

Asset Discovery

資產管理智慧化

實現—自動化整理與監控資產狀態的未來

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Not Only a Flow

Jira Service Management是一種企業 ITSM 解決方案，內建包含問題管理、事故管理、變更管理等 ITSM 核心，它使團隊能夠快速協作，因此他們可以滿足其安全性和合規性需求，同時大規模提供優質服務。

 Jira Service Management
窗口、流程、表單、簽核(會簽)

 Confluence
知識傳承、SOP手冊



 Assets
資產清冊、軟硬體架構

Assets

A database of anything.



Asset

借助Jira Service Management中的Asset，團隊可以跟蹤其團隊擁有資產資訊和可用資源，透過視覺化瞭解應用程式、服務、其底層基礎架構和其他相依賴項目之間的關係 –

借助資產，IT 團隊可以：

1. 通過將資產直接連結到問題，更快地處理服務需求
2. 通過了解變更對相關系統的影響，將風險降至最低
3. 可以將問題添加更多資訊，以便他們可以高速排除故障並解決重大事件
4. 詳細瞭解其基礎架構，以便更好地定位和解決潛在問題
5. 跟蹤資產來幫助規劃、審核和執行符合規範的動作
6. 資產基於Jira Service Management構建，因此團隊可以快速輕鬆地將資產和配置和需求、事件、問題、變更進行關聯

Asset feature



Automation

Automatically assign tickets to the responsible person or team and alert relevant stakeholders about upcoming events, like license renewals.



Queries

Run queries on objects in Assets to conduct audits, manage costs, and identify the cause of issues.



Integrations

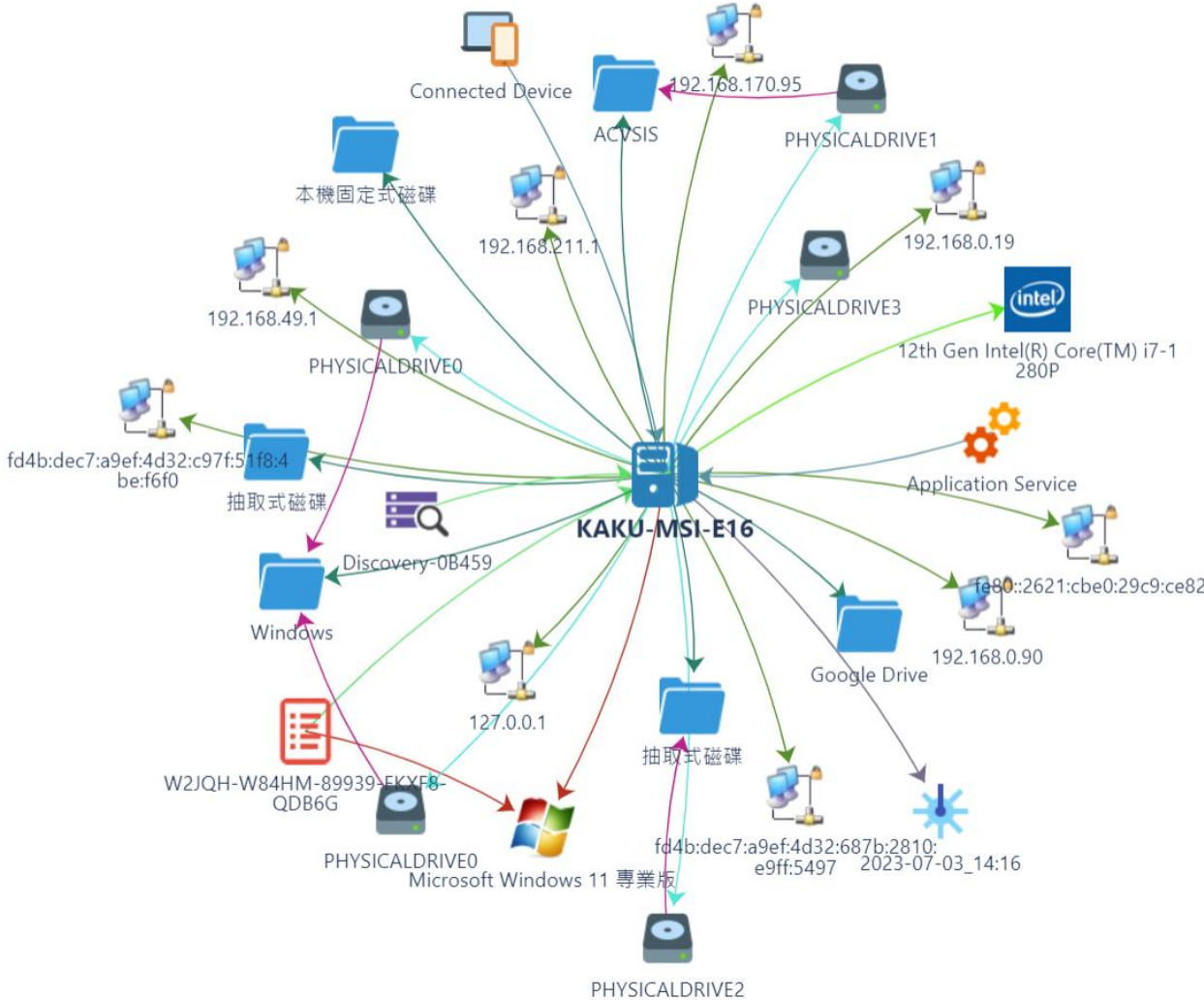
Integrate Jira Service Management Data Center with [third party tools](#) including cloud providers, Jamf, SCCM, and other CMDBs.



Importers

Import CSV and JSON files. In Jira Service Management Data Center import LDAP, database, and Jira users. Use the REST API for extensions.

Objects with clear links



All information in one screen

The screenshot shows the Jira Assets interface for a host named 'akiajnm'. The page is divided into several sections:

- Navigation:** Jira logo, 'Your work', 'Projects', 'Filters', 'Dashboards', 'Teams', 'Plans', 'Assets', 'Apps', and a 'Create' button.
- Search and Tools:** A search bar and utility icons (notifications, help, settings, profile).
- Breadcrumbs:** Discovery / Host / DIS-918493
- Host Details:** A card for 'akiajnm' with tabs for 'Details' and 'Activity'.
 - Name:** akiajnm
 - Status:** RUNNING
 - Hostname:** akiajnm
 - FQDN:** akiajnm.gtgyteqs.cyz
 - System Up Time:** 680d 2h 12m 20s
 - System Up Time Minutes:** 34393 min
 - Timezone:** Paris/Europe
 - RAM:** 6975 Mb
 - Model:** Txcyaqgbixgqkmief
 - Serial Number:** RPHRY-Kps-24
 - UUID:** DES89D5F781EA013BACC573DD9B258DB
 - Vendor:** Nwincupfof
 - Virtual:** False
 - Hypervisor:** None selected
 - Last User:** BMaBiNySkeziCgt
 - Operating System:** Gupxwmywhr
 - CPU Count:** 4
 - CPUs:** Zsvpbccx, Fabtjlzbp, Vdgnvczbs, Mfsjcnfwpvkpi
 - Network Interfaces:** 190.187.72.54
- Linked objects:** A section showing relationships between the host and other assets.
 - Outbound references:** Operating System (Gupxwmywhr), CPUs (CPU 4), Network interface (190.187.72.54), File System (File System 5), Scanning Information (2021-01-21_10:35), Referenced Assets (Network Assets 7).
 - Inbound references:** Installed (Connected Device 3), Installed (Database 4), Hypervisor (Host 5), Host (License 14).
- Linked issues:** A section with a filter set to 'Active' and a message 'No issues found'.
- Attachments:** A section with a message 'Add an attachment'.
- Metadata:** Created March 29, 2023, 4:30 PM; Modified March 29, 2023, 4:30 PM.

ITSM in Jira Service Management

< Back JSM-17

電腦無法正常使用，連線失敗



Issues, web pages, and more



維珽(Vic) 許 raised this request via Portal

[Hide details](#)

[View request in portal](#)

資產編號

TWDT021

Hostname	TWDT021
PC MODULE	PC-ACER-Power FH M460
CPU	E6550
Status	RUNNING
Price	10020

Description

Add a description...



To Do

Actions

SLAs

Apr 07 11:51 AM

Time to first response within 8h

Apr 10 11:51 AM

Time to resolution within 16h

Details

Priority **Medium**

Knowledge base **15 related articles**

Request Type **Object資訊確認**

Assignee **Unassigned**

[Assign to me](#)

Reporter 維珽(Vic) 許

Asset這麼好，為何沒辦法好容易上手？

Five Common Asset Management Challenges

- 校正資產資料的成本
- 未能準確發現Cloud和Container
- 維護所需的CMDB更新的人才專業知識
 - 較難確認資產之間的相關性
- 從多個發現工具或資料庫中整合資產資訊

Asset Discovery 解決上述痛處

Asset Discovery overview



Assets Discovery

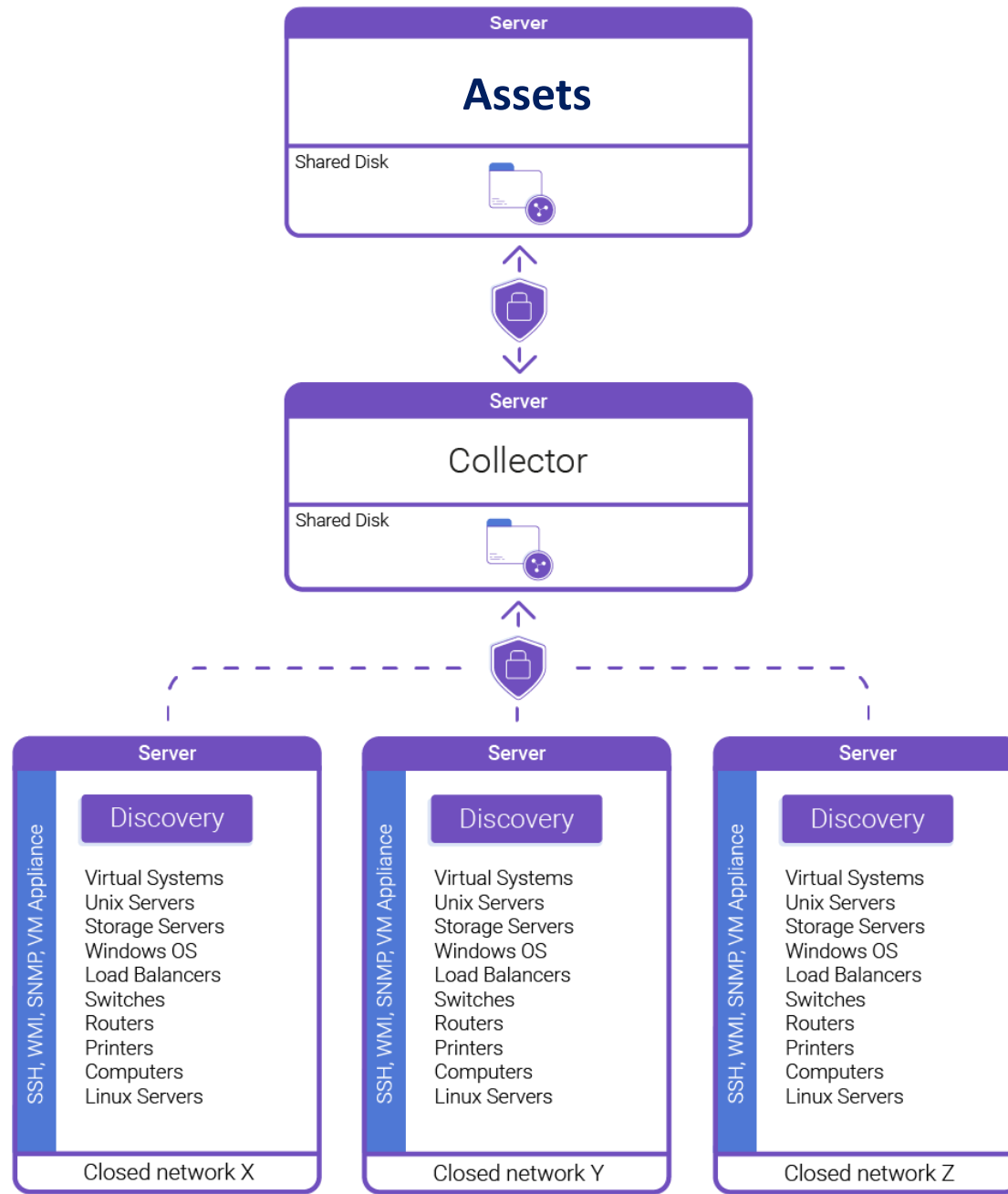
Discover, identify, automate, unify

Asset Discovery是一種無代理網路掃描工具。它可以協助檢測連接到Local Network的硬體和軟體，並提取指定資產類型的詳細資訊。

接著，Asset Discovery可以將此資料匯入到 JSM 的Asset中，藉此將可以自動化收集並協助IT人員管理Local Network所有設備和配置。

Asset Discovery Advantage

- 完整的資產管理視覺化
- 自動化和即時更新
- 合規性和風險管理簡易化
- 提供統一的資產資料庫
- 報告和分析功能





USE

Administrator: Windows PowerShell

```
PS C:\Users\Administrator\Desktop\Discovery> ./discovery.exe -s  
Show Setting Dialog...
```

Discovery-Tool v3.1.4.0 Settings

General | Common | Export | Pattern | Scan Settings | Credentials | Service

⚡ Jira Service Management

Asset Discovery

Discover, identify, automate, unify



IMPORT

Select import type

Select the type of import to create.



Discovery Import

Import discovery data into Assets



JSON Import

Import a JSON file into Assets



CSV Import

Import a CSV file into Assets



External Import

Import data from an external app into Assets

Next



SYNC





SUCCESS!!!

- Col Scan Setting 0
- Network Assets 0
- Host 1
 - Connected Device 13
 - Virtual Guest 0
 - Device 0
- Asset Details 0
 - Scanning Information 2
 - Network Interface 9
 - Operating System 1
 - CPU 1
 - Storage Device 5
 - File System 6
 - License 1
 - Application 0
 - Database 0

Connected Device

Objects Attributes

- Fax
- Generic MassStorageClass...
- Generic PnP Monitor
- HP LaserJet M15w (61B55F)**
- Intel(R) Iris(R) Xe Graphics
- KONICA MINOLTA C360Se...
- Microsoft Print to PDF
- Microsoft XPS Document ...
- NVIDIA GeForce RTX 3050...
- OneNote (Desktop)

Search this schema...

Create object

IM-1111

HP LaserJet M15w (61B55F)

Details Activity

Name

HP LaserJet M15w (61B55F)

Status

OK

Device ID

HP LaserJet M15w (61B55F)

Host

Linked objects

Outbound references

Installed → KAKU-M...

Linked issues

No issues found

Attachments

CONCLUSION



使用Asset Discovery，將可以大幅降低IT人員維護資產清單的成本和負荷。Asset Discovery可以自動的將系統資訊、軟體硬體資訊以及schema架構皆建置產生到Asset中，並且可以設定成排程自動化更新最新資訊到Asset。

使用Asset Discovery

實現—自動化整理與監控資產狀態的未來

Q & A



Thanks!

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