HARSHAL B

ITAM & CMDB LIFECYCLE MANAGEMENT SPECIALIST

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🏳 Indian

SUMMARY

IT Asset Management and Configuration Consultant with 12+ years of experience in implementing and governing Service Asset & Configuration Management (SACM) frameworks aligned with ITSM best practices. Expertise in ensuring CMDB data integrity through comprehensive analysis and optimization, including ServiceNow Discovery and CSDM implementation. Proven track record in leading audits, driving policy adherence, and fostering stakeholder collaboration to bridge ITAM and Change Management functions with business objectives, enhancing operational efficiency and service delivery.

WORK EXPERIENCE

CMDB Lead | THOUGHTFOCUS
Mar 2025 - Present, Bangalore, India

- CMDB Management: Overseeing end-to-end CMDB operations, managing 12 million Configuration Items (CIs). Ensuring KPI accuracy through stale CI and duplicate CI remediation. Service catalogue Mapping, Greenfield ServiceNow implementation New instances
- Health Dashboard & Discovery: Maintaining health dashboards, checking daily discovery status, and running quick discovery processes to normalize CIs. Leading IRE Collapse discovery process to streamline data inputs and eliminate duplications.
- Change Management: Managing Change Management tasks to ensure all modifications are controlled and properly documented under the Change Task process.
- Process Improvement: Identifying and implementing new processes where necessary to optimize operations.
- CI Class Management: Working extensively on CI Class Manager configurations to refine classification and data consistency.
- IT Asset & Service Configuration Management (ITAM & SACM): Handling key processes such as management & planning, identification, control, status accounting, reporting, and audit. Creation Dashbard
- ServiceNow CMDB Expertise: Managing CMDB key tables, including cmdb_ci parent extensions for servers, network gear, applications, and business services. Responsible for attributes mapping, SOP development, auditing, and reporting.
- Manual Service Mapping
- Common Service Data Model (CSDM) & ITSM Best Practices: Applying expertise in ITSM methodologies to optimize service relationships, automate processes, and ensure data consistency across enterprise systems.
- Integration & Discovery Expertise
- MID Server: Proficient with MID Server deployment and management, enabling secure data collection and orchestration between ServiceNow and on-premise infrastructure.
- SCCM Integration: Experienced in integrating SCCM with ServiceNow, leveraging asset and software data for CMDB population and IT operations.
- IRE Rules: Skilled in configuring and applying Identification and Reconciliation Engine (IRE) Rules to ensure CMDB accuracy, prevent duplicates, and manage data integrity.
- ServiceNow Discovery: Familiar with ServiceNow Discovery for automated CMDB population, including network scanning, device identification, and attribute collection.
- JAMF Integration: Knowledgeable in integrating JAMF with ServiceNow for comprehensive management and asset tracking of Apple devices.
- Advanced Discovery Methodologies
- Discovery Probes & Sensors: Understand the function and interaction of Discovery Probes & Sensors for efficient data collection and transformation within ServiceNow.
- Quick Discovery: Proficient in utilizing Quick Discovery for targeted, on-demand IT asset identification and troubleshooting.
- Cloud Discovery: Experienced with Cloud Discovery methodologies, including API-based integrations for discovering and mapping resources in multi-cloud environments (e.g., AWS, Azure).
- Horizontal & Top-Down Discovery: Familiar with both Horizontal Discovery (infrastructure-centric) and Top-Down Discovery (Service Mapping) to build comprehensive CMDBs and visualize business service dependencies.
- Discovery Schedules & Dicovery Status.

Global ITAM Lead- Professional 3 | WESTERN DIGITAL
Jun 2024 - Dec 2024, Bengaluru, India

- Working in Global ITAM (Hardware Asset Team)
- Asset Lifecycle tracking

Global IT Asset Stock Count tracking
Global Capex & Opex PC Tracking
Retired or decommissioned CI Active on network tracking and closure
Asset Refresh Activity tracking
Ensuring SCCM & ServiceNow Integration working as per expectation
Finance Asset Team collaboration to up date missing, Lost, Stolen, Retired & Donated Assets
ServiceNow tool upgrade activities ensure all implemented rules are fine
Organization Split Activity tracking
Reconciliation of CMDB Data with SCCM, JAMF & Purchase tracker
Assets Baseline verification & Reconcilation
In stock & Retired Assets with recent login tracking
Missing EUC Devices with recent login tracking
Missing Asset active on network tracking
Missing PO & Purchase date record verification
Daily New Asset creation and verification
Assigned to Obsolete user Asset tracking
Collaboration with Global team.

Lead Administrator | WIPRO TECHNOLOGIES
Jun 2021 – Jun 2024, Pune, India

- InTune & ServiceNow integration with CMDB completed successfully
- KPI Report Publishing & Client Review
- Managing Escalations, Resource Management
- Process document review and improvement
- CMDB Dashboard creation using ServiceNow or Power BI
- Tracking the Project related activities
- Tool migration or Upgrade
- ServiceNow & Ucmdb Discovery, RV Tool analysis with CMDB & Tracking gap closures
- Transition for IT Asset Management Practice
- SOW (Scope of Work) mapping for our Practice
- Preparing Knowledge Acquisition Plan & HAM Questionnaires to discuss with client
- Preparing Execution Process Documents for BAU resource
- Creating Work Instructions for Procedures
- Active participation in Tool Integration & Migration
- Handover to BAU Resources and Final Closure of the Transition
- Ensure adherence to Quality & Compliance
- Actively coordinating with Client to achieve Business or project goals.
- On Flexera Covwering EUC& Servers GAP, maintaining the correct (EUC Devices) records. Cleaning up stale Inventory, checking correct user data in IT users beacon health Check, system health check up.
- Creating Entitlement, ELP reports, assigned users licenses details, Working on Users Leavers & Joiners requests.
- Working on Users Leavers & Joiners requests
- Mantaining License compliance details in Flexera
- License Allocation & Deallocation, PO Imports
- Manage the Process Procurement maintaining user and device based licenses on Flexera
- Product Ver:-Flexnet Manager Suit 2022 R1.6
- Part of New Project transition and implementation

Team Lead | BIRLASOFT TECHNOLOGIES
Mar 2020 – Jun 2021

- Managing the India Assets Database and CMDB
- Engaged in Complience and Audit Part
- Tool knowledge, access, Integration, reports finalization
- Baseline Data Gathering, Analysing, anomaly detection and approval

Senior Consultant | CAP GEMINI TECHNOLOGY SERVICES INDIA LIMITED
Jan 2017 – Mar 2020

- Engaged in Infrastructure and Service Improvement Project for Asset Lifecycle Management (End to End Deployment, Execution and Implementation)
- Role requires an overall view of the CIs/CMDB for which are responsible.
- Responsible 20 attributes more than 5500 CIs includes 200,000 + values
- Preparing more than 20 Invoicing Reports every month transaction and showing in dashboard for billing purpose in front of Client.

MSR (Monthly Service review report) whatever transaction being done each and every CI count along with KPIs broadcasting in the report.

Asset Analyst | ACCENTURE SERVICES PVT. LTD
Jun 2012 – Jan 2017

- Engaged in Infrastructure and Service Improvement Project for Asset Lifecycle Management (End to End Deployment, Execution and Implementation)

EDUCATION

External MBA in Information Technology | UNITED BUSINESS INSTITUTES
Jan 2010 – Jan 2012

Bachelor of Science | DR. BABASAHEB AMBEDKAR MARATHWADA UNIVERSITY
Apr 2004 – Jan 2008

CERTIFICATIONS

ITIL V4 Foundation Certified | EXIM

ITIL V3 Foundation Certified | EXIM

ITAM Advance | Udemy

ServiceNow CMDB Fundamental | ServiceNow

The Project Management Course: Beginner to PROject Manager | Udemy

Artificial Intelligence ServiceNow | ServiceNow

SKILLS

- **Core Functional Expertise:** Governance & Process Ownership, CMDB Optimization, Service-Oriented Modeling, Audit & Compliance, Stakeholder Collaboration

- **Tools & Practices:** ServiceNow HAM Pro, HAM, Flexera, BMC Remedy, Power BI, Splunk Dashboard, Report Scheduling, Manual Service Mapping, CMDB Health Monitoring, Remedy Helix

- **Technical Skills and Expertise:** ServiceNow Discovery, MID Server, SCCM Integration, IRE Rules, JAMF Integration, Discovery Probes & Sensors, Quick Discovery, Cloud Discovery, Horizontal & Top-Down Discovery, Discovery Schedules & Discovery Status

- **Software Asset Management Skills:** Flexera implementation, license entitlements and usage optimization, software compliance automation, license tracking, application rationalization, usage metering

- **IT Asset Management Skills:** Asset Lifecycle Management, Inventory Management, ITAM Contract Management, Budgeting and Cost Management, Asset Lifecycle tracking, Global IT Asset Stock Count tracking, Capex & Opex PC Tracking, Asset Refresh Activity tracking, Reconciliation of CMDB Data with SCCM, JAMF & Purchase tracker, Daily New Asset creation and verification, Assigned to Obsolete user Asset tracking, Collaboration with Global team

- **ServiceNow Skills:** ServiceNow CMDB management, Change Management, CI Class Manager configurations, attributes mapping, SOP development, auditing, reporting, ServiceNow Dashboards and Reports, HAM Fundamental, HAM Pro, Common Service Data Model (CSDM)

LANGUAGE

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