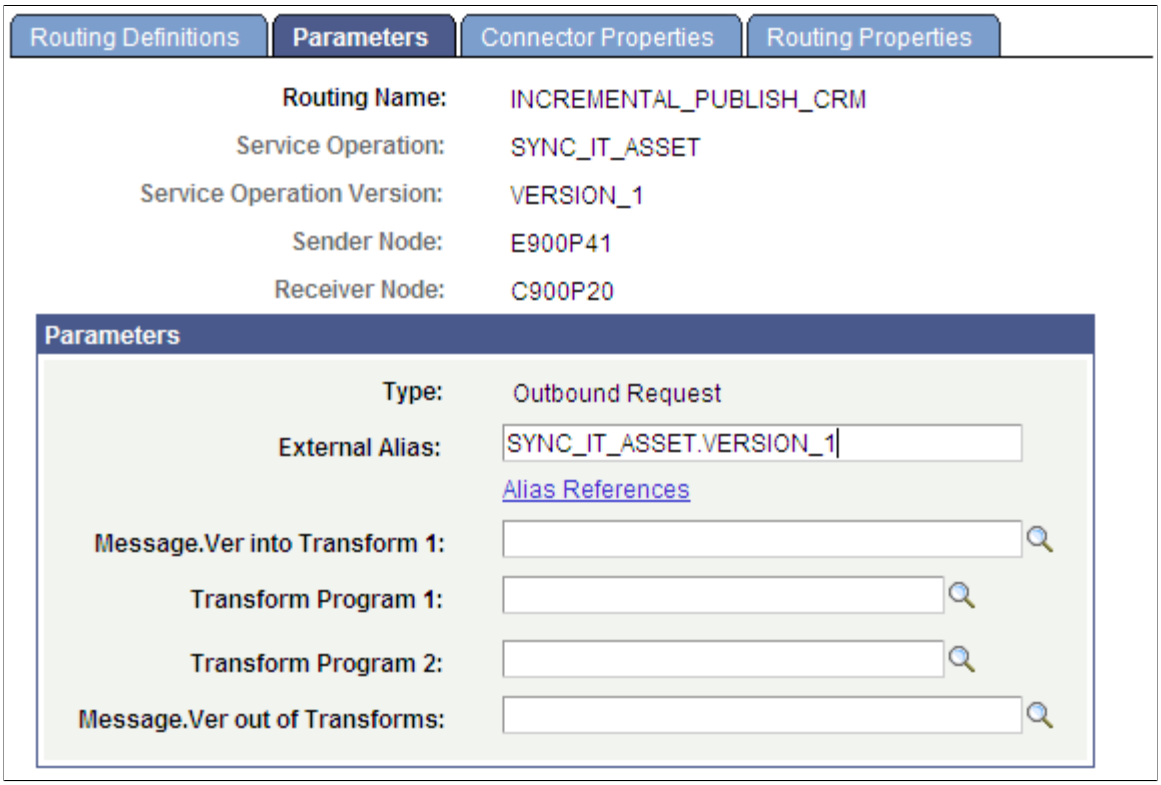
Access the Parameters page:

Image: Parameters page

This example illustrates the fields and controls on the Parameters page.



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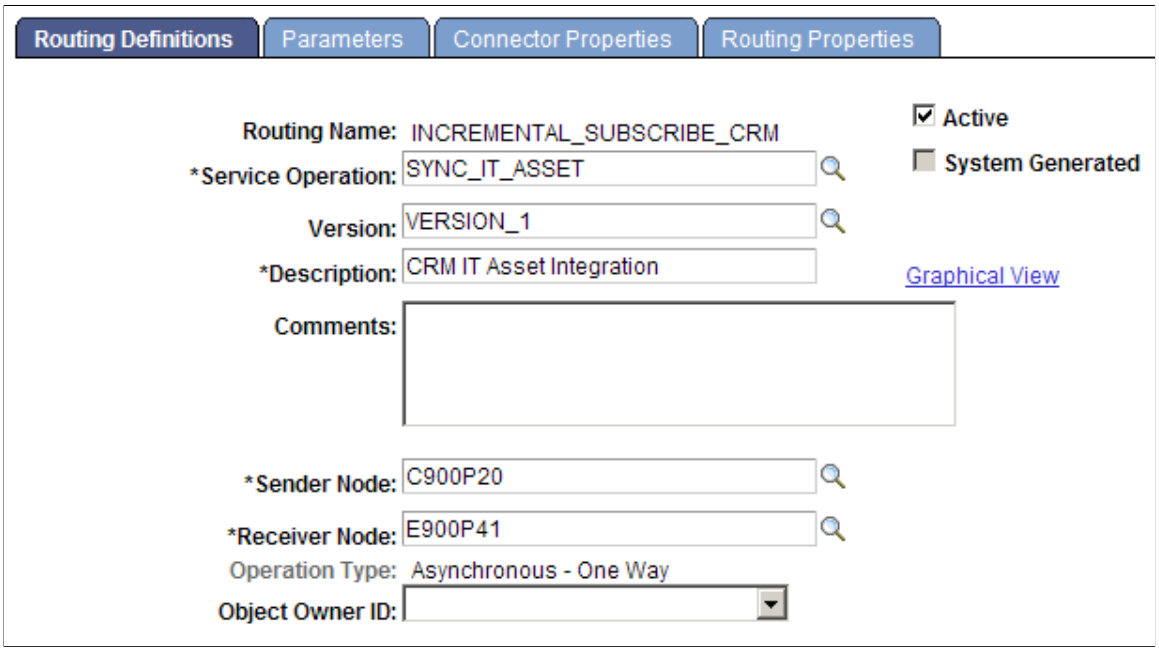
Add inbound routing, INCREMENTAL_SUBSCRIBE_CRM (for example):

Image: Routing Definitions page

This example illustrates the fields and controls on the Routing Definitions page.



Sender Node should be the CRM remote node and the Receiver Node is the FSCM local node.

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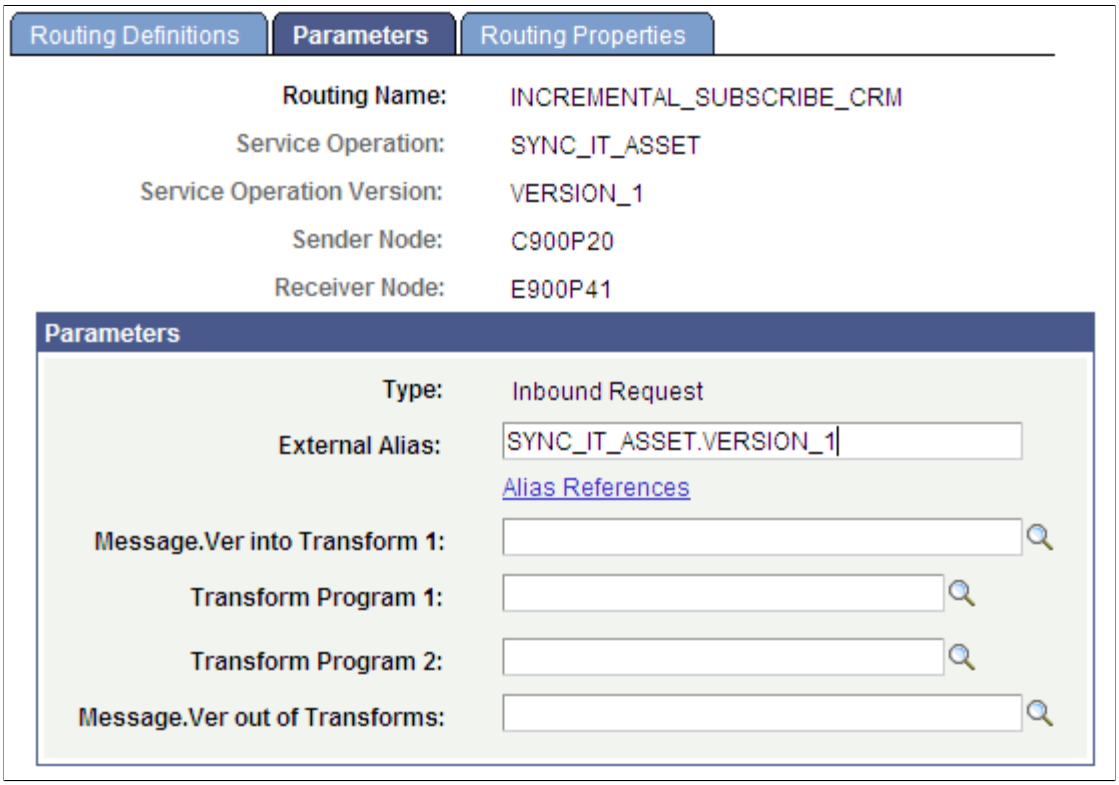
Access the Parameters page:

Image: Parameters page

This example illustrates the fields and controls on the Parameters page.



6. Use the Queue Status page (IB_MONITOR_ QUEUES) to confirm the Asset Management queue is active.

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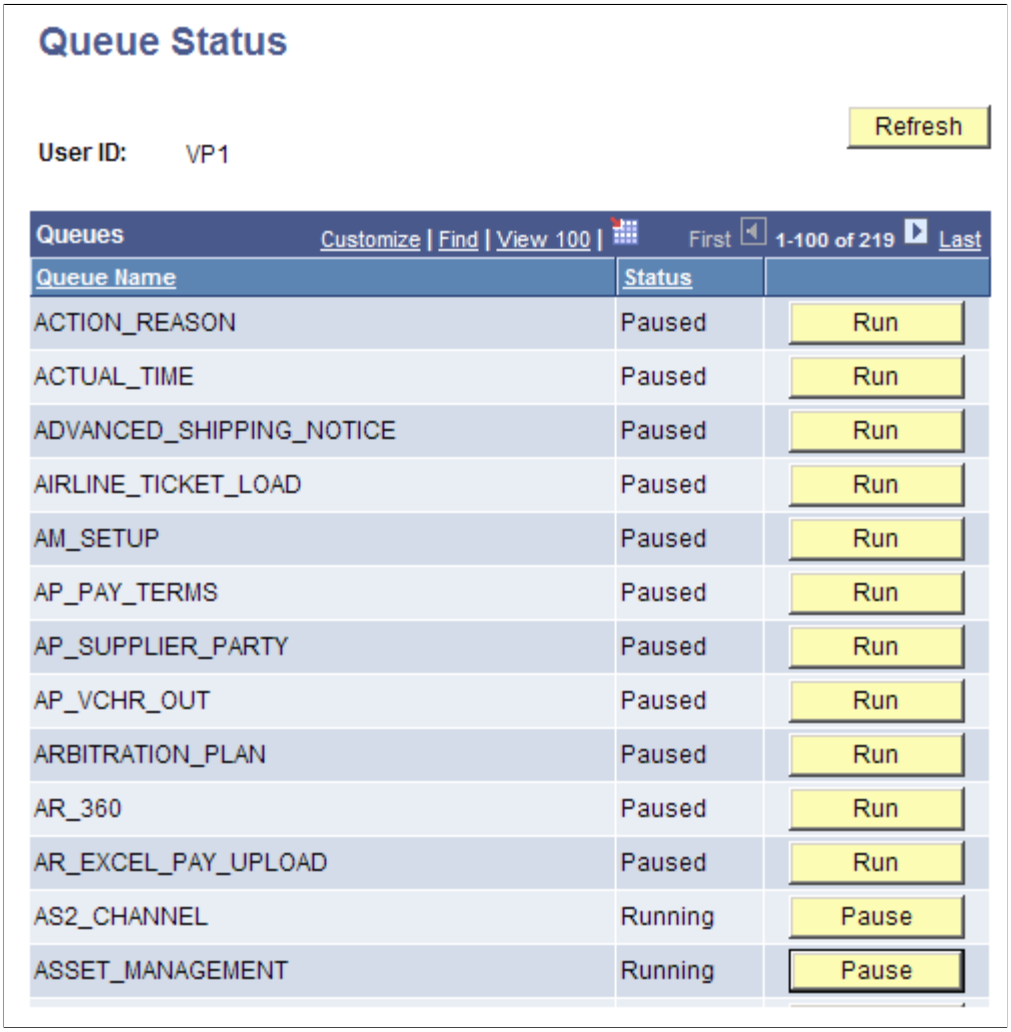
Navigation

PeopleTools, Integration Broker, Service Operations Monitor, Administration, Queue Status

Image: Queue Status page

This example illustrates the fields and controls on the Queue Status page.



If the status is Paused, (as the AM_SETUP queue pictured), click the Run button.

Setting Up and Running Full Synchronization

Follow the below mentioned steps to setup and run a full synchronization:

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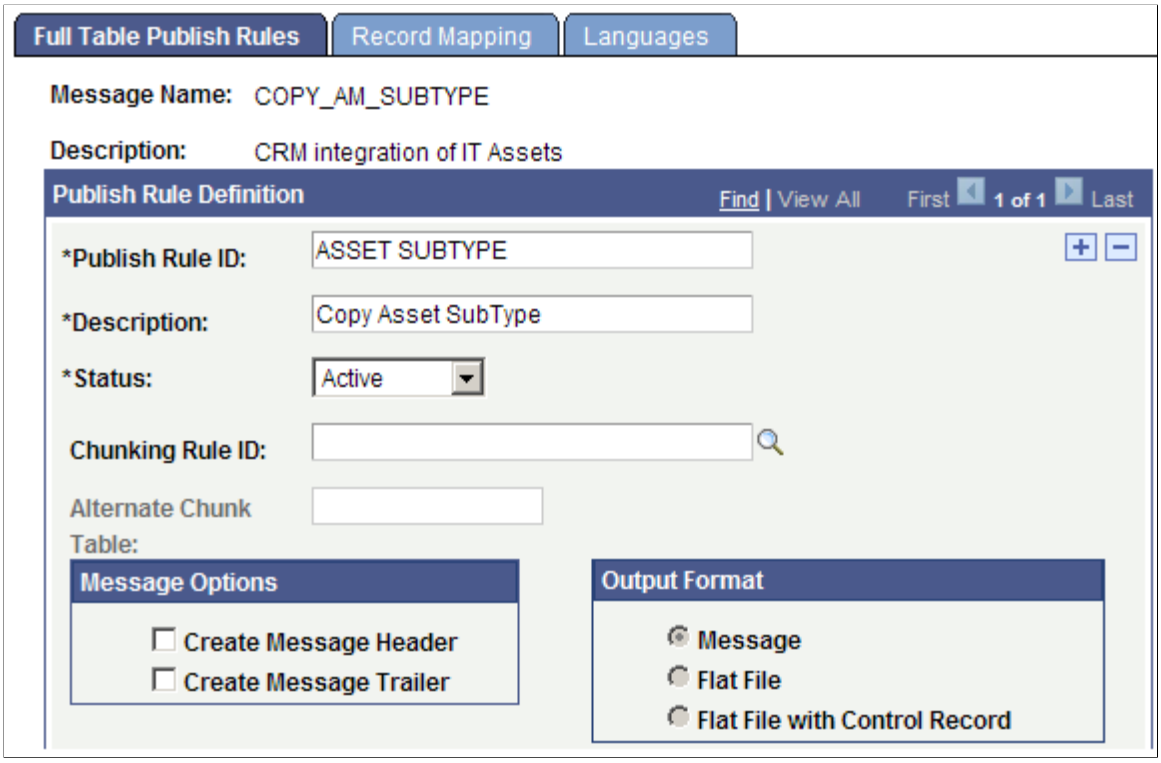
1. From the FSCM database, set up the Full Data Publish Rules for the COPY_ASSET_SUBTYPE message (Enterprise Components, Integration Definitions, Full Data Publish Rules, Full Table Publish Rules):

   Image: Full Table Publish Rules page (COPY_AM_SUBTYPE)

   This example illustrates the fields and controls on the Full Table Publish Rules page (COPY_AM_SUBTYPE). You can find definitions for the fields and controls later on this page.



   Complete Publish Rule ID, supply a description and activate as pictured.`

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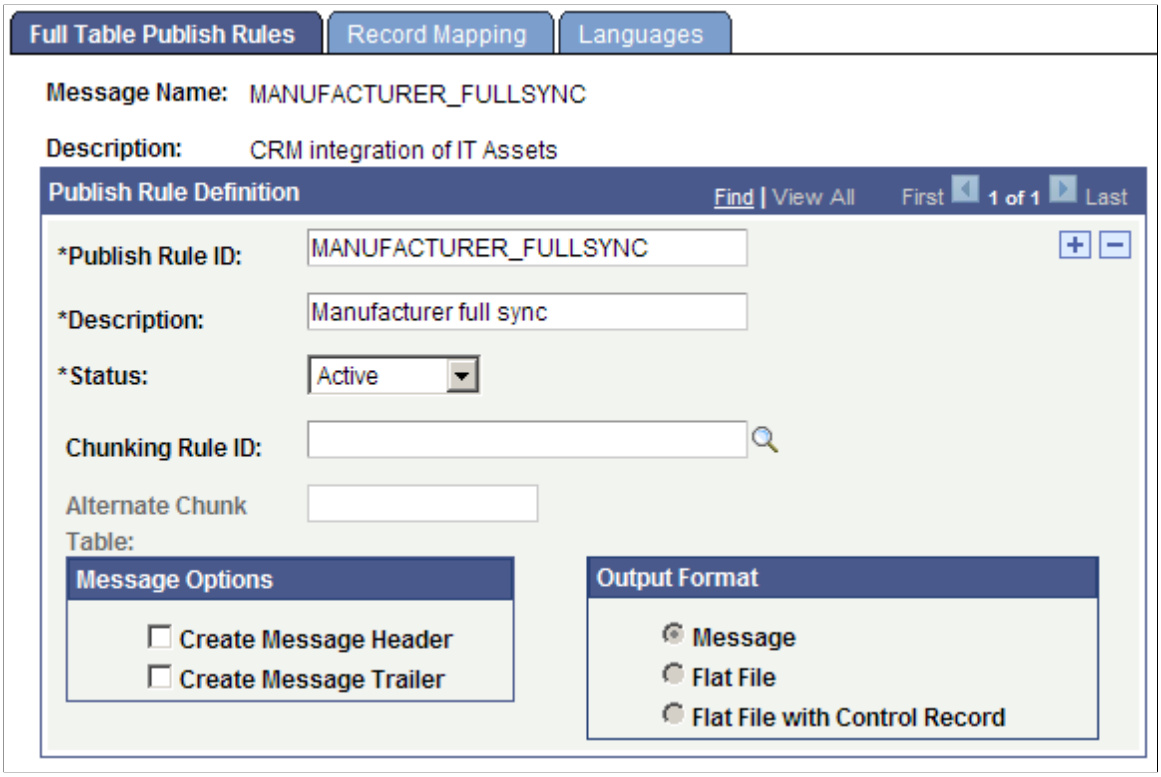
2. From the FSCM database, set up the Full Data Publish Rules for the MANUFACTURER_FULLSYNC message (Enterprise Components, Integration Definitions, Full Data Publish Rules, Full Table Publish Rules):

   Image: Full Table Publish Rules page (MANUFACTURER_FULLSYNC)

   This example illustrates the fields and controls on the Full Table Publish Rules page (MANUFACTURER_FULLSYNC).



   Complete Publish Rule ID, supply a description and activate as pictured.

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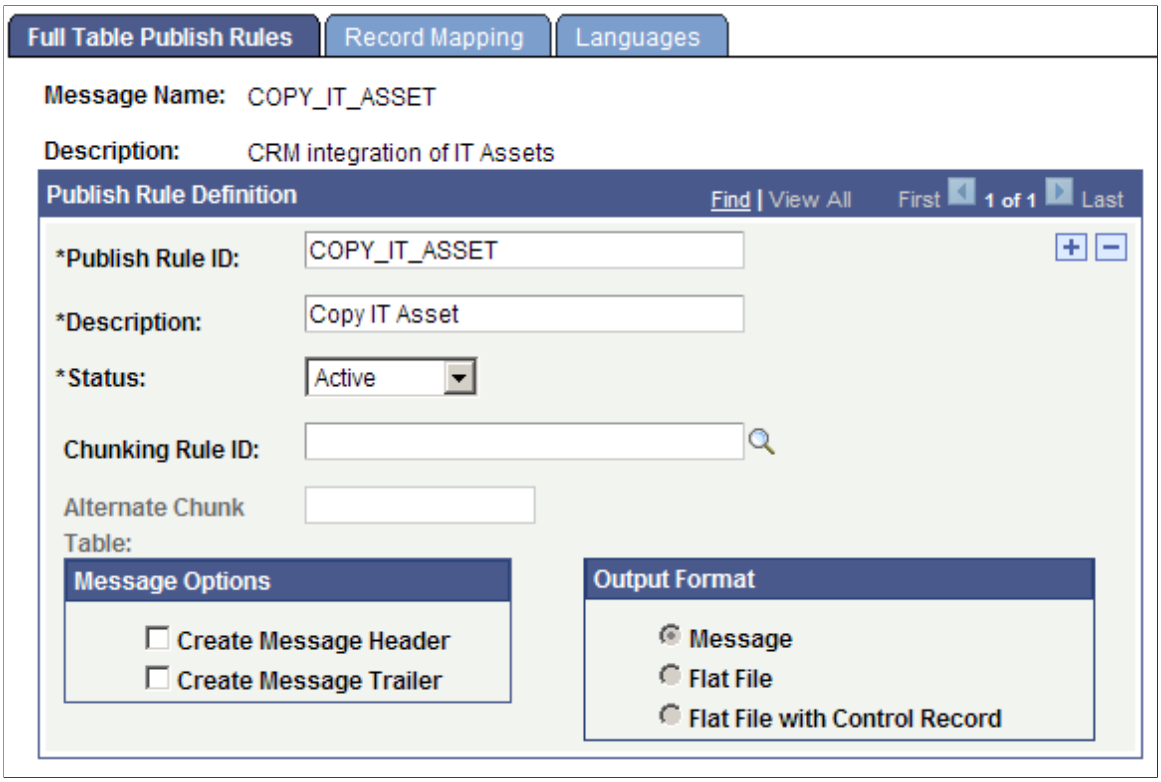
3. From the FSCM database, set up the Full Data Publish Rules for the COPY_IT_ASSET message (Enterprise Components, Integration Definitions, Full Data Publish Rules, Full Table Publish Rules):

   Image: Full Table Publish Rules page (COPY_IT_ASSET)

   This example illustrates the fields and controls on the Full Table Publish Rules page (COPY_IT_ASSET).



   Complete Publish Rule ID, supply a description and activate as pictured.

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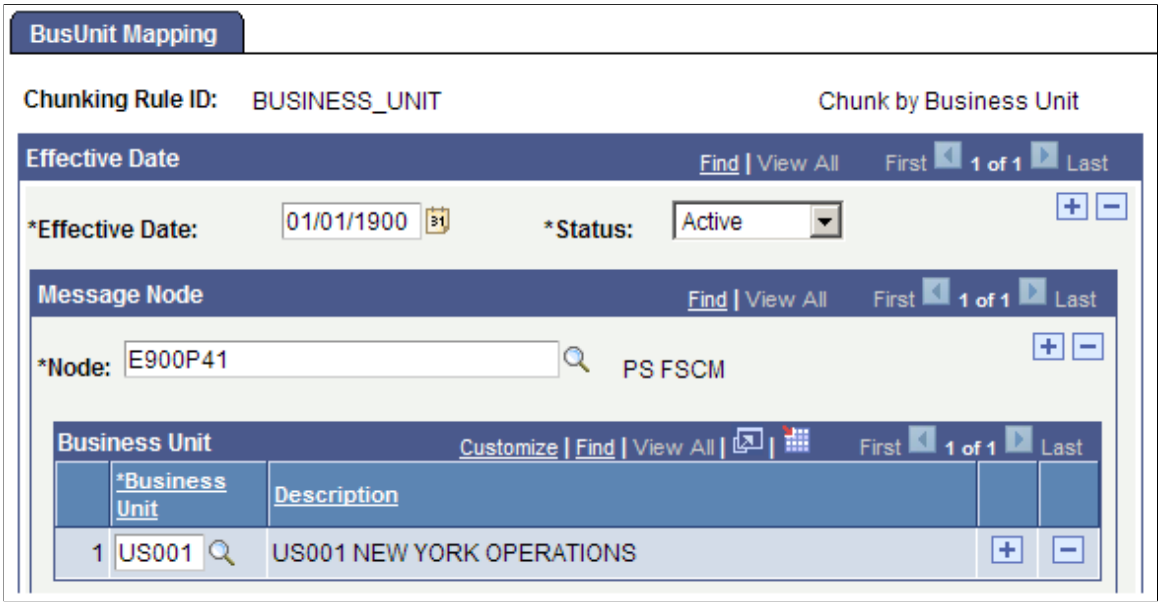
4. From FSCM, set up Map Chunking Rules for the business unit (Enterprise Components, Integration Definitions, Map Chunking Rules, Business Units):

   Image: BusUnit Mapping page

   This example illustrates the fields and controls on the BusUnit Mapping page.



   Supply the FSCM local node and add the business unit or units that are involved.

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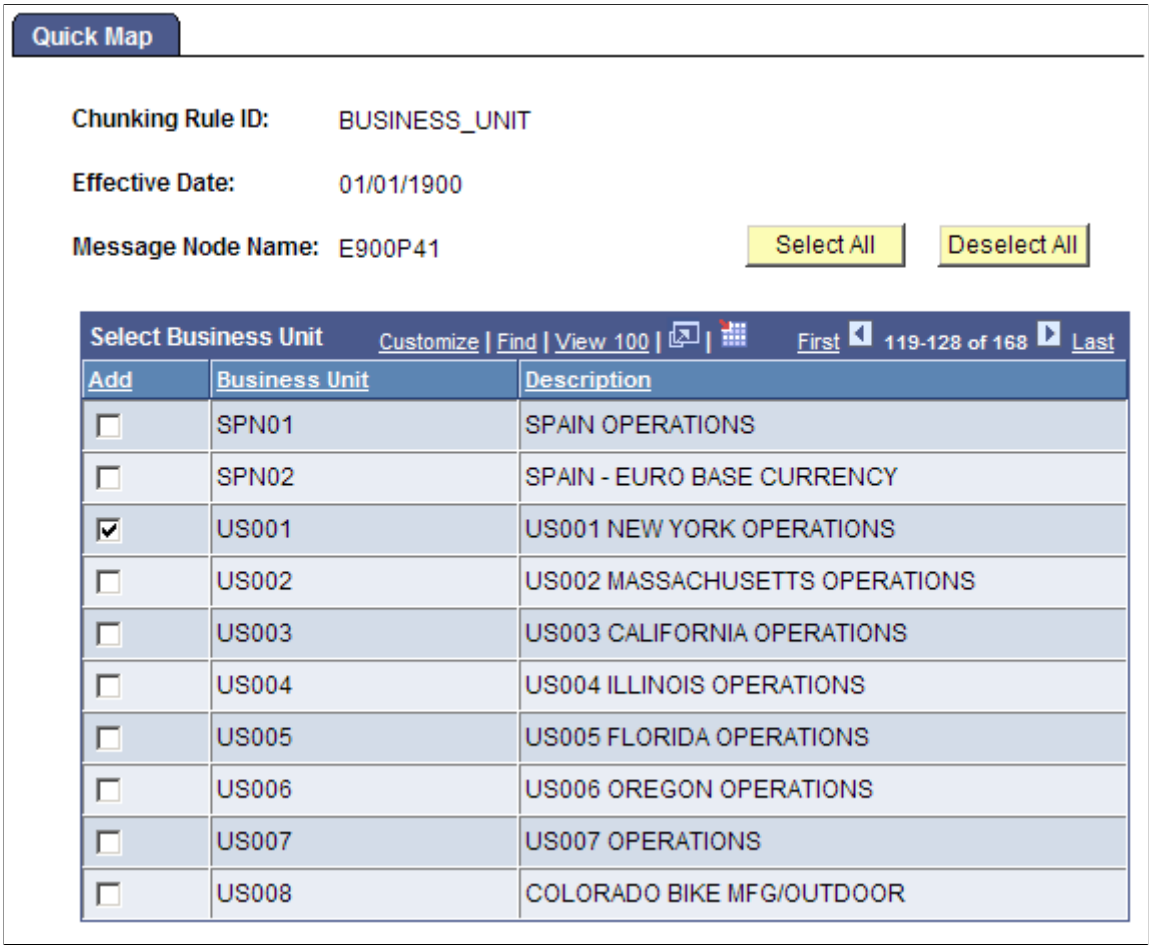
5. Review association of Chunking Rule to the business unit (Enterprise Components, Integration Definitions, Map Chunking Rules, BU to Chunk Rule/Node, Quick Map):

Image: Quick Map page

This example illustrates the fields and controls on the Quick Map page.



Make sure your business unit is selected.

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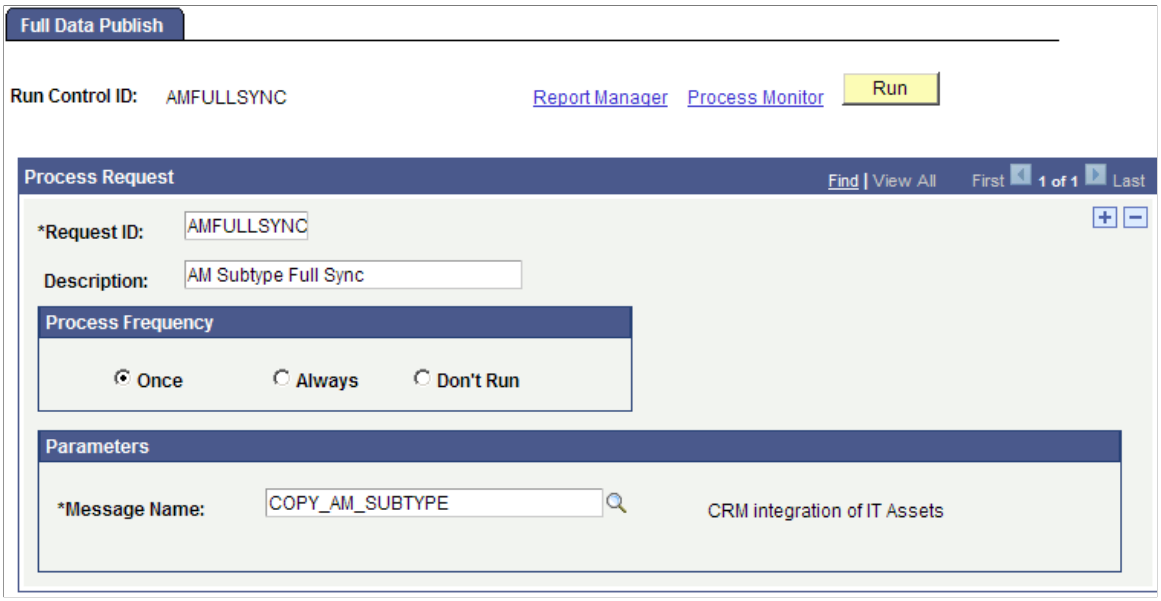
6. Run the full synchronization of Asset Subtypes, launch the Full Table Data Publish Application Engine program, EOP_PUBLISHT (Enterprise Components, Integration Definitions, Initiate Processes, Full Data Publish):

Image: Full Data Publish (AMFULLSYNC)

This example illustrates the fields and controls on the Full Data Publish (AMFULLSYNC).

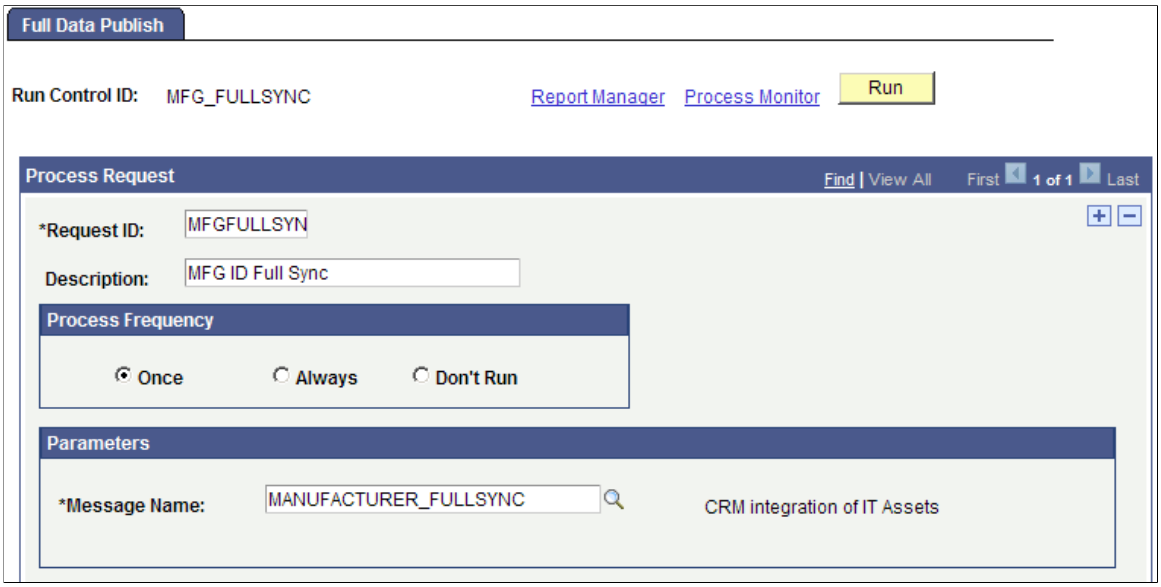


Create a Run Control ID and complete as pictured. Save and run.

7. Run the full synchronization of Manufacturer IDs, launch the Full Table Data Publish Application Engine program, EOP_PUBLISHT (Enterprise Components, Integration Definitions, Initiate Processes, Full Data Publish):

Image: Full Data Publish page (MFG_FULLSYNC)

This example illustrates the fields and controls on the Full Data Publish page (MFG_FULLSYNC).



Create a Run Control ID and complete as pictured. Save and run.

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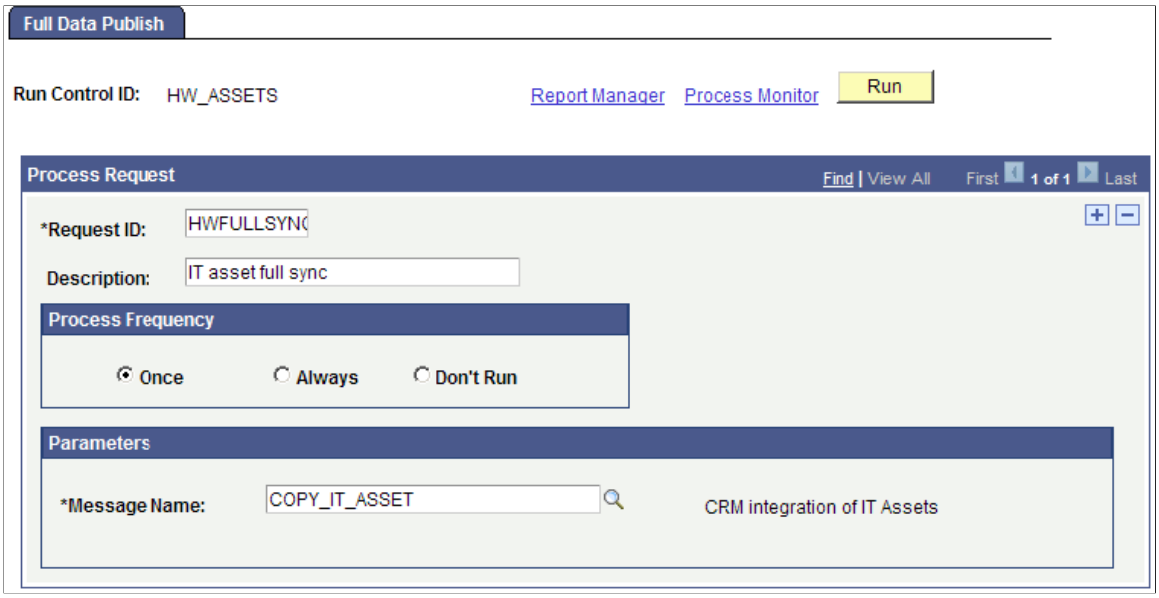
8. Run the full synchronization of IT Assets, launch the Full Table Data Publish Application Engine program, EOP_PUBLISHT (Enterprise Components, Integration Definitions, Initiate Processes, Full Data Publish):

   Image: Full Data Publish page (HW_ASSETS)

   This example illustrates the fields and controls on the Full Data Publish page (HW_ASSETS).



   Create a Run Control ID and complete as pictured. Save and run.

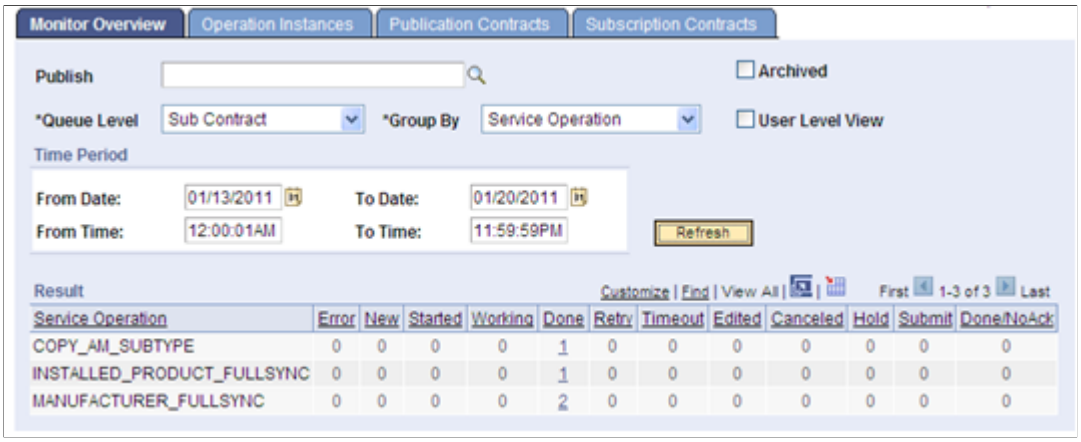
Verifying and Troubleshooting Synchronization Results

1. Once you have run the full synchronization, verify the status of the processes.

   Access the Service Operations Monitor in CRM after first full synchronization (Integration Broker, Service Operations Monitor, Monitoring, Asynchronous Services, Monitor Overview):

   Image: Service Operations Monitor in CRM

   This example illustrates the fields and controls on the Service Operations Monitor in CRM.



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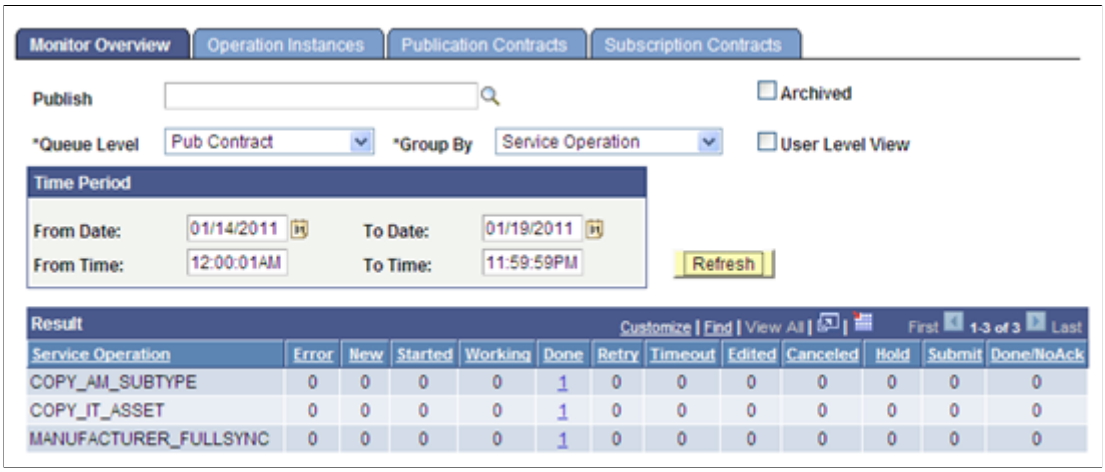
Notice that the service operations will show up in the Done column once they are run.

Access the Service Operations Monitor in FSCM after first full synchronization (Integration Broker, Service Operations Monitor, Monitoring, Asynchronous Services, Monitor Overview):

Image: Service Operations Monitor in FSCM

This example illustrates the fields and controls on the Service Operations Monitor in FSCM.



Service Operation	Error	New	Started	Working	Done	Retry	Timeout	Edited	Canceled	Hold	Submit	Done/NoAck
COPY_AM_SUBTYPE	0	0	0	0	1	0	0	0	0	0	0	0
COPY_IT_ASSET	0	0	0	0	1	0	0	0	0	0	0	0
MANUFACTURER_FULLSYNC	0	0	0	0	1	0	0	0	0	0	0	0

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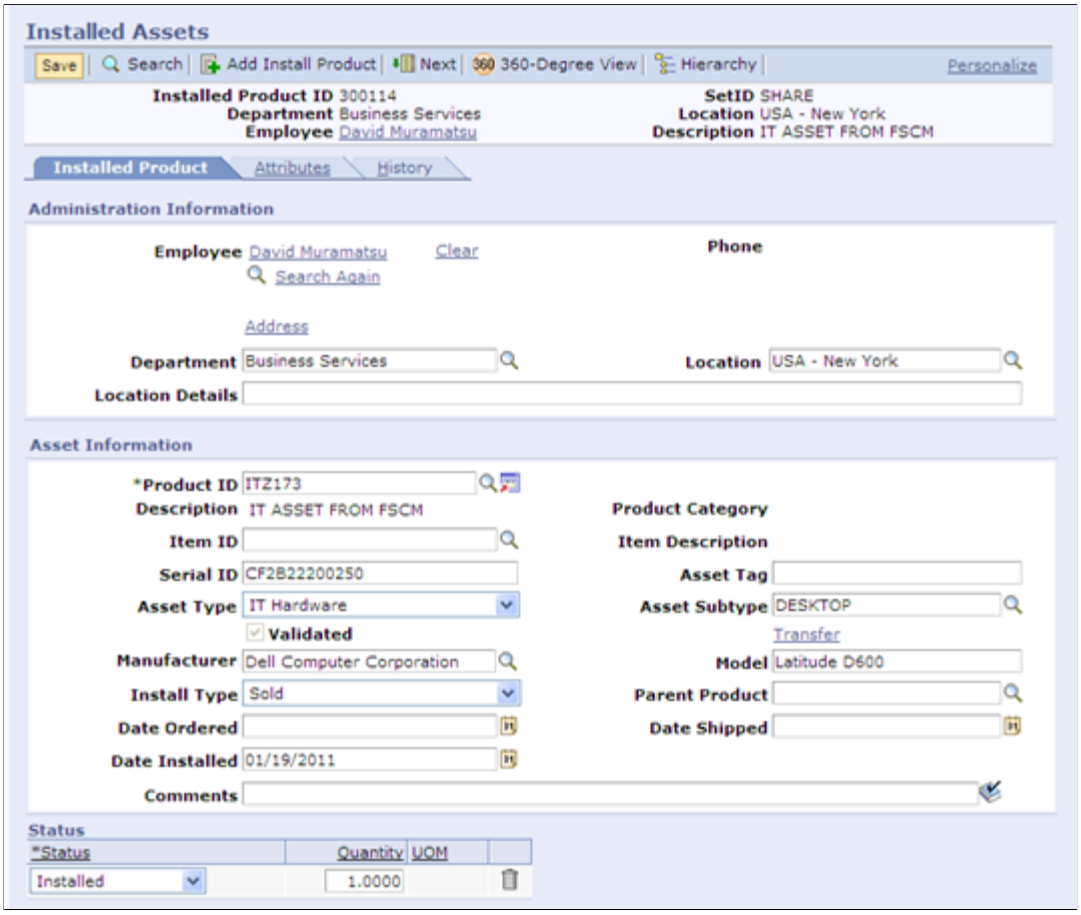
2. Spot check details of synchronized assets between CRM and FSCM. In CRM, access the Installed Assets page of one of the assets:

Image: Install Assets page in CRM

This example illustrates the fields and controls on the Install Assets page in CRM.



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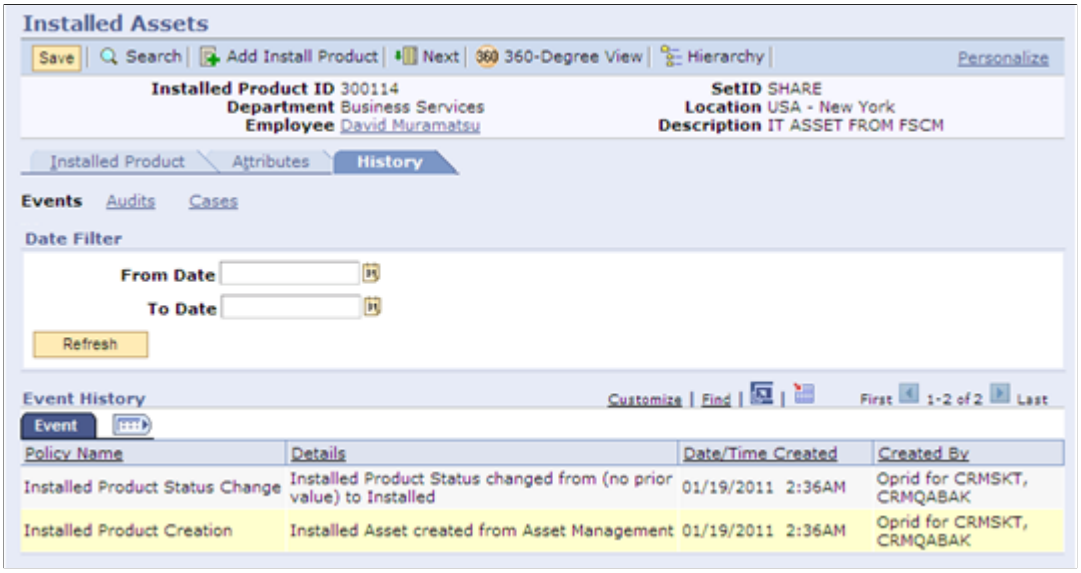
The asset information between two applications should reflect the same data. Navigate to the History tab and review results:

Image: Installed Assets page - History tab

This example illustrates the fields and controls on the Installed Assets page - History tab.



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3. In FSCM, compare the Asset – General Information page (Asset Management, Asset Transactions, Owned Assets, Basic Add, General Information):

Image: Asset - General Information page (FSCM database)

This example illustrates the fields and controls on the Asset - General Information page (FSCM database).

General Information | Operation/Maintenance | Asset Acquisition Detail | Location/Comments/Attributes

Unit: US001 Asset ID: ITZ173 Dell Latitude D600 Tag: In Service

Asset Information

Description: Dell Latitude D600 Short Description: D600

CAP #: Seq #: Set R and D Info...

Taggable Asset Tag Number:

Asset Warehouse Mapping

Asset Class: LAPTOP LAPTOP Auction Status: Not allowed to be Auctioned

Asset Type: Hardware Region Code:

Asset Subtype: DESKTOP Desktop Capitalized Asset

*Asset Status: In Service New Asset

Acquisition Date: 12/07/2004 Available For Use

Placement Date: 12/13/2004 Composite Asset

Collateral Asset: Composite Asset ID:

*Acquisition Code: Purchased

FERC Code:

Financing Code:

Fair Value: 0.000 Appraisal Date: Fair Market Value Details

Replacement Cost: Last Update:

Index Name:

SubIndex Name:

Parent/Child: None Parent ID:

Profile ID: COMPUTERS Book Page

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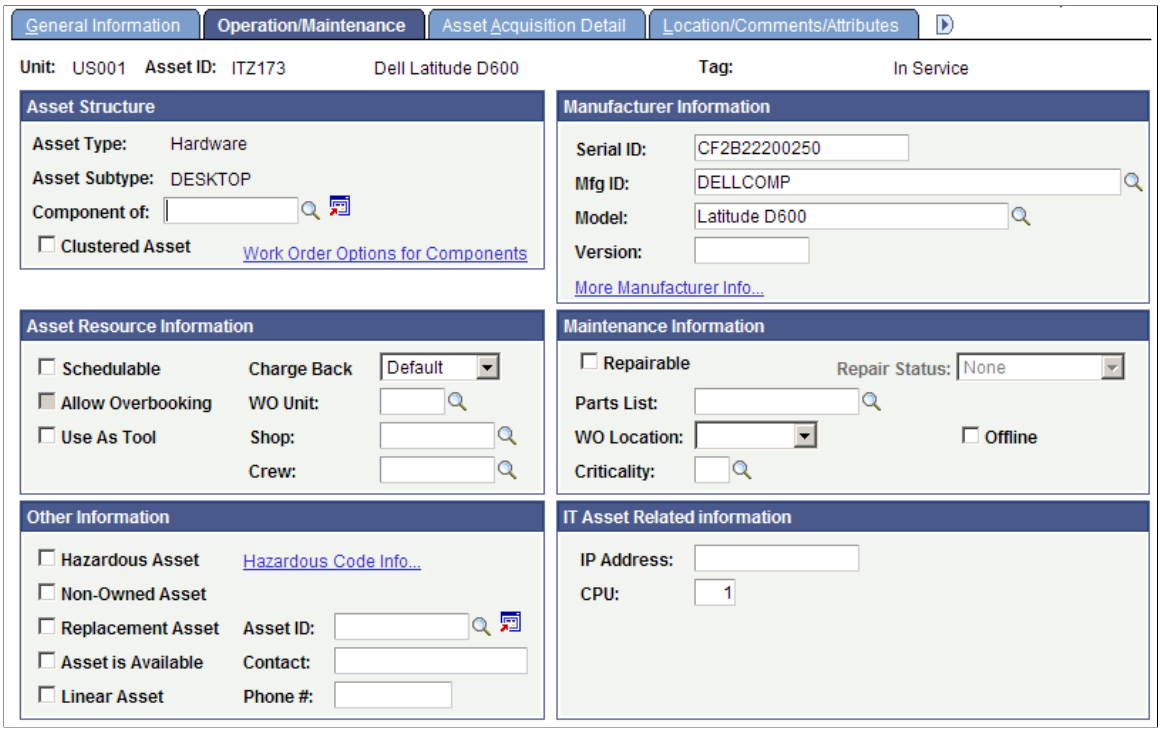
Review asset details on all pages of the Asset component. Compare the asset detail information between two applications; it should reflect the same data. Navigate to the Operation/Maintenance page, and so on):

Image: Operation Maintenance page

This example illustrates the fields and controls on the Operation Maintenance page.



4. Troubleshoot any errors:

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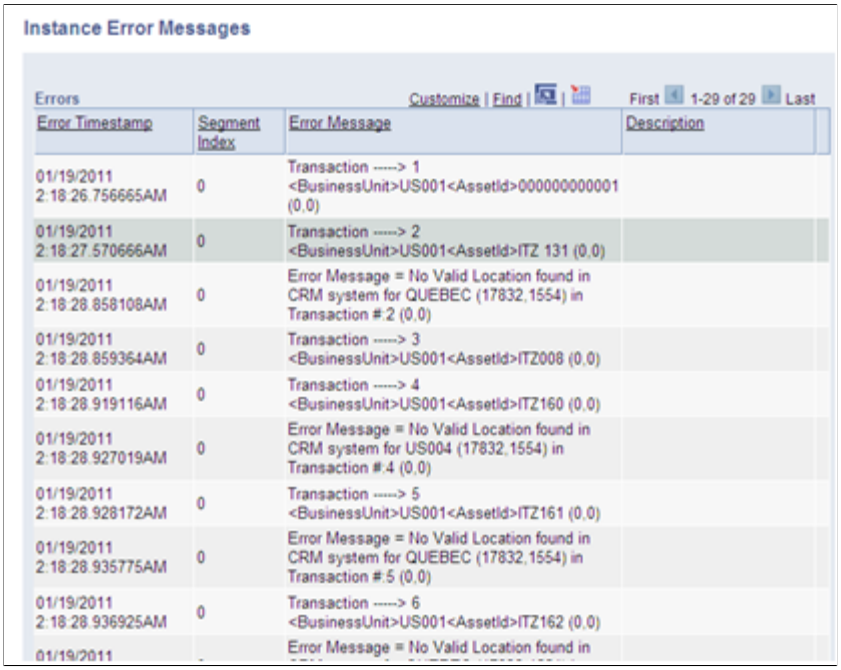
Access the Integration Broker Asynchronous Monitor (Service Operations Monitor, Monitoring, Asynchronous Services, Detail of Transaction). Click the Error link to view error messages:

Image: Instance Error Messages page

This example illustrates the fields and controls on the Instance Error Messages page.



Instance Error Messages

Errors Customize | Find | First 1-29 of 29 Last

Error Timestamp	Segment Index	Error Message	Description
01/19/2011 2:18:26.756665AM	0	Transaction -----> 1 <BusinessUnit>US001<AssetId>000000000001 (0,0)	
01/19/2011 2:18:27.570666AM	0	Transaction -----> 2 <BusinessUnit>US001<AssetId>ITZ 131 (0,0)	
01/19/2011 2:18:28.858108AM	0	Error Message = No Valid Location found in CRM system for QUEBEC (17832,1554) in Transaction #:2 (0,0)	
01/19/2011 2:18:28.859364AM	0	Transaction -----> 3 <BusinessUnit>US001<AssetId>ITZ008 (0,0)	
01/19/2011 2:18:28.919116AM	0	Transaction -----> 4 <BusinessUnit>US001<AssetId>ITZ160 (0,0)	
01/19/2011 2:18:28.927019AM	0	Error Message = No Valid Location found in CRM system for US004 (17832,1554) in Transaction #:4 (0,0)	
01/19/2011 2:18:28.928172AM	0	Transaction -----> 5 <BusinessUnit>US001<AssetId>ITZ161 (0,0)	
01/19/2011 2:18:28.935775AM	0	Error Message = No Valid Location found in CRM system for QUEBEC (17832,1554) in Transaction #:5 (0,0)	
01/19/2011 2:18:28.936925AM	0	Transaction -----> 6 <BusinessUnit>US001<AssetId>ITZ162 (0,0)	
01/19/2011		Error Message = No Valid Location found in	

After performing the full synchronization of Assets, if some of the pre-required values like Location or Employee ID are not in Sync between CRM and FSCM, the Integration Broker Transaction will end with status of ERROR. The detail will display unmapped values.

If using the delivered system sample data, the process on the CRM side will end in an error due to a mismatch of values of Location and Employee ID. The following stepscould then be used as a work around :

- Create those values in CRM before running the full synchronization process and resubmit.
  - The unmapped EMPLIDs are mostly those that start with "KU" and "RS".
  - The unmapped Locations are likely QUEBEC and US005, among others.
- Modify the XML. Edit the message, copy it to any editor and identify the values, then replace. Resubmit.
- After the successful completion of the process, INSTALLED_PRODUCT_FULLSYNC, if some assets from FSCM do not appear as part of the Help Desk's Installed Assets, it would likely be caused by mapping-related setup that did not included the specific combination of Manufacturer ID, Asset Subtype, Model ID, and Product ID.

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Installed Assets and Incremental Synchronization

The following section discusses:

- Example: Entering an Installed Asset from CRM HelpDesk
- Example: Integrating an asset from FSCM to CRM

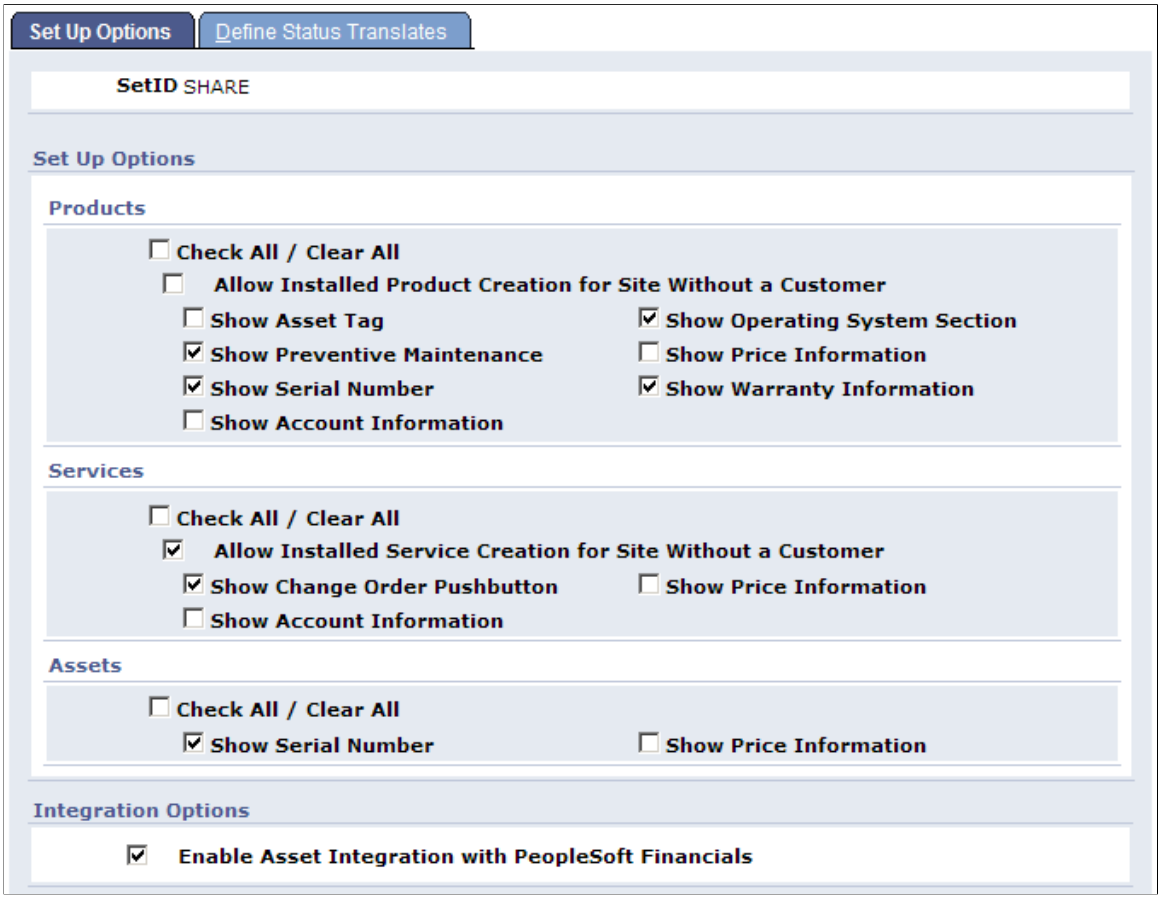
Example: Entering an Installed Asset from CRM HelpDesk

The following presents an example of entering an installed asset from CRM HelpDesk:

1. Log on to the CRM database. Access the Installed Products Configuration – Set Up Options page (Set Up CRM, Product Related, Installed Product, Configuration.)

   Image: Installed Products Configuration - Set Up Options page (CRM)

   This example illustrates the fields and controls on the Installed Products Configuration - Set Up Options page (CRM).

   Select the Show Serial Number check box and the Enable Asset Integration with PeopleSoft Financials check box. Save.

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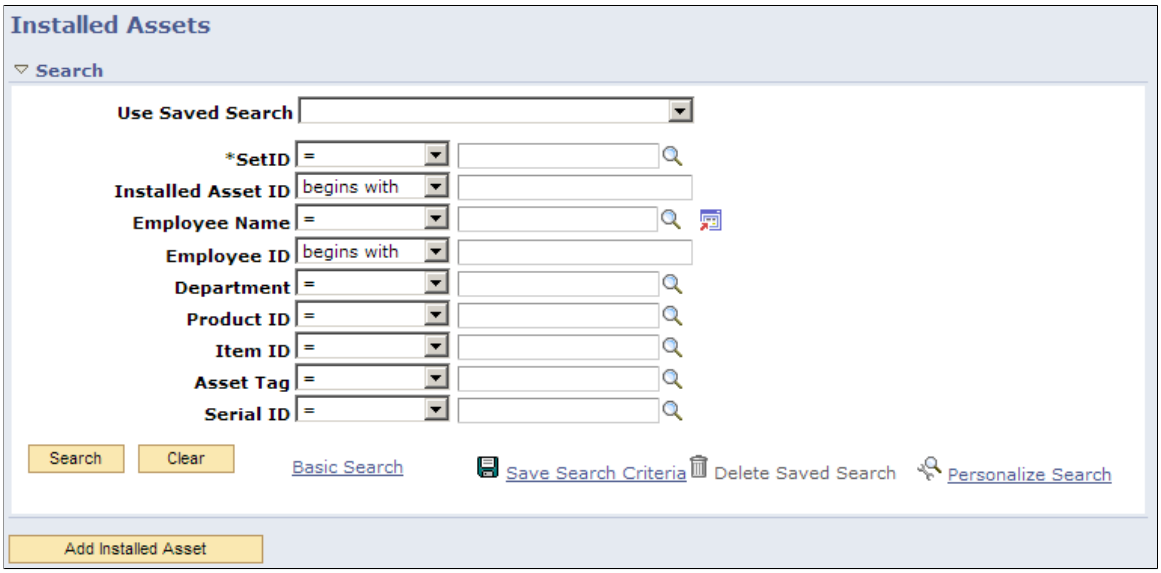
2. Enter an asset. Access the Installed Assets page (HelpDesk, Installed Assets):

   Image: Installed Assets page

   This example illustrates the fields and controls on the Installed Assets page.



3. Click the Add Installed Asset button and enter the following information:

   Image: Add Installed Asset Button Page

   This example illustrates the fields and controls on the Add Installed Asset Button Page.

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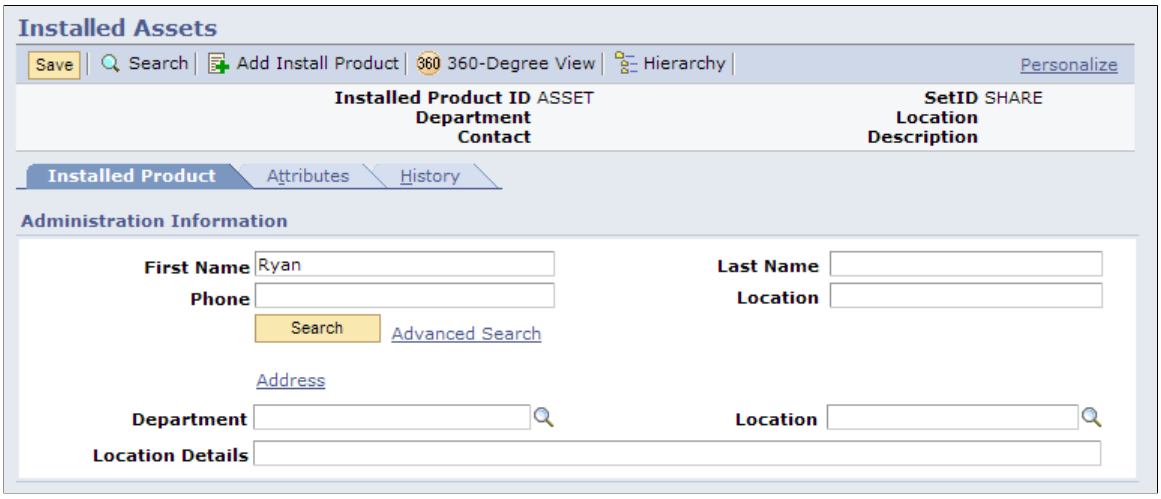
4. Select the SetID from the list, enter the Installed Asset ID, and click the *Add Installed Asset* button:

Image: Installed Assets (Installed Product) Page

This example illustrates the fields and controls on the Installed Assets (Installed Product) Page.



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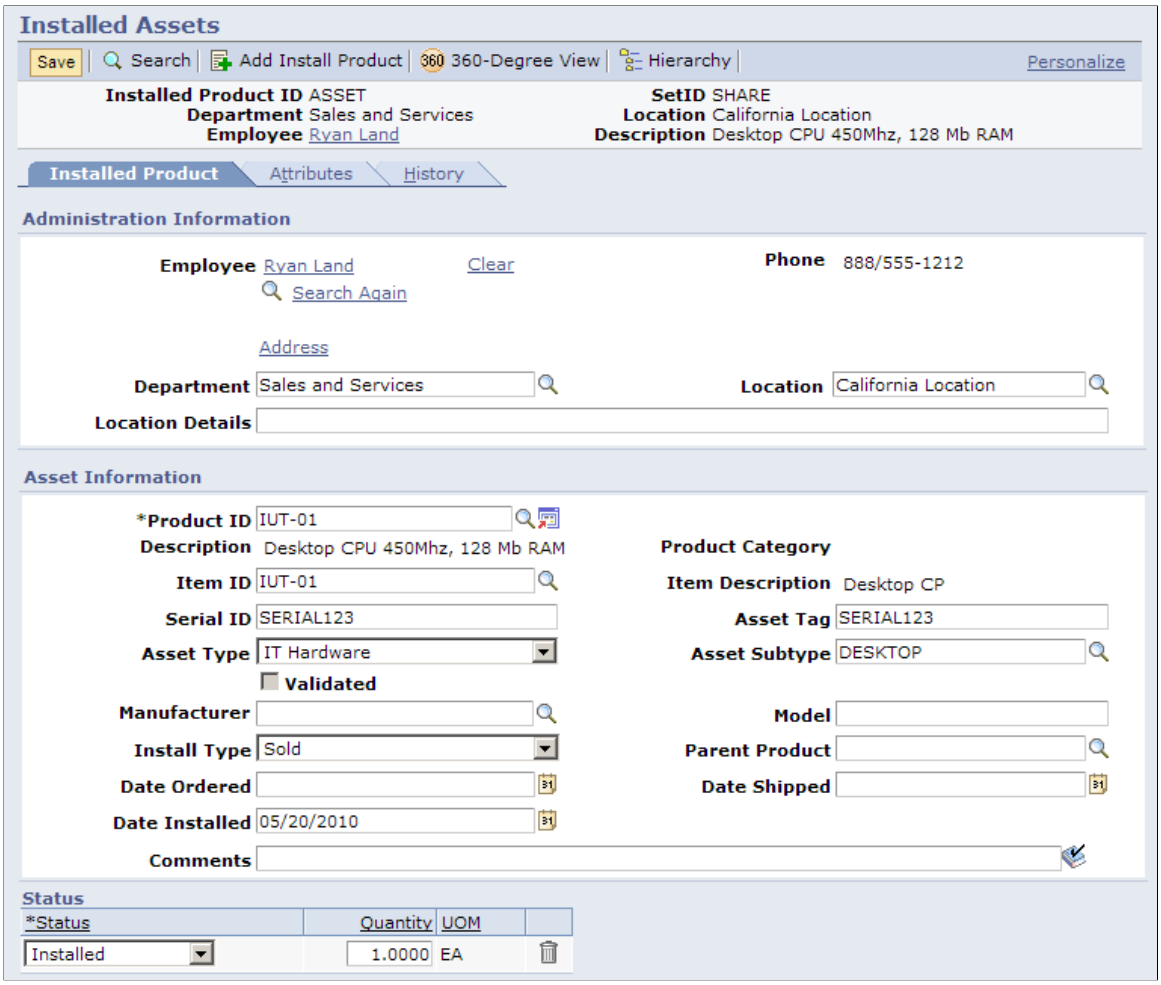
5. Enter a First Name value *(Ryan, in this example)* and click the Search button. Enter data as shown below:

Image: Installed Assets (Installed Product) Page with data

This example illustrates the fields and controls on the Installed Assets (Installed Product) Page with data. You can find definitions for the fields and controls later on this page.



Enter the following values:

- Product ID = IUT-01
- Serial ID and Asset Tag = SERIAL123
- Asset Type = IT Hardware
- Asset Subtype = DESKTOP
- Status = Installed; Quantity = 1.0000

  Click the Save button.

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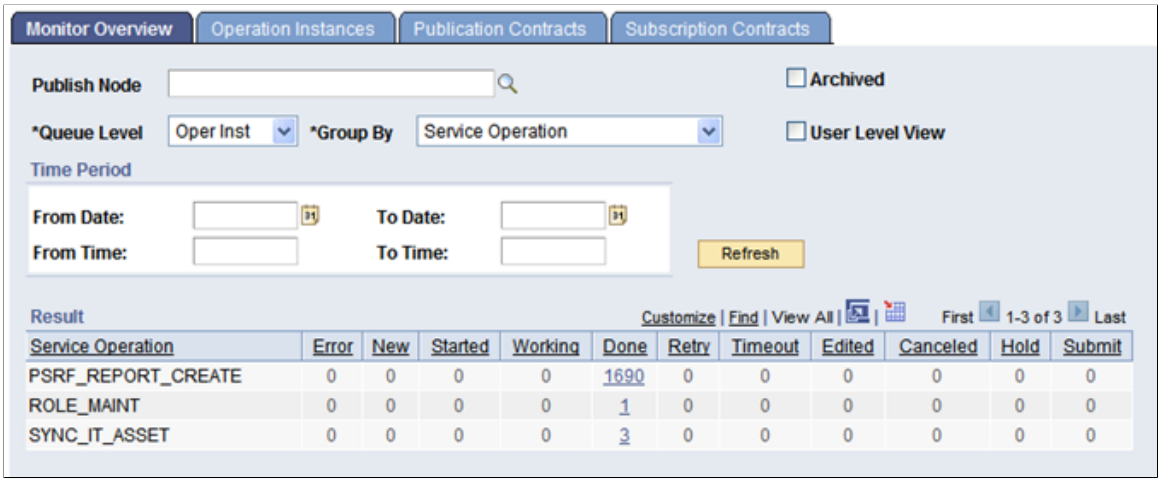
6. Access the Integration Broker Asynchronous Services – Monitor Overview page (PeopleTools, Integration Broker, Service Operations Monitor, Monitoring, Asynchronous Services, Monitor Overview):

Image: Asynchronous Services Monitor Overview Page

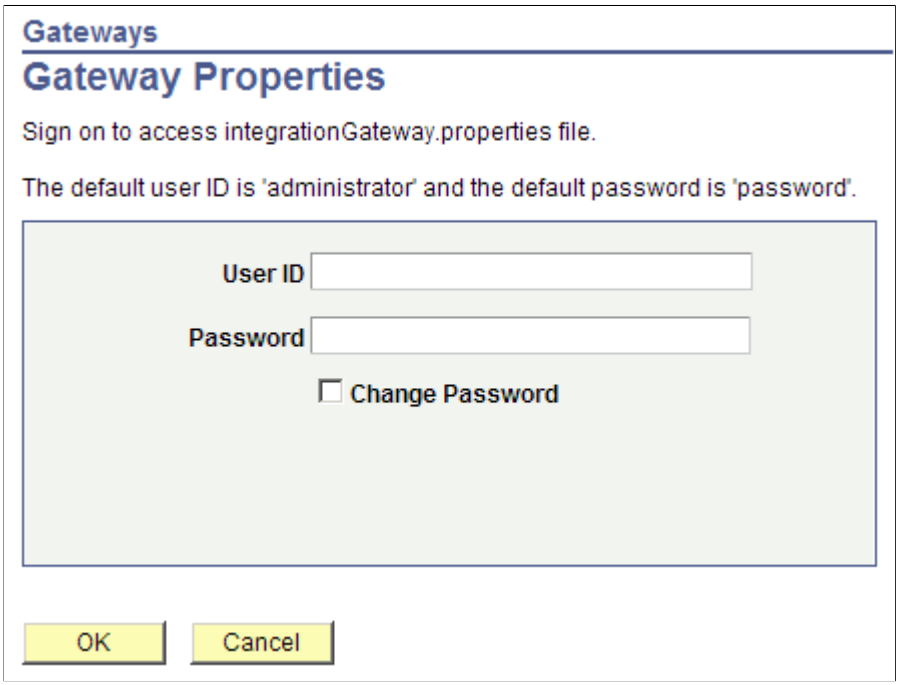
This example illustrates the fields and controls on the Asynchronous Services Monitor Overview Page.



Click the Done hyperlink for the Service Operation, SYNC_IT_ASSET:

Image: Asynchronous Serious — Operation Instances Page

This example illustrates the fields and controls on the Asynchronous Serious — Operation Instances Page.



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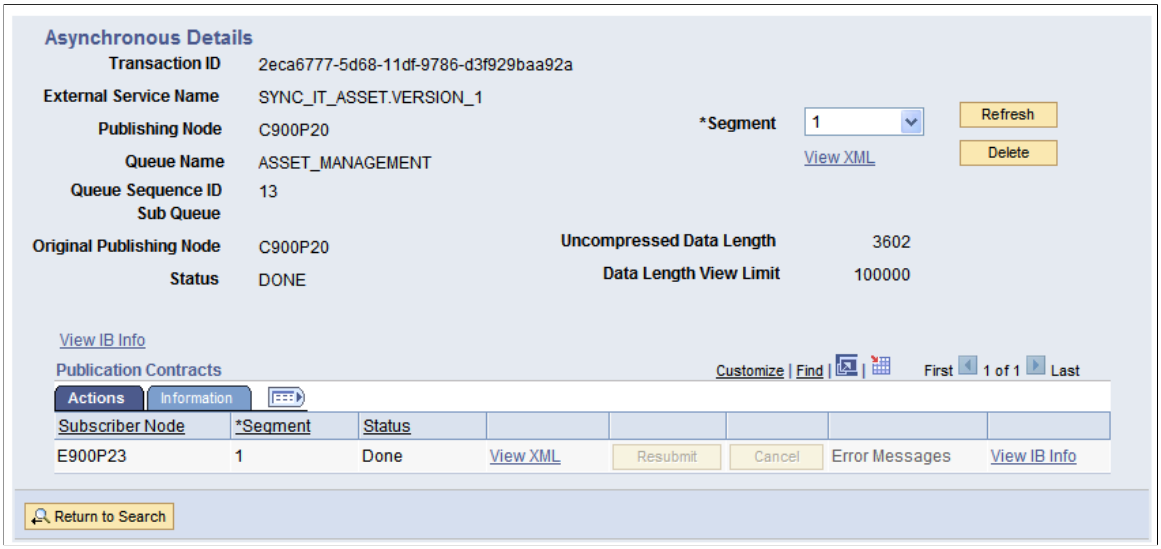
7. Click on Details link and ensure that the Publication Contract has a Status of Done.

Image: Asynchronous Details (SYNC_IT_ASSET) Publication Contracts Subscriber Node

This example illustrates the fields and controls on the Asynchronous Details (SYNC_IT_ASSET) Publication Contracts Subscriber Node.



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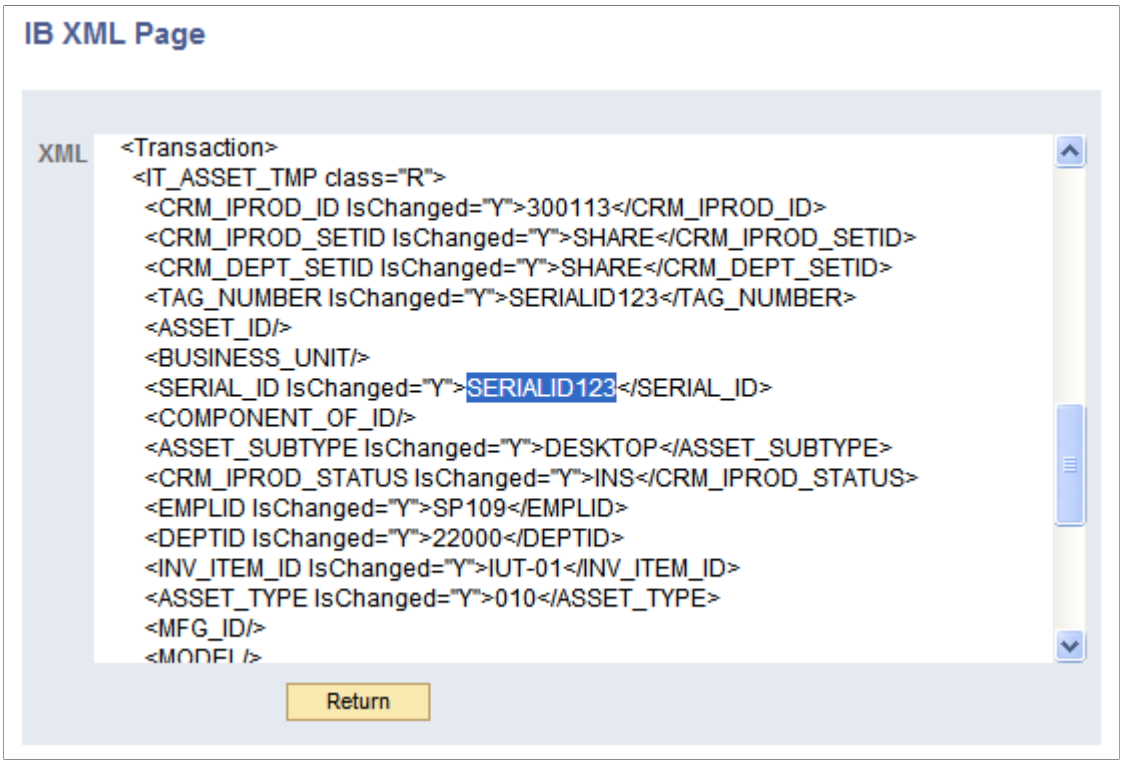
8. Click on View XML link and confirm that this is the Installed Asset that you entered by scrolling through the XML and finding your Serial ID.

Image: Asynchronous Details (IB XML) Publication Contracts

This example illustrates the fields and controls on the Asynchronous Details (IB XML) Publication Contracts.



The Done status indicates that it published the XML successfully.

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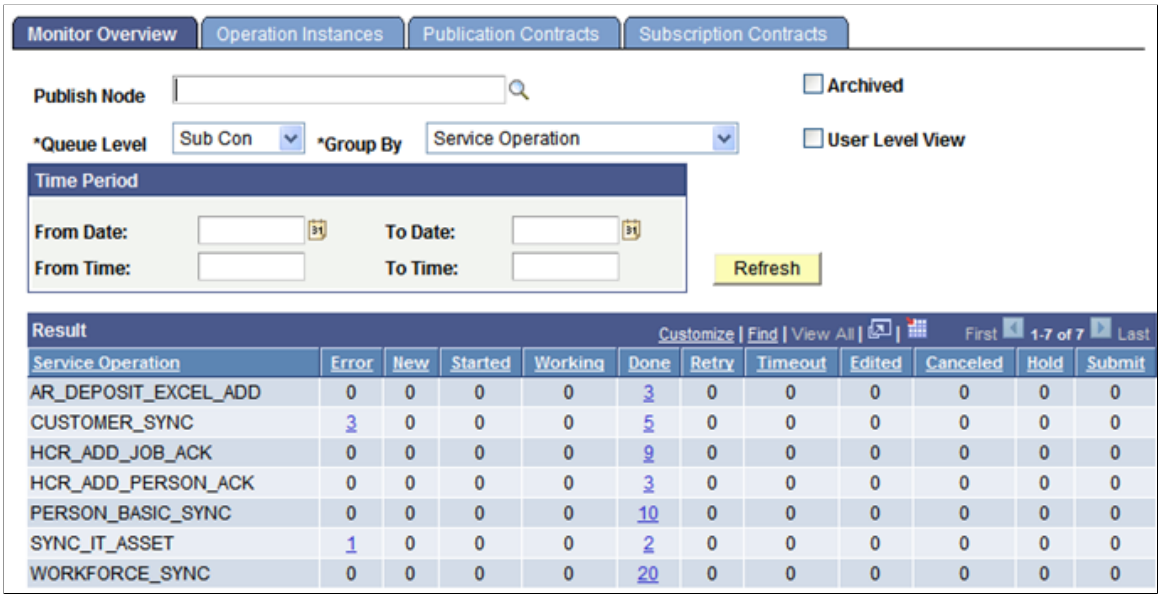
9. Log into the Financials database and confirm that the asset was integrated and added successfully. Access the Asynchronous Services page in PeopleTools Integration Broker (PeopleTools, Integration Broker, Service Operations Monitor, Monitoring, Asynchronous Services, Monitor Overview):

Image: Asynchronous Services Page in PeopleTools Integration Broker

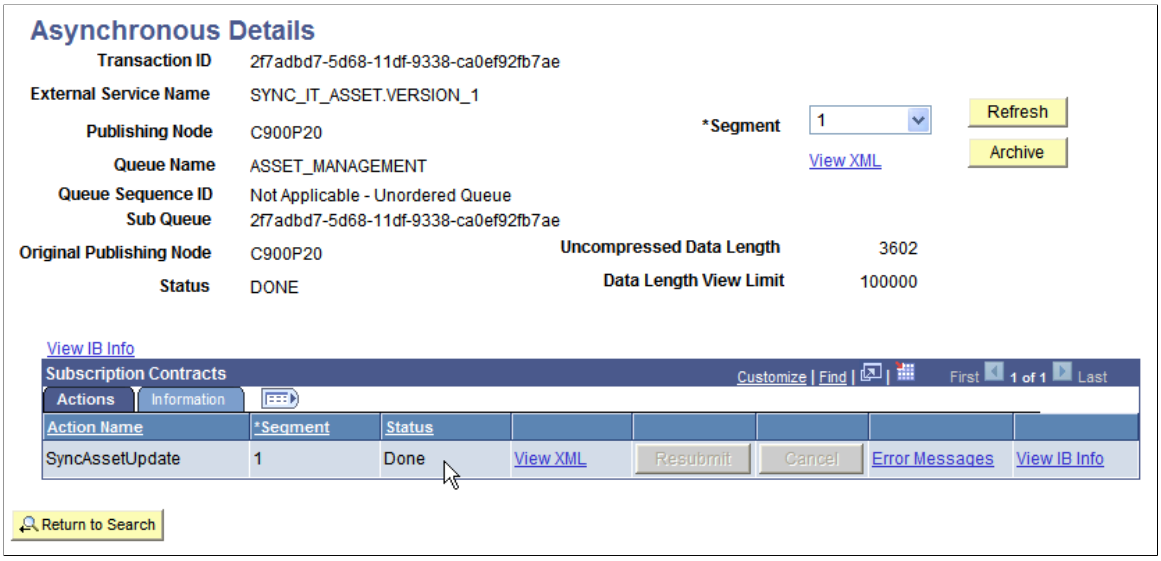
This example illustrates the fields and controls on the Asynchronous Services Page in PeopleTools Integration Broker.



10. Click on the link in the Done column of the SYNC_IT_ASSET Service Operation:

Image: Asynchronous Details (SYNC_IT_ASSET) Subscription Contracts Sync Asset Update

This example illustrates the fields and controls on the Asynchronous Details (SYNC_IT_ASSET) Subscription Contracts Sync Asset Update.



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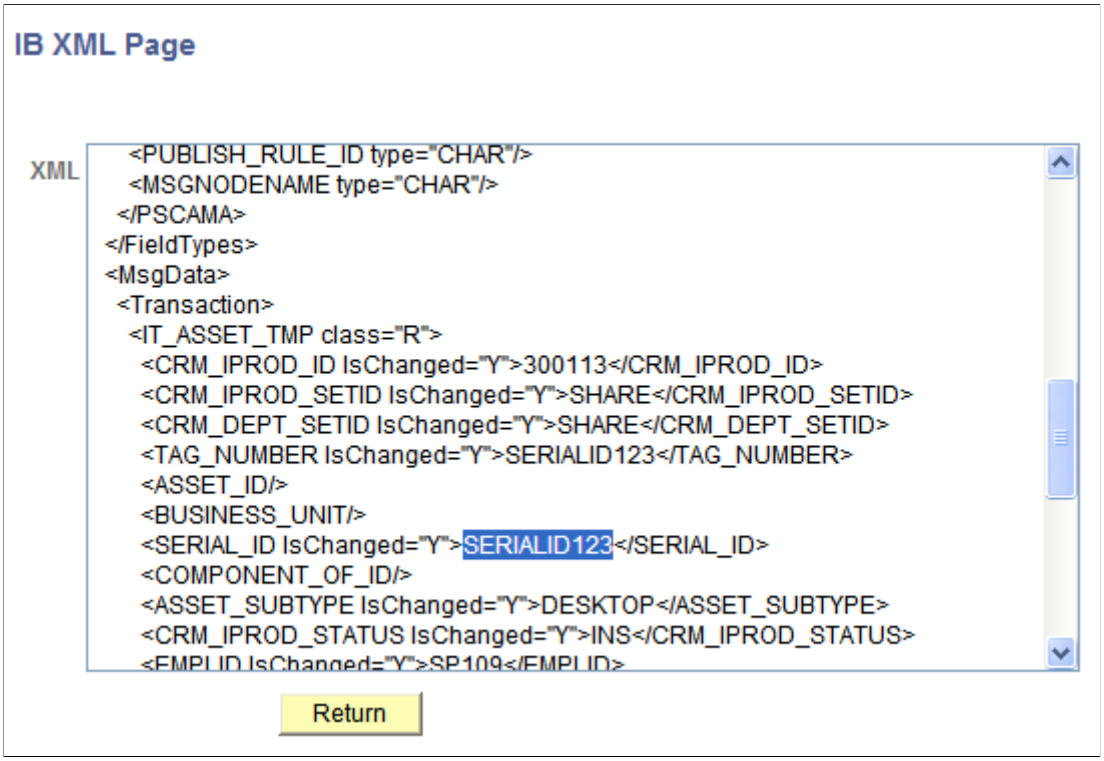
Confirm that the Status = Done. Click on View XML link:

Image: Service Operation (IB XML SYNC_IT_ASSET) Subscription Contracts Page

This example illustrates the fields and controls on the Service Operation (IB XML SYNC_IT_ASSET) Subscription Contracts Page.



Scroll through the XML and verify that it is the Installed Asset entered in the CRM database (C900P20 in this example).

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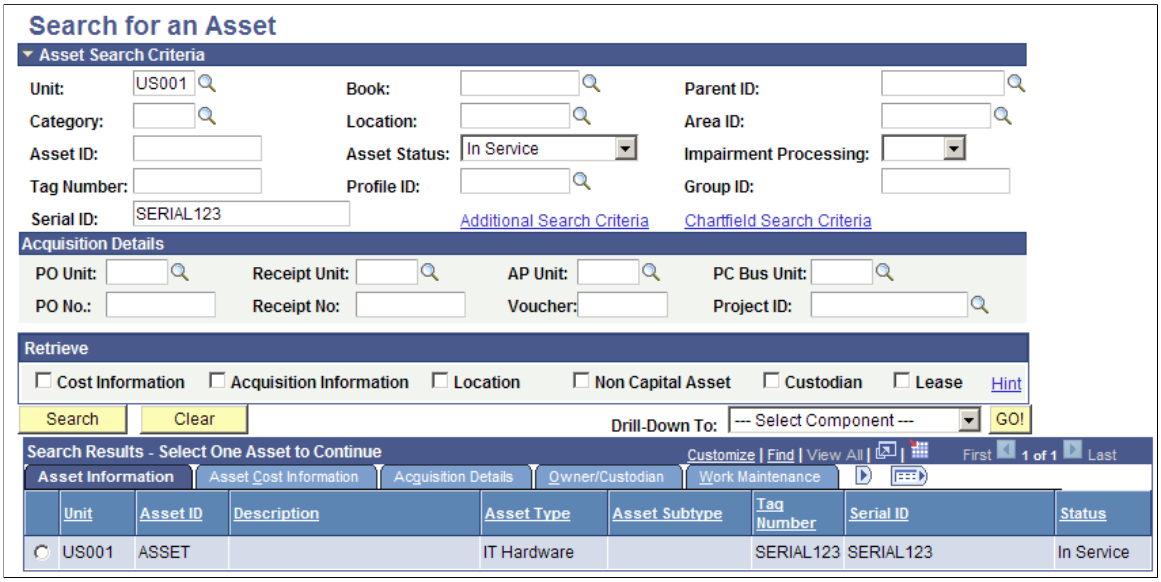
11. Find the asset in PeopleSoft Asset Management. Access the Search for an Asset page (Asset Management, Search for an Asset):

    Image: Search for an Asset Page

    This example illustrates the fields and controls on the Search for an Asset Page.



    Enter the Serial ID of the Installed Asset that was created in C900P20 (in this example) and click on Search button. If the asset was created successfully, you should see it in the Search Results section.

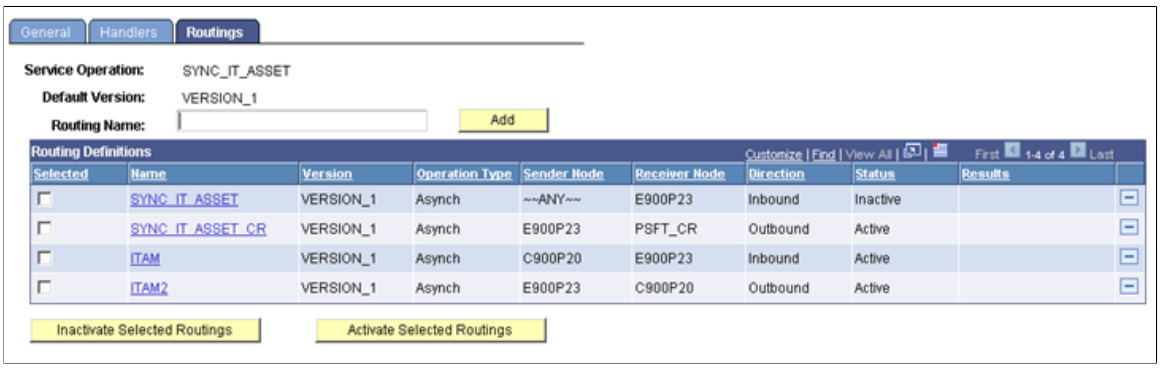
Example: Integrating an Asset from Financials to CRM

Assumption: Integration Broker Nodes for the Financials and CRM database are already created (previous steps).

1. Add a new routing to the service operation, SYNC_IT_ASSETS. Access the Service Operations - Routings page for the SYNC_IT_ASSETS service (PeopleTools, Integration Broker, Integration Setup, Service Operations. Find the SYNC_IT_ASSETS service operation and click the Routings tab):

    Image: Service Operations (SYNC_IT_ASSET) Routings Page

    This example illustrates the fields and controls on the Service Operations (SYNC_IT_ASSET) Routings Page.



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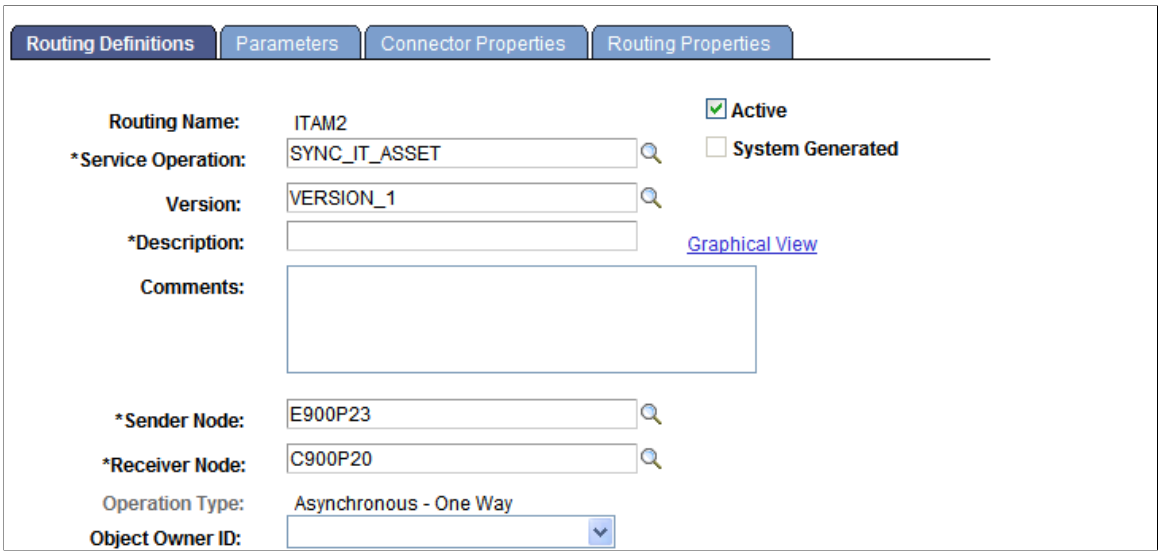
Create a Routing called ITAM2 (for example) from the Financials to the CRM database. Enter ITAM2 for the Routing Name field and click the Add button (ITAM2 pictured as already created above):

Image: Create Routing (Financials to CRM) Page

This example illustrates the fields and controls on the Create Routing (Financials to CRM) Page. You can find definitions for the fields and controls later on this page.



Enter the following information:

- Service Operation = SYNC_IT_ASSET
- Sender Node = E900P23 (in this example)
- Receiver Node = C900P20 (in this example)
- Save

2. Log in to the CRM database and add a new Routing from E900P23 to C900P20 (values in this example) for the SYNC_IT_ASSET Service Operation:
   - Access the Service Operations - Routings page for the SYNC_IT_ASSETS service (PeopleTools, Integration Broker, Integration Setup, Service Operations.)

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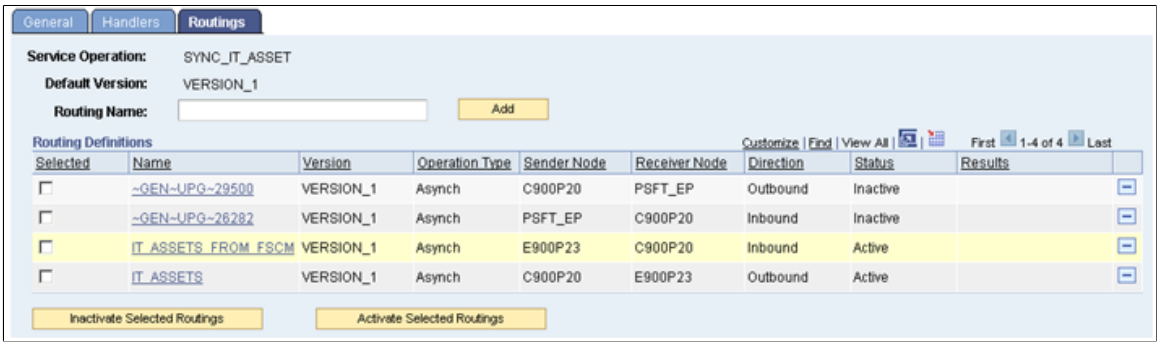
- Find the SYNC_IT_ASSETS service operation and click the Routings tab):

Image: Routings (SYNC_IT_ASSET) Page

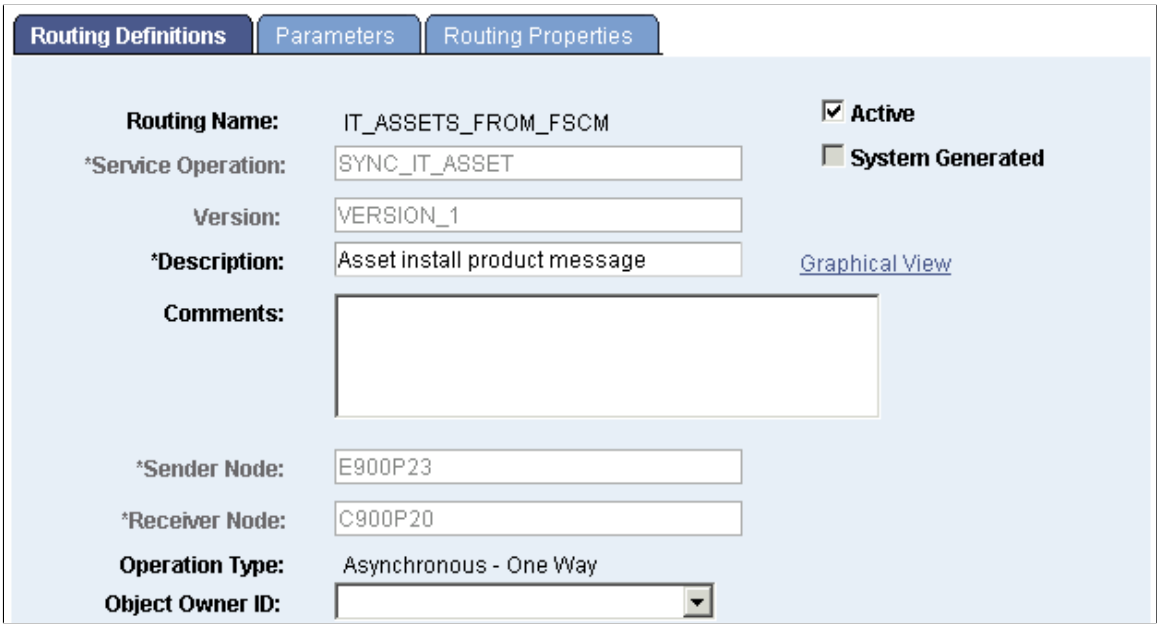
This example illustrates the fields and controls on the Routings (SYNC_IT_ASSET) Page.



Enter a Routing Name (for example, IT_ASSETS_FROM_FSCM) and click the Add button (shown above as already created):

Image: Add Routing Name (IT_ASSETS) on Routing Definitions Page

This example illustrates the fields and controls on the Add Routing Name (IT_ASSETS) on Routing Definitions Page



Click the Save button.

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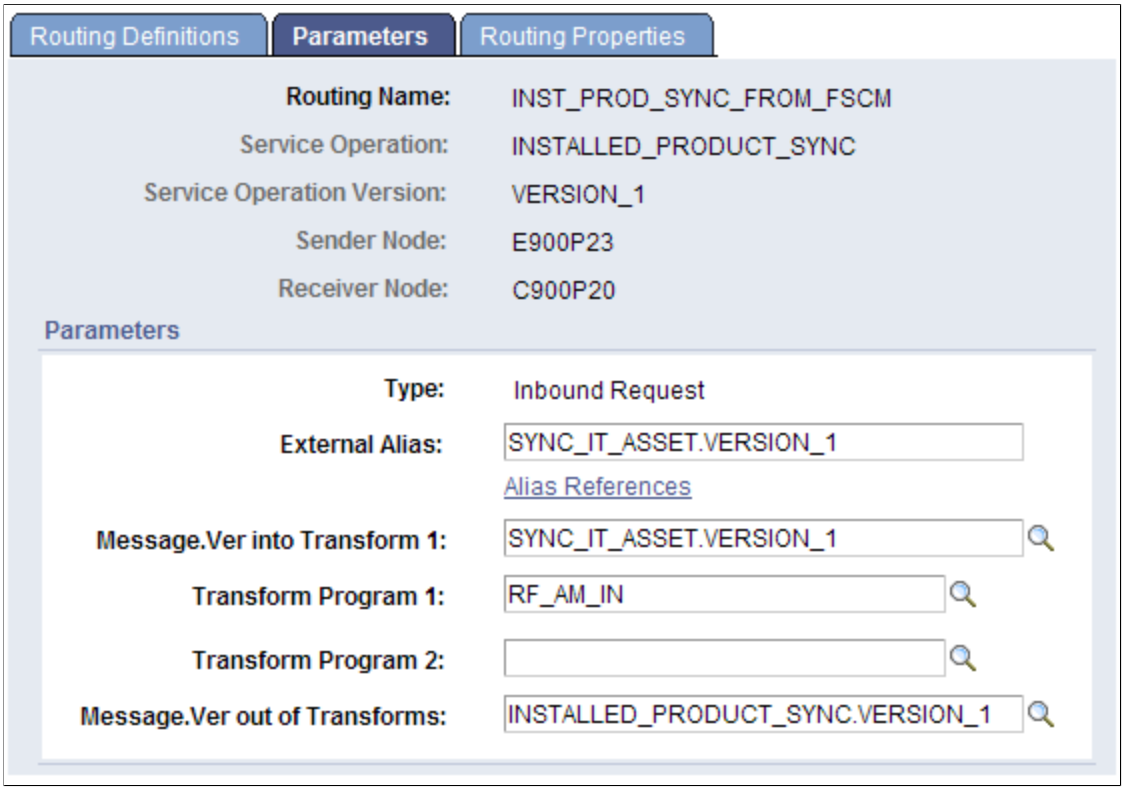
3. Click on the Parameters tab

Image: Parameters (INST_PROD_SYNC) Page

This example illustrates the fields and controls on the Parameters (INST_PROD_SYNC) Page. You can find definitions for the fields and controls later on this page.



Enter the following information:

- External Alias: SYNC_IT_ASSET.VERSION_1
- Message.Ver into Transform 1: SYNC_IT_ASSET.VERSION_1
- Transform Program 1: RF_AM_IN
- Message.Ver out of Transforms: INSTALLED_PRODUCT_SYNC.VERSION_1

4. Test the integration by entering a new asset in the Financials database:

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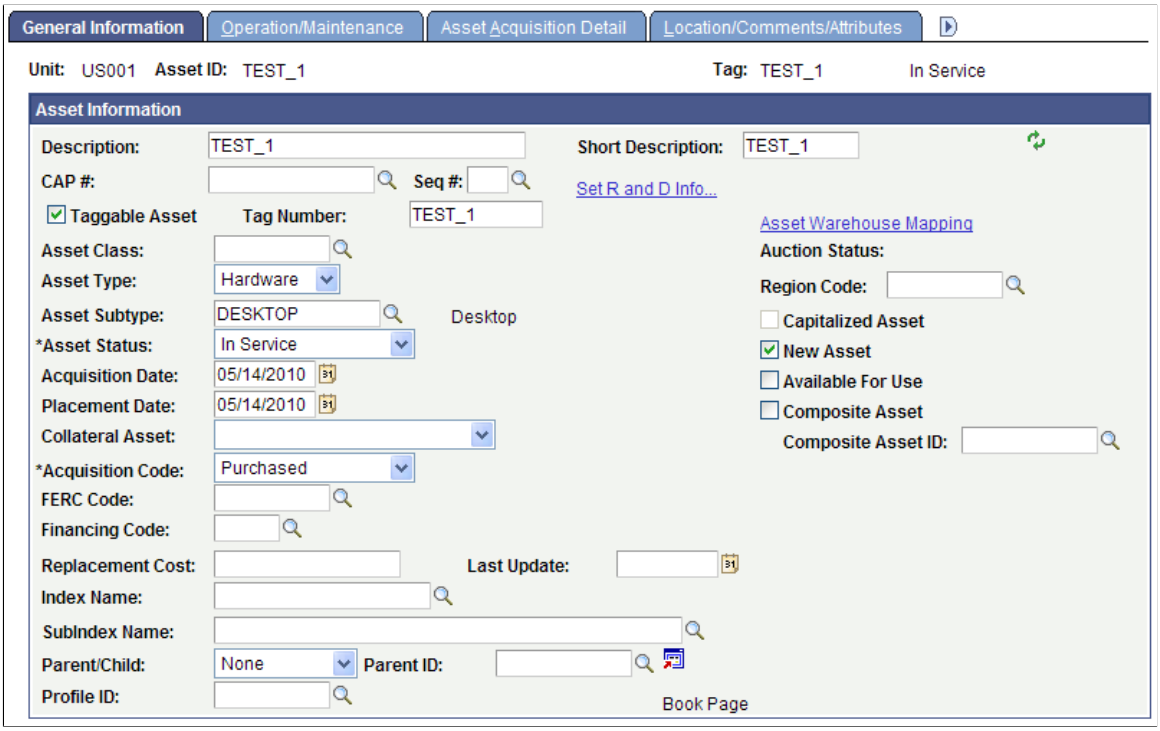
- Access the Asset Management Basic Add page and add a new value (Asset Management, Asset Transactions, Owned Assets, Basic Add). Enter an Asset Identification (for example: TEST_1) and click the Add button:

  Image: Asset Management — Basic Add Page

  This example illustrates the fields and controls on the Asset Management — Basic Add Page. You can find definitions for the fields and controls later on this page.



  Enter the following information:

- Description: TEST_1
- Short Description: TEST_1
- Tag Number: TEST_1
- Asset Type: Hardware
- Asset Subtype: DESKTOP

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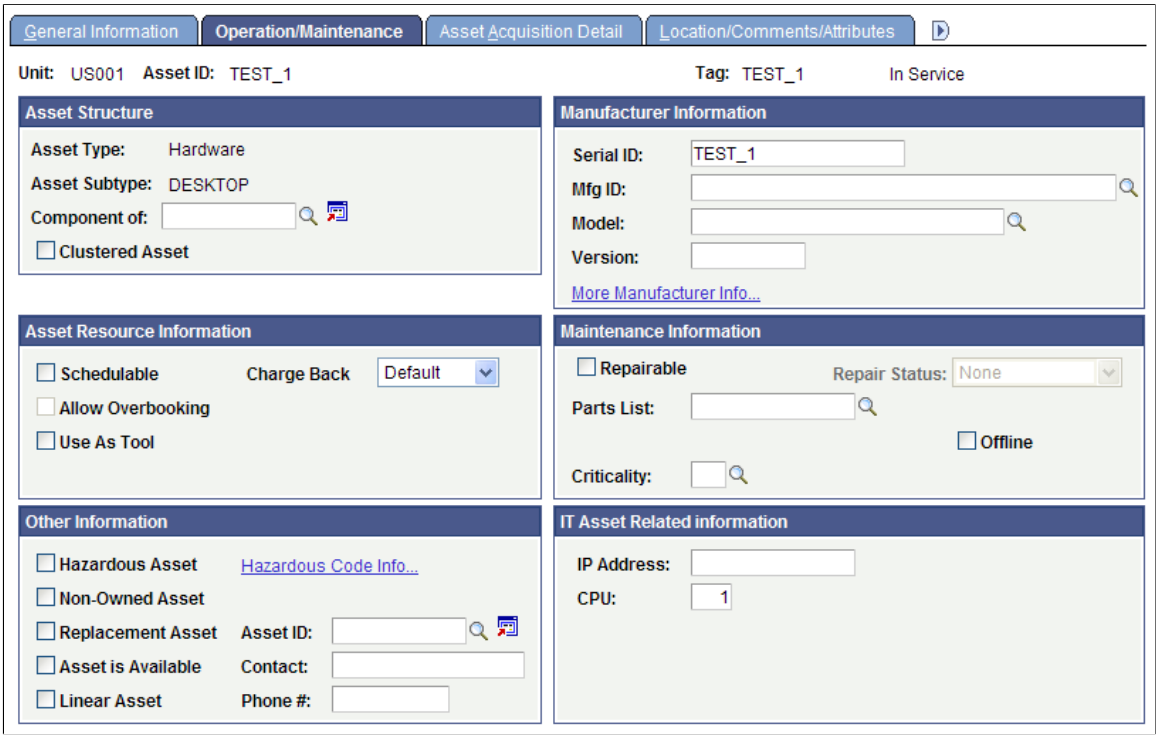
Click the Operation/Maintenance tab:

Image: Asset Management Operations Maintenance Page

This example illustrates the fields and controls on the Asset Management Operations Maintenance Page.

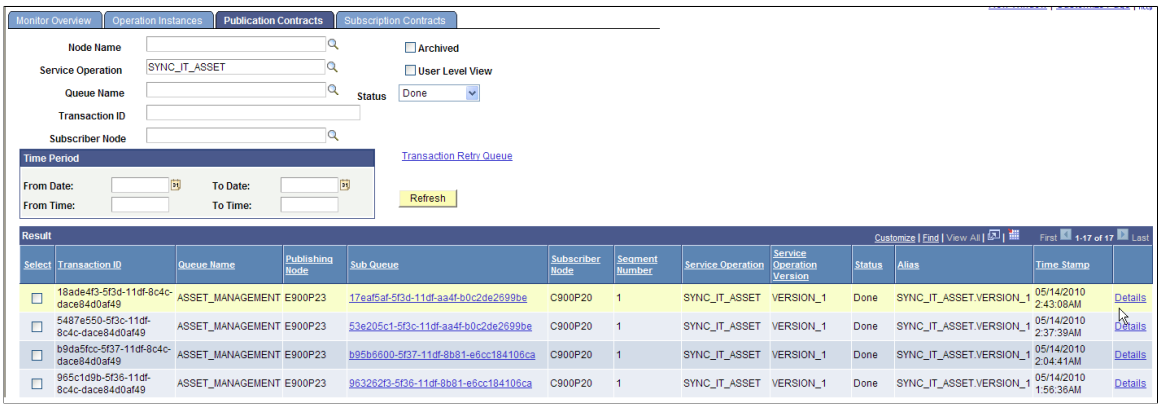


Enter a Serial ID value (ex: TEST_1) and save the asset.

5. Access the Asynchronous Services - Publication Contracts page (PeopleTools, Integration Broker, Service Operations Monitor, Monitoring, Asynchronous Services, Publication Contracts):

Image: Asynchronous Services Publication Contracts (SYNC_IT_ASSET) page

This example illustrates the fields and controls on the Asynchronous Services Publication Contracts (SYNC_IT_ASSET) page.



Enter SYNC_IT_ASSET and click the Search button:

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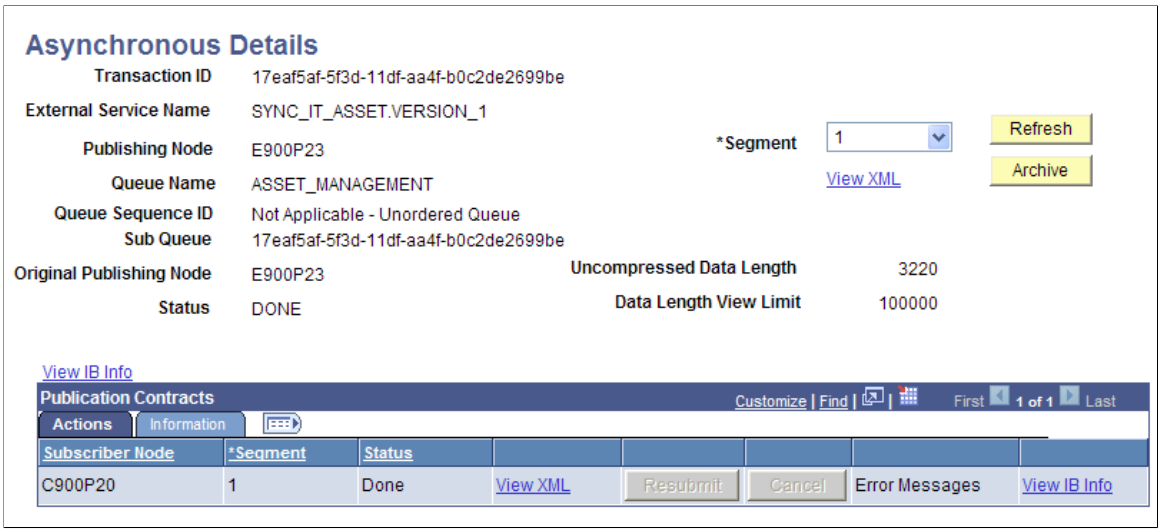
Click the Details link for your transaction:

Image: Asynchronous Details (SYNC_IT_ASSET) Publication Contracts Subscriber Node C900P20

This example illustrates the fields and controls on the Asynchronous Details (SYNC_IT_ASSET) Publication Contracts Subscriber Node C900P20.



The Publication Contract status should be Done.

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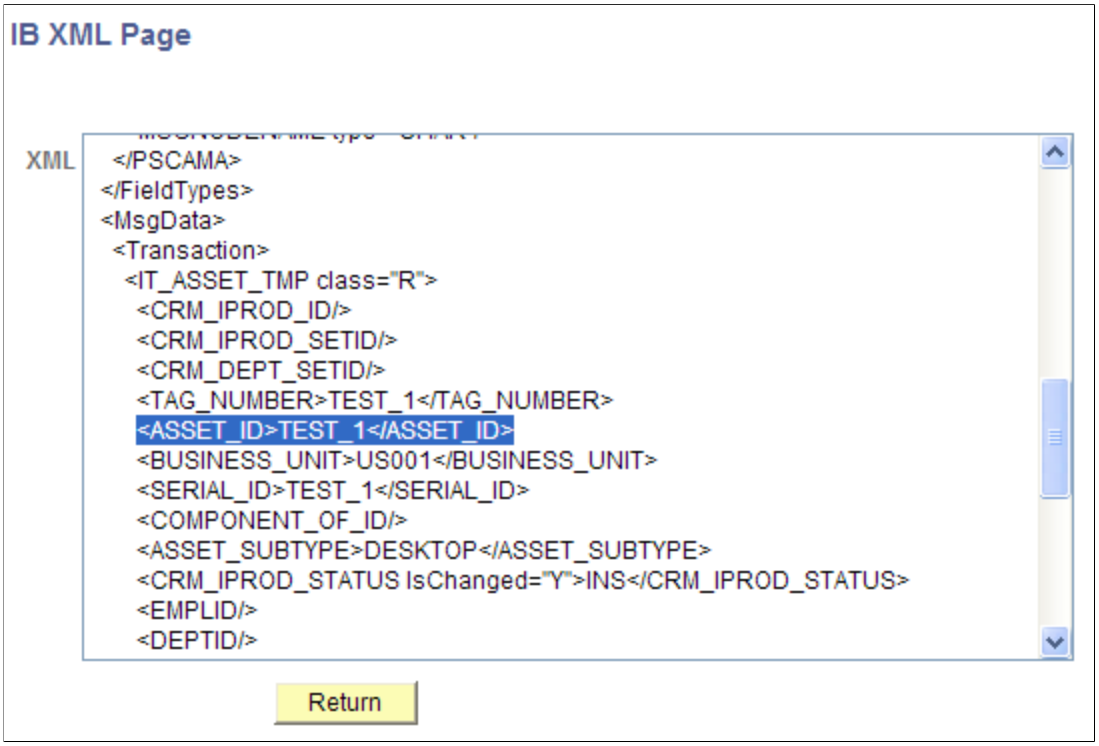
Click the View XML link:

Image: Asynchronous Details (IB XML) Asset ID Page

This example illustrates the fields and controls on the Asynchronous Details (IB XML) Asset ID Page.

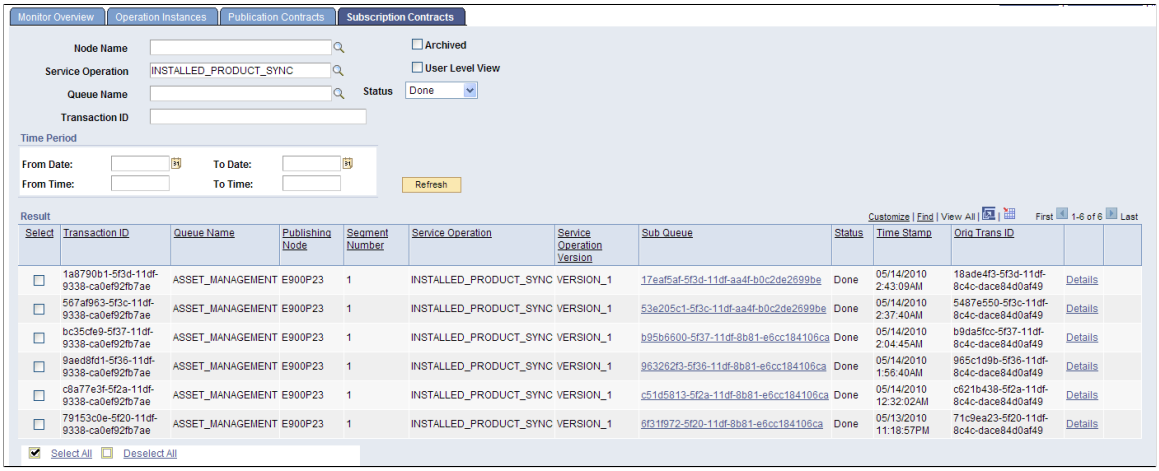


Scroll through the XML and locate the ASSET_ID tag. Verify the Asset ID value.

6. Log in to the CRM database and access the Asynchronous Services - Subscription Contracts page (PeopleTools, Integration Broker, Service Operations Monitor, Monitoring, Asynchronous Services, Subscription Contracts):

Image: Asynchronous Services Subscription Contracts

This example illustrates the fields and controls on the Asynchronous Services Subscription Contracts.



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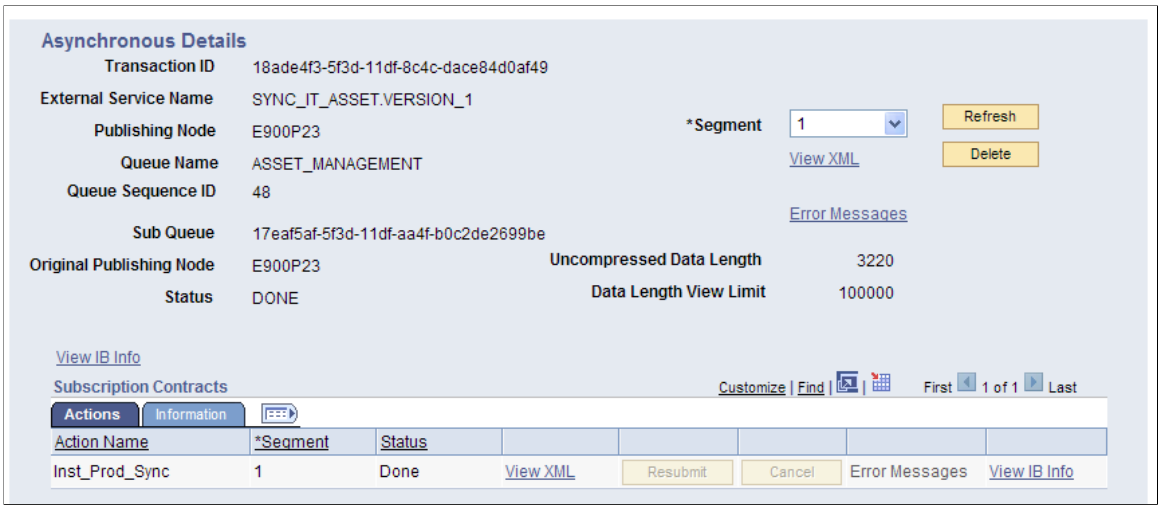
Click the Details link:

Image: Asynchronous Details (SYNC_IT_ASSET) Subscription Contracts (Inst_Prod_Sync) Page

This example illustrates the fields and controls on the Asynchronous Details (SYNC_IT_ASSET) Subscription Contracts (Inst_Prod_Sync) Page.

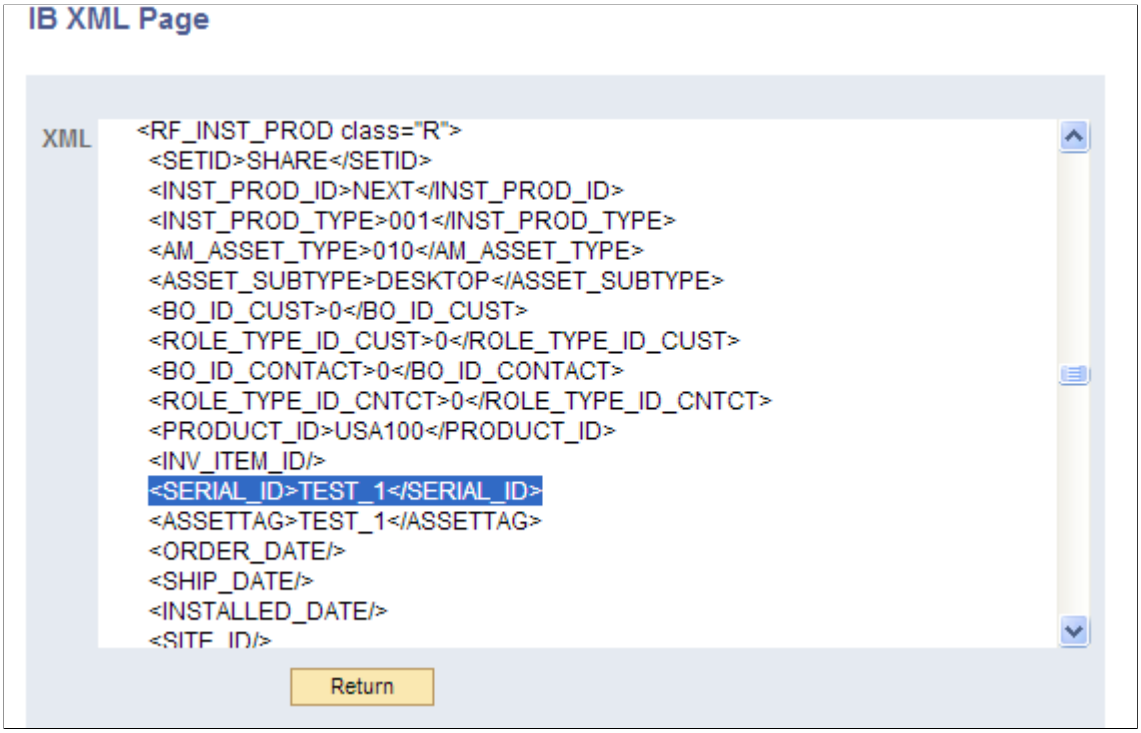


Verify that the transaction status is Done.

Click the View XML link:

Image: Asynchronous Details (SERIAL_ID) IB XML Page

This example illustrates the fields and controls on the Asynchronous Details (SERIAL_ID) IB XML Page.



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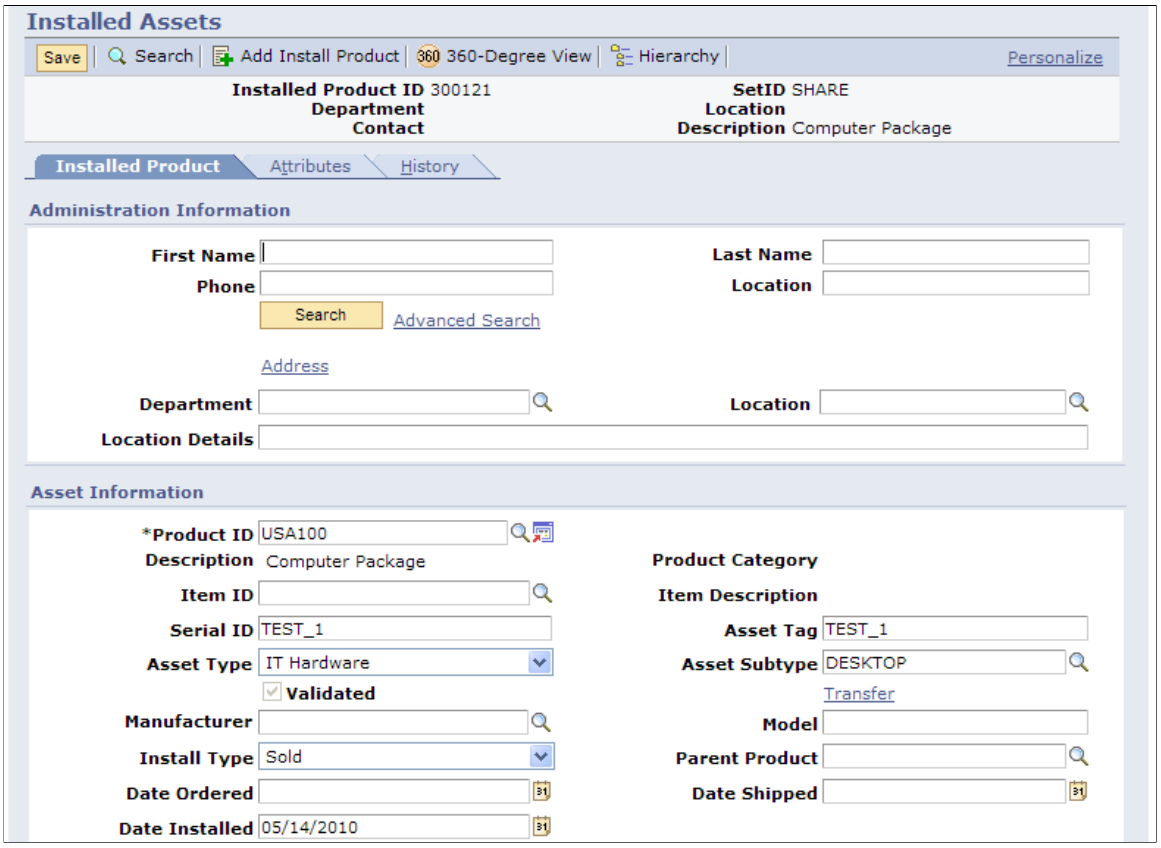
Scroll through the XML and find the Asset ID/Serial ID that was created in the Financials database.

7. Search for the Asset by Serial ID (TEST_1 for the SHARE SetID) from the Installed Assets page (HelpDesk, Installed Assets):

Image: Search for Asset on Installed Assets Page

This example illustrates the fields and controls on the Search for Asset on Installed Assets Page.



Note that the check mark in the Validated check box on this page indicates that the displayed CRM installed asset has been validated (synchronized) with the data from the Financials asset system.

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