Track.
Evaluate.
Remediate.

Taking Control Back over IT Operational Data

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November 2021

Where is the Truth?

To date, our research has uncovered:

- **IT SERVICE MANAGEMENT** - **As much as 53%** of device data is not captured in Service Management systems.
- **SECURITY** - **Up to 50%** of Mission Critical Servers lack any Anti-virus coverage
- **IT ASSET MANAGEMENT** - **Up to 33%** of IT Assets are not captured and managed by IT Asset Management systems
- **INFRASTRUCTURE** - Agents only cover **about 65%** of devices for patch and update management

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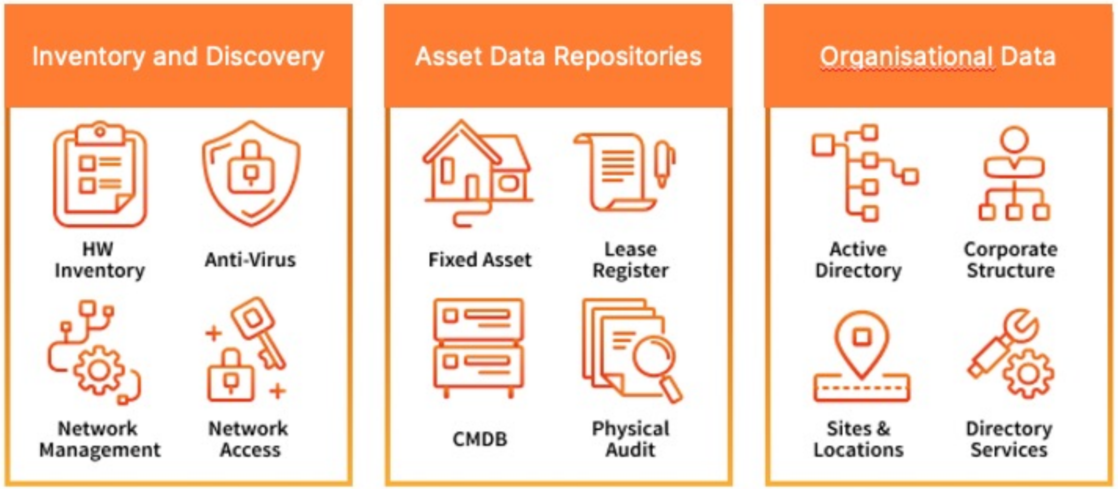
The hidden challenge of IT Control

IT Operations Data is often held in many siloed systems that are **inconsistently** managed across an organisation, with no means to easily report on the **anomalies and discrepancies** across these multiple toolsets.

Existing Disparate IT Sources



Inventory and Discovery
- HW Inventory
- Anti-Virus
- Network Management
- Network Access

Asset Data Repositories
- Fixed Asset
- Lease Register
- CMDB
- Physical Audit

Organisational Data
- Active Directory
- Corporate Structure
- Sites & Locations
- Directory Services

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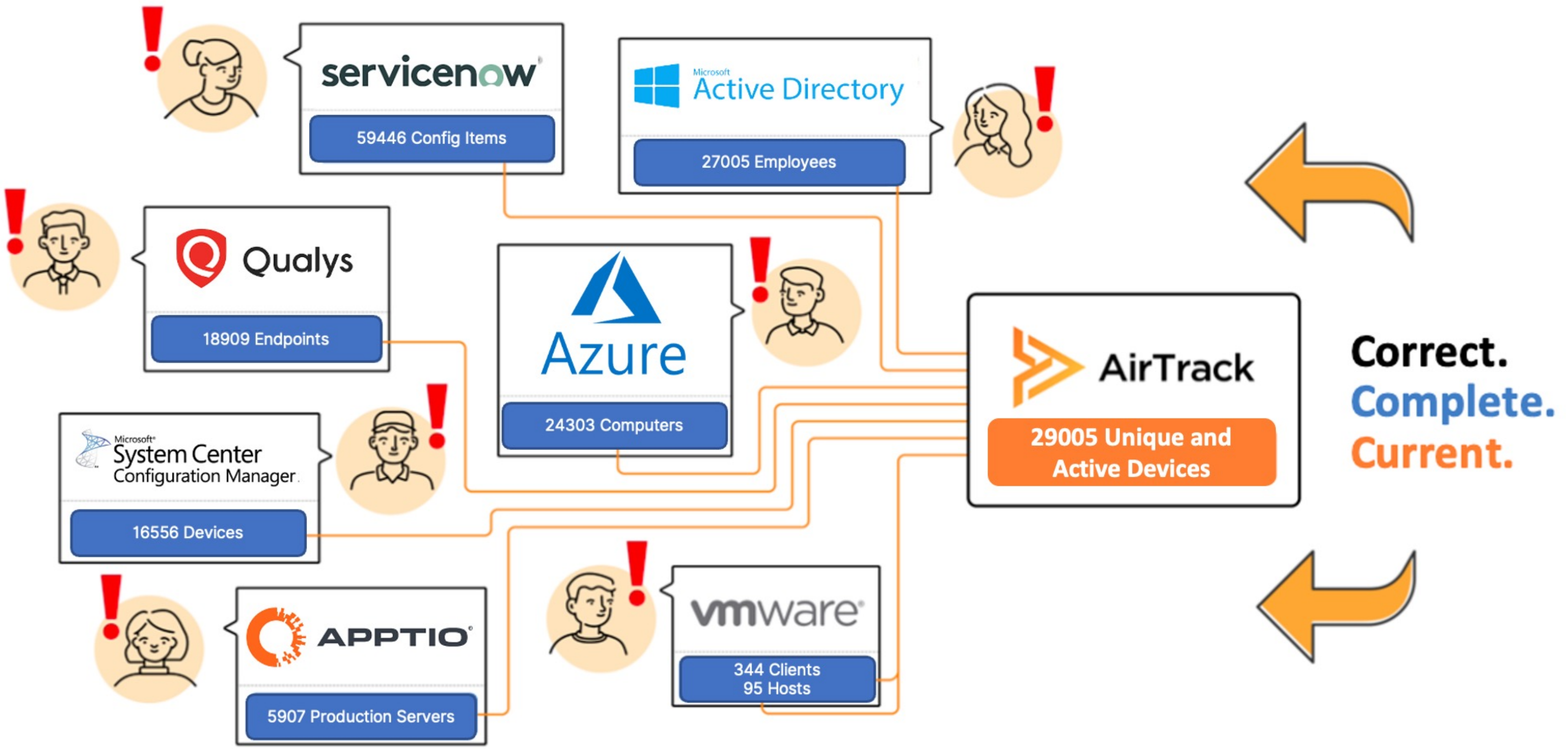
Everyone is Correct, Until They're Not

Each team thinks their 'system of record' is accurate, until they see AirTrack's output



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Too Many Unanswered Questions

- Why do I have so many Configuration Items? What is corrupting the quality of my **CMDB?**
- My **IT Asset Management** system is not collecting against the entire IT estate – how do I remediate this gap?
- Some employees with assigned Computers are not in **Active Directory** – who are these people?
- Too many devices are not protected by **Anti-Virus** – how do I address this compliance requirement?
- How do we improve our **SIEM Process** that continually misses its SLA due to missing and poor-quality data?
- I thought we had pretty good control over our Apple Devices with **Jamf**, but that number looks far too low?
- How do we update and patch computers where the **SCCM** agent is not installed or is not working
- Our **Apptio** financials are based upon an inaccurate foundation- Is our forecasting correct?
- These numbers don’t reconcile with our service provider **Billing Statement** – are we paying too much?

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Which team can answer correctly?

- ? Service Management
- ? IT Asset Management
- ? Infrastructure
- ? **Security - CAASM**
- ? **Security - CAASM**
- ? IT Asset Management
- ? Infrastructure
- ? Forecasting and Procurement
- ? Billing and Procurement

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Value across all the Teams

Service Management	IT Asset Management	Forecasting and Planning	Security and Compliance	Inventory and Billing
Identifying inventory and discovery coverage gaps Quantified improvement against IT Service Delivery processes and objectives Improve Service Levels compliance through accurate and updated CIs Better Problem Management through accurate CIs and associated history Improve Automation – reduce broken workflows and triggers Reduce support costs by proactively identifying errors and lack of coverage Locate and remediate unmanaged and unsupported devices	Identify gaps in Asset information - drive remediation and track improvement over time Holistic view of assets (multiple sources) - isolate authoritative sources Identify opportunities to reduce operational costs through evidence-based rationalisation Isolate inventory gaps against compliance requirements Track progress and completion of migration activities Understand device usage and allocation to tie back into software registers	Improved oversight and accuracy of IT asset data, to enable accurate and informed decision making. Quantified progress against IT service delivery plans Support What-If Analysis using accurate foundational information Trend device-based remediation initiatives over time to measure progress Effective collaboration between IT infrastructure stakeholders through a single common view Improve outsource relationships by working from a common and agreed source of truth	Identify and remediate coverage gaps and missing patch tooling - CAASM Summarise security issues and trending over time by platform / ownership / business line (e.g. count of severity "x") CPG234 compliance obligations and reporting Identify opportunities to reduce risk (e.g. End-of-Support, unpatched devices, vulnerable devices) Track progress of migration activities Improve Security tool effectiveness (when were patches last updated) Complete Business and Ownership attributes for SIEM processes	Improved oversight and accuracy of IT asset data, to enable accurate and informed decision making Provides accurate single source of truth to facilitate identification and remediation of risks Reconcile Billing and Invoicing from third parties against the source of truth Track and Monitor externally delivered remediation and migration activities Manage devices across Mergers and Divestment activities

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More Information

Website: https://AirTrack.io

Contact: info@AirTrack.io

Gartner (subscription):

- Hype Cycle for Security Operations https://www.gartner.com/interactive/hc/4003948
- Hype Cycle for Network Operations https://www.gartner.com/interactive/hc/4003561

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