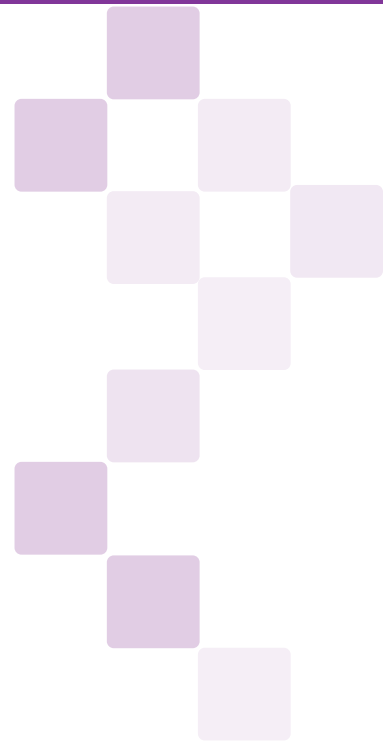# 5 Ways to Simplify

Technology Asset Management in Hospital Systems

Sunbird®
DCIM that's easy, fast, and complete

Introduction

Technology assets across data centers, IT closets, and networks within hospital systems ensure the seamless delivery of critical medical services, patient care, and administrative operations. These assets enable electronic health records, diagnostic tools, telemedicine, and more.

However, with the ever-increasing scope of healthcare technology and volume of sensitive patient data, hospital IT environments have become complex and difficult to manage.

As a leader in second-generation Data Center Infrastructure Management (DCIM) software, we have the privilege of engaging with many hospital system data center managers and listening to their unique challenges.

We hear that the most common challenges of managing hospital systems' technology assets are:

- Sprawling IDF/MDF estates
- Mission-critical operations that require high uptime
- Owner-operated data centers with high security requirements
- Mergers, consolidation, and expansion
- Too much manual effort due to lack of automation via system integration

While these hurdles are substantial, we have seen many customers overcome them by leveraging the right tools, information, and processes.

In this eBook, we have compiled five tips for managing hospital technology assets.

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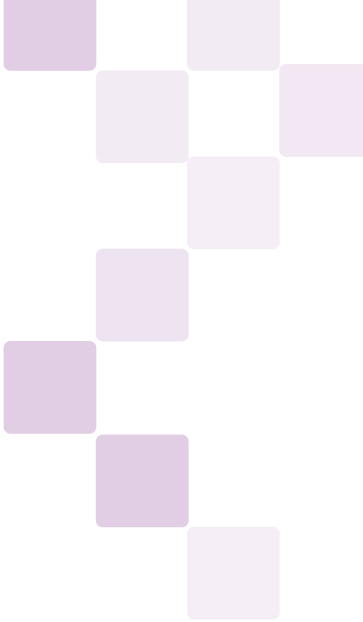
1. Maintain an accurate asset inventory and track changes.

Hospital system data centers are constantly changing environments consisting of many distributed locations across multiple sites, hospital floors, satellite facilities, remote clinics, and network closets.

Multiple departments procure, deploy, and manage equipment, but they typically don't communicate or coordinate their activities, and remote hands don't always document their work.

Hospital data center environments span a wide range of equipment and configurations with little standardization which leads to inconsistencies in the inventory and a complicated management process. That's not even to mention keeping up with expansions and mergers.

This is all frustrating for the data center ops team that has little visibility into what assets they have and where.

These headaches can disappear by deploying DCIM software and implementing processes that require all assets and changes to be both planned and documented in the system. This enables a single version of truth that improves all facets of data center management including capacity planning, troubleshooting, and reporting. *(continued)*

1. Maintain an accurate asset inventory and track changes (continued).

Accurate asset management is simplified with:

- **Real-time views** of assets across your entire footprint including equipment in racks like servers, storage, networking equipment, rack PDUs, rack UPSs, and patch panels and the supporting infrastructure for relationship and dependency mapping.
- **Model templates** that automate capacity search, planning, provisioning, and population of key information for the IT equipment you deploy like make, model, dimensions, weight, and data/power ports.
- **2D/3D rack elevation diagrams** that are automatically updated with every equipment change.
- **Custom fields** so you can track everything that is important to your university.
- **Parts management** to track your inventory of parts and spares like SFPs, hard drives, and cables.
- **Voice response-guided asset audits** with barcode and QR code scanners that enable one person to perform faster and more accurate audits.
- **CMDB integration** with out-of-the-box connectors to reduce manual data entry.

Change management is made easy with:

- **Built-in work order management** to track all changes in the data center as well as remote closet sites.
- **Ticket system integration** with out-of-the-box connectors to minimize swivel chair management, eliminate work requests through random emails, and provide an organized worklist with real-time status updated automatically between systems.
- **Clear visual work orders** with rack elevations and port-to-port connection instructions that ensure work orders are assigned to the right team and completed correctly the first time.

FROM THE EXPERTS:

"Accurate asset records have given us a 50 percent gain in efficiency in terms of locating an asset's physical location within the data centers."

UFHealth
UNIVERSITY OF FLORIDA HEALTH   Joe Keena, Manager - Data Center Operations

"Most of [our] teams look at this tool and... the 3D view and say, 'Oh, that's fun...' It's a tool they end up wanting to use and therefore our documentation improves."

◢ PROMEDICA   John Robinson, Engineer

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